

# IM+

**Multi-system Mobile Instant Messenger for  
Nokia 9300/9500**

**Version 1.0**

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# 1. Introduction

With **IM+** the most popular instant-messaging systems: **ICQ**, **MSN**, **AOL**, **Yahoo** and **Jabber** are available on your **Nokia 9300/9500**.

The main IM+ 1.0 features are:

- IM+ makes direct connection to the supported services, without any "gate" in the middle.
- Contact list management functions, including facilities to add a new contact, to delete a contact and to change nick of a contact.
- IM+ keeps the contact list information on the respective servers. So, IM+ and your convenient desktop client always use just the same contact list. You can add new user in your contact list with IM+ and you will see this user with next connection with your desktop client.
- Simultaneous connection to all selected systems
- Multiple Code Pages support: You can exchange messages in any language installed on your phone
- Full presence status support
- Customizable sound alert with volume adjusting feature
- Three-level zoom for contact list and dialogs
- Custom dialog layout configuration
- Full emoticons support
- Context help support
- Copy'n'paste support

## 2. Trial term and registration

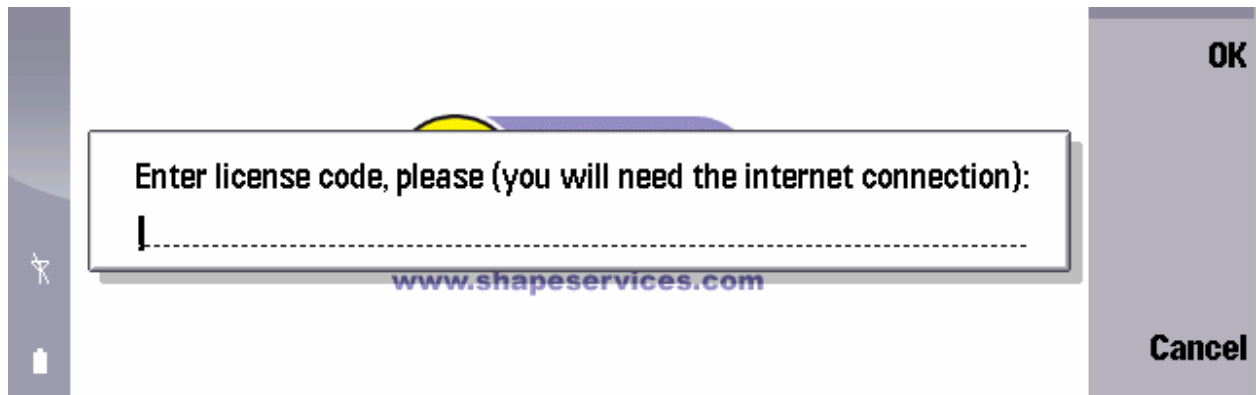
When you first install IM+ on your phone, it works in trial mode. You can try the software during five days to decide whether you would like to buy it. When you launch IM+ during the trial term, you will be notified on how many days are left before the end of trial term. You can either continue using the trial version (by choosing 'Trial' button), or you can register.



At the end of the trial term you will only be able to register the software. Then you can tap 'Register' button to start the registration procedure. You will be offered to enter license code, if you have any. A licence code is the code that you have received from the on-line shop.

*Note: Every online-shop gives its own name to such code. That's why inside our application and in this manual we call any unlock code automatically sent by a shop the **licence code**.*

If you don't have such a license code, you may skip to option **B** below.



**A.** After entering the license code the program will require internet connection to register. You will be notified on registration progress and result.

**B.** If you haven't got a license code, type the word "MANUAL" (without quotes) in the license code window. You'll see an installation key of your IM+. You must send it to [imsupport@shapeservices.com](mailto:imsupport@shapeservices.com) to receive the Manual Registration Code. Don't forget to include your IMEI and your order number or license code, if you have got one, in the email.

If you have already received the manual registration code, choose **OK** and then type it in the appeared dialog box.



If the registration code is correct you will be notified of successful registration.

### 3. Setup

You should setup login information for each service you wish to work with.

The usual and most convenient way is using IM+ with just the same ICQ, AOL, MSN, Yahoo and Jabber accounts that you use on your desktop PC.

