Instant Messaging

Outline

• Goals and Objectives
• Topics Headlines
• Introduction
• Text-only Web Chatting
• Instant Messaging
• AIM
• Yahoo Messenger
• MSN Messenger
• Opera Instant Messaging
• Web Casting
• Wireless Instant Messaging
Goals and Objectives

• Goals
  • Understand synchronous communication
    • E.g., chatting and instant messaging
  • Application include
    • Fun, online meetings, collaboration among professionals

Objectives

• Types of communication
• Types of Web chatting
• BBS, chat rooms, and IRC channels
• Difference between instant messaging and chat rooms
• IM clients and Web-based IMing
• Popular IMing systems: AIM, Yahoo, MSN
• Webcasting
• Wireless IMing
Topics Headlines

• Introduction
  Text-only Web Chatting
  • BBS and IRC ➔ many chat rooms to join
• Instant Messaging
  • Stay in touch all the time, chat online
• AIM
  • Create buddy list & send files and images
• Yahoo Messenger
  • Use IMVironments to add images to chat window

• MSN Messenger
  • Create and use own chat rooms
• Opera Instant Messaging
  • Opera browser: browsing, e-mail, IMing
• Wireless Instant Messaging
  • Use AIM, Yahoo Messenger, or MSN Messenger on handheld device
Introduction

- 2 Web communication modes:
  - Asynchronous
    - send & receive messages independently
    - at different times
      - E.g., e-mail, newsgroups, etc.
  - Synchronous
    - send & receive messages simultaneously
    - in real time
      - E.g., instant messaging, chatting, etc.

- Chatting = exchange messages among users at same time
- Three types of Web chatting:
  1. Text-only: Short text messages
  2. Instant messaging: Graphic and text content
  3. Webcasting: both audio and video
- Chatting uses client/server model of communication
- Web chatting software can be client or web based
Introduction

More details

• Skip ....
Text-only Web Chatting

- Text-only web chatting is also known as online keyboard chatting
  - Chat can be public, private, and/or secure
  - Transcripts of chats can be archived for future use
  - Chats address a one topic of interest
  - Common categories are general, kids, movies, food, etc.
  - Chat room is a chat server that provides a venue for users with common interest to communicate

Two issues related to chatting:
- Scrolling: Disabling a conversation by typing the same message
- Lurking: Being a silent participant

Text-only Web Chatting

- Two chatting systems exist:
  - Bulletin Board System (BBS) → 1978
  - Internet Relay Chat (IRC) → 1988
- BBS: It is a computer program dedicated to exchanging messages and files on a network and it is free to use
  - New BBS systems are web based
  - They distinguish between user and system messages
- IRC: It is based on BBS technology and provides a virtual meeting place for people from all over the world
  - IRC servers are a haven for computer hackers
  - A user needs IRC client, connection to IRC server and a channel to join
Instant Messaging

- Instant Messaging (IM) is a type of chatting that allows a user to create a list of people that he wants to chat with. The user and his contacts should be online at the same time.
- The messaging window opens up and has panes for buttons, sending messages and receiving messages.
- The IM user is alerted when any contact comes online.
- To chat in IM you need an IM client, server and network.
- Examples of popular IM systems are AOL, MSN Messenger, and Yahoo Messenger.
- IM allows use of graphics, colors, and formatting.
- IM allows file sharing, video and audio conferencing, etc.

AIM

- America Online Instant Messenger is a popular IM.
- Available at http://www.aim.com
- Key features are:
  - Sending and Receiving instant messages, files
  - Showing online contacts
  - Alert the user when a new contact logs in
  - Add, delete contacts
  - Starting chats
  - Locating online members
  - Blocking misbehaving members
Yahoo Messenger

- Yahoo Messenger (YM) is a popular IM system
- Available at [http://messenger.yahoo.com](http://messenger.yahoo.com)
- It has similar features as AIM
- It is well integrated with other Yahoo services
- It has a Web version so the client may not be necessary
- It also allows video and audio conferencing, and file sharing
- It allows a user to send offline messages to his contacts who are not online, who in turn receive messages when they log in
Yahoo Messenger

• MSN messenger, product of Microsoft is another popular IM system
  • Available at http://messenger.msn.com
  • Along with the regular features that other IMs offer, MSN allows a user:
    • To see when a contact is typing a message
    • To page a contact's mobile phone

Note:
• All the IM clients discussed so far are customizable by the user to suit his style and preferences
Opera Instant Messaging

- Opera browser comes with a built-in IM client that provides basic IM needs
- The client is based on ICQ IM protocol
- It allows you to create a contact list
- Security is an issue with Opera instant messaging

Note:
- It's a bad practice to give out personal or confidential information in a public IM system due to security issues
Webcasting

- Webcasting is yet another method for web chatting
- It is sometimes known as netcasting
- It enables the users to deliver live or delayed versions of sound and video broadcasts
- Internet Explorer and Netscape browsers enable webcasting
- Many webcasting applications require user subscription

Wireless Instant Messaging

- Wireless IM is available for handheld devices
- AIM, Yahoo, and Hotmail have clients for Wireless IM
- SMS (short message service) is another form of Wireless IM
- SMS is popular in Europe
- It is similar to paging, without requiring the mobile phone to be on
Summary

- Web chatting is a synchronous mode of internet communication
- BBS and IRC are popular technologies
- Instant Messaging is a great personal chatting tool that allows graphics and colors
- AIM, Yahoo Messenger, and MSN Messenger are popular IM systems with comparable capabilities
- Webcasting allows audio and video conferencing between users
- Wireless Instant Messaging and SMS are suitable for handheld devices