



User Guide

Download and Installation

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Infotriever User Guide - Download and Installation

Welcome!

Welcome to Infotriever, the best way to deliver events and contacts to your desktop and PDA organizer! Hundreds of thousands of mobile professionals in thousands of companies worldwide use Infotriever from leading partners such as Sabre, Amadeus, Thomson, Factset and many others to save time, improve their productivity and stay in control of their personal information. For more information about Infotriever, please visit www.infotriever.com and for a complete list of Infotriever-enabled websites and partners, please visit www.infotriever.com/partners.asp.

Requirements

Before downloading Infotriever, please ensure that you have:

- A live Internet connection.
- A supported organizer:
 - Microsoft® Outlook® 97/98/2000/XP/2003
 - Lotus Notes® 4.6+/5.x/6.x
 - Palm OS® handheld devices using Palm OS 3.x to 5.x
 - Microsoft® Outlook Express all versions (only supports contacts)
- Enabled access specifically for <http://my.infotriever.com> on any pop-up window blocking software (e.g. Google, Yahoo!) you may be using (note: we do NOT serve up pop-up ads, but these may interfere with your usage of Infotriever).

If you run into any issues during the installation, please refer to the troubleshooting instructions at the end of this document.

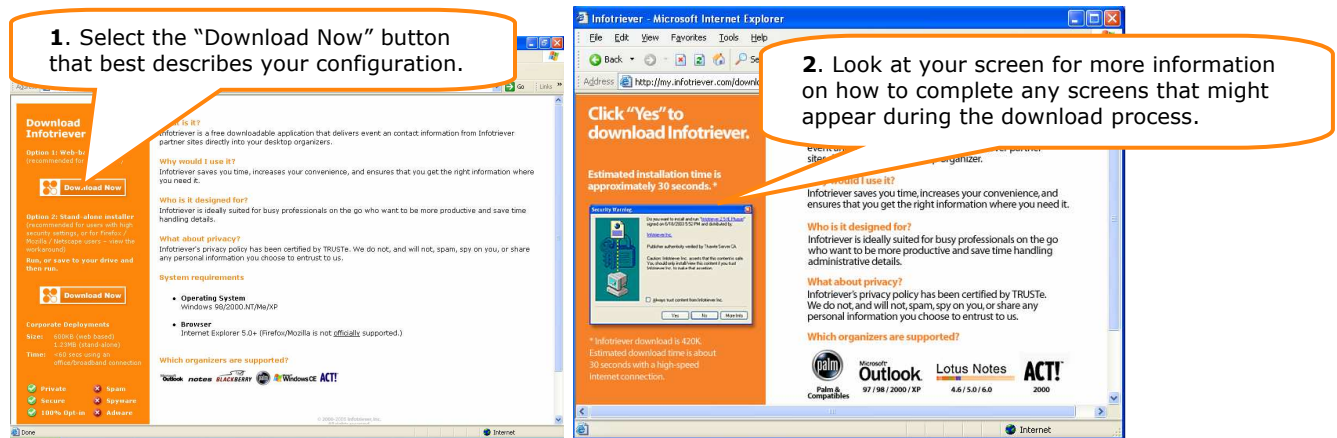
Note: Some corporate environments restrict user's ability to download software to their computers. If you would like to have Infotriever certified by your System Administrator and/or deployed across your company, please visit http://www.infotriever.com/Intro_SysAdmins.asp.

Downloading and Installing Infotriever

1. Go to www.infotriever.com and click on the green "Download Infotriever Now!" button in the middle of the page to initiate the download process.

