THE VIEWTRON HANDBOOK

VIEWTRON

Q U I C K   R E F E R E N C E   C A R D

CUSTOMER SERVICE CENTER

DADE 672-1344

BROWARD 527-1344

PALM BEACH 833-1344

Call the Customer Service Center for assistance in using VIEWTRON, the Sceptre terminal, or any questions about your VIEWTRON account. Hours of operation: 9:00 a.m.-9:00 p.m. daily.

STARTING A SESSION

Autodialer sign on

1. Turn TV and Sceptre control unit power ON
2. Press [1]
3. If your ID and password are programmed press [CONT] , otherwise,
4. Enter your ID then [SEND]
5. Enter your password then [SEND]

Manual sign on

1. Turn TV and Sceptre control unit power ON
2. Press [PHONE]
3. Enter the LADT number — 14404242
4. When you hear tone, press [DATA]
5. Enter the VIEWTRON number — 6747000 then [SEND]
6. Enter your ID then [SEND]
7. Enter your password then [SEND]

ENDING A SESSION

Press the power button on the Sceptre control unit to sign off.

CURSOR CONTROLS for editing messages

Hold down [CTRL] and press:

[F1]	←	cursor LEFT
[F2]	→	cursor RIGHT
[F3]	↓	cursor DOWN
[F4]	↑	cursor UP

[F5]	Insert character
[F6]	Delete character
[F7]	Insert line
[F8]	Delete line

Major Indexes	Page Number	Keyword
Viewtron Index	100	VIEWTRON
Topic Index	101	TOPIC
News Index	200	NEWS
Sports Index	280	SPORTS
Money Index	424	MONEY
Education Index	563	EDUCATION
Games Index	500	GAMES
Shopping Index	900	SHOPPING
Messages Index	800	MESSAGES
Home & Family Index	460	HOME
Entertainment Index	480	ENTERTAINMENT
Food & Dining Index	423	FOOD
Health Index	420	HEALTH
Travel Index	370	TRAVEL
Reference Index	422	BOOKS
Classifieds Index	912	CLASSIFIED

Other Important Pages	Keyword
To send a message to Customer Service	WRITE SERVICE
Viewtron hours of operation	HOURS
To check your mailbox or send a message	MAIL
To change your ID monogram	ID
To change your password	PASSWORD
To change sessions	SIGN ON
To change your Personal Magazine	MAGAZINE
To use your Calendar	CALENDAR
To use the Subscriber Directory	DIRECTORY

VIEWTRON ®

INTRODUCTION

Welcome to Viewtron,® the state of the art in a new form of communications — videotex — which combines computer technology with features from television and telecommunications. Viewtron has been designed to provide busy people with easy access to a wealth of information, services and entertainment.

After you connect the Sceptre™ Videotex Terminal to your television and telephone, please take time to review the **GETTING STARTED** section of this handbook. Although most of the operating instructions are built into Viewtron, first you'll need a few basic procedures that are explained in this section.

If you have any problems with the terminal, telephone Viewtron's Customer Service Center. The phone number is listed on the Quick Reference Card enclosed in the front pocket of this handbook, and in the **GETTING STARTED** section.

In all, this handbook consists of:

- **GETTING STARTED**
- **ID & PASSWORD**
- **SHOPPING & MESSAGES**
- **HOME BANKING**
- **MORE HELP**
- **APPENDIX**

V I E W T R O N   T O P I C S

NEWS
Top Stories,
Local News,
Weather

SPORTS
Latest Scores, News, Local Leagues

Q&A

GAMES
Trivia Quizzes, Adventure, Casino
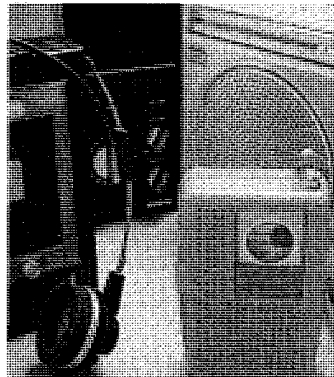
SHOPPING
Catalogs, Ordering,
Values
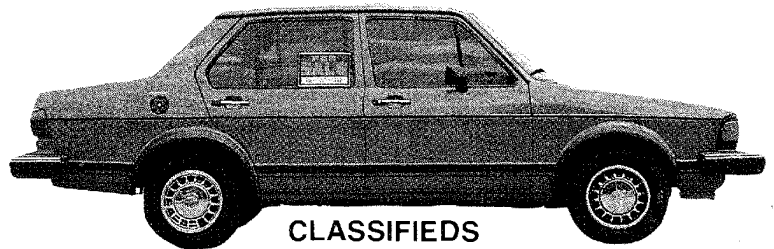
CLASSIFIEDS
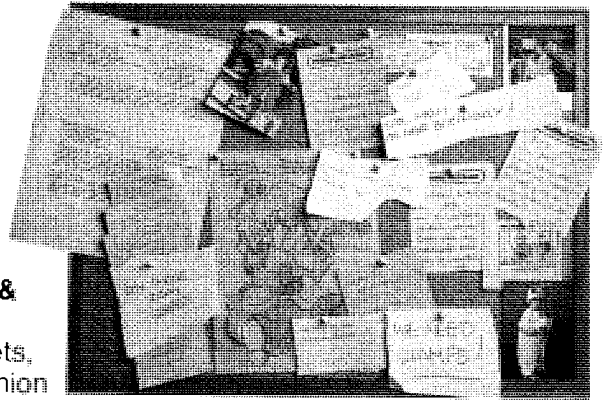Buy and Sell

MONEY
Banking, Finance, Consumer Advice

TRAVEL
Parks, Beaches,
U.S. Travel, Airlines

HOME & FAMILY
Advice, Pets,
Garden, Fashion

MESSAGES
Electronic Mail, Bulletin Board

ENTERTAIN-MENT
Reviews,
Tickets,
Best Bets

FOOD & DINING
Recipes and
Restaurants

EDUCATION
SAT Review, Spanish,
Basic and Adult Skills

HEALTH
Advice,
Fitness,
Calorie
Counter
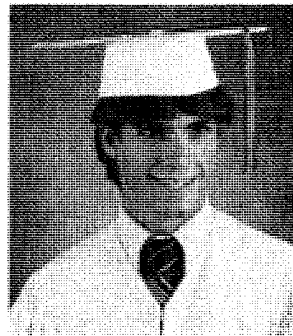
REFERENCE Book Reviews, Encyclopedia

TABLE OF

CONTENTS

GETTING STARTED
Page

ID & PASSWORD

SHOPPING & MESSAGES

HOME BANKING

MORE HELP

APPENDIX

1

GETTING
STARTED

1

GETTING
STARTED

Installing Your Terminal

The Sceptre Videotex Terminal consists of two units:
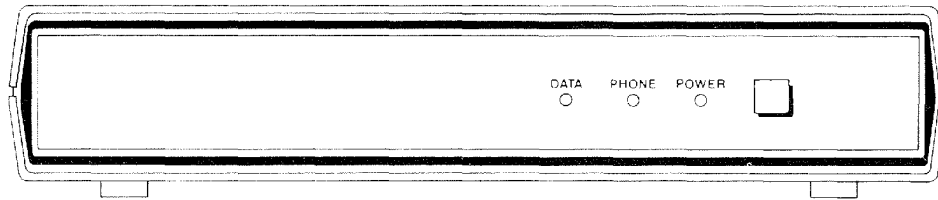
the Control Unit
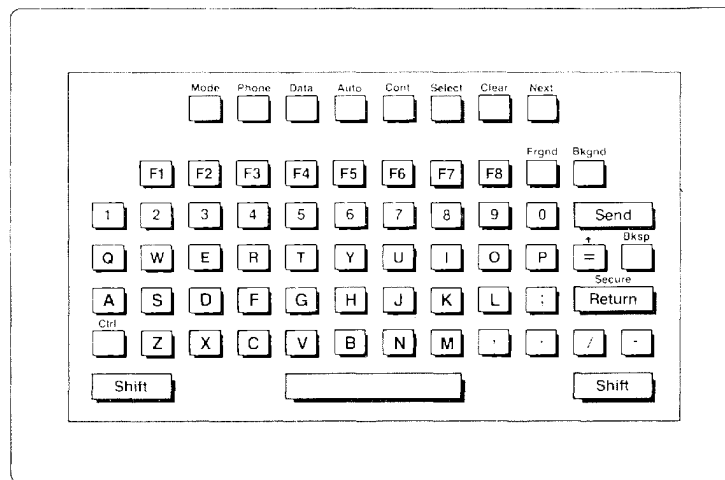
the Keypad

Before you can use your Sceptre terminal to sign on to Viewtron, you must connect the Control Unit to your television and a telephone outlet. Just follow the installation instructions packaged with your Sceptre Videotex Terminal.
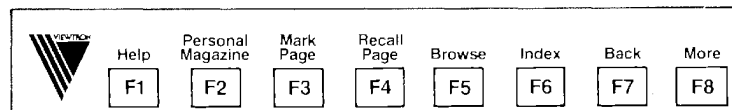
Now, find the thin plastic template packaged in the front pocket of this handbook and place it over the function keys. (It has an adhesive backing.) When placed correctly, the template should look like the picture above.

If you have any problems, telephone the Viewtron Customer Service Center at the number listed on the next page, or on the Quick Reference Card in the front pocket of the handbook.

TELEPHONING CUSTOMER SERVICE

Telephone Viewtron's Customer Service Center for answers and help regarding:

- Viewtron
- your Sceptre terminal

Customer service representatives are available by telephone from 9:00 a.m. to 9:00 p.m. daily (including weekends).

The toll-free telephone numbers for Customer Service are:

    DADE COUNTY 672-1344
    BROWARD COUNTY 527-1344
    PALM BEACH COUNTY 833-1344

Subscribers may also send messages to Customer Service through Viewtron. To do this, or to find general information about Viewtron services, prices and hours of operation, select Messages on the second page of the Topic Index. When the Messages page appears on your screen, select the Customer Service option.

You can get quickly to the page where you write and send messages to Customer Service just by typing the keyword WRITE SERVICE and pressing SEND.

Signing On to Viewtron

After connecting the Sceptre control unit to your television set and telephone outlet, here's how to sign on to your first Viewtron session:

1. Select either channel 3 or 4 on the back of the Sceptre control unit.

2. Turn the control unit on by pressing the power button.

3. Turn your television on, and select the same channel that you selected on the control unit (3 or 4).

4. Tune your television for the best possible picture, and set the volume at or slightly below normal. If you need to adjust your television picture, refer to the Sceptre Terminal Owner's Manual.

