GETTING PRIVILEGES ON A SERVER

By default, when you connect to a server for the first time you connect as a guest. Some servers allow guests full access to everything on the server. Some servers are private and do not allow guest logins at all. Between the two extremes, there are servers that allow guests to download but not to upload files, or to use chat and news but not any file functions.

All of these things (logging in, using files, uploading, etc) are privileges that are given to users on a server by server basis. In general, on most servers, users with accounts have more privileges than do guests.

If you want to get an account, you'll need to talk to the administrator of the server. On some private servers, it may be very difficult to do (since you can't connect as a guest, it's very hard to find out who the administrator is). However, if it's that private, even if you can find out who the administrator is, he or she might not want you on the server. Because individuals run private servers, they can choose who can and cannot play.

1 Get to know the culture of the server.

If the server allows you to log in as a guest, do so. Read the agreement, and the news and files for information about the server; what it's for, how to get an account, and who they'll give accounts to. For instance, some servers only like to give accounts to people who will be around on a regular basis, or who contribute to the community regularly.

2 Determine who the administrator of the server is.

To find out who the administrators are, look in the news and files, and in the **Users** window. The information about the server often includes the names of administrators. In the **Users** window, administrators' names are in red and there is a little icon of a man in red to the right of their name.

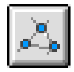
3 Follow the established server procedure for getting an account.

This will vary from server to server. For instance, on some servers, there will be a form to download, fill out, and then upload. The administrators will review the application and make a decision. If the procedure isn't explained, you should send a message to an administrator asking for an account.

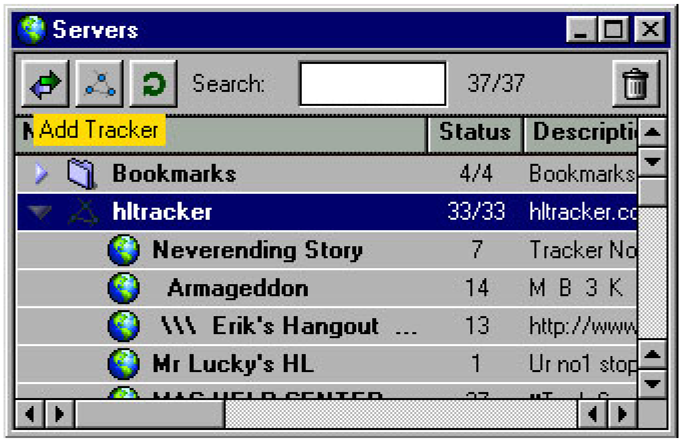
Remember that many administrators are unlikely to give you an account if you haven't set your name and icon.

ADD TRACKERS TO YOUR LIST

You can find trackers in the agreement of the official Hotline Server, hlserver.com, on the Hotline Communications Ltd web page, or from friends. When you find a tracker that you want to use, you can add it to the list in the Servers window. Once you do this, it will be available every time you start the Client.

1 In the Servers window, click the Add Tracker button. 

The **Add Tracker** window lets you save a tracker. Once you save a tracker, it will be in your **Servers** window whenever you start the Client.

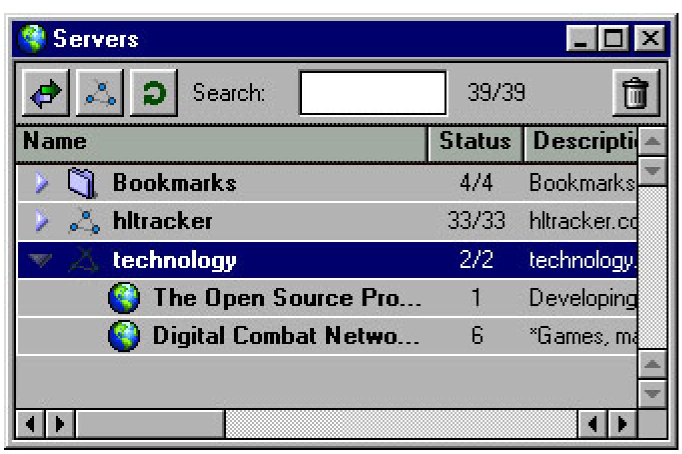


2 Enter the Tracker name.

The name you give a tracker doesn't matter. You can use the domain name, or something that makes you remember what the tracker is about. You can come back later and change the name.

3 Type the address and click Save.

Type the IP address or Domain name. The place where you found out about the tracker should also tell you this. Click the **Save** button and go back to the window. The new tracker should be there. If it's not, click the **Refresh** button.

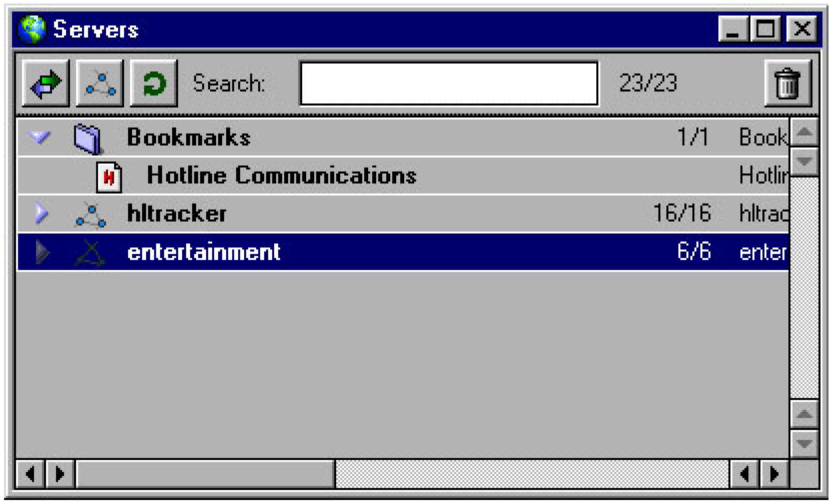


DELETE BOOKMARKS AND TRACKERS FROM YOUR LIST

If you decide that the servers listed on a tracker don't interest you, or if you have created bookmarks for the few servers there that do, you can delete that Tracker.

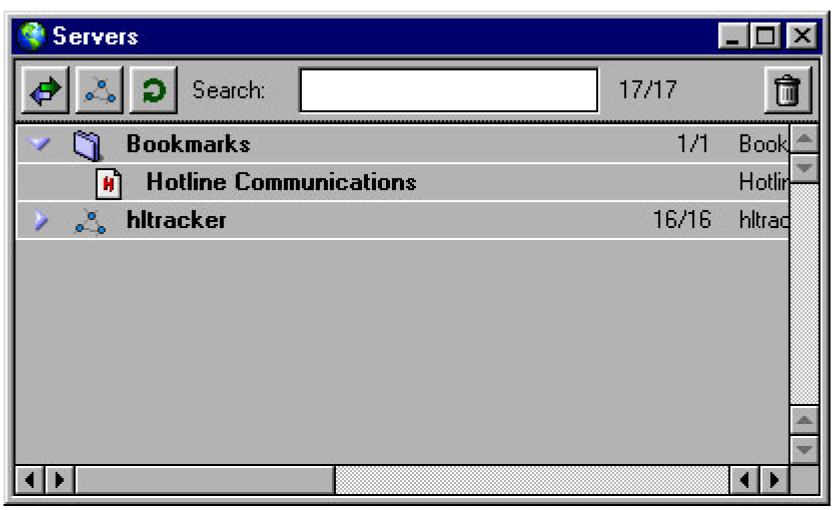
1 Select the Tracker or bookmark you want to delete.

In the **Server** window, select the tracker or bookmark by clicking it once.



2 Click the Delete button. 

Once you've clicked the **Delete** button, click the **Refresh** button to make sure that the Tracker or bookmark has been deleted. Once the Tracker is deleted, you can only use it again by adding it.

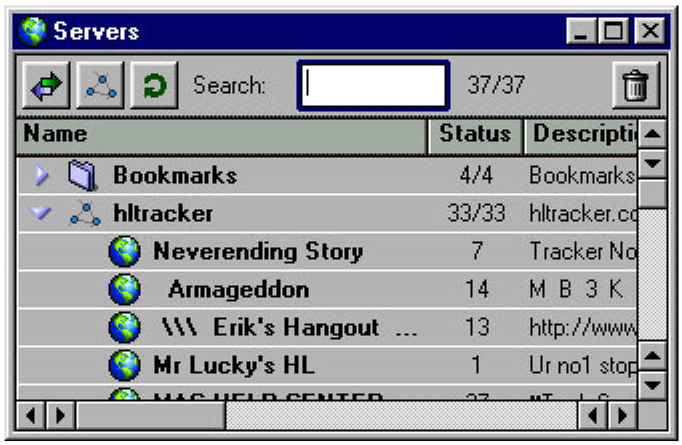


SEARCH THE TRACKERS FOR A SERVER

The Hotline servers listed by trackers are usually computers in someone's home or office that have been turned into a place for people to visit with the Client. Servers often have a theme or reason for being, for example, Music Theatre or Independent Film. Servers always "serve" (or warehouse) files, which usually relate to the purpose of the server. You may want to search the trackers that you've set up for a specific interest or description. The Servers window has a search function in it to help you sort by server names and descriptions.

1 Open the Servers window.

At the top of the search window, there is a field labeled Search. To the right of it, there are two numbers that look like a fraction. (For example, "21/21".) This number indicates the number of servers out of the total that match your search string. If you haven't entered a search string, all servers "match", and will be included.

