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AUDREY™

This is all you need

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Hello

Thank you for buying Audrey.™

Audrey is the first of 3Com's Ergo® line of Internet appliances. The idea behind Ergo (which means "therefore," by the way) is to start by asking people what they really want technology to do for them, then to invent appliances that do exactly that, without the burden of complicated and unnecessary functions.

You want it, therefore, we invent it.

Simple really.

ergo™

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set up
learn the basics

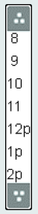
tapping
Hold Audrey's stylus as you would a pen. Lightly tap the screen element you wish to select with the point of the stylus. You do not need to tap the screen very hard. Tapping or pressing down too hard can damage the screen or degrade screen image quality.

scribbling
Some text windows allow you to scribble on the screen using the stylus, just as you would with a pen on paper. Take care not to press down too hard when writing to avoid damaging the screen.

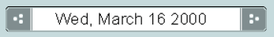
scroll controls
Scroll controls allow you to scroll up or down through a list of items too long to fit on a screen or in a window at one time. Tap the top part of the control to scroll items up or tap the bottom part of the control to scroll the items down.

drop-down menus
Audrey's drop-down menus have a down arrow to the right of the menu display. Tap directly into the text box or on the down arrow to show the options available within the menu. The item displayed in the text window when the menu is collapsed is the selected item.

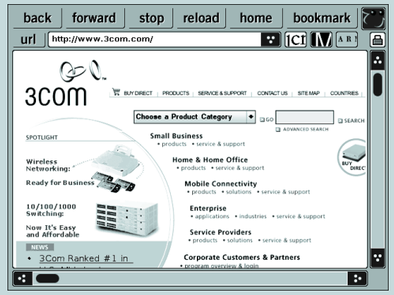
vertical selection menus
Vertical selection menus allow you to scroll through a range of values included in the text box between them. Tap the top arrow to scroll up or tap the bottom arrow to scroll down.



horizontal selection menus
Horizontal selection arrows allow you to increase or decrease the value contained in the text box between them. Tap the left arrow to decrease the value or tap the right arrow to increase the value.



scroll bars
You will see scroll bars to the right and bottom of certain windows (as in the window shown to the right) that allow you to scroll to view information that will not fit completely inside a window. These scroll bars can be moved left and right or up and down. To move a scroll bar, either tap on the scroll bar and then drag the stylus in the direction you wish to scroll or tap on the arrows at the top and bottom or left and right of the scroll bar to scroll in the direction indicated by the arrow.



typing
Use the keyboard to enter information into text boxes and text windows. Audrey's keyboard is wireless. The keyboard should be used within reading range of the screen to operate properly. There should be no objects between the keyboard and Audrey.

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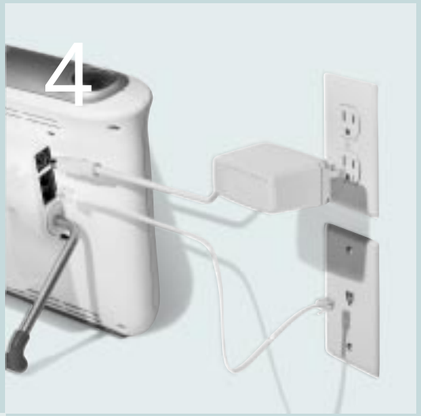
plug in

Find an installation location for Audrey. Audrey should be placed near a power outlet and a phone jack (or near your Ethernet hub, cable modem, or DSL modem if you have a broadband connection). You'll probably use Audrey more if you put it in the kitchen, family room, or the room that is the nerve center of your home. Audrey can also be mounted on the wall using the wall-mount bracket (not included).

* Note: Audrey was not meant for outdoor use. Using Audrey outdoors risks damage to its circuitry. Additionally, Audrey should not be placed where it will be in direct sunlight for extended periods of time or near sources of heat (appliances, large light bulbs, heaters, etc.).

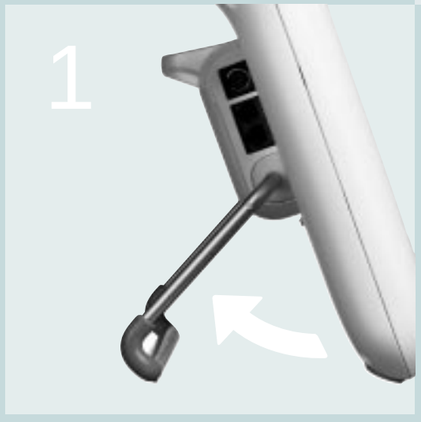
Put the batteries into the back of the keyboard.



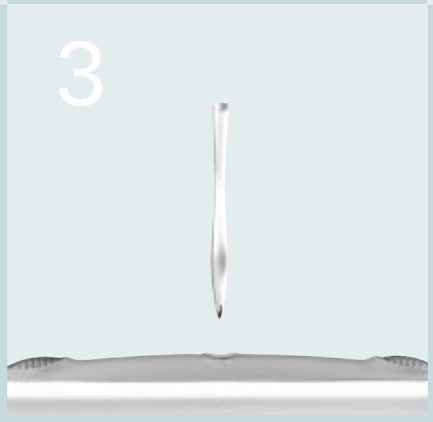
Connect the phone cord and power supply. If you have a dial-up (analog phone line) Internet connection or plan to enroll in one for use with Audrey, plug one end of the included phone cable into either of the telephone jacks on Audrey's back and the other end into your telephone wall jack. Plug your telephone's cord into the second phone jack. Your phone will operate normally when plugged into Audrey: you will hear it ring and be able to make and receive calls without interruption.

* Note: If you have a broadband (cable or DSL) Internet connection, you will need the following:
- a 3Com USB Ethernet adapter (only 3Com USB Ethernet adapters are supported)
- a USB cable (included with 3Com USB Ethernet adapters)
- an Ethernet cable (not included)

The Ethernet cable connects your cable modem, DSL modem, or Ethernet hub to the adapter and the USB cable connects the adapter to one of Audrey's two USB ports.



Retract Audrey's stand, pulling it completely away from the body of the unit.



Place the stylus into the receptacle on top.

* Note: If placed in the receptacle, the stylus glows when you have new e-mail.

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Welcome!
Audrey starts up as soon as you connect the power supply. Soon after powering on, you will see a welcome screen. Tap anywhere on the screen to move on to screen calibration.

1

Calibrate the screen.
Screen calibration ensures that when you tap on a specific screen item, Audrey understands which item you are attempting to tap. A target appears in the upper left-hand corner of the screen. Tap the center of the target. Continue this process as the target travels around all four corners of the screen and, finally, to the middle of the screen. After you tap the center of the target when it is in the middle of the screen, you will see a button labeled “tap here to save calibration.” Tap this button.

2

Adjust screen contrast.
After screen calibration is complete, a slider controlling screen contrast appears. Tap the slider with the stylus and then drag it until you are satisfied with the contrast. Tap “done” when finished.

3

Enter your user information.
This information will be used to register Audrey. Additionally, Audrey can use this data to automatically fill in online forms, speeding up tedious data entry at Internet sites.

4

Enter your credit card information.
You have the option of entering your credit card information to help speed up online transactions. However, if you have concerns about the security of your credit card information, you can leave this screen blank and simply tap “continue” to move on.

* If you miss the center of a target, it will remain in the same position until you have tapped its center.

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connect to the Internet

Do you have Internet access?

In order to use Audrey, you need Internet access. If you already have Internet access, select the type of Internet connection you have here.

If you already have a dial-up (analog modem) or broadband (cable or DSL) Internet access account, you can probably set up that account for use with Audrey. However, not all ISPs are compatible with Audrey. For instance, America Online® and CompuServe® are not compatible. For a list of compatible ISPs visit **3Com.com/ergo** before continuing.

If you do not currently have Internet access or your current ISP is not compatible with Audrey, you may want to choose the option here to enroll in a new account with AT&T WorldNet® Service, our preferred ISP. If you want to start a new account with an ISP other than AT&T WorldNet Service, you should contact them now to order service before continuing.

"I already have Internet access for my PC."

"I don't have Internet access."

* To connect to the Internet, you will need an Internet Service Provider (or ISP). Just as you pay the electric company to provide your power, you pay an ISP to bring the Internet into your home.

"I would like a new dial-up Internet access account with AT&T WorldNet Service."

Tap this button if you **DO NOT** have Internet access and want to set up and account with AT&T WorldNet Service. Tap "continue" and turn to **page 15.**

* If you want to set up an account with an ISP other than AT&T WorldNet Service, contact that ISP to order service. When you have your new account information, press the Actions Palette button, tap "Internet Setup," and follow the instructions on this page to set up that account.

* A modem (short for modulator/demodulator) translates the digital signals from your computer into analog signals that can travel over the phone line.

"I already have a dial-up Internet access account."

Tap this button if you already have a dial-up Internet access account using an analog modem. Then tap "continue." To configure Audrey to your current ISP, turn to **page 9.**

* A DSL (Digital Subscriber Line) can carry both voice and data information over your existing phone line. A cable modem provides Internet access via your cable TV line, and therefore this may not tie up your phone line. DSL can remain connected all of the time so you never have to "dial up."

"I already have a broadband Internet access account."

Tap this button if you already have a broadband Internet access account using a DSL or cable modem. Then tap "continue." To configure Audrey to access your DSL or cable connection, you will need a 3Com USB Ethernet adapter. For more information, turn to **page 13.**

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“I already have a dial-up Internet access account.”

Do you have one of these standard ISPs?
This menu lists some of the most popular ISPs. Scroll through the list to see if your ISP is on the list.

“Yes, my ISP is listed here.”
If your ISP is listed here, tap it in the drop-down menu. Tap “continue,” and continue on to **step 1**.

“No, my ISP isn’t listed here.”
If you have Internet access through a provider that is not in the list, tap “custom” at the bottom of the drop-down menu. Then tap “continue.” To configure Audrey to use your custom ISP, turn to **page 11**.

* At this point in the setup process, you should have already determined whether or not your ISP is compatible with Audrey. If you are still uncertain whether or not your ISP is compatible, please visit 3Com.com/ergo for a list of compatible ISPs.

1

Enter your username and password.
Tap inside the first text field to insert the cursor and then type the username and password you use to access your ISP. Tap “continue” when finished.

2

Enter your home phone number.
Tap inside the first of the three fields to insert the cursor and then enter your phone number with the keyboard, using the TAB key to move between the fields. Tap “continue” when finished.

3

Do you need to dial any extra numbers?
Your phone service may require you to dial extra digits before dialing out to your ISP. Buttons are provided for “9”, to access outside lines, and “*70”, to disable call waiting. These are commonly required digits for Internet dialing. Tap either button if it applies.
If you need to enter additional digits, tap inside the text field, type the digits, and then tap “continue” to move on.

4

Audrey will attempt to dial out to your ISP.
If Audrey has successfully connected to your ISP, you will see the “set date and time” screen. Audrey will download the correct time from the Internet. However, this time may not be correct for your time zone. Make any necessary changes on this screen. Tap “done” to continue. Next, a dialog box announcing that your Channels are being updated appears. (Audrey sets up a default download schedule to update your Channels, check for e-mail, and update the time. You can learn how to modify this schedule using the Actions Palette on **page 41**). Although there is a “cancel” button on this dialog box, we recommend that you allow Audrey to update your Channels now so that they work faster when you access them later. To learn more about how to use Audrey’s controls and personalize them for your family, turn to **page 17.**

* If Audrey could not connect to your ISP, an error screen will appear with information about how to resolve your connection issue.

