

WORLDGATE



USER GUIDE

Draft



HOW TO REACH US

We welcome your comments and questions regarding WorldGate service. Our Help desk can be reached 24 hours a day at 1-888-818-1001. You may also e-mail us any time at reachus@wgate.com.

Master Name: _____

Internet User Name: _____

E-Mail Address: _____

Name: _____

Internet User Name: _____

E-Mail Address: _____

Name: _____

Internet User Name: _____

E-Mail Address: _____

Name: _____

Internet User Name: _____

E-Mail Address: _____

Name: _____

Internet User Name: _____

E-Mail Address: _____

Name: _____

Internet User Name: _____

E-Mail Address: _____

1 SETUP

- 1.0 User Setup 2 – 4
- 1.1 Turning Parental Control On and Off . 4 & 5
- 1.2 Password 6

2 GETTING STARTED

- 2.0 Connecting to WorldGate 7
- 2.1 WorldGate Home Page 8
- 2.2 Browser Bar 8

3 WIRELESS KEYBOARD

- 3.0 Wireless Keyboard Keys 9
- 3.1 Navigating with the Wireless Keyboard 9

4 REMOTE CONTROL

- 4.0 Remote Control Buttons 10
- 4.1 Navigating with the Remote Control . . 10

5 E-MAIL

- 5.0 Handling Messages 11 & 12
- 5.1 Using the Address Book 13

6 THE WORLD WIDE WEB

- 6.0 Exploring the World Wide Web 14
- 6.1 Handling Saved Web Sites 15
- 6.2 Searching the Web for Information . . . 15

7 CHANNEL HYPERLINKING

- 7.0 HyperLinking from TV Viewing 16

8 GLOSSARY

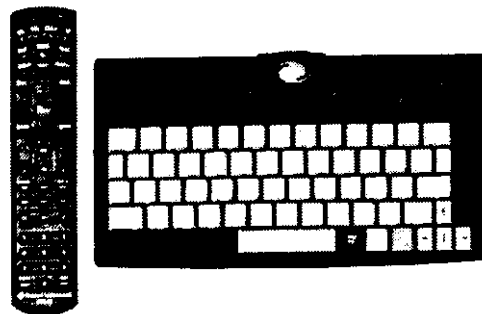
- Terms and Definitions 17 & 18

9 FAQs

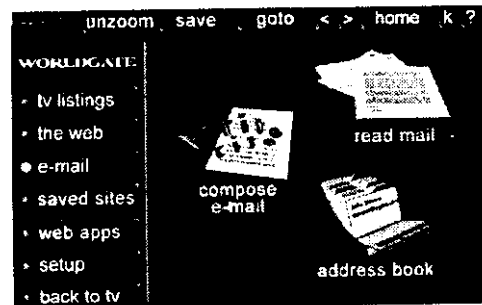
- Frequently Asked Questions 19 – 21



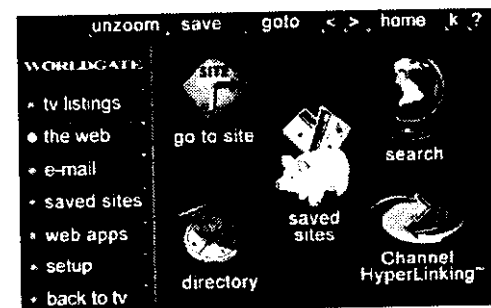
WorldGate Home Page



Remote Control and Wireless Keyboard



E-Mail Menu



Web Menu

1 SETUP

Setup allows the Primary User to control features of all household user accounts. This includes:

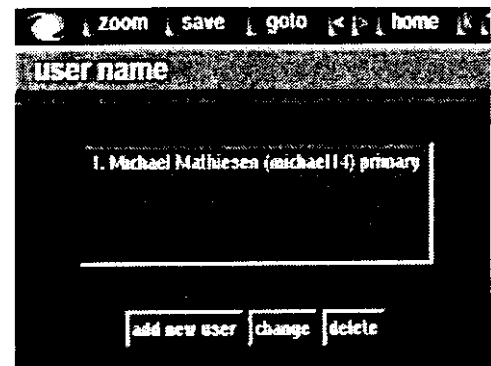
- **Parental Control** is activated on all user accounts using well-known SurfWatch software. It assures parents that children will not accidentally view adult material while surfing the Web.
- **Password** is activated on all user accounts. Accounts established in 1997 have a pre-set password of 1111. When this default password is changed or a new user account is established, it is extremely important to write down the password. If a password is forgotten only the Primary User can e-mail *reachus@wgate.com* to ask for the password. The password will be e-mailed to the Primary User.
- **User Setup** permits the addition of a new user, changes to account features such as password or Parental Control of a current user, or deletion of a user account. WorldGate permits up to six users including the Primary User.

1.0 User Setup

Displaying the User Setup Menu


1. Log-on using the Primary User account.
2. Select "setup."
3. Select "user setup."
4. Enter Primary User Password.

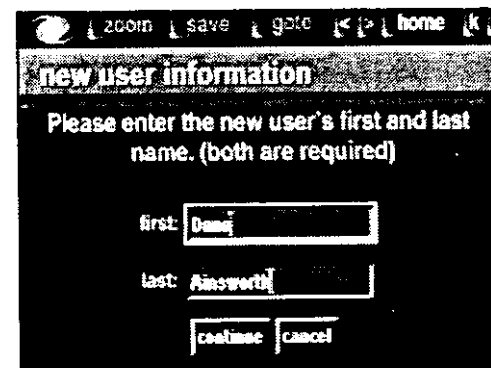
(see Account Access Screen - page 5).



User Setup Screen 1

Adding a New User

1. Select **add new user** (see User Setup Screen 1).
2. Type the new user's first name. Press  on your keyboard to select the box beside "last" and type the last name (see User Setup Screen 2).
3. Select **continue**.

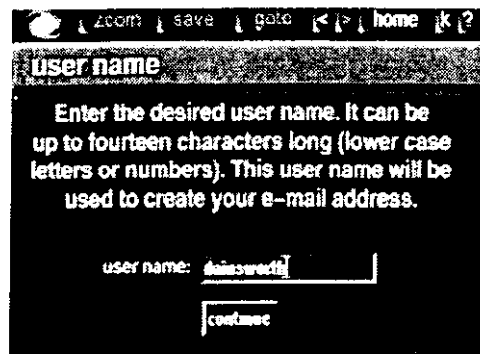


User Setup Screen 2

1.0 User Setup (continued)

Adding a New User (continued)

4. Type the desired user name (see User Setup Screen 3).

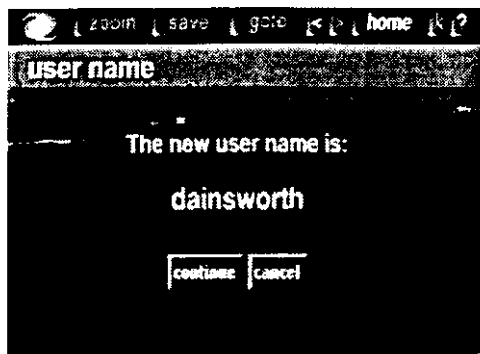


User Setup Screen 3


Remember to use at least 4 characters, but not more than 14 characters (lower case letters or numbers). This User Name will become part of the e-mail address.

