

**Quick Guide to
DialogClassic Web**

Dialog

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Revised by Beverley Crane

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Section 1: Introduction

DialogClassic is designed for professional researchers who need high-speed access to classic Dialog. The latest release of DialogClassic Web™ preserves all of the functionality of previous versions and contains a new graphical interface, enhanced features and new commands. This Quick Guide describes the new interface and illustrates enhanced and new commands so you can get started easily using this new interface.

As with previous versions, DialogClassic Web provides you with the ability to:

- Compose search strategies offline
- Type ahead of the host service while online
- Mark and save non-contiguous text in the Retrieve buffer
- View images and their associated text online and print or save them for later viewing
- Log online activities and generate reports for tracking searches and costs

What's New in DialogClassic Web?

DialogClassic Web has a number of new features such as:

1. Enhanced XML and HTML output options
2. Saved output in Microsoft® Word, HTML, text and Adobe® Acrobat® PDF
3. Powerful tools for creating customized tables and reports
4. Dialog eLinks capability for connecting to electronic journals and Web sites
5. Additional linking capabilities to Investext® (File 745) PDF documents
6. New commands to improve search efficiency
7. A secure HTTPS connection option
8. Enhanced Alerts management features
9. Support for search statements of up to 2,000 characters

About this Quick Guide

In DialogClassic Web many familiar commands have been enhanced with an interactive, graphical interface. The *Quick Guide to DialogClassic Web* familiarizes you with the basic features of the web interface and then discusses the enhanced and new commands. After reviewing this guide, you will be able to use DialogClassic Web to find valuable strategic information to meet your professional needs. In order to keep the guide as brief as possible not every feature is illustrated. Learn more about other features of DialogClassic Web by reading the extensive online help, consulting the other support materials, contacting your Dialog representative or the Knowledge Center in your region or attending a local or online training class. See the "Wrap Up" section for more details. This workbook presumes that you are familiar with Dialog Command Language. If you are not, you can sign up for training at www.dialog.com/training or take an online course at www.dialog.com/webtraining.

DialogClassic Web: Logging On

To logon to DialogClassic Web go to **www.dialogclassic.com**. Enter your User ID and password and click the login button. Enter a subaccount to use the accounting features of DialogClassic Web. Note that you can login through a secure server by clicking the link below the login button. If you need more assistance using DialogClassic Web, consult the resources at **http://support.dialog.com/dialogclassicweb/support/** or contact the Dialog Knowledge Center (Technical Support) directly.

Enter the User ID and Password.

Enter a subaccount to bill the search, if desired.

Click the login button or Dialog secure server link.



Note: If you click the check boxes Dialog will automatically enter your User ID and Password after the first time you log on.

The DialogClassic Web Work Area

At startup, DialogClassic Web automatically opens the Command window. A "Tab" based interface allows easy navigation between Command search sessions, the History Tab, and the Marked buffer interface. It supports lengthy and complex searches with no software to install.

The Home screen is divided into three panes: a Type-Ahead Buffer, an Output Buffer and a Session Navigator.

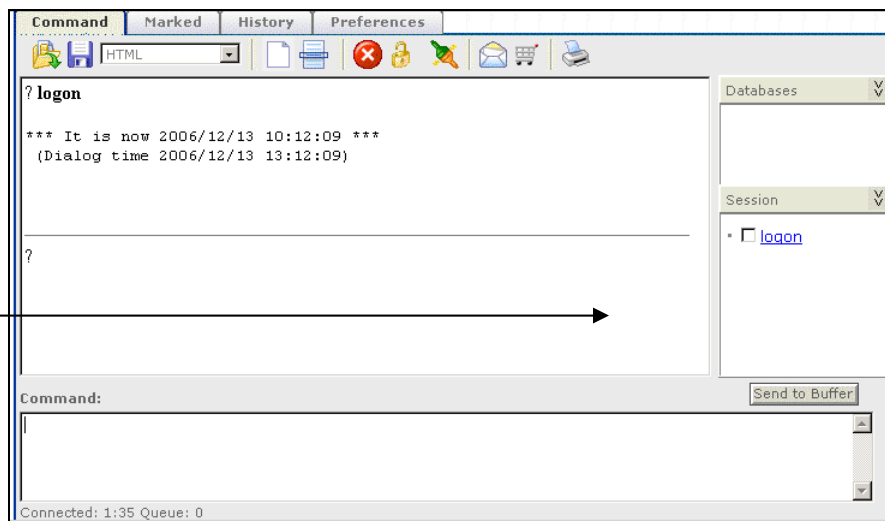
Tabs →
Toolbar →

Output Buffer →

Session Navigator →

Type-Ahead Buffer →











Status Bar →



Tabs - Four tabs at the top of the screen let you move from your current search session to previous search sessions or to text that you have marked for later use.

