



Taters Enterprises, Incorporated

User Manual

Instant Messenger



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Messenger Support

For Email support regarding the TEI Instant Messenger, send Email to tei@tatersgroup.com

Contact Information

Taters Enterprises, Inc.
Suites 2002-2005 Cityland, Pasong Tamo Tower
2210 Chino Roces Avenue., Makati City

Tel.: 757-2053
817-1138
Fax: 757-2054
Web: www.tatersgroup.com
Mail: tei@tatersgroup.com



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Introduction

Instant Messaging (IM) systems are rapidly being adopted as communication tools that can speed up business processes, especially for today's real-time enterprises, where effective and efficient communication within distributed teams is of vital importance. IM is often easier to use and more readily available than Email.

Taters Enterprises, Incorporated has now produced a messenger created exclusively for the employees of Taters and Chimara. This aims to help employees interact and exchange matters regarding work related issues. Also, TEI Instant Messenger provides a solution to the privacy and security concerns of public IM services used in corporations today. Now, employees can log on to TEI IM, sign in, and instantly reach employees from other Taters and Chimara branches in just a click away. Employees can chat and get instant feedback regarding their work related concerns and can immediately resolve issues and conflicts that will surely aid in a better business process.

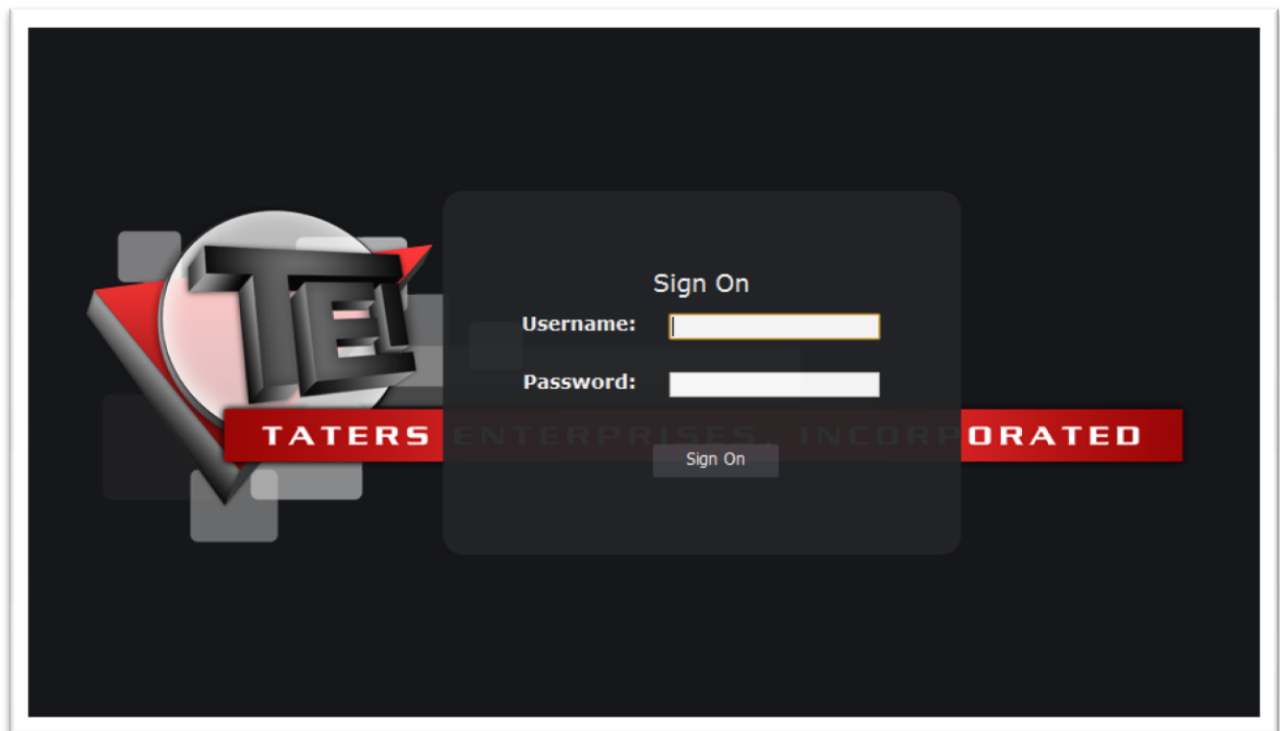
TEI Instant Messenger is hosted by a private web server owned exclusively by Taters Enterprises, Incorporated; This gives TEI exclusive access to the IM's database which allows the system administrator to monitor employees' chat logs. Since the TEI Instant Messenger is hosted online, there is no need for the complexities of manual installing and administering in each store level system within every Taters and Chimara branch. This IM provides a way of leveraging the advantages of instant messaging without the security and integration issues to install and run an IM service within store level systems.



1. Login

Before you can use the Instant Messenger, you first have to tell it who you are. It will then display your personal list of contacts and inform other users about your identity whenever you communicate. Signing on to the Instant Messenger in the login page does this.

Fig. 01 login page





1.1 Username

The field where you will enter the username of your account, the username will be obtained once you have successfully edited your pre registered account in the Performance Monitoring System (<http://tatersgroup.com/pxtei/lib>).

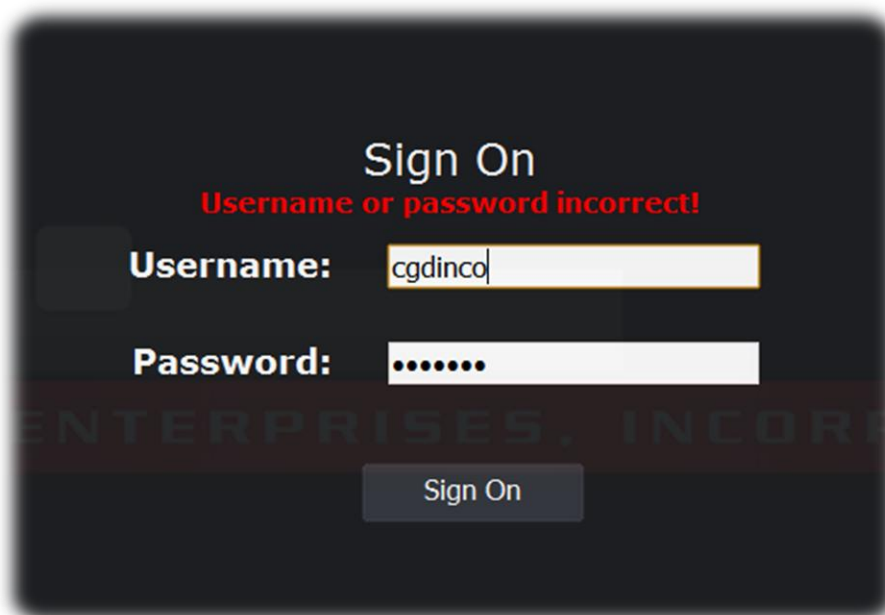
1.2 Password

The field where you will enter the password of your account, the password will be obtained once you have successfully edited your pre registered account in the Performance Monitoring System (<http://tatersgroup.com/pxtei/lib>).

1.3 “Sign on” button

Once you have entered your username and password, click on the “Sign On” button to login. If you have entered the wrong username or/ and password, you will see an error message like this:

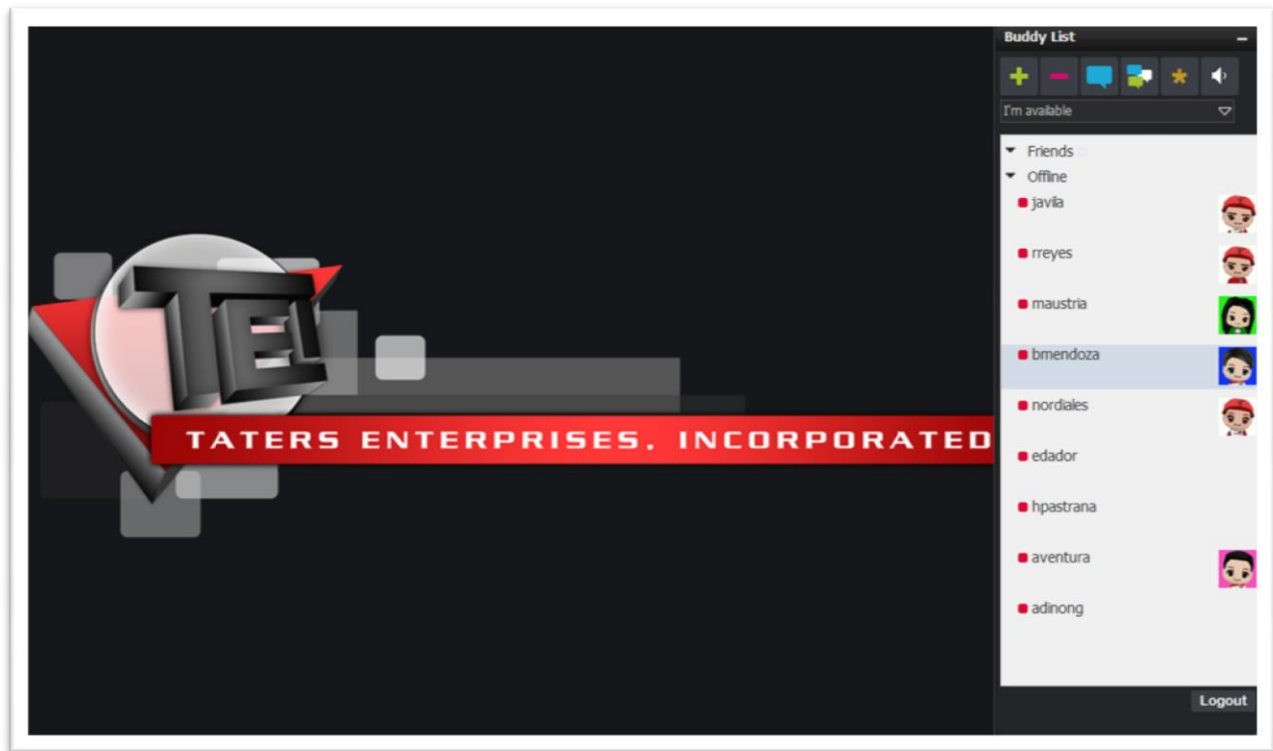
Fig. 02 login error message





If the username and password entered is correct, the system will redirect you to the TEI Instant Messenger home page which looks like this:

Fig. 03 TEI IM home page

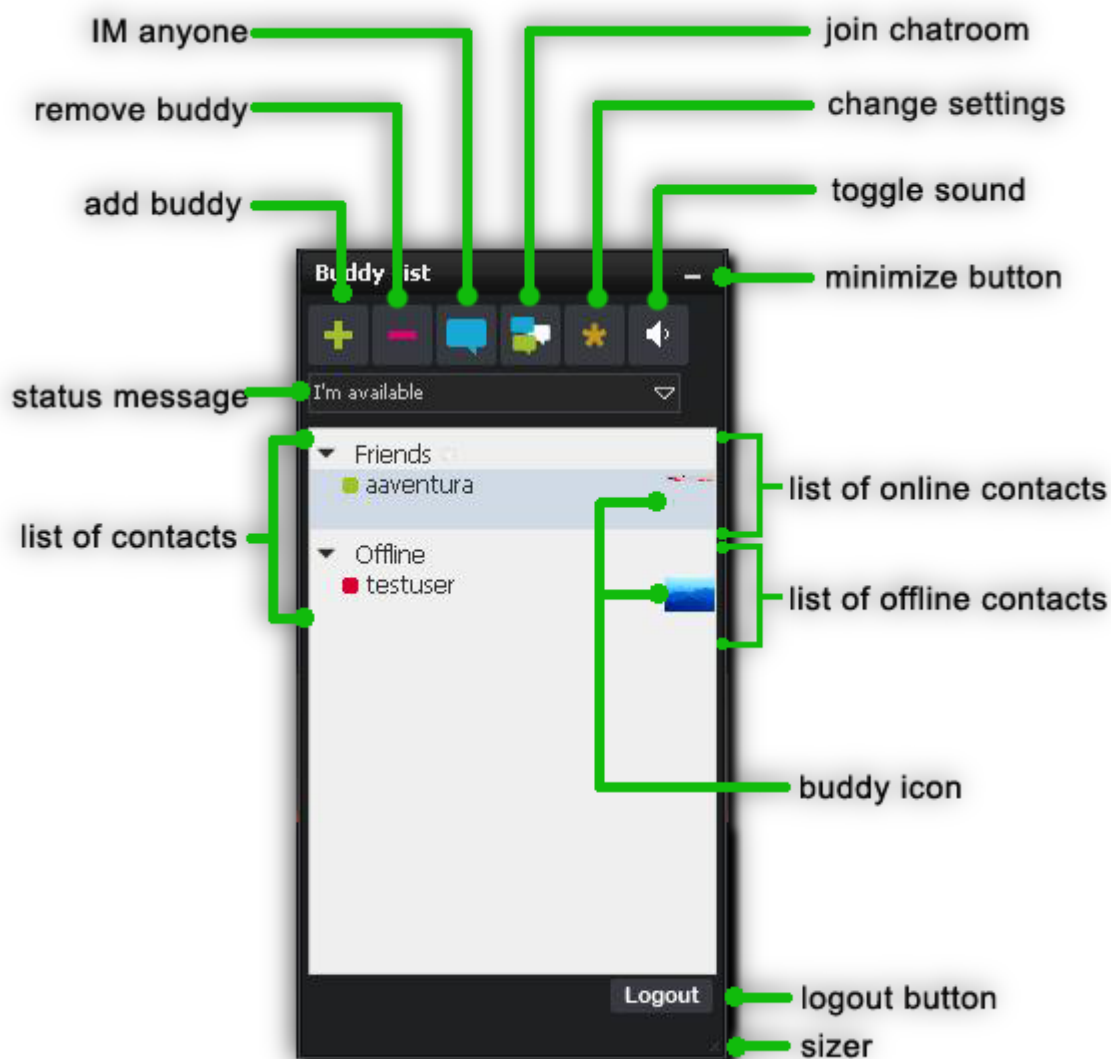




2. Main view: Buddylist

After you have logged on, the TEI Instant Messenger main window will be opened. The main window consists of the following parts:

Fig. 04 buddy window

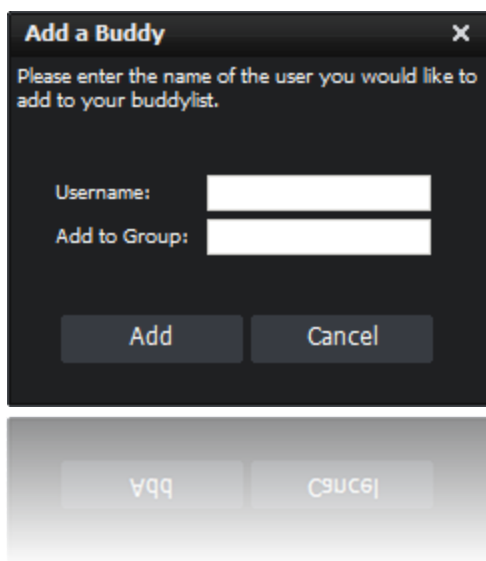




2.1 Add buddy

The Add buddy icon lets you add a user to your buddylist. If you click the “Add buddy” icon, the “Add a buddy” window will appear asking for your buddy’s username and group. If you want to add a new group in your buddylist, you can do so by entering the group name in the “Add to group” field (“Friends” is the default group name). The “Add a buddy” window looks like this:

Fig. 05 add a buddy window

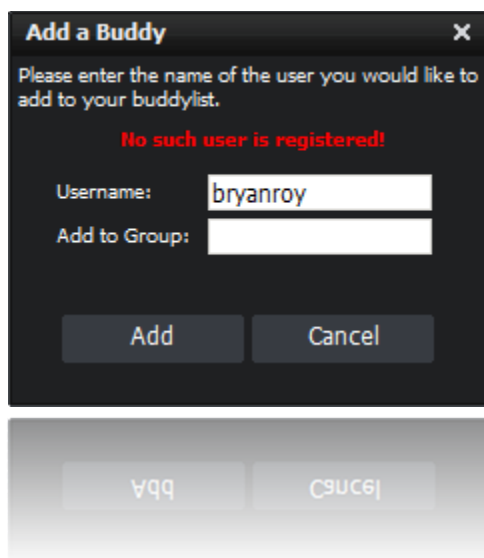


2.1.1 “Add” button: Add a buddy window

Click the “Add” button once you have entered the username and group of the user you want to add to your buddylist. If you have entered wrong values in the fields, an error message will appear notifying that an error has occurred. You will see something like this:



Fig. 06 add a buddy error window

**NOTE:**

- The TEI Instant Messenger will only add users that are registered in the PMS system.
- After you have successfully added your buddy, your buddylist will automatically be updated.

2.1.2 “Cancel” button: Add a buddy window

Click the “Cancel” button if you decide not to add a user to your buddylist.

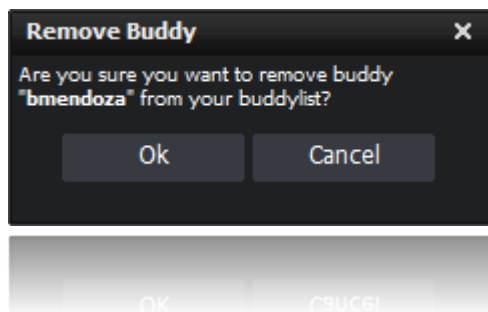


2.2 Remove buddy

The “Remove buddy” icon lets you delete a buddy from your buddylist. If you click the “Remove buddy” icon, the “Remove buddy” window will appear asking if you are sure you want to remove the buddy from your buddylist. The “Remove buddy” window looks like this:



Fig. 07 remove buddy window



2.2.1 “Ok” button: “Remove buddy” window

Click the “Ok” button to remove the buddy from the buddylist. After clicking the “Ok” button, you will notice that it has been already removed from the buddylist.

2.2.2 “Cancel” button: “Remove buddy” window

Click the “Cancel” button if you decide not to remove a buddy from your buddylist.

NOTE:

- *Deleting a buddy from your buddylist does not mean that you will also be deleted from their list.*

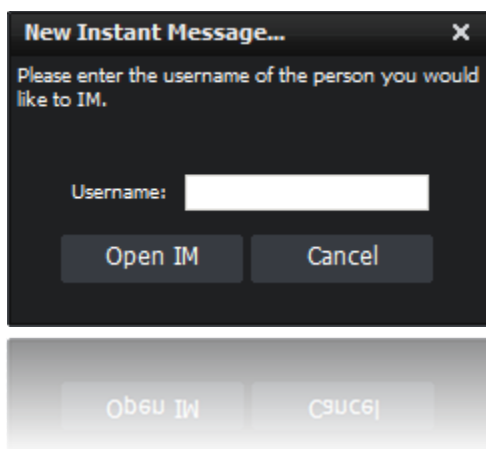


2.3 IM anyone

The “IM anyone” icon lets you send an instant message to a user whether or not he/she is in your buddylist. If you click the “IM anyone” icon, the “New Instant Message” window will appear asking you to enter the username of the person you would like to send an instant message. The “New Instant Message” window looks like this:



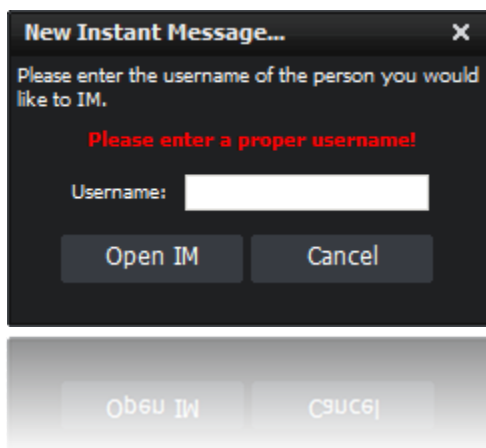
Fig. 08 new instant message window



2.3.1 “Open IM” button: New IM window

Click “Open IM” button to start sending instant messages to any user. If there’s no value entered in the “username” field, an error window will appear which looks like this:

Fig. 09 new instant message error window



If the value entered in the “Username” field is valid, the *IM chat window* will appear.

2.3.2 “Cancel” button: New IM window

Click the “Cancel” button if you decide not to start sending instant messages.



