

# Novell GroupWise® Messenger

1.0

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CLIENT USER GUIDE

August 25, 2004



**Novell®**

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[August 25, 2004](#)

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# About This Guide

This Novell® *GroupWise® Messenger 1.0 Client User Guide* explains how to use GroupWise on Windows\*, Linux\* or MacIntosh\*. The guide is divided into the following sections:

## Additional Documentation

For additional GroupWise Messenger documentation, see the following guides at the [Novell GroupWise 6.5 documentation Web site \(http://www.novell.com/documentation/gw65\)](http://www.novell.com/documentation/gw65):

- ♦ *Installation Guide*
- ♦ *Administration Guide*

## Documentation Updates

For the most recent version of the *GroupWise Messenger Client User Guide*, visit the [Novell GroupWise 6.5 documentation Web site \(http://www.novell.com/documentation/gw65\)](http://www.novell.com/documentation/gw65).

## Documentation Conventions

In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

A trademark symbol (®, ™, etc.) denotes a Novell trademark. An asterisk (\*) denotes a third-party trademark.

When a path name or startup option can be written with a back slash for some platforms or a forward slash for other platforms, it is presented with a back slash. Users of platforms that require a forward slash, such as Linux, should use forward slashes as required by your software.

## User Comments

We want to hear your comments and suggestions about this manual and the other documentation included with GroupWise Messenger. To contact us, e-mail to [proddoc@novell.com](mailto:proddoc@novell.com).

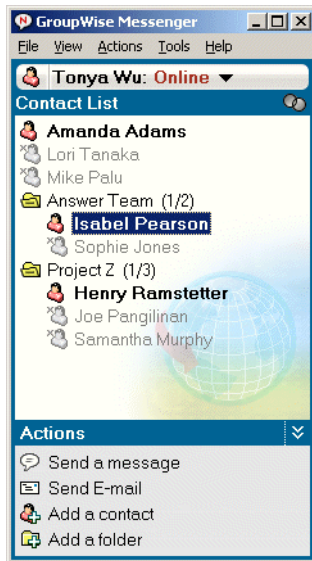


# 1

## Getting Started

Novell® GroupWise® Messenger is a corporate instant messaging product that is based on the directory.

You can create a Contact List, send instant messages, create an archive of messages, allow and block others from seeing your availability, and more.




GroupWise Messenger options are available only if GroupWise Messenger is installed and running.

This section contains the following topics:

- ♦ [“Logging In to GroupWise Messenger” on page 9](#)
- ♦ [“Logging Out of GroupWise Messenger” on page 10](#)

## Logging In to GroupWise Messenger

To log in to GroupWise Messenger:



- 1 Open GroupWise Messenger, using the  icon.
- 2 Type your user ID in the User ID field.
- 3 Type your password in the Password field.
- 4 Select Remember Password if you want the system to not ask you for your password again.

The user ID and password you use to log in to GroupWise Messenger is your directory (NDS<sup>®</sup>/Novell eDirectory<sup>™</sup>) user ID and password, which might not be the same as your GroupWise user ID and password. Check with your system administrator if you don't know your password.

- 5 Click Advanced.
- 6 Type your server name in the Server field.
- 7 Type your port number in the Port field.

If you are not sure what to type in the Server and Port fields, contact your system administrator.

- 8 Click OK.



When you log in to GroupWise Messenger, the  GroupWise Messenger icon is added to the system tray for Windows and Linux. For Macintosh, the  GroupWise Messenger icon is added to the dock.

## Logging Out of GroupWise Messenger

To log out of GroupWise Messenger:

- 1 Click File > Log Out.

Log Out logs you out of GroupWise Messenger but does not close the main window or exit GroupWise Messenger.

There are two other options on the main File menu: Close this Window closes the GroupWise Messenger window but leaves the  icon in the system tray for Windows and Linux, and leaves the  icon on the dock for Macintosh. Exit logs you out of GroupWise Messenger, closes the GroupWise Messenger window, and removes the icon from the system tray for Windows and Linux, and from the dock on Macintosh.

If at any time your network or GroupWise Messenger connection is interrupted, you are logged out of GroupWise Messenger, but as soon as your connection is restored, you are logged back in. If you are in the middle of a conversation when this happens, the conversation can continue as soon as the connection is restored.

# 2 Working with Conversations

This section contains the following topics:

- ◆ “Sending an Instant Message” on page 11
- ◆ “Using Emoticons in Your Message” on page 12
- ◆ “Changing the Font of Text in a Conversation” on page 13
- ◆ “Holding a Group Conversation” on page 13
- ◆ “Adding a Time Stamp to Each Entry in a Conversation” on page 14
- ◆ “Saving a Conversation” on page 14
- ◆ “Opening a Saved Conversation” on page 14
- ◆ “Printing a Conversation” on page 14
- ◆ “Searching the Archives for Logged Conversations” on page 15
- ◆ “Sending an E-Mail Message (Windows Only)” on page 15

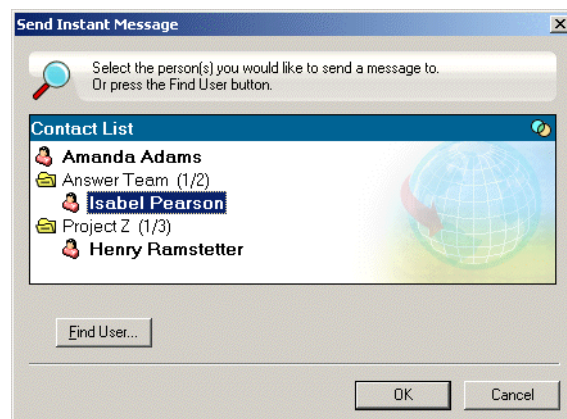
## Sending an Instant Message

1 Double-click a contact, then follow Step 3.

or

If you want to send a message to someone who is not in your Contact List, click Send a Message, then follow Step 2.

2 Click Find User, select Use This User ID, type the user ID of the person, then click Finish.




or


Click Find User, select Search for User, type all or part of the name you are looking for, then click Next. Select the user you want from the Search Results list, click Add to My Contact List if desired, then click Finish.

or

Click Find User, click Advanced, click Begins With, Contains, or Equals from the drop-down list next to a field, type the information you are looking for in the field, then click Next. Select the user you want from the Search Results list, click Add to My Contact List if desired, then click Finish.













- 3 Type your message.
- 4 Click  or press Enter.

## Using Emoticons in Your Message

- 1 In an open conversation, click , then click the image that conveys your feelings.

or

Type any of the following keystrokes to represent an emoticon:

Keystrokes	Emoticon	Meaning
:) or :-)		Smile
:( or :-)		Frown
;) or ;-)		Wink
:O or :-O		Surprised
:@ or :-@		Angry
:/ or :-/		Undecided
:D or :-D		Big Smile
:'( or :-'()		Crying
O:) or O:-)		Innocent
:[ or :-[		Embarrassed
:X or :-X		Lips Are Sealed
! or :-!		Foot in Mouth

When you use the keystrokes rather than selecting the image, the emoticon image appears when you press Enter to send your message. To remind yourself of the keystrokes when typing a message, click Edit > Emoticons.

If you do not want the keystrokes to be converted into images, click Tools > Options, then deselect Use Graphical Emoticons. This setting prevents the typed character sequences from being converted into images.

## Changing the Font of Text in a Conversation

- 1 In an open conversation, select the text you want to change.
- 2 Click Edit > Font.
- 3 Make selections, then click OK.

You can also select text and make selections from the header over the text you are typing.



To specify default fonts, see “[Specifying the Font of Composed Messages](#)” on page 24 and “[Specifying the Font of Received Messages](#)” on page 24.

## Holding a Group Conversation

You can hold instant messaging conversations with more than one user. Start a conversation with one user, then invite additional users to join.

- 1 Double-click a user in your Contact List.

or

Click Send Message, then find a user by following [Step 2 on page 11](#).

- 2 Click Actions, then click Invite Others to Join the Conversation.

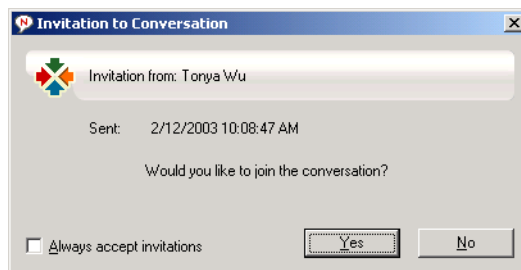
- 3 Click a user (or Ctrl+click multiple users) in your Contact List, then click OK.


or

Click Find User to search for users who are not in your Contact List. Follow [Step 2 on page 11](#).

