



# Bopup Messenger User's Guide

Version 6.3.3

# Bopup Messenger User's Guide

## Table of Contents

### 1. Getting Started

1.1 <a href="#">Overview</a> .....	03
1.2 <a href="#">System Requirements</a> .....	06
1.3 <a href="#">End-User License Agreement (EULA)</a> .....	07

### 2. User's Guide

#### 2.1 Setup

2.1.1 <a href="#">Installation and starting</a> .....	12
2.1.2 <a href="#">Removing</a> .....	13
2.1.3 <a href="#">Instant Updates from the IM server</a> .....	14

#### 2.2 First Start

2.2.1 <a href="#">Setup a connection to the IM server</a> .....	15
2.2.2 <a href="#">Create and modify IM account</a> .....	17
2.2.3 <a href="#">Organize Contact List</a> .....	23

#### 2.3 Interface

2.3.1 <a href="#">User interface</a> .....	27
2.3.2 <a href="#">Main menu</a> .....	30
2.3.3 <a href="#">Sending messages</a> .....	31
2.3.4 <a href="#">Sending files</a> .....	34
2.3.5 <a href="#">Receiving messages</a> .....	36
2.3.6 <a href="#">Receiving files</a> .....	38
2.3.7 <a href="#">Favorite messages</a> .....	39
2.3.8 <a href="#">Away mode</a> .....	40
2.3.9 <a href="#">Message and Transfer History</a> .....	41
2.3.10 <a href="#">View user's details</a> .....	42
2.3.11 <a href="#">Hotkeys</a> .....	43

#### 2.4 Options

2.4.1 <a href="#">General settings</a> .....	45
2.4.2 <a href="#">Sending messages settings</a> .....	47
2.4.3 <a href="#">Receiving messages settings</a> .....	49
2.4.4 <a href="#">Quick Answers settings</a> .....	52
2.4.5 <a href="#">Away messages settings</a> .....	53
2.4.6 <a href="#">History settings</a> .....	55
2.4.7 <a href="#">Transfer settings</a> .....	57
2.4.8 <a href="#">Advanced settings</a> .....	59

### 3. About

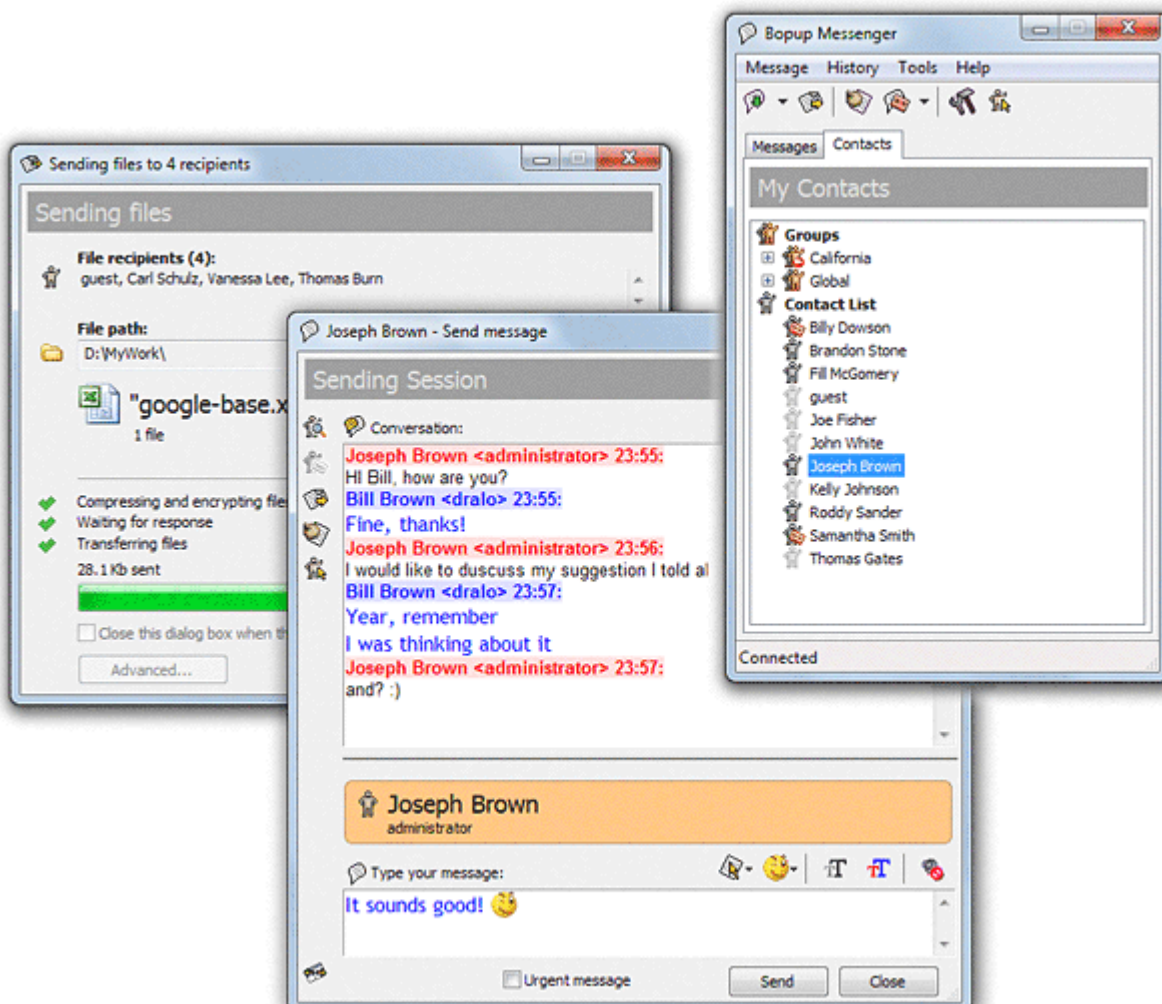
3.1 <a href="#">About B Labs</a> .....	59
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## Bopup Messenger User's Guide

### 1.1 Overview

Bopup Messenger is a secure instant messenger designed to communicate over LAN and enterprise-size networks. This clear, easy to use and light-weight IM client offers a set of corporate features and answers most of the business needs you may have.

With this messenger, you can easily connect users from all other offices and locations to one IM workspace and exchange files, urgent and extended messages with links, font and color formatting and emoticons, and can receive assigned files and directories from the IM server. Organize your personal contact list that is accessible to you from any workplace and see who is online and available to communicate among your contacts.



Messaging and File Transfer are encrypted with strong algorithms so that personal and group conversations are safe and secure even if you send messages and files via the Internet. You will never lose any information you exchange because offline data are stored and automatically delivered by the server when the recipient goes online.

## Bopup Messenger User's Guide

No user experience and skills are needed to use the program. The smart and comfortable user interface with advanced usability options and popup notifications allows you to join the IM network in a few mouse clicks. The messenger completely supports the Terminal Server/Citrix environment and can be used simultaneously by multiple users on one computer. Bopup Messenger can automatically download and install updates from the IM server.

The centralized client/server architecture offers complete and flexible management for controlling your IM infrastructure. The central server logs all user activity and archives all messages and transfers with the reporting, search and printing options. It allows you to manage messaging groups, users' contact information and permissions to send and view other users, assign and distribute important files and documents to users. It is easy to import user accounts from your Active Directory (LDAP) and start an efficient Instant Messaging system right now.

### KEY FEATURES

- **Secure Communication**

All messages and file transfers are encoded with strong encryption algorithms. That is the first and primary way to make corporate IM safe and secure.

- **Messaging Groups**

The centralized management of user groups allows organizing a flexible IM structure with a list of assigned groups and send/receive-only permissions available to each user.

- **User Presence Status**

See the current status of each user in your Contact List, i.e. Online, Away, Offline (Not available). Manage your own status.

- **Contact List access**

Organize your personal Contact List and access it from any workplace and location.

- **Ease of Use**

The smart and handy user interface is intuitive and easy. It really is.

- **Offline Messaging and File Transfer**

Deliver important information to users even if they are currently unavailable and receive such messages and files. Offline messages and transfers are stored on the IM server and automatically delivered to the recipient when he goes online.

- **File Distribution**

Receive files and documents that are assigned to you on the IM server. This feature offers an easy and secure distributing files and directories with a set of advanced flags.

- **Favorite Messages**

Select your favorite messages with important information and they will be always in your message list until you delete them.

- **Terminal Server support**

The complete support for the Terminal Server, Citrix environments and Windows XP Fast User Switching feature. The messenger can be used by multiple users connected to the same server via Terminal Client sessions or by several users who have logon sessions on the same computer.

## Bopup Messenger User's Guide

- **Centralized Notification**

Receive notifications and urgent messages from the IM server and stay updated on any events and information. These messages are automatically sent by the server on the scheduled time and at the specified intervals.

- **Message and Transfer Logging & Archiving**

Browse, search and view the entire message and transfer archives on the IM server. Print information for any period, for any person.

- **Instant updates from the IM server**

The messenger can be instantly updated from the central IM server. This feature allows you to keep client versions up-to-date and deploy new software updates and patches in a completely automated way without having to manually install it on all user computers.

This IM software is based on a client/server architecture, so you have to configure both server and client software on your LAN/WAN environment.

## Bopup Messenger User's Guide

### 1.2 System Requirements

Bopup Messenger requires the following minimum system configuration:

- 533 MHz processor (or higher recommended)
- 64 MB RAM
- 3 MB free disk space
- Microsoft Windows 98/ME/NT 4.0/2000/XP/2003/Vista/7
- Network configured for TCP/IP protocol
- Internet connection (\*Optional)

## Bopup Messenger User's Guide

### 1.3 End-User License Agreement (EULA)

**Important! Read the following terms carefully before installing, copying and/or using the product. Installing, copying or using the product indicates your acceptance of these terms.**

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(i) Do not use the SOFTWARE, and

(ii) Return the SOFTWARE, including all of the above-mentioned documentation, media and packaging, with the proof of payment, to the place where you bought the SOFTWARE, within the term provided by the law of the country and the return policy of the location in which you purchased the SOFTWARE.

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1.2 All conditions stated below apply both to the SOFTWARE as a whole and to all of its separate components.

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#### 3. Using the SOFTWARE

3.1. In the case of a stand-alone installation you may not install the SERVER SOFTWARE on any other computers except a single installation on a company's server computer or your home computer.

## Bopup Messenger User's Guide

3.2. You may install and use the CLIENT SOFTWARE simultaneously on a limited number of computers at the same time. The number of CLIENT SOFTWARE that supported by the SERVER SOFTWARE is provided to you by a LICENSE KEY file (described in article 6.1).

### 4. Dual-Media SOFTWARE

4.1 You may receive the SOFTWARE on more than one medium, including downloads over the Internet. Regardless of the number of media you receive, you are only licensed to use one copy of the SERVER SOFTWARE and a limited number of the CLIENT SOFTWARE supported by your LICENSE KEY file in accordance with Section 3 of this EULA.

### 5. Redistribution of the SOFTWARE

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6.2 All usage terms and limitations governing the use of the SOFTWARE are stated in Section 3 of this EULA, unless otherwise stipulated in a separate agreement with B LABS.

6.3 You may not perform or make it possible for other persons to perform any activities included in the list below:

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6.3.2 Modify the SOFTWARE, including making changes to the object code of the applications and databases contained in the SOFTWARE other than those provided for by the SOFTWARE and described in the documentation.

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## Bopup Messenger User's Guide

7.2 Any supplementary software code provided to you as part of Support Services is to be considered as part of the SOFTWARE and subject to the terms and conditions of this EULA.

7.3 To be eligible for Support Services, you are required to provide B LABS with information about the characteristics of network settings and computer, as well as standard personal details including your name, company name (if applicable), address, phone number and e-mail address.

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10.1 If the SOFTWARE is labeled as an upgrade, you must be properly licensed to use a product identified by B LABS as being eligible for the upgrade in order to use the SOFTWARE.

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10.4 You may only use the resulting upgraded product in accordance with the terms of the EULA supplied with the product.

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14.1 If the SOFTWARE was purchased in the United States, Canada, Mexico, Japan or Taiwan, this EULA shall be governed by and construed in accordance with the substantial laws in force in the courts of Santa Clara County, State of California, United States of America.

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14.5 In the cases described in articles 14.1-14.4, this EULA will not be governed by the conflict of law rules of any jurisdiction or the United Nations Convention on Contracts for the International Sale of Goods, the application of which is expressly excluded.

## Bopup Messenger User's Guide

14.6 If the SOFTWARE was purchased in a country other than the countries specified in articles 14.1-14.4, this EULA shall be governed by and construed in accordance with the substantial laws of the country in which you purchased the SOFTWARE.

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15.3 B LABS guarantees that all the personal information you provide when installing, purchased and registering the SOFTWARE will be stored and used strictly within B LABS.

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16.1 If use is made of the SOFTWARE by the United States Government or any US Government agency, the following additional terms shall apply: (1) Restricted Computer Software, as defined in the Rights in Data-General clause at Federal Acquisition Regulations 52.227-14; and (2) any use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013.

## Bopup Messenger User's Guide

### 2.1.1 Installation and starting

Before installation make sure that TCP/IP protocol is installed in your Network Settings.

To install Bopup Messenger:

1. Launch *bopupmes.exe* or *bopupmes.msi* setup file (\*).
2. Follow all instructions in the Setup Wizard.
3. After installation you can launch Bopup Messenger from "**Start Menu -> Programs -> Bopup Messenger**" folder.

(\*) – The filename may have a different name depending on custom installation package or other related settings.

## Bopup Messenger User's Guide

### 2.1.2 Removing

To remove Bopup Messenger's program files from your computer carry out the following steps:

1. Click "**Programs and Features**" ("**Add/Remove Programs**" in earlier versions of Windows) icon in the "**Control Panel**" folder.
2. In the window select Bopup Messenger and click **Add/Remove** button.
3. Follow all instructions of the Setup Wizard.

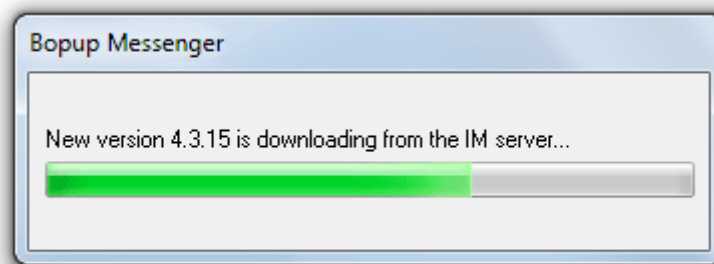
You can also launch "**Uninstall**" shortcut from "**Start Menu -> Programs -> Bopup Messenger**" folder.

## Bopup Messenger User's Guide

### 2.1.3 Instant Updates from the IM server

Bopup Messenger can be instantly updated from a central IM server. This ability allows administrators and managers to deploy new versions and patches of the software in a fully automated mode without manual handling configurations and installations and to keep client versions up-to-date on all client computers.

