



AMERICA

*Online*

Windows™  
3.0 Users:  
See page 19

## Getting Started



*Get Online  
In Just  
Minutes*

- 1.** Insert AOL Install Disk #1 (red label) in your floppy disk drive (A or B)
- 2.** To install on your hard disk, set the DOS prompt to the correct drive (Type **A:** or **B:**)
- 3.** Type: **INSTALL**, then press your **ENTER** key

# Welcome to America Online

Whether you're new to computing and online services or an expert, America Online brings a variety of fascinating services into your home through its easy-to-use, yet powerful, graphic interface. America Online offers many opportunities to make the most of your computer and pursue your special interests.

Setting up your equipment and registering on America Online is an easy, one-time process. Instructions on your computer screen guide you step by step. (If you find you need help, see page 14.)

Once you've signed on, use keyword **HIGHLIGHTS** to check out the America Online Highlights area. We've grouped some of our most popular services there, and you're sure to find offerings that will appeal to your special interests.

So, register your software and start enjoying America Online. Turn to page 1 to get started. We hope to see you online soon!

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## Assemble Your Materials

Before you begin, please read the *Information for Members* included in your kit. Your use of America Online constitutes your agreement to these terms.

Before you start, make sure you have the following materials:

- ▶ a minimum of 512K of memory and a hard drive;
- ▶ DOS 2.0 (or later) operating system;
- ▶ a working, standard phone line;
- ▶ a Hayes® or Hayes-compatible modem;
- ▶ your Registration Certificate (included in your kit), which contains your certificate number and code;
- ▶ your credit card or checking account transit number.

Performance for America Online can be improved by using 640K of memory, a mouse, and an EGA video adaptor card or higher. If you do not have a mouse, be sure to read the *Getting Around* guide included in your kit.

**NOTE:** If you have a Tandy 1000 and are using the built-in video, select **CGA** during installation.

Your modem may require a change in settings to allow you to connect to America Online. Refer to the **Modem Chart** on page 17 for required settings.

For more information on hardware specifications, refer to the documentation to your computer.

## Quick, Easy Access to America Online Using a Mouse

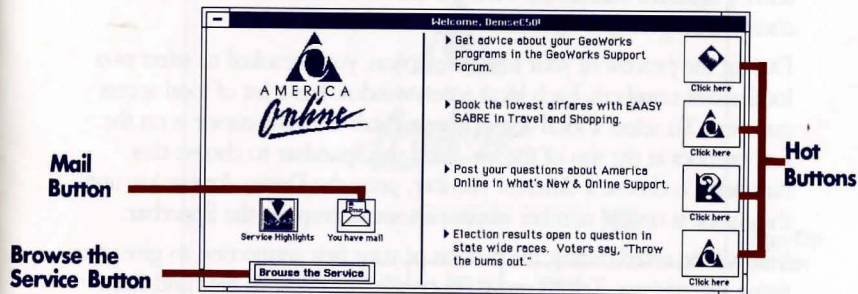
In minutes you can be introduced to the new world of America Online. Your first connection is fast and easy. Before you can connect to America Online, you must first install it to your hard drive. America Online guides you through a quick and easy installation process. To get started, follow the steps below:

1. Turn on your computer.
2. Insert AOL Install Disk #1 (red label) into your floppy disk drive.
3. Change the current disk drive to the disk drive containing your AOL Install Disk #1. (For example, if your current disk drive is **C:** and your floppy disk drive is **B:**, type **B:** at the **C:** prompt, then press **Enter**.)
4. Type **install**, then press **Enter**.
5. Follow the on-screen instructions. You will be told when to change disks.

**NOTE:** For complete instructions on navigating buttons and fields, see "Getting Around on America Online" by accessing the **Help Menu** or reading *Getting Around* included in your kit.

6. When installation is complete (i.e., your DOS prompt appears), remove your install disk.

7. A **Confirm Your Telephone Setup** window appears. Follow the on-screen instructions, which include a one-time registration process in which you choose your local access numbers. (If you are connecting to America Online using a keyboard, go to **Connecting to America Online Using the Keyboard** on page 5.)
8. When you see the **Welcome** window (see Figure 1), your registration process is complete and you are online. Enjoy!



**Figure 1. Welcome Window**

If you need help connecting to America Online, call America Online Customer Relations at 1-800-827-6364.

