

# QuickIM Quick User Guide

QuickIM is available for all Palm OS 5.2 or superior devices that come with some sort of networking capabilities (GPRS, Bluetooth, WI-FI, Modem...)

Treo600/650 and other Palm devices enable the use of a stylus or the use of keyboard and navigation pad. QuickIM supports the 5 way navigation pad to allow you to navigate easily according to your personal navigation style.

**Important:** because QuickIM improves its messenger software very often, always check out <http://www.QuickIM.com> or <http://www.QuickIM.com/support> for up to date information on the QuickIM messenger

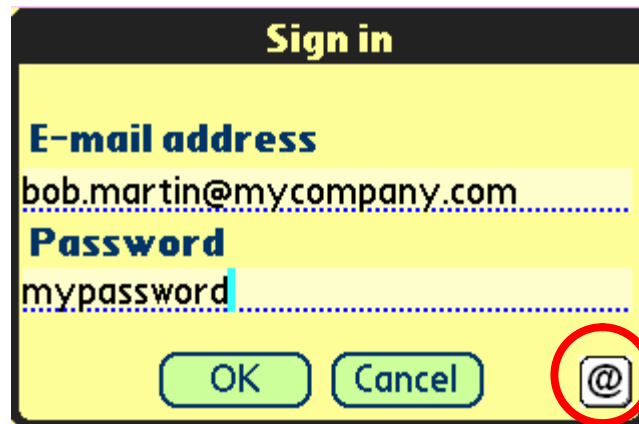
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## Sign in / sign out

### Messenger account

Before you can sign on and use QuickIM, you must have a MSN messenger account (or Passport account), you need to enter the account information in the sign in screen.



Tip: When signing in, you need to use the onscreen virtual numeric pad of your device to enter the '@' character used in your messenger login id or you can click on the @ sign.

### To sign in:

- 1: Select the account that already displays on your screen
- Or,  
Select "sign in with a different account" to enter a new account

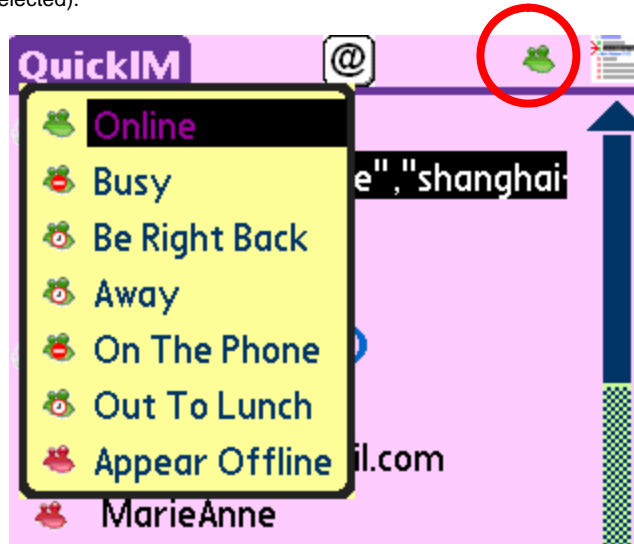
If you are signing in for the first time, no account will display. Therefore, just select "Sign In with a different account" and enter your MSN messenger account.

**To sign out:**

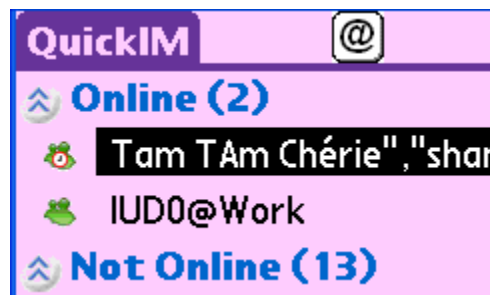
- 1: Select ('QuickIM')/Actions/Sign Out
- 2: Select 'Yes' in the Sign Out pop up that displays onscreen

## Buddy list and presence information

Once signed on, you can change your presence information by clicking on the presence status icon (which displays the last presence status you selected).



