



Engines for Wireless Data (EWD) Client
nweb 4.0
for RIM 850 / 857 / 950 / 957

User Guide

***nweb* 4.0 User's Guide**

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About This Book

nweb is your handheld's gateway to the web. *nweb* 4.0 User's Guide helps you to use *nweb* to visit Web pages. Later, use this User's Guide as a reference for less common tasks, such as changing your home page.

nweb 4.0 User's Guide makes the following assumptions:

- You know how to use the basic functions of your handheld, such as using the keyboard and trackwheel.
- You have all the elements you need to connect to the Internet. For example, you may need a data-enabled phone, an Internet Service Provider, and so on.
- You know how to configure your handheld to connect to the internet.

For information about any aspect of your handheld, please consult the documentation that came with your handheld.

nweb 4.0 User's Guide explains the following topics:

- [Chapter 2, "Introduction"](#)
- [Chapter 3, "Installing and Configuring nweb"](#)
- [Chapter 4, "Browsing the Web on Your Handheld"](#)
- [Chapter 5, "Finding Web Pages You Recently Visited"](#)
- [Chapter 6, "Stored Web Pages"](#)
- [Chapter 7, "Bookmarks"](#)
- [Chapter 8, "Customizing nweb"](#)
- [Chapter 9, "Menu Commands"](#)
- [Chapter 10, "Troubleshooting and Error Messages"](#)

Introduction

Welcome to *nweb*. Soon you will be connecting to Internet and intranet content throughout your coverage area.

nweb 4.0 User's Guide first walks you through installing *nweb* and configuring it for your network. Then, you can learn about how to go online with *nweb* and take advantage of its many features for navigation and interaction.

nweb is Easy to Use

nweb is easy to use because it works much like the web browsers you use on your desktop computer. You can enter web addresses (also called URLs - Uniform Resource Locators), create bookmarks to your favorite pages, save pages, and even download files directly to your handheld. More importantly, *nweb* is designed to be used on the small screen of your handheld.

nweb is Secure

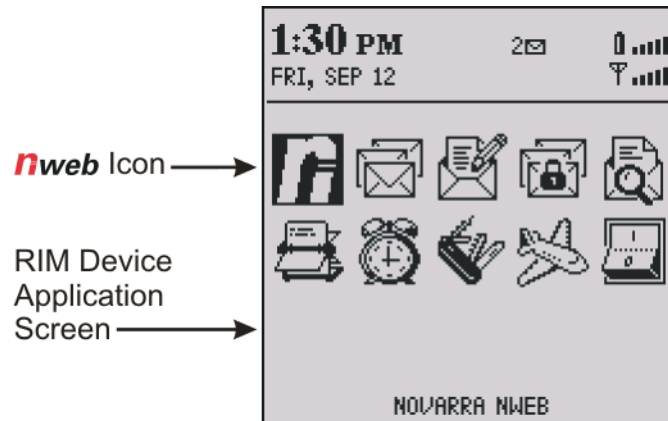
nweb features a two-tiered approach to secure Internet access. First, *EWD Server* uses Secure Sockets Layer (SSL), which enables secure communication to servers that support SSL. SSL allows encryption/decryption of sensitive data transmitted between *EWD Server* and a secure web site.

Second, *EWD Server* implements Certicom's Elliptic Curve Cryptography (ECC) technology to secure the data communication between your handheld and *EWD Server*. Note that the administrator can configure whether all data is secured between your device and the server, whether nothing is encrypted, or whether only the transmission between *EWD Server* and the web site is secured.

What *nweb* Looks Like

This section shows the layout of *nweb* and defines the functions of the various action icons and indicators.

Application Screen



nweb Splash Screen

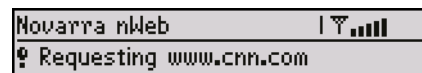


Web Page View



Title & Status Bar

The Title & Status Bar displays the activity of the browser or the title of the Web page being viewed:



nweb is requesting the entered URL or link.



nweb is receiving the requested URL.



nweb is opening the Web page for viewing on the device.



Images from the Web page are being downloaded.



Downloading is complete and the Web page title is displayed.

Action Icons



Activity Indicator Icon. *nweb* is in the process of downloading.



Wireless Coverage Indicator Icon. Your handheld is within an area of wireless coverage.



Wireless Coverage Indicator Icon. Your handheld is not in an area of wireless coverage.



“Up Arrow” Icon. Indicates the Shift key or Cap Lock mode is activated.



“A” Icon. Indicates the Alt key is activated.



“N” Icon. Indicates Number-Lock mode is activated.

Installing and Configuring *nweb*

nweb is easy to install and configure. This chapter discusses the following topics:

- “Handheld System Requirements” on page 7
- “Installing *nweb*” on page 11
- “Finding the *nweb* Version Number” on page 17
- “Configure *nweb*” on page 18

Handheld System Requirements

To run *nweb*, your handheld must have the following:

- RIM OS version 2.6 or later
- RIM software version 2.6.0.36 or later
- 8 MB RAM
- A way to connect to the Internet, for example, one of the following
 - A radio built into your handheld
 - A wireless connection made through peripheral hardware attached to your handheld
 - A modem

To Find the RIM OS Version Number

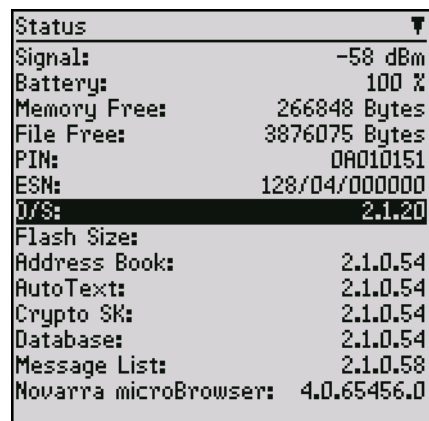
1. Use the trackwheel to highlight the **Options** icon.



2. Click the trackwheel. Select **Status** on the **Device Options** screen.



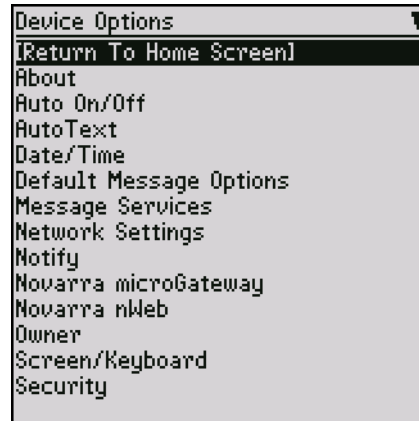
3. The **Status** screen appears.



- Click the trackwheel and select **Close**.



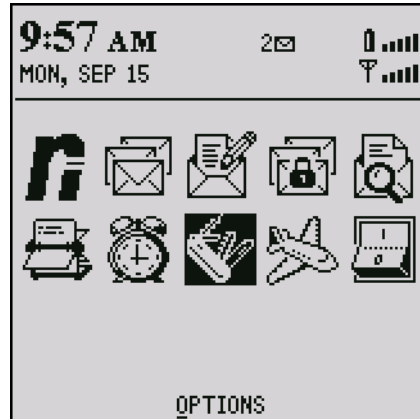
- Click the trackwheel and you are back to the **Device Options** screen. Select **[Return to Home Screen]**.



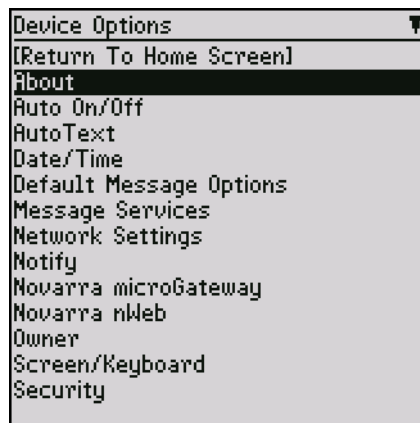
- Click the trackwheel and you are back to the Home screen.

To Find the RIM Software Version Number

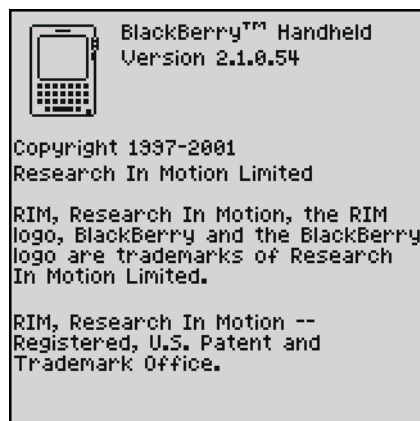
1. Use the trackwheel to highlight the **Options** icon.



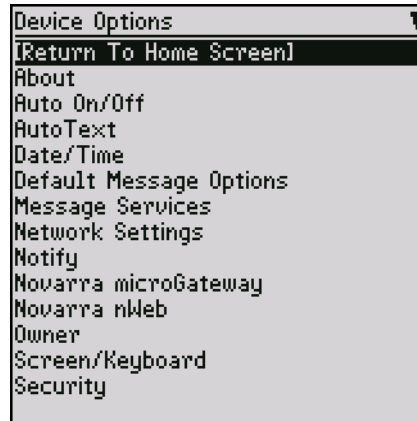
2. Click the trackwheel. Select **About** on the **Device Options** screen.