WELCOME

1 VIEWTRON
2
3
4
5
Phone Manual Dial
Mode Mode List

Press KEY for Selection

©AT&T 1983

5. You should see the Welcome page, pictured above, on your television screen. The word VIEWTRON should appear on the screen next to the number 1. Pick up your SCEPTRE keypad, and press ▓▓▓ .

6. Your Sceptre terminal has been programmed to call Viewtron automatically, so the terminal will now begin dialing a telephone number. You should hear clicks as each number appears at the top of the television screen.

NOTE: IF THE TERMINAL DOES NOT START DIALING, PLEASE READ THE INSTRUCTIONS FOR MANUAL DIALING IN THE **MORE HELP** SECTION OF THIS HANDBOOK.

7. You should now see a picture that tells you that your call has been attempted and is connected. It does not require any action by you and will only remain on the screen for a moment.

If you are unsuccessful, press ▒▒▒ to disconnect from the phone line, and try again. If this still doesn't work, call the Customer Service Center.
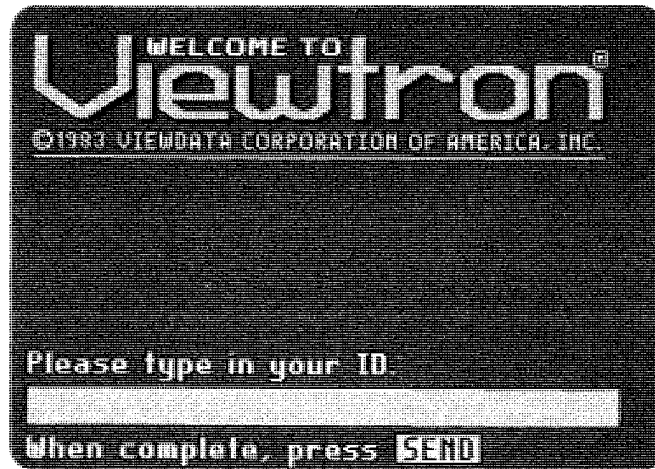
8. When you see the Welcome to Viewtron page, pictured above, you need to identify yourself with the ID and password enclosed in the envelope in the front pocket of this handbook.

9. At the bottom of the screen, Viewtron prints:

PLEASE TYPE IN YOUR ID

Type in the numbers and letters of your ID. As you press the keys, the characters of your ID will appear on the screen.

Make sure you have entered your ID correctly. If you have, press ▒▒▒ . If there's a mistake, press either ▒▒▒ or ▒▒▒ , re-enter your ID, and press ▒▒▒ .

10. Next you'll see an instruction that says:

PLEASE TYPE IN YOUR PASSWORD.

Type in the numbers and letters of your password. To ensure security, your password does not appear on the

screen. If you think you've entered your password correctly, press 【SEND】. If you think you've made a mistake, press 【CLEAR】, re-enter the password, and press 【SEND】.

NOTE:
DO NOT LOSE YOUR PASSWORD!

If you make a mistake entering your ID or password, Viewtron will ask you to try again. Viewtron does not tell you whether the mistake is in the ID, in the password, or in both. Press 【SEND】 and re-enter both your ID and password.

If you fail to enter your correct ID and password in three attempts, press 【PHONE】 to disconnect from the phone line, and try again. If you are still unable to sign on, call the Customer Service Center.

11. During your first session, you will see a page that tells you that, during your second session, you will be asked for some subscription information. (See *Entering Subscription Information* at the end of this section.) Before your second session, please review the Terms of Service, found in the front pocket of this handbook. Press 【MORE】, i.e., the F8 key, to continue.
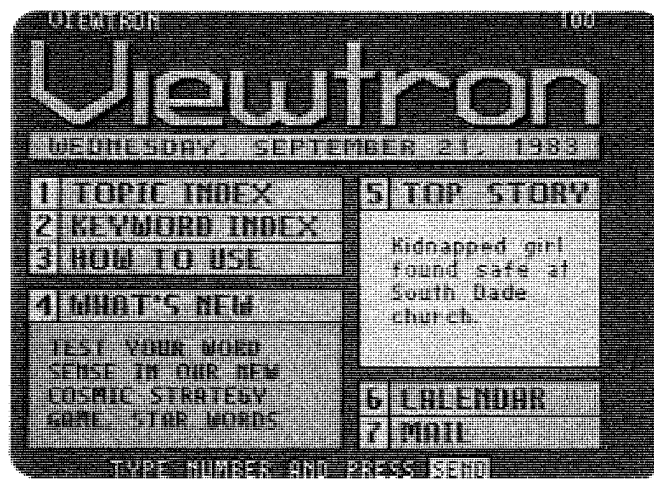
12. When you see the Viewtron page pictured above, you are ready to explore! Just type in the number of the area you wish to see first, and press 【SEND】. That's all there is to it.

Signing Off

To end a session, just press the power button on the control unit. This disconnects you from Viewtron and Southern Bell's telecommunications service.

Your Viewtron Account

Your first month of Viewtron basic service is free. However, because Viewtron service is payable in advance, you will receive an invoice from Viewdata Corporation of America during the first month.

The invoice will cover next month's basic service charge for Viewtron, and applicable charges for any other Extra Charge Services that you may have used thus far.

Viewtron prices are included on the back of the Terms of Service, found in the front pocket of this handbook. Should you have any questions relating to your Viewtron account, please telephone the Customer Service Center.

When you use Viewtron, you will also be using a telecommunications service of Southern Bell called Local Area Data Transport – LADT. Charges for this service will appear each month on your bill from Southern Bell. For more information, see *Local Area Data Transport* in the **MORE HELP** section of this handbook.

A.
VIEWTRON
INDEX

B.
TOPIC
INDEX

C.
NEWS

D.
WEATHER

E.
BOATING
FORECAST
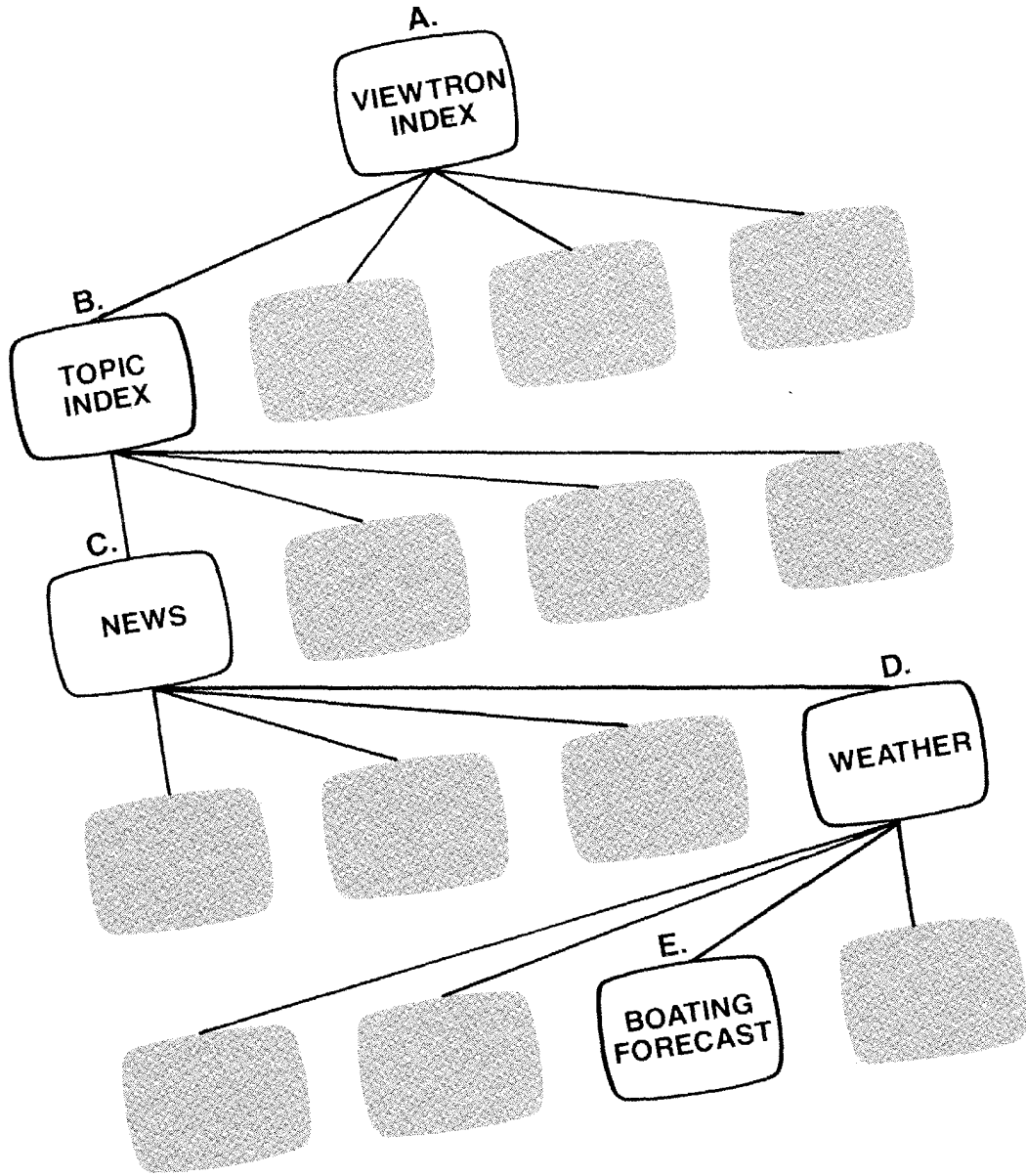
Using Indexes

GETTING AROUND IN VIEWTRON

(Navigation in a Nutshell)

Getting around in Viewtron is easy. From any point in a Viewtron session, you can use one of three different methods to get to other pages:

- Indexes
- Keywords
- Page numbers

The illustration at left shows the use of indexes, and is described below under *Using Indexes.* The illustration on page 1-12 shows the use of keywords and page numbers, and is described later in this section under *Using Keywords* and *Page Numbers.*

Using Indexes
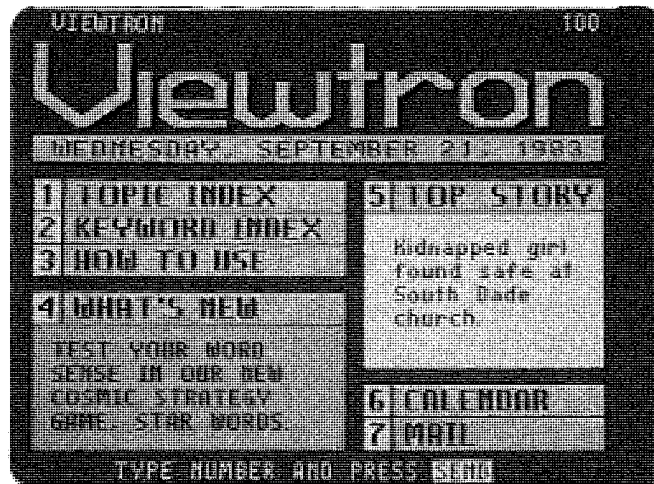
A. Let's say that you've just signed on, and are looking at the Viewtron Index page pictured above. You could choose any one of the options, the numbered choices that appear on an index page, but for the sake of discussion we'll choose the Topic Index (option number 1). Press ▨ , then press ▨ .