5. User Name confirmation screen appears (see User Setup Screen 4).

6. Select **continue**.

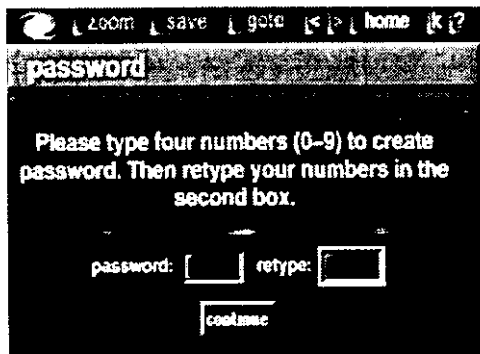


User Setup Screen 4

7. Type a desired password. Use 4 digits between 1-7. Press  to select the text box beside "retype" and retype your desired password (see User Setup Screen 5).

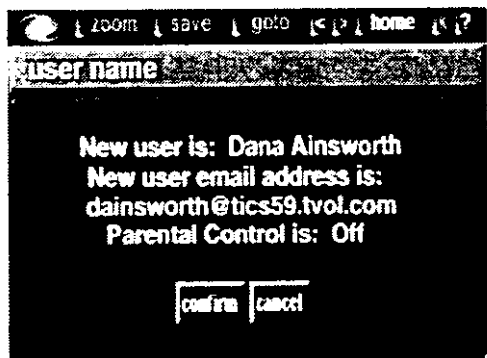
8. Select **continue**.

9. Select **yes** or **no** to activate Parental Control (see User Setup Screen 6).

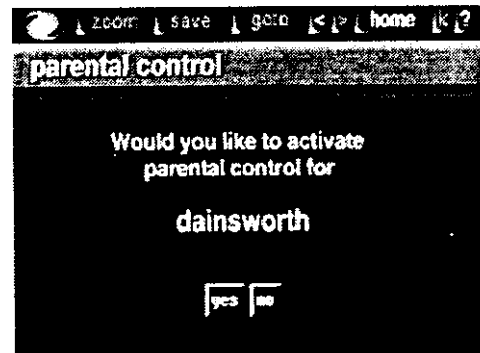


User Setup Screen 5

10. Account information now appears. Your name, e-mail address with your chosen user name, and Parental Control status are listed. Select **confirm** to acknowledge that the user information is correct. Select **cancel** if user information is wrong, and retrace the above steps to add new user (see User Setup Screen 7).



User Setup Screen 7

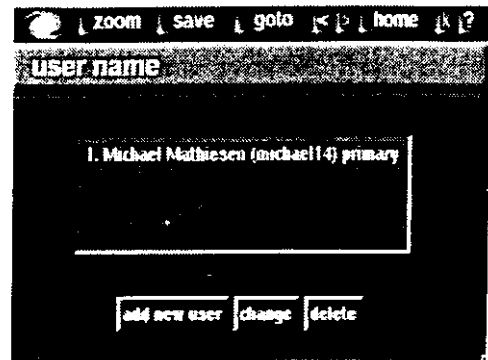


User Setup Screen 6

1.0 User Setup (continued)

Deleting a User

1. Log-on using the Primary User account.
2. Select "setup."
3. Select "user setup."
4. Enter Primary User Password
(see Account Access Screen 1 - page 5).
5. Select **continue**.
6. Select desired user name from the list box
(see Change User Setup Screen 1).
7. Select **delete**.
8. Are you sure you wish to delete this user?
yes or **no**

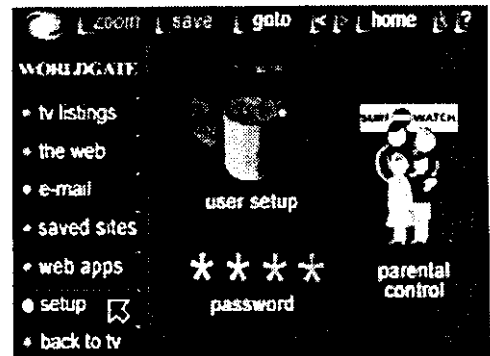


Change User Setup Screen 1

1.1 Turning Parental Control On and Off

Displaying the Parental Control Menu

1. Log-on using the Primary User account.
2. Select "setup."
3. Select "parental control."

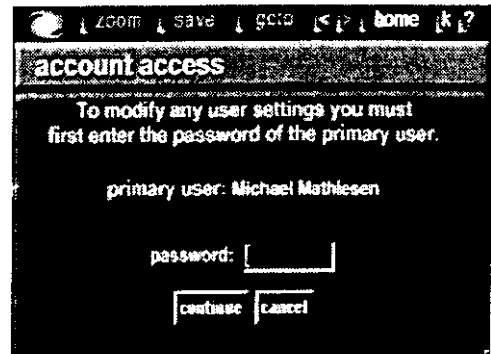


Setup Menu Screen

1.1 Turning Parental Control On and Off *(continued)*

Changing Parental Control

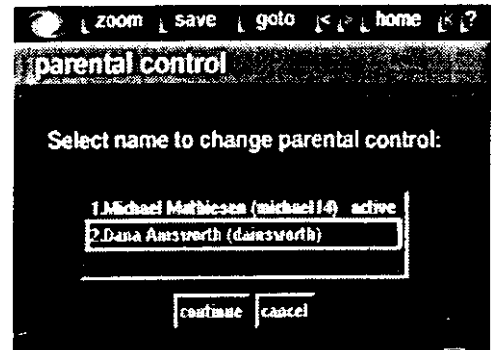
1. The primary user must enter his or her password
(see Account Access Screen).



Account Access Screen

*All WorldGate accounts have a pre-set password of 1111.
(see Changing Password section on page 6.)*

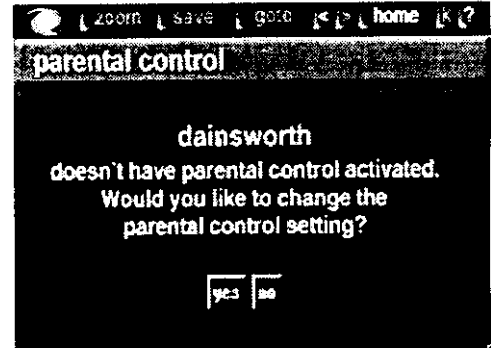
2. Select **continue**.
3. Select desired user name from the list box *(see Parental Control Screen 1).*
4. Select **continue**.