New available update package is automatically downloaded from IM server on messenger startup. The messenger displays balloon tooltip in the system area and download progress window.



*Download progress dialog*

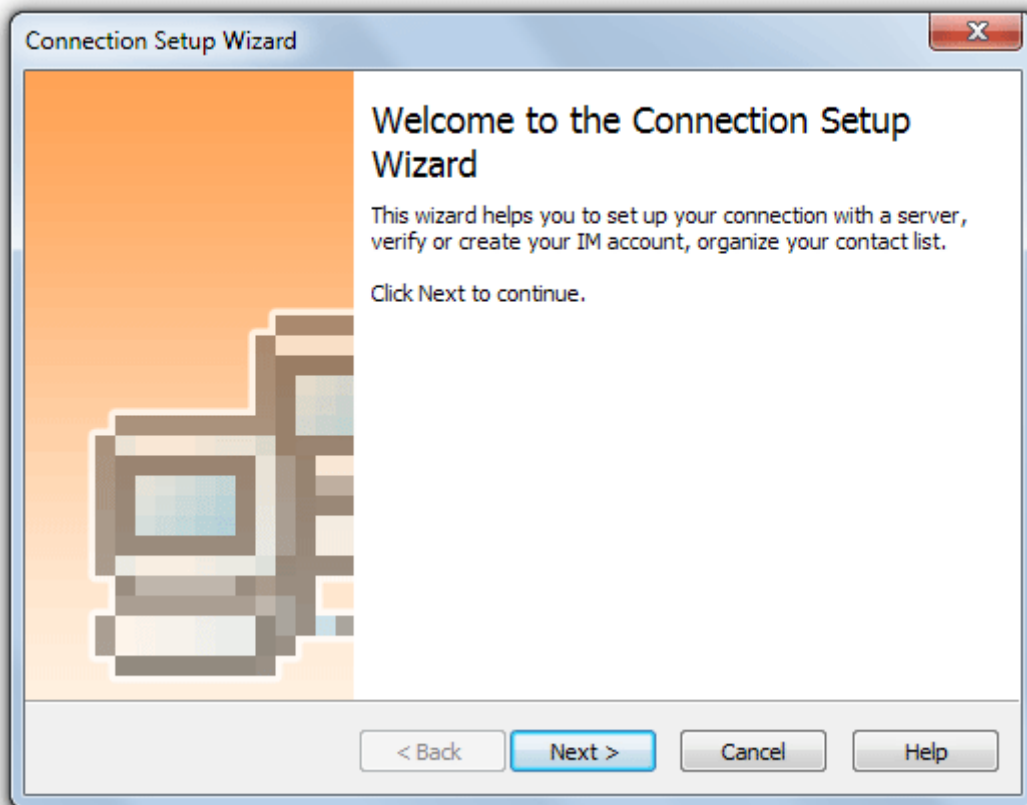
Instant updating of the client software is based on MSI technology which automatically detects existing version and upgrades installed software in automated mode. This functionality requires that user has appropriated privileges on a local computer otherwise installation will fail.

## Bopup Messenger User's Guide

### 2.2.1 Setup a connection to the IM server

To be able to communicate with other users, receive personal, group, news messages and files and send that messages and transfers you need to specify IM server name. Usually it is a computer name or IP address which is accessible to you from your LAN or corporate network. If you do not know a name or address of your server, please contact your system or administrator or manager.

You can specify a server name within the **Connection Setup Wizard**. Select the "**Tools\Connection Setup Wizard...**" from the main menu to run the wizard. It automatically starts on your first startup of the program, or when the messenger cannot connect to IM server.

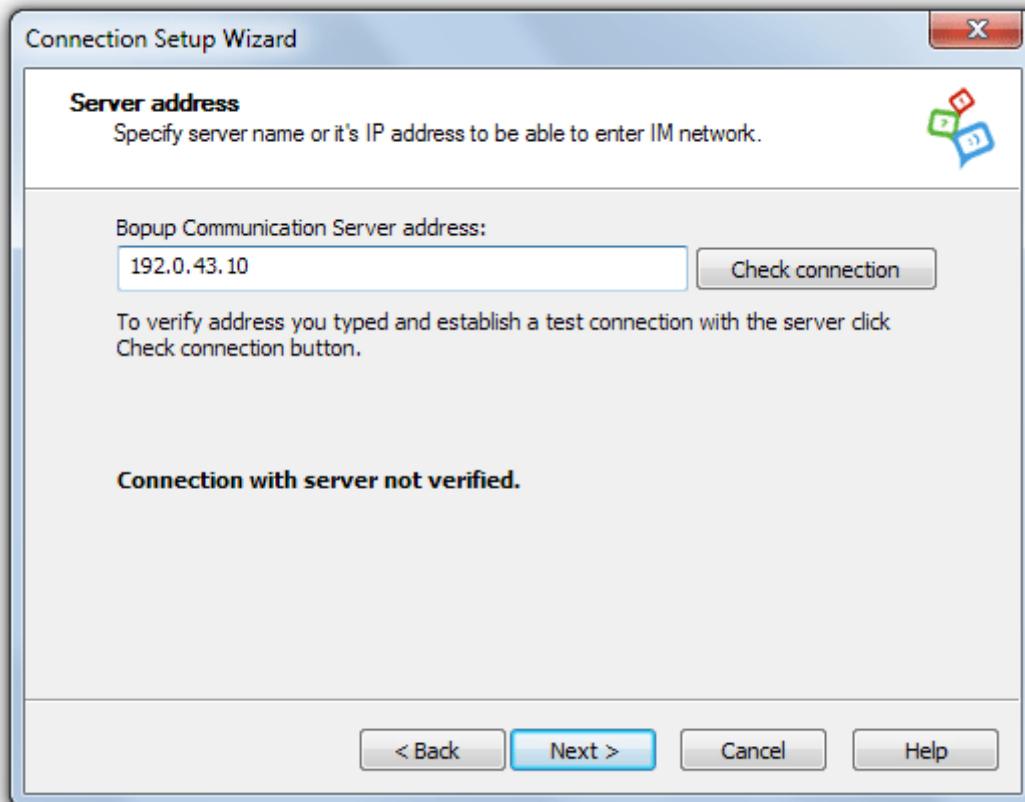


*Welcome page of the wizard*

Click **Next** to continue.

## Bopup Messenger User's Guide

On the following page you need to specify name or IP address of your IM server. A name of server can be DNS name like computer name, for example "imserver" or IP address, like "192.0.32.10" string. To verify a connection with a server and it's availability click **Test connection** button. If a test connection is successful you will see the "Successful connection with server!" message on the same page of the wizard. Otherwise you will get the "Connection cannot be established. Server not found." message.



*Type a name or address of your IM server*

Click **Next** to save a server name in your preferences.

If your IM account is not found on a server but server's options allow users to create their own accounts from IM clients, you will see the next page of the **Create My Account Wizard**.



## Bopup Messenger User's Guide

### 2.2.2 Create and modify IM account

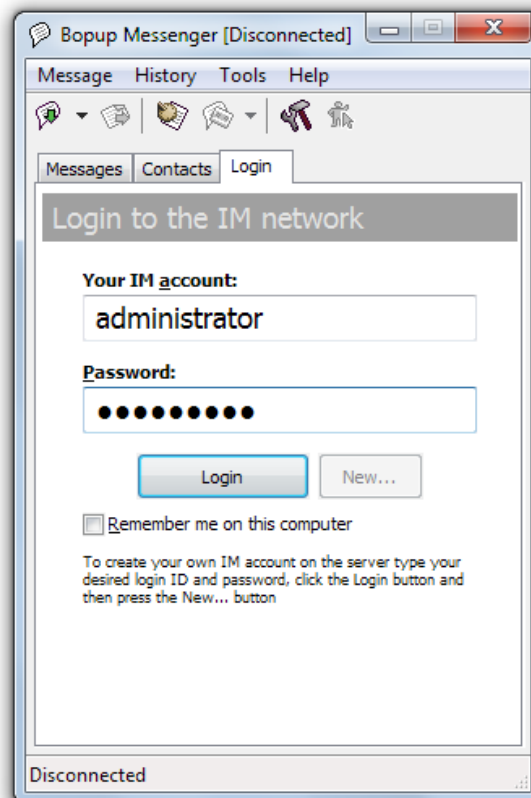
You need to have your own account on IM server to be able to communicate with other users. Your IM account has the same name as your Windows Login ID, or can be any other name, e-mail address (depends on a server configuration).

Communication server supports various types to authenticate and allow you to enter to the IM network. Administrator can choose on the server one from the following authentication modes: *Simple*, *Windows Authentication* or *Private login/password*.

When the *Windows Authentication* mode is enabled the observer uses your current Windows Login ID by default as your current IM account name to authenticate on the communication server. If Windows Authentication fails or *Private login/password* mode is enabled on the communication server, then **Login to the IM network** pane is shown in the main window of the messenger to allow enter your own IM account name and your password.

You can login to the IM network outside a domain network even the *Windows Authentication* mode is enabled on the server. For successful authentication you must enter your Windows Login ID including your domain name, i.e in the *DOMAIN\account* format. The observer automatically resolves and delivers specified domain name on the server that gives you ability to authenticate to the communication server using Windows Authentication outside a domain LAN, for example, from a home computer or other locations.

Use the "**Remember me on this computer**" checkbox on the **Login to the IM network** pane to allow the observer to remember entered login ID and password. Bopup Messenger automatically passes saved IM account name and password on messenger startup, so you need only to click **Login** button to establish a connection with the IM server in the next time.



Sign in to the IM network

[Back to contents 1](#)

## Bopup Messenger User's Guide

### Create IM account

In the *Windows Authentication* mode the messenger automatically shows balloon tooltip in the system area on startup and starts the **Create My Account Wizard** when your IM account is not found on the server.

To create your own IM account on the server in the *Private login/password* authentication mode you should enter desired IM account name and type any password and press **Login** button. The messenger will display an error that your IM account is invalid and enable/disable **New...** button. If the server security settings allow users to create their own IM accounts from the instant messaging clients, then you will be able to create your own account by pressing **New...** button.

You can run the wizard manually from the "**Tools\My account...**" menu.




*Welcome page of the wizard*

Click **Next** to continue.

## Bopup Messenger User's Guide

On the following page you should enter your first and last names, and short account description. These fields are not required so you may leave them empty.



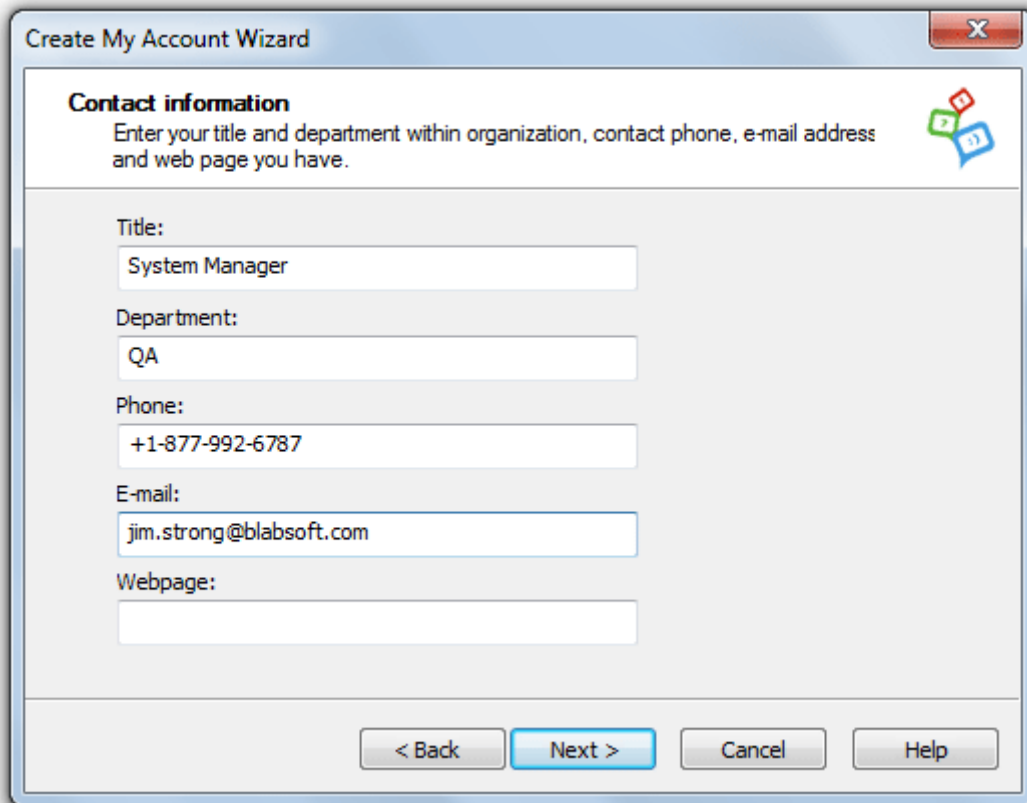
*Enter your first and last name*

When the E-mail mode authentication enabled on the server you have to also enter your email address to use it as your IM account name. Entered e-mail will override your Windows logon ID that is used by the messenger by default to connect to the communication server.

Click **Next** to continue.

## Bopup Messenger User's Guide

Then specify your contact details, department and title within your organization. These fields are also optional so you may leave them empty.



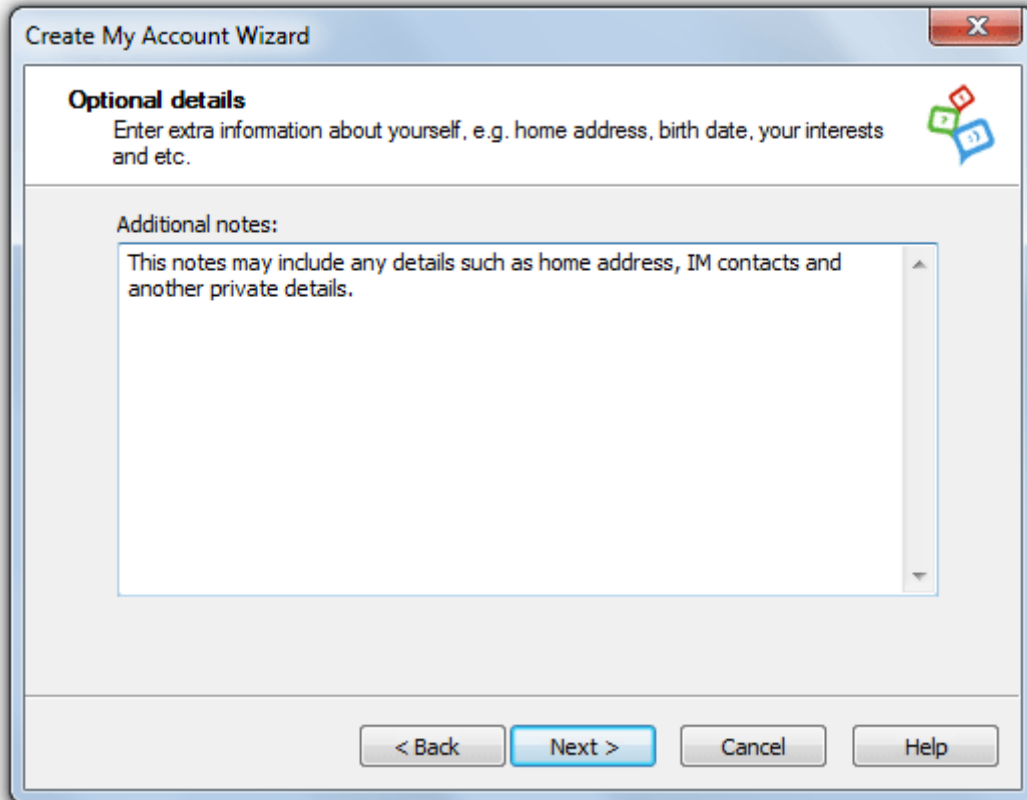
The screenshot shows a window titled "Create My Account Wizard" with a close button in the top right corner. The main content area is titled "Contact information" and includes the instruction: "Enter your title and department within organization, contact phone, e-mail address and web page you have." To the right of this text is a small icon of three overlapping speech bubbles. Below the instruction are several input fields: "Title:" with the text "System Manager"; "Department:" with the text "QA"; "Phone:" with the text "+1-877-992-6787"; "E-mail:" with the text "jim.strong@blabsoft.com"; and "Webpage:" with an empty field. At the bottom of the window are four buttons: "< Back", "Next >" (highlighted in blue), "Cancel", and "Help".

