



OfficeIRC Messenger v1.2 Manual

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1. Introduction

OfficelRC Messenger allows you to communicate with users over an IRC network. You will be able to create a list of contacts, assign them to groups and instantly know their online status.

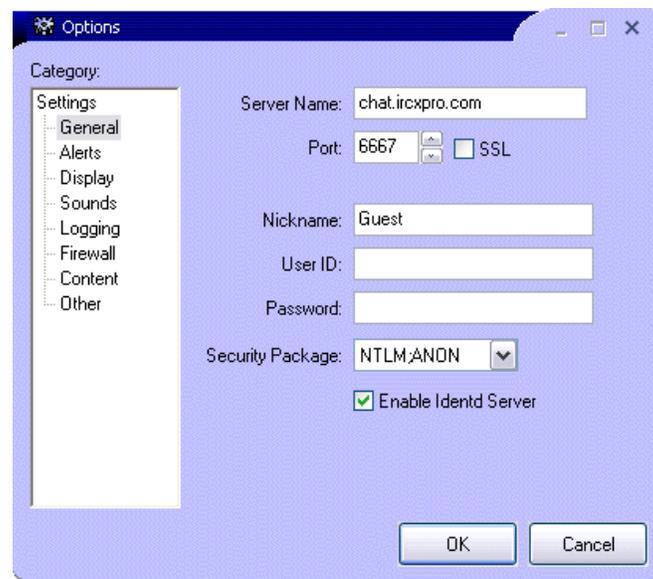
When a contact is online, you will be able to exchange messages and files, chat securely or invite the user into a chat room (channel).

You can use OfficelRC Messenger in conjunction with OfficelRC Server for an internal office communication system. This will allow you to communicate between various office locations as well as with people who work from home. Additionally you can use the same system to host an online event or Technical Support room for your customers.

All our products are rfc1459 compliant, allowing you to communicate with users using different products.

2. Getting Started

To get started, you must be connected to the Internet or a computer network that links you to a chat server. The first time you run OfficelRC Messenger, you will be presented with the Options screen as shown below.



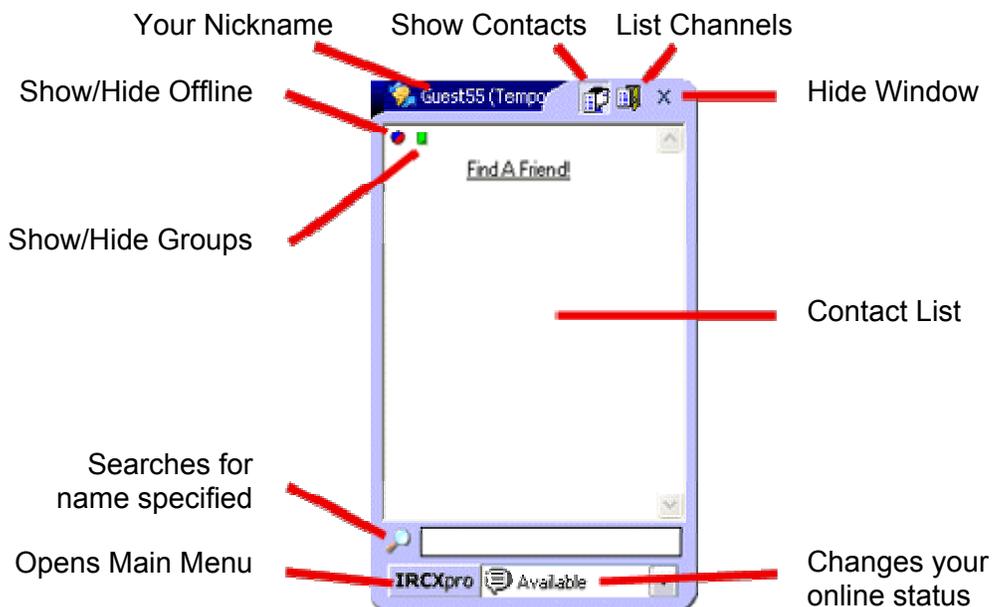
This screen is where you enter the chat server name and your logon credentials. If you are using this product at the office, it may not be necessary.

