The

Microsoft
Network

TOUR GUIDE

**Making the Most of the New
Windows 95 Online Service**

browsing

access

web hopping

navigate

JAN WEINGARTEN
PHIL JAMES

VENTANA

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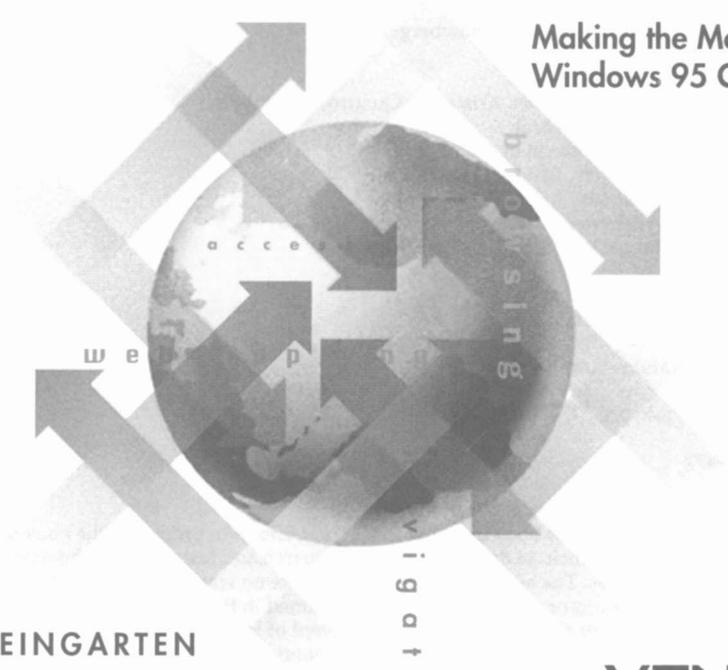
VENTANA

The Microsoft Network Tour Guide: Making the Most of the New Windows 95 Online Service
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AN AERIAL VIEW
A Quick Overview of MSN
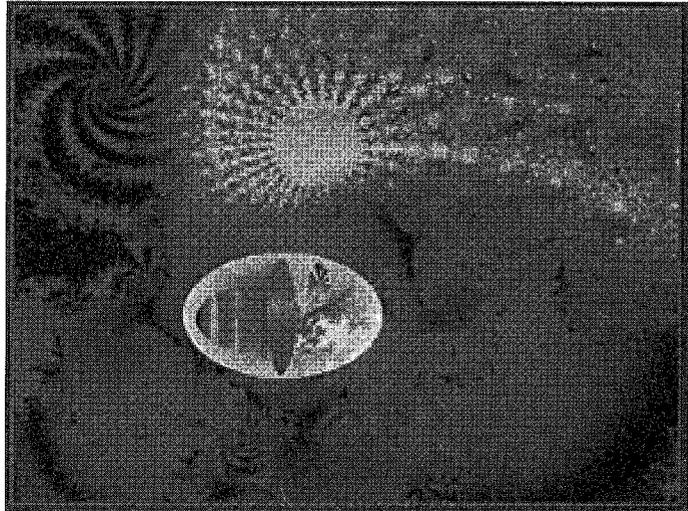
OK, let's start with an exercise in imagination. I'd like you to imagine that you're placing a local phone call. Nothing very interesting about that, you talk with people over the telephone every day. But this phone call is different. First, you use your computer to dial a number. And instead of one person answering the phone, thousands of people on the other end of the line are ready to discuss almost anything with you. Even more surprising is the number of things you can do while you're on this call: you can study new computer programs; you can get information about companies, their products and services; you can download files; you can send messages to friends on the other side of the planet; you can discuss topics with people anywhere in the world; and you can even look up the spelling of the word *existential* or read a brief biography of Wolfgang Amadeus Mozart! It sounds like something that would have been completely unbelievable a few years ago, doesn't it? But this futuristic technology is available to you right now. Yes, the Microsoft Network allows you to do everything I just described—*and more!*

How do you get the Microsoft Network? The Microsoft Network software is packaged with Windows 95. You may even have installed it when you loaded the operating system. If you didn't, don't worry—we'll show you how in the next chapter.

Once the software is installed, the next step is to dial the Microsoft Network (or MSN, as we'll often refer to it) and establish an account. Again, this is very easy, and this book will hold your hand every step of the way.

The real fun begins once you've established your account. MSN is so full of information resources that you may not know where to begin. Well, that's why I'm here. I'm your tour guide to this vast new world of information. I'll guide you through the sights (and sites), pointing out some interesting side trips that you can explore on your own later. By the time we're done with this tour, you'll be so well acquainted with MSN that you won't need me any more. Using the examples in this book as a blueprint, you'll be able to discuss the latest *X-Files* episode on an MSN BBS, chat about your job in real time with other MSN users, download a computer game or read the encyclopedia. In short, you won't be a "newbie" any more, you'll be a seasoned MSN traveler.

The rest of this chapter describes in more detail exactly what the Microsoft Network is and what services it offers. Most people learn more quickly if they start with an overview like this. But if you're champing at the bit and want to plunge right in, skip the rest of this chapter and start working through Chapter 2, "Your Ticket to Ride." In that chapter, you'll learn how to install the software and establish an account. Otherwise, follow along with me and get the bird's-eye view.

What Is the Microsoft Network?

You've probably heard the names CompuServe, Prodigy, America Online and Genie. Those are all online services. Online services provide an area in cyberspace where their paying users can, among other things, interact with each other, exchange files, use information resources and access the Internet. Online services have been around for over a decade now, but they continue to increase in popularity every year as more people invest in computers.

The Microsoft Network is also an online service. Though MSN is one of the newest players on the online service block, it promises to be one of the largest and most full-featured. And because it uses the same familiar interface as Windows 95, it's definitely one of the easiest to use.

All you have to do to use the Microsoft Network software (besides install it, of course) is to click on an icon that tells your computer to place a telephone call. The call is usually local because Microsoft has an agreement with network providers at hundreds of locations around the world. The network provider in your area allows you to dial a local number that connects you to MSN using a high-speed network. Once you're connected to MSN, you have arrived at the MSN Data Center. The MSN Data Center is a supercomputer in Redmond, Washington, on the Microsoft campus; no matter where you are in the world, your interactions over the network take place at this center.

As I said, the Microsoft Network is an online service. The term online service is pretty vague, but it's also very broad. The Microsoft Network is a messaging center, an information resource, a file transfer system and even an entertainment center. Besides thinking of it as a collection of convenient services, you can also think of it as a loosely knit global community that shares some of your own interests. As you become familiar with MSN, you'll definitely start to feel this sense of community.

Now let's take a closer look at some of the things you can do on the Microsoft Network.

What You Can Do on MSN

The Microsoft Network is many things to many people. Chances are, you'll use it in a very different way than I do. But there are a few basic features that almost everyone takes advantage of at some point. For instance, you'll probably want to:

- **Send and receive e-mail**—You can send and receive e-mail to and from people anywhere in the world, regardless of which online service they use. With MSN's e-mail program, Exchange, I send messages to my friends on the Microsoft Network, CompuServe, America Online, the Internet and a variety of other services. While writing this book, I made friends with several MSN users in Idaho, Oregon, Canada and New Zealand; I now correspond with them regularly. I simply press a button, type a message, and then press another button to send it. I often receive a reply within hours. Figure 1-1 shows you what a typical e-mail message looks like.

Figure 1-1: A typical
MSN e-mail
message.
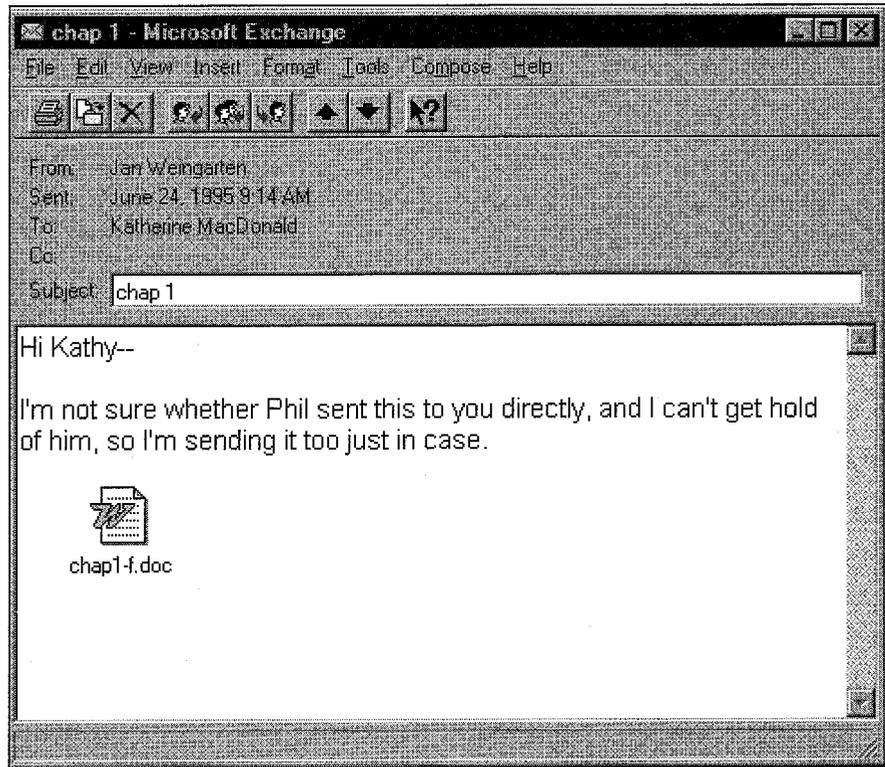
I hear from some of my friends much more often now that I have an e-mail address. I don't know of any other method of long distance communication that is as fast, cheap and reliable.

▦ **Exchange files**—You can download and upload files using MSN. The Microsoft Network has file libraries tucked away in most of the forums (special interest areas) throughout the system. These files include public domain, freeware and shareware programs, as well as text and graphics files. They are all available for you to download and use. In addition, you can upload a file to a file library on MSN for *other* people to download and use. For instance, several MSN users, including myself, have posted scanned images of our cats in the Cat Owner's Photo and File Library. When I'm ready, I can upload the latest version of my new novel to the writers' forum and have other people critique it for me; I can share a cool computer game that I found on the Internet; or I can upload a graphic of my friend's latest art show (with his

permission, of course). I can even use MSN for work. For instance, when I complete a chapter of this book, I send it to my editors via MSN. The editors make their changes and send the file back to me. This way I can get comments back within a day or two at the most. You can learn how to upload and download files in Chapter 6, "Working With Files."

Chat with online friends—MSN lets you chat in real time with other MSN users. Online chatting is similar to a telephone call. Instead of speaking, however, you type a message. Other MSN users can read your message and respond immediately. The Microsoft Network has chat rooms throughout the system that can accommodate from two to over a hundred people. I use these chat rooms for a variety of reasons. For instance, I like to meet with a particular friend in a two-person chat room so that we can discuss the latest goings-on in our home town. When I hang out in the MSN Member Lounge, on the other hand, I pick up a lot of tips about MSN and meet a wide variety of other users—there's *always* a chat going on in this area. Here's what a typical chat session looks like:

Figure 1-2: A typical chat session on MSN.
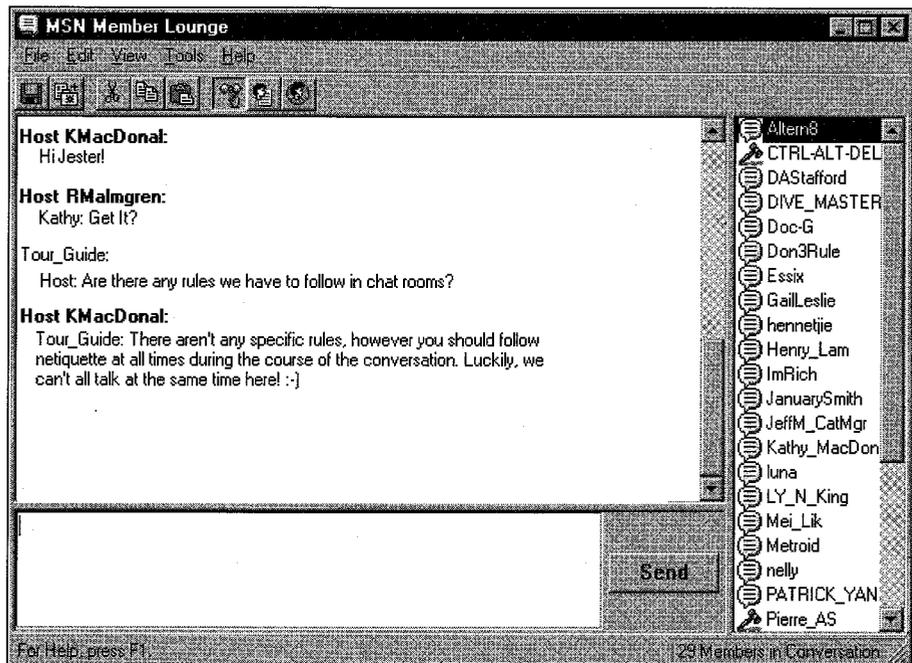
The Microsoft Network also reserves large chat rooms, called auditoriums, for special chat events. Auditoriums can hold hundreds of users. Chef Paul Prudhomme was the special guest at a recent chat event hosted on MSN. He told us about his favorite foods, how he began his cooking career, and the restaurants he enjoys the most. This is information that you might never get from other media!

Some chat events are more technical in scope. The Microsoft Network itself sponsors chats on a variety of topics. Some recent chat events include the Runner's World Prefontaine Classic; the Golf Digest at the U.S. Open; Sailing World: The America's Cup; Earth Day; and several chats with high-ranking computer software executives. These special chats are advertised in the MSN Today window. To learn more about chats and chat rooms, read Chapter 8, "Hanging Out."

■ **Join bulletin board services (BBSes) in your areas of interest—** OK, this is where I get to confess and tell you some of my secrets. I admit it—I'm a big fan of science fiction television. Some of my favorite shows are the Star Trek series, *The Prisoner*, and yes, *The X-Files*. There are bulletin boards on MSN specifically dedicated to each of these shows. Here's how it works: I open the X-Files BBS and read messages posted by other MSN users. I can respond to posted messages and can even post my own messages. This way I and others who enjoy *The X-Files* can exchange ideas about our favorite episodes, the story lines and the actors. Here's what the X-Files BBS looks like:

Figure 1-3:
The X-Files BBS.

Subject	Author	Size	Date
⊞ X-Files	FORBIN *	1.18KB	6/12/95 4:35 AM
⊞ Nice X-File background-paper !!...	Andreas Reeh	3.24KB	6/13/95 23:10 PM
🖹 New Season ???	Alexis Bratengeier	735 bytes	6/16/95 13:59 PM
⊞ what?where?	Hank Kohl	674 bytes	6/17/95 12:25 PM
⊞ Call for BMPs	Edward Bilodeau	542 bytes	6/19/95 18:15 PM
⊞ IS THE TRUTH OUT THERE?	MALCOLM LOH	981 bytes	6/19/95 19:53 PM

6 conversations, 0 with unread messages

There are BBSes dedicated to discussing movies, books, parenting, pets, physics, health—in short, just about anything you can think of. Once you've installed the MSN software, take the opportunity to roam through the Categories folder and see what BBSes are available. The Microsoft Network even has some adults-only BBSes; you must specifically request access before you can open them. There's plenty to please everyone. You can find out how to use a BBS in Chapter 7, "Working With BBSes." I'll show you some of the really cool spots on MSN in Chapter 9, "Day Trips."

▓ **Browse information resources**—Take one dictionary. Combine it with a thesaurus. Next, add a book of quotations, then an encyclopedia. Garnish with pictures, music and maps. This is the Microsoft Network recipe for information resources.

As you've probably heard, the Microsoft Network gives you special online versions of Microsoft's Bookshelf and Encarta resources, normally distributed on CD. These online versions are a little different from the software available separately in stores, but they provide the same lively assistance in your quest for information.

Bookshelf is designed to be a desk reference. It contains reference books, a thesaurus, over 3,000 images and 80,000 pronunciations. If you can't find an answer in Bookshelf, you can probably find it in Encarta. For instance, after reading a book about medieval monks recently, I was curious to know more about the Catharist movement which was considered heretical in the 13th and 14th centuries. I decided to put Encarta to the test. I was actually able to find not one but *several* articles on the Cathars and related groups! Encarta contains over 26,000 in-depth articles, over 5,000 photos and 360 maps. It's an impressive information store. Figure 1-4 shows what a typical Encarta article looks like.

Figure 1-4: Microsoft Encarta on MSN.

The Microsoft Network has other information resources available besides Encarta and Bookshelf—and new services are always being added. In addition, the Microsoft Network offers online courses and self-study programs through the Microsoft Online Institute. For a small fee, an online instructor will help you learn how to use different Microsoft software products.

▓ **Access help**—The Microsoft Network provides support for software issues and for network services. Software assistance is available in the form of help topics, member support numbers and context-sensitive help. When I first started using the software, I needed to learn how things operated (I didn't have this book, after all). I found myself opening Help Topics frequently to learn about changing default settings or finding resources on the system.

Of the many member assistance features available on MSN, one of the most interesting is the concept of *kiosks*. Kiosks are the announcement areas associated with each forum; they tell you about forum policies, what the forum is about, who the manager is and so on. Here's what a typical forum kiosk looks like:

Figure 1-5:
A forum kiosk.

Movie Forum
Kiosk

To learn more about specific help features, turn to Chapter 4, "I'll Get By."

As you can see, the Microsoft Network offers a wealth of features and services. In fact, so much information is available that you might expect you'd get lost without a map. Fortunately, Microsoft has organized the material in a way that makes it easy to "stay found." In the next section, we'll look at MSN's basic structure.

A Quick Tour of the Microsoft Network

The Microsoft Network is organized into five general areas: MSN Today, E-mail, Favorite Places, Member Assistance and Categories. You can access any of these areas through the MSN Central window, which is shown in Figure 1-6.
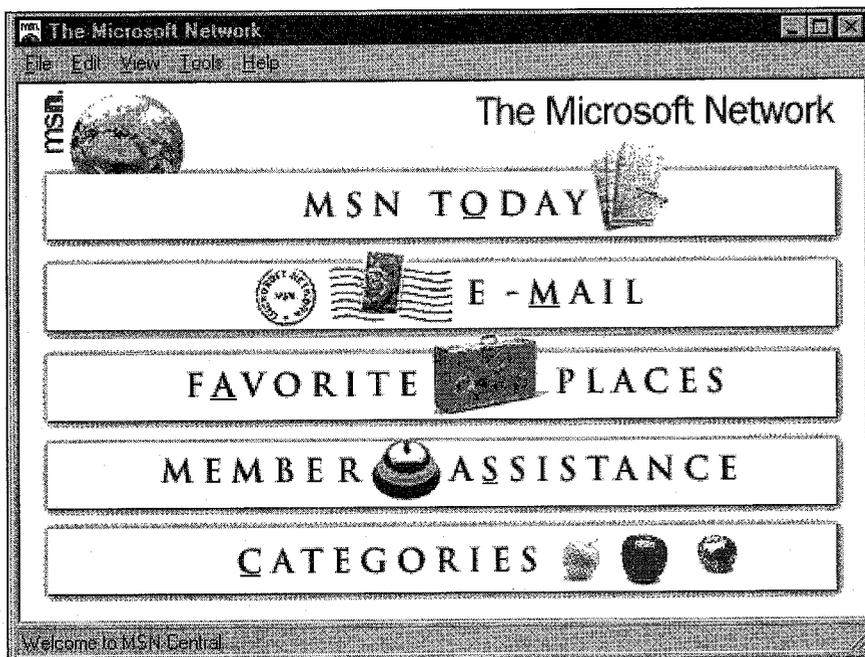
You can think of the MSN Central window as a traffic circle in the
middle of town; from here, five main boulevards lead to your areas of
interest. Every time you sign in to MSN, you are teleported into this
virtual traffic circle. Notice that each of the five areas is represented by
a large button. Let's begin by clicking the MSN Today button.

