HOM*e*MEETING
TECHNICAL PAPER

JoinNet Messenger User Guide
Version 1.17.1

September 2011

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What's New in JoinNet Messenger 1.17.1

Support typing status   During a text conversation, the typing status of the other user will be shown. This feature is only supported by MCU of version 3.17 or higher.
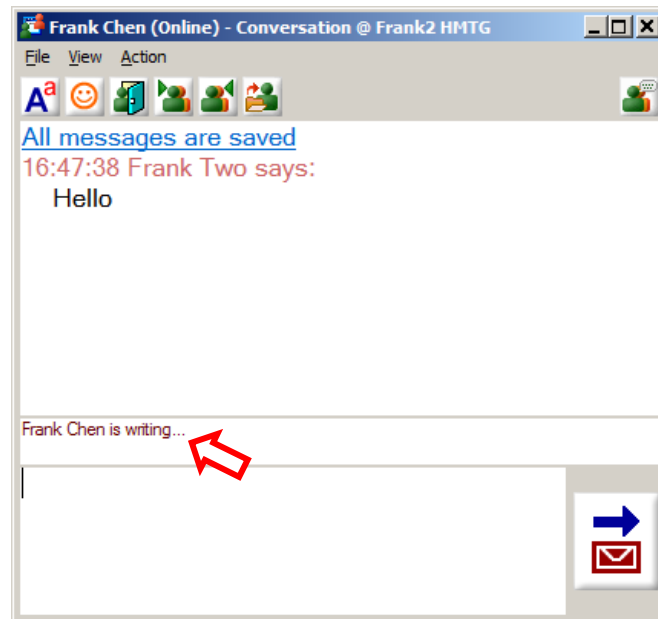
Support Virtual MCU   Once users are assigned to a virtual MCU, Messenger will show users of the same virtual MCU. (Virtual MCU is supported by MCU of version 3.17 or higher. System administrator can create multiple virtual MCU for connection sharing. Please consult local HomeMeeting agents in your area.)

Overview

JoinNet Messenger is the client software that connects you to other HomeMeeting users through online presence awareness. Its features include text messaging, recorded message checking and sharing, viewing message playback record, organizing personal contact, looking up meeting, looking up published recording, visiting an Owner's web office, inviting users to join an online meeting, and more.

JoinNet Messenger

JoinNet Online Meeting & Playback

Instant Messaging
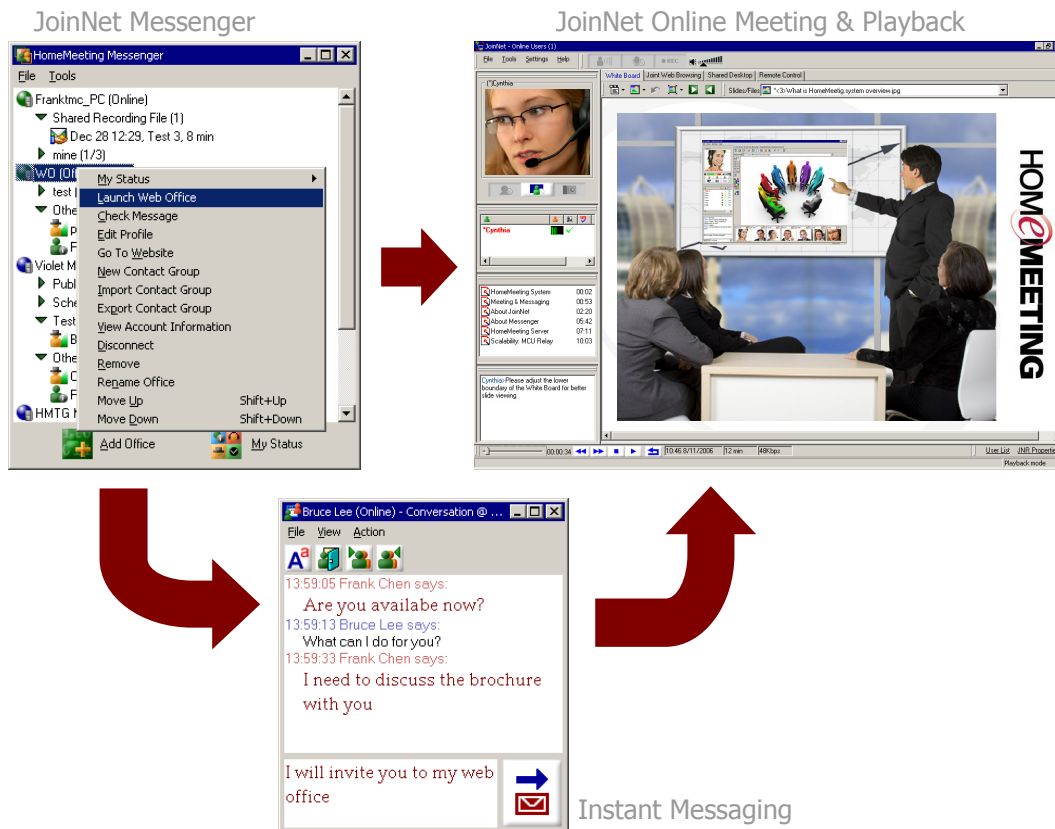
General Requirements for JoinNet Messenger:

- 333 megahertz or higher processor clock speed
- Windows XP / 2000 / ME / 98 Second Edition
- 3 MB of available hard disk space
- 64 MB of RAM or higher
- 16 bit color at 1024x768 or higher resolution

Installation and Setup

JoinNet Messenger can be downloaded at the website http://www.homemeeting.com/. Installation of JoinNet from the same site is also required.

Personalize JoinNet Messenger

Rearrange Messenger

To make it easier for you to communicate with other HomeMeeting users, JoinNet Messenger provides management tools to help you personalize the Messenger, including rename office, create new contact group, import and export contact group, and move down/up a web office.

Rename a web office

The default name of a web office is the URL of a MCU meeting server. You can rename a web office to your preference. To change the name of a web office, i.e., the name of a HomeMeeting MCU server, you can right-click a web office, select **Rename Office** and type the name for the web office in the Name field. Click **OK** to finish renaming a web office.
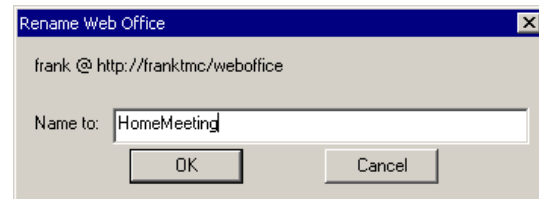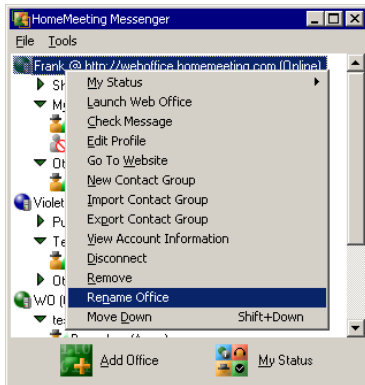
Create a contact group

You can create multiple contact groups to a web office. First, similar to rename an office, right-click a web office and select **New Contact Group**. Name the group—say *My Contacts*—and then click **OK**.
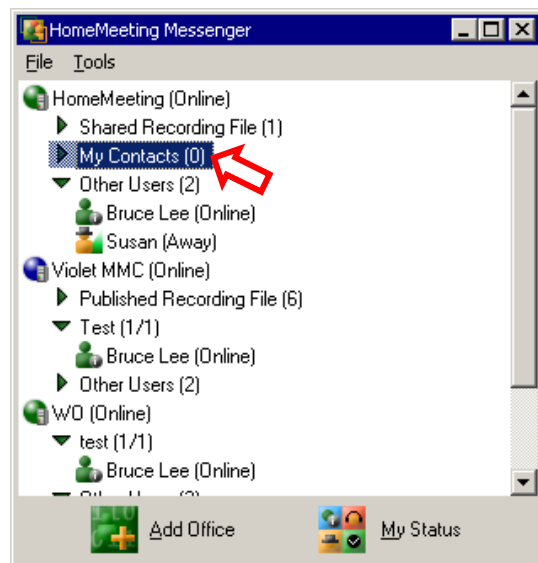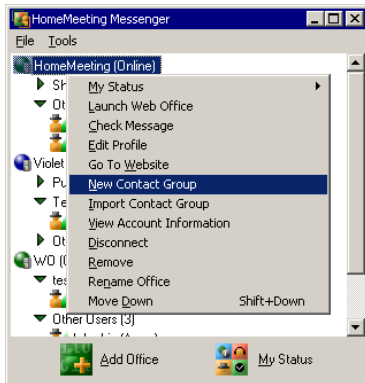
Add contacts

Once a contact group is created, you can add contacts to the group. First, right-click a contact group, and then select **Add Contacts**. The *Pick User ID* dialogue box appears.