2.4 Join Chatroom

The “Join Chatroom” icon lets you enter/ create a chat room. If you click the “Join Chatroom “ icon, the “Join a chatroom” window will appear asking you to enter the name of the room you would like to join or you have the option to choose from a selection of chat rooms available. You can also create your own chat room. The “Join a chatroom” window looks like this:

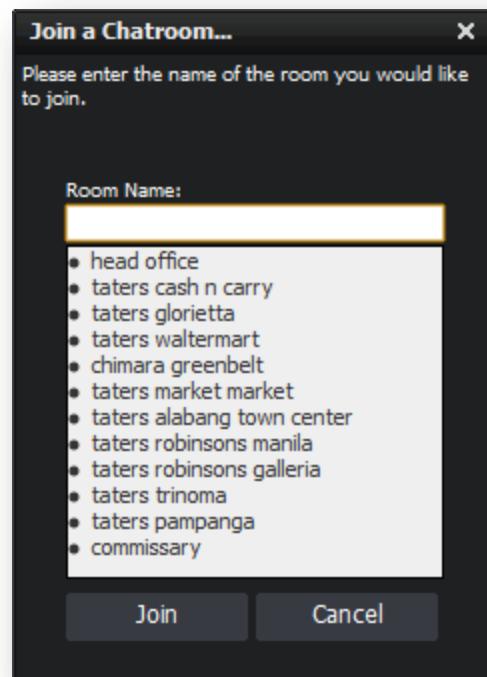


Fig. 10 join a chatroom window

2.4.1 “Join” button: *Join a Chatroom* window

Click the “Join” button after you have entered the room name or once you have chosen from the list of chat rooms available. After clicking the “Join” button, the chatroom window will appear.

2.4.2 “Cancel” button: *Join a Chatroom* window

Click the “Cancel” button if you decide not to join/create a chat room.

Steps on How to Create/Join a Chatroom

1. Click the  “Join Chat room” icon.
2. Enter the name of the chatroom you would like to join. Or choose from the list of rooms available.
3. Click the  button after you have chosen or created a chatroom you desire.



Fig. 11 how to create/join a chatroom

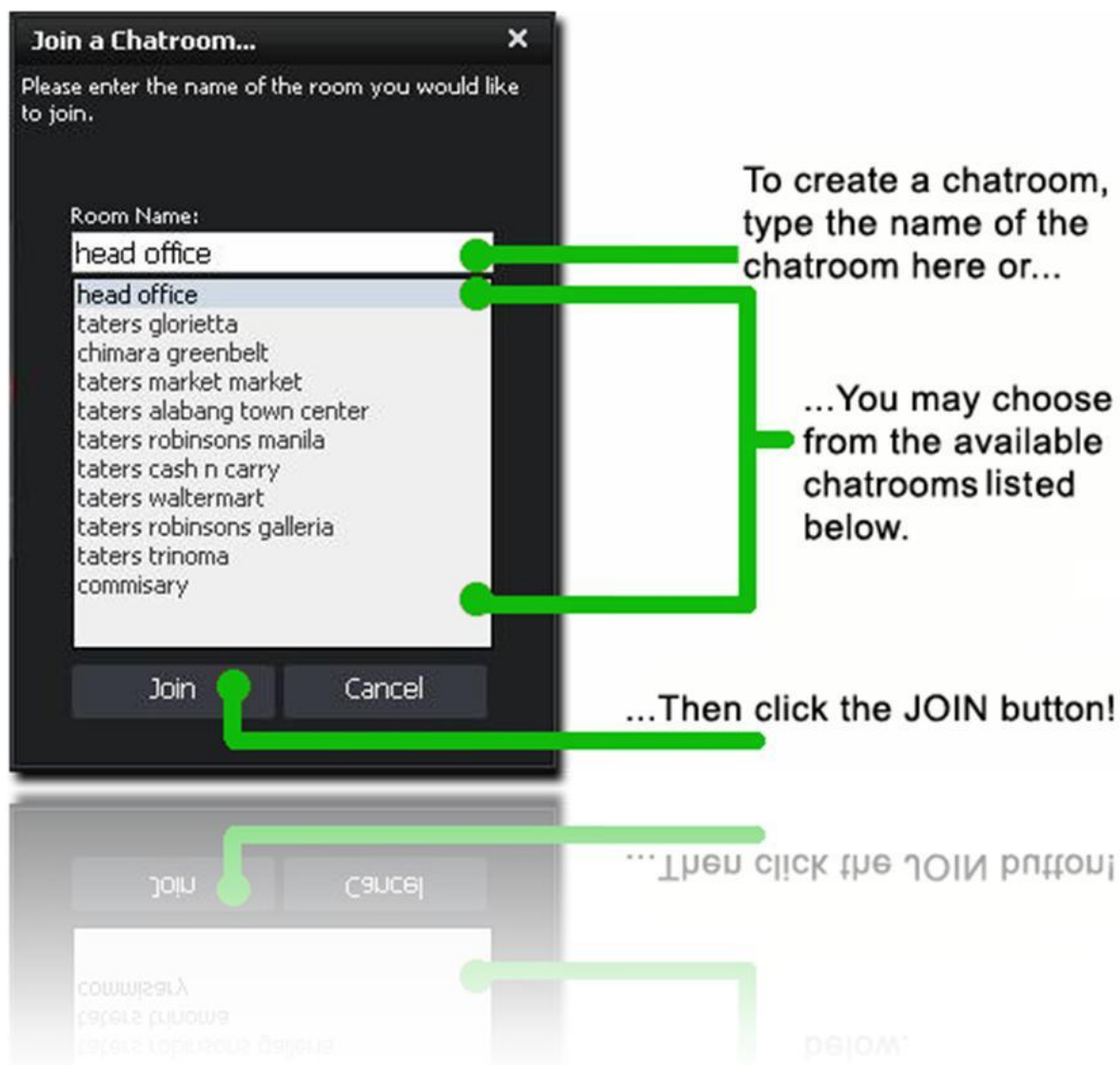
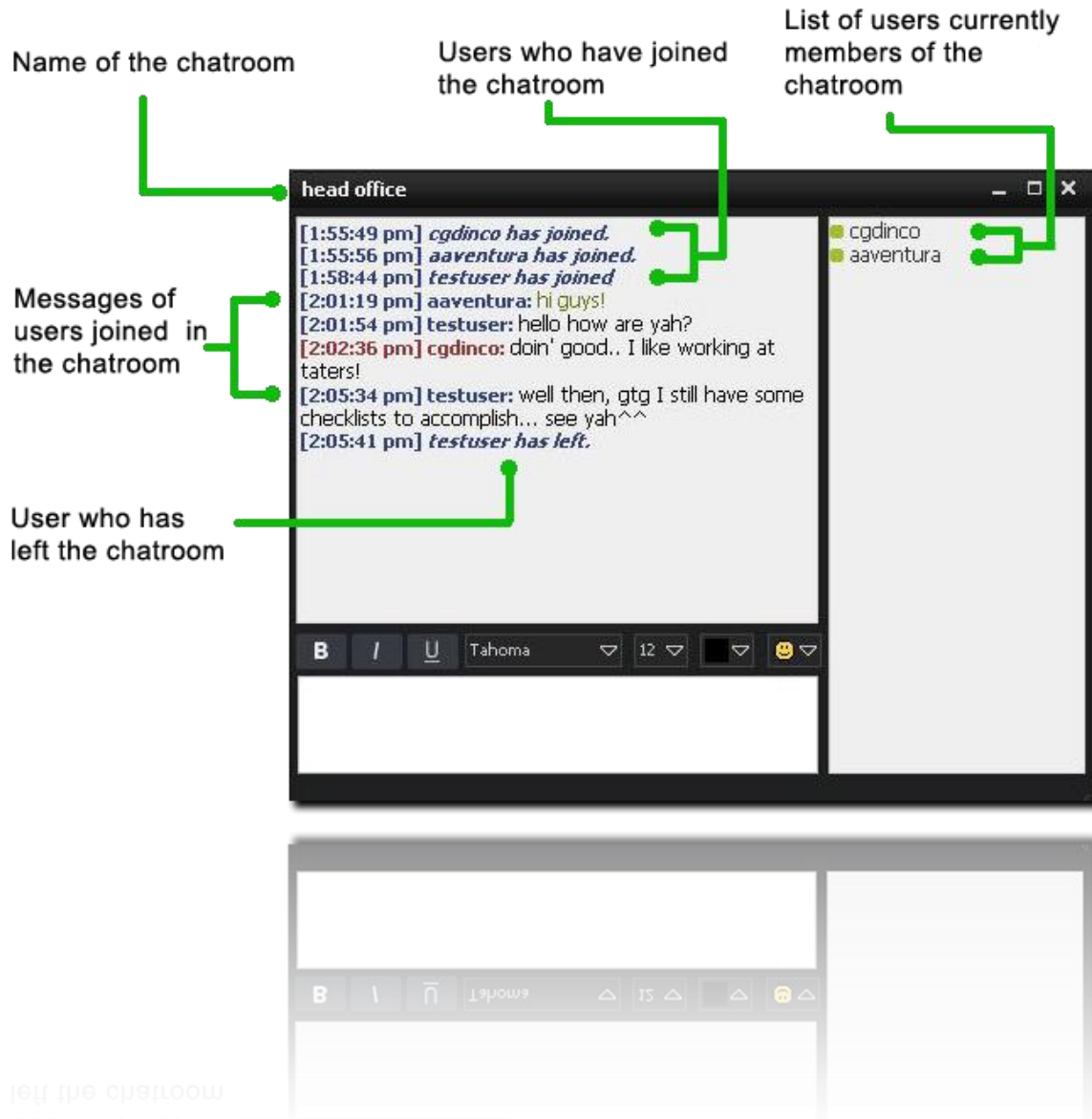




Fig. 12 chatroom window detail

**NOTE:**

During a conference, you may send an instant message to the list of users currently members of the chatroom just by double-clicking his/her username regardless if the user is not in your buddylist.



Steps on How to Create/ Join Multiple Chatrooms

You may choose to join/create several chatrooms. To do so just repeat steps in **How to create/join a chatroom**.

How to leave single/multiple chatrooms

If you choose to leave a chatroom, do this by closing the chatroom window. Just click the  "close" button in the upper right corner of the window.



