

# **Pronto**

Version 1.1

## **User Guide**

<b>Pronto v1.1 User Guide</b>	<b>1</b>
<b>Pronto Overview</b>	<b>1</b>
What's Pronto?	1
System Requirements	1
Registration and Installation	1
<b>Using Pronto</b>	<b>4</b>
Logging In	4
About the Interface	4
Sending Instant Messages	6
Using Voice Chat	7
Using Group Chat	8
Managing Contacts	10
Saving Instant Messages	13
Changing your Status	14

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# Pronto Overview

## What's Pronto?

Pronto is an instant messaging and voice chat tool that allows students and instructors to spontaneously meet live online at any time to discuss their coursework. Pronto currently works with Blackboard Learning Systems (Enterprise 6.3, 7.0 and 7.1, CE 6.0 and 6.1 [formerly WebCT CE], Vista 4.0 and 4.1 [formerly WebCT Vista]) to automatically populate students' contact lists with their classmates' names, thereby making it easy for students to spontaneously collaborate. With Pronto, you can simply log onto your computer and instantly see who's online from your classes, clubs and study groups – without even logging into your Course Management System.

If you have used an instant messaging application before, many features may be familiar to you. However, there are some features unique to Pronto that serve your educational needs.

Unlike other systems where you manually invite buddies to join your list, Pronto automatically brings your classmates to your computer! The *classmates* tab is pre-populated with your selected courses, along with your classmates in the course who have registered with Pronto.

However, like other instant messengers, you also have the ability to organize your contacts into personalized groups. The *contacts* tab is your area for re-organizing these classmates into groups meaningful to you. It's also a way to keep in touch with other Pronto users when your course ends.

## System Requirements

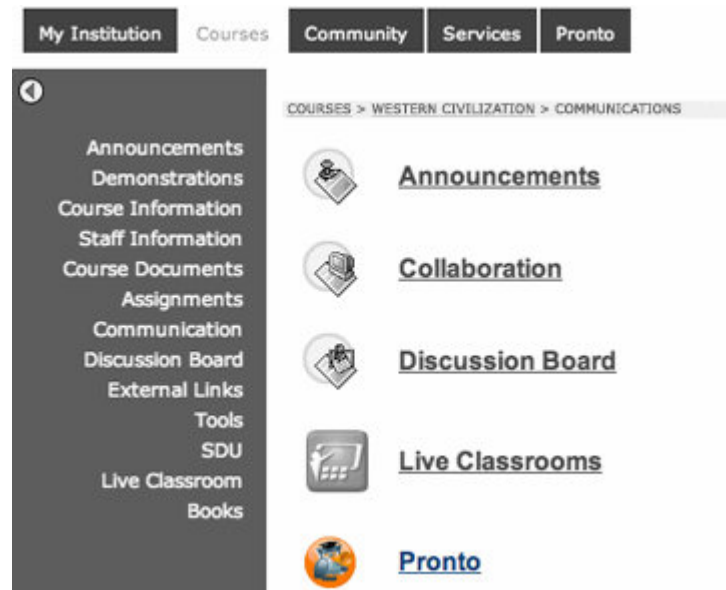
In order to use Pronto, your computer must meet the following minimum system requirements.

- Windows 2000+, Mac OS 10.3.9+
- 128 MB RAM (256 MB recommended)
- Internet access at 56k or above
- Sound card
- Speakers and microphone for voice chat. (Headset with integrated microphone recommended.)