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"I already have a dial-up Internet access account."

custom ISP

You will need the following information in order to connect to an Audrey-compatible custom ISP. You can obtain this information by either calling your ISP or copying it from the TCP/IP settings used by the computer that you normally use to connect to the Internet. Write this information in the blanks provided below. You will need it later.

the dial-up number for your ISP

incoming mail server name (POP3)

outgoing mail server name (SMTP)

If you have an assigned/static IP, you will need the following information:

your assigned IP address

your ISP's subnet mask

your ISP's gateway

primary DNS setting

secondary DNS setting

1

Enter the dial-up number for your ISP.

Tap inside the first of three text fields to make the cursor appear, then type the phone number you use to dial your ISP, using the TAB key to move between fields. Next, tap one of the two buttons under "ISP account type:," "PPP" or "assigned/static IP". This tells Audrey what type of Internet access account you have.

2

If you have an "assigned/ Static IP"account,

enter your assigned IP address, ISP subnet mask, gateway, primary DNS and secondary DNS settings.

If you have a "PPP" account,

skip to **step 3**.

* ISPs that use "PPP" accounts assign random and unique IP addresses to your computer with every connection. However, some ISPs assign a static IP address to your computer that never changes.

3

Do you need to dial any extra numbers?

Your phone service may require you to dial extra digits before dialing out to your ISP. Buttons are provided for "9," to access outside lines, and "*70," to disable call waiting. These are commonly required digits for Internet dialing. Tap either button if it applies. If you need to enter additional digits, tap inside the text field, type the digits, and then tap "continue" to move on.

4

Enter your username and password.

Enter the username and password you use to gain access to your ISP. After you have entered this information, tap "continue."

5

Enter your account's mail server information.

Enter your account's incoming mail server name (POP3) and outgoing mail server name (SMTP). If your e-mail account uses a different username and password than your Internet access account, tap the check box and then enter them in the blanks at the bottom of the screen.

6

Audrey will attempt to dial out to your ISP.

If Audrey has successfully connected to your ISP, you will see the "set date and time" screen. Audrey will download the correct time from the Internet. However, this time may not be correct for your time zone. Make any necessary changes on this screen. Tap "done" to continue. Next, a dialog box announcing that your Channels are being updated appears. (Audrey sets up a default download schedule to update your Channels, check for e-mail, and update the time. You can learn how to modify this schedule using the Actions Palette on **page 41**.) Although there is a "cancel" button on this dialog box, we recommend that you allow Audrey to update your Channels now so that they work faster when you access them later. To learn more about how to use Audrey's controls and personalize them for your family, turn to **page 17.**

* If Audrey could not connect to your ISP, an error screen will appear with information about how to resolve your connection issue.

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"I already have a broadband Internet access account."

You will need the following information in order to configure Audrey to use your DSL or cable modem. You can obtain this information by either calling your ISP or copying it from the TCP/IP settings used by the computer that you normally use to connect to the Internet. Write this information in the blanks provided below. You will need it later.

your ISP's host name (if required)

outgoing mail server name (POP3)

incoming mail server name (SMTP)

If you have an assigned/static IP, you will need the following information:

your assigned IP address

your ISP's subnet mask

your ISP's gateway

primary DNS setting

secondary DNS setting

1 Is your 3Com USB Ethernet adapter connected?

Audrey is only compatible with 3Com USB Ethernet adapters. Audrey will remind you to connect your 3Com USB Ethernet adapter (not included) to the USB port on its back before continuing. If you have not made this connection, do so by plugging an Ethernet cable (not included) into an available Ethernet jack on your cable modem, DSL modem, or home network Ethernet hub and into your 3Com USB Ethernet adapter's Ethernet jack. Then plug a USB cable (included with your 3Com USB Ethernet adapter) into the USB jack on the adapter and one of Audrey's two USB ports. Audrey's USB ports are located on its back and are marked with a USB symbol (shown below). When these connections are made, tap "continue."

2 Do you have a "DHCP" or an "assigned/static IP" account?

Tap the button that applies.

"My ISP uses DHCP."
If your ISP uses DHCP, tap this button. If your ISP also requires a hostname, enter it into the text field on the right-hand side of the screen. Then tap "continue" and skip to **step 4.**

"My ISP assigned a static IP."
If your ISP assigned you a static IP, tap this button. If your ISP requires a hostname, enter it into the field on the right-hand side of the screen. Then tap "continue" and continue on to **step 3**.

*"DHCP" accounts dynamically allocate an IP address to your computer on a local area network. "assigned/static IP" accounts assign an IP address to your computer that never changes.

3 You have an "assigned/static IP" account.

Enter your assigned IP address and your ISP's subnet mask, gateway, and primary and secondary DNS settings. When you are finished, tap "continue."

4 Enter your account's e-mail access information.

Enter your account's incoming mail server name (POP3) and outgoing mail server name (SMTP). If your e-mail account uses a different username and password than your Internet access account, tap the check box and then enter the username and password in the blanks at the bottom of the screen. When you are finished, tap "continue."

*If Audrey could not connect to your ISP, an error screen will appear with information about how to resolve your connection issue.

5 Audrey is now configured to access your ISP.

If Audrey has successfully connected to your ISP, you will see the "set date and time" screen. Audrey will download the correct time from the Internet. However, this time may not be correct for your time zone. Make any necessary changes on this screen. Tap "done" to continue. Next, a dialog box announcing that your Channels are being updated appears. (Audrey sets up a default download schedule to update your Channels, check for e-mail, and update the time. You can learn how to modify this schedule using the Actions Palette on **page 41**.) Although there is a "cancel" button on this dialog box, we recommend that you allow Audrey to update your Channels now so that they work faster when you access them later. To learn more about how to use Audrey's controls and personalize them for your family, turn to **page 17.**

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"I need a new dial-up Internet access account with AT&T WorldNet Service."

1

Enroll with AT&T WorldNet® Service

If you do not currently have an ISP, you can sign up with AT&T WorldNet Service, Audrey's preferred ISP, and configure that account for use with Audrey. A screen will appear announcing the AT&T WorldNet Service special rate for Audrey users. Make sure you have your billing information handy and when you are ready, tap "continue."

2

Do you need to dial any extra numbers?

Your phone service may require you to dial extra digits before dialing out to an ISP. Buttons are provided for "9", to access outside lines, and "*70", to disable call waiting. These are commonly required digits for Internet dialing. Tap either button if it applies. If you need to enter additional digits, tap inside the text field, type the digits, and then tap "continue" to move on.

3

Setup your new account.

Audrey will dial out to AT&T WorldNet to download their setup information. Once you see their forms, fill them out, following the on-screen directions to proceed. Audrey will connect to the Internet when this setup is complete.

4

Audrey will connect to your new ISP.

If Audrey has successfully connected to your ISP, you will see the "set date and time" screen. Audrey will download the correct time from the Internet. However, this time may not be correct for your time zone. Make any necessary changes on this screen. Tap "done" to continue. Next, a dialog box announcing that your Channels are being updated appears. (Audrey sets up a default download schedule to update your Channels, check for e-mail, and update the time. You can learn how to modify this schedule using the Actions Palette on **page 41**.) Although there is a "cancel" button on this dialog box, we recommend that you allow Audrey to update your Channels now so that they work faster when you access them later. To learn more about how to use Audrey's controls and personalize then for your family, turn to **page 17.**

* If Audrey cannot connect to AT&T WorldNet Service, an error screen will appear with information about how to resolve your connection issue.

ready?...

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control

The following pages give a button by button account of everything Audrey can do. To learn how to use the Datebook, Address Book, Browser, Mail, Channels, and Actions Palette, read on!

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datebook

Audrey's Datebook is an easy and convenient tool for keeping track of your plans. And since Audrey can sync with your Palm™ compatible device's Date Book, you can be sure that you are in sync both at home and on the go.

entering events

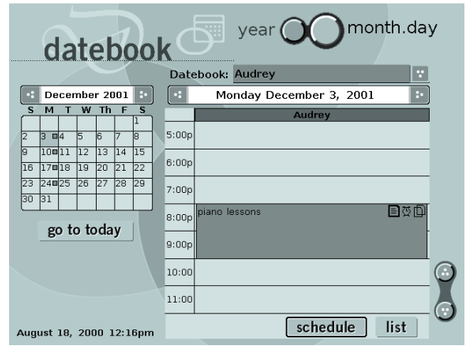
1 **Launch the Datebook by pressing the Datebook button.**

2 **When the "month.day" window appears, you will see the monthly calendar** (set to the current month and year) and an hourly schedule for the current date. For the purpose of this tutorial, assume that you are entering an event that takes place between 8pm and 10pm every Monday in December, 2001.

3 **Unless your current month happens to be December 2001, you will need to change the displayed date.** The fastest way to do this is to switch to the Datebook's "year" window by tapping the "year" button at the top of the Datebook screen. This brings up a 12-month calendar view. You can move forward or backward in groups of four months using the arrow buttons in the lower right-hand corner of the screen. Once you see December 2001, tap on the date of the first Monday (December 3rd, 2001).

4 **The Datebook returns to the "month.day" window** and displays December 2001 in the monthly calendar and December 3, 2001 in the hourly schedule. You are now ready to enter the start and end times for your event. By default, the hourly schedule shows events from 8:00AM through 12:30PM in half hour increments. Since your event begins at 8:00PM, you will need to use the scroll control (to the right of the hourly schedule) to scroll down to 8:00PM. Once 8:00PM is in view, tap inside the blank field to the right of that hour with the stylus.

5 **The "create event" screen appears.** By default, your event is scheduled for the hour between 8:00PM and 9:00PM. However, the event you want to enter begins at 8:00PM and continues until 10:00PM. Therefore, you need to change the end time of your event. To do so, tap inside the "time" text field in the upper right-hand corner of the "create event" screen.



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6

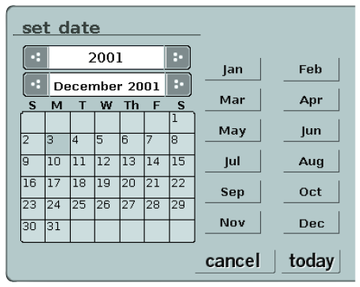
The “set time” menu appears (see the image below). There are two fields here: one for the start time of your event and one for the end time. The time in these fields ranges from 12:00AM (midnight) to 11:55PM (five minutes before midnight). The “start time” for your event is already set to 8:00PM, since you tapped that hour in the hourly schedule view to enter the “create event” screen in the first place. To set the end time for your event to 10:00PM, tap the “end time” field to highlight it (it turns orange), then tap “10” in the hours vertical selection menu to the right of the “start time” field (make sure to tap the “10p” not “10a”). This sets the hour portion of your event’s end time to 10PM. Then tap “00” in the minutes vertical selection menu to the right of the hours menu. This sets the minute portion of your end time to “:00”. If you do not see either of these entries in the hours or minutes scrolling menus, you can use the arrows at the top or bottom of each menu to scroll through the available entries. When you have finished entering the end time for your event, tap “okay”.