B. The Topic Index page pictured above lists major categories of information. Let's say that you want to know what's going on in the world, and you pick News (option 1). Press 🔲 and 🔳 .
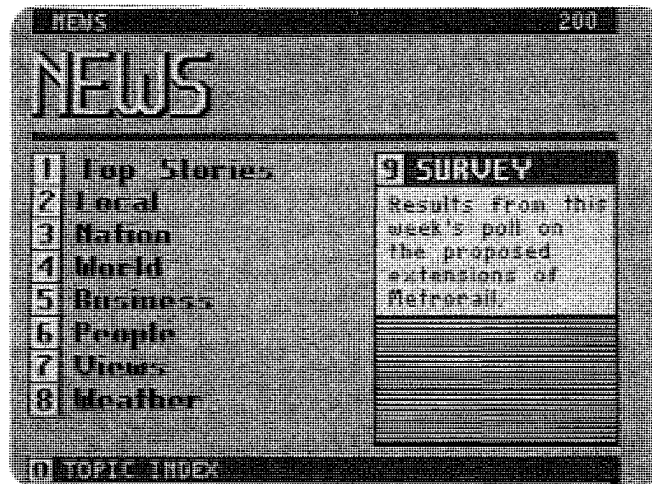
C. Now you have the News index page. Although you could choose any one of the options, let's say you select Weather (option 8). Press 🔲 and 🔳 .
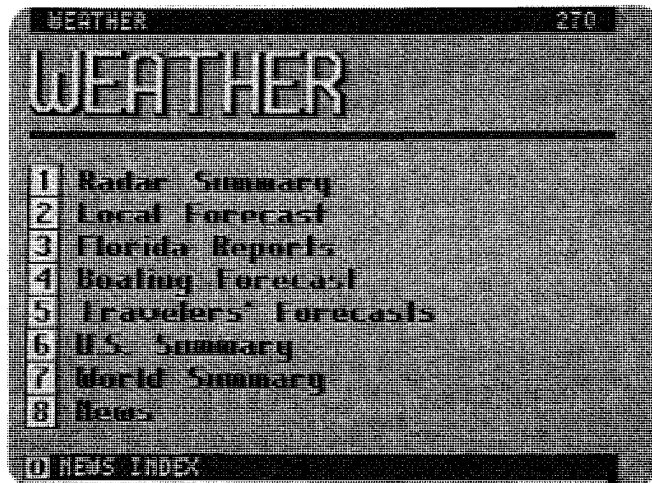
D. Is this beginning to look familiar? From here, you would select one of these options, for instance, BOATING FORE-CAST, which would give you a page of text. So, press ▓ and ▓ .
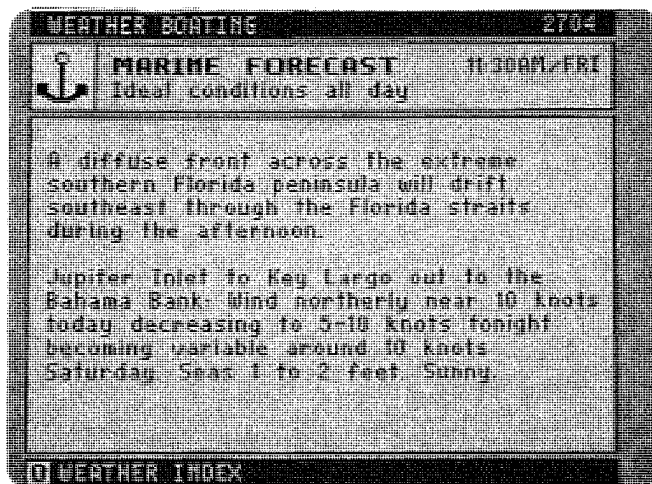
E. Here's the weather forecast for boating.

You'll note that on many pages, the bottom line of the screen has a zero (that's different from the letter O) followed by the title of a previous index page. You can return to that previous index by pressing ▓ and ▓ .

By repeating this procedure you can travel all the way back to the <u>Viewtron</u> Index, if that's what you want to do. Let's do that now, just by repeatedly pressing ▓ ▓ .

Pressing 🔲 and 🔲

    ...the 1st time brings you back to the <u>Weather</u> index.

    ...the 2nd time brings you back to the <u>News</u> index.

    ...the 3rd time brings you back to the <u>Topic</u> Index.

    ...the 4th time brings you back to the <u>Viewtron</u> index.

Now you're right back where you started.

Everything in Viewtron can be found easily by moving from one index to another. You start with a fairly broad topic, and narrow it down by going through the indexes until you find exactly what you're looking for.
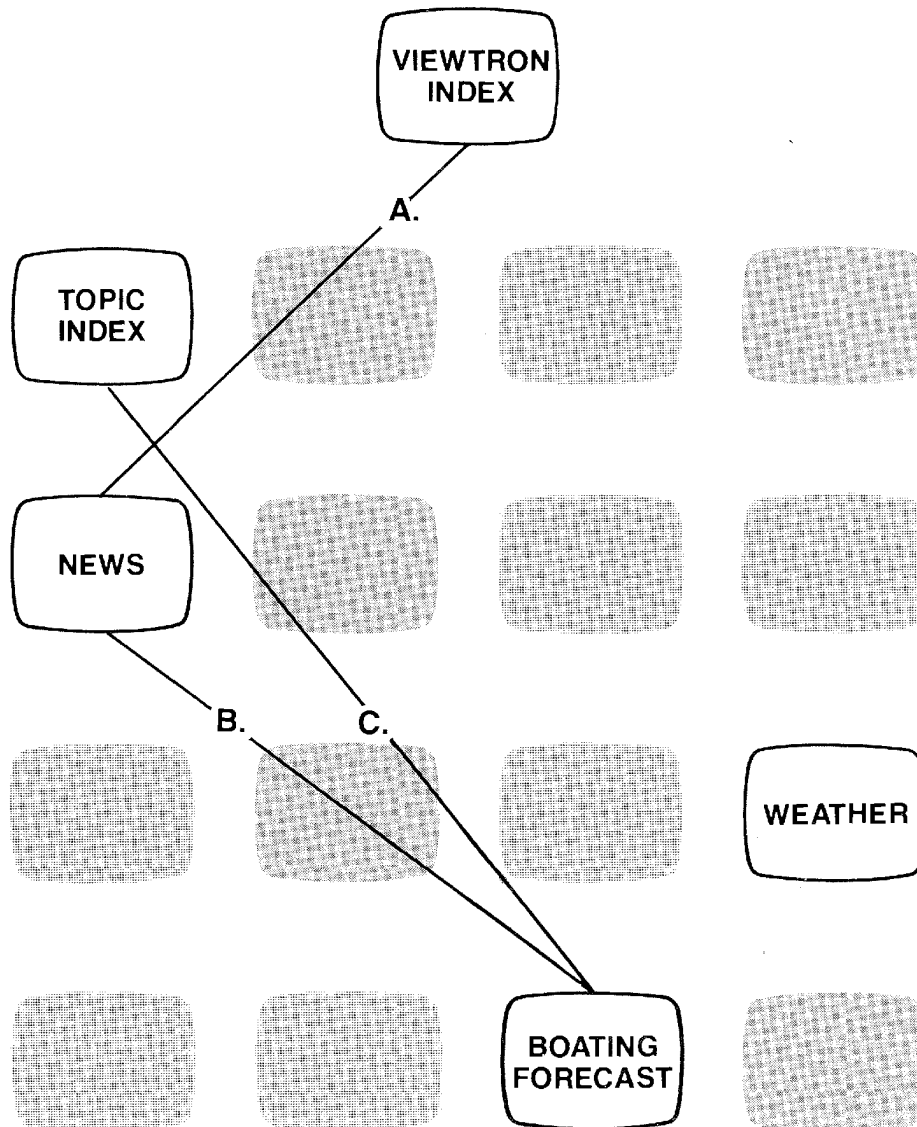
Using Keywords and Page Numbers

Traveling by indexes is like driving a car to a place you want to go. Using keywords and page numbers is like taking a plane there instead: you go from one place to the other with no stops in between.

Every topic in Viewtron has a keyword. It appears in the upper left corner of the page. Typing a keyword and pressing SEND takes you to the first page of information relating to that topic. Keywords can be typed in either capital or small letters; it makes no difference.

You can also find keywords by using the Keyword Index. You get to the Keyword Index by typing KEYWORD and pressing SEND .

The number in the upper right corner of the screen is the page number. Like keywords, these numbers can be used to move directly to specific pages. Just type the page number of a page you want to see, and press SEND .

Using the illustration on the left, let's travel to some of the same pages we saw in the illustration of indexes on page 1-8. We'll start again from the Viewtron Index page.

A. This time, you just type in the keyword NEWS, which takes you directly to the News index. (Or, you could have typed its page number, which is 200.)

B. To get to the boating forecast this time, type the keyword WEATHER BOATING, or the page number 2704. Entering that keyword or page number from anywhere in Viewtron takes us directly to that page.

C. From the boating page, you can just type the keyword TOPIC or the page number 101 to go directly to the Topic Index, bypassing all in-between pages.

It's Your Choice

Using options on index pages is the safe, sure way to find the information you need. However, using keywords and page numbers is faster.

