

Newton

CompuServe Mail  
Software for Newton 2.0  
User's Manual



# C O N T E N T S

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## **Preparing to send and receive mail 1**

- Entering your CompuServe account information 2
  - Adding your account information for the first time 2
  - Revising your existing account information 3
- Setting CompuServe preferences 4
- Adding or changing the network or access number 7
- Obtaining access numbers 9
- Adding a dialing prefix or credit card number 10
  - Using the same credit card information and dialing prefix more than once 10
  - Adding a prefix or credit card number temporarily 12

## **Sending mail 13**

- Mailing items in the Out Box 15

## **Receiving and reading mail 17**

- Downloading mail 18
- Browsing mail 18
- To put an item away 19
- To log an item 20
- To reply to an item 20
- To forward an item 21

## **Getting information about your mail 22**

## **Accessing on-screen help 23**

## **Troubleshooting 25**

## **Contacting CompuServe 29**

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You can use the CompuServe Mail software for Newton 2.0 to send and receive electronic mail, or e-mail. You can mail text messages and other items from the Notepad, Name File, Date Book, and Calls.

**Note:** You can only send text-based messages using CompuServe Mail for Newton 2.0. You cannot send or receive attachments, electronic ink, shapes, or sketches.

## Preparing to send and receive mail





Before you begin, you need the following:

- A Newton-compatible modem and the cables required to connect it to the telephone line and to your MessagePad (see the documentation that came with your modem for more information).

**Note:** The MessagePad does not have to be connected to a modem when you choose to send an item. Items to be mailed later are stored in the Out Box until you decide to mail them.


- A standard analog phone line. See the documentation that came with your modem for more information.
- Your CompuServe account. To get help signing up to CompuServe, call 1-800-336-6823.

Make sure you've done the following:

- Set the Modem preferences in Prefs  or the In Box .
- Entered an owner and a worksite in Owner Info . This information is used in your return address.
- Set your location in Time Zones .

For more information on the topics above, see the handbook that came with your MessagePad.

You'll also need to:

- Enter your CompuServe account information in your owner card in Owner Info .
- Set the CompuServe preferences.

## **Entering your CompuServe account information**



The first time you use the CompuServe Mail for Newton 2.0 software, you need to enter your CompuServe account information in your owner card. After that, you won't need to change this information, unless you change your CompuServe account name or password.


**Note:** If you use more than one e-mail account, it's best to create an owner card for each account.



### **Adding your account information for the first time**

When you use the CompuServe Mail for Newton 2.0 software for the first time, you must enter your CompuServe account name and password into your MessagePad.

To do this, follow these steps:


- 1** Tap Extras  to open the Extras Drawer, then tap Owner Info .
- 2** In the slip that appears, tap the owner's name that corresponds to the CompuServe account you want to use.

*If you have not already added an owner card, tap New and in the list that appears tap Owner. In the slip that appears, enter the appropriate information for the owner. When you are finished, tap  to close the slip, then tap the new owner name.*



- 3** Tap Add and in the list that appears, tap E-Mail.
- 4** In the slip that appears, tap the diamond  and in the list that appears, tap CompuServe.
- 5** Enter your account name.
- 6** Tap Set E-Mail Password.
- 7** Enter your password, then tap Set.  
A slip appears asking if you want to set your password.
- 8** Tap OK.
- 9** Tap  to close the slip.


Your CompuServe account name now appears in your owner card (in the All Info view).

### **Revising your existing account information**

If you change your CompuServe account name or password, you must also change it in Owner Info .




To do this, follow these steps:

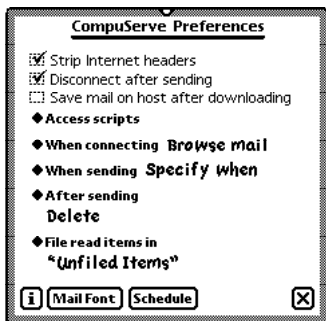
- 1** Tap Extras  to open the Extras Drawer, then tap Owner Info .
- 2** In the slip that appears, tap the owner's name that corresponds to the CompuServe account you want to change.
- 3** Tap Show and in the list that appears, tap All Info.
- 4** Tap the CompuServe account you want to change.
- 5** In the slip that appears, scrub the existing account name and enter the revised account name.

