

NETOP™

# Live COMMUNICATOR™

Secure Unified Communication

## Quick Guide

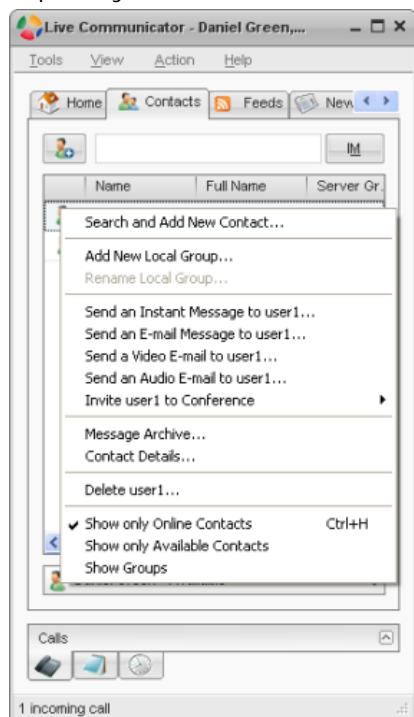
Version 4.0

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# Netop Live Communicator Quick Guide

This Quick Guide gives an overview of the tasks that Netop Live Communicator is most frequently used for.



## Log on

To start using Netop Live Communicator, you need to supply connection information on the first page.

Type: Netop Authentication

Location: msm.medianet.dk

You also need to type your user name, company and password; this information is available from your system administrator. Note the password is case sensitive.

If you select the Remember Password and Auto Connect check boxes, you will not be asked about password and user name again.

## Configuration Assistant

The Configuration Assistant wizard starts automatically on your first logon. The wizard guides you through audio setup, video setup as well as configuring your contacts list. If you need the Configuration Assistant later, you can start it from the Help menu.

## Adding contacts

You can add a contact from the Contacts tab:

- On the Action menu, point to Contacts and then click Search and Add New Contact.

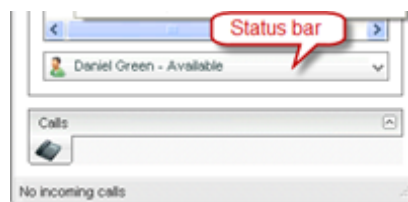
In the Search Contacts dialog box, type any information that you have, for example the user's name. Or leave fields blank to scroll through the entire list of users.

If you add a whole group to your list of contacts you will be alerted if a new contact is added to the group.

You can apply filters to displaying your contacts. Options include: Show only Online contacts, Show only Available Contacts and Show Groups.

## Status

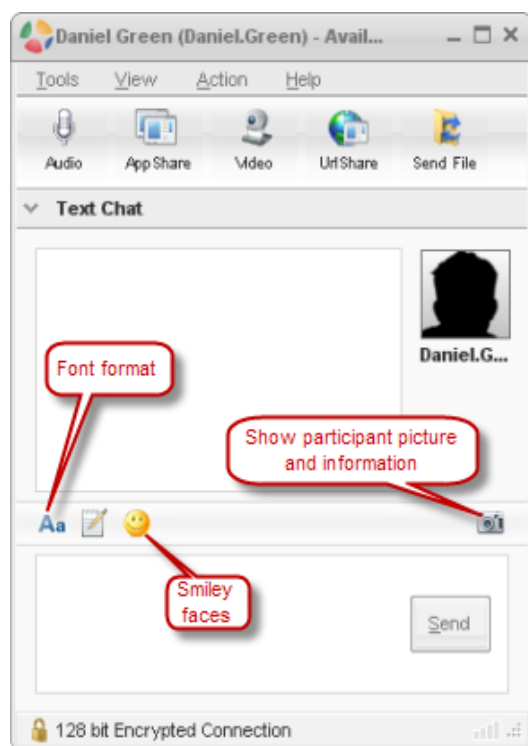
Based on information in your calendar, your current status is automatically shown in the status bar. If you do not use your computer for a period of time, your status is automatically set to Idle. You can also change it manually, for example to indicate that you are currently busy and do not want to be disturbed.



Status settings as well as a lot of other settings can be changed from the Preferences dialog box which is available from the Tools menu.

## Sending and receiving instant messages

With Netop Live Communicator you can chat with one contact or with multiple contacts.



### Send a message to a contact

In the Contacts list, double-click a contact, type a message and click Send.

Netop Live Communicator includes a selection of smiley faces that you can use in your text messages: Place the mouse pointer where you want to add the smiley in your message, click the smiley face button and select the one you want.