Once you have selected a topic, you can change topics in any of the following ways:

- Working your way back through indexes to another topic.
- Using a keyword for another topic.
- Using a page number for another topic.

USING THE FUNCTION KEYS

On your Sceptre keypad, you will find eight keys labeled F1 through F8. (Have you already placed the plastic template over the Function keys? Good.) These keys perform special functions when you are using Viewtron, and for that reason they are called Function Keys.

WHEN YOU USE THESE KEYS, YOU DON'T NEED TO PRESS ▓▓▓ . Function keys take care of that automatically. (This is also true of the Command keys at the very top of your videotex keypad. Their use is explained in the manual for your Sceptre terminal.)
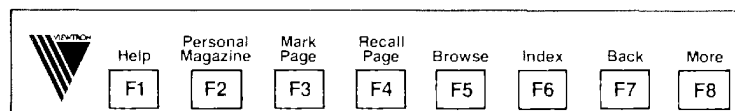
(When the template is placed correctly,
it should look like this.)

Help. If you get a response from Viewtron which you didn't expect, or you aren't sure what to do next, press ▓▓▓ . You will receive information on the screen about using the page you were looking at, or you will get basic information about using Viewtron.

If you are playing a game or taking a quiz, press ▓▓▓ to leave the game or quiz before you have completed it.

Personal Magazine. Use this key to run through your choice of frequently used pages. Once you have created a personal magazine, each time you press this key it will take you to the next page in your selected sequence. Additional information about Personal Magazine is contained in the **ID & PASSWORD** section of this handbook.

Mark Page. (Use with F4.) When you see a page that you might want to look at again later, just press Mark Page. You can mark up to five pages. If you mark more than five pages, you can only recall the last five that were marked.

When you end your session, the marked pages disappear, so you can start fresh at the beginning of your next Viewtron session.

Recall Page. (Use with F3.) When you want another look at a page you marked, press [RECALL PAGE] .

The last of the pages you marked will appear first; then the next to last, and so on. If you continue to press [RECALL PAGE] you will cycle through all five pages again.

Mark Page and Recall Page can be used for any purpose you want. For instance, comparing prices. By marking two or more product offerings you can switch between them by pressing [RECALL PAGE] , in order to compare details.

Browse. This key lets you run through the options on an index page without having to return to the index and make another selection.


```
TOP                                    201
  ▶ TOP STORIES

  1 | BRITAIN                    7:15PM/FRI
    | Thatcher re-elected in a landslide

  2 | WASHINGTON                 6:50PM/FRI
    | Senate committee approves Radio Marti

  3 | FLORIDA                    5:30PM/FRI
    | Sinkhole swallows I-75 near Gainesville

  4 | 4 PM STOCKS               4:05PM/FRI
    | Market breaks 1200 in heavy trading

  5 | UILAS                      3:35PM/FRI
    | Tennis star suspended for one year

  0 NEWS INDEX                        MORE ▶
```

As an example, suppose you're looking at the News index pictured above. You select [1] , in order to keep up with developments in Great Britain. After reading the story, you can then press [BROWSE] to see the next story — about Radio Marti — without having to return to the News index.

Index. Use this key to go back to the last index you saw. When the index re-appears, you can select another option. By pressing ▨ repeatedly, you can back up through the indexes you used, and then branch off in a different direction.

Back. This key simply takes you back through the last 20 pages you have looked at, one at a time.

More. This is the key you'll use the most. It gets you the next page in a story or topic, one page at a time. If a topic has another page, MORE appears on the right side of the bottom line of the screen.

If you press ▨ after reading the final page, Viewtron will respond with a message saying NO MORE.

Exceptions to the Rules

As you explore Viewtron you'll discover some exceptions to the information contained in this section. These differences occur in services such as banking, ordering and games.

In these cases, you won't always be able to use keywords, page numbers or some of the function keys. It's not necessary to remember the specific exceptions for each situation, because the instructions are provided as you go along. ▨ will provide you with assistance, so don't hesitate to use it.

Viewtron Operating Schedule

Keyword: HOURS

You can find information concerning Viewtron's operating schedule by using the keyword HOURS. This schedule includes a period of routine computer maintenance during the night, at which time Viewtron is not available for use.

Entering Subscription Information

During your second Viewtron session you will be asked to provide your name, address and telephone number to set up your Viewtron subscription. This is the only time you'll need to go through this procedure.
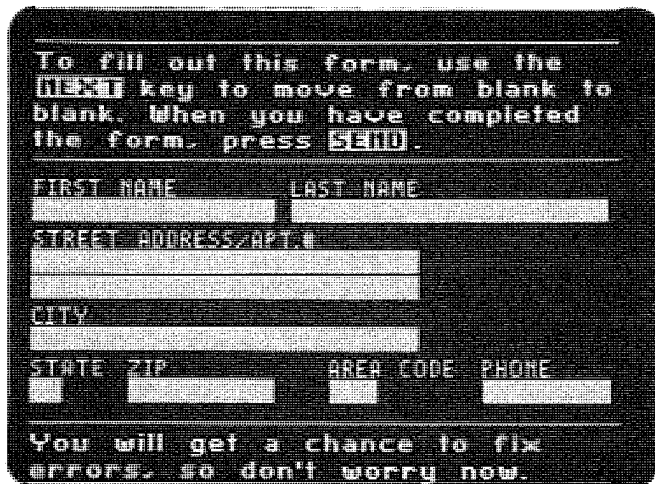
Type in the subscription information following the instructions on this page. In the box after NAME, you should type in the name of the person responsible for the account, then press ▓▓▓ . Complete the other boxes in the same manner. When you have finished the page, press ▓▓▓ .

If you have trouble entering the correct information, call the Customer Service Center.

During this session you will also have the opportunity to include your name in the Viewtron Subscriber Directory. You'll find information about this directory in the **SHOPPING & MESSAGES** section later in this handbook.

After Viewtron has received your subscription information, we will send you the most current index of keywords. We will also begin sending your free issues of:

- the *Viewtron Newsletter*
- the quarterly *Viewtron Magazine*

2

ID AND
PASSWORD
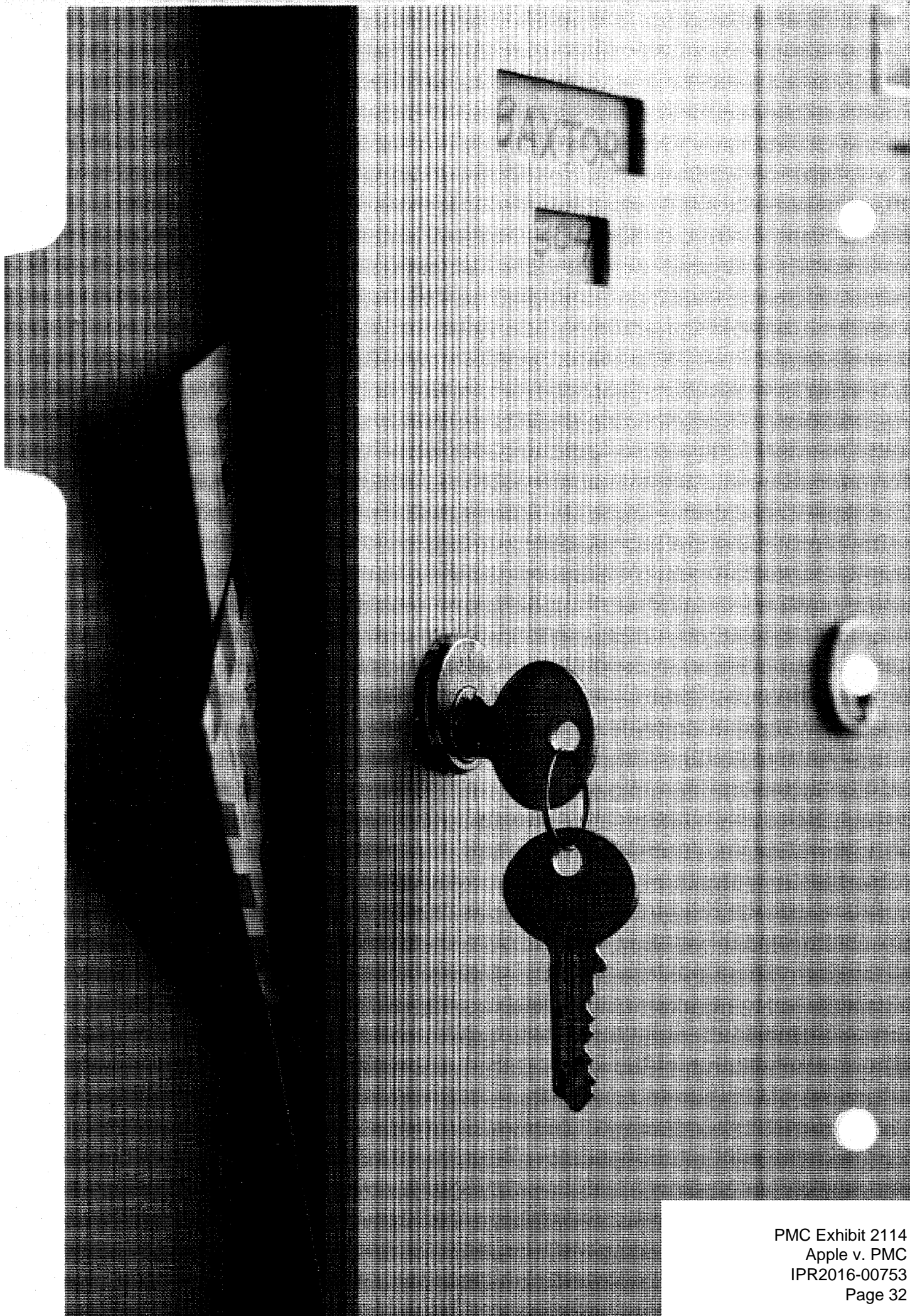
2

I D A N D

P A S S W O R D

UNDERSTANDING YOUR ID

Your Viewtron ID is in an envelope in the front pocket of this handbook. (If you haven't already found your ID, look for it now.)

Your ID, a number followed by a group of letters, is both:

- your subscriber account number
- the address of your electronic mailbox

In Viewtron, your ID is like your street address or telephone number. It is the way other subscribers and merchants send you electronic mail. Your ID will be listed in <u>Viewtron's Subscriber Directory</u>, if you so desire. Information about the Viewtron Subscriber Directory is in the **SHOPPING & MESSAGES** section.

