

Cloudline Instant Messenger

Welcome

Thank you for choosing the Cloudline email messaging service for your organisation.

If you follow these guidelines you should have your account functioning in very little time, ready to enjoy the powerful messaging and collaboration features on offer.



GMS

Cloudline

Cloudline Instant Messenger

How do I install and configure Cloudline Instant Messenger?

Question Details:

The Instant Messenger (IM) application is provided as a dual-client offering allowing Windows and webmail users to have IM conversations between users on the local email domain.

The Cloudline Windows IM application is available in the marketplace. The webmail client is accessible in most modern web browsers that support JAVA.

Answer:

Download the Instant Messaging client application from the Cloudline website

Pre-installation: If you are using Microsoft Outlook as your email client, please close Outlook before installing the Cloudline IM client; this is necessary as the installation will attempt to embed a button into Outlook so that the Cloudline IM client can be launched from within Outlook. If this installs successfully, the Instant Messenger application should be accessible within Outlook (2002 -> 2007) by selecting: GMS Instant Messenger -> Launch

Installation: The installation of the Cloudline Instant Messenger client is simple. Download the application to your computer and double click on the application icon to run it and follow the on-screen instructions. You may also make the installation available to yourself or to any user that logs on to the computer. This is particularly useful for administrators installing on behalf of other users on the computer as they need only install once with no further changes required later on.

Configuration:

You will need to specify the Cloudline server hostname to connect to along with your user account name (full email address) and password. Unless otherwise stated, the server address should always be: mail.domain.com

The Cloudline Instant Messenger application should now be accessible from your Windows Start Menu and/or system tray. To add email addresses simply select: Contacts > Add a contact

If you wish to search for part of an email address, you will need to suffix the partial name with the asterisk (*). For example: jo* would return a list of joel, john, joan etc.

To retrieve a user list of all accounts on your domain, use the asterisk suffix and then select next to select the email addresses you wish to add to your address list.

Please note: Cloudline Instant Messenger is a closed messaging system meaning that it does not work in the same way other messenger clients such as MSN Messenger do. Therefore, you can only converse with users on the same email system as you do (i.e.: your local user group in the same domain).