

## Palm OS Help Documentation

November 2000

1700 S. Amphlett Boulevard, Suite 300  
San Mateo, CA 94402  
650-638-3399  
[www.avantgo.com](http://www.avantgo.com)

# Table of Contents

Installing AvantGo . . . . .	3
Client System Requirements . . . . .	3
Adding Security . . . . .	3
Uninstalling AvantGo Client . . . . .	5
Managing Your Account . . . . .	7
Changing Your Password . . . . .	7
Viewing Your Synchronization History . . . . .	9
Managing Caches . . . . .	10
Channels on the Device . . . . .	12
Navigating in AvantGo Client . . . . .	13
Troubleshooting Channels on the Device . . . . .	13
Understanding the Channel Manager . . . . .	14
Updating Channel Pages . . . . .	16
Using Find. . . . .	17
Controlling Sync Time: Refresh Rates & Conduits . . . . .	17
Adding and Removing Channels on the Device . . . . .	18
Channels and Your Desktop. . . . .	20
Subscribing to AvantGo Channels . . . . .	21
Creating Channels. . . . .	23
Creating Channels with AutoChannel . . . . .	24
Setting Channel Preferences. . . . .	25
Updating Your Channels (Choosing Refresh Rates) . . . . .	26
Exporting and Importing Channels . . . . .	27
Editing and Deleting Your Channels. . . . .	28
Mobile Link and Servers . . . . .	30
Adding Servers from the Device and Desktop . . . . .	31
Disabling and Deleting Servers . . . . .	33
Proxy Servers and Firewalls . . . . .	35
Installing the SSL Add-On . . . . .	39
Online Browsing . . . . .	41
Synchronizing with a Modem . . . . .	42

Setting Preferences for Online Browsing . . . . .	43
Using HTML Forms . . . . .	45
Submitting Forms . . . . .	45
Viewing, Editing, and Deleting Forms . . . . .	46
Passwords and Secure Websites. . . . .	47
Setting Device Preferences . . . . .	49
Setting Display Preferences . . . . .	49
Adding Servers from the Device and Desktop . . . . .	51
Setting Font Preferences . . . . .	53
Managing Memory . . . . .	55
Online Cache Manager . . . . .	56
Managing Memory with Channel Manager . . . . .	57
Going Wireless with Your Palm . . . . .	58
Configuring the IR Port to Use Your Cell Phone as a Wireless Modem . . . . .	58
Using a Digital Phone Cable . . . . .	59
Using the IR Port to Sync to Your PC. . . . .	61
Using a Wireless Modem . . . . .	62

# INSTALLING AVANTGO

With AvantGo you can browse your favorite Web site on your mobile device or download over 400 content channels that have been optimized for your device's small screen.

AvantGo will give you news, stock quotes, flight schedules, movie listings, restaurant reviews, maps, weather and much more from brand-name content providers and e-businesses, such as **The New York Times**, **TheStreet.com**, **TRIP.com**, **Hollywood.com**, **Restaurant Row**, **MapQuest.com** and **The Weather Channel**.

During the installation process, AvantGo (the browser) is installed on your device; Mobile Link (the conduit) is installed on both your desktop and device. If you are using more than one computer to sync your handheld device, you must also install AvantGo on each computer.

1. **Current users:** Go to the [Software Setup](#) page. Download the software and follow the instructions on the screen when the browser reopens.
2. **New users:** Go to [AvantGo.com](#), create an account, and follow the instructions on the screen.

**Note:** A few users may experience difficulties installing AvantGo. Some virus scanners interfere with InstallShield; if you have a problem, disable your virus scanning software and try again.

## Client System Requirements

### Device Requirements

In general, AvantGo runs on Palm devices running version 3.x or later of the Palm OS with 428KB free memory. AvantGo has verified that the following devices are compatible with the 3.3 release: Palm III, Palm IIIx, Palm IIIe, Palm IIIc, Palm V, Palm Vx, Palm VII; Handspring Visor; Symbol SPT 1500, 1700; TRG Pro, Palm m100, Sony CLIE.

The absence of a particular device from this list does not mean that it is incompatible with AvantGo; it simply means that the device has not been tested:

### Desktop Computer Requirements

- PC Users: Microsoft Windows 95, 98, or NT 4.0 Workstation (The user must have administrator rights to install software on Windows NT).
- Palm OS 3.0 or later, HotSync Manager 3.0 or later
- Macintosh Users: For Palm OS, Macintosh OS 8.5 or higher and HotSync Manager 2.6.1 or later. For more information, see [AvantGo for Macintosh Users](#).

**Note:** AvantGo no longer supports HotSync Manager 2.0. To determine which version of HotSync Manager you are running, click the **HotSync Manager** icon in the Windows System Tray and choose **About** from the pop-up menu.

## Adding Security

The SSL add-on is now included in the typical installation of AvantGo 3.3. If you are using an

earlier version of AvantGo, upgrading to version 3.3 provides the option of secure Internet connections. If you do not want to install the SSL add-on, choose **Custom** during the installation process and deselect the **Install SSL Add-on** option.

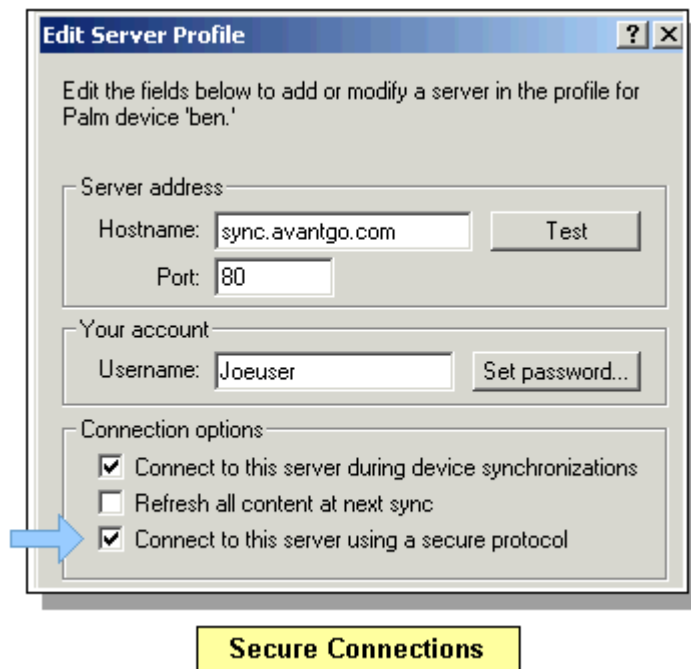
**Note:** The SSL add-on uses an additional 63k of memory.

1. Install AvantGo 3.3 and choose the default **Typical** installation.
2. Follow the setup instructions.

When you enable secure connections, Mobile Link uses the HTTPS protocol instead of the HTTP protocol when connecting to a server that is SSL compliant. With the security module installed, you can browse the Web securely and conduct secure transactions. After you install AvantGo 3.3 and have synchronized once to a secure server, you can enable this feature by checking the **Connect to this server using a secure protocol** box in the Mobile Link control panel on the desktop. You may also enable security by checking **Use Secure Connection** on the device.

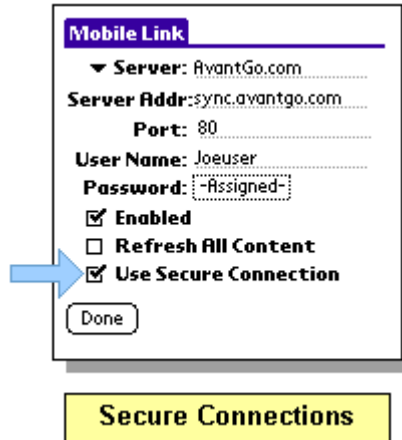
#### Desktop:

1. Choose **Start | Program Files | AvantGo | Mobile Link**, or
2. Choose the server from the pop-up list and select **Properties**.
3. Check the **Connect securely** box.



#### Device:

1. Open AvantGo and tap **Menu | Options | Server Preferences**.
2. Choose the server from the pop-up list and select **Properties**.
3. Check the **Connect securely** box.



## Uninstalling AvantGo Client

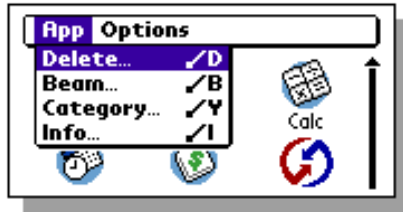
To completely uninstall AvantGo, you must uninstall AvantGo and Mobile Link from both the desktop and the mobile device.

### Uninstalling from the Desktop Computer

1. Exit HotSync Manager.
2. On your desktop, go to the Windows Start menu.
3. Select **Programs | AvantGo | Uninstall AvantGo Client**.
4. Go to the Add/Remove Programs Control Panel.
5. Remove Mobile Link.
6. Navigate to Windows Explorer and go to:
7. **C:\Palm\device name\MAL** and delete the MAL folder and its contents.
8. **C:\Program Files** and delete the AvantGo folder and its contents.

### Uninstalling from Palm Devices

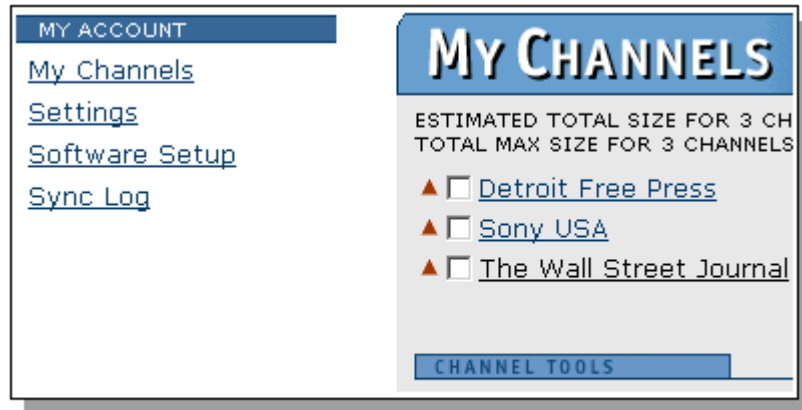
1. Tap the **Applications** button.
2. Tap the **Menu** button.
3. Tap **Delete**.
4. When the Delete screen appears, select **AvantGo**.
5. Tap the **Delete** button.
6. Repeat steps 4-5 to delete Mobile Link and Libmal.



**Tap Menu|Delete**

## MANAGING YOUR ACCOUNT

You can manage your account from the My Channels page. To get there, log in and click **Edit** (next to My Account) on the Featured Channels page.



**My Channels Page**

From the My Channels page, you can perform the following tasks:

- [Work with channels](#) (adding, removing, and changing). (page 14)
- [Change your password](#) for security reasons. (page 7)
- Change your email address to update your contact information.
- [Clear your caches](#) to manage memory or clear cookies. (page 10)
- [Download software](#) to upgrade or to install AvantGo on a different device. (page 3)
- [Automatically configure](#) your server settings. (page 30)
- [View your synchronization log](#) to troubleshoot channel problems. (page 9)

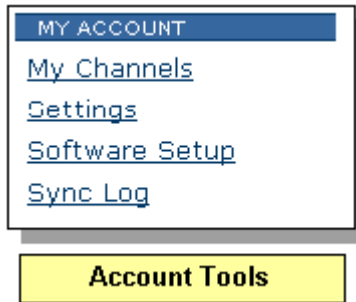
### Changing Your Password

Changing your password involves two steps. First, log in to your AvantGo account and change your password. Second, let Mobile Link automatically detect and change your server settings to match those you have at AvantGo.

**Step 1:** To change the password of your AvantGo account:

1. Click the **Edit** button next to My Account on the Channels page.
2. Click **Settings**.





3. Type your old password in the **Old Password** field.
4. Type your new password and then retype it to confirm.
5. Click **Submit**.

A screenshot of a 'CHANGE PASSWORD' form. The form has a blue header with the text 'CHANGE PASSWORD'. Below the header is a paragraph of text: 'You will be asked to update changes to your device from this website. If you've forgotten your password, you can [request a password reset](#).' Below the text are three input fields: 'Old Password:', 'New password:', and 'Confirm password:'. Each field is a white box with a grey border. Below the input fields is a grey button with the text 'Change password'. Below the form is a yellow button with the text 'Change Password' in black.

**Step 2:** To change your password in Mobile Link:

1. From the My Account page, click the **Software Setup** link on the left.
2. Click **Next** and then choose **Configure Mobile Link** on the Software Setup page.
3. When the Add Mobile Link Server panel appears, click **Next**, **Done**, and **Finish**.



**Software Download and Configure Mobile Link Panel**

Mobile Link automatically detects your Avantgo.com account settings and configures itself automatically with your new password.