- 6 Tap Set E-Mail Password.
- 7 Enter your new password, then tap Set.  
A slip appears asking if you want to set your password.
- 8 Tap OK.
- 9 Tap  to close the slip.

## Setting CompuServe preferences

You can set various preferences that are best for you when you use CompuServe.

- 1 Tap Extras  to open the Extras Drawer, then tap In Box .
- 2 Tap the Information button  and in the list that appears, tap CompuServe Prefs.
- 3 In the slip that appears, select the desired settings.



- Tap a checkbox next to an item to do any of the following:
  - strip Internet headers* from e-mail addresses (from persons who sent you mail using the Internet)
  - disconnect from CompuServe* automatically after you send e-mail (this is only relevant when downloading mail)
  - save your mail on CompuServe* after downloading it to your MessagePad
- Tap “◆ Access scripts” to add, change, or delete a network access script.

**Note:** Access scripts for CompuServe, Sprint, and most other networks are built-in and cannot be changed or deleted.

*To add a new script*, tap New in the list that appears. In the slip that appears, enter the appropriate information, then tap ☒ to close the slip.

*To change an access script* that you already added, tap the script name in the list that appears. A slip appears. Scrub any information you need to change, then enter the new information. When you are finished, tap ☒.

*To delete an access script* you added earlier, tap the script name in the list that appears. In the slip that appears, tap Delete Script.

- Tap “◆ When connecting” and in the list that appears, choose to browse or download your mail. “Browse mail” is the default. In this mode, when you are connected to CompuServe, you’ll see titles of your mail messages; the status of these messages is Remote. To then read an item, you tap it. If you select “Download mail” as your preference, your mail is downloaded automatically when you connect to CompuServe. The status of these messages is New.

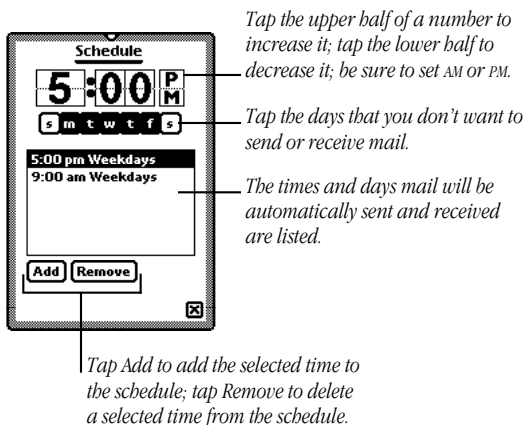



- Tap “◆ When sending” and in the list that appears, tap “Send now,” “Send later,” or “Specify when.” “Specify when” is the default and it gives you a choice of Now or Later when you tap Mail in the routing slip. “Send now” mails the item right away. “Send later” places the item in the Out Box until you decide to mail it at a later time.
- Tap “◆ After sending” and in the list that appears, choose to File, Log, or Delete (the default) an item after you mail it. If you choose to file or log an item, a slip appears. Tap the name of the folder where you want to file or log the item, then tap Set.
- Tap “◆ File read items in” and in the slip that appears, tap the name of the folder you want to file read items in, then tap Set. To create a new folder, tap New and in the slip that appears, enter the new folder name. To edit an existing folder, tap the name of the folder, then tap Edit Folder. Scrub the existing name and enter the new name, then tap all ☒’s to return to the CompuServe Preferences slip.
- Tap Mail Font to change the font style when you view your mail. This changes the font for all mail systems you are using. Tap Font, Size, or Style and in the list that appears, tap your choice. If you file or log an item, it remains in the style you chose. When you are finished, tap ☒ to close the slip.




- Tap Schedule to select when you want to automatically send and receive CompuServe mail.



**Important** You must have a Newton-compatible modem connected to your MessagePad on the scheduled times and days to send or receive mail.



- 4** When you are finished, tap  to close the slip.

### **Adding or changing the network or access number**

You can add or change the network and access number you use in the worksite card in Owner Info . You can only have one access number for each worksite.

