



SVPAL Mission Statement

SVPAL provides online services for access to Internet and local community information, and provides education in the use of those services. It directs its efforts towards users with limitations in finances, technical abilities, or physical capabilities. SVPAL operates as a responsible, non-profit organization, ensuring stable and long-term operation and is run primarily by volunteers.

Customer Support Line
(408) 448-3072

Office and Information
(408) 448-3071
1777 Hamilton, Suite 208A
San Jose, CA 95125

Modem Dial Numbers
(408) 453-9950
(650) 961-3569

USER GUIDE for TEXT/Menus

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Welcome to SVPAL

We are glad that you have joined our family of SVPAL members. SVPAL is dedicated to making the Internet accessible to our Silicon Valley community. Our goals are to provide the following:

- Affordable communications for the people of our community
- Outreach and training -- particularly to those who are not being served today
- Local on-line content provided by local organizations
- Access to outside information providers

Would you like to volunteer to work with us at SVPAL? Your voluntary support is important for the success of SVPAL. A detailed explanation of the volunteer opportunities appears in the About SVPAL menu, once you are on-line. You can also see volunteer opportunities on our web site: WWW.SVPAL.ORG. To become involved, send Email to volunteer@svpal.org, or call our office (phone number listed on front cover).

Continuing Development of SVPAL

Over the next year, we hope to greatly improve our system. We intend to make SVPAL easier to use and to identify any problems or bugs. To do this, we will need the help of our members. Please tell us about any difficulties and provide suggestions so we can improve the system. If certain parts of the SVPAL system are confusing, or need simplification and clarification, please send us an Email to support@svpal.org.

The system may experience some failures and downtime as we continue to expand and grow in both equipment and operations. Although SVPAL will strive to minimize such disruptions, we cannot guarantee that the system will always be available.

Your contributions of volunteer time and tax-deductible donations will help strengthen our organization as we reach towards our goals.

Getting Started

SVPAL now offers two types of Internet access: Text-based and PPP. Text-based access is SVPAL's traditional access providing an easy-to-use text menu interface requiring only terminal emulation software. PPP (Point-to-Point Protocol) access provides a graphic interface and is used with modern Internet browser, Email, Telnet, and other software. If you have signed up for the PPP service, you also have access to the Text-based interface. Information on how to use both access types is described below.

TEXT/Menu Dialup Instructions

If you have a Full Internet (PPP) account, skip ahead to the “Accessing Text/Menus for PPP Users.”

Setting up Text/Menu Dialup

Use the following instructions to get started using the SVPAL system:

1. Install modem according to manufacturers instruction booklet.
2. Install communications software on your computer. This often comes free with a new modem. Configure this software (Steps 3 and 4).
3. Set your terminal settings/configuration to either vt100 or vt102.
4. Set the following software parameters for communications settings/configuration:
5. Set your modem speed (9600, 14400, 28800 or 56000 baud rate).
6. Set the following values (most new modems default to this setting):
 - Data Bits to 8
 - Check Bits to 1
 - Parity to None
7. Get your User ID and Temporary Password which appear on the inside front cover.
8. Dial communication software to (408) 453-9950 or (650) 961-3569.
9. Type the following on your keyboard after the computer prompt shown on your screen. (Your individual user ID and password are shown inside the front cover of this manual):

Prompt	Type	
svpal login:	user-name	Your username is always lower case.
Password:	your-password	(Be certain to type your password exactly as it appears with lowercase and uppercase characters. For security, your password will not appear on the screen as you type it).

Example

svpal login:	potato
Password:	FatCatLow

Accessing Text/Menus for PPP Users

If you have a Full Internet (PPP) account you can access the SVPAL Menu system while connected to the Internet. On most Windows systems the following steps work: Point your mouse at the **Start** button at the bottom left of your screen and click on it. Move your mouse to the **Run...** menu item and select it. A small dialog appears with **Run** in the title. In the small text box type in “**telnet svpal.svpal.org**”, then click **OK**. A black (sometime blue) window appears. Within a few seconds you should see a **login:** prompt appear in this window.

Alternatively you can enter “**telnet://svpal.svpal.org**” in your web browser’s **Address** field. This works in many cases. Again you should see a black (sometimes blue) window appear with a **login:** prompt.