All Viewtron ID's consist of two parts:

- Account number
- Monogram

For example, in the ID: **12345 FAM**

          ...this is the   ...and this is
         account number.   the monogram.

Each ID has its own:

- Personal Magazine
- Calendar
- Electronic Mailbox

The personal magazine and calendar are described later in this section; the electronic mailbox is discussed in the **SHOPPING & MESSAGES** section.

Getting Additional ID's:

Individual members of your household can have their own personal magazine, calendar, and electronic mailbox, simply by getting their own ID's.

In addition to the ID included with this handbook, you can have a second ID free. You can even purchase additional ID's for other members of your household. Call the Customer Service Center to have them set up additional ID's.

All ID's for a household will have the same account number. The monogram of each ID will be unique. Regardless of how many ID's are issued to a household, only one ID at a time can use Viewtron.

Pesonalizing Your ID Monogram:

Keyword: ID

While the account number of your ID cannot be changed, the monogram can be changed at no charge. Use a special page in Viewtron to do this, by typing the keyword ID.

Your monogram can be from 1 to 8 characters. The first character must be a letter, not a number. The letters of your monogram can be either capital or small letters. It makes no difference.

If you are the only person using an ID, you could make the monogram your name or initials. This helps other subscribers in directing electronic mail to you. If more than one person is using an ID, you could use monograms like FAM, KIDS, or ALL.

When you personalize your ID monogram, you'll have the opportunity to include your new ID in the Subscriber Directory. The old ID will be deleted automatically.

UNDERSTANDING YOUR PASSWORD

Along with your ID, you were given a secret password. Your password is like your signature, and it is the means for proving your identity to Viewtron. It safeguards the privacy of your messages and prevents unauthorized use of your Viewtron subscription.

It is essential for your own protection that you treat your password as a secret. While you may choose to share your password with members of your family, you shouldn't reveal it to other people.

You can use the password you were assigned or you can choose a new password. There is no charge for changing your password, and instructions for this follow, under *Changing Passwords.*

You will need both your ID and password every time you use Viewtron, so you may want to program them into your Sceptre terminal. See *Loading the Autodialer* in the **MORE HELP** section.

Changing Passwords

Keyword: PASSWORD

There is no charge for changing your password. Use another special page in Viewtron to do this, by typing the keyword PASSWORD.

Your password can be from 1 to 16 characters long. It can be all letters, all numbers or a combination of both. Viewtron does not distinguish between capital and small letters, so either can be used. Because your password does not appear on the screen, be extra careful as you type it in.

If you make a mistake when you change your password – for instance if you type CTA instead of CAT – your new password becomes CTA, unless you change it again.

Replacing Your Password

For your protection, employees of Viewdata Corporation of America have no way of determining your password. If you should ever lose or forget your password, Viewtron will provide you with a new one. Use the instructions below to replace your password.

1. Telephone the Customer Service Center and provide the following information:

- Name
- Viewtron ID (account number and monogram)
- Billing address
- Home phone number

2. The customer service representative will then call you back at the home phone number listed in your subscriber record and verify your request.

3. Once the customer service representative has confirmed the request, a new password will be generated by the Viewtron computer and mailed to the billing address listed in your subscriber record.

4. When you receive your new password, we advise you to use it for only one Viewtron session. During that session, change the password to a new word or code known only to you. Use a special Viewtron page to do this, by typing the keyword PASSWORD.

> **NOTE:**
>
> To ensure the security of individual accounts, this procedure will not be waived or modified under any circumstances.

Using Your Personal Magazine and Calendar

You'll want to begin using a couple of special Viewtron features once you're familiar with the way Viewtron works.

Keyword: MAGAZINE

As an owner of an ID you are entitled to a Personal Magazine, which is a collection of keywords or page numbers that you use frequently, such as news indexes, stock reports, gold prices and sports scores.

The first time you sign on, press the Personal Magazine key and you will find a sample magazine and instructions on how to create your own. You can create a Personal Magazine at any time by typing the keyword MAGAZINE, and following the instructions on the screen.

Once you have created a Personal Magazine, press the Personal Magazine key and the first page will appear. Later, when you're ready to see the next page of your magazine, press the Personal Magazine key again.

Keyword: CALENDAR

Each owner of an ID is entitled to a Calendar. A calendar is where you can keep a personal schedule or notes, much like a date book or things-to-do memo pad. You can write up to 365 entries (of three lines each) in your calendar.

You can use it to remind you of birthdays, appointments and other special events. Use the keyword CALENDAR to get started.

On those days for which you have made an entry, there will be a blinking option on the Viewtron Index page. Select that option on the index to review your entry for that day.

Changing Sessions

Keyword: SIGN ON

If another person in your household has been using Viewtron under his or her ID and password, and you want to continue the session after that person has finished, type the keyword SIGN ON. This will take you to the page where you can enter your ID and password.

This allows you to change to a session under your ID without turning off the Sceptre terminal and starting all over from the beginning. For example, there may be times when you need to send a message under your ID, or check your mailbox for messages.

3

SHOPPING
AND MESSAGES

3

SHOPPING

AND MESSAGES

Shopping Through Your TV Screen
Using Viewtron Values
Sending and Receiving Messages
Editing Your Messages
Posting on the Public Bulletin Boards
Discovering Your Electronic Mailbox
Listing Yourself in the Subscriber Directory

SHOPPING & MESSAGES

This section contains information about two services of Viewtron that are *interactive,* meaning that here, you can talk back. In fact, the interactive quality of Viewtron is one of the things that makes it so valuable to you. It allows you to do things like:

- Order merchandise after the stores are closed.
- Send and receive messages without waiting for the postal service.
- Place classified ads whenever you want.

SHOPPING THROUGH YOUR TV SCREEN

Keyword: SHOPPING

Viewtron shopping opportunities are changing all the time. You can find specific product information, prices and last minute bargains.

You will find many shopping opportunities throughout Viewtron. The Shopping index (pictured below) offers the greatest variety, with all of the categories shown, and more to come.
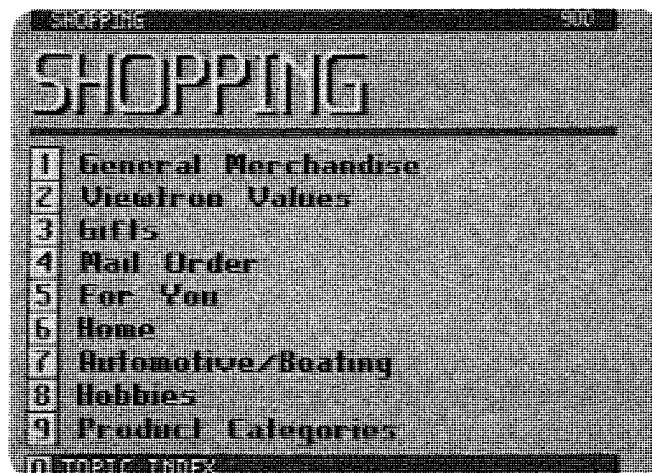
In most sections you'll find merchants' locations and hours of operation along with product features, prices and services.

If you find something that you'd like to buy, enter the quantity desired in the blank space next to the item. To order any additional items from the same page, press ⬛️ to move the cursor to the appropriate blank space, and enter the requested information.

If you make a mistake, press the backspace key ⬛BKSP⬛ to erase the character and re-enter the information. To change something in a box you have completed, press ⬛NEXT⬛ repeatedly until the cursor is back in the box you want.

After you have finished filling out each page, press ⬛SEND⬛ .

Orders often require you to fill in blanks on more than one page. However, the order is not sent to the merchant until you have completed all of the pages.

> **NOTE:**
>
> If you have any problems while ordering, press ⬛HELP⬛ for assistance, or telephone the Customer Service Center. You will have an opportunity to cancel the order before sending it to the merchant. After completing the order, please refer any questions directly to the merchant.

Using Viewtron Values

Keyword: VALUES

You have a unique opportunity to obtain special bargains from many of the merchants that offer products or information on Viewtron. By selecting the Viewtron Values option on the Shopping index, you'll discover a variety of product discounts and special offers.

Included with these special offers is a category called VIEWPONS.® Viewpon product and service discounts are available only to Viewtron subscribers.

You can take advantage of these offers by using the Viewpon certificates in the **APPENDIX** of this handbook. Just clip the Viewpon and fill it in. When you visit the store or office of the merchant who made the offer, just present the Viewpon with your purchase.

Additional Viewpons are mailed to subscribers in the quarterly Viewtron Magazine.

SENDING AND RECEIVING MESSAGES

Keyword: MESSAGES

In addition to ordering merchandise through Viewtron, you can send messages, including both private and public messages and classified advertisements.

Private messages are similar to letters, because your thoughts are communicated to only one person, family or business. It's an ideal way to send information between individuals, because messages are available to the other subscriber as soon as they are written.

Public messages are an excellent way to inform people about an event or community activity. You can post messages on a number of public bulletin boards, available to all Viewtron subscribers.

Classified advertisements are an easy way to buy or sell goods or services.

There are extra charges for sending private messages and displaying classified ads. See the back of the Terms of Service for rates. There is no charge for sending public messages.

Editing Your Messages

The blinking box that appears on each Viewtron page is called the cursor. The cursor is very important when you are writing a message, because it shows you where the next letter or number will appear when you press a key. You can move the cursor ahead by pressing ▓▓ .

In addition, when you are writing messages, you can edit your work on a page by holding down ▓▓ and pressing one of the function keys:

▓▓ ▓▓ : ← moves the cursor to the left

▓▓ ▓▓ : → moves the cursor to the right

▓▓ ▓▓ : ↓ moves the cursor down

▓▓ ▓▓ : ↑ moves the cursor up

▓▓ ▓▓ : inserts a character space in the line

▓▓ ▓▓ : deletes a character in the line

▓▓ ▓▓ : inserts a new blank line

▓▓ ▓▓ : deletes an entire line

You'll have the option of saving mail after you have read it. You may save up to 20 pages in your mailbox at no cost. Additional pages may be saved at a charge noted on the back of the Terms of Service. Messages in your mailbox are not counted as part of the 20 page limit until they have been read and saved.

The mailbox numbers for most Viewtron subscribers can be found in the Subscriber Directory.

You use ▒▒▒ and the function keys to create private messages in the same way as with the public bulletin boards. See *Editing Your Messages* earlier in this section.