3. The **About** screen appears.



- Click the trackwheel twice and select **[Return to Home Screen]**.



- Click the trackwheel and you are back to the Home screen.

Installing *nweb*

This section explains how to install *nweb* on your RIM handheld.

- [“Running the nweb Installer - New Installation” on page 11](#)
- [“Running the nweb Installer - Reinstallation or Upgrade” on page 12](#)
- [“Loading the Application” on page 15](#)



Warning:

Do not disconnect your handheld from your computer until the loading process is complete. If the loading process is interrupted, your handheld applications might not load correctly. If this is the case, you must repeat the loading process.

Running the *nweb* Installer - New Installation

- Run `nWebInstaller.exe`.
- The **Novarra Welcome** screen appears. Click **Next**.
- The **License Agreement** screen appears. Click **Yes**.
- The **Setup Type** screen appears. Select either **Automatic** or **Manual**.
 - **Automatic** - Recommended. Automatically installs the necessary files.
 - **Manual** - Manual Install allows the user to specify the directory where the Novarra software files are to be installed.
- Click **Next**. See [“Automatic Installation” on page 12](#) or [“Manual Installation” on page 13](#) dependant on what was selected in step 4.

Running the *nweb* Installer - Reinstallation or Upgrade

1. Run `nWebInstaller.exe`.



Note:

Before updating or reinstalling the Novarra software, the previous version must be removed.

2. The **Novarra Welcome** screen appears. Click **Remove all installed components**. Click **Next**.
3. On the **Confirm Uninstall** alert, click **OK**.
4. The **Maintenance Complete** screen appears. Click **Finish**.
5. Run `nWebInstaller.exe` (again).
6. The **Novarra Welcome** screen appears. Click **Next**.
7. The **License Agreement** screen appears. Click **Yes**.
8. The **Setup Type** screen appears. Select either **Automatic** or **Manual**.
 - **Automatic** - Recommended. Automatically installs the necessary files.
 - **Manual** - Manual Install allows the user to specify the directory where the Novarra software files are to be installed.
9. Click **Next**. See [“Automatic Installation” on page 12](#) or [“Manual Installation” on page 13](#) dependant on what was selected in step 8.

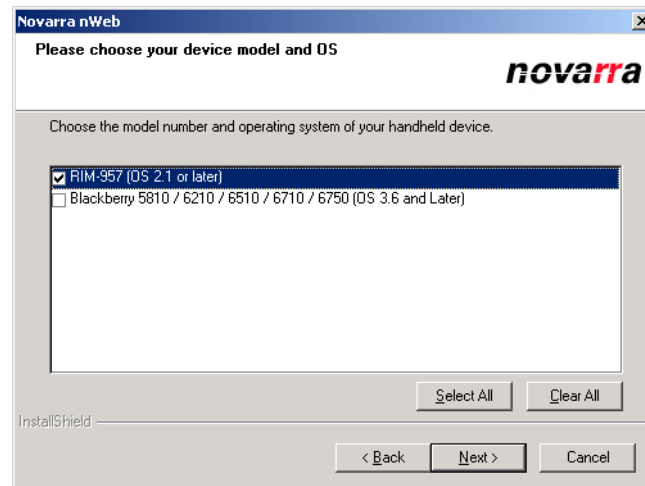
Automatic Installation

1. If the following warning appears, you must manually install the Novarra software with this installer, or cancel the installation and make sure the Desktop Management software is installed. Click **OK**.



2. Check the device type in the **Please specify your device type** screen. Click **Next**.

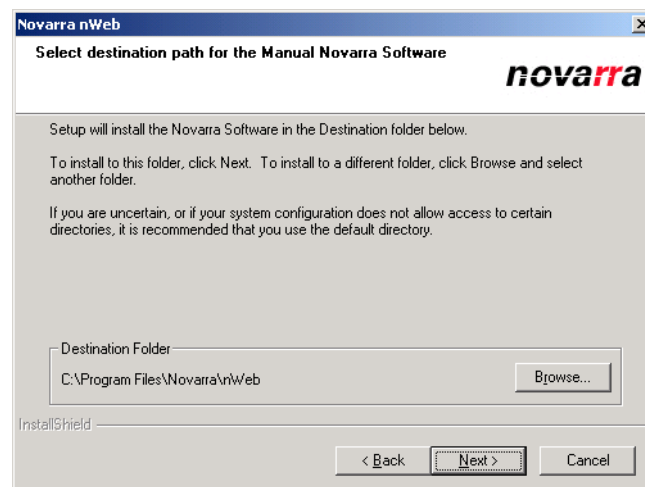
3. Choose **RIM-957 (OS 2.1 and later)**. Click **Next**.



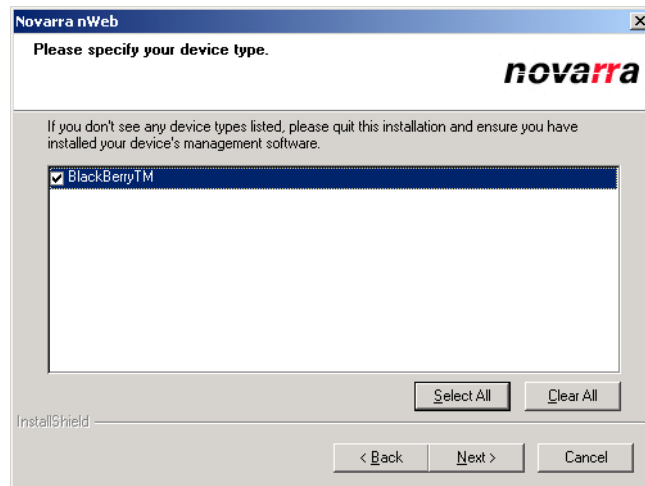
4. The **Start Copying Files** screen appears. Click **Next**.
5. The **Completing Installation** screen appears. Check **Start Desktop Management Software**. Click **Finish**.

Manual Installation

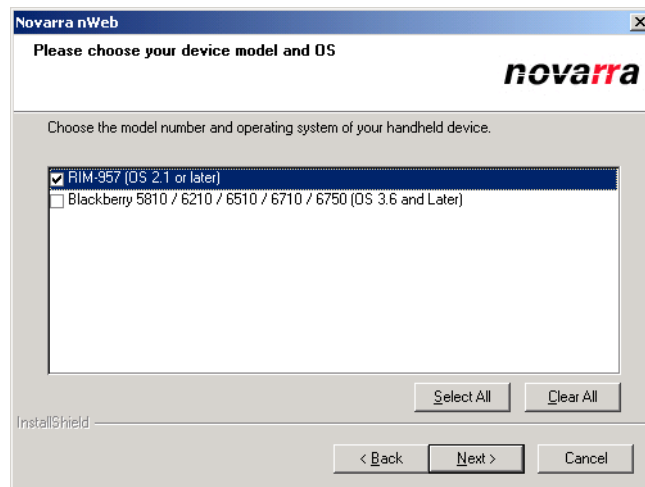
1. To install to this folder, click **Next**. To install to a different folder, click **Browse...** and select another folder and then click **Next**.



2. Specify your device type by checking the appropriate box. Click **Next**.



3. Choose **RIM-957 (OS 2.1 and Later)**. Click **Next**.



4. The **Start Copying Files** screen appears. Click **Next**.
5. The **Manual Installation Information** screen appears. Click **Next**.
6. The **Completing Installation** screen appears. Click **Finish**.

Loading the Application

Use the Application Loader tool to load applications onto your handheld.



Note:

Novarra is not responsible for any data lost during the application loading process. Verify you have backed up your device3 before attempting to install the application.

1. Connect your RIM device to your computer.
2. Start the desktop software:
On the Windows taskbar, click Start→Programs→BlackBerry→Desktop Manager
- or -
Click the Desktop Manager shortcut.



3. The BlackBerry Desktop Manager appears.



Note:

If the software on your handheld is not current, the Application Updates Available dialog box appears. To update your handheld software, click Update Now. The Application Loader Wizard appears automatically. If you are unsure of the status of your handheld software or your computer software, click Cancel. If you click Cancel, the Application Updates Available dialog box appears each time you start the desktop software.

4. Double-click the Application Loader icon. The Welcome to the Application Loader window appears.

5. Click **Next**. The desktop software reads the handheld's configuration, and depending on your handheld, the LCD screen displays Loader activity or an icon. At the same time, the **Application Loader Wizard** window appears on your desktop.



Note:

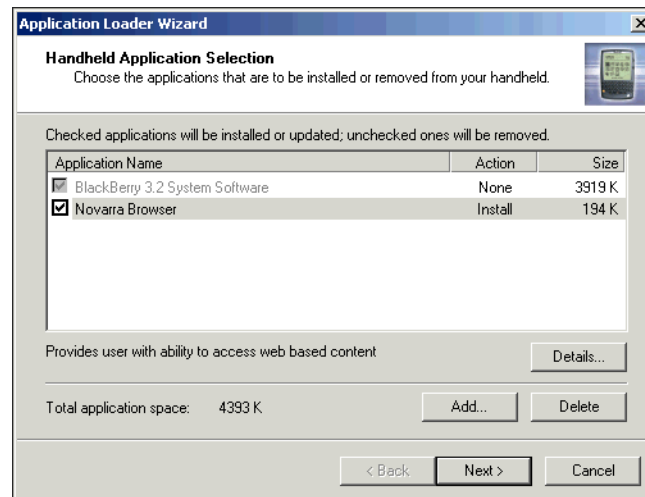
If the system software does not appear in the **Application Loader Wizard** window, contact your service provider.