From a list of registered Owners in the dialogue box, you can pick and add Owner(s) to a contact group: Click a user, or holding CTRL key when select multiple users in the dialogue box, and then click **Pick**.
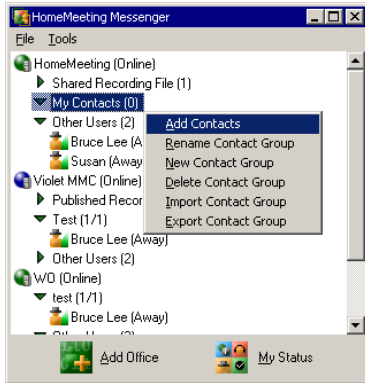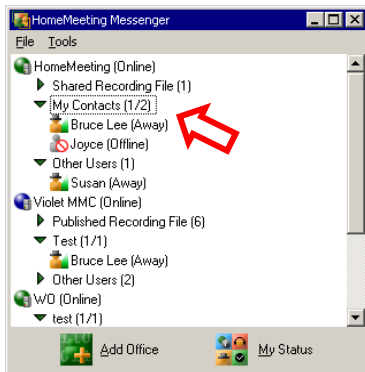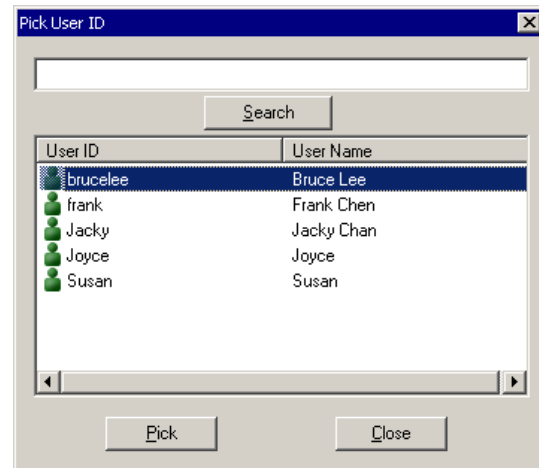
Note that you can also add contacts by dragging users from **Other Users** to a contact group.

Now your Messenger should display all the selected Owners under the group you just created. Here is what it looks like from our example, depicted by the image at left.

Import/Export a contact group

You can import a contact group of a given web office if you have a *.cgl* file (contact group list) to import. A *.cgl* file is a file that has been exported from a JoinNet Messenger contact list. You can right-click a web office and select **Import Contact Group**, browse to the location of a file *.cgl* file, select the filename, and click **Open** to add contact groups to the same web office at your Messenger.

To export all contact groups under the same web office, you can right-click a web office, select **Export Contact Group**, browse to the location for the *.cgl* file, and click Save to save the the *.cgl* file; or you can right-click a contact group and select **Export Contact Group** to save a single contact group.

When someone imports the .cgl file, the imported contacts are merged with his existing contact list.

Other management tools

To move up (down) a web office, just right-click its name and select **Move Down** (**Move Up**). Right-click a web office and select **Remove** to remove it from the Messenger; or select **Disconnect** (**Reconnect**) to disconnect (reconnect) the Messenger from (to) the MCU server.

Configure Messenger

You can configure the Messenger by the **Options** under the **Tools** menu. Most of the features under the tabs *General*, *Font*, and *Log Level* can be intuitively understood.
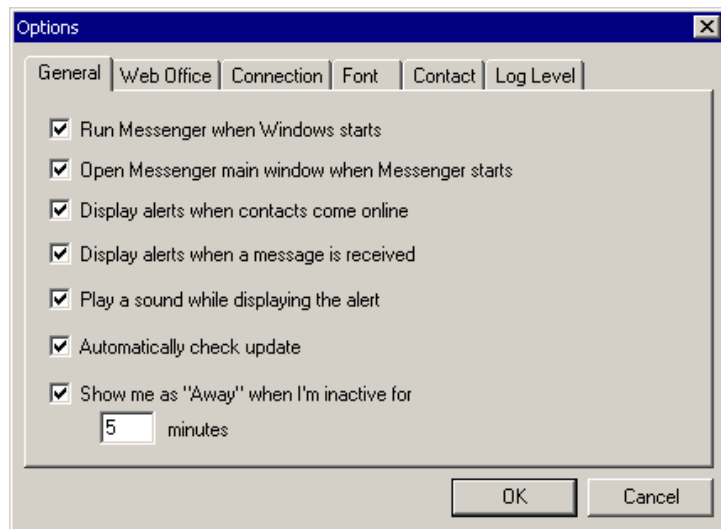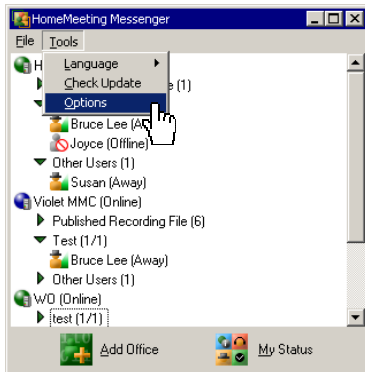
For example, click the *General* tab, select or deselect "Run Messenger when Windows starts" to specify whether or not to open JoinNet Messenger when the Windows starts. Or click the *Font* tab, select or deselect "Large Font" to specify whether or not to use larger font for Messenger. Or click the *Log Level* tab and select the log level from the drop-down list—the higher the log level, the more detailed the log file.

List of web offices

Under the *Web Office* tab, it shows a list of web offices' URL added to the Messenger; you may select the check box *Show Contacts* to display contact groups of each web office.
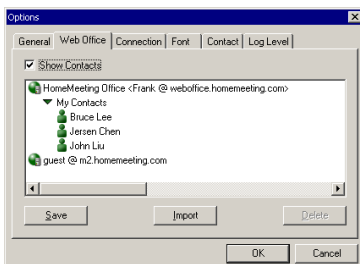
Similar to Import/Export a contact group, you can save the entire Messenger's setup, including web offices and their contact lists to a *.wbl* file (web office list file). Under the *Web Office* tab, click Save, browse to the location to save

the *.wbl* file, and click **Save**. Or you can click **Import**, browse to the location of a *.wbl* file, and click **Open** to add the web office to your Messenger.

Is there any proxy server?
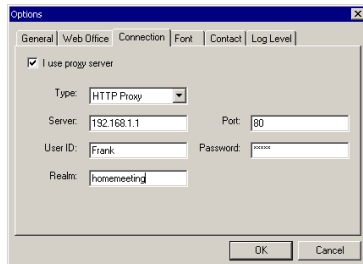
Under *Connection* tab, you can configure your Messenger conforming to the settings of your company's proxy server, if the Messenger fails to connect to the MCU server(s).

To setup a proxy server for the Messenger:

1. Select the type of proxy server in the **Type** field.
2. Type the IP address in the **Server** field and its port number in the **Port** field.
3. Type your user Id and your password in the **User ID** and **Password** field, respectively.
4. Type the domain name in the **Realm** field.
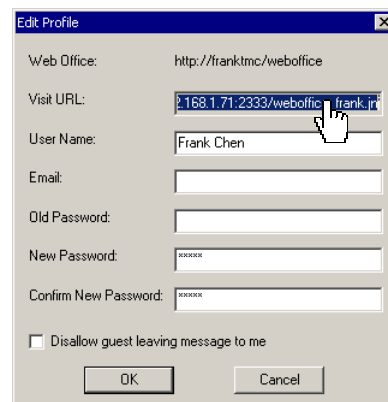5. Click **OK**.

Show offline contacts

Note that, Messenger will display the offline users only in a contact group. You can deselect the option **Show Offline Users** under the *Contact* tab to hide offline users in any contact group or deselect **Show Other Users** to hide other users in all web offices.

Visiting Hyperlink
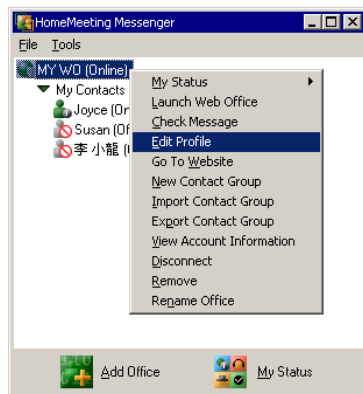
Messenger 1.11.0 provides the visit-my-web-office hyperlink under **Edit Profile**.

1. Right-click the name of your web office, which showing your online status.
2. Select **Edit Profile**.
3. Double-click to highlight the Visit URL.
4. Right-click and select **Copy**.
5. Paste of insert this URL to email or any web page.
6. A click on this URL will bring other JoinNet users to your web office directly.