## Registration and Installation

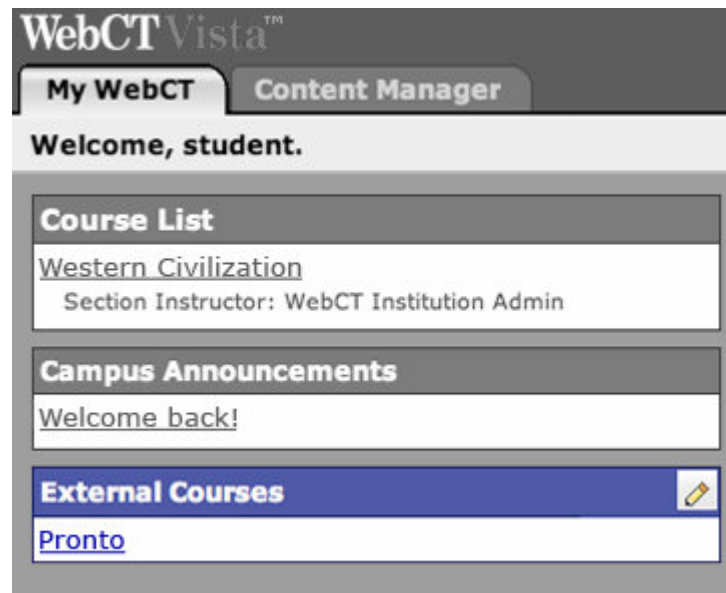
1. Once your institution has enabled you to use Pronto, register your account.
  - a. Select *Pronto* within your Course Management System:
    - **Within Blackboard Learning Systems Enterprise:**

From the *Communications* or *Tools* areas within Blackboard (or the *My Institution* page if your institution has a portal)



- Within Blackboard Learning Systems (WebCT) CE 6 or Vista 4:

From the *External Courses* section or within *Course Page* in CE 6 or Vista 4



- b. Click *Create a new Pronto account* to register.
2. Enter a sign-in name and password, along with your email address and a security question to help you retrieve lost account information. Click the *Create account* button.  
**Note:** You will be identified by your full name in Pronto (as registered in Blackboard) instead of your sign-in name.
3. An email will be sent to the address you registered. Click the link in this email to activate your account.

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4. From the activation page, click the *Log in to your Pronto settings page* link, and log in to view your account settings.
  5. Click the *Download Pronto!* button to select the installation file for your operating system (Mac or Windows).

**Note:** *You can return to the settings page to view or edit your current settings.*

**Note:** *If you exclude a course from your list of Active Courses and Organizations, your classmates will not see your name within their course list, and you will not see the course in your classmates tab.*

**Note to Instructors**

*You may enable or disable Pronto for an entire course from this Account Info page.*

6. Once Pronto has downloaded completely, follow the instructions to install it onto your computer.

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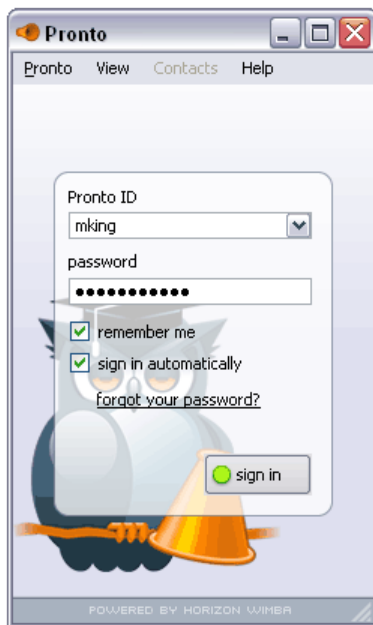
# Using Pronto

## Logging In

Once Pronto is installed on your computer, type in your Pronto ID and Password to login.

**Note:** If you are using Pronto on a shared computer, ensure that *Remember me* and *Sign in automatically* are deselected.

**Note:** If you have forgotten your password or would like to change it, click the *Forgot your password?* link in the sign-in screen.

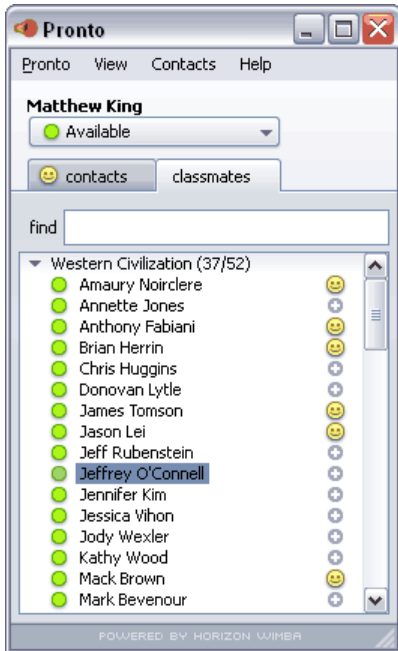


## About the Interface

There are 2 main tabs within Pronto: *classmates* and *contacts*.