6. Click on the check box next to Novarra Browser and click **Next**.



Note:

Other applications may appear in the **Application Loader Wizard** window.

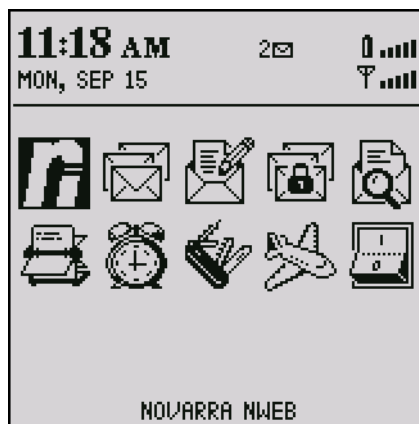


7. A summary window appears that displays the actions that will occur during the loading process.
8. Click **Finish**. If necessary, the Application Loader tool backs up your handheld's data automatically and loads the applications onto your handheld.
9. When the loading process is complete, the Application Loader indicates whether or not the process was successful. Click **Close**.

Finding the *nweb* Version Number

nweb may use specialized RIM OS applications to help it display web content. Some of these applications may only be compatible with a particular version of *nweb*.

1. Use the trackwheel to highlight the *nweb* icon and then click it to open *nweb*.



2. From any Web page or the **Novarra *nweb*** screen, click the trackwheel. Select **About** on the menu.
3. The **About *nweb*** screen appears.



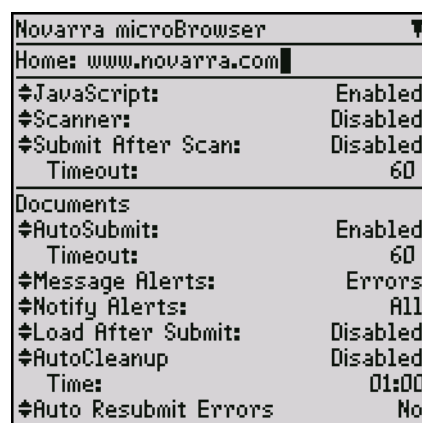
Configure *nweb*

nweb must be configured with the correct host settings before you can begin interacting with Web content. You can manually configure *nweb* after running the installation by following these steps:

1. First, obtain the server address and port number from your wireless network operator.
2. Use the trackwheel to highlight the *nweb* icon and then click it to open *nweb*.




3. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Options**. Click the trackwheel again.
4. On the **Novarra microBrowser** screen, enter the home page in the **Home:** field. To set the other options on this screen, see [Chapter 8, “Customizing nweb”](#).



5. Click the trackwheel and select **Save Options**. Click the trackwheel again. The changes to the **Novarra microBrowser** screen have been saved.

6. From the **Novarra microBrowser** screen, click the trackwheel and select **Advanced**. Click the trackwheel again.
7. On the **Novarra microGateway** screen, enter the server address in the **Host:** field. This information should be available from your network administrator. To set the other options on this screen, see [Chapter 8](#), “Customizing nweb”.



The screenshot shows a terminal window titled "Novarra microGateway". It contains a configuration menu with the following options and values:

Option	Value
Host:	
Send Retries	1
Extended Retries	40

8. Click the trackwheel and select **Save Options**. Click the trackwheel again. The changes to the **Novarra microGateway** screen have been saved.
9. You are now ready to begin using *nweb*.

Browsing the Web on Your Handheld

Just like the web browser you use on your desktop computer, *nweb* lets you browse the web in several ways:

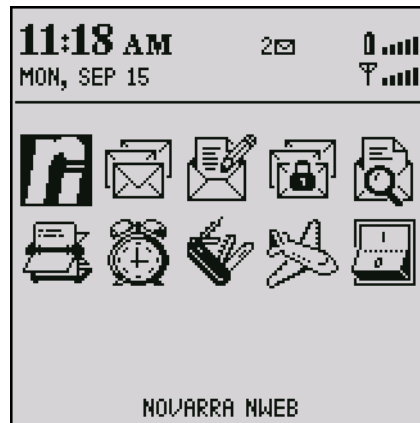
- Visit a Web page by entering its web address, also called a URL (Uniform Resource Locator).
- Visiting another Web page by selecting a link.
- Go back to the pages you already visited by using the Back and Forward functions.

This chapter describes the following tasks:

- “Starting *nweb*” on page 22
- “Loading a Web Page” on page 23
- “Scrolling and Moving Through Documents” on page 24
- “Using the Enter Key or Space Bar to Initiate Default Commands” on page 24
- “Following a Link” on page 25
- “Returning to a Web Page You Just Visited” on page 26
- “Going to Your Home Page” on page 26
- “Stopping the Web Page Download Process” on page 27
- “Refreshing a Page” on page 27
- “Clearing the Cache” on page 27
- “Using Passwords” on page 28
- “Interacting with Dialog Boxes” on page 29
- “Interacting with Forms” on page 31
- “Closing *nweb*” on page 34

Starting *nweb*

1. On the RIM Main screen, use the trackwheel and highlight the *nweb* icon. Click the trackwheel to open *nweb*.



2. The *nweb* splash screen appears.



3. Click the trackwheel. Select the command you want to perform.

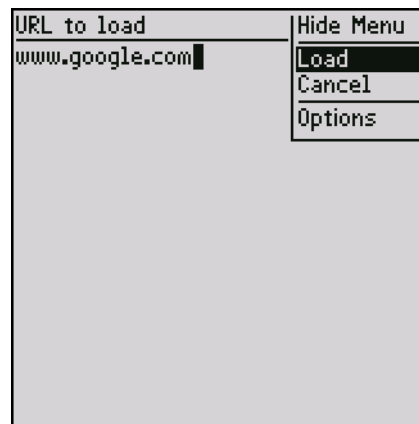


**Note:**

The rest of the instructions in this User's Guide assume that you're already running *nweb*.

Loading a Web Page

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Enter URL**.
2. On the **URL to load** screen, enter the URL you want to visit. Click the trackwheel and select **Load**. Click the trackwheel again.



3. After a few seconds, your page appears.



Scrolling and Moving Through Documents

The *nweb* supports both horizontal and vertical scrolling and a few additional ways of moving through a document. The following table lists the options available for scrolling and moving through a document.

Action	Description
Vertical scrolling	Roll the trackwheel up or down. Scrolls to next line.
Horizontal scrolling	Roll the trackwheel up or down while pressing the Num key. Scrolls to next character.
Move up or down one screen at a time	Press the U key (up) or D key (down).
Jump directly to the top or bottom of a page	Press the T key (top) or B key (bottom).

Using the Enter Key or Space Bar to Initiate Default Commands



Tip:

If you aren't sure what type of control you have highlighted on the page, display the main menu instead of pressing **Enter**. The command highlighted on the menu will indicate the control type.

Text boxes, selection items, and links are controls. For each type of control, there is a default command on the menu. For text input boxes, the default is **Submit**. For links, it is **Go!** (as long as your handheld is in coverage).

With a few exceptions, pressing **Enter** or the **Space Bar** immediately initiates the default command. There is no need to open the main menu and click on a command. For buttons (e.g. **OK**, **Cancel**, etc.) on the Web page, highlighting the button and clicking the trackwheel, pressing the **Space Bar** or pressing **Enter** will perform the button's function.

The **Enter URL** command displays a screen that allows you to enter the URL of a Web site or page that you want to go to. After entering the URL, you can simply press **Enter** or you can scroll to the **OK** button and click the trackwheel.

Enter Key and Space Bar Exceptions

Control	Enter Key	Space Bar
Buttons (OK, Cancel, etc.)	Initiates default command.	Initiates default command.
Check Box	Initiates default command.	Checks or unchecks box.
Drop Down Lists	Initiates default command.	Scrolls down through list items.
Multiple List Box	Initiates default command.	Selects or unselects items in the list.
Radio Button	Initiates default command.	Activates a deactivated radio button. If another radio button in the group was activated, it is now deactivated.
Text Areas	Starts a new line.	Places a space in the field.
Text Box	Initiates default command.	Places a space in the field.

Following a Link

Many Web pages contain links, which are text or images that when selected, take you to another Web page or to another part of the same page. Like many other web browsers, *nweb* highlights these links by underlining them.

1. Select the underlined link with by using the trackwheel to navigate to it. In the example below, Images has been selected.



2. Click the trackwheel. Select **Go!** and click the trackwheel again.



3. The linked page is now loaded.

Returning to a Web Page You Just Visited



Note:

These features are only enabled when the user has visited at least two pages using the **Enter URL** command.