Set Personal Message

User can set his/her personal message alongside his/her online status.
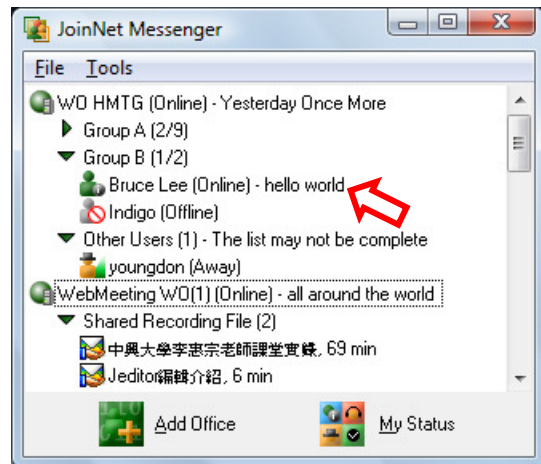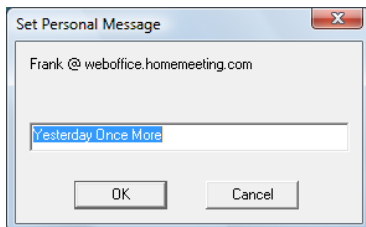
To set a personal message:

1. Right-click one's web office
2. Select **Set Personal Message**
3. Type in text message
4. Click **OK**

Instant Messaging and Online Meeting

Online Status

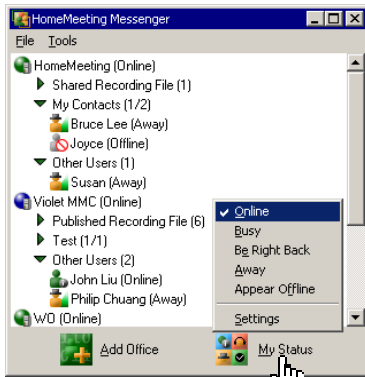You can change your online status to allow other HomeMeeting users be aware of your readiness for any kind of online interactivity.

Simply click **My Status** and select the preferred online status. If you have added multiple web offices to the Messenger, this action will update the same online status to all these offices. On the other hand, you can change your status at a web office, individually, by right-clicking the office and select preferred online status.

This icon indicates that you are *online* and ready for text messaging, online meeting, and recorded file sharing.

This icon indicates that you are *busy* that you may ignore any request for text messaging, visiting, meeting, and recording playback—though you are aware of these requests.

This icon indicates that you are *away*, or *be right back*, from your PC or laptop—that you are not aware of any request for text messaging, online meeting, or recorded file sharing.

This icon indicates that you are *off line* and you are not available for any online interactivity. Nevertheless, other Messenger users still can visit your office and leave a recording message to you.

 This status icon indicates the user is *online*, using a mobile device, and ready for text messaging, online meeting and recorded file sharing. (This feature is available only for MCU server with *Enable Mobile Connection*.)

Online Meeting

A web office's Owner can launch his/her web office, by selecting **Launch Web Office**, to start a just-in-time meeting or to make a recording file by himself/herself alone. Be sure to install JoinNet before launching any web office. Please refer to **JoinNet Installation Guide** for more details.

 This online status icon, automated by the MCU meeting server, indicates that you have launched your web office, and all visiting requests will be granted or rejected *immediately*. However, if your status is *busy*, *away*, or *appeared off-line*, the status remains as it was—*busy*, *away*, or *off-line*, even though your meeting room is opened already.

Visiting an open office or an online Owner

You can right-click the office-open icon or online-user icon of an Owner and select **Visit** to launch JoinNet—in most cases you need to select **Visitor** and type in your name at the JoinNet dialogue box, and then click **OK**—and send a request to the Owner for entering his/her web office.
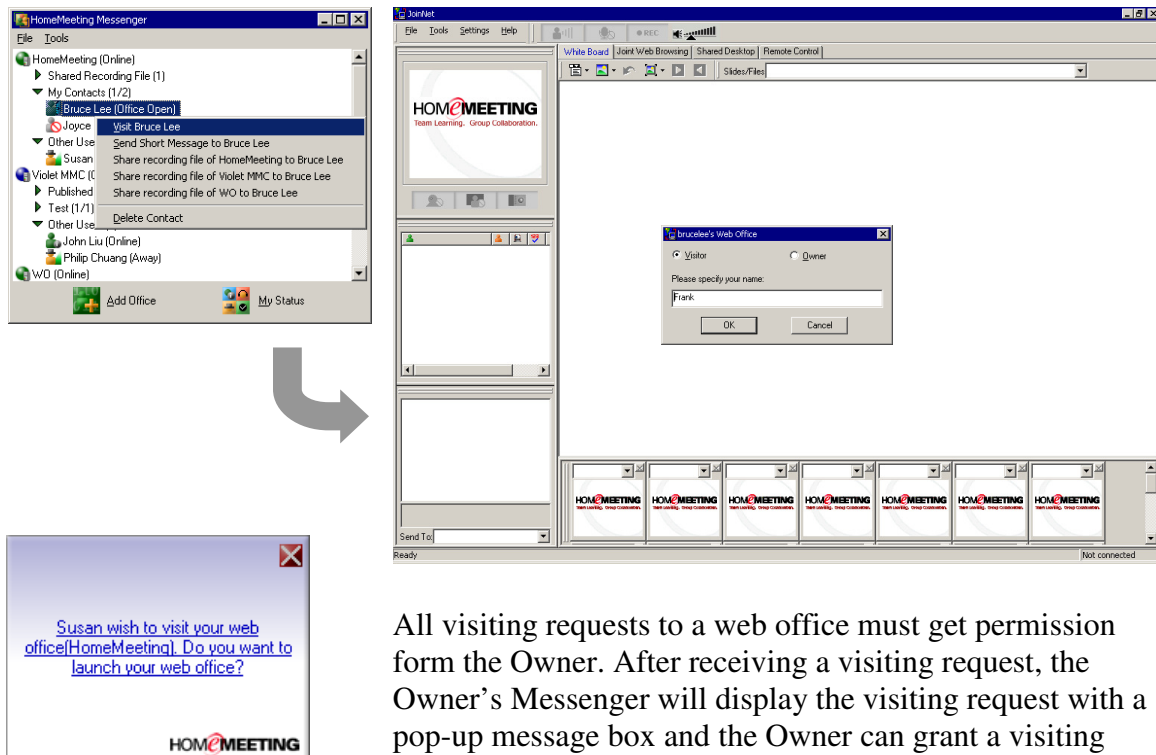

All visiting requests to a web office must get permission form the Owner. After receiving a visiting request, the Owner's Messenger will display the visiting request with a pop-up message box and the Owner can grant a visiting

request using JoinNet—a click at the pop-up message box will bring up JoinNet automatically.

Please refer to *JoinNet User Guide* for allowing visitor, either manually or automatically.

Accept or reject a visit
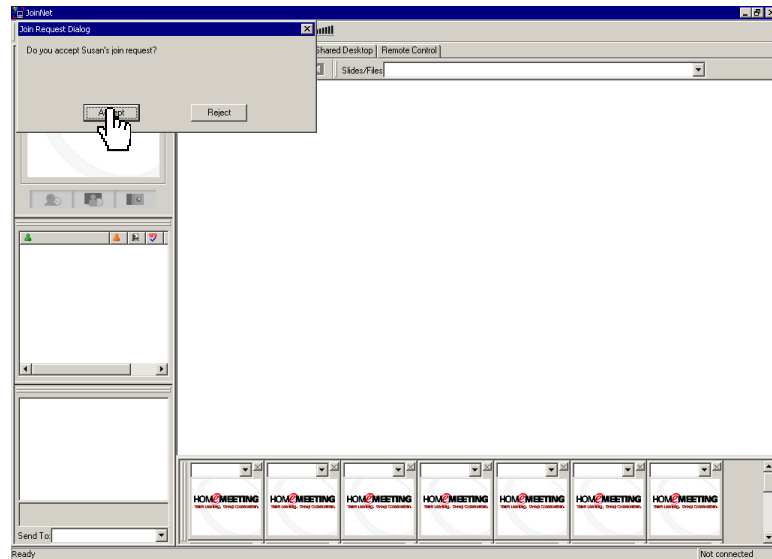
 This online status icon, automated by the MCU meeting server, indicates that you are meeting with visitors. However, if your status is *busy*, *away*, or *appeared off-line*, the status remains as it was—*busy*, *away*, or *off-line*, even though you are in meeting with others.

Invited to an open office
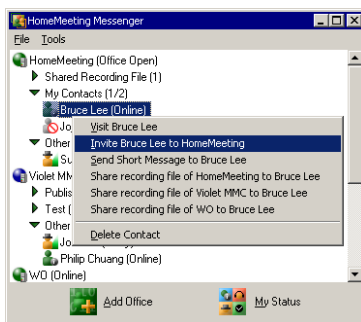
After launching his web office, an Owner can invite other Owners (i.e., registered users at certain MCU servers in the world), either from the same MCU server or from different MCU server, to join an online meeting with him.

As you can see from the image on the left, an office (HomeMeeting) is open and then, in this example, the owner right-clicks Bruce Lee, whose status is online, and selects **Invite Bruce Lee to HomeMeeting** to invite Bruce Lee to enter the open office.
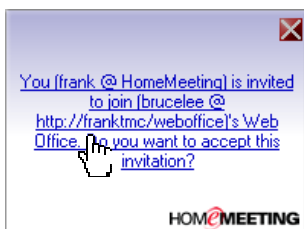

Each Messenger user who is invited to the online meeting will receive an invitation message box. Just click at the Messenger message box, an invitee will enter the inviter's web office immediately, without waiting for the Owner's permission—*the invitee could be a contact group*.

