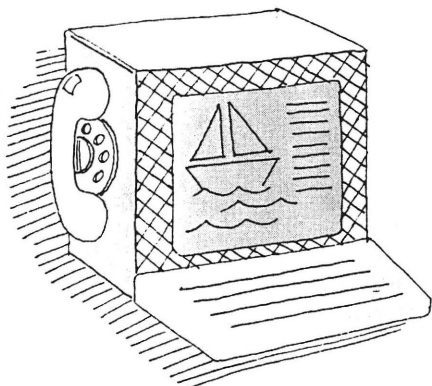## VIDEOTEX in Europe

A new project concerning ECHO's videotex presence in Europe is now under way. The findings of this study should indicate from how many countries one is currently able to access ECHO via videotex, the access costs and procedures involved etc...

New brochure

A new brochure geared towards 'videotex' and 'micro computer' users will shortly be available in all 9 languages of the European Community. A reply coupon for those of you that are interested in receiving a copy will be sent out with the forthcoming issue of ECHONEWS.

BIOREP

Permanent inventory of biotechnological research projects

The first test version of the BIOREP file is now up and running and the database should be made publicly available during the month of June. For further information, please check all information bulletins directly after the logon procedure to ECHO.

Erratum:

Please note that the telephone no. of the BIOREP project leader is +31-20-6685511 and not +31-20-6686611 as stated in the previous issue of the ECHONEWS.

Celebrating our 5000th User...!

The European Commission Host Organisation is proud to announce a new milestone in its development following the signature of the 5000th ECHO User Agreement.

Growing at a phenomenal rate over the past 3 to 4 years, ECHO has managed to more than triple its number of registered customers.

The 5000th User Agreement form was signed by a Mr. ALVAREZ, Director of SITEL S.A. (Servicios de informacion Telematicos) located in Madrid.

SITEL S.A., created in 1988, is a young and dynamic company offering consultancy services in the field of telecommunications and the information market in general on a worldwide basis.

SITEL has already seized quite a few opportunities in the European market place and is currently cooperating with foreign partners in the Race and Esprit programmes of the CEC.

Mr. ALVAREZ received and accepted an invitation on behalf of the European Commission to visit the Commission and ECHO installations in Luxembourg during the month of May.

During his short stay in the Grand Duchy, our new Spanish user had the opportunity of meeting up with some of the officials of the CEC Directorate General XIII (Telecommunications, Information Industries and Innovation) responsible for ECHO, and with the members of the ECHO team itself.

A dinner was hosted in Mr. ALVAREZ's honour and was presided over by Mr. PARAJON-COLLADA, the deputy Director General in charge of DG XIII operations

in Luxembourg. Following the meal a few short speeches were given by both Mr. PARAJON-COLLADA and Mr. ALVAREZ respectively. In his short address, Mr. ALVAREZ stated that access to online information services has become a very important factor in the general running of the European economy, and that ECHO played a vital role

should be targeted to specific user communities including those not yet online in the less favoured regions of the EEC, through initiatives such as the offline diskettes which are currently being developed.

The importance of ECHO was also highlighted in so far as ECHO provides DG XIII with direct experience of the information market as a host

Mr. Parajon-Collada (right) during his address to Mr. Alvarez (left).

in helping to develop the European Information Services Market as a whole. Mr. PARAJON-COLLADA also pointed out that the experimental aspects of the ECHO service should consider more radical initiatives related to expected changes in the information market such as the advent of ISDN.
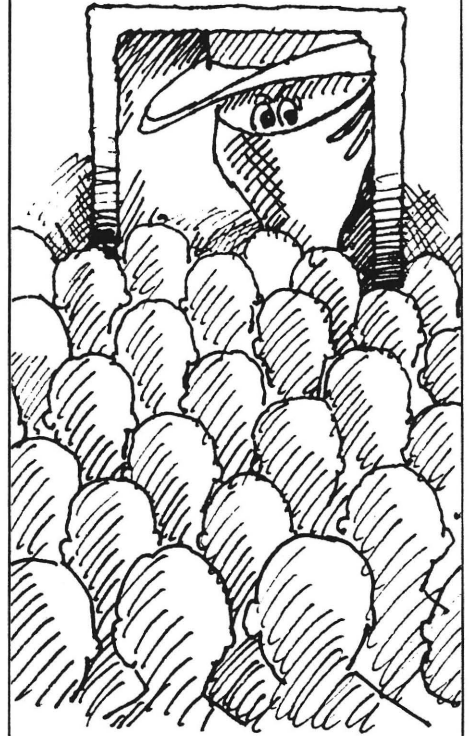
Mr. PARAJON-COLLADA commenced his address by firstly congratulating the members of the ECHO team for their continued efforts and hard work over the past few years and stressed the importance of the work conducted by the team in encouraging and promoting the adoption of online services throughout Europe. The role of ECHO in the IMPACT (Information Market Policy Actions) programme has been reformulated in order to meet the expanded needs of the European Information services market e.g. the educational services of ECHO

organisation, thus providing the Directorate with information that might otherwise be difficult to obtain. This in turn allows the Commission to speak with some authority at meetings of host operators because it runs such a host. In addition, it provides information on other user problems of connection, contact with PTTs and other hosts, training, documentation, languages, etc.

