



## Addit User Manual

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### Introduction

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#### What is Addit?

Addit is a handheld magazine and catalogue of over 200 premier handheld applications. With Addit, you can search for your favorite titles or browse by category to find the best software PalmOne developers have to offer. Once you find an application you want, you can download a trial version or purchase it directly from your handheld. The next time you perform a Hot Sync™, the transaction will be processed and the application will be synced to your handheld (or emailed to you, if PC installation is required). Addit is shopping made simple.

#### The Pieces...

There are two components to Addit – an application that exists on your handheld and a conduit (Addit Manager) that exists on your PC. When you download Addit, both pieces of software will be installed.

The Addit application is the means by which you browse, select and purchase software. You can launch the Addit application from the main screen of your PalmOne handheld.

The Addit Manager will only be visible on your PC when you Hot Sync and are sending and/or receiving information through Addit. In addition to transactions being sent, the Addit Manager will launch to retrieve the most updated software titles available to you and the latest News, Tips and Tricks from PalmOne.

## **System Requirements**

### System Requirements

Palm OS 3.5 and higher

PC running Windows 98, 98SE, ME, 2000 or XP.

### Handheld Memory Requirements

500k available memory

## **Basic Navigation**

Navigating Addit is simple. Similar to web browsing, if a word or phrase is underlined it links to more information or another page. In the upper right hand corner of the application (other than when you are on the home page), you will see a home icon, flanked by two arrows. You can always tap the home icon to get back to the home page of Addit. The arrow to the left of the home icon is the "back" arrow and takes you to your previously viewed page. The arrow to the right of the home icon is the "forward" arrow and takes you back to the page from which you came (provided you used the back arrow to get there).

## **Using Addit**

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### **Find an Application**

There are three ways you can find an application in Addit.

#### Browse by Category

- 1) Tap "Shop for Software"
- 2) Tap the Category you wish to search
- 3) You will be presented first with the Addit Top picks in that Category. To view the whole list or drill down by sub category, simply tap on of the tabs at the top of the page.
- 4) When you see a title that interests you, simply tap the application name for a description of the application, Addit review and other information. From this page, you can choose to try or buy the application.

#### Quick Search

- 1) From the home page of Addit, type in the keyword or software titles you would like to find.
- 2) Tap "Go".
- 3) You will be presented with a list of applications that contain your keyword in their title or in their keywords.
- 5) When you see a title that interests you, simply tap the application name for a description of the application, Addit review and other information. From this page, you can choose to try or buy the application.

#### Advanced Search

- 1) From the home page of Addit, tap the magnifying glass icon. This will take you to a page where you can search by a given set of criteria.
- 2) Fill in one of more of the fields in the form and tap "Submit" to receive a catered list of applications based upon your search.
- 3) When you see a title that interests you, simply tap the application name for a description of the application, Addit review and other information. From this page, you can choose to try or buy the application.

### **Trial an Application**

When viewing software details, you can choose to download a trial version of the software.

- 1) Simply tap "try" in the upper right hand corner of the description page.
- 2) Tap "OK" on the transaction details page.
- 3) Sync your handheld. The request will be processed and you will either receive the application directly on your handheld or be sent an email with a file to be loaded from your PC.

Trials are different for each developer, but most likely you will receive an application that either expires after a certain number of days/usages or has limited functionality. There is no obligation to buy after you have tried an application. However, if you do wish to purchase, simply visit your "My Downloads" section of "My Addit" or search for the product title again. In either case, simply tap "Buy" and go through the prompts on your handheld screen to complete the purchase.

## Purchase an Application

*If you've never made a purchase nor set-up your my Addit Account*

When viewing software details, you can choose to download and purchase the software.

- 1) Tap the "buy" button in the upper right hand corner of the description page.
- 1) Tap "continue" when alerted that you are going to a secure area.
- 2) Fill in all required fields. **Double check that all entered data is correct.**
- 3) Upon completion, you will be taken to a purchase confirmation page. Review the transaction details and enter your password where indicated.
- 2) Tap "Buy"
- 3) Tap "OK" on the transaction details page.
- 4) The next time you perform a Hot Sync, the transaction will be processed, your credit card will be billed and you will either receive the application directly on your handheld or be sent an email with a file to be loaded from your PC. An email with registration key will be sent to you, if required.

*If you've already made a purchase or set-up your my Addit Account*

When viewing software details, you can choose to download and purchase the software.

- 1) Tap the "buy" button in the upper right hand corner of the description page.
- 2) Review the transaction details and enter your password where indicated.
- 3) Tap "Buy"
- 4) Tap "OK" on the transaction details page.
- 5) The next time you perform a Hot Sync, the transaction will be processed, your credit card will be billed and you will either receive the application directly on your handheld or be sent an email with a file to be loaded from your PC. An email with registration key will be sent to you, if required.