2.1 General Options

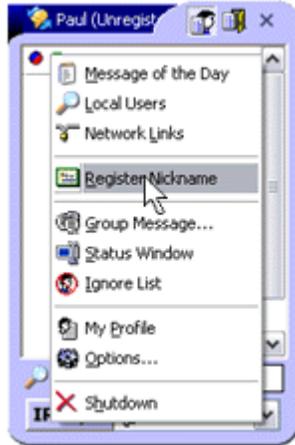
Server Name	DNS / IP Address of the chat server.
Port	TCP Port number the chat service is running on, usually 6667
SSL	If enabled, the client will attempt to negotiate an encrypted connection
Nickname	A name you'd like to be known by
User ID	Optional, used for authentication purposes.
Password	Optional, used for verifying ownership of a registered nickname
Security Package	ANON – Connects anonymously to the chat server NTLM – Attempts to authenticate using your windows logon token
Identd Server	Runs a service on TCP Port 113 used for verifying a users identity

2.2 Logging in for the first time

When you are logging in for the first time you can access your contact list by clicking on the  icon in the system tray.



2.3 Registering your nickname



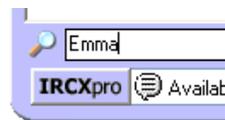
Registering your nickname is an important step. It reserves your name so no one else can use it or impersonate you. It also allows you to send and receive offline messages using Memo Services.

To register your nickname, select 'Register Nickname' from the Main Menu.



This will bring up a dialog window allowing you to set a password for your new nickname.

2.4 Adding Contacts



In the search bar, type the user's nickname as shown here.

If the user is online, they should appear in the User List.

You can then right click the user's name to open the menu shown on the left side.

Then simply click on 'Add Contact' and repeat as necessary.

If a user is not online, you can still add them to your list using the search bar.



2.5 User Details

You can view a user's 'User Details' by right clicking on a Contacts name and selecting 'User Details'

This will display information such as the user's Real Name, Identity, Connecting server, etc.

From here, you can view a member's profile by clicking view profile.



 Profile:

Age	26
Gender	Female
Email Address	mailto:esmith@ircxpro.com
Web Page	http://www.ircxpro.com
Location	Canada
Comments	The pen is mightier then the sword...

From the CTCP Panel, you can conveniently query the client to obtain connection lag, software version, local time and idle information.

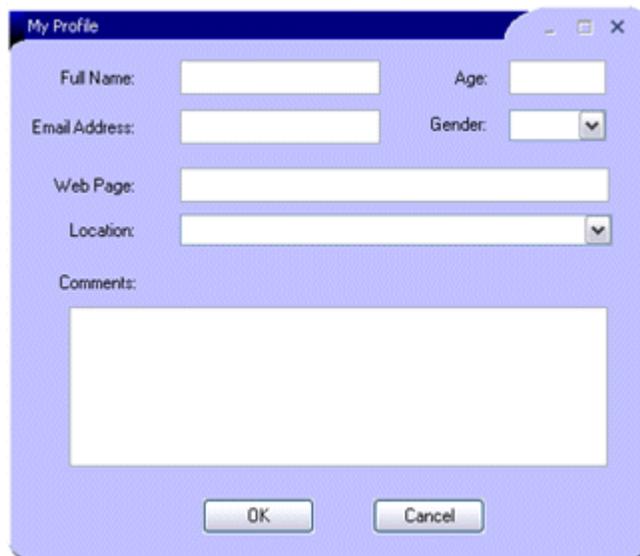
2.6 Creating a Profile

You can create your own profile by selecting 'My Profile' from the Main Menu.

The 'Full Name' field is used when connecting to the server and becomes part of the servers WHO and WHOIS database. Changes to this field will take effect when you next login.

Creating a profile is optional.

Profile information is only accessible while you are connected and can only be viewed by users connected to the same IRC Network.



2.7 Changing the display

The contact list can be switched to different displays using the  and  toggles at the top of the list.



2.8 Using contact groups



To add a new group click 'Add New Group' found at the bottom of the list.



To rename a group, right click the group and type in the new name.



To move a contact into a different group, drag & drop user's name.



To collapse a group, left click the group's name.



To expand  left click the group again.



To delete a group, move everyone out and erase the name or hit the delete key.

3. Instant Messaging

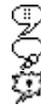


To send someone a message simply double click the user's name or right click and select Send Message from the menu.

When you have finished typing your message hit the enter key or click the button.

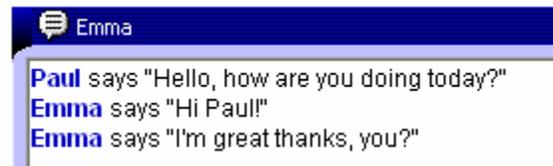


On the right is a list of the different types of messages you can send.



Say
Think
Emote

Normal message
Message to indicate your thoughts
Message to indicate your actions



Sent and received messages are displayed in the history pane. Should you need to recap, you can pause the conversation using the **||** button.



The status icon at the bottom right of the window indicates the status of the user. In the example on the left, the keyboard icon is blinking indicating that the user is typing a message.

Various types of Contact status:

-  **User Offline** If the server is setup, you can send offline messages. The user will receive them when they logon to the system.
-  **User Online** The user is available to receive your messages in real time.
-  **User Away** This indicates the user is away from his or her desk. You can check the away message in the User Details.
-  **IRCop** These users police the chat server. They resolve disputes and have the ability to ban users from connecting to the server.

Various types of Message Window status:

-  **User Typing** The user is currently typing a message to you.
-  **Direct Connection** A direct connection is established to the user. This is generally more secure on public chat servers because messages aren't sent to the user across the IRC network.
-  **Secure Connection** This indicates your direct connection is SSL secure using encryption. It also verifies the user identity on both sides to prevent impersonation.
-  **Connection Closed** This indicates the user closed the session or there was a network failure. When this occurs, sent messages will be relayed normally via the IRC network.



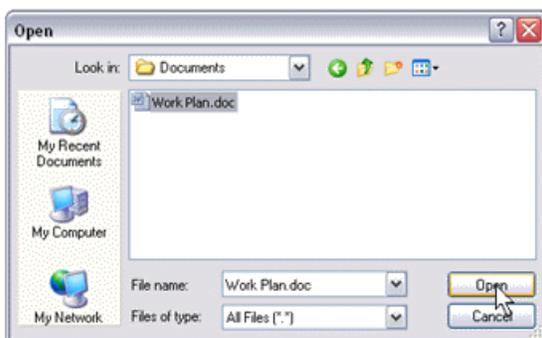
You can request a secure connection with the user by  right clicking the user's name and selecting one of the two options under Secure Chat.

All the hassle of using SSL has been managed for you. When requesting a secure SSL chat connection, OfficeIRC automatically create a self-signed certificate under the name of your current IRC nickname. This is sufficient to ensure nobody is eavesdropping on your conversation.

3.1 Sending files

You can send a file to a user using the popup menu or drag and drop the files from Windows Explorer onto the user's nickname in your contact list.

A dialog window will then appear allowing you to select your file you wish to send.



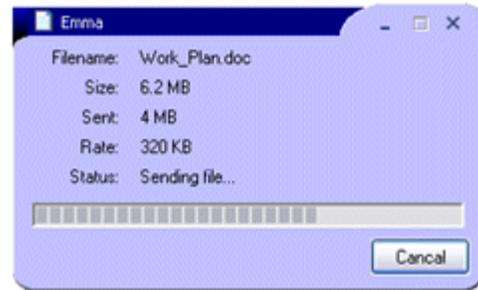
You can select files of any size, but be aware that the length of time required to transmit will be affected.

Once selected, you will need to wait for your file to be accepted by the user.

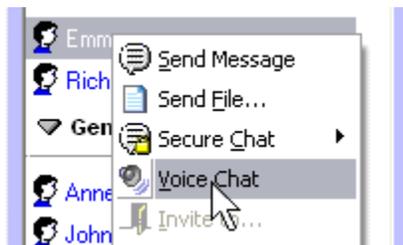
Once accepted, the file will begin to transfer and you can view its progress.

Should the transfer fail half-way, you will be given the option to attempt to re-send.

The user can resume the file transfer from the position it failed.



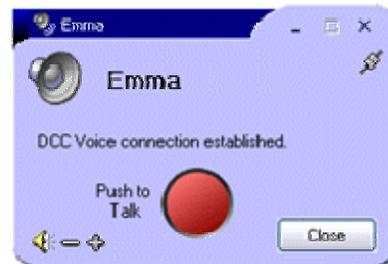
3.2 Using voice chat



Voice chat is an OfficeIRC Messenger exclusive feature that allows you to speak peer to peer using a headset microphone.

You can request a Voice Chat in the contact list using the popup menu.

When a connection is established, hold the Space Bar or press the Record button to transmit, then speak clearly into your microphone.



When the other user is speaking, you will not be able to transmit. You must wait until the user has stopped.

You can increase / decrease the volume on your system using the buttons on the lower left of the screen.

