

USERS' MANUAL FOR THE
ELECTRONIC INFORMATION EXCHANGE SYSTEM

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INTRODUCTION

The purpose of this manual is to teach you the simpler parts of the system and make you comfortable with using the one-page User's Guide. As you gain more experience with the system, you may wish to learn some of the advanced features available. But EIES (pronounced "eyes") has been designed so that you don't need to learn more than meets your needs.

Since the best way to learn how to use a computer system is by direct experience, don't be discouraged if some of this manual is confusing at first. The most effective way to learn is to try the instructions and see what happens. EIES has been designed to be "forgiving": that is, nothing terrible will happen if you make a mistake. Since you can't hurt the system, or easily lose anything, be brave about trying new things! Anyone can become proficient sending messages and participating in conferences after experimenting with the system for two to four hours, and EIES users have ranged in age from 8 to 90.

After reading this manual, plan to spend about thirty minutes to an hour practicing logging on and learning to send messages. You'll then know enough to begin "messaging" other people and participating in conferences.

This manual is only an introduction to the simpler parts of EIES, which is a rich and evolving communications system that can be customized and tailored to the specific needs of individuals and groups. Feel free to contact the User Consultants (HELP,110) if you have needs not covered here, since there are a large and growing number of advanced and specialized features available.

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1.0 GETTING SET UP TO USE EIES

1.1 USING YOUR TERMINAL

Each computer terminal and microcomputer has a slightly different set of buttons, switches, and keys, in addition to the standard typewriter keyboard. If there's someone around who has used your machine before, perhaps you can get some guidance. If you have trouble, phone the EIES staff at 201-596-EIES.

Power on: Make sure your terminal is plugged in and turn on the power switch.

Mode: There may be one or two mode switches. One controls HALF and FULL duplex and should be set to HALF (or HD). The other mode switch (which you may not have) should be set to ON LINE or REMOTE (vs. LOCAL).

Speed: This switch should be set to 30 characters per second, or 300 baud, or high speed on terminals with a high/low speed switch. If your terminal, modem, and Telenet port permit 1200 baud, this too is acceptable.

Keyboard mode: There may be a switch that sets the keyboard for upper case only (or TTY, which means teletype compatible), or upper and lower case. Most EIES users prefer the latter, but all upper case is also acceptable. Upper and lower case may also be indicated respectively by STD or ASCII on some terminals.

Parity: Since EIES ignores parity, set your parity switch (if you have one) to OFF, NONE, or MARK.

Stop Bit: There may be a switch marked Stop Bits on your terminal. If there is one set it to one.

Note: Depending on your keyboard mode, you may have to use the shift key for special characters such as +, *, #, etc.

Special Keys:

CARRIAGE RETURN (which may also be labelled CR, RETURN, ENTER, or SEND) is used when you have finished entering a line and want to send it to the computer. We will use (CR) in this manual for the RETURN key. Please note that you are not to type "parenthesis, CR, parenthesis" but instead should press the RETURN key. When you execute a command, respond to a question, or enter text, nothing happens until you hit (CR). This is your instruction to EIES to exercise the function and until you do that, EIES will wait patiently for your command and nothing will happen.

BREAK (also called ATTN, BK, and INTERRUPT) is used when you want to stop the machine from printing. Entering CONTROL-C will usually also work for a break key.

The CONTROL (CTRL) key is used in combination with X to cancel lines and H to cancel characters. Both keys are held down simultaneously.

Be sure to distinguish between the 0 (zero) key and a capital O (letter o), as well as between 1 (one) and a lower-case L. Also, note that the minus sign (-) and underscore character are different.

The terminal should be on a solid desk or table so that it will not vibrate, and the acoustic coupler (if separate) should also be cushioned from vibrations.

If you're using an extension phone or switchboard line, notify others not to use the line, because if someone else picks it up, it may disconnect you.

* Special Note to International Users: Some international linkages treat the Break and Control keys very differently. If you have problems, please let us know what is happening so that we can diagnose the problem and advise you.

* Special Note to Users of Intelligent Terminals and Microprocessors: Some of our users may be using the same equipment. We may be able to put you in touch with others who can advise you how to use it to its full capacity.

1.2 GETTING INTO EIES

WELCOME
NAME OR #?

EIES is asking you to enter either your name or three or four-digit membership number exactly as shown on your User Access Information form (even if it's misspelled there). Remember to press (CR) after entering your name or number to send it to the computer.

Each user has unique identifiers: a name, nickname, and number. You may change your name and give yourself a nickname at any time, but if your nickname is already in use, you must choose another (see the Directory section below). When names are printed on EIES, they are in this form:

NAME (NICKNAME,####)

where #### represents your user number.

Next the computer asks for your access code or password:

CODE?XXXXXXXXXXXX

Enter your access code exactly as it appears on your User Access Information form, over the series of overstruck characters. You should change your access code when completing your Directory entry.

If you have trouble entering your name or code, try again, and phone us for help if necessary.

EIES will respond with:

```
NJIT ELECTRONIC INFORMATION EXCHANGE SYSTEM (051386)
NAME (NICKNAME,####) ON AT 7/18/86 4:27 PM EDT
LAST ACTIVE: 7/17/86 4:27 PM
```

If you don't get this response within a reasonably short time, something is wrong; hang up and try again.

Any special messages of general interest to all EIES members will then be printed. The system tells you when you were last active, or if this is your first time online, when your membership was established. You can use this to check that no one else has used your account.

Next the system asks:

LIST THOSE NOW ON-LINE(Y/N)?

If you enter Yes, Y, or (CR), all EIES members currently online are listed.

You will then be told if you have any waiting communications:

WAITING:
3 CONFIRMATIONS
4 PRIVATE MESSAGES
1 GROUP MESSAGE

ACCEPT ABOVE COMMUNICATIONS (Y/N/#/R)?

A confirmation is a one-line indication that a message you've sent has been received. Private messages are sent to individuals, and group messages are sent to an entire group of people.

You may respond Yes, No, (CR) or with the number of communications you wish to receive, with the confirmations delivered first and the group messages last.

After having a chance to receive any waiting messages, you are at:

INITIAL CHOICE?

1.3 WHEN EIES STOPS RESPONDING

Occasionally a transmission error causes EIES to temporarily disconnect some of its users, the EIES computer pauses, or Telenet disconnects you. You can test whether you've been disconnected by entering <BREAK>; if nothing happens, you may have been disconnected. If <BREAK> is printed, EIES is simply slow and the next prompt should appear shortly.