To Go Back to the Last Page You Visited

From any Web page, click the trackwheel and select **Back**. Click the trackwheel again and you will return to the previous page.

To Go Forward Through the History List

From any Web page, click the trackwheel and select **Forward**. Click the trackwheel again and you will return to the next page.

Going to Your Home Page

From any Web page or the **Novarra nweb** screen, click the trackwheel and select **Home**. Click the trackwheel again and you will go to your Home page.

See [Chapter 8, “Customizing nweb”](#) for information about changing your Home page.

Stopping the Web Page Download Process

If you decide that the Web page download process is taking too long, you can stop it. Click the trackwheel and select **Stop**. Click the trackwheel again and your page will stop downloading.

You can make changes to improve the download speed, such as removing images from your Web pages. See [Chapter 8, “Customizing nweb”](#).

Refreshing a Page

Some Web pages, such as news sites, change frequently. If you visit a page and spend several minutes reading an article, the web site may change during that time. To make sure you have the latest content, refresh the page.

From any Web page, click the trackwheel and select **Refresh**. Click the trackwheel again and your page will refresh.

Clearing the Cache

Clearing the cache deletes all pages from the cache except the ones you have recently visited that are on the History list. This is the way to free up memory on your device for other purposes.

1. From any Web page or the **Novarra nweb** screen, click the trackwheel and select **Options**. Click the trackwheel again. The **Novarra microBrowser** screen appears.
2. From the **Novarra microBrowser** screen, click the trackwheel and select **Advanced**. Click the trackwheel again. The **Novarra microGateway** screen appears.
3. From the **Novarra microGateway** screen, click the trackwheel and select **Flush Cache**.
4. The cache has now been cleared and you are returned to the **Novarra microBrowser** screen.
5. From the **Novarra microBrowser** screen, click the trackwheel and select **Cancel**. Click the trackwheel again. The **Novarra nweb** screen appears.
6. Continue to browse.

Using Passwords

Some web sites require the use of passwords in order to enter.

1. Navigate to the web site you want to enter.
2. Enter your Sign-In Name (User Name, etc.) in the appropriate field.
3. Scroll to the password field and enter your password.



Note:

You will only see asterisks when entering in your password.

4. Select the **Sign In** (Enter, Go, etc.) button to enter the site and click the trackwheel.

Yahoo! Mail - The be...
Enter your ID and password to sign in
Yahoo! ID:
Novarra
Password:

☐ Remember my ID on this computer
Sign In
Mode: Standard | Secure
[Sign-in help](#) [Forgot your password?](#)
Get the email address you've always wanted with Personal Address

Interacting with Dialog Boxes

Many Web pages display dialog boxes to inform you, collect information, or ask you a question. If JavaScript is enabled, you may come across these dialogs in *nweb*.

The various dialog boxes, in *nweb*, are “modal”. This means that you cannot interact with the Web page while the dialog box is on the screen.

Alert Boxes

The simplest dialog is an alert box, also known as a message box, with an **OK** button. Select **OK** and click the trackwheel to dismiss the alert box.



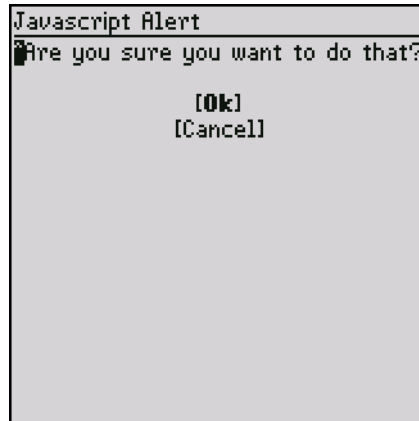
Input Boxes

An input box, also known as a prompt, asks you to enter a value. After you have entered the requested information, click the trackwheel to send the information to the page and dismiss the input box.



Confirmation Dialog Boxes

A confirmation dialog box is similar to an alert box, but you have the option of accepting the message in the dialog or canceling out of it. **OK** is bolded and the default choice that can be selected by pressing the **Enter** key if the cursor is still on the text for the alert. Or, you can select either **OK** or **Cancel** with the cursor and click the trackwheel.



Error Messages

The JavaScript error message is a special type of confirmation dialog box. When *EWD Server* encounters a run-time error with JavaScript on the page, it notifies you with an error message. If you select **OK**, the line with the error on it is ignored and subsequent script is processed; otherwise, any additional JavaScript code on the page is ignored.



Note:

Your administrator actually controls how JavaScript errors are handled. Since the administrator has the option to automatically disable JavaScript anytime there is an error, you may not see the JavaScript error message.

Interacting with Forms



Note:

For more information and instructions on saving and sending forms, see [Chapter 6, "Stored Web Pages"](#).

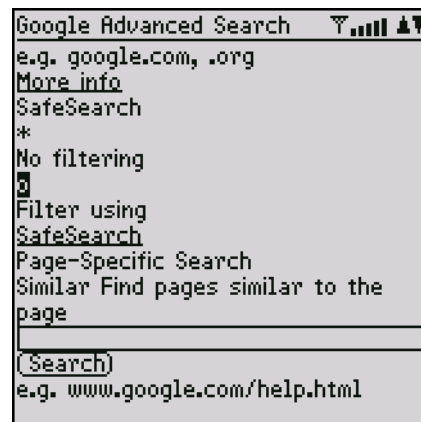
With *nweb* you can use forms that require user input. To select an edit field, use the trackwheel and place the cursor at the edit field. Information in the edit field is entered by using the keyboard.



Using Radio Buttons and Checkboxes

1. Use the trackwheel and highlight the radio button or checkbox you want.

Radio Button

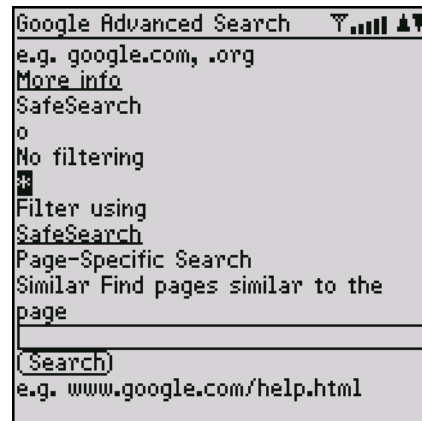


Checkbox



2. Tap the **Space Bar** to select the radio button or checkbox.

Radio Button



Checkbox



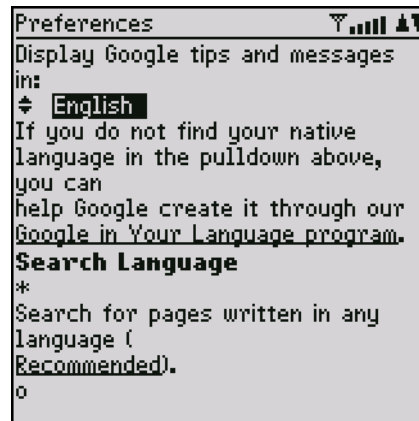
Drop-down Lists

There are a few ways to select an option in a drop-down list:

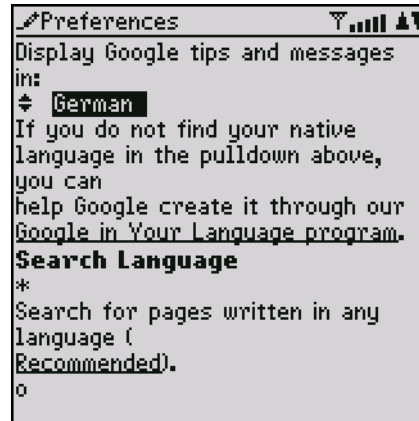
- “Using the Space Bar to Select an Option in a Drop-down List”
- “Using the Alt Key and Trackwheel to Select an Option in a Drop-down List”

Using the Space Bar to Select an Option in a Drop-down List

1. To select options in a drop-down list, first highlight the drop-down list.

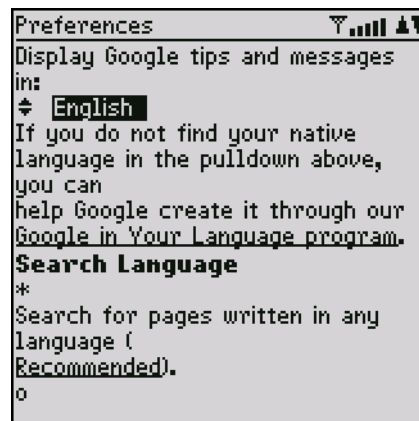


2. Click the **Space Bar** to scroll through the available options.

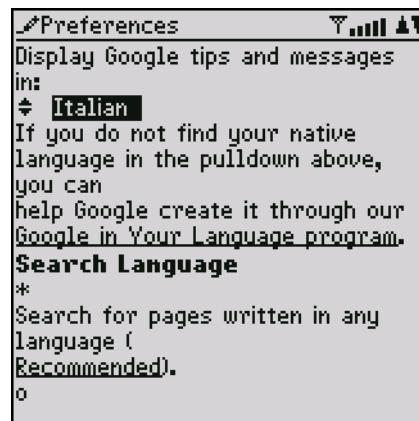


Using the Alt Key and Trackwheel to Select an Option in a Drop-down List

1. To select options in a drop-down list, first highlight the drop-down list.



2. Tap and hold the **Alt** key and roll the trackwheel to view the list of options and select the options.



Multiple Select Lists

If the Web page supports multiple selects, you can select several items in a list. Unlike desktop browsers, all the choices in the list are displayed.