MSN Today

MSN Today is where you find out what's new on the system. It's an
electronic newsletter highlighting special events and newly available
services or information resources. It also informs you of regularly
scheduled chats in the various forums. The date, time and location are
supplied—MSN even gives you shortcuts to get you to the event's
destination! You'll probably become familiar with MSN Today very
quickly, since it appears automatically every time you log in. MSN
Today is updated at least once a week. Figure 1-7 shows an MSN
Today window that appeared on MSN at the end of June.

Figure 1-7: A recent
MSN Today window.
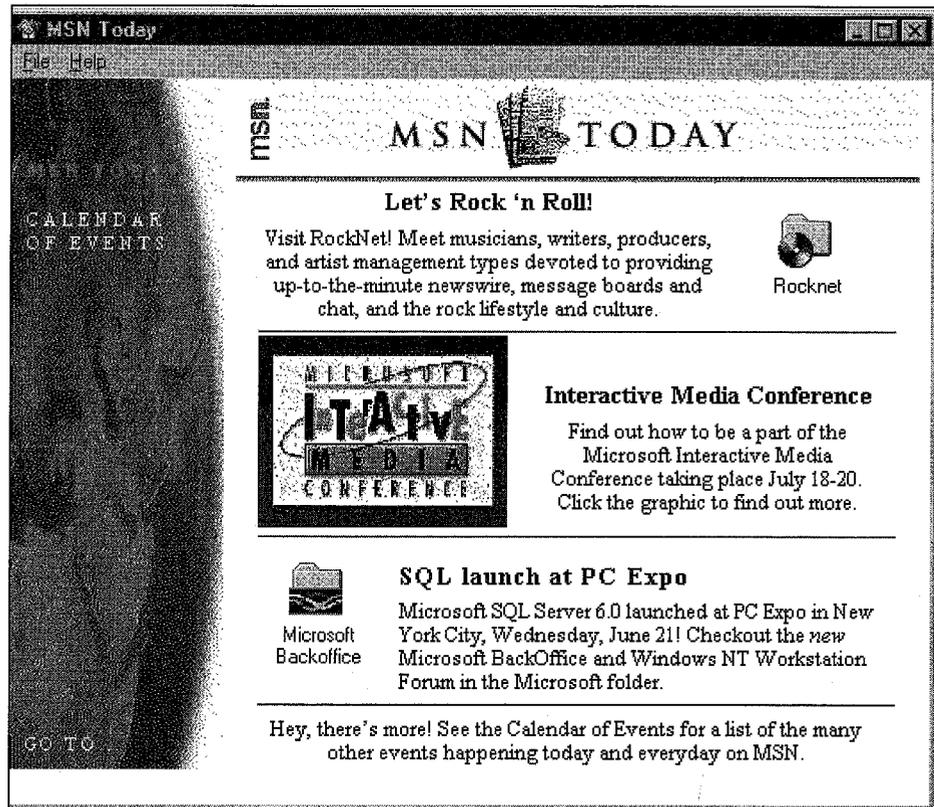
E-mail

E-mail, or electronic mail, is the primary messaging service on MSN. It uses a part of the Windows 95 operating system known as Exchange. By clicking the e-mail button, you'll be able to retrieve any messages sent to you, and you'll be able to send messages to other MSN users— or to anyone on the Internet or other major information services.

   As soon as you establish an MSN account, you are given your own private e-mail address. You don't need to jump through hoops just to get a cyberspace address. When you first click E-mail, a window similar to the one in Figure 1-8 appears. This is your Exchange Inbox.
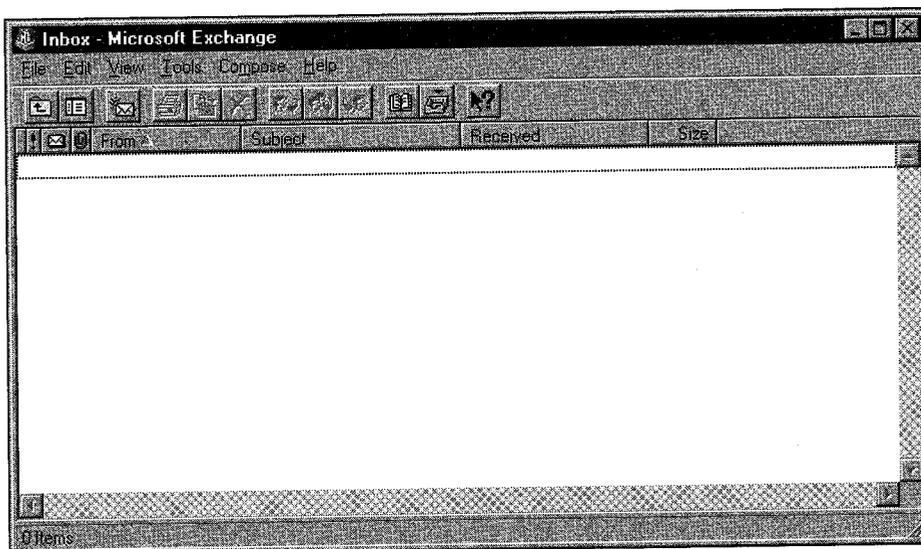
The Microsoft Exchange lets you send messages to people in cyberspace, whether or not they are MSN members. I send messages to Internet, CompuServe and America Online addresses all the time. And you don't need to do anything special to send them. You can receive e-mail from addresses at other service providers, too. You can even attach files such as spreadsheets or graphics to your messages.

E-mail is covered in depth in Chapter 5, "Beyond Snail Mail."

Favorite Places

Favorite Places is the next stop on our tour. When you first open Favorite Places, you are presented with the rather undramatic folder shown in Figure 1-9.

Figure 1-9: The Favorite Places folder.
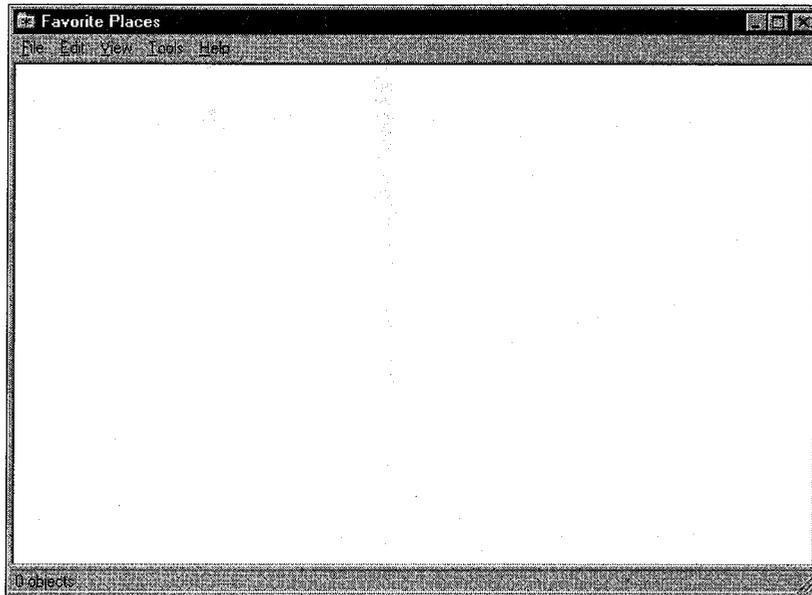
You may be wondering why this folder is completely empty, and my editors may be wondering why I included such a stupid illustration. OK, let's change this picture:

Figure 1-10: The Favorite Places folder, take two.

As you've probably guessed, Favorite Places is where you enter icons for your own favorite resources on MSN. When you first establish your account, Favorite Places is completely empty. But as you explore the Microsoft Network, you'll probably encounter some BBSes, chat rooms and other services that you'd like to visit regularly. Rather than remembering where to find these services and opening layers of folders to get to them, you can put a copy of the service icon into your Favorite Places folder. Favorite places are similar to other Windows 95 shortcuts, so they are very easy to create and use. For instance, when I want to read messages on the X-Files BBS, I simply open my Favorite Places folder and select the X-Files icon. Boom! I'm there. If it weren't for the Favorite Places feature, I'd have to open at least four folders to get to this BBS.

You'll learn how to create and use favorite places in Chapter 3, "Navigation 101."

Member Assistance

Member Assistance is a part of MSN's help system, which is discussed in detail in Chapter 4, "I'll Get By." Member Assistance is a hodge-podge of kiosks, folders, forums and chat rooms that can help you explore MSN. You can ask experts for help with technical problems, or you can ask other members where to find particular MSN services. You can even just hang out and learn by osmosis!

In Member Assistance, you'll find a variety of services to help maximize your MSN experience. At one time or another, I've visited each of those areas. Read the Member Guidelines for a quick overview of the Microsoft Network's policies and services, as pictured in Figure 1-11.

TIP Late-breaking news: We just got word that the MSN Member Lounge is moving from the Member Lobby to the Categories folder and will be called Chat World.

Figure 1-11: The
Member Guidelines
window.

Welcome to The Microsoft Network

Thanks for joining us. We're pleased that you're part of
our worldwide online community. MSN The Microsoft
Network, enables you to communicate with thousands
of other members around the world. You'll find a wide
range of topics to talk about, subjects to share, and
new experiences.

Our goal is to create an atmosphere that encourages
intelligent interaction and lively debate. Following these
guidelines will help MSN members have a positive
online experience.

As I mentioned earlier in this chapter, the MSN Member Lounge is
always hopping. I've never been in the chat room when there were
fewer than 15 users, regardless of the time of day. I've entered this chat
room when I was desperate for information and have been able to find
several users who could help me with various questions. It's always a
good idea to cruise through the Member Assistance folder because, like
all the services on MSN, things are constantly changing around here.

By the way, Member Assistance is also where you'll find updates to
the MSN software itself.

Categories

The bulk of MSN's services are in the Categories folder, the last avenue
leading you away from the MSN Central window. You'll find bulletin
boards, chat rooms, information kiosks, file libraries, information
services, even Internet newsgroups in the Categories folder. When the
Categories folder opens, the window in Figure 1-12 greets you with
top-level folders such as Arts and Entertainment or Science and Tech-
nology. Each folder contains dozens of items.

Figure 1-12: The Categories folder.
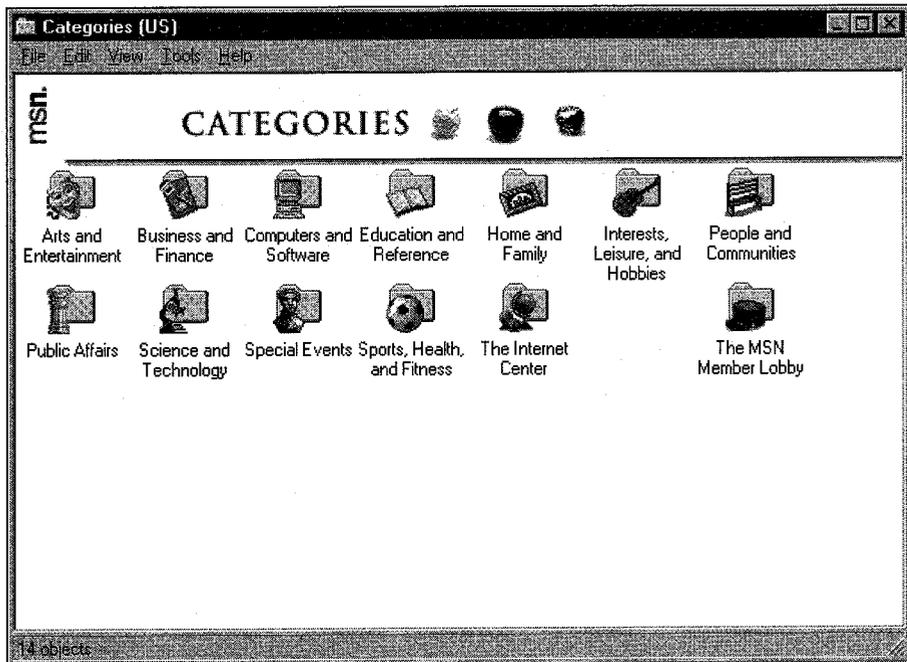
The Categories folder is organized from broad to specific. Each folder contains at least one forum, and each forum usually contains at least one BBS, chat room, information kiosk, file library and suggestion box. This is where most of the interaction between you and other MSN users occurs. There's even a special Members To Members BBS where you can post technical questions to other MSN users. To learn more about the places you can visit in each folder, read Chapter 9, "Day Trips."

Moving On

You now know what you can do and where you can do it on the Microsoft Network—all you need to learn now is *how* to do it. Don't worry, it's easy. I'll show you how to maneuver through the system quickly and efficiently, how to access Help, how to use your e-mail account, how to upload and download files, read BBSes and use chat rooms. Then in the last chapter, you can just relax as I tell you about some of the cool places I've found on MSN. You'll progress from Microsoft Network newbie to expert in no time.

Well, you've bought your ticket into cyberspace. Now it's time to use it. Are you ready to move on? In the next chapter, I'll show you how to install the software and set up your account. Let's go!

YOUR TICKET TO RIDE

Getting Connected to MSN

Now that you know a little bit about what's available on the Microsoft Network, you're probably eager to start exploring. But as with any journey, you have to get ready for the trip first. In this chapter you'll learn how to install your modem and the MSN software, as well as how to establish an account. This whole process goes very quickly, and if you follow the step-by-step procedures, it should be painless as well.

If you were going to Florida, you'd pack a bathing suit; if you were going to Alaska, you'd take warm clothes. But you'll be traveling through cyberspace, and that kind of journey has very different requirements. Let's quickly review what you need.

What You Need

Here's what you need before you can connect to the Microsoft Network:

■ **A PC with Windows 95 up and running**—If you are already running Windows 95 on your machine, you won't have any problem using the MSN software. The absolute minimum RAM requirement for Windows 95 is 4 megabytes, but unless you really enjoy twiddling your thumbs and staring at blank screens, I recommend at least 8mb; everything will work faster and better. And if there's any way you can swing it, go for 12–16mb—you'll really notice a speed difference, especially when you have more than one program running at once. My philosophy of life is that you can't have too much free time or too much RAM.

Note: If you haven't installed Windows 95 on your machine, please do so before continuing with this chapter. Check the Windows 95 documentation for hardware requirements.

- **Your original Windows 95 disks or CD**—They contain all the necessary software for accessing the Microsoft Network.
- **Enough space on your hard drive**—The MSN software and the Microsoft Exchange program necessary for e-mail will eat up a little over 6mb on your hard drive. If you don't have that much space available, please free it up by uninstalling any unnecessary programs or deleting any useless files now. Since you'll probably be downloading information from MSN as well as receiving e-mail messages, you should also have an extra few megabytes of hard-drive space available.
- **An installed modem**—You can use any sort of modem, internal or external, the faster the better. If you use an external modem, you'll need a free serial port on your computer to attach it to, as well as a cable.

  Also, to take full advantage of high-speed external modems, you will need a special chip in your serial port controller, called a 16550 UART. Check the documentation on your computer to see if you have one. If not, your local computer reseller can get one for you. Internal modems are convenient because they don't take up desk space, and they're generally less expensive. Some people, however, prefer external modems because they're easier to install and troubleshoot (and they like to see all the little blinking lights). Whatever kind you get, make sure it's at least 9600 baud (a measure of how fast the modem transmits and receives data). These days, it's usually cost-effective to get a 14.4k baud or 28.8k baud modem. While MSN doesn't require these speeds, you may use other applications where speed is more critical.

TIP Make sure to follow the instructions in your modem manual very carefully when you install your modem.

- **A phone line**—Of course, this is the key to everything. You have to hook your modem to a phone line to dial in to the Microsoft

Network. It's convenient, but not necessary, to have a line that's separate from your regular voice line.

There's one more step before we actually install the MSN software: telling Windows 95 about the modem you installed. The operating system has to know which serial port to communicate with, what kinds of modem commands to send and what advanced features your device supports. For this next section, keep your modem manual handy.

Telling Windows 95 About Your Modem

Before you begin a trip, you need to determine how you'll get there. If you choose to drive to your destination, you decide what car you're driving, what roads you're traveling and how long the journey will take. The same idea goes for a trip by computer and modem. Your computer needs to know which port to use to communicate with the modem and the modem's speed and type so you can travel in cyberspace. Here's what you need to do:

1. Click Start on the Windows 95 taskbar. The Start menu appears, as shown in Figure 2-1.

Figure 2-1: The Windows 95 Start menu.
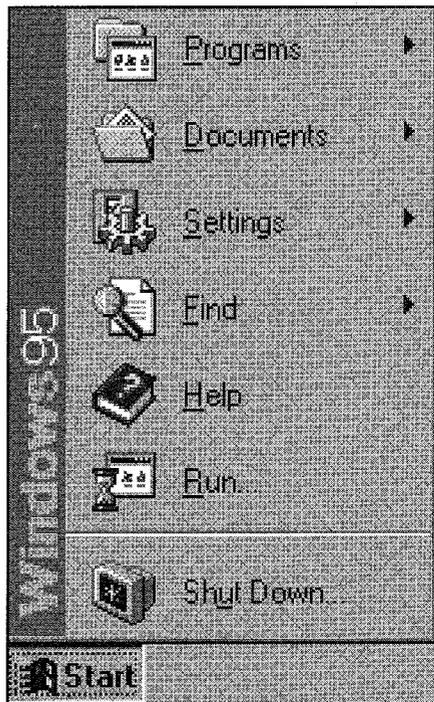
2. Select Settings, then click Control Panel in the submenu that appears. The Control Panel window opens, as shown in Figure 2-2.

Figure 2-2: The Control Panel window.

Figure 2-2: The Control Panel window.
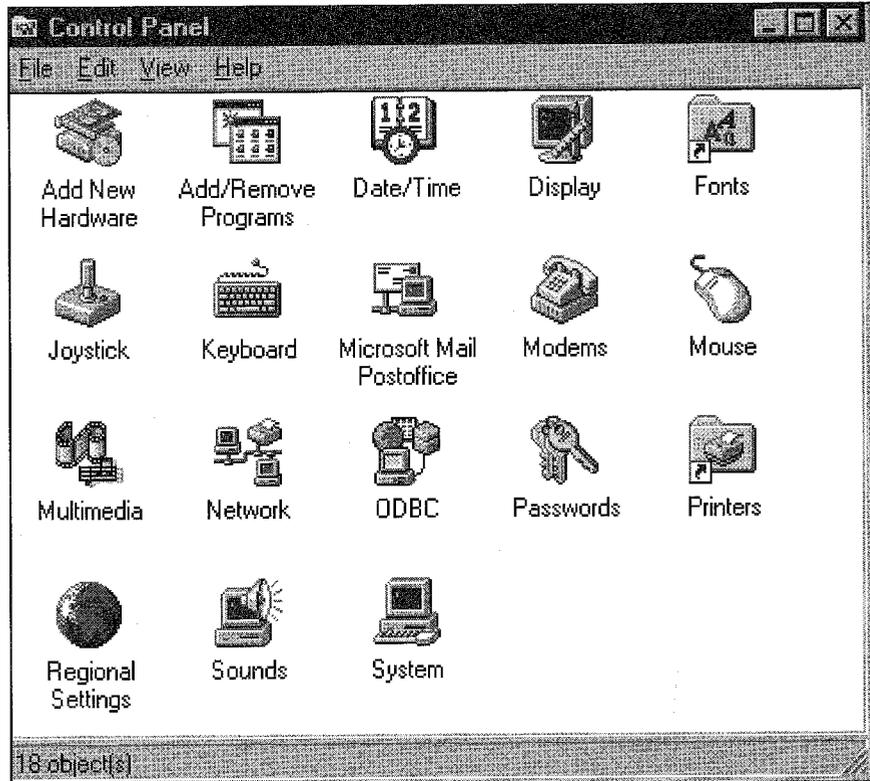
3. Double-click the Add New Hardware icon. The Add New Hardware Wizard dialog box appears, asking you to click Next to begin installing your new hardware, as shown in Figure 2-3.

