

**GETTING STARTED WITH  
TIMBUKTU PRO® FOR MACINTOSH  
VERSION 8.6**

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# CHAPTER 1: INTRODUCING TIMBUKTU PRO

Welcome to Timbuktu Pro!

Timbuktu Pro for Macintosh gives you total access to your network. Computers across the country and around the world—Windows and Macintosh—are now as accessible to you as the computer sitting on your desk! You can use Timbuktu Pro to control and observe other computers, send instant messages, transfer files, and text-chat or speak with remote users in real time. And when you're not on a network, Timbuktu Pro for Windows lets you make direct modem-to-modem connections between computers—with no network connection required.

## TIMBUKTU PRO SERVICES

The simple, powerful Timbuktu Pro application includes multiple *services*. Each service provides you with a different way to access a remote computer, collaborate with its user, or provide access to your own Macintosh.

Timbuktu Pro's services include

- **Send.** Send messages, files, and folders to a remote computer.
- **Exchange.** Access the hard drive of a remote Timbuktu Pro computer—even a Windows PC. You can copy and move files and folders between computers and delete files from either computer.
- **Control.** Control a remote computer from your own desktop.
- **Observe.** View a remote computer's desktop without controlling it.
- **Notify.** Be alerted when a remote Timbuktu Pro computer becomes active.
- **Chat.** Carry on a keyboard conversation with a remote user.
- **Intercom.** Speak to a remote user through your computer's audio hardware.
- **Invite.** Ask other users to visit your computer using a service you specify.
- **Profile.** Generate a full system profile for the remote computer and save it as a text file on your Macintosh.
- **Skype.** Access the Skype internet-telephony application to speak or text-chat with a remote user. The Skype service includes two subservices: **Skype Call** and **Skype Chat**.

## CONNECTING WITH TIMBUKTU PRO

When you're at the office, Timbuktu Pro runs over your organization's local network for easy conferencing and information sharing. When you're home or traveling, you can log on to a remote access server and use Timbuktu Pro to take direct control of your office computer. You can even use your modem to dial directly into the modem of another computer, with no network connection required.

Once you connect to a remote computer with Timbuktu Pro, you can run software at its normal speed, dramatically decreasing over-the-phone delay of applications such as relational databases and electronic mail. Timbuktu Pro gives you full access to remote resources, but transfers only screen, keyboard, and mouse information—you don't have to move large amounts of data over slow telephone links.

### TIMBUKTU PRO TRANSPORTS

Timbuktu Pro communicates with other Timbuktu Pro computers over TCP/IP networks (LAN, WAN, DSL, cable, and ISDN) and over direct modem-to-modem connections. If you are connected to the Internet or can make a modem connection, you can use TCP/IP and Timbuktu Pro services to collaborate with other Timbuktu Pro users around the world.

#### THE TCP/IP TRANSPORT

Most of your Timbuktu Pro connections will use the TCP/IP transport, which uses the same protocol as any basic Internet or intranet connection.

#### THE SKYPE TRANSPORT

The Skype transport provides an additional connection pathway for Timbuktu Pro services. Skype is an Internet-telephony application available for free download at [www.skype.com](http://www.skype.com). Skype uses a proprietary connection protocol that can cross many firewall and NAT-router configurations without requiring any special configuration. When integrated with the Skype application, Timbuktu Pro can “piggy-back” on the Skype data stream to establish a Timbuktu Pro connection.

The Skype transport makes it possible to make Timbuktu Pro connections to computers behind NAT routers or firewalls, or otherwise inaccessible to previous versions of Timbuktu Pro without special configuration. You can open a Timbuktu Pro connection to any computer to which you can open a Skype connection.

## THE DIAL DIRECT TRANSPORT

Timbuktu Pro also includes a direct modem-to-modem protocol called Dial Direct. You can use Dial Direct to connect directly to a remote Timbuktu Pro computer with no other network connection required.

