

THE OFFICIAL GUIDE TO THE **PRODIGY** SERVICE

The *only* guide
authorized by the
people at Prodigy Services
Company. A gold mine of
information for every PRODIGY service user!



PRODIGY
Interactive Personal Service



JOHN L. VIESCAS

THE OFFICIAL GUIDE TO THE
PRODIGY[®]
SERVICE

THE OFFICIAL GUIDE TO THE **PRODIGY** SERVICE



IESCAS

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Preface

Writing a book about the PRODIGY Interactive Personal Service is a bit like trying to take pictures for a catalog about famous gardens—as soon as you’re ready to take a beautiful snapshot of daffodils, someone pulls them up and plants tulips! The good news is that during the six months I worked on this project, the PRODIGY service kept getting better and better. So, although I mention several times in this book that the screens and features change constantly, it’s worth repeating right up front. Don’t be dismayed if what you see on the PRODIGY service doesn’t exactly match what you see in this book. That’s actually one of the best attributes of the PRODIGY service—it is continually improving and new features are being added, usually as a result of feedback from the more than one million members. I thoroughly enjoy the PRODIGY service and had an exciting and fun time describing it all in this book. I hope you enjoy it, too!

Acknowledgements

This book would not have been possible without the excellent assistance of many people.

First, many people at PRODIGY Services Company worked feverishly to keep me one step ahead of the dozens of changes that occur daily, weekly, and monthly on the service. They also helped edit my early drafts and provided invaluable insight into the inner workings of the PRODIGY service. Many thanks to: Duff Bailey, Lynn Branigan, Les Briney, Thomas Burke, Steve Dennett, Tom Dumka, Robert Gehorsam, Mary Langer, Regina Poltrac, Tom Ponosuk, Julann Schatz, Ed Sessler, Steve Shaber, Jane Singer, Kent Valandra, and William Young. A special thanks to Dr. Harold Goldes for “quarter-backing” the many reviews and helping me contact the right people at the right time.

On the receiving end of all this rapidly changing information were the wonderfully patient folks at Editorial Services of New England. Thanks to: Camilla Ayers, Kate Chambers, Sharon Cogdill, Justin Cuyler, Sean Donahue, Peter Keville, Debra Marvin, Stuart Selber, and Judy Williams. Special thanks to Michelle Neil—this book must have set the record for “frazzled hair” cartoons!

I also had a contingent of PRODIGY service users who read through parts of the book and helped keep me on the right track. Thanks to: Tony Dirksen, Mike Halvorsen, John Hedtke, Jack Kennedy, Cindy Stroo, and Michael Viescas.

Last, but certainly not least, thanks to all the folks at Microsoft Press who believed we could make this project work, wrestled with the details of all the changes and screen dumps, and managed the project to successful completion. Thanks to: Russell Borland, Sally Brunsman, Mary DeJong, Dean Holmes, and David Rygmyr. Special thanks to my project editor, Peggy McCauley, who spent many tireless hours helping decide the details while keeping the book on schedule.

Welcome . . .

. . . to the PRODIGY Interactive Personal Service! The PRODIGY service offers a huge array of information, presented in an easy-to-use and entertaining format, to more than a million owners of personal computers and their families. Prodigy Services Company, a partnership of International Business Machines Corporation (IBM) and Sears, Roebuck & Co. is the first to make extensive use of the capabilities of computers in this way. Although a number of other information services have been available for some time, many of them were founded when personal computers were much more primitive, much less powerful, and much more expensive. The earliest personal computers came with a display adapter that could display text only. But today, even the simplest personal computers for the home market can display graphics (or pictures), and most let you use the pointing device known as a “mouse.” (See the sidebar, “Navigation Tool: The Mouse.”)

What sets the PRODIGY service apart from other services is that it is designed to take advantage of the power of today’s personal computers. The PRODIGY service uses your computer’s graphics capability to make using the service fun, interesting, and easy. Many other services require only a communications program and a modem, leaving you to figure out how to communicate with the service. The PRODIGY service, however, provides the PRODIGY software—programs you transfer to your computer (discussed in Chapter 1, “Getting Started”). The PRODIGY software controls your communication with the PRODIGY service, manages the pictures you see on your computer, and translates your mouse or menu selections into commands for the network of computers that provide the information and services.

Above all, the sophistication of the PRODIGY software simplifies your use of the service. You don’t have to be a computer expert or learn a complex set of commands to use the PRODIGY service. If you can figure out where the arrow keys and the Enter key are on your computer keyboard, you can use the service extensively. It’s even easier if you have a mouse.

The PRODIGY service is intended not only for the computer owner in your home, but for your entire family. Here are some of the things that you and your family can do with the PRODIGY service:

- Research a school report with an electronic encyclopedia
- Pay bills automatically
- Check out constantly updated news and sports scores



- Order a birthday gift and have it delivered
- Share barbeque recipes with other members around the country
- Plan a family trip and book airline and other reservations on line
- Communicate with a student away at school

Because the audience is families, the PRODIGY service goes to great lengths to provide appropriate material on the service.

Up to six members of one family can share a single membership for a low monthly fee, and each person can have a unique PRODIGY service membership ID. See Chapter 9, "Customizing Your Account," for details.

Another innovative aspect of the PRODIGY service is its fee structure. The service charges a low fee each month (about the cost of two movie tickets) for use of the service by up to six members per household. Unlike most other computer services that charge by the minute (not unlike being charged by the page for your daily newspaper or magazine), the PRODIGY service doesn't charge on a time-sensitive, metered basis. Members pay a flat fee for the service, 25 cents for messages beyond 30 in a month, flat fees for Custom Choices, flat fees for banking and bill paying, and flat fees for placing classified ads. You don't have to worry about the kids running up a huge bill while playing the latest game over and over or doing research in the on-line

Navigation Tool: The Mouse

A mouse is a small, plastic, hand-sized device connected to your computer by a thin cord. Early mice had two buttons that looked like eyes, and the cord looked like a tail, so the name "mouse" (a friendly mouse at that) was given to the device. When you move the mouse on your desk, a pointer on the screen moves in the same direction (on the PRODIGY service, the pointer is an arrow). You can click (or press quickly) one of the buttons on the mouse to signal the computer that you want to select the item under the pointer on the screen. A mouse is standard with Apple Macintosh and IBM PS/1 computers. If you have an IBM-compatible computer but don't have a mouse, you may find that adding one helps you move around the PRODIGY service and many other software programs on your computer.



Academic American encyclopedia. Of course, if you live outside an area served by a local PRODIGY service access number, you may need to pay long-distance telephone charges.

The PRODIGY service is extensive and robust, offering something for everyone in the family—and the service is improving these features all the time. I can't possibly cover every one of them in great detail in this book, but I do take you on a tour of all the major service areas available at the time of publication. I've covered one or two items in each area pretty thoroughly so you can understand what the PRODIGY service is all about. As we explore each area, I'll introduce you to what's available and prepare you to make other discoveries on your own.

I firmly believe that "a picture is worth a thousand words," so I've included lots of screen "snapshots" to help you see what the PRODIGY service is all about. However, be aware that one of the strengths of the service is that it is constantly changing—so don't be surprised if the screen you see when we explore a particular part of the service doesn't exactly match the one in the book. In fact, I can guarantee that they won't match. The bottom one-fifth of most screens on the PRODIGY service is dedicated to "leader" ads that prompt you to investigate some of the many goods and services the PRODIGY service offers. These change day by day and even minute by minute. One of the reasons that the PRODIGY service can offer all these features for a low, flat fee is that the service gets its revenue from many sources, including advertising and purchases that members make on line.

What's in This Book

Be sure to read through the first two chapters if you're getting started on the PRODIGY service. The remaining chapters explore specific topics.

Getting Started

If you've just bought a PRODIGY Service Start-up Kit (or are seriously thinking about running down to your local computer software store to pick one up), Chapter 1, "Getting Started," tells you what computer equipment you need and leads you step-by-step through the software installation process and signing on for the first time. I also explain the various install options for the IBM PC or compatible and the Apple Macintosh and help you avoid some of the pitfalls. (There aren't many, so don't worry.) If you have an IBM PS/1



computer with a hard drive, you've already got the PRODIGY software installed. You can skip to the end of Chapter 1 to learn about signing on.

Getting Around

After you've installed the software and signed on to the PRODIGY service, Chapter 2, "Getting Around," teaches you the basic ways to move around the PRODIGY service's screens. Once you are comfortable moving around the screen and selecting menu options, you'll be ready to use the JUMPwindow and commands like FIND, GUIDE, and ZIP. We walk through a tutorial of the service commands, showing examples of how to use these simple commands to get where you want to go quickly. You don't even have to remember the command names—you simply choose the command from the Command Bar across the bottom of the screen or from a pop-up menu (a selection of commands that appears when you need it), and the PRODIGY software does the rest. At the end of the chapter, you'll learn how to explore the service on your own and how to get on-line help. Even if you've already had the PRODIGY service installed for a while, you'll find browsing through this chapter very useful.

In each of the next seven chapters, I focus on a different area of the PRODIGY service, pointing out some of the most fascinating parts of the service to explore. You can use these chapters to learn more about subjects that are of particular interest to you. Here's a brief synopsis.

Having Fun

The PRODIGY service is meant to be informative and practical, but it is also *fun* to use! In this chapter, I show you all the entertaining areas of the service. First are the games and contests. I've looked at nearly all that are currently available. In Chapter 3, I give you a brief description of how the games work and who in your family might enjoy each one. I picked a couple of my favorites to explore in depth, and I give you the inside scoop on how to come up a winner. But games aren't the only source of fun on the service—there are movies (including a complete Movie Guide with more than 13,000 reviews), music, TV, books, people, art, cooking, and even horoscopes! For the younger set (or the younger at heart), I describe the special sections of the PRODIGY service that could well replace the television as the preferred mode of entertainment.



Information

Want to see the latest news stories? Look at the screen shown in Figure 1 to see what I mean. This update and map appeared on the PRODIGY service less than ten minutes after a Scud missile attack on Israel.

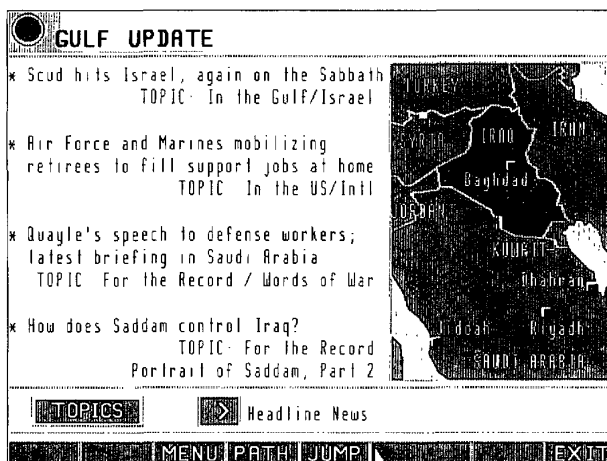


Figure 1.
PRODIGY service news screen.

Want to keep track of a sporting event that's blacked out in your area? How about tomorrow's weather forecast? That's not all—a complete encyclopedia full of information is available too. Did your teenager forget to go to the library to select reference material for a report that's due tomorrow? Point 'em at the PRODIGY service! I've also discovered areas where you can obtain the latest advice on health matters, parenting, pets, and home maintenance.

Communication

I don't know about you, but I love to get mail. On the PRODIGY service, you can communicate privately and publicly, privately through your own mailbox and publicly through bulletin boards that focus on a number of special interests. In Chapter 5, I show you all the ins and outs of the private mail and public bulletin board systems, including how to "Ask PRODIGY" your most burning questions.



Shopping

Don't fight that mall traffic. Look on the PRODIGY service first! The folks at Prodigy Services Company have arranged for a wide assortment of goods and services to be available on line. Books, cameras, electronics, coffee, tea, sporting goods, music, videos, and magazines are some of the many categories. Hate to stand in line at the post office for stamps? Order them through the PRODIGY service. Need to send flowers at the last minute? Check out PC Flowers. To top it all off, you can receive in-depth product evaluations from the on-line version of *Consumer Reports*. Since all the members of your family can have their own member accounts, in Chapter 6 I show you how you can control who is able to buy goods and services on line.

Travel

You can plan family and business trips start to finish—Chapter 7 shows you how. Reserve flights, hotels, and rental cars. Find the lowest fares. Before you go, check out the local weather, events, points of interest, and the ratings of the restaurants in the city you plan to visit. Talk to other members in the Travel Club to discover an inexpensive yet exquisite out-of-the-way place.

Money

... makes the world go 'round. Check out your stocks. Keep up with the latest market news. Use your computer to trade stocks and bonds. Have access to expert financial advice. You can even do all your banking and never write a check to the power company again. Chapter 8 tells you how.

Customizing Your Account

In the final chapter, I show you how to set up your personal PATH to "program" access to your favorite areas on the PRODIGY service. I also discuss how to authorize up to five additional family members on your monthly membership—each with his or her own unique user identifier and account profile—without paying an additional monthly fee. Look at Chapter 9 to learn how to change your name, address, and primary credit card, and how to set up an automatic logon. Users of IBM PCs or compatibles will find information about how to modify mouse sensitivity while running the PRODIGY software and how to change monitor resolution without having to re-install the PRODIGY software.

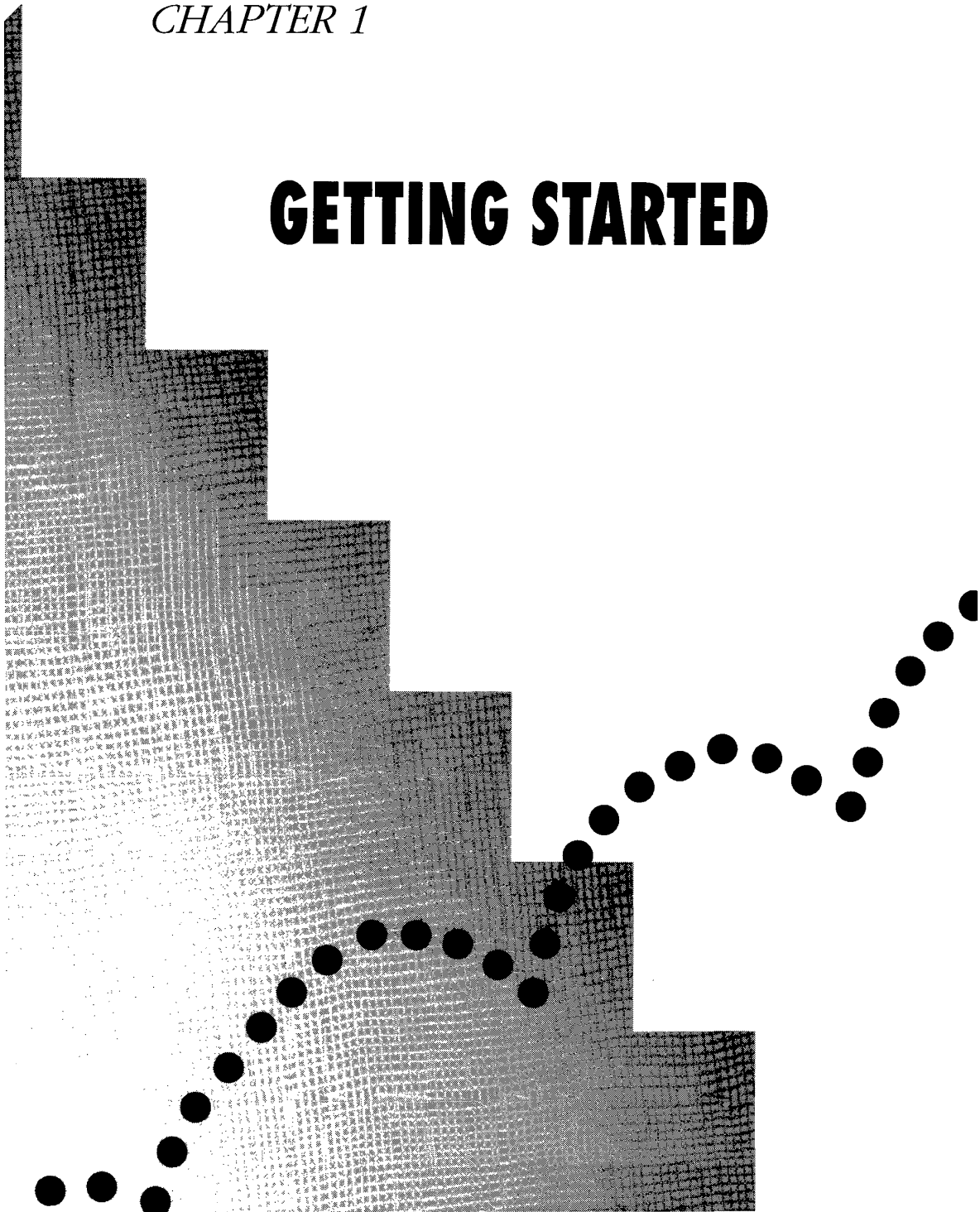
**Appendixes**

At the end of the book I've included appendixes on the hours of PRODIGY service operation and how to contact someone at Prodigy Services Company for help, information to help you when things go "bump" in the night (a list of error conditions and what you can do to recover from them), and a list of JUMPwords (names of the topic areas on the service).

I've spent many hours on the PRODIGY service, catching the latest news, tracking the play-by-play of my favorite sports teams, looking at the latest ratings on a movie I'm thinking about renting, checking the stock prices of local companies, setting up travel plans for my next vacation, checking the ratings on local restaurants, and exchanging mail with other avid users of the service (including some famous personalities!). Come, explore the ins and outs of this dynamic and innovative service with me.

CHAPTER 1

GETTING STARTED



EX. 1014-16

CNZ0020329
T-MOBILE US, INC.
EXHIBIT 1014



If you are a member of one of the more than 10 million American families that own a personal computer, you're already well on your way to enjoying all the benefits of the PRODIGY interactive personal service. If you don't yet have a personal computer, you can find new basic systems for a few hundred dollars in computer stores or your local discount department stores. For less than the price of a good home stereo system, you can step up to an excellent mid-range personal computer that includes popular word processing and financial planning programs.

For less than \$100, you can add a special piece of communications equipment called a modem that allows your personal computer to "talk" through your home phone line to other computers. Many systems you can buy already include a modem. Add a PRODIGY Service Start-up Kit, and you'll be all set to sign up and turn on to the entertaining and informative world of the PRODIGY service.

I've broken this chapter into four main sections:

- *Basic Requirements*—covers the minimum personal computer hardware and software you need to be able to connect to the PRODIGY service. If you don't yet have a personal computer, you can use this section as a shopping list. If you do have a personal computer, you can check here to see if you have everything you need.
- *Hardware and Software Details*—gives you a "behind the scenes" look at how the PRODIGY service operates on your home computer. Look in this section if you're interested in details about how the PRODIGY software uses your computer, memory, and disk drives. You should also read this section if you're not sure whether the system you have (or the system you're thinking about buying) meets the basic requirements. You'll find technical details here that can help you or your local computer salesperson decide on the system that will best meet your needs.
- *Installation*—provides you with a step-by-step guide to installing the software that comes with the PRODIGY Service Start-up Kit.
- *Signing On*—shows you how to start the PRODIGY software on your computer and how to connect for the first time. You should browse through the section on the first-time sign-on procedure before you connect to the service.



Basic Requirements

To be able to use the PRODIGY service, you need:

- A personal computer (either an IBM PC or compatible or an Apple Macintosh)—see details below.
- On either an IBM PC or compatible or an Apple Macintosh, a Hayes or compatible modem that operates at 1200 or 2400 bits per second (bps) or the Apple Personal Modem on a Macintosh.
- A phone line—you can use your home phone, but you won't be able to make or receive calls while you're connected to the service.
- A PRODIGY Service Start-up Kit—you can purchase a kit at any computer store or at most stores that sell computer software. Call 1-800-PRODIGY, extension 205 (toll-free), to find the name of a store near you. If you have an IBM PS/1 computer with a hard drive, you'll find a Start-up Kit included with your computer and the PRODIGY software already installed for you.

IBM PCs and Compatibles

When IBM introduced the Personal Computer (PC) in the early 1980s, marketing projections estimated sales in the hundreds of thousands, not tens of millions. Partly because IBM allowed dozens of manufacturers to duplicate the basic PC architecture, the IBM PC-compatible market has grown beyond expectations to include not only business but also extensive home use.

Early versions of the MS-DOS operating system (the program that manages tasks on the computer) were quite simple, but they required you to learn a fairly complex set of commands. The latest—version 5, which became available in the summer of 1991—makes it easy to select what you want to do from menus. If you add the program called Windows (from Microsoft Corporation), you can run several programs at the same time. To start them, you pick from a menu or select a picture (called an icon) that represents the work you want to perform.

You can purchase a new basic IBM-compatible system for less than \$1,000. If you know a little about computers or have a friend who can help, you can find a used system for less than \$500. If you want a more powerful computer that can run Windows, you can find a new system for under \$2,000—about the cost of a wide-screen TV or a good stereo system.



Here's the basic equipment that you'll need on an IBM or compatible computer to use the PRODIGY service:

Computer. You need an IBM PC, XT, AT, PS/1, or PS/2; Tandy 1000 Series; Tandy 3000 Series; or similar fully compatible computer. The computer must have at least 512 kilobytes, or KB (1 KB is equal to 1024 bytes), of random-access memory (RAM); 640 KB is recommended. If you plan to run Windows, your computer should have an 80286 processor, or one that runs faster, and at least 2 megabytes, or MB (1 MB is equal to 1024 KB), of RAM.

Disk drives. Your computer must have, at minimum, one of the following combinations of disk drives:

- Two double-density 5.25-inch floppy drives (360 KB capacity each)
- One double-density 3.5-inch floppy drive (720 KB capacity)
- One high-density floppy drive of any size (3.5-inch has a 1.4 MB capacity; 5.25-inch has a 1.2 MB capacity)
- A hard drive with at least 700 KB of free space and one double-density or high-density floppy drive (either size)

Monitor and graphics adapter. You can use any monochrome or color monitor with a VGA, MCGA, EGA, CGA, Hercules, or Hercules-compatible graphics adapter.

Modem. You must have an internal or external Hayes or compatible modem that operates at 1200 or 2400 bits per second (bps).

Operating system. You can run the PRODIGY service software on any version of MS-DOS or PC-DOS that is version 2 or later. If you have an 80286 processor or one that runs faster, I recommend MS-DOS version 5 and Windows version 3.0.

Printer. If you want to be able to print information from the PRODIGY service, you need any type of parallel printer.

Mouse. The PRODIGY service software optionally supports any bus or serial mouse device.



Apple Macintosh

As IBM PC and compatible personal computers were becoming popular, Apple Computer, Inc., developed its own line of personal computers based on a different, proprietary architecture. The Apple Macintosh models (referred to as Macintosh in the rest of this book) are noted for their easy-to-use “graphical” or picture-based screen presentation—something that has only recently been available on IBM PCs and compatible computers.

Many people thought these computers were easier to use, but they tended to be more expensive than equivalent IBM-compatible computers. New models have been introduced recently that make this graphics-based computer available for less than \$1,000—comparable to an equivalent IBM-compatible computer with Windows software. You can purchase a model with a color monitor, a hard drive, and a printer for around \$2,000. The new “balloon help” available with version 7 of the Macintosh system software makes this computer particularly simple to learn to use.

Here’s the basic equipment that you’ll need on a Macintosh computer in order to use the PRODIGY service:

Computer. You need a Macintosh Classic, LC, Plus, SE, SE30, II, IIfx, IIfx, IIfx, or Portable computer with at least 1 MB of random-access memory (RAM) and 128 KB of video RAM. With System 7, you will need at least 2 MB of RAM.

Disk drives. All Macintosh computers have at least one 3.5-inch 800 KB floppy disk drive. If you have a hard drive with at least 1 MB of free space, you can run the PRODIGY software from that drive.

Monitor. The PRODIGY service can run with any monitor available for the Macintosh computers in the foregoing list. If you have a Macintosh with a color monitor, you will see the service in color.

Modem. You must have a Hayes or Hayes-compatible modem that operates at 1200 or 2400 bits per second (bps) or the Apple Personal Modem.

Operating system. You need version 4.1 or later of the Apple Macintosh system software.

Printer. If you want to be able to print information from the PRODIGY service, you need any type of Macintosh-compatible printer connected to either the printer port or the modem port.



Hardware and Software Details

This section explains how the PRODIGY software uses your personal computer. You can use this information to help you select the equipment that best suits your needs.

PRODIGY Service Graphics

If you've had any experience with other graphical programs on your PC (such as some of the latest games that support high-resolution color), you know that it takes a lot of data to store pictures. If the PRODIGY service had to send each picture in "raw" form, it would take more than 150,000 bytes and about 500 seconds (more than 8 minutes!) of transmission time per picture to send the information to your computer. To get around this and provide you with detailed pictures in a reasonable amount of time, the PRODIGY software uses the power of your home computer.

All of the pictures sent over the PRODIGY network are "compressed" using something called the North American Presentation Level Protocol Standard (NAPLPS). In simple terms, if an area of the picture has a green circle with red and blue polka dots in it, the PRODIGY service sends the diameter of the circle (a number), the location of the circle (in screen coordinates—a couple of numbers), the color of the border (a code), and the color of the middle (a couple of codes). Using this method, the PRODIGY service needs to send only 1000 characters (numbers and codes) or less for each screen.

The "smart" PRODIGY software on your home computer can take this little bit of data, use the power of your processor, and recreate a complex picture in a few seconds. Later, when you have installed your software and watch the PRODIGY service run, you'll notice that it "paints" complex pictures on your screen one area or figure at a time. The graphic artists at the PRODIGY service are good at breaking down pictures into as small a stream of numbers and codes as possible.

Computer Memory

Because the PRODIGY service communicates with you using graphical pictures, it needs a lot of memory to use as a "scratch pad" on which to build and display screens. Memory and RAM, or random access memory, mean the same thing—the electronic storage of information the computer uses to work. If you have more than the minimum amount of memory available, the



PRODIGY software can build and hold several screens in memory at once, making your transition from screen to screen appear to be almost instantaneous. If you find you can run the PRODIGY software, but notice that every screen seems to be laboriously "painted" by the service (consistently taking more than 10 seconds to appear), you're probably running with too little memory.

NOTE: If you are using MS-DOS version 4 on an IBM PC or compatible, you might not have enough RAM available to load the PRODIGY service software (especially if you have only 512 KB of RAM installed on your computer). In such a case, you would have to install MS-DOS 4 using the *minimum* instead of *balanced* or *maximum* options. Do not attempt to run the PRODIGY software from the MS-DOS Shell or use print prior to running the session. If you upgrade to MS-DOS version 5, you probably will have plenty of memory to run the PRODIGY software.

Computer Processor

The PRODIGY service software runs adequately on all compatible personal computers, regardless of CPU speed. (CPU speed is determined by the

Determining How Much RAM You Have

IBM PC and Compatibles

Enter the MS-DOS CHKDSK command at the command prompt. The next-to-last line of the display from this command tells you the total RAM available on your computer in bytes. Divide this number by 1024 to obtain KB (512 KB=524,288 bytes; 640 KB=655,360 bytes). The last number in the display shows you how much of your RAM is available to load programs to run. If this number is less than 440,320 bytes (430 KB), you will not be able to load the PRODIGY service software with your standard start-up software configuration.

Macintosh

Select "About the Finder," the first choice under the Apple menu. You should have at least 1 MB (1024 KB) installed, and at least 620,000 bytes unused by other applications.



processor in your computer. Processors are identified by a number and different processors are used in different computer models; for example, the 80286 processor is used in IBM PC AT and AT-compatibles.) If you have a faster CPU (for example, an 80386 or 80486 processor on an IBM PC or compatible or a 68030 processor on a Macintosh), the PRODIGY software can translate the graphical display information much more quickly.

IBM PC Display Resolution

If you have a CGA adapter (which can display only four colors at low resolution or two colors at medium resolution), you will see the PRODIGY service in black and white. One way to get around the CGA limitation is to upgrade to an EGA or VGA card that can work with your CGA monitor (about a \$100 investment if you shop for discounts). You won't get full resolution, but you will be able to see the PRODIGY service 16-color displays.

On an IBM PC or compatible, the speed of translation is also influenced by the display resolution: a low-resolution screen displays images much more quickly than a high-resolution screen (and black and white faster than color). If you have a slower CPU, you might want to instruct the PRODIGY software

Determining How Much Disk Space You Have

IBM PC and Compatibles

Select your hard drive from the MS-DOS command prompt by typing the drive letter, followed by a colon (with no space), and pressing Enter. Then type DIR or CHKDSK and press Enter. The last line of the DIR command shows you how many bytes are available on the selected drive; the line with the message "bytes available on disk" from the CHKDSK command shows the same information.

Macintosh

Double-click the hard disk icon and choose "by Small Icon" or "by Icon" from the View menu. On the top right-hand side of the window you can see how much space is available.



to use a low-resolution color or medium-resolution black-and-white option, even if you have a high-resolution EGA or VGA graphics adapter. The installation software can usually determine the type of monitor you have and pick the resolution option that optimizes speed without sacrificing too much display quality. If you want the best pictures and don't care about speed, you can modify the default selection during the install process.

Disk Storage

The PRODIGY software uses some of the disk storage on your home computer to save pictures or information that you are likely to use often (such as the basic format of the first highlight screen, or the shape of the North American weather map). Also, the PRODIGY software works hard to anticipate your next request. For example, while you're in the middle of reading a long news story or an article in the on-line encyclopedia, the program on your computer requests the next page of the story or article so that it will be ready to display in an instant when you select the next page! If the space is available on the disk drive from which you loaded the PRODIGY software, the service uses up to 1 MB of storage to save and preload information.

Installation

In your PRODIGY Service Start-up Kit you will find

- *The Handbook*—a brief guide that contains instructions about installing the PRODIGY software and an overview of features.
- *JUMPword Listings*—a booklet with a list by category of the names of parts of the service to which you can “JUMP.” See Chapter 2 to learn about using JUMPwords. I've also included a list in Appendix C.
- *Phone Book*—a list of phone numbers all over the U.S. that you can use to access the PRODIGY service. We'll use information in this booklet in the “Signing On” section of this chapter.
- *Floppy Disks*—the kit for IBM computers and compatibles contains two 5.25-inch disks and one 3.5-inch disk. The kit for Macintosh computers contains two 3.5-inch disks. These disks have the PRODIGY software on them.

If you already have a modem installed, skip ahead in this chapter to the section on installing the PRODIGY software for the type of computer that you have. Otherwise, read the following section for tips about installing a modem.



Installing a Modem

The PRODIGY service works with any Hayes-compatible modem or the Apple Personal Modem at either 1200 or 2400 bps. Because the service has to send a significant amount of information (even in compressed form) to build many of the screens you see, I recommend the higher speed for a few additional dollars.

For either IBM PCs or compatibles or Macintosh computers, you can buy an external modem (in its own case) that plugs into the back of your computer or an internal modem (electronic components on a board) that plugs inside your computer.

Most modems have two modular plugs in the back. Connect the one marked "Line" to the wall. You can use the second plug marked "Phone," if available, to piggy-back your telephone through the modem. If there is no "Phone" connector, you can get a line splitter at your local hardware store that will allow you to share the phone connection with your modem.

External Modems

You need the proper cable if you plan to connect an external modem to the back of your computer.

On an IBM PC or compatible, you'll use one of the serial ports on the back of your computer—most often a 25-pin male plug (with pins sticking out) from your modem connecting to a 25-pin or 9-pin female plug (with holes to receive pins) in your computer. If you already have something plugged into the first serial port, use the second serial plug for your modem, and remember to tell the PRODIGY software that the modem is on COM2.

On a Macintosh, you can plug your external modem into either the communications port (a 9-pin plug designated by a telephone receiver icon) or the printer port (another 9-pin plug designated by a printer icon). If your Macintosh is on an AppleTalk network, your printer is probably shared with other users and connected through AppleTalk to your communications port. You can plug your external modem into the printer port. Check the Chooser, located on the Apple menu, to be sure your printer and modem are defined to the correct ports.

**Internal Modem—IBM PCs and Compatibles**

To install an internal modem on an IBM PC or compatible, you have to slide the cover off your computer—make sure you've turned off all power first. (If you're at all nervous about this, have the dealer who sells you the modem install it for you.) Start by removing the five or six screws from the back of your PC and sliding the cover forward. Remove the blank backing plate (covering an available opening), if necessary, and fit the modem into the next available slot. (Most internal modems are on short cards and will fit into either a short or a long slot.) As with external modems, if you have something plugged into the first serial port on the back, you can run the modem from the second serial port, configured as COM2.

Serial Ports—IBM PCs and Compatibles

Even if you don't have anything plugged into your first serial port plug on an IBM PC or compatible, you might have a mouse installed that is using this port. Double-check your mouse installation to see which port (called an IRQ setting) the mouse is using. Your mouse is connected to a board inside your computer. On the board is a jumper clip placed over the interrupt number that the mouse is using. If the mouse uses interrupt number 4, you cannot plug your modem into Serial Port 1; if the mouse uses interrupt number 3, you cannot plug your modem into Serial Port 2.

Modem Software

Most modems come with a software disk that contains configuration and communications software. Follow the manufacturer's instructions to configure your modem. Don't worry about setting up default parameters correctly—the PRODIGY software will reset your modem, if necessary, before you sign on each time.

Software Installation on an IBM PC or Compatible

Before you begin to install the PRODIGY software on your computer, you should decide how you want to run the service. Read the next section, "Choosing an Install Option." Then proceed with the installation instructions.



Choosing an Install Option

You can run the PRODIGY software on an IBM PC or compatible in one of three ways. The best method is to load and run from a hard drive. Even with a hard drive, you might not be able to use this option if you don't have enough space on your hard drive for the PRODIGY software. Also, you cannot use this method if you don't have enough memory left after you start up (boot) your operating system from your hard drive—either because of the version of MS-DOS you're using or because of the configuration options you have set up for initializing MS-DOS. See "Determining How Much RAM You Have" earlier in this chapter to find out if you have enough memory. The next best method is to boot MS-DOS from a floppy disk drive, but run the PRODIGY service from an available hard drive. The last method is to boot and run the service entirely from a floppy disk.

Run from hard drive. You need at least 700 KB (716,800 bytes) on your hard drive and at least 430 KB (440,320 bytes) left in memory after starting MS-DOS to run completely from a hard drive. The service runs even better if you have up to 1.5 MB of free space on your hard drive so that the software can "stage" more data from the service while you are logged on. The service runs without any problems if you also have at least 500 KB (512,000 bytes) of memory left after loading MS-DOS and all other memory-resident programs (such as your mouse driver program).

Start from floppy, run from hard drive. If you have plenty of space on your hard drive, but the PRODIGY software won't load because you have too little memory, use this method. Boot your computer from a floppy disk that you have prepared with a minimal copy of the MS-DOS operating system (and your mouse driver program if you have a mouse). See "Creating a Bootable Floppy Disk," later in this chapter, for instructions on how to do this. You can run the PRODIGY software from your hard drive. The install program will request the bootable floppy disk (it calls the disk your "Personal Disk A"), so you must create the bootable floppy disk before you install the PRODIGY software.

Start and run from floppy. You must boot and run from a floppy disk if you do not have a hard drive or if you have a hard drive, but you don't have enough space (700 KB) on it to load the PRODIGY software. The install program normally detects this condition and sets the appropriate disk install options. This method is also useful if you want to create a copy of the



PRODIGY software that you can carry with you to run on any IBM PC or compatible. Before you can install, you must create a bootable floppy disk.

NOTE: You can use your PRODIGY service ID from any computer that has the proper modem and phone-line connections. All you need is your PRODIGY software disk and the nearest PRODIGY service phone number (which you can find in the Phone Book that comes with your PRODIGY Service Start-up Kit or which is available after you have signed on from the About the PRODIGY service section).

Installation Procedure

If you're all set with the hardware you need and have decided on an install option, you're ready to go. First, make a backup copy of the PRODIGY Installation Disk 1 and, if you're using the 5.25-inch disks, Installation Disk 2. The easiest way to do this is with the MS-DOS DISKCOPY command, using one or two new or empty floppy disks for the new copies.

With your computer running and MS-DOS loaded, place Installation Disk 1 in floppy disk drive A, instruct MS-DOS to make that drive current (by typing a: and pressing Enter), and type

```
install
```

Then press Enter. If you have two floppy disk drives (the second one is usually designated B), you can run the install program from the B drive and

Creating a Bootable Floppy Disk

Start your computer, place a new or empty disk in your floppy drive (usually the A drive), and enter the following MS-DOS command:

```
FORMAT a: /S
```

Use this newly formatted disk when the PRODIGY install software asks you to insert "Personal Disk A" in your floppy disk drive. If you want to use your mouse with the PRODIGY Service, you should also copy the MOUSE.SYS or MOUSE.COM program to the floppy disk. For MOUSE.SYS, you need a CONFIG.SYS file in your root directory with a DEVICE=MOUSE.SYS command in it. For MOUSE.COM, you need an AUTOEXEC.BAT file in your root directory with a MOUSE command in it.



install on the A drive—this is especially convenient if you've chosen either of the start-from-floppy-disk options. If you are running Microsoft Windows 3, you can leave Windows to run the install program from the MS-DOS command prompt, double-click DOS Prompt in the Main program group and run the install program, or run the install program from the File Manager.

The install program displays a welcome message (not shown here) and instructs you to be sure you have your printer (if you have one) and your modem turned on. Throughout the install process, simply follow the instructions on the bottom portion of the screen. Usually you'll see the message "Press any key to continue."

NOTE: If you have an internal modem, it is powered on when you turn on your computer. If you have an external modem, be sure it is connected to your computer properly, its power supply is plugged in, and the power switch is turned on. This lets the PRODIGY software figure out the information it requires about your printer or modem, such as which ports they are using. If your modem or printer aren't connected yet, you can still complete the PRODIGY software installation, but you have to provide information about the modem or printer yourself when you use the install program.

The install program prompts you for any information it can't figure out. Because the program cannot probe your telephone to determine whether you dial with tones or pulses, the install program asks you to choose the correct option, as shown in Figure 1-1. To identify which type of phone service you have, use the up or down arrow keys to move the highlight to the correct type, and then press Enter. If your modem isn't connected or turned on, you'll also be asked to supply information about the modem port and speed.

When the install program has enough information to proceed, it presents you with a confirmation screen, as shown in Figure 1-2. Verify that the information is correct before proceeding. If you want to change anything, use the up and down arrow keys to move the highlight to the item you want, and then press Enter to select that option. In most cases, a menu of selections appears in the lower half of the screen. Move the highlight to the option you want, and press Enter to choose it.

If you want to copy the PRODIGY software on a floppy disk even though you have a hard drive, you need to change the Install to Disk(s) option. Use



PRODIGY (R) Software Install Program	
Your PC Setup System Type: PC-AT DOS version: 3.31 Printer Port: <LPT1>	Your MODEM and PHONE Setup Modem Port: <COM port 1> Modem Speed: <2400 bps> Phone Type: <input type="checkbox"/>
Your PRODIGY Software Setup Install to Disk(s): <C:(65Meg free)> Display: <VGA/EGA - Color, Low Resolution>	
Phone service is available in two types: PULSE and TONE. <ul style="list-style-type: none">- If your phone has a dial, it is PULSE.- If you hear a series of clicks, it is PULSE.- If it has buttons, and you hear a musical sound when pressing a button, it is TONE. <p>Select the type of phone service you have:</p> <div><input type="checkbox"/> PULSE <input type="checkbox"/> TONE</div>	
[F1] for HELP [F10] to EXIT	

Figure 1-1.
Phone-type options.

PRODIGY (R) Software Install Program	
Your PC Setup System Type: PC-AT DOS version: 3.31 Printer Port: <LPT1>	Your MODEM and PHONE Setup Modem Port: <COM port 1> Modem Speed: <2400 bps> Phone Type: TONE
Your PRODIGY Software Setup Install to Disk(s): <C:(65Meg free)> Display: <VGA/EGA - Color, Low Resolution>	
Please inspect the list above. Check that choices made by Install, marked with < >, are correct. If the selections above are acceptable, select CONTINUE. To change a setting or see alternative settings for an item, move the cursor to that item and press [RETURN]. (VGA/EGA owners: Select DISPLAY for more options. Be sure to read the help screen.)	
<div><input checked="" type="checkbox"/> CONTINUE All correct <input type="checkbox"/> INSTALL TO DISK(S) <input type="checkbox"/> DISPLAY <input type="checkbox"/> PRINTER PORT <input type="checkbox"/> MODEM PORT <input type="checkbox"/> MODEM SPEED <input type="checkbox"/> PHONE TYPE</div>	
[F1] for HELP [F10] to EXIT	

Figure 1-2.
Install options confirmation screen.

the down arrow key to highlight INSTALL TO DISK(S), and then press Enter. On the next screen you see, select the FLOPPY DISK option.

If you have an EGA or VGA monitor, the software chooses VGA/EGA—Color, Low Resolution as a default. If you want to receive the service at a higher resolution, particularly if your computer has a fast processor (such as an



80386 or 80486), you can change this setting by selecting the DISPLAY option on the confirmation screen. You will see the display options, as shown in Figure 1-3. Use the arrow keys to move the highlight up and down and choose a higher resolution. [I like running VGA/EGA—Color, High Resolution (640 x 350) on my 80386 PC.]

PRODIGY (R) Software Install Program											
Your PC Setup System Type: PC-AT DOS version: 3.31 Printer Port: <LPT1>	Your MODEM and PHONE Setup Modem Port: <COM port 1> Modem Speed: <2400 bps> Phone Type: TONE										
Your PRODIGY Software Setup Install to Disk(s): C:(65Meg free) Display: <VGA/EGA - Color, Low Resolution>											
Install's display choice will probably work well, but you can press (F1) for information on other options. When (more) appears at the top or bottom of the selection box, press the up or down arrow keys to see more choices.											
Move cursor to your choice and press (RETURN):	<table border="1"> <tbody> <tr> <td>VGA</td> <td>- Color, High Resolution.....(640 x 480)</td> </tr> <tr> <td>VGA/EGA</td> <td>- Color, High Resolution.....(640 x 350)</td> </tr> <tr> <td>VGA/EGA</td> <td>- Color, Medium Resolution.....(640 x 200)</td> </tr> <tr> <td>VGA/EGA</td> <td>- Color, Low Resolution.....(320 x 200)</td> </tr> <tr> <td colspan="2">(more)</td> </tr> </tbody> </table>	VGA	- Color, High Resolution.....(640 x 480)	VGA/EGA	- Color, High Resolution.....(640 x 350)	VGA/EGA	- Color, Medium Resolution.....(640 x 200)	VGA/EGA	- Color, Low Resolution.....(320 x 200)	(more)	
VGA	- Color, High Resolution.....(640 x 480)										
VGA/EGA	- Color, High Resolution.....(640 x 350)										
VGA/EGA	- Color, Medium Resolution.....(640 x 200)										
VGA/EGA	- Color, Low Resolution.....(320 x 200)										
(more)											
(F1) for HELP (F10) to EXIT											

Figure 1-3.

Display resolution options.

Once you select CONTINUE. All correct, the install program begins to run. If you have chosen the option to install on a hard drive, the install program pauses to verify that you also want to start from the hard drive. If you have decided that you need to start from a floppy disk and run from your hard drive, select FLOPPY DISK for the start drive when the prompt asks which disk type you want to start from.

The install program takes several minutes to copy all the program files and set options. Depending on the disk installation option you selected and the type of disk from which you are installing, you might be instructed several times to remove and insert "Installation Disk 1," "Installation Disk 2," "Personal Disk A" (the one you formatted with a copy of MS-DOS), or "Personal Disk B" (a second 5.25-inch formatted floppy disk you will need if you have a double-density drive).

After the install program finishes, you'll find a file named PRODIGY.BAT in the primary or root directory of your start-up disk. This batch command file



contains the MS-DOS commands necessary to start the PRODIGY software. Skip to "Signing On," later in this chapter, to see how to connect to the service.

If you receive error messages during the installation of the PRODIGY software, your computer might not have the minimum amount of memory or disk space to run the PRODIGY service successfully. Refer to "Basic Requirements," earlier in this chapter, for details about memory requirements.

You may also experience errors if you are using copies of the installation disk(s). You can install from copies of the installation disks only if you made the copies using the MS-DOS DISKCOPY command. The installation program checks not only the files, but also the disk label. If you used the COPY command to copy the installation disks, your backup disks might not have the correct label.

If your software still won't install, call PRODIGY Membership Services for help. You can reach them during normal business hours (eastern time) at 1-800-284-5933.

Notes for Windows 3 Users

If you're used to running your PC with Microsoft Windows 3, you probably want to create an icon to make it easy to start the PRODIGY service. You will need at least 640 KB of memory to start the service from Windows, but you probably already have at least that much (as well as some extended or expanded memory) if you're a serious Windows user.

Start by opening up the PIF Editor in the Accessories group of the Program Manager. In the Program Filename box, enter the fully qualified name of the PRODIGY program (most likely C:\PRODIGY\PRODIGY.EXE unless you used another directory name for the PRODIGY software). You can leave Window Title blank because PRODIGY must use the full screen when it runs. Enter the PRODIGY software directory (C:\PRODIGY is the default) in the Start-up Directory box. Under Memory Requirements, change KB Required to 440. Finally, select the Full Screen radio button under Display Usage. Use the Save As command on the File menu to save the file as PRODIGY.PIF in your main Windows directory, and then close the PIF Editor.

Next, in the Program Manager, select the Program Group in which you want to place the PRODIGY service icon. Choose New from the File menu of the



Program Manager, select the Program Item radio button, and select OK. Type a name that is meaningful to you (such as PRODIGY or Zowie On-line Stuff) in the Description box, and type the fully qualified name of the PIF file you created in the Command Line box (probably C:\WINDOWS\PRODIGY.PIF). If you want an icon other than the default, "DOS" in a gray box, select the Change Icon command button and type PROGMAN.EXE in the File Name box. Click View Next until you see an icon you like—I'm partial to the telephone in a screen box. Select OK twice to save the new program icon. Open the Program Group you just modified, and you will find your new PRODIGY service icon ready to go.

When you run the PRODIGY service in full-screen mode under Windows, you can switch to other applications (by pressing Alt-Esc) while you are signed on, as long as you don't leave the PRODIGY service application while waiting for input from the service. The PRODIGY service will disconnect you if you remain idle for more than 30 minutes. Be sure to return to the PRODIGY service application (again using Alt-Esc) and use the service occasionally if you want to remain connected.

Software Installation on a Macintosh

Before you begin to install the PRODIGY software on your computer, decide how you want to run the service. Read the "Choosing an Install Option" section. Then proceed with the installation instructions.

Choosing an Install Option

You can run the PRODIGY software on a Macintosh in one of two ways. The best method is to run from a hard drive. Even with a hard drive, you might not be able to use this method if you don't have enough space on your hard drive for the PRODIGY software. The second method is to boot and run the service entirely from a floppy disk drive.

Run from hard drive. You must have at least 1 MB of free space on your hard drive. Open your hard drive by double-clicking its icon, create a new folder by pressing Apple+N, and name it PRODIGY service. Copy PRODIGY service folder 1 from "Software Disk 1" and PRODIGY service folder 2 from "Software Disk 2" to this new folder. Open PRODIGY service folder 1 on your hard drive and go on with the installation procedure that follows.



Run from floppy disk. Use this option if you do not have a hard drive, do not have at least 1 MB of free space on your hard drive, or want to create a disk copy of the PRODIGY software to run on any Macintosh computer.

Begin by making backup copies of both disks. Insert the disk you want to copy, and open it by double-clicking its icon. Eject the disk by selecting Eject from the File menu or by pressing Apple+E. Insert a blank disk and drag the original disk folders to the new disk icon. You'll be instructed to insert the original and the new disks alternately to complete the copy. Be sure to copy all the folders on both disks. Give the name "P1 Backup" to the copy of "Software Disk 1." Give the name "P2 Backup" to the copy of "Software Disk 2."

Insert the "P1 Backup" disk in your floppy drive, and open it by double-clicking its icon. Open PRODIGY service folder 1 on that disk (again, by double-clicking the icon). Proceed to the installation instructions that follow.

Installation Procedure

With the PRODIGY service folder 1 open (on your hard drive if you're installing there), double-click the CONFIGURE icon. You'll be asked to verify printer connection, modem connection, modem speed, and phone type, as shown in Figure 1-4.

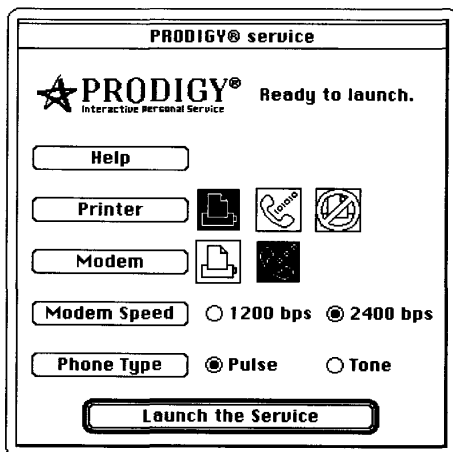


Figure 1-4.
Macintosh install options confirmation screen.



If your computer is connected to your printer or modem over AppleTalk, the CONFIGURE program might not be able to figure out where they are. To override the printer and modem port selections, open the Other Tools folder on the PRODIGY Software Disk 2 and copy the appropriate override file into the folder containing the CONFIGURE application.

Once you're sure the configuration options are correct, select Install the Service. After a few moments, this button changes to Launch the Service. You're now ready to start the PRODIGY software and sign on.

If you receive error messages during the installation of the PRODIGY software, your computer might not have the minimum amount of memory or disk space required to run the service successfully. Refer to "Basic Requirements," earlier in this chapter. If the software still won't install, call PRODIGY Membership Services for help. You can reach them during normal business hours (eastern time) at 1-800-284-5933.

Signing On

You've installed the PRODIGY software, so now it's time to connect to the PRODIGY service.

- On an IBM PC or compatible with MS-DOS version 3.3 or earlier or version 4 and later without the MS-DOS Shell, be sure you're booted from your start-up disk, then type

PRODIGY

and press Enter.

- On an IBM PC or compatible running the MS-DOS Shell in MS-DOS versions 4 and later, run the file PRODIGY.BAT in the root directory.
- From Windows on an IBM PC or compatible (if you followed the instructions on building an icon in "Notes for Windows 3 Users," earlier in this chapter), open the Program Group that contains the PRODIGY service



icon, and double-click the icon. If you haven't created an icon, choose Run from the File menu in the Program Manager, type

PRODIGY

and press Enter when the prompt requests a program name.

- On a Macintosh, open the PRODIGY service folder if necessary, and then click the Launch the Service icon or press Enter.

NOTE: On a Macintosh, the PRODIGY software closes all desktop utilities when you launch it, and you cannot switch to other programs while the PRODIGY software is active.

First you'll see the PRODIGY service sign-on screen, shown in Figure 1-5. Look in your Start-up Kit to find your PRODIGY service member ID. It's seven characters long—four letters, two numbers, and the letter A. Type your member ID from your Start-up Kit and press Enter. If necessary, use the arrow keys or Tab to move to the password field or click it. Type the initial 6-letter password found in your Start-up Kit and press Enter. Note that on the screen the password shows as a series of asterisks to maintain confidentiality. Press Enter again to select SET-UP to go to the next step.

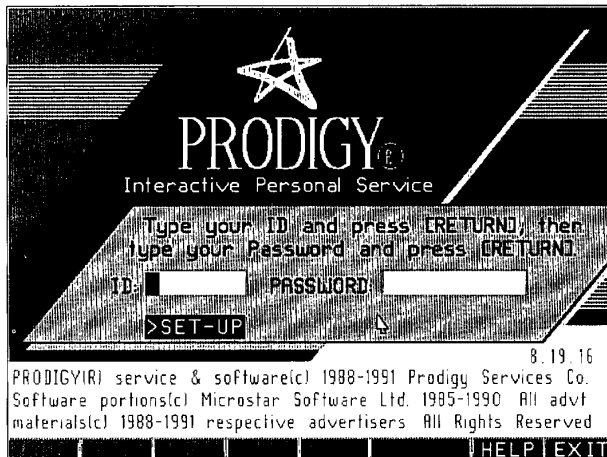


Figure 1-5.
PRODIGY service sign-on screen.



When you're using the PRODIGY service, starting with the initial set-up, you move from item to item with Tab or the arrow keys and press Enter to select the current item. You can also move to an item and select it with the mouse by double-clicking the item.

Next you will see the PRODIGY software SET-UP screen asking you for a primary phone number (and optionally an alternate number), as shown in Figure 1-6. To be able to use the PRODIGY service, your computer has to be hooked up through your modem and phone line to the PRODIGY service's computer network. You have to tell the PRODIGY software the phone number to dial to connect to the network.

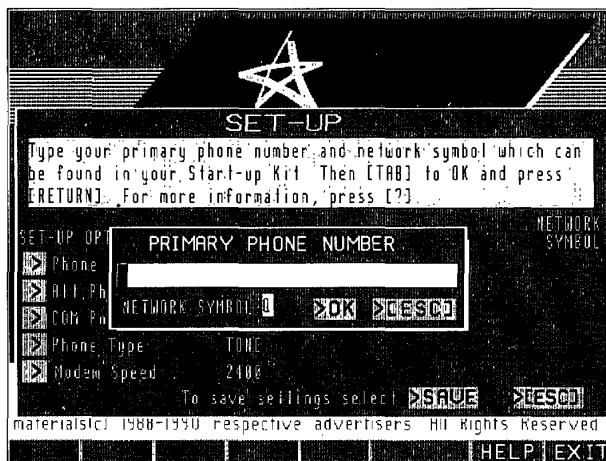


Figure 1-6.
SET-UP screen.

The main computer complex for the PRODIGY service is in Westchester County, New York. Unless you live there, it could be expensive if your computer had to call New York every time you wanted to use the service. Fortunately, the main PRODIGY service computer is connected to local computers in or near your home town. In most cases, you can use a local phone number to connect to one of these computers.

Look in the Phone Book supplied with your PRODIGY Service Start-up Kit to find a phone number to use to connect to the service. You can use any



phone number in the book, but you should use the one closest to you to avoid toll charges, if possible. Enter the phone number in the space provided, and change the Network Symbol code, if necessary, to what's shown in the Phone Book. (You can enter the hyphen (-) with the phone number or leave it out.) For example, if you live in Dallas, Texas, you'll find the local number 761-5700 with a Q network symbol. You don't need to enter the area code as part of the phone number, since this is a local call for you. If you live in Elkhart, Indiana, the phone number is 293-8860, with a Y network symbol. The network symbol code helps the PRODIGY service identify which major national network you use to connect to the service.

If you live in a small town that does not have a local connection, you may have to pay your phone company a toll charge to connect to the nearest PRODIGY service computer. You might also have to add 1- and the area code to connect to the number you want. So, the number you enter might look like:

622-3050

or

1-622-3050

or

1-206-622-3050

When you've entered the primary phone number you want, use Tab or the arrow keys to move to the OK box and press Enter, or double-click the OK box.

The PRODIGY software gives you a chance to use the secondary phone number only if it has a problem connecting to the primary number. In most cases you won't need the secondary number, but enter one now so you won't have to look it up later if you can't connect to your primary phone number. If the Network Symbol for your primary phone number is Q, look in the gray pages in the back to find your alternate phone number. For example, in Dallas, Texas, you'll find 630-5516 listed with a Y network symbol. If your primary phone number network symbol is Y, pick a secondary phone number from a nearby community in the front of the Phone Book. In Elkhart, Indiana, for example, your closest alternate is probably South Bend, phone number 234-6410, also symbol Y. Again, move to OK and press Enter or double-click the OK box to finish entering the secondary phone number.



Your Phone Line and the PRODIGY Service

You should be aware that while you're connected to the PRODIGY service, you can't use the phone line that your modem is hooked to for regular calls—and people won't be able to call you, because your computer will be "talking" on the line. If you have the call-waiting option on your phone line, people trying to call you will not get a busy signal, but you still won't be able to answer their calls. Also, the interrupt signal generated by call waiting (usually a soft beep or click) won't be understood by your modem or the PRODIGY computer system. In fact, the interrupt signal will most likely disconnect you. To disable call waiting while connected to the service, on most phone systems you can add *70, in front of the PRODIGY service phone number. Your phone number will look like *70,622-3050. Check with your phone company if adding *70, doesn't seem to work. After you disable call waiting, anyone trying to call you while you're connected to the service will receive a busy signal.

As soon as you've entered the primary and secondary phone numbers, the sign-on screen reappears, and you'll probably hear your modem dialing the primary phone number—tones if you have touch-tone service, or clicks if you have pulse dialing. If you have a problem connecting, see Appendix B.

Signing Up

The PRODIGY service knows you are a new user, so you'll see a welcome screen (not shown here) with some information about the next few steps you can take to let the service know who you are, to sign up other members of your family, to accept the PRODIGY Service Member Agreement, and to set up a new password. Press the Enter key as instructed on the Welcome screen, and you'll see the first input screen to tell the PRODIGY service about yourself.

Figure 1-7 shows the first input screen. Type in the information and use the Tab key, the Enter key, or your mouse to move to the next input area. Make sure this information is correct—including your complete address and phone number. Unless you authorize your monthly fees to be charged to a credit card, the PRODIGY service will send your bill to this address each month. To send the information to the service, press Enter on the last input field (the



Type your name, home address and home phone number. Press [RETURN] at the end of each line. When you're at the bottom of the screen and done, press [RETURN].

TITLE:	Ms (e.g. Mr/Mrs/Ms/Miss)
FIRST NAME:	Jane
INITIAL:	A
LAST NAME:	Smith
ADDRESS:	1234 Main Street
CITY:	Englewood
STATE:	CO
ZIP:	80111
PHONE:	(303)778-6565

HELP: TYPE ?

Figure 1-7.

Name and address input screen.

phone number). If you notice you typed something wrong, you'll get a chance to correct it before you finish signing up.

After you've provided your name, address, and phone number, you'll be asked for your birth date and gender. This information is entirely optional. If you provide this information, the PRODIGY service can better tailor your account and the messages you receive. For example, the service sets up an automatic path to parts of the service like the kids club and games for members under 19, and to weather, stocks, and news for those of us who are a little older!

After you've entered your birth date and gender, you'll have a chance to add other members of your family. You can do that now—it's really very easy—or wait and do it later. One great thing about the PRODIGY service is that up to six members of the same household can have access to the service for the same membership fee.

Once you've provided your name, address, and phone number and optionally entered your birth date and gender and signed up other members of your family, you'll have another chance to correct any of your information before finishing the sign-up procedure. Double-check to make sure you've entered



your name correctly—the only way to change this later is to write a letter to the PRODIGY service. You can correct any of the other information later (including signing up other members) using the Tools described in Chapter 9.

After the screen verifying your information, you'll be asked to acknowledge that you've read and accepted the PRODIGY Service Member Agreement. Basically, you'll be agreeing

- To pay for all service fees and for any goods ordered through the shopping services
- To use the service only for personal and not business purposes
- To maintain the copyright ownership of information disclosed on the service
- Not to abuse the mail or bulletin board services by publishing or displaying "any defamatory, inaccurate, abusive, obscene, profane, sexually explicit, threatening, ethnically offensive, or illegal material"

You get the picture. The folks at the PRODIGY service work hard to make sure this on-line service is suitable for *all* family members, so they screen all messages posted on any bulletin board. In any case, you should read the agreement carefully before acknowledging it on line. If you've lost the copy in your membership kit, you can select the option on the confirmation screen that lets you read the whole thing on line.

Finally you'll be asked to supply a password to secure access to your account, as shown in Figure 1-8. The password supplied in your Start-up Kit is good for one time only. Your password must contain at least four characters and can be up to ten characters long. Your password can be all letters, all numbers, or a combination of letters and numbers. It should be something that is easy for you to remember. If you forget your password, you'll have to write to Prodigy Services Company in New York. Most importantly, your password protects access to any credit card you set up on your account. You should remember the password, but don't write it down and stick it on your monitor!

If you sign up additional members of your family, they will each have their own unique account and password on the PRODIGY service. A PRODIGY service member ID consists of four letters, two numbers, and a suffix letter. The Membership Holder for a household—the first one to sign on to an account—owns the suffix letter *A*. Suffix letters *B* through *F* can be assigned to up to



A password can help keep your use of the service secure and private. It identifies you when you enter the PRODIGY service.

PASSWORD: kittycat

You must now make up a new password. Do not use the TEMPORARY one supplied to you by the PRODIGY service. Type a password that is any combination of 4 to 10 letters and/or numbers, then press [RETURN].

HELP: TYPE ?

Figure 1-8.
Password set-up screen.

Picking a Password

When a computer system allows you remote access to its services, you usually have to identify yourself (with a user or member ID) and authenticate that ID by also supplying a password. You may have seen this when you dialed in to other bulletin board services or signed on to your computer at work. Because the password confirms who you are to the computer, you should always keep it confidential. (PRODIGY Services Company will never ask you for it or tell you what it should be.)

Never write down your password. Make up your password using information that only you are likely to know and that is easy for you to remember. For example, you might use the last four digits of your Social Security number (5502) or the birth date of your favorite person (such as: DEC20). Never use something that would be easy for someone else to guess with a few tries. Probably the worst password is your first name!



five additional members. The Membership Holder controls the overall account, can set up additional members on the account, and can deny access to members after they are set up. Additional members will use the six-character initial password to sign on for the first time, but must set up their own password for subsequent use. Members can change their passwords at any time using Tools. See Chapter 9 to learn how.

Your First Look—Highlights

After you've entered and verified a new password, you'll see the Highlights screen, which will appear every time you sign on to the service from now on. Figure 1-9 shows a sample Highlights screen. It is a sample screen, because the information displayed changes day by day and minute by minute! You'll usually find eight or nine numbered selection boxes on this screen. The first one always gives you access to the latest news. And I do mean latest—I've seen this selection change three times in ten minutes! The second selection normally advertises some new feature or highlight on the service—although sometimes it points to a second feature news story. The rest of the selections give you direct access to the various special offers or highlighted features for the day.

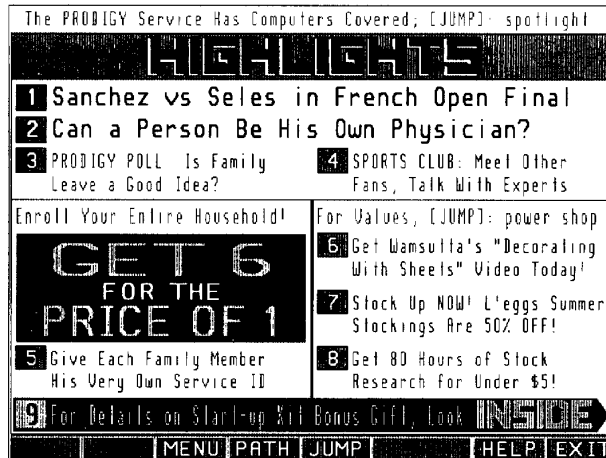


Figure 1-9

Sample Highlights screen.



You'll notice "NEW MAIL" in a blinking box in the upper left corner of your screen the first time you sign on. This notice appears any time you have a new personal message waiting for you when you sign on. If you press Enter while this selection is blinking, you'll jump right into the mail system and see a friendly welcome message from the PRODIGY service along with some helpful hints. If you're feeling adventurous, go ahead and try it! You'll find a quick look at mail in Chapter 2. See Chapter 5 for all the details about using mail and the bulletin boards.

One of the selections on the Highlights screen points to a major submenu—Inside the PRODIGY service—that has selections for all the major areas of the service. The PRODIGY service added this secondary menu, as shown in Figure 1-10, in early 1991 to help new users explore all that the service has to offer. You can use the selection boxes to go directly to many of the features you'll find described in Chapters 3 through 8.

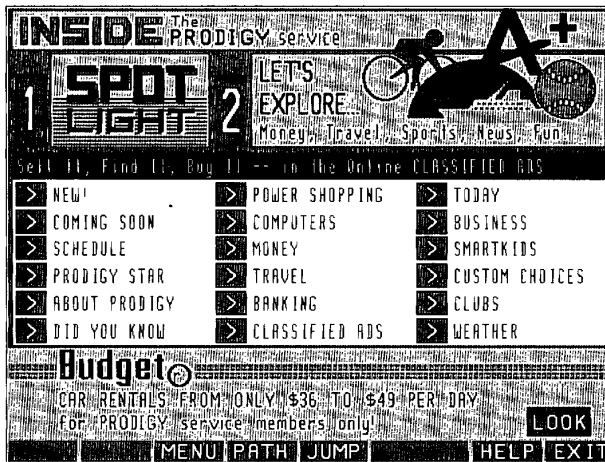


Figure 1-10.
Inside the PRODIGY service menu.



Signing Off

One last thing—I mustn't leave you stranded without showing you how to sign off from the PRODIGY service! See the box labeled EXIT in the lower right corner of your screen? Move to it with Tab or the arrow keys and press Enter—or double-click the box with your mouse. EXIT activates the screen you see in Figure 1-11. Note that this screen contains three options. Press Enter and you'll select option 1 to disconnect. (Selecting EXIT again will also disconnect you.) Always be sure to use EXIT to disconnect from the service. You should wait until the PRODIGY software completely disconnects before you turn off your computer.

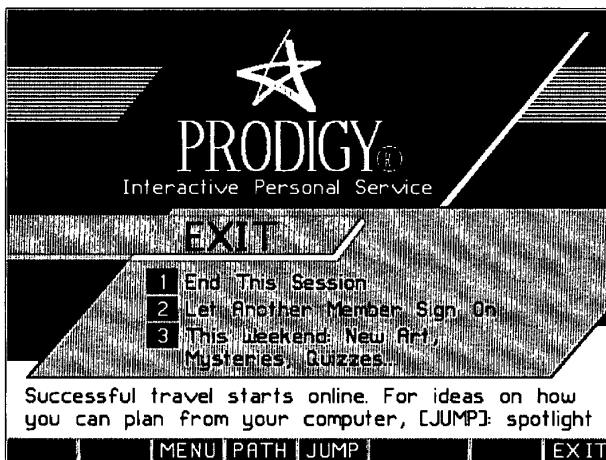


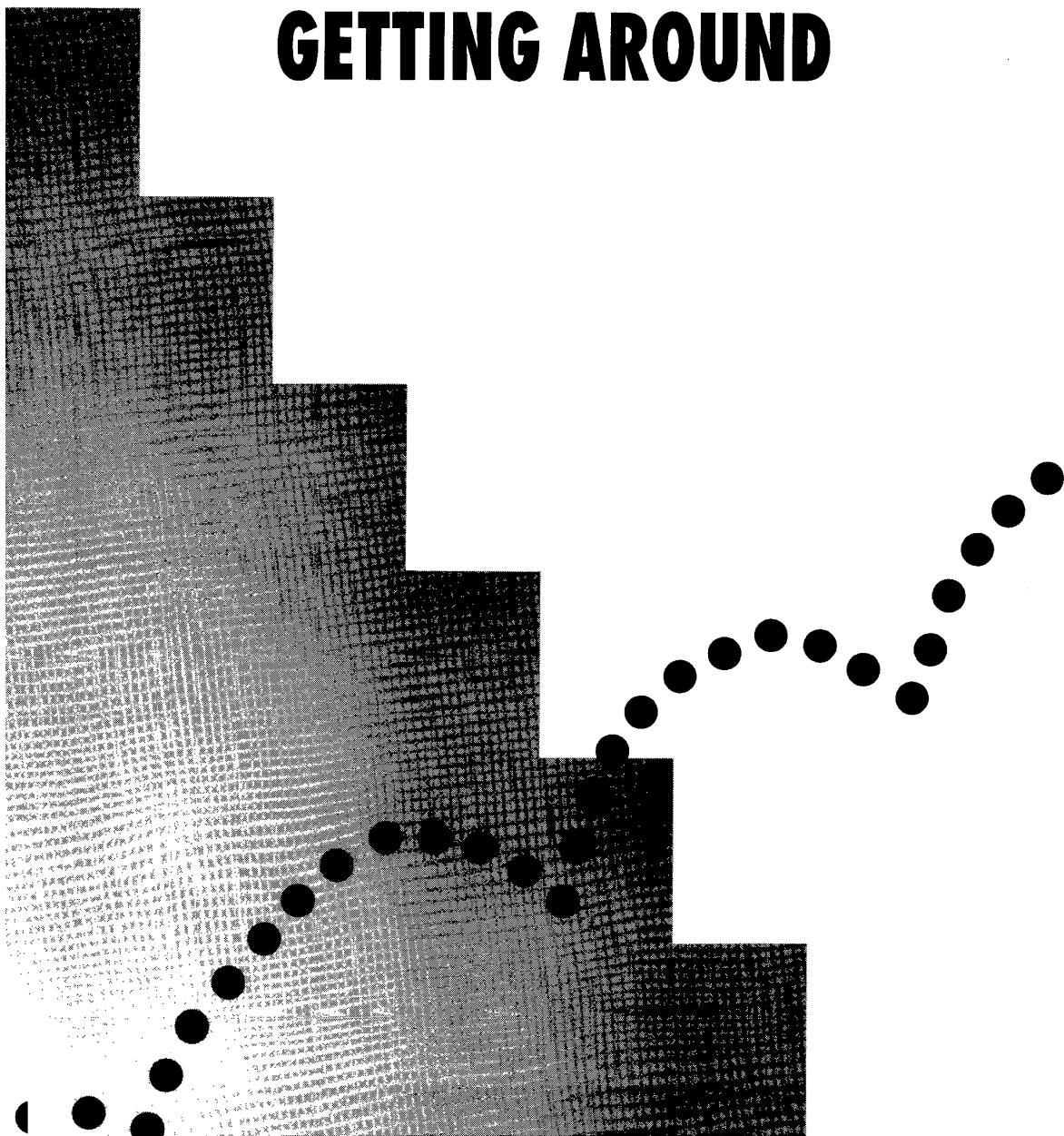
Figure 1-11.
EXIT screen.

Option 2 allows you to hand over the PRODIGY session to someone else in your family without having to redial the service. If you select this option, a new sign-on screen appears to allow someone else to connect.

The third choice changes every day and is the PRODIGY service's way of saying "stick around awhile for some more fun!" You can also select the MENU, JUMP, or PATH commands to continue your session. Try MENU from here if you want to explore on your own—or go to the next chapter for some lessons on getting around in the PRODIGY service.

CHAPTER 2

GETTING AROUND





So now you've signed on for the first time, and you're looking at the first screen you'll see each time you sign on to the PRODIGY service—Highlights, shown in Figure 2-1. Remember, the service changes this screen minute by minute, depending on what the hottest news story is and what special areas of the service are featured that day, so don't expect the Highlights screen to look exactly the same twice—and it certainly won't be the same as in the illustration.

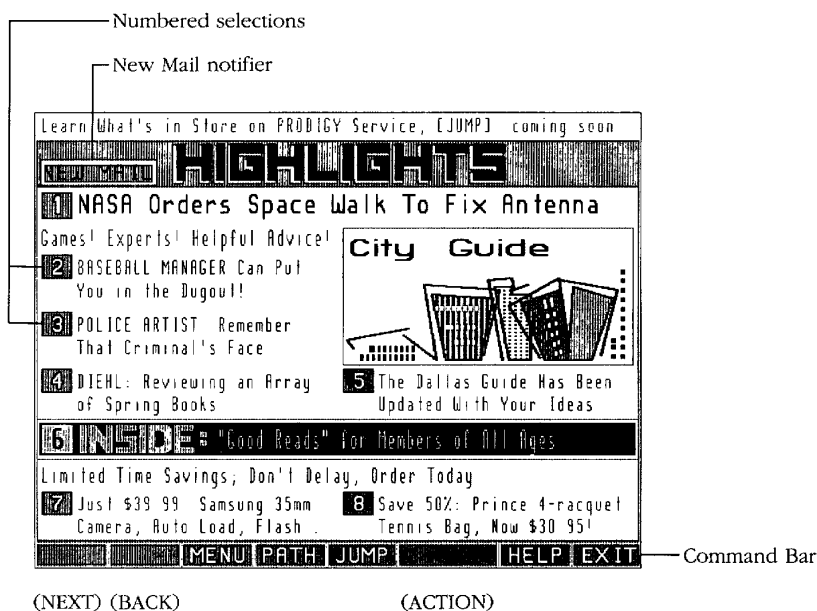


Figure 2-1.
Sample Highlights screen.

If you're a new user, NEW MAIL should appear in a blinking box near the top of the screen. You'll see this at the beginning of a session any time a message has arrived since you last were connected to the service. We'll take a look at the new mail near the end of this chapter.

In the middle of the screen are numbered selections. To select one of these, type the number and press Enter, or double-click the number with the mouse.



Selection 1 is always the hottest news story. Selection 2 usually points to some area of the service that is new or featured today—or sometimes a secondary hot news item. The rest of the numbered selections on the screen (as many as nine) are usually dedicated to either additional featured areas (such as the latest movie reviews or games to play) or shopping items.

The bottom part of the screen contains the Command Bar. The boxes in the Command Bar provide commands that help you use the PRODIGY service. To select a command, move to the command with Tab, or type the first letter of the command and press Enter, or double-click the command box. The commands in parentheses under the illustration in Figure 2-1 appear only when they are needed.

Moving Around the Screen

Moving around the screen is really easy. Read through this section to learn about using the keyboard and your mouse to get where you want to go.

Tab and Shift-Tab

You can use Tab and Shift-Tab to move forward and backward from item to item on the screen. The current selection on the screen is highlighted, which means that it blinks—either the border of the box, the letters and the background of the box, or the cursor (a solid rectangle) in an area on the screen where you can type information. For example, on the Highlights screen, when you sign on the first time as a new user, the frame around the NEW MAIL box blinks. Press the Tab key once, and the frame around the selection 1 box starts to blink. Press Tab repeatedly to move down to the MENU box on the Command Bar, and you'll see it blink.

Arrow Keys

You can also use your arrow keys to move up and down and left and right on the screen. Don't be dismayed if the next item to the right of where you currently are on the screen isn't always highlighted when you push the right arrow—the blinking selection box sometimes moves down or up instead of right first! A little patience and experimentation will get you where you want to go. When you've highlighted the option you want, press Enter to activate that option, or select it. Other keys that are useful are the Home key, which takes you to the upper left selection item on the screen, and the End key, which moves you to the lower right selection item on the screen.



Mouse

If you have a mouse, it's even easier to move around. When you move your mouse, the pointer appears on the screen—in the PRODIGY service, the pointer is an arrow. To select the highlighted item, point at it and click once. To select a different item, point at the other item and click once to highlight it, then click again to select it (This is what is called double-clicking.) When the PRODIGY service is working, receiving information, or repainting your screen, you can't select items, and the pointer appears as a wristwatch symbol (or a ticking clock face on a Macintosh) instead of the arrow.