You can create a new account and get additional information about the IM system on the respective home sites:

ICQ 2001b/2002a (ICQ)	<a href="http://www.icq.com">www.icq.com</a>
AOL Instant Messaging (AOL)	<a href="http://www.aol.com">www.aol.com</a>
MSN Instant Messaging (MSN)	<a href="http://www.msn.com">www.msn.com</a>
Yahoo! Instant Messaging (Yahoo)	<a href="http://www.yahoo.com">www.yahoo.com</a>
Jabber Instant Messaging	<a href="http://www.jabber.org">www.jabber.org</a>

**Note:**

IM+ does provide facilities to create new account from only for Jabber IM, on any Jabber server. Other services (e.g., ICQ) supports a lot of configuration options for privacy, authorization mode and so on. IM+ does not support control for such options, so we recommend use a standard desktop client for this kind of adjustments.

### **3.1. ICQ setup**

Choose the menu item **Services / ICQ / Preferences**.

**Host:** By default it is login.icq.com.

If you are going to setup IM+ for a corporate ICQ server then you should contact your system administrator for this setting

**Port:** Standard ICQ port is 5190, but ICQ server really accept connections to any port

**Login:** Your ICQ UIN. This is a digital value from 7 to 11 figures, which you have received after the registration for ICQ service

**Password:** Your ICQ password

**Attempts:** Number of connects attempts to be done before the connection would regard as failed. As a rule, two attempts will be enough. If your network connection is unstable it may be desirable to increase this setting.

**Encoding:** This is a code page for correct displaying your contact list and messages if they include not Latin symbols. For Europe countries choose code page 1252, for Cyrillic – code page 1251 etc. IM+ supports all code pages installed on your device.

### **3.2. AOL setup**

Choose the menu item **Services / AOL / Preferences**.

**Host:** By default this is login.oscar.aol.com.

**Port:** Standard AOL port is 5190, but AOL server (just as ICQ) really accepts connection on any port

**Login:** Your «screen name», which you've received after the registration for this service (e.g.: «BobSmith», «Tiptop»)

**Password:** Your AOL password

**Attempts:** Number of connects attempts to be done before the connection would regard as failed. As a rule, two attempts will be enough. If your network connection is unstable it may be desirable to increase this setting.

**Encoding:** This is a code page for correct displaying your contact list and messages if they include not Latin symbols. For Europe counties chose code page 1252, for Cyrillic – code page 1251 etc. IM+ supports all code pages installed on your device.

### **3.3. MSN setup**

Choose the menu item **Services / MSN / Preferences**.

**Host:** As a rule this is a messenger.hotmail.com.

**Port:** Standard MSN port is 1863

**Login:** Your e-passport, which you've received after the registration for this service (e.g.: «bob@hotmail.com»)

**Password:** Your MSN password

**Attempts:** Number of connects attempts to be done before the connection would regard as failed. As a rule, two attempts will be enough. If you network connection is unstable it may be desirable to increase this setting.

### 3.4. Yahoo setup

Choose the menu item **Services / Yahoo / Preferences**.

**Host:** As a rule this is an scs.msg.yahoo.com.

**Port:** Standard Yahoo port is 5050

**Login:** Your Yahoo ID, which you've received after the registration for this service (e.g.: "john\_doe")

**Password:** Your Yahoo password

**Attempts:** Number of connects attempts to be done before the connection would regard as failed. As a rule, two attempts will be enough. If your network connection is unstable it may be desirable to increase this setting.

### 3.5. Jabber setup

Choose the menu item **Services / Jabber / Preferences**.

**Host:** Your favourite Jabber server. **Jabber.org** is one of the well-known servers.

**Port:** Standard Jabber port is 5222

**Login:** Your Jabber account, which you've received after the registration for this service (e.g.: "john\_doe")

**Password:** Your password

**Attempts:** Number of connects attempts to be done before the connection would regard as failed. As a rule, two attempts will be enough. If your network connection is unstable it may be desirable to increase this setting.

## 4. Connection and presence status

Connection to the certain service can be initiated by choosing the menu item **Services / <service name> / Available/Connect**. The menu item **Services / Connect all** initiates connect to all configured services.

Correspondingly, the menu items **Services / <service name> / Disconnect** and **Services / Disconnect all** close active connections.