## WHO CAN CONNECT TO YOUR TIMBUKTU PRO COMPUTER?

The first and most important answer is “No one—without your permission!” But once you have set up your security options, anyone who meets your connection criteria may connect.

**Note:** If your computer is connected to a company network that is protected by a firewall, your Timbuktu Pro computer may only be accessible to users from your local network. However, firewalls can be configured to admit Timbuktu Pro traffic.

## WHAT TIMBUKTU PRO CAN DO FOR YOU

With Timbuktu Pro, you can

- Save technical support time and money by taking control of a remote user’s computer and solving their problem without leaving your desk.
- Train employees and customers alike for a fraction of the usual time and cost. Demonstrate the latest applications or products while a remote user watches. Then observe and help as the user practices. Provide individual attention for all remote trainees, and save the time and expense of travel.
- Work remotely from wherever you are. Harness the power of remote control to share information, transfer files access databases, and send messages across your network. You’ll discover many ways to work easier and smarter.
- Collaborate with remote colleagues in real time. Share screens, documents, and information with both Macintosh and Windows computers. Work with others anywhere, and confer with your colleagues using audio- or text-based conferencing.
- Save time by scripting a variety of Timbuktu Pro tasks. Timbuktu Pro includes AppleScripts that incorporate Timbuktu’s extensive scripting implementation. Or create your own scripts—you can even add them to the *Script* menu.
- Protect your network resources. You can open and close transports and grant custom combinations of Timbuktu Pro services to individual Registered User and Windows NT User accounts.

## TIMBUKTU PRO FEATURES

Timbuktu Pro's rich feature set enables you to use it more efficiently and securely than ever before. From remote control services to multi-level security, Timbuktu Pro is packed with features to make your network work for you. And it takes advantage of all the latest Mac OS X features, enhancing your Timbuktu experience!

### NEW IN TIMBUKTU PRO VERSION 8.6

Timbuktu Pro now features the Skype integration to provide new services and enhance your connection possibilities.

#### SKYPE INTEGRATION

The new Skype integration provides you with both the Skype *transport* and the Skype *service*.

- The Skype transport provides a connection pathway for Timbuktu Pro services that can cross many firewall and NAT-router configurations without any special configuration.
- The Skype service lets you access the Skype internet-telephony application to speak or text-chat with a remote user. The Skype service includes two sub-services: Skype Call and Skype Chat.

#### INTEL PROCESSOR SUPPORT

Timbuktu Pro version 8.6 is a Universal Application. It runs on both PowerPC and Intel-based Macintosh computers.

### NEW IN TIMBUKTU PRO VERSION 8.5

Timbuktu Pro version 8.5 includes new features and preferences to enhance security and customize its functionality for the specific needs of your network.

#### CHECK FOR UPDATE

The Check for Update feature allows Timbuktu Pro to check automatically for updated versions. By default, the check occurs silently once per week when you

launch Timbuktu Pro. When an update is found, Timbuktu Pro opens your Web browser and loads the Web page for the updated version.

Enable and disable the Check for Update feature in the Preferences dialog box.

## **FULL EXCHANGE FILE ACCESS**

In Timbuktu Pro version 8, Exchange service permissions were improved to honor file-system access permissions. However, in certain situations you may wish to allow some remote users unrestricted access to your file system. Now, when you create or modify Timbuktu Pro user accounts, you can select the option to grant full file-system access to the user accounts you specify.

## **HELP DESK MODE**

Timbuktu Pro now offers the Help Desk Mode feature, which “locks down” Timbuktu Pro and allows only incoming access. The local user will not be able to establish outgoing connections or change any Timbuktu Pro settings.

## **NEW SECURITY PREFERENCES**

The Timbuktu Pro Preferences dialog box now includes a new tab, *TCP Security*, with new connection-security options. You can specify whether Timbuktu Pro will register your computer with Bonjour and respond to the TCP/IP Scanner, which allows other Timbuktu Pro users to find your computer with the *TCP/IP Scanner* and *Bonjour* tabs in the New Connection window. And you can set Timbuktu Pro to allow incoming connections only when they are secured with SSH.