Choosing Numbered Selections

When you see a number in a shaded box on the screen, you can highlight that box quickly by typing the number shown in it. For example, to highlight the Police Artist option in the sample screen in Figure 2-1, simply press the number 3 on your keyboard. Again, press Enter to select the highlighted option. Try it if you like! When you get to the area you've selected, you can return to the Highlights screen by highlighting and selecting MENU in the Command Bar at the bottom of the screen.

Command Bar

Looking at the Command Bar at the bottom of the screen, you can see several shaded rectangular boxes, some of which have words displayed in them. These are some of the commands that enable you to move around on the PRODIGY service—the commands that you can use from the current screen show up, and the commands that can't be activated from your current location in the service are blank. I told you how to use the MENU command to go back to the Highlights screen above. We'll take a look at the rest of these commands in detail in the next section.

Navigating within the PRODIGY Service

A whole set of commands is at your service to help you move around the PRODIGY service quickly and efficiently. Several of these are available in the Command Bar at the bottom of the screen. The command words appear in the Command Bar only when they can be selected from where you are in the PRODIGY service. You also can select these commands by pressing the appropriate function key, indicated in Table 2-1.



<i>Command</i>	<i>Function</i>	<i>Letter key</i>	<i>Execute key</i>	<i>Macintosh keys</i>
ACTION	Order a product	A	F2	⌘+2
BACK	Go back one screen	B	Page Up	⌘+↑
COPY	Print a copy	C		
EXIT	Sign off the PRODIGY service	E		
FIND	Search by keyword	F	F8	⌘+8
GUIDE	Open the menu guide	G	F5	⌘+5
HELP	Get help on a topic	H	F1	⌘+1
INDEX	Display the list of JUMPwords	I	F7	⌘+7
JUMP	Open the JUMPwindow	J	F6	⌘+6
LOOK	Look at advertisement	L		
MENU	Return to previous menu	M	F9	⌘+9
NEXT	Go forward one screen	N	Page Down	⌘+↓
PATH	Go to next selection on your personal path	P	F4	⌘+4
REVIEW	Show list of where you've been	R	F10	⌘+0
TOOLS	Open service toolbox	T		
VIEWPATH	Display your personal path	V	F3	⌘+3
ZIP	Return to screen from which you selected LOOK	Z		

Table 2-1.
The PRODIGY Commands.

In the next several pages, you can follow along on an extensive tutorial to practice using most of the available commands. Along the way in this tutorial, you'll see several of the different selection options and menus you'll encounter in different areas of the service. You can refer to Table 2-1 for a summary



of the commands and check them off as you learn about them. In the rest of this book, I'll enclose the command name in brackets when I refer to the actual selection of one of these commands—the same convention that the PRODIGY service uses on line and in its documentation. So, [JUMP] means “select the JUMP command.”

JUMP

The most powerful of the PRODIGY service navigation commands is JUMP. On most screens in the service, the word JUMP appears in the fifth selection box from the right in the Command Bar. One way to activate JUMP is to press Tab to move to JUMP on the Command Bar and press Enter—or you can double-click the JUMP selection box with your mouse. If the cursor is not in a place on the screen where you can type in information, you also can press the letter J to highlight JUMP on the Command Bar—then press Enter to select it. (The Highlights screen has no input areas.) Or you can press F6 (Apple key+6 on Macintosh keyboards that don't have function keys) to [JUMP]. JUMP opens the JUMPwindow, as shown in Figure 2-2.

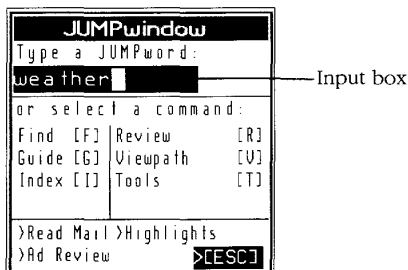


Figure 2-2.

The JUMPwindow.

NOTE: If you open the JUMPwindow by mistaket, you can close it by pressing the Esc key (or highlighting the [ESC] option box in the lower right corner and pressing Enter, or double-clicking the [ESC] option box with your mouse).



In the input box at the top of the JUMPwindow, you can type the word or phrase that describes where in the service you want to go. You don't have to type in the entire JUMPword. If the characters you type match more than one JUMPword, you'll see a pop-up window where you can try again or the JUMPword index. For more information on this index, see "Index," later in this chapter. You'll see input boxes on several other types of screens and pop-up menus. You can type information up to the length of the box, but you will type over any information already in the box. Pressing Backspace removes the character immediately to the left of the cursor. Pressing Delete removes the character at the cursor. If you press the Insert key, you'll activate the insert mode, causing anything you type to be inserted at the cursor location. Any information under and to the right of the cursor will move right one character. When you've activated insert mode, you'll see "^INSERT ON" in the upper right corner of the screen. Press the Insert key again to turn insert mode off.

Let's suppose you're planning to go on a trip to Los Angeles tomorrow. One of the first things you probably would like to check out is the weather forecast so you know what to pack. Let's try *weather* as a JUMPword. If you haven't opened the JUMPwindow yet, do it now. In the box, type

`weather`

press Enter, and see what happens. (This is one of those complex pictures that is fun to watch the service paint on the screen one piece at a time.) Your screen should look something like the one in Figure 2-3.

Hmm . . . looks like the temperature is in the 60s today in L.A.

NEXT

Today's weather is interesting, but what about the forecast? One message says "Fronts [NEXT]"—so maybe that has some more information about weather frontal systems. You can see NEXT in the far left box in the Command Bar. You can highlight NEXT and press Enter, or double-click the command word with your mouse. The letter N also works to highlight the command without using Tab. The special function key for NEXT is the Page Down key (Apple+Down arrow on Macintosh keyboards).

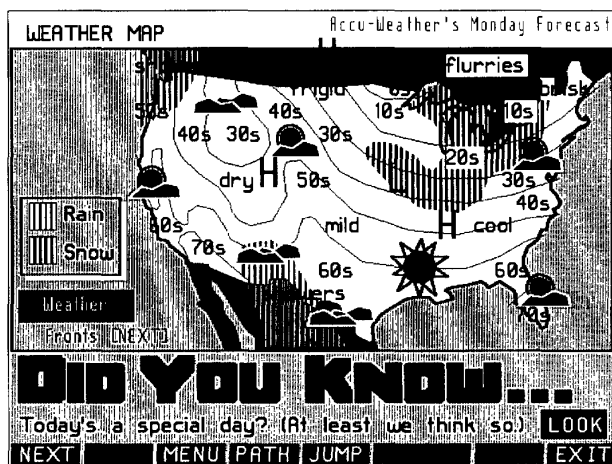


Figure 2-3.

Weather Map screen.

BACK

In the weather map area, NEXT cycles you through Today's weather, Fronts, and Tomorrow's forecast. If you call up the forecast map using NEXT, you will see BACK appear in the second selection box on the Command Bar. This command allows you to cycle back through the information displayed. As with NEXT, you can use Tab to move to this selection box or press the letter B and then press Enter. You can also double-click your mouse or press the Page Up key (Apple+Up arrow also works on a Macintosh). Select BACK to return to the weather map.

Option Boxes and Pop-up Windows

You probably would like more detail on the weather in Los Angeles, though. See what happens when you select the option box named Weather next to the map—use Tab to highlight it and press Enter, or select it with the mouse. What you get is a pop-up window that contains some more selections, as shown in Figure 2-4.

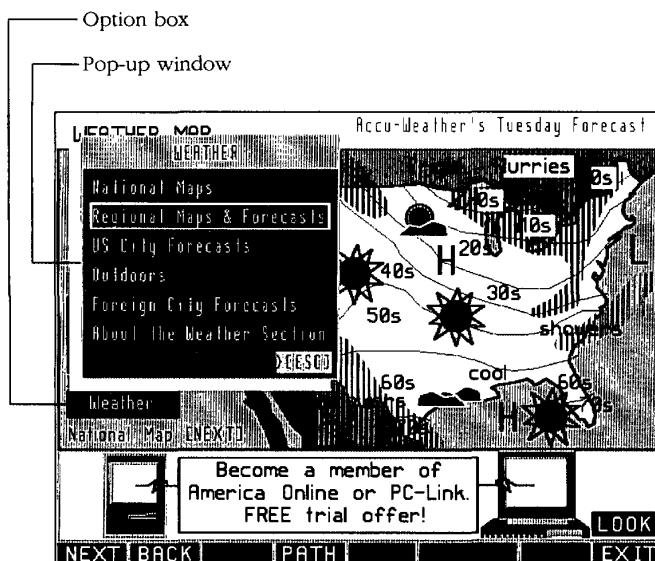


Figure 2-4.
Weather Pop-up menu.

You'll see this kind of window at several places in the service. Note that the word JUMP disappeared from the Command Bar. JUMP disappeared because it's not possible to pop up the JUMPwindow on top of this type of menu. You can select items in a pop-up menu by moving the highlight with the arrow keys or the Tab key. You can also pick one of the first nine selections in a pop-up window by pressing the corresponding number key. For example, pressing 4 with the pop-up window in Figure 2-4 open selects Outdoors (the fourth item on the menu).

Maybe you can get more information from a regional forecast. Use Tab to move down one selection on the pop-up menu (or press 2) and then press Enter to see where that takes you. You should see a second pop-up menu, which gives you a choice of regions. Select the West option from this menu to see the West region map similar to the one in Figure 2-5.

NEXT gives you the West region forecast, as shown in Figure 2-6.

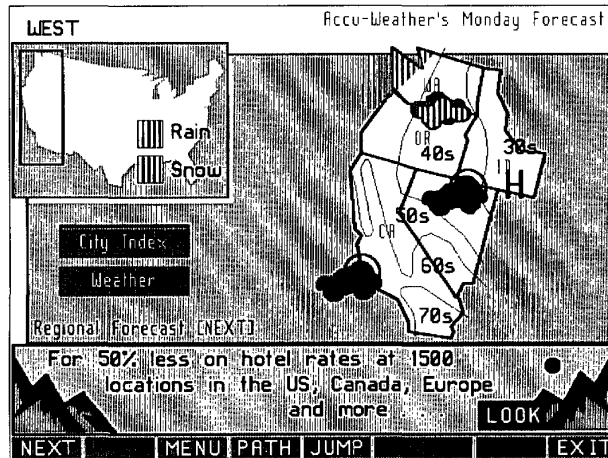


Figure 2-5.
West region map.

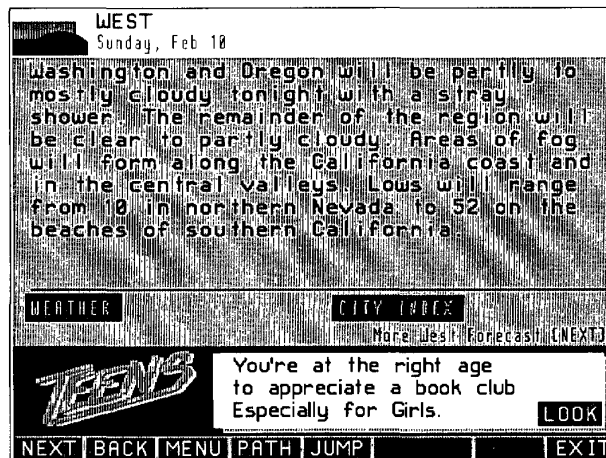


Figure 2-6.
West region forecast.



Selection Lists

Still not enough weather detail for Los Angeles? Highlight the CITY INDEX box and press Enter, or double-click it with your mouse. The PRODIGY service presents you with a list of all the cities in the western United States for which it has a detailed forecast, as shown in Figure 2-7. You can use NEXT and BACK in this type of selection list to move up or down one page at a time. If you use BACK on the first page of this list, you'll move up to the last page on the list. When you see an entry you want, you can press Tab or use your arrow keys to move it and then press Enter to select it, or double-click the selection you want with your mouse.



Figure 2-7.

West city list.

When the list is longer than two or three screens, an input box is available. You can use Tab to highlight this box (or select it with your mouse) and type in one or more beginning characters to move the list so the entry that's closest to what you typed is at the top. In this case, I'm looking for Los Angeles (though the entry for Anaheim on the first page might be close enough—especially if I'm going to Disneyland), so I've entered "los" in the input box.



If you're following along on line, try typing "los" in the input box (use capitals or small letters; it doesn't matter) and pressing Enter. You see that the list pages down and the first entry that starts with "los"—Los Angeles—is highlighted. Because the highlight is now on the city you want, pressing Enter selects the detailed forecast for Los Angeles, as shown in Figure 2-8. Looks like the weather is mild and clear, so you can pack light. You can use the Page Down key (or [NEXT]) from this screen to see more details if you like.

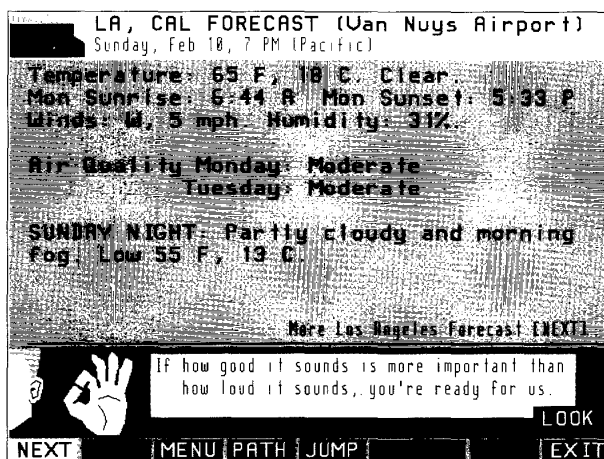


Figure 2-8.
 Los Angeles forecast.

GUIDE

The PRODIGY service has a special set of pop-up windows called the GUIDE. The GUIDE contains all the major topics on the service arranged in categories. Let's suppose we're interested in finding out what's going on in Los Angeles this week, and let's use the GUIDE to see what's available. Press the letter G (unless the cursor is in an input box), and you will see the JUMPwindow open with the GUIDE command highlighted, as shown in Figure 2-9. You also can open the JUMPwindow (using the JUMP command on the bottom of the screen or by pressing the letter J) and use the Tab key to highlight the GUIDE [G] entry.

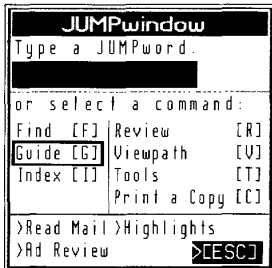


Figure 2-9.
Guide command.

Press Enter to select the command. The service pops up a series of windows to show you exactly where you are. You've been looking at Los Angeles weather, so you'll find that you're in the US Cities section of Weather under News & Features, as shown in Figure 2-10.

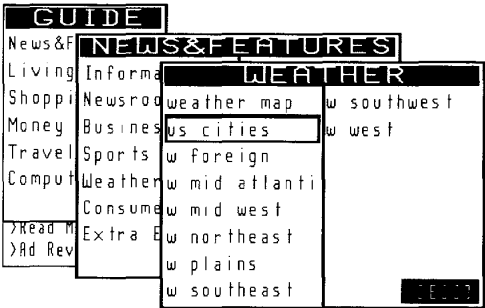


Figure 2-10.
Guide pop-up: Weather, US Cities.

The GUIDE windows are three levels deep. At the highest level, you can find broad categories like News & Features or Shopping. Within each broad category is a list of subcategories. For example, within News & Features you can find such items as Information, Business, or Sports. At the third and lowest



level, selecting an item brings you to a specific place on the service—much like a JUMPword. Within the GUIDE windows, you can use Tab or the arrow keys to move around on the most recent window. You also can press the numbers 1 through 9 to highlight any of the first nine items on a pop-up window. Press Enter to select an item. You also can select an item by double-clicking it with your mouse.

To close the Weather window and return to the News & Features window, use the Esc key (or use Tab to highlight the [ESC] box in the window and press Enter, or double-click this box with your mouse). Move the highlight up to Newsroom (using the up arrow or Shift-Tab) and press Enter. In the Newsroom window, a selection titled Area News looks interesting. Move down to that selection, as shown in Figure 2-11, and press Enter.

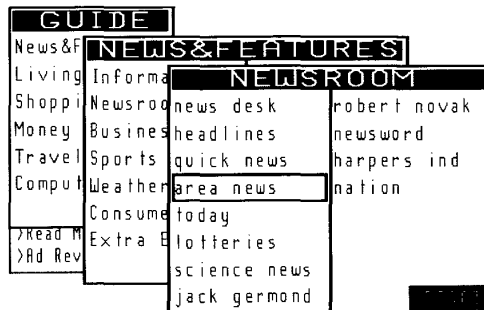


Figure 2-11.

Guide pop-up: Newsroom, Area News.

You are now in the Area News section (not shown here). Select the CITIES box on that screen, and you'll first see a pop-up menu in which you can select the area of the country, as shown in Figure 2-12. You're interested in Los Angeles, so use Tab to move the highlight down to the West selection and press Enter, or double-click West with your mouse.

This opens up the West cities pop-up menu to allow you to select Los Angeles, as shown in Figure 2-13.



Figure 2-12.
Area News pop-up menu.



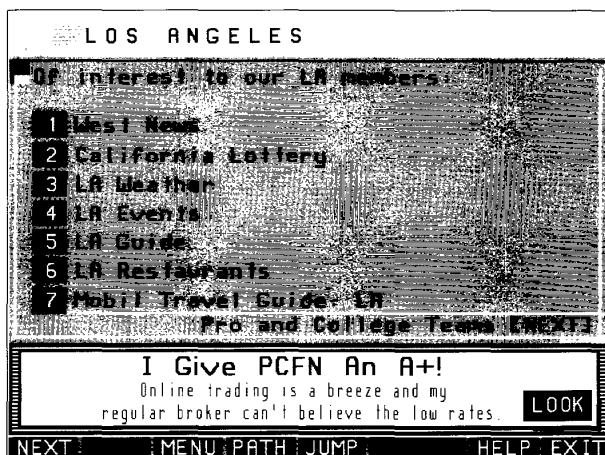
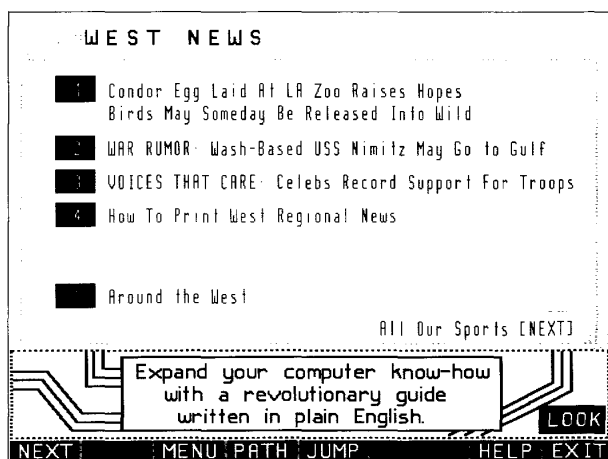
Figure 2-13.
West area cities pop-up menu.

Numbered Selection Lists

The next screen you see is a numbered selection list of all the types of information available about Los Angeles, as shown in Figure 2-14. Selecting items from this type of list is similar to selecting the numbered selections on the main Highlights screen—you select the item you want by pressing its number and then pressing Enter. You also can use the Tab or arrow keys or the mouse to make a selection.

We could have come here in the first place to find out about Los Angeles weather! But that's a good thing about the PRODIGY service—you can always find the information you want in several ways. You don't need to follow a strict formula to get where you want to go. If you make a guess, chances are you'll find what you want in a couple of screens. As you become familiar with the specific JUMPwords, you'll be able to hop directly to your favorite spots.

Check out West News to see what's going on these days. As you can see in Figure 2-15, on the day I looked, the top story was about a rare condor at the Los Angeles Zoo. Of course, when you look here, you'll see a different list, but the items will be numbered for easy selection.

**Figure 2-14.***Los Angeles area information list.***Figure 2-15.***West area news menu.*



MENU

Now we're at a place where another of the PRODIGY service commands—MENU—comes in handy. When you select an option box, a selection on a pop-up window, or an item in a selection list, the PRODIGY service “remembers” the screen where you made that selection when it moves, or branches, to what you selected. You can follow a long chain of branches (though you're never left “out on a limb!”) in some parts of the service. You can use the MENU command (meaning “go back to the menu from which I made the selection to get here”) to back down the branches.

The letter M works to highlight MENU so you can select it with Enter. You can experiment by selecting the top news story, then selecting MENU. You'll return to the Area News menu. Select MENU once more, and you'll see the Los Angeles menu again.

When you use MENU enough times to return to the bottom (or root) of the current “tree” you've branched up, selecting MENU pops up the GUIDE windows. You can make a new selection from these windows to hop into another area of the service. Or you can use the Esc key three times (to close all the GUIDE windows) and then use another command, such as JUMP, to go where you want. (If you haven't opened a JUMPwindow under the GUIDE windows, you can use JUMP without having to close the GUIDE.)

REVIEW

Another easy way to retrace your steps on the PRODIGY service is to use the REVIEW command. Press the letter R to select the command, and you'll see the JUMPwindow open with the Review command highlighted, as shown in Figure 2-16. Press Enter to select the command.

The REVIEW command pops up a window that shows you the last 12 places you've been, with the most recent one highlighted, as shown in Figure 2-17. You can move the highlight back up the list with the up arrow or Shift-Tab, or you can select a previous topic with your mouse. Pick one and try it. Note that REVIEW is another way to return to the Highlights screen (as long as you haven't gone to more than 12 other places) if you get lost.

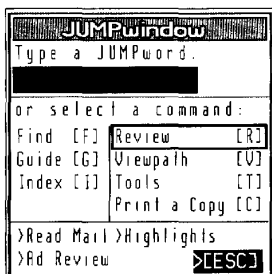


Figure 2-16.
Review command.

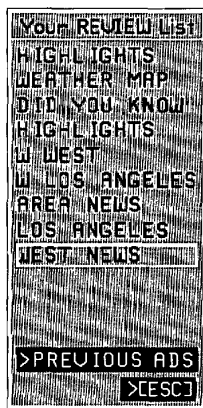


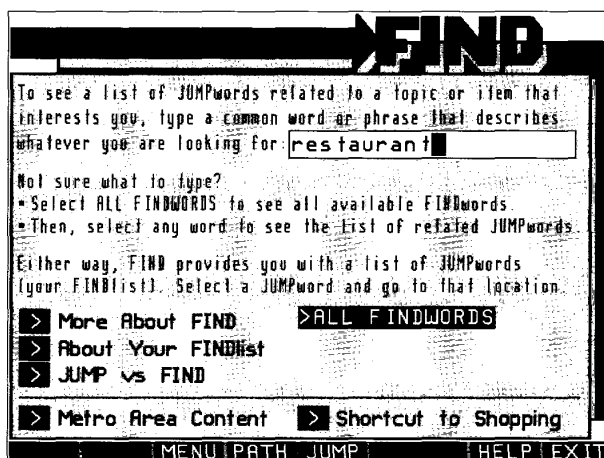
Figure 2-17.
Review list.

FIND

You might have noticed the selection box for Restaurants on the Los Angeles Area menu, but there are many other ways to find restaurant information. You're probably thinking you could [JUMP]: *restaurants* to get there—and you'd be partially right. JUMP tries to match whatever you type in the JUMPword field with one of several hundred places to go on the service. When JUMP finds a match, it takes you to that specific area. So, [JUMP]: *restaurants* will take you to the Zagat Restaurant Survey. A good place to start, but lots of other areas also serve up (pardon the pun!) restaurant information.

The command that helps you find all the areas of the service that deal with a particular topic is FIND. If you're not having any luck guessing the right JUMPword, FIND is a good way to figure it out. You can use Tab to highlight the Find command in the JUMPwindow, or type the letter F on any screen (as long as you're not in an input box). Select the FIND command by pressing Enter or by clicking it with your mouse, and you will see the screen in Figure 2-18.

In the input box, you can enter the word or phrase that describes what you want. If you're not sure how you want to describe your area of interest, you can select the box marked ALL FINDWORDS. This option presents you with a

**Figure 2-18.**

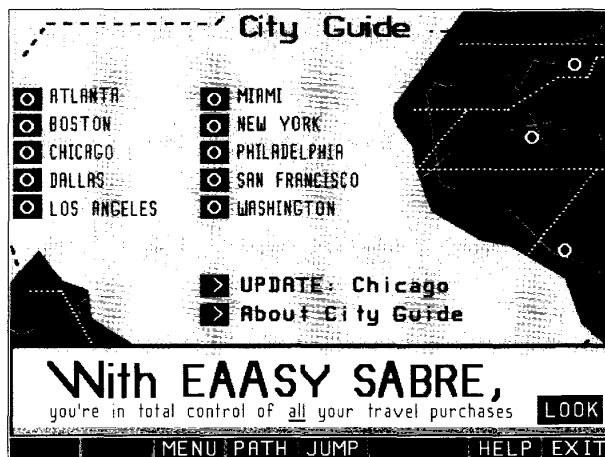
FIND word input screen

list much like the cities list you saw under West Area city weather forecasts. Select any word from the list, and FIND will give you all the JUMPwords under the selected topic area.

In this case, you're pretty sure that "restaurant" is what you want, so type it in the input box and press Enter. FIND searches for a moment and presents you with a list and a short description of all the related JUMPwords. Figure 2-19 shows the FINDlist for "restaurant." Notice that a PRINT box lets you send a copy to your printer for later reference. You don't have to [JUMP] to any of the JUMPwords on the list. Simply highlight the topic you want and press Enter, or double-click the word with your mouse.

Unlike [JUMP]: *restaurants*, which would take you only to the Zagat Restaurant Survey, FIND gives you six other areas to choose from. (Note "restaurants" is one of the JUMPwords that you obtained from the FINDlist for restaurant.) Let's try the first entry on the list—CITY GUIDE. (Would you have guessed that as a JUMPword for restaurant information?)

Figure 2-20 shows the City Guide main menu. You want Los Angeles, so select that box. If you want to explore some others, go ahead. Remember, you can [JUMP]: *city guide* to return here.

**Figure 2-19.***Restaurant FINDlist.***Figure 2-20.***City Guide menu.*



TOPICAL GUIDES

Several areas on the service have so much information available that it's broken down into topics and subtopics. Examples of areas with this much information include the Mobil Travel Guide, the Zagat Restaurant Guide, the Business section, Consumer Reports, and the City Guides. When you reach the main menus for these areas, you'll see a selection box named something like TOPICS or LIBRARY. Select this to open up a series of pop-up windows similar to those you saw with the GUIDE command.

Menus in each of these areas may be two or three levels deep. You can close the pop-up window on a level by selecting the ESC box or pressing your Esc key. Use Tab or the arrow keys to highlight a selection you want, then press Enter to select it. You also can use the mouse—click once to highlight an item, and then a second time to select it.

Figure 2-21 shows the main screen in LA Guide. If you select the About the Guide arrow box, you'll find out that information in this section is compiled from a survey of the PRODIGY service members in the area. The Zagat Restaurant Survey is similar, but includes opinions from nonmembers as well and is limited to restaurants.

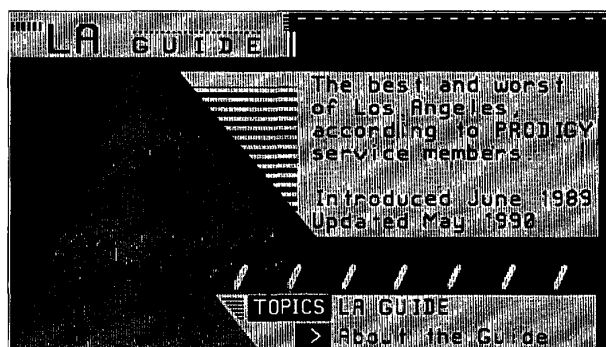


Figure 2-21.
Los Angeles Guide screen.

Select TOPICS on this screen, and the main topics window will pop up (not shown here). You want restaurant information, so select the Wining & Dining



option on the first menu. You'll see several categories of information, as shown in Figure 2-22. Los Angeles is a pretty good place for Mexican food, so you might want to explore that option.

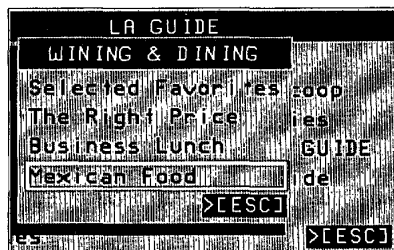


Figure 2-22.
LA Guide, Wining & Dining.

VIEWPATH

You also may find a few more commands useful. Try VIEWPATH—type the letter V, or open the JUMPwindow, use Tab to highlight the VIEWPATH command, and then press Enter. You'll see a screen similar to the one in Figure 2-23.

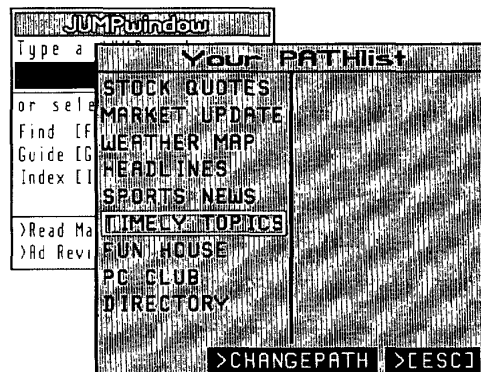


Figure 2-23.
PATHlist.



When you signed on to the PRODIGY service for the first time, the service looked at the information you provided about yourself and set up a personal path for you. This is a list of up to 20 areas of the service in which you might be most interested. You can pop up this list any time using [VIEWPATH] and select the next area you want from the list. After you become familiar with the JUMPwords that take you to your favorite parts of the service, you can modify this list to suit your personal preferences. See Chapter 9 for details on customizing your account.

For now, let's work with the list you have. Pick something that looks interesting on your list and use Tab to highlight it, but don't select it yet. I've selected something called "Timely Topics." Note the next thing on your list—we're going to use that in another command in a minute. In my case, it's FunHouse. Now select the topic you've picked by pressing Enter. I went right to the item I selected from my list, as you can see in Figure 2-24.



Figure 2-24.
Timely Topics Screen.

PATH

Now for the next useful command—PATH. Note in Figure 2-24 that I've already selected PATH on the Command Bar. PATH takes you to the next item in your PATHlist. In my case the next item is the FunHouse, where I



find all sorts of amusing things to do. It's one of my favorite areas, and I'll cover this and a lot more in Chapter 3.

LOOK and ZIP

You might have noticed that the PRODIGY service dedicates about one-fifth of the bottom of the screen to advertising messages or bulletins that they want to get your attention. You can see on the FunHouse screen in Figure 2-25 that a banner at the bottom announces "VIP Member Appreciation Days." (You'll probably see a different ad if you're following along with me in a real PRODIGY service session.) Note the gray box to the right of the screen with the word LOOK in it. LOOK is another special command that lets you hop around in the PRODIGY service. Let's suppose you're curious about Member Appreciation Days. Use Tab to highlight the box, or type the letter L and press Enter, or double-click the box with your mouse. (You can do this on your session no matter what you see in the advertising banner.) LOOK takes you to what is advertised. You can explore this new topic to your heart's content. And you can return to where you were when you decided to use LOOK—as long as you don't pick another LOOK topic.



Figure 2-25.
The FunHouse menu.



The PRODIGY service command that returns you to where you left off is ZIP. Type the letter Z, or open the JUMPwindow and highlight ZIP. The JUMPwindow will open with a highlight around the ZIP command, as shown in Figure 2-26. ZIP shows up in the JUMPwindow only when you've recently used LOOK from somewhere. With the highlight on ZIP, press Enter, and you will go back to where you were when you saw the ad that interested you. (A different ad will be on that screen when you get back.) If you don't return to the original spot, you must have looked at something else after your first LOOK command. Use JUMP, FIND, or GUIDE to help get back to where you want to be.

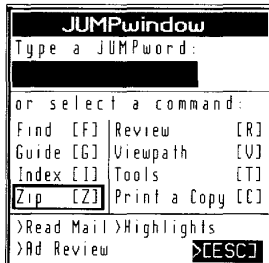


Figure 2-26.

ZIPping back.

NOTE: If you are ever totally lost, open the JUMPwindow and select Highlights or type "HIGHLIGHTS" in the JUMPword input area; then press Enter, and you'll go back to the first screen you saw when you signed on. The first screen may have changed a bit—remember I warned you that the latest headlines show up here, even while you're signed on, so the screen may look different.

INDEX

Another way to move around in the service is with INDEX. Type the letter I, and the JUMPwindow opens with the INDEX command highlighted. Press Enter, and you will see the complete JUMPword list or index, as shown in Figure 2-27. At the top of the list is the JUMPword from which you just came—that's why FunHouse is at the top of my list. Note that an input box is available to help you page up and down in the list.

**Figure 2-27.**

Index of JUMPwords screen.

I'm interested in going back to Highlights, so I've typed "high" in the box. (We could just as easily [JUMP]: *highlights*, but that would spoil the lesson!) Try it yourself—the list moves down to the first JUMPword that begins with "high." One store on the service is Highland, so that shows up at the top of the list. Use Tab to move down one, and select HIGHLIGHTS to return to the main screen.

ACTION and TOOLS

We've covered nearly all the commands listed in Table 2-1. You'll see ACTION in use in Chapter 5 (as long as your credit card can stand it!). Using TOOLS, you can modify your personal information, change your personal PATH, add up to five other family members to your account, set up an automatic logon, modify the way your mouse works within the service (IBM PC only), or change the default display resolution on your IBM PC or compatible computer. (See Chapter 9 for a full discussion.)

Print a Copy

You can use the COPY command in most areas of the PRODIGY service when you see information presented as text on the screen. Things like news



stories, encyclopedia articles, recipes, and reviews in the Movie Guide can all be printed. Sometimes COPY prints only the text you see on the current screen. You have to use NEXT followed by COPY to print an article that crosses several screens. In other places, you'll see a pop-up window that gives you the choice of printing either the current page or the entire article. The letter *C* activates the JUMPwindow with Print a Copy highlighted whenever you can print something. If you can't print the text you see, your computer will beep when you try to use COPY.

HELP

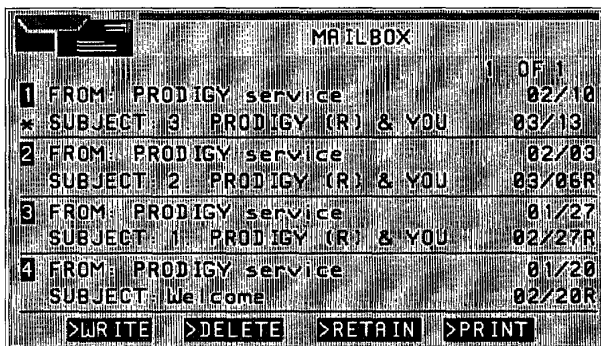
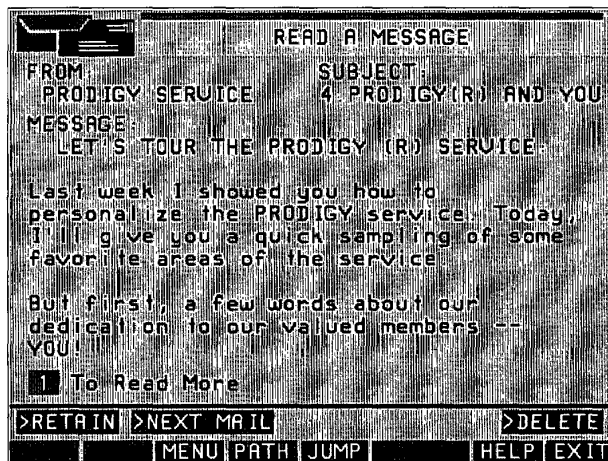
Whenever HELP appears in the next-to-last box in the Command Bar, you can request additional information about how to use the part of the PRODIGY service you are in. In most input fields, you also can type a question mark character (?) in the first position to pop up help information about what you should enter there.

New Mail Notifier

Have you done anything about that NEW MAIL notifier blinking in the upper left corner of the Highlights screen yet? If not, select it now. If you read your mail earlier but didn't delete it all, you can follow along by using [JUMP]: *read mail*. You may get a message in a pop-up window that there's no new mail in your mailbox—select the option to go there anyway. The NEW MAIL signal disappears after you open the Mailbox, even if you don't read all the new messages. Don't worry. Most messages stay in your mailbox for at least two weeks unless you take some action to delete them.

The Mailbox menu is shown in Figure 2-28. You can select the message you want to read by typing its number and pressing Enter. Note the selection boxes that let you write a message, delete one or more of the messages shown in the current menu, retain one or more of the messages, or print the contents of the menu. The boxes are pretty simple to use, so you can experiment with them if you like. See Chapter 7 for more detail.

Go ahead and pick one of the messages. For the first several weeks you are on the service, you'll receive informational messages to help you get acquainted. These begin with text introducing the topic and a box to select if you want more information. See Figure 2-29 for a sample message screen. In most cases, selecting the box puts you somewhere in another useful area of the service—the Help Hub. You also can directly [JUMP]: *HELP HUB* yourself.

**Figure 2-28.***Mailbox main menu.***Figure 2-29.***Reading mail.*

Advertisers on the PRODIGY service also may send you direct messages from time to time to draw your attention to a special offer. When you see one of these messages, you can select the available box (usually a LOOK box) to take you to that store. You always have the option to retain a message a few



more days, hop down to the next mail message (if one is waiting for you), or delete the current message. If the message came from another member on the service, you'll also see an Options box that allows you to print the message or reply to it.

Learning More About the PRODIGY Service

For general information, start by exploring Inside the PRODIGY Service, shown in Figure 2-30. You can always get here from one of the selections on the main Highlights screen, or [JUMP]: *inside*.

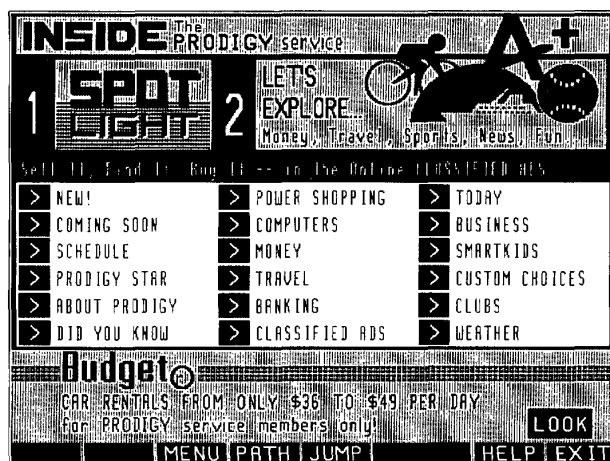
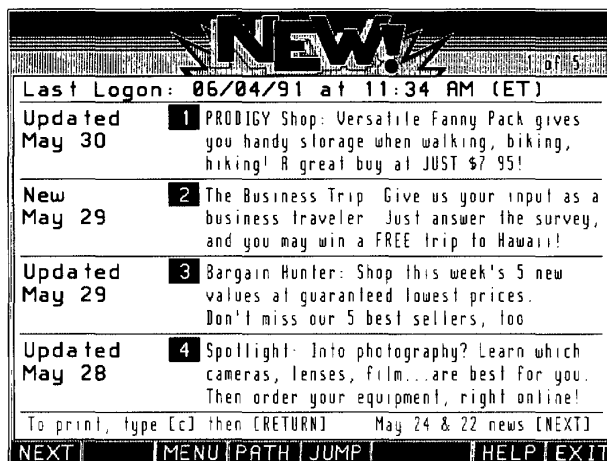
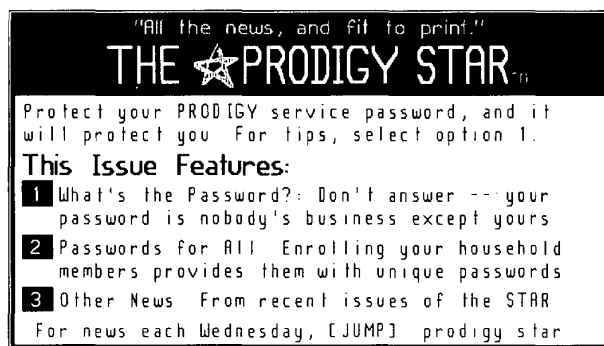


Figure 2-30.
Inside the PRODIGY Service screen.

This is one of the more dynamic areas of the service—it changes daily, so you won't always see exactly what's shown here. NEW!—the first selection arrow box on the sample screen—is where you can find a list of the most recently added and changed features on the service, with numbered selections that allow you to jump directly to an area of interest. Figure 2-31 is an example of a NEW! screen.

Another helpful selection available from Inside the PRODIGY Service is The PRODIGY Star, an on-line version of the newsletter that you receive in the mail each month. Figure 2-32 is a sample of the PRODIGY Star screen.

**Figure 2-31.***NEW! screen.***Figure 2-32.***PRODIGY Star screen.*

The About PRODIGY selection on the Inside the PRODIGY Service screen opens About the PRODIGY Service. As you can see in Figure 2-33, About the PRODIGY Service is also informative and includes a bulletin board where you can discuss the service with other members.

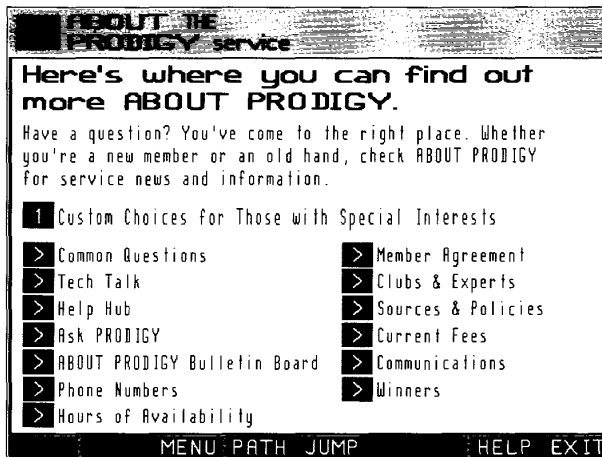


Figure 2-33.
About the PRODIGY Service screen.

Finally, HELP HUB is another useful service, as shown in Figure 2-34. HELP HUB is a place where you can get answers to common questions, send questions to the PRODIGY service staff, locate local phone numbers for the PRODIGY service, find out hours of availability, and obtain basic help on the fundamentals of using the PRODIGY service.

Exploring

If you've followed along to here, you have a good understanding of how to get around on the PRODIGY service. In the following chapters, we'll spend some time in major areas of the service (shopping, travel, money, and so on), covering a few key features in detail and learning some inside tips to make the PRODIGY service more useful to you.

But don't let me hold you back—feel free to do some exploring on your own. A good place to start is the Inside the PRODIGY Service screen shown in Figure 2-30. The arrow boxes on the screen let you move right to major areas of the PRODIGY service without using the JUMPwords. If you're in the mood to explore on your own, use [JUMP]: *explore*. You'll see the menu in Figure 2-35, which is another good place to start learning about the hundreds of areas on the PRODIGY service.



Figure 2-34.
HELP HUB screen.

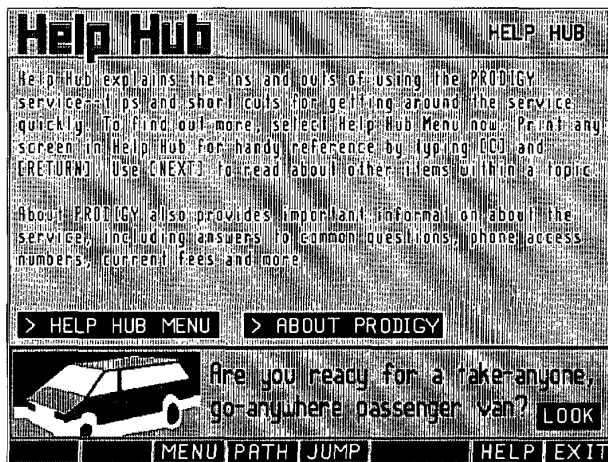


Figure 2-35.
The Explore menu.



You can select one of these topics, open up the corresponding chapter in this book, and follow along.

EXIT

One last thing—always make sure you use EXIT to leave the PRODIGY service. This allows the PRODIGY software on your computer to disconnect cleanly and set up for the next session. As I noted in Chapter 1, you can also use EXIT to turn the PRODIGY service session over to another family member without having to reconnect. See Figure 2-36 for the options shown on the EXIT screen.

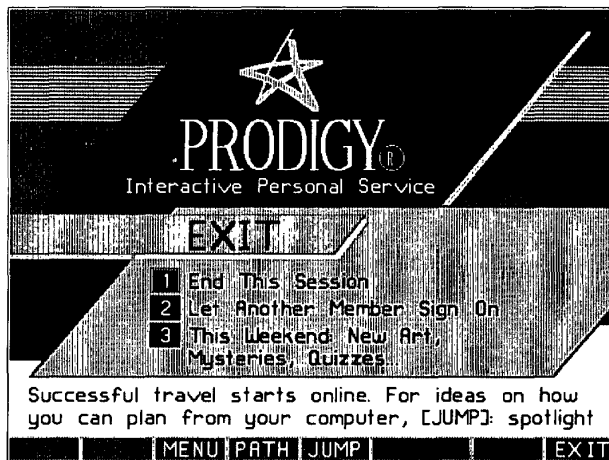
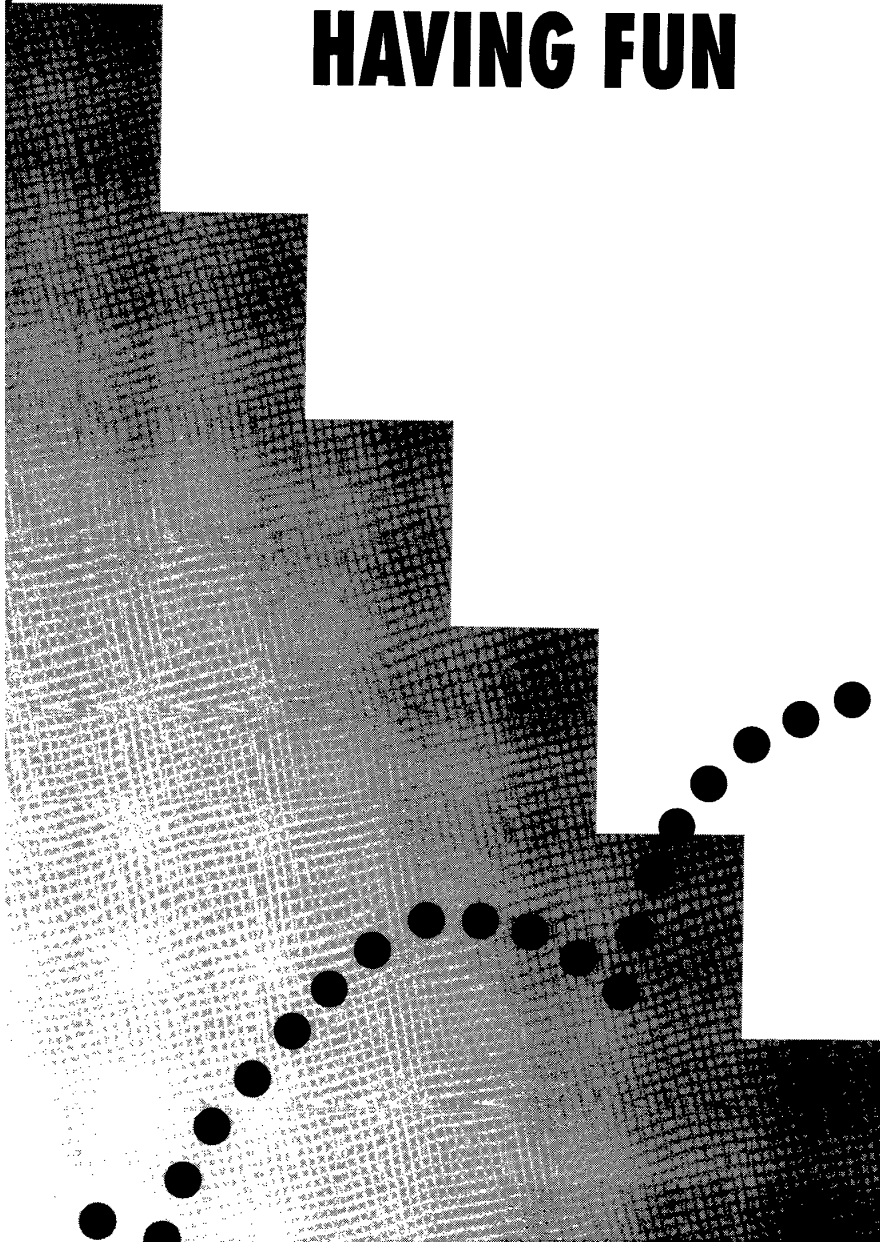


Figure 2-36.
Signing off.

CHAPTER 3

HAVING FUN





I have to admit, I had a tough time picking the sequence of topics for this book. Many readers will look at the sequence in which topics are covered as indicating their relative importance. That's not true here, though.

Because the PRODIGY service is diverse and offers something for everyone in the family, favorite sections and uses will depend on who you are and what your interests are. One of the PRODIGY service's special features is that you can customize it to deliver the features you want. You might find yourself skipping back and forth among the chapters that most interest you from here on.

A unique aspect of the service is that it is *fun* to use! The on-line graphics open up a new way of using your home personal computer, making the PRODIGY service a truly entertaining interactive personal service, not simply another on-line information source. So at the risk of putting off some more serious on-line users, I've decided to wade into all the entertainment features of the PRODIGY service first!

You can start exploring these areas of the PRODIGY service by using [FIND]: *fun*. Last time I looked, the PRODIGY service was offering more than 60 different fun activities. Researching all of them would take quite a while, but you might want to try. You can use the PRINT selection box on the FINDlist screen to print a copy of the fun topics for later reference.

A good place to start is FunHouse. As shown in Figure 3-1, you'll find numbered selection boxes for Games, Contests, Humor, SmartKids (for younger members), and Stories (also for younger members). You can find FunHouse under Features on the FUN FINDlist, or [JUMP]: *funhouse*.

Games

When you think of fun and computers, you probably think of games. The PRODIGY service challenges you to do better than the thousands of other users playing a particular game each week and lets you compete directly with other members.

The Games Menus

Select the Games selection box on the FunHouse menu (the box numbered 1 on the sample screen in Figure 3-1), or [JUMP]: *games*, to go to the first

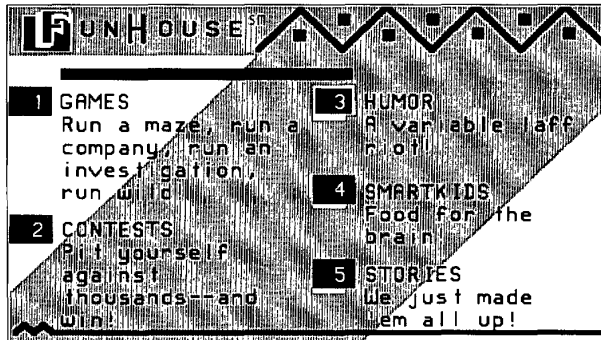


Figure 3-1.
FunHouse menu.

games menu. You also can go to games from other menus, such as SmartKids or The Club.

Prodigy Services Company is always enhancing the service, often adding new games, so you can expect this menu to change over time. The sample menu in Figure 3-2 offers nine selections:

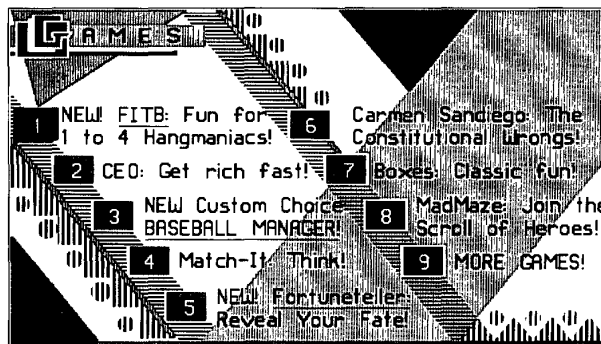
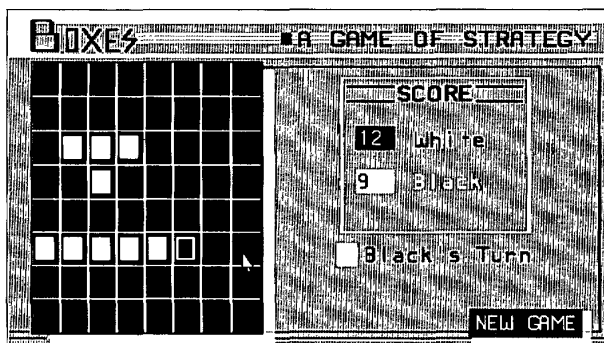
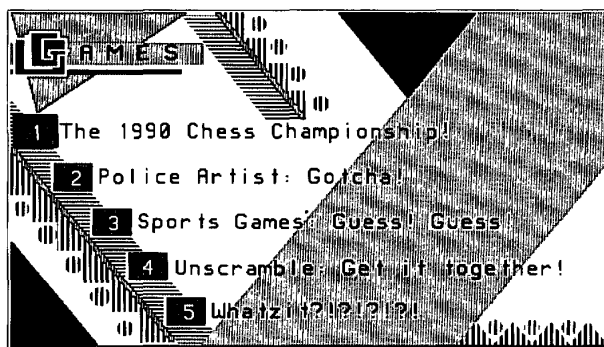


Figure 3-2.
Games menu.

- **FITB**—short for “Fill in the Blanks.” An on-line version of the hangman word game that you can play alone or with other members of your family. See “FITB,” later in this chapter, for details.



- *CEO*—Want to run your own company? This game gives you a chance to compete against four other players on the PRODIGY service in one of six manufacturing industries. You have 15 years (actually played over 15 days) to amass the largest fortune. During a few minutes each day, you make decisions about how to run your company for the next year. See “CEO,” later in this chapter, for details.
- *Baseball Manager*—a game that lets you manage your own baseball team for an entire season. You match wits against nine other managers in an imaginary league on the service. Each day during most of the regular baseball season, you pick your lineup and pitcher for future games and negotiate trades with the other managers in your league. Results of each imaginary game are based on actual performances of the players on your team that day. This game is a Custom Choice feature for which you pay an extra fee. See “Baseball Manager,” later in this chapter, for details.
- *Match-it*—an on-line game of concentration in which remembering the location of matching words wins points.
- *Fortuneteller*—a new reading from the colorful tarot deck each day.
- *Where in the World Is Carmen Sandiego?*—a PRODIGY service adaptation of the Broderbund educational game. A new mystery appears each week, challenging you to chase the villain around the world in the least time possible. Best scores are posted in the weekly hall of fame. See “Games for Younger Members,” later in this chapter, for an example of a complete game.
- *Boxes*—a game to play with (or against) a friend on your home computer. You may know this game as Othello or Reversi. The object of the game is to trap your opponent’s pieces, converting them to your color (black or white), so that you end up with the most at the end. Figure 3-3 shows a game in progress.
- *MadMaze*—a complex adventure game full of gnomes, witches, trolls, and other interesting characters that you must defeat or outsmart. One of my favorites! Be careful: navigating the maze and finding all the characters can be addictive—you might get wrapped up in this game for hours! See “MadMaze,” later in this chapter, for details.
- *MORE GAMES*—an option box that takes you to the second Games menu shown in Figure 3-4.

**Figure 3-3.***Boxes game.***Figure 3-4.***Second Games menu.*

The sample second Games menu sample in Figure 3-4 shows the following selections:

- *Chess Championship*—a place to study the moves of the masters. This selection provides a graphic replay of the 1990 world championship games between Karpov and Kasparov, as you can see in Figure 3-5. This feature first appeared on the PRODIGY service during the actual matches. The moves were updated as they happened!

**Figure 3-5.***Chess championship.*

- *Police Artist*—think you can recognize a face from one glance? Careful, this game has 10,000 possible combinations! You'll find a sample in "Police Artist," later in this chapter.
- *Sports Games*—see if you can beat other PRODIGY service members at picking the winners and scores of games occurring during a given week.
- *Unscramble*—a puzzle game for children that parents find hard to solve! See "Unscramble," later in this chapter, for details.
- *Whatzit?!?!?!?*—a challenging on-line pun to solve.

Because the PRODIGY service frequently adds new games, the menus shown in this chapter might change from time to time. Let's look at some of the more interesting and complex games.

MadMaze

One of the most fascinating and challenging games on the service is MadMaze. A classic adventure game full of ogres, witches, dragons, and trolls, MadMaze is unlike many computer adventure games because in it you get ahead by being smart instead of powerful, by negotiating instead of fighting. Not only does the maze encourage kinder, gentler tactics, it's also educational in many other ways. For example, one puzzle on the first level requires you to apply a bit of elementary algebra.



Your challenge is to negotiate the maze, picking up clues that help you overcome obstacles or decipher complex problems. You're looking for the Wizard Moraziel at the end of the maze. When you find him, you must convince him to rid the maze of its evil powers, thereby saving your village.

The games experts at the PRODIGY service estimate it'll take you about 100 hours of dedicated play to complete all three major levels of the maze. (Each level is composed of several sublevels.) That's if you're careful! Fortunately, you can save your location in the maze. If you get lost (or you run into an evil character who sends you back to the beginning), you can always start over at the last location you saved.

MadMaze makes excellent use of the graphic capabilities of the PRODIGY service. You'll see each twist and turn in the maze in full three-dimensional pictures, so realistic that each character you encounter seems to come alive. When we get into the maze, you will see what I mean.

Starting MadMaze

Select the MadMaze option from the Games menu, or [JUMP]: *madmaze*. You'll soon see the main menu for the game, as shown in Figure 3-6. The first time you play, or if you've never saved a game in progress, your screen will look different because you won't have option 1, which lets you continue an adventure you've already started. When you select the Continue option, the



Figure 3-6.
MadMaze main menu.



maze resumes at the last saved point. (You can save your position any time you are in a corridor. Be careful because the game remembers only the last place you saved.) You always have the option of starting a new game.

The Cipher allows you to reenter the maze at certain “magic” points. At strategic places in the maze, you’ll be taught a special rhyme. If you write down the poem, you can use The Cipher to reenter the maze at any of these points. All you have to do is choose the phrases of the poem in correct order. The Cipher gives you another way to start over if you are stuck or sent out.

Introduction tells you how the maze came into existence, why it threatens your village, and what you must do to save the day. The village elder explains the legend of the maze and sends you on your quest. About MadMaze provides background about the game’s authors and the structure of the maze. About MadMaze gives you some good clues on how to get around without getting lost.

The last option—Scroll of Heroes—lists the members who successfully navigated the maze in the most recent month. In some months, more than 200,000 users play some part of this game. About 300 of them make it all the way to the end!

When you start the game for the first time or start a new game, you’ll see Figure 3-7, the main gate to the maze. After you pass this gate, it closes so that you cannot return to the safety of the village!

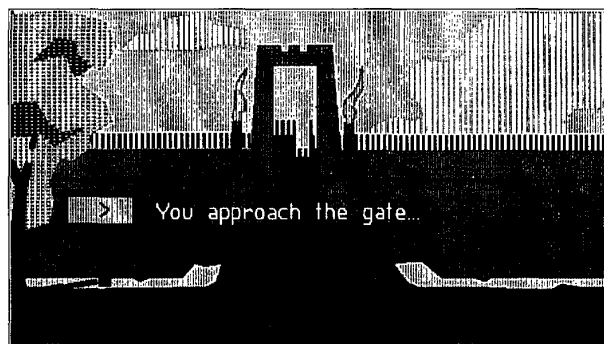


Figure 3-7.
MadMaze entrance.



Navigating the Maze

Within the maze, you'll wander torch-lit corridors that resemble Figure 3-8. Sometimes you can go forward, sometimes left or right. If you hit a dead end, you can always turn around. Remember that you are always looking at the maze from the perspective of your character. For example, if you take the right turn shown in Figure 3-8, and then turn around, you'll see the wall with the torch on it straight ahead. The corridor that's straight ahead in the picture will be a right turn, and the place from which you came will be a left turn.

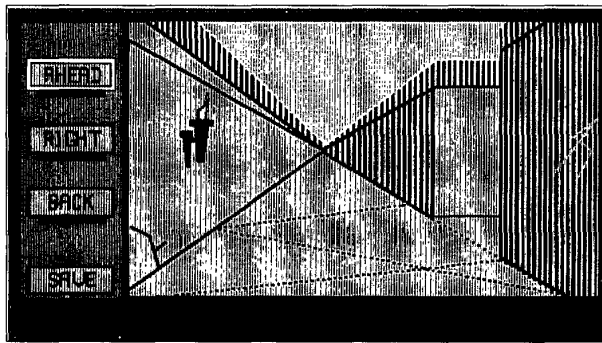


Figure 3-8.
A maze corridor.

You can leave the game at any time with [PATH], [JUMP], or [EXIT]. Be sure to save your location if you want to start again at the place where you are stopping.

On each level of the maze, you must traverse a series of minimazes in order to reach certain destinations. At each destination, you'll encounter a character who may give you some vital information, challenge you, or both. Remember, this game rewards those who negotiate rather than fight.

Try to find all destinations on each level—each has clues to help you solve the maze. See the sidebar “Keeping Track of Where You Are” for a technique that can help you explore all the corridors in a minimaze.



First Challenge—The Sage

A short way into the first level, you'll find the house of a sage, as shown in Figure 3-9. When the sage answers the door, you'll be presented with a couple of options, as shown in Figure 3-10.



Figure 3-9.
The Sage's house.

Keeping Track of Where You Are

The best way to solve the maze is to draw a map. Use graph paper or other paper with a grid pattern. Start near the middle of the paper, and each time you move forward, draw a straight line across the next box. Use a dotted line to trace out the turns you see and a solid line to pencil in your next move. For example, if you see a corridor straight ahead and another to the right, draw a dotted line straight ahead one box and another dotted line to the right. If you decide to explore the turn to the right, make that line solid. Turn the map in the direction you're facing (one-quarter turn to the left if you turned right), and pencil in what you see after taking the turn. With a little practice, you'll quickly spot corridors that go around in circles.



Figure 3-10.

The Sage.

This sort of option screen appears whenever you meet one of the characters in the maze. Use the Tab key and Enter (or your mouse) to select the option of your choice. Running away might save your skin, but you might pass up a vital clue that you'll need sooner or later! Occasionally you might have to fight, but negotiating is always rewarded (usually with more information).

Taking that advice, you should select the option to enter the Sage's house. On the next screen, shown in Figure 3-11, the Sage presents you with another option. What should you do? I'll give you a hint: if you chat with the Sage, he'll give you some vital clues about finding Moraziel and navigating the next stages of the maze.

Second Challenge—The Crone

A bit further along, you'll find yourself at Crone Matilda's house—the rather scary-looking place shown in Figure 3-12.

The Crone is reminiscent of the witch in *Hansel and Gretel*. If you don't watch out, you could end up being invited for dinner—with you as the main course!

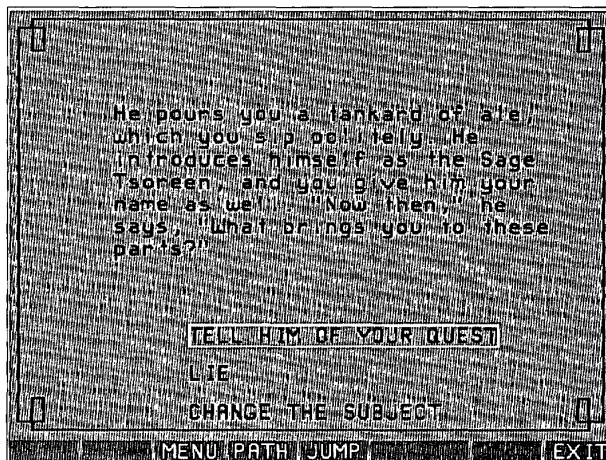
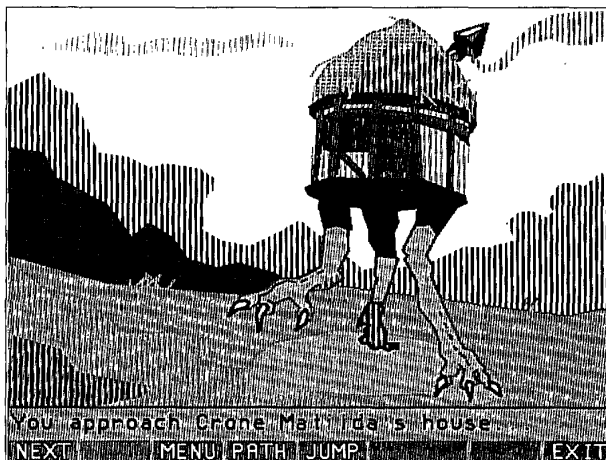
**Figure 3-11.***Sage choices.***Figure 3-12.***Crone Matilda's house.*



Figure 3-13 shows the choices you have when you arrive at Crone Matilda's door. (You get to her door by selecting [NEXT] from Figure 3-12.) Should you pass this by? I bet you expected me to give you all the answers!

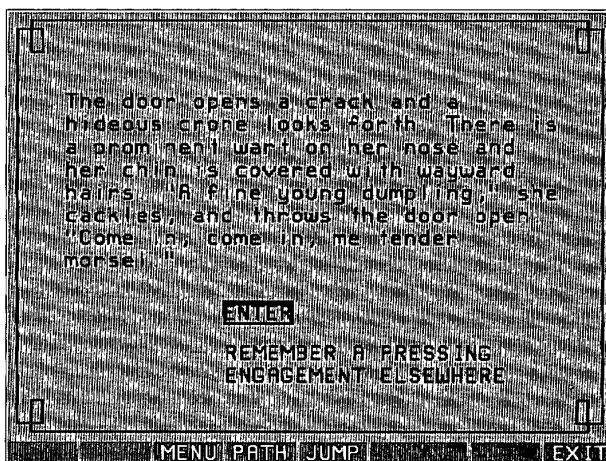


Figure 3-13.
Crone Matilda choices.

Third Challenge—The Troll

If you get by the Crone safely, the next picture you'll come across in the maze is the well shown in Figure 3-14.

If you listened carefully to the Sage, you'll know that the well is guarded by the mean and ugly Troll shown in Figure 3-15. If you run away, you won't get some vital information you need. If you decide to talk to the Troll, you'll find that you can defeat the Troll by trickery. (If you got past the Crone, she told you how to beat the Troll!) When the Troll is gone, the Sage returns to give you your reward—another clue.

Hints

Going through the rest of the maze would be lots of fun, but it wouldn't leave enough room in this book to tell you about all the other features on the PRODIGY service.

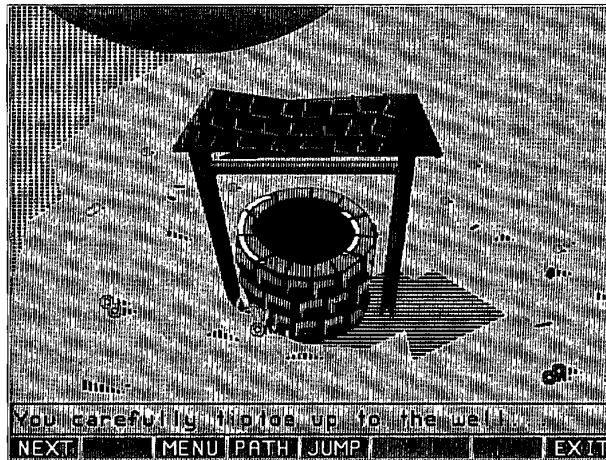


Figure 3-14.

The well.



Figure 3-15.

The Troll.



Here are some hints that will help you through the maze:

- Don't be afraid to talk first, flee later.
- Honesty wins over trickery.
- Explore until you find all the challenges on a level (some you can visit more than once).
- Always create a convenient save point after you've conquered a challenge.
- In most challenge areas, if you fail, you end up back in the corridor with a chance to try again.
- At critical points—such as the gateway between major levels—when you fail, you “die” and return to the start of the maze. That is the time to use your latest save point or The Cipher to try again.
- If you stumble upon a challenge, and you haven't saved your position lately, you can sometimes use MENU to return to the corridor to save your position.
- Two or six, or maybe it's two *and* six.

To get you started, Figure 3-16 shows a partial map of the first level. I don't guarantee its accuracy, and it surely is not drawn to scale!

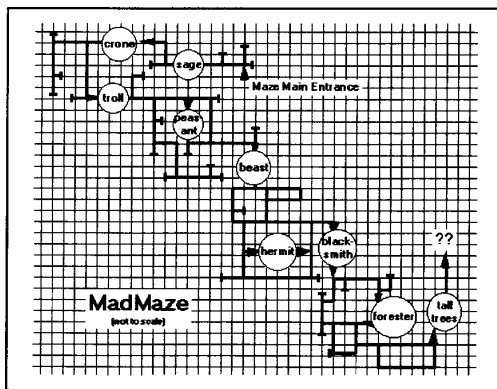


Figure 3-16.
Maze map.



Baseball Manager

Perhaps one of the most intricate games offered on line, Baseball Manager gives you the chance to be your own Tony LaRussa or Lou Piniella. If you're a baseball fan who has played in a Rotisserie or fantasy baseball league (or even thought about it), this version from the PRODIGY service lets you step up to the big leagues.

Baseball Manager (BBM) is one of the PRODIGY service's Custom Choice offerings. You'll pay an extra fee to play for the season, but it's well worth it.

To use Baseball Manager, [JUMP]: *baseball mgr*. If you haven't signed up yet, the first Baseball Manager screen lets you see a demo or enroll in Baseball Manager. The demo gives you a feel for what the game is like. You can select different features of the game within the demo, or you can sign up without continuing the demo.

Some of the key features of Baseball Manager include

- A realistic player draft
- Game simulations based on actual player performances on the day each game is played
- A full range of available managerial decisions, including
 - Setting game lineups and pitching rotations
 - Managing a disabled list
 - Deciding which players should go to the minors
 - Negotiating trades with other managers
 - Picking up available free agents within your budget

When you sign up, you can either reserve a league that you and up to nine friends can join, or you can have the PRODIGY service place you in the next available ten-team league. You can choose American or National League rules, which determine what players are available in the draft and whether you get a designated hitter. The opening screen of Baseball Manager is shown in Figure 3-17.

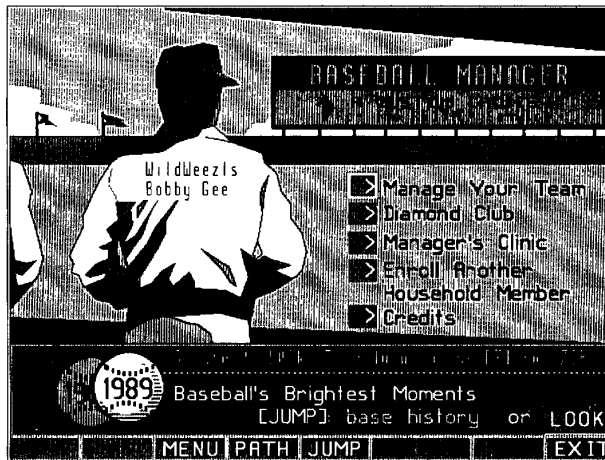


Figure 3-17.
Baseball Manager opening screen.

Player Draft

As in other fantasy or “roisserie” leagues, you start the season with a player draft, but the PRODIGY service adds some interesting twists to this process. You and the nine other managers in your league begin by ranking available players in each position. Players’ salaries are based on how they are ranked by the managers. In all positions, a first pick is worth \$250,000. For pitchers, the value drops by \$10,000 per position, so a second pick is worth \$240,000, a third \$230,000, a twenty-fifth \$10,000, and all below 25 are worth \$5,000 each. For all other positions, the value drops by \$25,000 per slot. The first pick is still worth \$250,000 so that a tenth place pick is valued at \$25,000, and all below that at \$5,000 each.

If all ten managers pick the same player as number one, that player’s salary will be \$2,500,000! Each manager has \$17 million to spend in salaries. (Remember to keep some in reserve to deal in trades later.) To fill a 28-man roster, you obviously can’t afford to draft all first picks.

The draft process begins with starting pitchers (you get six) and proceeds through relief pitchers (five per team), catchers (three per team), and infielders and outfielders (two in each position). In the first round, the order of



draw is random. All managers get their first picks if the players are still available. For the successive rounds, managers are ranked according to the amount of money they have left. The manager with the most money goes first.


You are allowed to have only 24 starters, so your third catcher, your sixth outfielder, your fifth relief pitcher, and your second first baseman will all be in the minors on the opening day. As the manager, you can call up any minor leaguer, as long as you send someone else down. You still have to pay the salary of your minor league players. When the draft is finished, you may end up with a team and salary structure similar to the one shown in Figure 3-18.

WildWeezls

Roster-Salaries 1999

Baseball Manager

Z Smith	1460	Galarraaga	865
Nabholz	920	Jefferson	50
Barnes	475	DeShields	1525
O Olivares	510	Morandini	465
M Gardner	140	Blauser	1275
Hammaker	50	Elster	215
S Belinda	590	Jefferies	1425
Palacios	420	Quinones	50
Meyer	830	Bonilla	1550
Innis	470	McReynolds	860
Ruskin	140	Lankford	125
Biggio	1705	Chamberlain	60
Sasser	580	R Jones	50
Trevino	50	Gregg	50

 Payroll: None

Payroll Remaining: \$ 595

BACK MENU PATH JUMP HELP EXIT

Figure 3-18.
Team salaries.

In the example shown, the WildWeezls manager has \$595,000 left with which to pick up a more expensive player. The most expensive player on the roster is Zane Smith at \$1.46 million—sounds like the big leagues to me!

Picking Your Lineup

Each day during the season (which parallels the actual baseball season), your team will be pitted against one of the others in your league. You must pick your starting pitcher at least three days before each game. BBM enforces a



minimum three-day rotation for pitchers so that you can't use your star pitcher in every game.

You'll always know the opposing team pitcher. You can name your starting lineup as late as the day before a game is played. To make it easy, you can establish a standard lineup for both left-handed and right-handed pitching and then make substitutions as appropriate. If you can't sign on to the PRODIGY service every day to make your picks, BBM uses your standard lineups. Figure 3-19 shows a sample lineup menu.

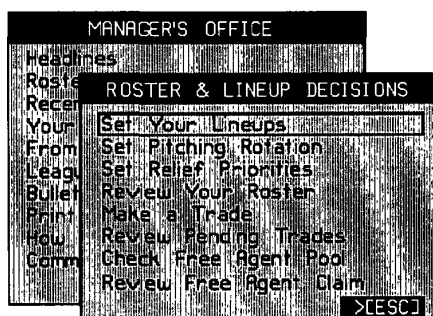


Figure 3-19.

Revising your lineup.

If one of your players is on the disabled list in real life, you won't be able to use him. If a player you put in your lineup doesn't happen to play in a real game on the day of your match, the simulation randomly chooses a prior performance for that player. Play on BBM doesn't begin until about three weeks into the regular baseball season so that statistics are available in Baseball Manager for most players on opening day. If a player on your roster doesn't play in a real game on the day you want to use him and has no prior performance statistics, you'll have to pick an alternate player.

