



Members' Guide

The Exclusive Club for Commodore® Owners



TAKE A FREE TOUR OF Q-LINK!
Q-Link disk enclosed — no modem needed. Details inside...



The Official Commodore® Online Service

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The Exclusive Club for Commodore® Owners!

Q-Link is an online service connecting you with facts, features, and friends.

Q-Link brings you the social, educational, and networking activities you'd expect to find only in some of the world's most exclusive private clubs! As a member, you'll have access to so many different "departments" — all filled with challenging things to do and enjoyable people to meet.

Moving between the departments is as easy as pressing a function key.

In just an hour, for instance, you could play a round of BlackJack, look up facts on Beethoven, compare airline rates and make reservations, take a language course, buy a new watch, and "chat" back and forth with a new friend from the Astrology Club. All without ever leaving your own cozy home.



Take a FREE tour right now!

Enclosed is the Q-Link software you need to connect. Also on this disk is our demo program. To take this free tour, no modem is required. Just pop the disk into your disk drive. Type **LOAD "QDEMO",8,1** and press **<RETURN>**. This very friendly tour will let you peek into the exclusive Commodore club, alive with entertainment, exchanges, learning and living. Enjoy! *But remember, no talking this time around — and no shopping or downloading software programs until you're an official member!*

Joining Q-Link

All it takes is your Commodore computer, your disk drive, a modem, and your Q-Link software! Simply use your modem and sign on. That's how you join. With membership comes unlimited access to the Basic services, and *lots* of extras for one flat monthly fee of just \$9.95.

Risk nothing now...or ever!

You may cancel at any time, no questions asked. But we don't think you will cancel — not with Q-Link offering so many valuable educational and entertainment opportunities.

See for yourself...



Quite Remarkable

Q-Link is...

the official online service for Commodore owners. It's easy-to-use, full-color, and interactive (which means you can ask questions and get answers, send mail back and forth, and even chat with friends or leading experts). It's also affordable.

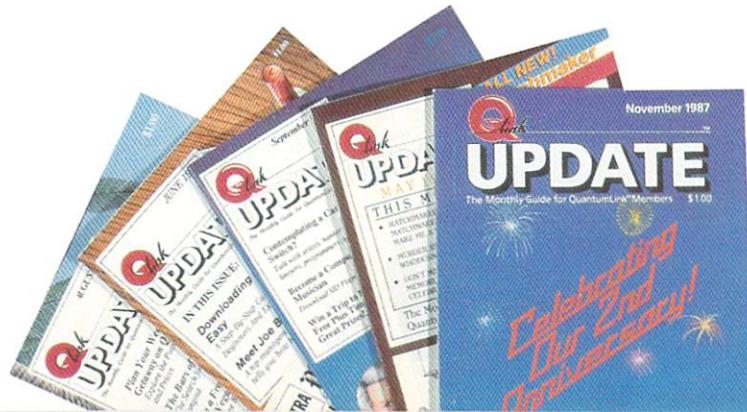
Q-Link costs...

only \$9.95 per month for unlimited Basic service which includes access to the latest news, entertainment updates, Grolier's Academic American Encyclopedia ,

Commodore Hotline, Customer Service Center, Q-Link Store, and much more. Each month, you also get one free hour of Plus services such as online tutoring, and software previews. After your free hour, Plus services cost just 8¢ a minute — less than \$5.00 an hour. Telecommunications charges are also included in your Q-Link membership as long as you connect through one of our local access numbers available in over 600 cities. Refer to the Q-Link Local Access Directory.

