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Overview

Timbuktu Pro allows you to connect your PC to other Windows and Macintosh computers on your network.

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Timbuktu Pro System Requirements

To run Timbuktu Pro for Windows, your PC must meet the following hardware and software requirements:

Minimum hardware requirements:

For Windows 95

- 486 CPU or better
- 8MB of RAM; we recommend 12MB
- 15MB free disk space
- Network adapter hardware configured to work with your networking software

For Windows NT 4.0

- 486 CPU or better
- 16MB of RAM
- 15MB free disk space

Intercom System requirements:

- At least a 486 DX2 66MHz processor; a Pentium is preferred
- An operating system supported sound card
- Speaker(s)
- A microphone

Minimum software requirements:

- Microsoft Windows 95, or Windows NT 4.0
Note: Timbuktu Pro 32 does not support Windows 3.11, Windows for Workgroups and Windows 3.51.
- TCP/IP Microsoft networking software that is installed and running.

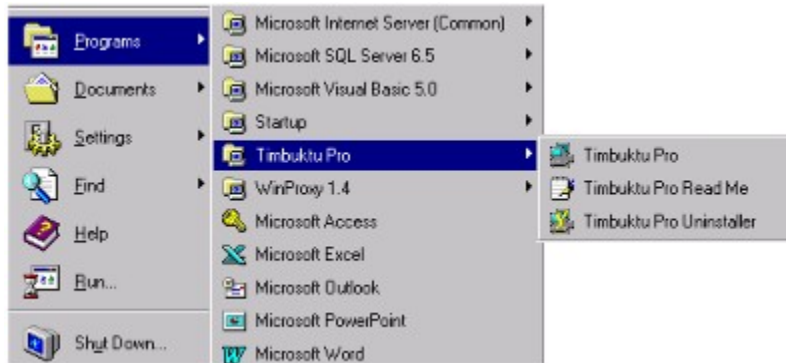
Compatibility

- Timbuktu Pro 1.5 or higher for Windows
- Timbuktu for Macintosh Version 4.0.2 or higher

Start Timbuktu Pro

Start Timbuktu Pro by clicking the *Start* menu>*Programs*>*Timbuktu Pro*>*Timbuktu Pro*.

To keep your computer available for access by remote users, Timbuktu Pro must not be shut down; however, you can minimize it to a tray icon to keep your desktop uncluttered. You can re-start Timbuktu Pro by double-clicking the icon in the system tray on the task bar.



[The Timbuktu Pro Window](#)

[Exit Timbuktu Pro without shutting it down](#)

[Shut down Timbuktu Pro](#)

The Timbuktu Pro Window

Starting Timbuktu Pro displays the following window. The Timbuktu Pro window contains all the menus and buttons you'll use to configure your Timbuktu Pro and connect to remote computers.



The main window has three tabs: *Address Books*, *Recent Connections* and *TCP/IP*. At the bottom of the window there is a status bar. Related status messages or tooltips are displayed in the status bar. Your IP address is displayed at the lower right of the status bar.

[Timbuktu Pro Service Toolbar](#)
[Connection tabs](#)

Exit Timbuktu Pro without shutting it down

When you exit the application without shutting it down, Timbuktu Pro continues to run in the background. This gives remote users the ability to connect to your PC even though you aren't making any outgoing connections. Timbuktu Pro reminds you that it is running in the background by placing its icon in the system tray on the task bar.

To exit without shutting down Timbuktu Pro:

- 1 Choose *Exit* from the File menu. Exiting Timbuktu Pro closes the Timbuktu Pro window.
- 2 Double-click on the Timbuktu Pro task bar icon to restore the window.



Shut down Timbuktu Pro

If you want to bring an end to all Timbuktu Pro activities and not have Timbuktu Pro running in the background, you must shut down the application. When you shut down the application, users can no longer connect to your Timbuktu Pro computer.

To shut down Timbuktu Pro:

Choose *Exit and Shut Down Timbuktu Pro* from the File menu. If any connections are active then they will be shut down.

When Timbuktu Pro is minimized:

Click the right mouse button on Timbuktu Pro icon in the system tray on the task bar.

Choose *Exit and Shut Down Timbuktu Pro* from the menu. If any connections are active then they will be shut down.

Note: Timbuktu Pro saves the settings before shutdown. For example, if you shut down when Timbuktu Pro is minimized, then the next time you launch Timbuktu Pro it will be minimized. If you shut down Timbuktu Pro when the main window is open, the next time you launch it the main Timbuktu Pro window will be open.

Timbuktu Pro Service Toolbar

The Timbuktu Pro Service Toolbar has a button for each service. The icons on the toolbar have 4 different states: unavailable, available, mouse over, and mouse down. These states are described below:

Unavailable State:

The unavailable state looks like this:



Unavailable State Toolbar

An icon is in this state when:

- No machine is selected in the *Address Books* tab or *Recent Connections* tab
- No IP address is entered in the address field of the TCP/IP tab .
- Hardware is missing.
For example: Intercom is unavailable because there is no sound card, or if your sound card is misconfigured.
- A session is already in progress.
For example: You cannot start a new Exchange session if an earlier Exchange session is still open.

The unavailable state also affects the *Services* menu. You cannot access the unavailable services from the *Services* menu.

Available State:

The available state looks like this:



Available State Toolbar

The icon is in this state when:

- A machine is selected in the *Address Books* tab or *Recent Connections* tab
- An IP address is entered in the address field of the TCP/IP tab .

Mouse Over State:

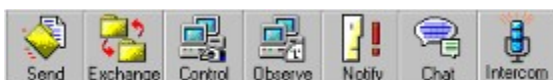
The mouse over state looks like this:



Mouse Over Exchange Icon

When you move the mouse over the icon it changes color and a square button highlights around the icon giving it a raised look. The *Exchange* icon is highlighted in the Services Toolbar shown above. All the other icons, except Intercom, are in the available state.

Here is what all the icons look like when colorized:



Colorized Toolbar

Mouse Down State:

The mouse down state looks like this:



Mouse Down on an Icon Toolbar

This is shown when the left mouse button is pressed. Notice the square button looks like it's being pressed into.



Connecting to other computers

You can connect to another computer as either a registered user or as a guest user using the Send, Exchange, Control or Observe, Chat, Intercom or Notify service. If you connect as a registered user, you are required to log on with your name and a password.

You can connect to any other computer that is running Timbuku Pro for Windows, or Timbuku Pro for Macintosh over a TCP/IP network.

To connect to a remote computer with TCP/IP:

- 1 In the *TCP/IP* connection tab, type the TCP/IP address of the computer you want to connect to.
- 2 From the *Services* menu, choose a service you want to use or click an icon on the Services toolbar.
- 3 After you have chosen a service, three things can occur:
 - a. Your session begins immediately.
 - b. Login window is displayed.
[Logging on](#)
 - c. No connection is made.
[When you can't log in](#)
- 4 Timbuku Pro displays a session window. The title bar of this window displays the name of the remote computer you are connecting to.

When you can't log in

Your attempt to contact a Timbuktu Pro computer may have failed for one of the following reasons:

- You may have typed the wrong IP address or Internet Name.
- The computer you were trying to reach has been shut down.
- Timbuktu Pro may not be running on the other computer.
- The computer you are trying to reach may be temporarily busy rendering a complex image, displaying a movie, or performing a spreadsheet calculation. Wait a while and try again.
- There may be trouble with the network, the telephone, or a computer connection. A phone line may be noisy, a network router may be down, a connector may be unplugged, or a cable may be damaged.
- Timbuktu Pro may not be installed on the other computer.
- The Timbuktu Pro computer may be located behind an Internet firewall. This can be confusing because Timbuktu Pro can prompt you for a login, but you won't be allowed to connect to the remote computer. You'll need to ask for help from your network manager or Internet service provider.
- Another user is already connected to the remote computer you are trying to connect to.
- Your TCP/IP network is not configured correctly.

What connecting means

While Timbuktu Pro is running, you are able to connect to other computers, and, if you have granted the appropriate privileges, others may be able to connect to you.

[Connecting to other computers](#)

Your PC can be connected to other Timbuktu Pro users over TCP/IP. Connection tabs allow you to connect over TCP/IP only if the appropriate network protocol has already been installed in your PC. For example, if the TCP/IP tab does not appear in the main Timbuktu Pro window, your computer is not currently running its TCP/IP software.

[How secure can I be?](#)

If you want your computer to be available to other Timbuktu Pro users while Windows is running, you can minimize Timbuktu Pro to an icon in the system tray on the task bar and continue working on other Windows applications.

When you exit and shut down Timbuktu Pro, remote users cannot connect to your PC via Timbuktu Pro.

How secure can I be?

Timbuktu Pro provides a comprehensive and flexible set of security options. No remote users can connect to your PC for any purpose without your authorization.

[Security](#)

You have several levels of control over others' access to your PC.

When you configure Timbuktu Pro, you can change your computer name, define a master password for Timbuktu Pro, and set a reserve space and files received directory for receiving files from other users.

[Setting your preferences](#)

When you want another user to connect to your computer, you can create a registered user account and Windows NT account that assigns privileges.

[Adding new registered users](#)

[Changing a registered user account](#)

[Removing registered users](#)

When you choose to allow Timbuktu Pro users to connect to your PC, you can define the types of passwords that your registered users can use for access. Registered users can change their own passwords for your PC, but you can restrict the range of passwords that can be used.

[Setting password restrictions for registered users](#)

When you want to grant attended access to a temporary guest, disconnect a current user, clear previous users from the user log, or view the activity log, you can use the *Connections* menu.

[Admitting a temporary guest](#)

[Disconnecting a remote user](#)

[Clearing previous users](#)

[Checking the activity log](#)

When you want to leave your PC as accessible to your users as it is to you, you can allow unrestricted guest access.

[Allowing unrestricted guest access](#)

When you want to connect to another computer that is running Timbuktu Pro, you may be required to log on to that computer.

[Logging on](#)

Whenever you exit the Timbuktu Pro application, no other users can connect to your PC.

[Shut down Timbuktu Pro](#)

Using the address books

The Address Book is a collection of Timbuktu Pro addresses.

Using Timbuktu Pro's address books can save you time. Once you have added a TCP/IP address to your address book, you don't have to type that user's address each time you connect to that remote user.

Remote user information, like the default service, computer name, address, and the description is stored in the address books.

Multiple address books can be created to group addresses.

[Address Books](#)



What is Send?

Using the Send service is similar to sending an electronic mail message to a remote computer. Timbuktu Pro saves the files you send in a directory on the remote computer. The remote user can send files only to the directory that you have specified. Send does not allow the remote user to see the directories on your PC. You can save, print, and delete the FlashNotes you have received.

Note: Send supports long file names.

[File transfer](#)

[Sending FlashNotes and files](#)

What is Exchange?

With the Exchange service, you can copy files in both directions between your PC and a remote computer. Exchange provides more flexibility than Send in the following ways:

- You can see the names of the files and directories on both computers.
- You can copy files to and from any location on either computer.
- You can create a directory on either computer to receive the transferred files.
- You can remove files from either computer.

Note: Each service supports long file names.

Due to the complete access to the other computer allowed by the Exchange command, Timbuktu Pro users often grant this privilege as one or more subprivileges: Exchange (Write), Exchange (Read), and Exchange(Remove).

Warning: If the Exchange privilege is granted, the remote user will be able to access the files on your hard disk, as well as files on any network drive that you are currently logged into. DO NOT grant Exchange privileges if your computer contains sensitive, or confidential information.

Note: NT users have full Exchange privileges.

[File transfer](#)

[Exchanging files](#)



What is Remote Control?

When you control or observe a computer running Timbuktu Pro, the desktop activity of that computer is displayed in a Control window or Observe window. The window is updated as the other computer's desktop changes.

[Remote control](#)

When you control another computer, you can perform any of the tasks that you could perform locally, including opening applications, creating new files, and so on. This means that a user with the Control privilege can remotely create, modify or delete files without restriction, and can erase data from the another computer's disk. This privilege should be granted with caution.

[Controlling another computer](#)

When you observe another computer, you can see the activity on its screen, but you cannot control any of its actions. This privilege is useful for diagnosing problems on another computer.

[Observing another computer](#)

Warning: If the Exchange privilege is granted, the remote user will be able to access the files on your hard disk, as well as files on any network drive that you are currently logged into. DO NOT grant Exchange privileges if your computer contains sensitive, or confidential information.

What is Notify?

With the Notify service, you can request to be notified when a Timbuktu Pro user has started using his or her computer. This is a useful indicator to find out if the person you want to communicate with is available. You can then call or begin a Chat or Intercom session with the remote user.

[Requesting Notification when a remote user is active](#)



What is Chat?

With the Chat service, Timbuktu Pro users post messages to one another interactively. For example, if you are already in the midst of a file transfer session, a Chat window lets you tell the other user which file is being transferred. You can save and print the chat sessions.

[Chat with a Remote User](#)

What is Intercom?

The Intercom service allows Timbuktu Pro users to speak to each other through their computers.

[Speak to a Remote User](#)

[System Requirements for Intercom Service](#)



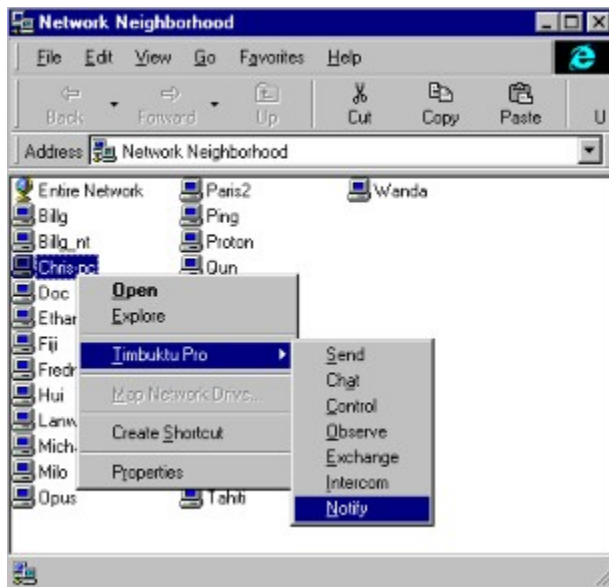
About Timbuktu Pro

The About Timbuktu Pro window displays information about the product like the Timbuktu Pro version and the product code.

Network Neighborhood Extensions

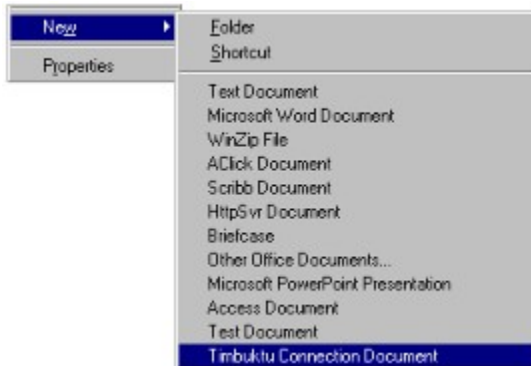
The Network Neighborhood Browser Extension gives you access to Timbuktu Pro on remote computers without opening the Timbuktu Pro main window. Right clicking on a Network Neighborhood computer invokes the Timbuktu Pro sub menu. You can use any Timbuktu Pro Service from this menu.

Timbuktu Pro connections are limited to the TCP/IP protocol. Since the network neighborhood gives you a protocol independent view of the network, you may not be able to connect to a remote computer if it is set up with multiple protocols other than TCP/IP.



Timbuktu Pro Connection Document

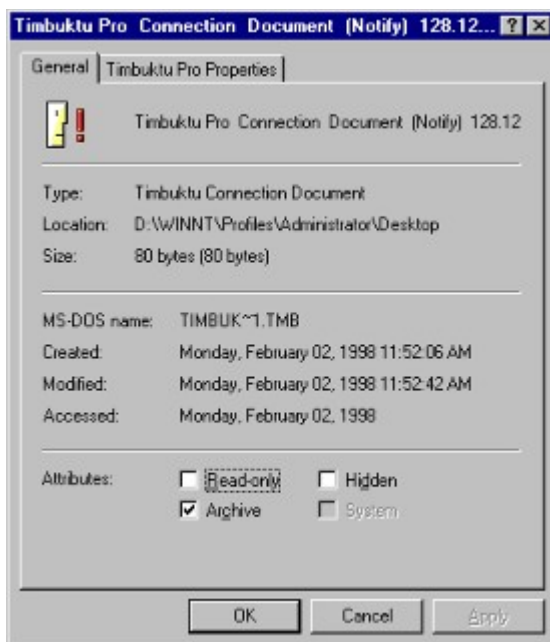
Timbuktu Pro Desktop shortcuts allow you to start a Timbuktu Pro connection to a specific remote user from a desktop icon. Desktop shortcuts are created by right mouse clicking over the desktop and choosing *New->Timbuktu Connection Document*.



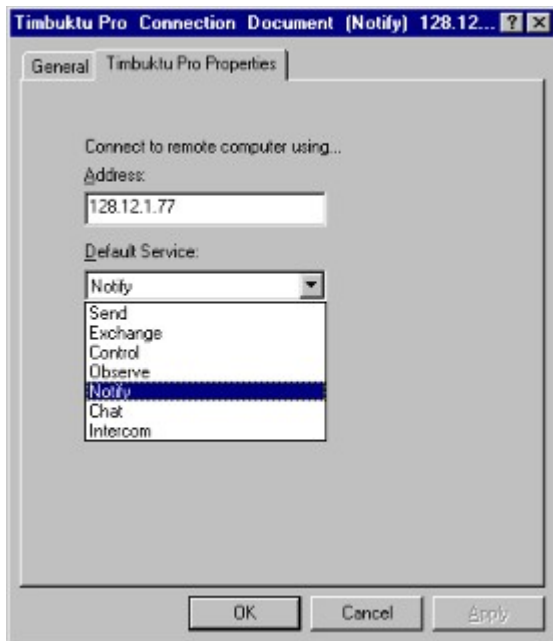
Once created the shortcut can be renamed or have its properties changed by right clicking on it. The shortcut properties dialog has two tabs; *General* and *Timbuktu Pro Properties*.

To change the properties:

- 1 Right click on the *Timbuktu Connection Document*. The New Timbuktu Connection document Properties dialog appears.



- 2 Select the *General* tab to view the Timbuktu Pro Connection document properties such as its name, location and size. The MS-DOS name and the date and time of when the document was created, last modified, and accessed, are also displayed.
- 3 You can specify the attributes of the document as either *Read-only*, *Hidden*, *Archive* or *System*.
- 4 Select the *Timbuktu Pro Properties* tab.



- 5 Modify the remote computer address by typing in the address field.
- 6 Modify the *Default Service* by choosing a service from the drop-down list.

To use a Timbuktu Connection Document:

- 1 Double-click or right-click on the Timbuktu Connection document.
- 2 Select a service from the Timbuktu Pro menu.



File transfer

Timbuktu Pro provides two file transfer services: **Send** and **Exchange**. You can use a service either by clicking its button in the main Timbuktu Pro window or by choosing its command from the Services menu. Notice that the Send and the Exchange service is enabled only if an address is selected in a connection tab.

Sending FlashNotes, files, and folders:



Choose *Send* to send a FlashNote, files, and folders to another user.

[Send FlashNotes and files and folders to other users](#)

The subtopics under Send:

[Enclosing files in a FlashNote reply](#)

[Selecting files to send](#)

Receiving FlashNotes, files, and folders:

[Receiving FlashNotes, files, and folders](#)

[Setting the files received folder](#)

[Saving and Printing a FlashNote](#)

[Deleting a FlashNote](#)

Exchanging files and folders:

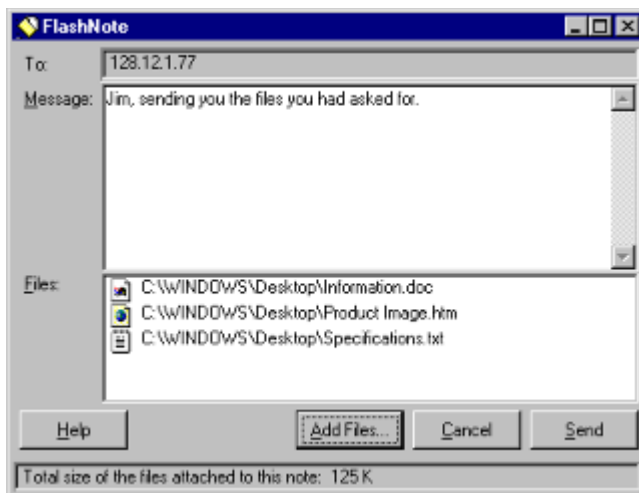
[Exchanging files](#)

Send FlashNotes and files to other users

Using the Send command is similar to sending an electronic mail message to another computer. Timbuktu Pro saves the files you send in a directory on the remote computer. Likewise, the remote user can send files only to your files received folder. Send does not allow the remote user to see the directories on your PC.

To Send FlashNotes and Files:

- 1 Select the remote address.
- 2 Choose *Send* from the Services menu. The Send window is displayed.



3 To send a note, type a message in the upper panel. If you don't type a note, Timbuktu Pro sends a default note indicating the default service, computer name, address, and the description.