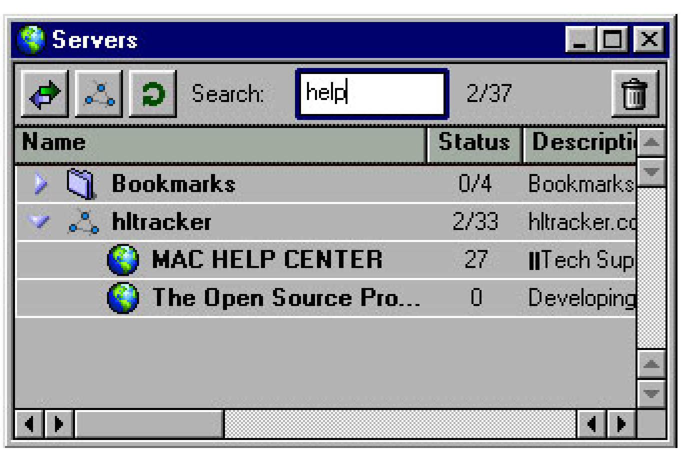


2 Type the word you want to search for in the Search field.

Put your cursor in the field, and type the word you want to search for. As the Client matches the word, the number will change, and the list of servers will shrink. See **Search Strings** for a complete explanation of making more complex searches.

3 To connect, double click the server name

After you're finished, the number beside the search field will indicate the number of servers in the trackers you have that match. If there are servers, they should be listed under their trackers. If the tracker is closed, click on the blue arrow to open it. Once you've located the server, double-click it to connect.
If you require a login and password, click the Connect to Server button and enter the account information.



SEARCH STRINGS

Searching with multiple search terms

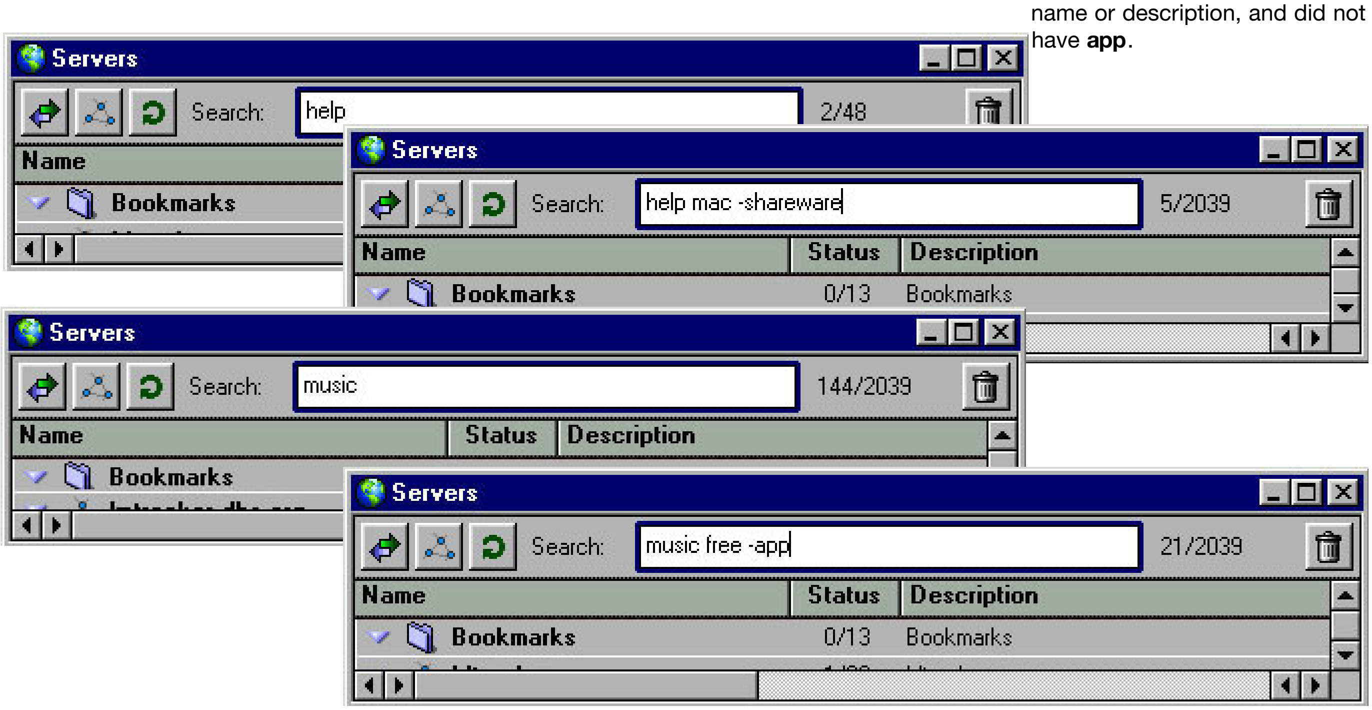
You can search for more than one word by separating them with a space. The search function will only return servers that match both terms. For example, searching for **open source** would return only servers that had **open** and **source** in their name or description. No servers that had “open 24/7” would be displayed.

Searching with exclusionary terms

You can also exclude a word from the search by placing -. (a minus sign) in front of it. The search function will only return servers that do not have the word in the name or description. For example, searching for **free -upload** would return all the servers that had **free** but not **upload** in the name or description. You can exclude more than one word.

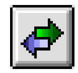
Using multiple and exclusionary terms together

You can use both types of search techniques to form complex search strings. For instance, if you searched for **help,** the Server window would display all of the servers with **help** in the server name or description. If you added **mac**, all the servers with **mac** and **help** would be displayed. If you then added **-sharewar e**, any of the servers which had **sharewar e** in the name or description would be removed from the list. As another example, if you wanted to search for all the free music servers that didn’t advertise having applications, you could use the search string **music free -app** . The server window would list all of the servers which had both **music** and **free** in the name or description, and did not have **app**.



CONNECT TO A SERVER NOT LISTED IN THE SERVERS WINDOW

If you are invited to a private server, or hear about a public server from a friend, you won't be able to use a tracker to connect to it. After you find a server that you're interested in, make sure to write down the server name and network address. Once you have that, you can connect to a server using the **Connect** window.

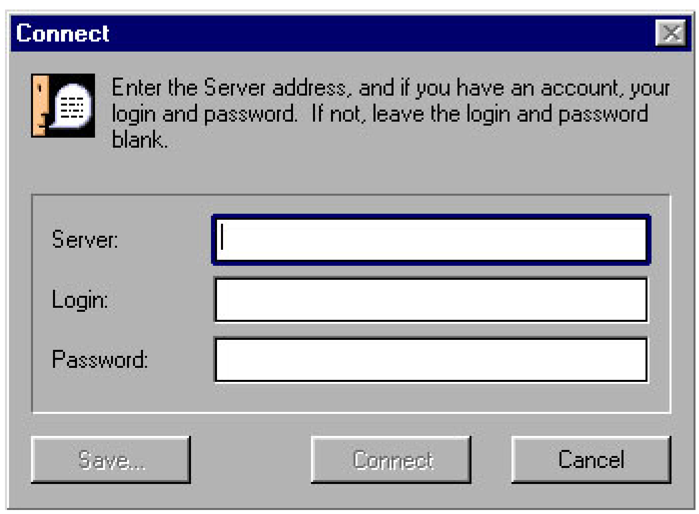
1 Open the Servers window and click the Connect to Server button. 

The **Servers** window has three buttons at the top: the first one has two arrows pointing in opposite directions. This is the **Connect to Server** button.

The Client will open the **Connect** window when you click the button. The window has three fields: Server, Login, and Password. Fill out the Login and Password fields only if you have an account on a server. Leaving the Login and Password fields blank will connect you as a guest.

2 Type the server address.

Type the server address into the server field. You can either type the DNS name (hlserver.com) or the IP address of the server. If you have an account, you can fill in your login and password.



3 Click the Connect button to connect to the server.

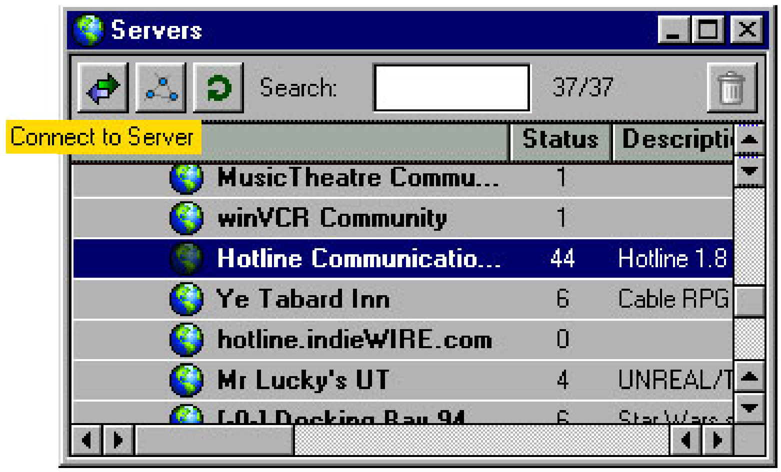
If the Client cannot connect, check that the server address is correct, that the server is up, and that the server allows guest logins. To add the server to your Bookmarks, see *Create a bookmark for a server not listed in the Server window*.

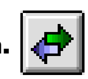
CONNECT TO A SERVER LISTED IN BOOKMARKS OR A TRACKER WITH THE CONNECT WINDOW

You can use the Connect window to open a server that's listed by the Bookmarks or a Tracker. You might want to do this because you've just gotten an account or because the server requires accounts. In that case, double-clicking the server would log you in as a guest, something that you don't want. If you have received an account and want to create or add account information to a bookmark, see *Create a bookmark for a server listed in the server window*.

1 Open the Servers window.

Click the blue arrow to the left of whichever tracker the server is in. This will open up the Tracker so that you can see the servers. Locate the server you want to connect to. If the server is not there, it may not be available at that time. Click the **Refresh** button. If the server is still not there, wait a while and refresh the list again.



2 Select the server you want to connect to and click the Connect to Server button. 

Click the server once to select it and click the **Connect to Server** button. The **Connect** window will open with the server address in the Server field. If you have an account, enter your login and password.

3 Click the Connect button.

After you click **Connect**, the Client should connect to the Server and display an agreement (if the server has one). If you get a message stating that the password is incorrect, check your login and password. If you get a message that the connection was refused, the server may not be available.