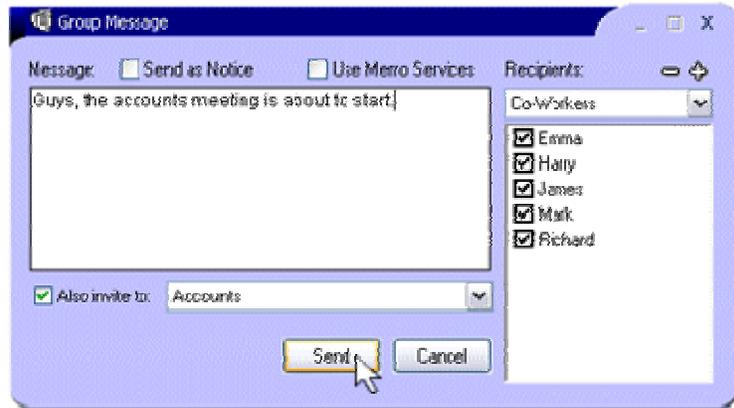


If you are still having trouble hearing the user, you should ask them to turn up their microphone's volume using the Recording Control in Windows. Most sound cards also offer a Microphone Boost via the Advanced Options within Recording Control

3.3 Group Messaging



To send a Group Message to users on your Contact List select 'Group Message...' from the Main Menu.



A new window will appear which will allow you to type your message. You can also invite users to join a channel you are currently in using the invite dropdown list.

If you want to send your message to offline users, you can tick the 'Use Memo Services' checkbox.

A confirmation of message delivery is displayed at the end.

- ✓ Emma
- ✓ Harry
- ✓ James
- ✗ Mark
- ✗ Richard

3.4. Receiving messages, files and requests

When you receive any type of event, you will be alerted by a notification window in the lower right of your workstation. This will tell you the type of message you have received and from who it originates. In addition to this notice, there is a sound effect and both the system tray and contact list icons will blink with an appropriate icon until the event has been opened / viewed.



If you exit the program with unopened messages, these will be saved until you use OfficeIRC Messenger again, with the exception of offline messages. These will continue to be stored on the server until you open them.

When receiving messages from multiple users, the Message Window (if enabled) will begin to tab messages along the top of the window. You can switch between users by left clicking their name.



To delete a tab right click the user's name. An asterisk will appear beside a user's name to indicate you have an unread message.

Message types:

- | | | |
|---|----------------------|---|
|  | Message | A personal message which has a dedicated message window |
|  | Notice | Less intrusive message, this is displayed in your active window |
|  | Memo | A personal message which was sent while you were offline |
|  | File Transfer | A user is trying to send you a file |
|  | Secure Chat | A request for a secure chat connection |
|  | Voice Chat | The user wishes to talk to you using a microphone / headset |
|  | Invitation | An invitation to join a chat room and talk to multiple users |
|  | Contact Exchange | Allows you to add contacts from another user to your own list |
|  | Network-wide Message | Message was broadcasted across the entire server / network |

4. Using chat rooms

A chat room on IRC is called a channel. These allow users to engage in a multi-user conversation. Channels can hold an infinite number (only limited by server resources) of members unless a member limit has been set.



You can view all available channels by clicking the Channel List icon on the upper right of the Contact List window.

Channels are sorted in this list by current member count. You can click the column header to re-order this list.

Channel topics can be viewed in tooltips by hovering over a channel name from the list.

To view all the channel topics at once you can re-size the Contact List to make it wider. This will automatically add a new column to the list called Topics.

Channel List Toolbar:

- Joins the selected channel
- Leave all channels you are on
- Allows you to create a new channel
- Updates the list to show current status

Registered Only This will display only the permanent channels which have been registered on the server. To view the temporary channels (also referred to as dynamic channels), you must uncheck this box.