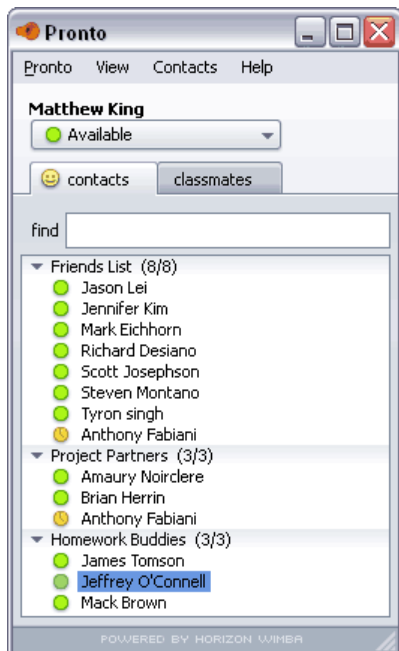
### The Classmates Tab

*Classmates* is pre-populated with your selected courses, along with your classmates in the course who have registered with Pronto. There is no way to manually add/remove courses or users to this tab. They will be automatically added and removed, based on enrollment status.



### The Contacts Tab

*Contacts* is your area for re-organizing these classmates into new, personalized groups. This tab is empty the first time you use Pronto. From here, you can create new groups and add your classmates to these groups. For instance, you could create a group called "Homework Buddies" to include your classmates who've agreed to be available to answer questions about upcoming assignments.



Unlike courses and users in the *classmates* tab, the groups and users in your *contacts* tab don't automatically update. Therefore, if you'd like to keep in touch with users after the semester ends, you can add them to your contacts tab and keep them indefinitely.

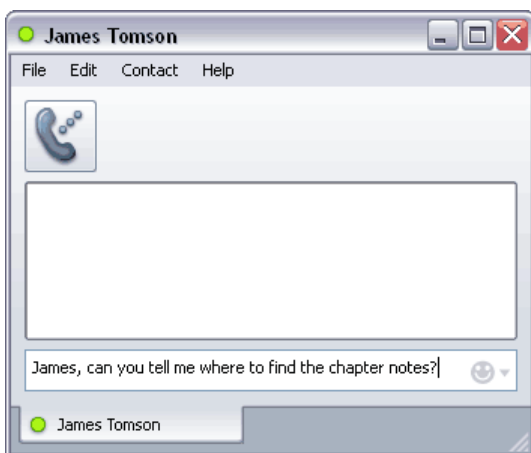
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See the [Managing Contacts](#) section for more information.

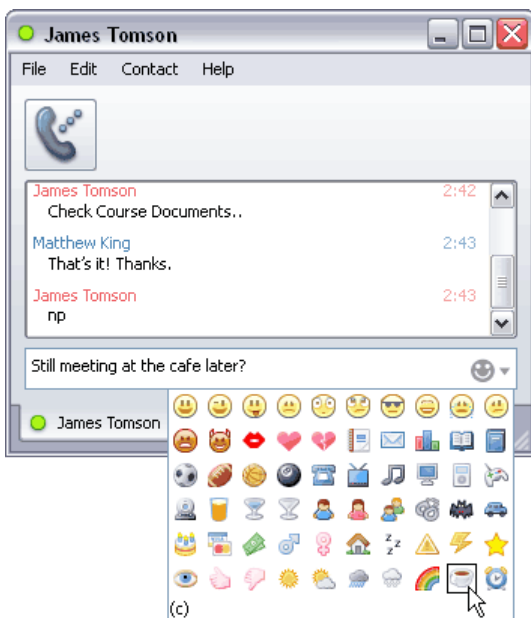
## Sending Instant Messages

Sending Instant Messages To send an instant message (IM) to a user:

1. Double-click his or her name.
2. Type your message in the chat box.
3. Press the *Enter* key on your keyboard.



**Tip:** To add graphics to your message, click the smiley icon at the lower right of the chat box and choose a graphic to insert.



