



BackWeb

Client User's Guide

Version 1.1
February, 1997
Special For McAfee

Table of Contents

Introduction

How to Use this Guide 1

What is BackWeb? 1

Installing BackWeb

Hardware Requirements 4

Downloading BackWeb 5

Installing BackWeb 5

Uninstalling BackWeb 6

Upgrading BackWeb 6

Getting Started

Starting a BackWeb Session 7

Opening the BackWeb Window 8

The BackWeb Window 9

Customizing BackWeb 11

Adding a Channel 16

Controlling & Interacting With InfoPaks 16

Closing the BackWeb Window 16

Viewing Download Status 17

Suspending & Resuming Downloading 17

Stopping & Restarting the Auto-Player 18

Shutting Down & Restarting BackWeb 18

Uninstalling BackWeb 19

Channels

- What is a Channel? 20
- Accessing Channel Options 20
- Channel Registration 22
- Deleting a Channel 25
- Disabling a Channel 26
- Activating a Channel 27
- Immediate Channel Activation 27
- Assigning Priority to a Channel 28
- Browsing a Channel Home Page 28
- Browsing a Channel Registration Page 29

InfoPaks

- What is an InfoPak? 30
- InfoPak Types 30
- Playing an InfoPak 32
- Replaying the Last InfoPak Viewed 32
- Viewing Information on InfoPaks 33
- Interacting with Active InfoPaks 34
- Removing the Current Wallpaper 37
- Deleting an InfoPak 37
- Deleting Multiple InfoPaks 37
- Keeping an InfoPak 38

Downloading InfoPaks

Viewing the Download Process 39

Aborting InfoPak Downloading 40

Suspending Downloading 40

Browsing the Web

InfoPak Web Site 41

Channel Web Site 41

Troubleshooting

New InfoPaks Are Not Received From Any Channel 42

New InfoPaks Are Not Received From A Channel 43

An InfoPak Does Not Display Automatically 43

No InfoPaks Are Displayed Automatically 44

Registration to a New Channel Using the Web Browser Does Not Work 44

The BackWeb Icon is Not Displayed in the Taskbar 44

Index

How to Use this Guide

The *BackWeb User's Guide* provides an overview of the BackWeb interface, installation procedures and all the information you need to configure and use BackWeb.

The *BackWeb User's Guide* is organized as follows:

- Chapter 1: *Introduction* contains a general overview of BackWeb and the layout of this guide.
- Chapter 2: *Installing BackWeb* provides detailed instructions on installing BackWeb.
- Chapter 3: *Getting Started* explains how to begin and end a BackWeb session and how to use the BackWeb window.
- Chapter 4: *Channels* describes how to use channels and set their properties.
- Chapter 5: *InfoPaks* describes the types of InfoPaks, how to use them and how to configure their parameters.
- Chapter 6: *Downloading InfoPaks* explains the process of controlling InfoPak downloading.
- Chapter 7: *Browsing the Web* describes how to access the Web sites of the InfoPak providers.
- Chapter 8: *Troubleshooting* lists problems that may arise when using BackWeb and how to solve them.

What is BackWeb?

BackWeb is an innovative software package that introduces a new medium for interaction between users and information providers on the World Wide Web. You receive free, periodically updated multimedia clips (InfoPaks) on subjects of particular interest. During the time you are connected to the Internet, the InfoPaks are downloaded to your computer in the background. These InfoPaks can be InfoFlashes (animations), audio messages, background wallpapers, or screen savers that appear on the screen in different ways during regular work sessions. InfoPaks can also include rich Java content, QuickTime movies, QuickTime VR panoramas and much more.

Chapter 1: Introduction

You control which types of InfoPaks download, their display frequency and other parameters. Since InfoPaks download using spare on-line bandwidth, and may be displayed when you are off-line if you are a dial-up user, you incur no additional telephone expense in downloading and viewing InfoPaks.

BackWeb displays InfoPaks that have been stored on your local computer's disk, automatically deletes InfoPaks that have been displayed a pre-defined number of times or whose expiration time has passed, and requests more InfoPaks from the BackWeb channels. You can also, using the BackWeb window, select to keep or delete certain InfoPaks manually.

What is a Channel?

Channels are analogous to cable TV channels, that transmit programs chosen by the channel operator. You may register or terminate your registration to any channel with ease.

The InfoPaks received from the channel are filtered according to criteria you specify. Each channel may present you with categories and questions that allow it to send you InfoPaks that best fit your interests. In addition, channeled information is downloaded to your computer as various types or media according to your preferences.

Registering to a channel allows you to automatically get updated information without having to retrieve it manually from the Web. Initial registration to a channel may be:

- Through the channel provider's Web site.
- By specifying the channel's Internet server address in the Add Channel dialog box in the BackWeb window.

BackWeb maintains a Web site with a directory of all channels at: www.backweb.com/chan/channels.html. You can also register to a channel directly from there.

What is an InfoPak?

InfoPaks are downloaded from the channels to your computer. These InfoPaks usually consist of InfoFlashes (animations), audio or visual files for informational, service, entertainment or marketing purposes.

When an InfoPak is displayed, you can interact with it by clicking different areas inside the display. Interaction is intended to reveal more information, or to link directly to the provider's Web or related Web sites.

The BackWeb Client

Once BackWeb is installed, the BackWeb Client resides in your computer. The purpose of the BackWeb Client is to:

- Contact the BackWeb servers (channels) and request InfoPaks.
- Download InfoPaks from BackWeb servers.
- Install InfoPaks and have them ready for display.
- Display InfoPaks of various types.
- Store user's updated parameters, received from the channel registration form.

You can configure how BackWeb accomplishes these tasks by opening the BackWeb window. There you can:

- Set and store your configuration and preferences.
- List available InfoPaks.
- Manually play InfoPaks.
- Connect to the Web using your Web browser.
- Register to channels.
- Remove a channel from your channel list.