1. Select the item with the trackwheel and tap the **Space Bar** once to select it, and tap a second time to deselect it.
2. Select additional items as necessary.



Submitting Forms

When you have completed the form, select the submit button (the default button, which is usually labeled Submit, Enter, or Go). Click the trackwheel and select **Submit**. Click the trackwheel again to send the form to the *EWD Server*.

For more information on saving and sending forms, see [Chapter 6, “Stored Web Pages”](#).

Closing *nweb*

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Close**. Click the trackwheel again.
2. You are returned to the RIM main screen.

Finding Web Pages You Recently Visited

Using the **Back** and **Forward** functions to browse through the pages you recently visited, one page at a time, can be tedious. Instead, use the **History** list to view a list of the pages you visited and go directly to any page in that list.

The **History** list contains a record of all the pages you recently visited when you used the **Enter URL** or **Go** commands.

This chapter describes the following tasks:

- “Returning to a Page in the History List” on page 35
- “Clearing the History” on page 36

Returning to a Page in the History List

This method allows you to view recently visited pages.

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **History**. Click the trackwheel again.
2. The **Novarra History** screen opens. Select the name of the page you want to open and then click the trackwheel. Select **Go!** and click the trackwheel again.
3. The selected page is loaded.

Clearing the History



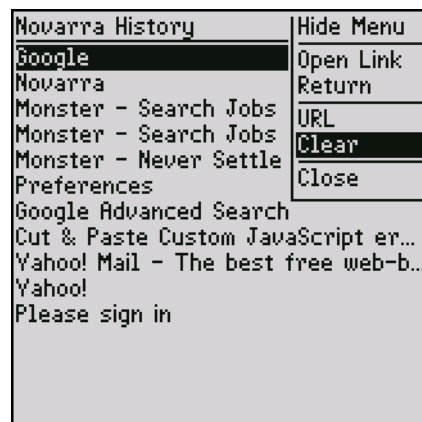
Warning:

If the **History** is cleared, it cannot be recovered. Clearing the list removes all record of your browsing history.

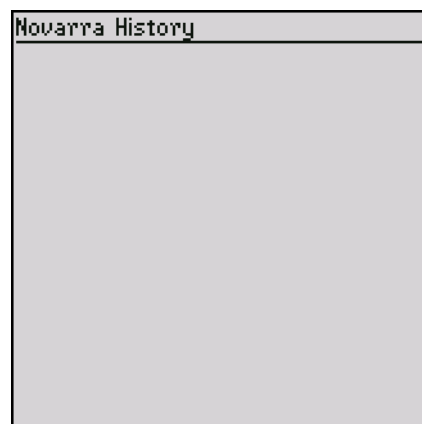
If you need to remember the location of a page you recently visited, create a bookmark of that page before clearing the **Novarra History** screen. See [Chapter 7, “Adding a Bookmark”](#).

If you need to free up memory on your handheld, clearing the **Novarra History** screen can help.

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **History**. Click the trackwheel again and you will go to the **Novarra History** screen.
2. Click the trackwheel and select **Clear**.



3. All the history is deleted and the **Novarra History** screen is empty.



Stored Web Pages

nweb gives you the ability to save Web pages and forms for offline viewing and editing. This is different than a bookmark in that it saves the actual page or form in memory, and not just a reference to the page's address (URL).

The document storage area is permanent storage. Pages are removed from it only when you choose to delete them. By contrast, the cache is a temporary storage area, where pages are deleted automatically when the cache fills up.

You access the document storage area by selecting **Documents** from the main menu. The area contains several types of pages:

- Saved Web pages – Web pages of any kind that you want to save in permanent memory. Saving these pages makes them available for offline viewing.
- Saved forms – Web pages containing forms. The forms can be saved empty or with data entered. The forms can be edited while offline and submitted later.
- Responses – Responses to saved forms that have been submitted.
- Push messages – Messages or URLs that are sent at the initiative of your company or enterprise, without your needing to request them.






This chapter describes the following:

- “Overview of the Documents Screen” on page 38
- “Saving a Page or Form” on page 39
- “Opening a Saved Page or Form” on page 40
- “Sending a Saved Form” on page 41
- “Deleting Saved Pages or Forms” on page 42
- “Push Messages” on page 43
- “Push Messages and the Inbox Screen” on page 44

Overview of the Documents Screen

The **Documents** screen contains saved Web pages, forms and Push messages. It also contains the responses to saved forms that have been sent. The **Documents** screen is accessed by selecting **Documents** from the main menu.

The table below shows the icons encountered on the **Documents** screen and their descriptions.

Icon	Screen	Description
	Documents	Offline page downloading.
	Documents	A saved form has been submitted. A response was completed and viewed by the user.
	Documents	A saved form has been submitted. A response was completed and has not been viewed by the user.
	Documents	A saved form has been submitted. The response timed out or stopped. The user should resubmit the form.
	Documents	A saved form has been submitted. The response is pending. The user can continue to browse, save pages, etc.

Saving a Page or Form



Note:

Before a form can be saved, **Offline Forms:** must be **Enabled** in the **Novarra microbrowser** screen (see [Chapter 8, "Customizing nweb"](#)).

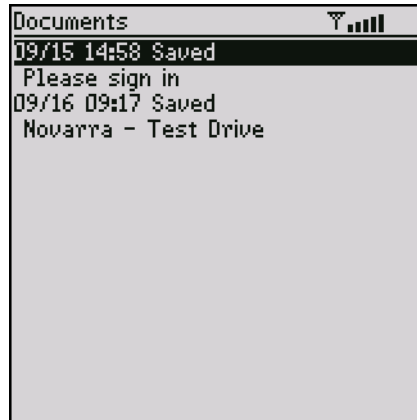
1. Navigate to a page. If the page has a form, you can fill in the form before saving or you can fill it out later after it has been saved.

2. Click the trackwheel and select **Save As**.
3. The **Save Forms** screen opens with a suggested name for the page. The default name is the page's title, with a unique number appended to it if another form with that name exists, or the URL if it has no title. Accept the default value or enter the name by which you want to identify this page.

4. Click the trackwheel. The form is now saved

Opening a Saved Page or Form

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Documents**. Click the trackwheel again.
2. The **Documents** screen appears listing the page or form's date, time saved and its name.

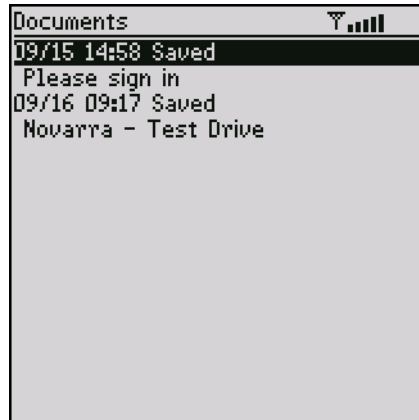


3. Select the page or form you want to open and click the trackwheel. Select **Open** and click the trackwheel.
4. The saved page or form is displayed. If information had been previously entered in the form fields and saved, it will be displayed.

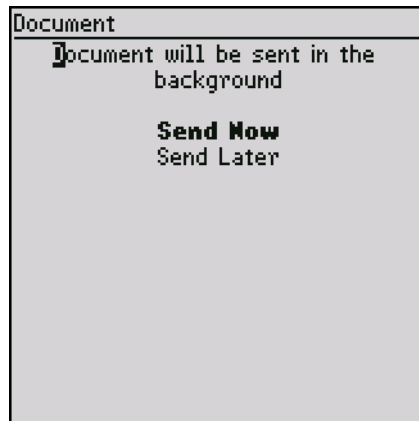
A screenshot of a handheld device screen titled "Novarra - Test Drive". At the top right, there are signal strength and battery level indicators. The screen displays a form with several fields, each preceded by an asterisk (*). The fields and their values are: "* Required Fields", "* First Name:" (John), "* Last Name:" (Doe), "* Title:" (CEO), "* Company:" (Motaco), "* Address:" (123 Any Street), "* City:" (Anytown), and "* State/Provinces:" (I). Each field has a corresponding input box.

Sending a Saved Form

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Documents**. Click the trackwheel again.
2. The **Documents** screen appears listing the page or form's date and time saved, its status and name.



3. Select the form and click the trackwheel. Select **Open** and click the trackwheel again. The saved form is displayed.
4. Edit the form and click the trackwheel. Select **Submit** and click the trackwheel again.
5. A confirmation dialog box appears asking if you want to send the form now or later.



6. Selecting and clicking on **Send Now** sends the form immediately (as long as you are in coverage). Selecting and clicking on **Send Later** sends the form when you are in coverage.

Deleting Saved Pages or Forms



Warning:

If a saved Web page or form is deleted, it cannot be recovered.

Previously saved Web pages and forms can be deleted from memory.

