



Frequently asked Questions

Make sure you are using the latest version.

To check, click on "Settings" and select "Check for Updates".

What is POPme Instant Messaging?

POPme is an instant messaging system for office networks (local area networks). It is designed to allow people to quickly exchange pop-ups with each other.

A typical setup would be when one person is answering phones, and does not want to use the intercom, or get up and go and see if another person is available to take a call. By using two mouse clicks, a pop-up will appear on the second person's computer screen. With one click they can respond to the message.

How do I install and setup POPme IM?

Simply download and install the program on each person's computer. POPme will find the other computers automatically. It should take less than a minute per machine.

(LINK: <http://www.popmeim.com/savefile.htm>)

Is there a limit on the number of users?

No. The license allows you to have up to 254 users! (the max number of computers on your local subnet). Both the full version and the trial version do not limit the number of users.

How do I send a message?

First select the name of the user to whom you want to send the message by clicking on their name in the list of users.

You can select more than one user by using the **Ctrl** key or by setting up groups.

Either type your message in the message box or select a predefined message by clicking on one of the Quick POP buttons.

If a Button is **Yellow**, the predefined message assigned to that button will appear in the message box. You can append to or change the message by typing in the message box.

Click the Send button. (You can also press **Ctrl+Enter** to send).

If a Button is **Green**, the predefined message assigned to that button will be sent immediately.

If you hold the mouse cursor over a button, the predefined message will be displayed.

Can I select more than one user?

Yes. Hold down **Ctrl** while click on on the user names. You can also set up user groups.

Are then any hot keys for sending messages?

Yes. Each button corresponds to a function key. Pressing F1 is the same as clicking on button1, F2 is the same as clicking on button2 and so on. Just click on a user name and press one of the Function keys!

How do I Respond to a message?

Either type your message in the message box or select a predefined message by clicking on one of the Quick POP response buttons.

If a Button is **Yellow**, the predefined message assigned to that button will appear in the message box. You can append to or change the message by typing in the message box.

Click the Send button. (You can also press **Ctrl+Enter** to send).

If a Button is **Green**, the predefined message assigned to that button will be sent immediately.

If you do not wish to respond, simply click the "Close" button.

If you hold the mouse cursor over a button, the predefined message will be displayed.

Can I forward a message?

Yes. When you receive a message you can forward or transfer it on to another user by clicking the "Forward" button. You will be placed back on the main screen. Click on the name of the user you would like to forward the message to, and click the "Send" button. The message will appear to the user you selected as coming from the user who sent the original message to you.

How do I change the Predefined "Quick POP" Buttons?

Click on "Settings" and select "Change Settings".

Select the "Send Quick POPs" tab.

Enter the text you want to appear on the button, enter the message text, and select whether the button will be **Yellow** or **Green** by selecting the "Send Immediate box".

How do I change the Predefined "Quick POP" Response Buttons?

Click on "Settings" and select "Change Settings".

Select the "Response Quick POPs" tab.

Enter the text you want to appear on the button, enter the message text, and select whether the button will be Yellow or Green by selecting the "Send Immediate box".

Can I add a special "Emergency" button?

Yes. Click on "Settings" and select "Change Settings".

Select the "Send Quick POPs" tab.

Include the word "Emergency" in the button Text. This button will appear **Red**. When clicking on the Red button, the message will be sent to all users.

Can I copy my buttons to or from another user's computer?

Yes. Click on "Settings" and select "Change Settings".

Select the "Admin" tab. Click on the "Transfer" button to start the Transfer Utility.

This Utility can be used to copy one users settings, button and group configurations to one or more users at once.


You can also copy the "*buttons.txt*" file located in the POPme IM directory (default *C:\Program Files\POPmeIM*) to the other user's computer. Be sure that POPme is not running on the recipient's computer at the time.


When I minimize POPme, where does it go?


An icon with a green man will appear in your System Tray (near the clock on your Taskbar).

Simply click on the icon to make POPme reappear.

What do the different Tray icons mean?

 This is the main Tray icon.

 This icon indicates active pop-ups showing.

 This icon indicates Auto Response enabled.

How do I disable the POP up sound?

Click on "Settings" and select "Change Settings".

Select the "General" tab.

Uncheck the "Play Sound when Message Arrives" box.

How do I use the Auto Respond feature?