CONNECT TO A SERVER FROM A WEB PAGE

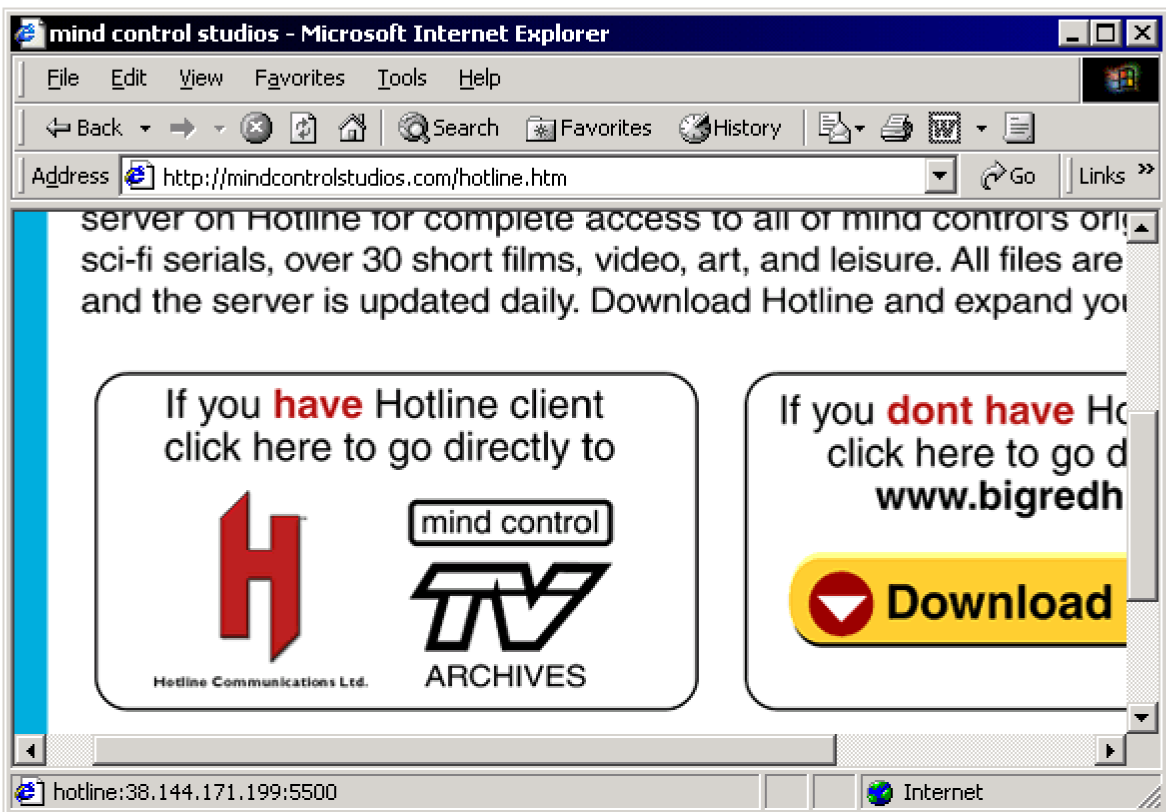
If you're using one of the Server search engines, there may be a link on that web page. Or, someone might have a link on his or her personal or corporate web pages to a Hotline server.

1 Make sure that the link will work.

Hover over the link. The browser's status bar should say hotline://<ip.address:port>/. If it doesn't display this, the link will not work. For instance, the browser, rather than the Client, would try to open the link http://209.80.56.221:6000/. The port number is optional. If the link doesn't have a port number, the Client uses the default port.

2 Click the link.

Once you're sure that the link will work, click it. The Client will open and will connect to the server, if it is up. If the server isn't up, try again later. Remember that Hotline servers are often run from people's home computers, so they may not always be up.



CREATE A BOOKMARK FOR A SERVER LISTED IN THE SERVER WINDOW

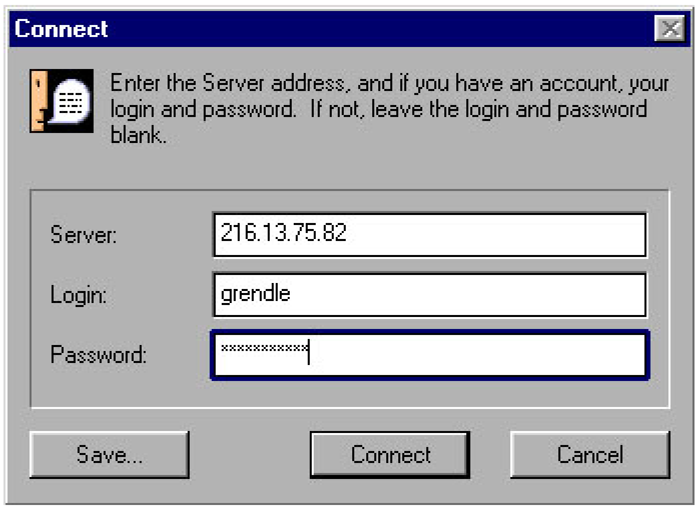
Sometimes you might want to create a bookmark for a server that is already available in the Servers window through a tracker. For instance, the tracker at tracked.group.org has over 1400 servers, and you might only be interested in two. It makes sense to bookmark them, and get rid of the tracker. Or, you may have received an account and want to save the login and password. To save the account information, you need to save the server as a bookmark.

1 Open the Connect window for the server you want to bookmark.

Open the **Server** window and find the server you want to bookmark. Click it once to select it and click the **Connect to Server** button. The **Connect** window will open. The server address will already be in the Server field.

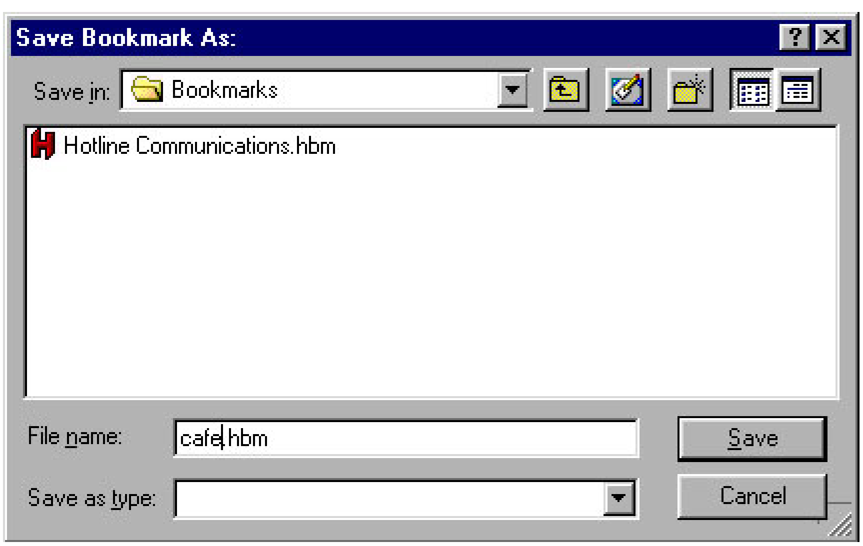
2 Fill in your account information, if applicable.

Fill in your login and password, if you have an account on the server.



3 Click the Save button.

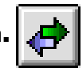
Click the **Save** button. A **Save** window will open. Specify the location in which the bookmark will be saved, and click the **Save** button. Hotline bookmarks should be saved in the Client Bookmarks folder.



Note:
*You cannot bookmark servers running on computers with dynamic IP addresses, unless the server uses a service such as dynip.com. For more info, see IP Addresses in the Terms/Glossary section of Hotline Extended. You can delete a bookmark by selecting it and clicking the **Delete** button in the **Servers** window.*

CREATE A BOOKMARK FOR A SERVER NOT LISTED IN THE SERVER WINDOW

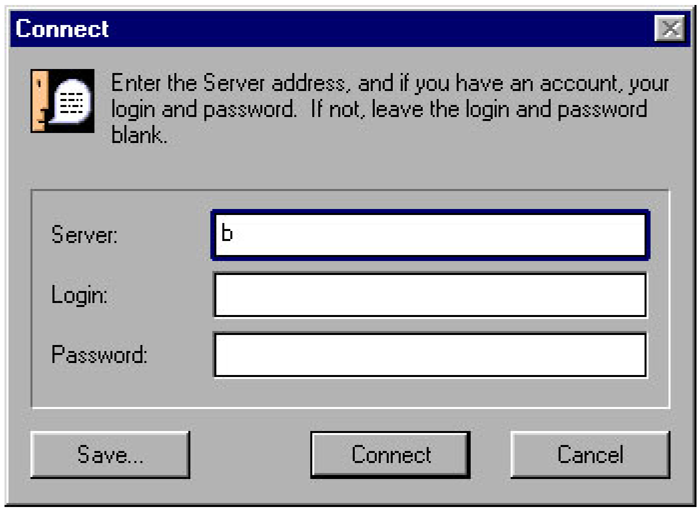
If you have a server that you visit frequently, or that you have an account at, you may want to set up a bookmark to it in the Servers window. Once you have a server bookmarked, all you need to do is double-click it to connect.

1 Open the Servers window and click the Connect to Servers button. 

Make sure that no servers are selected. The **Connect** window will open. Because no servers are selected, all of the fields in the **Connect** window will be empty.