To Delete a Page or Form

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Documents**. Click the trackwheel again.
2. The **Documents** screen appears listing the page or form's dates and times saved, their statuses and names.
3. Select the page or form you want to delete (if only deleting one form) or leave the cursor at the first form (if deleting all the pages and forms) and click the trackwheel.



Warning:

If **Delete All** is selected, all saved pages and forms will be deleted and cannot be recovered.

4. Select **Delete** to delete the one selected form, or **Delete All** to delete all the pages and forms. Click the trackwheel.
5. A confirmation dialog box appears. Select **Yes** and click the trackwheel.

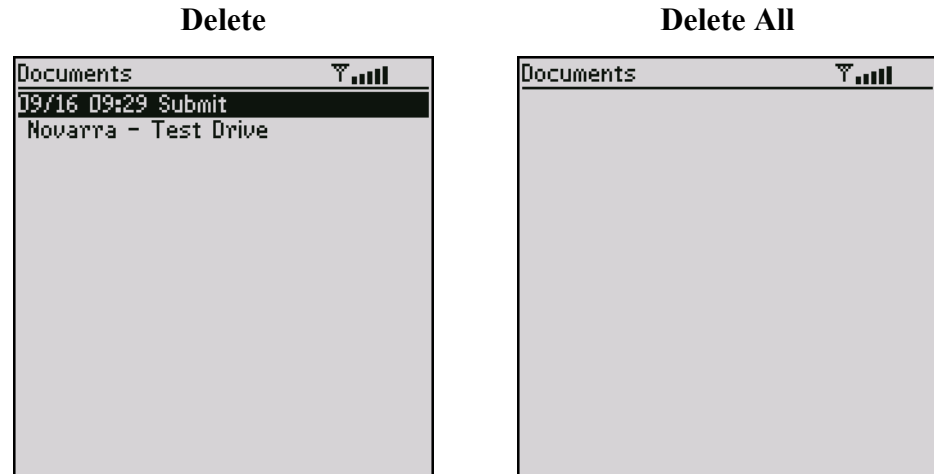
Delete

Deleting Please sign in
Are you sure you want to delete this document and all its responses?
[Yes]
[No]

Delete All

Deleting all documents
Are you sure you want to delete all documents and all the responses?
[Yes]
[No]

6. The saved page(s) or form(s) are removed from the **Documents** screen and the device's memory.



Push Messages

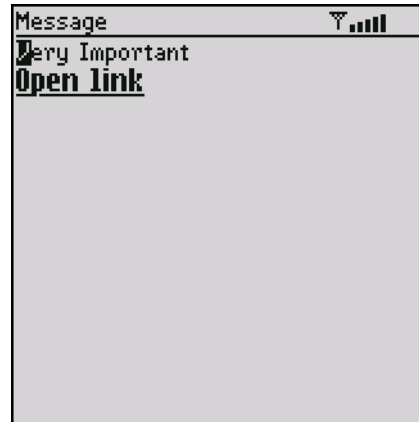
Push messages are text messages, Web addresses (URLs) or files that are sent to *nweb* without your needing to request them. This provides a way for your company to regularly send you updates to information you received earlier and to send you special announcements.

Push messages of particular importance are sent as alerts. When a push message arrives as an alert, you are notified in the same way you would be for an e-mail message or calendar appointment.



View Now

When an alert arrives, use the **Yes** button to view immediately. The **Message** screen opens displaying the message header (similar to e-mail subject lines).



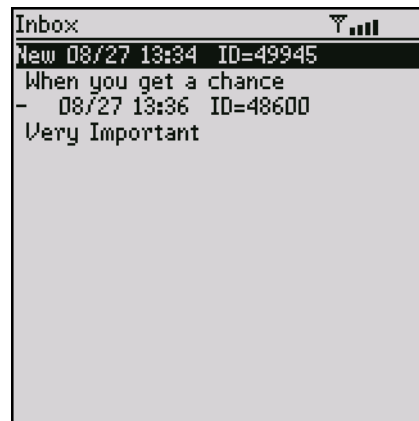
Click the trackwheel and select the **Open Attachment** command. Click the trackwheel again to display the message or open the URL.

View Later

When an alert arrives, and you clicked **No**, the message is saved and can be accessed in the **Inbox** and viewed later (see [“Push Messages and the Inbox Screen”](#) below).

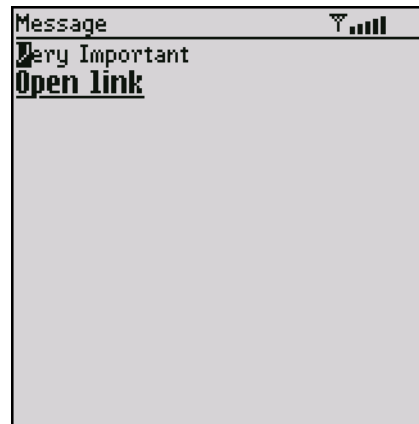
Push Messages and the Inbox Screen

The **Inbox** contains a list of Push message headers which are similar to e-mail subject lines. Use the **Inbox** command to display the list of message headers. Messages that are unread will have the word **New** before the date of the message. Read messages will have a dash (–) before the date of the message.



To Open a Stored Push Message

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Inbox**. Click the trackwheel again.
2. The **Inbox** screen appears listing the Push message headers.
3. Select the Push message you want to view. Click the trackwheel and select **Open**. Click the trackwheel again. The **Message** screen opens displaying the message header.



4. Click the trackwheel and select the **Open Attachment** command. Click the trackwheel again. The message is displayed or the URL is opened.

To Delete a Stored Push Message



Warning:

If a Push message is deleted, it cannot be recovered.

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Inbox**. Click the trackwheel again.
2. The **Inbox** screen appears listing the Push message headers.
3. Select the Push message header you want to delete (if only deleting one form) or leave the cursor at the first Push message header (if deleting all or only viewed Push messages) and click the trackwheel.



Warning:

If **Delete All** is selected, all Push messages will be deleted and cannot be recovered. If **Delete Read** is selected, all previously viewed Push messages will be deleted and cannot be recovered.

4. Select **Delete** to delete the one selected Push message, **Delete Read** to delete only the previously viewed push messages, or **Delete All** to delete all the Push message headers. Click the trackwheel.
5. The Push message is now deleted.

Bookmarks

When you read a printed book, you place a bookmark at the page where you stopped reading so that you can remember where you stopped. In the same way, you can bookmark a Web page for later reference. A bookmark in *nweb*, does not store the actual page. It stores a reference to the page's web address (URL).

**Tip:**

Web pages that contain forms can be saved with some, or all, of the information filled out and accessed online or offline. Other Web pages can be saved into memory as well. See [Chapter 6, "Stored Web Pages"](#).

This chapter describes the following tasks:

- “Adding a Bookmark” on page 47
- “Opening a Bookmark” on page 49
- “Renaming a Bookmark” on page 49
- “Deleting a Bookmark” on page 50
- “Deleting All Bookmarks” on page 50

Adding a Bookmark

To Add a Bookmark from a Loaded Page

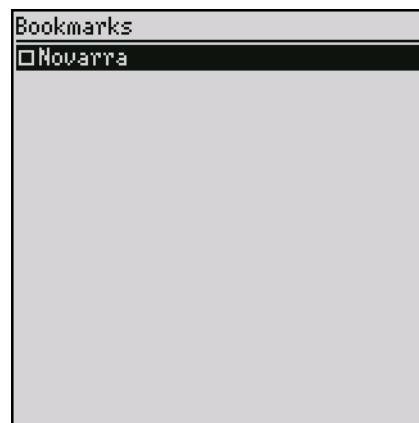
1. Go to the Web page you want to bookmark.
2. Click the trackwheel and select **Add Bookmark**. Click the trackwheel again.
3. The bookmark is now saved.

To Add a Bookmark from the Bookmarks Screen

1. From the **Bookmarks** screen, click the trackwheel and select **Add**. Click the trackwheel again.
2. An input dialog box appears. Using the trackwheel and keyboard, enter a name (**Bookmark:**) and URL (**Address:**) for the bookmark. Click the trackwheel.



3. The new bookmark is added to the **Bookmarks** screen.



4. Click the trackwheel and select **Return**. Click the trackwheel again.
5. The last page that was loaded is displayed.

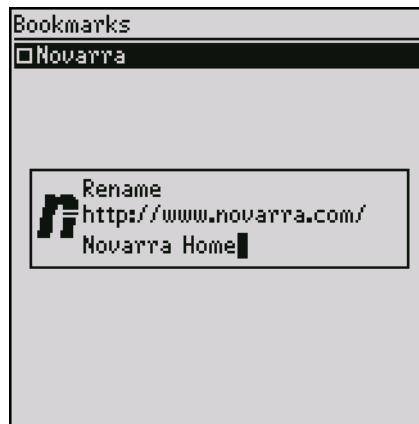
Opening a Bookmark

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Bookmarks**. Click the trackwheel again.
2. The **Bookmarks** screen opens. Using the trackwheel, select the bookmark you want to open. Click the trackwheel and select **Go!**. Click the trackwheel again.
3. The bookmarked page opens.