2.5 Change Settings

The "Change Settings" icon lets you change your account settings. If you click the "Change Settings" icon, the "Change Settings" window will appear asking you to select the item you would like to change. The "Change Settings" window looks like this:

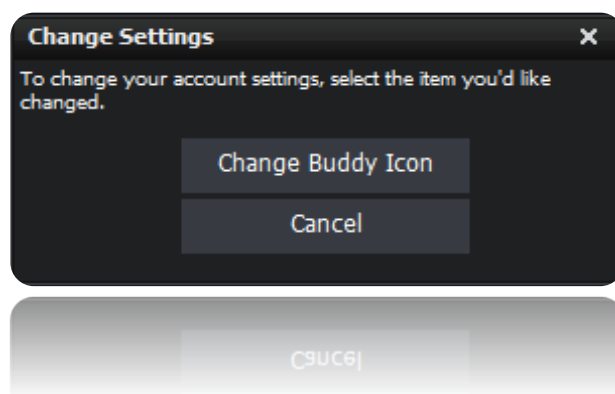
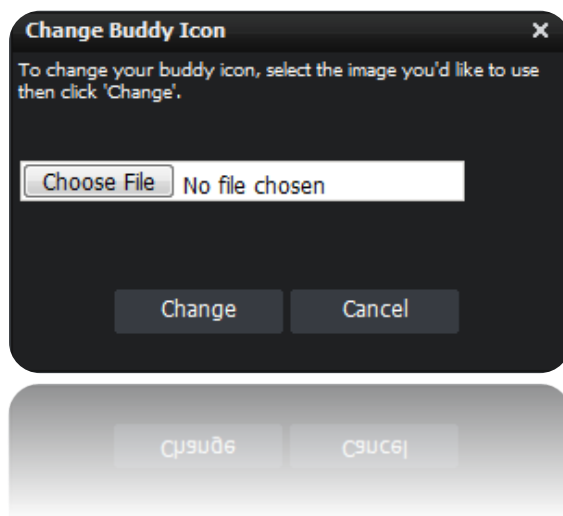


Fig. 13 change settings window

2.5.1 Change Buddy Icon



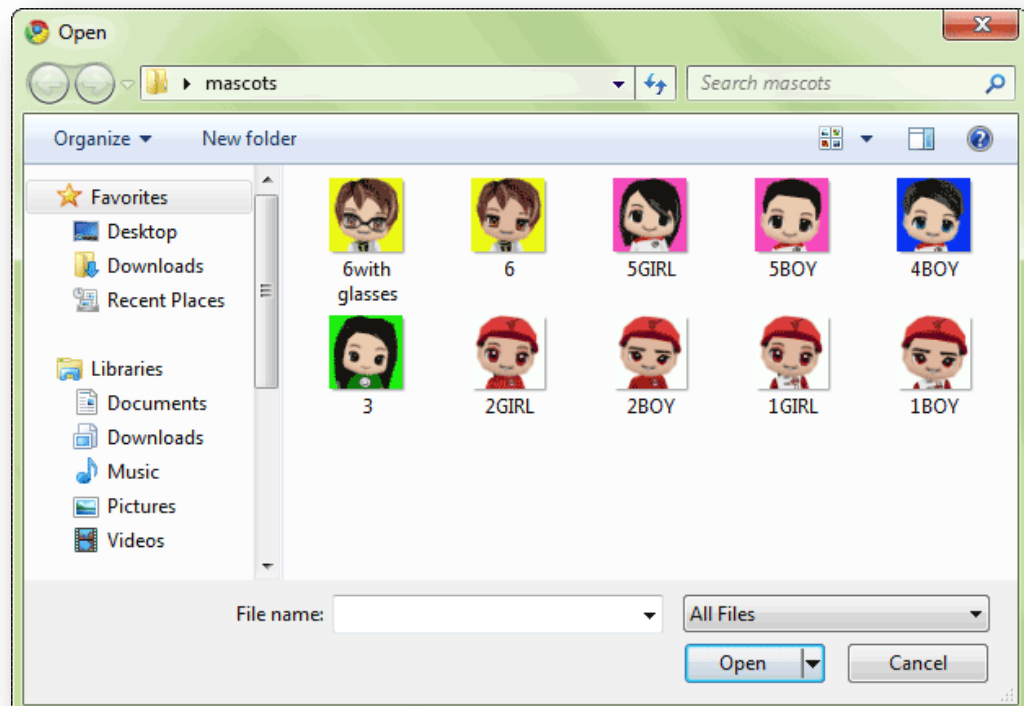
The "Change Buddy Icon" button lets you change your buddy icon. If you click the "Change Buddy Icon" button, the "Change Buddy Icon" window will appear that allows you to upload a picture. The "Change Buddy Icon" window looks like this:

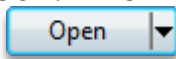
Fig. 14 change buddy icon window



To start uploading your new buddy icon, simply click the “Choose File” button. Then the “File Upload” window will appear which will look like this:

Fig. 15 file upload window



When the “File Upload” window appears, browse for the picture you wish to upload as your buddy icon. After locating the correct path of your picture, simply click the  button to go back to the “Change Buddy Icon” window which will now contain the directory where your desired buddy icon is stored.

2.5.1.1 “Change” button: Change Buddy Icon window

Click the “Change” button after you have located your picture in the “File Upload” window. After clicking the “Change” button, the confirmation window will appear which looks like this:



Fig. 16 change buddy icon success window



Then click the "OK" button. Your buddy icon will be changed automatically after.

Change buddy icon: file upload error types

In changing your buddy icon, various errors may occur during file uploading

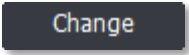
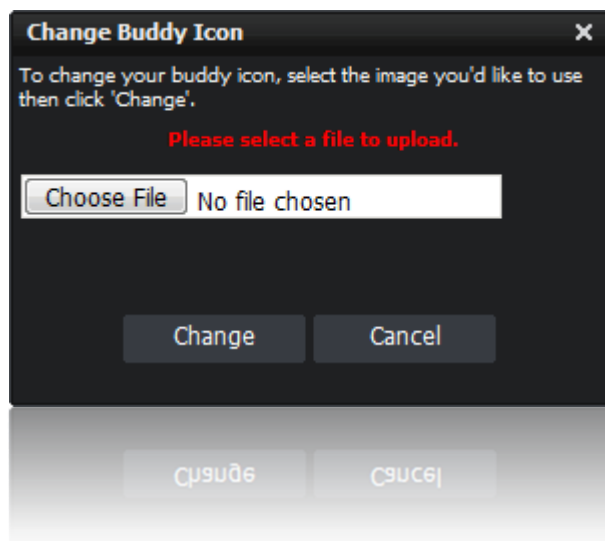
- a. If you click the  button without a **valid directory** of your picture, an error message will appear which will look like this:

Fig. 17 change buddy icon file upload error 1 window





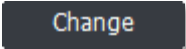
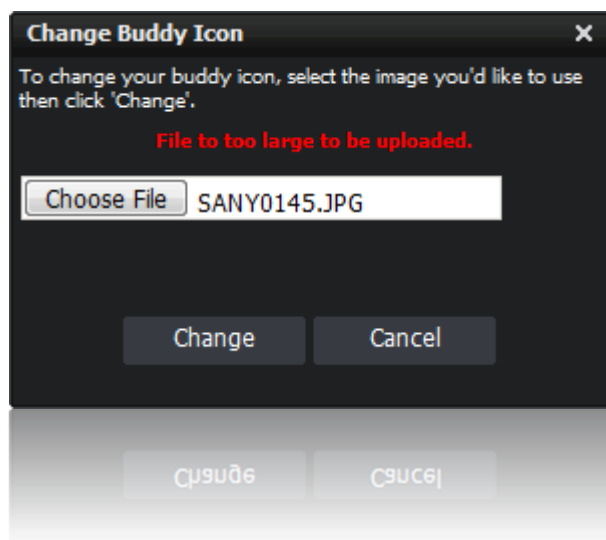
b. If you click the  button and the **picture is too large**, an error message will appear which will look like this:

Fig. 18 change buddy icon file upload error 2 window



* File must not exceed 100kb

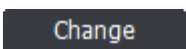
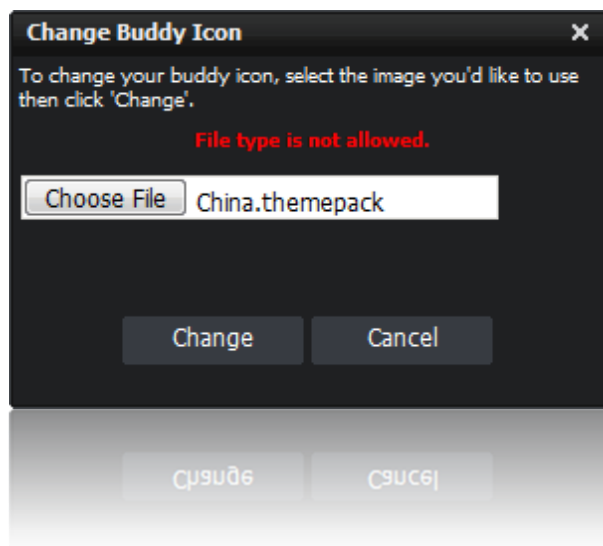
c. If you click the  button and the **picture file type is not allowed**, an error message will appear which will look like this:

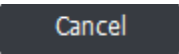
Fig. 19 change buddy icon file upload error 3 window



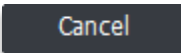
* File must be in .jpg
(.jpeg), .gif or .png format



2.5.1.2 “Cancel” button: *Change Buddy Icon* window

Click the  button if you decide not to change your buddy icon.

2.5.2 “Cancel” button

Click the  button if you decide not to change your account settings.



2.6 Toggle Sound

The “*Toggle Sound*” icon lets you enable and disable the audio feature of the TEI Instant Messenger. There is a beep sound when you send and receive an instant message. By default, the toggle sound is enabled. If you want to disable the toggle sound, simply click on the “*Toggle Sound*”

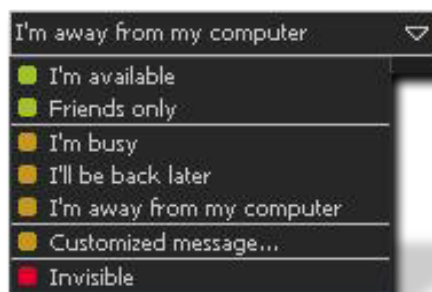
icon. Notice that it will change into  which indicates that the toggle sound is currently disabled. To enable the toggle sound, simply click on the  icon once again. Notice that it will change back into .



