



adamantium | IM enterprise messenger

User guide

Release 1.2

adamantium|se
BUSINESS COMMUNICATION MADE SIMPLE

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PREFACE

About this user guide

adamantium|IM is a real-time communications platform developed by Adamantium Software Engineering that allows you to communicate with colleagues and clients in a protected environment without the delays of e-mail and security risks of public instant messaging platforms. This powerful suite offers capabilities such as stickies, memo's, bulletin boards, SMS to mobile phones and real-time text chat.

This guide is intended for users at client level, trainers and users at client level. It explains the functionality of the software and the capabilities it offer to allow users to get up to speed in no time. The user interface has been developed to offer an intuitive user experience and this guide will help users understand and enjoy the product.

Requirements

This guide assumes that you

- have a basic knowledge of TCP/IP networking;
- have a good understanding of the Microsoft Windows operating system;
- are familiar with graphical user interfaces (GUI), have experience using the computer keyboard and mouse; and
- have basic computer knowledge.

Additional information and support

To contact us for product-, sales- or support queries please use one of the following.

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Thank you

We hope that you will enjoy using this software as much as we did developing it. Please send us your feedback to help us create an even better product that will grow as your needs grow.

The adamantium|IM development team.

CHAPTER 1

GETTING STARTED

This chapter describes the steps required to install the IM client to desktop machines and getting it up and running the first time. It can be used by users and administrators.

Requirements

To install the adamantium|IM client you must have a PC running Windows 2000 Professional or later and be connected to a TCP/IP network.

1. Installing adamantium | IM client

To install IM on your machine you can either install it from the provided installation CD by allowing the AutoPlay function to load the installer and selecting **Install IM Client** from the **application server and client** page. This will launch the **SetupClient.exe** file located in the /setup folder on the disk.

IM can also be installed through the MSI file in the /setup folder names **adamantiumIM.msi**. This file can be used for Active Directory deployment by network administrators.

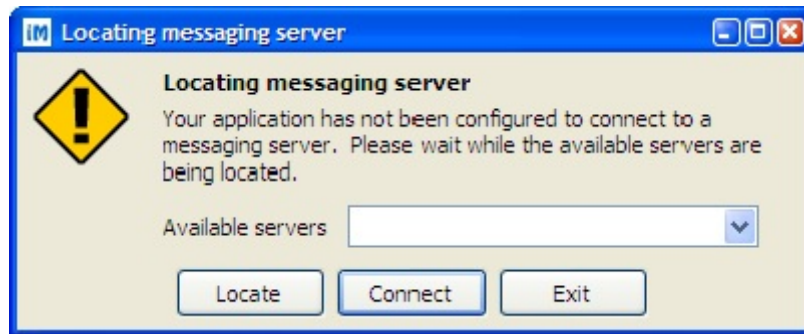
2. Uninstalling adamantium | IM client

The installation procedure will create an entry in the **Add/Remove Software** list accessible through the Windows Control Panel. To remove, simply open Add/Remove Software, select the IM product line and click **Remove**. As IM creates certain files during its use you might need to be required to remove two directories manually from the user's **application data** folder and the **program files** folder.

3. Starting your IM client

The installation procedure created two shortcuts - one being on the **desktop** and one in the **Adamantium SE** folder in the **All Programs** Windows menu. To start the program simply double-click any of the shortcuts.

At first launch, no server would be configured. IM has a locator function that can detect servers in its current network. The following dialogue would appear which is used to locate the current network servers.



To locate your server, click **Locate** and wait for the list of servers to be populated. Once the list has been filled, select the server. If your network has more than one server, please contact your network administrator to obtain the correct address. In some cases the server might not be located automatically. In this case please obtain the correct server address from your local administrator and type it into the **available server** edit box. Once the server has been selected click **Connect** to connect to the server. This process only needs to be performed once after installation.

To change your address at a later stage, right-click on the IM icon in the system tray, select **Options** and enter the new address in the **server** field.

4. Logging on to the server

Once connected to the IM server you are required to log on. Please confirm with your local administrator what your username / mailbox is. This is unique for each user. If your server is configured to use Active Directory authentication (which is the most common approach for large organisations) your mailbox would be the same as your Windows login while you would also use the same password. If your server is configured to use built-in security your username would be name.surname (eg. mike.williams) and the default password (for first-time login would be password123).

