TELECOM GOLD

Quick Guide to Mail

Telecom Gold Ltd (Telecom Gold)

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Quick Guide to Mail

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Note on using The Quick Guide to Mail

Each section of this Quick Guide uses examples to illustrate aspects of the Electronic Mail Service. Study these carefully, and when you feel comfortable with the information in one section, move to the next.

Certain examples also contain a page reference to the Mail Reference Manual, where more information can be found.

Principle notations include:

Please sign on

What you see on your terminal

MAIL

What you enter on your keyboard

'n'

Abbreviation for number

'Return' or (c/r)

Press carriage return key
DO THIS AFTER EACH LINE OR COMMAND YOU ENTER

(sp)

Hit space bar

Introduction

Welcome to Telecom Gold. You are now a part of a service that specializes in the exchange of information, instantly, between people and businesses. In fact, the Electronic Mail Service will follow you and your colleagues anywhere you happen to live, work and travel, at home or abroad. It ensures that the information you need arrives as you need it — and it offers the peace-of-mind of instant despatch.

The most important feature of the Mail Service is your personal mailbox, to which you alone have the key. Your mailbox receives and holds messages for you from business associates and friends. When you 'open' your mailbox, you may read, reply to, file and forward-on messages as you choose. You are in control.



The Mailbox Community

Your electronic mailbox is located on Telecom Gold's computer in London. All other mailbox owners have their mailboxes on the London computer, or on other computers dotted around the world. These computers are linked to create a worldwide business community of mailbox users. It is a community that is continually expanding.

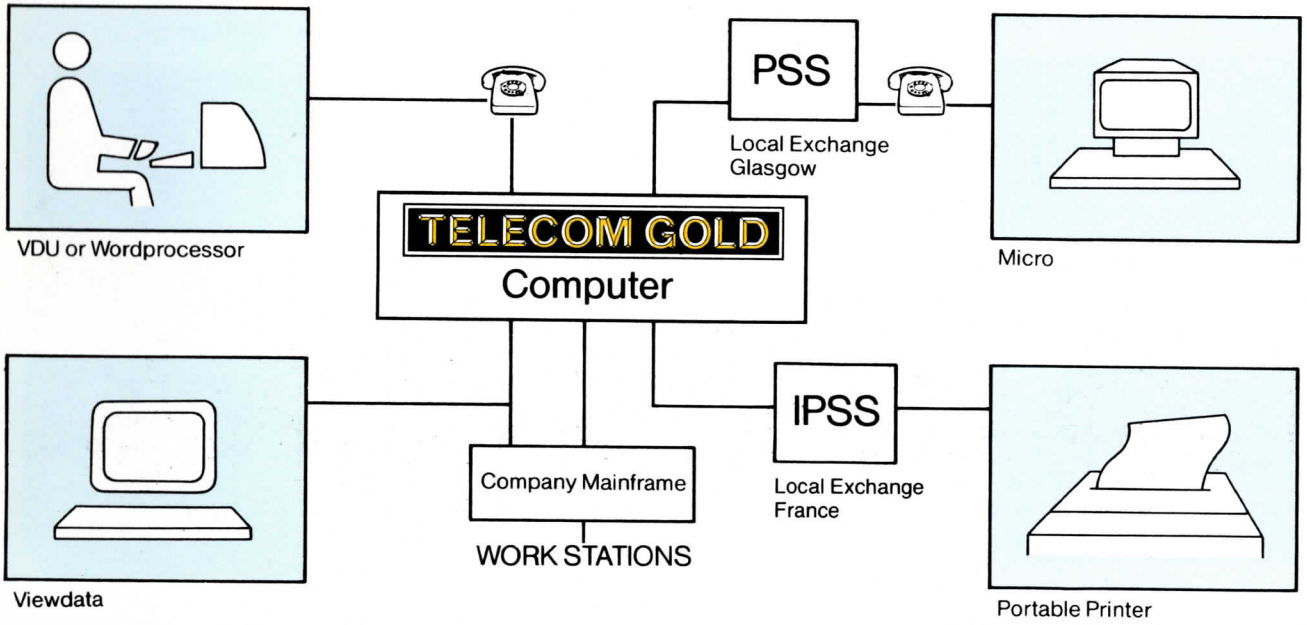
To gain access to your mailbox, you need three things:

1. **A terminal** — this may be a microcomputer, a desktop screen or printing terminal, a portable screen or printer, or perhaps a word processor.
2. **An ordinary phone** — your terminal will talk to our computer through the phone.
3. **A modem** — this acts as a go-between, sending the information you enter on your terminal, down the phone line. Our computer picks it up at the other end. A common type of modem is the 'acoustic coupler' into which you fit a telephone handset.

Using your phone, you dial Telecom Gold's computer in London direct or, if you are calling from outside London, you use a local exchange. The local exchange, (known in the U.K. as British Telecom's PSS Service), routes your call to London for you. This saves you making an expensive long-distance phone call.

To open your mailbox you must know your mailbox number, your password and the number of the computer on which your mailbox sits, (e.g. 80,81,82).

Let's turn now, to see how you contact the Telecom Gold computer and identify yourself as a mailbox user.


VDU or Wordprocessor
PSS
Local Exchange
Glasgow
Micro
TELECOM GOLD
Computer
Viewdata
Company Mainframe
WORK STATIONS
IPSS
Local Exchange
France
Portable Printer

Opening your mailbox – Phoning Direct

1. Using Acoustic Coupler: Put terminal ONLINE
   Phone TELECOM GOLD and place phone receiver in coupler.
   Wait for 'carrier light' to turn on.

or

   Using modem, phone TELECOM GOLD
   On hearing whistle, press DATA button and put terminal ONLINE.
   Wait for 'carrier light'.

2. Press **RETURN** twice. The prompt PAD> should appear on your terminal. Then, call the number of the computer on which your mailbox sits, for example, 'CALL 81'. You may also request a 'HELP' message by typing 'HELP LOGIN' at the PAD> prompt.

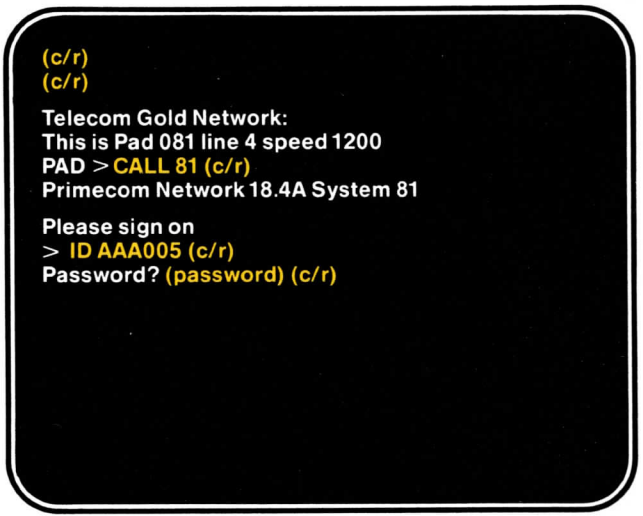
3. Press **RETURN.**

4. Type in the letters 'ID(sp)' followed by your mailbox number and a carriage return.

Then enter your Password and a carriage return at the PASSWORD? prompt.