*Specify your contact information*

Click **Next** to continue.

## Bopup Messenger User's Guide

You may specify any additional notes about yourself, such as home address, your favorite car model and other information that will be available to other users.



*Enter any additional details about yourself*

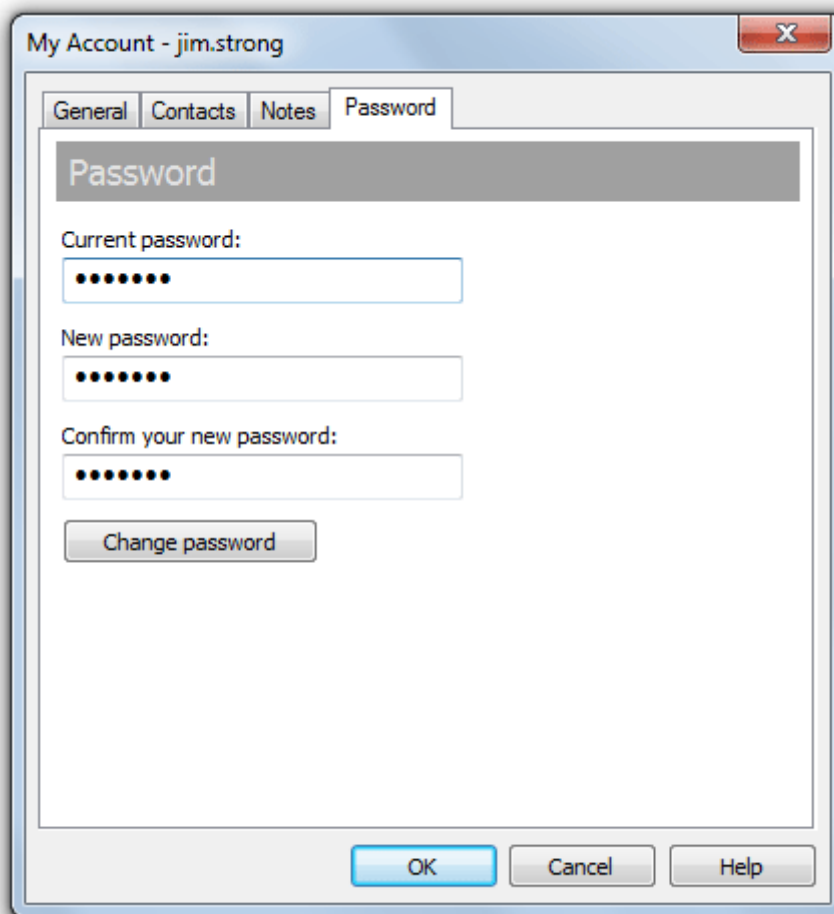
Then click **Next** to finish and save your account details on IM server.

## Bopup Messenger User's Guide

### Modify IM account

You can change your IM account at any time from the "**Tools\My account...**" menu. Due to options enabled on IM server, some account fields may be unavailable to change. Administrator manages a list of account fields that can be modified by users from IM clients, so other fields will be displayed as "read-only" items in the messenger and cannot be modified.

You can change/set up your password that will be used to logon to the IM server (only in the *Private login/password* authentication mode). Click the **Password** tab to do this.



*Change your password*

Type your current password that you are using to login to the IM server, then enter your new password and retype it again to confirm. Note that your new password should be at least 4 symbols length. Then press **Change password** button. If you successfully have changed your password you will see appropriate message box.

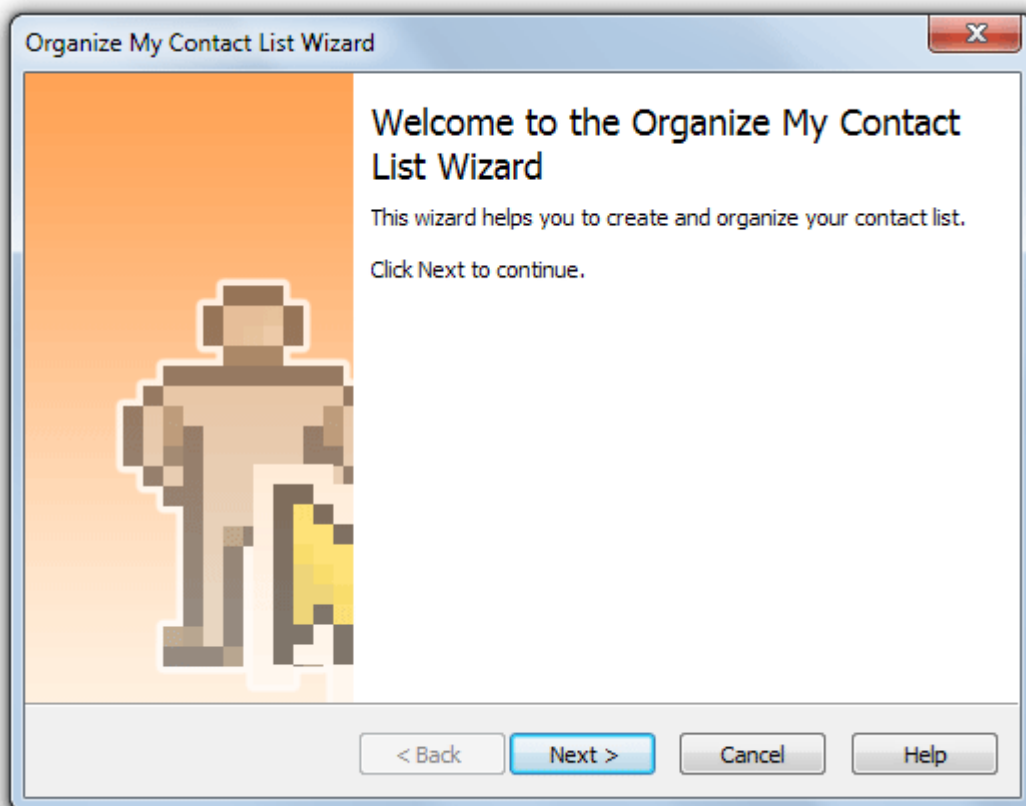
## Bopup Messenger User's Guide

### 2.2.3 Organize Contact List

You can organize your personal Contact List from a list of users that are available to you. Your Contact List is saved on IM server and available to you in the messenger even you connect from another workplace, computer and location.

To run the **Organize My Contact List Wizard** select the "**Tools\Organize Contact List...**" from the main menu

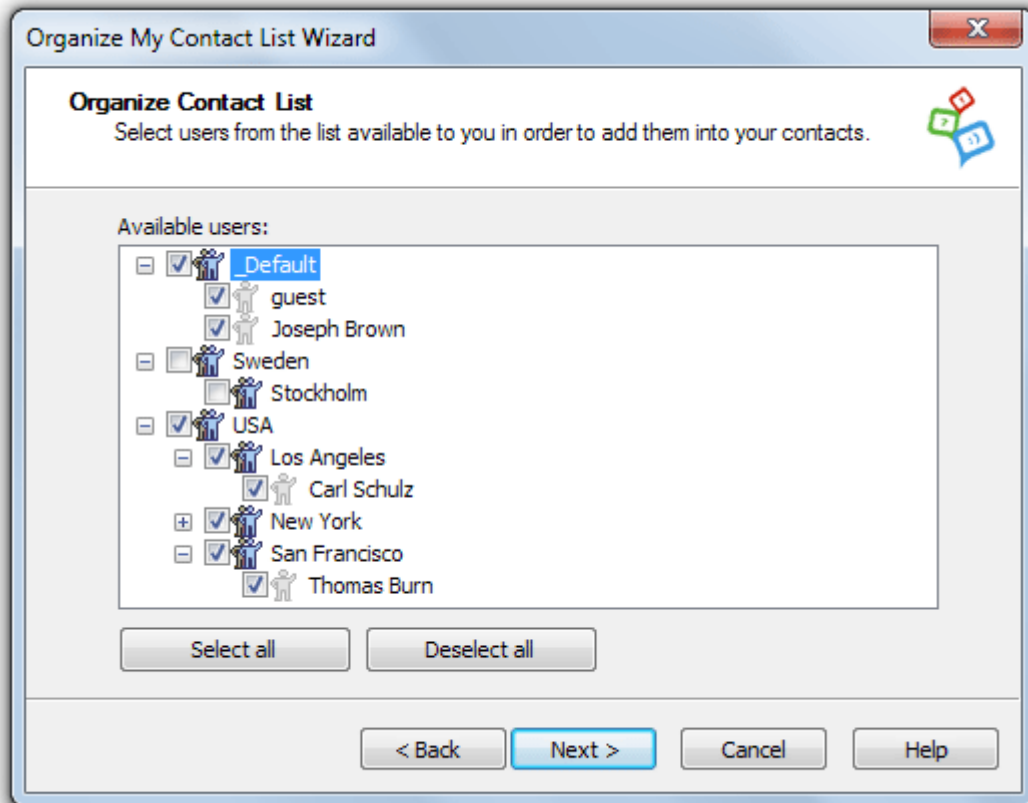
click  **Organize Contact List** button on the main toolbar.



*Welcome page of the wizard*

Click **Next** to continue.

## Bopup Messenger User's Guide



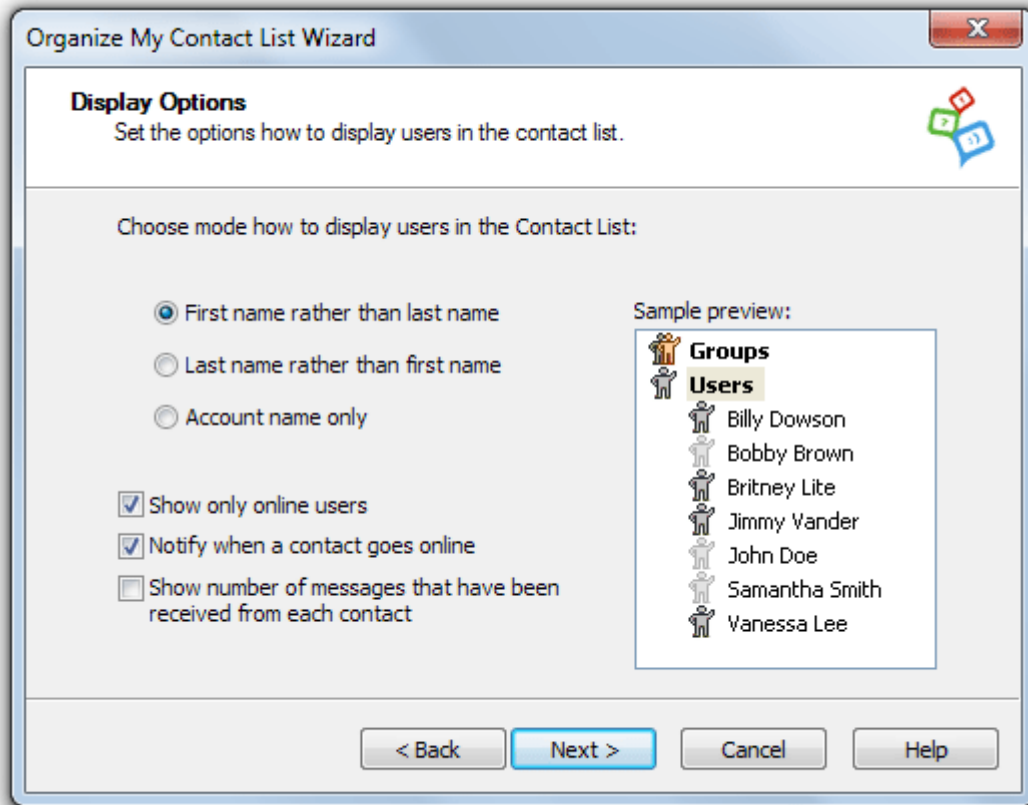
*Select users to add into your contacts*

On the following page select users from the list which you want to add to your personal Contact List. The users list displayed with the presence status and you can see who is currently online or not available. Click on the columns in the list to sort users by account name, first name or last name order.

When you finished your selection, click **Next** to continue.



## Bopup Messenger User's Guide



*Set up a mode how to display your contacts*

Here you can set up a mode how to display your Contact List in the messenger. These options are applied to local settings only and not saved on IM server. You can display your contacts by the following ways:

- **"First name rather than last name"** – User's last name follows after his first name, for example *"Mike Lee"*
- **"Last name rather than first name"** – User's first name follows after his last name, and the names are delimited by comma, for example *"Lee, Mike"*
- **"Account name only"** – Display only user IM account name.

**"Show only online users"** option allows to display only those users in the contacts who currently available to communicate (online).

**"Notify when a contact goes online"** option shows balloon tooltip with user name in the system tray area when the user from your contacts is available online.

**"Show number of messages that have been received from each contact"** checkbox shows a number of messages in brackets within a contact or group name that have been received by current online session.

Click **Next** to finish the wizard.

