

1.0 Overview

Spark is the official, supported Instant Messenger (IM) Client for the CSUEB campus.

2.0 Process Overview

Spark is already installed on most campus computers. If you do not have it installed, please visit the Service Desk website <http://www.csueastbay.edu/servicedesk> and open a ticket. Once Spark is installed you can use this guide to configure it and add contacts.

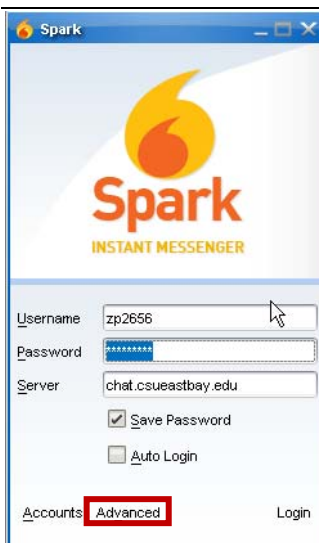
3.0 User Guide

These configuration and usage instructions pertain to the Windows operating system (OS) as a reference for menus and screen shots. If you are using a different OS, the look and placement of menu options may be slightly different. Contact the [Service Desk](#) if you need assistance.

3.1 Configuring the Client

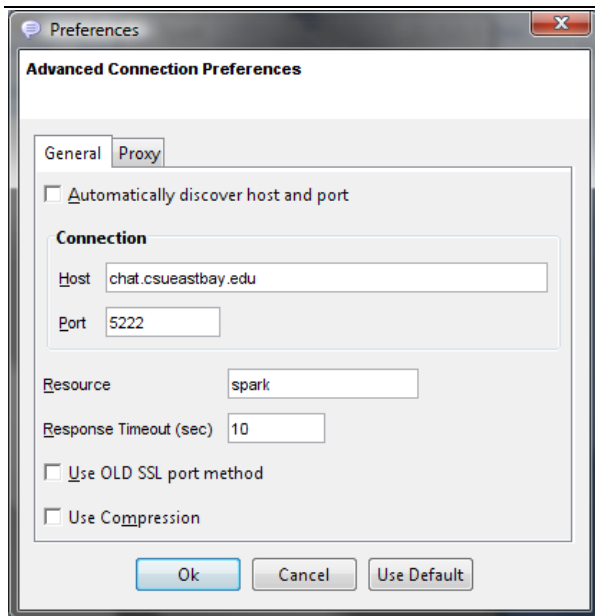
1. Open Spark by navigating to it via the Start menu
 - Start > All Programs > Spark
2. Enter the following at the Log-in window:
 - Username > NetID
 - Password > NetID Password
 - Server > chat.csueastbay.edu
 - Indicate whether you want to Save Password.
 - Indicate whether you want to Auto Login.
3. Click **Advanced** at the bottom of the window.

Spark Login Screen > Advanced Button



4. The Preferences Window appears. On the General Tab do the following:
 - Uncheck “Automatically discover host and port”
 - Enter Host > chat.csueastbay.edu
 - Enter Port > 5222
 - Click OK

Log into Spark > Spark Menu > Preferences



5. Click Login.

3.2 Customize Spark – General Chat Settings

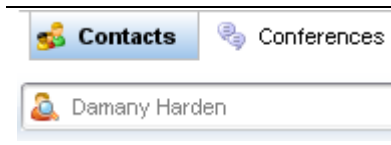
1. Log in to Spark
2. On the Menu Bar go to Spark.
3. Click on Preferences.
4. Click on the Chat option.
 - The password is tied to your NetID, do not change this.
 - As a default, the history of your conversations with the contact will appear. Check “Disable Chat History” so that you get a clear window at the beginning of each Chat.
5. Click on the Login option.
 - For security reasons, make sure the boxes for “Save Password” and “Auto Login” are unchecked.

3.3 Adding Contacts

The person you want to add as a Contact must be a Spark user. If your potential contact does not have Spark installed, Spark does not send a message to your potential contact telling them of your request or how to download the Spark Client.