*

Note: If at any time in this process you make a mistake and want to start from scratch, tap the “clear time” button to erase the entries in both the “start time” and “end time” fields.

If you want to change the start time for your event. Tap inside the “start time” text field to highlight it and then follow the same process outlined in the preceding paragraph.

If you set your event without start and end times (i.e. an all day event), you can tap the “no time” button and then tap “okay.”



7

You are returned to the “create event” screen. The time span and date of your event should appear in the “time” and “date” fields, respectively. Below these fields is a large, blank field. Here you can enter details about your event, either by typing or scribbling event details. To type information, tap the “type” button at the top of the screen and then begin typing using the keyboard. To scribble information, tap the “scribble” button at the top of the screen and then scribble into the text field using the stylus.
For the purposes of this tutorial, tap “scribble” and use the stylus to write “don’t forget sheet music” inside the text box. If you make a mistake while scribbling and need to start over, tap the “eraser” icon in the upper right-hand corner of the scribble area to clear the white text box.

8

The “shortcuts” drop-down menu is another element of the “create event” screen. Shortcuts provide a way to access frequently occurring event description (“pick up the kids,” “buy groceries,” “after work...,” etc.). You can retrieve that description from the “shortcuts” drop-down menu instead of having to retype it. Tap inside this menu. You will see only one item, “edit shortcuts.” Tap this item and the “edit shortcuts” screen appears.
At this point you don’t have any shortcuts to edit, but you can add one. Assume that piano lessons are a commonly occurring event in your life. Tap the “add” button. The “add a shortcut” screen appears. Enter the text “piano lessons” and then tap “okay”. The “edit shortcuts” screen re-appears, this time with “piano lessons” listed as your only shortcut. Tap “okay” again. When you see the “create event” screen again, tap inside the “shortcuts” drop-down menu. Tap the “piano lessons” shortcut you just created. Now the text “scribble event: piano lessons” appears above the text box in which you scribbled your note about remembering sheet music.

9

You want to enter this event for the first four Monday nights in December 2001, but you’d rather not enter each of those events individually. To set up the repeating options for your event, tap the “details” button in the lower left-hand corner of the “create event” screen. The “event details” screen appears. The “repeat event” drop-down menu on this screen has options to set an event to repeat daily, weekly, monthly, or annually. Tap the arrow to the right of the “repeat event” drop-down menu.

10

The “create repeat event” screen appears. You want your event to repeat weekly, so tap the “week” button. A series of options appears. Your event occurs every week, so in the “Every: _ Week(s)” field, enter “1”. To do so, tap inside the “Every: _ Week(s)” field with the stylus and then type “1” using the Audrey keyboard. You want your event to always occur on a Monday, so tap the box labeled “M” under “Repeat on:”. If any other days are highlighted orange, tap them to un-highlight them.

*

Note: If you want your event to appear every other week, enter “2” in the “Every: _ Week(s)” field. If you want your event to appear every third week, enter “3” in the “Every: _Week(s)” field, and so on.

11

The default entry for the “End On:” field is “No End Date”. At this setting, your event would be entered into every Monday night beginning with December 3, 2001 onward. You want your event to be entered every Monday night from December 3, 2001 until December 24, 2001. To enter December 24, 2001 as the “End on:” date, tap inside the “End On:” field. The “set date” screen appears. It shows a calendar with two horizontal scroll bars above it. The top-most horizontal scroll bar is used for selecting the year for your end date and the one below it is used to select the month for your end date. Tap the arrows on either side of the year-selection horizontal scroll bar to choose “2001.” Then use the arrows on either side of the month-selection horizontal scroll bar to choose “December 2001.” Next tap the square on the calendar corresponding to December 24, 2001. You are returned to the “edit repeat event” screen. The text box at the bottom of the “edit repeat event” screen should now read “Every week on Monday” and “12/24/2001” should appear in the “End On” field. Your event’s repeating schedule is now configured. Tap “okay.”

12

You can also set an alarm which will sound at varying intervals before the event.
The default setting for the alarm is to sound 5 minutes before the event. You can change the number of minutes or change from minutes to hours or even days before the event. After you leave the “edit repeat event” screen, the “event details” screen re-appears. Tap the box to the right of “alarm” on the “event details” screen. You will see a text field reading “5” and a drop-down menu to the right of the text field reading “minutes prior.” To change the number of minutes before the event you would like the alarm to sound, drag the stylus across the “5” in the text field to highlight it and then type the new number using Audrey’s keyboard. To change from minutes to hours or days, tap the down arrow next to “minutes prior” and then tap your selection. Then tap “okay.” When the “create event” screen appears, tap “okay” again.

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12

You will see the "month.day" screen of the Datebook. Notice a dot inside the block corresponding to every Monday in the monthly calendar for December 2001 on the left of the screen. This indicates that there is a scheduled event the first four Mondays during this month. If you tap any of the Mondays, the date in the daily schedule changes to that date. Using the scroll control to the right of the daily schedule, scroll down to 8:00PM. The text fields to the right of the hours between 8:00PM and 10:00PM are shaded dark blue. You will also see a text description (your shortcut, "piano lessons") in this blue shading.

Note: If you type a note instead of scribbling, the text inside this dark blue shading will still read "piano lessons" if you selected that shortcut to be applied to your entry. However, if you type a note but don't specify the "piano lessons" shortcut, the text in the shading would be the same text you typed as a note.

14

Tap the dark blue shading to view the "read event" screen and view the event details, read any scribbled notes, or make changes. Tap "done" to return to the daily schedule view. Tap "list" in the lower right-hand corner of the screen. The daily schedule will be replaced with a list of only the events scheduled for the currently selected date. Tap "schedule" to return to the daily schedule view.

15

When the daily schedule view re-appears, look closely at the icons in the upper right-hand corner of the dark blue shading for your event. You should see three icons. These icons can tell you a lot about your event at a glance.

This indicates that there is a note (typed or scribbled) attached to your event.

This indicates that the event is a repeating event.

This indicates that there is an alarm set for this event.

You have successfully completed your first Datebook entry! Since it isn't likely that you are actually scheduling piano lessons in December of 2001, you should delete these events from the Datebook. The next section will walk you through the process of deleting an event and will help to familiarize you with the editing options of the Datebook application.

deleting events

1

From the main "month.day" view, tap "December 3, 2001" in the monthly calendar on the left-hand side of the screen.

2

Scroll down to 8:00PM in the daily schedule and then tap inside the dark blue shading for the "piano lessons" event.

3

The "read event" screen appears. Tap "edit" and the "edit event" screen will appear. Tap "delete event" at the bottom of the screen.

4

The "delete repeat event" screen appears asking whether you want to delete the "current" event or "all" events. If this were a solitary event, you would only be asked to confirm that you want to delete the current event. For the purposes of this exercise, tap "current."

5

You will be returned to the main schedule view. Notice the first of the repeating events has been removed from the schedule.

6

To delete the remaining events, tap "December 10, 2001" in the monthly calendar on the left side of the screen.

7

Scroll down to 8:00PM in the daily schedule and then tap inside the dark blue shading for the "piano lessons" event.

8

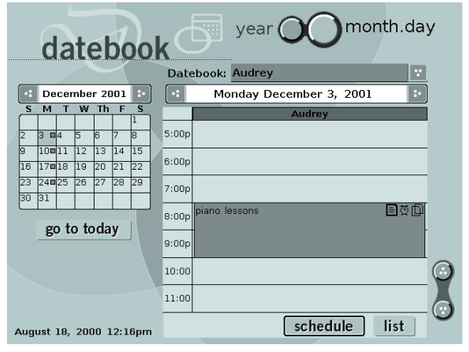
The "read event" screen appears. Tap "edit" and the "edit event" screen will appear. Tap "delete event" at the bottom of the screen.

9

This time when the menu appears asking whether you want to delete the current "event" or "all" events, tap the "all" selection.

10

You will be returned to the main schedule view. Notice the month view (left-hand side of the main Datebook screen). You can see that the event and all of the repeating events that followed it have been removed from the schedule.



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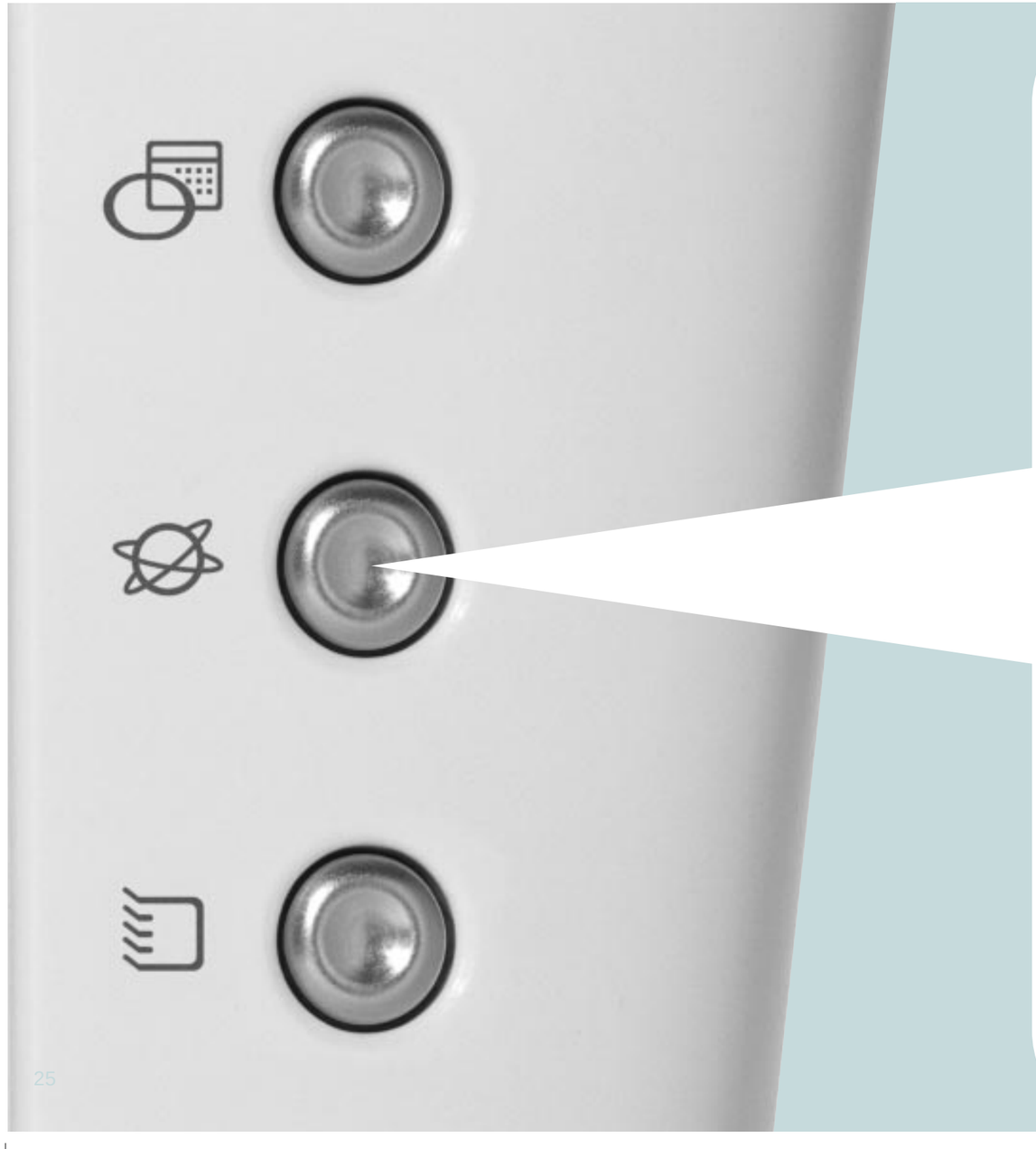


browser

The Audrey Browser application works much the way other Internet browsers do (such as Netscape Navigator® or Microsoft® Internet Explorer). However, the way the Browser interacts with other Audrey applications is unlike any other browser. Once you are familiar with the Browser's features, you will find that it is a powerful tool for Web access.