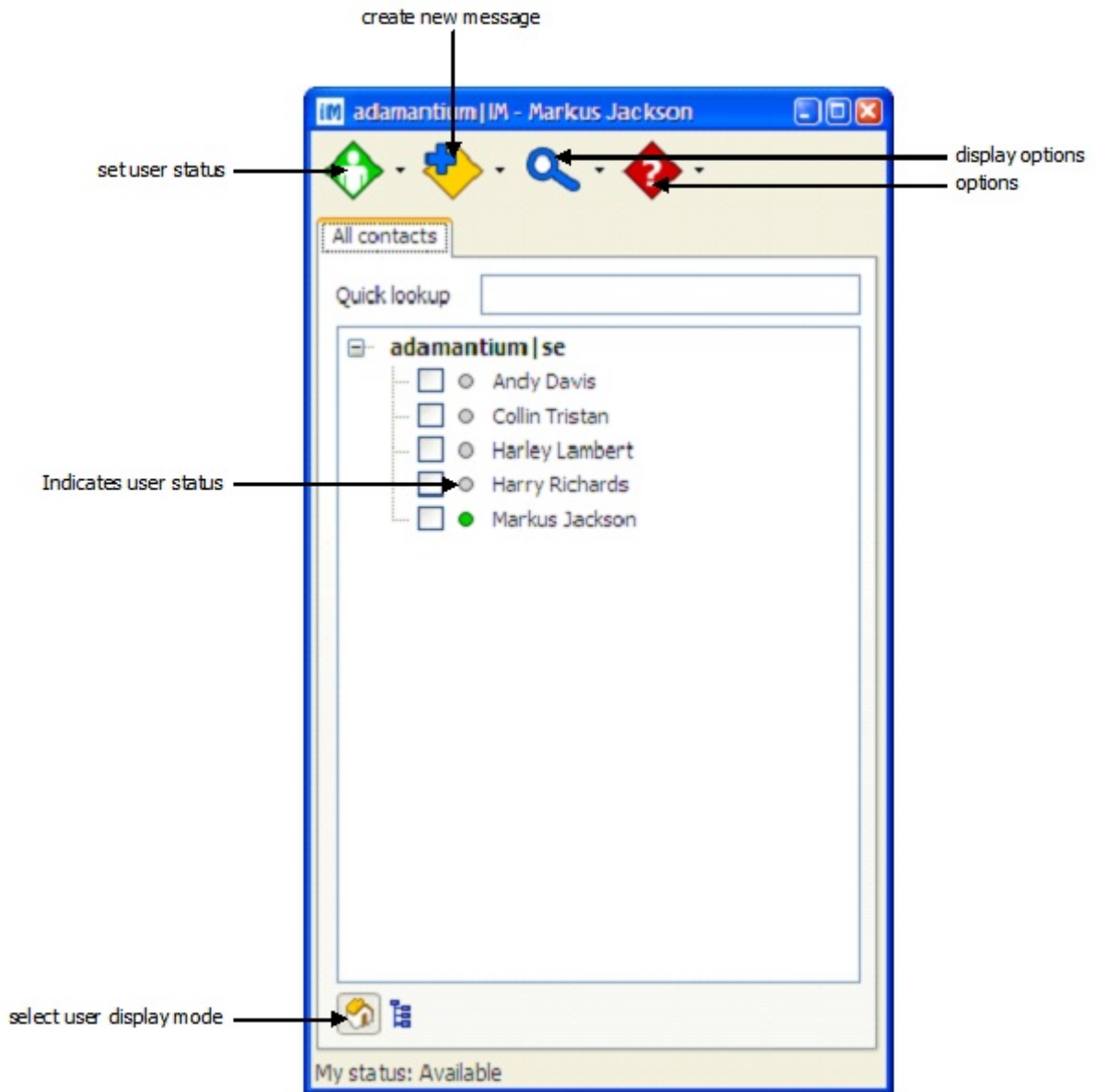


Enter your security credentials and click **Login**. If you login fails, an error message will be displayed below the buttons with an explanation of the problem. The IM tray icon indicates client status. A red icon indicates that you are not connected to the server or that the server is down. Yellow indicates a login request and a blue icon shows when you are connected and successfully logged in.

CHAPTER 2

USING THE MESSENGER

This chapter describes the basic functionality of the system and how the user interface operates. This is applicable to all users and administrators.