A book of Luxembourg was given to Mr. Alvarez.

Soon – ECHO Videos

Three new videos will shortly be available providing information on the different aspects of the ECHO service.
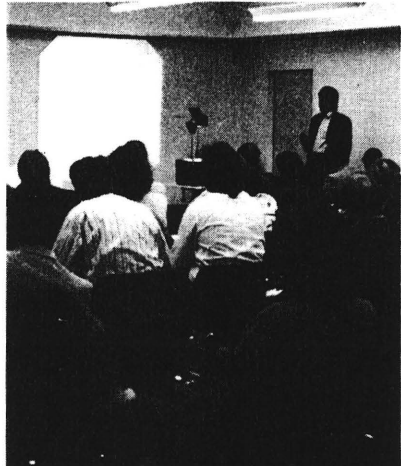
Two of the videos will be used to promote the European Commission Host Organisation and will highlight the advantages of going online and of using the Common Command Language (CCL). Although almost identical in content they will vary in length (10 and 16 minutes in duration), with the extended version providing more in-depth information on the CCL. The third video (15 minutes in length) will be geared specifically towards potential users of the Tenders Electronic Daily (TED) file, i.e. individual firms, both large and small, who are waking up to the enormous opportunities which will be created in 1992 by the elimination of the important barriers which still exist to the free flow of goods, services and capital within the EEC.

All videos will be available in 5 language versions (English, French, German, Greek and Italian) and will be distributed at cost price.

To place an order for any of the above-mentioned videos, please fill out the reply coupon in this issue of ECHONEWS.

ECHO user group meets at Infobase

The ECHO meeting for users and friends at INFOBASE.

New plans for ECHO and details of the European Commission information market programme were announced to more than seventy people who attended a meeting of ECHO users on 9 May 1989. Held during the Infobase exhibition and conference at Frankfurt/Main, the user group meeting heard Mr. Axel Szauer of the Commission's DG XIII/B, outline the main activities proposed under the Community IMPACT (Information Market Policy Action) programme for 1989/ 1990 (see ECHONEWS 2/88).

ECHO now has more than 5000 registered users, Mr. Roland Haber, head of ECHO services, told the user group. Some twenty multilingual databases – mostly only available on ECHO – are accessed for 1600 connection-hours per month. More than 9000 logons are performed including those from ten or more public passwords. ECHO services are available through all national videotex services.

A range of improvements to the services and new facilities were announced by Mr. Haber. A menu driven system will soon be introduced for a number of databases to make access even easier. A training diskette will help users simulate database interrogation without needing to pay telecoms bills. Other improvements include new documentation, such as a completely revised manual, videocassettes for training, new features in the CCL (Common Command Language).

Also, more user friendly features will be available for the database inventory, DIANEGUIDE. Natural language questioning via a terminal is under way. The guide itself will be extensively enlarged to include many other information products on the European market.

Work has already started on a voice input/output database that will permit users to phone in for information on the European Community. The ECHO help desk will also be made more accessible with the addition of a European free phone service.

At future user group meetings being planned for other European cities during the major online exhibitions (i.e. INFODIAL at Paris, IOLIM '89 at London) these and other new ECHO services will be presented and explained.

Introducing 'Computer News Corner'

ECHO is to introduce another new section to its newsletter entitled 'COMPUTER NEWS CORNER'. As the name would indicate this column will provide up to date information on the computer facilities of the European Commission Host Organisation in Luxembourg. Details concerning the upgrading of our hardware and software facilities will be provided along with explanations of how these changes might influence a user's search session in the future.
The first 'Computer News Corner' will appear in the forthcoming issue of ECHONEWS.