Private messages are not reviewed by Viewtron editors. If you accidentally send only part of a message, it will still be delivered to the mailbox you specify.

Listing Yourself in the Subscriber Directory

Keyword: DIRECTORY

The Viewtron Subscriber Directory is like an electronic address book containing subscribers' names and ID's. ID's are not secret like passwords. By listing your ID in the Directory you are not revealing information that could give anyone unauthorized access to your account.

The purpose of the directory is to assist subscribers in sending electronic messages to each other, and in that respect public ID's are similar to Post Office box numbers.

Each Viewtron ID is entitled to be listed in the Subscriber Directory. If a household has more than one ID, they can all be listed.

Posting On The Public Bulletin Boards

Keyword: BULLETIN

Viewtron's public bulletin boards are special pages on which you can write messages for other subscribers to read.

These pages have a space on them for your message. The cursor always appears in the top left corner of the space.

Editors at Viewtron read all public messages before they are posted on the bulletin boards. If you accidentally send only part of a message, don't worry — it won't be posted. Neither will any other messages that are inappropriate.

You can change the foreground and background colors of your message by pressing [FRGND] and [BKGND] . [FRGND] is the color of the letters you type, and [BKGND] is the color of the area surrounding the letters. You will see the new foreground/background color combination on the left side of the top line of the screen.

Discovering Your Electronic Mailbox

Keyword: MAIL

You have a personal Viewtron mailbox which no one else can see without knowing your password. Your mailbox is where you receive private messages sent to you by other subscribers, advertisers, and the Viewtron Customer Service Center.

Your ID is the address of your electronic mailbox, and it can be listed in the Viewtron Subscriber Directory so that others can send you messages. The directory is explained later in this section, under *Listing Yourself in the Subscriber Directory.*

If you have new mail when you sign on to Viewtron, the word MAIL will be blinking. Just press the option number beside the word MAIL and [SEND] to read your messages. During a session, use the keyword MAIL to check your mailbox.

Any mail you don't read within thirty days after it is received will be returned to the sender.

Sending a message to an individual Viewtron subscriber is very much like sending a bulletin board message. There are two differences.

- You will be charged for each private message you send. See the back of the Terms of Service for rates.

- You must enter the ID of the other subscriber you are sending the message to.

As an example, the Washington family has decided to use three ID's. George Washington and his wife (Martha) each have their own ID's, and the children share another. Assuming they have all personalized their ID monograms, their listings in the directory might be as follows:

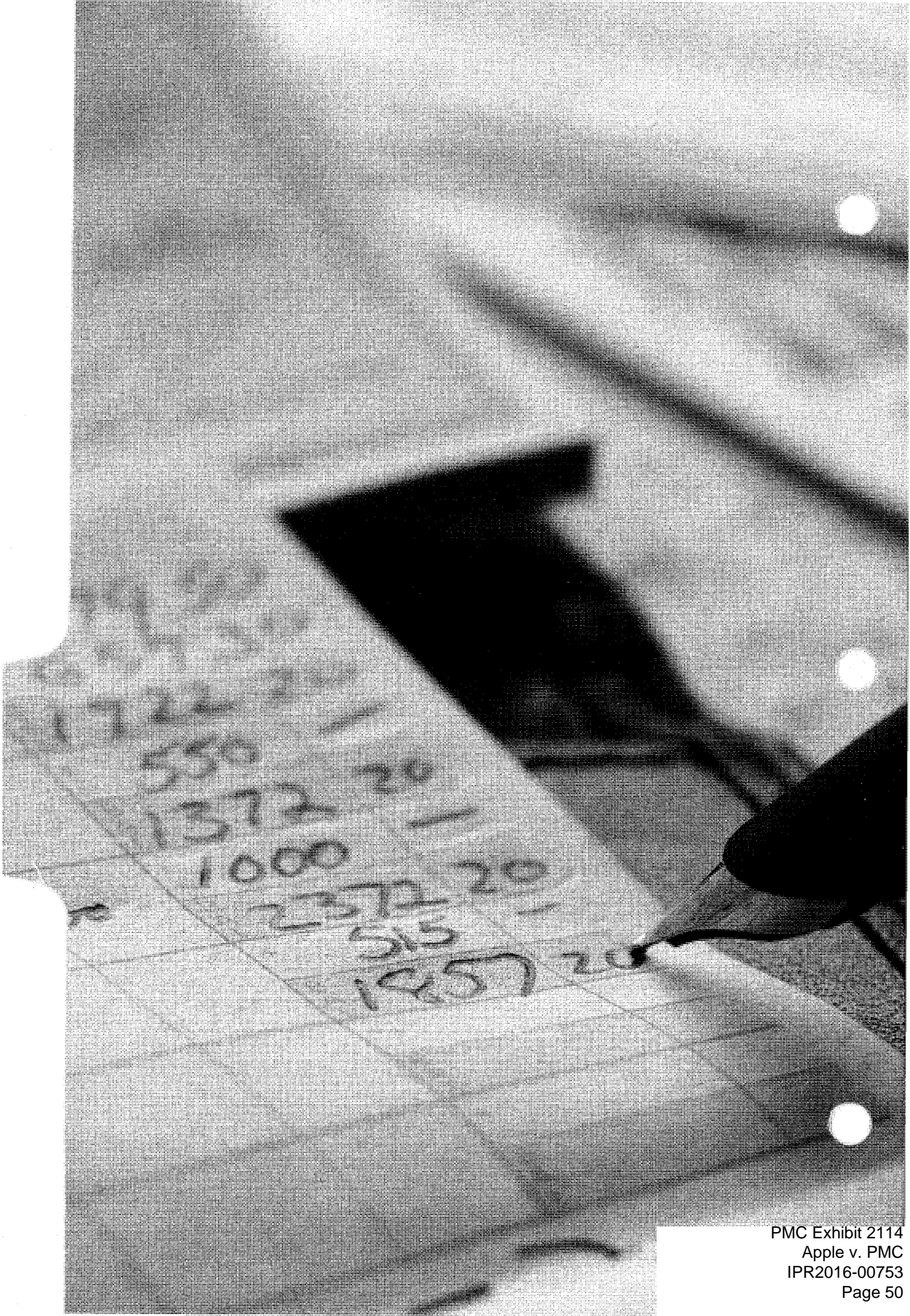| Name	ID
WASHINGTON, GEORGE	12345GEORGE
WASHINGTON, MARTHA	12345MARTHA
WASHINGTON, CHILDREN	12345KIDS

If a business associate wants to send George an electronic message, he would check the directory for the ID, and address the message to 12345GEORGE. Since each ID has an associated password, George will be the only person who will be able to read that message — IF HE HAS KEPT HIS PASSWORD SECRET.

You are the one who chooses whether or not your ID is listed in the Viewtron Subscriber Directory. You have the option to include your name and ID in the directory when you establish your subscription. You may exercise this option at any time, and the instructions for adding or deleting your listing are contained in the Subscriber Directory.

4

HOME
BANKING

4

HOME
BANKING

Things You Should Know
Security
How To Practice Home Banking

HOME BANKING

Keyword: BANKS

To do your banking through Viewtron, you must be a customer of a financial institution (bank, savings & loan, credit union) that is a participant in the Home Banking service on Viewtron. Participants are listed in the Banking index.

For information about establishing a Home Banking account with your financial institution, please contact the Viewtron Customer Service Center.

Viewtron offers you a new and convenient way to do your banking. Depending on the particular services your financial institution offers through Home Banking, you may be able to do the following:

- Inquire about the status of checking, savings, loan and credit card accounts.
- Pay bills with electronic bill paying.
- Transfer funds from one account to another.
- Stop payment on any checks you may have written.
- Order a fresh supply of checks.
- Send messages to your financial institution.

Things You Should Know

- You must establish a Secret Code through your financial institution before you can use this service.
- You can do your banking seven days a week, except when your banking institution is updating your records or Viewtron is temporarily unavailable.
- Some of the function keys on your Sceptre terminal will not respond in the way that you're used to when you use Home Banking. Likewise, keywords and page numbers will not operate.
- The instructions for Home Banking are indicated on each page that you will use. However, should you require help while performing home banking transactions, press ▓▓▓▓. You will then be given specific instructions to follow.
- Your financial institution will help you with any questions or matters regarding your banking transactions through Viewtron.

Security

All of the information that you send and receive while doing Home Banking is encoded by a method called DES encryption. This is similar to the encoding schemes used by banks and government agencies throughout the world. The codes are virtually unbreakable, so your Home Banking transactions are secure from electronic tampering.

However, this high level of security will work only if you keep your Secret Code a SECRET.

- Never tell it to anyone.
- Never type it into your Sceptre terminal except as described later in this chapter.
- Never leave it written down in a place where anyone else would see it.

How To Practice Home Banking

Keyword: ANYFIRST

Home Banking is easy and practical. To help you become familiar with this service, we have set up a fictitious financial institution named ANYFIRST.

You can practice making transactions through Home Banking by selecting the AnyFirst option on the Banking index, or by using the Keyword ANYFIRST. Once you have selected AnyFirst, Viewtron will give you instructions on the screen for practicing Home Banking.

- When you select the option to do Home Banking, a page will be displayed that indicates you are entering a Gateway, which is a communications link between computers.
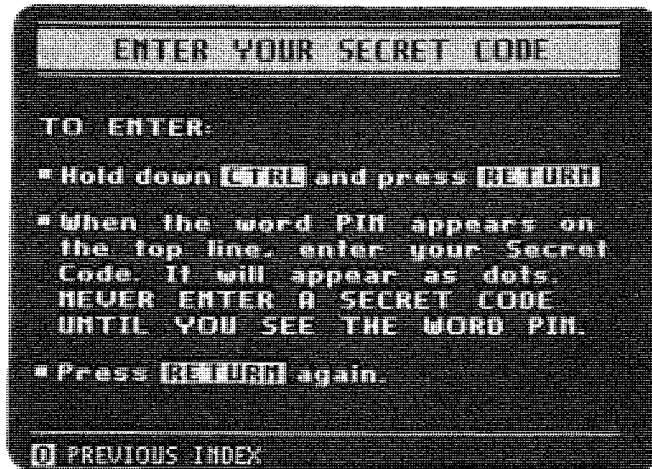
- Then the page pictured above will appear asking you to enter your Secret Code.
- The following Secret Code has been established for use with Anyfirst — it will not work any of the real banking services on Viewtron.