Browser control panel

1 **Launch the Browser by pressing the Browser button.** As Audrey dials out to your provider to download the default home page, **www.go.com**, the Ergo® logo in the upper right-hand corner of the Browser window becomes animated. This is an indication that Audrey is in the process of sending and receiving data. Once Audrey has connected to your ISP, it will load and display the default home page in the Browser window.

2 **Drag the stylus across "http:// www.go.com"** in the URL text field in the Browser control panel to highlight it. Using the Audrey keyboard, type "**www.3Com.com**", the URL (Universal Resource Locator) for the 3Com Web site. Then press ENTER on the keyboard.

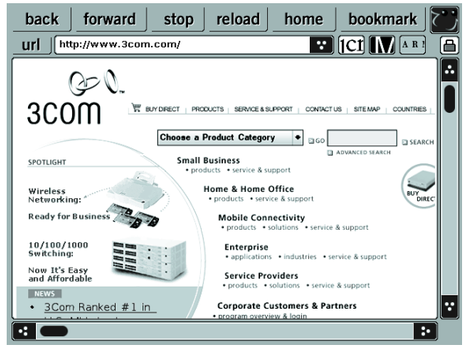
3 **Once the 3Com home page has loaded,** tap the "back" button in the Browser control panel. This returns you to the previously loaded URL, www.go.com. If you attempt to tap the "back" button before visiting the 3Com Web page, you will discover that the button is grayed-out and inaccessible, indicating that there is no previously loaded page to go back to.

4 **Tap "forward."** You return to the 3Com Web page. The "forward" button is grayed-out and inaccessible again, since the 3Com Web page is the most recently accessed page, and there is no page to go forward to.

Note: Some pages are secure, meaning that they use encryption technology to scramble sensitive data (credit card numbers, phone numbers, names, addresses) so that it is nearly impossible for someone to monitor your data while it is in transit over the Internet.

If the currently loaded page is secure, the lock icon just below the Ergo logo will be closed. If the page is not secure, it will be open.

If the page is too long or wide to be fully displayed in Audrey's screen, you can use the scroll bars to the right and at the bottom of the screen to adjust your view.



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5 **Tap “home.”** The Web page set as Audrey’s home page, **www.go.com**, loads again. See the Actions Palette section on **page 41** for more information about changing the default home page to a different URL.

6 **Tap the down arrow** to the right of the “url” text field. A list of the URLs you’ve visited appears. Tap “**www.3Com.com**” in this list. The 3Com Corporation home page loads again. You can use this drop-down menu to quickly re-load any recently-visited URL.

7 **The “stop” and “reload” buttons** are more difficult to demonstrate, as they have very specific uses. You can tap the “stop” button to cancel any current download activity (for example, if you are in the middle of a download that is taking longer than you’d like to wait). The “reload” function is handy for refreshing pages that feature frequently-updated information, such as stock prices, weather maps, or opinion polls.

creating bookmarks

1 **Drag the stylus over the “URL” text** field to highlight the current text. Type “www.yahoo.com” and press ENTER. The Browser loads the home page of this popular search engine. Next, tap the “bookmark” button in the Browser control panel. The Address Book application launches, opening in its “websites” state. You’ll notice that “Yahoo!” is automatically entered into the “site” text field and the site’s URL, “**http://www.yahoo.com**”, is entered into the “URL” field. To the right of the “site” text field is a small snap-shot of the Yahoo home page. If you wish to add a note to your bookmark, tap inside the “note” text field and type your note using the Audrey keyboard.

* Note: A search engine is a Web site that allows you to search for key words and phrases used on other Web sites. For instance, you could find a site about vacationing in Hawaii by entering the terms “cruises Hawaii travel.”

2 **Notice the drop-down menu** above the “site” text field. This is the “category” menu, where you can choose the category into which your new bookmark fits. The default setting in this menu is “unfiled.” Tap the down arrow to the right of this menu. The selections that appear are “favorites,” “unfiled,” and “edit categories...”. Tap “edit categories...”.

3 **The “Edit Categories” screen appears,** where you can add a category in addition to the “favorites” and “unfiled” categories already in existence. Add your new Yahoo bookmark to a new category called “search engines” by simply tapping “add,” then typing “search engines,” and then tapping “okay.” When the “edit categories” menu re-appears tap “okay.” Now when you tap in the categories drop-down menu, you will see a “search engines” category. Tap this category so that it fills the category text field. The only URL that appears in this category is the one for Yahoo that you just entered, but you can add more search engine URLs to this category in the future. Tap “done.”

4 **You are returned to the “websites”** state of the Address Book application. This screen has a category drop-down menu as well. The default setting for this menu is “all,” meaning that it is displaying all bookmarks in all categories. Since your only bookmark is the Yahoo bookmark you just added, that is the only one displayed below the category drop-down. If you tap on the category drop-down menu and select “search engines,” you will also see your Yahoo bookmark, but selecting any other category will display no bookmarks.

5 **Tap the text “Yahoo!”** in the bookmark display. This launches a new menu. In this menu, you can tap “edit” to change any of the bookmark’s properties. You can also tap “attach to email” to launch the Mail application. This opens to a blank e-mail with the corresponding URL attached, ready to send to a recipient (see the Mail section on **page 33** for more information). Tap “done” when finished to return to the “websites” state of the Address Book.

6 **When you return to the “websites” state of the Address Book,** tap the thumbnail image of the Yahoo home page visible in the main bookmark view. This launches the Browser application and loads the Yahoo home page. This is how you should launch all bookmarked URLs from the “websites” state of the Address Book application.

As you can see, the Browser is a powerful tool for surfing the Web. Its interaction with the Address Book’s “websites” state simplifies the work of bookmarking your favorite pages and attaching URLs to e-mail messages. For more information about customizing the Browser application, see the Actions Palette section on **page 41**.

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address book

Audrey's Address Book application allows multiple users to store the mailing addresses, phone numbers, Web site addresses (or URLs), and e-mail addresses of friends, family members, and business associates. The Address Book is designed to work with the "Address List" application included with Palm compatible devices. Multiple users can sync their Address Lists to Audrey and retrieve that information at the touch of a button.

To launch the Address Book, press the Address Book button. The Address Book automatically opens to a state corresponding to the current application.

- If the Datebook application is open, the Address Book opens to the "phone" state.
- If the Browser application is open, the Address Book opens to the "websites" state.
- If the Mail application is open, the Address Book opens to the "email" state.
- If no applications are open (as when booting up after powering off), the Address Book opens to its "websites" state.

The Address Book application is also the only Audrey application which you can exit by pressing its button while it is open. Like the other Audrey applications, you can also exit by launching any other application.

Address Book states

Though each of the states has its own distinct features, there are some features which are universal to all four states:

Entries in the Address Book states are syncable with Palm compatible devices with the exception of the entries that are in the "websites" and "snapshots" states.

The alphanumeric tabs along the right edge of the main Address Book panel provide quick, pinpoint access to specific alphabetical or numeric sections of the currently open state. For instance, if you are in the "email" state and want to see the e-mail address for John Smith, you could tap the "s-z" tab, then tap "s." Audrey will display all e-mail addresses beginning with the letter "s." You can use the scroll control to the right of the main e-mail address display to scroll through the "s" entries and find John Smith's e-mail address.

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1 “email” state

Tap the “email” button in the main Address Book view to open the “email” state.

2

Immediately below the “email” button are two drop-down menus:

The Catalog drop-down menu is automatically set to “Audrey.” If you tap inside this drop-down menu, you will notice that there are no other entries. This indicates that you have no Palm™ compatible devices synced to your Audrey unit. If you had one or more devices synced to Audrey, you would see the user names for those devices in this drop-down menu. If you were to choose one of the Palm device users in this menu, the e-mail addresses in the main e-mail address view would correspond to the e-mail addresses on file in that user’s Palm compatible device.

The Category drop-down menu is below the Catalog drop-down menu. This menu allows you to choose which categories you wish to display in the main e-mail address view. The default setting is “All,” meaning that Audrey is showing all e-mail addresses on file in all categories. For now, leave this menu set to“All”. You will create a new category a little later on in this tutorial.

3

To add an e-mail address, tap the “add” button at the bottom of the screen.

4

A series of text fields appears. As you shall soon see, these fields allow you to add a great deal of information about a person far beyond just their e-mail address. Additionally, some of the information entered here will also be visible from within the “phone” state. Audrey will show the Catalog that the e-mail address you are about to add will be added to in the blue shaded field directly below the “email” button. Below that field is the Category drop-down menu. If you tap this menu, you will see the categories currently available: “Business,” “Personal,” “Unfiled,” and “Edit Categories...”. You will be adding an e-mail address that fits into a new category called “Relatives,” so tap the “Edit Categories...” entry.

5

The “Edit Categories” screen appears. Tap “Add.”

6

A new screen appears with an empty text field. Using the Audrey keyboard, type “Relatives.” Then tap “okay.” You will then be returned to the original “Edit Categories” screen, where you should see “Relatives” added as a category after “Business” and “Personal.” Tap “okay.”

7

When you return to the text fields for your new e-mail address, tap in the Category drop-down menu again. Tap on the entry for “Relatives” that you just added. The drop-down menu collapses and you see “Relatives” displayed in the menu.

8

Tap in the “Last” text field. Using Audrey’s keyboard, type the last name of one of your relatives. Continue entering information for the person you have in mind, using the TAB key to move forward one field and holding down the SHIFT key simultaneously with the TAB key to move backward one field.

9

When you reach the “work,” “home,” “email,” and “fax” entries, you will notice that each field has a drop-down menu to the left of the text field. These are variable fields. If you tap in these drop-down menus, you can select different categories for the information in the text fields to the right of that drop-down menu. For example, if the person you have in mind does not have a work phone number but does have a pager number, you can tap in the drop-down menu that currently reads “work” and select “pager” instead. These four fields differ in one other significant way. There are check boxes to the right of each text field. Only one of these four check boxes can be selected. The information in the field with a marked check box is the information which will be displayed by default in the main phone number view in the “phone” state. For example, if you enter a person’s work phone number into the “work” field, their home phone number into the “home” field, and tap the check box next to the “work” field, that person’s work phone number will be the one visible from the main phone number view in the “phone” state (see the next section for more information). For the purposes of this tutorial, tap the check box to the right of “home,” so that the person’s home phone number will appear in the “phone” state.