Game Results

Using complex formulas, BBM calculates the outcome of each game overnight (while the PRODIGY service is off line) based on the actual performances of the players on the two teams. For batters, the following figure in the performance: at-bats, hits, walks, doubles, triples, home runs, stolen bases, times caught stealing, sacrifices, and errors. Situational statistics, such as RBIs, are



not considered. For pitchers, the following are used: innings pitched, hits allowed, walks, earned runs, strikeouts, and errors. If your pitcher didn't pitch a complete game in real life, your relief pitching staff is called into duty.

What you'll see the next day—after all the statistics from actual games are compiled and your simulated game is played—is a complete box score and a full set of performance statistics by player, as shown in Figure 3-20.


LAST NIGHT'S GAME					Baseball Manager
IS NOWHEREMEN					
TEAM	RUNS	HITS	ERRORS	GAME LENGTH	
NOWHEREMEN	4	7	2	9 INNINGS	
PENNYLANES	6	12	1		
WP: TEWKSBURY	8-2	LP: OJEDA	4-5		
SA: FRANCO	6				
ERRORS: OWEN, HATCHER, HAYES					
DOUBLES: MURRAY (2), WINNINGHAM, SANDBERG					
TRIPLES: GANT					
HR: MURRAY					
SB: OWEN					
Real performances generate fantasy results. You can view detailed box scores for your games all season. All league results are kept for the whole season, too.					
NEXT	BACK	MENU	PATH	JUMP	EXIT

Figure 3-20.
Box score.

Managing Tips

As in real life, if your team is doing well, the press will love you. However, if your BBM team is a bunch of bums, at least no one can fire you!

Figure 3-21 shows a sample of the headlines screen you'll see each day you play. On this screen, a flashing notice will indicate if any trades are pending. You can check the latest stats and news, converse on a bulletin board with other managers, and make decisions about your pitching rotation and the next game's lineup.

If you have some weak spots in your lineup, you can check the free agent pool and perhaps pick up a real star (provided you still have money available). Remember that you have to release a player before you can pick up a

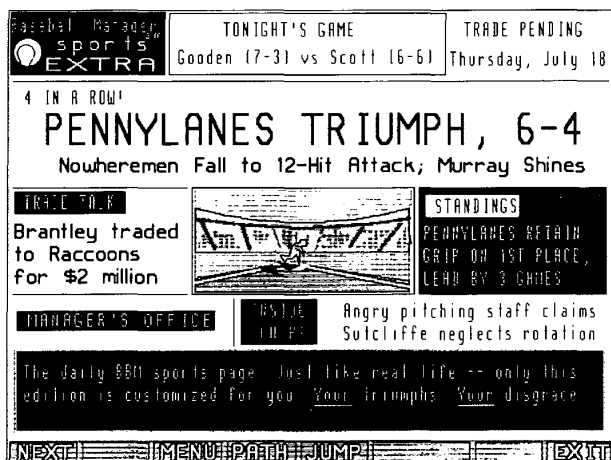


Figure 3-21.
Daily headlines.

free agent and that you have to continue to pay the salaries of any released players until some other manager picks them up.

You'll be able to join a league up to 60 days before the end of the real baseball season. (The game managers at the PRODIGY service figure 60 games are the minimum required to simulate the full range of league decisions.) Of course, joining up at the beginning of the season provides the most realistic management experience. During the off season, be sure to study your baseball almanac thoroughly so you'll be ready to go right after spring training!

CEO

On a slightly more serious level, the CEO (Chief Executive Officer) game lets you match your business acumen against that of four other players. Based on a simulation model from the Wharton School of the University of Pennsylvania, and developed in conjunction with Reality Technologies, Inc., this game lets you run your own company over a 15-year period in one of six industries: automobiles, beer, chocolate, computers, soft drinks, and toys.



To start CEO, select CEO from the Games menu, or [JUMP]: *ceo*. The first screen lets you enroll in a game, see a list of the top ten players, or learn more about the game.

Once you enroll, play is conducted over 15 consecutive days—one day for each year of the simulation. The object of the game is to finish with the highest *personal* net worth. You start out owning 25 percent of the stock of the company, and your personal net worth is based on the value of the stock you own. The player running the company with the highest market value at the end of the game frequently is not the winner. Usually they have had to sell a lot of stock to finance operations, thereby diluting personal net worth. Owning the biggest company is not necessarily the winning strategy either. Stock price is normally determined by profitability, consistent growth, and quality of management, not company size.

Each “year” of the game (each day), you must make six key decisions:

1. Price of your product for the coming year
2. Amount to spend on advertising
3. Number of units of your product to produce
4. Additional factory capacity to build
5. Amount of money to borrow or repay (in long-term bonds)
6. Amount of stock to sell or buy back

As in real life, if you raise prices too quickly, demand for your product may shrink, causing you to lose market share. You can help keep prices and market share up by advertising, but spending excessively on advertising won't help.

Consistency is a key in this game. If you can build brand loyalty by maintaining a solid market share over a number of years, you'll find you can increase prices dramatically without chasing off too many customers. Also, a consistent (and strong, but not overbearing) advertising policy helps build brand loyalty and market share over time, but big fluctuations from year to year generally prove wasteful.



Making Decisions

Figure 3-22 shows a sample decision screen from the beer industry. You can see competitive information about what the other four companies did in the last year. You can also select HINTS to see statistical data about predicted growth and inflation to help you make your choices.

C E O		MARKETING DECISIONS FOR 1993 Singular Ale			
Lager/Keg		LAST YR THIS YR		CHANGE	
PRICE (\$'s)		22.00 22.5		2 %	
ADVERT (CM)		175 190		8 %	
Choices for next year					
Decision Aids					
PRICE		ADVERT		MKT SHARE PROD COST	
KBI	20.0	150	20.0	11.08	
MCB	21.9	160	23.3	10.39	
CB	19.0	160	23.3	10.39	
SAL	22.0	175	16.6	12.11	
BCB	19.5	153	16.6	12.11	
Information on other companies					
PRODUCTION [NEXT]			HINTS LOCALE		

Choices for next year

Information on other companies

Figure 3-22.

Marketing decisions.

Your production rate should anticipate growth, but should not leave you with excess inventory, which costs money to store. At the same time, you must anticipate growth rates and invest in increased capacity to meet future market demands. If you expand too quickly, you'll have costly excess capacity that you cannot use. If you don't replace obsolete manufacturing facilities in a timely manner, you might be unable to produce all you could sell. You also might have to charge less for a product produced with old technology.

You must manage your cash carefully to be able to expand when necessary without going heavily into debt. Inflation and interest rates fluctuate from year to year, so choosing to borrow money when rates are low and paying back outstanding bonds when rates are high can be a good strategy. Because winning the game is based on personal net worth, having enough cash available to buy back outstanding stock late in the game will let you increase the amount of stock you control. Buying back stock can also be a strategy for increasing the price of your shares. The financial decisions screen is shown in Figure 3-23.



C O		FINANCIAL DECISIONS FOR	
		333-214-1234	
Lager/Keg	LAST YR	THIS YR	CHANGE
BONDS (\$M)	10	200	999%
STOCK (\$M)	-5	-10	-100%
Use ()	EST. EXPANSION:		\$M 289.3
To Enforce	CASH:		\$M 341
and	BOND INTEREST RATE:		15.2%
pay back	BOND MATURITIES:		10
stock	SHARE PRICE:		\$ 15.2
	SHARES OUTSTANDING:		100
EXPANSION [BACK] > [ENTER] > [F10] > [F11]			

Figure 3-23.
Financial decisions.

Reserving a Game

When you enroll, you can reserve a game to be joined by four other friends on the service, or you can ask to be placed in the next available game in the industry of your choice. Check out the "PRODIGY Games" topic on the Computer Club bulletin board for conversations about CEO strategies and tournaments. For more information about bulletin boards, see Chapter 5.

GUTS

For all you trivia buffs, GUTS is the ultimate challenge. You can match wits against potentially all other members of the PRODIGY service! To start, select GUTS from the Games menu of [JUMP]: *guts*. The GUTS menu offers four selections: to play, see the scoreboard, read the rules, or take a quiz on the rules. Before you can play GUTS for the first time, you must pass the rules quiz.

Once you've passed the quiz and started the game, the format is deceptively simple:

- A tournament lasts for seven weeks—you can join at any time and still have a chance at winning.
- Each week seven questions are posed, and seven answers are listed for each question.



- You can attempt to answer as many questions as you like each week.
- You have only seven minutes total time to answer all the questions, and you can choose to stop at any time after correctly answering a question.

Do you get the feeling that seven is a special number? The questions are drawn from all sorts of topics. Many will test your knowledge of current events. The seven questions become progressively harder, and the points you can score increase with each question: 10 points for the first question (sample: Who is buried in Grant's tomb?), 20 for the second, 40 for the third, and so on, doubling to 640 points for the seventh question.

Once you decide to answer a question, you must provide an answer within your total time limit. If you answer incorrectly, you lose *all* points accumulated to date—including points from prior weeks! Not providing an answer before time runs out is considered the same as giving a *wrong* answer! You can see why it's possible to join the tournament on the last day and win—if everyone else blows it.

This game not only offers a challenge, but also makes big winners of smart risk-takers. This is a game where winning means an actual prize as well as personal satisfaction—select Read the Rules from the first GUTS menu to learn what the prize is. To pique your curiosity, Figure 3-24 shows you a sample GUTS session.

Entertainment

Games are only the beginning when it comes to having fun on the PRODIGY service. A whole section of the service is dedicated to the world of entertainment—TV, movies, music, and more. As you might have guessed, you can [JUMP] directly to any of these areas, or you can explore more methodically through the Arts Club main menu ([JUMP]: *arts club*), which is shown in Figure 3-25.

Arts Club

Like all screens on the PRODIGY service, the Arts Club menu changes frequently, but the general format stays the same. The first numbered selection box highlights breaking news stories or hot items in the world of entertainment. For example, when the Grammys, Emmys, or Oscars are coming up, you'll find information about the nominees.

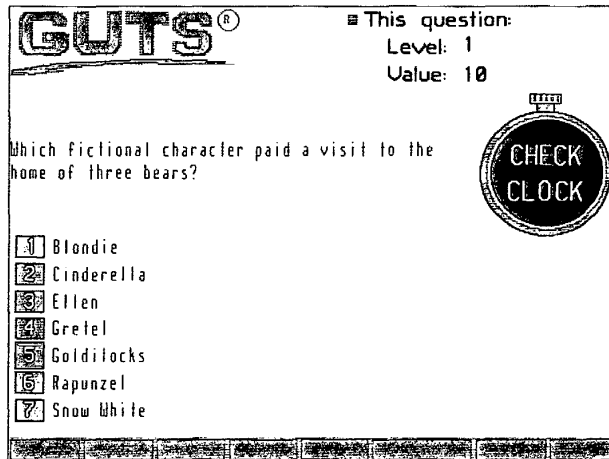


Figure 3-24.
GUTS screen.

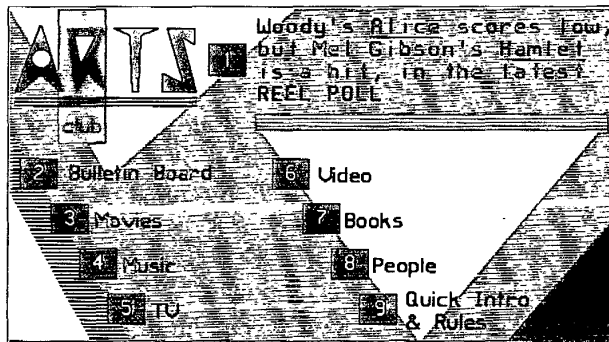


Figure 3-25.
Arts Club menu.



As you can see in Figure 3-25, the second selection box takes you to the Arts Club bulletin board where you can peruse the opinions of other members or post your own commentary. See Chapter 5 for details on working with bulletin boards.

Movies and the Movie Guide

The third selection box on the Arts Club menu gives you the Movies submenu, where you'll find

- News about the latest releases ([JUMP]: *movie news*)
- The Movie Guide whose description follows this list ([JUMP]: *movie guide*)
- Leonard Maltin's opinions on current movies ([JUMP]: *maltin*)
- The list of what's hottest at the box office ([JUMP]: *movie chart*)
- Reviews from the PRODIGY service's in-house critics ([JUMP]: *current films* or *movie reviews*)
- The results of polls of other PRODIGY service members ([JUMP]: *reel poll* or *movie poll*)

One of the most useful entertainment features on the PRODIGY service is the Movie Guide. Compiled from Magill's *Survey of Cinema*, the on-line Movie Guide contains 3100 in-depth articles and more than 10,000 synopses of movies released since 1902. You can search for your favorite star (in a leading or supporting role), director, year, and type of movie.

Figure 3-26 shows the Movie Guide menu. The first selection, Search by Title, allows you to browse through the more than 13,000 entries in alphabetic sequence. As with many PRODIGY service selection lists, you can enter part of a name to scan forward or backward in the movie title list.

If you're interested in a particular type of movie, a star, or a director, select from the bottom part of the Movie Guide menu. Under Genre, you'll see selections ranging from Action/Adventure and Biography to Suspense/Thriller, War, and Western (there are 17 categories in all). Under Star, you can select

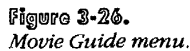
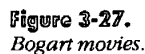


Figure 3-27 shows the result of my search. If you select *Casablanca*—one of my favorites—you'll see an extensive 25-page article on the movie, including a list of the other stars, the director, release date, story abstract, and awards won. A useful feature is a note about whether the movie has been released





on video. You'll know which ones to ask your local video store or library to stock. You can print out all or part of any listing in the Movie Guide for later reference.

Music

The fourth selection box on the Arts Club menu gives you the Music sub-menu, where you can find

- The releases at the top of the charts ([JUMP]: *music charts*), categorized by
 - Pop ([JUMP]: *top pop*)
 - Rhythm and Blues ([JUMP]: *top r&b*)
 - Country ([JUMP]: *top country*)
 - Jazz ([JUMP]: *top jazz*)
 - Classical ([JUMP]: *top classical*)
 - Rock ([JUMP]: *modern rock*)
 - Dance ([JUMP]: *dance charts*)
 - Rap ([JUMP]: *top rap*)
- Music Reviews ([JUMP]: *music reviews*)
- Terry Atkinson's CD and DAT review column ([JUMP]: *atkinson*)
- Martin Bookspan's classical music review column ([JUMP]: *bookspan*)
- Lisa Robinson's rock music review ([JUMP]: *rock music*)
- The Rock Calendar feature that lists scheduled concerts, history, and trivia from the world of rock and roll music ([JUMP]: *rock calendar*)

Another good place to look for music information is the Sam Goody on-line music store ([JUMP]: *goody*) where you can search for recordings—on tape and CD—by artist's name or song title. If you find a recording you like, you can place an order on line for delivery in a few days. See Chapter 6 for more details.



TV

Television fans will find a wealth of information under the fifth selection box on the Arts Club menu—TV. TV News gives you the latest information on new shows, cancellations, time slot changes, and stars. Under TV Charts, you'll find the Nielsen Ratings for the previous week. Figure 3-28 shows the Nielsen ratings for the week ending June 23, 1991.

TV CHARTS		NIelsen RATINGS	Week ending 06/23/91
			RATING
1.	Cheers (NBC)		14.5
2.	Evening Shade Special (CBS)		13.8
3.	Murphy Brown (CBS)		13.5
4.	Primetime Live (ABC)		13.4
5.	Wings (NBC)	(tie)	13.3
5.	Roseanne (ABC)	(tie)	13.3
7.	Miracle Landing -- Tuesday Movie (CBS)		13.2
8.	60 Minutes (CBS)		13.0
9.	Rescue 911 (CBS)	(tie)	12.6
9.	Coach (ABC)	(tie)	12.6

Source: AP

More Nielsen Ratings [NEXT]

Figure 3-28.
Nielsen ratings.

Did you miss a critical episode of your favorite soap opera? Select the last option on the TV pop-up menu (Soaps) or [JUMP]: *soaps* to find a summary of each day's episode, a synopsis of the preceding week, and an account of inside gossip about the most popular shows. During the summer of 1991, eleven shows were covered:

- | | |
|---|---|
| <input type="checkbox"/> All My Children | <input type="checkbox"/> Guiding Light |
| <input type="checkbox"/> Another World | <input type="checkbox"/> Loving |
| <input type="checkbox"/> As the World Turns | <input type="checkbox"/> One Life to Live |
| <input type="checkbox"/> The Bold & the Beautiful | <input type="checkbox"/> Santa Barbara |
| <input type="checkbox"/> Days of Our Lives | <input type="checkbox"/> The Young & the Restless |
| <input type="checkbox"/> General Hospital | |



Video

The sixth selection box on the Arts Club menu pops up the Video submenu, where you can find

- *New On Video*—a summary of the latest releases for several categories, as shown in Figure 3-29. ([JUMP] *new on video*)

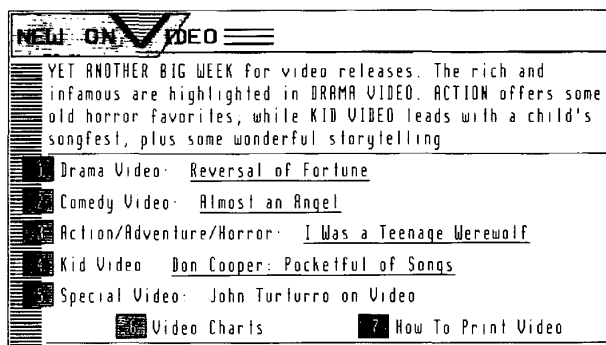


Figure 3-29.

New On Video menu.

- *Drama Video*—reviews of new drama releases. ([JUMP]: *drama video*)
- *Comedy Video*—hot new releases to tickle your funny bone. ([JUMP]: *comedy video*)
- *Action Video*—a review of a recent action, horror, or adventure release. ([JUMP]: *action video*)
- *Kid Video*—new videotapes for the younger members of your family. ([JUMP]: *kid video*)
- *Special Video*—a column covering special interest videos or a video issue in the news. ([JUMP]: *special video*)
- *Video Charts*—lists of the top rentals and sales of regular releases, children's videos, and music videos. ([JUMP]: *video charts*)



Books

Under the seventh selection box on the Arts Club menu, you'll find reviews of the latest books, the bestseller chart compiled by Ingram distributors, and Digby Diehl's literary column.

Figure 3-30 lists the best-selling mass paperback books for the week of June 23, 1991. You can also find out what's hot in fiction, nonfiction, and trade paperbacks.

BOOK CHARTS		Week of 06/23/91
BESTSELLING MASS PAPERBACKS		
1.	<u>Burden of Proof</u>	Scott Turow
2.	<u>Light His Fire</u>	Ellen Kreidman
3.	<u>Once a Princess</u>	Johanna Lindsey
4.	<u>Secrets of the Morning</u>	V. C. Andrews
5.	<u>Red Dragon</u>	Thomas Harris
6.	<u>The Silence of the Lambs</u>	Thomas Harris
7.	<u>"G" is For Gunshoe</u>	Sue Grafton
8.	<u>Impulse</u>	Catherine Coulter
9.	<u>September</u>	Rosamund Pilcher
10.	<u>Family Pictures</u>	Sue Miller
Source: Ingram Book Co		Trade Paperbacks [NEXT]

Figure 3-30.
Bestselling books.

Celebrities

The eighth selection box on the Arts Club menu points you to Marilyn Beck's Hollywood Column ([JUMP]: *beck*) and the latest celebrity news ([JUMP]: *people news*). Read the latest about your favorite celebrities—marriages, divorces, contract signings, and more. At the end of People News, you'll find a special section each day telling you which stars are celebrating a birthday and how old they are.

Lifestyles

We're not even close to completing our survey of fun features on the PRODIGY service.



Cooking

I like to think of cooking as fun—especially when I have someone to help me enjoy the results and clean up afterward!

If you like to cook, [JUMP]: *cooking class* to see the menu in Figure 3-31, which offers tips on a number of cooking techniques. Compiled by Ellen Brown, noted cookbook author and columnist for the *Washington Post*, these classes show you step-by-step methods for preparing various types of foods. At the end of each lesson are four or five recipes that you can use to apply the technique you learned. For example, under the lesson on Beating Egg Whites (selection number 5 in Figure 3-31), you'll find recipes for apricot or chocolate soufflé, citrus angel food cake, almond meringue cookies, and lemon meringue pie. After the lesson on Boning Chicken Breasts (selection number 9 in Figure 3-31), you'll find recipes for grilled chicken and red pepper taco, jambalaya, lemon chicken, chicken rolls, and oven-fried pecan cornmeal chicken.

1	Roasting Fresh Peppers and Handling Hot Chilies	8	Deep Frying. Cook Quickly Sealing in Moisture
2	Stir-Fry Techniques With Creative Adaptations	9	Boning Chicken Breasts. An Illustrated Lesson
3	Making Tender Biscuits, Shortcake and Scones	10	Poaching Fish: Fast and Easy Techniques
4	Filleting Fish: A How To With Pictures	11	Taking the Mystery Out of Making Custards
5	Beating Egg Whites. An Illustrated Lesson	12	Deglazing for Easy Sauces and Gravies
6	Preparing and Cooking Dried Beans	13	How to Make A Wax Paper Pastry Bag
7	Making Frozen Desserts Without Special Equipment		

Figure 3-31.
Cooking techniques menu.

To enhance your learning, several of the lessons are illustrated. Figure 3-32 shows you one of the pictures from the Beating Egg Whites lesson.

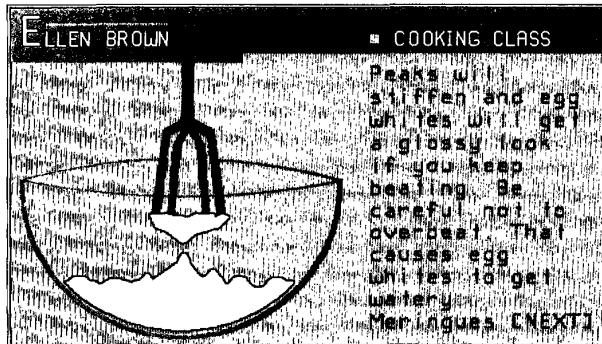


Figure 3-32.
Beating egg whites illustration.

Cookbook

If you're looking for a perfect menu to serve company, try [JUMP]: *cookbook*. You'll find recipes, entire meal suggestions, preparation techniques, and more. I found a good (and relatively easy) dinner to try out right after I returned from a trip to Japan.

Select option 2, Suggested Menus, from the Cookbook Shelf menu shown in Figure 3-33. Use NEXT to page down until you see the Japanese Dinner listing. Select this entry to go to the list of dishes for this suggested meal, as shown in Figure 3-34.

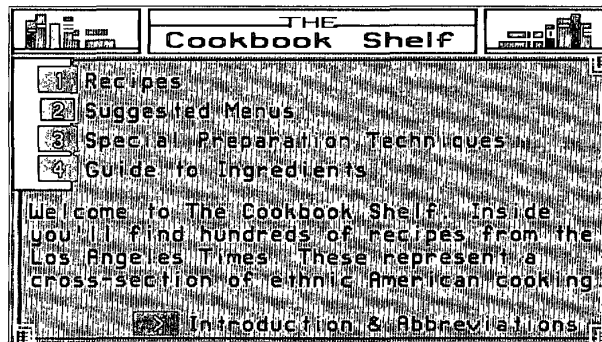
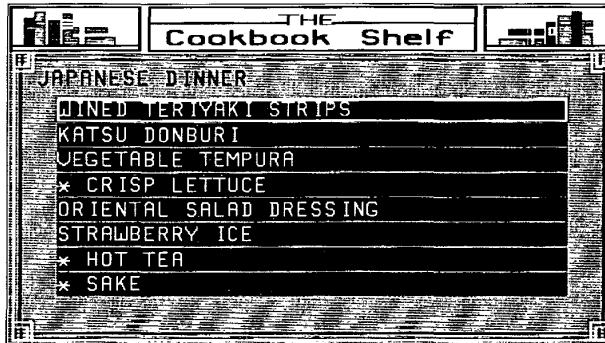
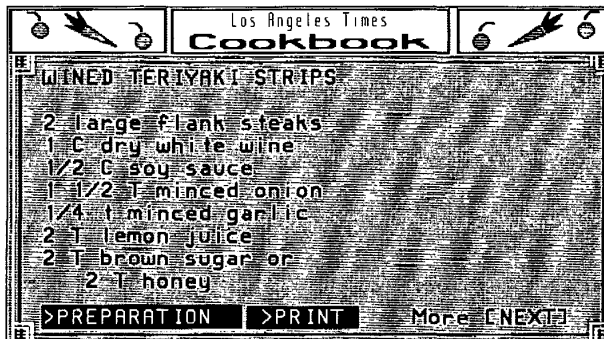


Figure 3-33.
The Cookbook Shelf menu.

**Figure 3-34.***Japanese dinner menu.*

The dishes marked with an asterisk have no recipe on line. In the suggested list, a crisp lettuce salad, hot tea, and sake (Japanese rice wine) require little or no preparation, so you're not given instructions on how to prepare them. As you can see in Figure 3-35, if you select Wined Teriyaki Strips, the Cookbook shows you the required ingredients and offers you options to see how to prepare the dish or to print the recipe. (NEXT is available if the list of ingredients is longer than one screen.)

**Figure 3-35.***Teriyaki recipe.*



I've tried several of the recipes available on line and haven't found a bad one yet! If you want to check out all the other cooking-related features, use [FIND]: *cooking* for the latest list.

Luck and Fortune

On a more ethereal plane, you can check your horoscope on line! Simply [JUMP]: *horoscope*. This section lets you obtain your horoscope reading, find out how the signs are aligned, or see a star map for any date. Information for this section is provided by Jeane Dixon. You can also find a brief history of astrology and a colorful synopsis on the meaning of each of the zodiac signs. Figure 3-36 shows the zodiac alignment on June 10, 1991, for someone born on March 1, 1975.

YOUR "PLANETS" TODAY	HOUSES	PLANETS	SUN SIGNS
	Romance	♄ Neptune	♑ Capricorn
	Health	♂ Mars	♌ Leo
	Business	♀ Venus	♌ Leo
	Lifestyle	♄ Neptune	♑ Capricorn
BIRTH DATE: 03/01/1975 HOROSCOPE DATE: 06/10/1991			
TOPICS Your Planets at Birth [NEXT]			

Figure 3-36.
Zodiac sign map.

You can also have your fortune read. [JUMP]: *fortuneteller* to shuffle the tarot deck and find out about your past, present, or future. See Figure 3-37 for an example.

If you find your luck on the upswing and you live in a state that has a lottery, you can dash right out to buy a ticket. (Sorry, you can't buy them on line.) After the drawing (or for 31 days following), you can check to see if you're a winner—[JUMP]: *lotteries*.

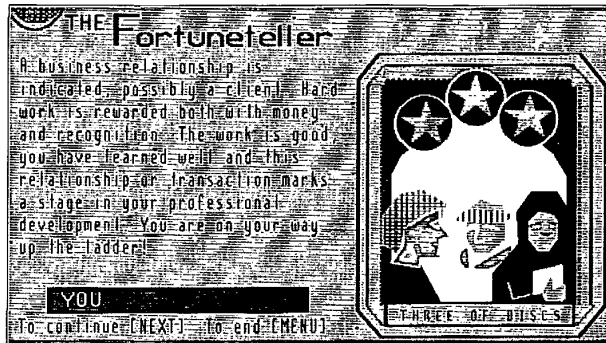


Figure 3-37.
Fortuneteller.

Art, Humor, Contests

On the lighter side, The PRODIGY service offers you art, humor, and many contests. Each month the graphic artists at the PRODIGY service provide a selection of pictures, some of which are animated. [JUMP]: *art gallery* to see a number of pictures like the one in Figure 3-38. Puget Sound (near where I



Figure 3-38.
Whale art.



live) is home to at least seven pods of killer whales, so I especially like this picture because it reminds me of the sound and the San Juan Islands.

[JUMP]: *humor* to see the main “funny-bone” menu. You’ll find a few wacky stories, a humorous twist on the news, and a couple of contest opportunities where you can pit your wit against other PRODIGY service members. Each week a new cartoon shows up under Krazy Kaptions, and you are challenged to come up with a winning caption, as shown in Figure 3-39.

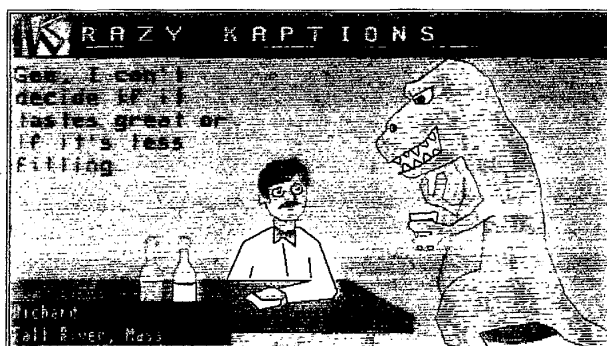


Figure 3-39.
Krazy Kaption.

You can submit your latest (family viewable) funny story to Punchline, and it might be featured on the PRODIGY service the following week—see Figure 3-40 for an example of Punchline.

Many different contests are available on the PRODIGY service. Most, like Krazy Kaption and Punchline, give you some level of notoriety on the service if you submit one of the best entries. But some promotional contests, sponsored by the PRODIGY service or many of the on line shops, can bring you real prizes. For example, GUTS (described earlier in this chapter) offers sweatshirts for winners, while other on-going and occasional games and contests offer other goods or cash prizes.

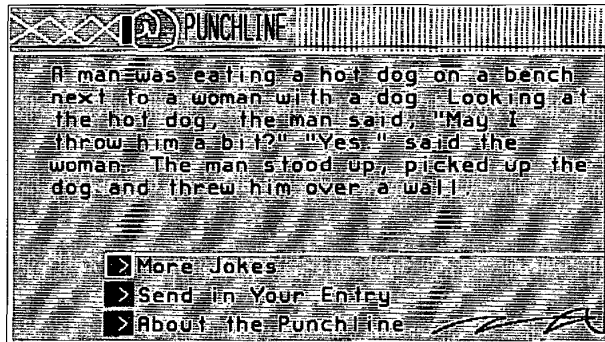


Figure 3-40.
Punchline.

For Younger Members (or the Young at Heart)

The PRODIGY service is proud of its appeal to all family members—including preteens. That's why you can have up to six IDs on your membership. Everyone in your family can have his or her own unique identity and profile. The staff of the PRODIGY service is careful to ensure wholesome, family-oriented content, so you don't have to stand over your preteen child's shoulder while he or she is using the PRODIGY service.

A lot of fun topics on the PRODIGY service are designed to appeal to the younger members of your family. Adult members are sure to find many of these features entertaining as well.

SmartKids

A good place to start exploring younger member entertainment is the SmartKids menu. You can select SmartKids from the FunHouse menu, or [JUMP]: *smarkids* from anywhere on the service. Figure 3-41 shows the SmartKids menu.

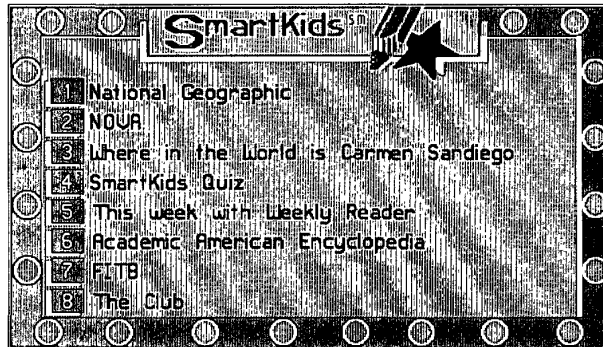


Figure 3-41
SmartKids menu.

Like all screens on the PRODIGY service, the SmartKids menu is subject to change from day to day. It consistently gives you access to a variety of fun and educational activities:

- *National Geographic*—a new educational adventure every month relates to a feature article in the magazine or to a National Geographic television special. A catalog of past features is available in case you missed any. See “Information for Young Members,” in Chapter 4, for details. ([JUMP]: *nat geo*)
- *NOVA*—an educational science series offered by WGBH, the public broadcasting station in Boston. Each month you will find a new science puzzle to solve and each week a lab experiment to do. Like National Geographic, you also have a catalog of past features. NOVA is discussed in depth in Chapter 4. ([JUMP]: *nova*)
- One or two games of interest for younger members. On the screen shown in Figure 3-41 are Carmen Sandiego and FITB (Fill in the Blanks). Samples of both games appear later in this chapter. ([JUMP]: *carmen* or [JUMP]: *fitb*)
- *The SmartKids Quiz*—a contest that tests everyday knowledge. ([JUMP]: *smart quiz*)
- *Weekly Reader*—a fun area for preteens that is full of stories, jokes (of the knock-knock variety), and puzzles. See “Weekly Reader” later in this chapter. ([JUMP]: *weekly reader*)



- *Academic American Encyclopedia*—thousands of articles to help with school reports. See Chapter 4 for details. ([JUMP]: *encyclopedia*)
- *The Club*—the main entry point for lots of other activities. See Figure 3-42 for details. ([JUMP]: *the club*)

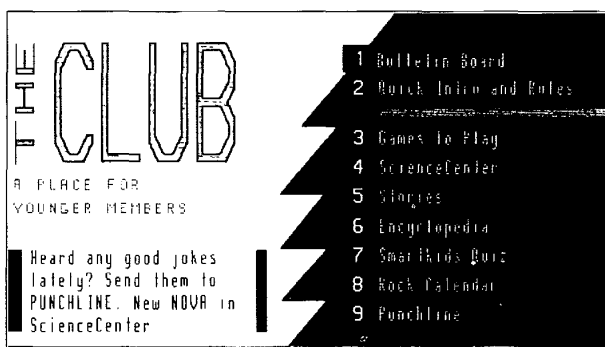


Figure 3-42.
The Club.

NOTE: As you may have noticed, there is no fixed top-to-bottom sequence to any of the menus on the PRODIGY service. For example, you can get to the encyclopedia from both the SmartKids menu and The Club. You can select a couple of the games from SmartKids, or you can select The Club on the SmartKids menu, and then select Games To Play from The Club menu to get the main Games menu we saw back in Figure 3-2! Of course, you can always short-circuit the process using JUMP.

The Club

Let's look at some of The Club selections. First, you have a bulletin board especially for younger members. A bulletin board is a place where members can exchange ideas on all sorts of topics. Although this bulletin board is for younger members, they are not restricted from participating in any of the other communication clubs. See Chapter 5 for details.



The ScienceCenter selection under The Club gives you access to all sorts of educational activities, including NOVA and National Geographic, which we saw in SmartKids. Rock Calendar is a special feature under Music, which we also saw in the Arts Club screen in Figure 3-25. Punchline is one of the weekly contests you can enter to test your comedic skills, as you saw in Figure 3-40.

Games for Younger Members

Games are always *fun*—and quite a number on the PRODIGY service appeal to the younger set.

Where in the World Is Carmen Sandiego?

One of the favorite games in my family is Where in the World is Carmen Sandiego? It's really challenging for kids in fourth grade and up, and it's entertaining for adults, too. Based on the educational game from Broderbund, Carmen Sandiego challenges you to uncover a series of clues and correctly follow the villain—a member of Carmen Sandiego's gang—to three cities around the world. After two stops, you should have enough information to figure out what name to place on the arrest warrant. In the third city, you must find the thief and make the arrest.

As you have seen, you can select the Carmen Sandiego game from a number of menus, or simply [JUMP]: *carmen*. Figure 3-43 shows a sample initial menu in the game.

In the PRODIGY service version of Carmen Sandiego, you have new stories weekly that are always related to current events. For example, the inaugural Bible was stolen the week the President was sworn in, the lucky shamrocks were taken on St. Patrick's Day, and, in this example, the engraving plates for the new issue of Italian currency are missing.

Carmen Sandiego is also a contest. The more quickly you solve the puzzle, the lower your score. Having the lowest score gets your name posted on the PRODIGY service the following week—see the third selection box in Figure 3-43.

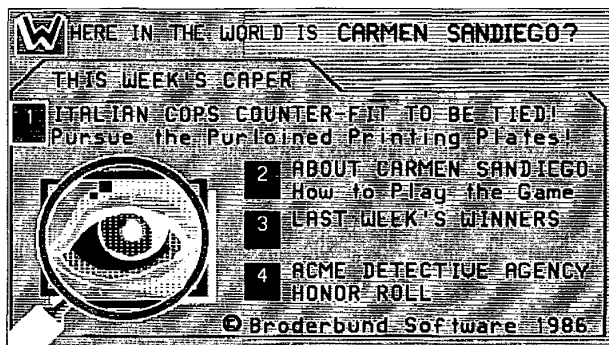


Figure 3-43.
Carmen Sandiego menu.

Points are counted in hours. It costs you 5 hours to investigate any location in a city, and 15 hours to move from one city to the next. Unless you're lucky, you'll have to investigate at least one place in each city. You must correctly follow the thief to three cities before you can issue an arrest warrant. A perfect score is 60 hours—45 hours to move three times, and 5 hours each to investigate one place in each city. To earn a perfect 60, you have to guess the location of the thief in the last city on the first try (a one-in-three chance).

After you select the first option box from the initial menu, you'll see a menu that offers three choices: start the case, read the criminal dossiers, or look at some hints. You should always read through the dossiers. Each game gives you eight of them. Figure 3-44 shows the eight in this game.

In other games, you may run into "Killer" Manjaro, Scar Graynolt, Ida Lou Peeno, Nick Dixon, Baby Face McGurk, or Ginger Snaps Malloy. The key clues to note in each dossier are the suspect's sex, hair color, vehicle, distinguishing feature (like tattoo, scar, or limp), and hobby. This information will help you correctly name the perpetrator and identify your suspect to the crime computer.

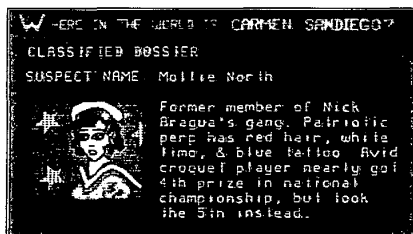
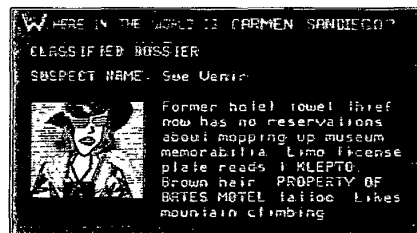
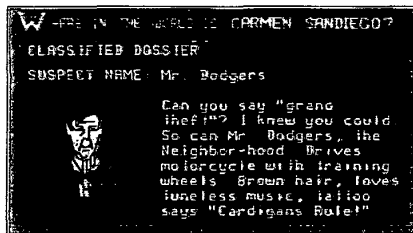
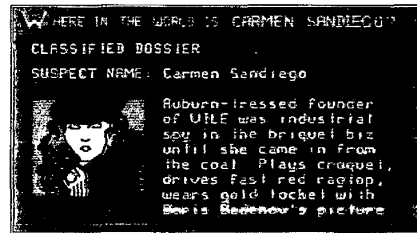
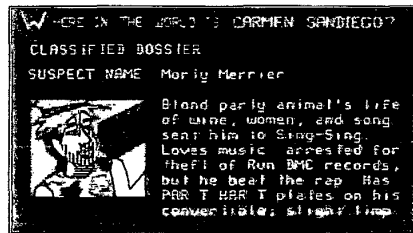
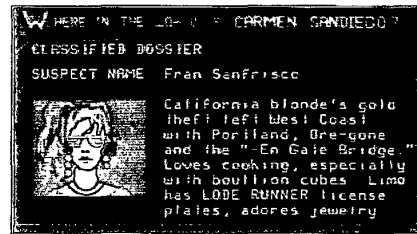


Figure 3-44.
Suspect dossiers.



When you start the case, you'll see a series of screens that introduce you to the crime. At the end of the case introduction, the game starts you in the first city you are to investigate. As you can see in Figure 3-45, we're starting in Rome with three possible locations to check out: the Auditorio, the Colosseum, and the Spanish Steps.

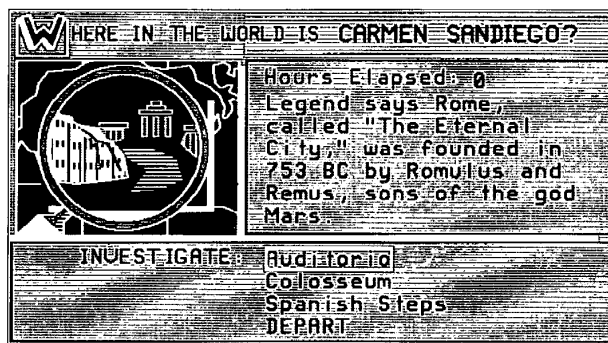


Figure 3-45.
Investigating Rome.

Only one of the locations gives you both a clue about the criminal *and* a clue about where to go next. If you find only a clue about where to go, I recommend that you select DEPART even though you haven't learned anything about the criminal. You'll probably uncover enough clues in the remaining cities. If you decide to investigate all three locations, you'll get all the information you need, but you'll also run up your score. (Remember, it costs you five hours to investigate a location.)

In this sample, I chose the Colosseum and got some good clues, as shown in Figure 3-46. The criminal is a woman who drives a limousine, so that narrows the suspect down to Fran Sanfrisco, Mollie North, or Sue Venir. Carmen drives a convertible, so she's off the hook for this game. Do you see the clue about the next destination? It's the red and white flag. When I selected DEPART, I got the map shown in Figure 3-47.

An encyclopedia or almanac is handy at this point. Which country has a red and white flag? England's Union Jack is red, white, and blue, so that's a possibility. Somalia's flag is light blue with a white star, so that can't be it. Japan's flag is white with a red sun in the middle, so that's the best bet.

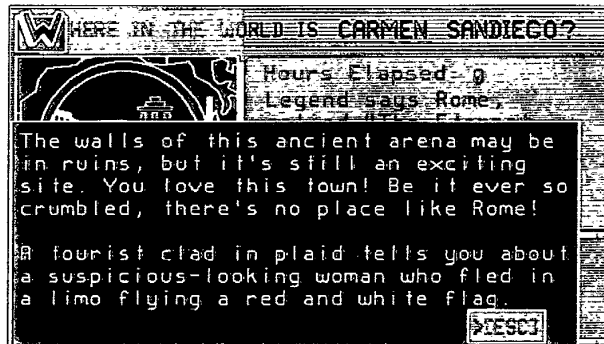


Figure 3-46.
Colosseum clue.



Figure 3-47.
Pick a Place to Go map.

When I selected Kyoto, Japan, the screen shown in Figure 3-48 appeared. If you make the wrong selection, you are charged 15 hours and lectured by the chief!

Next I selected the Bullet Train to investigate. Figure 3-49 shows that I guessed correctly again! The brown-hair clue makes Sue Venir the suspect. As you might guess, the Spanish-English dictionary pointed me to a Spanish-speaking country when I selected DEPART.

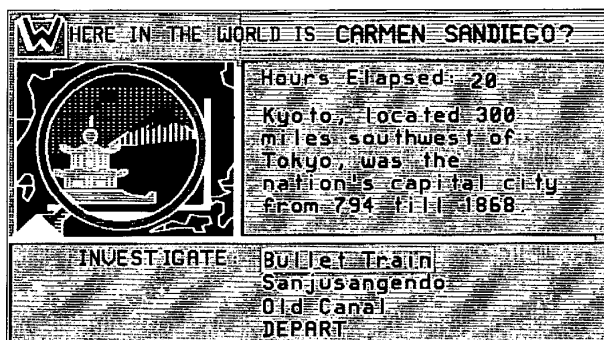


Figure 3-48.
Investigate Tokyo.



Figure 3-49.
Bullet train clue.

After you successfully depart to the third city, the chief tells you to make out an arrest warrant. You do this by making selections on the crime computer about the suspect's sex, hair color, hobby, distinguishing feature, and mode of transportation. You don't have to answer all the questions, but the answers you supply must enable the computer to narrow the list down to one suspect. You probably needed only a couple of clues to pick out the criminal from the eight dossiers. (See why looking through them is so important before starting?)



After the computer issues the arrest warrant, you'll be in the last city. As I noted earlier, it takes luck to go to the right place on the first try to find the thief so that you can come up with the lowest score. If you've carefully studied all the clues and correctly selected the criminal, however, you can still earn a spot on the honor roll even if you have to look in all three locations.

By the way, only the *first* score you accumulate in any week counts toward beating other members on the service. You can play again as many times as you like. Even if you don't have a perfect score, you'll find this a fun (and educational) game to play.

Match-it

Match-it, an on-line form of Concentration, challenges you to remember the location of words on a four-by-four screen. As Figure 3-50 shows, you play against the computer. You can choose one of three difficulty levels. At the lowest level of difficulty, the computer makes random selections, thereby giving you the best chance to win even if you guess wrong. On the advanced level, the computer never forgets any tile that has been exposed.

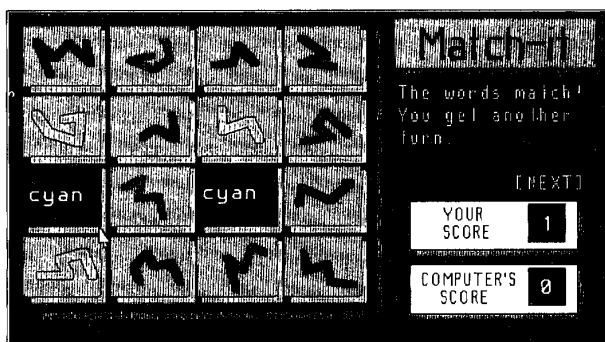


Figure 3-50.
Match-it.

You can often select Match-it from one of the Games menus, or [JUMP]:
match it.

2

**FITB**

A fun game for one to four players is FITB—Fill in the Blanks. This game is similar to the hangman word game you can play on paper (or TV’s “Wheel of Fortune”), but in this version the computer picks the word or phrase for you. You can choose Easy (ages 10–15), Hard (ages 16 and up), or Goofy (you need a sense of humor!) clues. You can also decide whether to turn the sound on or off.

When it’s your turn, you guess letters on the current clue word until you get one wrong. The computer places the correct letters you guess in their appropriate slots. If you solve the clue word or phrase, you can try to guess the category at the top of the screen. Continue to select letters in the category until you either complete it (and score a point) or miss. Any letters you correctly guess in the category remain in place as you try to guess the next clue.

The screen in Figure 3-51 shows you a sample easy game in progress. My son David and I have done pretty well guessing the clue words. He’s about to fill in the last letter on the last word, but we’re still trying to guess the category at the top. Can you figure it out? Here’s another clue: Christopher Robin.

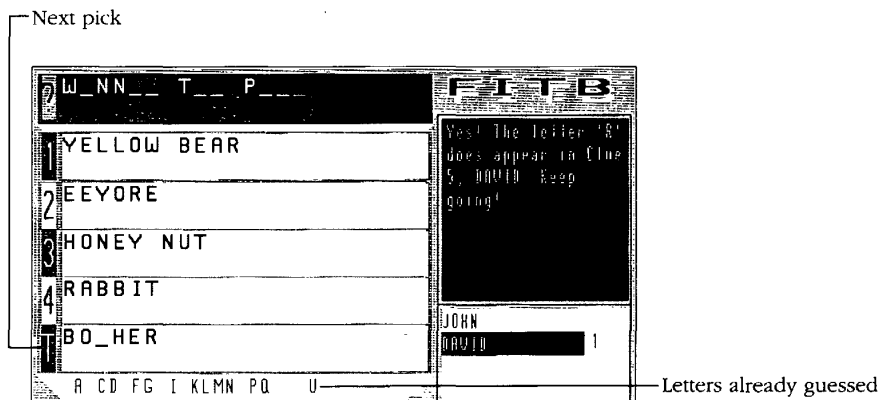


Figure 3-51.
FITB.

FITB sometimes shows up on the Games menus. If you don’t see it there, you can [JUMP]: *fitb*.



Police Artist

Police Artist tests your ability to remember faces. The computer has 100,000 combinations of eyes, noses, mouths, chins, and hair styles available with which to build a face. You are shown a randomly drawn face, as in Figure 3-52. You then have to reconstruct the face by selecting features from ten choices in each of the five categories, as shown in Figure 3-53).

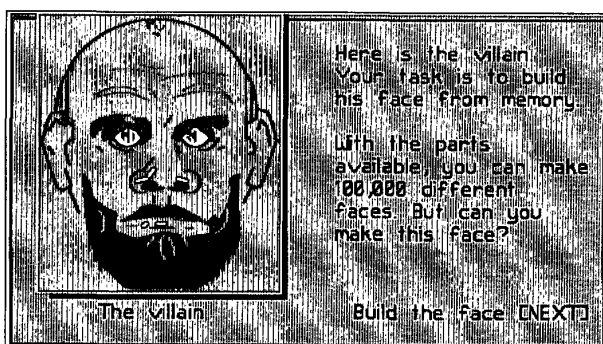


Figure 3-52.

Police Artist villain.

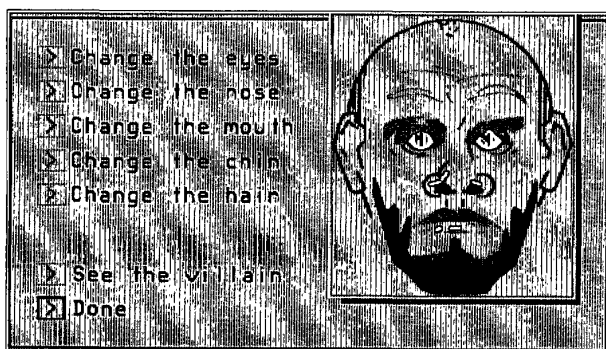


Figure 3-53.

Police Artist, creating a match.



If you think you've got it right, select DONE. The samples in Figures 3-52 and 3-53 show that I'm close, but not quite there. You can play this game as many times as you like. The computer gives you a new face to match each time.

You can select the Police Artist selection box from one of the Games menus, or [JUMP]: *police artist*.

Unscramble

Young children find Unscramble particularly fascinating. The idea is simple—unscramble nine squares to make the picture of a monkey, a horse, or a hippopotamus. Figure 3-54 shows a sample scrambled picture.



Figure 3-54.
Unscramble.

To start the game, [JUMP]: *unscramble*.

The game asks you to unscramble the squares to create one of the three animals. To draw the right picture, you must choose the correct three buttons on the nine-button keypad shown on the screen. You can select a button by pressing Tab to move to it and then pressing Enter, or with the mouse. You also can type the number of the square you want (it starts blinking), and then press Enter to select it.

Each button uncovers three different panels for each picture. For example, button number 1 might uncover the upper left, center, and lower right panels for the monkey picture. Button number 2 might turn up the upper left, center



left, and center right panels on the horse—thereby covering the upper left panel of the monkey, but leaving the other two you uncovered with button 1 intact!

You might have to try each button in turn to see which panels each number uncovers before you go back to pick the right three for the picture you're trying to build. Children seem to grasp this game right away, uncovering the correct picture in only a few tries. See Figure 3-55 if you don't believe it can be done!

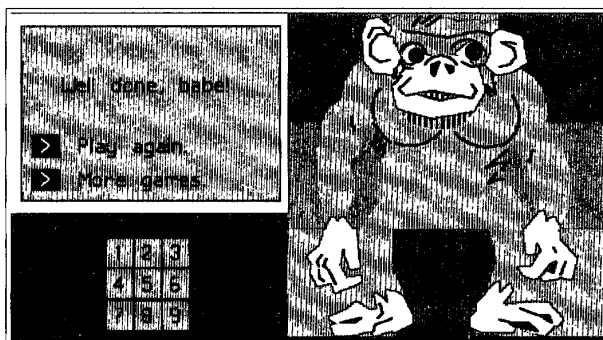


Figure 3-55.
Unscramble solved.

Stories

The PRODIGY service makes great use of its ability to provide colorful pictures to enrich on-line storytelling. In some cases, the pictures are animated—something you can't get in a comic book.

Weekly Reader

One place to find stories is the Weekly Reader, the on-line version of the magazine found in many grade schools. A sample screen is shown in Figure 3-56. As you saw earlier, you can select Weekly Reader from the SmartKids or The Club menus, or [JUMP]: *weekly reader*.

In Weekly Reader your youngsters can find interesting articles, puzzles, cartoons, and jokes. Story World has a contest each week to see who can come up with the best ending to a story. The best ending (in the opinion of Weekly Reader editors) appears the following week on the PRODIGY service, along with the author's name.



Figure 3-56.
Weekly Reader.

Stories Menu

The PRODIGY service offers many other stories as well. You can select Stories from The Club menu (Figure 3-42), or [JUMP]: *stories* to see the menu shown in Figure 3-57.

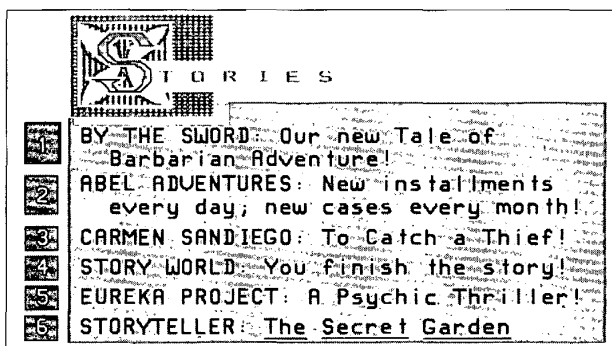


Figure 3-57.
Stories menu.

This menu changes as new features are introduced on the PRODIGY service, but the sample shown gives you an idea of some the available choices.



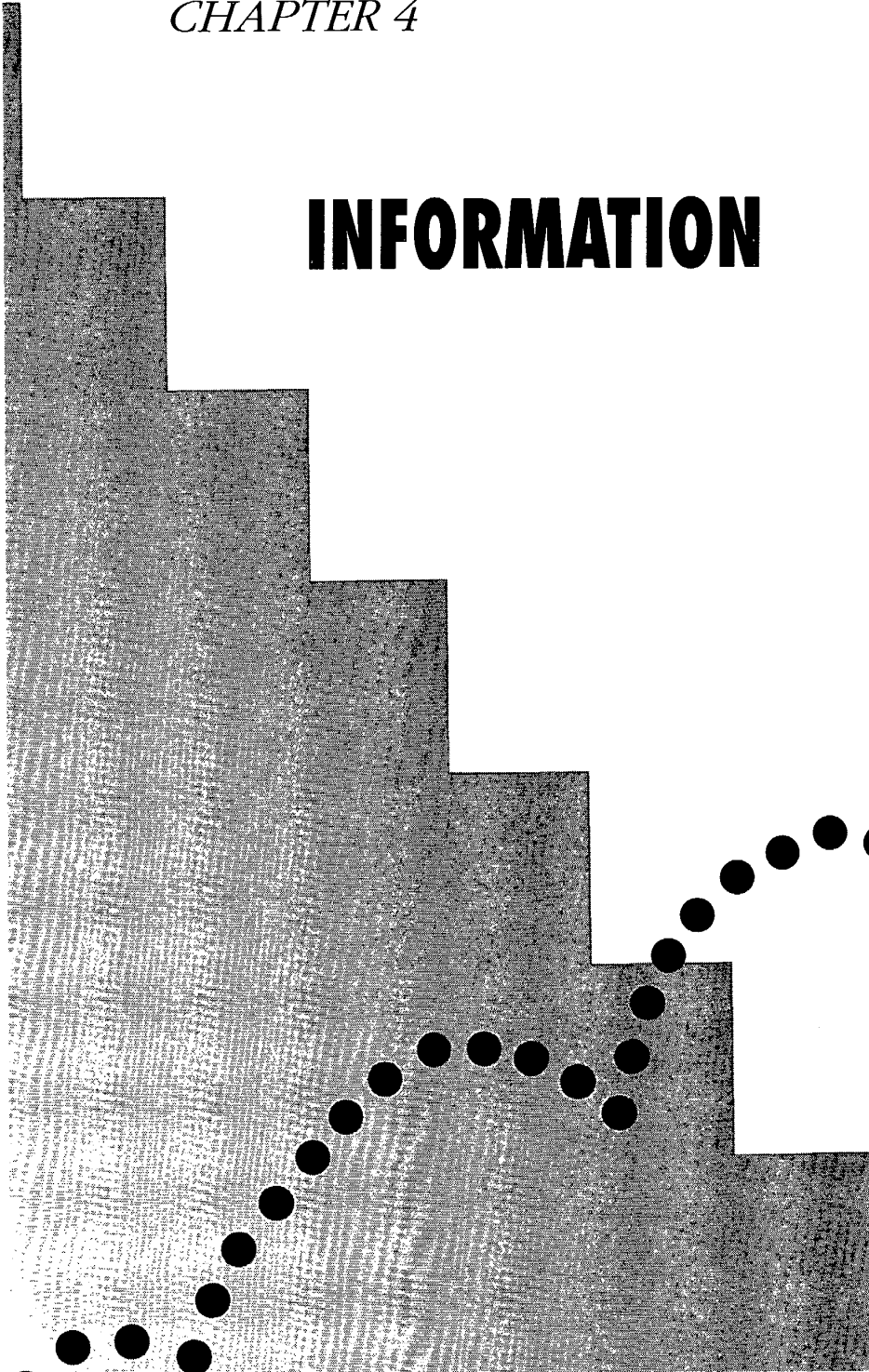
Figure 3-58.
By the Sword art.

- ❑ *By The Sword*—a prehistoric adventure tale illustrated with some of the best graphic “paintings” produced by the PRODIGY service artists. Figure 3-58 is an example—you can almost feel the heat of the dragon’s breath!
- ❑ *Abel Adventures*—a mystery story for you to solve. A new case appears each month, with new episodes each weekday. Around the middle of the month (after you’ve collected a number of clues), you have a chance to solve the case.
- ❑ *Where in the World Is Carmen Sandiego?*—I covered this as a game earlier in this chapter, but it’s also a story and a contest.
- ❑ *Story World*—also a selection on the Weekly Reader menu, as shown in Figure 3-56. The PRODIGY service provides the beginning of the story and challenges you to come up with the best ending each month.
- ❑ *Eureka Project*—a mystery serial that appeared on the service in 1990. All 49 chapters are available online.
- ❑ *Storyteller*—The famous children’s tale, *The Secret Garden*, is told in 34 chapters with accompanying pictures. In many of the pictures, the characters “speak” their story dialogue for you.

Because the PRODIGY service is always changing and improving, I can guarantee that you will find areas I haven’t mentioned. I recommend that you [JUMP]: *new* or [FIND]: *fun* often to learn about new entertainment features.

CHAPTER 4

INFORMATION





In his keynote address at the 1991 Comdex convention, Bill Gates, chairman of Microsoft Corporation, predicted that the 1990s will be the decade when his vision of "Information at Your Fingertips" through the use of personal computers will become a reality. In many ways, users of the PRODIGY service already see the reality of this vision delivered to their homes every day.

Information today comes in many forms. For news, there's the immediacy and graphic impact of television, although today's "sound bite" journalism has been criticized by many for lacking depth. Radio is also immediate, but without pictures. Newspapers and magazines provide more depth, along with pictures, but the information is often a day, a week, or a month old. From an educational perspective, books provide the most information, but they can't make the subject come alive for the reader like movies, video tapes, or television can.

The PRODIGY service crosses this spectrum by providing in-depth, up-to-the-minute coverage of events as they happen, enhanced by graphical illustrations. The PRODIGY service is also educational, providing on-line access to a comprehensive encyclopedia; to health, parenting, and pet care guides; and to various interactive quizzes and puzzles that challenge your intellect and are also enhanced with graphics.

When I first thought about describing the information available through the PRODIGY service, I thought it would be relatively straightforward: News, Sports, and the Encyclopedia should about do it. As I began to use the PRODIGY service on a day-to-day basis, however, I discovered more information out there than I had ever imagined—much more than casual users are likely to discover on their own. So let's explore the broad world of information available on the PRODIGY service.

News

Every time you sign on to the PRODIGY service, the Highlights screen informs you about the hottest one or two stories in the top number selections. Figure 4-1 shows the Highlights screen with two top stories that appeared on the evening of March 25, 1991 (note the older format).

The screen in Figure 4-1 is an excellent example of the immediacy of information on the PRODIGY service. This screen appeared on the service just moments after *Dances With Wolves* won the Oscar for Best Picture of the

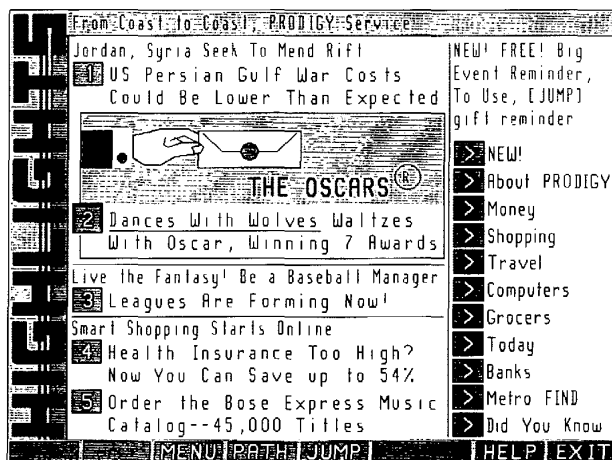


Figure 4-1.

March 25, 1991, Highlights screen.

Year. In fact, if you signed on to the PRODIGY service that evening and used [JUMP]: *oscars*, you could have watched the winners be posted as they were announced. The service also enhanced the information you saw with graphics that had been prepared in advance. For example, Figure 4-2 shows the screen that was on the service just after Whoopi Goldberg won the Oscar for Best Supporting Actress.

Headline News

Normally, you can find the top stories of the day in the Headline News section—select the top news story from Highlights, or [JUMP]: *headlines*. You will see a menu listing all the top stories of the day. The PRODIGY service has a staff of full-time news editors who monitor all the breaking stories from the wire services and post the most interesting ones minutes after they are sent out. So, each time you return to this menu, you may see new story headlines posted and old ones removed. Pick one of the stories to see a screen similar to the one shown in Figure 4-3.

When I snapped the screen, the PRODIGY service was dedicating a special news section to the war in the Persian Gulf, so selection 2 on the Headline News screen gave you direct access to those stories. You can always print any



news story using the COPY command. This feature might be especially useful to school-age members of your family who want to use current news stories in a report.

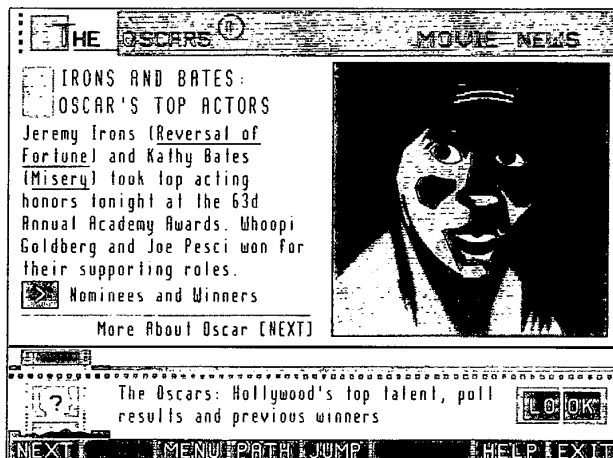


Figure 4-2.

Whoopi Goldberg portrait on the PRODIGY service.

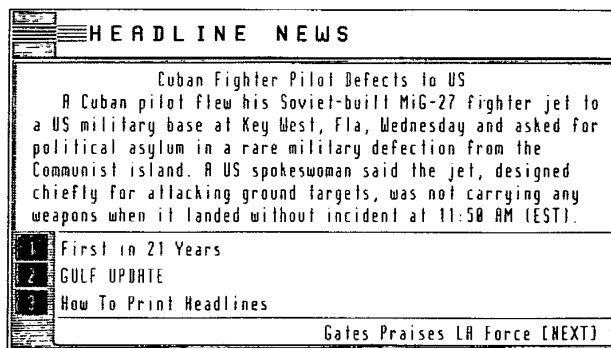


Figure 4-3.

Headline News screen.



With the latest news screens (updated since I snapped the example shown), you can page through all the stories using NEXT and BACK. Sometimes, additional detail is available by selecting an option box on the first screen for a story. Another option box allows you to return to the Headline News menu to select other stories.

Area and Regional News

Like many other areas of the service, you can choose more than one way to look at the news. As you saw in Chapter 2, you can also look at news and events by metropolitan area—at least 34 are available on the PRODIGY service, including the top 25 metropolitan areas according to the 1990 census. As a refresher, [JUMP]: *area news*, select an area of the country, and then a city from the area list, as shown in Figures 4-4 and 4-5. I chose southwest and Dallas. You can also get to the main city information menu directly by jumping to a city by name (in this case, JUMP: *dallas*). You'll see a selection menu similar to the one shown in Figure 4-6.

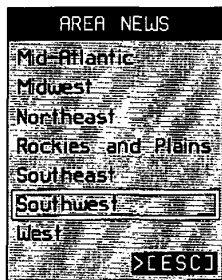


Figure 4-4.
Area News pop-up menu.

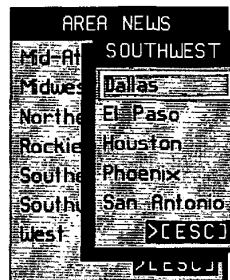


Figure 4-5.
Southwest City pop-up menu.

Note that the first item on the Dallas menu is Southwest News. You can [JUMP]: *sw news* to get there directly, or you can [JUMP]: *regional news* to see the available list of regions, as shown in Figure 4-7, and then select the region you want.

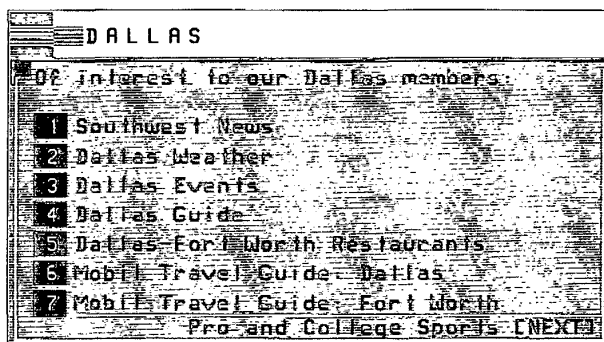


Figure 4-6.
Dallas area information menu.

REGIONAL NEWS		
To get news about your state and region, [TAB] to the region you want and press [RETURN]. Each region is also a [JUMP]word. You can put one or more on your [PATH]		
1	NORTHEAST	CT, ME, MA, NH, NY, RI, VT
2	MID-ATLANTIC	DE, DC, MD, NJ, PA, VA, WV
3	SOUTHEAST	AL, AR, FL, GA, KY, LA, MS, NC, SC, TN
4	MIDWEST	IL, IN, IA, MI, MN, MO, OH, WI
5	ROCKIES/PLAINS	CO, KS, MT, NE, ND, SD, UT, WY
6	SOUTHWEST	AZ, NM, OK, TX
7	WEST	AK, CA, HI, ID, NV, OR, WA

Figure 4-7.
Regional news menu.

Topical News

Other interesting places on the PRODIGY service to look for news include

- ❑ *Business News*—top business stories. See Chapter 8 for more details.
([JUMP]: *business news*)
- ❑ *Capital Connection*—commentary on events in our nation's capital by syndicated columnist Karen Feld. ([JUMP]: *capital c*, or *feld*)



- *Closeup*—an in-depth discussion of a controversial news item plus an index to topics from previous days. A bulletin board also allows you to exchange comments with other members. ([JUMP]: *closeup*)
- *Economy Update*—all the details about the latest economic indicators. ([JUMP]: *economyupdate*)
- *Harper's Index*—a fascinating statistic from the latest issue of *Harper's Magazine*. ([JUMP]: *harpers ind*)
- *Health News*—latest stories from the world of health and fitness. ([JUMP]: *health news*)
- *News Desk*—political commentary from nationally syndicated columnists Jack Germond and Robert Novak. ([JUMP]: *news desk*, or *germond*, or *novak*)
- *People News*—human interest stories about people from all walks of life. ([JUMP]: *people news*)
- *The PRODIGY Star*—the on-line version of the PRODIGY service newsletter. ([JUMP]: *prodigy star*)
- *Quick News*—the fun side of the news. ([JUMP]: *quick news*)
- *Science News*—the latest news and information from the world of science. ([JUMP]: *science news*)
- *Timely Topics*—articles on current topics of particular social, economic, or political interest. ([JUMP]: *timely topics*)

Weather

As you saw in the quick tour in Chapter 2, a wealth of weather information is available on the PRODIGY service. When you [JUMP]: *weather*, you'll see today's weather map, as illustrated in Figure 4-8.

You learned in Chapter 2 that you can use NEXT to page down to a map showing weather fronts, followed by a map showing tomorrow's forecast. You can find more detailed information using the Weather pop-up menu (the PRODIGY service sometimes calls this a "Quick Menu"). Activate this menu, shown in Figure 4-9, from any of the maps or forecast information screens in the weather section by selecting the WEATHER option box on the screen.

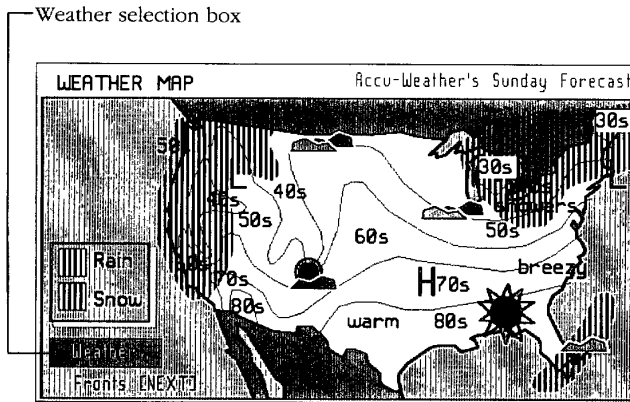


Figure 4-8.
Weather Map.

On the Weather pop-up menu, National Maps returns to the full U.S. weather map that you see when you [JUMP]: *weather*. Regional Maps & Forecasts opens the submenu shown in Figure 4-10 so you can select one of the seven regional areas for a closer look.

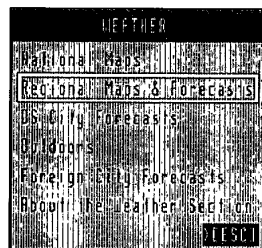


Figure 4-9.
Weather pop-up menu.



Figure 4-10.
Regional weather pop-up menu.

When you select one of the regions, you will see a map of that area, like the one in Figure 4-11.

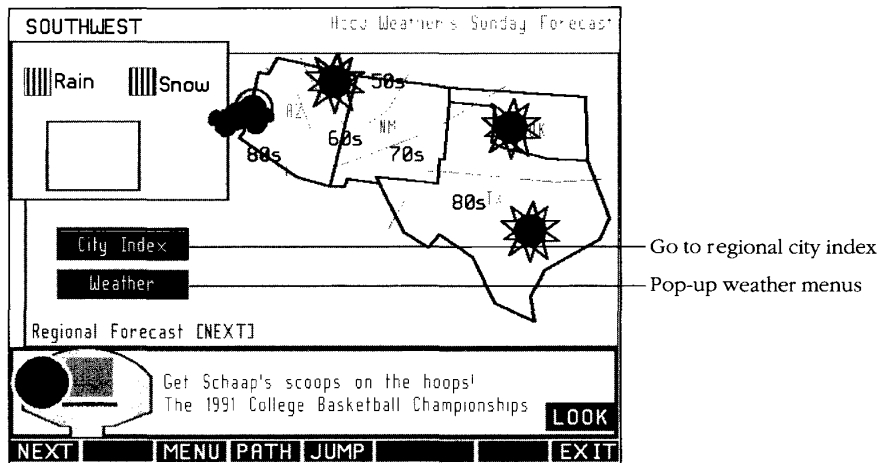


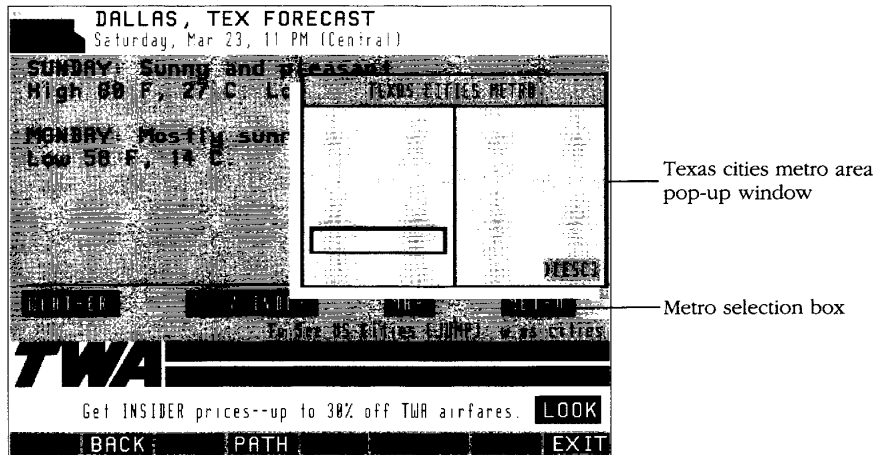
Figure 4-11.

Southwest region weather map.

Using NEXT from a regional map shows you the regional weather forecast. From most of the screens in the regional weather area, you can select a City Index box that allows you to select from a list of cities in the region to get specific local weather information and forecasts. You also can go to the full alphabetic list for 235 U.S. cities by selecting US City Forecasts from the first Weather pop-up menu you saw in Figure 4-9. Foreign City Forecasts—also a selection from the first weather pop-up menu—provides weather information for an additional 100 cities worldwide.

When you look at the weather for some major U.S. cities, you'll see a Metro option box, as shown in Figure 4-12. When you select this box, the PRODIGY service shows you a pop-up menu of other cities in the same general vicinity. This gives you a way to zero in on the forecast for nearby cities and towns.

You can also get to any of the regional weather forecasts directly using JUMP. For the regional area weather, [JUMP] using the letter *w* followed by the region name; for example, [JUMP]: *w southwest*. You can also go directly to a city weather forecast—as in [JUMP]: *w dallas*.

**Figure 4-12.**

Metropolitan area weather pop-up menu.

Finally, if you're an outdoor enthusiast, you can obtain detailed forecasts for beaches (in some areas all year, and nationwide in the summer), ski conditions (during winter months), and fall foliage (in the autumn). Figure 4-13 shows the Outdoors weather forecast pop-up menu you see when you select Outdoors from the Weather pop-up menu.

Sports

When it comes to sports, being a member of the PRODIGY service is like having a subscription to the daily newspaper in the hometown of every major league and college team. No, it's even better than that, because you can also swap notes with other fans across the U.S.; track your favorite stars in lots of non-league sports like tennis, auto racing, boxing, golf, and horse racing; and get up-to-the-minute results on many games and contests in progress.

A good way to start exploring is to [JUMP]: *sports club*. You'll see the Sports Club menu, as shown in Figure 4-14.