The menu item **Services / <service name>** includes submenu in which you can choose your presence status in the particular IM- system by default:



The presence status in ICQ

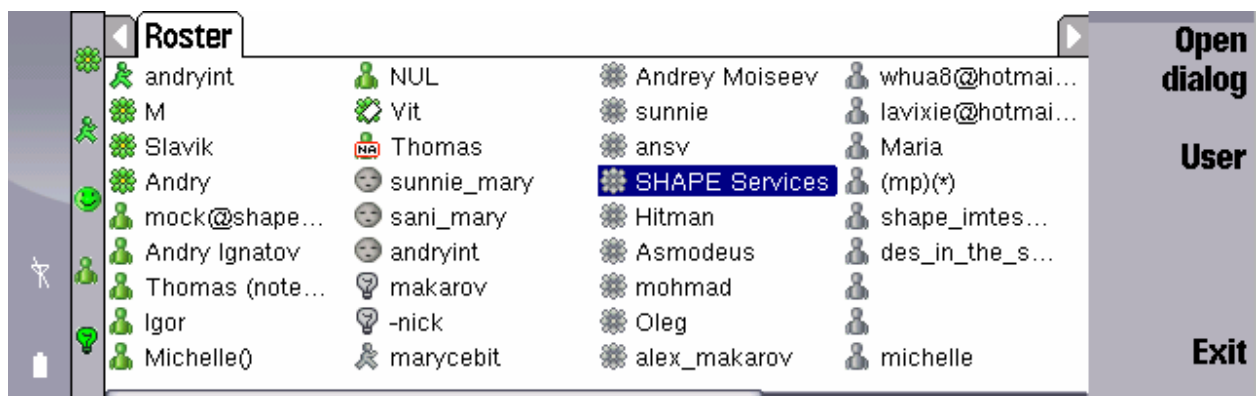
The presence status is adjusted separately for each service. You can see your presence status in the column at the left side of the screen. Blinking icon means that IM+ is now trying to connect to that service.

## 5. Contact list

All supported services allow storing contacts information (address book) on the server side. It means that your desktop PC client and IM+ can easily share the same contact list and no synchronization IrDA port or Bluetooth is required. So, if you have a lot of friends in your ICQ contact list don't worry that you have to register all of them in IM+ manually – IM+ receives the list from the ICQ server.

*Note: Some old versions of desktop ICQ and AOL software save the contact list on the client side rather than on the server side. In this case it might be useful to upgrade the desktop client software.*






After connection to each server IM+ loads the client's contacts and includes them to the common contact list, which is always displayed in the main window. You can see a sample of contact list below.




After disconnection from the server IM+ excludes related contacts from the list.

Each contact in the common contact list is marked with the icon, which indicates current presence status and service system of the contact - please look through the table as following

Icon	Current presence status	Service
	Online	ICQ

	Free For Chat (Chat)	ICQ
	Do Not Disturb (DND)	ICQ
	Away	ICQ
	Invisible	ICQ
	Extended Away (N/A)	ICQ
	Offline	ICQ
	Online	AOL
	Offline	AOL
	Online	MSN
	Do Not Disturb (DND)	MSN
	Away	MSN
	Invisible	MSN
	Extended Away (N/A)	MSN
	Offline	MSN
	Online	Yahoo
	Offline	Yahoo
	Extended Away (N/A)	Yahoo
	Invisible	Yahoo
	Do Not Disturb (DND)	Yahoo
	Away	Yahoo
	Away	Jabber
	Do Not Disturb (DND)	Jabber
	Invisible	Jabber
	Offline	Jabber
	Online	Jabber
	Extended Away (N/A)	Jabber

If you get a message from the user the presence icon is changed to the special icon - please look through the table as following

Icon	Description
	You have unread text message(s) from the user

## 5.1. Operation with contact list

When the contact list is displayed in the window, the following actions are available:

- Cursor keys (up/down/left/right) – navigate through contact list
- Alphanumeric keys – fast contact matching. For example if you have a buddy with nick “Terminator” you can type a first few letters of his nick (e.g. ‘T’, ‘E’, ‘R’) and cursor will be positioned on that buddy. For your convenience typed letters are shown in the “matcher box”. You may hide the “matcher box” by pressing any cursor key rather than alphanumeric key.
- First CBA button labeled **“Open dialog”** opens the dialog with selected user



