
Manual for PocketMetro 2.1



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Installation

The evaluation version of PocketMetro 2.1 is available from our website and from several online resellers. You can download it directly to your mobile by Wap from <http://wap.clocklabs.com>. You can also download it to your personal computer, then install it manually on your mobile phone.

Wap Download

To download PocketMetro 2.1 directly to your mobile phone or your mobile device, please go to our Wap site at <http://wap.clocklabs.com>. Simply follow the directions given on the Wap site to download the right city. Our Wap site will remotely identify the model and brand of your phone and will send you the right version.

In order to download PocketMetro 2.1 by Wap, your mobile phone must be correctly configured for Wap. In many cases, the initial configuration is incorrect and will prevent you from browsing the Web from your mobile phone. The easiest way to get the right configuration for Wap is to ask your carrier to do it for you: usually, your carrier will send you a SMS that automatically configure your phone. A customer service operator can also walk you through the process of setting it up manually. However, correct configuration settings are not enough.

In order to use Wap comfortably, your carrier must let you use GPRS or UMTS. GPRS (and UMTS) is to Wap as DSL is to the Web: Wap pages goes over GPRS like Web pages go over DSL (or dial-up). Sometimes, GPRS is included in your plan, and sometimes it is available as an option. If it is an option, you can usually choose between a flat rate (something like 30\$ per month for unlimited access) or a "Pay as You Go" model (usually about 1c per kB). In this last case, downloading PocketMetro 2.1 per Wap costs about 40c. The specifics varies between countries, but this is approximately how things work worldwide. Downloading PocketMetro 2.1 by Wap is simple, fast and cheap.

Manual Installation

The evaluation versions of PocketMetro 2.1 for every supported city are available from our website, in

the "Available Cities" section. Simply follow the instruction to download the right version for your mobile phone model. The Zip file contains every you need to install PocketMetro 2.1 on your phone: a .jad file and a .jar file. The .jar files contains the application proper while the .jad file contains a description of the application. Your mobile phone needs both files to install the application correctly.

Now comes the most difficult part: uploading the .jad file and the .jar file to your mobile phone from your personal computer. Unfortunately, there is no standard way to manually install a Java application like PocketMetro 2.1 on a mobile phone. There are lots of possibilities, depending upon the model of your phone, your computer, the hardware you currently have... In most cases, you have to run an application on your personal computer and connect your mobile phone to your computer using a cable, IR or Bluetooth connection. Cables or Bluetooth dongles are usually very expensive (20 to 40?), so unless you are planning on using them a lot, downloading PocketMetro 2.1 by Wap on your phone is a lot easier and cheaper.

This application running on your personal computer will allow you to interact with the memory of your mobile phones. With most mobile phones, you can upload new ringtones, backup SMS and contacts and also install new applications.

Some phones (usually the high-end ones) come with the required cable and software. In this case, you simply need to follow the instructions given in the manuel to upload an application to your phone.

Please note that on computers running the Microsoft Windows operating system, IR, USB and Bluetooth connections may be difficult to create and use. Unfortunately we can't really help you there, since these problems are always extremely difficult and specific.

To summarize, unless you already know how to install an application on your mobile phone, we kindly suggest you to try the Wap Download first.

If it still seems impossible to install PocketMetro 2.1 on your mobile, please send us an email [mailto:support@clocklabs.com] and we will do our best to solve your problem.

User's Guide

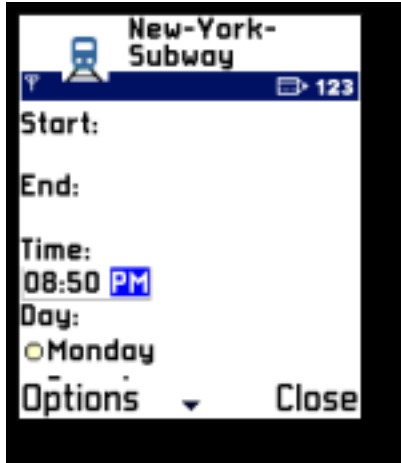
This section contains several screenshots of PocketMetro 2.1 running in a Nokia 3650. If you have a different model, the screens and menus will probably look a little bit different. Also, the positions of the menus and the organisation of the buttons may slightly vary. The reason is that PocketMetro 2.1 adapts itself to the look and feel of your phone, ensuring a consistant experience with the other functionalities of your mobile.