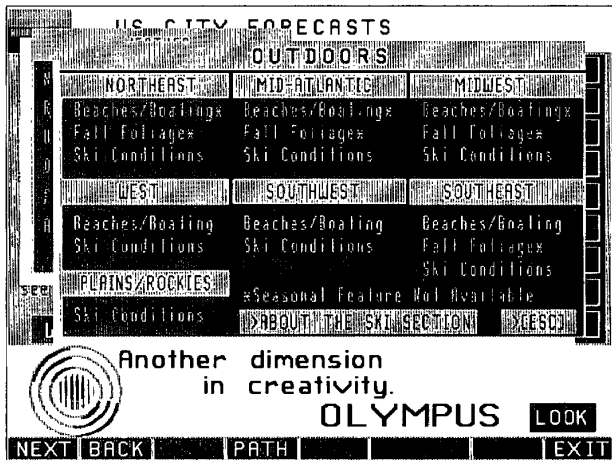


Figure 4-13.
Outdoor weather pop-up menu.

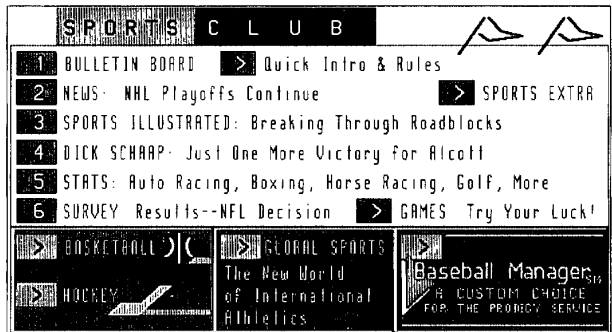


Figure 4-14.
Sports Club menu.

The first selection is a bulletin board where you can exchange your views with other PRODIGY service members on the referees in last night's game or the latest trade negotiated by your favorite team. See Chapter 5 for details about using bulletin boards.



Other Sports Club features include

- *News*—hot items about teams and personalities formatted like Headline News, which you explored earlier in this chapter. ([JUMP]: *sports news*)
- *Sports Illustrated*—material prepared exclusively for the PRODIGY service, including a daily trivia quiz, sports statistics, interviews, and highlights from articles in the current issue. ([JUMP]: *sports illust*)
- *Dick Schaap*—pithy comments from this nationally syndicated columnist. ([JUMP]: *schaap*)
- *Sports Statistics*—all the performance numbers you could ever hope for. See the following discussion for details. ([JUMP]: *sports stats*)
- *Sports Survey*—your chance to vote on a sports issue of the day and see what other PRODIGY service members think. ([JUMP]: *sports survey*)
- *Sports Extra*—special season previews, and an inside look at sports personalities in the news. ([JUMP]: *sports extra*)
- *Sports Games*—your chance to pit your prognostication skills against those of other PRODIGY service members, with a PRODIGY service logo Sports Bag going to the best guesser each week. ([JUMP]: *sports games*)

The Sports Club menu also gives you direct access to statistics on the sports currently in season. I snapped the screen in Figure 4-14 in the spring, when basketball and hockey were available. You may also see an option box for a new hot topic. In this case, something called “Global Sports” was available, which was a series of articles on how sports are crossing national boundaries. And, in season, you can select a box to get to Baseball Manager—one of the PRODIGY service’s extra-cost Custom Choices; Baseball Manager is covered in Chapter 3.

Sports Statistics

You can find the real meat of the sports information on the PRODIGY service under Sports Statistics—one of the option boxes on the Sports Club menu, or [JUMP]: *sports stats*. You can find statistics on nine major sports in Sports Statistics, as you can see in Figure 4-15.

Under Auto Racing, look for information on Winston Cup winners, Winston Cup point leaders, NASCAR money leaders, CART PPG Cup leaders, CART money leaders, and CART mileage leaders. Choose Bowling to see the money

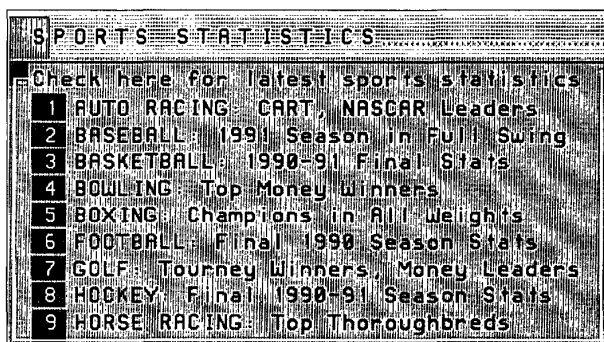


Figure 4-15.
Sports Statistics menu.

leaders on the current men's and women's tours. Select Boxing to page through the current WBA (World Boxing Association), WBC (World Boxing Council), and IBF (International Boxing Federation) title holders in all weight classes. Check out PGA (Professional Golfers' Association), Senior tour, and LPGA (Ladies' Professional Golfers' Association) tourney winners, and money leaders by selecting the Golf box. The Horse Racing area shows you award winners, major race winners, and National Thoroughbred Poll statistics.

Major Sports Coverage

Five sports have detailed team schedules, scores, statistics, and more posted during their active seasons:

- Baseball (April–October)
- Football (August–January)
- Hockey (October–May)
- Basketball (November–June)
- Tennis (year-round)

Baseball

Select the Baseball option from the Sports Statistics menu, or [JUMP]: *baseball* to see a screen similar to the one in Figure 4-16. On this screen, you will always see the BASEBALL STATS selection box. When the season is in full

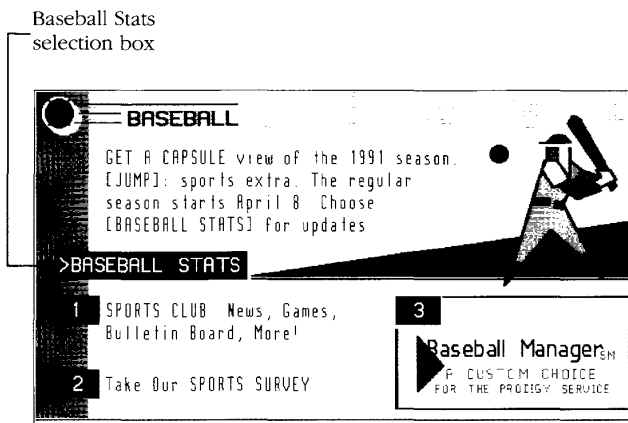


Figure 4-16.
Baseball menu.

swing, a variety of option boxes will take you directly to baseball trivia, history, or the Baseball Manager Custom Choice game.

Select the BASEBALL STATS option box to see a pop-up menu with selections for Scores, Schedule, Standings, Leaders, and Team Reports for both the American and National leagues. Under Leaders, you can find out who's ahead in batting, home runs, RBIs, pitching, ERA, and strikeouts. This is a key source of information if you're playing Baseball Manager on the service, Chapter 3 covers Baseball Manager in more detail. You can print any of the data for later reference.

During the season, you can get up-to-the-minute play-by-play for games in progress by selecting AL Scores or NL Scores from the pop-up menu and then selecting the game you want. Basketball, Hockey, and Football all work the same way. We'll look at an in-progress basketball game in the following section.

Basketball

Figure 4-17 shows a sample Basketball menu. As in the Baseball menu, you always have a box that lets you select detailed statistics. If the season is in full swing, you will also see a selection for NCAA or NBA team reports.



Basketball Stats
selection box

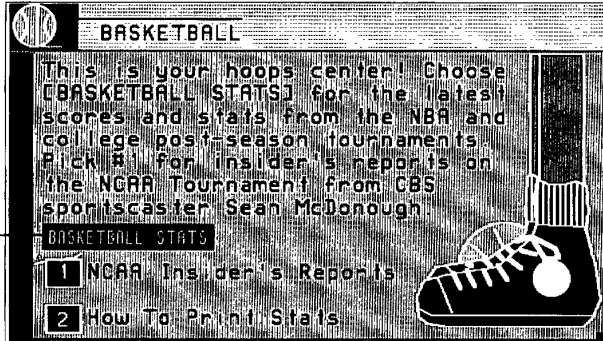


Figure 4-17.
Basketball menu.

When you select BASKETBALL STATS, you'll see a pop-up menu. On the NBA side of the menu, you can choose from Scores, Schedule, Standings, Leaders, East Team Reports, West Team Reports, and Odds. On the NCAA side of the menu, you'll see Scores, Schedules, Standings, AP Rankings, Region reports, Odds (during the season), and NCAA and NIT Tournament entries (at the end of the season).

Let's see what happens when we select NBA Scores on an evening when play is in progress. On the evening of March 23, 1991, I saw the screen shown in Figure 4-18.

Lots of games were still in progress. When I selected option 1 (the Miami Heat and Atlanta Hawks game), I saw the screen shown in Figure 4-19.

The PRODIGY service updates all game scores for the four major team sports every 10 minutes for basketball, or at every major score in football, baseball, and hockey. Is the game blacked out in your area? All you have to do is sign on to the PRODIGY service for an up-to-date score!



Team name abbreviation

Re-open Basketball Stats window

Current scores

NBA SCORES		Saturday, Mar 23 As of 9:57 PM ET	
1 MIA 66 END 3Q	5 IND 31 END 1Q		
ATL 81	CHI 29		
2 NJN 52 7:45 LEFT	6 NYK 51 8:00 LEFT		
CLE 62 3Q	HOU 58 3Q		
3 DAL 46 HALFTIME	7 MIL		
ORL 52	DEN 9:30 ET		
4 PHI 82 END 3Q	8 MIN 20 3:49 LEFT		
WAS 79	UTH 17 1Q		
BASKETBALL STATS		More Games [NEXT]	

Figure 4-18.*NBA Scores menu.*

NBA SCORES		Saturday, Mar 23 As of 9:12 PM ET	
HEAT 66 END 3Q			
HAWKS 81			
SCORING SUMMARY:			
MIAMI 66 ATLANTA 81 END, 3RD QTR			
MIAMI 53 ATLANTA 60 7:53 LEFT, 3RD QTR			
MIAMI 39 ATLANTA 50 HALFTIME			
BASKETBALL STATS		More Summary [NEXT]	

Figure 4-19.*NBA Scores detail.*



Football

Football coverage is as extensive as the coverage for baseball and basketball. During the season, when you [JUMP]: *football*, you'll see a menu similar to the one in Figure 4-20.

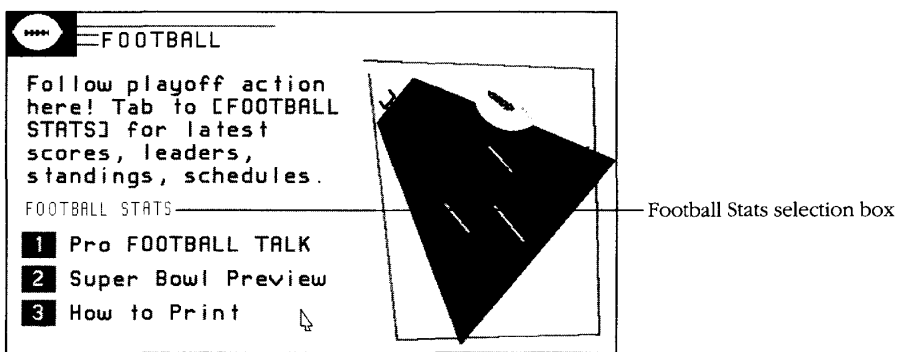


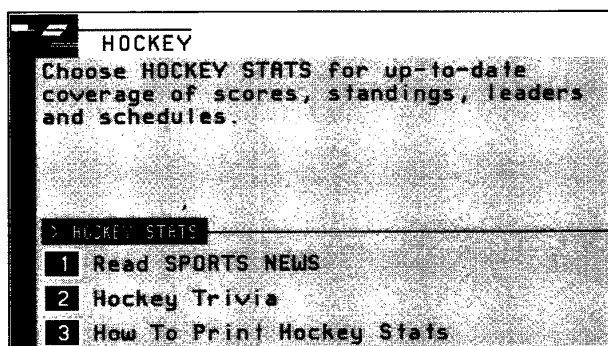
Figure 4-20.
Football menu.

When you select FOOTBALL STATS from the football main menu, you'll see a pop-up menu. On the NFL side are Scores, Schedule, Odds, and AFC or NFC Standings, Leaders, and Team Reports. Leader statistics include passing, receiving, rushing, scoring (kickers), scoring (TDs), interceptions, sacks, punting, kickoff returns, and punt returns. On the college side, look for game odds and AP top rankings, and Scores, Schedules, and Standings for NCAA division I-A and I-AA teams.

Hockey

[JUMP]: *hockey* to see the menu for ice hockey, as shown in Figure 4-21.

Under HOCKEY STATS, you'll find NHL Scores, Schedules, Standings, Leaders, and Team reports. When you select the NHL Leaders option, you'll see the top-ranked players based on Goals, Assists, and Total Points.



Hockey Stats selection box

Figure 4-21.
Hockey menu.

Tennis

As you might expect, [JUMP]: *tennis* takes you to the tennis menu, as shown in Figure 4-22.

Select TENNIS STATS to see tournament results, news, and men's and women's money leaders and rankings.

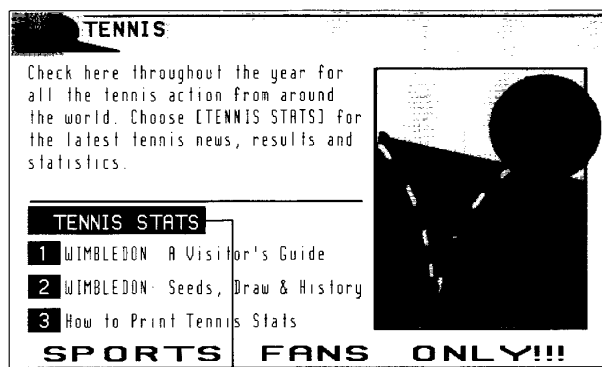


Figure 4-22.
Tennis menu.



Computers

You have to have a computer to use the PRODIGY service, so it seems natural that you would find a lot of information about computers on the service. One place to start is Computer Highlights. You can get there from the secondary Highlights screen, or [JUMP]: *computer high*. From Computer Highlights, select the Computer Club (or simply [JUMP]: *computer club*) to get to the main computer information sources, as shown in Figure 4-23.

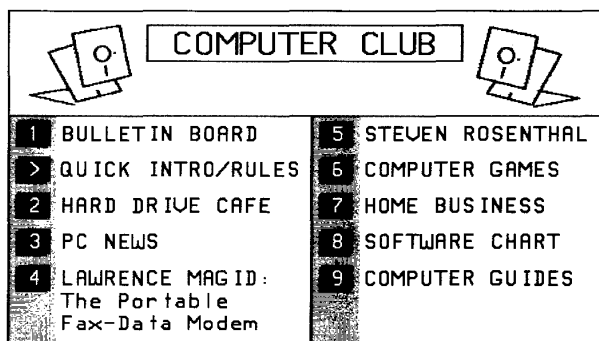


Figure 4-23.
Computer Club menu.

As in sports, the first selection is a bulletin board here where you can exchange views with other service members on everything from games to spreadsheets to the latest hardware technology. See Chapter 5 for details about using the bulletin boards.

Key computer information areas include

- *Hard Drive Cafe*—an entry point to the Computer Club bulletin board, where the club leader posts a weekly article on a hot topic. ([JUMP]: *harddrivecafe*)
- *PC News*—a specialty news area for computer buffs, similar to Headline News ([JUMP]: *pc news*). Also check out PC Preview ([JUMP]: *pc preview*) for reviews of recently released software, and PC Quirks ([JUMP]: *pc quirks*) for articles on unusual hardware and software developments.



- *Lawrence Magid*—a computer commentary from this nationally syndicated *Los Angeles Times* columnist, published three times a week. ([JUMP]: *magid*)
- *Steven Rosenthal*—three articles a week for Macintosh users from this *MacWeek* columnist ([JUMP]: *rosenthal*). He also writes a personal technology column for the Homelife Club on the service ([JUMP]: *personal tech*).
- *Computer Games*—short reviews from *Computer Gaming World* on the hottest new games available. ([JUMP]: *computergames*)
- *Home Business*—thrice-weekly articles from *Home Office Computing* magazine. ([JUMP]: *home business*)
- *Software Chart*—the top-selling software in five different categories as compiled by G. Meier, Inc. When you select Software Chart, you'll see the menu shown in Figure 4-24. You'll usually find the PRODIGY Service Start-up Kit near the top in the Homeware category. ([JUMP]: *softwarechart*)

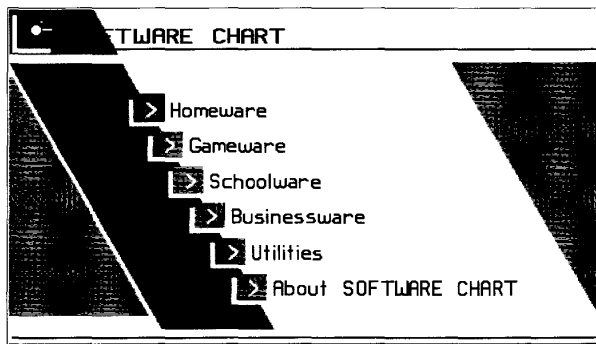


Figure 4-24.
Software Chart menu.

You can also find two comprehensive guides on the PRODIGY service to help you select the personal computer tools you need: one for hardware prepared by *InfoWorld* magazine ([JUMP]: *hardwareguide*), and one for software prepared by *Home Office Computing* ([JUMP]: *softwareguide*). Let's take a look at Software Guide.



Software Guide

Figure 4-25 shows you the Software Guide menu. You can see software reviews that have been published in *Home Office Computing* magazine since April 1988. If you know the title of the software package that interests you, use option 1 to see if an article is available. Option 3 takes you to the latest articles, and option 4 gives you the complete list from which to choose.

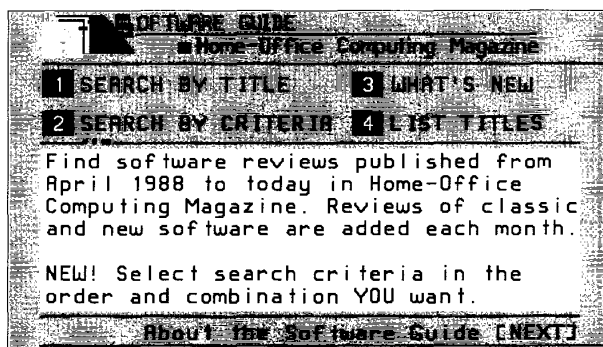


Figure 4-25.
Software Guide menu.

Let's say you're in the market for a new PC game that received a high rating in the magazine. Select option 2 to see the menu in Figure 4-26.

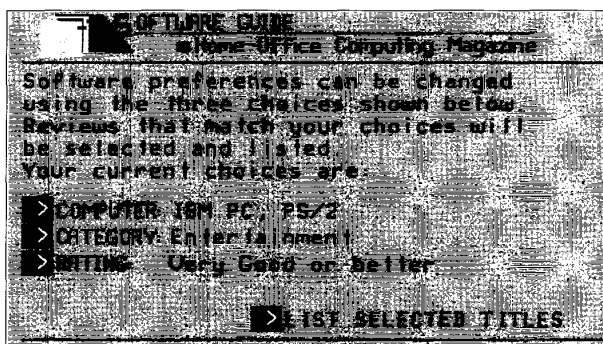


Figure 4-26.
Software Guide selection criteria.



When you first see this menu, "no preference" is indicated in each of the three selections. Select the arrow for the criterion you want to change to obtain a list of available choices. Highlight the item you want on the list, then press Enter to select it. For COMPUTER, you can choose among IBM PC or PS/2 and Apple Macintosh. (I selected IBM PC, PS/2 in the sample screen.) For CATEGORY, you can select from Communications Programs, Databases/Filing, Desktop Publishing, Education, Entertainment, Finance and Business Tools, Graphics and Music, Integrated Applications, Spreadsheets, Utilities, and Word Processing.

When you've set the criteria you want, select LIST SELECTED TITLES. You'll see a list of available articles for software that meets your criteria, similar to the list shown in Figure 4-27. You can page through the list using NEXT and BACK, or you can type letters in the input area above the list, then press Enter to move to the first entry that starts with the letters you typed. When you see an entry you want, select it to see the article.

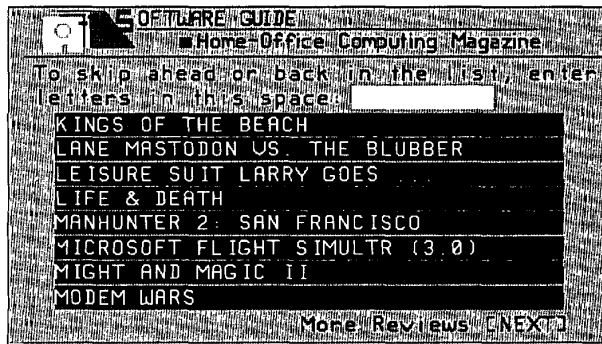


Figure 4-27.

Entertainment software reviews.

Figure 4-28 shows a sample article. Most are several pages long, and you can page through them using NEXT and BACK. You can also select PRINT to make a copy of the article for later reference.

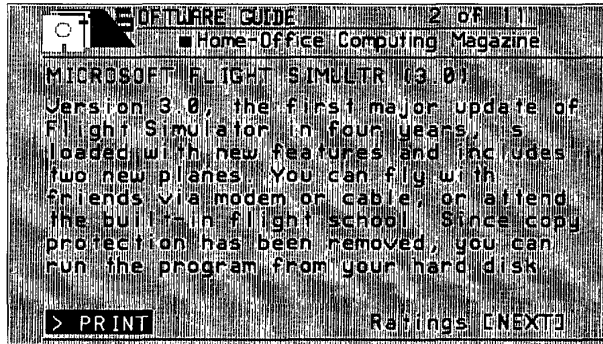


Figure 4-28.
Software Guide article.

Home and Family

You will find a wealth of information on the PRODIGY service to help you with your house, car, parent-child relationships, pets, fashion, and more. The main entry point to this part of the service is the Homelife Club ([JUMP]: *homelife*). Figure 4-29 shows you the menu in Homelife.

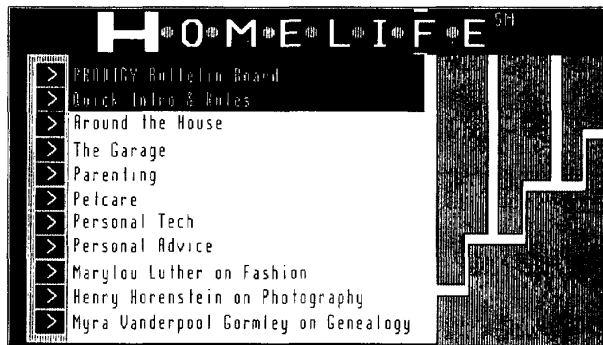


Figure 4-29.
Homelife menu.

As with many other key areas of the PRODIGY service, Homelife has a bulletin board where you can share ideas and get information from other members



about everything from home repair to hobbies to raising a family. See Chapter 5 for details on using bulletin boards.

Around the House and the Garage

Select Around the House to open a pop-up menu with choices for Open House ([JUMP]: *open house*), This Old House ([JUMP]: *this oldhouse*), Victory Garden ([JUMP]: *victorygarden*), and CR Library ([JUMP]: *cr library*). Under Open House, you'll find a comment from another member about managing a household. This Old House, a column from PBS station WGBH in Boston, contains the household maintenance tip of the week—anything from keeping silverware bright to repairing squeaky hinges. Victory Garden is also a service of WGBH, where you can look for gardening tips. CR Library is a compendium of more than 400 product comparisons from *Consumer Reports* magazine.

Select Garage from the Homelife menu to see a pop-up menu with choices for Last Chance Garage ([JUMP]: *last garage*), CR Autos ([JUMP]: *cr autos*), Road&Track ([JUMP]: *road&track*), and CR Recalls ([JUMP]: *cr recalls*). WGBH supplies weekly hints on automobile-related topics under the Last Chance Garage choice. *Road and Track* magazine provides a weekly road test of a new vehicle (not always a car!) on Mondays, a news update on Wednesdays, an automobile commentary column on Fridays, and a calendar of competitions, shows, and car club events. Each article remains on the service until a new article replaces it the following week.

Parenting

Parenting information is a major part of the PRODIGY service you can use from the Homelife menu or directly with [JUMP]: *parenting*. When you select this option, you'll see a menu similar to the one in Figure 4-30. Two weekly columns are available (updated on Mondays and Thursdays) as well as direct access to the comprehensive on-line Parenting Guide. Let's spend a few minutes exploring this guide.

When you select the Parenting Guide from the Homelife menu, you'll see a descriptive screen explaining that there are more than 600 articles for you to explore. Select the PARENTING GUIDE option box on this screen, and you'll see the pop-up menu shown in Figure 4-31, which lists the major topic areas within the Parenting Guide.

Weekly article selection boxes

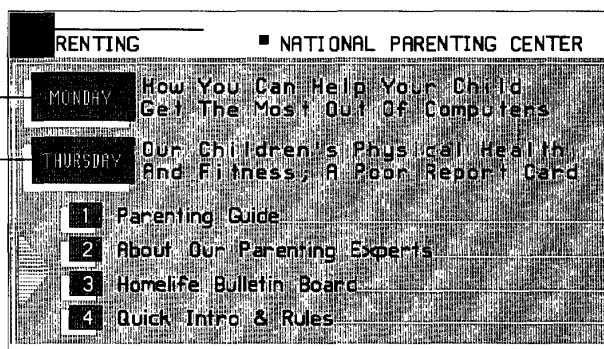


Figure 4-30.
Parenting menu.

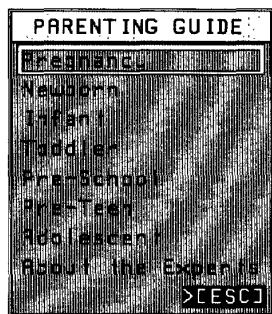


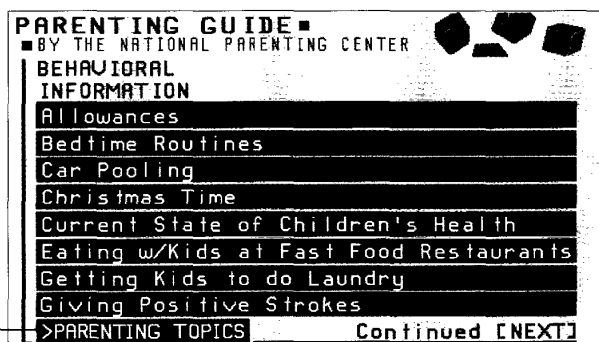
Figure 4-31.
Parenting pop-up menu.

From this menu, you can select the particular developmental phase that interests you or see additional information about the panel of experts who wrote the articles. For each developmental phase, you'll find additional subcategories for information on behavioral, educational, and medical topics. Several of the subcategories contain so much information that it's broken down further



into classes such as general information, prevention, problems, and treatments. The Parenting Guide is like having an entire parenting reference encyclopedia on line!

Let's take a look at one of the articles. If you select Pre-Teen from the Parenting Guide pop-up menu and then select Behavioral and Information from the subsequent pop-up menus, you'll see a list of topics, as shown in Figure 4-32.



Return to Parenting Topics window

Figure 4-32.

Pre-Teen behavioral information articles.

Use NEXT and BACK to page through the available article list. You can select the PARENTING TOPICS option box to reopen the topics menus. Select Allowances, the first topic in this area, and you'll see an article by Vicki Lansky, the "practical parenting" author of the best-selling books *The Taming of the C.A.N.D.Y Monster* and *Feed Me, I'm Yours*, as shown in Figure 4-33.

Other experts you'll find in the Parenting Guide include

- Dr. Peter Weiss, a renowned Beverly Hills obstetrician who is a member of the Royal Society of Medicine
- Dr. Alvin Eden, the pediatric authority who is the founder of the positive parenting movement
- Dr. Barton Schmitt, author of the best-selling *Your Child's Health: A Pediatric Guide For Parents*

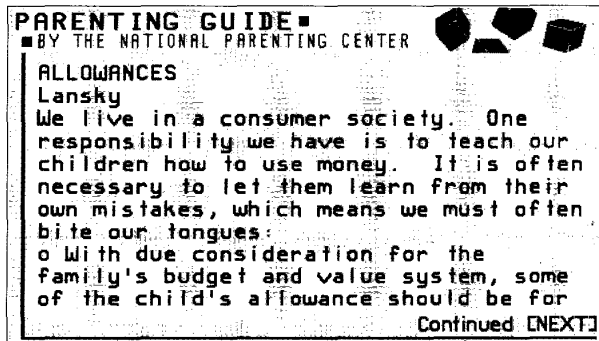


Figure 4-33.

Allowance advice.

- Dr. Peter Neumeyer, author and reviewer of children's literature
- Dr. Charles Wibbelsman and Kathleen McCoy, co-authors of *The New Teen-age Body Book* and *Coping With Teenage Depression*
- Penelope Leach, psychologist, mother, and author of the best-selling *Your Baby and Child*
- Dr. Thomas Armstrong, psychologist and learning specialist who authored *In Their Own Way: Discovering and Encouraging Your Child's Personal Learning Style*

Additional Homelife Topics

Other key areas in Homelife include

- *Petcare*—an extensive set of reference articles, set up like the Parenting Guide, that is endorsed by the Humane Society of the United States. You can find major topics such as Living with Your Pet; Disease, Injury & Symptoms; and Birds, Fish & Other Pets here. ([JUMP]: *petcare*)
- *Personal Tech*—Steven Rosenthal's weekly column on personal technology, mentioned previously in this chapter. ([JUMP]: *personal tech*)
- *Personal Advice*—on-line versions of the Ask Beth column for parents and teens, the Jane Dare personal advice column, and the Susan Dietz column for singles. ([JUMP]: *advice*)



- *Fashion (for men and women)*—twice-weekly columns on fashion news and fashion advice articles by Marylou Luther. ([JUMP]: *marylouluther* or *fashion talk*)
- *Photography*—articles on photography three times a week as well as a catalog of photo tips from Henry Horenstein. ([JUMP]: *borenstein* or *photo news*)
- *Genealogy*—column on ancestry and genealogy by Myra Vanderpool Gormley. ([JUMP]: *gormley* or *genealogy*)

Employment

Yes, you can even look for that meaningful career change on line on the PRODIGY service. Use [JUMP]: *adnet*

- To look for job opportunities
- To get tips on assembling a résumé
- To learn how to place an ad if you're an employer looking for someone with the right stuff

Figure 4-34 shows the AdNet menu.

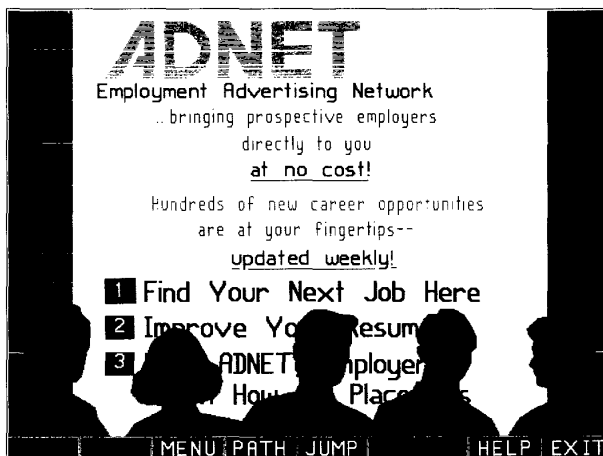


Figure 4-34.
AdNet menu.



Inside AdNet, you'll find employment opportunities listed by job classification—for example, Art, Data Processing, Education, Engineering, Finance & Banking, Government, Healthcare, Human Resource Administration, Manufacturing, Retail, Sales, Sciences, and Utilities and Transportation—even a special classification for Senior Executive positions. There is no charge for looking up and responding to employment opportunity listings.

Health and Fitness

In tune with our ever-increasing health and fitness consciousness, the PRODIGY service has a major section devoted to these subjects. To find the health and fitness topics, [JUMP]: *health spa*.

As Figure 4-35 shows, a lot of good information and advice is available in the Health Spa part of the PRODIGY service to help you become fitter, healthier, and happier. First on the menu is Health News—a section organized like Headline News, which you explored at the beginning of this chapter. Here you can find the latest stories from the world of health and fitness. The second selection is Health Topics, where new articles appear in six main topic areas every two to three weeks.

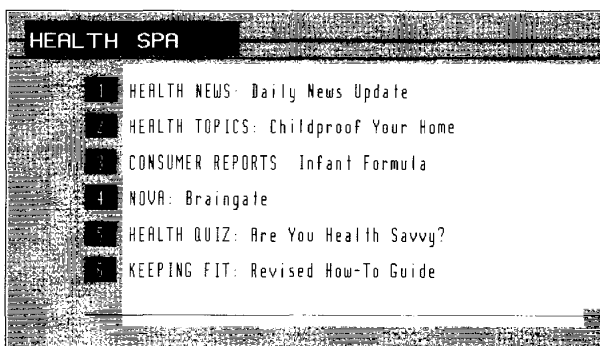


Figure 4-35.
Health Spa menu.



Figure 4-36 shows the six main topics. These include

- *Wellness*—articles on nutrition, diet, and preventive medicine
- *Children*—discussions of child health issues; everything from bed-wetting to measles to thumb-sucking
- *Brain and Behavior*—information on mental health and increasing mind power
- *Diseases*—dozens of informative entries on many common diseases and afflictions
- *Exercise and Sports*—advice on topics such as planning workouts and dealing with injuries
- *Hot Topics*—a collection of health articles that made the headlines over the past year

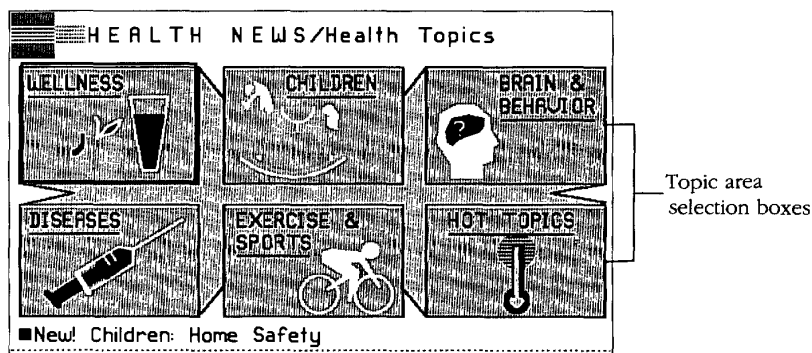


Figure 4-36.
Health Topics menu.

From the Health Spa menu you also can

- Get direct access to health-related articles in *Consumer Reports* ([JUMP]: *cr health*)
- Check out the latest health and science article in NOVA (more on that in "Information for Young Members," later in this chapter) ([JUMP]: *cr nova*)



- Challenge yourself with a Health Quiz ([JUMP]: *health quiz*)
- Explore an extensive guide to keeping fit—both mentally and physically ([JUMP]: *keeping fit*)

Select the last option on the Health Spa menu or [JUMP]: *keeping fit* to see the menu in Figure 4-37.

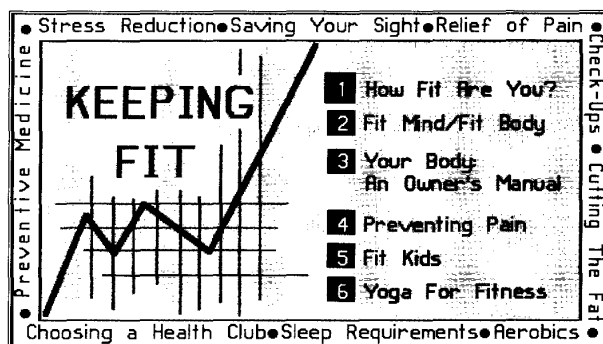


Figure 4-37.

Keeping Fit menu.

The first selection on the Keeping Fit menu takes you through 24 questions to help you evaluate the fitness of your lifestyle and habits. Under Fit Mind/Fit Body, you'll find enlightening information about the relationship between mental and physical health.

Your Body: An Owner's Manual contains a list of eight topics with choices ranging from Dental Care to Weight. Preventing Pain has some interesting insights into the causes of pain and how to deal with it. Look into Fit Kids for advice on exercise and diet for youngsters.

Perhaps one of the most interesting areas in Keeping Fit is Yoga for Fitness. Here the PRODIGY service has really taken advantage of the graphic capabilities to enhance information. In addition to information on how yoga may help enhance your fitness, the service presents a series of pictures describing various yoga poses. For an example, see Figure 4-38.

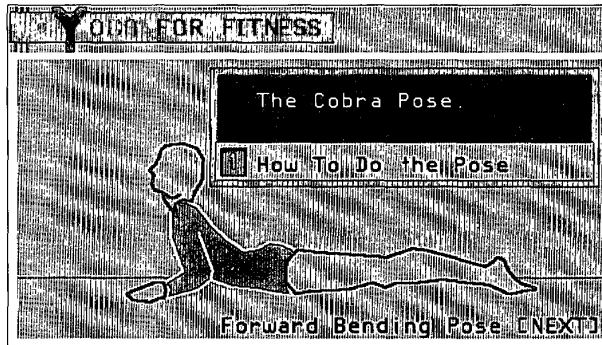


Figure 4-38.

The yoga cobra pose.

Information for Young Members

The PRODIGY service does not neglect the younger members of the family when it comes to providing useful information on line. Perhaps the best starting point for young members information is through the SmartKids menu, shown in Figure 4-39. You can get here from a selection on the Inside Prodigy menu, from the FunHouse menu, or [JUMP]: *smartkids*.

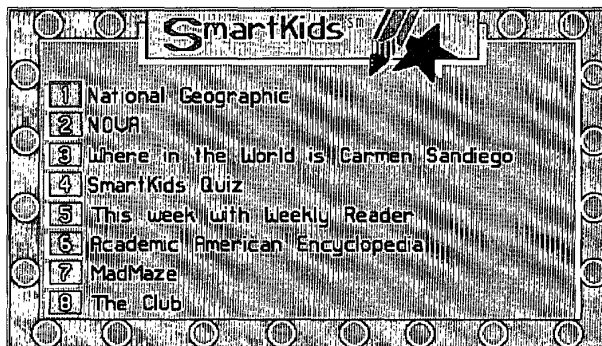


Figure 4-39.

SmartKids menu.



If you have read Chapter 3, you already know that there are lots of things here that are fun as well as educational. That's one of the best things about the PRODIGY service: learning and information are also *fun*, so I had a tough time deciding what should go where!

From the SmartKids menu, you can choose

- *National Geographic*—a new exploratory adventure every month that's often tied to a feature article in the magazine. More on this in "National Geographic," later in this chapter. ([JUMP]: *nat geo*)
- *NOVA*—a science series sponsored by PBS station WGBH in Boston. See "NOVA," later in this chapter. ([JUMP]: *nova*)
- *Games*—see Chapter 3 for details. ([JUMP]: *games to play*)
- *SmartKids Quiz*—a weekly contest that challenges everyday knowledge. ([JUMP]: *smart quiz*)
- *Weekly Reader*—the on-line version of the well known young reader magazine. This is described in Chapter 3. ([JUMP]: *weekly reader*)
- *Grolier's Academic American Encyclopedia*—the ideal tool for a research report! For details, see "Encyclopedia," later in this chapter. ([JUMP]: *encyclopedia*)
- *The Club*—other activities for young members and their own bulletin board. ([JUMP]: *the club*)

You can go to National Geographic or NOVA individually from the SmartKids menu, or you can get them both together in Science Center, a selection on The Club main menu, or [JUMP]: *sciencecenter*. See Figure 4-40.

NOVA

Let's explore NOVA first. Each month, a new feature appears on the PRODIGY service that investigates a selected science topic in depth. This science lesson is embedded in a fascinating interactive story that takes full advantage of the PRODIGY service graphic capabilities.

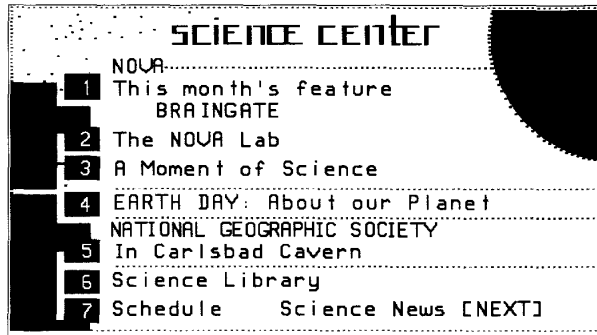
**Figure 4-40.***Science Center screen.*

Figure 4-41 shows an example that appeared in March 1991 entitled "Braingate." When you enter the story, you're answering a want ad for a scientist to work building monsters for Dr. Robert Frankenstein. See the sidebar on Science Library to learn how to re-run this story.

Science Library

Both NOVA and National Geographic have extensive libraries of previous articles, features, and experiments. Select the Science Library option from the Science Center menu (see Figure 4-40) to see a pop-up menu that lists the three available archives. Select NOVA Features to see a numbered list of previous features. If you don't see the Braingate story you want on the first page, use NEXT and BACK to look through the pages. When you see one you want, select the corresponding numbered box to run the story again.

Select NOVA LAB Experiments to see a list of experiments that have been featured on the PRODIGY service. As with NOVA Features, you can use NEXT and BACK to page through the list until you see an experiment you want, and then select its number to see the experiment again.

Select NATIONAL GEOGRAPHIC Features to see stories like the one described here on Carlsbad Cavern.



and was
rs piled
or wor
8am-9p

MANUFACTURING

Monster-making company needs
worker to assemble digestive
systems for monsters. If you're
a quick learner and interested
in science, contact Dr. Robert
Frankenstein, Monsters, Inc.,
12 Transylvania Way. 782-9866

CROISE LINES

Landside and onboard positions
available. Excellent Pay/Benefits.
Free travel. 687-6888.

12 year
contract
at home
Must be a
Toll refu
9am-10pm

Atten

Guarante
certifica
\$2.00. B
Gatinbur
advice.

g books
potential
w hiring
87-6888

7 years
gs. Must
I collect
27-8626.

NEXT MENU PATH JUMP EXIT

BRAINGATE

NOVA 5m 100h

NEXT MENU PATH JUMP EXIT

Now that you know the digestive system back-
ward and forward, I think you're ready to move
on. Starting today, you'll work on the brain!

NEXT MENU PATH JUMP EXIT

Now, to keep from getting a headache later on,
you may want to brush up on the brain before
you begin. But I'll leave it up to you...

Brain Brush-Up Continue

NEXT MENU PATH JUMP EXIT

The brain's not
so hard to
understand.

There are 3
basic parts:
the old brain,
the middle brain,
and the new
brain.

Continue Jump Ahead

NEXT MENU PATH JUMP EXIT

Nerve cells are
called neurons.

Each part of a
nerve cell--the
cell body, axon,
and dendrites--
has a special
job to do when
a message needs
to be sent.

Messages are
first "created"
in the cell body.

NEURON 1
NEURON 2
AXON
DENDRITES

Continue Jump Ahead

NEXT MENU PATH JUMP EXIT

Figure 4-41.
NOVA "Braingate."



When you arrive at the company for an interview, Dr. Frankenstein informs you that he needs help with some problem brains.

Before starting to work, you can select an option that lets you brush up on your knowledge of brains—see the fourth panel in Figure 4-41. You learn enough about the brain's function and structure to be able to help Dr. Frankenstein fix some problems with the brains in three monsters later in the story.

Each week, a new science experiment that is safe to try at home appears in the NOVA lab as selection number 2 on the Science Center menu. You are given detailed instructions, pictures, and an explanation of the scientific phenomena that you will observe while doing the experiment. Three times a week, "A Moment of Science" (option 3) brings members new science columns to read.

National Geographic

From the Science Center menu, you can go directly to the National Geographic feature of the month or [JUMP]: *nat geo*. This lesson in geography or social science uses the graphic capabilities of the PRODIGY service to make it more fun to explore and learn. The lesson is often tied to a feature story in the magazine or television show. The March 1991 feature was on the Carlsbad Caverns in New Mexico, as shown in Figure 4-42.

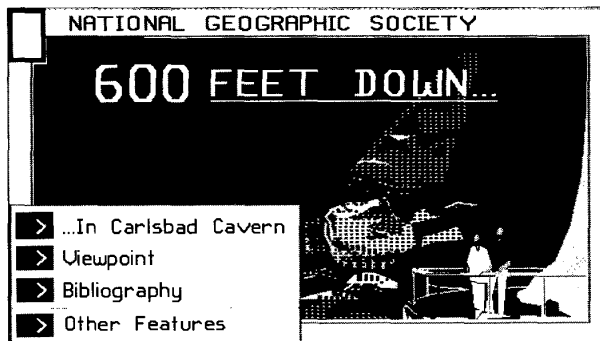


Figure 4-42.
National Geographic feature menu.



From the first screen in National Geographic, you can

- Select an option to begin exploring the current feature
- Check out background information and share views with other members
- See a list of other suggested readings on the topic
- Go to the library of previous features

Figure 4-43 shows the introductory screen to the Carlsbad Cavern article.

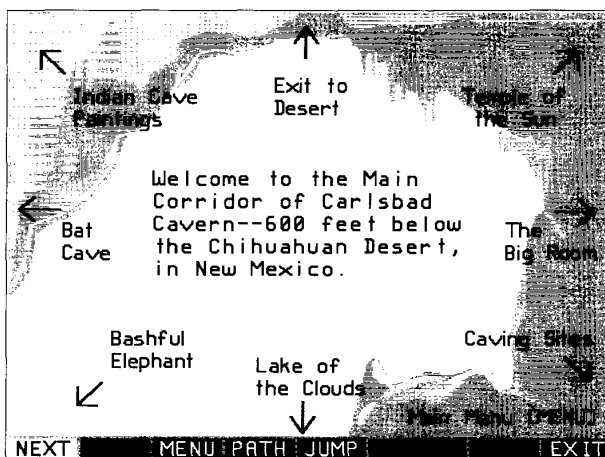


Figure 4-43.
Carlsbad Cavern entrance.

Use NEXT to go on to the next screen, where you can select any of the locations in the Carlsbad Caverns to explore. When you select The Big Room, you see the screen shown in Figure 4-44.

An interesting thing happened while this article was the highlight in National Geographic—a hiker became trapped in the cavern when a rock fell and broke her leg. The Headline News story pointed directly to this article as an option for more detailed (and graphic) information.



Figure 4-44.

The Big Room.

Encyclopedia

One of the most useful features of the PRODIGY service is the Grolier on-line edition of the *Academic American Encyclopedia*. You have at your fingertips the information in more than 33,000 individual articles. This is an invaluable source of information for all members of the family, but may be particularly useful for young members who—late Sunday night—suddenly remember a report that's due on Monday!

This on-line encyclopedia has several major advantages.

- It's updated periodically—at no cost to PRODIGY service members.
- You don't have to have a big row of books collecting dust and using up space in your home.
- It's indexed electronically, so information is easy to find.
- It's electronically cross-referenced, so it's easy to find all the related topics.
- You can print out any article you want to keep.

Let's suppose you want to do some research on the poet Emily Dickinson.

[JUMP]: *encyclopedia* to go to this treasure trove of information. On the main



menu (shown in Figure 4-45), type the name (or part of the name) of the article you think you want. To research a person, enter the last name. Press Enter to see the list of articles positioned near your selection, as shown in Figure 4-46.

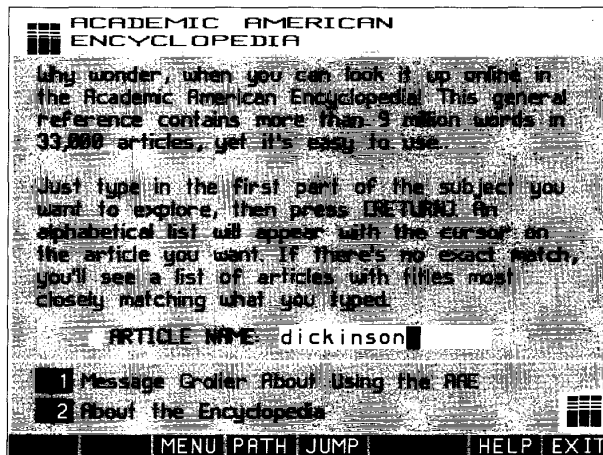
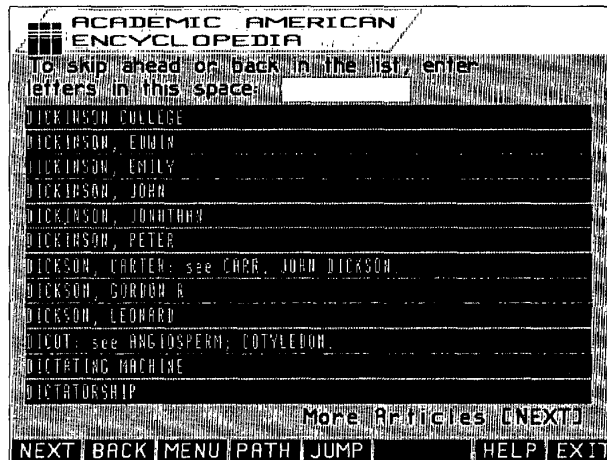
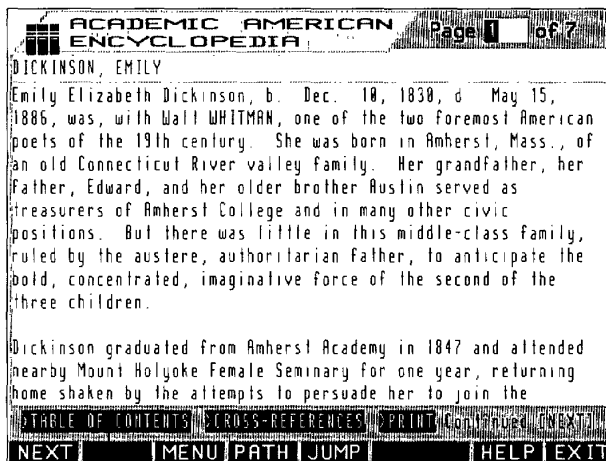


Figure 4-45.
Encyclopedia main selection.

If you don't see what you want right away, you can use NEXT and BACK to page through the list. You can also use Tab to move to the entry area at the top of the screen, type the first few letters of a new title to search, and press Enter to jump to that part of the list. When you see the article you want, highlight it and press Enter, or double-click with your mouse, to see the article. First, you will see a Table of Contents pop-up menu for the selected article so that you can zero in on the information you want. In this example, I selected Beginning of Article to see the screen shown in Figure 4-47.

You can skip forward several pages by typing the page number you want in the entry area at the top of the article and pressing Enter. You can select the TABLE OF CONTENTS option box to reopen the pop-up window and select a new subtopic from the current article. Another great feature is the ability to print any article in the encyclopedia. Simply select PRINT. You can print only the section you are in or the whole article.

**Figure 4-46.***Encyclopedia article list.***Figure 4-47.***Emily Dickinson article.*

[illegible]

You may need to select the cross-reference topic you want from the topics list if several entries have similar names—as is the case with Whitman.

Nation in the News

Young Member Advice

CNZ0020486



ACADEMIC AMERICAN ENCYCLOPEDIA Page 1 of 9

WHITMAN, WALT

The greatest of 19th-century American poets, Walt Whitman, b. West Hill, Long Island, May 31, 1819, d. Mar. 26, 1892, abandoned his given name Walter when he published (1855) his first book of poetry, *LEAVES OF GRASS*, which must be counted among the seminal works of American literature. From then on he became "Walt Whitman, an American, one of the roughs, a kosmos," a poet who sought a personal relationship with his readers.

The third of eight children, Walt Whitman was born near Huntington, Long Island, on a small farm that the family left in 1824 when they moved to Brooklyn, where his father was an unsuccessful builder, and where Walt attended public schools. At the age of 11 he began to learn printing, a trade with which

TABLE OF CONTENTS CROSS-REFERENCE PRINT CONTINUED (NEXT)

NEXT MENU PATH JUMP HELP EXIT

Figure 4-49.

Walt Whitman Article screen.

NATION IN THE NEWS

Luxembourg is known as one of the Low Countries. The other Low Countries are:

- Belgium And Liechtenstein
- Belgium And Switzerland
- Belgium And The Netherlands

Figure 4-50.

Nation in the News quiz.



As you can see in Figure 4-51, you can send a personal question to Beth (she can't answer them all) or read her recent comments on questions from other members on a wide array of topics.

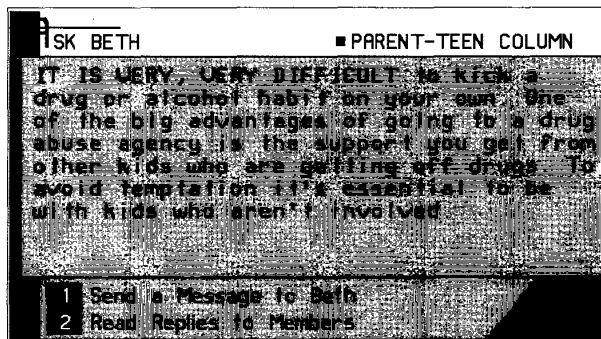
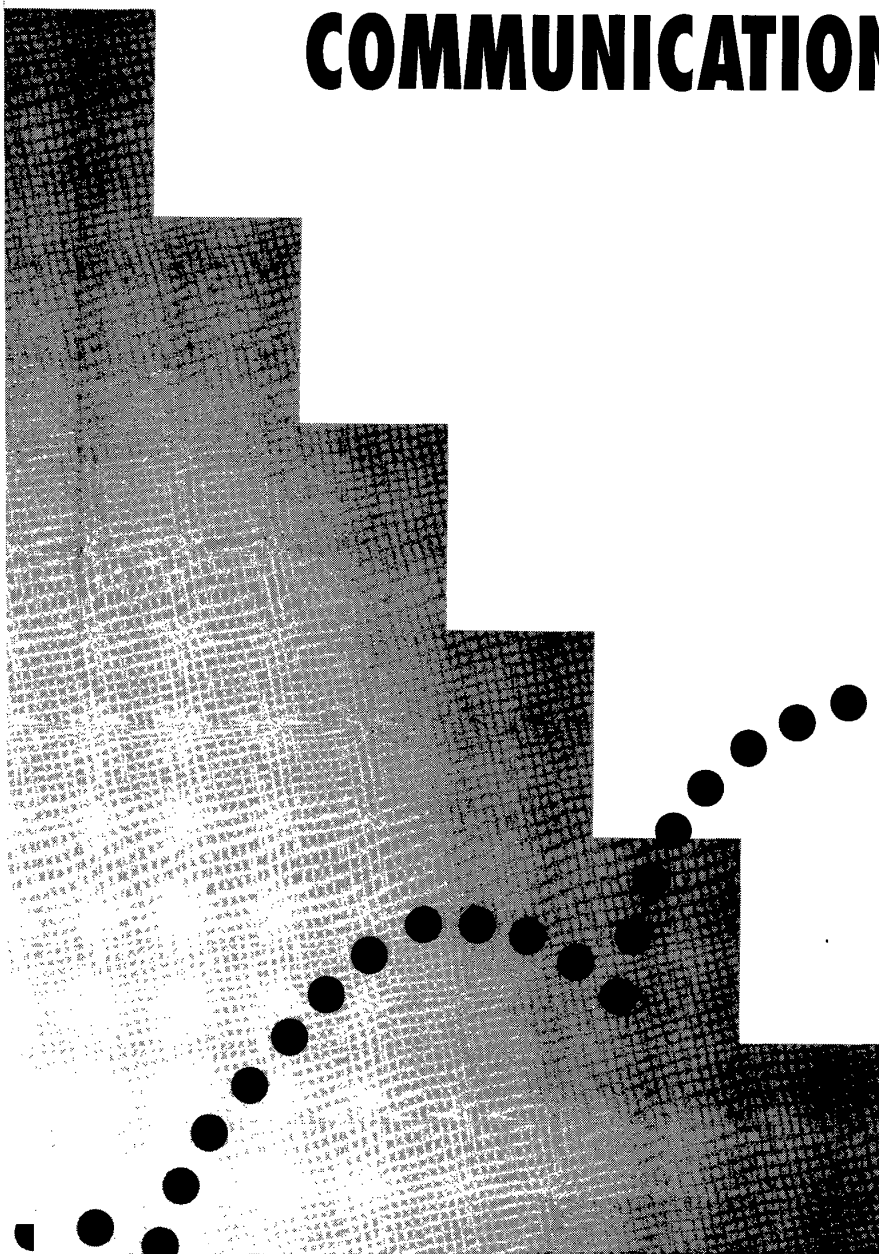


Figure 4-51.
Ask Beth menu.

Whether you're a young member seeking advice, a parent interested in your child's development, or a sports fan looking for the latest statistics, you'll find the PRODIGY service a source of current and relevant information.

CHAPTER 5

COMMUNICATION



EX. 1014-176

CNZ0020489
T-MOBILE US, INC.
EXHIBIT 1014



Working on the PRODIGY service is not a one-way process. Information doesn't flow only from the PRODIGY service to you. You can communicate with any of the thousands of other PRODIGY service members through public bulletin boards and personal messages. You can also exchange ideas with a number of experts that the PRODIGY service has on tap. You have two ways to communicate on the PRODIGY service: personal mail and bulletin boards. Let's take an in-depth look at each of these.

Mail

When you sign on to the PRODIGY service for the first time, you'll notice a flashing NEW MAIL option box in the upper left corner of the first Highlights screen. If you are adventurous and select NEW MAIL, you will see your on-line mailbox with a welcoming message from the PRODIGY service.

During the first few weeks of your membership, several similar messages will lead you through a short tutorial, introducing some key features of the PRODIGY service. With a little experimentation, you can discover how to print and delete these messages—though they'll disappear on their own a few days after you've read them (or in a couple of weeks if you ignore them).

The main nerve center of personal mail is the Communication Center, shown in Figure 5-1. To get into the Communication Center, [JUMP]: *communication* or [JUMP]: *email* (short for electronic mail). You will see the following seven options:

- *Write a Message*—a scratchpad where you can create an electronic letter to send to another member. To go to this option directly, [JUMP]: *write*.
- *Mailbox*—the place where all your incoming messages appear. You'll end up here if you select NEW MAIL when it's flashing on the Highlights screen. You can also go to this option by selecting Read Mail in the JUMPwindow, or [JUMP]: *mailbox*.
- *Address Book*—a place where you can store a list of members to whom you write frequently. You can use a nickname to identify these members, so you don't have to remember their ID codes. To go to this option directly, [JUMP]: *address book*.

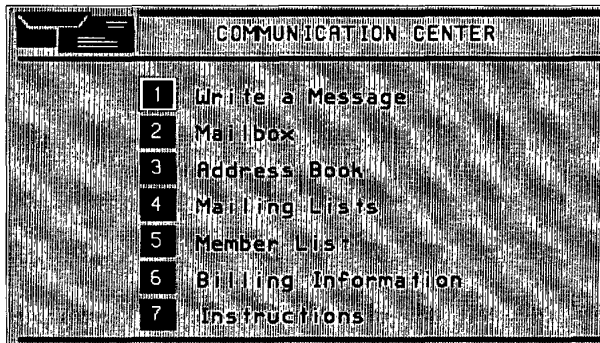


Figure 5-1.

Communication Center menu.

- **Mailing Lists**—a special place where you can create one or two distribution lists made up of names from your address book. To go to this option directly, [JUMP]: *mailing list*.
- **Member List**—a directory where you can look up the ID of another member. To go to this option directly, [JUMP]: *member list*.
- **Billing Information**—a record of your latest billing information as well as the number of private messages you've sent during the current month. (Each household may send 30 free personal messages each month. A nominal fee is charged for each additional message.)
- **Instructions**—a short tutorial on using personal mail.

Member List

When you start out on the PRODIGY service, you won't be able to send messages to anyone unless some friends on the service have told you their member IDs. The mail system requires that you know the seven-character member ID to communicate with anyone else. Don't despair—finding friends on the PRODIGY service is easy.

Select the fifth option from the Communication Center menu, or [JUMP]: *member list*, to see the menu shown in Figure 5-2. Notice that you can search for other members by name. Some brief instructions under About the Member List explain how to search through the Member List.

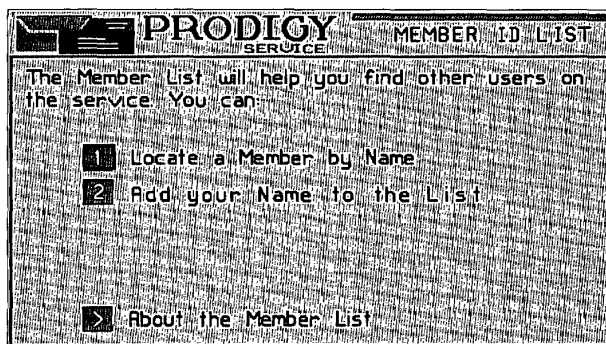


Figure 5-2.
Member List menu.

If this is the first time you've used the Member List menu, you'll also see an option box prompting you to add your name to the list. You don't have to put your name on the list. But if you don't, other members will not be able to find you! If you decide to add your name, the PRODIGY service makes available to other members only your name, membership ID, and the city and state entered in your address when you set up your account. No other personal information is revealed. I recommend you add your name to the list—suddenly receiving a message from a long-lost pal is fun!

Let's try out the Member List search. My son lives in Texas and is an avid PRODIGY service member. If you select the first option from the Member List menu, Locate a Member by Name, you'll see the screen shown in Figure 5-3. You can enter the person's first and last name in the spaces provided. You

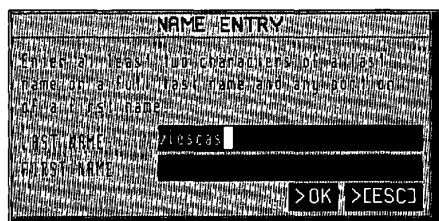


Figure 5-3.
Searching Member List by name.



don't have to supply a first name, and you can search using the first two letters of the last name if you're unsure of how to spell the name you want.

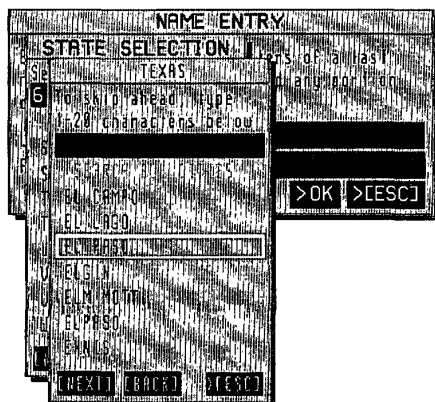
In this example, I entered my son's last name, but chose to skip the first name because I'm not sure whether he entered his name as "Michael" or "Mike." I selected OK to indicate I was finished entering the name. The next screen gave me a list of states, so I paged down the list and selected Texas, as shown in Figure 5-4. If you're not sure where the person you're looking for lives, you can select SEARCH ALL STATES.



Figure 5-4.
Picking a state to search.

Next I saw a list of cities in Texas. I entered EL in the input box at the top of the screen to page down to the part of the list I wanted. My son lives in El Paso. See Figure 5-5.

A search by city and state can be tricky. The PRODIGY service shows a list of all unique city names entered by members for the selected state—including names that are misspelled. The example in Figure 5-5 contains entries for EL PASO and ELPASO. I know that El Paso is two words, but I may have to search both places to find the person I want. For city names that are more than one word, you may find several variations, such as Ft. Riley and Fort Riley. Also, you might think someone lives in Los Angeles when their address really is a suburb like Glendale. You might have to experiment to find the right combination.

**Figure 5-5.**

Picking a member city.

Once you've made your selections, the PRODIGY service takes a few moments to search the list. You'll see a list of people who have added their names to the Member List, based on the name, city, and state that you've requested. (If you enter AA as a last name and ask to search all states, you'll see the top of the member list.) You can use NEXT and BACK to page through the list until you see a name you want.

In my case, I saw all the members in El Paso, Texas, named Viescas. I could see MR MICHAEL VIESCAS listed, so I highlighted it and pressed Enter. Figure 5-6 shows the pop-up window I saw. The window lists my son's name as he entered it on the service, his city and state, and his member ID (the key piece of information you need to write to someone). The window also provides an option to jump directly into writing a message to him and an option to add him to my address book—a handy feature indeed.

Address Book

To simplify writing to friends, you can keep an address book—a list of names that are easier to remember than PRODIGY service member IDs. Your address book can contain up to 50 names. To set up your list, select the third option from the Communication Center menu (Figure 5-1), or [JUMP]: *address book*. You can also place names in your address book from the Member List



PRODIGY SERVICE MEMBERS EL PASO, TEXAS

Select: **MEMBER INFORMATION**

NAME MR. MICHAEL L. VIESCAS
CITY EL PASO
PRODIGY ID. TPFY250 STATE TX

MR. MIKE
MR. JEN
MR. ALI
MR. JOE

WRITE a message to this member
ADD to your address book **ESC**

MR. CARL A. VON WERDER
MRS. KATHLEEN P. WADDELL
MR. CHRISTOPHER L. WAGNER
MR. RICHARD H. WAIDE

SEARCH AGAIN More **NEXT**

NEXT BACK MENU HELP EXIT

Figure 5-6.

Member Information pop-up window.

search you saw earlier. I decided to add my son's name to my address book using the nickname of Mike. When I looked at my address book, shown in Figure 5-7, I saw that he was already listed.

PERSONAL ADDRESS BOOK 1 OF 1

These are the entries in your Address Book. To view an entry, select it and press **RETURN**.

MIKE

ADD DELETE LOCATE MAILING LIST

Figure 5-7.

Address Book.



Inside your address book, you'll see the beginning of your list (if you have inserted some entries) and option boxes to add, delete, or locate names on the list. The LOCATE option box is particularly useful if your list has more than a dozen names or so. The MAILING LIST option box lets you jump to your mailing lists. For details, see the "Mailing Lists" section that follows.

You can use ADD to put a new name on the list, as shown in Figure 5-8. Simply type the member ID and name you want to use as an alias for that ID. As shown in this example, I can now write to Harold Goldes instead of to CBXH97A, which is tough to remember.

Figure 5-8.
Adding an address book entry.

If you plan to have a lot of names in your list, you might want to enter them last name first to make them easier to locate. (The system keeps the entries in strict alphanumeric sequence.)

Mailing Lists

In addition to your address book, you can create two mailing lists of up to ten names each from your address book. You can use the name of either of these lists to send a message to as many as ten people with a single entry. To set up or change a mailing list, select the fourth option box from the Communication Center menu (Figure 5-1), or [JUMP]: *mailing list*.



On the main Personal Mailing List screen, you'll see space for the names of two lists. If you have one or two lists, you'll see a DELETE option box to delete the list of your choosing. If you haven't created two lists, you will see the NEW LIST option box. Select that option to see the screen in Figure 5-9.

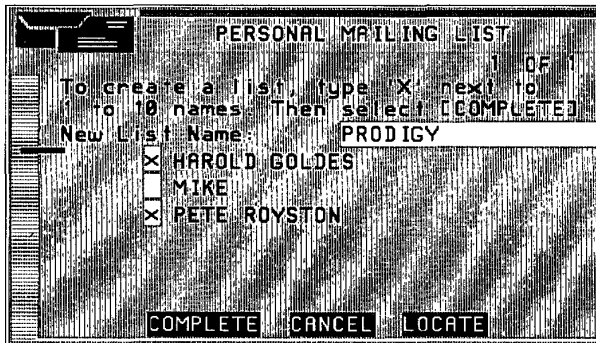


Figure 5-9.
Setting up a mailing list.

When you create a new list, you'll see an input box at the top of the screen where you insert a name for the list. The name of the list cannot be the same as any of the names in your address book. The Personal Mailing List screen also shows all the names in your address book. You can page through the address book and select the names you want to use in your mailing list by placing an X in the box next to the name. If you try to pick more than ten names, you'll receive a warning message. You can use the LOCATE option box to move down through the list. When you've finished selecting names, select the COMPLETE option box.

You can go back later to add or delete names on a list. You can also change the name of a list or delete it entirely. [JUMP]: *mailing list* to return to the first mailing list screen. Note that sending a message using a mailing list counts as a separate message to each addressee.

Writing a Message

If you've followed along to this point, you now know how to find other members on the Member List, create entries in your address book, and set up a mailing list. Now, let's take a look at creating and sending a message.



When you find a name on the Member List, you can write a message to that person immediately, as shown in Figure 5-6. You can also move to the message input screen by selecting the first option box in the Communication Center menu, or [JUMP]: *write*. A Write a Message screen like the one in Figure 5-10 will appear.

Write screen option

Recipient input box

TO: MIKE

SUBJECT: How are you doing?

Title input box

Message input area

Dear Mike-
I hope you are enjoying the PRODIGY Service kit that I sent you for your birthday. I see that you've already added your name to the member list - good for you!
Please write and tell me what your favorite areas of the service are. I bet you'll like all the information features. The news features are gll also like some of the more complex games - like MadMaze.

>SEND >CLEAR >PRINT >TO: LIST >OPTIONS
NEXT MENU PATH JUMP HELP EXIT

Figure 5-10.
Writing a letter.

You can see that I filled in the first field with my son's name from my address book, typed a SUBJECT, and started to write a message. (What you type as the subject appears in the list of messages in the recipient's mailbox.) Inside the message area, you can type without worrying about words at the end of a line—if there isn't enough room on one line, they'll move down to the next. Use Enter to force a new line.

Don't use the Tab key in the message area or you'll move to the SEND option box. If you do leave the input area with Tab, use the Home key to return to the TO input area. From there you can use Tab to move back to the message



area and use the arrow keys to resume your location in the message. You can also use your mouse to reposition the cursor in the message area.

Inserting Text

Normally, the characters you enter will replace whatever characters you typed previously. Pressing the Insert key puts you in insert mode with ^INSERT ON showing in the upper right corner of the screen. The characters you type in insert mode appear to the left of the cursor. The text to the right of the cursor moves to allow room for your insertion. Notice in Figure 5-10 that I used insert mode to begin putting in a sentence that I had forgotten. If you've filled up the screen, insert mode won't work, even if there's blank space in the middle of your message. You can avoid this problem by blanking out the last position. When you are ready to go back to normal input mode, press Insert again.

Using Multiple Pages

One slightly awkward feature of writing a message is that there is no word wrap at the end of a page. Once you've filled a page, you'll hear a beep if you try to continue typing. When you've filled up one screen, use NEXT to obtain a new blank input screen. You can have up to six pages in a message. You can use BACK on later pages to return to the first page.

Write Screen Options

Let's examine the option boxes at the bottom of the Write a Message screen shown in Figure 5-10. Select SEND when you're ready to send your message. (This is like licking the stamp, putting it on the envelope, and dropping the envelope in the mailbox.) The PRODIGY mail system lets you verify that you

A Note about Personal Messages

The content of personal messages you send to other members is strictly between you and the recipients. The PRODIGY service neither edits nor reviews any personal messages. If you receive messages that you find offensive, however, you can alert PRODIGY Membership Services.

[JUMP]: *ask prodigy*, select the option for Questions/Suggestions about the PRODIGY service, and select Ask Membership Services option.



want to send the message, in case you selected this option accidentally. After you SEND a message, you'll still be on the Write a Message screen with your message displayed.

If you decide not to send your message after all, but want to clear the input area to start over, use CLEAR. Immediately before (or after) you send a message, you can use the PRINT option box to send a copy of the message to your printer. Figure 5-11 shows you the Print pop-up menu, where you can select how many characters to print on a line. The default number is 40, but I like to use 80 to print the full width of my printer paper at 10 characters per inch. You can use a larger number if your printer is set up to print a small typeface or to print sideways down the length of the paper (called landscape mode) instead of across the width (portrait mode).

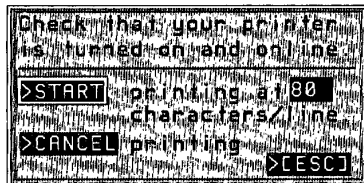


Figure 5-11.
Print pop-up menu.

Another option on the Write a Message screen, TO: LIST, allows you to specify a list of up to ten names to receive your message. These names can be member IDs, nicknames from your address book, or the name of either (or both) of your two mailing lists. Because each mailing list can contain up to ten names, you can potentially send a single message to 28 people at once (two lists with ten names each plus eight individual names). Note, however, that when you send a single message to several people, each copy counts as a separate message against your household's monthly personal message count.

Receiving Messages

After you send a message, what does it look like on the other end? When Michael looks in his mailbox (by selecting the NEW MAIL prompt from Highlights, selecting Read Mail in the JUMPwindow, or using [JUMP]: *mailbox*), he sees a screen similar to the one in Figure 5-12.

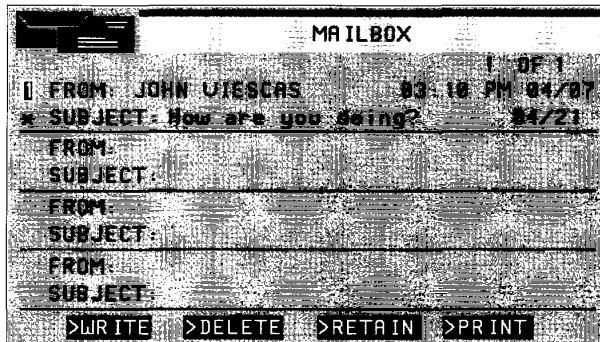


Figure 5-12.
Mailbox.

The mailbox lists the sender and the subject of each message that has not yet been deleted. The most recent messages appear at the top. (All messages are time-stamped with eastern time, the time zone of the PRODIGY service.) You can see up to four messages per screen. The service can show you up to 63 screens, for a total of 252 messages (if you're a *very* popular person!). If you have more than 252 messages, the system doesn't lose them, but you can't retrieve them all until you delete some.

When you have more than four messages, you can use NEXT to page down to earlier messages. You can also use Tab to move to the input box in the upper right corner, where the page numbers are shown in a format like "1 OF 5." Type over the first number to indicate the page number you want, and press Enter to go there.

For each message in the mailbox, you'll see

- The source of the message (the PRODIGY service, a club, an advertiser, or a friend)
- The time and date the message was sent (eastern time)
- The subject of the message
- The date that the message will expire



The name of the sender on personal messages is the name the person supplied when signing on to the PRODIGY service. No silly names or pseudonyms are allowed, although you can identify yourself with any name inside the message itself.

Message Retention

If you haven't read a message yet, you'll see an asterisk on the subject line. In general, messages stay in your mailbox for 14 days (counting the day the message was sent). Unless you don't sign on for more than two weeks, you shouldn't lose any mail. Some commercial mail may expire sooner. Investment order confirmations from PCFN (explained in Chapter 8) remain in your mailbox for 28 days.

Once you read a message, it remains in the system for three days. If you read a message on August 2 and do nothing else to it, the system keeps it through August 4 and deletes it on August 5.