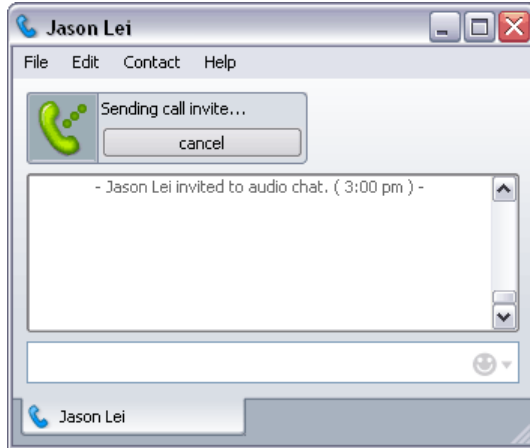
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## Using Voice Chat

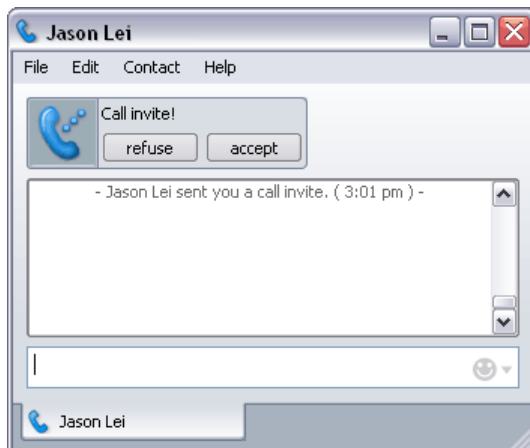
To “call” a user for voice chat:

1. Double-click his or her name.
2. Click the *Phone* icon in the chat box.

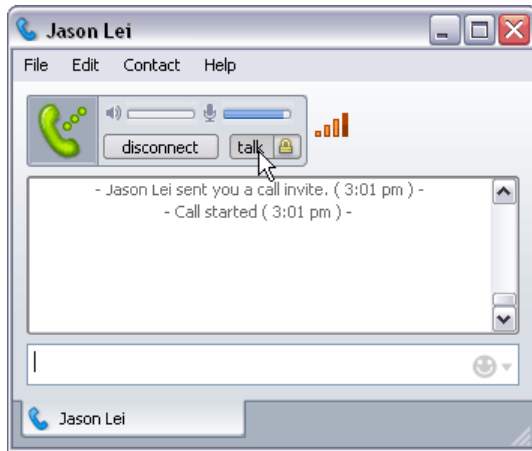
You will see a confirmation message in the chat box and hear a ring tone, indicating that you are inviting the user for voice chat.



The user will also see a message in the chat box and hear a ring tone, with the option to accept or decline your call.



3. Once the user accepts your call, you will receive a confirmation message. Click and hold down the *Talk* button while you speak to transmit your voice.



**Note:** The status meter reflects the health of your Internet connection. A stronger Internet connection will produce better quality audio.