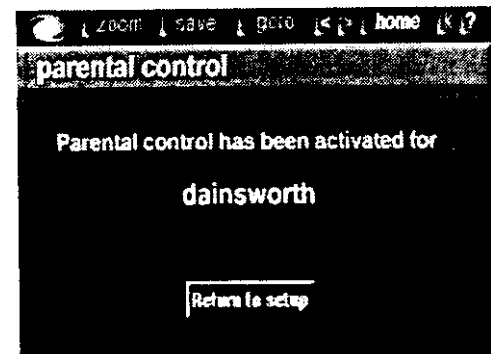
Parental Control Screen 1

"active" next to a user name indicates Parental Control is turned on.

5. Select **yes** or **no** to change Parental Control status
(see Parental Control Screen 2).
6. Select **return to setup** or **home** on the browser bar
(see Parental Control Screen 3).



Parental Control Screen 2

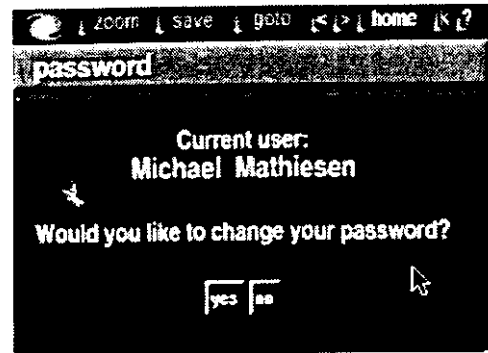


Parental Control Screen 3

1.2 Password


Displaying the Password Menu

1. Log-on.
2. Select "setup."
3. Select "password."



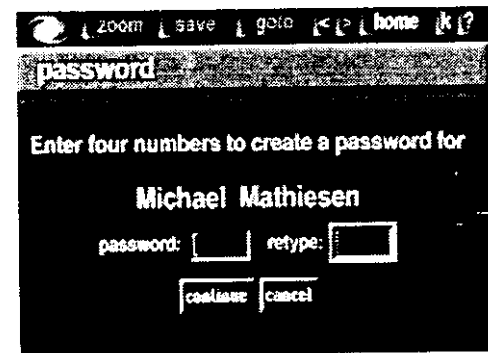
Password Screen 1

Changing Password

4. Select **yes** or **no** to change Password (see Password Screen 1).
5. Type current Password (see Password Screen 2).
6. Select **continue**.
7. Type four numbers (between 1-7), and press  on your keyboard to select text box beside "retype." Retype the same four numbers to confirm the accuracy of the password (see Password Screen 3).
8. The last screen will confirm the new password. Select **return to setup** or **home** on the browser bar (see Password Screen 4).



Password Screen 2



Password Screen 3



Password Screen 4

2 GETTING STARTED

Welcome to the world of innovative communication. You can now use cable TV to access the Internet, explore Web sites around the world, and communicate using e-mail. It's easy with WorldGate Internet service. All you need is a TV, an Internet-enabled cable converter and a wireless keyboard or remote. Thank you for joining us as we try out this compelling new service.

2.0 Connecting to WorldGate

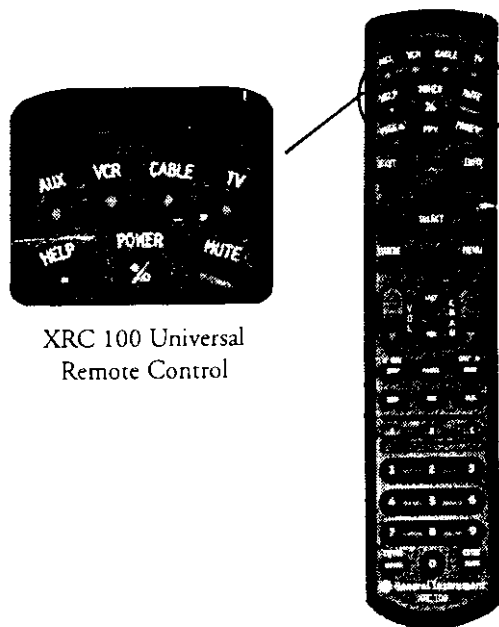
1. Turn on TV and cable converter.

Review the operating instructions left by the WorldGate installer.

2. Turn on WorldGate.

Press **WG/TV** on your wireless keyboard or **A** on your remote control.

See Chapters 3 and 4 for details on the wireless keyboard and remote control.



XRC 100 Universal
Remote Control

3. Logging-On to an established account :

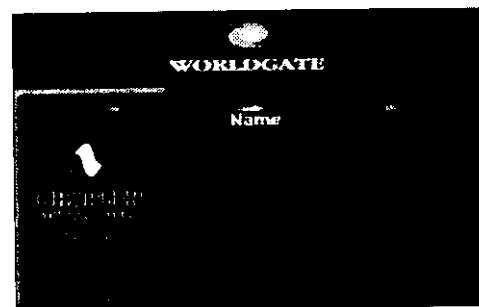
Select your Internet user name on the Log-on screen.
(See Log-on screen.)

4. Entering your password:

Using the keyboard or remote control,
enter your four digit password, 1111.

This password will not change unless you choose to change it. (See instructions in "setup" section.)

Please Note: Parental Control has been activated on all accounts. To turn off Parental Control follow directions in "setup" section.