- 1** Tap Extras  to open the Extras Drawer, then tap Owner Info .
- 2** In the slip that appears, tap the worksite that you want to change information in.
- 3** Tap Show and in the list that appears, tap All Info.

**4** Do one of the following:

- To add an access number, tap Add and in the list that appears, tap CompuServe Number.
- To change the access number that is already entered or change the network you're using, tap the CompuServe information.

**Owner Info** **Worksite**

**Work**

- Dialing Prefix: None
- Area Code: 408
- City: Cupertino
- Country: USA
- No Printer
- CompuServe Phone: 727-8113 [14400]
- CompuServe Network: CIS

**i** **+Pete** **+Add** **+Show** **☑** **✕**

*Tap either of these to change the network or access number.*

**5** In the slip that appears, enter the appropriate information, then tap **✕** to close the slip.

*Tap here to change the network; in the list that appears, tap your choice.*

**Work CompuServe Number**

◆ **Network** **CIS**

**Access Number** **727-8113**

◆ **Baud Rate** **14400**

1	ABC	DEF	x	del
GHI	JKL	MNO	(	)
4	5	6	/	.
PRS	TUV	WXY	,	.
7	8	9	-	+
*	0	#	-	+

**A** **←** **→** **✕**

*To change the access number, scrub the existing number.*

*Tap a new access number using the keypad.*

**Note:** You typically don't need to change the baud rate; the modem will send information at the fastest possible speed. If you run into problems (a busy signal, for instance), you can change the baud rate to see if that helps.

### **Obtaining access numbers**

To find your local access number worldwide, contact the CompuServe office nearest you, or call 1-800-63LOCAL (1-800-635-6225).

- *United States and Canada:* 1-800-848-8990
- *Argentina:* 01-345-3817
- *Australia:* 008-025-240
- *Chile:* 02-696-8807
- *France:* 36-63-81-31
- *Germany:* 0130-86-4643
- *Hong Kong:* 2599-2722
- *Hungary:* 135-6493
- *Israel:* 03-6388230
- *Japan:* 0120-22-1200
- *Mexico:* 05-629-8191
- *New Zealand:* 0800-446-113
- *South Africa:* 012-841-2530
- *South Korea:* 080-022-7400
- *Taiwan:* 080-251-009
- *United Kingdom:* 0800-289-458
- *Venezuela:* 02-793-2984



**Note:** If you have Macintosh or Windows CompuServe software on your desktop computer, you can start the application and type GO PHONES.

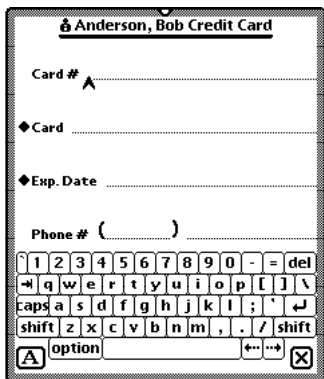
## Adding a dialing prefix or credit card number

You can add a prefix or credit card number to the dialing information. If you want to add this information temporarily only, see the instructions “Adding a Prefix or Credit Card Number Temporarily.”


### Using the same credit card information and dialing prefix more than once

To use the same credit card (calling card) number all the time, follow these steps:

- 1 Tap Extras  to open the Extras Drawer, then tap Owner Info .
- 2 In the slip that appears, tap an owner name.
- 3 Tap Add and in the list that appears, tap Credit Card.
- 4 In the slip that appears, enter the appropriate information.



**Anderson, Bob Credit Card**

Card # 

◆ Card

◆ Exp. Date




Phone # ( )


1 2 3 4 5 6 7 8 9 0 - = del

← q w e r t y u i o p [ ] \




caps a s d f g h j k l ; ' ↵

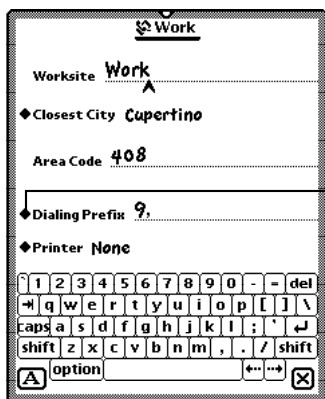
shift z x c v b n m , . / shift

 option  

- 5 When you are finished, tap all 's to close the slips.