This section describes how to download, install and upgrade BackWeb on your computer.

Hardware Requirements

Operating System	Windows 95© or Windows NT© 4.0
Minimum Hardware	486-66Mhz, 16 MB RAM
Disk Space	4 MB for the BackWeb client and approximately 6 MB per Channel. Channel disk space is user selectable to allow for channels with more disk-intensive content (such as games and multimedia), and channels with less disk space requirements.
Internet Connection	Direct connection or 14.4 Kbps modem or higher.
Web Browser	Netscape Navigator 2.0 or higher, or Microsoft Explorer 2.0 or higher. These browsers have full plug-in and at least partial Java support, allowing you to view varied InfoPaks. In addition, BackWeb's ability to launch Web pages locally as well as directly from the net, necessitates a Web browser.

Downloading BackWeb

To download BackWeb from a Web site offering the BackWeb Client, such as the BackWeb Web site:

1. Make sure your computer meets the system requirements.
2. Click the appropriate hot spot to download the software.
3. When prompted, specify a directory on your hard disk to place the BackWeb software. This will place BackWeb files in the specified directory.

Installing BackWeb

Once all the BackWeb files are decompressed into the specified directory, double-click the executable file to install BackWeb on your computer.

Following the installation, BackWeb is launched and you are automatically taken through BackWeb Quick Setup. The BackWeb Quick Setup allows you to customize BackWeb to meet your specific needs.

To start receiving news, entertainment, or software updates, subscribe to the BackWeb channels of your choice.

The BackWeb Quick Setup takes you through the following steps:

- View a sample InfoPak.
- Specify which types of InfoPaks should be played automatically.
- Register to channels of your choice from the channel directory in the BackWeb web site.
- Specify the default amount of disk space per channel that you wish to allow for the storage of InfoPaks.
- If you are using a modem for your BackWeb Internet connection, you can specify a dial-up schedule from the Connection tab of the Global Options dialog box.

Once BackWeb is downloaded and installed on your PC, it automatically runs at system startup. The BackWeb icon appears on the right hand side of the taskbar (notification area).

Chapter 2: Installing BackWeb

You can control and modify many other BackWeb options from the BackWeb window. To do so, double click the BackWeb icon, or right-click it and choose Open BackWeb Window from the pop-up menu.

Uninstalling BackWeb

To uninstall BackWeb:

1. Click the Start button in the taskbar.
2. In the Start menu, choose Settings.
3. Click the Control Panel.
4. Click the Add/Remove Programs.
5. Choose BackWeb from the list.
6. Click on the Add/Remove button to uninstall BackWeb.

Upgrading BackWeb

BackWeb upgrades are downloaded from the BackWeb Upgrade channel automatically as InfoFlashes. The upgrade InfoFlash displays and allows you to upgrade BackWeb immediately or to wait until a more convenient time. If you specify that you wish to upgrade, your BackWeb software is upgraded and automatically begins a new session.

If the upgrade is not performed using the InfoFlash, when you open the BackWeb window, a message box displays. You are asked if you want to upgrade immediately. If you specify that you want to upgrade, BackWeb is upgraded and automatically begins a new session. Otherwise, the above step is repeated every time you open the BackWeb window until you upgrade or delete the upgrade InfoFlash.

Note: *It is highly recommended not to delete the BackWeb upgrade channel, as this will prevent receiving BackWeb upgrades on a regular basis..*

This section discusses the basic operations required to run BackWeb on your computer.

Starting a BackWeb Session

Once BackWeb is downloaded and installed on your PC, it automatically runs at system startup. The BackWeb icon appears on the right hand side of the taskbar (notification area).

You do *not* need to open the BackWeb window to activate BackWeb. Once BackWeb is running and the BackWeb icon appears in the taskbar, BackWeb will automatically download and/or display InfoPaks according to its current configuration. You need to open the window only to change your BackWeb configuration, add/delete channels or play InfoPaks manually.

Opening the BackWeb Window

Double click the BackWeb icon to open the BackWeb window.

The BackWeb window consists of four parts:

- Channel Selector
- Channel Info Area
- InfoPak List
- The BackWeb logo



The BackWeb Window

The BackWeb window is used to monitor and control the operation of BackWeb.

The Channel Selector

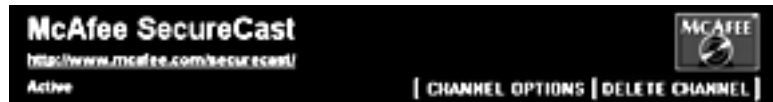
The Channel Selector area displays a list of all the channels to which you are registered and a button enabling you to add a channel to the list. The last item in the Channel Selector area is “View All InfoPaks”, which displays all InfoPaks in the InfoPak List. Selecting a channel causes the InfoPak List to display the list of InfoPaks for this channel.

To the left of the channel may be one of the following symbols:

- **x** The channel is currently not receiving new InfoPaks.
- **>>** The current download is from this channel.

The Channel Info Area

The Channel Info Area displays the logo, Web page and status of the selected channel. You can click the following hot spots in the Channel Info Area:



- Click the Web page to access the selected channel’s web page.
- Click the CHANNEL OPTIONS button to specify the channel properties that most suit your needs in terms of connection to the Internet, display on your screen, and storage on your hard disk.
- Click the DELETE CHANNEL button to remove the channel from your channel list.

Chapter 3: Getting Started

The InfoPak List

The InfoPak List displays a list of all the InfoPaks that have been downloaded and currently reside on your computer. The InfoPaks displayed are from the selected channel in the Channel Selector area or from all of the channels if “View All InfoPaks” is selected. The display is organized in columns containing the properties of the InfoPak.

To the left of the InfoPak may be the >> symbol, indicating that the InfoPak is active.

The BackWeb Logo

Click the BackWeb logo to access BackWeb’s home page in the World Wide Web.