- Second CBA button labeled “User” provides a set of available operations on selected user



## 5.2. Contact list sound changes

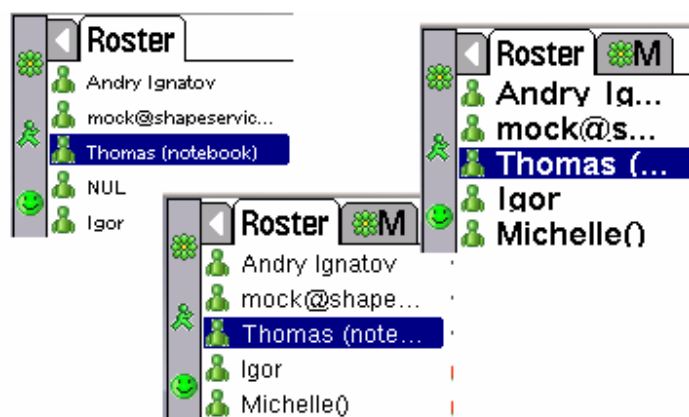
Sound signals can be used to alert such events as new message reception (message alert) or changes user's status from 'offline' to any 'online' status (online alert). Sounds and their volume can be configured through **Services / Settings / Alerts** dialog. This process is described in the chapter at the end of this manual.

## 5.3. Hide offline mode

If you don't like to overload your contact list with the "offline" status users you can initiate “Hide offline mode”. In this case only the users, whose status is not "offline" or whose messages are not read yet are displayed in the contact list. The mode is initiated by choosing the menu **Roster / Hide offline**.

## 5.4. Contact list zooming

You can change the font size in contact list by choosing the desired zoom mode in **Roster / Zoom / {Small,Medium,Large}**. You can see samples of font sizes below.



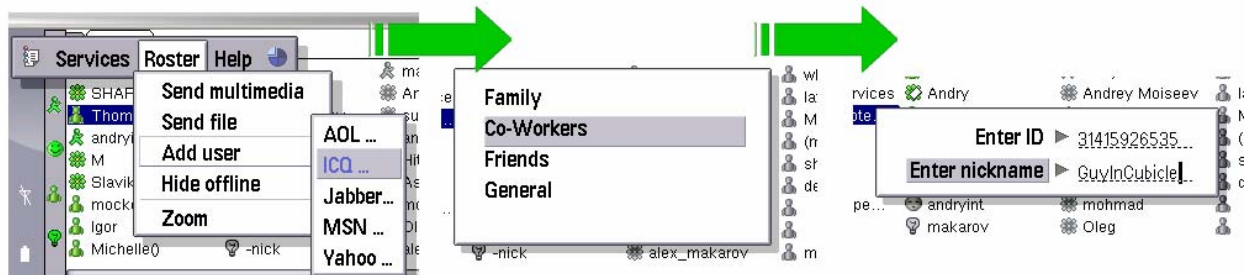
# 6. Contact List management

IM+ supports such facilities as adding user in your contact list, deleting the contact list item and changing nick of the user.

Please note: IM+ saves the contact list information on the server side, so you have to be connected to the corresponding server to manipulate your contact list entries.

## 6.1. Adding user

To add a new user to the contact list you need to open the menu **Roster / Add User / <service name>**. Before the form “Adding user to <service name>” is opened the list of the groups of this service is shown, and you have to choose one of the groups to add this user to, if you do have any groups.



Adding to ICQ

- **ID** - the unique identification of the user you want to add. Format of this field depends on service:  
**ICQ:** UIN – a digital value from 7 to 11 figures (e.g.: 123456789).  
**AOL:** «Screen name» (e.g.: BobSmith)  
**MSN:** e-passport (e.g.: [BobSmith@hotmail.com](mailto:BobSmith@hotmail.com))  
**Yahoo:** Yahoo ID (e.g. john\_doe)  
**Jabber:** Jabber account
- **Nick name** – name you like to associate with the user in your contact list. This is a string, which you can select freely.

## 6.2. Deleting user

To delete user from the contact list you need first to select the user in the contact list. Then choose in CBA: **User -> Remove user** and confirm operation.