4 To include files with your message, click the *Add Files* button and make your selection in the Add Files to Note window.

Selecting files to send

5 Click the *Send* button in the Send window, to send the note and the attached files. You may be asked to log in.

6 The remote user can view, save, or print incoming FlashNotes. The attached files can also be saved.

Saving and Printing a FlashNote

7 To stop a file transfer immediately, click the *Cancel* button.

(Timbuktu Pro stops the file transfer, however the note is still sent to the remote user. Stopping the file transfer does not affect the files that have already been transferred.)

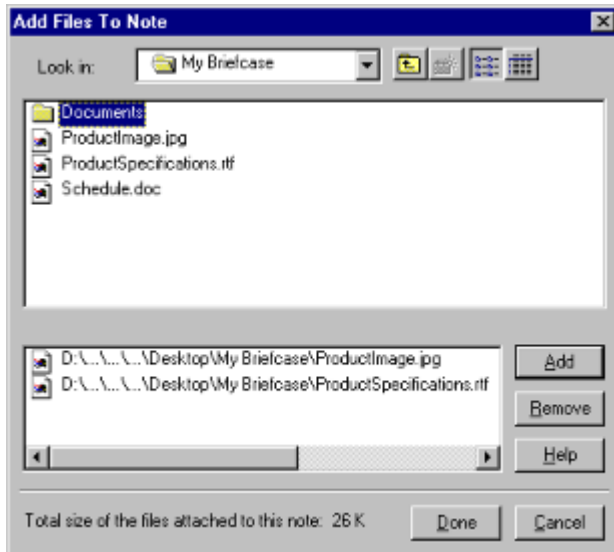
While Timbuktu Pro is sending files, you can:

- n Click outside the FlashNote window to work on other computer tasks.

Selecting files to send

To select a file from the Add Files to Note window:

- 1 To include files with your message, click the *Add Files* button and make your selection in the Add Files to Note window.

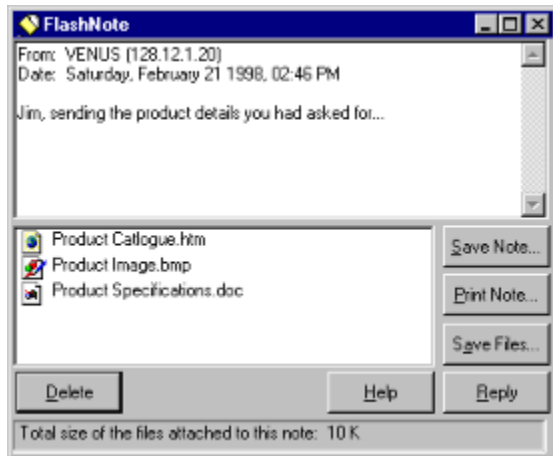


- 2 Locate and display the source folder in the upper panel. To select a different drive, click the down arrow in the (drive) field and choose the desired drive from the drop-down list.
- 3 Select the files you want to add in the upper panel and click the *Add* button. The files that you select in the upper panel appear in the lower panel.
- 4 You can select multiple items in a file list.
[Selecting Multiple Items in a File List](#)
- 5 Repeat steps 2 and 3 to include additional items.
- 6 If you wish to remove a file that you added, select the file in the lower panel and click the *Remove* button.
- 7 Click the *Done* button when you have finished selecting the files that you want to add to the note. This returns you to the FlashNote window.



Saving and Printing a FlashNote

The FlashNote window appears when you receive a FlashNote from a remote user.



To save and print a FlashNote:

- 1 The remote user can save the notes and the attached files by clicking the *Save Note* or the *Save Files* button, respectively.
- 2 The flashnotes can be printed by clicking the *Print Note* button.
- 3 Click *Save Files* to save the attached files. This displays the Save Files window.
- 4 Select the folder(s) to which enclosures should be copied. The *Save Files* button is enabled by default if the FlashNote contains enclosures.
- 5 Click *Save Note* to save a flashnote and *Print Note* to print the flashnote. The FlashNotes are saved with a default .rtf extension.



Enclosing files in a FlashNote reply

Suppose that you have just received a flashnote requesting a file and you need to send a file back to the remote user.

To enclose a file in your reply:

- 1 Click *Reply*.
- 2 Click *Add Files* to select the desired files or folders.
- 3 Browse to locate the files you want to send. To select a different drive, click the down arrow in the (drive) field and choose the drive from the drop-down list. Select the directory. To display the contents of the directory, double-click it.
- 4 The source directory is displayed in the upper panel.
- 5 Select the files you want to send from the upper panel and click the *Add* button. The files that you select in the upper panel appear in the lower panel. If you wish to remove a file that you added, select the file in the lower panel and click the *Remove* button.
- 6 You can select multiple items in a file list.
[Selecting Multiple Items in a File List](#)
- 7 Click the *Done* button when you have finished selecting the files that you want to add to the note.
- 8 Type a reply note.
- 9 Click the *Send* button in the Send window, to send the note and files.

Note: You may be asked to log in.



Receiving FlashNotes, files, and directories

Remote users can transfer files to your computer using either the Send or the Exchange service. You can receive files from a Macintosh or a PC. File transfers can be stopped at any time. You can also restrict the ability of remote users to transfer files to your Timbuktu Pro desktop.

If you are receiving notes and files via the Send service:

Timbuktu Pro can be set (in the *Preferences* dialog box) to display an incoming note in one of two ways:

- In a window
- As an icon

If you have selected the *Minimized* on the taskbar option, the FlashNote will appear on the taskbar. You can click the icon to display the FlashNote.

Once you have opened the FlashNote, check to see if any files or folders have been attached to it. If no files have been attached, you can either discard the note, print the note, save the note, or reply to it.

- If you want to discard the note, click the *Delete* button.
- If you want to reply to the note:
 - 1 Click *Reply*.
 - 2 Type your response in the FlashNote window.
 - 3 Click *Send*. The message is sent immediately.

If you have received a FlashNote with files attached, you have one more option:

- Save the enclosures
[Save files you receive with FlashNotes](#)

If you are receiving files via the Exchange service:

The exchange takes place in the background, so your work is not interrupted by dialog boxes or alerts.

If you want to restrict remote users' ability to connect to your Timbuktu Pro:

You can restrict user access from the Security window.

[Stopping a file transfer](#)



Deleting a FlashNote

To delete a FlashNote:

- 1 Click the *Delete* button in the FlashNote window. Timbuktu Pro asks you to confirm the deletion.
- 2 Click *Yes* to continue. This will delete the flashnote and any unsaved enclosures.



Setting the *files received directory*

Files transferred using the Send function are stored in a *files received folder*. You can set the location of the files received folder on your PC.

To set your files received folder:

- 1 Choose *Preferences* from the Setup menu.
- 2 Click on the *Send* tab.
- 3 Click on the *Browse* button.
- 4 Select a folder for the drives listed.
- 5 Click *OK*.



Save files you receive with FlashNotes

To save a received file or folder:

- 1 Click the *Save Files* button in the FlashNote window. The Save Files dialog box appears.
- 2 Select a different target drive if necessary.
- 3 Select the destination folder.
- 4 From the lower panel, select the files or folders you wish to save in this location. Click the *Save* button.
- 5 To save other received files in different locations, repeat steps 2-4. When all of the files have been moved, or when you click *Done*, the FlashNote window reappears.



Stopping a file transfer

To stop receiving files either through Send or Exchange:

- 1 Display the *Connections* menu.
- 2 Choose the remote user's name under the *Disconnect All Users* option.

The file transfer is halted immediately. The file that was in the process of being transferred is not copied, but all previously transferred files remain on the disk to which they were copied.



Exchanging files

With the Exchange service, you can copy files to and from your PC and another computer. Exchange provides more flexibility than Send.

Exchange allows complete access to the other computer allowed by the Exchange command. Timbuktu Pro users often grant this privilege with more sub-privileges: Exchange To (Write), Exchange From (Read), and Exchange (Delete).

Warning: If the Exchange privilege is granted, the remote user will be able to access the files on your hard disk, as well as files on any network drives that you are currently logged into. DO NOT grant Exchange privileges if your computer contains sensitive or confidential information.

Exchange supports long file names.

Note: Windows NT users have full exchange privileges. See [Windows NT users](#).

[Exchange window](#)

[Copying files to a specific folder on a remote disk](#)

[Copying files from a specific folder on a remote disk](#)

[Creating a new folder on the local disk](#)

[Create a new folder on a remote disk](#)

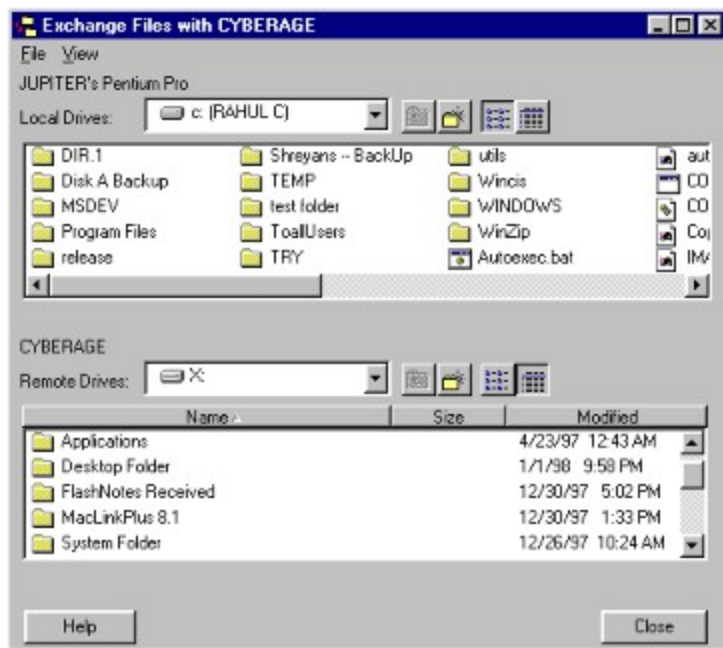
[Removing files and folders from a remote computer](#)

[Disconnect a remote user](#)

[Exit Timbuktu Pro without shutting it down](#)

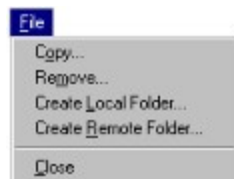
Exchange window

The Exchange window displays the files and folders of your computer in the upper panel and the files and folders of the remote computer that you are connected to in the lower panel.



To copy files or folders between your computer and the computer you are connected to, simply drag the desired items from one panel to the desired folder in the other panel. If you don't see the files or folders you need to access, move up or down through the folders just as you would when opening or saving a document with a word processor.

File menu commands



If files or folders are selected on your disk (upper panel), choosing *Copy* copies them to the location selected on the remote computer (lower panel). This command is dimmed if you haven't been granted the Exchange (Write) service by the remote user of the computer you're connected to. See [Copying files to a specific folder on a remote disk](#).

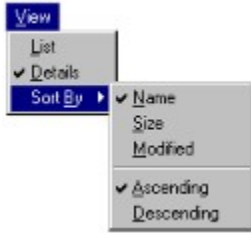
If files or folders are selected on the remote computer (lower panel), choosing *Copy* copies them to the location selected on your disk (upper panel). This command is dimmed if you haven't been granted the Exchange (Read) service by the remote user of the computer you're connected to. See [Copying files from a specific folder on a remote disk](#).

Choosing *Remove* deletes the selected files and folders. This command is dimmed if you have selected files or folders on the remote disk but haven't been granted the Exchange (Delete) service by the remote user of the computer you're visiting. See [Removing files and folders from a remote computer](#).

Choosing *Create Local Folder* creates a new folder in the location selected on your disk (upper panel). See [Creating a new folder on the local disk](#).

Choosing *Create Remote Folder* creates a new folder in the location selected on the remote computer (lower panel). This command is dimmed if you haven't been granted the Exchange (Write) service by the remote user of the computer you're connected to. See [Create a new folder on a remote disk](#).

View menu commands



Choosing *List* displays the items in the Exchange window in List view mode. In List view mode, only the icon and the folder or file name are shown.

Choosing *Details* displays the items in the Exchange window in Detail view mode. In Detail view mode, it shows the folder or file name, its size and the date and time when it was last modified.

Choosing *Sort By* sorts the items in the Exchange window by either their name, size, date and time when last modified, ascending or descending order.



Copying files to a specific folder on a remote disk

To copy files and folders to any folder on another computer:

- 1 Select the remote address.
- 2 Choose *Exchange* from the Services menu. You may need to ask for attended access from the remote user before continuing.

Warning: If the Exchange privilege is granted, the remote user will be able to access the files on your hard disk, as well as files on any network drives that you are currently logged into. DO NOT grant Exchange privileges if your computer contains sensitive or confidential information.

- 3 The Exchange window is displayed. The upper panel lists the drives, folders, and files on your PC. The bottom panel lists the same information the remote user.
- 4 Locate and display the source folder in the upper panel.
- 5 Locate and display the destination folder in the lower panel.
- 6 You can create a new destination folder on the remote disk.
[Create a new folder on a remote disk](#)
- 7 You can select multiple items in a file list.
[Selecting Multiple Items in a File List](#)
- 8 Drag the files or folders or both from the upper panel to the desired folder in the lower panel.

Timbuktu Pro begins to transfer the files immediately. The file transfer dialog box with a progress indicator appears.

While Timbuktu is transferring the files, you can:

- Click outside the Exchange window, or minimize it, to work on other computer tasks. Until the transfer ends, you'll notice a slight slowing of performance.
- Click *Cancel* to cancel the transfer. The file being sent when Cancel is clicked is not transferred, but any files that were previously sent remain in the remote folder.

When you have finished exchanging files, click the *Close* box.

You can also use the Exchange service while controlling or observing a remote computer.



Copying files from a specific folder on a remote disk

To copy files and folders from any folder on another computer:

- 1 Select the remote address.
- 2 Choose *Exchange* from the Services menu. You may need to ask for attended access from the remote user before continuing.

Warning: If the Exchange privilege is granted, the remote user will be able to access the files on your hard disk, as well as files on any network drives that you are currently logged into. DO NOT grant Exchange privileges if your computer contains sensitive or confidential information.

- 3 The Exchange window is displayed. The upper panel lists the drives, folders, and files on your PC. The bottom panel lists the same information for the remote user.
- 4 Locate and display the source folder in the lower panel.
- 5 Locate and display the destination folder in the upper panel.
- 6 If desired, you can create a new destination folder on the local disk.
[Creating a new folder on the local disk](#)
- 7 You can select multiple items in a file list.
[Selecting Multiple Items in a File List](#)
- 8 Drag the files or folders or both from the lower panel to the desired folder in the upper panel.

Timbuktu Pro begins to transfer the files. The file transfer dialog box with a progress indicator appears.

While Timbuktu is transferring the files, you can:

- n Click outside the Exchange window, or minimize it, to work on other computer tasks. Until the transfer ends, you'll notice a slight slowing of performance.
- n Click *Cancel* to cancel the transfer. The file being sent when Cancel is clicked is not transferred, but any files that were previously sent remain in the remote folder.

When you have finished exchanging files, click the *Close* box.

Note: If you are copying files from a Macintosh, the names of the files you receive from the Macintosh may be altered to conform to Windows file naming requirements.

You can also use the Exchange service while controlling or observing a remote computer.



Creating a new folder on the local disk

When copying files to a Timbuktu Pro disk, it is sometimes useful to create a new folder that will receive the files.

To create a new folder on the local disk:

- 1 In the Exchange window, select the drive and open the folder that is to contain the new folder.
- 2 Display the *File* menu in the upper left corner of the Exchange window.
- 3 To create a new folder on your computer, choose the *Create Local Folder* option.
- 4 Timbuktu Pro asks you to name the new folder.
- 5 Type the name of the new folder and click *OK* to create the new folder. Timbuktu Pro creates the new folder.



Create a new folder on a remote disk

When copying files to a Timbuktu Pro disk, it is sometimes useful to create a new folder that will receive the files.

To create a new folder on a remote disk:

- 1 In the Exchange window, select the drive and open the folder that is to contain the new folder.
- 2 Display the *File* menu in the upper left corner of the Exchange window.
- 3 To create a new folder on the remote computer, choose the *Create Remote Folder* option.
- 4 Timbuktu Pro asks you to name the new folder.
- 5 Type the name of the new folder and click *OK* to create the new folder. Timbuktu Pro creates the new folder on the remote disk.



Removing files and folders from a remote computer

To remove files or folders from a remote computer:

- 1 Choose *Exchange* from the Services menu.
- 2 Select the remote address. You may need to log on and ask for permission from the remote user before continuing.
- 3 In the Timbuktu Pro (lower) panel of the Exchange dialog box, open the necessary drive and folder and select the file or sub-folder that you want to remove.
- 4 Display the *File* menu in the upper left corner of the Exchange window.
- 5 Choose *Remove*. Timbuktu Pro displays a message asking you to confirm your decision.
- 6 Click *Yes*.

Note: If you're not able to connect, it could mean that Timbuktu Pro is not running on the computer you are trying to contact or that another user is connected to that Timbuktu Pro. Either contact the remote user or wait a while and try again.

The remote computer you are connecting to may let you begin a session and then refuse to remove the items you have selected. This means that the Exchange (Delete) sub-service is not granted to your registered user account. You may be able to obtain this sub-service on a temporary basis by contacting the remote user.

[Windows NT Users](#)



Stop receiving files from a user

To stop receiving files either through **Send** or **Exchange**:

- 1 Display the *Connections* menu.
- 2 Choose the remote user's name under *Disconnect All Users*.
- 3 The file transfer is stopped. The file that was in the process of being transferred is not copied, but all previously transferred files remain on the disk to which they were copied.
- 4 If you want to restrict other users' ability to connect to your PC, you can control individual user access in the Security dialog box.

[Adding new registered users](#)

[Changing the user access privileges](#)

Selecting Multiple Items in a File List

To select consecutive files and/or folders:

Click the first item, hold down the Shift key, and click the last item.

To select nonconsecutive files and/or folders:

Click the first item, hold down the Ctrl key, and click the remaining items.



Remote control

The subtopics under Remote Control:

[Control another user's computer](#)

[Observe another user's desktop](#)



Control another user's computer

You can control a remote computer running Timbuktu Pro. The desktop activity of the remote computer is displayed in a window on your screen. This window is updated as the remote computer's desktop changes.

The Control window displays a real-time view of the desktop of the Timbuktu Pro computer shown in the title bar. You can view hidden parts of the desktop by moving your pointer toward the edge of the window or by clicking in the scroll bars. Any of the mouse movements you make or keys you press (excluding function keys) will be carried out on the computer you are connected to.

While controlling another computer, you can perform any of the tasks that you could perform locally, including opening applications and creating new files. This means that a user with the Control permission can remotely create, modify, or delete files without restriction, and can erase data from another computer's disk. This permission, therefore, should be granted with caution.

If the remote computer's screen resolution is higher than yours and you can maximize your Control window, the AutoScroll feature is enabled so that you can view the entire remote desktop.

To control another computer:

- 1 Select or specify the address of the machine you want to control.
- 2 Click *Control* from the Services menu.
- 3 To connect to the desired remote computer, you may be asked to log in. Timbuktu Pro displays the other computer's desktop in a screen-sharing window.

Note: If a screen-sharing window doesn't open, it may mean the Control service is not granted to the registered user account on the remote computer.



- 4 While this window is active you can use your mouse and keyboard to operate the remote computer.
- 5 Clicking in a screen-sharing window makes it the active window. To return to your own computer, click outside the screen-sharing window.

To stop controlling, choose *Close* from the system menu of the screen-sharing window or click its *Close* button. Timbuktu Pro closes the window and ends the connection.

Note: If a remote user is controlling your screen while Timbuktu Pro is minimized, the regular Timbuktu Pro icon in the system tray on the task bar is replaced with an icon that alternates between the regular

Timbuktu Pro icon and an icon that shows you have a connected remote user.

If you want to enable or disable the Control service on your Timbuktu Pro computer, you can do so in the Security window by specifying Observe/Control service for guests and registered users.

While controlling a remote computer, you can start another service with the same user. Click the system menu to start other services like [Send](#), [Exchange](#), [Notify](#), [Chat](#), and [Intercom](#).

To control more than one computer at the same time:

- 1 Select or specify the address of the machine you want to control.
- 2 Choose *Control* from the Services menu
- 3 To connect to the desired remote computer, you may be asked to log in. Timbuktu Pro displays the other computer's desktop in a screen-sharing window.
- 4 Repeat steps 1 to 3 for additional computers.



Observe another user's desktop

You can observe a computer running Timbuktu Pro. The desktop activity of the remote computer is displayed in a window on your screen. This window is updated as the other computer's desktop changes. While observing another computer, you can see the activity on its screen, but you cannot control any of its actions. This privilege is useful for diagnosing problems on another computer.

If the remote computer's screen resolution is higher than yours and you can maximize your Observe window, the AutoScroll feature is enabled so that you can view the entire remote desktop.

To observe another user's desktop:

- 1 Select or specify the address of the machine you want to observe.
- 2 Click *Observe* from the Services menu.
- 3 To connect to the desired remote computer, you may be asked to log in. Timbuktu Pro displays the other computer's desktop in a screen-sharing window.