Drop-Down Menus

BackWeb provides the following drop-down menus from the menu bar:

- *File*. Provides access to the BackWeb home page, allows you to view download status, allows you to shut down BackWeb and close the BackWeb window.
- *Preferences*. Allows you to start and stop the auto-player, suspend downloading of InfoPaks and define the setup parameters for BackWeb.
- *Channel*. Enables you to register to channels by specifying their address or using the Channel Directory, open a channel's Web page, enable or disable or delete a channel, or view its properties.
- *InfoPak*. Enables you to replay the previously played InfoPak, play or stop playing a selected InfoPak, remove the current BackWeb wallpaper, save, delete and view the properties of an InfoPak.
- *Help*. Provides access to Help information and allows you to quickly set up BackWeb.

Pop-Up Menu (Right-Click Menus)

Pop-up menus can be accessed by positioning the cursor on an object and clicking on the right mouse button. These objects include the BackWeb icon in the taskbar, a channel or InfoPak in the BackWeb window, and an InfoFlash being played. Pop-up menus include common, frequently used commands specific to the object being clicked on.

The Status Bar

The Status Bar of the BackWeb window displays a short help about the selected command.

Customizing BackWeb

When using BackWeb, there are several questions that you should address. What is the maximum amount of disk space you would like to allocate for InfoPaks? Do you want BackWeb to change your own background wallpaper automatically? Do you want to receive audio InfoPaks?

These and other questions can be determined by using the BackWeb window to:

- Add channels and delete them.
- Enable and disable interaction with channels.
- Set up channel properties, such as display types and disk space.
- Monitor and control downloading of InfoPaks.
- Control various InfoPak parameters, such as automatic playing.
- Play InfoPaks manually, stop running InfoPaks and mark InfoPaks as “keep” to disable the automatic delete.
- Delete InfoPaks.
- Suspend BackWeb activities (download and automatic playing).

Chapter 3: Getting Started

Connection Settings

To define the connection communication settings, choose Global Options from the Preferences menu. Click the Connection tab and a dialog box will appear.

In the dialog box there are three communications parameters that you can set:

Internet Connection

Select either a Permanent (Local Area Network) or Dial-up modem connection to indicate the type of Internet connection you use.

- Clicking the Advanced button displays the Advanced Settings dialog box.
- The Advanced Settings dialog box allow you to choose between the following:
 - BackWeb selects the UDP port automatically.
 - You can define the UDP port that the client will use when communicating with the BackWeb channels. This option is provided for the user whose network contains a Firewall. In this case, choose a port and ask your system administrator to configure the Firewall to allow UDP communication to the chosen port number.

Dial-Up Schedule

If you use a dial-up connection, you may select either to use your existing dial-up times to download InfoPaks, or specify a dial-up schedule especially for BackWeb. Press the Dial-Up Schedule button to specify a dial up schedule. The BackWeb Dial-Up Times dialog box will appear.

- Define a dial-up schedule by checking the connection days and specifying hours when BackWeb should automatically initiate an Internet connection. BackWeb allows you to enter a Name for your connection which you may decide to name after your Internet Service Provider, for example, UUNET.

- The following options are available:
 - Setting up a new connection.
 - Using an existing connection (chosen from the list of connections in the Connection Name field).
 - Modifying an existing connection using the Properties and User buttons.
 - Setting redial parameters using the Redial button.
- For more information on defining and modifying dial-up connections, refer to your Windows 95 or Windows NT documentation.

Network Priority

This option allows you to change the priority of BackWeb in relation to other networking applications. BackWeb can be set to give higher priority to other networking applications, utilizing the network when it is free, so as not to interfere with the processing of other network applications. When using the network normally, BackWeb assigns itself the same priority as other network applications.

Storage

To control the amount of disk space used for storing InfoPaks on your hard disk, choose Global Options from the Preferences menu. Click the Storage tab and a dialog box will appear.

In the dialog box, specify how many MB of disk space you wish to allocate for the InfoPaks received from each channel. This amount can be changed at any time for any channel using the Properties item in the Channel menu.

The total disk space allowed for all of the channels is automatically calculated and displayed.

Note: *Changing the amount of disk space will affect existing channels if they are configured to use the default disk quota.*

Chapter 3: Getting Started

InfoFlashes & Audio

To control the display frequency of InfoFlash and audio message InfoPaks, select Global Options from the Preferences menu. Click the InfoFlashes & Audio tab and a dialog box will appear.

In the dialog box the following settings can be customized:

Automatic Playing

Specify if you would like to play InfoFlashes and/or audio messages automatically.

- Playing Frequency
 - Specify the minimum time interval (in minutes) between InfoFlashes or audio messages. An InfoFlash or audio message will not be automatically played until the specified time has elapsed.
 - Specify the time interval (in seconds) that the keyboard and mouse have to be idle before an InfoFlash or audio message is played.

Sound

If checked, BackWeb enables sound in InfoFlashes. If unchecked, InfoFlashes play silently, and automatic playing is disabled for audio messages.

Screen Savers

To control the interaction with screen saver InfoPaks, select Global Options from the Preferences menu. Click the Screen Savers tab and a dialog box will appear.

Use the dialog box to customize the following screen saver options:

- **Automatic Playing** Check to use BackWeb screen savers in place of your system screen savers.
- **Interaction** With conventional screen savers, a mouse movement or click causes the screen saver to disappear, enabling you to continue working. BackWeb supports this option, but you may, if you prefer, allow mouse interaction with screen saver InfoPaks.

Note: *Pressing F1 in the BackWeb screen saver terminates the screen saver without terminating the InfoPak; this allows you to interact with the InfoPak even if you selected the “Exit the screen saver” option.*

If you set up your system to request a password before exiting the screen saver, pressing the F1 key is the only way to interact with the screen saver InfoPak, because mouse movements will terminate the screen saver and display the password pop-up window regardless of the setting in “Interaction”.

- **Sound** Enable or disable sound in screen savers.