## 6.3. Nick Changing

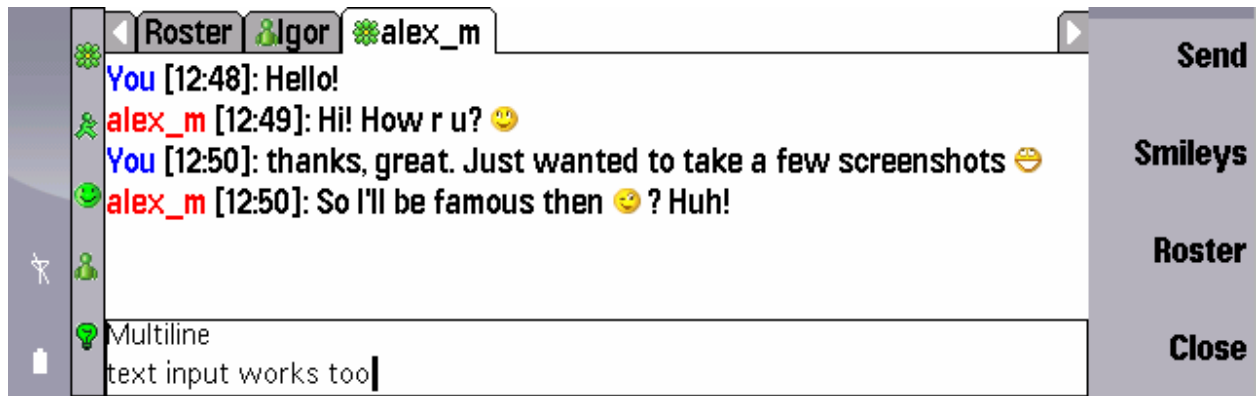
To change user's nick you need first to select the user from in contact list. Then choose in CBA: **User -> Change nick** and enter the new nick.

*Note: Yahoo does not support nick changing.*

## 7. Dialog window

To send messages you should select the user from the contact list first and press “**Open dialog**” in CBA.

*Note: you can't send messages to AOL and MSN users, whose presence status is offline.*



You'll see a new page (or Tab) is opened. The title of the page reflects the nick and status of the user you are chatting with.

The text you type appears in the bordered box at the bottom of the screen. By default there is only one line of text for input. You can vary the number of lines by pressing **Ctrl+Up** and **Ctrl+Down**. To send your message, press **Send** in CBA or **Ctrl+Enter**.

You may input emoticons (smilies) to your message. To do this, press **Smileys** in CBA and select the desired emoticon. It will be inserted as text into your input field, but then it will be automatically converted to an icon.

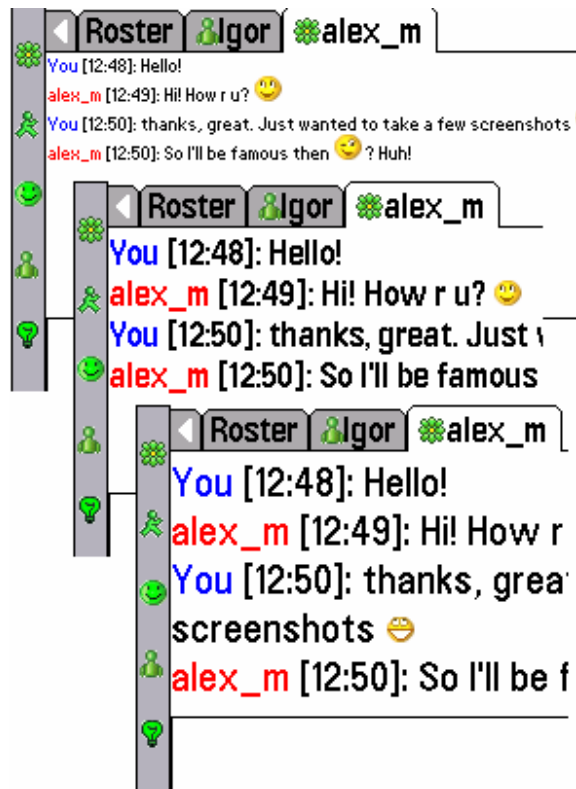
To navigate through opened tabs use keys **Ctrl+Left** and **Ctrl+Right**. You can also press **Roster** in CBA to quickly jump back to the roster.