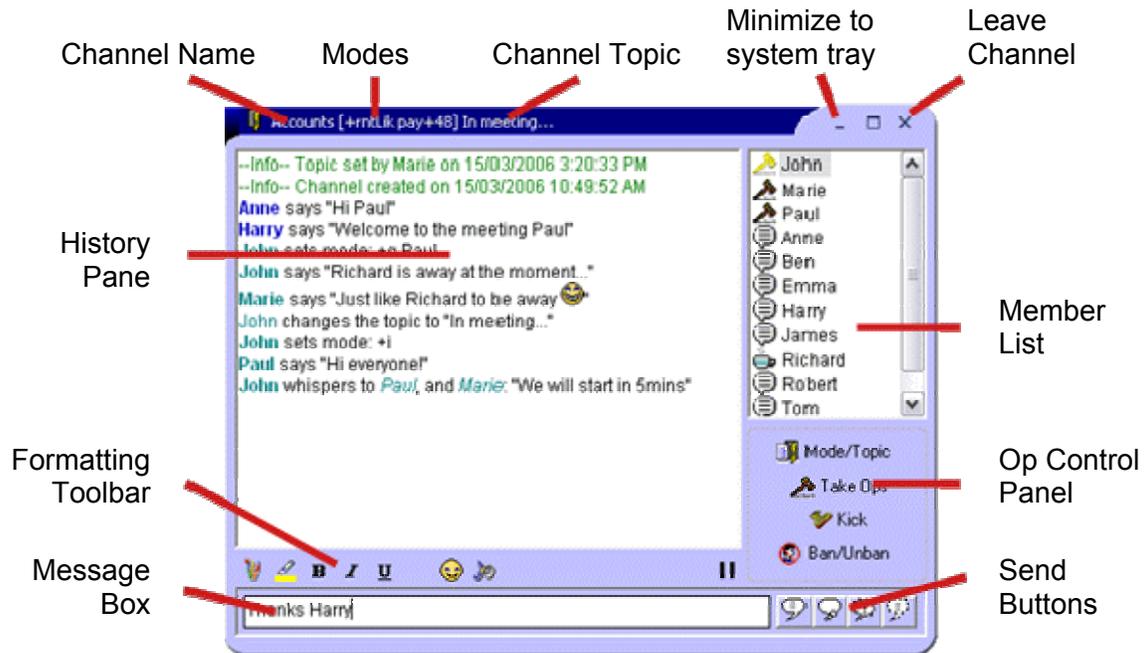
Channel status:

- Open The channel has a space for you to join
- Closed Channel is full because the member limit has been reached

Channel types:

- Standard Anyone can join and send messages
- Moderated Anyone can join but only selected members are allowed to speak
- Private May not appear in list and cannot be queried by non-members
- Invitation Only Can only join if you have been invited or are on the invitation list
- Locked A password is required to join the channel
- Auditorium Can only see the hosts and only the hosts see your messages

When you join a channel, a new window is created. The members of the channel appear on the right side of this window. Messages sent from members of the channel are displayed in the center.



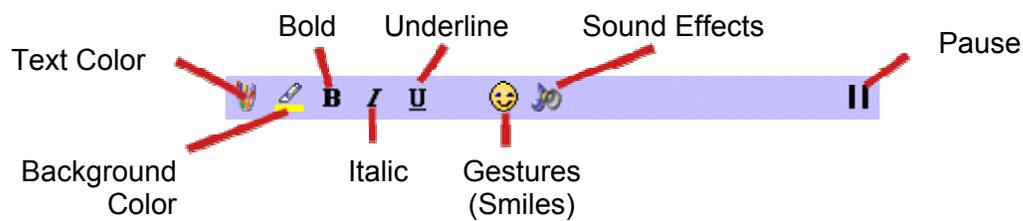
When you are ready to send a message, you type it in the message box at the bottom.

4.1 Types of channel messages

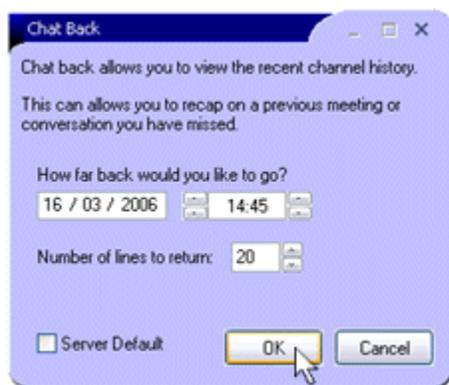
There are four different ways you can communicate within a channel: saying, thinking, emoting, and whispering. What you say sometimes depends on how you want to say it.

-  Say This is how most members communicate. Type some text in the message box, and press ENTER. All members in the channel will see what you wrote.
-  Think You can use this as a dramatic effect to show others what you are thinking
-  Emote When you emote, you are describing your emotions or actions in words
-  Whisper When you whisper, your message appears only to the users you selected in the Member List. Others can't see what you're saying.

An example is shown above where John whispers to Paul and Marie



4.2 Chat Back



Chat Back is a feature which is only available when enabled on the server.

It allows you to view recent entries from the channel transcript log if logging has been enabled for the specific channel you are in.

You can request to retrieve history from a specific date and limit the returned results.