## Connecting to America Online Using the Keyboard

The first window you see in America Online is the **Confirm Your Telephone Setup** window. Follow the instructions in the window to determine which button you should choose. Once you have read the information, select the appropriate button. Currently the cursor (a thin, dotted line) is on the **OK** button. To select this button, press **Enter**. To select a different button, tab until the cursor is on the button of your choice, then press the **Spacebar**.

During the process of your first connection, you are asked to select two local access numbers. Each local access window has a list of local access numbers. To select a local access number, tab until the cursor is on the first number at the top of the list. Press the **Spacebar** to choose this number. To choose a different number, press the **Down Arrow** key until the cursor is on the number of your choice, then press the **Spacebar**.

You will be asked during the process of your first connection to give your name and address. Tab to move the cursor from field to field and from field to button.

When you see the **Welcome** window (see Figure 1), your registration process is complete and you are online. For information about navigating America Online without a mouse, see your *Getting Around* guide. Enjoy!

## Your Next Connection Is A Snap

Now that you have completed signing on and registering, your future sign ons are much faster and easier. For future sign ons, all you have to do is type **AOL** at your DOS prompt, click the **Sign On** button or press the **Enter** key in the **Sign On** window (see Figure 2), and enter your password when prompted.

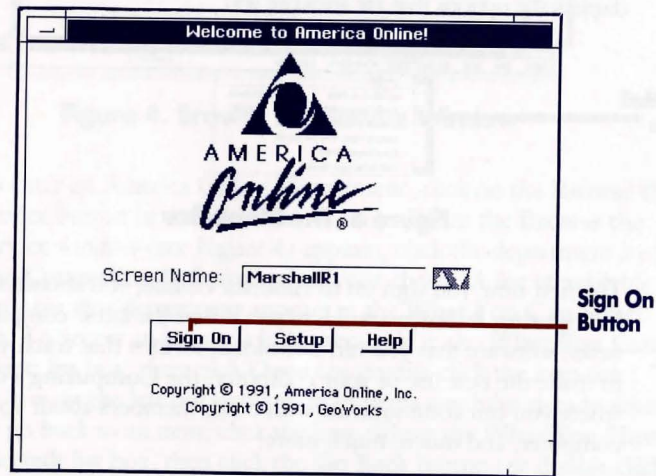


Figure 2. The Sign On Window

## A Brief Look at the Online World

Let's take a brief look at the structure of America Online and the opportunities that open to you when you become a member of the service. America Online has a menu bar (see Figure 3), a **Browse the Service** window (see Figure 4), and eight online departments. The **Browse the Service** window keeps track of your movements from area to area and displays the options that are ahead of you.



Figure 3. The Menu Bar

The first time you sign on to America Online, you should visit **Computing & Software**. Here you'll find the latest computing news, software that you can download, forums that teach you how to make the best use of your computer, the **Computing Forums** where you can communicate with other members about your computer, and much, much more.

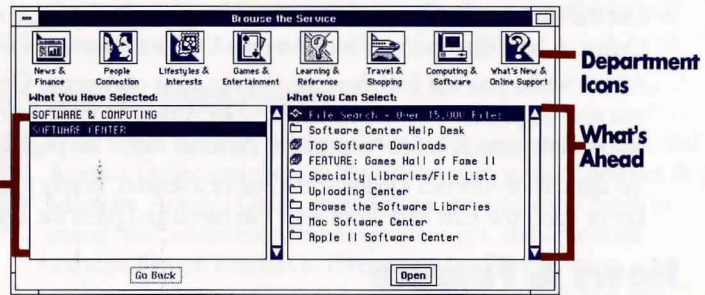


Figure 4. Browse the Service Window

To enter an America Online Department, click on the **Browse the Service** button in the **Welcome** window. When the **Browse the Service** window (see Figure 4) appears, click the department icon (e.g., **Computing & Software**) of your choice. A list of available items for that department appears in the **What You Can Select: list** box. To access an item, click the item title in the **What You Can Select: list** box, then click **Open** (or double-click the item title). The list box on the left tracks the path of items you have already selected. To go back to an item, click the item title in the **What You Have Selected: list** box, then click the **Go Back** button (or double-click the item title).

Use the **Browse the Service** window as you explore the departments in America Online. A brief description of each America Online department follows.