- The **Command** tab contains the work area where you enter search statements and view results. You can enter and edit your search before going online and type search statements at your own pace while connected.
- The **Marked** tab contains text that you have marked from a search session. When you select content in the Retrieve buffer and use the **Mark** function, the selection is automatically copied and pasted into the Marked tab. The contents of the Marked buffer may be edited and saved in a variety of formats.
- The **History** tab displays a list of your search sessions over the last 30 days in the Databases pane. The sessions are grouped by date and BEGIN command. Commands for the searches display in the Session pane.
- The **Preferences** tab lets you set options such as size of images, KWIC window, term highlighting and more.

Toolbar – The Toolbar includes buttons for standard Windows operations, as well as buttons for DialogClassic Web features.


-  **Load Script icon** – Click to display the Load a Script window. Double click a file name to load the script into the Type-Ahead buffer.
-  **Save icon** – Click to save results and choose the format from the drop-down menu: HTML, Text, Microsoft® Word and Adobe Acrobat PDF.
-  **Clear Buffer icon** – Click to clear all or individual buffers, including the Output, Type-Ahead and Session.
-  **Mark icon** – Click to move highlighted text from the Retrieve buffer to the Marked tab.
-  **Stop icon** – Click to stop processing a search statement at the next logical break point.
-  **Padlock icon** – Click to lock and unlock the Type Ahead buffer for the construction and execution of multiple line searches.
-  **Logoff/logon icon** – Click to logon or logoff the Dialog service.
-  **Envelope icon** – Click to send an e-mail for help to the Dialog Knowledge Center.
-  **Order Documents icon** – Click to connect to the SourceOne service for Document Delivery and the Thomson Patent Store.
-  **Print icon** – Click to bring up the Print dialog box to utilize the printer options on your computer and print documents or marked text.

Output Buffer – The Output buffer records and displays your online session. When you are connected to the Dialog service, DialogClassic Web sends your searches from the Output buffer to the service at the appropriate time. The commands and the system responses display in the Retrieve buffer.

Type-Ahead Buffer – The Type-Ahead buffer lets you compose, edit and execute sophisticated queries.


Session Navigator – The Session Navigator contains two panes: Databases and Session.

- Databases pane – Provides a link to the Bluesheet for the database you are searching.
- Session pane – Contains all search statements from current searches. Check a box in the Session Navigator to re-execute the command.

- To move search statements from the list to the Type-Ahead buffer, check the statement(s) and click .

Status Bar – The Status bar shows you how long you have been connected to Dialog, what commands are in the queue, and how long the current command has taken to execute.

DialogClassic Web: Logging Off

To log off from Dialog, click the  button on the toolbar. A cost accounting of your search sessions displays.

? logoff

```
15oct08 15:20:22 User300065 Session D1303.2
      $0.42    0.119 DialUnits File154
$0.42 Estimated cost File154
$0.53 INTERNET
$0.95 Estimated cost this search
$0.98 Estimated total session cost    0.360 DialUnits
```

Ended session: 2008/10/15 14:20:22

In this workbook we will review search basics using DialogClassic Web and then highlight some of the new features of the interface.


Section 2: Search Basics



Two windows display when you open DialogClassic Web. The top region is the Retrieve buffer where your search session displays. The lower region is the Type-Ahead buffer where you enter commands.

Preparing a Search in the Type-Ahead Buffer

The Type-Ahead buffer allows you to enter and edit your search before going online and to type search commands at your own pace while connected.

To enter search strategies and commands:

1. Connect to the service by clicking  on the toolbar. The Command Tab is active and ready for you to enter commands by default when DialogClassic Web first opens.
2. Enter your search strategy in the Type-Ahead buffer and press the Enter key after each command or string of stacked commands. If the Type-Ahead buffer is not locked, DialogClassic Web sends each command when the online service sends a ready prompt, the question mark (?). The commands and service responses display in the Retrieve buffer.

Note: If you wish to enter your commands before logging on, you must first lock  the Type-Ahead buffer; then enter your search strategy and commands in the Type-Ahead buffer. When your strategy is complete, connect to the service, unlock the Type-Ahead buffer  and DialogClassic Web will automatically send the contents of the Type-Ahead buffer to the service as the service sends ready prompts.

DialogClassic Web maintains a history of your commands for 30 days for easy recall and reuse. To view the contents of the history, click the History Tab. The commands are stored in separate folders compiled by date and, on the current day, by BEGIN commands.

The following example illustrates a sample search using DialogClassic Web.

► **Topic** ◀ Diabetes is becoming more prevalent, especially in children. Find information on juvenile diabetes.

Conduct the search in MEDLINE (File 154).

Enclose synonyms with parentheses.

