



Now that you've bought OmniWeb we're not going to try to sell you on it any more.

Instead, we'll show you how to use it.

We think OmniWeb is the best way to surf the Web; as a matter of fact, that's why we made it in the first place. We think OmniWeb has more advanced and useful features than any other browser — features that we wanted, and features we think you will find useful too. This manual serves to give you a tour of OmniWeb and, like a vacation in an island paradise, we think that once you've seen the sights you'll want to live here. We hope you'll join us, relaxing and sipping drinks on the beach while other Web surfers struggle.

Of course, if you are looking for all the details, OmniWeb also has much more detailed online help facilities — this tour is just to get you hooked.

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Installing OmniWeb

Step 1:

Insert the OmniWeb CD into your Macintosh's CD-ROM drive. You should see a window similar to this one:



In addition to the OmniWeb application, your CD also contains some useful information for helping you get started (in case you forgot to look at this manual, but you're clearly smarter than that), and unlicensed versions of the Omni Group's other products for you to try out and fall in love with as well.

Step 2:

If you want, you can go ahead and run OmniWeb now by double-clicking the OmniWeb icon. But you probably don't want to run OmniWeb from the CD, since you'd have to have said CD in your computer all the time. Instead, you should drag the icon to a folder on your local or network disk.

Where you put it is up to you; however, most Mac OS X applications work best if you put them in the main Applications folder on your hard disk. If you have multiple users on your computer, OmniWeb will then be accessible to all of them. (Note that you'll have to be logged in as an administrator to write to the Applications folder.)

If you're the administrator of a Mac OS X network (you'd know if you were) and you've bought multiple copies of OmniWeb, you may want to put OmniWeb in the /Network/Applications folder so that it can be available to all network users.

Step 3:

Run OmniWeb for the first time by double-clicking on its icon. You'll be presented with a panel letting you know that you should enter your license key. Click **Licenses...**, and a new window will appear:



This is the Licenses window, in which you can keep track of any OmniWeb license(s) you may own (for more information about its general use, see the online help.)

Step 4:

Click **Add License...**, and a sheet will appear in which you can enter your license information as it appears on the CD sleeve. Also, here you can choose to install your license for **Personal**, **Computer**, or **Network** use. Once you've entered the license information, click **Save** to save it (as you might expect).

Personal, Computer, or Network? Huh?

When installing OmniWeb, you'll want to decide who else can use your license (see sidebar). There are three ways you can use your license:

- A **Personal** license is available only for you, the user who installed it. It's stored in your home folder, so it is only available when you're logged into your account.
- A **Computer** license is what you would usually choose: it's available to any user who can log into your Mac.
- A **Network** license is available for any user on any machine on your Mac OS X network, and is generally only used if you have bought lots of licenses (for instance, at a university lab).

Feel free to copy OmniWeb to other computers without its license: it will function in a limited mode as a document viewer when unlicensed.



OmniWeb's license terms:

Each OmniWeb license you buy allows you to either:

- Have as many users you want use OmniWeb on one machine, or
- Have one user use OmniWeb on as many machines as she wants.

Note that doing both is not allowed — licenses aren't "floating" and thus, if you have one license and two machines in your house, and your roommate also wants to use OmniWeb, you can either decide that both you and the roommate can use OmniWeb on one of your machines, or that you can use OmniWeb on both machines and your roommate can buy her own copy.

So, in this example, you'd want to install your license as a **Computer** license if you're trying to share OmniWeb with your roommate on one machine, or as a **Personal** license if you want to use it on either machine and not share with her.

For companies and other institutions, a simplified way of saying this would be: "You should purchase as many licenses as you have either machines *or* total potential users, whichever is fewer."



Overview

OmniWeb is a great way to navigate the Internet, with all of its nooks and crannies. It provides easy access to all of your favorite sites, and makes them more beautiful than ever before.

Convenient, configurable toolbar allows you to choose the buttons you use most, and arrange them however you like.

OmniWeb supports many different languages and text encodings, ensuring that no matter where you're from, your web pages will look beautiful. (Warning: offer not valid for pages that were designed ugly.)



Keep your inner librarian happy — organize all your favorite sites into convenient categories. Need to know when a site changes? OmniWeb can check them automatically and inform you of updates.

Forgot where you saw that cool link? OmniWeb can search through all your visited pages as quickly as you can type, making finding lost stuff a snap. (Your lost keys and photo albums aren't in this drawer.)

Other Insanely Great Features

It doesn't stop there. OmniWeb has many useful, convenient features available at the click of a button.



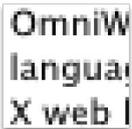
The Downloads panel helps you check the progress of current downloads, track the files you've already downloaded, find them on your hard drive, and even download them again if you lost your first copy.



OmniWeb's source editor can not only edit the source as it was downloaded — it can also reformat it, highlight errors, redisplay your changes in the browser before saving them, and store them to your server. It's a great tool for Web designers, tinkers, or students of HTML.



OmniWeb supports the most popular Internet Plug-ins available for Mac OS X, including Macromedia Flash, QuickTime, and iTools, and new Plug-ins are added all the time.



Jagged, ugly text got you down? OmniWeb uses the Quartz rendering in Mac OS X to draw beautiful anti-aliased text. Suddenly every web page looks better.



We know that we can't cover everything in a manual like this, so we've included a convenient online help facility. It goes into a lot more depth on specific features, so don't get all bummed if this manual isn't detailed enough.

