



Using InfoRetriever on your Palm OS Device

It's a four step process:

Step 1: **CONFIRM SYSTEM REQUIREMENTS and DEVICE OPERATION**

Step 2: **DOWNLOAD THE INFORETRIEVER INSTALLATION FILES**

Step 3: **INSTALL INFORETRIEVER TO YOUR PALM OS DEVICE**

Step 4: **REGISTER INFORETRIEVER**

STEP 1: CONFIRM SYSTEM REQUIREMENTS and DEVICE OPERATION

Before you attempt to install InfoRetriever to your Palm OS device, make sure you have proper hardware and memory capabilities. In order to install and use InfoRetriever, you must have the following:

Operating System: Palm OS 4.0 or higher

Processor: 20 MHz or faster (66 MHz preferred)

Storage: 2 MB or more internal memory; 64 MB or more of expansion memory (SD / CF / Memory Stick). InfoRetriever occupies 850K of internal memory and 35 MB on your expansion memory. The main program file will be installed to internal memory, but the data files must be installed to an expansion card.

Make sure your Palm Desktop is up to date. The first thing you should do is ensure that your Palm Desktop is updated to the most recent version. Refer to the vendor of your device for assistance.

Connect your handheld. Make sure your Palm device is in its cradle and that you are able to successfully perform a HotSync to the device. Also, be

sure that your expansion memory card is fully inserted into your device. Take the card out and make sure it has writing on it and is NOT the plastic place holder.

STEP 2: DOWNLOAD THE INSTALLATION FILES

Download the full version from http://www.infopoems.com/infopoems/download_palm.cfm. At the prompt, if you select "Save" the installation file will be saved to your computer for future installation. If you select "Run" or "Open" the installation will begin immediately.

Or go to www.infopoems.com and click on SUPPORT > DOWNLOADS/UPDATES.

STEP 3: INSTALL THE INSTALLATION FILES

The installation process has two critical steps. In the first step you will install the shell of InfoRetriever (InfoRetriever.prc) and in the second step you will install the InfoRetriever content files (xxxx.vdf). Both steps must be completed for you to open and search InfoRetriever.

- **Run the Installer** - On your desktop computer, locate the InfoRetriever 2004 for Palm OS installation file that you downloaded. Double-click the file to begin the installation.
 - When the setup program has loaded, you will be presented with a License Agreement Screen. Please read the InfoRetriever License, then click **I Agree** to continue.
 - The installer will copy some files that are necessary to perform the installation of InfoRetriever to your Palm OS device.
- **Installer Overview** - The installer will present a screen that contains an overview of the installation process:
 - You will choose the Palm Desktop user for whom you wish to install InfoRetriever. In many cases, you will have only one choice.
 - You will perform the first of two HotSync operations. The first HotSync will install the shell of the InfoRetriever program file to your device – **InfoRetriever.prc**.
 - You will initialize the InfoRetriever program on your Palm device. This will require you to perform a few tasks on your handheld.

- You will perform the second HotSync operation. This HotSync will install the data files – **xxxx.vdf** – to your device's expansion memory. This HotSync operation will take a long time, depending on your device and expansion memory, so be patient.
- **STEP ONE: Choose the User for Installation** - You need to choose for which Palm Desktop user you are installing InfoRetriever. You may only have one Palm Desktop user to choose from.

Click on the arrow on the right side of the drop-down box that is in the middle of the screen. Locate the user for whom you wish to install InfoRetriever, and click on the name of the user. If you have a lot of Palm Desktop Users, you may have to use the scrollbars in the drop down window to locate the correct user.

This screen will also provide the option to install InfoRetriever without the 5 Minute Clinical Consult portion (this will save approximately 10MB of space on your memory card). To install without 5MCC, uncheck the box. *Note that if you have previously installed InfoRetriever with the 5MCC component, unchecking the box during an upgrade will not un-install the 5MCC component.*

When you have selected the user, click the **Next** button.

- **STEP TWO: Perform a HotSync Operation** - You must now perform a HotSync operation to install the base InfoRetriever program file to your device. This HotSync operation should not take much longer than your typical update HotSync, a minute or two.