You will see on the main screen your buddy list. The buddy list displays online and offline contacts in 2 lists:



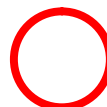
**To use the contact list scroll and selection mode icons:**

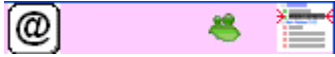
The top right icon on your contact list screen notifies the navigation mode you are in:

- Scroll mode (= ): notifies you that the focus is on the right-sided scroll bar to navigate up and down more quickly through the contact list.



Selection mode (< >): notifies you that the focus is on the contact list to select the contact you wish to start conversation with.





Default mode is < >, but you can switch the focus from one mode to the other.

**To switch the focus from the list to the scroll bar:**

If using stylus, simply click this icon alternately

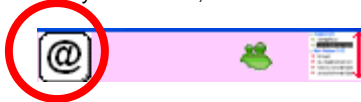
Or,

If using the navigation pad, use the left and right arrows of the pad to switch back and forth from the list to the scroll bar.

**To display the address of a contact or its nickname:**

The nickname of your contacts displays by default. You can also view their e-mail address.

To view or display the original e-mail address of your contact, click the @ icon at the top right of your contact list screen.



## Chat rooms

If you are using your QuickIM messenger for the first time, you need to build a contact list, before you can send instant messages.

To Send an Instant Message to a contact:

>>If using stylus, click a contact, then select ("QuickIM")/Actions/Send an Instant Message" from the menu

Or,

>>If using navigation pad, use the top and bottom arrows of your pad to reach a particular contact, and press the center key or press Enter on your keyboard of your pad to select the contact and open a chat room

>>A chat room opens for you to chat with the selected contact.

3: Enter your message in the bottom zone of the conversation window.

4: Select 'Send' or press the 'Enter' key on your device keyboard

Tip: While in conversation with a contact, you may see the message displayed in gray in the chat message area: it means that it's not yet delivered to the recipient. Once the delivery is complete, the message will be displayed in black color.

**Using emoticons**

While in conversation, you can use emoticons to add more fun to the conversation and express yourself more quickly:

To use emoticons:

1: Click the 'emoticon icon'

2: Select an emoticon in the emoticon pop up window

>> It automatically displays in the message area.

3: Select 'Send'

**To go back to the contact list while in conversation:**

To go back to the contact list, click the 'Home' icon at the bottom left of the room. You will switch back to the contact list without closing the room. To return to that room, just select the contact you were previously talking to. The room will display as you left it with all previous messages exchanged.



>>If using stylus, select the 'Home' icon at the bottom left of your conversation screen

Or,

>>If using navigation pad, press the center key of your pad to highlight the 'Home' icon at the bottom left of your conversation screen, then press the return key on your device keyboard.

#### **To switch to another chat room:**

>>If using stylus, click the 'Home' icon at the bottom left of your conversation screen to go back to the contact list, then select another contact to open a chat room.

Or,

>>If using navigation pad, press twice the center key of your pad to highlight one of the buttons, then select the 'Home' icon and press the return key. Then select another contact from the contact list to open a chat room.

#### **Accessing buttons available from the chat room:**

If using the stylus, you just need to select the icon by clicking it.

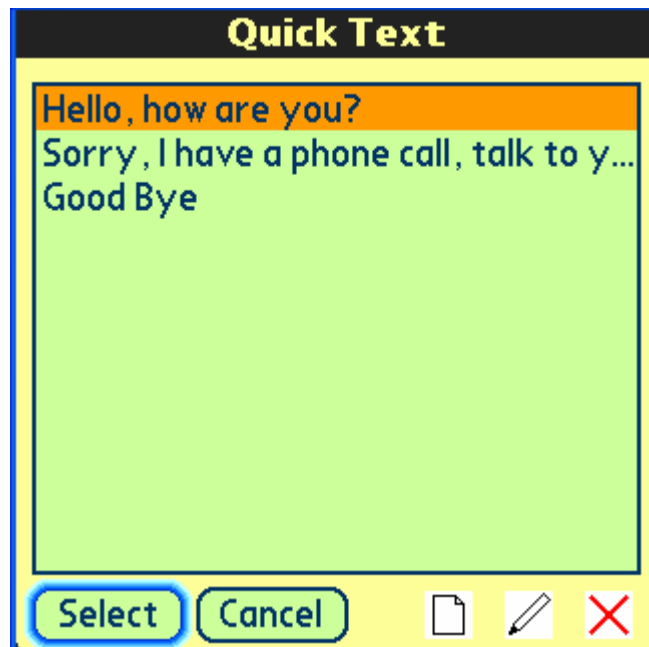
Or,

If using the navigation pad, you need to:

- 1: Press the center key to highlight the 'Home' icon
- 2: Use the right and left arrows to navigate within buttons
- 3: Press Enter on the keyboard of your device to actually select the required button

## **Quick text**

While in conversation you can use quick text (i.e. pre-written text or text templates) to save time in typing messages:



- 1: Click 'Quick text'
- 2: Select a quick text item from the existing list
- 3: Click 'OK'
- >> The quick text automatically displays in the message area of the conversation room.
- 4: Click 'Send'

#### Editing existing quick text

To edit an existing quick text:



- 1: Click 'Quick text'
- 2: Select a quick text item from the existing list
- 3: Click the 'pen icon'
- 4: Edit existing text and/or add emoticons
- 5: Click 'OK'
- >> You can now view the edited quick text displayed on the list.

### Creating quick text items

You can always extend your quick text list by creating new quick text items:

To add a quick text item to your list:

- 1: Click 'Quick text'
- 2: Click the 'sheet icon'

3: Enter text and/or emoticons

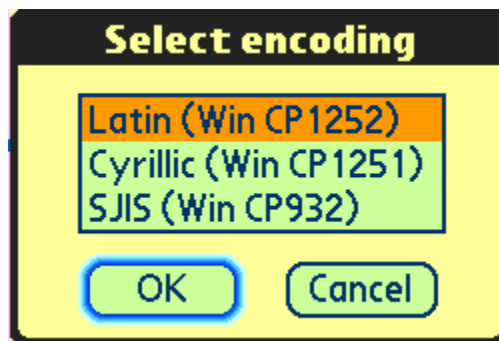
4: Click 'OK'

>> You can now view the new quick text item displayed on the list.

## Advanced Settings

### Setting up encoding:

This allows the software to use the right fonts to display non ASCII characters that are sent/received.



To set up encoding:

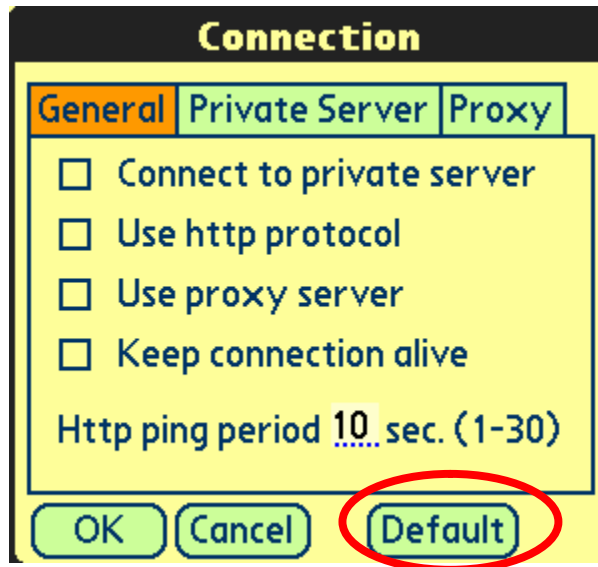
- 1: Click the 'QuickIM' tab onscreen or press the 'Menu' key on your device keyboard
- 2: Select Options/Outgoing Message Encoding
- 3: Select the encoding from the list ('Latin' for all western languages, 'Cyrillic' for all languages based on the cyrillic alphabet, 'SJIS' for the Japanese language)

### Setting up network and connection options:

Connection performance and quality depend on both the device you are using and technical connection parameters allowed by your own network operator. Therefore, you may need to define connections settings manually in order to make QuickIM work better if the default settings don't work for you.