## **SECURE SCREEN BLANKING**

Timbuktu Pro for Macintosh now supports secure screen blanking during Control sessions. When a remote user controls your computer, the screen can automatically go blank. The mouse and keyboard may also be locked. When the Control session is complete, your computer will display the screen-saver and remain locked for your continued security.

For example, if you are accessing your own computer from a remote location, secure screen blanking will protect your data by preventing anyone near your workstation from watching the activity on your computer or interfering with your work.

Secure screen blanking is enabled on a user-by-user basis through the Define User dialog box.

## SHARE ENTIRE DESKTOP

When you control or observe a remote computer with two monitors, the screen-sharing window now allows you to display both monitors together. Click the *Change Monitor* button on the frame of the screen-sharing window to cycle through the individual monitors.

## SCREEN-SHARING IMPROVEMENTS

Timbuktu Pro version 8.5 features improved auto scrolling during Control sessions. When you control a computer with a larger monitor than your own computer, scrolling is now smoother. Enhanced auto scrolling may also make it easier to activate a “hot” corner or open the dock on the remote computer.

In addition, screen-sharing performance has been improved for computers on fast networks, particularly between two Timbuktu Pro version 8.5 computers.

## NEW IN TIMBUKTU PRO VERSION 8

Timbuktu Pro version 8 takes full advantage of the Internet as well as the most recent improvements and features available in Mac OS X Panther (version 10.3). The new push installation process allows you to quickly and easily deploy Timbuktu Pro across your network. Plus, Timbuktu Pro version 8 makes use of SSH to provide both enhanced security and improved performance.

## SECURE SSH CONNECTIONS

Timbuktu Pro now supports secure connections between computers (and between Macintosh and Windows computers) running Timbuktu Pro version 8.

When you begin a connection to a remote Timbuktu Pro computer, the Remote User dialog box will open to enable you to select a connection option and enter your access credentials. To establish a secure connection, select the *Registered User (Secure)* option.

In addition to connection security, connections over SSH tunnels provide the following functionality:

- Timbuktu Pro authentication is integrated with Mac OS X user accounts and user authentication.
- The SSH tunnels provide a well-known and trusted security option for host computers on the public Internet.

- Timbuktu Pro performance may be improved when data is passed through SSH compression.
- Reverse (host to guest) connections are now supported, allowing you to use the Control-session drag-and-drop feature and the Invite service, even when the guest computer is behind a NAT router.

## **PUSH INSTALLATION**

You may now “push” install Timbuktu Pro on the remote computers on your network which have enabled Remote Login. This process will also upgrade Timbuktu Pro on computers that are running a Timbuktu Pro version older than the version on your computer.

You may also use the push-install feature to distribute Zones files, Timbuktu Pro preferences, site keys, and activation keys.

## **BONJOUR INTEGRATION**

Timbuktu Pro version 8 supports Apple’s Bonjour technology (formerly known as Rendezvous). When you start Timbuktu Pro, it automatically registers the host service with Bonjour. This allows the remote users on your network to find your computer for Timbuktu Pro connections.

On your computer, the *Bonjour* tab will appear in the New Connection window. Use the *Bonjour* tab to search for active Timbuktu Pro computers and connect without needing to enter the IP address.

Plus, Bonjour can assist you with finding computers for push installation. The *Bonjour* tab displays both Timbuktu Pro computers and Mac OS X computers with Remote Login active. Select one or more computers to install Timbuktu Pro, then open the *Service* menu and choose *Install Timbuktu*.

Finally, Timbuktu Pro’s Bonjour feature will take advantage of Bonjour enhancements in future versions of Mac OS X.