When the HotSync operation has completed, click the **Next** button.

- **STEP THREE: Initialize InfoRetriever** - Before you can install the InfoRetriever data files to your device, the InfoRetriever program must be initialized.

To initialize InfoRetriever, tap the Home icon (or press the Home button) on your Palm device to show the main Programs list. Locate the **IR** InfoRetriever icon. If you do not see the icon, select "All" from the dropdown at the top right corner of the screen, and scroll the Programs window until you locate the icon. Tap the InfoRetriever icon.

When you tap the InfoRetriever icon, one of three things may happen:

- InfoRetriever will report an error about one or more files. Tap OK.
- The InfoRetriever Search Screen will appear.

- Nothing will appear to happen, and your Palm will return to the Programs screen.

If InfoRetriever is still active, you must exit the application by tapping **File -> Exit** from the application menu in the upper left corner.

When you have completed these actions, InfoRetriever is initialized. If you removed your Palm device from its cradle, put it back in the cradle now.

Click the **Next** button. It may take a few seconds for the next screen to appear.

- **STEP FOUR: Perform a HotSync** - You must now perform a second HotSync operation to install the InfoRetriever data files to your device's External Memory card.

This second HotSync will take much longer than the first. Due to unknown reasons, the time required for this HotSync varies widely among different devices. The HotSync should take at least 15 minutes, and may take as long as 90 minutes. In rare cases, the operation may take up to 2.5 hours. For tips to expedite the HotSync, please click here: <http://www.info poems.com/support/fastInstallTips.html>

You do not need to wait for the second HotSync operation to complete before exiting the InfoRetriever 2004 for Palm Installation Program. Once you have begun the second HotSync, click the **Next** button. Then click **Finish**.

You may begin to use InfoRetriever as soon as the second HotSync operation completes successfully. Simply locate and tap the **IR** InfoRetriever icon in the Programs list. But, don't forget to register! If you fail to register, InfoRetriever will work for 30 days.

STEP 4: REGISTER INFORETRIEVER

Only paying users must register InfoRetriever. This step is often overlooked and must be done once a year. If you miss this step, you will be able to access InfoRetriever for 30 days in trial mode. However, by registering, you will be communicating to your Palm OS device that InfoRetriever should run for the length of your subscription period. This step will require you to give us your device's serial ID number and our system will, in turn, give you a license code that will allow you to access InfoRetriever for the duration of your subscription. This process of communication is all automated.

- **Determine your Palm OS device's Serial ID:**

- NOTE: The Serial ID is NOT the Serial Number that is printed on the outside of your device. The Serial ID can only be found from within the InfoRetriever program.
- Open InfoRetriever by tapping on the IR icon.
- Tap the stylus on the upper left hand corner of the screen (or tap the Menu icon or press the Menu button) to access the Application Menu
- Select File -> Register InfoRetriever to display the Registration Screen, and locate the Serial ID

- **Obtain a License Code:**

Individual Subscribers:

- Visit the InfoPOEMs website at www.infopoems.com
- Click on Online Access and enter your username and password if necessary
- Click on the Register link on the navigation bar to the left.
- Select Palm OS from the dropdown, and enter your SerialID into the text box.
- Click Get License Code
- If you have difficulties with the web page, or if web page registration is not available to you, send the Serial ID to support@infopoems.com or call 877-633-7636 to request your registration license code.

Institutional Subscribers:

- At UCHC or using your UCHC proxy, go to http://www.infopoems.com/infopoems/inst_register.cfm.
- Enter your email address and name, select **Palm OS** from the dropdown, and click **Submit**. It is important that you enter a valid email address, as your license code will be emailed to the address that you provide within minutes of you submitting the request.
- Enter your SerialID into the text box, and click **Get License Code**. Your license code will be sent to the email address that you provided.
- If you have difficulties with the web page, or if web page registration is not available to you, send the Serial ID to support@infopoems.com or call 877-633-7636 to request your registration license code. Be sure to indicate which Organization you are affiliated with.