Tips and tricks

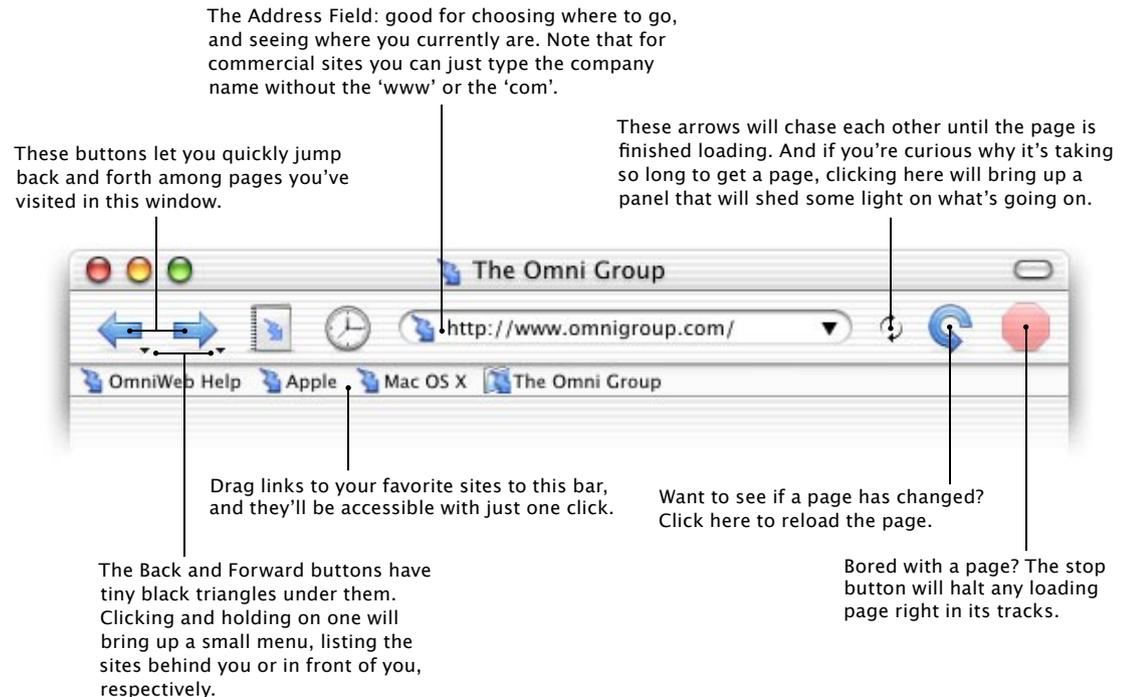
- Option-dragging a link opens a new window and immediately starts you dragging this window (while the page loads in the background).
- You can type the first letter (or few letters) of a link's label to select it, use Command-up and Command-down to select next or previous link, and hit Return to follow it (or Command-return to open it in a new window).
- When you're typing in the URL field and you have several matches available, you can use up and down arrow keys to select between them, and then either press Return to follow the current selection or press F5 to fill in the next part of the URL from it.
- Holding down Option while the **Bookmarks** menu is up changes **Show Bookmarks Drawer** (Command-B) to **Open Bookmarks Window** (Option-Command-B).
- Hold down Option and Shift in the **File** menu and you see **Save As...** turn into **Save As PDF...**



The Toolbar

The Toolbar is an essential part of getting the most out of OmniWeb. And customizing it is like going to a candy shop — all kinds of tasty icons are available.

Below is the default Toolbar. It's a good starting point, as it contains the most commonly used features in OmniWeb. But we encourage you to customize your Toolbar, by selecting 'Customize Toolbar' from the Browser Menu.



Other Tasty Buttons You Can Add



Show Info

The Show Info button allows you to get details about the web page you're viewing — from where it and its embedded images came, how big it is, when you loaded it, and other useful information.



Find On Page

Can't find what you're looking for on a page? Clicking here will bring up a helpful panel that will quickly and easily help you locate the words you want, assuming they are on the current web page.



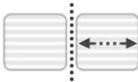
AutoFill Form

Keep filling out the same forms again and again? Sick of typing in your name every time you want to post on a message board? AutoFill Form can remember all sorts of data — saving you typing effort.



View HTML Source

Clicking the View HTML Source button will bring up OmniWeb's powerful Source Editor. You can edit a page's source code and save it to your disk, or even upload it to your web server.



Spaces and Separators

Keep clicking on the Back when you really meant Forward? Put some spaces or separators between buttons if you like. Put a Flexible Space in to make all the items after it stick to the right edge of the toolbar.



Customize

Obsessive about your toolbar? Now there's help. Put this button on your toolbar and customization is just a click away.

Toolbar tips

You can pull the address field off of the main toolbar, in which case it will appear in its own separate section. You can even set it to be hidden by default, in which case it will only appear while you're entering a URL; i.e. when you create a new window or select **Browser ▶ Go To Location** (shortcut Command-L).

For fast browsing, turn off inline images and add the **Load Images** button to your toolbar. Then you don't have to wait for a page's images to load for a quick glance at the page, but when you want the full monty all the images are just a click away.

Toolbar customization

- Use **Tools ▶ Hide Toolbar** or click the lozenge in the upper-right corner of a window's title bar to hide and show its toolbar.
- Use **Tools ▶ Customize Toolbar...** or use Option-command-click to customize your toolbar.
- Command-click on the toolbar lozenge to select a different display mode (Icon and Text, Icon Only, or Text Only).
- Command-drag a toolbar item to move it (or remove it) without entering the customize toolbar mode.
- Control-click on the toolbar to get a context menu which lets you do all of the above and more.