## **ASK FOR PERMISSION ENHANCEMENTS**

You may now require Registered Users to ask for permission before each connection. You will be able to allow or deny the incoming connection before it occurs.

## EXCHANGE PERMISSION ENHANCEMENTS

Exchange service permissions have been improved. When remote users establish secure SSH connections to your computer, they will be granted the same file-system access privileges that are assigned to their Mac OS X user profile. (Remote users that connect as Timbuktu Users, Ask for Permission Users, or Guest Users will have the access privileges assigned to the first administrator-level user created on your computer.)

To use Exchange to copy files from your computer, or to drag-and-drop files during a Control session, the remote user must have access privileges for those files.

## TIMBUKTU PRO SERVICES

Each of Timbuktu Pro's services allows you to interact with remote computers in a different way; together, they help you make the most of your network. For details about each Timbuktu Pro service, see [Chapter 5, "The Timbuktu Pro Services."](#)

Every Timbuktu Pro service can work in both directions at once: another user can send files to you while you are controlling or observing a third computer.

## CONTROL AND OBSERVE—REMOTE CONTROL AND SCREEN SHARING

Timbuktu Pro's remote control feature allows you to control or observe the desktop of a remote computer anywhere on your network using Timbuktu Pro's IntelliScreen™ technology. Timbuktu Pro's Control and Observe services are powerful tools for user support, training, and collaboration. The Control service lets you use your keyboard and mouse to operate another computer for user support, training, and collaboration. The Observe service lets you watch the activity on a remote computer's desktop without interfering with keyboard or mouse input.

Timbuktu Pro automatically adapts to any video mode. The auto scrolling feature offers automatic panning as you move your pointer on the remote desktop. Thus, you can always view the entire screen of the remote computer, even when monitor resolutions are different. You may also shrink the view of a remote desktop to fit the size of your remote control window. This provides you greater flexibility in displaying a remote computer's desktop on your screen and allows you to create convenient thumbnail images of several remote computers at once.

Timbuktu Pro allows you to hide your desktop pictures and patterns and limit the number of colors sent when you share your screen with a remote user. These options may improve screen-sharing performance, particularly over slow connections.

Finally, the Control service fully supports Drag and Drop. For example, you can drag a file out of the screen-sharing window and onto your own desktop.

### Screen-Sharing Window

The screen-sharing window, in which you can Control and Observe remote computers, has been built to allow you the most flexibility and speed possible. The screen-sharing window supports multiple grayscale and color-depth options, and it provides scroll-wheel and multi-button mouse support.

The screen-sharing window includes a number of other features:

- During screen-sharing sessions, clicking the right mouse button (right-clicking) sends an old-style CTRL+click to host computers running older versions of Timbuktu Pro.
- In the New Connection window, pressing CMD+ARROW switches connection tabs only if the SHIFT or OPTION keys are not also pressed. When the guest computer switches monitors during a screen-sharing session, the connection tab is not accidentally changed on the host computer.
- When you press the TAB key on the guest computer, it is sent to the host computer even when Full Keyboard Access is turned on. System-menu keyboard commands are also sent to the host computer.
- A 1.5-second delay occurs when you attempt to drag-and-drop from the screen-sharing window onto your desktop. This prevents “accidental” drag-and-drops. If you release the mouse button during the delay, drag-and-drop will not occur.

### QuickTime Support

You can record QuickTime movies of your screen-sharing sessions. Simply click the QuickTime icon on the border of the screen-sharing window.

- You may record QuickTime movies using compressors other than the Animation codec from Apple.
- When recording a QuickTime movie, you may specify the name and location of the saved file before you begin recording. This allows you to save the recording in a location with more disk space or onto a server.
- When you specify the save-file settings, you may also change the video and sound recording settings. In addition, your changes are saved for future recording sessions.
- The cursor is recorded in QuickTime movies, as are the sounds played on the guest computer during the screen-sharing session.