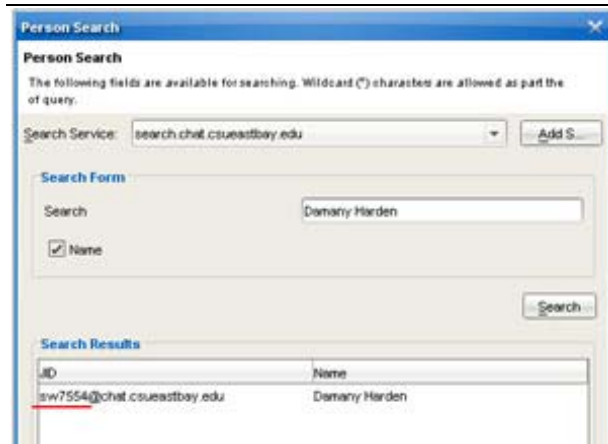
1. Confirm that the contact you want to add is also a Spark user.
2. Log into Spark
3. At the bottom of the window, make sure the Contact tab is active.

Log into Spark > Contacts tab

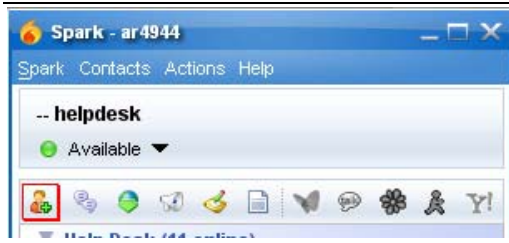


4. Enter the first and last name of your contact and Enter.
5. The Person Search window appears with the search result.

Log into Spark > Contacts tab > Person search

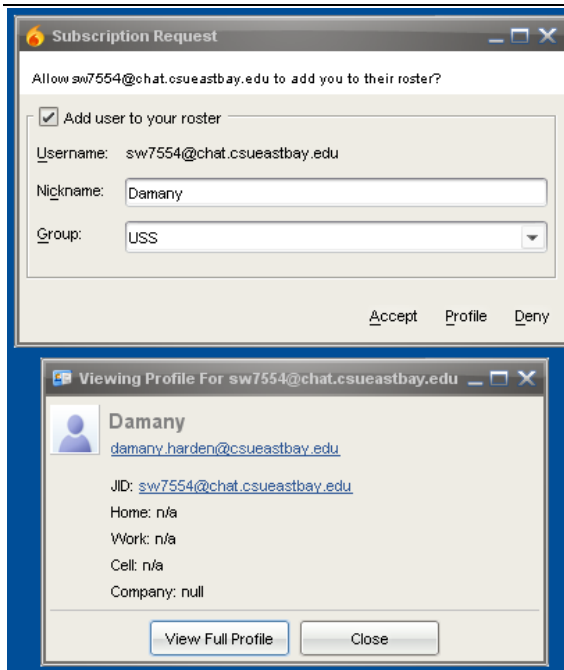


6. Note the NetID from the left side of the email address. (You do not have to close this window before the next step)
7. Click on the Add Contact button to add the contact to your Friends list.
 - Username > NetID
 - Nickname > Person's Name
 - Group > File the Contact in one of the existing Groups or create a new one by clicking on the "New" button.
 - Click "Add"

Log into Spark > Add Contact button

8. When your Contact accepts your request, you will receive a Subscription Request.

- The Username will appear with the NetID.
- Enter the Person's name under the Nickname field. If you do not recognize the NetID, click "Profile" to confirm the name of the contact.
- Change the Group if necessary.

Spark Subscription Request > Profile Button

9. Click Accept.

3.4 Accepting a Request

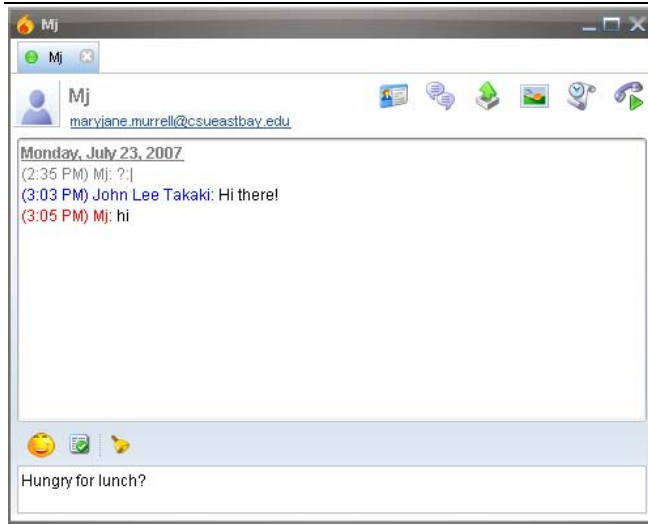
When someone wants to add you as a Contact, you will receive a Subscription Request. It the same Subscription Request window you receive when a Contact accepts you as their contact.