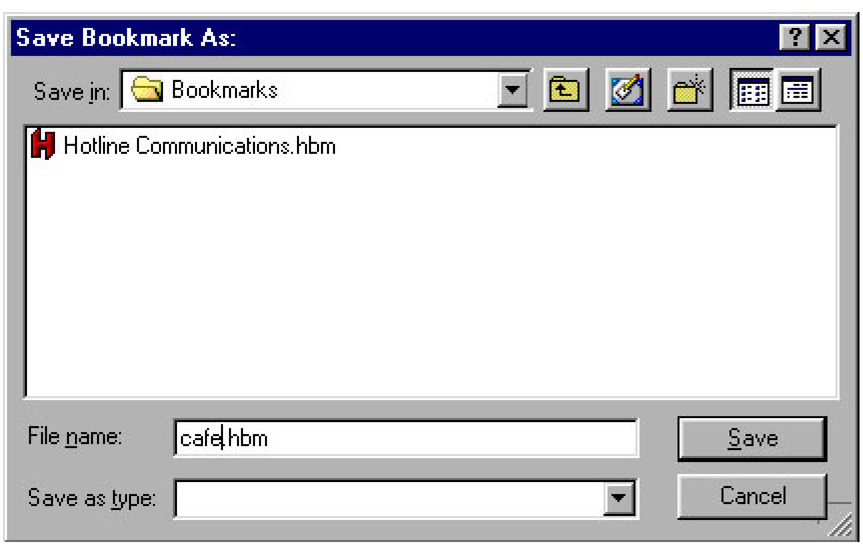
2 Type the name of the server or its IP address.

When the **Connect** window opens, enter the server address in the Server field, and your account information, if you have an account, in the Login and Password fields.



3 Click the Save button.

Don't click the **Connect** button. Instead, click the **Save** button. A Save window will open. Specify the target location for the bookmark and click the **Save** button. Hotline bookmarks should be saved in the Client's Bookmarks folder.



Note:
You cannot bookmark servers running on computers with dynamic IP addresses.
*For more info, see **IP Addresses** in the Terms/Glossary section of **Hotline Extended**.*

ANNOUNCING ACTIONS IN CHAT

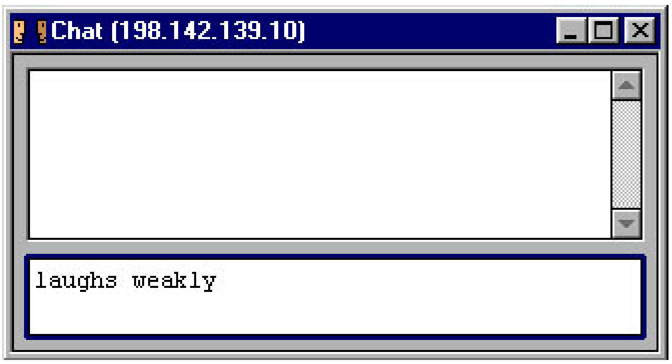
Sometimes you might want to perform an action, rather than saying something in the public chat. For instance, you might want to say “bob laughs weakly”. If you typed this into the lower window, it would display as “bob: bob laughs weakly”. But there’s a way to make it seem more like an action, and less like something you’re saying.

1 Open the chat window and type your action.

You can announce actions in either a public or a private chat. When the window is open, place your cursor in the bottom window. Type, without your name, in the lower window. So, for instance, you would type “laughs weakly”.

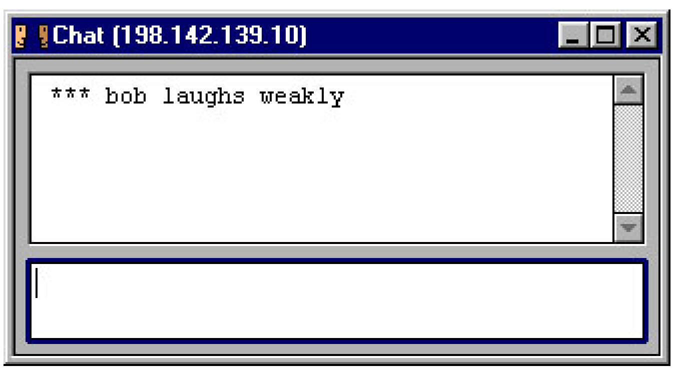
2 Mac: Type Option Return

If you are using a Mac, hold down the Option key and hit Return. The chat screen will display “*** bob laughs weakly”



3 PC: Type Alt Return

If you are using a PC, hold down the Alt key and hit Return. The chat screen will display “*** bob laughs weakly”.



CHATTING PRIVATELY WITH MORE THAN ONE USER

You may be having a private chat on a server, and notice that another friend has logged on. Or someone you don't know may have said something brilliant in the public chat window. Either way, you may want to invite the user into your established private chat.

1 Open the Users window.

If you haven't already opened it, you'll need to open the **User** window. Locate the user you want to add in the window.

2 Select the user you wish to add to the chat.

Make sure that the user you want to chat with isn't refusing private chats. Click the user's name.

3 Drag the user's icon over to the private chat window.

Holding down the mouse button, drag the user's icon over to the private chat window and release it. The user will receive an invitation to chat privately. If the user accepts, their icon will appear in the private chat window's user section, and you can chat.

REFUSING PRIVATE MESSAGES AND CHATS

If you don't want to receive private messages or chat invitations, you can show this in the Users window. For instance, you may want to check out the news section for the rules of the server before jumping in. You can easily switch back to accepting private communications when you're ready.

1 Open the Options window.

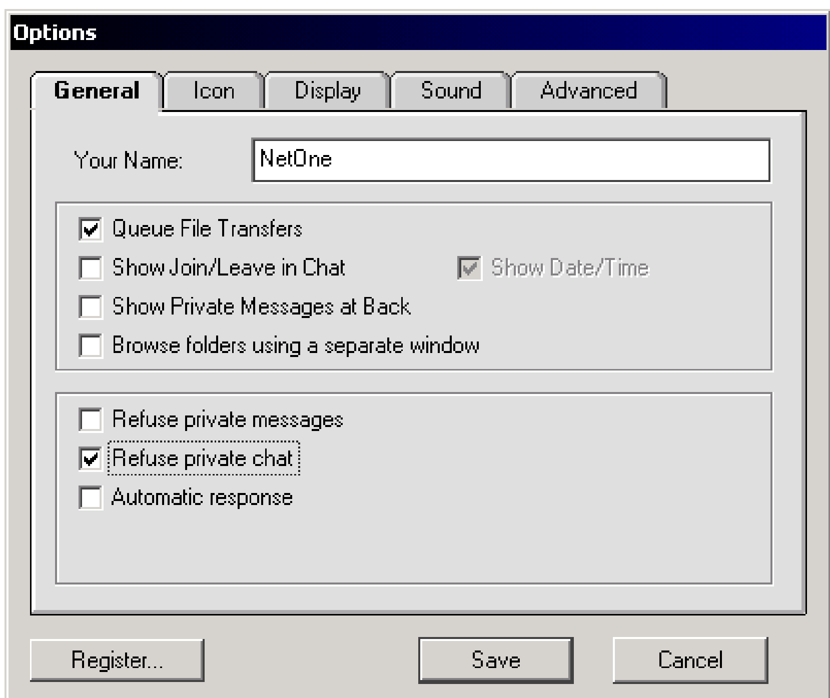
Click the **Options** button to open the window. The private chat and private message options are located on the **General** tab.

2 Turn on Refuse private message or Refuse private chat.

If you want to refuse private messages, click in the checkbox beside **Refuse private messages** . If you want to refuse private chats, click in the checkbox beside **Refuse private chat** . You can refuse either private messages or private chats, or refuse both. Click the **Save** button.

3 Accept messages by turning the options off.

If you decide you want to accept messages, you can do so by opening the **Options** window and turning off the option. Just click in the checkbox so that it's empty. Click the **Save** button.



SETTING UP AN AUTOMATIC RESPONSE TO PRIVATE MESSAGES

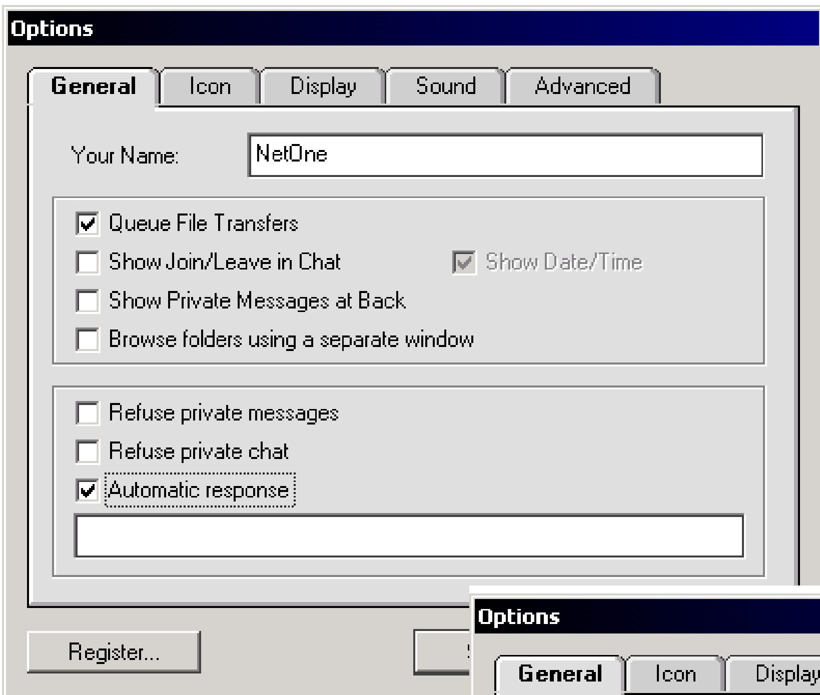
You may want to send a standard message to everyone who sends you a private message. For instance, you may be away from your computer often, or be very busy and not always have time to reply right away. In these cases, you may want to send an automated message back so that people don't think you're dismissing their message.

1 Open the Options window.

Click the **Options** button to open the window. The private message options are located on the **General** tab.