HOMEBANKING
(type it just as it looks, with
no space between the letters)

- To enter this Secret Code, hold down 🔲 and press 🔲 .
- Wait until the word PIN appears on the top line of the screen. NEVER ENTER A SECRET CODE UNTIL YOU SEE THE WORD "PIN" ON THE SCREEN.
- Enter the Secret Code. For security reasons, the Secret Code does not appear on the screen as you type it. Instead you will see dots in place of the characters you type.
- Press 🔲 .
- If necessary, you will have five opportunities to correctly enter the Secret Code.
- After validation of the Secret Code, the Home Banking Services Index for AnyFirst will appear with the message, NOW ENTERING SECURE SESSION. You can now choose the desired service.

NOTE:

From this point on, everything that you enter into your Sceptre terminal will be encoded, thus establishing a confidential link between your terminal and the computer. In other words, the information cannot be seen by anyone other than you.

■ When you have finished practicing, return to any index in AnyFirst and press the option labeled "End Home Banking." Following this step, your function keys will again operate in the routine manner and you will be able to use keywords and page numbers to move around Viewtron.

5

MORE HELP
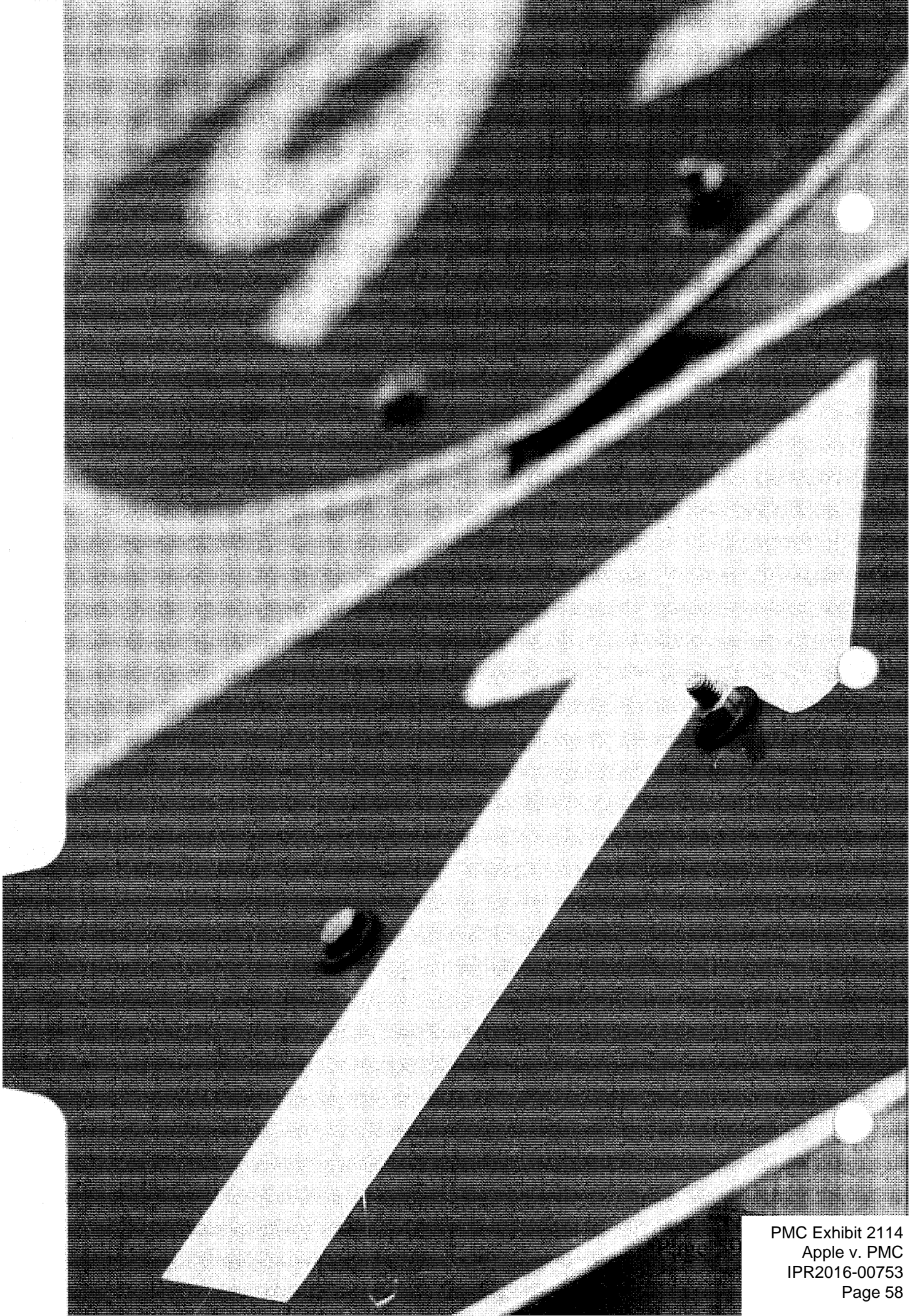
5

MORE HELP

Signing On To Viewtron Manually
Loading The Autodialer
Loading ID/Password
Two-Button Sign-On
Local Area Data Transport
Viewtron Responses

Signing On To Viewtron Manually

When your Sceptre terminal was manufactured it was programmed to automatically dial Viewtron if you press ▧▧▧ when you first turn the terminal on. However, it's possible that the programming could have been erased during shipment from the factory. Or it could happen that someone in your household has unintentionally changed or erased the program.

In either case, it would then be necessary to dial the numbers for Viewtron manually using the following procedure. (You may prefer to program your terminal to call Viewtron automatically, and the procedure for doing that is described in this section under *Loading the Autodialer.*)

1. Turn on your Sceptre terminal. You should see the word WELCOME on the screen.

2. Press ▧▧▧ . The word PHONE appears on the top line of the screen, and you should hear a dial tone through your television speaker.

3. Enter the telephone number: **14404242.**

4. When you hear a high-pitched tone, press ▧▧▧ .

MORE HELP 5-2

```
0 0
* NUMBER PLEASE:
_
```
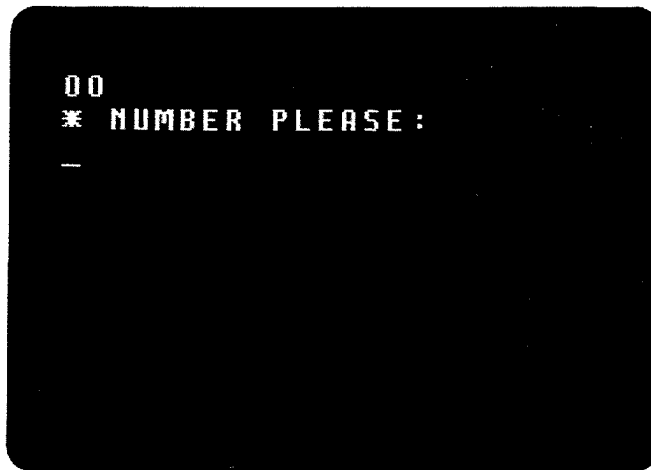
5. When the screen (shown above) says * ´NUMBER PLEASE, enter the VIEWTRON number **6747000** and press [SEND] .

6. In a moment, you should see the words WELCOME TO VIEWTRON, and a request for your ID. Enter your ID carefully, and press [SEND] .

7. Next, Viewtron will request your password. Type in your password, and press [SEND] . Your password will not be displayed on the screen.

8. The Viewtron Index page should now appear. If not, you have two more opportunities to enter your correct ID and password.

9. If you make a mistake entering your ID or password, you have to re-enter both. For your own protection, Viewtron will not tell you which was incorrect.

10. If you are unable to sign on to Viewtron, please telephone the Customer Service Center for assistance.
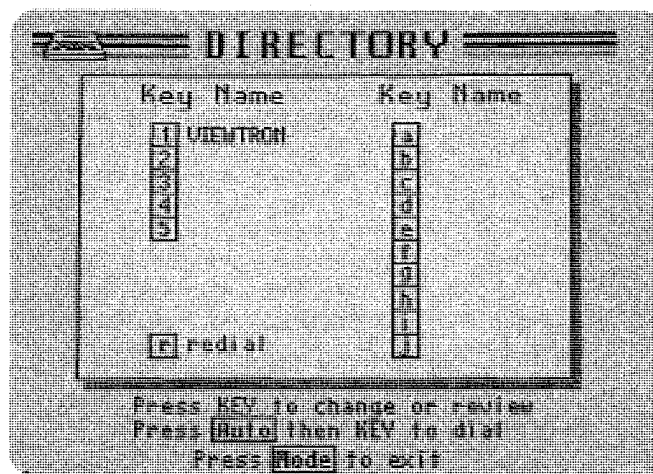
LOADING THE AUTODIALER

If your Sceptre terminal is not programmed to dial Viewtron automatically, here's how to do it:
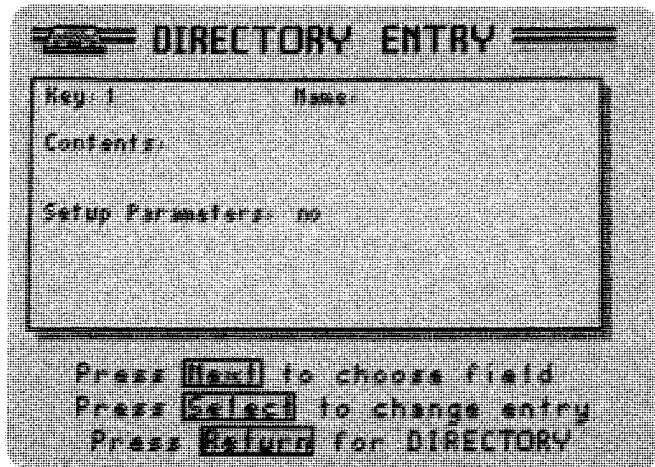
1. Press 🔲MODE . This takes you to the Mode Select page.
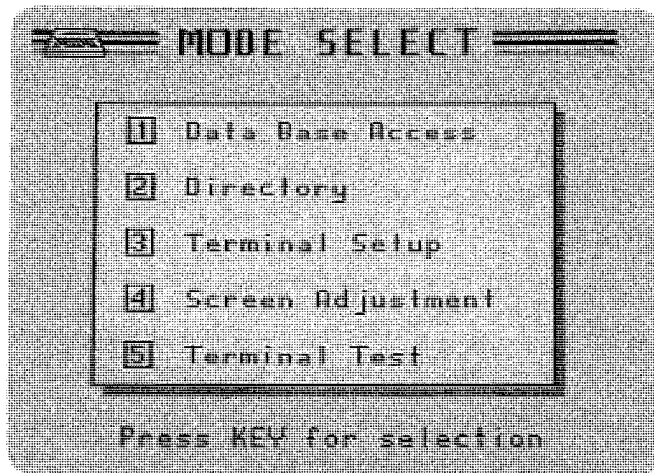
2. On the Mode Select page, pictured above, press 🔲2 for the Directory page.

