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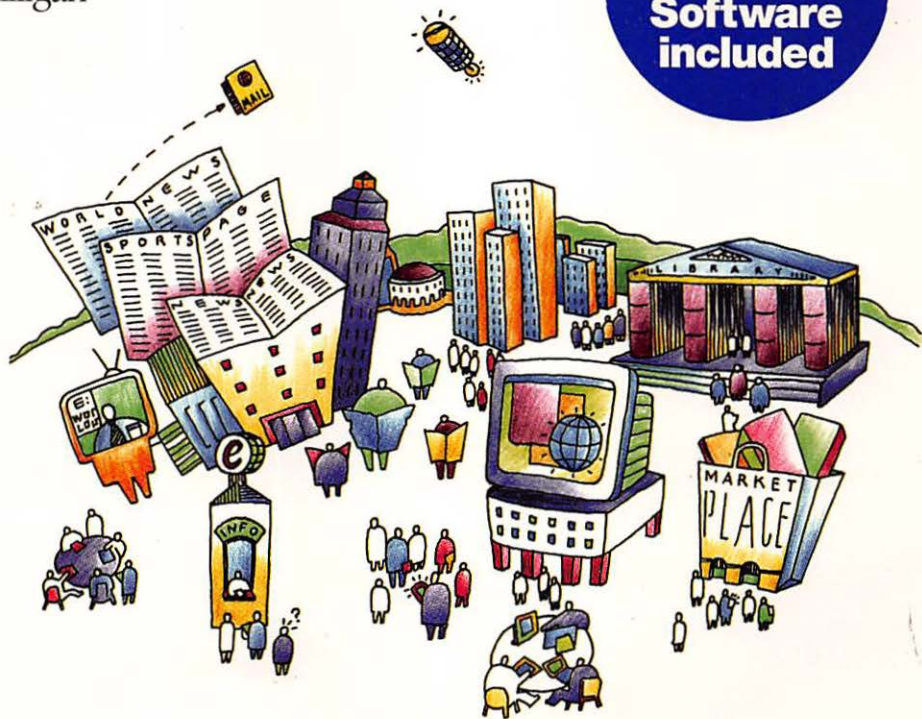
*The Official Guide
for Macintosh Users*

Cary Lu and John Milligan

Edited by
Ross Scott Rubin

The new
on-line service from
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e.WorldTM

*The Official Guide
for Macintosh Users*



e.WorldTM

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for Macintosh Users*

Cary Lu and John Milligan

Edited by Ross Scott Rubin



eWorld™—The Official Guide for Macintosh Users

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About the Authors

Cary Lu was born in Qingdao, China, and grew up in Southern California. Trained as a scientist (Ph.D. in biology from the California Institute of Technology), Lu went on to join the group that started the Nova science documentary series for PBS, and worked on several children's television programs, including *Sesame Street*, *3-2-1 Contact*, and *Cro*. He also worked on education projects in Australia, Kenya, and Algeria. He was the founding managing editor of *High Technology* magazine and now writes the PowerBook Notes column for *Macworld* magazine.

John Milligan, a native of the San Francisco bay area, knows keenly the benefits of being in the right geographical place at the right historical time. While he was employed at a small electronics start-up company in 1984, his desk was graced with a Macintosh 128K computer (along with MacPaint and MacWrite) after his technologically compulsive employer tired of its "limited applications." That first generation Macintosh served as Milligan's bridge from traditional graphics and writing to a career in computerized publishing. Since 1984, he has designed and produced many user manuals and other publications, all of which greatly benefited from the marvelous technology of the Macintosh computer from Apple.

About the Editor

Ross Scott Rubin is the author of *Yakety Mac: The Telecom Tome* and the original edition of *Hayden's PowerBook Power Book*. He also has contributed to *The Macintosh Bible*, Fifth Edition, and *The Virtual Playhouse for Macintosh*. A consultant to America Online's Macintosh Hardware Forum, he is a staff columnist for *CONNECT Magazine* and a senior editor of *Inside Mac Games*. He contributes regularly to *MacWEEK*, *MacUser*, *Mac Home Journal*, and other publications.

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We thank everyone at Apple Online Services, the group that manages eWorld, for assistance in many ways. For many weeks, Tony Wong helped us understand eWorld and helped the Apple Online Systems staff understand the book.

Adam Engst helped with testing the Internet mail gateway and reviewed the sections dealing with the Internet.

Ross Rubin contributed many improvements to the book.

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—Cary Lu and John Milligan

I am greatly indebted to Fran Farrell of Apple Computer for her unceasing efforts in promoting and refining this manuscript; to Peter Shank, for his invaluable experience in the world of telecommunications; and to Cleo Huggins of Apple Computer for her witty, energetic support of my efforts as well as for her resourceful imagination—the source of the eWorld name and character.

—John Milligan

We Want to Hear from You

Dear Friend,

I want to thank you on behalf of everyone at Hayden Books for choosing *eWorld—The Official Guide for Macintosh Users* to help you learn to use and enjoy the new online service from Apple Computer. Expanding your knowledge base can be challenging without the right book. We have carefully crafted this book to make learning about eWorld as simple as possible.

What our readers think of our books is important to our ability to better serve you in the future. If you have any comments, no matter how great or small, we'd appreciate you taking the time to send us note. Of course, great book ideas are always welcomed.

Sincerely,

A handwritten signature in black ink, reading "David Rogelberg". The signature is fluid and cursive, with a large, sweeping loop at the end of the last name.

David Rogelberg

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Preface

In 1983, Apple Computer sent me a prototype Macintosh computer so I could write a book about the Macintosh (*The Apple Macintosh Book*, Microsoft Press). In 1993, Apple Computer sent me prerelease software so I could write a book about eWorld, the new online information service from Apple Computer.

Although a decade apart, the first Macintosh and the early eWorld are truly complementary products. The Macintosh helps you create and manage your own personal information. Now eWorld extends your reach to a far larger and wider world of information. Both offer tremendous promise, giving you a view of the future to come. Both operate rather slowly; the original Macintosh because it only had floppy disk drives, eWorld because it, like all online services, is limited to the data transmission speeds available over telephone lines.

eWorld does differ from the early Macintosh in one important way: eWorld is immediately useful. I was never able to use the 128K Mac for anything except demonstrations. (I wrote on an IBM PC until the 512K Mac arrived.) But from the beginning I was using eWorld several times a day to send and receive electronic mail. And now I use eWorld as a daily research and business tool.

Many people will ask: should you dive into eWorld now or wait until it, like the Macintosh, “matures”? You can wait, if you never work or communicate with anyone else. The rest of us should connect now.

—Cary Lu

How to Use This Book

You don't have to join the marines or set sail like Christopher Columbus to explore what the world has to offer—connecting to eWorld can take you there. eWorld has all the excitement of a vacation without the hassles of planning. Depending on your level of familiarity with online services, you may find yourself using some chapters in this book more than others. Listed below are some guidelines that will help you get the most out of this book. Once you have connected to eWorld, keep this book on hand as a reference.

- If you are new to computers and online services, start with Chapter 1 and read through Chapter 3.
- If you have some experience with online services, you may consider skimming Chapter 1 for essential startup information and then reading Chapter 3 for a guided tour.
- If you are very familiar with online services, skim Chapter 1 for startup information and refer to other chapters as you have questions.

Read the rest of this book at your leisure as you explore eWorld.

Chapters 10 and 11 and the Appendices address a variety of specific eWorld situations: technical issues, suggestions for people with special needs, and more. A glossary defines common online terms, and an index follows.

Consider the hints and reference sections as your own personal tour guides.

This book will tell you more about eWorld and the interactive community than you are likely to discover on your own. Reading this book can save you time, and since you pay by the hour for eWorld, time quickly becomes money.

Introduction to eWorld: Welcome to the Neighborhood!

Imagine a place where you can travel through neighborhoods full of information on the latest newsbreaking events about entertainment, finance or even the weather—all from your Macintosh desktop. It's eWorld, the online service from Apple Computer. Think of it as visiting the great OZ without having to follow the yellow brick road. There are no flying monkeys to dodge, but eWorld has plenty of excitement along the way. It's easy—you can get where you want to go and find what you want to know, in seconds.

Visit the buildings—there's always something going on inside. Just click a building and a window opens giving you more to see and do. Browse the information or stop and chat with other eWorld members about your musical interests, politics, or anything at all. If you have something to say, just drop a note in the mail—eMail that is. Prompt delivery is guaranteed.

Like the physical community where you live, you will find people, businesses, places to meet, recreation areas, libraries, classrooms, a mail box and post office, and many other resources in eWorld. You can send your eMail around the world, join a discussion group, try out software demos, play games, plan a vacation, find activities for children, exchange recipes, or interactively communicate with others.

What you can expect to find in your new community:

- Electronic mail
- Real-time conversations with other eWorld members
- Real-time conferences with authors and other experts
- Magazine and newspaper articles

- News services
- Business information
- Advice and help for your computer and nearly everything else
- Product information and technical support from Apple Computer and other technology companies
- Classified ads
- Catalogs for shopping with on-line ordering
- Interactive games and entertainment
- eWorld online support
- and more everyday

Be Part of It

When you join eWorld, you become an integral part of it. You are able to contribute as well as receive information. eWorld puts you in touch with the global Macintosh community and directly links you to the most in-depth Apple Computer information available.

Interactive Media

eWorld is interactive, a key feature that separates it from older one-way media. You—and everyone else in eWorld—can make and share comments on any subject. When you read a book or newspaper or watch television or a movie, the information flows to you and essentially stops. You have no real way to respond, except by sending a letter, which may be received weeks or even months later.

Information available on eWorld runs the gamut from traditional to fully interactive. You can, for example, see a weather map but you still can't do anything about the weather. Yet even the weather on eWorld comes with a degree of interactivity. If you are planning a trip, you can ask members at the destination what kind of clothes to bring and if the skiing's good. Or ask other eWorld members what the business climate is like in their cities—in case you're mulling over a move.

If you have a question about a computer product, you can send an electronic mail message to the company that produced the product—including Apple Computer. You'll get a reply usually within a day or two. Or you can consult the computer forums on eWorld—someone may have already experienced and solved your problem. You can post a message—then check the forum later; there's a good chance that someone will have responded with a solution or at least some helpful suggestions.

The Forms of Information

Sending and receiving information on eWorld comes mainly in three forms familiar to Macintosh users: text, graphics, and software files. Text appears immediately—in real time. For graphics and software, you generally have to receive it first—that is, you move a file to your computer first and then run some software to see the contents of the file.

Some areas of eWorld support instant interaction—conferences with other members who are online at the same time. In a conference—an online meeting place—whatever you type on your computer can be seen instantly by everyone else in the conference. It's online because everyone is tied together through an electronic line (in this case, a telephone line). Some conferences offer free form conversation—anyone can type a comment at any time. In others, a moderator keeps the conversation orderly.

Participating in an auditorium event is like sitting in on a lecture or panel presentation. Typically one, or a small group of people, make the main presentation. To keep a well-attended event like this organized, members of the audience ask questions only when recognized.

Auditorium events and many conferences take place at specific times; casual conferences can happen at any time, but the participants must be online at the same time. Everything else on eWorld is available around the clock—seven days a week.

Electronic mail in eWorld provides instant transmission of your correspondence to millions of electronic mailboxes around the world. You can send letters, invoices, pictures—anything that you can transmit by computer.

Unlike paper mail or fax, eMail arrives in computer form, ready for easy editing, printing, or forwarding.

Sharing Ideas

If you have ideas, questions, or answers, find the appropriate forum in eWorld and share them. You can create a new forum if needed. The information highway works best when the information travels in many directions. Your ideas will be read and commented on by other people with similar interests. Anyone can offer ideas in eWorld, not just large publishers, broadcasting companies, or celebrities.

You don't have to contribute; you can simply observe if you wish. Many members are observers for the most part, offering information only in those areas about which they feel strongly or in which they have some expertise.

Communities

eWorld does regulate the kinds of information displayed in the areas open to all members. Anything in these areas must meet generally accepted standards, respecting the rights and concerns of other members and of the community as a whole. (These standards are given in Appendix C.) eWorld is open to members who accept its rules; it is a "clean, well-lighted place."

Private areas—electronic mail and private conference areas—are not restricted in any way.

How much do you need to know?

To use eWorld, you should know how to perform basic Macintosh operations—how to open and close applications and files, and operate a mouse. You don't need to be a power user or a computer enthusiast. If you are new

to the Macintosh, or to computers in general, work first with a standard computer application (such as a word processor). Once you understand the basics, eWorld can help you learn more.

What computers can connect to eWorld?

At its introduction, eWorld software connects Macintosh computers to eWorld. Versions for Microsoft Windows on IBM PCs and compatibles will be available in the future. Through eWorld, you can send electronic mail, computer files, and other information from a Mac to an IBM PC, or any other computer that can receive electronic mail.

The Newton can access eWorld through NewtonMail. Newton users who subscribe to NewtonMail can exchange electronic mail messages with eWorld users. If you have both a Newton and a Macintosh, you can have the same account for eWorld and NewtonMail.

Initially eWorld supports an English language interface. French, German, Japanese, and other languages will follow. eWorld is an international service. The eWorld community is truly global; you can exchange electronic mail and other information with friends and business associates around the world—not only via eWorld, but also through interconnection with many other online systems via Internet.

Connections with the Internet

The largest group of interconnected computers is the Internet. The most universal part of the Internet is an electronic mail service that connects most of the major public electronic mail services. Through Internet, anyone connected to one service can send messages to any other service. eWorld has a mail gateway to Internet, so you can correspond with anyone with an Internet address, including subscribers of America Online, CompuServe, MCI Mail, Prodigy, and many other services.

Constant Change

As with any other community, the only constant in eWorld is change. The information and activities provided by major news services and other firms in the forefront of the electronic publishing industry are constantly being updated. There will be new information providers, improvements in the user interface and, of course, new members and new topics. eWorld connects more than computers together; it connects people together. Just as in any community where people move in and out—eWorld will change and evolve continuously.

eWorld Quick Tour

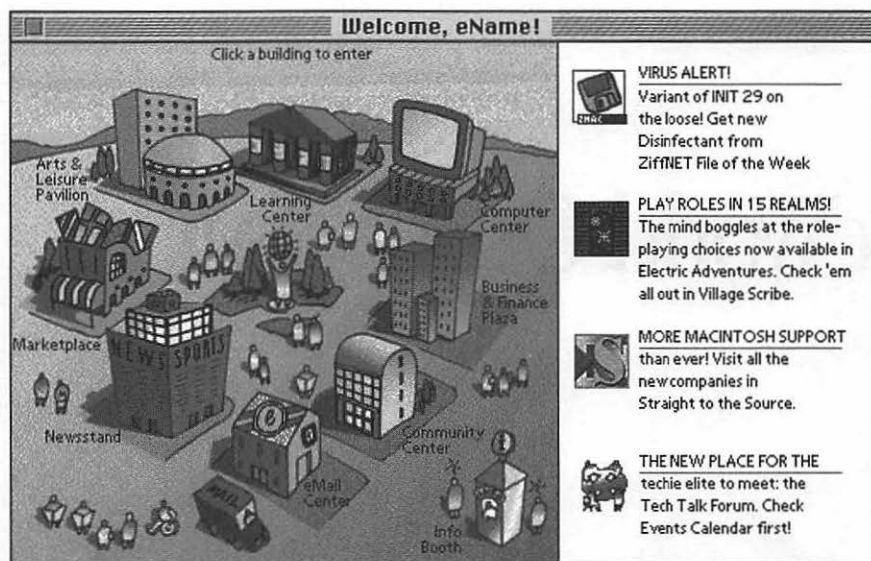
O

nce you connect to eWorld, the best way to learn about your new community is to click the buildings and explore. This Quick Tour offers you a brief look inside each building in the eWorld Town Square. Remember that every building is undergoing continuous change and expansion, with new publishers and additional offerings every week.



Some of the buttons that you will see in our Quick Tour show a hard hat. The hard hat indicates that the feature is under development; come back in a week or two to explore a new eWorld area.

After you have connected to eWorld, the eWorld Town Square window appears.

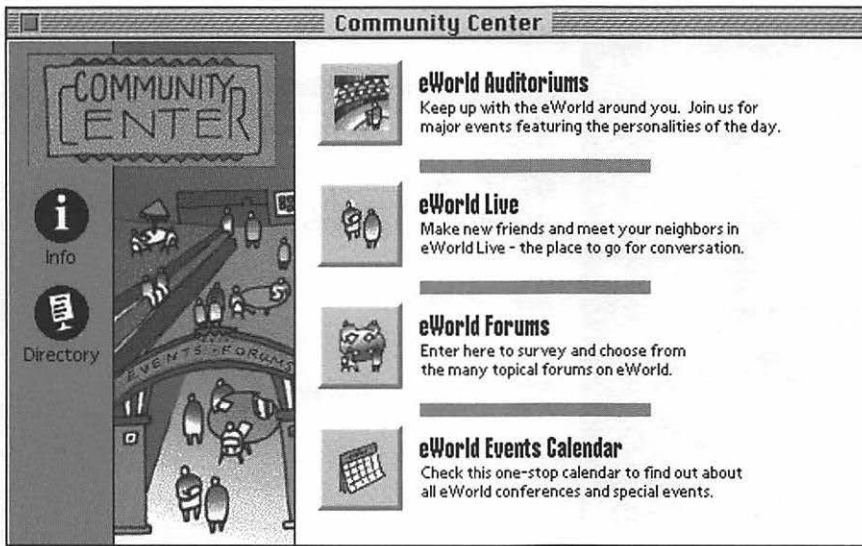


Click on a building to open the main window—the lobby for the building—with the buttons for services and additional buttons that take you to other sections within the building.



The Community Center

If you want to meet people and find stimulating discussions, enter the eWorld Community Center—the place to meet other eWorld members and attend informative presentations. The Community Center combines the functions of a neighborhood community center, an auditorium, and a bustling urban coffee house.



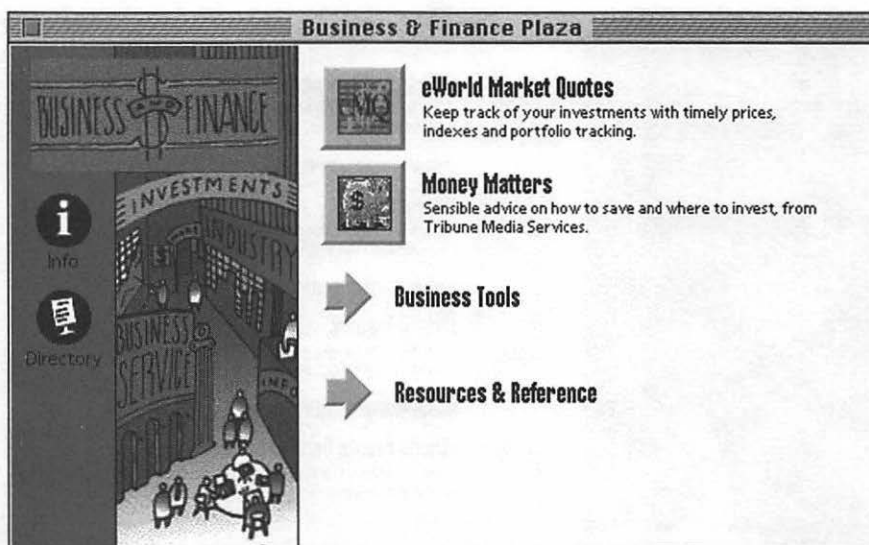
Visit the Community Center and drop in on its many public meeting places:

- eWorld Auditoriums host gatherings of up to 200 eWorld members, who can listen and interact with speakers on many topics.
- eWorld Live lists all the current Conferences which are meeting places for casual or scheduled exchanges. Click the Conference icon to choose from pre-existing public meeting areas where anyone can join an exchange.
- eWorld Forums encompass a collection of conferences from topical areas scattered across eWorld, all consolidated and available through this one entry.
- eWorld Events Calendar offers schedules for most eWorld events so you can plan ahead.

Business & Finance Plaza

Entering the Business & Finance Plaza leads to continuously updated information about financial markets, and advice on all aspects of business.





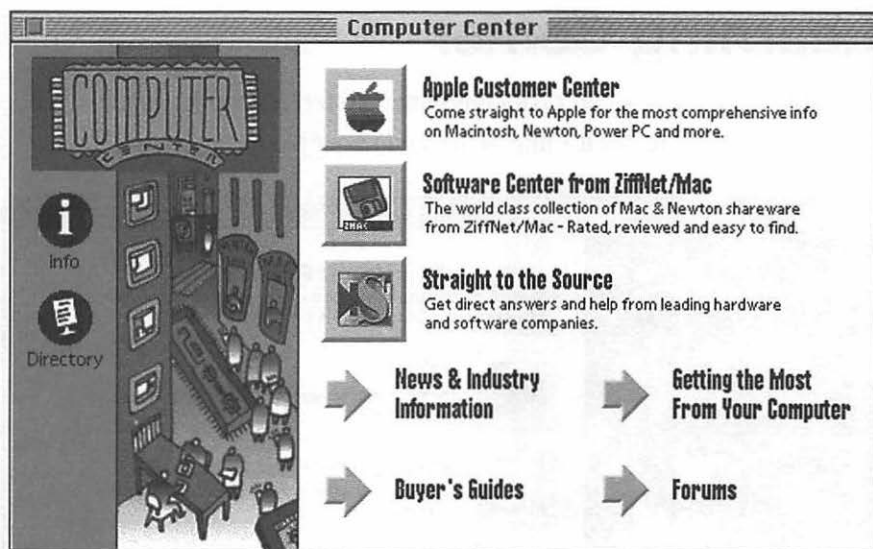
Visit the Business and Finance Plaza and take advantage of its features:

- Browse the reports on business from around the world.
- Employ eWorld Market Quotes to get continuous stock quotes from the major trading floors. Set up your portfolio of investments, and update your balance sheet with a click of the mouse.
- Pore over feature articles that focus on personal finances.
- Get expert advice from—and even meet with—the experts on small business and entrepreneurial start-ups.



Computer Center

Enter the Computer Center and explore one of the richest resources in eWorld.



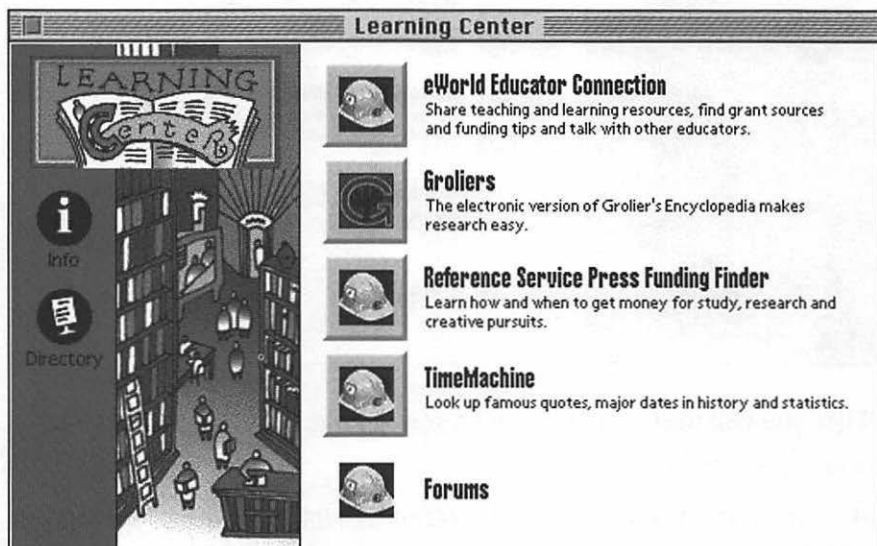
When you visit the Computer Center, you can take advantage of its incomparable resources. You can:

- Get the latest and best-informed technical support from a wide range of software and hardware companies, ranging from Apple and Claris to many smaller companies. The technical support you find here may be the single most important reason to use eWorld.
- Browse (and collect copies of) a wide range of files and applications from the many software libraries.
- Update and register your new software purchases.
- Follow the latest computer news and look up old articles. Magazines in the Computer Center currently include *InfoWorld*, *MacUser*, *MacWEEK*, *Macworld*—and the collection will grow.
- Investigate and join the many technical issue-oriented forums, organized by hardware type (Macintosh, printers, and so forth), and topic (graphics, networking, and much more). Look for ideas and tips; share your experience.



Learning Center

The eWorld Learning Center contains general reference works, just like the library in your town, but it's interactive and easier to search.



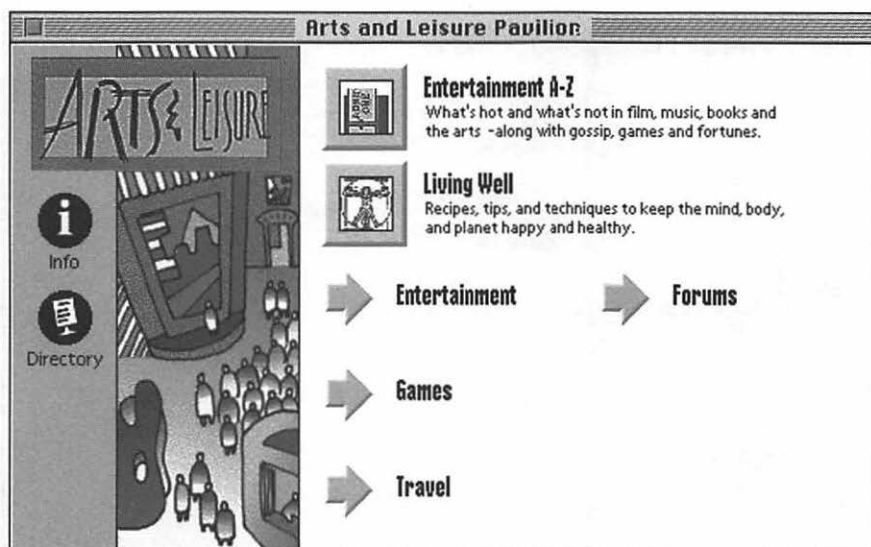
Visit the Learning Center and explore its easy-access resources:

- Search the fully indexed encyclopedia and other reference works. Choose a word (or words) to look up; eWorld instantly finds all relevant entries.
- Use eWorld to look up the individual who uttered that famous quote that's been driving you batty for weeks.
- Look up funding sources for research and study projects.
- Meet educators and learning experts; add to your own resource network.



Arts & Leisure Pavilion

Movies, books, music—and cooking, health, and new forms of interactive entertainment can be found in the Arts & Leisure Pavilion.



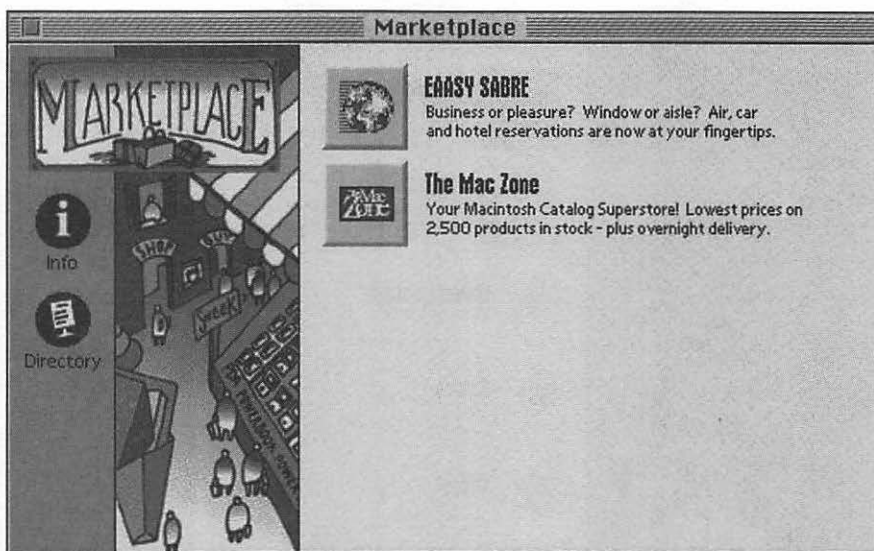
When you visit the Arts and Leisure Pavilion, you can:

- Read about the latest movies and music, from not only established critics, but also other eWorld members. Got an opinion? Write your own review.
- Play interactive games against the eWorld computer, or with other eWorld members. Copy game software to your computer for those few hours you aren't connected to eWorld.
- Browse the latest television listings. You can read reviews and talk back to the critics.
- Find the best or the bargain restaurants in the town you're about to visit—along with other travel information.
- Special arts and leisure forums include music, photography, science fiction and fantasy, and one just for writers and would-be writers.

Marketplace

The eWorld Marketplace allows you to window-shop from your computer, away from the hassles of crowds and weather.





While you are visiting the Marketplace, you can:

- Browse the online catalogs and order items for delivery by package express or mail.
- Use American Airline's EASYSABRE gateway to price and order tickets by mail. Compare prices and check the latest schedules online.
- A classified ads section lists the offerings of other eWorld members and small businesses. Need something? Have something to sell? Post an ad.



Newsstand

For the latest news, weather, and sports—as well as places to voice your opinion on the issues—check out the eWorld Newsstand.



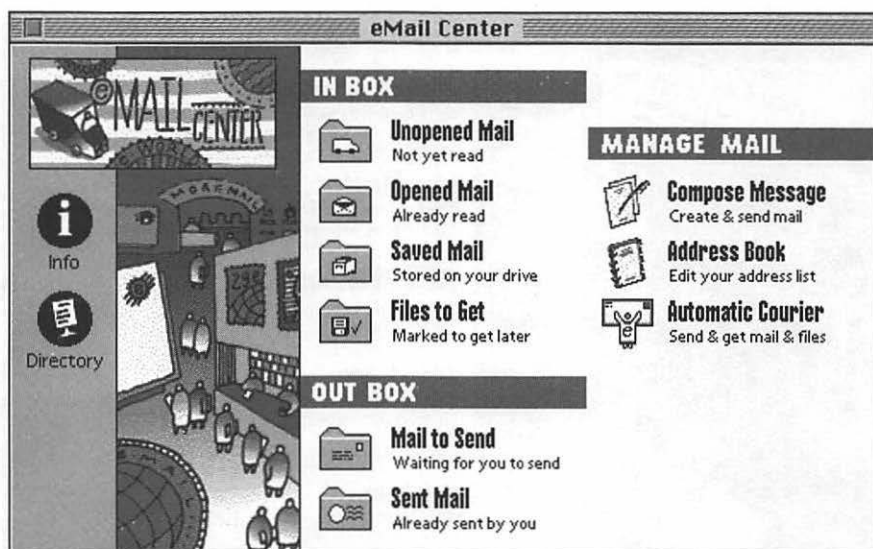
Visit the Newsstand to find news and opinion. You also can:

- Read up-to-date news headlines from news services that cover the world—including coverage of business, regional news, sports, and entertainment.
- Check the latest scores from current sports events.
- Get the weather for any place on the globe—in text form and as weather maps.
- Set up a personalized electronic newspaper tailored for your specific interest. Note that such services often entail an additional charge.
- Topical, general news, and issues forums welcome your participation. Write and publish an impassioned essay, or drop in on a Conference and sound off to interested eWorld members.

eMail Center

The eMail Center serves as your one-stop mail resource; you can read the latest mail, prepare and send mail and file packages, and browse old mail. When you receive new mail, a mail truck appears outside the eMail Center and a bright eWorld voice announces, “You’ve got mail!”





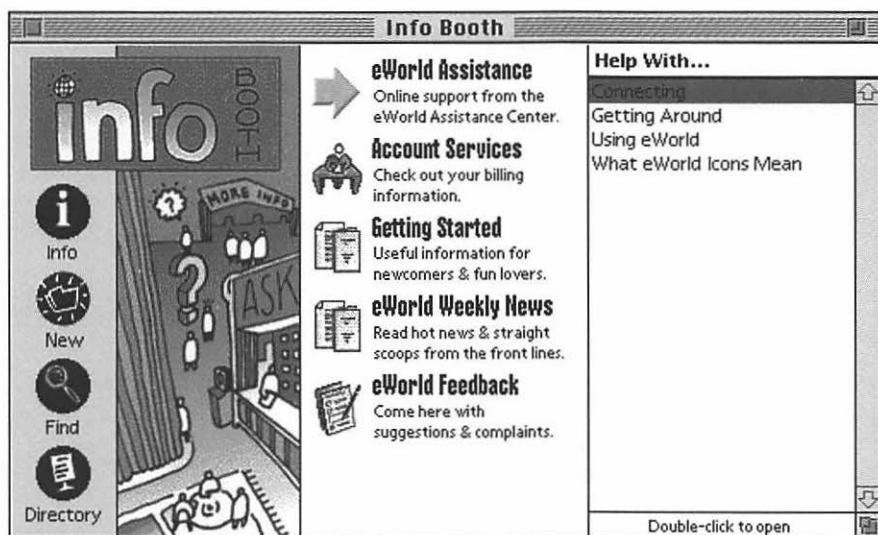
Go to the eMail Center for all your electronic mail needs:

- Send both text and computer files to other eWorld members.
- Correspond with friends and associates who may subscribe to other computer information services such as America Online, CompuServe, Prodigy, and many others.
- Send correspondence through the Internet.
- The Files to Get feature of the eMail Center helps you manage the transfer of software files that you have selected from software libraries.
- Program the Automatic Courier to handle all of your mail tasks automatically.



Info Booth

For information and help using eWorld, visit the Info Booth.



You can find help and information about eWorld in the Info Booth:

- Get help with eWorld from ongoing online conferences with the eWorld Assistance Center staff, or browse articles and news about eWorld.
- Find out what's new and what's coming up in the eWorld Weekly News and the EAC text archives.
- Find out, at a glance, the latest charges to your eWorld account.
- Change your personal password—instantly.

Getting Started

This tour only briefly touched on a few of the features found in eWorld. The best way to learn more is to get started, by installing eWorld software on your computer and connecting to eWorld.

eWorld Installation

*T*o get started, you need to install and configure the software on your computer and then connect to eWorld through your modem and telephone line. We'll cover all the steps—and potential problems—in these chapters. You might browse through Chapter One before you actually start so you won't run into any sudden surprises during the actual installation.

Chapter 1

eWorld Installation and Registration

M

any of us watched, enthralled, as the first explorers

traveled to and set foot on the moon.

"What an adventure!" we all thought,

and then we tallied up the prodigious

cost, assessed the astoundingly com-

plex technology, and concluded that

being the explorer of new worlds

requires a lot more than most of us

can afford.

But there *are* new worlds to explore, and the requirements are much less intimidating. Consider eWorld, a place with the most valuable riches of all—information that you can reach by means of a computer, modem, telephone line and your own personal eWorld account. The good news is that you'll be able to arrive at and explore eWorld for a lot less money and with much simpler technology. And (more good news) you'll be able to stay there a lot longer.

Getting to eWorld requires hardware and software. You'll need a ticket for travel—your eWorld registration number and password—and a credit card (from among Visa, MasterCard, American Express, or Discover Card). Once you complete the installation of eWorld software, open the new eWorld folder and double-click the eWorld icon. A series of dialog boxes will guide you through registering your new eWorld membership.

eWorld Connection Requirements

Before you install the eWorld software, review the following requirements to ensure that you have the hardware and software that you will need.

(The telephone numbers, connection procedures, and costs noted in this chapter apply to the United States only. If you are connecting to eWorld in a country outside of the United States, see the information at the end of this chapter.)

Computer hardware requirements

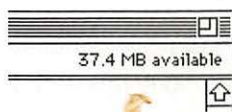
You will need an Apple Macintosh computer (a version of eWorld designed for Windows PCs will be forthcoming). Apple says that eWorld runs on models ranging from the Macintosh Classic to Quadras, along with all PowerBooks and Power Macintosh models. In fact, the software runs fine on a Macintosh Plus and Macintosh SE equipped with sufficient memory. However, you cannot connect to eWorld with a 128K, 512K, or 512Ke

For more information about memory and system software, see Appendix B, "Software and Hardware Topics."

Macintosh. While the speed of your machine will affect eWorld performance, the main limiting factor will be the speed of your modem, which we will examine in a moment.

You will need a hard disk drive with at least 5 MB (megabytes) of free space to store the eWorld application and additional information that will be added as you use eWorld.

To determine how much free disk space you have, follow these steps. First, determine the disk on which you want to install eWorld. Open the disk window in the Finder (double-click the disk icon if necessary). Make sure that the disk window is showing the files by icon (go to the Finder's **View** menu and choose **By Icon**). The number at the upper right corner shows the space available in megabytes (MB).



The Finder is the program that keeps track of your files and folders and displays the desktop (the working area on the screen with disk icons, a Trash icon, and so forth).

Macintosh System software requirements

Your system will need System software version 6.0.7 or later—including all versions of System 7. eWorld software also requires that your Macintosh has at least 4 MB of RAM for System 7, but only 2 MB of RAM for System 6.0.7. To find out which system software version you are using and how much memory your System has, start your Macintosh. When the Finder appears, open the Apple menu (click the Apple icon at the left side of the menu bar) and select **About This Macintosh**. The About This Macintosh window appears, and displays the version of the System in use and the total memory.



PowerBook 180

System Software 7.1

© Apple Computer, Inc. 1983-1992

Built-in Memory : 4,096K

Largest Unused Block : 2,164K

Four megabytes will be displayed as 4,096K (kilobytes). The **Largest Unused Block** must be at least 1,200K in order for eWorld software to start successfully.

Modem

A modem (*modulator/demodulator*) transmits and receives data by converting a computer's digital signals into analog audio signals that can travel on a telephone line. Be sure that you have connected the modem to your computer's modem serial port (the one marked with a little icon of a telephone handset), and have installed any required software that came with the modem. In the event that your modem port isn't available, you can connect a modem to the printer port if it is free. (See Appendix B for technical notes about connecting modems.)

Connecting to eWorld should be done at a minimum speed of 2400 bps (bits per second). A modem running at 9600 bps is preferable as your system will communicate with eWorld considerably faster. For the time being, 9600 bps is the fastest speed supported by eWorld—although you can expect faster connection rates in the future. Since eWorld online charges are the same for 9600 bps as for slower speeds, you should connect at the faster speed if you can. (You can connect to eWorld at 1200 bps, but performance is very poor.)

When you initially connect to eWorld, you will be asked which serial port your modem is connected to. Be sure that you select the button that actually represents your actual serial port setup.

See the following section “More about Modems” for additional details.

Telephone line

You can connect the modem to any telephone line used for private telephone conversations, as any ordinary phone line will do. Additionally, eWorld installation will allow you to disable call-waiting, if you have that service on your telephone line.

Party lines cannot be used for any computer connection. Party-line users, by law, must be able to yield the line in an emergency. If you use a modem on a party line, you will not be able to hear emergency requests.

More about Modems

Not sure if you have a modem? With most desktop Macs, the modem will appear as a separate unit roughly the size of a paperback book with two or three wires coming out of it. One wire connects to a serial port at the rear of the Macintosh (the one with a little icon of a telephone handset), a second wire connects to a telephone jack, and the third wire connects to AC power. Although modems come in many shapes, almost all modems have a row of indicator lights with cryptic labels such as SD, RD, TR, and so forth.

Desktop Macintosh computers equipped with a GeoPort modem offer a telecom adapter that connects between the serial port (the GeoPort) and the telephone line. You won't need a separate modem with this setup. PowerBooks with internal modems provide a telephone jack on the back panel. A few desktop models may have a modem installed as an internal card. Be sure to check the modem manual for information about connections.

Modems vary in speed—which affects how fast your system communicates with eWorld. If you need to purchase a modem, a rule of thumb is: *the faster the modem, the higher its price*. A second rule of thumb is: *the faster the modem, the better*. Modem speed is rated in bits per second, or bps. (The term baud is often used in place of bits per second—although technically speaking, a baud and a bit per second are not the same thing. See the Glossary for more information.)

If you are traveling, and want to connect to eWorld from a remote location, you may encounter a plug that looks like a telephone connector, but is a little wider. These RJ-45 connectors are for twisted pair or 10BaseT Ethernet network wiring; some corporate phone systems also use this connector. To test an outlet, plug an ordinary telephone (if available) into the connector and pick up the receiver and listen for a dial tone. If you do not hear a dial tone and are not able to dial an outside line, you will not be able to use the line for any modem communications—including an eWorld connection.

For more information on telephone lines and alternate ways to connect to eWorld, including access through networks and wireless connections, see Appendix B, “Software and Hardware Topics.”

If you already have a modem, you can skip to the next section. If you need to get a modem, see Appendix B, “Software and Hardware Topics,” for information and suggestions.

About Your eWorld Software

Your eWorld software came to you in one of three possible ways: “bundled” with a recently purchased Macintosh, enclosed in a printed sleeve (usually distributed through the mail or through dealers, or at computer shows), or enclosed with this book.

The two eWorld disks that come with this book are in the 1.44 MB (SuperDrive) format. If a disk is missing or if your Macintosh accepts only 800K (kilobyte) disks (such as the Macintosh Plus, the original Macintosh II, and early models of the Macintosh SE), contact the eWorld Assistance Center at 800-775-4556 for replacements. You can use an associate’s or friend’s installation disks, but you must call the eWorld Assistance Center for your own registration number and password in order to start your own account.

If you have a PowerBook 100 or 200 series (Duo) without an external floppy drive, but do have a network connection to another Macintosh, you can put disk images of the two installation disks on the PowerBook with MungeImage and then install eWorld. Or you can connect the PowerBook to another Macintosh in SCSI disk mode and install eWorld on the hard drive of the PowerBook. You will need to manually move eWorld fonts (listed later in this chapter).

Final Preparations

Be sure that your computer is connected to a modem and that the modem is connected to a telephone line. Certain modems require the installation of special software aside from the eWorld software. Such modems include modems for the PowerBook 200 series (Duos), modems that do not connect to a serial port, and network modems. To use most PowerBook modems, you’ll need to open the PowerBook Setup control panel and select either the internal or external modem radio buttons as appropriate.

If you are connecting to your own direct phone line, be sure that you have the following information readily available:

- The manufacturer and model of your modem (such as the Apple Express Modem or the Global Village Teleport Bronze).
- The maximum modem speed (from 2400 bps to 28.8 kbps. If your modem can go faster than 9600 bps, you can set the speed higher, although you'll still connect to eWorld at 9600 bps).
- The serial port to which your modem is connected (usually the modem port. If you have connected your modem to the printer port, you may encounter difficulty dialing. To use this port for your modem, you must either turn AppleTalk off in the Chooser or switch to a network other than LocalTalk using the Network control panel).

If you have more than one hard drive, or have partitioned your main drive, you should decide where to install the complete eWorld software package.

Installing Your eWorld Software

After you have prepared your Macintosh for eWorld, you're ready to install the eWorld software.

eWorld needs to install certain fonts in the active System Folder. If you have more than one hard disk, the eWorld installation window allows you to select the drive of your choice. Remember that eWorld requires at least 5 MB on the chosen hard drive for installation.

The eWorld installer may have problems with certain third-party extensions, such as virus-protection software. When you start or restart your Macintosh prior to installing eWorld, hold down the Shift key until you see the "Welcome to Macintosh. Extensions off." message. (If you are using System 6.0.7, you'll need to move extensions out of the System Folder or use an extension manager to deactivate third-party extensions.)

To install eWorld on your system, follow these steps:

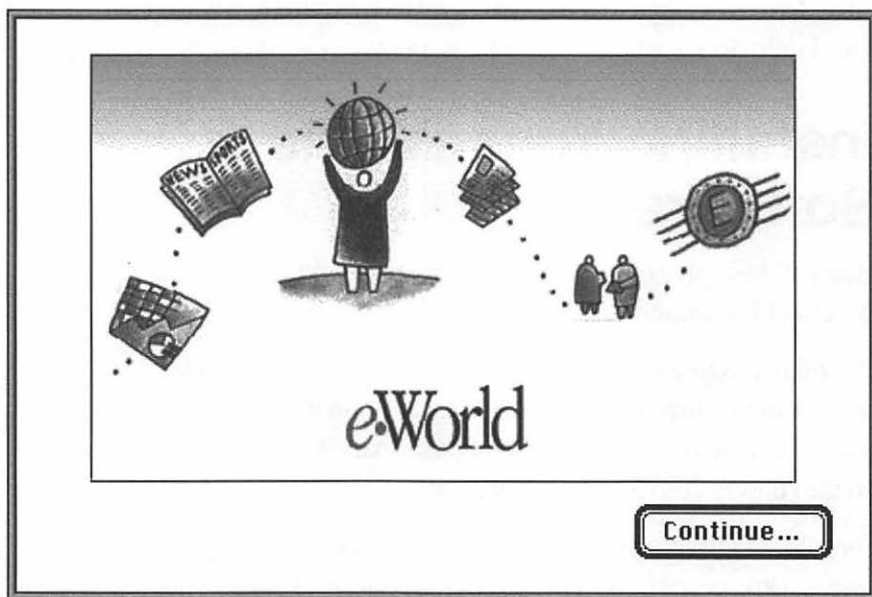
- 1 Start up your system.
- 2 Insert the eWorld Installation Disk 1 into the floppy disk drive.

When the disk window appears, double-click the **eWorld Installer** icon.



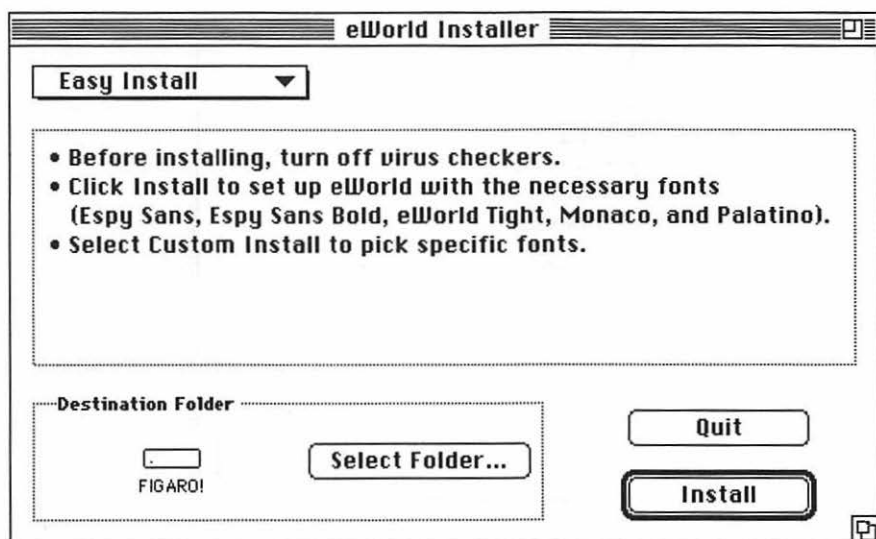
eWorld Installer

The first of two Installation dialog boxes appears.

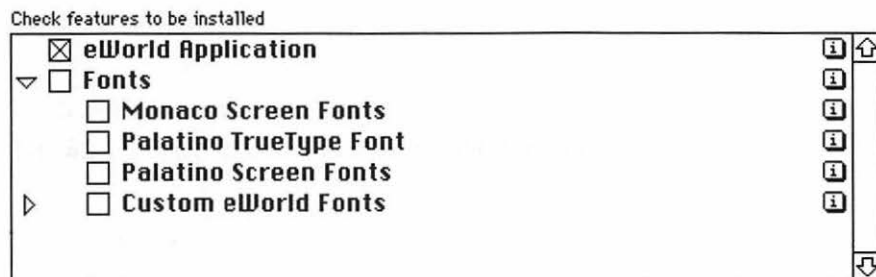


- 3 Click **Continue**.

The second of two Installation dialog boxes appears.



If you want to employ one of the alternative installations, click the **Easy Install** pop-up menu and select the **Custom Install** command. A list of installer options appears:



Click the checkbox for either option. You can click the “i” button to open a window that displays summary information for that option.



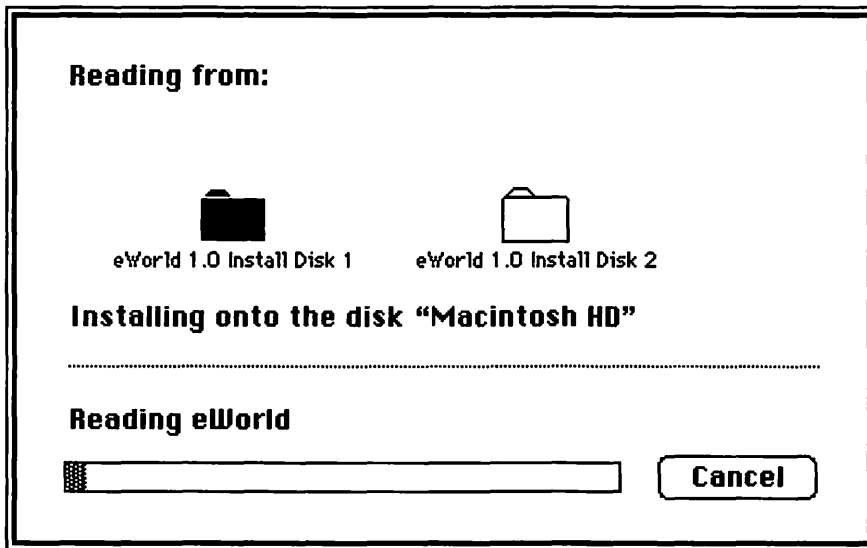
After selecting the custom options, you may also want to direct the Installer to install eWorld on another folder or drive other than the default selection.

4 Click Select Folder.

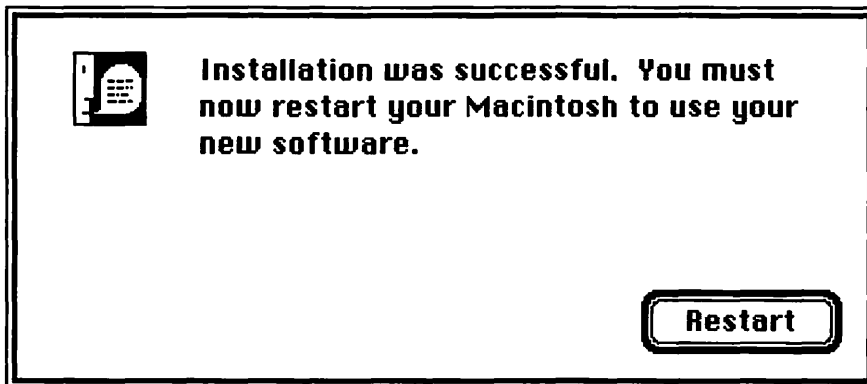
The Destination dialog box appears. Select another destination drive or folder.

5 You need not open the actual folder or drive, just locate and select the name and then click **Select [folder name] or **Open** to begin the eWorld installation.**

The Installer displays a status dialog box that tracks the installation procedure on screen.



You will be asked to insert the second installation disk and then to reinsert the first installation disk. When installation is complete, the Installer will alert you with a confirmation dialog box:



- 6 This dialog box gives you one option—to restart your Macintosh. Click **Restart**.

After your Macintosh has completely restarted, open the drive that contains the newly installed eWorld software. Double-click the eWorld folder icon, and when the window appears, double-click the Read Me First file inside the eWorld folder. These files provide last minute information and special instructions. (The file is in Teach Text format, which also can be read by most word processing programs and by SimpleText on the newest Macintosh computers.)

Now you can connect to eWorld and register your new account.

Registering Your New eWorld Account

After installing your new eWorld software and reviewing all Read Me file information, you can connect to eWorld to register your new account.

- 1 Double-click the eWorld application icon.



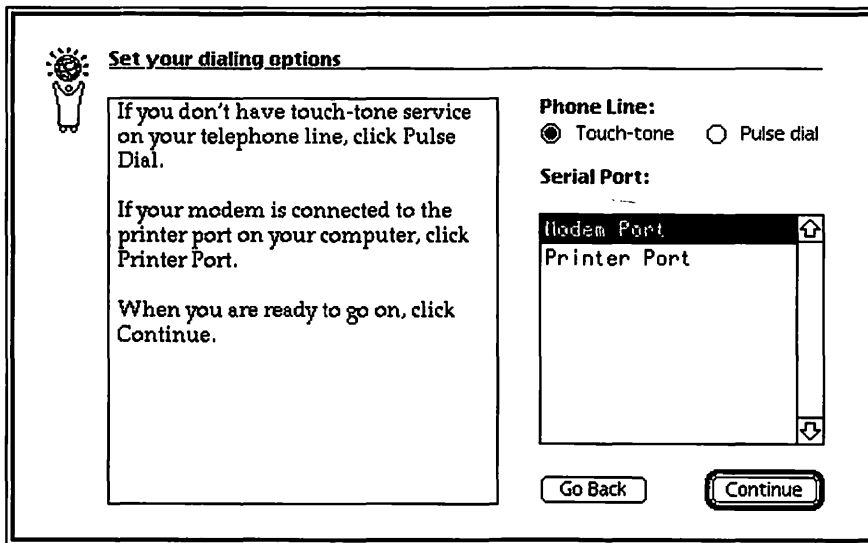
The initial Registration dialog box appears.



Outside the United States, the eWorld registration process may vary slightly. In this initial set up, you may be asked to enter a local access number that should appear in the printed materials accompanying the software.

2 Click Continue.

The Dialing Options dialog box appears.



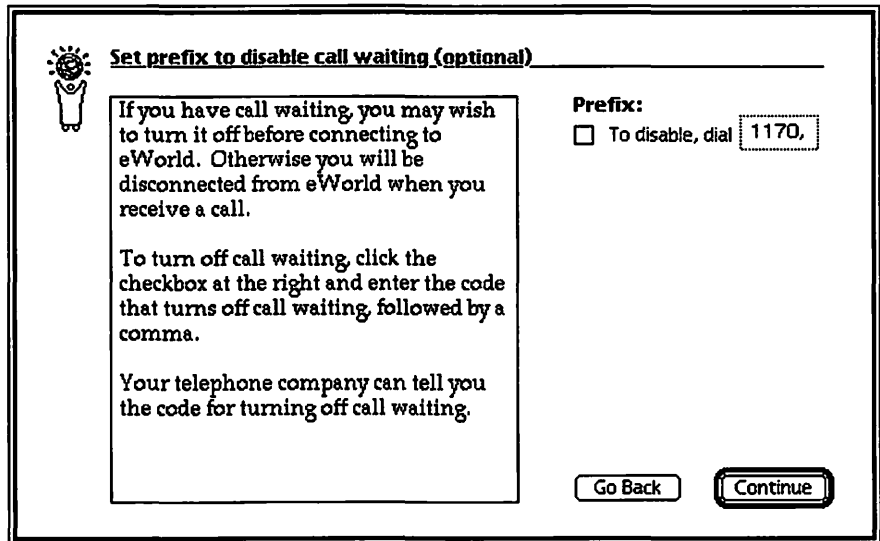
■ Click the radio button by **Touch-tone**, if your telephone uses tones to dial.

■ Click the radio button by **Pulse dial**, if your phone line will not accept tone dialing.

3 Click the serial port option that matches the port used by your modem.
You can use either port for a modem. In most cases, you should connect your modem to the modem port (as LocalTalk network connections to a printer and other computers must use the Printer port).

4 Click Continue.

The Disable Call Waiting dialog box appears.

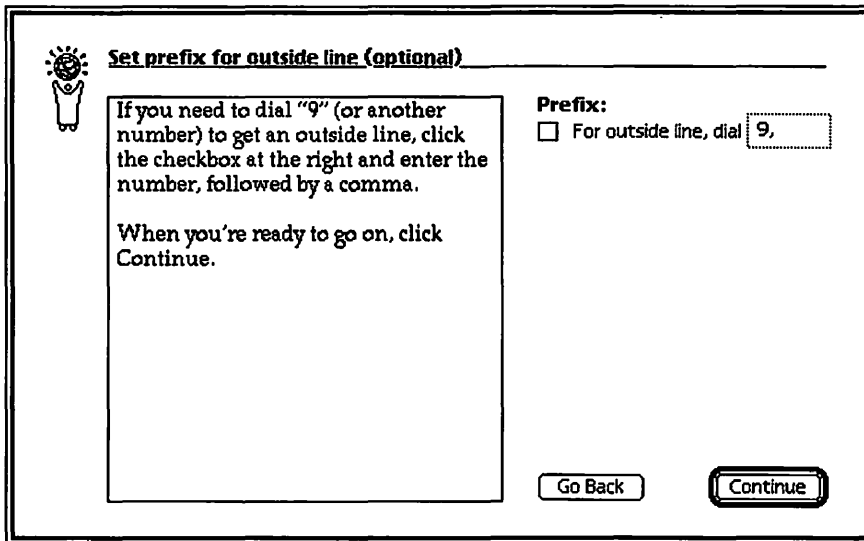


- 5 If you wish to disable call waiting on the phone line that you will use for the modem, click the checkbox.

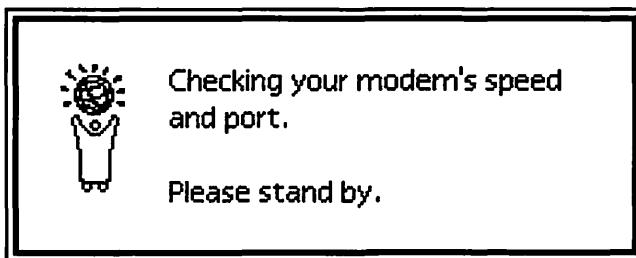
Call waiting will be disabled when you connect to eWorld, but will be automatically reestablished after you disconnect from eWorld. Once set, this switching will be repeated every time you connect to eWorld. The code built into this setup process should work in most areas; call your local phone company for assistance if you have problems in turning off call waiting.

- 6 Click **Continue**.

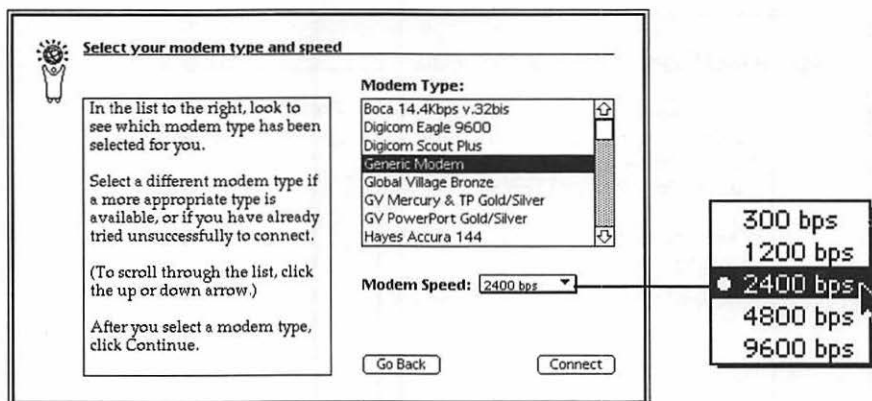
The Outside Line Prefix dialog box appears.



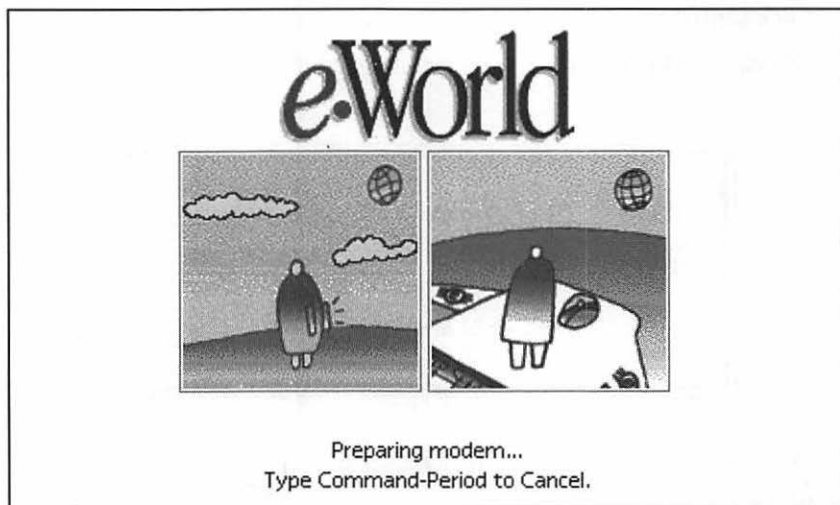
- 7 If you dial 9 to gain access to outside phone lines, select the **Prefix** checkbox. The comma after the 9 specifies a two-second delay for the dial tone before dialing the eWorld access number. You can enter any other code in the text box, and you can also delete the 9 if necessary. If your phone connection requires a delay between the 9 and the actual dialing, you can add more commas after the 9 for a longer delay (each comma adds a two second delay). You can also delete commas (if present) for faster dialing if your telephone system responds quickly.
- 8 Click **Continue**.
eWorld checks your modem type and speed.



eWorld displays a dialog box that asks you to verify the type and speed of your modem.



- 9 Be sure to remember the default modem type selected by eWorld. eWorld may select among the Generic or Hayes modem types even if your modem is in the scrolling list. If your modem is not automatically selected (highlighted), browse the listing and select your modem. If you can't find your modem, reselect the default setting chosen by the software.
- 10 Select your modem speed from the **Modem Speed** pop-up menu.
- 11 When you are ready, click **Connect**.
eWorld performs a preliminary test of your modem settings, as represented in the two-panel Connection Progress dialog box.

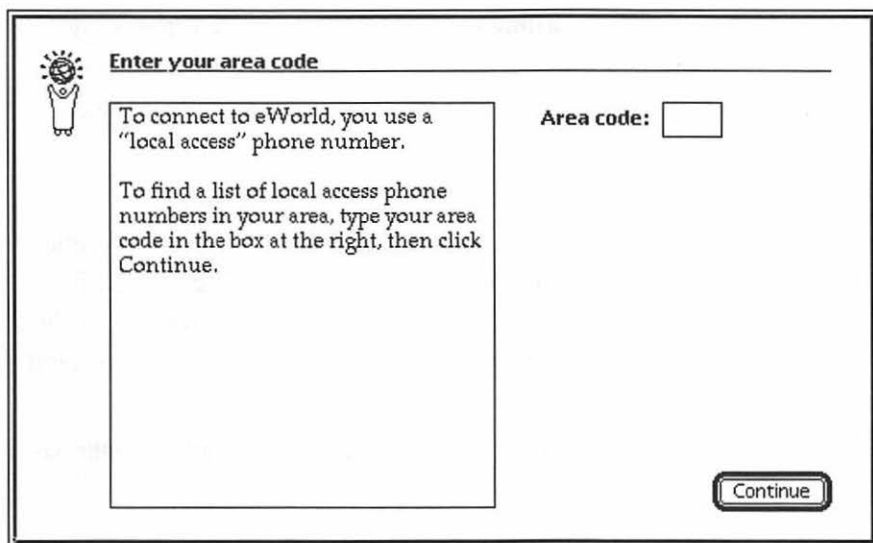


Trouble Connecting?

ALERT: If your system cannot connect to eWorld with these settings, try changing the modem selection to Generic modem or Hayes Basic. Even if your modem can operate at higher speeds, try setting the speed to 2400 bps. Although 2400 bps may not be your modem's highest speed, if you can connect at that speed you can enter the Info Booth within eWorld to ask for help. If you can't connect at all, review the information provided in Appendix B. If that doesn't help, contact the eWorld Assistance Center at 800-775-4556 for assistance (see also "Need Help?" and the international phone number list at the end of this chapter).

You can cancel registration (and many other eWorld activities) by holding down the Command key (the key with the Apple and clover leaf symbol) and pressing the period key.

eWorld now displays the Area Code dialog box.

The dialog box is titled "Enter your area code" and features a small cartoon character icon on the left. It contains two paragraphs of instructional text and a text input field. A "Continue" button is located in the bottom right corner.

Enter your area code

To connect to eWorld, you use a "local access" phone number.


To find a list of local access phone numbers in your area, type your area code in the box at the right, then click Continue.

Area code:

Continue

- 12** Type your local area code in the text area and click **Continue**.

The First Choice Access Number dialog box appears.



Select your first choice for a local eWorld access number

City	Number
SAN JOSE	CA 9600 (408) 294-9067
SANTA CRUZ	CA 9600 (408) 459-7735
MONTEREY	CA 2400 (408) 646-5122
SALINAS	CA 2400 (408) 443-8791
SAN JOSE	CA 2400 (408) 286-6340
SANTA CRUZ	CA 2400 (408) 429-9192
SANTA MARIA	CA 2400 (805) 925-2969
MONTEREY	CA 1200 (408) 646-9092
SALINAS	CA 1200 (408) 443-4940
SAN JOSE	CA 1200 (408) 294-9119
SANTA CRUZ	CA 1200 (408) 429-6937

Try Different Area Code Use Selected Number


You are responsible for any telephone charges when you connect to eWorld. The connect time charges for eWorld do not include any telephone call costs.

- 13** Scroll through the list and double-click the first try access number that represents the city nearest you. In some cases, a phone call to a nearby city may cost less than dialing your own city's number. The modem speed supported by the access number is listed after the State. If you have a 9600 bps or faster modem, select an access number marked "9600." For 2400 bps, select "2400."

The Second Try Access Number dialog box now appears.

- 14** This dialog box displays the same list, enabling you to select a second number that eWorld will use if connection isn't possible with the first number. If the other choice requires a toll call, you can reselect the first try access number as the second try selection by clicking **Same as First Choice**.

Once you select the second try number, the Access Number Confirmation dialog box appears.



Confirm your access numbers

Your modem will dial the following phone numbers when connecting to eWorld.

You can modify the numbers by typing in the boxes. (For example, you may need to add "1" to reach a long-distance number.) A comma introduces a brief pause in dialing.

When you are ready to go on, click Continue.

First try:

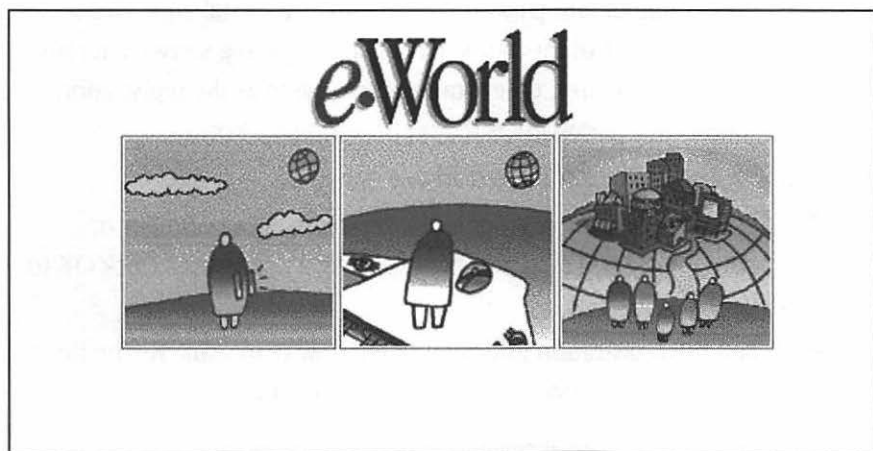
Second try:

Continue

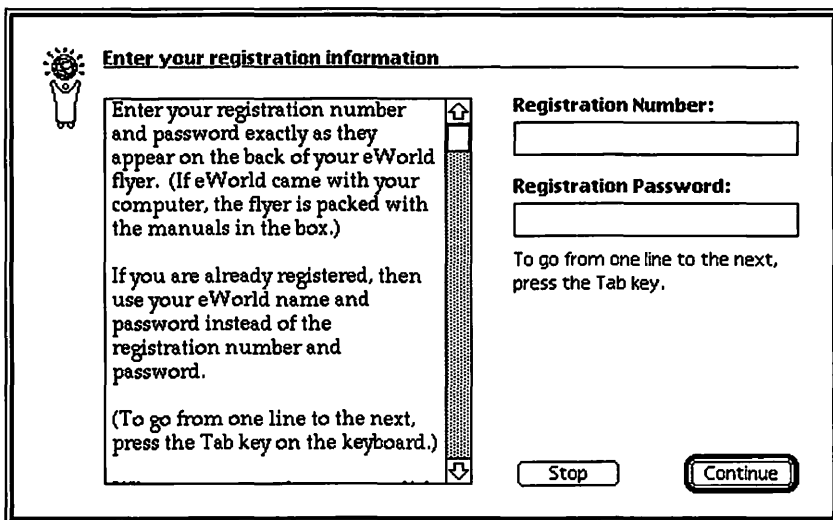
- 15 Verify the two numbers, or enter alternate numbers in the text areas, then click **Continue**.

At this point, eWorld switches from connecting to the host computer via a toll-free number to connecting through one of the two numbers you have selected. These local numbers may be a toll call or a long-distance call depending on your location and type of phone service.

The 3-panel connection progress dialog box appears.



After your system has been reconnected to eWorld through your designated access numbers, the eWorld registration information dialog box appears.



The screenshot shows a Macintosh-style dialog box titled "Enter your registration information". On the left is a small icon of a person with a lightbulb above their head. The main text area contains instructions: "Enter your registration number and password exactly as they appear on the back of your eWorld flyer. (If eWorld came with your computer, the flyer is packed with the manuals in the box.)" followed by "If you are already registered, then use your eWorld name and password instead of the registration number and password." and "(To go from one line to the next, press the Tab key on the keyboard.)". To the right of the text area are two input fields labeled "Registration Number:" and "Registration Password:". Below these fields is a note: "To go from one line to the next, press the Tab key." At the bottom right are two buttons: "Stop" and "Continue".

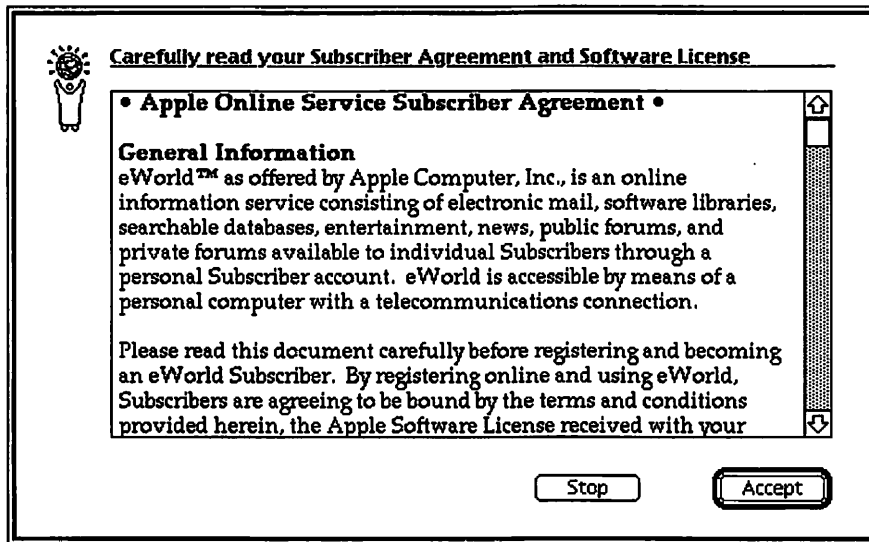
16 Type in your registration number and password.

Depending on how you received your eWorld software, the registration number and password are located on the eWorld Starter Kit flyer that came with the Starter Kits and with Macintosh computers bundled with eWorld software. eWorld software accompanying this book has the registration number and password on the eWorld installation disks attached to the back of this book. (If you are installing software for an existing eWorld account, enter your eWorld name as the registration number and your password as the registration password.)

17 Click **Continue** when you are ready.

- If you mis-enter the texts of either the registration number or password, eWorld will alert you by displaying a dialog box. Click **OK** to close it.
- When the registration information window reappears, retype the registration and password texts and click **Continue**.

The eWorld Subscriber Agreement window appears.

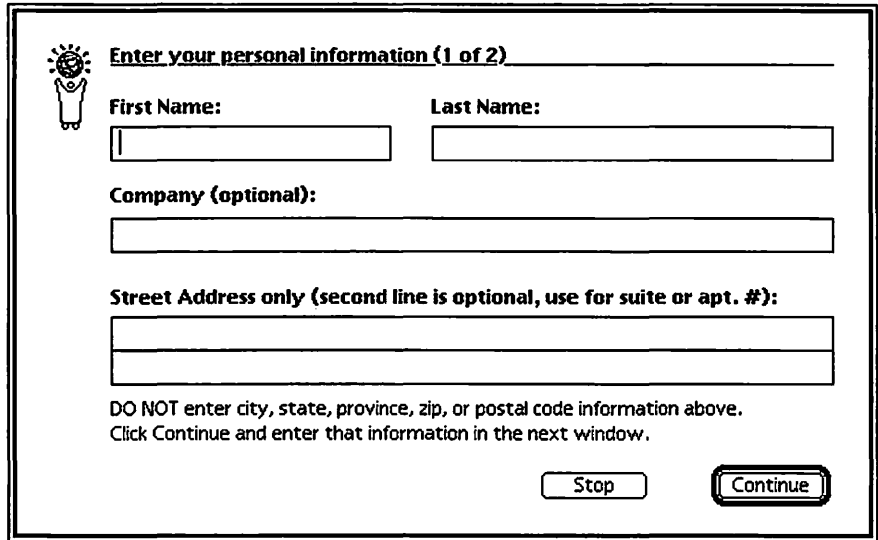


Please take the time to scroll through and read the entire text. Appendix C contains the entire text—although the online version may contain important revisions and additions.

18 Click Accept when you have read the entire Subscriber Agreement.

If you do not accept the conditions of the Subscriber Agreement, click **Stop** and the installation program will immediately quit. If you decide not to register a new eWorld account, you can remove all eWorld software by dragging the eWorld folder (with its contents) into the Trash. Installation does not place any additional files in the System Folder, except for the following screen fonts: Helvetica Compressed Ultra, Espy, and Palatino (30 pt.).

The first of two Personal Information windows appears.



Enter your personal information (1 of 2)

First Name: Last Name:

Company (optional):

Street Address only (second line is optional, use for suite or apt. #):

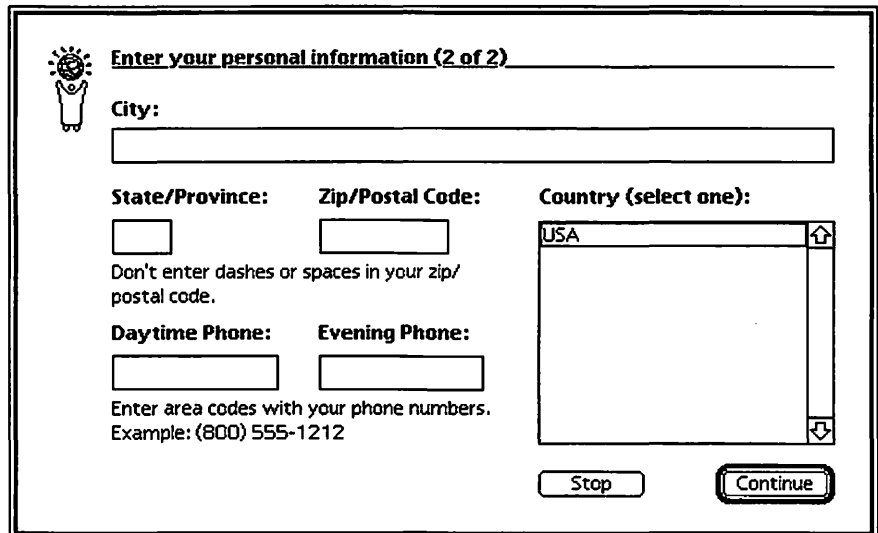
DO NOT enter city, state, province, zip, or postal code information above.
 Click Continue and enter that information in the next window.