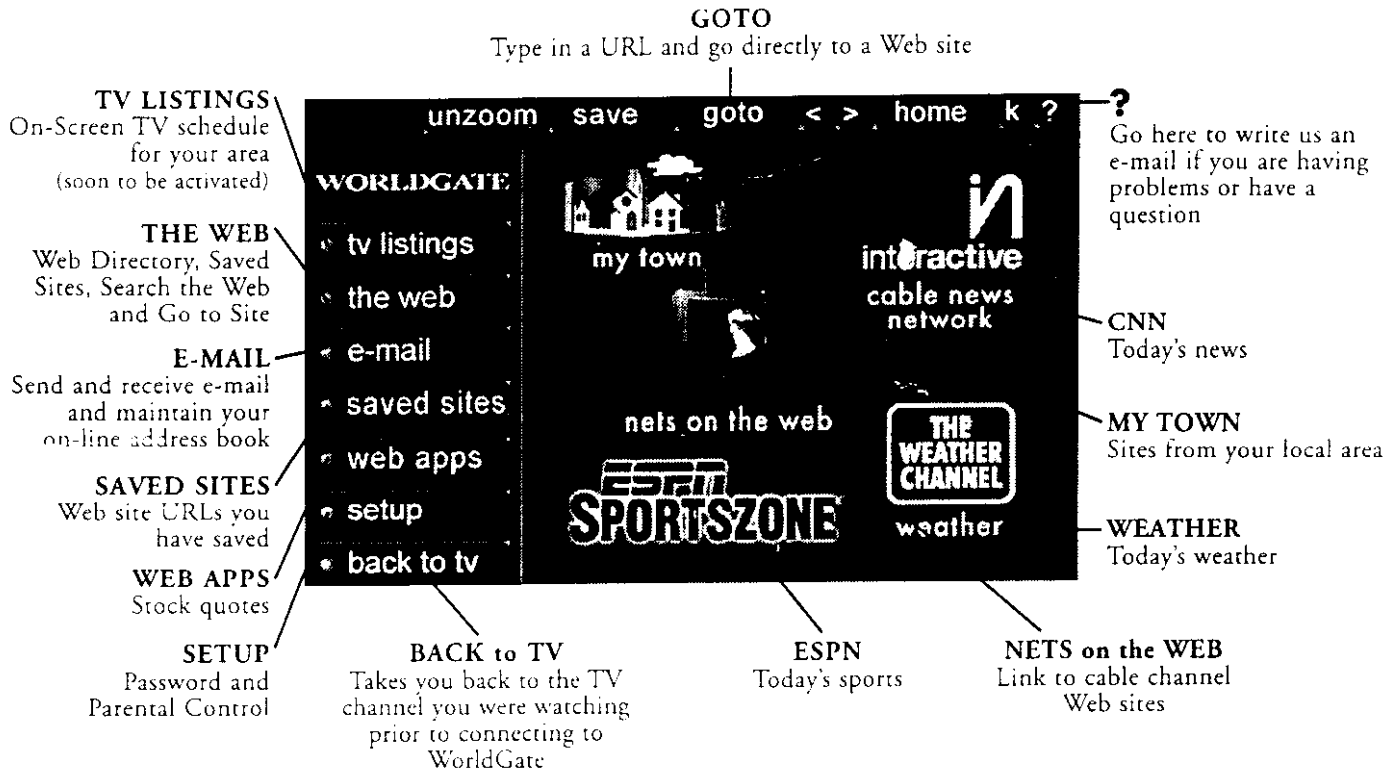
Log-on Screen



Password Screen

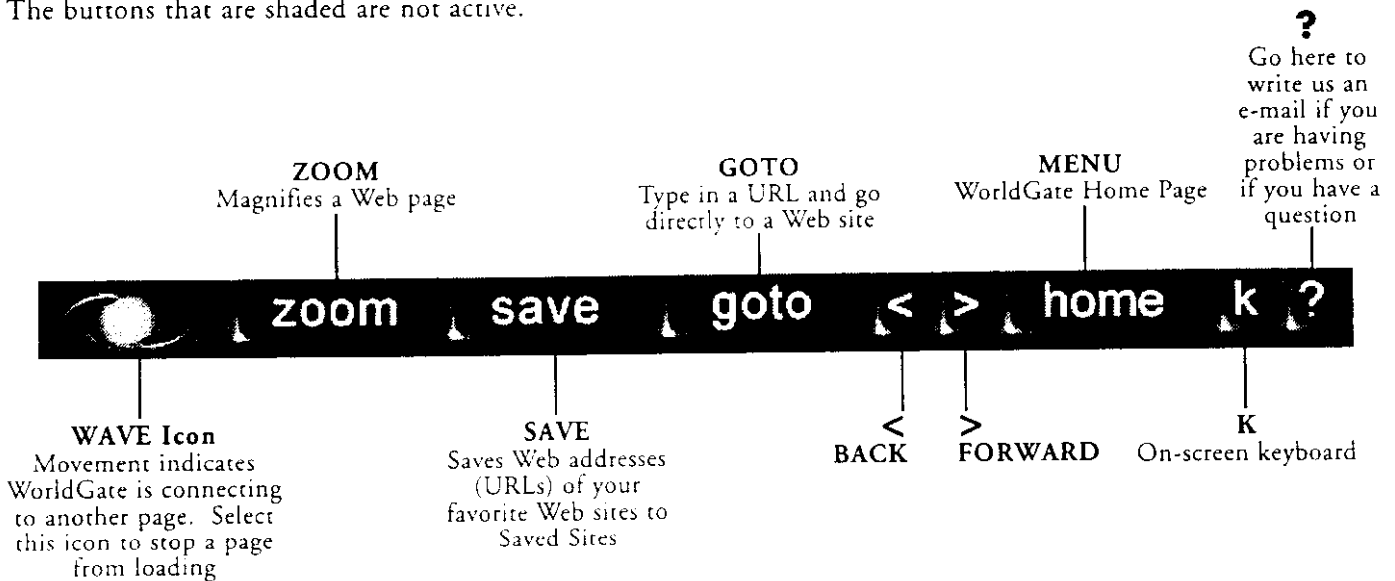
2.1 WorldGate Home Page

You can access many features from the WorldGate Home Page. Links to today's news, sports and weather are all at your fingertips.