Q-Link rewards members with these benefits:

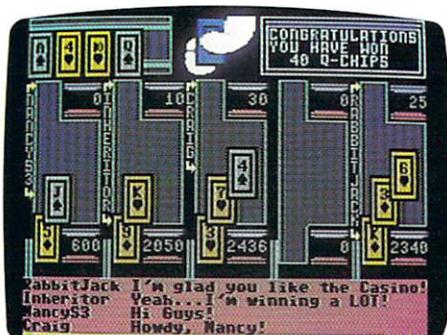
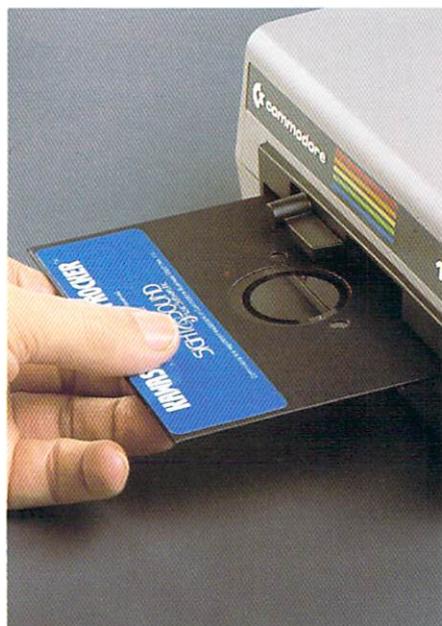
- *Q-Link easy-to-use software*
- *Unlimited Basic service*
- *The monthly "UPDATE" magazine* (a \$12 value) packed with information on events scheduled during the month
- *1 hour per month of FREE "Plus" Service*
- *Full-color, interactive screens*
- *Special offers, bonuses, and discounts*
- *15,000 public domain Commodore programs*
- *Chances to win prizes*



Open a whole new world of fun and information right from your own home... Q-Link makes it all possible!

Q-Link offers...

- INFORMATION: News, reference materials, seminars, workshops, tips about your Commodore, and more.
- SOFTWARE: The largest collection of public domain Commodore-compatible programs —over 15,000 of them you can download and keep. Also, software support, previews of new and popular Commodore software, ways to order hard-to-find software, and ways to upload and share your creations, messages, and ideas with other Q-Link members.
- SAVINGS: Check the lowest travel rates and reserve flights, rental cars, and hotel rooms. Also, get discounts on a variety of merchandise, preview software before you buy, and earn Q-Pon credits toward free "Plus" time and other prizes.
- PEOPLE CONNECTION: Meet Commodore people all over North America as you pursue your special interest. Join clubs, share opinions, even sit in Q-Link's "Bars" and chat as late into the evening as you want.



- GAMES: Enjoy full-color graphics as you play against real, live people — not your computer. For games like Chess, Backgammon, Bridge, and Hangman, select your own partners or have Q-Link find them for you. And, there are many multi-player games, too, such as Poker, Bingo, BlackJack, and more!

- GRAPHICS: Beautiful full-color graphics that make the main menu super easy to use and enhance the visual delight of playing games!

Q-Link meets...

from 6 p.m. until 7 a.m. (your local time) weekdays, and 24 hours on weekends and most major holidays. All events in Q-Link calendars refer to Eastern time.

Q-ing In



Commodore Information Network Your Commodore connection

Have questions about your Commodore? Interested in joining a user group? Here's a direct line to Commodore experts who want to help. It's an effective way to get prompt responses to questions and learn about the latest technical developments, software, and new products. You'll also find System Operators (SysOps) who handle each of the Special Interest Groups (SIGs) including graphics, games, applications, music, programming, telecommunications, computer hardware, and more. There's a library of popular Commodore articles and programs... and more! *Choose "Commodore Information Network" from Q-Link's main menu.*

Commodore Software Showcase

Preview new releases

Q-Link connects you to experts inside companies like Berkeley Softworks, Electronic Arts and Activision. You can talk to the publishers themselves about new and popular programs and "test drive" them before you buy! After you buy, you can get valuable user support. There's a special "GEOS Arena" where you can get answers to your GEOS questions on the spot. You can also browse the public domain software libraries containing 15,000 programs for beginners and experts alike. *Choose "Commodore Software Showcase" from Q-Link's main menu.*

The Learning Center

Fun — and important rewards

From school reports to settling a bet, there's no better reference than the Grolier's Academic American Encyclopedia™ you'll find here! Attend Q-Link's Community College. Tap public domain programs that challenge you in scores of subjects. There's even an online "Tutoring Center" which provides live tutoring sessions, formal courses, plus one-on-one private tutoring, taught by qualified teachers. You can also actively share information with other Commodore owners interested in using their computers as educational tools. Chat with teachers, administrators and students at all levels! *Choose "The Learning Center" from Q-Link's main menu.*