If you missed a meeting invitation, a missed-call message will be shown at your Messenger—the Messenger icon keeps flashing at the Windows menu bar until you erase all missed calls.

Invite to Meeting
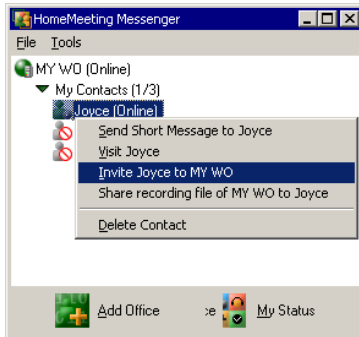
When using the previous version of JoinNet Messenger, one has to launch JoinNet first in order to invite other Messenger's users to one's web office. Messenger 1.11.0 provides a new right-click selection for inviting other Messenger's users to visit one's web office:

1. Right click a user's name. Select **Invite** (User Name) **to** (Your Web Office).
2. JoinNet will be launched automatically.
3. The invitee's Messenger will pop up an invitation message. If the invitee should click the message popup, his/her JoinNet will launch automatically and enter the inviter's web office.

Scheduled online event
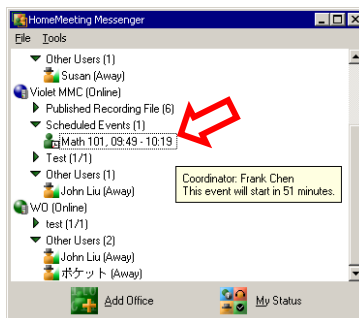
Special HomeMeeting server, for example, the third-party MCU meeting server for MMC, supports event scheduling, and the event title will be displayed at the Messenger within 7 days prior to the scheduled event. Upon the scheduled time, simply right-click an event title to join the ongoing event.

As you can see from the image at left, an online event scheduled by a MMC server, Math 101, is published at the Messenger of an invitee.

This online status icon, automated by a third-party MCU server, indicates a scheduled online meeting, together with its event title, date, and time.

This icon, automated by a third-party MCU server, indicate an ongoing scheduled online meeting, together with its event title, date, and time.

Instant Messaging

Text messaging is text strings received instantly by the recipients. Two types of text messaging are provided by the Messenger: **instant messaging** and **short message**.

Messages log

Only web office Owners can use text messaging. The system administrator of a MCU server can specify that all

text conversations be encrypted and logged in a system archive. All test messages are also saved locally at the Owner's PC or laptop, in the *imlog.txt* file located at the directory where the JoinNet Messenger is installed.

Start an instant messaging

To send a text message, an Owner right-click another Owner and select **Send Short Message**.
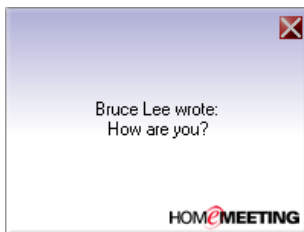

Conversation Window
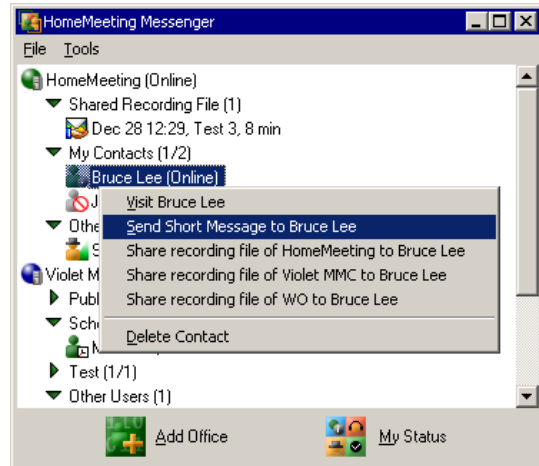
In the **Conversation** Window, type in your text message and click "send mail" icon to send out the message to the other Owner—and wait for his/her text back.

Respond to text messaging

Each Owner who is invited to the text conversation receives a message box, together with the **Conversation** Window appeared at the PC desktop.

If you ignore the incoming text message, the popup will go away but the Conversation Window will remain at your desktop—waiting for your text-back to the sender, although the sender may have quitted the text messaging process.

Send a short message

You can send out a short message **to a contact group**—but the other Owners cannot text back to you right away since no **Conversation** Window will appear. You can also send out a short message to other Owner without using the **Conversation** Window: change your status to **appear offline** and then send out your message—the other Owner will not be able to respond to this message.
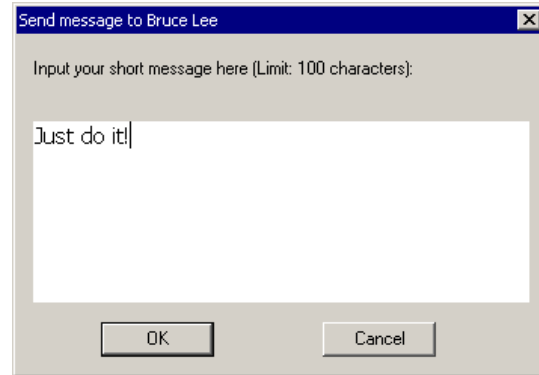
Missed message If the other Owner doesn't close the message while it pops up, a missed-call message will be shown at his/her Messenger—the Messenger icon keeps flashing at the Windows menu bar until you erase all missed calls.

Group Messaging User can right-click a contact group and select **Start Group Conversation** to invite all the members of that contact group, who are using JoinNet Messenger 1.12.0, to join a multipoint instant messaging session. Or user can start a typical point-to-point instant messaging and then click on the **Start Group Messaging** icon and select another user from the **Pick User ID Window** and click on **Pick** to invite that user to join the ongoing text messaging.
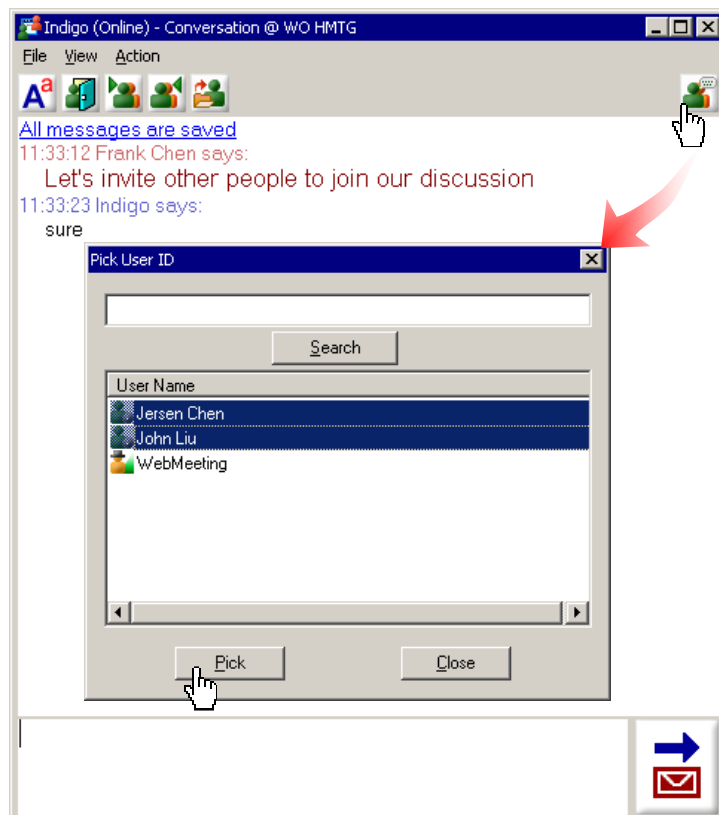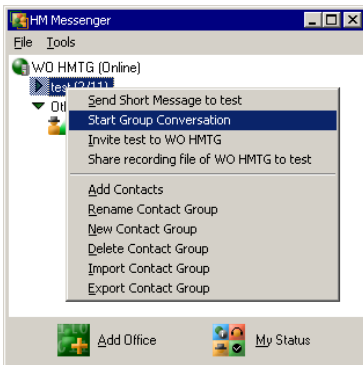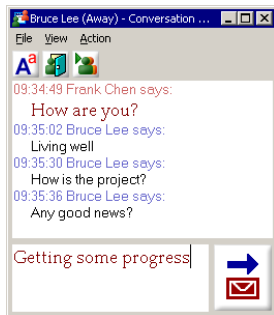
Note: This feature is available only for MCU server with *Advanced Messenger Support*. And only the users of the same MCU server can join a group messaging session.

Launch web office from Conversation Window

You can launch your web office while having a text chat conversation with another Owner.

To open your meeting room, click the office open icon and JoinNet will be launched automatically. Once your office is opened, not only your status at Messenger change to office open (if your status is *online*), there will be a new icon appeared at the **Conversation** Window, namely invite people to your meeting room.

Web office close

Click this icon to open your meeting room or launch your web office.