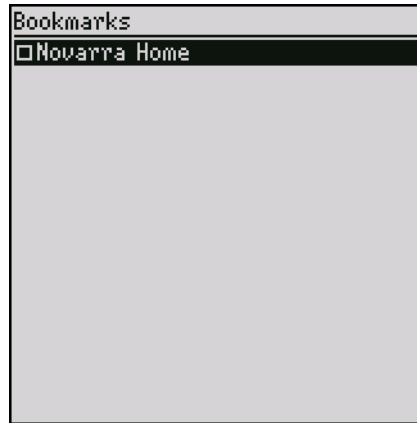
Renaming a Bookmark

A previously saved bookmark's name can be changed.

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Bookmarks**. Click the trackwheel again.
2. The **Bookmarks** screen opens. Using the trackwheel, select the bookmark you want to edit. Click the trackwheel and select **Rename**. Click the trackwheel again.
3. An input dialog box opens. Use the keyboard and edit the bookmark name. Click the trackwheel.



- The change is now displayed in the **Bookmarks** screen.



- Click the trackwheel and select **Return**. Click the trackwheel again.
- The last page that was loaded is displayed.

Deleting a Bookmark



Warning:

If the **Bookmark** is deleted, it cannot be recovered.

- From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Bookmarks**. Click the trackwheel again.
- The **Bookmarks** screen opens. Using the trackwheel, select the bookmark you want to delete. Click the trackwheel and select **Delete Current**. Click the trackwheel again.
- The bookmark is removed from the **Bookmarks** screen.
- Click the trackwheel and select **Return**. Click the trackwheel again.
- The last page that was loaded is displayed.

Deleting All Bookmarks



Warning:

If the **Bookmarks** are deleted, they cannot be recovered.

- From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Bookmarks**. Click the trackwheel again.

2. The **Bookmarks** screen opens. Using the trackwheel, select **Delete All**. Click the trackwheel again.
3. All the bookmarks are deleted.
4. Click the trackwheel and select **Return**. Click the trackwheel again.
5. The last page that was loaded is displayed.

Customizing *nweb*

You can change *nweb* to improve the speed, ease-of-use and security of your browsing experience. There are two pages where changes are made to the options:

“The Novarra microBrowser Screen”

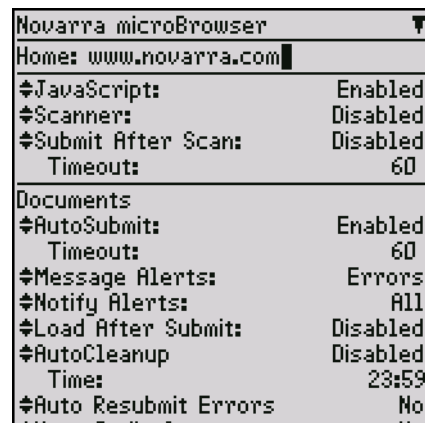
“The Novarra microGateway Screen”

The Novarra microBrowser Screen

1. From any Web page or the **Novarra *nweb*** screen, click the trackwheel and select **Options**. Click the trackwheel again.



2. The **Novarra microbrowser** screen appears with the various functions that can be adjusted.



Home Page:

The home page can be the web site you visit the most.
Scroll to **Home:** and enter the URL.

JavaScript:

nweb supports JavaScript code on Web pages. JavaScript is useful for form validation, displaying dialog boxes, and other interactive content. This function is enabled by default.

NOTE Your administrator has the option to disable JavaScript for all users of *EWD Server*. If it is disabled at the server, the device preference will have no effect.

Scroll to **JavaScript:** and type **E** for **Enabled** or **D** for **Disabled**.

Scanner:

Scanner support can be turned on or off. When the option is set to **Enabled** and a scanner is connected to the device, users will be able to scan barcodes into text input fields by holding spacebar key or using a menu option. When the scanner is set to **Disabled**, scanning is disabled regardless of the scanner presence.

Scroll to **Scanner:** and type **E** for **Enabled** or **D** for **Disabled**.

Submit After Scan:

When the option is set to **Enabled**, pages will be automatically submitted after a period of inactivity (controlled by the timeout option) if a barcode has been scanned on the page.

Scroll to **Submit After Scan:** and type **E** for **Enabled** or **D** for **Disabled**.

Scroll to **Timeout:** and enter the time in seconds.

Auto Submit:

When enabled, offline forms are automatically sent to the server when they are submitted and in coverage.

Scroll to **Auto Submit:** and type **E** for **Enabled** or **D** for **Disabled**.

Scroll to **Timeout:** and enter the time in seconds.

Message Alerts

Determines when messages are displayed to the user during offline form submission.

Scroll to **Message Alerts:** and type **E** for **Error**, **A** for **All** or **N** for **None**.

Notify Alerts

Determines when a notification (e.g. an audible beep) is done during offline form submission.

Scroll to **Notify Alerts:** and type **E** for **Error**, **A** for **All** or **N** for **None**.

Load After Submit:

The browser can optionally load home page or return to the previous page after submit, instead of displaying server response.

Scroll to **Load After Submit:** and type **E** for **Enabled** or **D** for **Disabled**.

Auto Cleanup:

When **Enabled**, form responses will be deleted after the specified interval

Scroll to **Auto Cleanup:** and type **E** for **Enabled** or **D** for **Disabled**.

Scroll to **Time:** and enter the time (hh:mm).

Auto Resubmit Errors:

Unattended form submissions will be resubmitted if the server returns an error. "Normal" submissions are unaffected.

Scroll to **Auto Resubmit Errors:** and type **Y** for **Yes** or **N** for **No**.

Keep Radio On:

When on, the radio cannot be turned off by the user.

Scroll to **Keep Radio On:** and type **Y** for **Yes** or **N** for **No**.

Add to Que:

Adds the offline form to a queue for submission when the device gets back in coverage. If **Yes** is selected, it does this automatically. If **No** is selected, the user is prompted before adding the offline form to the que.

Scroll to **Add to Que:** and type **Y** for **Yes** or **N** for **No**.

Image Presentation:

Determines whether images will be displayed at all.

- If **Disabled**, images are not loaded at all, and the option to load images is not provided in the menu. This command overrides whatever is set in **Load All Images**.
- If **Enabled**, images are loaded. This option works in conjunction with the **Load All Images** option. When **Image Presentation** is **Enabled** and **Load All Images** is **Disabled**, image placeholders are displayed.

Scroll to **Image Presentation:** and type **E** for **Enabled** or **D** for **Disabled**.

Load All Images:

This option works in conjunction with the **Image Presentation** option.

- When **All** is selected, all images will be loaded automatically loaded after loading the text, unless **Image Presentation** is set to **Disabled**.
- If **Disabled** is selected, and **Image Presentation** is **Enabled**, image placeholders are displayed.
- When **Friendly** is selected, only images for handheld-friendly sites are loaded, unless **Image Presentation** is set to **Disabled**.

Scroll to **Load All Images:** and type **A** for **All**, **D** for **Disabled**, or **F** for **Friendly**.

3. Once the changes have been made to the functions, click the trackwheel and select **Save Options**. Click the trackwheel again and the changes are saved.

The Novarra microGateway Screen



Warning:

Changes to the settings in the **Novarra microGateway** screen should only be done at the request of the Network Administrator or by experienced users. Improper settings will cause communication problems.

1. From the **Novarra microBrowser** screen, click the trackwheel and select **Advanced**. Click the trackwheel again.

Novarra microBrowse		Hide Menu
Home: www.novarra.c		Save Options
JavaScript:		Advanced
Scanner:		Cancel
Submit After Scan:		Disabled
Timeout:	60	
Documents		
AutoSubmit:	Enabled	
Timeout:	60	
Message Alerts:	Errors	
Notify Alerts:	All	
Load After Submit:	Disabled	
AutoCleanup	Disabled	
Time:	23:59	
Auto Resubmit Errors	No	

2. The **Novarra microGateway** screen appears with the various functions that can be adjusted.

Novarra microGateway	
Host:	
Send Retries	1
Extended Retries	40

Host:

This is the address for the *EWD Server*. Your network administrator should have this information.

Scroll to **Host:** and enter the address.

Send Retries:

Scroll to **Send Retries** and enter the number of retries.

Extended Retries:

Scroll to **Extended Retries** and enter the number of extended retries.

3. Once the changes have been made to the functions, click the trackwheel and select **Save Options**. Click the trackwheel again and the changes are saved.

Menu Commands

The following table lists *nweb*'s menu commands. The listing is in alphabetical order. With the menu displayed, the shortcuts are simply the first letter of the command (in lower case) followed by clicking the trackwheel or tapping the **Enter** key. If more than one command has the same first letter (e.g. Home and History), tapping the letter will cycle through all commands on the menu with the same first letter.