You can switch between input field and message window by pressing **Tab**. In message window you can navigate as usual with cursor movement keys.

Within a dialog window all necessary clipboard operations are accessible via menu **Edit** as well as via hotkeys: **Ctrl+C** for **Copy**, **Ctrl+V** for **Paste** and **Ctrl+A** for **Select All**.

When you receive a message from user, you're notified by corresponding alert sound (if configured) and informational message at the top of the screen. If no dialog with that user has been opened yet, it is opened automatically.

You can change the font size in the dialog also. Invoke menu, then **Edit / Zoom / {Small, Medium, Large}**. You can see samples of different text zoom levels below

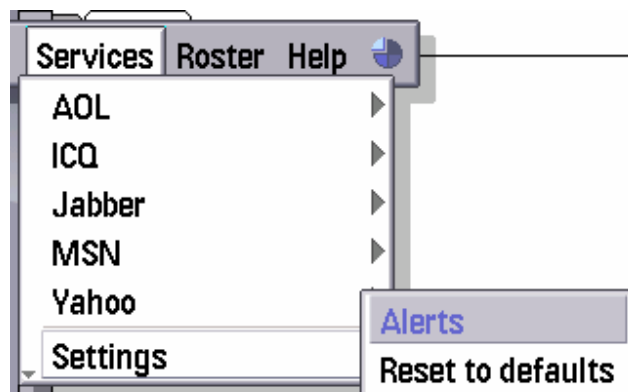


## 8. Help & About

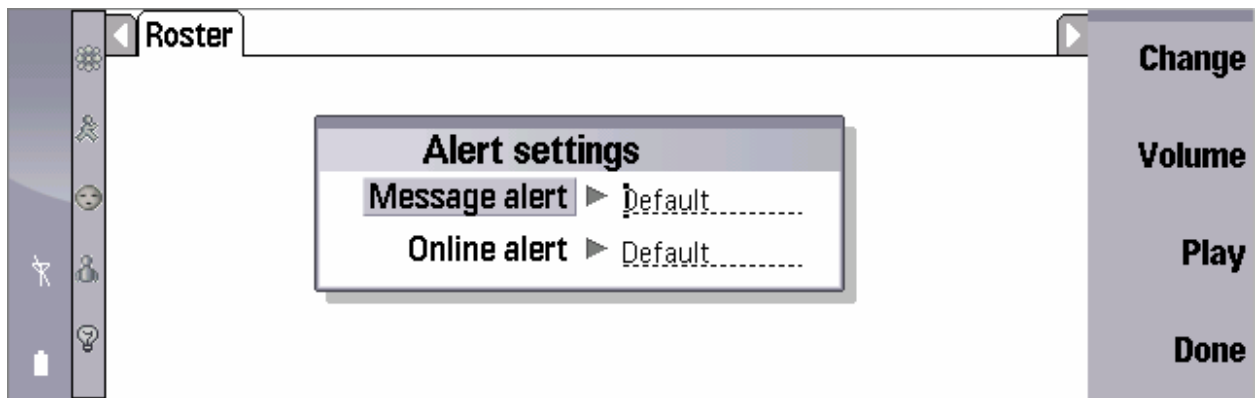
You can see information about IM+ version and its creators by choosing the menu item **Help->About**. You can browse Help for IM+ by choosing **Help->Help**.