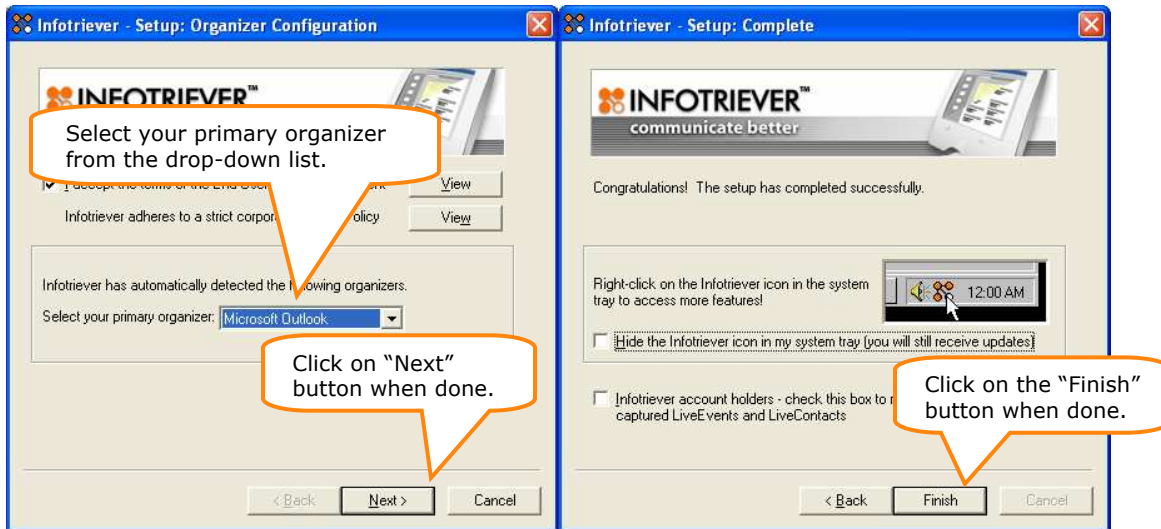


2. Click on the "Download Now" button on the left hand side of the page that is most suited for your particular configuration, and follow the instructions that appear.

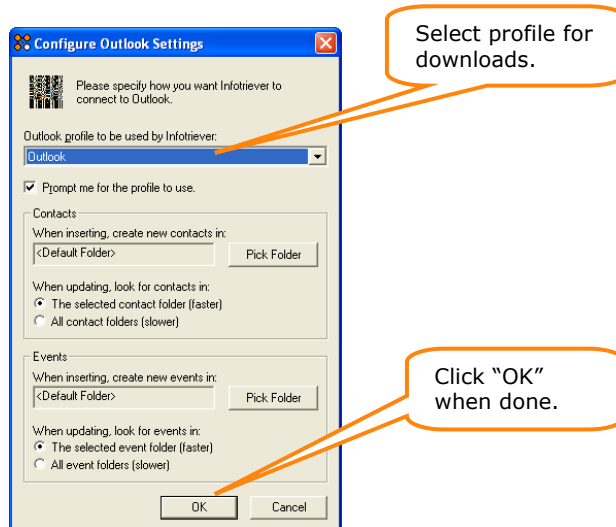


3. **Configure Organizer.** Once the download is completed, select the organizer into which you would like to have the information you capture downloaded, and then click on the "Next" button (if you sync a PDA or mobile device to Microsoft Outlook or Lotus Notes, we recommend you select Outlook or Notes as your primary organizer).

- On the next page (Infotriever - Setup: Complete), click on the **"Finish"** button when you are done.



Note: If you have more than one profile set up in your organizer, please select the one that you wish to use for Infotriever downloads.



- Finish.** Once Infotriever has completed downloading and installing, you will see the Infotriever icon in your system tray. If the Infotriever icon does not appear, and/or if you see the "Download Failed" web page, please refer to Appendix A - Troubleshooting instructions to identify the source of the issue.

Appendix A – Troubleshooting Instructions

Some users may run into issues when installing the Infotriever software. We have provided below a summary of some of the most common issues you may run into, and for more information, please visit <http://www.infotriever.com/service.asp>.

Windows XP

Windows XP includes a built-in pop-up blocker. By default, the pop-up blocker is enabled. To ensure that Infotriever continues to operate seamlessly, you must establish Infotriever as an "allowed site" (Note: you may also disable your pop-up blocker entirely, but this is not recommended).