If your terminal stops printing or responding for more than a few minutes, and you're using Telenet, type @ (the "at" sign) and then (CR) to return to Telenet. Next, in response to Telenet's @ prompt, type D which will, in Telenet's terms, disconnect you from EIES. You can then begin again with C 201 25.

If you're working in your Scratchpad when you're disconnected, all of what you typed except possibly the last line will be saved when you next sign on. Return immediately to your Scratchpad with MESSAGE CHOICE?4, +CM, or CONFERENCE CHOICE?4. Since some other commands, such as +CNM (Compose New Message) or +CNC (Compose New Comment) will first erase the contents of your Scratchpad, take care not to use them in this case.

Currently the interface between EIES and the networks does not automatically inform the EIES time accounting system when a user is disconnected. Therefore, if you simply hang up the phone or if you are disconnected without going through the normal sign off procedure (--), the network may think that the port is free, but EIES has not yet recycled to clear it. Because the problem is the time interval, the motto is never to sign off just by hanging up the phone or pulling the plug.

One way you can help with this problem is to set your "time off" to a shorter time than the current 20 minute default. Enter +STO 5, for example, to set it to five minutes. If EIES is printing out or processing, the time out will not disconnect you. You will be timed out only if you have not supplied an input within the specified time interval.

1.4 PRIVILEGES

As a member, you have these privileges on EIES:

- o You may send MESSAGES to other members.
- o You may belong to one or more GROUPS. Fifteen or more users having a common objective may request the establishment of an EIES group.
- o You may participate in private, group, and public CONFERENCES and NOTEBOOKS.
- o You may establish your own CONFERENCE with any set of other members you choose, if you are a Class 1 user.
- o You may have a NOTEBOOK for your private composition and storage, if you are a Class 1 user.
- o You may peruse public DIRECTORY information about other members.
- o You may enter and modify your own DIRECTORY information.

1.5 MENUS

To do these things, you must give the computer appropriate instructions. EIES is organized at the simplest level as a series of menus, each of which lists a set of choices.

For example, after receiving your waiting messages, you are at INITIAL CHOICE? and that menu (which is printed in the box at the top left-hand corner of the one-page User's Guide) asks you if you want:

ACCESS TO:
MESSAGES (1)
CONFERENCES (2)
NOTEBOOKS (3)
SPECIAL SYSTEMS (4)
DIRECTORY (5)
EXPLANATIONS (6)
REVIEWS (7)
COMPOSITION (8)
MONITORING (9)
INITIAL CHOICE?

Choosing any of these will eventually lead to other CHOICE? questions with different menus. For instance, entering 1 will lead you to MESSAGE CHOICE? (see below). At first, EIES prints all the menus each time you reach a CHOICE? question. When you feel you no longer need the menus printed each time, enter +SSM (Set Short Mode) to turn them off. Remember that they also appear on the one-page User's Guide. If you need to see only an occasional menu, (CR) in response to any CHOICE question will deliver only that menu. +SLM (Set Long Mode) will again print all menus for you.

1.6 CHINESE MENU COMMANDS

Instead of using the menus, you may use quicker commands that allow you to do everything included in the menus and more. All commands begin with + (plus sign). EIES has a Chinese Command menu which can be used to create your own commands by choosing one word from the verb and one from the noun column. You'll probably want to learn the commands for those actions you perform frequently, such as: +CM (Compose Message) and +GC ### (Get Conference ###). For more information, see Appendix C - Chinese Menu Commands - or enter ?CHINESE MENU

For information about how to define and create your own customized commands, enter ?+DEFINE

1.7 EIES SURVIVAL SHEET

EIES is very forgiving and is not bothered in the least by a trial and error approach to learning. The User Consultants (by messaging HELP, 110) can direct you to details on items such as text editing. Practicing these instructions for a short period will allow you to feel comfortable with the basics you need to know.

TERMINAL BASICS

You want EIES to act on a line you have just typed:
Press (CR)

You have just typed the wrong character: Hold down the CTRL key and press the H key (or the backspace key if you have one). Backspacing over a character and then typing over the error erases it if it has not yet been transmitted to EIES with a (CR)

You want to delete the whole line you are now typing: Hold down the CTRL key and press the X key

You want to stop the printout: Press the BREAK key or the INTRPT key

If you're using a CRT (video display): Use +SLP (Set Line Pause) to instruct the computer to pause after a given number of lines so so that you can read the text before it moves off the screen. If you just enter +SLP the computer will pause every 23 lines. To have it pause every 11 lines, enter +SLP12. To return to normal, enter +SNLP (Set No Line Pause)

NEED HELP

When you don't know what to do:

ENTER RESULT FOR YOU:

? Short Explanation

?WORD Explanation of many EIES commands and terms (Example: ?MESSAGE explains messages)

Send a message to HELP (110) and the next User Consultant online will answer you.

You want to know if there is a User Consultant now online who might be able to help you: Enter +ON

You want to send a one-line message to a person: Enter +SEN ###; (one-line message after semicolon). For ### use the number of the person you are addressing, as in:

+SEN110;How do I get out of my Scratchpad?

You are desperate to get help immediately: Enter ??? (followed by one-line message). It will be received by all User Consultants and programmers then online.

You want to send a message without stepping through the menu: Enter +CM (Compose Message).

GET ME OUT

You are lost somewhere and want to get back to the beginning: Enter ++ This returns you to INITIAL CHOICE and checks for any waiting messages.

You are being asked some questions you don't want to answer, like the system thinks you want to send a message but you really don't: Enter - to return to the previous step.

In general, + moves you ahead one step in the EIES process and - takes you back one step.

You want to get off the system: Enter -- or, in an emergency, just hang up the phone. (-- should never be used at the beginning of a line when composing text, since it will disconnect you.)

TEXT EDITING

You are in the Scratchpad and wonder what you have typed so far looks like: Enter :-

You have finished creating and editing the text and want to enter it, enter +

You have found an error, 'old' and you want to change it to 'new': Enter /old/new/# where # is the line number of the error.

You need to delete specific lines in your Scratchpad: Enter *#,#, etc. where # represents the line numbers.

You want to replace a line: Enter =# where # is the line you wish to replace. This returns you to the specified line and prints its current contents. You may then retype the line. (Enter ?= for more information).

You need to delete the whole Scratchpad: Enter **

You need to insert a set of lines at some point in your Scratchpad:

- 1) Enter =#
- 2) Enter <<
- 3) Type all the lines you want to add.
- 4) Enter > to stop inserting text
- 5) Type :- to see what it looks like.