10

If you would like this entry to be kept secret (i.e. not displayed in the main e-mail address or phone number views of the “email” and “phone” states), tap the check box next to “Keep as secret”, near the end of the text fields. For the purposes of this tutorial, do not check this box. You can also add typed notes about this entry by tapping inside the “Note” text field and entering information with the keyboard.

11

When you are finished entering the information for your entry, you can either tap “cancel” to cancel adding this person to your Address Book, or you can tap “done” to add the person to your Address Book. For the purposes of this tutorial, tap “done” to add the entry to your Address Book.

12

In the main e-mail address view of the “email” state, you will see the entry you just created. The only information that you entered that will be visible in this view is the person’s name and their e-mail address.

13

Tap the person’s name. A screen appears showing all of the information you entered into the variable fields for this person. From this menu, you can tap “edit” to launch an edit window (just like the “add” window you used when adding this person to your Address Book) and make changes to the person’s information. You can also tap “attach to email” to launch the Mail application. This opens to a new composition with the person’s information attached as a file which other Audrey users can use to add that person to their Address Book and that PC users can view as a note. If you tap inside the “sync to:” drop-down menu, you can choose any connected Palm compatible devices with which you would like to sync this information. Tap “done” when finished exploring this menu.

14

Tap the person’s e-mail address. A “send email” dialog box appears asking if you wish to send an e-mail to this person. If you tap “okay,” the Mail application launches with the person’s e-mail address automatically inserted into the “to:” field. Now you’re ready to compose an e-mail to this individual. For more information see the Mail section on **page 35**.

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1 “websites” state

Tap the “websites” button on the main Address Book screen. Like the “email” and “phone” states, the “websites” state has a Category drop-down menu, but it does not have a Catalog drop-down menu. This is because URLs cannot be synced with Palm™ compatible device. The default setting for the Category drop-down menu in the main URL view is “All,” so you should see all (if any) URLs in the main websites view in the window below the Category drop-down menu.

2

To add a URL to the “websites” state, tap “add.”

3

The default setting for the Category drop-down menu in the “add URL” view is “Unfiled.” Change the category to “Favorites” by tapping inside the Category drop-down menu and then tapping “Favorites.”

4

Next, tap inside the “Site” text field and type “3Com Corporation.” Press the TAB key to move the cursor into the “URL” field and type “**http://www.3Com.com**”. Press the TAB key on the keyboard again to move the cursor into the “Note” field and type “The home page for 3Com Corporation.” Then tap “done.”

5

You are returned to the main URL view. You will notice that the URL described as “3Com Corporation” is now visible. You will also notice that there is a white box to the right of this URL description. Tap inside this white box. The Browser application launches and begins to download the 3Com home page.

6

There are three boxes to the right of the “URL” field. These display the contents of the “Favorites” category in the Address Book’s “websites” state. In your case, only one of the boxes contains a thumbnail of its associated site (the one you just created for 3Com Corporation). There can only be 3 URLs entered into the “favorites” category, so all three are visible from the Browser application at once. This way, you can access any of the 3 URLs in the “favorites” category from the Browser by simply tapping each page’s thumbnail, instead of launching the Address Book.

7

Additionally, you can tap any of the empty “favorites” boxes (empty boxes contain the Ergo® logo and the word “favorites”) to launch the “websites” state of the Address Book. This opens to a new entry corresponding to the currently loaded Web site in the Browser application. Drag the stylus over the address currently in the “URL” field to highlight it. Then type the following URL: “**www.palm.com**” then press ENTER on the keyboard. The home page for Palm, Inc. loads into the Browser window. Once the page is fully loaded, tap either of the two empty “favorites” boxes to the right of the “URL” field in the Browser. The Address Book opens to its “websites” state. A description of the site, a thumbnail of the home page, and the site’s URL are all preloaded into the fields of a new entry into the “favorites” category. Tap “done.” The Address Book returns to the main “websites” state view, showing the “All” categories view. You should see the entry for Palm, Inc. in the main window.

1 “phone” state

Press the Address Book button on Audrey’s console and then tap the “phone” button on the main Address Book screen.

2

Like the “email” state, the “phone” state has Catalog and Category drop-down menus, both of which function identically to those described in the preceding “email” state section. In the main phone number view, you will see the name and home phone number of the person whose information you previously entered in the “email” state.

3

Tap the person’s name. A screen appears showing all of the information you entered into the variable fields for this person. From this menu, you can tap “edit” to launch an edit window (just like the “add” window in the “email” state) and make changes to the person’s information. You can also tap “attach to email” to launch the Mail application. This opens a new composition with the person’s information attached as a file which other Audrey users can use to add that person to their Address Book, and that PC users can view as a note. If you tap inside the “Sync To:” drop-down menu, you can choose any connected Palm compatible devices with which you would like to sync this information. Tap “done” when finished exploring this menu.

1 “snapshot” state

Snapshots are pictures of all or part of Audrey’s screen that you can capture and save. You can create snapshots from the Actions Palette. When you go to the “snapshots” state of the Address Book for the first time, you won’t see any snapshots. You will need to create some before any appear in this state. Snapshots that you create cannot be synced with Palm compatible devices, though they can be attached to outgoing e-mail messages. For more information about creating snapshots and adding them to the Address Book’s “snapshots” state, see the Actions Palette section on **page 41**.

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mail

Audrey's Mail application allows you to send and receive e-mail. Although it has many of the features of traditional e-mail software applications, it excels in sending very quick and informal messages. It supports the POP3 and SMTP e-mail protocols.

composing messages

typed messages

Compose messages in three different modes:

- **Typed messages**
  Enter text with the keyboard.
- **Scribbled messages**
  Write on the screen with the stylus. The drawing is captured as a .GIF file and the resulting e-mail is sent out with no text in its body and the .GIF file attached.
- **Audio messages**
  Record your voice through Audrey's built-in microphone (located next to the Channel selector knob). The sound is converted to a .WAV file (16-bit, 8MHz, mono) and the resulting e-mail is sent out with no text in its body and the .WAV attached.

* Note: PC users who receive scribbled and/or audio messages from Audrey will be able to view them using their mail program's standard method of playing or viewing such files.

Audrey users who receive scribbled and/or audio messages from an other Audrey user will see the .GIF file displayed directly in the body of the received e-mail or a .WAV player console allowing controlled playback of the recording.

1 **Tap "create mail" at the top of the screen.**

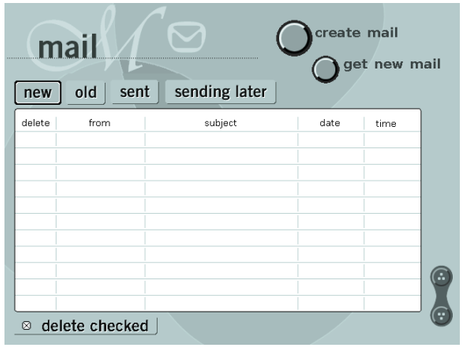
* Note: Make sure that Audrey is connected to the Internet before attempting any of the tutorials for this section.

The default subject line is always "take a look at this" for scribbled messages, "read this" for typed messages, and "listen to this" for recorded messages.

2 **When the "create mail" screen appears,** the cursor will already be placed in the "to:" field. Type your own e-mail address into this field. For the purposes of this tutorial you will be sending messages to yourself.

3 **Tap "type" to highlight it orange.** Tap inside the white box below the "type" button. Using the Audrey keyboard, type your message.

4 **Once you've typed your message, tap the "send now" button.** Audrey returns you to the "new messages" archive. Tap "sent." You can differentiate this new typed message from the previously sent scribbled message by looking at the subject lines ("take a look at this" for the scribbled message and "read this" for the typed message). Tap "new." You will be returned to the "new messages" view.



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mail

1 scribbled messages

Launch the Mail application by pressing the Mail button. When the main screen appears, the "new" button is highlighted orange. If you have new messages, they will appear in the table below the Mail control panel.

2

Tap "create mail." When your new message appears, the cursor is already in the "to:" field. For the purposes of this tutorial, type your own e-mail address into this field. (Normally you would type the e-mail address of an intended recipient in this field.) Entering your own e-mail address is important only for this tutorial.

3

Send a scribbled message first. This is the default message type for all new messages. The subject line is automatically set to "take a look at this". You can change this subject line by dragging the stylus across the text to highlight it and then typing a new subject line.

4

The "scribble" button is highlighted orange, indicating that it is selected. Scribble your message inside the white box below the "scribble" button. If you make a mistake, tap the eraser icon in the upper right-hand corner to clear the white text box.

5

Once you've scribbled your message, you're ready to send it. You have two send options: "send now" and "send later." You would tap the "send later" button if you were working offline (Audrey would send your message the next time it connects to the Internet). Tap "send now."

6

When you tap "send now," Audrey returns you to the main Mail screen. This screen is still set to display "new" messages, but since you haven't downloaded any messages yet, the table below the Mail control panel is empty. Tap "sent." You will see the message you just sent in the table below the Mail control panel. If you tap inside the "to:" field of your sent message, you can view the details about and contents of your sent message. You can also forward or reply to the message, move backward or forward in your sent messages archive using the "previous" and "next" buttons, or delete the sent message by tapping "delete." The "keep as new" button is grayed out as it serves no purpose from this menu. Tap "done." You will be returned to the sent messages archive view. Tap "new" to view the main Mail screen.

1 audio messages

Tap "create mail" at the top of the screen. When your new message appears, the cursor is already placed in the "to" field. For the purposes of this tutorial, type you own e-mail address into this field.

2

Tap the "record" button to highlight it orange. A control panel appears in the white box below the "record" button. The following controls are in this panel:
stop - Tap this button when you are finished recording your message.
play - Tap this button to play back your message to make sure you are happy with it before sending it to the recipient.
record - Tap this button when you are ready to begin recording your audio message.

3

Tap the "record" button on the control panel to begin recording your message. The "record" button turns orange once recording begins. When you are finished, tap the "stop" button. Note that your message can be a maximum of three minutes in length.

* Note: Audio and scribbled messages occupy more of Audrey's memory than typed messages. You should occasionally delete older recorded and scribbled messages to free memory.

4

Tap "play" to play back what you just recorded. If for any reason you don't like your recorded message, you can simply repeat **step 3** until you are happy with the recording.

5

When your recording is ready to send, tap "send now." Audrey returns you to the "new messages" archive. Tap "sent." You can differentiate this new audio message from the previously sent message by looking at the subject lines. The default subject line is always "take a look at this" for scribbled messages, "read this" for typed messages, and "listen to this" for recorded messages.

deleting messages

1

Tap "sent." In the "sent messages" view, you will notice that there are square boxes in the "delete" column of the archive.

2

Tap inside the box next to the scribbled message you just sent (with "take a look at this" in the subject line). An "x" fills the box. This means that the message is marked for deletion.

3

Tap "delete checked." The message is removed from the archive. You can use this same method to delete messages from any of the Mail application's views.

retrieving messages

1

Tap "new" to display the "new messages" view. Next, tap "get new mail." The Mail button on Audrey's console flashes when you have a new message waiting. This button will continue to flash until you've read all of your new messages. After a few seconds, you should see the messages you sent to yourself in the previous tutorials. If you tap anywhere in the listing for any of the messages (other than the "delete" field), you can view the details about and contents of that message. You can also forward or reply to the message, move backward and forward in your sent messages archive using the "previous" and "next" buttons, or delete the sent message by tapping "delete." To play back the recorded message, tap the "play" button on the control panel in the audio message's display. When you have finished reading a message, tap "done" to exit and send the message to the "old messages" view or tap the "keep as new" button to keep the message in the "new messages" view.