First you must enable Auto Respond:

Click on "Settings" and select "Change Settings".

Select the "Auto Respond" tab.

Check the "Enable Auto Respond" box. You can change the Auto Respond messages by entering your own custom messages in the spaces provided. Click "Save".

To use Auto respond, click on the Blue A and select the message.

Can I make the font in the list of users smaller?

Yes. Click on "Settings" and select "Change Settings". Select the "General" tab.

Check the box "Small Font in User List".

Why don't I see all the users in my office in the user list?

POPme IM will only show users that have POPme open (running) on their computer. To refresh the user list, click on "Settings" and select "Find other Users".

Can I create Groups or Buddy lists?

Yes. Click on "Settings" and select "Configure Groups". You can create new, edit or delete groups of users.

Can I retrieve old messages that have been sent or received?

Yes. Click on "Settings" and select "View Logs". You can view the current log or search old logs.

Do I have to configure my Firewall?

When you first run POPme, Windows should ask you to unblock the port that POPme uses for communication.

If you encounter computer communication problems, you can change the ports that POPme uses.

If you have another Personal Firewall installed on your computer (e.g. Norton Internet Security etc.) you will have to manually configure the Firewall to allow POPme to access the network.

If you are not sure if the firewall is blocking access, try disabling all firewalls temporarily to determine if they are blocking POPme.

POPme Instant Messaging uses UDP ports 4111 and 4112 by default.

What do I do if I've changed my computer's name or Windows user name?

Click on "Settings" and select "Change Settings".

Select the "Admin" tab.

Click on the button marked "Auto Clean" and then "Save".

To refresh the user list, click on "Settings" and select "Find other Users".

You will have to do this on all computers running POPme.

I don't receive any messages sent to me, but other users receive messages I send to them?

You need to rebuild the list of usernames:

Click on "Settings" and select "Change Settings".

Select the "Admin" tab.

Click on the button marked "Auto Clean" and then "Save".

To refresh the user list, click on "Settings" and select "Find other Users".

You will have to do this on all computers running POPme.

What are the minimum system requirements to install and run POPme IM?

- Microsoft Windows 98, ME, 2000, XP, *Vista*
- Intel Pentium II Processor and above.
- 128MB (Recommended).
- 4 MB of available hard drive space.
- Display Resolution at least 800x600
- TCP/IP-based local network

Will POPme IM work with Windows Vista?

Yes. POPme has been tested and installed on all versions of Windows Vista.

Make sure you have the latest version of POPme.

Can I request help or support, how do I contact Tek911 Software?

Yes. <http://www.popmeim.com/support.shtml>

Is the Trial version the same as the Full version?

Yes. The only difference is that the Trial version will stop working after 15 days. Both versions have no limits on the number of users, and are fully functional.

Are there any Admin Tools e.g. A system wide message logger?

Yes. Included with the Full version is a Logger program that can be run on a separate computer that will keep logs of all POPme IM messages.

What is POPme Chat?

POPme Chat is a separate program that you can choose to install when installing POPme IM. It is a chatroom in which you can hold online conversations between yourself and any other people you select. It is great for conference calls or discussions. It is not meant to be an alert system (like POPme IM) but rather a compliment to POPme IM.

Explanation of all General Settings

Play Sound when Message Arrives

Plays a short audio alert when you receive new pop up messages.

When Msg is Sent to All users, Respond to All users.

When a pop up message addressed to all users arrives, reply to either the sender or all users.

When sending to All users, include me.

Normally you will not receive messages sent to yourself. If you sent a message to all users, you will receive the message.

Show my name in user list.

Shows your name in the list of users.

Start with Windows.

POPme IM will automatically start when Windows boots up.

Minimize on Startup.

When POPme IM starts up, Don't show the main screen, just minimize to the taskbar.

Small Font in User List.

User a smaller font in the list of users, helpful if you have a large number of users.

Show Pop Ups in front of all other Windows.

When pop up messages arrive, make them appear in front of all open Windows on the computer screen. (When changing this option, POPme IM will need to be restarted).

My Name

Your name as you want it to appear in the list of users.

IM Listening Port

The UDP port that POPme IM uses to listen for Messages. (Default is 4111)

IM Sending Port

The UDP port that POPme IM uses to send Messages. (Default is 4112)

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