



# IBM Connections Chat 9.7 for Android Documentation



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## Chapter 1. Getting started

IBM Connections Chat enables you to use Connections awareness and chat features on Mobile devices This documentation describes how to install and use Connections Chat on a mobile device.

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### System requirements

Supports Smartphone and tablets running Android OS 5.0 and greater.

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### Installing Connections Chat on your device

To use IBM Connections Chat, you must first install the Connections application on your device from the Google Play store.

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### Working with the Server Community Manager

The Server Community Manager allows you to create and maintain more than one set of server connection information and login ID and password information for a variety of Connections communities. Typically, the initial connection information is set up by your administrator.

#### About this task

From the login panel, choose the **Connectivity** action. The Server Community Manager displays. Your default settings (those initially configured for the device by your administrator) are stored in the community item named **Default**.

The Server Community Manager lists all current available server communities. You can press the check box to select which community settings are the currently activate settings. Only one can be checked at a time.

You can add additional server communities by performing the following procedure:

#### Procedure

1. Press the **Add server community** button at the bottom of the list.
2. Choose either **My company's server** or **IBM Connections Cloud**.

## Create Connections community

### About this task

The **My company's server** option allows you to create a Connections community for your company's private Connections server.

To do so, perform the following procedure:

**Note:** If your administrator supplies a configuration URL, you can use it to set up these parameters automatically. Select the configuration URL from your mobile device where Connections is installed. This will invoke Connections and populate the Community server information provided in the URL. You will then be at the login screen to enter your user and password information.

## Procedure

1. Select **My company's server**.
2. Fill in the dialog with the following settings:

Table 1. Server Community

| Option                        | Description  |
|-------------------------------|--|
| Community name                | The original name for the community. It must be a unique name among all the other community names on your device.  |
| Server                        | The URL for the Community's Connections Proxy server.<br><b>Note:</b> Connections Chat connects to a Connections Proxy server and the Android client will not work without it. |
| Secure Connection             | Determines if the connection uses SSL.   |
| Allow Untrusted SSL           | If set, this allows you to log into a Connections server with an untrusted certificate. Generally this is not recommended  |
| Port                          | The port used to connect to the community server.  |
| Authenticating proxy settings | Proxy settings for connecting to the community server, if necessary.   |
| User ID                       | The user ID you use to connect to the community.   |
| Password                      | The password for your user ID.   |
| Save password                 | Sets whether or not the application remembers your password in between connections.  |

3. Press the **Back** action to save connectivity settings and return to the Server Community Manager.

## IBM Connections Cloud

### About this task

The **IBM Connections Cloud** option allows you to create a Connections community as part of the global IBM Connections Cloud service.

To do so, perform the following procedure:

### Procedure

1. Select **IBM Connections Cloud**.
2. Change the name of the IBM Connections Cloud community, if desired. The default is IBM Connections Cloud.
3. Enter your IBM Connections Cloud user name and password.
4. Press the **Back** action to save connectivity settings and return to the Server Community Manager.

You can create multiple communities using the above procedures. IBM Connections Cloud communities display in the Communities panel along with local server communities. If you have multiple communities, click on the community in the **Communities** panel that you want to use.

If the administrator adds a server community with Mobile Device Management (MDM), you can view the server settings but will only be able to edit the User ID and Password fields.

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## Working with the Connections Chat About screen

The Connections Chat 'About' Screen provides you with important information regarding your installed version of Connections Chat.

Depending on your device, you may see either four or five different sections:

### Help

Contains a link to the online IBM Connections Chat Help documentation.

### IBM Connections Chat

Important information regarding the current build and version number of your installed application.

### Managing Agent

Connections Chat supports mobile device management (MDM). If your device and company supports MDM, then this section will appear with the MDM logo and the name of the managing agent. Clicking on the name or logo will redirect you to the installed MDM application on your device. For more information regarding MDM integration, speak with your administrator.

### Support

Contains helpful links and information regarding your device. **Report a Problem** can be used to send a mail with the issue you are experiencing. If you are working with customer support, they may ask you to select the other option, **View Log**, to try and diagnose your application. Finally, **Device ID** is your device's unique identification.

### License

In this section you can view the 'Software License Agreement' and other legal notices and trademarks.

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## Starting Connections Chat

After installing Connections Chat, you can start the application.

On an Android device, go to the Application launcher.