4.3 Channel Hierarchy

The rules / code of conduct can vary between channels so it's best to familiarize yourself with each new channel you join. Channels are run by Channel Hosts (aka Op) and how they interpret the rules, who they allow to join and ban is at their discretion.

Channel Member Privileges:

-  Owner Given when the user creates a new channel. A channel Host cannot demote, kick or remove their access entries (including bans).
-  Host (Op) Can kick out members and ban them from the channel
-  Participant A member of the channel and can take part in the conversation
-  Spectator Can only watch the conversation

Channel Member Status

-  IRCop These users police the chat server. They have the ability to ban users from connecting to the server but they usually don't get involved with channel disputes.
-  Quiet The participant hasn't spoken in the channel for awhile
-  Away This indicates the user is away from his or her desk. You can check the away message in the user's User Details.



When you  right mouse click a member in the Member List you will have the same options as clicking a Contact in you're own Contact List with the added additions:

-  Tag User Displays the member's messages in bold text.
-  Ignore Member(s) Blocks all channel specific messages from member(s)
-  Host Controls Allows you to perform Channel Host specific tasks

If you are a Channel Host, you have the abilities to perform special actions to enforce the channel rules. These options are hidden from non-channel hosts.

Once you have been given Host status, you will have access to the Host Controls and the Op Control Panel shown on the right.



4.4 Channel Mode/Topic



To change the channel settings select 'Mode/Topic...' from the History Pane popup menu.

Channel Types:

- Public Visible in Channel List and can List Members before entering
- Private Only the name is Visible in Channel List and cannot List Members before entering
- Hidden Not visible in Channel List but can List Members before entering
- Secret Not visible in Channel List and cannot List Members before entering

Topic Description of the type of conversation within the channel

Moderated Only selected members can speak within the channel. When enabled, a Channel Host must individually make each member who is allowed to talk in the channel a Participant using the Host Controls. This setting is usually used for Technical Support channels to voice members who are next in line to be served.

Only Host Changes Topic This allows only the channel hosts to set a new topic for the channel

Invitation Only Only members who have been invited by a Channel Host or are on the Invite List (see Access List) can join the channel

No External Messages Prevents non-members from sending messages into the channel

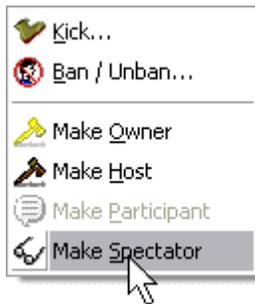
No Whispering Disables the ability for members to whisper to each other. This is channel specific and does not block users sending private messages.

Filter Profanity This enables server-side filtering of inappropriate content

Member Limit Sets a maximum number of members who are allowed to join the channel at one time

Password If enabled, members must enter this password in order to gain entry

Moderated Channel Tip



For alternative punishment other than kicking members out of the channel, a Channel Host can enable the Moderated option alongside a `*!*@*` Voice access entry. (see Access List)

This will make new members a Participant by default and if you need to punish a member, you now have the new option of removing the user's speaking privileges by making that user a Spectator.

4.5 Channel Access List

Entry	Mask	Expires	By	Reason
DENY	*!*\$south-building.I...		Paul	Not allowed entry
DENY	Gosh!*@\$*	17/03/2006 ...	Paul	24 Hour Ban
EXCEPT	Kevin!*\$east-buidn...		Paul	He sometimes visits and ...
HOST	Ruth!*@\$*		John	Auto Op
HOST	Marie!*@\$*		John	Auto Op
INVITE	Richard!*\$east-buil...	01/05/2006 ...	Paul	As he's always late
OWNER	John!*@\$*		John	Auto Op

The Channel Access (IRCX Specific) is accessible from the History Pane popup menu. It allows you to view and assign channel member rights based on a user's identity. Everything from channel bans to auto ops are stored in the Access List. Here is a list of the various types of access entries you can create:

- Owner Auto Op the joining member with Channel Owner status
- Host Auto Op the joining member with Channel Host status
- Voice Auto Voice the joining member with Participant Status
- Grant / Except Allows entry or an exception to a channel ban. If a grant entry has been set with no deny entries, the server will assume everyone is disallowed with exception for the members matching the grant entries.
- Invite Allows entry to an Invitation Only channel without having an invite sent each time you wish to join
- Deny / Ban Bans the matching members from entering or sending messages into the channel.