You can also Ctrl+click multiple users in your Contact List and press Enter to begin a group conversation.

Each user who is invited to the conversation receives this message box:



If you cannot see the list of participants in this conversation, click  to open the Control Panel.

After a user accepts the invitation to join the conversation, he or she can send messages to the other participants. A user cannot see any messages that were sent before he or she joined the conversation, or after he or she leaves the conversation.

## Adding a Time Stamp to Each Entry in a Conversation

- 1 In an open conversation, click View, then click Show Timestamp.

## Saving a Conversation

- 1 In an open conversation, click File.
- 2 Click Save Conversation As, browse to a location, then specify a filename.  
or  
Click Save Conversation if you have already saved the conversation at least once.  
or  
Click Save Conversation to iFolder if you have Novell iFolder<sup>®</sup> installed (Window only).
- 3 Specify the location to save the conversation.
- 4 Click Save.

The conversation is saved with a .txt file extension.

You are also prompted to save a conversation whenever you close the conversation. To change this setting, see [“Specifying If You’re Prompted to Save Conversations” on page 26](#).

## Opening a Saved Conversation

Use this procedure to open a conversation you have saved.

- 1 In a Conversation window, click File > Open Conversation.
- 2 Browse to the location of the conversation, then click OK.

In order to search for a conversation that has been archived, your system administrator needs to grant you access rights. For more information, see [“Searching the Archives for Logged Conversations” on page 15](#).

## Printing a Conversation


- 1 In an open conversation, click File > Print Conversation.  
or  
In Macintosh and Linux, click File > Print.
- 2 Click Print again.

# Searching the Archives for Logged Conversations

The system administrator can specify that all conversations be logged in a system archive. If you are given access rights, you can search the archive for logged conversations.

- 1 Click File > Search Archive.



- 2 Use the Search Archived Messages dialog box to search by participants, dates, and conversation text:
  - Click Find to search for and add participants.
  - Click  to select dates in the Date Range field.
  - Type the text you want to search for in the Containing Text field.
- 3 Click Search to search for conversations that meet the search criteria you specified.
- 4 To print or save the list of logged conversations that displays, click Print List or Save List on the File menu.
- 5 To print or save the currently selected logged conversation, click Print or Save on the File menu.
- 6 To make changes to your search, click File, click Modify Search, make changes, then click Search again.

## Sending an E-Mail Message (Windows Only)

- 1 Click Send E-Mail.
- 2 Select the name of the person you want to send an e-mail message to, then click OK.
  - or
  - Double-click the name of the person you want to send an e-mail message to.
  - or
  - Click Find User, select Use This User ID, type the user ID of the person, then click Finish.
  - or

Click Find User, select Search for User, type all or part of the name you are looking for, then click Next. Select the user you want from the Search Results list, click Add to My Contact List if desired, then click Finish.

or

Click Find User to search for a person. Click Advanced, click Begins With, Contains, or Equals from the drop-down list next to a field, type the information you are looking for in the field, then click Next. Select the user you want from the Search Results list, click Add to My Contact List if desired, then click Finish.

**3** When the e-mail item opens, complete the message and click Send on the Toolbar.

If you want to be prompted to send an e-mail each time you try to send an instant message to someone who is offline, click Tools, click Options, click the Message tab, make sure Send E-Mail When I Start A Message to An Offline Contact is selected, then click OK.

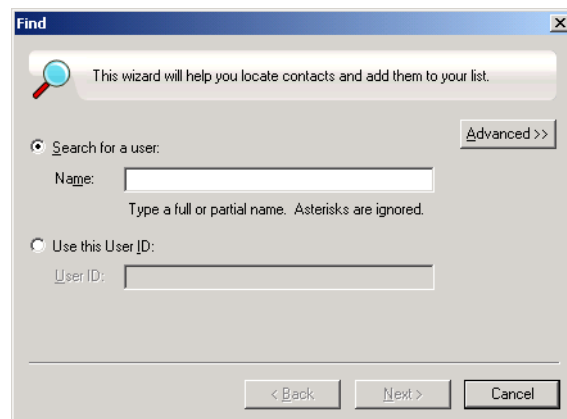
# 3 Working with Contacts

This section contains the following topics:

- ◆ “Adding a Contact” on page 17
- ◆ “Deleting a Contact” on page 17
- ◆ “Organizing the Contact List” on page 18
- ◆ “Importing a Contact List” on page 18
- ◆ “Exporting a Contact List” on page 18

## Adding a Contact

- 1 Click Add a Contact.



