

TANDBERG Instant Messenger User Guide

Software version 2.0

TANDBERG

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Rev 02

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1. Overview

T-IM (TANDBERG Instant Messenger) is a PC application enabling instant and ad-hoc communication combining text chat, web, audio and video conferencing. T-IM facilitates communication requirements from enterprises with a geographically distributed work force.

T-IM is developed with under the same philosophy as existing instant messaging applications. T-IM however, offers additional features combining video calls, audio calls, web conferencing and text chat within the same application. Existing messaging tools do offer video and audio communication, but this is pure IP and PC based applications. T-IM combines telephone communication and Video over IP/ISDN as well as web conferencing and the traditional text chatting.

The availability of video systems varies between users. I.e. one user might have a personal system on his desk, while other users have group systems in their meeting rooms. With T-IM the user will be able to instantly book and initiate video calls, web conference or simply a telephone call while you are text chatting. T-IM is compatible with MSN messenger and the user will easily and without additional training be able to use T-IM instead of MSN messenger.

T-IM utilise TMS to manage and control the web conferencing, video and audio calls, while T-IM communicate with Live Communication Server (LCS) for corporate, secure text chat and MSN for the international MSN messenger text chat mode.

T-IM is a business tool that makes Real Communication, instantly available, and transparent to network elements. Knowledge of neither video systems nor network elements is necessary to use T-IM.

2. System Requirement

T-IM (TANDBERG Instant Messenger) is integrated with TMS (TANDBERG Management Suite). T-IM requires TMS version 8.0 or above.

The users, and endpoints must be registered on TMS before you can configure and start to use T-IM. The user must have a TMS log-inn password and TMS user name, and the video system you want to be your primary system must be registered in TMS.

In order to use the web conferencing feature in T-IM you must have See & Share, or Web Ex activated. To be able to utilize the MSN chat functionality you must also have an MSN account, and to use the LCS chat functionality you need a SIP sign in name and a LCS server to connect to. During the installation an MSN account name and password should be defined. With an MSN account T-IM will communicate with other MSN buddies just as if you were running MSN Messenger. Your other MSN buddies will be able to communicate with you, as you were running MSN on your local PC.

T-IM can be installed and are supported on Windows 2000 and Windows XP.

3. Installing TANDBERG Instant Messenger

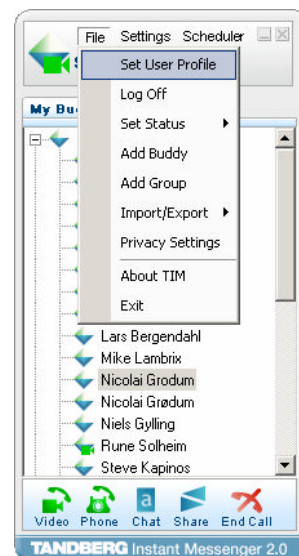
T-IM installation and set-up file can be found together with the TMS package. TMS can be downloaded as a zip file containing all the. The ftp address for the downloadable TMS zip file, one will receive as email after signing up for a free 3 license version on the TANDBERG web site at:

<http://www.tandberg.net>

To install TANDBERG Instant Messenger on your PC run the T-IMsetup.exe file. Then follow the steps presented during the interactive installation and set-up process.

After the software is installed and you have restarted the PC, you must specify the user specific information in T-IM. This is done following the steps below:

Choose the **Set User Profile** from the pull down option **File** as shown in the picture.



The **Set User Profile** menu option will have the information options as shown below:

The screenshot shows a 'User Profile' dialog box with the following sections:

- TMS User Information:**
 - User Name: reitan
 - Password: [masked]
 - TMS Address: http://tmsrd/tms
 - Use Integrated
 - Remember Password
- Calling Information:**
 - Selected Primary System: SReitan-NOR
 - Phone Number: +47 67126160
 - Mobile Phone Number: +47 98228162
- Choose Preferred Audio:**
 - Primary System
 - Phone Number
 - Mobile Number
- MSN User Information:**
 - User Name: streitan@online.no
 - Password: [masked]
 - Remember Password
 - Log on MSN
- SIP User Information:**
 - Signin Name: stale.reitan@tandberg.net
 - User Name: [empty]
 - Password: [empty]
 - SIP Server Address: [empty]
 - Use Integrated
 - Remember Password
 - Auto discover
 - Log in automatically

Buttons: OK, Cancel

The **User Profile** options must be defined before you can start to use T-IM. The fields to be specified are described below:

TMS User Information:

- User Name:** This is the Windows NT user name. This is the user name you are using in TMS and should be the same as your Windows NT login name.
- Password:** The password is the TMS login password, which is the same as the Windows NT login password. If you click to remember the password this password is stored on your PC hard disk secured with AES 128 bit encryption.
- TMS Address:** This is the URL address to TMS. This can i.e. be: http://10.0.0.43/tms.
- Use Integrated:** This function allows you to use Windows Integrated Authentication. T-IM will then use the user information from the currently logged in user on the computer.