For example:

```
FreeBSD/i386 (borg.svpal.org) (tty1)
login:
```

At this point click on this window, then enter your SVPAL username (e.g. **janedoe**). Then a **password:** prompt appears. Enter your SVPAL password. If you entered your username and password correctly you will see some messages on screen followed by the Message of the Day (MOTD).

Change Password

After you have logged on the first time, you will be automatically prompted to change your password. Follow the instructions given on the screen and in the Password and Network Security Section of this user guide.

Messages

As soon as you log in you will get the introductory welcome. Next will come a series of news messages. These are called Messages of the Day (MOTD). After the messages, you will see the main SVPAL menu.

1. Introductory welcome.

```
Last login: Fri Jul 23 07:12:20 from SunOS Release 4.1.4 (SVPAL)
```

2. Series of news messages, called Messages of the Day (MOTD). To look at all the messages, press the SPACE bar. If you have previously read these messages, press **q** to skip to the main menu.

```
7/6   PPP services are now available in the (650) area code.
7/10  We now have 33.6 line speed capability at all our (408)
      area code locations.
```

3. Main SVPAL menu. This is the top (main) SVPAL menu.

You will want to return often to this menu by typing **“top”** on your keyboard at any menu prompt.

```

+-----+
|  *** *   *   |  ---o000---o-----o-----+
| *      *   *   |  ---o---o---o---o-----+
| *      *   *   |  ---o---o---o---o-----+
| **     *   *   |  **o0--o000---o---o---o-----+
|      *   *   *   |  ---o-----o0000---o-----+
|      *   *   *   |  ---o-----o---o---o-----+
| ***     *       |  ---o-----o---o---o0000-----+
+-----+

```

Silicon Valley Public Access Link

- | | |
|--------------------------------------|---------------------------------|
| 1. Personal Communications (email) | 8. System Information |
| 2. Internet (news,telnet,gopher,WWW) | 9. Personal Information |
| 3. About SVPAL | 10. Frequently Asked Questions |
| 4. Business | |
| 5. Community Services | 12. List telephone access lines |
| 6. Education | |
| 7. Government | 15. Summarize disk use |

```
-----
Enter the number of your selection
[or help, bye]:
```

Basic Instructions

What is a Menu?

The SVPAL system is menu driven. A menu is a set or list of options to select from. For example, in the main SVPAL menu you can choose to look at personal communications (email), Internet, business, education or other possible selections. Often one menu option will lead to another menu and more choices.

You communicate to the computer your desired selection by typing the letter or number from the menu corresponding to the option you want. After you type your choice, press the **ENTER** (on some keyboards this may be labeled **RETURN**) key to select your option. Now, you will no longer use your mouse to make any choices.

Moving Between Menus

The following are a series of menu items to use:

Type a Menu Item Number (1 to 15 in the main menu or the letters shown in other menus) to move down to lower menu levels.

Type **help** for explanation of menu commands.

Type **u** to move up to level above current level.

Type **top** to move to top or opening/main menu.

Logging Off

Type "**bye**" from any menu to leave SVPAL. If you are connected via the telnet program, the window may close automatically. Otherwise you may close the window yourself.

Electronic Mail (Email)

Your Email Address

It is important to know your Email address. This way, anyone on the Internet can send you a message if you give him/her your email address. Your Email address will follow the form:

user-name@svpal.org

Example

potato@svpal.org

Email is a method to send and receive letters to and from people. The Internet is the courier for Email just like the U.S. Post Office is a carrier for regular mail. The difference is that the Internet uses networks instead of paper and has better delivery times—almost instantaneous delivery.

To get you started using Email, we will show you how to read and send an Email message. To start mail from the main menu, choose option 1 (Personal Communications) and press **RETURN**. Once you are there, choose option 1 (Electronic Mail (email)) and press **RETURN**. This will start the mail program (called PINE). Once in PINE, all of your options will be listed at the bottom of the screen (as shown below).

NOTE When in pine, unlike other parts of SVPAL, you will not have to type a **RETURN** after choosing an option listed on the screen bottom.

```

PINE 4.44 MESSAGE INDEX                               Folder: INBOX Message 1 of 3 NEW

      1 Sep 30 Charlie Root             (447) Welcome to SVPAL
N     2 Oct  1 Tammie Fay               (2867) Hello Jane Doe
N     3 Oct  1 Support                 (2867) Fantastic Email

                                [9 messages expunged from folder "INBOX"]
? Help      < FldrList  P PrevMsg      - PrevPage D Delete      R Reply
O OTHER CMDS > [ViewMsg] N NextMsg     Spc NextPage U Undelete  F Forward

```

The example above shows two Email messages. Use your up and down arrow key to highlight the message and press the **ENTER** to read the message. The message will appear almost instantly and look like this:

```

PINE 4.10 MESSAGE TEXT                               Folder: INBOX Message 1 of 3 100%

Date: Thu, 25 Aug 1999 22:22:22 -0700 (PDT)
From: support@svpal.org
To: potato@svpal.org
Subject: Fantastic Email

Hi there!

Your last message was great. It has everybody in Support buzzing. With your
insight, perhaps you could consider volunteering to help us. You would meet a
great group of folks. If so, write volunteer@svpal.org. In any case, thanks for
your last note.

Your network pal, Twirly

? Help      < MsgIndex  P PrevMsg      - PrevPage D Delete      R Reply
O OTHER CMDS > ViewAttch N NextMsg     Spc NextPage U Undelete  F Forward

```

Press the **SPACE** bar to see the rest of the message or view the next message. If you have no more messages, pine will print "Last Message" near the bottom of your screen.

To Write or Compose a message

To compose (write) a message to someone, you need to be in Pine (see directions above). Press **M** to go back to the MAIN MENU, and press **C** to compose a message. In a moment, the following screen should appear:

```

PINE 4.44      COMPOSE MESSAGE REPLY                      Folder: INBOX  3 Messages

To      :
Cc      :
Attchmnt:
Subject :
----- Message Text -----

^G Get Help  ^X Send      ^R Read File ^Y Prev Pg   ^K Cut Text  ^O Postpone
^C Cancel    ^J Justify   ^W Where is ^V Next Pg   ^U UnCut Text^T To Spell

```

Your cursor (small box or line) will be *blinking* after the colon (:) on the **To:** line. This is where you will type the recipient's Email address. You must know the recipient address to send mail; it must have correct capitalization and no imbedded spaces. Separate multiple addresses with a comma.

After pressing **ENTER**, you will be at the **Cc** line. **Cc** allows you to enter the address of other people you wish to receive a copy of the message.

Press the **ENTER** key twice to skip past Attachment (not for beginners). The cursor will now be on the Subject line. Please enter a brief description of your message, followed by another **ENTER**.

Now start to type your message just as if you were writing a letter. To edit the message, use the arrow keys. Your mouse will not be useful for editing here. When you have finished, you will want to send the message. The figure below shows a sample:

```

PINE 4.44      COMPOSE MESSAGE REPLY                      Folder: INBOX  3 Messages

To      : support@svpal.org <SVPAL Support>
Cc      :
Attchmnt:
Subject : How do I send email?
----- Message Text -----

I'm not quite sure how I use pine to send email.
This message is an attempt to send an email.

-Jane Doe

^G Get Help  ^X Send      ^R Read File ^Y Prev Pg   ^K Cut Text  ^O Postpone
^C Cancel    ^J Justify   ^W Where is ^V Next Pg   ^U UnCut Text^T To Spell

```

To send the message, press **^X** or **<CONTROL>X**. This means first hold down the **<CONTROL>** key, press the letter **X**, and then release both keys simultaneously. Some computers without **<CONTROL>** key will require the **<OPTION>** key instead. A message will appear near the bottom of the screen:

```
Send message? [Y]
```

Press "y" and **ENTER**. This will complete the process of mailing and return you to the MAIN (PINE) MENU.

Quit Email and Pine

To quit the Email and Pine programs, press the “q” key. A message will appear asking:

```
Really quit pine? [y]
```

Typing a “y” will return you back to SVPAL.

Accessing the Internet

Choose option 2 from the main menu: Internet (news, telnet, gopher, WWW). Another way to get there is to enter “top, 2” from any menu. After making this selection, you will be presented with a menu looking similar to the choice below.

Internet Services	
1. Network News (usenet)	9. Introduction to the Internet
2. Gopher	10. Check Remote Users (finger)
3. Telnet	11. Netfind
4. World Wide Web	12. Yanoff's List of Svcs
5. FTP (and file transfer)	13. Internet Relay Chat (IRC)
6. Local Users Online	14. List of Interest Groups
7. Nameserver Lookup	15. Summarize disk use
8. Chat (talk)	16. Personal Web Page

It will take some practice and help to become familiar with all of the choices. It is beyond the scope of this document to provide instructions in using these tools. The SVPAL Frequently Asked Questions (FAQs) may be helpful; these can be found in the About SVPAL menu. Also, numerous books have been published which contain additional details. Below are brief summaries on what the various choices provide.