2

When you return to the "new messages" view, you will notice that any messages you read and then exited by tapping the "keep as new" button are still in the "new messages" view. Tap the "old" button. When the "old messages" view appears, you will notice that every message you have read and then exited by tapping the "done" button has been moved to the "old messages" view.

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channels

Although Audrey is designed to access the Internet much the way desktop computers do (using its Browser application), it also features convenient and highly organized access to Internet content in the form of a channel interface.

Launch and exit the Channels. You can access channel content by using the rotary knob on the front of Audrey, much the way you change channels on an old television or radio! As soon as you turn the knob, a filmstrip-style panel pops up from the bottom of Audrey's screen. The channel selected in the middle of the strip with an orange box is the channel that Audrey will automatically start downloading. To change channels, turn the knob right or left until the channel you wish to download is selected within the orange box.

There are default channels that are loaded as soon as you set up Audrey, but there are also a few channels that are designated with only an Ergo® logo. These are blank channels which you can configure using the Actions Palette. For more information, about the "Channel Select" panel, part of the "Audrey options" in the Actions Palette turn to **page 41**.

To exit the Channels, simply press any of the application buttons on the Audrey console.

basic Audrey Channels

ABC News.com: The online home of the news division of this major television network features the news you need, from a world perspective.

Mr. Showbiz: The ultimate entertainment information center on the Web, with news about and reviews of movies, music, and television.

ESPN.com: The sports network's online home features up-to-date coverage and scores for major sporting events.

CBS MarketWatch: MarketWatch a great place online to monitor world financial news and market results.

AccuWeather.com: AccuWeather lets you check the weather anywhere in the world, but it is configured to automatically show you the forecast for your area.

Ergo Audrey: Dial into the Ergo Audrey channel for news and updates about your product as well as information about new products in the works.

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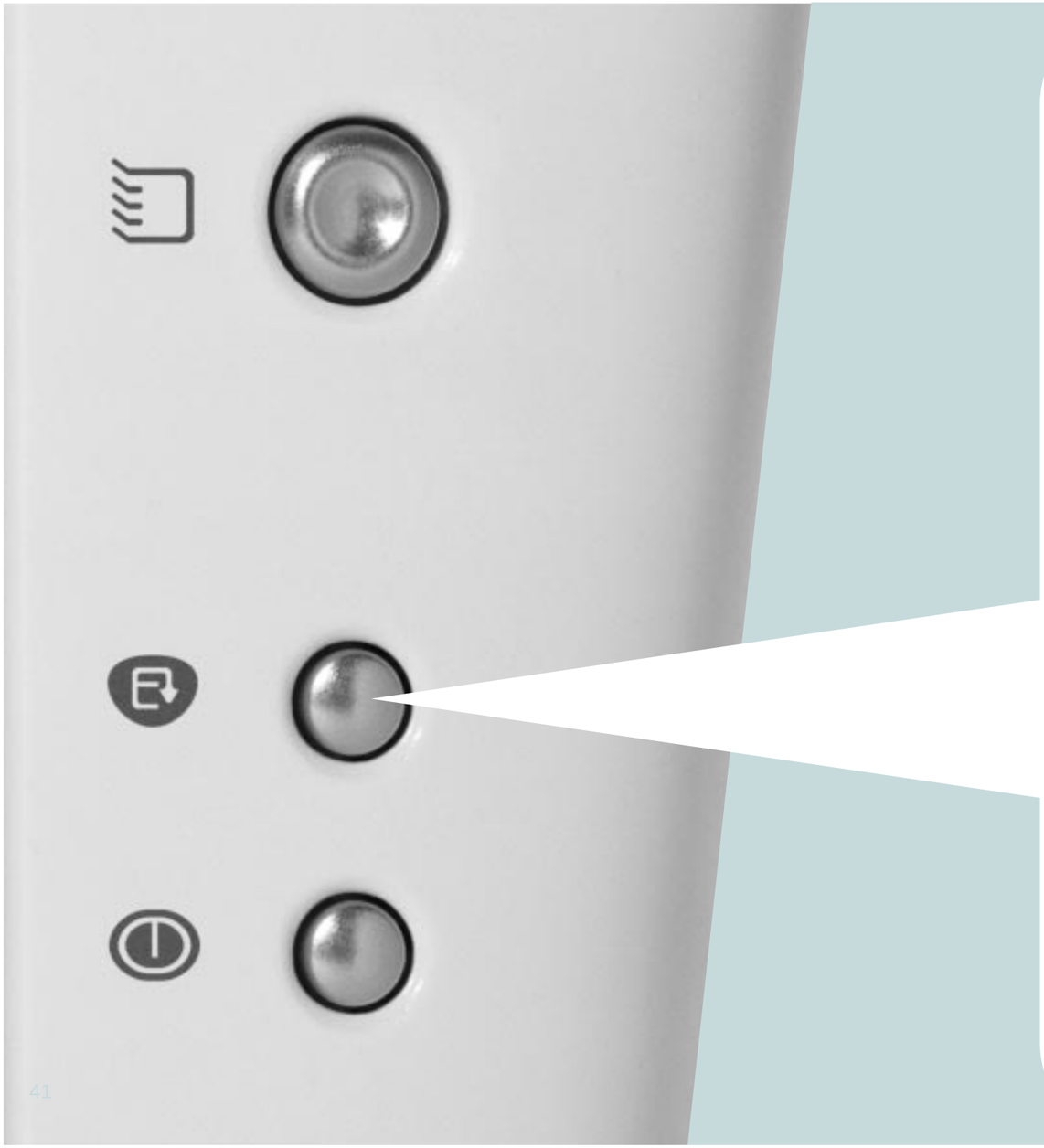


actions palette

The Actions Palette is the control center for Audrey. It gives you access to an editing panel (cut, copy, and paste) that allows you to move information within and between applications, a screen capture tool (called "snapshot"), and printing features. It also features configuration options for the Datebook, Browser, Mail, and Channels applications, and general Audrey options, such as connectivity settings, the screen calibration utility, and volume adjustment.

To launch the Actions Palette, press the Actions Palette button located to the right of the screen.

The Actions Palette has options that depend on which application is running when the Actions Palette is launched. If the Browser is open and then you launch the Actions Palette, it would look the same as always, with the exception that there would be a "browser options" button immediately to the left of the "Audrey options" button. This is true of the Datebook, Mail application, and Audrey's Channels, but not the Address Book. The Actions Palette is also Audrey's only application besides the Address Book which can be exited by pressing its button while it is open. Like Audrey's other applications, it can also be exited by launching any other application.

Actions Palette controls

cut

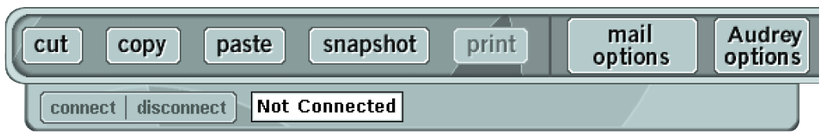
When you tap this button, any text that has been highlighted with the stylus is cut out of the current application and placed inside Audrey's internal clipboard. The text can then be pasted into another application by tapping to place the cursor and then tapping the "paste" button, or the text can simply be deleted by not pasting it anywhere.

copy

When you tap this button, any text that has been highlighted with the stylus is copied to Audrey's internal clipboard. The text can then be pasted into another application by tapping to place the cursor and then tapping the "paste" button.

paste

When you tap this button, any text that has been placed on Audrey's internal clipboard using the "cut" or "copy" buttons is pasted into the current application at the current cursor location.



snapshot

This button allows you to make a screen capture from the currently open application. Here's how:

1 Launch the Browser by pressing its button on Audrey's console.

2 Once your default home page loads, press the Actions Palette button. Then tap "snapshot".

3 A screen appears instructing you to "tap and drag to capture the snapshot". At this point you can either tap "cancel" to quit or tap "okay" to continue. Tap "okay". The Actions Palette disappears and you see the main Browser window with its default home page loaded.

4 Using the stylus, tap to the left and above any object on the screen. Then drag the stylus (never losing contact with the screen) to the right and below the object. Notice that a black box appears around the area you have selected. Lift the stylus.

5 The Actions Palette launches again, showing you what you have just captured. At this point you can tap "cancel" to exit this screen capture session, tap "try again" to return to the Browser window and repeat **step 4**, or tap "okay" to add this image to your snapshots archive in the Address Book application. Tap "okay."

6 The Address Book opens to its "snapshots" state. Here, you can title the snapshot, add a note about the image, and select options for adding it to the Address Book and/or a new e-mail message. If you decide to add the message to the Address Book, you will need to enter a title for the image. If you decide to add the image to a new mail message, the Mail application will launch to a new composition with the image attached as a file. Once you have made your selections, tap "done."

print

This button is grayed out unless you have connected a compatible USB printer (such as the Canon™ BJC-85W) to one of Audrey's USB ports. If you have a printer installed, you can tap this button to print out an image of the currently open application window. Visit **3Com.com/ergo** for a list of compatible printers.

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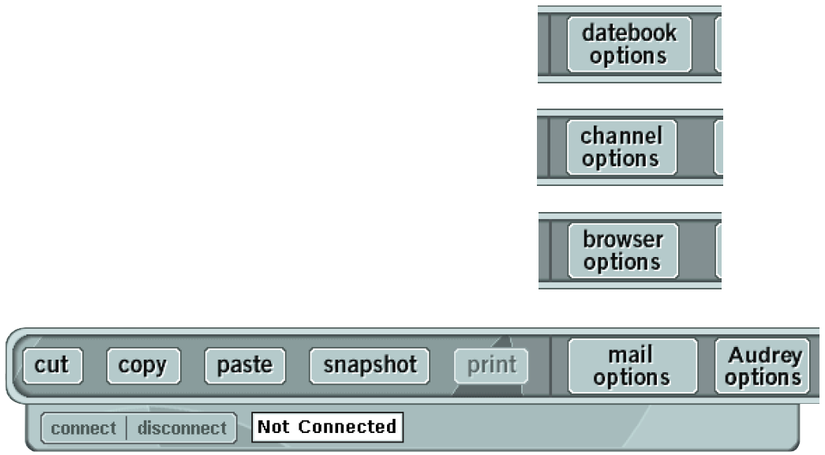
actions palette

the options buttons

The button to the immediate left of the “Audrey options” button changes depending on the application that is open when the Actions Palette is launched. This button will show options for the Datebook, Browser, Mail, and Audrey Channels when launched with those options open. It will appear blank when the Actions Palette is launched with the Address Book open. The following is an overview of the application buttons and the options they provide.



Datebook options

When you launch the Actions Palette with the datebook application running, a “datebook options” button appears to the left of the “Audrey options” button. Tap this button and you will see a menu where you adjust the default time within which the Datebook displays its main schedule view. If you make changes here, tap “okay” when finished. Otherwise, tap “cancel.”