I would like to receive the videos:

☐ **ECHO short** (without CCL) ☐ **TED**
☐ **ECHO long** (with CCL) *each 15.- ECU*

Language: ☐ English *Format* ☐ VHS
☐ French *required:* ☐ Betamax
☐ German ☐ U-matic
☐ Italian
☐ Spanish *System:* ☐ Pal
☐ Secam

I also would like the new ECHO Manual
(cost price 10.- ECU without folder)

☐ Yes ☐ No

_____
Name Organisation

_____
Street City Country

A cheque of _____.- ECU is included.
(no delivery without cheque)

TED corner

Poolkey change for TED (TD84)

Regular users of the TED file will most probably be familiar with its database code or 'poolkey', i.e. TD84. (The poolkey may be used to replace a database name when entering a BASE command).

Please note that the poolkey for TED will be replaced over the coming months. The new database code will be 'TD92' and will become operational as of the 1st July 1989. From this date onwards, please note that when selecting the TED file with the BASE command that the following should be entered: BASE TD92

TED questionnaire

During the month of March questionnaires were sent out to all registered users of the TED file. We would like to express our thanks to all those that set aside a few minutes of their time to reply to our questions. We greatly appreciated receiving your constructive criticism and frank opinions relative to the TED service. All positive replies, criticisms and new suggestions will be taken into account in an effort to tailor this database to YOUR needs in the future.
If by chance you did not receive a copy of the above mentioned questionnaire and your are interested in voicing your opinions with regard to the structure and contents of the TED file, please get in contact with the ECHO Help-desk.

Looking for results of tenders in TED

Towards the end of 1988 a new 'document type' providing contract details for tenders that have already been awarded was added to the TED file.

A new category was added to the 'TD' field (type of document), i.e. TD=7 which will enable you to limit your search only to records providing information on awarded contracts. Initially records within this category were limited only to tenders which were offered within the GATT (General Agreement on Tariffs and Trade) but from the 1st of January 1989 all tenders are valid for inclusion.
To select a result, simply choose the document type 7 (7 = contract awards), e.g. F TD=7
If you are interested in excluding information on contract awards from a specific country, then extend your search strategy to the following:
F TD=7 NOT CY=JP
(JP=Japan)
or, to restrict your search to a specific country:
F TD=7 AND CY=FR
(FR=France)

Please note that the structure of a 'contract award' differs from the structure of a 'tender' document. For further information, please enter the following information command:
INFO TDFORM
To obtain a listing of all 'document types' that exist in TED, enter:
D TD=$

'PR' field now expanded in TED

As of January the 1st 1989 two new categories were introduced into the 'PR' (type of procedure) field, i.e.
PR=O (Pre-information procedure)
PR=4 (Negotiated procedure)
This decision follows the new regulations of the EEC directive no. 88/295/EEC which came into effect on January 1st 1989. Please consult the following information file for further details on the structure of these records: INFO TDFORM

* NEW *
Tender documents from the United States

A trial period for tender documents originating from the United States commenced at the end of January 1989. To locate US tenders within TED, simply enter: F CY=US and combine the above search strategy with one or several classification codes to narrow down your search, e.g.
F CY=US AND CC=3230
ECHO will keep all users informed as to whether this trial service will be extended to become a regular feature within TED as soon as a decision has been reached.

ECHO training

INFORMATION DAYS

ECHO will be organising a series of training courses and ECHO Information days in various towns throughout Europe over the coming months.
If you would like to attend one of the courses listed below, please contact the ECHO Help-desk for further details on how to register at the following address:
ECHO Help-desk,
B.P. 2373,
L-1023 Luxembourg
Tel.: +352 48 80 41
Fax: +352 48 80 40
Tlx: 2181 eurol lu.

LOCATION AND DATES (x):

Location	Dates
Mülheim/Ruhr	29/08/89
Copenhagen	28/08-01/09/89
Brussels (*)	18-20/09/89
Brussels (*)	25-27/09/89
Brussels (*)	27-29/11/89
Brussels (*)	11-13/12/89

(x) More training dates will be fixed shortly and will be available to you online with the following command: INFO SEMINARS

(*) restricted access

QUESTION MARK

New image and documentation for ECHO

Different framework:
The framework in which ECHO currently operates is different to previous periods in that it is now firmly embedded in a DG XIII (Directorate General for Telecommunications, Information Industries and Innovation) programme called IMPACT (Information market policy actions), which was approved by the Council of the European Communities on the 26th July 1988.

Two parts of this work plan directly affect ECHO and indeed create the raison d'être for its existence and the basis for determining its actions in the future.

The first is 'Improvement of the synergy between the public and private sectors' and the second is 'Promotion of the use of European Information Services'.
Since the mid-1988 absorption of ECHO into the IMPACT programme, ECHO has expanded its operations both in terms of its user base and facilities to meet expanded aims. Resources are being used initially to improve the services provided, new versions of documentation and publications are either already available or planned, extensions to the training systems (offline diskettes) have been announced, and work has started to carry out new experiments such as voice input/output services and the advanced user interface.

