Spark User Guide

Welcome to Spark! This guide will get you acquainted with the basics of chatting using Spark. You'll get logged in, add contacts, chat by text and voice, exchange files, and more.

Note: Spark offers several special features not described in this brief tour. For more about features such as Spark Fastpath and Spark plugins, talk to your administrator or contact Jive Software.

Get Started

After you install Spark, you'll get going by logging in and adding contacts. Try out a chat with one of your contacts!

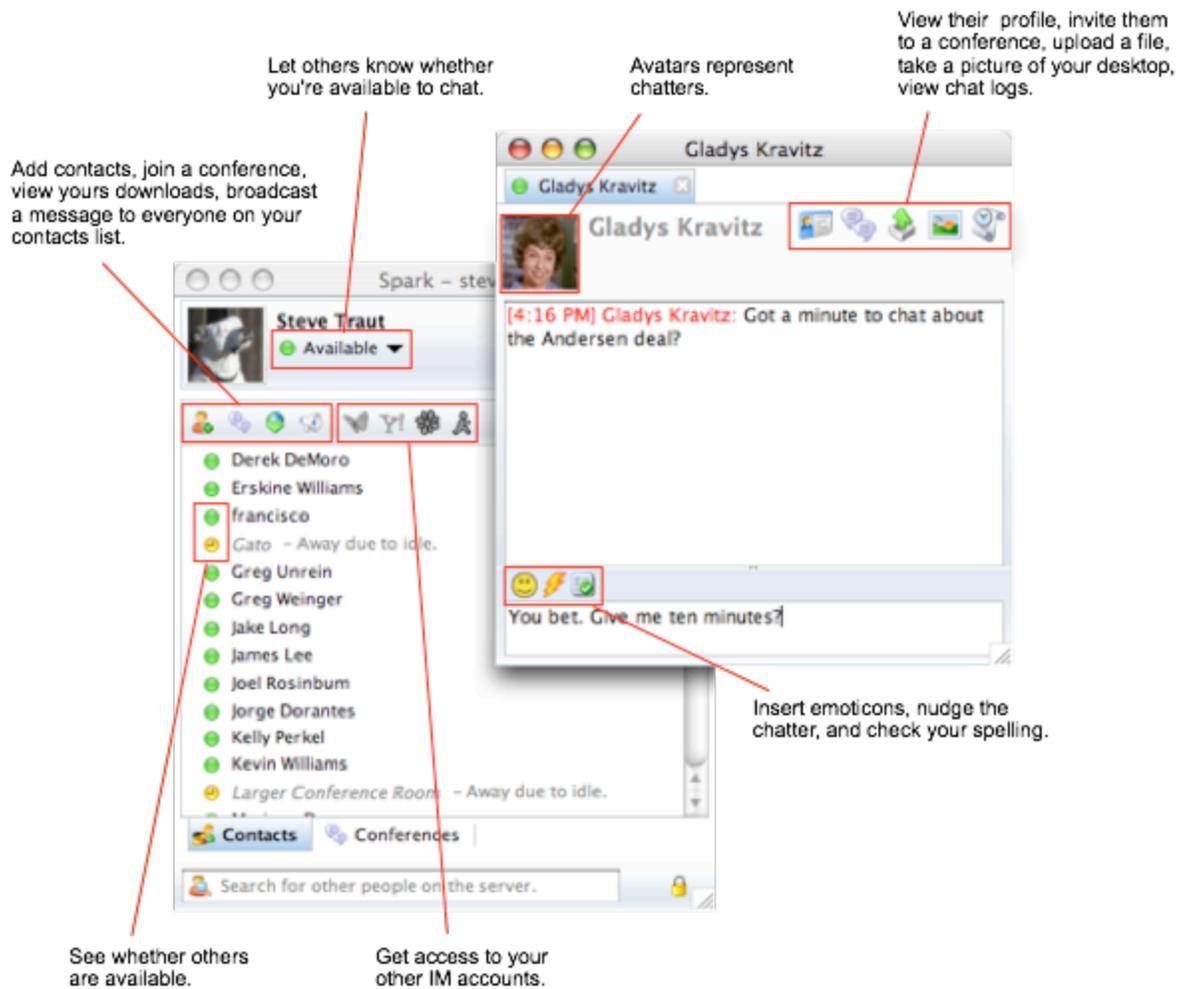**Get connected.** Logging in to Spark is easy.