Figure 2-3: The Add
New Hardware
Wizard dialog box.

4. Click Next. The Add New Hardware Wizard asks if you want
    Windows to search for the new hardware. The default is Yes, and
    this is generally the way to go. If you want to install your own
    hardware, click No in the options box and follow the directions in
    the "Adding new hardware yourself" sidebar.

5. Choose Next, and the Add New Hardware Wizard tells you that
    the detection process will take several minutes to search for your
    new hardware.

    ▓ Click Next to search for your new hardware. A progress indica-
      tor appears in the dialog box.

    ▓ To see what hardware the Wizard detected, click on the Details
      button; information appears in the Detected field as shown in
      Figure 2-4.

6. Click Finish to exit the dialog box.

Add New Hardware Wizard

Windows has finished detecting hardware, and is ready to install support for all detected devices.

To see a list of the devices that Windows detected, click Details.

To finish installing the detected device(s), click Finish.

Detected

14.4 Data Fax Modem
Creative Labs Sound Blaster Pro
MS Windows Sound System Compatible

Details...

Back   Finish   Cancel

Figure 2-4: The Add New Hardware Wizard hardware details.
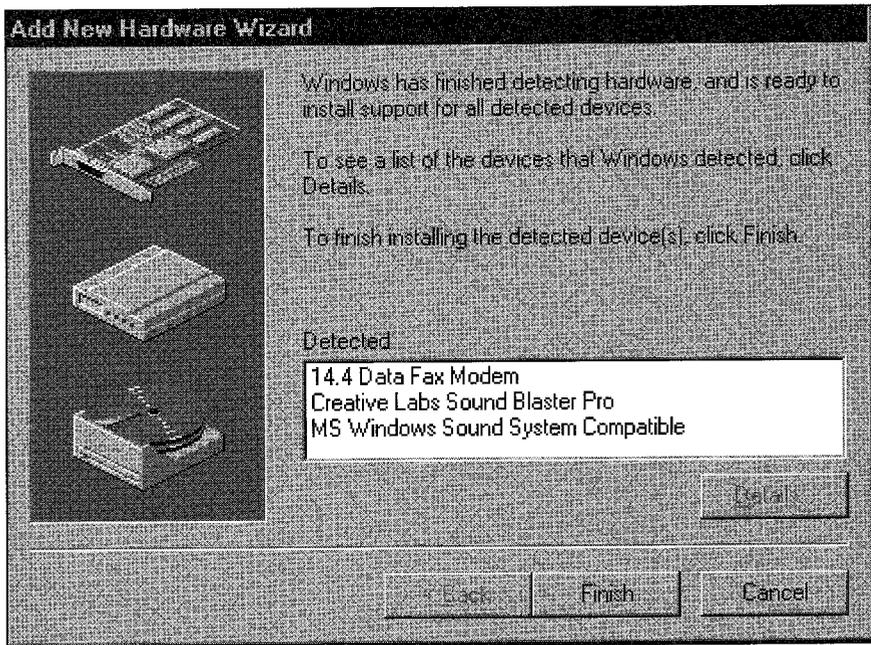
▓ The Verify Modem dialog box pops up, as shown in Figure 2-5.

Figure 2-5: The Verify Modem dialog box.

Verify Modem

The following modem was found on Communications Port (COM3):

14.4 Data Fax Modem

If this modem type is not correct, click Change to select a different type from a list.

Change...

< Back   Next >   Cancel
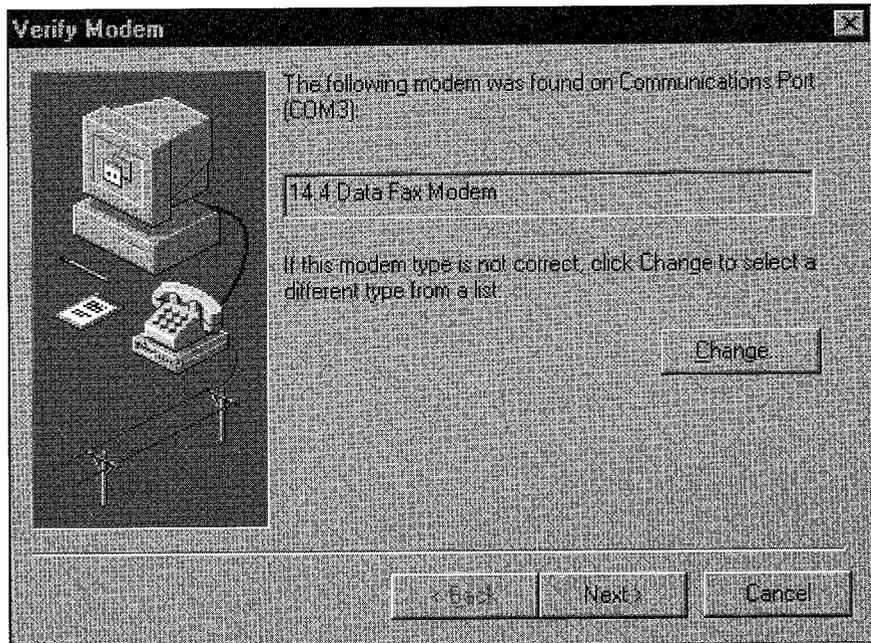
7. Click Next. The System Settings Change dialog box opens and tells you that the computer must be restarted to complete the Add New Hardware process.

8. Click Yes to restart your computer.

Adding new hardware yourself.

The Add New Hardware Wizard gives you the option of installing the modem yourself. To do this:

1. Double-click on the Add New Hardware icon. The Add New Hardware Wizard pops up, prompting you to click Next to begin the installation process.

2. Click Next. The Add New Hardware Wizard asks whether you want Windows to search for your new hardware.

3. Click No.

4. Click Next. The dialog box that appears asks you to "Select the type of hardware you want to install."

5. Click Modem, then click Next. The Install New Modem dialog box appears.

6. Click the "Don't detect my modem; I will select it from a list" check box.

7. Click Next to continue. Choose your modem's manufacturer and the model type from the list boxes. If a manufacturer's driver disk comes with the modem, insert it and click on the Have Disk button. The Install From Disk dialog box pops up. Tell the Wizard what drive the disk is in. Click OK. Then return to Install New Modem and click the manufacturer and model of your modem in the dialog box.

8. Click Next. The "You have selected the following modem" dialog box opens. Choose the communications port that the modem is attached to.

9. Choose Next. When the "Your modem has been set up successfully" dialog box pops up, click Finish.

OK, you've got your bags packed and are just about ready for your first excursion into cyberspace. Now let's install the Microsoft Network software.

Installing the Microsoft Network Software

When you installed Windows 95, you were given the option of install-
ing the Microsoft Network software and Microsoft Exchange as well. If
you're unsure about whether you installed them, look on your Win-
dows 95 desktop for the two icons shown in Figure 2-6. If you have
these icons on your desktop, skip ahead to "Establishing Your
Microsoft Network Account." As for the rest of you, get out your
original Windows 95 CD or disks; it's still a while before the bell rings.

Figure 2-6: The
Windows 95 desktop
with icons for the
Microsoft Network
and the Microsoft
Exchange Inbox.
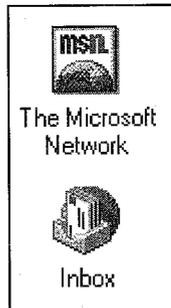
One quick word of advice: Before running any installation program,
it's a good idea to close all other programs that are running and save
any data you want saved. Now let's get busy.

There's probably a Set Up The Microsoft Network icon on your
desktop. If so, you can skip the steps in this section—just double-click
the icon, and Microsoft takes care of the rest. The only thing you might
have to do is insert your Windows 95 CD or disks if requested to do so.
You'll see various messages as the files are installed. When the installa-
tion is complete, you're ready to move ahead to the next section and
configure Microsoft Exchange.

If you don't have a Set Up The Microsoft Network icon on your
desktop (maybe you deleted it before you realized its importance),
follow these steps to install MSN and Exchange:

1. Open the Start menu (shown in Figure 2-7) by clicking the Start
    button on the Windows 95 taskbar.

2. Click Settings, then click Control Panel in the submenu that
    appears. The Control Panel window opens, as shown in Figure 2-8.

Figure 2-7: The
Windows 95
Start menu.
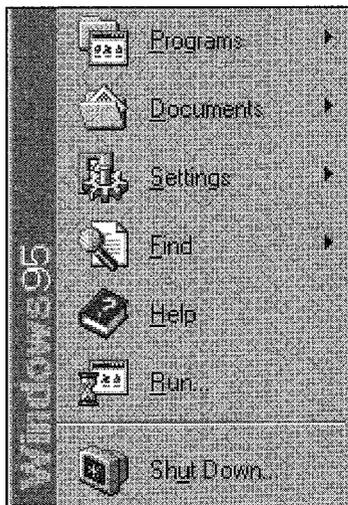
Figure 2-8: The
Control Panel window.

3. Double-click the Add/Remove Programs icon. The Add/Remove Programs Properties dialog box appears, as shown in Figure 2-9.

Figure 2-9: The Add/
Remove Programs
Properties dialog box.
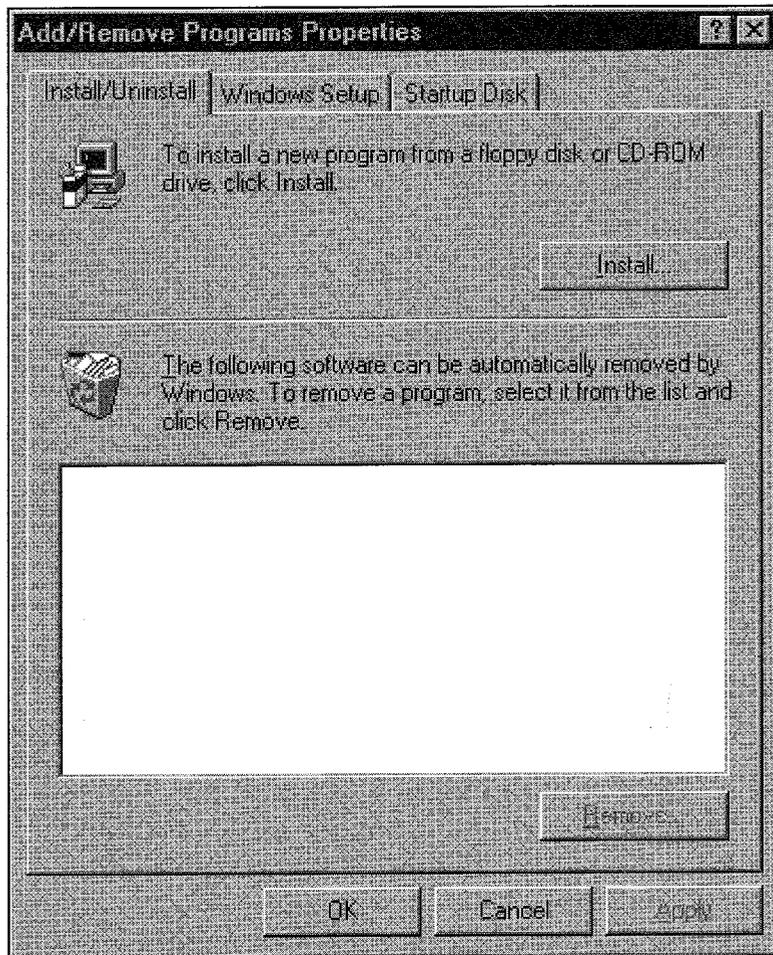
4. Click the Windows Setup tab to open the tab shown in Figure 2-10.

5. Scroll down the Components list until you see the The Microsoft Network check box. Check it.

   ▓ If the The Microsoft Network check box is gray, some of its components won't be installed. To fix this, select The Microsoft Network, click Details, and check the box for each component. When you're done, click OK and proceed with these steps.

Figure 2-10: The
Windows Setup tab.

Add/Remove Programs Properties

| Install/Uninstall | Windows Setup | Startup Disk |

To add or remove a component, click the check box. A shaded box
means that only part of the component will be installed. To see
what's included in a component, click Details.

Components:

☐	Accessibility Options	0.0 MB
☑	Accessories	2.5 MB
☑	Communications	0.5 MB
☐	Disk Tools	0.0 MB
☐	Microsoft Exchange	0.0 MB

Space required: 0.0 MB
Space available on disk: 27.9 MB

Description

Includes options to change keyboard, sound, display, and
mouse behavior for the hearing and sight impaired.

0 of 1 components selected   [Details...]

[Have Disk...]

[OK]   [Cancel]   [Apply]

TRAP If the The Microsoft Network check box is already checked, **DO NOT** uncheck it and proceed
with the instructions in this section. Doing so could seriously mess up your MSN installation.

⊞ The Setup dialog box pops up, telling you that Microsoft Ex-
change needs to be installed and asking whether you want to
install it and its options. Click Yes. The Microsoft Exchange
check box is also checked now.

6. Click OK on the Windows Setup property sheet.

7. At this point follow any directions that appear telling you to insert your CD or disks. If you are using disks instead of a CD, you may be instructed several times to insert various Windows 95 disks.

Your hard disk is now loaded with all the files it needs to run the Microsoft Network software and Microsoft Exchange. At this point, you must configure Microsoft Exchange so that it will work correctly with MSN.

Configuring Microsoft Exchange

When the installation is complete, the Inbox Setup Wizard dialog box for Microsoft Exchange should pop up, as shown in Figure 2-11. (If it doesn't appear automatically, double-click the Inbox icon on your desktop.)

Figure 2-11: The Microsoft Exchange Inbox Setup Wizard dialog box.
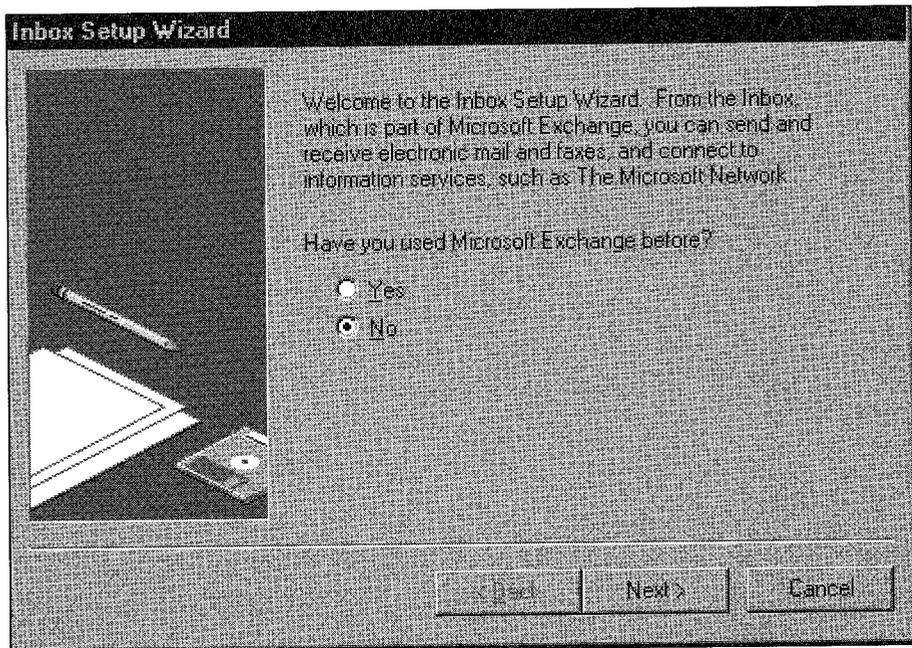

You are now ready to configure Microsoft Exchange so that you can send and receive e-mail through the Microsoft Network.

1. Since you have never used MS Exchange before, click No, and then click Next to continue. The choose service dialog box appears, as shown in Figure 2-12.

Figure 2-12: The
choose service
dialog box.
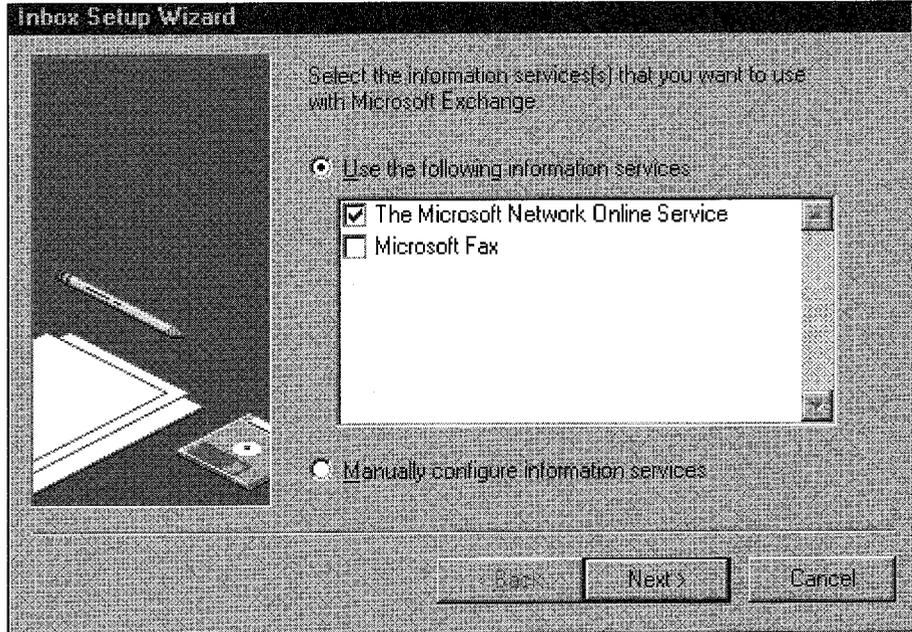
2. Choose the Microsoft Network Online Service.

   ▓ Depending on the choices you made during installation, there
   may be an option for Internet mail. When you are done config-
   uring Exchange for MSN, you can use these same steps to
   configure Exchange for Internet mail.

3. Click the Next button at the bottom of the dialog box.

4. Choose Next again, after determining whether you want
   Microsoft Exchange to open automatically when you start Win-
   dows 95. This feature is convenient if you're on a network.

5. Click the Next button. The MS Exchange Setup Wizard tells you
   the configuration process is complete and your settings are ready
   to use with Microsoft Exchange.

6. Click Finish to exit to your desktop. A window pops up telling
   you that your desktop is being updated. The Microsoft Network
   and Inbox icons appear on your desktop.

   Congratulations—you're all packed and ready for the trip! Now that
you have all the necessary software loaded, you can sign up for the
Microsoft Network.

Establishing Your MSN Account

Now that you've hooked up your modem to your computer and installed the software, you're probably eager to sign up with the Microsoft Network and start exploring. Don't worry, it won't be long now. Signing up is a simple process, and it's all done electronically. In other words, you don't have to actually talk to a Microsoft representative to establish your account. Instead, your computer does most of the work for you. You just enter some information from your keyboard, and the software transmits it to the MSN offices in Redmond, Washington. Make sure you have a credit card handy, because you'll need to give Microsoft your billing information.

    The first step is placing the call to Microsoft, or rather, telling the software to place the call for you.