2.7 Status Message

The “*Status Message*” dropdown list lets you choose what status will be displayed on others buddy window. There are several status messages available. The “*Status Message*” dropdown list looks like this:

Fig. 20 status message dropdown list





Your status message will automatically change to

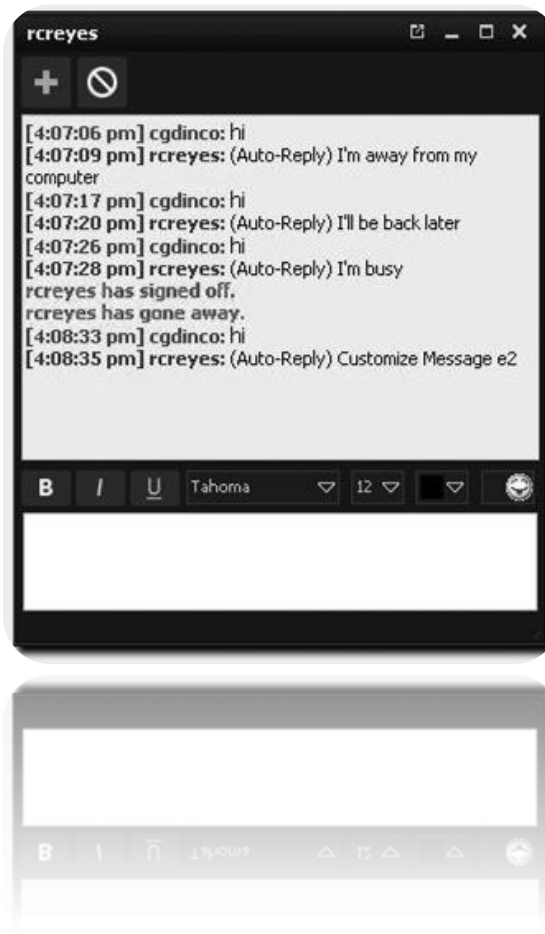
I'm away from my computer if you are using: **I'm available** as your status and is idle for certain minutes. However, if you send an instant message, your status will return back to **I'm available**.

If you choose **Friends only** as your status, you can only receive instant messages from the users listed in your buddylist regardless of which group they belong. You will also appear offline to others if they are not listed in your buddylist.

If you send an instant message to a buddy with a status of

I'm away from my computer, **I'll be back later**, **I'm busy**, and **Customized message...** an auto-generated message will respond to your IM and vice versa. You will see something like this:

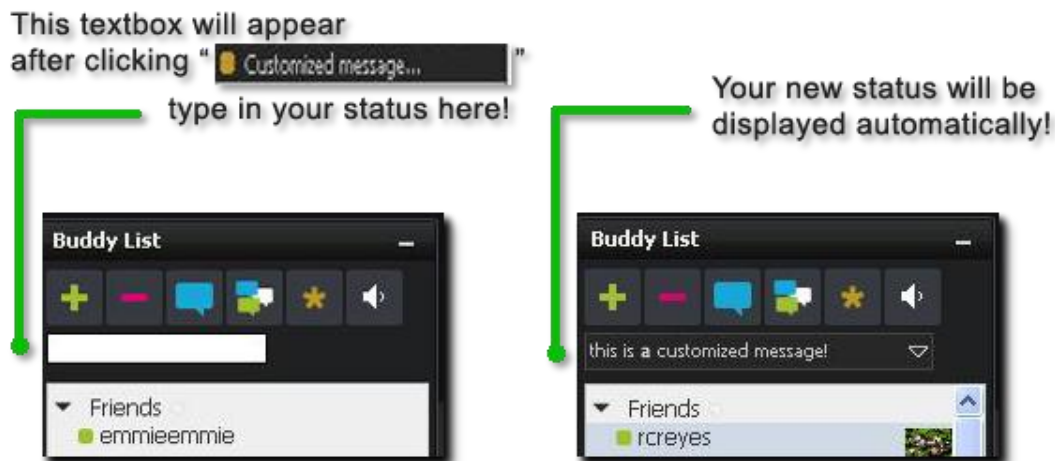
Fig. 21 auto-generated messages





If you click **Customized message...**, a text box will appear. Type in your desired status message then press the “Enter” button on your keyboard. Make sure that there is no IM chat window opened while you do this. Your new status message will appear automatically. You will see something like this:

Fig. 22 status message dropdown list textbox

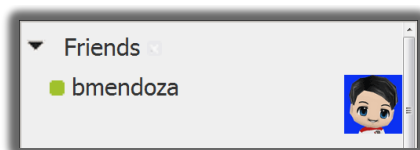
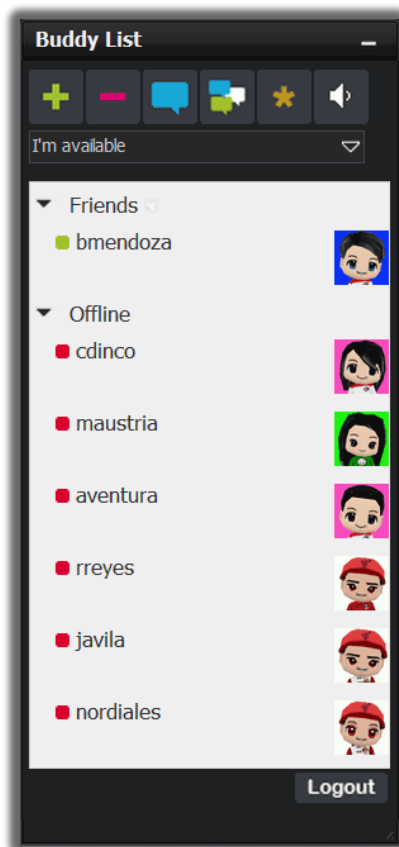


If you click **Invisible**, you will still be able to receive instant messages from your buddies even if you appear offline.



2.8 List of Contacts

Fig. 23 list of contacts



2.8.1 List of Online Contacts

Your online contacts are listed under the group(s) you have created in your buddy list. (Please see [2.1 Add Buddy](#) for further instructions)

There is a color indicator placed at the left side of a contact name in your buddylist. A  indicator means that your buddy is available or has a “friends only” status. A  indicator can mean several things. Your buddy may be busy, away from the computer, may be back later, or may have his/her own customized status. Any one of these two colors all means that your buddy is online.



2.8.2 List of Offline Contacts

Your offline contacts are listed under the “Offline” group, a group created by default in your buddylist. (Please see [2.1 Add Buddy](#) for further instructions)

A  indicator means that your buddy is offline.

2.8.3 Buddy Icon

The contacts listed in your buddylist have corresponding avatars that show your buddy’s image used in his/her account. (Please see [8.2 Change Buddy Icon](#), for further instructions about buddy icons).

2.9 Logout

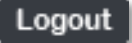
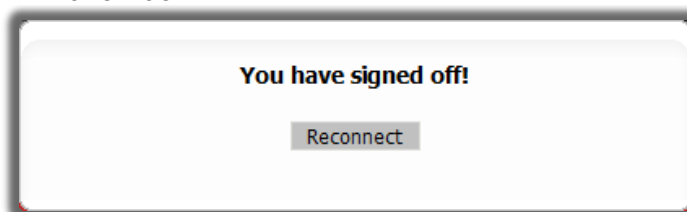
After enjoying the TEI Instant Messenger, you can log out by simply clicking the  button located at the lower right side of the buddy window. After clicking the logout button, a message will appear confirming that your attempt of logging out is successful. It will look something like this:

Fig. 24 sign off confirmation box



2.10 Sizer

The “Sizer” lets you resize the instant messenger chat window. If you hold the “Sizer” icon and slowly drag your mouse pointer to any direction, the IM chat window will adjust immediately according to the direction where you drag your mouse pointer. Once you release the mouse button, the instant messenger chat window will retain that size.

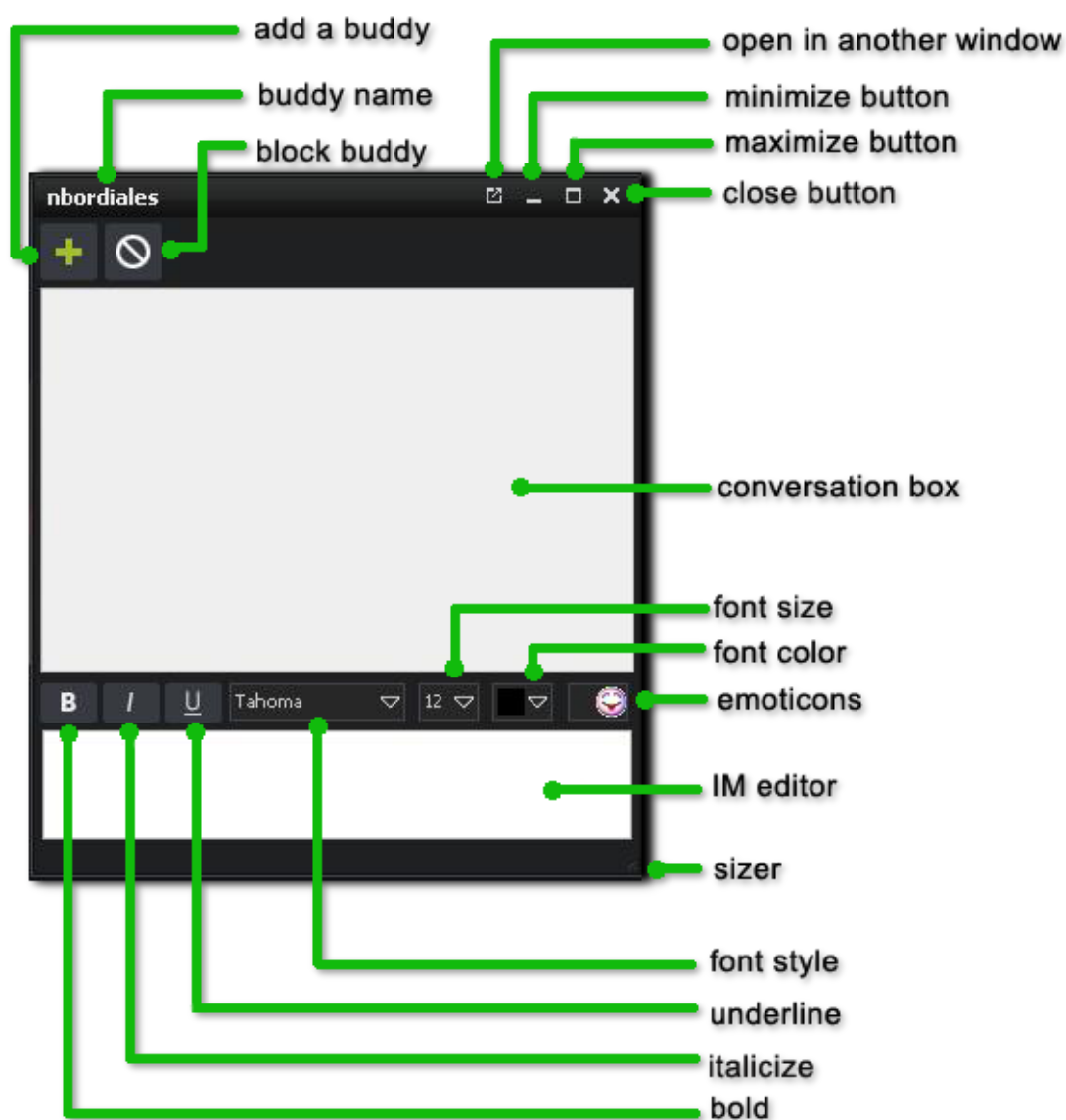


3. IM chat window

3.1 Send an instant message

The simplest way of sending an instant message is by double-clicking the name of the user in your buddylist. By doing so, an IM chat window will automatically appear, and then you can begin chatting.