OmniWeb uses the standard toolbar mechanism from Mac OS X's Cocoa frameworks — so most of these shortcuts will also work in other Mac OS X applications, including Mail, Internet Connect, Project Builder, and (of course) OmniGraffle.



Bookmarks

Everyone has her own favorite sites — but who wants to go through them every day, hoping for a change? OmniWeb tells you when a bookmarked page has been changed or even gone away.

This bookmark folder is used for organizing bookmarks. To create a new folder, select Add Bookmark Folder from the Edit Bookmarks section of the Bookmarks menu. (This folder's name is in boldface because it's special — the items in it appear on your browser windows' Favorites bars.)

This is a bookmark folder that is also a link. Drag a bookmark underneath and to the right of any other bookmark to make the latter bookmark a folder/link.

The web page this bookmark points to has changed since the last time you looked at it, so its Zap is green.

Bookmarks without labels or URLs visually separate other bookmarks in this window and the main menu. You can create one with the Add Bookmark Separator in the Edit Bookmarks section of the Bookmarks menu.

OmniWeb couldn't get to the web page this bookmark points to the last time it checked, so its Zap is red. This may mean the page has gone away, but it could also mean there are Internet connection problems somewhere between your computer and the web site.

Steps through green bookmarks. Option-click steps backwards through them. Shift-click closes any folders that got opened in all that clicking.

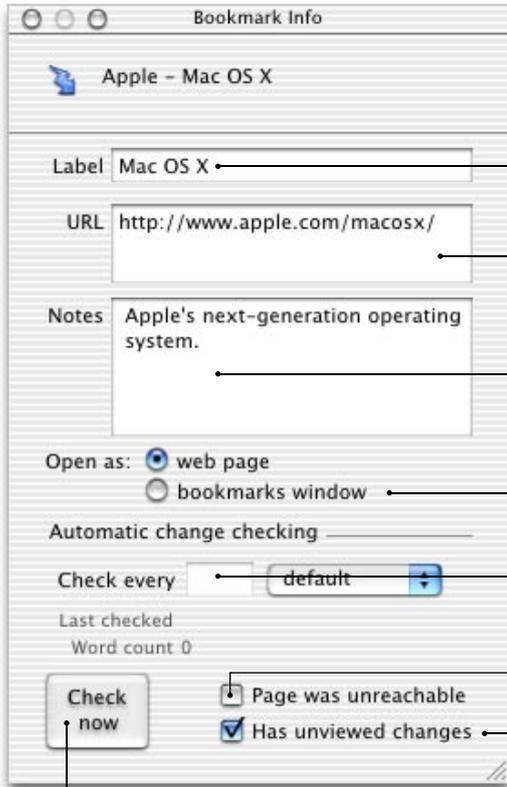
This is just an ordinary bookmark. Double-click on it or drag it to a browser window to go to its page.



Pulls down a sheet allowing you to delete unreachable sites en masse.

Bookmark Info Panel

Choose Show Info from the Tools menu to bring up the general Info window, which will show Bookmark Info if you have a bookmark selected. This window lets you inspect and change all the information associated with an individual bookmark.



This label is used to identify the bookmark in lists and menus; usually it's the name of the document. If you type this label (or part of it) into a browser window's address field, the bookmark will appear in a drop-down list for easy selection.

This is the URL, or Web address, of this bookmark. If it's empty, this bookmark is just a spacer or folder.

Need to keep some information about this bookmark? The Notes section can store any descriptive text you like, and it is searched when you use the Find panel on a bookmark's window and is used for address completions like the Label above.

Since OmniWeb stores its bookmarks in HTML files, any bookmark can link to another bookmarks file that you've created or that's on the Web.

How often do you want to check this page for changes? Set different times for each bookmark here, or just use the default set in Preferences.

This will be checked if OmniWeb couldn't get to the page when it tried to check it.

This will be checked if the page has changed since you last read it. You can change either of these yourself if you think OmniWeb has bad info.

Click this button, and OmniWeb will go out and check (in the background) the web page this bookmark points to, and mark it as either updated or unreachable if it has changed.

About Zaps

Zaps are OmniWeb's way of representing web page addresses (also known as URLs, or Uniform Resource Locators). Zaps look like little lightning bolts. Other browsers use little '@' signs, but aren't Zaps cooler? The color of the Zap tells you a little about the page it points to.



A blue (or graphite, according to your system preferences) Zap represents a normal page.



A green Zap represents a page that has been updated since you last read it.



A red Zap represents a page that has been moved, deleted, or is otherwise unreachable.



A Zap with a tiny lock means the page this Zap represents is secure.

What can I do with a Zap?

Double-click on it to open it in a new window.

Drag and drop it onto a browser window to open it in that window.

Drag it to another web browser to open its page in the other browser.

Drag it to your Dock, a Finder folder, or your Desktop to create an icon that can open the page again later.

Drag it to Mail's Compose window or any other text document to paste the URL there.



History

With so much information on so many pages, who can remember where that one obscure fact was? OmniWeb's History is like an elephant — it never forgets. It can keep as many or as few pages as you like, and instantly find what you're looking for.