## **SEND—SENDING MESSAGES**

You can send FlashNotes™—instant text messages that pop up on the recipient’s desktop—and attach files and folders to your FlashNotes. To quickly send files, you can drag files and folders to the Timbuktu Sender desktop icon. File transfer is carried out in the background while you continue to work at your computer.

The Send service also supports file recovery. If your Send session is interrupted, As long as Timbuktu Pro remains running, it can resume the transfer at the point at which it was interrupted rather than having to start over from the beginning.

## **EXCHANGE—FILE TRANSFER**

Timbuktu Pro makes transferring files between computers easy. With the Exchange service, you can copy, move, and delete files across the network—even on Windows computers—just as if they were on your own computer.

The *Exchange* menu appears whenever you connect to another computer with the Exchange service. In addition to the *Desktop*, *New Folder*, *Open*, and *Remove* options, the *Exchange* menu also provides a number of options not listed in the Exchange window.

## **NOTIFY, CHAT, INTERCOM, AND INVITE**

Communicating with other Timbuktu Pro users is more convenient than ever with Timbuktu Pro’s Notify, Chat, Intercom, and Invite services. Notify alerts you when a remote computer becomes active. Chat allows you to have a keyboard “conversation” with another user—even with multiple users simultaneously. Intercom lets you have a voice conversation using your computer’s microphone and speakers—no telephone required. And Invite allows you to invite another user to access your computer using the Timbuktu Pro service you specify.

## **PROFILE**

The Profile service allows you to run the Apple System Profiler on a remote Macintosh computer and automatically save the output to a text file on your computer.

## **SKYPE**

the Skype service accesses the Skype internet-telephony application to let you speak or text-chat with a remote user. It includes two subservices: Skype Call and Skype Chat.

## OTHER TIMBUKTU PRO FEATURES

In addition to the enhancements in Timbuktu Pro version 8, all your favorite tools and features from previous versions are still available.

### TIMBUKTU HOST

Timbuktu Pro no longer uses the “Timbuktu Extension,” which ran in the background on Mac OS Classic computers. On Mac OS X, Timbuktu Pro uses the Timbuktu Host, a background application which monitors incoming Timbuktu Pro connections. When a connection is received, the Timbuktu Host opens the full Timbuktu Pro application (if it is not already running) and processes the connection normally.

Quitting the Timbuktu Host, or disabling it so it does not start automatically, prevents remote users from using Timbuktu Pro to connect to your computer. For details, see [“The Timbuktu Host” on page 29](#).

In addition, when the *Only Accept Incoming Connections When Application Is Open* option is selected on the *General* tab in the Preferences dialog box, Timbuktu Pro now runs as the logged-in user. It is no longer necessary to enter an administrator name and password when you start Timbuktu Pro. For information about this option, see [“Setting General Preferences” on page 32](#).

### COMPREHENSIVE MULTI-LEVEL SECURITY

Timbuktu Pro uses a flexible and comprehensive security scheme to allow only the users you want to access your computer. You can restrict access to as few or as many remote users as you wish. And you can provide individualized combinations of services and privileges to each different user.

Anyone can access the services you provide to Guest Users. You can define any number of Registered Users, granting them password-protected access to the specific combination of user access privileges you specify. Registered Users may also connect securely with SSH, and they can be authenticated at the OS level. Dial Direct access may also be provided on a user-by-user basis.

If you wish to grant one-time-only access to other Timbuktu Pro services, or allow access only when you are at your computer, remote users can ask for permission to use services you have not assigned to Guest Users or to a Registered User account. The Ask for Permission dialog box opens on your screen, telling you who

wants to connect and the service they have requested. If you choose *OK*, they're connected. If you don't, they aren't.

For tightest security, you can even prevent remote users from connecting to your computer entirely.

## CONNECTION MENU

The *Connection* menu is a shortcut that lets you quickly open Timbuktu Pro, turn transports on and off, monitor incoming connections, and get information about Timbuktu Pro.