Increased demand for documentation

In order to fulfill the task of promoting the use of and demand for advanced information services, increasing market transparency for the user via multilingual electronic directories/information sources, and facilitating access to information services by providing a multilingual online training facility, the ECHO customer support team distributes well over 1000 sets of documentation per month of a varied nature. This awareness literature is distributed in multiple copies free of charge and the number of enquiries is increasing steadily due to the fact that ECHO is moving into new territories (e.g. Videotex) and is also getting more and more well known.
In 1988, the increase in demand for brochures etc. led to the creation of a new policy with regard to the handling, appearance and distribution of ECHO documentation.
Current objectives aim to:
1) streamline the responsibility for updating and producing documentation in all Community languages.
2) streamline the printing process involved and, in addition to harmonize the overall appearance of the documentation to the outside world by creating a 'corporate image' for ECHO.

In achieving the aforementioned objectives the following steps were taken into consideration:

a) to translate the existing documents into ALL Community languages
b) to prepare existing brochures for a suitable process of permanent updating and reproduction (with in-house desk top publishing).
c) to create a coherent graphical layout of all brochures taking into account the general DG XIII corporate image and the ECHO logo. In the future all brochure covers will clearly indicate the DG XIII and ECHO logos so that the organisation from which the documents originate can be easily identified. The new combined logo using the Community colours of blue and yellow already appears on the front page of 'ECHONEWS' and on all headed paper etc used for correspondence.

✳

Below follows a list of all currently available or planned documentation:
ECHO brochure

New brochure providing information on the ECHO service and current database range. Available in all Community languages.

Directory of European databases and information services

An inventory of the European Information Services market providing details on European databases and information providers. Available in all Community languages.

Brokersguide

Details 'Information Brokerage' services scattered throughout Europe. (Not yet available).

Introduction to Online

Contains information specifically orientated towards new users in the online field. Available in all Community languages.

CCL Training manual

Provides information on the basic commands of the CCL (Common Command Language) with examples taken from the training file. Available shortly in all community languages.

New System Manual

New completely revised system manual available in English and French (Autumn 1989). Free of charge to new users and distributed at cost price for production and mailing to existing users (10 Ecu).

New Technical Sheets

All individual database manuals will shortly be replaced by technical (blue) sheets with a standard layout for each file. No more database manuals will be printed, hence, for an interim period we ask all users to rely upon the 'information files' available for each database online.
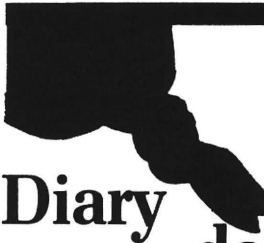
TED Leaflet

Provides information on the Tenders Electronic Daily (TED) online and telex services. Available in all Community languages.

CCL Pocket Guide

A useful reference card for all CCL commands. Available in all Community Languages.

New Videotex/Micro Brochure

A combination of the former 'Micro' brochure with technical online user specifications for micro – computer owners along with details on how to access ECHO via national videotex networks within the EEC. Available in all Community languages.

New address - New subscriber

If you would like to receive "ECHO News" on a regular basis, or if you have had a recent change of address, please fill in the section below and return it to ECHO at the address above.

New address

Name _____

Address _____

_____

Former address (attach incorrect address label)

_____

_____

- -

New subscriber

Name _____

Address _____

Diary dates

ECHO will be represented at the following seminars and exhibitions over the coming months:

Exhibitions:

London	13-15/06/89	LANGUAGE SHOW
Maastricht	19-22/06/89	EUROPE IDENTIF.
Barcelona	21-22/06/89	EXPODOC '89
Paris	21-23/06/89	IDT '89
Bari	08-18/09/89	FIERA DI LEVANTE
Paris	19-22/09/89	INFODIAL
London	26-28/09/89	DATACOM
Lisbon	27-29/09/89	EXPOLINGUA
Geneva	03-08/10/89	ITU-COM
Milan	05-09/10/89	SMAU
Munich	16-20/10/89	SYSTEMS '89
Toulouse	16-22/10/89	SITEF
Hannover	17-19/10/89	INFO-EUROPE
Luxembourg	24-27/10/89	BUREAUTEC

If you would like to visit our stand at any one of the above-mentioned events please contact the ECHO Help-desk beforehand to find out if we have any free entrance tickets available.

EURODICAUTOM PRESENTATIONS:

London	16/06/89

TED PRESENTATIONS:

Kassel	22/06/89
Brussels	05/09/89