1. Network News (Usenet)	Information divided into thousands of topics; each topic is a collection of messages contributed by people with an interest in that topic.
2. Gopher	A tool to browse around the Internet.
3. Telnet	Connect to other computers on the Internet.
4. World Wide Web.	A tool to browse the World Wide Web.
5. FTP (and file transfer)	Get documents, software, files, etc. from other places.
6. Local Users Online	A listing of currently logged in SVPAL users.
7. Name server Lookup	Find IP addresses for Internet computers.
8. Chat (talk)	Interactively communicate with other SVPAL users; what you type is sent to their screen instantly. Also works to other Internet computers.
9. Introduction to the Internet	Background document on Internet tools.
10. Check Remote Users (finger)	Find information in Internet users if you know their Email address.
11. NetFind	A tool to help locate a person's Email address.

- | | | |
|-----|----------------------------|---|
| 12. | Yanoff's List of Services: | An incomplete listing of interesting Internet resources. |
| 13. | Internet Relay Chat (IRC). | Interactively communicate with other Internet users outside of SVPAL. |
| 14. | List of Interest Groups | Listing of Email interest groups. |
| 15. | Summarize disk use | Mail Inbox and Home Directory disk use. |
| 16. | Personal Home Page | A menu for creating, installing and maintaining your Personal Home Page on SVPAL. |

Learning the System and Getting Support

SVPAL Customer Support helps ensure that your on-line experience is both fun and useful. We strive to answer questions about how to use SVPAL to the best of our abilities. Like the rest of our organization, we rely on dedicated volunteers to accomplish these tasks. If you have any questions, please look first in our on-line Frequently Asked Questions (FAQ's) in "About SVPAL". If your question isn't easily found, send an Email to support@svpal.org. Our volunteers will try to answer your issue as soon as possible.

In circumstances for which Email is impractical, i.e. for new users who may not yet know how to send Email or when the user can't logon, please call Customer Support's *voice mail help line* at 408-448-3072. We will do our best to return your call within 24 hours. Please leave a detailed message including your name, Email address (user name) and your phone number(s).

Terms of Use

Receipt of this package assumes you have read the terms of usage and will comply with them. Silicon Valley Public Access Link is committed to a policy of free expression and also of responsible use that does not restrict others from using and enjoying the system. A user of SVPAL agrees to the following terms as a condition of use of the system and agrees that the Board of Directors of SVPAL may revoke the privilege of use, at its sole discretion, if it determines the user's action was in deliberate violation of these terms:

1. I will use SVPAL in a manner that is consistent with all applicable laws and regulations.
2. I will obey copyright and license agreements will put copyrighted material on SVPAL only with written permission to do so from the copyright holder.
3. I will not disseminate on SVPAL information that is personal to others, such as credit card or social security numbers, nor will I disseminate communications that are clearly personal and private to others.
4. I will not share passwords. All accounts are individual accounts. An individual may allow immediate family or family-unit members LIVING IN THE SAME HOUSEHOLD to use the account. For class accounts or similar multi-user accounts, explicit arrangements must be made - contact SVPAL.
5. I will not attempt to gain unauthorized access to SVPAL, or use SVPAL to gain unauthorized access to other systems.
6. I will not flood the system or individual users with unsolicited e-mail.
7. I will not use SVPAL to publish libelous or slanderous material, or engage in any action that restricts or inhibits others from enjoying the system.
8. Agreeing to these terms, and with others that SVPAL may publish in the future; I will use SVPAL so as to respect the privacy and personal rights of others.

Password and Network Security

The security and privacy of your account depends on good password practices. **NOTE:** After you first login, you should change your temporary password. Passwords should be at least 8 characters in length. Common dictionary words are not advised. Similarly, any password, which is derived from your name, address, occupation or other personal information, is unsuitable because it can be easily guessed. Punctuation marks, numbers, and upper and lower case letters in the middle of the password helps to further secure your password.

Do not divulge your password to any other person outside your household. Never include your password in a mail message. If you forget your password, call Customer Support voice mail at 408-448-3072. A new temporary password will be issued to you.