Wallpapers

To control wallpaper InfoPaks, select Global Options from the Preferences menu. Click the Wallpapers tab and a dialog box will appear.

Use the dialog box to customize the following wallpaper options:

- **Replacement Policy.** Specify if you want the wallpaper to be replaced automatically by BackWeb and how often it should be replaced.
- **Idle Time.** Specify how long the keyboard and mouse have to be idle for the wallpaper to be replaced.

Adding a Channel

There are several ways to add a channel:

- At the channel provider's Web site (recommended).
- Directly through the BackWeb Window by specifying an IP address or host name of a BackWeb server on the Internet.

For your convenience, BackWeb provides an updated list of channels by accessing the BackWeb channel directory list which is maintained at the BackWeb Web site at *www.backweb.com*. From this list you can directly access the channel's Web site and subscribe from there.

These options are discussed in more detail in Chapter 4.

Controlling & Interacting With InfoPaks

The BackWeb window allows you to do the following:

- Control various InfoPak parameters, such as the frequency with which InfoFlashes are displayed. Refer to *Customizing BackWeb* - earlier in this chapter.
- Play specified InfoPaks.
- Stop or pause the currently running InfoFlash or audio message.
- Delete InfoPaks or mark them as "keep".
- View more information on InfoPaks.

These options are discussed in Chapter 5, *InfoPaks*.

Closing the BackWeb Window

To close the BackWeb window, choose Close Window from the File menu or click the Close button on the BackWeb window.

Viewing Download Status

You can view the status of downloads in progress by selecting Download Status from the File menu. The Downloads In Progress window will display, with the following information about the InfoPaks being downloaded:

- The InfoPak's Channel name.
- InfoPak name and type.
- The percentage of the InfoPak already downloaded.
- Total size of the InfoPak.
- Download start time.

You can abort the downloading process by pressing the ABORT DOWNLOAD hot spot at the bottom.

Suspending & Resuming Downloading

Suspending downloading of InfoPaks allows you to pause the downloading of InfoPaks without actually disabling BackWeb for the current session. While downloading is suspended no downloading of updated InfoPaks takes place. The BackWeb icon appears dimmed in the taskbar notification area.

- To suspend the downloading of InfoPaks, choose Suspend Downloading from the Preferences menu or from the BackWeb icon's pop-up menu.
- To restart downloading, choose Resume Downloading from the Preferences menu or from the BackWeb icon's pop-up menu.

Stopping & Restarting the Auto-Player

The BackWeb auto-player can be stopped and restarted to allow you to suspend the viewing of InfoPaks temporarily. Downloading of InfoPaks continues even when the auto-player is stopped, but no InfoPaks appear on your screen. A crossed-out BackWeb icon appears in the taskbar notification area.

- To stop the auto-player, choose Stop Auto-Player from the Preferences menu or from the BackWeb icon's pop-up menu.
- To restart the auto-player, choose Start Auto-Player from the Preferences menu or from the BackWeb icon's pop-up menu.

Note: *While the auto-player is stopped you can manually play InfoPaks.*

Shutting Down & Restarting BackWeb

Shutting down BackWeb disables the BackWeb agent from running on your computer for the current session. When shut down, the BackWeb icon disappears from the taskbar notification area, no InfoPaks appear on your screen, and no downloading of InfoPaks takes place.

- To shut down BackWeb, choose Shutdown from the File menu. Click OK to confirm BackWeb shutdown.
- To restart BackWeb:
 1. Click the Start button in the taskbar.
 2. In the Start menu, choose Programs.
 3. In the submenu that appears, choose BackWeb.
 4. In the BackWeb submenu, choose BackWeb.

Uninstalling BackWeb

To uninstall BackWeb:

1. Click the Start button in the taskbar.
2. In the Start menu, choose Settings.
3. Click the Control Panel.
4. Click the Add/Remove Programs.
5. Choose BackWeb from the list.
6. Click on the Add/Remove button to uninstall BackWeb.

This Chapter describes what channels are, how to use them and how to set their properties.

What is a Channel?

Channels are used to transmit InfoPaks. These channels are analogous to cable TV channels, in that the InfoPaks transmit like programs chosen by the channel operator. You may register to a channel or terminate your registration to any channel with ease.

Registering to a channel allows you to automatically get new and updated information without having to retrieve it manually from the Web. Initial registration to a channel may be through the channel provider's Web site, the BackWeb site's channel directory or manually using the BackWeb window.

Accessing Channel Options

BackWeb enables you to specify the channel options that most suit your needs in terms of connection to the Internet, display on your screen, and capacity of your hard disk.

Connection

To define the connection properties of the channel, select Options from the Channel menu or click the CHANNEL OPTIONS hot button. Click the Connection tab. The Channel Options-Connection dialog box appears.

The following connection information can be specified:

Identification

View the name, address and Web page of the channel. You can browse the Web page using the Open Web Page button.

Priority

Set the channel's priority to low, medium, or high. The channel's priority level determines what proportion of InfoPaks downloaded and displayed belong to a particular channel.

State

Enable or disable the channel. Use the Connect to Channel button to activate the channel immediately if it is enabled. When a channel is disabled, no new InfoPaks are downloaded from this channel. The current status of the channel is displayed.

Types

To define the types of display properties of the channel, select Options from the Channel menu or click the CHANNEL OPTIONS hot button. Click the Types tab.

The Channel Options - Types dialog box appears.

The following display information can be specified:

Download

Select the types of InfoPaks you wish to receive from the channel.

Auto-play

Select the types of InfoPaks you would like to auto-play.

Note: *If an InfoPak method has been deactivated in the general properties, a warning is displayed next to the option that has been deactivated and the settings for this method will have no effect.*

Advanced

To define additional properties of the channel, select Options from the Channel menu or click the CHANNEL OPTIONS hot button. Click the Advanced tab.

The Channel Options - Advanced dialog box appears.