To set up your connection:

- 1: Click the 'QuickIM' tab onscreen or press the 'Menu' key on your device keyboard
- 2: Select Options/Connection



Tip: you can always go back to your default connection mode by clicking the 'Default' button.

#### Http protocol

Should you encounter connection trouble using the default values, we recommend you try the http protocol. This connection is most likely to work on most phone networks, but is slightly slower than the default connection mode.

- 1: Select the 'General' tab
- 2: Check the 'Use http protocol' box

With some network operators, you may need to configure the proxy settings in the proxy tab, there is no generic settings, you need to consult <http://www.quickim.com/support> for more information.

If you selected 'Use http protocol', you can set an 'http ping period' within 1 to 30 seconds. Bear in mind that the higher you set the ping value :

- the more slowly new messages will be retrieved,
- the lesser the network traffic will get,
- the less often your messenger software will display the sandglass.

#### Proxy server

If you know that your network needs the configuration of a proxy server in order to access some internet resources:

- 1: Select the 'General tab' and check the 'Use proxy server' box
- 2: Select the 'Proxy' tab and enter the following network information:

**Connection**

General Private Server **Proxy**

Server: \_\_\_\_\_

Port: 80 \_\_\_\_\_

User: \_\_\_\_\_

Password: \_\_\_\_\_

OK Cancel Default

- Server >> the IP of your proxy server
- Port >> the port of your proxy server
- User >> the optional user name for authentication with the proxy server
- Password >> the optional password for authentication with the proxy server

Note: If not using a proxy server, you must leave the 'Use proxy server' box empty

**To connect to a private corporate QuickIM server:**

By default your messenger software connects to the public msn network but you may also connect it to a private corporate QuickIM server: contact the sales team for further information at [www.quickim.com](http://www.quickim.com).

If using a private corporate IM server,

- 1: Select the 'General tab' and check the 'Connect to private server' box
- 2: Select the 'Private Server' tab and enter the following network information:

**Connection**

General **Private Server** Proxy

Server: \_\_\_\_\_

Direct Socket port: 1863 \_\_\_\_\_

Http port: 80 \_\_\_\_\_

Gateway: \_\_\_\_\_ Port: 80 \_\_\_\_\_

Authentication Server: \_\_\_\_\_ Port: 443 \_\_\_\_\_

OK Cancel Default

- Server >> enter the IP of your QuickIM server
- Direct Socket Port >> leave the default value or enter the port of your QuickIM server
- Http Port >> leave the default value or enter the http protocol port of your QuickIM server
- Gateway (optional)>> enter the server IP of the http tunneling gateway
- (Gateway) Port (optional)>> enter the port of the http tunneling gateway
- Authentication Server>> enter your authentication server IP



- (Authentication Server) Port >> enter your authentication server port

## Activating license key

Entering your license key enables you to activate your software after purchasing it which will put an end to the trial version limitation.

To activate your license key:

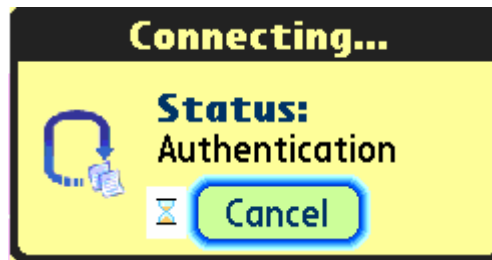
1: Click Help/License

>> You are simply asked to enter the software license key you have received by e-mail after purchase.

2: Click 'OK' to confirm

## Trouble shooting

- You will often see a sand glass somewhere on your screen (top right, lower left, or in the middle).



>> The sand glass notifies you that your device is attempting to retrieve data from the network. Because of Palm OS lack of advanced networking support, during this time, no other operations can be performed, please be patient. Occasionally if the network connection is very slow, the software may seem to stop responding for a long period of time, you can soft reset your phone safely if you don't want to wait.

- While in conversation with a contact, you may see the message displayed in gray in the chat message area: it means that it's not yet delivered to the recipient. Once the delivery is complete, the message will be displayed in black color.