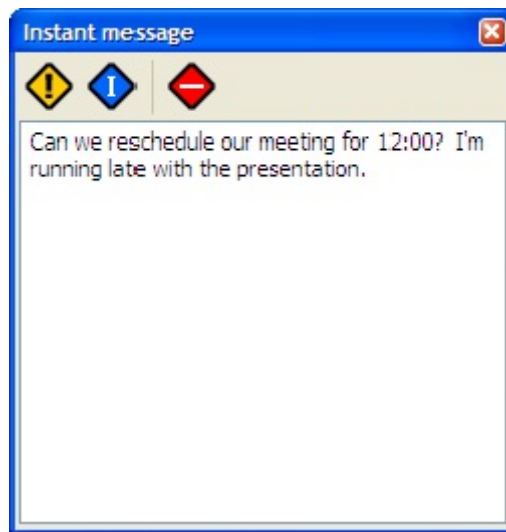


1. Basic functions of the IM

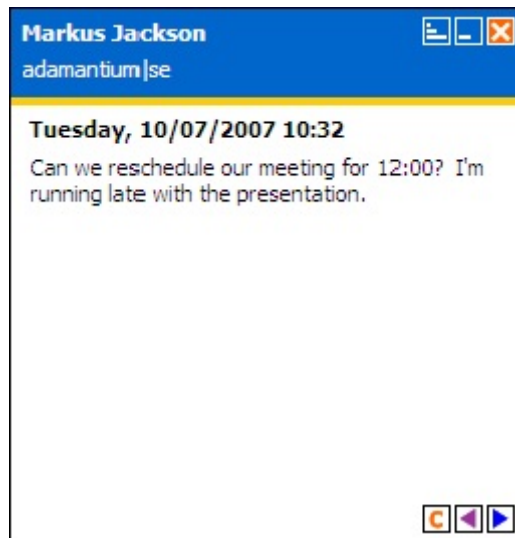
As a user of adamantium|IM you can send the following messages to other users.

1.1 Stickies

A sticky is a small popup message that acts like a paper sticky note that gets posted on your screen. It is a small message used for short messages - similar to SMS for computers. To send a sticky, select the user and right-click on his name and selecting **Sticky**. You can also send stickies to multiple users by checking the boxes next to their names and then selecting **new message** from the main toolbar and selecting Sticky on the menu. This will open a small editor window in which the sticky message can be typed.



When you finished typing the message, click the **Send** button (yellow button to the left) or click add a web/file link by clicking the **link** button. This will allow you to include a web or file link with the message that gets displayed as a little blue 'e' at the bottom of the received sticky. When linking files in this way please ensure that the link is visible to the recipient in the same way that you access it. This would apply, for example, to files on shared file servers.



Stickies are organised in a cascade-style over the main display of your computer and can be moved by dragging them with your mouse across the screen. To rearrange them, click the top-left icon on any sticky. This will stack them again in an orderly fashion at the top of your screen. All stickies can be hidden (without hiding any of the other IM windows) by clicking the **minimize** button on any sticky. To delete a sticky, click the orange **delete** button. This will permanently delete the message.

Stickies can be forwarded and replied to by using the **forward** and **reply** buttons in the bottom right corner of the sticky. You can also copy the content of a sticky by clicking the **copy** button next to **reply**.

1.2 Memos

Memos are similar to normal e-mail messages with one exception. They are internal and only distributable within the system. You would follow exactly the same steps to select users as you did with stickies, but select **memo** when creating a new message.

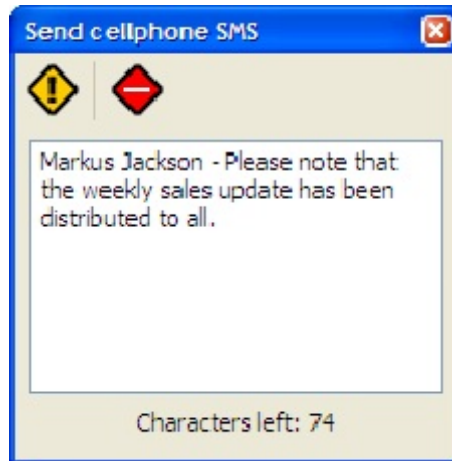
The memo editor supports WYSIWYG editing and you can format text within messages. In addition to this memo's also support the distribution of attached files of up to 1MB in size. Simply type the subject, message and send. You can send memos to multiple users by checking the boxes next to their names.



Memos are displayed by selecting the memo view (**Select views > Memos**). View the memo by selecting it in the upper display table and viewing the contents below. Memos can be deleted, forward and replied to.