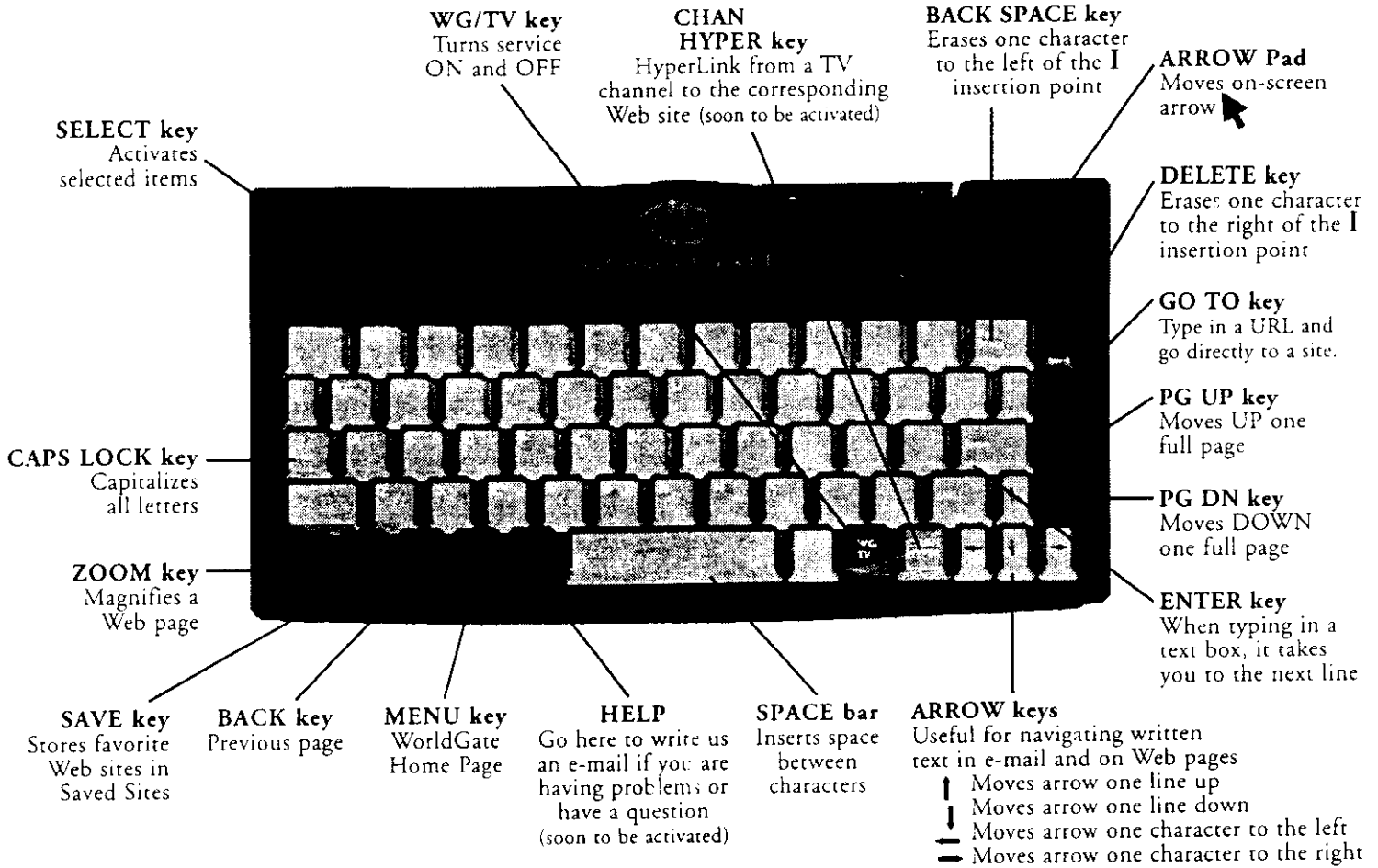
2.2 Browser Bar

These browser bar buttons appear at the top of each screen. The buttons that are highlighted are active. The buttons that are shaded are not active.



3 THE WIRELESS KEYBOARD



3.0 Wireless Keyboard Keys




3.1 Navigating with the Wireless Keyboard

To get around WorldGate and the World Wide Web you need to select items using the keyboard.

Moving the On-Screen

Rest your right thumb on the Arrow Pad. Move your thumb around the Arrow Pad and watch the on-screen  move. Notice that when your thumb moves on the Arrow Pad the on-screen  moves in the same direction.

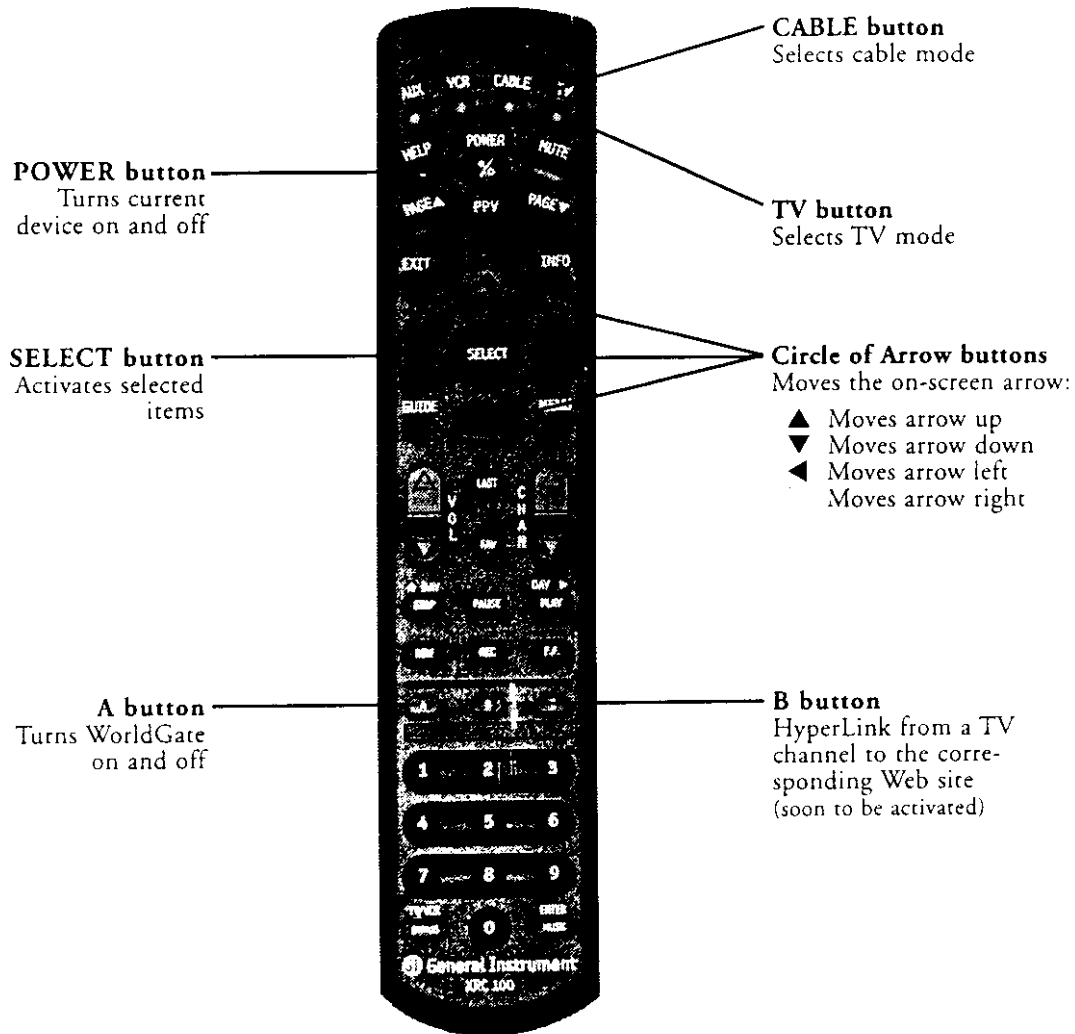
Selecting a Link

When the on-screen  touches a desired link, press the "SELECT key" on the top left-side of the keyboard.

4 THE REMOTE CONTROL

The illustration below identifies the keys on the remote control that are used for the WorldGate service. For information about TV and programming functions refer to the XRC 100 Universal Remote Control pamphlet.

4.0 Remote Control Buttons

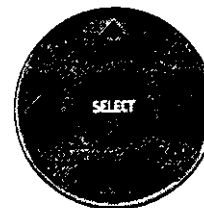


4.1 Navigating with the Remote Control

To get around WorldGate and the Web you need to know how to select links using the remote control.

Moving the On-Screen

Use the circle of arrows to move the on-screen



Circle of Arrows

Selecting a Link

When the on-screen touches a desired link, press **SELECT**.

5 E-MAIL

E-mail allows you to send messages to anyone with an Internet account. When your account is activated WorldGate will e-mail each user in your household his or her correct e-mail address. Write the e-mail addresses assigned to your WorldGate account in the area provided inside the front cover of this guide.

5.0 Handling Messages

Displaying the E-Mail Menu

1. Log-on.
2. Select "e-mail."



E-Mail Menu Screen

Reading and Replying to E-Mail Messages

1. From the E-Mail Menu, select "read mail."
2. Select desired message in the list box (see *Select E-Mail Screen*).
3. Select **read**.
4. Select **continue** to read your message (see *Read E-Mail Screen 1*).
5. To read the message in its entirety, select the lower end of the scroll bar (see *Read E-mail Screen 2*).