The computer will respond:

TELECOM GOLD Automated Office Services 18.3A(18)
On At (time) (date)
Last On At (time) (date)



Opening your Mailbox – Phoning a local PSS Exchange

(British Telecom's Public Data Service)

1. As 1 on previous page. Phone PSS at local exchange number.
2. Press **RETURN** twice, **A2 (or D1), RETURN**
3. You will receive a response from PSS that you are connected to the exchange. Type in your NUI (Network User ID), or Telecom Gold's NUI:
   NTLGOLD901TYM
   The system replies ADD?
4. Type in the NUA (Network User Address) of TELECOM GOLD, followed by the number of the computer in which your mailbox sits, in this case '81':
   A21920100481

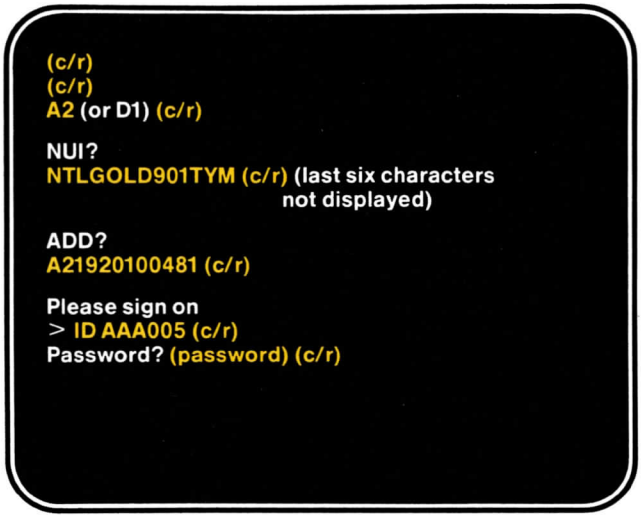
Response: **234219201004+**
COM
Primecom Network
18.3A System 81

Note: If your mailbox resides on a computer other than 81 this instruction is changed.
e.g. for Computer 83
A21920100483

5. **You will now be connected to the computer in London. Enter your ID (step 4 on facing page).**

NOTE:

A full list of UK PSS numbers can be obtained by typing >INFO PSS



Basic Mail

This section of the Quick Guide to Mail equips you to use the basic facilities of mail. It enables you to SEND mail to other mailbox users, and READ and SCAN mail that has been sent to you.

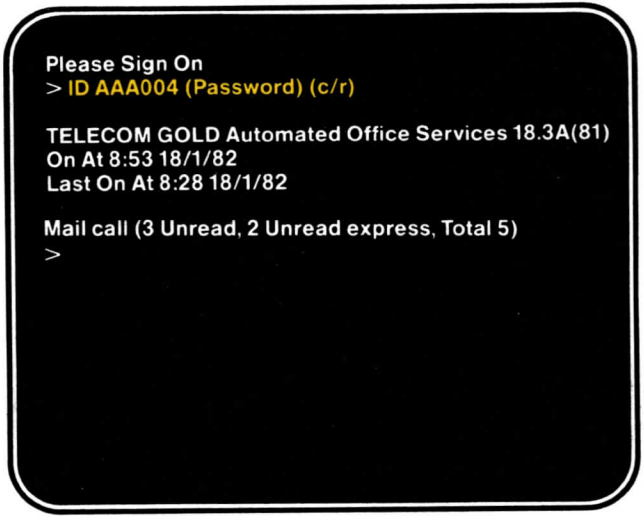
You may have noticed, after signing onto your mailbox that there was something called 'Mail call', as in the example.

This shows you how much read and/ or unread mail is available for you to look at.

Enter the word 'HELP' at any point other than 'TEXT:' to receive a message explaining what can be done at that prompt. If you are in 'TEXT:' area of a mail item type '.HELP'.

'QUIT' or 'Q' takes you back to the system level prompt of'>'. When not using the service return to system level and enter 'OFF'. This disconnects you from your mailbox. Remember to hang up the telephone receiver as well.

Teach yourself Basic Mail by using Telecom Gold's TUTOR. The Tutor simulates the real mail service so you may practice and experiment. Simply enter the word TUTOR at the system level prompt, '>'.



The Mail Call

Entering the Mail Service

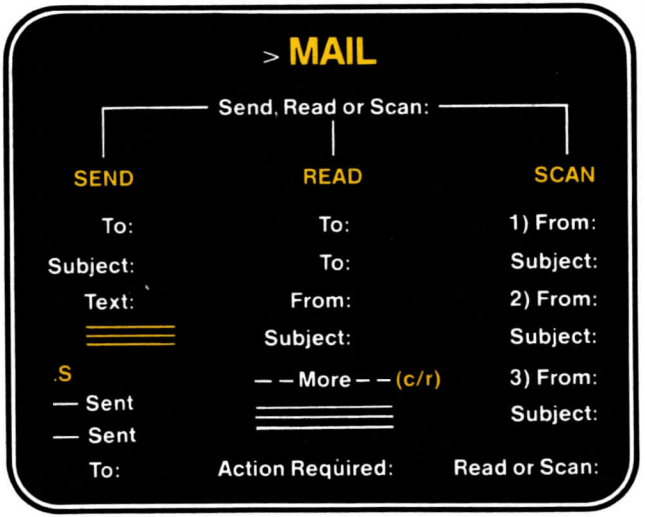
Once you have entered your workspace, by signing-on to your mailbox, you will be prompted by the computer with the sign, '>'. This is the starting point for the dialogue between your terminal, and the Telecom Gold computer. This 'system level' prompt offers access to a number of Telecom Gold Services, including the Mail Service.

To begin working on your Mail, enter the word 'MAIL' on your keyboard. Again, the computer prompts you. You are asked to specify whether you wish to 'Send, Read or Scan:' your mail.

The diagram on this page, outlines the steps you will be taken through, as you 'Send, Read and Scan:' your mail. But first, let's look at the nature of Passwords and Directories.

Note:

Throughout the mail system type 'HELP' at any prompt for assistance. When you are in the 'TEXT:' area of a mail item, type '.HELP'.



The Basic Structure of Mail (Mail Reference Manual page 8)

Your Password – the Key to Confidentiality

When signing-on to your mailbox, you entered a mailbox ID, followed by a password. Your password is the key that unlocks your mailbox, and secures the privacy of your correspondence. Other mailbox users need to know only your ID, and the number of the computer your mailbox is on e.g. 81:AAA040, to send you mail. They do not need to know your password.

You may change your password, using the Alpha characters (A to Z) on your keyboard. The first example on this page demonstrates how to change the password 'NTCVFN' to 'FAWTNC'.

Security

Security is important. Change your password often. Use a minimum of 6 alpha characters avoiding obvious words and combinations.

```
Please Sign On
> ID AAA004 NTCVFN (c/r)
TELECOM GOLD Automated Office Services 18.3A(81)
On At 9:52 18/7/83
Last On At 6:09 15/7/83
Mail Call (2 Unread, 2 Unread Express, Total 4)

> Passwd (c/r)

Enter Old Passwd: NTCVFN (c/r)
Enter New Passwd: FAWTNC (c/r)
Enter Again: FAWTNC (c/r)
Done
```

Changing Your Password (Mail Reference Manual page 3)

Directories

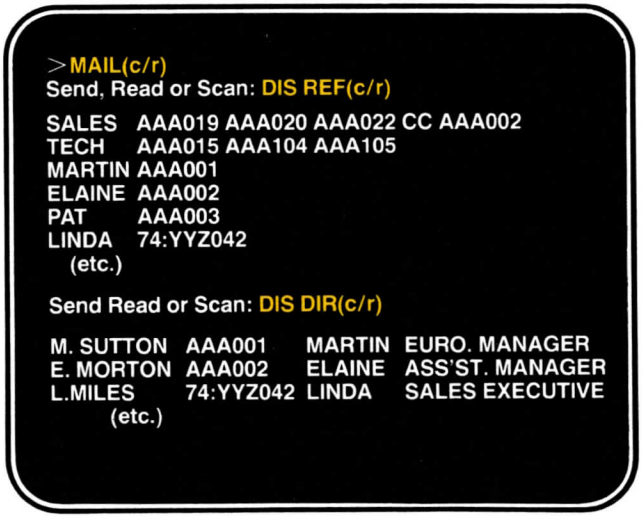
Your mailbox is probably part of a group of mailboxes, used within your company. As a group, you share the same three letter prefix to your mailbox IDs. For example, you may have mailbox number five in group 'AAA', or 'AAA005'.