Mailbox Options

You can delete a message sooner than the expiration date by selecting DELETE in the mailbox. You can also delete messages as you read them, either in the options pop-up menu for personal messages or using DELETE to mark all of the messages you want to remove. When you mark a message to be deleted, the PRODIGY service doesn't carry out that command until you leave the mail system, using JUMP, MENU, PATH, or EXIT. Other options in the mailbox are WRITE, RETAIN, and PRINT. The WRITE option allows you to begin composing a message without having to return to the Communication Center main menu. You can use RETAIN to keep any message up to an additional 14 days. You can RETAIN a message only once. In the mailbox, PRINT sends the page of message headers that you see on the screen to your printer. It doesn't print the messages themselves.

Reading Messages

Reading messages is simple: use Tab to highlight the message number box, or type the message number, and then press Enter (or double-click the message number box with your mouse). You'll see who the message is from (including the member's ID), the subject, the total number of pages, and the date and time the message was sent (eastern time). When a message fills more than one screen, you can page through it using NEXT.



Personal Message Options

At the bottom of the Read a Message screen for personal messages, you'll see two option boxes: REPLY and OPTIONS. If you have more messages in your mailbox, you'll also see NEXT MAIL and PREVIOUS MAIL option boxes, as appropriate. When you select OPTIONS, you'll see the pop-up window in Figure 5-13.

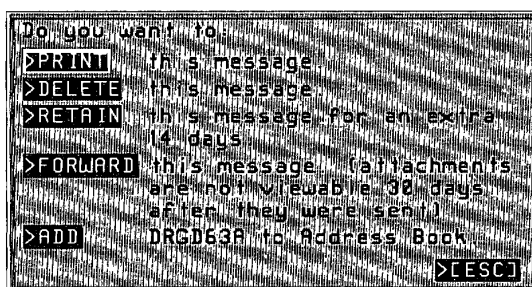


Figure 5-13.

Message options pop-up menu.

Your choices in the Options pop-up menu are

- **PRINT**—print the message. If you select PRINT, you'll see the Print pop-up menu shown in Figure 5-11.
- **DELETE**—mark the message to be deleted. The PRODIGY service does not remove any message marked for deletion until you leave the mail system. If you return to the mailbox using MENU, you'll see this message with DELETE instead of an expiration date.
- **RETAIN**—mark the message to be retained for an additional 14 days. Most messages remain in your mailbox at least 14 days until you read them. After you've read a message, it will expire and be deleted in three days unless you retain it. You can retain a message only once.
- **FORWARD**—send the message, along with a comment, to one or more members. See "Forwarding a Message" later in this chapter for details.
- **ADD**—add the member ID of the person who sent you the message to your address book with a name that will be easy for you to remember. For example, Michael might put me in his address book as DAD.



Writing a Reply

Let's assume Michael printed my message and then pressed the Esc key to clear the Options pop-up menu from the screen. He could select the REPLY option box in the lower right corner to write me a reply. His message might look something like the one in Figure 5-14.

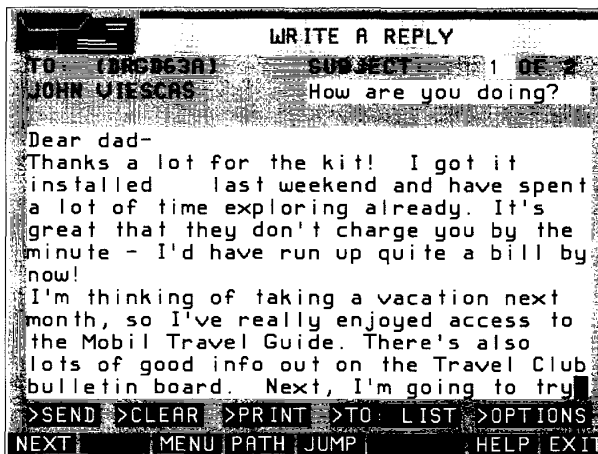


Figure 5-14.

Writing a reply.

The Write a Reply screen (Figure 5-14) resembles the Write a Message screen (Figure 5-10), with the recipient and the message subject already filled in for you. You can change the subject if you like. SEND, CLEAR, and PRINT work the way they do when you write a message. You can also send a reply to more than one person by using the TO: LIST option box. When you select TO: LIST, you'll find the ID of the sender already filled in. Unlike TO: LIST when you're creating an original message, you can't delete this first ID (the person to whom you are replying).

A selection under OPTIONS allows you to review the original message before you complete and send your reply.

My son is really enjoying the PRODIGY service. I'll show you some of the travel features he mentions in Chapter 7. Bulletin boards are discussed later in this chapter.



Let's assume he finished his reply and sent it to me. Remember, the mail system gives you one last chance to print a reply right after you send it.

My mailbox should look something like Figure 5-15. His reply appears as message number 1, with an asterisk indicating that I haven't read it yet.

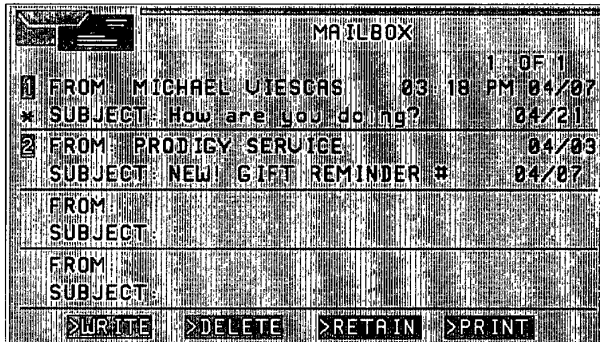


Figure 5-15.
Reply in my mailbox.

Forwarding a Message

When you read a message, one of the selections under OPTIONS is to forward it. If you select FORWARD, you'll see a message screen where you can

- ▣ Specify the recipient of the forwarded messages
- ▣ Forward a forwarded message and comment, adding your own comments
- ▣ Change the title of the forwarded set (the title of the original message is entered for you initially)
- ▣ Create up to six pages of comments to send along with the message set you are forwarding

As when you reply to a message, you have option boxes along the bottom of the screen to SEND, CLEAR, PRINT, and create a TO: LIST. You also have the option to review the message you are forwarding as you create your attached comments. Note that forwarding a message counts as one personal message against your household's monthly allotment.

Let's assume that when I read my son's reply, I decided to forward his comments to my friends at the PRODIGY service. I've had lots of help from many



people at the PRODIGY Services Company. One of my key contacts has been Dr. Harold Goldes, who writes the Tech Talk column for the monthly newsletter, *The PRODIGY Star*. (You saw me add his ID to my address book earlier.) You can also contact him on line through About PRODIGY. In this example, I chose to forward my son's reply to Dr. Goldes.

Reading a Forwarded Message

When Dr. Goldes read the forwarded message, he saw the screen shown in Figure 5-16. The comments that I added to the message appeared first. Across the bottom of the screen are his options to reply directly to me; go forward or backward through other messages in his mailbox; or use Options to print, delete, retain, or forward this message set, or add my ID to his address book.

Choose to read attached message

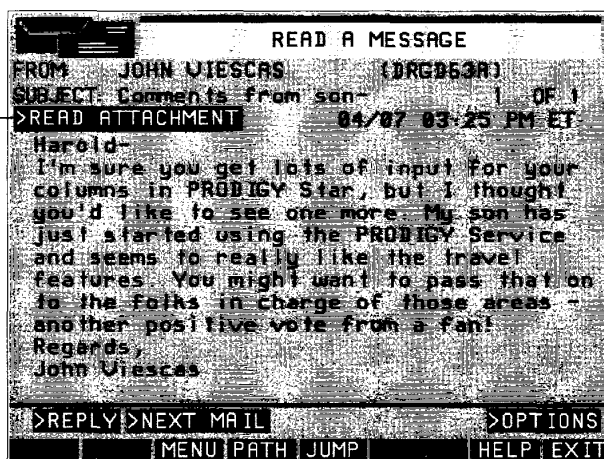
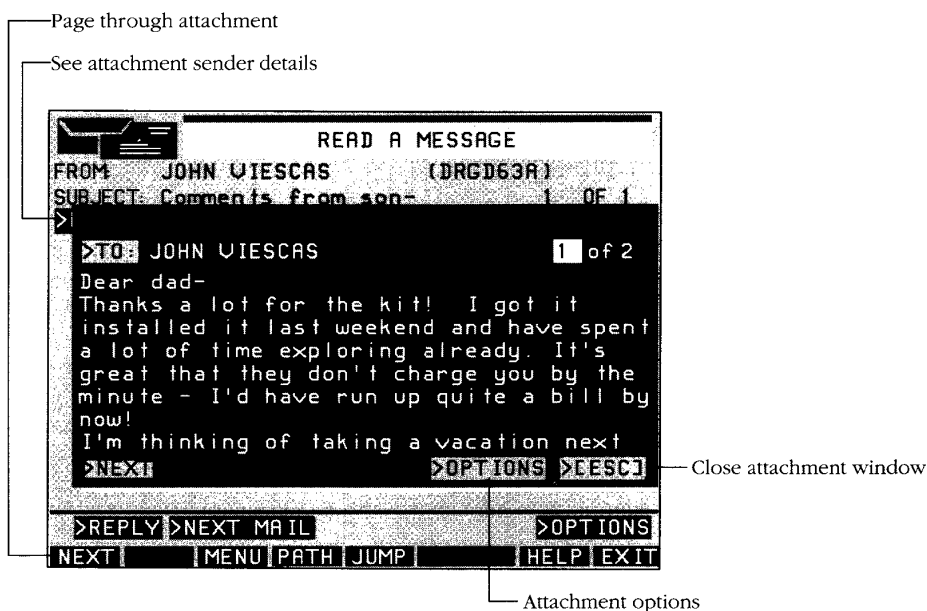


Figure 5-16.

Reading a forwarded message.

Note the addition of the READ ATTACHMENT option box in the upper left corner of Figure 5-16. When Dr. Goldes selects this box, the forwarded message will pop up in a window, as shown in Figure 5-17.

**Figure 5-17.***Reading an attachment.*

In the Attached Message pop-up window, you can select the TO option box in the upper left corner to see who received the attachment (name and member ID), who sent the attachment, what the original title was, and when the attachment was sent. Along the bottom of the window, you'll find options to page forward (NEXT) or backward (BACK) in a multipage attachment. Under OPTIONS, you can print the attachment, reply to the original sender of the attachment (in this case, Dr. Goldes could reply to my son), or add the ID of the original sender to your address book.

Remember that if you select OPTIONS from the forwarding message screen in Figure 5-16, you can forward the message set. If you choose to do that, you can add your own comments to the beginning of the entire message set. When the recipient opens the attachment, a NEXT ATTACH option box will appear in the bottom center of the pop-up window (Figure 5-17). By selecting that box, the reader can see earlier attachments.



NOTE: The PRODIGY service keeps messages that are part of attachments for only 30 days. If a message is forwarded more than once, and a week or more elapses between each forwarding event, one or more of the messages in the attachments may no longer be available.

Commercial Mail

You might also receive commercial mail messages from the PRODIGY service or advertisers. These messages are another way that the service draws your attention to new or special features. You can identify them by the pound sign (#) that appears at the end of the subject title.

You can use the DELETE option box at the bottom of the screen to remove commercial mail without reading it. If something catches your attention, you can select the message to read it as you would any other message. Well, almost any other message. Usually behind the message selection is a full-screen advertisement or notice—often with animated graphics—and a LOOK option to see more.

When I selected message number 2 from the mailbox screen in Figure 5-15, I saw the screen shown in Figure 5-18, promoting the Gift Reminder service. When more text is available in this type of message, you use NEXT to page



Figure 5-18.
Commercial mail.



through it. A LOOK option box usually allows you to check out the details. As with the advertisements at the bottom of the screen that provide a LOOK option box, you can use ZIP to return to the message screen.

If you have more messages in your mailbox, you'll find option boxes to go to NEXT MAIL and PREVIOUS MAIL. (I didn't have any further messages in my mailbox in this example, so NEXT MAIL doesn't show up in Figure 5-18.) Unlike regular mail, you can't reply to commercial mail. You can use the RETAIN or DELETE option boxes directly from this screen.

You may occasionally receive special mail directly from the PRODIGY service about your account or a note you asked to have posted in one of the Clubs. You can't reply to these messages, but you can use OPTIONS to print, delete, retain, or forward the message. (See "Clubs" later in this chapter for more information on bulletin boards.)

A Final Word about Mail

You get a number of free messages each calendar month (the number was 30 when I wrote this book), and you are charged a small additional fee for each extra message (25¢—less than the cost of a postage stamp). Be careful—if you use your mailing list often, you can use up your free messages in a hurry, because one message sent to a list of ten members counts as ten messages.

When you acknowledged the Member Agreement, you agreed not to use personal mail for commercial purposes without the prior written consent of the PRODIGY service. The extra message charge helps ensure that you'll keep this agreement. The PRODIGY service will ask you to set up a credit card account if you start sending a lot of messages in one day or one month.

"Obscene, threatening, harassing, offensive, . . . or otherwise objectionable" messages are also expressly prohibited. If you start receiving such messages, see the sidebar "A Note about Personal Messages" earlier in this chapter to learn how to [JUMP]: *ask prodigy* and notify Membership Services. For other details about message rules, [JUMP]: *policies* and read the Messaging Guidelines.

One last note: the NEW MAIL notifier appears on the Highlights screen only when a message arrives in your mailbox while you are not signed on. To check for new mail while you're signed on, you can [JUMP]: *mailbox*, but that may be a waste of time if nothing new is there. Another way to check is to



open the JUMPwindow and select the Read Mail option. If no new mail has arrived, you'll see a message, as shown in Figure 5-19, that gives you the option to go or stay as you please.

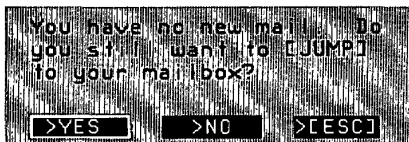


Figure 5-19.

Checking for incoming mail.

Clubs

The other communication vehicle on the PRODIGY service is the bulletin boards found in the various special interest clubs. To get to the menu for all the available clubs, [JUMP]: *clubs*. The Clubs menu is shown in Figure 5-20.



Figure 5-20.

Clubs menu.

The Clubs menu gives you direct access to all of the clubs and their associated bulletin boards. Choose the one you want by selecting the appropriate numbered option box. You can also get more information about each club by



selecting the About option box next to each listed club. Two special bulletin boards are also available: About Prodigy, where you can discuss the PRODIGY service itself and send messages to the folks who run the PRODIGY service; and the Closeup Board, where current news events are discussed—usually accessible from Headline News.

Computer Club—Using Bulletin Boards

What would an on-line interactive service be without a place to talk about computers? On the PRODIGY service, the Computer Club is the place to go to get all sorts of good information and news about computers—for everyone from beginners to experts. You can select the Computer Club from the Clubs main menu, or [JUMP]: *computer club* to go to the menu shown in Figure 5-21. In this chapter we'll look at the Computer Club bulletin board. For details about the other options, check the section on computers in Chapter 4.

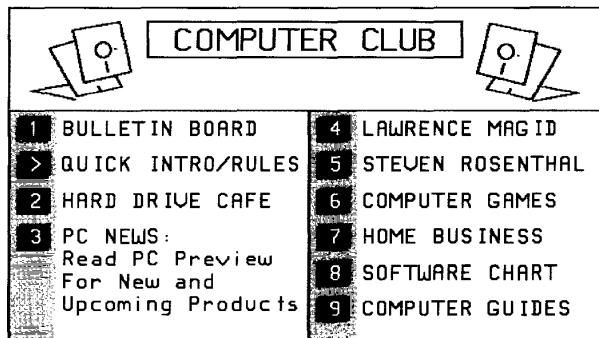


Figure 5-21.
Computer Club menu.

Let's use the Computer Club bulletin board to explore how the bulletin boards work. First, select the Bulletin Board option from the Computer Club menu. Next, you'll see a screen with some timely information from the bulletin board editors—perhaps news of a new topic category or a request to submit subject titles without special characters. (Since subjects are sorted alphabetically, the PRODIGY service discourages messages that start with special characters—a ruse some members use to try to put their subject at the



top of the list!) You'll also see option boxes to go directly to the first bulletin board menu or to go to a special message area to alert the board editors to a note that may have slipped past the rules.

Reading Bulletin Board Notes

The first menu you'll see in all of the club bulletin boards looks like the one in Figure 5-22. In a moment we'll use the first option box to select a topic. Below the topic selection arrow are two boxes that show the last date and time you signed on to the PRODIGY service. If you don't change these, you'll see only notes posted since the last time you signed on. If you're a frequent user of the bulletin boards, this feature is an easy way to screen out notes that you've already read. The next option on this menu allows you to see any old notes again, as long as they have had new replies since the date and time you specify. The fourth option lets you select notes to read by the ID of the member who wrote them, or to whom they are addressed. You might use this

Bulletin Board Rules:

All bulletin boards have a "Quick Intro and Rules" option that gives you an overview of the topics covered on the bulletin board and guidelines for the type of discussions allowed. Unlike personal mail, any note that you send to a public bulletin board might be reviewed by the PRODIGY service staff for appropriate content. They don't edit notes but will return to your personal mailbox any note that does not meet the standards of the board. They always include an explanation for the return, and often include tips about a more appropriate way to send your note.

Why do they do this? Remember that the PRODIGY service is intended for the whole family. Offensive messages must be barred from publication. Also, to save you time in searching for information in a particular subject or topic area, the board editors return messages that wander off the topic. Finally, the PRODIGY service Member Agreement expressly forbids any attempt to conduct business on the public boards. Remember that your connect time is unlimited. This is possible in part because the PRODIGY service collects fees from authorized advertisers and shops—if they allowed notes to be used as ads, they'd have to charge connect time by the minute as most other on-line services do.



PC CLUB

READ PUBLIC NOTES

- See Notes in this Topic.
- See Notes added since:
(your last logon shown)
- Also include older Notes if they have new Replies:
- Only see Notes that are TO
FROM

For help, type [?] or any choice

Figure 5-22.*Bulletin board menu.*

feature to find notes addressed to you, for example, or to read notes posted by one of the club's experts (described in "Computer Club Experts," later in this chapter). Finally, at the bottom of the menu, the Write a Public Note option lets you post a note right away.

Computer Club Topics

For now, we'll select the first option, See Notes in this Topic. When you first see the bulletin board menu, press Enter to pop up the topic list shown in Figure 5-23. Move the highlight to the topic you want and press Enter to select it,

TOPIC LIST 1 of 2

- > COMMUNICATION
- > GAMES
- > VIDEO GAMES
- > **HARDWARE**
- > SOFTWARE
- > ARTIFICIAL INTELL
- > COMPUTER NETWORKS
- > WORD PROCESSING
- > GRAPHICS
- > MISCELLANEOUS

[LEFT] [DESC]

Figure 5-23.*Bulletin board topic list.*



or double-click the topic with your mouse. When more than one page of topics is available in a club, you can use NEXT and BACK to page through the list.

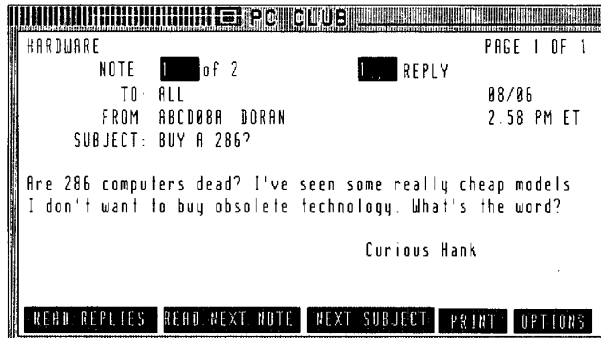
Topics on the Computer Club bulletin board include:

- | | |
|---------------------------|--------------------------|
| ■ Communication | ■ Operating systems |
| ■ Games | ■ Financial software |
| ■ Video games | ■ Spreadsheets/Databases |
| ■ Hardware | ■ Utilities |
| ■ Software | ■ Beginners |
| ■ Artificial intelligence | ■ User interfaces |
| ■ Computer networks | ■ Programming |
| ■ Word processing | ■ MIDI/Computer audio |
| ■ Miscellaneous | ■ PC industry |

Once you select a topic, you'll see it displayed on the bulletin board menu (replacing "Not Yet Chosen" next to the first selection in the menu shown in Figure 5-22). Select OK from this menu to see a list of subjects in a pop-up window. An input box lets you type the first few characters of a subject name so you can move quickly through the list. You can also use NEXT and BACK to page through the list. I saw a subject called "BUY A 286?" that looked interesting. When I selected it, I saw the screen shown in Figure 5-24.

After you select a subject, you'll see the first note on that subject that is later than the date and time you specified on the bulletin board menu. At the top of the screen, you'll see the topic and the number of pages in the note. When a note has more than one page, you can use NEXT and BACK to page through the note.

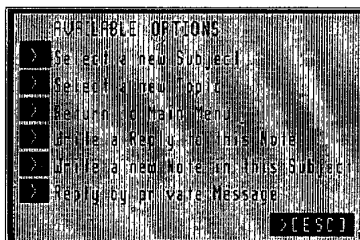
Looking at the second line, you can see that this is one of two notes in the selection. You can type over the number in this box when more than one note is available and press Enter to read another note. The second line also indicates the number of replies to this note. You can highlight this box, type a reply number, and press Enter to go directly to that reply—or select the READ REPLIES option box to go to the first reply. Other option boxes on this screen

**Figure 5-24.***Reading a note.*

let you read the next note (when more than one is available), go to the first note in the next subject under this topic, or print this note.

The OPTIONS box on a note display screen offers a number of choices, as shown in Figure 5-25. You can

- Open the subject list to select a new subject within the current topic
- Open up the topic list (as in Figure 5-23) to select a new topic, then a new subject within that topic
- Return to the main menu (the bulletin board menu shown in Figure 5-22) to change the date and time limit for your search

**Figure 5-25.***Note options menu.*



- Write a reply to this note
- Write a new note on this subject
- Write a private reply to the author of this note

Reading A Reply

When you decide to read replies to a note, you'll see a screen similar to the one in Figure 5-26. Near the top of the screen are input boxes where you can type a number and press Enter to go directly to another reply in the set or to another note.

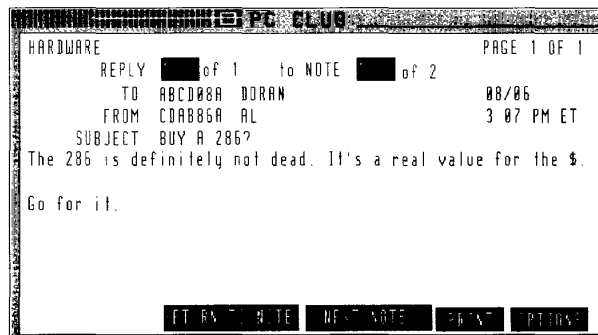


Figure 5-26.

Reading a reply to a note.

At the bottom of the screen, you can see options to return to the note to which this reply is addressed, go to the next note, or print this reply. When more than one reply exists for a note, you'll also see a NEXT REPLY option box on the far right. Under OPTIONS, you'll find a list similar to the options shown in Figure 5-25 that are available while you are reading a note. You cannot reply to a reply, but you can create another reply to the original note.

Writing a Note

As you saw in the preceding sections, you can create a reply to any note or create a new note on the same subject. When you do either of these, the topic and subject are the same as the original note. If you want to create a brand new note, you can select the WRITE A PUBLIC NOTE option from the bulletin board menu shown in Figure 5-22. You must first select a topic. Then



you'll see a subject pop-up menu that shows all the current subjects for your selected topic; a sample is shown in Figure 5-27. You can highlight the one you want and press Enter, or double-click the subject with your mouse.

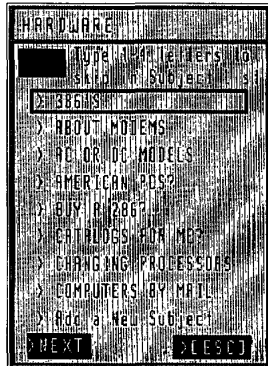


Figure 5-27.

Selecting a note subject.

You can use NEXT and BACK to page through the subjects. If you want to start an entirely new subject, select Add a New Subject from the bottom of the menu. You will see a pop-up window where you can enter the new subject, and then you'll see an input screen similar to the one in Figure 5-28.

Figure 5-28.

Writing a note.



This input screen is very similar to the ones in the personal mail system. You can leave the NOTE TO: box blank to post the note to all members, or enter the ID of a specific person (perhaps the ID of one of the board experts—see “Computer Club Experts,” later in this chapter) if you want that person to be able to find your note by his or her member ID, described in “Searching for Notes by Member ID,” later in this chapter. The subject is filled in for you.

You can type a message up to six pages long. When you fill up a page, NEXT displays a fresh page. When you're all done, select PRINT to get a copy on your printer. If you're not happy with what you typed and would like to start over, select CLEAR. Select CANCEL to delete your message and return to the bulletin board menu.

When you finish creating your note, select OK to submit it. A pop-up menu gives you a choice of submitting your message to the public bulletin board or to return to the input screens to continue writing. When you submit a public note, your message might be reviewed by the board editors for conformity with board rules and guidelines before it is placed on the bulletin board. (See the sidebar on Bulletin Board Rules earlier in this chapter.) Your note might not appear right away—the editors review and post notes and replies from 6 P.M. to 1 A.M. on weekdays and 11 A.M. to 1 A.M. on weekends. If your message can't be posted, you'll receive it back in your mailbox with an explanation. If you're at all active on the bulletin boards, you should expect to get a message returned every once in a while. Don't despair—simply try again!

NOTE: Notes you send for public posting on a bulletin board or personal mail you send to PRODIGY service employees do not count toward your private message allotment each month. If you decide to send a private reply to a public note from another PRODIGY service member, you are charged for that message if you have exceeded your allotment of free messages for the month.



Searching for Notes by Member ID

You saw that you can enter a specific member ID in the NOTE TO: box when you create a note. On the bulletin board menu, input boxes next to the fourth selection let you specify TO and FROM member IDs, as shown in Figure 5-29. This is particularly useful when you have posted one or more notes asking for input from other members. You also can use this to look for messages sent to any of the club experts.

PC CLUB

READ PUBLIC NOTES

- See Notes in this Topic: ☒ HARDWARE
- See Notes added since: 07/06
(your last logon shown) 02 38 PM ET
- Also include older Notes if they have new Replies: ☒ Yes
- Only see Notes that are: TO cbxh97a
FROM xbtD26a

For help, type [?] on any choice

☒ WRITE A PUBLIC NOTE

OK

Figure 5-29.

Selecting a note by member ID.

On the sample screen shown in Figure 5-29, Dr. Harold Goldes (member ID CBXH97A) was looking for notes or replies sent to him from the club leader, Keith Aleshire (member ID XBTD26A). When you ask for this type of search, you'll see a pop-up menu that shows all the subjects where such messages can be found. Select a subject to begin reading the selected messages.

Computer Club Experts

You're probably wondering how I know that Keith Aleshire is the leader of the Computer Club. You can find him in the Member List, but that's only useful if you already know he's there and want to find his member ID. There's also [FIND]: *expert*, which displays a list of all the expert columns available on the PRODIGY service. Within each club, however, the best



source of information about experts on that bulletin board is the Quick Intro and Rules option that you'll find on the main menu of each club. At the time I put this book together, the experts in the Computer Club were

<i>Expert Name</i>	<i>Member ID</i>	<i>Specialty</i>
Lawrence Magid	EXPT07B	PC advice
Steve Rosenthal	EXPT43B	Macintosh advice
"Computer Games"	EXPT40B	Tips on games from <i>Computer Gaming World</i>
"Home Business"	EXPT28B	Information on running a business from <i>Home Office Computing</i>
Keith Aleshire	XBTD26A	Club leader

Arts Club

Another very popular club on the PRODIGY service is the Arts Club. Here, you'll find all sorts of lively discussions on movies, TV, music, the latest videos, and more. To get to the Arts Club menu, as shown in Figure 5-30, [JUMP]: *arts club*.

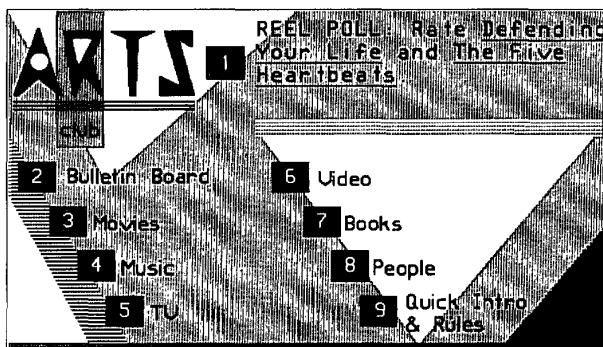


Figure 5-30.
Arts Club menu.



Arts Club Topics

When I explored this bulletin board in 1991, the topics in the Arts Club included:

- Movies
- Rock music
- Soft rock/Pop
- Soul
- Jazz
- Blues
- Country/Folk
- Classical music
- Alternative music
- Theater
- TV
- TV soap operas
- Science fiction
- Books/Fiction
- Books/Non-fiction
- Writing
- Visual arts

Check your favorite entertainment topic often to see the latest additions to on-going discussions. I'm a fan of movies on laser discs, so I often check out the latest notes under laser disc subjects in the Movies topic.

Experts in the Arts Club

Each of the experts in the Arts Club writes one or more weekly columns in their subject specialty. You'll also find them jumping in on discussions from time to time. The experts in the arts club are

<i>Expert Name</i>	<i>Member ID</i>	<i>Specialty</i>
Terry Atkinson	EXPT06B	Music on compact discs
Marilyn Beck	EXPT20B	Entertainment news
Martin Bookspan	EXPT39B	Classical music
Mary Ann Cooper	EXPT27B	Soap operas
Digby Diehl	EXPT01B	Books
Leonard Maltin	EXPT22B	Movies
Lisa Robinson	EXPT05B	Rock music
Lisa Carley	KVKF34A	Club leader



Food and Wine Club

A loaf of bread, a jug of wine, and . . . the Food and Wine Club! This club provides lots of information on menus, cooking, wines, and restaurants, as you can see in Figure 5-31. Some of the cooking features were introduced in Chapter 3. You can get to this club by selecting it from the Clubs menu, or using [JUMP]: *food and wine*.

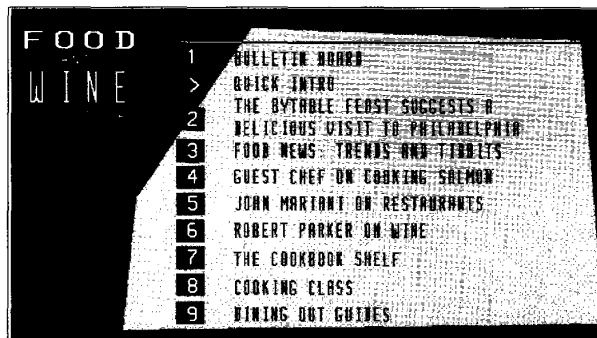


Figure 5-31.
Food and Wine Club menu.

Food and Wine Club Topics

On the Food and Wine Club bulletin board, you can discuss all sorts of eating and drinking topics with other members and the club experts. Topics you'll find include

- Talk to guest chef
- Food forum
- Asian cuisine
- Healthy eating
- Breads and pizza
- Eating out
- Busy cook
- Wines and spirits
- Desserts and sweets
- Beers and brewing

Before you plan your next dinner party, be sure to check here for new recipe ideas. You'll also find plenty of tips on shortcuts, using appliances, cooking with spices and herbs, and more.



Experts in Food and Wine

Several of the experts who write regular columns for the Food and Wine Club also jump in on the bulletin board to add their own “flavor” to the discussions. Some of the experts you’ll find in this club are

<i>Expert Name</i>	<i>Member ID</i>	<i>Specialty</i>
John Mariani	EXPT25B	Eating out
Robert Parker	EXPT42B	Wine columnist
“Guest Chef”	EXPT46B	Comments from this month’s guest columnists
Dana Jacobi	XCHV07A	Club leader

Homelife Club

As its name suggests, the Homelife Club is the place to discuss all aspects of home, family, and personal life. Chapter 3 explores some of the features you can find here—especially the comprehensive parenting and pet-care guides. You can select Homelife from the Clubs menu, or [JUMP]: *homelife*. The Homelife Club Menu is shown in Figure 5-32.

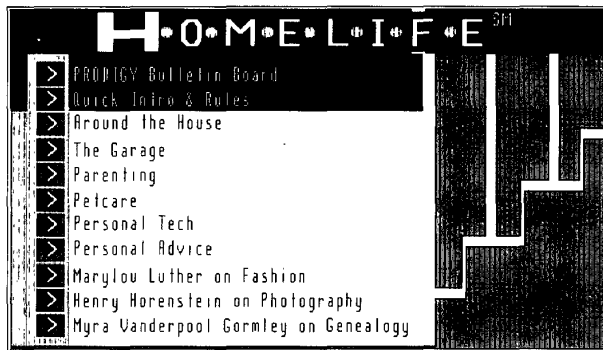


Figure 5-32.
Homelife Club menu.



Homelife Club Topics

On the Homelife Club bulletin board, you can discuss such matters as making car and home repairs, parenting, or gardening. Look for topics such as

- House
- Outdoor hobbies
- Garage
- Photography
- Pets
- Amateur radio
- Parenting
- Home electronics
- Crafts
- Collecting
- Sewing crafts
- Fashion
- Garden
- Genealogy resources
- Hobbies
- Genealogy surnames

Homelife Club Experts

Because of the wide range of topics in the Homelife Club, the PRODIGY service maintains an extensive list of expert contributors. In some cases, an entire panel of experts offers comments through one of the expert member IDs—as in the case of the Parenting Center. Some of the experts you'll find in this club are

<i>Expert Name</i>	<i>Member ID</i>	<i>Specialty</i>
<i>Road and Track</i>	EXPT35B	Car tips
Myra Gormley	EXPT45B	Genealogy
Henry Horenstein	EXPT48B	Photography
Marylou Luther	EXPT08B	Fashion
Steve Rosenthal	EXPT43B	Personal technology (you'll also find Steve Rosenthal in the Computer Club)
Kim Hazelrigg	MPKS21A	Club leader
Parenting Center	EXPT47B	Advice on raising kids
Petcare	EXPT37B	Caring for pets

(continued)



continued

Expert Name	Member ID	Specialty
From WGBH, Boston		
This Old House	EXPT12B	Home maintenance tips
Victory Garden	EXPT15B	Gardening advice
Last Chance Garage	EXPT13B	Car care

Money Talk

Chapter 8 describes many money-related information areas available through the PRODIGY service. As you can see in Figure 5-33, Money Talk gives you direct access to the money and investment columns that the PRODIGY service provides as well as to the bulletin board where you can ask questions and share advice with other users and the experts. You can select Money Talk from the Clubs menu and the Money Highlights menu, or [JUMP]: *money talk*.

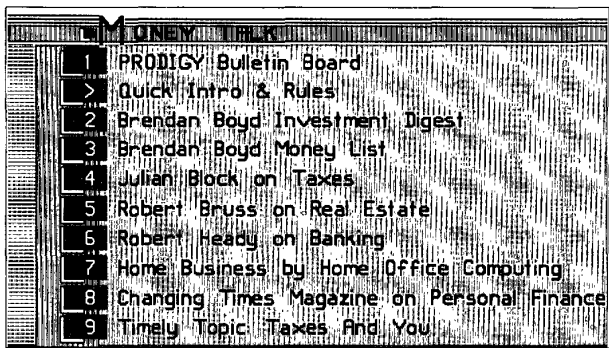


Figure 5-33.
Money Talk menu.



Money Talk Topics

The topics you'll find on the Money Talk bulletin board include

- Banking and credit
- Taxes
- Insurance
- Your own business
- Financial planning
- Careers
- Investments
- Investment theory
- Real estate

After you've had a chance to browse through the various topics in the club and converse with other members and the experts, I think you'll agree that this is almost as good as having your own financial planner.

Money Talk Experts

The experts you find on the Money Talk bulletin board are well-known for their published columns and advice. The experts in this club are

<i>Expert Name</i>	<i>Member ID</i>	<i>Specialty</i>
Julian Block	EXPT16B	Taxes
Brendan Boyd	EXPT11B	Investments
Robert Bruss	EXPT17B	Real estate
Robert Heady	EXPT19B	Banking
<i>Home Office Computing</i>	EXPT28B	Home business
Kiplinger's	EXPT49B	Personal finance
Pat Mertz	GPPD83A	Club leader

Sports Club

The Sports Club is one of the latest special interest areas to become available on the PRODIGY service. It was added in the spring of 1991 when the Baseball Manager game was introduced. The club provides a place where fans can catch up on the latest sports news, follow the scores and summaries of major teams, and swap comments about favorite teams and players. The Sports Club is a selection on the Clubs menu, or you can [JUMP]: *sports club*. Figure 5-34 shows the Sports Club menu.



Figure 5-34.
Sports Club menu.

Sports Club Topics

As you might expect, the topics on the Sports Club bulletin board are organized by sport. They include

- Baseball
- Auto racing
- Football
- Boxing
- Basketball
- Bowling
- Hockey
- Skiing
- Tennis
- Other sports
- Golf

A couple of special rules exist on the Sports Club bulletin board. You can discuss odds, but betting or wagering of any kind is prohibited. Although you are free to discuss rotisserie or fantasy leagues on line, you are asked not to conduct these leagues through the Sports Club bulletin board. If you participate in the Baseball Manager game, you'll find it has its own messaging system and bulletin board where participating members can exchange information.



Sports Club Experts

Three expert member IDs appear in discussions on the Sports Club bulletin board. They are

<i>Expert Name</i>	<i>Member ID</i>	<i>Specialty</i>
Fred Edelstein	EXPT38B	Football columnist (in season)
Dick Schaap	EXPT29B	Sports columnist
Sports Illustrated	EXPT53B	A group of editors from <i>Sports Illustrated</i> magazine

The Club (for Younger Members)

The Club is a special area that the PRODIGY service has established for younger members, although you don't have to be 18 or under to enjoy many of its features. Many of the fun and informative parts of The Club are discussed in the young member sections of Chapters 3 and 4.

One of the best things about The Club is its bulletin board, where younger members can rap with friends all over the United States without running up a hefty private message (or telephone) bill! You can get to The Club from the Clubs menu, from the SmartKids menu, or [JUMP]: *the club*. Figure 5-35 shows The Club menu.

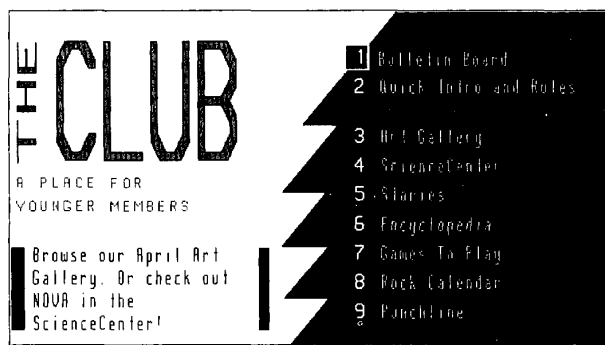


Figure 5-35.
The Club menu.

**The Club Topics**

All the topics on The Club bulletin board are based on input from younger members and are designed to cater to their interests. Unlike most of the other bulletin boards, The Club always contains one or two special topics that relate to current events. The current events topics are changing all the time. The main topics are

Entertainment:

- Pop/Rap/Rock A place to discuss your favorite popular, rap, and rock music and musicians
- Metal A special section for heavy metal music fans
- Alternative music A place for all forms of music not covered elsewhere, including soul, country, and classical
- Film, TV & video A space to talk about your favorite shows, movies, and video releases

School:

- Schoolwork 6–12 Elementary school students talk about homework and favorite teachers
- Schoolwork 12–14 Junior high students discuss school
- Schoolwork 13–18 Algebra getting you down? High school students talk about their studies
- College prep Tips on taking the SAT, applying to colleges, looking for scholarships

Special interests:

- Fashion Find out what clothes are hot, and what's not—coast to coast
- Games Discuss computer games, video games, board games, adventure games
- Hobbies Share the fun of stamp collecting, model building, or pursuing your favorite hobby



- Literature Report on the latest books, magazines—even comic books—that you've read
- Sports Enjoy a younger version of the sports club, including trading cards
- Wheels Discuss roller skates, bikes, skateboards, scooters, and the latest car fantasy!

Timely topics—these change frequently and have included:

- Earth Day Provides a forum for ecology discussions in the spring
- Summer plans Offers a place to dream about how to spend the summer months

Travel Club

The Travel Club is the entry point to a host of travel-related features on the PRODIGY service. Chapter 7 provides details on the many information and service features available in this section. You can select the Travel Club from the Clubs menu or from the Travel Highlights menu, or [JUMP]: *travel club*. Figure 5-36 shows the Travel Club menu.

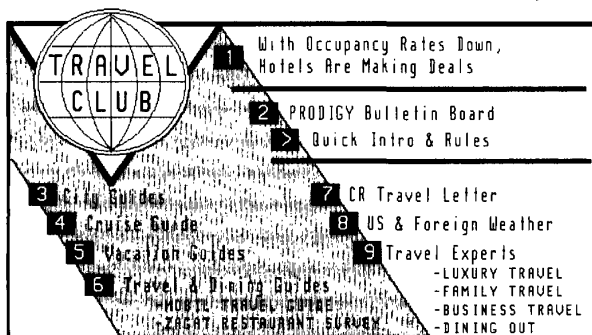


Figure 5-36.
Travel Club menu.



Travel Club Topics

You'll find two categories of topics on the Travel Club bulletin board: modes of travel and places to visit. The topics include

- Afloat
- West/Southwest
- Air travel
- Asia
- Road
- Pacific
- Hotel/Motel/Bed and Breakfast
- Europe
- Theme parks
- Canada
- Northeast and mid-Atlantic
- Latin America
- Southeast
- Caribbean
- Midwest/Plains/Rockies
- International

Travel Club Experts

Several of the experts who write regular columns for the Travel Club also respond on the bulletin board to add their opinions to discussions. Some of the experts you'll find in this club are

<i>Expert Name</i>	<i>Member ID</i>	<i>Specialty</i>
John Mariani	EXPT25B	Restaurants—you'll also find John Mariani in the Food and Wine Club
Alfred Borcover	EXPT21B	Family travel
William Tomicki	EXPT30B	Luxury travel
Peter Greenberg	EXPT44B	Business travel
Dana Jacobi	XCHV07A	Club leader

Closeup Board

The Closeup Board gives you a look at current political and social topics. Unlike the other bulletin boards, the Closeup Board is not associated with a special interest club on the PRODIGY service. The topics on the Closeup Board are constantly changing because the bulletin board is for discussions of current news events. The Closeup Board is a selection on the Clubs menu, or you can [JUMP]: *closeup*. You'll often see it as an option in Headline News as well. Figure 5-37 shows a sample Closeup Board.

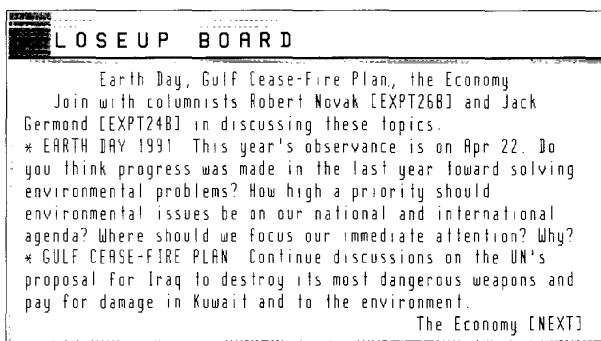


Figure 5-37.
The Closeup board.

Closeup Board Topics

The topics you'll see on the Closeup Board depend on what news is current on the day that you look. The following is a sampling of some past topics:

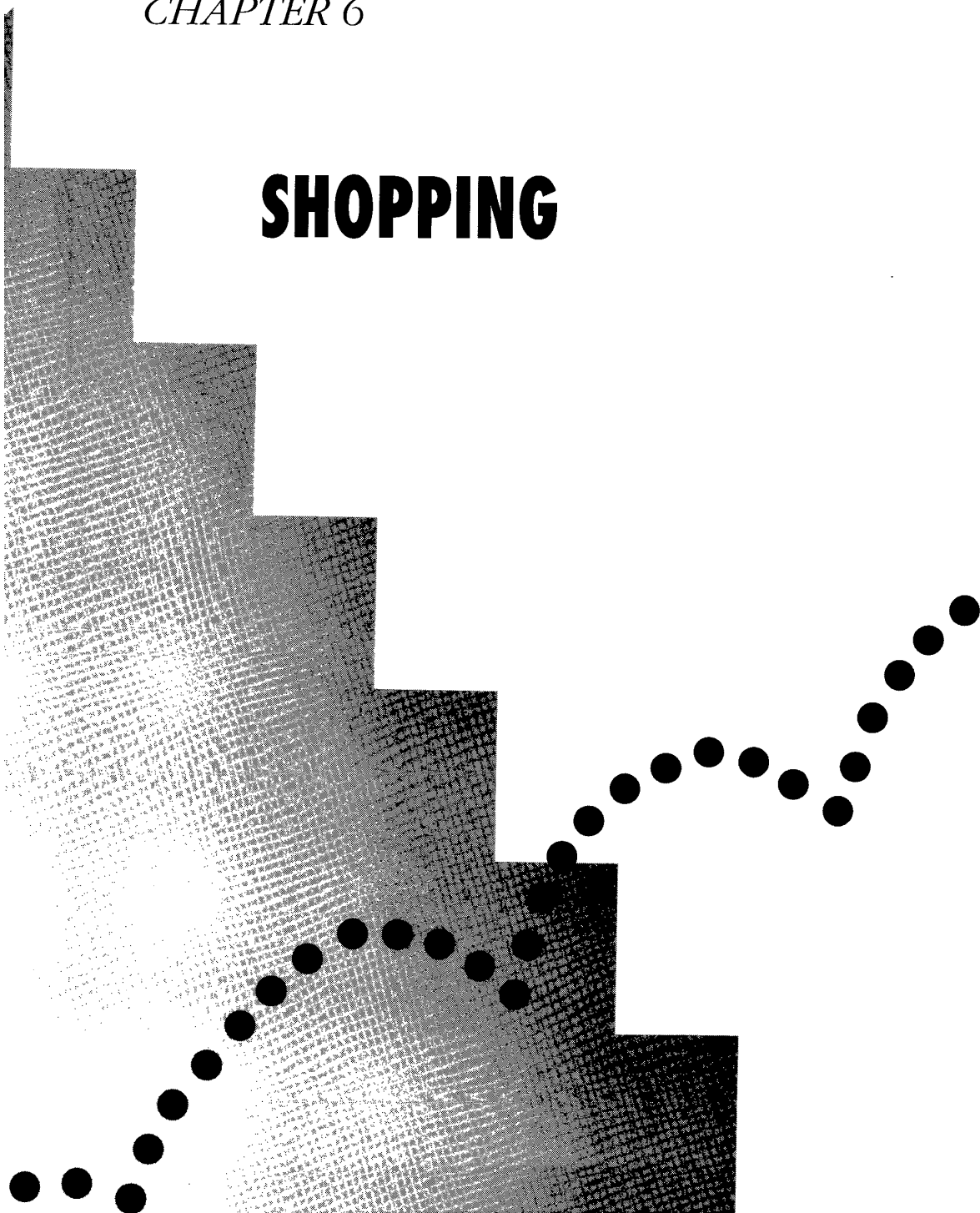
- State of the economy
- Supreme Court
- Gun control
- Abortion
- Earth Day
- On the home front
- School prayer
- The Soviet Union

Closeup Board Experts

Because of the volatile nature of the Closeup Board, no regular set of experts enters the discussion. For politically oriented topics, you might see the PRODIGY service's regular columnists Robert Novak (EXPT26B) or Jack Germond (EXPT24B). The PRODIGY service enlists outside experts from time to time—including those on the other bulletin boards—to liven up the discussion of current topics.

CHAPTER 6

SHOPPING





You probably noticed that most of the screens you see on the PRODIGY service have some sort of advertisement banner in the bottom one-fifth of the display. The PRODIGY service sometimes uses these ads to encourage you to try new features, but most of the time, the space is used to announce goods or services offered by one of the vendors. Shopping in the enhanced graphics environment of the PRODIGY service is almost as much fun as playing the games or browsing through other features on the PRODIGY service.

The people at the PRODIGY service have gone out of their way to make sure that your on-line shopping experience is entertaining and satisfying. They're quite proud of the "Ten Good Reasons to Shop on the PRODIGY Service" that you'll find displayed if you [JUMP]: *ten reasons*. In a nutshell, they are

1. *Value*—you can choose from lots of bargains and special sales on line every day.
2. *Satisfaction Guaranteed*—you have direct messaging with all of the vendors. If you're not happy, the PRODIGY Pledge offers a 30-day money-back guarantee for merchandise purchased on line.
3. *Selection*—you can choose from more than 70,000 items, including 3000 computer software titles; 30,000 CDs; 4500 videos; 5000 tableware choices, and 300 magazines.
4. *Convenience*—you can shop on the PRODIGY service 21 hours a day, 365 days a year. No standing in line and no waiting on hold.
5. *Quality Service*—you have on-line access to all vendors' departments. Most orders are confirmed within 48 hours.
6. *Expert Assistance*—you can send messages to the stores and post notes on the bulletin boards asking for advice. Also refer to "Consumer Reports" later in this chapter.
7. *Gift Giving Made Easy*—you will find a special section dedicated to gifts, including a personal reminder calendar. Many stores offer special delivery options and gift cards.
8. *Hot Items and Pre-release Specials*—you will see some new products offered through the PRODIGY service, often before you can find them in stores.



9. *Stress-free Shopping*—you can shop when you want, at your own pace. No clerks or impatient operators to tolerate.
10. *Easy Catalog Ordering*—you can ask some vendors to send you a catalog from which you can order any item on line. The biggest catalog vendors on the service are Sears, JC Penney, and Spiegel.

So sit back, relax, and enjoy a shopping tour of the PRODIGY service!

Power Shopping

Shopping on the PRODIGY service is serious business. The revenue that the service derives from advertising and vendor fees allows it to offer all the other features for one low price per month with no connect time charges. The main entry point to all the shopping features is appropriately named “Power Shopping.” To start Power Shopping, select the POWER SHOPPING option from the Inside PRODIGY menu, or [JUMP]: *shopping*; you’ll see the Power Shopping menu, which will be similar to the sample menu in Figure 6-1. Instead of shopping category names, you might see short descriptions of the day’s featured item in each category.



Figure 6-1.
Power Shopping menu.



The PRODIGY service has arranged the major shopping areas into six categories for you. Each day a special item or offer is described within each category. To shop within a category, you select the box with the graphic that represents the category: a disk for computers, a wrapped package for gifts, and so on. The categories are

- *Entertainment*—music, movies, toys, books, and magazines. Select the upper left box from the Power Shopping menu, or [JUMP]: *entertainshop*.
- *Bargain Hunter*—five special values new each Wednesday, plus five bestsellers from previous weeks. Select the upper right box from the Power Shopping menu, or [JUMP]: *bargainhunter*.
- *Computers*—software, hardware, printers, modems, and more. Select the center left box from the Power Shopping menu, or [JUMP]: *computer shop*.
- *Electronics*—stereos, VCRs, TVs, and cameras, ranging in price from discount bargains to top-end gear for the discriminating audiophile or videophile. Select the center right box from the Power Shopping menu or [JUMP]: *electron shop*.
- *Catalogs*—every store that has a catalog, including Sears, JC Penney, and Spiegel. Many products are listed on line. Select the lower left box from the Power Shopping menu, or [JUMP]: *catalog shop*.
- *Gifts*—entry point to all the special gift features of the PRODIGY service, including the Gift Reminder. Select the lower right box from the Power Shopping menu, or [JUMP]: *gift shop*.

Let's start our tour in the Entertainment Shop.

Entertainment Shop

If you're looking for the latest movies and music, this is the place for you. You will also find stores where you can shop for toys, books, and magazines. When you select the Entertainment box or [JUMP]: *entertainshop*, you will see the Entertainment Power Shopping menu shown in Figure 6-2. Option boxes for each Entertainment shopping category are on the left side of the screen. If you select one of these, a menu pops up on the right showing all the stores that offer products in that category. Highlight the store you want, and then press Enter to go there. On the right side, you'll find that day's ad for a special in one of the stores. Select the POWER SHOPPING option box to return to the Power Shopping menu.



Figure 6-2.
Entertainment Power Shopping menu.

To enhance your shopping experience in Entertainment, an option box at the bottom of the screen takes you directly to related information areas of the service. You can see many of these in Chapters 3 and 4. You will find direct access to the Arts Club, Movie Guide, book reviews, and more.

Buying a Product On Line— The Sam Goody Music Store

Let's see what shopping in one of the on-line stores is like. From the Entertainment Power Shopping menu, select the Music option box and then select Sam Goody from the music pop-up menu, or simply [JUMP]: *sam goody*. You'll see the main entrance to the Sam Goody music store shown in Figure 6-3. From this menu, you can

1. Shop Goody's extensive on-line catalog
2. Browse through special savings being offered
3. Look at new releases
4. Talk (send a message) to the customer service department

You even have an option to hop directly to the Suncoast video store.

**Figure 6-3.**

Sam Goody music store.

Searching the Sam Goody Music Catalog

Although all of the on-line stores have search capabilities to lead you through menus listing the goods they have for sale, Sam Goody has tens of thousands of tapes and CDs available, so the search facility in this store is convenient. To see what I mean, select the first numbered option box from the main menu for the Sam Goody on-line store to begin a search. See Figure 6-3.

First you'll see a pop-up menu that lets you select from

- CDs
- Tapes
- Classical CDs
- Classical tapes

A final selection lets you browse through this week's sales and new releases.



Select CDs, and you'll see a menu giving you options to search by

- Album title
- Artist name
- Song title

In the classical options, you'll also have a choice to search by manufacturer's catalog number.

My parents have an anniversary coming up soon, so maybe I can find the perfect gift here. One of their favorite songs is "Satin Doll," a Duke Ellington classic. In the Search for a Song Title pop-up menu shown in Figure 6-4, I'll type in the song name I want.

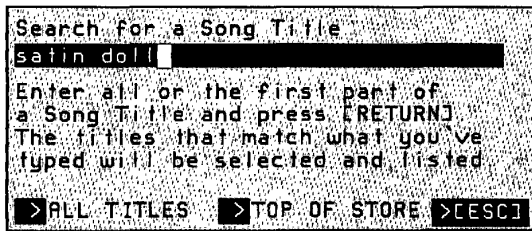


Figure 6-4.

Search by song title in the Sam Goody music store.

The ALL TITLES option on this menu takes me directly to the full list of all titles. In most stores you have a choice to go to TOP OF STORE, which leads you back to the beginning of the store product selection area. (In this case, TOP OF STORE returns you to the first menu in the store—Figure 6-3.)

When the search ends, a pop-up menu confirms that a match for what I entered was found. I can either go to the list at that point, or start another search. If no exact match is found, you can go into the list at the closest matching point. When I select the list, the screen shown in Figure 6-5 appears.

Hmmm. Several renditions of "Satin Doll" are available—several by the Duke himself. I could use NEXT to see if there are more entries for Satin Doll, or BACK to see other songs on the list. I also have the choice to enter all or part of a new title in the input box at the bottom, or to return to TOP OF STORE.

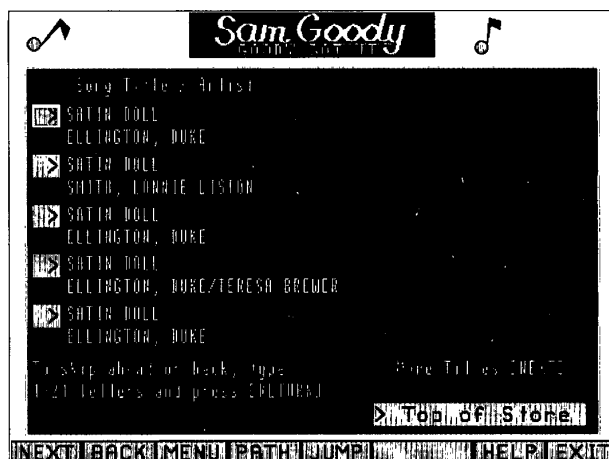


Figure 6-5.
Song/album list.

I selected the last entry at the bottom of the list. When the system sent me the details of the album I chose, I saw the first page of a description that lists the full album name, the artist, the issuing record company, and a list of other songs on the album in alphabetic order. When I used NEXT to go to the second screen, shown in Figure 6-6, I found the song I was looking for—"Satin Doll."

Ordering On Line—Order Confirmation

On any detail product screen in any of the stores, the ACTION option box will appear in the Command Bar. If you want to order the product, select ACTION.

After you select ACTION to order a product, the PRODIGY service takes you through the following steps:

1. A pop-up menu appears where you specify the quantity you want. The store might also ask you for other information such as color or size. In some stores, you can enter the quantity you want on the product detail screen before you select ACTION.

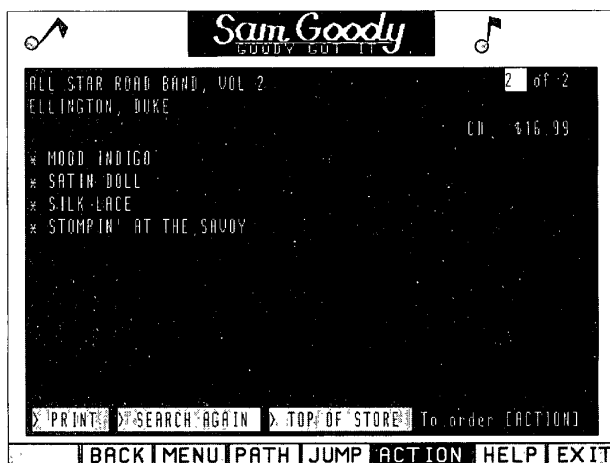


Figure 6-6.
Album details.

2. A summary screen shows all the items you ordered from one store during the current ordering session. If you select ADD to add more items to the order, you return to the store's first item selection menu. You can also select OPTIONS to change an item on the current order, delete an item, or cancel the entire order. When you finish, select COMPLETE from this screen.
3. After you've declared an order complete, you'll see an order confirmation screen similar to Figure 6-7. The PRODIGY service may take a few moments to fill in a delivery address, a billing address, and a payment method from your member ID profile. If you haven't stored credit card information to use with your member ID, the PRODIGY service will request it. If you've stored more than one card, you'll be asked to select which one you want to use for this purchase. See Chapter 9 for details on storing credit card information in your PRODIGY service member ID profile.
4. If any of the information you see on the order confirmation screen is incorrect, select the box next to the item you want to change. A pop-up window appears to allow you to select from available options (for example, one of



SAM GOODY	
Check the information below. Select SEND when ready.	
> PAYMENT METHOD Discover Card	> BILLING ADDRESS 345 W. 44TH NE
> DELIVERY METHOD UPS Ground	> DELIVERY ADDRESS MR & MRS VIESCAS 1234 MAIN STREET EL PASO, TX 79900
5 Business days after shipping confirmation.	
SUBTOTAL \$ 16.99	
> STATE SALES TAX TX 6.250% 1.06 ESTIMATED	
> SHIPPING & HANDLING Vendor to Calculate	
ESTIMATED TOTAL \$ 18.05	
> SEND > ADD AN ITEM > REVIEW ORDER > CANCEL	
MENU PATH JUMP HELP EXIT	

Figure 6-7.*Confirming an order.*

several delivery methods that the store uses) or to enter new information (such as a delivery address). In the sample screen, I changed the delivery address to send the CD directly to my parents.

5. Some stores let you enter a gift message. Others may ask you for additional details about the credit card you are using—for example, the name of the bank that issued the card.
6. If you select REVIEW ORDER, the order summary screen reappears so you can go over what you're ordering again and add or delete items, or cancel the order. You can also add an item or cancel the entire order from the order confirmation screen by selecting ADD AN ITEM or CANCEL.
7. When everything is correct, select SEND from the order confirmation screen. A pop-up window displays an order confirmation number.
8. After you send the order, a summary screen displays your order number, your billing and delivery information, and the total price. A selection on this screen lets you print your order—a good idea for future reference.

**Credit Cards on the PRODIGY Service**

To purchase any item in an on-line store on the PRODIGY service, you must have a valid credit card. Any credit card number you supply is kept confidential. When you enter a credit card number with an order, the PRODIGY service forwards the number to the store for the purpose of fulfilling your order. Neither the store nor the PRODIGY service uses your credit card number for any other purpose, so you can shop with complete confidence.

Entertainment Shopping—Other Features

Although the on-line catalog in the Sam Goody music store is a key feature on the PRODIGY service, music is not all you'll find in the Entertainment Shop.

Movies and Toys

The Movies selection on the Entertainment Power Shopping menu offers several selections. Suncoast video lists thousands of titles on line—including a selection of laser discs (you can also [JUMP]: *suncoast*). You can shop the on-line selection or ask if your favorite title is in stock by selecting Customer Service and sending a message. The Movies menu also lists a number of video collections, including series from Time-Life Video and special-interest items such as the original "Star Trek" TV series, "I Love Lucy," and "Taxi."

Toys is another entertaining selection—for young and old alike—and you can shop for toys in the Sears toy department.

Books and Magazines

Select the Books and Magazines option box from the Entertainment Power Shopping menu to look at Book Clubs or Magazines. Book clubs available through the PRODIGY service include

- *Book of the Month Club*—hardcover bestsellers
- *Quality Paperback Book Club*—trade-press-quality paperback versions of bestsellers and classics
- *Fortune Books*—business and finance



- *Time-Life Books*—selections from their most popular series
- *Books of My Very Own*—club for toddlers to age 10
- *McCall's Cooking*—cookbook club and recipes
- *Tots to Teens*—a reading club for children up to age 16
- *Ancestry*—books to help you trace your genealogy

Many of the on-line stores make good use of the PRODIGY service's picture capability to sell their wares. One of my favorites is the Books of My Very Own club ([JUMP]: *kids books*), as shown in Figure 6-8.

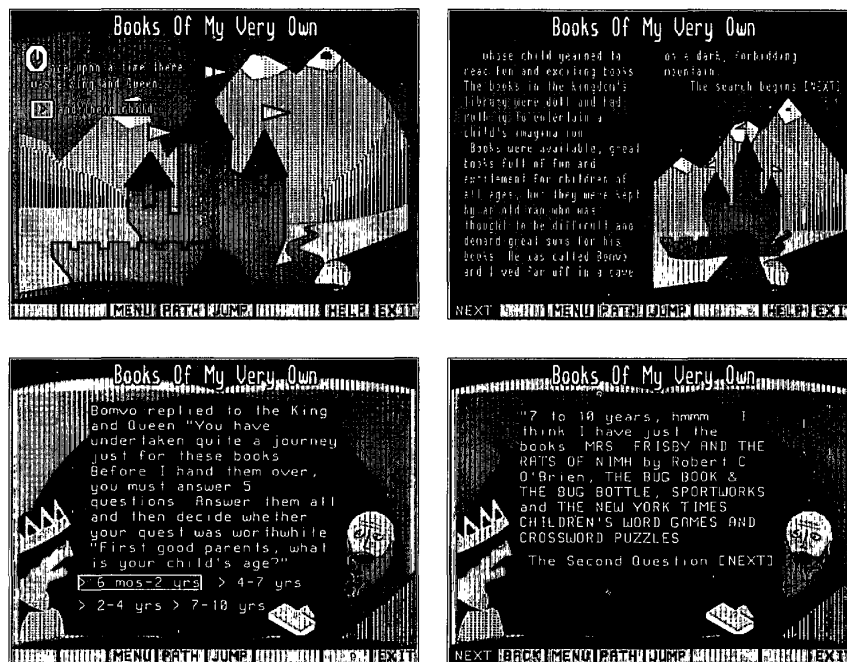


Figure 6-8.
Books of My Very Own club screens.



Magazines and newspapers abound on the PRODIGY service. As you might expect, you have a good selection of computer magazines, including *PC Today*, *PC Novice*, *Computer Shopper*, *MacUser*, and *PC Computing*. You can order *National Geographic* and *Business Week* on line, or choose from the hundreds of magazines offered through Publisher's Clearing House. The newspapers selection includes the *Wall Street Journal*, *Barron's*, and *USA Today*.

Computer Shop

In the Computer Power Shopping menu shown in Figure 6-9, you'll see numbered option boxes for Software, Hardware, Computer Highlights, and the special of the day.

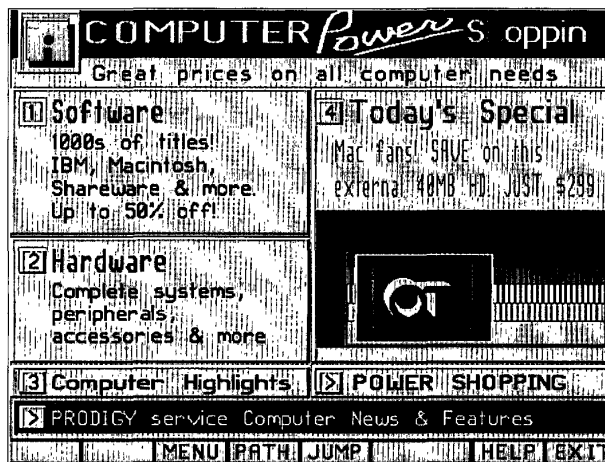


Figure 6-9.
Computer Power Shopping menu.

As in the Entertainment Shop, an option at the bottom of the menu gives you direct access to related computer news and feature items. Choices include the Computer Club, software ratings charts, and computer games.



Software

Under Software you'll see several stores offering thousands of titles. You'll find everything you need here from spreadsheet, word processing, or database software to all the latest computer games. You can shop in a variety of stores such as:

- *Computer Express*—a wide selection of Apple II, Macintosh, and IBM software at a discount. Categories include business, education, home management, recreation, and utility.
- *Shareware Depot*—hundreds of programs for the cost of the disks and brief documentation—an average cost of about 50 cents a program! Individual program authors provide software for Shareware Depot to send out on a trial basis. If you like the program, send the author a nominal registration fee to obtain complete documentation and information about updates.
- *Software Intro*—business, game, educational, and utility software for IBM computers and compatibles from new companies at discount.
- *Sears Office @Home*—business and game software for Commodore, Apple, and IBM computers.

Hardware

You can shop for all sorts of computer equipment—complete systems, add-on peripherals (printers, disk drives, modems, and so on), accessories, even furniture. Some of the on-line stores include

- *Omni Technics*—offers a selection of IBM PC and compatible systems and accessories. Also, accessories for Macs.
- *Inacomp*—has a special PC needs analyzer that can help you determine the right products to buy. In addition to hundreds of on-line items, you can order from their catalog.
- *PC's Plus from Yudins*—carries quality products from name-brand manufacturers such as IBM, Epson, AST, and Everex.
- *Marymac*—operates a Tandy and Radio Shack franchise and offers big discounts on their products.
- *Sears Office @Home*—sells the IBM PS/1 with PRODIGY software included.



- *Computer Express*—carries systems and peripherals, such as printers, modems, and so on.
- *Highland Superstore*—supplies home office and home entertainment systems.

Catalog Shopping

Perhaps one of the most useful shopping features on the PRODIGY service is catalog shopping. Catalog stores not only offer a wide variety of products on line, but also allow you to order any item from their direct mail catalogs. You can get to the Catalog Shopping menu shown in Figure 6-10 from the Power Shopping menu, or [JUMP]: *catalog shop*.

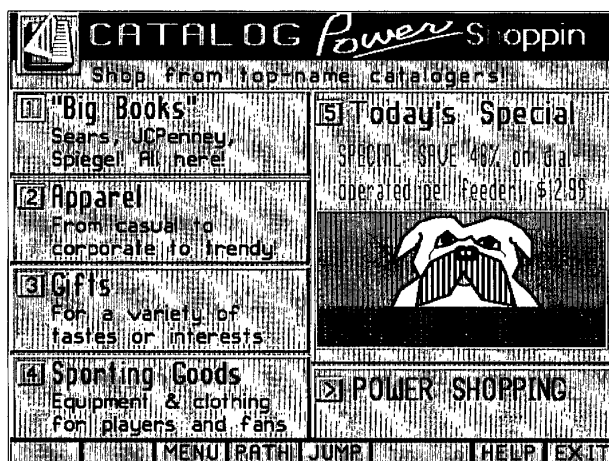


Figure 6-10.
Catalog Power Shopping menu.

The first item on this menu, “Big Books,” pops up a menu that lets you place an order from one of the three major mail-order companies: Sears, JC Penney, and Spiegel. If you’ve ever seen one of these catalogs, you’ll understand why they’re called “Big Books.” If you don’t have these catalogs, you can request them through the PRODIGY service. You’ll receive the book in a few days and be ready to go Catalog Power Shopping.



Placing a Catalog Order from Sears

Let's look at how to place a catalog order by exploring the Sears on-line store. Select the first option, Big Books, from the Catalog Power Shopping menu, highlight *Sears* in the resulting pop-up menu, and press Enter—or simply [JUMP]: *sears*. The menu for the Sears on-line store is shown in Figure 6-11.



Figure 6-11.
Sears catalog menu.

On the Sears menu, you can

1. Browse through a catalog of more than 4000 on-line items
2. Use the Electronic Order Blank (EOB) to place an order for an item in your Sears catalog
3. Check out current sale items
4. View detailed instructions about placing a catalog order
5. Take the Sears customer service survey, send a message to Sears' customer service department, or check the status of an order



Select the PLACE A CATALOG ORDER NOW (E0B) option to use the on-line catalog shopping section of the Sears store. First you'll see a menu with tips on placing an order and option boxes with special instructions for ordering clothes, shoes, curtains, or other items that require measurements. Select the first option, ORDER NOW, to see the electronic order blank shown in Figure 6-12.

```
SEARS BRINGS IT ALL TOGETHER
TYPE INFORMATION BELOW FOR EACH ITEM
Product Description:
PRODIGY Service start-up
Catalog Stock Number:
3 R 32566
Color Number (Not Color Name):
Size (State Exactly as Shown in Catalog):
Price Each:          Quantity:
39.99                1
Addtl Info:
Add above item to your order
View ORDER RECAP
MENU PATH JUMP      HELP EXIT
```

Figure 6-12.

Sears electronic order blank.

On the Sears order blank, you need to fill in at least the Product Description, Catalog Stock Number, Price, and Quantity from information in the Sears catalog. If you don't have a catalog, you can order one from the on-line Sears store—mine took about a week to arrive.

If you have a choice of color or size, you must enter the information in the spaces provided. Use the Sears color code number (in the catalog), not the color name. When you've entered all the information needed to describe the item you want, select OK. Use ESC to clear the current order item and return to a summary of items you've entered so far or to go to the main electronic order blank menu.



If you select ESC to recap an order, you see a summary of the order. You can select

- ADD to enter more items on this order
- DELETE to remove items
- CHANGE to correct information about an item
- CANCEL to clear your entire order and start over

When your order is complete, [ACTION] starts the order confirmation process. A summary of all the items you ordered appears. Select COMPLETE if the order lists all the items you want, ADD to add an item, or OPTIONS to change or delete order information or cancel the order. After you select COMPLETE, the order confirmation screen appears. You'll be asked to indicate a payment method. Then verify your billing address on the order confirmation screen, and specify a shipping address and shipment method if necessary. One of the choices with Sears is to pay cash and pick up your order at the nearest Sears catalog store. If you select this option, you must indicate where you will pick up your order—either at one of the stores closest to your home address (as determined by the catalog service) or closest to a Zip code you specify.

Checking a Catalog Order

In every store where you can place a catalog order, you can check on the status of your order. In most cases you do this by selecting Customer Service in the store and sending a message. You'll normally receive an answer within one or two business days. One of the really useful features about the on-line Sears catalog system is that you can check the status of any order on line—including orders you sent in by regular mail or placed at your local Sears store (as long as you provided your home phone number).

In the on-line Sears store, order inquiry is an option in Customer Service. When you select that option, you will notice a brief pause while the PRODIGY service computers connect to Sears to check for outstanding orders based on your home phone number. Orders appear on line about 24-to-48 hours after you place them and are available for about ten days after the order is shipped. If you can't find an order on line, you may not have waited long enough since the order was placed, or your phone number in your member profile may not match the number Sears has on file.



Figure 6-13 shows a sample order item status screen for an order I placed. Note that the specialty tools catalog I ordered is no longer available. I can select Billing/Shipping Info to check where they sent my order, the order number, and the full cost (including taxes and shipping charges). If I think there's a problem, I can send a message to Sears customer service directly on line.

```

SEARS BRINGS IT ALL TOGETHER
-----
Order #: 092863600317      placed on 03/17      1 of 1
Item Name: SPRCATALOG,91    Item #: 5551101
Qty: 1                      Item Subtotal: $5.00
Color/Style/Size: N/A
Other Info: N/A
Item Status: See order status
-----
Item Name: TOOL,SPECIALO    Item #: 3927127
Qty: 1                      Item Subtotal: $ 0.00
Color/Style/Size: N/A
Other Info: N/A
Item Status: Sorry, this item is no longer available

1 Billing/Shipping Info  2 Send a Message  >PRINT
MENU PATH JUMP HELP EXIT
  
```

Figure 6-13.
Sears order item status.

Catalog Shopping—Other Features

In addition to shopping at Sears, you can place an on-line order from the catalogs of JC Penney and Spiegel. Under the Apparel option box on the Catalog Power Shopping menu (Figure 6-10), look for L'Eggs, Paul Frederick shirts, and the clothing sections of the Sears, JC Penney, and Spiegel stores.

Under the Gifts option, you'll find catalogs from Petworks (for pets and people who love them), HG Daniels (quality writing implements and supplies), the Metropolitan Museum, and Hammacher Schlemmer. In Sporting Goods, you have access to the catalog shops of Athletic Supply, Sports Saver, and Austad's Golf, as well as options to go to the sporting goods sections of Spiegel, JC Penney, and Sears.



Electronics Shop

The Electronics Power Shopping menu shown in Figure 6-14 has options for Audio/Video, Home Office, Photography, and the special of the day.

Select this menu from the Power Shopping menu, or [JUMP]: *electron shop*.

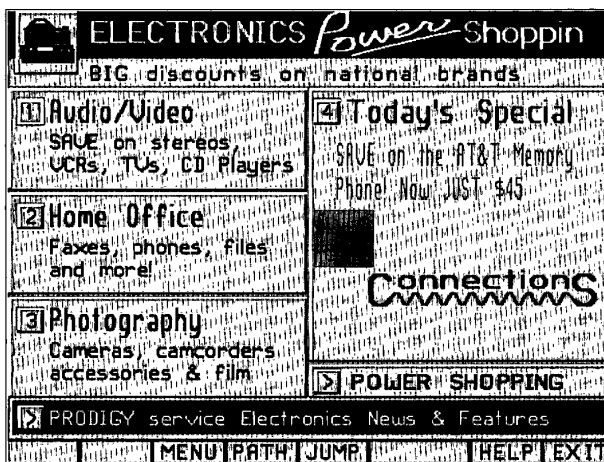


Figure 6-14.
Electronics shopping menu.