To get some more information: Enter ? (while in the Scratchpad)

YOU WANT TO KNOW MORE

Type ?EIES and be sure to access the EIES Learning Guide. You can also use INITIAL CHOICE 6 for detailed explanations available through menus. Type ?EINDEX for an index of word and feature explanations.

You may wish to type ?EIES ACCESS to read the current policy and rates for joining EIES. Or entering ?EIES RATES will deliver only the current rates.

2.0 SECTION TWO

2.1 SENDING MESSAGES

To send a message, use INITIAL CHOICE?1 and MESSAGE CHOICE?4 or enter +CM (which stands for Compose Message, the command which does the same thing). This takes you to your Scratchpad, the work area for composing items before they are sent:

ENTERING SCRATCHPAD:

1?

Enter your first line of text and press (CR) to send it to the computer. Be sure to wait for the next line number prompt before typing. Each Scratchpad line is numbered, and you may use up to 400 lines for each item.

Because the Scratchpad is not automatically erased after you send a message, when you send your next message, the system will start you at the next free line, leaving your previous text intact. Since you don't want to send a new message that includes an earlier one, get in the habit of erasing your Scratchpad before composing a new message - simply by typing ** at the beginning of any line:

ENTERING SCRATCHPAD:

4:appreciate your help. Thanks.

5?**

O.K. TO DELETE(Y/N)?Y

1?

Now compose a short practice message to HELP (110), someone you know online, or to yourself to see how it will appear. When you're finished, enter + as the first character on the next line:

ENTERING SCRATCHPAD:

1?This is my first message on EIES.

2?So far I understand the system, but

3?being a beginner makes me nervous.

4?Am I doing this right?

5?+

Enter the name, nickname, or number of the person to whom you want your message sent:

TO ('S/NAMES)?110 or
TO ('S/NAMES)?Elaine,110

Note that several addresses can be separated by commas but without spaces after the commas. You may mix names, nicknames, and numbers. To send a message to all members of a group, simply enter the group number.

The system will then print the full names of those to whom you're sending the message, as a double-check. If it is being sent to more than one person, it will ask:

Elaine Kerr (Elaine,114)
User Consultant (Help,110)
ADDRESSEES INDICATED (Y/N)?

A Yes response (Y, Yes, or CR) will open-copy the message (all addressees are listed), whereas a No or N will blind copy it (the list of addressees is not shown). This question will not be asked if it is being sent to only one person.

Next, the system asks if there is an associated message. This allows you to link your message with a previous one, to which this message is a response:

ASSOCIATED MESSAGE (#)?

Enter the message number of the associated message, or enter a (CR) to skip this question.

You're next asked if there are any keywords or phrases that you wish to assign to your message. This is useful for later retrieval of all messages indexed by certain words. Enter the keys with slashes (/) separating words or phrases:

KEYS (/WORD/PHRASE/)?

Again, this question may be skipped with a (CR).

Finally, you're asked if it's okay to send the message:

OKAY TO SEND (Y/N/-)?

If you respond Y, Yes, or (CR), it will be sent:

M 26345 BEING SENT.

SENT AS:

M 26345 YOUR NAME (NICKNAME,####) 7/18/86 4:31 PM L:4

Each message has a unique number automatically assigned to it by the system. L:4 means that this message has 4 lines of text.

However, if you respond with No or N, you're asked how you want to sign the message:
SIGNATURE (Y/N/PEN)?

A Yes will produce a note that REGULAR SIGNATURE USED and again ask if it's OKAY TO SEND (Y/N/-)? A No will send it anonymously. PEN indicates that you want to sign it with your pen name (see the Directory section for more information).

After your message is sent, you are asked:
ERASE SCRATCHPAD (Y/N)?

Unless you want to use this text again right away for another purpose, answer Yes, Y, or (CR) to delete the Scratchpad.

Enter ?MESSAGE for more information about messages.

Enter ?ANSWER AHEAD for tips on how to shortcut this message sending and other procedures.

2.2 OTHER MENU CHOICES

The MESSAGE CHOICE menu gives you other options:

| MENU CHOICE | | ?WORD FOR INSTRUCTIONS |
|---------------------|-----|---|
| GET ITEMS | (1) | ?GET ITEMS To print items you've already received, to reread old items or get additional copies. Note that this will not update your marker. |
| DISPLAY TITLES | (2) | ?DISPLAY TITLES To print just the titles (author, date, etc.) of items |
| SEARCH/FIND | (3) | ?SEARCH To locate items by author, date, keywords, or other criteria |
| SEND/COMPOSE/SUBMIT | (4) | ?COMPOSE MESSAGE To compose items in the Scratchpad |
| EDIT/DELETE | (5) | ?+EDIT and ?DELETE To modify items already sent or to delete them completely |
| ORGANIZE ITEMS | (6) | Used for a variety of organizing purposes |
| VOTE/FORM | (7) | ?VOTE This does not apply to messages, but is used to make conference comments votable and for the voting process itself |
| SET OPTIONS | (8) | ?SET OPTIONS Some advanced features are available here |

2.3 COMMON COMMANDS

All commands may be entered at any point when the system asks you a question.

+CNM (Compose New Message) is the same as ++1;4;**Y (it takes you directly to a clean Scratchpad).

+CM (Compose Message) is the same as ++1;4 (here, the Scratchpad is not erased).

+SAM (Set Automatic Message Delivery) prints your incoming messages automatically when they are sent, rather than giving you the option of accepting them. And +SNAM (Set No Automatic Message Delivery) returns you to optional message reception in which waiting messages are announced whenever you type ++

+CY copies any EIES item into your Scratchpad (as in +CY M12345). There are several ways to copy items; see ?COPY for full instructions.

+GET (or +G) allows you to access an item (message, conference comment, or notebook page) directly, as in: +GET M12345 or +GET C114CC4 or +GET N114NP3

-- signs you off the system, giving you data on the time and money used.

2.4 TEXT EDITING

It's fine to have occasional mistakes when sending most messages. Since EIES is a verbal communication system, most users don't bother correcting their typos as long as the meaning is clear. But sometimes you need to correct an error or produce perfect copy. This is a primer to text editing on EIES. For complete instructions, see ?TEXT EDITING - but this is enough to get you started.