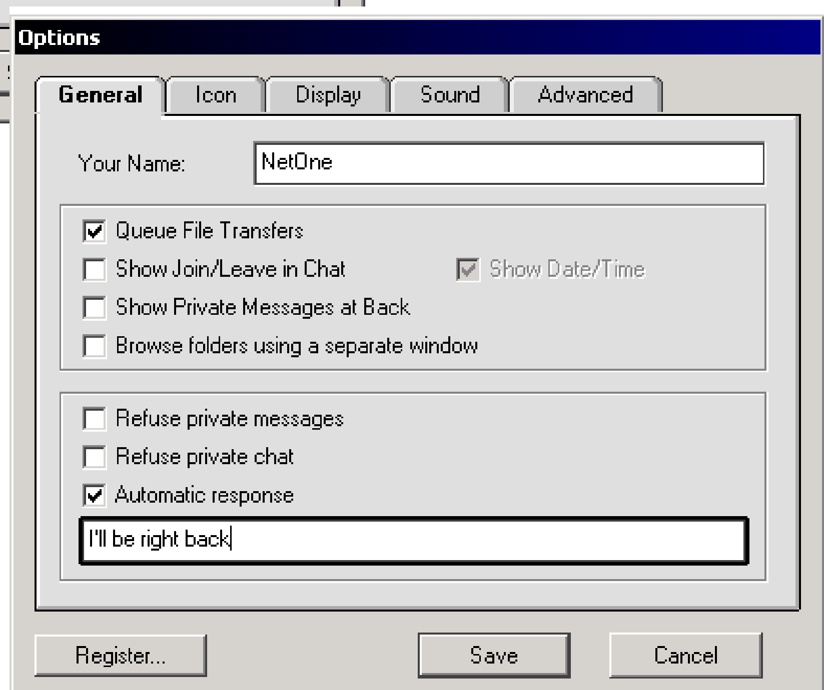
2 Turn on Automatic response

Click the checkbox beside **Automatic response** . A field will appear beneath the checkbox.



3 Type the message into the field and click Save

Type your message; if it is longer than one line, the message field will scroll. Your message can be two lines long. After you've typed your message, click the **Save** button.



SHOWING PRIVATE MESSAGES AT THE BACK

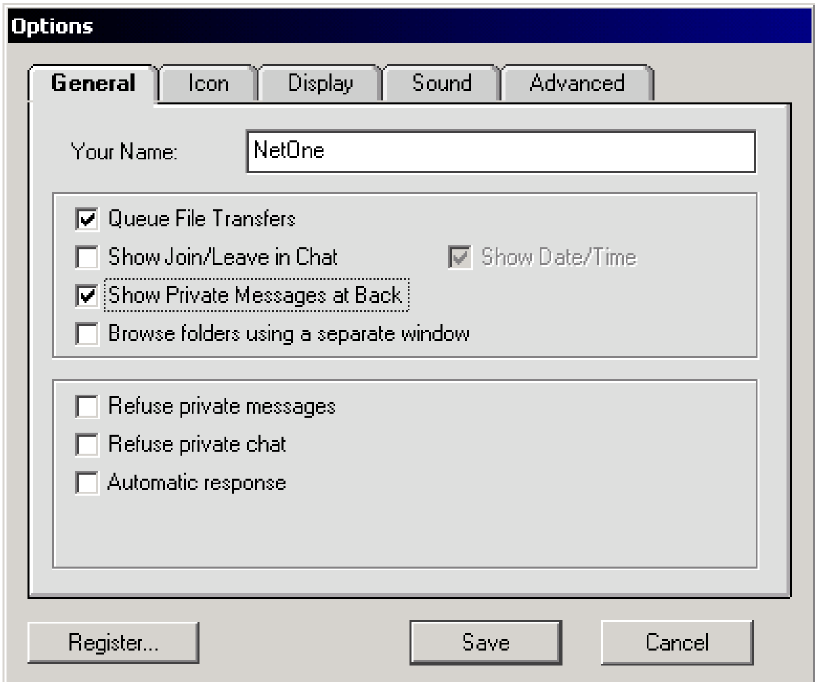
If you don't want messages popping up in front of the things you're doing, you can have them go to the back. The application that you're using will keep the focus, and your activity won't be interrupted.

1 Open the Options window.

Click the **Options** button to open the window. The private message options are located on the **General** tab.

2 Turn on Show Private messages at back

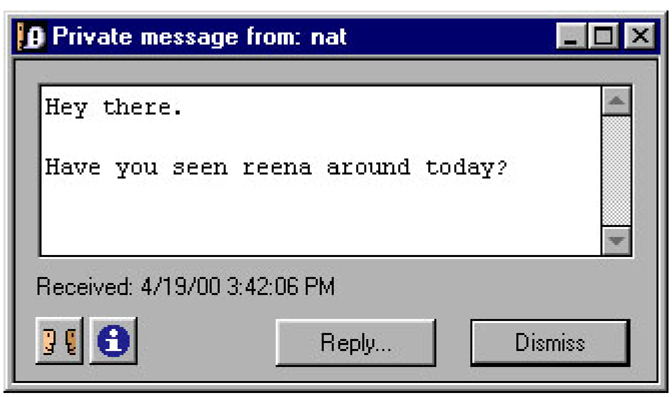
Click the checkbox beside **Show Private Messages at Back**. Click the **Save** button.



3 Retrieve messages

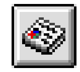
Once a message arrives, you can type the F9 key to bring it to the front. You can use the **Sound** tab on the **Options** window to have the Client alert you when a new message arrives.

Note: If you don't have sound turned on, you may miss messages.



CREATING BUNDLES AND CATEGORIES

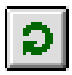
When you're reading news, you may want to post something that has no bundle or category already. The ability to create bundles and categories is a privilege that isn't available to everyone on all servers. If either button is grayed out, you are not allowed to create bundles or categories on that server.

1 Open the News window and click the Create Bundle or Create Category button.  

The **Create Bundle** button is located at the top of the news window. The third button from the left, it looks like an in tray. The **Create Category** button looks like a folded newspaper. When you click the button, the window (either **Create News Folder** or **Create News Category**) will open.

2 Type the name of the new bundle or category and click Create.

The name should be clear and concise, so that people can understand what type of messages should go there. Click the **Create** button. The window will close.

3 Click the Reload button. 

In the news window, click the **Reload** button. The new bundle or category should be visible in the left pane.

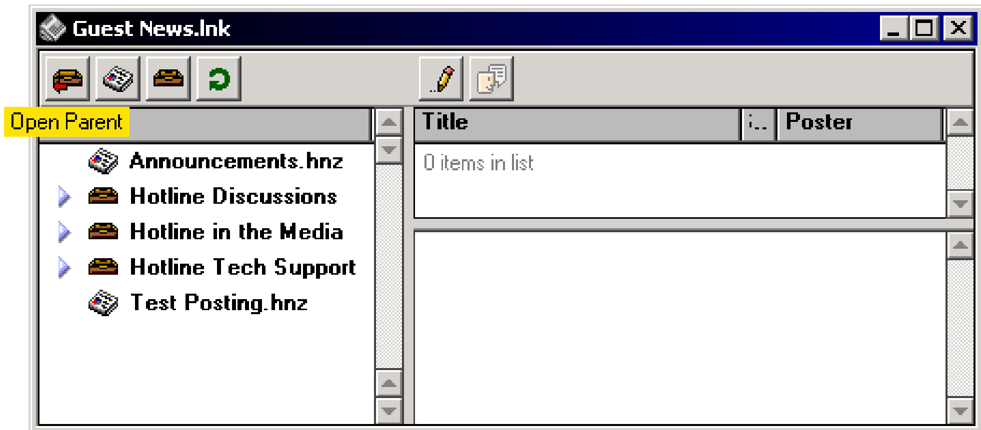
ANOTHER WAY OF READING NEWS

If you double click a bundle, category, or post, your news will open in separate windows for categories, message listings and message bodies, instead of displaying in the one tri-paned window.

1 Double-click a Bundle in the news window.

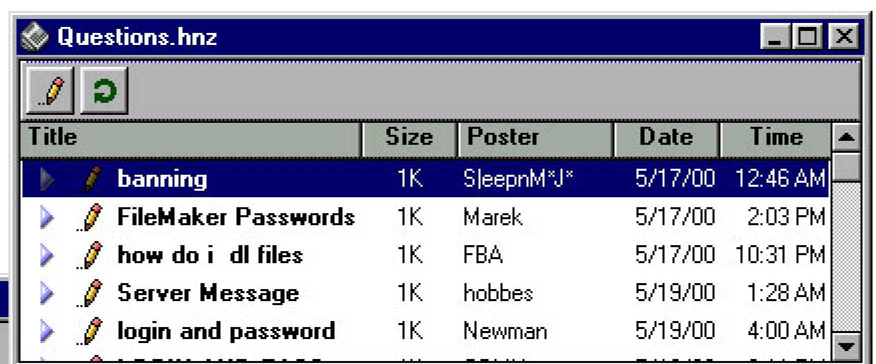
The bundle's categories will take the place of the bundle lists in the pane. You can go back to the list by clicking the button.

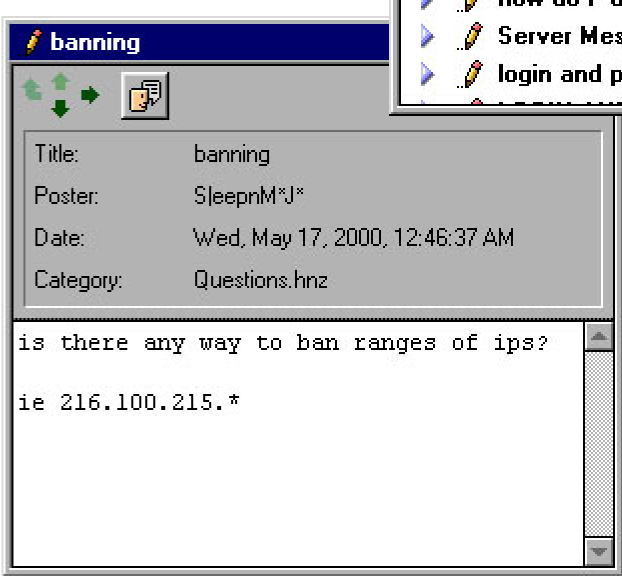
Note: You can also set your options so that a new full window is opened whenever you double click something in the window. Turn on ***Browse folder using a separate window****, on the General tab of the Options window.*



2 Double-click a Category.

The message headings will open in a separate window. You can post or reply to messages using this window.