This icon will appear only if your office is opened. Click this icon to invite the other Owner to your meeting room.

Web office open

Click this icon to visit the other Owner's web office. Note that the other Owner needs to open his/her meeting room first in order to accept your visiting request—so it take a little bit longer to join a to-be-open web office.
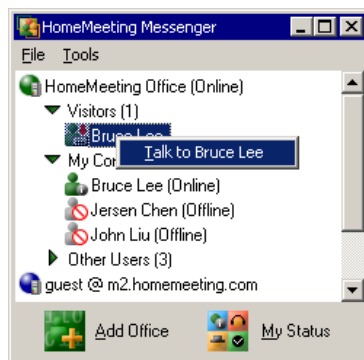
Click this icon to set your text font or text color.

Click this icon to send out your text message.

Record a message

Once an Owner receives a visiting request, he/she can accept the meeting request or he/she can reject it. If a visiting request is rejected, the visitor will see the Owner-is-busy-and-leave-your-message dialogue box from JoinNet—he/she can click **OK** to leave a recording message or **Cancel** to stop.

If someone is recording a message to your web office, the Messenger will display a *visitor-recording* icon. You can right-click the visitor's name, choose **Talk to (visitor's name)** to launch JoinNet and start an instant online meeting with the visitor. In such as case, the visitor becomes the

first Token Holder and you can retreat the Token at any time.

File Transfer

User can transfer files to another JoinNet Messenger user by right-clicking the user name and selecting **Transfer to (User Name)**: (This feature is available only for MCU server with *Advanced Messenger Support*.)
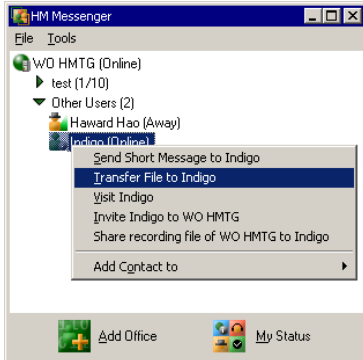
1. Browse and select file from the **Open Window** and click **Open**.
2. **File Sharing Window** pops up, indicating the file transfer progress. The file sender can click on **Cancel** to terminate the file transfer process. (Receiver must click on **Receive** at his/her **File Sharing Window** to start this file transfer process, or the receiver can click on **Cancel** to reject this file transfer request.)
3. The sender can also *drag and drop multiple files* to the **File Sharing Window** to start file transfer. Or simply click the file transfer icon to popup another **Open Window** to send other file to the same receiver.
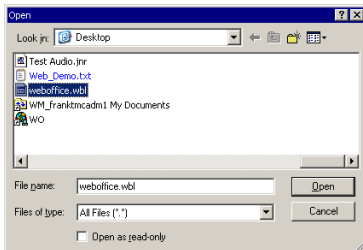
JoinNet Messenger users can click on this icon to start file transfer from the **Conversation Window**.

Offline Message

Messenger 1.11.0 provides offline message to one's contacts, and contacts only. Before using offline message, you need to set your Messenger to show offline contacts:
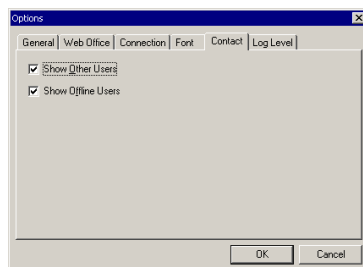
1. Click **Tools>Options>Contacts**.
2. Select **Show Offline Users**.
3. Click **OK**.

To send an offline message:

1. Right-click an offline user under your contact group. Select **Send Short Message to** (User Name).
2. Type your messages in the Conversation Window as you do for instant messaging.
3. The system will notify the sender that "The following message is delivered as offline message."—and confirm your messages.
4. When the user is online, his/her Conversation Window will pop up, displaying all the offline messages you sent.

Start Recording
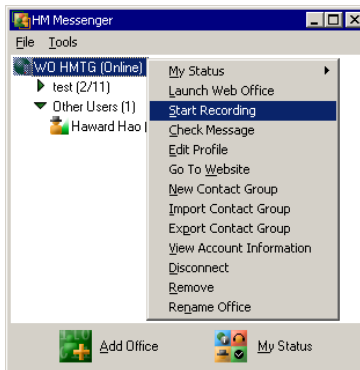
A web office owner can use **Start Recording** to produce a no-data-loss, better-audio-quality recording file. All the data will be queued locally and then send to MCU using TCP. When a user launches Start Recording, his/her online status becomes **Appear Offline** to avoid any disturbing visiting request that could interrupt the ongoing recording session. When the user finishes recording by exiting JoinNet, his/her online status will be resumed to the previous one.

Note: This feature is available only for MCU server with *Enable Playback Connection*.

Exit Messenger

When you run the Messenger, the Messenger icon 📇 is added to the system tray for Windows. You can close the Messenger but it will be running at the system tray. To exit the Messenger, you can right-click the icon 📇 and select Exit to remove the icon from the system tray of Windows.

Display Conversation Log

Previous versions show IM Log with a plain text format. Messenger 1.14 provides conversation log with the same format as the real-time text chat. To display a conversation log with a certain user, simply right-click the user's name and select Display Conversation Log with (the user's name).
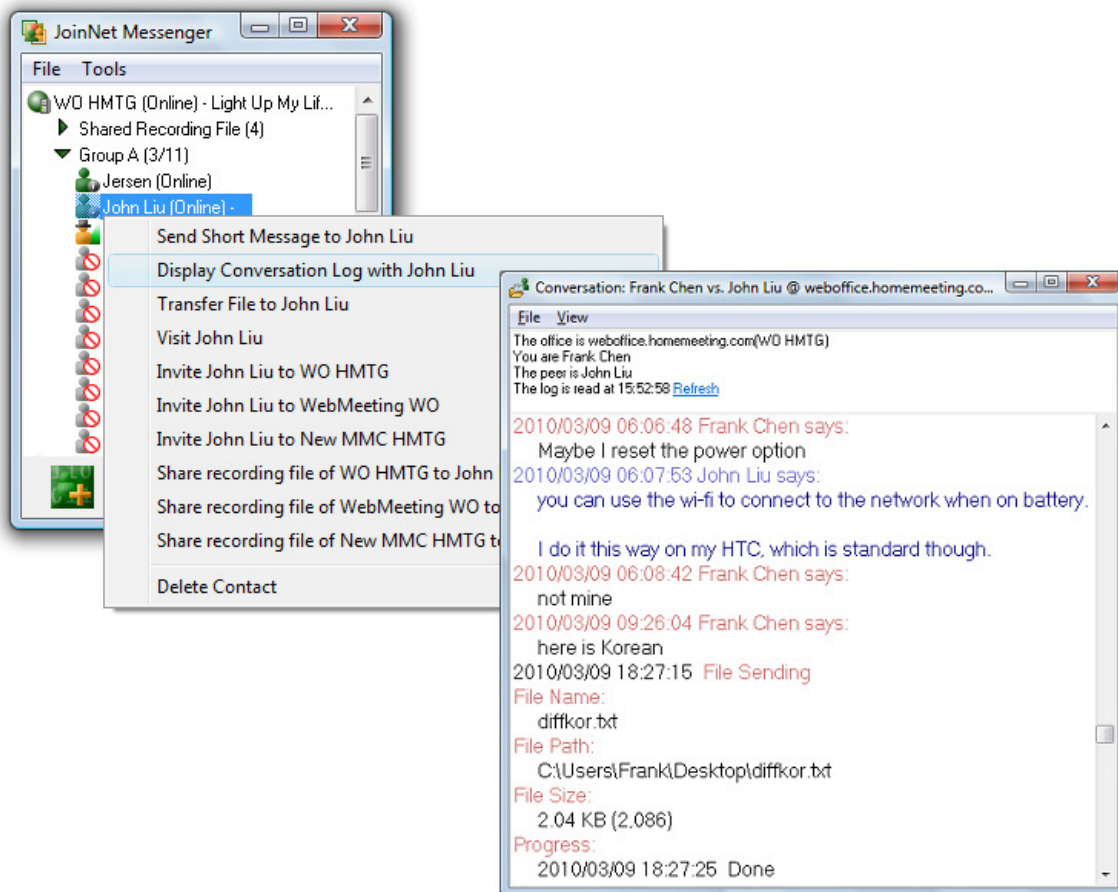
Or you can click **All messages are saved** on the Conversation dialogue box, when text messaging a user, to bring up the Conversation Log with that particular user.

Please note that Conversation Log displays not only the text messages but also the activities of file transfer.

