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Instant Messaging Overview

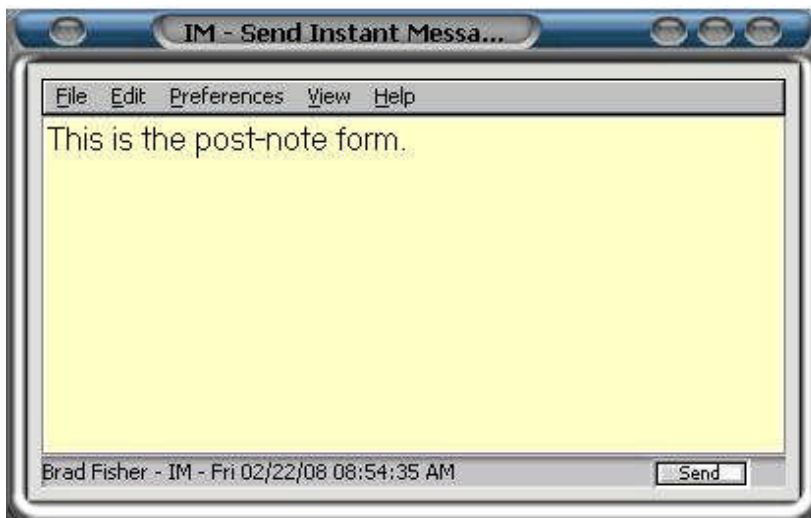
Overview

Instant Messaging allows NexTalk users to send a quick pop-up message to other NexTalk users in their domain. Instant messages can be replied to and forwarded like regular e-mail. The original instant message and all subsequent replies are automatically saved in the Instant Messages folder of your Mailbox.

Note: IMs can be sent to NTS users in remote domains if the system administrator has registered the remote domain on the NTS server.

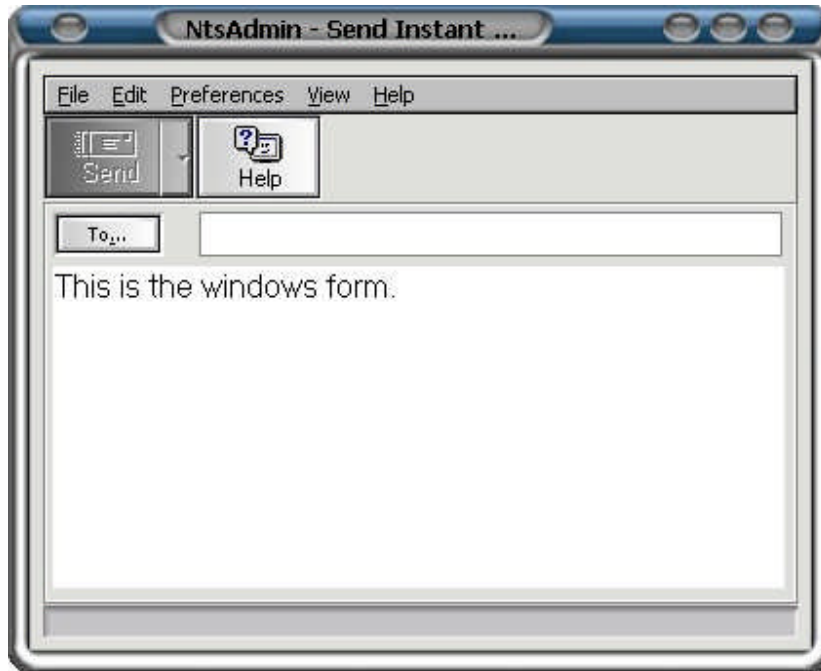
There are two IM forms available: **Post-it Note** or **Windows** (see Preferences menu | Settings for more information). The procedure for sending an IM differs slightly depending on the IM form you are using.

Post-It Note form:



Windows form:

Instant Messaging



Note: It is useful to customize your NexTalk Contacts list in the NexTalk Phonebook before sending an IM.