2.4.1 CREATING TEXT

EIES has a line-based text editor which allows you to make changes to a line or alter an entire line. All the direct edit commands discussed here work immediately after you enter them, and are used in the Scratchpad. They must be entered at the beginning of a new line. Some of these commands are:

| | |
|------------|--|
| =# | Go to the line specified (e.g. =3 takes you to line 3) |
| = | Go to the end of the Scratchpad |
| *# | Delete the line specified (e.g. *4-7,12 deletes lines 4-7 and 12) |
| /old/new/# | Word replacement (e.g. /cat/dog/15 changes the first occurrence of the word "cat" to "dog" on line 15) |
| :- | Prints the contents of the Scratchpad with line numbers |
| :: | Prints the Scratchpad without line numbers (as it will be received) |
| < and << | Insert one or more lines of new text in the Scratchpad. See ?INSERT |

Let's look at some examples of text editing:

ENTERING SCRATCHPAD:

```

1?We beleive that oneof the most profound
2?impacts of computerized conferencing will
3?lie in it's capability to allow geographically
4?dispersed people to work together as if
5?same office.
```

To correct the errors on line 1, tell the system to go to line 1 with =
 6?=1
 1:We beleive that oneof the most profound
 1?

Line 1 is printed as it was entered and the system waits to find out what changes, if any, you want. Enter (CR) to keep the line as it is. However, we want to make some changes. We could simply retype the whole line or we could use text editing, as follows:

2.4.2 REPLACEMENT EDITING

You could use replacement editing: tell the system which characters to replace and what to replace them with. Replacement editing takes the form:
 /old/new/

To change "beleive" to "believe," enter:
 6?=1
 1:We beleive that oneof the most profound
 1?/beleive/believe/
 1:We believe that oneof the most profound
 1?

The system then responds with the corrected line and waits for the next instruction. You don't have to enter entire words for replacement editing you need only include just enough letters or other characters for the system to find the exact place you are indicating. The correction will be made on the first occurrence in the line of the combination of characters you put between the first and second slash marks.

To make the second correction in line 1, enter:
 1:We believe that oneof the most profound
 1?/eo/e o/
 1:We believe that one of the most profound
 1?

Rather than move to the line to be corrected with =, you may simply enter the line number on which the correction is to be made after the slash marks:

5:same office.
 6?/beleive/believe/1
 1:We believe that oneof the most profound
 6?/eo/e o/1
 1:We believe that one of the most profound

6? (Continue to type the rest of your text, or make other corrections on other lines, using the same method.)

Another way to correct errors in a line that was just typed is to use the /old/new/ method at the beginning of the very next line: no need to use = or to specify a line number. If there are several errors in one line, you must repeat this process for each error, as it's not possible to correct more than one error at a time. It IS possible to correct several adjoining words simply by including them within the slashes:

```
1:We beleive that oneof the most profound
2?/beleive that oneof/believe that one of/
1:We believe that one of the most profound
2?
```

If you do not specify a line number, the edit command will work on the line printed above your edit (for example, /eo/e o/ will work on line 1). Most edit commands operate either on a specified line or set of lines, or on the line printed immediately above if no line number is indicated. In addition, it is possible to use /old/new/- to make the change everywhere that it occurs in the Scratchpad.

2.4.3 INSERTING

Finally, we seem to have omitted some words from our text, so we need to insert a line. This is done as follows:

```
3=5
5:same office.
5?<
5?they were in the
6:same office.
6?(CR)
7?
```

The system inserts the new line before the line indicated (here, line 5), and then renumbers the rest of the lines. By entering (CR) on line 6, we indicate that we want line 6 to remain unchanged.

After you have done some editing, you may wish to print the whole text once more with line numbers, to see if it is correct. To do this, enter a colon minus (: -) on the next free line:

7?:-

1:We believe that one of the most profound
2:impacts of computerized conferencing will
3:lie in its capability to allow geographically
4:dispersed people to work together as if
5:they were in the
6:same office.

If you use two colons (::), the text will print without line numbers, as it will be received:

7?::

We believe that one of the most profound
impacts of computerized conferencing will
lie in its capability to allow geographically
dispersed people to work together as if
they were in the
same office.

The best way to learn text editing is to experiment in your Scratchpad. All the direct editing commands are listed on the back of the one-page User's Guide. Try them out and see how they work.

You'll then be ready to experiment with indirect editing commands which format your documents to the proper form at the receiver's terminal. The most important of these is .TEXT (see ?.TEXT) which formats your text neatly and allows some paragraphing shortcuts. See also ?INDIRECT EDITS for features such as centering, tabulation, margin adjustments, and outlining - when and if you need them.

2.5 THE DIRECTORY

The EIES Directory provides public information about members and groups using the system so that people can find others with common interests. Public information for members includes name, nickname, address, telephone, up to five lines of self-description, and a listing of their group memberships.

Private information is entered that cannot be accessed by others. Included is your access code (password), which should be changed from the original code assigned to protect your private access to the system. You can establish a pen name for use as an alternative to your signature or anonymity in signing items.

Enter ?DIRECTORY for more general information, and ?UPDATE DIRECTORY for instructions on how to make your own entry. It is very important that you enter your Directory information, as this is a major means of connecting with others on EIES.

After having completed your entry, there are a number of commands available that allow you to change specific items without rewriting the entire entry:

| COMMAND | DESCRIPTION | ?WORD |
|---------|----------------------------|-----------|
| +SNAME | Changes your EIES Name | ?+SNAME |
| +SNIC | Changes your EIES nickname | ?+SNIC |
| +SAC | Changes your access code | ?+SAC |
| +SPEN | Changes your pen name | ?+SPEN |
| | | ?PEN NAME |

You may also wish to use the Directory to learn who else is online and the interests of specific people. The DIRECTORY CHOICE? menu allows you to search members by:

| MENU CHOICE | | ?WORD |
|-----------------|-----|----------------------|
| GET ITEMS | (1) | ?GET DIRECTORY ITEMS |
| DISPLAY TITLES | (2) | ?DISPLAY DIRECTORY |
| SEARCH/FIND BY: | | |
| NAME PARTS | (3) | ?SEARCH NAMES |
| FROM-TO-DATES | (4) | ?SEARCH DATES |
| WORD/PHRASE | (5) | ?SEARCH BY WORDS |
| ZIPCODE | (6) | ?SEARCH BY ZIPCODE |

2.6 CONFERENCES

Conferences are spaces for group discussion in which the computer stores the comments in the order in which they are entered and keeps track of where each member is in the proceedings. When entering a conference, you are told how many items have been written and how many new items are waiting for you. Each new entry is placed at the end of the list of comments that compose the transcript.

A PRIVATE CONFERENCE may be initiated by any Class 1 member who then invites others to participate.

A GROUP CONFERENCE is associated with a defined group of members and has the same two-digit identification number as the group. (See ?GROUP for the defining characteristics of EIES groups).