Stop Continue

- 19 Click in the first text area and type in your information. Press Tab to advance to the next text area. When you have finished, click **Continue**.

The second of two Personal Information windows appears.

During registration, you must give your full name in the Personal Information screen. This is used for mailing and also for the Member Directory and the Member profile. After registration, you can go into your Profile and change the name to "Unlisted Name." See Appendix C, "eWorld Policies," for more information.



Enter your personal information (2 of 2)

City:

State/Province: Zip/Postal Code: Country (select one):

Don't enter dashes or spaces in your zip/postal code.

Daytime Phone: Evening Phone:

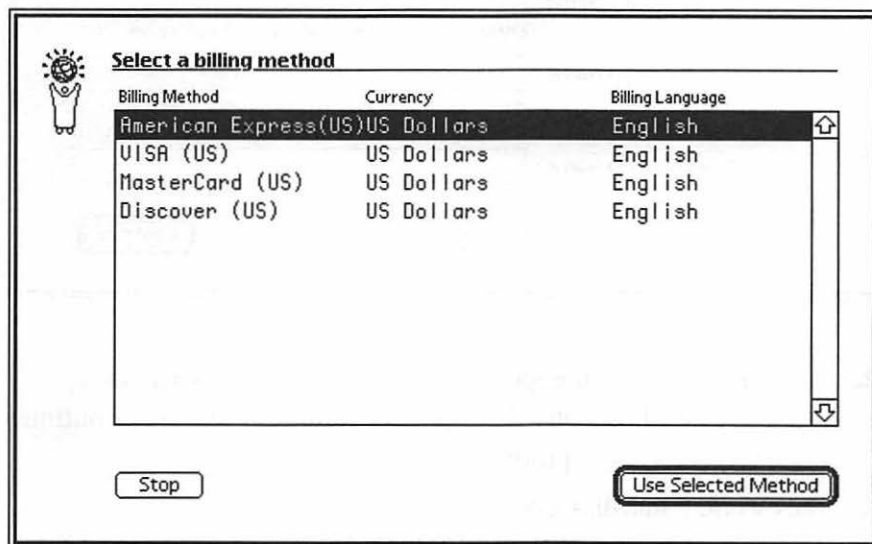
Enter area codes with your phone numbers.
 Example: (800) 555-1212

Stop Continue

- 20 Click in the first text area and type in your information. Press Tab to advance to the next text area. When you have finished, click **Continue**.


The personal information screens outside the United States include a country field and changes to the phone number examples.

The Billing Method Selection dialog box appears.



- 21 Select a credit card billing option and click **Use Selected Method**.

The Credit Information dialog box appears.



Enter your VISA (US)

Enter information exactly as shown on your card.

Credit Card Number:

Expiration Date: Enter as MM-YY Example: 01-95 or 01/95

Bank Name:

Enter only if your card is issued through a bank.


Cardholder's First Name:

If your card shows a middle initial or middle name, type it after your first name.

Cardholder's Last Name:

- 22** This window will list the specific credit card option chosen in the previous dialog box. Enter the required information, and click **Continue** when you are ready to proceed.

The eWorld Name dialog box appears.



Create your eWorld name

Your eWorld name is the unique name by which other members of the eWorld community know you.

The eWorld name you choose now will be permanent and cannot be changed later. Make sure it's a name you want to keep.

Most people select an eWorld name based on their real names. For example, Jane Smith might go by "JSmith" or "JaneS."

eWorld Name:

- 23** You can edit the name displayed in the eWorld Name text area, or replace it with a new name. Choose an eWorld name that will be easy to use—and remember! Your eWorld name identifies you to others while online and serves as your email address. Click **Continue** when you have finished.

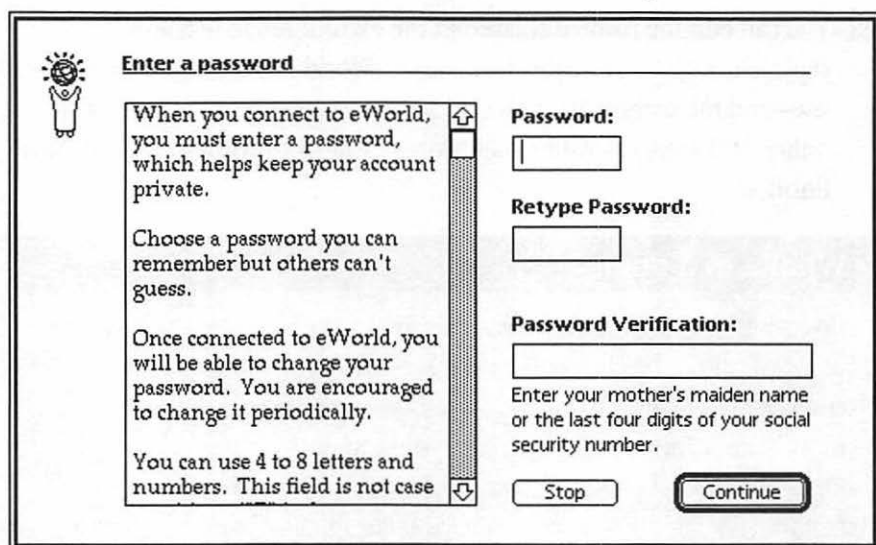
What's in a name?

Choosing your eWorld name is an important step. It'll be a permanent name (it cannot be changed), and it serves as the most important component of your eWorld identity. Take some time to choose a meaningful name, a name that you would want to be associated with for a long time. We recommend that you try your last name with your first initial ("SmithJ"), or first name and last initial ("JaneS"). If SmithJ is already taken, eWorld will add a random number afterward ("SmithJ888"). All names must begin with a capital letter. eWorld will not permit pseudonyms that mimic the names of living people or trademarked names. So, no "Madonna" or "Jell-O." eWorld does permit vanity names such as "Jazzbeau" or "Ziggy," but if your eWorld name represents you in business correspondence, a name like "Ziggy" may not be good choice.

If eWorld assigns a random number after a name you propose (see "What's in a name?") you can delete the whole name and try again until you find a name that you can live with.

- 24** If your choice of name is not available, a dialog box appears that prompts you to enter another eWorld name. When you have finished, click **Request Name**.

The eWorld Password dialog box appears.



Enter a password

When you connect to eWorld, you must enter a password, which helps keep your account private.

Choose a password you can remember but others can't guess.

Once connected to eWorld, you will be able to change your password. You are encouraged to change it periodically.

You can use 4 to 8 letters and numbers. This field is not case

Password:

Retype Password:

Password Verification:

Enter your mother's maiden name or the last four digits of your social security number.

Stop Continue

- 25 Click in the Password text area and enter a password. The text will show up as a series of asterisks (*****). Choose a unique word (or letter and number combination) as your password, especially if you use eWorld for extensive business communications.
- 26 Click in the Retype Password text area and enter the same password.
- 27 Click in the Password Verification text area and enter either your mother's maiden name or the last four digits of your social security number. The Password Verification information may be used for positive identification of eWorld members.
- 28 Click **Continue** when you are ready to proceed.
eWorld will alert you if you mistyped one of the two password entries. Click **OK** and carefully enter the same password again in both text areas.

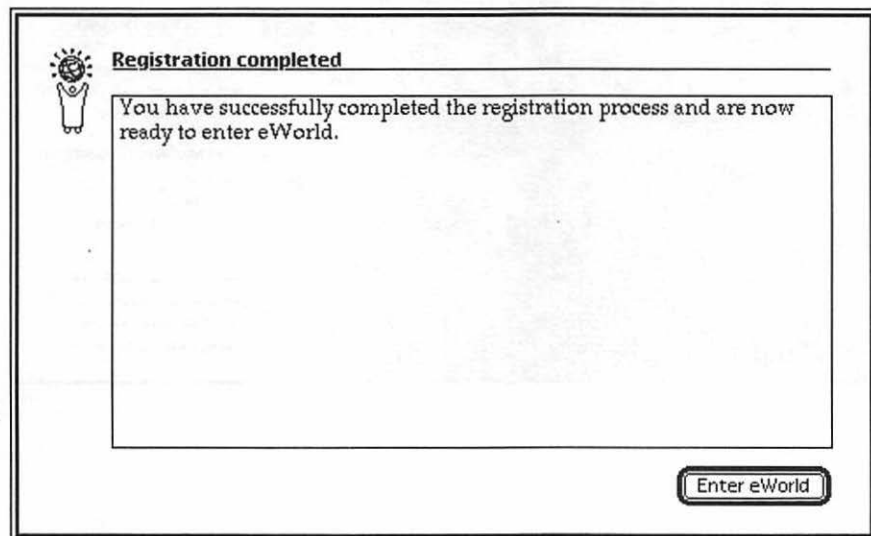
Picking a safe password

To ensure security, don't use any obvious words such as the name of a person, a street, city, or trendy words (such as "ninja"). Arguably you should not use any word that can be found in a dictionary or in any database or file on your computer. Guard your password with care. If

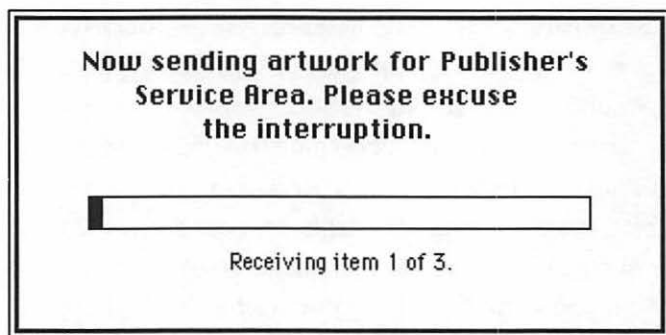
anyone discovers your screen name and password, they can connect to eWorld via your account and run up considerable expenses, for which you are responsible. Furthermore, they can put your eWorld reputation at risk by participating in Conferences, posting Discussion Board messages, as well as sending email—all in your name. Additionally, don't write down the password and stick it on your monitor, especially if your work area is in a well-trafficked office. Give your password only to those whom you trust completely. Never give your password to anyone else, whether online, by telephone, or in person. No legitimate member of the eWorld staff will ever initiate contact with you and ask you for your password. If you initiate contact with eWorld staff, you will be asked for the Security password that you entered in the Password Verification text area, in order that they can verify that you are who you say you are.

29 When your passwords have been recorded, click **Continue**.

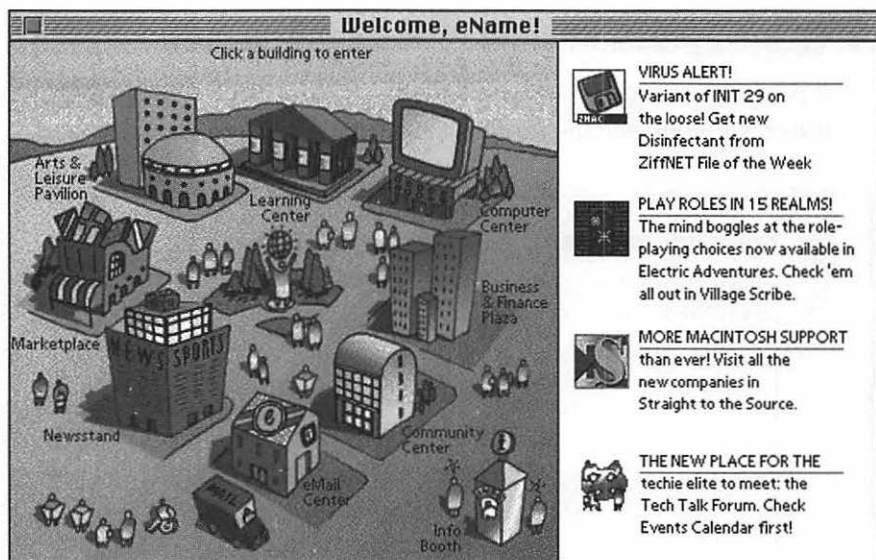
If your application does not contain up-to-date artwork for the latest features, eWorld will display the Connection Confirmation dialog box.



- 30 Click **Enter eWorld**. A dialog box, similar to that shown here, displays the status of new artwork being copied to your application from the eWorld host computer.



When the artwork transfer is complete, the eWorld Town Square window will appear.

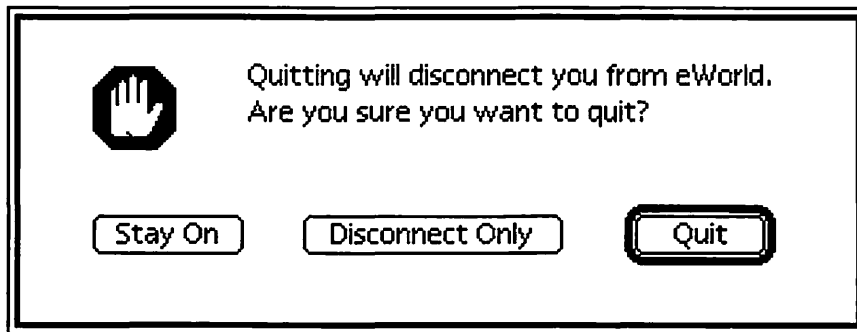


You've arrived! From now on, when you double-click the eWorld icon, the Connect to eWorld window appears. Enter your password and click **Connect**, and you'll return to eWorld.

We invite you to begin your exploration of this new world. Start by clicking on buildings, icons, and buttons. And don't forget to pay a visit to the Info Booth, where an array of services and information sources will help you find your way in, about, and out of eWorld more efficiently.

Leaving eWorld

When you are ready to disconnect from eWorld, just press Command-Q, or open the **File** menu and select **Quit**. A confirmation dialog box appears, which gives you three options:



- Staying online
- Disconnecting, but not quitting
- Disconnecting and quitting

Click **Disconnect and Quit**, which will disconnect your system and quit eWorld in one step. For more information on disconnecting and quitting, see Chapter 2, "Connecting to eWorld," for full details.

Automatic Update Feature

After you have installed the eWorld software and have registered your new account, eWorld will periodically update your software with new features and services by sending new artwork and information from the host computer. This updating occurs automatically when you connect to eWorld. As the eWorld Map window appears, eWorld displays a dialog box that announces new additions, along with a progress indicator that explains the specific changes.

When the update is complete, the eWorld Town Square window appears with at least one of the four icons on the right of the window announcing a new feature or service. Click that icon to take a shortcut to that new area.

Upgrading to newer versions of eWorld software

Major revisions of eWorld software will be announced on eWorld as well as in computer publications. These revisions will be available on disk and from eWorld.

When you install a new version of the eWorld software, you should keep your old Address Book and setup files (look in the eWorld Tools folder inside the eWorld 1.0 folder). You can simply replace the new, blank Address Book and setup files with your old files. Do check the new version's Read Me First file to make sure that old files are compatible.

When you install the upgrade, do not delete your existing eWorld application (or any of the associated folders) until you have successfully installed your new software and connected to eWorld with the new software. If you throw your older version away, you will lose your original settings and address book, along with files that you have transferred to your system and want to keep.

To upgrade the eWorld software with a new version, check the ReadMe file accompanying the new version. Mostly likely you can simply follow the instructions given earlier in this chapter for installing eWorld software.

After installing the new software, start the previous version of eWorld software by double-clicking the **eWorld** icon. The Connect to eWorld window appears.

Click **Edit Local Setup**. When the Local Setup dialog box appears, make a note of the following First and Second Try settings, especially those listed here:

- Connection methods
- Port connection
- Modem speed
- Access numbers
- Modem type
- Outside line, Call waiting, and Touch tone options

Click **Cancel** to close this dialog box, then quit the previous version of eWorld.

Start the new eWorld program by opening the eWorld folder and double-clicking the **eWorld** icon. The first Welcome dialog box appears, which represents the first in the series of Account Registration windows. You can bypass the entire procedure at this point by clicking **Cancel**. Do not click **Continue**. When the Connect window appears, click **Edit Local Setup**.

The Local Setup window appears.

Edit Local Setup

Help Cancel Save Setup

First Try

Connect Method: Modem (Sprint) Port: Modem Port Speed: 2400 bps Access Number: Modem Type: Generic Modem

☐ To reach outside line, dial 9 ☐ To disable call waiting, dial 1170 ☒ TouchTone ☐ Hardware Handshaking

Second Try

Connect Method: Modem (Sprint) Port: Modem Port Speed: 2400 bps Access Number: Modem Type: Generic Modem

☐ To reach outside line, dial 9 ☐ To disable call waiting, dial 1170 ☒ TouchTone ☐ Hardware Handshaking

Transcribe the First and Second Try settings from the previous eWorld software into the specific areas in this dialog box. If you are satisfied with these settings, click **Save Setup**. This will revise your Home settings file.

Need Help?

If you have trouble connecting, check your procedures and seek help if necessary. Although many things can go wrong with telecommunications, once you get a connection working, you should have little further trouble.

If you experience sudden disconnects...

Call-waiting signals can interrupt a modem connection. If you have call waiting, check the box **Disable call waiting** during registration of your eWorld account, described earlier in this chapter. Anyone who calls your number while you are connected to eWorld will get a busy signal. When you disconnect from eWorld, call waiting will be automatically reactivated.

Other possible interruption sources: telephone line noise can prevent you from connecting to eWorld. If this occurs, eWorld will inform you. Additionally, if someone picks up another telephone on the same phone line, the modem may be disrupted and drop the call—disconnecting you from eWorld.

Connecting through a digital PBX (Private Branch eXchange) can cause serious problems. If you attempt to connect to eWorld from an office or hotel room, you may be dialing through a digitalPBX internal phone system. Standard modems may not work on such phone lines, unless there is a modem port built into the telephone. Your modem also may be seriously damaged during connection to certain digital PBXs. When in doubt, you should check with the telephone supervisor first. If you think you have encountered a digital PBX connection, or if you aren't sure, the simplest solution is to connect to a fax phone line instead. You can usually reach eWorld through an analog PBX as long as you know the dialing codes for reaching an outside line; you may need a cable adapter.

If you need assistance in establishing a connection to eWorld or with registration...

Launch the eWorld program and click the **Info Booth** icon. The Help With screen will appear. Double-click **Connecting**, and select a category.

If you can't find your answer in the Help With area...

Call the eWorld Assistance Center at 800-775-4556 within the United States. Outside the U.S., please see the International Support Numbers at the end of this chapter.

If you need assistance after you connect to eWorld, consult eWorld online resources...

■ “Cool Answers to Hot Questions” located in the eWorld Assistance Center (EAC) using the following pathway:

Info Booth

eWorld Assistance

Cool Answers to Hot Questions.

■ “Account Services” located at the top level of the Info Booth contains information about your account. Here you can update your address, change your password, modify the billing method, view your monthly bill summary, and so forth.

■ “EAC Live” conference room. The place for on-line interactive support without leaving eWorld. Check calendar for scheduled hours of operation. Use the following pathway:

Info Booth

eWorld Assistance

EAC Live

- “ASK EAC.” Send an eWorld message directly to the eWorld name “ASK EAC.” You should receive a response within three working days.

Support Telephone Numbers

The support telephone numbers depend on the country you are calling from.

Toll free numbers for dialing from within a country...

United States 800-775-4556

When English language service is launched (by end of 1994)

Australia	0014-800-124-137
Belgium	078-11-6524
Canada	800-775-4556
Hong Kong	800-3267
Ireland	1-800-55-7690
Japan	0044-22-12-2374
Netherlands	06-0222-697
New Zealand	0800-44-6786
United Kingdom	0800-89-6206

If you are traveling, you can obtain support through toll-free numbers dialed within the following countries (for English language eWorld):

Denmark	800-1-0724
Finland	9800-11455
France	0590-4683
Germany	0130-81-8436
Italy	1678-70330

If you are traveling, you can obtain support through toll-free numbers dialed within the following countries (for English language eWorld):

Spain	900-97-1390
Norway	050-15217
Sweden	020-793-678
Switzerland	155-3677

You also can dial a toll number for the eWorld Assistance Center from any country; dial the access code for the United States and then 408-974-1236.

The Economics of eWorld

In the United States and Canada, the cost of connecting to eWorld depends on the time of day you connect:

- Prime-time hours are 6 A.M. to 6 P.M., Monday through Friday.
- Non-prime time hours are 6 P.M. to 6 A.M., Monday through Friday, and all day on Saturday and Sunday.

Prime time costs more because of higher telephone network charges. Prime time starts early because business customers, particularly in financial markets, start early.

The basic monthly charge of \$8.95 includes two hours of non-prime time use during the month. Each additional hour of non-prime time use costs \$4.95, to which you add \$2.95 per hour for prime-time use. Charges are calculated by rounding up to the nearest minute; if you are connected for 9 minutes, 42 seconds, you will be charged for 10 minutes. All pricing information is subject to change. Outside of the United States and Canada, add a surcharge of \$7.95 per hour, 24 hours a day; the cost is \$12.90 per hour (prime time) and \$10.90 per hour (non-prime time).

Closing Your eWorld Account

To cancel your eWorld account, call the EAC (eWorld Assistance Center) at 800-775-4556 or one of the numbers given on the previous page. A representative will help you close your account.

Chapter 2

Connecting to eWorld

N

ow that you've successfully connected to eWorld, this chapter provides the basics about connecting to eWorld, how to disconnect, and how to sign on as a guest from another system. There's also a section on remote connection for business travelers. You may want to browse the subheads of this chapter to see what's what—and where it is located for future reference.

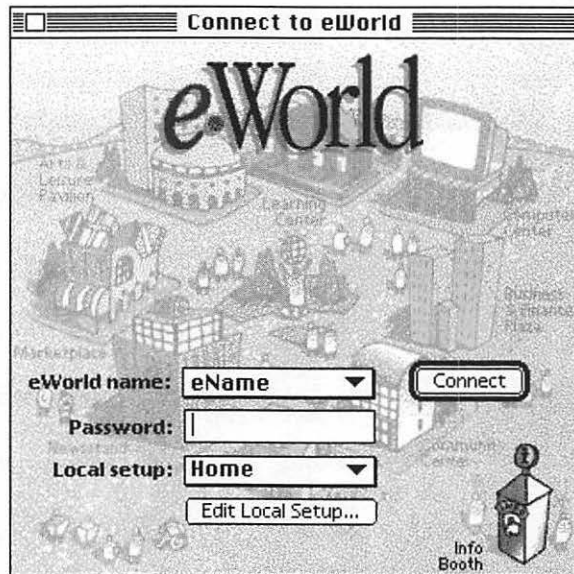
If you're ready to venture into eWorld, feel free to jump ahead to the next chapter, where you'll take a tour of buildings, buttons, and features that you'll want to try out.

Connecting to eWorld

After you've installed your new software and registered your eWorld account, then what? If you're not sure how to connect to eWorld for future visits, here's how:



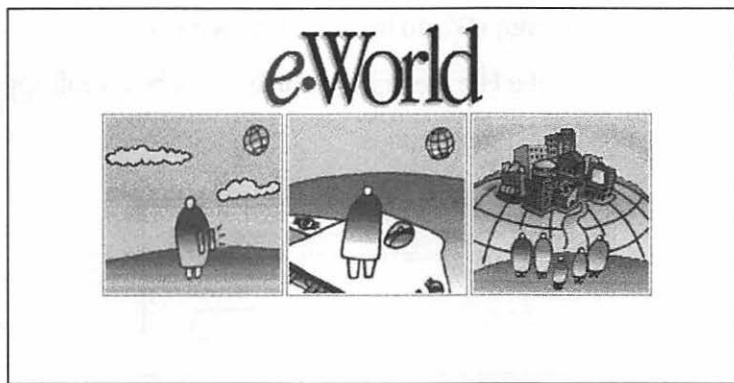
- 1 Open the eWorld folder and double-click the **eWorld** software icon. The Connect to eWorld window appears.



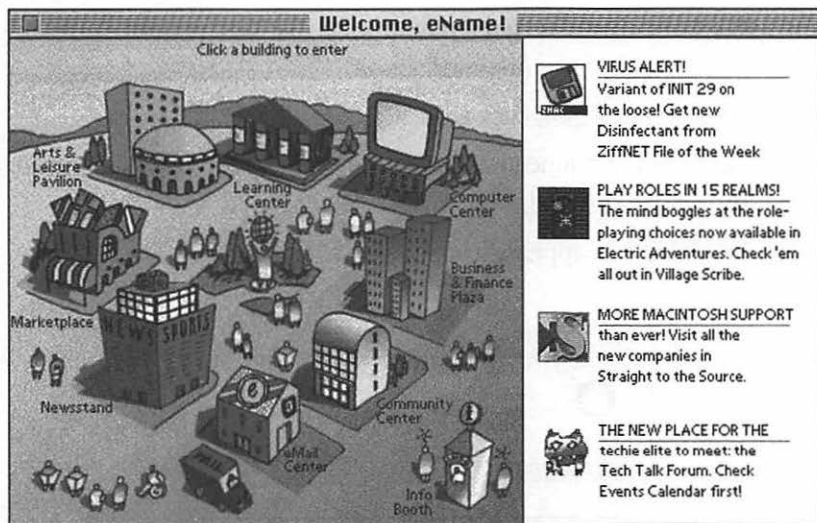
- 2 Check to make sure that the eWorld name displayed is your own. If “guest” is listed in the eWorld name pop-up menu, open the menu and select your screen name.

- 3 Click in the Password text area and type in your personal password.
- 4 Click **Connect** when you are ready to connect.

The Connection Status dialog box appears.



When your system connects with eWorld, the eWorld Town Square appears.



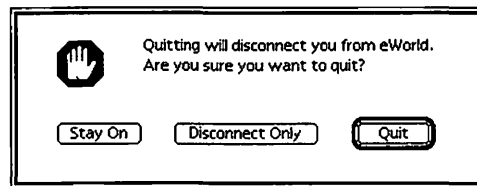
You can now continue exploring eWorld.

Disconnecting Your System from eWorld

You can disconnect from eWorld in two ways: selecting **Quit** from the **File** menu, or **Disconnect from eWorld** from the **Places** menu.

If you select **Quit** from the **File** menu, one of two dialog boxes will appear.

The first dialog box offers three options.

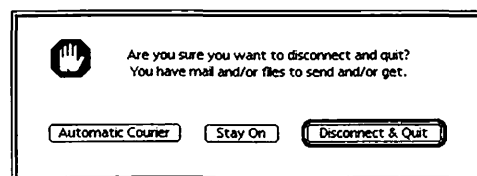


■ To disconnect without quitting, click **Disconnect Only**. This choice enables you to continue using the eWorld software for message writing and reading mail while disconnected (“offline”). See the next section, “Disconnecting from eWorld,” for more information.

■ To disconnect and quit, click **Quit**.

■ To cancel both disconnecting and quitting, click **Stay On**. You remain online, connected to eWorld.

This second dialog box appears when you have some unfinished eWorld activity.



The unfinished tasks may include:

- Mail still stored in Mail to Send
- Mail stored in Unopened Mail
- Software files pending in Files To Get

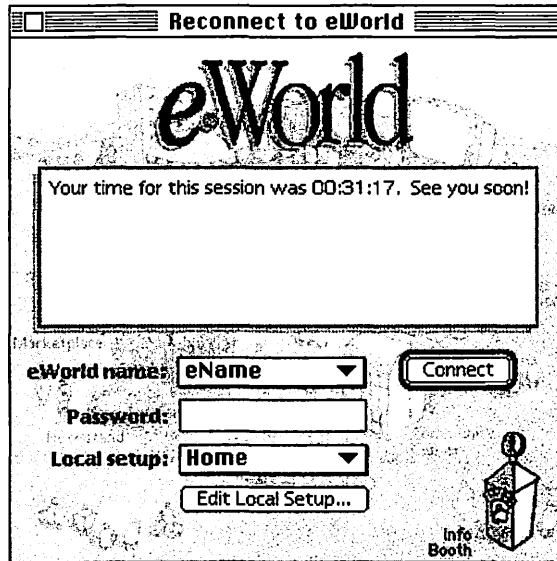
You have three options in this dialog box:

- To cancel the disconnection (which cancels the Quit command), click **Stay On**. You now remain online, connected to eWorld. To finish your eWorld tasks, you can open the eMail Center window and check both **Unopened Mail** and **Mail to Send**, or open the Files to Get window and transfer the selected disk files to your computer.
- To disconnect and quit, click **Quit**. This will disconnect you from eWorld and shut down the eWorld software—while leaving all waiting files and mail in their respective locations. When you again connect to eWorld, you can process all waiting files and mail.
- To retrieve any unopened email or any software files waiting to be transferred to your system, click **Automatic Courier**. The Automatic Courier window appears and you can begin an Automatic Courier session immediately. With Automatic Courier, you can quit eWorld automatically when the session is over. For more information on setting up and using the Automatic Courier, see Chapter 11, “More eWorld Features.”

Disconnecting, without quitting

You also can perform a quick disconnect by pressing Command-(hyphen). Disconnecting merely breaks the link between your system and the eWorld host computer, and enables you to continue working with eWorld offline features after disconnecting.

If you disconnect from eWorld, the Reconnect to eWorld window appears.



This window features a panel that displays some eWorld news, along with the total time you were connected. At this point you have three options:

- Reconnect to eWorld by typing your password and clicking the **Connect** button.
- Read and write email using eWorld offline features.
- Quit eWorld altogether by opening the **File** menu and selecting the **Quit** command, or by pressing Command-Q.

To close the Reconnect to eWorld window while working offline, click the close box in the upper left corner of the window.

Connecting to eWorld as a Guest

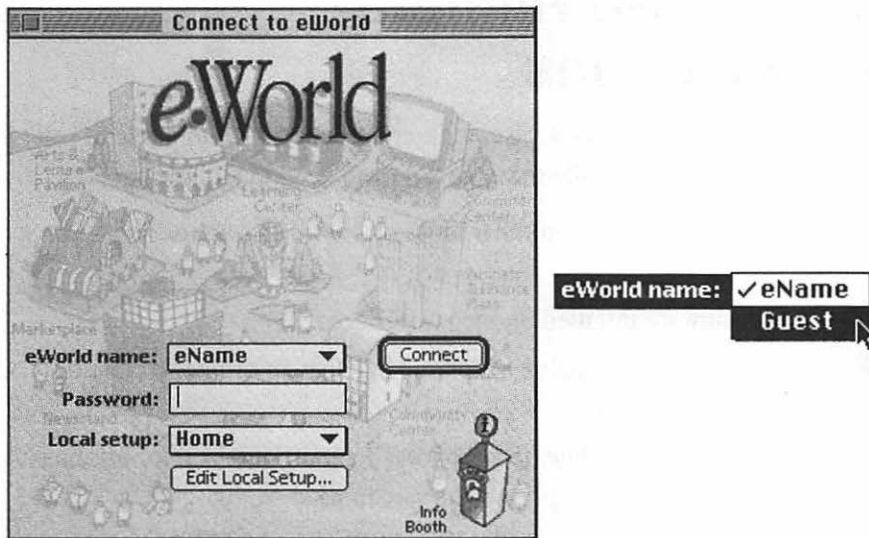
If you are away from your own computer, you still can connect to eWorld from another computer as an eWorld “guest.” This status permits you to use most eWorld features, with a few exceptions (Automatic Courier doesn’t work, for example).

To connect to eWorld as a Guest (by means of another member's computer):

- 1 Double-click the **eWorld** icon.

The Connection window appears.

- 2 Click the **eWorld name** pop-up menu and select **Guest**.



- 3 Click **Connect**.

When connection to eWorld is established, the Guest Connection dialog box appears.

- 4 Enter your eWorld name and password in the designated text areas, and click **OK**.

If you entered a valid eWorld name and password, the eWorld Map window will appear. If the eWorld name and password are incorrect, eWorld will prompt you to re-enter the text in the same dialog box. If your second attempt succeeds, the Town Square window appears.

If all guest connection attempts fail, contact the eWorld Assistance Center at 800-775-4556, Monday through Friday, (no weekend service) between the hours of 6:00 A.M. and 6:00 P.M. (Pacific Time). These times may be expanded or changed in the future. See "Support Telephone Numbers," at the end of Chapter 1, for telephone numbers outside the United States.

On-the-Go Remote Connections

If you have an Apple PowerBook computer equipped with an modem, you can connect to eWorld while traveling. You will need the following:

- Telephone cable (with modular plugs on each end, such as Radio Shack #279-374).
- eWorld software installed on the PowerBook.
- Access to a standard analog telephone line that an ordinary rotary or touch tone phone can use.

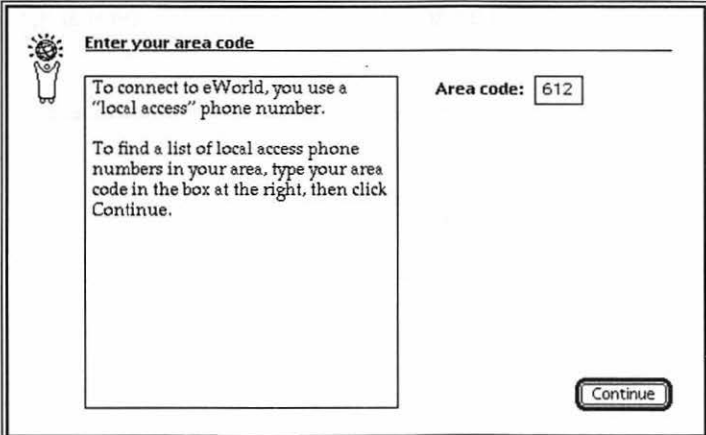
You must not use a party line. (See Chapter 1 and Appendix B for information about PBX systems and phone line variations.)

Connecting to eWorld from other locations

Follow these steps to connect to eWorld when traveling:

- 1 Connect your PowerBook modem to a standard (analog) telephone line.
- 2 Start your PowerBook.
- 3 Start the eWorld application.
- 4 When the Connection window appears, do not click Connect. Rather, click the **Local Setup** pop-up menu and select the **Get Local #** command.
- 5 Click **Connect**. The eWorld software makes a limited connection to the eWorld host computer to retrieve Local Access Numbers.

After connection, the Area Code dialog box appears.



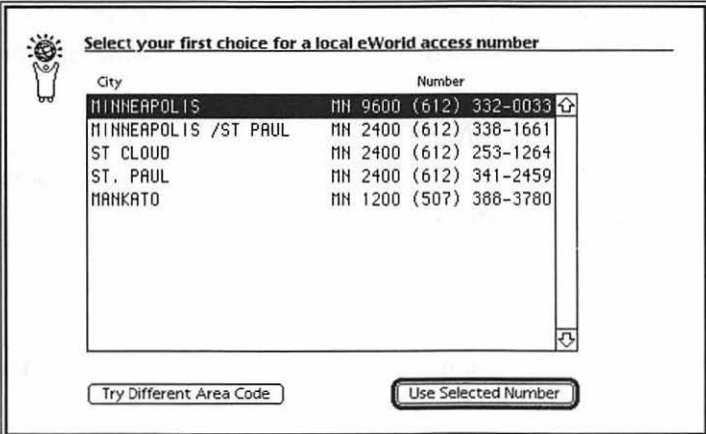
Enter your area code

To connect to eWorld, you use a "local access" phone number.

To find a list of local access phone numbers in your area, type your area code in the box at the right, then click Continue.

Area code:

- 6 Enter the area code for your present location and click **Continue**. The First Try dialog box appears.



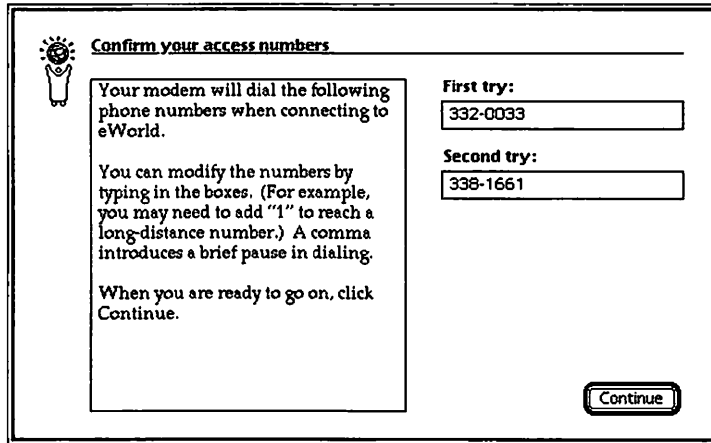
Select your first choice for a local eWorld access number

City	Number
MINNEAPOLIS	MN 9600 (612) 332-0033
MINNEAPOLIS /ST PAUL	MN 2400 (612) 338-1661
ST CLOUD	MN 2400 (612) 253-1264
ST. PAUL	MN 2400 (612) 341-2459
MANKATO	MN 1200 (507) 388-3780

This dialog box lists the major cities in the area code with modem speeds and an access number for each city. Some cities will have several numbers for different modem speeds. If you entered the wrong area code, click **Try Different Area Code** and try again.

- 7 Select a number and press the Return key. The Second Try dialog box appears, resembling the First Try dialog box.
- 8 Select a new number, or reapply the First Try number to the Second Try setup by clicking **Same As First Choice**.

- 9 Press the Return key. The Access Numbers Confirmation dialog box appears.

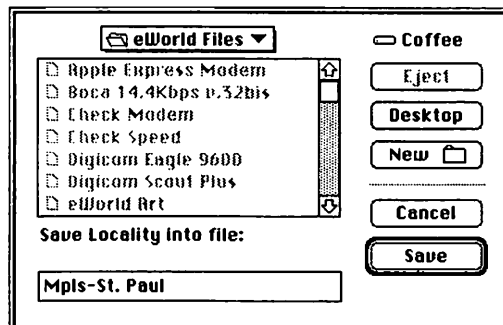


- 10 Click **Continue** if the access numbers are correct. The Edit Local Setup dialog box appears, listing the new access numbers in the First and Second Try Access Number text areas.

Click the box for TouchTone to dial with tones; this works on most phone lines. If you do not check this box, your modem will use the slower pulse dialing, which works on all phone lines.

- 11 Click **Save Setup**. A Save dialog box appears.
- 12 Change the file title to the specific city name and click **Save**.

The Edit Local Setup dialog box closes, and the eWorld Connection window reappears.



- 13 Click the Local Setup pop-up menu and select your new Local setup file.



- 14 Click **Connect** to connect to eWorld using the new local setup settings.

Your Home location always appears in the Local Setup menu, so you probably should not rename your Home location to the city you live in (unless you connect more frequently from another city).

If you have problems with a Local Setup file

Several things can cause a remote eWorld connection to fail, including a flawed Local Setup file. Storing different access numbers in the First and Second Try areas may improve the chances of connecting, but if your area has only one phone number supporting 9600 bps connection, you may want to use that number for both first and second tries.

If you suspect your Local Setup file, you can make some adjustments and try to connect again to eWorld. With the city's name still visible in the Local setup pop-up menu, click **Edit Local Setup**. When the Edit Local Setup dialog box appears, check these settings:

- Double-check TouchTone or pulse dial.
- Change the First and Second Try numbers by clicking **Access Numbers**, and selecting different access number choices.
- Click **Save Changes** and try to connect to eWorld, using the new settings.

If you still are having trouble connecting, try looking through Appendix B in this book for suggestions on modems and telephone lines. If you've tried and failed to connect, call the eWorld Assistance Center at 800-775-4556, Monday through Friday (no weekend service), between the hours of 6:00 A.M. and 6:00 P.M. (Pacific Time).

If you travel to certain cities on a frequent basis, you may want to create permanent connection settings files for each city you visit. Having separate files saves you the tedium of resetting your connections settings for each new location—and when returning home.

Changing Local Setup Settings

If you want to enter new settings for your current desktop system, or change any of the existing settings, the Edit Local Setup dialog box enables you to enter numbers or make selections from pop-up menus. Features you may want to change include:

■ *Connect Method.* The standard options are either Sprint or MCI/BT. Use the Manual selections if you dial the phone number manually. Depending on the software version, you may have several special choices if you have access to special phone lines or networks with eWorld connection. For some systems you may get a request for a network or system password before you can connect to eWorld.

■ *Port.* Select the port to which your modem is connected (either the modem port or the printer port).

■ *Speed.* Select the modem speed from the pop-up menu that your modem supports.

■ *Access Number.* You can change the access number at any time. To review access numbers, click **Access Numbers**. The Access Numbers dialog box appears.

You may need to change your access number if you can find a less expensive local number, or if you are using a PowerBook to connect while traveling. This latter option is detailed in length in the previous section, “On-the-Go Remote Connections.”

To change a local access number, follow these steps:

- 1 Start eWorld, and when the Connect window appears, open the **Local setup** pop-up menu and select the **Get Local #** command.

- 2 Click **Connect**.

When eWorld connects to the host computer, the Local Access Numbers window appears.

- 3 Scroll through the States list and click your State or Province.

A list of area codes, with relevant cities and phone numbers appears to the right. Write down the number you need (or select the number with the cursor and press Command-C to copy the number to the Clipboard).

- 4 Click the close box when you have finished.
- 5 Enter the new Access Number into the text box (or click in the text area and press Command-V to paste the number stored on the Clipboard).
 - *Modem type*. Select the one that matches your modem.
 - *Outside line, Call waiting, or Touch Tone* dialing set features described earlier in this chapter.
- 6 Click **Save Setup** when you are finished. The eWorld Connect window appears.
- 7 To verify your new connection settings, enter your password and click **Connect**.

If you successfully connect, the new numbers work.

If you have difficulties connecting to eWorld, review the Local Setup changes you have made, especially if you made any changes to the settings transcribed from the previous version.

Advanced users can consult Appendix B for information on how to change the modem commands used by the eWorld software.

Chapter 3

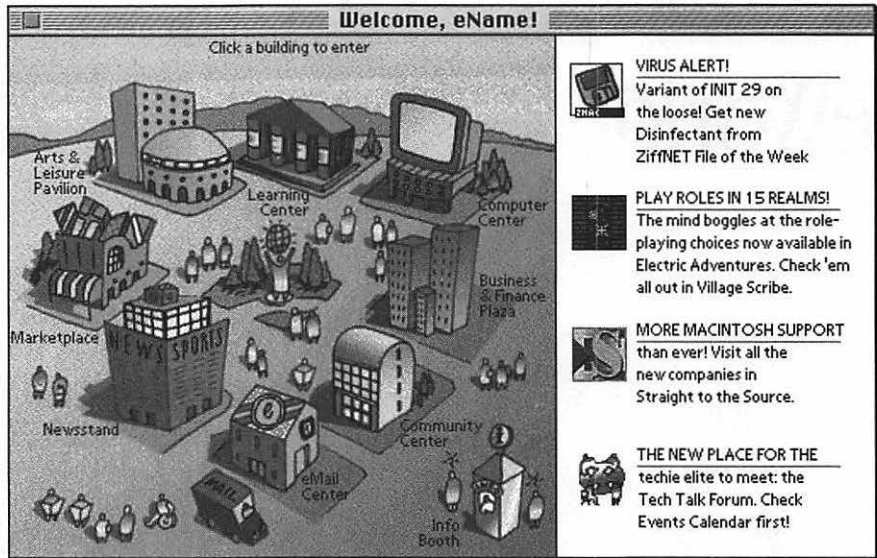
A Guided Tour of eWorld

N

ow that you've successfully registered your new account and have learned how to connect to eWorld, the question arises—where do you start your exploration of eWorld? This chapter provides a guided tour of the most important features of eWorld. Let's start clicking on buildings, icons, and buttons to find out what happens.

The eWorld Window

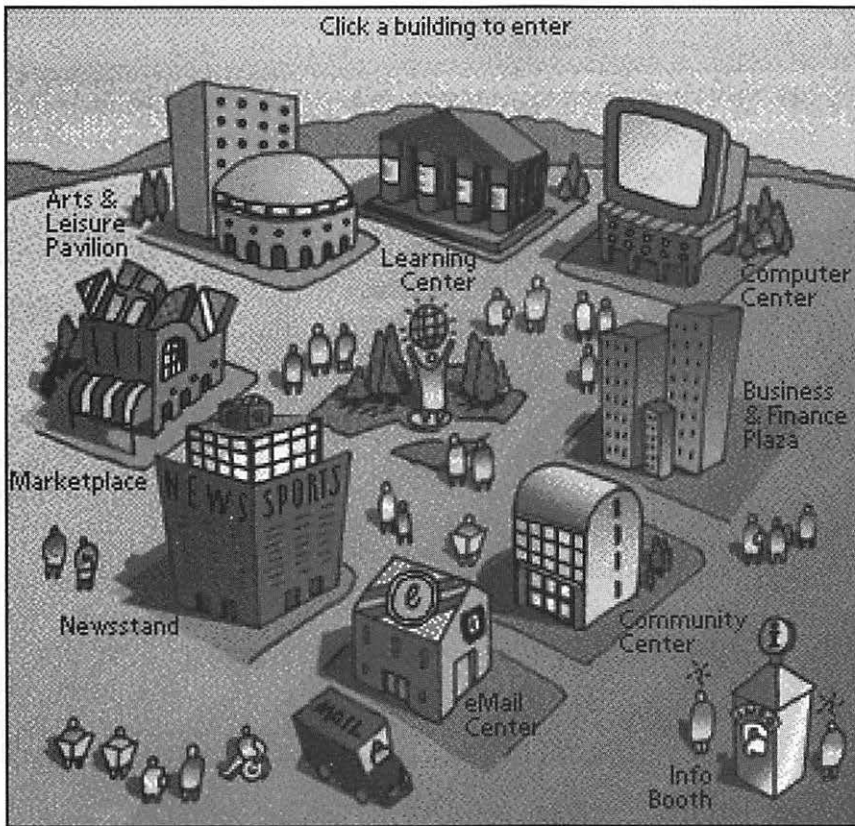
After you connect to eWorld, you'll be greeted with the eWorld Town Square window. This window features an aerial view of eWorld, with four icons (each with accompanying text), to the right of the Town Square.



These four icons serve as billboards for current eWorld events and new features—and as shortcuts to those features and events. For example, if there is an announcement regarding a hot interchange about to begin in the eWorld Live conference, simply click the icon to the left of the announcement and you're almost there—in the Community Center building where the eWorld Live conference is a main feature. All four icons and accompanying text blocks change daily, so you can rely on these billboards for what's new in eWorld. (We'll use eName as the stand-in for the eWorld name of our explorer in this book.)

eWorld Town Square

The Town Square is the starting point for your journey through eWorld.



Eight whimsically-drawn buildings surround the square, including four you will visit in this chapter: the Info Booth, the Computer Center, the Newsstand, and the Business & Finance Plaza. You need not visit all four buildings in one session; feel free to leave at any time and return later.

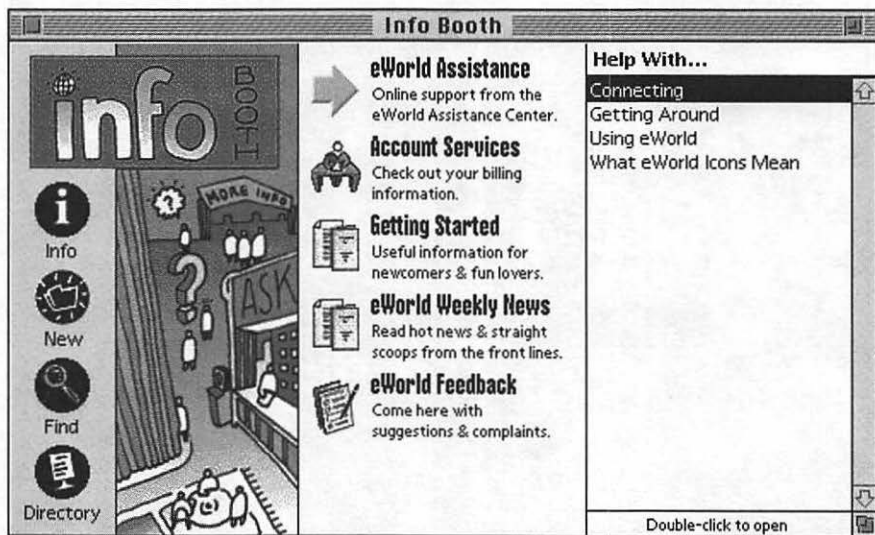
You can return to this window at any point (while connected to eWorld), by pressing \mathcal{H} -T (for Town Square) or by choosing **Town Square** from the **Places** menu.

Before we go any further, we should point out the Info Booth (in the lower righthand corner of the Town Square). If you want information about eWorld: training, orientation, support, connectivity, online conduct, or billing—the Info Booth is the place to find it.

The Info Booth



The Info Booth may be small, but appearances are deceiving; this little booth has information for every eWorld member, new or experienced, and should be a regular stop for everyone.

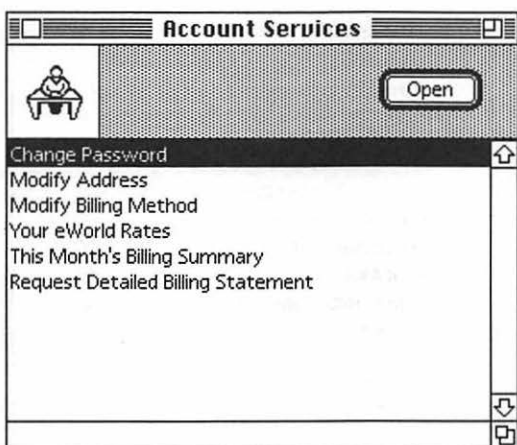


Once you enter the Info Booth, what can you find and do?

If you need help with eWorld, the Info Booth offers three distinct options: you can either browse the catalog of helpful articles, send a request for help to the eWorld Assistance Center (EAC), or you can drop in on the EAC Live conference where during most hours eWorld staff await your questions and comments. You can learn a lot; you may want to check out an Info Booth Conference even if you aren't having problems.

Additionally, you'll find the "printed" information to be very useful, including the most current official information regarding eWorld. Furthermore, you'll get current and past eWorld billing information (how much time and money you've spent to date).

When you click **Account Services** in the main Info Booth window, the Account Services catalog appears.



Double-click the appropriate item to:

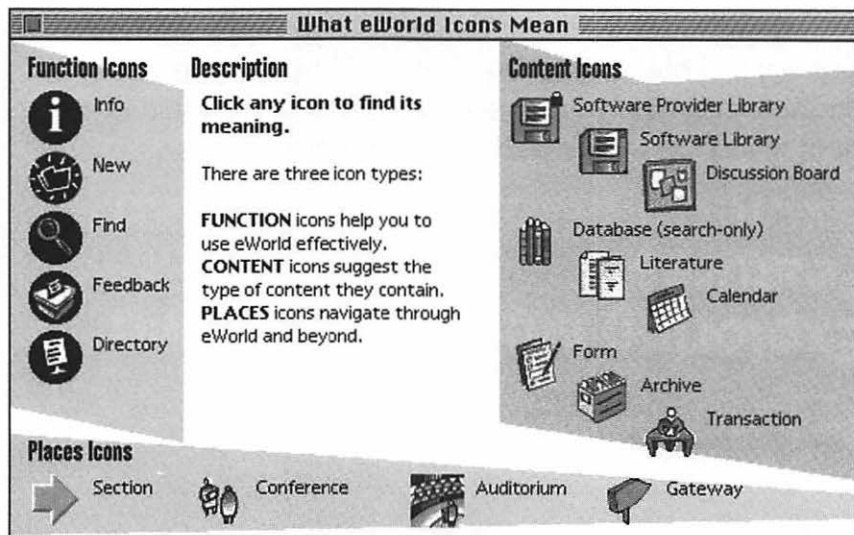
- Change your password—right now.
- Change your account mailing address.
- Select a new credit card option for billing purposes.
- Review your up-to-date account information.
- Request a detailed statement of days and hours you've accrued during your visits to eWorld. A complete statement will be mailed to your eWorld mail box within a few hours of your request.

For example, double-clicking **This Month's Billing Summary** will open a window that displays the most recent figures for your account. (Unfortunately, your figures will not match those shown here.)



The Info Booth contains an archive of “official” documents. You’ll also find the complete text of the eWorld subscriber agreement along with the very helpful “Rules for Living in an eWorld” (these documents also appear in Appendix C in this book).

One of the more creative resources is the What eWorld Icons Mean window. When the main Info Booth window appears, click **What eWorld Icons Mean** in the **Help With** list.



Click an icon and a description of that icon will appear. This window will help you to familiarize yourself with eWorld icons. As buttons and “signage,” eWorld icons tell you something about what’s inside.

In the main window, you can open a catalog of informative articles about various aspects of eWorld. Click **Getting Started** to review a list of article titles, including lists of smileys—such as :-) and :-0—and text abbreviations (shorthands) that help you say more online with less.



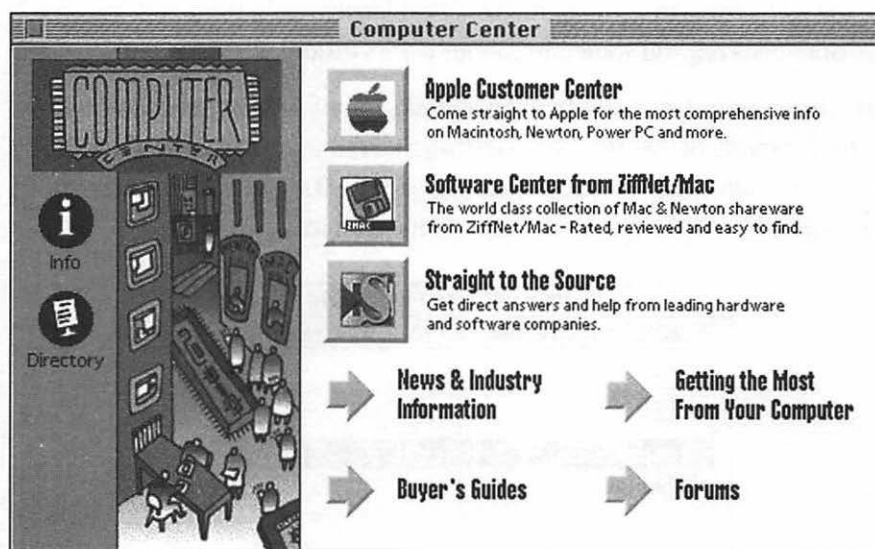
The Info Booth's main charter is to provide training, support, tips, and the most current information from Apple Online Services—the architects, developers, and decorators of eWorld. It's a great place to visit and revisit.

Visiting the Computer Center

Click the **Computer Center** building to see the building's interior. This window contains unique products and services, but for our purposes, it also displays many features common to all eWorld buildings.



After clicking the building, the Computer Center window appears.



This window does not show everything in the Computer Center. You can go to other sections in the Computer Center by clicking any of the arrow buttons, which serve as “escalators” to different sections. The square buttons represent publication areas that you can enter on this section. The logos in the buttons identify the publisher’s products or services offered in that area. Click to enter; then you can browse, read, shop, or stay and chat.

Features Common to All Buildings

On the left side of the Computer Center window, the Info icon provides general information and orientation. The Directory icon displays a complete list of contents for all sections. (Other areas may have two additional icons: a New icon that displays the most recent additions and activities in the area; and a Feedback icon that enables you to drop a quick note to the Publisher, offering your compliments, comments, even complaints.)

Clicking a square button

Square buttons open an eWorld publisher's area. For example, if you click the top button shown in the previous figure, the Apple Customer Center opens.

For some publishers, a single section can display all available services. Apple and other large publishers need several sections to contain all their services. For example, the Apple Customer Center window incorporates several icons that act as escalators to other sections within the Center—or as hallways to other areas in eWorld.

The term “publisher” represents the individuals, associations and corporations who offer you information, services, and goods under their own names. Apple, Claris, Ziff-Davis, Tribune Media Services and many more are all publishers who provide you with articles and disk files that you can read, copy, and use. They also conduct online activities such as Conferences along with other interactive services such as Discussion Boards.

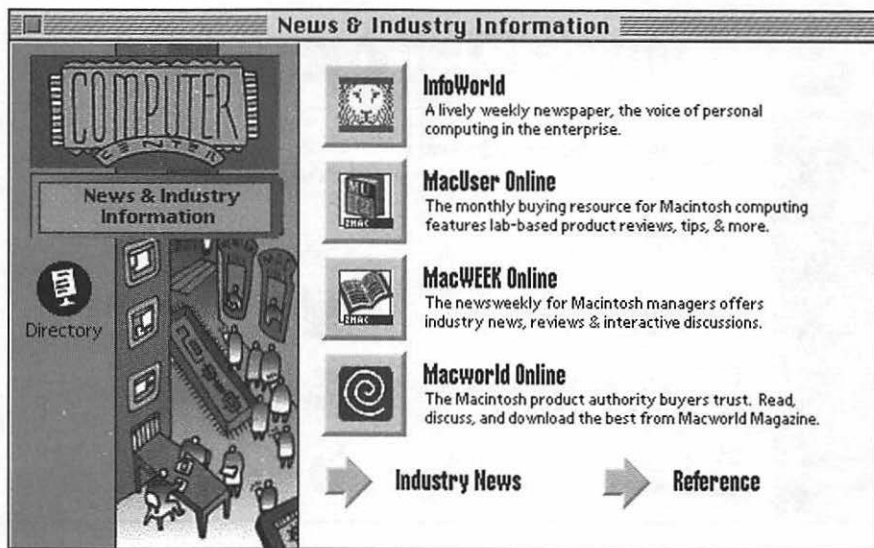


This top-level window displays icons that represent entries into various types of information. One icon serves as an entry to a Discussion Board called “Come to the Info Exchange.” Another icon opens the Apple Cafe conference room. Additionally, there are more escalators to services such as literature archives, software dispensaries, and news racks, along with access to various online forums where you can mingle and converse with other Apple users.

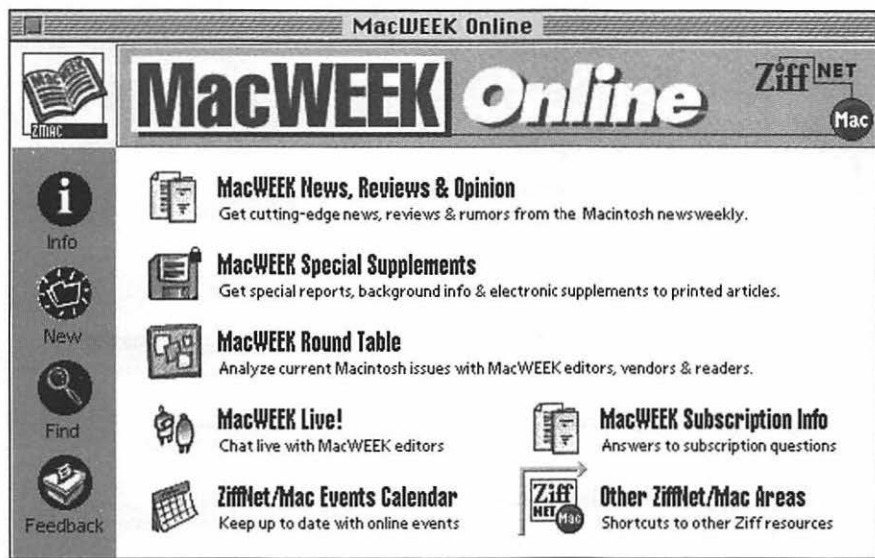
Several other icons appear: a disk, a calendar, two people, and a bulletin board. These icons are used consistently throughout eWorld, always having the same functions (although the contents will vary with each publisher). Each button and its function will be discussed below.

Clicking on an arrow button

If you click on an arrow button, eWorld takes you (as on an escalator) to another section within the Computer Center. Each area, such as the one for News & Industry Information, offers more square and arrow buttons that lead to even more sections within the Computer Center.



Once the News and Industry Information window appears, more choices are available. Clicking the **MacWEEK Online** button opens the MacWEEK Online window that displays the services and features published by ZiffNet Mac.

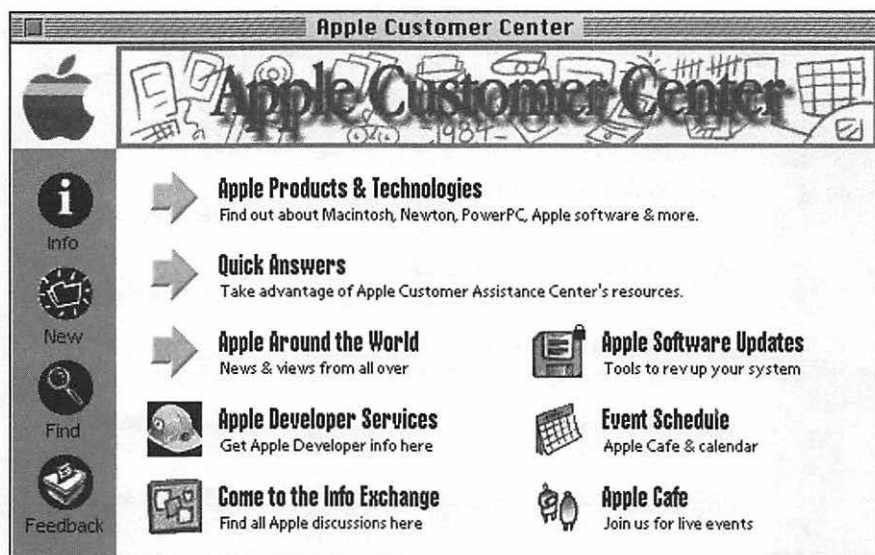


This window offers a Conference ("MacWEEK Live!"), Discussion Boards ("MacWEEK Round Table"), a software library ("MacWEEK Special Supplements"), and archives of articles that you can read, clip sections from, save as text files, or print out as hard copies.

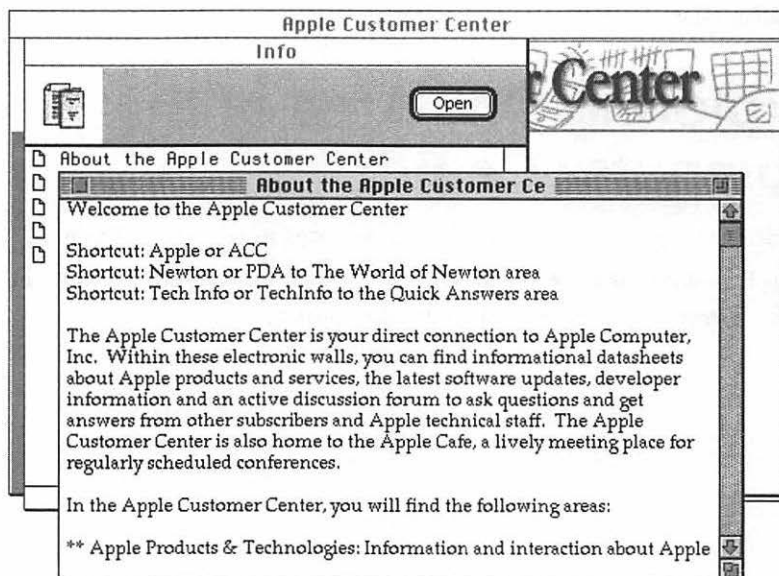
The bent-arrow button is a "see also" button that leads to features in another area of eWorld. Clicking the **Other ZiffNet/Mac Areas** button, for example, transports you directly to distinct Service Areas offered elsewhere by ZiffNet/Mac.

Exploring One Area of the Computer Center

To learn more about eWorld, we'll tour one area in particular. From the Computer Center main window, click the square button representing the Apple Customer Center. The main window appears.



By clicking the icons and buttons of the Apple Customer Service window, you will see how all similar eWorld features appear and operate. For example, clicking the Info button in any Service Area opens a window that lists articles with detailed information about that particular publisher's services. When you click the **Apple Customer Center Info** button, and then double-click the article title in the Info window, you will find an article that summarizes what you can do and learn in this area.



Ranked below the Info icon are the New, Find, and Feedback icons.

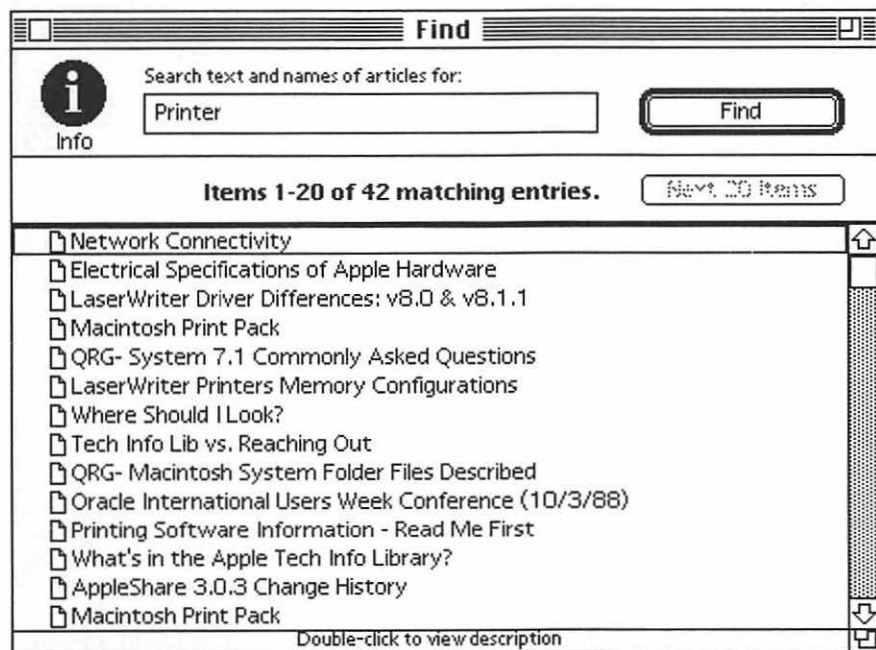
■ **The New button.** If you become a repeat visitor to a particular area, this button will help you find what's new in that area. Click the **What's New** button to open a window that displays a complete listing (updated daily) of new articles.



■ **The Find button.** This button enables you to research by topic.



For example, if you are looking for information about printing with Apple hardware or software, you would click the **Find** button to open the Find window. Next, you would type the word "Printer" in the Search field and click the **Find** button.



The eWorld host computer searches for every article in the Apple product literature with the word "printer." When it's finished with the search, the window fills with the titles of articles that have the word printer somewhere in the title or text. (Databases and software libraries are not searched with this command.)



■ *The Feedback icon.* This icon provides an opportunity to make comments and requests of an eWorld publisher regarding services in their Service Area.

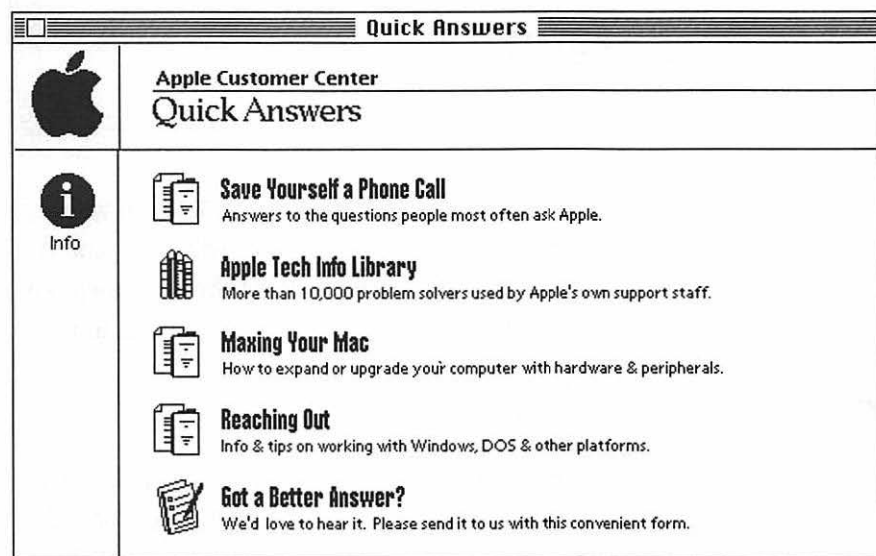
Many eWorld areas offer a feedback feature—a way for you to make comments and requests for new or expanded features. The Feedback button usually appears only in a Publisher's top-level window. It does not appear in other-section windows, such as those for Software Libraries or Discussion Boards.

Click the **Feedback** icon to open the Feedback window—essentially a blank eMail form pre-addressed to the Publisher of that area. Click anywhere in the blank text area, write your comments, inquiries, or requests, and then click **Send** when you have finished.

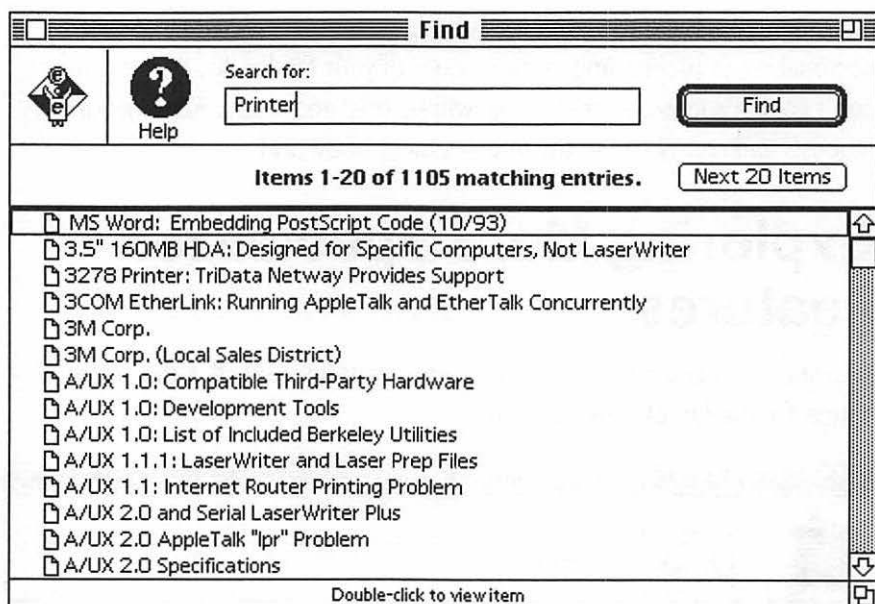
After the Publisher reviews your feedback, they may respond to you via personal email (depending on the nature of your feedback). Even if you don't get a response, your message will be read and your comments or requests will contribute to the improvement of eWorld.

Exploring More Specialized Features

Return to the main Apple Customer Center window and click the arrow button for the **Quick Answers** area.



If you have ever wanted to browse the Apple technical library, here is your chance. Click the Apple Tech Info Library and search for "Printer" again. This time the command searches in the Tech Info Library database rather than in the product literature.



The Apple Tech Info Library has more than 10,000 articles; 1,105 of which have the word “printer.” That’s far more articles than you will ever want to read! However, you can narrow the range of text searches by using methods discussed in more detail in Chapter 8, “eWorld—a World of Information.”

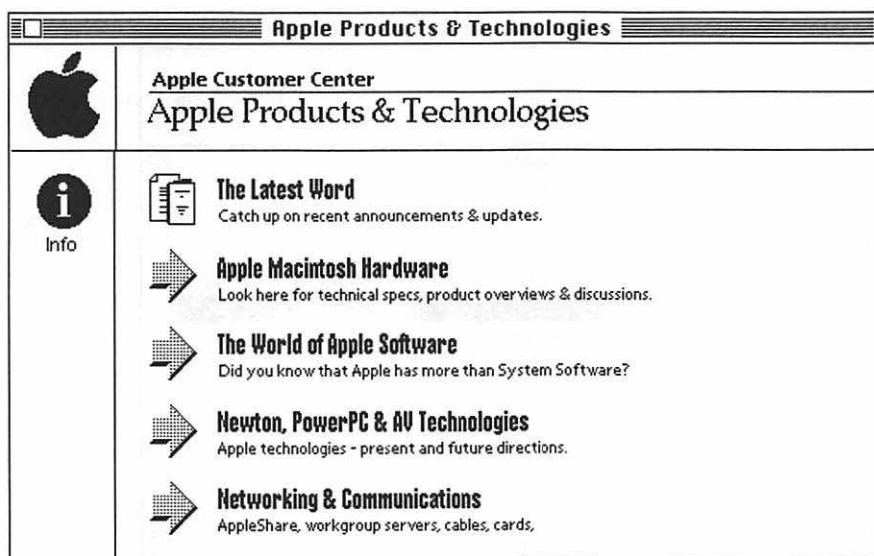
Clicking a Literature icon



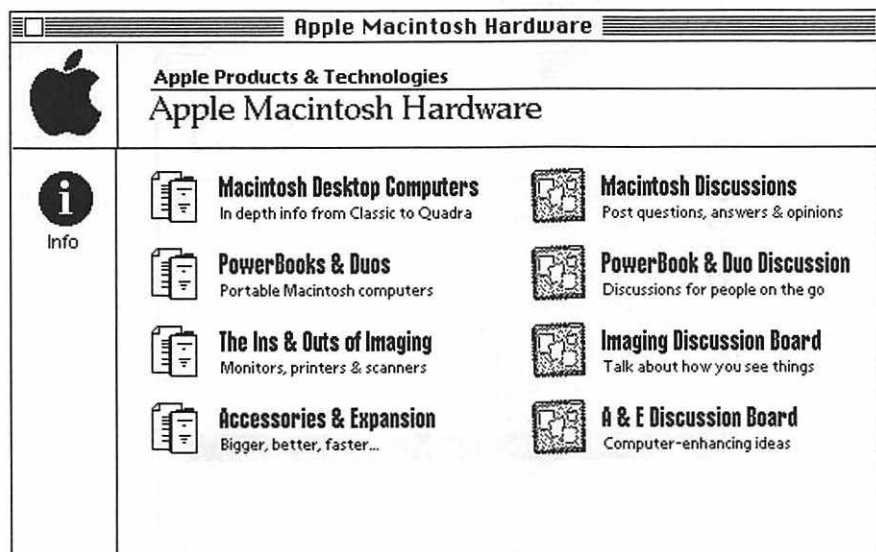
The literature icon usually opens a window that lists the titles (labeled with mini-icons) of folders. All eWorld publishers organize larger collections of articles into series of folders—and, at times, folders within folders to help you find articles. As you click and browse deeper into a folder structure in search of relevant topics, you’ll open a window listing actual articles (labeled with mini-icons.)

Continuing the printer information search, as an example, you can search for information about a specific Apple laser printer.

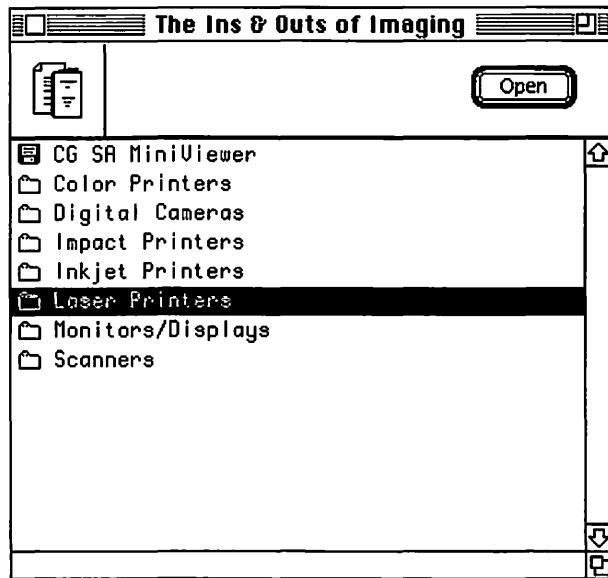
- 1 Beginning at the Apple Customer Center screen, click **Apple Products & Technologies**.