News and Information

Up-to-date international reports

Connect with reports from NewsGrid, one of the leading services of national, international, and business news. Check weather forecasts, business summaries, and financial reports. StockLink lets you buy and sell stocks online and check prices. There's also expert advice on managing personal finances. Plus: the Sports Report... Entertainment News with movie, music, and TV reviews, and soap opera summaries... and a way to air your opinions with "Express Yourself!" *Choose "News and Information" from Q-Link's main menu.*

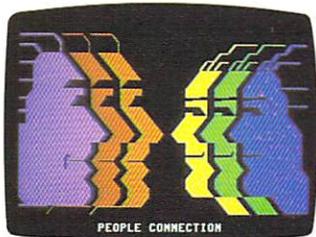


Sharpen skills, relax, shop, and chat with experts and friends... Q-Link makes it all so easy!

People ConnectionSM

Commodore owners' friendly meeting place

Chat with other Q-Link members from across the U.S. and Canada in public and private "rooms." Join a friendly conversation, or toast your new friends in an online pub. Play an online game. Attend a meeting. Participate in a holiday celebration. People Connection's special Auditorium features question and answer sessions with Commodore experts. Play trivia games or Bridge... relax in RabbitJack's CasinoSM, play Chess or Backgammon, or compete in game shows and win prizes. It's all in People Connection, Q-Link's social center! Choose "People Connection" from Q-Link's main menu.



Just For Fun

Relax, meet and mingle

Visit the "Crossroads Cafe" where poets and writers are brainstorming and sharing constructive criticism. You'll find libraries full of works by Q-Link members. There's a "Flea Market," as well as formal and informal conference areas. Across the way, there are clubs meeting to discuss trivia, music, sports, science fiction, fantasy, family support, literature and more. This is the place where you may pursue your special interests and hobbies. Learn how to play games on Q-Link. Choose "Just For Fun" from Q-Link's main menu.

The Mall

Shopping and travel planning at home

Browse Comp-u-store, the nation's largest online store, for discounts on appliances, stereo equipment, sporting goods, and luxury items. Visit the "Q-Link Store" for Q-Link sweatshirts, caps, visors and more. There's the Express Music Catalog, too, and the Software Finder. Use the Q-Link classifieds to buy, sell or trade almost anything! Check airline rates and schedules and reserve flights, rooms, or rental cars through American Airline's Eaasy SabreTM Travel Service. Choose "The Mall" from Q-Link's main menu.

Customer Service Center

Fast, friendly help

Need help downloading or formatting a disk? Want to change your screen name? Want to learn how to play Q-Link games? Here's where to get answers — plus descriptions of *all* the Q-Link "departments." Also... go to "Best Bets" for up-to-the-minute information about today's events. Use the "Members' Online Guide" for helpful tips on getting the most out of Q-Link. Call up "Q-Link Bill and Q-Pons" for the current status of your charges and your Q-Pon bonus balance. Also, please read the Terms of Service for important legal information about the service. Choose "Customer Service Center" from Q-Link's main menu.

Q-Link Post Office

Instant communications

You can send and receive messages from any of your Q-Link friends across the country. And whether they're sending you a long, newsy letter, or answering your request for a buyer for your printer, it's a fast, efficient way to communicate. From any "department" except the Customer Service Center, choose F7.



Your FREE tour... no modem required.

There's a demo of Q-Link right on your Program Disk. Here's how to take the tour:

1. Insert your Q-Link disk in your disk drive with the Program Disk label side up.
2. Type: LOAD "QDEMO",8,1
3. Press the <RETURN> key

Repeat each time you wish to tour Q-Link.

Once you've seen Q-Link, you'll want to join the club as an official member! Here's how easy it is...

