Guide to
Web Clipping Applications

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CHAPTER 1

Introduction

This chapter describes web clipping and explains how web clipping works.

Web clipping

Web clipping is a fast and simple way to submit information to, and retrieve information from, the Internet.

Just as your web browser gives you access to many different web sites, your handheld gives you access to many different "sites" for web clipping — as many as you want to install on your handheld.

These "sites" are called *web clipping applications*. You install them on your handheld, open them, and work with them just as you would any handheld application, such as Address Book.

Web clipping applications give you access to a wide variety of practical Internet information. Each web clipping application is designed to let you query the Internet for a specific kind of information. To make full use of a web clipping application, establish a connection between your handheld and the Internet via a data-enabled mobile phone or modem.

Web clipping applications are available for download from the Internet. These applications have the file extension .PQA, and are developed by well-known companies that already have a presence on the Internet. For example, there are web clipping applications that give you access to traffic and weather conditions; airline, hotel, and restaurant information; locations of automatic teller machines; driving directions; stock market data; movie listings; availability of tickets to local events; business and general news; definitions, spelling, and synonyms of words; and business and residential phone numbers, addresses, and e-mail addresses.

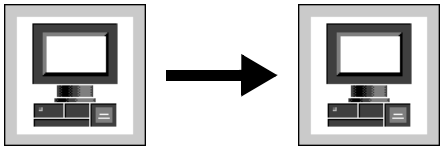
How web clipping works

Web clipping is a simple process of query-and-response that works like this:

1. Open any web clipping application and request specific information such as a weather report in Paris

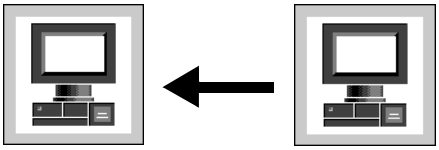
2. Connect to your ISP (Internet Service Provider) and transmit your request

3. Your ISP sends your request to the Palm.Net® service



4. The Palm.Net service converts your request to HTML and retrieves the response from the appropriate web site via the Internet

5. The Palm.Net service sends the response (called a clipping) to your ISP who sends it to your handheld via the connection you made in step 2

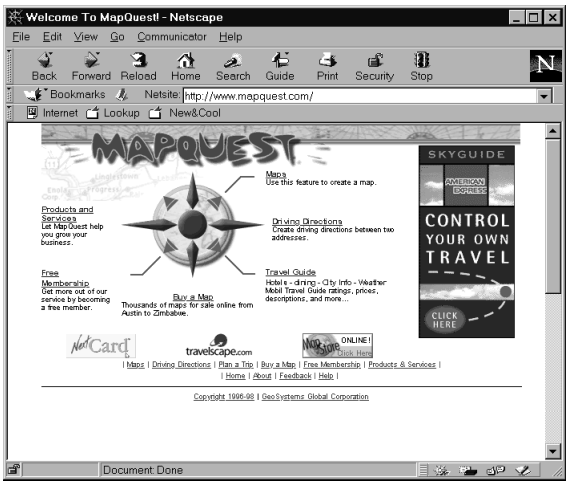


Web clipping, not web browsing

It can be impractical to browse the Internet from a small handheld computer and look at elaborate, animated, graphics-laden web pages on a small screen. As a way to access Internet information, web clipping offers you the following advantages:

- **Convenience.** You can be sitting on a park bench or in the back of a taxi while accessing information from the Internet.
- **Focus.** Web clipping applications focus on retrieving specific, up-to-date information for the quickest, most efficient experience.

So when you're near a desktop computer and have some time, you can take advantage of the elaborate graphics, variety, and many choices offered by a web site.



But when you're in a taxi or a hotel lobby and need information fast, a web clipping application on your handheld makes it easy to find the specific information you need.

Elements of web clipping applications

Web clipping applications are designed so that you can use them as you use any other handheld applications. Skills you learn in other applications can also be used to work in web clipping applications. For example:

- Tap to select an item or perform an action.
- Use Graffiti® writing or the onscreen keyboard to enter text.
- In edit lines, select, cut, copy, and paste text as you do in other applications on your handheld.
- Elements of the interface that look familiar — edit lines, pick lists, check boxes, scroll arrows, buttons, menus, etc. — behave in web clipping applications just as they behave in basic applications like Address Book.

  Pick lists. In web clipping applications, pick lists of words sorted alphabetically or numbers sorted in ascending order work in the same way that Look Up works in Address Book: If you write the first letter of a word, the list scrolls to the first entry that begins with that letter. If you write the first two letters, the list scrolls to the entry that starts with those two letters; and so on, until the letters you write identify a unique entry.