After a while, you will find there are favorite areas of America Online that you visit frequently. You can customize your America Online software to access these areas fast. See “Customize Personal Paths” on page 13.

To sign off of America Online at the end of a session, simply press your F3 key or select the **Exit** item from your **File** menu and press the ENTER key.

## News & Finance



Visit **News & Finance** to keep updated with world and business news, manage your investment portfolio, and call up stock quotes. With the **Microsoft® Small Business Center**, you can find resources to help you achieve your business goals. With news from noted financial and business experts and eight of the world's largest news wires, you'll have the information you need to stay on top of your profession.

## People Connection®



Whether you want to discuss current events, participate in an online game, play a rousing game of trivia, share your own special interests, or just “shoot the breeze,” you'll find lots of new friends in **People Connection's** chat rooms. America

Online is a friendly community, and we've got activities and adventures planned for members of all ages.

## Lifestyles & Interests



What's your interest? Whatever your hobby or pastime, you'll find America Online members to share them with you in **Lifestyles & Interests**. America Online members are meeting every night to attend “live” conferences, exchange messages, and download software files on interests as diverse as astronomy, aviation, cooking, ecology, genealogy, sports, music, science fiction and fantasy, and more!

## Games & Entertainment



Family entertainment takes on a whole new dimension when you participate in interactive, multi-player games — exciting “live” games you play with other America Online members across the country. (You can also find a variety of arcade-style games available for downloading in **Computing & Software** under **Games**.) Or check in to find the latest soap opera summaries, your horoscope, a variety of fun clubs, and gossip from Hollywood and the rock music industry. When you're ready to unwind, America Online's ready for you!

## Learning & Reference



Imagine having the most current encyclopedia at your fingertips — an online encyclopedia that never gets dusty or out of date. Or imagine having access to nightly homework tutoring sessions, to classes with professional teachers, to a searchable database full of information about colleges across the United States, and to individualized advice on your career decisions. With America Online, you can stop imagining — the reality is a fresh, new approach to learning!

## Travel & Shopping



No more crowded parking lots and tired feet when you shop the America Online way! Go to **Travel & Shopping** for items such as flowers, airline tickets, leisure and recreational goods, hotel reservations, and computer supplies.

## Computing & Software



This is the place to find software, explore your computing special interests, and get technical support and advice directly from the leading hardware and software companies in the PC industry. In our software libraries, you'll find thousands of programs (including word processing applications, educational software, utilities, games and more) that you can transfer from America Online to your own disks. In interactive computing forums, you can communicate directly with computing experts to get your questions answered.

## What's New & Online Support\*



This is the first place you should go with questions about using America Online. It contains an online reference manual (the **Members' Online Guide**), up-to-date information about your America Online bill, **Ask America Online** (where you can ask specific questions and receive answers within 48 hours), alternative local access numbers, and a complete schedule of online events.

\* While in **What's New & Online Support**, a free area, you do not have to pay America Online hourly rates during evenings and weekends. Toll and daytime telecommunications charges may apply.



## Customize Personal Paths

You can create “personal paths” on your America Online software to take you directly to your favorite areas online. Select **Go To** from the menu bar, then the **Edit Go To Menu** item. Click in the **Menu Entry** column and type in the name of the area you wish to add. Click in the keyword column and enter the keyword for that area. Select the **OK** button when you are done. (For a list of keywords, press the **CTRL** and **K** keys at the same time and select the **Keyword Help** button.)

In the future, simply select **Go To** on the menu bar and choose the area you’ve added to get there, or use the **CTRL** key combination that appears next to it. It’s your personal path to your favorite America Online areas!

When you installed America Online, you had the option of keeping or deleting the unneeded driver files. If you change your computer configuration (e.g., your video card or mouse) and kept the driver files, run the **SET UP** program from your AOL directory to change your driver selections. If you deleted the driver files, you will have to re-install America Online.

## If You Need Help... Membership Support

Online expert or novice, we all need a little help sometimes. When you’re an America Online member, help is easy to find and available in several locations:

**The Help Menu** (located on both the online and offline menu bars) contains quick instructions grouped by topic.

**Help** buttons are frequently provided on screens; just click on the **Help** button where available.

**Members’ Online Guide**, located in **What’s New & Online Support**, is the first place to turn if you have questions. It is a comprehensive online reference manual for America Online.