4. When you are finished with your conversation, click *Disconnect* to hang up.

## Using Group Chat

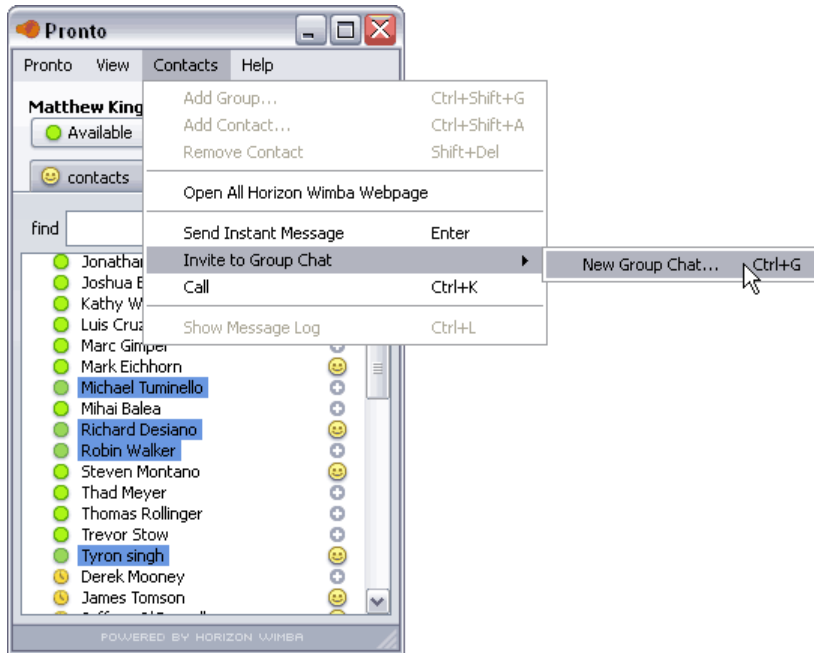
You can communicate to several people at once with IM (like a chat room) and voice chat (like a conference call), using Pronto group chat.

### To start a group chat session

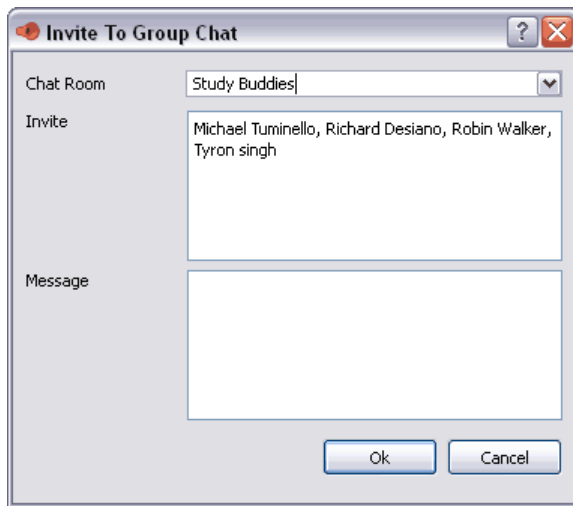
1. Invite users. Select their names from the user list.

**Tip:** You can select multiple users at the same time. Windows users: hold down the Ctrl key. Mac users: hold down the Command key.

2. With the names highlighted, select *Contacts > Invite to Group Chat > New Group Chat*



2. Create a name for your Group

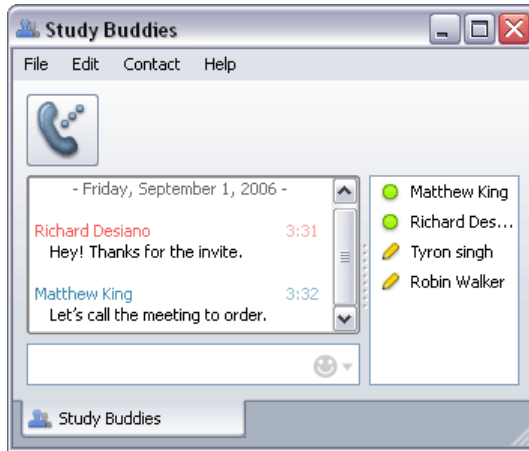


**Note:** You may send a text message with your invitation.

A new chat box will appear for your group.

Your invitees will see an invitation message on their computers. Once a user accepts your invitation, he/she will automatically join your Group Chat.