Another way of bringing up the conversation log is from the main menu: under File, select **Find a Conversation Log** to open the following window:

On the **Find a Conversation Log** window, select **Office** from the pull-down menu (this is for users who have more than one web office), select **You are** (this is for users who have more than one owner account at the same web office), type in **Keyword**, if necessary, or specify the **Time range**, and then click **OK** to display the desire conversation log.
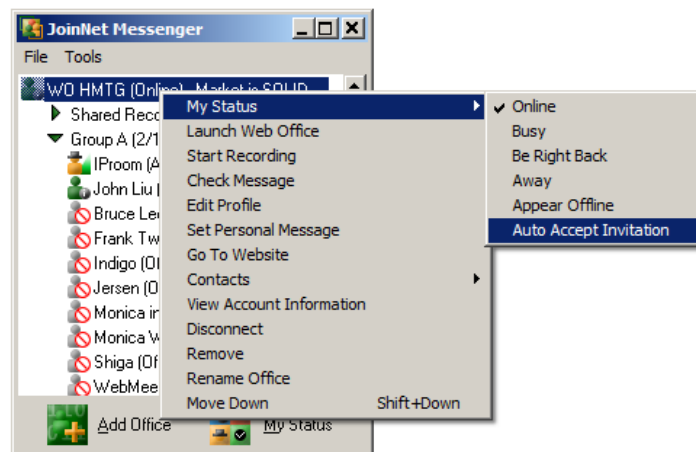
Please note that the conversation log is available when a user starts using JoinNet Messenger 1.14.0. All text logs

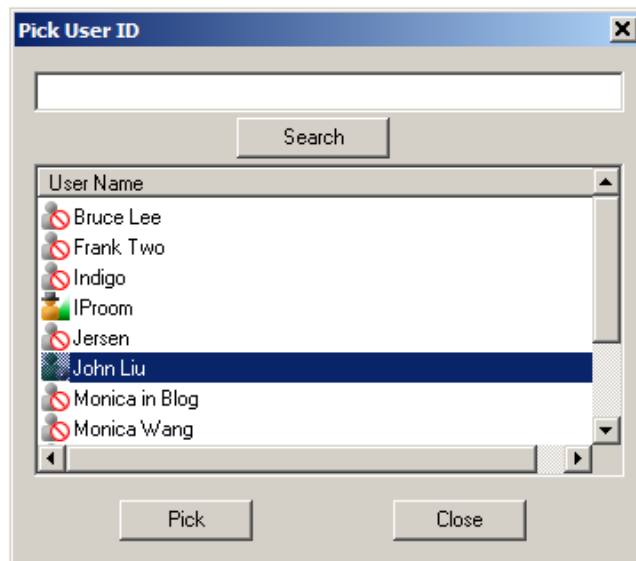from the previous versions of JoinNet Messenger are saved under **IM Log**.
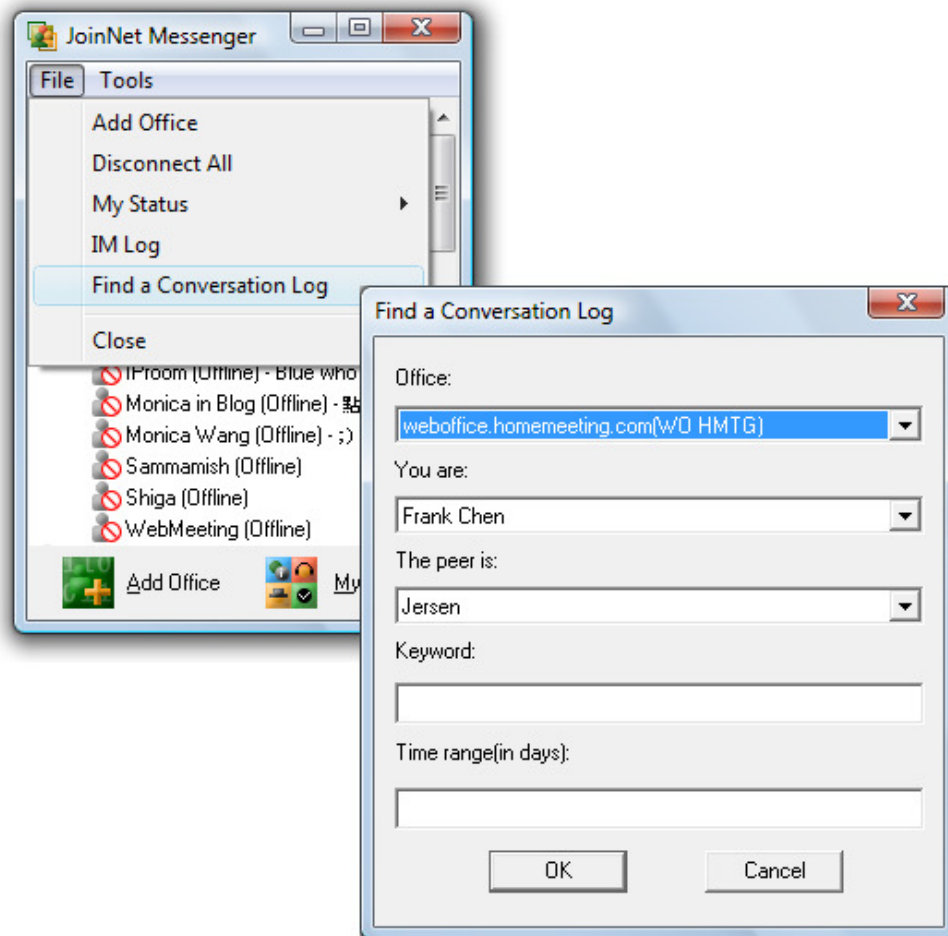
Auto Accept Invitation

Under My Status one can enable Auto Accept Invitation from a specific user in the contact list to join an online meeting.

To authorize a user for this privilege, click on Auto Accept Invitation and select the User ID.


Please note that once being auto invited to a meeting, the invitee will enter the **audience mode**, namely the invitee's audio device will be disabled. An audience will listen but cannot talk.

Emotional Icons   Plain text emotion icons (emoticon) are provided for easy conversation. Click on the Smiling button and add facial icons. All emoticons are saved in the file, emoticon.txt. One can click on this file to edit or to add one's personal emoticons.
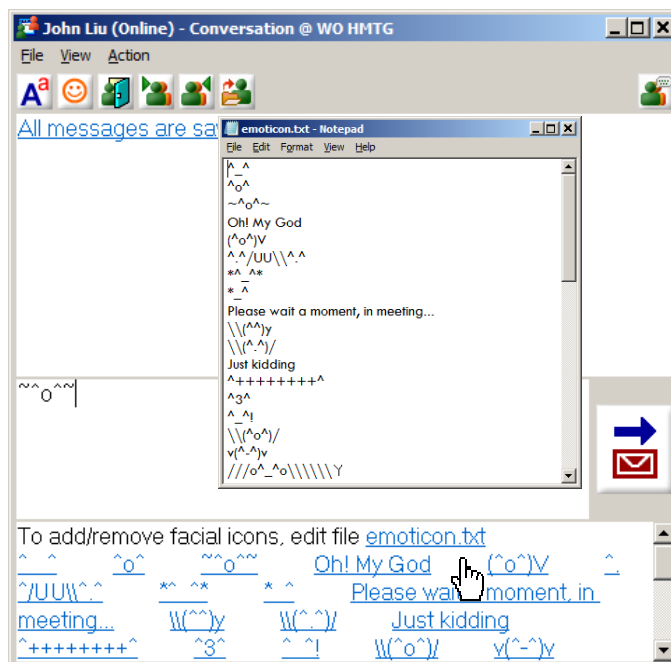
Check and Share Recorded Messages

Check Message
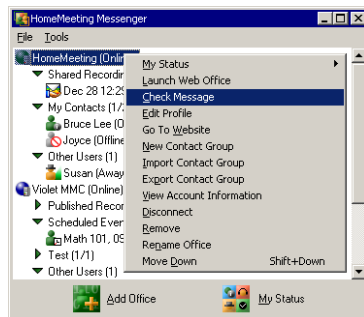
The Owner of a web office can check his/her recordings from previous meetings or from messages recorded by the Owner or visitors. To check the recorded messages, you can right-click your web office and select **Check Message** to bring up **Your Messages** window.

Also note that Messenger displays different MCU servers by different icons—where ⬛ denotes a *stand-along* MCU server (e.g., Web Office server) and ⬛ denotes a *third-party* MCU server (e.g., MMC server). And the corresponding **Your Messages** windows are different.

MMC

Web Office

There is an additional column of **Web Title** in **Your Messages** window from the third-party MCU server. Web Title denotes the name of a recorded message retrieved from the third-party website, for example, the MMC website. **JNR Title** is the name of a recorded message associated with a JNR file (**J**oin**N**et **R**ecording file), which is written by the MCU server that hosts the online meeting.