Chapter 4: Channels

The following information can be specified:

Disk Space

Specify whether to use the default amount of disk space specified in the general setup or allocate a different amount of disk space for this channel.

Urgent Messages

Specify if you want urgent InfoPaks to be played immediately.

Channel Registration

You can register to channels in any of the following ways:

- Directly from a Web site.
- Through the BackWeb Channel Directory.
- Through the BackWeb Window by entering the channel's address.

The list of channels you have registered to are displayed in the Channel Selector area of the BackWeb Window, with their name, logo, and current status.

Registration Via a Web Site

To add a channel from a BackWeb enabled Web site you are browsing, click the hot spot to subscribe, or follow the instructions provided, such as filling out a registration form.

Registration Via the BackWeb Channel Directory

To view an updated list of existing BackWeb channels:

1. Select Add Channel Using Web Directory from the Channel menu or click the Add Channel button in the Channel Selector area and select Add Channel Using Web Directory. A Web page containing the list of all channels available displays in your default Web browser.
2. Click on the channel you wish to join; you are connected to the channel's registration page. Refer to [Registration Via a Web Site](#) for details on registering to a channel.

Registration Using the Channel Address

To register to a channel using the BackWeb window, choose Add Channel Using Address from the Channel menu. When using this option, you have to know the channel's BackWeb server address.

Use the Next and Back buttons to navigate through the windows and change parameters as needed.

Channel Address and Name

After clicking Next in the introductory dialog box, the Channel Address and Name dialog box displays.

You **must** enter the following information:

Channel Server Address

The server address of the channel to which you wish to register. Without this address you cannot add a channel manually.

Channel Name

The name you want to give to the new channel.

Click Next to proceed to the Channel Priority dialog box.

Chapter 4: Channels

Channel Priority

The Channel Priority dialog box allows you to specify the priority of the channel you are registering to relative to the other channels that you have already registered to. The priority is used by BackWeb when downloading InfoPaks from channels.

Click the priority radio button you want to set for the channel: high, medium or low.

Click Next to proceed to the Download & Auto-Play Options dialog box.

Download & Auto-Play Options

The Download & Auto-Play Options dialog box allows you to indicate if you would like BackWeb to download and play InfoPaks automatically from this channel.

Specify the types of InfoPaks you wish to receive from the channel and if you would like them to be auto-played. Click Next to proceed to the Storage Space for InfoPaks dialog box.

Note: *If an InfoPak method has been deactivated in the general properties, a warning is displayed next to the option that has been deactivated and the settings for this method will have no effect.*

Storage Space for InfoPaks

The Storage Space for InfoPaks dialog box enables you to specify the disk space you want to allocate for this channel.

Specify the disk space for this channel and click Finish to exit.

Deleting a Channel

If you no longer wish to be registered to a channel and receive InfoPaks from it, you can delete the channel.

To delete a channel:

1. Select the channel in the Channel Selector area.
2. Select Delete from the Channel menu, or click the DELETE CHANNEL hot button, or press the Delete button on the keyboard. Click OK to confirm deletion of the channel and its InfoPaks.

OR

1. Right click the channel you want to delete.
2. Select Delete from the pop-up menu. Click OK to confirm deletion of the channel and its InfoPaks.

Once the channel is deleted, it will no longer appear in the Channel Selector area of the BackWeb window.

Note: *When you delete a channel, all the InfoPaks received from the channel are also deleted.*

Disabling a Channel

Disabling a channel causes it to pause its downloading activities. To disable a channel:

1. Select the channel in the Channel Selector area.
2. Choose Options from the Channel menu.
3. In the Connection tab, click Disabled in the State section.

OR

1. Select the channel in the Channel Selector area.
2. Select Disable from the Channel menu.

OR

1. Right click the channel you want to disable.
2. Select Disable from the pop-up menu.

Activating a Channel

To activate a channel that has been disabled:

1. Select the channel in the Channel Selector area.
2. Choose Options from the Channel menu.
3. In the Connection tab, click Enabled in the State section.

OR

1. Select the channel in the Channel Selector area.
2. Choose Enable from the Channel menu.

OR

1. Right click on the selected channel.
2. Choose Enable from the pop-up menu.

Immediate Channel Activation

To activate a channel immediately regardless of its previous status:

1. Select the channel in the Channel Selector area.
2. Choose Options from the Channel menu.
3. Click Connect To Channel.
4. Click OK.

Assigning Priority to a Channel

The priority assigned to a channel determines the percentage of InfoPaks received from the channel relative to the other channels joined.

To assign priority to a channel:

1. Select the channel in the Channel Selector area.
2. Choose Options from the Channel menu.
3. In the Priority section, select: Low, Medium or High.

Browsing a Channel Home Page

To browse a channel home page:

1. Select the channel in the Channel Selector area.
2. Click its Web link in the channel Info area.

OR

1. Right click the channel.
2. Choose Web Page in the pop-up menu.

You are taken directly to the channel home page in your Web browser.

Note: *The Web link will only appear in the Channel Info area if provided.*

Browsing a Channel Registration Page

To browse the registration page of the channel, if supported by the channel:

1. Select the channel in the BackWeb window.
2. Choose Customize in the Channel menu.

You are taken directly to the channel registration page in your Web browser. The original registration form is opened and all the previous information you provided displays. You can change existing information or add new information to the registration form. When the registration form is submitted, the user information is updated with the new information.

Note: *The “Customize” option is dimmed if the channel does not support updates of the user information. In this case, you can register to the channel as if you are a new user (using the Web) and fill in all your information including the desired changes. Your current settings will be replaced.*

This section describes the different types of InfoPaks available, and which InfoPak parameters you can control. It also explains how to play, view, save, delete and interact with an InfoPak.

What is an InfoPak?

InfoPaks are the various media items through which channels you've registered to communicate new information. InfoPaks usually consist of files containing InfoFlash, sound, text, graphic components and animation, for entertainment, informational, or marketing purposes.