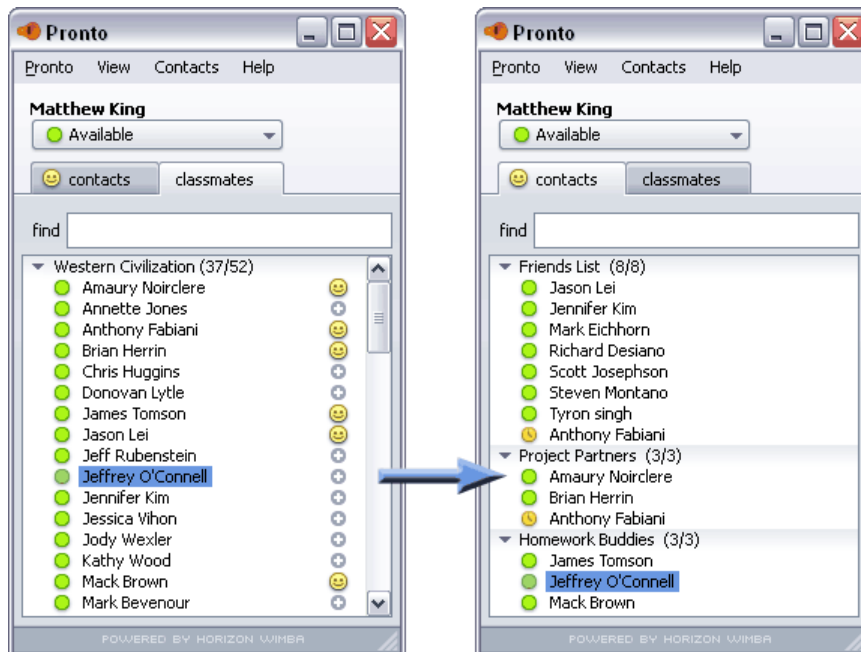
4. Once users have joined your Group Chat, type your message or click the *Phone* icon and hold down the *Talk* button to communicate with the entire group.



## Managing Contacts

The *contacts* tab allows you to re-organize your classmates into new, personalized groups and keep these special contacts within your Pronto list indefinitely.

While the users in the *classmates* tab are automatically added and removed based on course enrollment, the users in your *contacts* tab will remain until you remove them.



### To add users to your contacts tab

1. Go to the *Classmates* tab
2. Click the (+) icon next to the users you'd like to include in your group.

The (+) will change to a smiley-face, denoting they have been added to your *contacts* tab.

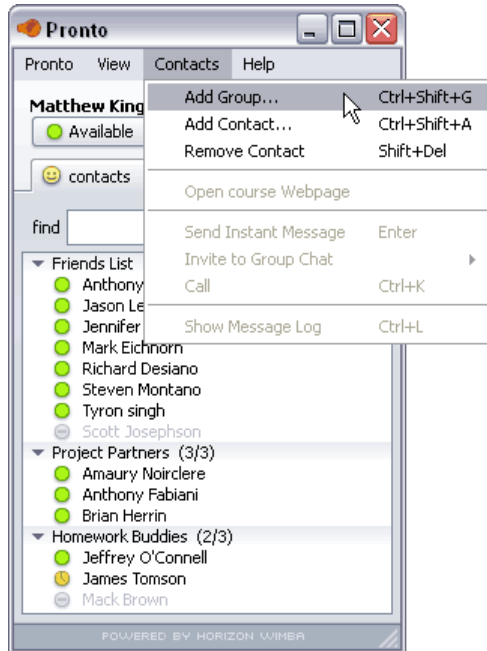
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**Tip:** You can add everyone in a course to your contacts tab by right-clicking the course name and choosing *Add this course to contacts*.

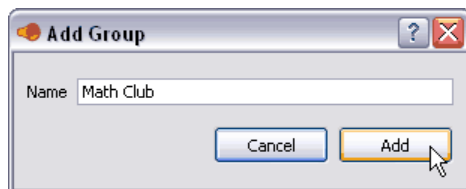
You may now choose to organize these contacts into groups.

### To create a new group of contacts

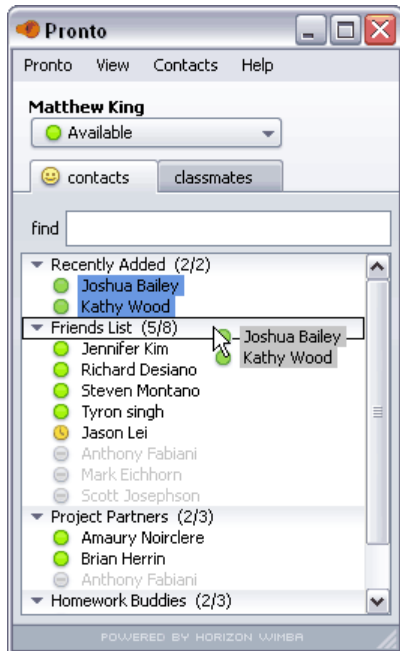
1. Click *Contacts* from the file menu and select *Add Group*.