To find Connections Chat on your device, look for the IBM Chat icon:



After starting Connections, log in.





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## Chapter 2. Managing availability on the network

You can log in, change your status, and set up alerts that notify you when others become available.

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### Logging in

After you start IBM Connections Chat, the login panel is displayed.

#### About this task

You must start Connections Chat before logging in. On most devices, you can open the **Downloads** folder and choose the **IBM Chat** application.



To find Connections Chat on your device, look for the IBM Chat icon:

To log in:

#### Procedure

1. Next to **User ID**, enter your user name.
2. Next to **Password**, enter your password.
3. **Optional:** To indicate your availability when you log in. The default status is "Available", Select the **I am Available** status action.
4. **Optional:** The Share Location status is "Enabled" by default. To disable your current location by city level when you log in, Select **Menu, Settings, General**, select **Disable** within the Share Location option.
5. **Optional:** To supply the password automatically when you log in, Select **Menu, Settings, General**, enable the **Save password** option.
6. To log in, press the **Log In** action.

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### Using the main screen

The main screen gives you access to all of IBM Connections Chat functionality.

The following options are available from the left action bar on tablets, and the Options drop down menu on phones.

*Table 2. Main screen options*

| Option    | Description   |
|-----------|---|
| Search    | Search your contact list, or your corporate directory for chat partners.  |
| Chats     | Displays the text chat screen, which maintains a list of all active chats you are currently engaged in and your chat history. |
| Contacts  | Opens the Contacts screen, which list your contacts and groups.   |
| Favorites | Opens your favorite contacts list.  |

Table 2. Main screen options (continued)

| Option   | Description  |
|----------|--|
| Status   | Shows your current status on Connections Chat. You can change your status by pressing this button.   |
| Settings | Displays the configuration menu for Connections Chat on your device.<br><b>Note:</b> On tablets, the Settings option is located in the top right menu bar. |

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## Adding contacts

A contact is someone whom you have added to one or more of your groups. When you are online, by default only contacts that are also online are visible.

### About this task

After you add a contact, you can start a chat with the contact or display information about the contact without searching through the directory.

To add a contact to a group:

### Procedure

1. From the Contact List, highlight any group then press the Menu key and choose the **Add** action and then select **Add Contact**.
2. To add a new contact, in the **New Contact** field, use one of the following methods to specify the contact to add: .
  - Enter the name of the contact, given name first. You can also enter the first few letters of the given name.
  - If you are adding an external contact that is not in your directory, select the External User option and enter the complete email address. Then press the **Search** action.
3. The Select a Contact screen opens. Highlight the name of the person you want to add.
4. Choose **Add to Connections Contacts** option.
5. Choose the group from the available groups.
6. Select **Add to Favorites** to add the contact to your favorites list.
7. Select the **Add** button to confirm.

### Results

The contact is added to the group that you selected.

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## Creating groups

You can organize your contacts by placing them into groups. You can create a group when adding a contact.

### About this task

To create a group:

## Procedure

1. From your Contact List, press the Menu key and select the **Add** action.
2. Select the **Add Group** action. The Add Group screen opens.
3. Select either the **Private Group** or **Public Group** action.
4. Enter a name for the new group and select the **Add** action.

## Results

You can now add more contacts to the group.

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## Setting your online status

Your online status indicates your availability. Your availability is indicated to you by an icon in the left Action Bar on tablets, or in one of the top tabs on a phone. People who are logged in can see your online status.

### About this task

To change your online status:

#### Procedure

1. From the Contact List or a chat window, select the **Status** icon.
2. Select one of the Status Messages options.
3. Select the **Status Message** action to define a new status message and add it to the list. Select the **Add new message** action. Type a new status message and select **OK**.

**Note:** You will enter background mode anytime you navigate away from the Connections Chat application, or the device screen has been turned off for longer than ten minutes.

4. Press the Menu key and choose the **OK** action.

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## Setting up notifications

You can set notifications to alert you with sound, speech, vibration, or light when someone begins a Connections chat.

### About this task

To set notifications:

#### Procedure

1. Select the **Menu** action, select the **Settings** action, then select the **Notifications** option.
2. Select the **Notification** options you want to enable.



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## Chapter 3. Working with your contacts

You can use the Contacts screen to manage your contact lists, view contact information, as well as engage in text chats with your contact.