1. Start Spark.
2. Enter your login information, then click **Login**.
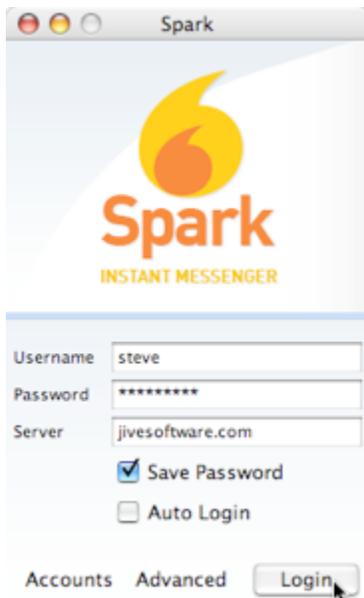
If your server supports it, you can create a new account by clicking **Accounts** button and entering the information for your new account.

Get to know Spark. If you've used instant messaging applications before, you'll find a lot that's familiar. If you haven't, you'll find it easy to get going with Spark

1. Log in to Spark.
2. Take a look at the main window. After your contacts are displayed and you've begun chatting, you'll find the things you want to do within easy reach.

Let others know whether you're available to chat.

Avatars represent chatters.

View their profile, invite them to a conference, upload a file, take a picture of your desktop, view chat logs.

Add contacts, join a conference, view yours downloads, broadcast a message to everyone on your contacts list.

Insert emoticons, nudge the chatter, and check your spelling.

See whether others are available.

Get access to your other IM accounts.

Add contacts. What's chat without other people? It's a good way to attract unwanted attention! You're really off and running when you've got a contact list with a few other chatters in it. If you're working on a company network, it might be that your contact list is full before you even send your first message; your administrator can create lists you see. But you can also add other folks.

In particular, you can add people who chat using Spark or an application like it. That includes Jabber users, Google Talk users, and others. Those applications support the XMPP protocol; people often refer to this simply as the "Jabber" protocol because that was one of the first IM applications to use it.

1. Click the **Add a contact** button.

Click here!
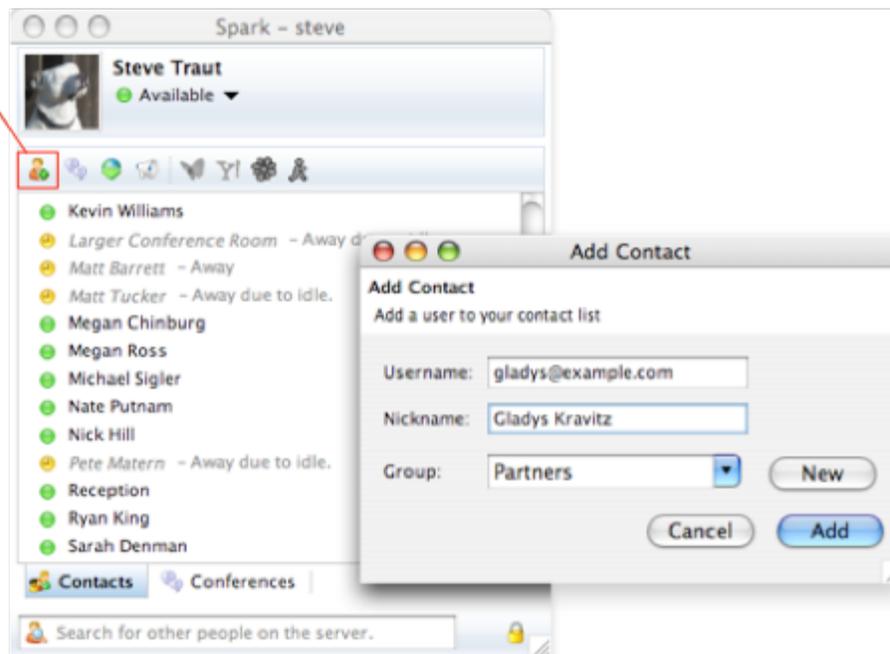
2. Enter your contact's information. In the **Add Contact** dialog, enter the contact's username. This will look like an email address. That's how XMPP — Jabber-style — user names work.