Options

File Menu

Send

Use this option to send an IM. Remember the send option is not available until a message has been typed.

Close

Use this option to close the IM window.

Edit Menu

Copy/Paste

If you would like to save text from the IM window for use outside of NexTalk, you can select the text you want to save and use the copy/paste options from the Edit menu.

Delete

Use this option to delete text from the IM window. You can also delete text using the Delete or Backspace key on the keyboard.

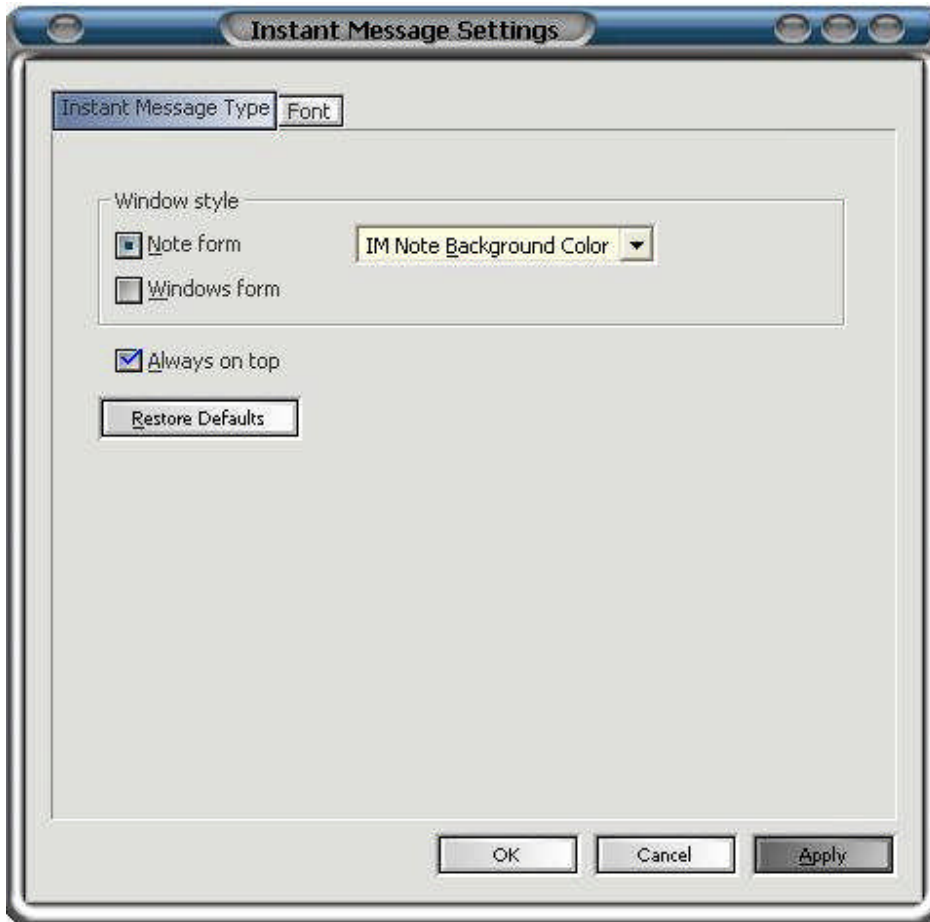
Select All

Use the Select All option to select all text in the current IM window.

Preferences Menu

IM settings are configured from the Preferences menu. Settings changes will apply to all future Instant Messages. Settings changes only affect what you see; the recipient screen's appearance will be based on their Preferences settings.

Instant Messaging



Instant Message Type Tab

The appearance of the IM window can be changed from a simplified "post-it" style note to a Windows form. You can customize the background color of the "post-it" note by selecting a color from the drop down menu next to the option. The Always on Top option will make your instant messages appear on top of any other open window on your desktop when they arrive. You can also change this option under the View menu. A change made in either of these places will automatically change it in the other location.

Note: When you make changes to the Settings, you must choose the Apply button, then close and reopen the IM window for them to take effect.