Each screen of PocketMetro 2.1 offers a contextual help that you can browse at any time by selecting the "Help" option.

Getting Started

First, you have to start PocketMetro 2.1. If you don't know how to start a Java application, you should look at the operating manual of your phone. In most phones, there is an easily accessible menu entry called "Applications" or "Games," which contains a list of Java applications available to you.

After a short splash screen, your phone displays PocketMetro 2.1's main screen:

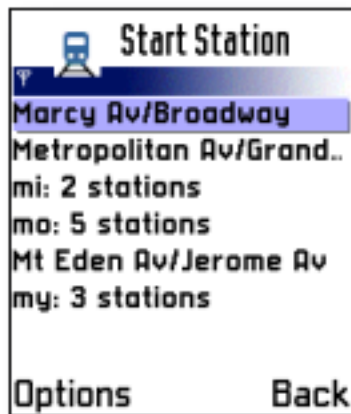


Initially, the main menu allows you to select the start and end station of your trip. The main menu usually appears when you hit one of the "soft" button of your phone, i.e. the buttons just below the screen. In the menu, you can highlight a specific entry using the Up and Down buttons of your phone. When the right entry is selected, you can select it using the "Confirm" button of your phone. The location of the "Confirm" button varies from phone to phone. Some phones do not have a specific button: in this case, it is usually mapped to the "Call" button (which is usually labelled with a green, lifted phone icon)

For Nokia Communicators users (9500, 9300 and 9210)

With these phones, you need to hit the "Menu" button to open the main menu of the application.

Please choose the "Select Start" menu option. The "Select Start" option leads you to the station selection's screen:



Typing long station's names on a mobile phones is annoying and error prone, so PocketMetro 2.1 allows you to select a station using an index, like in a dictionary.

On the first screen, you can see a list of entries composed of a letter and a number. The number tells you how many stations in the whole network share this first letter. Using the Up and Down button, you can highlight an entry. If you press Select, PocketMetro 2.1 displays a list of 2-letters strings, where the first letter is the letter you've just selected, and the second letter a possible completion of this first letter. You have to repeat the selection until the moment where is only a few possible stations or until a given entry uniquely identifies a station. Once the list contains the name of the station you are looking for, you only have to select it and you will be taken back to the main screen. At any time, you can select the "Back" option to go back to a previous screen.

Once the start station has been selected, you must select the end station: select the "Select End" option

and repeat the process for the end station.

When the end station has been selected as well, the main screen is completed:

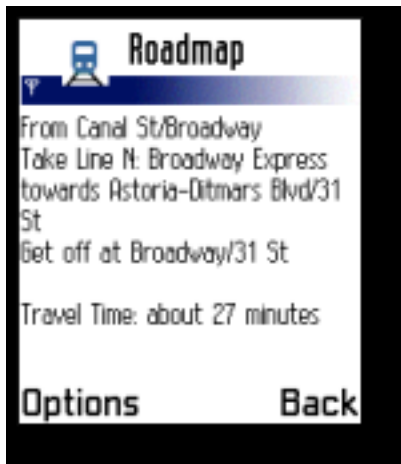


New entries have been added to the options' menu of the first screen: "Swap Stations" and "Find Path".

If you select the "Swap Stations" option, the start station will be replaced by the end station and the end station will be replaced by the start station. This is particularly useful if you want to get a roadmap for the return trip.