3. Select or enter the name of the group you want to add the contact to, then click **Add**.

If you decide you'd rather have the contact in another group, simply right-click their name, point to **Move to**, then click the name of the group you want to move them to.

Play nice. Whether or not you were raised in the proverbial barn, it helps to know the house rules. There are guidelines for behavior in chat just as in other places where you get together with people. Here are a few suggestions.

- *Set your chat status.* Going out for coffee? The "Away" setting will work nicely. Better yet, write your own: "Must have latte. Back in a few minutes."
- *Pay attention to the status setting of others.* Their status says, "Do not disturb." So maybe you shouldn't.
- Ask whether the person has time to chat. Say, "Got a minute to chat about the Andersen deal?" It's a great way to invite someone to say, "You bet. Give me ten minutes?"
- *Let the person you're chatting with respond.* Everyone's got a different style. Some people type three five-word messages and wait; others type a short paragraph and wait. Whatever style is yours, pause for the other person's responses.
- *Be patient.* Unless you're using a surveillance camera, you don't really know what the other person is up to. So if it takes them a long time to respond, don't panic. It might just be that they've been interrupted by a visitor or another instant message.
- *Ask before you send a file.* And if it's a large file, it's nice to warn the recipient; big files take a while to send, take more hard drive space, and so on.
- *Go easy on the abbreviations and acronyms.* When you're typing, it's tempting to lean heavily on the shorthand. It feels easier, even more efficient: "ur" instead you're/your, "4" instead of "for," and so on. Strangely, though, the other person is probably paying more attention to your clever use of abbreviations than to the important thing you're trying to tell them. For a list of acronyms, see the Jabber User Guide.
- *Go easy on the emoticons.* Same idea as with abbreviations.
- *Know when it's over.* Not all in-person conversations end with a "Goodbye" and a handshake, and

it's the same in chat. If it feels like you're done chatting about what you started chatting about, it's probably a good time to close the chat window.

Connect Using Text

Chatting with text is an ideal way to get — or send — the brief bits of information that fly around in unnecessary emails. Save yourself and your contacts the email inbox clutter — send an IM message.

Send instant messages. Sending messages is the thing you'll do most often — it's also the easiest.

1. In your contact list, double-click the person's name.
2. Type your message. Notice that Spark will check your spelling and marks them with a red squiggly underline. If you get one of these, you can right-click the word to correct it.
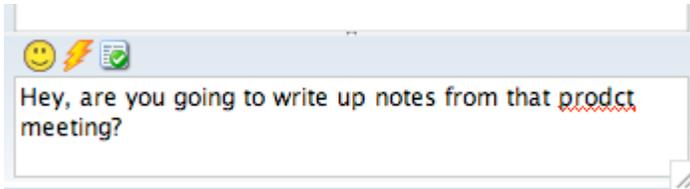
You can disable the background spell check feature in the Chat section of Spark's preferences dialog. If you want to check your spelling and get alternate word suggestions, click the **Check Spelling** button .

3. To add a bit of flavor when a message might be ambiguous or misunderstood, add an emoticon. If you type an emoticon that Spark knows about, it will convert it to an image. So :) will be converted to . Use the emoticon button when you can't remember what to type.
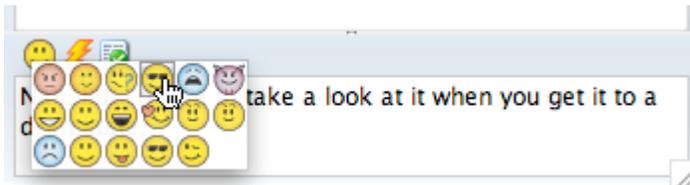

4. You can also use shorthand text. Type "fwiw" for "for what it's worth," "btw" for "by the way," and so on. But go easy on the shorthand and acronyms; some people you chat with will find them annoying in large amounts.
5. When you're ready, press **Enter** to send the message.

Tip: You can view a history of the chats you've had with someone by clicking the **View conversation history** button .

Send broadcast messages. Got something to say to everyone on your list? Broadcast it! You can broadcast to everyone on your contact list by clicking the **Send a broadcast** button . You can also select only some of them.