  Example: If you were to select a country from an alphabetical list, writing "i" causes the list to scroll to and select Iceland. If you then write "t," the list selects Italy and enters it in the field.

Adding web clipping applications

You can add web clipping applications to your handheld just as you would any other application.

Web clipping applications are available on the web site http://wireless.palm.net/apps.

If you are outside the United States, go to your local Palm web site to download web clipping applications created in your language.

Configuring the software for Mac users

If you are using a Mac computer, you must configure the Network Preferences on your handheld for use with your data-enabled mobile phone or modem after you install the web clipping software.

To configure Network Preferences for a Mac computer:

1. Tap the Applications icon .
2. Tap the Preferences icon .
3. Tap the pick list in the upper-right corner of the screen.

4. Select Network.

5. Enter preferences.

   a. Tap the Service field and enter the name of your ISP or company. This is for your reference only and should represent the location to which you are dialing in.

   b. Tap the User Name field and enter your user name.

   c. Tap the Password field. In the Password dialog box, enter your password and tap OK.

   NOTE If you want to enter your password each time you make a connection, leave the Password field set to Prompt.

   d. Tap the Connection pick list and select the configuration you want to use.

   e. Tap the Phone field.

   f. In the Phone Setup dialog box, tap the Phone # field and enter the phone number for the modem you are going to dial into. Depending on your setup, you may need to enter the rest of the information in the dialog box. For instructions, see your handheld's handbook. After you complete all appropriate entries, tap OK.

CHAPTER 2

Working with Web Clipping Applications

When you install a web clipping application on your handheld, it appears by default in the Palm.Net® category of the Applications Launcher. Most web clipping application icons are easy to recognize because they usually include the over-the-air icon: three short lines radiating from the right side of the application icon.

Common identifier used in many web clipping application icons

Make the connection

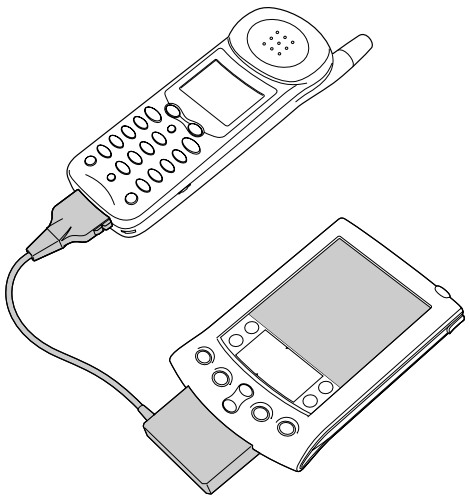
After you install the software on your computer and perform a HotSync® operation, you are ready to start using the web clipping software.

NOTE Mac users must also configure the Network Preferences before making a connection. See "Configuring the software for Mac users" in Chapter 1 for instructions.

To prepare to connect:

1. Turn on your handheld and your mobile phone or modem.
2. Do one of the following:
   - Activate the infrared port on your phone and align the infrared port on your handheld with the infrared port on your phone.

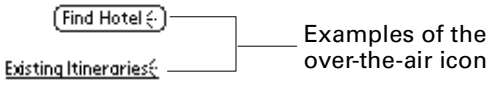
   - Connect the cable to your phone and handheld.



NOTE You can also connect a modem to your handheld and connect the modem cable to a wall phone jack.

Submitting a query to the Internet

You can open any web clipping application without initiating a connection to the Internet. This makes it easy to explore what kind of information a web clipping application offers. After you establish a wireless connection, tapping a command button or other object that displays the over-the-air icon initiates a wireless transaction.



To use a web clipping application:

1. Tap the Applications icon .
2. Tap the pick list in the upper-right corner of the screen.
3. Tap Palm.Net.

4. Tap the icon for the web clipping application you want to view.

NOTE If you don't want to query the Internet, skip steps 5 – 7.

5. Follow the directions onscreen to specify the information you want from the Internet.

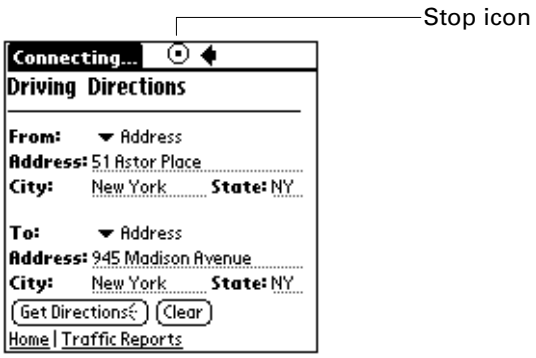
   TIP The type ahead feature helps you enter data quickly by completing fields for you based on your recent entries.