To use the same dialing prefix all the time, follow these steps:

- 1 Tap Extras  to open the Extras Drawer, then tap Owner Info .
- 2 In the slip that appears, tap a worksite.
- 3 Tap “Dialing prefix” and in the slip that appears, tap .




The screenshot shows a form titled "Work" with the following fields and values:

- Worksite: **Work**
- Closest City: **Cupertino**
- Area Code: **408**
- Dialing Prefix: **9,**
- Printer: **None**

Below the fields is a keyboard with the following layout:

~	1	2	3	4	5	6	7	8	9	0	-	=	del
⇐	q	w	e	r	t	y	u	i	o	p	[	]	\
caps	a	s	d	f	g	h	j	k	l	:	'	↵	
shift	z	x	c	v	b	n	m	,	.	/	shift		
A	option										⇐	⇒	✕

*Tap here to add a dialing prefix; it is automatically added before the access number.*

- 4 In the list that appears, tap the prefix you want to use.
- 5 When you are finished, tap all 's to close the slips.


## Adding a prefix or credit card number temporarily

When you are sending or receiving mail, follow these steps:

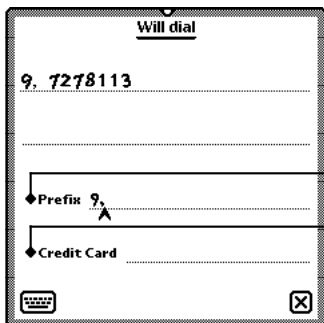
- 1 In the Send mail slip or Receive mail slip, tap  Assist.



*Tap here to add a dialing prefix or credit card number.*

- 2 In the slip that appears, enter or change the necessary information, then tap  to close the slip.

**Note:** This information is not saved. The next time you want to send mail with a dialing prefix or credit card number, you must enter it again.



*Tap here to add a dialing prefix; it is automatically added before the access number.*

*Tap here to add a credit card number; it is automatically added after the access number.*


- 3 Tap Connect to send or receive mail using the new information.

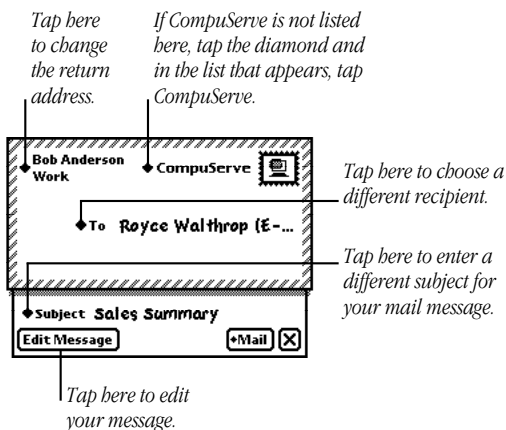
## Sending mail

You can send text-based messages using CompuServe Mail for Newton 2.0. You cannot send attachments, electronic ink, shapes, or sketches. You can send mail to up to fifty addressees (these can be a combination of group and individual addresses).

**Note:** When you send a large message (more than 5 kilobytes (K)), the message is broken up into several smaller messages before it's sent.

To send mail, follow these steps:

- 1 Go to the item you want to send.
- 2 Tap the Routing button  and in the list that appears, tap Mail.
- 3 In the routing slip that appears, enter the appropriate information.

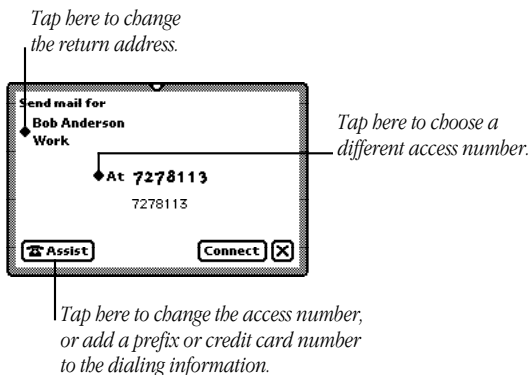




**Note:** If you are sending mail to another CompuServe account you must replace the comma in the recipient's account ID with a period. For example, to send a message to 71154,3555@compuserve.com, change the mail account to 71154.3555@compuserve.com.