- 2 Type part or all of the name of the person you want to add, click Next, click the name in the Search Results list, then click Add.

or

Type the user ID of the person, then click Add.

or

Click Advanced, click Begins With, Contains, or Equals from the drop-down list next to a field, type the information you are looking for in the field, then click Next. Select the user you want from the Search Results list, then click Add.

## Deleting a Contact

- 1 Right-click the contact, then click Remove.

## Organizing the Contact List

You can organize your Contact List by dragging contacts and folders to the location you want them. Or, you can use the following steps:

- 1 Click Tools, then click Organize Contacts. For Macintosh, click Preferences, then click Organize.
- 2 Click contact names, then click Move Up or Move Down to change the position in the list.
- 3 To add a folder, click Add Folder, then type the folder name.
- 4 To move a contact to a folder, drag the contact to the folder, or click the contact, click Actions, click Move, select the folder from the drop-down list, then click OK.
- 5 Click Close.

## Importing a Contact List

You can import a contact list if you have a .nmx file (contact list file) to import. A .nmx file is a file that has been exported from a GroupWise<sup>®</sup> Messenger contact list. The imported contacts are merged with your existing Contact List.

- 1 Click File, then click Import Contact List.
- 2 Browse to the location of the .nmx file.
- 3 Click the filename, then click Open.

## Exporting a Contact List

You can save your contact list as a .nmx file (contact list file) to distribute to other users. When someone imports the .nmx file, the imported contacts are merged with his or her existing Contact List.





- 1 Click File, then click Export Contact List.
- 2 Browse to the location of the .nmx file.
- 3 Select the filename, then click Save.


# 4 Working With Statuses

This section contains the following topics:

- ♦ “Changing Your Status” on page 19
- ♦ “Creating a Custom Status” on page 19

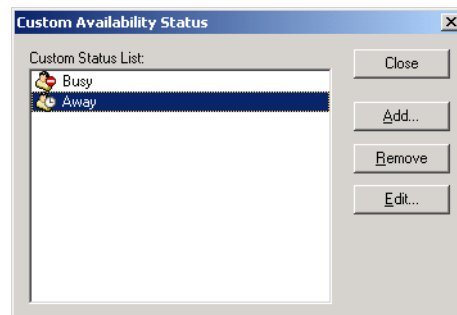
## Changing Your Status

- 1 Click the status bar (where your name appears under the menu bar).
- 2 Click the status you want other users to see next to your name in their Contact Lists.
  - ♦  Online
  - ♦  Busy
  - ♦  Away
  - ♦  Appear Offline

You can also right-click the  GroupWise Messenger icon on the system tray (Windows and Linux only), click Status, then click a status.

## Creating a Custom Status

- 1 Click File, click Status, then click Custom Status.



- 2 Click Add.
- 3 Type the custom status title, for example, In a Meeting.
- 4 Select Busy or Away from the Show As drop-down list. This determines the icon that displays next to your status.

- 5 (Optional) Type the text you want to automatically be returned to a user who tries to send you an instant message when you have this status selected, for example, I'm in a meeting right now and can't respond.
- 6 Click OK, then click Close.

# 5

## Customizing GroupWise Messenger

This section contains the following topics:

- ♦ “Changing Your Password” on page 21
- ♦ “Specifying Who Can See Your Status and Send You Messages” on page 22
- ♦ “Showing Only Online Contacts” on page 22
- ♦ “Turning Off the Sound (Windows and Linux Only)” on page 22
- ♦ “Specifying How Long to Wait Before You Are Shown as Idle” on page 23
- ♦ “Specifying How the Enter Key Works” on page 23
- ♦ “Specifying the Font of Composed Messages” on page 24
- ♦ “Specifying the Font of Received Messages” on page 24
- ♦ “Specifying When You Receive Sounds and Alerts” on page 24
- ♦ “Specifying When GroupWise Messenger Opens” on page 25
- ♦ “Specifying If You’re Prompted to Save Conversations” on page 26
- ♦ “Using Startup Options” on page 26

### Changing Your Password

If the system administrator gives you rights, you can change your GroupWise® Messenger password. Because you log in to GroupWise Messenger using your directory (NDS®/Novell® eDirectory™) password, this changes your directory password.