4 Clicking in a screen-sharing window makes it the active window. To return to your own computer, click outside the screen-sharing window.

5 To stop observing, choose *Close* from the system menu of the screen-sharing window or click its *Close* button. Timbuktu Pro closes the window and ends the connection.

If a screen-sharing window doesn't open, it may mean that the Observe service is not granted to the registered user account on the remote computer.

Note: If a user is observing your screen while Timbuktu Pro is minimized, the regular Timbuktu Pro icon is replaced with an icon that alternates between the regular Timbuktu Pro icon and an icon that shows you have a user.

If you want to enable or disable the Observe service on your Timbuktu Pro, you can do so in the Security window by specifying Observe service for the guest and the registered users.

While observing a remote computer, you can start another service with the same user. Click the Observe system menu to start other services like [Send](#), [Exchange](#), [Notify](#), [Chat](#), and [Intercom](#).

To observe more than one computer at the same time:

- 1 Select or specify the address of the machine you want to observe.

- 2 Choose *Observe* from the Services menu
- 3 To connect to the desired remote computer, you may be asked to log in. Timbuktu Pro displays the other computer's desktop in a screen-sharing window.
- 4 Repeat steps 1 to 3 for additional computers.



Displaying the logon dialog box of a Windows NT computer

If you're connecting to a computer that is running Windows NT, you'll need to know how to get to the Windows NT logon dialog box over the Timbuktu Pro connection. It's not possible to do this simply by pressing the `Ctrl+Alt+Del` keys on your computer. You'll need to follow the steps below.

To cause the Windows NT system to display its logon dialog box:

- 1 Control the Windows NT computer.
- 2 Click the system-menu button, in the upper left corner of the screen-sharing window:



- 3 Choose the *Send Ctrl+Alt+Del to Remote Computer* option. The logon dialog box is displayed, allowing you to enter your account name and password.

Note: You don't have to log on to Windows NT to use Timbuktu Pro with a Windows NT computer. In addition to controlling the computer before logging on, you can also exchange files with, and send files to, a Windows NT system. Be aware, however, that FlashNote icons (or windows) are not displayed on the Windows NT system until after you have logged on.



Screen Blanking

Screen blanking prevents anyone from viewing the remote computer's screen and what is happening on the remote computer that is being controlled. When the host's screen is blanked, it will remain frozen with the "Workstation Locked", (blank black screen) or "Begin Logon" dialog boxes displayed. This initial condition of the host's screen won't change until the remote guest has disconnected.

The remote user will not be able to see what you are doing on the desktop, but the remote user may be able to see the cursor move and hear any audio that your computer may generate.



Personal Communications

[Requesting Notification when a remote user is active](#)

[Chat with a Remote User](#)

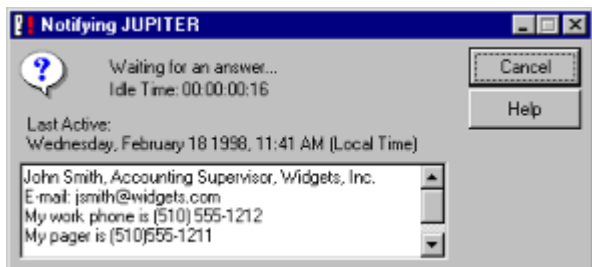
[Speak to a Remote User](#)

❗ Requesting Notification when a remote user is active

The Notify service lets you leave an electronic request to be notified when a remote user has started using his or her computer. This is a useful indicator to find out if the person you want to communicate with is available. You can then call or begin a Chat, or Intercom session with the remote user.

To request notification:

- 1 Select the remote address.
- 2 Click the *Notify Service* button. You may be asked to log in.
- 3 The Notifying <machine name> dialog appears, telling you that Timbuktu Pro is waiting for an answer from the remote computer.



The items in this dialog are as follows:

Last Active tells you the date and time the remote user last moved the mouse or pressed a key. This field changes to **Became Active** the next time the remote user moves the mouse or presses a key and displays the new date and time.

Idle Time tells you how much time has passed since the remote user has used his or her computer.

Message displays the text, that was entered in the Preferences dialog Notify tab.

- 4 While you're waiting, you can work on tasks in other windows. If you don't want the Notify window cluttering up your desktop, click its *Minimize* button, but don't close the window.

On the remote computer, a dialog box tells the remote user that you are asking to be notified.

Note: The remote user may choose to disable the last active and idle time message fields.



- 5 If the remote user clicks the *Acknowledge* button in the above dialog, the message in your Notify window changes and displays a message: "<username> is there".



Note: If you have minimized the Notify window, it is maximized automatically. The remote user also has the option of clicking the *Notify Again*, *Chat*, or *Intercom* button.

- 6 You can now close the Notify window and call the remote user, or you can use either of the additional buttons that are now displayed: *Notify Again*, *Chat*, or *Intercom*.
- n If the Notify window was reactivated while you were away from your computer, the remote user may no longer be at their computer by the time you get back. You can start the notification process again by clicking the *Notify Again* button and returning to step 3.
- n If you want to initiate a keyboard conversation or voice communication with the remote user, click the *Chat* or *Intercom* button, respectively.

Chat with a Remote User

The Chat service lets Timbuktu Pro users post messages to one another interactively. For example, if you are already in the midst of a file transfer session, a Chat window lets you tell the remote user which file is being transferred.

To chat with a remote user:

- 1 Select the remote address
- 2 Choose *Chat* from the Services menu. You may be asked to log in.
- 3 When the Chat window is displayed, type your first message and click the *Send* button or press Enter.



Note: To move your message text to a new line, you need to insert a carriage return in your message. To insert a carriage return, press `Ctrl+Enter`.

- 4 Your message is copied to the transcript panel in the upper part of the window. You can type more messages immediately or wait for a reply from the remote user. The reply is displayed below your message in the transcript panel. You can keep typing messages back and forth as long as you like.
- 5 When you've finished chatting, click the *Disconnect* button. When either party disconnects, the session is ended, and the status at the bottom of the window changes to *Disconnected*.

Printing the Chat Session

Click *Print* to print the chat-session details. This displays the Print dialog box, where you can specify the default printer and printer options.

Saving the Chat Session

Click *Save* to save the chat-session details to a text file. This displays the Save dialog box, where the user can specify the destination filename and folder.

Note: You can Chat with more than one other user at the same time, but you'll need to open a separate Chat window for each additional participant.

[Chatting with a Macintosh user](#)

Chatting with a Macintosh user

When you connect to a Macintosh for a Chat session, the Chat window works the same as it does when you connect to a Windows computer.

Timbuktu Pro for Macintosh users can also initiate Chat sessions with Timbuktu Pro computers. Unlike Timbuktu Pro for Windows, Timbuktu Pro for Macintosh can have any number of participants in the same Chat session. Therefore, don't be surprised if you see additional names displayed in the Chat transcript window when you're chatting with a Macintosh user.

Speak to a Remote User

The Intercom service lets remote users talk to each other through their computers.

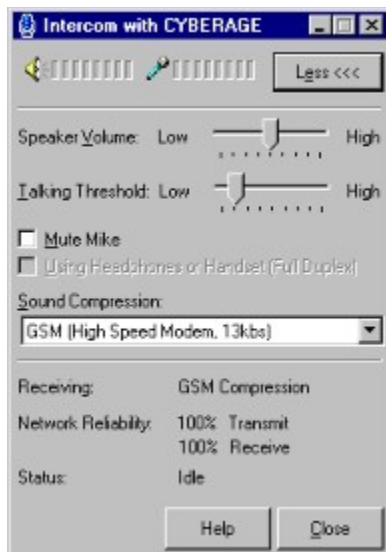
[View system requirements](#)

To speak to a remote user:

- 1 Select the remote address.
- 2 Choose *Intercom* from the Services menu or click the *Intercom* icon on the connection bar. You may be asked to log in.

Note: If the sound card on your computer or the one you are connected to is already being used by another application, you won't be able to begin your Intercom session until the other application has been closed.

- 3 When the Intercom window is displayed, you can begin speaking with the remote user, provided your computer meets the specified hardware requirements.



Note: The Intercom window does not automatically stay on top of the screen when other application windows are running in the foreground.

- 6 When you've finished talking, click the *Close* button.

[Adjusting your microphone and speaker levels](#)



System Requirements for Intercom Service

Both participants in an Intercom session will need to have:

- At least a 486 DX2 66MHz processor
- An operating system supported sound card
- Speaker(s)
- A microphone

Adjusting your microphone and speaker levels

To raise or lower the speaker volume of your computer:

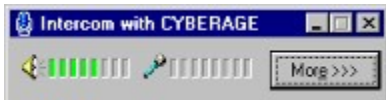
Drag the **Speaker volume** slider toward "High" to increase the volume and toward "Low" to decrease the volume.

Note: If the level indicator lights next to the speaker icon are flashing but you can't hear anything, it means that Timbuktu Pro is receiving transmissions from the remote user, but your speakers are either switched off or the speaker volume is set too low.

To raise or lower the talking threshold of your microphones:

If the Intercom status doesn't switch from "Idle" to "Transmitting" when you start to talk, drag the **Talking Threshold** slider toward "Low." If Intercom starts transmitting from your computer because the microphone is picking up noise from your office, drag the slider toward "High."

Speaking into the microphone should cause all five green lights located next to the microphone icon to flash. It's also OK for one or two of the red lights to flash occasionally.



If all eight indicator lights are flashing constantly, your Talking Threshold is set too high:



Drag the slider toward "High" to lower the Talking Threshold.

Note: If you want to switch off your microphone temporarily, click the *Mute Mike* checkbox.

To configure the Intercom service for headphones or a handset:

If you and the other user both have full-duplex sound cards, you may want to use headphones or a handset to avoid the feedback loop that occurs when the sound from your speaker is picked up by your microphone.

Select the *Using Headphones or Handset (Full Duplex)* option.

Note: If the option is dimmed, your computer is not using a full-duplex sound card.

Selecting the right compression for your situation:

The *Sound Compression* pop-up menu lets you optimize the Intercom service according to the equipment you are using.

- The higher the compression, the smaller the bandwidth that is required from your network or modem. This is important for 14,400 Baud modems or slower.
- The lower the compression, the better the sound quality and the lighter the work that is required by your CPU. This is important for people using 486 CPUs.

The table below contains suggested settings for the Sound Compression option under various hardware combinations. However, experimentation is your best guide.

Sound Compression Settings

Transport Type: LAN or 28.8-33.6

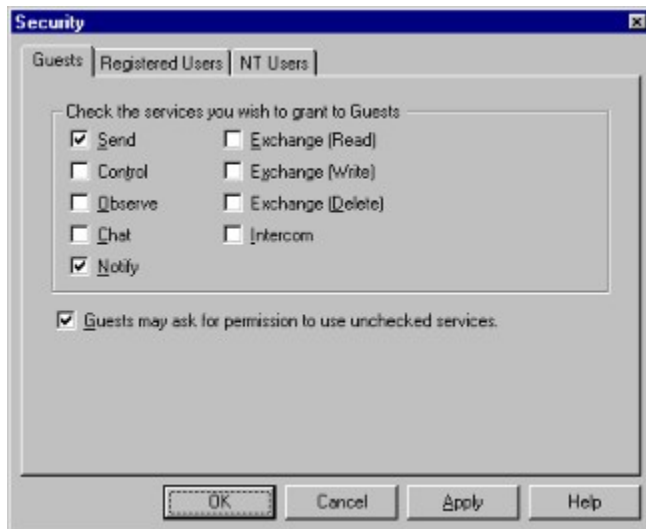
	ISDN line	modem
CPU:		
486	None needed	
Pentium	None needed	Compression needed
Intercom with screen sharing (Pentium required)	None needed	

Security

Timbuktu Pro has a flexible security framework. You can customize Timbuktu Pro remote user access restrictions to your personal comfort level as well as to the needs of your organization through the Security window.

The topics listed below provide information on the various ways in which you can tailor your user privileges.

Remote users—Timbuktu Pro users on Windows or Macintosh computers—can access your computer as *Guests*, *Registered Users* or *Windows NT Users*.



- **Guests**, can access your computer without asking your permission and without typing a password.

- [Granting a service to guest users](#)

- [Grant a service to all guests](#)

- [Allowing unrestricted guest access](#)

- [Remove a service from user access](#)

- **Registered users**, can access your computer by typing the correct remote user name and password.

- [Adding new registered users](#)

- [Changing a registered user account](#)

- [Removing registered users](#)

- **Ask For Permission guests**, must wait for you to click *OK* before they can access your computer.

- [Grant a service to Ask For Permission users](#)

- [Admit an Ask For Permission guest](#)

- **Temporary guests** who must wait for you to click *OK*.

- [Admitting a temporary guest](#)

- **Windows NT Users**, can access your computer from a Windows NT system.

It's up to you to designate which services—Send, Exchange, Observe, Control, Notify, Chat, and Intercom—will be available to any of these kinds of remote users.

Note:

- **Ask For Permission** users and **Temporary guests** require you to be at your computer for a remote session to begin.
- Any service granted to guests is available to registered users and Windows NT Users.
- **Registered users** are allowed to change their passwords after their initial log in, but they cannot change their user names or the services that you have granted to their accounts.

Monitoring past connections

Timbuktu Pro's System menu displays the names of all users who have recently connected to your computer and indicates which services were used. You can also display (and save as a text file) an activity log of previous connections. The log can preserve up to 32K of activity information before it begins to discard its oldest records.

[Checking for users](#)

[Disconnecting a remote user](#)

[Keeping users out](#)

[Clearing Previous Users](#)

[Checking the Activity Log](#)

Other subtopics under Security:

[Changing your user password](#)

[Logging on](#)

[Setting your master password](#)

Setting your preferences

[Changing your General options](#)

[Changing your Control/Observe options](#)

[Changing your Send options](#)

[Changing your Notify options](#)

[Changing your Master Password](#)

Remote users

Guests or Ask for Temporary Permission guests do not require a password to make a connection. Guests can use any service if the Timbuktu Pro remote user has granted them permission to use.

[Granting a service to guest users](#)

[Grant a service to all guests](#)

[Allowing unrestricted guest access](#)

[Remove a service from user access](#)

Each **registered user** must be defined by a name, a password, and one or more service access permissions. You can grant specific service permissions to the selected user.

[Adding new registered users](#)

[Changing a registered user account](#)

[Removing registered users](#)

Privileges you define for Guest users are automatically granted to all registered users as well. For example, if you grant the Send privilege to a Guest user, you cannot deny this privilege to registered users.

Each **Windows NT User** is defined by the existing Windows NT username. You can grant or remove specific permissions to the Windows NT users or Windows NT groups. You cannot create, modify, or destroy the Windows NT user accounts or Windows NT groups.

[Granting Windows NT Users or Windows NT Groups Access Permissions](#)

[Removing Windows NT Users or Windows NT Groups Access Permissions](#)

Granting services to guest users

To grant a service to guest users:

- 1 Choose *Security* from the Setup menu.
- 2 Click the *Guests* tab. This option is selected by default.
- 3 Choose the services you want to grant the guest users.
- 4 Click *OK* to save the new Guest service access permissions.

Grant a service to all guests

When you grant a service—for example, Send or Chat—to all guests, any remote user can use that service with your computer whenever your Timbuktu Pro is open.

Remember to exercise caution when granting a service to all guests. The guest doesn't have to type a password to use the service with your computer, nor are you prompted to give permission before the guest's session begins.

Warning: If the Exchange privilege is granted, the remote user will be able to access the files on your hard disk, as well as files on any network drive that you are currently logged into.

DO NOT grant Exchange privileges if your computer contains sensitive, or confidential information.

To grant a service to all guests:

- 1 Display the Timbuktu Pro window.
- 2 Choose *Security* from the Connections menu.
- 3 Make sure the service you wish to grant to all guests is selected in the *Guests* tab.
- 4 Click *OK* to close the Security window.

Allowing unrestricted guest access

Caution: This procedure grants all service permissions, including deleting files, to any Timbuktu Pro guest on the network without password protection. Do not proceed if you have sensitive or confidential information on your computer.

To allow all Timbuktu guests unrestricted access to your computer:

- 1 Choose *Security* from the Setup menu.
- 2 Select the *Guests* tab. This option is selected by default.
- 3 Select all the services.
- 4 Click *OK* to save the new Guest service access permissions.

Remove a service from user access

If you decide that a certain service should not be available to your remote users, you must remove that service from Guests, Registered Users, Windows NT users and Ask For Permission guests. The following procedure takes you through the kinds of remote user status to make sure the service has been removed from each of them.

To remove a service from remote user access:

- 1 Select *Security* from the Setup menu.
- 2 Click the *Guests* tab.
- 3 If the service you want to remove is selected in this tab, deselect it.

Note: To prevent remote users from even asking for permission to use the service, you'll also need to deselect *Users may ask for permission to use unchecked services*. However, doing this may lock out services that you want to keep available for Ask For Permission users.

- 4 Click the Registered Users tab and repeat the following procedure for each name in your registered user list:

Select the registered user name. If the service you want to remove is selected in the list of services granted to that registered user, deselect it.

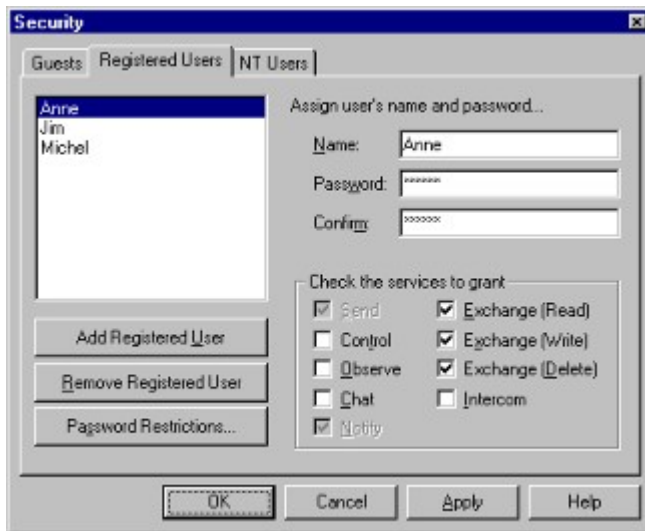
- 5 Click *OK* to close the Security window.

Adding new registered users

Each registered user account is defined by name, password, and one or more services.

To add a registered user account:

- 1 Choose *Security* from the Setup menu.
- 2 Click the *Registered Users* tab.



- 3 Click *Add Registered User*. Timbuktu Pro adds a registered user entry called New User.
- 4 In the *Name* field, type in the user name that the registered user must use to connect to your computer.
- 5 Press Tab to move to the *Password* field.
- 6 Type in the password that the registered user must have in order to connect to your computer.

Note: During the log-in procedure, the registered user is free to change the password as long as the replacement password conforms to any password restrictions you set. Passwords are case sensitive.

- 7 Press Tab to move to the *Confirm* field.
- 8 Retype the password exactly as you typed it before.
- 9 Press Tab to move to the *Check the services to grant* panel.
- 10 Select the service(s) you wish to grant to this registered user.

Note: Services granted in the Guest tab are automatically granted to all registered users as well. For example, if you grant the Observe service to guest users, you cannot deny this service to your registered users. It will be dimmed in the Registered user tab.

- 11 If desired, click the *Password Restrictions* to enforce certain password restrictions on the registered users connecting to your computer. For more information, see [Setting password restrictions for registered users](#).
- 12 Define additional registered user accounts, if desired, by repeating steps 2-10.
- 13 Click *OK* to save the new entries and close the dialog box.

Changing a registered user account

To change a registered user account:

- 1 Choose *Security* from the Setup menu.
- 2 Click the *Registered Users* tab.
- 3 Select the registered users from the list on the left side of the dialog box.
- 4 To change the name or password, select it, then type the new value. If you change the password, you will have to type it again in the *Confirm* field.
- 5 To change a service, click its check box.
- 6 Click *OK* to save your changes and close the dialog box.

Removing registered users

To remove a registered user:

- 1 Choose *Security* from the Setup menu.
- 2 Click the *Registered Users* tab.
- 3 Select the user from the list on the left side of the dialog box.
- 4 Click the *Remove Registered User* button in the dialog box.
- 5 Click *OK*.

Setting password restrictions for registered users

Whenever a registered user logs on to your computer, he or she can change the password without your permission.

However, registered users are not necessarily free to type in any new passwords they please. You can impose the following limitations on the kinds of passwords that your Timbuktu Pro will accept.

To set password restrictions on registered user accounts:

- 1 Click *Security* from the Setup menu.
- 2 Select the *Registered Users* tab.
- 3 In the *Registered Users* tab, click *Password Restrictions*.



You can select any combination of the requirements listed below to impose limitations on how your registered user can modify their passwords:

Passwords can't match the three previous passwords.

When this option is selected, Timbuktu Pro rejects any new password that matches any of the remote user's previous three passwords. The remote user must enter a valid password or cancel the Change Password dialog box.

Minimum number of characters in passwords.

Enter a number in the field to define a minimum password length. When this option is selected, Timbuktu Pro rejects any new password that is shorter than the specified length.

Number of days until password expires.

Enter a number in the field to define the number of days each new password is to remain valid. When this option is selected, the user will be asked to create a new password, after the specified number of days have passed, before he or she can use any Timbuktu Pro services on your computer.