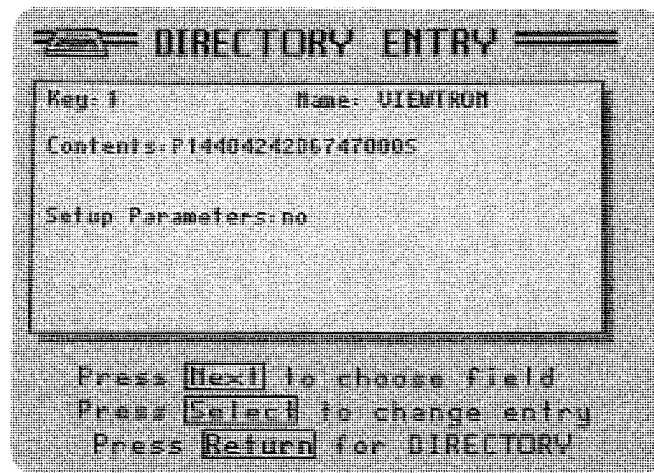**3.** On the Directory page, you will see five options numbered 🔲1 through 🔲5 . (The options labeled a through j are not being used at this time.) Up to five sets of numbers can be programmed for automatic dialing. Press any available number.

MORE HELP 5-4

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IPR2016-00753
Page 62

```
════ DIRECTORY ENTRY ════

Key: 1              Name:

Contents:


Setup Parameters: no




Press  Next   to choose field
Press  Select  to change entry
Press  Return  for DIRECTORY
```

4. The <u>Directory</u> <u>Entry</u> page pictured above will appear. Press ▓▓▓ .

5. Type your name or any other word which will help you remember what you have programmed in this position. You can type in either upper or lower case, or combination of the two.

This will appear on the first screen you see when you turn your Sceptre terminal on.

6. Press ▓▓▓ . This takes you to the Contents line where you enter the dialing instructions.

7. Press ▓▓▓ .

8. Hold down ▓▓▓ while pressing ▓▓▓ . You will see the letter **P** on the screen.

9. Type in **14404242.** (This is the LADT number.)

10. Hold down ▓▓▓ while pressing ▓▓▓ . You will see the letter **D** on the screen.

11. Type in **6747000.** (This is the Viewtron number.)

12. Press ▓▓▓ . You will see the letter **S** on the screen.

The Directory Entry page should now look like this.


```
═══ DIRECTORY ENTRY ═══

Key: 1                    Name: VIEWTRON

Contents: P14404242067470005


Setup Parameters: no




        Press [Next] to choose field
        Press [Select] to change entry
         Press [Return] for DIRECTORY
```

13. If you decide not to program your ID and Password into the terminal, press 🔘 RETURN . The Directory page will appear.

If you want to sign on to Viewtron, press 🔘 MODE . This takes you to the Mode Select page. Press 🔘 1 , Data Base Access, to get to the Welcome page. Now you're ready to sign on, using the number next to the name you just programmed into the terminal.

14. If you do want to program your ID and password into the the terminal, DO NOT press 🔘 RETURN . Continue with the following instructions, *Loading ID/Password.*

Loading ID/Password

If you are not concerned that an unauthorized person might be able to use your account to access Viewtron or read your messages, you may want to program your terminal with your ID and password. Then you can sign on to Viewtron by pressing only two buttons.

Before you program your ID and password on the Viewtron line of the Directory, you must first complete the instructions under LOADING THE AUTODIALER. In order to add or change anything on a line in the Directory, you must re-enter everything on that line. After you have completed the preceding instructions, continue with the following:

1. Press ▓▓ . You will see the letter W on the screen.

2. Enter your ID followed by a slash ▓▓ symbol.

3. Enter your password and ▓▓ . The letter S will appear on the screen after your password.

4. Press ▓▓ .

Now you can sign on to Viewtron automatically when your ID and password are requested, by following the instructions below.

Two-button Sign-On

If you have programmed the LADT and Viewtron numbers and your ID and password into your Sceptre terminal, then you can sign on to Viewtron by pressing just two buttons as follows:

1. Turn on the Sceptre terminal and your television. You should see the WELCOME screen. Press the number for the line of the Directory on which you programmed the phone numbers and your ID and password.

2. When Viewtron requests your ID, press ▓▓ . Your ID and password will be entered automatically.

Local Area Data Transport

When you use Viewtron, you will also be using a telecommunications service of Southern Bell called Local Area Data Transport — LADT. Use of this service costs approximately $1.00 per hour. Those charges will appear each month on your bill from Southern Bell.

An optional (bulk rate) plan for LADT service is available. Details may be obtained from Viewtron's Customer Service Center.

LADT provides you with a fast and accurate link between the Sceptre terminal in your home or office and the Viewtron computer. When you attempt to contact Viewtron, the LADT service may respond with a number of different messages on your television screen. If you aren't able to contact Viewtron, and aren't sure what the LADT message means, call Viewtron's Customer Service Center for assistance.

Viewtron Responses

Several types of responses may appear on the top line of your television screen while you are using Viewtron. While most of these responses are self-explanatory, you can call the Viewtron Customer Service Center for assistance if you receive a response that you don't understand. The following are response messages that you may receive:

— KEYWORD NOT FOUND
(The keyword doesn't exist, or you misspelled a valid keyword.)

— NO MARKED PAGES
(You haven't marked any pages.)

— NO SUCH OPTION HERE
(You have selected an option number that isn't listed on this page.)

— NO MORE
(This is the last page of the story.)

— PAGE DOES NOT EXIST
(You typed an incorrect page number.)

6

APPENDIX

6

A P P E N D I X

Policy on Data Security
Index
Viewpons

APPENDIX 6-1

VIEWTRON POLICY ON DATA SECURITY

1. Introduction

Like many other consumer services, two-way electronic information systems create records on subscribers. Information must be recorded to process subscribers' requests, manage billing, conduct research, and improve the service. This policy defines the commitment of Viewdata Corporation of America to maintain these records in a way that respects subscribers' personal privacy.

2. Coverage

This policy applies to all printed or electronically stored subscriber records collected through use of the VIEWTRON system that are in Viewdata Corporation's control.

3. Notice to Subscribers

Each subscriber will be provided with a copy of this policy.

4. Bulk Information

"Bulk information" means aggregate records that do not identify individual subscribers. For example, information about types of subscribers, such as those in a geographic area or demographic category, is bulk information. Viewdata Corporation may use bulk information for its own purposes and may disclose such information to others.

5. Individual Information

"Individual information" means records that identify individual subscribers. Viewdata Corporation may collect and use individual information for the following reasons: (1) to provide service in response to a subscriber's request; (2) to maintain technical operations; (3) to prevent illegal or unauthorized use of the VIEWTRON system; (4) to manage and operate billing and accounting systems; and (5) to conduct research in order to compile bulk information. Individual information will not be used for any other purpose without obtaining written consent from the subscriber, and giving him or her the opportunity to refuse, except for disclosure in response to compulsory process as set forth in section 6.

Any consent sought under this section will specify the

types of information covered and the purpose of the use or disclosure. Viewdata Corporation will not exclude any subscriber from any VIEWTRON service for declining to provide such written consent. A subscriber may revoke a consent by written notice to Viewdata Corporation.

This section does not affect any requirement Viewdata Corporation may impose that subscribers disclose their names before sending messages on VIEWTRON.

6. Government Access

Viewdata Corporation will not disclose individual information to government agencies except in response to compulsory process (e.g., subpoena or court order) or with the subscriber's consent. Unless a court orders otherwise, Viewdata Corporation will notify the subscriber if a court or government agency seeks access to individual information in conjunction with an investigation of the individual. Such notice will be sent by registered mail by the close of the next business day. Unless a court orders otherwise, Viewdata Corporation will withhold disclosure of subscriber records demanded under compulsory process for 14 working days to give the subscriber time to contest such disclosure.

In addition, Viewdata Corporation may, in its discretion, contest any demands for disclosure that it feels would jeopardize confidence in the privacy of the VIEWTRON system and may cooperate with the subscriber in opposing such disclosure.

7. Security

Viewdata Corporation will maintain all individual information in locations that are protected against unauthorized entry. These records will be protected through such means as:

- restricting access to records stored in or accessible through computers.
- limiting strictly the number of Viewdata Corporation employees permitted to access subscriber records; and
- prohibiting access to these records by other persons, except as provided in this policy.

8. Subscriber Access

Subscribers may examine their own records at the Viewdata Corporation office during regular business hours. Records that are maintained on paper and those that are readily retrievable from computers will be made available free of charge, although the subscriber must pay copying costs. Some records may be stored in electronic form in a manner that makes it difficult to retrieve items relating to individual subscribers. In such cases, the subscriber will be informed of the cost of retrieving the information, and it will be provided if the subscriber agrees to pay that cost.

9. Correction of Errors

Viewdata Corporation will promptly correct any errors or omissions in its records that are brought to its attention by subscribers. Viewdata Corporation may request appropriate documentation to verify any such errors or omissions.

.10. Third Party Application

Banks, retailers and other organizations use VIEWTRON to provide services to subscribers and maintain their own records of such transactions. Viewdata Corporation will give these service providers a copy of this policy and encourage them to adhere to it as well as to follow their normal privacy patterns.

11. Future Revisions

Viewdata Corporation may alter this policy to conform to federal and state laws, to reflect changes in technology, or to improve VIEWTRON service. Each subscriber will be notified, in writing, of any such change.

VIEWTRON HANDBOOK INDEX

VIEWTRON

VIEWPON®

Date _____

Page No. _____

ID No. _____

Signature _____

VIEWTRON

VIEWPON®

Date _____

Page No. _____

ID No. _____

Signature _____

VIEWTRON

VIEWPON®

Date _____

Page No. _____

ID No. _____

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