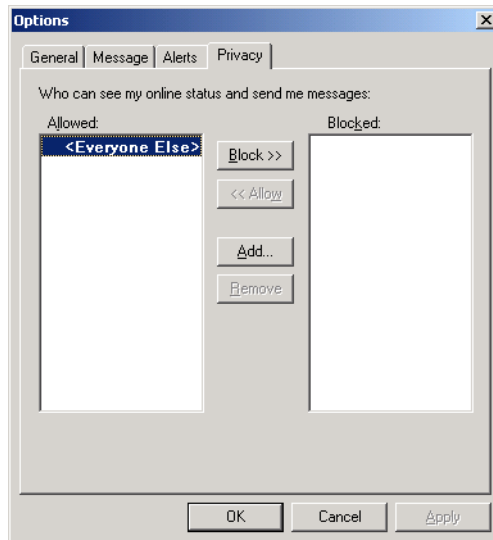
- 1 Click Tools > Change Password. For Macintosh, click Preferences > Change Password.



- 2 Type your old password in the Old Password field, then type your new password in the New Password and Confirm Password fields.
- 3 Click OK.

## Specifying Who Can See Your Status and Send You Messages


- 1 Click Tools > Options. For Macintosh, click Preferences, then click Options.
- 2 Click the Privacy tab.



- 3 Use the Add and Remove buttons to add and remove users from the Allowed and Blocked lists.
- 4 Select users and use the Block >> and Allow >> buttons to move users from one list to the other.
- 5 Click OK.

## Showing Only Online Contacts


By default, all the contacts in your Contact List display.

- 1 Click  in the header over the Contact List, then click Show Online Contacts.

You can also click View, then click Show Online Contacts.

## Turning Off the Sound (Windows and Linux Only)

You can turn all sounds off temporarily.

- 1 Right-click the  GroupWise Messenger status icon on the system tray, then select Mute.
- 2 To turn sounds back on, repeat step 1.

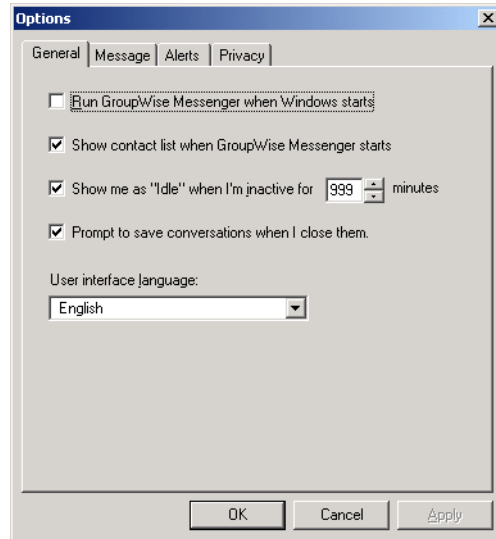
If you use Mute to turn sounds off, they are turned back on when you exit GroupWise Messenger and log back in.

For information about specifying when you are notified by sounds and alerts, see [“Specifying When You Receive Sounds and Alerts” on page 24](#).

# Specifying How Long to Wait Before You Are Shown as Idle

When you do not use GroupWise Messenger for a certain amount of time, “Idle” displays next to the status for your name in other users’ Contact Lists. You can change this amount of time.

- 1 Click Tools > Options. For Macintosh, click Preferences, then click Options.
- 2 Click the General tab.