Making the Initial Call

When you're ready to sign up for the Microsoft Network, follow these simple steps:

1. Double-click the MSN icon on your desktop. The Microsoft Network initial window appears, as shown in Figure 2-13.

Figure 2-13: The Microsoft Network initial window.
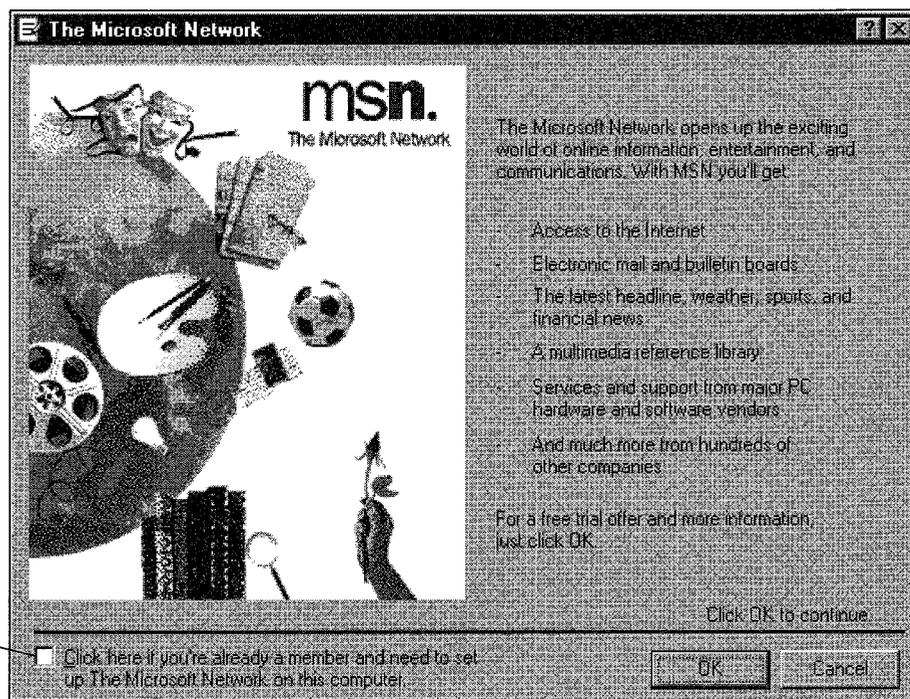
Click this check box if you're already signed on with MSN and you want to access your account from a different computer. This feature is useful if you signed up for your account through a computer at work and now want to access that account from your home computer.

The Microsoft Network

msn.
The Microsoft Network

The Microsoft Network opens up the exciting world of online information, entertainment, and communications. With MSN you'll get:

Access to the Internet

Electronic mail and bulletin boards

The latest headline, weather, sports, and financial news

A multimedia reference library

Services and support from major PC hardware and software vendors

And much more from hundreds of other companies

For a free trial offer and more information, just click OK.

Click OK to continue.

☐ Click here if you're already a member and need to set up The Microsoft Network on this computer.

[OK]   [Cancel]

TRAP If you don't yet have an MSN account, and you click the check box, you will be taken to a screen that assumes you already have an account. From here, you will be unable to sign on, since MSN won't recognize you as a member. Fortunately, there is a quick fix. Click on your Start menu and select Run. In the dialog box, type **signup**, and you will be taken directly to the new member signup screen.

2. Click the OK button to continue the signup process. A new dialog box pops up requesting your area code and the first three digits of your phone number.

3. Verify or fill in both fields and click OK.

4. Click the Connect button in the Calling dialog box. The word "Dialing..." appears near the bottom of the window, and the Connect button is grayed. You may hear your modem dial the call. Once your modem connects, "Dialing..." changes to "Starting transfer..." This means that MSN is sending you the latest account and access information. After a minute or so the transfer is complete. Your modem hangs up, and the Microsoft Network information dialog box appears, as shown in Figure 2-14.

Figure 2-14: The Microsoft Network information dialog box.
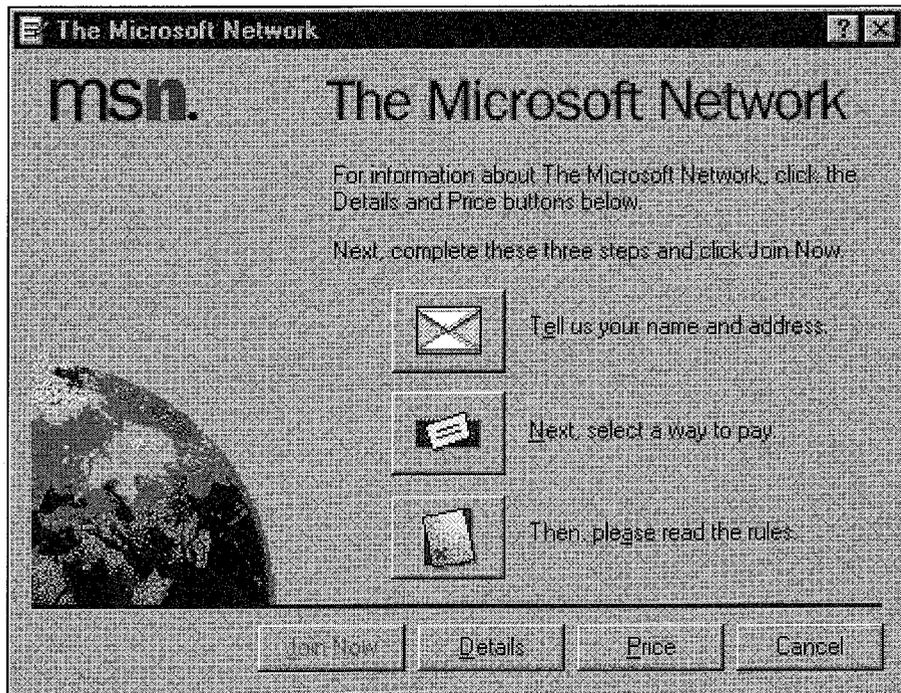
As you can see, there are three large buttons in this window. You need to click on each one to sign up for MSN. Let's take them in order from top to bottom.

"Tell us your name and address."

It's no surprise that MSN needs to know who you are! To tell it:

1. Click the "Tell us your name and address" button. The name and address dialog box appears, as shown in Figure 2-15.

Figure 2-15: The name and address dialog box.

- Fill in your first and last name, company name (optional) and address.
- Select your country from the list of countries in the Country drop-down list box.
- Enter your area code and home phone number.

TIP As an MSN member, you're entitled to receive information about new features, programs and special offers from Microsoft and other companies. If you *don't* want to receive this information, click the check box in the lower left corner of this dialog box.

2. Once you have completed the dialog box, click OK. You are returned to the Microsoft Network Information dialog box, as shown in Figure 2-14.

   ▨ Notice that there is a check mark beside the envelope icon now, indicating that you have completed the name and address information.

Now comes the most painful part of this whole process: selecting a way to pay. Did I forget to tell you that MSN isn't free?

"Next, select a way to pay."

Wait a minute, hold everything! Before you select a way to pay, you might want to know exactly how much you're going to be paying and what exactly you'll get for your money. Though MSN isn't free, I think it's a real bargain considering the wealth of information and wide range of services it provides. But now is the time to make your own informed decision.

▨ For the latest pricing and subscription plan information, click the Price button at the bottom of the dialog box. When you've finished reading, click Close.

▨ For the most current information on MSN's available services, click the Details button at the bottom of the dialog box. When you've finished reading, click Close.

Assuming you decide the whole deal is worth it, it's time to give MSN your billing information. To do this:

1. Click the "Next, select a way to pay" button. The payment method dialog box pops up, as shown in Figure 2-16.

Figure 2-16: The payment method dialog box.
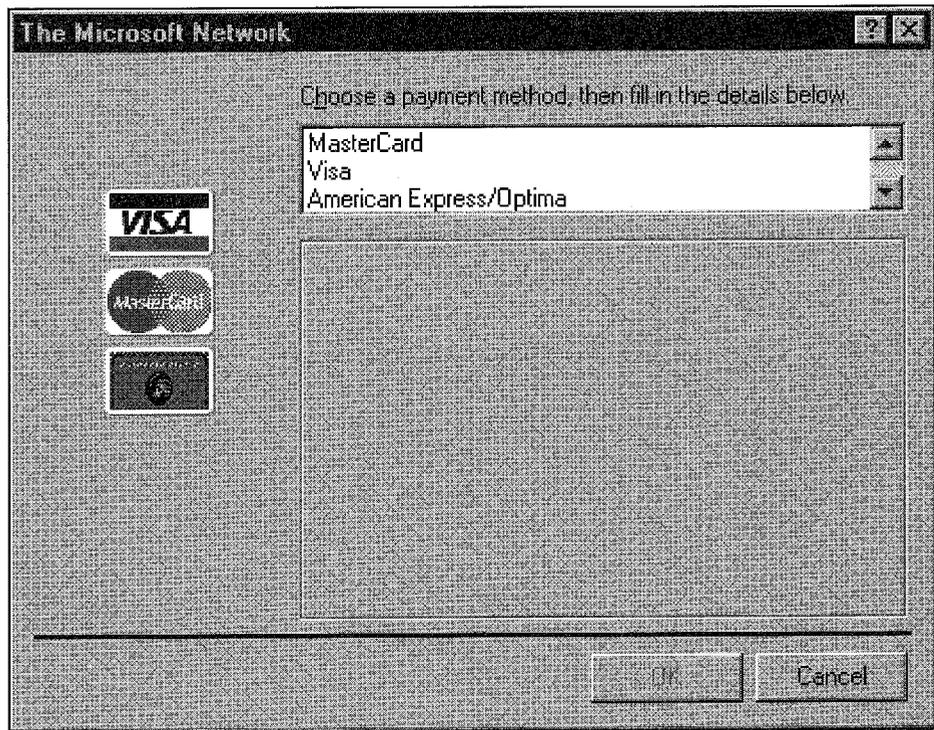
2. Scroll through the credit card choices using the scrollbar to the right of the list box. Currently, Microsoft gives you four options: MasterCard, Visa, American Express/Optima and Discover.

3. Click the credit card you want your MSN account to be billed to. At this point, five new fields appear requesting the bank name, card number, expiration date and card holder's name.

4. Enter your credit card information and click the OK button. You are returned to the Microsoft Network information dialog box. Notice that now there's a check mark beside the credit card icon.

   In some ways, the next step is the most important. Before actually transmitting your billing information, you should know exactly what you're getting into and what restrictions might be placed on your use of the service. As this book went to print, Microsoft did not require that you send them your first-born child, but that could have changed by now.

"Then, please read the rules."

To be an MSN member, you *must* agree to the membership rules, so read them carefully.

1. Click the "Then, please read the rules" button. The Microsoft Network's terms of agreement are displayed in the window that appears.

2. Click the I Agree button if you agree to abide by these rules. You are returned to the Microsoft Network information dialog box. Notice that there's a check mark beside all three buttons now.

3. OK, this is the moment of truth: Click the Join Now button to join the Microsoft Network.

   ▦ As soon as you click the Join Now button, loud parade music blares from your speakers and a 3-D holographic image of Bill Gates's hand reaches through your monitor to extend you a hearty handshake (as he reaches for your wallet).

Verifying Your Local Access Numbers

So I lied. What really happens after you click the Join Now button is that the access numbers dialog box pops up, as shown in Figure 2-17.

TIP

Late-breaking info flash: As this book went to press, Microsoft was in the process of adding full Internet access capabilities to MSN. If you were given an option to set up Internet access through MSN, and if you chose this option during your Windows 95 or MSN installation, you now have two choices in the Service type drop-down, (1) The Microsoft Network or (2) Internet and The Microsoft Network. Coverage of the Internet is beyond the scope of this book, so for now select The Microsoft Network. (But for everything you ever wanted to know about the Internet, check out our companion book, *Internet Guide for Windows 95.*)

The telephone numbers that appear in the Primary and Backup fields of this window are your own local access numbers; they will be different from the ones shown in the illustration above. The telephone number in the Primary field is the local access number that your computer dials first when trying to connect to MSN. If the computer cannot connect using this number, it dials the number displayed in your Backup field. Depending on your location, you may or may not have a Backup number.

The MSN software selects local access numbers based on the area code and first three digits of your phone number, which you entered earlier. The "+1" and area code displayed before the numbers are stripped off when you call to connect with MSN. The MSN software is smart enough to know that these access numbers are in your local area and that it doesn't need to dial 1 or the area code.

Figure 2-17: The access numbers dialog box.
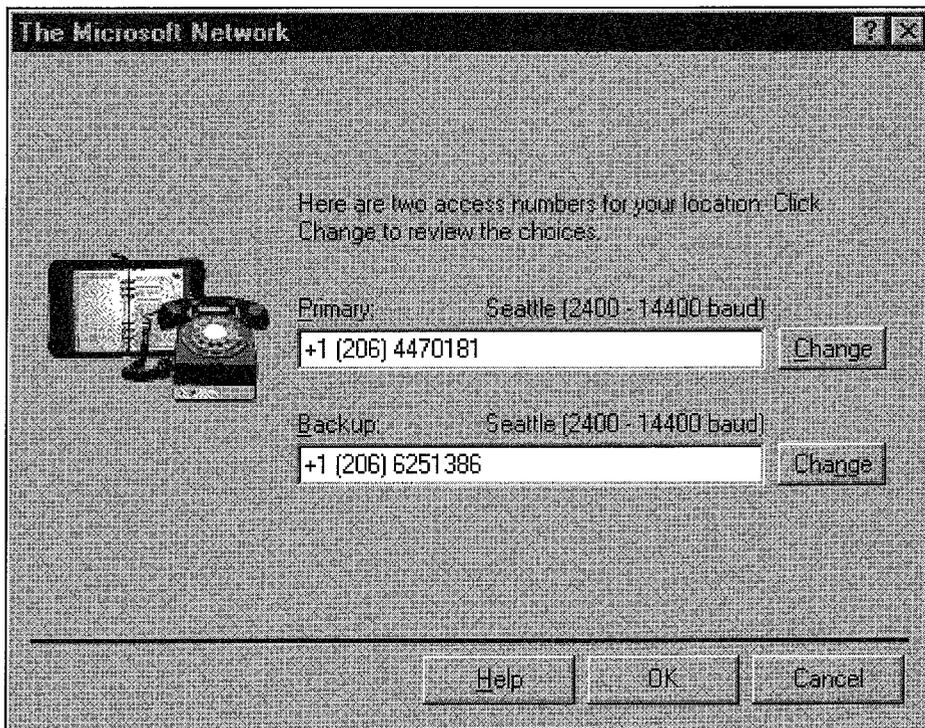
TIP   In some businesses, you must dial a 9 or another number first to make a call outside the company. If you need to dial a number to reach an outside line, you can configure it by clicking on Settings in the Sign In window. I'll talk more about this in the section below called "Changing Your Connection Settings."

As you can see, the access numbers dialog box lets you either accept or change the suggested local access numbers. Why would you want to change them? Well, suppose you move. Or suppose you want to access
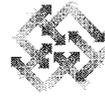
your MSN account while you're on the road. To change these numbers, you simply click the Change buttons and select the appropriate new number from the drop-down list that appears. For now, though, simply click the OK button to accept them.

The Home Stretch: Logging On

OK, we're in the home stretch now. There's just one more step before you can log on as a regular MSN user: you have to tell the Microsoft Network what you want your Member ID and password to be.

As soon as you click OK in the access numbers dialog box, the Calling window, shown in Figure 2-18, pops up again.

Figure 2-18: The Calling window.
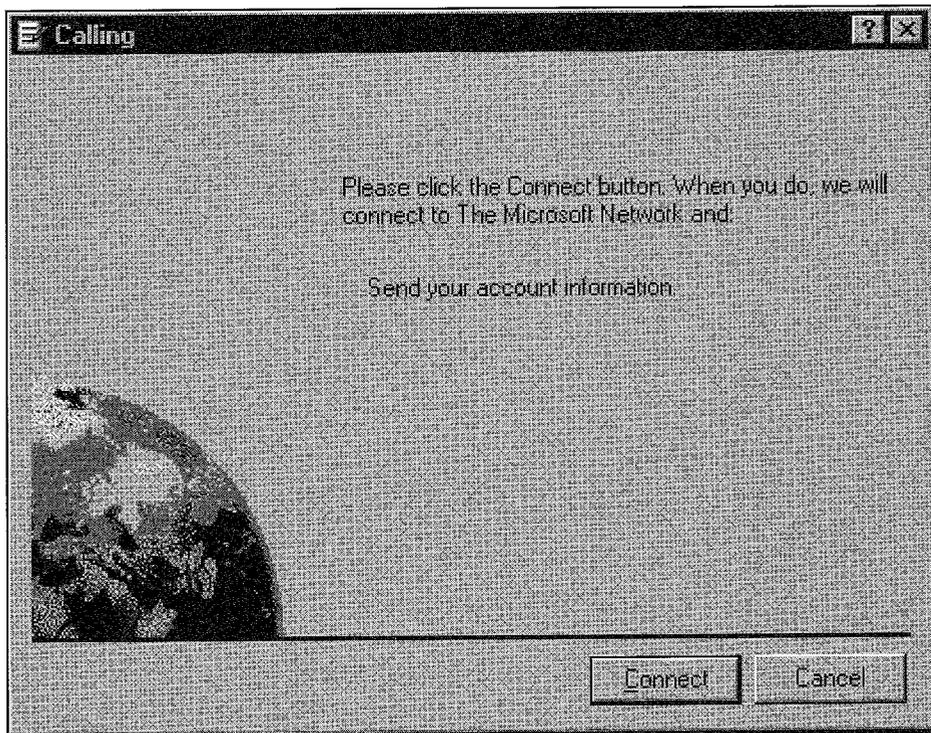
Now you're going online again to transmit your updated account information and select a name and password. To do this:

1. Click the Connect button. Your modem dials the primary access number. Once you're connected, the MSN member ID and password window appears, as shown in Figure 2-19.

Figure 2-19: The MSN
member ID and
password window.

2. Enter an MSN member ID name for yourself in the Member ID field. If your ID name is more than one word, you must use an underscore (_) between the two words. For example, Kathy_MacDonald or Boo_Kitty are acceptable member ID names, but Kimber Wilkerson is not.

   ▓ The member ID you enter is the name people will identify you by on the service. It's similar to a CB Radio "handle." You can get really creative and have some fun with your ID. If you're into Arthurian legend, how about Merlin or Green_Knight? Maybe you want to use Sarah_Heartburn, the nickname your parents gave you while you were growing up. Whatever you choose, this name is unique to you and can reflect your personality or interests.

3. Next, type your password in the Password field. This password must be between 8 and 16 characters in length. "Hello?You," "EnterMSNnow" and "1468theq" are all valid passwords. Remember to write down your password and keep it somewhere safe, just in case you forget it.

Breaking the code.

Don't get paranoid, but make sure your password is secure and not easily discoverable. Don't use any words or characters that are too closely associated with you, such as your mother's maiden name, your social security number, your birth date, your company name—or even a favorite phrase. Some people in this world love puzzles—and your password could be the enigma of the day.

Do you remember the movie *War Games*? The main character is a computer buff who enjoys breaking computer users' passwords to enter their accounts. The climax of the film comes when he breaks into the NORAD (North American Air Defense) computer system and initiates a "war games" program that threatens global peace.

While *War Games* is fiction, there are actual cases that are almost as dramatic. From spy rings and embezzlers to student "hobbyists"—to the guy sitting next to you on an airplane who wouldn't mind a few free hours on MSN—there are people ready to take advantage of anyone who gets lazy about choosing a good password. Instead of your daughter's name, take the middle name of your father's boss, rearrange the letters in reverse alphabetical order, and append the square root of your age when you first got kissed (rounded to a whole number, of course). Then you'll at least feel that anyone who figures out your password deserves the free ride.