## Bopup Messenger User's Guide

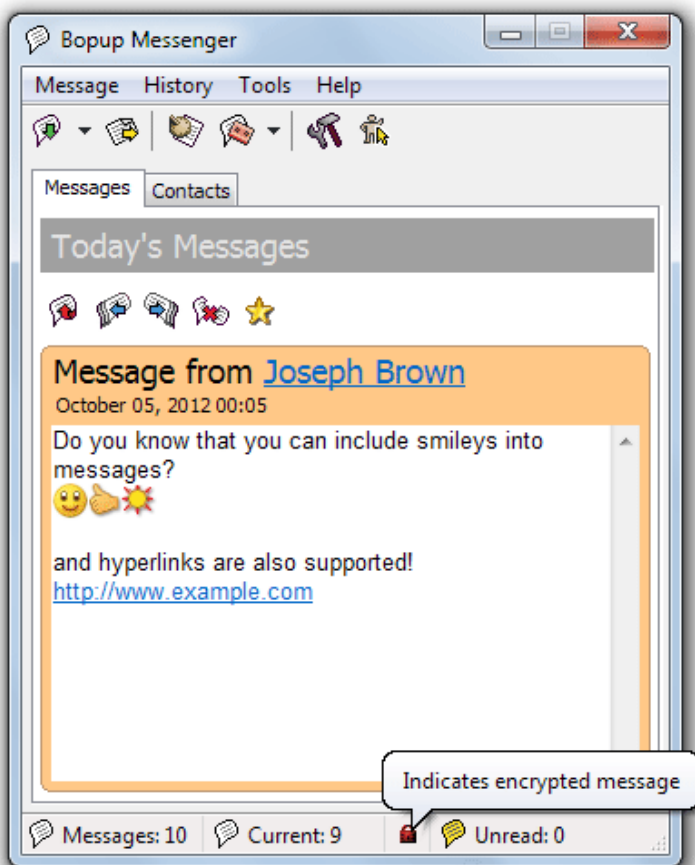
A list of users that available to you and can be added into your Contact List depends on your account permissions currently enabled on IM server. Bopup Messenger displays balloon tooltips in System Tray area to notify about events related to your contacts. The following messages available:

- **Your Contact List is not organized.**  
This message may be displayed on your first startup of the program and prompts to organize your contacts and run the **Organize My Contact List Wizard**.
- **Your Contact List has minor changes because some users were added or removed on IM server.**  
The message says that your personal Contact List on IM server was changed. You need to run the wizard to apply the changes.
- **Your Contact List should be reorganized due to major changes on IM server regarding your permissions.**  
Your visibility settings applied to your account on IM server were changed and your Contact List was resetted. You need to rebuild your contacts and run the wizard again.
- **New users available on IM server and might be added into your contacts.**  
News users available on IM server and you may add them into your contacts.

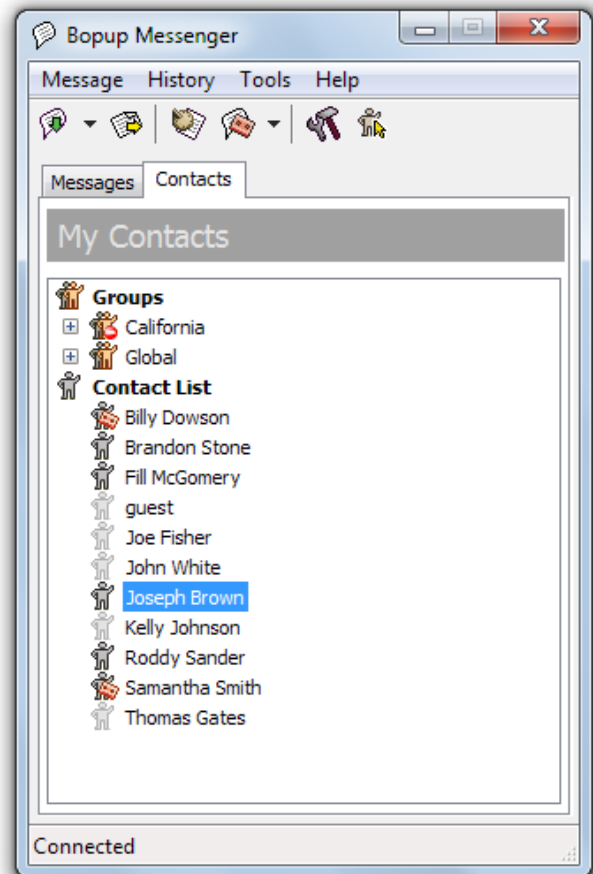
## Bopup Messenger User's Guide

### 2.3.1 User interface

Main window of the messenger contains 2 tabs: **Today's Messages** and **My Contacts**, and allows you to view messages that were received by your current online session and access your contacts within assigned Messaging Groups.



*Today's Messages Tab*









*My Contacts tab*



## Bopup Messenger User's Guide

All users from your contacts on the **My Contacts** tab displayed with a presence status icon. The following presence statuses are available:

-  – Assigned messaging group
-  – Assigned group with no permission to send messages and files (managed on IM server)
-  – User is currently online
-  – User is currently in Away mode (Online)
-  – User is currently offline

Bopup Messenger displays a good visible icon in the System Tray area that changes its color and blinks when a new message comes 



that

## Bopup Messenger User's Guide

### 2.3.2 Main menu

#### Message

- "New / Reply..." – Open a new sending dialog box or reply to incoming message.
- "Forward..." – Forward incoming message displayed in your **Today's Messages** list.
- "Move to previous" – Pass on to a previous message.
- "Move to next" – Pass on to a next message.
- "Mark as favorite" – Mark displayed message as a favorite message.
- "Delete" – Delete a current message.
- "Delete all" – Delete all received messages.
- "Exit" – Close Bopup Messenger.

#### History

- "Log history" – Switch on/off a logging of all incoming messages and file transfers.
- "View..." – View Message and Transfer History.

#### Tools

- "View user's details..." – Display account information on a sender of current incoming message.
- "Read user's away message..." – Display away status text for account selected in your **My Contacts** list.
- "Switch to Away mode..." – Switch Bopup Messenger to/from away mode.
- "Transfer files..." – Send files, folders and documents to another user or messaging group.
- "Open receiving folder..." – Browse the default directory with received files and documents.
- "Connection Setup Wizard..." – Run the Connection Setup Wizard to specify a server name and enter to IM network.
- "Organize Contact List..." – Run the Organize My Contact List Wizard build and save your personal contact list from a list of users available to you.
- "My account..." – Change and specify details related to your IM account. Information you entered is available to other users.
- "Options" – Change the program settings.


#### Help

- "Contents" – Open Bopup Messenger help (This window).
- "License Agreement" – Display End-User License Agreement (EULA).
- "About Bopup Messenger" – Display version number and licensed details of the program.


You can use keyboard shortcuts (hotkeys) for many of the tasks that you perform in the Bopup Messenger to help increase your efficiency.

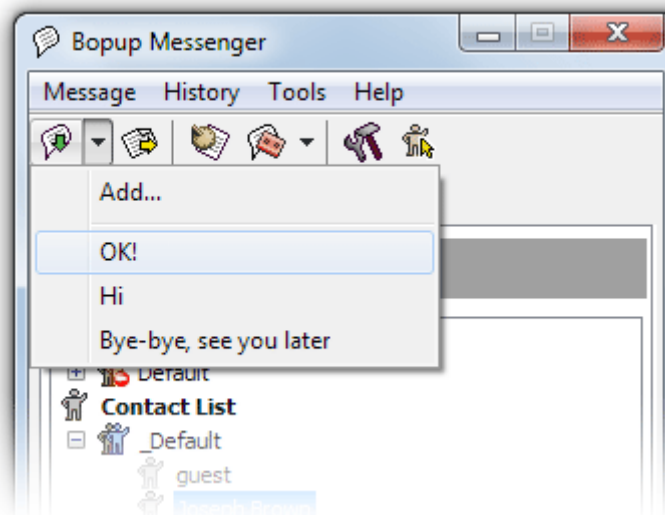
## Bopup Messenger User's Guide

### 2.3.3 Sending messages


To open a new sending session dialog box switch to the **My Contacts** tab in the main window, then select recipient from your contacts and click  **New** button on the toolbar or use **Ctrl+S** hotkey. You can select multiple recipients by pressing and holding **Ctrl** key.

For more information on how to organize your personal Contact List see the Organize Contact List topic.

If the Today's Messages tab is active then you can use the same  **Reply** button on the main toolbar or use **Enter** hotkey to reply to incoming message. You can also use Quick Answers to quickly and efficiently reply to incoming messages. To paste a quick answer, click on down-arrow near the right of **Reply** button on the toolbar, and select it from the drop-down menu.



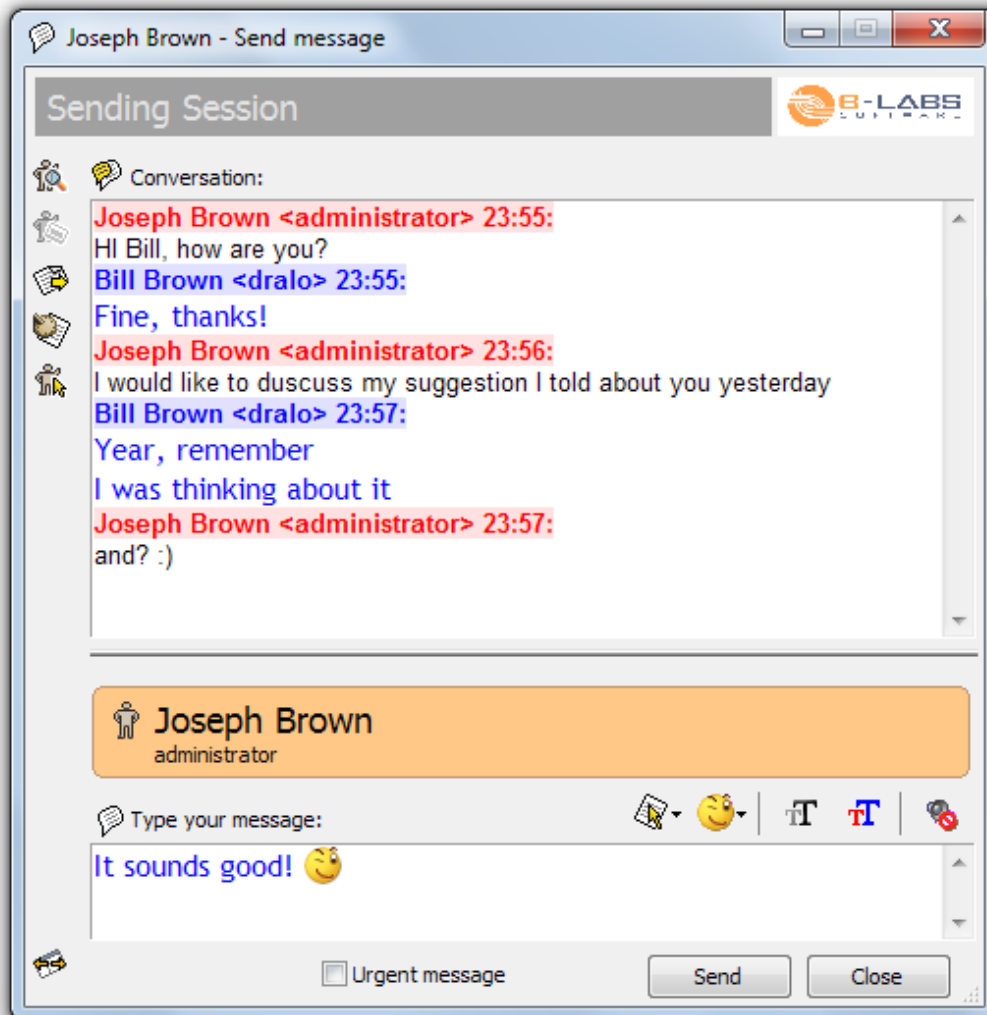
*Use Quick Answers on reply*

You can also forward text of incoming messages to others from the **Today's Messages** tab. Use  **Forward** button on the message toolbar to open a new sending dialog with a copy of text you received.

By default, the sending dialog box shows you a message text field and conversation dialog. The conversation field includes all the sent and received messages and files to/from the selected recipient by your current online session.

You will be also able to see if your recipient types a message in his messenger client. Then *"User is typing message..."* event message will be shown below the conversation dialog. Please note that delivery of message typing events is controlled on the communication server and administrator may disable this feature.

## Bopup Messenger User's Guide



*Sending instant messages*

When your account type is set as *administrative* account type on the IM server, the "**Urgent message**" checkbox enables you to send urgent messages on groups and to other users. In that case you will also receive permission to send messages and files on all messaging groups available on the IM server.

It's a simple to send messages to offline users. Just select recipient from your contacts even he is displayed as not available, type your message and click **Send** button. Your message will be delivered and saved on IM server. Recipient will automatically receive the message when he goes online. When you send an offline message you see the following tip in the conversation dialog:

*"[Your message has been saved on the server as offline. Recipient will automatically receive your message when he goes online]"*

You can easily paste a Quick Answer to your message text, insert graphic emotions (smileys), format your text font and color that will be visible to your recipient. Use the toolbar above your message field in the sending dialog.




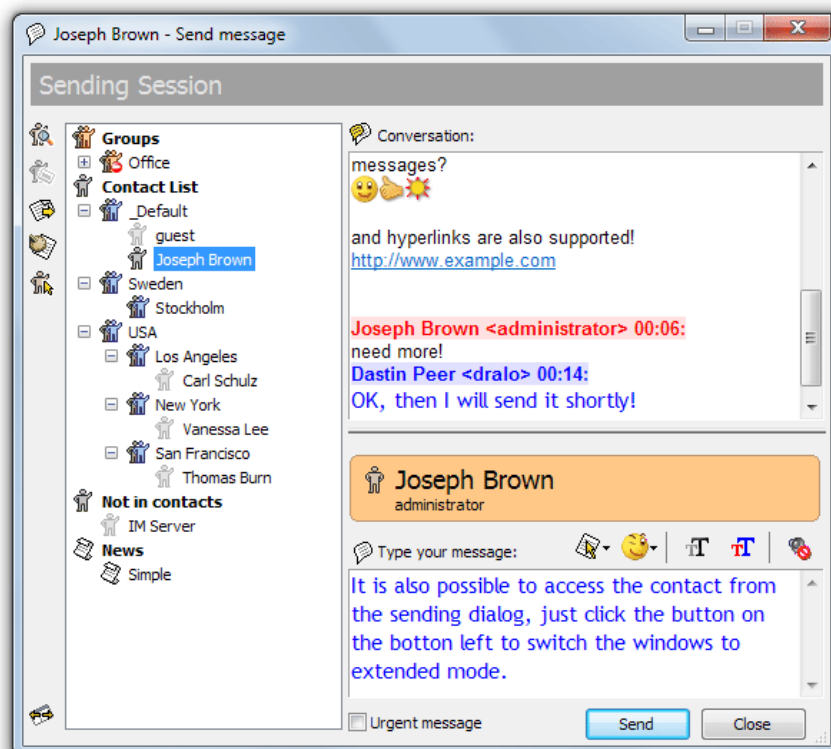
## Bopup Messenger User's Guide



From the left to the right:

- **Paste a Quick Answer**  
This displays a drop-down menu and allows to paste a Quick Answer to your message text.
- **Insert emotion (smiley)**  
Displays graphic emotions list which can be inserted to your message text.
- **Text font**  
Formats a font of your text message which is visible to message recipient.
- **Text color**  
Formats a font color of your text message which is visible to message recipient.
- **Typing sound**  
Turns off/on a typing sound when you type a message.