To change the comma, tap “◆ To”, and in the list that appears tap Other Names. Tap the e-mail account for the recipient, and in the list that appears, tap New Address. In the slip that appears, tap E-Mail and in the list that appears, tap CompuServe. Enter the account ID using a period, tap ☐ to close the slip, then tap ☐ to close the Name File.

- 4 Tap Mail and in the list that appears, tap Now to send the mail right away or tap Later to send the mail at a later time. (If you tap Later, the mail is sent to the Out Box and stays there until you decide to send it.)
- 5 If you tapped Now to send the mail immediately, the Send mail slip appears. Change any information, if necessary.



- 6 Tap Connect.

A slip appears showing you the status of the connection.



## 7 If you want, disconnect from CompuServe.

You can set your preferences to disconnect you automatically from CompuServe after you send mail if you chose to browse your mail. (See the earlier section on “Setting CompuServe Preferences” for more information.) If you don’t have this preference set, a slip appears after all items are sent. Tap Disconnect.

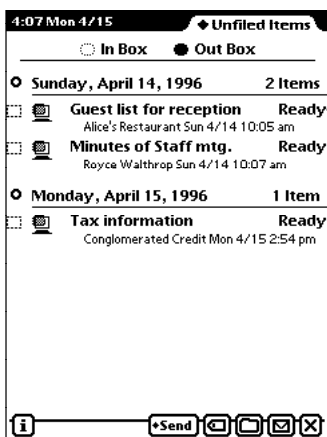
### Mailing items in the Out Box

Items are stored in the Out Box when you choose not to mail them right away. This is useful when you want to send items all at one time or on a specific schedule.

To send mail in the Out Box, follow these instructions:




- 1 Tap Extras  to open the Extras Drawer, then tap Out Box .

A list of items appears. Items that are ready to send have the status Ready; items that require more information have the status Pending (for example, if you chose to reply to a message but haven’t yet entered your reply).





Mail that is ready to send has the status “Ready.”

- 2 If you need to readdress an item, tap it.

In the slip that appears, tap the Tag button , then tap  Readdress. The mail slip appears. Tap the diamond  next to the information you need to change, then change it. Tap  when you are finished.

- 3 If you need to add or change information in the item, tap it.

In the slip that appears, change the information. You can scrub information or tap the Keyboard button  to use the on-screen keyboard. When you are finished, tap  to close the slip.

- 4 Tap the checkbox next to each item you want to mail.


- 5 Tap Send and in the list that appears, tap CompuServe.

- 6 If you need to change the access number, network, dialing prefix, or calling card number, see the earlier sections “Adding or Changing the Network or Access Number” or “Adding a Dialing Prefix or Credit Card Number.”

- 7 Tap Connect.

A slip appears showing you the status of the connection.

**Note:** You can choose to file, log, or delete items once you mail them. See the earlier section on “Setting CompuServe Preferences” for more information.

- 8 If necessary, tap  to disconnect from CompuServe.

You can set your preferences to automatically disconnect after sending. For more information, see the earlier section “Setting CompuServe Preferences.”



## Receiving and reading mail

You can receive mail using the CompuServe Mail for Newton 2.0 software. You cannot receive attachments, electronic ink, shapes, or sketches. When you set your CompuServe preferences, you must choose to automatically download or browse your mail when you connect.

- If you choose to download your mail, you connect to CompuServe, download your mail, disconnect from CompuServe, then read the items off-line.
- If you choose to browse your mail, you connect to CompuServe and read your mail directly, while you are still connected.

**Note:** When someone sends you a message larger than 5 kilobytes (K), the message is broken up into several messages. The messages have the notation “1/1,” “1/2,” and so on, indicating that they are parts of one message.

To read your mail, follow these steps:

- 1 Tap Extras  to open the Extras Drawer, then tap In Box .
- 2 Tap Receive and in the list that appears, tap CompuServe.
- 3 In the slip that appears, change or enter the appropriate information.

*Tap here to change the receiving address.*



#### 4 Tap Connect.

A slip appears showing you the status of the connection.