Global history remembers all of the pages you've been to for a long time (exactly how many pages and just how long OmniWeb remembers them is up to you). Pages are grouped by the site they were on, so if you visit 1000 pages on a single site they won't take over your history.

Browser history shows only the pages you've read in this drawer's attached browser window — think of it as a history of your current session.

As with Zaps anywhere in OmniWeb, you can drag any of these Zaps to a browser window and that window will load the Zap's page. Double click on one, and OmniWeb will load its page and automatically close the drawer for you, because it wasn't raised in a barn.



Looking for a web page you've seen, but you can't remember the URL? If you can remember a specific word or phrase from the page, type it in here, and the history list will shrink to only those pages that match the words you entered. Clear out the box, and you'll be back to the original list.

Click on a triangle to reveal all of the pages you've read on one site; for instance, this group shows all the recently visited pages at www.apple.com.

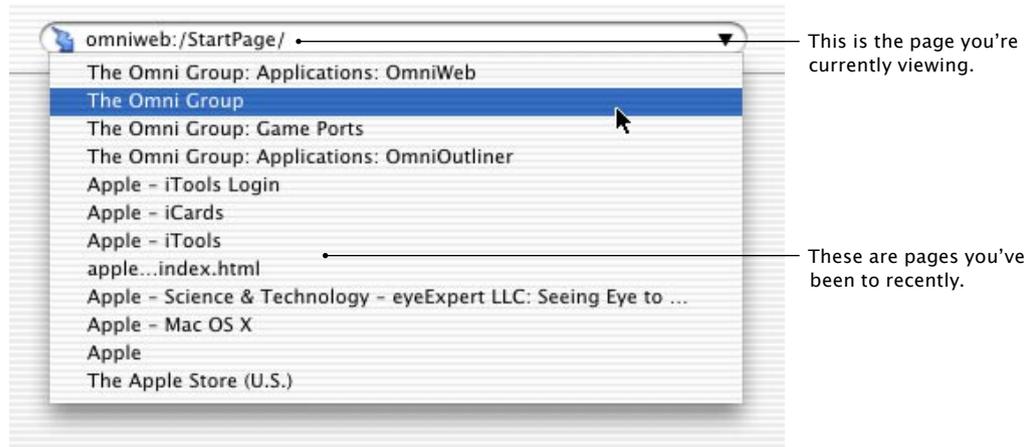
“Autocomplete” and the Address Field

OmniWeb also has the ability to search your history (and your bookmarks) while you’re typing in an address in the Address Field. Just type in any part of the address or the title of the page you want, and a box will drop down displaying all the pages from your history and bookmarks that match the letters you’ve typed so far. To go to one of those pages without typing the rest of its address, press the down arrow key until it’s selected, and then hit Return.



History in the Address Field

Clicking on the triangle on the right side of the Address Field will drop down a box displaying your history. This is easier than opening up the history drawer if you’re looking for a site you read recently.



How far back can OmniWeb remember?

You can control how much or how little History can display using the History Preferences. For instance:

- How many addresses per site?
- How many sites total?
- How many addresses should be shown?
- Should history be saved when quitting?
- How many days should history be kept?

For more information, see the online help.

Dang, you guys are smart.

We’d love to take credit for thinking up our unique indexed history, but actually that idea came from a clever Mac columnist named John Martellaro, and we coded it up and released it a few months later. While lots of our cool features were invented by Omni’s super-smart engineers (because we wanted to use them), a bunch came from customers as well. So please tell us what would make browsing more fun for you, and we’ll try to write it. It’s like having your own personal code gnomes. (Warning: we cannot make OmniWeb wash your socks.)



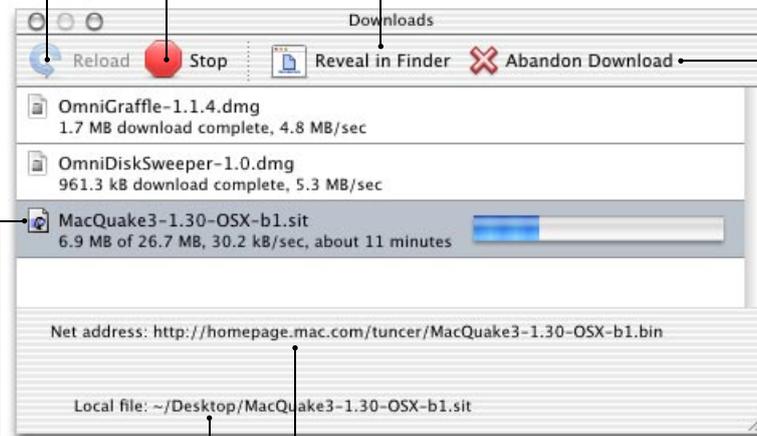
Downloads

There are lots of files to download on the Web — games, music, new Omni products — but once they've been downloaded, how can you find them? What if you accidentally delete them? And what's taking that download so long? OmniWeb's Downloads Panel will show you all of this and more.

Click here to re-download the selected file.

Click here to stop downloading the selected file.

Click here to show the selected file in the Finder.



This button can do many things, depending on what you've selected in the list.

If no download is selected, it becomes **Clear All Finished**, which will remove all finished downloads from the list.

If you click on a currently downloading file, it becomes **Abandon Download**, which will stop the download and remove its entry.

If you click on a completed download, it becomes **Remove From List**, which will remove the currently selected download from the list (but doesn't delete it from your disk).

This shows from where you got the selected file.

This is where the selected file is being put on your hard drive.