1. Choose the subset of people you want to broadcast to by holding the CTRL key as you click their names (on the Macintosh, hold the Command key).
2. With the people you want selected, right-click one of them, then click **Send broadcast to selected users**.
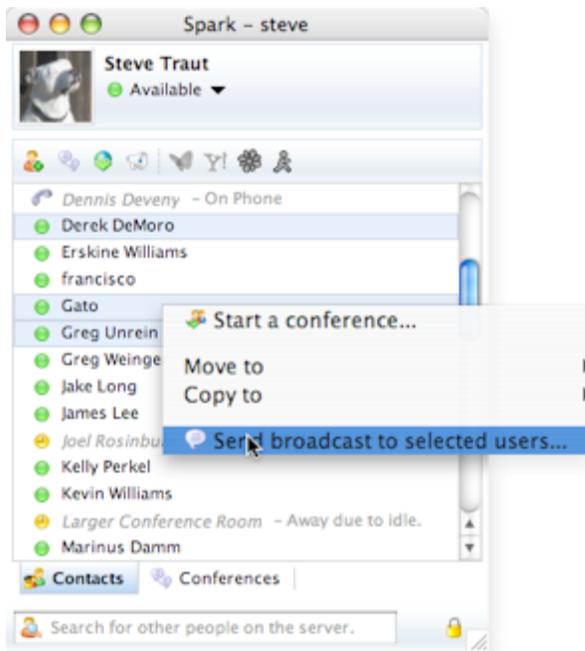
3. In the **Broadcast Message** dialog, type your message and click **OK**.

Send and receive files. Sending files through Spark is a great way to avoid the unnecessary bits of email that you might have used to send them.
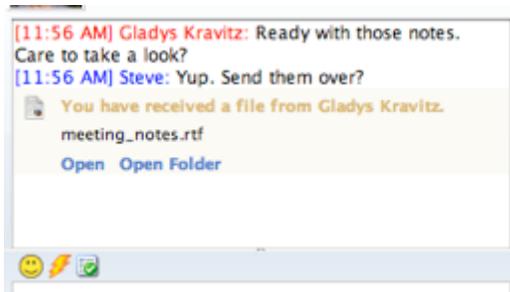
1. Open a chat window for the person you want to send the file to.
2. Click the **Send files to this user** button.
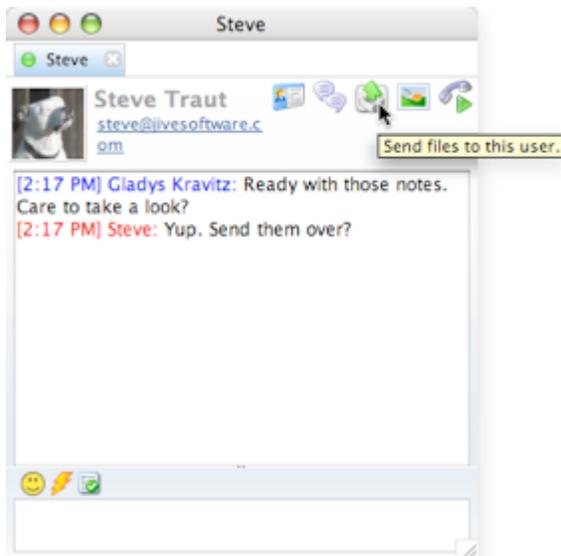
3. Browse for the file you want to send, then click **Send**.
4. On the other end, Spark will ask the person receiving the file if they want to accept it.
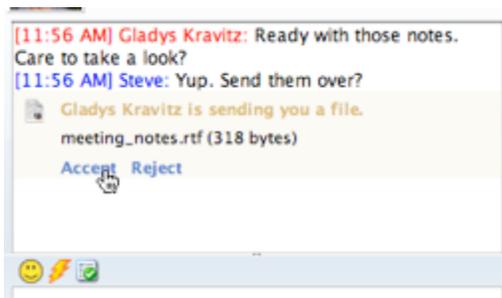
5. After they accept it, Spark will provide a way to open the file or open the folder that contains it.


Tip: Instead of clicking the Send files button, you can merely drag your file's icon and drop it onto the person's name in the contact list or onto the chat window. And if you've got the chat window open, you can drag the file sent to you right out of the window.

Chat in a group conference. Using group chat can be a great alternative to scheduling a meeting (and who likes meetings?).

1. Click the **Actions** menu, then click **Start a conference**.

   Tip: You can also start a conference by selecting the names of people in your contact list, right-clicking one of them, then clicking **Start a conference**.