Fig. 25 IM chat window





3.2 Add a buddy

The Add buddy icon lets you add a friend to your contacts list. If you click the “Add buddy” icon, the “Add a buddy” window will appear asking for your buddy’s username and your buddy’s group name. If you want to add a new group in your buddylist, you can do so by entering the group name in the “Add to group” field. The “Add a buddy” window looks like this:

Fig. 26 add a buddy window

Add a Buddy [X]

Please enter the name of the user you would like to add to your buddylist.

Username:

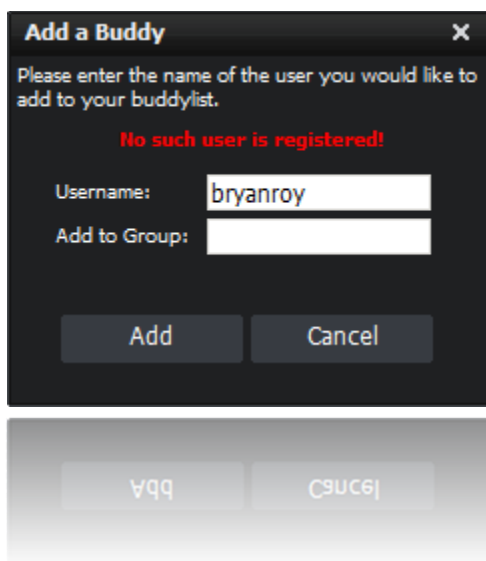
Add to Group:

3.2.1 “Add” button: Add a buddy window

Click the “Add” button once you have entered the username and group of the buddy you want to add to your contacts list. If you have entered wrong values in the fields, an error message will appear notifying that an error has occurred; you will see something like this:



Fig. 27 add a buddy error window

**NOTE:**

- The TEI Instant Messenger will only add buddies that are registered in the PMS system.
- After you have successfully added your buddy, it will automatically be added to your contacts list in the buddylist.

3.2.2 “Cancel” button: Add a buddy window

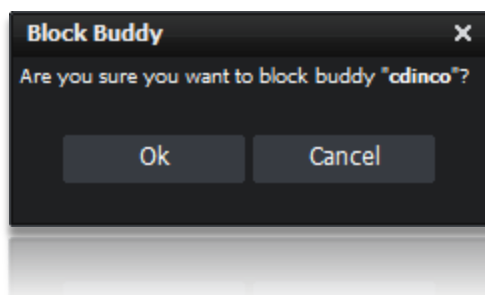
Click the “Cancel” button if you decide not to add a buddy to your contacts list.



3.3 Block buddy

The “Block buddy” icon lets you block and unblock a friend from your contacts list. If you click the “Block buddy” icon the “Block buddy” window will appear asking if you are sure you want to block/unblock your buddy. The “Block buddy” window looks like this:

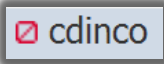
Fig. 28 block buddy window





3.3.1 “Ok” button: *Block Buddy* window

Click the “Ok” button to block the buddy from the buddylist. After clicking the “Ok” button, you will notice that there is an icon beside

the buddy name which looks like this: . This means that your buddy has been successfully blocked from the buddylist.

3.3.2 “Cancel” button: *Block Buddy* window

Click the “Cancel” button if you decide not to unblock a buddy from your contacts list.

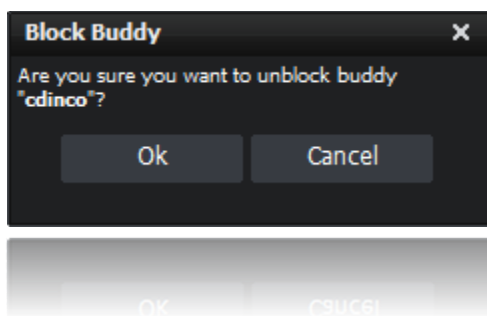
What does blocking a buddy mean?

Blocking a buddy means that you can no longer send instant messages to that buddy and that contact cannot receive instant messages from you. You will know if the buddy is blocked when you try to send an instant message to that contact, you will see a notification saying: *Error: Your message could not be sent because the recipient is not logged in.*

How do I unblock a buddy?

If the buddy is already blocked from your buddy list, you can choose to unblock that buddy by clicking the “Block buddy” icon. If you click the “Block buddy” icon the “Block buddy” window will appear asking if you are sure you want to unblock your buddy. The “Block buddy” window looks like this:

Fig. 29 unblock buddy window





3.3.3 “Ok” button: *Unblock Buddy* window

Click the “Ok” button to unblock the buddy from the buddylist. After clicking the “Ok” button, you will notice that the icon beside the buddy name will change back to the normal icon. This means that your buddy has been successfully unblocked from the buddylist.

3.3.4 “Cancel” button: *Unblock Buddy* window

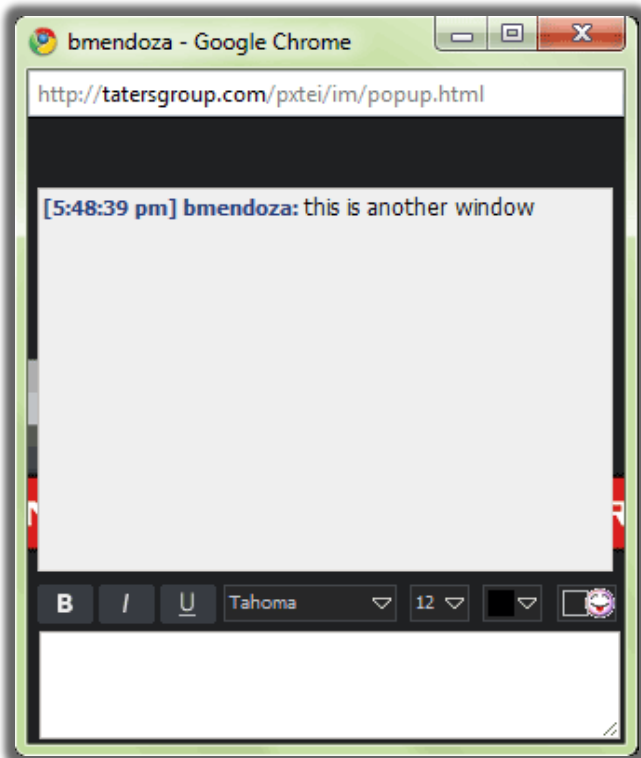
Click the “Cancel” button if you decide not to unblock a buddy from your contacts list.

3.4 Buddy name

The IM chat window automatically displays the buddy's name as the title of the window for you to know who you are chatting with.



3.5 Open in another window



The “Open in another window” icon lets you open a new IM chat window. If you click the “Open in another window” icon a new IM chat window will open retaining the messages from your current conversation box. The “Open in another window” window looks like this:

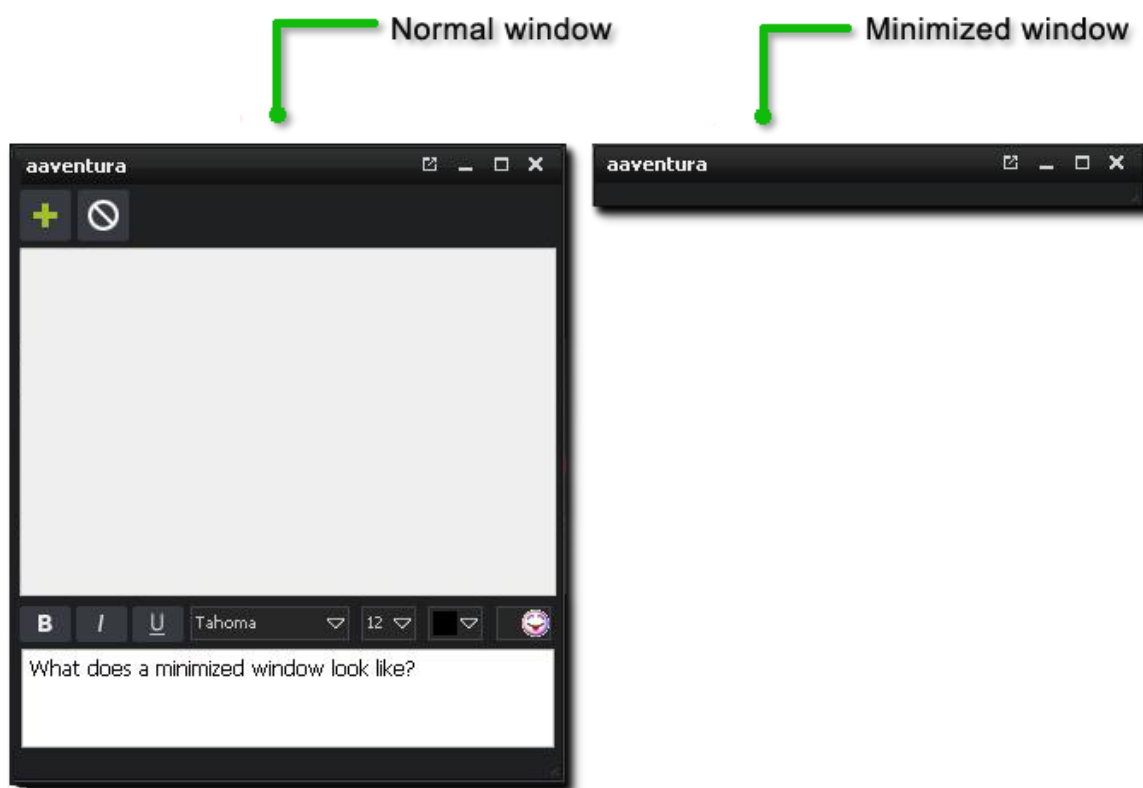
Fig. 30 open in another window



3.6 “Minimize” button

The “Minimize” button lets you minimize the instant messenger chat window. If you click the “Minimize” button the IM chat window will minimize retaining the messages in your conversation box. Once the IM chat window is minimized, you can retain the normal size of the IM chat window by clicking the “Minimize” button again. The minimized window looks like this:

Fig. 31 minimized window





3.7 “Maximize” button

The “Maximize” button lets you maximize the instant messenger chat window. If you click the “Maximize” button the IM chat window will maximize retaining the messages in your conversation box. Once the IM chat window is maximized, you can retain the normal size of the IM chat window by clicking the “Maximize” button again. The maximized window looks like this:

Fig. 32 maximized window



3.8 Sizer

The “Sizer” lets you resize the instant messenger chat window. If you hold the “Sizer” icon and slowly drag your mouse pointer to any direction, the IM chat window will adjust immediately according to the direction where you drag your mouse pointer. Once you release the mouse button, the instant messenger chat window will retain that size.