Menu Command	Description
About	Displays information about <i>nweb</i> such as the current version of <i>nweb</i> software.
Add	This command is found on the Bookmarks screen. Enables you to manually enter a bookmark.
Add Bookmark	Makes it easy to add a bookmark to the page you are currently viewing. The name of the bookmark defaults to the title of the Web page, but is editable.
Advanced	This command is found on the Novarra microbrowser screen. Take you to the Novarra microGateway screen for advanced user options.
Back	Backs up to the previous screen.
Bookmarks	Displays a list of your bookmarks and allows you to select one for downloading a Web page. From the Bookmarks screen you can add, delete, and rename bookmarks. Bookmarks can also be designated for offline use.
Cancel	This command is found on the Novarra microbrowser and Saved forms status screens. When on the Novarra microbrowser screen it ignores any changes you may have made and returns you to the previous Web page. When on the Saved forms status screen it will cancel submission of saved form.
Clear	This command is found on the Novarra History screen. Clears the history.
Close	Exits <i>nweb</i> and returns you to your handheld's main screen.
Defaults	This command is found on the Novarra microGateway screen. Enters the default values.
Delete	This command is found on the Documents screen. Deletes the selected saved document.
Delete All	This command is found on the Bookmarks and Documents screens. Deletes all bookmarks or all saved pages.

Menu Command	Description
Delete Current	This command is found on the Bookmarks screen. Deletes the selected bookmark.
Delete Read	This command is found on the Inbox screen. Deletes all read Push messages.
Details	This command is found on the Saved forms status screen. Displays the details of a saved form.
Disable Offline	This command is found on the Bookmarks screen. Removes the Use Offline command previously applied to a bookmark and a fresh page is loaded when this bookmark is visited the next time.
Documents	Displays a list of the saved pages and Push messages currently in the document storage area and allows you to select one for viewing. This command is only present when at least one is in the document storage area.
E-mail Link	Opens the Compose Mail screen with the Web page title in the subject line and URL in the body of the message.
Enter URL	Allows you to enter the URL to a Web site or Web page that you want to display.
Flush Cache	This command is found on the Novarra microGateway screen. Empties the cache.
Forward	If you have moved back, the Forward command moves you forward toward the starting point from which you first used the Back command.
Go!	Use the Go! command to request a Web page for display or to follow a link.
Hide Menu	Closes the menu.
History	Displays a list of previously viewed Web pages and allows you to select one for display.
Home	Displays your home page.
Inbox	Displays a list of Notification Alerts (similar to e-mail subject line) from Push messages.
Load	Loads URL.
Load Image	Allows you to load a selected image.
Move Up	Collapses a folder on a Web page.
Novarra Home	This command is found on the About screen. Takes you to Novarra's Web site.
Open	This command is found on the Documents and Inbox screens. Displays the selected saved page or Push message.
Open Attachment	This command is found on the Message screen. Opens the attached message or URL.

Menu Command	Description
Open Link	This command is found on the Novarra History screen. Opens the page of the selected item.
Open Response	This command is found on the Documents screen. Opens Response screen showing offline form responses.
Options	Displays a list of options that you can change. For example, you can turn the display of images on or off.
Refresh	Downloads a fresh copy of the page you are currently viewing from its Web site. Use Refresh if you think the page may have changed since you last downloaded it.
Remove Image	Allows you to remove a selected image.
Rename	This command is found on the Bookmarks screen. Allows you to rename a bookmark
Return	Returns you to the last Web page you were on.
Save	Saves the current Web page in the document storage area where it is available for viewing at any time until you delete it. The name of this saved page is the title of the page.
Save As	<p>Saves the current Web page in the document storage area where it is available for viewing at any time until you delete it. You can change the default name for this page.</p> <p>You can use Save As to store a Web form that you want to make repeated use of in the document storage area. For example, if you save a Web page with text-entry boxes for searching the Internet, you can always open the page in the document storage area and submit your search. In this way, there is no need to download the Web page each time you want to perform a search.</p>
Save Options	This command is found on the Novarra microbrowser screen. Saves changes made.
Send Message	This command is found on the Compose Mail screen. Sends the e-mail message.
Start Sending	This command is found on the Documents screen. Sends a previously saved form from the document storage area when online.
Status	This command is found on the Documents screen. Goes to the Saved Forms screen and displays the status of the selected saved form.
Stop	Stops the downloading of a page.
Submit	To send information you entered on a Web page back to a Web site.
Update Offline	This command is found on the Bookmarks screen. Refreshes a stored page when in coverage. The refreshed page is now the saved page.


Menu Command	Description
URL	This command is found on the Novarra History screen. Displays the Web address of the selected item.
Use Offline	This command is found on the Bookmarks screen. Stores a bookmarked page for use offline (actual page is stored and not just the URL).



Troubleshooting and Error Messages

Troubleshooting

If your home page or other Web page doesn't load when you open *nweb*, do a little troubleshooting before you contact your administrator. You may be able to fix the problem yourself.

Poor Signal or No Signal?

In the upper right corner of your RIM Handheld's Main screen, below the battery power indicator, there is a coverage strength indicator (). The same radio signal strength indicator appears in the upper right corner of the *nweb* screen.

- If the radio is turned on, zero to five bars appear to the right of the radio antenna icon. Five bars (as in the little illustration between parentheses above) indicates full signal strength.
- If the radio is out of coverage range, "X" appears to the right of the antenna icon ().
- If the radio is turned off, "OFF" appears to the right of the antenna ().

If you are having difficulty connecting to the Internet, check that your radio is turned on and that there is good signal strength (three to five bars). If the radio is off, close *nweb* and select the Turn Wireless On application icon. If the signal strength is poor, move to a place where the signal is stronger and try again.



Tip:

Even if you are temporarily out of coverage or your radio is off, you can view Web pages you have previously saved. See [Chapter 6, "Stored Web Pages"](#) for more information.

Error Messages

Two types of error messages may appear on your *nweb* screen, standard HTTP messages and *nweb* messages.

- If the message has a code number, it is a standard HTTP error message from the origin Web server – the server identified by the page’s URL. Usually you receive such a message only if the wireless connection is established and the *EWD Server* is working. The problem is probably in the wired Internet or in the server itself. For more information, see http://www.w3schools.com/html/html_httpmessages.asp.
- If the message has no number or appears in a screen titled “Error,” it is a *nweb* message. In this case, there is probably a problem with the RIM device, the wireless connection, or the *EWD Server*.

Frequently encountered messages of both types are listed below, with suggested remedies.

HTTP Error Messages

Error	Description	Suggestion
403 Forbidden	The server refuses to fulfill your request to access a file or resource that is restricted.	Contact the webmaster/administrator if you are supposed to have access to the files.
404 Not Found	The server has not found anything matching the URL of your request. The condition may be temporary or permanent.	Check the URL. Contact the webmaster/administrator if the error persists.
406 Not Acceptable	The server can only generate a response that is not accepted by <i>nweb</i> .	Contact the webmaster/administrator.
408 Request Timeout	The request took longer than the server was prepared to wait	Try again at a later time.

Error	Description	Suggestion
410 Gone	The requested page is no longer available.	Go back to the previous page and refresh, then try the link again. Check the URL. Contact the webmaster/administrator if the error persists.
415 Unsupported Media Type	The server will not accept the request, because the media type is not supported.	Contact the webmaster/administrator.
500 Internal Server Error	The server encountered an unexpected condition that prevented it from fulfilling your request.	Contact the webmaster/administrator.
502 Bad Gateway	The server, while acting as a gateway or proxy, received an invalid response from the upstream server it accessed in its attempt to fulfill the request.	Contact the webmaster/administrator.
503 Service Unavailable	The request was not completed. The server is temporarily overloading or down	Try again at a later time.
504 Gateway Timeout	The <i>EWD Server</i> did not receive a timely response from the upstream server it accessed in its attempt to complete the request.	Try again at a later time.
505 HTTP Version Not Supported	The server does not support the "http protocol" version	Contact the webmaster/administrator.

***nweb* Error Messages**

Error	Suggestion
Transmit failed. Radio off or out of coverage.	Make sure radio is on and you are in coverage.
The network is busy or otherwise unavailable. Please try again later.	If submitting a form, the document can be saved and the request submitted offline. Otherwise, try again later.
Host connection is unavailable. Please check the host settings and try again.	Make sure you have the correct Host Address entered on the device (“ The Novarra microGateway Screen ” on page 57). Try again.
URL failed to load. It may be too large.	User: Contact the webmaster/administrator. Webmaster/administrator: If possible, reduce the size of the page on the content server.
Image failed to load. It may be too large.	User: Contact the webmaster/administrator. If the image is under 64K however, try flushing the cache and restarting the application. Webmaster/administrator: If possible, reduce the size of the image on the content server.
Decompression failed. There may be insufficient memory remaining on the device.	Flush the cache and restart the application.
Unable to display this Web page because there is not enough memory. Please free up some memory, and try again.	Clear the cache; remove unneeded entries in the History, Bookmarks, Inbox, or Documents screens.
Low free space. Please delete some stored items.	Delete documents and/or flush cache.
Form (<i>name</i>) submission sent to gateway but response wasn't received.	Try resubmitting the offline form.
Error sending form (<i>name</i>) submission: (<i>detailed information</i>)	Contact the webmaster/administrator.

Error	Suggestion
JavaScript error sending form (<i>name</i>) submission." (Try resubmitting the offline form. Contact the webmaster/administrator.
Documents that follow will not be sent until this document is resent, skipped, or deleted	Offline form submission must be done in order, so if a form submission fails, try resending, skipping, or deleting the form.