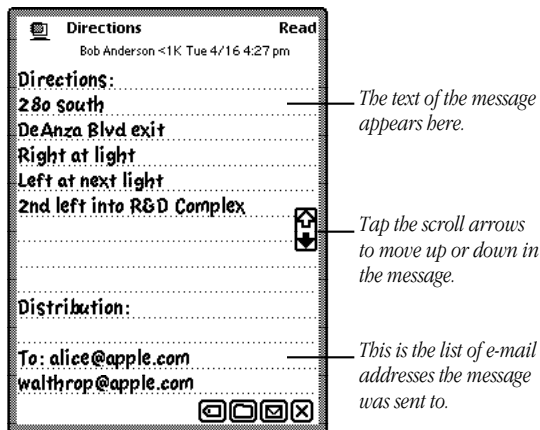
#### Downloading mail


If you chose to download mail in the CompuServe preferences, all unread items appear the In Box, with the status New. Tap an item to read it.

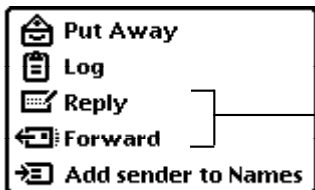
#### Browsing mail

If you chose to browse mail in the CompuServe preferences, items appear in the In Box with the status Remote. Tap an item to download it. When downloading is finished, the text of the message appears. You must download an item in order to see the entire message before you disconnect from CompuServe. The blinking star at the top of the screen reminds you that you are still connected.

Below is an example of a mail message. The status of the item changes to Read once you view it.



- 5 If you want to route the item, tap the Tag button  and in the list that appears, tap your option.



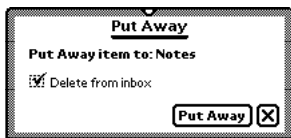
*You must have a Newton-compatible modem connected to your MessagePad to do either of these right away.*

- *Put Away*—places the item in the “Unfiled Items” folder of the Notepad
- *Log*—logs the item and deletes the original message from the In Box
- *Reply*—allows you to reply to the addressee; you can add selected text to the reply
- *Forward*—lets you forward the item to other addressees
- *Add sender to Names*—adds the sender’s name and e-mail information to your Name File

**Note:** In the CompuServe preferences you can choose to file items that you’ve read into a folder. See the earlier section “Setting CompuServe Preferences” for more information.

### To put an item away

*Tap Put Away.* A slip appears. If you like, tap the checkbox next to “Delete from In Box” to delete the item from the In Box. Tap Put Away.



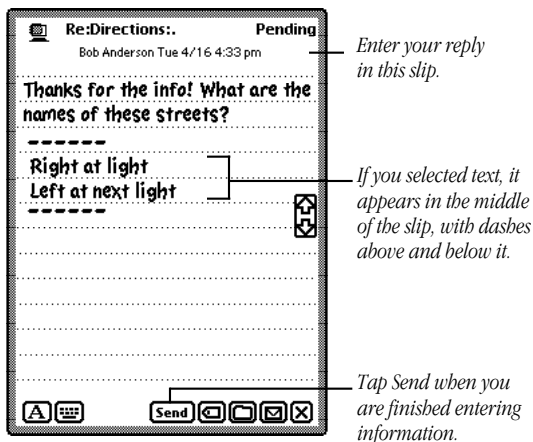
## To log an item

**Tap Log.** A message appears telling you that the item will be logged and the original item will be deleted. Tap OK, then tap ☒ to close the message slip. The status of the item in the In Box changes to Logged.

## To reply to an item

If you want to select text from the original message to put in the reply, place the pen on or near the text until a heavy mark appears. Then draw the mark over the desired text. The selected text is then highlighted.

**Tap Reply.** In the slip that appears, enter your message. If you selected text from the original message, it appears set off with dotted lines; you can enter your information above or below these dotted lines.



When you are finished entering your reply, tap Send and in the mail slip that appears, enter the appropriate information. (The addressee is already entered.) Tap Mail and in the list that appears, tap Now or Later.

## To forward an item

*Tap Forward.* A slip appears with the original message underlined. Add to the message if you like.