2. Type a name for your group and click *OK*.

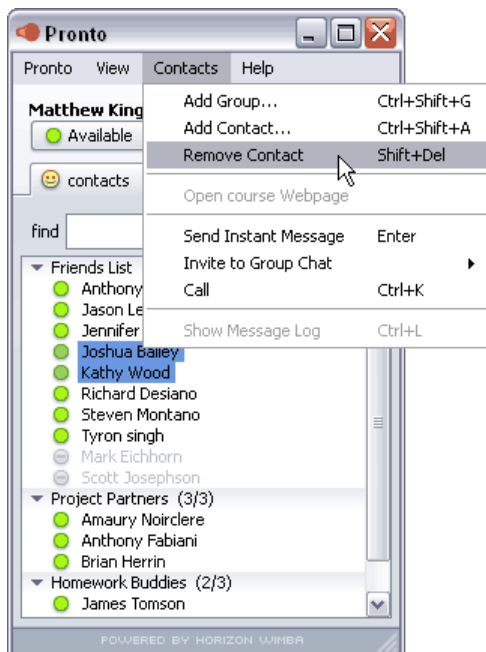


3. Click the *contacts* tab and find your users under the *Recently Added* section
4. Select their names (use *Ctrl-click* or *Command-click* to select multiple names) and drag them to the name of your new group. They are now part of your new, personalized group. The *Recently Added* group is a "smart" group, and will automatically disappear when it is empty.

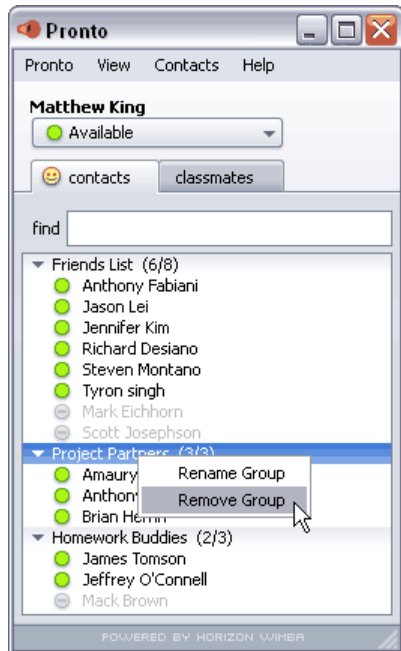


**Tip:** Unlike most instant messengers, you can have multiple copies of the same contact in different groups. (For example, perhaps I have a “From my Dorm” group, and I want to put some of the same people in my “Chemistry Help” group.) Simply hold down the alt key (Windows) or option key (Mac) while dragging contacts to copy them rather than move them.

**Note:** To remove a contact from your group, click his/her name within the group and select **Contacts > Remove <contact name>** from the File menu.



**Note:** To remove or rename an entire group, right-click (for Windows) or Ctrl-click (for Mac) on the group name and select your choice. To remove, you can also choose **Remove <group name>** from the **Contacts** menu.



### To add contacts who are not in your classmates tab

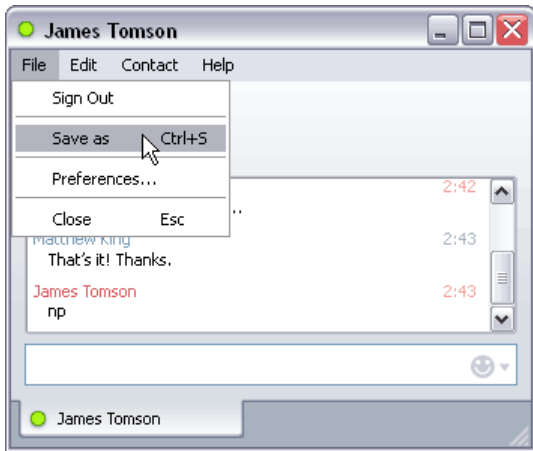
1. With the *contacts* tab in front, select *Add Contact* from the *Contacts* menu
2. In the *Add Contact* dialog, type in the Pronto ID of the person you wish to add, and select the group to which you wish to add them
3. Click *Ok*

**Note:** There is not currently a way to find out another user's Pronto ID using Pronto. You'll have to ask them directly. Future versions of Pronto will make this information more accessible.