The BackWeb agent residing in your local computer organizes and displays these InfoPaks on an intelligent and context-sensitive basis. Through the BackWeb window, you can control the displays.

When an InfoPak is being displayed, you can interact with it by clicking different areas inside the display. Interaction is intended to reveal more information, or to link directly to the content provider's Web page or related Web sites.

InfoPak Types

InfoPaks are defined as one of the following:

- InfoFlashes.
- Screen savers.
- Background wallpapers.
- Audio messages.

InfoFlashes

InfoFlashes are animated content InfoPaks that appear periodically on the screen at idle time or are played manually by the user. Typically they are in the form of news flashes where a headline or graphic is towed onto the screen.

Clicking the InfoPak usually displays additional information on the InfoPak with an option to load the Web browser which opens on the relevant page in the content provider's Web site.

Screen Savers

Screen savers are displayed on your screen when the computer is idle, in accordance with your Windows configuration. Screen savers are dynamic pictures or simple InfoFlashes that are used to prevent pixel burn out on monitors. They can also help secure your PC against unauthorized use if you setup a screen saver password. Most commonly, they are a source of entertainment. Normal screen savers stop and disappear when you enter any keyboard input or move or click your mouse.

The BackWeb screen savers, however, can be set up to allow interacting with the screen saver InfoPaks by clicking on them.

Background Wallpaper

A desktop wallpaper is a picture that appears on the user's screen. All desktop icons and application windows are placed on top of this picture. In Windows 95 and Windows NT you have the option of displaying the wallpaper pattern in the center of the screen or tiling the pattern across the entire screen. For BackWeb wallpapers, the channel determines whether the wallpaper pattern is tiled or centered.

Audio Messages

Audio messages are audio files, played according to the same schedule as InfoFlashes.

Playing an InfoPak

While you are working, InfoPaks will occasionally display on your screen in accordance with your configuration.

In addition, you can manually display a specific InfoPak:

1. Select the InfoPak you want to play from the InfoPak List.
2. Double click the InfoPak, or click the PLAY hot button, or select the InfoPak and select Play from the InfoPak menu, or right click on the InfoPak and select Play from the pop-up menu.

Replaying the Last InfoPak Viewed

To replay the last InfoFlash or audio message (if applicable):

Click the REPLAY LAST hot button;

OR

Select Replay [last InfoFlash] from the InfoPak menu, where [last InfoFlash] is the name of the last InfoFlash displayed;

OR

Select Replay [last InfoFlash] from the BackWeb icon's pop-up menu.

Viewing Information on InfoPaks

Information such as the size of an InfoPak and its content provider's Internet address can be viewed using the BackWeb window.

To view information on an InfoPak:

1. Select the InfoPak in the InfoPak List of the BackWeb Window.
2. Choose More Info from the InfoPak menu, or click the INFO hot button.

OR

1. Right click the InfoPak.
2. Choose More Info from the pop-up menu.

The following types of information categories are available:

- General information
- Author information

General Information

General information available for an InfoPak includes:

- InfoPak name.
- InfoPak type (InfoFlash, audio message, screen saver or wallpaper).
- Channel name.
- Date received.
- InfoPak size.
- Starts at date and time. If there is a date and time specified before which the InfoPak should not be auto-played then it is displayed here.
- Expiration date and time. If there is an expiration time, the InfoPak will not be auto-played after this time and will be deleted from the database shortly after.
- Number of times the InfoPak has been played.
- Last play date and time.

Chapter 5: InfoPaks

Author Information

Author information on the InfoPak includes:

- Content provider name.
- Web site address.
- Content provider's e-mail address, telephone and fax number.

In addition, you may access the Web site by clicking the Open Web Page button. This loads the Web browser which opens on the relevant page in the content provider's Web site (refer to Chapter 7, *Browsing the Web* for more information on accessing Web sites).

Additional author information may appear at the bottom of this dialog box, if available.

Interacting with Active InfoPaks

You can interact with an active InfoPak (i.e., the InfoFlash currently displayed on your screen) to get more information.

The interaction may reveal hidden additional information, or may provide a direct link to the content provider's Web page or to other Web sites of interest, such as product review, discussion groups, FAQ lists, etc.

- To interact with an active InfoFlash, click the InfoFlash in any of the areas designated for referencing more information. The cursor changes to a hand shape to denote hot-spot areas.
- To interact with a screen saver: If the "Interact with the screen saver" option is enabled in setup, and a screen saver password is not enabled in the control panel, you can interact with the screen saver by clicking it while it is running. Otherwise, press F1 to stop the screen saver without terminating the InfoPak, and then click on the InfoPak.

Note: *You can also interact with the InfoFlash currently playing by using the Backweb icon's pop-up menu.*

Viewing Additional Information

To view more information, when available, than is displayed by an InfoPak, click the designated area(s) of the InfoPak.

Viewing Web Sites

Depending on the InfoPak author, you may access related Web site(s). To view the Web sites offered by the InfoPak, position your cursor on the InfoPak being played and click the *right* mouse button. Look for the Access Web Site item in the menu displayed.

To access a channel's Web page:

1. Open the BackWeb Window.
2. Select a Channel.
3. Click its Web link in the Channel Info area.

OR

1. Open the BackWeb Window.
2. Right click a channel and choose Web Page from the pop-up menu.

Muting an InfoFlash

To turn off the sound of an InfoFlash:

1. Position your cursor on the InfoFlash being played.
2. Click the *right* mouse button.
3. Choose Mute from the pop-up menu.

This will not affect the InfoFlash visually, but works as a toggle for the sound accompanying the InfoFlash. Only the selected InfoFlash will be mute. If you do not want InfoFlashes to have sound

Chapter 5: InfoPaks

at all, use the InfoFlashes and Audio tab on BackWeb's Global Options dialog box to disable sound in all InfoFlashes.