When you select the "Find Path" option, the fastest path between the two stations will be computed. Computing the fastest path should only takes a few seconds. If it is taking too long, you can interrupt the search using the Stop entry in the Option menu. In this case you will be taken back to the main screen.

When the fastest path has been computed, it is shown as a roadmap from the start station to the end station.



The roadmap describes the main stops between the start station and the end station, along with the name of the line between each stops. The roadmap also shows the direction that you must take by showing the last station of the line in this direction. In some cases, the roadmap may tell you to walk between two stations.

In most cases, PocketMetro 2.1 returns two different roadmaps: the fastest one and the one with the least changes. According to the circumstances, you may prefer one or the other. If both roadmaps are identical or if the fastest one is only a tiny bit faster than the roadmap with the least changes, the fastest roadmap is not displayed.

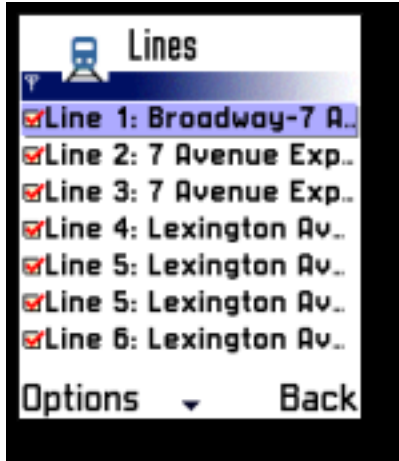
If the line you must use has several branches, the roadmap will lead you up to the root of the branch, then it will tell you which branch to take using the next station as a direction.

You can go back to the main screen using the "Main" option.

Additional Features

Lines

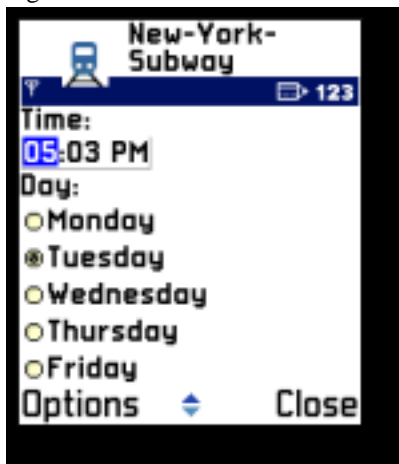
On the main screen, the "Lines" option leads to the Lines screen:



This screen enables you to disable one or more lines. By default, PocketMetro 2.1 uses all the available lines to compute the roadmap. But it may happen that one or more lines are temporarily disabled because of ongoing repair work or some other reason. In this case, you can deselect the disabled line: from this moment, PocketMetro 2.1 will compute roadmaps that do not use the disabled lines. This setting is temporary: when PocketMetro 2.1 is restarted, it will use all the lines again.

Day and Time

The roadmap is computed according to the day and time displayed on the main screen. Therefore, the PocketMetro 2.1 is able to avoid closed stations and lines, and may take express trains into account during rush hours. In order to take full advantage of this feature, your mobile phone must be on time.



If you wish to compute a roadmap for another day or time, you may adjust the day and time displayed on the main screen (the day and time of your mobile phone will not be changed.) Since some lines are

not open at all time, PocketMetro 2.1 may not be able to compute a roadmap for some days and times.

Registration

If you downloaded the shareware version of PocketMetro, you will be able to start the application 5 times. In order to lift this restriction, you have to purchase a registration code. Registration codes are available through several resellers, including Handango [<http://www.handango.com/PlatformTopSoftware.jsp?siteId=1&platformId=10&authorId=729984>] or directly from ClockLabs [<http://www.clocklabs.com/en/buy.php>].