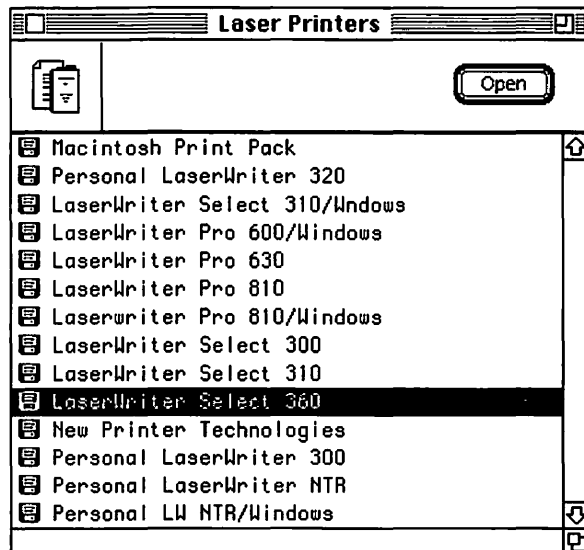
- 2 Next, click the **Apple Macintosh Hardware** arrow.



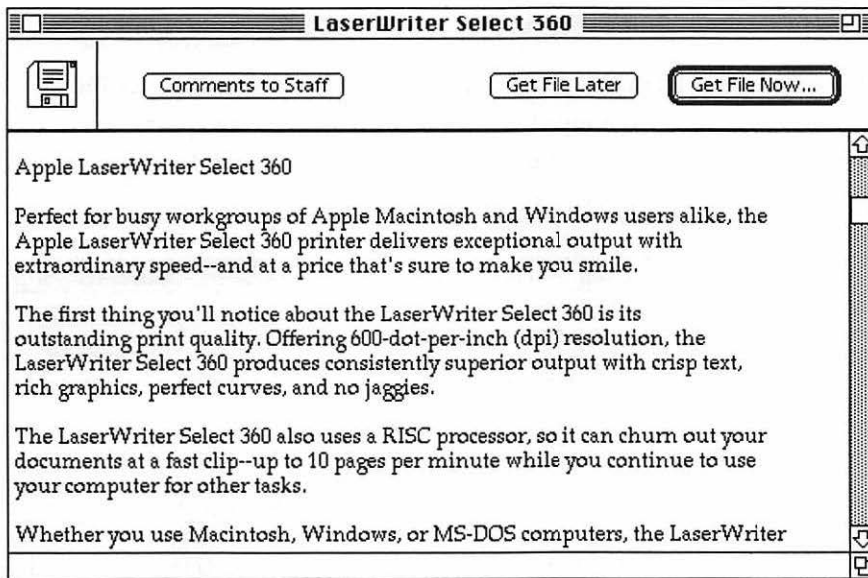
- 3 Now click **The Ins & Outs of Imaging** icon. Note that the main head is accompanied by a subhead, "Monitors, printers & scanners" to clarify the contents. These subheads are also a consistent eWorld feature.



4 Now select **Laser Printers** and click **Open**.



A new window appears, that lists articles accompanied by disk mini-icons. Double-click an article title and a window appears, that displays the complete text of the article, along with two disk file transfer buttons: Get File Now and Get File Later. These buttons enable you to copy a disk file that contains a fully-formatted version of that article to your computer.



The disk file contains a fully-formatted version of this text with graphics that you can open and print. Before you do so, you must transfer a copy of the CG SA Miniviewer software (also available in this library) to your system in order to open such a disk file. Other attached disk files may be software demos, which you can try out on your own system. Any software and font requirements for attached disk files always are noted in the article—so you will know what to expect after you transfer a disk file to your computer.

Remember, as a courtesy to Apple Computer (or to the author of any other eWorld article), you should mention your source whenever you quote part or all of an article. Most articles list the complete copyright information at the conclusion of the text.

Clicking an Archives button

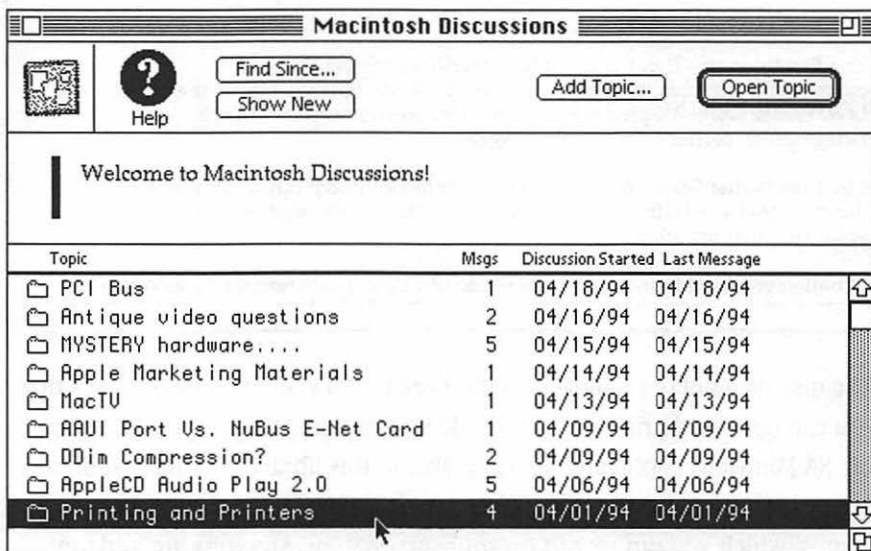


This eWorld icon represents essentially the same contents as the Literature icon, except that the articles usually provide older or specialized information.

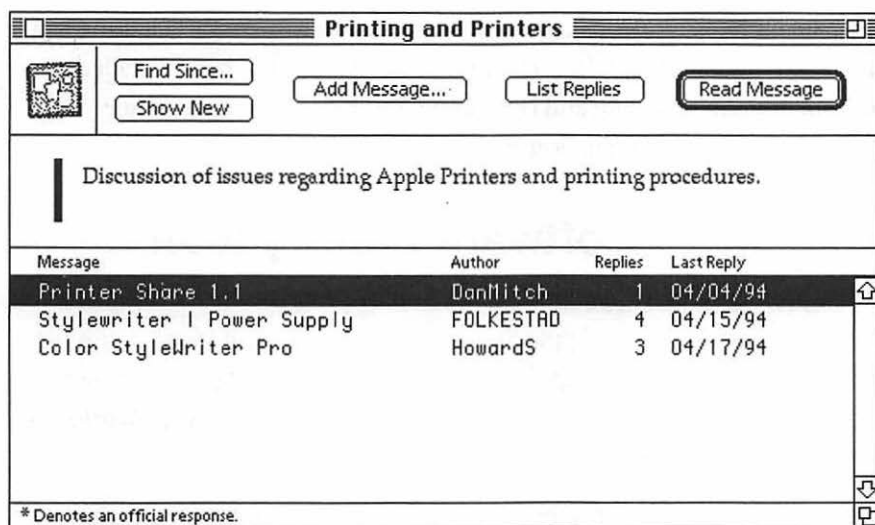
Clicking a Discussion Board icon



If you return to the main Apple Customer Center window and click the **Come to the Info Exchange** button, a key eWorld feature appears on screen: the Discussion Board window. Open the Macintosh Hardware Discussion Board window to survey a list of topics.



If you double-click a Topic folder, a window opens that lists current discussions on that Topic (in this case, "Printing and Printers").



An eWorld Discussion Board permits an on-going exchange of ideas and information, and thus serves as one of the most valuable vehicles for member interaction. Participating in an eWorld discussion requires only a few simple procedures.

- Any eWorld member can start a new discussion by posting a new folder in public view. Choose your topic, write a message, post it, and wait for others to discover your topic and write their own Messages or Replies in response.

- Any eWorld member can add a Message to a current topic folder. If you have the answer to a technical problem or other question posed by another member, respond and share it with others.

- Any eWorld member can add a Reply to a Message. There are two directions that discussions can take: through a “thread” of Messages linked by a common topic theme; or through a “thread” of replies, linked to a common Message starting point. After reading a Message, you may, if you wish, add another Message or, if you wish, reply directly through the Reply window.

Discussion Board features cannot be described fully here. Participating in a Discussion Board is simple—yet extremely engaging. For more detailed information on browsing and contributing to Discussion Boards, see Chapter 9, “eWorld Discussion Boards.”

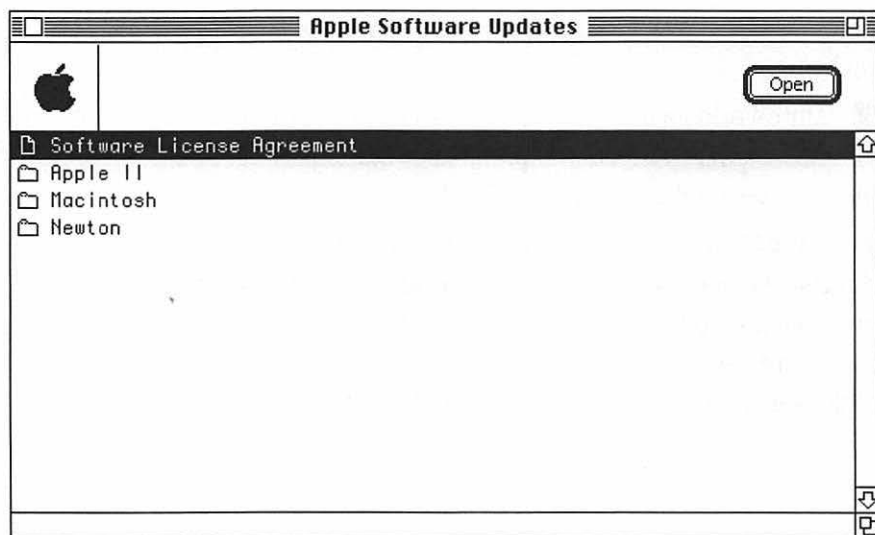
Clicking a Software Library icon



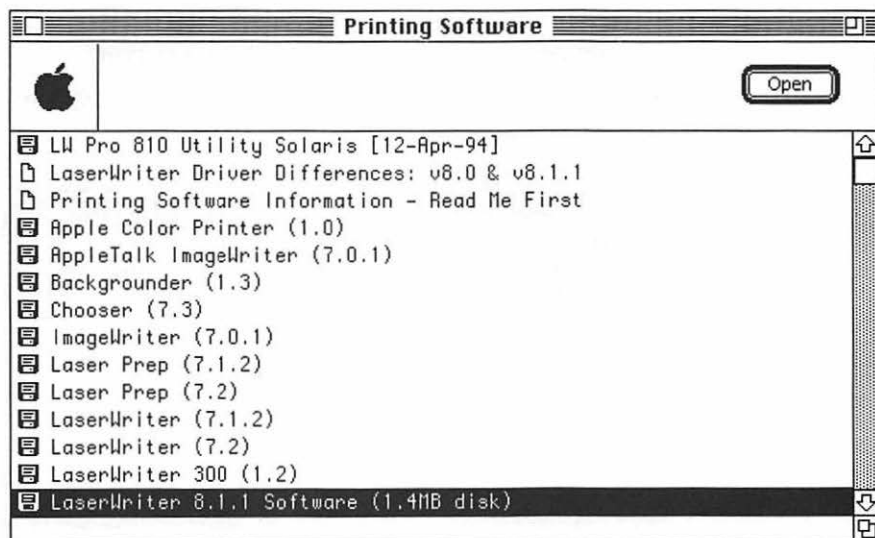
The Apple Customer Center offers both utility programs and a complete series of upgrades to the Apple System software. You won't find copies of programs that are sold by Apple, but you will find free upgrades for most Apple commercial programs. There's no cost to you beyond the eWorld connect time charges.

Some of the available software is supplied as disk image files. The utility programs DiskCopy and DART (both of which are in the Apple software library), can turn disk image files into complete floppy disks—ready for you to install onto your computer. See Chapter 10, “eWorld Software Libraries,” for more information.

Click the **Apple Software Updates** icon to open the Apple Software Updates window.



Open the **Macintosh** folder. Then open the **Printing Software** folder to display a list of all printer-specific software, including current and recent versions.



For more information about a particular software title, select the title and click **Open**. A window appears with an article describing salient details about the disk file. Read the description and if you want the file, click **Get File Now**. After a simple series of procedures, eWorld transfers a copy to your computer.

(For more information on Software Libraries, including all of the disk file transfer options, see Chapter 10, “eWorld—A World of Information.”)

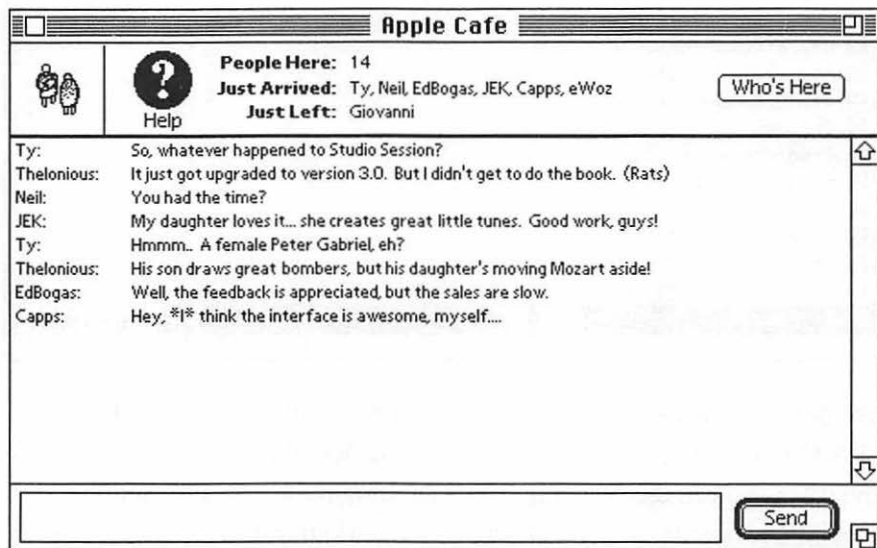
Clicking a Conference icon

eWorld Conferences put you online with other eWorld members in a live, real-time conversation. A Conference is a group conversation, where everyone can “speak” by typing a short message and clicking on the Send button. The Apple Cafe Conference in the Apple Customer Center—along with similar conferences available in many other areas—puts you in touch with other members to discuss computer issues, share solutions to technical problems, or simply socialize. At scheduled times, computer experts will join the conversation to share their knowledge. But Conferences aren’t all silicon



and software; you'll find Conferences elsewhere in eWorld where members confer about cooking, home repair, poetry, tax planning, raising children, disability issues, outdoors activities, and much more.

Click the **Conference** icon to open a Conference window. The window offers the simplest of features: a large text area where the interaction is recorded, lists of who's here (and who's left), a message area where you can write your own responses, and the Send button.



Sit for a bit and watch the messages appear on screen; add your own message, and join the conversation.

In the case of Apple Customer Center Conferences, the topics focus on solutions for technical problems. Consequently, you'll find guest experts discussing problems and solutions, with the aid of informed eWorld members. Dropping in on such a Conference may well help you quickly solve a long-standing problem—and, meet new friends as well.

Other eWorld Conferences bring together members interested in business, bonsai gardening, music, politics—essentially anything. Whatever the topic, you probably can find a conference covering it—or start a new conference of your own.

In addition to conferences, eWorld Publishers produce Auditorium events, where guest speakers come to share their insights on every conceivable topic. You, along with other members in the audience, can ask questions or share your own thoughts with these speakers and with others in the audience.

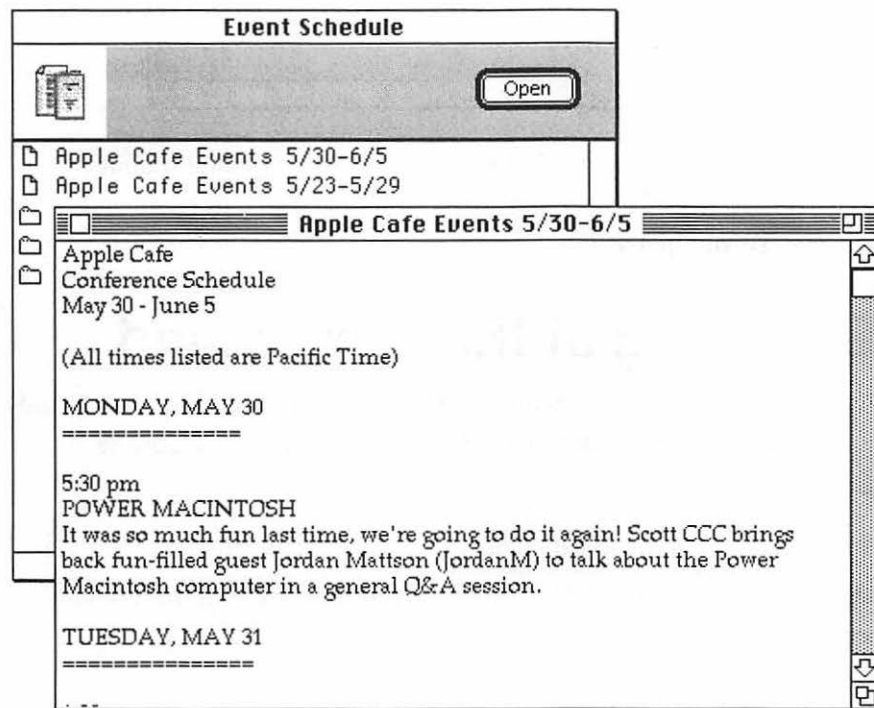
How can you find out about upcoming Conferences, Forums, and Auditorium events? The best way is to click on the **Calendar** icon. For more information on Conferences and Auditoriums, see Chapters 6 and 7, respectively.

Clicking a Calendar icon

When the staff of the Apple Customer Center plan an online event, they always post an advance notice in the Calendar. The Calendar lists upcoming “live” demonstrations, trade show appearances, and other Apple-promoted or attended events that may be of interest to you.

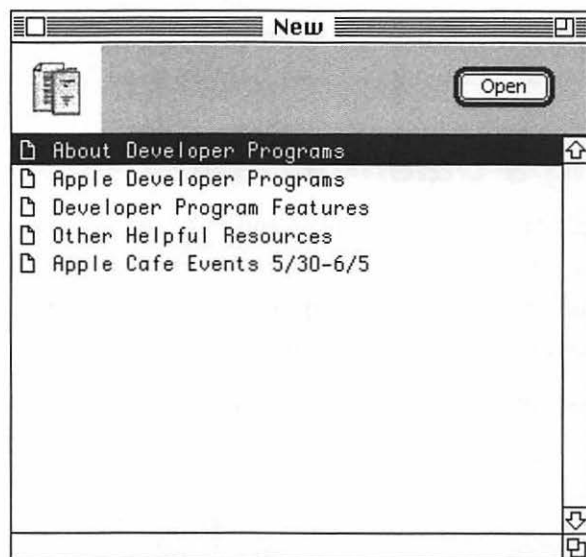


Click the **Calendar** icon to view a catalog of upcoming events.



Double-click a title (event) and a text window appears, supplying detailed information about that event. You can copy this file to your computer or print it for reference.

Clicking the **New** button opens a window that also lists upcoming online events.



You can leave the Computer Center by closing windows until you find yourself back at the Town Square, or by going to the **Places** menu and selecting **Town Square**.

Browsing at the Newsstand



The eWorld Newsstand offers the latest headlines (updated every hour), and much more. Among its features and services, you'll find the following:

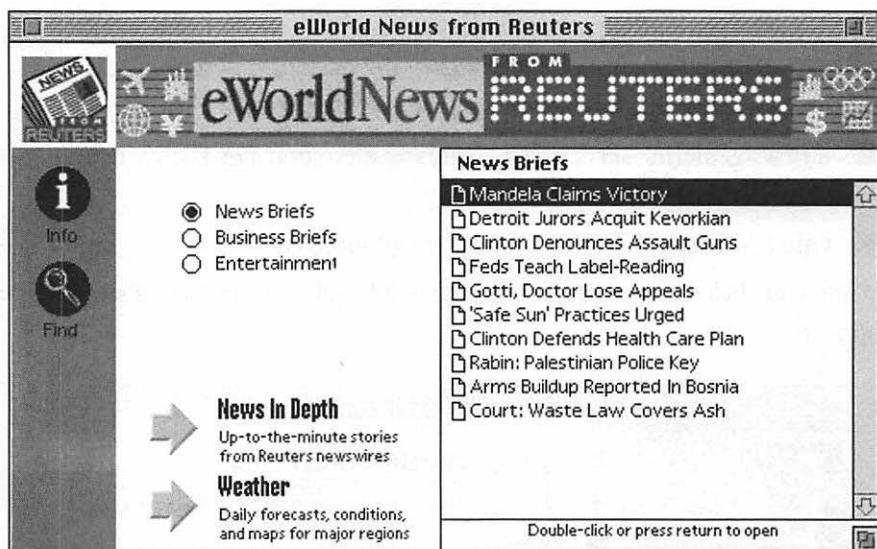
- News headlines from Reuters, covering world-wide current events.
- The latest scores and happenings in the world of sports.
- Concise world news reports from *USAToday*, along with national and regional news surveys.

- A marketplace of ideas from Voices & Views, where you can exchange and express your opinion on the issues of the day in Conference areas and Discussion Boards.
- A news-gathering service that creates an electronic newspaper tailored to your specific needs.
- Other Newsstand Forums that cover still more issues.

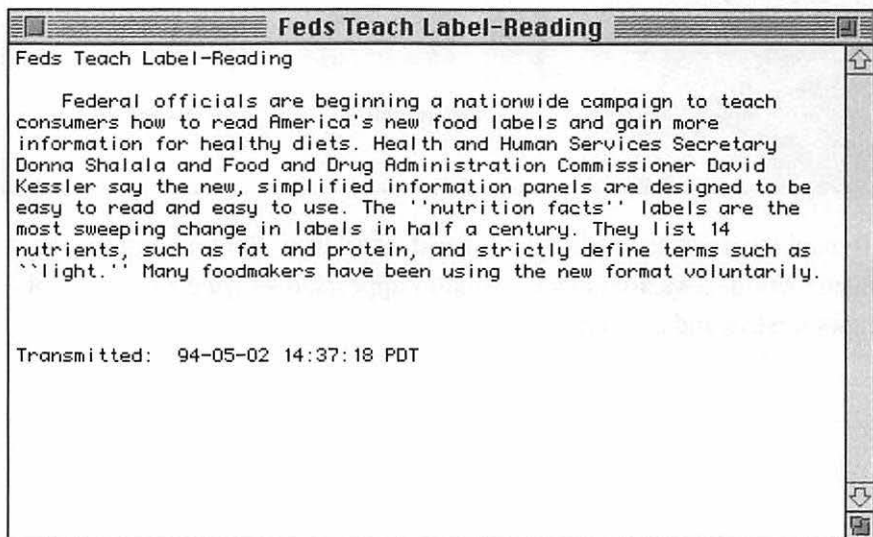
When you click the Newsstand building in eWorld, the Newsstand window appears.



To read the latest news, click the **eWorld News from Reuters** button. The main eWorld News from Reuters window appears, displaying a summary of news services and categories.

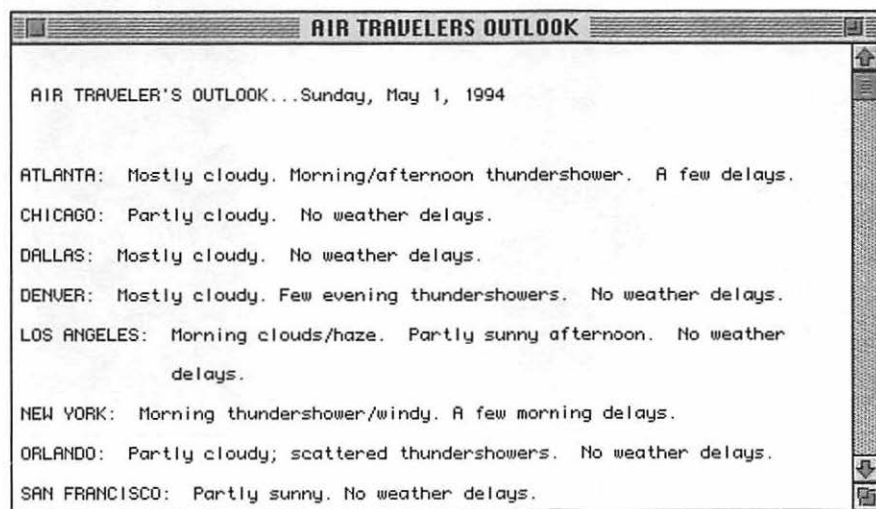


If you click one of the several News buttons, the News Briefs headlines change to reflect your choice. Double-click a headline and a text window appears with the complete story.

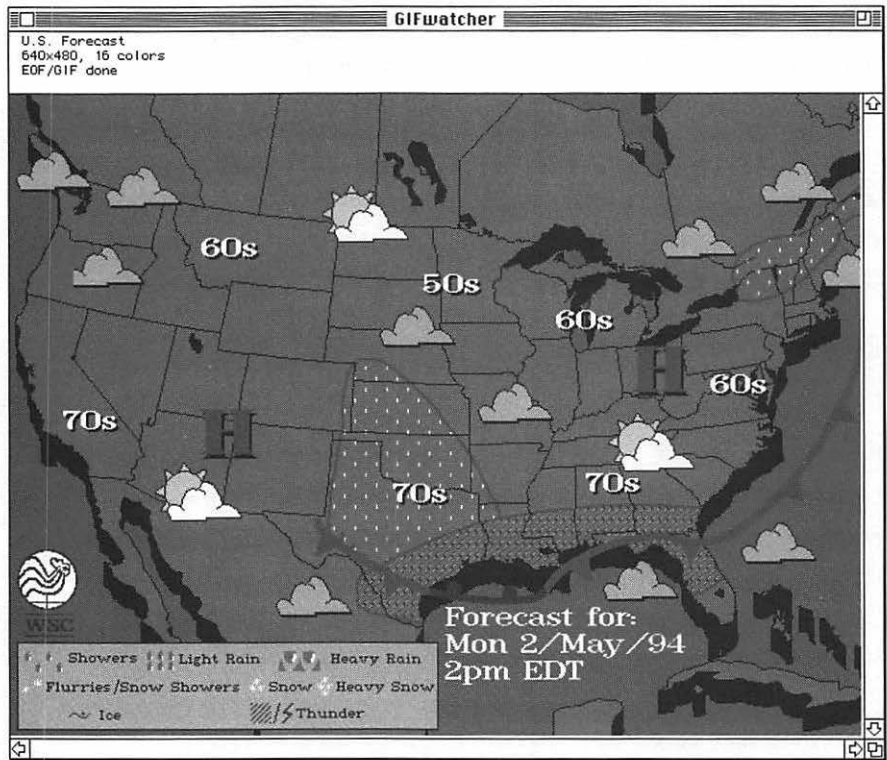


After reading the story, you can clip part or all of the story to save it as a text file. If you'd like a printed copy, simply print the story. eWorld enables you to amass a personal archive of stories that interest you.

Click the **Weather** arrow button to view a list of up-to-date weather forecasts and national weather maps. Browse complete lists of text-based forecasts, or copy a weather map to your computer, where you can see (graphically), if the sun will indeed come out tomorrow over your neighborhood.



The sample weather map shown on the next page is viewed on screen with GIFViewer software, available from the Weather Map library.



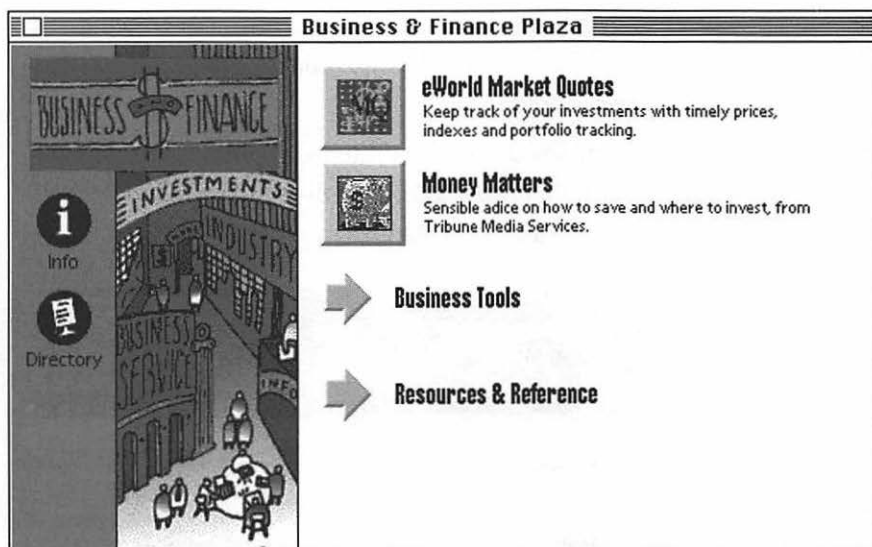
You can pay an extended visit to Voices & Views—an area where members can debate and discuss the burning issues of our time. Read and share ideas with editorial writers and eWorld members in the many Discussion Boards. Or, you can enter a Conference and join a live debate.

Not all news is in the Newsstand. For example, return to the Town Square and then click on the Business & Finance Plaza.

The Business & Finance Plaza

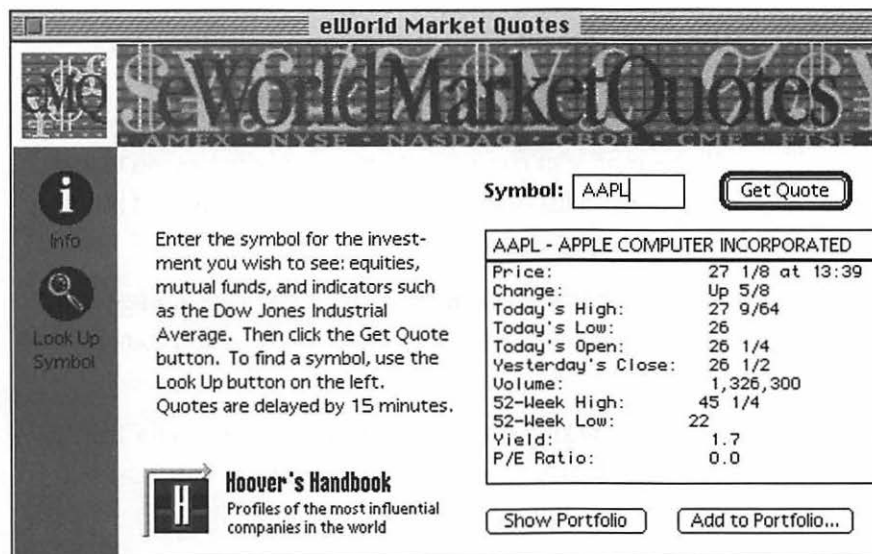


The Business & Finance Plaza contains information and services useful to business professionals and investors. Click the **Business & Finance Plaza** building and the main window appears.

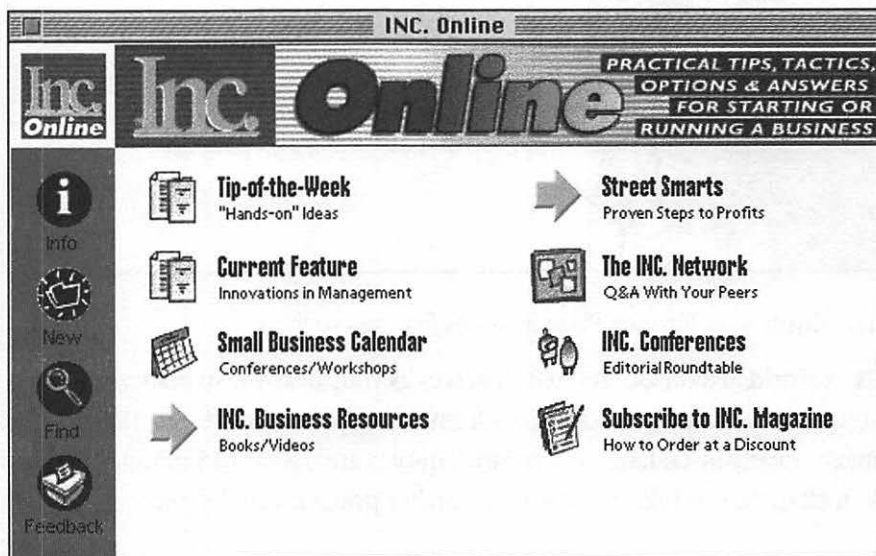


The Business & Finance Plaza includes features such as:

■ **eWorld Market Quotes**, which serves as your nearly-instantaneous source of continuous stock quotes from the major trading floors. (We do mean “nearly-instantaneous,” as Stock quotes are delayed 15 minutes under a stock exchange rule that sets much higher prices for undelayed quotes.)



- Money Matters from the Tribune Media Service contains a growing library of mainly personal finance short feature articles, along with a discussion board, and conference area.
- General Business contains, among other items, the *Inc.* magazine small business advisor, along with *Working Solo*, the full-service resource for self-employed and entrepreneurial eWorld Members.



More about eWorld Icons

eWorld icons always represent consistent features and services, no matter where they occur. Here's a list of the important eWorld icons (and buttons), and what happens when you click each type of icon.



Publisher's Feedback window. Clicking this icon opens a pre-addressed mail window in which you can submit questions, compliments, and comments to the publisher of an area.



Search (Find) window. Clicking this icon enables you to search for text found in article titles and the texts of those articles, and in some cases, to search the names and description of articles of disk files.

Information window. By clicking this icon, you are presented with a description of the publication area you are in and information about the publisher and the services in that area.



The eWorld Directory window. Clicking on this icon lists a column of general Topics (Arts, Sports, Music, etc.) which, when selected, result in a column of places—where eWorld publishers offer relevant features and services. Select a Topic, select a Place, click Go, and you're instantly there.



New icon. By clicking the New icon, an updated list of the latest additions to the eWorld area from where you are requesting the new information is opened.



Click the arrow icon to enter other sections within an Area. The resulting window displays even more of that publisher's features and services.



An Archive window with articles and disk files is presented when you click the Archive icon.



This icon represents an eWorld auditorium where an audience can listen to the speakers.



Clicking the **Discussion Board** icon takes you to a Discussion Board with messages written by publishers and eWorld members.



This icon represents conference areas. Clicking the icon takes you directly to a particular eWorld Conference area.



By clicking the **Software Library** icon you are presented with a list of disk files you can transfer to your own system. Some libraries accept files from eWorld members—others do not.



Clicking this icon takes you to the Calendar of upcoming events.



Clicking the **New mail** icon opens a window that lists newly-received (and unopened) eMail.



Clicking this icon opens a Search window that enables you to find the article you want by entering a world or a text string to search under.





Clicking this icon present a collection of longer text files.



If you click the **Forms** icon, forms for purchases, product registration, or responses to a questionnaire are presented.



Click either button to open the next (or previous) window in a sequence of windows such as Mail or Discussion Board message windows.

- ☒ National
- ☐ Washington
- ☐ International
- ☐ Business
- ☐ Financial
- ☐ Sports
- ☐ Entertainment

Click buttons, such as these (“radio” buttons), open a specific news category—one at a time. Click each button and a separate window appears, listing relevant news stories.

Mini-Icons

The following mini-icons will blink on-and-off in the upper-right corner of your screen when certain events occur.



The “One on One” mini-icon blinks on the arrival of an incoming One on One message.



The Mail Truck icon blinks on the arrival of incoming eMail—but only while you are connected to eWorld.


The following mini-icons appear in windows that display lists of files:



The Page icon represents articles (text files) that you can open and read on line. You can excerpt portions of the article, save the entire article as a text file on your computer, or print the complete article if you need a printed copy.



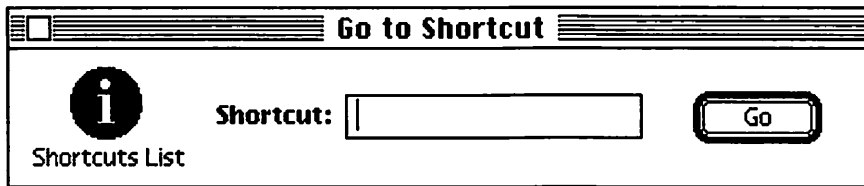
The Disk icon represents both software and documents supplied as disk files. You must transfer a copy of the file to your computer in order to open, view, and use it. When you double-click this icon, a window appears that contains both text and buttons that enable you to copy the disk file to your computer. The text will tell you what additional software, if any, will be needed to open and use the attached disk file.

The Folder icon represents an organized collection of articles or disk files. In some instances, you'll find even more Folder icons listed inside a Folder window, depending on the complexity of the subject. Publishers employ folders to organize collections of text and software into categories that make your searches more efficient. 

Taking Shortcuts through eWorld

The quickest way to go from one place to another in a big city is to use a shortcut. Smart travelers make a habit of learning the most efficient ways between favorite city locales. eWorld has its own shortcuts, which you can use at any time. The trick is to learn the key words that activate a shortcut feature.

If you want to take a shortcut to somewhere in eWorld, open the **Places** menu and select the **Go to Shortcut** command. The Go to Shortcut window appears.



Type in the specific shortcut text and click **Go**. Your destination (that area's window) appears immediately on screen.

What if you don't know the shortcut name? Click the **Shortcuts List** icon, and a window appears with an up-to-date catalog of services and areas, along with the Shortcut that will speed you there.

For example, typing "Claris" gets you to the Claris area's main window, from which you can click one or more icons to browse company literature, the software library, the technical library, or other features.

The eWorld Places menu offers another avenue for getting around eWorld. Ten shortcut commands have been predefined to get you into the Town Square buildings of eWorld (as well as to the front door of the eWorld Live Conference area). You can customize the menu with your own Shortcut preferences by choosing **Edit Your Shortcuts** from the **Places** menu. The Edit Your Shortcuts dialog box appears.

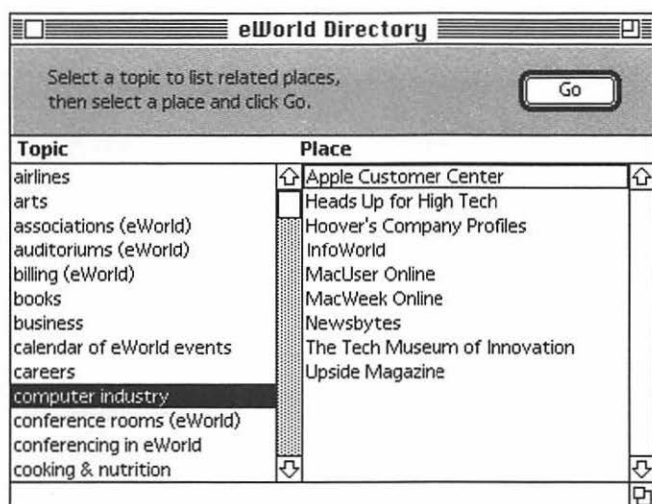
Menu item name:	Shortcut:	Key:
Arts & Leisure Pavilion	arts	⌘1
Business & Finance Plaza	business	⌘2
Community Center	community	⌘3
Computer Center	computer	⌘4
eMail Center	email	⌘5
eWorld Live	live	⌘6
Info Booth	info	⌘7
Learning Center	learning	⌘8
Marketplace	market	⌘9
Newsstand	news	⌘0

You can customize the eWorld Places menu to include the areas you visit most often. You can enter any name you like in the **Menu item name** field. The key is to enter the exact text of the shortcut—as given in the About document of a Service Area. For example, you may want to enter a nickname like “Macintosh Info” as the Menu item name for the Apple Customer Center, but you have no other choice but to enter “Apple” as the Shortcut—as required by the eWorld host computer.

The eWorld Directory



When you see this icon, you're but a click away from a unique eWorld shortcut—the eWorld Directory window. When you click the icon, a window appears.



If you scroll through the Topic list (on the left), and click an item, the Place list on the right displays a variable list of corresponding places in eWorld that have resources and features that deal with arts or, as shown, the computer industry.

Select a location in the Place list and click **Go**. The Directory window closes, and that designated window appears immediately. You can now peruse this area for computer industry-specific articles, conferences, software, and more. Furthermore, the titles in the Places list is updated every week—another reason to use the Directory to find out what's new on a particular topic.

The Tour Is Over...

This guided tour (like a guided tour of Europe in ten days), could not visit every building. But the features common to all buildings were explored. Now it's time to discover one of eWorld's main features: electronic mail.

Part II

Electronic Mail

*E*lectronic mail—email—is the key feature of online services that everyone uses. For the business person, email has already become a lifeline, rapidly replacing the old fashioned fax machine for quick messages. Email also can replace many routine telephone calls; what's more, you deal with email when you want to, not when you hear an intrusive ring. And email has revived the art of letter writing from its nearly fatal encounter with the telephone.

Chapter 4

Electronic Mail Essentials

E

*lectronic mail (email) differs from older forms of mail
such as postal mail and fax in
three main ways: it's easier,
cheaper, and faster.*

Email's Benefits

Email works like other mail; you write a message and send it. Instead of paper and envelopes, you write on your computer and send the mail electronically. Unlike postal mail, the delivery process takes only a few seconds. Email is even faster than fax. Unlike postal mail or fax, your mail arrives in computer-readable form; the message can be revised, forwarded, or printed without fuss. Unlike telephone calls, email messages can be read at your convenience—not the caller's. With email, every message can convey content, avoiding the delays and expense of telephone tag.

You can send email to other eWorld members, and also to anyone who subscribes to an online service that can exchange email via Internet mail services. Such services include America Online, CompuServe, Prodigy, nearly all university email systems, and many corporate email systems. No one knows how many people can be reached by email; the most common wild guesses fall in the 20-30 million range.

eWorld email and NewtonMail are the same service. You can exchange mail with NewtonMail accounts from eWorld; if you have a Newton and a Macintosh, a single eWorld account will serve both computers.

You also can send messages from eWorld via fax and paper mail to individuals who aren't connected to any email system (beginning with a forthcoming eWorld software version).

Economies of mail

Email is not only convenient, it usually costs less than other forms of mail—often much less. As the following table illustrates, the cost savings alone can easily justify joining eWorld.

Sending mail within the United States

<i>Costs in US \$</i>	<i>One Page Memo</i>	<i>10-Page Report</i>	<i>50-Page Report</i>
eWorld email	less than 0.26	0.26	0.80
First class mail	0.29	0.52	2.13

<i>Costs in US \$</i>	<i>One Page Memo</i>	<i>10-Page Report</i>	<i>50-Page Report</i>
Fax (business hours)	0.25	1.25	6.00
Overnight delivery	8.00-12.50	8.00-12.50	8.00-12.50

Sending mail from the United States to Europe or Japan

<i>Costs in US \$</i>	<i>One Page Memo</i>	<i>10-Page Report</i>	<i>50-Page Report</i>
eWorld email	less than 0.45	0.50	1.40
Air mail	0.50	1.73	7.19
Fax (business hours)	1.30-3.00	5.25-8.00	18.00-27.00
One/Two-day delivery	22.00-28.50	22.00-28.50	28.00-45.00

These approximate costs are based on the incremental cost for existing members during peak hours and includes the 9600 bps connect time for both sending and receiving (including a higher charge for access to eWorld from outside the United States and Canada). Fax phone call costs are given for midday calls; discounts apply to off-peak hours and for high-call volume. Overnight service costs depend on volume as well. Your exact costs may vary, but electronic mail is almost always cheaper and faster for both domestic and international mail.

In early 1994, nearly 40 percent of international phone calls to some countries at certain times of the day were faxes; email can save its users most of this enormous expense. Indeed, the eWorld basic monthly charge can be fully paid with the savings from a single email message.

Email Basics

This chapter explores the basic features of email, which include reading and sending electronic mail. We'll explore some options available to you after reading a message, such as replying to, forwarding, saving, and printing a message. You also will learn how to send an email message, look up recipients in the Member Directory, and how you can edit your personal address book. While you do not need to be connected to eWorld to compose or read mail, or edit your address book, it is assumed you are connected unless otherwise stated.

Chapter 5, "More Electronic Mail," covers more advanced email features such as sending disk files ("attachments") via email, as well as eWorld links to the Internet, and other online services outside eWorld.

Reading Mail



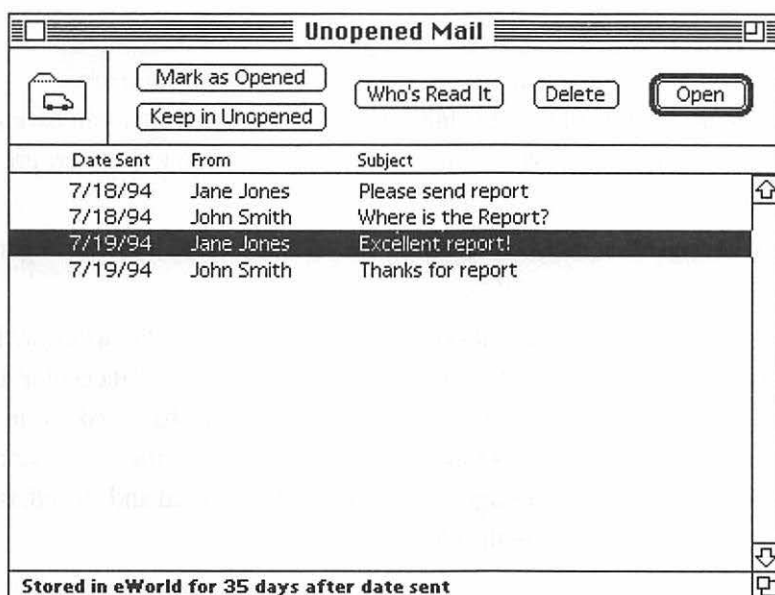
Whenever you have mail waiting in eWorld, a mail truck appears in front of the eMail Center building signaling that you have new messages, along with a chime and a voice announcement saying, "You have mail!"



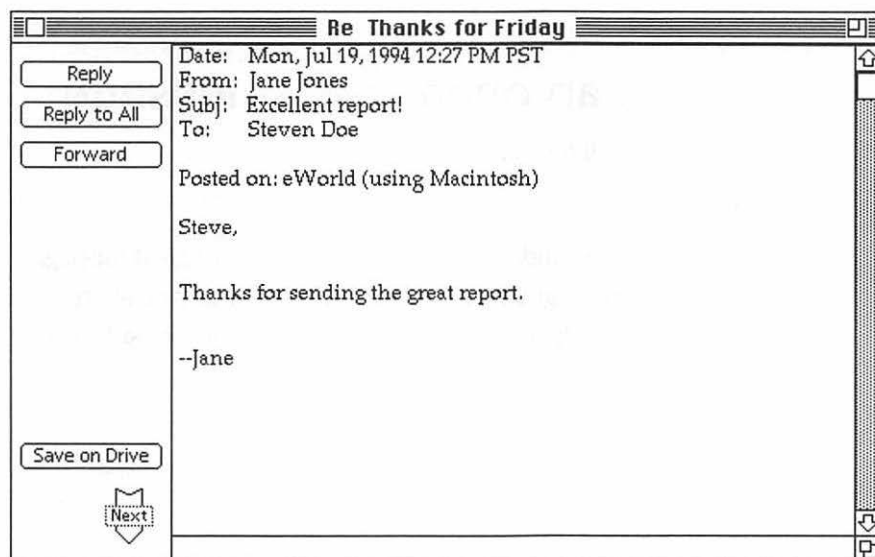
If mail arrives while you are connected to eWorld, a chime will sound and the Mail Truck mini-icon will flash on and off in the upper-right corner of your screen.

To read your new mail messages:

- 1 Choose **Unopened mail** from the **eMail** menu, or click the Mail Truck parked by the eMail Center. An Unopened eMail window listing your new messages appears.



- 2 To read a message, select its title and click **Open** (or press Return), or double-click its title. A new window appears with the subject of the message as its title.



- 3 If you have more email messages pending, click the **Next** arrow to display the text of the next message in this window. After you have read more than one message, you can click the **Prev** arrow to review previous messages.
- 4 When you have finished reading your message, close it by clicking its close box (or press ⌘-W).

After you read a new email message, you can simply close the window. The message will be saved for at least seven days at the eWorld data center. Or you can reply to it, forward it, print it, or save it to your hard disk. Note that each of these procedures requires that the message be in the active window. If you'd like to open a message that you have already read and closed, refer to the section titled "Using the eMail Center."

Answering email

Replying to an email message is much simpler than replying to other forms of mail. You don't have to prepare an envelope, or a cover sheet, or look up a fax number.

Replying to an open email message

To reply to an open email message:

- 1 Click **Reply**.

A blank New Message window appears in front of the original message, pre-addressed to the original sender. The areas that you type in are called "fields." The prefix Re: (regarding) appears before the subject of the original message.

The screenshot shows an email client window titled "Untitled". On the left is a sidebar with buttons: "Address Book", "Member Dir...", "Attach File...", "Internet", "Fax", "Postal", "Send Now", "Send Later", and a checkbox "Notify when read". The main area contains the following fields:

- To: field:** Labeled with a line pointing to the "To:" field containing "Jane Jones".
- cc: field:** Labeled with a line pointing to the "cc:" field.
- Subject: field:** Labeled with a line pointing to the "Subject:" field containing "Re: Excellent report!".
- Message field:** Labeled with a line pointing to the large text area below the subject field.

Arrows on the right side of the fields indicate they are expandable or collapsible.

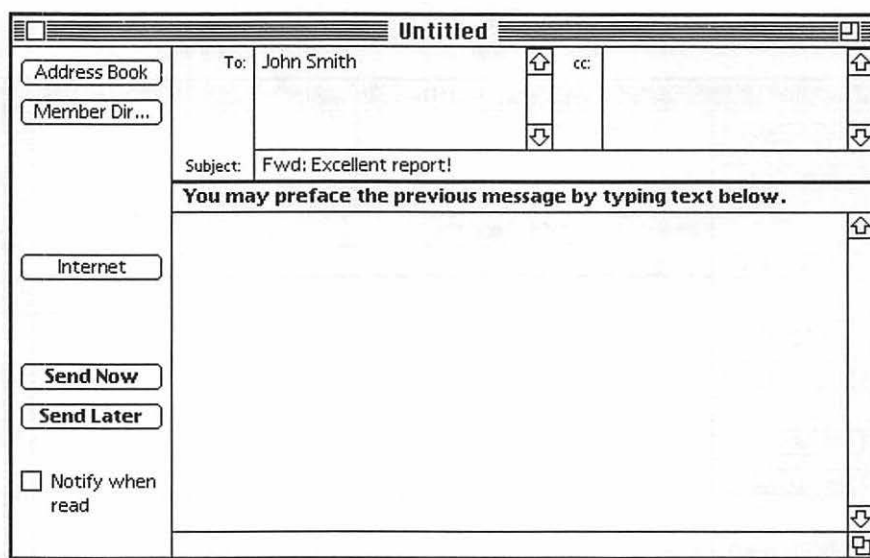
- 2 If you want, you can change the subject by selecting the text in the Subject: field and typing a new subject.
- 3 In the Message field, type your reply.
- 4 If you want to be notified by email when the recipient has read your message, select the **Notify when read** checkbox. You will get a short message when the recipient has opened your message.
- 5 Click **Send Now** (or press Enter) to send your reply immediately.

Forwarding a message

To forward to an open email message:

- 1 Click **Forward**.

The Forward Message window appears, with the prefix **Fwd:** before the subject of the original message.



- 2 Click in the To: field and enter the eWorld name(s) of anyone who would be interested in reading the original message, separating the new addressee names with commas. If you do not know the email address of an intended recipient, see the section "Searching the Member Directory."
- 3 If you want, you can change the subject of the message by selecting the text in the Subject: field and typing a new subject.
- 4 If you want, you can type an explanatory message in the message field. What you type will precede the text of the forwarded message.
- 5 For notification by email when the recipient has read a message, click the **Notify when read** checkbox.
- 6 Click **Send Now** (or press Enter) to forward the message immediately.

Printing Your Messages

Printing an email message is similar to printing in other Macintosh applications.

To print to an open email message:

- 1 Choose **Print** (or press ⌘-P) from the **File** menu. The standard Macintosh print dialog box for your printer appears.
- 2 Click **OK** (or press Enter).

For more information on printing options, refer to the documentation that came with your Macintosh or printer.

Saving Your Messages

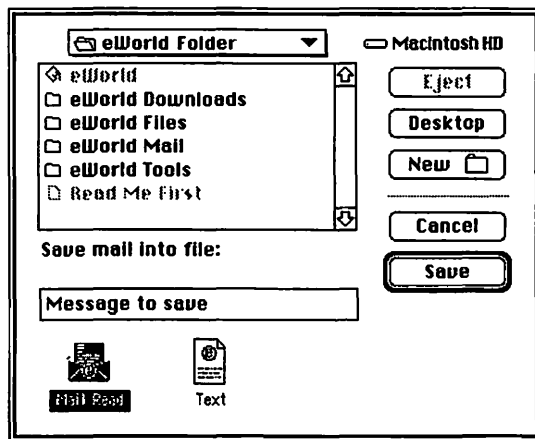
There are two methods of saving open email messages. One is faster, but always saves messages to the same folder. The other method allows more flexibility in choosing a message name and location on your disk.

To save an open email message, click **Save on Drive**. The message is saved in a mail folder that is named after your eWorld name within the eWorld mail folder. For instance, if your eWorld name is “eName”, your mail would be saved in the eName folder in the eWorld Mail folder in your eWorld folder. The subject of the message becomes the name of the file (shortened to the first 31 characters if necessary).

You can see a listing of messages saved in this way at any time—even when you’re not connected to eWorld—by choosing **Saved Mail** from the eMail menu.

The second method is similar to saving in other Macintosh applications. To save email to a specific location:

- 1 Choose **Save As** from the **File** menu. The Save As dialog box appears.



Use the dialog box to select a destination for the file.

- 2 Enter a name for the message.
- 3 Choose a file format option: Mail Read or Text. Saving as Mail Read saves the email in the eWorld mail format. This preserves any formatting and enables you to quickly send it to other people or send a reply in the future. Saving as Text removes formatting information, but enables you to easily open the message in applications other than eWorld, such as word processors. Using Text format appends information about the message to the front of the message.
- 4 Click Save (or press Enter). eWorld now stores the message on your disk.

Sending a New Message

Sending a new message is similar to replying to an email message, except that you must supply the addresses (eWorld names) and subject.

To send a new message:

- 1 Select **New Message** (or ⌘-N) from the eMail window.

The screenshot shows a 'New Message' window. On the left is a sidebar with buttons: 'Address Book', 'Member Dir...', 'Attach File...', 'Internet', 'Fax', 'Postal', 'Send Now', 'Send Later', and a checkbox 'Notify when read'. The main area has fields for 'To:', 'cc:', 'Subject:', and 'File:', followed by a large text area for the message body. Arrows indicate that the 'To:' and 'cc:' fields can be expanded.

- 2 Click in the To: field and enter the eWorld name(s) of your recipient(s), separating the addressee names with commas. If you do not know the email address of an intended recipient see the section titled “Searching the Member Directory.”
- 3 In the Subject: field, type a subject.
- 4 In the Message: field, type the message.
- 5 If you want to be notified by email when the recipient reads a message, select the **Notify when read** checkbox. (However, this feature doesn’t work for Internet Mail.)
- 6 Click **Send Now** (or press Enter) to send the message immediately.

Tips for Sending Email

You may want to keep the following tips in mind when sending mail:

- You can move among the fields in an email window by pressing the Tab key.
- Subjects can contain up to 61 characters—including spaces, although only the first 30 will appear in the Unopened Mail window (at the default size) of the recipient.

Why the term
“carbon copy”?
People used
mechanical
typewriters to
prepare letters in
the days before
copy machines and
computers. Two
copies could be
made at the same
time by sandwiching
two pages together
with a thin sheet of
carbon-coated film
in between; the
typebar struck an
inked ribbon to
produce the image
on the top sheet
and the force
transferred a carbon
image to the second
sheet.

■ eWorld ignores spaces in names, and doesn't care about upper or lower cases. Mail sent to “janesmith” will get to the eWorld address “Jane Smith.”

■ Separate multiple addresses in the address fields with commas. Use the To: field for recipients to which you're addressing the message. Use the cc: (carbon copy) field for people who you feel may be interested in the message. The To: and cc: fields will accept up to 4,000 characters, enough for roughly 400 names in each field.

■ While it is not obvious, eWorld also enables you send a “blind carbon copy” (bcc:) of a message. A bcc: recipient cannot see the names of other bcc: recipients, but they can read names in the To: and cc: fields. To send a bcc: copy, put the addressee's eWorld name in parentheses in the cc: field. You can enter multiple bcc: addresses as (ePerson), (eMember), (eFriend), (eWriter), or in a group as (ePerson, eMember, eFriend, eWriter). You can mix cc: names (without parentheses) with bcc: names (with parentheses). By addressing messages to yourself, and experimenting with cc: and bcc: addressing, you can ensure that only certain recipients know to whom the message was addressed.

■ Sending email to yourself can be a useful way to retrieve information when you travel. This is an increasingly popular practice for computer owners without floppy drives, such as the PowerBook Duo. For a critical job, you can send a backup copy of the file to yourself, even though you may be carrying the file on disk with you.

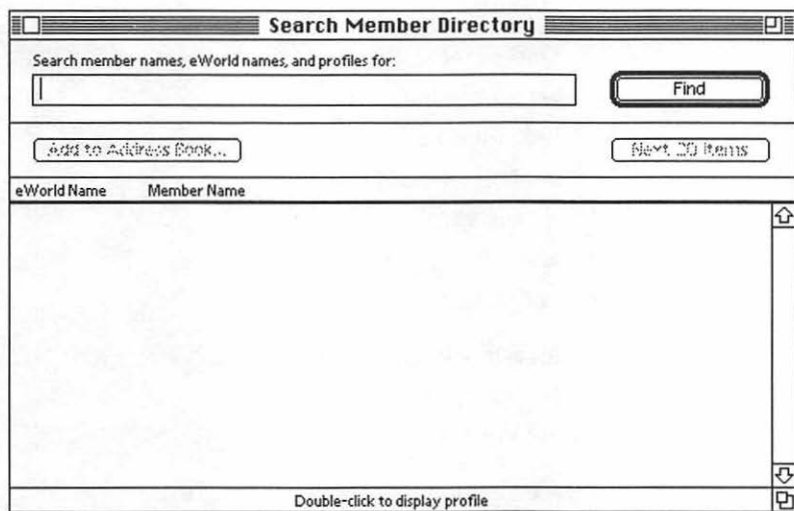
■ Messages can be up to 24,000 characters in length (about 14 double-spaced typed pages). The limit is 23,100 characters when sending messages to Internet addresses because of extra text that must be added for computers to track messages through the Internet. Longer messages can be divided into 24,000-character segments or sent as an attached file (see Chapter 5, “More on Electronic Mail”).

Searching the Member Directory

If you have some idea of an individual's real name, location, interests, or eWorld name, you can use the eWorld Member Directory to find their profile and hence their eWorld address.

- 1 Choose **Member Directory** from the **Membership** menu (or press **H-M**).

The Search Member Directory dialog box appears.



- 2 Enter a part of the member name, eWorld name, or any aspect of their profile that you know in the Search field.
- 3 Click **Find** (or press the Enter key).
eWorld lists any matches in the list area. If more than 20 names have been found, the Next 20 Items button is activated. Click this button until you find the name for which you are looking; if you click until the button dims, all items will be in the scrolling window.
- 4 To view a member's profile, double-click the eWorld name in the list.

Finding eWorld addresses

If you keep certain rules in mind about searching for people, you can be more effective than Scotland Yard in finding people. The following table illustrates how eWorld conducts a search.

<i>What You Type</i>	<i>How eWorld Searches</i>	<i>What eWorld Will Find</i>
rose	Typing a phrase makes eWorld look for any text that contains the characters you type.	rosebud, arose
"rose"	Quotes mean that you want eWorld to look only for entries that contain an exact match for the word. Upper and lower cases do not matter.	rose, Rose, rOse, ROSE
r*e	An asterisk means that one or more characters are unknown.	rice, rope, reverie
r?se	A question mark means that only one character is unknown.	rise, rose
red rose	eWorld treats phrases with spaces as a single phrase.	red rose
red and rose	eWorld uses the word <i>and</i> to mean the first and second term, though not necessarily together.	red & yellow rose, red rose

<i>What You Type</i>	<i>How eWorld Searches</i>	<i>What eWorld Will Find</i>
red or rose	eWorld uses the word <i>or</i> to mean the first or second term.	red baron, rose bush, red rose
red not rose	eWorld uses the word <i>not</i> to mean the first term, but not the second.	red baron
(red or yellow) rose	eWorld uses the parentheses to determine what terms it should compare first.	red rose, yellow rose
red or (rose or vase)	Same rule as above.	red vase, red rose

Some other tips you may want to keep in mind when searching include:

- All words in a member's profile are indexed, so typing *ski* and *Denver* may help you locate skiers in Denver.
- Use synonyms to help find someone you know is interested in something. For example, if *running* doesn't work, try *track*.
- On the other hand, don't be too general. Searching for *music* will probably find thousands of people. Try *folk music* or *rap music*.
- eWorld does not check the accuracy of the information in any Member Profile

Address Book

If you exchange email frequently with others, you may want to add them to your eWorld Address Book. Using the Address Book enables you to enter addresses—especially long ones sometimes associated with the Internet—quickly, without wrong address errors (see Chapter 5, “More on Electronic Mail”).

Address Book entries can be individuals or groups. You also can create temporary groups by selecting and pasting multiple names into an address field.

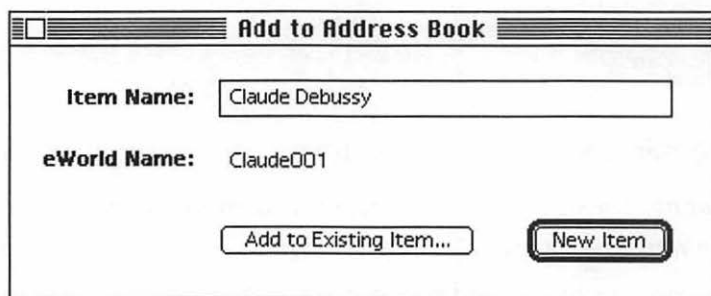
Adding Addresses

Note that the Address Book presently can hold approximately 120 entries.

The Member Search window, among others, is one location where you can add a member to your Address Book.

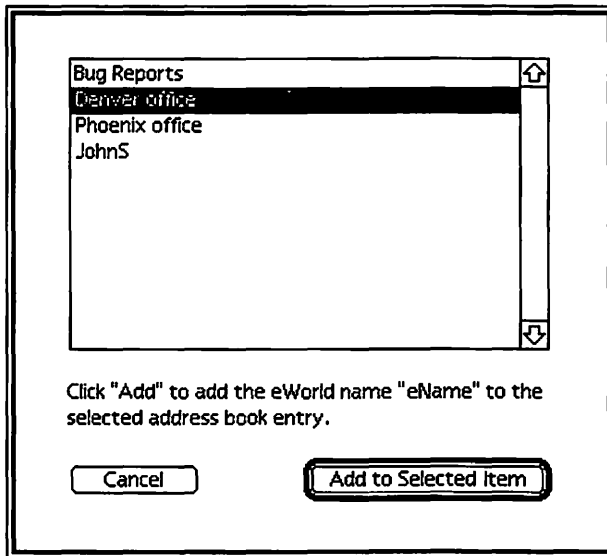
To add a member listed in a Member Search to your Address Book:

- 1 In the Search Member Directory window (see previous screen), select a name in the list and click **Add to Address Book**. The Add to Address Book dialog box appears.



- 2 If you want, you can choose a different name for the Address Book entry by selecting the Item Name: field and typing a new name. For example, you may want to type the name with the last name first, so that your address book is easily alphabetized.
- 3 To add the eWorld name as an individual, click **New Item** (or press Return).

- 4 To add the eWorld name to a group, click **Add to Existing Item**. A dialog box appears. (A group contains more than one address.)



- 5 Select the group which you want to add the eWorld name to, and click **Add to Selected Item** (or press Return).

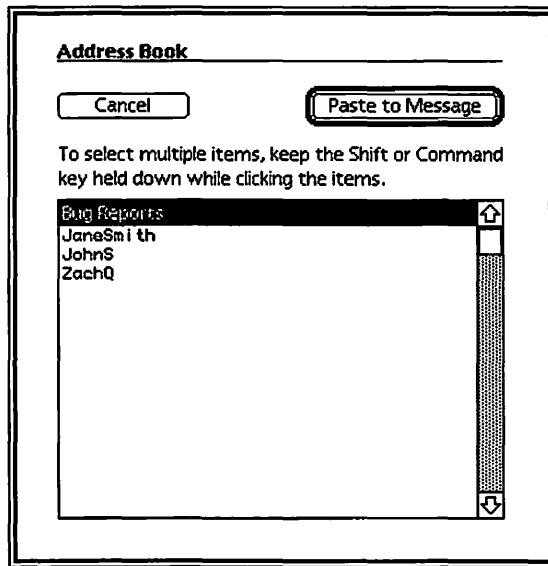
Using the Address Book when addressing messages

Once you've added the names to your Address Book, you'll want to use it to address messages.

To use the Address Book:

- 1 Click in the To: or cc: fields of an email message.
- 2 Click **Address Book**.

The Address Book dialog box appears.



- 3 To enter the eWorld name of a single entry, click **Paste to Message** (Return), or double-click the name. If you're addressing multiple people, the comma required to separate eWorld names will be placed automatically in the address field.
- 4 To enter the eWorld names of multiple entries, hold down the Shift or Command key as you click Address Book entries and click **Paste to Message** (Return). Shift-clicking selects a range of entries, while Command-clicking selects non-adjacent entries.

Any eWorld names you have entered appear in the address field.

Editing the Address Book

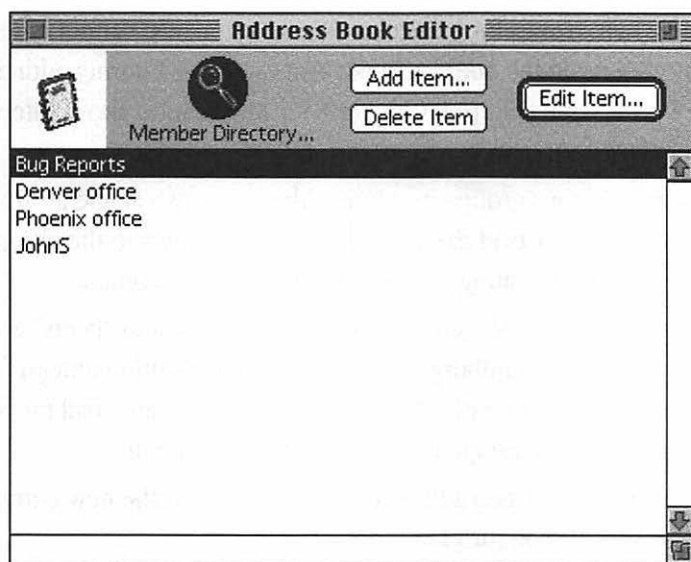
At some point, you may want to add, edit, or delete the entries of individuals and groups in your address book.

Adding individuals or groups to your Address Book

To add an item to your Address Book:

- 1 Choose **Edit Address Book** from the eMail menu. The Address Book Editor window appears.

You do not need to be connected to eWorld to edit your Address Book, but you must be connected to use the Member Directory to look for members.



- 2 Click **Add Item...** A dialog box appears.

The screenshot shows a dialog box titled "Add Item". It has two main input fields: "Item Name:" with a single-line text box, and "eWorld Name(s):" with a multi-line text box. To the right of the multi-line text box are three small icons: an upward arrow, a square, and a downward arrow. Below the input fields, there is a line of text: "Please put commas between multiple eWorld names." At the bottom of the dialog box are two buttons: "Cancel" and "Save".

- 3 Enter a name for your correspondent or group in the Item Name: area that you want to appear in your Address Book. (You can use real names, eWorld names, or personal nicknames.)
- 4 If you are adding an individual, type the person's eWorld name in the eWorld Name(s): field. This is the name the Address Book uses when it inserts the eWorld name into an address field. Note that the Address Book list is alphabetized. To see names alphabetized, create their Address Book listings last name first. Note that, while you may have

multiple item names for particular eWorld name, you cannot have two identical items in the Address Book. You can enter Internet addresses in the eWorld Name field (see Chapter 5 for information about Internet address formats).

- 5 If you are adding a group—multiple addresses with a single group name—type the eWorld names of the group members in the eWorld Name(s) field, separating each eWorld name with a comma.

For example, to create a group of poets, you could add “Poets” as the Item name and “CSandburg, WWhitman” in the eWorld name(s) field. At that point, when you paste the address “Poets” into an email message’s address field, the message would be sent to both poets.

- 6 When you have finished adding the information for the new entry, click **Save**, or press the Return key.

Editing an address

Particularly when dealing with groups, you may want to add or remove people from an address book item. To add an item to your address book:

- 1 Choose **Edit Address Book** from the eMail menu. The Editor window appears.
- 2 Select an item in the address item list and click **Edit Item...** (or press Enter), or double-click an address book entry.

The Edit dialog box appears.

Item Name: Smith, Jane

eWorld Name(s): JaneS43

Please put commas between multiple eWorld names.

Cancel Save

This dialog box enables you to edit the eWorld Name(s) within an address book entry, but not the item entry itself. To modify the Item Name, you must create a new item and delete the one with the older information.

- 3 Add or remove items.
- 4 Click **Save**, or press the Return key.

Deleting an address

If you want to delete an address, you need to:

- 1 Choose **Edit Address Book** from the eMail menu. The Editor window appears.
- 2 Select the entry to be deleted and click **Delete Item**. A confirmation dialog box appears.
- 3 If you are sure you want to delete the entry, click **Delete**. There is no way to retrieve a deleted address book item.

Formatting email

If you are sending messages to other eWorld members, you can dress up your text by adjusting the font, font size, and font style attributes, such as bold, italic, and underlining.

To change the appearance of text within the email message field, select the text and choose the desired font, size, or style from the **Font**, **Size**, or **Style** submenus of the **Edit** menu. eWorld provides keyboard equivalents for making items bold (⌘-B), Italic (⌘-I), and Underline (⌘-U).

The help create its unique look, the eWorld software adds several fonts to your Macintosh System Folder.

- Espy Sans 9, 10, 12 point
- Espy Sans Bold 9, 10, 12 point
- eWorld Tight 18 point
- Palatino 12, 18, 24 point

All fonts installed by eWorld are bitmapped, which means they appear sharp on screen only at the specified sizes. These fonts do not print cleanly on a laser or inkjet printer. When creating messages, you should favor TrueType and PostScript fonts. Such fonts look good at virtually any size and print well on LaserWriter and StyleWriter printers (PostScript fonts require Adobe Type Manager software to look crisp at all sizes on screen or when printing to non-PostScript printers such as the StyleWriter). When using email, both sender and receiver must have the same fonts used in the message for it to retain all of its original formatting. Nearly all Macintosh computers running System 7.0 or later have TrueType versions of the Chicago, Geneva, Monaco, and New York fonts, and most have Courier, Helvetica, Times, Symbol, and Palatino as well. As a result, Palatino will look good on screen and when printed at any size.

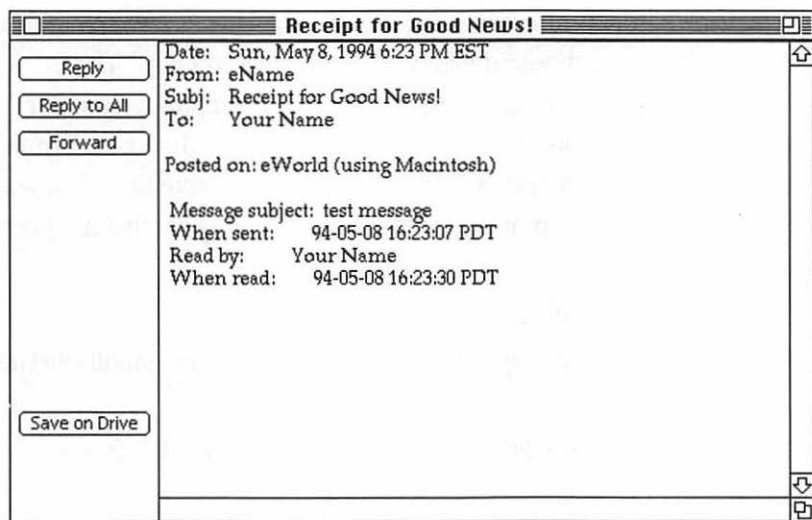
When formatting documents, remember that the point at which lines end in email messages can vary if the window is resized. To avoid discrepancies, compose text using the default width of the message window. Entering a return at the end of a line prevents it from getting longer if someone resizes the window. If intricate formatting is required, consider sending the message as an attachment (see Chapter 5).

To ensure that certain words and numbers line up evenly, use a monospaced font such as Monaco or Courier. While tabs are used in most word processors to line up text, a tab is converted to a space in eWorld messages; the only way to line up text is with multiple spaces. Messages sent to another Macintosh retain special characters typed with the Option key. These characters are mostly lost when sending messages to Windows-based PCs or to addresses outside of eWorld (see Chapter 5).

Tracking email

There are two ways to check if an intended recipient has read, or at least opened, your message.

Selecting the **Notify When Read** checkbox before sending email will result in eWorld automatically creating a receipt for email (notification message) to you after a recipient opens your message.



If you send a single message to more than one recipient, you will receive a receipt from each addressee. If a recipient deletes your message before reading, you will not receive a receipt. As receipts are not particularly stimulating reading, you can delete them from your Unopened email mailbox if you're not interested in the details.

You also can determine who has read a message by using the Who's Read It button in the Sent Mail window (see "Using the eMail Center" in this chapter).

The eWorld Text Processor

eWorld provides a basic text processor for writing messages. If you prefer, you can use your word processor or other software to create email messages.

Like virtually all Macintosh programs, eWorld allows you to paste text from another source into an email message. Or, you can use a word processor or other software to write messages that can be mailed in eWorld. eWorld provides two ways to handle this.

To mail a file created by a word processing program:

If you're using System 7.0 or later, you can open a text file by dragging it on the eWorld application icon or its alias.