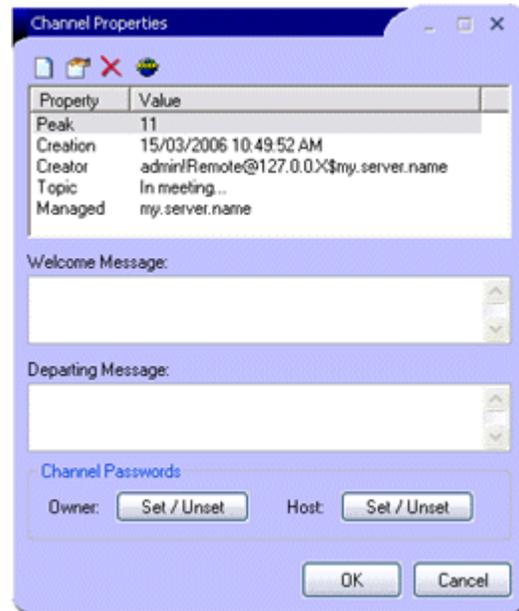
4.6 Channel Properties

The Channel Properties (IRCX Specific) is accessible from the History Pane popup menu. This area allows you to set Joining and Leaving messages for your visitors.

If you are the Channel Owner, you can also set the channel Owner / Host Keywords here which are used to regain Op status upon joining the channel.

You can also view and set other channel properties and PICS content rating.

PICS are used to Content Rate the channel's suitability for young audiences. If you wish to have your channel rated, you should contact the Server Administrator.



4.7 Removing a member



To kick a member from the channel, you can select 'Kick' from the Op Control Panel or Host Controls.

You can then type your reason for kicking the user.

If necessary you can ban the user permanently or for a set duration.

Paul kicked Richard out of the channel, saying "Don't bother coming if you are just going to be AFK".

Should you wish to unban a user from the channel, you can select 'Ban / Unban' from the Op Control Panel to bring up the dialog window shown on the right.

This will then allow you to select the ban mask you wish to remove from the dropdown list provided.

Information on who set the ban, when it expires and the reason it was set is displayed.





If the channel is being moderated a new option will appear in the Op Control Panel to Give / Take voice privileges.

If you are running a support channel, you can right click this button to automatically voice the next user in line. Even if you have just joined the channel yourself, it will pick from the oldest members first who have no voice permissions.

5. Content Advisor

OfficeIRC Messenger has been integrated with the Content Advisor.

This allows the computer supervisor to block access to chat rooms which may be inappropriate for young children.

If an attempt is made to join a channel which is inappropriate, a window like the one displayed on the right will appear.

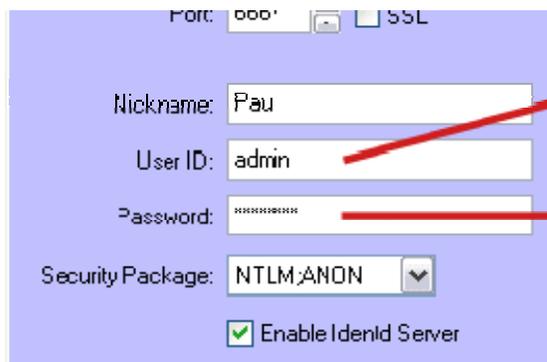
If necessary the supervisor can override this such as in the case of there being no content rating.

You can enable / disable and configure the Content Advisor settings from the Options area via the Main Menu.



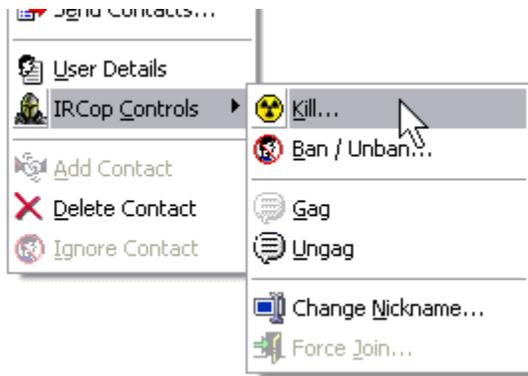
6. Becoming an IRC Operator

An IRC Operator is someone who has authority to police the chat server. They have the ability to kick and ban users from the server. To authenticate yourself as an IRC Operator, enter your account information in the General options screen as shown below.



Operator Account Name

Operator Account Password



These settings will take effect when you next login to the server.

New options will become available in the popup menus and Op Control Panel to perform IRCop related tasks.

You should consult the Server Manual for more information regarding IRCop abilities.

7. Options Screen

The Options screen allows you to change various global settings in the application. You can access this area via the Main Menu. Here are descriptions for the various categories.