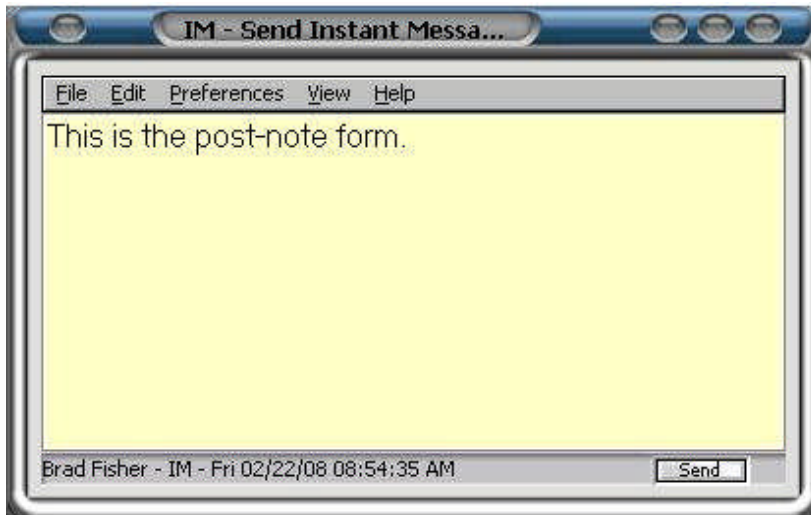
Font tab

You can customize the font type/size used on your Instant Messages from this tab. Changes made here will not apply to your live calls/conversations.

Using Instant Messaging

Send from Post-it Note Form

In the Post-it Note form, type your message and choose the Send button in the lower right corner. The Send To window will pop up. In the upper Address box, type the login names of the recipients of your message. You can also add recipients by selecting them from the lower Contact List box. More than one recipient can be selected by using the Ctrl key. The Contact List shows users that are listed in your Phonebook under “**NexTalk Contacts.**” If you send the IM to a user not listed in the Contact List, you can easily add them to your “**NexTalk Contacts**” list by selecting the “**Add to contacts**” checkbox. Once you have entered all recipients in the Address box, choose the Send button.



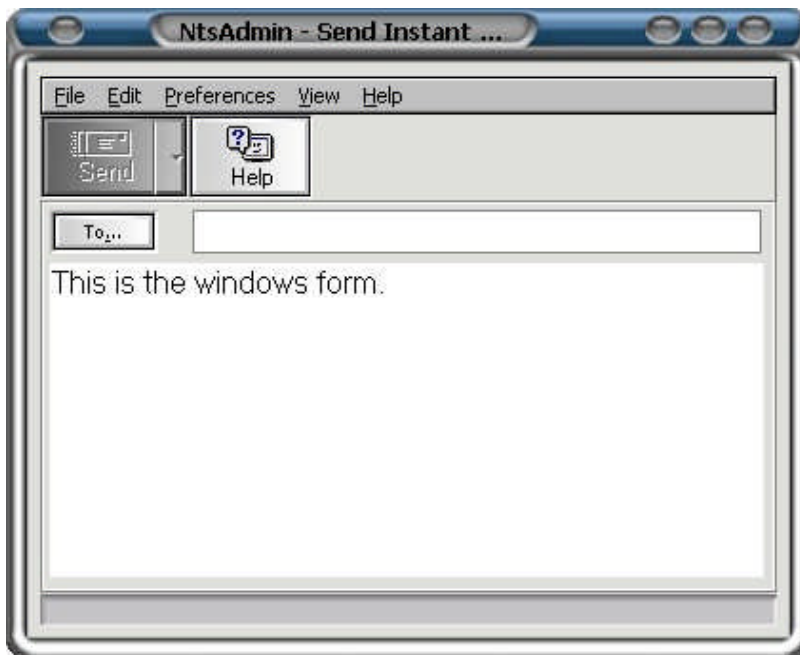
Note: The Send button is not available unless you have typed text in the body of the IM.