## 9. Alert settings

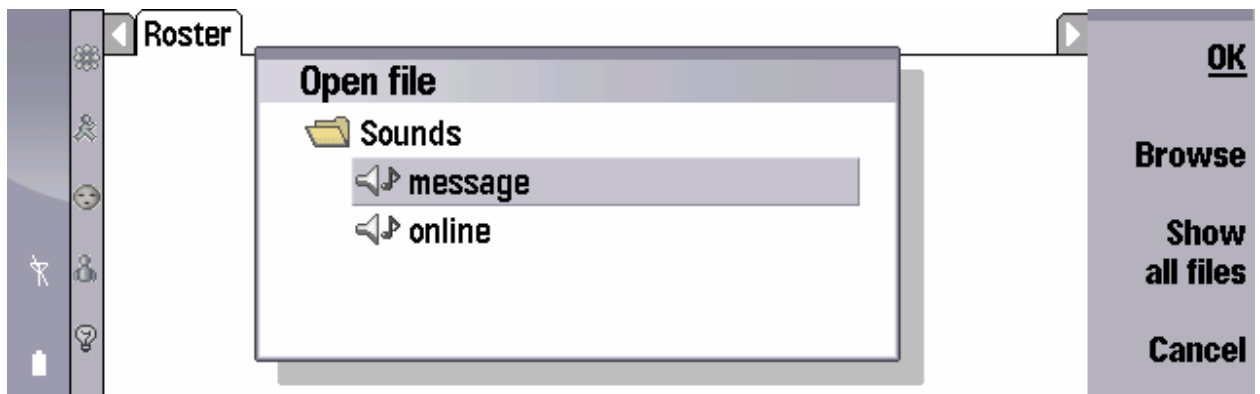
You may adjust alert settings for “New message” notification and “User is online” notification. Alert settings can be found in **Services / Settings** submenu. There’re two options: **Alerts**, which displays alert settings dialog and **Reset to defaults** which restores original alert settings.



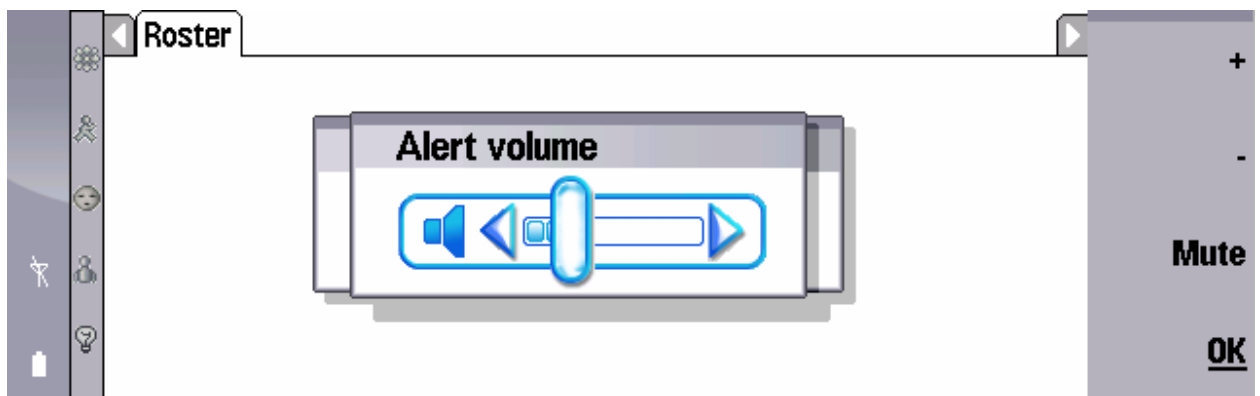
Alert settings dialog is represented on the following picture.



As you can see, separate alerts are possible for “new message” notification and “online user” notification. For each alert you may choose a sound file to be played and adjust its volume, including total mute of the alert. To choose a sound file press **Change** in CBA. You’ll see a standard Nokia file selection dialog, which you should be already accustomed to as 9500 user. Find your sound file (extension should be **.wav**) and select it:



After you’ve chosen the file you can adjust its volume. Press **Volume** in CBA to invoke volume setting dialog:



Use “+”, “-” and “**Mute**” in CBA to select desired volume level. Press “**OK**” to finish. After you’ve finished with choosing your file and adjusting its volume you may press “**Play**” in CBA to check how does it really sound. If you’re satisfied with your settings, just press “**OK**”.