It is also possible to manually change your password in the Mobile Link control panel on the desktop or the device. For more information, see [Adding Servers from the Desktop and Device](#). (page 51)

### Viewing Your Synchronization History

If you experience difficulties syncing or updating your channels, you can view your synchronization history. Your sync log records the date and duration of your syncs as well as any errors that occurred during the sync process.

1. Log in to Avantgo.com so that the Channels page appears.
2. Click the **Edit** button next to My Account.
3. Click **Sync Log**.



4. If you want to see a complete sync history, select **All available syncs** from the drop-down list and click **View**.

**SYNC LOG** [BACK TO CHANNELS](#)

The three most recent synchronizations are logged below. All times are relative to GMT-0700.

**[Mon Jul 10, 2000 21:16:30]** (0 seconds)  
Completely out of sync, resequencing...  
OK AvantGo

**[Mon Jul 10, 2000 20:16:32]** (0 seconds)  
Completely out of sync, resequencing...  
OK AvantGo

### Sync Log

## Managing Caches

**Note:** For information about caching on the device, see [Online Cache Manager](#). (page 56)

In rare instances, you might need to clear one or more of these caches. For example, you might want to clear the channel cache if you are having problems during a synchronization and you want to ensure that you will retrieve the latest pages.

To clear a cache:

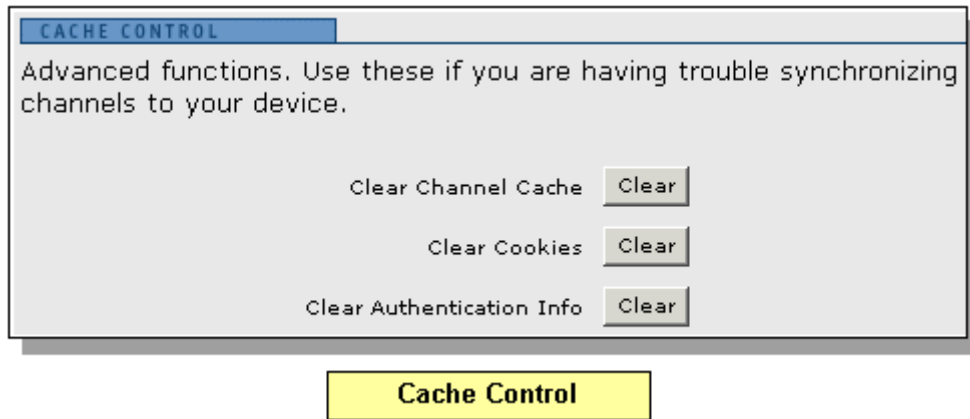
1. Log in to Avantgo.com so that the Channels page appears.
2. Click the **Edit** button next to My Account.
3. Click **Settings**.

**MY ACCOUNT**

- [My Channels](#)
- [Settings](#)
- [Software Setup](#)
- [Sync Log](#)

**Account Tools**

4. Under the Cache Control tab, choose the cache you want to clear.



### What caches do and why you might want to clear them:

**Channel Cache.** AvantGo.com caches the pages that it retrieves from your channel's Web site. This cache is stored on the AvantGo Server, not on your desktop computer. During each sync, AvantGo Server compares the date of pages in its cache with the date of the pages on the remote site and only retrieves updated pages. This saves time during the sync, because the server does not have to communicate with the originating server to retrieve new pages. Clearing the channel cache will force all the channels and pages to be transferred to the device during the next synchronization.

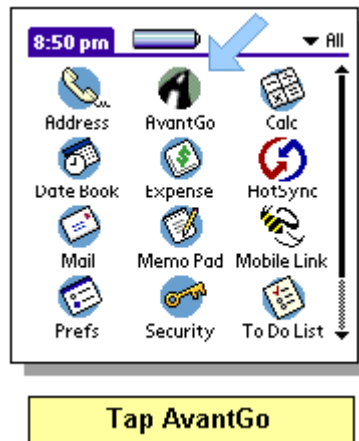
**Cookie Cache.** Cookies containing profile information about you are placed in your user profile by the sites that you visit. Clearing the cookies database may remove personalized information stored on your device by the Web servers that you visit.

**Authentication Info.** Some Web servers require you to supply a user name and password to access the site. The server caches this authentication information and supplies it to the Web server during synchronization. Clearing the authentication database will usually require you to reenter your user name and password the next time you visit a site that requires authentication.

## CHANNELS ON THE DEVICE

### Opening and Viewing Channels

You use AvantGo Client to look at channels, which are sets of related Web pages. To view the channels to which you've subscribed, start AvantGo by tapping the **Applications** silk-screen button, then tap the **AvantGo** icon.



The My Channels page appears:



If you do not see any channels, go to [Troubleshooting Your Channels](#). (page 13)

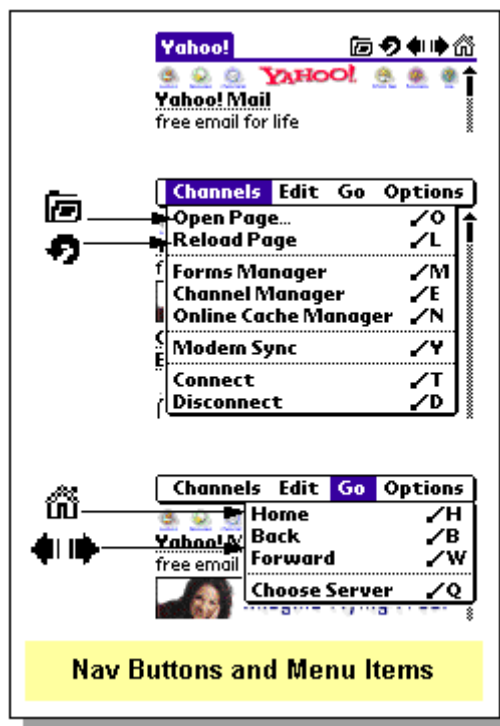
### Related Topics:

- [Channels and Your Desktop](#): Subscribe to or make your own channels. (page 20)
- [Understanding Channel Manager](#): Manage device memory or navigate to channel pages. (page 57)
- [Channel Pages](#): View a list of hyperlinks to a channel's pages. (page 14)
- [Adding and Removing Channels on the Device](#): Subscribe to or remove new, featured, and recommended channels (page 18)

## Navigating in AvantGo Client

The AvantGo browser contains navigation tools similar to traditional browsers like Netscape and Internet Explorer. These include:

1. **Back:** icon, menu command, and shortcut
2. **Forward:** icon, menu command, and shortcut
3. **Open page:** icon, menu command, and shortcut (Open Page aids [Online Browsing Online](#)). (page 41)
4. **Reload page:** icon, menu command, and shortcut.
  - Offline: reloads page or returns [forms](#) to previous state. (page 45)
  - Online: retrieves new pages online and returns [forms](#) to previous state. (page 45)
5. **Home:** icon, menu command, and shortcut
6. **underlined hyperlinks**
7. **vertical scroll bar** for long pages
8. **horizontal scroll bar** for pages viewed with Show Tables on



## Troubleshooting Channels on the Device

You use AvantGo Client to look at channels. Channels are sets of related Web pages. Tap **Start | Programs | AvantGo** to view your channels. Since AvantGo opens at the last page you were on, you may have to tap **Home** to move to the My Channels page.

If you don't see any channels, or if you don't see the channels you expect, check for the following:

*You are set up to use multiple AvantGo servers.* You may be looking at the channels for another server. On the device, tap **Menu | Options | Choose Server**, and choose the server you want to view.

*You have just installed AvantGo Client on your handheld device.* After syncing to install AvantGo Client, you need to sync a second time to load the channels onto your device. If you haven't performed the second sync, the device should display a page informing you that you need to sync again.

*You haven't subscribed to any channels.* Go to AvantGo.com, log in, and click the **My Account** tab. You should see a list of channels to which you are subscribed. If there are none listed, subscribe to a new channel. See [Managing Your Account \(page 7\)](#)

*You must access AvantGo through a proxy server or a firewall.* If you sync from your place of business and your company uses a proxy server to access the Internet, AvantGo automatically sets up the connection through the proxy server during the installation process. If it fails to do so, you must set up the AvantGo connection manually. See [Proxy Servers \(page 35\)](#)

*You don't have Mobile Link installed on your device.* Mobile Link helps the AvantGo Client access AvantGo Server. Mobile Link typically gets installed with AvantGo Client. To verify that Mobile Link is installed, tap **Menu | Options | Server Preferences**.

*You don't have Mobile Link installed on your desktop.* To synchronize with your AvantGo.com account via a desktop, you must have Mobile Link both on the device and on your desktop computer. Go to your desktop computer and look in **Start | Programs | AvantGo** for an application named Mobile Link. If this option exists, you probably have Mobile Link installed. If you do not have Mobile Link installed, reinstall AvantGo. You must install AvantGo on each computer from which you synchronize your device.

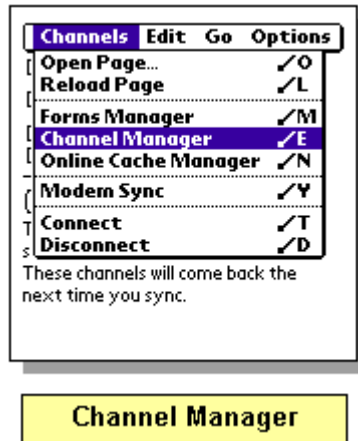
*Link settings are incorrect or the server timed out.* Some pages may have inactive links because of the way the channel was set up. For example, off-site links are excluded (links where the path differs from the original channel, as in a redirect) or the link depth might be set too low. Sometimes checking your [sync log](#) will help explain why a link was excluded. [\(page 9\)](#) When a link on the device leads to a page not on the device, you will see the Page Not Available alert.



## Understanding the Channel Manager

Use Channel Manager to delete channels, view channel pages, and check the amount of memory allocated to a channel. If you encounter an error message such as "Insufficient memory on device..." while attempting to view a channel's contents, you may need to clear the content of one or more channels to free up space.

To open Channel Manager tap the **Menu** silk-screen button and tap **Channels | Channel Manager**.



1. **Checkbox:** When checked, the channel is selected for deletion. The channel's contents will be restored the next time you synchronize, unless you remove the channel from your account.
2. **Size:** The number here indicates the amount of memory allocated to this channel.



3. **Title:** Tap the channel's name to view the channel's pages.





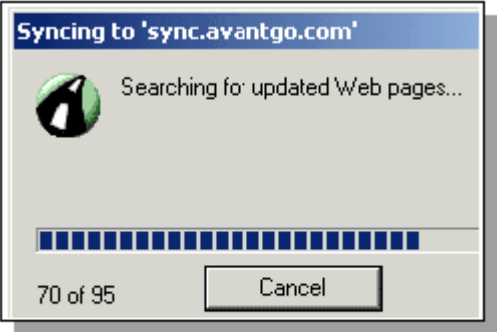
**Channel Pages**

### Updating Channel Pages

If you want to update a channel's pages and don't need to change its [refresh rates \(page 26\)](#) or [reduce synchronization time](#), all you need to do is sync your device. [\(page 17\)](#)

To sync the device:

1. Place the device in its cradle, and verify that it is connected to the desktop.
2. Verify that HotSync Manager is open (**Start | Programs | Palm Desktop | HotSync**).
3. Synchronize. The Sync notifier appears on the desktop.
4. After synchronization, open AvantGo to view your channels.



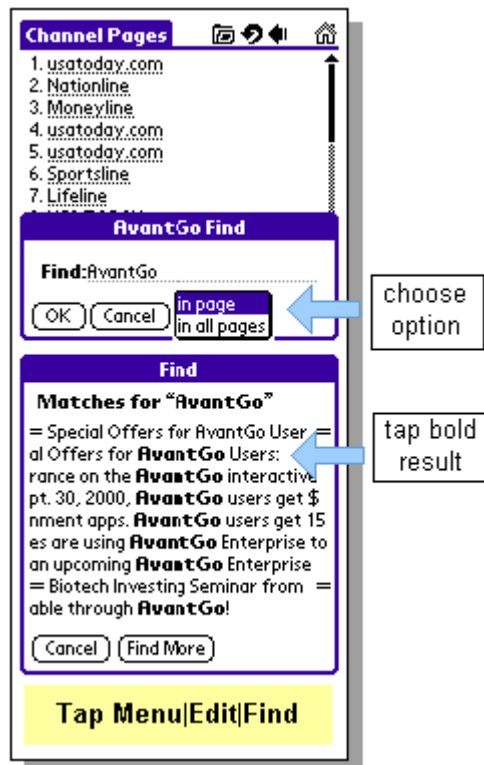
**Desktop Sync Notifier**

The sync operation automatically dials out to the Internet for you, connects to AvantGo Server, and updates your channels. When the sync operation is complete, your device has the latest information from your channels. If your device has a modem, you can sync AvantGo Client directly from the device. To learn how, see [Synchronizing With a Modem. \(page 42\)](#) If you have trouble synchronizing AvantGo, try looking at your sync history to find out what went wrong. For more information, see [Viewing Your Synchronization History. \(page 9\)](#)

## Using Find

When AvantGo is the active application, you can search any or all pages listed in the Forms, Cache, or Channel Managers for text strings up to 15 characters long. Because the Manager's pages themselves are not HTML pages, those *index* pages cannot be searched.