Note: These restrictions do not apply to setting your own master password.

Windows NT Users

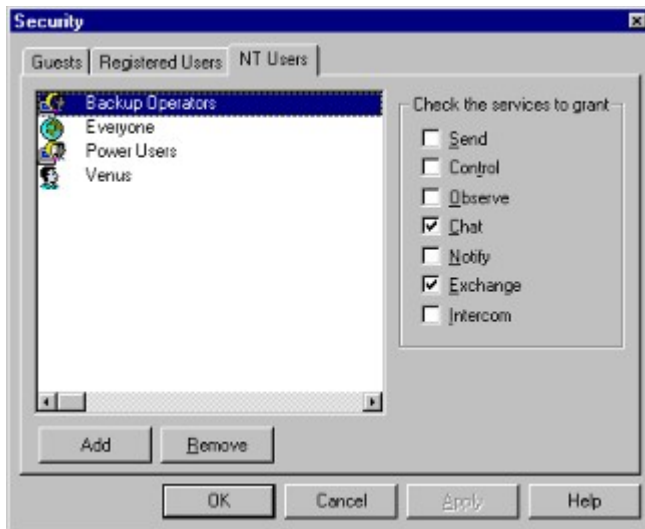
Timbuktu Pro uses the Windows NT user account lists when it is installed on an Windows NT server or workstation. The *NT Users* tab of the security dialog appears only when the following conditions are met, otherwise the tab is not visible.

- n The local operating system is Windows NT 4.0 or later. Both server and workstation are supported.
- n The account that Timbuktu Pro is running under has privileges to read user/group settings from the operating system
- n The account that Timbuktu Pro is running under has write access to the registry tree limb.

Using the *NT Users* tab of the Security dialog you can assign Timbuktu Pro privileges to Windows NT users and groups.

To assign Timbuktu Pro privileges to Windows NT users:

- 1 Choose *Security* from the Setup menu.
- 2 Click the *NT Users* tab.



- 3 To view the services granted to a user or group, select the user or group. The services granted appear checked in the *Check services to grant* panel.

You can grant services to NT users by checking against the service in the *Check services to grant* panel.

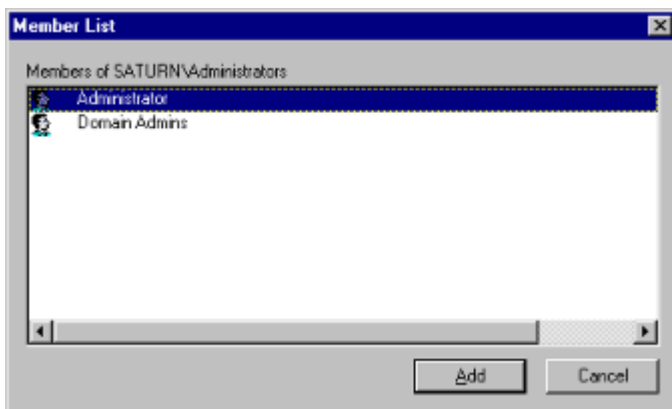
- 4 Choose *Add*. The Add Users and Groups dialog appears.



5 Choose *Remove* to remove the highlighted names from the list.

Note: You can only select existing users and groups for use by Timbuktu Pro. You cannot create new Windows NT users or groups.

6 Choose *Members* to view the local group membership. The Local Group Membership dialog appears. This displays the members of the group.



Grant a service to Ask For Permission users

When you grant a service to Ask For Permission guests, each time a remote user wants to use that service with your computer, you must be at your computer to give permission by clicking *OK* in the Ask For Permission dialog box.

To grant a service to Ask For Permission users:

- 1 Display the Timbuktu Pro window.
- 2 Choose *Security* from the Setup menu. The Guests tab is displayed.
- 3 If the service you wish to grant to Ask For Permission users is selected in this tab, deselect it.
- 4 Make sure the *Guests may ask for permission to use unchecked services* option is selected.
- 5 Click *OK* to close the Security window.

Admit an Ask For Permission guest

Most users will connect to your Timbuktu Pro computer by asking for your permission. You have to be at your computer to let them in.

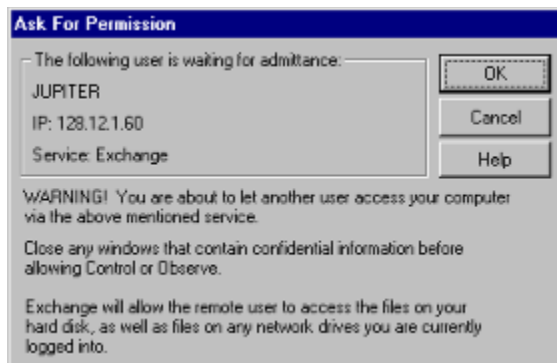
To admit an Ask For Permission user:

- 1 Select the *Security* option in the Setup menu, then check the *Guest* tab to make sure the *Users may ask for permission to use unchecked services* option is selected. Ask For Permission applies only to unselected services. Click *OK* to close the Security dialog box.
- 2 When the remote user connects to your computer, the login dialog appears.



- 3 The remote user must click on *Ask for permission*.

4 When a remote user is waiting to connect to your Timbuktu Pro desktop with an Ask For Permission service, a dialog box appears on your computer that says "The following user is waiting for admittance." The user's name, IP address, and requested service appear below this message.



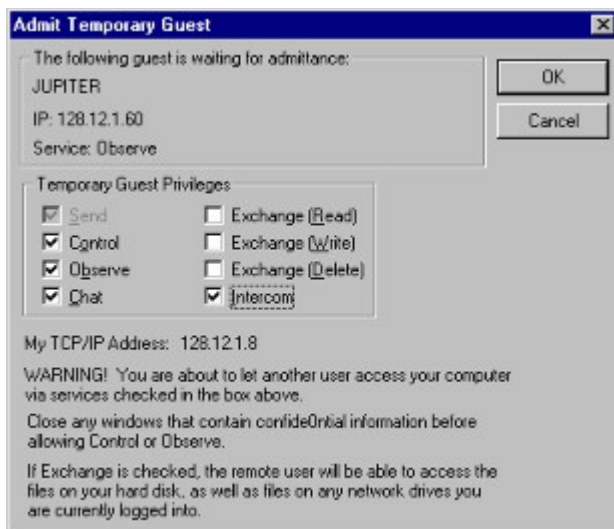
- 5 Click *OK* to allow the connection or click *Cancel* to reject it.

Admitting a temporary guest

The Admit Temporary Guest command allows you to grant attended access to Timbuktu Pro 1.x users who can not ask for permission.


To admit a temporary guest:








- 1 Arrange an appointment with the user that wants to connect to your computer.
- 2 At the appointed time, choose *Admit Temporary Guest* from the Connections menu.



- 3 When the guest user connects to your PC, the guest's Timbuktu name and IP address is displayed in the Admit Temporary Guest dialog box along with the privilege the temporary guest has selected.
- 4 Click *OK* to begin the attended access session.

Check for remote users

If a remote user has logged in to your computer, the Timbuktu Pro icon in the system tray in your taskbar alternates between the Timbuktu Pro application icon  and a service icon that shows the service being used by the remote user.

User Icon	Meaning
	A remote user is using the Send service with your computer.
	A remote user is using the Exchange service with your computer.
	A remote user is using the Observe service with your computer.
	A remote user is using the Control service with your computer.
	A remote user is using the Chat service with your computer.
	A remote user is using the Intercom service with your computer.
	A remote user is using the Notify service with your computer.

The remote user icon appears next to the clock at the right end of the taskbar. Right-click the remote user icon to display a list of current remote users and the services they are using.

Disconnecting a remote user

To disconnect a remote user session:

- 1 Select the *Connections* menu.
- 2 Choose a name from the list of remote users listed below *Disconnect All Users*. You can also disconnect all users by choosing *Disconnect All Users*.

Note: You can also disconnect all of the users when Timbuktu Pro is minimized by right clicking on the Timbuktu Pro icon in the system tray of the taskbar and selecting *Disconnect All Users* from the system menu.

Keeping users out

To prevent anyone from connecting to your computer, you need to Shut Down the Timbuktu Pro application. This locks remote users out and also prevents you from connecting to other computers.

Note: If you Exit Timbuktu Pro without a shut down, it does not lock remote users out of your computer.

Clearing Previous Users

Previous users are users who were once connected to your PC but either have completed their tasks or have been disconnected by you. The user list consists of names of such previous users. For that reason, the names are dimmed in the Connections menu, and you can remove them as explained in the following procedure.

To clear the list of previous users:

- 1 Choose *Clear Previous User List* from Connections menu or the taskbar menu. The names that are listed below the command are deleted.

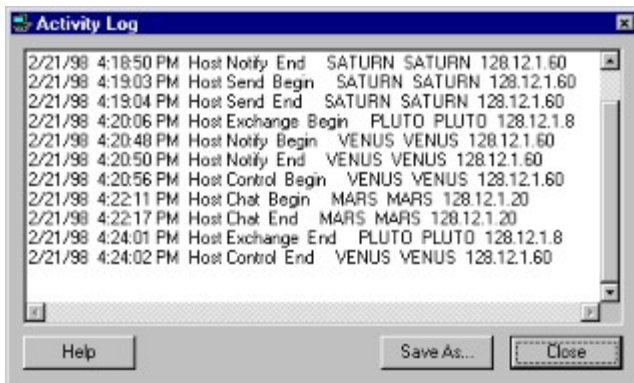
Note: You can also clear the previous user list when Timbuktu Pro is minimized by clicking on the Timbuktu Pro icon and selecting Clear Previous User List from the System menu.

Check the Activity Log

The activity log contains a list of the Timbuktu Pro tasks users have performed on your PC and your tasks. This list can be useful as a record of file transfers from users, and can be used to help diagnose problems you encounter when using the application.

Each line of the activity log contains the following:

- n A date, in the form of mm/dd/yy
- n A time, in the form of hh:mm:ss AM/PM
- n The service of Timbuktu Pro that was affected
- n The activity that was carried out—for example, the Timbuktu Pro application was launched, or you opened your Timbuktu Pro.
- n The Timbuktu Pro computer name that caused the activity



To view and save the activity log:

- 1 Choose *Activity Log* from the Connections menu. The Activity Log window appears.
- 2 If you'd like a copy of the log, verify that your computer has at least 32K of available disk space, then click *Save As*, type a name for the log, and select the destination folder.

The log also reports when Timbuktu Pro was loaded, when Previous Users were cleared from the Connection menu, and when Timbuktu Pro was shut down.

To edit or print the activity log:

- 3 To edit or print your activity log, first click *Save As* and save the log as a text document. This can be opened and printed by a word processing application such as Notepad, or imported into a spreadsheet or database document
- 4 Click *OK*.

Note: The activity log can preserve up to 32K of activity information before it begins to discard its oldest records.

Windows NT Event Logging

On Windows NT, Timbuktu Pro also logs guest and host service events to the Windows NT Application Event Log.

To see these events in the Application Log, go to *Start>Programs>Administrative Tools>Event View* and choose *Application* under the Log menu.

Logging on

You can connect to a remote computer either as a guest, as an Ask for Permission guest, a registered user, or a Windows NT user.

- When you connect to another computer as a guest, or a Windows NT user you are granted immediate access to the remote computer via the service you select. No additional steps are necessary.

The Login dialog box is displayed for one of two reasons:

- When you connect to another computer as an Ask for Permission guest, you have to wait until the user of the remote computer allows you to connect. A dialog box appears, indicating that you are waiting for the user of the remote computer to allow you to connect.
- When you connect to another computer as a registered user, you must go through a log-on procedure.

[Log on as a registered user](#)

[Log on to ask permission](#)

[Changing your user password](#)

Log on as a registered user

To log on to another computer as a registered user:

- 1 Connect to a remote computer using one of Timbuktu Pro's services. If you have been assigned a password on the remote computer, the Log On dialog box appears.
- 2 Your Timbuktu Pro user name is entered in the Name field automatically. If necessary, type a different name in the *Name* field.
- 3 Press the Tab key.
- 4 Type your password in the *Password* field.
- 5 Click *OK*.
- 6 If your credentials are verified, you are allowed to connect to the remote computer. Click *Cancel* if you want to cancel your connection attempt.

[Changing your user password](#)

Log on to ask permission

If you are asking for permission:

- 1 Connect to a remote computer using one of Timbuktu Pro's services. If that service is available to Ask for Permission guests, the Log On dialog box appears
 - 2 Select the Ask for Permission option
 - 3 Click *OK*. The Waiting for admittance dialog appears
 - 4 If the remote computer admits you, you are allowed to connect to the remote computer. Click *Cancel* if you want to cancel the connection attempt.
- Note: The Waiting for Admittance dialog will close if the remote user does not respond in 30 seconds.

Changing your user password

To change your user password:

1 When the Log On dialog box is displayed, type a name in the name field and click the *Set Password* button. The Change Password dialog box will appear.

[Logging on](#)

2 Type your current password in the *Old Password* field.

3 Type your new password in the *New Password* field.

4 Type the new password again in the *Confirm* field.

5 Click *OK*.

Note: The Timbuktu Pro remote user may have placed restrictions on the kinds of passwords that he or she allows. Your new password must meet these requirements.

[Setting password requirements for registered users](#)

Connection tabs

There are 3 Default tabs: *Address Books*, *Recent Connections*, and *TCP/IP*.



Icons for the Tabs

Click on the tabs to move between them or use the [keyboard shortcut commands](#). Press CTRL + Tab to move between the Connection tabs.

[Address Books](#)

[Recent Connections](#)

[TCP/IP](#)

Address Books

The *Address Books* tab is used to store and group Timbuktu Pro addresses.


You can add or delete addresses. Each address has a **default service**, **computer name**, **address** and **description**. The description field in the address book entry can be changed.

Note: If a remote address appears in an address book, it does not guarantee that the user at that address is currently running Timbuktu Pro. If Timbuktu Pro is not running on the remote computer, you will not be able to set up the connection.

Some TCP/IP addresses may change (dynamic addresses). They can be automatically re-assigned to computers other than the ones appearing in your address books. If your organization uses dynamic TCP/IP addressing, you may not want to store the IP address in Timbuktu Pro's address book.

- 1 Select the *Address Books* tab.
- 2 The items on this tab are:

n **Book Dropdown list**—Click the dropdown list to display all the open address books. Select an address book from the drop-down list. You cannot type anything in the Address Book field. Selecting an item from the drop-down list will make it the current book. The contents of the current book are shown in the Address List box.


n **List View button**—Click this button  to display the items in the Address List box in List view mode. In List view mode, only the default service icon and the **Computer Name** are shown.

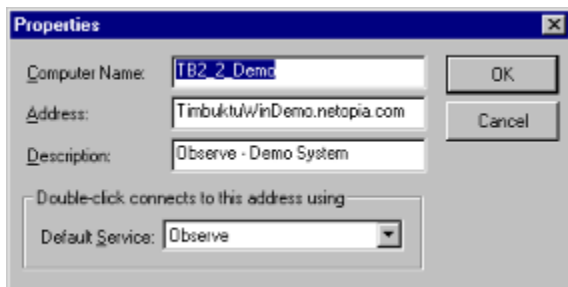
n **Detail View button**—Click this button  to display the items in the Address List box in Detail view mode. In Detail view mode, it shows the **Default Service**, **Computer Name**, **Address**, and **Description**.

[Selecting items in the Address List Box](#)

[Selecting a Sort Criteria](#)

n **Add New Address button**—Click this button  to add an address to the address book.


n **Properties button**—Click this button  to display a Properties dialog for the selected address. This button is enabled only when a single address is selected.




The Properties dialog box is titled "Properties" and contains the following fields and buttons:

- Computer Name:** Text box containing "TB2_2_Demo".
- Address:** Text box containing "TimbuktuWinDemo.netopia.com".
- Description:** Text box containing "Observe - Demo System".
- Default Service:** Dropdown menu with "Observe" selected.
- Buttons:** "OK" and "Cancel" buttons are located to the right of the text boxes.

It is disabled if either no address is selected, or multiple addresses are selected.

n **Create Desktop Shortcut button**—Click this button  to create a Timbuktu Connection document (TMB extension) on the Windows desktop. This button is enabled when either a single address is selected, or multiple addresses are selected. It is disabled if no address is selected.

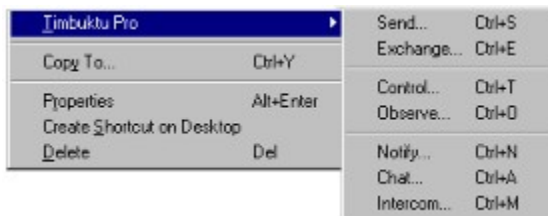
n **Delete Address button**—Click this button  to delete the selected addresses. When the user deletes an item in the *Address Books* or *Recent Connections* tab, a confirmation dialog appears. The delete button is enabled when either a single address is selected, or multiple addresses are selected. It is disabled if no address is selected.

Note: If you move the mouse over the buttons a Tool Tip will pop up identifying the button.

n **Address List box**—This shows the contents of the current Address book. The listing can be in List view mode or Detail view mode.

n **Item Count panel**—This displays the number of addresses in the current address book. It refreshes when addresses are added or deleted.

Left click once on an address to change the name. Right click once on the selected item displayed in the right-click Timbuktu Pro menu.



n Select *Timbuktu Pro* option to access any of the Timbuktu services. If multiple addresses are selected then the service is invoked once for each address.

n Select *Copy To* option to move selected addresses into an address book or to create a new address book. You can select the destination address book from the dialog that displays a list of address books. Select *New address book* to create a new address book.

[Opening Address Books](#)

[Closing Address Books](#)

[Adding addresses](#)

[Deleting addresses](#)

Selecting a Sort Criteria

To choose a sort criteria:

- 1 When in Detail mode, you can sort by clicking on the Detail headers for *Service*, *Computer Name*, *Address*, and *Description*. Clicking *Computer Name* the first time sorts in ascending order. Clicking *Computer name* again sorts in descending order. This applies to the other headers as well.

Service	Computer Name	Address	Description
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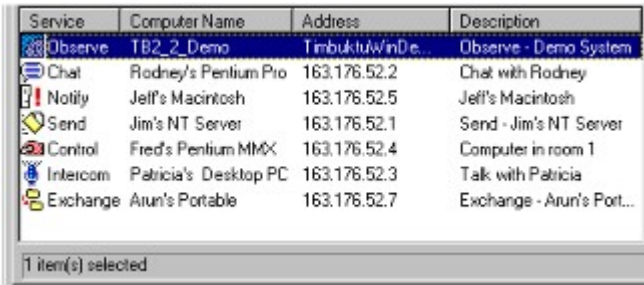
- 2 When in either the Detail view mode or List view mode, you can sort using menu items. This View menu is enabled only when you have selected either the *Address Books* tab or the *Recent Connections* tab. It is disabled when you have selected the TCP/IP tab.

Selecting items in the Address List Box

You can select items in the Address list box using the mouse or the keyboard.

Mouse Selection:

- 1 Select single items by clicking the item once. The selected item is highlighted.

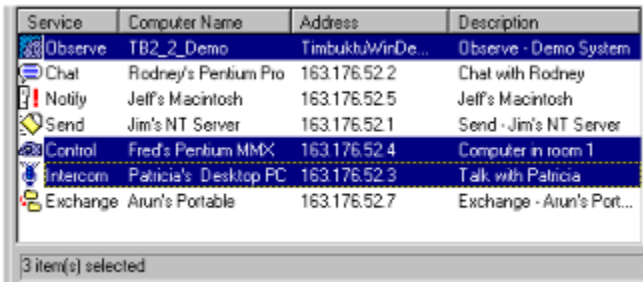


Service	Computer Name	Address	Description
Observe	TB2_2_Demo	TimbuktuWinDe...	Observe - Demo System
Chat	Rodney's Pentium Pro	163.176.52.2	Chat with Rodney
Notify	Jeff's Macintosh	163.176.52.5	Jeff's Macintosh
Send	Jim's NT Server	163.176.52.1	Send - Jim's NT Server
Control	Fred's Pentium MMX	163.176.52.4	Computer in room 1
Intercom	Patricia's Desktop PC	163.176.52.3	Talk with Patricia
Exchange	Arun's Portable	163.176.52.7	Exchange - Arun's Port...

1 item(s) selected

Single Selection Example

- 2 To select consecutive multiple items click the first item, hold down the shift key, and click the last item.



Service	Computer Name	Address	Description
Observe	TB2_2_Demo	TimbuktuWinDe...	Observe - Demo System
Chat	Rodney's Pentium Pro	163.176.52.2	Chat with Rodney
Notify	Jeff's Macintosh	163.176.52.5	Jeff's Macintosh
Send	Jim's NT Server	163.176.52.1	Send - Jim's NT Server
Control	Fred's Pentium MMX	163.176.52.4	Computer in room 1
Intercom	Patricia's Desktop PC	163.176.52.3	Talk with Patricia
Exchange	Arun's Portable	163.176.52.7	Exchange - Arun's Port...

3 item(s) selected

Multiple Selection Example

- 3 To select random multiple items, hold down the Ctrl key and click on the items.