## 10. Hotkey reference

The following keys can be used in **Contact list window**:

- Cursor **Left,Right,Up,Down** - navigation within contact list

- **Ctrl+Left, Ctrl+Right** - navigation through tabs
- Alphanumeric keys - fast navigation within contact list, based on completion
- **Ctrl+E** - exit IM+

The following keys can be used in **Dialog window**:

- **Left,Right,Up,Down** - navigation within active field
- **Tab** - switching between input field and message history field
- **Ctrl+Left, Ctrl+Right** - navigation through tabs
- **Ctrl+Up, Ctrl+Down** - changing layout: proportions of input and output field
- **Ctrl+Enter** - send message
- **Ctrl+C** - copy selected text to clipboard
- **Ctrl+V** - paste text from clipboard
- **Ctrl+A** - select all text in active field

## 11. FAQ: Frequently Asked Questions

*Q: I cannot register automatically with my licence code.*

**A: This may have three reasons:**

1. You have already used this code for another phone. IM+ can normally be only installed on one phone. If your phone was replaced for some reason, please send a scanned copy of the replacement receipt with your order information to [imsupport@shapeservices.de](mailto:imsupport@shapeservices.de) and we will reset your licence for new registration.
2. You are trying to register over your PC's internet connection, but port **8080** is blocked. Please unblock this port or use another TCP/IP connection.
3. IM+ cannot find any TCP/IP enabled connection to the registration server. Please read the answers to the next question for possible solutions.

*Q: IM+ reports "connection to server failed"*

**A: This may have many reasons:**

1. You have no active connection. IM+ normally offers you to establish a connection through available access points. Just select the access point.
2. IM+ needs TCP/IP connection and some opened TCP/IP ports to be able to connect. Many GPRS provider may limit the number of available services for price plans with low/without monthly charge. IM+ won't be able to connect through GPRS in this case.  
*Note:* To find out which GPRS connection you should use with IM+, ask your provider, which GPRS connection you need to use the internal phone's email client with SMTP/POP server of your company or Opera Browser etc. (this should be a TCP/IP enabled connection as well).  
If TCP/IP connection is available for your price plan, ask you provider which ports are opened. Put these ports in your connection settings. If standard ports do not work and you don't know which ports are opened, you can try one of these ones for AOL or ICQ, they are often opened: **80, 443, 110, 25, 143, 53, 8080**; for Yahoo: **20,23,25,80**  
If your MSN port is blocked, you can't change it, you can only ask your provider to open these ports
3. You just have left Bluetooth or IrDA connection area, so your device "thinks" it is still connected to Internet through Bluetooth or IrDA. Just exit the program wait a little bit and try to connect again, now you should be able to select your access point
4. If the connection suddenly was lost, or you were disconnected during the login operation the ICQ/AOL/MSN/Yahoo/Jabber server may still "think" you are logged in and don't allow you to connect again. To avoid this just select disconnect from the connection menu, so the server now receives a disconnect command and logs you out. Now you can connect normally again.
5. If GPRS connection is not constant though GPRS icon is on. It may happen during a storm or thunder in some regions. In this case IM+ may not be able to download the contact list, because it contains much data and some IP Packages may be lost.  
Just try to reconnect several times, or wait until the connection is constant again.
6. MSN and Yahoo have changed their login procedures in 2003. Make sure you use the latest release of your IM+ version.

*Q: IM+ reports "You have to configure ... transport first"!*

**A: You have to setup ICQ/MSN/AOL/Yahoo/Jabber access data before you use the program.**

Just put the same access data as you have on your desktop PC. Read the setup section of the user's manual for more information.

*Q: How can I find out if I have a licence code or a manual registration code?*

**A: The manual registration code is sent by SHAPE Services Support team only**

If you have received an unlock code from your online-shop of any kind, it is always a **licence code**, regardless how the shop calls it.

*Q: Whom should I approach, if I have ordered the false product or if I have questions regarding my purchase, transaction or download from the server of my online-shop?*

**A: Please contact your online-shop for these issues.**

SHAPE Services Ltd. doesn't distribute IM+ directly, only in cooperation with different online-shops, these shops are responsible for the issues described above. (*Note: the so called shop on our website just contains direct links to our products on handango.com*).

If you have any technical or registration problems, please contact our support team at [imsupport@shapeservices.de](mailto:imsupport@shapeservices.de)

*Note: If you cannot download the correct IM+ from your online shop for some reasons, you can always download the latest version of IM+ from our website.*

## 12. Third Party Trademarks

- a) MSN is a registered trademark of Microsoft Corporation,
- b) ICQ is a registered trademark of ICQ Inc.,
- c) AOL Instant Messenger ICQ is a registered trademark of America Online, Inc.,
- d) Yahoo is a registered trademark of Yahoo! Inc.
  
- e) Jabber is a registered trademark of Jabber, Inc.

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