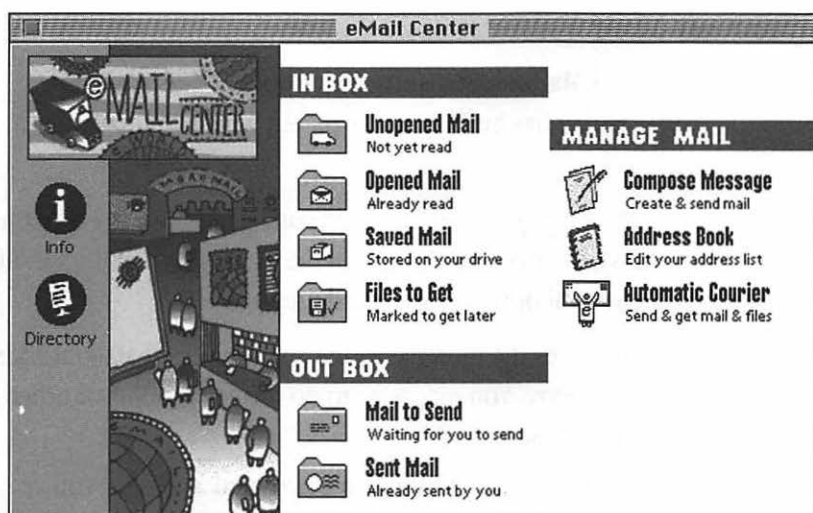
- 1 In the word processing program of your choice, choose **Save As...** from the **File** menu and choose the format "Text" or "Text Only." This is usually accomplished by choosing the format from a popup menu or selecting the format in a list. You do not need to use "Text with Layout" or "Text with Line Breaks" or "Interchange format." Note that all formatting (bold and italic text, font) will be stripped from a file that has been saved as text.
- 2 Type a name for the file and click **Save**.
- 3 If it is not already open, open the eWorld application by double-clicking its icon.
- 4 Choose **Open** from the **File** menu. The standard Open dialog box appears.
- 5 Select the text file you saved with the word processor and click **Open** (or press Enter).
- 6 Choose **Address Text Document** from the eMail menu. A new email form appears with the text document already in the message field.
- 7 Enter the appropriate addresses and subject and mail the message.

You also can add text from a text file into an email message you're composing by using the steps below.

- Position the cursor at the point where you want to insert the text file by clicking or using the arrow keys on the keyboard.
- Choose **Paste from File...** from the Edit menu. The file will be inserted where you positioned the cursor.

Using the eMail Center

Virtually all eWorld mail features can be accessed from the eMail Center building in the Town Square. Clicking the eMail Center building displays the eMail Center window.

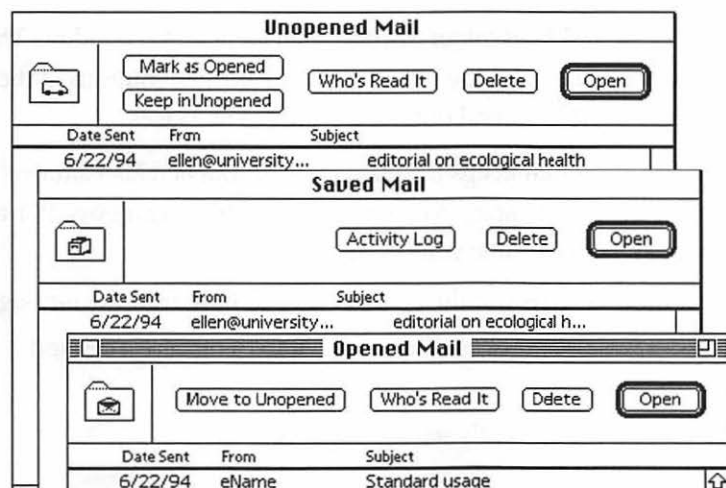


The Center divides its various features into three sets:

- In Box holds email you have received.
- Out Box holds email you have created.
- Manage Mail enables you to create mail, edit your address book, or use eWorld's Automatic Courier (see Chapter 11, "More eWorld Features").

Using the In Box

Each folder in the In Box holds a different kind of mail.



eWorld will store up to 550 unopened messages for seven to 35 days.

Unopened Mail

Clicking the **Unopened Mail** folder displays the Unopened Mail window. This window lists mail that has been sent to you, but which you have not read.

Its list shows the date sent, the sender's eWorld name, and the subject of the message. Recent messages appear at the end of the list. Buttons at the top of the window provide several options for unread messages:

- **Mark as Opened** moves the message from your Unopened Mail mailbox to your Opened Mail mailbox. You may wish to do this for receipts or other messages where the subject says it all.
- **Keep in Unopened** keeps the message in Unopened Mail after you've read it. This may make it easier for you to locate important messages that you've already read.
- **Who's Read It?** tells you who has read the message. This can be helpful for contacting people to gauge a reaction to a message.
- **Delete** erases the message. You may delete a message without reading if the subject or sender does not interest you. There is no way to retrieve a deleted message. Deleting a message does not generate a delivery receipt.
- **Open** opens the currently selected message. Reading a message moves it from the Unopened Mail folder to the Opened Mail folder.

Opened Mail

Clicking the **Opened Mail** folder displays the Opened Mail window. This window lists mail that you have read or marked as open. Buttons at the top of the window provide several options for unread messages:

- **Move to Unopened** keeps the message in Unopened Mail after you've read it. You may, for example, postpone responding to a message but want to be reminded the next time you connect to eWorld.
- **Who's Read It?** tells you the addressees who have read the message.
- **Delete** erases the message. There is no way to retrieve a deleted message.
- **Open** opens the currently selected message.

eWorld will store up to 550 opened messages for up to seven days. If you have many opened messages, opening the Opened Mail window can take a long time. You can shorten the wait by deleting messages.

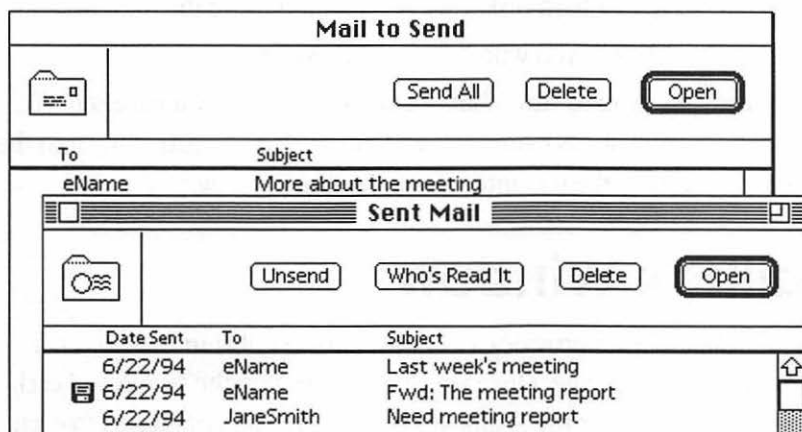
Saved Mail

Click the **Saved Mail** folder to display the Saved Mail window. This window lists mail that you have saved using the **Save on Drive** button. Buttons at the top of the window provide several options for saved messages:

- **Activity Log** shows the automated steps for sending and receiving mail, including the Automatic Courier feature (see Chapter 11, “More eWorld Features”), taken in your current eWorld session.
- **Delete** erases the message from your hard disk. There is no way to retrieve a deleted message.
- **Open** puts the saved message on screen.
- **Files to Get** displays the Files to Get window, which is described in detail in Chapter 8, “eWorld—A World of Information.”

Using the Out Box

The two icons under the Out Box deal with outgoing mail.



Mail to Send

Click the **Mail to Send** folder to show all the messages that you have prepared but haven't sent. There are three buttons along the top:

- **Send All** to send all messages. If you have no mail send, clicking **Send All** does nothing. You can only send all messages; you cannot send selective messages.
- **Delete** removes the selected message before sending; deleted messages cannot be recovered.
- **Open** displays the selected message in a message window for review and revision. If you revise the message, click **Save Changes** in the message window. If you close the window without saving first and then select **Save**, you'll get a file save dialog box with a choice of Mail Out format (default choice) or text format.

Sent Mail

Clicking the **Sent Mail** folder displays the Sent Mail window. This window lists mail that you have sent. Buttons at the top of the window provide several options:

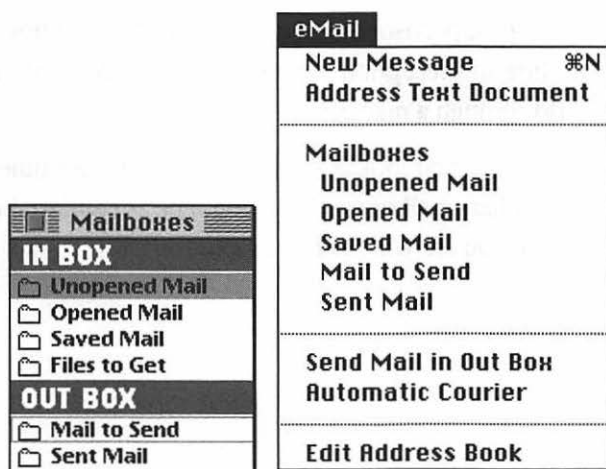
You cannot unsend mail sent to the Internet, or through the fax or postal service, since these messages have passed beyond eWorld's control of them.

- **Unsend** removes the selected message from a recipient's Unopened and Opened Mail folder—even if he/she has read the message. If a recipient has saved the message to a hard disk, Unsend cannot remove the message.
- **Who's Read It** tells you who has read a message.
- **Open** enables you to view—but not edit—a message you have sent. To revise an message that has been sent, you must select the text, copy it to the Clipboard, and paste the text into a New Message window.

Mailbox Window

While the eMail Center provides a clear explanation of your mailboxes, it takes up a lot of real estate. Once you are familiar with the features of each mailbox, you may prefer the Mailboxes window to gain easy access to each mail window.

To see the Mailbox window, choose **Mailboxes** from the **eMail** menu.



You can open any mailbox in the Mailboxes window by double-clicking its name. You also can open any mailbox directly by choosing its name from the eMail menu.

Integrating eWorld

There are many ways to integrate eWorld email with other email systems. If you work in a small company or freelance, eWorld can be your complete in-house email service, allowing you to keep in touch with far-flung associates or clients through eWorld outside links.

If you are in a medium- or large-sized company, chances are that you already have an internal electronic mail system. You can use eWorld as the outside extension of your email system, available to anyone working in a satellite office or on business-related travel.

While many internal email systems can accept modem calls for remote access, you can reach eWorld with a local call in all major cities, saving long distance or 800-number expenses. eWorld is maintained 24 hours a day (except for weekly scheduled maintenance—announced in advance) with immediate attention to any technical problems, while only the very largest internal email systems are attended around the clock.

Check with your email supervisor or email vendor to find out how to set up automatic forwarding and reception of messages between an internal email system and eWorld through a mail gateway.

Now that you've gotten a first look at the local post office, it's time to investigate more of what email offers. Soon you'll be as comfortable with the eWorld post office as you are with your local post office.

Chapter 5

More on Electronic Mail

T

he mail system in eWorld has many features that we did not cover in the last chapter. You can send disk files along with your message. You can exchange mail with the millions of computers connected to Internet mail services. Soon you will even be able to send traditional mail in an envelope via the postal system and by fax.

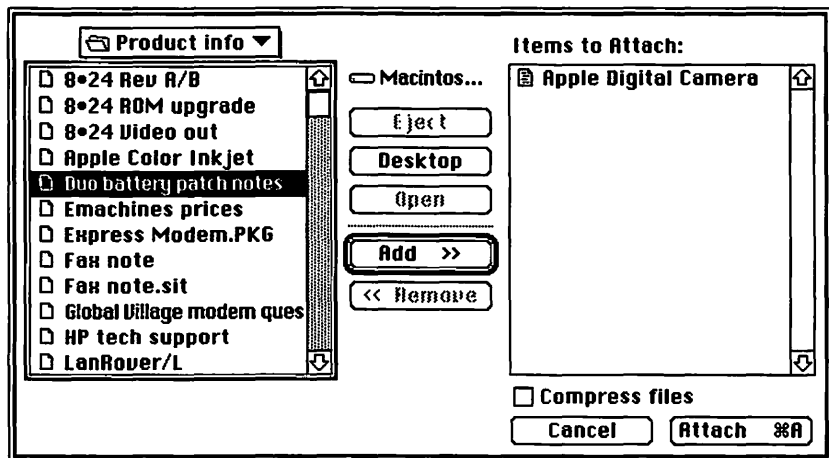
This chapter discusses how to enhance your email with other members by attaching files and guiding your messages to realms outside eWorld.

Sending Files

Basic email messages contain text that can originate within eWorld or any word processor. In many instances, though, you may want to send a Macintosh file along with the text message. The file can contain any type of data—from spreadsheets to QuickTime movies—and even applications. You can send word processing document files that have fancier formatting than email messages can manage. You can send a single file, a group of files, or folders full of files. When you work with others, transmitting files by email will speed collaboration on any project that uses computers.

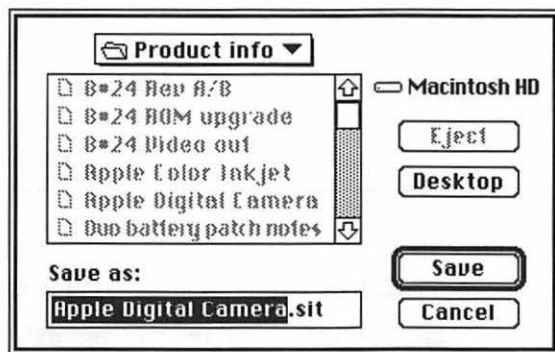
To attach files to an email message:

- 1 Create a new message as described in “Sending a Message” in Chapter 4.
- 2 Click **Attach File**. The Attach File dialog box appears.



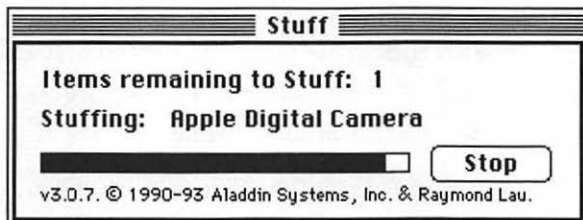
- 3 Select the file or folder and click **Add**. Unless the file you are sending is very small, you should select the **Compress** checkbox (see the sidebar later in this chapter “Putting on the squeeze”).

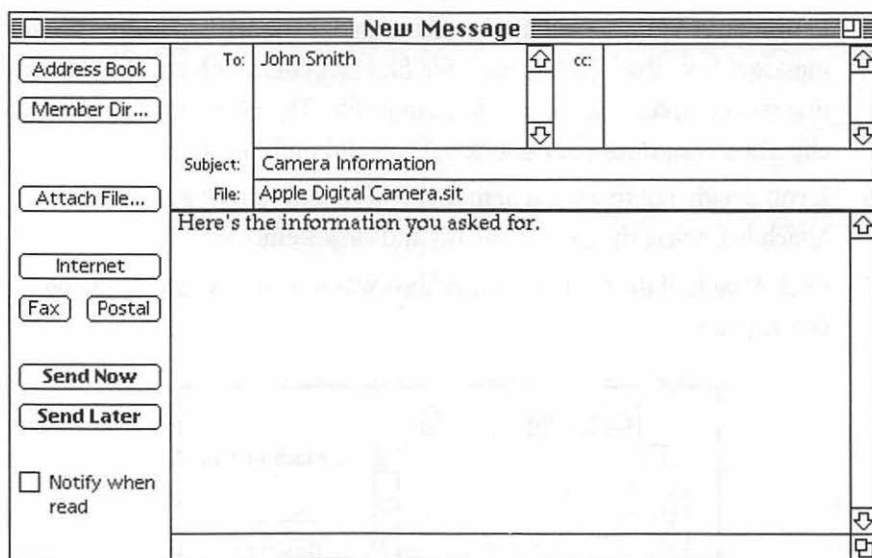
- 4 Repeat Step 3 for each additional file or folder you wish to send with the message. Note that sending multiple files or folders with email requires that you compress the items into a single file. Therefore, the Compress checkbox is automatically selected if you add multiple items.
- 5 If you decide not to add an item that you've moved to the Items to Attach list, select the item in the list and click **Remove**.
- 6 Click **Attach**. If the Compress checkbox was selected, a Save As dialog box appears.



When Compress is selected, eWorld combines the attachments into a single file that can be dramatically smaller than the original files. This file is changed back to its original form at the recipient's computer.

- 7 If you want, create a more descriptive name for the archive file by typing a new name. You should not change the ".sit" part of the file name.
- 8 Click **Save** (or press Enter). The Stuff Status dialog box appears. When stuffing is complete, the archive's name appears in the File: field.





- 9 If you have not done so, enter some explanatory text into the message area. eWorld requires that all email have some text in the message area.
- 10 Click **Send Now** (or press Enter) to send the message and attached file immediately. When eWorld has completed the transmission of the file, the Status dialog box disappears and you hear musical notes.

Putting on the squeeze

Selecting the **Compress** checkbox reduces a file or files' size. No data is lost during compression and expansion. Compressed files result in shorter transmission times, which can save you money. The recipient's eWorld software can automatically expand the file back to its original state. (Automatic expansion is the default setting; you can change this preference as described later in Chapter 11, "More eWorld Features.") If the file you are sending is short (less than a few kilobytes), compression isn't really necessary, but you should compress larger files.

The ".sit" suffix that eWorld appends to a compressed file indicates it uses the same file format as Aladdin Systems' Stuffit Deluxe and Stuffit Lite 3.0. (Versions of Stuffit below 3.0 cannot open these files.) In

addition to the eWorld and StuffIt applications, these files can be expanded by the free program StuffIt Expander. Windows-based PCs also can expand StuffIt files by obtaining a DOS program called “UNSI.TI.EXE,” which installs StuffIt expansion software on such computers. Of course, they also will need to have applications that understand the files you compressed in order to read them.

Some files realize better savings through compression than others. Most word processing programs and TIFF and EPS graphics compress very well; QuickTime movies and GIF graphics, however, don’t get much smaller since these formats are already compressed.

If your programs support “fast” or “incremental” save methods—such as Microsoft Word and Aldus PageMaker—disable them before saving again and then compress the files to reduce their file size.

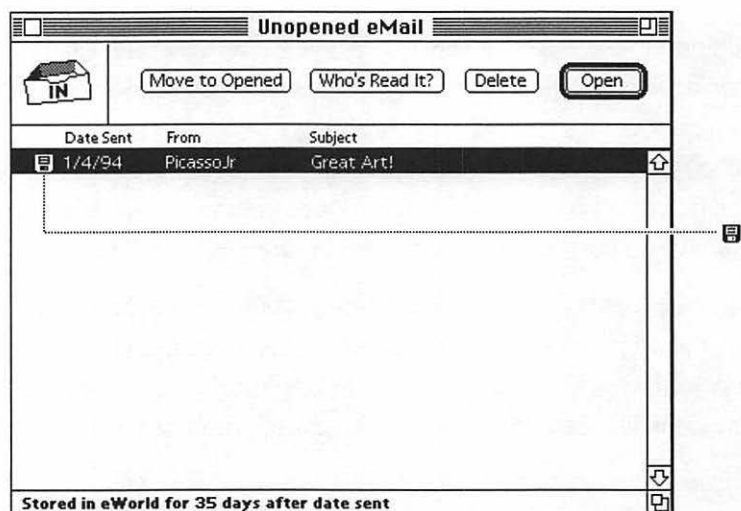
The attachment dialog box won’t allow you to compress files that have already been compressed with StuffIt. If another form of compression has been used, the savings will be minimal to nonexistent, and you may create an extra step for your recipient. If your recipient doesn’t have the software to expand the file, you should expand it first and then compress with eWorld before sending. Compressing an item twice, however, should not damage the original.

You can send files up to 20K in size to a Newton. If you send a Newton user an application using NewtonMail, the recipient has the option to install the file. Do not compress (stuff) a file when sending a file to a Newton, as the Newton has no way to decompress these files.

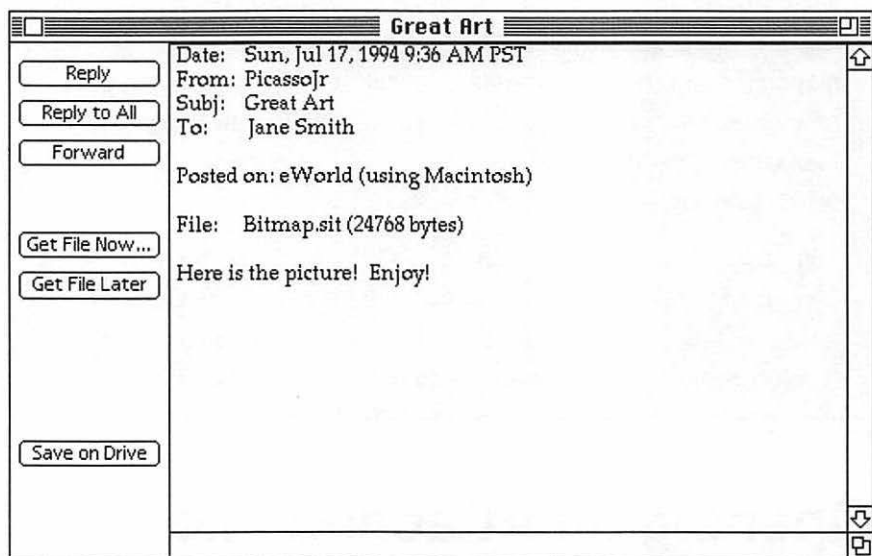
Opening an Attached File

If you receive a file enclosed with an email message, you can separate and save the attached file (independent of its cover memo) on your hard disk.

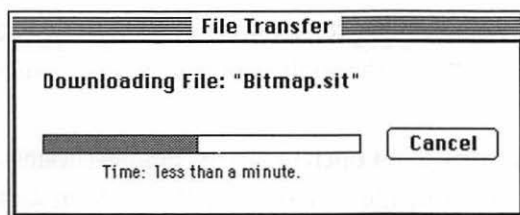
- 1 Open the mailbox in your In Box (see Chapter 4), that contains the attached file. Messages with an enclosed file display a minidisk icon next to the message subject.



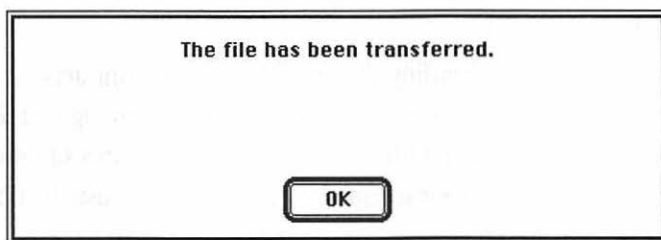
- 2 Select the message's title and click **Open** (Return), or double-click the subject. The incoming message window appears.



- 3 Click **Get File Now** to detach the file from the message immediately. A standard Save As dialog box appears. If you want, enter your own selection—leaving the “.sit” extension as a reminder that this is a compressed file.
- 4 Click **Save** to store the file on your hard disk. The File Transfer window marks the progress.



- 5 When the file transfer is completed, a Confirmation dialog box appears and a chime sounds. Click **OK**, or press Enter.



Windows for messages with attachments includes extra information on the file title and size, as well as Get File Now and Get File Later buttons.

When you disconnect from eWorld, it automatically expands any compressed attachments you've transferred during the session (provided the preferences have been left at default settings). This is done after you disconnect—because decompressing would take time while you pay for the connection.

Filling in the Gaps

When you are preparing files for email, keep in mind the following tips and suggestions:

- Clicking **Cancel** as a file is being transferred interrupts the transfer. You can resume the transfer by using Automatic Courier (see Chapter 11, “More eWorld Features”).
- If you attach a file, verify that the recipient has both the computer and the software capable of reading the file. Although many files can be read on either Macintosh or Windows-based PCs by a variety of programs, computer users often do not know what file formats their programs can read. When you send a file to an unfamiliar correspondent, you should include an explanatory note describing the application and version used to create the file.
- Conversely, if you cannot open the file by double-clicking it, try starting a suitable application first, and then opening the file from within its open dialog. Otherwise, contact the sender and find out how the file was produced originally.
- The default destination for attached files is the eWorld Files Received folder, inside eWorld’s main folder. This can be changed with the Automatic Courier (see Chapter 11).
- Avoid sending legally binding documents—such as contracts—via email to someone who may want to modify them without informing you. eWorld has no way to verify if text or a file has been modified. In this situation, a fax or paper copy may be superior to email since changes are usually obvious.

When Files Get Fat

Even with compression, a typical one megabyte file takes about 20 minutes to send and receive. This costs \$3.35 at current eWorld rates, assuming you’re footing the bill for sending and receiving. At typical overnight delivery rates of \$10, files more than three megabytes (compressed) can be sent more economically—if not as quickly—via overnight courier.

For international delivery, the costs cross at about six megabytes. Remember, though, that many “overnight” delivery services actually take two days for overseas destinations.

Long-distance rate wars have made sending files via direct modem connection from one computer to another economical. Why use an intermediate service such as the eWorld system? Direct connection requires that both computers be available and staffed by users fluent with the data communication process. Some communications protocols cannot tolerate interruptions once the file transfer begins. eWorld almost always allows you to resume transferring at the point of interruption.

If you have to send the same large file to more than one person, you can save dollars and hours by addressing a single message with the same file enclosure to multiple recipients. If necessary, you can send personalized cover letters as separate messages.

Internet email

As friendly as the locals are, there's nothing like leaving the eWorld neighborhood once in a while for a nice drive down the Information Highway—a giant network of networks called the “Internet.” One important advantage of eWorld is that, just by joining, you get a mail link with the millions of people connected to this global resource. Some of these people are connected through Internet servers located at their university or company, others are connected through other on-line services and electronic mail systems that have an Internet gateway, just as eWorld has an Internet gateway.

Generally, sending email to someone on the Internet is very similar to sending it to any other email addresses. Standard Internet addresses, take the form `name@organization.domain`. The organization is often where an individual works, or is an Internet service provider. Most domains fall in several common categories.

.com	Commercial: nednetter@apple.com (Apple Computer, Inc.)
.edu	Educational institution: nednetter@uw.edu (University of Washington)

.org	Organization (usually nonprofit): nednetter@ieee.org (Institute of Electrical and Electronic Engineers)
.mil	Military: nednetter@cs.avi.af.mil (Air Force)
.net	Network: nednetter@uunet.uu.net (Internet provider uunet)
.gov	Government: president@whitehouse.gov (1600 Pennsylvania Ave.)

International addresses end in a country code, such as uk, de, au, nz, fr, no, jp, dk, and so forth.

As an eWorld member, you have an Internet address, which is:
ename@eworld.com.

“ename” here means your eWorld name, without any spaces. The eWorld Internet gateway will delete spaces in an outgoing Internet address and insert spaces as needed for incoming Internet mail. Some people use the underscore character (“_”) rather than a space in a name; if so, you must use the underscore (Shift-hyphen) since the underscore and space are not equivalent. Upper or lower case doesn’t usually matter, although the convention is lower case and is required on some systems. Very few systems distinguish between upper and lower case.

With the Internet name, anyone with Internet mail access should be able to send you email. If you see an Internet address that ends with @eworld.com, you can send mail directly to that person within eWorld; simply use the first part of the name and leave off “@eworld.com.”

Addressing Internet mail

Clicking **Internet** in the new message window opens a text window that displays some basic Internet mail information; it does not send the message.

To send mail to the Internet, click the **Send Now** or **Send Later** buttons, just as you would for eWorld mail. If the Internet address is invalid, an Internet computer will send you a “bounce message” informing you. Bounced messages may take a day or more to come back to you. Mistyped addresses are the most common reason for bounced messages, so you may find it especially handy to keep Internet addresses in your Address Book.

Hyphens are legitimate characters in Internet addresses. Take care not to get addresses confused by word processing and page makeup programs that may insert hyphens automatically. Some programs will let you turn off hyphenation for a specific word; otherwise you may need to turn off hyphenation for paragraphs that contain email addresses.

Periods are permitted in names; periods after the @ symbol separate domain information. Commas and spaces are not allowed in Internet addresses.

When you send mail to an Internet address, simply enter the address in an address field of a new message, complete with the @organization.domain. eWorld offers short nicknames for popular online services such as America Online and CompuServe that abbreviate their complete Internet addresses. You can enter more than one address and mix eWorld and Internet addresses. The table later in this chapter illustrates how you can send and receive mail to Ned Netter, an imaginary person, who has the unique honor of being on every online service and email system in existence. (Ned doesn't get much sleep.)

Internet Considerations

The decentralized nature of the Internet is one of its greatest strengths, but the lack of a central administration has slowed the progress of some features that are a standard part of eWorld mail. While Internet email is electronic and can be replied to, forwarded, and saved as a file, there are some considerations when sending email out to the Internet.

<i>Service</i>	<i>Rule</i>	<i>Sending</i>
America Online (AOL)	Remove any spaces from screen name.	<i>nednetter@aol</i> <i>nednetter@aol.com</i>
AppleLink		<i>nednetter@alink</i> <i>nednetter@applelink</i> <i>nednetter@applelink.apple.com</i>
AT&T Mail	Remove any ! at the beginning of AT&T Mail address.	<i>nednetter@att</i> <i>nednetter@attmail.com</i>
AT&T EasyLink		<i>62123456@easy</i> <i>621123456@eln.attmail.com</i>
BITNET	Add "bitnet" to the end of the address.	<i>nednetter@cunyvm.bitnet</i>
CompuServe and NiftyServe (Japan)	Change comma to a period.	<i>12345,678@cis</i> <i>12345,678@compuserve.com</i>
Delphi		<i>nednetter@delphi.com</i>
FidoNet		<i>Nednetter@p<point>.f<node>.n</i> <i><network>.z<zone>.fidonet.org</i>
GENie		<i>nednetter@genie.geis.com</i>
MCI Mail	Remove any hyphens. If id is seven digits, add three zeroes to the beginning.	<i>nednetter@mci</i> <i>0001234567@mci</i> <i>0001234567@mcimail.com</i>
NewtonMail	Do not need to append @organization.com	<i>NedNetter</i>
Prodigy		<i>HXHH12A@prodigy.com</i>
SprintMail		See Note 4.

1. The "Because It's Time Network" BITNT consists mostly of university computers. The example here uses The City University of New York (CUNY).

2. FidoNet is a volunteer-run network of bulletin board systems. The <point> is optional and not usually used unless you are connecting to a specific subsystem. Example: to send mail to NedNetter at FidoNET address 1:222/333, enter: NedNetter@B33.n222.z1.fidonet.org

3. eWorld shares its mail system with NewtonMail, the mail software built into Apple Newtons. Therefore, you don't need to send mail through the Internet. Your eWorld name and NewtonMail ID are the same; if you have a Newton and a Macintosh, or Windows PC, a single eWorld account serves both computers. Messages sent to either account can be read from both the Mac and Newton.

<i>Receiving</i>	<i>Notes</i>
<i>ename@eworld.com</i>	
<i>ename@eworld.com@internet#</i>	All AppleLink addresses will be moved eventually to eWorld.
<i>'internet!eworld.com!ename'</i>	Addresses are alphabetic or alphanumeric, up to 12 characters.
At the DDA prompt, enter <i>ID-INTERNET!!EWorld.COM!!ename</i>	Addresses are 8-digit numbers beginning with 62.
<i>ename%eworld.com@cunyvnm</i>	See Note 1.
<i>>INTERNET:ename@eworld.com</i>	Addresses usually have five digits, a comma, and three or four more digits
<i>internet"ename@eworld.com"</i>	
Send mail to user uucp at 1:114/15 on any FidoNET system. At the beginning of the message, enter <i>To: ename@eworld.com</i> followed by two carriage returns.	See Note 2.
<i>ename@eworld.com@inet#</i>	
At the mbx prompt, enter <i>ename@eworld.com</i>	For an MCI REMS (Remote EMail System) account, use: <i>NAME%REMS ID@mci</i>
<i>ename</i>	See Note 3.
<i>ename@eworld.com</i>	All Prodigy IDs are seven characters long.
<i>(s:internet,"rfc-822":<ename(a)eworld.com>)</i>	

4.SprintMail uses an X.400 address format. (The X.400 address format was proposal for a worldwide email address standard but has proven too cumbersome for widespread use.)

To send: you'll need to know your recipient's (1) first name, (2) last name, (3) organization name—usually an abbreviation, (4) administrative domain, (5) country. For SprintMail, enter the address as:

/G=firstname/S=lastname/O=organization/ADMD=teleMail/C=USA/@sprint.com

Formatting

Messages sent to the Internet lose expressive text formatting and fonts. Most characters that are produced by holding down the Option key and pressing a key will be deleted as a message is sent to the Internet. eWorld, however, does perform some substitutions:

- Open and close “curly” quotes (“ ”) are replaced by inch-mark (") quotes.
- Open and close single “curly” quotes (‘ ’) are replaced by foot-mark (') quotes.
- En dashes and em dashes are replaced by a single hyphen.

Addressing

eWorld will accept up to 256 characters in an Internet address, although some Internet-connected mail systems may have a smaller limit, such as 80 characters. Since the Internet lacks a central directory, you cannot search for addresses as you can within eWorld. (Some Internet sites have directory services but none work reliably.) However, Internet addresses can be included in your eWorld address books, intermingled with eWorld addresses.

Attachments

Unless you make special preparations, only text messages can be sent to the Internet. Attached files sent with mail to the Internet will be blocked by the gateway.

Delivery time

The time to deliver a message to an Internet address is typically a few minutes, but can take several hours and in extreme cases a few days, rather than the few seconds within eWorld.

Outgoing message size

The outgoing message size limit is 23,000 characters (22.4 kilobytes, about 14 double-spaced pages), sometimes as little as 8 kilobytes (depending on the mail system). You may need to experiment if you send long messages. (The character count does not include the header, which adds another 900 characters or so.) If you exceed 23,000 characters, the eWorld Internet mail gateway will automatically segment the message into two or more pieces.

Incoming message size

The incoming message size limit is 7,100 characters (plus another 900 characters for the message header). If someone sends you a longer message, the eWorld Internet mail gateway automatically divides the message into parts and delivers them with numbering added to the beginning of the subject. For example, the third of four parts will begin with “#3(4).”

Notification

The Notify when Read feature does not apply to mail sent to an Internet address. You can ask the recipient to send an acknowledgment, but the process is not automatic. Nor can you check the status of Internet messages with the **Who's Read It?** button. You also cannot “unsend” messages sent to Internet addresses.

Note that you can send mail from within eWorld to an eWorld address with the “@ewor1d.com” attached, but the mail will be treated as an Internet message and subject to the above limitations.

Sending Files to Internet Addresses

Although the mail gateway between eWorld and Internet primarily permits only text messages, you can nevertheless send Macintosh files if you're

willing to perform a short conversion process. You must convert the standard Mac file to a coded text format called “BinHex.” A BinHex file looks like garbled text (see the sample in the following section).

Several programs can convert standard Macintosh files to BinHex files, including StuffIt Deluxe from Aladdin Systems, a registered shareware version of StuffIt Lite, and Compact Pro (version 1.30 or later), a shareware program written by Bill Goodman. All use the same BinHex format. The original BinHex 4.0 program is still posted on some online services, but has not been updated since 1987 and is not compatible with the current Macintosh System. The BinHex 5.0 program does not convert computer files into text form and cannot be used for file sending.

Creating a BinHex file

Using StuffIt Deluxe, you can first save the file or files as a compressed archive, or you can use the compression feature built into eWorld software. Note that the BinHex process will increase the size of a binary file.

- 1 Choose **Encode** from the **BinHex4** submenu of the **Translate** menu.
- 2 In the Open dialog box, select the file you want to convert. For most mail services, you do not need to check **Include LFs** (line feeds), but a few mail systems require them. You may have to experiment.
- 3 Click **Open**. The Save dialog box appears, with the original file name followed by a “.hqx” extension.
- 4 Click **Save**. If the resulting BinHex (.hqx) file is larger than 23 kilobytes, you must break it up into pieces in the following way:
 - a) Choose **Segment** from the **Segmenting** submenu of the **Translate** menu.
 - b) Select the BinHex file that you saved earlier.
 - c) Choose **Other** from the **Size of Segment** popup menu.
 - d) Enter **23K** for the segment size and click **OK**. The 23K size allows a thousand characters for the mail header that will be added.
 - e) Click **Segment**.

You must break up large BinHex files because the eWorld eMail editor will not accept text longer than 24 kilobytes.

- 5 A new save dialog tells you how many segments the file will be saved in; click **Save** once for each segment.

Compact Pro works in a similar way:

- 1 Save the file initially as a compressed archive. This is not essential, but it reduces file size by approximately half.
- 2 Choose **Convert TO BinHex4** from the **Misc** menu.
- 3 Select the file you want to send.
- 4 Save the file with the **hqx** extension (click **Include LFs** if necessary).
- 5 Check the BinHex file for size. If larger than 23 kilobytes, choose **Segment** from the **Misc** menu.
- 6 Click the radio button at the bottom and enter **23K** as the segment size.
- 7 Click **OK**.

Both programs save BinHex files as text files. The BinHex format is standard, so StuffIt Deluxe and Compact Pro can decode each other's BinHex files. StuffIt Deluxe can expand a Compact Pro-compressed file. Neither program can, however, join files segmented by the other program. If you send a segmented BinHex file, you should explain which program you used.

Now you can send the BinHex file or each segment as an email message.

- 1 Go to the **File** menu in eWorld, choose **Open**, and select the BinHex file.

A text window appears, with contents that begin with something like:

```
(This file must be converted with BinHex 4.0)
:"e*PB@3J6@8!G(4bEh4dH(3"!!!!%Pm!!#+8-
3$+$3d0$3d0$3d0$3d0$3d0$3d
0$3eA48a$6de&)&42)&0C8e4&65!h,M%0$94SDA-
JC'pMG@ePER3JF(*[GQPNCA-
JE'&dC5eLFQ9KdFpZCb"ZCAGc)'&LEh9d)&0jFh4PE5!h,M%Z)#"8D'Pc)'PZCQp
```

The header “This file must be converted with BinHex 4.0” defines the file format.

- 2 You can add text before the header—a memo or simply file identification.

Do not change either the header or any text that follows, or the file cannot be expanded to its original form.

- 3 With the BinHex file open, go to the **eMail** menu and select **Address Text Document**. Add a subject, an address, and send the file(s).

Receiving a BinHex file

When you receive a BinHex file, the eWorld Internet mail gateway will break up the file into segments of 7,100 characters each. Since the segmentation is automatic, there is no point in having the sender break up the file. Save each segment in text format (not mail format) and strip all the mail header and footer information.

- 1 Remove headers up to and including the line “---cut here---”.
- 2 Cut footers beginning with “---cut here---” and everything that follows in a segment.
- 3 Don’t strip the BinHex header, which will be at the beginning of the first file.

The eWorld software normally saves mail in its own mail format; you can change this to text format by selecting **Preferences** in the **Membership** menu. Choose the **email** category and then click **Save mail as plain text file** so it is checked.

- 4 Combine all the segments into a single large file with a word processor (the text editor in eWorld cannot handle files larger than 24,000 characters).
- 5 Be sure that you combine the files in the correct order.
- 6 Convert the combined segments back to an ordinary file.

For Stuffit Deluxe:

- 1 Go to the **Translate** menu.
- 2 Choose **BinHex** and **Decode** from the submenu.

For Compact Pro choose **Convert FROM BinHex4** from the **Misc** menu.

You may encounter two more ASCII to binary coding schemes that are not common to Macintosh computers: the uuencode format and the atob format (uudecode and btoa, respectively, do decoding). Stuffit Deluxe can code and decode both of these formats. (For more detail on compression formats, see Appendix B, "Software and Hardware Topics.") Note that, after decoding a file, it will probably be in a compressed format, which you should expand with Stuffit Deluxe or another appropriate utility.

Future development of the eWorld Internet mail gateway should do away with the current message length and file enclosure limitations.

Leaving the Digital Domain

With a forthcoming version, eWorld even provides connectivity to the noncomputing crowd. You can send messages from eWorld via fax and paper mail to individuals or companies. Both fax and surface mail services incur an additional charge to your eWorld account.

Sending a fax via eWorld

While fax machines are primitive compared to modems, they have taken the business and even home-office worlds by storm. You can transmit a message or text file created in eWorld to any fax machine within the range of the eWorld network, with a forthcoming version of eWorld software. Although most modems now include send fax features, sending fax via eWorld offers some advantages.

- You can send a fax to multiple fax machines and email addresses with a single transmission.

■ Sending via eWorld ties up your computer for less time than a fax modem. A page of text takes about 30 seconds to send by fax, about 3 seconds through eWorld.

■ The eWorld local access telephone number is often cheaper while traveling than a long distance call.

For information on the countries where fax transmission is available, contact the eWorld Assistance Center staff, accessible through the Info Booth.

You prepare a fax the same way as an Internet email message, except for the addressing. A fax address resembles an Internet address with the fax phone number replacing the domain. For example, if you were sending a fax through eWorld to Ned Netter, whose fax number is (212) 555-5656, you would address the email message to Ned Netter@212-555-5656. The hyphens are optional.

- 1 Click the cursor in the "Address:" area and enter the recipient's name followed by the "@" symbol and their fax phone number (for example, Name@408-555-0000).

- 2 Click **Send**.

The Fax Charge confirmation dialog box gives the charges for faxing this document, and prompts you to confirm (or cancel) the fax process.

- 3 Click **Yes** if you accept the charges.

The dialog box disappears, and eWorld proceeds to transmit your fax—which will begin with:

TO: (the recipient's name, as you entered it)

CC: (if any names and phone numbers were entered in this area)

FROM: (your eWorld name)

DATE: (the date and time of transmission)

SUBJ: (the text that you entered in the "Subject:" area)

(And, of course, the text follows; everything is in simple 12-point Courier font)

You will receive an email notice of the transmission's success (or failure).

For faxing outside the United States, check with the eWorld Assistance Center.

Fax tips

- Do not use the individual's eWorld or other online service name. Rather, enter their real first and last name in the Address area.
- Use a space to separate the first and last name, but ensure there are no spaces between the last name, the @ symbol, and the phone number together.
- Do not add a "1-" as a long-distance prefix.
- Do not attach any files to the fax. You cannot transmit pictures or sketches via the eWorld fax feature.
- Do not use tabs or other special characters (typed with the Option key) in your memo.
- To transmit an eWorld fax to several addresses, simply put multiple fax destinations in the address: field, such as:
John Smith@408-555-0000, Jane Doe@415-555-0000, Acme Corp@510-555-0000, and so forth. Separate each complete name/phone number combination from the next using a comma and a space.
- Note that faxing, unlike email, is a one-way proposition; people can't send faxes to you on eWorld.
- Like Internet addresses, fax addresses can be added to the eWorld Address Book.

Sending messages as postal mail

eWorld enables you to send mail to hundreds of millions of people with wireless devices—their postal mail boxes. Yes, there's communication hope even for the die-hard analog person in your life. A forthcoming version of eWorld also lets you send your message as a first class letter. In the case of eMail-as-surface-mail, you can send a message up to the text size limit in eWorld to any address served by the U.S. Postal Service.

You prepare a surface mail message the same way as an Internet email message except for the addressing. Instead of adding the organization after the “@” symbol, you add “usmail”. For example, if you were sending surface mail through eWorld to Ned Netter, you would address the email message to Ned Netter@usmail.

To “mail” an eWorld message:

- 1 In the address field, type the recipient’s name, immediately followed by @usmail (for example, Ned Netter@usmail).

The name should be no longer than 33 characters—including spaces. If you want to send the same letter to several addressees, separate each entry with a comma and a space.

- 2 Click **Postal**.

A return address dialog box appears.

- 3 Enter your return address and click **OK**.

A similar address dialog box appears.

- 4 Enter the mailing address of the recipient and click **OK**.

If you have more than one recipient, this address dialog box will reappear until you have finished. After entering all the addresses, eWorld displays a dialog box that lists the total charges for surface mailing, prompting you to confirm or cancel the message.

- 5 Click **OK**. eWorld now transmits the message to the surface mail center, where the message is printed on a laser printer in basic 12-point Courier and sent within 24 hours. As with faxing, U.S. Mail is subject to all the relevant formatting, attachment, and notification limitations associated with Internet mail.

Your letters should arrive in two to five days. As with faxing, sending email to postal addresses is a one-way street. You can’t receive paper mail through eWorld.

For postal mail outside the United States, check with the eWorld Assistance Center.

Deferred email

We should have brought this up earlier, but...

Throughout our discussion of email, it has been assumed that you have performed all of your email tasks while online. eWorld, however, enables you to defer many operations until later in the day (when connect time and telephone charges may be lower), and perform some tasks (like composing mail) while you're not connected. You are able to defer this operation through the eWorld Automatic Courier feature. This can yield significant savings.

eWorld lets you defer operations by clicking buttons such as **Send Later** (for sending mail) and **Get File Later** (for retrieving a file). All deferred operations are handled by the eWorld Automatic Courier. For more information on the Automatic Courier, see Chapter 11, "More eWorld Features."

Private correspondence?

Electronic mail sent from one eWorld member to another enjoys reasonable security. The name of the sender and recipient are under the direct control of the eWorld host computers, so there is no way for a sender of a message to be misidentified or for the message to go astray. These controls could be defeated by breaching the central eWorld host computers, which are protected against outside intruders. The only practical way to defeat the system is by connecting under another person's screen name and stolen password, one key reason why you should be careful with your password.

Mail sent to, from, or within Internet mail services is more vulnerable, although problems have been very rare so far. For an excellent overview of Internet mail security, see *Scientific American* (March, 1994, Page 90).

Encryption provides additional security. To use encryption with eWorld, you must create your mail message and any enclosures first and then save them as a single encrypted file. Some encryption

continues

continued

programs will automatically save the files in encrypted form; other programs require that you save them first as ordinary files and then run them through an encryption process. Either way, the encrypted file is unintelligible without a password. For encrypted mail, both sender and receiver must use compatible encryption software, although programs like StuffIt Deluxe and KentMarsh's CryptoMactic can create self-decrypting documents—for encrypted documents that decrypt themselves when you enter the correct password.

For email via the Internet, the encryption must create an encrypted ASCII file, which is sent as a mail message since you cannot send files from eWorld to Internet addresses—but see the section on Internet mail for a way to work around this limitation.

While some encryption programs make encryption faster and more convenient (sometimes at the expense of security), encryption is an intrusive process, just like locking doors every time you leave a house. If encryption were a completely standardized process, more people would use it, but there are no standards; you will have to set up a system in conjunction with your correspondents. If you add a person to your mail list, that person will have to install the encryption software also.

Most routine mail probably doesn't need special security steps, but only you can judge how confidential your messages must be. Remember that security is only as good as the weakest link. The best email encryption process in the world won't help if an eavesdropper can recover a printed copy from a trash can. For mail within eWorld, the weakest links are often in the offices and computers of eWorld members, rather than with eWorld itself.

There are many ways to improve security besides encryption. A code word scheme or confirmation via another communications channel—a voice phone call or a fax—can help ensure that a message gets to the

correct destination. If anyone asks you to send money or a credit card number, be sure that you know with whom you are dealing. Because email is a novel process, some people fail to apply the same cautions that they would for other kinds of transactions. No member of the eWorld staff will ever ask you for your password—on line, by telephone, or in person. Do not give your password to anyone who asks for it—no matter how official-sounding the request may be. If you initiate contact with eWorld staff, you may be asked for the Security password that you entered in the Password Verification text area, in order that they can verify that you are who you say you are.

If you use email to deal with critically important information or for large financial transactions, review your methods carefully; seek advice from a security expert if appropriate.

All email on eWorld is private. The eWorld staff never reads or monitors the mail, and eWorld community standards for the public areas do not apply to email. Note, also, that files received by email are not screened for viruses as are files uploaded to the eWorld libraries (see Chapter 10, “eWorld Software Libraries”).

eMail Is Swell

By this time, you may well be an expert when it comes to email and want to personalize it to your liking. For information on setting email preferences, see Chapter 11, “More eWorld Features.” Preferences can control email sounds, window management, file formats, and more.

This powerful messaging medium is often the fastest way to communicate with millions of people inside and outside of eWorld. Still, the telephone is the next best thing to being there, right? Maybe not. As the next chapter explains, you and other eWorld denizens can “talk” across thousands of miles through a feature as interactive as a conference call—with 30 or so acquaintances.

Part III

Working and Playing in eWorld

e

World supplies the latest information for your business, interactive conversation for recreation, and software for your computer. What else could you possibly want? Maybe a little guidance on how to use all these features. Coming right up...

Chapter 6

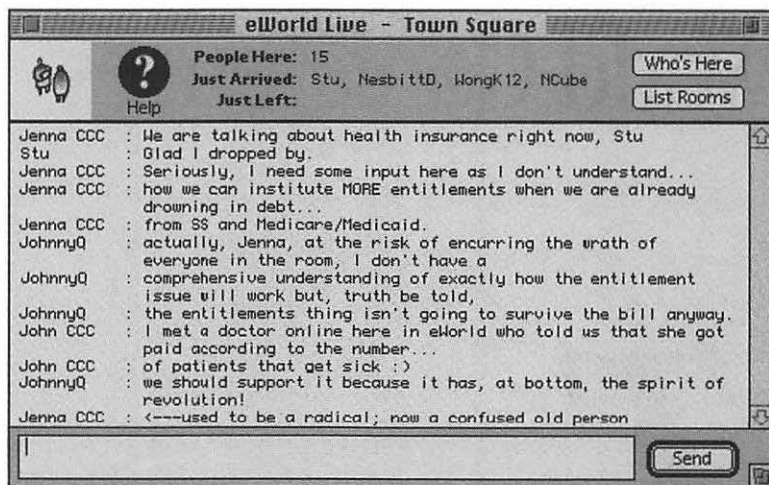
eWorld Conferences

T

he most interactive of all eWorld features are the many conference areas, where eWorld members gather for spontaneous and scheduled conversations. Conferences are immediate, pertinent, wide-ranging, even addictive—and, quite simple. Click a Conference icon to enter, perhaps say hello, then sit back and watch

the conversation flow; you can make your own comments when inspired, and stick around for a while as the conversation gains momentum.

Conferences let you mingle and “talk” with a wide range of people without any fuss. You don’t need to get dressed up, find a baby sitter, or clean up your living room. Simply connect to eWorld, enter a conference, and join in.



All conference participants see the conference window, and the same messages appear simultaneously on everyone’s computer. You’re not restricted to “speaking” in the public window; you can pass notes privately to other participants through One on One messages, which do not appear in the conference window.

Conference Topics and Types

What can you talk about in conferences? Anything and everything. Because the people who participate in conferences are all members of eWorld and everyone’s name is available through a search of the Member Directory, conferences are generally friendly and inviting. People who enter conferences want to talk; it’s not like trying to strike up a conversation with someone on an airplane.

Conferences vary as much as in-person conversations. Depending on your interests, you'll probably find some conferences absorbing and others less so. Be adventurous and drop in on different conference areas (usually labeled as to their target audience) to find the ones that appeal to you. There are conferences dedicated to everything from Poetry to Pottery, and more are added every week.

There are several types of conferences:

■ **Casual conferences.** These conferences are like a clubhouse where people come and go. The conversation is free form; anyone can make a comment at any time. Interruptions in a conversational thread are common and expected. You'll find eWorld Live (in the Community Forum, select eWorld Conferences) contains several ongoing drop-in conferences, including Town Square which welcomes everyone at any time. As eWorld expands, more venues for casual conferences will appear.

■ **Thematic or topical conferences.** These conferences deal with particular topics. For examples, Pastimes in the Community Forum, which revolves around hobbies, recreation, and entertainment. Tech Talk, found in the Computer Center, obviously draws people who want to discuss computers, software, and other related technology. Both Pastimes and Tech Talk have scheduled, moderated conferences, but drop-in visitors may find ongoing conversations outside the scheduled events.

■ **Scheduled conferences.** These conferences cover a specific subject at scheduled times, and are usually moderated. Scheduled conferences often rely on a protocol to streamline communications. If the conference uses protocol, anyone who wants to speak must ask for permission first and then wait to be called upon. After entering one of these conferences, you should watch the messages for a minute or two before you offer your own greetings or comment. If you wait a moment, the moderator will most likely greet you and give you a synopsis of the topic, the guest, and any protocols for communicating.

Conferences can be organized several ways:

- eWorld sponsors general conferences and topical conferences (look in the eWorld Live area).
- Publishers sponsor conferences in their area, where the discussion may follow a consistent topic, product support questions, or—in some cases—anything at all.
- Any eWorld Member can initiate public conferences on any topic; anyone can join in (also in the eWorld Live area).
- Any eWorld member also can create a private conference, which is open only to people who know the name of the conference; these conferences are invisible to everyone else (also in the eWorld Live area).

The eWorld host computer limits conferences to 48 participants. If you attempt to enter a conference that is filled to capacity, eWorld will display a message informing you that the room is full. As you become more familiar with eWorld and certain topical conference areas, you'll quickly learn how early you should arrive in order to guarantee a seat for the proceedings.

Where are Conferences found?

What should you be looking for, as you browse through eWorld?

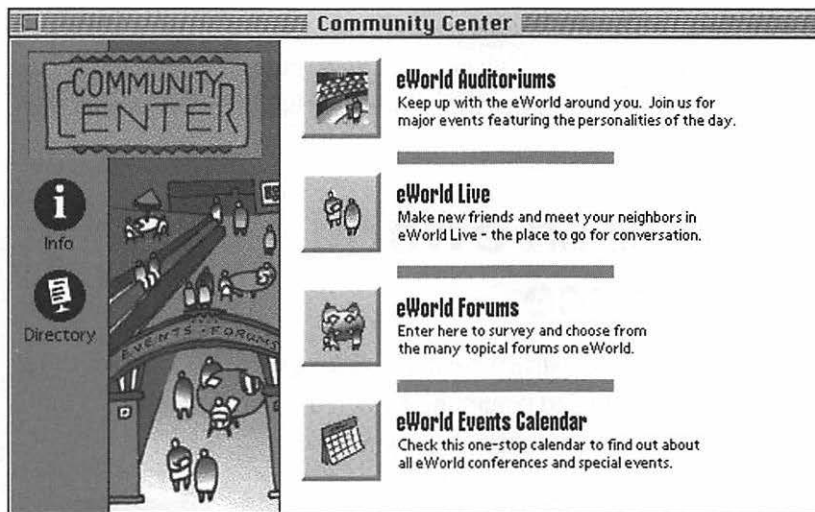


All publisher conference rooms share the same icon.

As you browse, you'll encounter varying levels of interactivity in Conference areas. Some Conference rooms offer moderated conferences at scheduled times and operate effectively as casual conferences at other times. Other Conference rooms are usually unoccupied except for scheduled events.

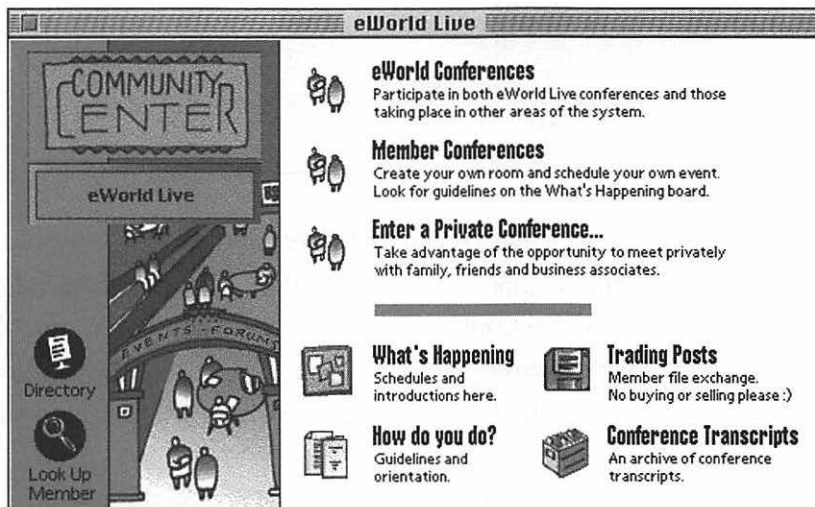
How can you find conferences?

- 1 Click the **Community Center** building.
The Community Center window appears.



To find conferences, you can click **eWorld Live** or **eWorld Forums**. We'll start with eWorld Live.

2 Click eWorld Live.

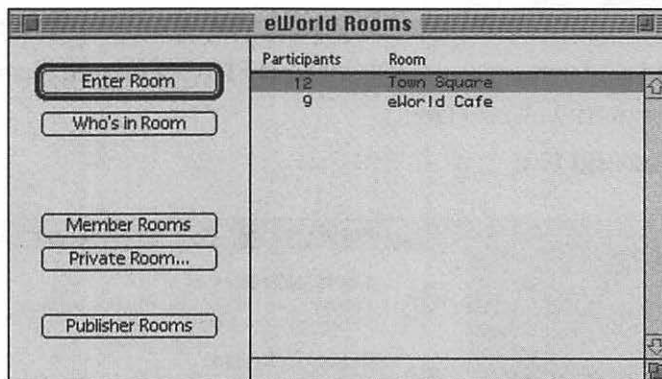


The eWorld Event Calendar button opens a continually updated schedule of the many conference and forum events all over eWorld. It's worth checking out regularly.

You now have two more choices: click **eWorld Conferences** or click **Member Conferences**. Clicking either of these buttons opens a list of different Conferences. (Private conferences will be discussed later in this chapter.)

Entering an eWorld Conference

You can find a forum to participate in by clicking **eWorld Conferences** to view a list of the scheduled conferences offered in the Community Center. Now it's time to enter the conference room.



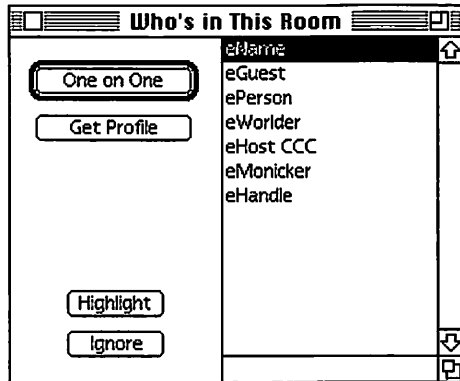
- 1 Select a room name of interest and click **Enter Room**.

A Conference window appears and displays the room name in the title bar. You've entered that Conference and now you can watch, wait, and join in when you so desire.

- 2 If you don't want to enter into a Conference just yet, you can check out rooms before you enter.

■ Review the list of currently open rooms and browse the titles for word clues. Titles like "Digital Video," "Small Business Owners," or "World Cup" describe the topic; "Town Square," "What's happening," or "Friday night" are more general. The number of participants in a room shows how active the discussions are.

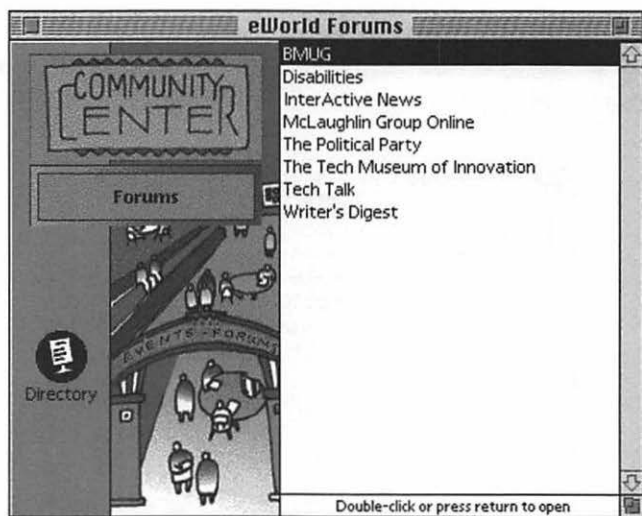
- To further inspect a room, select a conference from the list and click **Who's in Room**. The Who's in This Room window appears, listing the eWorld names of all participants.



- To find out more about individuals in the Conference, select an eWorld name and click **Get Profile**. That participant's member profile appears on screen, offering whatever pertinent information that individual chose to make public.
- 3 If the title or the participants interest you, close the Who's in This Room (in the eWorld Rooms window) and click **Enter Room**.
- A Conference window appears, displaying the room name in the title bar. You've entered the room and can now observe and participate freely in the discussion. We discuss conference participation later in this chapter.

Entering an eWorld Forum

You've found an interesting forum in which to participate—by clicking eWorld Forums to view a list of the eWorld Forums. This window lists all of the permanent Forums as offered by the publishers of eWorld. You'll find forums that focus on politics, economics, disability issues, books, technology, art, music, and more—all listed here. Furthermore, this window is an express portal to Conference rooms distributed all over eWorld.



- 1 Double-click a Forum title in the list. A window for the area containing the forum opens.
- 2 Select a Conference icon to enter a Conference, or you can browse the area's other features.

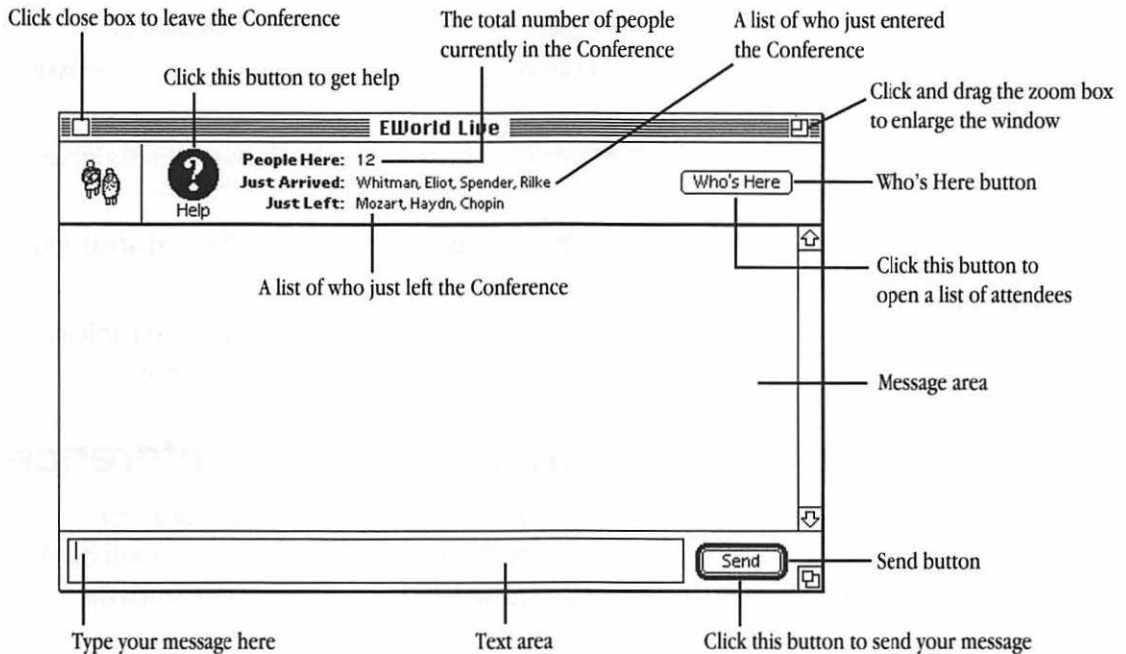
If you join a Conference, sit, watch, and if there is a Host on duty, you'll get a welcoming note, explaining the topic along with any communication about etiquette active in the Conference.

Participating in Conferences and Forums

To help you learn about participating in Conferences, we'll go through a typical Conference process, step by step.

Entering and participating in a conference is quite simple:

- 1 Find a Conference that appeals to you and enter it.
The Conference window appears.



You may, by chance, enter an empty Conference room. If you're the only one in attendance, you can engage in a stirring, scintillating monologue with yourself; all the message-writing and display features are active, no matter how many—or few—are present. You can even open the File menu and select the Transcript command and record a Conference Transcript of your monologue. Fortunately, the greater possibility (especially during afternoons and evenings) is that you'll enter a thriving Conference and can watch—and then join the conversation.

Participating in an Informal Conference

- 1 Watch the Messages area as messages appear. These are sent by other participants.

In most cases a conversation is already occurring, so if you observe the Messages area for a while, you'll figure out what's going on.

- 2 If there are only a few people in the conference (as indicated in the People Here list) you can click in the Text area to write a message asking what's going on and click **Send**.
- 3 Watch new guests arrive, listed in Just Arrived. (Or watch guests leave noted in Just Left.)
- 4 As you are inspired, write messages of your own (in the Text area) and send them when you're ready.
- 5 When you want to leave, just click the close box. There is no particular online ritual farewell required before you leave a Conference.

Participating in a Protocol Conference

Some Conferences are regularly-scheduled programs featuring a topic, a special guest, or group of guests. If you arrive early enough, you will quickly learn what topics are being discussed. If you arrive later, just watch the window for messages to learn what topics are being discussed. The longer a conference goes on, the more the topic may shift, so give it time.

Usually there will be a conference host who will send you a One on One message welcoming you and notifying you of any Conference protocols in use.

Conference Protocol is a set of guidelines that simplify and clarify communications during an active conference. Otherwise conferences can quickly dissolve into crisscrossing and overlapping conversations that become hard to follow. In such instances, Conference hosts (identifiable by a "CCC"—Community Conference Crew—appended to their eWorld names) will ask all participants to follow protocol. In certain instances, (when the hosts know that the topic will promote lively debate), the conference will require protocol from the beginning.

If you enter such a conference, just follow these guidelines and you'll be able to participate easily.

What is "protocol"?

If you want to comment or ask a question, you must first send a "!" or "?" and then wait for a prompt from the Host. The host will add your request to a general queue, and will prompt you to send your message when your turn comes.

- Read the messages as they appear on screen.
- Respond by sending the protocol symbol.
- When prompted by the host, send your comment or question.
- Click the close box to leave when you're ready.

Remember that you won't offend anyone by skipping in and out of conferences. If one conference doesn't appeal to you, try another one, or come back to the original conference at another time, as it may have gotten better.

There are degrees of protocol that eWorld hosts can request of the participants.

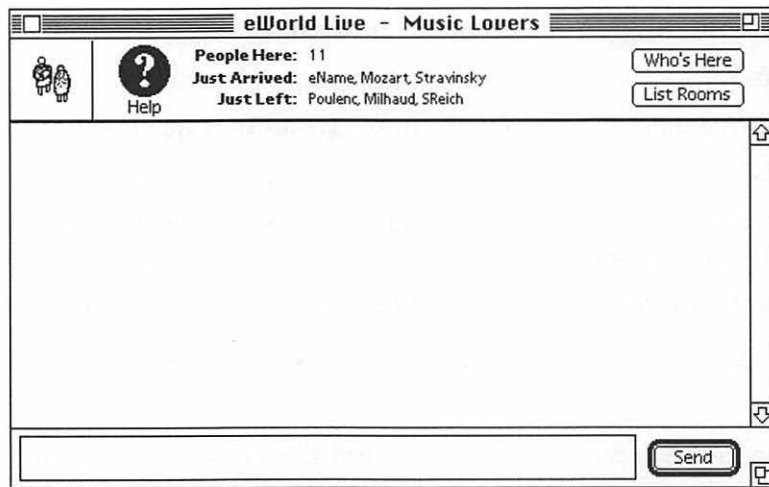
■ Moderated or protocol conferences work like a classroom; to speak, you must ask to be recognized by the moderator. Standard conference protocol simply requires that you type ? (a question mark) when you want to ask a question, and type ! (an exclamation mark) when you have a comment to make. You should not send the actual question or comment until the moderator prompts you with a message such as "GA, [eWorld name]." When you have completed your comment (which may require a string of several separate messages), type GA (go ahead) so others can begin responding.

■ Modified protocol conferences permit you to send comments at any time, but if you have a question, you should send a ? first, and then wait to be prompted by the host.

Contributing Your Own Messages, Comments, or Questions

After you have entered a Conference and determined what the topic is, you may want to contribute your own questions or comments.

- 1 Click the cursor in the text area at the bottom of the Conference window.



- 2 Type in a short message. The limit is 102 characters; when your text overflows, eWorld will beep with every keypress.

Oops!

If you have time, check your text for spelling and other errors. This is the ideal state, but in reality, conference communications require speedy typing—often at the expense of clarity. Since most participants make their own share of flubs, you can do what everyone else does—type your message and send it, and then look for mistakes. For big mistakes, send a clarification.

- 3 Click **Send** when you have finished.
The message will appear in the Message area, along with your eWorld name.

Sending longer comments

You can send longer messages—bypassing the 102-character limit—by following these steps. (The only requirements are quick wits and above-average typing skills.)

- 1 Type part of your general message in the Message area, and end the first portion with an ellipsis (“...”).
- 2 Click **Send** (or press Return).
- 3 Type the next portion of the “message” in the Message area, and end that portion with an ellipsis.
- 4 Click **Send** (or press Return).
- 5 Repeat these steps until you have finished. End the last message with a period, followed by “GA” (for “Go Ahead”). This signals to other participants that you effectively yield the stage.

The messages should appear in sequence in the Message area, lending the impression of a single thought. However, if other people are actively sending messages, these connected portions will be separated by other messages—thus breaking up your essay.

Taking a break from a conference without losing your place

You can temporarily go away from a conference without actually leaving it by clicking in any eWorld window or making a menu selection. As long as that Conference window stays open, all the messages will appear on your screen while you take care of other eWorld business or even switch to another program. There is only one prohibition: you can’t participate in two conferences simultaneously. If you enter another conference, the first will close.

Leaving a conference

To leave a conference, simply click the close box in the upper left corner of the Conference window.

About Private Conferences

eWorld members can create private conference areas for confidential online business meetings. This feature is ideal for a staff located around the country or world with a need to exchange files and share comments. You can create

a private conference anytime; there's no need to reserve the space in advance. Simply connect to eWorld, enter a Conference area, create the private room, and then wait for the invited guests to appear.

Creating a private room

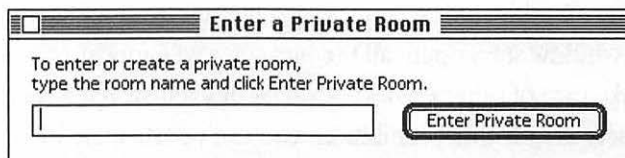
- 1 Choose a name for your room and invite your guests. Make sure that you transmit the exact name of the room to all guests. Keep the name fairly simple (e.g., "TaxTalk"), but if you want to add a measure of security, add a number to the beginning—or end—of the name ("TaxTalk99"). This should deter those who may want to "guess" their way into a private room.

- 2 Click the **Community Center** building. When the Community Center window appears, click **eWorld Live**.

The eWorld Live window appears.

- 3 Click **Enter a Private Conference**.

The Enter a Private Conference window appears—which doubles as the "Create a Private Room" window.



- 4 Click in the text area and enter the name of your private room.
- 5 Click **Enter Private Room**.

A Conference window appears, with the Private Room name in the title bar. You've arrived, and can await your guests.

A guest who arrives early can create the room through the Enter a Private Room window.

What if a room name is in use?

You may find, after creating a new room, that strangers have already made their way into that room and have started their own private discussion. This means that someone else thought of the same name and created that room.

If you had planned to create, for example, “TaxTalk99” and find that the room already exists, you can remedy the situation in three steps. First, leave the pre-existing “TaxTalk99” room. Second, create a new room with a different name, and if that room is empty and that name is unused, stay in that room. Third, send eMail to all your invited guests, informing them of the new room name. If they have not connected to eWorld, the notice will await their arrival; if they have connected, they will receive the notice immediately and can enter your new room.

Entering a private area

The Community Center offers a handy shortcut to any Private Conference (Room); however there’s one important qualification. You must know the exact name of the Private Conference, or you won’t be allowed to enter.

- 1 If you do know the exact name of a Private Area, click the **Community Center** building.
- 2 When the Community Center window appears, click **eWorld Live**.
The eWorld Live window appears.
- 3 Click **Enter a Private Conference**.
The Enter a Private Conference window appears.



The screenshot shows a window titled "Enter a Private Room". Inside the window, there is a text label that reads: "To enter or create a private room, type the room name and click Enter Private Room." Below this text is a single-line text input field. To the right of the input field is a button labeled "Enter Private Room".

- 4 Click in the text area and enter the name of the private room. Click **Enter Private Room** when you finish.

A Conference window appears, with the Private Room name in the title bar. You've arrived and can join the private discussion.

A Quick Conference Miscellany

A conference is the online equivalent to a conversation. There are, however, some significant differences—and some useful features that as yet have not been covered.

- Conferences depend on people's typing skills—not their oratory, so a conference will proceed more slowly than a conversation.
- The flurry of messages that appear on screen will pose a challenge to even the most avid reader. To follow the remarks of one or more participants, you can highlight their name and remarks to help you spot them amid the confusion. (A section in this chapter, "Highlighting the messages of Conference participants," will guide you through the steps.)
- The Conference window automatically scrolls upward with new messages. You can scroll the window back to review earlier conference messages—up to the point where you entered the conference. Thus you can actually leave a Conference window open, visit other eWorld features, return to the conference, and catch up with the conversation.
- At times, a conference may have several separate conversations interspersed together. If this gets really difficult to follow, groups should break off and reassemble in other Conference rooms, creating new ones if necessary.
- Not everything written in a conference will make sense—even to the participants. If you enter a room full of monosyllabic (or cryptic) communications, feel free to leave at any time in search of clarity and coherence. You *will* find it. eWorld is a very large and expanding system.

■ Online conferences evoke a wide range of behaviors. Nearly everyone behaves reasonably, but a few people disrupt conferences. In this event you can use the Ignore feature to block the messages of disruptive members. For the rare conference participant who harasses or threatens others, see Appendix C, “What do do when someone’s breaking the rules.”

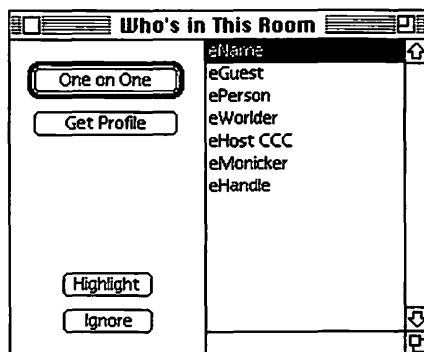
■ Town Crier in Town Square and AutoEAC in EAC Live are not people, they simply keep their respective conferences open. Auto EAC periodically sends a general message with suggestions, sometimes interrupting an ongoing conversation.

Learning more about your fellow participants

As names—and messages—scroll into the Messages area of the Conference window, certain people may pique your curiosity. To learn more information about specific authors, look up their member profile.

To find a member profile:

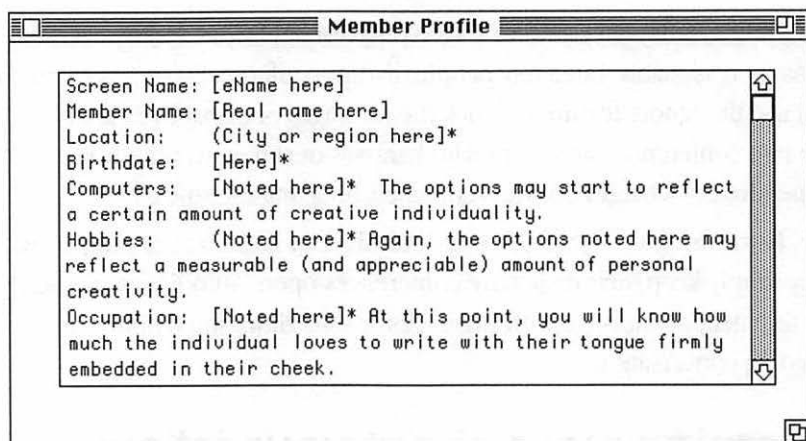
- 1 Click **Who’s Here**. The Who’s In This Room window appears.



- 2 Scroll through the list of participants.

- 3 Select a name and click **Get Profile**.

The online Profile for that eWorld name appears.



* [Discretionary item--may not appear here.]

- 4 You can also use the One on One feature to personally approach that member (discussed later in this chapter). eWorld encourages members to use their real names in the Member Profile. However, because there are good reasons why a member may not want to list a real name, members have the option to insert "Name Unlisted" in the Member profile. No one can use a pseudonym. (See the discussion of eWorld names in Appendix C, "The eWorld Identity Policy.")