Keyboard Selection:

- 1 Select individual items by using the arrow keys up, down, left, and right.
- 2 Select consecutive multiple items by using the arrow keys to highlight the first item, hold down the shift key, and use the arrow keys to highlight the last item.

Select multiple items by using the arrow keys to highlight the first item, hold down the Ctrl key, and use the arrow keys to highlight each item. Press the spacebar to select the item.

Opening Address Books

To open an address book:

- 1 Choose *Open Address Book* from the File menu. The Open File window is displayed.
- 2 Open a file with an address book extension (.tbk). This address book is added to the drop down list of currently opened address books in the *Address Books* tab.

Closing Address Books

To close an address book:

- 1 Click the Address Books tab.
- 2 Select the address book you wish to close from the drop-down list.
- 3 Select Close Address Book from the File Menu.

Note: If you have only one address book open you are not allowed to close it.

Adding addresses

You can add addresses from the TCP/IP tab to the selected address book.

To add an address to the address book:

- 1 Click the *TCP/IP* tab and type the IP name or IP address.
- 2 Click the *Add New Address* button.
Timbuktu Pro attempts to contact the chosen computer to verify information and fill in the fields of this dialog box. This may take a few seconds. If the remote computer isn't available, Timbuktu Pro displays default information.
- 3 Click *OK* to complete the procedure.

To add an address to the address book using the Recent Connections tab:

- 1 Click the *Recent Connections* tab.
- 2 Select from the address list.
- 3 Click the *Add New Address* button.
- 4 Select the destination address book.
- 5 Click *OK* to complete the procedure.



Deleting addresses

You can remove addresses from the selected address book, in the *Address Books* tab.

To delete an address from the address book:

- 1 Select the *Address Books* tab.
- 2 Select an address book from the pulldown menu. This drop-down list contains the list of open address books. The addresses from the selected address book appear in the window.
- 3 Select one or more addresses that you wish to delete from the window.
- 4 Press the *Delete* key from the keyboard.
- 5 Click *OK* to confirm.

Recent Connections

The *Recent Connections* tab lists the computer that either you are connected to, or which has connected to you. The default service is the same as the service that was used when the entry was created. You can specify the number of entries to be maintained in the General options.

[Customize Timbuktu Pro's General preferences](#)


Adding to the Recent Connections Address List Box.


The Recent Connections tab automatically stores the Timbuktu Pro addresses of:

- n Incoming guests who connect to your computer. For example, if Jim's W95 portable controlled your PC, Jim's W95 portable's address will be added to your *Recent Connections* Address list box. The default service will be Control, because that's the service type used.


- n Your outgoing connections. For example, if you sent a FlashNote to Jim's Alpha NT server, Jim's NT server's address will be added to your *Recent Connections* Address list box. The default service will be Send, because that's the service type used.


- 1 Click the *Recent Connections* tab.
- 2 The items on this tab are:


- n *List View button*—Click this button  to display the items in the Address List box in List view mode. In List view mode, only the icon and the **Computer Name** are shown.

- n *Detail View button*—Click this button  to display the items in the Address List box in Detail view mode. In Detail view mode, it shows the **Default Service, Computer Name, Address, and Description**.

- n *Add New Address button*—Click this button  to add an address to the address book.

- n *Properties button*—Click this button  to display a Properties dialog for the selected address. This button is enabled only when a single address is selected. It is disabled if either no address is selected, or multiple addresses are selected.

- n *Create Desktop Shortcut button*—Click this button  to create a Timbuktu Connection document (TMB extension) on the Windows desktop. This button is enabled when either a single address, is selected, or multiple addresses are selected. It is disabled if no address is selected.

- n *Delete Address button*—Click this button  to delete the selected addresses. When the user deletes an item in the *Address Books* or *Recent Connections* tab, a confirmation dialog appears. The delete button is enabled when either a single address is selected, or multiple addresses are selected. It is disabled if no address is selected.

- n *Address List box*—This shows the contents of the current Address book. The listing can be in List view mode or Detail view mode. In List view mode, only the icon and the **Computer Name** are shown. In Detail view mode, it shows the **Default service, Computer Name, Address, and Description**.

- n *Item Count panel*—This displays the number of addresses in the current address book. It refreshes

when addresses are added or deleted.

Note: If you move the mouse over the buttons a Tool Tip will pop up identifying the button.

TCP/IP

The TCP/IP tab lets you type in the IP name or IP address of a remote computer on a TCP/IP network. The drop down combo field has the last several addresses that were entered in most recent first order. The number of addresses to keep is specified in the General Preferences.

[Customize Timbuktu Pro's General preferences](#)

- 1 Click the *TCP/IP* tab.
- 2 Type in the name or address of the remote computer you wish to connect to and select the Timbuktu Pro service that you wish to use.

Since you cannot browse a TCP/IP network, you will want to save the frequently used TCP/IP addresses in an address book for more convenient access.

[Address Books](#)

[TCP/IP information](#)

Menus

Click the desired menu option to learn what it does.






File	
Open Address Book...	
Close Address Book	
Properties...	Alt+Enter
Delete	Del
Exit and Shut Down Timbuktu Pro	Alt+Ctrl+F4
Exit	Alt+F4

Edit	
Cut	Ctrl+X
Copy	Ctrl+C
Paste	Ctrl+V
Copy To...	Ctrl+Y
Rename	
Create Shortcut on Desktop	Ctrl+D

View	
Address Books	Alt+A
Recent Connections	Alt+R
TCP/IP	Alt+I
List	
• Details	
Sort By	
• Service	
Computer Name	
Address	
Description	
Date	
✓ Ascending	
Descending	

Setup	
Security...	Alt+Y
Preferences...	Alt+P

Services	
Send...	Ctrl+S
Exchange...	Ctrl+E
Control...	Ctrl+T
Observe...	Ctrl+O
Notify...	Ctrl+N
Chat...	Ctrl+A
Intercom...	Ctrl+M

Connections	
Admit Temporary Guest...	Ctrl+G
Activity Log...	
Disconnect All Users	
 Disconnect PASIDON	
Clear Previous User Log	
 CYBERAGE	
 CYBERAGE	
 PASIDON	
 PASIDON	

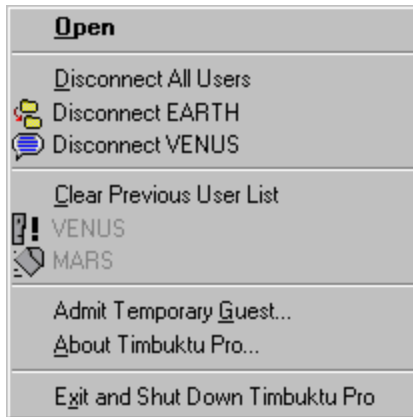
Help	
Contents...	F1
How to Use Help...	
About Timbuktu Pro...	

See Also

[Taskbar Support](#)

Taskbar Support

Timbuktu Pro features can be accessed from the icon on the taskbar in the system tray of the toolbar. For example, if you select a 'Current User' entry then that user will be disconnected from your system.



Open Address Book

Displays the Open File window, in which the user can open a file with an address book extension. This address book is added to the drop down list of currently opened address books in the *Address Books* tab.

Close Address Book

Displays the Close File window, in which the user can remove the current address book from the drop down list of currently opened address books.

Properties

Displays the properties of the selected user address. Properties include **default service**, **computer name**, **address** and **description**.

Delete

Allows the user to delete a single address or a group selection of addresses.

Exit

Closes the Timbuktu Pro main window and minimizes Timbuktu Pro to an icon on the taskbar in the system tray of the toolbar. Users can still access your computer. To switch off Timbuktu Pro completely, choose *Exit and Shut Down Timbuktu Pro*.

Exit and Shut Down Timbuktu Pro

Switches off Timbuktu Pro completely. No user can access your computer after you exit and shut down Timbuktu Pro and you can no longer connect to remote computers.

#Edit menu

Cut

Allows the user to cut an address or a group selection of addresses from an address book.

Copy

Allows the user to copy an address or a group selection of addresses from an address book.

Paste

Allows the user to paste an address or a group selection of addresses to an address book.

Rename

Allows the user to rename a single address.

Copy To

Allows the user to copy addresses to address books.

Create Shortcut on desktop

Allows the user to create Timbuktu Shortcut Connection Documents on the desktop for the selected address or addresses. Uses the Description field for the document name and default to a control session unless the address has a default service value.

#Setup menu

Security

Displays the Security window, in which you can add, change, and removes registered users and Windows NT users. You can also designate which services are available to guest users or with ask for permission users.

Preferences

Displays the Preferences window, in which you can change the settings for the Control/Observe, Send, and Notify services. You can also specify a master password, and whether the Timbuktu Pro application should launch automatically when Windows starts.

#Services menu

Send

Displays the FlashNote window, from which you can send a note and files or folders to a remote user.

Exchange

Displays the Exchange window, from which you can copy files or folders to or from a remote computer.

Control

Displays a screen-sharing window in which you can operate a remote computer using your mouse and keyboard activity.

Observe

Displays a screen-sharing window in which you can view the desktop of a remote computer.

Notify

Displays the Notify window, in which you can request to be notified when the remote user becomes active.

Chat

Displays the Chat window, in which you can post messages interactively with a remote user.

Intercom

Displays the Intercom window, in which you can have an audio conversation with a remote user.

#Connections menu

Admit Temporary Guest

Displays the Admit Temporary Guest window, in which you can grant temporary access to Timbuktu Pro users who are not among your registered users or Windows NT users.

Activity Log

Displays the Activity Log window, in which you can track the activities of previous and current remote users to your Timbuktu Pro.

<Active Users List with Icon>

The user list shows the user session in progress—the icon shows you which service is being used.

Clear Previous User List

Removes the names of previous users.

<Previous User with Icon>

The user list shows any previous users who have connected to your computer. For a list of previous users, choose *Activity Log* from the *Connections* menu. Windows NT users can also look in the *Event Viewers Application log*.

#Help menu

Contents

Displays the Table of Contents of the online help for Timbuktu Pro.

How to use Help

Describes how to navigate through Timbuktu Pro Help. It also explains how the Help features such as Annotate and Bookmark work.

About Timbuktu Pro

Displays the version number, build number, and other product information of Timbuktu Pro.

#Taskbar Options

Restore

Displays the Timbuktu Pro main window.

Minimize

Reduces the Timbuktu Pro window to the taskbar. In Windows 95 and Windows NT 4.0, the icon is displayed in the system tray on the taskbar.

Disconnect All Users

Disconnect all the users that are connected to your system.

<Current User with Icon>

The icon shows you which service is being used. Choosing a current user name in this menu disconnects the user immediately.

Address Books

Selects the *Address Books* tab.

Recent Connections

Selects the *Recent Connections* tab.

TCP/IP

Selects the *TCP/IP* tab.

List

Displays the items in the Address List box in List view mode. In List view mode, only the icon and the **Computer Name** are shown.

Details

Displays the items in the Address List box in Detail view mode. In Detail view mode, it shows the **Default Service**, **Computer Name**, **Address**, and **Description**.

Sort By

Sort the address in the address list box by service, computer name, address, description, date, ascending or descending order.

Service

Sorts the addresses in the ascending and descending order, by service, in the address list box.

Description

Sorts the addresses alphabetically in ascending and descending order, by description, in the address list box.

Computer Name

Sorts the addresses in ascending and descending order, by computer name, in the address list box.

Address

Sorts the addresses in ascending and descending order, by address, in the address list box.

Date

Sorts the addresses in ascending and descending order, by date, in the address list box.

Ascending

Sorts the addresses, in the address list box, in the ascending order.

Descending

Sorts the addresses, in the address list box, in the descending order.

Open

Displays the Timbuktu Pro main window.

How to...

Here is an alphabetical listing of all the step-by-step procedures covered in Timbuktu Pro for Networks online Help. Click on any of the letters to see the relevant topics.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#)
V W X Y Z



[Activity Log](#)

[Adding new registered users](#)

[Address Books Tab](#)

[Address List Box](#)

[Add addresses](#)

[Admit an Ask For Permission user](#)

[Admit a temporary guest](#)

[Allowing unrestricted guest access](#)

 **B**

Blanking



[Changing a registered user account](#)

[Changing the user access privileges](#)

[Change your user password](#)

[Chat with a Remote User](#)

[Check for users](#)

[Check the activity log](#)

[Clear previous users](#)

[Close an Address Book](#)

[Connecting to other computers](#)

[Connection Menu](#)

[Control another user's computer](#)

[Create a new folder on a remote disk](#)

[Copying files from a specific folder on a remote disk](#)

[Copying files to a specific folder on a remote disk](#)

[Creating a new folder on the local disk](#)

[Customize your Timbuktu Pro's Notify service](#)

[Customize your Timbuktu Pro's General options](#)

[Customize your Timbuktu Pro's Observe/Control service](#)

[Customize your Timbuktu Pro's Send service](#)



[Delete addresses](#)

[Delete files and folders from a remote disk](#)

[Disconnecting a remote user](#)



[Edit Menu](#)

[Exit Timbuktu Pro without shutting it down](#)

[Enclose files in a FlashNote reply](#)

[Exchange files](#)



[File Menu](#)

[Files Received Folder](#)



[Grant a service to all guests](#)

[Grant a service to Ask For Permission users](#)



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[Intercom Service](#)



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[Recent Connections tab](#)

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[Registered users](#)

[Remove a service from user access](#)

[Removing registered users](#)

[Remove Timbuktu Pro from your computer](#)

[Requesting Notification when a remote user is active](#)

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[Setup Menu](#)

[Select files to send](#)

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[Set your master password](#)

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[Shut down Timbuktu Pro](#)

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[Stop receiving files from a user](#)

[System Requirements](#)



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[The Timbuktu Pro Window](#)

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[TCP/IP tab](#)

[Toolbar, Services](#)

[Timbuktu Pro Menus](#)

[Timbuktu Pro System Requirements](#)



[Using online Help](#)



Windows NT Users

Keyboard shortcuts

Keyboard shortcuts for Timbuktu Pro are listed below.

Note: If you type a keyboard shortcut while you are controlling another computer and a screen-sharing window is active, the shortcut is carried out on the remote computer only.

Commands that work anywhere in Timbuktu Pro

Action	Shortcut
View context-sensitive help	F1
Switch to another Windows application	Alt+Tab

Commands that work in the Timbuktu Pro window

Action	Shortcut
Connection Tabs: Move between tabs	Ctrl+Tab or Ctrl+Shift+Tab
Address Books	Alt+A
Select an address in the Address List Box	Arrow Keys
Rename	F2
Recent Connections	Alt+R
TCP/IP	Alt+I
Display the File menu	Alt+F
Display the Edit menu	Alt+E
Display the View menu	Alt+V
Display the Setup menu	Alt+T
Display the Services menu	Alt+S
Display the Connections menu	Alt+C
Display the Help menu	Alt+H
System Menu	Alt+Spacebar

When the File menu is displayed

Action	Shortcut
Open Address book	Alt+F, then O
Close Address book	Alt+F, then C
Properties	Alt+F, then R or Alt+Enter
Delete	Alt+F, then D or Del
Exit and Shut Down Timbuktu Pro	Alt+F, then E or Ctrl+Alt+F4
Exit	Alt+F, then X or Alt+F4

When the Edit menu is displayed

Action	Shortcut
--------	----------

Cut	Alt+E, then T or Ctrl+X
Copy	Alt+E, then C or Ctrl+C
Paste	Alt+E, then P or Ctrl+V
Copy To	Alt+E, then Y or Ctrl+Y
Rename	Alt+E, then R or F2
Create Shortcut on Desktop	Alt+E, then D or Ctrl+D

When the View menu is displayed

Action	Shortcut
Address Books	Alt+A or Alt+V, then A
Recent Connections	Alt+R or Alt+V, then R
TCP/IP	Alt+I or Alt+V, then I
List	Alt+V, then L
Details	Alt+V, then D
Sort By	Alt+V then B

When the Sort By menu is displayed

Action	Shortcut
Service	Alt+V, then B, then S
Description	Alt+V, then B, then E
Computer Name	Alt+V, then B, then N
Address	Alt+V, then B, then R
Date	Alt+V, then B, then T
Ascending	Alt+V, then B, then A
Descending	Alt+V, then B, then D

When the Setup menu is displayed

Action	Shortcut
Security	Alt+T, then Y or Alt+Y
Preferences	Alt+T, then P or Alt+P

When the Services menu is displayed

Action	Shortcut
Send	Alt+S, then S or Ctrl+S
Exchange	Alt+S, then E or Ctrl+E
Observe	Alt+S, then O or Ctrl+O
Control	Alt+S, then T or Ctrl+T
Notify	Alt+S, then N or Ctrl+N
Chat	Alt+S, then A or Ctrl+A
Intercom	Alt+S, then M or Ctrl+M

When the Connections menu is displayed

Action	Shortcut
Admit Temporary Guest	Alt+C, then G or Ctrl+G
Activity Log	Alt+C, then L
Disconnect All Users	Alt+C, then D
Clear Previous User Log	Alt+C, then C

When the Help menu is displayed

Action	Shortcut
Contents	Alt+H, then C or F1
How to use Help	Alt+H, then H
About Timbuktu Pro	Alt+H, then A

Control menu shortcuts

Action	Shortcut
Restore	Alt+Spacebar, then R
Move	Alt+Spacebar, then M
Minimize	Alt+Spacebar, then N
Close	Alt+Spacebar, then C or Alt+F4
Disconnect All Users	Alt+Spacebar, then D
Clear Previous User List	Alt+Spacebar, then E

Commands that work in the Send FlashNote window

Action	Shortcut
Display Help	Alt+H or F1
Send the FlashNote	Alt+S
Add Files to FlashNote	Alt+A

Commands that work in the Add Files To Note window

Action	Shortcut
Add a file	Alt+A
Remove a file	Alt+R
Done	Alt+D

Commands that work in the Save Files window

Action	Shortcut
Save	Alt+S
Done	Alt+D

Commands that work in the FlashNote window

Action	Shortcut
---------------	-----------------

Reply to a FlashNote	Alt+R
Save File	Alt+S
Delete a FlashNote	Alt+D
Save Note	Alt+S
Print Note	Alt+P

Commands that work in the Chat window

Action	Shortcut
Insert a carriage return in your message	Ctrl+Enter
Print Chat	Alt+P
Save Chat	Alt+S
Disconnect	Alt+D

General Windows shortcuts

Action	Shortcut
Copy	Ctrl+C
Cut	Ctrl+X
Paste	Ctrl+V
Undo	Ctrl+Z
Select All	Ctrl+A
Switch to another Windows application	Alt+Tab



Definitions

Click an entry to read its definition.

[Activity log](#)

[Ask for Permission user](#)

[Chat service](#)

[Connect](#)

[Control service](#)

[Connection-menu button](#)

[Disconnect](#)

[Enclosure](#)

[Exchange Files service](#)

[Exchange \(Delete\)](#)

[Exchange \(Read\)](#)

[Exchange \(Write\)](#)

[Exit](#)

[Exit and shut down](#)

[FlashNote](#)

[Guest user](#)

[Intercom service](#)

[Internet](#)

[Internet \(numeric\) address](#)

[Internet name](#)

[Intranet](#)

[Log in](#)

[Login dialog box](#)

[Notify service](#)

[Observe service](#)

[Password restrictions](#)

[Registered user](#)

[Screen-sharing window](#)

[Security](#)

[Timbuktu Pro](#)

[User service](#)

[User status](#)

Activity log

The activity log, which can be displayed from the Timbuktu Pro Connection menu, contains information on the operations that have been carried out on your Timbuktu Pro application.

Ask for Permission user

A user who is requesting a service that requires your permission before a remote session with your Timbuktu Pro can begin.

Chat service

The Chat service allows Timbuktu Pro users to post messages to one another interactively. A transcript of the Chat text is displayed in a scrollable panel at the top of the window and, you can print or save chat session details.

Control service

A Timbuktu Pro service that allows you to operate a remote Timbuktu Pro computer.

Connection-menu button

The icon to the left of the title bar. Clicking the icon opens the Connection menu for the active window. From Timbuktu Pro's Connection menu, you can disconnect a user, disconnect all users, and clear the user list. For more information, choose Menus under the Reference Help topic.

Disconnect

If you are connected to a remote computer, you disconnect by closing the Timbuktu Pro service window that you are using. If someone is connected to you, disconnect a user by choosing the *Disconnect User Name* from the Connection menu.

Enclosure

One or more files and folders attached to a FlashNote. When a user sends a FlashNote with enclosures to you, you can save the enclosures to the folder of your choice, or you can delete them.

Exchange service

The three kinds of Exchange sub-services can give a user complete access to any of your local disks and to any server volumes you have mapped:

- Using the *Exchange (Read)* service, a user can copy files or folders from any folder on your computer.
- Using the *Exchange (Write)* service, a user can copy files or folders to any folder on your computer or create new folders on your computer.
- Using the *Exchange (Delete)* service, a user can remove files from any folder on your computer.

The three parts of the Exchange service can each be assigned to different kinds of users. For example, you could grant Exchange (Read) to guests users, Exchange (Write) to Ask For Permission users, and Exchange (Delete) to registered users.