The option box at the bottom of the screen pops up a menu with choices to go to other related features on the PRODIGY service, such as Arts Club or the Henry Horenstein photo column.

Audio/Video

When you select Audio/Video, a pop-up menu lets you go directly to

- *Sears Sight and Sound*—a selection of well-known brands from “Brand Central” as well as Sears’ own LXI line. You also can place an order for any audio or video equipment in their catalog.
- *JC Penney*—products from their audio and TV departments. Shop on line or place an order from their catalog.



- *Highland*—a wide selection of name brand stereos, TVs, and VCRs, all at a discount.
- *Audio/Video Etc. from Yudins*—discounts on name brands such as Zenith, GE, RCA, and Sony.

Home Office

Under Home Office, you can go directly to the home office or business sections at

- Sears
- JC Penney
- Highland
- Audio/Video Etc. from Yudins
- Omni Technics

Photography

Whether still photographs or videos pique your interest, you can find everything you need in the stores on the PRODIGY service. Selections include

- *Wolf Camera*—choose from a wide selection of cameras, film, batteries, lenses, filters, flashes, darkroom supplies, and camcorders. Shop for famous brands such as Canon, Fuji, Kodak, Nikon, Olympus, Pentax, Polaroid, and Sony.
- *JC Penney and Sears*—shop their camera departments or order from their catalogs.
- *Highland and Audio/Video Etc.*—shop for a wide range of video camcorders.
- *Seattle Filmworks*—search out specials on film, film developing, and a photography school.



Gift Shopping

Gift Power Shopping is perhaps my favorite shopping feature in the PRODIGY service. Shopping here is not only fun, but easy. You can get to the Gift Power Shopping menu shown in Figure 6-15 from the Power Shopping menu, or [JUMP]: *gift shop*.

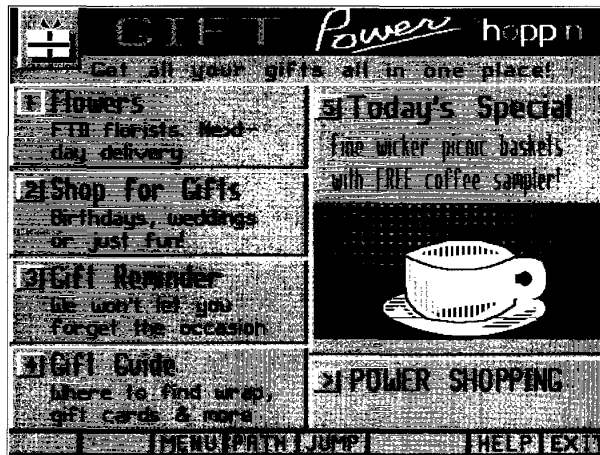


Figure 6-15.
Gift Power Shopping menu.

Flowers

Under the Flowers option box, you'll find another store that really takes advantage of the graphics capabilities of the PRODIGY service to show its wares—PC Flowers. Illustrations are provided for almost all of the bouquets you can order. Figure 6-16, for example, shows the Happy Birthday bouquet.

PC Flowers will have your selection delivered to any location worldwide via the FTD service. You can make your selection well in advance of the special event, and they won't bill your credit card until the month the flowers are sent. From the PC Flowers store you can get to PC Balloons where you can order balloon bouquets.



Figure 6-16.
PC Flowers illustration.

Gift Selection

The second option box on the Gift Power Shopping menu offers a wide variety of stores with all sorts of great gift ideas. Some of the stores you'll find are

- *Gift Sender*—gourmet food and specialty items. How about a ten-ounce chocolate computer with matching chocolate floppy diskette?
- *Hammacher Schlemmer*—unique and unusual high-quality gifts. Maybe a ready-to-fly radio-controlled airplane or a working slot machine is what you need.
- *HG Daniels*—quality writing implements and supplies. You might find that perfect Mont Blanc or Waterman pen or fine writing and art papers at a discount.
- *Cheeseboard*—savory cheese and gourmet food items shipped anywhere you like.
- *Placesettings*—china, crystal, silverware. All from famous makers, and all at a discount. The perfect place to shop for a wedding gift.
- *Coffee Anyone?*—coffees, teas, and other delectables shipped fresh from San Francisco.



- *Paul Frederick Shirts*—finely tailored shirts in high-quality fabrics at factory-direct prices.
- *Petworks*—gifts for your favorite pet or pet lover. How about a video to entertain cats? I'm not kidding!
- *Metropolitan Museum*—fascinating gifts on line or from their catalog.
- *Current*—cards, stationery, and gifts.

Gift Reminder

One of the most valuable features of the PRODIGY service is the Gift Reminder. Select the third option box on the Gift Power Shopping menu, or [JUMP]: *gift reminder*. Are you always forgetting Uncle Charlie's birthday? Has your anniversary ever slipped your mind? How about birthdays? The PRODIGY service has the solution!

In Gift Reminder you can record up to 50 special events. Three weeks in advance of the event (or at a date of your choosing), the PRODIGY service will place a reminder in your on-line mailbox. You can set up events that occur every year, and the service will remind you of them each year. Depending on the type of event you've chosen, the PRODIGY service will also suggest on-line stores where you can order an appropriate gift.

Setting up Reminder Events

Let's see how easy it is to set up events. From the Gift Reminder menu shown in Figure 6-17, select the Your List of Events option box. You'll see a chronological list showing the event, the description you entered, the next date for the event, and the date the PRODIGY service plans to send you a reminder. You can see five events per screen. Use NEXT and BACK to page through your list if you have more than five events. To create a new event, select ADD at the bottom of the screen. You'll see a pop-up menu from which to select the event type, as shown in Figure 6-18.

After you've specified an event type, you'll see an input pop-up window where you can type a description and the date of the event. When you press Enter or Tab after typing an event date, the PRODIGY service calculates a reminder date three weeks prior to the event. You can type over this date if



you want to be reminded at another time. For recurring events such as birthdays, anniversaries, or holidays, you can request an annual reminder. Select OK when you've finished, or select ESC to cancel the new entry and return to the display of your existing list.



Figure 6-17.
Gift Reminder.

Figure 6-18.
Selecting gift event type.

GIF REMINDER

Page 1 of 1

To work with YOUR EVENT LIST,
select one of the choices below. To
create a list or add to a list, select
[>ADD]. When done, select [>SAVE].

#	Event	Description	Date	Reminder
1	Graduation	John - High school	06/17/91	05/27/91
2	Anniversary	Ours	09/04/91	08/14/91
3	Birthday	Suzanne	12/20/91	11/29/91
4	Birthday	Michael	02/15/92	01/25/92
5	Birthday	David	03/06/92	02/14/92

* = annual More when [NEXT] appears

>ADD >CHANGE >DELETE >PRINT >SAVE

MENU PATH JUMP EXIT

At the bottom of the gift reminder screen are option boxes to ADD, CHANGE or DELETE entries, or to PRINT the list. The SAVE option box appears only if you change the list during the current session. When you select SAVE, the changes become permanent.

The last selection on the Gift Power Shopping menu takes you to the Gift Guide, as shown in Figure 6-20. From this menu, you can also go to the Gift Reminder.

CNZ0020558
T-MOBILE US, INC.
EXHIBIT 1014



Figure 6-20.
Gift Guide menu.

If you're stumped for a gift idea, a special FIND menu might help you. Select Find-A-Gift from the Gift Guide menu, or [JUMP]: *find a gift* to see the menu in Figure 6-21, listing all the stores according to the type of gift they offer.

Shopping—Other Services

Although most stores can be reached from the Power Shopping submenus, a few require you to dig a bit deeper. Several are listed on the Inside Power Shopping menu, which you can select from the Power Shopping menu (Figure 6-1), or [JUMP]: *inside shop*.

The Inside Shopping menu lists several stores that are offering specials. A sample menu is shown in Figure 6-22, but the menu you see will probably be different depending on what the newest bargains are. You will also find options for some of the special shopping service areas we've already explored. In the center on the sample menu are Postal Service and the PRODIGY Service Shop.



FIND-A-GIFT	
Begin your gift shopping by selecting a category:	
SEASONAL GIFTS FLOWERS TOYS & GAMES GOURMET GIFTS BIRTHDAY GIFTS WEDDING GIFTS ANNIVERSARY GIFTS BABY GIFTS BUSINESS GIFTS AUDIO & VIDEO GIFTS HOME & GARDEN GIFTS	GIFTS FOR MEN GIFTS FOR WOMEN GIFTS FOR KIDS FASHIONABLE GIFTS MUSIC LOVER GIFTS TRAVEL LOVER GIFTS COMPUTER MAVEN GIFTS CAMERA BUFF GIFTS GREETING CARDS GIFT WRAP GIFT CERTIFICATES
<input type="button" value="MENU"/> <input type="button" value="PATH"/> <input type="button" value="JUMP"/> <input type="button" value="EXIT"/>	

Figure 6-21.

Find-A-Gift.

INSIDE <i>Power</i> Shopping		
<input checked="" type="checkbox"/> SPECIAL: Get a FREE gift with Abco Main II sten		
<input checked="" type="checkbox"/> No strings attached. Cordless phone only \$79		
Specials From:	Shop at:	Services:
<input checked="" type="checkbox"/> Bargain Hunter	<input checked="" type="checkbox"/> Sears	<input checked="" type="checkbox"/> Shopping FWD
<input checked="" type="checkbox"/> MacComp	<input checked="" type="checkbox"/> JCPenney	<input checked="" type="checkbox"/> Gift Services
<input checked="" type="checkbox"/> Levi's/R	<input checked="" type="checkbox"/> Home Central	<input checked="" type="checkbox"/> Why Shop Online
<input checked="" type="checkbox"/> Piece Settings	<input checked="" type="checkbox"/> Postal Service	<input checked="" type="checkbox"/> Prodigy Pledge
<input checked="" type="checkbox"/> Sprege!	<input checked="" type="checkbox"/> PRODIGY Shop	<input checked="" type="checkbox"/> How to Shop
A new look! A new convenience! <input type="button" value="LOOK"/>		
See how Power Shopping makes shopping easier!		
<input type="button" value="MENU"/> <input type="button" value="PATH"/> <input type="button" value="JUMP"/> <input type="button" value="HELP"/> <input type="button" value="EXIT"/>		

Figure 6-22.

Inside shopping menu.



PRODIGY Service Shop

In the PRODIGY Service Shop you can find special items for your favorite PRODIGY service fan (maybe even yourself). Some of the available items include

- *Apparel*—sweatshirts, T-shirts, caps, and more—all with the PRODIGY service logo
- *Computer accessories*—everything from a special mat for your mouse to screen wipes. (Did you notice that a mouse doesn't work very well on a slick table top?)
- *Jewelry*—sunglasses, tie tacks, and watches are only some of the choices
- *Kitchen*—coffee mugs and glasses
- *Outdoors*—umbrellas, beach blankets, and thermos packs

Ordering Stamps On Line

Even Uncle Sam has a store on the PRODIGY service. For a small service fee, you can have sheets or rolls of stamps or prestamped envelopes delivered to your doorstep. Figure 6-23 shows one of the screens in the Postal Service

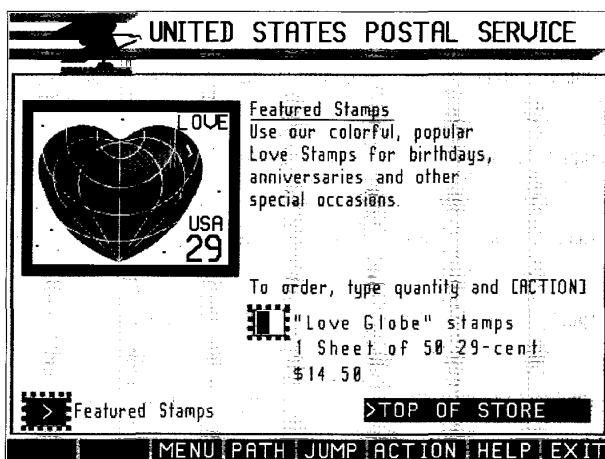


Figure 6-23.
Shopping for postage stamps.



shop. You can sometimes find this store on the Inside Shopping menu, or [JUMP]: *usps* to go there directly.

You can shop for

- First-class stamps
- First-class, second-ounce stamps (you don't have to use a full-price stamp for the second ounce on a letter)
- Postcard stamps
- Postal cards (prestamped)
- Prestamped first-class envelopes

No minimum order is required. Your order is usually delivered within five business days via—you guessed it—U.S. mail.

Shopping Find

If you still haven't found something that entices you, you have one more place to look. Select Shopping FIND from the Inside Power Shopping menu, or [JUMP]: *shop find* to get the special FIND menu shown in Figure 6-24.

SHOPPING → FIND	
To shop for goods or services, select a category:	
APPAREL SHOPPING AUDIO & VIDEO TO BUY AUTO SHOPPING & SUCS BOOKS TO BUY OR RENT CDS & TAPES TO BUY COMPUTER HARDW BUY COMPUTER PERIPH BUY COMPUTER SOFTW BUY EDUCATION SERVICES FINANCE INFO & SUCS FLOWER SHOPPING GIFT SHOPPING	GOURMET SHOPPING HOME OFFICE PRODUCTS HOME PRODUCTS HOUSEWARE SHOPPING MAGAZINES TO BUY PHOTOGRAPHY SHOPPING SPORTING GOODS STATIONERY SUPPLIES TELEPHONES TO BUY TOY & GAME SHOPPING TRAVEL INFO & SUCS VIDEOS TO BUY
MENU PATH JUMP EXIT	

Figure 6-24.
Shopping FIND.



Shopping FIND is much like having an on-line yellow pages. Each of the 24 categories listed in Shopping FIND is a FINDword that can lead you to a list of the JUMPwords for that category. You can use FIND directly or highlight the category you want and press Enter to [FIND] that shopping category. When you see the JUMPword list for your selected category, use Tab to move to the name of the store where you want to shop.

Advertising on the PRODIGY Service

By now, you've seen dozens of advertisements show up across the bottom of your PRODIGY service screen. You might have also received PRODIGY Direct Mail, a form of electronic mail delivered to you PRODIGY mailbox. If you haven't used LOOK and ZIP to explore these ads and messages, you probably don't realize how creative they are and how much valuable advice they provide in addition to the commercial message. (LOOK takes you "through" the ad; ZIP takes you back to where you started.) The following examples will show you what I mean.

Home Affordability Calculator

If you're thinking of buying a new home, but are not sure what you can afford, look at the Coldwell Banker ad. Yes, they'd like to sign you up as a customer, but in the process they're offering some sound advice for free.

Use LOOK to look into one of their ads as it goes by, or [JUMP]: *coldwell*. The second option box on their first menu takes you to the Home Affordability Calculator, shown in Figure 6-25. After answering a few simple questions, you will see approximately how much you can afford for a new home.

After you receive the initial calculation, you can play around with some of the numbers to see how the total purchase price changes. Maybe the interest rates are going down in your area. Maybe you're due for a raise soon. Plug in the numbers and let your dreams come alive!



COLDWELL BANKER	
HOME AFFORDABILITY CALCULATOR	
Est. mortgage amount:	\$ 137744
Est. purchase price:	\$ 157744
Est. monthly payments:	\$ 1260
> Gross Annual Income	\$50000
> Mortgage Term	30 years
> Interest Rate	10.5 %
> Monthly Bill Payments	\$400
> Down Payment	\$20000
> CALCULATE	> PRINT
To return to first menu [MENU]	
[BACK] [MENU] [PATH] [JUMP] [HELP] [EXIT]	

Figure 6-25.

Calculating home affordability.

Car Payment Calculator

The PRODIGY service carries several interesting and entertaining ads for automobiles. In 1991 you could find ads on the PRODIGY service from Audi, Chrysler, Ford, Mazda, Subaru, and Volkswagen. All of them use graphics and animation to attract your attention. Want to see what the Mazda Miata looks like with a hardtop? Select a button and watch the top magically appear on the car in the picture. Or, watch a Mercury Sable sedan transform into a station wagon before your eyes.

In addition to the flashy graphics, they all provide you with Manufacturer's Suggested Retail Prices (MSRP) for the different models and options. You don't have to walk into your local dealer uninformed. A unique feature offered by the Volkswagen ad allows you to determine your monthly lease or purchase payments, similar to the Coldwell Banker calculator. See Figure 6-26 for an example. [JUMP]: *vw* to check it out.



CABRIOLET

Calculate MSRP. Select options. Then choose [SELECT].

CABRIOLET	MSRP	\$16,540	
DESTINATION CHARGE (REQ'D)	\$	340	*
<input checked="" type="checkbox"/> METALLIC PAINT	\$	170	
<input checked="" type="checkbox"/> CALIFORNIA EMISSIONS	\$	100	
<input checked="" type="checkbox"/> AIR CONDITIONING	\$	860	*
<input checked="" type="checkbox"/> AUTOMATIC TRANSMISSION	\$	525	*
		Total Price	\$18,265
Monthly Pmt 48 mo 20% dn 11.2% APR		\$	379
<input checked="" type="checkbox"/> SELECT			

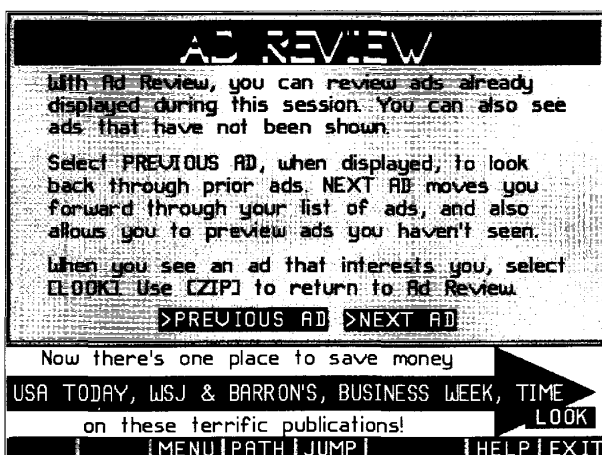
[MENU]
[PATH]
[JUMP]
[HELP]
[EXIT]

Figure 6-26.
Calculating car payments.

There's no way yet to actually order a car on line and have it delivered, but I bet they're working on it! Of course, you can have brochures sent to your house, and they'll tell you the location of your nearest dealer.

Ad Review

Sometimes an interesting ad appears, but you're too wrapped up in what you're doing to pursue it—perhaps in the middle of a MadMaze game! A special area of the PRODIGY service lets you scan back through the ads you've missed or to scan forward through ones that are queued up for you. [JUMP]: *ad review* to see the screen in Figure 6-27. You'll see the last ad that was presented to you at the bottom of the screen. You can use the PREVIOUS AD and NEXT AD options to page through the ads. When you see one that interests you, [LOOK] as you normally would. Use ZIP to return to Ad Review. (See Chapter 2 for additional details.)

**Figure 6-27.***Ad review.*

On-Line Classified Ads

Ads from various companies and the PRODIGY service are entertaining and informative, but you can also read ads placed by other members or place an ad of your own. Classified ads, sponsored by *USA Today*, have a wide variety of interesting categories and provide on-line access to a million customers daily. In addition to national ads, some cities have local classifieds. To get to the screen shown in Figure 6-28, [JUMP]: *classified*.

Some of the categories you'll find include

- | | |
|----------------------------|---------------|
| ■ Business opportunities | ■ Hardware |
| ■ Investment opportunities | ■ Help wanted |
| ■ Real estate | ■ Automobiles |
| ■ Travel/Vacation | ■ Airplanes |
| ■ Computers | ■ Hobbies |
| ■ Software | ■ Pets |



Figure 6-28.
USA Today on-line classifieds.

Sellers find this is an ideal place to advertise to a national audience. The rates charged are extremely competitive on a cost-per-thousand basis. When the PRODIGY service introduced this feature, a one-page national ad for a week cost less than \$100. You can also place an advertisement to the New York, Los Angeles, San Francisco, Washington-Baltimore-Philadelphia, or Chicago-Milwaukee markets at a lower rate.

Buyers looking for real estate, business opportunities, or used cars (I saw a '57 T-Bird advertised!) find this a fun place to shop. In much the same way that you browse through memos on bulletin boards (see Chapter 5 for details), you read classifieds by selecting from a number of ad classifications and then scanning the posted ads by title. See Figure 6-29 for a sample ad.

Many ads provide a phone number for you to call or an address to write to for more information. Most ads allow you to reply directly to the advertiser. In the example in Figure 6-29, you can simply select REPLY to write a personal message directly to the advertiser. The PRODIGY service does not charge for the first message you send in response to an ad against your household's monthly personal message allotment.

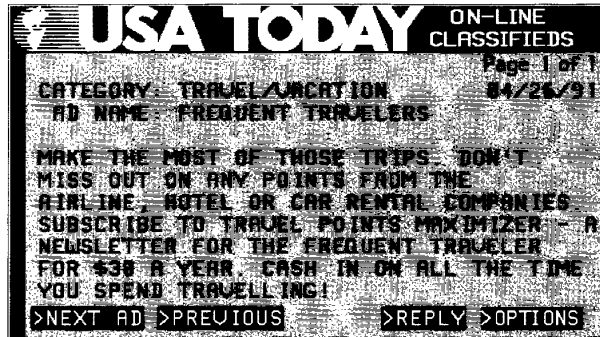


Figure 6-29.
Classified ad.

As with any classified ad in a newspaper, you should investigate the product or service carefully before deciding to buy. The PRODIGY service and *USA Today* provide basic screening of ads posted—for example, advertisers must abide by some special rules if they don't accept replies to their mailbox or if they require you to call a 900 number. Neither the PRODIGY service nor *USA Today* in any way warrants or guarantees products offered through on-line classified ads. *USA Today* will, however, attempt to assist you in getting in touch with the advertiser if you have any problems with an order.

Shopping Information— Consumer Reports

If you're looking for information about the best buy for a major purchase you are considering, you can turn to the on-line highlights from the last three years of *Consumer Reports* magazine. To get to a screen like the one shown in Figure 6-30, [JUMP]: *consumer rep.*

Consumer Reports is published by Consumers Union, a nonprofit organization dedicated to providing fair, accurate, and unbiased information about consumer products and issues. They have their own independent labs and accept no advertising in their publications. Because of its noncommercial nature, you will not see any PRODIGY service advertisement banners on any of the screens in this part of the service.

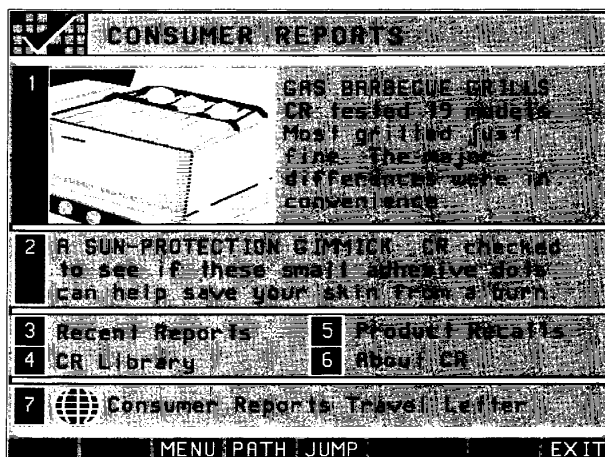


Figure 6-30.
Consumer Reports.

After you select the CR Library option box from the first screen in Consumer Reports, you'll see a screen that describes the on-line library. On this screen, select CR Library again to see a pop-up menu that shows all the on-line article categories. Figure 6-31 shows a sample CR Library topics menu.

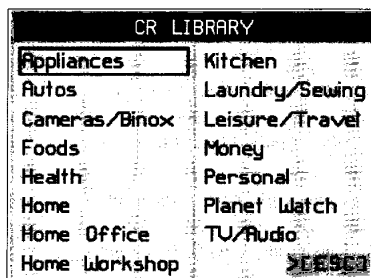


Figure 6-31.
CR Library topics pop-up menu.



If you select one of the major categories, another pop-up menu shows you the subcategories of your topic. For example, when I looked under Appliances, I found Air Conditioners, Audio, Bed & Bath, Computers, Grooming, Kitchen, Ranges/Ovens, Refrigerators, Safety, Sewing/Ironing, Telephones, TVs/VCRs, Warmth, Warranties, Water, Workshop/Garage, and Yard Care. The specific topics you see vary as new articles come on line and old ones are removed.

You won't see the entire original *Consumer Reports* article on line, but you will see all the significant points summarized. The date of the issue that contained the original article is listed, so you can look it up in your local library. I picked the series of articles on Alar (a chemical that used to be used on red apples) under Foods, and I saw the screen shown in Figure 6-32.

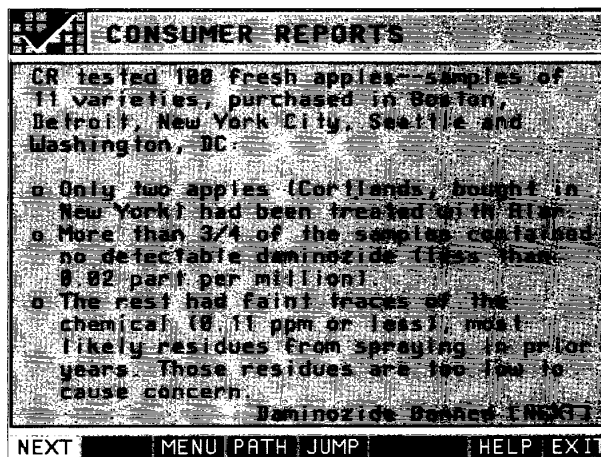


Figure 6-32.
Report on apples.

This was quite a controversy a few years ago and had a major impact on the apple industry in the state of Washington, where I live. It was good to see that according to *Consumer Reports* the issue had been resolved.



Shopping—A Final Word

The PRODIGY service has worked hard to bring its members an “on-line shopping mall” full of quality retailers and products. The PRODIGY service screens potential marketers for their ability to handle large volumes of on-line ordering while providing responsive service and good value. To make sure all goes well, the PRODIGY service pledges to all its members to back fully any product ordered on the service. (This does not apply to any product or service you buy through on-line classified ads, though USA Today will do all it can to help you out there.) To see the pledge on line, as shown in Figure 6-33, [JUMP]: *prodigypledge*.

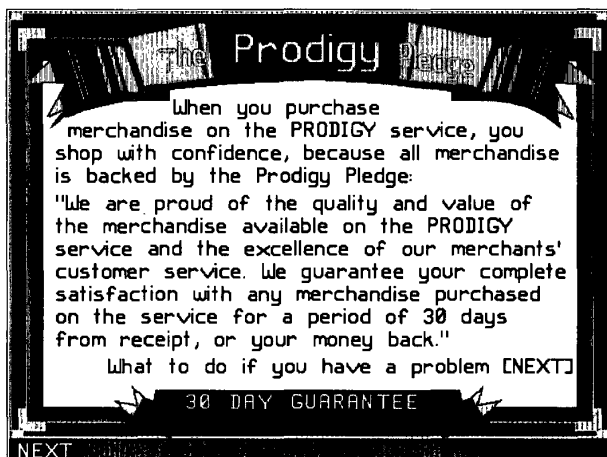


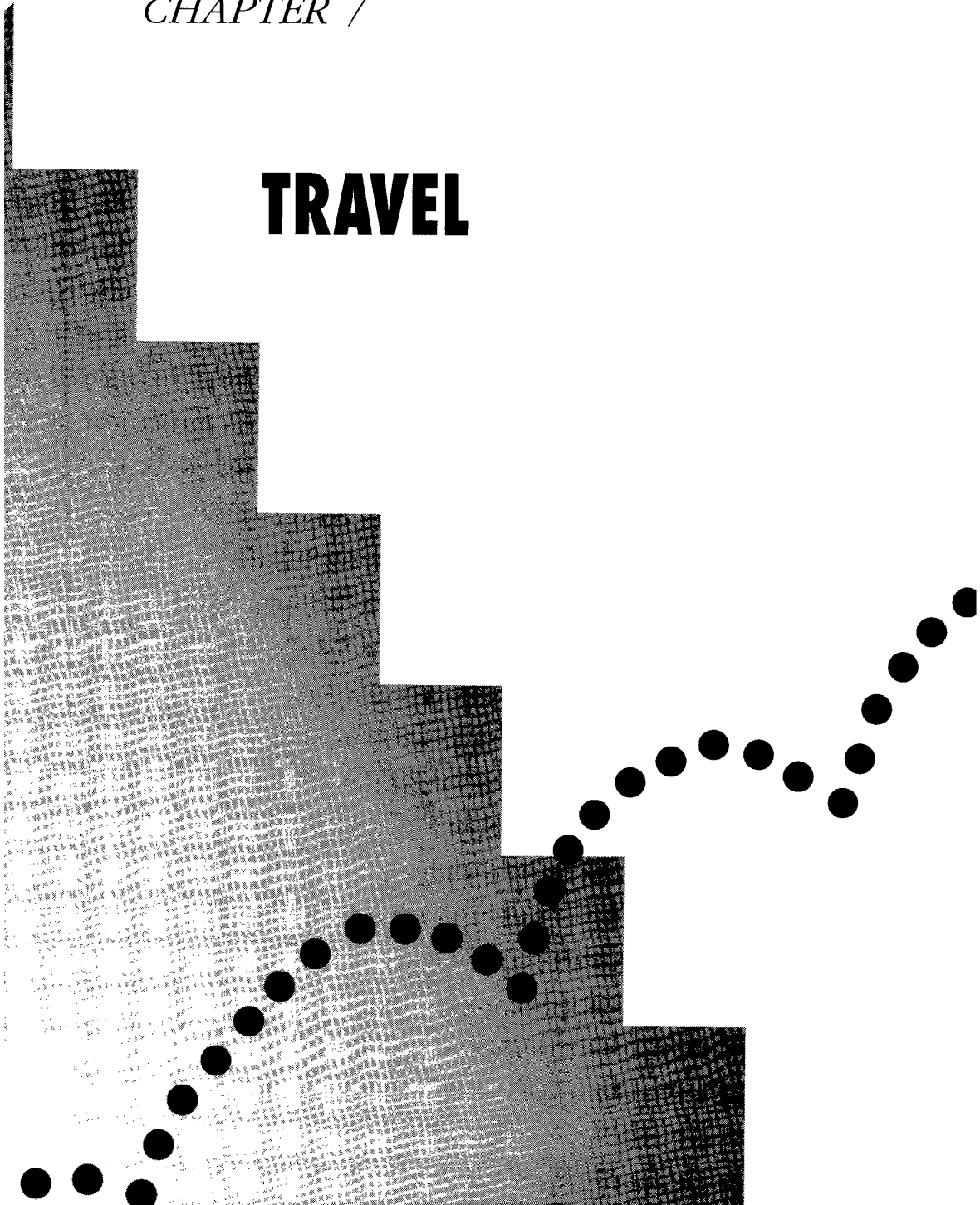
Figure 6-33.

The PRODIGY Pledge.

If you can't get a problem resolved through direct mail to the vendor, you can [JUMP]: *prodigypledge* and follow the instructions there to get the problem resolved. So, shop with confidence—and have fun doing it!

CHAPTER 7

TRAVEL





When I first thought about covering travel features on the PRODIGY service, I imagined that I would discuss one or two travel guides and the on-line reservation service in EAASY SABRE. As I started to study all that is available, I began to wonder if I should write a separate book on the topic!

To show you all the travel features in a logical way, I'll lead you through the steps you might take when planning a trip. Follow along with me as I investigate and reserve a vacation trip to New England in time to see the fall colors.

Travel Information

You can start exploring the PRODIGY service's travel features in Travel Highlights, as shown in Figure 7-1. You might sometimes see this feature on the Highlights screen when you sign on. You can go to Travel Highlights from the Inside the PRODIGY Service menu (always on the Highlights screen) or [JUMP]: *travel high*. The PRODIGY service dedicates the first few option boxes to featured information items. Other numbered option boxes take you to the day's highlighted travel goods and services. The options on the right side of the screen take you directly to some of the major travel topics.

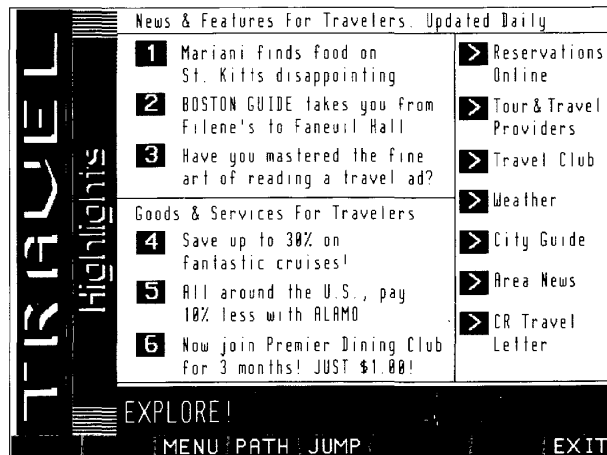


Figure 7-1.
Travel Highlights.



I want to focus on travel information first, so let's go to the Travel Club. Select that box from the Travel Highlights screen, or [JUMP]: *travel club*.

Travel Club

The first numbered option box in the Travel Club takes you to a highlighted travel column. In Chapter 5, you had a quick look at the Travel Club menu shown in Figure 7-2. Select the second option to go to the Travel Club bulletin board. On this bulletin board you'll find topics about different types of travel (Afloat, Air, Road, Hotel/Motel/B&B, Theme Parks) as well as topics about specific geographic areas. In planning a trip to New England, you might want to see what other members are saying in the NE/Midatlantic topic on the bulletin board.

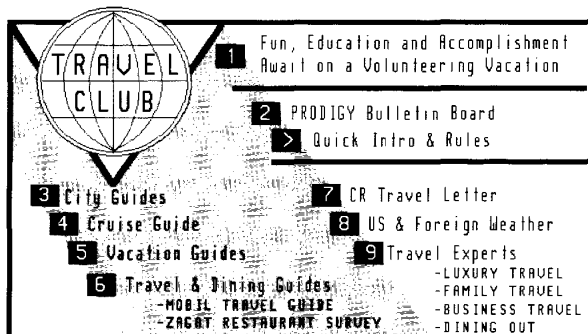


Figure 7-2.
Travel Club.

Other selections on the Travel Club menu include

- *City Guides*—information about ten major U.S. metropolitan areas, compiled from PRODIGY service member surveys
- *Cruise Guide*—a comprehensive guide to cruise lines and the styles, costs, and features of their cruises for the coming season as well as tips on picking the ideal cruise
- *Vacation Guides*—PRODIGY service member opinions on the major U.S. vacation areas: Hawaii, Florida, and New England



- *Travel & Dining Guides*—on-line versions of the *Mobil Travel Guide* and the *Zagat Restaurant Guide*
- *CR Travel Letter*—research from Consumer's Union on travel topics
- *Weather*—information about weather conditions worldwide—to see what it's like at your destination
- *Travel Experts*—columns by William Tomicki on luxury travel, Alfred Borcover on family travel, Peter S. Greenberg on business travel, and John Mariani on restaurants

City Guide

From time to time the PRODIGY service conducts member surveys in about ten U.S. major metropolitan areas. Members name their favorite sightseeing attractions, restaurants, hotels, and more. Although the surveys are informal and nonscientific, these guides provide interesting insights into what members think about their hometown or favorite vacation area.

City Guide is a selection on both the Travel Highlight and Travel Club menus. You can also [JUMP]: *city guide*. The sample in Figure 7-3 shows the ten major metropolitan areas covered by the City Guide. You can go directly to each of these guides by using the JUMPwords *atlanta guide*, *boston guide*, *chicago guide*, *dallas guide*, *dc guide*, *la guide*, *miami guide*, *ny guide*, *philly guide*, and *sf guide*. To print articles in the City Guides, use COPY.

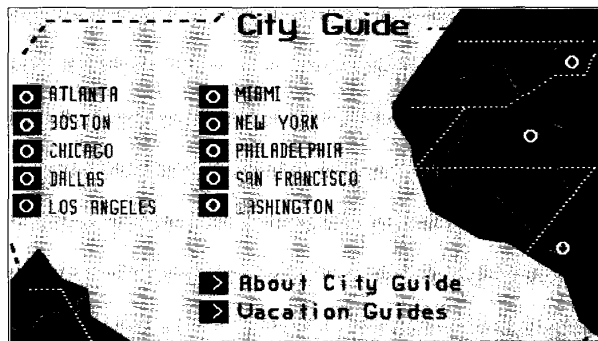


Figure 7-3.
City Guide.



If you're considering a trip to New England, Boston is a good home base. The Boston Guide is shown in Figure 7-4.

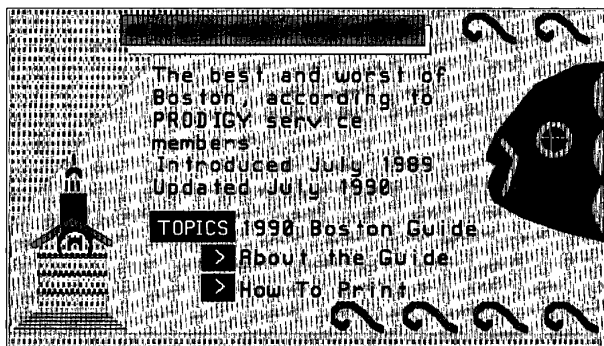


Figure 7-4.
Boston Guide.

When you select TOPICS from the Boston Guide menu, a pop-up menu lists member recommendations on the following topics

- Wining & Dining
- Clubs & Pubs
- Historic Sites
- For Kids
- Museums
- Scenic Route
- Shopping
- Hotels
- The Inside Scoop

On the pop-up menu, the More Cities selection returns you to the City Guide main menu, and More on Boston takes you to the Boston area news and events menu.



All the City Guides contain topics for hotels, restaurants, shopping, and sightseeing. Each also contains a topic or two that is specific to the city. For example, you'll find Wine Country in the SF Guide, Cheesesteak in the Philly Guide, Beaches in the Miami and LA Guides, Country/Western in the Dallas Guide, and Pizza in the Chicago Guide.

After you select a topic, you will see a list of the subjects available. You can highlight one you want and press Enter to go directly to it, or you can start at the beginning and use NEXT and BACK to page through them all.

When I looked in the Historic Sites category in the Boston Guide, I found an Overview, and information on Faneuil Hall, Quincy Market, Freedom Trail, Old Ironsides, the Tea Party ship, Bunker Hill, Boston Common, the North End, and Concord/Lexington. Figure 7-5 shows the information available on the USS *Constitution*—Old Ironsides.

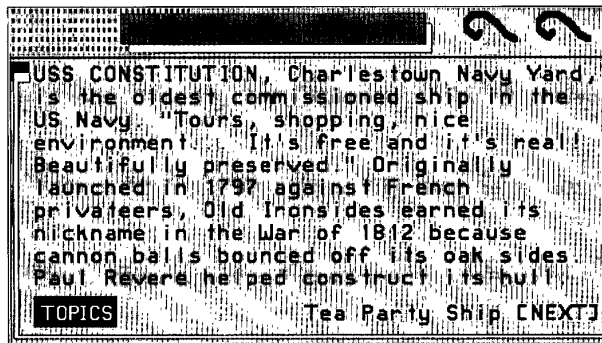


Figure 7-5.
Old Ironsides.

In Chapter 4, you saw how to start at Area News to go to a menu for news, weather, events, and more for 34 U.S. metropolitan areas. On the main pop-up menu in the City Guides, you'll find a "More on" topic that takes you directly to the Area News for the city. When I selected More on Boston from the Boston City Guide menu, I saw the menu shown in Figure 7-6. Feel free to explore on your own topics such as Weather and Events. We'll look at the New England Guide, Boston Restaurants (the Zagat Restaurant Guide), and the Mobil Travel Guide later in this chapter.

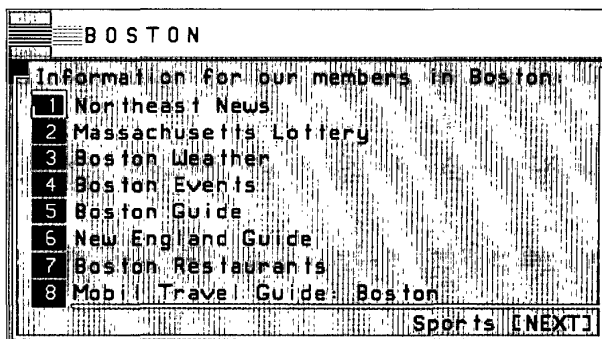


Figure 7-6.
Boston area information.

Vacation Guide

If you're planning a vacation to Hawaii, Florida, or New England, be sure to look at the Vacation Guide shown in Figure 7-7. It's a selection on the Travel Club menu and the City Guide menu, or [JUMP]: *vacationguide*.

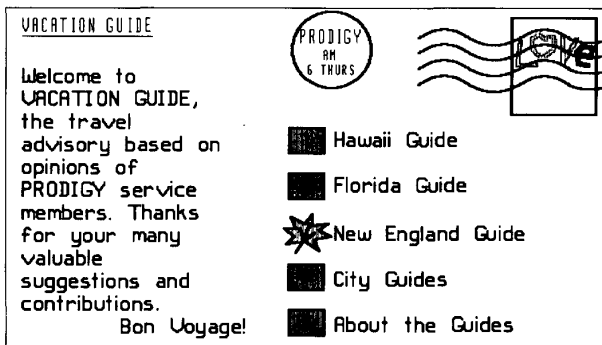


Figure 7-7.
Vacation Guide.



The menu in Figure 7-7 has fun with some of the capabilities in the PRODIGY service graphics display system. When the selection highlight is on Hawaii, you'll see a flashing pineapple, on Florida a fish, and on New England a maple leaf. Since I'm thinking of a fall vacation to New England, let's see what information is under the maple leaf.

Figure 7-8 shows the New England Vacation Guide menu. Selected Scenic Routes can be found under the flashing weather vane. (A baby dinosaur flashes when you highlight the Especially for Kids box, and, of course, you'll see a flashing fish for Fishing Holes.) If you're interested in the best places to see fall foliage, Selected Scenic Routes looks like a good bet.

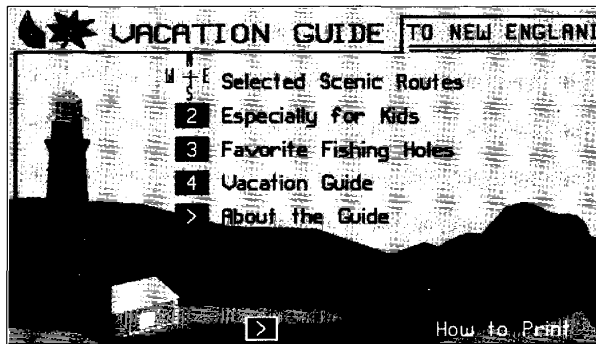


Figure 7-8.
Vacation Guide, New England.

Figure 7-9 shows the New England Scenic Route map. Select a route to see a more detailed map, including numbered locations of highlights. You can start at the first location listed and page through them all, or you can select one that's particularly interesting and go directly to it. As in City Guides, you can use COPY to print any article you want to keep.

Mobil Travel Guide

The famous *Mobil Travel Guide* is available on the PRODIGY service, as shown in Figure 7-10. You can get to it through the Travel Club menu, or [JUMP]: *mobil travel*.

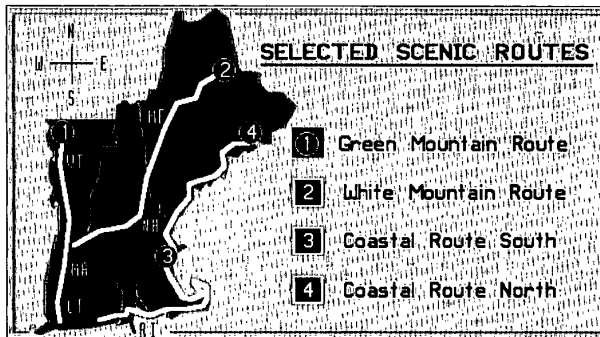


Figure 7-9.
New England scenic routes.

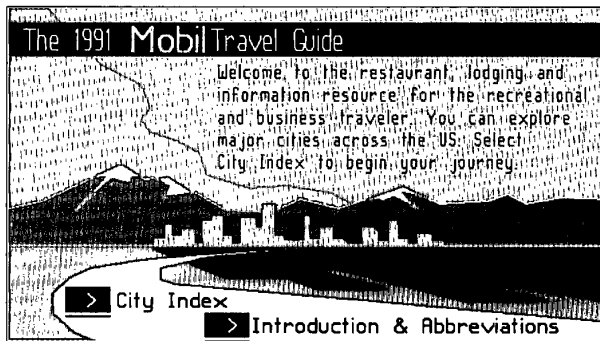


Figure 7-10.
Mobil Travel Guide.

The on-line version of the guide lists travel information for 51 major U.S. cities as well as information compiled from the Mobil Travel Regional Guides. When you select City Index from the first menu, you'll see a pop-up pageable menu with an entry for each city. You'll also find an input area where you can type in up to five letters of the city name and press Enter to go to the entry for that city on the list. When you see the name you want, highlight it and press Enter, or double-click it with your mouse.



When I selected Boston, I saw the screen shown in Figure 7-11. All of the city screens show basic data, including date founded, population, elevation, temperature ranges, time zone, and telephone area code. Other major topics include basic reference information, restaurants, and lodgings. Select Introduction to see information about the guide itself and the rating system and abbreviations used within it. The Other Cities option box pops up the city list again. When a city is listed in the City Guide, the City Guide option box takes you directly there.

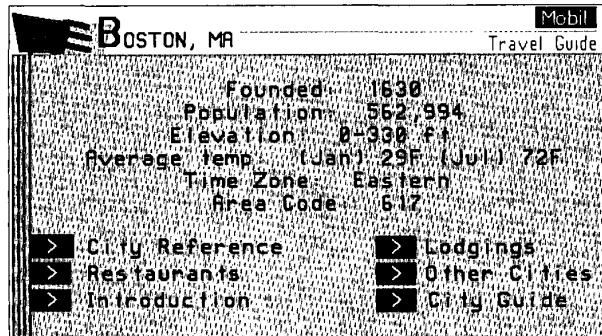
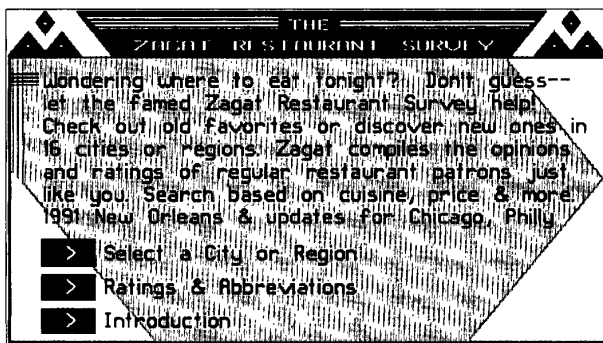


Figure 7-11.
Mobil Travel Guide, Boston.

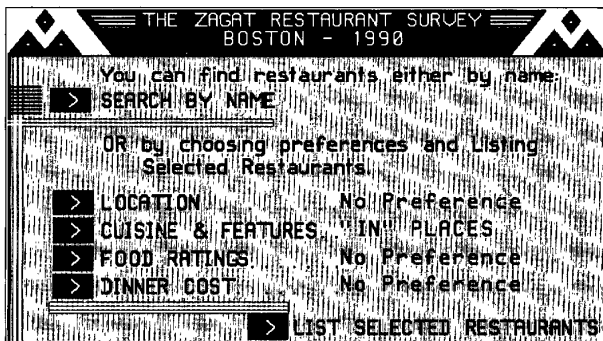
Under the City Reference option box, you'll see a pop-up menu with the following major topics: Basics, Business, Sports & Rec., Entertainment, and Sight-seeing. Under Restaurants, you can select a type of cuisine (or look at all restaurants), and then see a listing of rated restaurants organized alphabetically, by rating, or by cost. Similarly under Lodgings, you can see a list of rated hotels organized alphabetically, by rating, or by cost. In the alphabetic listings, an input area is provided to help you jump around in the list by name.

Zagat Restaurant Survey

The other well-known guide available on the PRODIGY service is the Zagat Restaurant Survey. Zagat uses statistically accurate sampling methods to compile the opinions of regular restaurant patrons. You can go to the Zagat survey information shown in Figure 7-12 from the Travel Club, from many of the Area News sections, or with [JUMP]: *restaurants* or [JUMP]: *zagat*.

**Figure 7-12.***Zagat Restaurant Survey.*

The 16 cities or regions I found in the survey in early 1991 were Arizona, Atlanta, Baltimore, Boston, Chicago, Dallas, Houston, Kansas City, Los Angeles, Montreal, New Orleans, New York, Philadelphia, San Francisco, St. Louis, and Washington, D.C. Select one of these to see a menu similar to the one in Figure 7-13.

**Figure 7-13.***Zagat Restaurant Survey, Boston.*



In all cases you can search for a restaurant by name, or you can specify preferences by location, type of cuisine, rating, or cost. For a trip to Boston, you might want to select and print out several restaurant write-ups to take with you.

Consumer Reports Travel Letter

In Chapter 6, you saw some of the information available from Consumers Union, the unbiased product-testing and evaluation organization. Because of its noncommercial nature, this is the one area of the service where you will not see any advertisement banners at the bottom of the screens.

You can get to the Consumer Reports Travel Letter from the Travel Highlights menu, the Travel Club, or with [JUMP]: *cr travel*. On the first menu in the Travel Letter, shown in Figure 7-14, you will see one or two highlighted reports from the latest travel letter. Under News Flash, you'll find late-breaking news, travel bulletins, and information on limited-time promotions.



Figure 7-14.

Consumer Reports Travel Letter.



For any vacation trip, it's a good idea to search the Consumer Reports Travel Letter library for related articles. You can find a lot of tips on getting the best airfares. For a trip to New England, I found some interesting articles on train trips through the region.

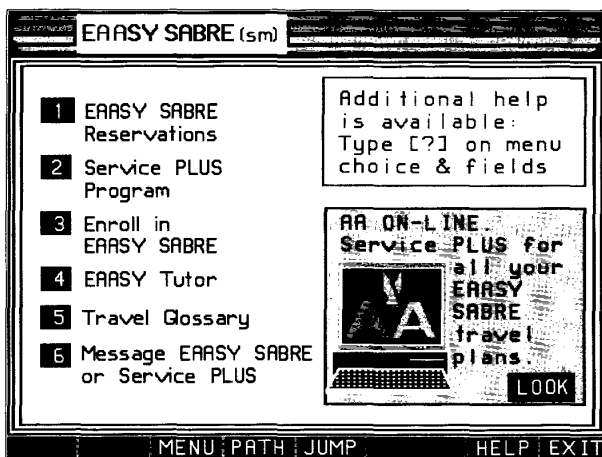
A particularly useful report is the tips on hotel weekend packages. I found a listing, shown in Figure 7-15, of all the current special packages offered by the major U.S. hotel chains. Since a trip to New England from Seattle is a major excursion, I'll probably stay longer than a weekend, though.



Figure 7-15.
Hotel deals, Consumer Reports.

Making Reservations On Line— EAASY SABRE

If you've ever wanted to be your own travel agent, here's your chance! Even if you'd rather leave the details to travel professionals, you can find out a lot of information through EAASY SABRE before you talk to an agent. To use EAASY SABRE, select Reservations Online from the Travel Highlights menu, or [JUMP]: *eaasy sabre*. You'll see the EAASY SABRE menu shown in Figure 7-16.

**Figure 7-16.***EAASY SABRE entry menu.*

EAASY SABRE is the friendly traveler interface to the American Airlines (hence the "AA" in EAASY) on-line reservation system called "EAASY SABRE."

Through EAASY SABRE, you can book and purchase seats on any major airline in the world (more than 300 of them!). You can also make reservations with any of the major car companies and thousands of hotels.

About Sabre

The Sabre reservation system is a massive complex of computers used by travel agents around the world. Professional agents use cryptic codes to gain fast, direct access to the main Sabre system, but it takes special training to use Sabre directly. The EAASY SABRE system is a special set of computers (called a "front end" system in computer-ese) that allows novices to use a simple language to access the main reservation system. The PRODIGY service makes using the system even easier, because its graphic and menu selection capabilities allow you to make reservations without even having to know the EAASY SABRE commands.



Enrolling in EAASY SABRE

Before you can use the EAASY SABRE system, you have to enroll. There's no charge to join EAASY SABRE. To enroll in the service, select the third option box on the EAASY SABRE entry menu shown in Figure 7-16.

Frequent Flyer Programs

American Airlines started a revolution in 1981 with the AAdvantage program—the paid miles you fly with them count toward free travel awards later. All major airlines now have travel award programs as well. Even if you don't travel often, accumulating mileage, or "points," can occur over several years in most programs—eventually enough for a free ticket!

In many programs, you'll be awarded a free ticket to travel round-trip anywhere in the continental U.S. after flying 20,000 miles (about four coast-to-coast round trips). Once you sign up, you'll find that the programs frequently offer special bonus miles for renting a car at certain companies, staying at some hotels, using a VISA or MasterCard issued through the airline, or flying on a newly opened route. So, you can earn free trips much faster than you might think.

If you don't have an AAdvantage number, EAASY SABRE will give you one as the key to your account. You can use it for credit when you fly American Airlines, but you don't have to remember it to sign on—the PRODIGY service does that for you. Once you have an AAdvantage frequent flier number, EAASY SABRE gives you on-line access to your current mileage credit balance. At the end of the sign-up process, the system shows you a four-digit personal identification number (PIN) that you'll need to access your AAdvantage account on line. (American Airlines will also send it to you by mail.) This is different from both your PRODIGY service member ID password and the password you use to access EAASY SABRE. You should record this in a safe place for future reference.

Whenever you make a reservation for yourself using EAASY SABRE, your AAdvantage account number is automatically recorded for American Airlines flights. You'll have an opportunity to supply a member number when you make a reservation on another airline or when you make a reservation for another family member.



NOTE: You have an option to go through an on-line tutorial and view the comprehensive Travel Glossary. You don't have to be a member to do so—you can try it out before you sign up.

Before you start the sign-up process, you should have on hand

- Your American Airlines AAdvantage account number, if you have one. The system gives you one if you don't. See the "Frequent Flyer Programs" sidebar earlier in this chapter.
- A valid credit card on which you intend to charge any tickets you purchase on line.
- Your choice of aircraft seating preference—window or aisle, smoking or nonsmoking. EAASY SABRE remembers this information and requests your preference whenever you make a reservation for yourself.
- Meal preference, if you require a special type of meal (low salt, for example).
- Your choice of on-line travel agent—you can choose from Rosenbluth Travel, AA On-line, and QuikTix.

You get an opportunity to choose a travel agent each time you complete an airline reservation on the service. If your local travel agent uses the EAASY SABRE system, ask for their "pseudo city code"—they'll know what you mean. If you put this code in your profile when you sign up, you can have your agent pick up any reservations you make and issue the tickets for you. (You can add this code to your EAASY SABRE profile later if you don't have it when you sign up.)

- A password to access your EAASY SABRE account. You need a separate password (four-to-eight characters) to sign on to EAASY SABRE. This code should be different from your PRODIGY service password.

During sign-up, the system asks you to verify your name and address. You'll see a service agreement that you'll be asked to accept before becoming a member. The agreement basically says that you understand that the reservation information on EAASY SABRE is as accurate as possible, but that American Airlines cannot guarantee its complete accuracy. They also cannot guarantee any of the services offered by any of the airlines, hotels, or car rental companies.



When you've completed the sign-up process, you can go directly to the EAASY SABRE system. During subsequent sessions on the PRODIGY service, when you select EAASY SABRE reservations from the EAASY SABRE entry menu, shown in Figure 7-16, you'll be prompted for your password. Connection to the EAASY SABRE system from the PRODIGY service takes only a few moments.

EAASY SABRE Options

The first menu you see after you're connected gives you options to make reservations, review and change your travel profile, view the glossary of travel terms, or check out your AAdvantage account. Let's select the first option to go straight to the main Reservations menu shown in Figure 7-17.

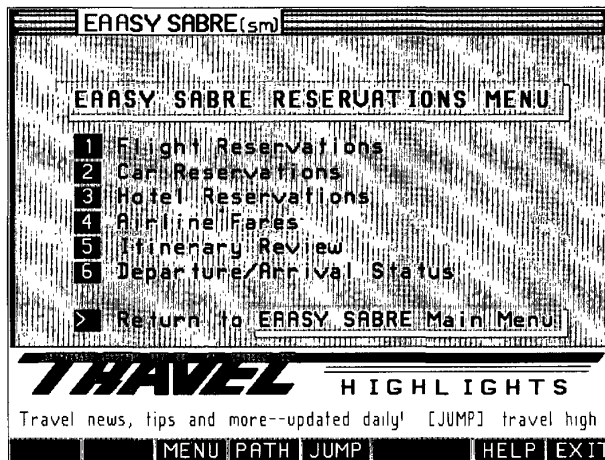


Figure 7-17.
EAASY SABRE Reservations Menu.

In Figure 7-17 you see seven choices:

1. *Flight Reservations*—lists all the available flights in the world. You can browse through this information as much as you want without charge. No tickets are billed to your credit card unless you request and confirm a flight and ask that the tickets be sent to you. You can cancel any confirmed reservations before you pay for them. Even after you've decided to buy tickets,



you can cancel your reservations. Some discount fares incur a cancellation penalty, so you need to notice what type of fare you've requested. The on-line system makes sure you know you have a penalty fare several times before you commit to a purchase. ([JUMP]: *eaasy flights*)

2. *Car Reservations*—lets you make car reservations independent of an airline reservation. ([JUMP]: *eaasy cars*)
3. *Hotel Reservations*—allows you to make hotel reservations independently, too. ([JUMP]: *eaasy hotels*)
4. *Airline Fares*—lists available fares for the dates you want to travel. I usually start by looking at the flight availability lists. You can get to the fare information directly from the flight displays. A really neat feature lets you specify the fare you want and then shows you only the flights available for that amount. ([JUMP]: *eaasy fares*)
5. *Itinerary Review*—lets you review all your reservations. You can change and cancel any reservations here—subject to cancellation penalties if you picked and paid for a discount-fare ticket. You need to use this selection to obtain car and hotel confirmation numbers. The car or hotel company might take up to 24 hours after you make your reservation to post the confirmation number that you need when you go to pick up your car or to check in. ([JUMP]: *eaasy review*)
6. *Departure/Arrival Status*—lets you check on the status of any flight on any day. On American Airlines flights, you can also see the actual arrival and departure times, and other useful information such as gate number and baggage claim area. ([JUMP]: *eaasy status*)
7. *Return to the Main Menu*—lets you go back and change your profile or access your AAdvantage account.

Flight and Fare Information

The flight and fare information shown in this chapter was current when I went through this sample session. Fares are changing constantly, so the rates you see for similar flights may not be the same. Also, my choice of any flight or fare in this chapter is for example purposes only and does not constitute an endorsement of any particular airline or class of service.



Flight Reservations

Let's see what it's like to make reservations. Remember, I'm thinking of taking a trip to New England in the fall. I selected Flight Reservations from the EAASY SABRE Reservations menu to get started, and I saw the entry screen in Figure 7-18.

EAASY SABRE (sm)

FLIGHT REQUEST

Type request below, then select OK.

Month: Oct Date: 10

Time: 6a

From: Seattle

To: Boston

Number of people in travel group: 2

Optional Preferences

Airline Code: Flight Number:

Booking Code: Connect City:

>OK >CLEAR >CODES

14 Looking for the LOWEST FARES? Purchase your tickets 14 or more days in advance.

MENU PATH JUMP HELP EXIT

Figure 7-18.

EAASY SABRE flight request.

Departure Date and Time

I entered the month and the day and the approximate time I'd like to leave. Note that I don't need more than the three-character abbreviation for the month. Six in the morning is pretty early, but I want the cheapest fare. I might be willing to get up early if it saves me a lot of money! You can enter any time that is convenient for you. The system tries to find all flights closest to the time you specify. If, for example, you pick 2:00 P.M., you might see a flight at 2:10, another at 2:30, and one at 1:45.



Departure and Destination Cities

I want to go from Seattle to Boston. Flights in the EAASY SABRE system are listed by three-character airport codes. If you know these, you can enter them directly—otherwise the system translates the city name for you. If more than one city has the same name (like Manchester, New Hampshire, and Manchester, England), or if a city has more than one major airport (like New York), you'll be prompted with a pop-up menu to indicate the destination you want. In the case of a multiple-airport city, the system first displays flights to the airport you select (for example, JFK in New York), and then also lists flights to other airports in the area (such as La Guardia and Newark).

Number of Seats

I need to indicate how many seats I want. The EAASY SABRE system shows only the classes of service in which the number of seats I requested is available. If I decide to make a reservation, the system will remember how many seats I asked for and will reserve the proper number.

Preferences

At the bottom of the flight request screen, I can specify an airline and flight preference, a class-of-service code, and a connecting city. This is where some knowledge of codes helps, although you can select CODES at the bottom for assistance. Most airline codes are pretty obvious: AA for American Airlines, UA for United Airlines, DL for Delta, and so on. Some aren't so obvious: HP for America West, or WN for Southwest. Also, not all airlines list their flights on EAASY SABRE in such a way that allows you to request flights for their specific airline, though most major domestic and foreign carriers do. If you're not sure what code to use, it's best to leave this space blank. On the other hand, if you really are a frequent flyer, you may already know the airline code and the flight number you want. You can enter that information here to avoid scanning all the other flights.

Connecting City

Use Connect City if you know you'll be flying on a route on which you have to make a connection somewhere. In my case, I know that lots of flights from Seattle to Boston must connect at one of the airline hubs in between. For United Airlines, this might be Denver or Chicago. On American, it might be



Chicago or Dallas. If I'm flying in the middle of winter, I might want to connect through Dallas instead of Chicago in the hope of having better weather. If you specify a connecting city, you will see only flights that go through that city.

Flight Availability

I typed the date I wanted, a time, a From and To, and the number of seats. When I pressed Enter, I saw the screen shown in Figure 7-19.

EASYSABRE(sm)											
FLIGHT AVAILABILITY FOR OCT 10 91											
To reserve, select a flight											
Flight	Departure	Arrival	M	ST	EQP	DT					
> NW 46	SEA 700A	BOS 505P	BS	1	D10	6					
> US 1438	SEA 815A	BOS 607P	BS	1	734	4					
> UA 752	SEA 1015A	BOS 830P	LD	1	D10	3					
> UA 354	SEA 1115A	BOS 924P	LD	1	725	7					
> AA 875	SEA 615A	DFW 1211P	B	0	860	9					
AA 108	100P	BOS 542P	L	0	D10	5					
Flight	Available	Booking	Codes								
NW 46	F	C	Y	B	M	H	Q	U			
US 1438	F	Y	B	H	Q	M	K	U			
UA 752	F	Y	B	M	Q	H	U	U			
UA 354	F	Y	B	M	Q	H	U	U			
AA 875	F	Y	M	Q	U	B	H	K			
AA 108	F	Y	M	H	B	Q	U	U			
>OPTIONS			>FARES			>CODES			>OT		
>PRINT											
NEXT			MENU			PATH			JUMP		
									HELP		
									EXIT		

Figure 7-19.

EASYSABRE flight availability.

I see a ton of information on this screen, and I'm only looking at the first five flight options! The screen is divided into flight information at the top and available classes of service (for the number of seats I want) at the bottom. I notice that NW flight 46 has three classes of service: First (F), Business (C), and Coach (all the others). The remaining flights displayed all show first class and a variety of coach classes.

Did you guess that "NW" means Northwest Airlines? Good for you! Some of the other airline codes on this screen are US for USAir, UA for United Airlines, and AA for American Airlines.



NOTE: Whenever you see any codes you don't know, select the CODES box at the bottom for help. Enter the code that's confusing you, and a definition will appear.

Moving from left to right on the top half of Figure 7-19, an option box lets you reserve that flight. Next you see the airline code and flight number. The third and fourth columns show the departure city and time. Under Arrival, you can see the arrival airport code and time.

Look at the last selection on the screen: AA 876 from Seattle to airport DFW, followed by AA 108 to BOS. This is what you'll see when you have to connect to another flight to reach your final destination. SEA is the three-letter code for Seattle, DFW is the code for Dallas/Fort Worth International Airport, and BOS is the code for Boston's Logan International Airport. So, American Airlines flight 876 leaves Seattle at 6:15 in the morning (Pacific time) and arrives in Dallas/Fort Worth at 12:11 in the afternoon (central time). American flight 108 leaves Dallas/Fort Worth at 1:00 in the afternoon and arrives in Boston at 5:42 in the evening (eastern time)

NOTE: All times shown on EASY SABRE are local. Central time is two hours later than Pacific time, and eastern time is three hours later than Pacific time.

The four columns on the right side of the screen give you additional information about the flights. Under M, you'll see a code for any meal service on the flight. Sometimes you may see two codes shown if it's a long flight. Typical meal codes include

- B—breakfast
- V—continental breakfast (mostly on international flights)
- R—brunch
- L—lunch
- S—snack
- D—dinner



The number under ST indicates how many stops the flight makes between departure and final destination cities. A zero in this column indicates a nonstop flight. Note that the first four flights shown in Figure 7-19 stop

Booking (Class-of-Service) Codes

Booking codes are useful if you want First Class (F) or know enough about the system to realize that coach class Q gives you the best discount on this flight. There are basically only three classes of service: First, Business (on overseas or transcontinental flights), and Coach. First Class is most often code F. Some airlines use a code P to indicate a premium first class. On the Concorde, it's code R for Supersonic service. Code A is infrequently used to indicate discounted First Class.

Two categories of Business Class are available: C for regular and J for premium. Almost all other class codes are Coach, with Y used most often to indicate the full-fare, no-penalty, no-advance-reservation-required class of service. An alphabet soup of other codes is used by the airlines to indicate various classes of discounted coach fares. (B, H, L, Q, M, and V are common—but L on one airline doesn't necessarily mean the same as L on another!) To qualify for a discount fare, you usually have some restrictions:

- Reserve and buy the ticket some number of days in advance (3-, 7-, 14-, and 21-day advance purchase fares are common)
- Stay over a weekend
- Pay a penalty if you change your mind later (25 percent, 50 percent, and nonrefundable tickets are often available)
- Travel only on a third Thursday when the moon is full and carry your own water in a special blue container (only kidding!)

Airlines use different fares to entice people who might not normally fly to fill up seats that would otherwise go empty. If you're planning a vacation, you can save a bundle if you can plan ahead and commit to specific dates far in advance. The airlines limit the number of "deep discount" (and free frequent flyer) seats available so they can have full-fare seats to sell to last-minute travelers.



somewhere—probably at a hub city for those airlines. If you're curious, return to the Reservations menu and request the Departure/Arrival status for these flights to see where they stop.

The EQP column shows what type of aircraft is scheduled to be flown. Table 7-1 lists the most common jet aircraft codes. The OT column is the on-time rating that the FAA requires each airline to display on reservation systems for domestic flights. The rating indicates what percentage of time the listed flights leave or arrive no more than 15 minutes late. A rating of 9 indicates on-time performance 90 percent of the time or better, 8 is 80 percent of the time or better, and so on. (No, they don't give out 10s!) For many East Coast locations, you won't often see high ratings—traffic congestion and weather cause many delays.

At the bottom of the screen, option boxes allow you to PRINT this screen, to see an explanation of the on-time ratings (the OT box), and to select the CODES help option. Under OPTIONS, you have choices to see the Low One-Way fares (L.O.W.) screen (discussed in the next section), to enter a new flight request, and to go back to the first page of the Flight Availability list.

NOTE: Unlike other areas of the PRODIGY service, you can never page back on a screen in EAASY SABRE. This is because the EAASY SABRE system sends character data one line at a time, with no provision to go back except to start over. The PRODIGY service EAASY SABRE system makes the information more usable by formatting the data in graphic screens with menu selections, but it is limited by the capabilities of the EAASY SABRE system.

<i>Aircraft Code</i>	<i>Aircraft Type (W = Wide Body)</i>
AB3	Airbus A300 (W)
DC9	McDonnell Douglass DC9
D10	McDonnell Douglass DC10 (W)
D8S	McDonnell Douglass DC8
L10	Lockheed L1011 (W)
L15	Lockheed L1011 overseas (W)

Table 7-1.
Common jet aircraft codes.

(continued)

Table 7-1. *continued*

Aircraft Code	Aircraft Type (W = Wide Body)
M11	McDonnell Douglass MD11 (W)
M80	McDonnell Douglass MD80
146	British Aerospace 146
310	Airbus A-310 (W)
320	Airbus A-320 (W)
707	Boeing 707
72S	Boeing 727-200
727	Boeing 727
73S	Boeing 737-200
733	Boeing 737-300
734	Boeing 737-400
735	Boeing 737-500
74L	Boeing 747SP (W)
743	Boeing 747-300 (W)
744	Boeing 747-400 (W)
747	Boeing 747 (W)
757	Boeing 757
763	Boeing 767-300/300ER (W)
767	Boeing 767 (W)

Fares

EAASY SABRE offers you several ways to find out the flights with the lowest fares before you make a reservation. From any flight availability screen, you can select **OPTIONS**, and then select **Lowest One-Way Fare Information** in the pop-up menu to see a screen similar to the one in Figure 7-20. The flights with the lowest one-way fares are also the ones that tend to have the cheapest round-trip fares. If you need to construct an itinerary going from Dallas to Chicago, Chicago to Atlanta, Atlanta to Dallas, the **L.O.W.** display can help you put together the least expensive trip.

As an example, I asked for the **L.O.W.** screen for some Seattle to Boston flights later in the day. On the screen in Figure 7-20, you can see that two of the three selections are “red eye” flights—coast-to-coast flights in the middle



EAASY SABRE(sm)										
LOWEST ONE-WAY FARE (L O W)										
To reserve, select a flight:										
	Flight	Departure	Arrival	M	ST	EQP	OT			
>	AA 632	SEA 1201A	ORD 552A		0	580	8			
	AA 112	655A	BOS 1008A	B	0	010	8			
>	DL 1720	SEA 1145A	PDX 1235P		0	757	8			
	DL 466	100P	BOS 1045P	LD	1	757	5			
>	CO 5876	SEA 1250A	IAH 706A		0	725	N			
	CO 420	751A	BOS 1237P	B	0	M80	8			
	Flight	L O W	Fare	Cat	Fare	Rule				
	AA 632	\$ 530.00		B		BAP3				
	AA 112			B		BAP3				
	DL 1720	\$ 609.00		L		L				
	DL 466			B		BA3				
	CO 5876	\$ 529.00		Y		YN				
	CO 420			Y		YN				
>OPTIONS >FARES >CODES >OT >PRINT										
NEXT			MENU PATH		JUMP		HELP EXIT			

Figure 7-20.

EAASY SABRE, L.O.W. fare display.

of the night. If you can sleep on an airplane, these flights may be for you—they often offer both the cheapest one-way and round-trip fares. If you have difficulty sleeping on an airplane, you'll understand where the term "red eye" comes from!) You can see that it costs about \$79 more to take a flight around noon that makes a change in Portland, Oregon (the code PDX). (For the curious, ORD is Chicago's O'Hare International Airport, and IAH is Intercontinental Airport near Houston, Texas.) To return to the Flight Availability screen, select OPTIONS and then select the Flight Availability Listing option box.

Another way to check out fares is to select the FARES box at the bottom of the Flight Availability screen. When I did that, I saw the screen shown in Figure 7-21.

The Fares listings on EAASY SABRE show all the potentially available fares for my departure and arrival cities on the date I've selected. The system lists the fares in lowest to highest sequence.

The most inexpensive fares usually require a round-trip purchase. That's why there aren't any one-way quotes on the first screen. (All of these round-trip fares are actually less than the one-way fares in Figure 7-20!) The far-right column indicates which airlines are offering the listed fares.



```

EAASY SABRE (sm)
From SEA SEATTLE/TACOMA, WA
To BOS BOSTON, MA
Date OCT 10 91 THURSDAY
For rules, select a fare
One Rnd Fare Airline
Way Trip Code Code
> 468 QXE21N NW
> 468 QXE21NR DL HP UA
> 468 HXE21NR US
> 468 KXE21NR TW
> 468 BXE21IP CO
> 468 UXE21N AA
504 QXE14N AA

> Flights > PG1 > Change fare request
> Specific airline fares
> View fares highest to lowest > Print

NEXT | MENU | PATH | JUMP | HELP | EXIT

```

Figure 7-21.
EAASY SABRE fares.

The fare codes look pretty cryptic, but when you learn what some of the letters and numbers mean, you can figure out what restrictions apply without having to look up the details. The first letter always indicates the class of service. So, to get the first fare quoted on the first line for Northwest Airlines, I have to find a flight with the Q class of service available.

You can decipher the letters and numbers after the class code as follows:

- An XE indicates a fare that is valid only for weekday travel—normally noon Monday to noon Thursday. A WE fare includes a weekend travel day and is more expensive. Vacation travelers are encouraged to stay over a weekend, but not to travel on weekends.
- An N or NR on the end of the code generally indicates a nonrefundable fare. Once you've bought the ticket, you can't change your reservation, and you can't get a refund (except in cases of death or illness). QXE21N is a weekday travel nonrefundable fare. When N is the only other letter in the code, however, it indicates a discounted, coach class night fare with no penalties. YN and QN are night coach fares.



- A *P* followed by a two-digit number at the end of the code indicates a fare that carries a penalty to cancel or change it. The two digits tell you the percentage of the penalty. For example, QXE7P50 is a fare that costs you 50 percent of the original price if you cancel or change it. If you decide not to use the ticket and want a refund, you'll receive only half of your money back.
- A number in the middle of the code tells you how many days before you travel you must reserve and purchase the ticket. For example, the QXE21N fare at the top of Figure 7-21 requires a 21-day advance purchase. For highly discounted fares, you usually must buy the ticket within 24 hours after you reserve it, or your reservation is cancelled. Even though the advance purchase requirement is 21 days, if you make the reservation six months in advance, you must purchase the ticket the day after you make the reservation. The airlines don't want you tying up one of the few deep-discount fare seats without paying for it!
- For some discount fares that have no other restrictions, an advance purchase requirement is indicated by the code AP and a number following the class-of-service code. For example, a BAP3 code requires you purchase the ticket at least three days before the flight, but you have no other restrictions.

At the bottom of the screen you can choose to return to the flights screen, to go to the first page of fares (you can page forward only, not back), or to select a different pair of cities on a different day (Change fare request). You can also request fares on a specific airline, view the most expensive fares first (or last), or print the list.