3.9 “Close” button

The “Close” button lets you close the instant messenger chat window. If you click the “Close” button the IM chat window will close immediately. Once the IM chat window is closed, you can open a new IM chat window by double-clicking the name of your buddy from the buddylist.

3.10 IM editor

The IM editor is the field where you type in the instant message you want to send to your buddy. After typing your message and making the necessary changes in the font that you desire, press the enter button on your keyboard and the message will be sent. The message will be viewable to both you and your buddy’s conversation box. The IM editor looks like this:

Fig. 33 IM editor

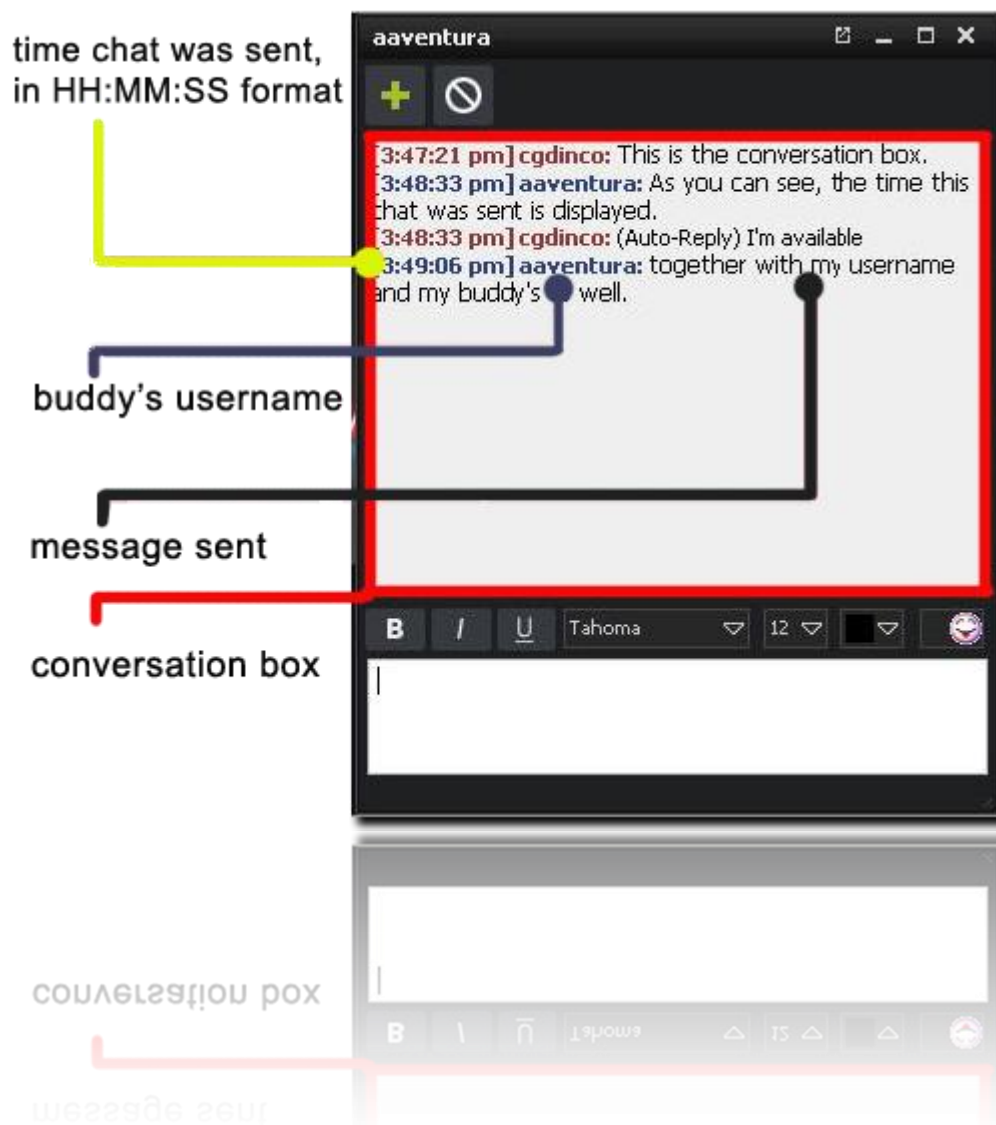




3.11 Conversation box

The conversation box is where your messages are displayed automatically and is visible both to you and your buddy. Once you have typed your message in the IM editor and have pressed the *Enter* button, your message will be displayed in the conversation box together with the exact time the message was sent (in HH:MM:SS format) and the registered username of the sender. The conversation box will look like this:

Fig. 34 conversation box



**B**

3.12 Bold

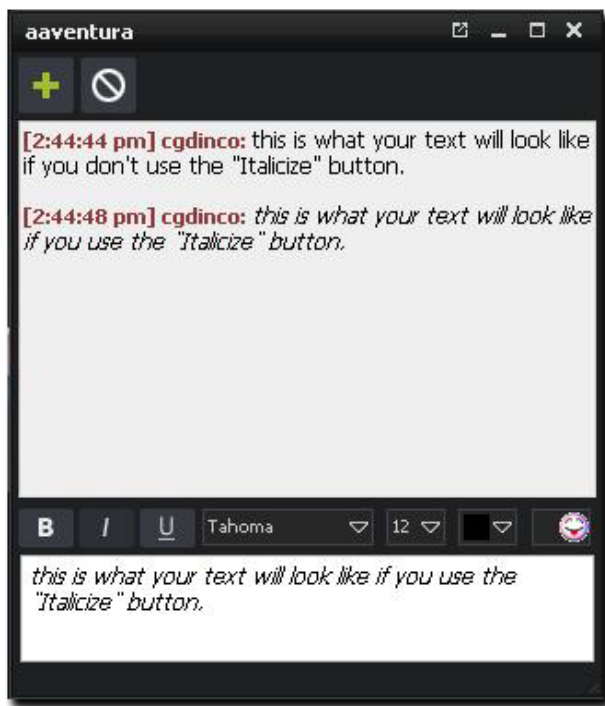
The “*Bold*” icon allows you to bold the text you type in the IM editor. This formatting tool bolds ALL text typed in the IM editor. Bold text will look like this:



Fig. 35 bold sample

I

3.13 Italicize



The “*Italicize*” icon allows you to italicize the text you type in the IM editor. This formatting tool italicizes ALL text typed in the IM editor. Italicized text will look like this:

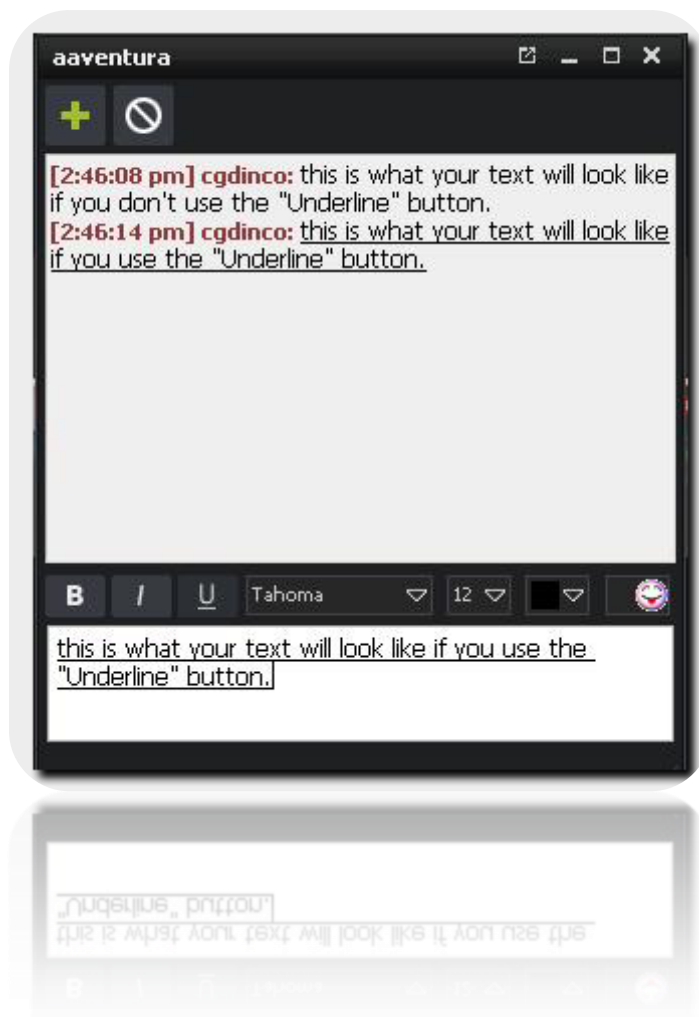
Fig. 36 italicize sample



3.14 Underline

The “Underline” icon allows you to underline the text you type in the IM editor. This formatting tool underlines ALL text typed in the IM editor. Underlined text will look like this:

Fig. 37 underline sample

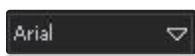
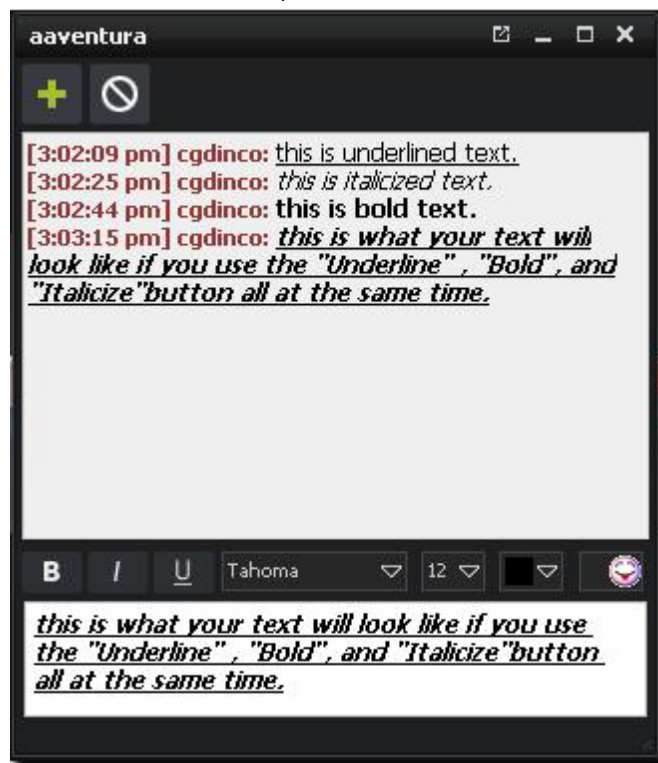