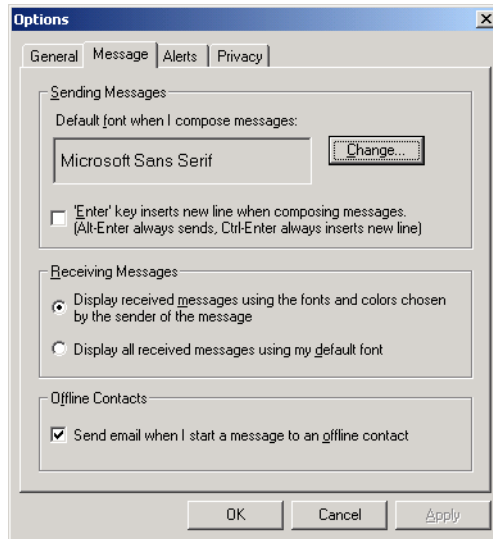


- 3 Make sure Show Me As Idle When I’m Inactive For \_\_ Minutes is selected.
- 4 Change the amount of time.
- 5 Click OK.

# Specifying How the Enter Key Works

By default, pressing the Enter key sends the message you are composing. You can change this so that the Enter key inserts a new line into your message.

- 1 Click Tools, then click Options. For Macintosh, click Preferences, then click Options.
- 2 Click the Message tab.



3 Select Enter Key Inserts New Line When Composing Messages.

4 Click OK.

Ctrl+Enter and Shift+Enter always insert a new line and Alt+Enter always sends a message.

## Specifying the Font of Composed Messages

1 Click Tools, then click Options. For Macintosh, click Preferences, then click Options.

2 Click the Message tab.

3 Click Change (next to Default Font When I Compose Messages).

4 Make font selections, then click OK.

5 Click OK.

## Specifying the Font of Received Messages

1 Click Tools, then click Options. For Macintosh, click Preferences, then click Options.

2 Click the Message tab.

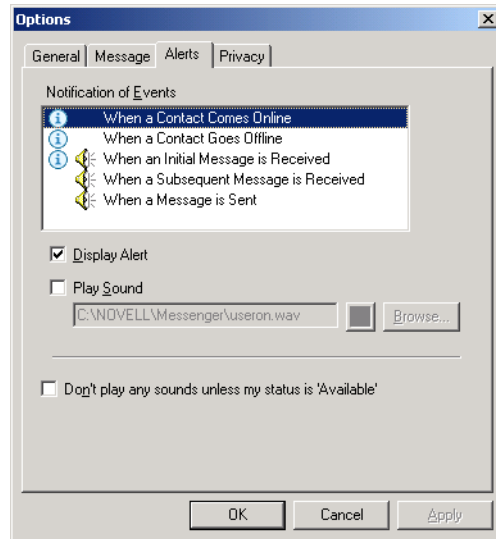
3 Select one of the options in the Receiving Messages group box.

4 Click OK.

## Specifying When You Receive Sounds and Alerts

1 Click Tools, then click Options. For Macintosh, click Preferences, then click Options.

2 Click the Alert tab.

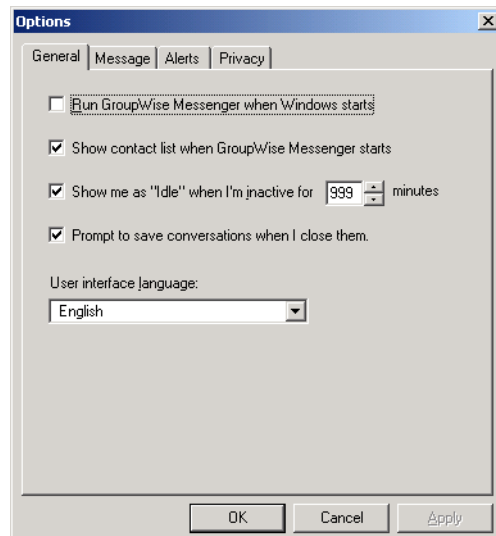


- 3 In the Notification of Events list, click the event for which you want to specify sounds and alerts.
- 4 Select or deselect Display Alert and Play Sound. To change the default sound, browse to a different sound file.
- 5 If desired, select Don't Play Any Sounds Unless My Status Is Available.
- 6 Click OK.

To mute all sounds temporarily, right-click the GroupWise Messenger status icon in the system tray, then select Mute. Follow the same step to turn sounds back on. If you use Mute to turn sounds off, they will be turned back on when you exit GroupWise Messenger and log back in.

## Specifying When GroupWise Messenger Opens

- 1 Click Tools, then click Options. For Macintosh, click Preferences, then click Options.
- 2 Click the General tab.