Each line tells you about the current status of the download it represents: whether it finished or failed or is still in progress, how much of the file has been downloaded so far and at what speed, and how much longer it'll take. Dragging the icon that appears here is the same as dragging the icon of the downloaded file in the Finder; for example, you can drag the file into a Finder folder or Mail from here.

INTERMISSION

Phew. Had enough yet? Well, there's more to come. But pace yourself — you don't want to learn too much too fast. Take a break, get a glass of water, do some stretches, and come back when you're ready for more.



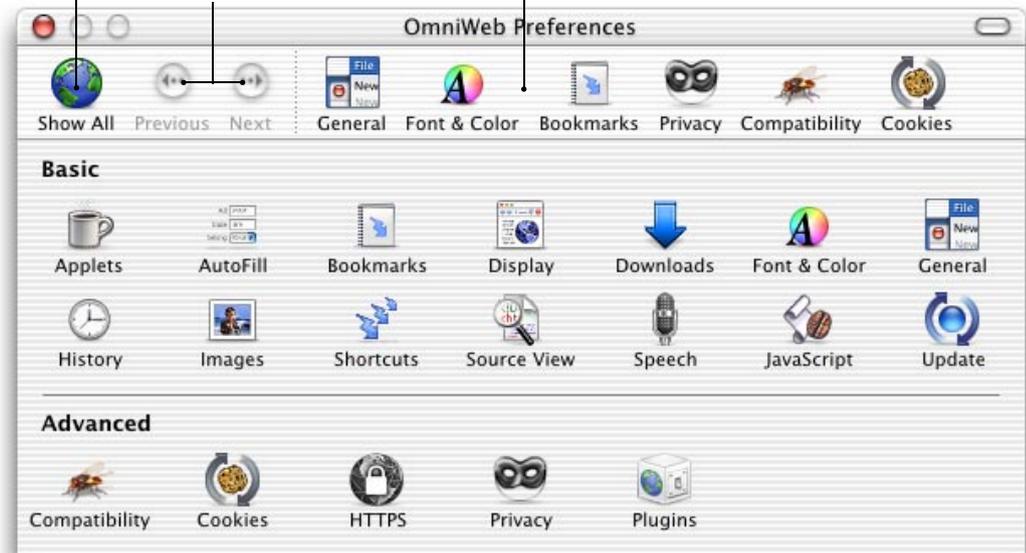
Preferences

OmniWeb allows you to choose exactly how you want it to work — from big things like how you want images to be displayed, down to small things like what default font you'd like to use. Even the Preferences panel itself is configurable.

Click here to show all the preferences available.

Browse through the preferences using Previous and Next.

Keep changing a certain set of options again and again? Drag your favorite Preferences up here so you can find them more quickly.



Basic Preferences cover most of the options you'll care about for general use.

Advanced Preferences are for more complex options; you won't need to mess with them in the course of everyday web browsing, but if you're a system administrator or "power user" who likes to have fine control over every aspect of your computing experience, you'll find the more esoteric settings here.

Some of Your More Commonly Loved Preferences



General

The General Preference is one of the most useful. It contains settings for your Home Page, autocompletion, drawers, and how to open new windows.



Display

The HTML Display Preference contains settings that affect how OmniWeb renders HTML pages: whether links are underlined, how to handle pages with unknown character encodings, et cetera.



Font & Color

Everyone has their favorite fonts and colors. Pick your favorites for drawing Web pages that don't specify any. Note that many pages already have fonts and colors, and will ignore what you pick here.



JavaScript

Hate annoying popup windows? The JavaScript panel allows you to limit the effects of JavaScript, or even turn it off entirely. You can also choose to have a debugging console show you what's happening.



Shortcut

Want a quicker way of getting to your favorite pages? Using the Shortcut Preference, you can assign short names to whatever pages you want. "leetwarez" could be www.omniweb.com.



Compatibility

Need to pretend you're a different browser? Use the Compatibility Preference to claim you're someone else. Or don't, and let the world know that you're proud to be running OmniWeb.



Privacy

The Privacy Preference will help you get rid of ads and prevent websites from tracking you. No more virtual footprints or irritating flashing boxes all over the place. (What a relief.)