1. In AvantGo, tap **Menu | Edit | Find**.
2. Enter your search text in the AvantGo Find form.
3. Choose **In Current Page** or **In All Pages** and tap **OK**.
4. Tap on bolded item to view results page.
5. Tap **Menu | Edit | Find Again** to search again.

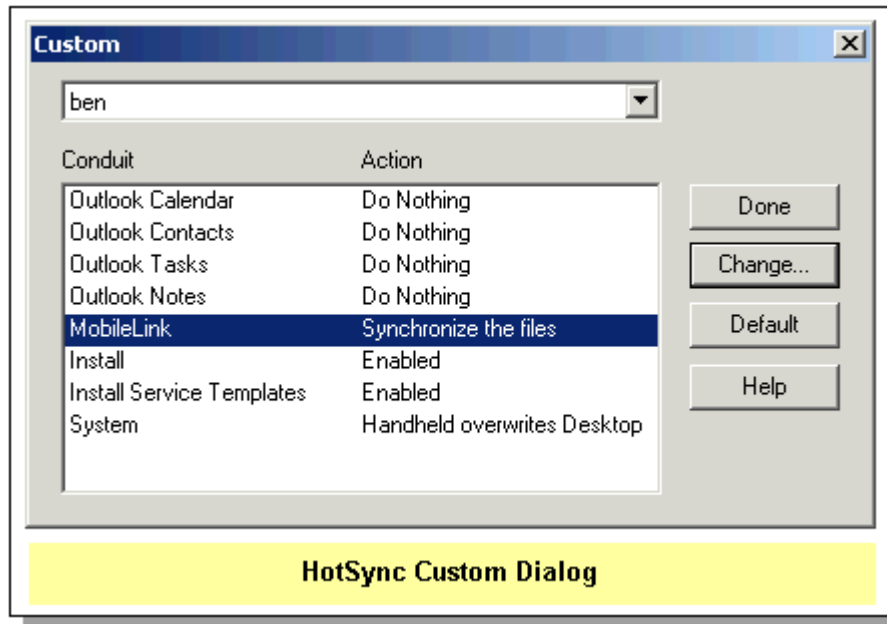


## Controlling Sync Time: Refresh Rates & Conduits

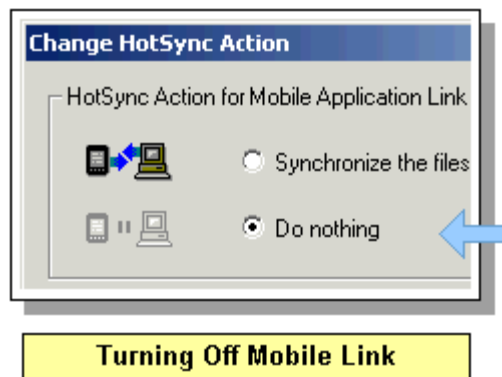
Long sync times are frustrating for users and can cause errors in the sync log and on the device. There are several ways to reduce the time your device takes to synchronize. These include:

- Reduce the number of channels: [Delete unused channels](#) from your account. (page 18)
- [Change channel preferences](#) so that channels update (refresh) only when necessary. (page 25)
- [Selectively sync servers](#): Enable only those servers that you need to sync; disable or delete those you do not. (page 33)
- Turn off the Mobile Link or other conduits: If you want to synchronize your handheld without updating your channels, set your HotSync not to sync the Mobile Link conduit:

1. On your desktop computer, click the **HotSync Manager** icon in the Windows System Tray.
2. Select the **Custom** option.
3. Select the correct handheld user from the pull-down menu.
4. Select **Mobile Link** from the Conduit list.



5. Click the **Change** button.
6. Select **Do nothing**.



**Note:** To disable the AvantGo conduit for only the next synchronization, click **OK**. To disable the AvantGo conduit until you manually turn the conduit back on, select the **Set as Default** check box. Click **OK**.

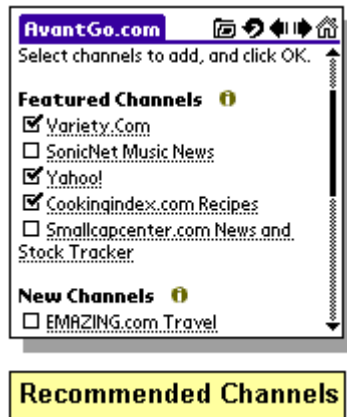
## Adding and Removing Channels on the Device

It is possible to subscribe to some channels from the device. To do so:

1. Open Avantgo.
2. Click the **Home** icon or menu item to view your list of channels.
3. Click the **Add** (or **Remove**) link at the top of the My Channels page.



4. Choose your channels and click **Finish**.



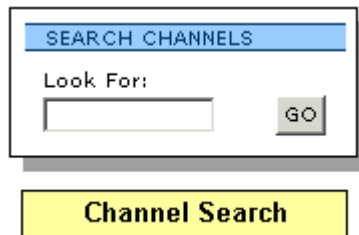
## CHANNELS AND YOUR DESKTOP

Once you have created an account, downloaded the AvantGo software, and logged in, you can select channels to install on your device. The process of downloading channels to your device through synchronization for later offline viewing is called *subscribing*.

There are two main categories of channels: regular Web pages and pages designed specifically for mobile devices. The latter have the META tag, HandheldFriendly, and have been crafted for easy viewing and fast downloading.

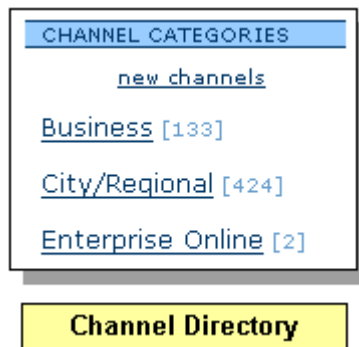
### Subscribe to existing channels:

1. Use the search engine to locate HandheldFriendly channels in the AvantGo database.



The screenshot shows a search interface with a blue header bar containing the text "SEARCH CHANNELS". Below the header, there is a label "Look For:" followed by a text input field and a "GO" button. Below the search form is a yellow button with the text "Channel Search".

2. Browse the directory by category to find specific channels.



The screenshot shows a directory interface with a blue header bar containing the text "CHANNEL CATEGORIES". Below the header, there is a link for "new channels". Underneath, there are three category links: "Business [133]", "City/Regional [424]", and "Enterprise Online [2]". Below the directory list is a yellow button with the text "Channel Directory".

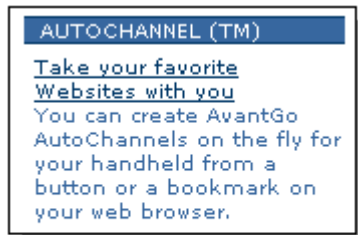
### Subscribe to and make your own channels:

1. Create a channel manually from any Web page on the Internet.



**Create Channel Button**

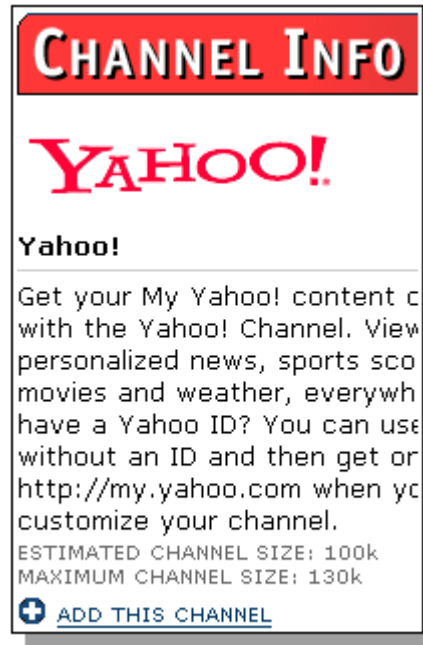
2. Add the AutoChannel feature to automatically add channels to your account while browsing from your desktop.



**AutoChannel Link**

## Subscribing to AvantGo Channels

Searching the AvantGo directory takes you to a list of related channels grouped by category or to a page which describes the content and channel settings for a particular channel.



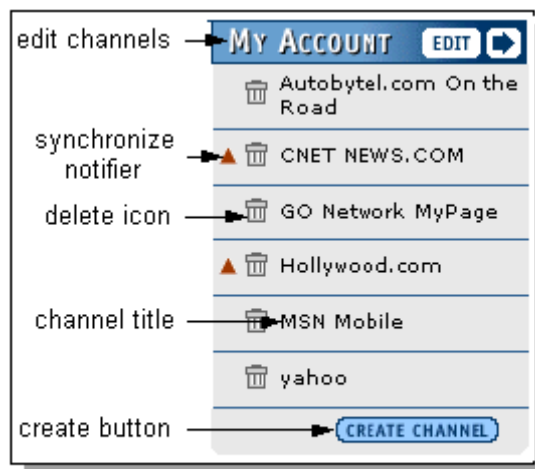
**Add Channels Panel**

To subscribe to a channel or channels:

Click the Add link. [+ ADD THIS CHANNEL](#)

The notifier appears. **▲ TO RECEIVE IT, SYNCHRONIZE YOUR DEVICE**

The My Account tab is modified by adding the new channel to your channel list.



**My Account Panel**

## Creating Channels

Users can make a channel out of any Internet page or set of pages. With the release of 3.3, it is also possible to view secure (https) pages.

There are two ways to create your own channel:

1. After logging in to AvantGo.com, click the **create channel** button on the My Account tab
2. Or, use the [AutoChannel feature](#) to create instant channels while you browse from your desktop. (page 24)

### Creating Custom Channels Manually:

1. Log in and click **create channel** on the My Account tab.
2. Fill in the location field and any other fields for which you do not want to accept the default settings. See [Setting Channel Preferences](#) for more information on how and why to customize your channel parameters. (page 25)

Click **Save Channel** to add this channel to your account.

**CREATE CHANNEL** BACK

**CHANNEL TITLE**

Title:

Location:

**CHANNEL SIZE**

Maximum Channel Size:  k

Link Depth:

Include Images:  Yes  No

Follow Off-Site Links:  Yes  No

**CHANNEL REFRESH**

REFRESH:

on every sync

every  hour(s)

only once

daily at  :  AM on the following days:

Monday  Tuesday  Wednesday  Thursday

Friday  Saturday  Sunday

**Create Channel Page**



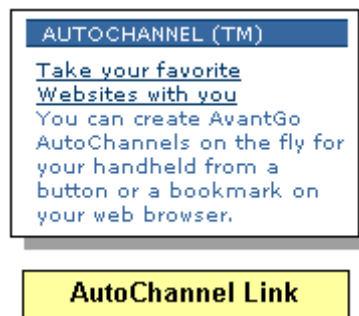
## Creating Channels with AutoChannel

Users can make a channel out of any Internet page or set of pages. With the release of 3.3, it is also possible to view secure (https) pages. There are two ways to create your own channel. You can either [create channels manually](#)(page 23) or you can create instant channels using the AutoChannel feature while browsing from the desktop.

**Step 1:** To install the AutoChannel button on your desktop, log in to AvantGo.com and from the My Account tab, choose **create channels** or **edit channels**. Click the **AutoChannel** link to go to the instructions page. Follow the directions.

**Step 2:** To create instant channels from any Web page:

1. Browse to a page that you wish to turn into a channel, click the AutoChannel button or bookmark you created.



2. When the Create Channel page appears, select the default settings or customize them.
3. Click the **Save Channel** button. The next time you synchronize, the AutoChannel will appear on your device.

**AUTOCHANNEL™**

You can create AvantGo AutoChannels "on the go" from a button or a bookmark on your web browser.

INTERNET EXPLORER 4.0 OR HIGHER

**Creating a Link Button**  
With your links toolbar visible, drag the AvantGo AutoChannel™ link below to the toolbar. Clicking on the button while browsing a website will let you add that website to your handheld device.

Drag this link: [AvantGo AutoChannel](#)

**Creating a Bookmark**  
Right-click on AvantGo AutoChannel™ link below and select "Add to Favorites...". Choosing this in your favorites will let you add the website you are browsing as an AvantGo channel on your handheld.

Right-click this link: [AvantGo AutoChannel](#)

**Creating AutoChannels**

## Setting Channel Preferences

While many users choose the default channel settings, customizing a channel is one of the most effective ways to control device memory usage and sync time.