- 3 Select or deselect Run GroupWise Messenger When Windows Starts.
- 4 Click OK.

In the GroupWise client, you can also specify whether or not to open GroupWise Messenger when the GroupWise client starts. In the GroupWise client, click Tools, click Options, double-click Environment, then select or deselect Launch Messenger At Startup.

## Specifying If You're Prompted to Save Conversations

- 1 Click Tools, then click Options. For Macintosh, click Preferences, then click Options.
- 2 Click the General tab.
- 3 Select or deselect Prompt to Save Conversations When I Close Them.
- 4 Click OK.

## Using Startup Options

You can use the following startup options on the command line when starting GroupWise Messenger:

Startup Option	What It Does
/l-xx	Sets the user interface language. XX is the two-letter ANSI language abbreviation.
/background	Starts GroupWise Messenger without showing the main window.
/u-xxx or /@u-xxx	Specifies what user ID to log in with. XXX is the user ID.
/ipa-xxx	Specifies the IP address to log in with. XXX is the IP address.
/ipp-xxx	Specifies the IP port to log in with. XXX is the IP port.
/import- <i>filename</i>	Imports a specific contacts list. <i>filename</i> is the .nmx file.

The following options can be used both on the command line and in a browser window, such as Internet Explorer.

Option	What It Does
nim:launchNM	Opens GroupWise Messenger.
nim:startIm	Opens the Invite dialog box.
nim:startIm?username= <i>username</i>	Starts a conversation with <i>username</i> .
nim:startIm?username= <i>username</i> &message= <i>message</i>	Sends a specific message to <i>username</i> . For example: nim:startIm?username=AAdams&message=Good+morning
nim:addContact	Brings up the Add Contact dialog box.

---

<b>Option</b>	<b>What It Does</b>
<code>nim:addContact?username=<i>username</i></code>	Opens the GroupWise Messenger main window with <i>username</i> added to the Contact List. The name is added to the root level of the contact list and not to a specific folder. For example: <code>nim:addcontact?username=AAdams</code> .
<code>nim:addContact?username=<i>username</i>&amp;foldername=<i>folder_name</i></code>	Opens the GroupWise Messenger main window with <i>username</i> added to the Contact List. The name is added to the folder named <i>folder_name</i> .
<code>nim:import?filename=<i>filename</i></code>	Imports the contacts in the .nmx file <i>filename</i> .
<code>nim:invite</code>	Opens the Invite dialog box. (same as <code>nim:startim</code> )
<code>nim:close</code>	Closes the GroupWise Messenger main window but does not exit GroupWise Messenger.
<code>nim:exit</code>	Exits GroupWise Messenger.
<code>nim:open</code>	Opens the GroupWise Messenger main window.
<code>nim:preferences</code>	Opens the Options dialog box.

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# 6

## Using GroupWise Messenger from Within GroupWise (Windows Only)

The following GroupWise® Messenger options are available within GroupWise:

- ♦ “Sending an Instant Message” on page 29
- ♦ “Displaying the GroupWise Messenger Contact List” on page 29
- ♦ “Specifying Whether or Not to Start GroupWise Messenger When GroupWise Starts” on page 29
- ♦ “Displaying GroupWise Messenger Options” on page 30

For GroupWise Messenger to work with GroupWise, you must be using the Windows client for both.

### Sending an Instant Message

- 1 In GroupWise, click File > New, then click Instant Message.
- 2 Click the person you want to send a message to.  
or  
Click the Find User button to search for a person who is not in your Contact List.
- 3 Click OK.
- 4 Type the message.
- 5 Press Enter, or press Alt+Enter.

### Displaying the GroupWise Messenger Contact List

- 1 In GroupWise, click Tools > Messenger, then click Contact List.

### Specifying Whether or Not to Start GroupWise Messenger When GroupWise Starts

- 1 In GroupWise, click Tools > Options.
- 2 Double-click Environment.
- 3 On the General tab, select or deselect Launch Messenger At Startup.

If you are running both GroupWise and GroupWise Messenger and you exit GroupWise, GroupWise Messenger continues to run until you exit it also.

## Displaying GroupWise Messenger Options

- 1 In GroupWise, click Tools > Messenger, then click Preferences.