PUBLIC CONFERENCES are open to participation by any EIES member. (Enter +DPC for a listing of all public conferences).

Enter ?CONFERENCES for some additional general information. ?OPEN CONFERENCES lists those private conferences which are open to new members as well as the public conferences. See ?MARKERS for information about your markers and how to set them.

CONFERENCES are accessed with INITIAL CHOICE?2 which then asks you for the name or number of the conference, whether you want to know the status of the conference members (how far they have read in the transcript), and if there are new items whether or not you wish to receive them:

```
INITIAL CHOICE?2
CONFERENCE (NAME/#)?114
PRIVATE CONFERENCE: APPLICATIONS (114)
YOU ARE THE ONLY MEMBER ACTIVE.
MEMBER STATUS (Y/N/A/O)?yes
UP TO 656: Elaine Kerr (Elaine,114) (MODERATOR)
UP TO 655: Roxanne Hiltz (Roxanne,120)
UP TO 654: YOUR NAME (NICKNAME,###)
650 ITEMS. CC 656 WRITTEN ON 7/18/86 4:38 PM
```

2 NEW TEXT ITEMS.

ACCEPT ABOVE ITEMS (Y/N/#)?

In this example we are accessing Conference 114, called "Applications." The MEMBER STATUS (Y/N/A/O) question has 4 options: Y or Yes lists all members and the number of items they have received to date; N or No proceeds to the next question. If you enter "A", only those right now active in the conference are listed; "O" lists those conference members currently online, but not necessarily active in the conference.

The system tells you how many text items exist (those remaining after deletions; in this case, 6 of the 656 items have been erased), when the last one was added, and how many new items are waiting. You could have answered these questions ahead by entering:

++2,114,y or +GC114,y

After accepting any new items, you are at CONFERENCE CHOICE? To add a new item to the conference, you must first compose it in your Scratchpad (CONFERENCE CHOICE 4). This is almost identical to the procedure you learned to send a message:

ENTERING SCRATCHPAD:

7:same office.

8?***

O.K. TO DELETE(Y/N)?yes

1?After erasing your Scratchpad, you may now compose your
2?conference comment. And, as in messaging, end the text
3?with a + so that the computer knows you're ready to
4?submit it.
6?+

You are asked if you wish to associate this comment with a prior one and if you wish to assign a key word or phrase to it. You may use your normal signature, pen name, or anonymity.

Note that regardless of whether you are composing a message, conference comment, or notebook page, you use the same Scratchpad, which is erased after submitting an item and then used again for composing the next item. The system will save the contents of your Scratchpad if you are suddenly disconnected; at worst you will lose only the last line.

OTHER CONFERENCE CHOICES

The CONFERENCE CHOICE menu gives you a number of other options, which are identical to the MESSAGE CHOICE menu. See the section on MESSAGE AND CONFERENCE CHOICES in section 2.2

2.7 NOTEBOOKS

Notebooks are private spaces for composition and storage. Writing and reading in a notebook are almost identical to participating in conferences. Each Class 1 user is entitled to a private notebook.

The primary advantage of using a notebook rather than a conference is that all members may edit all items, so that joint composition of documents and manuscripts is simplified.

Note that both conferences and notebooks provide automatic notification to members when items are modified. Moreover, individual members may be specified as readers only, rather than both readers and writers.

Notebooks work in much the same way as conferences do, with a few added features:

- o Pages are manipulatable
- o Coauthoring is simple since each person can modify or delete items that are written by someone else.
- o Up to 400 lines of text may be entered for each page.

You can access a notebook with ++3,xxx or ++GN xxx (where xxx is the notebook number).

When submitting an item (it's called a page in a notebook), you're asked as the very last question:

PAGE NUMBER TO USE (#)?

(CR) adds it as the next free page. Or you may group pages, reserving blocks for specific purposes.

Another difference between notebooks and conferences is that any member of the notebook can edit or delete the entry of any other member. (In a conference, only the conference moderator and the author of the item can do this.)

You can add other people to your notebook with +MNM (Modify Notebook Membership). A minus sign preceding the user number, as in -999, deletes that user from your notebook. Membership Types are either Observer or Full. A full member may both read and write, whereas an observer may only read.

To give your notebook a NAME, use MONITOR CHOICE 3:

++9;3;2;xxx

To establish your notebook, use MONITOR CHOICE 3;5:

++9;3;5

You are asked to give a name to your notebook, and the system will pause slightly while it is established.

Use +SNM (Set Notebook Marker) to change your marker.

3.0 SECTION THREE

3.1 SPECIAL ROLES ON EIES

GROUP COORDINATOR: Administers the group, adds or removes members, and monitors the Group Conference and Notebook (unless someone else has been chosen to do this). Is expected to be adept at using the system and able to handle most problems that members may have. See also ?GROUP

CONFERENCE MODERATOR: Can edit or delete any conference comment. Can direct the conference discussion. Is responsible for removing dated or irrelevant comments and for keeping the discussion and participation moving, within limits established by the group. May add and delete members from the conference.

USER CONSULTANT: If you have a problem or complaint, or want to learn more about using EIES, send a message to any User Consultant or to HELP (110). The User Consultants have the expertise to help you use EIES effectively. Feel free to develop a relationship with any of them. For more information, see ?USER CONSULTANT

SYSTEM MONITOR (EIES,100): Can get, edit, and delete anything on the system, but this is only done by special requests for help. For example, if you're without a terminal and realize you've misaddressed a message, a phone call to the System Monitor (identifying yourself by your name and access code) can get a message deleted. If you forget your access code, it can be checked for you. Requests for adding new members to EIES should be sent to both the System Monitor and Accounts Monitor.

ACCOUNTS MONITOR (102): Handles all questions and problems with billings and accounts. Should be copied all requests for adding or deleting members from EIES, as well as information requests concerning new memberships and contracts for use of the system.

3.2 HINTS FOR USING THIS NEW COMMUNICATIONS MEDIUM

INFORMALITY:

People tend to treat messaging and conferencing somewhat informally. Perfect grammar and typing are much less important than making your meaning clear. Later, if you need to use an item in a report or paper, it's simple to go back and edit.

Since most of the people on EIES have not met each other in person, there is a good deal of "getting to know you" communication which is very important in making people feel comfortable about communicating in this new way. We suggest that new groups spend some time at the beginning with introductions. A new group may even wish to schedule a simultaneous online session in which group members introduce themselves and explore possible areas of common concern.