### Send an instant message to selected contacts or to a group

In the Contacts list, press Ctrl and select multiple contacts. Then right-click and select Send an Instant Message to selected contacts, type a message and click Send.

To send to all members of a group, right-click a group, and then click Send an Instant Message to selected contacts. The message is sent to the individual users and they can reply individually.

## Ways to extend your chat

When you are in a chat session, you can extend your text chat by:

- Using a webcam.
- Using a microphone.
- Sharing your desktop or individual applications on your desktop.
- Sharing a Web address.
- Sending a file.

Each of the interactive features is started by clicking the appropriate button:



When you click a button, for example to start using audio, the user you are chatting with is asked to accept before audio is actually enabled. The message would look something like this:

11/12/2008 3:24:03 PM  
You are invited to [enable audio](#)

If your contact does not accept, the messaging session remains a text chat session.

## Message archive

Your conversations are logged and stored in your local message archive:

- On the Tools menu, click Message Archive.

You can choose to see instant messages or calls, or both types. Your chats are sorted by the name of the user you communicated with or by the conference' id .

In addition to the chat text, the archive also shows all actions like for example:

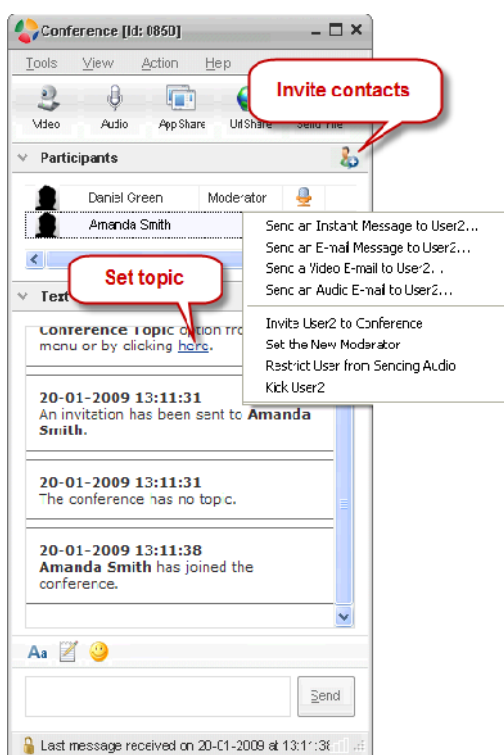
Audio started, Nn has disabled audio receiving, and Nn has enabled application share receiving.

## Creating conferences

A conference is an online appointment to which you invite contacts. Depending on the conference purpose, you can choose Presentation mode or Interactive mode. A Presentation mode conference is a 1-to-many presentation with an audience who sees and listens to your presentation while an Interactive mode conference is a many-to-many collaboration where you and your colleagues can work on the same document by requesting and granting control of it.

You can start an instant conference, or you can schedule a conference to start at a specified date and time.

When you start an instant conference, either Interactive or Presentation, a list opens with the contacts that are currently online and available. Add contacts and click OK to start the conference.



have started a conference.

## Participants list

As the contacts you have invited join the conference, the participants list displays the individual names and pictures. Right-clicking your own name will allow you to use the raise hand feature to get attention. Right-clicking another participant allows you to send a private instant message or an e-mail.

## Audio

When participants have joined an Interactive mode conference, they may typically want to switch from messaging to audio. However, the moderator may control the participants' use of audio by right-clicking a participant and selecting Restrict User from Sending Audio.

In a Presentation mode conference a user might want to draw attention by using Raise Hand on the Action menu. In this case, the moderator could Allow User to Send Audio, by using the appropriate option in the Action menu.

## Moderator

The user who organizes a conference is called moderator. The moderator determines the topic of the conference and can choose to invite additional contacts.

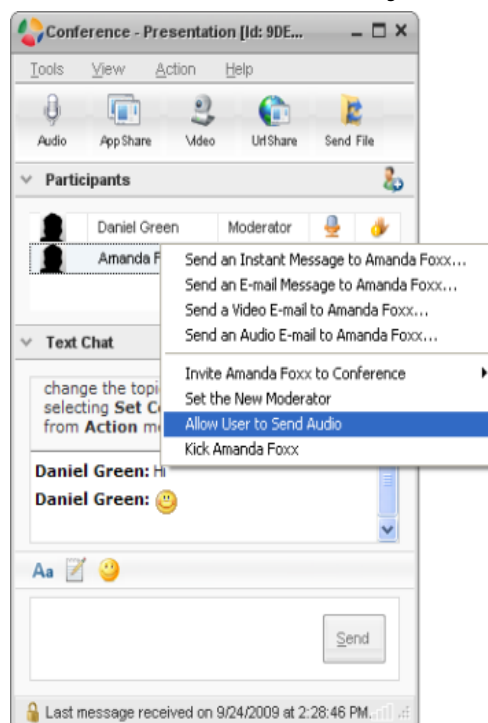
When an Interactive mode conference starts, participants may, by default, have fewer options than the moderator, but the moderator can choose to remove the limitations on what participants can do:

- On the Action menu, click Limit Participants Actions to remove the check mark.