The option box next to any of the fares will give you all the details about rules and restrictions. When I selected the first fare listed, the screen shown in Figure 7-22 appeared. I could have studied either the summary or detailed rules and restrictions, but I already have a good idea from decoding the letters in the fare code: I have to travel on a weekday (XE), I have to purchase the tickets 21 days in advance, and I cannot get a refund on the fare (N).



```

EAASY SABRE (sm)
FARE SUMMARY
From: (SEA) SEATTLE/TACOMA, WA
To: (BOS) BOSTON, MA
Date: THURSDAY OCT 10
On: NORTHWEST AIRLINES
Fare Code: QXE21N
Booking Code: 0
Fare round trip: 468.00

> Summary of fare rules/restrictions
> Detailed fare rules/restrictions
> Return to fare display
> See flights with above booking code

MENU PATH JUMP HELP EXIT

```

Figure 7-22.*EAASY SABRE fare summary.***Booking A Flight**

This is where one of the special features of EAASY SABRE is really useful. I like the fare, I'm willing to comply with the restrictions, but this fare may not apply to all flights. How do I find out which flight to book? The "See flights with above booking code" option gives me a listing similar to the one shown in Figure 7-23.

I can see Northwest flight 46, which leaves at 7:00 in the morning, makes a single stop, and arrives at 5:05 in the evening. I will get breakfast and a snack, and the plane is a widebody DC-10. In general, widebodies are a bit more comfortable and less claustrophobic—especially on long flights.

You can also see a flight leaving at 7:30 in the morning connecting in Detroit (DTW) to a flight that arrives in Boston at 5:00 in the evening, and another that leaves at 7:00 for Memphis (MEM), with the connecting flight arriving at 5:57 in the evening. The N in the on-time column means that these are new flights on the schedule that do not yet have enough arrival/departure information to be meaningful. To avoid changing planes, I'll go ahead and book the first flight. To start the booking process, I select the option box next to that listing.



EAASY SABRE(sm)										
FLIGHT AVAILABILITY FOR OCT 10 91										
To reserve, select a flight										
Flight		Departure		Arrival		M	ST	EQP	OT	
>	NW	46	SEA	700A	BOS	505P	BS	1	010	6
>	NW	576	SEA	730A	DTW	240P	B	0	725	N
	NW	388		310P	BOS	500P		0	M80	7
>	NW	986	SEA	700A	MEM	105P	B	0	727	N
	NW	806		200P	BOS	557P	S	0	320	6
Flight		Available Booking Codes								
	NW	46	Q							
	NW	576	Q							
	NW	388	Q							
	NW	986	Q							
	NW	806	Q							
>OPTIONS		>FARES		>CODES		>OT		>PRINT		
NEXT		MENU		PATH		JUMP		HELP EXIT		

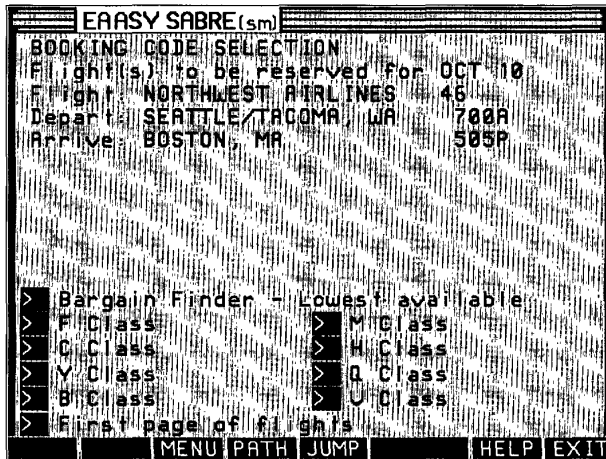
Figure 7-23.

EAASY SABRE, available flights for selected fare.

I can also select this flight from the first flights screen I saw in Figure 7-19. If I do this without first selecting a booking code on the fares screen, I'll next see the screen shown in Figure 7-24. This screen shows the flight information at the top and a selection of available booking codes at the bottom. If I select the special Bargain Finder code, the EAASY SABRE system finds the lowest fares for me.

After I select a booking class, the system asks if I'm one of the two travelers on the flight. Since this is the case, I don't have to enter my seating preference. I do have to enter the information for my wife, who is traveling with me.

The system gives me one last chance to confirm the flight and booking code before proceeding. Remember, even if I confirm the reservation, I still haven't bought the ticket. (See the "Buying Your Tickets" section later in this chapter.) I can now make a seat request for my wife—"Seats together in nonsmoking" sounds good—and note whether we have any special meal requests. Most airlines offer an assortment of special meals, including vegetarian, low-salt, low-cholesterol, or kosher. Because this flight is on Northwest Airlines, the

**Figure 7-24.**

Choosing a booking class.

system prompts me for my frequent flyer number if I have one. If it were an American Airlines flight, the system would credit my AAdvantage account automatically.

Finally I'm offered the chance to add a return flight (round-trip), a continuing flight, a car reservation, or a hotel reservation. I know to get the lowest fare, I must book a round-trip, and the return has to be on a weekday. I didn't check specifically, but I bet I have to stay over a weekend to get the lowest fare. For the purposes of this exercise, I picked a return flight on Northwest Airlines on October 22. (I won't bother you with the details.)

Reserving a Car

You can reserve a rental car on EAASY SABRE without having to book any flights. To get to car reservations, select the second option, Car Reservations, on the EAASY SABRE Reservations menu (Figure 7-17), or [JUMP]: *eaasy cars*.

In my sample reservation session, I reserved a return flight on October 22, and then selected "Add a car reservation" on the itinerary confirmation screen. When the data input screen shown in Figure 7-25 appeared, I typed the city


Figure 7-25.*EASY SABRE car request.*

where I want to rent the car, my arrival date and time, and the date and time I want to return the car. When I selected OK, another screen gave me a choice of car rental companies in Boston.

Unfortunately, this section doesn't provide an easy way to find the companies with the lowest rates, like the airline reservations section does. You have to try one company at a time until you find a rate that sounds good. If you can get a corporate or group rate with a specific car rental company through your employer or business, you might want to select that rental company directly.

Some companies offer special rates to PRODIGY service members from time to time. To find out about these, [FIND]: *auto*, and then select the listed features for car rental companies. Their advertisements on the PRODIGY service will tell you about special rates and any code you need to enter to get that rate when you make a reservation.

In this case, I chose Budget car rental. The system next asked me whether I intended to return the car to the location where I rented it. This is a good idea, as most car rental companies charge higher rates and sometimes additional fees if you return the car to another location.

The next screen I saw, shown in Figure 7-26, showed me the basic request information for the rental company I chose. The system selects "standard daily," "standard weekly," or "standard monthly" rates depending on the length of time you want to keep the car. I specified a period of almost two weeks, so



```

EAASY SABRE(sm)
CAR REQUEST INFORMATION
Car company: BUDGET
Pickup date: OCT 10, 1991
Pickup city: BOSTON, MA
Location: AIRPORT
Dropoff date: OCT 22, 1991
Rate type: STANDARD WEEKLY

> Continue to rates and availability
> Change rate type
> Change pickup location
> Change car company
> Make a new car request
> Print

MENU PATH JUMP HELP EXIT
  
```

Figure 7-26.

EAASY SABRE basic car availability.

the weekly rate will probably be cheaper. At this point, I can continue with the reservation, change the rate type, select a different location, change the car company, or make an entirely new request.

After you pick a car, you'll get a chance to review the car type and rate before confirming the reservation. After you confirm a reservation, you can enter a rental car company membership number (for example, a Hertz #1 or Avis Express number) and any corporate or discount ID number you have. Your final rate will be the lower of two: the one quoted on EAASY SABRE or the one you qualify for through a membership number.

When you've selected all the options, the system asks you to confirm a mailing address that the car rental company can use to send you a final rate quote. Since you don't actually rent the car until you arrive to pick it up, you don't have to worry that any charges will show up on your credit card. You can cancel the car reservation from your itinerary at any time without affecting the rest of your reservations.

Speaking of itineraries, let's look at mine after I've completed the car reservation—see Figure 7-27.



```

EAASY SABRE(sm)
Detailed review for J UDESCAS
S UDESCAS

Select an item below to review,
complete or change this itinerary.

Date Flight/Code Frm To Leave Arrive
> OCT10 NW 46 * SEA BOS 700A 505P
> OCT10 CAR BOS BUDGET
> OCT22 NW 47 * BOS SEA 425P 917P

> Itinerary correct/continue
> Price itinerary
> Add a reservation
> Cancel entire itinerary

> Options
> Print

NEXT MENU PATH JUMP HELP EXIT
  
```

Figure 7-27.

EAASY SABRE itinerary in progress review.

I've got flight reservations to and from Boston, and a car reserved on October 10 with Budget. The asterisk in the flight code column indicates I've asked for a Bargain Finder quote for these flights.

Reserving a Hotel Room

You can reserve a hotel room on EAASY SABRE without having to book any flights. To get to hotel reservations, select the third option, Hotel Reservations, from the EAASY SABRE Reservations menu (Figure 7-17), or [JUMP]: *eaasy hotels*.

In my sample reservation session, I need a place to stay, so I selected "Add a reservation" on the Itinerary Review shown in Figure 7-27. When prompted, I selected the "Add hotel reservation" option.

Figure 7-28 shows the basic hotel reservation input form. I've entered a request for a double-occupancy room from October 10 to October 22.

After responding to a screen that asks me how many rooms I want to reserve (one), I see the Hotel Preferences menu (not shown) that lets me review All Hotels or select the hotel according to the Hotel chain, Hotel name, Location, Transportation availability, Maximum room rate, or Corporate rate availability.



EASY SABRE(sm)

HOTEL REQUEST: Type the reservation information below. Then type 'X' to indicate your room type preference, and select OK.

City Boston

Check-in month Oct Date 10

Check-out month Oct Date 22

☐ Single occupancy (01 per room)

☒ Double occupancy (2-4 per room)

>OK >CLEAR

Figure 7-28.

EASY SABRE hotel request.

Put an X in the box next to each category you want to use. In the Boston Guide, I saw some pretty good comments about the Copley Plaza hotel, so I selected Hotel name and entered the four characters “COPL” to narrow the search.

When the system completed the search for hotels in Boston with a name that includes “COPL,” I saw the screen in Figure 7-29. Here I can see listings for the Marriott Copley Place, the Copley Plaza, and the Copley Square hotels. The hotel chain codes are more cryptic than the airline codes. I found more than 170 of them on line—too many to list them all here. You can obtain the entire list of hotel chain codes and names by selecting Hotel chain from the Hotel Preferences menu, and then selecting the List of hotel chains and codes option from the next menu.

I chose the Copley Plaza and saw a list of available room types and rates. If you change your mind at this point, you can go back to select a different hotel. I picked a deluxe room with a queen-sized bed and saw the confirmation screen shown in Figure 7-30.

I’m saving a bundle on the airfare, so I can afford to spend a little more on a classy hotel room, right? The Copley Plaza doesn’t require a deposit, but does want a credit card to guarantee the room. I still have until 6 P.M. on the date of arrival to cancel the reservation without any charge to my credit card.



```

EASYSABRE(sm)
HOTEL SELECTION
CITY: BOSTON, MA
PREFERENCES:
COPL
To see more information about the hotel
and to reserve a room, select an item.
Chain Hotel Name Miles
Code and Location From BOS
> MC MC BOSTON COPLEY PLAZA 3S
    BOSTON MA
> UI COPLEY PLAZA HOTEL 6W
    BOSTON MA
> UI COPLEY SQUARE HOTEL 3SW
    BOSTON MASS
>Options >Print More hotels (NEXT)
NEXT MENU PATH JUMP HELP EXIT
  
```

Figure 7-29.*EASYSABRE hotel search.*

```

EASYSABRE(sm)
HOTEL INFORMATION
Hotel: COPLEY PLAZA HOTEL
Chain: UTELL HOTELS
Address: 138 ST JAMES AVE
        BOSTON MA 02116
Miles from airport: 6 WEST BOS
Telephone number: 617-267-5300
Minimum room rate: 260.00 USD
Check-in by: 6P
Guarantee required: YES
Deposit required: NO
Transportation from airport:
CAR RENTAL TAXI RAIL STATION
> Reserve hotel >Options >Print
MENU PATH JUMP HELP EXIT
  
```

Figure 7-30.*EASYSABRE hotel information.*



Itinerary Summary and Confirmation

Now my reservations are complete. I can see on my itinerary summary—shown in Figure 7-31—the two flights, the rental car, and the hotel.

```

EAASY SABRE(sm)
Detailed review for J UIESCAS
S UIESCAS

Select an item below to review,
complete or change this itinerary.

Date Flight/Code Frm To Leave Arrive
> OCT 18 NW 46 * SEA BOS 700A 505P
> OCT 18 CAR BOS BUDGET
> OCT 18 HOTEL BOS UTELL HOTELS
> OCT 22 NW 47 * BOS SEA 425P 917P
> Itinerary correct/continue
> Price itinerary
> Add a reservation > Options
> Cancel entire itinerary > Print
NEXT MENU PATH JUMP HELP EXIT
  
```

Figure 7-31.

EAASY SABRE reservations complete.

Select Price itinerary to find out what all this is going to cost. The first screen asks if any of the travelers are children—sometimes children qualify for discounts. If any travelers in your group are children, another screen asks you to identify which ones. The next screen lets you search for the lowest possible fare with Bargain Finder. This may take a few moments, but it can save a lot! When I asked for a Bargain Finder search for the lowest fare, I saw the screen shown in Figure 7-32. I can get the lowest \$468 fare (\$470.50 including the Boston airport landing fee)—\$941 for the two tickets in this reservation. Note how much higher the price is if I want to avoid penalties and restrictions. I'll spend the extra on the hotel room!

Buying Your Tickets Through the PRODIGY Service

If you decide to purchase your tickets through the PRODIGY service, you have three choices. Rosenbluth Travel and AA On-line will verify any



EAASY SABRE(sm)		
BARGAIN FINDER has located available fares for the class of service selected (i.e. first class, business class, or coach)		
NOTE: Price listed is total for ENTIRE TRAVEL PARTY		
Select a fare:		
Total Fare	Based On	
> \$ 941.00	Lowest available fare	
> \$ 2657.00	No advance purchase	
> \$ 2125.00	No penalty	
> \$ 2125.00	No minimum/maximum stay	
> \$ 2657.00	No restrictions	
MENU PATH JUMP HELP EXIT		

Figure 7-32.*EAASY SABRE Bargain Finder.*

reservations you make. They can also help you with travel reservations you cannot make through EAASY SABRE, such as for cruises and tours. You'll receive tickets from them in the mail.

QuikTix specializes in rapid ticket delivery through their satellite ticket printer network. Instead of having your tickets mailed to you, you can direct QuikTix to send them to the ticket printer nearest you—usually in a major hotel. If your ticket value is \$298 or more, they'll arrange to print your ticket at Federal Express headquarters for delivery the next business morning at no extra charge.

You also can choose to pick up your tickets at a local ticket agency, at the airline counter, or through your travel agent. Be sure to note the EAASY SABRE itinerary number (a six-letter code that appears on the confirmation screen after you select a ticketing option) so that the agent can find your reservation easily.

Hotel and Car Confirmations

EAASY SABRE can't confirm hotel and car reservations directly. You should always check back about a day later to make sure there isn't any problem.



Select Itinerary Review from the main Reservations menu, select the itinerary you want, and then select the option box on the reservation summary line to see the details. Figure 7-33 shows that the Copley Plaza sent a confirmation number acknowledging my reservation.

```

EAASY SABRE(sm)
HOTEL RESERVATION REVIEW
CONFIRMED
City: BOSTON, MA
Hotel chain: UTELL HOTELS
Check in date: OCT 10
Check out date: OCT 22
Number of rooms: 1
ROOM TYPE: DELUXE 1 QUEEN BED
CONFIRMATION NBR: 06AA2385274
> Return to res summary > Cancel
> See next reservation > Replace
> Print
MENU PATH JUMP HELP EXIT
  
```

Figure 7-33.

EAASY SABRE Hotel Reservation Review.

Flight Status

If you have friends or relatives arriving in town, you can check their flight schedule on EAASY SABRE. Select Departure/Arrival status from the EAASY SABRE Reservations menu (Figure 7-17), and then enter the details of the flight you want—date, airline name or code, and flight number. Let's say some friends are arriving in Seattle on May 5 on American Airlines flight 491 from Dallas—see Figure 7-34.

Because EAASY SABRE is the American Airlines reservation system, you can see not only scheduled times, but also actual departure and arrival times for any flight in progress, as shown in Figure 7-35.

The flight appears to be about 25 minutes late leaving Dallas, but will be only about 5 minutes late arriving in Seattle.



EAASY SABRE(sm)

DEPARTURE/ARRIVAL STATUS REQUEST

To obtain departure and arrival information for a flight, type the flight information below, then select OK.

Month Date

Air line

Flight number

Figure 7-34.*EAASY SABRE flight status request.*

EAASY SABRE(sm)

Departure and arrival information for AMERICAN AIRLINES Flight 491 on 05MAY

	CITY	SKED ARUL	ACTL* ARUL	SKED DPTR	ACTL DPTR
>	LGA			1218P	1233P
>	DFW	305P	300P	405P	430P
>	SEA	614P	619*		

* ESTIMATED INFORMATION

> Another departure/arrival request?

> Codes

Figure 7-35.*EAASY SABRE flight status.*

For American Airlines flights, you can also check the departure and arrival gates and the baggage claim area. On all other airlines, you can see the scheduled departure and arrival times. As I mentioned earlier, this feature is handy to check the route of any scheduled flight.



Checking Mileage on AAdvantage

Select AAdvantage program from the main EAASY SABRE menu to find out how far it is between any two cities on the American Airlines route system. Simply enter the from/to cities to see the result. In Figure 7-36, you can see the distance is 2496 air miles from Seattle to Boston (not to mention crossing three time zones). No wonder it seems to take all day to get there!

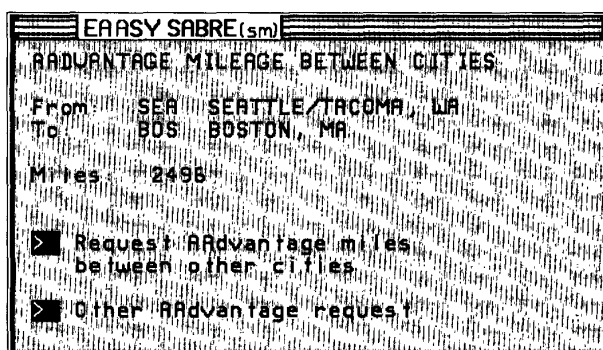


Figure 7-36.

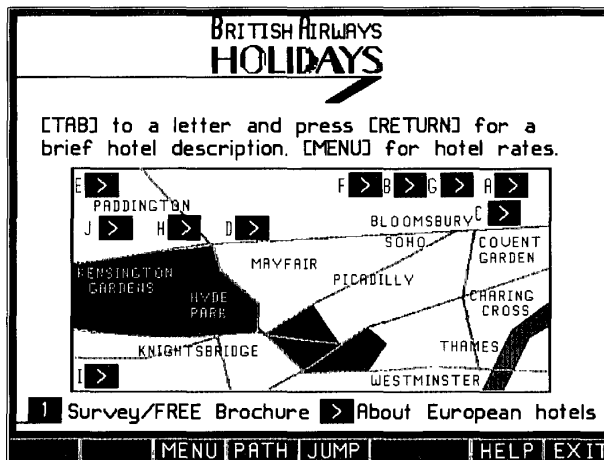
EAASY SABRE mileage.

Travel Shopping

The travel features provide a lot of information on tours, travel agents, memberships, cruises, and more. The central point for travel shopping is Travel Focus. [JUMP]: *travel focus* to see the menu shown in Figure 7-37.

Under Air Travel, I found all sorts of interesting offers from American Airlines, British Airways, Qantas (the Australian airline), Swissair, and TWA.

British Airways has a shopping section that provides all sorts of useful information in addition to trying to sell you one of their tours. Figure 7-38 shows the London hotel map I found there. Select one of the location arrows to see a list of popular hotels and prices in the area. I also found a list of current plays showing in London.

**Figure 7-37.***Travel Focus.***Figure 7-38.***British Airways hotel map.*



When I selected Hotels/Condos/Lodging, I found the following offers

- *Condo Network*—a listing of condominiums to rent in exotic locales
- *Hilton International Club*—an offer to join Hilton's special business traveler club
- *Quest*—a club that offers 50 percent off the regular rates at a large selection of hotels
- *Sheraton Club International*—the Sheraton "frequent traveler" club offering upgraded accommodations and points toward free travel
- Direct access to EAASY SABRE hotel reservations

In Car Travel were offers from Alamo car rental, Allstate Motor Club, and Budget car rental. Under Luxury Cruises were entries for Cruise Scan—a database with hundreds of popular cruises at discounts—and Norwegian Cruise Line. To enhance your understanding of the cruises offered, Norwegian Cruise Line has extensive on-line descriptions of its fleet. It also provides maps of each of its cruise routes and destinations. Figure 7-39 shows an example.

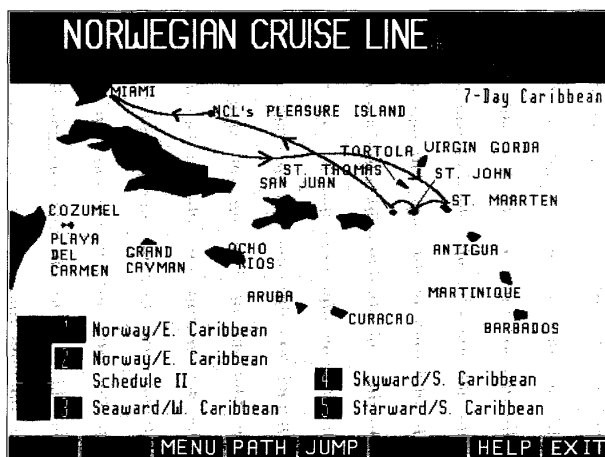


Figure 7-39.
Norwegian Cruise Line cruise map.

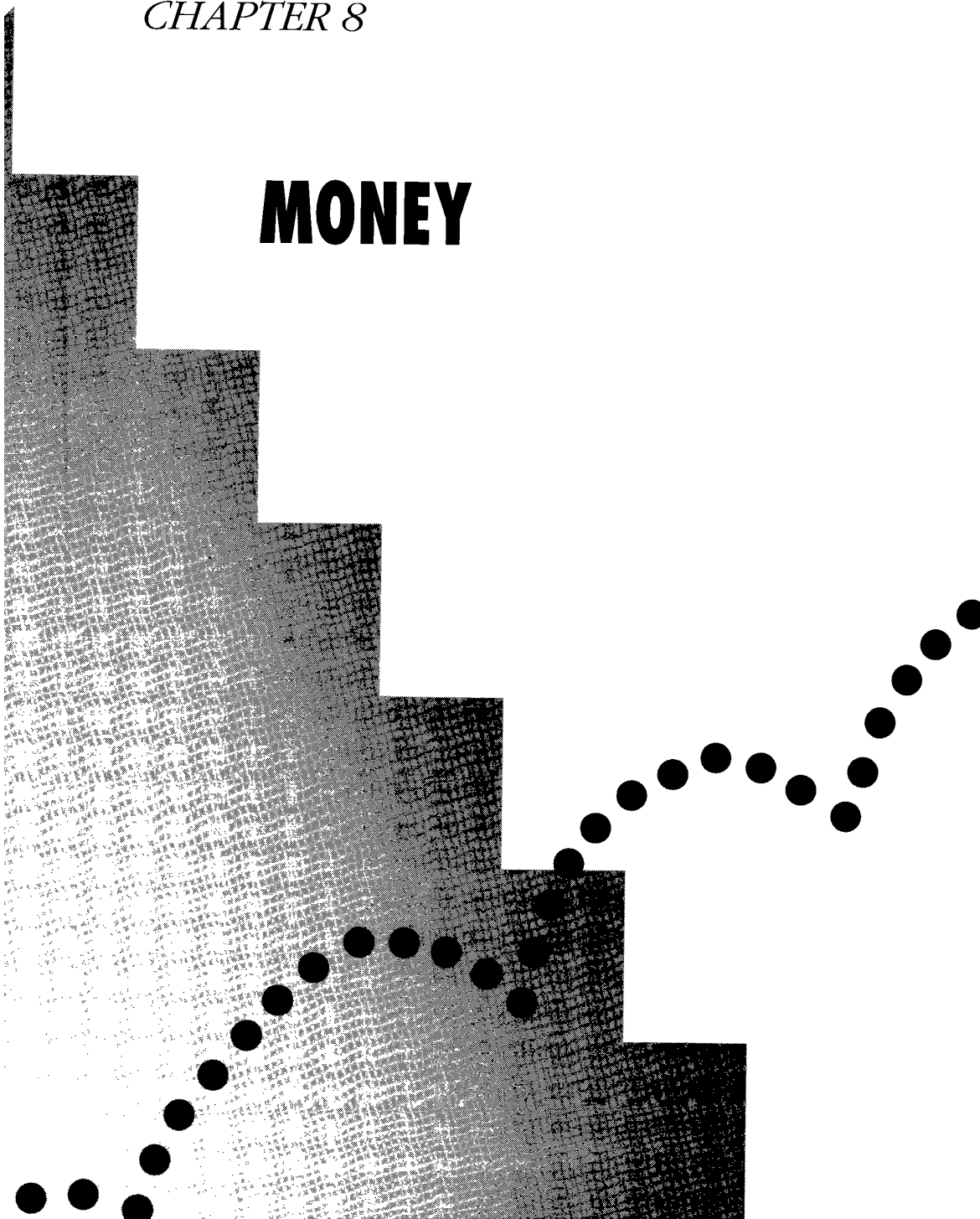


Travel memberships showed entries for American Airlines' Admiral's Club, the Premier Dining Club—with many offers for half-price dining in major cities, and Traveler's Advantage Club—with great discounts on tours and accommodations and a 5 percent rebate on travel booked through the club. On a second menu were entries for Allstate Motor Club, and Discover Card Travel Services.

Whatever your needs in travel information and services, the PRODIGY service is sure to meet them all.

CHAPTER 8

MONEY





Throw away your checkbook. Cancel your appointment with your investment advisor. Forget your stockbroker's phone number. Stop all subscriptions to financial news services and magazines.

Maybe that's too extreme! However, on the PRODIGY service you can

- Pay bills
- Receive the latest investment advice and detailed securities analyses
- Trade investments
- Read all the latest financial news

Financial News and Information

A good place to start is Money Highlights ([JUMP]: *money high*), shown in Figure 8-1. This is another menu on the PRODIGY service that changes every day. Usually you'll see two or three feature articles as numbered options in the top center of this menu. Below that you can choose one of several numbered option boxes to look into selected financial goods and services. Down the right side of the screen is a column of option boxes that enable you to go directly to on-line banking, stock trading, and various information features.

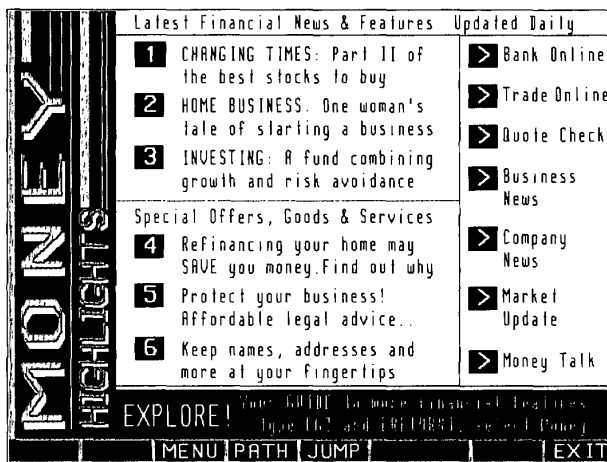


Figure 8-1.
Money Highlights.



Money Information

Let's look at some of the money information features you can find on the PRODIGY service. Select the Business News option box in the column on the right of the Money Highlights menu (see Figure 8-1), or [JUMP]: *business news* to see the latest stories on money-related topics. Figure 8-2 shows the Business News screen.

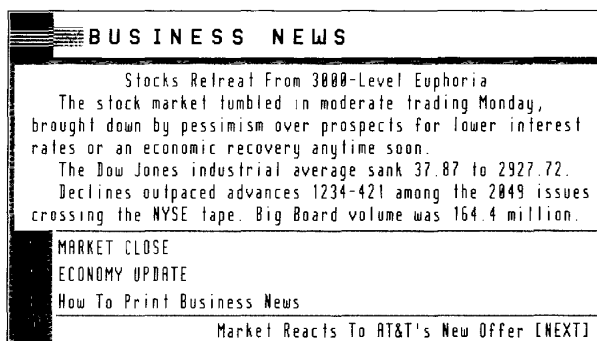


Figure 8-2.
Business News.

As with other news areas on the PRODIGY service, when more than one story is available, you can use NEXT and BACK to page through them. Another option box appears when a story has additional details or related information. In the example in Figure 8-2, you can see two option boxes that take you to other features related to the lead stock market story. The lead story screen always has a box (in this case, the third one) to remind you that you can print stories with COPY.

When I selected the first box, I saw the screen in Figure 8-3. This screen is updated with the closing statistics of the day at about 4:30 p.m. eastern time every Monday through Friday—except when the major stock markets are closed. For more details, see “Investments” later in this chapter. (You can also see this screen with [JUMP]: *market close*.)

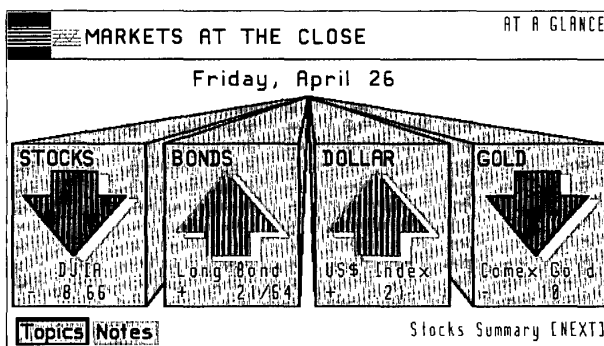


Figure 8-3.
Market close graph.

Business Topics

On many of the business information screens, you'll notice a Topics or Business box in the lower left corner. A Notes box usually appears near that corner as well. Select Notes to pop up a screen that describes the chart or graph displayed. Select Topics to open the Business Topics pop-up menu shown in Figure 8-4. You can also go to this menu with [JUMP]: *business* and then select the Business box from that screen.

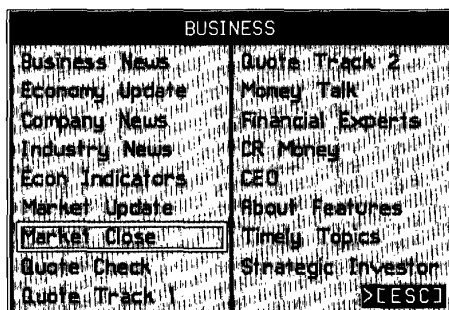


Figure 8-4.
Business pop-up menu.



Economy Update is a special news section for stories on economic issues. As you can see, news sections on companies and industries are also included.

Market Update, Market Close, QUOTE CHECK, QUOTE TRACK 1 and 2, and Strategic Investor are all areas you can explore for investment information. (We'll look at these in more detail later in this chapter.) You even have an option to go to the CEO game—who said dealing with money couldn't be fun? The remaining options give you access to other business information features.

Economic Indicators is a series of charts that help you see how our economy is performing. Figure 8-5 shows an example of the consumer price chart.

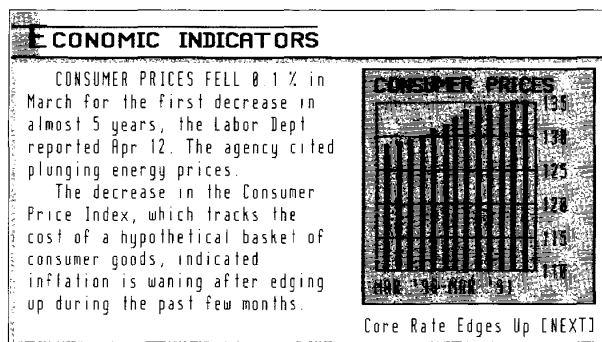


Figure 8-5.
Economy update graph.

Other charts include

- Unemployment
- Retail sales
- New home prices
- Housing starts
- New home sales
- Leading indicators
- Trade deficit



Money Talk

An excellent next stop for financial information is the Money Talk club. You can select Money Talk from the Business pop-up menu or the Clubs menu, or [JUMP]: *money talk*.

A wealth (pun intended) of expert advice is available through Money Talk, as shown in Figure 8-6. First you'll find two columns written by Brendan Boyd: Investment Digest covers investment recommendations culled from newsletters, investment house reports, and other experts; and Money List provides interesting financial statistics. Both columns are updated daily.

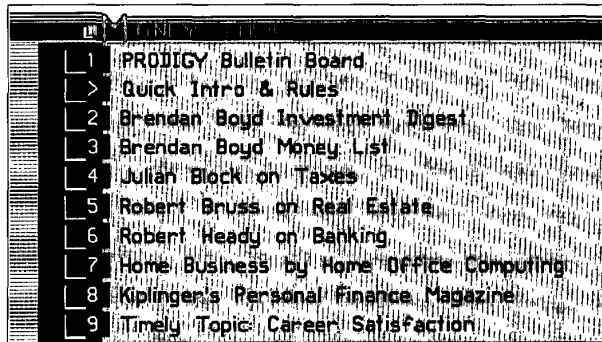


Figure 8-6.
Money Talk.

Julian Block writes a weekly column (updated on Fridays) covering federal income tax and tax-planning issues. Also updated on Fridays is Robert Bruss's weekly column on real estate investment and buying or selling your own home.

Robert Heady writes two columns a week discussing credit, personal banking, and interest rates. You can view either of his last two columns, one posted on Wednesdays and one on Saturdays.



Financial Information—On-line Magazines

You can glean financial information from three on-line versions of popular magazines: *Home Office Computing*, *Kiplinger's Personal Finance* magazine (formerly *Changing Times*), and *Consumer Reports*. *Home Office Computing* offers three articles on home business issues each week, updated on Mondays, Wednesdays, and Fridays. You can reach this area of the service from the Money Talk menu, or [JUMP]: *home business*.

Kiplinger's Personal Finance

The on-line version of *Kiplinger's Personal Finance* magazine, shown in Figure 8-7, gives you four new articles from the magazine each week as well as access to ratings for the top five performing mutual funds in 12 categories and an extensive on-line library of past articles. You can find *Personal Finance* on the Money Talk menu, or [JUMP]: *kiplinger's*.

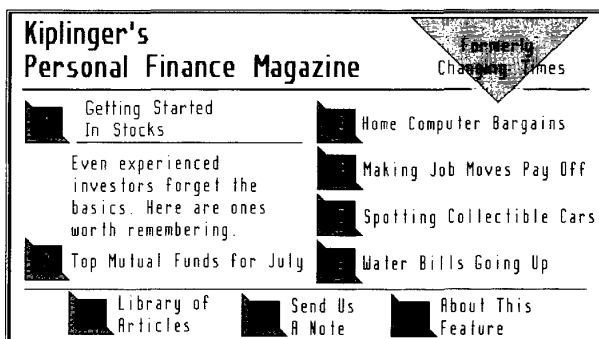


Figure 8-7.

Kiplinger's Personal Finance *magazine*.

Categories in the Library of Articles selection include investments, money management, your business, taxes, retirement, insurance, home, car, and career. Select the Library of Articles box from the main Kiplinger's menu (shown in Figure 8-7) to see a screen that describes the library. Select the Library box again to pop up the topic categories menu.



After you've selected a category (and possibly a subcategory), you'll see an article list similar to Figure 8-8. Use NEXT and BACK to page through this list. When you see an article you want, highlight it and press Enter, or double-click the line with your mouse. To reopen the topics pop-up menu, select the LIBRARY box at the bottom of the screen.

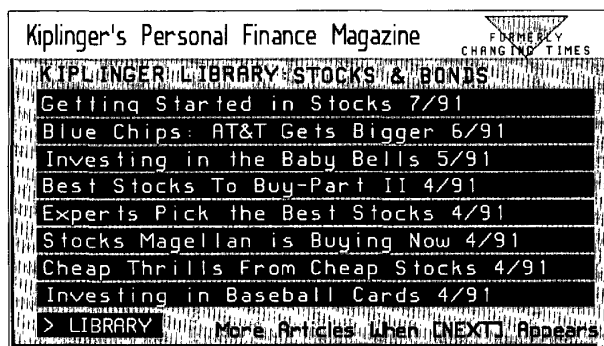


Figure 8-8.
Personal finance topics.

You can print most of the articles in the Personal Finance Library. Use COPY when you're viewing an article you want to print.

Consumer Reports Money

Although the major focus of *Consumer Reports* is evaluation of consumer goods, there is a section on line that covers money topics. To read these articles, select CR Money from the Business pop-up menu, or [JUMP]: *cr money*. Select the CR Money box at the bottom of the first screen to see the pop-up menu of money topics shown in Figure 8-9.

Under each topic you'll find articles providing sound financial advice. Because of the consumer orientation, you'll often find comparative information, such as which banks offer the best credit card interest rates.

Investments

In addition to general financial information and advice, several major areas of the PRODIGY service are dedicated to tracking, buying, and selling investment instruments such as stocks, bonds, and mutual funds.

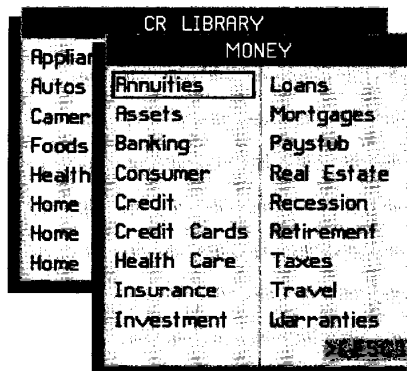


Figure 8-9.
CR Money topics.

Investment Information

Before you can make sound investment decisions, you need good information about the investment vehicles that interest you. One place to start your search is the Stock Market menu shown in Figure 8-10. To get there, [JUMP]: *stock market*.

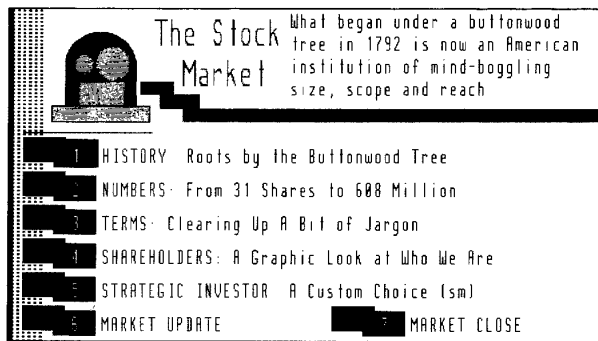


Figure 8-10.
Stock Market.



The first four options provide background reading about how stock markets began and how they work today. They are all recommended reading for the novice investor. You should familiarize yourself with the information in the TERMS option.

The fifth option on this menu takes you to the Custom Choice Strategic Investor service, which is discussed later in this chapter. The sixth option box, Market Update, shows you continuously updated market statistics during each trading day. You can watch the progress of key indicators such as the Dow Jones Industrial Average and the NYSE Composite Index. You can also find the latest news on U.S. stocks, world stocks, gold prices, foreign currency values, and the most active stocks on the three major exchanges.

At the end of the day, select Market Close, or [JUMP]: *market close*, for comprehensive statistics about the day's trading activities. Figure 8-3 shows you the opening screen for Market Close. You can page through summary, most active, biggest gainer, and biggest loser information for the NYSE, Amex, and NASDAQ markets. You'll also find bond and interest rate data, activity on the futures markets, currency values, and mutual fund information in this end-of-day section.

Security Price Quotes

When you select QUOTE CHECK from the Business menu or [JUMP]: *quote check*, you'll see the window for stock quotes. Select the BONDS or FUNDS box to retrieve a quote for those investment types. In all cases, you'll receive the fastest response if you know the trading symbol for the stock, bond, or mutual fund you want. If you don't know the symbol, enter the company name for stocks or bonds, or the fund name for mutual funds, in the second input box. On the mutual funds screen, you also have a third input field where you can enter the name of a fund group, or "family."

When you ask for a security by company or fund name, you'll see a pop-up window with choices that match the name or part of a name that you enter. If many names appear, you can use NEXT and BACK to page through the list. Select the one you want to get a price quote.

When I entered the stock symbol for Microsoft Corporation—MSFT—in early 1991, I saw the screen shown in Figure 8-11. As you can see, the information returned for stocks includes the last trade; the change from previous close;



Type stock symbol	on first part
of company name	
MICROSOFT CORP (OPTION MSQ)	
(MSFT)	
LAST	100 3/4
CHANGE FROM PREVIOUS CLOSE	+0
OPEN	100 1/4
HIGH	102 1/4
VOLUME	1227400
LOW	98 3/4
> BONDS > FUNDS > PRINT	

Figure 8-11.
QUOTE CHECK.

the open, high, and low prices for the day; and the trading volume. For bonds, you'll see the coupon value and the last bid price. The quotes for mutual funds show the net asset value and the last asked price.

After you've retrieved a quote, the PRINT box appears on the screen. You can request several quotes in a row before selecting the PRINT box. The PRODIGY software on your computer saves the data from each quote you view. When you select PRINT, you can choose to print all quotes you've seen since the last PRINT, to copy the quotes to a file on your computer, or to clear the saved data.

QUOTE TRACK

You can also use an automated facility to retrieve quotes for securities that you track on a regular basis. You have available two QUOTE TRACKS, each of which can contain up to 15 different securities. When you select either of these saved lists, the system retrieves a quote for all of them at one time.

Before you can use a QUOTE TRACK, you must first define the securities you want. When you select Quote Track 1 or 2 from the Business menu—shown in Figure 8-4—for the first time, the system knows that you do not have any entries in your list and prompts you to create one. You can also [JUMP]: *quote maint 1* or [JUMP]: *quote maint 2* to start a list or change one you built earlier. When you ADD a security to a QUOTE TRACK, you'll see the menu shown in Figure 8-12.



QUOTE TRACK LIST MAINTENANCE

QUOTE TRACK 1 OF 1

What security type do you want to add?

- 1 Stocks
- 2 Corporate bonds
- 3 Mutual- and Money-Market funds

ADD SAVE

Figure 8-12.*Building a QUOTE TRACK.*

Select the type of security you want, and then enter either the security symbol or security name on the next menu. As in QUOTE CHECK, if you enter a name, you'll see a list of matching securities from which to choose. If you add a security by mistake, you can remove it by selecting DELETE. To quit and start over, select CANCEL. Once you have the list the way you want it, select SAVE. Next you will see an option to retrieve the quotes for the securities you've chosen. If you take this option, you'll see a screen similar to the one in Figure 8-13.

QUOTE TRACK 1 OF 1

Symbol	Last/ Bid	Change/ Asked	Up/Down/ Date
IBM	107 3/8	+ 5/8	1023500
MSFT	100 3/4	+0	1227400
S	37 3/4	+ 1/4	377400

> PRINT > CHANGE LIST

Figure 8-13.*QUOTE TRACK.*



To view details about high, low, and volume for a security, select its symbol from the list. You can also select PRINT to print the retrieved quotes or to copy the data to a file on your computer. Select CHANGE LIST to modify your selections. If you have more than five securities on your list, use NEXT and BACK to page through the results.

Company Financial News

The Company News option on the Business pop-up menu gives you stories about publicly traded companies. You can also [JUMP]: *company news* to get here. As with stock quotes, you can enter the company's stock symbol or its name. Any stories containing a reference to the requested company that were published during the last two business days are available on line through the PRODIGY service. On the day I checked IBM, about a dozen stories were available, as shown in Figure 8-14.

Type stock symbol or company name:	or first part
(IBM) INTERNATIONAL BUSINESS MACHINES CORP	
1	04/22/91 At Fujitsu, Notebook PCs Lighten Up With Memory Cards
2	04/22/91 At Fujitsu, Notebook PCs Lighten Up -2-
3	04/22/91 IBM Revamps European Sector As Market Grows Tougher

Figure 8-14.
Company News.

When more than three stories are available, use NEXT and BACK to page through the list. Select the story number to see the details. A PRINT box is available on the detail story screens to allow you to print any story of interest.

In late 1991, the PRODIGY service plans to add a feature that will allow you to look up company news stories by industry as well. More stories will be available, with the newest story presented first.



Strategic Investor

In April 1991, the PRODIGY service began offering members "Custom Choices." Strategic Investor is one of those options. For a single additional monthly fee that is less than a subscription to such investor's guides as the *Wall Street Journal* or *Value Line*, you can gain access to detailed analyses of 4500 companies and 2500 mutual funds, plus specialized investing reports written for Strategic Investor customers. If you make trading decisions on your own, you should sign up for the Strategic Investor service.

You can select Strategic Investor from the Business pop-up menu, or [JUMP]: *strategic inv.* If you haven't signed up yet, you'll be led through a series of screens that explain the services offered and the additional fee. Only the primary membership holder (the member ID on your account that ends in A) can sign up members on the household account for this service. You are limited to two members per household who can belong to Strategic Investor. You will be charged a monthly fee for each member. After you've signed up, you'll see a menu similar to the one in Figure 8-15 every time you JUMP to this area.

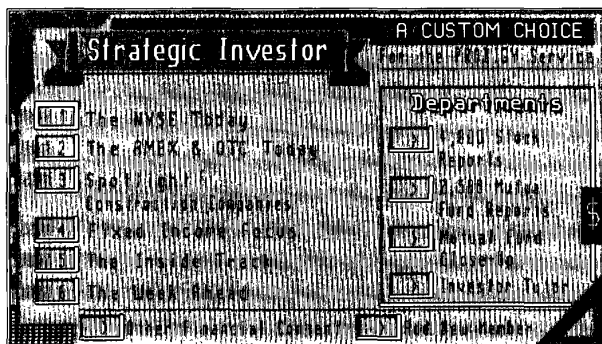


Figure 8-15.
Strategic Investor.

The numbered options on the left of the main menu give you access to the columns written specially for Strategic Investor members. Under NYSE and AMEX & OTC Today, you'll find insightful analyses from *Investor's Daily* about what those markets are likely to do on the next trading day. The Spotlight column analyzes a different industry each week.



On Wednesday evenings, The Inside Track gives you a mid-week reading of market conditions. Look to Fixed Income Focus each Thursday evening for an update on events in the bond markets. After the close of business on Friday, check The Week Ahead to read market predictions for the coming week. You can print any of these articles using COPY.

Stock Analyst

You can find the real power of Strategic Investor in the stock and mutual fund analyst sections. The stock and mutual fund analysts allow you to find investments that match your personal criteria. Select the "4,500 Stock Reports" box from the Strategic Investor menu to find the Stock Analyst welcoming screen. Select Stock Analyst from that screen to gain access to the weekly updated reports for companies traded on the NYSE, Amex, and NASDAQ national market system.

Figure 8-16 shows the Stock Analyst menu with the pop-up menu for industries. As you can see, other criteria you can specify include

- Price/earnings (P/E) ratio
- Five-year earnings growth
- Dividend yield

When I selected computer services companies with a P/E ratio between 10 and 35 and a five-year earnings growth rate greater than 10 percent in early 1991, the list shown in Figure 8-17 appeared. You can use NEXT to page through the list.

From this list, you can view the detailed report for any company that matches your criteria. While viewing the detailed report, you can print all or part of the report, download (copy to your computer) the text of the report, or download the data in the report in WKS format (compatible with Lotus 1-2-3 and Microsoft Excel 3.0). Note that on the list of companies, you also have options to download the top five or a selection of companies on the list. You are allowed to download the reports for up to 100 stocks or 100 funds per day.



STOCK ANALYST

Type 1-8 letters to move ahead in the list

to see information about

☐ SEARCH BY STOCK NAME

OR to see stocks that meet preferences, then select

☐ INDUSTRY

☐ PRICE/EARNINGS RATIO

☐ 5-YEAR EARNINGS GROWTH

☐ DIVIDEND YIELD

☐ CHEMICALS & RELATED PRODS

☐ COMMUNICATION EQUIPMENT

☐ COMMUNICATIONS-NONPRINT

☐ COMPUTER EQUIPMENT

☐ COMPUTER SERVICES

☐ CONSTRUCTION-BUILDING

☐ CONSTRUCTION-NONBUILDING

☐ CONSTRUCTION-SPECIALIZED

☐ COSMETIC & CLEANING PRODS

☐ CREDIT AGENCIES

☐ No Preference

Capital Connections

Figure 8-16.
Stock Analyst industry list.

STOCK ANALYST

These match your preferences. Select a stock to see details.

Company Name as of 04/20 Price Yield Growth P/E

QUANTUM CORP	25.75	0.00	20.00	10.00
NORTH ATLANTIC IND INC	8.80	0.00	22.00	10.02
REXON INC	10.87	0.00	20.60	10.06
MAXTOR CORP	5.13	0.00	19.70	11.07
COMPRO COMPUTER CORP	60.63	0.00	00.50	11.58
ARCHIVE CORP	8.63	0.00	54.90	12.64
EVANS & SUTHERLAND CMPT	21.00	0.00	11.10	13.49
APPLE COMPUTER INC	59.63	0.75	32.50	13.93
ADAGE INC	1.19	0.00	29.70	14.43
ADVANCED LOGIC RESEARCH	17.75	0.00	175.40	14.54

More Stocks

Figure 8-17.
Stock Analyst results.



.....

The Mutual Fund Analyst is similar to the Stock Analyst. You can request data from a specific fund. You can also set selection options, including fund family or group name, investment objective, and performance period. The information in the Mutual Fund Analyst is updated monthly.

Companies in the News

Beginning late in 1991, the Strategic Investor will also provide detailed statistics for thirty highlighted stocks each day. Under this option, you'll find graphs for 52 weeks of trading activity provided by *Investor's Daily*. These graphs will include the weekly high, low, and close; the 10-day moving average; relative strength; and volume for each highlighted issue. You can copy statistics from these charts to a file on your computer for further analysis.

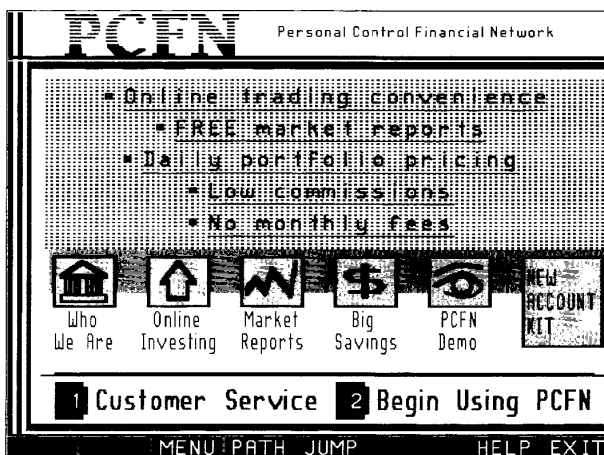
Trading Investments On Line

After you have all the latest information about a stock or mutual fund, you might call your local broker to execute a trade order. Or, you can simply dial in to the PRODIGY service and use Personal Control Financial Network (PCFN), a service of the Pershing Division of Donaldson, Lufkin & Jenrette Securities Corporation. To get to PCFN, [JUMP]: *pcfn*. Figure 8-18 shows the first PCFN screen.

Opening a PCFN Account

Before you can begin trading at PCFN, you must fill out an account application. Unfortunately, Securities and Exchange Commission rules don't allow you to do that entirely on line, but you can submit an on-line request for the forms you'll need. To make sure that you are sent the correct forms, you'll be asked to complete a short questionnaire on line. After you complete the forms and return them to PCFN, they'll send you a password that you can use to access your PCFN account through the PRODIGY service.

With PCFN you pay no additional monthly fees to maintain your account. You will be charged a normal commission for any trades that you request through the PCFN broker. Because PCFN is a discount broker, however, you'll find the fees are significantly less than you would pay a full-service broker.

**Figure 8-18.**

PCFN.

Placing a Trade Order On Line

Let's look at how trading securities through PCFN works. After you've signed up, you'll find four major areas when you select option 2, Begin Using PCFN, from the menu shown in Figure 8-18:

- Trading
- Account information
- Services
- Reports

Let's assume you want to do some trading. When you select Trading, you'll see the pop-up menu shown in Figure 8-19.

You can select

- Purchase—to send in a buy order
- Sell/Redeem Shares at PCFN—to request the sale of securities that PCFN holds for you

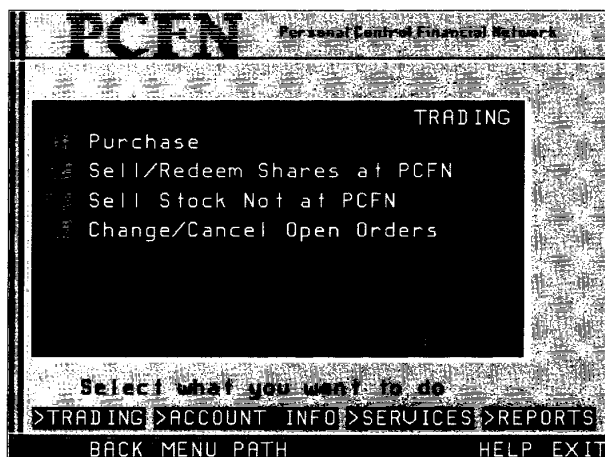


Figure 8-19.
PCFN Trading menu.

- Sell Stock Not at PCFN—to request a sell order for securities you own that PCFN is not holding
- Change/Cancel Open Orders—to modify or cancel previous buy or sell orders you have outstanding

When you select Purchase, you specify the security, the quantity, the price, the type of order (market, limit, or stop), and the length of time the order should remain in effect (one day only or until cancelled by you). Any buy or sell order you request through PCFN is confirmed with a message to your PRODIGY service mailbox.

Let's say you want to sell a security that PCFN holds for you. When you select the option to Sell/Redeem Shares at PCFN, you might see a screen similar to the one in Figure 8-20.

PCFN shows you what securities you own that are held in your account. To sell a security, simply select the option number next to the listing. You will be asked for a trading price, number of shares, and type of order.

You can also look at information about your account at any time. You will see a history of activity, a list of current holdings, and any outstanding orders.



PCFN		Personal Control Financial Network	
Account: Joe's Trading		123-256787	
Select a Stock or Mutual Fund to trade			
SECURITY	PRICE	QTY	
1 IBM	125 2/8	100	
2 Dreyfus A Bonds Plus	90	175	
3 Manufacturers Hanover CB		11,000	
>TRADING >ACCOUNT INFO >SERVICES			
MENU PATH JUMP		HELP EXIT	

Figure 8-20.*PCFN Trading securities.*

You can choose a security to sell from the list of ones you own. You can modify an outstanding order by selecting it.

Under Services you will find options to view market reports, see the PCFN rules and commission schedules, transfer securities or withdraw cash, send PCFN a message, or change your password. If you select the option to view market reports, you can obtain detailed financial information and commentary about securities selected by Wall Street analysts. There are no extra fees for these reports.

Banking

Through the PRODIGY service, you can do all of your banking on line. Although there isn't a local bank listed for every state, at least two banks on the PRODIGY service handle accounts from customers in any state. You can't



withdraw cash and make deposits (though all the banks on the service accept payroll direct deposit), but you can obtain cash at a nearby automated teller machine (ATM) or send deposits through the mail.

The quickest way to find out which banks can service your on-line bank account through the PRODIGY service is to [JUMP]: *bank online*. Select the Find a Bank box to obtain a list of banks that handle customers in your state. You can make a selection from this list to go directly to the bank of your choice and sign up on line. You can also check out the complete list of available banks with [FIND]: *bank*.

All of the on-line banks offer checking accounts, savings accounts, ATM cards, and automated on-line bill paying. In addition, many of them offer credit cards and on-line credit card statements, loans, and investment services. All the banks allow you to download statements or transaction records directly to your personal computer. You can explore the services offered, request additional information, or send messages to any of the on-line banks without opening an account.

The monthly fee to use on-line banking varies by bank, but ranges from about \$5 to \$13 a month. Normally there is no additional charge for handling most transactions. Considering the time saved not standing in line and the money saved not mailing out checks each month, this is a good value.

Figure 8-21 shows a sample banking menu. You will see a menu similar to this for any of the banks. To sign on to a bank and use your accounts, you must have an active account at the bank and use the personal password assigned by the bank. Let's take a quick look at the sample payments menu shown in Figure 8-22.

At all the banks you can set up a record for all the bills that you pay regularly. Simply select the payee from your list, enter the amount you want paid, and the date you want it paid. Many credit card companies and utilities accept electronic payments. This means that the on-line bank doesn't have to



BANK ONLINE

Customer 58000000000000000001 5/ 3/90

- 1 Balances
- 2 Transfers
- 3 Payments Menu
- 4 Statements
- 5 Mail
- 6 Change Your Password

Last used banking 5/ 3 12:45 P.M.

>BANK MENU

BACK MENU PATH JUMP EXIT

Figure 8-21.
Bank Online menu.

BANK ONLINE

Customer 58000000000000000001 5/ 3/90

CKG CHECKING LIST START 04/05
0075207621 PAGE 1 OF 1

BALANCE	400.00
04/05 TRANSFER	100.00
04/19 PAYMENT	45.00 -
05/30 INTEREST PAYMENT	2.00 +
05/31 CHK # 203	34.16 -

>BANK MENU

NEXT BACK MENU PATH JUMP EXIT

Figure 8-22.
Paying bills on time.



produce a check on your account—it simply sends a record of your payment request through the federal electronic payments system. In other cases, the bank writes the check for you and sends it directly to the payee. For regular fixed-amount payments such as car or mortgage payments, you can set up the transaction once and then forget about it.

You can also view account balances or transaction logs on line, as shown in Figure 8-23. As I mentioned earlier, all of the banks let you download statement and balance information that you can process on your own computer—perhaps with a spreadsheet program.

BANK ONLINE			
Customer	50000000000000000001	5/ 3/90	
CHK	CHECKING	LIST START 04/05	
	0075267621	PAGE 1 OF 1	
	BALANCE	400.00	
04/05	TRANSFER	100.00	
04/19	PAYMENT	45.00	-
05/00	INTEREST PAYMENT	2.00	+
05/31	CHK # 203	34.16	-
>BANK MENU			
NEXT	BACK	MENU	PATH JUMP EXIT

Figure 8-23.

Banking transaction summary.

Paying Bills

If you'd prefer to keep your account with your local bank, savings and loan, or credit union, rather than establish an account at one of the on-line banks, you can still pay bills through the PRODIGY service. [JUMP]: *billpay* to sign up for the BillPay USA service.

Nearly all banks, credit unions, and savings and loan companies in the U.S. accept electronic debits against checking accounts. When you sign up with the BillPay USA service, you supply your account number and the financial institution number that appears at the bottom of the checks you use now.



With the help of Manufacturers Hanover Trust in New York, the PRODIGY service can allow you to pay all your bills electronically. When you ask the PRODIGY service to pay a bill on line, BillPay USA generates an electronic message and sends it through the Federal funds transfer system and debits the account in the financial institution that you specify. When you make payments to companies that accept electronic credits, such as major credit card companies, BillPay USA also sends the payment electronically. When you make payments to other companies, BillPay USA generates a paper check and mails it to the address you supply.

Figure 8-24 shows the BillPay USA menu. Use option 6 to set up payees—the companies or people you'd like to pay with BillPay USA. Option 1, QuickPay, lets you schedule a payment to any payee you've set up. You can have the payment sent immediately or delayed up to a year.

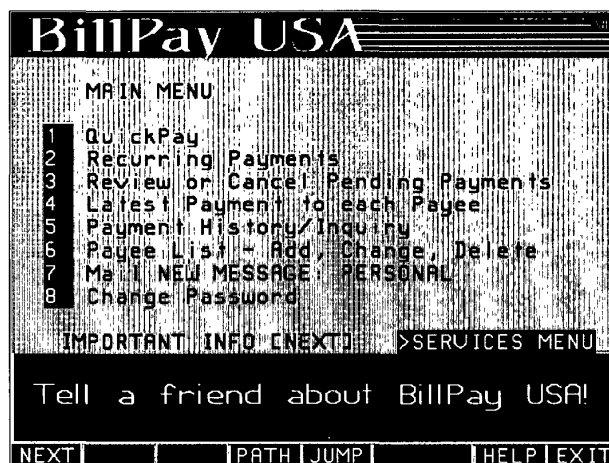


Figure 8-24.
BillPay USA menu.



Perhaps one of the most convenient features of BillPay USA is that you can schedule recurring payments. Figure 8-25 shows a sample of the input screen you'll see when you select option 2, Recurring Payments, from the main menu. Using this option, a single entry takes care of your mortgage payment, car payment, insurance payments, or any other bill you pay at regular intervals. BillPay USA will send a payment each month, each quarter, or as often as you specify. For payments that are scheduled to stop some time in the future (such as your home mortgage or car loan), you can enter the final payment date. Enter your recurring payments all at once and forget them!

RECURRING PAYMENTS

Schedule Recurring Payments To: Cable TV

Payment Amount	19.95
First Payment Date (MM/DD/YY)	12/14/91
Last Payment Date (MM/DD/YY)	12/14/92
Payment Frequency	MONTHLY

BACK MENU PATH JUMP HELP EXIT

Figure 8-25.

Scheduling a recurring payment.

Option 3 lets you view the payments that are pending for the next month. You can cancel or change any of them using this option. Finally, select option 5 to see or print a summary of the last payment sent to each payee or a list of the last six payments made to any one payee.



The first 20 BillPay USA transactions you make each month cost less than \$10 a month. After 20 transactions, the cost is less than \$4 for each additional 10. When you consider the price of postage and envelopes, the cost of this service is quite reasonable. Keep in mind that your financial institution may charge service fees for BillPay USA transactions.

Other Financial Services

Several banks on the PRODIGY service provide you with on-line statements for major credit cards issued through them. As you might expect, since Sears is one of the sponsoring partners of the PRODIGY service, you can also view the account balance and transactions for up to two Discover Card accounts.

Figure 8-26 shows the main Discover Card menu. [JUMP]: *discover card* to get here. You can obtain information about the Discover Card, apply for a card if you don't already have an account, learn about investment and other services, or send a message to Discover Card customer service—including instant notification if your card is lost or stolen.

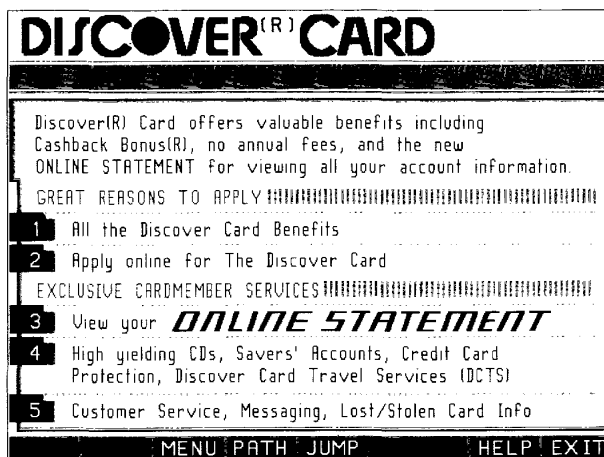


Figure 8-26.
Discover Card.



Perhaps the most interesting aspect is on-line access to your Discover Card statements. You must register your card number and establish a password to access your account. It takes a day or two to set up access, and you'll be notified in your personal PRODIGY service mailbox when your account is registered.

Whenever you select the Online Statement option, you'll see a summary, as shown in Figure 8-27. When you select Options, a pop-up menu will give you options to return to the main menu, to view an account statement detail, to go to the on-line statement for a second card (if you set one up), to enroll a second card (if you have one), to change your password, or to print the statement you see.

DISCOVER ^(R) CARD		As of
		04/23/91
ACCOUNT SUMMARY 0000-0000- 00 -0000		
Credit Limit.....	\$	8,000
Current Balance.....	\$	3,994.48
Available Credit.....	\$	4,005
Last Payment.....	\$	300
Date Received.....		04/15/91
Next Payment Due.....		05/15/91
Available Line of Credit will not reflect transactions we have not yet posted.		
> Options		
Discover Card	BONUS	to new
CDs pay a	RATE	customers
MENU PATH JUMP		HELP EXIT

Figure 8-27.

Discover Card account summary.

I've found the on-line DISCOVER statement useful for verifying the posting of my last payment or checking on my available credit limit. Around the holiday season or when you're contemplating a large purchase, checking your credit limit is very handy!



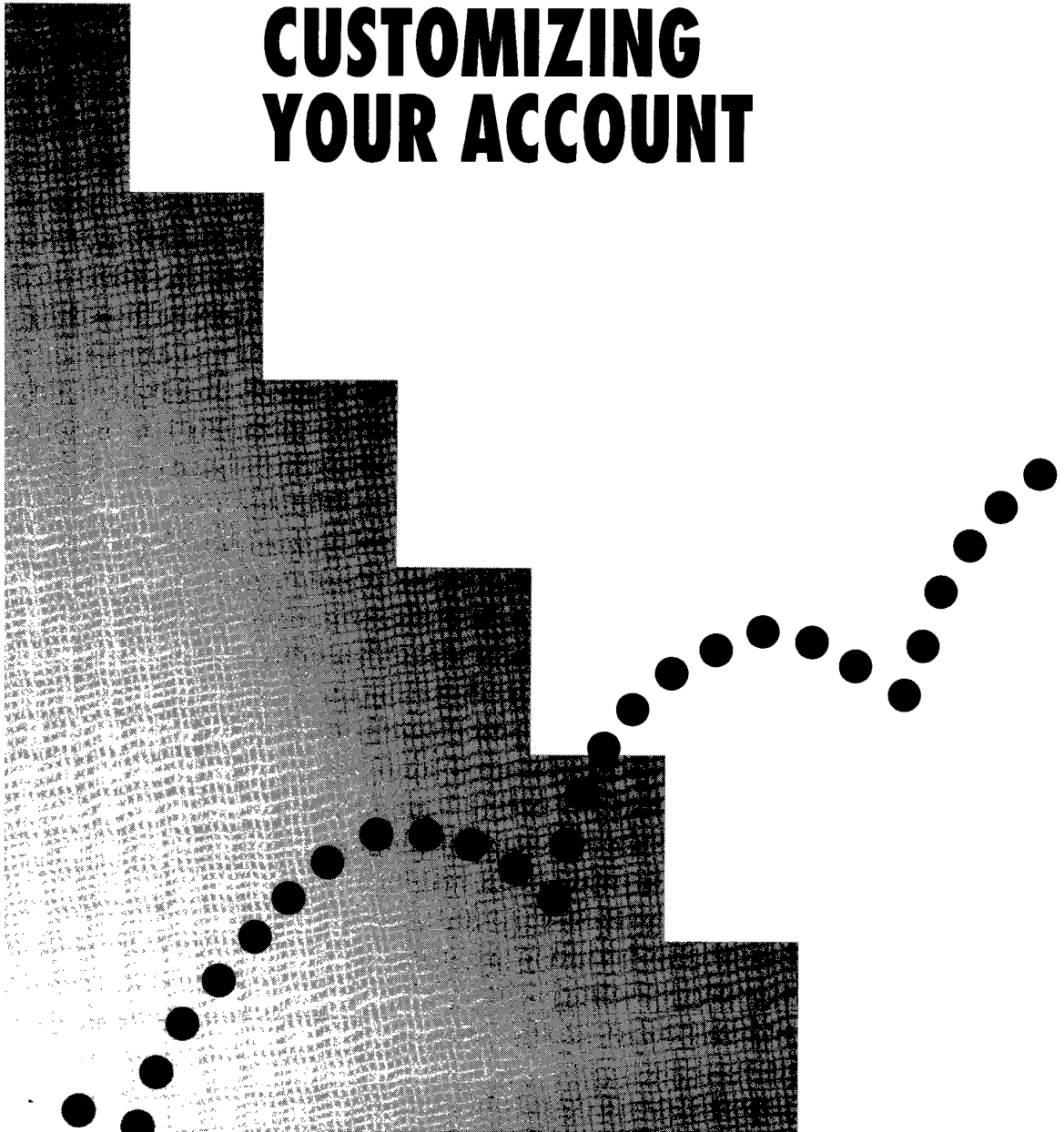
Other on-line financial services include

- Security Pacific—apply on line for a line of credit
- TRW Credentials—Sign up for a service to monitor your credit ratings and register your credit cards
- Subscribe to the following publications:
 - *Business Week*
 - *Inc. magazine*
 - *Wall Street Journal*
 - *Barron's*

As you can see, you can manage most of your money affairs on the PRODIGY service. It's all here—financial information, market quotes, on-line banking and bill paying, and a host of other financial services.

CHAPTER 9

CUSTOMIZING YOUR ACCOUNT



EX. 1014-331

CNZ0020644
T-MOBILE US, INC.
EXHIBIT 1014



After you've installed the PRODIGY software and signed up, you don't need to do anything more to enjoy the features on the PRODIGY service. Several tools are available, however, that enable you to customize the way you use the service, to add other family members to your account, and to keep information such as your mailing address current. If your computer is an IBM PC or compatible, you can obtain additional utility software from other members to add some features not found in the basic PRODIGY software provided by the PRODIGY service. Let's look at what's available.

Tools

You can get to all the utilities provided by the PRODIGY service with the TOOLS command. Open the JUMPwindow and select the Tools [T] option, shown in Figure 9-1.

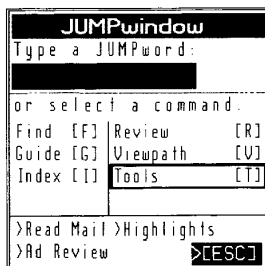


Figure 9-1.
Tools command.

When you select Tools, the Tools menu pops up over the JUMPwindow, as shown in Figure 9-2.

Changing Personal Information

Select the first item in the Tools menu to see the Personal Information menu shown in Figure 9-3. Selections on this menu let you change the following information about yourself:

- Personal data
- Credit card
- Address and member information

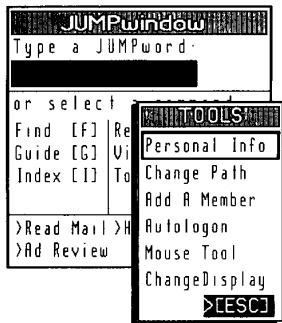


Figure 9-2.
Tools pop-up menu.

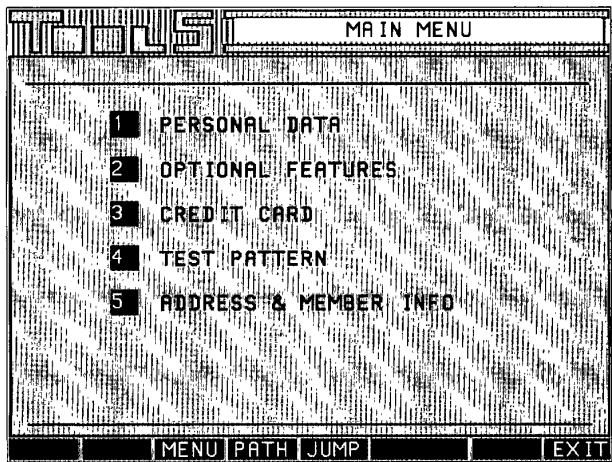


Figure 9-3.
Personal information menu.

When you select the first option, a submenu allows you to change your password or view and verify the name, date of birth, and gender information that the PRODIGY service lists about you.



Changing Your Password

All members must have a password assigned to their member ID in order to use the PRODIGY service. The password must be at least four characters long and can consist of any combination of letters and numbers.

Your password is what the service uses to verify who you are when you sign on. If you didn't have a password, anyone with a copy of the PRODIGY software could use your member account, send messages using your name, or charge purchases to your credit card, if that information was stored on the service.

If you think an unauthorized person might have your password, you should change it immediately. Changing your password every once in a while is a good idea, especially if you regularly use the PRODIGY service from a computer accessible to others or from a computer in a public area, such as the frequent flyer club lounges at airports.

If you own the primary account for a membership (the one where the member ID ends in the letter A) you can authorize up to five additional family members to share your membership for no additional charge. Each member should have his or her own membership ID and password. This way, each member can be identified by his or her correct name on the PRODIGY service.

Having your own private password ensures security for a credit card listed on your account—no other family member can borrow that credit card unless you allow them to set up the card on their accounts as well. I don't have to worry about my teenager buying out Sam Goody's music store!

You can change your password on the Personal Data menu. Select the first option, Change Password, and you'll be prompted to supply both your current password and the new password you want to set up, as shown in Figure 9-4. After you enter both passwords, you are prompted to verify that you really want to make the change. This is the only time you will be able to see both your old and new passwords displayed on the screen. The change takes effect immediately. Be sure to remember your new password—but don't write it down where others can find it. You will have to call Prodigy Services Company if you forget it.



```

      PERSONAL DATA
    -----
    Change Password

    First type your OLD password and
    press [RETURN]:
      kittycat

    Now type your NEW password and
    press [RETURN]:
      rainbow

    -----
    MENU PATH JUMP HELP EXIT

```

Figure 9-4.
Changing your password.

Verifying Your Name

The second option on the Personal Data menu displays your name, your date of birth, and your gender as you entered it when you signed on for the first time. You cannot change any of this information on line. You can send a message to Membership Services to correct the spelling of your first name or to change it to a nickname. It takes about three days to change it. To correct any other information, you must write a letter to Membership Services. An information screen tells you what to include and where to mail your request.

Setting up Credit Cards

Chapter 6 describes some of the many opportunities to shop on the PROD-IGY service. To purchase an item on line, you must have a valid credit card. You can supply the credit card information every time you use ACTION to place an order, or you can store it in advance. If you choose to do this, you save a couple of steps each time you order, including the hassle of trying to type a 10- or 16-digit number correctly.



When you store credit card information—number, expiration date, and name on the card—it is available for use only by your member ID. The PRODIGY service does not reveal this information to anyone except when authorized by you when you make a purchase on line.

To see your current credit card information, select Personal Info from the Tools pop-up menu, or [JUMP]: *personal info*. When you select the Credit Card option from the list, you'll see the screen shown in Figure 9-5. If you do not have any credit cards defined on the PRODIGY service, only the ADD option box is available. When you do have some cards defined, their expiration dates (but not the card numbers themselves) are displayed.

Figure 9-5.

Credit Card information.

As you can see, you can define one each of up to four different types of credit cards: American Express, Discover, MasterCard, and VISA. After you've defined one or more cards here, check periodically to see that the expiration dates are current. Use CHANGE DATE to update the expiration date information and DELETE to remove a card. You must select OK when you've changed anything to verify that you want the changes recorded before you leave this menu.



When you want to add a card, select ADD. A pop-up menu asks which of the four cards you want to add. After you make your choice, you'll see an input screen similar to the one in Figure 9-6. (The account number shown on this screen is not valid.) The PRODIGY service does not verify that the card number you enter is a valid account number; however, the PRODIGY service does check to see that you've entered the proper number of digits and that the digits match a "pattern check" for this type of card. Double-check what you've entered before selecting the OK box to store your entry. The change takes effect immediately when you select OK. Note that you cannot charge your PRODIGY service fees to a credit card as described here. To supply credit card information for service fees, [JUMP]: *creditpayment*.