1.3 SMS to cellphone

One of the most exciting functions of IM is its ability to send SMS's to users' mobile phones. If your company has signed up with iTouch, the SMS distribution provider for IM, you would be able to create an SMS by selecting the recipient and creating a new **SMS** message from the message menus.

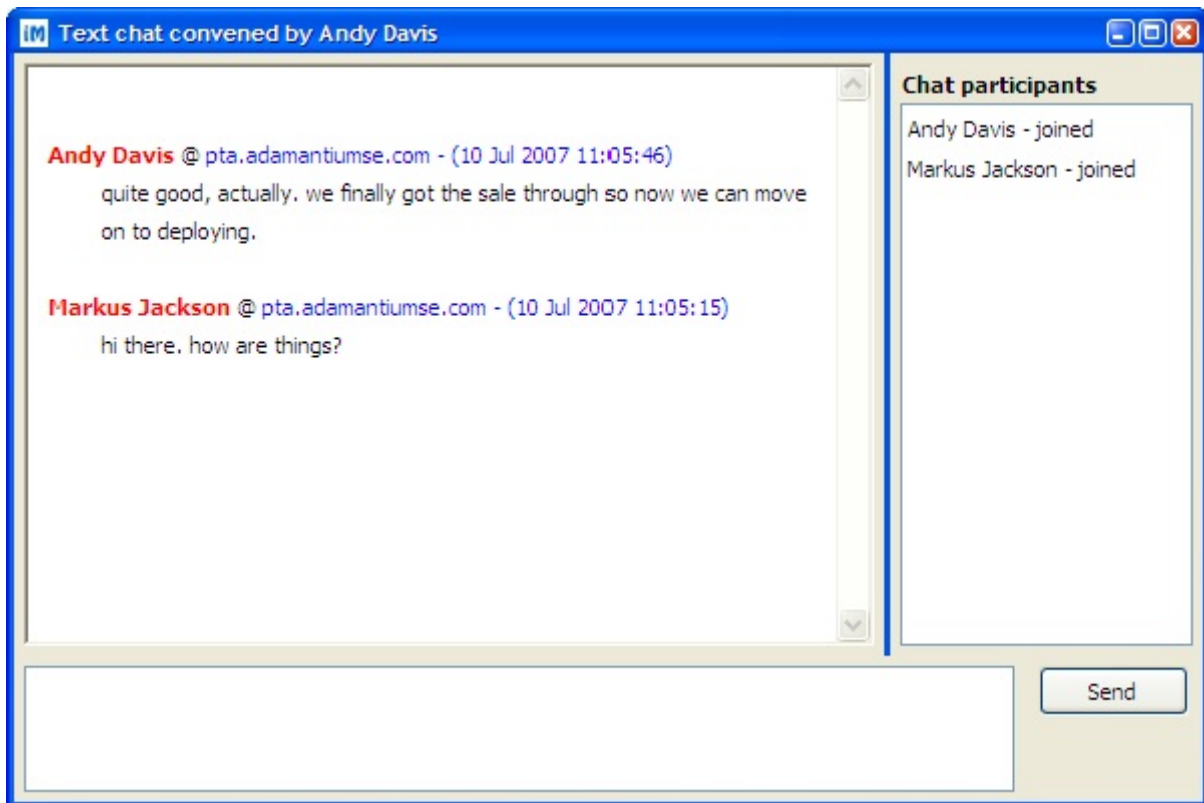


When an SMS has been read the recipient can reply to the message by sending his reply to the originating number. This reply will then be sent back to the original sender and displayed as a sticky. Please note that SMS charges range between 30c and 65c depending on the messaging bundles subscribed to by your company.

1.4 Text-chat

Text chats require at least two parties to be created. This is done by selecting the other users (which all have to be in the available state - green button) and selecting a new text-chat. A chat request window will popup on all users' screen which have to be accepted within 15 seconds of receiving the request.

The text-chat window displays the chat history and recipients. To post a message to the chat type it in the bottom window and click send or press enter. When a user wants to leave a chat he simply closes the chat window which will update his status to the other participants as **left**.