*The original message appears set off by two dashed lines.*

*You can add to the message if you want, either above or below the original message.*

Tap Send and in the mail slip that appears, enter the addressee and any other appropriate information. When you are finished, tap Mail and in the list that appears, tap Now or Later.



- 6 If you want, disconnect from CompuServe by doing one of the following:
- Tap ☒. A slip appears asking if you want to disconnect. Tap OK.
  - If the blinking star appears at the top of the screen (you are browsing your mail and are still connected), tap it. In the list that appears, tap CompuServe. Tap Disconnect.

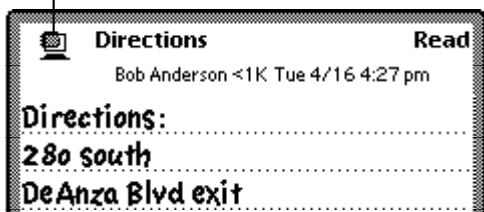
*This is what the  
blinking star looks like.*



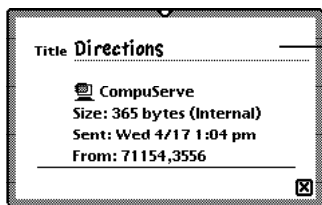
## Getting information about your mail

You can get more information about mail messages by tapping the CompuServe icon at the top of each message.

*Tap the CompuServe icon to  
see the Title slip for a message.*



The Title slip shows the title of the message, what mail service was used, the size of the message, and the time and date it was sent. If you sent this message, the addressees are also listed. You can scrub the title and enter a new one, if you like.







*This is an example of a Title slip.*

## Accessing on-screen help

If you need help with basic tasks while using CompuServe Mail for Newton 2.0, you can use the on-screen help.

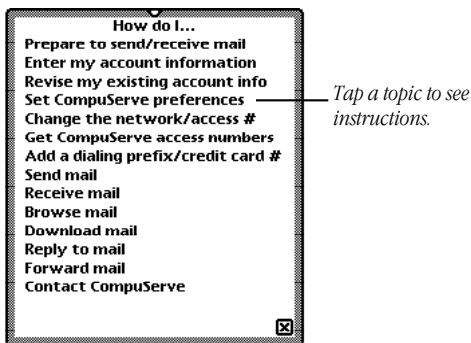
To access help, follow these steps:

- 1 Tap Extras  to open the Extras Drawer, then tap In Box  or Out Box .
- 2 Tap the Information button  and in the list that appears, tap CompuServe Prefs.

The CompuServe Preferences slip appears.


- 3** Tap the Information button  again, then tap Help.

The CompuServe help screen appears.









- 4** Tap a topic to see it.

The information on that topic is shown.

- 5** When you are finished viewing information, tap Topics to go back to the list of topics, or tap  to leave the on-screen help.

## Troubleshooting

### **A message appears saying my modem is not responding or no modem is connected.**

- Disconnect your modem from the telephone line, then reconnect it. Send or receive your mail again.
- Make sure you selected the correct modem in Modem preferences. To access Modem Prefs, tap Extras , then tap In Box , Out Box , or Prefs . If you tapped the In Box or Out Box, tap the Information button  and in the list that appears, tap Modem Prefs. If you tapped Prefs, in the slip that appears, tap Modem. Tap “◆ Modem setup” and in the list that appears, tap the modem you are using. Tap all ’s to close the slips.
- Do a soft reset. Remove the battery cover on the back of the MessagePad. Using a ballpoint pen, press the Reset button (inside the battery compartment) for two seconds. Your MessagePad will restart itself. Check the time; your MessagePad may lose some time when you press Reset.

### **A message appears saying that the host is not responding, I must reconnect, or the MessagePad is unable to connect.**

- Try again to connect or reconnect to CompuServe.
- Try using a different access number. To find your local access number, see the section “Obtaining Access Numbers.” To enter a different access number in your MessagePad, see the section “Adding or Changing the Network or Access Number.”
- Contact the CompuServe customer service line at 1-800-848-8990 or 1-614-457-8650.

### **I got disconnected from CompuServe.**

- You may have selected more than one downloaded message in the In Box to reply to or forward to. Try replying to or forwarding one message at a time.
- CompuServe automatically disconnects you if there is no activity for more than fifteen minutes.