6. Prepare to connect your handheld to your phone or modem. See "Make the connection"earlier in this chapter.
7. Tap the button or object with the over-the-air icon to submit your query to the Internet.

The response — your clipping — typically appears onscreen within seconds.

To stop a wireless transaction:

- Tap the Stop icon.



Any data that is downloaded to your handheld before you tap the Stop icon appears onscreen.

Example of web clipping

This example takes you through the process of finding driving directions using the MapQuest web clipping application.

Example: To find driving directions:

1. Tap the Applications icon .
2. Tap the MapQuest icon .
3. Under From, tap the Address edit line and enter the street address of the place you are leaving from.

   You can use Graffiti writing or the onscreen keyboard to enter data.

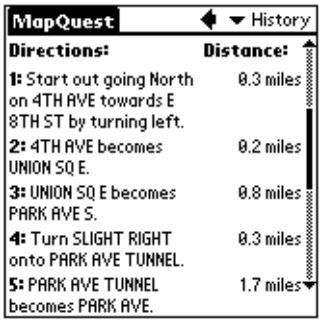
4. Complete the From address by entering the city and state.

5. Under To, tap the Address line and enter the street address of the place you want to go to.
6. Complete the To address by entering the city and state.
7. Prepare to connect your handheld to your phone or modem. See "Make the connection" earlier in this chapter.
8. Tap Get Directions.

   Note the over-the-air icon following the word "Directions." That's your clue that the button initiates a wireless transaction.

Tap here to submit your query

Within seconds, your clipping appears. In this example, the clipping needs more than one screen to display all the directions. Use the scroll bar to see the rest of the clipping.

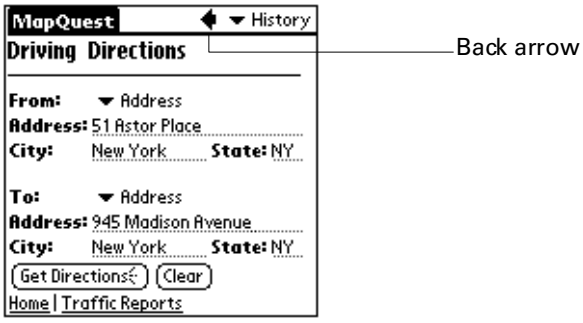


Reviewing current queries and clippings

Your handheld stores the queries and clippings of your current session so that you can review them. Use the Back arrow to review the pages you displayed since you opened the web clipping application.

To go back to a previously viewed page:

- Tap the Back arrow ◆ in the web clipping application.

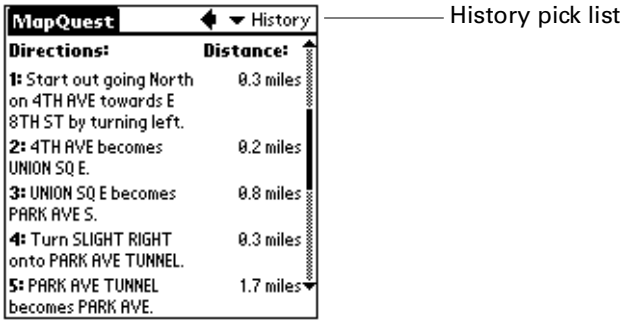


Reviewing stored clippings: History list

You can see a list of stored clippings in the History list and then select the one you want to review. You can see clippings that pertain only to the web clipping application that is open. When you open another web clipping application, the History list changes to display only clippings that you received in that web clipping application.

To review the History list:

1. Open the web clipping application that has clippings you want to review.
2. Tap the History pick list.



3. Select the clipping you want to review.

Saving web clipping information

You can copy the text of a clipping or a page of a web clipping application and paste it into another application. For example, you can copy driving directions and paste them into Memo Pad.

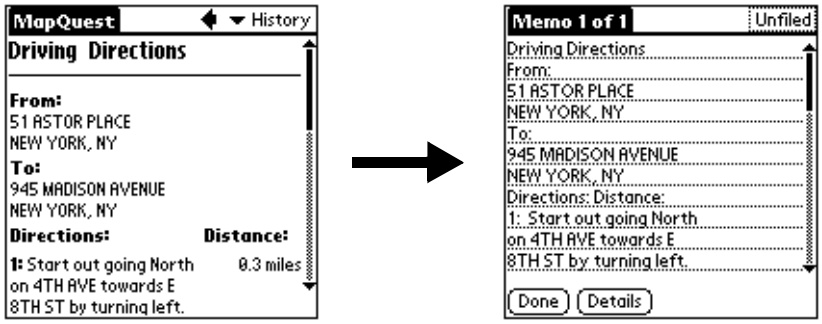
To save the text of a clipping or page:

1. Make sure the clipping or page you want to copy is onscreen.

   You can use the Back arrow or the History list to display the clipping or page you want.

2. Tap the Menu icon .
3. Tap Edit, and then tap Copy Page.
4. Open one of the basic applications, such as Memo Pad.
5. Create a new record.
6. Tap the Menu icon .
7. Tap Edit, and then tap Paste.

For example, here are the directions found in the sample procedure above, pasted into Memo Pad:



Keep the following points in mind about the Copy Page command:

- Copying always starts at the top of the current clipping or page, regardless of what is displayed onscreen.
- The Copy Page command copies only the first 4,000 bytes (4KB) of data. If the clipping or page you copy contains more than 4KB of data, the word "truncated" appears at the end of the pasted text.

  TIP Use the Info command in the Options menu to find out how large a clipping is.

- The Copy Page command does not copy images or icons; table structures; or text formatting such as bold, italics, and so on.

Web Clipping Preferences

The Web Clipping Preferences screen enables you to change the connection and the proxy server with which your handheld communicates and to prevent the transmission of your handheld's ID.

There is also a Preferences screen in your web clipping applications that enables you to change the graphic quality, set cookie options, and change the size of the history buffer.

IMPORTANT Do not change these settings unless your corporate system administrator instructs you to do so.

To view or change Web Clipping Preferences:

1. Tap the Applications icon.
2. Tap the Preferences icon.
3. Tap the pick list in the upper-right corner of the screen.
4. Select Web Clipping.
5. Access any of the following options:

   Connection. Displays the name of the current connection.

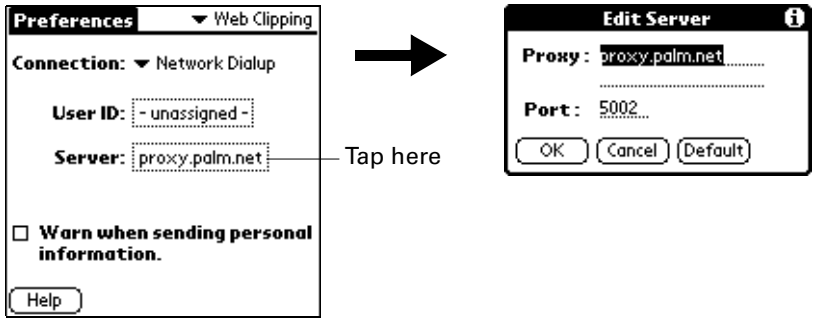
   User ID. Displays your User ID.

   Server. Displays the name of the proxy server.

   Warn when sending personal information. Displays a warning when you submit a query that transmits your personal information, such as your unique handheld ID and your location. The warning gives you a choice; you can continue the transaction or cancel it before any information is sent. If you do not want to send this information over the airwaves, select this check box.

To change the proxy server:

1. From the Web Clipping Preferences screen, tap Server.
2. Enter your new Proxy server name or IP address.



TIP To restore the initial proxy server setting, tap Default.

To view or change Preferences in your web clipping applications:

1. Tap the icon of the web clipping application you want to open.
2. Tap the Menu icon.

3. Under Options, tap Preferences.

4. Change any of the following options:

   Graphics. Displays the current graphic setting. Tap the pick list to select from the following options: No Images, Fastest, Standard, and Best Quality.

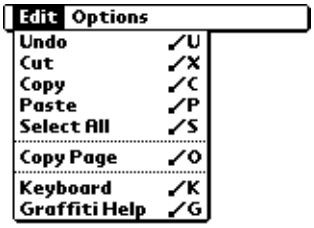
   Accept Cookies. Indicates whether your handheld will accept packets of information—called "cookies"—from web sites. To reject cookies, deselect this check box.

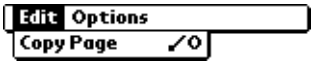
   History. Displays the number of kilobytes allocated to the history cache. If you have a fast connection, a bigger cache can improve the throughput response. Keep in mind that the space allocated to your history cache comes out of the memory available for other applications and data on your handheld.

5. Tap OK.

Web clipping application menus

All web clipping applications have the same menus. Web clipping application menus are shown here for your reference, and web clipping application features that are not explained elsewhere are described here. For information about Edit commands besides Copy Page, see your handheld's handbook.