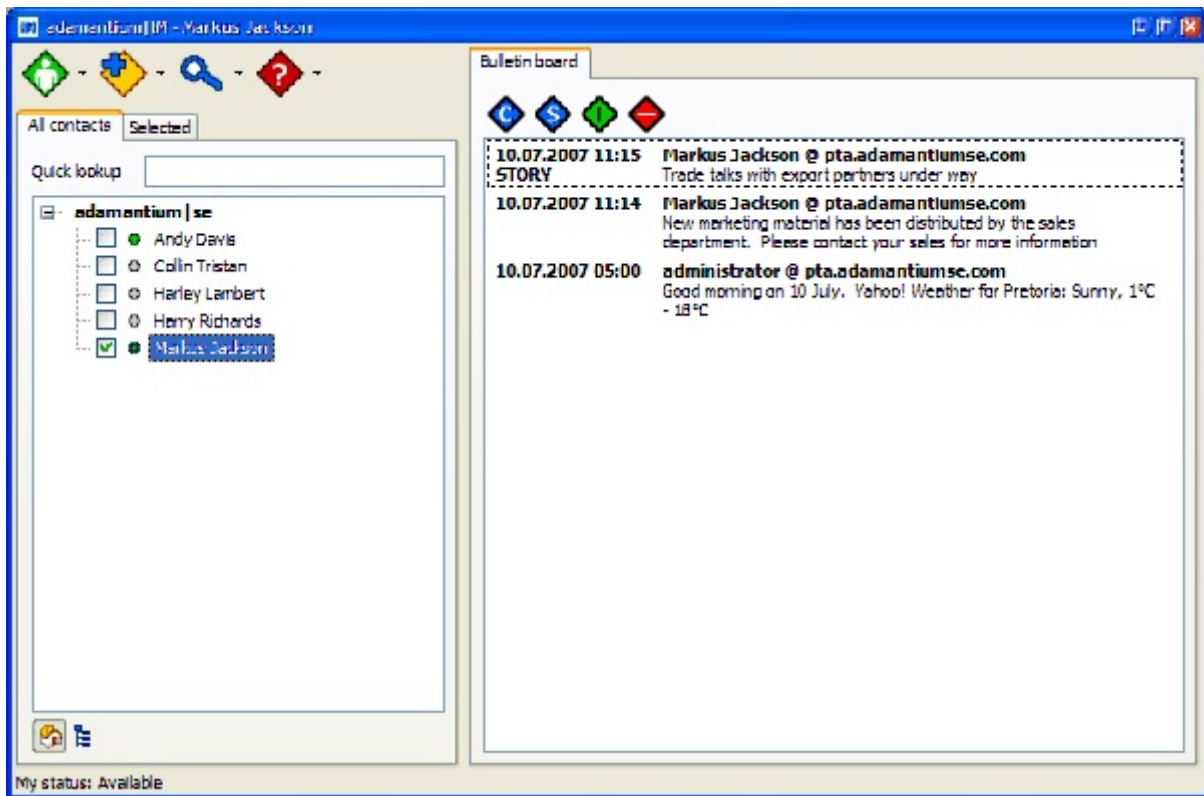
1.5 Telephone message

These messages are ideal for taking down details of callers when the person is not available. It is perfectly suited for use by personal assistants and secretaries and creates a list on the recipient user's screen with all the details of the caller.

1.6 Bulletin board

The bulletin board is a centrally shared notice board that all users can access and post to. Two different posts can be made to the board being a **comment** and **story**. Comments are short and can have a maximum length of 300 characters. They are displayed in full when posted to the board.

Stories don't have any limitation and can even be posted with attachments that can be shared by all users. After being posted, stories are displayed by their headlines and also indicate whether there are any files attached to the post.



1.7 User status

IM offers users the functionality to indicate their availability status. By setting your status other users will be able to see whether you are in the office, available or in a meeting. And if you have SMS capabilities, you can configure to receive out-of-office forwarded notifications on your mobile phone as SMS's. When out-of-office is set users also receive automatic out-of-office notifications as stickies.

1.8 Integrated phone directory

Tired of scratching through an Excel contact sheet and having trouble finding that number or e-mail address? IM offers an integrated phone and e-mail directory that is triggered by pressing a configurable hotkey (default is ALT-F5). Simply start typing the name you are looking for and the list gets automatically filtered to display the person's office number, mobile number and e-mail address. Close the directory by pressing ESC.

CONTACT US

This product has been developed to provide complete user satisfaction and enjoyment. Should you wish to comment on it please do so. We are constantly improving our offering and this can only be done effectively by active user involvement and feedback.

You are welcome to contact us using any of the following.

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