3 Double-click a message heading.

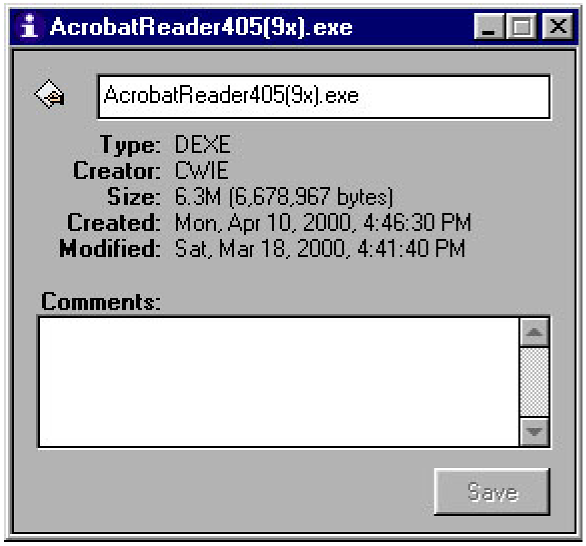
A window containing the message body will open. You can reply to a message using this window, and navigate to its parent, grandparent, children, and siblings using the green arrows.

RESTARTING A FILE DOWNLOAD

If you stopped a download, or if your connection failed while you were downloading a file, you can restart the download. It will start where it left off, so you don't need to download the whole thing from the beginning.

1 Open the Files window.

Once the **Files** window is open, you'll need to find the file that you want to finish downloading. Make sure it is the same file. Click the **Get Info** button. If the file was modified since you last tried to download it, you may want to download the whole thing.

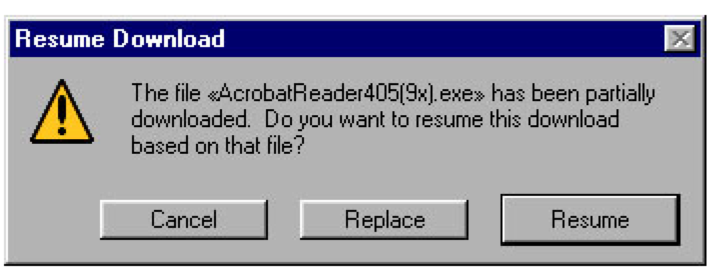


2 Select the file and click the Download button.

Once you've confirmed that it is the same file, select the file and click the **Download** button. A window will appear, alerting you that the file has already been partially downloaded.

3 Click the Resume button.

Click the **Resume** button to start the download from where it left off. If you want to download the file from the beginning, click the **Replace** button. Check the status of the download in the **Tasks** window.



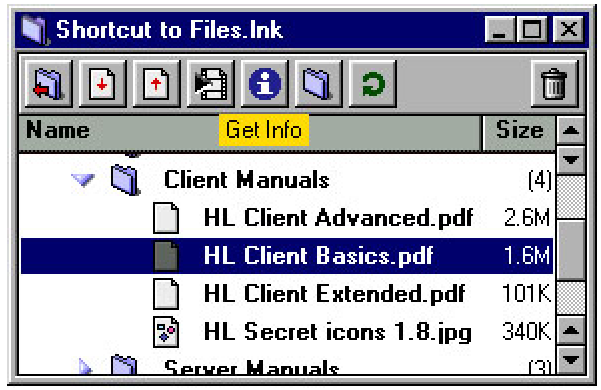
Note: Comments are only available in the file information for files hosted on servers run on Macs.

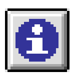
GETTING INFORMATION ABOUT A FILE OR FOLDER

If you want to know when a file was created, placed on the server, or last modified, you can find out by using the **Get Info** button.

1 Select a file or folder.

Click the file you want information about by clicking it once.

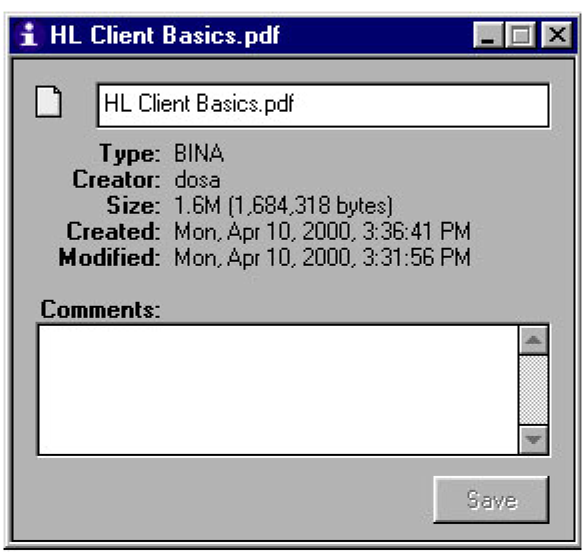


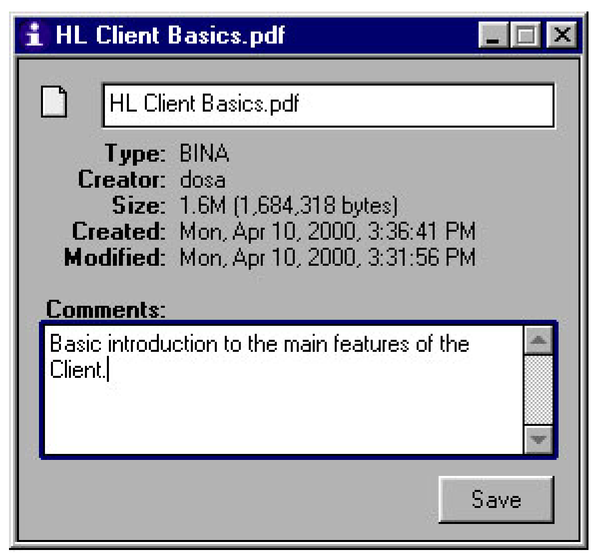
2 Click the Get Info button. 

The information window includes the name of the file, the type of file, its creator and size, and the date of creation and last modification. Users can add a comment to a file hosted by a server run on a Mac, and, with appropriate privileges, can change a file's name.
Users cannot add a comment to a file on a server hosted on a Windows machine, because the base Windows file system doesn't support this feature.

3 Add a comment or change the file's name.

Place the cursor in the comment box, or select the file name. Type your comment or new name and click the **Save** button. As a general rule, you should not change a file's name unless you are an administrator or it is your file.



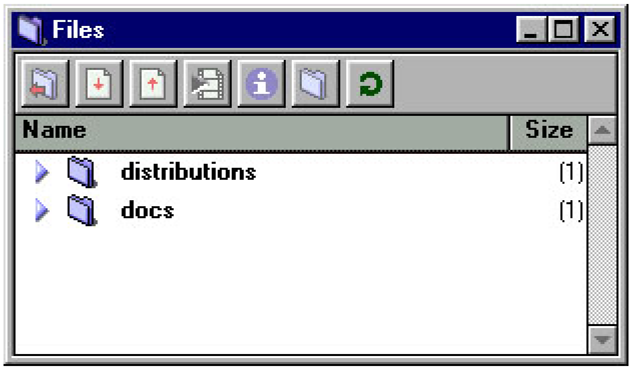


FOLDER TYPES

You will find three folder types on Hotline servers; regular, drop box and upload.

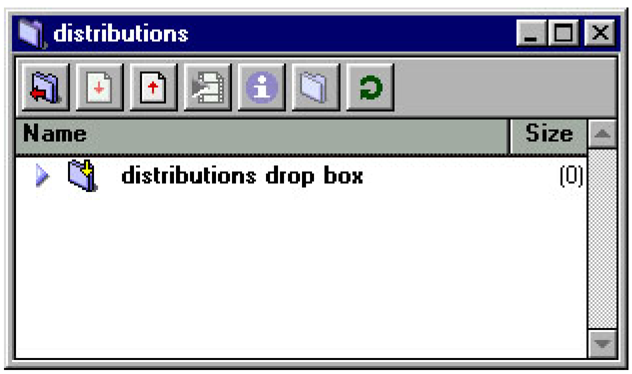
1 Regular folders

These folders can contain files or other folders. They organize the files in the **Files** window so that files are easy to find. You can download from or upload to these folders (if you have the correct privileges) or view their files.



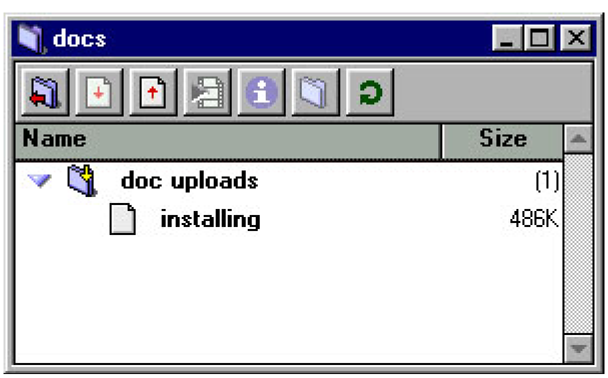
2 Drop Box folders

Drop Box folders allow you to upload files to the server when you are not allowed to upload to regular folders. Only the administrator and people with appropriate permissions can see the contents of drop box folders. They are often used so that administrators can approve files before they are made available to everyone.



3 Upload folders

Upload folders also allow you to upload files to the server when you don't have permission to upload to regular folders. However, unlike Drop Box folders, other users can see the file as soon as you upload it.



UPLOADING FILES

If you have a file that you want to place on the server, you'll have to upload it. Some servers will not allow you to download a file until you've uploaded one.