In order to unlock your version of PocketMetro, you must select the "Register" option of the main screen's menu (this option is missing if your version is already registered). The Registration screen will pop up:



The registration code must be written in the "Code" text field. Then you must select the "Register" option of the menu. If the registration code is correct, the application will be unlocked and a confirmation message will pop up. Dismissing this message will redirect you to the main screen of the application. If the registration code is incorrect, an error message will pop up. Dismissing this message will redirect you to the Registration screen where you will be able to modify the registration code and submit it again.

When the application has been started 5 times without being registered, the Registration screen will come up immediately and you will not be able to use the application without entering a registration code. The About screen (available through the "About" option of the main screen's menu) shows the number of remaining starts.

A registration code is only valid for one city and one version of PocketMetro. For example, a registration code for PocketMetro 2.1 London will not work for PocketMetro 2.1 New York. Similarly, a registration code for PocketMetro 2.0 will not work for PocketMetro 2.1. So, if the registration keeps failing, please check that your registration code was really intended for your version of PocketMetro.

Registered users can obtain a new code for an updated version of the PocketMetro for free. Simply write to support@clocklabs.com [mailto:support@clocklabs.com] with your full name and we will send you a new code if we can find your name and email address in our database.

Troubleshooting

If you get an error message, it will usually contain a numerical error code. Please report this error code to support@clocklabs.com [mailto:support@clocklabs.com], along with the following data:

- The model of your phone (Nokia 3100, Motorola V400...),
- If possible, the firmware version of your phone (your operating manual should tell you how to get this number),
- Your network carrier (Orange, Vodafone...),
- Your country of residence,
- The specific version of PocketMetro 2.1: city, language and software version (the software version is printed at the bottom of the main screen and at the bottom of each error message),
- Your email address, so we can get back at you as soon as possible,
- As many information as possible to reproduce the problem: when it is happening (while starting PocketMetro 2.1, while using the main screen, the stations screen...), what the effects are (PocketMetro blocks, exits, a menu is wrong...) and so on.

Frequently Asked Questions

Can I use PocketMetro 2.1 on my phone?

In order to run PocketMetro 2.1 on your phone, your phone must support MIDP, a specific version of Java. Most modern phone support Java, and most Java phones support MIDP, to the noticeable exception of i-Mode phones. PocketMetro 2.1 uses very little memory and power, so it is compatible with most phones.

Can I use PocketMetro 2.1 on my Palm or on my PocketPC?

PocketMetro 2.1 can run on any PDA compatible with MIDP. This include Tungsten's models from Palm and some PocketPC models. However, we kindly advise you to try Métro [<http://surf.to/metro>] instead. Métro is equivalent to PocketMetro 2.1 but it runs natively under all Palm and PocketPC models.

Each copy of PocketMetro 2.1 contains a single city. Why?

Each mobile phone model has a maximum file size for individual Java applications. As usual, modern phones can use larger applications than older phones. In order to be compatible with the largest set of mobile phone models, PocketMetro 2.1 is limited to about 35 to 40Kb. Also, many Wap gateways limit the size of downloadable files to 40Kb. With such a small limit, it is impossible to package more than one big city in a single file.

However, most phones will allow you to load several Java applications, therefore you can have several instances of PocketMetro 2.1 loaded in your phone at the same time. For example, you can have one instance for London and one instance for Paris.

The roadmap given by PocketMetro 2.1 is strange and seems definitely much longer or much shorter than the obvious way.

The roadmap returned by PocketMetro 2.1 represents a "best effort". For example, PocketMetro 2.1 takes switching times into account, but it cannot deal with infrequent lines. The reason is that it does not use actual schedules to compute the fastest way. If you have an intimate knowledge of a given network and a set of schedules, you could probably make a better job at finding the fastest way than PocketMetro 2.1. However, PocketMetro 2.1 has been tuned to give reasonable answers in all cases.