Channel options

When you launch the Actions Palette with the Audrey Channels running, a “channel options” button appears to the left of the “Audrey options” button. Tap this button and you will be taken to a configuration screen for the currently loaded channel. If you have a channel running but you don’t see a “channel options” button when you launch the Actions Palette, that channel does not have configurations options.

Browser options

When you launch the Actions Palette with the Browser application running, a “browser options” button appears to the left of the “Audrey options” button. Tap this button to see a screen offering you options for configuring your browser’s home page, cookie rules, cache clearing, and font settings. You navigate this screen using the menu bar in the upper right-hand corner of this screen. The following is an overview of these options:

home page This is the default option when you tap the “browser options” button. Here you can set the home page (the page that loads as soon as you launch the Browser application) two different ways. You can either drag the stylus across the URL currently in the text field and then type a new URL or you can simply tap “insert current page” to make the currently loaded page your new home page.

cookies Tap this menu item and you will see two radio buttons. Tapping the radio button next to “Accept all cookies” sets the Browser to receive cookies from Web sites. Tapping the radio button next to “do not accept cookies” will prevent your browser from receiving these files. If you make changes here, tap “okay;” otherwise tap “cancel.”

Note: Cookies are small files which allow Web pages to remember what you’ve seen already and tailor your experience to suit you. The advantage of cookies is they allow you to see where you’ve been before on a site you’ve visited at least once. The disadvantage of cookies is they allow Web sites to analyze your browsing behavior.

cache Tap this menu item and you will see two radio buttons. Tapping the radio button next to “clear cache” will delete down-loaded files in the Browser application’s cache. Tapping the radio button next to “don’t clear cache” will leave the cache in its default state, where it continues to store down-loaded files indefinitely. If you make changes here, tap “okay;” otherwise tap “cancel.”

Note: The cache is the place where text and images downloaded from the Internet are stored to make re-loading pages quicker.

fonts Tap this menu item and you will see three radio buttons, each corresponding to a different font size (small, medium, large). Tap the radio button next to the text size that you would like the Browser application to use for downloaded text. If you make changes here, tap “okay;” otherwise tap “cancel.”

Mail options

When you launch the Actions Palette with the Mail application running, a “mail options” button appears to the left of the “Audrey options” button. Tap this button and you will see a screen offering you options for configuring your mail application’s username and password, server settings, and signature properties. You navigate this screen using the menu bar across the top of the screen.

e-mail username and password Tap this menu item and you will see text fields into which you can type a new username and password for your e-mail account if necessary. If you make changes here, tap “okay,” otherwise tap “cancel.”

server settings Tap this menu item and you will see text fields into which you can type new SMTP server, POP server, and domain name information. If you make changes here, tap “okay;” otherwise tap “cancel.”

signature Tap this menu item and you will see a text field into which you can enter information for a signature file, which is a string of information that is automatically attached to the end of every message you compose (your name and e-mail address or URL, a quote, or ASCII art). If you make changes here, tap “okay;” otherwise tap “cancel.”

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Audrey options

Tapping the “Audrey options” button opens a menu of 13 buttons. Here is an overview of what these buttons allow you to do:

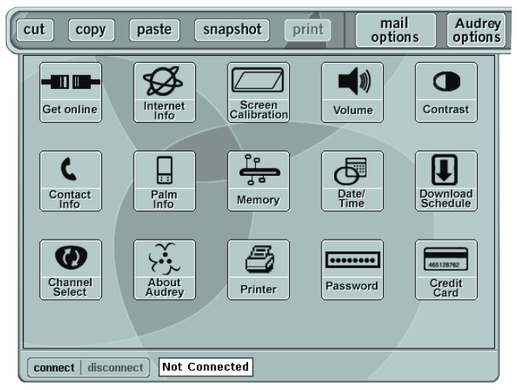
Get online launches the ISP setup wizard, as covered in the “set up” chapter in this guide. See **page 5** for more information.

Internet Info opens a three tab menu of options for configuring how you connect to your ISP including options for changing your ISP username and password, dial-up number, dialing prefixes, connection type (dial-up or broadband), and IP address and DNS settings.

Screen Calibration launches the screen calibration wizard, as covered in the “set up” chapter. See **page 6** for more information.

Volume brings up three slider controls for adjusting the relative volumes of the playback and recording levels in the Mail application and the system sounds that accompany many of Audrey’s actions. You can tap “test” to test the “playback” volume for recorded messages in the Mail application. Once you are finished, tap “done.”

Note: You can also adjust Audrey's main speaker volume using the volume control on the back of the unit (by the serial port).



Contrast launches a slider control with which you can adjust the contrast of Audrey’s display. Once you have finished, tap “done.”

Contact Info launches a screen with text fields in which you can edit your contact information (as entered during set up).

Palm Info is useful if you have synced a Palm compatible device to Audrey. Audrey has each synced Palm’s database in memory. If you tap this button, you can remove any users currently in Audrey’s memory by tapping their name to highlight it and then tapping “remove user”. Tap “done” to complete the action.

Memory, view how much memory Audrey has consumed and how much memory is left.

Date/Time launches a screen with text fields in which you can edit Audrey’s current date and time information. Tap “done” to save any changes or tap “cancel” to exit without making changes.

Download Schedule allows you to configure when Audrey downloads new e-mail and updates to your Audrey channels. If you connect via Audrey’s analog modem, you will see five text fields with times that you can alter to fit your schedule (it is best for Audrey to download during times when you’re not usually using the phone). If you connect via broadband modem (cable or DSL), you can tap the box to the left of “broadband” to place a check mark in it and then choose to have Audrey download every half-hour or every hour. Tap“done” to save any changes or tap “cancel” to exit without making any changes.

Channel Select gives you access to a list of channels that can be added as optional channels in addition to the basic core channels. To add an optional channel, tap one of the boxes shown under “optional channels.” Then tap the name of the channel you would like to add in the “available channels” scrolling list. Tap the name of a channel to see a brief description of the channel in the “description” window. If you are certain you want to add or replace the currently selected optional channel with this new channel, tap “replace.” The icon for the new channel fills the box for the new optional channel. Once you have added or changed your optional channels, tap “done.”

About Audrey brings up a display of the many partners who have helped make Audrey possible as well as a code version number and the serial number for your unit. Tap “done” when finished.

Printer provides access to configuration for your printer (optional, not included). There are three options on this screen, ranging from best speed, good quality black and white printing to good speed, best quality color printing.

Password allows you to set an optional password that must be entered upon every restart. You must also enter a hint to help you remember your password should you forget it at some point in the future. It is important to remember that if your hint can't help you remember your password, you may not be able to gain access to Audrey and you may lose data as a result. Write down your password and hint and store them in a safe place.

Credit Card allows you to store your credit card information inside Audrey. Then it will appear automatically in online forms used for transactions.

connect/disconnect

If you connect to the Internet via Audrey’s built-in analog modem, the Actions Palette also offers a convenient way to manually connect or disconnect to your ISP.

Note: Broadband users do not use the "connect/disconnect" button to connect to the Internet. If you are using a broadband connection with Audrey and the Actions Palette indicates that you are disconnected, refer to the troubleshooting section on **page 51** for help.

If you are currently disconnected, the “disconnect” button is grayed-out and the text box to the left of the buttons reads “not connected”. Tap “connect” and Audrey will begin dialing out to your ISP. Watch the text field to the right of these buttons for updates about your connection. Once Audrey is connected, you should see a message in the text box reading “connected” with the connection speed listed in parentheses.

If you are currently connected, the “connect” button is grayed-out and the text box to the left of the buttons reads “connected” with the connection speed listed in parentheses. Tap “disconnect” and Audrey will disconnect from your ISP. Once Audrey is disconnected, you should see a message in the text box reading “not connected.”

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sync with Palm™ compatible devices

“What is syncing?”
The ability to sync multiple Palm™ compatible devices is one of the most advantageous features of Audrey. This means that you can send all of the Datebook and Address Book entries from your Palm compatible device to Audrey and vice versa. This way you can stay up-to-date on your schedule and contacts both at home and on the go. You can also import and edit your Palm compatible device’s Date Book and Address book information and then re-send it to your Palm compatible device, for easy editing.

When you initiate a HotSync® operation
between your Palm compatible device and Audrey, you can access its information from within Audrey’s Address Book and Datebook applications. After the first connection is established, the information from that user’s Palm compatible device will always appear as up-to-date as the last HotSync operation. For more information on performing these operations, **read on.**

To connect your Palm compatible device,
you will need a Palm cradle or sync cable. Connect the 9-pin serial connector from your Palm cradle or sync cable to the 9-pin serial jack on the back of Audrey (see picture at left).

To initiate a HotSync operation once your device is connected to Audrey,
™ either tap the “HotSync” icon on your Palm compatible device’s desktop or press the HotSync button on your Palm cradle. When a HotSync operation begins, Audrey asks for a password if the software is password protected. Type your password and then press ENTER on Audrey’s keyboard. Audrey will begin syncing the information in your Palm compatible device to a new database within Audrey with the same name as the owner of the Palm compatible device.

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“How do I sync with the Datebook?”

1 **Launch the Datebook**
Press the Datebook button on Audrey’s console. Then open Audrey’s catalog.

2 **Find the event you wish to sync.**
Once you’ve located the event, tap inside it from the “schedule view” to view its details.

3 **Tap “edit” and then tap “details”.**
The “event details” screen appears. Tap inside the “Sync to:” drop-down menu and then tap the username for the Palm™ compatible device with which you want to sync this event. Tap “okay,” then tap “okay” again.

4 **The next time you sync**
this device with Audrey, the event will be sent to the Palm Date Book.

* This method can also be used to send a user’s Date Book entries to Audrey’s Datebook application.

“How do I sync with the Address Book?”

1 **Launch the Address Book.**
Press the Address Book button on Audrey’s console. Then tap the “email” or “phone” button. Make sure the Address Book is open in the drop-down menu.

2 **Find the e-mail address or phone number you wish to sync.**
Once you’ve located the entry, tap the person’s name.

3 **Tap inside the “Sync To:” drop-down menu.**
Tap the name of the Address Book you would like to sync the entry to. Then tap “done”. The entry will be synced to that device upon the next HotSync® operation.

4 **The next time you sync**
this device with Audrey, the event will be sent to the Palm Address Book.

* This method can also be used to send a user’s Address Book entries to Audrey’s Address Book application.

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troubleshooting

before you begin

Are you sure you are properly configured to connect to the Internet? Here's how to find out.

1 First, verify that your cable connections are correct:

- If you are using Audrey's analog modem to connect to the Internet, check your phone cable connections. The phone cable should be plugged into one of Audrey's two phone jacks and into a wall phone jack.
- If you are connecting via a broadband modem (cable or DSL), make sure you are using the right cables and that your connections are correct. Connect an Ethernet (RJ45) cable (not included) from your Ethernet hub to a 3Com USB Ethernet adapter. Then, connect a USB cable to the adapter and one of Audrey's USB ports. Your USB Ethernet adapter must be a 3Com product. 3Com Ethernet hubs and adapters sold separately.

2 Press the Actions Palette button.

3 Tap "Audrey options."

4 Tap "Internet Info."

5 Most usernames and passwords are case sensitive. Additionally, some ISPs assign different usernames and passwords for e-mail than for access to the Internet (if you have access to a PC, visit your ISPs home page for more information). Re-type your username or password.