NEED FOR EXPLICIT RESPONSES:

Since non-verbal cues (such as nods, smiles, and frowns) are absent in computerized conferencing, it is very important to let others know explicitly whether you understand, agree, or disagree with what they have said and to spell out your intentions or expectations. People cannot hear your tone of voice and may not recognize subtle humor or may misinterpret an innocent remark. If you need further explanation, you must send a message or enter a conference comment asking for it. It is useful to indicate your agreement or support of someone's comments. Otherwise, EIES can be like talking into a tape recorder with no feedback at all. Metacommunication (communication about communication) is especially important.

If you're not getting responses from others, perhaps you're talking off the subject or your style is too verbose or difficult to understand. If this is the case, consider sending a message to a friend in your group or to the group moderator, asking why people seem to be ignoring you.

If you're going to be off line for a few days because of travel or other commitments, try to let your group know in advance so that they will not expect any messages or responses from you. You might want to use +SNAME to change your name temporarily to something like JOE AWAY TILL 10/2.

MAINTAINING THE PRIVACY OF PRIVATE MESSAGES:

It is considered a breach of confidentiality to copy a private message to another person without the author's explicit permission. Because it is very easy to copy items on EIES, one could never be sure that confidential messages would remain so without this norm. If you send a message to someone such as a conference moderator and don't mind if it's copied into the conference or to other people, say so explicitly.

RECOGNIZING AUTHORSHIP:

This refers to proper citation or credit. If you're using an item written by someone else on EIES for publication elsewhere, please treat it as you would any other intellectual property by footnoting it or otherwise giving proper credit to the author.

MESSAGES VS. CONFERENCE COMMENTS:

Conferences are generally meant for items that need to be reviewed or discussed later, or for items that should form part of the permanent transcript. Messages are for more temporary or private items. It is not too important to decide how to enter an item since it can always be moved or deleted later. If you're unsure about whether to enter it into a conference, you can send it as a message to the conference moderator and let him or her decide.

PREVENTING INFORMATION OVERLOAD:

As you get more active on EIES, you may find yourself engaging in a number of simultaneous conversations with people on different subjects, as well as participating in a number of conferences. This aspect of computerized conferencing can be overwhelming at times.

The use of item Associations and Keys will help keep track of the various threads of a discussion as it takes place. At some point you may wish to go back and list the item titles (CHOICE 2) to review what has been discussed.

If the message traffic is intense and you can't respond to everything right away, you could lose track of messages. EIES has a feature that allows you to enter online reminders to yourself (see ?REMINDERS).

Different people have their own systems for filing printed copies of their EIES traffic. Some discard it; others fold it up and put it away somewhere; others file by person, topic, conference, etc; and still others have developed color coding schemes. You'll need to figure out yourself what kind of system works best for you and your needs.

The best way to deliver long items, giving receivers the choice of whether or not to access the full text, is to write an abstract followed by .RETURN on a line by itself, followed by the longer contents. Enter ?.RETURN for more information.

NEW SOURCES OF EMBARRASSMENT AND HOW TO AVOID THEM:

The most embarrassing thing you can do on EIES is to forget to erase your Scratchpad. You may then find that a very private message becomes the first part of another message or conference comment. To avoid this, erase your Scratchpad after composing each item or check what line you're on in the Scratchpad before beginning composition.

If you've mistakenly entered a comment into the wrong conference, you can copy it and then delete it from the incorrect location (see ?COPY and ?DELETE).

Until you're comfortable with the pace of this communications medium, be careful about responding immediately in a heated, emotional, or potentially controversial situation. One nice feature of computerized conferencing is that you can compose your item, "sleep on it," and later decide whether or not to send it.

4.0 APPENDICES

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| Appendix B | | Chinese Command Menu |
| Appendix C | | Special Systems |
| Appendix D | | Networks |

4.1 APPENDIX A COMMAND STRUCTURES

This reference appendix is meant for users who are experienced with interactive computer systems and wish to use commands to execute operations. It is intended as a quick overview of some of the command structures and capabilities. Feel free to try any of these, and note that you can get more information under the ?WORD retrieval for any specific command.

ITEM HANDLING: These are commands to handle EIES items. They are always followed by the ITEM IDENTIFICATION:

+G (or +GET); GET a whole item and print it

+D (or +DISPLAY); DISPLAY the heading or short version of an item, such as a message title

+EDIT MODIFY/EDIT an item

+CY COPY the item into your Scratchpad so that you can make other use of it

+MK MODIFY the KEYS of an item that contains key words or phrases

ITEM IDENTIFICATION: These forms are used to identify unique items on EIES. '#' indicates the item's "address."

M# An EIES Message

C#CC# A Conference Comment (CC#) within a specific Conference (C#)

N#NP# A Notebook Page (NP#) within a specific Notebook (N#)

MG# A Member or Group and their membership number

RM# A Reminder from your personal reminder file (see ?REMINDERS)

SA# Storage Areas available as temporary storage for material you are composing. They are numbered 0 through 5. (See ?STORAGE AREA and ?SAVE for more information)

SP The ScratchPad where you compose text

CC# If you are in a given conference, you may just indicate the Conference Comment number

NP# If you are in a given Notebook, you may just indicate the Notebook Page number. -32

ITEM COMPOSITION: These commands take you directly to the Scratchpad from anywhere in the system to compose items:

+C Compose text item; equivalent to Composition Choice (++8)

+CM Compose message; equivalent to MESSAGE CHOICE 4

+CNM Compose New Message; equivalent to +CM, but also deletes anything that may be in your Scratchpad

+CCC Compose Conference Comment; if you are not in a conference it will ask for the conference number

+CNP Compose Notebook Page; if you are not in the notebook it will ask for the notebook number

DOCUMENT CONTROL: These commands allow the selective transmission of large documents:

+SUBMIT Given the storage of both a document and its abstract in a conference or notebook, one may: (1) create a new item which prints the document's abstract, and (2) allow the reader to choose to receive the entire document by executing a +READ command.

+READ Specifying the item identification causes the larger document to be printed (e.g. +READ M12345)

+LISTNEAT Prints a series of text items in a single conference or notebook as one document and without titles. Check the TEXT OUTPUT CONTROL commands for instructions on pagination.