## Saving Instant Messages

You can save a transcript of instant messages on your computer, and Pronto by default will save all of the messages that you send and receive. If you would like to turn this off, deselect the *Save chat logs* item in the *General preferences*.

To save a particular instant messages session that is still on your screen in the chat box, select *File*  *Save As*. Save the .html file onto your computer.

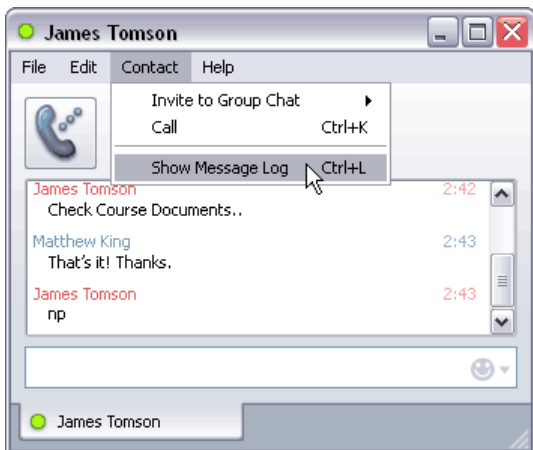


To view all your instant messages with a particular person, select *Contacts*  *Show Message Log* while that person is either selected in the *contacts* or *classmates* tab or while you are chatting with that person.

These message logs of your chats are stored in the following location on your machine:

Mac OS X: ~/Library/Application Support/HorizonWimba/Pronto/

Windows: C:\Documents and Settings\\Application Data\HorizonWimba\Pronto\



**Note:** Windows users can access *File* and *Contacts* from within the chat box window menu. Macintosh users can access them from the main application menu of Pronto.

## Changing your Status

When you're logged into Pronto, your status of availability may be 1 of the following 4 choices:

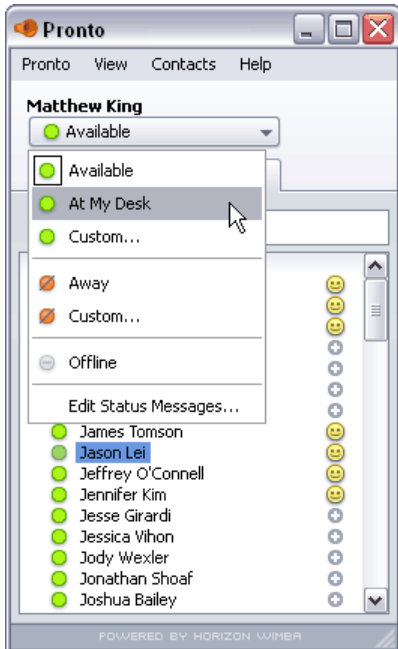
- *Available*
- *Away*

- *Idle*
- *Invisible*

By default, your status is *Available* when you log into Pronto, and it automatically changes to *Idle* after minutes of being away from your computer. You can turn this off, or specify the amount of time until idle in the *Status* pane of the *Preferences*.

*Invisible* is a special status that shows you as offline to everyone else, allowing you to talk to people you want to without letting others know you are online.

You can manually change your status by selecting it from the *Status* bar.



You also have the ability to customize your status (for example, *On the Phone* or *Looking to Chat*). To do this:

1. Click the *Status* bar and select *Custom*.



2. Enter your new status message. The title is automatically changed to match the first few words of your message. You can enter a separate *Title* if you wish.
3. Select additional options
  - Select *Save for future use* if you want this status to remain in your status menu after you are finished using it.
  - Select *Auto-reply* if you want the status message to be sent automatically to anyone who sends you an instant message.
4. Click *OK*