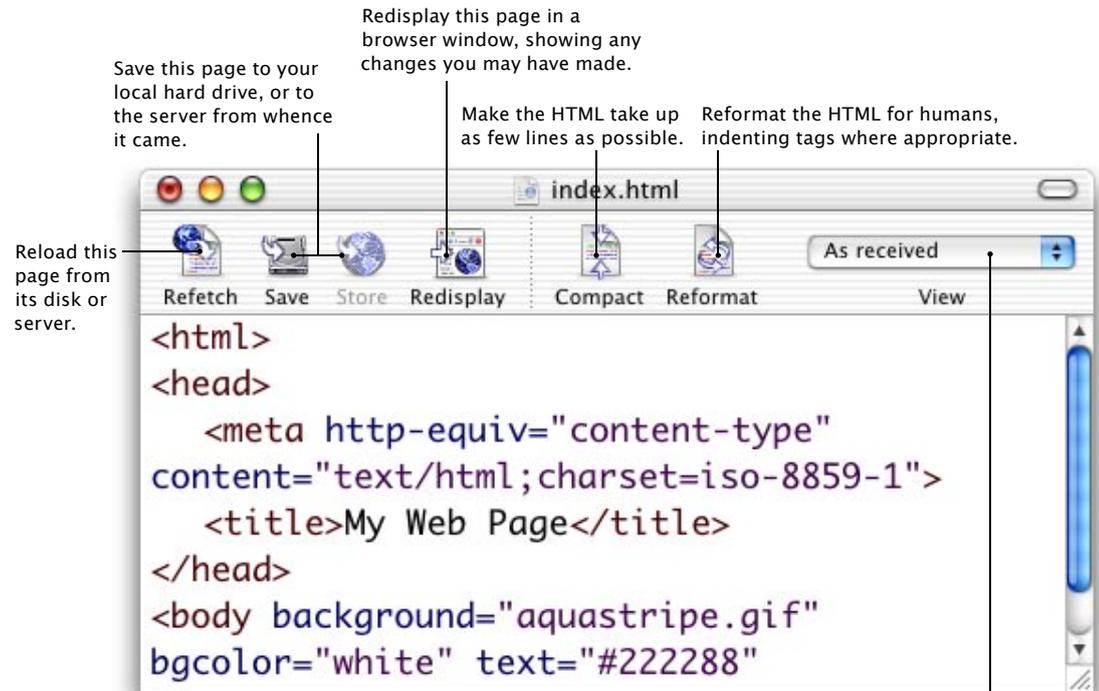
Why would I change my compatibility preference?

Well, some sites are really worried about being displayed correctly, so they check specifically to see if you are using some other browser, and just assume all other browsers won't work. Not really fair, is it, since they don't even give OmniWeb a chance? Well, you'll show them. Just change this preference and they'll never know what a rebel you are. On the other hand, it's a good thing to let OmniWeb truthfully identify itself — if web site operators see that lots of people are using OmniWeb, they might decide to make sure their site works well with it.



Source Editor

Someone has to write all the pages that make up the Web. OmniWeb is great if you like to get your hands dirty with HTML and JavaScript. The Source Editor allows you to edit HTML source, automatically format it, redisplay it, and store it back on its server.



Choosing **As Received** will show the HTML source code exactly as it was sent by the server it came from (or loaded from your hard disk).

Choosing **As Processed** allows you to see what the document looks like after any attached JavaScripts have run — since many JavaScripts alter the HTML of the pages they're in, this can be useful for debugging your scripts. To enable this option, you'll need to enable **Keep processed streams** in Source View Preferences. Choosing **As Processed (7-bit clean)** will translate characters back to entities whenever it's necessary.

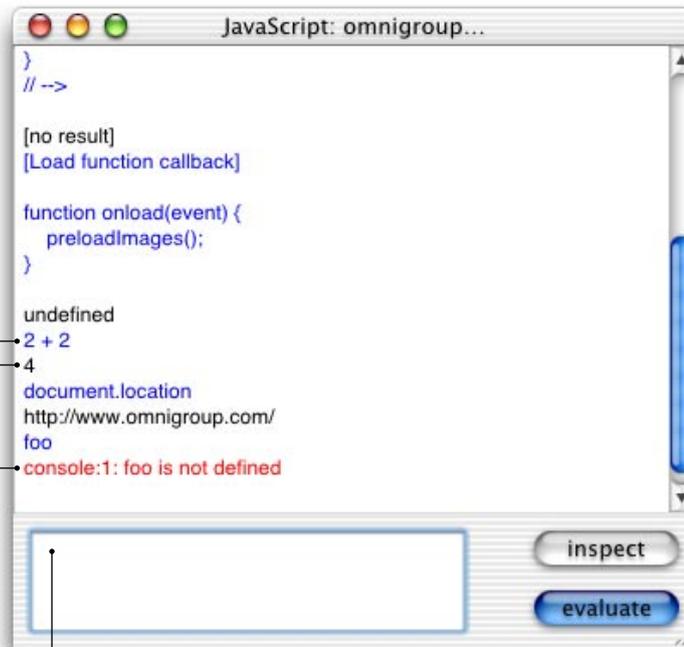
The JavaScript Console

OmniWeb's JavaScript console is another excellent tool for Web design. It allows you to see the JavaScript that's being executed, find any errors, and even enter new JavaScript to be evaluated dynamically.

Show debugging console

To activate the JavaScript console, make sure this option is checked in the JavaScript Preferences pane.

This will cause a console window to appear for each page you visit which contains JavaScript code.



This is a recently evaluated JavaScript expression.

This is the result of evaluating that expression.

This is an error. Oops.

Type the name of a JavaScript object here and click **inspect** and you'll see a description of that object.

Type in a JavaScript expression here and click **evaluate**, and watch it get evaluated right before your eyes!

Don't like typing colors or links?

In the HTML Source editor, drag in a color (from the Color panel or a color well) to automatically get its HTML color code. Drag in a zap or link to paste a fully-formatted anchor tag that references it.

More about the JavaScript Console

For more detailed information on using the JavaScript console and other advanced JavaScript features, see OmniWeb's online help pages.



Online Help

Stuck on something? Excited by the gory details? OmniWeb's online help system can answer most any question that you might have. (Questions that aren't about OmniWeb will have less useful answers.)

And if the online help system isn't quite enough, you can always e-mail us and we'll get back to you as soon as we can.