Bigger Font	Increases the size of the text in the current web clipping application. When this option is selected, the menu option name changes to Smaller Font.
Smaller Font	Decreases the size of the text in the current web clipping application. When this option is selected, the menu option name changes to Bigger Font.

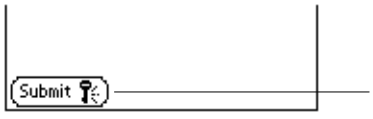
Info	Shows the number of bytes the clipping contains. If a clipping is larger than 1,000 bytes, then two exclamation points (!!) appear in the title area.
About Web Clipping	Shows version information for the web clipping technology that supports web clipping applications.

APPENDIX A

Protection of Your Wireless Transactions

Your handheld is equipped with next generation encryption technology. Some web clipping applications use this encryption technology to secure the transmission of sensitive information such as passwords that are sent over the network. Data is protected both when sent from your handheld over the network and when coming in from the Internet to your handheld.

When a wireless transaction is secured, the command button that initiates the transaction is marked not only by the over-the-air icon, but also by the security icon.



The security icon indicates that your transmission is encrypted

Encryption makes your data unreadable by anyone but the intended recipient. Encryption is done using elliptic curve cryptography; this technology is also used in a wide variety of consumer handheld devices and enterprise applications.

It's not unusual to experience a delay of several seconds when a wireless transaction is being encrypted.

Individual web clipping applications may add another layer of protection to their transactions. For example, a web clipping application may require you to create and use a password to access sensitive information (for example, your checking account).

See "Web Clipping Preferences" in Chapter 2 for information about preventing the transmission of your handheld's ID.

APPENDIX B

Support and Troubleshooting

This appendix provides information for getting help with your handheld and with web clipping applications.

For your handheld

If you encounter a problem with your handheld or with basic web clipping technology, please do the following:

- Check the troubleshooting information in this guide as well as in the *Getting Started* guide and *Handbook*.
- Check the settings on your handheld.
- Contact your Internet Service Provider (ISP).

If you still need assistance and you contact Palm technical support, please have the following information ready:

- The name and version of your computer operating system
- The error message or problem you are experiencing
- The steps you took to identify or reproduce the problem
- The version of the handheld software you are using and the available memory on the device

To find version and memory information:

1. Tap the Applications icon .
2. Tap the Menu icon .
3. Tap App, and then tap Info.
4. Tap Version to see version numbers, and tap Size to see the amount of free memory, in kilobytes.

You can access handheld technical support in the following ways:

- HelpNotes and readme file in the folder containing Palm™ Desktop software on your hard drive or Palm Desktop CD-ROM
- Palm web site at http://www.palm.com/support

- E-mail, in the U.S.: Use the form on the web site at http://www.palm.com/support/contact/contactform.html
- E-mail, outside the U.S.: Locate the applicable regional e-mail address on the web site at http://www.palm.com/support/globalsupport.html and use the form supplied there
- English-only real-time chat on the web site at http://www.palm.com/support
- Technical phone support: The Support card included with this product lists phone numbers to call both inside and outside the U.S.

NOTE Fees or charges may apply when seeking telephone support for some products.

For web clipping applications

For problems encountered within a specific web clipping application, contact the developer or publisher of the web clipping application.

Thousands of third-party add-on applications, including web clipping applications, have been written for Palm OS handhelds. Unfortunately, Palm is not able to support such a large number of third-party applications.

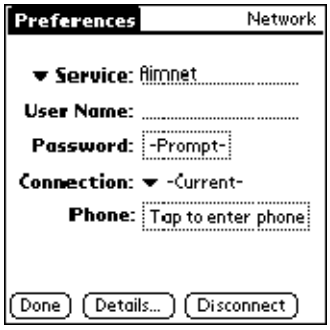
For general problems with web clipping applications, review the following information:

Problem	Solution
I cannot connect to my ISP	You may need to enter additional technical networking information. Contact your ISP to obtain their primary and secondary DNS address and their IP address. See your handheld's handbook for instructions on how to enter this information.
I can connect to my ISP, but my queries don't work	Your ISP connection may be timing out before you submit the query. Try the following: 1. Enter the query information in the web clipping application. 2. Make the connection to your ISP. 3. Tap the button or other object that displays the over-the-air icon to submit your query to the Internet.

My handheld stays connected to my ISP after I finish using web clipping applications

Some web clipping applications do not automatically end the connection when you close the application. If this occurs, follow these steps to end the connection:

1. Tap the Applications icon .
2. Tap the Preferences icon .
3. Tap the pick list in the upper-right corner of the screen.
4. Select Network.



5. Tap Disconnect.

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