Your group has access to two kinds of directory. Your group's directories hold the name of everyone in your group, and those people outside of your group that you mail regularly. These directories allow you to address people by name, rather than by mailbox ID.

The two directories are the Mail Directory and the Reference Directory. The Mail Directory holds a list of formal names, e.g. E. MORTON, against the respective mailbox numbers. The Reference Directory holds a list of familiar names, e.g. STEVE, against the respective mailbox numbers. The Reference Directory also contains any distribution lists your group requires. In this example, E. MORTON will receive mail if addressed as 'AAA002', 'ELAINE' or 'SALES'.

The example on this page shows you how to access your group's directories. You will find out how to create your own personal directory, later in the Guide.

If you want to include someone in your directory who is not on the same computer as yourself, you must include their system number in your directory. For example L.MILES is on a different computer, 74, so the entry is, '74:YYZ042'.



Displaying Directories (Mail Reference Manual page 30)

Sending Mail

The screen illustrates what you see on your terminal, while SENDing a message. Words in WHITE are instructions, words in YELLOW are an example of how you could respond. Notice that, when sending, you may either use the recipient's name (no spaces allowed), or mailbox ID including system number (e.g. 79:PQR001). If the recipient is on the same computer as yourself a system number is not required.

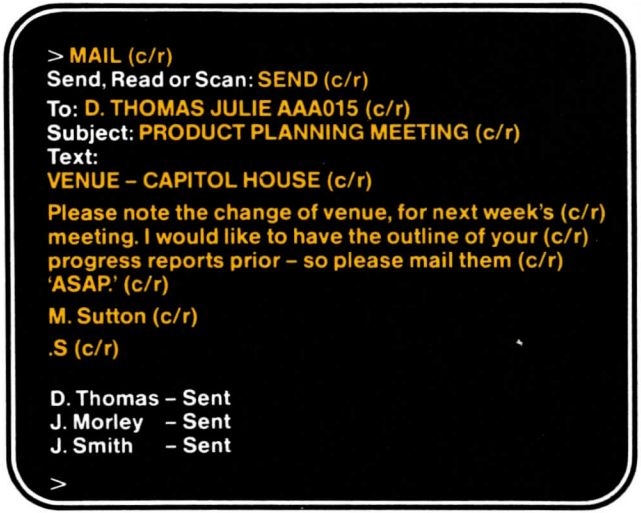
Options:

There are other things you can do with Mail you are sending. The different options are listed on the facing page.

a) Options at 'To:'
On the 'To:' line, put the option you want, before the name(s). In the example on the facing page, JULIE and JAMES will receive a 'Carbon Copy' of the message directed to DAVID. If an option is to apply to everyone, enter it at the end of the list of names. In the example, DAVID, JULIE and JAMES, all receive the message and 'AR', acknowledgement requested, which means you will automatically receive notification as your messages are read!

b) Options at 'Text:'
To use an option in the 'Text:' area, go to a new line, enter a full-stop and then the option (no spaces allowed). The full-stop indicates that you are using an option, rather than adding to the message.

A list of options is on the facing page.



Send Options

Options at 'To:'

EX (express)
CC (carbon copy)
BC (blind copy)
AR (acknowledgement requested)
RR (reply requested
Q (quit back to '>')

Options at 'Text:'

.TO name	(add to 'To:' line)
.EX	(express to all)
.EX name	(express to 'name')
.CC name	(copy to 'name')
.BC name	(blind copy to 'name')
.DIS	(display text)
.DIS HE	(display header, i.e. 'To:' and Subject lines)
.DIS TO	(display 'To:' line)
.SU abcd	(change subject line to 'abcd')
.Q	(quit back to '>')

.SEND (to send message)
or
.S
.Load filename (load message created by System Editor into the text area).

```
> MAIL (c/r)
Send, Read or Scan: SEND (c/r)
To:      DAVID CC JULIE JAMES AR (c/r)
Subject: Your Progress Report (c/r)
Text:
David, (c/r)
I have forwarded your report to Julie and James (c/r)
as I think there are aspects that will affect (c/r)
their thinking on certain issues. (c/r)

M. Sutton (c/r)

.ex (c/r)
.S (c/r)

D. Thomas – Sent express
J. Morley – Sent express
J. Smith – Sent express
>
```

Sending Mail Using Options (Mail Reference Manual page 10)

Reading Mail

The screen illustrates what you see on your terminal while READing your Mail. Words in WHITE are instructions, words in YELLOW are an example of how you could respond.

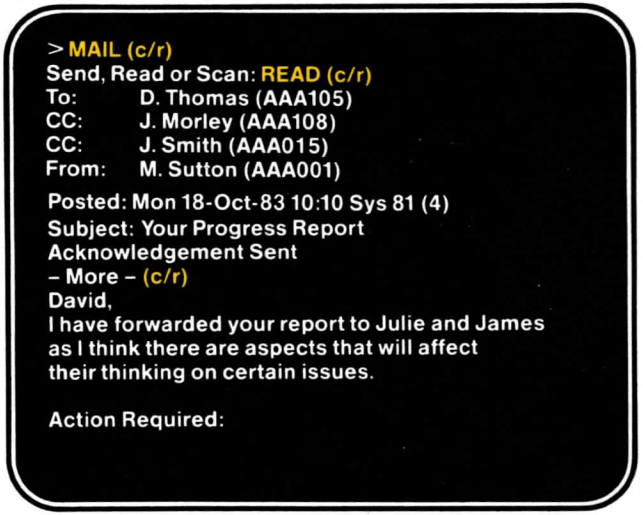
Mail that is sent EXpress , is stacked on top of your 'pile' of messages. The most recent Express message will be the first one you read. Ordinary messages are added to the bottom of the 'pile', as they arrive in your mailbox.

Notice that when you READ mail, the first thing you see is the list of recipients, and who has received a Carbon Copy. You do not see the names of Blind Copy recipients.

After sixty days a Mail item which remains unread will automatically be filed into a category called '*UNREAD'. Mail which has been read but not deleted will be filed in '*READ' after thirty days. Once filed, a Mail item will incur storage charges.

Options:

When reading mail, there is a pause at '—More—' and 'Action Required:' If you are using a screen, there is also a pause, '—More—', when the screen is full. Options are available at these three points. A list of options is on the facing page.