Exchange (Delete)

A part of the Exchange Files service that lets a user remove files or folders from any folder on a remote Timbuktu Pro computer.

Exchange (Read)

A part of the Exchange Files service that lets a user copy files and folders from any folder on a remote Timbuktu Pro computer.

Exchange (Write)

A part of the Exchange Files service that lets a user copy and modify files and folders to any folder on a Timbuktu Pro computer.

Exit

Choosing *Exit*—from the File menu or from the pop-up menu of the Timbuktu Pro icon on the taskbar in the system tray of the toolbar—closes the main Timbuktu Pro window but leaves Timbuktu Pro running in the background. Remote users can still connect to your computer.

To end all Timbuktu Pro activity, choose *Exit and Shut Down Timbuktu Pro* instead of *Exit*.

Exit and shut down

Choosing *Exit and Shut Down Timbuktu Pro* from the File menu stops all Timbuktu Pro activity. Remote users will not be able to connect to your computer.

If you want to close the main Timbuktu Pro window but allow Timbuktu Pro to continue running in the background, choose *Exit* instead of *Exit and Shut Down Timbuktu Pro*.

FlashNote

A FlashNote is a message that you can send to a remote user using the Send service.

Note: You can attach files, or folders to a Flashnote.

Guest user

A person who can connect to your Timbuktu Pro computer without having to type a password.

Intercom service

Allows local and remote users to talk with each other through their computer's audio hardware.

Note: Both computers must be equipped with sound cards, microphones, and speakers.

Intranet

A network—which may be connected to the Internet—that is used by an organization primarily for internal activity rather than for communication with the outside world. To protect the security of the organization's computer systems and information, intranets are often equipped with an electronic barrier, known as a firewall, that can selectively prevent different forms of data traffic originating outside the intranet from reaching computers inside the intranet.

Notify service

Creates an electronic request to be notified when another Timbuktu Pro remote user has started using their computer.

Log in

To type the name and password in the Timbuktu Pro log in dialog box before beginning a session with a Timbuktu Pro computer. Logging in is required only if you are using a registered user account.

Login dialog box

The Timbuktu Pro Login dialog box is displayed to users who request services that are restricted to registered users or that require Ask For Permission. If the service a user requests is assigned to guest users and NT users, the Login dialog box is not displayed.

Observe service

A screen-sharing service where you can view the activity on a remote user's desktop but cannot operate, or affect the remote computer. The desktop screen appears in a scrollable screen-sharing window.

Preferences

The *Preferences* option in the Setup menu displays the Preferences window. The Preferences window contains tabs that let you customize the user interface for the Send, Observe/Control and Notify services. You can also specify a master password, and specify whether Timbuktu Pro will be launched automatically when Windows starts up on your computer.

Password restrictions

Three options that you can select by clicking the *Password Restrictions* button in the *Registered users* tab of the Security window. The password restrictions can define an expiration date on all passwords, set a minimum length for all passwords, and require new passwords created by users not to match any of their three previous passwords.

Screen-sharing window

The Observe and Control services let you view the desktop activity of another computer in a special window called the screen-sharing window. Everything displayed in the screen-sharing window is coming from the screen of the remote computer. You can scroll this window automatically by moving your pointer toward the border of the screen-sharing window.

Security

The *Setup->Security* option displays the Security window. In the Security window, you can assign user services such as Send, Exchange, Observe, Control, Notify, Chat, and Intercom.

Guest users are not required to type a password.

Registered users must always enter a name and password to use the services assigned to their accounts.

Connect

To establish a session between your computer and a remote Timbuktu Pro computer.

Remote user

A person who has opened a session to your Timbuktu Pro computer.

User service

Any of the forms of access that a remote user can have with a Timbuktu Pro computer if granted permission by the Timbuktu Pro user. Services include Send, Exchange, Observe, Control, Chat, Intercom, and Notify.

Internet

A world-wide network connecting businesses, governments, researchers, and educators. Data is transferred across the Internet by the Transmission Control Protocol/Internet Protocol (TCP/IP).

Internet address

A set of numbers—in the form 123.45.67.89—that uniquely identifies a computer that is connected to the Internet. Some users have unchanging (static) Internet addresses, whereas others have dynamic addresses, which change each time the user connects to the Internet.

Internet name

A name, such as `timbuktuwindemo.netopia.com`, that can be typed in the Address box of the Timbuktu Pro window so that you can connect to the Timbuktu Pro at that address.

Registered user

An account you can create in the Timbuktu Pro Security window's *Registered Users* tab. A registered user account requires the registered user to enter a user name and password to connect to your Timbuktu Pro.

User status

There are four kinds of user status: Guest users, Ask For Permission users, Registered users and Windows NT users. Guest users are not prompted for a user name or password. Ask-for-permission users are required to ask for permission from a Timbuktu Pro remote user before they can use the services they request. Registered users must type their user names and passwords to access a Timbuktu Pro remote user, but they don't require the remote user to be present at his or her Timbuktu Pro computer. Windows NT users are authenticated by NT. Your current user name and password is used. If you are authenticated then you connect immediately.

Timbuktu Pro

Timbuktu Pro is a powerful network remote control software. Timbuktu Pro is ideal for workgroups, remote workers and help desk administrators.

Timbuktu Pro users can access corporate network resources, transfer files, remotely control other computers, and remotely work with other users in real time to collaborate on projects. The full set of Timbuktu Pro service buttons are: Send, Exchange, Observe, Control, Notify, Chat, and Intercom.

Troubleshooting

[Send service](#)

[Exchange service](#)

[Observe and Control services](#)

[Intercom service](#)

[Memory problems](#)

[Sessions with Macintosh computers](#)

[TCP/IP information](#)

[Firewalls](#)

Send service

Extended characters in file names

File names that use symbols from the extended character set (characters with an ASCII value greater than 128, usually entered with the Alt key) may not be displayed correctly when you are selecting them in the Add Files to FlashNote window. To make sure that your file names are displayed correctly, use only the characters that are visible on your computer's keyboard (with or without the Shift key).

Extended characters in folder names

Don't use extended characters in folder names. (Timbuktu Pro lets you create a new directory in the Save Files window that contains a symbol from the extended character set, but when you try to save files to that folder, the files disappear.)

Cannot send file with special characters in the name

You cannot send a file with certain diacritical marks in the file name. For example, the file Béta.txt cannot be transferred using the Send command. An error is displayed when you try to add it as an enclosure. You can work around this by putting the file in a directory and then sending the directory, or you can rename the file before sending it.

Cannot reply to FlashNote

Unlike sending electronic mail, sending FlashNotes requires the sender and receiver to be running Timbuktu Pro at the same time. If you are unable to reply to a FlashNote from another Timbuktu Pro user, check to see if the other user has switched off Timbuktu Pro.

Send command sometimes fails to transfer files within large directory enclosures

If you include a directory as an enclosure in a FlashNote, and if that directory goes many levels deep, Timbuktu Pro may not be able to transfer some of files in the lower levels of the directory.

For example, you include the `c:\sales` directory in a FlashNote, and within that directory, you go as deep as

```
c:\sales\southern\quarter4\phase2\hardware\copper\judy\data\sales.doc.
```

This path is less than the maximum 64-character path that DOS allows. But when Timbuktu Pro adds the drop directory name, sender directory name, and date/time directory name

```
c:\files\jane\10-31-12.32I
```

the path name becomes longer than DOS permits.

You can avoid this by transferring individual directories from inside the sales directory. For example, instead of including `c:\sales`, include `c:\sales\southern\quarter1` and `c:\sales\southern\quarter2`, etc. This shortens the final directory depth in the recipient's drop directory.

Alternatively, if you have access, you can use Exchange instead of Send, and copy the `c:\sales` directory to the root level of the recipient's disk drive. This avoids adding the extra path of the drop directory.

The Send function reports that the remote computer is out of disk space

There are two possibilities:

- n The remote computer is out of disk space.
- n The *Protect Megabytes of disk space from use by files received directory* value in the Preferences dialog box could be set too low.

In either case, the remote user will have to be the one to solve the problem by clearing some space on his or her hard drive, or by resetting the amount of space that Timbuktu Pro is to protect.

Exchange service

Extended characters in file names

File names that use symbols from the extended character set (characters with an ASCII value greater than 128, usually entered with the Alt key) may not be displayed correctly when you are selecting them to copy to another computer. To make sure that your file names are displayed correctly, use only the characters that are visible on your computer's keyboard (with or without the Shift key).

Hidden files

Timbuktu Pro does not copy hidden files between computers.

If you see an unexpected "Replace files?" message when you are copying files to your computer or to a remote computer, Timbuktu Pro may be about to replace (overwrite) a hidden file. In that case, you may want to cancel the transfer and copy the file to a different folder.

File transfer speed

Copying many small files is significantly slower than copying one large file.

Long file names

When copying files to Timbuktu Pro 1.x, Timbuktu Pro must shorten long file names to conform with the 8.3 name+extension format. If it shortens two similar long file names to the same reduced name, it will copy the first file and then attempt to replace it when it copies the second file. A workaround is to rename one of the files before copying it.

Multiple sessions

If you already have an Exchange session open with another computer, you can't start another Exchange session with that computer until the first one is closed.

Warning: If the Exchange privilege is granted, the remote user will be able to access the files on your hard disk, as well as files on any network drive that you are currently logged into. DO NOT grant Exchange privileges if your computer contains sensitive, or confidential information.

Extended characters in folder names

Exchange won't prevent you from creating a folder with a symbol from the extended character set, but the symbol—which may display correctly in the Create New Folder window—will probably not be retained after it is created or after it is copied to another computer.

Subservices not granted

The remote computer you are connecting to may let you begin an Exchange session and then refuse to perform the desired subservice (Read, Write, or Delete). The problem can arise when only one or two of the three Exchange subservices has been granted to guests or registered users. Timbuktu Pro can't make this distinction at the time you log in, but when you actually try to use a subservice that you don't have, Timbuktu Pro won't let you continue.

You may be able to obtain the desired subservice on a temporary basis by contacting the Timbuktu Pro remote user.

Observe and Control services

Viewing DOS programs

If you are observing or controlling a remote computer whose application or owner switches to a full-screen DOS window, you may notice parts of the screen, such as icons, that are black or have their colors reversed, and you won't be able to control anything in the window.

If you are using the Control service, you can regain control of the screen-sharing window by pressing Alt+Enter to change the full-screen window back into a DOS window.

Animation applications

Animations viewed in a screen-sharing window are not smooth and may contain gaps. In addition, the computer originating the animation may be slowed to the point of becoming unusable. If network output buffers are completely filled, no animation can be displayed on the originating computer until a part of the buffer's contents is sent.

If you are connecting to a remote computer that is running an animation, try disconnecting until the sequence has finished and then reconnecting.

DirectX games API

Unfortunately, DirectX games API bypasses GDI (Graphical Device Interface). Therefore, applications that use this API, such as Fire Fight, can't be viewed in the screen-sharing window. If you control a computer that is running such an application, you'll see the desktop but none of the windows that are displayed by the application.

Low memory

If you attempt to connect to another computer and your computer has very low Windows User memory or very low GDI memory, you won't be able to use the Observe service or the Control service.

[Memory problems](#)

Changing screen size

If the remote computer you are observing or controlling changes its "virtual desktop size,"—using, for example, quickres.exe from Microsoft's PowerTools for Windows 95 or Flexdesk+ from ATI's Desktop control panel—your computer will experience a stack overflow. To prevent this, ask the remote user to wait until the screen-sharing session has ended before resizing.

Name of Macintosh computer is not displayed correctly in your screen-sharing window

The Macintosh user may have used extended characters in his or her computer name. Windows does not allow Timbuktu Pro to transfer symbols from the extended character set correctly.

Intercom service

If you are having trouble with the Intercom service, make sure you have taken the following hints into consideration:

Make sure you've set the volume control for your sound card properly.

[Using the Windows Volume Control accessory](#)

Make sure the microphone and speaker levels are set correctly.

[Adjusting your microphone and speaker levels](#)

- Don't speak too closely to the microphone. It also helps to direct your speech slightly to the side of the microphone.
- Use the Sound Recorder multimedia accessory to make sure you can record sound and play it back.
- Make sure you're using the right Sound Compression setting. If the other user is on the same network (LAN) with you, select None.
- If you switch compression methods—None, GSM—during an Intercom session, don't speak while you are switching. This can degrade the sound quality.
- If the sound card on your computer or the one you are connected to is already being used by another application—for example, recording or playback—you won't be able to begin your Intercom session until the other application has been closed.
- If you run more than one operating system or IP stack on your computer, you'll need to install Timbuktu Pro on each operating system/stack combination.
- In Intercom, if you have a CD player playing on the guest side, the host side might also hear the sound from the CD. There is a way to stop this in "Volume Control" .

Note: The intercom button will not be active if you don't have a sound card installed.

Memory problems

Low DOS memory

If Timbuktu Pro does not run or you cannot run other Windows applications when Timbuktu Pro is running, you may be experiencing a low DOS memory problem. Because Windows for Workgroups (or Windows 3.x) sits on top of DOS, Windows applications and the Windows operating system need a certain amount of low memory, that is, memory below 1MB. This problem usually appears on portable computers that use PCMCIA socket service drivers. However, desktop systems can also have the problem.

Try one or more of the following suggestions to free up memory

Review the list of DOS drivers and TSRs you are using and stop loading the less important ones.

- Maximize low DOS memory by using a Memory Manager such as EMM386 or QEMM to load DOS drivers and DOS TSRs into upper memory. Refer to your memory manager documentation for specific instructions.
- Limit the number of Windows applications you have open at one time.

Low Windows memory

You may also experience difficulties if your computer or the computer you are controlling is low on Windows memory. The following problems may indicate low Windows memory:

- Your mouse pointer isn't moving as smoothly as usual.
- Your screen partially redraws and then stops for 100 seconds.
- A Control window closes if you maximize it.
- Windows are only partially drawn.
- Windows are drawn larger than usual.
- Your remote session is terminated unexpectedly.
- You can't visit a remote computer even though Timbuktu Pro is running this indicates insufficient memory on the remote computer.

You can free Windows memory by closing unneeded applications. You may also need to add RAM to your computer.

Sessions with Macintosh computers

Overwriting files with identical names

Some Macintosh directories and files may have names that are identical to the those being transferred from your PC. When this happens, you get the message, "Replace items with the same names with the selected items?" If you click Yes, the files and directories on the PC will overwrite those files on the Macintosh that have the same name. The original Macintosh files will be lost.

Problems controlling a Macintosh

When a PC user is controlling or observing a Macintosh computer:

- The colors in the Control or Observe window of the PC may not exactly match the colors on the Macintosh.
- When the Macintosh is running FrameMaker 4.0, the text in the FrameMaker menus may not be visible to the PC controller or observer. Make sure the Macintosh user has switched on Support Bypassing QuickDraw in the Preferences dialog box.
- Buttons on a Macintosh application may sometimes not be visible to the PC controller or observer, but they are still functional.

Problems connecting to a Macintosh

Make sure the Macintosh user is running Timbuktu Pro for Macintosh 4.0.2 or later.

Cross-platform passwords cannot use extended character sets

Characters that are not shared between your PC and a Macintosh cannot be used in passwords. Passwords that are to be used across platforms should consist of the basic characters that both platforms share.

Extended characters and file transfer

If you are using the Exchange service with a Macintosh, you may notice that some of the file names in the lower panel of the Exchange window do not appear correctly. This is because some special characters (usually referred to as upper-128 ASCII characters) may not map correctly between Windows and Macintosh systems. Examples of these special characters are ones that require the use of the Ctrl or Alt keys. This special character limitation also applies to passwords.

To ensure cross-platform compatibility, use only the characters that are visible on your computer's keyboard (with or without the Shift key). If you want to compare cross-platform character mapping in more detail, you can check the character resources on each platform by using the Windows Character Map accessory program and the Macintosh Key Caps program.

File types not always recognized by the other computer

If you transfer certain kinds of files to a Macintosh, the files will not appear in the directory dialog box when you attempt to open them from the corresponding Macintosh application. This is because Timbuktu Pro does not always assign the correct Macintosh Type and Creator values to Windows files during a Send or Exchange session.

You can, however, edit the `FILEMAP.INI` file, which ships with Timbuktu Pro, so that Timbuktu Pro will translate any 3-letter extension of a DOS file type to the appropriate Type and Creator values for a Macintosh file type and vice versa. Click the link below to learn how.

[File Extension Mapping](#)

Copying to a Macintosh floppy disk

If you are using the Exchange service to copy files to a floppy disk on a Macintosh, you may get an error message that the floppy disk is full even though the Macintosh user has just deleted files from that disk. To work around this problem, close the Exchange window and open a new one to the same Macintosh. This causes Timbuktu Pro to recheck disk space available on the Macintosh floppy disk.

Macintosh file format information

A Macintosh file consists of a resource fork and a data fork. Timbuktu Pro copies only the data fork and uses the information in the resource fork to set file properties. Therefore, any Macintosh file that has an empty data fork—for example, the Shrinkwrap.Frontier file—is copied to a file with zero contents on a Windows computer.

Line breaks not inserted

When Timbuktu Pro copies a Macintosh text file to your computer, no additional control characters are added to force line breaks. When such a document is opened on some PC text editors—for example, WordPad—it is displayed as a single, very long line. A workaround is to open the document with a word processor that has an automatic word wrap feature, such as Microsoft Word, and then save the document in an appropriate PC format.

TCP/IP information

Do not control your local computer over TCP/IP

Please do not attempt to control your own computer over TCP/IP; it will crash your system.

No TCP/IP connection tab

If the TCP/IP connection tab does not appear in your Timbuktu Pro window, first of all, make sure that your TCP/IP software is compatible with Timbuktu Pro. Refer to the Timbuktu Pro for Windows Release Notes for the most up-to-date information.

If you are using an approved stack, make sure that your IP network software is working properly outside of Timbuktu Pro. Try other Windows Sockets IP applications, such as Netscape, Telnet, or ftp. If these aren't working either, the problem is more likely to be with your IP stack rather than with Timbuktu Pro.

Error Message: Computer Name does not match

If you connect to an address saved in an address book and learn that the *Computer Name* does not match, you may have saved a dynamic IP address. That address may have since been assigned to a different computer.

Cannot connect to an TCP/IP address

If you cannot connect to an TCP/IP address, check the following:

- Make sure that you are entering the TCP/IP address correctly.
- Can other computers connect to the Timbuktu Pro computer? Can this Timbuktu Pro computer connect to another Timbuktu Pro computers?
- If you can access the Internet try observing our test machines at 163.176.4.43 or 163.176.4.44.
- Make sure that the TCP/IP address you are using is current. If the remote computer is using a dynamic TCP/IP addressing, the address may now be different. Please call or email the user to find out their current TCP/IP address.
- Make sure you are able to connect to other Timbuktu Pro computers using TCP/IP. If not, the problem may lie with your TCP/IP configuration.
- Can you use the ping utility and "ping" the remote machine? A response of "request timed out" indicates you do not have a TCP/IP connection between the two machines.

Given below are a few reasons why you may be unable to connect to a TCP/IP address:

- 1 TCP/IP is not configured correctly.
 - 2 The computer is not connected to the Internet.
 - 3 There is a Firewall. For more information, see [Firewalls](#).
 - 4 There is a misconfiguration on a router or the physical connection. If only some of the packets come back, it usually indicates a problem such as bad cabling, a slow Internet connection or a busy Network connection.
-
- If you entered a DNS name, try using the (numerical) TCP/IP address instead. For example, instead of typing tb2win.farallon.com, type 163.176.4.44.
 - The remote computer may not be accessible because of a security firewall—on your network or on the remote network. To determine whether Timbuktu can use TCP/IP on your network, check with your Network Administrator to see if there is a Firewall. The utility, trace route, can often indicate a firewall or other routing problems. If you can not trace route to the machine, you probably will not be able to connect to it either.
 - Type, "tracert <tcp/ip address>" at a DOS prompt. For example, "tracert 163.176.4.43". The response will give the TCP/IP address of every router between you and the remote address and the time it took to reach that router.
 - For more information, see "[Firewalls](#)" or the technical note on our web site

http://www.netopia.com/support/technotes/software/tb2mac/TPM_031.html—Firewall Issues

- Are you using Dial Up Networking or a Point to Point Protocol (PPP) connection? Do other TCP/IP applications, like FTP or your Browser, work over the dial up connection? If you need a PPP server, the Remote Access Server (RAS) that ships with Windows NT is recommended. Please refer to Microsoft for proper configuration.

Note: For help in configuring Windows 95 Dial Up Networking, please see the following URL's:

<http://www.windows95.com/connect/ppp.html>—Client Set Up

<http://www.windows95.com/connect/dialsrvr.html>—Server Set Up

- Make sure the computer you have selected has TCP/IP incoming access turned on if it is running Timbuktu Pro v1.x earlier or is if it is a Macintosh.
- Make sure the computer you've selected is running Timbuktu Pro. If it is a Macintosh, it must be running Timbuktu Pro for Macintosh 4.0 or later with TCP/IP installed and properly configured.

Note: For more tips on configuring TCP/IP on for Macintosh, please see the following technical notes

http://www.netopia.com/support/technotes/hardware/NQG_004.html for information on "How to set up TCP/IP on a Macintosh".