Instant Messaging



IMs can also be sent from the File menu or by right clicking in an active IM window. On the right click menu, usernames from your “**NexTalk Contacts**” list and other contact lists from your phonebook are displayed. If you select a username from one of the contact lists the IM is immediately sent. Otherwise, if you want to send the IM to multiple recipients, selecting “**Contact List...**” from the right click menu while in the message will open the Send To window.

Send from Windows Form

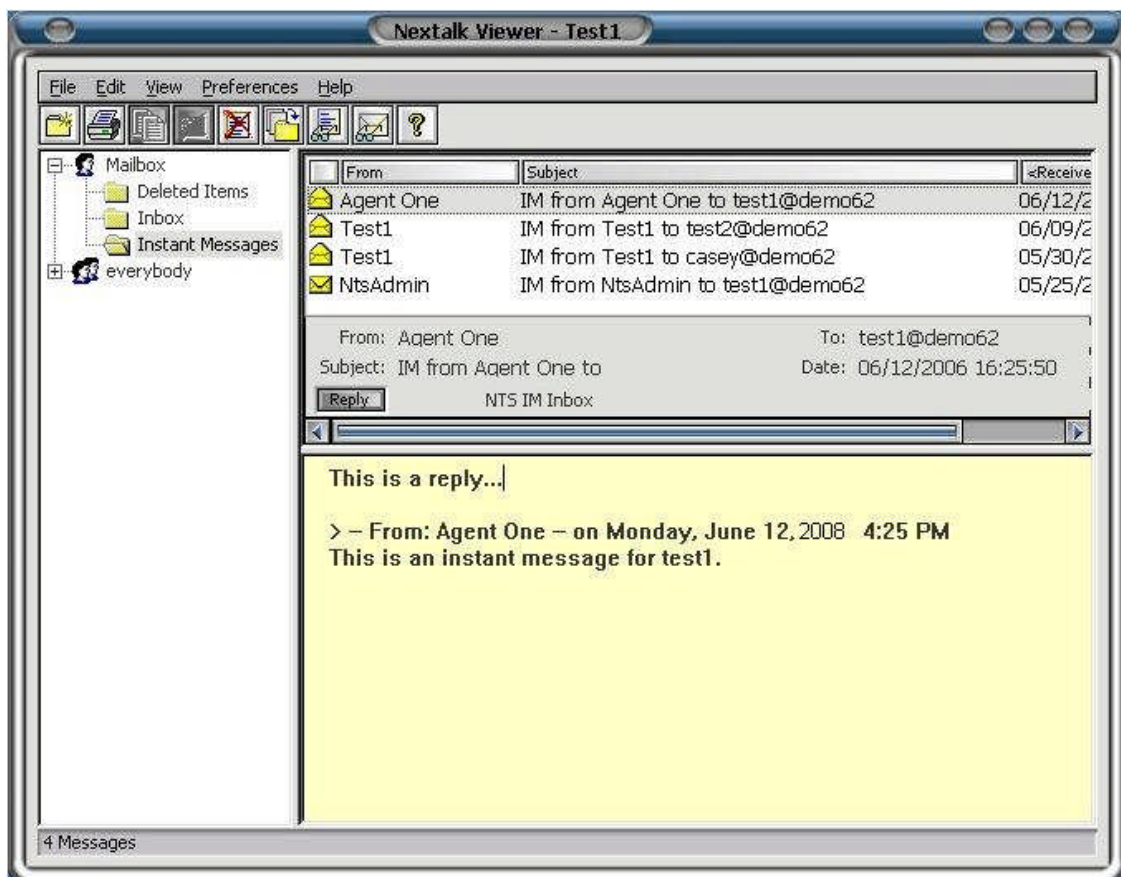


In the Windows form, you can enter recipients or type your message first, but the Send button will not be available until you have entered at least one recipient in the To box. To enter recipients, type their username in the To box at the top of the screen. Or, to enter names from your “**NexTalk Contacts**” list, choose the To... button. The Send To window will pop up. As described above, enter the recipient’s user name(s) in the Address box. To send your message, choose the Send button at the top left of the IM window. You can also send the IM from the File menu.