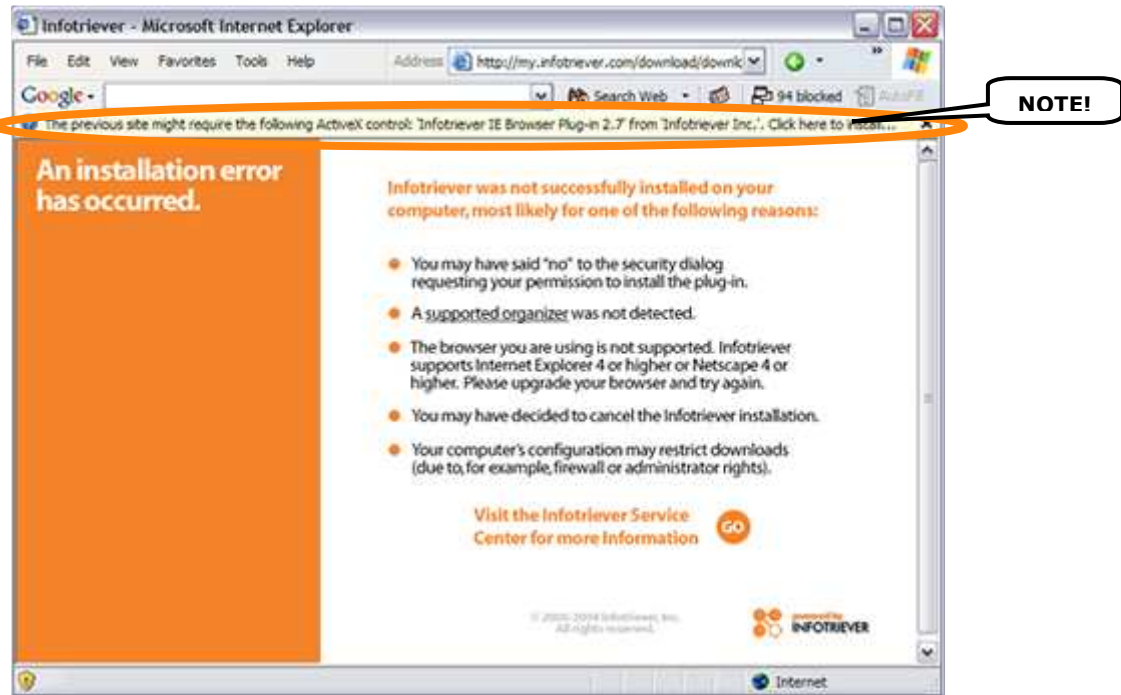
To establish Infotriever as an enabled site:

1. Select "Internet Options" from the "Tools" menu in your Internet Explorer.
2. Click on the "Privacy" tab.
3. In the "Pop-up Blocker" section at the bottom, click on the "Settings" button.
4. In the "Pop-up Blocker Settings" dialog that appears, add **my.infotriever.com** in the blank entitled "Address of Web site to allow", and click the "Add" button at right.
Note: Please add the URL for any website from which you wish to use Infotriever.
5. Click "Close", and then "OK".



Windows XP Service Pack 2 (XP SP2)

By default, XP SP2 blocks the download of ActiveX controls, such as the one that Infotriever uses to install itself on your system. If you see the following message when you try to download Infotriever, then Infotriever has not downloaded successfully.



To enable Infotriever to download onto your system, please do the following:

1. Click on the text box at the top of your browser - just below the address bar - where it says "Click here to install...".
2. Click "Install" in the dialog box below that appears.



Pop-Up Blockers

Infotriever does NOT serve up pop-up ads, but we do use similar technology to download information to your organizer. Please disable any pop-up window blocking software on your system for <http://my.infotriever.com> and the URL for the website from which you wish to use Infotriever. Instructions for ensuring that Infotriever continues to function smoothly with the Google and Yahoo! toolbar pop-up blockers, are included below.

Google Pop-Up Blocker

- a. Ensure that the Google toolbar is displayed on your browser.
- b. Go to <http://my.infotriever.com>.
- c. Click the pop-up blocker button.

Yahoo! Pop-Up Blocker

- a. Ensure that the Yahoo! toolbar is displayed on your browser.
- b. Go to "my.infotriever.com".
- c. Click the pop-up blocker button.
- d. Select "Always Allow Pop-ups From...".
- e. Scroll through the "Sources of Recently Blocked Pop-Ups:" and select my.infotriever.com.
- f. Click the "Allow" button at right.
- g. Close the window.

Other Tips

The instructions above will resolve the majority of issues encountered. Some additional possibilities to try out include:

- Clear your Internet cache.
- Set your web browser security level to medium.
- Use only your default web browser to download items (note: works best for IE 5.0+).
- Allow outbound traffic through your (or your company's) firewall configuration to the following 3 sites via HTTP (port 80) and HTTPS (port 443):
 - my.infotriever.com - IP address 65.110.161.228
 - group.infotriever.com - IP address 65.110.161.229
 - download.infotriever.com - IP address 65.110.161.230
- Ensure you have the following rights and permissions for your computer:
 - The right to create directories and files under the default Windows Program Files folder;
 - The right to create registry entries;
 - The permission to install web browser plugins (ActiveX for Internet Explorer and Netscape browser plugin for Netscape).

If you are not able to download Infotriever after trying the troubleshooting instructions, please visit www.infotriever.com/service.asp or contact us at http://www.infotriever.com/Service_Help.asp.