Leave the Who's In This Room window on screen, to one side of the Conference window. This enables you to select a member's name and quickly review the Profile, highlight (or ignore) communications, or send a One on One.

Highlighting the messages of Conference participants

You can highlight ("hilit") the names and messages of specific participants to follow their messages. This is especially useful during a very busy conference. To highlight a Conference participant, follow these steps.

- 1 Click **Who's Here**.
The Who's In This Room window appears.
- 2 Select the eWorld name from the list of participants.
- 3 Click **Hilite**.
The name in the list will display the word "hilit" to the right.
- 4 Close the Who's In This Room window.
All future messages transmitted by the "hilit" participant or participants will appear in boldface type.

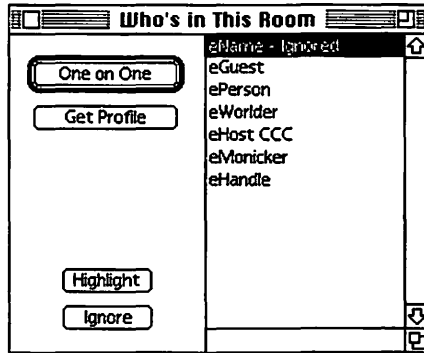
Using the Ignore feature to screen out messages

You can block the messages of any disruptive participants by following these steps. If several participants are being disruptive, you can block any or all of them using this method.

- 1 Click **Who's Here**.

The Who's In This Room window appears.

- 2 Select the offender's eWorld name.
- 3 Click **Ignore**.



- 4 Click the close box to close the Who's In This Room window if you do not want to leave it open on screen.

All further messages sent by the ignored participant will not appear in your Conference window.

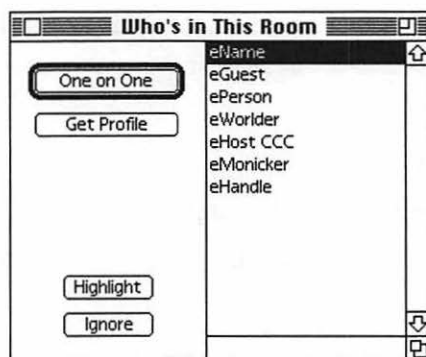
Ask everyone else in the conference to ignore the offender. Use One on One messages to organize others without tipping off the offender. No one will "see" anything sent by the offender and the conference can continue without further disruption.

Sending Private Communications to Other Conference Participants

To send private communications to other conference participants, use the One on One window.

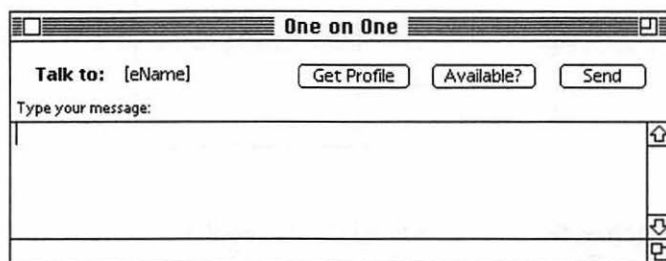
- 1 Click **Who's Here**.

The Who's In This Room window appears.

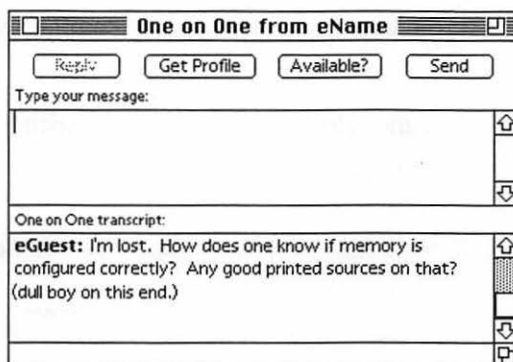


- 2 Select the name of the person you want to talk to and click **One on One**.

The initial One on One window appears.



- 3 Type your message and click **Send**. When you get a reply, the standard One on One window appears with two message areas. You type your messages in the upper area and click **Send**. The text of the session appears in the lower area.



You can conduct several separate One on One communications with different correspondents while participating in a conference. The One on One feature links any two members who are connected to eWorld at the same time, whether or not they are participating in conferences. Every One on One will require its own window, so if you initiate and sustain several One on One communications, your crowded screen will display a separate window for each.

For more information on the One on One feature, see Chapter 11, "More eWorld Features."

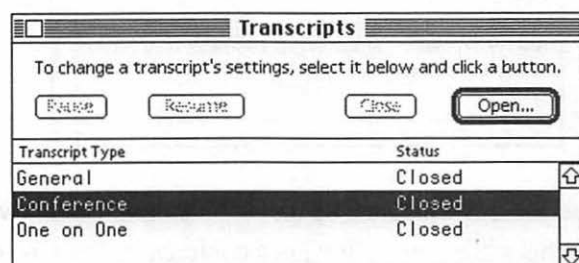
Recording the Texts of Conferences You Attend

If you want to record all the messages of a particular conference, you can initiate a Conference Transcript. Transcripts can be initiated at any point. To record a complete transcript, however, you should initiate the recording process before you enter a Conference area.

You can open a Transcript at any time when you are online, by following these steps:

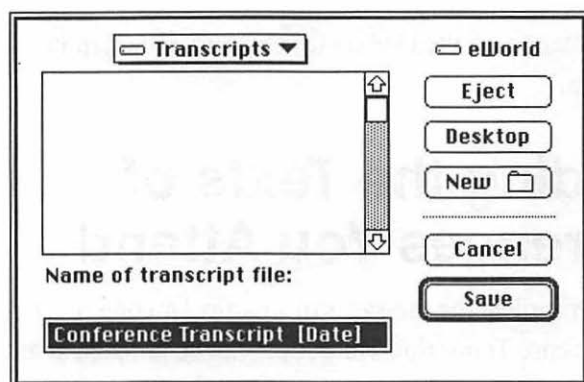
- 1 Open the **File** menu and select the **Transcript** command.

The Transcript window appears.



- 2 Select the **Conference** option from the three options listed, and click **Open**.

A Save dialog box appears.



- 3 Use the dialog box features to select a destination folder for the transcript.
- 4 Change the default transcript file name if you wish.
- 5 Click **Save** when you are ready.

The dialog box closes. The Transcript file is active—awaiting your entry into Conference areas. If you explore several Conference areas, remember that the Transcript will record all messages that appear while you are in each area.

- 6 You can close—or temporarily pause—the Transcript at any time by re-opening the Transcript window (use the Transcript command in the File menu). Select the Conference option and click **Pause** or **Close**. Restart a paused Transcript in the same way.

When you disconnect—and quit—eWorld, the Transcript file will be saved and closed, ready for future reference. You can open it with the eWorld File menu Open command or with any word processor. For more information on Transcripts, see Chapter 11.

Conference Personality and Etiquette

In a computer communications medium, participants cannot see each other's faces during a conference. The lack of visual and perhaps emotional feedback can be an advantage in some ways—no one has to get dressed, for example. But there are disadvantages also. The emotional tone of a message can be a little flat. Nevertheless, some people are able to project distinct personalities. How do they do it? Here are some suggestions for casual (non-moderated) conferences.

- *Adopt a relaxed writing style.* Your writing style is key. Write conversationally rather than formally—a tone somewhere between a telephone conversation and written letter (or email).
- *Use short responses to show that you are paying attention.* Remember that a computer conference does not allow for conversational responses such as “uh-huh” or “yes.” For conferences with a handful of participants, sending short responses (“good idea,” “I agree”) helps to keep the conversation moving.
- *Say “hello” to newcomers.* Greet people who enter a conference and say good-bye when they leave (presuming that they give some notice). One possible exception is a busy conversation with more than 20 people. In this case, greetings can clutter up the message stream unless there is a conversational break at the time. If you have been a spectator and not a participant, a quiet departure is quite appropriate. Remember that greeting people in a moderated conference is a disruption of protocol. In such cases, the Host will probably greet them privately.

■ *If you are going to be absent, let others know.* If you are going to be away from your computer, but you don't want to cease participating in the conference, send a message saying you'll be right back ("brb"), and another message when you have returned. You can type "bak" (back at keyboard) when you return. These considerate gestures allow others to know that you're gone, and not to send you unanswerable messages.

Advanced Conference Techniques

As you become more familiar with eWorld and find favorite Conference areas, you can practice some advanced techniques.

■ *Practice typing so you can respond quicker.* But do check your message before sending it. Typos and grammatical errors are so common that no one should criticize them. Everyone makes mistakes; you can send a correction message for major errors or ambiguities.

■ *Use the New Text Document window* (found in the File menu). The New Text Document serves as a handy pad for making notes and preparing responses. With an open New Text window on screen, you can write comments longer than the 102-character limit of a single message. When you are ready, copy and paste the text into the Conference text area in short segments. To help prepare text segments of the right length, adjust the New Text Document window so that it is about 50 typed characters wide. Two lines of text should conform to the 102-character limit, and can be copied and pasted into the Message area.

■ *Use abbreviations to communicate efficiently.* BTW for "By the way," ROFL for "Rolling on floor laughing." See the section later in this chapter for a glossary of commonly used online abbreviations. You can enter your own abbreviations, but the conversation will slow down when others ask you for explanations.

■ *Use a macro program to store consistent phrases and messages.* Typelt4Me, a \$30 shareware program, will store text segments that you can define and recall by typing a shorthand form. For example, if you type

“BTW,” the program will insert “By the way.” The general purpose keyboard macro programs QuicKeys from CE Software and Tempo from Affinity Microsystems offer the same capability.

■ *Use other eWorld venues to carry on a more detailed discussion.* If the topic calls for longer, carefully crafted comments and responses, you can take advantage of other online communications media, such as email correspondence among participants, or Discussion Boards, where messages and replies can be of a much greater length.

eWorld Conference and Auditorium Glossary

Over the years, a number of online interaction participants have developed ingenious typographic tricks to partially overcome the inability to see each other's faces and gestures. The evolution of a wide range of Smileys (sometimes called “emoticons”) and online abbreviations can benefit you in your conference communications.

Conference “body language” (Smileys)

Smileys serve to render facial expressions and emotions by combining punctuation marks and letters. Most smileys are viewed by tilting your head to the left. Smileys can be quite ingenious, and eWorld Conferences frequently become ad hoc workshops in smiley creation.

Common Smileys

- | | |
|-------|--|
| : -) | Basic smiley. Used to emphasize humor or happiness. |
| ; -) | Winkie. Underscores a flirtatious or sarcastic remark. |
| : - D | Laughter. |
| 8 - D | Laughter. |
| : - 0 | Oh dear. |

continues

8-0	Astonished.
:-(Frownie. Expresses unhappiness, disagreement, or depression.
:-I	Indifferent.
:->	Sarcastic.
:-}	Embarrassed smile.
>:->	Devilish.
>;->	Winkie and devilish.
;-^)	Tongue in cheek.
<">><	Fishie.

Other online communication aids include the following:

- Using colons to bracket gestures and actions.

Example: JaneSmith : ::::Going to the coffee machine::::

- An arrow constructed with a less-than symbol (Shift-comma) and hyphens can also indicate actions or reactions:

Example: JaneSmith : <— — — —Laughing

- Other typographic tricks can serve special purposes. Applause or clapping can be rendered with punctuation:

Example: JaneSmith : ()()()()()()

Example: JaneSmith : /\ /\ /\ /\ /\ /\ /\

- Asterisks add emphasis:

Example: JaneSmith : *I feel good.*

- Underlines before and after also add emphasis:

Example: JaneSmith : _I feel good_

- Quotes set off spoken words in role-playing games, where a person is speaking in the voice of an assumed character.

Example: JaneSmith : "Let's go to Mistagore and find the dragon."

■ Parentheses indicate messages that are outside the main conversation thread:

Example: JaneSmith : (Hi John; we're talking about the Supreme Court. Have a seat and join in.)

■ Braces indicate hugging:

Example: JaneSmith : {{{{EasterBunny}}}}

■ ALL CAPS MESSAGES ARE THE EQUIVALENT OF SHOUTING and should be avoided except for truly special cases. If you write a message using all caps, someone will probably ask you to “keep your voice down.” Additionally, text in all caps is very hard to read on screen.

■ Sounds can help emphasize a point. eWorld conferences support sounds preprogrammed into the eWorld application software. Use the Send a Sound command, found in the Conference menu. If you find the sounds annoying, you can shut them off by changing the Conference Preferences, found in the Conference menu. If you turn off the sound, or if you are hearing impaired, you still can follow the action since the sound is indicated on screen with asterisks:

Example: JaneSmith : *applause*

Common Online Abbreviations

ASAP	As Soon As Possible
BG	Big Grin
BRB	Be Right Back
BTW	By The Way
FWIW	For What It's Worth
FYI	For Your Information
G or <G>	Grin (often used as <G>)
GD&R	Grinning, Ducking And Running
IMCO	In My Considered Opinion

IMHO	In My Humble Opinion
IMNSHO	In My Not So Humble Opinion
IMO	In My Opinion
LOL	Laughing Out Loud
OIC	Oh, I See
OTOH	On The Other Hand
OTTH	On The Third Hand
PMJI	Pardon My Jumping In
ROFL	Rolling On Floor Laughing
ROTFL	Rolling On The Floor Laughing
RSN	Real Soon Now
RTM	Read The Manual
TANJ	There Ain't No Justice
TANSTAAFL	There Ain't No Such Thing As A Free Lunch
TTFN	Ta-Ta For Now
TPTB	The Powers That Be
VBG	Very Big Grin
WYSIWYG	What You See Is What You Get

Conference Games: Rolling Dice

One unusual feature in conferences is the capability to roll dice for games. The format is //roll -sideM -diceN, where you replace M and N with numbers. Here's how it works. If you (eName) type, for example,


```
//roll -dice2 -side6
```

the eWorld host will respond with

```
OnlineHost:eName rolled 2 6-sided dice: 3 3
```

The numbers turned up by the dice are random. Rolling dice is used only for games and contests. It is disruptive in a discussion.

Informal to Formal

eWorld covers a spectrum of environments for interaction. From the most interactive of all eWorld features—Conferences (which we have discussed here) to the more formal interaction of an Auditorium event, (which will be discussed in Chapter 7, “Auditorium Events”).

Chapter 7

Auditorium Events

A

n auditorium in eWorld resembles an auditorium in your community. You (and others) enter a cozy auditorium, take your seat and then, after a few introductory remarks, the Emcee introduces the guest speaker. Everyone in the audience can listen to the speaker—actually reading the speaker's comments on screen. You can

respond with comments or questions and send them to the Emcee, who passes them to the speaker. You can then follow the reaction to your message. As you listen, you and your row mates can send messages to each other—even breaking into a debate of your own. Imagine all this—and you have the basic experience of an eWorld Auditorium event. eWorld Auditoriums serve as the electronic Town Hall—where artists, poets, politicians, and the great chefs of the world come to meet the public. Not all auditorium events feature a guest speaker; many events revolve around online games.

You can read about upcoming Auditorium events by visiting the Community Center and browsing the Events Calendar for celebrities, or gaming events that interest you. Furthermore, every time you connect to eWorld, you may see promotional announcements about upcoming events of interest, posted in any of the eWorld three main promotional areas:

- Notices posted in the Town Square window.
- News flash windows, which can appear any time you're online.
- Final notices posted on the Disconnect window.

You also can learn about upcoming Auditorium events by periodically consulting the Calendars of various eWorld areas. For example, the Apple Customer Service calendar will list Auditorium events featuring guest speakers and panelists. Remember that you can use the eWorld **New Text Document** command to create your own personal Auditorium schedule file.

A Tour of the Interior of an Auditorium

Every eWorld Auditorium event presents a “stage” with an Emcee (master of ceremonies), usually a guest speaker or a panel, and an audience where up to 200 eWorld members are “seated” in rows.

After entering an Auditorium, you'll find yourself in a row with up to seven others. Certain events may allow for a greater number of people in a row, but the standard seating pattern is eight to a row. You can leave your row and move to another row, but you will always be in a row with other attendees.

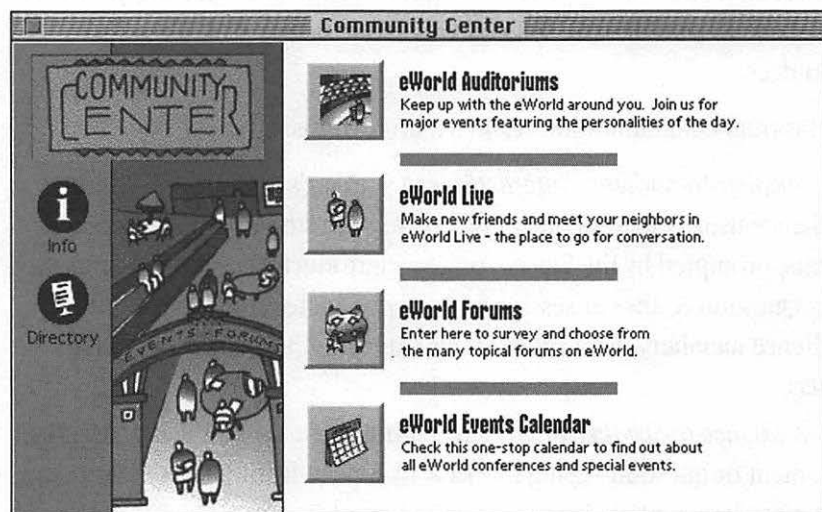
Auditorium communications can take three forms:

- ***Speaker-to-Audience interactions.*** A speaker's interaction with the audience usually follows one of two patterns: a string of individual comments, prompted by the Emcee; or a few introductory comments, followed by a Question & Answer session with other panelists, the Emcee, and audience members (who submit their comments and questions to the Emcee).
- ***Audience-to-Speaker interactions.*** Audience members can send a brief comment or question—using the **Talk to Emcee** feature—to the Emcee, who will place it in a queue for the use of the guest speaker.
- ***Audience-to-Audience interactions.*** An audience member can communicate freely with others in the row (as if they were in a Conference area) by typing messages in the text area of the Auditorium window and clicking **Send**. Messages sent by row mates appear on one another's screens, but not on the screens of other members in other rows.

How to Find an Auditorium

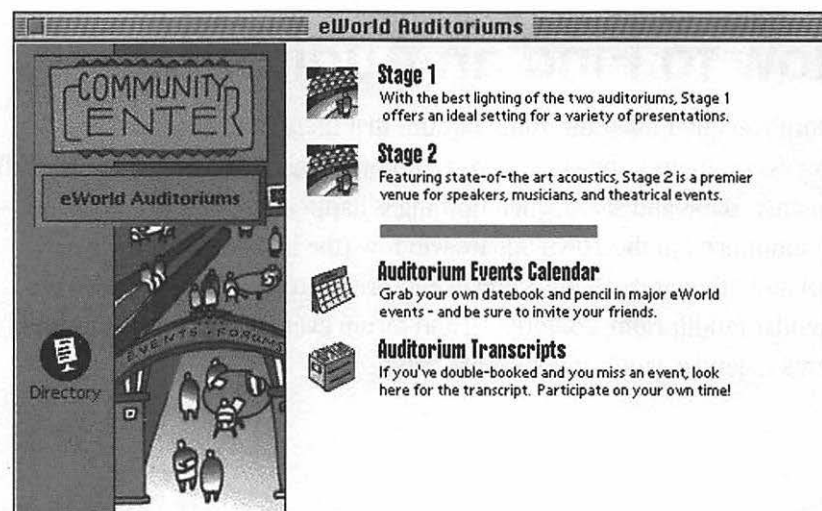
Before you enter an Auditorium, be sure that there is an event either in progress or about to begin, as eWorld Auditoriums are (as in the real world) immense, dark, and silent when nothing is happening. Auditorium events are announced in the Town Square window (the billboards on the right side) and other areas. Auditorium events are posted in the eWorld Events Calendar (auditorium, conference, and forum events) and the Auditorium Events Calendar (auditorium events only).

- 1 Click the Community Center building.
The Community Center window appears.



The window shows entries into conferences and Auditoriums, along with the eWorld Events Calendar.

- 2 Click **eWorld Auditoriums**, and the eWorld Auditoriums window appears.



You now have two Auditoriums to choose from: Stage 1 and Stage 2.

- 3 Click the appropriate Stage button, and the Auditorium window appears.

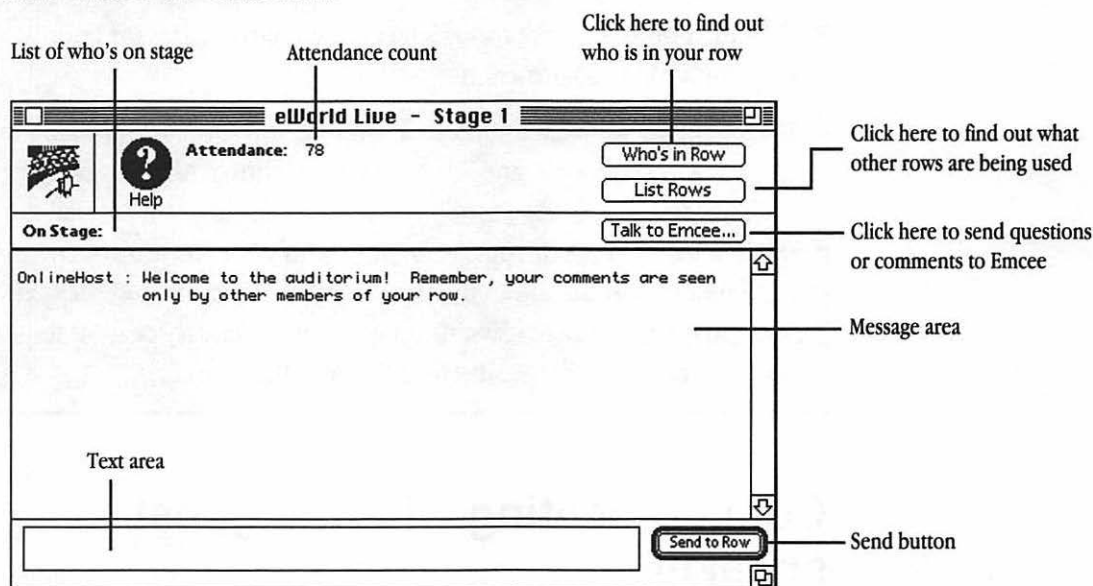
Participating in an Auditorium Event

Once you have learned of an event and you've entered the Auditorium, how do you participate?

- 1 Click the designated Auditorium icon by Stage 1 or Stage 2.

The Auditorium window appears on screen, which indicates that you have entered the Auditorium.

Clicking the Auditorium Events Calendar button opens a constantly updated schedule of the many events held in Auditoriums all over eWorld. This feature is worth regular visits.



Entering an Auditorium puts you in a row with several other members—as contrasted with Conferences, where you enter a large eWorld room containing up to 48 participants. You can stay where you are or visit other rows—and you can even create your own row (detailed later in this chapter).

- 2 You can simply watch the event, or send your own messages to the Emcee while interacting with your row mates.

You may also notice—rather quickly—lines of text appearing in the Message area of the window. These reflect messages within the Auditorium row as well as messages from the stage.

Messages from the stage appear to the right of the speaker's name, Messages from your row appear with a row number in parentheses.

- 3 When the event ends, you can stay in the auditorium and converse with others in your row for as long as you want. The auditorium is always open, whether or not an event is going on.

Advanced Auditorium techniques

eWorld Auditorium aficionados suggest the following tips for improving your Auditorium experience.

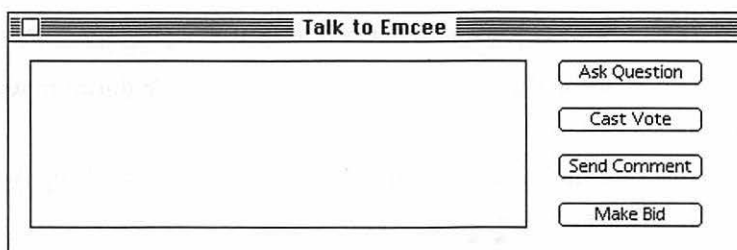
In addition to the main Auditorium window, you should also open the List Rows, One on One, and Who's in Row windows. After dragging each window to the side (or below the main window) you have all the major features at hand. You can find out who's in a row (in any row), communicate privately with them, or shut Row Chat off (and back on). You can quickly change rows, if you desire more privacy or want to join friends. These features are discussed later in this chapter.

Communicating with the guest speaker

To send a comment or question to the guest speaker:

- 1 Click **Talk to Emcee**.

The Talk To Emcee dialog box appears.



- 2 Type your brief comment or question in the blank text area.
- 3 Click the appropriate button (**Ask Question**, **Cast Vote**, or **Send Comment**), which will transmit your message to the Emcee. (The **Make Bid** feature operates only in those events where bidding has been activated.)
- 4 A confirmation dialog box verifies that your message has been sent.



- 5 Click **OK** to close the dialog box.

If the Emcee selects your question or comment to share with the guest speaker, your message will appear in the Auditorium window, where everyone can read it and the featured speaker or speakers can respond.

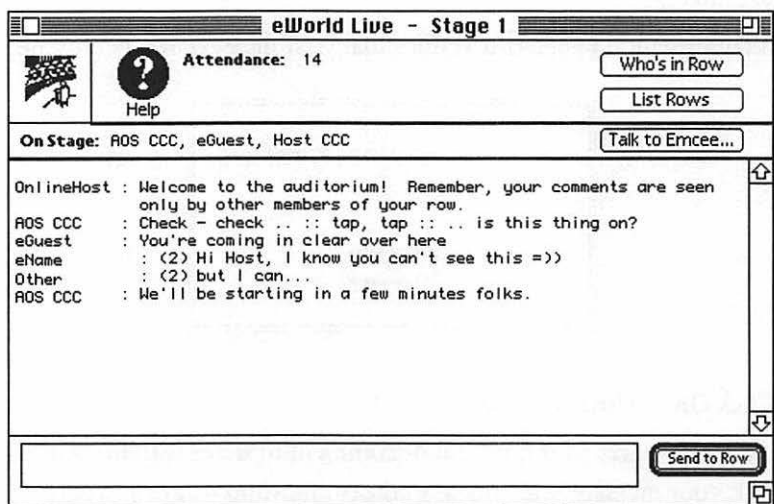
Communicating with others in your row

During an Auditorium event, you may want to engage in conversation with others in your row. This basic Auditorium feature provides a lot of entertainment—and perhaps diversion—as you can talk to the people in your row without disturbing anyone in other rows. Additionally, anyone (including you), can turn such chat off at any time to follow the on-stage proceedings without distraction.

To send messages or responses to others in your row:

- 1 Click the cursor in the text area at the bottom of the Auditorium window.
- 2 Type in a short message. The limit is 102 characters; if you keep typing, eWorld will beep at you.
- 3 Click **Send** when you have finished writing.

The message will appear in the Auditorium window message area, to the right of your eWorld name. A number, enclosed in parentheses, appears at the beginning of your message, indicating that your message is part of Row communications. The number signifies your current row.

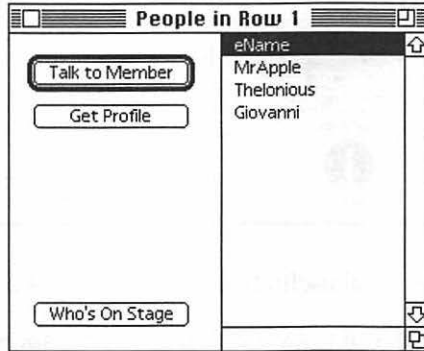


Learning more about others in your row and highlighting speakers

As your Auditorium window fills up with messages, you may want to know who the authors are, and to learn more about individual authors. The Who's in Row button, in the upper right corner of the Auditorium window, is your key.

- 1 Click **Who's in Row**.

The People in Row window appears, listing the eWorld names of all those currently in your row.



- 2 Select an eWorld name.

- 3 Click **Get Profile** to open his or her online Profile.

If an online Profile exists for that member, the Profile window appears.

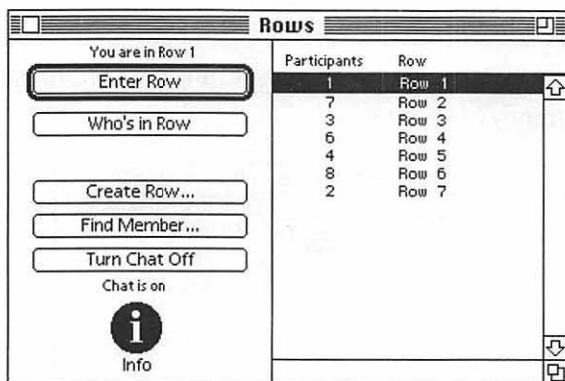
You also can find out more about people in other rows by clicking the **List Rows** button and opening the Rows window, which we take up in the next section.

In a busy auditorium event with messages from the stage and others in your row, you can highlight the speaker by clicking the **Who's in Row** button and then clicking **Who's on Stage**. Select the people you want to highlight and click the **Highlight** button. Now the speaker's comments appear on your screen in boldface.

Select a name and click **Talk to Member** to open the One on One window, which enables you to send a private One on One message to the selected row mate.

Other Important Auditorium Features

Several useful features can be found in the List Rows window. Open the window by clicking **List Rows**.



This window offers several useful features, including the following:

- A list of the number of rows and number of members in each row.
- The Enter Row button.
- The Who's in Row button.
- The Create Row button.
- The Find Member button.
- The Turn Chat Off button.

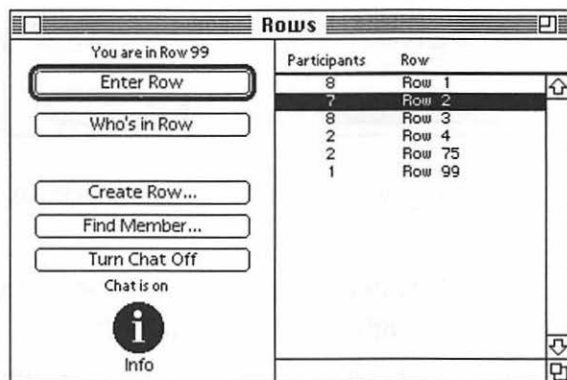
Changing rows in an Auditorium area

You may want to change rows if you learn that an eWorld friend has arrived and is sitting in another (less crowded) row. On the other hand, your row mates may be a bit too raucous for your taste, and you may want to find a quieter row.

To change rows (with the Auditorium window open):

- 1 Click the **List Rows** button.

The Rows window appears.



- 2 Check the list of rows (and the number of occupants in each); remember that rows can hold up to eight people.
- 3 Click **Who's in Row** to determine who's there.
The People in Row window lists their eWorld names.
- 4 To enter this (or any) row, select a row in the list area and click **Enter Row**.

The Auditorium window reappears, with a line of boldface text informing you that you are now in Row [##].

Repeat these steps at any time to change rows.

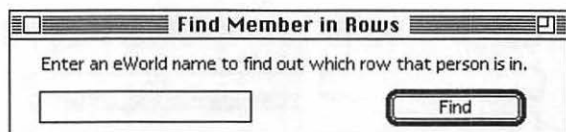
Finding a friend in a crowded auditorium

You can use eWorld to find a friend or associate in a crowded auditorium with the Find Member feature in the List Rows window.

With the Auditorium window open:

- 1 Click the **List Rows** button. The Rows window appears.
- 2 Click **Find Member**.

The Find Member window appears.



- 3 Enter the eWorld name of your friend or associate in the blank text area.
- 4 Click **Find**.

When (and if) eWorld finds the member, a dialog box will appear, informing you that "[eWorld name] is in Row [##]."

If the sought-after member has left eWorld, you will be notified.

- 5 Click **Go** to immediately enter that row. You can write and send an Auditorium message or send a One on One message to inform your friend that you've arrived.

Joining your friends in a designated row

eWorld allows you to plan, with other online friends, to sit in the same row. However, if the event features a popular speaker or game event, you should arrive early, create the row, and then urge your friends to hurry in and join you. Rows cannot be made private; they are "first come, first seated," so your friends need to be prompt or they may not make it into your row.

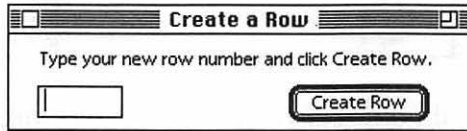
To use this feature:

- 1 Plan with your eWorld friends or associates beforehand to meet in a certain numbered row.
- 2 Determine which one of you will go early to check into the Auditorium and create a new row—with the agreed-upon number. (For the sake of illustration, we'll assume that you are the designated row-maker.)
- 3 On the day of the event, you should arrive a few minutes early. Popular speakers may cause the auditorium to fill up quickly, so don't arrive too late.

4 After entering the auditorium, click **List Rows**.

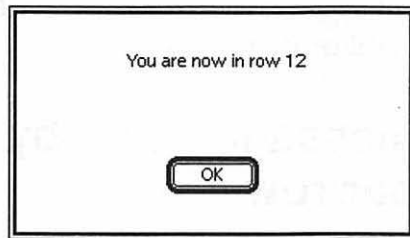
5 In the Row window, click **Create Row**.

The Create Row window appears.



6 Type the number of your custom row in the text area and click **Create Row**.

7 A confirmation dialog box appears, verifying that you are in the newly created row.



8 Click **OK** to close the dialog box.

Now you can sit and wait for your friends to show up.

If you want to join your friends in a specific row that was created by someone other than yourself:

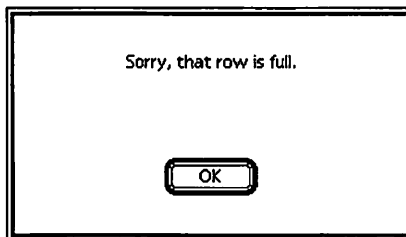
1 Enter the Auditorium.

2 Click **List Rows**.

3 In the Rows window, scroll through the list and when you find the correct row number, double-click that entry. Remember that if the row already has eight members, you may not enter that row.

4 A confirmation dialog box appears, verifying that you are in the designated row.

Or, if the row is full, another dialog box will appear.



Click **OK** to close the dialog box and choose another row, with fewer than eight members. You will have to stay in your row if the event is fully attended.

The Auditorium window reappears, and you will be able to converse with row mates, or send messages to the Emcee.

If a specific row is full, you can create a new custom row and then send One on One messages to your friends to inform them that you have arrived and are nearby. Be sure to tell them the new row number.

To silence messages sent by others in your row

If you simply want to sit and enjoy the speaker, without having to sort through messages sent by your row mates, use the Turn Chat off feature in the Rows window.

While seated in a specific row:

- 1 Click **List Rows**.

The Rows window appears. In the area below the Turn Chat off button, the text reads “Chat is on.”

- 2 Look above the Enter Row button to learn in which row you are seated.
- 3 Select the row in the rows list.
- 4 Click **Turn Chat off**.

The button text becomes Turn Chat on and the text below the button now reads “Chat is off.”

The Message area and Send button are dimmed to show that you cannot send messages to others in your row and that others' messages will not appear in your transcript area.

5 To turn Chat back on, click **List Rows**.

6 Select your row in the list.

7 Click **Turn Chat on**.

The Message area and Send button become active, enabling you to send and to read messages within your row.

From the Auditorium to eWorld Libraries

Auditorium events can range from interactive lectures and presentations from artists, poets, politicians, and the great chefs of the world to online games. Conferences and Auditorium events are not the only vehicles for getting information in eWorld. eWorld contains a wealth of information residing in libraries and the like, which we are about to visit in Chapter 8, “eWorld—A World of Information.”

Chapter 8

eWorld—A World of Information

I

f you ever visit eWorld to look for treasure, you will be instantly well rewarded. eWorld offers vast riches of information in almost every corner, at any level. If you want financial market quotes, help with computers, the latest news from national capitals, or the latest sports scores, you can get it from eWorld—right now. Furthermore, if you want business news, restaurant reviews,

gardening tips, movie reviews, tax advice, and more, you'll find it in eWorld. No more waiting for the morning paper, the monthly magazine, or sitting through happy talk on screen; eWorld offers a constant flow of information in the form of articles, reviews, essays, graphics, databases, or instantaneous advice from online experts. And, as this chapter describes, you can monitor your investment portfolios almost immediately.

This chapter will sample a few of the kinds of information that is available, and will explain how you can find—and make permanent copies of—information on almost any subject.

What would you like to know?

The following examples cover a few uses of eWorld as an information source. As eWorld expands, you will find information on almost any topic.

Question. Your company needs to streamline its financing. How do you choose among the many alternatives? Can the Small Business Administration help out? How can you cope with seasonal sales when the lenders want steady loan payments?

Answer. Go to eWorld's Business & Finance Plaza and select **Business Tools**, and then **INC. Online**. In *Inc.* magazine's window, click **Street Smarts** ("Proven Steps to Profits") and then click **Finance and Capital** ("Banking & Borrowing"). Now you can read an article with tips on financing. When you have finished, go to **The INC. Network** and join a Discussion Board on business issues; ask questions and share answers and comments with other businesspeople.

Question. You're thinking about a new Macintosh. Which model is the best buy for your budget? And where can you find informed advice?

Answer. eWorld can help you make the best decision—painlessly. To get information about specific Macintosh computers, enter the Computer Center building and click **Apple Customer Center**. Then choose **Apple Products & Technologies**, and then **Apple Macintosh Hardware**. You can now choose a category: Macintosh Desktop Computers or PowerBooks and Duos, to find information about specific models. When you've reviewed the Apple information, visit the Discussion Boards in the Apple Customer Center and

browse the comments from other users. For more comments, go back to the Computer Center's main window, choose **Forums** and then **BMUG**; this takes you into an area that features wide-ranging discussions of all things Macintosh.

Question. What are you going to do Friday night? Which movie should you attend? Or is something good coming up on television? What's the inside scoop on that best-selling book or that hot new band?

Answer. Go to the Arts & Leisure Pavilion, click **Entertainment A-Z**, and browse through the many articles and discussions about movies, books, and other entertainment. Read reviews written by critics and comments from eWorld members. And, if you wish, add your point of view in one of the many Discussion Boards.

How do I find the information I'm looking for?

Every eWorld publisher packages information resources in a number of visually consistent ways. The distinctive icons of eWorld differentiate among basic categories of information. When you enter a publication area and survey the icons, you'll be able to tell whether a specific information area has up-to-date articles, older articles, or complex databases for browsing. The following icons represent the major types of information repositories:

■ *The Literature icon.* Click this icon to open a library of shorter documents and articles. Publishers can offer both online text resources (represented by the document mini-icon) or file resources (represented by the disk mini-icon). Resources represented by disk icons must be copied to your own system before you can open and browse the contents. All such files can include longer documents, graphics, or complete applications.



■ *The Database icon.* Click this icon to open a Search window that gives you access to an extended text database. All such texts can be saved on your computer for future reference, or you can print out paper copies during an online session.





■ *The Calendar icon.* Click this icon to open a calendar of events for that Publisher's activities. Calendars usually offer news of online events during which you can view or discuss the Publisher's services or products.



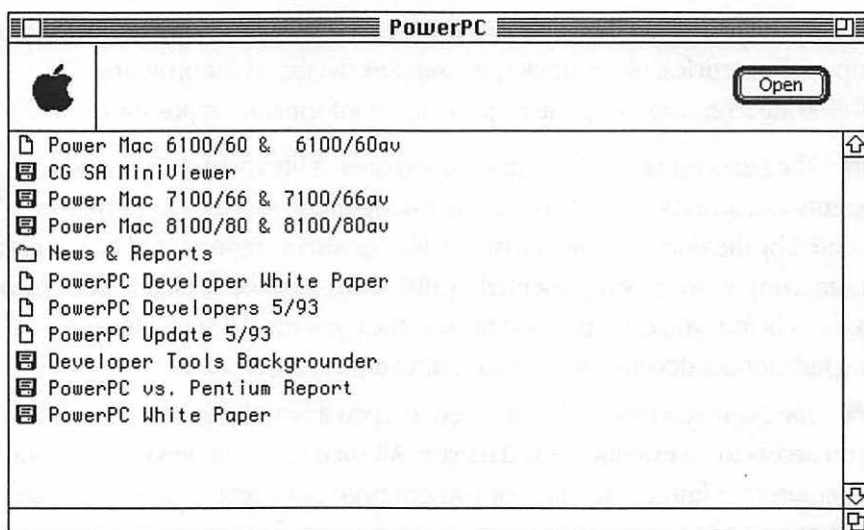
■ *The Archive icon.* Click this icon to open an archive of older reference information.



■ *The Software Library icon.* Click this icon to open libraries that contain an array of software. In certain identifiable software libraries, you'll find not only software for your use, but files that contain formatted documents and articles. One such library may be found in a current affairs-oriented area, where eWorld members can publish their longer essays on issues of the day. For more information about software libraries, see Chapter 10, "eWorld Software Libraries."

Identifying types of information

A large number of eWorld publishers offer what may seem to be either software libraries or general article collections that actually contain both types of resources: text files and software files. As shown here, you'll often find a list of titles accompanied by both document and disk mini-icons.



To read a text file while online, double-click its mini-icon. A text window appears, enabling you to scroll through the article as you read the materials.

In the case of the mini-disk icon articles, the text window offers the text along with the option of saving a fully-formatted document to your computer that you can print for later reference.

Finding articles and files

eWorld publishers face a challenge—to organize their collections of hundreds and soon thousands of articles logically. As a result, many collections are organized as a series of windows that contain lists of folders. The logical structure may result in several, or even many levels of folders to go through before you find the window with the actual articles. The larger the library, the more structure it needs; eWorld is no exception.

How is information delivered?

Most eWorld information is published as easy-to-view text. Simply double-click an article title and a text window appears. Read what is visible, then scroll the text to read more. The text ranges from a single paragraph in length to complete essays—even books. Ambitious eWorld authors will offer whole books, with separate icons for chapters or sections. The eWorld host computer sets a 29K (Kilobyte) limit on text files, thus compelling publishers to break up longer manuscripts.

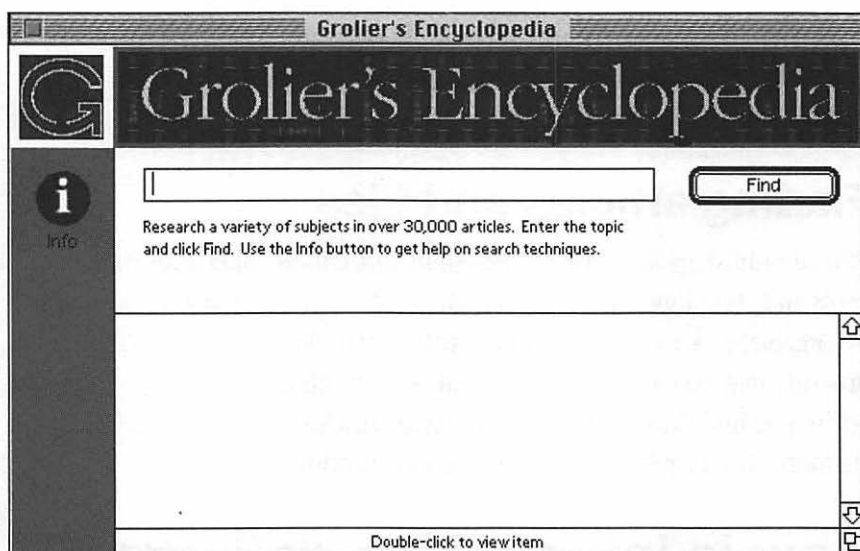
Searching online information databases

Some eWorld publishers organize a large collection of text articles as a database with every word indexed. You enter a word for what you want to search and eWorld returns the title of every article that contains that word. You can select and read any listed article.

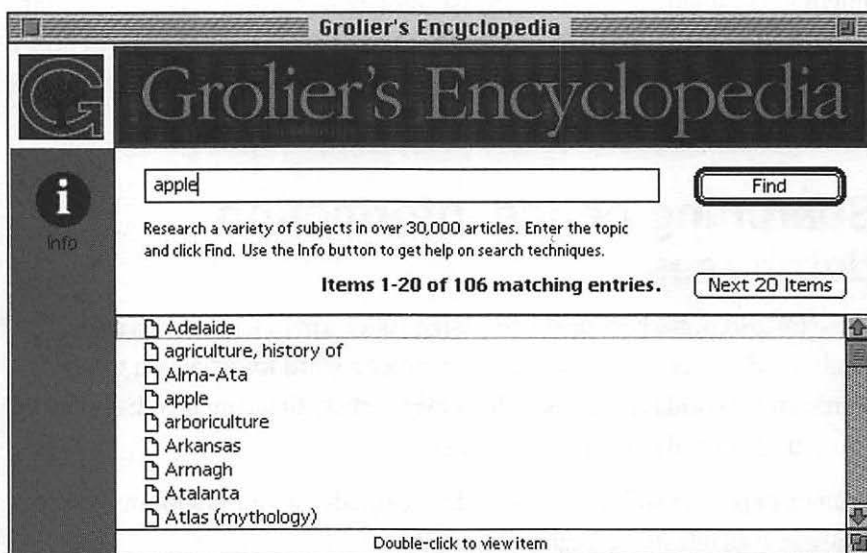
As an example, we will use Grolier's Encyclopedia, a four million-word text database available in the Learning Center.

- 1 Enter the Learning Center and click the icon representing Grolier's Encyclopedia.

The Grolier's Encyclopedia window appears.



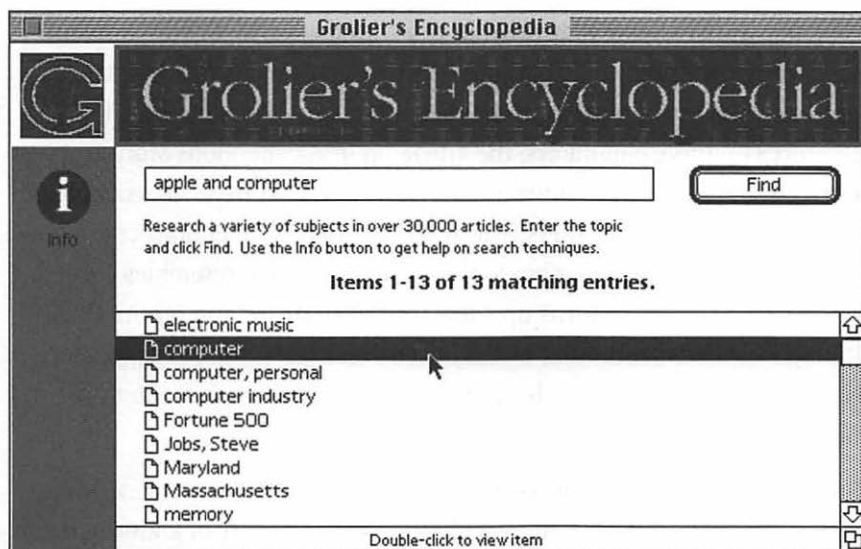
- 2 Type in the word (or words) you want to search for and click **Find**.
If you search for the word "Apple," Grolier's Encyclopedia will list 109 matching entries, of which the first 20 appear in a scrolling window.



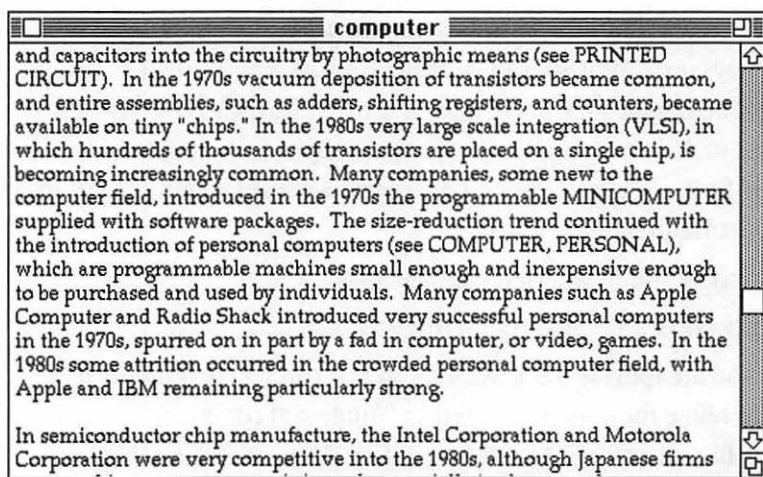
The Items count shows how many articles appear in your list. eWorld always displays articles in increments of 20. The Next 20 Items button will be dimmed if eWorld finds less than 20 articles. The list of matches will include any article with the word *Apple*, including articles concerning fruit, along with others concerning a certain computer-and-software manufacturer.

- 3 Scroll the list to view more article titles.
- 4 Click **Next 20 items** to view more titles.

If you are looking for articles about that certain computer company, you can refine the search by typing in “Apple and computer.” With such qualifications, only 13 articles are found, many of them relevant.



Here is part of the computer article.



Using the search feature may provide you with inadvertent entertainment. Our search for "Apple and Computer" turned up two surprising matches: articles on electronic music and the planet Mercury. Neither contained references to Apple computers; the article on music mentions Morton Subotnik's musical composition *Silver Apples of the Moon* as an example of music realized with computers. The article on Mercury mentions computer models of its core and describes a planetary surface that resembles a dried apple skin. If the search turns up a few spurious articles, just ignore them—although Grolier's (and other eWorld databases) allow you to refine your search text by composing such text strings as "Apple and Computer not Subotnik."

Our example shows the power—and drawbacks—of a full-text index. Every word is an index entry, and the search process has no way of knowing if you are interested in fruit, computers, or modern music.

More on the Search methodology

The text search does not filter out "noise" words such as a, an, the, and so forth. If you search for "the," eWorld returns 27,716 matching entries—essentially the total number of articles in the encyclopedia. However, three words, "and," "or," and "not," are not indexed. You can use these words to combine words in your search.

The “and” construction is actually superfluous; searching for “Apple computer” is the same as “Apple and computer” or “Apple & computer.” eWorld can search only for words, not for phrases such as “Apple computer.” Searches are not case-sensitive; searching for “apple” is the same as for “Apple.” For most words, searching for the singular and plural form produces the same results. Searching for “apples” is the same as searching for “apple.” Searching for “cow” and “cows” produces the same result, but searching for “cattle” produces different results. In text databases, the ? and * wildcard characters do not work; quotes around the search string are ignored.

After searching and finding articles in databases like Grolier's Encyclopedia, you can read and then save articles on your own system by selecting Save As from the File menu. Whenever you use material from any article, you should give credit and the proper copyright citation.

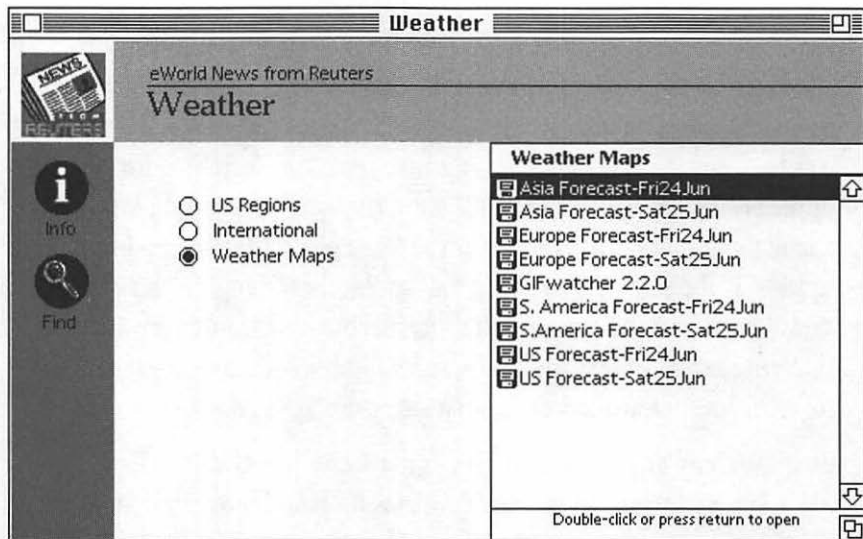
eWorld Information in Graphic Formats

Many information areas contain collections of files that are primarily graphics—that is, photographs, or drawings. For example, eWorld publishers offer weather maps and editorial cartoons in the Newsstand. However, eWorld cannot at this time display such graphics directly on your screen.

All graphics-format files published in eWorld are represented by disk mini-icons. You must transfer the file to your system and then open it with either a graphics application or viewer software.

As an example, we'll retrieve and view a weather map:

- 1 Enter the Newsstand building.
- 2 Click the **eWorld News from Reuters** icon. The eWorld News from Reuters window appears.
- 3 Click the **Weather** arrow icon. The Weather window appears.



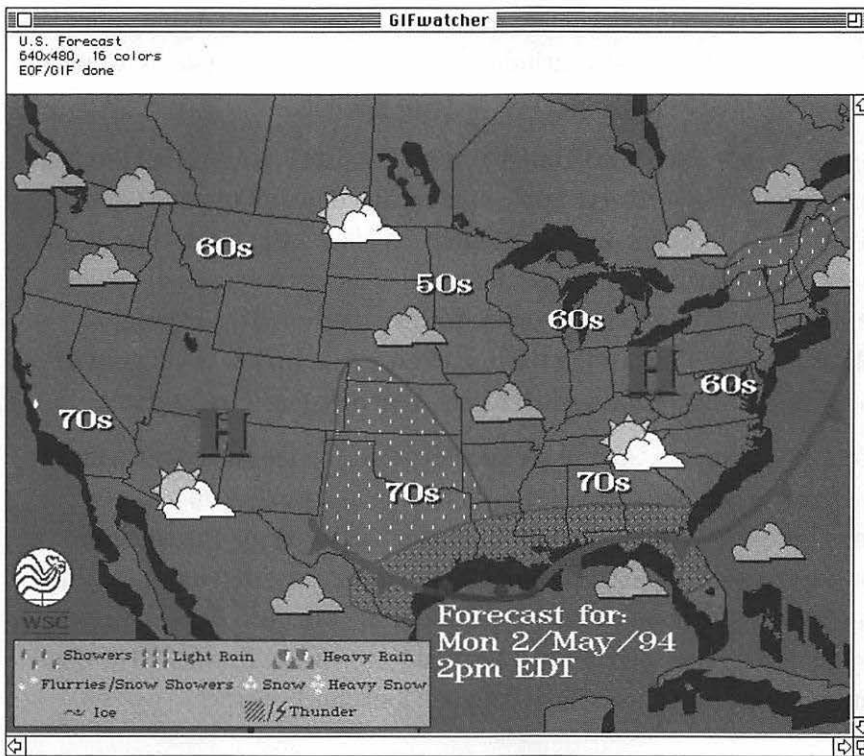
- 4 Click the **Weather Maps** radio button.
- 5 When the list area displays a list of regional maps, double-click a map title.

Weather maps, like other frequently updated information files, do not have a file description. A Save As dialog box appears, enabling you to designate where the file will be stored.

- 6 Click **Save** when you are ready. The file transfer process begins, and a Status dialog box appears.
- 7 When the transfer is complete, the Confirmation dialog box appears. Click **OK** to close it.

The Reuters weather maps are in a format called GIF (Graphics Interchange Format), originally developed by the CompuServe Information Service. Viewing a map requires a GIF viewer program; several are available in eWorld software libraries (try the Computer Center) and in areas containing GIF files. One of the most popular is GIFwatcher, a \$15 shareware program from Kerry Shetline, which appears (after installation) in the Apple Menu.

Here's what a typical weather map looks like:



GIF images have at most 256 colors; some GIF images, such as the weather maps, are designed for 16 colors or grays. Publishers offer GIF images mainly for graphics; the GIF format was not designed for a mix of text and graphics, although captions and other brief text may be included.


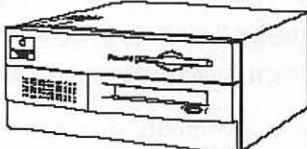
eWorld publishers often need to blend text and graphics. In many such cases, the same text comes in two forms: you can open the files stored as text documents with the actual layout file attached, ready for transferring to your system; or you can open a text window, read the entire document, then copy the final form to your system and print it out. These files are listed with a disk mini-icon next to the title.

Some documents, such as product specification sheets, are not intended to be read online. Rather, you should transfer such files to your computer and then print them on a laser or inkjet printer. To read such text-and-graphics files, you may need either a specific application, or a reader program that

opens files saved in a document interchange format. Several companies have developed such products, including Acrobat from Adobe Systems, Common Ground from No Hands, and Replica from Farallon.

Apple uses the Common Ground format for most of its formatted product literature. You can retrieve Apple product literature as Common Ground files along with Common Ground's free CG MiniViewer for documents. As with graphics-only files, you cannot yet view the document within eWorld; you must transfer it to your system. You can then open the file with a MiniViewer program to view the images on screen (in low resolution) or print the documents (at a much higher resolution) on a laser printer.

To view a Common Ground-created document, you must first open the MiniViewer, and then open the document by choosing Open from the File menu. Double-clicking the document icon may result in "The application is busy or missing" dialog box. Note that if you are a registered owner of the commercial Common Ground application, you can open these documents by double-clicking them. Here's a typical screen image distributed in Common Ground format (a printed copy will look much sharper):

 <p>Features:</p> <p>Power and speed</p> <ul style="list-style-type: none"> 66-MHz PowerPC 601 microprocessor with floating-point processor and 32 K cache <p>Memory</p> <ul style="list-style-type: none"> 8 MB of 16-MB of RAM, expandable to 136 MB <p>Video support</p> <ul style="list-style-type: none"> DRAM display support 1 MB of VRAM for second display support, expandable to 2 MB (7100/66 only) 2 MB of VRAM for second display including NTSC or PAL monitors (7100/66V only) <p>Expansion</p> <ul style="list-style-type: none"> Nine built-in ports to support a wide range of peripherals (7100/66V has eleven) Three NuBus slots for expansion cards Optional internal CD-ROM drive On-board Ethernet (AAUI) 	<p>Power Macintosh 7100/66 and Power Macintosh 7100/66AV</p> <p>The Power Macintosh 7100/66 and Power Macintosh 7100/66AV are the expandable, mainstream members of the new high-performance line of Macintosh computers based on PowerPC chip technology. They're built with the speed, expandability, and networking capabilities that business people require for word processing, desktop publishing, and working with complex spreadsheets and databases.</p>	<p>Both computers support all Apple and most third-party displays, including monochrome, color, VGA, and SVGA. Support for up to 32,000 colors on Apple color displays (up to 16- or 17-inch) is included with the 7100/66. The 7100/66AV (and the 7100/66 with the addition of 1 megabyte of VRAM) supports display of more than 16 million colors.</p> 
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As Common Ground documents are often optimized for printing, the fonts may be too small to read on screen. For maximum legibility, print the document. Note that the complete Common Ground application also can magnify areas of the document for better on-screen clarity. The complete application is a commercial product that is not available from eWorld.

eWorld and the Latest Financial Information

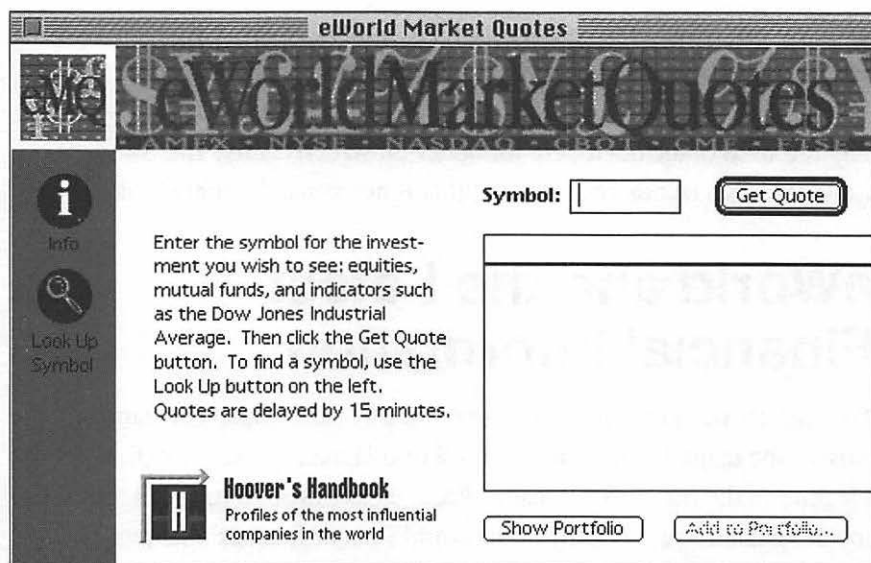
Not only are news information sources on eWorld updated constantly, so are most of the major financial markets. eWorld Market Quotes (eMQ), which is a feature of the Business & Finance Plaza, enables you to review the status of any designated issue in many of the world's major financial markets. eMQ has direct links to many sources, providing eWorld with the latest information from investment markets around the world. You can use eMQ to review any stock or you can set up eMQ to review and report on your investment portfolio—with a single button click.

Looking up a specific stock quote

To monitor stock issues, follow these steps:

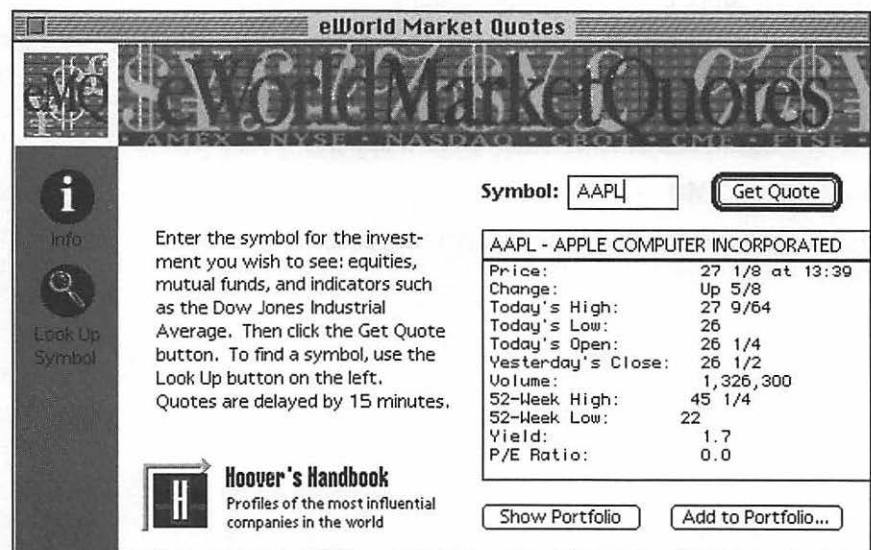
- 1 Click the Business & Finance Plaza building, found in the eWorld Town Square window.
The Business & Finance Plaza window appears.
- 2 Click the eMQ icon.
The eWorld Market Quotes window appears.





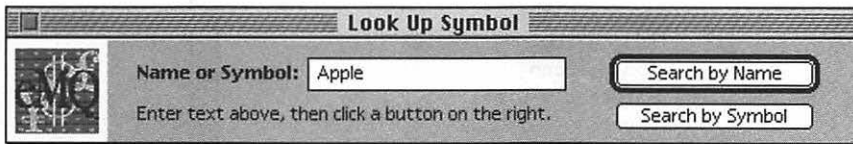
- 3 If you know the abbreviated code for your stock, enter it in the Symbol text area. For example, we'll enter Apple Computer's AAPL symbol.
- 4 Click Get Quote.

The eMQ window displays the latest information on the designated stock issue.

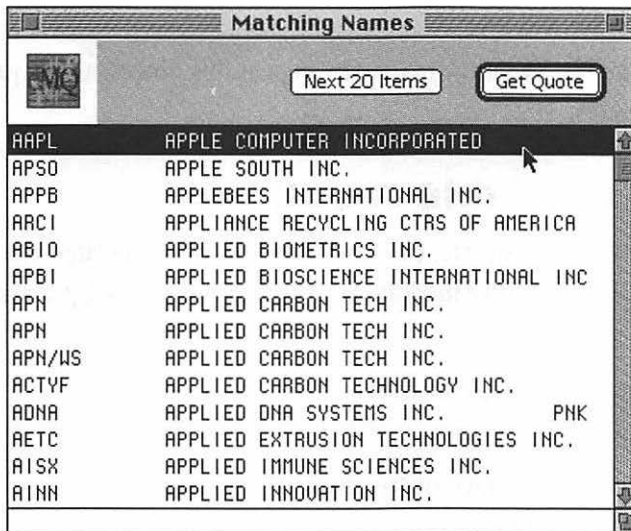


- 5 Repeat this process for each selected stock.
- 6 If you don't know the stock symbol, click **Look Up Symbol** (in the left margin).

The Look Up Symbol dialog box appears.



- 7 Type in the name of a company (as shown) and click **Search by Name**. After eWorld searches the Market database, the Matching Names dialog box appears, highlighting the closest match and subsequent listings.



- 8 Select the proper match from the list and click **Get Quote**.

The Investment Quote dialog box reappears with the latest data on the stock.

AAPL - APPLE COMPUTER INCORPORATED	
Price:	29 9/16 at 15:43
Change:	Down 1/16
Today's High:	32
Today's Low:	28 1/2
Today's Open:	31 1/4
Yesterday's Close:	29 5/8
Volume:	6,013,000
52-Week High:	59 1/8
52-Week Low:	22
Yield:	1.6
P/E Ratio:	0.0

Prices are delayed by at least 15 minutes.

- 9 To close this window, click the close box.

When the eMQ window reappears, repeat this process to get prices for other issues.

Other available resources

eMQ enables you to enter text codes that will publish the latest quotes for all the market indexes. Enter the following codes in the Look Up Symbol window:

\$INDU Dow Jones Industrial Average

\$QSXI S&P Industrial Index

\$DJBU Dow Jones average of 10 public utilities bonds

\$LGF London Gold Fix composite

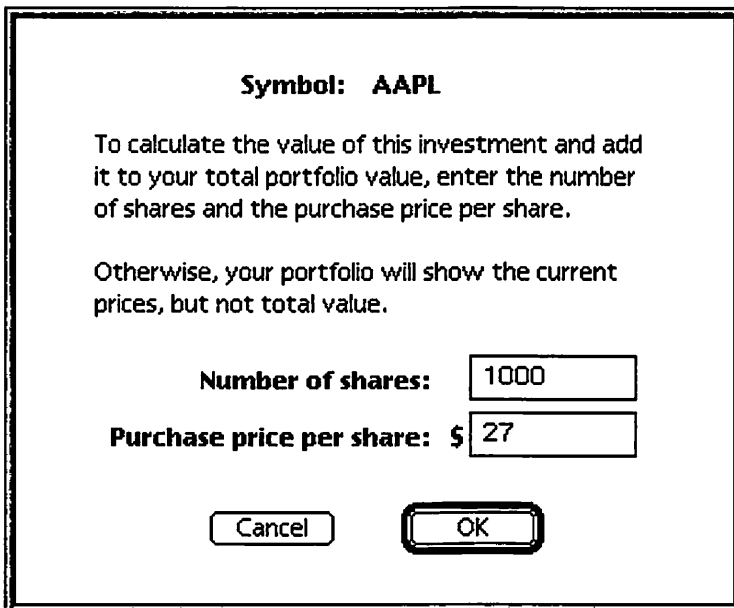
For many more index codes including mutual funds, click the **Info** button in the main eMQ window.

Creating a self-monitoring portfolio

You can use eMQ to track your stock portfolio. eWorld will display the latest information on all your stock issues—and will calculate your most recent gains or losses.

To create a self-monitoring portfolio of selected stock issues, follow these steps:

- 1 Enter the Business & Finance Plaza building and click the eMQ icon.
The eMQ window appears.
- 2 If you know the abbreviated code for your stock, enter it in the Symbol text area. Again, we'll enter AAPL for Apple Computer.
- 3 Click **Get Quote** when you are ready.
The eMQ window displays the latest information on the AAPL stock issues.
- 4 Click **Add to Portfolio**.
The Add Symbol dialog box displays the symbol of your selected issue—along with text areas where you can enter information about the number of shares of stocks and the purchase price.



Symbol: AAPL

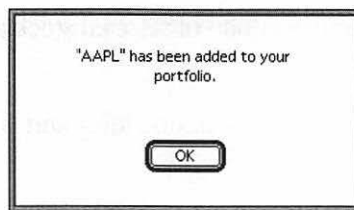
To calculate the value of this investment and add it to your total portfolio value, enter the number of shares and the purchase price per share.

Otherwise, your portfolio will show the current prices, but not total value.

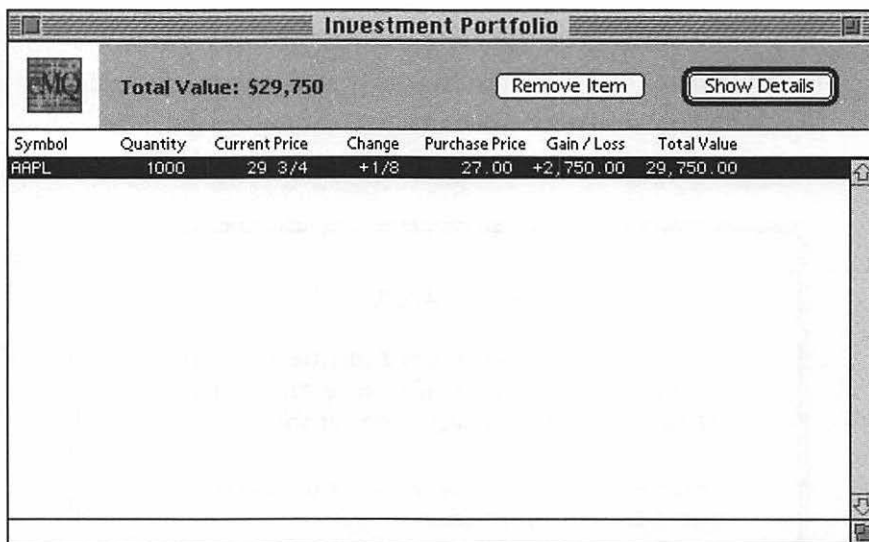
Number of shares:

Purchase price per share: \$

- 5 Enter the number of shares of stock you own (optional).
- 6 Enter the purchase price (optional). If you don't enter the number of shares and purchase price, the portfolio will simply list the current stock price.
- 7 Click **OK**. The Confirmation dialog box appears.



- 8 Click **OK** to close the dialog box.
- 9 When the main eMQ window reappears, click **Show Portfolio**.
The Portfolio window with this initial entry appears.

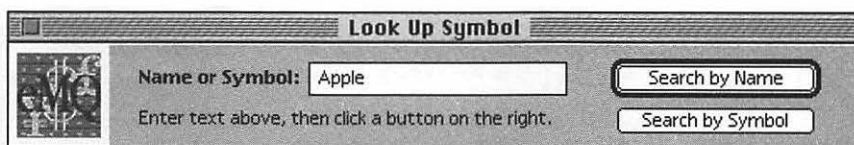


The Investment Portfolio window tracks not only the stock price but the total value of your specific investment.

- 10 Repeat this process for each stock in your portfolio.

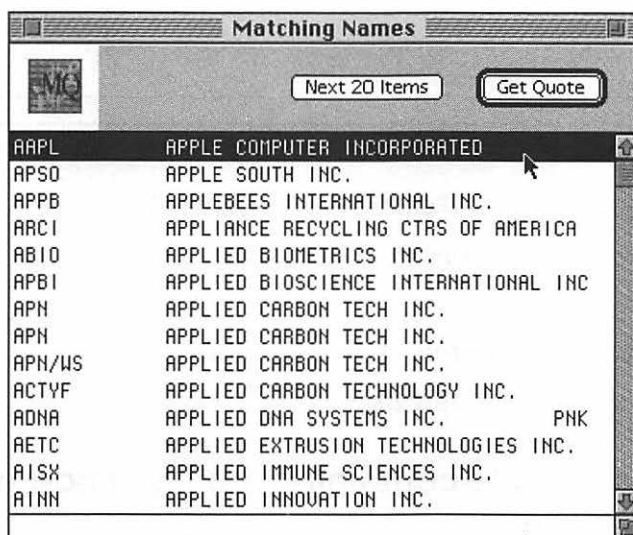
If you don't know the stock symbol

- 1 Click **Look Up Symbol** in the left margin of the main eMQ window.
The Look Up Symbol dialog box appears.



- 2 Type in the name (or ticker symbol) and click **Search By Name** or **Search by Symbol**.

After eWorld searches the Market database, the Matching Names dialog box appears, highlighting the closest match and showing subsequent listings.



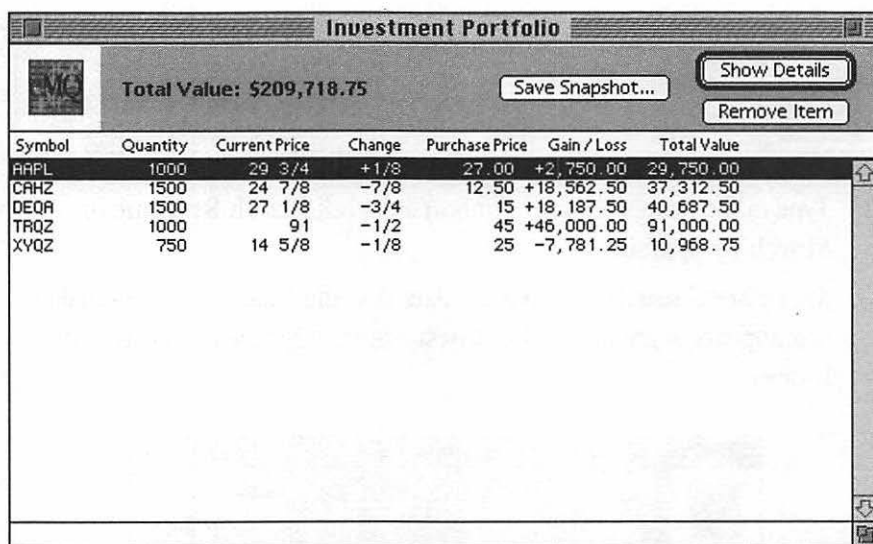
- 3 Click **Get Quote** for current price information.

Reviewing your stock portfolio

When you are finished compiling your stock portfolio, review your work.

- 1 Click **Show Portfolio** in the eMQ window.

The Portfolio window displays your portfolio with up-to-date information and profit-loss calculations.



Symbol	Quantity	Current Price	Change	Purchase Price	Gain / Loss	Total Value
AAPL	1000	29 3/4	+1/8	27.00	+2,750.00	29,750.00
CAH2	1500	24 7/8	-7/8	12.50	+18,562.50	37,312.50
DEQA	1500	27 1/8	-3/4	15	+18,187.50	40,687.50
TRQZ	1000	91	-1/2	45	+46,000.00	91,000.00
XYQZ	750	14 5/8	-1/8	25	-7,781.25	10,968.75

Viewing your portfolio in the future

- 1 Enter the Business & Finance Plaza building.
- 2 Click the eMQ icon.
- 3 When the window appears, click **Show Portfolio**.

The Portfolio window appears.