GETTING READY

Copy Your Disk

We recommend that you make a copy of your Q-Link Program Disk. You must make the copy prior to registering on Q-Link. You may copy the disk by using any commercial full disk copy program. Keep the copy in a safe place. Use the original disk to register on Q-Link. Do not use a write-protect tab on the original disk when signing on to Q-Link. DO NOT COPY YOUR Q-LINK DISK AFTER YOU HAVE REGISTERED.

Hardware Required

The following equipment is needed to connect to Q-Link.

- A Commodore 64, 64C, or 128 computer.
- A 300 or 1200 baud Commodore-compatible modem.
- A TV or any Commodore-compatible monitor.
- A Commodore 1541 or 1571 disk drive. Note that Blue Chip, MSD and Enhancer 2000 disk drives are not Q-Link compatible.
- Your telephone line.

Follow the manufacturer's directions concerning the proper set up of your computer, disk drive, modem, and monitor or TV.

Note: Never connect or disconnect peripheral equipment while the computer is on.

Program Disk, Certificate and Other Items

You'll also need the following items prior to registering on Q-Link:

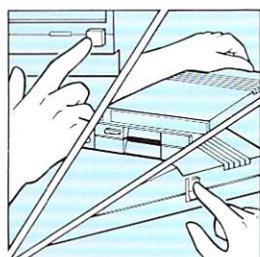
- Q-Link Program Disk
- Q-Link Registration Certificate
- Q-Link Template. Place the template over the four function keys (F1, F3, F5, F7) on the keyboard.
- Q-Link Local Access Directory: a listing of telephone access numbers throughout the U.S. and Canada. Use this directory to locate your access number. You should also check with your local operator to determine if there are any phone charges.
- Your preferred method of payment: VISA, MasterCard, or CHECKFREESM. If you use a credit card, be sure to have your card close by. You will need to enter your account number and expiration date. You may use the CHECKFREESM method if you would like to have your Q-Link charges automatically deducted from your checking account. You'll need your checking account transit number (the set of 9 numbers located at the bottom left of your check), your checking account number, and the name and address of your bank. The CHECKFREESM method may only be used with accounts drawn on U.S. based banks.

Pilot your Commodore like a pro... Q-Link makes it simple!

LOADING YOUR Q-LINK DISK

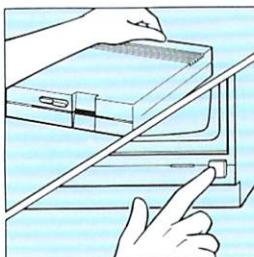
You're now ready to load your Q-Link disk. The computer you're using will determine the instructions you should follow:

If you're using a Commodore 64:[®]

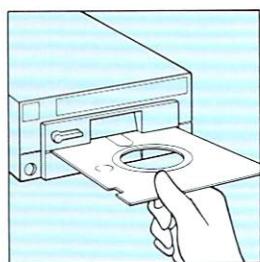


1. Turn the power on to your monitor, disk drive and computer.

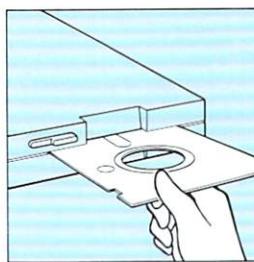
If you're using a Commodore 128:[™]



1. Turn power on to disk drive and monitor only. DO NOT TURN COMPUTER ON!



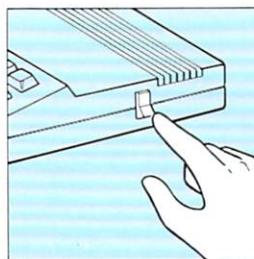
2. Insert the Q-Link Disk (program side up) in disk drive and close drive door.



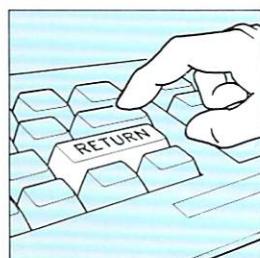
2. Insert the Q-Link Disk (program side up) in disk drive and close drive door.