1. On the My Account tab, click **Edit**.
2. Choose the channel you want to modify on the My Channels page.
3. Customize your channel settings from the Channel Properties page.

**Size Limit** sets maximum channel size in kilobytes. Since AvantGo compresses Web pages for efficiency, the size limit reflects a compressed size, which may be ten times smaller than a similar desktop page.

**Link Depth** identifies the number link levels to follow from the channel's main page. If you set this to 0, AvantGo Server fetches only the channel's location URL page. A link depth of 1 will return all of the pages linked to the main page, if the content does not consume more memory than allowed by the channel size limit. Remember that increased link depth = increased sync time and memory consumption. It's rarely a good idea to set the link depth to greater than 1 or 2.


**Include Images** controls whether images are downloaded during a sync. Eliminating images reduces the amount of memory a channel consumes.

**Follow off-site links** tells the server whether or not to fetch Web content from sites where URLs have paths different from the main channel page.

**Refresh** controls how often the mobile device will sync with a channel. The default is set to **on every sync**. However, if you know that channel content is updated once a day, for example, changing the setting to **daily** decreases your sync time.

**CHANNEL PROPERTIES** BACK

**CHANNEL TITLE**

 MSN Mobile

**CHANNEL SIZE**

Maximum Channel Size:  k

Link Depth:

Include Images:  Yes  No

Follow Off-Site Links:  Yes  No

**CHANNEL REFRESH**

REFRESH:

on every sync

every  hour(s)

only once

daily at  :   on the following days:

Monday  Tuesday  Wednesday  Thursday

Friday  Saturday  Sunday

**Channel Properties Page**

## Updating Your Channels (Choosing Refresh Rates)

If you subscribe to a large number of AvantGo channels, or the channels themselves are large, synchronization can take a long time. You can reduce sync time by controlling how often each individual channel is updated. The control panel for this feature is located under the Channel Refresh tab on the Channel Properties page (and on the Create Channel page, if the channel is new).

### To set the Refresh Rate:

1. Log in and click **Edit** on the My Account tab.
2. Choose the channel you want to modify.

3. Under the Channel Refresh tab, change the settings and click **Save Channel Changes**.

**Examples:**

- Choose **on every sync** for pages providing constantly updated data (e.g. stock quotes, weather).
- Choose **only once** if you never want the channel to update again.
- Choose **daily** for pages that change once a day (e.g. online newspapers, daily reports).
- Choose a **specific time** if you only need updated information at a certain time (e.g., traffic reports, weather, movies).

CHANNEL REFRESH

REFRESH:

on every sync

every  hour(s)

only once

daily at  :   on the following days:

Monday  Tuesday  Wednesday  Thursday

Friday  Saturday  Sunday

SAVE CHANNEL CHANGES

**Channel Refresh Rate**

## Exporting and Importing Channels

AvantGo channels are assigned a unique URL that can be sent via email, posted to a Web page, etc. Other AvantGo users can quickly use that URL to import the channel, change its settings, and add it to their account.

**To export channels:**

1. After logging in, click **Edit** on the My Account tab.
2. Click the **Export Channels** link.
3. Copy the unique URL for the channel you are exporting.
4. Send it via email or post it to a Web page.

**EXPORT CHANNELS** BACK TO CHANNELS ←

The following URLs can be placed in any web page. A user following one of these URLs will be brought to AvantGo and have the corresponding channel added to their account.

Autobyte.com On the Road	http://avantgo.com/channels
CNET NEWS.COM	http://avantgo.com/channels
GO Network MyPage	http://avantgo.com/channels
Hollywood.com	http://avantgo.com/channels
MSN Mobile	http://avantgo.com/channels

**Export Channels**

**To import channels:**

1. Click the URL of the channel you want to import. This may be a link on a Web page or an email attachment.
2. The Create Channel page will appear.
3. Customize the channel's preferences and click **Save Channel**.

**CREATE CHANNEL** BACK TO CHANNELS ←

**Channel Properties Review**

Please check your new channel settings. Once you are satisfied, click the "Save Channel" button to save your new custom channel to your AvantGo account. It will then be saved to your handheld during your next synchronization.

**CHANNEL TITLE**

Title:

Location:

**Importing Channels**

**Editing and Deleting Your Channels**

Users can change channel settings, delete a channel, or perform any other task to customize and [manage their accounts](#) at any time. After logging in to AvantGo.com, make changes from the My Account tab or the My Account page. [\(page 7\)](#)


**To edit your channel settings:**

1. Log in and click **Edit** on the My Account tab.

2. Change channel settings as desired. See [Setting Channel Preferences. \(page 25\)](#)

### To delete channels:

There are two ways to delete channels:

**Method 1:** To delete a single channel log in and click the  to delete the channel.

**Method 2:** To delete several channels at a time:

1. Log in. On the My Account tab, click **Edit**.
2. When the My Channels page appears, mark channels for deletion by checking the box next to the channel title.
3. Click the **Delete Checked** button.



Channel Name	Estimated Size
<input type="checkbox"/> <a href="#">Autobytel.com On the Road</a>	13k
<input type="checkbox"/> <a href="#">GO Network MyPage</a>	43k
<input type="checkbox"/> <a href="#">MSN Mobile</a>	39k
<input type="checkbox"/> <a href="#">yahoo</a>	97k
<input type="checkbox"/> <a href="#">CNET NEWS.COM</a>	(estimated) 75k
<input type="checkbox"/> <a href="#">Hollywood.com</a>	(estimated) 100k
<input type="checkbox"/> <a href="#">new_channel</a>	(estimated) 100k

**Deleting Channels**

## MOBILE LINK AND SERVERS

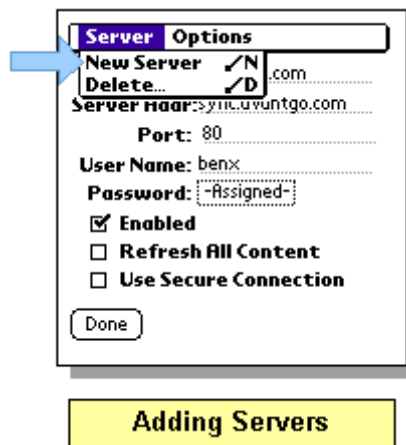
When you run the AvantGo installer, Mobile Link is installed to your desktop; AvantGo Client and Mobile Link are installed to your device. Mobile Link enables AvantGo to communicate with your desktop and other servers. During installation Mobile Link automatically configures a server (sync.avantgo.com; port 80) with your user name and password.

### To reconfigure your server automatically:

1. Log in and click on the my Account panel.
2. Click software setup under the My Account bar.
3. Click in the Configure Mobile Link link.

If you have more than one AvantGo account, you can use Mobile Link to add server configurations or to set up proxy servers.

**Mobile Link on the Device:** Open the control panel by tapping **Applications | Mobile Link** or **AvantGo | Menu | Options | Server Preferences**.

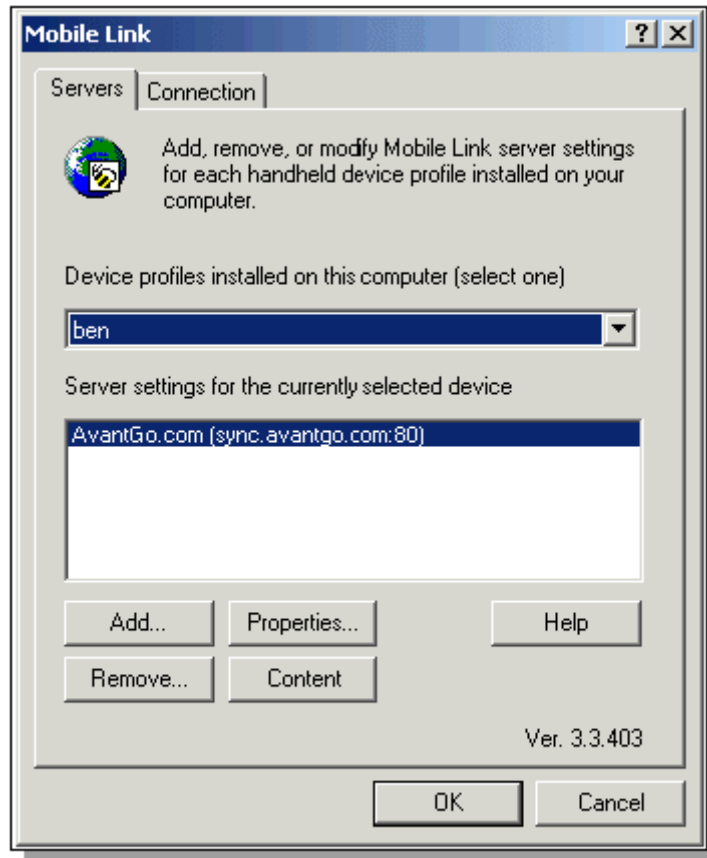


### From here you can:

- [Add servers \(page 51\)](#) to enable syncing to existing accounts.
- [Change user names and passwords \(page 51\)](#) (password must also be changed on the server).
- [Enable and disable individual servers. \(page 51\)](#)
- Enable and disable [secure connections. \(page 3\)](#)
- Tap **Tools | Server Options | Start | Help** to view Mobile Link Help.

**Mobile Link on the Desktop:** The desktop component of Mobile Link has the same functionality as the device side Mobile Link, with the addition of several features. Open the control panel by clicking **Start | Programs | AvantGo | Mobile Link**. From here you can:

1. [Set up proxy servers. \(page 35\)](#)
2. View server content (click the **Content** button).
3. Use Mobile Link Help (click the **Help** button).



**Mobile Link control panel**

## Adding Servers from the Device and Desktop

It is possible to set up any number of servers or server configurations using Mobile Link. You can also create any number of accounts that will sync to a single server (for users who have multiple AvantGo accounts). You can enter the server information in the Mobile Link control panel either on your desktop or device.

Mobile Link fields:

1. **Server:** Enter any server name. This field does not appear on the desktop.
2. **Server Address:** You must use the exact server name. (AvantGo's server address is sync.avantgo.com)
3. **Port:** The default is 80; however, a server administrator may assign a different port number.
4. **User name:** Enter the user name you used to set up your account on this particular server.
5. **Password:** Enter the password you used to set up your account on this particular server.
6. **Enabled:** You may disable or enable servers, depending on whether you wish to synchronize them.
7. **Refresh All Content:** Enabling this option overrides your channel settings and synchronizes all content.

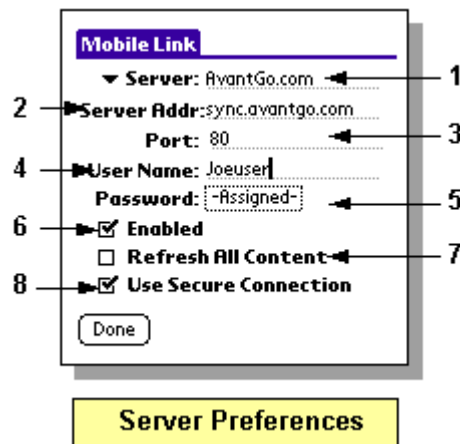
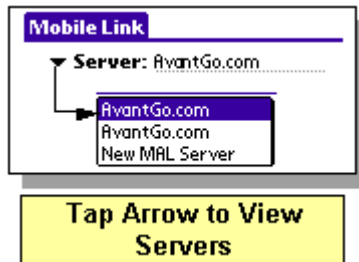


8. **Enable Secure Connections:** This field will appear after syncing to a secure server. Checking this option enables secure connections using the ssl protocol.

### Changing server configurations on the device:

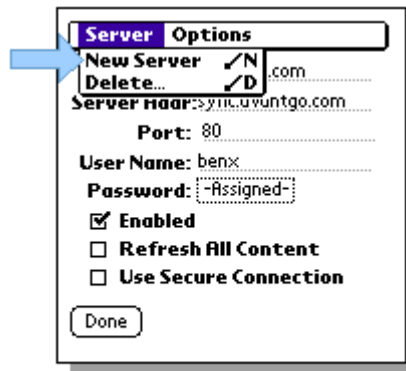
1. Tap **Menu | Options | Server Preferences**.
2. Tap the down arrow and select a server.

Choose your connection preferences.