Note: You can also narrow the search by using proximity connectors (e.g., (5n))

Limit the search to the current year 2008.

```
?b 154
File 154: MEDLINE(R) 1990-2008/Oct 16
(C) format only 2008 Dialog

Set      Items      Description
---      -
?s (juvenile or child? or youth? or teen?) and diabetes

          27884  JUVENILE
          784367 CHILD?
          21477  YOUTH?
          11360  TEEN?
          187400 DIABETES?
S1      16390  (JUVENILE OR CHILD? OR YOUTH? OR TEEN?)
          AND DIABETES

?s (juvenile or child? or youth? or teen?) (5n) diabetes
          27884  JUVENILE
          784367 CHILD?
          21477  YOUTH?
          11360  TEEN?
          187400 DIABETES?
S2      8077  (JUVENILE OR CHILD? OR YOUTH? OR TEEN?)
          (5N) DIABETES

?s s2 and py=2008
          8977  S2
          567926 PY=2008
S3      508  S2 AND PY=2008
```

Remember you can lock the Type-Ahead buffer and enter all of your commands offline or you can type each command, pressing Enter after each one.

The TYPE command lets you view search results. Enter the TYPE command: **t set number/format/range of records**. Using Formats 6 or 8 allows you to quickly scroll down a list of records to see those that you want to view in more detail. This is especially useful when you have a long list of titles from which to select.

TYPE records using Format 6 to view the titles of articles to make sure your search is on target (e.g., T S3/6/1-5).

```
?t s3/6/1-3
```

Dialog eLink: [open url](#)
 3/6/1
 DIALOG(R)File 154: MEDLINE(R)
 (c) format only 2008 Dialog. All rights reserved.

27866232 PMID: 18924582
Familial permanent neonatal diabetes with KCNJ11 mutation and the response to glyburide therapy--a three-year follow-up.

Sep 2008

Dialog eLink: [open url](#)
 3/6/2
 DIALOG(R)File 154: MEDLINE(R)
 (c) format only 2008 Dialog. All rights reserved.

27861541 PMID: 18551826
Available tools for primary ketoacidosis prevention at diabetes diagnosis in children and adolescents. "The Parma campaign".

Apr 2008

Choose the record(s) of interest and TYPE it in Full format (Format 9) to see the complete record.

Notice that in this database the complete record has an abstract.

It is also possible to link to fulltext by clicking the Open URL button. See page 9 for more details on Open URL.

```
?t s3/9/2
```

Dialog eLink: [open url](#)
 3/9/2
 DIALOG(R)File 154: MEDLINE(R)
 (c) format only 2008 Dialog. All rights reserved.

27861541 PMID: 18551826
Available tools for primary ketoacidosis prevention at diabetes diagnosis in children and adolescents. "The Parma campaign".

Vanelli Maurizio; Scarabello Chiara; Fainardi Valentina
 Interuniversity and Regional Centre for Diabetes Care and Research in Children and Adolescents, Post-graduate School of Paediatrics, University of Parma, Parma, Italy.
 maurizio.vanelli@unipr.it
 Acta bio-medica - Atenei Parmensis (Italy) Apr 2008 , 79
 (1) p73-8 , ISSN: 0392-4203--Print Journal Code: 101295064
 Publishing Model Print
Document type: Journal Article
Languages: ENGLISH
Main Citation Owner: NLM
Record type: MEDLINE; Completed
Subfile: INDEX MEDICUS

Diabetic Ketoacidosis (DKA) is a leading cause of death and disability in children with type 1 diabetes (T1D) and it is generally related to a long duration of misdiagnosed hyperglycaemia-related symptoms. . . .

Record Linking

The Retrieve buffer records and displays output from your search. DialogClassic Web contains a number of different types of links that may appear at the top of the record.

Dialog eLinks

Dialog eLinks offers hyperlinks to the fulltext of journal articles and other publications from over 670 publishers and aggregators. Click the link to view the fulltext. Note that for access to copyrighted journals, you must have a subscription with the publisher in order for the links to display in the output.

The image shows a record from Dialog Classic Web. On the left, a text box contains citation information: 'Dialog eLink: HighWire', '1/9/1', 'MEDLINE(R)', '(c) Format only 2006 Dialog. All rights reserved.', '12282371 PMID: 9885591', 'Small hepatocellular carcinoma: relationship of signal intensity to metal content of the tumor and surrounding hepatic parenchyma', 'Ebara M, Fukuda H, Kojima Y, Morimoto N, Yoshikawa M, Sugi M, Matsumoto T, Saicho H', 'First Department of Medicine, Chiba University School of Medicine, Radiology (UNITED STATES) Jan 1999, 210 (1) pB1-B, ISN Code: 0401260', 'Publishing Model Print; Comment in Radiology. 2000 Jan;214(1) 3', 'Document type: Journal Article', 'Languages: ENGLISH', 'Main Citation Owner: NLM', and 'Record type: MEDLINE, Completed'. A red circle highlights the 'HighWire' link. On the right, a screenshot of the 'Radiology' journal website shows the article title 'Small Hepatocellular Carcinoma: Relationship of Signal Intensity to Histopathologic Findings and Metal Content of the Tumor and Surrounding Hepatic Parenchyma' and an 'Abstract' section.

If Dialog eLinks is enabled for your account and for the database(s) from which records are retrieved, some records may include a hyperlink to a full journal article in HTML or PDF format.