Also, changing your password every few weeks isn't a bad idea . . . just to be on the safe side.

4. Click the OK button. The welcome window is displayed, as shown in Figure 2-20, and once again your modem hangs up.

Figure 2-20: The welcome window.
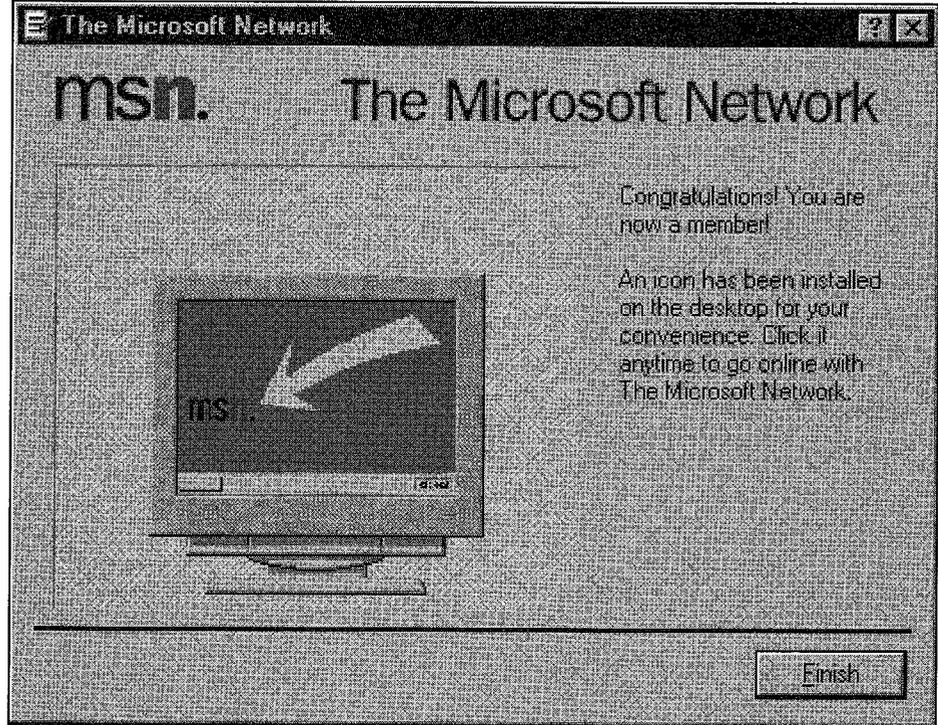
- This window tells you that the Microsoft Network icon appears on your desktop.
5. Click Finish to return to your desktop.
6. Double-click the Microsoft Network icon. The Microsoft Network Sign In dialog box appears, as shown in Figure 2-21.
7. Make sure your member ID is correct. Type it in if this field is blank.
8. Type your password in the Password field if it is blank.
   - The software displays your password as a string of asterisks to protect your privacy.
   - If you don't want to type in your password every time you sign in to MSN, check the "Remember my password" check box. If you do this, however, remember that anyone who uses your computer and cranks up your MSN software will have free access to your account.

Figure 2-21: The
Microsoft Network
Sign In dialog box.

9. Click the Connect button. Your modem dials MSN, and in a few
   moments the Microsoft Network main menu, also known as Micro-
   soft Network (or MSN) Central, appears, as shown in Figure 2-22.

Figure 2-22: The
Microsoft Network
main menu.
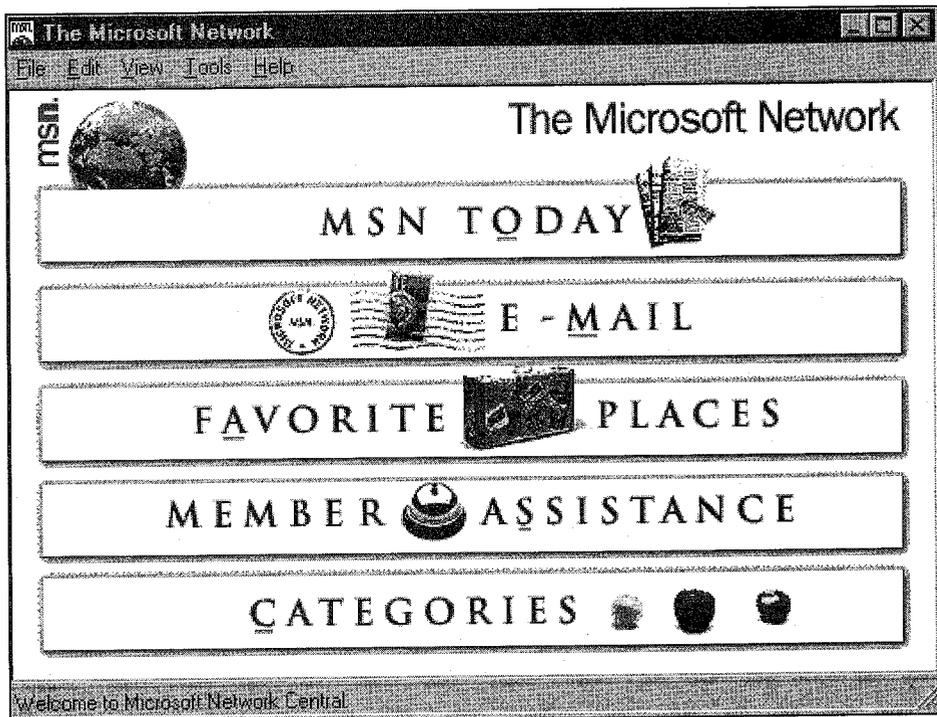
You're online now, a fully functional member of the MSN community. You can begin exploring on your own, or move ahead to Chapter 3 for a guided tour of the MSN user interface. If you want to hang up, simply select Sign Out from the File menu.

Changing Your Connection Settings

If you've followed the step-by-step procedures in this chapter, your software should be correctly configured for connecting with the Microsoft Network. However, there may come a time when you need to change something. For instance, if you move to a new city, you'll need to choose new local access numbers. Or you may get a new modem that needs a slightly different configuration. Or you may want to tell the software to dial a special prefix such as 9 to reach an outside line.

To change any Microsoft Network connection settings:

1. Double-click the MSN icon on your Windows 95 desktop.

2. Click the Settings button in the Sign In dialog box. The Connection Settings dialog box appears, as shown in Figure 2-23.

Figure 2-23: The Connection Settings dialog box.
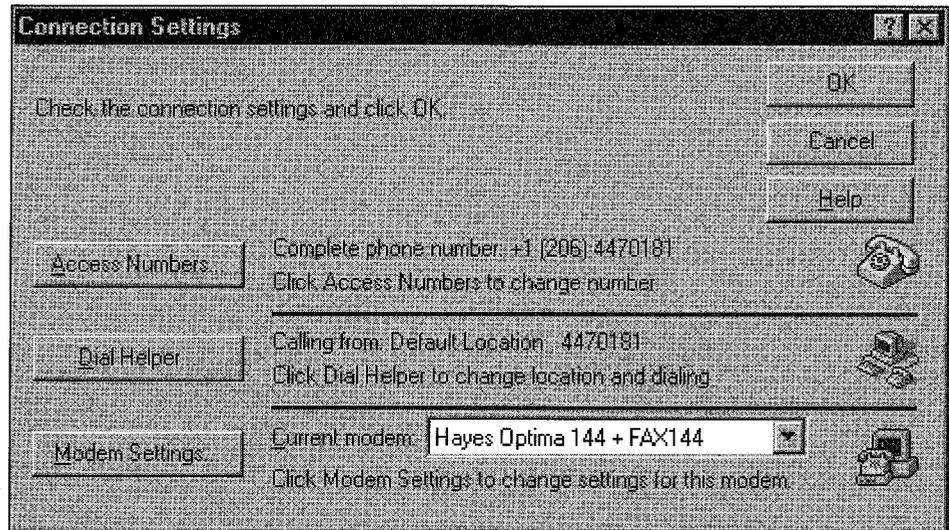
At this point, you can make changes in three categories of connection settings: access numbers, dialing settings and modem settings. Let's start by learning how to change your access numbers.

Changing Your Access Numbers

You may need to temporarily or permanently change your access
numbers during your MSN membership. For example, my local access
number is currently +1 (206) 447-0181, but this number is no longer a
local number when I visit my friend Zoe in Toledo. It becomes a long
distance call that neither Zoe nor I want to pay for, so I change my
access numbers to local numbers. Here's how to change access numbers:

1. In the Connection Settings dialog box, click the Access Numbers
   button. The MSN phone numbers window with your primary and
   backup access numbers pops up.

2. To change your primary access number, click the Change button
   next to the Primary field. The access number selection dialog box
   appears, as shown in Figure 2-24.

Figure 2-24: The
access number
selection dialog box.
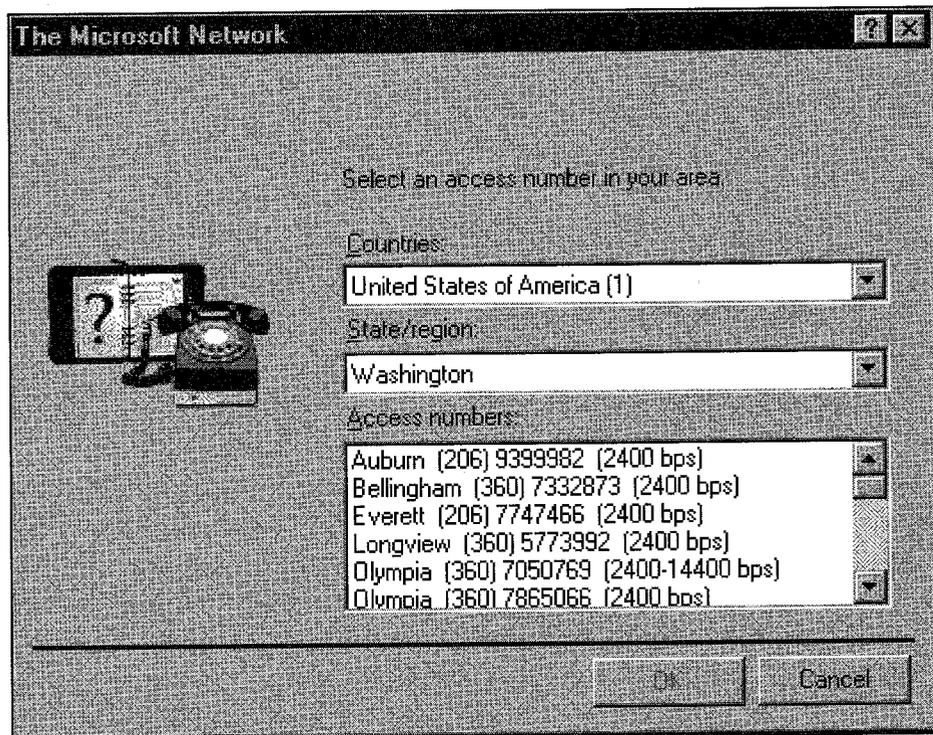
3. Using the drop-down lists, select the appropriate country, state
   and local access number. Click OK, and you're returned to the
   access numbers dialog box.

4. To change your backup number, click the Change button next to the Backup field. Again the access number selection dialog box pops up, and you can select a new country, state and local number. Click OK when you have made your selection.

5. Click OK to return to the Connection Settings dialog box.

Changing Your Dialing Properties

There are three important reasons you might want to customize your dialing properties:

▓ Your phone requires a special prefix to get an outside line.

▓ You have call waiting and want to disable it each time you dial the Microsoft Network (so that the little beep that's so helpful during voice communications doesn't affect your data transmission—or even cause the connection to drop).

▓ You want to bill your call to a calling card.

To change your Dialing Property settings, in the Connection Settings dialog box, click the Dial Helper button. The Dialing Properties page appears, as shown in Figure 2-25.

There are lots of settings in this page, and they are important ones. Let's go through them in detail.

The "Where I am" Settings

Imagine you have a laptop computer that you bring home from work each night. Your workplace and your home are in different area codes. Additionally, your phone system at work requires you to dial a 9 to get an outside line, whereas your home phone doesn't. And oh yes, at home you need to disable call waiting, while at work sending the code to disable call waiting sends the phone system into cardiac arrest. Sounds complicated, doesn't it? Actually it's a fairly typical scenario, but having to change all these connection settings each morning and evening might make you think twice about bringing the laptop home!

Fortunately, the MSN software provides an easy way to deal with this problem. You can have different *sets* of settings for different locations. All you have to do is tell the software which location you're calling from, and it adjusts all the dialing properties automatically.

Figure 2-25: The Dialing Properties page.

You select your current location, or set of settings, from the list to the
right of the "I am dialing from" field. You haven't told the software
about any new locations, so Default Location is the only item in the list.
Let's try creating a new location:

1. Click the New button to the right of the "I am dialing from"
   field. The Create New Location dialog box pops up, as shown in
   Figure 2-26.
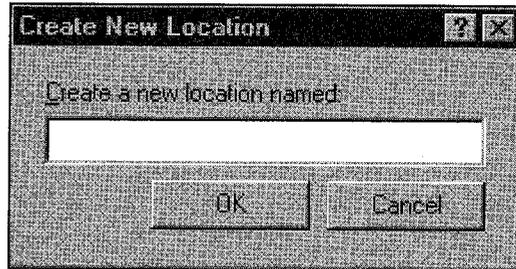
2. Type in a name for the new location. For the purposes of this tutorial, type **WORK**.

3. Click OK. You are returned to the Dialing Properties page with the new location selected.

4. To see how this works, change the area code in the area code field. You can also change any other settings, if you like. Don't worry—we're going to delete this location in a minute, and the Default Location is not affected by any of your changes.

5. Go back and forth selecting the two locations, WORK and Default Location, from the "Where I am dialing from" list. Notice how your choice affects the other dial settings.

6. When you've finished playing, make sure you are on the WORK location and click the Remove button to the right of the list. After you confirm your action, the new location you created is deleted.

As you can see, this feature allows you to change all your dial settings with two clicks!

The "How I dial from this location" Settings

Many phone systems have specific requirements for accessing lines or for dialing particular kinds of calls. In addition, you may want to bill your phone calls to a calling card. Fortunately, the MSN software is highly configurable when it comes to these dial settings.

■ If your office requires a special prefix number to access an outside line for *local* calls, enter it in the field provided, as shown in Figure 2-27.

Figure 2-27: Dialing
Properties page
showing a new prefix
for local calls.

Make sure to include a comma after the number. This tells the modem to pause for a fraction of a second, just long enough to get the outside line before dialing.

If your office requires a special prefix number to access an outside line for *long distance* calls, enter it in the field provided.

To use a calling card for your calls to the Microsoft Network, click the "Dial using Calling Card" check box. The Change Calling Card dialog box pops up. Choose the calling card you are using from the "Calling Card to use" drop-down box. If it's not there, enter it by clicking the New button and typing the name of the

card. Click OK, and the Change Calling Card dialog box reappears. Enter the calling card number in the Calling Card number field. When you're finished, click OK. The Dialing Properties page pops up.

- To specify a numeric code to disable call waiting, check the appropriate check box and enter the correct code in the box to the right. Typically, this is 1170 or *70.

- Make sure to include a comma after the number. This tells the modem to pause for a fraction of a second, just long enough to get the outside line before dialing (sometimes, you may even need a second comma).

- If your phone system uses pulse dialing rather than tone dialing, click the Pulse dialing radio button.

- Finally, if your MSN access number is in your area code but needs to be dialed as a long distance call, including the 1 and area code, check the "Dial as long distance call" check box.

When you've made all the changes you want in the Dialing Properties page, click OK to return to the Connection Settings dialog box. Your changes are saved automatically.

How do modems work?

Many of us view modems as mysterious animals that work magic between our computers and telephone wires, and maybe they do in some ways. But there's a more scientific explanation.

Computers process data in electrical pulses called *digital signals*. Human voices, however, transmit sound as continuous electrical waves called *analog signals*. Telephone wires are designed to transmit voices or analog signals. Digital signals are, therefore, incompatible with telephone wires. So how do we do it?

When sending messages, the modem translates the digital signals into analog signals. The telephone wires can then transmit the analog signals to their destination—a modem on the receiving end. The modem receiving the messages translates the analog signals back into digital signals, and when you open the file, it looks exactly the same.

The word "modem" comes from a combination of the word *modulate*, which means to change into an analog signal, and the word *demodulate*, which means to change into a digital signal.

Changing Your Modem Settings

There are a number of ways you can configure how the MSN software interacts with your modem, and you may want to tweak some of these settings to achieve maximum throughput and efficiency while you're online. Back in the Connection Settings dialog box, make sure your actual modem is the one that appears in the current modem field. If you have installed more than one modem on your system, you may need to select the correct one from the list. Now you can make any configuration changes.

Changing Your Communications Port & Modem Speed

From the Connection Settings dialog box:

1. Click the Modem Settings button. The property sheet for your particular modem appears, as shown in Figure 2-28.

Figure 2-28: The property sheet for a Hayes Optima 144 + Fax144 modem.
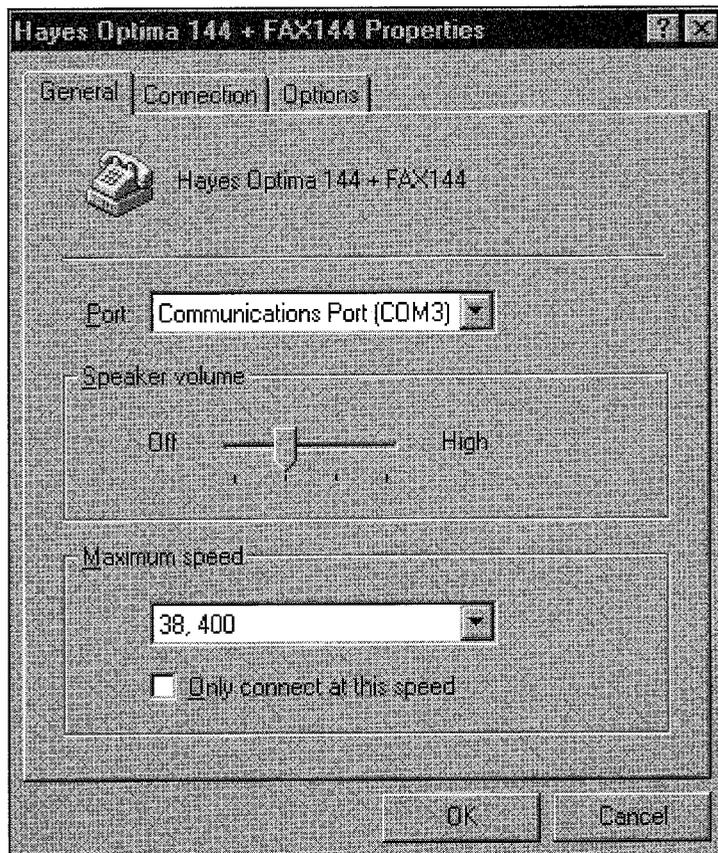
- To change the communications port your modem is connected to, select the appropriate port from the drop-down list.

- To change your modem's speaker volume, move the Speaker volume slider to the right or left. I don't recommend turning the volume all the way to Off, since then it will be more difficult to tell when you have connected and to diagnose connection problems.

- To change the speed at which your computer talks to your modem, select a value from the Maximum speed list. It's most efficient to select the highest computer-to-modem speed your modem supports. It is important to understand that the speed at which two modems connect is *NOT* the same as the speed that data travels between the modem and computer. For instance, if you typically connect to the Microsoft Network at 9600 baud, you should set your Maximum speed to a value higher than that—for instance 19,200 bps, if the modem supports it. I leave one of my modems set to 57,600 bps even though I use it to connect to a 14,400 bps site. This is an efficient way to use a high-speed modem, because the modem compresses data before it sends it out, and decompresses data after it comes in. You want to make sure that the modem is not sitting around waiting for data from the computer, and also that it sends data to the computer as quickly as possible.