### Adding new servers from the device:

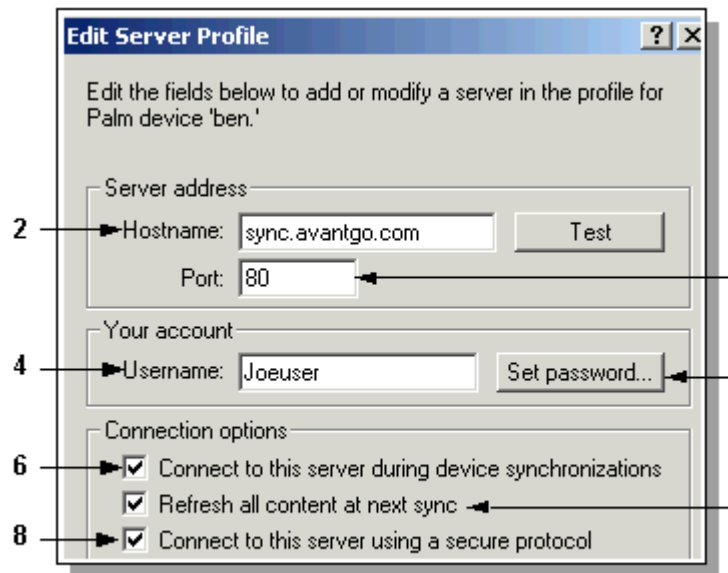
1. In AvantGo, tap **Menu | Options | Server Preferences**.
2. After the Mobile Link control panel opens, tap **Menu | New Server**.
3. Choose your connection preferences.



**Adding Servers**

Adding or changing server configurations from the desktop:

1. Choose **Start | Programs | AvantGo | Mobile Link** to open Mobile Link.
2. Choose the correct device and server from the list.
3. Click **Properties** and choose your connection preferences.



**Configuring a Server**

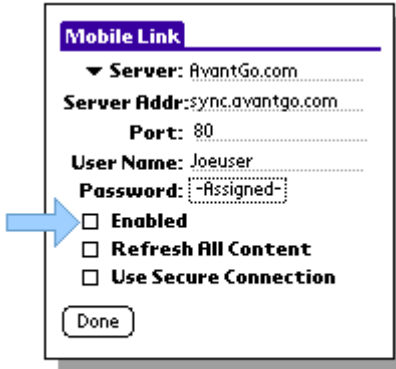
**Note:** The secure connections checkbox remains grayed out until after an initial sync to a secure server.

## Disabling and Deleting Servers

Servers may be disabled or deleted from either the device or the desktop. If you want to retain the server configuration for syncing at a later time, disable it.

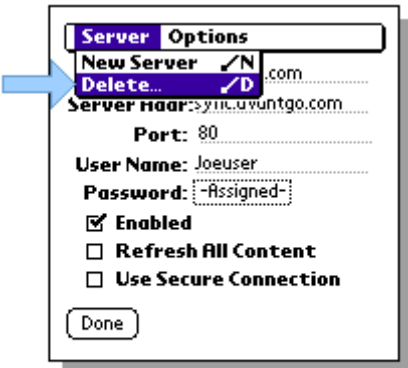
**From the device:**

1. In AvantGo, tap **Menu | Options | Server Preferences**.
2. Use the down arrow next to the Server field to select a server.
  - To temporarily disable the server, uncheck the **Enabled** box.



**Disabling a Server**

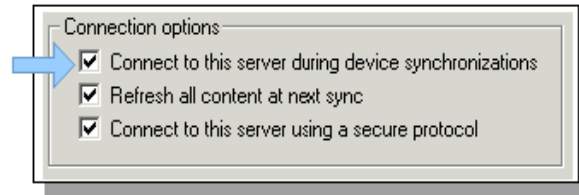
- To permanently delete the server, tap **Menu | Delete** and tap **OK**.



**Deleting a Server**

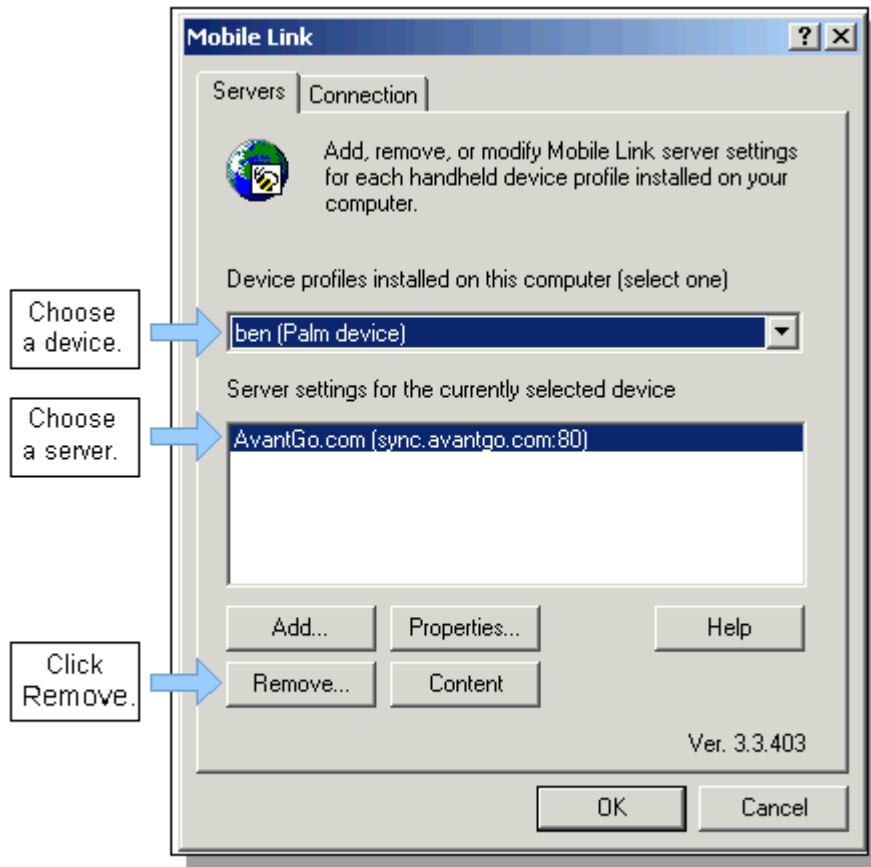
**From the Desktop:**

1. Click **Start | Programs | AvantGo | Mobile Link**.
2. If you are using more than one device, use the Device Profiles drop down arrow to select the servers associated with your device.
  - To temporarily disable a server: Click the **Properties** button or double click the server name you want to change, and then uncheck the **Connect to this server** box.



**Disabling a Server**

- To permanently delete a server: Click the server name you want to delete and click the **Delete** button. When the Confirm Server Removal dialog appears, click **OK**.



**Mobile Link control panel**

## Proxy Servers and Firewalls

Installing AvantGo Client automatically sets up the proxy server. A proxy server is a computer that limits access to other parts of the network for security reasons, such as a gateway server (that separates the network from the outside network) or a firewall server (that protects the network from security breaches and viruses).

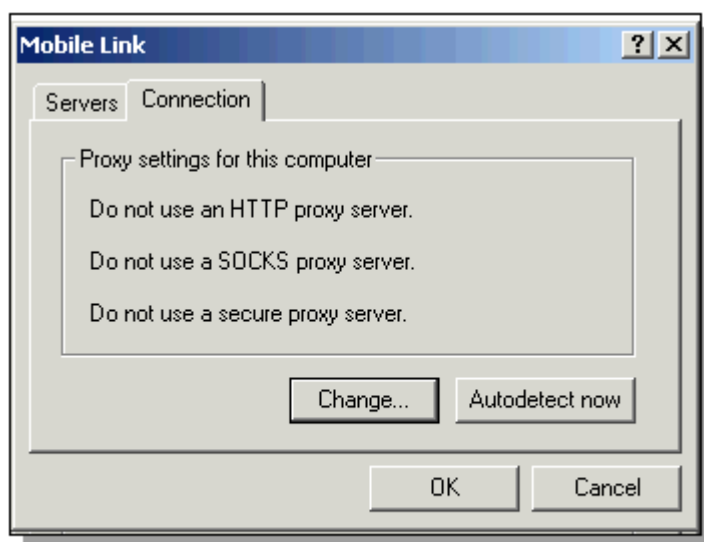
Occasionally, no channels are received after a successful sync. In this cases, it may be that your

browser proxy setting is incorrect or Mobile Link is unable to find the information, and you may have to set this up manually.

### Method 1: Use Autodetect

Use the Autodetect feature if your computer currently accesses the Internet through a proxy server and all servers that you access with Mobile Link should be accessed through the proxy server (the most common case). If your desktop computer already has a Web browser set up to use your proxy server, when you choose Autodetect, Mobile Link searches for and uses those proxy settings.

1. To start Mobile Link, choose **Start | Programs | AvantGo | Mobile Link** or **Start | Settings | Control Panel | Mobile Link**.
2. Click the **Connection** tab.



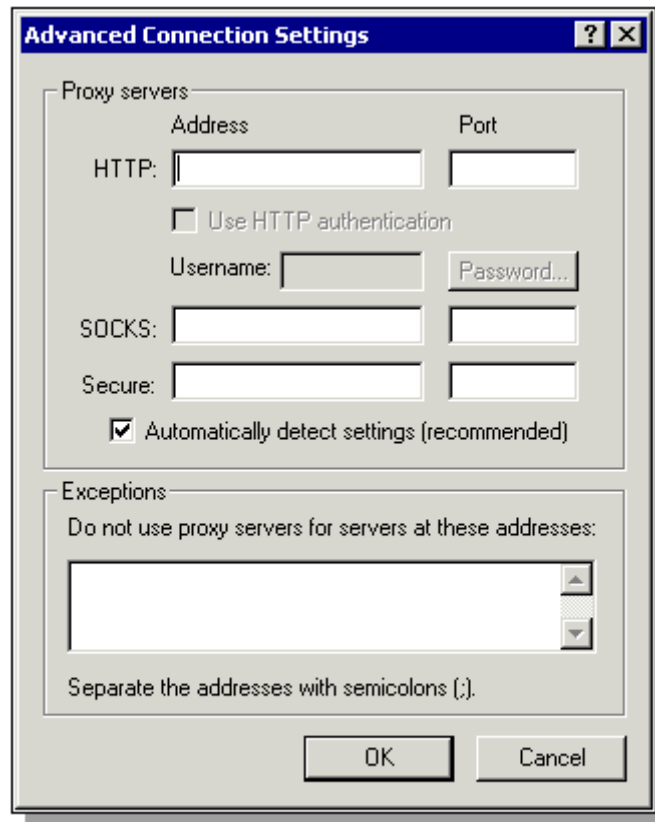
**Connection Tab**

3. Click **Autodetect now**.
4. If successful, click **Done**. Click **Detect Again** to retry.

### Method 2: Configure proxy connections manually

If Autodetect does not work, you may have to use the Advanced Connection Settings panel to manually configure your proxy settings. If some of the servers you access with Mobile Link require the proxy settings and others do not, or if you have never set up this computer for Internet access, use the Change feature.

1. Choose **Start | Programs | AvantGo | Mobile Link** or **Start | Settings | Control Panel | Mobile Link** to start Mobile Link.
2. Click the **Connection** tab and click **Change**.



**Advanced Connection Settings**

3. Enter the necessary information in the Servers box. Your system administrator has all the necessary information.
4. If your proxy server uses the HTTP protocol, enter information in the **HTTP Address** and **Port** fields. Do not use http in the Address field. The address is a unique computer location on the Internet expressed as a unique string of numbers or as its associated domain name (e.g., 206.132.58.33 or avantgo.com). When you enter information in the **Port** field, the **Use HTTP authentication** field is enabled.
5. Check the **Use HTTP authentication** box to enable user name and password protection.
6. If you enable **Use HTTP authentication**, enter your user name and password for the server you entered in the **Address** field. Passwords are often case sensitive and must exactly match what you provided the server. Enter the new or existing password you provided to the server in the **New password** field.
7. If your proxy uses the SOCKS protocol, enter information in the **SOCKS Address** and **Port** fields. Some networks use a SOCKS server or a proxy server to enable or disable connection requests from users based on User ID or destination address. To enable or bind a connection when using a SOCKS server, enter the address of the server and the port the SOCKS server uses. These settings should be supplied by your system administrator.
8. If your proxy uses a secure protocol, enter information in the **Secure** and **Port** fields.

9. Enter the names of the servers that do not use proxies (exceptions to the HTTP and SOCKS settings) in the **Exceptions** field. Use a semicolon to separate the addresses of the servers. For example, you may be required to sync via a proxy at work, but from home you may enable a public server on the Web that does not require the use of the proxy server. Some servers may exist inside a firewall and do not require access to the Internet via a proxy server.
10. Click **OK** to save your proxy settings.

## INSTALLING THE SSL ADD-ON

The SSL add-on is now included in the typical installation of AvantGo 3.3. If you are using an earlier version of AvantGo, upgrading to version 3.3 provides you with the option to connect to the Internet securely. If you do not want to install the SSL add-on, choose **Custom** during the installation process and deselect the **Install SSL Add-on** option.