1 Enter the folder.

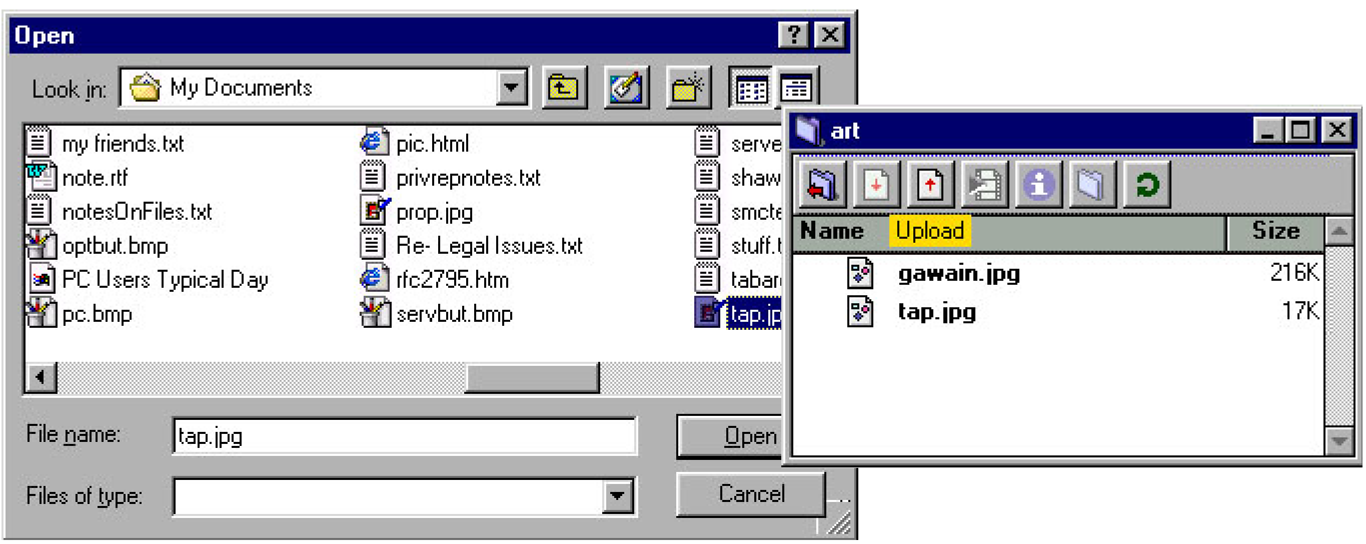
Once you've opened the **Files** window, you need to enter the folder that you want to place the file in. The server folder should be appropriate for the file. For instance, you shouldn't upload a picture of your cat to a server dedicated to the Grateful Dead, or into a folder that's for Hotline software uploads.

2 Click the Upload button. 

Once you're in the folder, click the **Upload** button. An **Open File** window will open. If the button is disabled, you don't have permission to upload files to this server. Check to see if there is a drop box folder on the server. If there is, try to upload it to that folder.

3 Select the file and click the Open button.

In the **Open File** window, find the file on your computer that you want to upload. Once you find it, select it and click the **Open** button. Check the **Tasks** window to see the status of your upload. Once the upload is complete, click the **Refresh** button to make sure that the file uploaded correctly.



Note:
1. If you upload to a drop box folder, you will not be able to check the file after you upload it.

2. You can also drag a file from the desktop or another location on your computer to the Files window to automatically start an upload.

3. Version 1.8.5 allows you to upload folders to servers that are running version 1.8.4 or later of the Server software, if you have permission to do so. (Talk to the server owner about getting permission.) To upload a folder:

a) Open the Files window and go to the location where you want to place the folder.

b) Drag the folder from its location on your computer to the Files window.

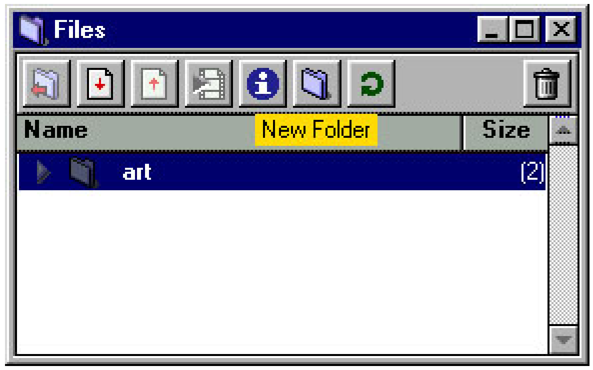
c) After the upload is complete, click the Refresh button.

CREATING A NEW FOLDER

You may need to create a new folder to place your files in. You should make sure that there isn't already a folder that's appropriate for what you want to upload, and that the server is the right place to put it.

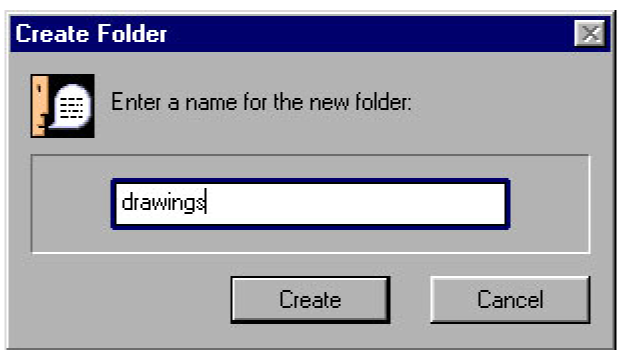
1 Click the New Folder button. 

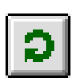
In the **Files** window, click the **New Folder** button. A new **Create Folder** window will open.
If the button is grayed out, you do not have permission to create folders on the server. If you are logging in as a guest, you should see about getting an account. If you already have an account, talk to the server's administrator about adding new folders.



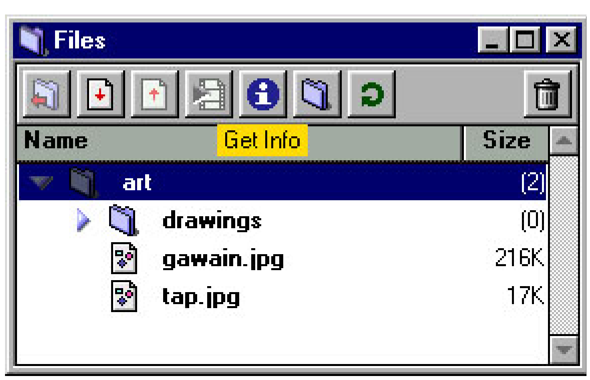
2 Type the name of the new folder and click Create.

In the **Create Folder** window, type the name of the folder you want to create. The folder name should be clear and concise, so that people can understand what type of files should go there.
Folder names must consist of alphanumeric characters. You cannot use other characters (for instance, punctuation marks) in your folder names. Click the **Create** button. The window will close.



3 Click the Refresh button. 

In the **Files** window, click the **Refresh** button to check that the folder has been created. The folder should appear in the list. You can now upload to it.

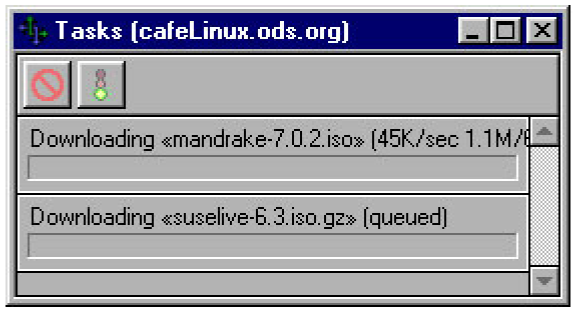


STARTING A QUEUED TASK

You may want to start a task that is further down the list of tasks, without waiting for the other tasks to start and complete first.

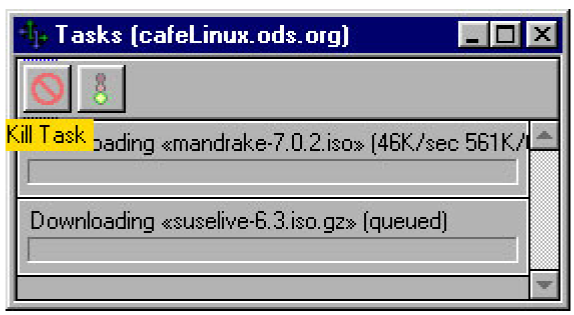
1 Open the Tasks window.

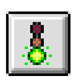
When you download a file or open a connection, the **Tasks** window shows a task listing for it.
The listing shows the type of task (downloading, uploading, viewing, etc) the title of the file, if applicable, and the transfer rate. It also has a bar showing the progress of the task. When a task is waiting to start, the task is marked as “queued”.



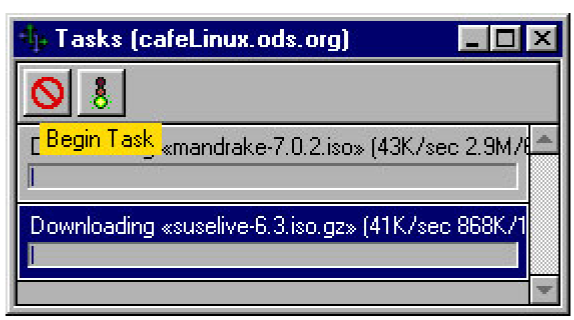
2 Select the task you want to start.

Select the task listing by clicking it once. The **Kill Task** and **Begin Task** buttons will be enabled once a task is selected.



3 Click the Begin Task button. 

The task will begin. The task that had already started will pause, and then resume once the started task is complete



CONNECTING FROM BEHIND A FIREWALL

If you are behind a firewall, you will need to set up some additional options before you can connect. Before you start, you'll need to know your firewall address. You can find this out from your network administrator.