You can view the screen by pressing the Contacts button in the left action bar on a tablet, or from the Options menu on a phone. Press the All Contacts link at the top of the list display all of your contacts, organized alphabetically by name. You can scroll through the lists of contacts and groups using your fingers. Press the contact you are looking for to open the Person Card associated with it.

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### Working with groups

Navigate through the groups you have created by pressing them in the list. You navigate through sub-groups in the same way, with each having its own list in a separate pane. You can also swipe back and forth between the different cards using your fingers. When you find the contact you are looking for, press the name to open the Person Card associated with it.

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### Working with Person Cards

Whenever you press the name of a contact, its Person Card displays. The Person Card is a central hub for getting information about and interacting with your contacts. There are several options available from the Person Card:

*Table 3. Person Card options*

| Option          | Description  |
|-----------------|--|
| Information tab | Provides basic information about your contact, including: <ul style="list-style-type: none"><li>• Email address - Press an address to send a message to your contact using your device's mail application.</li><li>• Phone number - Press a phone number to initiate a Chat with your contact. If you have more than one calling method configured on your device, a drop down menu will display your calling options. Press one to initiate the call.</li><li>• Physical address - Press the physical address of your contact to display its location in your device's map application.</li></ul> |
| Chat tab        | Opens the chat pane for you to initiate a text chat with your contact. For more information, refer to Chapter 4, "Text chatting on your Android device," on page 11  |

Table 3. Person Card options (continued)

| Option             | Description   |
|--------------------|---|
| Action Menu button | <p>Provides additional options for your contact, including:</p> <ul style="list-style-type: none"> <li>• Add/Remove From Favorites - Lets you add or remove this contact from your Favorites list. Only available from the Information tab of the Person Card.</li> <li>• Add to Connections Contacts - Allows you to add the contact to your device's internal contact list. Only available from the Information tab of the Person Card.</li> <li>• Rename Contact - Change the name of the contact. Only available from the Information tab of the Person Card.</li> <li>• Export to Address Book - Add the contact and his/her information to the address book on your device. Only available from the Information tab of the Person Card.</li> <li>• Add Contact - Add your chat partner to your Contacts list. Only available from the Chat tab of the Person Card.</li> <li>• Add Group - Add your chat partner to a group in your Contacts list. Only available from the Chat tab of the Person Card.</li> <li>• Start Group Chat - Invite other contacts to this chat. Only available from the Chat tab of the Person Card.</li> <li>• Insert Emoticon - Insert an emoticon in this chat. Only available from the Chat tab of the Person Card.</li> <li>• Send Photo - Send a photo in this chat. Only available from the Chat tab of the Person Card.</li> <li>• Call - Call the contact using your default calling method. Only available from the Chat tab of the Person Card.</li> <li>• Send an Announcement - Starts the announcement dialog, with this contact listed first in the addresses list. Add additional contacts, enter the message text, then press Send to send the announcement to the selected contacts.</li> <li>• Close Chat - End the chat. Only available from the Chat tab of the Person Card.</li> <li>• About - Displays information about your version of IBM Connections Chat.</li> <li>• Settings - Opens the Settings menu for Connections Chat.</li> <li>• Logout - Logout of Connections Chat.</li> </ul> |

You can switch among Person Cards by tapping the spinner on top of each one. The spinner shows a list of the currently active Person Cards, regardless of view.

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## Chapter 4. Text chatting on your Android device

IBM Connections Chat enables you to use Connections awareness and chat features on Mobile devices. This documentation describes how to install and use Connections Chat on a mobile device.

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### Starting a chat

You can start a chat with someone in your Contact List.

#### About this task

To start a chat with someone in your Contact List:

#### Procedure

1. Highlight the name of the contact in your Contact List. For tablets, the contact's Person Card will display. For phones, choose the **Select** action to display the contact's Person Card.
2. The Person Card displays the Chat tab by default. Type your message and then select the **Send** action.

**Note:** If the contact is offline, the Send action will be grayed out and unusable.

3. Look for a response from your chat partner in the chat window.
4. To close the chat window when you are done chatting on a tablet, select **Close Chat** from the action menu. For phones, select the **Back** button to return to the previous Connections Chat screen.

---

### Starting a group chat

You can start a chat with a group of people from your Contact List.

You can start a group chat in one of three ways.