Reply

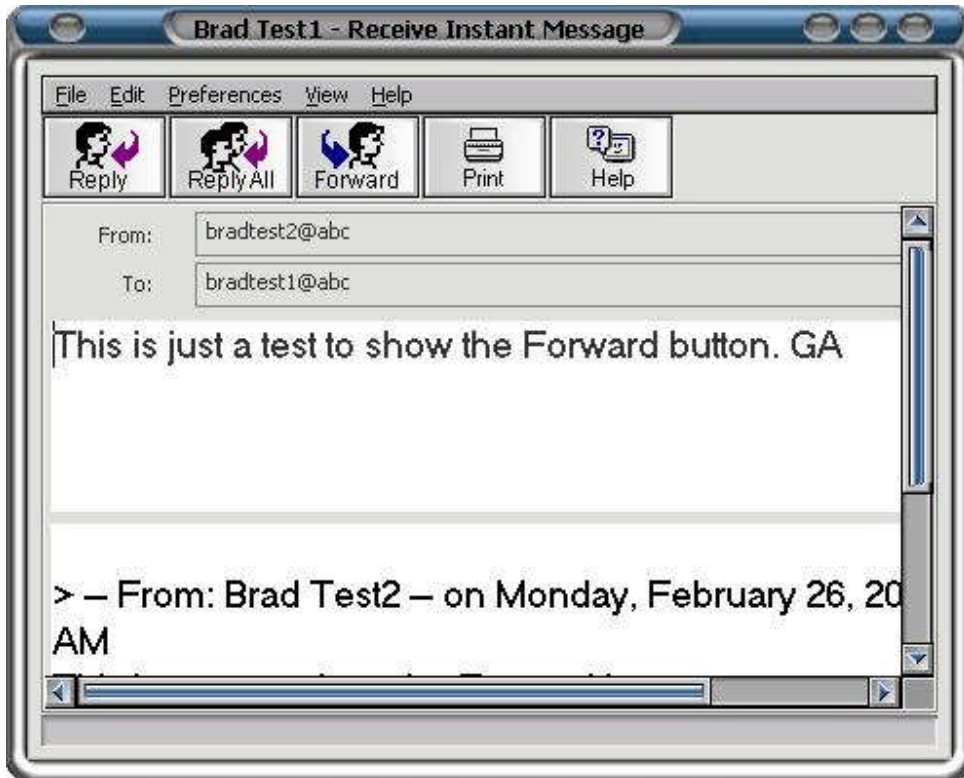
To reply to an IM, simply append your further response to the top of the message, and choose the “**Reply**” button to send it back.

You can also reply to IMs from the NexTalk Viewer. Simply select the IM you wish to reply to, type your message, and choose the Reply button to the left and above the IM. Since IMs are automatically saved in your mailbox, if you are Offline when someone sends you an IM you still have the option to reply when you next log on.



Forward

Instant Messaging



To forward an IM, choose Forward from the File menu, type any additional information you want to include with the forward, and choose the Forward button. The Send To window will pop up. Enter the recipient (s) of the forwarded IM and choose Send.

Delivery History

An IM has three delivery destinations: **the recipient's desktop, the recipient's mailbox, and the sender's mailbox**. The delivery history of an IM is a record of the final status of each delivery—delivered or failed. If the delivery fails, a short note of the reason is also recorded.

You can access the delivery history of an IM from the Viewer. Select the IM and right click. From the right click menu choose **“View delivery history...”** A window like the one shown below will appear.



Alternatively, the delivery history of all sent IMs can be viewed from the System Messages module. Choose “**Show System Messages**” from the Preferences menu on the main NexTalk menu bar. All status messages will be displayed, including the delivery status of all IMs you have sent.

Note: You can only view the delivery history of IMs that you have sent, not that you have received.