2. Click **Roster** to display a list of your contacts. You can add other people by typing their username (Jabber ID) in the **Add JID** box. To remove someone you've added, right-click their name and click **Remove**.

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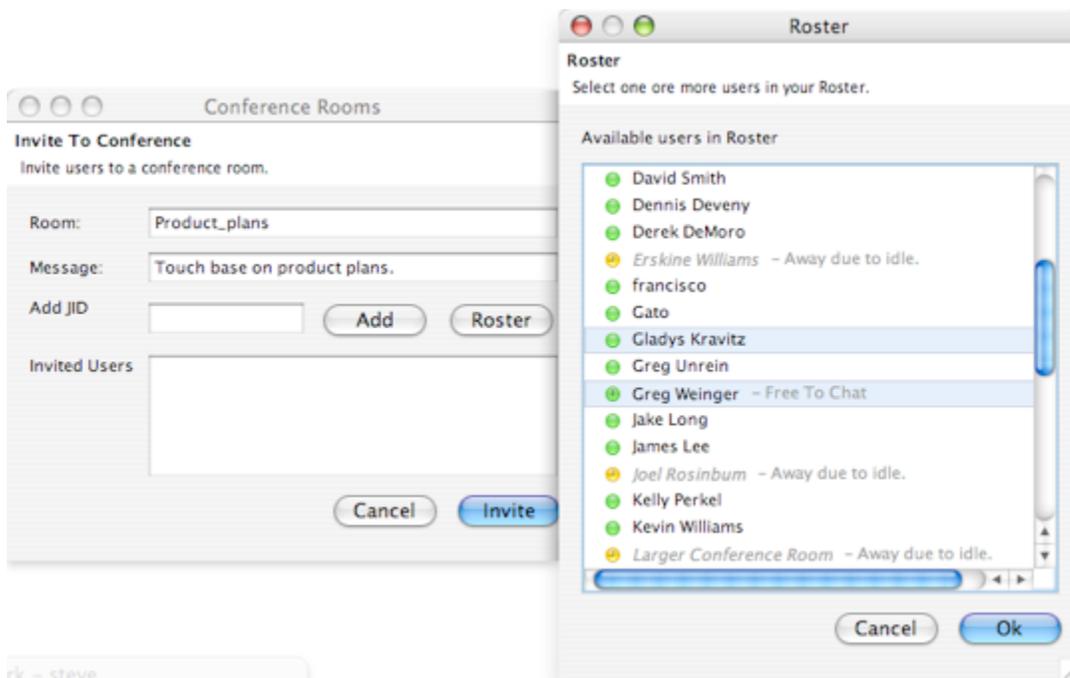
3. When you're finished inviting users, click **Invite**.
4. Watch as people join the conference.
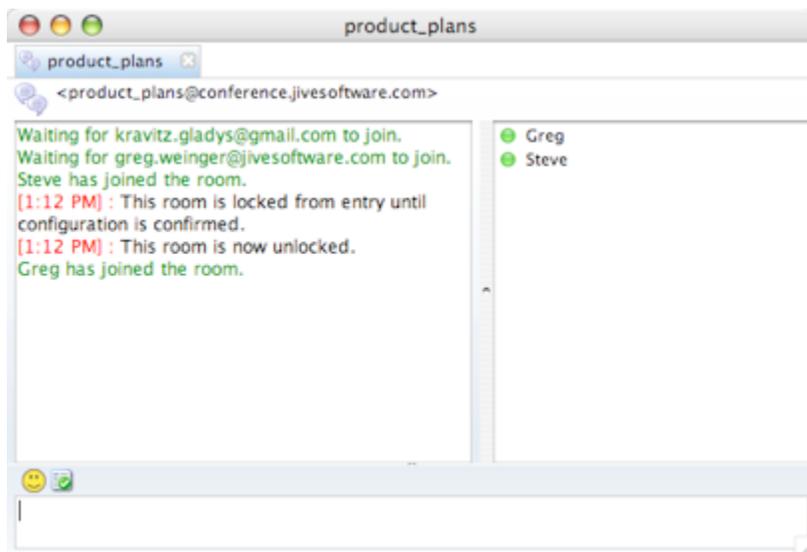
5. By right-clicking the participant list, you can change the nickname that appears for you or invite other people.
6. Type your messages in the bottom box and press Return to send, just as you would with the IM message window.