You can switch sending dialog box to extended mode and access your Contact List and assigned Messaging Groups. To switch the mode click  **Switch view** button in the left lower corner of the dialog.



*Extended mode shows your contacts in sending dialog box*

## Bopup Messenger User's Guide

### 2.3.4 Sending files

To open a new File Transfer dialog box switch to the **My Contacts** tab in the main window, then select recipient from your contacts and click  **Transfer files** button on the toolbar or use **Ctrl+T** hotkey. You can select multiple recipients by pressing and holding **Ctrl** key.

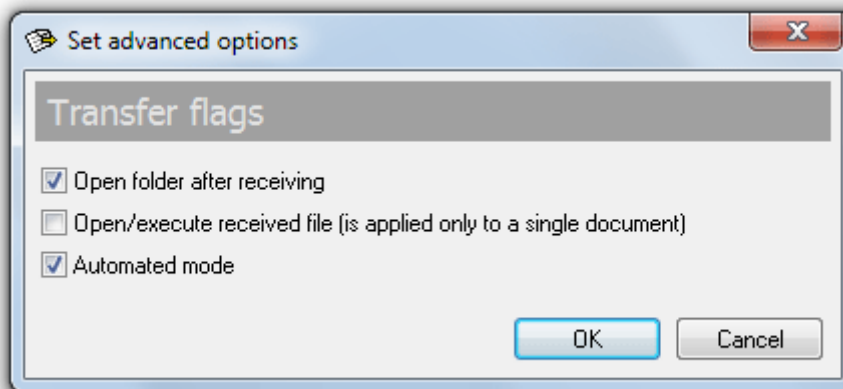
For more information on how to organize your personal Contact List see the Organize Contact List topic.

You can also send files and documents to a sender of incoming message from the **Today's Messages** tab in the main window. It is easy to initiate a file transfer by dropping files and folders to Bopup Messenger window.

Please note that an ability to send files is configured and managed on the IM server, so if the server's options restrict file transfers you will not be able to send files to other users and on messaging groups.

In the File Transfer dialog box click **Browse...** button to select files you want to send to selected recipients. You can simply drag-n-drop documents and folders to the transfer dialog box. Check the "**Close this dialog box when the transfer will be completed**" option to automatically close the transfer dialog box when the files will be delivered.

When your account type is set as *administrative* account type on the IM server, the **Advanced...** button is available to you that opens the Set advanced options dialog box to set up transfer flags.



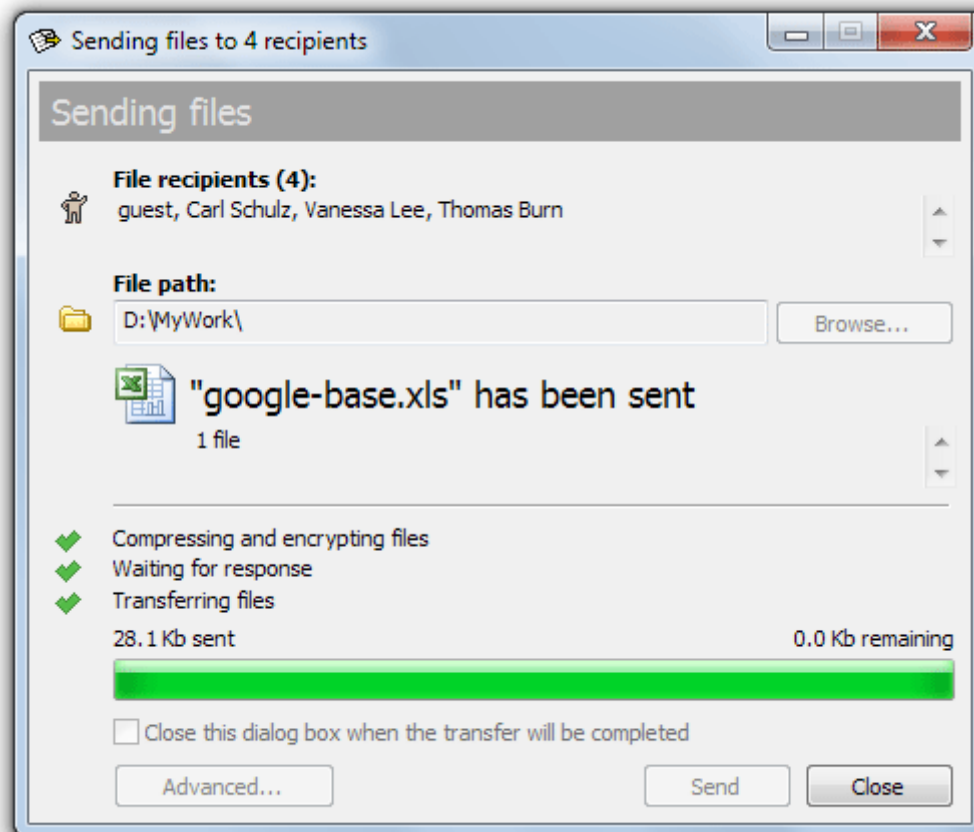
*Set up transfer flags*

You can set up the following flags for the transfer:

- **"Open folder after receiving"** – Use this option to automatically open a folder with transferred files on a recipient computer when the transfer will be completed.
- **"Open/execute received file (applies only to a single document)"** – If this checkbox is used then the file will be automatically executed or opened by appropriate application on a recipient computer. Please note if you transfer multiple files and folders this option is ignored.
- **"Automated mode"** – Using this option will automatically initiate the transfer process in a recipient messenger with no options to accept or decline available to a recipient.

## Bopup Messenger User's Guide

Click **Send** button to initiate the transfer.



*Sending files and folders*

You can also deliver files and documents to offline users if the IM server's options configured for this. The server asks you to save the data as offline when some or all from your recipients are currently not available on the IM network.

## Bopup Messenger User's Guide

### 2.3.5 Receiving messages

All received messages are automatically displayed on the **Today's Messages** tab in the the main window of the program. Incoming message is highlighted with a different color that based on a message type.




To view received message, click **Messages** tab in the main window. The tab provides it's own toolbar to navigate between messages:



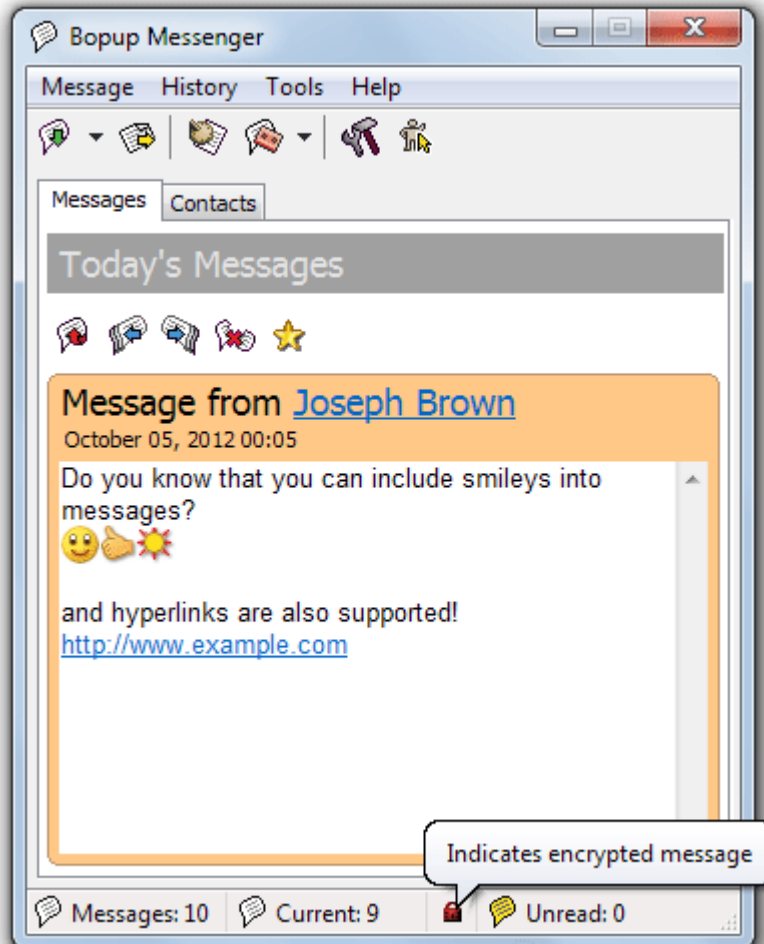
From the left to the right:

- **Forward current message**  
Forward currently displayed message to others. This opens a new sending message dialog box with a text of message you received. You will have only to select one or several recipients to forward the message to.
- **Pass on to previous message**  
This displays a previous message you received
- **Pass on to next message**  
This displays a next message you received
- **Delete current message**  
This deletes currently displayed message from messages list.
- **Mark message as a favorite**  
Mark current message as a favorite message or removes the message from favorite messages list.





You can use keyboard shortcuts (hotkeys) for many of the tasks you perform in Bopup Messenger to help increase your efficiency.

To pass on to previous or next messages you can use  **Previous** and  **Next** buttons on the toolbar or use **Ctrl+P** and **Ctrl+N** hotkeys. Use  **Delete** button or the same key on the keyboard to delete message. In order to delete all messages you received press **Shift+Delete** keys.

## Bopup Messenger User's Guide



*How incoming message is displayed*

A number of received messages , index of current message  and number of the new (unread)  messages are displayed in the status bar of the main window. Bopup Messenger blinks  icon in System Tray when a new message comes. You can also set up a sound file on receiving.

### Offline messages

When you receive an offline message, i.e. a message that sent to you when you were offline and not available on IM network, it is displayed with the following prefix:

*"[This message was stored and forwarded to you by Bopup Communication Server. The message was actually sent on Month Day, Year HH:MM]"*

where the Month Day, Year HH:MM is a date and time when the message was sent.

## Bopup Messenger User's Guide

### 2.3.6 Receiving files

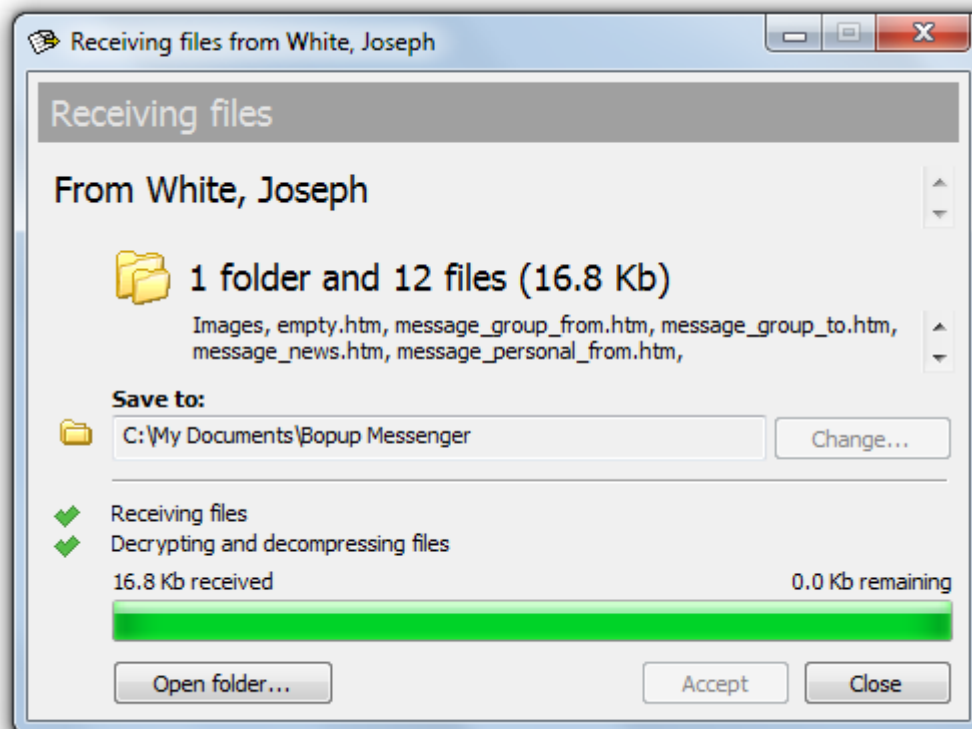
When you get a file transfer request the messenger automatically opens and displays the Receiving files dialog box. It contains a sender name, list and size of delivered files.

The file transfer can be the following types:

- A **Personal File Transfer** that is initiated by other user
- A **Group File Transfer** that is initiated by user to a messaging group that you are a part of
- A **File Distribution** from the IM server that includes files and documents assigned to you by administrator

Click **Change...** button to change the folder where you want to save the received files. By default, Bopup Messenger stores all received transfers in your current "**My Documents\Bopup Messenger**" folder by creating a new sub-folder in the **YYYY-mm-dd** format where the YYYY-mm-dd is a date of transfer.

Click **Accept** to receive the data or **Decline** to abort the file transfer.



*Receiving multiple files and folders*

Click **Open folder...** button when the transfer is completed to open the folder that contains received files and documents.

Please note that a file transfer can be sent with a set of advanced flags that may give you no options to decline the transfer, and/or automatically open/execute a received document after it's delivering. That file transfers can be a File Distribution transfers from the IM server and transfers that are sent by users that have *administrative* account type on the communication server.

## Bopup Messenger User's Guide

### 2.3.7 Favorite messages

You can mark incoming message as a favorite message that means that the message will be automatically displayed on the **Today's Messages** tab every next time when you start the messenger. This is useful when you want to do not forget on important messages and notifications that you received.