## MyAddit

My Addit is a secure area that stores your user preferences, credit card details, downloaded software, outbound transactions and a log of your activity. If, at any point in MyAddit, you need assistance, tap the question mark in the upper right hand corner to view help notes for that page.

## My Account

- 1) The first time you launch My Account, you will be requested to input your contact and credit card information. My Account is a secure, password protected area of the application.
- 2) Use drop down lists to fill in information, where applicable, and write the rest of your info in the text fields provided. All fields are required. Please double-check all that all data entered is correct. Addit uses this information to process your purchases and send you important emails.
- 3) Upon completion, choose a password to access your account in the future. Your password should be kept private, but something that you will remember. Neither Bluefish nor PalmOne will have record of your password. If you forget it, you will have to delete and download the Addit application again.

## My Downloads

- 1) My Downloads is a snapshot of all the software you have downloaded through Addit.
- 2) The "buy" next to the application name means you downloaded a trial of the application. From this page, you can choose to buy the application by tapping the "buy" button. A "\$" means you purchased the application.
- 3) The column to the right shows the date on which you downloaded the application.
- 4) Highlight the application name and tap delete to remove an application from the list.

## Outbound Transactions

- 1) Outbound Transactions is a snapshot of all the software you have chosen to download through Addit but have not yet been synced.
- 2) The "T" next to the application name means you have opted to trial of the application. A "\$" means you have opted to purchase the application. An "F" means that the transaction failed during Hot Sync. If a transaction has an "F" next to it, go to your Addit log to see why it failed. Often this is due to an incorrect credit card or interrupted Hot Sync. The date to the right of the application name is the date you chose to download.
- 3) To delete an outbound transaction, tap the transaction to highlight it and then tap "Delete"
- 4) If you tap a purchased application, you can edit the details of the transaction. Just tap Edit and changes any of the required fields. Then tap OK to resubmit, or Cancel to keep the transaction the same.
- 5) Once the transaction has been successfully hot synced, it will be removed from the outbound transactions and added to the My Downloads section.

## Log

- 1) Your Addit log will highlight all Addit activity during every HotSync.
- 2) The first column is the date and time of Hot Sync. The second indicates the status of the Addit sync. If every transaction synced fine, you will see "Successful Sync" in this column.
- 3) If you see "sync failed due...", tap the individual item and you will see a pop up screen describing why the sync failed. Often times, you can address the issue as to why the sync failed. For example, if the credit card was rejected, go back to outbound transactions and tap the individual transaction, tap "edit" to view your account information and make any necessary changes.
- 4) To delete a log file, tap the log item to highlight it and then tap the "Delete" button in the lower right hand corner.

## News, Tips and Tricks

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The News, Tips and Tricks section is a daily-updated news source from PalmOne. Visit this section to find out the latest and greatest about your PalmOne handheld. Offers, specials and contents are announced here, so be sure to check it out.

## Removing Addit

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There are two components to the Addit system and, therefore, two steps to remove Addit.

Removing the Addit application from your Handheld

- 1) Tap the silk-screened menu button on the lower left corner of your PalmOne handheld (or, from the main screen, tap the upper left hand tab).
- 2) Choose "Delete"
- 3) Highlight "Addit"
- 4) Tap "Delete"
- 5) When prompted with "Delete the Addit application and all data?" tap "yes".

Removing the Addit Manager from your PC

- 1) From the start menu, go to control panel
- 2) Choose "add/remove programs"
- 3) Find Bluefish Addit and highlight it.
- 4) Click "Add/Remove"

## FAQs

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### General FAQs

#### ***What if I forget my password?***

Neither Bluefish nor PalmOne keeps record of your password. If you forget your password, you will have to delete and reinstall Addit. Your previous transaction data will be deleted.

#### ***How do I download a trial application?***

- 1) Find an application by browsing the categories or utilizing the Search functionality.
- 2) Tap the application name.
- 3) Tap "try" in the upper right hand corner of the description page.
- 4) Tap "OK" on the transaction details page.
- 5) Sync your handheld.

#### ***How do I purchase an application?***

- 1) Find an application by browsing the categories or utilizing the Search functionality.
- 2) Tap the application name.
- 3) Tap "buy" in the upper right hand corner of the description page.

If you haven't set up you're my Addit account...

- 4) Tap "continue" when alerted that you are going to a secure area.