Connect to another system. If your system supports it, you can add support for using other chat technologies. For example, if you have a Yahoo or AIM account, you can log in to that account from Spark. Your contacts from that technology will appear in your Spark contact list. Support for doing this is provided through what Spark knows as *gateways*; these are configured by the administrator of your system.

1. Click the button corresponding to the chat technology you want to use.
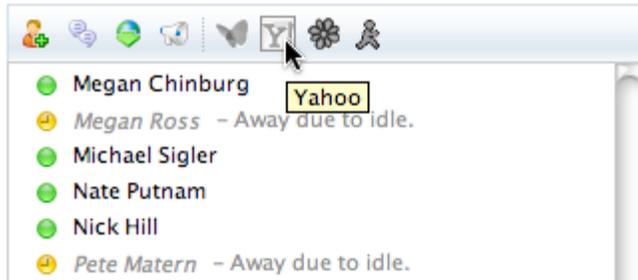
2. In the dialog that appears, enter your user name and password from the other account, then click Save.
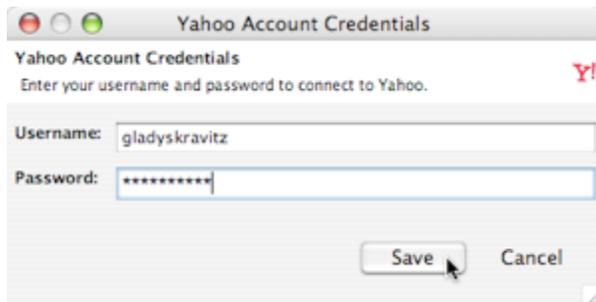

Your contact list should be automatically updated with contacts from the other account. Click the chat technology icon to log in again later, or to indicate that you want to log in whenever you log in to Spark.

Connect Using Voice

Some things just can't be expressed with text. For those occasions when you need to talk with the person you chat with, Spark provides voice chat. You'll need voice hardware that connects to your computer. For example, you could use a headset that connects through a wire, or wirelessly through Bluetooth. You could also chat using your computer's built-in speaker and microphone (if it has one), but that's a less private option.

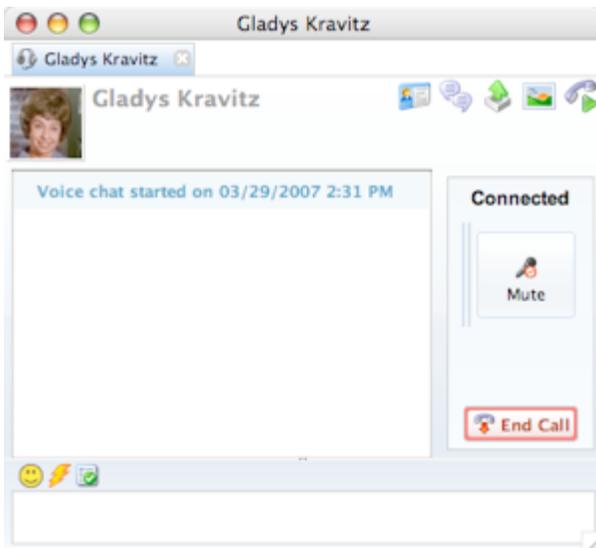**Make and receive calls.** Get your headset ready; you're about to get vocal.