Open URL 1.0

Dialog eLinks has upgraded to OpenURL 1.0, the latest standard for customers with link resolvers. Get more from your library holdings and electronic journal investments by setting up your Dialog account to link to fulltext through your own document-fulfillment system.

Librarian/administrators with link resolvers can easily activate OpenURL 1.0 in eLinks Manager by choosing 1.0 from the new Open URL drop-down menu. With this setup you give searchers in your organization immediate access to fulltext documents that you manage. Virtually every bibliographic citation in the scientific-technical literature will have an "Open URL" button. Scientists, chemists, biologists, researchers, engineers, information managers and inventors now can link directly from their search results on Dialog to your electronic holdings, including the complete journal articles with the charts, graphs, diagrams and pictures that they need.

Full-text Report Links

Links to fulltext reports from Investext® and NTIS and are available to all DialogClassic Web users.

Investext Report Link

06397678
APPLE COMPUTER, INC.

PRUDENTIAL EQUITY GROUP, INC.
TORTORA, J.

Date: December 29, 2006
Record Type: CONTENTS
INVESTEXT(tm) Report Number: 11860177 Pages: 5
Cost: \$9.60 per page Full Report \$48.00

This is a(n) Original PDF Company Report. To view PDF reports, you will need Adobe Acrobat Reader 3.0 or higher (available free from Adobe) installed on your computer.

Section/Table Headings	Pages
TABLE OF CONTENTS Table/Chart: Earnings, Stock	2/9/3
HIGHLIGHTS	
DISCUSSION	
What Should Investors Do With the Stock?	
Valuation	
Risks	

NTIS Report Link

Dialog eLink: Check for PDF Download Availability and Purchase
2/9/3
DIALOG(R)File 6: NTIS
(c) 2007 NTIS, Intl Cpyright All Rights Res. All rights reserved.
2336039 NTIS Accession Number: PE2006-102374/KAB
Analysis of the Elmhurst-Corning, New York Housing Market As of October 1, 2002

Department of Housing and Urban Development, Washington, DC. Office of Policy Development and Research.
Corporate Source Codes: 007620031

Oct 2002 18p
Language: English
Journal Announcement: USGRDR0606
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NTIS Price
Country of Origin
This analysis is available in its original format (HUDD) in its original format.

Click the Investext Report Number to retrieve the Full Report. Note that the cost of the report is displayed.

Click the link at the top of the record to check for the PDF of the NTIS report.

An Order Form will display. Check the report you want to order, and the cost will display. Click Purchase Report(s) to order.

Order Reports :
The following reports are available from the National Technical Information Service.

Please select the reports you wish to purchase:

Report description	Report cost	Select
NTIS Report	\$15.00	<input checked="" type="checkbox"/>
TOTAL		\$15.00

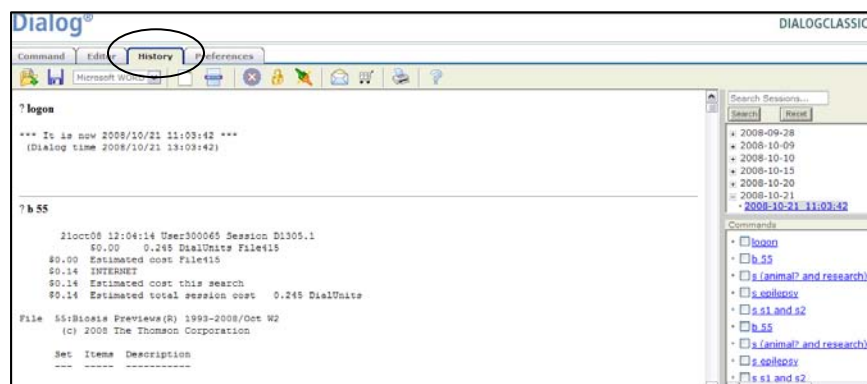
Note: By clicking on the Purchase Reports button, you will be charged for the reports you have selected.

The History Tab

DialogClassic Web maintains a history of your commands for easy recall and reuse. To view the contents of the history, click the History tab at the top of the screen. The commands are stored in separate folders compiled by date and, on the current day, by BEGIN commands.

Click the Search Session you want to review in the upper right Search Session pane.

A list of the commands appears in the Session pane, and the search you ran displays in the Retrieve Buffer.



Saving and Printing Data


During or after a search session, you can save all the data from the Retrieve buffer or use the Mark Text feature. You can also print all or sections of data from the Retrieve buffer or the Marked Text window.