Playback a message

To playback a recorded message in **Your Messages** window, first point to a message, using mouse right-click, and then select **Playback**—JoinNet will be launched automatically and playback the recorded message from the MCU server.
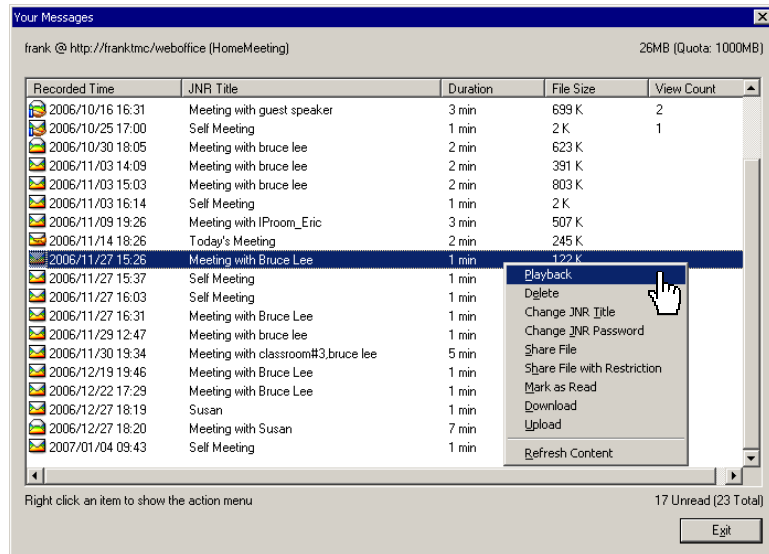
Status of a message

JoinNet Messenger uses the following icons to tag the status of a recorded message:

( ) This icon denotes an unread (read) message.

( ) This icon denotes a shared unread (read) message.

( ) This icon denotes a password-protected unread (read) message.

( ) This icon denotes a password-protected, shared unread (read) message.

Changing the status of a recorded message between read and unread (**Mark as Read/Mark as Unread**), playing a recorded message (**Playback**), deleting a message (**Delete**), downloading a recorded message (**Download**) are the standard features for any MCU server.

MCU Server Upgrade

In addition to the standard features, you need to upgrade a MCU server to use the advanced features such as **Change JNR Title**, **Change JNR Password**, **Share File**, **Share File with Restriction**, **View Shared Playback Record**, and **Upload**.

Change JNR Title
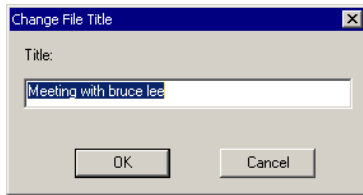
As mentioned earlier, the JNR title is written by the MCU server that hosted the online meeting, where MCU uses *Self Meeting* for an Owner-only meeting, *Meeting with* (users' names) for a regular meeting, and MCU uses the *name input by a visitor* as the JNR title to denote a message recorded by a visitor.

You can point to a message, using mouse right-click, and then select **Change JNR Title** to change the JNR file name.

Change JNR Password

You can protect a JNR file using the JNR password. People need to type in the correct password to playback the recorded message, if a JNR password is set.

Note that HomeMeeting uses strong password for JNR file. If an Owner should forget the password, it cannot be recovered.

You can point to a message, using mouse right-click, and then select **Change JNR Password** to edit the JNR password.

Share a playback URL
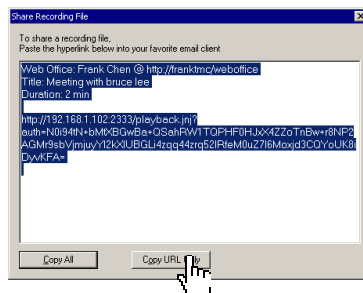
When **Share File** is selected, the **Share Recording File** window appears. The Messenger will create a plain URL for the message to be playback over the Internet. You can click **Copy** to copy the URL and paste it to wherever the JNR file is to be viewed—it can be an email, a document, or a web page. This type of sharing is referred as *Share through URL* in this document.

Share File with Restriction
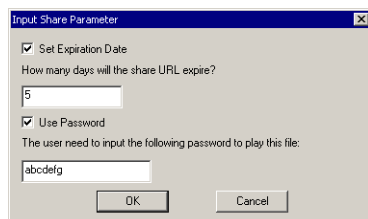
When you sharing a playback URL, you can set the expiration days for its online playback and a URL password to playback the JNR file. This URL password differs from the JNR password.

To playback a *Share through URL* JNR file with both passwords are set, JoinNet will ask a viewer to type in first the URL password, followed by the JNR password.

Unlike that a JNR password cannot be recovered, an URL password can be reset and share the same JNR file again.

View playback record
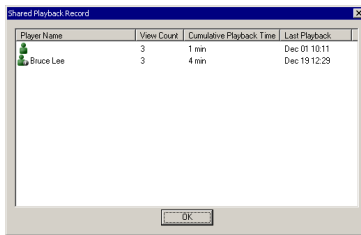
Every time a user playback a shared JNR, JoinNet Messenger will count how many times it is viewed and for how long, except the direct playback by an Owner from the **Your Messages** window.

Simply point to a shared message, using mouse right-click, and then select **View Shared Playback Record**, you can look up the cumulative view count from individual viewer, including an anonymous user representing a group view count from the *Share through URL*. Simply put, *Share through URL* is for anonymous users; *Share through Messenger* is for named users. We will cover this important topic later.

Upload a JNR file

An Owner can upload JNR files to a MCU server—but note that it is *the recorded time*, not the upload time, that is used to arrange the JNR files in the **Your Messages** window.

In most cases, experienced HomeMeeting users download a JNR file for local editing and then upload the edited JNR file back to the MCU server for playback sharing.

Share via Messenger

Though using *Share through URL* is a very convenient way to share a JNR file to anonymous users, but there is no control over the viewing of the JNR file, except using **Unshare File** to stop all later viewing. Each users who receives the playback URL can forward the shared URL to other users or publish the URL to a website.

To make sure that only a named user, or a contact group, can view the shared recording and to monitor the playback activity from the named user, a web office Owner can use *Share through Messenger* to share a JNR file. This is the most secured way to share online information.
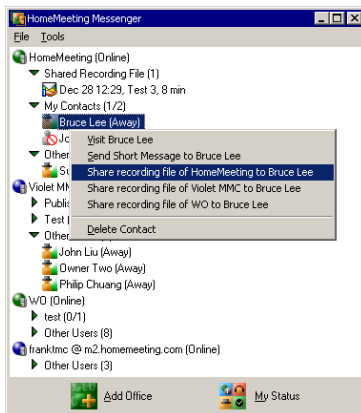
To share a JNR file through Messenger, a web office Owner first selects another Owner, or a contact group, from his Messenger, using mouse right-click, and then click on **Share recording file of** (**MCU server**) to bring up **Your Messages** window. Simply follow the same procedure to share a recorded JNR file—but instead of **Copy the URL**, he chooses **Share through Messenger** to complete the sharing of a JNR file.
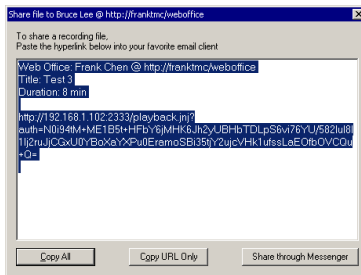
Note that you can only share a recording file through Messenger when the recipient(s) is online and the MCU server where the JNR file is located must be upgraded to support such a sharing.
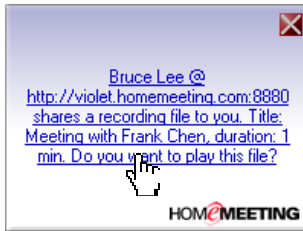
After you have done this, the other web office Owner(s) will receive a popup message box for shared recording playback and he/she can click on this message box to playback the shared JNR directly, or afterward he can right-click the listed JNR file name under **Shared Recording File** and playback the file.
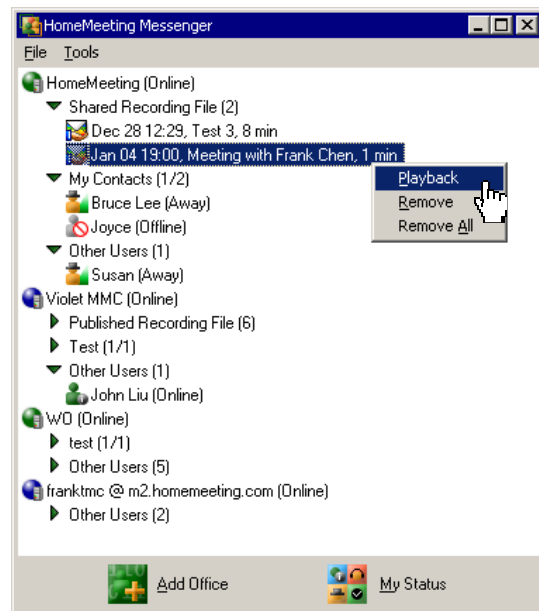

Offline Recording Sharing

A web office owner can now share recording file to an offline user in any of his/her contact group. When the recipient is online, JoinNet Messenger will receive notice from the MCU server about the shared recording file.