3. At the "READY" prompt, type:
LOAD "*\$,8,1



3. Turn on your computer. Your Q-Link Disk will automatically load the program.



4. Press the <RETURN> key.



Quick Connect

CONNECTING TO Q-LINK

Once the disk is loaded, you will be asked whether you would like to "Connect to Q-Link" or "See Preview of Q-Link." Use the up/down cursor <CRSR> key, located in the lower right area on your keyboard to move the ✓. Pressing this key will move the ✓ down the list of options. To move the ✓ up the list of options, press the <SHIFT> key and the <CRSR> key at the same time. Move the ✓ to the "Connect to Q-Link" option and press the F1 function key. Read the next screen and press any key when you are finished.

Entering Your Access Information

At the top of the following screen you will see the current settings for "Modem, Speed, Dial, Phone, and Access Number." Review the current settings and make the necessary changes. You may change the settings by selecting options at the bottom of the screen, using the CRSR and F1 keys. After each selection you will return to the current setting screen.

Modem type-You have the option to select your modem model or type. Selecting your modem type will automatically change the "Dial" and "Speed" settings.

Phone type-You have the option to select "Tone" or "Pulse." If you are unsure of your phone type, select the "Pulse" option.

Local access number-You'll be asked to enter your access number, found in the Local Access Directory. Be sure to include the appropriate prefix character: a plus sign (+), a slash (/), or an exclamation point (!). Do not enter the dash (-) between the numbers.

Example:

Local Access Number	+555-1234
Enter as	+5551234

Please refer to the Local Access Directory for information concerning selecting your local access number.

Be sure to press the F1 function key after entering your access number.

Long Distance Access

If you are dialing long distance or through a business telephone system to connect, use the following steps:

Step 1	Enter the prefix character (+, / or !)
Step 2	Enter the phone number the way you dial it by hand, including a 1 or area code if necessary.

Note: Some telephone systems require a pause during the dialing sequence. If this is the case, enter a \$ symbol at the appropriate place in the access number.

Be sure to press the F1 function key after entering your access number.

Saving Your Access Information

To save the access information on your disk, select "Sign on to Q-Link." Use the <CRSR> key to move the ✓ to the "Sign on to Q-Link" option. Press F1.

If you have an automatic dial modem, your modem will dial the number and connect you to Q-Link. If necessary, the computer will prompt you for additional action.

If you have a manual dial modem, you must dial the access number yourself. Refer to your modem manual for instructions.

Changing Access Information After You Have Saved It

If you purchase a different modem, move, or wish to change access numbers, you may view and/or change the access information by using the "Change Access" program on the Q-Link disk.

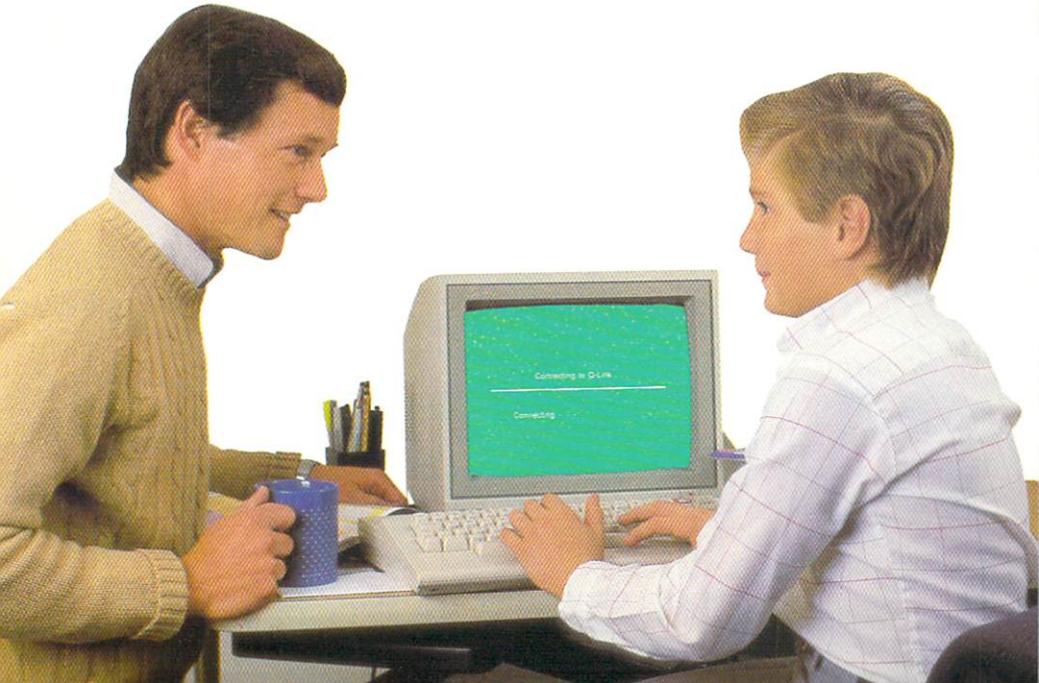
With your Q-Link Program Disk in the drive, follow these steps:

STEP 1 Type:
LOAD"CHANGE ACCESS",8,1

STEP 2 Press the <RETURN> key.

Note: This command operates in the 64 mode only, so Commodore 128 owners should boot up in 64 mode. Do this by holding down the Commodore <C=> key (located on the lower left hand corner of the keyboard) while turning on the computer.

Select "Change Access Information" and proceed to change the information using the instructions outlined in "Connecting to Q-Link." Remember, you need to sign on to Q-Link immediately after making changes so that these changes are recorded on your disk.





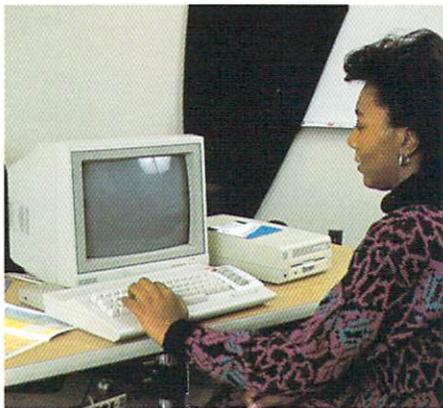
REGISTERING ON Q-LINK

Enter Your Certificate Code

Once you have connected to Q-Link, you will be asked for your Q-Link registration certificate code. Be sure to enter it *exactly* as it appears on the certificate.

Enter Your Account Information

Once your certificate code is in, you will be asked some questions for registration. Please answer each question. Be sure to enter your *home* telephone number correctly, so that we may call to validate your Q-Link account.



Your first online visit will be short. Upon completion of the one-time registration process, you'll be prompted to sign off from the system. For your protection, your account information will be verified and your registration confirmed by a phone call from a Customer Service Representative.

Screen Names

By what name would you like to be known on the system? Q-Link will first offer you a screen name. If you want to use this name, simply type in "yes." If you prefer, you may create your own screen name. In this case, answer the first question "no," and enter your own choice.

Keep in mind that your screen name must be at least three, but not more than ten, characters long (including spaces). All screen names are unique. If you choose a screen name already taken, Q-Link will give you the opportunity to choose a different name. The first letter of your screen name will always be capitalized; the rest of the letters will appear exactly as you type them.

Press F5 to record the information you have entered.

Note: The first name you select cannot be changed. However, you may create up to four additional screen names for a total of five. Please see the free Customer Service Center on Q-Link for details.

Validation

Now it's time to sign off.

Be sure to disconnect your modem immediately after you sign off the network. This leaves your phone line free to receive the call-back from Q-Link.

A Customer Service Representative at Q-Link will review your registration and a call-back will be made within 24 hours to verify all billing information. Once the verification process has been completed, you may re-connect to Q-Link anytime during our regular hours of operation.

Welcome to Q-Link!

SUBSEQUENT VISITS AS A Q-LINK MEMBER

The access number, modem type, phone type, and registration information — all the information you entered during your first visit to Q-Link was saved. You do not need to enter it again. On future visits to Q-Link, all you need to do is connect your telephone line to your modem, and load the Q-Link software. It's that easy.

