

Installing InfoRetriever on your Palm OS Device

A four-step process:

Step 1: **Confirm System Requirements and Device Operation**

Step 2: **Download 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 install InfoRetriever on your Palm OS device, be sure you have the proper hardware and memory capabilities:

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 37 MB on your expansion memory. The main program file will be installed to internal memory, but data files must be installed to an expansion memory 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** – Be sure your Palm OS device is in its cradle and that you are able to successfully perform a HotSync to the device. Also, check that your expansion card is an actual memory card and not the plastic placeholder that may have come with your device. Ensure the memory card is fully inserted into your device.

STEP 2: Download the Installation Files

If you haven't already, you should download the following file (xxxx represents a version number) from our Web site and SAVE it to your desktop/laptop:

- IR2004-Palm_xxxx.exe

To access the most recent version, go to www.infopoems.com and click on **Support -> Downloads/Updates**.

If you have a dial-up internet connection, downloading the installation file might take a long time. For a CD containing the InfoRetriever installation files, please send an email to support@infopoems.com.

STEP 3: Install InfoRetriever to your Palm OS Device

The installation process has two critical steps: first, you will install the shell of InfoRetriever (InfoRetriever.prc); second, you will install the program data files (xxxx.vdf). Both steps must be completed to function properly.

- **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 installation.
 - When the setup program has loaded, you will see a License Agreement Screen. Please read the InfoRetriever License, then click **I Agree** to continue.
 - The installer will copy files that are necessary to install InfoRetriever to your device.
- **Installer Overview** – You will next see a screen containing an overview of the installation process:
 - Choosing the Palm Desktop user for whom you wish to install InfoRetriever. In many cases, you will have only one choice.
 - Performing the first of two HotSync operations. The first will install the shell of the InfoRetriever program file to your device – **InfoRetriever.prc**.
 - Initializing the InfoRetriever program on your Palm OS device. This will require you to perform a few tasks on your handheld.
 - Performing the second HotSync operation. This will install the data files – **xxxx.vdf** - to your device's expansion memory card. This HotSync operation may 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 the user for whom 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 in the middle of the screen. Locate the user for whom you wish to install the program, then click the name of the user. If you have a lot of Palm Desktop Users, you might have to use the scrollbars in the dropdown window to locate the correct name.

This screen also offers the option to install InfoRetriever without the Five Minute Clinical Consult portion (this will save approximately 10 MB of space on your expansion memory). To install without 5MCC, un-check the box. *Note that if you have previously installed InfoRetriever with the 5MCC component, un-checking 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 program file to your device. This operation will take only a minute or two. When the HotSync operation has completed, click the **Next** button.
- **STEP THREE: Initialize InfoRetriever** - Before installing the program files to your device, InfoRetriever must be initialized: tap the **Home** icon (or press the **Home** button) on your Palm OS device to show the main programs list. Then 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 **IR** InfoRetriever icon.

When you tap the **IR** InfoRetriever icon, one of three things might happen:

- a. InfoRetriever will report an error about one or more missing .VDF files. Tap **OK** or tap on the **X** in the upper right hand corner of the pop-up box.
- b. The InfoRetriever Search screen will appear.
- c. Nothing will appear to happen, and your Palm OS 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-hand corner.

When you have completed these actions, InfoRetriever is initialized. If you removed your Palm OS device from its cradle, return it now.

Click the **Next** button. It may take a few seconds for the 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 might take much longer than the first. For unknown reasons, the time required for this HotSync varies widely among different devices. The HotSync should take at least 3 minutes, and may take as long as 90 minutes. In rare cases, the operation may take up to 2.5 hours.

You do not need to wait for the second HotSync operation to finish before exiting the InfoRetriever 2004 for Palm Installation Program. You do, however, need to keep your Palm in its cradle for the entire duration of the HotSync. To exit the InfoRetriever 2004 installation, click the **Next** button. Then click **Finish**.

If there are any errors during the second HotSync operation, performing an additional HotSync operation will often correct the problem.

You may begin to use InfoRetriever as soon as the second HotSync operation is successfully completed. Simply locate and tap the **IR** InfoRetriever icon in the Programs list.

STEP 4: Register InfoRetriever

All individuals with a paid subscription, or who are affiliated with an institution that has a subscription, must register InfoRetriever. This step is often overlooked and must be done once a year. **If you miss this step, you will only be able to access InfoRetriever for 30 days.** By registering, however, you communicate to your Palm OS device that InfoRetriever should run for the length of the subscription.

This step requires you to give your device's Serial ID. Our system will, in turn, give you a license code that allows you to access InfoRetriever for the duration of your subscription.

- **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 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** to display the Registration Screen, and locate the **Serial ID**.

- **Obtain a License Code**

Individual Subscribers:

- Visit the InfoPOEMs Web site 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 drop-down menu and click **Submit**.
- Enter your Serial ID into the text box and click **Get License Code**.
- If you have difficulties with the Web page, or if Web registration is not available, send your Serial ID to support@infopoems.com or call 877-633-7636 to request your registration license code.

Institutional Subscribers:

- Visit the InfoPOEMs Web site at www.infopoems.com.
- Click on **Online Access** (you might need to access this page as you normally access the Online Access area, e.g., with a username and password or a special URL link).
- Click on the **Register** link on the navigation bar to the left.
- Enter your email address and name, select **Palm OS** from the drop-down menu, then click **Submit**. It is important that you enter a valid email address, as your license code will be sent to the address you provide.
- Enter your Serial ID into the text box, and click **Get License Code**. Within minutes of submitting your request, your license code will be emailed to you.
- If you have difficulties with the Web page, or if Web registration is not available, send your Serial ID to support@infopoems.com or call 877-633-7636 to request your registration license code. Be sure to indicate your affiliated organization.