To mark received message as a favorite switch to the **Today's Messages** tab in the main window, then click the




**Favorite** button on the toolbar or select "**Message\Mark as favorite**" from the main menu.

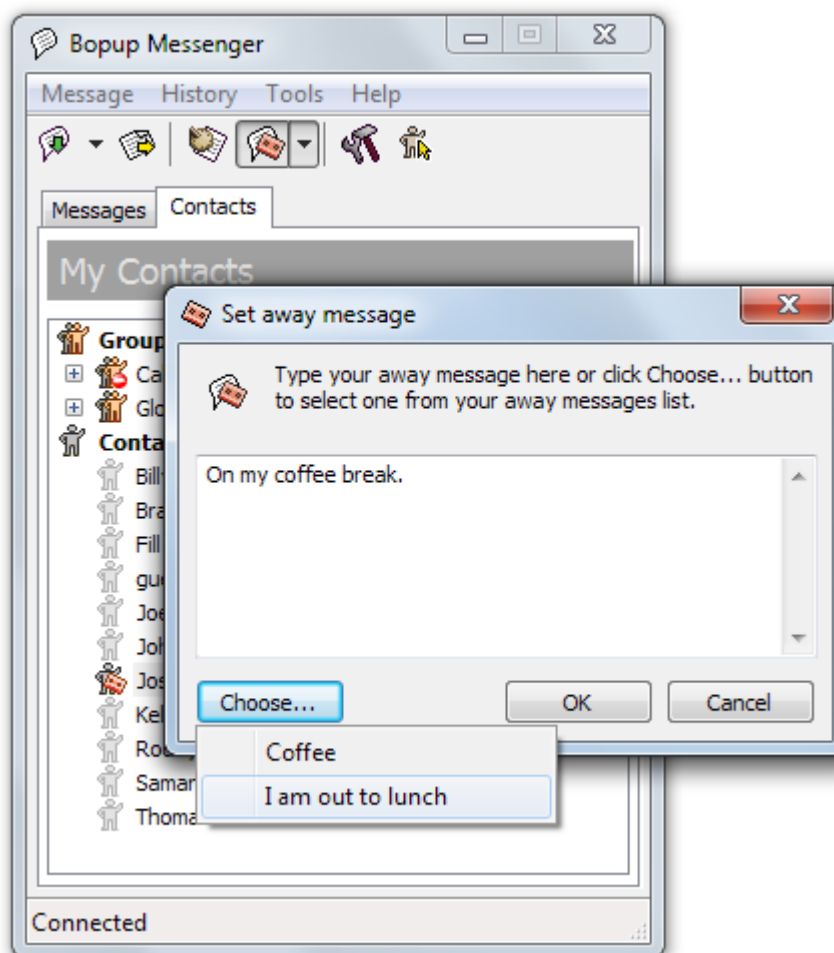
To remove message from your favorites list, deselect the same menu item or press again **Favorite** button on the toolbar.

## Bopup Messenger User's Guide

### 2.3.8 Away mode

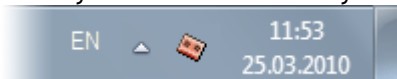
This function allows you to set up your own presence status that is visible to other users. It's a simple use the Away mode if you are currently away at the office or your workplace.

To switch to the Away mode click  **Switch to Away mode** button on the toolbar or use **Ctrl+W** hotkey. Click on the down-arrow near the button to choose Away message from your list.



*Choose an existing away message*

When you switch to the Away mode Bopup Messenger changes its icon in system tray area




Your away text message is visible to other users on IM network. To exit from the mode, click again the same button on the toolbar.

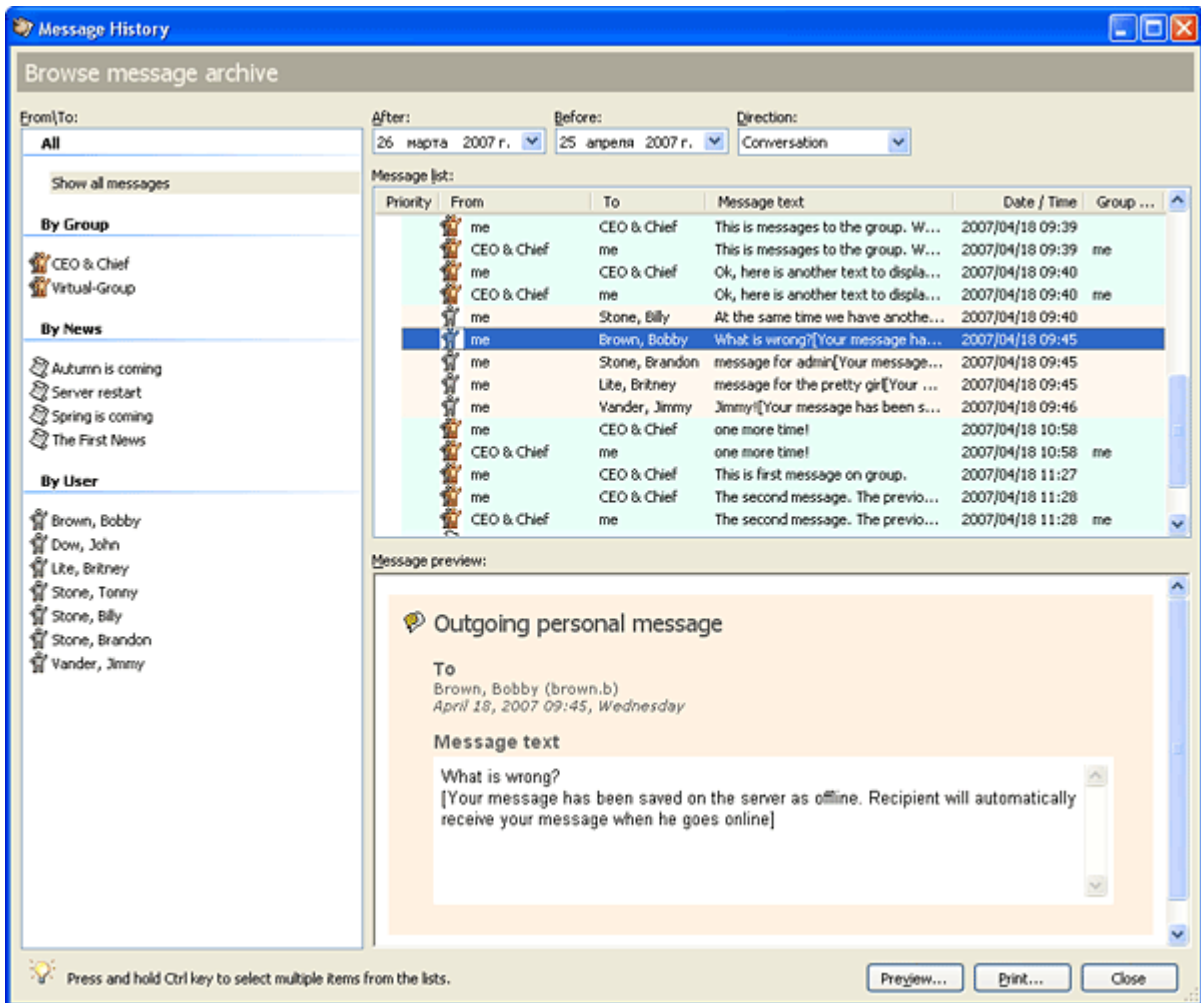


## Bopup Messenger User's Guide

### 2.3.9 Message and Transfer History

Message and Transfer History is a log of all messages and files that sent and received by you.

To open Message and Transfer History dialog box click the  Message and Transfer History button on the toolbar or use Ctrl+H hotkey.



*Browse messages and transfers archive*

You can browse an archive and select messages and file transfers by user, group, and news, specify which type of data to display. Press and hold Ctrl key to select multiple items from the lists.

#### Available options

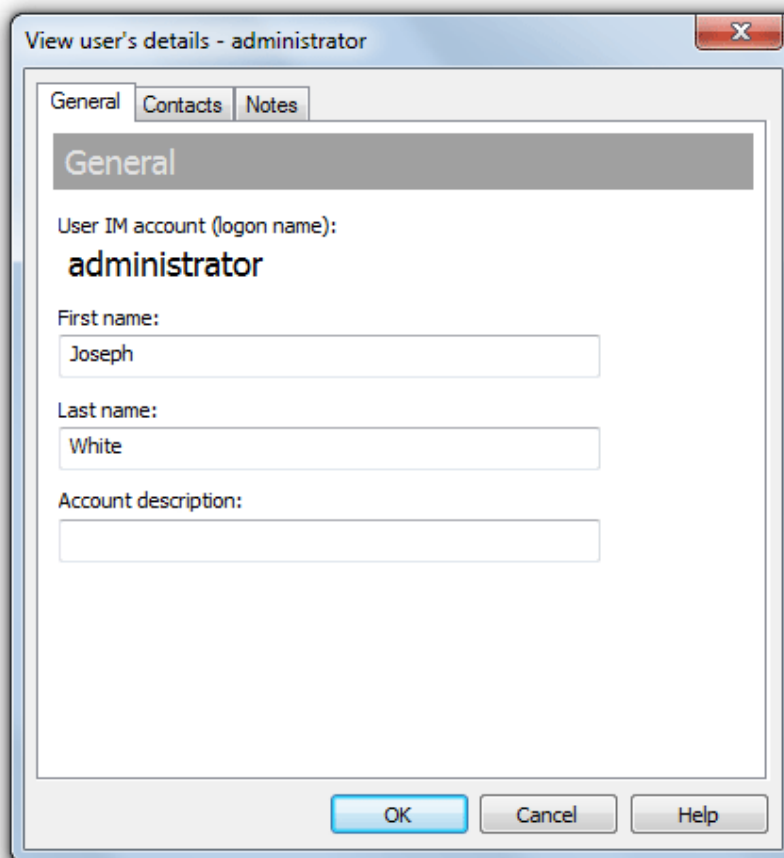
- **Save as...** – Save currently selected messages and files to a text file.
- **Preview...** – Print preview of currently selected messages and transfers displayed in the Preview view.
- **Print...** – Print currently selected data.

## Bopup Messenger User's Guide

### 2.3.10 View user's details

You may view user account information on other users on IM network. Account information is associated with user IM account and stored on IM server. You can modify your own information from the "**Tools\My account...**" menu. For more information on how to create and modify IM account information see the Create IM account topic.

User account information displays user's first and last names, department, title, contact phone and e-mail. That information is imported from Active Directory (LDAP) catalog when IM accounts on the server created via **Active Directory Import Wizard** (server-side software).



You can quickly view account information on user from the main window by the following ways:

#### Today's Messages tab

- Press **F3** hotkey or select "**Tools\View user's details...**" menu
- Click on the user link and select "**View user's details...**" from the pop up menu

#### My Contacts tab

- Select user from your contacts and press **F3** hotkey
- Right-click on user from your contacts and select "**View user's details...**" from the pop-up menu

## Bopup Messenger User's Guide

### 2.3.11 Hotkeys

You can use keyboard shortcuts for many of the tasks that you perform in the Bopup Messenger to help increase your efficiency.

Main window:

Keyboard shortcut	Action
Ctrl+S or Enter	Send a new or reply to incoming message
Ctrl+D	Forward incoming message
Ctrl+P or Left Arrow	Pass on to a previous message
Ctrl+N or Right Arrow	Pass on to a next message
Delete	Delete current message
Shift+Delete	Delete all messages
F3	View user's details
Ctrl+R	Read user's away message
Ctrl+W	Switch to Away mode
Ctrl+O	Change the program settings
Ctrl+L	Enable log of Message and File Transfer History
Ctrl+H	View Message and Transfer History
Ctrl+T	Transfer files, folders and documents
Ctrl+F	Open receiving folder
Ctrl+M	My account details
ESC	Hide to System Tray
F1	Contents help
Tab	Switch between <b>Today's Messages</b> and <b>My Contacts</b> tabs
Ctrl+A	Select all users and groups in the Contact List
Ctrl+F5	Refresh Contact List and Messaging groups list (retrieves the data from the communication server in manual mode)

## Bopup Messenger User's Guide

### Sending dialog box:

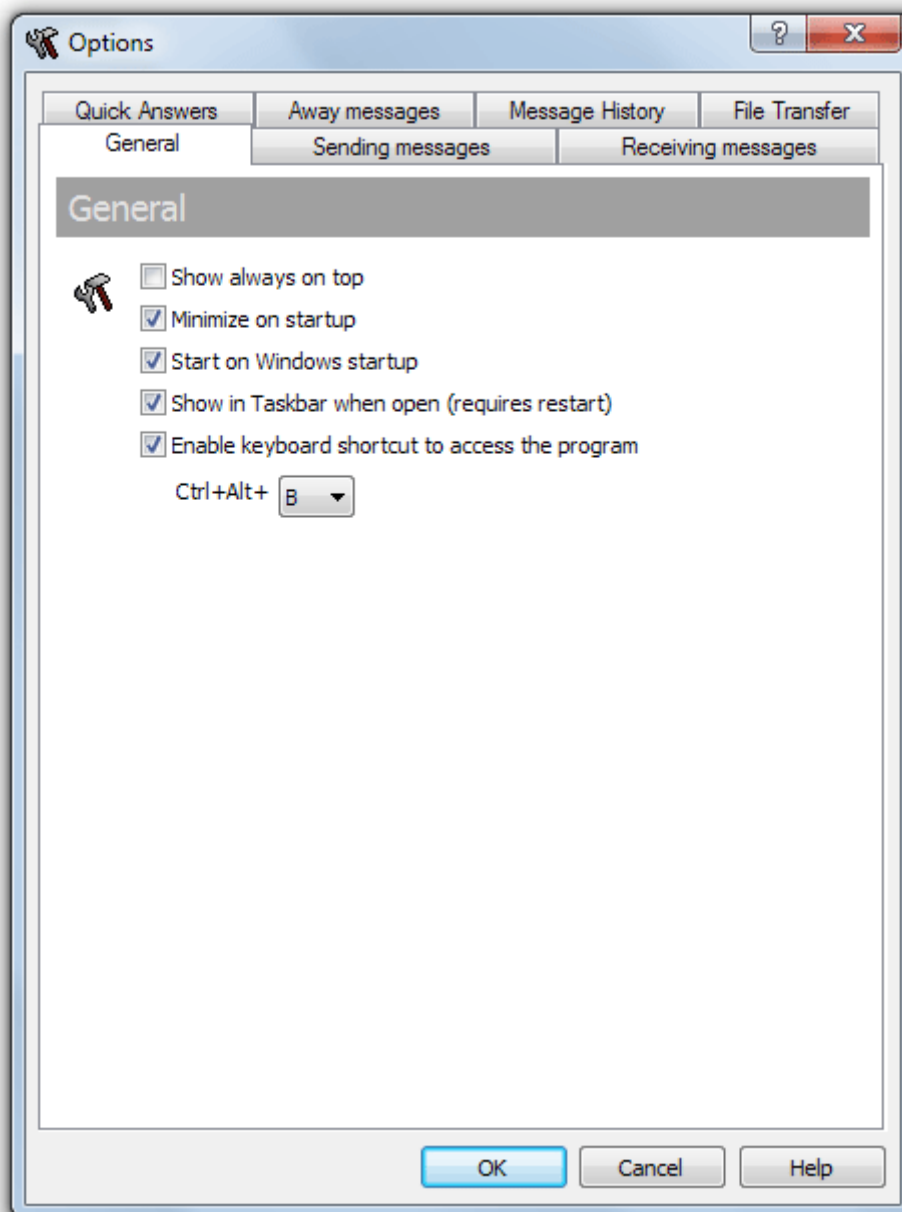
Keyboard shortcut	Action
Ctrl+Enter or Enter	Send message
F3	View user's details
Ctrl+R	View user's away message
Ctrl+H	Display Message and Transfer History by selected users and groups
Ctrl+T	Transfer files, folders and documents to selected users and groups
Tab	Switch between Contacts and typed message (works only in Extended Dialog Mode)
Ctrl+Tab	Show/Hide Contacts
Ctrl+A	Select all users and groups in the Contact List

## Bopup Messenger User's Guide

### 2.4.1 General settings

The **General** tab of the options of Bopup Messenger contains the following common settings of the program.