Pausing an InfoFlash

An InfoFlash may be paused during the time it is being displayed on your computer. This option may be used to give you additional time to view the InfoFlash and its various options or to allow you to finish what you are doing before viewing the InfoFlash.

To pause an InfoFlash:

1. Position your cursor on the InfoFlash being played.
2. Click the right mouse button.
3. Choose Pause InfoFlash from the pop-up menu.

To resume the InfoFlash:

1. Position your cursor on the InfoFlash displayed.
2. Click the right mouse button.
3. Choose Resume InfoFlash from the pop-up menu.

Terminating an InfoFlash

If you would like to terminate the InfoFlash before it has run its natural course, choose Stop from the InfoPak menu or press the STOP hot button,. In this case, you can choose Replay if you wish to view an InfoFlash once it has been "stopped".

You can also click the right mouse button on the InfoFlash and choose Stop InfoFlash.

In addition, from the BackWeb icon's pop-up menu you can select the InfoPak currently being displayed and choose Stop to terminate the InfoFlash.

Playing an InfoFlash Later

If you would like to stop an InfoFlash displaying on your screen and play it later, right click the InfoFlash and choose Play InfoFlash Later from the pop-up menu. The InfoPak will be marked as New, and will play again later. You can also use this option to mark as New an InfoFlash you already interacted with.

Removing the Current Wallpaper

If you would like to remove the current wallpaper which BackWeb has displayed on your screen, choose the Remove Current Wallpaper command in the InfoPak menu.

Deleting an InfoPak

InfoPaks will normally be deleted and replaced by fresh InfoPaks automatically as the space on your hard disk reserved for BackWeb fills up. However, you can manually delete InfoPaks.

To delete a particular InfoPak:

1. Select the InfoPak from the InfoPak List of the BackWeb Window.
2. Choose Delete from the InfoPak menu, or press the Delete button on the keyboard, or click the DELETE hot button, or right click the InfoPak and select Delete in the pop-up menu.
3. Confirm the deletion.

Deleting Multiple InfoPaks

You can manually delete multiple InfoPaks as follows:

1. Select the InfoPaks from the InfoPak List by holding down the <CTRL> key to select one InfoPak at a time, or the <SHIFT> key to select a group of InfoPaks.
2. Choose Delete from the InfoPak menu, or press the Delete button on the keyboard, or click the DELETE hot button, or right click the InfoPak and select Delete in the pop-up menu.
3. Confirm the deletion for each InfoPak or for all at once.

Keeping an InfoPak

BackWeb replaces old InfoPaks with new ones on a regular basis. BackWeb, however, enables you to save InfoPaks.

To keep an InfoPak:

1. Select the InfoPak in the InfoPak List.
2. Choose Keep from the InfoPak menu, or click the KEEP hot button, or right click the InfoPak and select Keep in the pop-up menu.

Once an InfoPak is saved, this setting overrides any parameters set by the channel operator for limiting the life span of the InfoPak. The InfoPak will remain on your disk until explicitly deleted or until the channel is deleted.

BackWeb includes a file-transfer mechanism for transferring information between the channel server and your computer. InfoPaks are downloaded automatically during the on-line time of your regular Internet sessions. BackWeb has a unique algorithm called Polite Technology for monitoring the communications link between your computer and the Internet, and transfers small portions of InfoPak information when the communications link utilization rate is low. This avoids significant interference with other communications applications being transmitted over the link.

You may choose to utilize the network normally. In this case, BackWeb will download InfoPaks at a normal rate, which may slow down other networking applications such as browsers and email. A description of the current download taking place appears in the status line at the bottom of the BackWeb window.

Viewing the Download Process

You can view the downloading process by choosing the Download Status command in the File menu.

The following information is provided about the InfoPaks being downloaded:

- Where the InfoPak comes from (Channel name).
- InfoPak name and type.
- The percentage of the InfoPak already downloaded.
- Total size of the InfoPak.
- Download start time.

Chapter 6: Downloading InfoPaks

A message informing you of BackWeb network usage appears at the bottom right of the window. The message may be:

- **Set to Full Speed.** BackWeb is set in the Global Options to utilize the network normally (this means other network applications may be slowed down).
- **Not Downloading.** There is no download activity.
- **None.** The Polite Agent detected network activity and stopped BackWeb's network utilization.
- **Reduced Speed.** The Polite Agent detected a momentary lull in network activity and utilizes the bandwidth to download InfoPaks.
- **Full Speed.** The Polite Agent detected no network activity and is downloading InfoPak utilizing full bandwidth.

Aborting InfoPak Downloading

To abort an InfoPak download:

1. Right click on the InfoPak being downloaded.
2. Choose Abort Download from the pop-up menu.

OR

1. Select the InfoPak being downloaded.
2. Click the ABORT DOWNLOAD hot button.

Suspending Downloading

BackWeb provides you with the ability to suspend all downloading of InfoPaks.

- To pause downloading, choose Suspend Downloading from the Preferences menu, or from the BackWeb icon's pop-up menu.
- To resume downloading, choose Resume Downloading from the Preferences menu, or from the BackWeb icon's pop-up menu.

BackWeb allows you to subscribe to channels linked to sites on the World Wide Web that are of interest to you, keeping you updated with the latest developments in your fields of interest. This allows you to receive the information that you need without wasting time looking for it.

After interacting with an InfoPak, or during an InfoPak display, BackWeb gives you the ability to access the InfoPak's Web site for more information, to order a product, etc. In addition, you can directly access the channel's Web site for more information about the channel provider.

InfoPak Web Site

To access the Web site of an InfoPak:

- Right click on an active InfoPak and choose Access Web Site from the pop-up menu

OR

- Select the InfoPak in the InfoPak List of the BackWeb window, select Properties from the InfoPak menu and click on the Author tab. Click the Open Web Page button if it is activated.