6 If you are connecting via a broadband device, tap "Advanced Information." Make sure that the "Use USB Ethernet" radio button is on. Then tap "done."

7 If you are connecting via Audrey's analog modem, tap the "ISP Dialing" tab and enter the digits you need to dial into the "Dialing prefix" text field.

8 Tap "done."

9 Launch the Actions Palette again and tap the "connect" button. Watch the connection message in the Actions Palette to see if you can connect now.

problem:
I can't connect to the Internet or access my e-mail using my broadband connection.

solution:
Contact your ISP and ask if they only allow one IP address for your modem. If that is the case, your ISP's servers will see Audrey as a second device (with a second IP address) on your connection. This could prevent you from connecting. Ask you provider if they can assign you an additional IP address. (Additional IP addresses may result in new fees from your ISP. Be sure to ask how much an additional IP address will cost.)

problem:
I received a DNS error when trying to access a Web page in the Browser.

solution:
This error hasn't occurred before…

- If you haven't had this problem with other pages, you may have mistyped the address for the Web page you are trying to access. Make sure you haven't misspelled the address or mistyped a comma where there should be a period.

This error occurs with every URL you type in…

- Press the Actions Palette button and then tap "Audrey options." Then tap the "Internet Info" icon. Tap the "Advanced Information" tab and look at the primary and secondary DNS settings. Contact your ISP and verify that these are correct. Also, we recommend that you leave the "Use PPP/DHCP" radio button on.
- You may want to contact your ISP to see if they are having problems with their servers.

problem:
I can't send e-mail.

solution:
- Make sure the Mail application is enabled. Launch the Mail application by pressing its button, then press the Actions Palette button on Audrey's console. Then tap "mail options." Tap the "server settings" tab and then look for the box labeled "Disable Email - I do not wish to send or receive email." If this box has an "x" in it, the Mail application is disabled. Tap it to remove the "x" and then tap "okay."
- If you have sent mail properly in the past and your problem only involves recent messages, check your "sending later" view in the Mail application by tapping "sending later." If the messages you are trying to send appear here, they are here for one of three reasons:

1 You tapped "send later" when you wrote them. Messages you wish to send immediately should be sent using the "send now" button.

2 Audrey was offline when you tapped "send" and the messages are waiting for Audrey's next connection to your ISP. To force the messages to be sent now, tap the "get new mail" button.

3 Your SMTP settings may be invalid. With the Mail application open, press the Actions Palette button. Tap "mail options," then tap "server settings." Make sure the information in the "Outgoing (SMTP)" field is correct. If you have access to a PC connected to the Internet, you may want to visit your ISP's home page to see if they have information about what server name should go here. Try searching their site for the term "SMTP". Also, check **www.3Com.com/ergo** for possible updates about configuring Audrey for your ISP.

problem:
I can't receive mail.

solution:
- Make sure the Mail application is enabled. With the Mail application running, press the Actions Palette button on Audrey's console. Then tap "mail options." Tap the "server settings" tab and then look for the box labeled "Disable Email - I do not wish to send or receive email." If this box has an "x" in it, the Mail application is disabled. Tap it to remove the "x," then tap "okay."
- Make sure you entered your username and password correctly. With the Mail application running, press the Actions Palette button on Audrey's console. Then tap "mail options". Tap the "email username & password" tab to view the information you entered during Audrey's setup. Most usernames and passwords are case sensitive. Additionally, some ISPs assign different usernames and passwords for e-mail than for access to the Internet. If you have access to a PC connected to the Internet, you may want to visit your ISP's home page for more information. Re-type your username or password if either is incorrect.
- Your POP3 settings may be invalid. With the Mail application open, press the Actions Palette button. Tap "mail options," then tap "server settings." Make sure the information in the "Incoming (POP3)" field is correct. If you have access to a PC connected to the Internet, you may want to visit your ISP's home page to see if they have information about what server name should go here. Try searching their site for the term "POP3." Also, check **www.3Com.com/ergo** for possible updates about configuring Audrey for your ISP.

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troubleshooting

problem:
I received an unsupported feature error when trying to access a Web page in the Browser.

solution:
Audrey's Browser is intended for surfing Web pages and delivering RealAudio® and MacroMedia® Flash™ content. However, there are media types which Audrey does not yet support. This error doesn't indicate a problem with your device, but is rather a note that Audrey is not the best device for accessing these kinds of files. Expect frequent feature-compatibility updates from 3Com as Audrey grows older!

problem:
How do I update Audrey?

solution:
Audrey is designed to update its code automatically. This happens during your normal download schedule so that you don't have to worry about being up-to-date with new features. It is important to remember that you should leave Audrey plugged in and connected to a phone jack at all times so that you don't miss out on code and channel updates.

problem:
After rebooting Audrey (unplugging the power supply and then plugging it back in), the screen appears garbled.

solution:
Disconnect the power cable from Audrey and wait a full 60 seconds. Then reconnect the power. The display should now appear as it normally does.

In general, when disconnecting power from Audrey, whether after moving the unit or after a power outage, wait a full 60 seconds before reconnecting power.

support resources

Web-based support
To visit our online product support environment, point your browser to the following URL:
http://www.support.3Com.com

e-mail support
To receive help via e-mail, send a message to the following e-mail address:
support@consumer.3Com.com

toll-free 90-day phone support
If you have problems with your product within the first 90 days after purchase, call the following toll-free number:
866-Ergo-aid (866-374-6243)
(Monday through Friday, 7AM - 11PM Central Time; Saturday and Sunday, 10AM - 4PM Central Time)

if you need to return the unit
Contact 3Com Customer Support by calling **866-Ergo-aid** (866-374-6243) or visiting **3com.com/ergo**. If the support representative determines that you need to return the unit, you will receive a USO (User Service Order) number and the address to which you should send the unit. You must have a USO number before returning the unit to us. Ship the unit, postage paid, in a strong box made of corrugated cardboard with plenty of packing material. DO NOT send the unit back in the original box. Send ONLY the unit (NOT manuals, cables, etc.). Include your USO number, name, and address on the shipping label as well as inside the package. If possible, send the package via a courier capable of tracking the progress of the shipment.

regulatory information

Manufacturer's Declaration of Conformity

3Com Corporation
3800 Golf Road
Rolling Meadows, IL 60008
U.S.A.
Telephone: 847-262-5000

We declare under our sole responsibility that the 3Com® Ergo® Audrey™ Internet appliance to which this declaration relates, is in conformity with the following FCC specifications or other normative documents:
- ANSI C63.4-1992 Methods of Measurement
- Federal Communications Commission 47 CFR Part 15, subpart B

15.107 (e) Class B Conducted Limits
15.109 (g) Class B Radiated Emissions Limits

FCC Class B Statement
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1 this device may not cause harmful electromagnetic interference, and
2 this device must accept any interference received including interference that may cause undesired operations.

FCC Notice: Radio and Television Interference
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The user may find the following information prepared by the Federal Communications Commission helpful: The CIB Interference Handbook and The CIB Telephone Interference Bulletin.

These documents are available on the Internet through the FCC Compliance and Interference Bureau Home Page at http://www.fcc.gov/cib listed under documents. Select CIB Interference Handbook or CIB Telephone Interference Bulletin.

CAUTION: CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE COULD VOID THE USER'S AUTHORITY TO OPERATE THIS EQUIPMENT

FCC Part 68 Statement
This equipment complies with Part 68 of the FCC Rules. On the back of this equipment is a label that contains, among other information, the FCC 68 registration number and Ringer Equivalence Number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The REN is used to determine the number of devices you may legally connect to your telephone line. In most areas, the sum of the REN of all devices connected to one line must not exceed five (5.0). You should contact your telephone company to determine the maximum REN for your calling area.

A FCC compliant , 26 AWG, telephone cord with a modular plug is provided with this equipment. This device connects to the telephone network via an RJ -11 plug and jack. The plug and jack also comply with FCC part 68 rules. Be sure that the telephone line you are connecting the modem to is a standard analog line and not a digital (PBX), party, or coin telephone line.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could effect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this device, for repair and warranty information, please refer to the Technical Support insert for repair information and the warranty section of this User Guide for warranty information. In the event of device malfunction, all repairs should be performed by 3Com or an authorized agent. It is the responsibility of users requiring service to report the need for service to our company or to one of our authorized agents. In the event service is required, refer to the Technical Support insert for information. Service can be obtained by calling 866-Ergo-aid (866-374-6243) or visiting www.3Com.com/ergo.

If the device is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.This registered device is capable of providing users access to interstate providers of operator services through the use of equal access codes.

C-UL/UL Listing
This information technology equipment is C-UL-listed and UL-listed for use with UL-listed equipment in both the Canadian and U.S. markets, respectively.

Canadian Notice
This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the interference-causing equipment standard entitled Digital Apparatus, ICES-003 of Industry Canada.

Cet appareil numérique respecte les limites de bruits radio-électriques applicables aux appareils numériques de la Classe B pré scrites dans la norme sur le matériel brouilleur: Appareils Numériques, NMB-003 édictée par l'Industrie Canada.

The Industry Canada (IC) label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. Industry Canada does not guarantee the equipment will operate to the users' satisfaction.Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions might not prevent degradation of service in some situations. Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make electrical ground connections by themselves, but should contact the appropriate inspection authority or an electrician, as appropriate.

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limited warranty

Hardware
3Com Corporation ("3Com"), warrants to the original end user ("Customer") that this product will be free from defects in workmanship and materials, under normal use, for one year from the date the product is originally registered with 3Com through the automated activation process associated with this product. 3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to replace the product or part with a comparable product or part, repair the product or part, or if neither repair nor replacement is reasonably available, 3Com may, in its sole discretion, refund to Customer the purchase price paid for the product or part. Replacement products or parts may be new or reconditioned. 3Com warrants any replaced or repaired product or part, and any hardware upgrade to which Customer is entitled under an agreement between Customer and 3Com, for a period of ninety (90) days from shipment, or through the end of the original warranty, whichever is longer. All products or parts that are replaced become the property of 3Com.

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Obtaining Warranty Service
Customer must contact a 3Com Corporation Customer Service Center within the applicable warranty period to obtain warranty service authorization. 3Com will validate the warranty period of a product based on data obtained during the initial registration of the product. Products returned to 3Com must be preauthorized by 3Com with a User Service Order (USO) number marked on the outside of the package. 3Com is not responsible for Customer products or parts received without a warranty service authorization. Products or parts shipped by Customer to 3Com must be sent prepaid and packaged appropriately for safe shipment. Title passes at the time of receipt by 3Com. It is recommended that products or parts be insured or sent by a method that provides for tracking of the package. In the United States, 3Com may ship a replacement product or part prior to receiving the original product or part ("advance exchange"). When an advance exchange is provided and Customer fails to return the original product or part to 3Com within thirty (30) days from the date the warranty service authorization is issued, 3Com will charge Customer the then-current published catalogue price of such product or part.

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Santa Clara, California 95052-8007
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July 14, 2000

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accessories

3Com is developing
a wide array of accessories for Audrey including carrying cases, connectivity adapters, mounting brackets, and much more. To learn more about the accessories available for Audrey, visit **www.3Com.com/ergo**.

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