Previously, when one shares a recording file to a contact group, only online user(s) receive the playback notice but no the offline users. Now, with offline recording sharing, a shared recording file will eventually reach all the recipients.
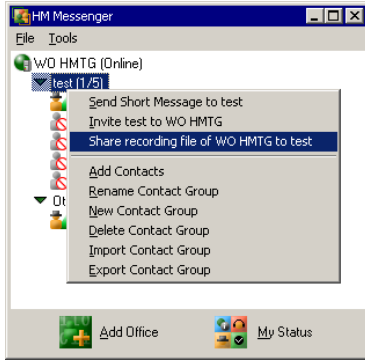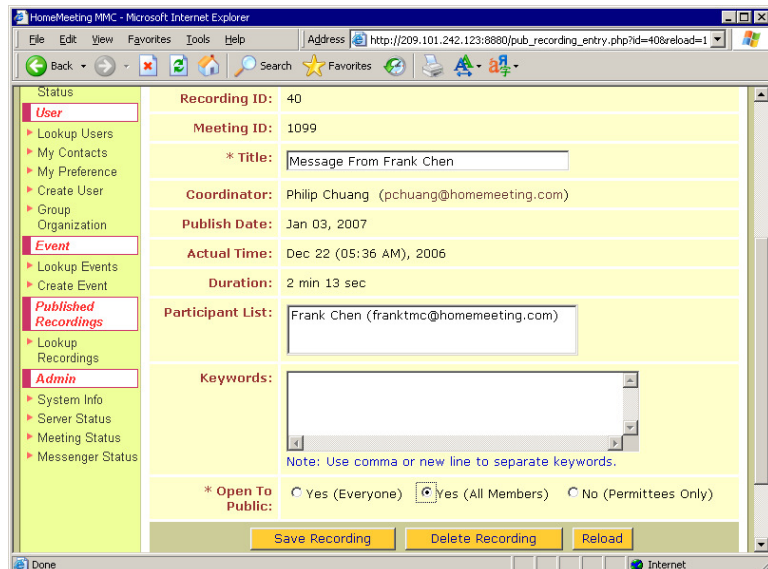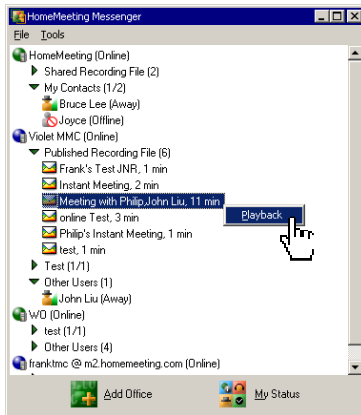
**Publish Recordings
(for MMC server)**

Publish Recordings is a standard feature for the HomeMeeting MMC website. In the past, this allows a MMC registered Owner to publish his/her recording files to the MMC website to be viewed by a selected group of registered users or for public guest viewing. Now this feature is integrated with the Messenger.

Once a JNR file is published at a MMC website, if the publishing date is within a given time period specified by the MMC website administrator—say within one week or even within one month, the recording file will be also published at the Messenger. The publisher of the JNR file can also decide who has the right to playback the published JNR file, whether it is *Permittees Only*, *All Members* of the MMC website, or even for *Everyone* who has added that MMC server to his/her Messenger. Here is an example web page from a MMC website:

Note: This feature is available only for MCU server with *Enable Playback Connection.*

If a user has the right to playback the published recording, his/her Messenger will display that JNR file under **Published Recording File**. Simply right-click a published file title at the Messenger and select Playback, JoinNet will be launched and connect itself to the MMC server for recording playback automatically.
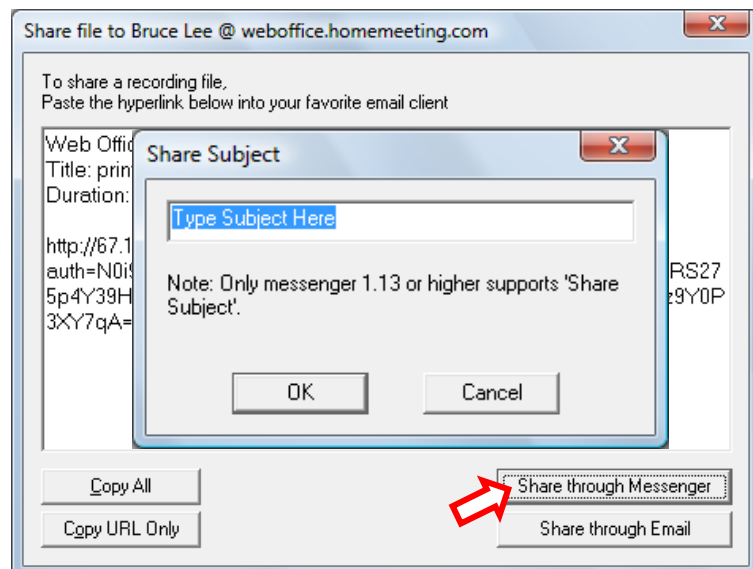
Share via Email

If user has email client installed, he/she can share a recording file via his/her email client to a named user. (See similar steps described in **Share via Messenger**.)
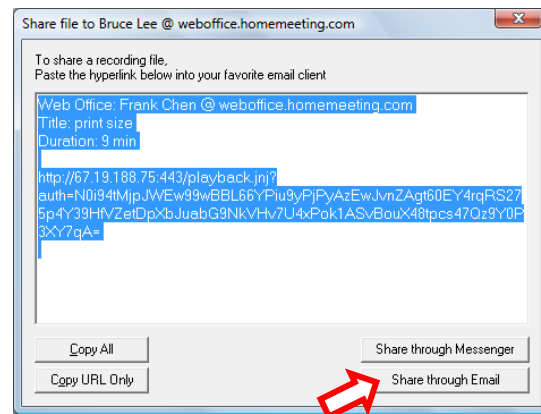
Set Sharing Subject

User can set sharing subject when using **Share via Messenger**.

Group Sharing

User can share a recording to a contact group—even its members are offline:

1. Right-click a contact group, for example *Group A*
2. Select Share **Recording File … to** *Group A*
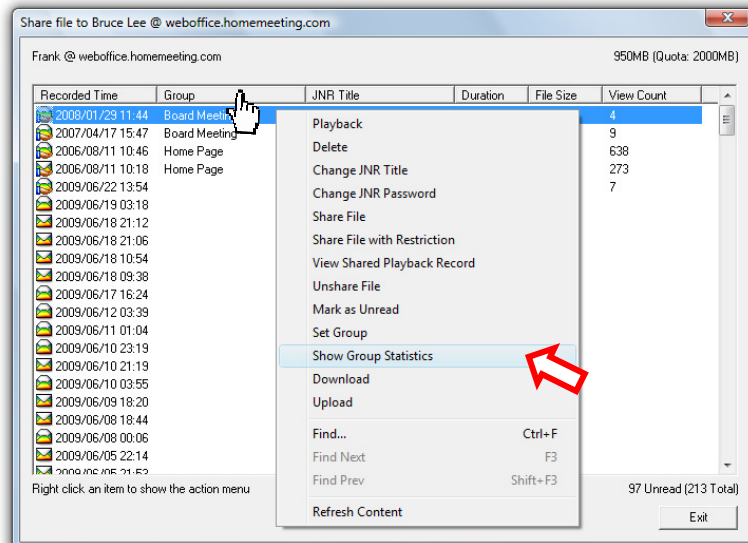3. Follow the steps described in Recording Sharing

Set Messages in Group

User can "index" a message, i.e., a recording file, with a group name:

1. Follow steps described in **Check Message**
2. Right-click a recording file
3. Select **Set Group**
4. Type in a group name and **OK**
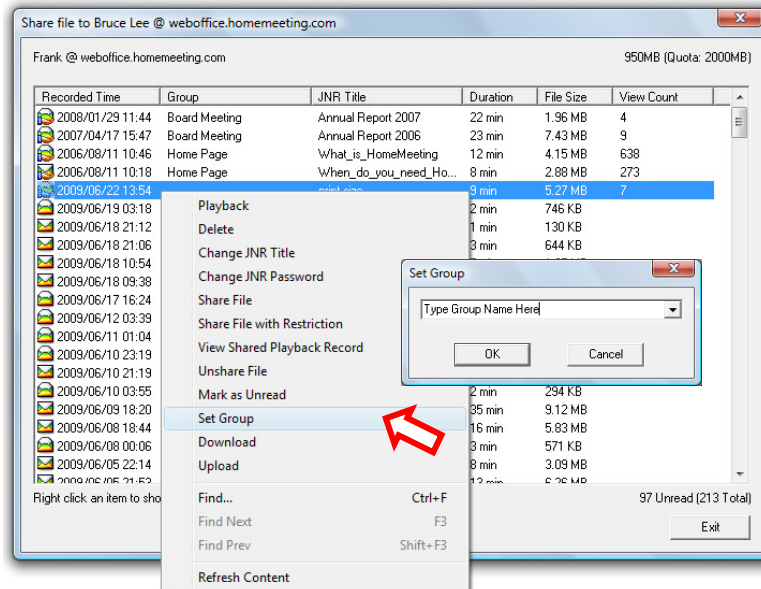
Why "indexing" messages with a same group name? First, user can sort messages by clicking **Group** on the title bar.

1. Right-click a message marked with a group name
2. Select **Show Group Statistics** to display the group's information.