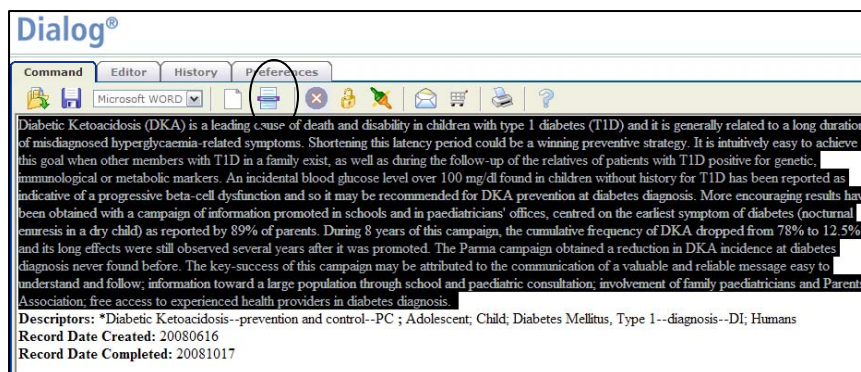
Downloading Records to XML, HTML and TEXT Files

You can download your search results in XML, HTML and TEXT format. Enter XML, HTML or TEXT, followed by the set number, the format and the record number(s) of the item(s) you want to download (e.g., HTML S1/5/1,4,9-11). Then use the VIEW command to open the file.

Editor Tab

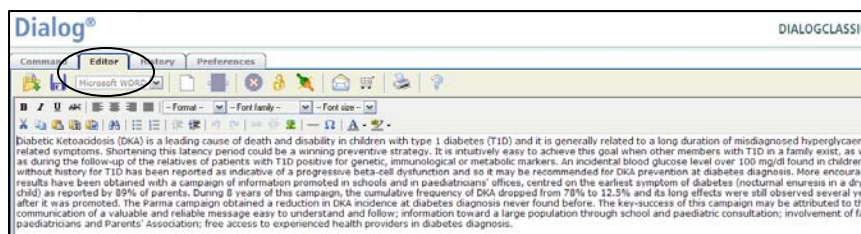
When you select text in the Retrieve buffer and choose Mark Text (or Ctrl-M), the text is automatically copied and pasted into the Marked Text window. Text in the Marked Text window may be annotated and saved in a variety of formats including: plain text (TXT), Microsoft® Word (DOC), Rich Text Format (RTF), Adobe® Acrobat® Portable Document Format (PDF), and HTML.

Highlight the information you want to mark and click . (You can also use Ctrl+M to mark the text)



Click the Editor Tab to display the marked text.

You can use all of the typical editing tools (e.g., Bold, text color) to edit the marked text.



Section 3: The Session Navigator

DialogClassic Web features a Session Navigator with sections for Databases and Session. The contents of individual sections can be hidden or shown and the Linking Pane itself can be resized, changed from right to left display or hidden completely from the Preferences Tab.

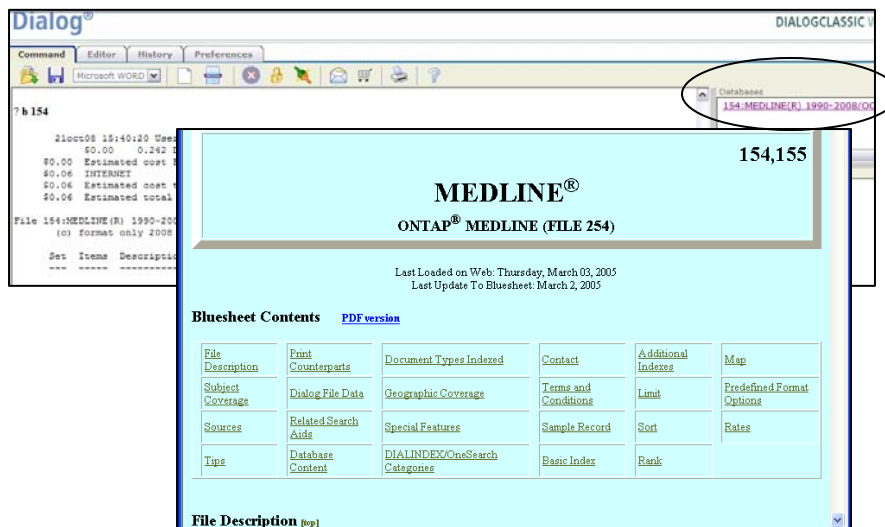
Databases

When you are logged in to Dialog, the Databases pane at the top of the Session Navigator makes it easy to access Bluesheets and rate information for your active file(s). To see the Bluesheet for an active file, click the file name in the Databases pane. The Bluesheet opens in a new window. To see pricing information for an active file, click the Rates section of the Bluesheet.

► **Topic** ◀ While searching MEDLINE® for information on diabetes, review the Bluesheet for File 154 while you are conducting the search. Use the Databases pane.

Click the database name in the Databases pane.

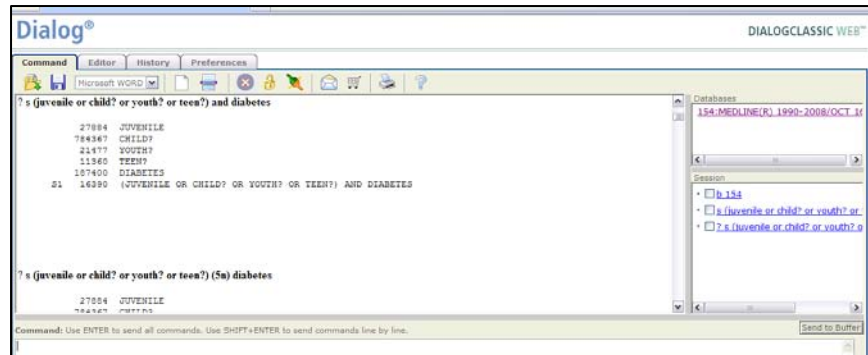
The MEDLINE Bluesheet will display in a separate window.