- When you are already in a chat with an individual contact, select **Start Group Chat** in the menu bar, and then choose the invitees.
- Select a contact group, then press **Start Group Chat** in the menu bar. Edit the invitee list, if necessary.
- Long press a contact group, then press **Start Group Chat** in the menu bar. Edit the invitee list, if necessary.

Select the **Participants** tab from the Group Chat Card for a list of all participants. The names of the invitees who have not responded will be grayed out.

---

### Inserting emoticons

You can insert an emoticon into a chat message. An emoticon is a graphical icon used to convey emotional tone.

If your chat partner has a version of instant messaging that does not support rich text or emoticons, your chat partner will see the ASCII representation of the

emoticon, such as :-) instead of 😊 .

Perform the following steps to add an emoticon to a chat message.











At the point in the message where you want to insert the emoticon, perform one of the following steps:

- Type the ASCII representation of the emoticon.
- Choose the **Insert Emoticon** action, highlight the emoticon you want to insert, and choose the **Select** action.

Although you initially see the ASCII representation of the emoticon, when you send the message, your chat history displays the graphical emoticon and your chat partner sees the graphical emoticon, if your partner's instant messaging version supports emoticons.

The table below describes the emoticons you can use and their ASCII representations.

*Table 4. Table of emoticons*

| Emoticon  | ASCII representation |
|---|----------------------|
|    | : -)                 |
|    | ;)                   |
|   | : -D                 |
|  | 8-)                  |
|  | : -(                 |
|  | : -\$                |
|  | : -O                 |
|  | (i)                  |
|  | 0:-)                 |
|  | : '(                 |

---

## Sending photos

You can send photos to an individual contact or a group from the chat view.



## About this task

Perform the following steps to add a photo to a chat message:

### Procedure

1. Choose the **Send Photo** action from the chat menu.
2. Choose **Take new photo** to take a picture from your device camera, or choose **Send saved picture** to choose a photo from one of your photo galleries.
3. Press **OK** to send the photo, or choose **Cancel** to cancel the action.

**Note:** You can't send a photo to an offline user or to a chat history.

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## Viewing and working with your chats and chat history

Using the Chats tab on the main application, you can view and organize open and closed chats by date, search through your chats by name, and delete older chats.

On your Android device, you can view an archived collection of your chats from the **Chats** tab of the Connections Chat application. Once inside the Chats tab, the following segmented views are available:

*Table 5. Chat tab views*

| View    | Description   |
|---------|---|
| Active  | <p>The Active chat tab lists all open chats, including one on one and group chat, ordered by the received time of the latest message.</p> <p>The first row lists multi-person chats, if any exist. All other rows display the contact name as the title, along with the last message in the conversation and the time it was received.</p> <p>You can long press on a contact in any of the above lists to display a menu with the contact's Business Card, and options for closing the chat. You can also add the contact to your contacts list from here.</p> |
| History | <p>The History chat tab shows all chats, including active and closed ones, ordered alphabetically by contact name. The first row lists multi-person chats, if any exist.</p>  |

In any of the above views, you can use the Search field to search your chats by name.

## Working with chat history

With the **History** view under the **Chats** tab, you can view and manage the archived transcripts of all your chats, both open and closed. From here, you can view either multi-person chats or single person chats.

To view multi-person chats, select the **Multi-Person Chat** row. Entries in this view are listed by the title of the group chat topic, with the sub-title being the last chat message truncated with the chat date. Select any entry to open the conversation

transcript. Chats are grouped by date. Long press any chat to show the options for deleting it, or for deleting the entire conversation. You can also select **Back** to return the parent view.

To view transcripts of single person chats, press any of the contact names listed in the parent view below the Multi-Person Chat row. Doing so displays a list of the chat dates you have previously chatted with that contact. Select one of the dates to open the transcript for that chat. Long press any chat to show the options for deleting it, or for deleting the entire conversation. You can also select **Back** to return the parent view.

**Note:** Long pressing a chat date and selecting **Delete All** will delete all chat histories for that person. Long pressing a person's name and selecting **Delete All** will clear all chat history from the device, regardless of person. Selecting **Delete** from a long press on a person's name will only delete the history for that person.

### **Configuring chat history**

To use the chat history feature, you must enable it in the Chat settings dialog of the configuration menu. From the Connections Chat configuration menu, select the **Chat** settings button. Press **Enable chat history** at the bottom to activate chat archiving. The **Delete history after** option allows you to decide how long chat transcripts should be saved.