- If you don't want your modem to connect to any sites at a speed less than the Maximum speed you've assigned, check the "Only connect at this speed" check box. Typically, you should leave this box unchecked.

Changing Your Connection & Call Preferences

You might want to modify several connection and call preferences. To do this, click the Connection tab in the Modem property sheet. The Connection property page appears, as shown in Figure 2-29.

Figure 2-29: The
Connection property
page.
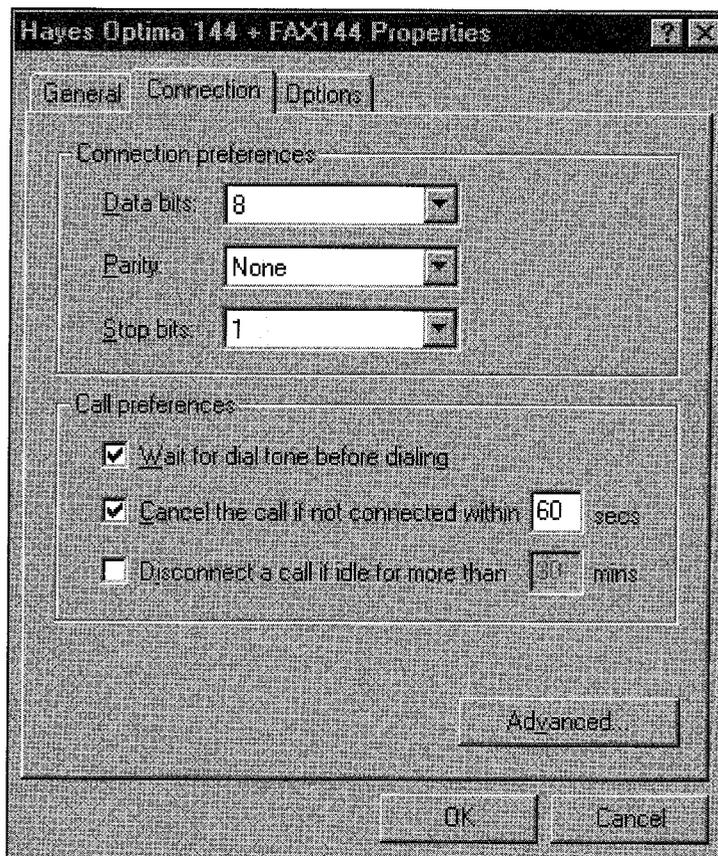
■ Do *not* change the Connection preferences (Data bits, Parity, and Stop bits) unless you know exactly what you're doing. These fields should read 8, None and 1, respectively; these are the correct settings for just about any connection you'll ever need to make.

■ Unless your phone system has an unusual dial tone that your modem doesn't recognize, leave the "Wait for dial tone before dialing" check box checked. Otherwise, the modem may try to dial before your phone line is ready to place a call.

- If it generally takes a long time to connect to your local MSN access point, you might want to change the value in the "Cancel the call if not connected within" field. In most cases, you should leave the check box checked; otherwise, you could be waiting forever for a connection when there are equipment problems.

- You may want your modem to hang up if you have been connected for some time without any activity. If so, check the appropriate check box and type in a value.

Advanced modem connection settings.

In most cases, Windows 95 knows how to configure your modem for most efficient use. But if you want to change any of the ways it deals with advanced modem options, click the Advanced button on the Connection and Call preferences property page. A dialog box pops up with number of available choices. It's beyond the scope of this book to go through these in detail, but here are a few rules of thumb:

- If you're using a "plain vanilla" 2400 bps modem, all the check boxes should be unchecked.

- If you're using a high-speed modem that includes advanced features like error correction and data compression, the "Use error control" box and "Use flow control" boxes should be checked. The Compress data box should be checked as well, and the "Hardware flow control" radio button should be selected.

- Normally, the Modulation type box should read Standard. The other options—nonstandard Bell and HST modulations—are not usually necessary.

If you have questions about what any of this means, please refer to the manual for your modem.

Changing Your Call Control Options

Here are a few more settings you might want to change. To access them, click the Options tab in the modem property sheet. The Connection, Dial and Status control property page appears, as shown in Figure 2-30.
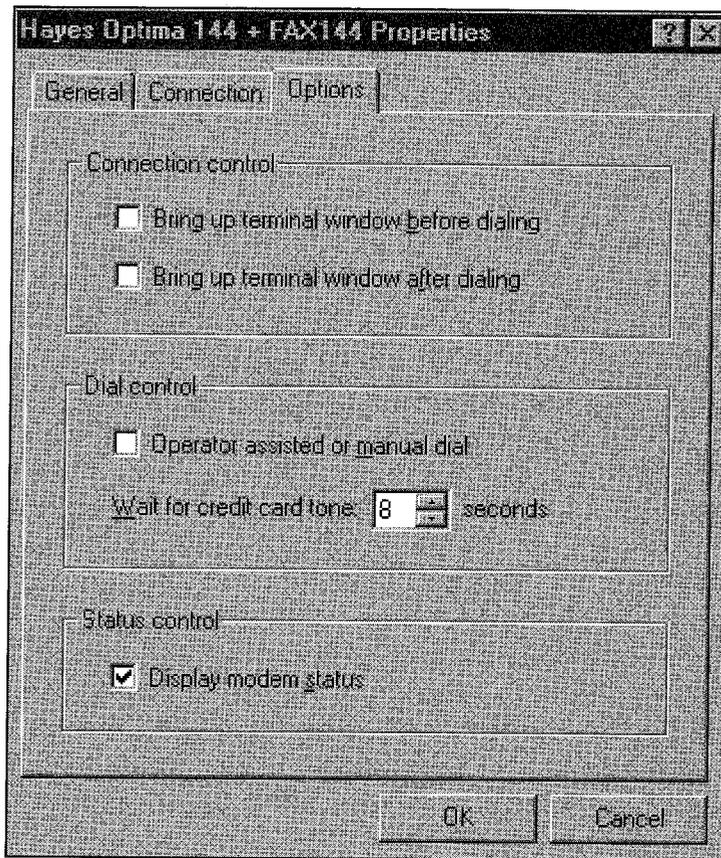
Let's go through each of these settings:

- **Bring up terminal window before dialing**—Check this box if you
  want to type commands directly to your modem before it dials. In
  most cases, you should leave this box unchecked. You might want
  to check it if you travel a lot and need to access outside lines from
  several hotels.

- **Bring up terminal window after dialing**—Check this box if you
  want to type commands directly to an online service after dialing,
  or if you're calling into a system that then requires you to place
  another call.

- **Operator assisted or manual dial**—Check this option if you're in
  a location that requires operator-assisted calling. If this box is
  checked, the software lets you place the call manually before
  connecting.

▓ **Wait for credit card tone**—This setting allows you to specify the time the modem should wait, after dialing, before sending a calling card number.

▓ **Display modem status**—Check this box if you want to see what your modem is up to. A modem icon appears on your taskbar. It has two lights that flash green and red, indicating the status of your modem connection and when characters are sent and received. This is especially useful if you have an internal modem, in which case the software is installed with this box checked.

Click OK when you have finished making changes to the Modem properties sheet, then click OK in the Settings dialog box. You are returned to the Sign In dialog box, and from there you can either go online or cancel.

Moving On

So far, you've installed your modem, loaded the MSN software and learned how to configure it. Guess what? The hardest tasks are now all behind you. I didn't want to tell you this before you got started, but installation and setup are about the most difficult aspects of working with Windows 95. Now it's time to get into the fun stuff!

In the next chapter you'll start exploring the Microsoft Network user interface. Don't worry—there are no more property sheets and installation wizards and configuration options, just icons and menus that lead you into entire new worlds of information and recreation.

NAVIGATION 101

Making Your Way Through the System
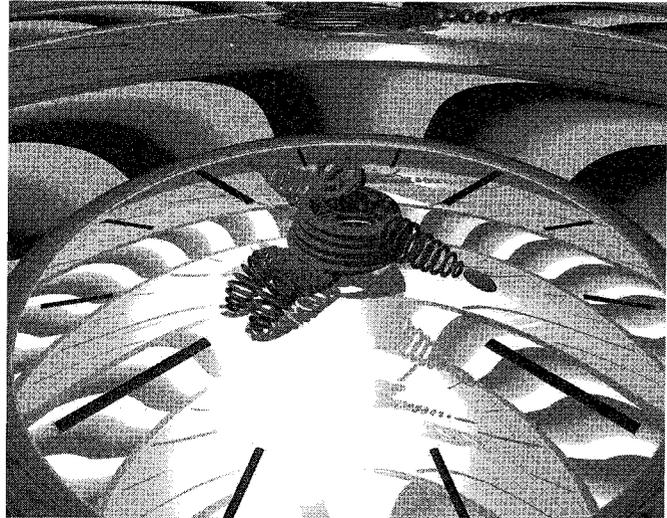
Y ou're all signed up and ready to go—but what do you do when you get there? There's cool stuff waiting for you on MSN, but we have to get a few basics out of the way before we let you loose. It's just like "real world" traveling. Before you go to an unfamiliar city, it's a good idea to get the lay of the land so you don't wander off and get lost. Take a look at a map, check the transportation options, make sure you know about local customs that could get you in trouble—stuff like that.

The great thing about MSN is that it's not really a new city—it's actually a suburb of Windows 95. So if you know how Windows 95 behaves, you're well on your way with MSN. In this chapter, we'll review a few Windows basics and show you how to maneuver through MSN. In addition, we'll speed you on your way with information about shortcuts, favorite places, Go words and the Explorer.

Connecting to MSN

In the last chapter, you signed up for MSN and connected to it for the first time. I won't make you go back and wade through all that sign-up stuff again. Here, for your viewing pleasure, is what you'll do every time you use MSN:

1. Double-click the The Microsoft Network icon on your desktop. This opens the Sign In window shown in Figure 3-1.

Figure 3-1: The MSN Sign In window.

2. If it's not already there, type your member ID in the Member ID field.

3. Type your password in the Password field.

TIP

If you're the only one who uses your computer and you're not worried about security, check "Remember my password." If you do that, you won't have to type your password every time you sign in. When you open the Sign In window, your member ID and password will already be entered—all you have to do is click Connect.

4. Click Connect.

The Sign In window displays your progress—it tells you that MSN is dialing your access number and verifying your account information. When this process is complete, you should see the MSN Today and MSN Central windows shown in Figure 3-2. The MSN Today window changes constantly, so don't be surprised if your window doesn't look exactly like mine.

Figure 3-2: The MSN
Today window.
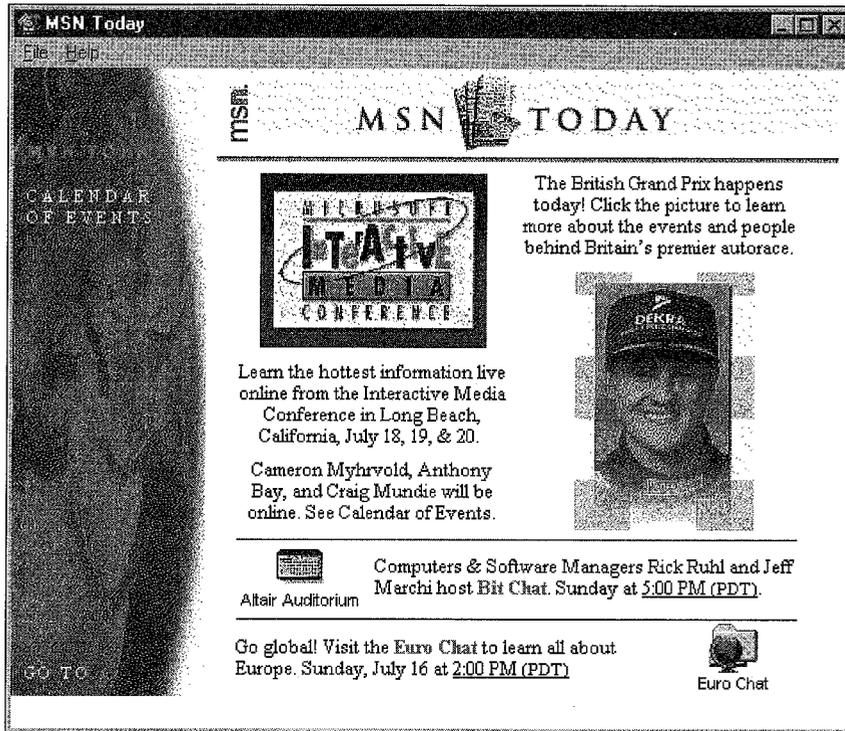
MSN Today—well, maybe tomorrow.

MSN Today is MSN's electronic newsletter. It highlights current happenings—upcoming chats, special events, new content providers and other hot MSN news. The problem with MSN Today is that it uses a bunch of graphics, which means it can take a while to load, especially on a slower computer. Here's a tip that can get you connected to MSN more quickly—don't let MSN automatically load the MSN Today window. You can still get to MSN Today whenever you want—there's a button in MSN Central that takes you right to it—but it'll be on your terms, not MSN's. Here's how you tell MSN not to load the MSN Today window when you sign in:

Choose Options from MSN Central's View menu. In the General tab, click to uncheck the "Show MSN Today title on startup" check box, then click OK. The next time you start MSN, all you'll see is MSN Central.

Everybody connected? Let's move on.

MSN Central

Let's zero in on the MSN Central window shown in Figure 3-3. (If the MSN Central window isn't on top, just click anywhere in it to make it the active window.) Not only is MSN Central your starting point for most MSN destinations, it's also a window just like any other Windows 95 window, so it's a good place to begin our review.

Figure 3-3: The MSN Central window.
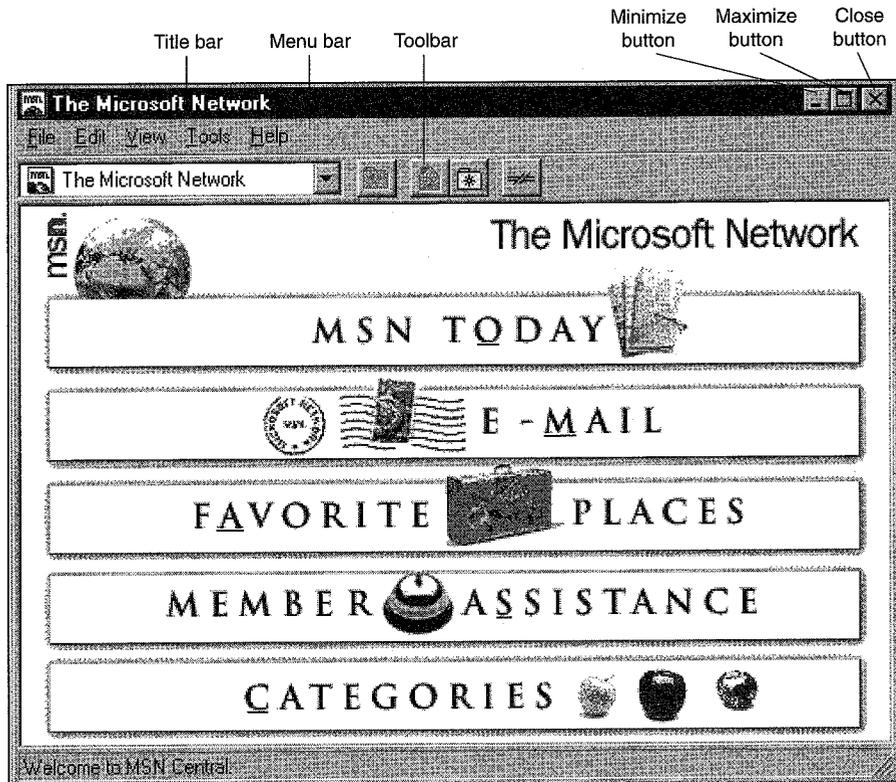
Just like every Windows 95 and MSN window, MSN Central has a title bar; main menu; Minimize, Maximize and Close buttons; and a toolbar.

- **Title bar**—In Figure 3-3, notice that the title bar background for MSN Central is dark. On your screen, it's probably a dark blue (unless you've changed your screen colors). The dark color tells you that the window is active. If you click anywhere outside the MSN Central window, you'll see that the title bar turns gray (in Windows terms, it's *dimmed out*). When you have several win-

dows open, it's handy to know that you can move among them by clicking in the window you want to work with, and that you can always tell which window is active by looking at the title bar.

Also notice the little MSN icon to the left of the window's title. The icon tells you what kind of window you're in—BBS, folder, chat room and so on. I'll talk more about the different icons a little later in this chapter.

- **Minimize button**—The first button you see to the right of the screen on the title bar is the minimize button. Clicking this button sends the opened window down to the taskbar. To reopen the window, just click the taskbar button that contains the window's name. This is a handy feature that keeps several windows open at the same time without cluttering your desktop.

- **Maximize button**—The Maximize button causes the active window to fill the entire screen. When a window is maximized, the Maximize button turns into a Restore button. Clicking the Restore button returns the window to its previous size.

- **Close button**—The last button on the right of the title bar is the Close button. You can close an open window by clicking on this box.

TIP　For purposes of this Tour Guide, you'll want to open each area of MSN in a separate window (just like the default My Computer interface). To make sure this will happen, open the View menu in MSN Central and select Options. In the Folder tab, select "Browse MSN folders by using a separate window for each folder."

- **Toolbar**—The main thing to know about toolbars is that they're composed of shortcut buttons that let you do things more quickly. To use a toolbar button, just click it.

TIP　If your toolbar doesn't appear in the window, you can open it by clicking View and then choosing Toolbar. The toolbar now appears in the active window.

■ **Status bar**—As you work with MSN, keep an eye on the status bar. It's a repository for all sorts of useful information. It doesn't do much in the MSN Central window, but in a folder window, for example, it tells you how many objects there are and how much disk space they take up. In a BBS window, the status bar lets you know how many messages there are and how many you haven't read.

Another cool status bar feature: Check out the diagonal bars in the lower right corner. You can use these bars to resize a window vertically and horizontally at the same time. Just move your mouse pointer over the bars until the mouse pointer turns into a diagonal double-headed arrow. Then drag the corner to make the window larger or smaller. You can also resize a window by dragging any vertical or horizontal border. Dragging a vertical border makes the window wider or narrower; dragging a horizontal border makes the window taller or shorter.

Help! I'm connected and I can't get out.

Pop quiz. You don't have any open windows on your desktop, there's nary a sign of MSN, but you never disconnected from the service. What do you do? Simple. Right-click the MSN icon on your taskbar. From there you can choose to disconnect, or you can go to MSN Central, Favorite Places or e-mail.

Getting From Here to There

In this section, we'll bounce around several MSN windows, just so you can get your hands on the wheel and become comfortable with MSN's navigation tools and techniques.

1. From MSN Central, click the Categories button.

   ■ The Categories folder pops up. As you can see in Figure 3-4, it's a window that contains more folders. To open a folder, you just double-click it.

2. Double-click the Home and Family folder. The Home and Family window opens as shown in Figure 3-5. This window contains more folders and other icons.