1 Open the Options window.

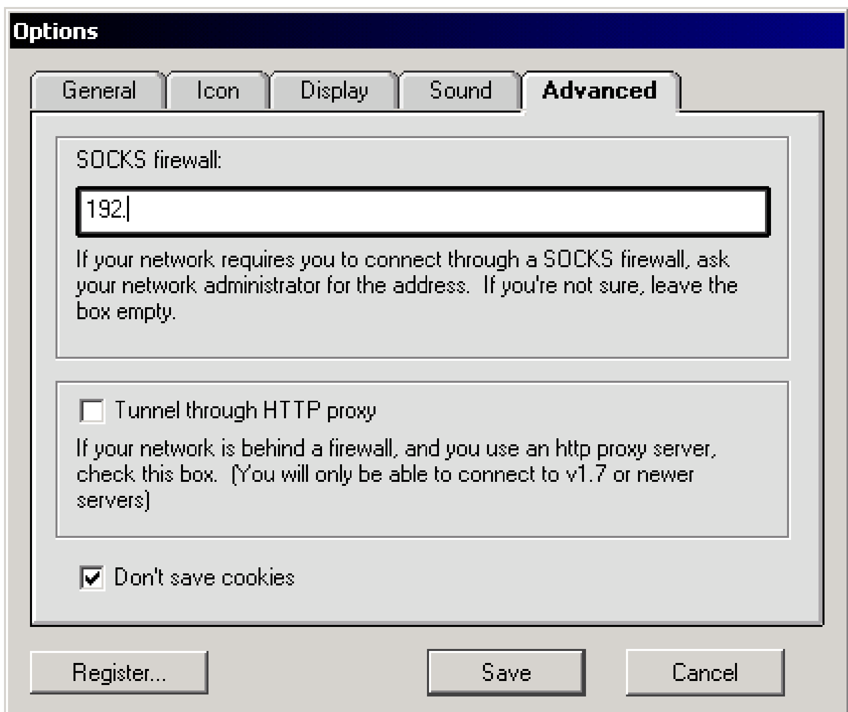
Firewall options are located on the **Advanced** tab. Click the tab to set these options.

2 Enter your firewall address in the SOCKS Firewall field.

If you don't know the firewall address, contact your network administrator. If your network administrator needs to know which ports Hotline uses by default, they are 5497, 5498, 5500, 5501, 5502 and 5503. When you enter the firewall address, you must include the port number that the firewall uses.

3 Click the Save button.

The window will close. Double-click the Hotline Communications server in your bookmarks. The Client should connect to the server.



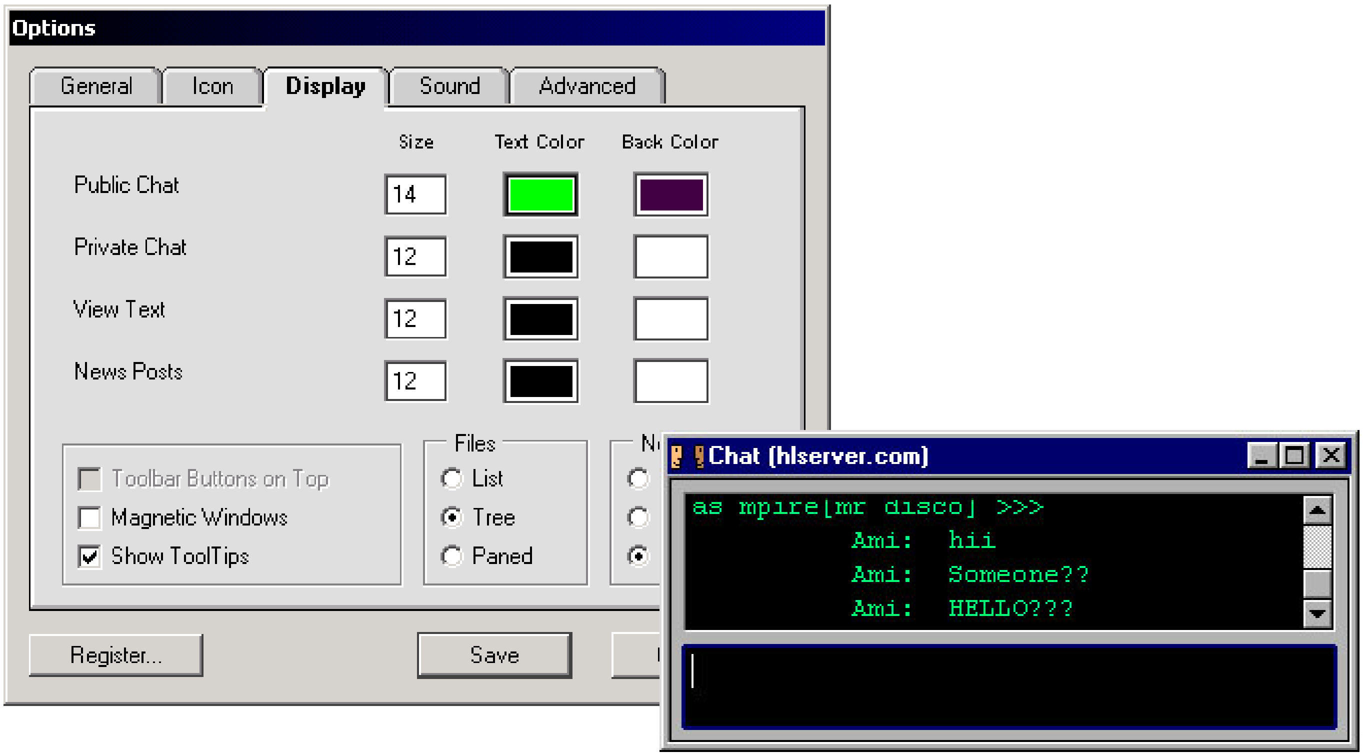
Note:
*If you still can't connect, check with your net admin to see if you have a firewall that blocks all connections except those from an HTTP proxy. If you do, turn on **Tunnel through HTTP** proxy underneath the Socks Firewall field. If there is a firewall of this type, connections to the net can only go through the proxy, which Hotline does not normally use. **Tunnel through HTTP proxy** allows Hotline to connect using the proxy. You will only be able to connect to servers and trackers running the 1.7.2 or later version of the software.*

CHANGING THE WAY YOUR WINDOWS LOOK

If the font in your chat is too small, or you'd like a different font or background color, you can change the way your windows look.

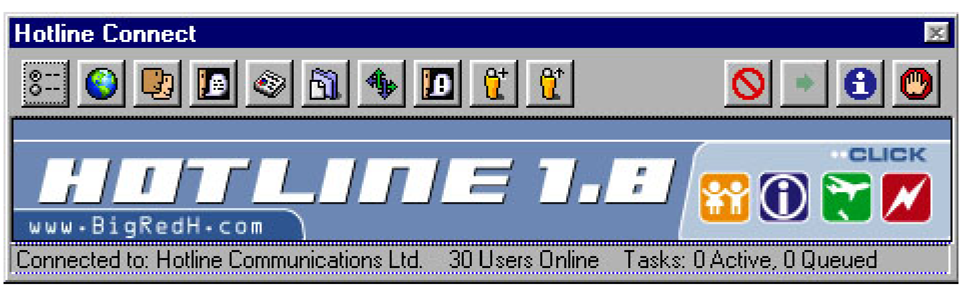
1 Open the Options window.

All of the options that change your screen are located on the **Display** tab. Click the tab to view them.
Public Chat and Private Chat affect Chat displays. View Text affects text files in the File Viewer. News Posts affects the font and color of news posts' text.



2 Set the window options.

You can change the way that windows in Hotline behave. If you want the buttons on the toolbar to be above the banner add, turn on **Toolbar Buttons on Top** . When the Client has a valid serial number, this option will be unavailable.
If you want to stick two or more windows together, so that they move as one, turn on **Magnetic Windows** . If you want to see a brief description of buttons when you hover over them, turn on **Show ToolTips** .



3 Set the Files and News windows options.

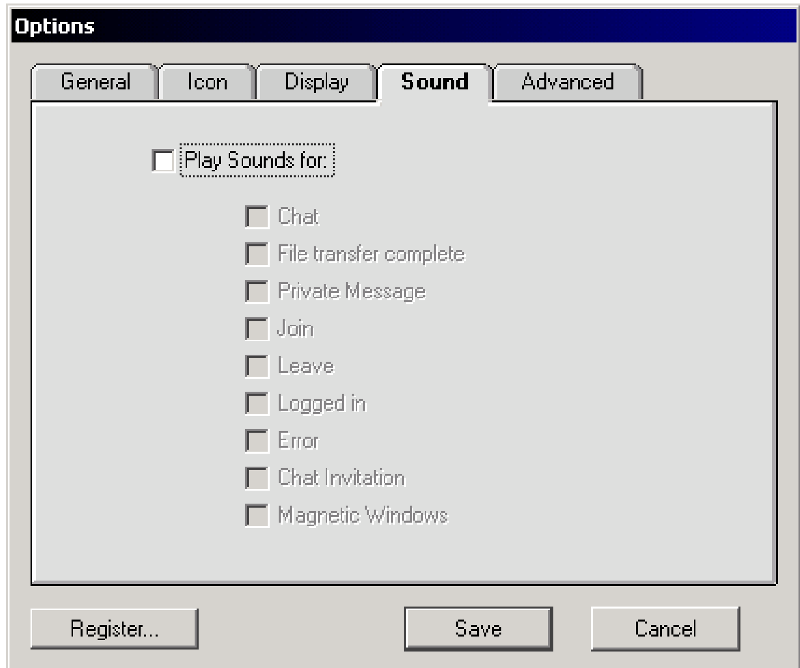
Hotline can display your Files and News windows as lists, trees, or panes. The best way to figure out how you prefer the windows is to experiment.

SETTING SOUND

Using sounds to signal you when specified things occur helps if you have a number of applications open at once. If your computer doesn't play sounds, you can turn them completely off.

1 Open the Options window.

Sounds are set in the **Sounds** tab. Open the tab to set these options.



2 Turn Play sounds for on.

If you can play sounds and want Hotline to notify you when events happen, click the checkbox beside **Play Sounds for:** .

3 Turn on the options that sounds should be played for.

Under the **Play Sounds** for: option, there are nine checkboxes that are only enabled if sound is. Choose the events that you would like notification for. You may want to turn some of them off. For instance, on very busy servers, you may not want constant notification that people are joining or leaving.