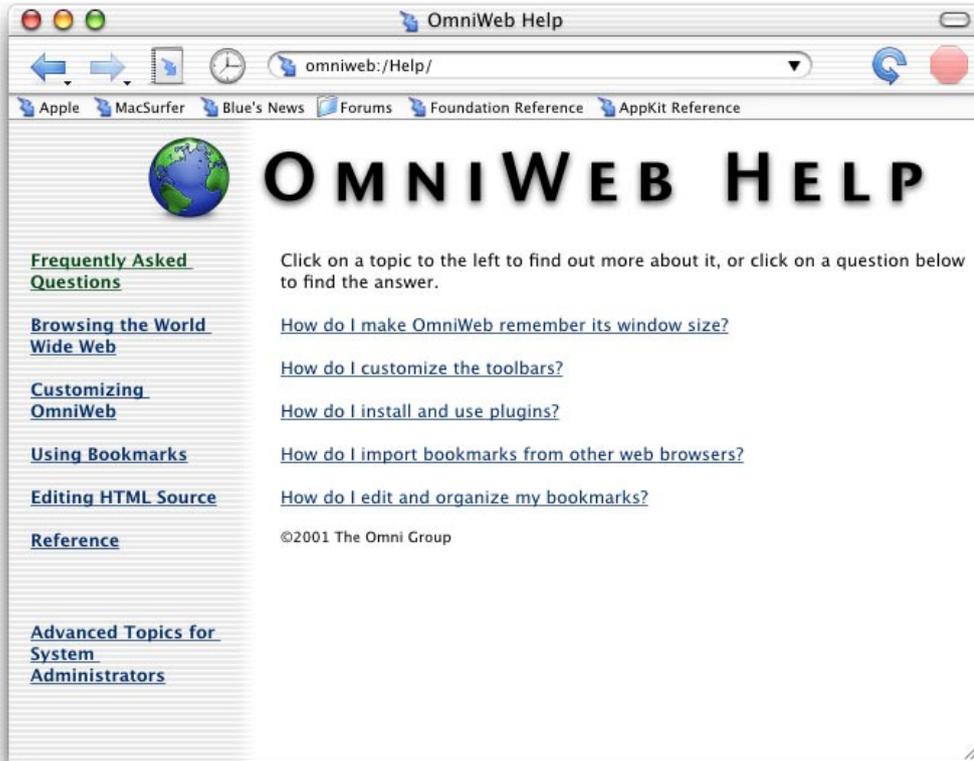
The screenshot shows a menu titled "Help" with the following items:

- OmniWeb Help** (with a keyboard shortcut symbol ⌘?) - Opens the online help pages.
- HTML Overview** - Shows a summary of all the HTML tags OmniWeb knows how to display.
- OmniWeb Product Page** - Takes you to the OmniWeb home page, where you can find out more about OmniWeb, download the latest version, get help, or check out our other products.
- Send Feedback...** - Clicking here will tell your e-mail client to start a message addressed to our feedback address. You can tell us what you like, any problems you have, or really anything that's on your mind. (We can't fix everything in the world.)

Online Help Pages

OmniWeb's online help is a set of web pages, organized by topic. Each topic presents all the detail that can be provided on a given subject, with links to related topics.

Our online help is intended to be an exhaustive reference, whereas this manual is aimed at giving an introduction to the broad concepts in OmniWeb. So, as we keep saying, if you don't find enough detail here on any particular topic, please look in the online help.



What if that's not enough?

The Internet is a big place, and everyone uses computers in a different way. So if our help system isn't enough, here are some other options.



There's always our web site— check here for updates, tips, and other breaking news.

<http://www.omnigroup.com/applications/omniweb/>



Maybe other users have had the same problem. There's a great and very helpful community on our mailing list:

<http://www.omnigroup.com/applications/omniweb/omniweb-l/>



And finally, if you're still stuck, you can always send us e-mail at:

omniweb4@omnigroup.com



Advanced

There's a term for a person who wants a little more out of their Applications — the Power User. If you're one, you'll probably want to know all about the pages you're looking at, any problems that happened, and the status of your network. OmniWeb is designed from the start to be simple — but if you absolutely crave power, it's there waiting for you.

Network Activity

The Network Activity panel is designed to help you check the status of OmniWeb's Internet connections and processes. You can see all the current pages and images being fetched, stop individual ones, or even stop them all.

Activities are sorted by category, like "downloads" and "web pages".
Click the disclosure triangle to hide the listings within it.

Here's an actual HTML document — just the HTML text file, that is.

Each of these subtasks is an image, script, or other file included by the HTML page containing it, each of which is downloaded separately.

Blue dots show which processes are currently active. The ones without dots aren't yet active, because we don't want to overwhelm the server. Red dots show processes that have failed because they encountered an error.

Click here to stop the currently selected process.

This is the address of the currently selected document.

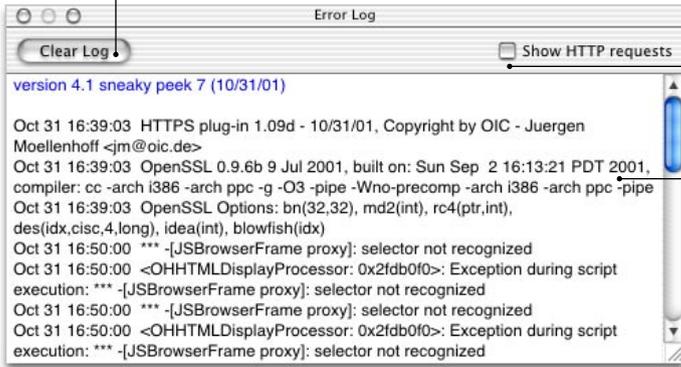
Is this document being downloaded? Is the network connection hung up on something? Is it coming from Mars?