General

Server Name

DNS / IP Address of the chat server.

Port

TCP Port number the chat service is running on.

Standard port numbers includes 6667 and 7000. If connecting using SSL use port 994

SSL

If enabled, the client will attempt to negotiate an encrypted connection.

Nickname

A name you'd like to be known by. This can contain language characters if connecting to an IRCX compliant chat server.

Password

Optional, used for verifying ownership of a registered nickname

Security Package

ANON – Connects anonymously to the chat server

NTLM – Attempts to authenticate using your windows logon token

Alerts

Show Alert window on new events

An alert window will appear in the bottom right of the screen when a new message or event is received.

Keep alert window open

If enabled, the alert window will stay open until the message is opened.

Flash window on new message

Upon receiving a new message in an open message window or channel, the window will continue to flash until the window receives focus.

Notify me when members...

These options will display text notifications in the Chat History pane if checked:

- Join the channel
- Leave the channel
- Change topic and modes
- Change nickname

Auto Join

Here you can specify a list of channels (separated by a comma) to automatically join upon connecting.

Channel Watch

Here you can specify a list of channels (separated by a comma) to watch. You will automatically be notified when the channel is in use. This maybe useful for watching technical support rooms so you don't need to be present all the time.

Display

Font Size

Allows you to change the Font Size for all the main reading areas such as Chat History, Message Box, Member List etc.

Disable message formatting

This option will automatically strip out all the color and text formatting for incoming messages.

Disable URLs contained in messages

This option will deactivate hyper-links within messages in the Chat History and Profiles.

Skin Color

Allows you to pick a new color theme or use Windows default.

Display Notices in...

Choose where notices are displayed:

- Contact List
- Status Window
- Active Window

Message Format

Here you can set the message format used in the Chat History pane:

- **Paul** says "Message"
- **<Paul>** Message
- **Paul** says: Message

Gesture icons

Replaces text smiles such as :-) with a graphical version in the Chat History pane.

Sounds

Play sound requests

When enabled sound effects sent into a channel or private message will be played if you have the file in your sound folder.

Play sound effects

Sound effects will play when members leave and join channels or upon receiving events such as new messages. You can change which sound is played for specific events using the dropdown list.

Play sound requests

When enabled OfficeIRC Messenger will automatically play sound messages receiving in private messages and channels.

Logging

Logging

This area allows you to save your conversation history to a directory of your choosing. A new log file is created each day for each channel and user.

Recent chat history is also stored in the Log Folder. If OfficeIRC Messenger cannot write to this folder, history will be erased as soon as the Message Window is closed.

Firewall

Firewall

If you have a firewall or proxy in place you can specify the required settings here.

Content

Only accept messages from contact list

When enabled everyone except the users on your contact list are ignored with exception to channel messages, whispers and globally sent messages.

Filtering incoming messages containing profanity

This uses server-side filtering and is only available on OfficeIRC servers.

Content Advisor

This allows you to enable / disable and Configure the Content Advisor.

Other

Tab message windows

If you make a habit of talking to multiple users at the same time this option will help keep your desktop from being cluttered. You will be able to switch between different conversations by clicking the tabs at the top of the message window.

Time stamp all windows

A time using the 24 hour clock will appear at the start of all messages received. This time stamp will be written to the log file if enabled.

Clear message window on close

This option will clear the conversation in message windows when you close them.

Notify recipient of new message being typed

This option will alert the member that you are typing a message by flashing a keyboard icon in the message window.

Display channel members as quiet after x mins

This will mark channel participant as quiet if they haven't spoken for awhile.

Set 'Away' status after x mins

If enabled your status will be set to away if your keyboard / mouse are idle for the specified amount of time.

Block File Types

Any incoming file which matches one of these file extensions (separated by semi-colons) will be blocked automatically.

Reset Windows Positions

If you have recently changed your screen resolution or turned off dual monitors, you may need to reset the position to bring the windows back into a visible area.

8. Troubleshooting



If you are unable to connect, check the 'Status Window' for possible error messages.

It is possible for your connection to be interrupted and OfficeIRC Messenger may not be able to reconnect immediately. In such an occurrence, you will normally receive the error message nickname in use. If this happens just sit back and allow OfficeIRC Messenger to automatically reconnect.

If it is your first time and you get an error message stating that your nickname is in use, you should pick another nickname and register it at your first opportunity.

Other possible reasons for your inability to connect may be that you have been banned (e.g. Klined / AKill) or you don't have identd server running.