1. Click the **Place a phone call** button.
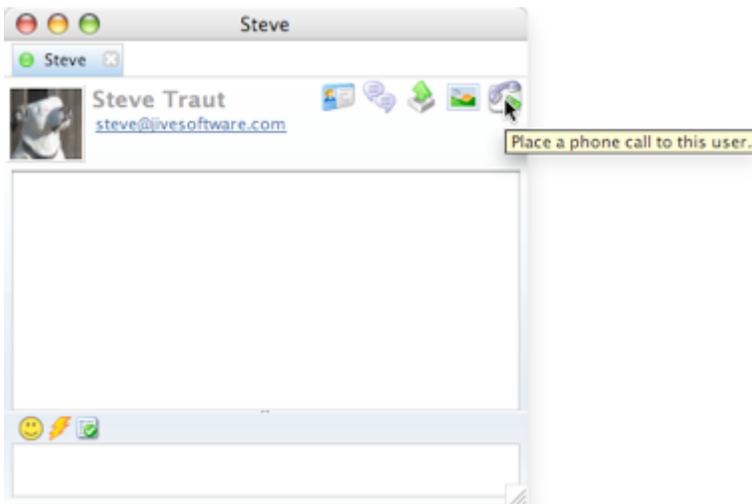
2. At the other end, the person you're calling will receive an invitation.
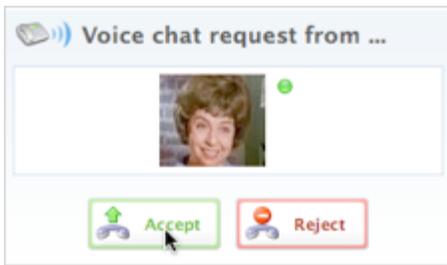
3. When they accept, you'll both see a window that shows you're connected by voice. You'll also be able to type messages as you talk.
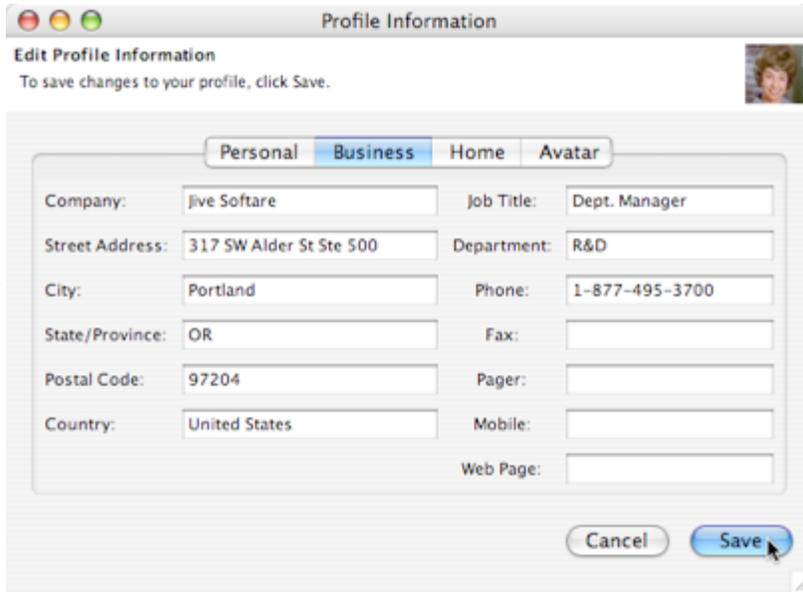

Show Yourself

Enter profile information. Basic profile information can help other people know who you are.

1. Click the **Connect** menu, then click **Edit my profile**.

2. In the **Profile Information** dialog, enter the information you want to share.

3. Use the **Avatar** tab to upload a picture that will appear to others when they're chatting with you.

Be a Power User

Wield the secret commands. Okay, so they're not secret, but you might otherwise dig a while to find them.

In order to...	You can...
View a clickable list of the people you chat with most often.	Press CTRL+T
View a clickable list of the last 10 people you chatted with.	Press CTRL+E
Move or copy one or more names in your contact list to another group in the list.	Select one or more people in the contact list, right-click one, then click **Move to** or **Copy to**.
View and add tasks that are persisted to your chat server. That means you can get at that task list from whatever computer you're signed in on.	Press CTRL+F5
View a simple notepad application that works like the task list above. Your notes stay on the server so you can get at them from other computers.	Press CTRL+F6

Speak the secret language. No, the secret language isn't secret, either. In fact, millions of people use Internet extras such as emoticons and slang to get their point across in the otherwise black-and-white context of text.

- Use emoticons (sparingly) to punctuate the otherwise cold text of messages with some emotion. One good rule of thumb is to imagine what you'd be saying with your facial expression during a conversation. Would you be smiling? Laughing Serious? Rolling your eyes? For a little background and a list of emoticons, see the Wikipedia article on emoticons. And if you find a use for the @-_-@ emoticon, let us know!

- Use slang or shorthand. One of the benefits of instant messaging is that it's great for short exchanges. So Internet slang can be useful in small amounts. You'll find a list of slang and abbreviations at this Wikipedia article on Internet slang. But keep in mind that only a very small

subset of what's listed here is actually known to most chatters. You'll know you've arrived at geekhood when you find a legitimate use for AYBABTU.