Session

The Session pane of the Session Navigator keeps a list of all search commands that are entered during a search session. You can click any link and go directly to that part of the search in the Retrieve Buffer. This is very useful to check parts of a long search that have scrolled off of the screen.

Click the command in the Session pane, and the command and results will display at the top of the Retrieve Buffer window.



Section 4: Enhanced Commands

Some commands have been enhanced with a new, graphical interface. Fill in screens are available to set up Alerts and edit Profiles and SearchSaves. You can also modify documents in the Editor tab and review your search history under the History tab. Here's how.

Creating Alerts

Alerts are a convenient way to set up a search to run automatically at a frequency you specify. Dialog Alerts can be set up easily using the graphical interface in DialogClassic Web. Alerts are available in most regularly updated databases. For additional help in setting up Alerts, contact the Dialog Knowledge Center for assistance.

► **Topic** ◀ You want to set up an Alert in BIOSIS Previews® (File 55) to track new animal research for epilepsy.

Conduct your search in BIOSIS (File 55).

TYPE a few records to make sure your search is on target.

Type **Save Alert** to begin the Alert process.

```
?b 55
File 55: Biosis Previews(R) 1993-2008/Oct W2
      ©2008 The Thomson Corporation

      Set      Items      Description
      ---      -
?s (animal? and research)/ti,de
      6877995      ANIMAL?/TI,DE
      76206        RESEARCH/TI,DE
      S1          53124        (ANIMAL? AND RESEARCH)/TI,DE

?s epilepsy
      S2          47825        EPILEPSY

?s s1 and s2
      53124        S1
      47825        S2
      286          (S1 AND S2)

?t s3/6/1-2
Dialog eLink:
3/6/1
DIALOG(R)File 55: Biosis Previews(R)
(c) 2008 The Thomson Corporation. All rights reserved.

0020428554  Biosis No.: 200800475493
Possible role of the innate immunity in temporal lobe epilepsy
2008
. . . .
?save alert
```

You can begin the Alert process by filling in the graphical display.

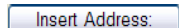
Enter a name for the Alert and a subaccount, if desired.

The database(s) and search strategy for the Alert are entered automatically into the form.

If searching more than one database, check the Remove duplicates box.

The PRINT command is like the TYPE command with set number, format and number of records.

Select an address to which to send the Alert from the drop-down box and click



You can choose to have the Alert delivered each time the database is updated or create a custom schedule, including frequency, day and time. Some databases have several frequencies (e.g., weekly, monthly).

Choose a schedule based on update frequency as in this example or according to a schedule you select. Then click



Note: You can modify an Alert by typing the command: EDIT ALERT <Alert name>. The Alert window will open with the options displayed for the specified Alert. Make any desired changes to the Alert options and click the Save button at the bottom of the Alert window. (See page 17)

Edit Commands

Edit Alerts

Once you have created and saved an Alert, it is easy to modify it.

► **Topic** ◀ You have set up an Alert in BIOSIS (File 55) to track new animal research for the treatment of epilepsy. You want to make some changes to that Alert by adding another database and customizing the update schedule.

To add an additional file to the search, click and enter the File number (144) in the box that appears. Then click .

You can also change the address to which the Alert is sent by clicking to select a different address from your list of addresses.

There are two ways to change the schedule. Click the radio button next to "Based on the Alert update frequency" and select a frequency listed, or click "According to this schedule" and select the day and time from the drop-down menus. Click .

You do not need to rename the Alert unless you want the edited strategy to be saved as a new Alert.

Edit Profiles

Your Profile specifies default settings for your User ID, such as default delivery address, highlighting, subaccount, cost display, etc. The settings are applied using the SET command. See the Dialog Pocket Guide for more detail.

Some of the Profile settings are available by clicking the Preferences tab (e.g., highlighting, KWIC window size).

Name: PROFILE To save changes only, do not rename.
To save as a new Edit PROFILE, enter a new name.

```
SET HI ON
SET KWIC 50
SET ALIAS BUSINESS 9,15,16,148
SET CONNECT OFF
```

Save Cancel

Edit SearchSaves

If you have previously saved a search strategy (SearchSave) using the SAVE command, you can edit it later without redoing your search.

Type EDIT <SearchSave name>.

The EDIT window displays. Make any changes to your search strategy directly in the window. You can also give the SearchSave a new name. Click Save to save the SearchSave.