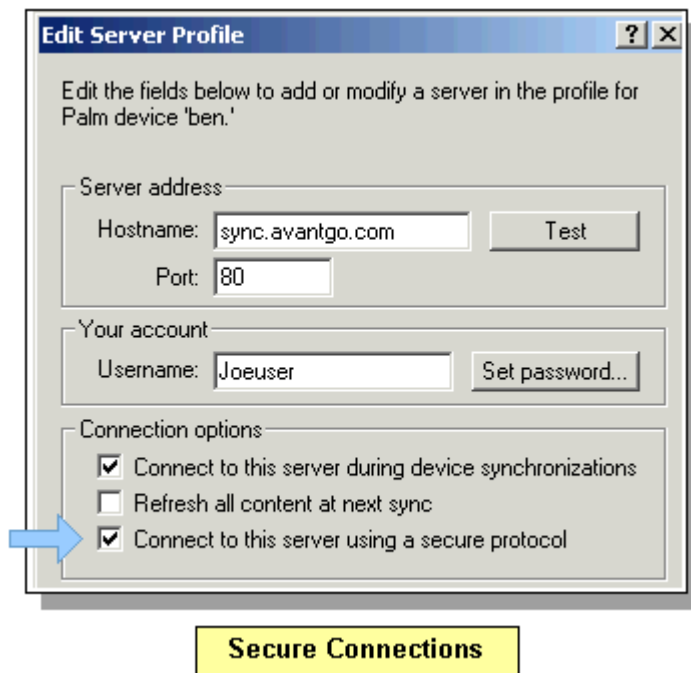
**Note:** The SSL add-on uses an additional 63k of memory.

1. [Install AvantGo 3.3](#) and choose the default **Typical** installation. (page 3)
2. Follow the setup instructions.

When you enable secure connections, Mobile Link uses the HTTPS protocol instead of the HTTP protocol when connecting to a server that is SSL compliant. With the security module installed, you can browse the Web securely and conduct secure transactions. After you install AvantGo 3.3 and have synchronized once to a secure server, you can enable this feature by checking the **Connect to this server using a secure protocol** box in the Mobile Link control panel on the desktop. You may also enable security by checking the **Use Secure Connection** on the device.

### Desktop:

1. Choose **Start|Program Files | AvantGo | Mobile Link**, or choose the server from the pop-up list and select **Properties**.
2. Check the **Connect securely** box.



### Device:

1. Open AvantGo and tap **Menu | Options | Server Preferences**.
2. Choose the server from the pop-up list and select **Properties**.



3. Check the **Connect securely** box.

## ONLINE BROWSING

If you have a modem for your mobile device, you can use AvantGo to surf the Web as well as to synchronize your channels directly without having to synchronize the data for all of your other handheld applications.

**Note:** You cannot go online with AvantGo using a Palm VII.

Before you use AvantGo with a modem, verify the following:

- The modem is set up properly (refer to the documentation provided by the manufacturer).
- You have network access to your Internet Service Provider (refer to your ISPs documentation).
- Your [server profile](#) is configured correctly. (page 33)
- Your [online preferences](#) are set as desired. (page 43)

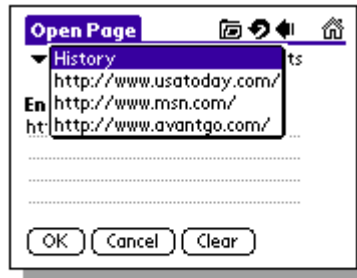
To browse the Internet or your corporate intranet using AvantGo:

1. Tap the **Menu** silk-screen button and choose **Channels | Connect**. A flashing vertical bar in the upper right corner indicates online status.
2. Choose an existing connection or configure a new one.
3. Wait for the device to connect.
4. Tap the **Open Page** icon or the **Menu** silk-screen button and then tap **Channels | Open Page**.
5. Enter the URL and click **OK**.



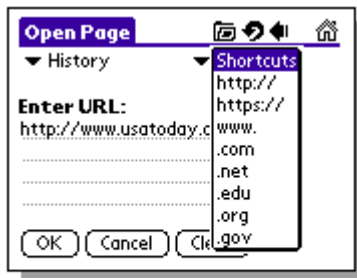
The Open Page page contains several features to make browsing easier:

1. **Form Field:** defaults to http://www.
2. **History List:** stores hyperlinks to your last ten visited URLs.



History List

3. **Shortcut List:** lists URL suffixes/prefixes you can automatically add.



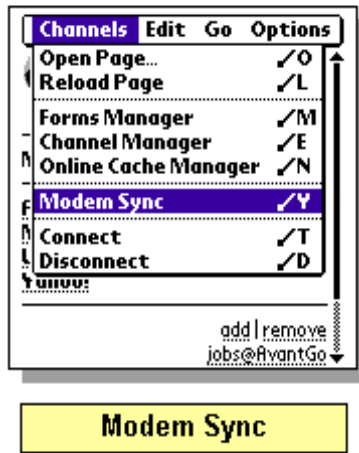
Shortcut List

## Synchronizing with a Modem

If you use a modem with your handheld device, you can synchronize your AvantGo channels without using HotSync. When you do this, your device connects directly to AvantGo and downloads all channel information, just like it does when you sync using a desktop computer. This feature allows you to update your channels from any location without having to synchronize all the other data on your device.

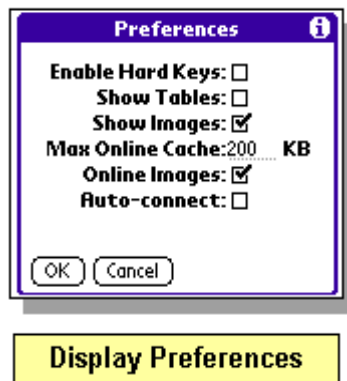
If you have the [Auto-connect \(page 43\)](#) preference selected on the device, initiating a modem sync automatically will connect you to your server, if you are not already connected. There are three ways to modem sync with a modem:

1. Tap the **Mobile Link** silk screen button on the Palm application screen and tap **Modem Sync**.
2. In AvantGo, tap **Menu | Channels | Modem Sync**.
3. While on AvantGo My Channels page, tap the **Reload** icon or **Menu | Channels | Reload Page**.



## Setting Preferences for Online Browsing

There are several AvantGo features which improve a device's online performance. Set device preferences to reduce the time it takes to fetch new pages and/or the memory those pages consume. Tap **Menu | Options | Preferences** to open the Preferences page.



**Auto-connect:** While you can establish a modem connection manually by tapping **Menu | Channels | Connect**, it is possible to configure your device to connect automatically every time you try to open a page which is not on the device. To do so, tap **Menu | Options | Preferences** and check the **Auto-connect** box.

**Online Images:** Deselecting this option tells the server not to send any images to the device. Since images consume more memory and take longer to download than other content, unchecking **online images** is the best way to improve your online experience. See Show Images below.

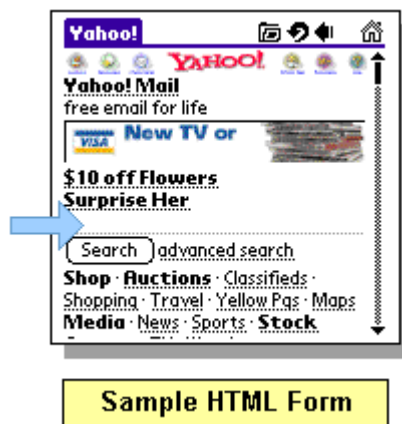
**Show Images:** If you deselect **Show Images**, a place holder or ALT tag replaces the images. This is useful when a button or other input item is an image. For example, while you might not see an image that is also a **submit** button, the ALT tag will likely say submit, thereby indicating where you should tap.

**Note:** Because images in channels designed specifically for mobile devices are smaller, they will continue to appear in channels that contain the HandheldFriendly META tag.

**Max Online Cache:** The default size is 200kb. This setting controls the number of pages stored in the Cache Manager. If device memory is not a concern, you can increase the size of the cache. This enables you to browse to pages online and then view them later when offline by tapping **Menu | Channels | Cache Manager**. See [Cache Manager](#) for more information. [\(page 56\)](#)

## USING HTML FORMS

Submit HTML forms with AvantGo just like you do with desktop browsers.



AvantGo forms handling depends on whether your Palm is connected to a modem.

**Online mode:** While connected to the Internet through a wired or wireless modem, when you tap the **Submit** button, AvantGo sends the completed form to the Web site, which sends back a response. These results are displayed immediately on your device.

**Offline mode:** Offline, AvantGo can't send the request to the Web site until you sync your device. The form submission is saved on the device in the Forms Manager until synchronization submits the form to the Web site and receives a response. Depending on the page, this response can be viewed either in the channel where it was submitted or in the Forms Manager.

**Related Information:** The channel may respond to a form submission in one of two ways:

It may alter the channel pages that you initially downloaded: For example, suppose you subscribe to a financial channel, and every time you sync, your channel updates and returns a page with your current stock quotes. You might submit a form to change your list of stocks. In this case, the channel responds by changing the page that displays the current prices to reflect your new list.

It may send down a separate response page: Suppose you submit a form to the same channel, but this time you want to buy shares of a stock. There are no channel pages to alter. Instead, the channel downloads a new page that confirms your order.

To look at the channel's response in the first case, select the channel. In the second case, use the Forms Manager page to see the response.

### Submitting Forms

AvantGo handles form submissions differently depending whether you are online or offline.

**Offline form submission:** If your handheld device is offline (not connected to a modem), you submit the form to the Web site by HotSyncing from your desktop computer. AvantGo uploads the form to your desktop computer, which connects to the Internet and forwards it to the appropriate Web site. The Web site responds, and that response is downloaded to your handheld

device.

#### To submit a form offline:

1. Fill out the form.
2. Tap the form submission button. This may be labeled **Go**, **Done**, **Submit**, **OK**, etc. The Form Submission notifier appears.



**Submitted Form Notifier**

3. Tap **OK** to add the form to the Forms Manager cue.
4. To [view, edit or delete](#) the pending form, Tap **Menu | Channel | Forms Manager**. ([page 46](#))

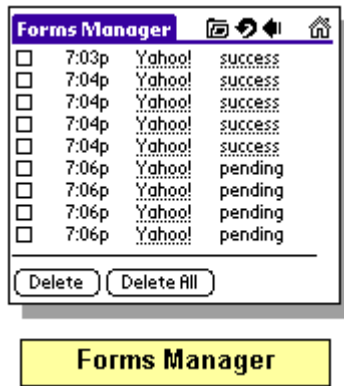
**Online form submission:** If your device is online and you're connected to the Internet, you immediately submit the form. AvantGo uses the modem settings you've provided to connect to AvantGo.com and send your request to the appropriate Web site. This way, you can get an immediate response, and you don't have to sync all of the other data on your device.

#### To submit a form online:

1. Fill out the form.
2. Tap the form submission button. This may be labeled **Go**, **Done**, **Submit**, **OK**, etc.
3. The form is submitted and the results are immediately displayed.

## Viewing, Editing, and Deleting Forms

Use Forms Manager to view, edit and delete forms. Navigate to Forms Manager by tapping the **Menu** silk screen button, then tapping **Channels | Forms Manager**.



1. **Checkbox:** Mark a form for deletion.
2. **Timestamp:** This is the form's cue number. After 24 hours, it becomes a date stamp.
3. **Title:** The title is a hyperlink for navigating to the form.
4. **Success/Pending:** Tells whether the form has been submitted and provides a hyperlink to form results.

**Viewing Forms:** To view or edit a form, tap the hyperlink form title or form result.

**Editing Forms:** To edit a submitted or unsubmitted form, tap the hyperlink form title or the **success** link. Reloading a forms page takes the form to its previous state. Thus, tapping Reload or pressing the Reload icon from the original form clears all the fields. Reloading from an edited form restores the text from the original form. To choose one of the edit commands (Cut, Copy, Paste, Select All), tap **Menu | Edit** and choose a menu item.

**Deleting Forms:** Check the box next to the form you wish to delete or select **Delete All**. Tap **OK**.

## Passwords and Secure Websites

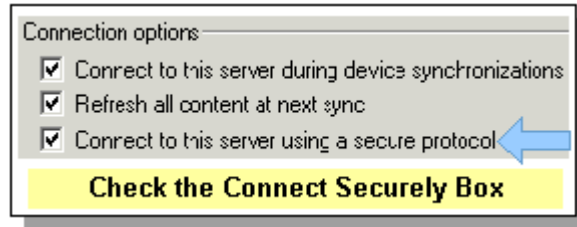
Some sites require that you provide a user name or password before you can access their content. If these sites are https (secure) sites, make sure that you have the SSL add-on installed.