NOTE:

The formatting tools, **Bold**, *Italicize*, and Underline can be used all at the same time. It will look like this:



Fig. 38 bold, italicize, and underline sample



3.15 Font Style

The “Font style” drop down box is where you can choose what font style you want to use for instant messaging. Once you have typed your message in the IM editor, select a font from the “Font style” drop down box and then press the *Enter* button. Your message will be displayed in the conversation box. The font styles menu will look like this:

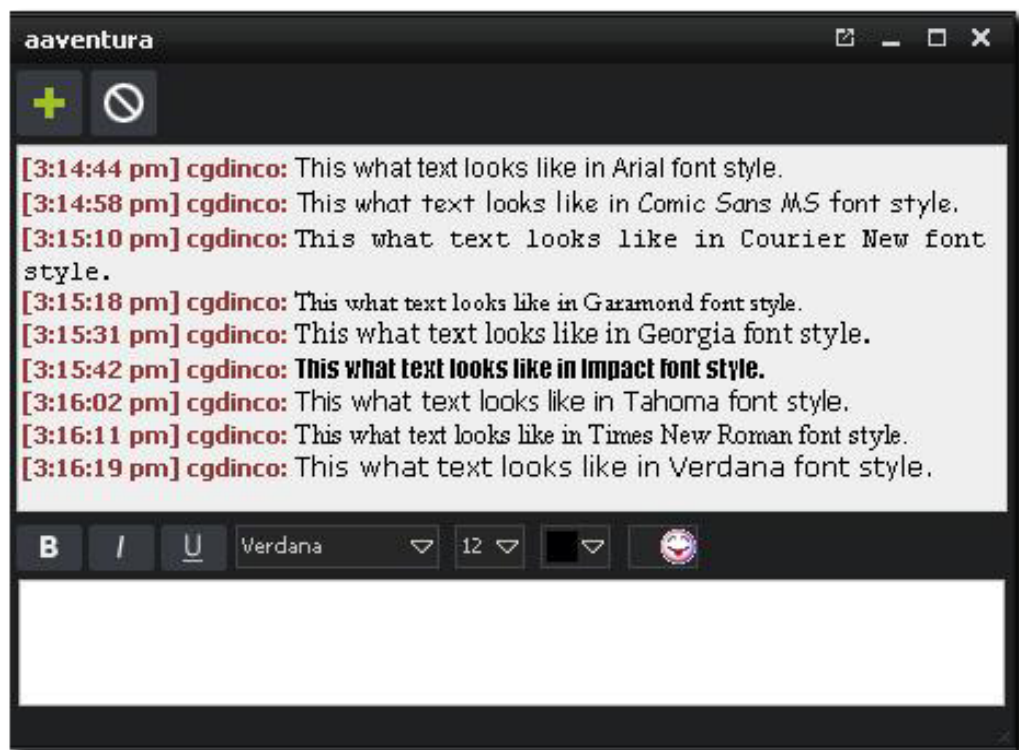


Fig. 39 font style dropdown list



The font styles available will look like this:

Fig. 40 font style sample



12 ▾ 3.16 Font Size

The “Font size” button allows you to resize the text you type in the IM editor. This formatting tool changes the font size of ALL text typed in the IM editor. The font size menu will look like this:

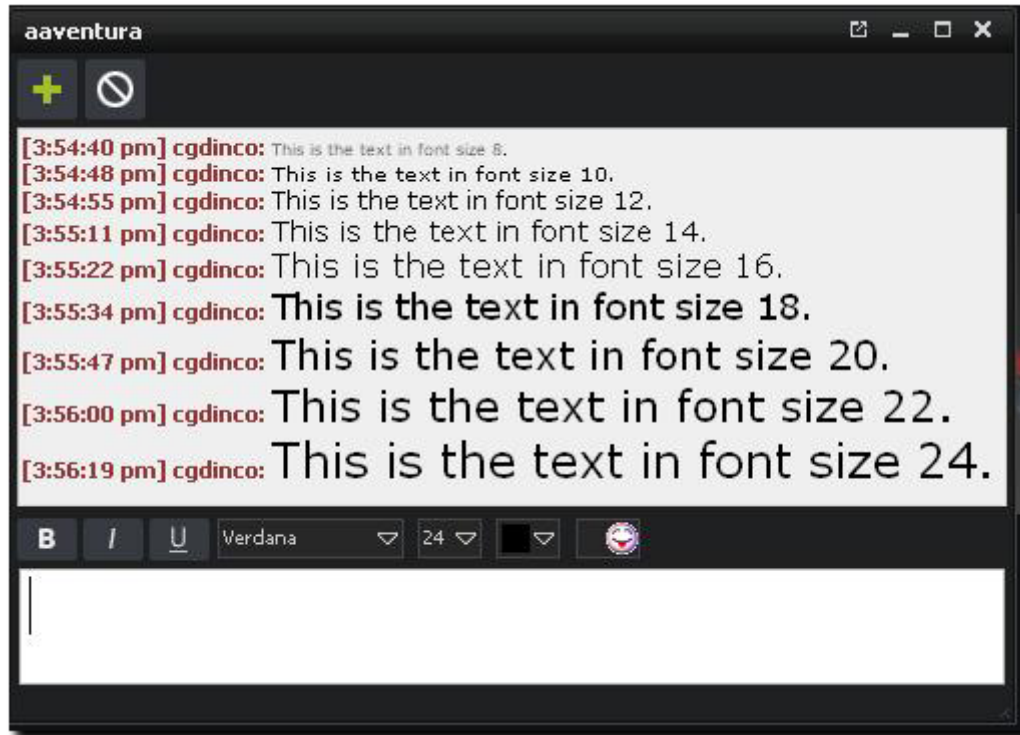


Fig. 41 font size dropdown list



The text resized in all available sizes will look like this:

Fig. 42 font size sample



3.17 Font Color

The “Font color” button allows you to change the color of the text you type in the IM editor. This formatting tool changes the color of ALL text typed in the IM editor. The font color menu will look like this:

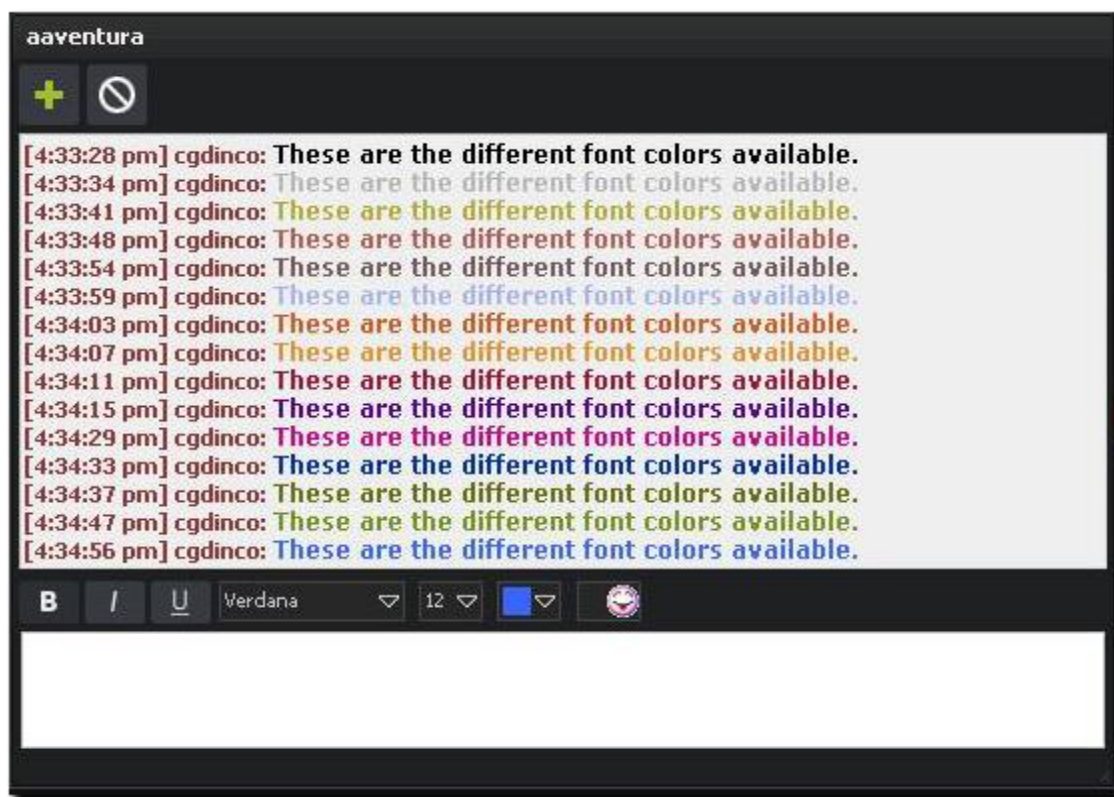
Fig. 43 font color dropdown list





The text changed in all available colors will look like this:

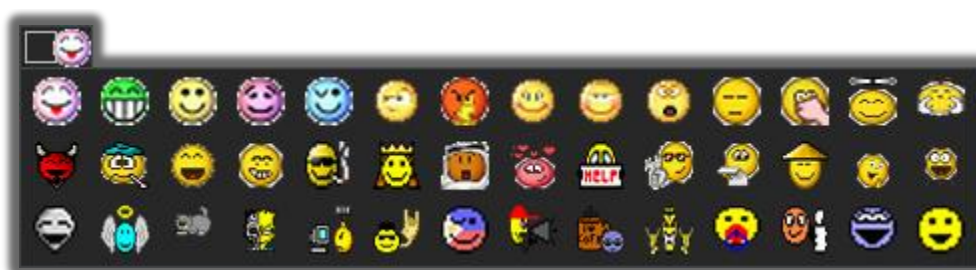
Fig. 44 font color sample



3.18 Emoticons

The “Emoticons” button allows you to add an emoticon with the message you type in the IM editor. This tool allows the user to add more feelings into their chat for a more lively instant messaging experience. The “Emoticons” menu will look like this:

Fig. 45 emoticons dropdown list





This is what the emoticons will look like when used in the conversation box:

Fig. 46 emoticon sample