However, if you think that the roadmap computed by PocketMetro 2.1 really is incorrect, you're welcome to send us an email

- I've compared the roadmap given by PocketMetro 2.1 to a roadmap computed by an online service, and they are different. Why ?
- As one may expected, it is very difficult to compute the "best" path between two stations. First, online services may use much larger databases to compute this best path, so they may give a more accurate roadmap. Second, the algorithms used are fairly complex and may give wildly different answers from similar data. But those services aren't available when you really need them, i.e. on the move. Finally, the "best" path is subjective. For example, some people prefer the really fastest roadmap between two stations, while some other will prefer a roadmap with the minimum amount of line changes.
- However, if you think that the roadmap computed by PocketMetro 2.1 really is incorrect in some cases, you're welcome to send us an email detailing the problem (Network name, start and end station, and why is the roadmap incorrect) at support@clocklabs.com [mailto:support@clocklabs.com].
- I've tried many station pairs and PocketMetro 2.1 always tells that it cannot find a roadmap between them. Why?
- There are two possible explanations. First, did you disable one or several lines using the "Lines" options? If you did, you should try to reenale them. Second, is the displayed day and time correct and are you sure that there are trains operating at this time? Some public transportation networks run at all time (like the New-York Subway) while others are closed during the night (like the Paris Métro). If the time or day is incorrect, you will be getting an incorrect roadmap.
- I want to go from station A to station B, but I want to go trough station C as well. How can I do that ?
- This functionality is not currently provided, but you can very easily query a roadmap between A and C, then a roadmap between C and B.
- I'm going to a new country and I know that I cannot use my phone in this country. Will PocketMetro 2.1 work in this case?
- Yes, definitely. PocketMetro 2.1 does not rely on a carrier connection, so it will work just fine. Therefore you can take your mobile phone with you and let PocketMetro 2.1 guide you during your stay.
- I'm not sure what to do after I purchase; can you help?
- After you complete the purchase process, please check your email inbox for a confirmation email (if you purchased from our website, this confirmation email will be from Handango). This confirmation email will contain a 8-digit registration code. The idea is that you will enter this registration code within the evaluation version of PocketMetro 2.1 (which you likely already have installed on your phone). This registration code will then "unlock" the application and remove the 5 starts limitation. If you're unsure how to enter the registration key, please see the Registration section of this manual.
- Thus, there's no need to "uninstall" the evaluation version and "install" a complete version, since the evaluation version and complete version of PocketMetro 2.1 are exactly the same. Typically, you will have already installed the evaluation version on your device and verified that it works before purchasing a registration key.

If you get a new phone sometime in the future, it's pretty easy to "transfer" your application over, if you kept the old registration code. Please follow those simple steps:

- Download the application to your new phone,
- Send us an email with your name, the old registration code and the email address you used to purchase the application: we will send you back a new registration code within one business day.

Even if you lost the registration code, we will try to find your email address in our records.

Why haven't I received a response to the support question I've emailed you?

There are a few reasons why you may not have heard back from us yet:

- Our reply may have been caught in your spam filter. Please verify that your spam filter is letting through messages from clocklabs.com email addresses.
- There's a small chance your question may have been caught in our spam filter. Please make sure you specify the name of our product (PocketMetro) in the subject of your message.
- We may simply be experiencing a heavy load of support requests, which slow down our response time. We can only ask that you to be patient. If we've received your support request, we will reply!

In every case, you should try to resend your message after a few days, using our other email address: contact@clocklabs.com [<mailto:contact@clocklabs.com>]

I didn't find an answer to my question.

Please send us your question by email at support@clocklabs.com [<mailto:support@clocklabs.com>] and we will quickly get back at you.

End User License Agreement

Preamble

Here is as summary of the main points of this License Agreement:

- PocketMetro belongs to ClockLabs Ltd.
- ClockLabs Ltd grants you a personal license to use PocketMetro when you buy a copy of PocketMetro through one of our resellers. You cannot redistribute or modify PocketMetro in any way.
- Providing you with the best possible product is our goal, but it is not possible to guarantee that PocketMetro will give a correct result in every situation.

Definitions

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