To access a channel that requires a password and uses a cookie:

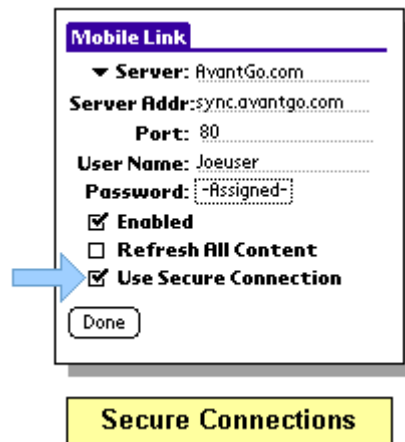
### On secure https sites:

1. Open Mobile Link.
  - From the desktop: In the Mobile Link control panel choose the correct server, select the **Properties** tab, and check the **Connect Securely** box.





- From the device: In the Mobile Link control panel choose the correct server, select the **Properties** tab, and check the **Use Secure Connection** box.



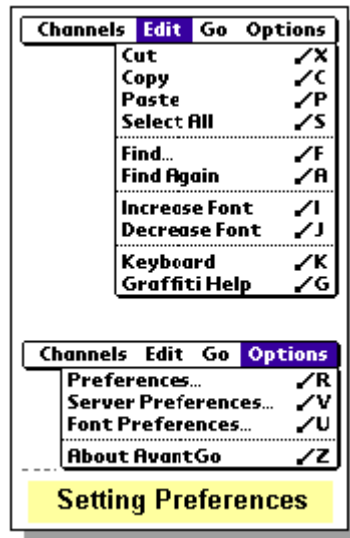
2. Synchronize.
3. Open the channel(s).
4. Fill out your password or other authentication information.
5. Press Enter or click **OK**.

#### On nonsecure http sites:

1. Sync your device to a channel or set of channels that require authentication.
2. Open the channel(s).
3. Fill out your password or other authentication information.
4. Press **Enter** or click **OK**. The channel appears.

## SETTING DEVICE PREFERENCES

Device preferences control how content is displayed and stored on the device, how connections are made, and how you navigate on the device. These settings are controlled from the two menus, Edit and Options. To change a setting, tap **Menu | Edit** or **Menu | Preferences**.



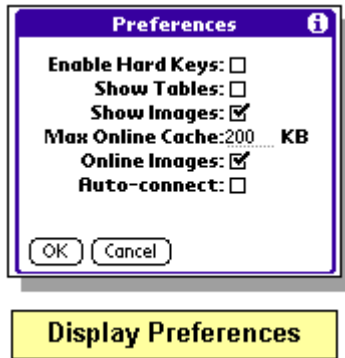
**Enable Hard Keys** improves device navigation by making the device datebook and address buttons function like the backward and forward arrows in AvantGo. Tap **Menu | Options | Preference**, and check the box next to **Enable Hard Keys**.

### Related topics:

- [Adding and Disabling Servers from Device and Desktop](#): Configure a server, enable security, temporarily disable servers, etc. (page 51)
- [Display Preferences](#): Improve navigation and readability. (page 49)
- [Preferences for Online Browsing](#): Improve navigation and readability. (page 43)
- [Font Preferences](#): Change the size of the fonts the device displays. (page 53)
- [Channel Preferences](#): Change a channel's link depth, max size, image settings, etc. that the server sends to your device. (page 25)

## Setting Display Preferences

Setting device display preferences can improve offline and online performance. Set device preferences to reduce the time it takes to fetch new pages, or the memory those pages consume. To open the Preferences page, tap **Menu | Options | Preferences**.

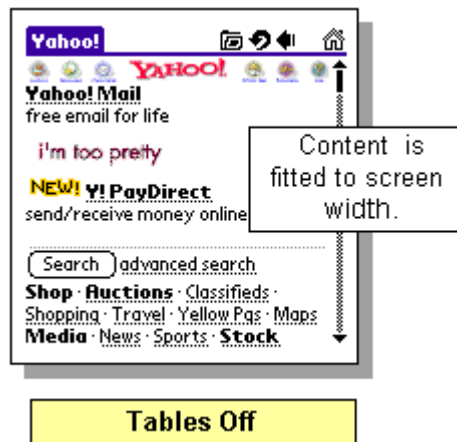


**Online Images:** Deselecting this option tells the server not to send any images to the device. Because images consume more memory and take longer to download than other content, unchecking **online images** is the best way to improve your online experience. See Show Images below.

**Show Images:** If you deselect **Show Images**, a place holder or ALT tag replaces the images. This is useful when a button or other input item is an image. For example, while you might not see an image that is also a **submit** button, the ALT tag will likely say submit, thereby indicating where you should tap.

**Note:** Because the images in channels designed specifically for mobile devices are smaller in size, images will continue to appear in channels that contain the META tag, Handheld-Friendly.

**Show Tables:** The Show Tables command controls the way a web page displays on the device. The default is Tables Off, which allows AvantGo to rearrange Web page content to fit on a device screen (typically 150 x 150 pixels on a palm-size pc). Selecting Tables Off causes AvantGo to render the page as it is on a standard desktop browser.



Selecting Show Tables causes much of the page to appear off of the screen. Use the horizontal scroll bar to view the entire image.



## Adding Servers from the Device and Desktop

It is possible to set up any number of servers or server configurations using Mobile Link. You can also create any number of accounts that will sync to a single server (for users who have multiple AvantGo accounts). You can enter the server information in the Mobile Link control panel either on your desktop or device.

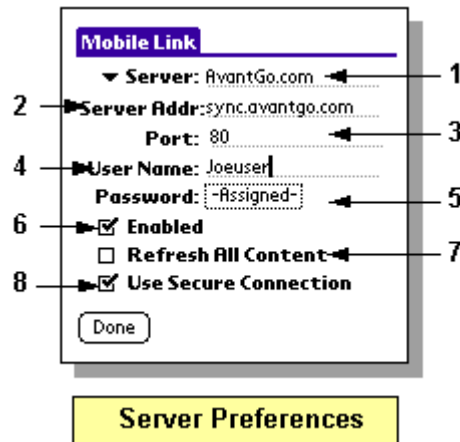
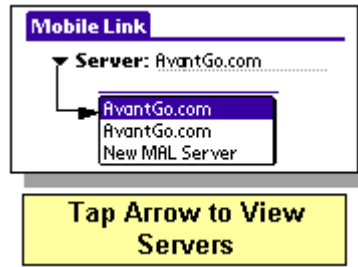
Mobile Link fields:

1. **Server:** Enter any server name. This field does not appear on the desktop.
2. **Server Address:** You must use the exact server name. (AvantGo's server address is sync.avantgo.com)
3. **Port:** The default is 80; however, a server administrator may assign a different port number.
4. **User name:** Enter the user name you used to set up your account on this particular server.
5. **Password:** Enter the password you used to set up your account on this particular server.
6. **Enabled:** You may disable or enable servers, depending on whether you wish to synchronize them.
7. **Refresh All Content:** Enabling this option overrides your channel settings and synchronizes all content.
8. **Enable Secure Connections:** This field will appear after syncing to a secure server. Checking this option enables secure connections using the ssl protocol.

**Changing server configurations on the device:**

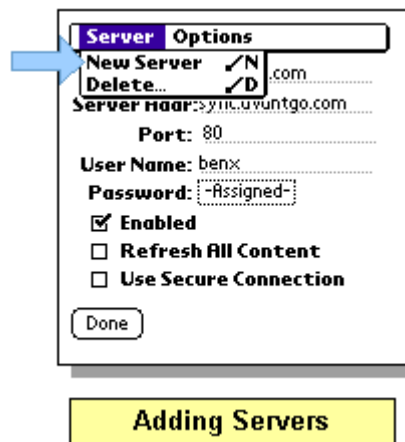
1. Tap **Menu | Options | Server Preferences**.
2. Tap the down arrow and select a server.

Choose your connection preferences.



Adding new servers from the device:

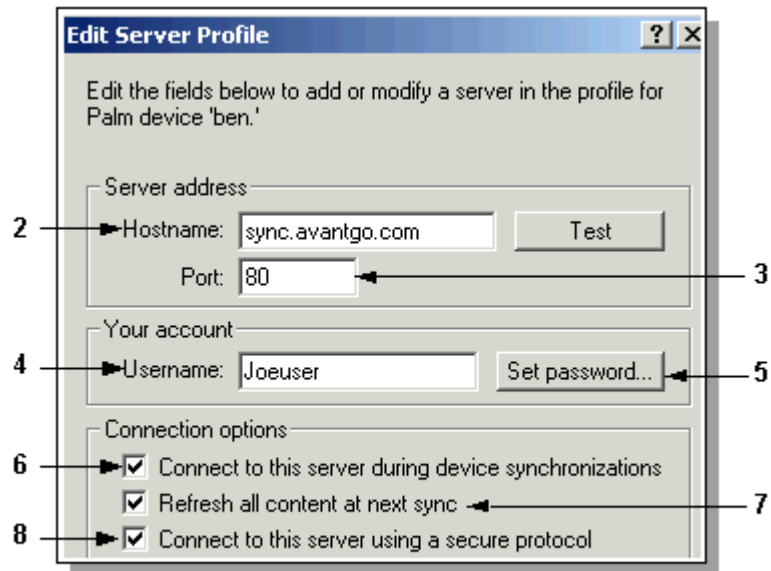
1. In AvantGo, tap **Menu | Options | Server Preferences**.
2. After the Mobile Link control panel opens, tap **Menu | New Server**.
3. Choose your connection preferences.



Adding or changing server configurations from the desktop:

1. Choose **Start | Programs | AvantGo | Mobile Link** to open Mobile Link.

2. Choose the correct device and server from the list.
3. Click **Properties** and choose your connection preferences.



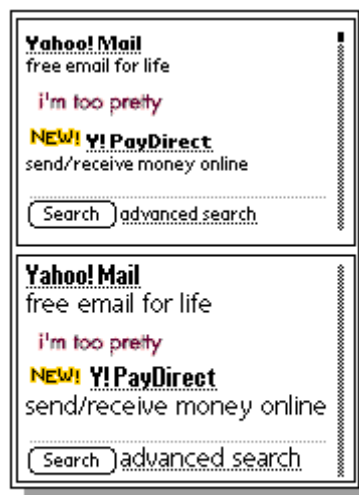
**Configuring a Server**

**Note:** The secure connections checkbox remains grayed out until after an initial sync to a secure server.

## Setting Font Preferences

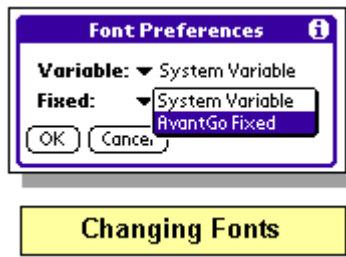
Along with the preference settings shown in the Preferences dialog, Palm OS users can customize the appearance of their fonts in AvantGo. There are three ways to manipulate fonts:

- Change the font size: To increase or decrease font size, tap **Menu | Edit** and change the size.



**Small & Large Fonts**

- Change variable/fixed font settings: To choose either variable or fixed fonts, tap **Menu | Options | Preferences**, set the fonts as desired and tap **OK**.



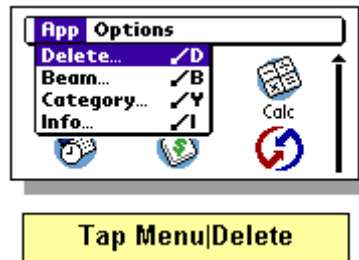
- Install new fonts: If you have loaded fonts onto your device, you may choose which font is used for variable-width text (most text) and which font is used for the fixed-width (typewriter-style) text.
  1. Install a new font .prc to the device (double click the downloaded .prc and sync).
  2. Tap **Menu | Options | Preferences**.
  3. Tap the down-arrow beside the font option you want to customize.
  4. Tap **OK**.

## MANAGING MEMORY

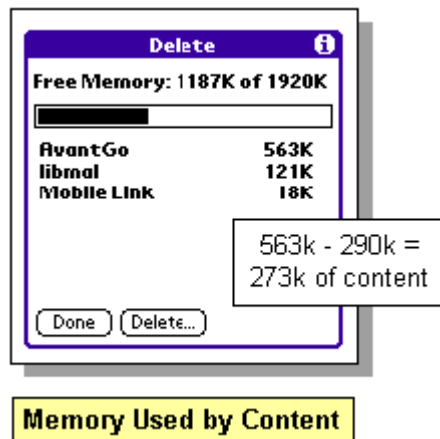
Memory on handheld devices is limited. Insufficient Flash (similar to ROM) or RAM may sometimes lead to a fatal error, the loss of data, failure to display a page, or partial syncing of channels and data. This section explains how to determine the amount of memory AvantGo is using and how to manage it using the Forms, Cache, and Channel managers.