Figure 3-4: The
Categories folder.
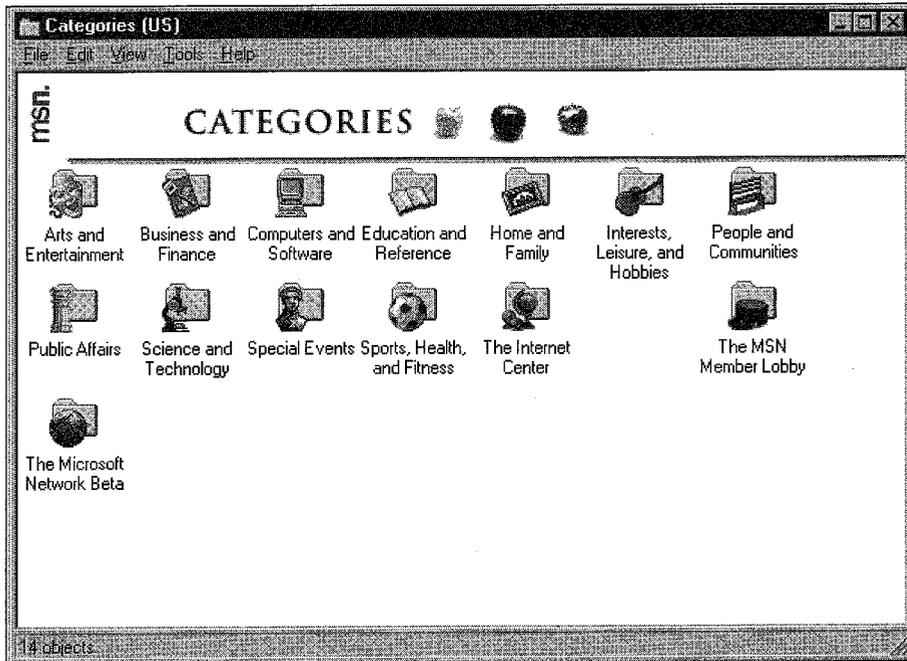
Figure 3-5: The Home
and Family folder.
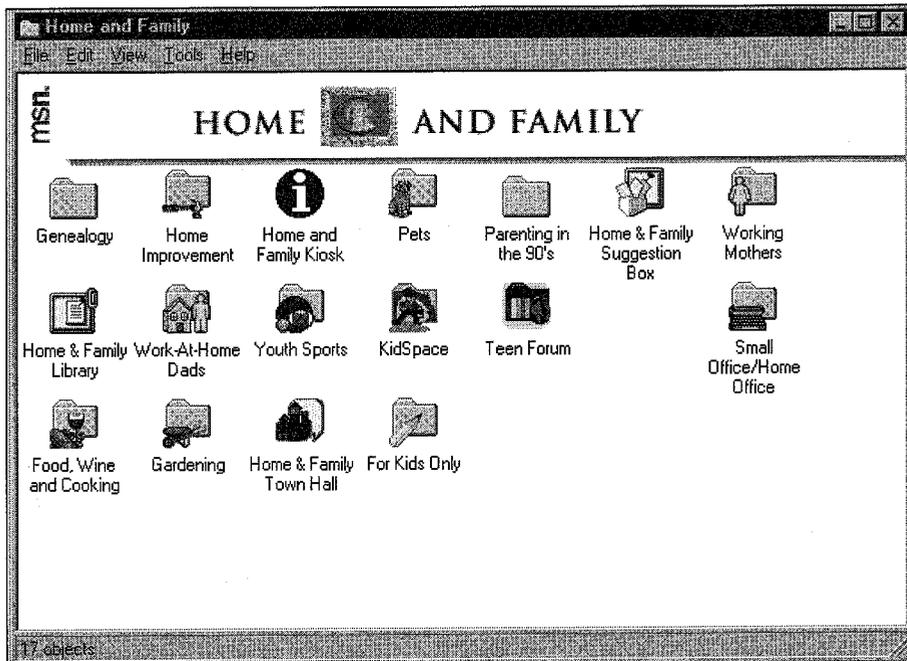
3. Double-click the Parenting in the 90's folder. The Parenting in the 90's window appears as shown in Figure 3-6.

Parenting in the 90's

File　Edit　View　Tools　Help

Parenting Library　　Parenting in the 90's　　Parenting in the 90's Kiosk　　Parenting Chat!

4 objects
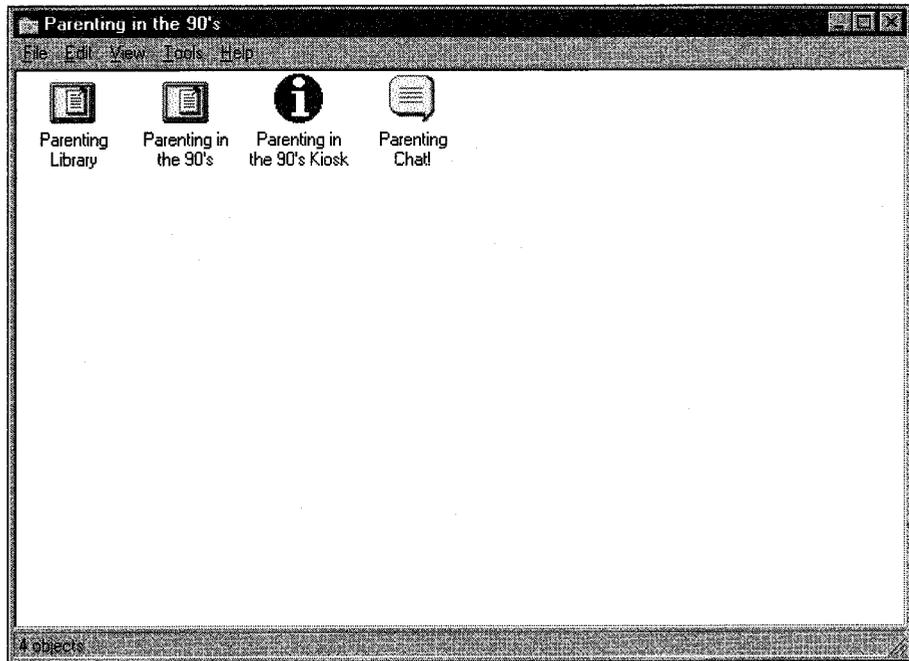
4. Click the Close button to close the Parenting in the 90's window. Notice that this returns you to the "parent" folder of Parenting in the 90's, Home and Family.

Folders are really a way of representing different windows and organizing their contents. Think of the Categories folder as a big filing cabinet and the Home and Family folder as a drawer in that cabinet. The Parenting in the 90's folder would then be a file folder inside the Home and Family drawer.

TIP　FYI for Windows 3.1 users: Don't let the term *folder* throw you. In case you're wondering what happened to all your old directories, wonder no more—they turned into folders. So when we talk about folders, just think "directories."

Icons

Icons are universal symbols that cross language barriers. We're sur-
rounded by them; most public areas have symbols for rest rooms,
telephones, food and beverage services and so on. The Microsoft
Network uses icons to represent each service in a folder. Different types
of icons represent kiosks, bulletin board services, chat areas, forums,
suggestion boxes and file libraries. In general, each type has the same
basic shape to help users easily identify the type of service represented
by the icon. Kiosks, for example, are usually a blue circle with an *I* in
the center. Here's what to expect when you use MSN icons:

Forums—*Forums* are collections of bulletin boards, chat groups
and files for a specific topic. Each forum is actually a Windows
folder that contains several related objects, so the Microsoft Net-
work uses folder icons to identify forums. Another way to identify
a forum is to look at the title—it's probably a forum if *BBS, Library
Kiosk, Suggestion Box* or *Chat* is not included in the title. For in-
stance, from the Home and Family folder shown in Figure 3-5,
double-click the Working Mothers folder. This folder represents a
forum that contains the Working Mothers BBS and another BBS
called Dealing with Daycare. Click the Close button to exit the
Working Mothers forum.

Usually the upkeep of a forum is taken care of by a forum
manager. This person is similar to a referee. He or she answers
any questions you may have about the forum, tells you where
additional information may be found and, in general, organizes
the forum. If verbal wars occur on the BBS (more on that in
Chapter 7), the forum manager is there to defuse the situation.

Kiosks—*Kiosks* provide information on forums, including forum
topics, Go words, tips for using the forum, answers to frequently
asked questions (FAQs), upcoming forum events and the name of
the forum manager.

Go words.

Each MSN service has a designated Go word. A Go word is a word that you can use to tell
MSN to take you to a service. Unfortunately, there is no list of Go words available right
now, but here's how you can find a service's Go word. Right-click on the service icon and
choose Properties from the shortcut menu that pops up. The service's Go word is listed in the
General tab of the Properties window.

To see how kiosks work, double-click Home and Family Kiosk in the Home and Family window. The Downloading Files window appears, and an indicator shows the progress of the download. The window closes when the download process is completed. Microsoft Word (or whatever word processor you have set up for viewing rich text files) opens automatically and displays the file so that you can read it, print it or save it.

▧ **Bulletin board services**—A *BBS* is an area where MSN users can post electronic messages. These are public messages that other MSN users can read, respond to and use for their own purposes. The icons for BBSes are usually square with a thumb tack or push pin stuck into them. Sometimes the BBS icon appears as a piece of paper tacked to a bulletin board. Take a peek at what you find in BBSes:

1. Go to the Categories window and double-click Interests, Leisure and Hobbies.

2. Double-click the Home Interests forum.

3. Double-click the Pets forum.

4. From the Pets forum, double-click the Pets BBS. The Pets BBS opens as shown in Figure 3-7 with messages for you to read. Posting and responding to messages on BBSes is covered in Chapter 7.

5. To read a BBS message, double-click one of the subject headings. Click the Close button when you're finished and return to the Home and Family window.

Figure 3-7: The Pets
BBS window.


```
Pets BBS                                                            _ □ ×
File   Edit   View   Tools   Compose   Help

Subject                        Author          Size        Date
⇒ ⊞ DOG IMPORTING             Joe Jack Esposito   636 bytes   6/7/95 2:32 AM
⇒ ⊞ REPLY                     Butch .             655 bytes   6/15/95 6:41 AM
⇒ ⊞ We need help selecting our next...  Chuck Venter  1.06KB    6/15/95 20:38 PM
⇒ 🗎 Pet Chat on Sundays        Gino Liessens      665 bytes   6/24/95 18:34 PM
⇒ 🗎 Pet Chat on Sundays        Gino Liessens      723 bytes   6/24/95 18:40 PM
⇒ 🗎 New time for Pets Chat      Polly Mumma        594 bytes   6/27/95 16:57 PM




6 conversations, 6 with unread messages
```

You can see how
many conversation
topics are listed in a
BBS by looking at
the left corner of the
status bar.

▨ **Suggestion boxes**—*Suggestion boxes* are unique BBSes where
readers can post ideas about the BBS. This is the place to suggest a
new BBS or some other idea you may have about what happens in
the forum. In general, suggestion box icons appear as boxes with
papers sticking out of them.

Find the suggestion box icon in the Home and Family window
and double-click on it to see what your fellow MSN members are
suggesting to improve the forum.

▨ **Chat rooms**—*Chat rooms* are areas in forums where you can
discuss related topics with other MSN users in real time. Members
predetermine a time when they can all meet in a chat room. At the
appointed time, they sign in to MSN and go to the forum chat
room to "talk." Chat room icons are usually shaped like comic
strip talk bubbles. Here's a peek at a chat room:

Go to the Pets folder again. (It's in Interests, Leisure and Hob-
bies/Home Interests/Pets.) Find the Pets Chat icon and double-
click on it. This is the Pets Chat room. The MSN Chat window
pops up stating that a chat is starting. The Pets Chat room opens
up as in Figure 3-8, with the message that you have joined the
conversation. Your Member ID appears in the window to the right.

Figure 3-8: The Pets Chat room.
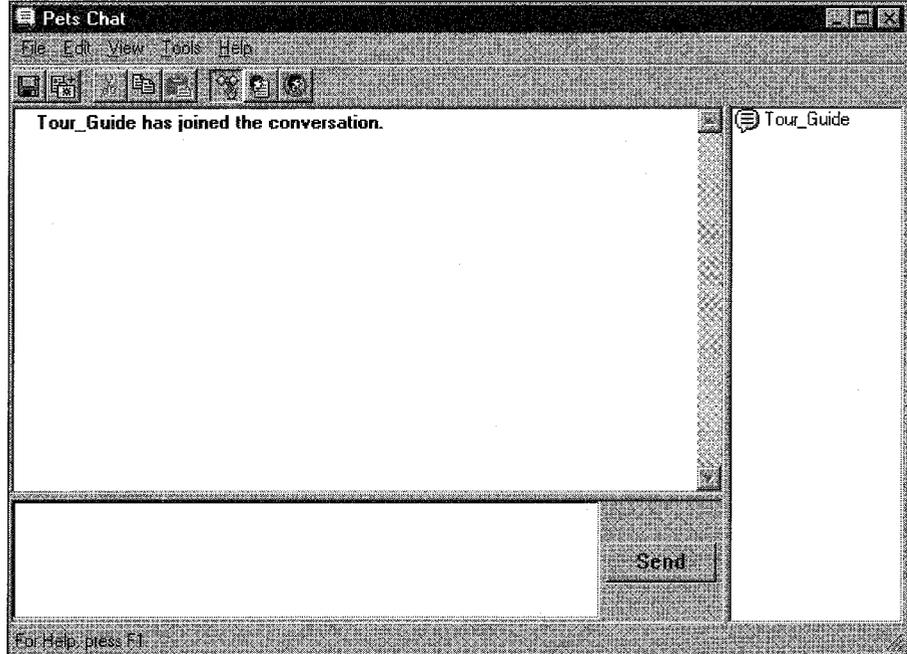
Of course, there are always exceptions to the icons mentioned here. If you don't know what an icon stands for, its title will usually clue you in. If that doesn't do it, right-click on the icon and choose Properties. The General tab in the Properties window displays information about the icon's type, the category it belongs to and its Go word (if there is one).

Using the Explorer

The Windows 95 Explorer that's so handy for managing your files in Windows is also a super way of navigating MSN. With the Explorer window open, you can quickly move through levels of folders without having to open each one along the way. I like this feature so much that I open the Explorer along with MSN every time I log in. Here's how I do it:

1. Right-click the MSN icon on your desktop and choose Explore from the shortcut menu that pops up. The MSN Sign In window opens, just as it does when you start MSN by double-clicking the MSN icon.

2. Click Connect.

3. When you connect to MSN, you'll see the Exploring the Microsoft Network window.

Notice that it's the same MSN Central window, except there's a new pane on the left titled All Folders (see Figure 3-9). Use this pane to find the folder you want to open. A plus (+) sign next to a folder icon indicates that the folder contains additional folders or objects. Let's explore this option.

Figure 3-9: The All Folders pane in the Exploring the MSN window.

All Folders

- The Microsoft Network
  - ⊞ Categories (US)
  - ⊞ Favorite Places
  - ⊞ Member Assistance (US)
  - ⊞ Worldwide Categories
  - ⊞ Worldwide Member Assistance
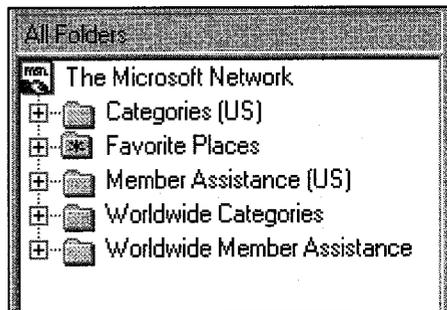
1. Click the + sign next to the Categories (US) icon. The Categories folder expands to show all of the folders it contains, and the plus sign next to Categories has now turned into a minus sign. The minus sign indicates that the folder's contents are displayed in the All Folders pane. Notice that the contents of the right pane haven't changed.

   ▪ Alternatively, click the Categories icon (instead of the plus sign) in the left pane. Instead of expanding the folder in the left pane, MSN displays its contents in the right pane. The window is now titled Contents of Categories (US), as shown in Figure 3-10.

Figure 3-10: Contents
of Categories (US) in
the Exploring the MSN
window.
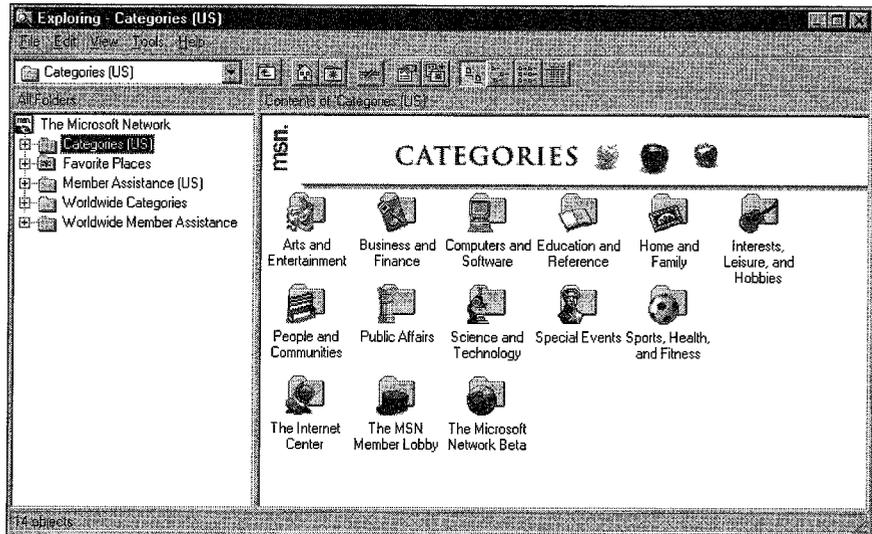
2. Using the All Folders pane, click the People and Communities icon. The People and Communities folder opens. (This works even if you followed the alternate instructions in step 1.)

3. Click Cultures. The Cultures folder opens and displays its contents.

4. Click Pop Culture. The Pop Culture folder displays its contents.

5. Choose the Pop Culture BBS. The right pane displays the postings of the Pop Culture BBS.

6. To exit the BBS using the Explorer, click on the Folder or +/- icons.

Getting There Fast

The Explorer is a great way to get around on MSN. But it still involves wading through a bunch of stuff that might not interest you. In this section, we'll cut to the chase with a few techniques that get you where you want to go in record time.

Finding Services on the Microsoft Network

Using the Find: On The Microsoft Network feature, you can search for a specific BBS related to cats, nutrition or even juggling. Now that we know what a file library is, let's locate and open one on MSN. Please follow along to see how to use Find: On The Microsoft Network.

1. Open MSN Central's Tools menu (or open Windows 95's Start menu).

2. Click Find, then click On The Microsoft Network. The Find: All MSN Services dialog box pops up, as shown in Figure 3-11.

Figure 3-11: The Find: All MSN Services dialog box.
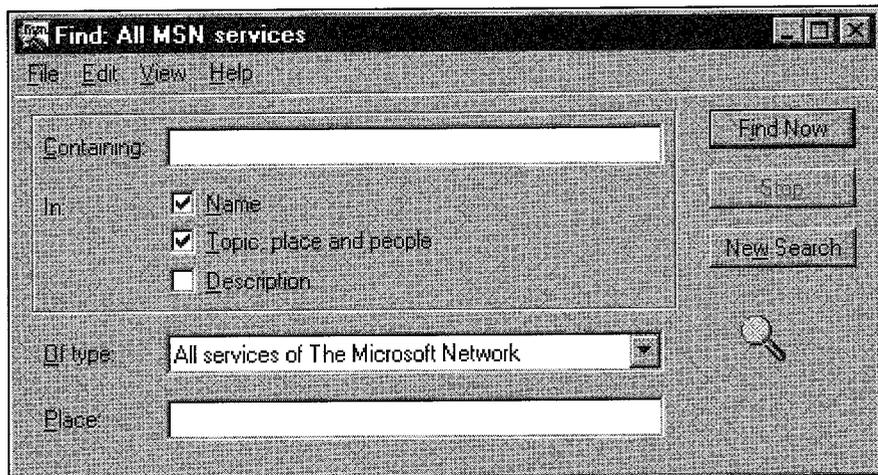
TIP If you are currently online, you can also access the Find: On the Microsoft Network command by clicking the right mouse button on the MSN icon on the taskbar.