FINDING AND REVIEWING ITEMS: These commands provide a quick way of obtaining various items of information:

+WHO # Prints the name of the member with the specified number, name, or nickname

+FNAME Prints the name and number of all members with a first name or nickname beginning with the specified substring

+FC Searches all conference titles for one containing the indicated substring at the beginning of a title word

+RC Reviews the status of conferences to which you belong within the specified range

+RN Reviews the status of notebooks to which you belong within the specified range

+PHONE # Displays the phone number of the specified member

+GADD # Displays the address of the specified member

+DT Displays the current time and date

+DC Displays the titles of all conferences within the range specified

+DN Displays the titles of all notebooks within the range specified

DIRECTORY CHANGES: These commands must be followed by the string indicated:

- +SNAME Set the correct name for your membership
- +SPEN Change your pen name
- +SAC Change your access code (password)

TERMINAL CONFIGURATION CONTROL: These commands are useful for controlling the way EIES sends text to your terminal:

- +LEFT # Set Left Margin at #. If you omit a number, it defaults at column 0.
- +RIGHT # Set Right Margin at #. The default is column 80. One may specify a line output of up to 132 characters.
- +SLP # If you are using a CRT you may want EIES to stop output every # lines until you enter a (CR) in response to 'DISPLAY PAUSE,HIT <CR> TO CONTINUE'. (This is turned off with +SNLP.)

TEXT OUTPUT CONTROL: These commands allow you to format the text:

- +SPAGE This allows you to paginate your output by specifying the number of lines of text per page and the number of blank lines between pages. (It is turned off with +SNPAGE).
- +PAGE Moves you to the beginning of a new page when you are using +SPAGE.

TEXT INPUT CONTROL: This is useful for composing text items:

- +SLO Set Line Overflow of typed lines such that the overflowed material appears on a new line which is inserted in the Scratchpad. Most users turn this option off with +SNLO.

INTERACTION CONTROL: To control your interaction with the system:

- +SCM This lets you reset your marker while you are in a particular Conference or Notebook. The position of the marker determines what you have or have not seen. Anything entered after the occurrence of the marker will be delivered as new material. (This is equivalent to CONFERENCE or NOTEBOOK CHOICE 8).
- +SAM Setting Automatic Message delivery means that your waiting messages are delivered anytime you complete an operation. In the nonautomatic mode (+SNAM) you must request delivery of your messages by entering ++
- +SSM Set Short Mode (or +SNSM: Set No Short Mode) allows the user to turn on and off the printing of menu choices. Remember that (CR) at any CHOICE? point also causes the menu to be displayed.
- +GWCC Get Waiting Conference Comments allows you to designate a series of conferences and have all new items printed out in one operation.
- +GWNP Get Waiting Notebook Pages allows you to designate a series of notebooks and have all new items printed out in one operation.

4.2 APPENDIX B CHINESE COMMAND MENU

One may choose a verb abbreviation from column one and an object abbreviation from column two to attempt to form a valid command; no harm is done if not valid.

VERBS

A Add
 C Compose/Send
 CA Copy & Add
 CY Copy
 D Display
 E Explain
 EX Exchange
 F Find/Search
 G Get
 L Let
 O Organize
 P Print
 R Review
 S Set/Send
 SN Set Negative

OBJECTS

A Associations
 D Directory
 C Conference
 CC Conference Comment
 G Group
 K Keys
 M Message
 MG Member/Group
 N Notebook
 NC New Comment
 NM New Message
 NP Notebook Page
 RM Reminder
 SA Storage Area
 SP Scratchpad
 SS System Status
 T Time and Date

BUILDING BLOCKS
ADDRESSING TEXT ITEMS

First Part:

C # Conference
 M # Message
 N # Notebook
 SA # Storage Area
 SP Scratch Pad
 /nameFile on the index system

Second Part (Conference or Notebook only):

CC # Conference Comment
 NP # Notebook Page

Third Part (optional):

L # Lines Starting at
 L #-#Line Range
 . # Starting line for SP or index system
 . #- Line range for SP or index system

Fourth Part (optional):

H Item Heading Only
 T Item Text Only

Sample Text Items:

| | |
|---------------|-------------------------------------|
| C99CC12 | Comment 12 in conference 99 |
| C10CC20L10 | Starting at line 10 to end |
| C10CC20T | Text only |
| C10CC20H | Heading only |
| M12345 | Message number 12345 |
| N123NP9 | Page 9 in notebook 123 |
| N100NP25L3-7T | Line range in text only of notebook |
| SA1 | Storage Area 1 |
| SA2L3-5 | Line range in SA2 |
| SP.6 | Scratchpad starting at line 6 |
| /USER/101/X | Index system file |
| /TEST/NAME.H | Descriptive heading on file |

4.3 APPENDIX C SPECIAL SYSTEMS

These are the commands to access some of the special subsystems on EIES. Note that these systems may or may not be supported by the regular EIES staff; some are experimental and others (such as some games) were added by individuals no longer supporting them. If you have any problems using any of these special systems, you should report them to HELP (110) if someone else is not designated as responsible. For more information, enter ?WORD where "word" is the name of the special subsystem.

+CHIMO The EIES newsletter containing news of interest to members. It is possible to obtain back issues and an index of news items. Enter ?+CHIMO for a short list of CHIMO commands; or enter ?CHIMO for a longer explanation.

+TOPICS A special system to allow large groups to exchange and handle large numbers of inquiries and responses about diverse topics. For policy information about the limited and conditional support to set up a Topics exchange, enter ?TOPICS ACCESS. For documentation, enter ?TOPICS.

+GAMES A collection of games.

+QUIZKID Games and lessons for young children. Enter ?+QUIZKID for information on playing or composing these games.

+INTERESTS A system to allow people to form ad hoc groups around special interests and to convey messages to all members of an 'interest' group by addressing the message to the key word or phrase representing the interest. Enter +INTERESTS and a (CR) in response to INTEREST CHOICE? if you are in short mode (menus suppressed).

+SURVEY A system to allow the composition of surveys, questionnaires, and tests which are completed interactively on EIES.

4.4 APPENDIX D NETWORKS

4.4.1 DATAPAC

To use Datapac to access EIES, dial the Datapac number to get the beep and place the phone in the modem.

Enter .(CR) for 300 baud service or ..(CR) for 1200 baud. Datapac will then respond as Telenet does, telling you where you are connected to Datapac and some other semi-useful information. Next enter a special command to enable the line cancel command:
SET 119:24

Enter a Datapac call request command as follows:
1311020100025(CR)

4.4.2 GTE TELENET

CONNECTING TO EIES

The following procedure is only for users connecting to EIES via Telenet.

Rather than using long distance telephone lines to connect to its computer, EIES uses a less expensive high-speed system called Telenet, which carries digital data by collecting "packets" of information and sending them to their addresses.

Telenet is offered through local phone numbers in many U.S. cities and some foreign countries. Find your closest phone number from your Telenet booklet. If it will cost more than \$25/hour to call this number, contact your group leader or send a message to the SYSTEM MONITOR (100) to subscribe to EIES WATS service.