Channel Web Site

To access the Web site of a channel:

1. Select the channel in the Channel Selector area.
2. Click its Web link in the channel Info area.

OR

1. Right click the channel.
2. Choose Web Page in the pop-up menu.

You are taken directly to the channel's Web page in your Web browser.

Note: *The Web link will only appear in the Channel Info area if provided.*

New InfoPaks Are Not Received From Any Channel

Possible reasons:

- Download is suspended. Refer to Chapter 6, *Suspending & Resuming Downloading*.
- All the channels are disabled. Refer to Chapter 4, *Activating a Channel*.
- Download of all the InfoPak types from all the channels is disabled. Refer to Chapter 4, *Accessing Channel Options, Types*.
- The disk space which you have allocated to each one of the channels is full and none of the InfoPaks can be currently deleted. Refer to Chapter 3, *Customizing BackWeb, Storage*.
- None of the channels have new InfoPaks for you.
- Your computer is currently not connected to the Internet.
- The Firewall of your organization blocks the BackWeb communication. In this case consult your system administrator. If the system administrator tells you to use a specific port number for BackWeb communication, go to the Connection setting, click on Advanced and determine the UDP port number which is used for BackWeb communication.

New InfoPaks Are Not Received From A Channel

Possible reasons:

- Download is disabled. Refer to Chapter 6, *Suspending & Resuming Downloading*.
- The channel is disabled. Refer to Chapter 4, *Activating a Channel*.
- Download of some or all the InfoPak types from this channel is disabled. Refer to Chapter 4, *Accessing Channel Options, Types*.
- The disk space which you have allocated to this channel is full and none of the InfoPaks from this channel can be currently deleted. Refer to Chapter 4, *Accessing Channel Options, Advanced*.
- The channel has no new InfoPaks for you.
- The BackWeb server of the channel is down.

An InfoPak Does Not Display Automatically

Possible reasons:

- Automatic play of InfoPaks may be disabled. Refer to Chapter 3, *Customizing BackWeb, InfoFlashes & Audio*.
- The channel of the InfoPak may be disabled. Refer to Chapter 4, *Activating a Channel*.
- The type of the InfoPak is disabled globally. Refer to Chapter 2, *Installing BackWeb*.
- The type of the InfoPak is disabled for the specific channel. Refer to Chapter 4, *Accessing Channel Options, Types*.
- The InfoPak is not matured yet, i.e. the channel has explicitly specified that this InfoPak should not be automatically displayed before a given date.
- The InfoPak is already expired.

No InfoPaks Are Displayed Automatically

Possible reasons:

- The automatic play of InfoPaks is disabled. Refer to Chapter 3, *Customizing BackWeb, InfoFlashes & Audio*.
- Automatic play of animation is disabled. Refer to Chapter 4, *Accessing Channel Options, Types*.
- All channels are disabled. Refer to Chapter 4, *Activating a Channel*.
- Automatic play of animation in all the channels is disabled. Refer to Chapter 2, *Installing BackWeb*.

Registration to a New Channel Using the Web Browser Does Not Work

If your Web browser displays a message saying it has encountered an unknown type of file (application/x-ia), then the table of helper applications in your browser is not set correctly. This might happen if you installed the browser after starting the current BackWeb session. In this case, shut down and restart BackWeb.

In case your browser is not fully supported by BackWeb (typically, a browser other than Netscape Navigator or Internet Explorer) you must manually fix the table of helper applications in your browser (refer to the documentation of your browser for more information).

If you are using Netscape and you see the message box saying: “Failed to create temp file”, go to the temporary directory which is used by Netscape and delete any unneeded file. Repeat the registration procedure.

The BackWeb Icon is Not Displayed in the Taskbar

Either the BackWeb client is not running or the Explorer is down. To start the BackWeb client, go to the Start menu and choose Programs and BackWeb. If the BackWeb window is opened and the icon is still not displayed in the notification area, shut down BackWeb and restart it.

Index

A

Adding a Channel [16](#)

Audio [31](#)

Automatic Playing [14](#)

Auto-Player [18](#)

B

BackWeb

 Customizing [11](#)

 Described [1](#)

 Downloading [5](#)

 Hardware requirements [4](#)

 Installing [4](#)

 Shutting Down [18](#)

 Starting [7](#)

 Uninstalling [6](#), [19](#)

 Upgrading [6](#)

 Window [8](#)

BackWeb Icon Doesn't Appear [44](#)

BackWeb Window

 closing [16](#)

Index

C

Channel

- Activating [27](#)
- Assigning Priority [27](#), [28](#)
- Can't Receive InfoPaks From [43](#)
- Can't Register To [44](#)
- Deleting [25](#)
- Described [2](#)
- Disabling [26](#)
- Options [20](#)
- Registration [22](#)
- Web Site [41](#)

Channel Info Area [9](#)

Channel Selector [9](#)

Client Window [8](#)

Connection Settings [12](#)

D

Dial-Up Schedule [12](#)

Disk Space [4](#)

Download

- Status [17](#)
- Suspending [40](#)
- Suspending and Resuming [17](#)

Downloading [5](#)

H

Hardware requirements [4](#)

I

InfoFlashes [30](#)

InfoPak

Described [3](#)

InfoPak List [10](#)

InfoPaks

Can't Receive [42](#)

Controlling play [14](#)

Deleting [37](#)

Doesn't Display [43](#)

Downloading [39](#)

Ending [36](#)

Ending Download [40](#)

Information [33](#)

Interacting With [34](#)

Keeping [38](#)

Pausing [36](#)

Playing [32](#)

Playing later [37](#)

Types [30](#)

Installation [4](#)

Internet Connection [4](#), [12](#)

J

Java [4](#)

Index

N

Network Priority [13](#)

O

Operating System [4](#)

S

Screen Savers [15](#), [31](#)

Sound [14](#)

Storage [13](#)

T

Troubleshooting [42](#)

W

Wallpaper [31](#)

 Removing Current [37](#)

Wallpapers [15](#)

Web Browser [4](#)