To free up additional RAM on the device:

1. [Clear Forms Manager](#) or delete some forms. [\(page 47\)](#)
2. [Clear Channel Manager](#) [\(page 57\)](#) or [delete some channels](#). [\(page 18\)](#) Content deleted from the device only returns after the next sync.
3. [Clear Cache Manager](#) or delete some of the online cache. [\(page 56\)](#)
4. [Change your channel settings](#) so that syncing downloads less content (eliminate images, reduce link depth, unsubscribe to channels, or reduce the refresh rate). [\(page 25\)](#) Check the memory AvantGo is using by tapping **Applications | Delete**.



With no channels, AvantGo uses about 290 kb. The Mobile Link and Libmal file sizes do not change.



### Related Information:

Flash and RAM are the two kinds of memory on any device. Flash is the device memory on which



a device's preloaded applications are stored. RAM is the dynamic memory used for storing applications and data added by the user, and for processing that data as it is loaded.

**Flash:** The average user will rarely deal directly with a device's Flash. Flash cannot be changed without adding a flash card. However, advanced users may use applications (e.g. FlashPro) to transfer applications like AvantGo to Flash. Moving applications from RAM to Flash increases RAM and prevents the erasure of those applications in the event of a hard reset. AvantGo and Mobile Link may be moved to Flash; Libmal must remain in RAM.

**RAM:** RAM is memory in which data is both stored and processed. There are two instances when a user may encounter the limits of RAM:

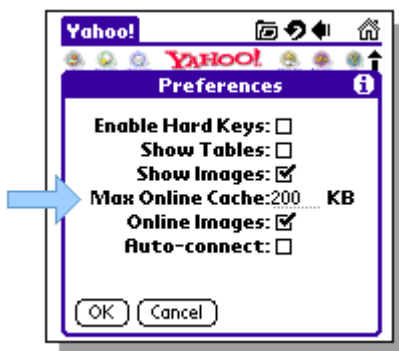
- There is not enough memory to process a complex Web page: In rare cases, a page may contain too many nested tables or large images to be rendered on the device. In this instance, AvantGo calls the alert "insufficient device memory to display page." There is nothing the user can do to make the page display on the device.
- There is not enough storage memory to download all the data: While many devices have 8 megabytes or more of RAM, some devices have as little as 1 or 2 megabytes. Therefore, a few AvantGo users must actively manage their device memory.

## Online Cache Manager

To accelerate page access when you open Web pages online, AvantGo caches those pages in Online Cache Manager. These pages are listed as hyperlinks, though not all of the hyperlinks in Cache Manager lead to on-device pages. Because some pages are not cacheable or expire within a set time, some hyperlinks actually fetch a new page if you are online.

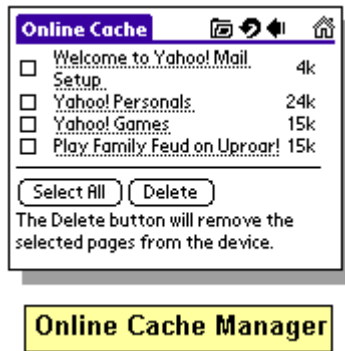
To change the Max Online Cache:

The default size is 200kb. The maximum can be 32K. This setting controls the number of pages stored in the Cache Manager. To change it, tap **Menu | Options | Preferences**. For more information, see [Setting Preferences for Online Browsing. \(page 43\)](#)



Deleting pages from Cache Manager: Tap **Menu | Channels | Online Cache Manager**. Mark pages for deletion or tap **Select All**. Tap **OK**.

Opening pages from Cache Manager: Tap on any hyperlink.



**Note:** Keep in mind that the online cache will grow beyond your user-defined parameters by the total kilobytes of the last page viewed. Clearing the cache first strips the kilobytes associated with the HTML on the device. These extra kilobytes clear when you exit AvantGo. Memory consumed by images does not clear until you access the server again, either through a sync, or by fetching a new page.

## Managing Memory with Channel Manager

If your free space (shortage of RAM) problem is temporary, you can purge a channel's contents from the device. Because this does not change your account settings, these channels return upon the next synchronization.

To delete a channel's contents:

1. Tap **Menu | Channels | Channel Manager**.
2. Mark the checkboxes next to the channels you want to clear or choose **Select All**.
3. Tap **OK**.



## GOING WIRELESS WITH YOUR PALM

Now you can go wireless and access the latest information while you are on the road. With a mobile phone or wireless modem you can turn your handheld into a wireless Internet browser and access your AvantGo channels anytime, anywhere. Add channels specifically tuned for wireless browsing, as well as channels you will find particularly useful while you are mobile.

### Getting started with wireless:

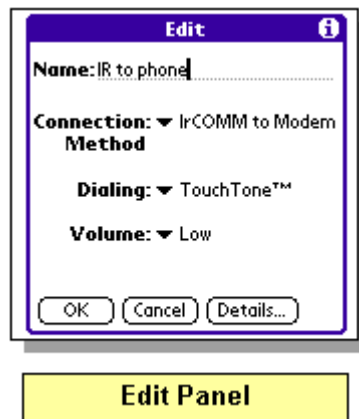
1. Verify that your wireless service provider has set up your account for wireless data connection and that the data option is enabled; CDPD, GSM, IPCS 1900, and CDMA servers support data connections.
2. Connect your handheld. You can make you Palm device wireless using:
  - [Palm's IR port](#) to connect to a cell phone
  - [a digital phone cable](#) to connect your Palm directly to your cell phone
  - [Palm's IR port](#) to connect and sync to a PC
  - [a wireless modem](#) such as Novatel Minstrel III or V

### Configuring the IR Port to Use Your Cell Phone as a Wireless Modem

Verify your wireless service provider has set up your account for wireless data connections and that you have a Palm device with a 3.3 or higher OS.

**Note:** Visor users need to [download IrSync+](#) (freeware from PalmGear) to enable their IR port to communicate with their cell phone.

1. Tap the Palm **Home** silk-screen button and **Prefs**, and then select **Connection** from the drop-down list.
2. Tap **New** and enter the following information:

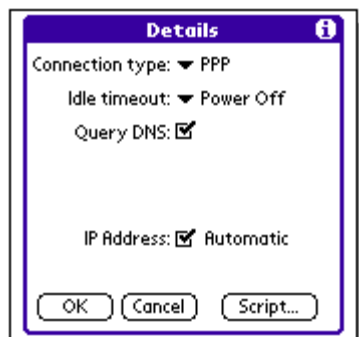


3. Tap **OK** and then select the **Network** from the preferences drop-down list and enter the following information:



**Network Preferences**

4. Tap **details** and enter the IP address and DNS settings provided by your carrier (in most cases you can obtain an IP address automatically):



**Details Panel**

5. Tap **OK**. Tap **Connect**. After the dialog confirms that your device is connected, launch AvantGo to modem sync or browse the web.

**Note:** Once you have configured your connection, you can connect easily from within AvantGo. Simply tap **Menu | Channels | Connect**.

## Using a Digital Phone Cable

Verify your carrier or wireless service provider has set up your account for wireless data connections.

1. Tap the Palm **Home** silk screen button and **Prefs**, and then select **Connection** from the drop-down list.
2. Tap **New** and enter the following information:

**Edit Panel**

3. Tap **OK** and then select the **Network** from the preferences drop-down list and enter the information shown here:

**Network Preferences**

4. Tap **details** and enter the IP address and DNS settings provided by your carrier (in most cases you can obtain an IP address automatically), and Tap **OK**.

**Details Panel**

5. Tap **Connect**. After the dialog confirms that your device is connected, launch AvantGo to modem sync or browse the web.

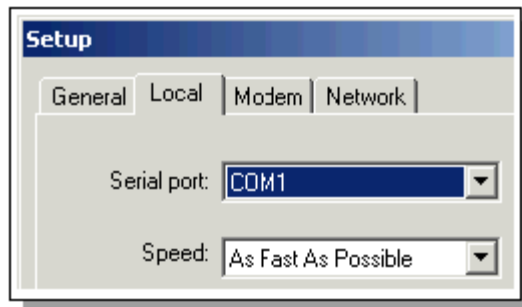
**Note:** Once you have configured your connection, you can connect easily from within AvantGo. Simply tap **Menu | Channels | Connect**.

## Using the IR Port to Sync to Your PC

If you are traveling and would like to sync to your laptop or to another PC that has Mobile Link installed, you can synchronize your device using its IR port just as you would using a cradle. To set up your Palm and PC for IR based sync follow the instructions below:

### On your Palm:

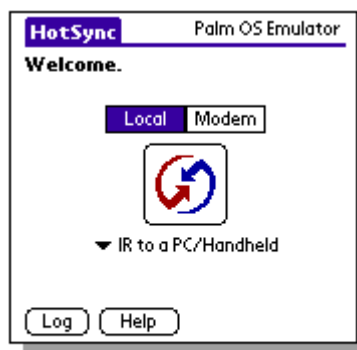
1. Tap the Palm **Home** silk-screen button
2. Tap **HotSync** and select **IR to PC/Handheld** from the drop-down list.



**Local tab in HotSync Setup Panel**

### On the PC running Windows 95/98:

1. Right click the **HotSync** icon in the taskbar tray (bottom right corner) and select **Setup**.
2. Select the **Local** tab and change the COM port setting to the port IR uses (usually COM 4).



**Hot Sync Home**

3. Ensure that IR is enabled by right clicking the **IR** icon in the taskbar tray, or by choosing **InfraRed** by clicking **Start | Settings | Control Panel**.

## Using a Wireless Modem

Integrated wireless modems such as the Novatel Minstrel connect directly to your Palm III or V series mobile device. Carriers such as AT&T Wireless provides wireless data services for the Minstrel modem throughout the US.

**Note:** You must have a Palm 3.3 OS or higher.

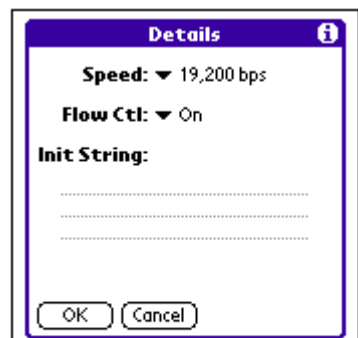
### To set up your Novatel Minstrel wireless modem:

1. Connect your Palm to the Minstrel modem.
2. Tap the Palm **Home** silk-screen button, tap **Prefs** and select **Connection** from the drop-down list.
3. Tap **New** and enter a name for the connection (e.g. Minstrel).
4. In the Connection Method drop-down list select **Serial to PC** and Tap **OK**.



**Edit Panel**

5. Tap **Details** and change speed to 19,200 and change Flow Control to **On**.



**Connection Details Panel**

6. Select **Network** from the preference drop-down list and enter the information shown here:

The screenshot shows a dialog box titled "Preferences" with a dropdown menu set to "Network". Inside the dialog, there are several fields: "Service" is set to "Minstrel", "User Name" is empty, "Password" is set to "-Prompt", and "Connection" is set to "Minstrel". At the bottom of the dialog, there are two buttons: "Details..." and "Connect".

**Network Preferences**

7. Tap **Details** and enter the information shown here and tap **OK**.

The screenshot shows a dialog box titled "Details" with an information icon in the top right corner. The dialog contains the following settings: "Connection type" is set to "PPP", "Idle timeout" is set to "Power Off", "Query DNS" is checked, and "IP Address" is set to "Automatic". At the bottom, there are three buttons: "OK", "Cancel", and "Script...".

**Network Details Panel**

8. Tap **Script** and enter the following information:

Tap **End** and choose **Delay**: 1

Tap **End** and choose **Send**: ATE0V0 (letters all caps)

Tap **End** and choose **Send CR**: (leave blank)

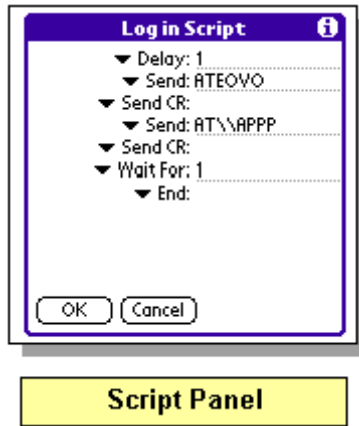
Tap **End** and choose **Send**: AT\\APPP

Tap **End** and choose **Send CR**: (leave blank)

Tap **End** and choose **Wait For**: 1

Tap **End** and choose **End**: (leave blank)





9. Tap **OK** to conclude Scripting.

10. Tap **Connect** to establish a wireless connection.

11. Launch AvantGo to browse the Internet or sync your channels.

**Note:** Some users may need to download the Minstrel.prc from ([www.novatelwireless.com/support/downloads.html](http://www.novatelwireless.com/support/downloads.html)) in order to set up their connection correctly. If you continue to receive registration errors call your carrier for help setting up your account.