This will enable participants to invite others and initiate interactive features. For example, they can share an application or start the audio feature.

## Topic

You can set the topic for a conference when you start it, and you can change it using Set Conference Topic on the Action menu once you



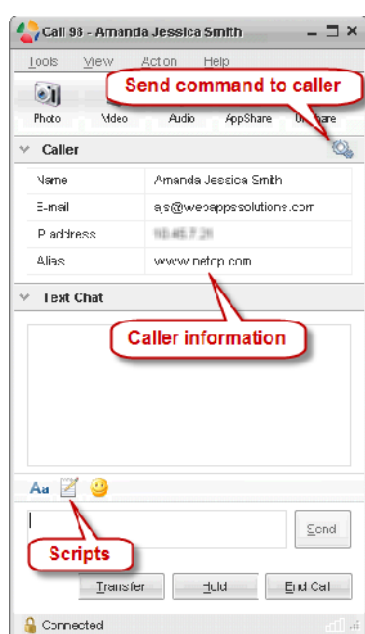
## Conferencing tips

If more participants speak or if a participant shares an application while also using Web cam, more bandwidth is used and performance is impacted. Here are a few tips to get the most out of your conference bandwidth:

- When you are not speaking, clear the Hands Free check box to mute your audio. This means that bandwidth usage is reduced and that any involuntary noise from typing or background chatting will be eliminated.
- If you are the moderator of a Presentation mode conference, you can restrict participants' audio by right-clicking a name in the participants' panel and then clicking Restrict user from Sending Audio.
- Use the bandwidth indicator at the bottom of the conference window to keep an eye on bandwidth usage: if the indicator turns red, you are not getting all your data through to the other participants. Typically, this can happen when you share an application on your computer with the other participants while also using a Web cam. Try turning off video. To always turn off your Web cam when starting application share: on the Tools menu, click Preferences and in the Messaging category, select Stop video.

## Handling external calls

In Netop Live Communicator you can receive Internet calls from people who use Netop Live Web-Call or Netop Live Web-Chat.



By default, the taskbar button flashes and a ringing sound plays to alert you to the incoming call.

An incoming call is displayed on the Calls tab with information about the caller, including the Internet address the call was made from, the caller's name and the caller's e-mail address.

### Answering a call

Double-click the line identifying the caller to answer the call. This opens a call window which includes caller details and a text area.

The window functions similar to the instant message window in that it opens in text chat mode and you can choose to switch to audio. You can also share your desktop or a single program running on your computer, or you can share an Internet address.

The Send command to caller button enables you to make the caller's messages window flash and to undock the caller's text chat window.

## Transferring a call

When you have answered a call, you may realize that the call should have gone to a colleague. In such situations you can click Transfer and transfer the call to a contact that is online and available or to a certain group, usually a different department. If the problem you are dealing with requires more colleagues to talk with, you may also choose to transfer the call to a conference.

## Ending a call

When the conversation is over, click End Call to close the connection.

When you end a call, you can choose to have the call contents saved to a file. The conversation transcript is exported to a special XML format compatible with customer relationship management (CRM) systems. The file can then be imported to the company's CRM system and serve as documentation for the contact.

## Scripts

Depending on your business use of Netop Live Communicator there may be text that you frequently type, for example "How may I help you?", "Have a nice day!", or "See you later". Text that you use repeatedly can be defined once and added to any text chat by selecting the text from a menu.



You can add as many texts as you need. When you add a text, you add it to a group that serves as a heading for the predefined texts in the group.

Using groups is a way to preserve a good overview of the texts you define.

Predefined texts and the groups used as headings are called scripts in Netop Live Communicator. The term script also covers predefined photos and Internet links. Predefined photos are available during instant messaging by right-clicking your photo. Internet links can be used when you use URL Share; the predefined links are available from the Scripts button.

## Changing the Netop Live Communicator appearance

The illustrations in this document are all based on the default Netop Live Communicator layout. However, each user can change appearance, including color scheme, fonts and graphics, from the Preferences dialog box which is available from the Tools menu.

Below are three samples of Netop Live Communicator skins:

