



Converging Technology for Business

**Presence Networks Ltd**

**NetWorker™ Collaboration Suite**

**Desktop User Guide**

**Networker Client V5.0.0 onwards**

**Document Version 1.0  
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Presence Networks Limited, Viewpoint, Basing View, Basingstoke, Hants, RG21 4RG. UK.

Tel: +44 (0) 870 345 7900 web: [www.presence-networks.net](http://www.presence-networks.net)

Registered Office: Trafalgar House, Fullbridge, Maldon, Essex, CM9 4LE.

Registered in England & Wales with number 5654179

VAT Registration 889 7405 56

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## 1. Logging On

Please enter your email address or User name and Password in the boxes provided. These will have been sent to you in an email from Presence Networks, your Service Provider or your Company Administrator.

A screenshot of a Windows-style application window titled "Networker". The window has a blue title bar with standard minimize, maximize, and close buttons. Below the title bar is a header area with the "Presence networker" logo. Underneath the header is a row of seven small, colorful icons representing various network-related functions. The main area of the window is a light beige color and contains a login form. The form has two text input fields: "Username:" and "Password:". Below the password field is a blue hyperlink that says "Forgot password?". Underneath that is a checked checkbox labeled "Auto Login". At the bottom of the form is a yellow "Login" button. At the very bottom of the window, there is a status bar showing a user profile for "Andy Slater" with a small circular icon, and a button labeled "Offline".

Tick 'Auto-Login' if the machine you use is only used by you and you would like to automatically logon to Networker when your desktop loads.

Click 'Login' to begin.

Once logged in you are connected and able to communicate with others on your network.



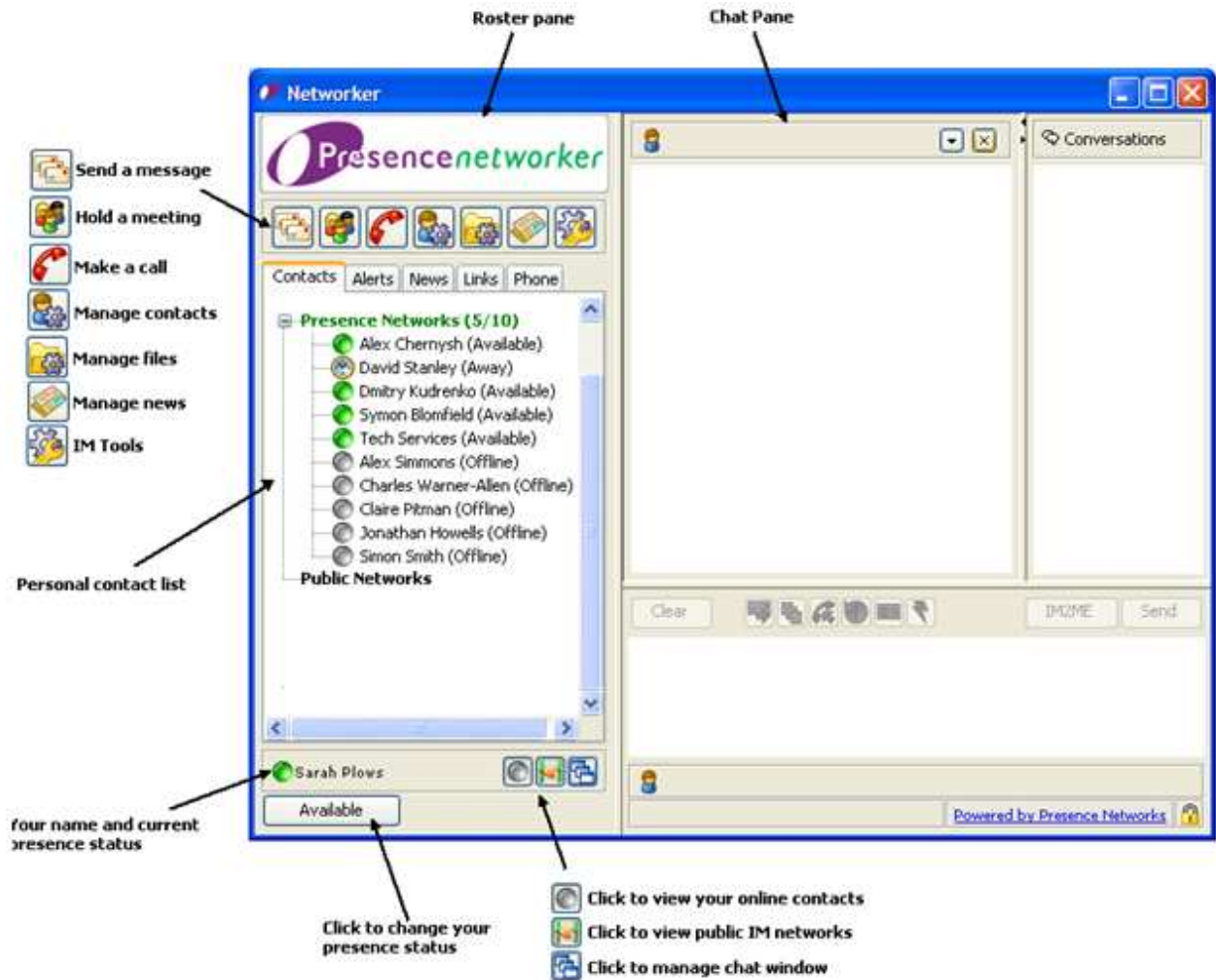
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## Logging Off

To log out of Networker please click the 'IM Tools' icon and select the option 'Sign Out' from the menu. In the pop-up window that appears, click 'Yes' to confirm that you wish to sign out. You will now be logged out of Networker.



### 3. Getting Started



Once logged on you are able to see your roster. This consists of contact groups that may have been set up automatically for you by your network administrator.

Please click on the '+' sign to expand a group and view the contacts in that group.

You are also able to view the presence status of each contact.

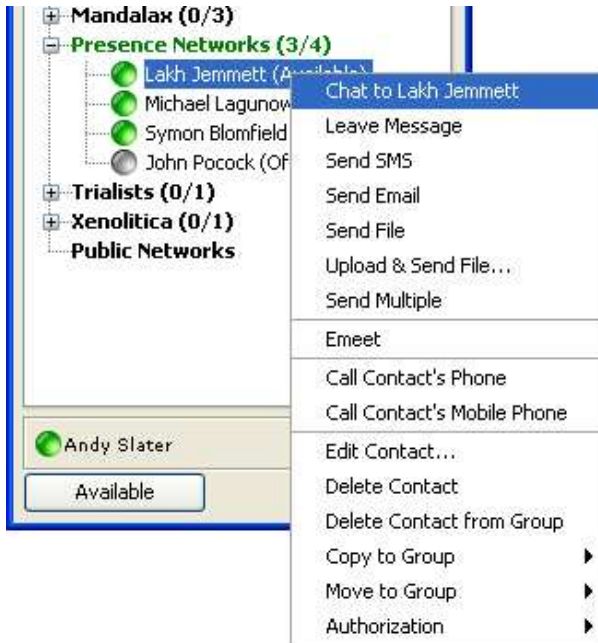
The icons in the bottom right hand corner of the roster window can be used to view a list of online contacts, view a list of public IM contacts or to manage the chat window.

To display the chat window, please click the 'Manage chat window' icon and select 'Show chat window'.



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To quickly initiate a chat, send a message, send a file, hold a meeting or to manage contacts please select the name of the appropriate contact in your roster and then 'right click' to view a menu of options.

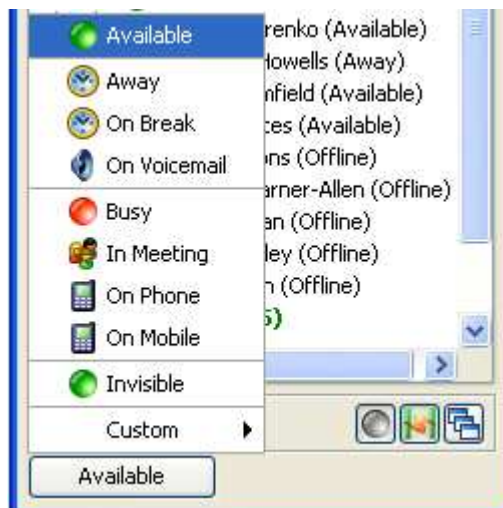


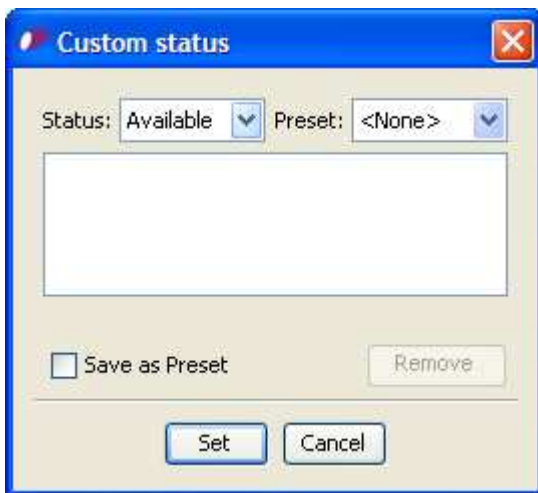
## 2. Presence

Each user is automatically set to **Available** by default when they log on.

You can change between 'Available', 'Away', 'On Break', 'On Voicemail', 'Busy', 'In Meeting', 'On Phone', 'On Mobile' and 'Invisible' by clicking the status button at the bottom of the screen. You can also create your own custom presence note that others will see.

By setting your presence status to Invisible you will appear as offline to your contacts. You will be able to initiate conversations with contacts but they will not be able to initiate a conversation with you.

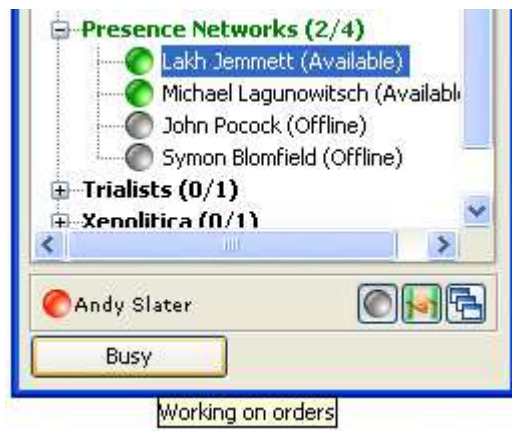




To create a custom note, please select 'Custom' from the presence menu (above) and click 'Other' in the adjoining submenu.

In the box that appears (left), enter the custom note (e.g. 'At Lunch') in the space provided, and from the drop down menu select the presence status that will be displayed with this note ('Away', 'Available' or 'Busy') and then click 'Add' to add this custom note to your list of presence statuses.

To set your status to this custom note, please select 'Custom' from the presence menu and then select the custom status from the adjoining submenu.



You can review your custom setting by hovering over the status button.



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## 4. Building Your Network of Contacts

Contacts may be added to your contact list by your network administrator. You can add contacts yourself via the 'Manage contacts' icon.

Please use the 'Add contact' function to add a registered Networker user to your contact list or the 'Invite contact' to invite somebody to join the system as your contact.

### Add Contact

To add a contact, please select the 'Add contact' option under the 'Manage contacts' icon.

The 'Add contact' dialog box includes the following elements:

- Server:** A dropdown menu currently showing 'Presence Networks'.
- Email address:** A text input field.
- Display Name:** A text input field.
- Group Selection:** Two radio buttons. The first, 'Select a group for this contact:', is selected. Below it is a dropdown menu showing 'Default'. The second radio button is 'Or create a new group:', followed by an empty text input field.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom.

In the pop-up window (left) select the server on which your contact is registered, i.e. 'Presence Networks' for a Networker user or the appropriate server for a public IM contact (please see section 8 for more information on the public IM gateway).

Enter the contact's email address and display name (how that contact will appear in your roster) in the boxes provided.

Select an existing group to which your new contact will be added from the drop down menu or alternatively create a new group to which the contact will be added.

Click 'Save' to add the contact to your network.

The next time that this contact logs in to Networker they will receive notification that they have been added to your contact list and will be able to see you in their own roster.

### Invite Contact

To invite one or more persons to join the Networker system as your contact(s), please select the 'Invite contact' option under the 'Manage contacts' icon.

In the pop-up window (right) enter the email address(es) of the contact(s) that you wish to invite, or click 'Import' to import multiple addresses from your desktop. Enter a subject heading and a brief personalised invitation message that the invited persons will receive in their welcome email.

The 'Invite contact(s)' dialog box includes the following elements:

- Email address(es):** A text input field with an 'Import...' button to its right.
- Subject (optional):** A text input field.
- Invitation message:** A large text area for entering a message.
- Buttons:** 'Invite' and 'Cancel' buttons at the bottom.



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Click 'Invite'. The new contact(s) will now receive an email invitation to join the system.

Once the invite has been accepted and the contact has logged in they will appear as **Available** in your roster.

## 5. Contact and Group Management

### Edit Contact

To edit information about a contact, select the contact's name in your roster and either select 'Edit contact' under the 'Manage contacts' icon or 'right click' and select 'Edit Contact'.

Enter or change any necessary information in the pop-up window and click 'Save' to update this information.

### Groups

To create, delete or rename groups, or to move contacts between groups, please click on the 'Manage contacts' icon and select your chosen option from the drop down menu.

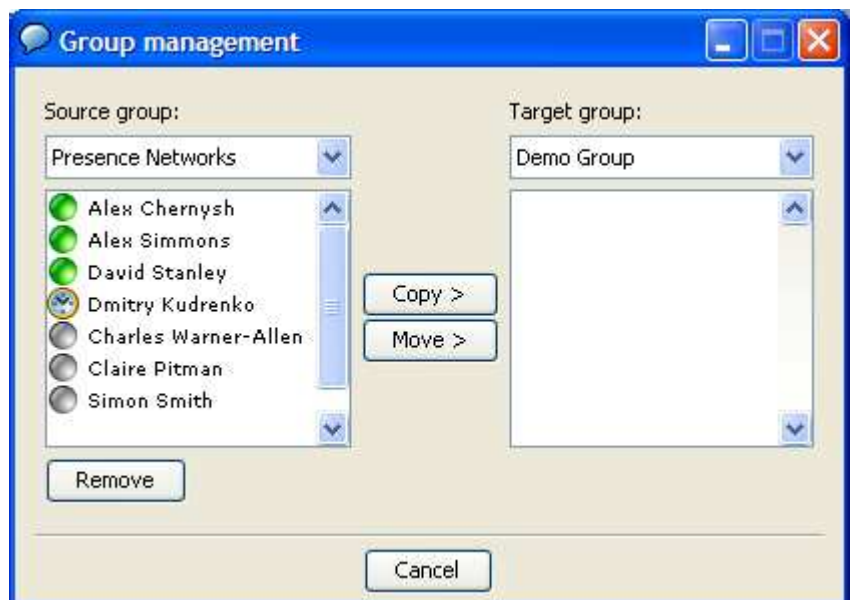
Any contact not entered in a group will appear under 'Default' in your roster until moved by you.

To move a contact to a different group, please select the option 'Manage groups' under the 'Manage contacts' icon.

In the pop-up window (below) select the group in which this contact is currently located from the 'Source group' menu (click on the arrow to see the full list of groups) and click on the contact's name. Select the group to which you wish to move this contact from the 'Target group' menu and click 'Move'.

Contacts can exist in multiple groups within your roster. To copy a contact into another group please follow the instructions given above and click 'Copy' in the 'Group management' pop-up window instead of 'Move'.

To move a contact to a new group, click once on the contact's name in your roster, left click to view a menu of options and select 'Move to group'. This gives you the option of moving this contact to an existing or new group.





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### 6. Instant Messaging Chat

To initiate a chat with an online contact, please double click that contact's name in your roster and begin typing in the box provided. Press the return key on your keyboard or press 'Send' to send the chat.

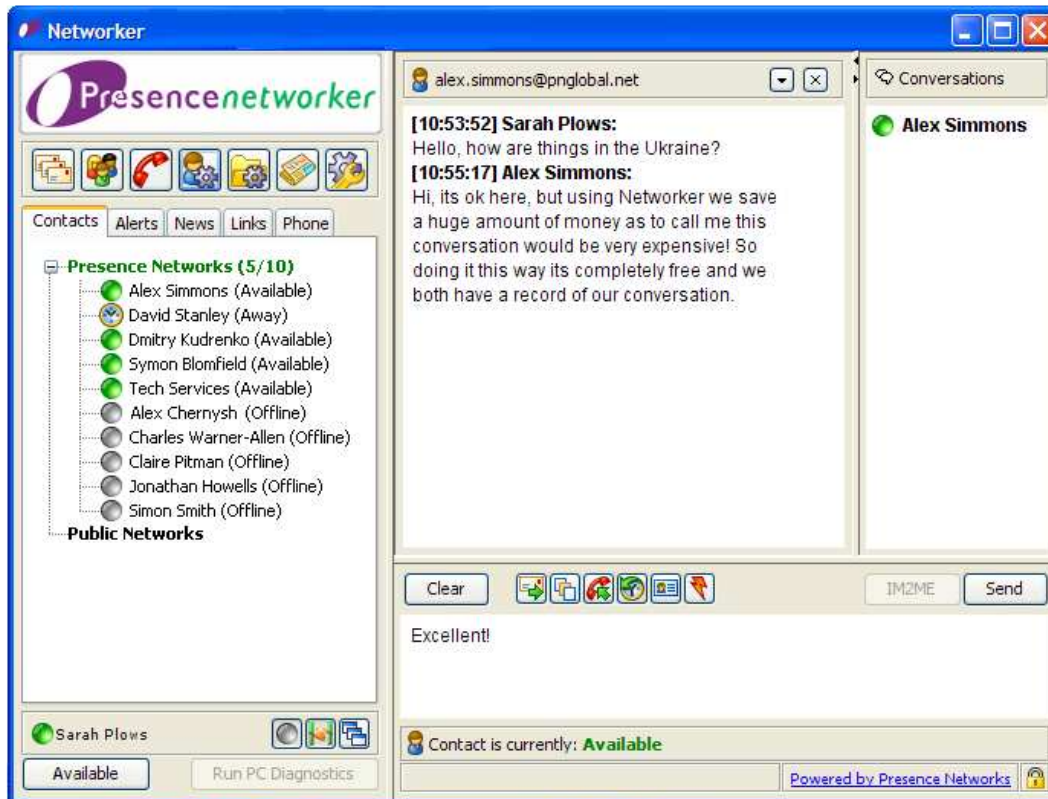
Your contact will be alerted to your chat request by a 'POP' sound and a pop-up balloon will appear in their PC tool tray (bottom right hand corner of screen).

You can hold multiple conversations with different contacts at once. To switch between conversations, please click on the name of the appropriate contact in the list of active conversations to the right of the chat pane. The name of the contact with whom you are currently chatting (and that chat is displayed in the chat pane) will be displayed in **bold**.

You will be notified every time you receive a new message from a contact by a 'POP' sound and that contact's name will flash in your list of active conversations.

To close a chat make sure you have the correct name selected in your conversations list and click the grey 'X' button at the top right of the chat pane.

All IM chat in Networker is secured using 128bit SSL encryption.





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## 7. Secure Messaging (IM, SMS, Email and Broadcasting)

From within Networker it is possible to send an instant message, SMS, email or multiple messages (all formats) to one or more of your contacts, who do not need to be online for you to send these messages.



Please click once on the name of the contact that you wish to send a message to, or select multiple contacts by holding down the control key on your keyboard as you select each contact's name.

Click on the 'Send a message' icon.

To send an **instant message**, please click 'Leave message'. Your recipient will receive a pop-up alert and can view this message under the 'Alerts' tab in their roster if they are online, or if they are offline it will be received the next time that they log-in to Networker.

To send an **SMS** direct to a contact's mobile phone, please click 'Send SMS'. You will only be able to send an SMS to contacts who have registered their mobile phone numbers to their Networker accounts. You must have SMS credits in your account to send SMS mobile text message. Contact your network administrator to purchase SMS credits.

To send an **email** to a contact's inbox, please click 'Send email'.

To send a **multiple message**, which will be sent via Instant message, SMS and email, please click 'Send multiple'.





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To **broadcast** a message to an entire group, please click on the name of that group in your roster and select the option via which you wish your message to be sent.

Once you have selected your chosen option please enter your text in the pop-up window that appears (see right). Click 'Attach' to attach a file (refer to section 9 for information on file transfer and management) and click 'Send'.

## 8. Secure Public IM Gateways

Networker can be used to securely communicate with contacts with whom you are connected to via public instant messaging services.

Networker currently supports Yahoo IM, AIM, ICQ and MSN connections via the secure public IM gateway.

To register your public IM account in Networker, please click the 'Manage contacts' icon and select the 'Public Networks' option.

Register in public networks

Address: Yahoo! Transport

Username

Password

Register Unregister

In the pop-up window that appears (left) please select the public IM service for which you wish to register an account in Networker from the drop down menu. Enter the username and password that you use to log-in to this service in the boxes provided and click 'Register'.

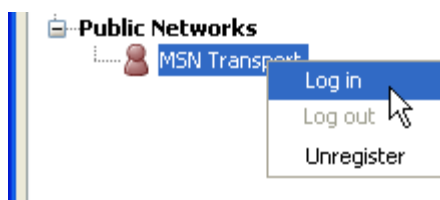
Please note that for AIM, ICQ and MSN accounts your username will be of the format 'user@domain' but for Yahoo accounts your username will be of the format 'user'.

Please repeat this process for each public IM account that you wish to connect to via Networker.

Please note that you must have an existing public IM account to register the account in Networker.

You will now be able to see this public network in your roster.

To log-in to your public IM account please select the name of the account in your roster, right click and select 'Log-in' (see below). Once logged-in you are now connected and can view and communicate with all of your public IM contacts securely in the same way in which you chat to your Networker contacts.



New public IM contacts can be added or invited via Networker by following the instructions given in section 4.

To log-out of your public IM account via Networker please select the name of the account in your roster, right click and select 'Log out'. This will not affect your online status within your Networker account.



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## 9. File Transfer and Management

Within Networker it is possible to securely store files in a personal file storage space and to securely transfer files between contacts. Online storage is generally limited to 50MB per user.

Files must be uploaded to your Networker file store before they can be transferred.

**Stored files are encrypted with 168bit 3DES.**



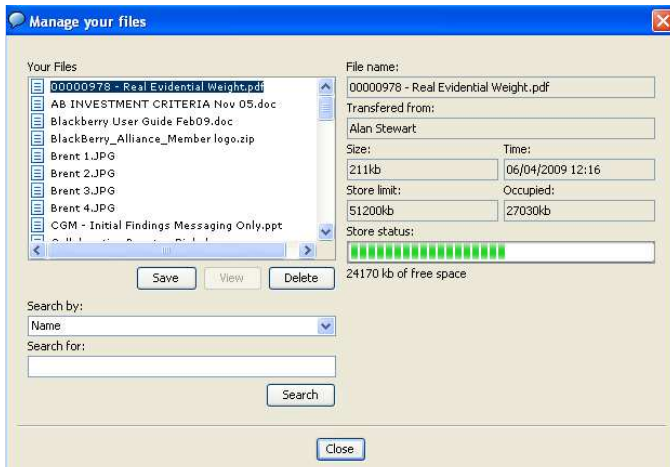
### Uploading a file

Click the 'Manage files' icon and select 'Upload files'.

Choose the file that you would like to upload from your desktop and click 'Save'.

### Manage Your File Store

To manage your Networker file store click 'Manage Files' and the window below will open showing a list of the files you have stored, the total memory used and remaining in your file store.



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### Sending a file

To send a file to a contact, please select the contact's name, click on the 'Send a message' icon and click 'Send file'.

Attach the file from within your Networker file storage and click 'Send'.

To send a file as an attachment to a message, please follow the instructions for sending a message and click "Attach" to attach the file in the "Send a message" pop-up window.

Your contact will be alerted to this file transfer via both an instant message alert and an email. The file will be directly transferred to that contact's personal Networker file store.

### Downloading a file

To download a file from your Networker file store to your desktop, please click 'View files' under the 'Manage files' icon.

Select the file that you wish to download from the file list, click 'Download', choose the desktop location to which you wish to save the file and click 'Save'.



Alternatively, click the option 'Manage files' under the 'Manage files' icon.

From here you can view how much file storage space you have left and download or delete files.

There is also the option to preview image files before they are downloaded.

### Receiving a file



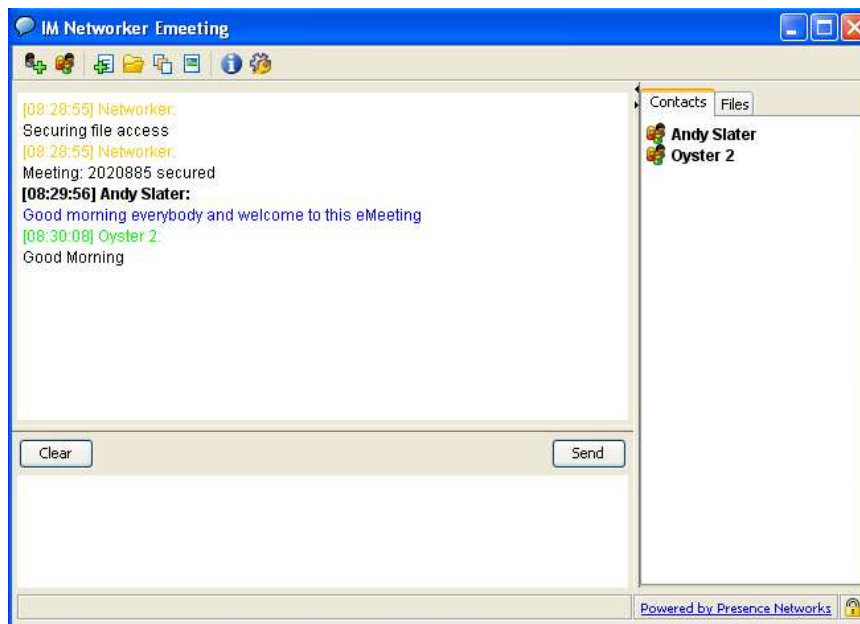
When another user sends you a file(s) you will receive an alert pop-up box in the right-hand corner of your screen notifying you. If you then select your 'alerts' tab on Networker you will see information on who the file is from and the ability to download the file to your desktop computer (the file will be automatically added to your download store on Networker).

## 10. eMeeting and Presentations

To initiate an eMeeting, please select the contacts that you wish to invite to the meeting on the Contacts screen by holding down the 'ctrl' key and selecting their names. Next click 'eMeet' under the 'Hold a Meeting' icon.

You will be asked if you would like to have the meeting recorded. Click 'Yes' in the pop-up window to confirm. Transcripts will be sent to all attendees via email after the meeting has concluded.

A meeting room (see below) will be launched immediately with each contact receiving an invitation on their screen to join.



In the right pane of the eMeeting window you will see a list of all meeting attendees. Other contacts can be invited to an eMeeting that has already commenced by clicking 'Invite contact' and selecting the contact from a list. If they are currently logged in to Networker they will receive an instant on-screen invitation, or if they are not logged in they will receive an invitation via email.

### eMeeting Icons



**Invite Contacts** – click to view to invite other contacts to join the meeting



**Teleconference** – click to create an audio teleconference for the participants



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### Presentation and file sharing



This group of buttons on the e-Meeting screen enables you to upload, manage and share files with meeting participants and give PowerPoint presentations.



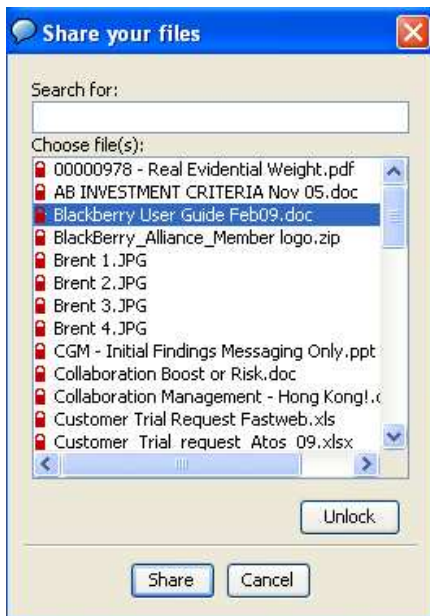
**Upload Files** – This button enables you to select and upload files to your Networker file store which can then be shared or used in presentation mode.



**Manage Files** – click to open the 'manage Files' screen as shown in Paragraph 9



**Share File** – To share a file from your file store with the e-Meeting participants click this button. A list of files will then appear (as below). Select the file you wish to share and click 'unlock'. The file will then be shared with the other users who will be invited to download the file to their devices and will be able to open and browse the file during the discussion.





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### PowerPoint Presentation Mode

During an eMeeting the 'owner' of the meeting (the user who initiated the meeting) can share PowerPoint presentations with attendees by 'pushing' the slides to their desktop.

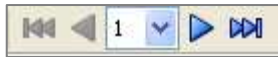
Presentations must be uploaded to Networker before they can be shared. Presentations can be uploaded and managed in the same way as files via the 'Manage presentations' option under the 'Manage files' icon in Networker (please see section 9 for information on file management).



**To give a PowerPoint presentation** in an eMeeting, click the 'Share Presentation' icon, select the presentation you wish to share and click 'Share'. The presentation slides will now appear on the desktops of your eMeeting attendees.

*(Note: Presentation mode is not currently supported by web and Blackberry Networker clients. These users will have to have to share the PowerPoint file and open it locally – see Share File above).*

### Presentation Controls



- You can control the slide presentation using these buttons which will appear at the top of the e-Meeting screen to move sequentially forward and backwards through the slides.

Alternatively you can use the slide selector and the magnifier at the bottom of the screen to jump to a slide anywhere in the presentation as shown below.



**To close** the presentation click the small red close box at the top of the slide screen.

## 11. Teleconferencing



To initiate a teleconference, please select the name(s) of the contact(s) with whom you wish to hold the teleconference, click on the "Hold a meeting" icon and then select "Teleconference" from the drop down menu.

You will see a pop-up window asking you if you would like to have the teleconference recorded. Recordings will be sent to all attendees in an email attachment to be downloaded after the teleconference has ended.

Each invited contact will receive an invite on their screen containing the Presence Networks teleconference phone number and a unique code (see left).

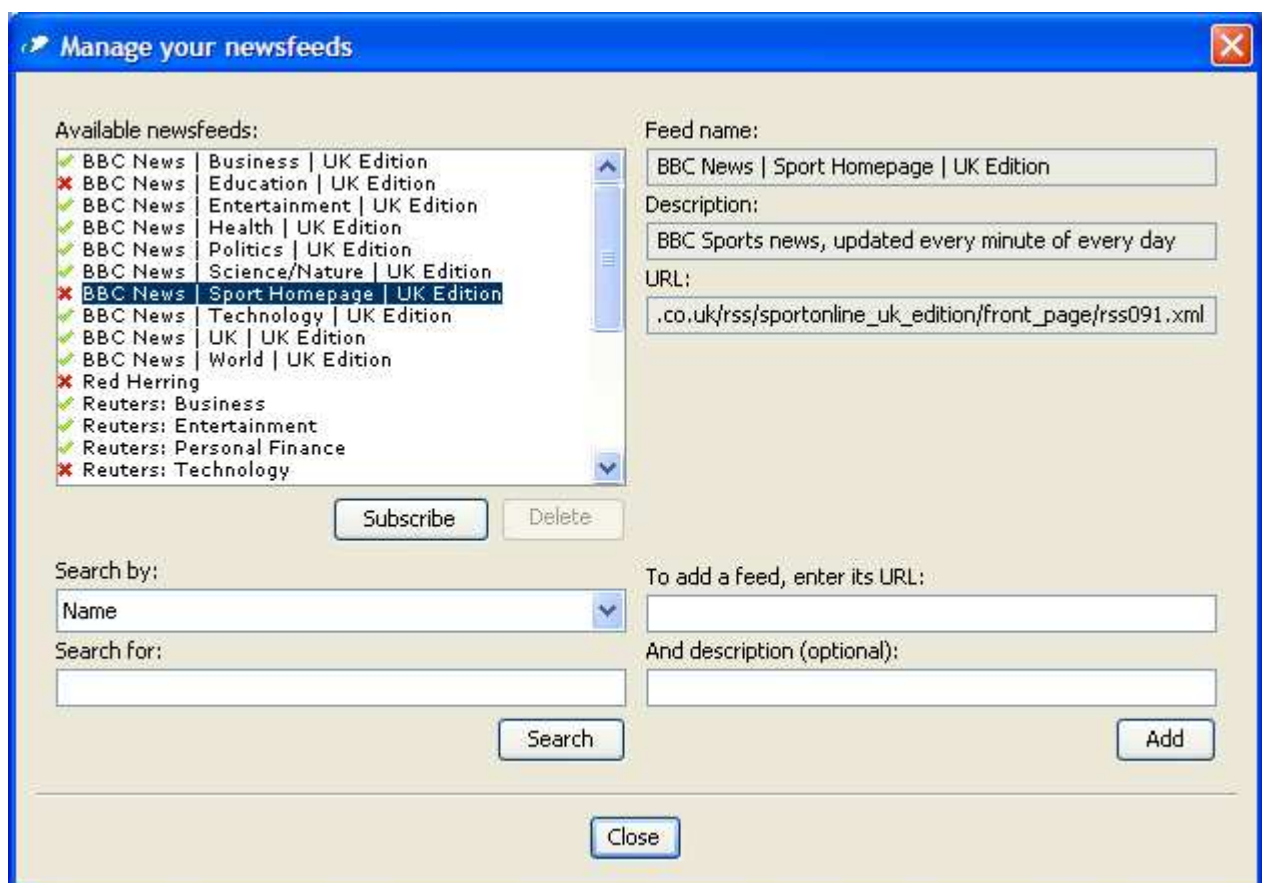
Please call the number displayed in the box, follow the instructions and enter the code when prompted.

## 12. Newsfeeds and Links

### News

The latest news can be input directly into Networker for easy access. News is pulled straight from any website with RSS/XML or Atom news feeds (most of the main news sites).

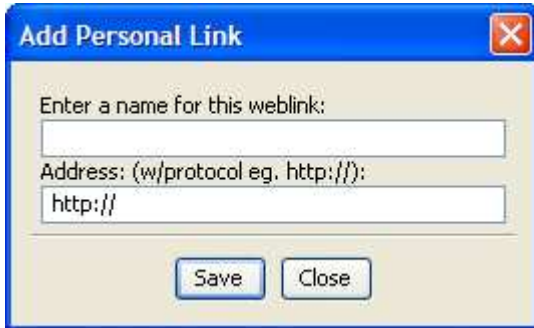
To subscribe to a news feed, please click the 'Manage news' icon and select 'Manage Newsfeeds'.



The pop-up window displays the news feeds available to you via Networker. To subscribe to a feed, please select the feed in the list and click 'Subscribe'.

Alternatively, you can add your own RSS or Atom feed by entering the URL in the space provided. Enter a description for this feed and click 'Add'.

Your newsfeeds appear as news headlines under the 'News' tab in your roster window. Click on the '+' sign to expand a list of feeds. To view the full news story on the original news webpage double click on the news headline in Networker and click the 'Full story' button in the 'News story' pop-up window.



- **Links**

Web links can be added to your Networker account for secure web access either by you as a user ('Personal') or by your network administrator ('Corporate').

To add a link, right click anywhere in the area under the 'Links' tab and select 'Add link'. In the pop-up window please enter a name for this website and the full web address in the boxes provided and then click 'Save'.

## 13. IM Tools

### History

To view your personal chat history, please select 'View history' under the 'IM tools' icon.

In the pop-up window, please select the month and year for which you wish to view your chat history and double click on the appropriate day.

A log table will appear containing all IM chat, instant messages and eMeetings that you participated in on the chosen day. The name of the owner or recipient of the conversation and the time that the communication was initiated will be displayed.

Please double click on the chat, message or meeting transcript that you wish to view and it will be displayed in a new window with date and time stamps.

Alternatively, to search your chat history based on keywords or contact names please select 'Search history' under the 'IM tools' icon.

Enter any keywords and the recipient's (contact with whom you communicated) email (or click 'Retrieve' to retrieve the email address from a contact list) in the boxes provided. Change the date parameters by clicking the calendar icons next to the date boxes. Click 'Search' to view a list of relevant chats, messages and meetings. Double click on any log to view the full communication with date and time stamps.

### Support

To send an email to Presence Networks support team, please click 'IM tools' and select 'Send email to support'.

For immediate, real time support please select the 'Web based support' option. IM2ME will open in a browser window. Please follow the instructions given on screen.

Alternatively to send a support email directly, please do so via [support@presence-networks.net](mailto:support@presence-networks.net).



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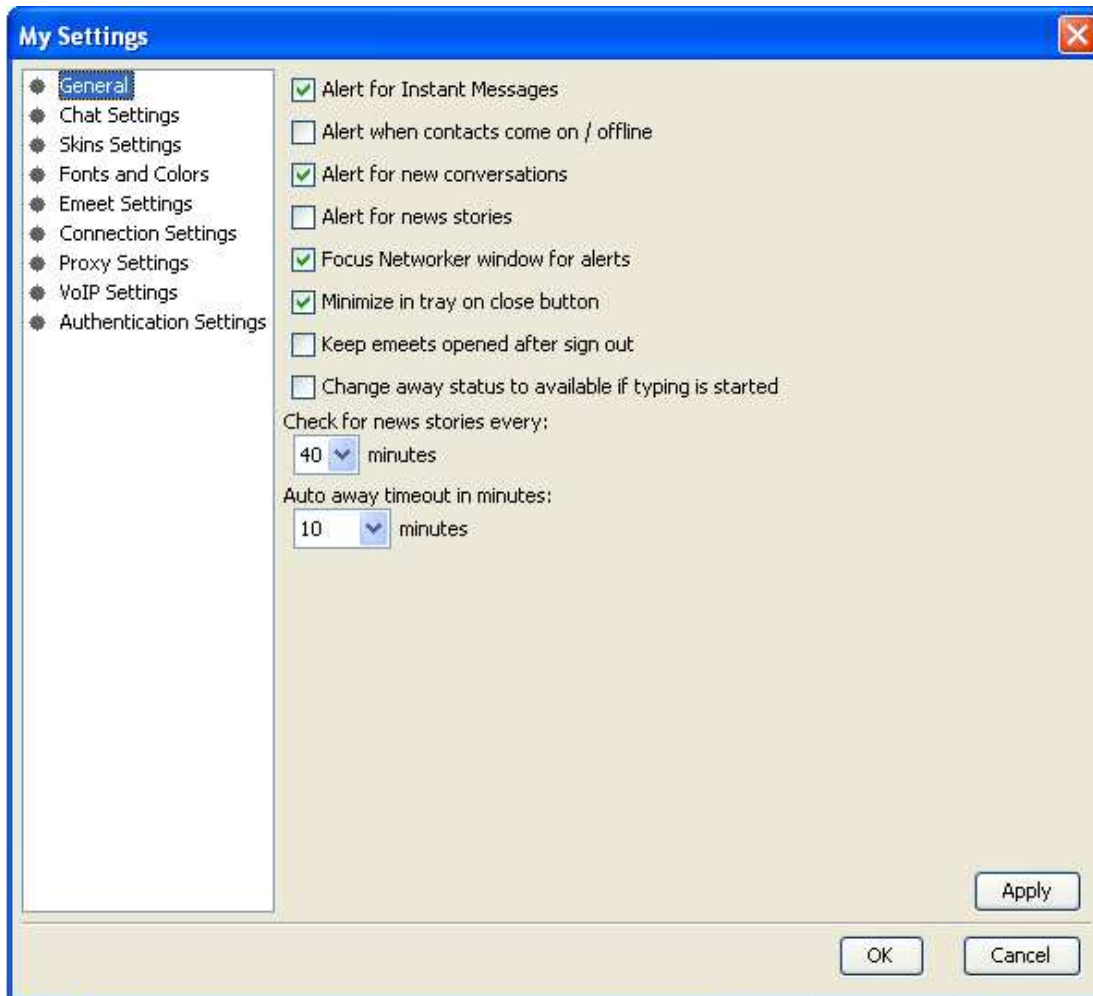
### Settings

To add or edit any personal account details, please select 'My account details' under the 'IM tools' icon.

Add, edit or delete information as appropriate in the pop-up window and click 'Save'.

## 14. My Settings

Networker has a range of settings available so you can personalise it to work best for you. Click on 'IM Tools' and then 'My Settings' and you will be taken to My Settings options screen.





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From the General page you can set up lots of different alerts, decide on how often to refresh the news stories and also set yourself to auto away timeout after a specified time.

Chat settings contain options for your conversations including the Nudge feature (see below).

From fonts and colours you can specify the font type across all Networker writing and the colour you would like the windows to be. These options are also specified in emeeting settings.


'Skin Settings' enables you to select the colours and overall design of the Networker client from a selection of 12 different designs to one of your choice. Below is the 'Hi Fi' option



More technical options are contained under proxy and authentication settings and relate to changes you may need to make according your work's network and firewall environment to enable use of Networker without any connection problems. Do not adjust these without assistance from your Administrator.

## 15. Nudge

Networker now includes a 'Nudge' feature. You can initiate a screen shake and sound alert on the desktop of a contact with whom you have an active conversation running for attention grabbing purposes.

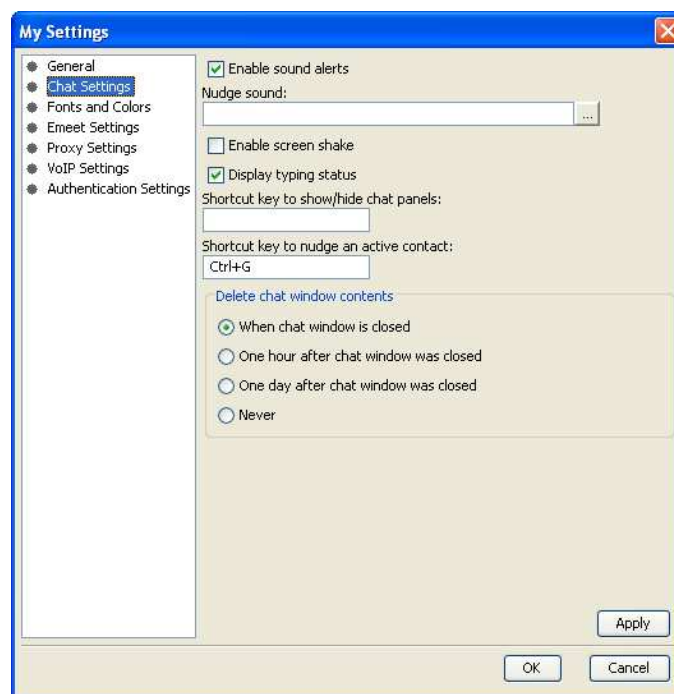
 Please ensure that you have the correct conversation displayed in the chat window and then click the 'Lightning' icon in the chat pane (see left).

By default the sound alert is the sound of a doorbell. It is possible to change this sound in your own Networker account by uploading a sound file of your choice to Networker. To do so please click the IM Tools icon, select 'My Settings', then 'Chat Settings' from the left hand bar and click the grey '...' button (see below) to select the file from your PC. Once entered please click 'Apply', then 'OK' and exit and restart Networker for these settings to take effect.

To disable the nudge feature on your own desktop please click 'My Settings' under the 'IM Tools' icon. To disable the sound alert, please uncheck the option 'Enable sound alert' by clicking on the box once. To disable the screen shake, please uncheck the option 'Enable screen shake'. Click 'Apply' then 'OK' and exit and restart Networker for these settings to take effect.

To disable the nudge feature from a specific contact, please select that contact's name in your roster, right click to view the menu of options and select 'Edit contact'. In the pop-up window that appears un-check the option 'Enable sound alert' by clicking once on the green tick.

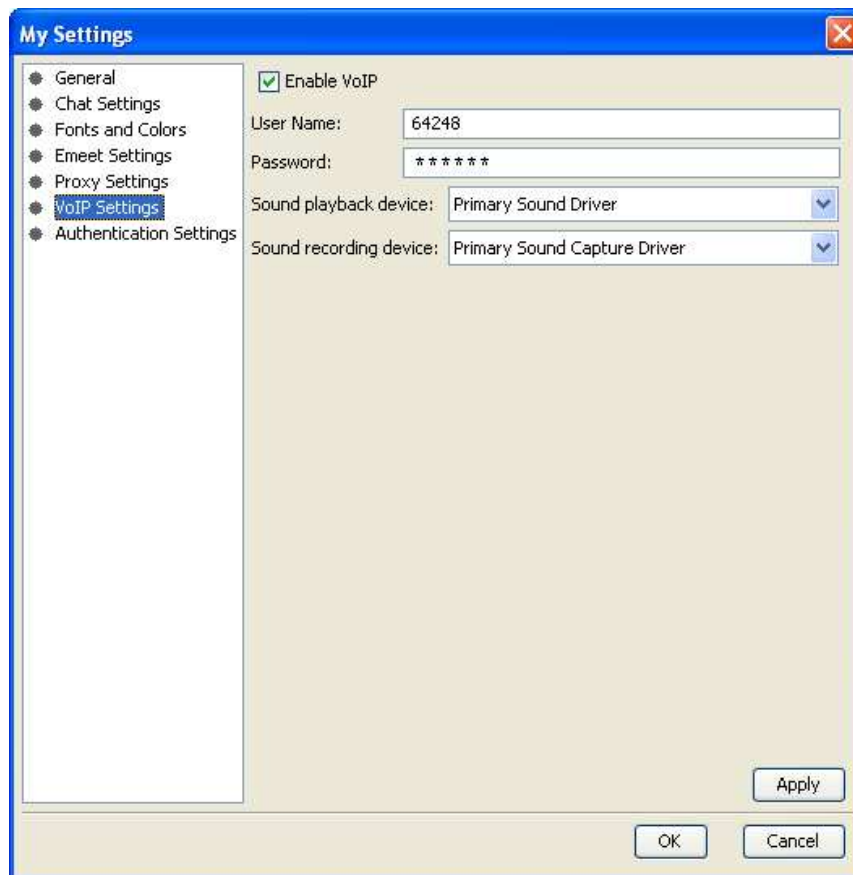
Please note that disabling the sound alert will disable all Networker sound alerts, including the conversation 'POP' alert.



## 16. VoIP Soft-phone

Networker includes a fully functioning VoIP (Voice over Internet Protocol) soft-phone client for making on-net calls to contacts. This soft-phone can be accessed under the 'Phone' tab in Networker if the service is enabled for you as a User by your Administrator. It is recommended that you use a USB Robotics phone handset to make and receive calls. The VOIP client uses Port 5060 which will need to be open on any company firewall to operate successfully.

### Enable your VoIP account



Before you can use the Networker soft-phone you must enable your VoIP account, to do so please select 'My Settings' under the 'IM Tools' icon.

Click 'VoIP Settings' and check the option 'Enable VoIP' by clicking once in the checkbox so that a green tick appears (see above).



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Please enter your VoIP username (which will be your VOIP soft-phone extension number) and password in the fields provided. These will have been provided to you by your Administrator.

Your VoIP username will be your VoIP soft-phone number which your contacts should dial to make a call to you.

Click 'Apply' then 'OK' and exit and restart Networker for these settings to take effect.

### Making a Call

To initiate a call, please dial the Networker VoIP number of the contact whom you wish to call by clicking the numbers on the soft-phone number keypad.



Alternatively, you can enter the number directly in the field provided using your PC's keyboard.

To clear the 'Phone number' box, click the red cross next to this box.

Click 'Dial' to make the call.



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Your contact will choose whether or not to accept the call. If accepted you can then communicate using your soft-phone handset.

### Receiving a Call

When a contact is trying to call you, you will hear ringing, and a pop-up window will appear on your screen with the following message: "Incoming call from xxxxx. Do you wish to accept it?" Click 'Yes' to accept the call or 'No' to decline.

Once the call has been answered you can then communicate with your contact through your handset.

To end a call, please click 'Hang-up'.

When you are on a call Networker will automatically switch your presence state to 'On Phone'. When the call has ended your previous presence status will be restored.

The call status is displayed below the number keypad (e.g. ringing, answered, finished).

END