Read Options

Options at '—More—'

C/R	(carriage return to read)
NEXT	(go onto next message)

Options at 'Action Required:'

AGAIN	(read message again)
REPLY	(reply and '.SEND' to return the reply)
AP REPLY	(append original message to my reply)
FO name	(forward with comments)
FILE category	(file message in category, e.g. 'MEETINGS')
DEL	(delete message from current mail pile.)
QUIT	(quit back to '>')
HELP	(lists options)
AG HEAD	(read message heading again)

```
Action Required: AP REPLY (c/r)
Text:
That's Fine. We can discuss further (c/r)
at the meeting. (c/r)
.CC JULIE (c/r)
.CC JAMES (c/r)
.S (c/r)

M. Sutton - Sent
J. Morley - Sent
J. Smith  - Sent

Action Required: FILE PROD. PLANNING (c/r)

Filed in PROD. PLANNING

Action Required: DEL (c/r)
```

Scanning Mail

On the following three pages the screen illustrates what you see on your terminal, while scanning a message. Words in WHITE are instructions, words in YELLOW are an example of how you could respond.

When you SCAN your mail, you see a list of all the messages in your mailbox. The list starts at the 'top' of your mailbox, with the latest Express message, and moves down.

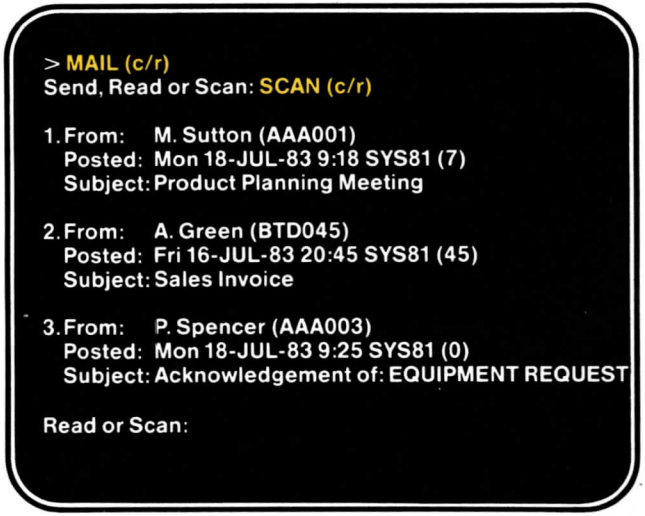
A SCAN tells you

1. Who sent you the message.
2. The day, date and time the message was sent.
3. The number of the UK or overseas computer from which the message was sent.
4. The number of lines in the message.
5. The subject of the message.

Options:

There are a number of options available that allow you to select which message(s) you would like to read, and in what order. A list of options is on the facing page.

QSC — QUICKSCAN — is an alternative to SCAN which condenses the information provided in the message heading. This allows you to be more selective and efficient in reading your mail.



(Mail Reference Manual page 23)

Options at 'Read or Scan'

Options at 'Read or Scan':

READ (or SCAN) 1 5 2
(read 1,5,2, in that order)
READ (or SCAN) 4-6
(read 4 to 6 inclusive)
READ (or SCAN) -4
(read up to 4, inclusive)
READ (or SCAN) 4-
(read 4 onwards)

Read or Scan: READ 3 1 (c/r)

To: J. Morley (AAA104)
From: P. Spencer (AAA003)
Posted: Mon 18-JUL-83 9:25 SYS81 (6)
Subject: Acknowledgement of: EQUIPMENT REQUEST
– More – (c/r)

Action Required: FILE SPENCER (c/r)

Filed in Category SPENCER

Action Required: DEL (c/r)

To: D. Thomas (AAA105)
To: J. Morley (AAA104)
From: M. Sutton (AAA001)
Posted: Mon 18-JUL-83 9:18 SYS81 (7)
Subject: Product Planning Meeting
(etc.)

'Read or Scan:' Options (Mail Reference Manual page 23)

How to Select Items to Read or Scan

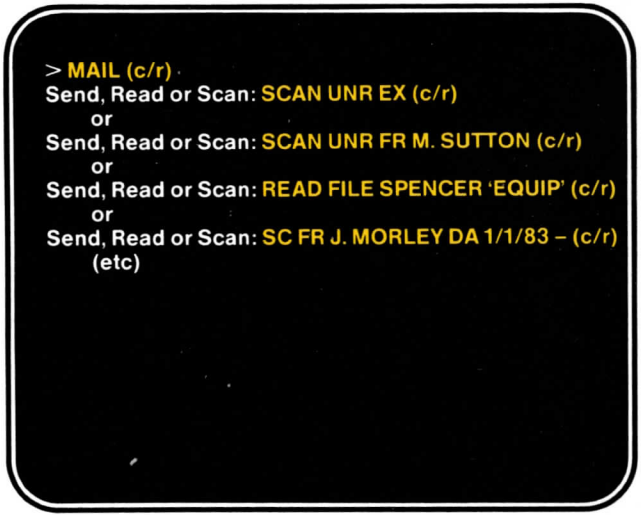
Up to this point, we have discussed the basic SEND, READ and SCAN commands of the Mail Service. The following commands allow you to be more selective in what you READ and SCAN. Use them at the prompt of 'Send, Read or Scan:'. In addition, there are a variety of commands that may be used to qualify any READ or SCAN command — these are also listed here.
(Note abbreviated form used in the example).

READ and SCAN Commands

SCAN (or READ) UNREAD
SCAN (or READ) EXPRESS
SCAN (or READ) UNR EX
SCAN (or READ) FILE
SCAN (or READ) FILE category

Additional Qualifiers

FROM name (scan or read from specified name)
SU abcd (scan or read items with
or 'abcd' in subject line)
'abcd'
TEXT abcd (scan or read items with
or "abcd" in text)
"abcd"
DA d/m/y (scan or read items posted on date)
DA d/m/y- (posted on or after date)
DA d/m/y-d/m/y (posted on & between date)
DA -d/m/y (posted on or before date)



Selecting items to Read or Scan (Mail Reference Manual page 27,36)

Additional Options at 'Send, Read or Scan'

HELP (Print list of options available at this prompt.)

QUIT (Quit and exit from the Mail System.)

DIS DIR (Display Directory.)

DIS DIR ?xx? (Search for character string'xx'.)

DIS REF (Display Reference Directory.)

DIS REF ?xx? (Search for character string 'xx'.)

DIS FILES (Display categories of FILED mail.)

DELETE FI category (Delete 'category' of Filed Mail.)

NOMORE (Read mail without first '—More—' prompt after header.)

MORE (Read mail WITH first '—More—' prompt [cancels 'NOMORE'])

HARDCOPY (Read mail without '—More—' prompt every 23 lines.)

CRT (Read mail WITH '—More—' every 23 lines (cancels 'HARDCOPY')

```
>MAIL (c/r)
Send, Read or Scan: DIS DIR ? SALES ? (c/r)

S. WILLIAMS   AAA004 STEVE   SALES EXEC.
S. PRICE      AAA019 STEVEN  SALES EXEC.
M. TURNBULL   AAA020 MARY    SALES EXEC.
R. MOORE      AAA021 ROBIN   SALES EXEC.

Send, Read or Scan: DEL FI SPENCER (c/r)

Delete File Spencer? YES (c/r)

Done.

Send, Read or Scan: DIS FILES (c/r)

BOX  PROD. PLANNING

Send, Read or Scan: SC FI PROD. PLANNING (c/r)
```

More Options at 'Send, Read or Scan:' (Mail Reference Manual page 26)

International Mail

As explained earlier, the Electronic Mail service extends to other computers, dotted around the world. If you live and work in the U.S.A., you have a mailbox on a computer there. These computers are linked, so that users may send mail to mailboxes on other computers.

When Reading or Scanning mail, you will notice something similar to 'SYS' 81, in the heading of the message. This is the 'system number'. It indicates the computer from which the message was sent and this is where the sender's mailbox resides.

To send mail to someone whose, mailbox is on a different computer, you must indicate the system number of that computer.

For example, to send mail to L. JONES in the U.S.A., whose mailbox number is XYZ042 on SYS152, you enter this:

>**MAIL**

Send, Read or Scan: **SEND**
To: **152:XYZ042**

The London computer now sends the message to the U.S. computer 152. Computer 152 deposits the message in L. JONES'S mailbox. Question: which computer is your mailbox on?

If you mail L. JONES frequently, have your System manager put L.Jones in the Directory. You may then simply mail to 'L.JONES' or 'LINDA'.

At the moment, the USA is the only part of the International Dialcom network with a system number longer than 2 numbers. However, 5 digit system numbers will eventually be used for sending international mail to all Dialcom licensees other than the USA.

Summary of Mail Commands

>MAIL
- DISPLAY DIR [?name?]
- DISPLAY REF [?name?]
- DISPLAY FILES
- HELP
- C/R (gives you Send, Read or Scan)

Send, Read or Scan:

SEND

To:
name
CC name
BC name
AR name
RR name
EX name
DA d/m/y name
NOSHOW
DISPLAY DIR [?name?]
DISPLAY REF [?name?]
DISPLAY FILES
QUIT

READ (or)
READ UNREAD
READ EXPRESS
READ FILE [category]

FROM name
TO name
'abcd' — Subject line search

"abcd" — Text search

DA d/m/y
DA d/m/y-d/m/y
DA d/m/y-
DA -d/m/y
READ ALL

SCAN (or)
SCAN UNREAD
SCAN EXPRESS
SCAN OUT
SCAN FILE [name]

SC FROM name
SC TO name
SC 'abcd'
SC "abcd"
SC DA d/m/y
SC DA d/m/y-d/m/y
SC DA d/m/y-
SC DA -d/m/y

Subject:

QUIT
Text:
.SP Spelling check
.SU abcd
.TO [-]name
.CC name
.BC name
.AR name
.RR name
.EX name
.DA d/m/y name
.PA xxx
.ED
.LOAD filename
.SAVE filename
.FILE [name]
.HOLD
.DISPLAY
.DISPLAY TO
.DISPLAY SUBJECT
.DISPLAY HEADER
.DISPLAY DIR
.DISPLAY REF
.DISPLAY FILES
.QUIT
.A HEADER
.SEND (to send)

—More—

RETURN key (or)
YES
NO
NEXT (or) NE
HARDCOPY
NOMORE
QUIT
(or any "Action Required:" option below)

Action Required:

AGAIN
AGAIN HEAD
NEXT
REPLY
AP REPLY
FORWARD name
DELETE
SAVE filename
FILE [name]
DISPLAY DIR
DISPLAY REF
DISPLAY FILES
QUIT

Read or Scan:

READ
READ ALL
READ n n
READ n-n
READ n-
READ -n
SCAN
EDIT HELD n
CHANGE HELD n
SEND HELD n
REPLY n
FOWARD n name
SAVE n filename
FILE [category] n
DISPLAY DIR
DISPLAY REF
DISPLAY FILES
QUIT

(Note: Brackets '[]' mean OPTIONAL use).

A full explanation of all these commands is given by entering HELP or .HELP at any point.

For further details see the Reference Manual.

The Editor

The Service has a built-in Editor which is available at system level or within the text mode of MAIL. You can use the Editor to create, edit and revise a lengthy report; or, you may want to store and update a list of information pertaining to your business.

This section shows you how to use the Editor. You may then use it to

1. set-up a personal directory,

2. create a 'command file', that automates certain command procedures.

Using the Editor

Enter the Editor at the '>' sign. Once in the Editor, there are two modes of operation: the INPUT mode and the EDIT mode.

The INPUT mode records everything you type — it stores the body of the text you enter. The EDIT mode allows you to make changes to that text. To change from one mode to another, hit an extra (c/r).

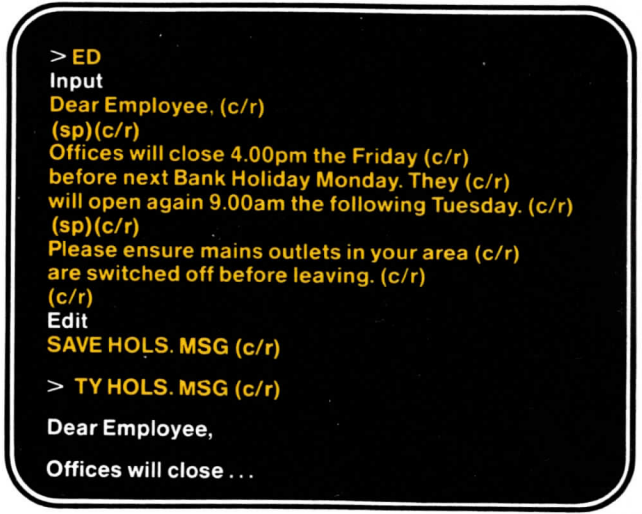
To exit, and store the text, go to the EDIT mode, and SAVE the text, giving it a filename. To retrieve the text for further editing, go back to '>', and call-up the file by name:
>ED filename

To mail a file created using the Editor, use .LOAD filename in TEXT mode of MAIL.

To display the text type

'TY filename'.

Text edited off-line may be transferred into the mail system. See A1.3.



Using the Editor

(Mail Reference Manual page 43)

The Editor (cont'd)

The Edit Mode Commands

The Editor works on a line-by-line basis. You must first position yourself on the correct line using the POINTER commands. To alter a word(s), you then use a REVISION command.

Pointer Commands

T	(move pointer to NULL line above text).
B	(move pointer to NULL line, bottom of text).
P	(print line pointer is on).
P3	(print '3' lines).
P*	(print text from pointer line, to bottom).
N	(move printer to next line).
N3	(skip 3 lines).
U	(move pointer up one line).
U3	(move up '3' lines).
L word	(locate line with 'word' on it).
HELP	(lists options).

Revision Commands

c/xxx/yyy	(Change old word 'xxx' to new 'yyy').
I abcd	(Insert new line 'abcd' under line I'm on).
A xxx	(APPEND 'xxx' to end of line).
R abcd	(RETYPE line with 'abcd').
D5	(DELETE 5 lines)
OOPS	(Forget last command)
SC	(Print a SCALE across the page).
SP	(Spelling check)

Notice that if you are revising an existing text, that was previously given a filename, simply enter 'SAVE' when you are finished.

```
> ED HOLS. MSG (c/r)
Edit
L 4.00 (c/r)
Offices will close 4.00pm the Friday
C/4.00/3.30 (c/r)
Offices will close 3.30pm the Friday
B (c/r)
I Regards, (c/r)
I Personnel (c/r)
SA (c/r) (exit Editor)
> MAIL ALL. STAFF

Subject: Holiday Arrangements (c/r)
Text:
.load HOLS.MSG (c/r)

10 lines loaded
.SEND (c/r)
```


(Mail Reference Manual page 44)

Creating a Personal Directory

A Personal Directory is useful if you communicate with mailbox users outside of your group's directory. It is also useful for setting up distribution lists particular to your needs.

To create the directory, go into the Editor, as in the example. On each line, enter one name and the corresponding mailbox number. Remember to enter the system number if the mailbox is on a different computer.

To create a distribution list, first enter the name of the list, e.g. 'SALES'. Then, enter the mailbox ID of each person you would like to include in the distribution list. Remember that a mailbox ID must not include any spaces, or the computer will assume you are naming a new ID. If your distribution list is more than one line long, start the next line with an ampersand '&', and continue entering mailbox IDs. The computer consults your Personal Directory first, when you send mail — so be sure that it is correct. Consult your System Manager if you have any queries.

When you have finished, hit an extra (c/r) to the Edit mode. Enter 'T' to go to the top of the text, and P* to print out your directory, (see example, facing page). Now check for errors.

Save the directory and call it 'MAIL.REF'. To edit at a later date, enter '>ED MAIL.REF'.

```
> ED (c/r)
Input
ALAN     YAX055 (c/r)
JAMES    YAX054 (c/r)
CLIENTS BBB017 DDD005 GHH003 HEE014 (c/r)
& NMM106 80:STT009 (c/r)
(c/r)
Edit

SA MAIL.REF (c/r)
> L (c/r) (List of Editor Files)

HOLS.MSG MAIL.REF

> DEL HOLS.MSG (c/r) (Delete 'HOLS.MSG')
```

Command Files

Using the Editor you can create 'Command Files'. Command Files contain sequences of commands usually keyed in by hand. Then the system executes the commands for you, automatically.

The Command file, in the example, is called 'C_ID'. With this file, each time you sign-on with your mailbox ID, the computer looks for the C_ID file, and performs the specified tasks.

The example demonstrates how to create a C_ID file that will automatically SCAN the UNREAD Mail. To see what happens try entering 'MAIL SCAN UNREAD' yourself, at the prompt of '>'.

You may then go back to the C_ID file, as in the second part of the example, and add another task.

The command 'TERM TYPE CRT DISCON ON', translates as 'Terminal Disconnection Facility On'. This command is useful if, for example, you are entering a lengthy message or report, and suddenly find the terminal disconnected, or the phone-line dropped. Sign-on again, within a few minutes, and you will be asked if you would like to 'reconnect' to the job you were doing. Enter 'YES', and you will be back where you left off!

If you do not want the contents of your C_ID file to be displayed each time you sign-on, make the first line of your C_ID file 'COMO —N' and the last line 'COMO —T'.

Further information on Command Files is available in the main Mail Reference Manual.

```
> ED (c/r)
Input
MAIL SC UNR (c/r)
(c/r)
Edit
SA C_ID (c/r)
>
> ED C_ID (c/r)
Edit
T (c/r)
P* (c/r)
MAIL SC UNR
(c/r)
Input
TERM TYPE CRT DISCON ON (c/r)
(c/r)
Edit
SA (c/r)
>
```

Example of a Command File

User Tips

Short-cuts

Commands may be both abbreviated and strung along one line to save time and keying. For example, try:

>Mail Sc Un Ex Fr G.Frans Da 9/10

to scan unread messages sent express from G.Frans on the 9th of October.

Or, try using:

>Mail Ray Cc Mgt 'Sept Revenue'

Text:

to send a message to Ray, copied to mailboxes on a distribution list called 'MGT' with a subject line of 'SEPT REVENUE'.

Can you think of a short-cut to scan a file called 'PROPOSALS' for messages concerning 'Brand X', sent sometime last July?

Using your control key

The keyboard of most terminals has a key labelled 'CTRL' or 'CTL'. This is the 'control' key. The control key is used to make certain keys perform functions other than simply printing a letter or symbol.

To stop the text from scrolling off your screen

Certain information files available to users may not have an inbuilt pause after 23 lines. If you are using a screen, to stop the text scrolling off the top, press the control key and the letter 'S' at the same time.

To start the screen scrolling again, press the control key and the letter 'Q' simultaneously.

The CHAT facility

'Chatting' is a feature that allows you to talk via your terminal to another user on the system. To use, simply enter:

>CHAT mailboxID

Use the mailbox ID of the person you wish to address. If that person is signed onto the service at that moment, a message will flash onto their screen saying that you would like to chat. If they want to chat, they must then finish what they are doing, and enter >CHAT yourID. While chatting, to signal that it is the other person's turn to 'speak', press the control key and the letter 'G'. This will send a 'bleep' to the other terminal.

When you have completed a chat session, press the 'ESCAPE/ BREAK' key. Or press 'P' 'P' whilst depressing the 'CTRL' key. The message 'Bye' should appear on both terminals.

Service Information

Telecom Gold maintains files of information about the service, that are available to all users. To call up the information, use the following commands:

>INFO INFO — details of the major INFO files.

>AOSNEWS — latest information on service performance and maintenance.

>GOLDNEWS — Telecom Gold Newsletter.

>GOLD.USERS — directory of Telecom Gold subscribers.

User Tips

To call up information about a particular topic, enter >INFO topic, e.g., >INFO ACCESS (for methods of access in the U.K. and abroad).

HELP — The 'HELP' command will offer helpful advice at most prompts.

Tailoring the service — PARAM.INI

There are ways of tailoring the Mail Service to the requirements of your particular terminal and style of working. This is done by changing the normal 'parameters' of the system that assume you are using an ordinary screen terminal that displays 23 lines with 80 characters across.

To alter the normal system parameters, you must create a file called PARAM.INI, using the Editor. This is very similar to the C_ID File we created earlier.

Here is a typical PARAM.INI file for someone using a Prestel terminal:

>TY PARAM.INI

TERM TYPE PRESTEL WRAPS MAIL NOMORE

>

The MAIL system checks the PARAM.INI when the user signs on to the mailbox. In this case the terminal type indicated is Prestel. As the Prestel screen measures 40 characters across, longer lines must be 'wrapped' onto another line. 'MAIL NOMORE' indicates that the first '—more—' prompt be ignored while reading mail.

To find out more about how to tailor the service to your requirements, look at the following information files:

>INFO PARAM.INI

>TERM TERMINALS

>INFO RECONNECT

>INFO PAGE

Self-teach TUTOR

Telecom Gold's TUTOR simulates the real mail system, allowing new users to become familiar with the basic commands of electronic mail prior to using the real Mail Service.

To use the Tutor, sign-on to your mailbox and enter the word TUTOR at the system level prompt, >. Step-by-step instruction is given in Sending, Reading and Scanning mail, allowing you to experiment and practice the commands of the real mail system.

Summary of System Level Commands

>OFF	sign OFF Computer
>WHO	Who ID belongs to
>PASSWD	Change your Password
>MAIL	Enter MAIL System
>MAILCK	Check Mailbox
>DIARY	Enter DIARY System
>GOLD.USERS	Telecom Gold user directory
>SBI	Supplementary billing information
>NOTICEBD	Enter NOTICE BOARD System
>CHAT userid	'Talk' with another user on the system
>REQUEST form	Enter FORMS System
>RUNOF	Enter TEXT FORMATTING System
>ONLINE	Check other users in your group currently logged on
>ONLINE –D	As above, with directory references

>F or >L	List file information on this ID
>RENAME file1 and file2	Rename file1 as file2
>DEL filename	Delete file
>ED	To create a new Textfile
>ED filename	To EDIT an existing Textfile
>TY filename	Type/Display a Textfile
>INFO LOTUS	How to use the World of Lotus
>INFO STORAGE	Minimising mail storage
>INFO TELEX STORAGE	Minimising telex storage
>SPELL	Enter Textfile SPELL System
>JU	JUSTIFY a Textfile
>INFO INFO	Find out more information about the Service
>INFO ACCESS	Access phone numbers
>INFO BILLING	Telecom Gold charges
>INFO CHAT	How to use >CHAT
>INFO COMO	Fault reporting
>INFO TELEX	All about telex
>INFO XMIT	File transfer

Other Office Automation Services available

Outgoing Telex

Using the Telex facility you may send a Telex from your terminal to any Telex address in the U.K. or abroad. You simply key in the address and message, and Telecom Gold will:

- ★ queue the message for sending through the Telex network
- ★ check the answerback if desired
- ★ repeatedly queue the Telex for sending if, for example, the Telex lines are busy
- ★ allow you to see the progress of your Telex, and alert you when the Telex has been successfully sent with an express Mail message

As in Mail, you may use familiar names and distribution lists to make addressing easier.

Incoming Telex

You can also receive telexes into your mailbox. The sender simply has to remember to quote your box number as a reference, e.g. ABC001. The telex will automatically be switched to your mailbox and appear as an express mail item. If you have a radio pager you can be alerted when the telex has arrived.

For more information, type >'INFO TELEX INCOMING'.

Noticeboard

At the prompt '>', try using the command 'NOTICEBD'. You will then enter the Bulletin Board service maintained for all subscribers of Telecom Gold. Type 'HELP' to see the list of Noticeboard categories — these include: COMMS, GOLD, LONELY-HEARTS and TO-SELL and other categories for U.K. subscribers. You may want to enter a notice yourself!

For further details, type >'INFO NOTICEBD'.

Forms

The Forms facility allows users to send pre-formatted messages. For example, a field salesman could request a Sales-Order Form from his portable terminal, and fill in the day's orders — the form is tailored to the particular requirements of the client. Once completed, the form is mailed electronically to, for example, the Branch Manager with copies going to other appropriate mailbox destinations.

You may try designing a form yourself, by following the instructions in the Mail Reference Manual, held by your System Manager.

EPUB

The EPUB system gives users of Electronic Mail access to a central library facility for the electronic cataloguing, storage and retrieval of information relevant to that Company's business. As text is entered into a specially designed EPUB system, it is catalogued, and each word is keyworded. An easy to use Menu and keyword search gives quick retrieval of stored information, articles and notices. Some Companies prefer to use EPUB as the quickest way of providing their clients with an up to date information service.

INFOX

Linked to Electronic Mail, INFOX offers a complete information processing service, tailormade to your Company's needs. Information may be updated, perhaps by a field salesman out on call, and then processed centrally. Management reports are then generated and distributed through the Electronic Mail Service. Tracking of equipment, logging of enquiries or negotiations and subsequent action, generation of invoices are only a few of the uses to which INFOX can be put.

Business Services

>IDB — The Infomatics Daily Bulletin.
The latest news on product and corporate developments in information technology and telecommunications.
See >INFO IDB

>OAG — Air Travel and Hotel information from Official Airline Guides. Comprehensive, up-to-date scheduled flight and fare details.
See >INFO OAG

>WR — The vast on-line World Reporter cuttings library including The Financial Times, The Guardian, The New Scientist, The Economist and many other titles.
See >INFO WR

>TEXTNET — for translation, typesetting and other text-related services. See >INFO TEXTNET

Radiopaging

Using British Telecom's Radiopaging service, a subscriber with Telecom Gold can be paged automatically, when an urgent message arrives in his or her mailbox.

You may also page someone by keying in the number of that person's pager — or even by keying in their name if a reference directory has been set up.

Appendix 1 Quick Guide to Telex

Telecom Gold's Telex facility means subscribers may send messages from their mailboxes to any telex address on public telex networks worldwide.

To send a telex you need to know the telex address of the recipient. An address has two parts — the number itself (e.g. 894001 for Telecom Gold), and an 'answerback' (e.g. TLGOLD). If both parts of the address are correct, the telex will be sent to the recipient's telex terminal. (You may send a telex using the number without the answerback). When using Telecom Gold's telex facility, you must also type in the name of the country that you want your telex to go to. So if you are sending a UK telex, you will need to type UK at the 'Country-name or Network?' prompt (see screen diagram). If you type 'ENGLAND' or 'BRITAIN' instead Telecom Gold's computer will proceed as if you had typed UK.

If you are sending a telex to somewhere outside the UK, you should still type in the appropriate country name. This means that you only need to know the recipient's telex number and the country he is based in. You don't need to know the numeric international telex code for that country.

Note: the telex network restricts the use of certain special characters and lines of over 68 characters.

```
>TELEX (c/r)
Command: INPUT (c/r)
You may put 30 more messages in your queue
Text:
Please deliver 40 crates of claret ASAP. Stocks (c/r)
are running very low. (c/r)
MARINA HOTELS LTD (c/r)

.SEND (c/r)

Tlx or Code? TLX (c/r)

Country-name or Network? I (c/r)
You have selected: I
I       Italy

Number (Answerback): 812456(CLARO) (c/r)

Attention line: ATTN JACK (c/r)
More Recipients? (c/r)
1 Message(s) queued
Message Reference Number is 1
```

Sending a Telex

When you are sending a telex you can use the command 'INFO COUNTRY' to find the approved abbreviation for the name of the country to which you are sending. This abbreviation is referred to as the Network. In the example, typing 'INFO BAHRAIN' shows that the Network for Bahrain is 'BN'. So at 'Tlx or Code?' you should select 'Tlx' to indicate that you wish to send a telex. Then at the 'Country - name or Network?' prompt you should type 'BN' to specify Bahrain. Alternatively, you could type BAHRAIN in full. At the 'Number (Answerback)' prompt, you should key in the recipient's telex number. The command INPUT takes you to a text area similar to Mail. While in text you may use the following 'full-stop' commands:

.ARX — Express-mail acknowledgement of received telex
.ED — Edit text of message
.LOAD filename — load prepared textfile into text area
.DIS — display text

When the message is sent the attention line will appear at the top of the telex. To enter more than one attention line key a space, an ampersand sign then press c/r to continue.

Note: To exit from TELEX, type 'Q' at any prompt, '.Q' if in TEXT.

```
>TELEX (c/r)
Command: INFO BAHRAIN (c/r)
BN    -    BAHRAIN

Command: INPUT (c/r)
You may put 29 more messages in your queue
Text:
I WILL ARRIVE AT ORLY 9AM AF900. (c/r)
.SEND (c/r)

Tlx or Code? TLX (c/r)
Country-name or Network? BN (c/r)
You have selected: BN
BN Bahrain

Number(Answerback)?  8212434(FLIMCO) (c/r)
Attention line: ATTN JACK (c/r)

More Recipients? (c/r)
      1 Message(s) Queued.
Message Reference Number is 2
```

Sending Text Prepared Off-line

Prepare your message off-line according to the instructions provided with your terminal.

Sign-on to your mailbox and type 'XMIT,' as in the example. Type 'TO' to indicate that you are sending the text to the Telecom Gold computer. In your mailbox your text must have its own filename — enter the filename as you wish it to appear.

At 'PREPARE YOUR CASETTE/ DISKETTE', use the sequence recommended for your terminal to transfer the message to your mailbox. When complete, type .END or press the BREAK Key.

Your message is now attached to your mailbox under the filename you have chosen. Use the command '>F' to see if it is there.