1. The Username will appear with the NetID
2. Enter the Person's name under the Nickname field. If you do not recognize the NetID, click "Profile" to confirm the name of the contact.
3. Change the Group if necessary.

3.5 Chatting or Sending an Instant Message [IM]

1. Double click on the name of the person you wish to initiate the chat with.

Spark Instant Message Window



2. Type in your text in the bottom box and hit Enter to send.
3. The text of the conversation will appear in the larger box above. It may have old conversations listed in grey. Current conversations should be in color: shown here in blue and red. As a default, the history of your conversations with the contact will appear. You can "Disable Chat History" by going to the Menu Bar: Spark > Preferences

3.6 Conference Chat

This features allows you to have a "Conference Chat" so that multiple contacts can talk to each other. You must have all of your invitees as a Contact, though your invitees do not have to have each other as contacts.

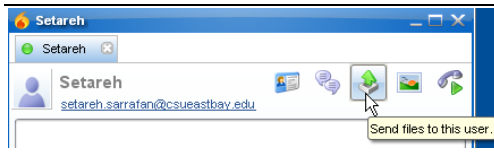
1. On the Menu Bar click on Actions, then Start a conference
2. In the Conference Room Window:
 - Room: Rename your Room if you wish.
 - Message: Change the message if you wish.
 - Add JID
 1. Click Roster
 2. Select the Contacts you want in the Conference by Ctl-Clicking on the names.
 3. Click OK.
 4. The Contacts will appear with their JID/NetID as Invited Users. Right-click on any contact you want to remove.
3. Click Invite.

3.7 Send and Receive Files

Sending files through Spark is a great way to avoid sending files through e-mail and filling up the mailbox.

1. Open a chat window for the person you want to send the file to.

Log into Spark > Begin Chat > Send files to user Button



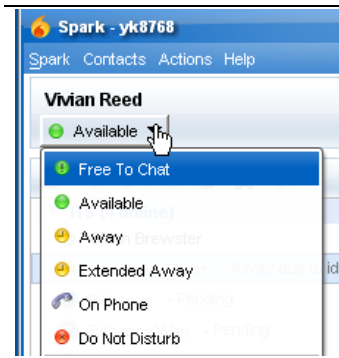
2. Click the Send files to this user button.
3. Browse for and select the file you want to send.
4. Click Send.
5. On the other end, Spark will ask the person receiving the file if they want to accept it. After they accept it, Spark will provide a way to open the file or open the folder that contains it.

3.8 Status Settings

You can set your Status to indicate whether you are available or not.

1. Click on the Status drop down arrow under your name.
2. Click on the Status you want shown to your contacts.

Log into Spark > Status Dropdown under your Name.



3.9 Adding an Avatar

You can add a personal photo which appears with your name to other users.

1. Click on the Spark menu and select “Edit My Profile”
2. Click on the “Avatar” tab, then click on the “Browse” button and locate an image file from your computer.
3. Click the “Save” button to accept.

3.10 Locating Saved Chat Transcripts

You can access your past chat transcripts via the location below in your computer. In the place of “NetID” enter in your own NetID.

C:\Documents and Settings\NetID\Spark\user\NetID@chat.csueastbay.edu

3.11 Log Out

Logging out logs you out of Spark but keeps the application running. Upon logging out, the Log in window remains open. You can not receive Spark messages during this time.

1. On the Menu Bar: Spark > Log Out
OR
2. On the Menu Bar click on the Spark menu then the “Log Out with Reason” option. This option will open a Status Message window where you can enter a reason for your logout.

3.12 Exit Spark

Exiting Spark closes the Spark application.

4.0 Support

- Additional CSU East Bay documentation can be found at: www.csueastbay.edu/training
- Send questions to the Service Desk via a ticket at: www.csueastbay.edu/servicedesk