Credit Cards	Exp Date
Type in information below for your DISCOVER CARD credit card: 5011001234567891 Credit Card Acct # John Viescas Cardholder Name shown on card	10/92 Exp Date

Figure 9-6.
Adding a credit card.

Changing Address and Phone Number

If you move, notify the PRODIGY service so they can continue to send you newsletters and other information. This is particularly important if you pay for your membership and additional fees by check rather than by credit card.

If you do any shopping on the PRODIGY service, it's important that your phone number is correct so that you don't have to supply it each time you place an order. Shops ask for your phone number so they can contact you



directly if there's a problem with your order. Your phone number is also used as the key to check on the status of any order you place from the Sears catalog.

To change your address or phone number, select Personal Info from the Tools pop-up menu. You can also [JUMP]: *personal info* to go directly to the Personal Information menu. Select the fifth option, Address & Member Info, from the Personal Information menu. You'll see another menu giving you choices of Address & Phone and Member Information. Select the first option to see the screen shown in Figure 9-7.

Figure 9-7.

Changing address and phone number.

You can type over any information that you want to change and then select OK to make the changes permanent. Use CANCEL to restore any information you've changed before you select OK. Any changes you make take effect immediately when you select OK. If you leave this screen with MENU, PATH, JUMP, or EXIT before selecting OK, no changes are recorded.



Adding Family Members

With a single membership, up to six members in one family can use the PRODIGY service for one monthly fee. The membership account number is the first six characters (four letters and two numbers) of your member ID. You'll find your member ID in the PRODIGY Service Start-up Kit. For example, mine is DRGD63. The first person to sign up on the account becomes the *A* member. As the *A* member on my account (DRGD63A), I control the setting up of the other five membership IDs (DRGD63B through DRGD63F).

Each other member of your family should have his or her own membership ID. When you send personal mail or post a note on one of the public bulletin boards, the PRODIGY service attaches the name associated with your member ID. If you let other family members use your ID, any messages they send will look as if they're from you. More importantly, if you've set up a credit card on your member ID, anyone you allow to use your ID can purchase items in the on-line shops and charge them to you. (See "Setting up Credit Cards" earlier in this chapter for details.)

To give other family members their own IDs, select Add A Member from the Tools menu. The Household Member menu is shown in Figure 9-8. You can also go directly to this menu with [JUMP]: *add member*. This menu gives you options to

- Add or suspend a member
- Learn more about enrolling new members
- Return to the Tools menu (Figure 9-2)
- Print information about member enrollment

I recommend you select the second option or print out the enrollment information before proceeding.

Another important piece of information on this screen is the temporary password. All new members on your account must use this password the first time they sign on. The temporary password is also in your PRODIGY Service Start-up Kit, but it's shown here in case you misplaced the one in your kit. This password can be used once to access any new member ID on your account. Each member must set up a permanent password as part of the first sign-on process.

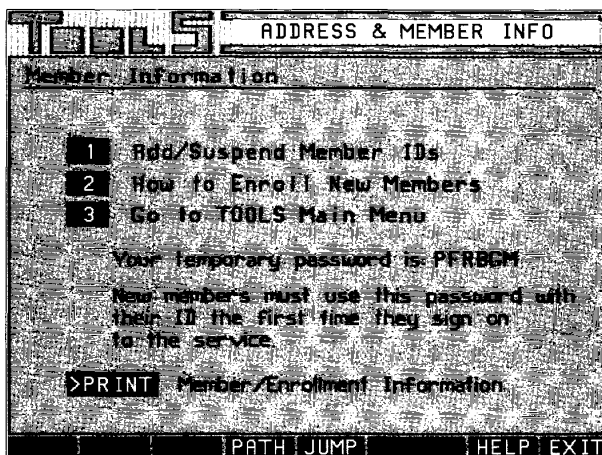


Figure 9-8.
Household member menu.

Select the first option to go to the Add/Suspend Member screen. You should see yourself listed as the owner of the A ID. Select ADD to open up a window where you can assign a family member to the next available ID. As shown in Figure 9-9, type the first and last names of the family member you want to add. Select OK to add the name to your list. You can select ADD again if you want to define more than one person at this time.

Double-check to make sure you've spelled the names correctly. A name can be changed after you set it up, but you have to write to Prodigy Services Company to do so. If you make a mistake, select CANCEL to clear the new names you defined and start over. Any change you make takes effect immediately when you select OK.

Suspending or Reinstating Family Members

If family members won't be using their PRODIGY service IDs for a while (for example, children away at college), you can use the Add/Suspend Member Information screen to temporarily disallow use of their IDs. [JUMP]: *add member*, and then select the first option on the Member Information menu, shown in Figure 9-8. A screen similar to the one shown in Figure 9-10 will appear.



TOOLS MEMBER INFORMATION

Add/Suspend Member IDs

Members	ID #
1 JOHN VIESCAS	DRG063A

Enter the name you want to ADD:

SUZANNE VIESCAS

First Name Last Name

>ADD >MENU

MENU PATH JUMP HELP EXIT

Figure 9-9.
Adding a household member.

TOOLS MEMBER INFORMATION

Add/Suspend Member IDs

Members	ID #
1 JOHN VIESCAS	DRG063A
2 SUZANNE VIESCAS	DRG063A
3 DAVID VIESCAS	SUSPEND

>ADD >SUSPEND >REINSTATE >CANCEL >OK

MENU PATH JUMP HELP EXIT

Figure 9-10.
Suspending or reinstating a household member.



Use the option boxes across the bottom to SUSPEND an active member or REINSTATE a member you've previously suspended. If you make a mistake, use CANCEL to undo your changes. Select OK to make your changes permanent. Any changes you make take effect immediately when you select OK.

Automatic Logon

If you sign on to the PRODIGY service often, you can streamline the process by using Autologon to supply your member ID and, optionally, your password. With Autologon you can store your member ID under a nickname (for example, your initials) and then use the nickname in your start-up command to connect more quickly.

For example, I could store my ID (DRGD63A) under a nickname of JV. Then when I enter "PRODIGY JV" at the prompt on my PC, I'll see the sign-on screen with my member ID already filled in. On a Macintosh, Autologon uses your nickname to create a special icon in the PRODIGY service folder. Double-click the icon instead of the regular PRODIGY service start-up icon to begin a PRODIGY service session.

You can also store your password so that you can sign on to the service without having to enter either your member ID or your password. Do this only if you're the only person who uses your personal computer. The PRODIGY service warns you that if you store your password, "you remove a level of security from your access to the service. Anyone who obtains your Autologon nickname file can use your credit card, other personal information, private electronic mail, and any other features of the service associated with your ID."

To set up an Autologon file, select Autologon from the Tools pop-up menu, or [JUMP]: *autologon*. As you can see in Figure 9-11, you can set up your ID and password or your ID alone, or you can disable Autologon. Autologon takes effect as soon as you set it up.

Modifying Your Personal Path

In Chapter 2 you learned that you can use the PATH and VIEWPATH commands to select items from the list of JUMPwords that the PRODIGY service sets up for you when you sign up. Based on the age and gender information

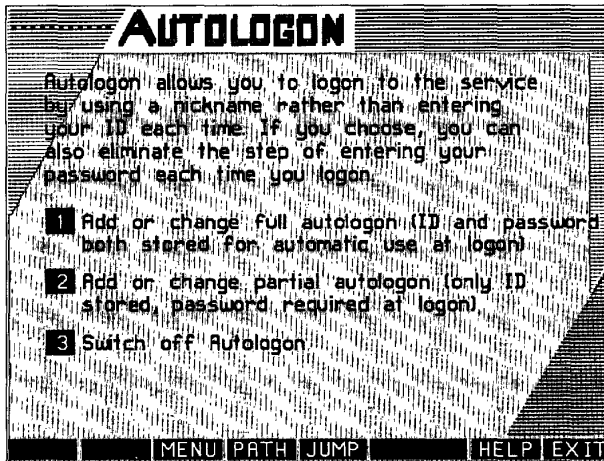


Figure 9-11.

Autologon.

you supply when you sign on for the first time, the PRODIGY service compiles a list of JUMPwords that might appeal to you. For example, younger members have The Club added to their lists.

As you become more familiar with the PRODIGY service and learn which areas you enjoy most, you can customize this personal path to your needs. To do this, select Change Path from the Tools menu. You can also select the CHANGEPATH box when you use VIEWPATH, or [JUMP]: *changeopath*. You'll see a screen similar to the one shown in Figure 9-12.

Deleting a JUMPword from Your Personal PATH

The initial personal PATH for all members includes a "Remove Screen" entry (number 18 in Figure 9-12). You can select this entry or [JUMP]: *remove screen* to see instructions about deleting an entry from your personal PATH. You can use this entry to practice deleting a JUMPword from your PATH. Select DELETE, and then type the number of the Remove Screen entry when prompted.



CHANGEpath		Previous Location: HIGHLIGHTS
PATHlist		
1 WEATHER MAP	11 PCFN	
2 HEADLINES	12 BANK ONLINE	
3 MARKET UPDATE	13 CLUBS	
4 DOW JONES	14 GAMES TO PLAY	
5 SPORTS NEWS	15 NEW!	
6 COMPUTER HIGH	16 ABOUT PRODIGY	
7 TRAVEL HIGH	17 QUICK START	
8 EASY SABRE	18 REMOVE SCREEN	
9 SHOPPING HIGH	19	
10 MONEY HIGH	20	
>ADD >DELETE >REARRANGE >GO TO		
		>CANCEL CHANGES
MENU PATH JUMP		HELP EXIT

Figure 9-12.
CHANGEpath.

Adding a JUMPword to Your Personal PATH

Select ADD to insert a new entry. A pop-up window will ask if you want to add Previous Location or Other Location. Your Previous Location is shown at the top of the screen. This is particularly useful if you've found a new area that you really like. While you are in that area you can

1. [JUMP]: *changeopath*
2. Select ADD
3. Select PREVIOUS LOCATION (it should be where you just came from)

to add it to the list without having to know the JUMPword. You'll be prompted for a location number to insert your new JUMPword in the list.

If you want to add some other JUMPword, select OTHER LOCATION. Another pop-up window will ask you for the JUMPword you want and the location number on the list where you want to put it. In Figure 9-13 you can see that I'm going to insert QUOTE TRACK 1 in position 4, just after the entry for Market Update, which gives me the latest investment market news. (QUOTE TRACK 1 is a personal list of securities on which I want the latest quotes every day. See Chapter 8 for a discussion of QUOTE TRACK.)



CHANGEpath Previous Location: **HIGHLIGHTS**

PATHlist

1 WEATHER MAP	11 PCFN
2 HEADLINES	12 BANK ONLINE
3 MARKET UPDATE	13 CLUBS
4 DOW JONES	14 GAMES TO PLAY
5 SPORTS NEWS	15 NEW!
6 COMPUTER HIGH	16 ABOUT PRODIGY
7 TRAVEL HIGH	17 QUICK START
8 EASY SABRE	18
9 SHOPPING HIGH	19
10 MONEY HIGH	20

ADD QUOTE TRACK 1
to position # 4

PATH HELP EXIT

Figure 9-13.

Adding a JUMPword to personal path.

Rearranging Entries on Your Personal PATH

I also decided to move the JUMPword "NEW!" to the top of my list because I want to check that the first thing every day. I selected the REARRANGE option and then specified that I wanted the JUMPword at location 16 moved to location 1. Later when I selected VIEWPATH from the JUMPwindow, I could see that all my changes were in place. You can see my new PATHlist in Figure 9-14.

Customizing an IBM PC or Compatible

You can make three adjustments to affect the way you use the PRODIGY service if you have an IBM PC or compatible:

- Mouse sensitivity
- Display resolution
- Disk space used by the PRODIGY software



Figure 9-14.
PATHlist.

Mouse Tool

If you think the mouse is reacting too slowly or too quickly to your movements while using the PRODIGY service, you can use Mouse Tool to change it. Select Mouse Tool from the Tools menu, or [JUMP]: *mouse tool*. The screen shown in Figure 9-15 appears.

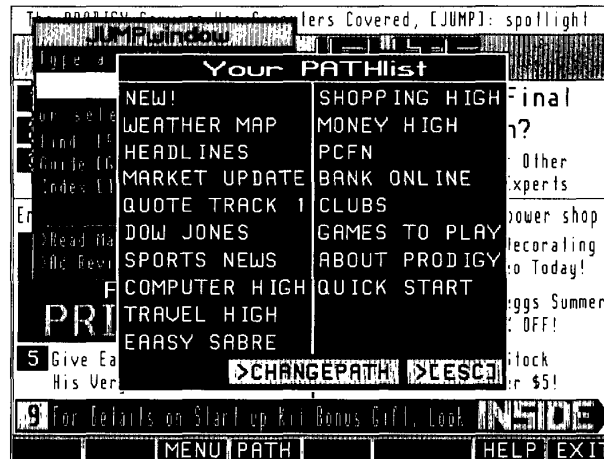


Figure 9-15.
Mouse Tool.



Select FASTER to speed up the mouse so that smaller motions will move the mouse farther across the screen. Select SLOWER to slow it down so that larger motions are needed to move the mouse across the screen. Select SAVE to store the new setting. This new mouse speed takes effect immediately after you select SAVE, but is in effect only when you're using the PRODIGY service.

Display Resolution

If you select a lower display resolution, the PRODIGY software can run much faster, but the graphics you see will not be as crisp. Speed and graphics clarity is also a function of the type of computer processor you have (for example, 8088, 80286, 80386, 80486) and the type of display adapter you have installed (CGA, EGA, or VGA). If you have a faster computer processor (for example, an 80386 rather than an 80286), you can afford to run with a higher resolution without sacrificing speed.

With a CGA adapter and monitor, you must run the service in medium-resolution monochrome (black and white). With an EGA or VGA graphics card, you can experiment with some of the options to see which gives you the best combination of speed and clarity.

Even though I have VGA graphics on my 80386 computer, I find that running the PRODIGY service in EGA high resolution rather than VGA is perceptibly faster without sacrificing much clarity. You might see different results depending on your particular computer configuration.

You can obtain instructions for changing your graphics resolution on line. Select ChangeDisplay from the Tools menu, or [JUMP]: *changedisplay*. Answer a few questions about your computer setup to determine if you have a choice of display resolutions. If you can change resolution, you'll see specific instructions about how to proceed. You can print a copy of the instructions for handy reference.

Table 9-1 shows the available screen resolutions for IBM or fully compatible PCs. The actual resolution is the number of pixels (individual points of light) across and down on your screen. When more points are available, more detail can be shown, but the PRODIGY software requires more memory and more time to create the picture.



<i>Resolution Name</i>	<i>File Name</i>	<i>Actual Resolution</i>
VGA High—color	VGA640.SCR	640 x 480
EGA High—color	EGA640.SCR	640 x 350
EGA Medium—color	EGA640E.SCR	640 x 200
EGA Low—color	EGA320.SCR	320 x 200
CGA Medium—B & W	CGA640.SCR	640 x 200

Table 9-1.

Available screen resolutions.

The file name is the name of the screen driver program that must run with the PRODIGY software to get the desired resolution. These programs are compressed in a file called SCREEN.CMP on installation disk 1 if you use the 3.5-inch floppy, or on installation disk 2 if you use the 5.25-inch floppies. You use a program called GETSCRN on your installation disk to uncompress the desired screen driver and save it as DRIVER.SCR in your PRODIGY software execution directory. You cannot change the screen resolution while you're signed on to the PRODIGY service.

When you tell the on-line display resolution tutorial what type of disk drives you have, you'll see specific instructions about which installation disk to use and how to execute the GETSCRN program to install a new screen driver. You can print these instructions so that you can follow them easily. You must leave the PRODIGY service with EXIT, install the screen driver you want, and then sign on again to see the results.

Hard Drive Disk Space and Performance

To help improve performance, the PRODIGY software creates a file on your PC called STAGE.DAT (the Stage) to store information about areas of the service that you visit. When you first install the PRODIGY software, if you choose to install to your hard drive and you have enough space on your hard drive, the installation program asks, "Should the PRODIGY software use more disk space to run faster?" If you say yes, the installation program allocates about 1 MB of space on your hard drive for the Stage. Otherwise, about 250,000 bytes are set aside.



.....

If you are concerned about allocating a total of approximately 1.7 MB for all PRODIGY software files, you should choose the smaller size. Total space allocated to PRODIGY software files when you use the smaller Stage is about 1 MB.

The PRODIGY installation software uses standard MS-DOS allocation to reserve space on your hard drive for the STAGE.DAT file. Because MS-DOS does not erase space occupied by a file when you delete it, you might find old information from previously deleted files in the Stage after you install the PRODIGY software. Some users have expressed concern about this when they examine the contents of STAGE.DAT using a utility such as PC Tools Deluxe or the Norton Utilities. If you check periodically, you'll find that this old information is eventually overwritten by PRODIGY service information the longer you use the PRODIGY service.

If you're concerned about confidential information in the PRODIGY software Stage, I recommend you use a utility such as Peter Norton's WIPEINFO to erase all unused portions of your hard drive before installing the PRODIGY software. (Be sure to include the /E switch!) See my Microsoft Press Quick Reference Guide, *The Norton Utilities*, Second Edition, for details.

You may still find some non-PRODIGY service information at the beginning of the STAGE.DAT file after you install the PRODIGY software on a wiped hard drive. This is because STAGE.DAT has internal directories (initially empty) at the beginning of the file that start out with a few bytes of formatting information in each allocated cluster.

You can minimize the amount of non-PRODIGY service information in the Stage by turning off your computer and then turning it back on before you install the PRODIGY software. You may still see some information in the Stage, such as your current path or the contents of your root directory. You can contact PRODIGY Membership Services to obtain a free copy of a utility called STAGEUTL that will erase all but PRODIGY service-related information from your Stage. (Look in your installation guide or in the About PRODIGY section of the PRODIGY service for the Membership Services phone number.)

You must reinstall the PRODIGY software to change the size of the Stage. The first time you sign on after a new installation, the PRODIGY service may take a few moments longer to complete your connection. The PRODIGY service normally updates your software with any changes each time you sign on.



After you reinstall the original software, the PRODIGY service might need to send you multiple changes.

The PRODIGY service may seem to run a bit slowly for a while after you reinstall. This is because the PRODIGY software on your computer is relearning the areas you visit most frequently. You should be back up to speed after one or two sessions.

Custom Utilities

The PRODIGY software runs well as is, but several members have produced utility software that can run with the PRODIGY software to provide you with additional features. You can order what is perhaps the most comprehensive set of utilities, called PRO-UTIL, from Royston Development in California.

Pete Royston (member ID DBRK81A) has worked with the developers at Prodigy Services Company, although his software is not supported or endorsed by the PRODIGY service. He has included in PRO-UTIL a host of features not available with the standard PRODIGY software. These include

- Ability to print text from any screen (the Print a COPY command doesn't work on all text screens)
- Direct printing to a file on disk
- Print all unread private mail with a single key command
- Print notes from bulletin boards wider than 40 columns
- Disable the automatic form feed for printouts so you can print more than one note on a page
- Search and print available Company News stories for a list of companies that you create
- Store a string of PRODIGY service commands and keystrokes as a macro that you can execute with one key command (a macro is a program that carries out one or more commands)
- Automatically add a signature line to all messages you send
- Upload a message into mail or a note from a disk file



- Move to the last unread message in your mailbox with a single key command
- Search screens for text anywhere that you can use NEXT for more information (such as in the Encyclopedia, the Movie Guide, or bulletin board note)

Royston Development charges less than \$20 for all these goodies. You can write to Pete Royston on PRODIGY mail (DBRK81A) or at

Royston Development
4195 Chino Hills Parkway, Suite 365
Chino Hills, CA 91709

You can also check the About PRODIGY bulletin board under the topic Member Utilities for information about other programs that are available. Keep in mind, however, that none of these programs are supported or endorsed by Prodigy Services Company.



APPENDIXES

EX. 1014-352

CNZ0020665
T-MOBILE US, INC.
EXHIBIT 1014

Appendix A

Useful Information

PRODIGY Service Hours of Operation

You can connect to the PRODIGY service 21 hours each day, seven days a week. Hours in each time zone are as follows:

Eastern—7 A.M. to 4 A.M..

Central—6 A.M. to 3 A.M.

Mountain—5 A.M. to 2 A.M.

Pacific—4 A.M. to 1 A.M.

Hawaii—2 A.M. to 11 P.M.

For up-to-date information [JUMP]:*about prodigy* and select Hours of Availability.

Contacting the PRODIGY Service

You can send a message using PRODIGY electronic mail through the Ask PRODIGY feature on the PRODIGY service, or [JUMP]: *ask prodigy*. You are not charged for a personal message when you contact the PRODIGY service this way.

You can telephone Prodigy Services Company from noon to 8 p.m. in every time zone any day, except Sundays and holidays.

<i>For help with</i>	<i>Call:</i>
Billing, diskettes, questions about the service	(914) 962-0310
Ordering PRODIGY service memberships	(800) 776-3460 ext. 888
Installation, connecting to the service	(800) 284-5933



You can write to Prodigy Services Company at

Membership Services
Prodigy Services Company
445 Hamilton Avenue
White Plains, NY 10601

If you need to change your last name, you'll find a handy form for requesting a last name change on line. [JUMP]: *personal info*, select the first option—Personal Data, and then the second—Information About You.

Appendix B

Troubleshooting

As with any computer program, you might occasionally encounter problems while installing or using the PRODIGY software. The kinds of problems you might encounter are somewhat complex, because the software you're using is not confined to your home computer. The software links up with other programs on the PRODIGY service mainframe computers through your modem and telephone line. The PRODIGY software is designed to handle most problems—often without letting you know there's been a problem. When an error occurs that the software can't handle, a message will always appear to help you fix the problem.

You can encounter a problem while installing the PRODIGY software, while attempting to connect to the PRODIGY service, or while enjoying a normal session on the PRODIGY service. The following sections describe the main types of problems and what you can do to correct them. (The User's Guide in the Start-up Kit also has information on troubleshooting.)

Installation Errors

Before you install the PRODIGY software, you should thoroughly read Chapter 1. The most common problems you might encounter during installation of the PRODIGY software fall into five major categories:

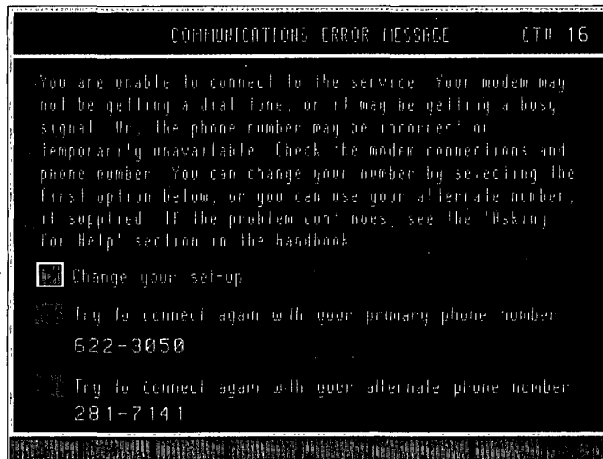
1. *Bad installation disks*—Symptoms include read errors on the disks or error messages that tell you the install software can't find programs or files that it needs. You might be trying to use the install kit for an IBM PC or compatible on a Macintosh or vice-versa. Be sure that you have the right Start-up Kit for your machine. If you're attempting to install from a backup copy you made, try using the original disks that came in your Start-up Kit. If your computer still can't read the disks, contact the retailer who sold you the kit or PRODIGY Membership Services at (800) 284-5933 to obtain new install disks.



2. *Disk label error*—The installation software for an IBM PC or compatible machine checks the labels on the installation disks. If you make a backup copy of the disks, be sure to use the DISKCOPY utility to copy both the labels and the data. The labels must be PRODIGY#1 or PRODIGY#2.
3. *Insufficient memory*—See Chapter 1 for details about memory requirements and how to determine the amount of memory on your machine. On a Macintosh, you generally need at least 1 MB of RAM and 128 KB of video RAM (2MB of RAM if you're using System 7). On an IBM PC or compatible, you need a minimum of 430 KB of RAM after your operating system and all TSR programs are loaded.
4. *Insufficient hard drive disk space*—If you plan to run the PRODIGY service from your hard drive, you'll need at least 700 KB of space. Depending on the options you select, the PRODIGY software and work files can occupy up to 1.5 MB.
5. *Incorrect or incomplete install options*—On an IBM PC or compatible machine, you must know the type of display adapter that you have and the port to which your modem is connected. On a Macintosh, you must know whether your modem is on the communications or printer port and if it is connected via AppleTalk. On either type of system, you must know what speed your modem can handle (1200 or 2400 bps) and what type of service—tone or pulse—you have on your telephone line.

Problems Signing On

After installing the PRODIGY software, you can encounter a number of problems when you type your membership ID and password on the sign-on screen and press Enter. Fortunately, the software that manages the initial connection is good at diagnosing problems and giving you specific instructions about how to fix the error. For an example, see Figure B-1.

**Figure B-1.***Connection error screen.*

Common errors you might encounter while connecting to the PRODIGY service include

- Your modem is not turned on.
- Your modem is not properly connected to your computer or to your phone line.
- The phone line is noisy. This problem might disappear if you try again. If it doesn't, call the phone company.
- You told the install software that you have a 2400-baud modem when you really have one that operates at 1200 baud only, or vice-versa.
- The PRODIGY service phone number is busy. Verify the phone number and try again later.
- The service is unavailable. You may be trying to call when the service is not operating (see Appendix A) or when a problem has caused the PRODIGY service to stop temporarily. Try again later.
- You told the installation program that you have a touch-tone phone, but you have pulse dialing service.



- The phone number is incorrect. Double-check the phone numbers you entered from the phone number list in your Start-up Kit.
- The network symbol is incorrect. You must provide the correct Q or Y symbol with the phone number. The connection software uses a different starting sequence (which you won't see) depending on the type of network the local phone number accesses. You can find the correct network symbol listed in the Phone Book provided with your start-up kit.
- Your phone is on a digital network. If you're trying to use the PRODIGY service from an office, your phone might be on a digital connection that doesn't allow modems to dial normally. You might need to install a special line that enables you to use a modem to dial an outside number.

Errors While Connected to the PRODIGY Service

Five types of errors can occur during a session on the PRODIGY service. Each is discussed briefly below.

Communication Fatal Error

A number of different communications problems can result in termination of your session on the PRODIGY service. You'll always see a screen with the following message:

Your session has been interrupted.

COMMUNICATIONS PROBLEM

Possible causes are:

- * Difficulties with telephone lines
- * Loose modem cable connections
- * Phone number and network symbol do not match
- * No recent activity in your session
- * Incoming call if you have Call Waiting Service



Please try the service again.

Refer to your Handbook for more information.

Press [RETURN] and sign on to the service again.

For additional information [JUMP]: troubleshoot.

mm nn

The “mm nn” code in the lower right corner indicates the software module (mm) that detected the problem and the error number (nn). The CM 4 and CM 6 codes indicate a general communications error, such as noise on the line or a temporary failure in part of the network communications equipment. You can usually connect again with no problem.

A CM 4 or CM 6 error might appear if you signed on to the PRODIGY service but did not register any activity for more than 30 minutes. The main PRODIGY service computers are programmed to disconnect idle sessions to free up phone lines and computer resources for other members to use. You could also become disconnected without actually ending your session—for example if you lose power to your home computer. Since a membership ID can open only one session at a time, you might not be able to sign on again right after a power failure. After 30 minutes, the system will cancel your previous session, so you can sign on again.

The CM 4 or CM 8 code usually indicates that the communications software has detected an incoming call if you have call-waiting. The call-waiting feature lets you know there is another call on your line by making a soft click or beep. Computer software, however, cannot handle extra clicks or beeps while communicating over a modem, so your session with the PRODIGY service ends if this happens. You can usually add a 70* or #70 in front of the number you want the modem to dial so that the call-waiting feature is disabled while you are connected to the PRODIGY service. Contact your local telephone company for details.



Dozens of other codes might appear when a communication fatal error occurs. If your session ends with such an error, write down the code and attempt to sign on again. If you keep receiving the same type of error message, call Membership Services at (800) 284-5933 to report the error code and obtain advice.

Out of Memory Fatal Error

While you're connected to the PRODIGY service, the software on your computer allocates memory to perform various functions. If the PRODIGY software cannot obtain the memory it needs, your session ends with the following message:

Your session has been interrupted.

OUT OF MEMORY CONDITION

Please try the service again.

If you repeatedly experience this problem, an adjustment to your software may be necessary.

Press [RETURN] and sign on to the service again.

mm nn

On a Macintosh, you may have to close all other applications before you attempt to connect to the PRODIGY service.

On an IBM PC or compatible, you may have too many TSR (*terminate-and-stay-resident*) programs active. Also, some TSR programs may interfere with PRODIGY software operation by allocating memory while the software is running. If you continually encounter this problem, you might have to boot your PC from a floppy disk that loads only your operating system and no TSR programs. If you own an 80286 or 80386 computer with extended memory, upgrading to MS-DOS 5 may solve this problem.



Some features on the PRODIGY service require more memory than others. For example, when running the service from Windows with all my TSRs loaded, I found that using features with complex graphics, such as MadMaze, occasionally gave me this problem. I have not had this problem since upgrading to MS-DOS 5.

If you regularly have a problem of this sort and believe you have plenty of memory available, write down the error code you see in the bottom right of the screen and contact Membership Services for assistance.

Configuration Fatal Error

If you read Chapter 1 and Chapter 9, you know that the PRODIGY service uses a work area on your hard drive (called the Stage) to make it run more efficiently. A number of information files must also be available for the software to run correctly. If any of these files become corrupted, you'll see an error message:

Your session has been interrupted.

Please install your software again before you
sign on to the service.

Refer to your Handbook for more information.

Press [RETURN] to continue.

mm nn

This indicates that one or more of the files that the PRODIGY service needs on your computer has become corrupted. A common way for files to become corrupted is if your computer loses power while the service is active. You can correct this by reinstalling the PRODIGY software. If this problem occurs



repeatedly, write down the error code you see in the lower right corner and contact Membership Services for assistance. If you have to reinstall, but you don't have the diskettes because the PRODIGY software came installed on your system, call (914) 762-0310 for a set of diskettes.

General Fatal Error

Any fatal error—other than those caused by communications, memory, or installation file problems—results in a general fatal error. You'll see the message:

Your session has been interrupted.

The service has detected a problem and recorded it.

Press [RETURN] and sign on to the service again.

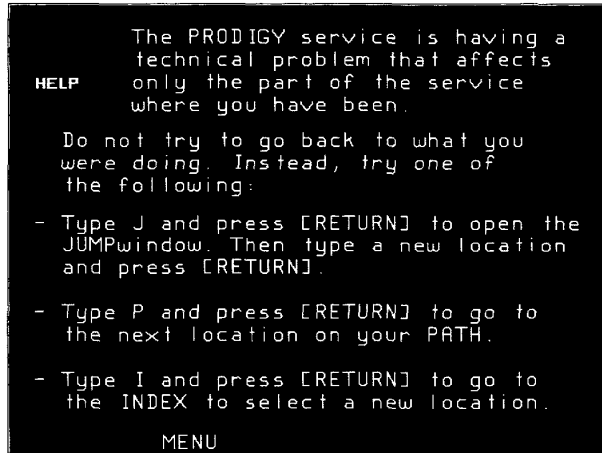
mm nn

Sometimes this type of error is related to a particular feature on the PRODIGY service. If this error happens more than once, try avoiding the part of the PRODIGY service where you were when the error occurred. If this type of error happens consistently in different parts of the PRODIGY service, try reinstalling your software. If this error continues to recur, contact Membership Services for assistance.

Temporary Errors

Occasionally a problem crops up in a new feature on the service, but the error is not fatal. When this happens, you'll see the screen shown in Figure B-2.

Follow the instructions on the screen to continue your session. If you see this error message in more than one feature on the PRODIGY service, sign off and sign on again. If the error persists, you might have a memory problem or a problem with the PRODIGY software on your machine. First turn your

**Figure B-2.**

Temporary problem screen.

machine off and restart it. If the problem remains, check the amount of memory that is left after you sign off the PRODIGY service. I had this type of problem once when a TSR was slowly taking up memory. I removed the offending TSR, and that solved the problem. If you see this error message more than once and in different features on the PRODIGY service, contact Membership Services for assistance.

Appendix C

JUMPwords

Following is a list of the major JUMPwords on the PRODIGY service as of late summer, 1991. I have organized them by major chapter topic in this book and then by major subtopic to help you easily find additional features that interest you. There are actually many more JUMPwords available on the service than are listed here—many of the features have more than one alias so that you don't always have to remember just one name. For example, you can get to the first feature you see below with [JUMP]: *baseball manager* (as listed) or with [JUMP]: *bbm*. The PRODIGY service is continually changing and improving. Some of the JUMPwords listed may disappear over time, and I can guarantee that many new ones will be added. To see the current complete list of JUMPwords on the service, use the INDEX command.

Fun

Games

BASEBALL MGR	Custom Choice game	FUNMAIL	messages about games, etc.
BRAINBENDER	quiz	GAMES TO PLAY	games menu
CEO	game	GUTS	game
CHES	1990 Kasparov vs Karpov match	MADMAZE	game
COMPUTERGAMES	column	QUIZ YOURSELF	trivia
CONTESTS	contest menu	SPORTS GAMES	trivia, pick winners
FFL	Fantasy Football Custom Choice	TRIVIA	quiz
FUNHOUSE	fun menu	WINNERS	contest winners

Entertainment

ACTION VIDEO	new releases	ATWT DAILY	As The World Turns daily summary
AMC DAILY	All My Children daily summary	ATWT GOSSIP	As The World Turns background
AMC GOSSIP	All My Children background	ATWT WEEKLY	As The World Turns weekly summary
AMC WEEKLY	All My Children weekly summary	AW DAILY	Another World daily summary
ARTS CLUB	TV, video, books, etc.	AW GOSSIP	Another World background
ATKINSON	CD & DAT column		
ATLANTA EVENT	coming events		



AW WEEKLY	Another World weekly summary	GL WEEKLY	Guiding Light weekly summary
AWARDS	Emmys, Grammys, Oscars, Tonys, etc.	HIT KID VIDEO	<i>Billboard</i> ranking
B&B DAILY	The Bold & The Beautiful daily summary	HOUSTON EVENT	coming events
B&B GOSSIP	The Bold & The Beautiful background	INDY EVENTS	Indianapolis coming events
B&B WEEKLY	The Bold & The Beautiful weekly summary	KC EVENTS	coming events
BALTIMORE EV	coming events	KID VIDEO	reviews
BECK	Hollywood column	LA EVENTS	coming events
BOOK CHART	Ingram best seller charts	LOV DAILY	Loving daily summary
BOOK REVIEWS	by Digby Diehl	LOV GOSSIP	Loving background
BOOKSPAN	classical music column	LOV WEEKLY	Loving weekly summary
BOSTON EVENTS	upcoming events	MALTIN	Movie column
CHICAGO EVENT	coming events	MIAMI EVENTS	coming events
CLEVELAND EVE	upcoming events	MILWAUKEE EV	coming events
COLUMBUS EVEN	coming events	MODERN ROCK	Billboard chart
COMEDY VIDEO	new releases	MOVIE CHART	box office leaders
CONN EVENTS	coming events	MOVIE GUIDE	13,000 reviews on line
DALLAS EVENTS	coming events	MOVIE NEWS	latest movie news
DANCE CHARTS	music	MUSIC CHARTS	<i>Billboard</i> hits
DAYTON EVENTS	coming events	MUSIC REVIEWS	reviews of latest releases
DC EVENTS	coming events	NEW BOOKS	book reviews by Digby Diehl
DENVER EVENTS	coming events	NEW ON VIDEO	new video reviews
DETROIT EVENT	coming events	NEW YORK EV	coming events
DOOL DAILY	Days Of Our Lives daily summary	OLTL DAILY	One Life to Live daily summary
DOOL GOSSIP	Days Of Our Lives background	OLTL GOSSIP	One Life to Live background
DOOL WEEKLY	Days Of Our Lives weekly summary	OLTL WEEKLY	One Life to Live weekly summary
DRAMA VIDEO	reviews	ORLANDO EVENT	coming events
EVENTS ONLINE	upcoming events menu	OSCARS	movie awards
GH DAILY	General Hospital daily summary	PEOPLE NEWS	people in the news
GH GOSSIP	General Hospital background	PEOPLE POLL	opinions, famous people
GH WEEKLY	General Hospital weekly summary	PEOPLESPECIAL	column
GL DAILY	Guiding Light daily summary	PHILA EVENTS	coming events
GL GOSSIP	Guiding Light background	PHOENIX EVENT	coming events
		PORTLAND EVEN	Portland, Oregon coming events
		PREMIER DINE	discount dining club
		REEL POLL	member movie ratings



ROCK CALENDAR	coming concerts, events	TONYS	Broadway awards
ROCK MUSIC	column by Lisa Robinson	TOP CDS	Billboard charts
SACRAMENTO EV	coming events	TOP CLASSICAL	Billboard charts
SALT LAKE EVE	coming events	TOP CONCERTS	Billboard charts
SB DAILY	Santa Barbara soap daily summary	TOP COUNTRY	Billboard charts
SB EVENTS	Santa Barbara coming events	TOP JAZZ	Billboard charts
SB GOSSIP	Santa Barbara soap background	TOP POP	Billboard charts
SB WEEKLY	Santa Barbara soap weekly summary	TOP R&B	Billboard charts
SCORPIO	horoscope	TOP RAP	Billboard charts
SD EVENTS	coming San Diego events	TOP ROCK	Billboard charts
SEATTLE EVENT	coming events	TV CHARTS	Nielsen ratings
SF EVENTS	San Francisco coming events	TV NEWS	news
SOAPS	soap opera summaries	TWINCITIES EV	Minneapolis, St. Paul coming events
SPECIAL VIDEO	reviews, news	VIDEO CHARTS	best sellers
ST LOUIS EVEN	coming events	Y&R DAILY	Young and Restless daily summary
TAMPA EVENTS	coming events	Y&R GOSSIP	Young and Restless background
		Y&RWEEKLY	Young and Restless weekly summary
		YESTERHITS	music

Lifestyles

AQUARIUS	horoscope	CT ARCHIVE	past Connecticut lottery numbers
ARIES	horoscope	CT LOTTERY	latest Connecticut lottery numbers
ART GALLERY	PRODIGYart	DC ARCHIVE	past Washington, D.C. lottery numbers
AZ ARCHIVE	past Arizona lottery numbers	DC LOTTERY	latest Washington, D.C. lottery numbers
AZ LOTTERY	latest Arizona lottery numbers	DE ARCHIVE	past Delaware lottery numbers
BISHOP	food column	DE LOTTERY	latest Delaware lottery numbers
BYTABLE FEAST	food column	FASHION TALK	column by MaryLou Luther
CA ARCHIVE	past California lottery numbers	FL ARCHIVE	past Florida lottery numbers
CA LOTTERY	latest California lottery numbers	FL LOTTERY	latest Florida lottery numbers
CANCER	horoscope	FOOD AND WINE	food, menus, wine, etc.
CAPRICORN	horoscope	FOOD NEWS	column by Jack Bishop
CO ARCHIVE	past Colorado lottery numbers		
CO LOTTERY	latest Colorado lottery numbers		
COOKBOOK	on-line recipes		
COOKING CLASS	cooking lessons		



FORTUNETELLER	tarot cards	MI ARCHIVE	past Michigan lottery numbers
GEMINI	horoscope	MI LOTTERY	latest Michigan lottery numbers
GUEST CHEF	cooking column	MN ARCHIVE	past Minnesota lottery numbers
HOROSCOPE	today's readings	MN LOTTERY	latest Minnesota lottery numbers
HUMOR	humorous feature menu	MO ARCHIVE	past Missouri lottery numbers
IA ARCHIVE	past Iowa lottery numbers	MO LOTTERY	latest Missouri lottery numbers
IA LOTTERY	latest Iowa lottery numbers	MT LOTTERY	latest Montana lottery numbers
ID ARCHIVE	past Idaho lottery numbers	NH ARCHIVE	past New Hampshire lottery numbers
ID LOTTERY	latest Idaho lottery numbers	NH LOTTERY	latest New Hampshire lottery numbers
IL ARCHIVE	past Illinois lottery numbers	NJ ARCHIVE	past New Jersey lottery numbers
IL LOTTERY	latest Illinois lottery numbers	NJ LOTTERY	latest New Jersey lottery numbers
IN ARCHIVE	past Indiana lottery numbers	NNE ARCHIVE	past Northern New England lottery numbers
IN LOTTERY	latest Indiana lottery numbers	NNE LOTTERY	latest Northern New England lottery numbers
KRAZY KAPTION	cartoons	NY ARCHIVE	past New York lottery numbers
KS ARCHIVE	past Kansas lottery numbers	NY LOTTERY	latest New York lottery numbers
KS LOTTERY	latest Kansas lottery numbers	OH ARCHIVE	past Ohio lottery numbers
KY ARCHIVE	past Kentucky lottery numbers	OH LOTTERY	latest Ohio lottery numbers
KY LOTTERY	latest Kentucky lottery numbers	OR ARCHIVE	past Oregon lottery numbers
KA ARCHIVE	past Lotto America numbers	OR LOTTERY	latest Oregon lottery numbers
LEO	horoscope	PA ARCHIVE	past Pennsylvania lottery numbers
LIBRA	horoscope	PA LOTTERY	latest Pennsylvania lottery numbers
LOTTERIES	lottery menu	PARKER	wine column
LOTTO AMERICA	latest Lotto America numbers	PISCES	horoscope
MA ARCHIVE	past Massachusetts lottery numbers	PUNCHLINE	jokes
MA LOTTERY	current Massachusetts lottery numbers	RESTAURANTS	Zagat restaurant guide
MARIANI	restaurant column		
MD ARCHIVE	past Maryland lottery numbers		
MD LOTTERY	latest Maryland lottery numbers		



RI ARCHIVE	past Rhode Island lottery numbers
RI LOTTERY	latest Rhode Island lottery numbers
SAGITTARIUS	horoscope
TAURUS	horoscope
TONIC	humor
VA ARCHIVE	past Virginia lottery numbers
VA LOTTERY	latest Virginia lottery numbers
VIRGO	horoscope
VT ARCHIVE	past Vermont lottery numbers

VT LOTTERY	latest Vermont lottery numbers
WA ARCHIVE	past Washington lottery numbers
WA LOTTERY	latest Washington lottery numbers
WI ARCHIVE	past Wisconsin lottery numbers
WI LOTTERY	latest Wisconsin lottery numbers
WINE EXPERT	wine column
WV ARCHIVE	past West Virginia lottery numbers
WV LOTTERY	latest West Virginia lottery numbers

Young Member Fun

ABEL	story
BOXES	game
BY THE SWORD	story
CARMEN	game
EUREKA	story
FITB	game
MATCH IT	game
POLICE ARTIST	game
STORIES	story menu

STORY LIBRARY	StoryTeller episodes
STORY WORLD	stories
STORYTELLER	Secret Garden illustrated
THE CLUB	Young Member features
UNSCRAMBLE	puzzle
WEEKLY READER	stories, games

Information

News, General Information

1990	year in review
ALTERNATIVEHS	timely topic
AMERICANWOMEN	timely topic
AREA NEWS	metro area news
ATLANTA	area news
ATLANTA EVENT	coming events
ATLANTA GUIDE	things to do & see
BALTIMORE	area news
BALTIMORE EV	coming events
BANK REFORM	timely topic
BOSTON	area news
BOSTON EVENTS	upcoming events
BOSTON GUIDE	things to see & do
CALENDAR	events today in history

CAPITAL C	D.C. column by Karen Feld
CAR ECOLOGY	timely topic
CAREER SATISF	timely topic
CHICAGO	area news
CHICAGO EVENT	coming events
CHICAGO GUIDE	things to do & see
CINCINNATI	area news
CINCINNATI EV	coming events
CITY GUIDE	guide to major cities
CLEVELAND	area news
CLEVELAND EVE	upcoming events
CLOSEUP	current topic discussion
COLUMBUS	area news



COLUMBUS EVEN	coming events	NASHVILLE	area news
CONN EVENTS	coming events	NE NEWS	area news
DALLAS	area news	NEW ORLEANS	area news
DALLAS EVENTS	coming events	NEW YORK	area news
DALLAS GUIDE	things to do & see	NEW YORK EV	coming events
DAYTON EVENTS	coming events	NEWS DESK	Germond, Novack columns
DC EVENTS	coming events	NOVAK	political column by Robert Novak
DC GUIDE	things to do & see	NY GUIDE	things to see & do
DENVER	area news	ORLANDO EVENT	coming events
DENVER EVENTS	coming events	PEOPLE NEWS	people in the news
DETROIT	area news	PETERSONS	employment service
DETROIT EVENT	coming events	PHILA EVENTS	coming events
DID YOU KNOW	facts about today	PHILADELPHIA	area news
EARTHQUAKE	timely topic	PHILLY GUIDE	things to see & do
ECONOMY UPDATE	economic news	PHOENIX	area news
ELLIS ISLAND	timely topic	PHOENIX EVENT	coming events
EVENTS ONLINE	upcoming events menu	PITTSBURGH	area news
GERMANY	timely topic	PORTLAND EVEN	Portland, Oregon com- ing events
GERMOND	political column by Jack Germond	PRODIGY POLL	member opinions
HARPER'S IND	interesting statistic	PRODIGY STAR	PRODIGY service newsletter
HEADLINES	news	QUAKE	timely topic
HIGHLIGHTS	first menu	QUICK NEWS	fun news
HOUSTON	area news	REGIONAL NEWS	news
HOUSTON EVENT	coming events	ROCKIES	Rockies and Plains news
INDIANAPOLIS	area news	SACRAMENTO EV	coming events
INDUSTRY NEWS	news about industries	SALT LAKE EVE	coming events
INDY EVENTS	Indianapolis coming events	SAN ANTONIO	area news
JACKSONVILLE	area news	SAN DIEGO	area news
KANSAS CITY	area news	SAN FRANCISCO	area news
KC EVENTS	coming events	SAN JOSE	area news
LA EVENTS	coming events	SANTA BARBARA	area news
LA GUIDE	things to see & do	SB EVENTS	Santa Barbara coming events
LOS ANGELES	area news	SCIENCE NEWS	news
MEMPHIS	area news	SD EVENTS	coming San Diego events
MIAMI	area news	SE NEWS	area news
MIAMI EVENTS	coming events	SEATTLE	area news
MIAMI GUIDE	things to see & do	SEATTLE EVENT	coming events
MID-ATL NEWS	area news	SERIES ON ED	timely topic
MIDWEST NEWS	area news		
MILWAUKEE	area news		
MILWAUKEE EV	coming events		



SF EVENTS	San Francisco coming events	THE 1990S	polls, predictions, articles
SF GUIDE	San Francisco things to see & do	TICKET RACKET	timely topic
SKI GUIDE	ski menu	TIMELY TOPICS	in-depth coverage, current issues
SPOTLIGHT	current feature	TODAY	today's features
ST LOUIS	area news	TWIN CITIES	area news
ST LOUIS EVEN	coming events	TWINCITIES EV	Minneapolis, St. Paul coming events
SW NEWS	area news	WASHINGTON DC	area news
TAMPA	area news	WEEKENDER	weekend info
TAMPA EVENTS	coming events	WEST NEWS	area news
TEACHER POLL	timely topic		
TELECOM	timely topic		

Weather

SKI CONDITION	slope conditions	SKI SOUTHEAST	slopes, weather
SKI FORECASTS	ski area weather	SKI SOUTHWEST	slopes, weather
SKI MIDATLANT	slopes, weather	SKI WEST	slopes, weather
SKI MIDWEST	slopes, weather	WEATHER	national, area, city weather
SKI NORTHEAST	slopes, weather		
SKI ROCKIES	slopes, weather		

You can go directly to a weather report for many U.S. and foreign cities. To find out whether a particular city is listed, simply [JUMP]: *w* followed by the city name.

Sports

49ERS	San Francisco Football	ATL FALCONS	Atlanta football
76ERS	Philadelphia Basketball	BASE HISTORY	baseball
A'S	Oakland Baseball	BASE LEADERS	baseball
AFC LEADERS	football	BASE SCHEDULE	baseball
AFC STANDINGS	football	BASE SCORES	baseball
AL LEADERS	baseball	BASE STANDING	baseball
AL SCHEDULE	baseball	BASE TRIVIA	baseball
AL SCORES	baseball	BASEBALL	baseball menu
AL STANDINGS	baseball	BASK TRIVIA	basketball
ANGELS	California baseball	BASKETBALL	basketball menu
AP FOOT ODDS	football	BEARS	Chicago football
AP FOOT RANK	football	BENGALS	Cincinnati football
AP FOOT SCHED	football	BILLS	Buffalo football
AP FOOT SCORE	football	BLACKHAWKS	Chicago hockey
ASTROS	Houston baseball	BLUE JAYS	Toronto baseball
ATHLETICS	Oakland baseball	BLUES	St. Louis hockey
		BRAVES	Atlanta baseball



BREWERS	Milwaukee baseball	HOME TEAMS	sports team info
BRONCOS	Denver football	HORNETS	Charlotte basketball
BROWNS	Cleveland football	INDIANS	Cleveland baseball
BRUINS	Boston hockey	ISLANDERS	New York hockey
BUCCANEERS	Tampa football	JETS	New York football
BUCKS	Milwaukee basketball	KNICKS	New York basketball
BULLETS	Washington, D.C. basketball	LA KINGS	Los Angeles hockey
		LAKERS	Los Angeles basketball
BULLS	Chicago basketball	LIONS	Detroit football
CANADIENS	Montreal hockey	MAGIC	Orlando basketball
CANUCKS	Vancouver hockey	MAPLE LEAFS	Toronto hockey
CAPITALS	Washington, D.C. hockey	MARINERS	Seattle baseball
		MAVERICKS	Dallas basketball
CAVALIERS	Cleveland basketball	METS	New York baseball
CELTICS	Boston basketball	NBA LEADERS	basketball
CHARGERS	San Diego football	NBA ODDS	basketball
CHIEFS	Kansas City football	NBA SCHEDULE	basketball
CLIPPERS	Los Angeles basketball	NBA SCORES	basketball
COL BASK ODDS	college basketball	NBA STANDING	basketball
COL BASK RANK	college basketball	NETS	New York basketball
COL BASK SCHE	college basketball	NFC LEADERS	football
COL BASK SCOR	college basketball	NFC STANDINGS	football
COL FOOT ODDS	college football	NFL LEADERS	football
COL FOOT RANK	college football	NFL ODDS	football
COL FOOT SCHE	college football	NFL SCHEDULE	football
COL FOOT SCOR	college football	NFL SCORES	football
COL FOOT STAN	college football	NFL STANDINGS	football
COLTS	Indianapolis football	NHL LEADERS	hockey
COWBOYS	Dallas football	NHL SCHEDULE	hockey
CUBS	Chicago baseball	NHL SCORES	hockey
DEVILS	New Jersey hockey	NHL STANDINGS	hockey
DODGERS	Los Angeles baseball	NHL TRIVIA	hockey
DOLPHINS	Miami football	NL LEADERS	baseball
EAGLES	Philadelphia football	NL SCHEDULE	baseball
EDMON OILERS	Edmonton hockey	NL SCORES	baseball
EXPOS	Montreal baseball	NL STANDINGS	baseball
FALCONS	Atlanta football	NORDIQUES	Quebec hockey
FLAMES	Calgary hockey	NORTH STARS	Miami hockey
FLYERS	Philadelphia hockey	NUGGETS	Denver basketball
FOOTBALL	football menu	NY GIANTS	New York football
FOOTBALL TALK	column by Fred Edelstein	NY RANGERS	New York hockey
		OILERS	Houston football
HAWKS	Atlanta basketball	ORIOLES	Baltimore baseball
HEAT	Miami basketball	PACERS	Indiana basketball
HOCKEY	hockey menu		



PACKERS	Green Bay football	SPORTS ILLUSTRATED	sports column
PADRES	San Diego baseball	SPORTS NEWS	news
PATRIOTS	New England football	SPORTS ODDS	latest odds
PENGUINS	Pittsburgh hockey	SPORTS SCHEDULE	schedule for sports coverage
PHILLIES	Philadelphia baseball	SPORTS STATS	stats for 9 major sports
PHOENIX CARDINALS	Phoenix football	SPORTS SURVEY	column
PIRATES	Pittsburgh baseball	SPURS	San Antonio basketball
PISTONS	Detroit basketball	STEELERS	Pittsburgh football
RAIDERS	Los Angeles football	ST. LOUIS CARDINALS	Saint Louis baseball
RAMS	Los Angeles football	SUNS	Phoenix basketball
RED SOX	Boston baseball	SUPERSONICS	Seattle basketball
RED WINGS	Detroit hockey	TENNIS	menu
REDS	Cincinnati baseball	TEXAS RANGERS	Arlington baseball
REDSKINS	Washington, D.C. football	TIGERS	Detroit baseball
ROCKETS	Houston basketball	TIMBERWOLVES	Minnesota basketball
ROYALS	Kansas City baseball	TRAIL BLAZERS	Portland, OR basketball
SABRES	Buffalo hockey	TWINS	Minnesota baseball
SACRAMENTO KINGS	Sacramento basketball	UTAH JAZZ	Salt Lake City basketball
SAINTS	New Orleans football	VIKINGS	Minnesota football
SCHAAAP	sports column by Dick Schaap (ESPN)	WARRIORS	California basketball
SEAHAWKS	Seattle football	WHALES	Hartford hockey
SF GIANTS	San Francisco baseball	WHITE SOX	Chicago baseball
SPORTS CLUB	sports features menu, BB	WINNIPEG JETS	Winnipeg hockey
SPORTS EXTRA	column by Dick Schaap	WFLA STANDING	World League football
		YANKEES	New York baseball

Computers

COMPUTER CLUB	software, hardware info	MAGID	computer column by Lawrence Magid
COMPUTER HIGH	computer highlights menu	PC NEWS	industry news
CR HOME OFFICE	Consumer Reports home office topics	PC PREVIEW	new hardware, software
HARD DRIVE CAFE	computer column	PC QUIRKS	fun computer news
HOME BUSINESS	<i>Home Office Computing</i> column	ROSENTHAL	Macintosh column
IBM USERS CLUB	for PS/1 owners	SCHOOLWARE	school software chart
		SOFTWARE CHART	best sellers
		SOFTWARE GUIDE	reviews



Home and Family

ADNET	jobs	CR WORKSHOP	Consumer Reports home workshop topics
ADVICE	personal, singles, kid advice	FASHION TALK	column by MaryLou Luther
ARTS CLUB	TV, video, books, etc.	FOOD AND WINE	food, menus, wine, etc.
CARS	car columns	FOOD NEWS	column by Jack Bishop
CLUBS	columns, bulletin boards	GENEALOGY	column by Myra Vanderpool Gormley
CONSUMER REP	Consumer Reports on-line articles	HEALTH NEWS	health news
CR APPLIANCES	Consumer Reports appliance topics	HEALTH QUIZ	informative health quiz
CR AUDIOVIDEO	Consumer Reports A/V topics	HEALTH SPA	health menu
CR AUTOS	Consumer Reports auto topics	HEALTH TOPICS	hot health topics
CR FOODS	Consumer Reports food topics	HOMELIFE	house, car, garden, children, pets, etc.
CR HEALTH	Consumer Reports health topics	JANE DARE	personal advice column
CR HOME	Consumer Reports home topics	KEEPING FIT	health, fitness
CR INVESTMENT	Consumer Reports investment topics	LAST GARAGE	auto maintenance info
CR KITCHEN	Consumer Reports kitchen topics	OPEN HOUSE	Homelife column
CR LAUNDRY	Consumer Reports laundry topics	PARENT GUIDE	advice encyclopedia
CR LEISURE	Consumer Reports leisure topics	PARENTING	columns by experts
CR LIBRARY	Consumer Reports library menu	PERSONAL TECH	column by Steven Rosenthal
CR MONEY	Consumer Reports money topics	PETCARE	pet column
CR PERSONAL	Consumer Reports personal topics	PETCARE GUIDE	advice encyclopedia
CR PLANET	Consumer Reports environment topics	PHOTO NEWS	column by Henry Horenstein
CR RECALLS	product recall alerts	PSYCH TODAY	past articles
CR TV	Consumer Reports television topics	RESTAURANTS	Zagat restaurant guide
		ROAD&TRACK	car columns
		SINGLE LIFE	advice column by Susan Dietz
		THIS OLDHOUSE	home maintenance tips
		UNITED WAY	charity info
		UNIV PHOENIX	BSBA, MBA on-line
		VICTORYGARDEN	gardening info



Young Member Information

ASK BETH	teen advice	OLD HOUSE	home maintenance column
ENCYCLOPEDIA	Grolier's Academic American	SCIENCECENTER	Nova, National Geographic menu
NAT GEO	<i>National Geographic</i> feature	SMARTQUIZ	SmartKids quiz
NATION	geography quiz	SMARTKIDS	kid education features
NOVA	PBS science feature	THE CLUB	Young Member features

Communications

Mail

ADDRESS BOOK	personal mail list	MAILING LIST	personal mailing list
CCS MEMBERS	Connecticut Computer Society member list	MEMBER LIST	look up old friends
COMMUNICATION	personal mail menu	MESSAGEDETAIL	personal message billing info
EMAIL	personal mail	MESSAGINGINFO	new features in personal mail
MAIL	personal incoming mail	WRITE	write a personal message
MAIL TIPS	tips		

Clubs

ARTS CLUB	TV, video, books, etc.	FUNMAIL	messages about games, etc.
CLOSEUP BOARD	current topic bulletin board	HOMELIFE	house, car, garden, children, pets, etc.
CLUBS	columns, bulletin boards	MONEY TALK	money topics
COMPUTER CLUB	software, hardware info	SPORTS CLUB	sports features menu, BB
FOOD AND WINE	food, menus, wine, etc.	THE CLUB	Young Member features
		TRAVEL CLUB	travel info, BB

Shopping

Entertainment Shopping

ANCESTRY	genealogy info	BOOK OF MONTH	Book of Month Club
BASEBALL WEEK	newspaper subscription	CLEARINGHOUSE	magazines
BOMC	Book of Month, Kids Books, Fortune Books, QPB	ENTERTAINSHOP	entertainment shopping menu
		FORTUNE BOOKS	BOMC business books



INC MAGAZINE	magazine, videos, reports	SAM GOODY	music
KIDS BOOKS	BOMC "Books of My Very Own"	STAR TREK	TV series on video
LUCY	video series	SUNCOAST	video store
NAT GEO OFFER	magazine subscription	TAXI	TV series on video
PREMIER DINE	discount dining club	THE TOY BOX	Sears store
QPB	Quality Paperback Book club	TIME LIFE	books, videos, music
READINGCENTER	young people book club	USA TODAY SUB	newspaper subscription

Computer Shopping

AOL	America Online service subscription	MACUSER	magazine subscription
BUSINESSWARE	business software chart	MACWAREHOUSE	Macintosh software, accessories
COMPSHOPPER	computer sales magazine subscription	MARYMAC	Tandy/Radio Shack outlet
COMPUTER EX	computers	OFFICEATHOME	Sears
COMPUTER SHOP	computer shopping menu	OMNI TECHNICS	computers, audio/video
COMPUTERBOOKS	book club	PC COMPUTING	magazine subscription
DJ SERVICE	computer servicing	PC MAGAZINE	magazine subscription
GAMERS EDGE	computer games	PC NOVICE	magazine subscription
GAMEWARE	top games chart	PC TODAY	magazine subscription
HARDWAREGUIDE	Infoworld hardware reviews	PCS PLUS	Yudin's PCs and accessories
HOME OFFICE	shops and guide	SHARETHEMAGIC	PRODIGY service kits
HOMEWARE	home software rankings	SHAREWAREDEPO	Software
INACOMP	computers	SOFTDISK	software
LEARNING CTR	computer training, kids computer club	SOFTWAREINTRO	software from new companies
		SOFTWARESAVER	software

Catalog Shopping

ATHLETIC SUPP	sportswear	LINK SPORT	sportswear
AUSTADS GOLF	golf apparel, accessories	PAUL FREDRICK	shirts
CATALOG SHOP	catalog shopping menu	PETWORKS	pet store
HOME CENTER	Sears shop	SEARS	catalog, on-line shopping
IN FASHION	Sears shop	SIGHTANDSOUND	Sears audio/video
JCPENNEY	catalog shopping	SPIEGEL	catalog
LEGGs HANES	hosiery, lingerie, sportswear, etc.	SPORT AND FIT	Sears shop
		SPORTS SAVER	sports gear



Electronics Shopping

AUDIOVIDEOETC	Yudin's audio/video shop	MARYMAC	Tandy/Radio Shack outlet
APPLIANCEPLUS	Yudin's appliances	SUPERSTORE	electronics
ELECTRON SHOP	electronics shopping menu	WOLF CAMERA	cameras
HIGHLAND	audio/video	YUDINS	appliances, electronics, computers

Gift Shopping

CHEESEBOARD	cheese & specialty foods	GIFT SHOP	gifts menu
COFFEE ANYONE	gourmet coffee	GIFTSENDER	gifts
CURRENT	gift shop	HAMMACHER	unusual gifts
FIND A GIFT	gift category search	HG DANIELS	pens, paper
GIFT REMINDER	gift events reminder	MET MUSEUM	art gifts
GIFT SERVICES	gift reminder, finder, guide	PC BALLOONS	send balloons
		PC FLOWERS	send flowers

Other Shopping

ALEX	leasing info	NATL BUSINESS	<i>Employment Weekly</i> subscription
AMERICANA	Levi's shop	PETERSONS	employment service
AUTOVISION	car price quotes	PLACESETTINGS	dinnerware
BARGAINHUNTER	special bargains	PRODIGY SHOP	PRODIGY logo goods
BLINDANDSHADE	window coverings	UNIV PHOENIX	BSBA, MBA on line
COLLEGE BOARD	college info, tests	USA FINANCE	discount club
CONTACT LENS	contact lens replacement insurance	USPS	postage stamps, envelopes
FILMWORKS	film, developing	WSJ	Wall Street Journal, Barron's subscribe
LAWPHONE	legal advice		
MCCALLS	cooking school		

Ads

AD REVIEW	review ads	FORD CARS	car ad
ANDERSEN	ad, windows	FORD TRUCKS	truck ad
AUDI	car ad	FORD WORLD	car ad
BMW	car ad	GLIDDEN	paint ad
CHRYSLER	car ad	IBM	software, hardware ad
CLASSIFIED	on-line ads	IBM PS/1	computer ad
DODGE	car ad	IBM PS/2	computer ad
DODGE TRUCK	truck ad	JEEP	car ad
EAGLE	car ad	KODAK	ad
FORD	car, truck menu	LINCOLN	car ad



MARRIOTT DC hotel ad
 MAZDA car ad
 MCI phone service ad
 MERCURY car ad
 MICROSOFT software ad

PILLSBURY ad
 PLYMOUTH car ad
 SUBARU car ad
 VW car ad
 WAMSUTTA sheets, towels ad

Shopping Information

ABOUT CR Consumer Reports info
 CONSUMER REP Consumer Reports on-line articles
 CR APPLIANCES Consumer Reports appliance topics
 CR AUDIOVIDEO Consumer Reports A/V topics
 CR AUTOS Consumer Reports auto topics
 CR FOODS Consumer Reports food topics
 CR HEALTH Consumer Reports health topics
 CR HOME Consumer Reports home topics
 CR HOMEOFFICE Consumer Reports home office topics
 CR KITCHEN Consumer Reports kitchen topics
 CR LAUNDRY Consumer Reports laundry topics

CR LEISURE Consumer Reports leisure topics
 CR LIBRARY Consumer Reports library menu
 CR PERSONAL Consumer Reports personal topics
 CR TV Consumer Reports television topics
 CR WORKSHOP Consumer Reports home workshop topics
 EASY ORDERING Shopping tutorial
 INSIDE SHOP shopping menu
 POWER SHOP shopping menu
 PRODIGYPLEDGE shopping guarantee
 SHOP FIND search by category
 SHOPPING shopping menu
 TEN REASONS shopping advantages

Travel Information

AADVANTAGE American Airlines Frequent Flier
 AIRNEWZEALAND airline ad, NZ info
 AMTRAK ad, RR info
 ATLANTA EVENT coming events
 ATLANTA GUIDE things to do & see
 BALTIMORE EV coming events
 BOSTON EVENTS coming events
 BOSTON GUIDE things to see & do
 BRITAIN INFO British Tourist Authority info
 BUSINESS TRAV column by Peter Greenberg

CHICAGO EVENT coming events
 CHICAGO GUIDE things to do & see
 CITY GUIDE guide to major cities
 CLEVELAND EVE upcoming events
 COLUMBUS EVEN coming events
 CONN EVENTS coming events
 CR TRAVEL Consumer Reports travel menu
 CR TRAVEL Consumer Reports travel menu
 CRTL ACCOMOD Consumer Reports Travel Letter accommodations



CRTL DESTINAT	Consumer Reports Travel Letter destinations	MOBIL TRAVEL	travel guide
CRTL LIBRARY	Consumer Reports Travel Letter library	NE GUIDE	travel guide
CRTL SERVICES	Consumer Reports Travel Letter services	NEW YORK EV	coming events
CRTL TRANSPOR	Consumer Reports Travel Letter transportation	NEW ZEALAND	Air NewZealand ad, travel info
CRUISE GUIDE	guide to seasonal cruises	NY GUIDE	things to see & do
DALLAS EVENTS	coming events	ORLANDO EVENT	coming events
DALLAS GUIDE	things to do & see	PHILA EVENTS	coming events
DAYTON EVENTS	coming events	PHILLY GUIDE	things to see & do
DC EVENTS	coming events	PHOENIX EVENT	coming events
DC GUIDE	things to do & see	PORTLAND EVEN	Portland, Oregon coming events
DENVER EVENTS	coming events	RESTAURANTS	Zagat restaurant guide
DETROIT EVENS	coming events	SACRAMENTO EV	coming events
EVENTS ONLINE	upcoming events menu	SALT LAKE EVE	coming events
FAMILY TRAVEL	column by Alfred Borcover	SB EVENTS	Santa Barbara coming events
FLORIDA GUIDE	vacation guide	SD EVENTS	San Diego coming events
HAWAII GUIDE	vacation guide	SEATTLE EVENT	coming events
HOUSTON EVENT	coming events	SF EVENTS	San Francisco coming events
INDY EVENTS	Indianapolis coming events	SF GUIDE	San Francisco things to see & do
KC EVENTS	coming events	ST LOUIS EVEN	coming events
LA EVENTS	coming events	SUMMER GUIDE	summer places to visit
LA GUIDE	things to see & do	TAMPA EVENTS	coming events
LUXURY TRAVEL	column by William Tomicki	TRAVEL CLUB	travel info, BB
MIAMI EVENTS	coming events	TRAVEL FOCUS	travel menu
MIAMI GUIDE	things to see & do	TRAVEL HIGH	travel features
MILWAUKEE EV	coming events	TWINCITIES EV	Minneapolis, St. Paul coming events
		VACATIONGUIDE	New England, Ha- waii, Florida

Reservations

AA ONLINE	travel service	EAASY FLIGHTS	EAASY SABRE flight reservations
AMERICAN AIR	American Airlines menu	EAASY HOTELS	EAASY SABRE hotel reservations
CRUISE SCAN	Rosenbluth cruise booking service	EAASY MESSAGE	message ticket agents
EAASY CARS	EAASY SABRE car reservations	EAASY PROFILE	EAASY SABRE personal profile
EAASY FARES	EAASY SABRE flight fares	EAASY REVIEW	review EAASY SABRE itinerary



EAASY SABRE EAASY SABRE menu
EAASY STATUS EAASY SABRE flight
 status
EAASY TUTOR EAASY SABRE tutorial

QUIKTIX on-line airline ticket
 info
ROSENBLUTH travel agency

Travel Shopping, Ads

AA ONLINE travel service
AIRNEWZEALAND airline ad, NZ info
ALAMO car rent ad
ALLSTATEMOTOR motor club
AMERICAN AIR American Airlines
 menu
AMTRAK ad, RR info
BRITISH AIR ad, tour info
BUDGET CAR rental car ad
CONDO NETWORK condominium rentals
CRUISE SCAN Rosenbluth cruise
 booking service
DTI TRAVEL travel service
 discounts
HILTON CLUB frequent stay club

HILTON USA hotel info
NCL Norwegian Cruise
 Line info
NEW ZEALAND Air NewZealand ad,
 travel info
QUEST hotel discounts
QUIKTIX on-line airline ticket
 info
ROSENBLUTH travel agency
SHERATON hotel club, ad
SWISSAIR airline ad
TRANS WORLD airline ad
TRAVELERS ADV discount travel club
UNITED AIR airline ad

Money

News and Information

BOYD DIGEST investment column
BRUSS real estate column
BUSINESS business topics menu
BUSINESS NEWS news
COMPANY NEWS wire service news
CR INVESTMENT Consumer Reports
 investment topics
CR MONEY Consumer Reports
 money topics

ECONOMIC INDS economic indicators
ECONOMYUPDATE economy news
INDUSTRY NEWS news about industries
JULIAN BLOCK tax column
MONEY HIGH highlights menu
MONEY LIST money statistics by
 Brendan Boyd
MONEY TALK money topics

Investments

20TH CENTURY mutual funds
DEAN WITTER investment broker
DREYFUS investment funds
INDEP INVEST investment info
KIP LIBRARY Kiplinger's Personal Fi-
 nance articles
KIPLINGER'S Kiplinger's Personal Fi-
 nance menu
MARKET CLOSE closing statistics

MARKET UPDATE continuous financial
 update
PCFN online stock broker
PCFN AM market reports
PRINCIPAL insurance, mutual
 funds
QUOTE CHECK stock, bond quotes
QUOTE MAINT 1 personal investment
 list #1



QUOTE MAINT 2	personal investment list #2	SCUDDER	investment funds
QUOTE TRACK	retrieve investment quotes	STOCK MARKET	menu of features
QUOTE TRACK 1	retrieve personal list #1	STRATEGIC INV	Custom Choice investment info
QUOTE TRACK 2	retrieve personal list #2	TWENTIETH CEN	investment funds

Banking and Bill Paying

BANK ONE	Ohio on-line bank	HEADY	banking column by Robert Heady
BANK ONLINE	on-line banking menu	MAC BANKING	East Coast on-line banking info
BILLPAY USA	pay bills on-line	MHT BANK	Manufacturers Hanover Trust national on-line bank
BNE	Bank of New England on-line	MIDLANTIC	New Jersey on-line banking
CBT	Bank of New England on-line bank	NBD	Michigan, Illinois on-line bank info
CHEVY CHASE	MD, VA, DC on-line bank	NBD EXPRESS	Michigan, Illinois on-line banking
COMERICA	Michigan on-line bank	NJNB HOMEBANK	New Jersey on-line bank
DAY & NIGHT	First Interstate Colorado on-line bank	PROVIDENT	Pennsylvania on-line bank
FIRST INTER	First Interstate of Denver on-line bank	WELLS FARGO	national on-line bank (CA)
FIRST PA BANK	First Pennsylvania on-line bank	WILMINGTON TR	Delaware on-line bank
GREAT WESTERN	bank ad		
HAMILTON BANK	Pennsylvania on-line bank		

Other Money Services

ALLSTATE	insurance info	FORTUNE BOOKS	BOMC business books
ALLSTATE AUTO	auto insurance	INC MAGAZINE	magazine, videos, reports
ALLSTATE HOME	home insurance	INSURANCEPLAN	insurance info
ALLSTATE LIFE	life insurance	SEARS MORTGAG	mortgage financing info
BARRONS	financial newspaper subscription	SEARS NETWORK	insurance, real estate, investments, loans
BUSINESS WEEK	magazine subscription	SECURITYPACIF	line of credit application
CIGNA	insurance info	TRW	credit report service
COLDWELL	real estate info	WSJ	Wall Street Journal, Barron's subscribe
DISCOVER CARD	credit statement on-line		
DJNR	financial news on-line subscription		
FORD CREDIT	car financing		



PRODIGY Service Info

ABOUT MAC	Macintosh info	MONDAY	Monday events
ABOUT PRODIGY	info menu	MOUSE TOOL	PC mouse speed adjustment
ABOUT TECH	technical info	NEW	what's new on the service
ABOUTPOLICIES	policies	NEW SOFTWARE	order latest PRODIGY service software
ADD MEMBER	tool	PASSWORD	update your password
AGREEMENT	member agreement	PERSONAL DATA	tips
ASK PRODIGY	help	PERSONAL INFO	change personal info
AUTOLOGON	set up automatic logon	PHONE NUMBERS	on-line phone book
CHANGE ADDR	account maintenance	POLICIES	rules, policies
CHANGEDISPLAY	PC screen resolution	POWER TIPS	hints
CHANGEPATH	customize account	PRODIGY STAR	newsletter
CHANGE PWORD	account maintenance	QUESTIONS	common questions
COMING SOON	new features	QUICK START	tutorial
COMMUNICATING	tips	SATURDAY	Saturday events
CONTEST RULES	who can win	SCHEDULE	events schedule
CURRENT FEES	info	SERVICE HOURS	times of service
CUSTOMCHOICES	extra cost features	STAYCONNECTED	communication hints
DISPLAYS	display resolution tips	SUGGESTION	asked-for coming features
EXPLORE	topics to explore	SUNDAY	Sunday events
EXPRESS DEMO	feature demonstration	TECH TALK	column by Dr. Harold Golde
FEES	current fee info	THURSDAY	Thursday features
FRIDAY	Friday events	TODAY	today's features
GET STARTED	tips	TUESDAY	Tuesday features
GETTING HELP	tips	WEDNESDAY	Wednesday events
HELP HUB	help about PRODIGY service		
HOURS	hours of service		
INSIDE	features menu		
METRO FIND	features by city		

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Baseball Manager	JUMP	QUOTE TRACK
Custom Choice	JUMPwindow	SmartKids
ELECTRONIC TONIC	JUMPword	Strategic Investor
FunHouse	LOOK	The PRODIGY Star
GUIDE	MadMaze	VIEWPATH
GUIDEmap	PATH	ZIP

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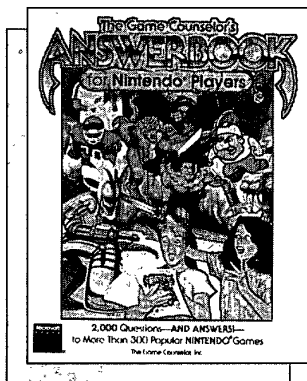
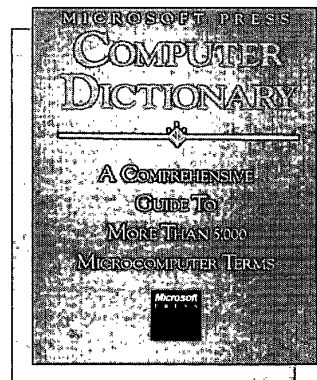
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