To send the message as a telex, follow the instructions on 'Sending a Telex'.

Use >JU if you need to justify your text to the 68 character width permitted by the telex network. It is recommended that you type 'No' to the proportional spacing prompt. Then enter '68' in response to the 'How many characters/line' question. At the right justification prompt you can type Yes or No depending on which suits you best.

Use '.LOAD filename' to load your message into the text area.

To send the message as a mail item, enter the Mail system by typing >'MAIL'. Then type '.LOAD filename' at the TEXT: prompt. Use '.SEND' to transmit the message.

```
> XMIT (c/r)
Transmit to or from the computer? To (c/r)

What will be the name of this file? Bahrain (c/r)

Prepare your casette/diskette to transmit data,
press return, then begin sending

(hit BREAK or enter '.END' when done)

(text is transferred at this point)

> Telex Input (c/r)
Text:
.load BAHRAIN (c/r)

5000 lines loaded
.Send (c/r)
```

A1.4

Short-Codes

With Telecom Gold's Telex facility you can set-up personal and group directories. The directories allow you to address a telex using a familiar name, (e.g. TGOLD), rather than typing a telex number and answerback.

An easy way of creating short codes, if you are not familiar with the Editor, is given in >'INFO TELEX SHORT-CODE'. To find out about creating telex-codes that can be used by your whole group, see the Telex Guide.

Directories are scanned by the computer from top to bottom. Ensure that code names contained within a distribution list, occur before that list.

To send a telex using a short-code, simply enter 'CODE' at the prompt 'Tlx, or Code?'. You will then be asked to name the short-code. Alternatively, you may simply enter the short-code, e.g. 'GOLD', at the prompt 'Tlx' or Code?'. Enter 'CODE LIST ALL' to scan your entire directory.

In the example, FL is a Bahrain telex number, all the others are UK telex numbers.

Tailoring Telex

To tailor Telecom Gold's Telex facility to your requirements, type 'OPTIONS' at Command: Then answer 'Yes' to the options you want. If you need further explanation, type 'HELP OPTIONS' at Command:

```
Command: CODE EDIT (c/r)

Group or Personal codes (G/P)? PERSONAL
Converting Codes ....
EDIT
(c/r)
INPUT
NO  TLX G 346291(COMP) 'ATTN HELEN' (c/r)
SO  TLX G 534291(GUNN) 'ATTN JOHN' (c/r)
WE  TLX G 798203(FREE) 'ATTN GWEN' (c/r)
GO  TLX G 894001(TLGOLD) 'ATTN SALES' (c/r)
FL  TLX BN 9891(FLIM) 'ATTN JACK' (c/r)
SALES NO SO WE GO (c/r)
(c/r)
EDIT
SA (c/r)

Do you want to Install? YES (c/r)
Installing Short Codes
```

Monitoring your Sent Telex

When you send a telex it enters a queue of telexes that Telecom Gold is sending into the public telex network. The Telecom Gold computer will check your telex address, dial the recipient's telex terminal and send your message. If the recipient's terminal is busy or disconnected, Telecom Gold will make several attempts to resend the telex. If unable to send the telex (e.g. wrong number), the telex will be given the status 'abandoned.'

There are a number of commands you may use to monitor the telexes you have sent. At the prompt 'Command:' use the following commands. You will then be asked to enter the message number of the telex you are referring to, or 'ALL.' Use 'SCAN' for a numbered list of your telexes.

SCAN scans your queue giving number and status (e.g. Sent, Waiting, Abandoned).

WHERE gives status report including the number of attempted sends, if successfully sent, cause of 'abandoned' attempts (e.g. Engaged, Number Unobtainable, answerback (a/b) incorrect).

REQUEUE resend an 'abandoned' telex.

ABORT use to abort telex waiting to be sent

MAIL Mail a copy of the telex to your mailbox

LIST Print out the telex as it appeared at the recipient's terminal. Use 'LIST SENT' to list all telexes sent (e.g. use daily to retain hardcopies). Then 'DEL SENT' to delete the messages from queue and to minimize the amount stored.

DEL Delete messages that have been sent, abandoned or aborted. Retain copies by using the MAIL command, before deleting.

Telexes kept in your telex queue after they have been sent, aborted or abandoned will attract storage charges.

DEL SENT delete all sent messages.

GET Retrieves abandoned or aborted telex for readdressing and resending. Use MORE command to send.

MORE To send telex retrieved by GET command, or to resend the last telex you sent. You will be put into the text area 'More text:'. You may add to the message, .DIS to view the text, .ED to change, .SEND to address and send.

* * *

NIGHT To send a telex after 20:00, type 'NI' at the 'Tlx or Code?' prompt.

Useful Phone Numbers

HELPLINE deals with queries you may have when using Telecom Gold. The HELPLINE telephone number is (01) 378-6806.

Please note that after 5.30pm each night till 9.00am the next morning only urgent problems regarding access to Telecom Gold or being unable to send telexes or mail can be dealt with.

For Telecom Gold's main switchboard dial (01) 403 6777

Our regional offices can be contacted as follows:

Edinburgh 031 226 5059
Leeds 0532 445265
Cardiff 0222 460052
Birmingham 021 643 1446

For DIRECT DIAL access to Telecom Gold's London computers use:

(01) 583 3000 for 300 baud
(01) 583 1275 for 1200/75 baud
(01) 583 1200 for 1200/1200 baud

The information shown on this page is also available online in >INFO NUMBERS and > INFO PSS

Packet Switching Exchange	(300bps) Datel 200	(1275 bps) Datel 600	(1200 bps) Datel 1200
ABERDEEN	0224 642242	0224 642484	0224 642644
BELFAST	0232 8281	0232 8291	0232 8201
BIRMINGHAM	021-214 5139	021-214 6191	021-214 3061
BRIGHTON	0273 851111	0273 852111	0273 853111
BRISTOL	0272 216411	0272 216511	0272 216611
CAMBRIDGE	0223 82511	0223 82411	0223 82111
CARDIFF	0222 376111	0222 376171	0222 376191
EDINBURGH	031-337 9141	031-337 9121	031-337-9393
GLASGOW	041-204 2011	041-204 2031	041-204-2051
IPSWICH	0473 671111	0473 672111	0473 673111
LEEDS	0532 470711	0532 470611	0532 470811
LIVERPOOL	051-211 0000	051-212 5127	051-213-6327
LONDON (Baynard)	01-928 9111	01-928 3399	01-928 1737
LONDON (Collindale)	200 9000	200 0888	200 1353
LONDON (Colombo)	01-825 9421	01-407 8344	01-928-2333
LONDON (Croydon)	680 9421	680 8500	680 7999
LONDON (Ealing)	01-840-0688	01-840-1399	01-840-5500
LONDON (Kingston)	541 0666	541 0222	541 0444
LUTON	0582 8181	0582 8191	0582 8101
MAIDSTONE	0622 885111	0622 886111	0622 887111
MANCHESTER	061-833 0242	061-833 0091	061-833-0631
NEWCASTLE	091-2314171	091-2314181	091-2314161
NOTTINGHAM	0602 881311	0602 881411	0602 881511
PORTSMOUTH	0705 53011	0705 53911	0705 53811
READING	0734 389111	0734 380111	0734 384111
SHEFFIELD	0742 414171	0742 414181	0742 414191
SLOUGH	0753 6141	0753 6131	0753 6171

NOTE: Local area code access to Slough is not available

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