Name: Oil_Price To save changes only, do not rename.
To save as a new Edit Search, enter a new name.

```
$ OIL(|PRIC?/TI
```

Save Cancel

Section 5: Creating Reports

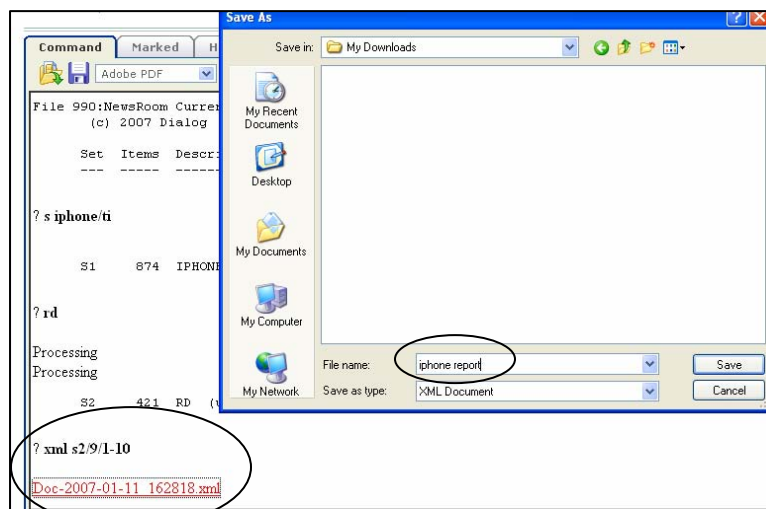
Using the XML and XSLT Commands

You can download Dialog records in a well-formed XML (Extensible Markup Language) format using the Dialog XML Command on DialogClassic Web. Records in XML format can easily be incorporated into applications or manipulated to achieve the desired output.

Dialog search experts have created a number of Report Templates that can be used to create Microsoft® Word and Excel reports. Each of three categories contains different types of reports. Categories include: biomedical and pharmaceutical, intellectual property, and business and news. This library of pre-formatted Report Templates enables you to produce custom professional reports from the XML output.

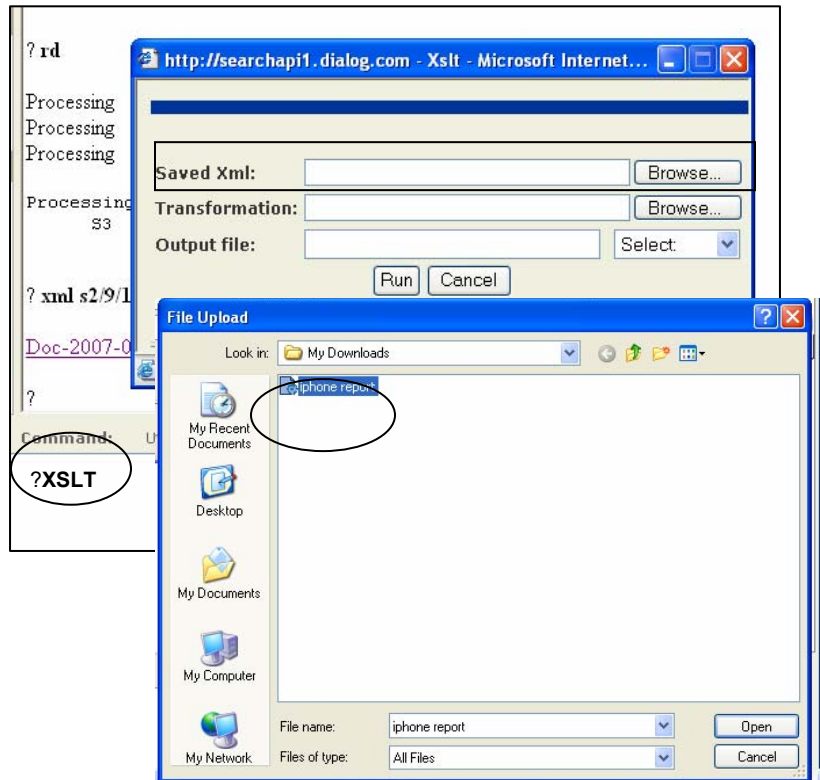
► **Topic** ◀ In this example, you want to run a search in Dialog NewsRoom (File 990) on the topic of the iphone.

1. Begin by conducting a search and saving the XML output using the XML command:
XML S2/9/1-10
2. A link to the XML document appears at the bottom of the search. Right-click the link and select "Save Target as." Save the XML file to your local directory with a file name. In this example, we saved it as "iphone report.xml."