**Ask America Online** (located in **What’s New & Online Support**) is where you can post your questions. An America Online Customer Relations Representative will get back to you within 48 hours.

If you need to speak to a Customer Relations Representative, please call 1-703-893-6288.

## Connection Support

If you are unable to connect for any reason, installation support is available by phone. But, before you call, please make sure you know the answers to the questions below. This will help us answer your questions promptly.

### System

- ▶ What type of PC are you using?
- ▶ What type of video card are you using?
- ▶ What version of DOS are you using?
- ▶ How much random-access memory (RAM) do you have?
- ▶ Are you currently using a Terminate and Stay Resident, Memory Resident Program, or device driver?
- ▶ Have you added any files to your main directory since you installed America Online?

### Communications

- ▶ Do you have your modem properly connected?
- ▶ Which com port is your modem using?

- ▶ What type of modem do you have?
- ▶ If you have a modem with audio capability, can you hear your modem dialing?
- ▶ Are your DIP switches or modem settings set to the standard default settings (see the **Modem Chart**)?
- ▶ Is your local access number entered correctly?
- ▶ What error message did you receive?
- ▶ What was the last screen you saw?

When you're ready, call Customer Relations at 1-800-827-6364.

## Assistance for the Hearing Impaired

America Online operates a TDD (Telephone Device for the Deaf) machine for our hearing-impaired members. The toll-free number that allows you to leave your message is 1-800-759-DEAF. The TDD machine is available 24 hours a day. Your call will be answered within 48 hours.

## Modem Chart

These are the standard default settings for most PC-compatible modems and for connection to America Online.

Switch	Setting
DTR (Data Terminal Relay)	Ignore
Verbose/Terse Response	Verbal/Verbose
Enable/Suppress Response or Result Codes	Enable
DCD (Carrier Detect)/DSR	Forced On
CTS (Clear to Send)	On
Flow Control	Disabled
Error Checking	Disabled
Data Compression	Disabled
AT Commands	Enable
Echoing	Off

If you need more information on switches, refer to the documentation for your modem.

## If You Have Trouble Connecting . . .

Some popular modems include several advanced features that may conflict with America Online. Flow control, or XON/XOFF, uses control characters to start and stop the flow of data on your modem. Error correction schemes, such as MNP level 4 or CCITT v. 42, use special hardware to avoid problems with line noise. Data compression schemes, such as MNP level 5 or CCITT v. 42bis, reduce the amount of time it takes to transmit data.

All three types of features can cause problems connecting to America Online. Any flow control, error correction, or data compression features your modem has should be disabled. The commands to do so vary from modem to modem; check your modem manual for details.

Once you have found the proper command, you may add it to the America Online software by selecting the **Set Up** button from your **Welcome** window. Select **Advanced Set Up**, and put the proper command (which probably starts with an "AT") in your pre-modem string.

If disabling these commands does not solve your connection problem, please call America Online Customer Relations at 1-800-827-6364.

## Using America Online with Microsoft Windows 3.0

America Online runs under Windows 3.0 in standard, real, or enhanced mode. If you would like to add America Online to your Program Manager desktop, follow the instructions below.

1. Within the **Windows Program Manager**, change to the program group to which you would like to add America Online, by double-clicking on the program group icon or selecting it from the Windows menu.
2. Select **New** from the **Program Manager File Menu**.
3. Select the **Program Item** button, then select the **OK** button.
4. Type the following into the **Description** input field: **America Online**
5. Type the following into the **Command Line** input field:  
**C:\AOL\AOL.PIF**

(NOTE: Step 5 assumes that you have installed America Online in the AOL directory on your C: drive, if you have installed it elsewhere, you will need to use the PIF Editor accessory included with Windows to modify the .PIF file. See your Windows documentation for information on using the PIF Editor.)

6. Select the **Change Icon** button.
7. When the new window appears, type the following into the **File Name** input field: **C:\AOL\AOL.ICO**
8. Select the **View Next** button. The America Online logo should appear (if it doesn't, verify that you entered the path correctly).
9. Select **OK** to close both windows.

If you use the task-switching feature while online or leave America Online for too long, you may lose your connection. If you switch tasks and leave America Online running in the background, you will continue to be billed regular America Online connect time charges.

If you are running under Windows, and find you are experiencing system slowness, try launching America Online independently of Windows.



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