Dial the closest Telenet number to get connected to the Telenet network. You will hear a high-pitched continuous tone or whistle. Place the telephone receiver securely in the terminal cups or the acoustic coupler box. Your terminal should be marked to indicate which cup to use for the cord end of the receiver. Your terminal may also signal when it makes a good connection with Telenet by lighting a signal

light (usually marked "On Line") on the terminal or the acoustic coupler. If the light doesn't come on, try redialing.

If you have a Dataphone, simply press the "data" button to connect to Telenet after dialing the number, and then hang up the receiver..

Now, press the RETURN key twice:
(CR)(CR)

Telenet should identify itself by printing TELENET. If you're using an IBM terminal or a non-standard terminal, check with the Telenet Customer Service for the correct procedure to use in place of (CR)(CR)

Telenet will next ask for any special terminal code by giving you:

TERMINAL=

If your terminal has a special code enter it now. Otherwise, just enter a (CR).

Telenet will respond with an "at" sign (@) which is asking for the coded address of the system to which you want to connect. Enter:

C 201 25

You will be told:

201 25 CONNECTED
WELCOME
NAME OR #?

However, you may get a trouble notice instead:

- a) That EIES is not available and when to try again;
- b) That EIES is NOT OPERATING or NOT RESPONDING. This is infrequent. It is usually either for scheduled maintenance which is announced in advance, or because of a brief problem. In this case, wait a few minutes and try again.
- c) That the EIES address is BUSY, meaning that all lines are in use. This occurs rarely.

If you have trouble connecting, phone us at 201-596-EIES. If you have trouble with Telenet, call their Customer Service office: 800-336-0437.

Alternatively, if you're not using Telenet, but calling the EIES computer directly or via WATS lines (800-526-9257), just place the phone in the terminal after hearing the high-pitched tone.

You are getting duplicate letters (l1iikkee tthhiiss) and want to fix that. You must set your terminal to half duplex and tell Telenet you are operating your terminal in half duplex. Double letters happen when Telenet understands you are operating in full duplex and you are actually in half. The repeated character is Telenet typing on your printer what your keyboard sent to Telenet. (In half duplex, your keyboard controls your printer and Telenet does not need to repeat your transmission.)

The terminal setting for duplex is normally a switch or a key. See your terminal manual.

The Telenet setting for duplex is communicated at signon time. If you begin your session (after the carrier light comes on) with "carriage return carriage return" then you have said "I'm in full duplex." If you begin with "carriage return semi-colon carriage return" you are in half duplex. Having signed on, if you wish to change the setting, get Telenet's attention first. Type @ carriage return. Then type HALF or FULL as you want. Telenet will reply with another prompt (@) and you continue with EIES by typing CONTINUE (or CONT for short).

4.4.3 UNINET

Uninet supports standard ASCII terminals at full or half duplex, with or without parity, at speeds of 110, 150, 300, and 1200 BPS. The procedure for accessing EIES is:

1. Dial the nearest Uninet access number (See attached or enter ?UNINET US on EIES). The phone should answer and then provide a high pitched tone.

2. Place the receiver in the coupler or push the data button on your data set. The network responds with:
L?

Note this message may appear garbled if you are not using 300 baud.

3. Respond by entering carriage return then period then carriage return. Uninet uses this to determine your terminal speed and parity.

L? <CR>.<CR>

This message will be returned:

UNINET PAD XXXXXX PORT YY

SERVICE :

Where 'XXXXXX' is the Uninet PAD ID and 'YY' is the port ID. Please note these numbers if you have any trouble accessing EIES.

4. To access EIES enter EIE followed by carriage return. Uninet will normally echo your input (full duplex). See instructions below for changing to half duplex.

SERVICE : eie<CR>

You should receive the message:

*U001 000 CONNECTED TO 20100015

Welcome

Name or #?

At this point you may sign on to EIES. If you do not receive this message, see the list of error messages below.

If you are using a terminal which does not require padding enter the command PROF3 followed by carriage return before entering EIE:

SERVICE : prof3<CR>

SERVICE : eie<CR>

If you wish to tailor Uninet to your specific terminal you can use the SET#:# command to set a parameter before entering EIE. For more information enter ?X.3 after signing on to EIES.

One very useful set command is SET2:0 which will disable the character echo from Uninet (half duplex mode).

For example:

SERVICE : sseett22::00<CR> Uninet echoes causing
duplicate characters
SERVICE : eie<CR> Echo has been disabled

Some messages which may be produced by Uninet are:

*U001 000 CONNECTED TO 20100015

Indicates a normal connection to EIES.

*U004 XXX HOST BUSY

EIES is not available. Try again later or use another access method.

*U005 XXX NETWORK CONGESTION

Uninet is overloaded. Wait a while and try again..

*U008 XXX LOCAL PROCEDURE ERROR

Problem within Uninet. Try again immediately.

*U009 XXX REMOTE PROCEDURE ERROR

Problem with connection between EIES and Uninet.

*U011 XXX OUT OF ORDER

The connection between EIES and Uninet is not operational.

*U012 XXX DISCONNECTED AT REQUEST OF HOST

EIES disconnected you. If it occurs during a terminal session this may mean that EIES has crashed.

*U013 XXX DISCONNECTED BY HOST

Indicates that EIES has abnormally disconnected you. (Sometimes this occurs due to a failure within Uninet.)

*U020 XXX POSSIBLE DATA LOSS, PAD

Uninet is overloaded and may have lost data for your connection.

*U021 XXX POSSIBLE DATA LOSS, LPE

Problem within Uninet.

*U022 XXX POSSIBLE DATA LOSS, NETWORK

Problem within Uninet.

*U023 XXX POSSIBLE DATA LOSS, RPE

EIES detected a problem with your connection and caused it to be reset, with possible data loss.

*U030 000 PAD COMMAND ERROR

You have entered an invalid command for Uninet. (Enter EIE to connect to EIES.)

*U033 000 ROUTE UNAVAILABLE

You cannot connect to EIES because the phone lines within Uninet are down.

Report problems to Uninet Customer Service at (800)-821-5340. Give the Uninet PAD and PORT numbers when you report the problem.

If you wish a complete current list of Uninet phone numbers use the NNI command. An example follows:

SERVICE : nni<CR>

*U001 000 CONNECTED TO 41200005

[ENTER YOUR 3 CHAR HOST CODE - ?]

* eie<CR>

You will be given a list of options to retrieve phone numbers by city, state, or area code.

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