### **It takes a long time for the connection slip to appear.**







You may be sending mail to a large number of addressees or you've sent mail in the past to a large number of addressees. In either case, the MessagePad reads through the list of addressees, which takes some time. To delete this list from the mail routing slip, you need to do a hard reset. For more information on resetting your MessagePad or restoring information from a card, see the handbook that came with your MessagePad.

### **I don't know what my local access number is.**

To find your local access number worldwide, do one of the following:

- Call 1-800-63LOCAL (1-800-635-6225) to use CompuServe's automated system.
- Contact CompuServe customer support at 1-800-848-8990.
- If you have Macintosh or Windows CompuServe software on your desktop computer, you can start the application and type GO PHONES.

**I can't seem to dial unless there's a dial tone.**

You can dial without waiting for a dial tone, but the “Require dial tone” checkbox must be blank (not checked) within the Modem preferences. To access Modem Prefs, tap Extras , then tap In Box , Out Box , or Prefs . If you tapped the In Box or Out Box, tap the Information button  and in the list that appears, tap Modem Prefs. If you tapped Prefs, in the slip that appears, tap Modem. In the Modem slip, make sure the checkbox next to “Require dial tone” is blank. Tap all 's to close the slips.

**I can't send mail to another CompuServe account**

To send mail to another CompuServe account you must replace the comma in the recipient's account ID with a period. For example, to send a message to 71154,3555@compuserve.com, change the mail account to 71154.3555@compuserve.com.

**I entered a dialing prefix or my calling card number when I sent or received mail and it doesn't show up any more.**

If you want to use a dialing prefix or calling card number every time you access CompuServe, see the section “Using the Same Credit Card Information and Dialing Prefix More than Once.”

**A message appears saying that sending is complete but no items were sent.**

You may have tried to send more than one item at the same time or you tried to send other items while the modem was connecting (while another item was being sent). Wait until the send process is complete before sending more mail.

**I'm downloading my mail and a message appears saying that there is not enough space on the default store.**

- Try deleting messages from the In Box, applications you installed, or information you don't need or no longer use.
- Insert a storage card. To do this, insert the card and push the locking tab to the lock position. A card slip appears. Tap the checkbox next to "Save new info and packages on this card." Tap ☒ to close the slip. Your mail will now be stored on the card.
- Make sure you are using the correct local access number. Call 1-800-63LOCAL (1-800-635-6225) to use CompuServe's automated system to get local access numbers worldwide.



**I can't read all of the title information for a message.**

Try reading your mail in landscape mode. To do this, tap Extras, then tap Rotate. Tap ☒ to close the Extras Drawer.

**I received a message that is full of random characters.**

Someone probably sent you mail and included an attachment. The attachment is sent as a BinHex file that may appear as random characters. To receive the attachment properly, try downloading the message using your desktop computer.

### **I can't beam mail that's in the In Box.**

You need to put away the mail into the Notepad. With the In Box or Out Box open, tap the checkbox next to the items you want to beam. Tap the Tag button  and in the list that appears, tap Put Away. In the slip that appears, tap Put Away. Go to the item in the Notepad you want to beam. Tap the Routing button  and in the list that appears, tap Beam.

## **Contacting CompuServe**

If you experience problems using CompuServe, contact the CompuServe office nearest you or call one of these numbers:

- To get help signing up to CompuServe, call 1-800-336-6823.
- If you have a CompuServe account and need technical support help, have billing questions, or need access numbers, call the CompuServe customer service line at 1-800-848-8990 or 1-614-457-8650.



## **The Apple Publishing System**

This Apple manual was written, edited, and produced on a desktop publishing system using Apple Macintosh computers and QuarkXPress. Technical illustrations were drawn in Adobe Illustrator; screen shots were created and modified with system software, ExposurePro, Aldus SuperPaint, and Adobe Photoshop. Proof pages were created on Apple LaserWriter printers and on Tektronix color printers. Final pages were output directly to separated film on a PostScript™-driven imagesetter.

Text type is Apple Garamond. Display type is Helvetica Black. Ornaments are custom symbols designed for Apple Computer.

PostScript, the LaserWriter page-description language, was developed by Adobe Systems Incorporated.

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