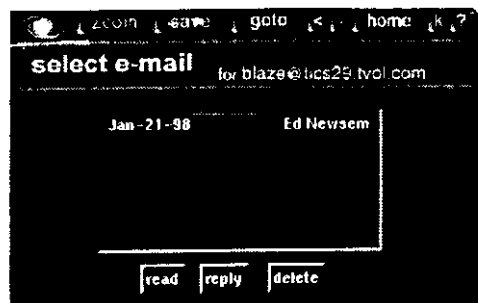
To reply to the message after reading it:

1. Select **reply**.
2. Compose your message.
3. Select **send** to mail your reply.

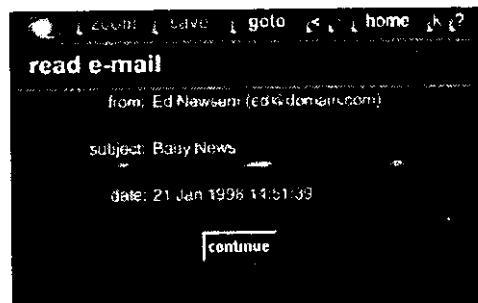
Deleting E-Mail Messages

1. From the E-Mail Menu, select "read mail."
2. Select desired message in the list box.
3. Select **delete**.

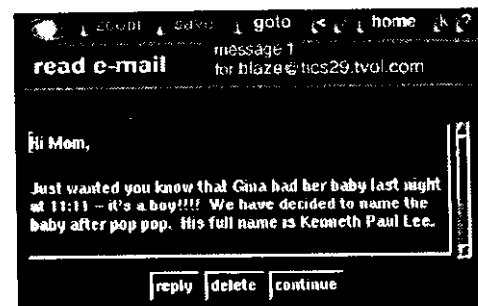
The option to delete is also offered after reading a message.



Select E-Mail Screen



Read E-Mail Screen 1



Read E-Mail Screen 2

5.0 Handling Messages (continued)

Composing E-Mail Messages

From the E-Mail Menu, select "compose e-mail."

You have two options:

A. Select an Existing E-Mail Address

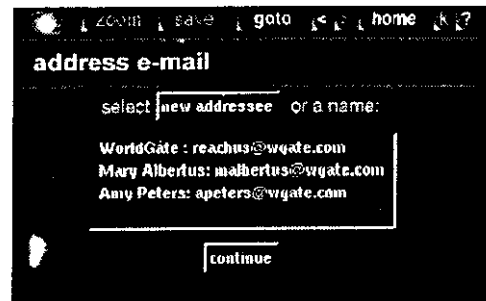
1. Select the name in the list box, select **continue**
(see *Address E-Mail Screen*).
2. Type subject.
3. Select **continue**.
4. Compose your message.
5. Select **send** to mail. *A sent mail confirmation screen appears after your e-mail is sent.*
6. Select **return to e-mail main menu** or **home**.

B. Enter a New E-Mail Address

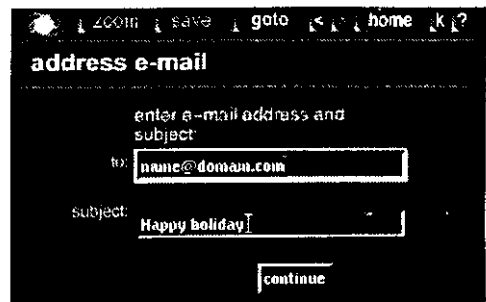
1. Select **new addressee** (see *Address E-Mail Screen*).
2. Type the person's e-mail address in the "to" text box
(see *New Addressee E-Mail Screen*).
3. Select "subject" text box and type in subject.
4. Select **continue**.
5. Compose your message.
6. Select **send** to mail your message.

The option to save this new e-mail address is offered:

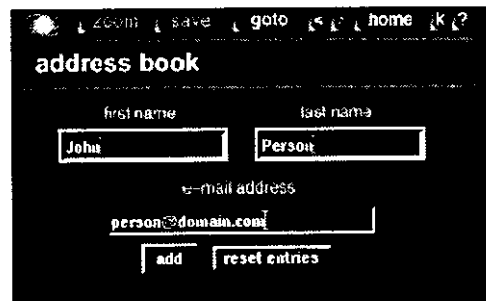
1. Select **yes** to save the address.
2. Type first name (see *Add Address Screen*).
3. Select "last name" text box and type last name.
4. Select **add** to save address.
5. Select **yes** to confirm saving new address (see *Address Confirmation Screen*).



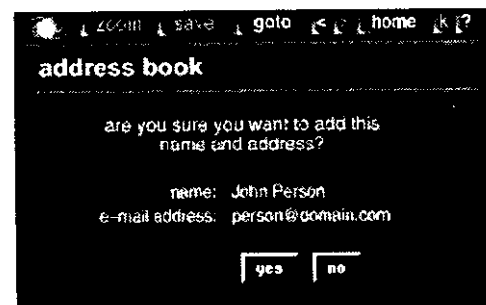
Address E-Mail Screen



New Addressee E-Mail Screen



Add Address Screen

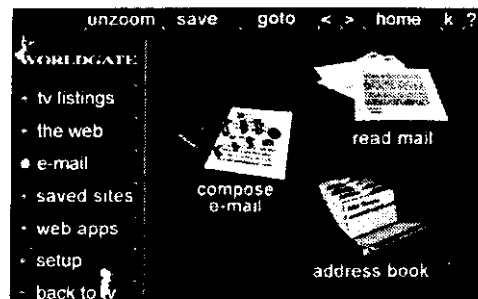


Address Confirmation Screen

5.1 Using the Address Book

Opening the Address Book

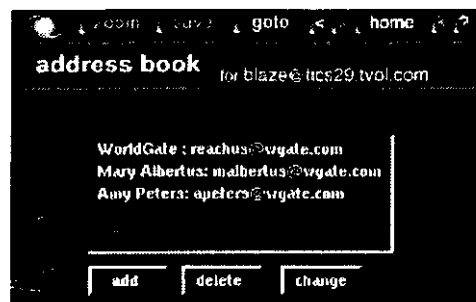
1. Log-on.
2. Select “e-mail.”
3. Select “address book.”



E-Mail Menu

Adding an Address

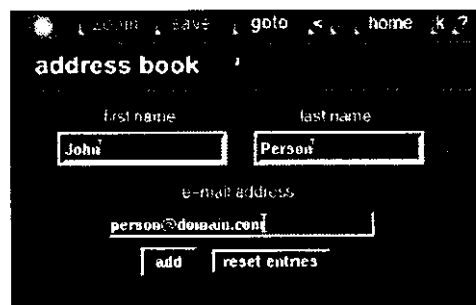
1. Select **add** (see *Address Book Screen*).
2. Type the first name of the person to add (see *Add-Change Address Screen*).
3. Select the text box under “last name” and type the last name of the person to add. Follow the same steps for “e-mail address.”
4. Select **add**.
5. Select **reset entries** to clear information.