To open the options dialog box click  **Options** button on the toolbar or use **Ctrl+O** hotkey.



## Bopup Messenger User's Guide

### Available settings

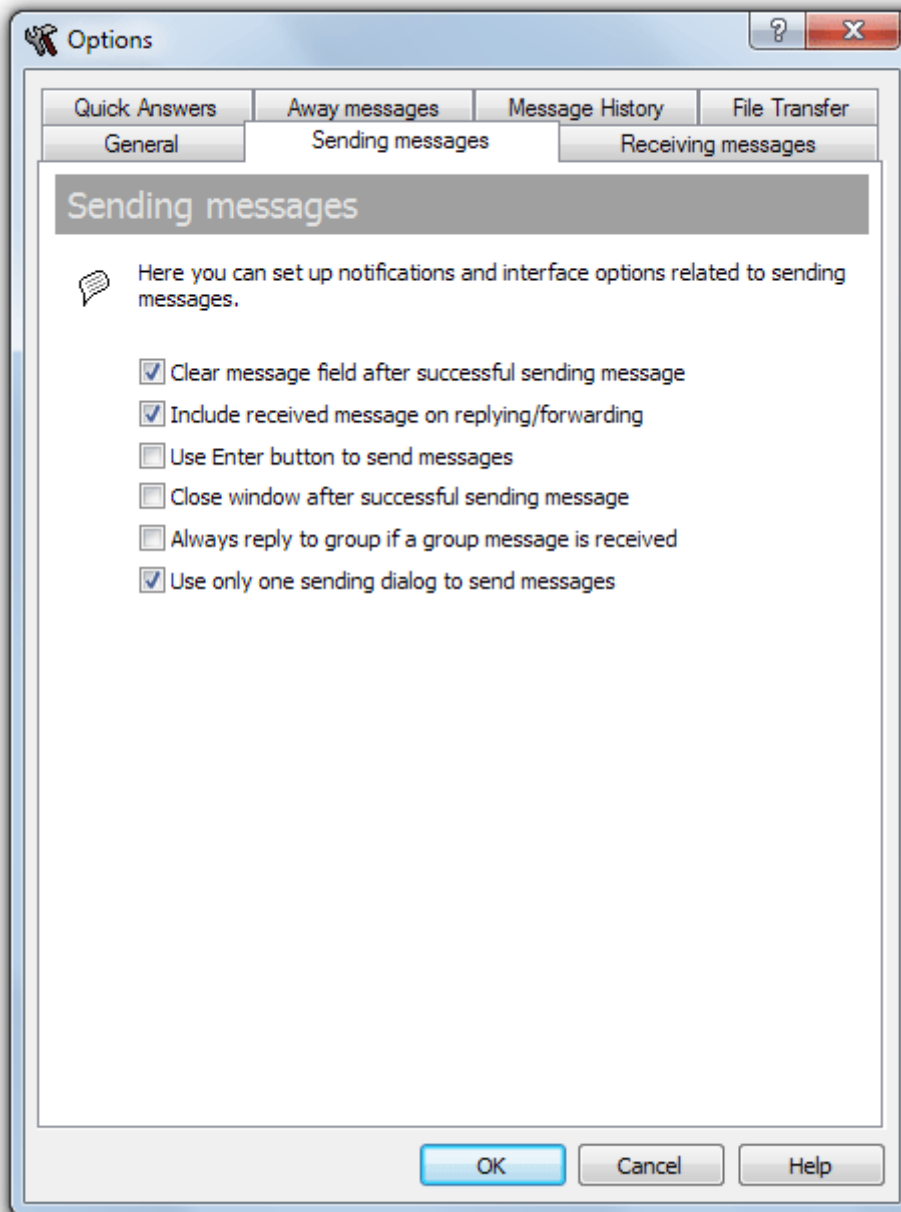
- **"Show always on top"** – Show all windows of the program above other windows on Desktop.
- **"Minimize on startup"** – Hide the program on startup and display it's icon in System Tray.
- **"Start on Windows startup"** – Automatically run the program on Windows startup.
- **"Show in Taskbar when open"** – Add the messenger to Taskbar when it is open (shown) on desktop. In that case a minimize button is also added to messenger's window title bar. This option is applied on the next start of the application.
- **"Enable keyboard shortcut to access the program"** – This option enables selected keyboard shortcut, that is used to restore the program from System Tray.

## Bopup Messenger User's Guide

### 2.4.2 Sending messages settings

The **Sending messages** tab of the options window of the options window contains settings related to sending messages.

To open the options dialog box click  **Options** button on the toolbar or use **Ctrl+O** hotkey.



## Bopup Messenger User's Guide

- **"Clear message field after successful sending message"** – You do not need to delete a text of message in the sending dialog after you have just sent it.
- **"Include received message on replying/forwarding"** – Received message is included to a reply message with ">" symbol at the beginning of new lines like email messages.
- **"Use Enter button to send messages"** – Use return key to send instant messages. By default, Ctrl+Enter combination is used.
- **"Close window after successful sending message"** – Automatically close the sending dialog after the message has been successfully delivered or saved on the IM server.
- **"Always reply to group if a group message is received"** – This option allows you to answer on the group, not to the sender that sent the message to messaging group. By default, the reply option sends a personal message to the sender of group message. With this option you can easy and quickly start a chat session within the whole group.
- **"Use only one sending dialog to send messages"** – Use this check box to allow only single sending dialog box in the messenger instead of multiple opened sending sessions at the same time. When user tries to open a new sending session then currently opened sending dialog box will be switched to selected recipient(s).

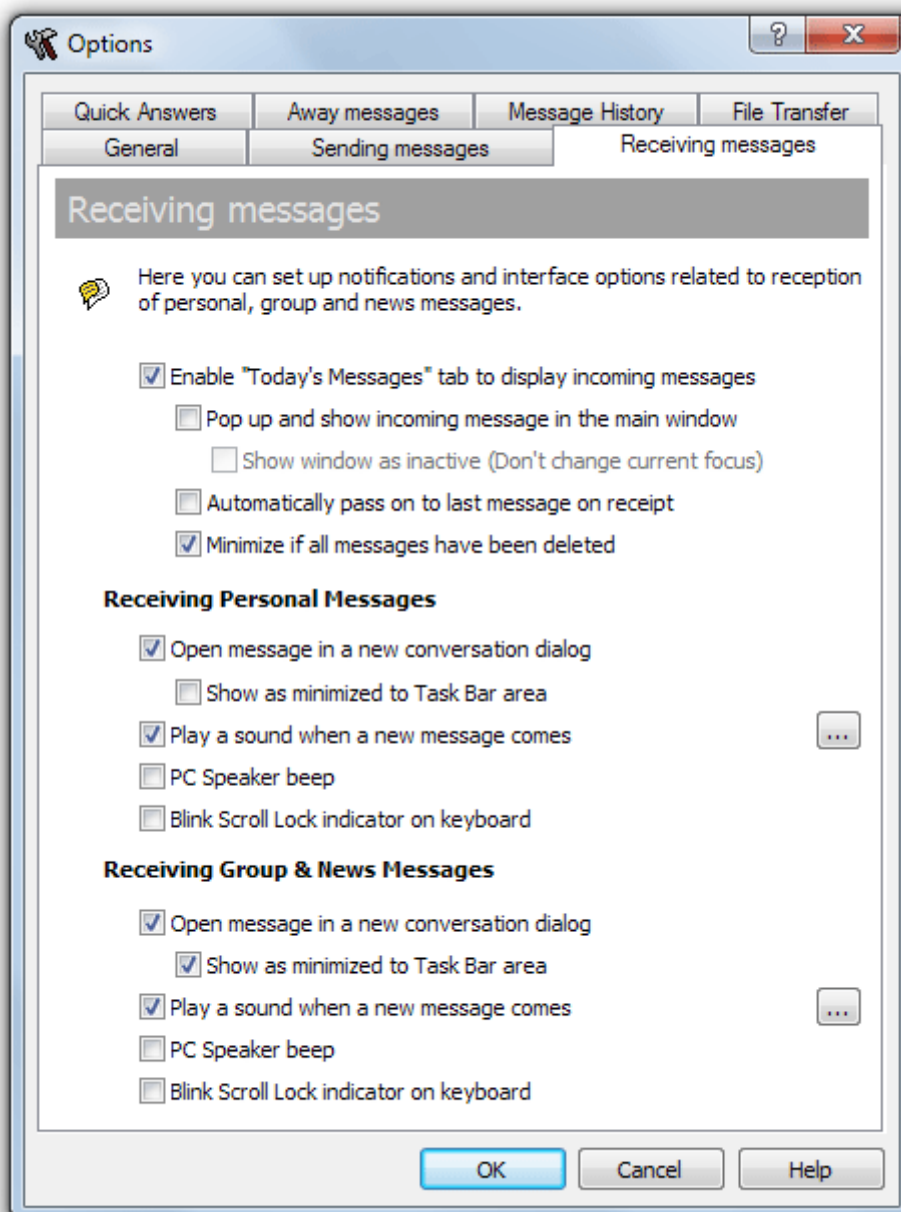


## Bopup Messenger User's Guide

### 2.4.3 Receiving messages settings

The **Receiving messages** tab of the options window contains settings related to reception of instant messages. It contains two different sections for receiving personal instant messages sent privately and directly to the user and for receiving group and news messages.

To open the options dialog box click  **Options** button on the toolbar or use **Ctrl+O** hotkey.



## Bopup Messenger User's Guide

### Common settings

- **"Enable "Today's Messages" tab to display incoming messages"** – This option activates the Today's Messages screen in the main window of the messenger. That pane contains all received messages by user's current session in order of receipt date.
- **"Pop up and show incoming message in the main window"** – Automatically restore the program on reception and show incoming message on the Today's Messages tab.
- **"Show window as inactive (Don't change current focus)"** – This option lets show Bopup Messenger in inactive state when it's main window automatically appears. It will be useful if a user wants to view incoming messages and save the focus on the window with which he is currently working.
- **"Automatically pass on to last message on receipt"** – Automatically pass on to the message when it is received. This option is a very handy combined with the **"Pop up and show incoming message in the main window"** setting.
- **"Minimize if all messages have been deleted"** – Hide to System Tray area if a last or all messages have been deleted.

### Receiving Personal Messages

- **"Open message in a new conversation dialog"** – Open a new sending session dialog box with current sender as a recipient when a personal message comes.
- **"Show as minimized to Task Bar area"** – A newly opened sending dialog will be initially minimized to Task Bar area and will flash with it's title if a new personal message is received.
- **"Play a sound when a new message comes"** – By default, Bopup Messenger plays the "incoming.wav" located in the program's installation folder. But you may set up any other audio file. Click ... button, then go to the **Sounds** tab and select "*Bopup Messenger\Incoming message*" from the list.
- **"PC Speaker beep"** – Beep with PC speaker (if present) on a reception of personal messages.
- **"Blink Scroll Lock indicator on keyboard"** – Blink with Scroll Lock indicator on your keyboard on a reception of personal messages.

## Bopup Messenger User's Guide

### Receiving Group & News Messages

- **"Open message in a new conversation dialog"** – Open a new sending session dialog box with current sender as a recipient when a group or news message comes.
- **"Show as minimized to Task Bar area"** – A newly opened sending dialog will be initially minimized to Task Bar area and will flash with it's title if a new group or news message is received.
- **"Play a sound when a new message comes"** – By default, Bopup Messenger plays the "incoming.wav" located in the program's installation folder. But you may set up any other audio file. Click ... button, then go to the **Sounds** tab and select "*Bopup Messenger\Incoming group / news message*" from the list.
- **"PC Speaker beep"** – Beep with PC speaker (if present) on a reception of group or news messages.
- **"Blink Scroll Lock indicator on keyboard"** – Blink with Scroll Lock indicator on your keyboard on a reception of group or news messages.

## Bopup Messenger User's Guide

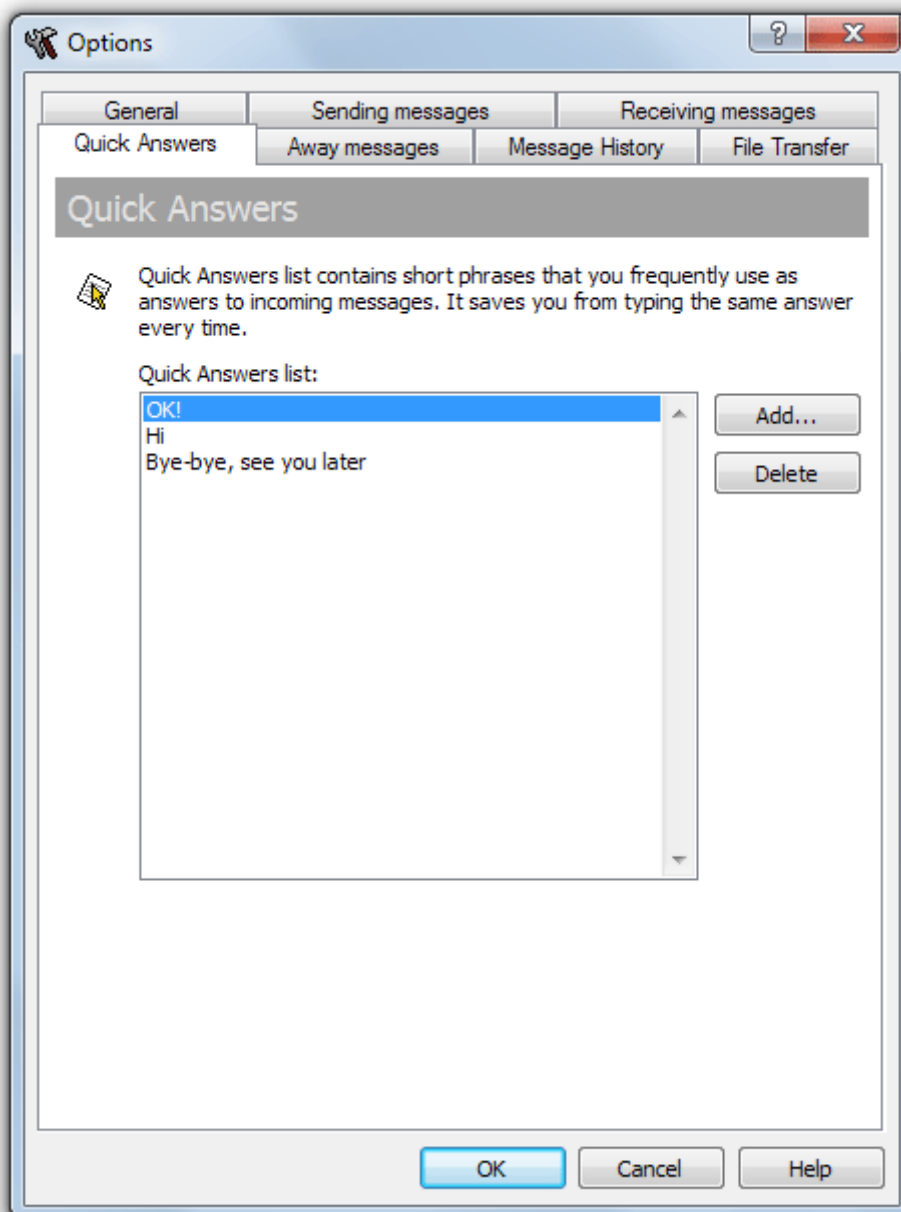
### 2.4.4 Quick Answers settings

The list on the **Quick Answers** tab includes phrases that frequently used as answers to incoming messages. This function saves you from typing the same answer each time and allows to choose it from the popup menu near the



**Reply** button on the toolbar.

To open the options dialog box click  **Options** button on the toolbar or use **Ctrl+O** hotkey.