If you're using a Commodore 64:

- STEP 1 • Turn the power on to your monitor, disk drive, and computer.
- STEP 2 • Insert the Q-Link Program Disk into your disk drive.
- STEP 3 • Type:
LOAD "*",8,1
- STEP 4 • Press the <RETURN> key.

If you're using a Commodore 128:

- STEP 1 • Turn on the power to your disk drive and monitor only. Do not turn on the computer.
- STEP 2 • Insert the Q-Link Program Disk into your disk drive.
- STEP 3 • Turn on your computer. Your Q-Link Program Disk will load automatically.

EXPLORING Q-LINK

Selecting a Department

Your first option after signing on to Q-Link is to choose which department you will visit first. Use the <CRSR> key to move around the screen. Once you have decided where your first stop will be, select that department by pressing F1.

Within each department, a menu of options will guide you through the various offerings. And remember, the F5 function key will back

you out of any specific area and take you back to the main department menu.

Changing Departments

To go from one department to another, bring up the main department menu by pressing the F7 function key. Use the <CRSR> key to move the ✓ to "Move to Another Q-Link Department" option. Press the F1 function key. Your screen will show all the Q-Link departments as well as the Sign Off option. Make your selection using the above instructions.



Q-ing Around

GETTING AROUND Q-LINK

To get around Q-Link you'll need to familiarize yourself with the four function keys on your Commodore computer, as well as a few other keys and symbols.

Function Keys	Command
F1	SELECT the menu item with the check mark (✓) next to it.
F3	SAVE to a disk the information currently being displayed (MOVE in People Connection, during online games).
F5	CANCEL the current screen and return to previous screen.
F7	Get a department MENU, or help.

Other Important Keys

RETURN SEND a message (or make a game move)

up/down
cursor key

◀CRSR▶ To move the cursor or check mark to a different menu item, or to review additional text, use this key (it's located on the bottom right of your keyboard, next to the <SHIFT> key).

When you press the up/down <CRSR> key the cursor will go **down** to a lower menu item or additional text.

When you press the up/down <CRSR> and the <SHIFT> keys at the same time, the cursor will go **up** to a higher menu item or previous text.

Q-Link Symbols



FLASHING ARROWS in the lower right hand corner of your screen indicates there is more text available, and you should press the up/down <CRSR> key to view it.

MAIL MAIL in the lower right hand corner of your screen indicates you have E-Mail waiting in your electronic mailbox. To read it, press F7 to get a menu, cursor down to "Q-Link Post Office" and select it by pressing F1, then cursor down and select "Read Waiting E-Mail."

⊕ PLUS (+) sign in the upper left corner of your screen indicates that you are using one of Q-Link's special "Plus" services. When leaving a "Plus" service, make sure you exit that service sufficiently (using the F5 function key) to erase the (+) sign.

✓ CHECK MARK (✓) in the upper right corner of your screen indicates that information is being transmitted from Q-Link to your screen. When the check mark disappears, the information has been completely transmitted.

Q-Link Friendly Symbols

:) One of the special symbols used on Q-Link. This one is a smile. Tilt your head to the left... see? Two eyes and a smiling mouth.

Other symbols are:

- ;) a wink
- :D laughing
- :(a frown
- :* a kiss
- [] a hug

Need Help?

If you have a question or problem after you are *connected* to Q-Link, here are five suggestions:

Press F7	Dozens of help instructions are stored on your disk. Press F7 for an explanation of how the function you are currently using works.
Ask a QGuide	Q-Link has a staff of QGuides online to answer your questions and eliminate confusion. Be sure to visit the "HELP" room in People Connection as well.
Ask a Fellow Member	Q-Link is a very friendly network, and you can almost always find someone in People Connection who can help.
Customer Service Center	This is where you can go to get answers to your questions about Q-Link. Select the appropriate item from the main menu. Be sure to read all the information in the "Members' Online Guide," first. Your answer may already be there.
Send E-Mail to JennyC	If you feel your question is still unanswered, send E-Mail to JennyC. You will receive a reply via E-Mail within 24 hours from Jenny or a member of her staff.