3. Type **file** and **library** in the Containing field to specify a search topic.

Search words & phrases.

The Find command allows you to conduct searches using one word or a combination of words in the Containing field.

■ Typing **File** in the Containing field retrieves the name of every service with the word *file* in the title.

■ Typing **File Library** or **File and Library** retrieves service titles that include the word *file* and the word *library*.

■ Typing **File, Library** or **File or Library** retrieves service titles containing the word *file* or the word *library*.

■ Typing the phrase **"File Library"** (with quote marks) retrieves all titles that have the exact phrase *file library* in the title.

Note: Search requests are *not* case sensitive. Typing **file library** will produce the same results as typing **File Library**.

You can also use an asterisk (*) or a question mark (?) in the middle or at the end of a word to broaden your search. These characters function as wild cards, which means they can stand in for any character. An asterisk stands in for any number of characters; a question mark stands in for any one character. For instance, typing

■ **fil*** retrieves all titles with the words *file, files* or *filters*.

■ **ca?** retrieves titles with words such as *car, cat* and *can*.

■ **t?ll** retrieves titles with words such as *tell* and *tall*.

4. Next, we need to define where Find should seek the items we typed in the Containing field.

▓ Click the Name check box if you want to search the names of services.

▓ To search for keywords that fit your search criteria, click the "Topic, place and people" check box.

▓ To search the description box in service properties pages, click in the Description check box.

▓ For the purposes of this tutorial, click the Name check box and the "Topic, place and people" check box.

TIP   The "Of type" drop-down list box allows you to choose the type of services, for example, BBSes, chat rooms, file libraries, or folders and forums that you are searching for. This helps narrow the search.

5. Choose "Bulletin boards and file libraries" from the "Of type" drop-down list box.

   ▦ Optionally, type a geographic area in the Place field. This is convenient if you're looking for a service that is associated with a specific geographic area.

6. Click Find Now to begin the search. The Find dialog box expands to include a list box as shown in Figure 3-12. The status bar flashes the words "searching, retrieving files," and when the search is complete, displays the number of items found.

Figure 3-12: The Find dialog box expanded.

Petitioner Microsoft Corporation, Ex. 1024, p. 73
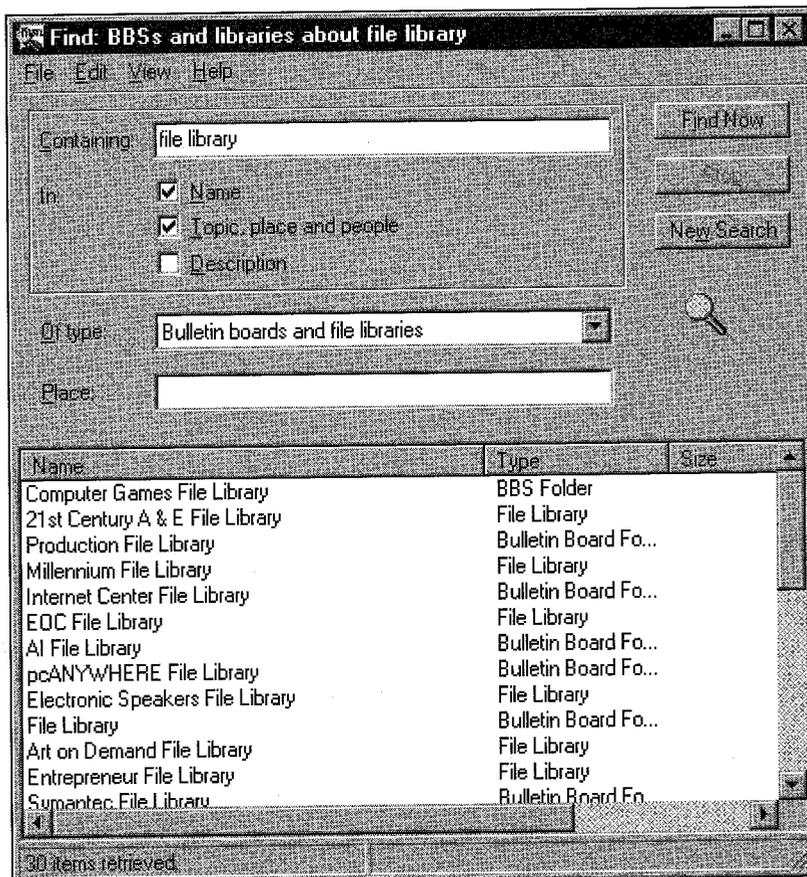
To begin a new search, click the New Search button. Your previous search results will disappear from the Containing field.

My search produced 30 results! Yours may be different, because new items are constantly being added to MSN. The next step is to open one of the titles retrieved during our search.

Accessing a Find Command Search Result

You can access the results of a Find command search from the Find command dialog box. Since we completed a search in the previous section, "Finding Services on the Microsoft Network," we can open one of the names retrieved. For this example, we'll open a file library. From the search results dialog box:

▓ Double-click the Computer Games File Library. The Computer Games File Library window opens, as shown in Figure 3-13.

Figure 3-13: The Computer Games File Library window.
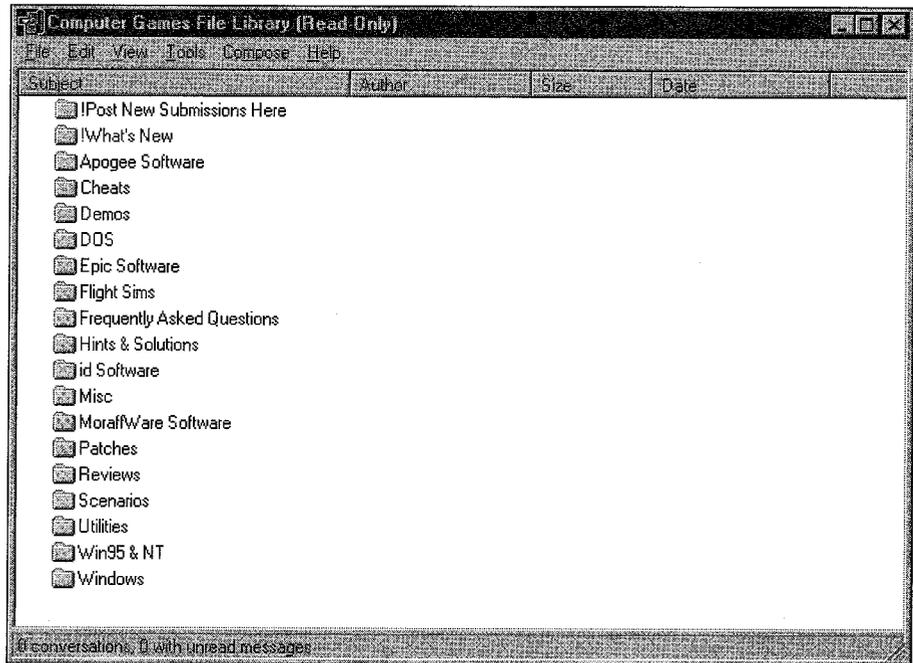
Pretty simple, isn't it? As you can see, the Find Command is a quick way to find and locate an MSN service on the network. Now let's move on to the other main way to get help on MSN itself: Member Assistance.

Shortcuts

Shortcuts are a Windows 95 feature that make traveling in cyberspace super easy. A shortcut is an icon that can represent any Windows 95 or MSN object—a folder, BBS, chat room or any other service. Once you create a shortcut, double-clicking it takes you directly to the service it represents. When you create a shortcut, its icon can be stored on your desktop, in your Start menu or in any Windows 95 folder—anywhere except inside MSN itself. (For special shortcuts that you save right inside MSN, check out Favorite Places, discussed next.) Here's how you can create and use your own shortcuts.

Creating a Shortcut

During your travels in cyberspace, you'll probably find some BBSes, chat rooms or even entire folders that you like to visit regularly. One way to travel there quickly is by creating a shortcut. Here's how you do it:

1. Select the folder, BBS, chat room or other object that you want to create a shortcut to.

2. Click the right mouse button and choose Create Shortcut from the context menu that appears. The shortcut now appears on your desktop, similar to the shortcut in Figure 3-14.

Figure 3-14: The shortcut on the desktop.

Shortcut to
Colleges and
Universities
BBS
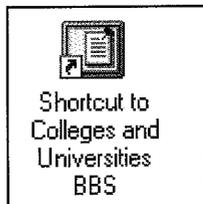
       ■ Click to deselect the "Show this confirmation next time" check box if you don't want to see the Shortcut Confirmation dialog box every time you create a shortcut.

3. Click OK to exit the Shortcut Confirmation dialog box. Your shortcut now appears on your desktop.

Using a Shortcut

Once you use a shortcut, you'll be spoiled for life. To connect to MSN and go straight to a shortcut, here's all you do:

1. Double-click the shortcut icon. The MSN Sign In window appears.

2. Click Connect. After you are connected to MSN, the service that the shortcut represents will automatically open.

It's that quick and easy! No folders to wade through.

Of course, if you're already connected to MSN, double-clicking a shortcut will take you right to the location it represents.

Moving or Copying a Shortcut

Moving a shortcut is very easy, and you can keep your desktop uncluttered by moving shortcuts to a file or folder as needed. Additionally, you can send a copy of your shortcut to friends or even post it on a BBS. Here's how to move a shortcut:

1. Right-click the shortcut you want to move, then choose Cut from the context menu.

   ▓ If you want to leave the shortcut where it is but put a copy of it somewhere else, choose Copy instead of Cut.

2. Right-click the file or folder where you want to put the shortcut and choose Paste. The shortcut now appears in the file or folder you moved it to.

Sharing a shortcut is even easier than moving one.

Sharing a Shortcut

When I find something really cool, I like to share it with my friends and family. You may find a fun BBS or an informational resource that you want to share with other MSN users. Sharing shortcuts via e-mail or BBS postings is simple. To share your shortcuts:

1. Open a New Message window in Microsoft Exchange or a Compose Message window in a BBS. Don't worry if this doesn't make sense to you right now. It will after you read the chapters about e-mail and BBSes.

2. Click the shortcut you want to share.

3. Drag and drop the shortcut into the New Message or Compose Message window.

That's it!

Deleting a Shortcut

Getting tired of that BBS? Deleting a shortcut is even simpler than using one! Here's how:

1. Right-click the shortcut and choose Delete from the context menu. The Confirm File Delete dialog box asks if you're sure that you want to delete this item.

2. Click Yes to delete the shortcut.

Favorite Places

Favorite Places is an MSN feature that lets you group all of your MSN "shortcuts" in one place. It's quick and easy, and here's what you do:

Creating a Favorite Place

One of the forums I enjoy visiting the most is Reading, which is part of the Books and Writing forum. I never pass up the opportunity to discuss plots or read about what other people are reading. To help you create the Reading forum as a favorite place, I need to get you there first.

Follow this procedure to get to the Books and Writing forum: Choose Arts and Entertainment from the Categories folder, then double-click the Books and Writing folder. Among other things, you'll see an icon called Reading. This is the place to go for the newest reading material.

To make the Reading forum into a favorite place:

1. Right-click the Reading icon.

2. Choose Add to Favorite Places from the context menu.

You won't get a confirmation that this has been made into a favorite place, but follow along as I show you how to open your Favorite Places folder and go to your new favorite place.

Using Favorite Places

Don't take my word for it—try using your new favorite place to see how convenient this feature really is. There are several ways to get to favorite places:

- Right-click the MSN icon on your taskbar and choose Go to Favorite Places.

- Click the Favorite Places button in MSN Central.

- If you have your toolbar turned on in MSN Central, click the folder with the star on it (third icon from the left).

To use your favorite places:

1. Open your Favorite Places folder using one of the techniques just mentioned. The Favorite Places window is shown in Figure 3-15.

Figure 3-15: The Favorite Places window.
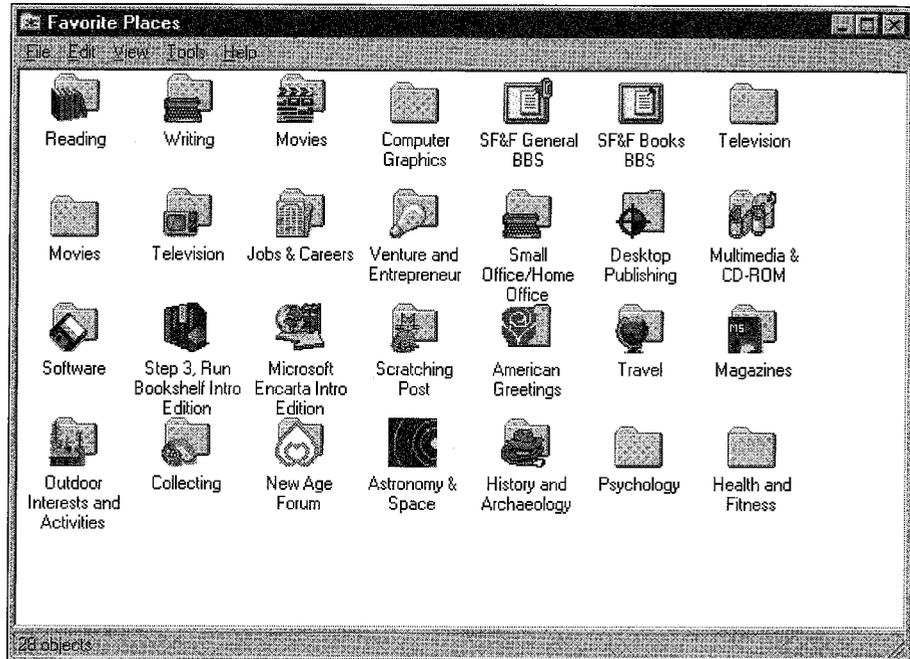
▓ My Favorite Places window is probably a little more crowded than yours, but that's okay. Before long, your Favorite Places window will look similar to mine.

2. Locate the Favorite Places icon of the service you want to visit. For this example, let's use the Reading forum icon that we just made into a favorite place.

3. Double-click the Reading forum icon to go right back to the Reading forum.

Deleting a Favorite Place

You may decide you don't like your Favorite Place any more. There are too many people in it and you're no longer interested in the topics. Here's how to delete a Favorite Place:

1. In the Favorite Places folder, select the icon you want to delete.

2. Press the Delete key (or choose Delete from the File menu). The Microsoft Network alert dialog box pops up, asking if you're sure about deleting the icon from your Favorite Places folder.

3. Click Yes to delete the icon. The icon is removed from your Favorite Places folder.

TIP When you delete a Favorite Places icon, you are *not* deleting the service from MSN. You are only removing an icon from your Favorite Places folder. You can create a Favorite Places icon for that destination again later.

The Favorite Places feature is easy to use, but it does have its limits. Favorite places can't be shared with other people—they're for your sole use. You can use favorite places to access MSN services only while you're in MSN, and you can't store them in any other location but the Favorite Places folder. If you want more flexibility, use shortcuts instead.

Go Words

Go words are brief names that MSN assigns to every service on the network. They help you to get quickly from one location to another. You can access the Go word feature from almost any folder on the network. The problem with Go words is that you can't find a long list of Go words anywhere. You can create your own list as you explore the system, but you may find this to be a tedious task. If you want to use this feature, here's how you locate a specific service's Go word:

1. Click on the service icon with the right mouse button.

2. Choose Properties from the context menu. The Properties window appears as shown in Figure 3-16.

Figure 3-16: The Properties window for the Gardening BBS.
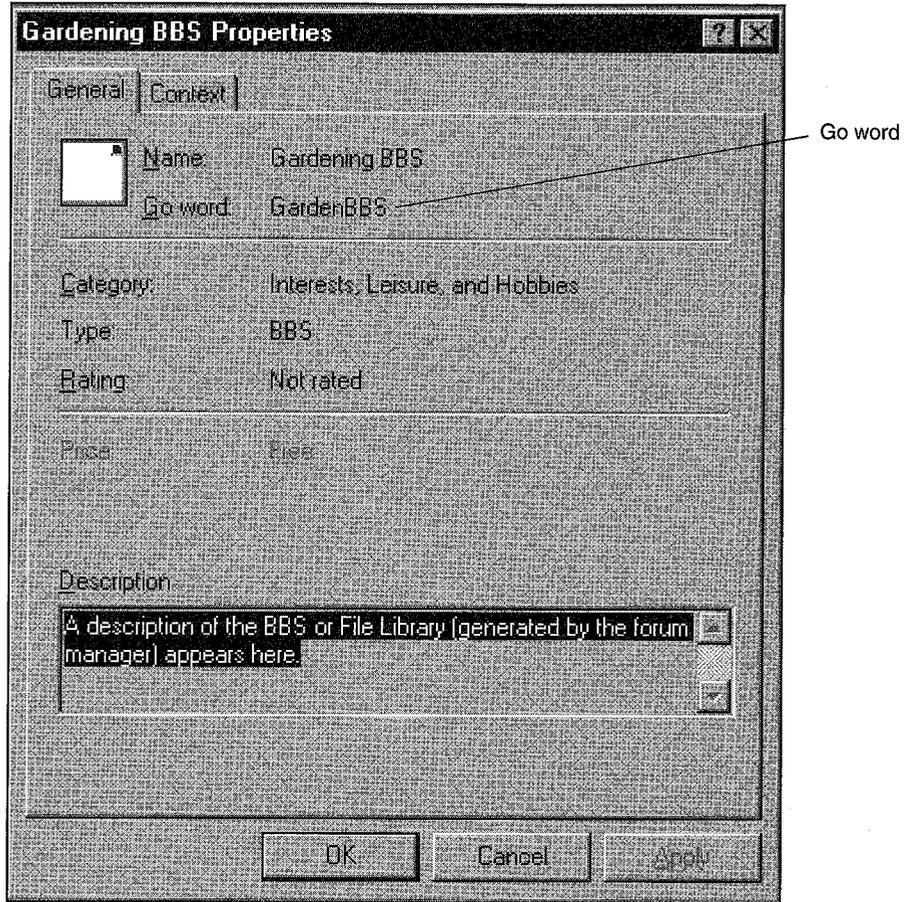
Go word

3. Click the General tab, if it's not already selected. Your screen should look like Figure 3-16. Next to "Go word:" is the Go word that you can use to get to that service.

Let's go to the Desktop Publishing Bulletin Boards folder using the folder's Go word. (I happen to know that this Go word is DTPBBS because I looked it up the last time I was there.) Here's how we can use the Go word to take us right to the folder:

1. In almost any MSN window, choose Go To from the Edit menu.

2. Choose Other Location from the Edit submenu. The Go To Service dialog box pops up as shown in Figure 3-17.

Figure 3-17: The Go To
Service dialog box.
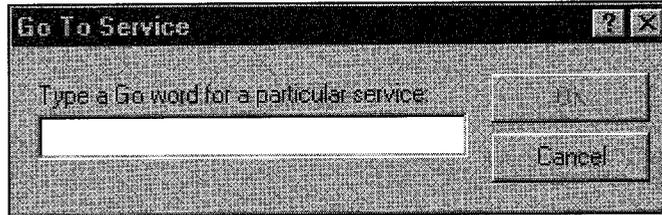
3. Type the Go word **DTPBBS** in the "Type a Go word for a particu-
   lar service" field.

4. Click OK. The Desktop Publishing Bulletin Boards folder opens.

While Go words can be a fast way to move through MSN, keeping
track of them may be more trouble than it's worth until Microsoft
comes up with an easily accessible list.

Moving On

Just as there are many ways to navigate the system, there are many
ways to get help. Help takes many forms on MSN—from official
Microsoft BBSes, to MSN members helping each other out, to lists of
technical support telephone numbers. We'll cover help and how to find
it in the next chapter.