Calling Information:

Select Primary System: You must choose one of the systems as your primary video conference system. This system will be the system that T-IM initiates a video call with when you click to initiate a video session from T-IM.

Phone Number The phone number is the phone number to the desk telephone that you are using. The format must be either with area code i.e: +1 555 2222222 or without area code: +47 98229922.

Mobile Phone Number: Mobile phone number is the mobile telephone number you want T-IM to call when you initiate a mobile telephone call from T-IM.

Choose Preferred Audio

In this field you must specify which system T-IM will prefer to use when you initiate an audio call. Since you have already recorded the system and two telephones you must specify which of them you want T-IM to use when you initiate an audio call. If you choose your primary system, T-IM will call (as audio) to your video system when you or your buddy initiates an audio call from T-IM.

MSN User Information

The MSN user information must be defined if you want to communicate to your international MSN buddies, just as if you were using MSN messenger.

MSN User Name: You must type the full user name and password of your MSN login not only the buddy name. I.e. "myname@hotmail.com"

Password: This is the MSN password related to the MSN User Name.

SIP User Information

Please refer to the LCS user information on how to set up an SIP account on the LCS server.

Signin Name: Usually you company email address

User Integrated: T-IM allows you to use the Windows Integrated Authentication for logging into the LCS server.

Auto discover: Ticking off this checkbox will make T-IM try to automatically discover the LCS server.

3.1. Storing the profile

The profile is stored on the PC relative to the user logged on. If another user logs on the PC, the user will not be able to use the previously saved profile but will have to create its own.

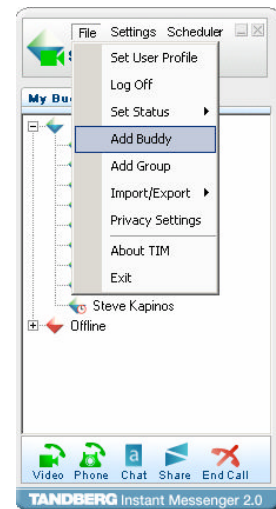
4. How to get started

After the user profile is defined you can log in and start to use T-IM. To log on simply press the **Log On** button in the middle. T-IM will the log you into LCS, MSN or both, depending on how you defined you user profile.

4.1. Step 1

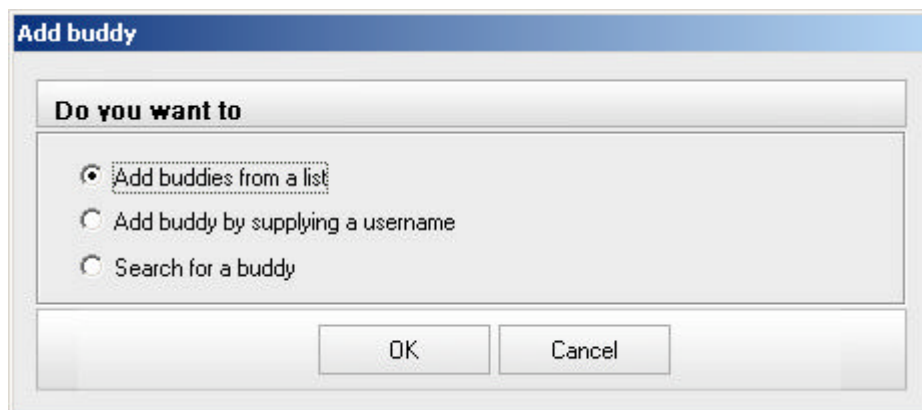
If you already have buddies added in your MSN account these buddies will be shown in the T-IM window. If you do not have buddies added already you can add your buddies in T-IM by following these steps:

Choose the add buddy under the menu:

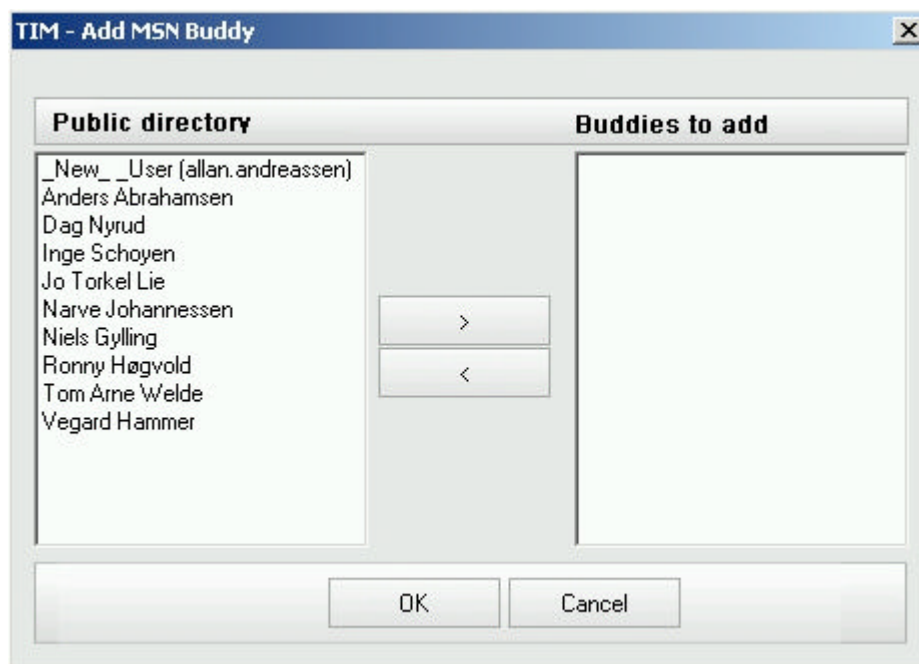


4.2. Step 2

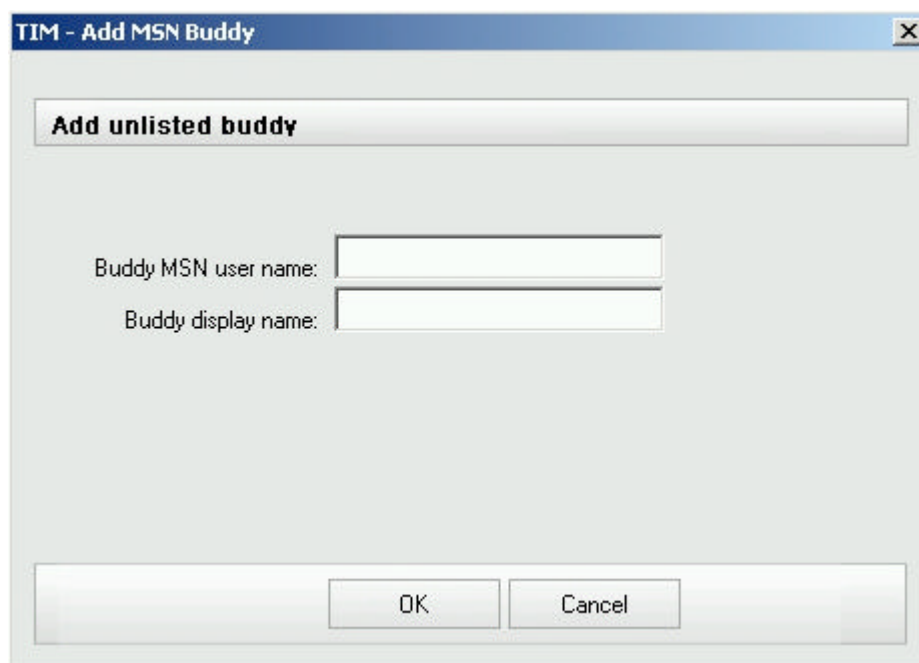
When you choose the **Add Buddy** in the pull down menu, you are asked if you want to add buddy from a list, by supplying a user name or searching for a user in the Active Directory available through LCS.



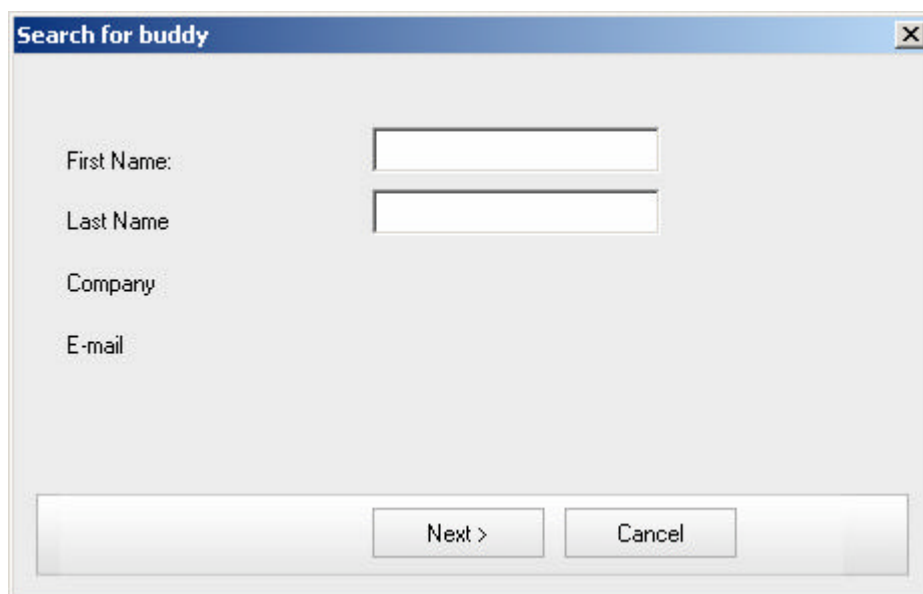
If you click on **add buddies from a list** and then click OK, you are given the list of MSN buddies as below. The users you see here are users already registered on the TMS server as T-IM users. To **add the buddies** you simply use the arrow button and add them to your list as shown on the next page:



If you choose to **add a buddy** by supplying the user name you are forwarded to a menu as shown below:



When you specify the full MSN user name i.e. myname@hotmail.com, the Buddy will be added from the global MSN network and you can choose the display name how you want this buddy to appear in T-IM.



When searching for a buddy you simply need to enter some of the letter in the first name, the last name or both to find the users you are searching for. You can then add the buddies from the list with the search results.

4.3. Step 3: how to communicate

When you have buddies added to the list you can initiate Text Chat, See & Share Web Conference, Telephone call and you can launch TANDBERG Scheduler. By marking the applicable buddy and then right mouse click you can initiate type of communication. The other option is to use the shortcut buttons in the text input window to initiate type of communication. If you double click on a buddy's name you will also initiate and open the text chat input window.

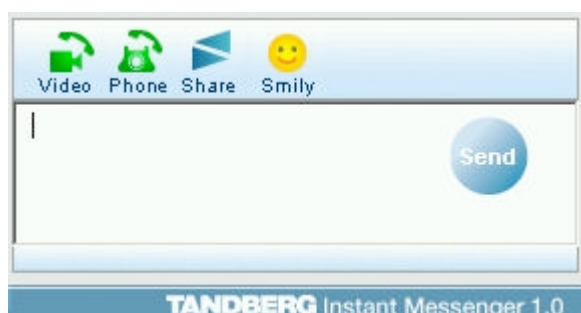


Figure 1: Text Input Window

The buttons shown above has the following functionality:



Initiate Video Call:

This menu button will initiate a video call. When you click on this button T-IM will communicate with TMS, were TMS will initiate a video session between the buddy you are chatting with (or the buddy highlighted in the main window) and you. The call will not be

initiated before the other part has accepted the video request.



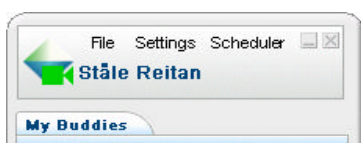
Initiate Audio Call

This menu button will initiate a telephone call. When you click this button, TMS will initiate, over the MCU, a telephone call between the buddy you are chatting with or the one highlighted in the main window.



Initiate See & Share

This button will start a See & Share session, between the Buddy you are chatting with or the buddy you have highlighted in the main window. When you choose to start a See & Share session, both parties will be given a link in the chat window along with a password. This Password is necessary to log on to the See and Share conference. (Ref. See & Share documentation for further information)



The green icon indicates that your video system is available; it will turn red if it is in use. You will see the same behavior on your buddies icons in your buddy list.

5. Functionality Description

Set Transparency

The set transparency features allow the user to add transparency on T-IM so that the chat tool can be on top while simultaneously seeing the applications under.

Track Buddy

By right clicking a buddy you can select to track a buddy. This means that you will get a pop-up of any status change of that specific buddy. These pop-ups will show even if you have disabled pop-ups from the menu.

Set Status

The set status flags give the user the opportunity to set the following flags, where his buddies will see the status, the options are:

All the status flags must be set by the users, except the “appear offline” flag, that will turn red if the users’ keyboard and mouse has not been changed the last 5 minutes.



Status Flags on the Windows Tool Bar Menu. When the mouse is located on top of the T-IM toolbar button, and by clicking the right mouse button you get the menu as shown below:



This tool makes it possible to fast set the flag status as shown in figure 8

5.1. Chatting with MSN Buddies

T-IM is an application fully integrated with the MSN network and the user can chat with his MSN buddies. The MSN features as Send Files, Web Camera, Audio and Games are not supported with T-IM. An MSN Buddy communicating with T-IM will not be able to use these features.

6. Technical info

6.1. TMS Communication

T-IM uses XML over HTTP to communicate with TMS. HTTP traffic must be enabled between T-IM and TMS. When a profile is entered in the profile page in T-IM, the profile is validated by TMS and stored.

6.2. MSN Communication

T-IM uses TCP to connect to the MSN server. The MSN server is a public server, and T-IM clients must be able to establish a TCP connection to this server, either directly or through a proxy server.

6.3. LCS Communication

T-IM uses SIP to connect to the LCS. The LCS is a private server and communication between the clients and the server is therefore usually within the corporate network. TLS encryption and logging is available as a feature on the LCS server.