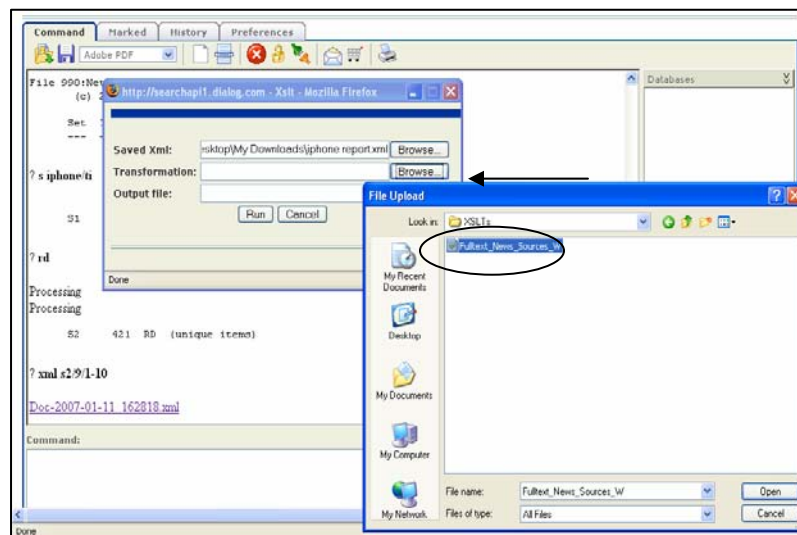


To convert Dialog XML into a preformatted Custom Report in Word or Excel, use the **XSLT command**. This command will bring up a window containing a form that allows you to choose the XML file you downloaded from Dialog, the XSLT (Report Template or "Transformation" file) that will convert the XML, and enter the name of the file you want to create.

3. Enter the XSLT command to display the Custom Report window.
4. Click the **Browse** button next to the **Saved Xml** box.
5. In the new window, click the saved XML file and click **Open**. The file name will automatically display in the Saved Xml box.



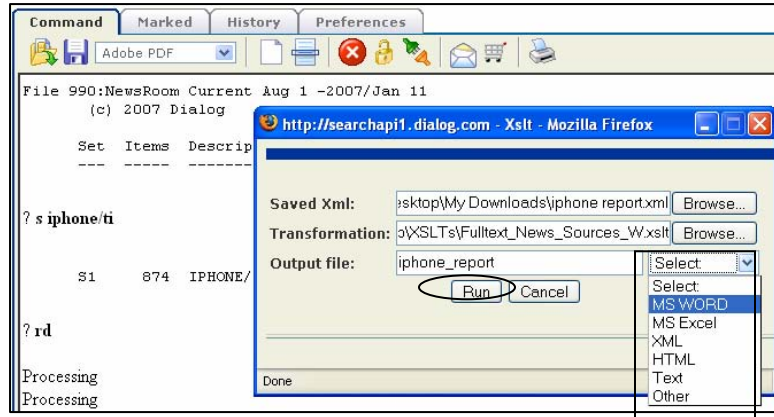
6. Click the **Browse** button next to the **Transformation** box and select the XSLT file from the window that displays.
7. Click **Open** and the XSLT file name will display in the Transformation box.



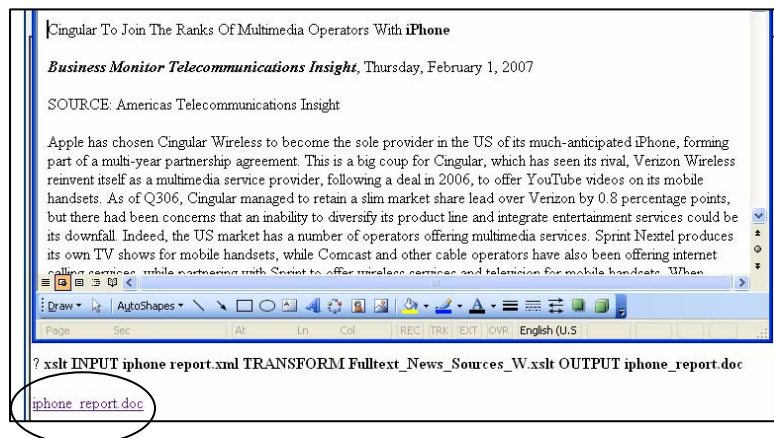
Note: The XSLT, or “Transformation” Report Template, contains instructions for how to convert Dialog XML data into Microsoft Word or Excel format. The Transformation files may be downloaded to your computer from the Dialog support site at support.dialog.com/dialoglink/templates.

8. Name your report and choose the appropriate file type.

9. Click the **Run** button to perform the transformation.



10. A file is created and a link displays at the bottom of the document. Click the link to see the displayed report.



Note: A link to the Word document appears at the bottom of the output buffer. Right-click the link and select “Save Target as”. Save the Word DOC file to your local directory with file name. In this case, we saved it as “iphone report.doc.”

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Section 6: Wrap Up

This *Quick Guide* has presented a brief introduction to searching on DialogClassic Web and the main features of the interface. There are other options to explore.

- Help is available online by clicking the Help option on the navigation bar.
- You can get assistance in using DialogClassic Web by contacting the Dialog Knowledge Center by telephone at +1 800 3 Dialog (334 2564) in North America, or 00 800 33 Dialog (33 34 2564) outside North America.
- Email: customer@dialog.com.
- Additional documentation for DialogClassic Web is available at the Dialog Web site support.dialog.com/dialogclassicweb/.
- Sign up for an online training session for DialogClassic Web.

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