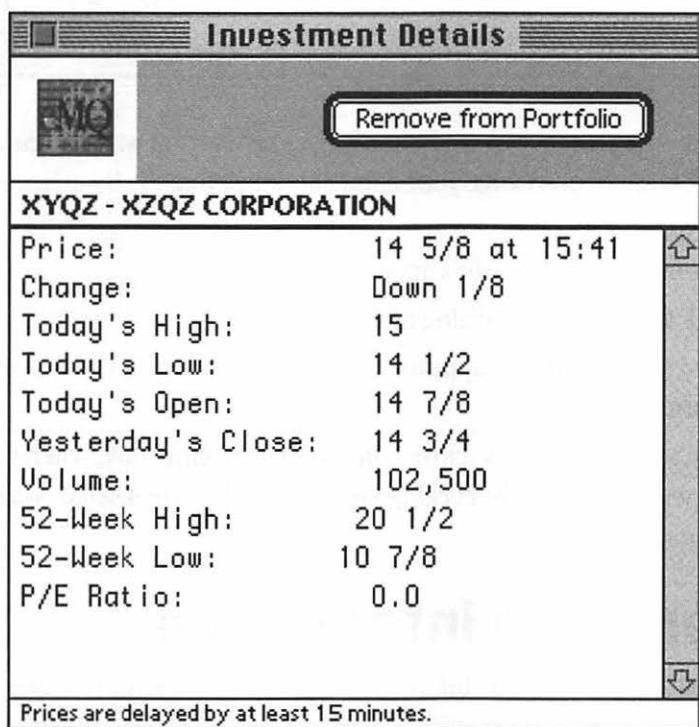
Saving a text file containing a daily report of your portfolio

- 1 Open the **Portfolio** window.
- 2 Click **Save Snapshot** (or select the region you want to save).
- 3 The Save As dialog box appears, enabling you to name and save the report file in a folder of your choice. (If you have selected a region, open the **File** menu and select the **Save Selected List as Text** command.)
- 4 Click **Save** to create a permanent report file.

The portfolio list is saved as a text file with tab marks that can be opened by a word processor or spreadsheet application and which can be printed out.

Examining the details of a specific portfolio issue

You can gain a closer view of an individual stock by selecting the issue name in the Portfolio window and clicking **Show Details**. The Investment Details window appears, with a complete (and up-to-date) display of that issue's data.

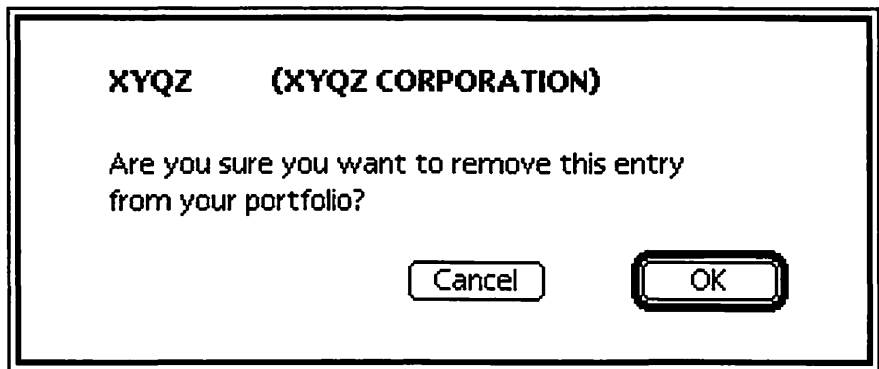


Click the close box to close the window.

Removing an item from your portfolio

- 1 Enter the Business & Finance Plaza building.
- 2 Click the **eMQ** icon. The eMQ window appears.
- 3 Click **Show Portfolio**. The Portfolio window opens.
- 4 Select the stock issue that you want to remove from your portfolio, and click **Remove Item**.

The Remove Item dialog box appears.



You also can select the item in the Portfolio window, click **Show Details**, and after reviewing the data in that window, click **Remove Item**.

- 5 Make sure that the selected issue is the one that you want to remove and click **OK**. (If you change your mind about deleting the issue name, click **Cancel**.)
A Confirmation dialog box appears.
- 6 Click **OK** to close the dialog box.
The Portfolio window appears, still displaying the deleted issue title and information.
- 7 To update the window, close it by clicking the close box. When you reopen the window by clicking **Show Portfolio**, the deleted issue will be gone.

Interactive Information

Although you can tailor the information you get from eWorld to your personal needs, this information is of the kind that has been traditionally available from a publisher. In the next chapter we take up Discussion Boards, where the information comes from many sources—including you.

Chapter 9

eWorld Discussion Boards

*I*f information is the raw material in eWorld, then ideas are the product. The constant give and take in ideas and information brings eWorld to life. Previous chapters have discussed several areas where ideas are exchanged by electronic mail, Conferences, Forums, and Auditorium events, but eWorld Discussion Boards provide the widest audience for a topic.

Every eWorld Discussion Board begins when an eWorld member posts a Message for all Discussion Board browsers to read. Anyone who reads a Message can post a Reply—answering the question or posing a comment. At this point, the discussion begins. Hot subjects will generate a flurry of responses; a hundred or more messages may appear over a few days. In time, the original discussion may spawn entirely new Discussion Boards as the exchanges branch out into related topics and new topics.

Many more people read messages than write messages. This means that eWorld Discussion Boards represent an informal way for you to “publish” information to a large, unseen audience. Discussion Boards enable you to share and gain from everyone’s knowledge, experience, and curiosity. The topics are as varied as eWorld members and cover any subject that may evoke responses from readers.

Discussion boards are not as interactive as Conferences—in that they don’t permit immediate, interactive responses. Discussion Board messages, however, can be a great deal longer than the 15 words (102 characters) permitted in Conferences. Messages (and Replies) can be up to 600 words in length (4,000 characters), although most run just a few lines. Unlike the real-time interaction in Conferences, the duration of a conversational thread in a Discussion Board can extend over weeks, months, and even years. Since you can contribute to Discussion Boards when you want, you have the time to develop fully thought-out messages—essays, really—and even to do some research when needed.

How can you benefit from an eWorld Discussion Board?

- *To get information:* Are you vexed by an unsolvable problem with computer hardware or software? eWorld offers many computer-specific Discussion Boards where you can ask for help. Just post your question (with all essential details) and check later for responses.
- *To express yourself:* Do you ever want to vent your frustrations with government policies, or the health care situation? Or, perhaps you’d like to express your concerns about environmental regulations (pro or con)? Would you like to find people who share your passion for opera, or 1960’s rock? Post your comments in a suitable Discussion Board. When you return to eWorld, check the Discussion Board to see how others respond to the topic—and to your ideas.

■ *To share information:* Have you solved a difficult business problem? Have you been evaluating retirement communities? Found a great place for bicycling in Chicago? Share your findings with other eWorld members who have similar interests and concerns.

As a versatile medium, eWorld Discussion Boards take the form of specialized technical support forums, ongoing town hall meetings, even extended correspondences between new eWorld friends.

What makes Discussion Boards work so well?

Anyone can open a Discussion Board, browse the Topics, read the short or long messages placed there by publishers and eWorld members alike, then write their own Messages or replies—even initiate a new discussion topic if they like. Discussion Boards call for a communication style that blends letter-writing, graffiti (the witty kind), journalism, and the art of essay writing.

How long can a Discussion Board Message or Reply be? Just about as long as you like—and you can write serial Messages or Replies of over 600 words in installments. Unlike Conferences or One on One messages, Discussion Boards enable you to sit down with a large blank screen, relax, and write anything and everything in your heart (or on your mind). Or you can write with a word processor and paste the text into a Discussion Board. Messages range from the articulate and judicious to the amusing and freely emotional.

Discussion Board Types

eWorld offers two levels of Discussion Boards:

■ A single Discussion Board with up to 50 Topic folders (each containing potentially hundreds of messages and replies).

■ A multiple Board (of Boards) that actually contains a number of individual Discussion Boards, each board supporting up to 50 Topic folders.

Most Discussion Boards are the single type, but ambitious Publishers may offer the multiple Board of Boards.

How are Discussion Boards organized?

If you click a Discussion Board icon, a window appears that lists a series of topics, identified by folder mini-icons. Some are introduced by the Publisher; others are introduced by eWorld members. All Discussion Boards contain Topic folders at (or near) the top level. Each Topic folder offers a forum on a general subject, such as finance, music, political issues, or a computer product line.

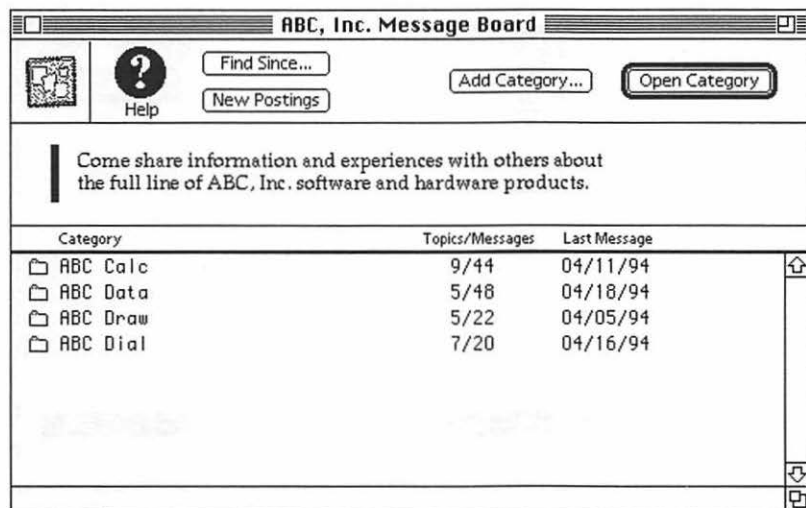
If you double-click a Topic title, a window appears that lists the Messages written in response to the topic. When members open and read a Message, they can then respond by adding a Reply to that Message, or by creating a new Message in the Topic folder.

There are two threads in a Topic folder: the Message thread and the Reply thread. A thread is simply a sequence of related messages or replies that follow one another. Reply threads are the easiest to follow and to join. Most people read through a Message's Reply thread and can, if they wish, add their own Message to that thread.

Browsing a Board of Boards

- 1 Click a **Discussion Board** icon.

The Discussion Catalog window appears, listing a number of titles with folder mini-icons. These are "Categories" (separate Discussion Boards in their own right).



- 2 Select a title and click **Open Category** (or double-click on the category).

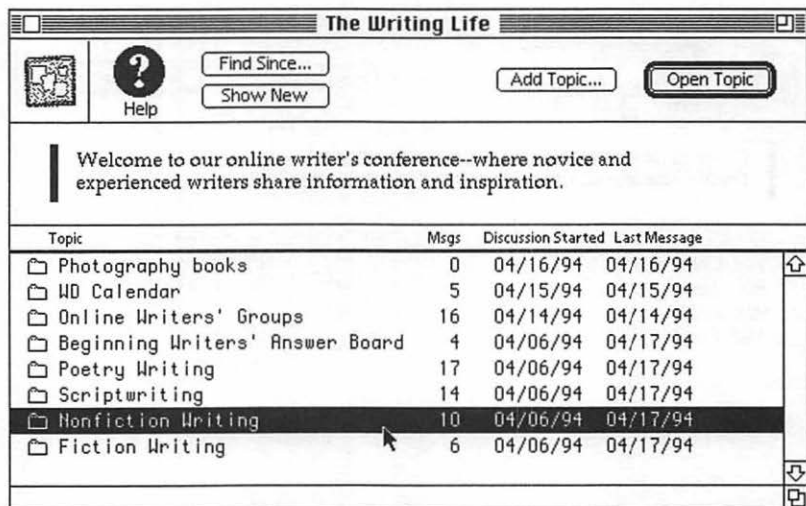
The Catalog window appears, displaying the Catalog title in the title bar.

At this point, you can skip to step 2 in the next procedure, “Browsing a Single Board.” The procedures for browsing (and participating in) a Board of Boards are now identical to those of a Single Board.

Browsing a Single Board

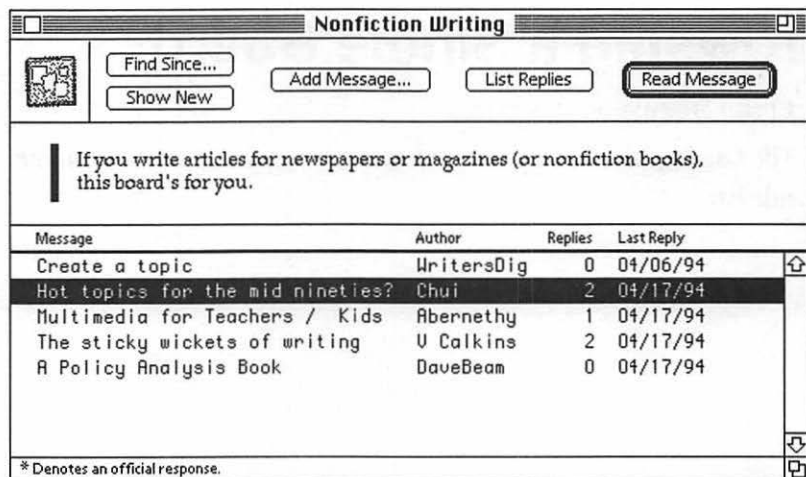
- 1 Click a **Discussion Board** icon.

The Catalog window appears, with the Discussion Board name in the title bar.



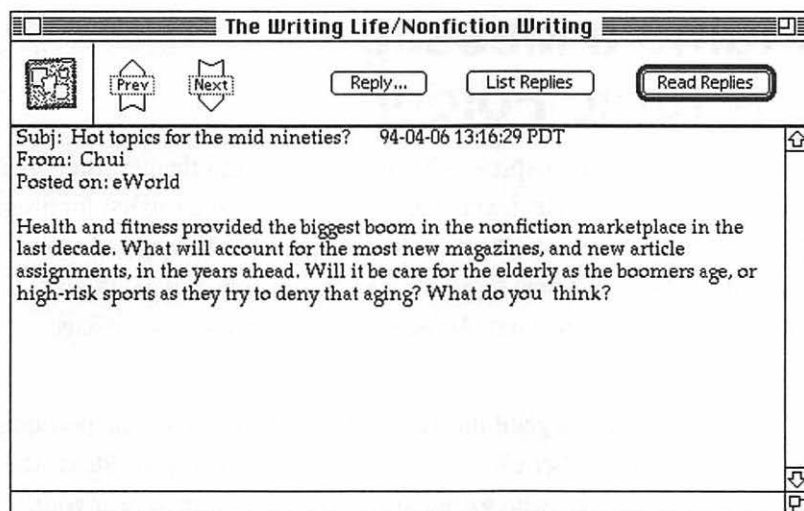
- 2 Select a Topic Title (denoted by a tiny folder icon) and click **Open Topic**. Official replies from the Discussion Board's publisher are noted with an asterisk.

The Topic Catalog window appears, with the Topic Title listed in the title bar.



- 3 Select a Message Title and click **Read Message**.

The Message window appears with the Message title in the title bar.



- 4 At this point you can read the Message text, then choose from several options:
- Click **Next** (if the button is active) to read the next Message in the Topic window list. As you read subsequent Messages, the **Prev** (Previous) button becomes active, enabling you to return to earlier Messages.
 - Click **Read Replies** to read the first Reply in the as yet-undetermined Reply list. Note that Read Replies always opens a Reply window—not a Message window.
 - Click **Reply** to write and attach your response to this Message.
 - Click **List Replies** to review a list of posted Replies. The List Replies window enables you to review all the Replies (by title) and read them singly, or in sequence. This button will not appear if no Replies have been attached to the Message.
 - Click the close box to return to the Topic Catalog window.

These options will be taken up in greater detail in the following sections.

Adding a Message to a Topic Folder

Messages comprise—and express—the individual topical themes listed in a Topic Catalog window. The text of each Message acts as a catalyst for a series of Replies, which you can best review from within that Message window. If you want to take up a new topic—or take the discussion in a different direction—you can create a new Message, thus starting a new message thread.

The Topic folder is like a giant meeting hall and Messages are the podiums from which you (and other eWorld members) can express your ideas. The Replies come from those who gather around your podium to hear your ideas, and then reply with their own ideas.

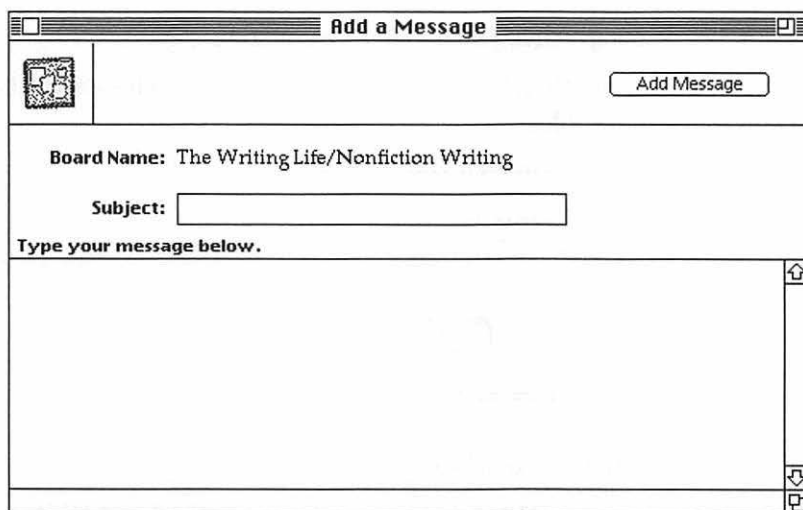
In some Boards, Topic folders focus the discussion on a particular problem or a specific product line. For example, you may browse a certain Apple computer's Discussion Board, and find folders dedicated to topics such as "Printers," "System Software," and so forth. Inside each folder are Topic folders that focus discussion on certain printer drivers, software incompatibilities, or other specific issues.

Topics and Messages are especially useful in technical support-oriented folders, where you can pose your own Message inquiry concerning a specific problem. Other members can read your inquiry and then attach Replies.

To write a new Message (in a Topic Catalog window):

- 1 Click **Add a Message**.

An empty Add a Message window appears.



- 2 Enter a title in the Subject area. This Subject will appear in the Topic window list when you add your message to the folder.
- 3 Enter a message in the text area. (The area indicated by “Type your message below.”)

Writing an Essay in eWorld

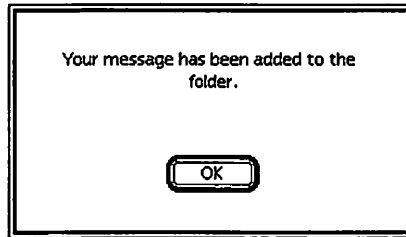
There is a limit to the amount of text you can compose in the Add a Message window: 4,049 characters, or about 600 words. When you have reached the limit, a computer beep will sound with every keystroke. At that point you have two options:

- Stop writing and review your text carefully. Condense, rewrite, and revise until it all fits.
- If you want to continue writing messages, append a “(1)” to the end of your Message title. Then post what you have written and immediately open the Add a Message window and write the remainder of your comments (remembering to add a “(2)” at the end of the title). You can write comments 3, 4, 5, and so on as needed.

You can drag the Resize box in the lower-right corner of the window to make the text area larger (but the maximum character count remains 4,049).

- 4 Click **Add Message** when you have finished writing.

The Confirmation dialog box appears, confirming that your message has been added to the folder.



- 5 Click **OK** to close the dialog box.

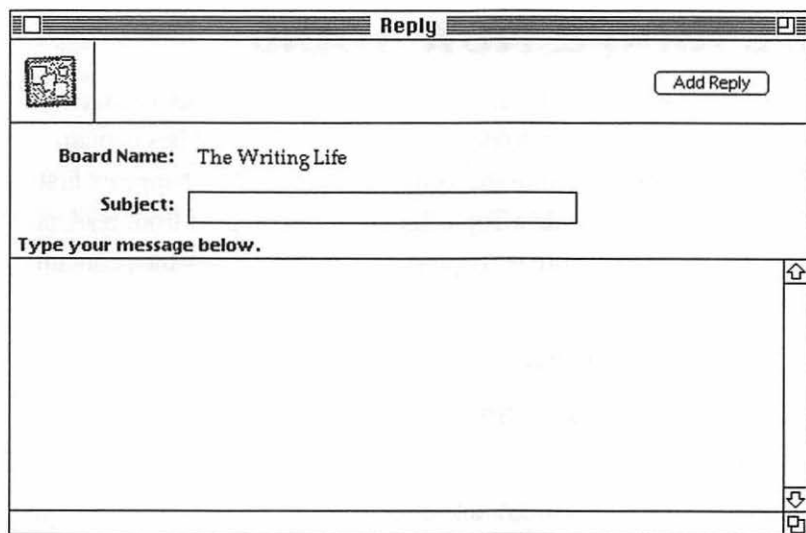
The title of your new Message appears at the end of the Topic folder list—only after you close that window. To verify the listing of your Message, close and then reopen the Topic window.

Writing a Reply to an Existing Message

To attach a Reply to an existing Message:

- 1 Select a Topic title and click **Read Message**. The Message window appears.
- 2 After you read the message (and assuming that you are inspired to write a reply) click **Reply**.

The **Reply** window appears.



The Reply window offers you the chance to post an individual copy of your Reply to the author of the original Message. But there's a more effective means of increasing your online contacts and making new friends—by writing a private mail message (using the New Message window) to this same author.

- 3 Enter a title in the Subject area (which will appear in the Reply list, associated with the original Message.)
- 4 Enter a message of up to approximately 600 words in the text area.
- 5 Click **Add Reply** when you are ready to add your Reply text to the list. The Confirmation dialog box appears.
- 6 Click **OK** to close the dialog box. Your new Reply is added to the end of the Reply list.
- 7 To view your Reply, open the Topic Catalog window and select the original Message title and click **List Replies**. The window that appears will list your Reply by its title. You can open it and review it.

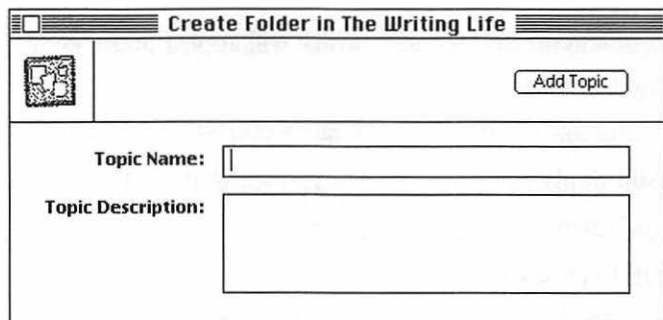
Creating a New Topic

The first Discussion Board window that you see lists Topics as a series of titles accompanied by mini-folder icons. Each of these folders contain individual Messages, listed in the Topic window in a latest-appears-first order. The Messages inside a Topic folder prompt Replies from readers. A simple key to this structure is: Topics contain Messages—which contain Replies.

To start a new Topic folder:

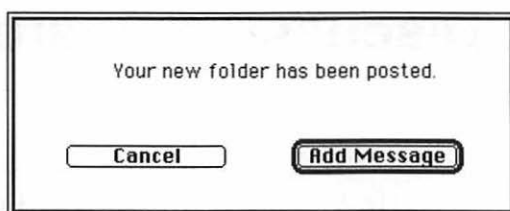
- 1 Open the Discussion Board window.
- 2 Click **Add Topic**.

The Create Folder window appears.



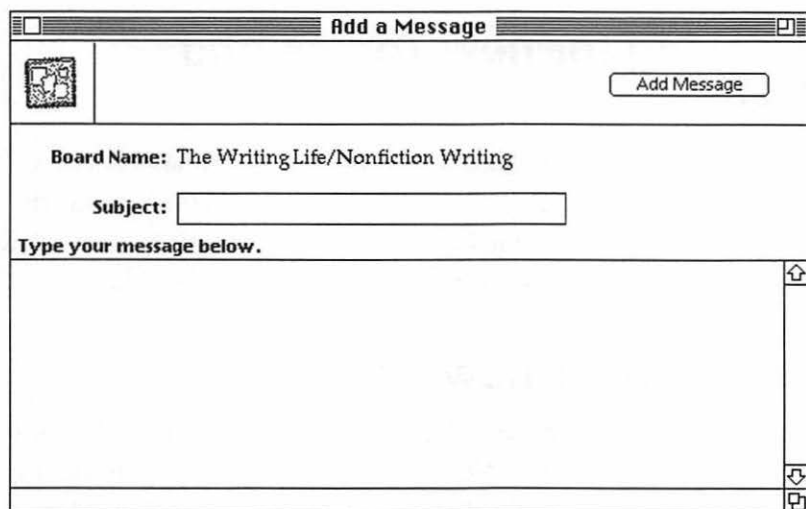
- 3 Enter a brief title in the Topic Name area (which will appear as a folder title).
- 4 Enter a short message in the Topic Description area up to 120 characters or about 20 words. eWorld will beep with every extra keypress if you go on too long.
- 5 Click **Add Topic** to add your Topic folder.

The Create Folder Confirmation window appears.



6 Click Add Message.

An empty Add Message window appears.



- 7 Enter a title in the Subject area** (which will appear in the Message list, inside the new Topic window).
- 8 Enter your message in the text area.**
- 9 Click Add Message** when you are ready to add the first Message to this new Topic folder.
The Confirmation dialog box appears.
- 10 Click OK** to close the dialog box.

Special Discussion Board Features

As you become familiar with eWorld, you may find specific Discussion Boards particularly interesting. As eWorld grows, so will the Discussion Boards—receiving new Topics, Messages, and Replies every day. Incoming information can become difficult to manage, but several features of eWorld can help you.

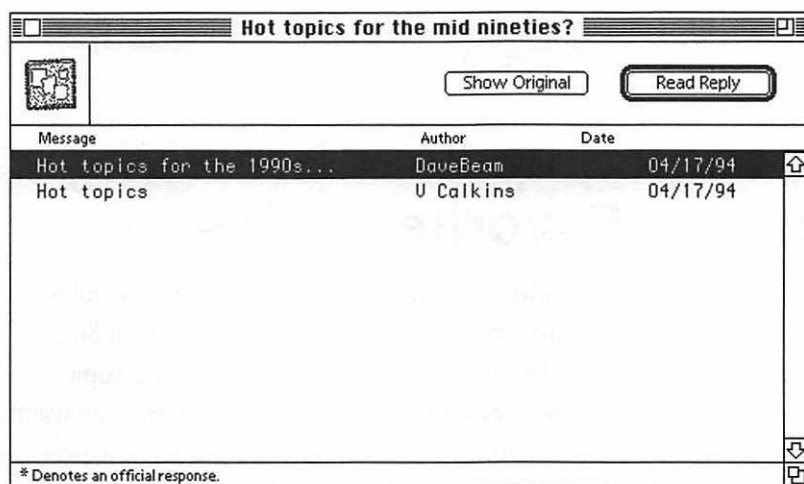
Checking for new Topics and Messages

When you open a Discussion Board, the Topic Catalog window appears. Look at the top of the Catalog window list where the latest additions are always posted. The same is true for Messages inside a Topic folder window; when you open a Topic window, the latest messages are listed first.

Checking for new Replies

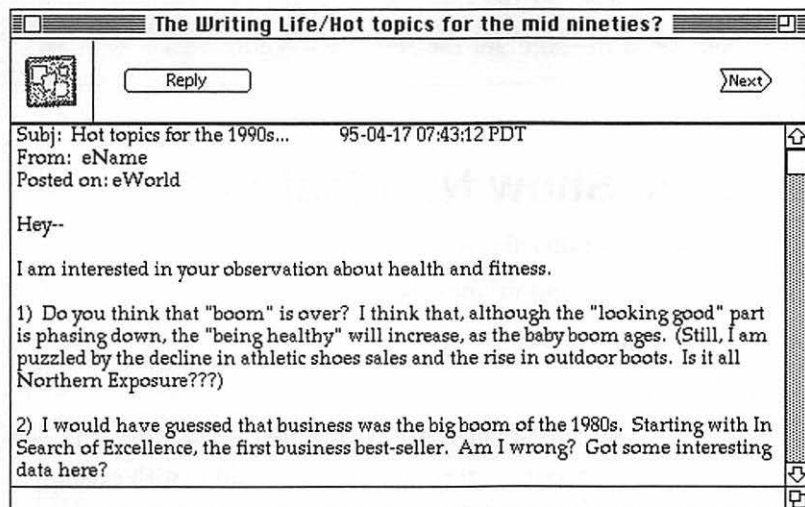
Once you have checked the latest Message titles in the Topic window, you can browse through the list of Messages and look for the latest Replies to Messages of interest to you. Scroll through the list in the Topic window, and when you find an interesting Message you've already reviewed, select the title and click **List Replies**.

The List Replies window appears, enabling you to review the latest additions, if any, to the Replies attached to that Message.



In contrast to Topic and Message lists, the Replies list places the latest Replies at the bottom of this list. You need to scroll to the bottom to find the latest Replies—if any have been added to the thread. This window also gives you a chance to take a shortcut to the original Message by clicking **Show Original**.

To read a Reply, select a title and click **Read Reply**.



The Reply window enables you to browse backward (Prev) and forward (Next) as well as write a new Reply.

Speeding up Your Browsing Time in Favorite Topics

After you have visited eWorld a few times—and know your way around particular Discussion Boards, you can use the Find New and Find Since features to speed up your browsing tasks. Instead of opening a Topic Catalog window and seeing everything in a Message thread, you can use the Show New and Find Since features to display only the latest Discussions and Replies.

Establishing a benchmark

Before you use the Show New feature, remember that Show New works only if you already have looked at a Topic folder, or a Message, or reply thread. If you have not read any Messages or Replies in a Topic and you click Show New, eWorld will simply display everything in that Topic. You should review the contents of a Topic folder at least once to establish a starting point for the Show New feature.

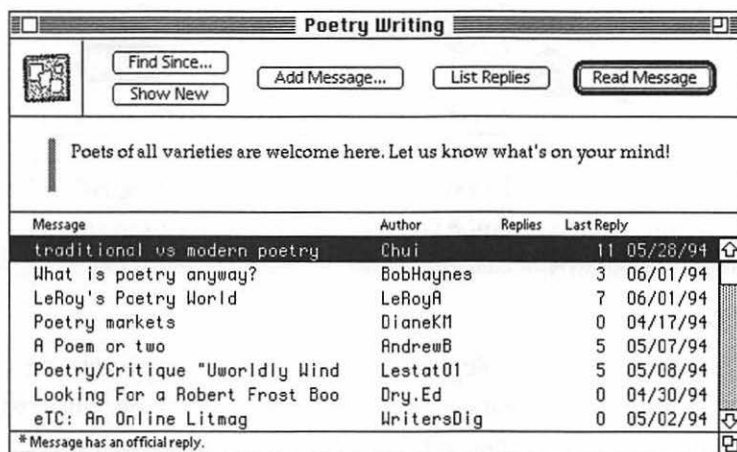
Using the Show New feature

- 1 Click a **Discussion Board** icon.

The Topic Catalog window appears.

- 2 Select a Topic title.
- 3 Click **Show New**.

If new Discussions and Replies have been added to this topic, the New Postings window appears, listing new Messages (along with existing Messages that have new additions to the Replies thread).

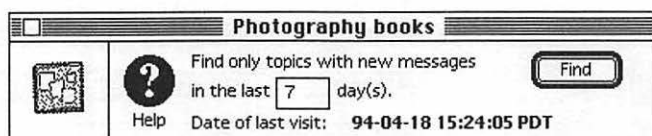


If there are no new Messages or Replies since your last visit, a dialog box will inform you of that status.

- 4 Use the features of the New Postings window to open and read the contents of any new Messages or Replies. These include the following:
 - Click **Add Message** to write a new Message.
 - Select a Discussion title and click **List New Replies**. A window appears, that lists only replies posted since the last time you were in this Discussion Board.
 - Select a Discussion title and click **List All Replies** if, after you have selected List New Replies, you want to see a list of every message and reply in this discussion board.
 - Select the first Message title and click **Read Message** and browse through the thread by clicking **Next** in the Message window.

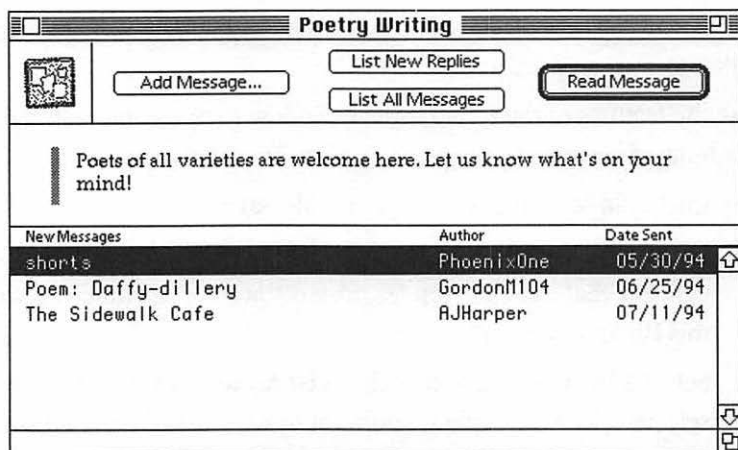
Using the Find Since feature

- 1 Click a **Discussion Board** icon.
The Topic Catalog window appears.
- 2 Select a Topic title.
- 3 Click **Find Since**.
The Find Since dialog box appears with the Topic (or Message) title listed in the title bar.



- 4 Enter the number of days since your last visit to this Discussion Board. This feature is very useful if you schedule regular visits to specific Discussion Boards.
- 5 Click **Find**.

If new Discussions and Replies have been added to this topic, the New Postings window appears, listing new Discussions (along with existing Discussions that have new replies in the Replies thread.)



If there are no new Discussions or Replies since the last day you visited, a dialog box informs you that none were found.

More about Discussion Boards

Discussion Boards vary considerably in their activity. The more active Boards may receive dozens of new postings every day. Others may gain only a few postings a week. Since each posting is dated, you can easily determine how active a board is.

If you post a question in a Topic folder, you should note where it is so you can return to the Board to look for responses. You may request (in your Message) that respondents send you an eMail message in addition to posting a Reply. Don't be surprised if most readers only post a Reply, rather than sending a copy as an eMail message. The main purpose of Discussion Boards, after all, is to disseminate information publicly.

Which Discussion Board?

When you have a question to post on a Discussion Board, which one should you use? Sometimes the choice will be obvious—as with posting a message relating to disabilities. In other cases, you can choose among several Discussion Boards. For example, a computer question could be posted in the Discussion Boards of Apple, BMUG, in any number of software companies, in a business technology area, and in still other places. You should browse through the possible Discussion Boards and find the most appropriate place to post your message. Look at the response time to questions and the clarity of the answers. (And if you have the answer to a question, post your answer.) You should not post the same message in several places, a practice that causes a great deal of irritation for the Discussion Board regulars who are the most likely to answer your question.

Communication guidelines

Discussion Boards are a great way to search for and exchange information. Because Discussion Boards are a public (not private) venue, a few informal guidelines will help everyone write better messages so that the information flows freely and efficiently for every reader. These guidelines should be applied when posting messages on busy Discussion Boards. Messages can be a little more casual on the less-active Discussion Boards.

- Feel free to contribute to a Discussion Board topic if you have answers or other useful information; don't restrain yourself to reading only.
- Ensure that your information is accurate before you post it. If you feel the need to check your information before adding it to the discussion, please do—and post the message later. Give sources for your information when appropriate.

■ Quote part of the message to which you are replying—or summarize the subject to provide some context for your remarks. Make the summary brief so readers will not have to wade through lengthy repetition. Here’s an example of a message and a reply. The original message:

“Help! All my data files have lost their description and have become generic documents rather than being attached to an application. In the Finder, the document kind is now listed as “Document” rather than as PageMaker or ClarisWorks documents. I can no longer double click on a document to open it—I have to start the application first and open the document from within the application.

I have rebuilt my desktop several times without fixing the problem. What can I do?

—Perplexed”

Here’s a reply, with a quote from the original message:

“< <All my data files have lost their description and have become generic documents> >

The invisible Desktop file on your hard drive is corrupted. You need to completely replace the Desktop file rather than simply rebuild it. Get Desktop Reset from the software library; it will force the system to create a new Desktop file.

—Been There”

The short quote in the Reply extracts the essential part of the original message that explains the problem.

■ Make your messages succinct when writing messages in Discussion Boards that are for sharing information. Longer messages are suitable in Discussion Boards dedicated to political or issue-oriented discussions.

■ Stick to the subject. Leave out personal messages or other material that does not relate to the main topic. Use email for personal messages, or initiate another discussion (create a new Topic folder) if you want to essay on other topics.

■ Use descriptive titles. A clearly worded title will help people decide whether to open and read a Message or Reply. Titles can be up to 32 characters long.

- Review your message for spelling, grammar, and relevance before adding it to the Discussion Board. Typographical errors can diminish—if not destroy—the impact of a well-written message.
- If you make a mistake, there is no way to revise a message once you post it. However, you can add a follow-up message and add any necessary corrections. If the mistake is a major one, contact the Discussion Board manager by eMail, and ask him or her to delete your Message or Reply. (Use the publisher's Feedback feature, if it is available.)
- Humor and sarcasm often create misunderstanding, if not antagonism, when read out of context. Use humor and sarcasm with great care—if you are moved to use either.
- Some other things to avoid include:
 - Personal attacks
 - Irresponsible gossip
 - MESSAGES IN ALL CAPS, which are the computer equivalent of shouting.
 - Private messages that should be sent via eMail.
 - “Me too” messages that have no real content, such as messages that simply say “I agree” without contributing to the discussion. If you are answering a question, you should include some context.

Chapter 10

eWorld Software Libraries

O

ne of the most useful resources in any community is the library—and eWorld has many libraries. What can you find in eWorld libraries? Just about anything available as a computer file: business applications, games, software updates, music, pictures, documents, and more.

You'll find software libraries in many eWorld buildings. The largest collections can be found in the Computer Center, (such as the ZiffNet Software Central Library of shareware), but many other buildings also offer growing aggregations of disk files. As more eWorld Publishers make available their own software libraries in eWorld, you'll be able to browse more and more archives of software vendors, hardware manufacturers, user groups, special interest groups, and even those collections offered by talented individuals who publish their own software online.

You can transfer files from any library in eWorld to your own computer, and (in many libraries) you can also publish your own files for other eWorld members to use. Transferring disk files involves little more than browsing the library of an area that interests you, reading the description of specific files, and clicking a button to begin transferring the file to your computer. Carefully review all of a file description before transferring the file to your system, as many programs and utilities will work only with specific computer models or system software configurations. All such requirements are noted in the description that accompanies every file.

Many files listed in eWorld libraries are available from other sources such as user groups, dealers, or on CD-ROMs. Because the eWorld libraries are updated continuously, you are more likely to get the latest version much more quickly. Furthermore, all files in eWorld libraries are checked for viruses.

File Types Available in eWorld

If you connect to eWorld with a Macintosh computer, most of the files you transfer will be in a Macintosh file format. Some eWorld Publishers may offer files for use on IBM compatibles; all such files can be stored on your Macintosh and then copied onto IBM-format floppy disks by means of a SuperDrive and disk software such as Insignia's AccessPC, Dayna's DOS Mounter, or Apple PC Exchange. If you have a Newton and the Newton Connection Kit, you can retrieve Newton-specific software from eWorld, then transfer them from your personal computer to your Newton.

Files that you obtain from eWorld may have certain conditions for their use. These generally include the following:

■ *Freeware files and programs.* These are a budget-minder's delight. There is no cost associated with such files, aside from paying for connect time to eWorld. You are free to use all such files and, in many instances, are free to give them away to others. The authors of freeware retain the copyright, but request only that all users not modify the core code. Some freeware files come with a request that you send a postcard to the author, or make a contribution to a charity. Most of these programs come with a text file that explains the program's operation, along with any restrictions on further distribution. As an eWorld community member, you should respect an author's wishes regarding further distribution.

■ *Shareware.* This is software that you can try out for a reasonable period—typically for a week to a month—before deciding if you want to continue using it. If you continue using the program, you should send the requested shareware fee to the program author. Furthermore, many shareware authors allow you to pay once for a product and then have free access to all updates. Most shareware programs are written by individuals, although some companies write shareware as well. Shareware fees typically run \$5 to \$25; a small number of shareware fees are higher. You'll find variety and competition among shareware programs. You should transfer copies of similar programs to your system and compare them for features and price.

■ *Trial-size versions of software.* Some software manufacturers freely distribute trial-size versions of commercial programs that offer limited functionality. For example, you can use such software to create a document, but can neither save nor print it. Other programs may be fully functional, but only for a set period of time after you start using them. Still other programs may be fully functional but will—at a preset times—flash intrusive messages on screen asking for payment. Once you pay a registration fee, you get a password that unlocks the full feature set or removes the time limit, or the intrusive message. These techniques are employed in low-cost programs, but higher-priced applications also may be available on eWorld. You can transfer the software to your system, but you must then call the manufacturer and use a credit card to purchase the software in order to unlock the program.

Note that eWorld charges do not include shareware fees. Your eWorld bill includes access to the software libraries, not the actual price of software transferred to your system.

■ *Updates, extensions, and third-party drivers.* These are generally free. Such software is useful only if you have a copy of the original software program or a specific hardware accessory.

Among the thousands of files available on eWorld:

■ *Applications.* These are stand-alone software programs that start when you double-click their icons. Applications run the gamut from number-crunching spreadsheets to dot-munching maze games.

■ *Utilities.* Some of the most common utilities include control panels and extensions, both of which go into your System Folder. These programs can adapt printers, modems, and other hardware accessories for use with your computer or software. Another popular form of utility is the “droplet,” a small program that modifies files that you drag onto its icon. Some utilities require specialized knowledge to use. (If a file requires ResEdit for installation, you should get help if you are not an experienced Macintosh user.)

■ *Update files from software publishers.* You can upgrade existing software programs to newer versions by browsing a manufacturer’s library and transferring recent update files to your system. These updates often add features and fix bugs—usually at no cost to you.

■ *Fonts.* eWorld libraries offer fonts and associated resources in three basic formats: PostScript, TrueType, and bitmap (screen fonts). Some publishers also may offer fonts for the Windows environment in these and other formats.

■ *Graphics.* Graphics files come in many diverse formats—from bitmap images including scanned photographs to complex color Postscript images. You’ll need to know the formats that your graphics programs can open. The most common file types include MacPaint, PICT, TIFF, and EPS, which are supported by many applications. The compressed GIF format is common to online services for storing drawings, computer images, and scanned photographs.

■ *HyperCard stacks.* eWorld libraries contain innumerable HyperCard stacks for use with HyperCard or the HyperCard player.

■ *Sounds.* These include sound samples with a number of different applications: beep sounds for your System Folder, music or sound clips for

multimedia presentations, music clips (in MIDI format) for use in musical performance or for your entertainment. Several utility programs that can play many sound formats are available on eWorld.

■ *Information files.* You'll find text files covering a variety of subjects in many areas of eWorld. These files are mostly in text format, which can be opened and read by TeachText, SimpleText, or any word processing program. Some text files are in a word processor's file format.

■ *QuickTime movies.* A selection of QuickTime clips with video and sound can be found in eWorld. These can be very large and may take a long time to transfer, so they are not common today. As eWorld and modem data speeds increase, QuickTime and other multimedia resources will become commonplace.

■ *Apple Updates Software Library.* The Apple Updates Software Library consists mainly of supplementary system software, with many utility programs, hardware drivers, and updates to system software. The Apple library on eWorld does not contain the current Macintosh system installation disk files or other software that Apple is currently marketing. Some older versions of the system software may be available. The library also contains software for the Apple II and the Newton.

If you come across any "disk image" files and you transfer copies to your system, consult "Disk Image Files" (at the end of this chapter), for information on using the files.

Browsing and Borrowing from eWorld Software Libraries

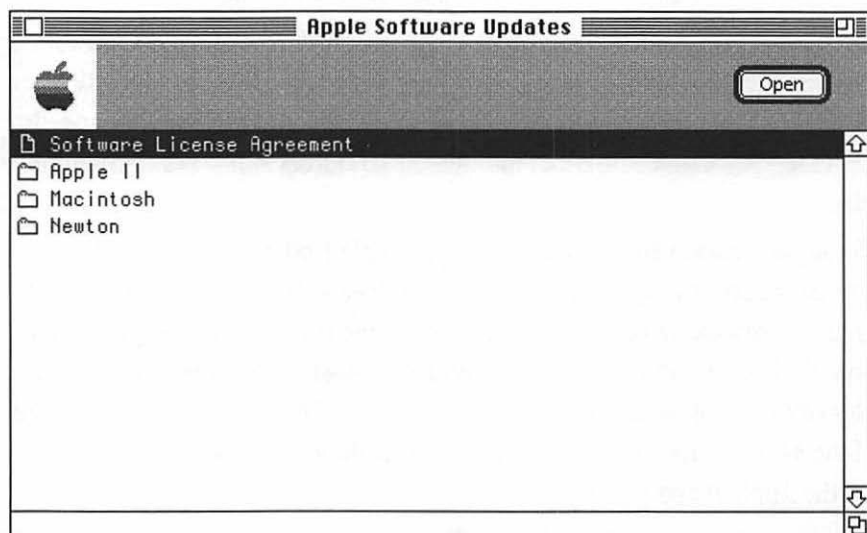
As you explore the interiors of eWorld buildings, you'll find Software Libraries identified by a disk icon. Click an icon to browse the contents of that library.



Retrieving files from a software library

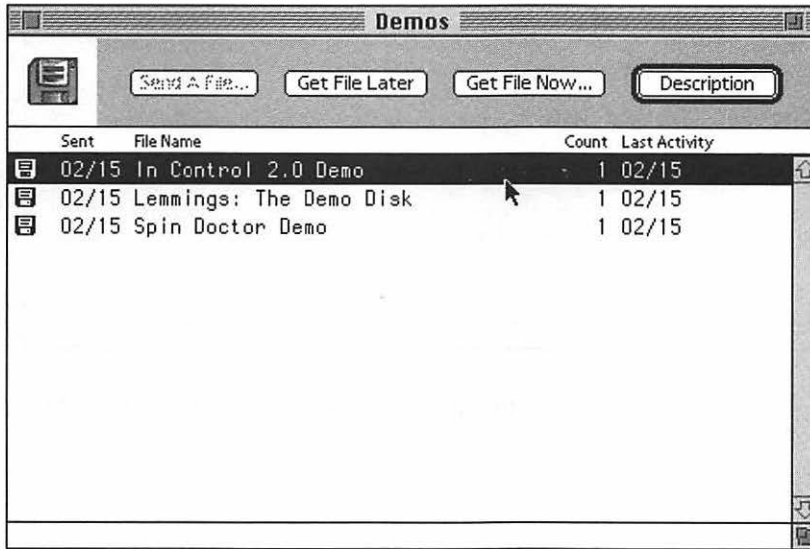
Once you have found what you want to retrieve from a library:

- 1 Click a disk icon. One of the two main software library windows appears.



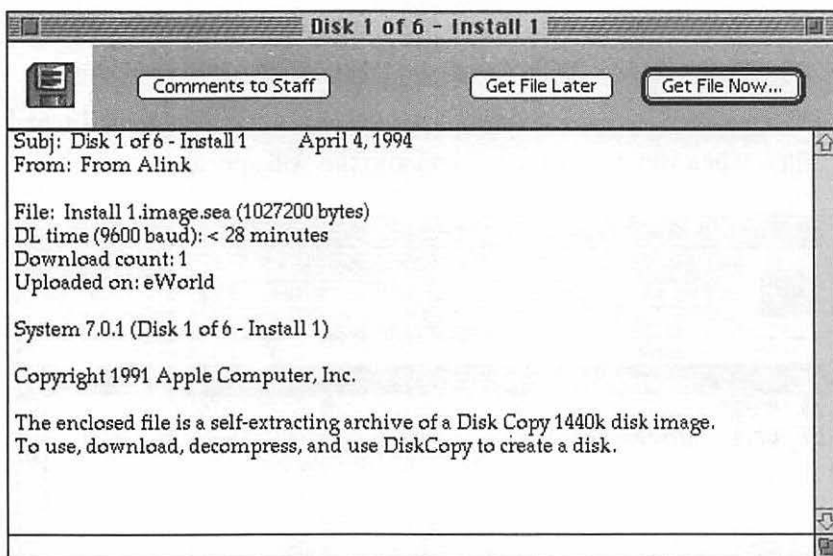
Most library windows (as shown previously) display a list of categories, represented by folders. Select an interesting folder, and click **Open**.

- 2 You may need to browse through several levels of folders to find actual files. When you do, a window similar to this will appear.



This window lists all the files available in the folder (or library).

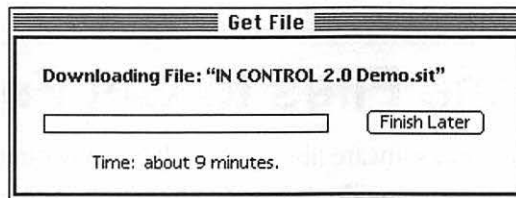
- 3 If you can identify the file (or files) you want by title, select the title, and click **Get File Now**. The transfer process begins, as described later in this chapter.
- 4 If you require more information about a file, select the file title and click **Description** (or double-click the file name). When you do, a Description window similar to this will appear.



The Description window lists all information for that file, including the following:

- File type
 - File size
 - Approximate time for transfer
 - Specific requirements for opening and using the file
 - Copyright and disclaimer information
- 5 Review the description and decide if you want the file. Remember that almost all files are either free or available on a free-trial basis, so transfer as many files as you want.
 - 6 The Description window features two buttons that, when clicked, will transfer the file to your system.
 - Click **Get File Now**. This button prompts eWorld to immediately transfer the selected file to the eWorld Files Received folder on your computer.
 - Click **Get File Later**. This button prompts eWorld to store the file in the Files To Get window. You can later retrieve the file manually, or with the Automatic Courier. For details on the Files To Get window see the next section. For details on using Automatic Courier, see Chapter 11.

- 7 To immediately transfer the file to your system, click **Get File Now**. The Save As dialog box appears, enabling you to change the name and destination for the file. The default destination is the eWorld Files Received folder, located inside the main eWorld folder.
- 8 Click **Save** and the file transfer begins. The File Transfer Status dialog box appears.



This dialog box indicates the approximate time remaining for the transfer.

Stopping the transfer

If you need to interrupt the transfer, click **Finish Later**. eWorld will report that the file transfer has been canceled at the user's request. In fact you can resume the transfer at any time by opening the Files To Get window. Select the file title and click **Transfer Now**. eWorld will transfer only the remaining portion of the file, and will automatically incorporate the remaining portion with the previously transferred portion stored on your system. If you want to cancel the transfer permanently, open the Files To Get window (in the File menu), select the file (the names are cryptic, so make sure you have selected the correct one) and click **Remove File**.

When eWorld has completed the transfer, a musical chime will sound and a Confirmation dialog box will appear.



- 9 Click OK to close the dialog box.

Using the Files to Get Feature

As you browse eWorld software libraries, you'll find any number of files to transfer and try out. But you don't have to interrupt your browsing every time you find an interesting piece of software in order to immediately copy that file to your computer. eWorld provides the Files to Get feature that enables you to select files as you browse and then, at a later time, copy them all to your system in one efficient operation.

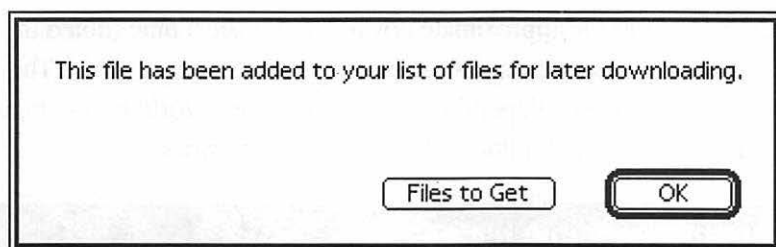
There are two ways to use the Files to Get feature:

- Add files to the File to Get queue as you browse, then use the features of the Files to Get window to transfer them to your system at the end of your current eWorld session.
- Add files to the queue as you browse, then let Automatic Courier copy them to your system at a later time—when you don't need the computer or when eWorld connect time charges are lower. If you have a large number of files (or several large-sized files) this may be the most efficient choice. (See Chapter 11 for more information about the Automatic Courier feature.)

To use File to Get to store and then transfer files at the end of a session, follow these steps:

- 1 Browse through any software libraries that interest you.
- 2 When you find a file you want to try out, you can add the file name to the Files to Get window by clicking **Get File Later**. This button appears in both the Description window and (in many instances) in the library catalog window.

The Confirmation dialog box appears, displaying two options.

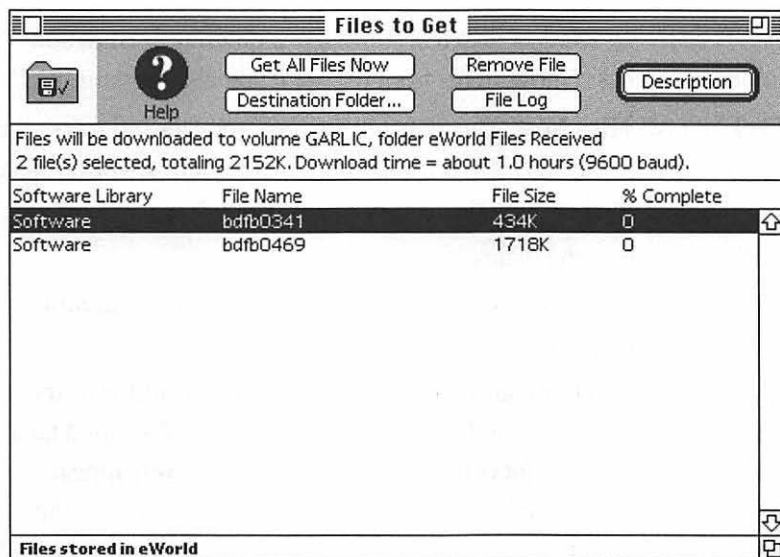


You probably do not need to see the File to Get window at this time, unless you are at the end of an eWorld session.

- 3 If you do not wish to see the Files to Get window now, click **OK**. The dialog box disappears, allowing you to continue exploring the software library.

When you complete an online eWorld session, do not disconnect or quit.

- 4 Open the **File** menu and select the **Files to Get** command. The Files to Get window appears.



The titles that you added to Files to Get earlier now appear in the list area. In the text area above the list are details concerning the destination of the files, the number of files listed, the total amount of files (in

kilobytes), and the approximate download (transfer) time (noted in minutes). The transfer rate is calculated for your modem speed. The actual time may vary depending on how busy the eWorld host computer is and the amount of traffic on the public data network.

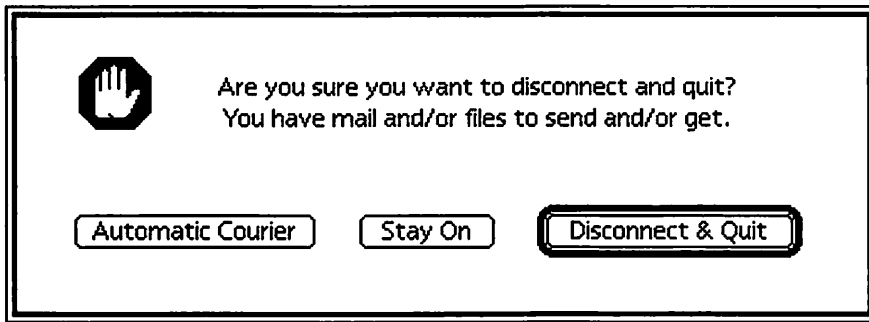
Incomprehensible file names

As the previous illustration shows, file names may appear in an incomprehensible form. You may remember adding “Typewriter” to the list from the Library, but in the Files To Get window, it appeared as “bdfb0341”—or maybe it was “bdfb0469.” Some eWorld libraries are published in such a manner that renders the file name into a code recognizable to the host computer, but to no one else. You still can transfer these files to your system and find them fully functional, and when you look for them on your system, the original file name will have been restored. These cryptic file names are only a mild nuisance and do not affect the file in any way.

The Files to Get window also lets you select a different Destination folder, as well as remove items from the list if you change your mind.

- 5 Click **Get All Files Now**. The Status dialog box appears and tracks the progress of the transfer. When transferring is complete, eWorld replaces the Status dialog box with the Confirmation dialog box.
- 6 Click **OK** to close the dialog box.
- 7 Click the close box to close the Files to Get window. You can now disconnect and quit from eWorld.

If you have second thoughts about certain files you’ve added to the queue, you can leave these files in the Files to Get window for a later time. When you disconnect from eWorld a dialog box will appear, reminding you that you have unfinished business—in this case, the pending files to get.

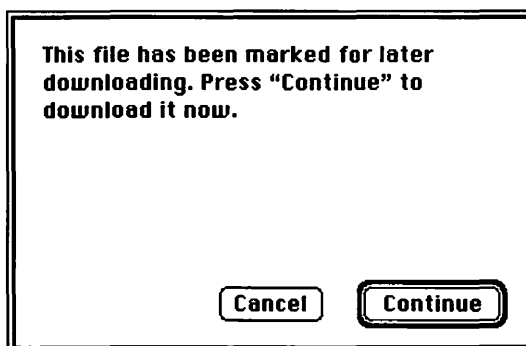


This reminder refers to the files you've left in the Files to Get window. You can safely click **Disconnect & Quit**, as eWorld will leave the files in place. You will, however, see this dialog box every time you leave eWorld until you make a decision regarding those files.

As you browse eWorld software libraries, you may accidentally click **Get File Later**. The selected file is immediately listed in the Files To Get window, where it is stored for later transfer. If you simply want to remove the title from the Files to Get window, read the following section, "Removing a file title from the Files to Get list." You can open Files to Get and download the file immediately (if that was your intention) by following the steps listed in that section.

If you copy a file accidentally listed in the File to Get window, you do not need to open the Files to Get window. Instead, copy the file to your system following these steps, and eWorld will automatically remove the file title from the Files to Get list.

- 1 In the File Description window, click **Get File Now**. A dialog box appears, offering two options.



- 2 Click **Continue** to retrieve the file immediately.

The Transfer Status dialog box appears and tracks the progression of the file transfer. When the file has been successfully transferred, the Confirmation dialog box appears and a musical chime sounds.

- 3 Click **OK** to close the dialog box.

After you disconnect and quit eWorld, the files you've transferred can be found inside the eWorld Files Received folder ready for use. If the files were compressed before they were published, eWorld will automatically decompress them during the disconnect process.

The Activity window appears on screen, above the Reconnect window, informing you that your new files are being decompressed. When decompression is complete, you can open the eWorld Files Received folder and drag the new files to convenient locations.

You can now open and try out your new software.

Removing a file title from the Files to Get list

- 1 Open the **File** menu and select the **Files to Get** command. The Files to Get window appears.
- 2 Select the errant title and click **Remove File**. A Confirmation dialog box appears, asking you to verify that you want the file title removed from the list.

- 3 Click **OK**. The dialog box disappears and eWorld removes the selected title from the Files to Get window.
- 4 Click the exit box to close the Files to Get window.

If problems arise with your newly copied software

If a newly transferred file doesn't open, is missing the expected contents or doesn't work as described, you should send a Comment to Staff, a standard feature of every eWorld software library.

- 1 Connect to eWorld, and re-enter the software library from which you transferred the defective file.
- 2 Select the file title and click **Description**. The Description window appears.
- 3 Click **Comments to Staff**. The Comments to Staff window appears.

Comments to Staff

Subject:

Enter a subject and your comment then press Send.

This window is a form of eMail that will go to the publisher of that library.

- 4 Write your message, giving the file name, the date you transferred it, and an explanation of the problem.

- 5 Click **Send** to send your comments.

The publisher will respond promptly, and in certain instances, may request more information to assist them in testing the file.

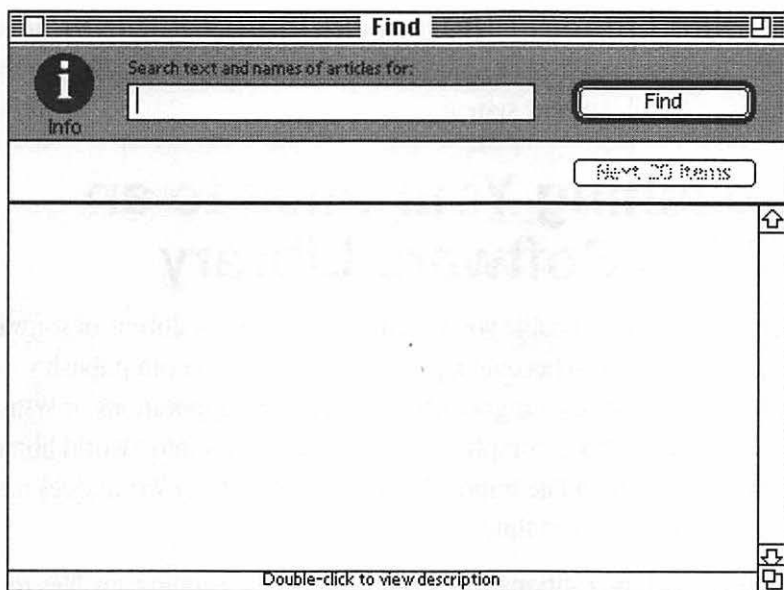
Troubleshooting difficult files

One possible solution to the problem of files that won't open or are somehow corrupted: transfer the file to your system computer again, and reopen it. Data transmission problems may have damaged the file en route from the eWorld host computer to your computer. A second transfer may produce a clean copy, ready for use. In some instances, the problem may be an incompatibility between the software and your system. If the software publisher's name and eMail address are included with the file, you should contact them for assistance.

Searching for general types of files

Software libraries featuring large, categorized archives offer a Find option that is represented by the magnifying glass icon. The Find feature enables you to search through a library for files that match a word or phrase.

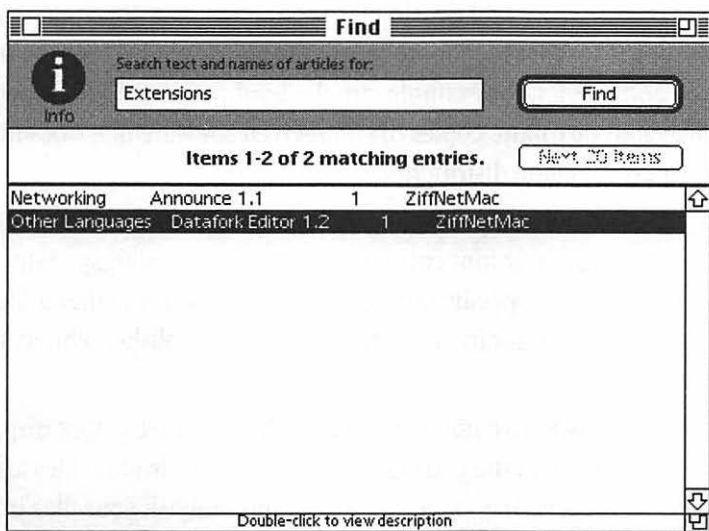
- 1 The main library window displays the Find icon. Click the **Find** icon, and a blank Find window appears.



- 2 Enter a word (or words) in the Search text area and click **Find**.

If no matches are found, eWorld alerts you with a dialog box that counsels you to try other terms. Click **OK** to close the dialog box.

If matches are found, the Find window will list all software titles, similar to that shown here.



- 3 Double-click any of the titles to view their descriptions. The Description window describes the contents, along with buttons that enable you to transfer the file to your system.

Publishing Your Files to an eWorld Software Library

Not only does eWorld enable you to sample the wares of dozens of software publishers, but you can become a publisher yourself. You can publish your spreadsheet templates, your graphics files, your own applications or system extensions—even a book. Simply transfer your own files into eWorld libraries that feature the Send A File button. While you send a file, eWorld does not charge you for its connect time.

There are several precautions you should take before sending any files to eWorld:

- You must make sure that the file is virus-free by checking it with a current version of a virus-checking program. The free program Disinfectant is an excellent application for virus checking, and is available in several eWorld libraries.
- If you did not create the content of the file, you must have written permission to reproduce and distribute the contents from the creator(s) before sending it to eWorld. Sound samples from television shows, music recordings, and movies, for example, are the legal property of their producers. It is illegal to distribute copies of commercial software that does not specifically permit online distribution.
- Make sure that you are publishing a file that fits with the library collection. Try not to force your font collection in among the mortgage rate amortization tables in a specific library. If you are unsure whether a file is suitable for a particular library, you can write to the publisher who will be glad to advise you.
- Inspect the prospective library and verify that the library does display the Send A File button in the catalog window, where individual files are listed. If no button is visible, or active, you cannot publish your files in that library.

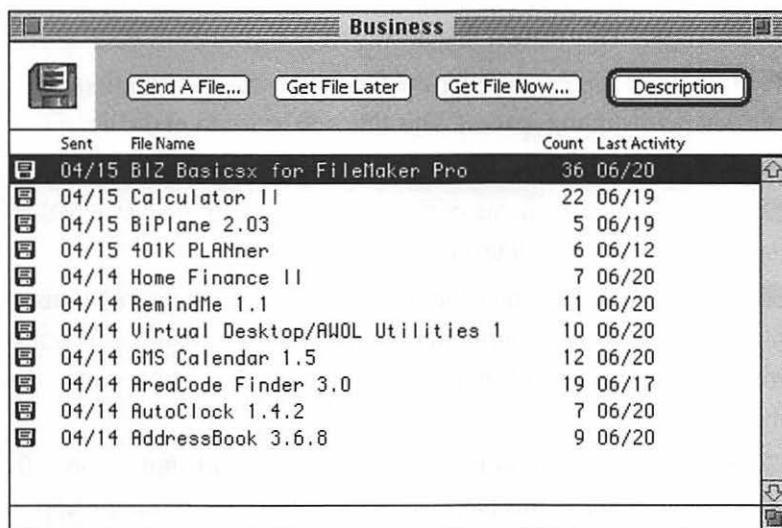
Submitting your files to a library

Submitting your file to a library requires a few simple steps. You will be sending a copy of your file, while the original file remains stored on your computer's hard drive.

If you plan to publish a steady supply of files, you may want to create a "Publishing" folder on your system, to which you drag copies of all publishable files. This allows you to keep records of what you've published in a centralized, convenient archive.

To submit a file to eWorld libraries:

- 1 Drag a copy of the original file to a convenient folder on your system. (This step is optional.)
- 2 Connect to eWorld, locate the relevant library, and click its icon. The software library window appears.
- 3 If the specific archive is inside a folder (such as "Graphics") double-click that folder title. The window appears, listing current software titles along with the Send A File button.



- 4 Click **Send A File**. The Send A File window appears.
- 5 Fill out all the information requested. Be precise and accurate in describing the hardware and software required for using your file.

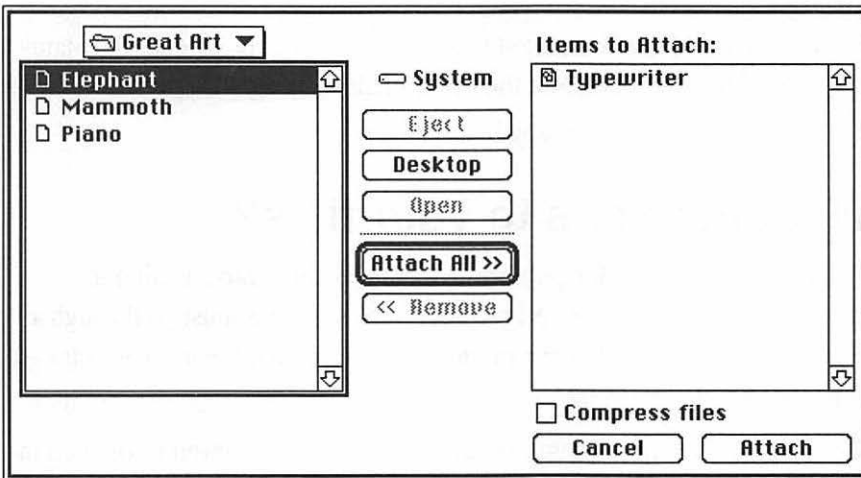
The necessary information includes:

- **File Name.** Enter a title for the file, to a maximum length of 31 characters (including spaces). This title will be listed in the library window.
- **Author.** Enter the name of the creator/copyright holder, whether individual(s) or a corporation.
- **Hardware Req'd.** Enter the minimum hardware required to use this file, such as: "Requires minimum Macintosh Plus or 386 PC." If it also requires equipment such as a color monitor or PostScript printer, note that as well.
- **Software Req'd.** Enter the minimum System and application software required to use this file, such as: "Requires Adobe Photoshop 2.0 or later and System 7.1."
- **Description.** Enter further qualifications, including additional hardware and software requirements as needed. The description also should explain possible uses for the file. Make sure that you include all copyright information.

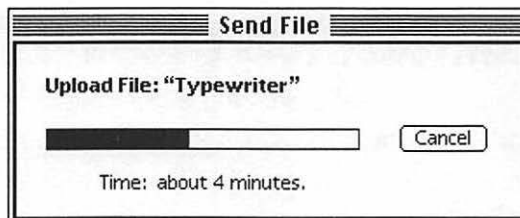
Additional information for the user

If your file requires additional qualifications or further description, you can either enter everything in the Description area or create a package file, combining both a ReadMe file and the file that you want to publish. A ReadMe file can be created in any word processor and saved as a text file. Open the text file with TeachText and do a Save As so the file will be saved as a TeachText document that can be read on almost any Macintosh by double-clicking the document icon. Group the ReadMe file and other related material along with your main file in a single folder.

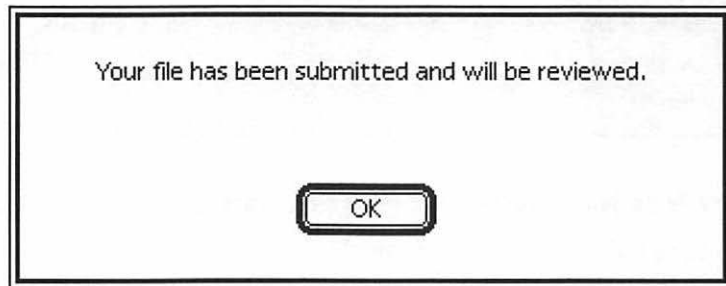
- 6 Click **Send File** (or folder) after you have entered the Description texts. The Attach File dialog box appears.



- 7 Select the file or folder and click **Add**. Continue selecting files and folders until you have finished.
- 8 When you have finished adding your file (or files) to the Items to Attach list, click **Attach**.
eWorld now begins the transmission process. If the process takes a minute or longer, the Status dialog box appears, tracking the progress of the transfer.



If you click Cancel, the transfer will be interrupted.



When eWorld has completed the transmission of your file(s), the Status dialog box disappears and the Confirmation dialog box appears.

- 9 Click **OK** to close the dialog box.

What happens to your files?

When you submit a file for publishing to an eWorld library, it will not immediately appear in view. All member-published files must go through a review process, initiated by the publisher-owner of that library. Your files are inspected for the following:

- **Contents.** Are the contents as labeled? Can they be viewed or opened in specific applications, and are they in the correct file format?
- **Virus checking.** Are the files virus free? (Publishers will check your files with their own virus-detection software. This, however, does not release you from performing your own virus inspections.)
- **Compliance with eWorld guidelines.** Does the file contain anything that violates eWorld guidelines?
- **Performance testing.** Does the file do or offer what the Description says?

Note that the publishers of all eWorld libraries, along with Apple Computer, Inc., post disclaimers in strategic locations that absolve them of liability in the event of problems that can be traced to software offered by eWorld members.

eWorld Publishing Qualifications You Should Know

You can save yourself time (and money) by compressing files or file packages before you transfer them to eWorld; anyone who gets a copy later will also benefit from compression. The best and simplest choice is the StuffIt compression built into eWorld. If you don't use StuffIt, we suggest that you save the compressed files or packages as self-extracting archives—an option supported by most major compression programs.

Protect your software by noting your copyright information in the Description area. To claim copyright protection for your file or application, add the following—or something similar—in the file Description area:

“Copyright (c) 1994 by [Your Name Here]. All rights reserved. Free for unlimited non-commercial use. Not for resale without written permission.”

All materials submitted to an eWorld library must be available for public distribution. If you did not write (or create) a program or file and you do not own its copyright, you must have permission from the actual author (or copyright holder) before submitting the file to any eWorld library. Do not send any material copyrighted by another person or company, whether software, text, scanned images, or any form of music (sampling, recording, or MIDI file).

If there are any problems with your file or application, the staff of that eWorld area will contact you for further information.

Disk Image Files

As you browse eWorld Software Libraries, you may find that some software will be packaged in a “disk image” format. Transferring disk image files to your system gives you the equivalent (or “image”) of an 800K or 1.4 MB floppy disk. These disk images cannot be opened by themselves; they are mostly used to produce installation disks, which you then use to install the actual software in your system. To use software stored in this format, you

will need one of the following: DiskCopy or DART (Disk Archive/Retrieval Tool) programs, or another disk mounting program. All can read disk images in DiskCopy format.

DiskCopy and DART both work in the same general way. After starting the program, find and open a disk image file. Then select the Copy command. The program asks you to insert a floppy disk. Both programs will write over (erase) the existing contents of any floppy disk. (DiskCopy will warn you if the disk contains data; DART does not.) Both can initialize or format during the copying process. Both can format, read, and write Apple II disks. For Macintosh computers with a SuperDrive (built since 1989), the programs can format, read, and write IBM PC disks as well. The more recent DART program supports AppleScript and can compress the disk image files to save storage space (the compressed format is not compatible with DiskCopy). DiskCopy is simpler to use. Both programs are in the Apple Computer software library on eWorld.

MungeImage (by Quinn and Peter N. Lewis) and DiskDup+ (by Roger D. Bates) can mount DiskCopy image files to appear as an icon on the desktop. This icon behaves as if it were a floppy disk. These programs are especially useful if your Macintosh does not have a floppy disk drive or if you only have 800K drives and need to work with a disk image file in the 1.4 MB floppy disk format. MungeImage is free; DiskDup+ is shareware and must be registered before the mount disk feature will work. The MountImage program also can perform this function; look for something later than the problem-prone version 1.2.

Into the Grab Bag

With software libraries, we conclude our chapters on the major kinds of information services available on eWorld. Next we delve into the grab bag for a wide range of topics and additional information on eWorld.

Part IV

More about eWorld

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e offer two final chapters. The first takes up all the topics that didn't comfortably fit in other chapters. Many topics are nevertheless extremely important, such as eWorld for people with special needs, and how to save time and money in eWorld. The concluding chapter looks at how eWorld works and offers a peek at future developments.

Chapter 11

More eWorld Features

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his chapter covers a medley of eWorld topics, running the gamut from how to change an eWorld password to suggestions for people with special needs, along with many other relevant sections not covered elsewhere. The topics include (in order of appearance):

- Saving Time and Money
- The Automatic Courier feature
- Using eWorld to compress files
- Changing your eWorld password
- One account with multiple computers
- If you encounter problems in eWorld
- Service Area-related problems
- Decoding the names of eWorld staff
- Recording a transcript of eWorld sessions
- Special needs
- Preferences

Saving Time and Money

The information presented in this section will help you make the best—and most economical—use of your connection time. Review the following suggestions, and keep this chapter handy for future reference. Some of these suggestions will benefit those who use eWorld intensively, more than those who use eWorld casually.

- **■ Get as much done as possible while disconnected from eWorld.**

Write and read your mail while disconnected (“offline”) and use Files to Get to minimize the time connected to eWorld. The Files to Get function is discussed in the Automatic Courier section in this chapter and in more detail in Chapter 10, “eWorld Software Libraries.”

- **■ Connect to eWorld during off-peak hours.**

“Off peak” has two meanings for eWorld use. First, connection charges are lower during off-peak hours (from 6 P.M. to 6 A.M. local time). Second, if you connect to eWorld when fewer people are connected (less popular hours) the eWorld host computers are less burdened, thus more responsive. If you find that eWorld responds slowly, try a different time.

■ **Check with your phone company or long distance provider about peak and off-peak rates.**

This information possibly can help to reduce connection costs. If cheaper rates are available, consider changing from “metered” telephone service (paying by the minute or message unit) to “unmetered” (or unlimited) service. In some cases, a long distance phone call to a nearby area code for access to eWorld will cost less than a local toll call.

■ **Edit your Address Book for faster access to your most-used names.**

The eMail Address Book alphabetizes all entries. The Address Book window displays the first 13 entries—so in order to view more names you must scroll down the list. If you put a space in front of an Address Book name, the entry will be placed at the very beginning of the list. Put the names of your most frequent correspondents at the top of the list (by adding a space before their names) to save yourself scrolling time.

■ **Get a faster modem.**

eWorld charges you the same cost for access at 9600 bps as for access at lower speeds, so you may as well work at 9600 bps. As a practical matter, you should not buy a modem that only goes up to 9600 bps; you may as well get a 14.4 kbps (or faster) model, which does not cost that much more. Although eWorld does not currently operate at 14.4 kbps, such modems will work at 9600 bps.

■ **Exploit eWorld shortcuts.**

eWorld offers several ways to travel across the Town Square: the Places menu, the Go to Shortcut command, and the Directory window. In the case of the Go to Shortcut command, there are thousands of shortcuts which you can use in the Shortcut window to speed from one area of eWorld to another. The Shortcut bypasses the process of clicking icons and browsing through windows. The Shortcuts List button in the Shortcut window supplies a window that displays an updated list of all eWorld shortcuts.

■ **Use the Transcripts feature to automatically record all online session texts.**

While you are connected to eWorld, you can program the Transcripts feature to record everything (well, almost everything) you open in eWorld. This

Some 2400 bps modems are advertised as “9600” bps modems based on data compression, or because the fax side operates at 9600 bps. You’ll want a modem that sends and receives data at 9600 bps or faster before invoking data compression.

ranges from news stories to Discussion Board messages and replies. You can quickly skim through all your favorite areas, opening—then quickly closing—interesting articles, confident that the Transcript is recording the text of every window you open. After disconnecting from eWorld, you can read all the articles and messages stored in the Transcript. (For more information, see the section on Transcripts later in this chapter.)

■ **Use keyboard commands to save time.**

The following table of keyboard commands can help you save time, if you use these keystrokes rather than your mouse to open menus.

Shortcut Keyboard Commands

Managing text files

To open an empty New Message (eMail) window:	Command–N
To copy selected text to the Clipboard:	Command–C
To select all the text in an open window: (This replaces clicking in and dragging the cursor through a long article.)	Command–A
To paste selected text from the Clipboard:	Command–V
To save the text contents of a currently open window to your own system: (This keystroke opens the Save As dialog box—which enables you to save the text of news stories, articles, mail messages, Discussion Board messages, and more.)	Command–S
To print the text of an open window:	Command–P

Getting around (and out of) eWorld

To return to the Town Center (map):	Command–T
To open the Take Shortcut window:	Command–G
To use Places menu command keys:	Command–1 through 0

Getting around (and out of) eWorld

(Ten shortcut keys to your favorite places in eWorld.

To change the key assignments, open the Places menu
and choose Edit Your Shortcuts.)

To disconnect from eWorld:	Command-(hyphen
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To disconnect <i>and</i> quit from eWorld:	Command-Q
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Learning more about eWorld (and its members)

To open the Directory of Services window:	Command-D
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To open the Member Directory	Command-M
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To lookup member:	Command-L
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(This tells you if someone is currently connected
to eWorld.)

Communicating in eWorld

To open an empty New Message (eMail) window:	Command-N
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To open the One on One window:	Command-E
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■ **While in an active window, use Command-period to stop retrieving information.**

At times you may open a long document or letter and after the initial text appears, the eWorld cursor continues to spin and spin. If you skim the article's introduction and see it's not what you want, hold down the Command key while pressing the period key. This will force eWorld to cease scrolling more text into that window and gives control of your computer back to you.

■ **Use a keyboard macro program to automate complex tasks.**

Several software applications such as TypeIt4Me, QuicKeys, or Tempo enable you to speed up message-writing in Conferences, Discussion Boards, and email by recording and replacing repetitive keyboard-based tasks with a

keypress. QuickKeys, Tempo, and MSA's AllRight Enhancements can assign the Tab key to five spaces, which approximates a tab in word processors.

■ **Use a spelling checker.**

If spelling is not your strong suit, or if you are among those who make typographical errors (all of us), you can spell-check messages you type in eWorld before you send them, or as you type. Two separate programs that work with eWorld are Thunder 7 from Baseline Publishing (Memphis, TN) and Coach Pro from Deneba Software (Miami, FL). Both products also include a thesaurus so you can polish your prose.

■ **Learn to type faster.**

The faster you type, the more you can accomplish in less time.

The Automatic Courier Feature

Automatic Courier enables your system to automatically connect to eWorld, to gather incoming mail and software files, and then transmit all outgoing email. When all the tasks have been completed, Automatic Courier disconnects your system from eWorld. It's the epitome of efficiency. You pay only for the minimum amount of online time necessary to send and receive mail, and to copy software files.

Setting up the Automatic Courier requires a few steps. After you determine a regular schedule (the intervals combine hourly, daily, and weekly increments), you can start eWorld and while working offline, set the schedule and add a password if you want Automatic Courier to sign on automatically. Pick your task options and then let Automatic Courier take over.

Automatic Courier saves you money in two ways:

- It programs eWorld to connect and disconnect automatically to eWorld during off-peak (cheaper) hours to perform email and software downloading tasks. You can set it to operate when you aren't using your computer.
- It allows you to write and prepare eWorld email—while disconnected from eWorld—and then place all your outgoing mail into an out box that the Automatic Courier efficiently empties when it connects to eWorld.

Before you begin

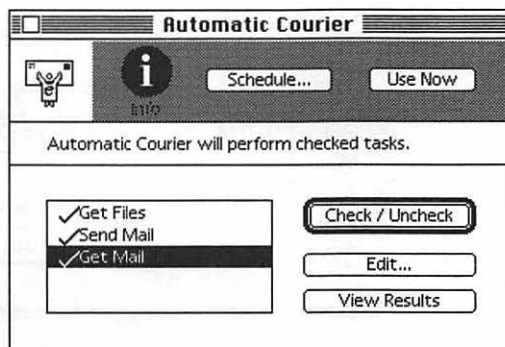
You should first determine how often you want to automatically sign on, and send or receive mail. Your options are day of the week and time of day. We suggest that you program Automatic Courier to connect two days a week, then increase the frequency as your email flow increases. The costs for using Automatic Courier are minimal. If you don't have email to send or receive, the Automatic Courier checks your eWorld mail box and disconnects in less than a minute. (eWorld charges in increments of a minute, however, so you will be charged for one minute.)

Determine what time of the day you would like the session to occur. Remember that eWorld connect time charges are lower for the hours between 6 P.M. and 6 A.M. (based on your local time) and all day Saturday and Sunday. This peak/off-peak schedule is subject to change. Of course, you must select a time when your computer and modem are turned on, ready to work. You also can initiate an impromptu Automatic Courier session by clicking Use Now.

Setting up an Automatic Courier session

You can set up Automatic Courier any time, as long as you know when and how frequently you want it to operate. Connection to eWorld is not a requirement.

- 1 Open the **eMail** menu and select the **Automatic Courier** command.
- 2 The Automatic Courier window appears.



The window provides several options and lists the three functions you can automate with Automatic Courier. A check mark by a task indicates that Automatic Courier is set to perform the function.

■ **Get Files.** Automatic Courier will transfer software files that you added to the Files to Get queue while you browsed eWorld software collections. These files are transferred to the eWorld Files Received folder—which you can open offline.

■ **Send Mail.** Automatic Courier will transmit all eMail messages, letters, and packages that you placed in the out box (by clicking **Send Later** in the New Message window).

■ **Get Mail.** Automatic Courier transfers all your email to the Saved Mail window, which you can open after disconnecting to read your email offline.

- 3 Select each task you want accomplished and click the **Check/Uncheck** button (or double-click the task).
- 4 Click **Schedule** to begin programming Automatic Courier.

The Schedule Automatic Courier dialog box appears.

Schedule Automatic Courier ☐ Turn on Automation

Store Passwords... Cancel OK

Automatic Courier can connect automatically, get unopened mail and files, and disconnect. To configure:

- Check the 'Turn on Automation' box above.
- Pick eWorld names, days, starting time, and frequency below.
- Click 'Store Passwords...' above to store a password for each eWorld name for which Automatic Courier will be used.

eWorld Names ☐ eName

Days

<input checked="" type="checkbox"/> Sun.	<input checked="" type="checkbox"/> Thur.
<input checked="" type="checkbox"/> Mon.	<input checked="" type="checkbox"/> Fri.
<input checked="" type="checkbox"/> Tue.	<input checked="" type="checkbox"/> Sat.
<input checked="" type="checkbox"/> Wed.	

Starting Time 18 : 23 ▼

Frequency every hour ▼

This dialog box sets several options:

- Store Passwords, for automatic connection and disconnection.
- Turn on (or off) the automatic function.
- Pick an eWorld name.
- Select the day(s) for Automatic Courier sessions.
- Choose a time of day for the first session—or the time of day for the single session.
- Determine the frequency intervals.

The remaining steps guide you through these options.

- 5 Click the **Turn on Automation** checkbox. This activates the “automatic” in Automatic Courier.
- 6 Click **Store Passwords**.

The Store Password dialog box appears.

Store Password

Check the features you wish to use & enter your password.

- Automatic Courier can connect using a stored password to send and get your mail and files.
- Easy Connect lets you skip the step of entering your password when you connect to eWorld.

Automatic Courier	Easy Connect	Enter Password
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> eName	<input type="password" value="*****"/>

This dialog box offers two password-related options:

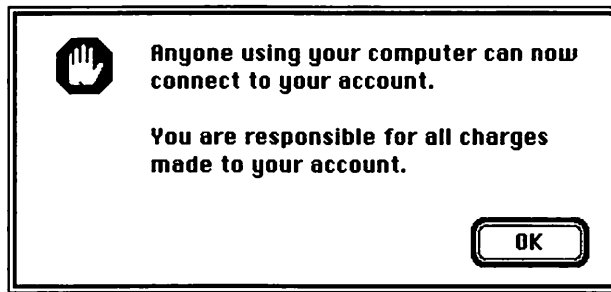
- Clicking the **Automatic Courier** checkbox. This option by itself requires that you start your system and manually connect to eWorld—or Automatic Courier will not be able to perform its tasks.

The Easy Connect option programs your system to make an automatic connection to eWorld, thus posing risks to your eWorld account because it can connect to eWorld without requiring that you (or any other user) type in your personal password. Anyone using your computer can connect to eWorld and send and retrieve mail in your eWorld name. If you are confident that no one will tamper with your computer, you can safely check both Automatic Courier and Easy Connect options. If your computer is in a vulnerable location, check only the Automatic Courier option. With this option, any user must first type in the correct password in order to complete the eWorld connection process.

■ Clicking the **Easy Connect** checkbox. This option enables eWorld to automatically sign-on (bypassing the password entry) and then process all Automatic Courier tasks, prior to automatically disconnecting. This option automates everything, but we suggest that you read the sidebar about a possible drawback.

- 7 Check the options by your eWorld name and type in your password, if you are choosing the Easy Connect option.
- 8 Click **Store** when you have finished.

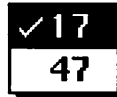
If you checked the Easy Connect option, the Charges Confirmation dialog box appears:



This dialog box reminds you that having selected the Easy Connect option, your system and eWorld software can be used by any other individual. As the screen says, you are responsible for all charges made to your account.

- 9 Click **OK** to confirm the Easy Connect option.
The Automatic Courier dialog box reappears. If you decide to uncheck Easy Connect, you may do so at this time by clicking **Store Passwords** to reopen the Store Password dialog box.
- 10 Click the checkbox by your eWorld name.
- 11 Click the checkbox for each designated Automatic Courier day.
- 12 Change the starting time hours text to an hour when your computer will most likely be on. The time given here is based on the clock in your computer, not the eWorld system time. Although your computer must be on, you can turn off your monitor to save power.

- 13 Click on the minutes pop-up menu under Starting Time and choose either of the two options available:



This sets the number of minutes past the designated hour for hourly connection (if you choose half hourly, both numbers will be used). You cannot alter these numbers, as they were set randomly during eWorld installation. This random assignment prevents thousands of computers from trying to connect to eWorld at exactly the same time.

- 14 Click on the **Frequency** pop-up menu and select from among the listed options.



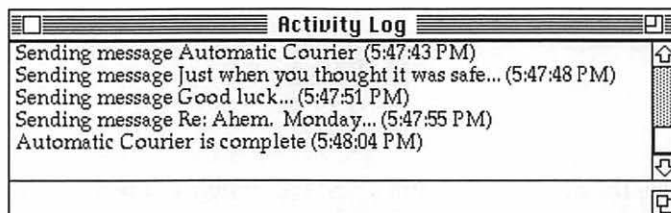
After configuring the Automatic Courier settings, click **OK**.

- 15 To record a transcript of which tasks were performed along with actual times for each task (and total session time) click **View Results**.

When Automatic Courier connects to eWorld, it will open the Activity Log and record its activity for the session, which remains on screen after Automatic Courier disconnects from eWorld. You can save the contents of this window as a text file for a personal record of your eWorld sessions.

eWorld is preset to the Eastern time zone (New York/Toronto). When you install eWorld, it does not compensate for you being in Los Angeles, Chicago, Denver, or Honolulu. To check your system's clock against the eWorld time zone setting, open the **Membership** menu and select the **Preferences** command. When the Preferences window appears, double-click the **Time Zone** option. A dialog box appears, showing the default time zone; you can select a new time zone. Click **Save** to change the eWorld preference. Click the exit box to close the Preferences window.

A sample Activity Log:



- 16 When you are ready to make these Automatic Courier settings permanent, click **OK**.

When should you program the Automatic Courier to operate?

If you have the luxury of a separate Macintosh computer dedicated solely to online communications, you can run Automatic Courier every hour. But if, like most people, you have a single Macintosh, you should plan Automatic Courier sessions so you won't be interrupted while doing something else with your computer. If you have programmed Automatic Courier, you can turn off the automatic features when necessary.

Another solution is to set Automatic Courier to operate only when you don't need your computer. If you work on a regular schedule, you could set Automatic Courier to retrieve your mail just before you arrive in your office (or before 6 A.M. for lower connect time charges) and to send your mail at the end of the work day (after 6 P.M. for lower charges). If you take a regular lunch break, you can set Automatic Courier to run while you are gone.

Making changes in Automatic Courier settings

You can change the settings at any time by repeating the previous sequence of steps, and altering any or all of the specific settings.

Canceling Automatic Courier operations

You can interrupt the automatic operation of Automatic Courier at any time.

- 1 Start eWorld.
- 2 Open the **eMail** menu and select the **Automatic Courier** command. The Automatic Courier window appears.
- 3 Click **Schedule**. The Automatic Courier Settings dialog box appears.
- 4 Click **Store Passwords**. The Passwords dialog box appears.
- 5 Click the checkboxes for both **Automatic Courier** and **Easy Connect**. They should now appear empty.
- 6 Select and delete the **Password**.
- 7 Click **Store**. The Automatic Courier Settings dialog box reappears.
- 8 Click **OK** to save the new Automatic Courier settings.

Using Automatic Courier to send and receive email

You can use either the New Text Document window or the New Message window to write email letters.

■ When using the New Message window to write a letter, address the letter and then click **Send Later**. This stores the letter in the eWorld Send Later out box for transmission via Automatic Courier.

■ When using the New Text Document window to write a letter, open the **eMail** menu and select the **Address Text Document** command. A New Message window appears, with the text of your letter in the Text area. Address the letter and then click **Send Later**. This stores the letter in the Send Later out box for transmission via Automatic Courier.

Either way, the Send Later button dims, indicating that the letter has been stored in the Out Box for email.

Reading incoming mail gathered by the Automatic Courier

- 1 Restart the eWorld software—without connecting to the eWorld host.
- 2 Open the **eMail** menu and select the **Saved Mail** command.

The Saved Mail window appears, listing all mail gathered by the Automatic Courier session.

You can now open and read all mail; you also can reply to your mail and write new messages, using the Send Later feature to store them for the next Automatic Courier session.

Using Automatic Courier for software transfers

If you are browsing software libraries in eWorld, you can add specific titles to a Files to Get queue, from which Automatic Courier will transfer files to your computer. Leaving until later the copying of files to a more convenient time offers two advantages:

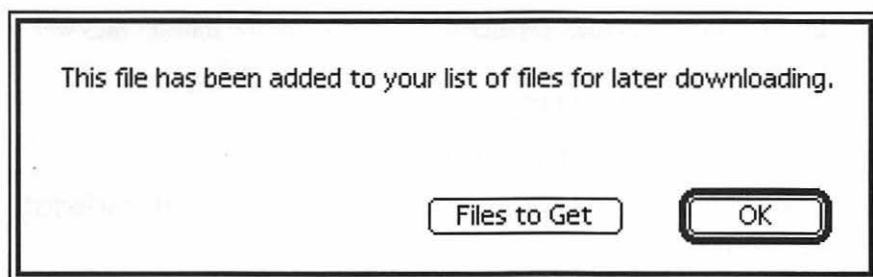
- You don't have to wait for eWorld to transfer a file to your system. If you add it to the Files to Get queue, you can continue browsing the libraries of eWorld, looking for other files to add to the queue.
- You can program Automatic Courier to transfer the files to your system when the computer or telephone line isn't otherwise needed, or when the eWorld connection charges and phone line charges are lower.

Transferring software to the Files to Get window (the holding area)

While you browse software collections, you can select files for Automatic Courier to copy by:

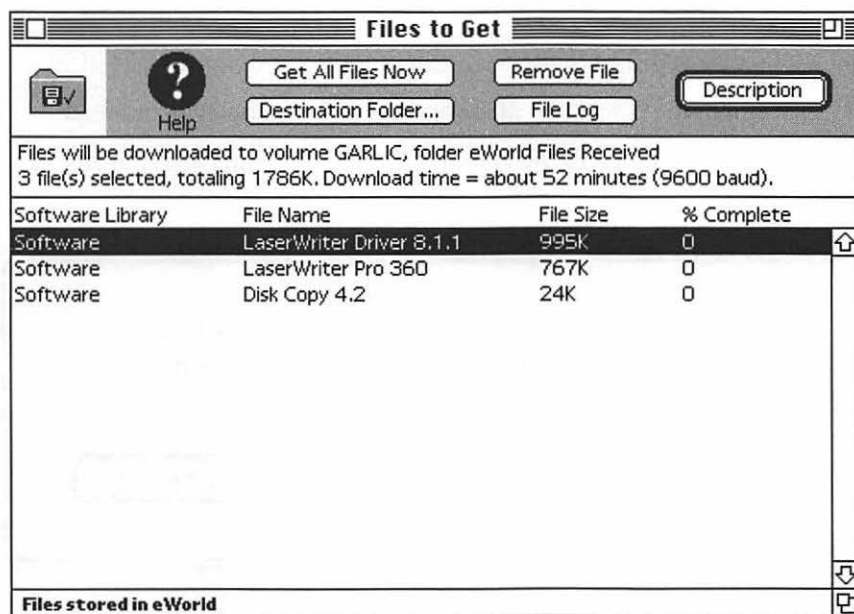
- 1 Opening a software library.
- 2 Browsing the catalog of file titles, or opening the Description window.
- 3 When you find an interesting file, clicking **Get File Later** (rather than **Get File Now**.)

A dialog box appears:



You will be notified if the file you've selected has already been transferred to your computer. If you wish, you can transfer another copy of the file again.

- 4 To verify the list of files you've designated for Automatic Courier, open the **File** menu and select the **Files to Get** command. A window appears that lists all files that are to be transferred via Automatic Courier.



Options in this window (to select a file, click once on the name):

- *Get All Files Now.* Start file transfer immediately.
- *Remove File.* Cancel transfer of the selected file.

- **Destination Folder.** Change the folder where the transfer files will be stored; the default destination is the eWorld Files Received folder (inside the main eWorld folder).

- **File Log.** A listing of recently received files.

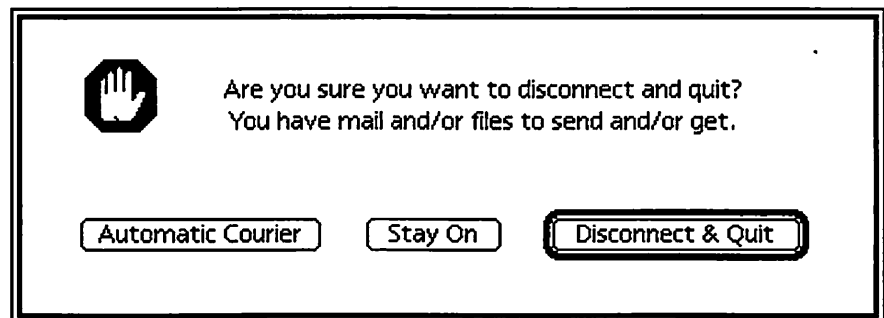
- 5 Close this window and disconnect from eWorld (unless you've selected Get All Files Now).

At the designated date and time, Automatic Courier will connect to eWorld to transfer the files. After Automatic Courier is finished and your system has been disconnected from eWorld, you'll find the files in the destination folder, ready for use.

Disconnecting with unfinished business

If you attempt to disconnect from eWorld, you may see the alternate Disconnect Confirmation dialog box which appears if you have left one (or more) of several possible tasks unfinished.

- Mail that was placed in the Send Later outbox, and not yet mailed.
- Mail still in the Unopened Mail window, yet to be opened and read.
- Software files added to the Files to Get queue, waiting final transfer to your system.



This window gives you three options:

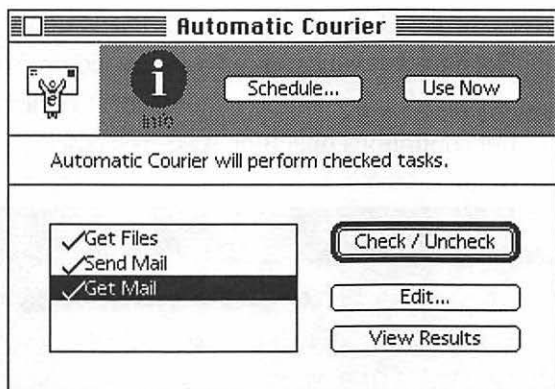
- Click **Disconnect & Quit**. Despite the unfinished tasks, you can still disconnect as all the pending information will still be in its place(s) when you reconnect later.

■ Click **Stay On**. This option leaves you connected to eWorld, so that you can investigate the unfinished business.

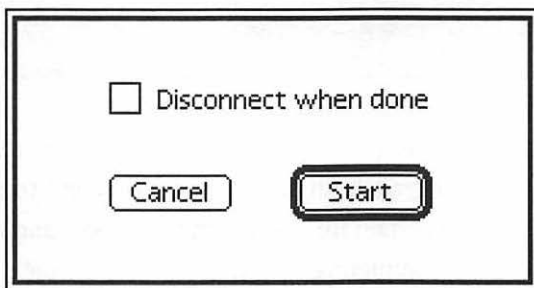
■ Click **Automatic Courier**.

To invoke the Automatic Courier, follow these steps:

- 1 Click **Automatic Courier**. The initial Automatic Courier dialog box appears.



- 2 Click **Use Now** to start a one-time Automatic Courier session. The Automatic Courier Confirmation window appears.



- 3 Click the **Disconnect when done** checkbox if you want your computer to automatically disconnect from eWorld when the Automatic Courier is finished.
- 4 Click **Start**.

The Automatic Courier session begins. An Activity window appears, tracking the tasks accomplished and total time for each task.

The Automatic Courier then disconnects your system from eWorld.

Setting up your system for fully automatic operation

If you have selected the Easy Connect option, Automatic Courier is now fully automated, requiring only that your computer be turned on. You can leave your computer on 24 hours a day, and have Automatic Courier keep a watch on your mailbox, but continuous operation wastes electricity.

How much is too much?

A desktop Macintosh with a 14-inch color screen costs roughly \$50 a year in electricity to operate for 40 hours a week, but will cost an additional \$160 a year for continuous operation. Some newer desktop models and PowerBook models have energy-saving features—although with power saving options active, there may not be enough computer processing functions active (“awake”) to perform Automatic Courier tasks. You can simply turn off an external monitor and save half to two-thirds the energy.

One solution to both issues (total operating time and connectivity convenience) would be to program both Automatic Courier and your Macintosh to turn themselves on at a certain time, perform their tasks, and then shut themselves down after completing their duties. For example, have your work Macintosh turn itself on before you arrive at work, and perform all incoming eMail tasks—then shut down when finished.

As Automatic Courier is fully automated, why not just plug your Macintosh into a wall-timer? There are very compelling reasons not to set up such a self-starting system.

An ordinary AC power timer can turn on certain Macintosh models—the smaller desktop models that will not start up with the keyboard power

switch. But ordinary timers should never be set to turn your Macintosh off. You should always choose Shut Down from the Special menu in the Finder before turning off a Macintosh. If you just pull the plug (or use a timer) you risk losing information on your hard disk. Most desktop Macintosh computers and many recent PowerBook models can be turned on only from the keyboard (rather than by a power switch) and cannot be turned on by an ordinary timer.

Many PowerBook models can be programmed to wake themselves up. The shareware program *Insomniac* by Jeremy Kezer can wake up the PowerBook model 100, Duo, and 500 series at up to 50 preset times.

A safe alternative to a simple timer

There is a hardware alternative to the simple timers that can fully automate your system and thus enable Automatic Courier to run. The PowerKey from Sophisticated Circuits (Bothell, Washington) can turn most Macintosh computers on and off safely at preset times. By contrast to ordinary timers, it connects through the Apple Desktop Bus port and optional accessories further adapt it for use with the Macintosh computers that turn on with a physical power switch.

To set up the PowerKey, you must plug the modem into PowerKey as well, unless you have an internal modem. The time on is set through software. You do not need to plug the monitor into PowerKey, as the monitor does not need to be on for both system and Automatic Courier to function properly. If you do want to have the monitor operational, the additional power consumption is minimal for the brief periods that the system will be on.

PowerKey turns off the Macintosh with the correct sequence of software commands before shutting down. It can be programmed to turn off at a preset time, but the length of Automatic Courier sessions vary unpredictably. You can install the Unwake program from Sophisticated Circuits. This software application monitors modem port activity and can turn off the computer automatically after the activity stops, with a time delay that you can set. Unwake will work on any Macintosh with software shutdown, not just Macintosh models equipped with a PowerKey. Unwake is available on request from Sophisticated Circuits; send a message to eWorld name SophCir. (PowerKey is not compatible with the Macintosh Plus or the

PowerBook 100-180.)

If you plan an automatic hardware connection, you should allow for the time your system requires to fully load all software, including extensions and virus scanning programs. You should set up your hardware to complete its start up a few minutes before the Automatic Courier session is to begin.

To complete your automatic start-up, make an alias of the eWorld program and transfer it to the Startup Items inside the System Folder.

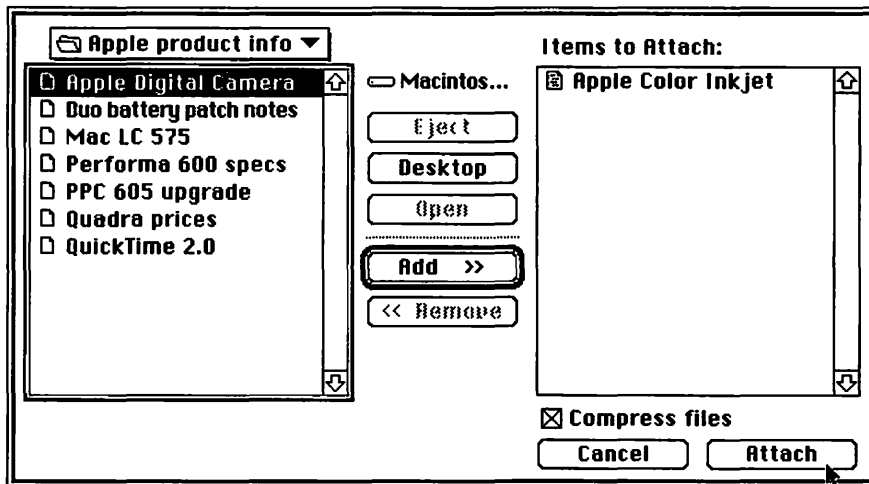
To make an alias of eWorld, you must be in the Finder. Locate the main eWorld program in the eWorld folder and select it. Open the File menu and select the Make Alias command. An alias appears, identifiable by the italicized type and “alias” appended to the application name. Drag the alias to the Startup Items folder in the System Folder. Whenever the Macintosh starts up, eWorld will start up as well—ready for Automatic Courier.

Using eWorld to Compress Files

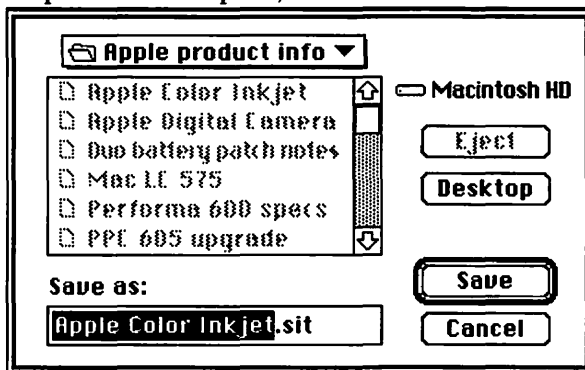
The eWorld application on the Macintosh computer can serve as a general compression and decompression utility for your disk files and folders.

Compressing a file

- 1 Start the eWorld application.
- 2 Select **New Message** in the **eMail** menu.
- 3 Click **Attach File**.
- 4 Select the file or files you want to compress.
- 5 Click **Add**.



- 6 Check **Compress files** (if not already checked by eWorld).
- 7 Click **Attach**.
- 8 Change the default name for the compressed file/folder at this point. Ensure that you leave the .sit extension in place at the end of the name. You also can choose another folder as the destination.
- 9 Click **Save**. eWorld now proceeds to compress the files/folder. The Compression Status dialog box may appear on screen, to track the progress of the compression. The compressed files/folders are compressed and saved as an archive in the Stuffit 3.0 format.
- 10 When compression is complete, click the close box to close the New



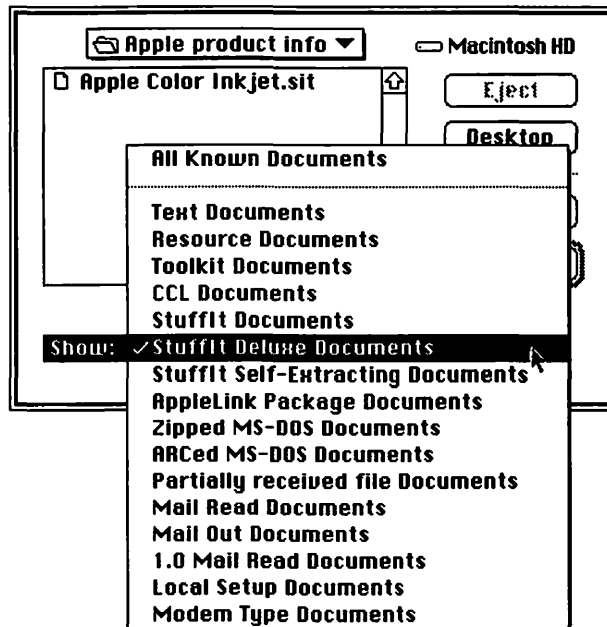
Message window.

- 11 Click **Don't Save** if eWorld asks you if you want to save the new message (all you need is the compressed file).

You can now quit eWorld.

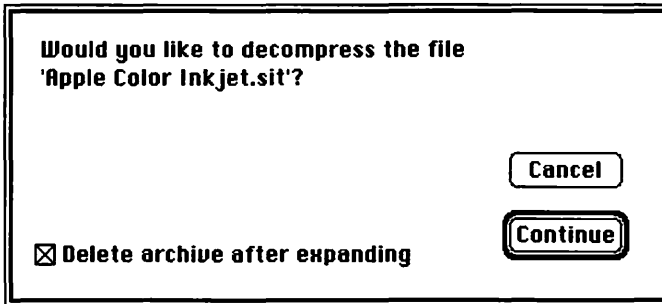
Expanding (decompressing) a file

- 1 Start the eWorld Application.
- 2 Go to the **File** menu and choose **Open**. The Open dialog box appears.
- 3 Use the features of the Open dialog box to find and select the title of the compressed file.
- 4 Open the Show pop-up menu and select the appropriate file types, or All Known Documents if the file type is not listed.



- 5 Click **Open** to decompress the file. The Decompression Confirmation dialog box appears.

- 6 Check **Delete archive after expanding**, if you do not want to retain the compressed archive on your system. In the case of StuffIt files, the eWorld application will automatically delete the compressed form (“archive”).
- 7 Click **Continue**.



eWorld now proceeds to compress the files/folder. The Compression Status dialog box may appear on screen, to track the progress of the compression. The compressed files/folders are decompressed and saved in the destination folder.

- 8 When expansion is complete, you can quit eWorld.
The expanded file is stored on your hard disk.

To ensure security, don't use any obvious words such as the name of a person, a street, city, or trendy words (such as "Ninja"). Arguably you should not use any word that can be found in a dictionary, in any database, or file on your computer. One possible solution is to create a combination of letters and numbers that you can easily remember—but that would baffle those who may attempt to guess the numbers or letters—but not both.

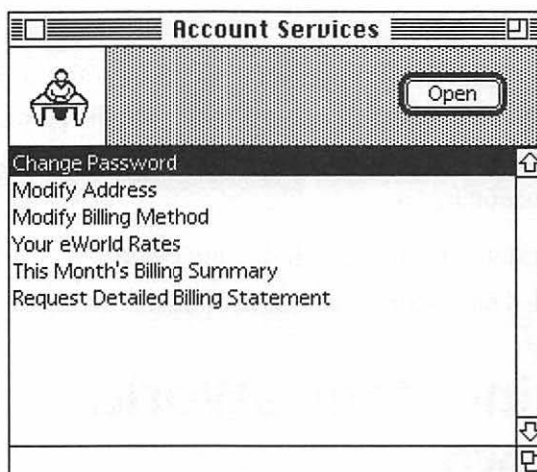
Changing Your eWorld Password

Changing your password takes little effort or time (we recommend that you change your password regularly if you sign on to eWorld from any location where your password may be observed (and “borrowed”) by someone else). As a rule of thumb, you should change passwords every month if you work in an insecure location. Change your password immediately if you think it has been compromised. (And if you are sure it has been stolen, call the eWorld Assistance Center at 800-775-4556. You are responsible for any usage on your account until Apple has been notified.)

To change a password you need to connect to eWorld or call the eWorld Assistance Center. Do not use the Automatic Courier dialog boxes as a shortcut for changing passwords. The password blanks in the Automatic Courier dialog boxes do NOT change passwords. Such an action will not only fail to change your password, but may make your system (and your account) vulnerable to other users.

To change your private password:

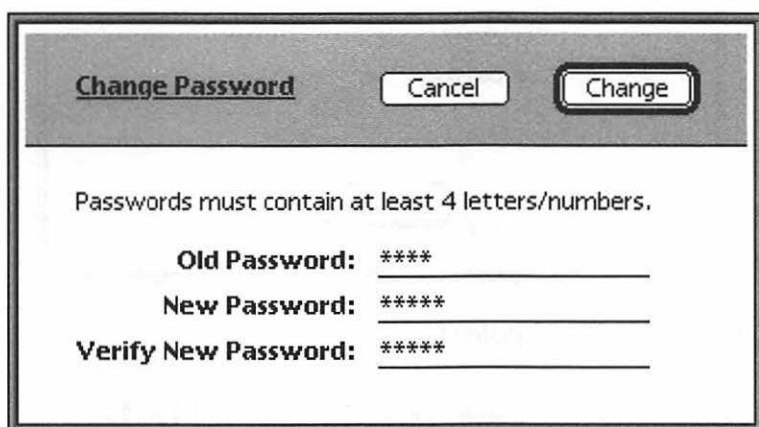
- 1 Connect to eWorld.
- 2 When the eWorld Town Square window appears, click the **Info Booth**.
- 3 When the Info Booth window appears, click the **Account Services** icon.
- 4 The Account Services window appears.



- 5 Double-click the **Change Password** option.

The Change Password dialog box appears.

The dialog box has three blanks in which you will enter password texts.



Change Password

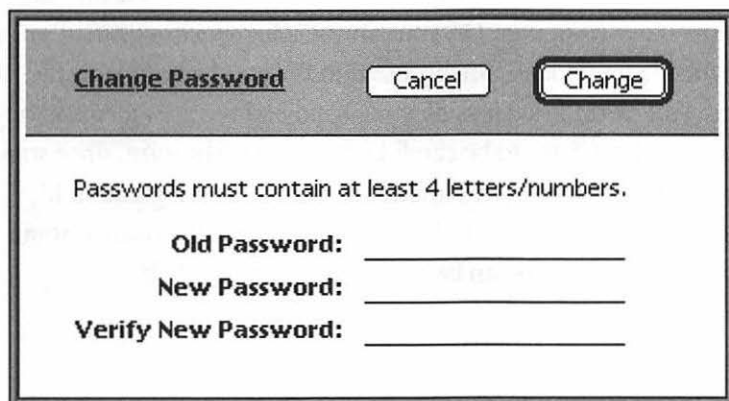
Passwords must contain at least 4 letters/numbers.

Old Password: ****

New Password: *****

Verify New Password: *****

- 6 Click in the Old Password area and type in your old password text. It will appear as a row of asterisks.
- 7 Click in the New Password area and type in the text of your new password. Again, it will appear as a row of asterisks.
- 8 Click in the Verify New Password area and retype your new password. The dialog box will look like this:



Change Password

Passwords must contain at least 4 letters/numbers.

Old Password: _____

New Password: _____

Verify New Password: _____

- 9 Click **Change** to replace the old password with the new. The Password Confirmation dialog box appears.



10 Click **OK** to close the dialog box.

One Account with Multiple Computers

You cannot dial into eWorld with two computers and the same eWorld name at the same time. eWorld will inform the second computer that the account is already in use.

If you use eWorld with two or more computers, you may run into occasional problems. Changes made to an Address Book on one computer must be repeated on every other computer. You can simply copy the file Address Book in the eWorld Tools folder from one computer to another. You should remember to do this every time you make a change. If the Address Book has changed on both computers, you'll need to update one manually, and then copy to the other computer. Or, you can use a file synchronization program to keep the file up to date. Synchronization is a good way to keep files that you need with eWorld—such as files you send and receive—identical on both computers. But you have to be careful what you synchronize, since some files should be different. For example, your modem configuration file probably should be different, unless you have identical modems. Some synchronization programs can be set to ignore specified files.

Encountering Problems in eWorld

It cannot be denied that you will, in all likelihood, encounter problems at sometime while you are connected to eWorld or when you are exploring eWorld. The origins of any problem can be generally traced to the following categories: your computer, the System software, the modem (hardware and software), software conflicts between eWorld and other software you may be using, the actual eWorld software, or the host computer. If you believe the problem lies within eWorld, you may want to report your problem to the eWorld Assistance Center. If the problem is persistent, you may try a complete reinstallation of eWorld software to see if that clears it up. If the problem originates in your hardware: with your modem, computer, or the telephone line, see Appendix B for suggestions.

How to get help

If you encounter any problems that you suspect originate within the eWorld software, there are three ways to report it and to request help:

■ You can report the problem using a special eWorld Feedback form. The form is stored for ready reference within the Info Booth window.

Click the eWorld Feedback icon in the Info Booth window. The eWorld Feedback window appears, listing several options. Double-click the **Bug Reports** option and fill out the form that appears on screen. Click **Send** to mail this form directly to Apple Online Services at this address:
`eworldbug@eworldcom.`



■ If the problem prevents you from connecting, or remaining connected to eWorld, you can send a memo to the eWorld staff through another online mail service such as AppleLink by addressing your message to Apple Online Services at this address: `bugreports@eworld.com.`

■ If you cannot connect to eWorld, you can telephone the eWorld Assistance Center (EAC), at 1-800-775-4556, Monday through Friday, between 6:00 A.M. and 6:00 P.M. (PST). The EAC did not offer weekend service initially, but plans to expand hours.

Area Related Problems



If you encounter problems while browsing or using the features of any specific area in eWorld, use the Publisher's Feedback feature to inform the Publisher of that area concerning your problems. Many area windows include the Feedback button: click it to write and send a memo about your experience and send it to the Publisher. You can also use Feedback to send suggestions and comments.

To use the Feedback feature:

- 1 Locate the **Feedback** button and click it.

The Feedback window appears.

- 2 Click in the text area and write a message of any length. Give as much specific information as possible to help diagnose the problem.
- 3 When you have finished writing your message, click **Send**.
eWorld displays a confirmation dialog box.
- 4 Click **OK** to close the window. The message is automatically routed through eWorld to the Publisher.

Whether you receive a response to your message is up to the Publisher and the situation. If the Publisher verifies that the problem you encounter cannot be duplicated on their system, they may contact you to suggest several courses of action.

Decoding the Names of eWorld Staff

eWorld reserves certain kinds of names for its staff and others who help with eWorld. No one can add any of these extensions to their eWorld name without authorization.

■ CCC (as in Susan CCC) stands for Community Conference Crew. A CCC helps members and hosts conferences. (See Chapter 6, “eWorld Conferences,” for more on conferencing.)

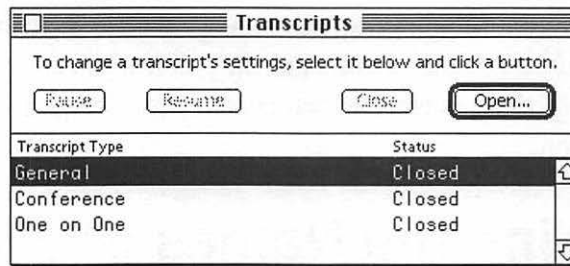
■ ESA (as in Leland ESA) stands for eWorld Standards Advisor, who serve as monitors and enforcers of the online conduct standards. (See Appendix C for more on online standards.)

■ EAC (as in Joyce EAC) stands for eWorld Assistance Center, someone who can help out with technical information. Many people can help with eWorld, but the EAC staff are the authoritative source.

Recording a Transcript of eWorld Sessions

eWorld has the capability to transcribe almost everything that occurs during an eWorld session: all of the text contained in windows opened online, everything said during a Conference, most of the texts of your One on One communications—essentially every move you make and read while connected to eWorld.

When you select the **Transcript** command in the **File** menu, the Transcripts window appears, listing three options: General, Conference, and One on One.



The General transcript records nearly everything while you are connected to eWorld—every activity, every word, every window, including date, start time and stop times—along with everything in between. When you disconnect from eWorld, the recording stops; the resulting text file(s) will be automatically saved in the folder you designated.

Each transcript records distinct types of information.

■ A *General* transcript file records most eWorld activity, including contents of every window, date, start time and stop times. It does not record everything. For Conferences, a General transcript records the names and number of people in a Conference area, but not the main text of a Conference or Auditorium. It does not record the texts of any email that you create and send, or the contents of any email sent to you—nor does it include a record of email sent or addressees, or the text of any Discussion Board message you write and post. (You can, however, use email-specific commands to make a permanent file of any mail you send or receive.)

■ A *Conference* transcript records the entire text of any Conference interactions you may observe or participate in—along with the area names, the date, and times. Incidentally, most AOS-sponsored eWorld Conference and Auditorium events will be transcribed, and the transcripts made available online.

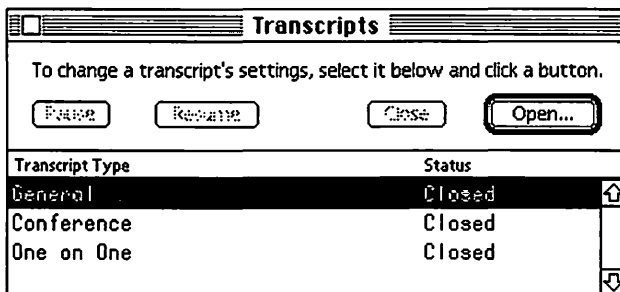
■ A *One on One* Transcript transcribes the texts of all One on One communications transmitted between you and other members while you are online, except for the initial message you send to another member.

Lots of Transcript files...

A word of caution about one Transcript drawback: if you initiate a General transcript, and then spend hours exploring a variety of eWorld features, you will end up with a number of very large General Transcript files. Each file is 32K, the largest text file that the eWorld application can open. To combine the files into a single transcript file, you will have to use a word processing program. Then use the word processor to edit the file. When you save the file, choose Text Format if you want to open the file with eWorld later (but remember the 32K limit). If the file is over 32K, you can save it as a text file or word processor file, but you will need the word processor to open it.

Creating new Transcript files

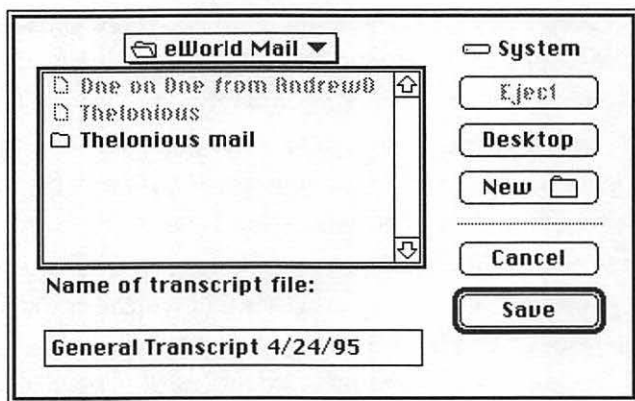
- 1 Open the **File** menu and select the **Transcript** command. The Session Transcript window appears.



Three transcript options appear in the listing:

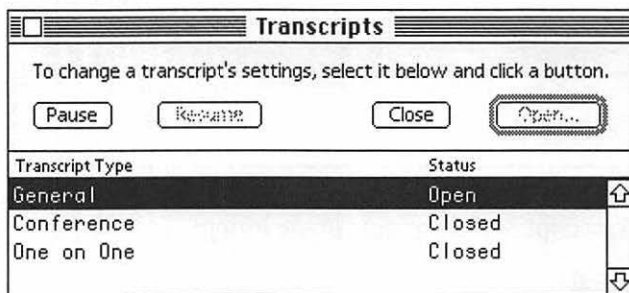
- General
 - Conference
 - One on One
- 2 You can activate any or all of the options by selecting the specific listing (such as General) and clicking **Open**.

A dialog box appears, as shown here.



- 3 A default transcript file name appears in the text area, with an auto-date extension. This name reflects the transcript option you have selected.
- 4 You can change the name and storage location for the transcript file if you wish.
- 5 Click **Save** when you have determined the destination (and name) of the transcript file.

The Transcripts window reappears, showing the effect of your action.



- 6 Repeat this sequence for each of the three options, depending on your requirements.

You can record three different Transcript files simultaneously while you are connected to eWorld; simply open each required Transcript file beforehand.

The following section delineates the differences between the functions of the three transcripts.

Transcript types

All transcript files are initially saved in the eWorld text file format, which can be opened as text files by word processors. Regardless of which application you use to open the transcript files, all formatting will be initially restricted to line breaks and word spaces. The Conference transcript files, in particular, will require extra attention to prepare them for printing. The “hanging indent” style supported by the Conference window translates (roughly) into basic text format.

When you open and browse your transcript file in eWorld or in any word processor, the file will start with a text header such as: 5/19/95 12:23:50 PM Opening “Transcript 5/19/95” for recording. The file will conclude with a text footer such as: 5/19/95 1:18:26 PM Closing Transcript file.

One on One transcript files will contain the least text, while General and Conference transcript files can be very long, depending on the length of your sessions.

Recording an online session

Transcripts can be created to record a complete session—whether it’s a ramble through several Conference areas, any number of possible One on Ones, or an entire online session. You also can start and stop a transcript at any point during an online session.

Recording a transcript of a complete session

- 1 Start the eWorld application. The eWorld Connection window appears.
- 2 Before you click Connect, open the **File** menu and select the **Transcripts** command.
- 3 Create the specific transcript file (as detailed previously, before you connect to eWorld).
- 4 When the session is over, disconnect and quit the eWorld application.

You can now open and read the transcript file.

In order to read a transcript immediately after concluding a session, you must quit eWorld, not merely sign off. If you sign off and attempt to open the text file with eWorld, a dialog box will inform you that eWorld is still recording to that Transcript file. After quitting eWorld, you can restart eWorld—or a word processor—in order to read the Transcript.

Recording a partial session with any (or all) of the transcript options active

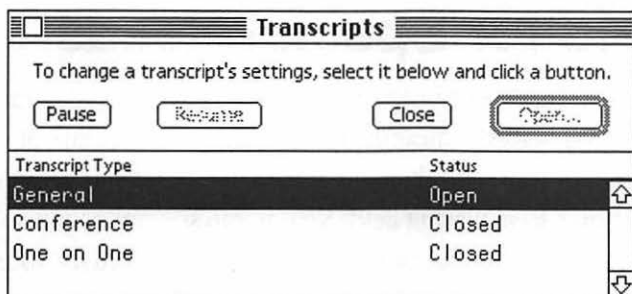
- 1 Start the eWorld application and connect to eWorld.
At any point in a current online session, you can initiate a transcript and record any or all of the remainder of the session.
- 2 To record a transcript of Conferences or One on Ones, or a partial General transcript, open the **File** menu at any time and select the **Transcripts** command.
- 3 Follow the previously described steps to create the transcript file.
- 4 To stop recording a transcript during a session:
 - Open the **File** menu.
 - Select **Transcripts**.
 - When the Transcripts window appears, select the transcript type.
 - Click **Close**.
 - Click the exit box to close the Transcript window.
- 5 If you want to record the remainder of the session, wait until the session is complete and then disconnect and quit eWorld.
- 6 You can now open and read the transcript.

Pausing a recording during a session

You may want to pause from recording a particular transcript file during an online session.

To suspend the recording of a transcript file:

- 1 Open the **File** menu and select the **Transcripts** command.
The Transcript window appears.
- 2 Select the title of the transcript option currently active that you wish to suppress:

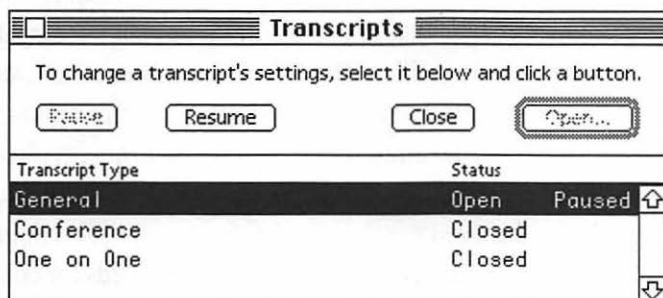


- 3 Click either of the two buttons.

■ **Close.** This option stops all current recording in this area. To restart recording of a transcript, you will need to start a new Transcript file for this option.

■ **Pause.** This option temporarily stops all current recording in this area.

If you click Pause, the Transcripts window flags the selected transcript option as Paused:



- 4 To resume recording, just reopen the Transcript window, select the transcript and click **Resume**. The existing Transcript file will be re-opened, and recording will resume.

Transcripts have a maximum length of 32K; the eWorld software will automatically record additional transcript files if necessary. The files will be numbered #1, #2, and so forth.

eWorld for Special Needs

The accessible technology of personal computers has expanded the horizons of disabled individuals significantly. For a disabled person, an online service such as eWorld offers special benefits. Through eWorld you can interact with other people on a level playing field. No one can see you online and stereotype you according to your appearance. You are welcomed for your ideas and judged only by your style of interaction with others.

And you can find and share information with other people who deal with the same concerns you have. This section offers a few suggestions for people with special needs on eWorld. eWorld has a forum on just this topic. To find this area, enter the Community Center, click **eWorld Forum**, and when that window appears, double-click **Disabilities**.

For the hearing-impaired

If you are deaf or hard of hearing, you should have no difficulty dealing with eWorld. Most modems for computers, including those that can connect to eWorld, are not compatible with TTY (TeleTYpe) terminals used by the deaf. TTY terminals are sometimes called “TDD” (Telecommunications Device for the Deaf). A few modems can do both ordinary telecommunications and TTY functions. See the resource postings in the disabilities forum on eWorld for specific information. Note that some dual purpose modems have unusual command sets that make them nearly unusable for computer communications. Before you buy a modem, check the Discussion Boards for comments and reactions to the product. Or ask a question about the product you are thinking about buying.

For the vision-impaired

If you have limited visual acuity, you should consider several types of products that can produce large text on a Macintosh.

■ CloseView, a component of Apple System software, can magnify the screen from two to sixteen times—the computer equivalent of books set in large type. CloseView also can invert the screen so that text is white on a

black background. See your Macintosh manual for information on how to use CloseView. The first Power Macintosh computers did not include CloseView because of a compatibility problem; check the Apple software center in the Computer Center building for a forthcoming update.

■ InLARGE has more comprehensive controls for screen magnification; check for compatibility with your specific Macintosh model. InLARGE comes from Berkeley Systems, 1700 Shattuck Ave, Berkeley, CA 94709, the company which developed CloseView for Apple. Berkeley Systems has a forum on eWorld; their eWorld address is BerkleySys (leave out the middle “e”).

■ A video board that supports hardware pan and zoom also can magnify images on screen without the somewhat sluggish performance of software. The built-in video circuits of Macintosh computers do not offer hardware zoom, but several companies make video boards for Macintoshes with the feature.

■ Multisync monitors sold for both the Macintosh and IBM PC market can produce images at several sizes. The software for some large screen monitors can combine four or eight actual pixels as one large “virtual” pixel. The effect resembles CloseView or hardware zoom, except that the entire working display is visible without panning, and the magnification is limited to two times with a 21-inch monitor. Unfortunately these monitors are expensive, especially in color.

■ If you cannot read large type, Berkeley Systems (see above) offers outSPOKEN. The outstanding product creates a spoken Macintosh interface. When the mouse stops on any screen feature, you hear what it is: “window,” “zoom box.” File names are spoken. You can select any text to be read or spelled out. Unfortunately, many words in eWorld display screens are displayed as a graphic image rather than as text, so OutSPOKEN cannot read them.

OutSPOKEN conveys information from the computer to you by speaking; you can also issue commands to the Macintosh by speaking to an AV Macintosh (PlainTalk) or to other Macintosh computers through a hardware accessory, Voice Navigator (Articulate Generals, Cambridge, MA). These systems respond to specific individual words and need to be trained for the person using the system. You cannot dictate a memo with an AV Macintosh model, Voice Navigator, or any other current computer product.

For the one-handed

Shift-key operations—those involving the Shift, Option, Command, and Control keys combined with another key on the keyboard, or the mouse—usually require two hands. To type them with only one hand, try the Sticky Keys option in the Apple Easy Access control panel that enables you to set the Shift keys so that you can press key combinations in sequence, rather than simultaneously. For information about keyboards variants, including models designed for one-handed use, see the Disabilities Forum on eWorld.

For those with motor-control limitations

Some users may find that moving the mouse button to a different part of the mouse, or out of the mouse altogether, will make it easier to operate. In some cases, a trackball, joystick, digitizing tablet, or head-mounted pointing device may help. The Easy Access program also gives you control of mouse movements from the numeric keypad on the keyboard. Easy Access also enables you to set how long a key must be depressed to be recognized; it's useful if you have difficulty hitting the correct key on the first try.

If you are operating the keyboard with only one finger, a headstick, or a mouthstick, a keyboard guide with openings for each key may help to prevent you from hitting keys accidentally. Prentke Romich Company (Wooster, OH) makes such guides.

Many keyboard alternatives can help out. Large keyboards are for people who don't have fine motor control. A mini-keyboard helps if you have fine motor control with a limited range of motion. Switch systems that can be operated with minimal motion can replace the keyboard and mouse; a keyboard display appears on screen, and you select keys with the mouse pointer. The Ke:nx interface box for the ADB port can connect these accessories to a Macintosh. Don Johnston Inc. sells Ke:nx and keyboard alternatives (P.O. Box 639, 1000 N. Rand Road, Building 115, Wauconda, IL 60084).

Sharing good ideas and concerns

If you have found a useful way for a disabled person to use a Macintosh or any other computer, publicize it by posting a message in the Disabilities Discussion Board on eWorld. Through eWorld you can find other people with similar concerns, whether you are disabled or have friends or family who are. Through electronic mail and discussion boards you can share your discoveries and your concerns.

General resource information

Information about computers for a wide range of special needs is available from several sources:

■ Apple Computer's Worldwide Disability Solutions Group coordinates information on this area for the company. The group publishes video tapes and a free information packet, *Macintosh Disability Resources (MDR)*. The packet is available in the Disabilities forum (take Shortcut "DIS" or "disability" or follow path: Community Center>eWorld Forums>Disabilities>Assistive Technology>Apple's WorldWide Disability Solutions Group>Macintosh Disabilities Resources). On eWorld, connect time fees apply; free copies are available by calling 800-776-2333 (voice), or 800-833-6223 (TTY). The material is also available in tape and disk formats by writing to:

Apple Computer, Inc.
Worldwide Disability Solutions Group
One Infinite Loop, MS 38-DS
Cupertino, CA 95014
eWorld: APPLEWDSG

■ The Alliance for Technology Access is a national network of non-profit resource centers providing information and consultation. To contact the Alliance for Technology Access write to:

Alliance for Technology Access
1128 Solano Avenue
Albany, CA 94706
800-992-8111

- “Closing the Gap” is a bi-monthly newsletter. Write to:

Closing the Gap
P.O. Box 68
Henderson, MN 56044
612-248-3294

- The HEATH Resource Center is a national clearinghouse for information about assistive Technology. To get more information write:

HEATH Resource Center
1 Dupont Circle, NW, Suite 800
Washington, DC 20036
800-544-3284

- The Trace R&D Center does research and development in rehabilitation engineering and assistive Technology tools. Trace publishes a comprehensive resource book of accessibility products, available on eWorld.

Trace R&D Center
S-151 Waisman Center
1500 Highland Ave.
Madison, WI 52705
608-262-6966

eWorld Preferences

You can customize eWorld for your own specific situation and needs: how text appears on screen, turning on or off sounds, and much more.

This section will cover the following customizable preferences.

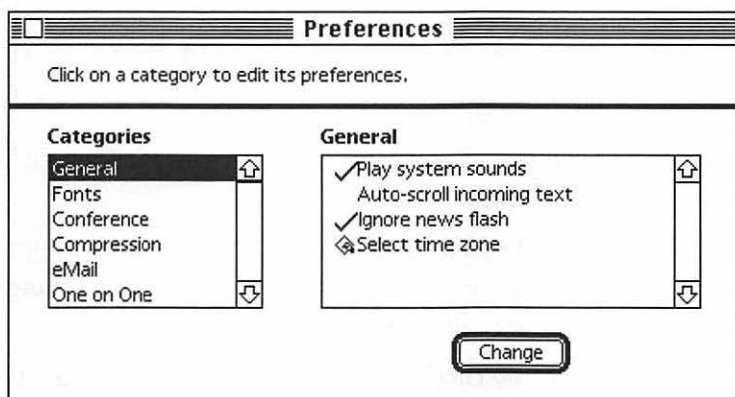
- System
- Font
- Conference
- Compression
- eMail
- One on One

Changing Preferences

You can change a number of preferences at once, or change them one at a time. Either way, follow this basic procedure:

- 1 Open the **Membership** menu and select the **Preferences** command.

The Preferences window appears.



Initially, the preferences are listed in two display areas: Categories and General (topics). As you click each item listed in the Categories area, the System display area will display a different subset of preferences.

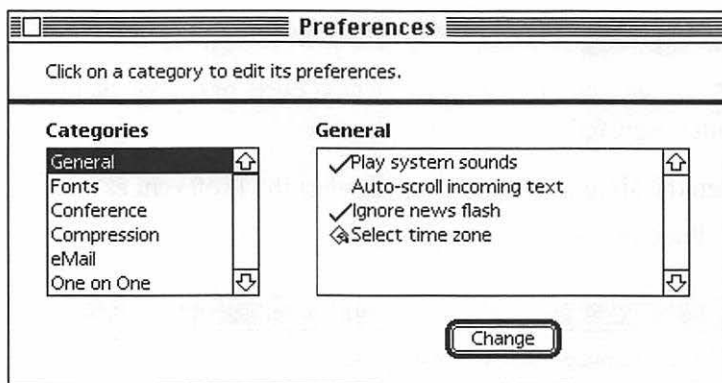
- 2 Click each of the entries in the Categories column, and observe the changes in the General column.

Changing general system-specific Preferences

- 1 Open the Preferences window.
- 2 Click the General entry in the Categories listing (if it is not already selected).

The General display area to the right includes the following System Preferences:

- Play system sounds
- Auto-scroll incoming text
- Ignore news flash
- Select Time Zone



- 3 To change a preference, click the item and then click the **Change** button (or double-click the item).
- Preferences listed with a check mark to the left are active—meaning “on.” To turn a preference “off,” click the item and click the **Change** button. The check mark will disappear from that item.
 - Preferences with no check mark are inactive—meaning “off”. To turn a preference on, click the item and click the **Change** button. A check mark will appear next to the item.

General System Features Description

- Play system sounds (default is ON).

If this preference is checked, all system sounds (the “welcome!” voice, the “you have mail” alert, and so on) will play when certain features are activated. To turn all system sounds off, click this item and click the **Change** button. The check should disappear.

- Auto-scroll incoming text (default is OFF).

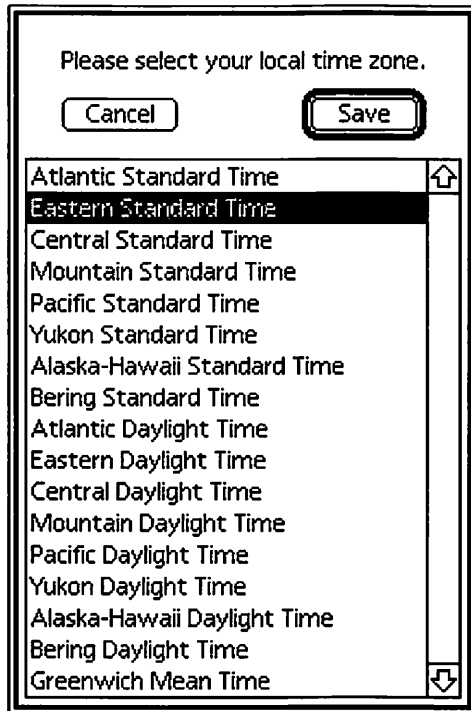
If turned on, all messages or text automatically scrolls until the message is fully “printed” on your screen. This helps if you can read or scan quickly. If you do not read quickly, you will need to re-scroll to the top of the message to read it.

- Ignore news flash (default is OFF).

If turned on, the eWorld news flash window automatically appears on screen to inform you of upcoming events.

■ **Select Time Zone** (default is Eastern Standard Time).

If you select this item and click **Change**, you can set your time zone in a dialog box. The default time zone setting is Eastern Standard Time, or EST.

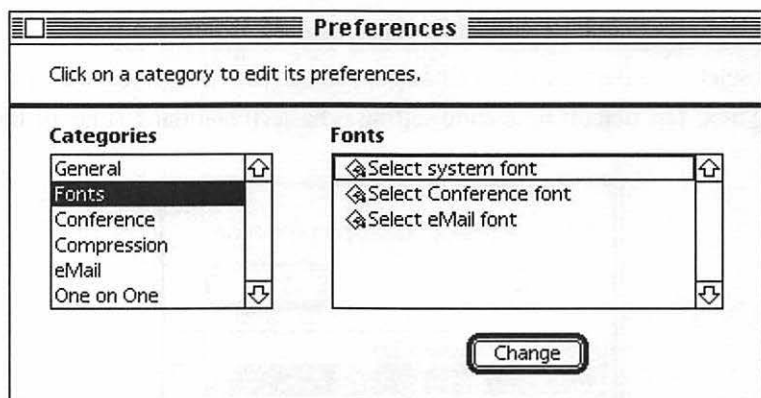


Select your time zone (whether standard or daylight time) and click **Save**.

Changes for daylight and standard time are made automatically by the eWorld host computer. The eWorld host computer will not shift the time zone for locations that do not observe daylight savings time. The Automatic Courier feature uses the clock in your computer, not the eWorld clock.

Changing Fonts preferences

- 1 Open the Preferences window.
- 2 Click the **Fonts** entry in the Categories listing.



The display area to the right should list the following Fonts Preferences:

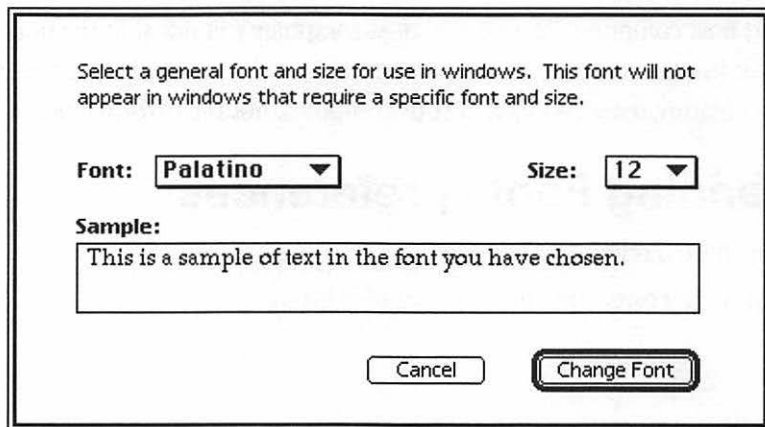
- Select System Font
- Select Conference Font
- Select eMail Font

When you select an item, a dialog box enables you to select different fonts and see the result.

Changing the screen font for many eWorld windows

- 1 Click **Select System Font** and click the **Change** button.

A dialog box appears.



This dialog box offers two pop-up menus for selecting screen fonts and font sizes. The sample display will change with each new font and size selection.

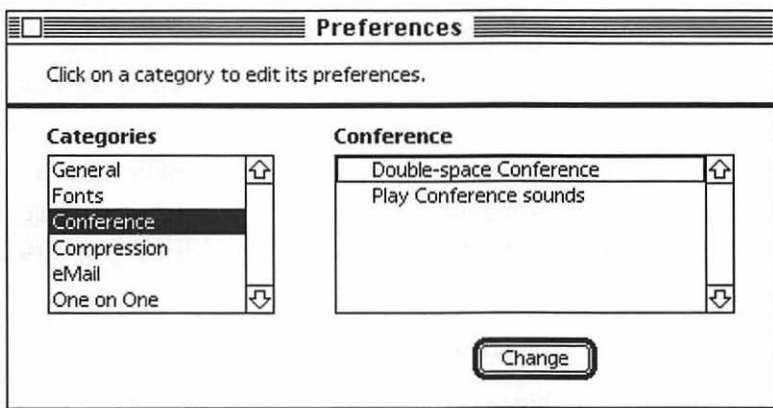
- 2 Click **Change Font** when you have finished, or click the **Cancel** button to leave everything unchanged.

The font preferences for Conferences and email work in the same way.

When you have finished changing these preference settings, you can either click another Preference Category to change other settings, or click the close box to close the Preferences window.

Changing Conference Preferences

- 1 Open the Preferences window.



- 2 Select the **Conference** entry in the Categories listing.

The Conference Preferences options that appear include:

- Double-space Conference (default is OFF).

If you enter a conference area, with the default setting (OFF), the chat text area automatically displays all messages in single-space format. To change to a double-spaced format, click the item and click the **Change** button. A check mark will appear to the left of the item.

- Play Conference Sounds (default is ON).

The conference sounds feature enables any conference participant to insert an eWorld sound into the conversation. Only sounds that are installed in everyone's eWorld application work. You can add sounds to your eWorld application, but no one else will hear them. If you don't want to hear conference sounds, click the item and click the **Change** button. The check mark should disappear. If turned OFF, you can still place sounds into a conference, but you won't hear them; other members will hear them however, if their sound option is active.

Changing Compression Preferences

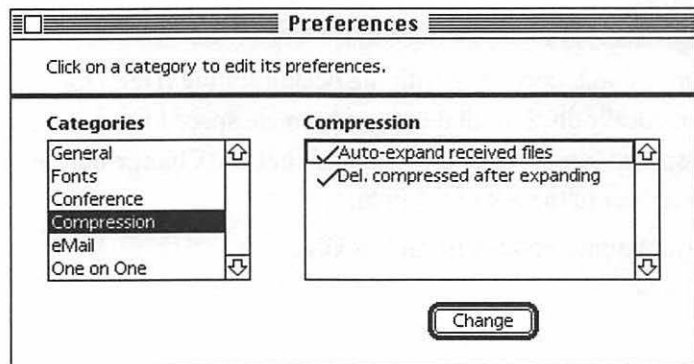
This preference controls how eWorld processes software files that you transfer from an eWorld software library to your own system. Compression preferences include:

- Whether or not eWorld automatically expands software files that were compressed prior to being published in eWorld.
- Whether or not eWorld retains the original compressed file after expanding its contents.

Remember that eWorld will expand previously compressed files into a separate file or folder—leaving the original compressed archive in place. This will quickly clutter up your hard drive, so the eWorld deletes compressed files by default.

To change compression preferences:

- 1 Open the **Membership** menu and select the **Preferences** command. The Preferences window appears.
- 2 Select **Compression** in the Categories column.



The File Compression Preferences options appear:

- Auto-expand received files (default is ON).

When set to ON, files transferred to your computer are automatically expanded (unstuffed) by the eWorld application when you disconnect from eWorld. To deactivate this feature, so that compressed files remain compressed, click the item and then click the **Change** button. The check mark to the left of the item will disappear.

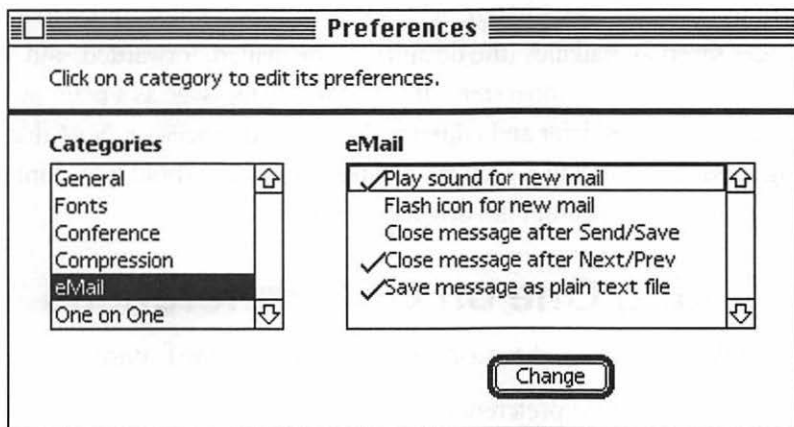
- Delete compressed files after expanding (default is ON).

When set to ON, compressed files will be deleted from your system after eWorld expands and saves the original files. To deactivate this feature, so that the original compressed package remains on your system, click the item and then click the **Change** button. The check mark to the left of the item will disappear.

Changing eMail Preferences

To change or adjust several eMail features:

- 1 Open the **Preferences** window.
- 2 Click the **eMail** preferences entry in the Categories listing.



The eMail Preferences options that appear include:

- Play sound for new mail (default is ON).

If you receive new mail while connected to eWorld, a chime sounds while a voice announces, “You have mail!” To silence this feature, select this Preference item and click **Change**. The check mark next to the item will disappear.

■ **Flash icon for new mail (default is ON).**

This item controls the appearance of the mailbox mini-icon in the upper-right corner of your monitor. If you receive new mail while online, the mailbox mini-icon will blink. To turn this feature off, select this Preference item and click **Change**. The check mark next to the item will disappear.

■ **Close Message after Send/Save (default is ON).**

When this preference is active, eWorld will close an email window after you either send a message or after you save it as a text file. The default setting is ON, which means that as soon as you send a message, the window will close, so that you do not mistakenly resend the same message.

■ **Close Message after Next/Prev (default is ON).**

When this preference is active, eWorld will close email windows when you click the Next or Prev arrow to go on to another message. This keeps your screen from becoming cluttered with messages.

■ **Save message as plain text (default is OFF).**

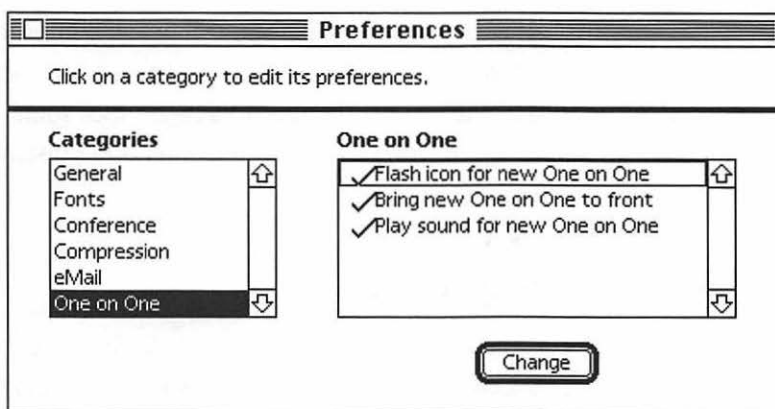
If you want to save email messages as text files rather than as mail files, select this item and click **Change**. A check mark appears next to this item. Messages saved as mail files (the default) can be mailed, forwarded, and replied to without additional steps. If you save any message as a plain text file, it can be opened later and edited with any word processor. Note that saving messages as text files removes any text formatting (bold type, font changes, and so forth) from the original message.

Changing One on One Preferences

These preference govern three aspects of the One on One feature.

To change One on One preferences:

- 1 Open the **Membership** menu and select the **Preferences** command.
The Preference window appears.
- 2 Select **One on One** from the Categories list.



The One on One Preferences options presented include:

- Flash icon for new One on One (default is ON).

When you receive a One on One, a mini-icon will blink in the upper-right corner of the screen. To suppress the flashing One on One mini-icon, click the item and click the **Change** button. The check mark to the left of the item should disappear.

- Bring new One on One to front (default is ON).

When you receive new text in a One on One, the One on One window automatically appears in front of all other open windows. An initial One on One window will always appear in front, but you can prevent the window from coming to the foreground with each new text addition by clicking this item and then clicking the **Change** button. The check mark to the left of the item will disappear.

- Play sound for new One on One (default is ON).

When you receive a One on One, a chime will sound. To suppress the chime, click the item and click the **Change** button. The check mark to the left of the item should disappear.

When you have finished changing the preference settings, you can either click another Preference Category to change other settings, or click the exit box to close the Preferences window.

(To turn off One on One messages completely, go to the **Membership** menu and select **One on One**. Address a One on One message to \$im_off and

add some text—any text—and send the message. You will get an acknowledgment that “You are now ignoring Instant Messages.” To turn One on One messages back on, address a One on One message to `$im_on` with some text. You will get an acknowledgment “You are no longer ignoring Instant Messages.”)

Some Background

This chapter completes our description of how eWorld works from the user’s standpoint. Next we look behind the scenes at how eWorld operates.

Chapter 12

Some eWorld Background

W

hat happens when you connect to eWorld? How do the eWorld host computers work? What does the future hold for eWorld and other online services? These and related questions are discussed in this concluding chapter. There's no need to read this chapter in order, and some sections may be a little technical for many readers.

The Path to eWorld

When you click Connect in the eWorld opening screen, you start an individual session in eWorld and launch a complex sequence of events that brings eWorld images onto your computer screen.

The eWorld application instructs your modem to dial the selected local access number to a Public Data Network (PDN; sometimes given as Packet Data Network) access node at 2400 or 9600 bps. In a typical large city, the PDNs operated by SprintNet, MCI, and others have several hundred telephone lines, all with the same phone number; the telephone company automatically routes your call to an available line unless they are all busy. The same PDN phone number serves many different data services, not just eWorld.

The PDN modem answers your modem with an answer tone and the two modems make a connection. Once connected for an eWorld session, these two modems stay linked continuously—the only continuous link in this process. (Only the answering modem puts out a distinctive tone at the beginning of a modem call, perpetuating a long-standing flaw in modem protocols. All calling modems also should be sending an identifying tone, but most do not except in fax mode.)

The PDN modem feeds your session information into a concentrator, which combines your session with other sessions in packets. At this point, your session is no longer a continuous stream of data; rather, all the information is broken into packets of 128 to 512 bytes along with identification information. Some packets may contain only a single character; the rest of the packet will be padded with null characters. The packets associated with your session make up a “virtual session.” Approximately 15 separate 9600 bps sessions can be carried on a single 56 Kbps line (kilobits per second—thousands of bits per second), up to 63 virtual sessions at 2400 bps. Concentrators take advantage of the relatively sparse communication much of the time—when you are reading something on screen, for example.

The PDN hardware then combines twenty four 56 Kbps lines into a single T-1 line, which carries 1.544 Mbps (megabits per second—millions of bits per second). The final stage of the PDN hardware in the local or a nearby node

combines 28 T-1 lines into a T-3 line, which carries 44.736 Mbps. T-3 lines are the main type of long haul communications link for long distance calls, both voice and data. A single T-3 line can carry from 10,000 to 43,000 simultaneous eWorld sessions, but in fact it will carry communications for many different data services at the same time. The fiber optic T-3 lines fan out across the country as a long distance call, relayed from city to city until the packets reach the San Francisco Bay area.

The PDN nodes in central California separate the T-3 data stream into T-1 data streams which travel on dedicated T-1 lines to the eWorld data center in Napa, California.

In the eWorld data center, the T-1 lines are broken into 56 Kbps or 256 Kbps streams and are fed to Hewlett-Packard computers running the UNIX operating system that breaks down the streams into individual sessions and forwards them via an Ethernet cable to the Stratus host computers. At the beginning of the operation of eWorld, the Hewlett-Packard computers only performed session breakdown. Since the HPs have session information, they could in the future respond interactively, performing directory searches and other duties.

All information sent back to you traverses a reverse path, which is probably, but not necessarily, the same path as the inbound data.

When your eWorld name and password information reaches a Stratus computer, it checks the Member Directory and sends the Town Square text back to you. The Town Square graphics are already stored in your computer, as are all the main graphics for every building in eWorld. When you connect to eWorld, the system will—from time to time—send more artwork to keep the files on your computer up to date. Storing the graphics on your computer speeds up the interface considerably. This artwork comes two ways. Some general artwork needed for the upper layers of the interface are sent to everyone during connection to eWorld. More specific artwork for a particular publisher's area is sent only when you enter the area and need the artwork to see the area's contents. Depending on what you want to accomplish, your session will move among the Stratus computers that have the resources for your requests.

eWorld Host Computers

The Stratus computers at the heart of eWorld are designed for intensive transactional work and often are used by banks and other financial institutions because of their reliability. Everything on a Stratus is duplicated—from power supplies to CPU boards, to hard disk drives. Each component can be replaced while the system continues running. In a decade of shipping computers, Stratus says that two paired boards have failed at the same time only twice.

From a pure computing speed standpoint, the Stratus doesn't actually have any spectacular advantages over the latest microcomputers, but it does have elaborate input/output hardware that no microcomputer can come close to matching. A Stratus has dozens of microprocessors managing every port and internal interface. Each Stratus computer at eWorld has 256 MB of memory (doubled to a physical 512 MB). At the beginning of eWorld service, the system had 20 gigabytes of hard disk storage (doubled to a physical 40 gigabytes). The hard drives are off-the-shelf 1.4 gigabyte SCSI models, the same kind installed in a high-end Macintosh.

The operating system for the Stratus, VOS (Virtual Operating System), supports many functions that enable the computer to deal quickly with thousands of requests. All functions are multithreaded, so the CPU cycles quickly from one request to the next (multitasking). Many sessions can share the same code in memory. When the computer reads information from a hard disk drive, the drive controller reads ahead on its own—beyond the material requested, so if a request for more information comes, the data can be supplied from the controller's RAM without waiting for the hard disk. When the computer writes to the hard disk, it simply moves the information to a block of RAM and goes on to the next task. The disk controller takes care of recording the information to disk on its own.

All the data in the system is backed up onto 200 MB data cartridges; the backup process runs concurrently with normal system operation.

How many members can connect to eWorld simultaneously? Initially, it was approximately 6,000 members. This depends on several factors. First, the

local PDN will return busy signals if it is saturated, even though eWorld may have ports available (remember the PDN serves many online systems). Second, the other steps in the data relay from the local PDN to the eWorld host computer may overflow. Third, the eWorld host computers won't accept a new session if they are too busy. There is a balancing act here; if you have too little capacity, people can't connect. If you have too much capacity, you pay for a lot of computer hardware and data transmission lines that will be rarely or never used.

The Napa Data Center

The eWorld host computers are installed in the Apple Computer Corporate Data Center near Napa, California. The data center's building was originally built as Citicorp's Western data processing center in 1988. Although Citicorp finished the building—complete with wiring—the company cut back on its expansion plans so it never actually occupied the building. Apple bought the building in 1990. The original building design was specified to withstand a Richter magnitude 6.8 earthquake; Apple installed large steel reinforcing girders to bring its earthquake resistance up to an magnitude 8.0 quake.

Citicorp built 20,000 square feet on two floors for computers—an exceptionally large area. Apple turned the second floor into offices, putting computers only on the first floor. The eWorld computers occupy only a small part of the space, its installation dwarfed by mainframes and minicomputers used by Apple for its accounting, manufacturing, inventories, and the myriad other functions of a modern corporate data center.

Everything is duplicated and sometimes triplicated. There are three giant Caterpillar diesel generators and banks of batteries for protection against power failures; one generator is always running on standby. Two independent telephone trunk lines come into opposite corners of the building: one from Napa, the other from Vallejo.

As with most corporate data centers, the Apple data center is not open to the public (except through eWorld!). In time, eWorld will establish additional data centers in Europe and Asia.

A Macintosh computer in the eWorld control room can run eWorld via a direct Ethernet connection to the host computers; it's far more responsive than any computer that must dial into eWorld.

Publishing on eWorld

If you have information that would appeal to eWorld members, consider becoming a publisher on eWorld. Publishing can take several forms.

Casual publishing is open to anyone who wants to post a message or start a new folder in the Discussion Boards. You don't need permission to post messages on most Discussion Boards; just make sure that you have chosen an appropriate board and folder. In some ways, this form of publishing is expected from members of the eWorld community. You should share any useful information you have with the community.

To host a conference on a particular topic, send a note via the message board in the Community Center.

You can send software or digitized information to an eWorld software library. For details on how to transfer files, see Chapter 10, "eWorld Software Libraries." If you do this, you should be certain that you have the right to do so. If you wrote and own the software you can send the files freely, but if you did not write the software, make sure that the software author or owner agrees to send the program or files to eWorld. For digitized text, images, sounds, and music, you must take care not to send any material covered by copyright laws. You cannot, for example, send text or scanned images from any copyrighted publication. Nor can you send digitized sound from a copyrighted recording nor the musical notes in MIDI format. If you do not know for certain that the material is available for public distribution, do not send it to eWorld. If you get a file without knowing exactly where it came from, do not send it to eWorld.

More formal publishing can be done as a regular part of eWorld, if you (or more likely, your company) can supply and maintain a library, discussion board, and other eWorld features. If you can support such a commitment, send an application to the eWorld staff through the Info Booth > eWorld

Assistance > How to Publish in eWorld. The eWorld staff actively encourages publishers to join and provide information on eWorld.

Online Future

eWorld will change continuously. New publishers, discussion boards, and other features will appear frequently. Although eWorld today displays a generally intuitive interface, the future should bring major innovations and improvements that include:

- A Microsoft Windows version of the software.
- A worldwide version in English will be available shortly in many countries.
- Foreign language versions.
- Many more specialized information areas will appear, such as education.
- Application programming interfaces or APIs, will be available to software developers so eWorld features can be customized. Using the APIs, all the functions of eWorld could be available; an application might use eWorld to update itself automatically and add new features, or offer new information.
- Additional payment options such as direct debit and invoice billing.
- 14.4 Kbps access.

One reason that eWorld will not start with 14.4 Kbps or faster access is that the Public Data Network suppliers have not installed the necessary modems on a wide scale yet. For a dial-up telephone line, the V.34 ("V.FAST") modems running at 28.8 Kbps will eventually provide more responsive eWorld sessions. Each faster modem protocol has turned up problems in local telephone lines, and V.34 will be no exception.

Telephone line quality may prove to be the main barrier in getting even faster modems to work over ordinary analog phone lines. Significantly faster operation will require digital phone lines—either switched 56 Kbps service or the 64 Kbps ISDN B service; such digital phone lines will work on ordinary twisted pair copper wire already in use for your telephone. ISDN (Integrated Services Digital Network) connections offer another great

advantage other than transmission speed—much quicker connection (a few seconds rather than the eternity that current modem protocols require).

The greater speed combined with improvements in host computers should eventually make QuickTime movies and even live audio and video practical—but not for several years. Although many groups have already experimented with audio and video over online services, the hardware and connection requirements are daunting—even for users with wide area network connections that run much faster than any telephone line link.

eWorld is the second Apple Computer product to use Unicode (the Newton was the first). Unicode is a new international standard for unique coding for every character and computer documents in all living languages. Unicode makes international exchange of mail much simpler than the older schemes such as ASCII. The 128 characters defined by ASCII (originally American Standard Code for Information Interchange) have been redefined for many languages; unless you know which ASCII version a document was written in, you may not be able to read it. Unicode supports 65,536 characters.

Wireless Connections

With the proliferation of PowerBook models, the Newton, and other portable computing devices, people want to have all their information available wherever they may be. Connecting to eWorld while you are traveling is fine when you have a telephone line with which to connect. For the greatest mobility, a wireless connection seems ideal. Today, wireless connections tend to be complicated, expensive, and sometimes unreliable. But wireless technology is improving and will soon be commonplace. (See Appendix B for some technical notes on wireless connections.)

Wireless LAN connections

One class of wireless systems extends local area networks (LANs) inside a building within a few hundred feet of the transmitter site. Digital Ocean, for example, supplies short range radio systems for LocalTalk networks that can support modem connections. Photonics has a similar system using infrared

instead of radio. These short range systems do not add a connect time charge of their own to any communication activity.

Wireless WAN connections

Several types of wide area network (WAN), broad coverage wireless connections will compete for your business in the coming years:

■ eWorld over analog cellular is available today on cellular phones equipped with a modem port. Cellular modems suffer from all the same interference and signal strength problems familiar to cellular voice callers. Under ideal conditions 9600 bps connections are possible, especially when using modems that correct for cellular transmission errors. Costs may run \$25 or more per hour on top of any eWorld online charges. If you want to use a cellular modem, evaluate your cellular service plan carefully. In many cases, particularly if you are on corporate cellular plans, the convenience of periodic eWorld sessions over cellular phones may well be worth the expense.

■ Digital cellular is not yet fully established because cellular phone companies have not agreed on a nationwide digital standard. Some emerging systems, using Cellular Digital Packet Data (CDPD) can support reliable 19.2 Kbps connections. CDPD is designed to operate on the existing analog cellular telephone systems, using small gaps of time left open by normal voice traffic. When it becomes broadly available, such a cellular data service may be most suitable for shorter, more frequent connections (or transactions). CDPD connections could cost much less than longer continuous eWorld sessions over standard analog cellular phones.

As the cellular services grow, the cellular phone companies are converting the networks over to digital operation; both voice and data traffic are transmitted as digital packets. Two alternate digital cellular schemes are currently being developed and installed in North America: Time-Division Multiple Access (TDMA), and Code-Division Multiple Access (CDMA). In Europe, Asia, and the Pacific Rim, GSM (Global System for Mobiles or Groupe Speciale Mobile) based on TDMA, promises to offer digital voice and data cellular services.

■ Packet radio systems such as RAM Mobile Data and Ardis are operational now, with effective throughput in the 2,000 to 8,000 bps range. Higher speeds are possible; new protocols will offer up to 19.2 Kbps transmission. Prices for RF packet networks may be roughly comparable to analog cellular data transmission, although the pricing is based on packets of data rather than connect time. For a packet network, the cost may be highly dependent on the number of connections and the length of each eWorld session; most packet networks are mainly designed for short messages of up to a few thousand characters. Packet radio systems require their own radio modem (such as the Motorola InfoTac or GE/Ericsson MobiDem); for cellular connections, a single telephone device can handle both voice and data.

■ Unlicensed industrial/scientific frequency-band systems, such as Metricom's Ricochet, offer very low cost wireless connection. The Ricochet network uses spread-spectrum (channel-hopping) technology in a 902-928 MHz frequency band. A month of unlimited use at 2400 bps costs less than \$5 per month; 9600 bps less than \$10 per month. Ricochet is not widely available yet and its performance when many users and services share the 902-928 MHz frequency band remains to be seen.

Wireless connections to eWorld are possible today, at least for the determined user with money, patience, and some understanding of how the wireless systems work. Wireless will get better and the geographical coverage will improve. But wireless only makes sense when there is no telephone line nearby.

Extending Our Reach

Personal computers gave us the computer power to do our own work. Local area networks extended our reach to share information with a workgroup or a company. eWorld now extends our reach to the entire world through electronic mail and interactive access to information.

Just how you use your new reach depends on you. eWorld gives you the tools so you can choose how and when you work. These choices can be liberating—eWorld can help you conduct your business from your home, at the seashore, or a hospital bed; you, however, may feel compelled to work all the time since the information you need is always available.

The choice is yours.

Appendix A

eWorld Menus

T

his appendix briefly describes the functions of all commands in the various eWorld menus.

File Menu

New Text Document: Creates an empty document window for entering text.

New Local Setup: Opens the Edit Local Setup window, in which you can revise modem connection settings.

New Modem Type: Opens the Modem Options window, in which you specify modem command strings.

Save As: Saves entire contents of the open window as a file. The file format will be native to eWorld. If you select any (or all) text in a window, use the next command.

Save Selection As: Saves selected text (within an open window) as a text file on your disk.

Transcripts: Displays a list of available transcripts, which you can activate, to record Conferences, One on Ones, or general activity.

Files to Get: Displays a list of files that you requested for later transfer.

Print: Prints the active window's text.

Open, Close, Save, Save As, Revert, Page Setup, Quit: Standard Macintosh commands.

Edit Menu

Paste From File: Adds to the active eWorld document the contents of a file you choose.

Undo, Cut, Copy, Paste, Clear, Select All, Duplicate: Standard Macintosh commands.

Font, Size, Style: Change the format of the text in mail messages and many text documents.

Places Menu

Connect to eWorld: Displays the Connect to eWorld window. (This command changes to Disconnect when you are connected.)

Check Connect Time: Shows how long you've been connected.

Town Square: Displays the main eWorld map.

eWorld Directory: Lists eWorld contents by topic and enables you to jump to that topic directly.

Go to Shortcut: Opens the Take Shortcut window.

Find Software: Lets you search for and request files stored in eWorld software libraries.

Edit Your Shortcuts: Lets you customize shortcuts listed in the Places menu.

List of Places menu shortcuts: Up to 10 commands that take you directly to various places in eWorld.

eMail Menu

New Message: Opens an empty window for composing and mailing messages.

Address Text Document: Converts a New Text Document into a New Message form that you can address and send.

Mailboxes: Displays a window containing In Box and Out Box features.

Unopened Mail: Displays In Box messages you have not read.

Opened Mail: Displays In Box messages you have read.

Saved Mail: Displays In Box messages saved on your system.

Mail to Send: Displays Out Box messages to be sent later.

Sent Mail: Displays Out Box messages you have sent.

Send Mail in Out Box: Mails messages waiting in your Out Box (only when connected to eWorld).

Automatic Courier: Lets you specify options for automatically sending mail and for getting mail and disk files.

Edit Address Book: Lets you edit your eWorld Address Book, which you can use to address your messages.

Membership Menu

Member Directory: Lets you search the eWorld Member Directory for names, eWorld names, or profile information.

Look Up Member: Lets you get a member profile or find out if a member is connected and/or currently participating in a conference.

One on One: Lets you have a private conversation with anyone who's currently connected.

Change Password: Lets you change the password used in connecting to eWorld.

Store Password: Lets you set a password for use by Automatic Courier as well as for one-step connection.

Edit Member Profile: Lets you add to, or revise personal information that is available to other members.

Preferences: Lets you customize eWorld features, including sounds, mail, fonts, and more.

Conference Menu

Appears only when you are in an Auditorium event or conference.

Preferences: Lets you customize conference features—double-space conference text and turn sound on and off.

Send a Sound: Lets you send a sound to other conference participants.

Windows Menu

Clean Up Windows: Rearranges all open windows for easy access.

Close All Except Front: Closes all windows except the currently active one.

Remember Size: Sets the active window so that it always opens to the current size.

Forget Size: Resets the active window to open to its original size.

Window listings: Lists all open windows. Choose any item in the menu to make it active.

Appendix B

Software and Hardware Topics

*T*his appendix deals with many specific hardware and software situations that you may encounter when using eWorld. This appendix does not try to provide exhaustive information, but rather point the way to solutions. If you get stuck, remember that help is available from several sources: From the eWorld Assistance Center, from your computer dealer, and from user groups.

This appendix covers the following topics:

- Insufficient memory
- Screen bit depth
- Modems
- Incompatible modems
- Modem setup
- Connecting
- Telephone line interruptions
- Telephone line quality
- Telephone line charges
- Traveling
- Cannot connect with modem?
- Modem port in use
- Resetting a modem
- Emergency procedures and resetting modems
- Telephone line variations
- Internal phone systems
- Sharing a modem
- Network connections
- When will eWorld disconnect?
- Wireless connection
- Compressed file types

Insufficient Memory

To use eWorld software (version 1.0), you need at least 1,200K of free memory. If you have insufficient memory, you have several choices:

- Buy more memory for your Macintosh. Disadvantage: Costs money.
- If you already have some applications running, you can quit an application or two to free up memory for eWorld. Disadvantage: You may want to have other applications running when you use eWorld, such as a word processor. You may be able to free up enough RAM to run eWorld by reducing the memory allocations of the applications. If so, you should start eWorld first and then the other applications to force the other applications to open in minimum memory sizes.
- You can install a memory management utility that increases the amount of usable RAM, such as OptiMem from Jump Development Group or RAM Doubler from Connectix. Disadvantage: Aside from cost, possible incompatibility with some software. Although the eWorld software is not officially tested for compatibility with non-Apple software, eWorld works with these two programs. RAM Doubler requires a 68030 or better processor, or a 68020 with a PMMU chip.
- You can turn on virtual memory (in the Memory control panel) to use a portion of the hard disk drive as if it were RAM. Disadvantage: Computer operation may slow down considerably, especially when changing applications; frequent hard disk access runs down battery in a PowerBook.
- If you are using System 7 or 7.1, you can switch to System 6, which uses much less memory. Disadvantage: You lose System 7 features, a major problem. Many programs (but not eWorld) require System 7.
- Trim the System Folder to use less memory. There are several ways to do this:
 - Reduce the size of the disk cache (in the Memory control panel).
 - If you use Adobe Type Manager, reduce the size of the font cache.
 - Move unneeded extensions, control panels, and startup items from the System Folder to a storage folder; to disable extensions quickly, and

restart the computer while holding down the Shift key. Disadvantage: Performance may suffer with reduced cache sizes; features may be lost if software is removed.

- Remove or reduce size of RAM disk, if installed. Disadvantage: Loss of RAM disk feature.

Screen Bit Depth

Color screen images in eWorld are designed for 256 colors (8-bit color). Setting your monitor for thousands of colors (16-bit color) or millions of colors (24-bit color) will not improve the appearance of the graphics in eWorld. If your monitor shows gray scale images, the 256 colors will be rendered as grays. If your monitor is black and white (no grays), eWorld uses a separate black-and-white set of images because the 256-color images cannot be rendered cleanly in black and white. In a conference window, for example, the shading at the top makes reading the list of recent arrivals very difficult to read in black and white; the true black-and-white image omits the shading.

If your hardware is able, we recommend that you run at least 16 grays or colors when connecting to eWorld; the graphics are much nicer than the black-and-white version.

In some cases, you may start with color or grays and then switch to black and white while the eWorld application is running—if you move the window from one monitor to another, for example. The eWorld application selects the color/gray or the black-and-white graphics when it starts. So if your primary screen is in color and you want to put eWorld on a secondary black and white screen, you need to set your primary screen to black and white, start eWorld (just start, not necessarily connect) and move the windows to the black-and-white screen. Once eWorld has started, you can switch the primary screen back to color. If your primary screen is black and white and the secondary screen in color, eWorld windows moved to the secondary screen will appear in color.

Modems

Modems come in many sizes and shapes, but the main distinction is speed. A graphics-intensive service such as eWorld is hopelessly slow at 300 bps and you'll need a lot of patience at 1200 bps. If you only have 1200 bps, you may as well try it (connect to a 2400 bps access line).

■ 2400 bps modems are common and low priced. They are fast enough to make eWorld usable, but no longer enjoy a major price advantage over faster modems. (The fax and data speed may not be the same; many 2400 bps modems can send and receive faxes at 9600 bps. Such modems are often described as "24/96" models.)

■ 9600 bps modems are four times as fast as 2400 bps and match the rate of the fastest eWorld connect speed at its introduction. Nevertheless, 9600 bps modems are not a particularly good choice because for about the same price you can get a 14,400 bps modem, described in the next paragraph.

■ 14,400 bps modems are the most common fast modem, at least for 1994. Nearly all such modems support the V.32bis data protocol with V.42bis error correction.

■ 19,200 bps modems, often called "V.32terbo" or simply "terbo modems," are a minor enhancement of the 14,400 bps models. Terbo modems will be replaced in late in 1994, by 28,800 bps modems.

■ 28,800 bps modems following the V.34 (V.FAST) protocol. V.34 modems are—thus far—the fastest models for ordinary dial-up phone lines. Caution: several companies are selling "V.FAST-class" or V.FC modems before the V.34 protocol is complete. Check the compatibility and upgrade policies for these modems carefully; you may find that these modems will not be truly compatible or practically upgradable to V.34.

Note that the speed of any data connection is limited to the rate of the slowest link, usually the slower modem. A data link can run at 28,800 bps only if both modems are capable of that speed. eWorld initially offers a maximum speed of 9600 bps, so even if you have a faster modem, the eWorld connection is limited to 9600 bps. eWorld plans to offer faster service in the future.

In most cases, a faster modem can operate at all the common slower speeds; eWorld communicates at 2400 bps and 1200 bps in addition to 9600 bps.

Most modems sold for the Macintosh today also include fax send and receive. eWorld does not require or make use of a modem's fax features. With a forthcoming version of eWorld, you can send a fax even if your modem does not have fax features; in some situations, faxing through eWorld can be better than trying to send a fax directly.

For a PowerBook, you can use an external or internal modem. Internal modems are much more convenient; you simply plug in a telephone cord and launch the communications program (such as eWorld). External modems have a single advantage—you can swap the modem with other PowerBook models or desktop Macintosh computers by either switching cables around or with a serial port switch.

For most modems, you need only run the eWorld software, which is self contained and does not require any other modem software installed first. The most common exception to this rule is the modems for the PowerBook Duo models; on a Duo you must install the modem software before you can run the eWorld software.

Incompatible Modems

Several types of modems are not compatible with Macintosh computers. Modems that install internally in another type of computer—mostly for IBM PCs and compatibles—will not fit into any Macintosh. There are two possible exceptions among very recent modems (1994 and later): PCMCIA card modems may work on PowerBook models with a PCMCIA slot, and Power Macintosh models that have PCI bus slots may accept PCI modems that will work in PCI bus equipped IBM PC compatibles.

A few external portable modems designed for IBM PC compatible portable computer may not work if they rely on power from the serial port. Portable modems that run on battery power or an AC adapter may work on a Macintosh, although you will need a serial cable adapter.

Modem Setup

Chapter 1, “eWorld Installation & Connection,” describes all the installation steps necessary for most eWorld members. For special situations, you can change the modem commands. Go to the **File** menu, choose **Open**, and then select the modem file that you use in the eWorld Files folder. The modem options window shows the current settings.

A future version of the eWorld software makes changing options a little easier. In the Edit Local Setup window, you can click on **Modem Options**.

In this window you can set several options. All the choices include a text area where you can enter the codes specific to your modem. Some notes:

- Turn speaker off is not available with all modems.
- Error correction enables V.42 error correction, which improves modem performance slightly.
- Data compression enables V.42bis data compression, which improves modem performance slightly. (Hardware in the modem performs V.42bis data compression quickly, so the recommendation against double compression in the main part of the book does not apply to this case.)

- Ignore dial tone permits dialing for some PBXs and foreign phone systems where your modem does not recognize the dial tone.
- The Modem Info button supplies any available information about your particular modem.

Clicking **Advanced Options** opens the Modem Info window.

The screenshot shows a window titled "GU PowerPort Gold/Silver". Inside the window, there is a "Help" button with a question mark icon and a "Modem Options" label. To the right of the label are "Cancel" and "Save" buttons. Below this is a "NOTE" section: "NOTE: This area is designed for advanced modem users only! Consult your modem manual before making any changes. You may customize your modem configuration by editing the appropriate commands below." There are four text input fields arranged in two columns. The left column has "Configuration:" above a field containing "EQQOV1X4WZ" and "Reset:" above a field containing "Z". The right column has "Enable Hardware Handshaking:" above a field containing "&F1\Q3" and "Disable Hardware Handshaking:" above a field containing "&F".

This window contains more text areas for entering codes for controlling your modem's behavior. Most users will not need to make any adjustments here.

- Use Disaster Access instructs the eWorld software to use a special 800 phone number that is activated only during disasters such as a major earthquake. The 800 number can bypass some of the call routing normally used by eWorld.

Connecting

In the home and the typical small business, connecting to the phone line is easy. You just get a standard RJ-11 telephone cable and plug one end into the modem, the other end into a phone jack. Nearly all modems come with a RJ-11 cable; if not, you can find them in many stores. The length does not matter; use whatever you need to make the connection. In older homes and commercial buildings, the telephone plug made be the old four-prong

variety. Use Radio Shack #279–351 for an adapter, or install #279–353 for a permanent RJ–11 jack.

You don't need a special telephone line for modem calls. A telephone line dedicated to modem use is certainly the best, but usually the most expensive solution. You can also use a fax phone line if you have one. There is no problem sharing a line for modem and fax, although you should turn off auto answer on the modem to prevent it from picking up fax calls.

If you have two-line service, you can use either line. A standard RJ–11 cable will connect to line one (the inner red and green wires). Use an adapter (Radio Shack #479–402) to connect line two (the outer black and yellow wires).

You can still use a telephone on the same line you use for data calls. If you don't have a second phone jack handy, get a RJ–11 Y-adapter (Radio Shack #279–357). Some modems are designed to plug between the phone jack and a telephone; check with the modem's instruction manual.

Telephone Line Interruptions

If the phone line is shared with voice calls, you must take two precautions. First, if you pick up a telephone handset while the modem is operating, you will “bargе in” and disrupt or break the modem call. This rule may be hard to enforce, particularly if there are several telephones on the same line. Bargе in can be prevented with an exclusion circuit, such as Radio Shack 43–107. Note that exclusion circuits must be installed in front of any telephones. With an exclusion circuit, whenever you use the modem, everything else on the phone line disconnects for the duration of the modem call; when the modem hangs up, the line works as usual. Most voice/fax switches, either built into a fax machine or as a separate box, incorporate an exclusion circuit.

As a weak second choice after an exclusion circuit, you could install a line-in-use indicator (Radio Shack 43–108) at every telephone. The indicator lights up when the line is in use, but does not prevent anyone from picking up the handset and barging in.

Also, you should disable call waiting during modem calls; see Chapter 1, “eWorld Installation & Connection,” for more information. If you suspend call waiting, anyone calling your line will receive a busy signal while you are connected to eWorld.

Telephone Line Quality

Some telephone line problems that may not block voice calls can prevent data calls. Noise on the line is fairly common. The noise can be intermittent or constant. Squirrels, rain, tree branches, construction work, and many other activities can interfere with telephone signals. If you have trouble, you should first determine if the problem is on your premises or in the telephone network. Plug a phone into the network interface box, where the phone line enters your premises. If the trouble goes away, the problem is in your wiring. If the trouble persists, call the local telephone company for assistance; they should test your line for noise on request.

Some local phone companies sell “conditioned” lines for an extra monthly charge. Such conditioning should not be necessary for normal modem use; modems are designed for voice-grade telephone lines. (Local phone companies also sell much more expensive conditioned lines for high-fidelity audio and for wide-band data use. Such lines are not standard dial-up phone lines.)

If you have ISDN or switched 56 kbps service, check with eWorld Assistance Center in the eWorld Info Booth about access. Until eWorld supports such connection speeds, you may not gain any speed advantage over 9600 bps even if you find a way to connect. Similarly, check with the eWorld Info Booth if you have modem service through cable television.

Telephone Line Charges

Telephone line charges are separate from eWorld charges, and you will have to pay your local telephone company for local service. In some cases you may want to change your service. If you have metered calling (pay by the call), you may want to switch to unlimited calling if you use a modem

frequently. You may want to change your local calling area to include the nearest eWorld access number to avoid a toll call.

If you have to make a long distance call to gain access to eWorld, check the call costs. In some areas, an interstate long distance call may be cheaper than an intrastate call, so you may want to compare the costs of calling several access numbers. And, the relative cost may change depending on the time and day of the week.

You can make credit card calls for access to eWorld. How you do this depends on the specific long distance service and modem model. With eWorld version 1.0 and future versions, you can simply put a long dialing sequence in the phone number field, something like:

18005551234,,,,,02125556666,,12345678901234

Here's how this breaks down:

18005551234	access number for the long distance service
,,,,,	pause of 12 seconds (two seconds per comma) for acknowledgment tone; this time varies so you will have to measure the pause required by your service
0	sets long distance dialing
2125556666	access phone number
,	pause after dialing number (optional)
12345678901234	credit card number

In this example, the entire dialing string is 43 characters long. Some modems are limited to dialing strings of 39 or 40 characters. To get a credit card dialing sequence to fit, you must reduce the number of commas by changing the time delay represented by a comma. Open the Modem Options window (discussed earlier in this appendix). In the Configuration field, add the command S8=06 to change the comma pause from two seconds to six seconds. Now you can use the dialing string

18005551234,,0212555666612345678901234

which fits within the modem's dialing string limits. eWorld phone number fields will accept hundreds of characters, far more than any modem can handle.

Note that if you set automatic credit card dialing, anyone with access to your computer can access your credit card number.

You can also dial a credit card call manually; in the edit setup screen, choose Manual for the Connect method.

Traveling

To connect to eWorld while traveling in the United States and Canada, you will need the SprintNet or MCI (or other) phone number so you can dial a local, or at least a nearby number. You can set up several locations permanently and select among them with the location pop-up menu, or you can simply enter a new phone number temporarily. You could simply connect via long distance call to your home access number, but you may as well avoid such extra charges if possible.

Hotels frequently add extra charges if you call from a hotel room. The charges vary, so you may want to inquire about telephone charges when you make reservations. When possible, choose hotels that permit unlimited local calling and impose no surcharge for long distance calls.

For travel outside United States and Canada, use a local access number in countries where English language eWorld service is available; see the list at the end of Chapter 1. For other countries, you could simply make an international call to an eWorld access number in North America or a nearby country. Despite the relatively high cost, such calls are practical for sending and retrieving short electronic mail messages. As eWorld expands to international operation, consult the eWorld Info Booth for local access numbers in each country.

You need a telephone adapter plug for many countries. TeleAdapt (Campbell CA, 408-370-5105) sells plug adapters individually and in sets. You may also need different connection procedures to make modem calls.

Many countries have regulations about the type of modem that can be connected to the telephone line, even though most modems will work fine given the correct cable adapter. All modems use communications methods set by international standards, and the touch-tone dial codes are also international. You may need to make some adjustments for differences in ringing and busy signals or set pulse dialing, but connection is usually possible.

Cannot connect with a modem?

If you cannot connect, you will need to do some systematic sleuthing.

- Check cables and telephone line connection.
- Check the modem setting in the eWorld software. Look at each entry in the modem setup screen, including the port choice (modem or printer port). If your modem is not listed, first try Generic Modem and then Hayes Basic in the Modem Type selection in Connection Settings. Use 2400 bps if you have trouble at faster speeds. Once you make a connection, even if at 2400 bps, you can look for further information within eWorld and send messages to the eWorld Assistance Center (mail can be sent to ASK EAC).
- With a PowerBook, check the PowerBook Setup control panel to make sure the external or internal modem is appropriately selected. On a Duo with an internal modem, check the modem setting. Depending on the software version, you need to select internal modem, compatible modem, or Use Express modem in the PowerBook setup or Express Modem control panels. For a 500-series PowerBook with an external modem, turn AppleTalk off to use the single serial port for a modem.
- With a Macintosh IIx, open the Serial Switch control panel and set to compatible instead of faster.
- Try another communications program that uses the modem. If the other program works and eWorld does not, contact the eWorld Assistance Center.

- Make sure the phone works by plugging an ordinary telephone into the line. Try calling a number to verify that a call can go through. In many businesses, some phone lines are blocked against calls out.
- The access number may be busy; try again later. Most modems let you listen to the beginning of the call so you can hear a busy signal, although some modems, such as network modems, may not let you listen in. The speaker volume in most modems can be adjusted or turned off; the volume control may be a knob on the modem, a software command, or both.
- If you have a 9600 bps or faster modem, you may need a hardware handshaking cable and select it in the setup screen for reliable operation; check with the modem vendor.
- Sometimes a connection will work at a slower speed. Although the speed should switch down automatically, you may want to try setting the speed to 2400 bps to see if you can connect at all. If you select a slower speed, change the access phone number accordingly. Although 2400 bps is not ideal if you have a faster modem, the lower speed will enable you to get connected, send messages, and find a solution to your problem.
- Disable all extensions by holding down the Shift key and restarting your Macintosh. An “Extensions Off” message will appear on the Welcome to Macintosh screen. Some specialized modems such as the Duo modems, require an extension for operation, so you may have to remove extensions manually or use a utility program that can manage extensions. If your problem goes away with extensions off, you will have to restore your extensions one, or a few at a time until you isolate the conflict. If you find a specific offender, check for an update that might resolve the problem. The extensions that may cause problems include several items in the System Folder—Extensions, Control Panels, and Startup Items.

Modem Port in Use

On a Macintosh, only one program can use a serial port at any given time. You can have more than one communication program loaded in your computer's memory as long as only one is active at any given time. If you start eWorld when another communication program is in use, you will get a

message asking if you want to reset the modem. Resetting will break the communication link established by the other program.

If you use a port switcher, consult the manual for setting up the switch to operate a modem. The initial release of eWorld software does not use the Apple Communications Toolbox.

If your modem does not use a standard Macintosh serial port and will not run with eWorld software, contact the eWorld Assistance Center at 800-775-4556 for assistance. This includes network modems and the original Global Village 2400 bps TelePort and TelePort Bronze modems that connects to the ADB (keyboard/mouse) port only on a Macintosh.

For the modem speed setting in the eWorld Connection Settings screen, you can use the communication speed, typically 9600 or 2400 bps. Actually there are two speeds involved, the speed that the software communicates with the modem (set in Connection Settings) and the speed over the telephone line (set automatically by the modems, but never faster than the software connection speed). Under some conditions, setting the speed in Connection Settings to a higher speed can improve performance a little. If in doubt, you can simply try a higher speed; if the speed doesn't work, reduce it.

Emergency Procedures and Resetting Modems

Occasionally, the eWorld system software, or some other software may lock up or quit while you are connected to eWorld. Or an emergency arises and you have to yield the phone line for a call.

The quickest way to disconnect a modem is to physically unplug it from the phone line. You will be able to make a call; the eWorld software will wait for some seconds before deciding the connection is permanently broken and will present a screen telling you that "Your session has been interrupted" describing possible causes. Click OK to return to the eWorld sign on screen. eWorld will note your disconnection and automatically log you off the system. Reset your modem as described later in this appendix.

Because of the nature of telecommunications, the eWorld software will at times allow a considerable time before requiring a response from the eWorld host computer or the many intermediate communication links involved. Sometimes you will realize something has gone wrong before the eWorld software does—or you simply need to leave your computer for an urgent reason, perhaps to place an emergency phone call. Don't turn off your computer, which may cause problems when you try to open files later. You can force quit the eWorld software—if it is the active program in the foreground—by pressing the Command, Option, and Escape keys at the same time. A dialog box will ask you if you want to force quit eWorld and that unsaved changes will be lost. If that's OK, click **Force Quit**; otherwise click **Cancel**. Occasionally the program that will be forced to quit is not eWorld, but some other program loaded into memory. Simply repeat the process. Keep in mind that this is a nonstandard procedure, not recommend for normal operation. If you force quit, you should save all remaining files opened by other applications and restart your computer.

Abnormal disconnects can leave your modem telephone line off hook and the modem in limbo so that the next time you launch eWorld or other communication programs your modem may not accept commands or will not behave normally. Reset your modem by turning it off for five seconds and turning it on again. To reset a PowerBook modem, restart the PowerBook computer. These steps should hang up on the phone line as well.

When the eWorld application and other communications software disconnect from an online service, the modem and communications port are reset and ready for the next connection. A few poorly designed programs will not do this unless you quit the program. And abnormal disconnects can leave your modem telephone line off hook and the modem in limbo; sometimes the modem will not hang up the phone line. You can usually reset an external modem by turning it off for a few seconds and turning it on again. Turning a modem on or off while connected to a computer will not cause any hardware damage (although you could disrupt an online connection). For an internal modem, such as in a PowerBook, the only practical way to reset the modem is to restart the computer. Several free and shareware programs can reset the communications port but do not reset the modem.

Many modems can store custom configuration settings; occasionally such settings will interfere with communications software. Check with your modem manual for instructions on selecting and changing configuration settings.

Telephone Line Variations

There are many possible variations on the telephone line. You may run into one of these situations in your office or when you travel.

In nearly all homes, the telephone line connects directly to the local telephone company. In many offices and hotels, the telephones connect to an internal phone system, which is in turn connected to the local telephone company. How you connect depends on the situation.

■ *1A2 telephones.* An older system, 1A2 telephones are almost always traditional desk telephones with a row of line selection buttons below the dialer. The buttons light up for each line in use. The wiring is usually a long, thick Amphenol connector with 50 contacts. You will need an Amphenol to RJ-11 adapter, available from telephone equipment suppliers. Many Amphenol adapters have several RJ-11 plugs, which are marked 1, 2, 3, or 4, corresponding to the phone line, or have a single RJ-11 plug with a rotary- or push-button switch for line selection. To prevent barge in, you need to connect your modem to phone system ahead of all the telephones with an exclusion circuit.

■ *Key systems.* Common in smaller offices, a key system uses custom telephones with buttons for transferring calls, forwarding calls, etc. If the key system supports ordinary telephones, then simply plug in as usual, although barge in can be a problem. If the key system does not support ordinary telephones, you need to connect to the phone line ahead of the key system.

■ *Analog PBX.* Many offices have PBX (Private Branch eXchange) systems, or an internal telephone system. If the PBX is analog, you can usually connect a modem without difficulty. In some cases, the phone line will be on the line two wiring (the line one wiring is used for PBX functions); check with your telephone manager.

To prevent barge in, check with the telephone manager. Many PBXs automatically prevent barge in; some may need programming to set your modem line for privacy and thus prevent barge in. With some analog PBX systems, the simplest way to connect may be with a coupler, as described in the next section.

■ **Digital PBXs.** Digital PBXs pose the greatest problems. In the worst cases, if you connect a modem to a digital PBX phone line, the PBX power supply can damage your modem. If you are not certain, check with the telephone manager before you plug in a modem. Digital PBXs are common in both offices and hotels. You have several possible ways to connect:

- Some digital PBX telephones include a data jack for analog modem connections. Plug in and you're in business.
- Install a direct analog phone line.
- Install an analog phone line from the PBX.
- Connect to a fax line instead. This may tie up the fax line.
- Connect to the telephone handset cord with an electronic coupler from Unlimited Systems (the Konexx Konnector). If you cannot autodial which such a coupler, ask the telephone manager if the PBX can be programmed for direct trunk access on your line. If you are nimble, you can set the eWorld software to dial a random single digit, then (quickly) manually dial before the modem drops the connection; see the Konnex manual. A future eWorld version provides for "ignore" dial tone in its modem setup.
- Connect to the telephone handset acoustically with a coupler from Unlimited Systems (the Konexx Koupler). Disadvantages: Same as for electronic coupler, plus acoustic coupler sometimes unreliable depending the handset and data transmission speed.

Sharing a Modem

You can share one modem among several computers with a serial switch. The type of switch you need will depend on the kind of connectors the modem uses. Usually the simplest way is a switch with DB-25 connectors,

provided the modem uses such a connector. With such a switch, a Macintosh can share a modem with an IBM PC or compatible as well as with other Macintosh computers.

Network Connections

On a local area network, you can connect to eWorld with a modem server, a modem on the network that supplies modem services to any computer. With a network modem, you don't need your own modem and phone line, but performance will depend on the network activity. If your network has a modem server, it probably also has a network administrator who can tell you how to use the modem.

When will eWorld disconnect?

If, while you are connected to eWorld, the host computer senses no activity, it will disconnect you. In most eWorld areas, you will be disconnected in about 55 minutes. In conferences or the Auditorium, you will be disconnected in about 115 minutes, a long delay to let you observe the proceedings.

Wireless Connection

You can connect to eWorld several ways without wires. Bear in mind that you will have to pay for air time on cellular phone calls. Cellular phone calls encounter potential data errors because of the radio connection. Error correction protocols can largely prevent such problems, but the common V.42 error correction, designed for wired connections, doesn't work well for wireless connections. Several incompatible error correction protocols, designed specifically for wireless connections, are in use, such as MNP 10 and AT&T's ETC. Problem: Although some portable modems include MNP 10, few other modems do; unless both sending and receiving modems have matching protocols, you won't get error correction. Public Data Networks

and some cellular phone companies are installing error correction and conversion in their equipment so the portable modem sees an MNP-10 or ETC protocol, and the other (wired) modem sees V.42. Check with the PDN or cellular phone company to see if such a service is available in your area.

■ *Cellular modem (1).* Use a modem designed to plug into an analog or digital cellular phone that is equipped with a data port. You'll need the right cable; the handful of cellular phones with a data port all use different connectors.

■ *Cellular modem (2).* Use an analog or digital cellular modem that has its own transmitter/receiver. Disadvantage: Bulky.

■ *Cellular modem (3).* A group of cellular phone companies have developed the cellular digital packet data (CDPD) protocol for their systems. The packets would be transmitted in between voice transmissions. The cost might be less for digital voice calls. The packet system must interface to SprintNet, MCI, or other eWorld dialup network supplier.

■ *Cellular modem (4).* In 1995, new digital data protocols that work over digital cellular phone networks may be in place with better—or at least different—price and performance characteristics.

■ *Air-to-ground connection.* Several airlines offer inflight telephones with data hookups. For data, the service is erratic, even on the digital inflight systems with error correction. You can use any eWorld access phone number. The cost is fairly high—typically four dollars for the first minute, two dollars for each additional minute (plus eWorld connect charges). The older analog air-to-ground phones work less well than the newer digital telephones.

■ *Ship-to-shore connection.* The most common radio telephone connections used for ship-to-shore communications cannot not handle data. On a large ship with a satellite dish, data links are practical although expensive. New satellite systems scheduled for operation in 1995 should improve connection quality and lower costs for ships traveling in coastal zones of North America.

■ *Premises wireless network.* Low power, unlicensed transmitters and receivers in the 900 MHz band can handle local area networking and other data communications within a building or group of buildings. Such premises

systems can include modem servers, just as a wired network. Digital Ocean (Lenexa, KS) sells a premises system for LocalTalk networks, the Grouper. Photonics (San Jose, CA) sells an infrared wireless system for LocalTalk networks.

■ *Packet data radio (outside of cellular phone band)*. Two major systems—Ardis and RAM Mobile Data—offer packet radio services across the United States and, through affiliates, Canada. To connect to eWorld, the packet system must offer a way to connect to SprintNet, MCI, or another eWorld dialup network supplier.

File Types in Software Libraries

Files in online software libraries are usually compressed to save connect times for sending and receiving. Here is a list of all the common and some not-so-common compression formats used for Macintosh, UNIX, and IBM PC files. This list has been revised from the original, compiled by Carsten Klapp of the MAGIC BBS. In all cases, the file type is added to the end of the file name as an extension. These formats are for the Macintosh unless otherwise noted.

.sit

StuffIt format—use the eWorld application or any of the StuffIt programs to extract.

The newest version (3.0) of this proprietary format is created and expanded with the StuffIt Lite and StuffIt Deluxe programs. Specifications for the older StuffIt 1.5.1 file format are in the public domain. Current StuffIt Lite and Deluxe can decompress StuffIt 1.5.1 files, but StuffIt 1.5.1 cannot decompress Lite/Deluxe files. The eWorld application can compress in StuffIt version 3.0 format and expand both version 1.5.1 and 3.0 formats.

.cpt

Compact Pro format—use StuffIt Expander, or Compact Pro to extract.

The shareware program Compact Pro, created by Bill Goodman, produces smaller files and works more quickly than StuffIt 1.5.1, but it does not compress quite as much as StuffIt Lite/Deluxe, or as fast as StuffIt version 3.0.5. Many people prefer the more intuitive Compact Pro interface over the fancier StuffIt Lite/Deluxe interface.

.hqx

BinHex 4 format—use StuffIt Expander, BinHex DA, StuffIt Lite/Deluxe, or Compact Pro to extract. Do not use the BinHex 4.0 application which has some known bugs.

BinHex 4.0 is used to email normal (binary) files using 7 bit text. Do not confuse BinHex 4.0 with completely different BinHex 5.0 format. BinHex files always begin with the line: “This file must be converted with BinHex 4.0”. Files encoded in BinHex format grow 30-35 percent in size. Created by Yves Lempereur.

.bin

BinHex 5 (also known as MacBinary II) format—Use BinHex 5.0, MacBinary II or II+, Apple File Exchange, StuffIt Lite/Deluxe, or MacLink Plus Translators.

MacBinary was created by Yves Lempereur to save Macintosh files onto foreign hard drives and floppies such as UNIX and DOS. This is an 8-bit format which generally can NOT be sent by email as it requires an 8-bit (binary) data connection during file transfer. The latest version, MacBinary II+, includes folder hierarchy in the translation. The shareware ZTerm terminal program has a “Smart MacBinary” file transfer mode which automatically converts to and from MacBinary format while uploading and downloading many types of Macintosh files. Do not confuse BinHex 5.0 with the completely different BinHex 4.0 format.

.image

DiskCopy images of a floppy disk—use Apple DiskCopy, DiskDup+, or DART to convert these back onto disks. This format has traditionally been used by Apple to distribute System software. Usually image files are compressed with another program such as StuffIt Lite before sending them to save transmission time and file server space. DiskDup+ also supports its own proprietary file format which has built-in compression. Image files can be mounted as if they were actually floppies, by storing them on a hard drive or removable media and using either DiskDup+ or the MungeImage control panel. (Or MountImage if upgraded from version 1.2.)

.dd

DiskDoubler/AutoDoubler format—use DDEExpand, DiskDoubler, or AutoDoubler. A proprietary format, created by Yves Lempereur, has recently grown in popularity very quickly and sparked the automatic compression program industry.

.now

Now Compress archive format—use Now Expander to decompress. Claims compression ratio higher than StuffIt. A new proprietary format which is not widespread.

.pit

PackIt format—use StuffIt Lite/Deluxe or PackIt to decompress. No longer commonly used.

.PKG

AppleLink package format—use eWorld or AppleLink application or StuffIt to expand.

.sea

Self Extracting Archive—double-clicking file icon will automatically uncompress the file. Use De-SEA to turn SEA files into normal archives. This is not actually a specific file format because many different compression methods such as StuffIt, Compact Pro, and Disk Doubler use this extension on their self-extracting files. However, each can be identified by its own unique self-extracting icon.

.X

Alysis Disk Expander self-extracting archive—double click to expand.

.Z (UNIX format)

UNIX Compress format—use MacCompress on the Macintosh. Since Compress only works with single files, archives containing more than one file can be created by using Tar and then Compress, resulting in a filename with .tar.Z as an extension. This type of file must be deCompressed and then unTarred.

.tar (UNIX format)

UNIX multi-file archive format—use StuffIt Lite/Deluxe, SunTar, or Tar on the Macintosh.

A Tar file is not a compressed file, but rather a combined group of files. Files grouped with Tar are then compressed with the built-in UNIX compression program, Compress.

.uue or .uu (UNIX format)

UUencode format—use UULite for single-step joining and decoding, or use UUTool and UUCat to combine and decode segmented UUEncoded files. UUencoding is used to email normal (binary) files using 7-bit text, and can be identified by the first line which always starts with begin 644 filename (or some other number). UUencoded files are usually split into smaller chunks,

when posted to Usenet newsgroups, to allow them to pass through small gateways. The chunks must be reassembled before decoding. Files encoded in UUencode format grow 30-35 percent in size when converted into this format, which is similar to but slightly more efficient than BinHex 4.0.

.gz (UNIX format)

GnuZip format—use MacGZip to decompress. GnuZip is a new format that initially, and unfortunately, chose the lower case .z as its extension. The extension has recently been changed to .gz to help prevent confusion with the Unix Compress format, which uses an uppercase .Z as its extension.

.lzh (Amiga computer format)

Yoshi's LHarc archive format—use MacLHa to decompress. LHarc files have a very high compression ratio but are slow to compress and decompress.

.ZIP (IBM PC format)

PKWare's ZIP format—use eWorld application or Zipit for the Macintosh. Self-extracting zip files use an .exe suffix to indicate an executable file. The newest 2.0 ZIP file format supports an increased compression ratio over previous versions, called deflation. Deflated files are compressed more than StuffIt Lite/Deluxe files.

.ARJ (IBM PC format)

ARJ format—use UnArj for the Macintosh. ARJ is a relatively new file format. It is not widely accepted and does not achieve the compression of deflated ZIP files.

.ZOO (IBM PC format)

ZOO format—use MacBooz to uncompress.

.ARC (IBM PC format)

PKWare's Arc format (older format) can be expanded by the eWorld application.

Macintosh Versions

This table lists compression/decompression programs and the file types they can handle. The versions listed were current in early 1994.

Compression/Decompression Programs

<i>Program</i>	<i>File Types</i>	<i>Current Version</i>
eWorld	.sit, zip, .arc, AppleLink	1.0
UnARJ	.arj	2.21
Compact Pro	.cpt .hqx	1.34
CPT2SIT	.cpt, .sea	3.03
DDExpand	.dd, .sit, .cpt	4.0
MacGZip	.gz or .z	1.0
Apple Disk Copy	.image	4.2
DART	.image	1.5
DiskDup+	.image	2.22
MountImage	.image	1.1b3
MacLHa	.lzh	2.00
Expand Now	.now	1.0
DeSEA	.sea	1.4
Stuffit Converter	.sit, .cpt, AppleLink	1.51, 3.02
Stuffit Expander	.sit, .cpt, AppleLink, .hqx	3.07
Stuffit Lite/Deluxe	.sit + various	3.07
Suntar	.tar, unix floppy	1.33
Tar	.tar	3.0

<i>Program</i>	<i>File Types</i>	<i>Current Version</i>
UUCat	.uue joining parts	1.0
UULite	.uue joining & decoding	1.5
UUParser	.uue joining & decoding	1.5
UUTool	.uue decode	2.32
MacCompress	.Z	3.2
UnZip	.zip	2.01
Zipit	.zip	1.21&1
ZipX	.zip	1.0&1
MacBooz	.zoo	2.1

Appendix C

eWorld Policies

H

ere are the eWorld policy statements and software agree-

ments. This information was current

at the beginning of eWorld service; for

*the latest version, go to the **Info***

***Booth** and select **Getting Started**.*

This information has been reproduced

verbatim from eWorld.

Rules for Living in an Electronic World

Our goal in eWorld is to allow as many people access to our service as possible, and to promote communication between diverse groups of people. We want you to have fun in a place that is comfortable and safe.

To meet our goal we have a few general ground rules. These rules were developed to ensure that your experience in eWorld is a positive one, and that you'll keep coming back. Remember these rules when you are choosing an eWorld Name, conferencing in a public room, sending mail or One on One, posting a message to a Discussion Board, or sharing information or files in a library.

Rule #1. Everyone in eWorld is protected from harassment.

In eWorld, we welcome people of all ages, races, religions, genders, national origins, sexual orientations and points of view. We don't tolerate expressions of bigotry, hatred, harassment or abuse toward or between our subscribers or employees. Nor will we tolerate threats of harm to anyone.

We want to encourage discussion and exchange of ideas, not alienate people, so we don't want any defamatory, abusive, tasteless, or indecorous statements. For the same reason, we don't allow sexually explicit material (including sounds) in conversations, conferences, eWorld Names, or software libraries.

Rule #2. We only allow legal activities in eWorld.

This almost seems too obvious to mention, but we won't allow any illegal activities. Specifically, we won't let you use eWorld to advocate illegal conduct, or participate in illegal or fraudulent schemes. You can't use eWorld to distribute unauthorized copies of copyrighted material, including photos, artwork, text, recordings, designs or computer programs. The eWorld Name you choose cannot be a name someone (excluding yourself) has protected by trademark or copyright law.

Even though it's not exactly illegal, we won't let you impersonate someone else.

Rule #3. We do our best to encourage safety and comfort, and discourage disruptive communication.

For your protection, computer programs that contain destructive features, such as viruses, worms, Trojan horses, etc., are not permitted anywhere in eWorld.

We want to discourage anything that disrupts communication. Besides the kinds of disallowed material mentioned above, disruptions can include persistent off-topic comments, statements that incite others to violate the eWorld Standards included in your license agreement, or the physical act of "scrolling" — repeatedly hitting the Return key in a Conference.

Nobody likes to sift through lots of junk mail, so we are prohibiting that, too. Examples of junk mail are chain letters, pyramid schemes, and merchandise or service offerings. Advertising, soliciting, or other commercial activities are permitted only in designated areas of eWorld.

Rule #4. We encourage your participation in upholding eWorld Standards.

Every subscriber adds to the interest and diversity of eWorld and we want your visit here to be an experience you enjoy. If you have questions about eWorld Standards, or need to report a violation, ask a Conference Host or send e-mail or One on One to ESA (for eWorld Standards Advisor).

We reserve the right to immediately terminate or suspend any subscriber's access to eWorld if we determine that subscriber's non-compliance with the standards was intentional and is likely to cause serious commercial or other harm to Apple or to another subscriber.

Just a Reminder...

When in doubt about appropriate behavior in eWorld, remember that eWorld is an electronic world, but the people here are real. So, just as

when you join any gathering of people, we ask that you treat others with respect and with care.

Thanks for joining the eWorld community! You're making our world a more interesting place to be! :-)

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The eWorld Identity Policy: Why We Use Real Names in eWorld

Everyone in eWorld has two names: an eWorld name such as RogerM and a real name such as Roger Maynard.

The eWorld name is created during the eWorld registration process and is unique within eWorld. You cannot change your eWorld name, which is permanently linked to your real name and mailing information. It is your eWorld eMail address and identifies everything that you create in eWorld — eMail, One on One and Discussion Board messages, Software Library files and statements in a Conference Room or Auditorium.

eWorld places a very high value on people connecting with other people, which happens best when people can recognize each other. Using real names promotes networking, openness and a sense of a real community. That's why eWorld doesn't allow people to register under pseudonyms or to masquerade as others.

However, because there are many good reasons why people may prefer to be unlisted in eWorld we allow you two options for real name: your actual name or the phrase "Name Unlisted."

We provide everyone with a choice.

Goals

The eWorld Identity Policy has four primary goals:

- *To promote a higher sense of personal online responsibility.
- *To provide our members with better information about people they encounter in eWorld.
- *To prevent the use of aliases for impersonation and deception.
- *To protect the legitimate privacy needs of members.

How Is This Accomplished?

* During registration, eWorld requires each new member to provide a real name as part of the mailing address (“John Jurgeson,” for example). Providing a false name is a violation of eWorld standards.

Your real name is the name you are known by in the real world, typically a first name and a last name. It may be the same as your legal name or it may be different if you are commonly known by a name other than your legal name. Bill Adams is an acceptable real name for William P. Adams.

If a parent is subscribing for a child or a company is opening an account for multiple staff members, the real name is the name of the primary account user — the child or the person in the company who is responsible for the account. In the case of a family in which more than one person uses the account, the real name can identify the family members, as long as the names will fit within 32 characters or less and the family name is included. After registering, the company or family can edit the free-form Edit Member Profile fields — Hobbies, Occupation and Personal Quote — to explain that this is a shared account and perhaps to name or further identify those who share it.

Example: Fred Hobbes opens an eWorld account for his daughter Jenny. He enters Jenny's name in the mailing address form and this becomes the real name for this eWorld account.

Example: Fred Hobbes opens an account which will be used by Fred, Jenny and Fred's wife, Martha. Fred enters his name in the address form for the real name. After connecting to eWorld, Fred edits the Member Profile Personal Quote field to say "This account is shared by the Hobbes family: Fred and Martha and their daughter Jenny." Fred could also enter Fred, Martha and Jenny Hobbes for the real name.

Example: Soft Cell, Inc., opens an account on eWorld to be shared by its support staff. Mark Brenson, manager of the support staff, enters his name in the address form for the real name. After connecting to eWorld, Mark edits the Member Profile Personal Quote field to say "This account is shared by the Soft Cell support staff: Mark Brenson, Jim Grey and Kevin Williams." (The names Mark Brenson, Jim Grey and Kevin Williams are 42 characters, which is too long to use for a real name.)

* This real name will appear in the online Member Directory and in the Member Profile, which are visible to all members. You can choose to unlist your name if you are concerned about your privacy, but you cannot change it to something else.

Among the members who may prefer unlisted names are celebrities or public figures, those concerned about people contacting them outside of eWorld and those who prefer not to disclose their gender.

* During registration, you also choose an eWorld name (for example, "JJurgeson," "Firefighter," "JohnJ2024").

Your eWorld name cannot be used to impersonate someone else. The eWorld name you choose cannot be a name someone (excluding yourself) has protected by trademark or copyright law. How do you know what is copyrighted? If it's a recognizable brand or company name, don't use it. Names of historical figures are OK, but not names of living people.

This public identity cannot be changed, so it is permanently linked to the real name and mailing information provided during registration.

* You are accountable for all actions taken with your eWorld name. If you allow someone else to use your account, you are responsible for that person's behavior in eWorld.

To summarize, every eWorld member has two names: a real name which identifies the person responsible for the account or else shows that the person is unlisted and an eWorld name which uniquely identifies the member's account.

This policy reflects the present functionality of eWorld. This policy may change to reflect future changes in the features of eWorld.

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Standards Guidelines for Public Rooms

Please keep in mind that the Rules for Living in an Electronic World apply to all public areas in eWorld.

That means that all the public rooms on the system, including Member Created rooms in the eWorld Live conferencing area in the Community Center, ARE governed by the Rules.

When you go into a private room, you are on your own. It's just like going to any private place with another person. eWorld does not monitor private rooms.

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What to do when someone's breaking the rules

We encourage you to speak out when you're offended or when you believe someone is breaking one of the rules for living in an electronic

world. In many of the most important ways, you are eWorld, so if something bothers you in one of the conference rooms, speak up.

If, however, you've voiced your concerns and nothing is changing, or you simply don't feel comfortable telling someone else how you feel, help is just a one on one away.

You can, at any time, send a one on one to the address ESA explaining the situation. The eWorld Standards Advisor (ESA) on duty will come see what can be done to help. Whenever possible, copy the text of the problematic message or conference and paste it into an eMail message to ESA. The more information the advisors have, the more quickly they can assess the situation.

**** Remember, always send your eMail or one on one ****

**** to the eWorld address ESA. ****

The eWorld Standards Advisors are here to help, so call on them if you need an official presence. It's as simple as ESA.

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A Glossary of eWorld Terms

-a-

ABOUT ARTICLE A short article that describes the features, organization, and Shortcuts of a Service Area in eWorld. About articles are listed in the window that appears when a subscriber clicks the Info icon.

ADDRESS BOOK A collection of eWorld names and Internet mail addresses that can be recalled quickly for addressing email. Names can be listed individually or organized into groups according to common characteristics.

AOS, APPLE ONLINE SYSTEMS Apple Online Systems is the division of Apple Computer that manages eWorld.

ATTACHING The procedure for enclosing disk files with an email letter sent to another eWorld member. Disk files cannot be attached to email sent to Internet addresses (outside of eWorld).

AUDITORIUM A structured online event that can accommodate up to 200 members seated in rows of eight, and one or more hosts (and guest speakers) on a stage. Everyone sees the activity on stage. Members can confer among themselves in a row and send questions and comments to the stage, and in some cases vote or bid on items. Examples of Audito-

rium events include online seminars, meetings, training sessions, audience participation games, and comedy shows. Auditorium events are held solely in the Community Center.

AUTOMATIC COURIER An eWorld feature that sets up your computer to automatically connect to eWorld, to gather both incoming email and disk files and transmit all outgoing eMail.

-b-

BAUD One signal change per second; 300 baud means 300 signal changes per second. One signal change can code for one bit or more than one bit. Often used (not quite correctly) as the equivalent of bits per second (bps). A 2400 bps modem actually runs at 600 baud because each signal change codes for four bits.

BPS Bits per second; a measure of data transmission speed. Often confused with baud.

BUILDINGS (IN THE EWORLD TOWN SQUARE) The top-level organizing of eWorld contents and features. Each building's appearance and name describes a general area.


-C-

CALENDAR OF EVENTS An icon that opens a window listing folders and articles with schedules of upcoming events.

CCC (COMMUNITY CONFERENCE CREW) An extension to an eWorld name that identifies the hosts and crew of eWorld Conferences. Example: PeterCCC.

CHAT A term commonly used in online services to describe dynamic, “real-time” interactivity, involving groups ranging from two to two hundred. A number of Conference areas in eWorld allow members to drop in and “chat.”

CLIENT In the technical jargon of online services, the client computer (your computer) connects to host computer, which provides the information and interactive services.

COMMAND KEY A key on all Macintosh keyboards with an Apple symbol and a clover leaf symbol . Like the Shift key, the command works in conjunction with another key; it does nothing by itself.

COMPRESSION (DISK FILES) A procedure for reducing the size of disk files, thus reducing the amount of time required for transmission by modem. The complementary decompression or expansion process restores the files back to their original size and function. The degree of compression possible depends on the information contains in files.

CONFERENCE An interactive online event in which up to 48 eWorld members can interact with one another. The communications can be free-form or structured, hosted or informal, and run the range from drop-in chats to online meetings with featured guests. For larger-scale structured events, see Auditorium.

CONFERENCE HOST *See* HOST.

CONNECTING The procedure by which eWorld connects your system to the host computer, enabling you to enjoy the complete array of eWorld features.

-d-

DECOMPRESSION (DISK FILES) The procedure by which previously compressed disk files are returned to their original size and function. Same as expansion or expanding a file.

DEMO Demonstration software that allow potential users to use most features of an application, while specific features (Save, Print) are disabled, or the program will only work for a limited time. Publishers create and publish demo versions of their software in their software libraries to promote their products.

DIRECTORY OF SERVICES The Directory of Services is a function icon that opens a catalog of all the online services and features available in eWorld, organized by topic. You can obtain the full name of the Service Area, the Shortcut name, and a description of features.

DISCONNECTING The procedure by which eWorld disconnects your computer from the eWorld host computer. When disconnected, you can still use features of eWorld offline. (When you quit, you cannot use any eWorld features.)

DISCUSSION BOARD A place where you can browse a catalog of topics, read messages posted to those topics, reply to existing messages, and create your own topics. All eWorld Discussion Boards are “threaded”—meaning Messages in a Topic are connected in a thematic thread and Replies to a Message are also connected in a thread.

DOWNLOAD Receiving disk files from an online service to your computer (such as from eWorld to your computer)—in telecommunications jargon. Compare to Upload.

-e-

EAC (eWorld Assistance Center) An extension to an eWorld name that identifies eWorld Assistance Center representatives, who help solve eWorld-related technical problems. Example: PeterEAC.

email, eMAIL Short form for electronic mail. Private correspondence in eWorld. Email can be sent to and received from other subscribers in eWorld as well as to and from anyone with Internet mail services.

ESA (eWorld Standards Advisor) An extension to an eWorld name that helps members identify the monitors of eWorld Conferences and Auditoriums, who ensure that members comply with Online Conduct Standards. Example: PeterESA.

eWORLD The name of the online service launched by Apple Computer in 1994. eWorld exists as a virtual “place” populated by buildings that contain features and services much as do buildings in the real world.

eWORLD MAP, TOWN SQUARE The top level of eWorld, represented by an overview of a fictitious region highlighted with thematic buildings. This is where you start exploring eWorld.

eWORLD NAME Your personal, unique eWorld identification. An eWorld name identifies you to others while online, and serves as your email address.

EXPANSION The procedure by which previously compressed disk files are returned to their original size and function. Same as decompression.

-f-

FAXING A means for sending the image of a page by telephone line to a fax machine or computer equipped with a fax modem. You can send the text of an eWorld message to any fax telephone number.

FEEDBACK ICON Clicking this function icon opens a window that enables you to send comments (“feedback”) to a Service Area’s staff. Feedback may include compliments, comments, suggestions, or reports of problems.

FIND ICON Clicking this function icon opens a window for searching the text of all articles or disk files in a particular eWorld area.

FOLDERS Folders organize articles and disk files (and combinations of the two) in an eWorld area. In many instances, you will find folders within folders, which help guide the search for specific materials.

FONTS The specific shapes of alphanumeric characters. You can change the fonts of eWorld to improve screen legibility and for printing, through the Preferences choices.

FREEWARE Software the creator distributes freely through online services (and other media). There is no charge for freeware.

-g-

GATEWAYS A gateway connects one online service to another. For example, the EAASY SABRE gateway in eWorld connects to an airline schedule and reservation service that's separate from eWorld.

GRAPHICS Pictures, charts, graphs—any pictorial element that can be rendered in digital form on a computer. Graphics cannot be added to eWorld text or email but can be sent as attached disk files.

GROUP 3 FAX The current international standard specification for fax transmissions by telephone line.

GUEST CONNECTION The procedure by which you use your screen name and password to connect to eWorld on someone else's computer. You can use most eWorld features as a "guest"—except a few such as Automatic Courier and Files to Get.

-h-

HELP ICON This function icon opens a window that lists categories and subcategories of instructions for using eWorld. Click on a category and subcategory and text appears to guide you step by step through a chosen procedure.

HOST (Conferences and Auditoriums) The title given to the individuals who manage an online Conference or Auditorium event. They will introduce themselves at the beginning of an event and take a prominent role throughout the event.

HOST COMPUTER In online services, the central computer that provides information and interactive services. In eWorld, your client computer connects to the eWorld host computer.

-i-

ICON An eWorld button that opens a window listing specific contents and features. Icons consistently depict a particular feature or service, so you can find them at a glance.

INFO ICON Clicking this icon opens a window that displays a list of articles with information about an eWorld area.

INFO BOOTH A building in the eWorld Town Square with help on billing questions, online support, and directories to more features and services.

INTERNET A world-wide network, initially linking academic, research, and government facilities, but now available to anyone through online services and network gateways. eWorld members can send and receive mail to people and organizations with Internet addresses. Other online services such as CompuServe, America Online, and Prodigy also have Internet mail gateways.

-l-

LOCAL SETUP A term representing the connection settings specific to a certain city or region. Your home or work system have a home or local setting, to which you can add other local setups—particularly if you want to connect to eWorld from other locations.

LOCALITY The city or region from which you connect to eWorld. You can use the eWorld “Get Local #” command to find access telephone numbers nationwide to aid in creating Local Setups for various localities.

LOGOFF The process of disconnecting your computer from the host computer—in telecommunications jargon.

LOGON The process of connecting your computer to the host computer—in telecommunications jargon.

-m-

MEMBER The preferred term for all eWorld subscribers.

MEMBER DIRECTORY A complete listing of eWorld members that can be opened and searched at any time while online. The Member Directory contains features that aid in compiling an Address Book.

MESSAGE (email use) The eWorld equivalent of a letter. You can create letters in either the New Text Document or New Message windows.

MESSAGE (Discussion Board use) Messages are text created by members about a particular Topic, or in response to other messages already posted to a Topic. Messages can be written, read, and answered in Discussion Boards.

-n-

NAMES (eWorld) *See* **eWorld Name**

NEW TEXT DOCUMENT A blank text window that serves as one of the message-writing features in eWorld.

NEWS FLASH A window that appears periodically to members to alert them to new features or to upcoming events in eWorld.

-O-

OFFLINE When your computer is not connected to an online host computer, you are offline—in telecommunications jargon.

ONE ON ONE An eWorld feature for short interactive messages between two members. You can have several simultaneous One on One communications going with several members.

ONLINE CONDUCT STANDARDS (OCS) The rules and regulations for online behavior in eWorld; part of the initial account registration agreed to by all members. See Appendix C for a description.

ONLINE When your computer is connected to an online host computer, you are online—in telecommunications jargon.

-p-

PASSWORD A personalized string of up to ten letters and numbers that when entered correctly, allow the member—and no other—to connect to eWorld. Members may use the Password changing feature to alter their password.

POSTAL MAIL The standard first class mail system. eWorld members can send messages by postal mail through the New Message window. eWorld enables members to send their messages as stamped first-class mail to any address, for an additional charge. (This service was not available as this book went to press.)

PREFERENCES (eWorld specific) eWorld allows you to alter certain settings through the Preferences (open the Membership menu and select Preferences). See Chapter 11 for a complete discussion.

PROFILE (Online Profile) Each eWorld member creates a brief profile (description) that is available to anyone on eWorld. You can edit your profile to add or remove any information at any time.

PUBLIC DOMAIN SOFTWARE Software the author distributes freely via online services and other media, and for which the creator claims no copyright. No payment is asked for public domain software.

PUBLISHER A person or organization that publishes information (articles and disk files) or maintains features and services (Conferences, Discussion Boards) in eWorld.

-R-

REGISTRATION The initial connection process when you create a new eWorld account.

REPLY (Discussion Board use) Replies are text written by members in response to Messages posted to a Topic, or to other Replies already posted to an existing Message. Replies can be written, read, and answered in Discussion Boards.

-S-

SERVICE AREA An eWorld jargon term that simply means a particular area (typically a particular publisher's area) in eWorld.

SHAREWARE Software which you can copy to your computer and use on a trial basis. If you find a shareware program or file useful, we urge you to support its creator by sending them your payment. Paying for eWorld connect time charges does not pay for shareware fees.

SHORTCUT A word (or abbreviation) that, when entered in the Take Shortcut window, takes you from one location to another in eWorld. For example, entering "Apple" will take you directly to the Apple Customer Center area.

SOFTWARE A term representing the files available in eWorld Software Libraries and other online areas. Software is usually represented by a disk mini-icon; the contents range from long text files to full-scale applications.

SOFTWARE LIBRARY A collection of disk files that are supplied by both publishers and (depending on the particular library) members.

STUFF The term comes from StuffIt, the compression program developed by Aladdin and built into the eWorld software. *See Compression.*

SUBSCRIBER AGREEMENT The legal agreement that defines the relationship between eWorld and its members. Online Conduct Standards (OCS), which are a part of the Subscriber Agreement, define behavior guidelines.

SYSOP This term may appear in some areas of eWorld as the title of someone whose responsibility is to manage and maintain that area of eWorld. It will most likely appear as a message signature ("Jane Smith, Sysop") or as part of an eWorld name ("SmithSysop").

-t-

THREAD A series of linked messages connected by subject matter. Discussion Boards allow you to "attach" a Message at the end of one thread, or attach a Reply to another thread that starts with another Message.

TRANSCRIPTS A member-configurable function that records text files of parts or all of an online session, including all text windows, Conference interactions and One on One messages.

-u-

UNSTUFF *See Decompression.*

UPLOAD Sending disk files from your computer to the online service (such as from your computer to eWorld)—in telecommunications jargon. Compare to Download.

-v-

VIRUS Viruses are software programs or parts of programs that can invade a computer and interfere with the computer's operation or damage or destroy data. Viruses can spread from one computer to another through disk files on floppies or via modems. All files in public areas of eWorld are checked for viruses. Files attached to private email are not checked for viruses.

-W-

WHAT'S NEW ICON This function icon, when clicked, opens a window that lists all of the new feature additions and any articles and disk files published to that Service Area in the last seven days.

WING eWorld jargon term analogous to the wing of a building. In eWorld, a broad right arrow button represents a wing and takes you to part of a publication or other area with additional related information and services.

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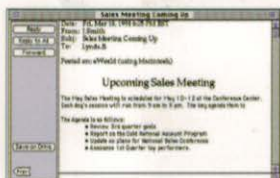
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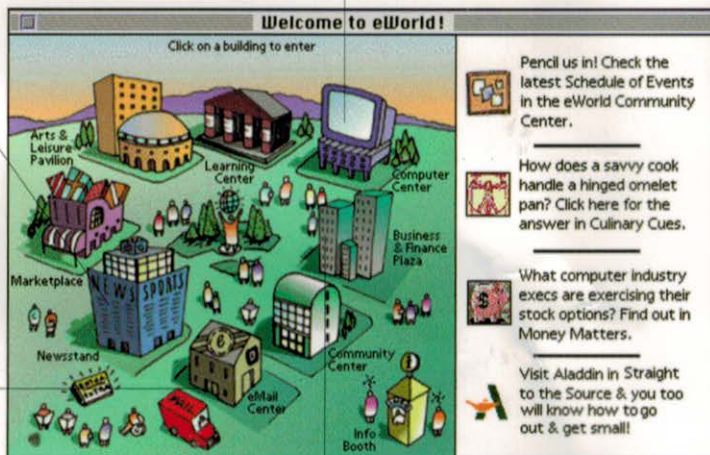
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