

SUPPORT INFORMATION DATABASE



WHAT IS SID?

SID stands for Support Information Database. It has been established by Acorn to provide general and technical support information as an on-line facility.

The main features provided are:

- Informative viewdata pages.
- A telesoftware library of application notes and software.
- A mail and bulletin board facility.

VIEWDATA

This consists of a number of linked videotext pages which provide various types of information.

Examples of these are:

- A Help section to assist the user to manipulate the SID database.
- An introductory area providing a guide to SID guest users.
- A news area containing topical information about events of interest such as exhibitions.
- New product descriptions relating to both hardware and software products being released by Acorn.
- Pricing information on Acorn products.
- New additions which indicate where new information has been added to SID.
- All of Acorn's news releases and newsletters, including those relating to education and healthcare.

- There are now four electronic magazines covering games reviews, book reviews, communications and programming languages.

TELESOFTWARE LIBRARY

This section of SID consists of a number of reference documents, application notes, technical and functional descriptions all stored in a 'telesoftware' format. This means they cannot be read on line and must be downloaded onto disc or other suitable filing system. They can then be read at your leisure and without incurring line charges.

An extensive software library is available to subscribers free of charge, most of which is courtesy of Acorn. Files consisting of textual and non textual software are available using a powerful search facility developed by Acorn specifically to enhance the speed of access to SID's extensive database. The non textual files are in programming languages which may comprise BASIC, machine code or other high level languages, as opposed to being in pure ASCII format.

ADDITIONAL FACILITIES

- INFO-PAGE. Provides you with useful information about the way you use SID, such as the total line time used and the number of connections made.
- Closed User Groups (CUGs). If you have a specialist subject it is possible to define an area of the database to exchange views and information with a number of other users. These areas have restricted access.
- Pre-format response frames are configured as a form which you can fill in to obtain more information.
- Interactive response frames are used in situations when the relevant information is not available in the correct sequence. For example – question and answer facilities will be available to enable SID users to

interrogate a large database of regularly asked questions and answers.

- **Changing Password.** You can change your Password as many times as you like, and this provides you with additional security.

MAIL & BULLETIN BOARDS

Unlike standard videotext systems, SID provides processing power more in keeping with large electronic mail systems.

A mail box is issued to all SID subscribers at no extra charge allowing them to send messages to all other SID users. Several technical enquiry boxes are also provided to encourage users to address questions and comments directly to the support services department of Acorn.

The use of a powerful command structure provides mail box users with comprehensive send, read, delete and archive facilities. There are also other useful features such as express mail and extensive scan capabilities.

A bulletin board facility is provided to complement the SID mail service and to promote the direct exchange of information and ideas between users. Like the mail facility, the bulletin board offers far more power and flexibility than is normally found in videotext systems.

HOW TO ACCESS SID

You can access SID by using Fastrak. This is a wide area data communications network which provides access to SID via 75 local access points normally located in major cities throughout the U.K. So you only need to pay for a local call to gain access to SID.

Fastrak enables users to transmit and receive data more quickly and with greater accuracy avoiding the need to retransmit corrupted data.

COST

Subscription to SID is available to anyone and costs £40.00 per year (excluding VAT), charged quarterly in advance. A line time of 8p per minute (excluding VAT) is payable quarterly in arrears.

A statement is sent to you quarterly detailing the number of calls and total line time. The total amount is then collected via your current account using direct debit.

All new subscribers to SID are granted three months free subscription. If at the end of this three month period you no longer wish to subscribe to SID, you are free to cancel your subscription and pay only for the line time you have used.

If you wish to receive more information contact:

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