Some things take forever... see exactly how much of your life you've spent waiting for that slow web server right here.

Error Log

The Error Log contains all of the status messages and other information that OmniWeb or a plug-in may output during processing of Web pages. Don't worry, not everything here is a problem — sometimes it's just OmniWeb letting you know what it's doing.

If it's too much to handle, just clear it out.



Want to see everything that passes between OmniWeb and remote servers? Check this box.

A typical log message.

Show Info

If you want to know all the obscure facts about a certain Web page, then the Show Info panel is definitely for you.



This represents the main HTML document in the browser window.

Outlined below it are all the subfiles referenced by this page: images, external style sheets and scripts, frames in a frameset, et cetera. Click the triangles to expand and collapse groups.

Select any item to see more information about it in the fields below.

If you select an image, this area will show a small preview of it.

This is the URL to the selected item.

The MIME type of a document tells whether it's an HTML file, an image, or something else.

This information helps you tell when the document expires from cache.

Get it again, save it in a new window, or view the source.

Searching the Web

We think Google is a great search engine, so we've made it easy to search for pages there. Type "google omniweb" in the URL field to do a Google search for the word "omniweb". You can set up other search engine shortcuts like this in the Shortcut pane of OmniWeb's Preferences.

Opening URLs from Other Applications

Use the Internet pane in System Preferences to set your preferred web browser to be OmniWeb, and links in other applications (such as Mail) will open in OmniWeb when clicked.

Also, OmniWeb provides a Service for opening URLs, which is useful when you see a URL in another application which doesn't appear as a clickable link. Select the URL and choose **Services > Open URL in OmniWeb** from the application menu.



Advice

We want you to have the best experience possible using OmniWeb. So we've included a couple pages of tips and tricks that we thought would help out. It's not all the answers in the world, but we think it's a good start.

How do I make OmniWeb remember my window sizing and positioning?

Put the window in the place you want it to be, make it the right size, and select **Browser ▸ Save Window Size**. Then all new browser windows will be the same size as the one you saved, and the first browser window you open (when there are no other windows) will always open in the same place as the one you saved.

How do I get OmniWeb to open files of type X with application Y?

The usual way to do this in Mac OS X is to tell the Finder which application should be the default application for opening a particular type of file. To do this, click on a file of that type and select **File ▸ Show Info** (Command-I). At the top of the Info window is a pop-up: change it to **Open with Application**, and you'll be able to choose which of your installed applications opens that file, with the option of applying your change to all files of that type.

I filled out the Form AutoFill preferences, but when I select "AutoFill Form", my info doesn't appear! What's up with that?

What's most likely going on is this: the field names you see in the left hand side of the Forms AutoFill preferences panel must exactly match the ones that the web developer used internally when constructing the form in HTML; for instance. What you've entered for "First Name" won't be sent to the server if the page developer called that form field "fname" in his code.

What does this mean? At least in the beginning, you still need to fill forms out by hand. But, if you make a habit of clicking **Browser ▸ Save Form for AutoFill** on forms before you submit them, before too long, you'll notice that the **Browser ▸ AutoFill Form** command is getting more and more useful. The secret of Form AutoFill is that it gets more effective the more you use it.

My bank says I can only do online banking with browsers that support 128-bit encryption. Does OmniWeb support 128-bit encryption?

OmniWeb fully supports 128-bit secure HTTP (via the built-in OpenSSL framework in Mac OS X); you can tell that we're surfing in secure mode when a small "lock" badge appears on the zig-zag arrow icon in your browser window's address field.

If you want to know exactly how many bits long the key we're using for a given transaction is, you can open the **Tools ▶ Error Log** window; a message will list the key length we're using once a connection is established.

I tried to view a certain page, but the text is all garbage characters! What's going on?

You're probably viewing a web site which uses a non-Latin character set. OmniWeb is capable of handling almost any character encoding, but the web page or web server needs to specify which character set a page should use — otherwise, the setting from your Display Preferences will be used, and if that's not a good match for what the author of the page intended but didn't specify, you'll get garbage results.

You could fix the problem by changing the Display preferences to a new character set and reloading the page, but this would affect every browser window; if you find yourself only needing to change this for a few pages you visit, you can add a Character Encodings popup menu to your toolbar (see page 6 or the online help for how to customize the toolbar).

I think I found a bug? How can I get it fixed? Or

I need help! How can I get my question answered?

There is one thing you can do to increase the odds that your problem will get fixed as quickly as possible, or that your question will get answered to your satisfaction the first time you e-mail us: Reduce the amount of thinking we need to do, and increase the amount of fixing we can do. Less thinking per problem means more problems fixed.

So, how can you make it so we think less and fix more? First of all, the more specific you can be about the problem you're having, the better we can understand your problem and offer solutions. Second, include as much information as is possible. Too little information could either make it impossible to fix your problem, or worse yet, send us off on the wrong tangent entirely.

Bad Example: "OmniWeb makes my favorite page look bad. It looks good in Internet Explorer!"

Good Example: "My favorite page (<http://www.omnigroup.com>) has a grey chrome-looking border and blue buttons when I browse it in Internet Explorer, but the border is plaid and the buttons are red in OmniWeb. I'm using OmniWeb 4.1 on my PowerBook G4 with Mac OS 10.1 installed."

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