Connection Tips

You may experience problems during a remote control session, if you use any service like Control, Observe, Send or Exchange with the same computer you are controlling or observing.

Warning: Do not attempt to control or observe your own computer over TCP/IP; it will crash your system.

Firewalls

Some types of Timbuktu Pro connections via TCP/IP may appear to be blocked because of Firewalls.

Firewalls in general

For security reasons, network managers on TCP/IP networks usually want to restrict external access to their networks. Most of the time they will only open TCP/UDP ports for Telnet, FTP, and some other common services access. To do that, they configure their TCP/IP routers—sometimes referred to as gateways—to filter out access to different ports. These filters are called firewalls and can be configured to prevent Timbuktu Pro connections. In order for Timbuktu Pro to access these kind of networks, the network manager must open the TCP ports which Timbuktu Pro requires.

Firewalls and Timbuktu Pro

Timbuktu uses a well-defined UDP port, 407, for connection handshaking and then switches to other TCP ports for each kind of service:

Service	TCP Port
Control	1417
Observe	1418
Send Files	1419
Exchange Files	1420
Notify	Dynamic TCP/IP ports above 1023
Chat	Dynamic TCP/IP ports above 1023
Intercom	Dynamic TCP/IP ports above 1023

These ports are used during access from registered users. Any or all of these ports can be protected by a firewall to keep out unauthorized users. Some network managers firewall all ports but 407 and 1419, which allows anyone on the Internet to send a user a file via Timbuktu Pro. We provide the ability for the network administrator to reconfigure the ports that Timbuktu Pro uses by using Timbuktu Pro Administrator's Toolkit to set up a particular site. Timbuktu Pro also supports attended access, in which a remote user admits a temporary guest on a one-time basis without requiring a password. Timbuktu Pro normally uses a dynamic port assignment for this type of connection. Temporary guest access can be allowed through some firewalls that do not allow registered user access.

Only computers receiving a connection use registered port numbers. The users who initiate connections use dynamic—random or ephemeral—port numbers. Such ports have numbers above the 256 reserved ports and are usually above port 1023. Most Internet sites follow the convention of allowing ports greater than 1023 to be assigned to TCP/IP applications dynamically. If these dynamic ports are firewalled, Timbuktu Pro will not be able to complete a TCP/IP connection.

How to handle a firewall

The network manager will need to reconfigure the firewall permissions to permit dynamic TCP and UDP port assignments. Refer to the firewall or router documentation for details.

Note: Using the Timbuktu Pro Administrator's Toolkit, Timbuktu Pro Enterprise customers can designate which TCP/IP ports are to be used for Timbuktu Pro services. For more, please contact your local sales person or visit our Web site by using the following URL:
<http://www.netopia.com/software/tb2/enterprise/>

Using the Windows Volume Control accessory

After you have installed your sound card, follow these steps to set its volume properly.

To set the volume on your sound card:

From the Start menu, choose Programs, then Accessories, then Multimedia, then Volume Control. The Volume Control window is displayed.

- To adjust the playback volume, drag the Volume Control slider up to raise the volume and down to lower the volume.
- To change the balance between the left and right speakers, drag the Balance slider.

Tip: If your computer has more than one device (for example, a MIDI or Wave device), you can set the volume for each device.

To learn more about the controls, choose Help Topics from the Help menu of the Volume Control window.



Reference

[Key to Timbuktu Pro Icons](#)

[File Extension Mapping](#)


[Firewalls](#)

Also See:








[Definitions](#)

[Menus](#)

Key to Timbuktu Pro Icons

The Timbuktu Pro application icon  is displayed in the system tray of the taskbar whenever Timbuktu Pro is running on your computer.

The following icons are displayed in alternation with the application icon when a remote user is using a Timbuktu Pro service with your computer. A dimmed icon indicates a remote user who is no longer connected to your computer.

User Icon	Meaning
	A remote user is using the Send service with your computer.
	A remote user is using the Exchange service with your computer.
	A remote user is using the Observe service with your computer.
	A remote user is using the Control service with your computer.
	A remote user is using the Chat service with your computer.
	A remote user is using the Intercom service with your computer.
	A remote user is using the Notify service with your computer.

File Extension Mapping

This topic provides technical information for users who frequently copy files between Windows and Macintosh computers and who are not getting the automatic file name conversions they need.

[Overview of File Extension Mapping](#)

[Adding new file mapping extensions](#)

See also

[Receiving Files from a Macintosh computer](#)



Overview of File Extension Mapping

Many DOS and Windows applications identify documents according to the 3-letter extension in the file name, for example, the DOC in LETTER1.DOC. Such applications require certain types of extensions in file names in order to display them in their Open dialog boxes.

Macintosh applications, on the other hand, do not recognize file extensions, but instead use identifiers called Type and Creator, which are not normally visible to the Macintosh user. Type and Creator can be displayed by such utilities as ResEdit, Find File and DiskTop.

When copying files between a Windows computer and a Macintosh, Timbuktu Pro attempts to add (or map) file identifiers so that when the files are saved on the recipient's computer, they will have the information that the applications need to recognize them.

The FILEMAP . INI file

The tables of information Timbuktu Pro uses to perform file name mapping are kept in the FILEMAP . INI file in the Timbuktu Pro folder and are displayed later in this topic.

Whenever you transfer a file to a Macintosh, the [PC To Macintosh] section of FILEMAP . INI is scanned for a matching file extension. If the extension is found, the Macintosh Creator and Type values are copied to the file from the same line in the [PC To Macintosh] section.

In like manner, whenever you receive a Macintosh a file, the [Macintosh To PC] section of FILEMAP . INI is scanned for a Type and Creator match. If a line with matching Type and Creator is found, the DOS extension is copied to the file from the same line in the [Macintosh To PC] section.

If you are using files that have extensions, Types, or Creators that are not currently mapped in FILEMAP . INI, you can add new lines to the appropriate section of the file, as explained in the following procedures. This will save you from having to manually rename extensions or reset Type and Creator values following file transfer.

[Adding new file mapping extensions](#)

[Macintosh to DOS conversion](#)

[DOS to Macintosh conversion](#)



Adding new file mapping extensions

You are initially limited to the entries of the `FILEMAP.INI` file, explained in the previous section.

However, you can add an extension mapping entry for any application you have. There is no limit to the number of entries you can add.

This section contains two procedures for adding new file mapping extensions. The first is for mapping Macintosh file names to DOS file names. The second is for mapping DOS file names to Macintosh file names.

[Macintosh to DOS conversion](#)

[DOS to Macintosh conversion](#)

Macintosh to DOS conversion

The following procedure explains how to add file mapping extensions so that when you transfer a file with a specific Type and Creator combination from a Macintosh to your Timbuktu Pro, the file will have the desired 3-letter extension when it is saved on your computer.

To map Macintosh file names to DOS file names:

- 1 Find out the Macintosh Type for the document you will be transferring to the Windows computer. To do this, open the document with a utility such as `ResEdit` and choose *Get Info* from the File menu. Each value will be four characters long.
- 2 Using a DOS or Windows editor, open the `FILEMAP.INI` file. It should be in the Timbuktu Pro directory.
- 3 Find the [Macintosh To PC] section.
- 4 Add your new entry just before the last entry in the list and use the mapping number of the last entry. Use the following example as a model

```
FileMapping52="SAFR" * "SFR" "0" ; Comments
```

In this example,

`FileMapping52=` is the label for this line; if 52 was not the last number in the list when you began this procedure, use the actual last number in the label instead of 52.

`SAFR` is the Type value of the Macintosh document.

`*` is a wild card character; this causes Timbuktu Pro to ignore the Macintosh Creator value when converting the file name. However, if you want this line to be applied only to documents from a specific Macintosh application, type its 4-letter Creator string (for example, `SFII`) in this position instead of the `*`.

`SFR` is the 3-letter DOS extension you want the file to have when it is saved on the Windows computer.

`0` is a field reserved for future development; leave it as it is.

It is important that you match the spacing on your new line to the spacing used on the neighboring lines in the `FILEMAP.INI` file.

- 5 Change the mapping number on the last entry to one number greater than its previous value. For example, if the last entry was "`FileMapping52`", change it to "`FileMapping53`".
- 6 Save the changes to the `FILEMAP.INI` file.
- 7 Restart Timbuktu Pro.

[DOS to Macintosh conversion](#)

DOS to Macintosh conversion

The following procedure explains how to add file mapping extensions so that when you transfer a file with that extension from a PC to a Macintosh, the file will have the correct Type and Creator when it is saved on the Macintosh.

To map DOS file names to Macintosh Type and Creator:

- 1 Find out the Macintosh Type for the document you will be transferring to the Windows computer. To do this, open the document with a utility such as ResEdit, or Find File and choose *Get Info* from the File menu. Alternatively, use Find File, select more choices, use the down arrow by name and select type.
- 2 Using a DOS or Windows editor, open the FILEMAP.INI file. It should be in the Timbuktu Pro directory.
- 3 Find the [PC To Macintosh] section.
- 4 Add your new entry just before the last entry in the list and use the mapping number of the last entry. Use the following example as a model:

```
FileMapping56="SAFR" * "SFII" "SFR" "0" ; Comments
```

In this example,

FileMapping56= is the label for this line; if 56 was not the last number in the list when you began this procedure, use the actual last number in the label instead of 56.

SAFR is the Type value you want the file to have when it is saved on the Macintosh.

SFII is the Creator value you want the file to have when it is saved on the Macintosh.

SFR is the 3-letter DOS extension with which the document was saved on the Windows computer.

0 is a field reserved for future development; leave it as it is.

It is important that you match the spacing on your new line to the spacing used on the previous lines in the FILEMAP.INI file.

- 5 Change the mapping number on the last entry to one number greater than its previous value. For example, if the last entry was "FileMapping56", change it to "FileMapping57".
- 6 Save the changes to the FILEMAP.INI file.
- 7 Restart Timbuktu Pro.

[Macintosh to DOS conversion](#)



Receiving Files from a Macintosh computer

You can receive files from Macintosh computers Timbuktu Pro for Macintosh over a TCP/IP network.

Timbuktu Pro does not change Macintosh file names. However, file names that use characters from the Macintosh extended character set may contain different characters in place of the extended characters. Rename any files with extended characters before sending or exchanging.



Removing Timbuktu Pro from your computer

Removing Timbuktu Pro from your computer will delete all Timbuktu Pro registered users, address books, and security preferences.

To remove Timbuktu Pro from your computer:

- 1 Exit and Shut Down Timbuktu Pro.
- 2 Select *Start>Programs>Timbuktu Pro>Timbuktu Pro Uninstaller*.
- 3 Click yes to confirm.
- 4 Restart.

Note: Address book information is stored in the Timbuktu Pro installation directory and will be deleted if you uninstall the product.

? Using Online Help

Timbuktu Pro's comprehensive online help provides a variety of ways to answer your questions. It contains step-by-step instructions for all common procedures, as well as troubleshooting hints and keyboard shortcuts.

To open Timbuktu Pro's online Help:

- 1 With the Timbuktu Pro window active, press F1 or choose the [Contents](#) option from the Help menu.
- 2 Highlight a command from one of Timbuktu Pro's menus and press F1 to display the online Help topic associated with that command.

Note: To display Help for the screen-sharing window (Control and Observe services), click the Control-menu icon in the upper left corner of the screen and choose Help.

The Windows Help file explains using and navigating through help.

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? Help Contents

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[File menu commands](#)

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? How to Use Help

If you are new to Help, choose Help basics.

Use the scroll bar to view information not visible in the Help window. An item identified with a bullet (•) is usually one of a number of equivalent choices.

To choose a Help topic

- Click the underlined topic you want to view.
- Press Tab to select the topic, and then press Enter.



Understanding and navigating Help

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Personalizing and printing Help

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Help commands and buttons

[File menu commands](#)

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Help basics

Windows Help offers a quick way to find information, such as how to perform a particular task. Within a Help topic, there may be one or more jumps, which you can click (or press Tab to select the topic, and then press Enter) to display a new Help topic.

Jumps to related topics, if they exist, are usually indicated with green underlined topic headings at the end of paragraphs or topic entries. Click on them to move directly to the related topics.

You can move, resize, maximize, or minimize the Help window, just like any other window. To return to Contents for How To Use Help, click the *Contents* button. To return to the main Timbuktu Pro Help table of contents, click the *Contents* button again.



Getting Help from your application

You can get Help while using an application by choosing a command from the application's Help menu or by pressing F1. Some applications also have a Help button in dialog boxes.

To access Help from an application

- From the Help menu in the application, choose a Help command.
- Press F1 while using the application.
- Click the *Help* button in a dialog box.

A Help window appears. The topic that is displayed depends on which Help command you chose, what was selected when you pressed F1, or which dialog box you were using when you chose the Help button. With some applications, the Help Contents for the application appears. With other applications, a Help topic on the selected command or dialog box appears.

Note: If F1 does not display Help, you must use the application's Help menu.

Advanced features

This section explains the additional Help features found in Timbuktu Pro.

Clickable icons

Many icons in this document are clickable.

- Clicking an icon in the body of the Help topic displays the associated subtopic, if a subtopic exists.

Menu command + F1 key = Help

To quickly access online Help for a specific Timbuktu Pro menu command, press the F1 key while highlighting the menu command. Timbuktu Pro online Help displays the Help topic for that command.

Automatic return to the Timbuktu Pro table of contents

If you are viewing a topic in How to Use Help, clicking the *Contents* button returns you to the How to use Help table of contents. If you are already viewing the How to use Help table of contents, clicking the *Contents* button returns you to the main Timbuktu Pro table of contents.

Moving around in Help

You can use the *Help* button bar to move around in Help. You can go back to topics you've viewed previously. You can search for specific information or display Help Contents. You can also choose a jump to go to a new Help topic. For more information about moving around in Help, choose one of the following tasks:

[Displaying Help Contents \(the *Contents* button\)](#)

[Searching for a Help topic \(the *Search* button\)](#)

[Backtracking through Help topics \(the *Back* button\)](#)

[Returning to a Help topic you have viewed \(the *History* button\)](#)

[Displaying Timbuktu Pro keyboard shortcuts \(the *Shortcuts* button\)](#)

[Choosing a jump](#)

[Scrolling through a Help topic](#)

Displaying Help contents

Help Contents lists available Help topics. If you are viewing a Help topic and you want to return to the most closely related Help table of contents, use the *Contents* button.

To display Help Contents from within Help

- Click the *Contents* button in the Help button bar.

[Getting Help from your application](#)

Searching for a Help topic

You can find information quickly by using the *Search* button in the Help window. The *Search* button opens the Search dialog box, where you select a word that you want to search for. All Help topics associated with that word are listed, and you can select one to view. For example, to find out how to save a file, you could select "save" from the list. Topics that have the word "save" associated with them would then be listed in the Search dialog box.

To search for Help information

- 1 In the Help button bar, click the *Search* button.
- 2 Select the word or phrase you want to search for. When you start typing, the words that most closely match the text you type are displayed.
- 3 Click the *Show Topics* button.
- 4 Select the topic you want to view. If necessary, use the scroll bar to see more topics.
- 5 Click the *Go To* button.

Backtracking through Help topics

Use the *Back* button to go back through the Help topics you have viewed, in the order in which you viewed them. If there is no previous topic to view, the *Back* button is dimmed. The record of topics you have viewed is removed each time you quit Help.

To backtrack through Help topics

ⁿ Click the *Back* button on the Help button bar.
You return to the previously viewed topic. The topic appears as you left it, unless you resized the window before backtracking.

Returning to a Help topic you have viewed

You can use the *History* button to see a list of the previous 40 Help topics you have viewed. The most recent topic appears first. To return to a topic, choose it from this list.

To use the *History* button to return to a topic

- 1 In the Help button bar, click the *History* button.
- 2 Double-click the topic you want to return to (or press Tab to select the topic, and then press Enter). If necessary, use the scroll bar to see more topics.

The History window stays open until you close it or quit Help.

To close the History window

- n Double-click the Control-menu box.

Choosing a jump

Help topics can include graphics and text that link to other Help topics or to more information about the current topic. These are called jumps. Jumps are usually identified by a color and an underline (unless the jump is a graphic). When you point to a jump, the pointer changes to a hand shape.

To choose a jump

- Point to the text or graphic, and click with the mouse button.
- Press Tab to select the jump, and then press Enter.
- You can press Shift+Tab to move backward through a series of jumps.

If the jump you choose is linked to another topic, that topic appears in the Help window. Sometimes a jump is linked to information that appears in a pop-up window or a secondary window.

Note: When information is displayed in a pop-up window, the size of the pop-up window is proportional to the size of the main Help window. If you want the pop-up window to be larger, you need to change the size of the main Help window.

To display all jumps in a topic

- Press Ctrl+Tab.

To close a pop-up window

- Click anywhere on the screen
- Press any key.

To close a secondary window

- Double-click the Control-menu box.
- Press Alt+Spacebar to open the Control menu, and then choose *Close*.

Scrolling through a Help topic

If the information in a Help topic doesn't fit in the window, use the scroll bar.

To scroll through a Help topic

- Click one of the scroll arrows to scroll one line at a time, or drag the scroll box to scroll quickly through a topic.
- Use the arrow keys to scroll up or down.

To scroll up or down, one window at a time

- Click above or below the scroll box in the scroll bar.
- Use the PAGE UP and PAGE DOWN keys.



Keeping Help on top of other windows

When you first open Help, the Help window appears on top of other windows. If you select another window, it might cover up the Help window.

You can choose to keep the Help window on top of other windows even when you switch to other applications. This can be useful if you are using Help to follow a step-by-step procedure in your application.

Note: If you minimize a Help window that is on top, its icon also appears on top of other windows.

[Viewing an application and Help together](#)

Viewing an application and Help together

When you use Help, you may want to change the size of the Help window and move it so that you can see both the Help window and your application window. By positioning windows so that they are both visible, you can follow step-by-step procedures without having to switch between windows. Another way to make sure that you can see both Help and your application is to keep the Help window on top of the application window while you work.

To change the size of the Help window

- Drag the corner or border of the window until the window is the size you want.

To move the Help window

- Drag the title bar of the window to the new location.
For more information on moving and sizing windows, see your Windows documentation.

[Keeping Help on top of other windows](#)

Opening another Help file

You can open a Help file for any application that offers Help. You do not have to be using the application to open its Help file. For example, you can be working in Windows Notepad and open the Help file for Windows Program Manager to read about group windows.

To open another Help file

- 1 From the File menu in Help, choose *Open*.
- 2 In the File Name box, select the name of the Help file you want to open.
 - n If the file you want to open is not in the current directory, select a different directory in the Directories box and click *OK*. Then select a Help file in the File Name box.
 - n If the file you want is not on the current drive, open the Drives box, and select a drive. Then select a Help file in the File Name box.
- 1 Click *OK*.



Glossary

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Annotating a Help topic

You can add your own comments to a Help topic. When you annotate a Help topic, Help places a paperclip icon to the left of the topic title to remind you that you have added text to this topic.

For help on annotating Help topics, choose one of the following tasks:

[Viewing an Annotation](#)

[Removing an Annotation](#)

[Adding text to a Help topic](#)

[Copying and pasting an Annotation](#)

Viewing an Annotation

If you have added comments to a Help topic, you can view them at any time.

To view an annotation

- 1 Click the paper-clip icon to the left of the topic title.
- 2 When you finish viewing the annotation, click the *Cancel* button.

Removing an Annotation

If you no longer need your comments about a Help topic, you can remove the annotation.

To remove an annotation

- 1 Select the annotation you want to remove by clicking the paper-clip icon to the left of the topic title.
- 2 Click the *Delete* button.

Adding text to a Help topic

You can add your own comments and notes to a Help topic and view this information later.

To add text to the current Help topic

- 1 From the Edit menu in Help, choose *Annotate*.
- 2 In the Annotate dialog box, type the text you want to add. If you make a mistake, press BACKSPACE to remove any unwanted characters, and continue typing. Text wraps automatically, but you can end a line before it wraps by pressing Enter.
- 3 Click the *Save* button.



Copying and pasting an Annotation

You can copy text from an annotation and paste it into another annotation in Help or into a document. You can also paste text from documents into annotations.

To copy an annotation

- 1 Select the annotation you want to copy by clicking the paper-clip icon to the left of the topic title.
- 2 To copy the annotation to the Clipboard, click the *Copy* button. If you want to copy only a portion of the annotation, select the text that you want to copy onto the Clipboard, and then click the *Copy* button. You can drag the mouse pointer over text to select it. Or press and hold down Shift while you use the arrow keys to select text.
- 3 Click the *Save* button.

To paste an annotation

- 4 Copy onto the Clipboard the text you want to paste into the annotation.
- 5 In the Help topic where you want to paste the annotation, click the paper-clip icon to the left of the title.
- 6 To paste the contents of the Clipboard at the beginning of the topic, click the *Paste* button.
- 7 Click the *Save* button.

Defining and using Bookmarks

Just as you can place bookmarks in a book to mark specific references, you can place bookmarks in Help topics you use frequently. After you have placed a bookmark in a topic, you can access that topic quickly from the Bookmark menu.