Address Book Screen

Deleting an Address

1. Select the address to delete (see *Address Book Screen*).
2. Select **delete**.
3. Select **yes** on the confirmation screen.



Add-Change Address Screen

Changing an Address

1. Select the address to change and select **change** (see *Address Book Screen*).
2. Select the text box containing the information to be changed and make the text change.
3. Select **add** (see *Add-Change Address Screen*).
4. Select **yes** on the confirmation screen.

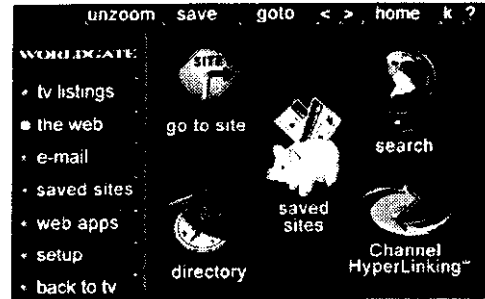
6 THE WORLD WIDE WEB

From the fun to the informative, you can use the Web to find information about almost any topic. The best sites on the Web are already organized for you in the WorldGate Web Directory.

6.0 Exploring the World Wide Web

Displaying the Web Menu

1. Log-on.
2. Select "the web."

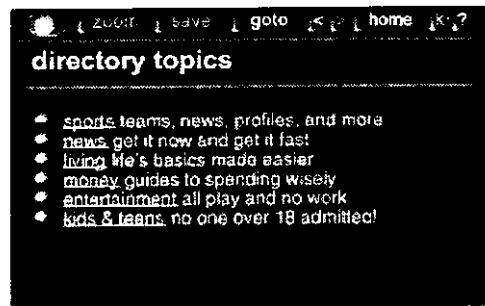


Web Menu Screen

Using Web Directory

1. From the Web Menu, select "directory."
2. Select a category (see *Web Directory Screen*).

Be sure to select the underlined words.



Web Directory Screen

Using Go to Site

Going directly to a Web site when you know its address.

1. From the Web Menu, select "go to site."
2. Type the Web address into the text box (see *Go to Site Screen*). `http://` is already provided.
3. Select **go to**.
4. Select **clear form** to clear information.

Please keep in mind that Web sites have been created for the computer, not for the TV. Some sites may be difficult to read.

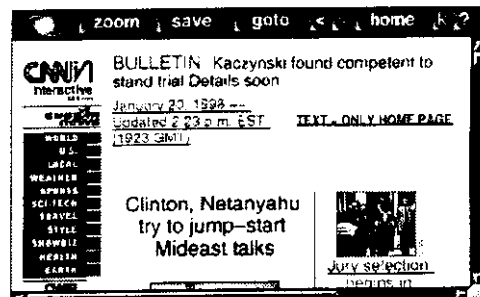


Go to Site Screen

6.1 Handling Saved Web Sites

Saving Web Site URLs

When on the Web, select **save** on the browser bar (or the shortcut key on your wireless keyboard) and the site's URL (address) will be saved in Saved Sites.



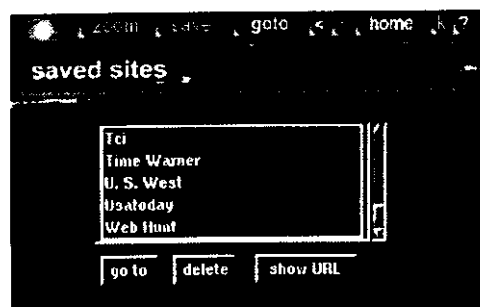
Web Site Screen

Using Saved Sites

1. From the Web Menu, select "saved sites."
2. Select a site from the list (see *Saved Sites Screen*).

You have three options:

- A. "go to site" – To go directly to the Web site select **go to**.
- B. "delete" – To delete the Web site select **delete**.
- C. "URL" – To find the Web site's address select **show URL**.



Saved Sites Screen

6.2 Searching the Web for Information

There are two main types of search tools: Web directories and search engines. The Web is so vast that no single search tool has an index of the entire contents.

Web Directories

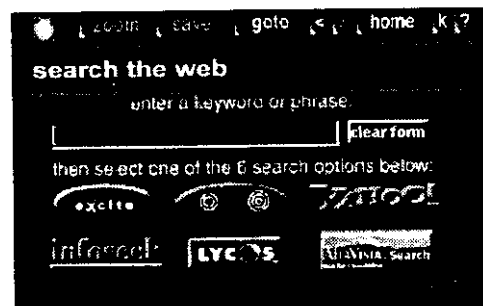
Web directories are organized lists of broad topics—such as art or business—that may be helpful when you are looking for general information about a topic. The most commonly used directories are Infoseek, Lycos, Excite, and Yahoo. Try using different directories when searching for information until you find the one you prefer.

Search Engines

A search engine is a powerful computer program that provides a searchable index of Web pages. Popular search engines include WebCrawler, AltaVista, and Hotbot.

Going Directly to Search Engines and Directories

1. From the WorldGate Home Page, select "web."
2. Type in a keyword or simple phrase.
3. Select a search engine or directory.
4. To erase a keyword or phrase, select **clear form**.





Search Screen

7 CHANNEL HYPERLINKING



Channel HyperLinking allows you to go directly to the Web site related to the TV channel you are watching.

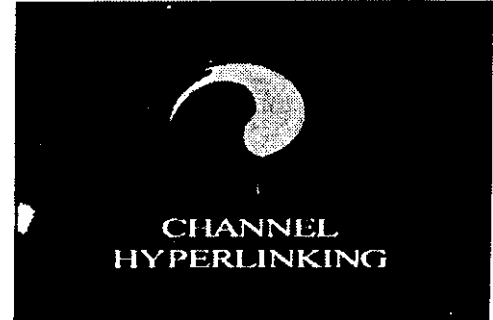
7.0 HyperLinking From TV Viewing

Using the Wireless Keyboard

1. To Channel HyperLink select .
2. To return to TV select .

Using the Remote Control

1. To Channel HyperLink select .
2. To return to TV select .



Channel HyperLinking Connect Screen

8 GLOSSARY

Browser

A software program that provides a way to look at the information on World Wide Web pages.

Browsing

Browsing the Web means following hyperlinks to new Web pages.

Browser Bar

The WorldGate browser appears at the top of each screen. It varies depending on where you are located. The browser bar is intended to easily guide you through pages.

Domain Name

A domain name is a means of identifying the server of a Web or e-mail address. Some examples are: www.wgate.com or www.upenn.edu

E-Mail

Electronic mail is a fast form of communication. You can easily send a message to anyone who has an e-mail address. In most cases it will be received in seconds or minutes.