SIGNING OFF

When you are finished with your online session and would like to sign off, follow these steps:

- STEP 1 Press the F5 function key until you get back to the main menu of the department you are in. Or if your screen is clear of menus, press the F7 function key to display the main menu.
- STEP 2 Select "Move to Another Q-Link Department" using the <CRSR> key. Press F1 function key.
- STEP 3 Select "Sign off" using the <CRSR> key and press the F1 function key.
- STEP 4 Press the <RETURN> key to sign off, or the F5 function key to continue on Q-Link.

The length of time you were connected to Q-Link during this session will appear on the screen when you sign off.

TROUBLE SHOOTING GUIDE

If you see this while attempting to connect...

1. "File not found"

Do this...

Reload your Q-Link software. Type:
LOAD‘*’,8,1 and press <RETURN>

2. "Syntax error"

Reload your Q-Link software.

3. "Device not found"

Check your disk drive to make sure that the power is on, and all cables are securely plugged in.

4. A single line of dashes stuck on the "connecting to Q-Link" screen; or several lines of dashes.

Check to make sure your local access number is entered correctly, using the CHANGE ACCESS program. Load your Q-Link software.

5. Single dash on the "connecting to Q-Link" screen

Check to make sure you have entered the correct modem type on your Q-Link software, using the CHANGE ACCESS program.

6. Lines of dash-plus-dash
(-+-+-+-)

Check to make sure you have entered the correct prefix character in front of your local access number, using the CHANGE ACCESS program.

7. Lines of pluses (+++++)

Check to make sure you have entered your local access number correctly using the CHANGE ACCESS program. Or if it is correct, then check to make sure all peripherals (second disk drives, printers, etc.) are disconnected.

If you still cannot connect after completing the above steps, please call our Customer Service Department toll-free at 1-800-392-8200, or 1-703-356-9832. In Canada, call 1-703-883-0788.

If you have any questions about Q-Link services or functions after you have signed on, please go to your free Customer Service Center. Select the appropriate item from the main menu. And be sure to read all the information in the "Members' Online Guide."



What are Online Messages and E-Mail?

Online Messages (OLMs) are private messages sent from one Q-Link member to another who is *currently* online. This is like chatting back and forth. An OLM will appear in a yellow box at the top of the screen of the person to whom the message is sent. E-Mail is a private message sent to another Q-Link member's "electronic mailbox" and stored there (up to 45 days) until it's a convenient time for the member to read your correspondence.

What are downloading and uploading?

Both refer to the transfer of data (programs, text files, etc.) over the phone. *Downloading* takes a program or file stored on Q-Link and saves it to one of your formatted disks for later use when you're not online. Q-Link has over 15,000 programs available for you to download and keep. *Uploading* reverses the process—taking material from you (messages, recipes, poems, games, information files, programs, etc.) so that other people on Q-Link can download it. Both processes are detailed in the "Members' Online Guide" available in the Customer Service Center on Q-Link.

How do I save information from the screen?

To save an item from Q-Link for future use (an encyclopedia article, for example), press the SAVE key (function key F3) after you have viewed the desired information. Make sure you wait for the (✓) in the upper right corner to disappear before SAVING. You will be asked to name your file. Use lowercase letters and numbers.

Note: don't save files on your Q-Link Program Disk—have a formatted disk ready.

*Concerns... queries...
how-to guidance...
Q-Link makes it all
make sense!*

What can I do if the conversation in People Connection is moving too fast for me?

You can use the <CRSR> key to scroll backwards or forwards anywhere within Q-Link. To review the last couple of minutes of conversation, press the <SHIFT> key and <CRSR> keys down at the same time. The screen will scroll backwards. To return to the most recent line of conversation, let go of the <SHIFT> key and press only the <CRSR> key. You'll then scroll to the current conversation.

How do I play an online game?

It's easy! Refer to "Fun and Games" in Q-Link's "Just For Fun" department or the "Members' Online Guide" in the Customer Service Center for instructions. To actually play a game, go over to "People Connection."

How do I find out how much I have spent?

A record of your usage and charges is always available online. To review your charges, go to the Customer Service Center department and then select "Q-Link Bill and Q-Pons."



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