- 5) Fill in all required fields. **Double check that all entered data is correct.**
- 6) Upon completion, you will be taken to a purchase confirmation page. Input your password.
- 7) Tap "Buy".
- 8) Tap "OK" on the transaction details page.
- 9) Sync your handheld.

If you have already set up you're my Addit account...

- 4) Input your password.
- 5) Tap "Buy".
- 6) Tap "OK" on the transaction details page.
- 7) Sync your handheld.

#### ***Why do you need my email address?***

Your email address is used to contact you regarding important software information. You will be emailed if:

- 1) The application you chose requires PC installation.
- 2) The application you purchased requires a registration code.
- 3) Purchase confirmation and receipt.

#### ***Will I receive updates of my application? How often?***

Currently, the individual application developer manages all application updates. Often times you will get an email telling you of an update and where to download. In the future, you will receive all application updates through the Addit Manager when you Hot Sync your handheld.

#### ***How will I get updates of my application?***

Currently, the individual application developer manages all application updates. Often times you will get an email telling you of an update and where to download. In the future, you will receive all application updates through the Addit Manager when you Hot Sync your handheld.

#### ***What is the Addit Manager?***

In order for Addit to process your purchases and trials, it must access the Internet. The Addit manager is a conduit that exists on your desktop. Any time you have an outbound transaction in My Addit, you will see the Addit manager appear on your PC. The status of your transactions will be visible during the Hot Sync. You can cancel that Addit manager at any time. Note that your transactions may not have been completely processed if you cancel.

#### ***Why is the Addit Manager appearing on my computer screen when I haven't made a purchase or requested a download?***

The Addit Manager may appear on your screen for a number of reasons: a previously sent transaction failed and Addit is trying to resend it or it is obtaining an update to the application and list of software titles. The Addit Manager tells you what it is doing when it pops up on your computer screen.

#### ***Where should I submit an application to be considered for placement on Addit?***

The Addit editors scour the handheld application market to find the best of the best. Your application may have been overlooked. If you have an application you would like to be considered, email it to [support@bluefishwireless.com](mailto:support@bluefishwireless.com)

### **Purchasing FAQs**

#### ***How will I receive my registration code?***

If an application requires a registration code, it will be mailed to the email address you provided when setting up you're my Addit account.

#### ***What if I choose an application that cannot be synced directly onto my handheld, but installed from my computer?***

If the software requires a PC component an email will be sent with detailed instructions and the appropriate links to download the installer.

### ***What if I purchased an application but do not see it on my handheld?***

There are a couple of possibilities:

- 1) Your application needs to be installed from your PC. If this is the case, you will receive an email with a link to download the files
- 2) Your transaction was rejected for one reason or another. Typically this is because your credit card information is incorrect or the connection was lost during Hot Sync. Try Hot Syncing again. If it still does not appear, on your handheld, go to "My Addit" and then "Log". That will display the reason the transaction did not go through.

### ***What will the charge say on my credit card?***

Addit uses Element 5's processing service. Any Addit purchase you make will be a charge under "element5".

### ***Can I remove a purchase before I sync?***

Certainly. If you have second thoughts about a purchase, simply:

- 1) From the home page of Addit, tap "My Addit"
- 2) Tap "Outbound Transactions"
- 3) Find the transaction you do not want and Tap it to highlight.
- 4) Tap the "Delete" Button

### ***Can I remove a purchase after I hot sync?***

During Hot Sync, your credit card transaction is processed and you will be charged. If you are not satisfied with your purchase, you can request a refund within ten days.

### ***Are my credit card details secure?***

Your Addit account is password-protected. In transaction confirmations, only the last four digits of your credit card are viewable. The only way to make changes or view your account details is by entering a secure area, which requires a password.

### ***Why am I getting emails from Element 5?***

Element 5 processes orders and collects payments on behalf of Bluefish. Any time you make a transaction, your credit card is processed through Element 5 and you will receive your confirmation email and instructions from Element 5.

## **Set-up FAQs**

### ***How do I uninstall the Addit Manager (conduit) from my computer?***

- 1) Go to Add/Remove programs.
- 2) Select Bluefish Addit Manager.
- 3) Click Remove.

### ***How do I uninstall Addit from my handheld?***

- 1) From the main menu of your PalmOne handheld, tap the silk-screened button on the lower left corner of your device, or tap the tab in the upper left corner of your screen.
- 2) Select "Delete"
- 3) Tap "Addit" to highlight it and tap "Delete"
- 4) Tap "Yes" to delete or "No" to cancel the operation.
- 5) Tap "Done"

## **Support**

Have a question not answered here? E-mail us at [support@bluefishwireless.com](mailto:support@bluefishwireless.com).