To place a bookmark in the current topic

- 1 From the Bookmark menu in Help, choose *Define*.
- 2 In the Bookmark Name box, the topic title appears. If you want to use a different name to identify the bookmark, type a name in this box.
- 3 Click *OK*.

The bookmark name now appears on the Bookmark menu in Help.

To view a topic that has a bookmark

- n From the Bookmark menu in Help, choose the bookmark name for the topic you want to view. Underlined numbers precede the first nine bookmark titles. You can type the corresponding number to go quickly to a marked topic.
If more than nine bookmarks have been defined, choose *More* from the Bookmark menu in Help. Select a bookmark in the Go To Bookmark box, and then click *OK*.

To remove a bookmark

- 1 From the Bookmark menu in Help, choose *Define*.
- 2 Select the bookmark you want to remove.
- 3 Click the *Delete* button.

The bookmark name is removed from the Bookmark menu in Help.

Printing a Help topic

You can print any Help topic. A topic prints on the default printer. If you have installed more than one printer, you can make any of them the default printer. You can also change the options for the default printer.

To print the current Help topic

- 1 From the File menu in Help, choose *Print Topic*.

To change printers and printer options

- 2 From the File menu in Help, choose *Print Setup*.
- 3 Select the printer you want to use.
- 4 To change the default printer options, click the *Setup* button. The options vary, depending on the printer you select.
- 5 Select the options you want.
- 6 Click *OK* to close the printer's Setup dialog box.
- 7 Click *OK*.

For help with the Setup dialog box, click the *Help* button or press F1 while using the dialog box.

Note: You cannot print information that is in a pop-up window.



Copying a Help topic onto the Clipboard

You can copy some or all of the text in a Help topic onto the Clipboard. From the Clipboard, you can paste the text into another document.

Note: You cannot copy the graphics in a Help topic onto the Clipboard.

To copy text in the current Help topic onto the Clipboard

- 1 From the Edit menu in Help, choose *Copy*.
- 2 To copy all the text onto the Clipboard,
 - n Click the *Copy* button.
 - n Select the text you want to copy onto the Clipboard, and then click the *Copy* button.
You can paste the text that is on the Clipboard into a Help annotation or into a document from another application.

To copy the entire topic directly onto the Clipboard

- n Press Ctrl+Ins.

[Annotating a Help topic](#)

File menu commands

Use the scroll bar to see more commands.

Open

Opens a Help file.

Print Topic

Prints the topic that is in the Help window. You can print only entire topics.

Print Setup

Sets printer options before printing a topic. You can select a printer and set or change options for the printer. The options available depend on the type of printer selected.

Exit

Quits Help and saves any annotations or bookmarks you created.

Edit menu commands

Use the scroll bar to see more commands.

Copy

Copies the text of the current Help topic to the Clipboard.

From the Clipboard, you can paste the text into another application or document.

Annotate

Adds text to the current Help topic.

Annotations are marked with a paper-clip icon, which appears in front of the topic heading.

Bookmark menu commands

Use the scroll bar to see more commands.

Define

Places a bookmark in the current topic or removes a bookmark from any topic. The name you specify for the topic appears on the Bookmark menu.

List of Bookmark Names

Appears after you have defined a bookmark. From this list, you can choose the bookmark for the topic you want to display in the Help window.

More

Appears when you have defined more than nine bookmarks. Displays the complete list of bookmark names you have defined.

Help menu commands (in Help)

Use the scroll bar to see more commands.

How to Use Help

Displays Contents for How To Use Help. Choosing this command is the same as pressing F1 while you are using Help.

Always on Top

Causes all Help windows to appear on top of other windows. After you choose this command, a shadow appears around the window border to indicate that the Help windows are on top.

About Help

Displays version, mode, and copyright information about Windows.

Help buttons

Help buttons are located along the top of the Help window and enable you to move around easily in Help. If a feature is not available, its button name is dimmed.

Note: Some applications may have additional Help buttons not described in the following table.

Button	Function
Contents	Displays Help Contents for the application you are using. If you are viewing the How to Use Help table of contents, clicking the Contents button will display the Timbuktu Pro table of contents.
Search	Lists all the words you can use to search for topics in the application's Help. By typing or selecting one of these words, you can search for and go to a specific Help topic.
Back	Displays the last topic you viewed. You move back one topic at a time in the order you viewed the topics.
History	Displays the last 40 topics you have viewed in the Windows session. The most recent topic viewed is listed first. To revisit a topic, double-click it.
Shortcuts	Displays the Keyboard Shortcuts topic in Timbuktu Pro Help.

To choose a Help button

Click the Help button you want.

Annotation

A note or comment that you add to a Help topic. You can add comments to a Help topic by using the Annotate command on the Edit menu.

Application

A computer program used for a particular kind of work, such as word processing. This term is often used interchangeably with "program."

Back button

Goes back to the Help topic you have just viewed. Use this button to backtrack through the topics you have viewed so far. The Back button is in the Help button bar near the top of the Help window.

Clipboard

A temporary storage area in memory, used to transfer information. You can cut or copy information onto the Clipboard and then paste it into another document or application.

Command

A word or phrase, usually found on a menu, that you choose in order to carry out an action. You choose a command from a menu or type a command at the MS-DOS prompt. You can also type a command in the Start/Run dialog box.

Contents button

Displays the active applications' Help Contents, where you can choose the Help topic you want. It is in the Help button bar near the top of the Help window.

Control-menu box

The icon at the left of the title bar.



This icon opens the Control menu for a window.

Copy

The Copy command duplicates the highlighted text and places the duplicate on the Clipboard.

Cut

The Cut command removes the highlighted text and places it onto the Clipboard.

Default printer

The printer that is used if you choose the Print command without first specifying which printer you want to use with an application. You can have only one default printer; it should be the printer you use most often.

Dialog box

A window that appears temporarily to request or supply information. Many dialog boxes have options you must select before Windows can carry out a command.

Document

Whatever you create with an application, including information you type, edit, view, or save. A document may be a business report, a spreadsheet, or a picture, for example.

File

A collection of information that has been given a name and is stored on a disk. This information can be a document or an application.

Help button bar

Contains the Help buttons you can use to move to topics. It is located near the top of the Help window.

Jump

Text, graphics, or parts of graphics that provide links to other Help topics or to more information about the current topic. The pointer changes shape whenever it is over a jump. If you choose a jump that is linked to another topic, that topic will appear in the Help window. If you choose a jump that is linked to more information, the information will appear in a pop-up window on top of the main Help window.

Maximize

Enlarge a window to its maximum size by using the *Maximize* button (at the right of the title bar).

Minimize

Reduce a window to an icon by using the *Minimize* button (at the right of the title bar).

Paste

The Paste command copies the contents of the Clipboard to the location indicated by your cursor.

Pointer

The arrow-shaped cursor on the screen that follows the movement of a mouse (or other pointing device) and indicates which area of the screen will be affected when you press the mouse button. The Pointer may change shape during certain tasks.

Scroll bar

A bar that appears at the right and/or bottom edge of a window or list box whose contents are not completely visible. Each scroll bar contains two scroll arrows and a scroll box, which enable you to scroll through the contents of the window or list box.

Search button

Displays the words you can use to search for related topics. Use this button to look for topics related to a particular word. It is located in the Help button bar near the top of the Help window.

Topic

Information in the Help window. A Help topic usually begins with a title and contains information about a particular task, command, or dialog box.

Wrap

To continue to the next line rather than stopping when the cursor reaches the end of the current line.

Setting up your Timbuktu Pro

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[Changing your Timbuktu Pro preferences](#)

Timbuktu Pro on your desktop

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Configuring user access

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[Granting a service to Ask For Permission users](#)

[Remove a service from user access](#)



Changing Timbuktu Pro preferences

To change the Timbuktu preferences:

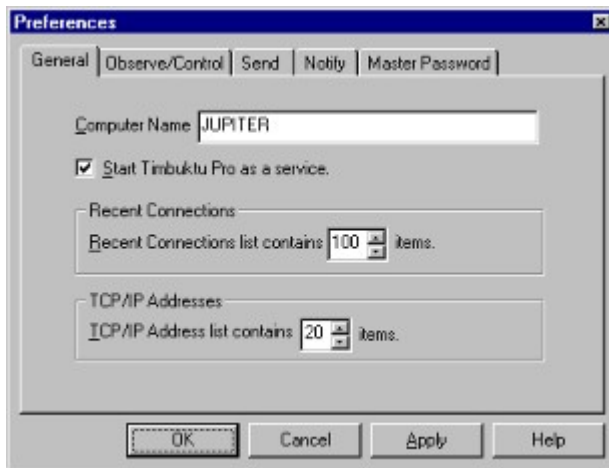
- 1 Choose *Preferences* from the Setup menu. The Preferences dialog box appears.
- 2 Select a tab to set the General, Observe/Control, Send, Notify and Master Password Timbuktu preferences.

Customize Timbuktu Pro's General preferences

The *General* tab lets you determine how Timbuktu Pro is opened at the time Windows is started on your computer. It also allows you to specify the computer name and maximum number of items in the *Recent Connections* and *TCP/IP Address* lists.

To change your General options:

- 1 Choose *Preferences* from the Setup menu.
- 2 Click the *General* tab.



- 3 Specify a Timbuktu Pro computer name.
- 4 Select the *Start Timbuktu Pro as a Service* option, if you want the Timbuktu Pro application to be started as a service. This lets you control your computer and then type in your login information. You can even use user services such as Exchange without logging in.
- 5 You can set the maximum number of items to be stored in the *Recent Connections* and the *TCP/IP Address* lists in the respective fields.
- 6 Click *OK* to close the Preferences window.



Make Timbuktu Pro launch as a Service

By default, the Timbuktu Pro application is started automatically as soon as Windows has loaded on your computer. You may prefer to start Timbuktu Pro manually, or you may want Timbuktu Pro to launch as a service.

To launch Timbuktu Pro as a service:

- 1 Choose Preferences from the Setup menu.
- 2 Select the *General* tab.
- 3 Select the *Start Timbuktu Pro as a Service* option. This lets you control your computer and then type in your login information. You can even use user services such as Exchange without logging in.
- 4 Click OK to close the Preferences window.

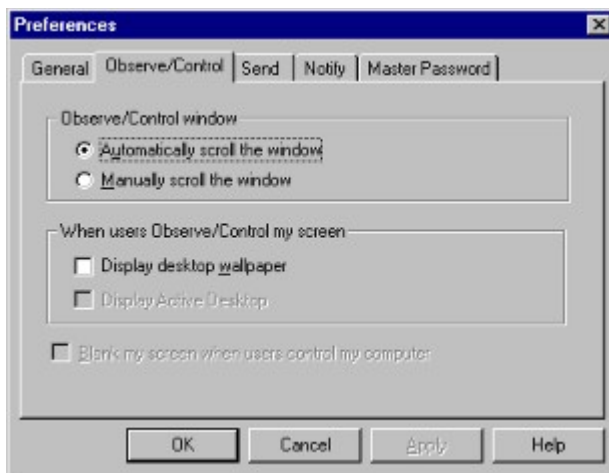


Customize Timbuktu Pro's Observe/Control service

You can customize the Observe/Control window to scroll manually or automatically. You can optionally blank out your desktop wallpaper to speed up screen-sharing performance.

To change your Observe options:

- 1 Choose *Preferences* from the Setup menu.
- 2 Click the *Observe/Control* tab.



- 3 In the *Observe/Control window* panel:
 - n Select *Automatically scroll the window* to scroll a screen-sharing window automatically when your mouse pointer approaches the edge of the window or when the pointer on the displayed desktop moves out of view.
 - n Select *Manually scroll the window* to cancel the automatic scrolling described above.

Note: Since there are no scroll bars when a screen-sharing window is maximized, a maximized window always scrolls automatically.

Display Wallpaper While Being Controlled or Observed:

- n Switch off the *Display desktop wallpaper when users Observe/Control my screen* option to remove the Windows wallpaper from the desktop of your PC whenever a remote user is controlling or observing your computer. Shutting off the wallpaper should increase the speed of Timbuktu Pro. The wallpaper reappears when the remote control session ends.

Screen Blanking

- n Screen blanking prevents anyone viewing the screen from knowing that the computer is being controlled. When the host's screen is blanked, it will remain frozen with the "Workstation Locked", (blank black screen) or "Begin Logon" dialog boxes displayed. This initial condition of the host's screen won't change until the remote guest has disconnected.

The remote user will not be able to see what you are doing on the desktop, but the remote user may be able to see the cursor move and hear any audio that your computer may generate.

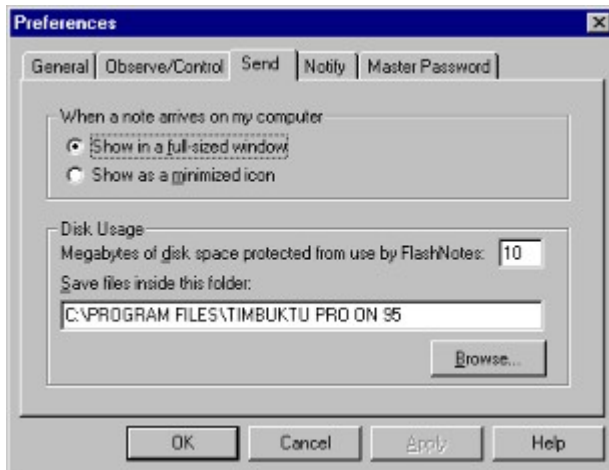
Click *OK* to close the Preferences window.

Customize Timbuktu Pro's Send service

You can customize Timbuktu Pro to display Send notes as windows or as icons. These notifications tell you when a user has sent a message and/or enclosures to you. In addition, you can designate how much of your disk space should not be available for temporary storage of FlashNotes and their enclosures.

To change your Send options:

- 1 Choose *Preferences* from the Setup menu.
- 2 Click the *Send* tab.



- 3 In the *When a note arrives on my computer* panel. Select *Show in a full-sized window* to see newly received FlashNote and attached enclosures immediately. Select *Show as a minimized icon* to display the FlashNote as an icon in the taskbar. This serves as a reminder to the user that a message has arrived.
- 4 In the *Disk Usage* panel:

To limit the amount of disk space used by files sent to your files received directory, enter the desired number of megabytes in the *Megabytes of disk space protected from use by FlashNotes* field. This number defines the amount of disk space that you always want to keep free from use by the Send service and thereby prevents users from filling up your disk with FlashNotes and enclosures.

Files transferred using the Send function are stored in a *files received folder*. Specify the location of the files received directory on your PC in the *Save files inside this folder* field.

If a user attempts to send enclosures—files and/or folders—that would require more disk space to store on your computer than you have designated in your Send options, Timbuktu Pro tells the user that there isn't enough disk space to carry out the file transfer.

This option does not restrict files transferred using the Exchange service.

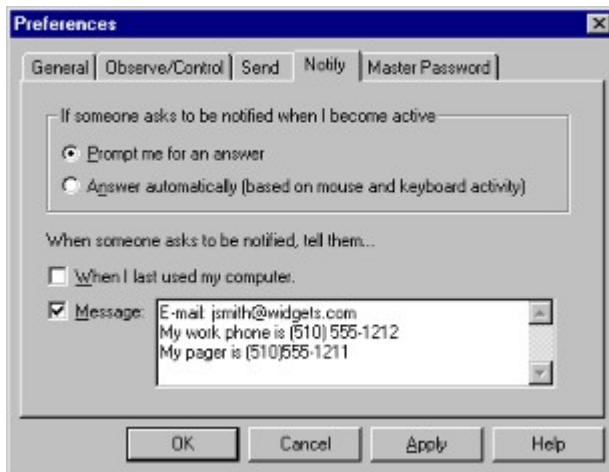
- 5 Click *OK* to close the Preferences window.

Customize Timbuktu Pro's Notify service

When users use the Notify service, they are asking to be notified when your Timbuktu Pro computer becomes active. The way Timbuktu Pro honors this request depends on how you have set the Notify option.

To change the Notify option:

- 1 Choose *Preferences* from the Setup menu.
- 2 Select the *Notify* tab.



- 3 In the *If someone asks to be notified when I become active* panel:

Select *Prompt me for an answer* to know who is asking for notification before Timbuktu Pro sends them a notification. You can then choose to notify or not to notify the user that you are available at your computer.

Select *Answer automatically (based on mouse and keyboard activity)* if it's OK for all users to whom you've granted the Notify service to know when your computer has become active based on keyboard and mouse activity. Whenever a remote user asks for notification, Timbuktu Pro will notify that user that you are active—based on your keyboard and mouse activity—without telling you who is asking for notification.

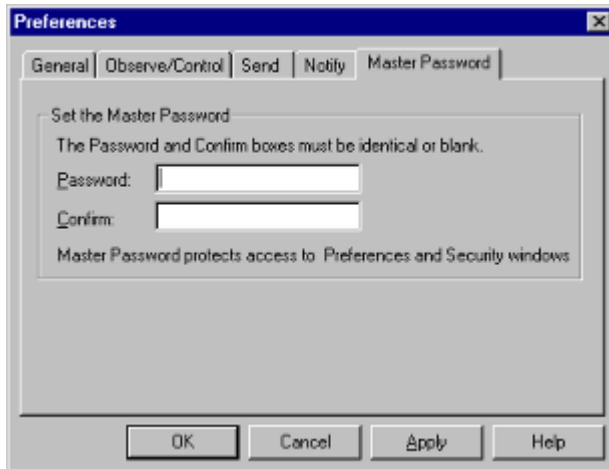
- 4 Click *OK* to close the Preferences window.

Setting your master password

By creating a master password, you can protect access to those parts of Timbuktu Pro that allow you to change Timbuktu Pro's configuration, that is the Security, and Preferences dialog boxes. After you've created a master password, Timbuktu Pro will ask you to type it whenever you attempt to open either the Preferences or the Security windows.

To create a master password:

- 1 Choose *Preferences* from the Setup menu.
- 2 Click the *Master Password* tab.



- 3 Type the new password in the *Password* box. The characters of the master password are always displayed as asterisks. Passwords are case sensitive.
- 4 Press the Tab key to move to the *Confirm* box and re-type the master password again in the *Confirm* box.
- 5 Click *OK* to close the Preferences window.

Note: Timbuktu Pro does not let you close the Preferences dialog box until the Master Password and Confirmation fields match. If you lose your Master Password you must un-install and re-install.

To change your master password:

- 6 Choose *Preferences* from the Setup menu.
- 7 Click the *Master Password* tab. The Password text is selected.
- 8 Type the password in the *Password* box.
- 9 Press the Tab key to move to the Confirm box and re-type the master password in the *Confirm* box.
- 10 Click *OK* to close the Preferences window.

Note: Timbuktu Pro does not let you close the Preferences dialog box until the Master Password and Confirmation fields match.

To remove your master password:

- 11 Choose *Preferences* from the Setup menu.
- 12 Select the *Master Password* tab. The Password text is selected.
- 13 Press the Delete key and press the Tab key to move to the *Confirm* box.
- 14 Press the Delete key again in the *Confirm* box.
- 15 Click *OK*.

Netopia Technical Support

Netopia, Inc is committed to providing its customers with reliable products and documentation backed up with excellent technical support.

Before calling Netopia

Choose Troubleshooting from the Help menu for a solution to your problem. Use the Index and Look For functions of the Timbuktu Pro Guide to generate references to your topic of concern.

Environment profile

- Locate your product code and version number. This information can be found either by running Timbuktu Pro and selecting *About Timbuktu Pro* from the Help menu or by looking at the label on the original disk.

Product code: _____

Version number: _____

- What are the CPU and clock speed of the PC on which you encountered the problem (for example; 486/66 MHz or Pentium 66 MHz)

CPU and clock speed: _____

- What Windows versions are you running?

Windows version: _____

Service Pack Version: _____

- How much memory (RAM) is on your PC?

Amount of RAM: _____

- Video Adapter: _____

Video Chip set: _____

Resolution: _____

- What error messages have you received? _____

How to reach us

We can help you with your problem more effectively if you have completed the Environment Profile in the previous section. If you contact us by telephone, please be at the site of the problem, prepared to reproduce it and try some troubleshooting steps.

When you are prepared, contact Netopia Customer Service by telephone, fax, mail, or email:

Phone: (510) 814-5000

Fax: (510) 814-5023

Netopia, Inc.

Customer Service

2470 Mariner Square Loop

Alameda, California 94501

USA

http://www.netopia.com/support/contact_us.html

Netopia Bulletin Board Service: (510) 865-1321 or <ftp://bbs.netopia.com>

FAX-Back

This service provides technical notes which answer the most commonly asked questions, and offer solutions for many common problems encountered with products.

- FAX-Back: (510) 814-5040

Network Services

Product information can be found in the following bulletin boards:

- Internet via anonymous FTP to <ftp.netopia.com>
- World Wide Web Server: www.netopia.com
- Netopia Timbuktu Pro addresses via TCP/IP:

Macintosh version: timbuktu.farallon.com or 163.176.4.43

Windows version: tb2prowin.farallon.com or 163.176.4.44

Outside of the United States and Canada

If you are not located in the United States or Canada, you can get service locally by contacting your nearest Netopia reseller or distributor. For a worldwide list of our distributors see www.netopia.com.