Frames

Sites may contain frames to present their data. Frames are a part of a Web design. Some contain image maps or linked documents and others remain unchanging.

Home Page

This is a universal term used for the first page of a Web site. Almost every site has an initial page or starting point. This page will be in either a Table of Contents format or simply provide links to various areas within the site. If you are out surfing and come to a page and are lost, look for Home at the top or bottom of a screen or frame to find where you are and what the site contains.

Hyperlink

When you hyperlink, you are following a link to access more information. Hyperlinking will take you within the same Web site or to a different Web site relevant to your interest.

Hypertext

Any text, words or phrases that contain links that take you to other documents.

HTTP://

Stands for HyperText Transport Protocol. This protocol transports hypertext files across the Internet. You see this displayed as <http://www.wgate.com>

Image Map

This feature enables you to select graphic images that link to more information. Instead of the colored underlined words, the links are graphics. This is a Web design.

Internet

The Internet supports traffic, meaning e-mail, FTP, network news document transfers and telnet sessions.

Internet User Name

This name will identify you on the World Wide Web. It will act as part of your e-mail address.

Link

A link is a connection to information found on the same site, a different site or another resource that pertains to the information you are seeking. A link is usually colored and/or underlined to easily identify that it will lead you further. A link can also appear as a picture or image map.

Search Directory

A search directory is a subject locator. It provides content information and acts as a directory to search for your topic of interest.

Search Engine

A search engine is simply a computer program that indexes Web pages and then enables the user to search its index for relevant information.

GLOSSARY *(continued)*

Surfing

Surfing the Web means following hyperlinks to new Web pages.

URL

Uniform Resource Locator is a Web page's address. Each Web page has a unique address.

Web Site

Documents consisting of a home page and related pages.

Webmaster

A Webmaster is the person who updates the information on a Web site. Usually the Webmaster provides an e-mail address for any comments or suggestions regarding their site.

World Wide Web

The World Wide Web was invented by an Englishman, Timothy Berners-Lee. The Web provides a consistent collection of data that reaches a global market.

9 FREQUENTLY ASKED QUESTIONS

Q. What is my e-mail address?

A. Your address is made up of two parts. The first is the Internet user name that WorldGate assigned you – just look on the log-on screen the next time you connect. The second part is @mail.charter-internet.com. For example: apeters@mail.charter-internet.com. (This address will change, and you will be notified.)


Q. What if a Web page does not appear completely?

A. Sometimes only part of a Web page will be visible. Just select **zoom** on the browser bar (or the shortcut key on your wireless keyboard) and the page will reload. To return to an unmagnified view of the page select **zoom** again.

Q. What if a Web site doesn't have the most recent information on it?

A. If a Web site like *The Weather Channel* has outdated information just select **zoom** on the browser bar (or the shortcut key on your wireless keyboard). The page will be reloaded, and if more recent information is available it will appear. Select **zoom** again to return to an unmagnified view of the page.

*Q. What if **Pg Dn** and **Pg Up** don't work?*

A. When this happens, simply move your on-screen  to an empty portion of the Web page you are currently on, and press the "SELECT key" on your wireless keyboard.

*Q. Can I use **Enter** on my wireless keyboard after typing in a Web address in the GO TO SITE text box?*

A. Sure, that's a great time saver instead of selecting **go to** on the page. You can also use **Enter** after typing a keyword into a search text box.

Q. Can I connect an Internet video camera so I can make online videophone calls?

A. Sorry, WorldGate cannot support this feature. This requires a true Internet connection through a PC.

Q. Where do my e-mail messages go after I've read them?

A. Messages sent to you are saved automatically, and WorldGate places no limit on the number you can save.

Q. My favorite sites and addresses are missing and I can't save anything.

A. Files are updated on a daily basis. Try again the following day.

FREQUENTLY ASKED QUESTIONS *(continued)*

Q. Sometimes I don't find my e-mail or favorite Saved Sites. Why?

A. Be sure to log-on using your name on the Log-on screen, otherwise you will not have access to your e-mail or Saved Sites. If you accidentally log-on using someone else's name, first press **A** on your cable remote or **WG/TV** on the wireless keyboard, wait until you are watching TV, and press **A** or **WG/TV** again to reconnect to WorldGate.

Q. How do I find e-mail addresses of friends and family?

A. There are several services on the Web that provide good directory assistance. Log-on and go to the Web, then Go to Site, and enter one of the following Web site addresses (URL): www.four11.com or whowhere.com

Q. If I select something by accident, what do I do?

A. Select **<** on the browser bar (or the shortcut key on your wireless keyboard) to go to the previous page.

Q. How can I get back to the WorldGate Home Page if I get lost?

A. Select **home** on the browser bar (or the Menu key on your wireless keyboard) to return to the WorldGate Home Page.

Q. What happens when I go to a Web site and nothing happens?

A. When you select an item on the WorldGate browser bar and nothing happens (we call that freezing), press **A** on your cable remote or **WG/TV** on the wireless keyboard, and go back to TV, then reconnect to WorldGate.

Q. When do I need to replace the batteries in my wireless keyboard?

A. The keyboard comes with batteries that normally last up to six months. If the keyboard does not operate correctly, the batteries may be worn out and should be replaced with two new AA batteries.

Q. When do I need to replace the batteries in my remote control?

A. The remote comes with batteries that normally last up to six months. If your remote does not operate correctly, the batteries may be worn out and should be replaced with new AA batteries. When the batteries are removed, the preset codes will not be lost.

FREQUENTLY ASKED QUESTIONS *(continued)*

Q. What do I do if "Sorry Try Again Later" appears?"

A. Exit out of the WorldGate system and restart from the beginning. If service is not restored, contact WorldGate customer service (888-818-1001) with the channel number tuned on your TV.

Q. What happens when I get an all blue or black screen when I try to access WorldGate?"

A. Exit out of the WorldGate system (Go Back to TV) and Log-on to WorldGate again. If service is not restored, contact WorldGate customer service (888-818-1001).

Q. Why can I tune the TV manually but can't use my remote control or keyboard?"

A. First make sure the red indicator on your remote control is illuminated when a key is pressed. If the indicator light on your remote control is not lit, you may need to replace the batteries. Also, check to make sure that you did not disable the remote control from your menu options. If these two options do not restore your system, contact WorldGate customer service (888-818-1001).

Q. Why can't I get a certain Web site?"

A. Check the Web site URL/address. If it is typed correctly, the computer on that site may be temporarily down or the cable company does not have the URL in its database.

Q. What is the MIME message on my e-mail?"

A. Check the accuracy of the person's e-mail address. MIME indicates a bad outgoing message.

Q. How do I find something on the World Wide Web?"

A. From your "Web" screen, select search. Enter a keyword or phrase, then choose a search engine from the bottom of your screen. *(See page 12 for details.)*

Q. What can I do if I can't watch cable or TV?"

A. Exit out of the WorldGate system (Go Back to TV) and Log-on to WorldGate again. If the problem persists, check your cable TV connections.