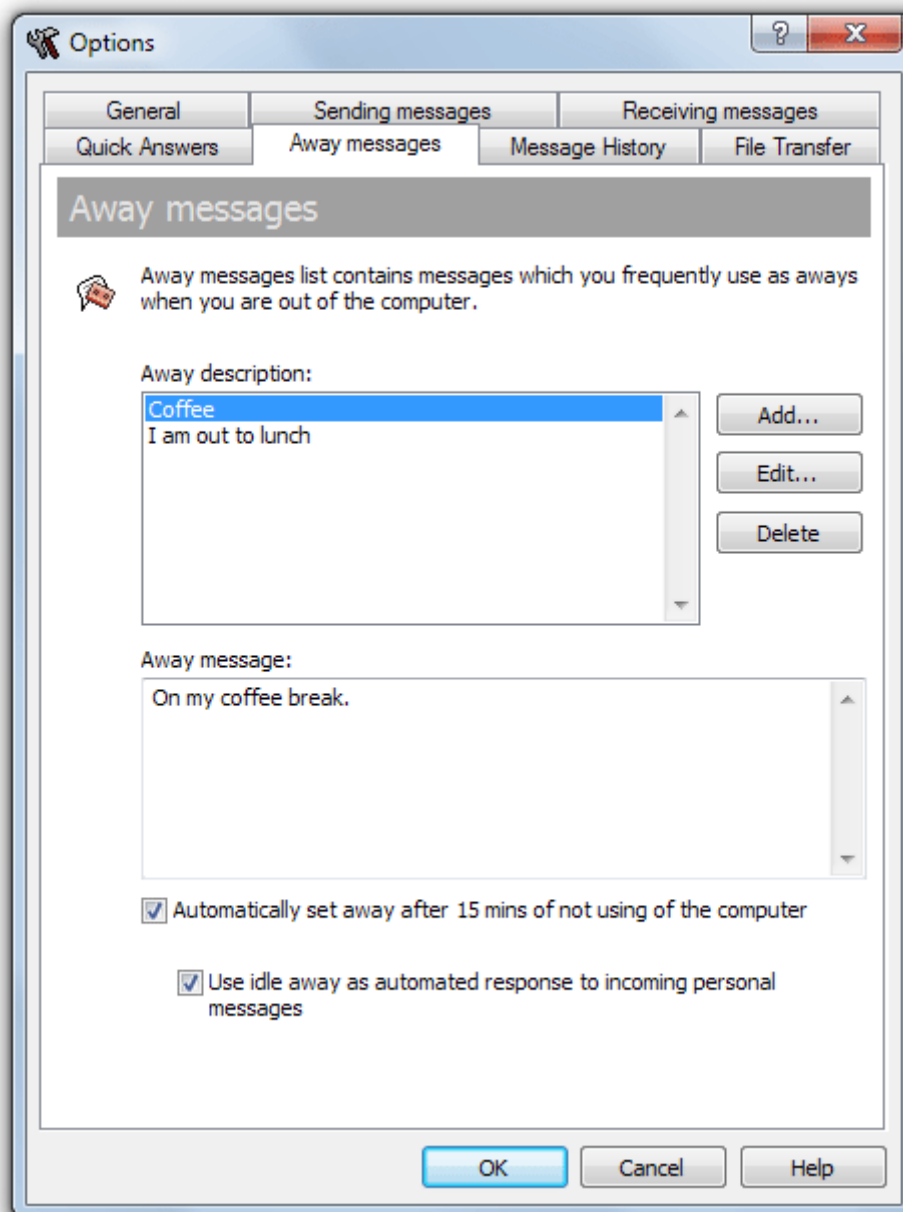
You can paste a quick answer from the sending dialog box, just click **Paste Quick Answer** button on the sending toolbar above the message text field.

## Bopup Messenger User's Guide

### 2.4.5 Away messages settings

The list on the **Away Messages** tab contains messages which are frequently used as away messages in the Away mode.

To open the options dialog box click  **Options** button on the toolbar or use **Ctrl+O** hotkey.



## Bopup Messenger User's Guide

- **"Automatically set away after 15 min of not using of the computer"** – This option enables an automatical switching to Away Mode if you are not using computer (do not move mouse and press keyboard) more than 15 minutes. In that case, the messenger automatically sets the following away message visible to other users:


*"I'm out of the computer since {HH:MM}."* where the {HH:MM} is a time when the away message is set.

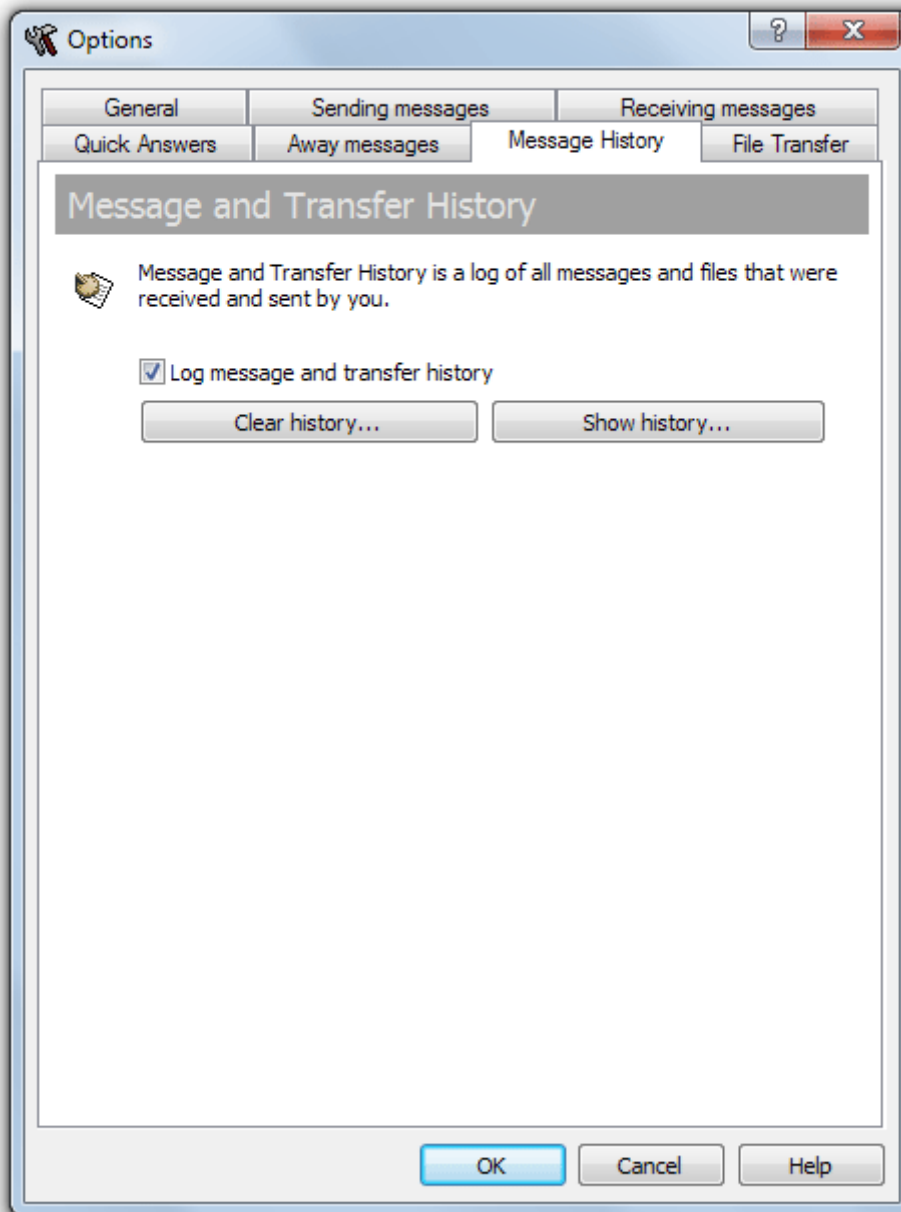
- **"Use idle away as automated response to incoming personal messages"** – If the idle away option is enabled then it is possible to automatically send replies to received personal messages with the text if idle message. Check this option to use that function.

## Bopup Messenger User's Guide

### 2.4.6 History settings

On this page you can enable a log of all messages and file transfers that were sent and received by you and clear current Message and Transfer History.

To open the options dialog box click  Options button on the toolbar or use **Ctrl+O** hotkey.



## Bopup Messenger User's Guide

### Available settings

- **"Log message and transfer history"** – This option enables a log of all incoming and outgoing messages and files.
- **Clear history...** – Delete current Message and Transfer History.
- **Show history...** – Display messages and file transfers log.

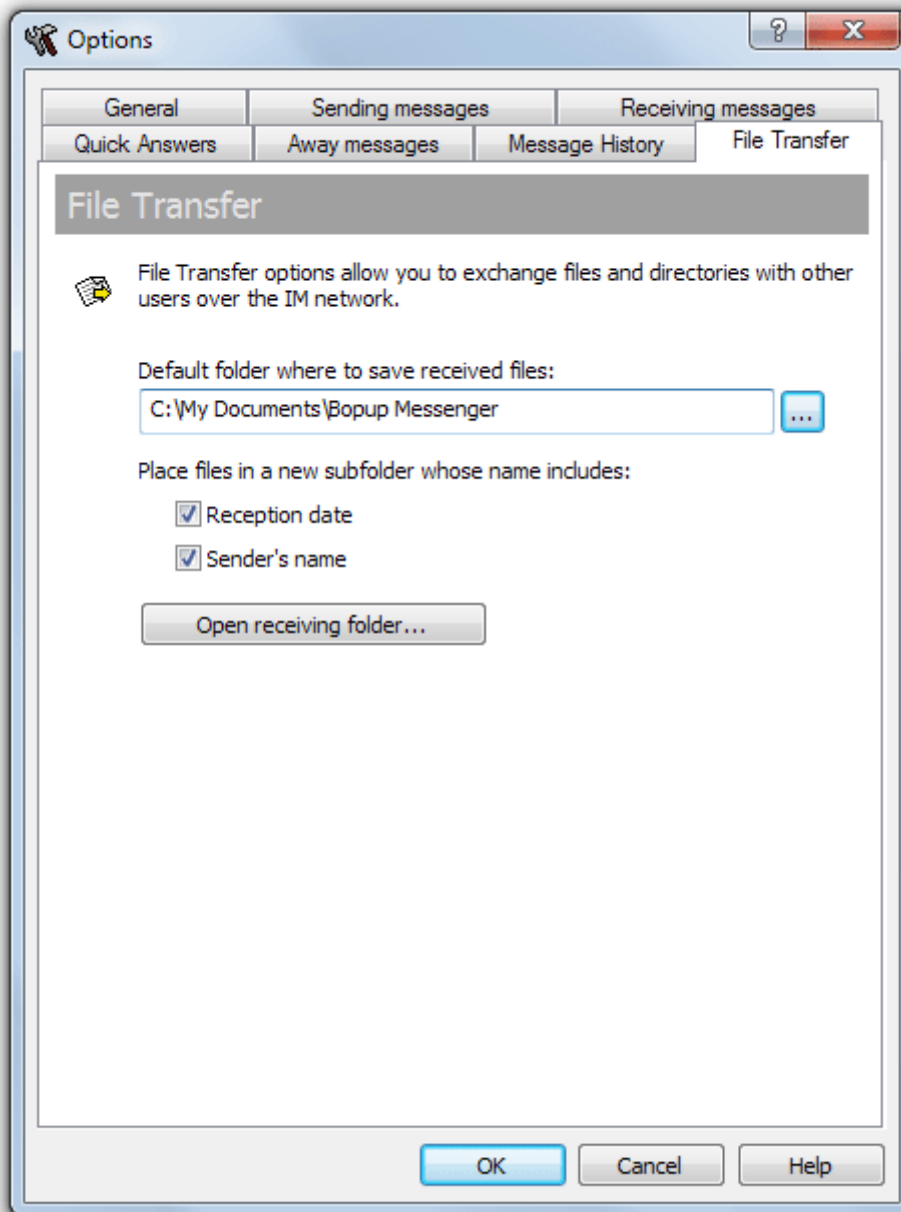


## Bopup Messenger User's Guide

### 2.4.7 Transfer settings

File Transfer options allow you to exchange files and directories with other users on the IM network. The ability to send and receive files and documents is configured and managed on the communication server.

To open the options dialog box click  **Options** button on the toolbar or use **Ctrl+O** hotkey.



## Bopup Messenger User's Guide

You can configure and choose a directory where you want to save received files and folders. Click ... button to select a folder.

By default, Bopup Messenger stores all received transfers in your current "**My Documents\Bopup Messenger**" folder. It is also possible to configure the messenger to create new sub-folders in that directory each time when files and documents are received from users and the IM server. In that case you need to check one or both options below.

- "Reception date" – Create new sub-folder in the *YYYY-mm-dd* format where the *YYYY-mm-dd* is a date of transfer.
- "Sender's name" – Create new sub-folder that contains a sender's name.

Click **Open receiving folder...** button to browse the default directory with received files and documents.

## Bopup Messenger User's Guide

### 2.4.8 Advanced settings

This section describes advanced options that can be applied to the program. These options are set manually.

#### 1. How to set up default program settings that applied to all users on the same computer?

To set up and apply common messenger settings to all the users on a computer, create *observer.ini* file in `\Documents and Settings\All Users\Application Data\B Labs\Bopup Messenger\` folder. Just copy existing settings file from user's directory `\Documents and Settings\<USER_NAME>\Application Data\B Labs\Bopup Messenger\` named *observer.ini* and leave all the settings you need to apply as common.

Common settings displayed in the program as disabled items. Users cannot change these settings from the program.

## About B Labs

Starting from 2000, B Labs deals with the development of software systems in the sphere of instant messaging and real-time communication. The aim of the company is to present efficient and innovative software solutions for the organization in terms of safe exchange of messages, data and documents transmitting between the users in local networks of small offices, companies of small and medium business as well as in large corporate and enterprise networks. Company success and more than 14-year-experience in this sphere is proved by the list of clients, which covers the companies from 35 countries of the world.

For more information please visit our website at [www.bopup.com](http://www.bopup.com)



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