Open the *Connection* menu by clicking on the Timbuktu Pro icon, which appears on the right side of the menu bar anytime the Timbuktu Host is running.

## CROSS-PLATFORM CONNECTIONS

Timbuktu Pro offers remote control and file transfer between Macintosh and Windows computers. You can use your Macintosh to remotely control a computer of either type, just as if you were seated in front of it. Timbuktu Pro also provides cross-platform file transfer with a convenient, one-step procedure, whether you're using the Internet, a local network, or a Dial Direct connection.

## DIAL DIRECT CONNECTIONS

Timbuktu Pro's Dial Direct feature allows you to use your modem to connect directly to the modem of any other Timbuktu Pro computer. No Internet connection is required. You can use any of the Timbuktu Pro services with Dial Direct, except Skype.

## FINDING REMOTE COMPUTERS

Timbuktu Pro includes several different methods for finding remote Timbuktu Pro computers on your network or on the Internet.

### The Internet Locator Server

Timbuktu Pro's Internet Locator allows you to connect to other Timbuktu Pro users by specifying their email addresses instead of their IP addresses. When you enter an email address on the *TCP/IP* tab in the New Connection window, Timbuktu Pro automatically queries Netopia's Internet Locator server, resolves the correct

IP address, and connects to the remote computer. You can set up the Internet Locator on the *IP Locator* tab in the Preferences dialog box.

In addition, the *IP Locator* tab allows you to register your computer's external IP address—for example, the IP address of a NAT router—rather than the local or internal IP address, which may not be recognized outside your network.

### **TCP/IP Scanner**

The *TCP/IP Scanner* tab in the New Connection window helps you find remote computers, even when you don't know their IP addresses, by browsing your local network for active Timbuktu-compatible computers. Once the desired computer is found, you may connect to it without leaving the *TCP/IP Scanner* tab.

### **Bonjour Integration**

The *Bonjour* tab in the New Connection window helps you find remote computers, even when you don't know their IP addresses, by browsing your local network for computers that have registered the Timbuktu Pro service with Bonjour. Once the desired computer is found, you may connect to it without leaving the *Bonjour* tab.

### **Skype Contacts**

The *Skype* tab lists the contacts from your Skype Contacts window. If a compatible version of Timbuktu Pro is running on the contact's computer, and the computer is accepting Skype connections, you can use the *Skype* tab to establish a Timbuktu Pro connection without knowing the computer's name or IP address.

Plus, the Skype transport provides flexibility beyond basic TCP/IP connections and may allow you to connect to computers Timbuktu Pro couldn't reach before because of routers or firewalls.

### **TCP Contact Port Settings**

The *TCP Contact Port* tab specifies the TCP port used for Timbuktu Pro traffic to your computer. This allows you to use more than one Timbuktu Pro host computer behind a NAT router, by directing traffic intended for a specific computer to a unique port on that computer.

## **TIMBUKTU SENDER**

The Timbuktu Sender is a desktop icon that lets you quickly send files and folders to other Timbuktu Pro computers. Simply drag the desired files onto the Sender icon and a FlashNote window will open with the files already attached.

## TIMBUKTU PRO CONNECTION DOCUMENTS

Timbuktu Pro connection documents are shortcuts that allow you to start a Timbuktu Pro connection to a specific remote computer, using a specific service, simply by double-clicking a desktop icon or opening the shortcut with the *File* menu. Connection documents are created with the *Save Connection* command in the *File* menu.

## DROP SENDERS—CUSTOMIZABLE SEND DESTINATIONS

When you open a Send window, Timbuktu Pro adds the *Save Drop Sender* command to the *File* menu. When you choose this command, Timbuktu Pro creates a Drop Sender desktop icon that records the destination and the files and folders you selected. In the future, simply double-click the Drop Sender icon to send the same files and folders to the same destination.

You can also drag other items onto the Drop Sender icon, and they will be immediately sent to the remembered destination.

## ADDRESS BOOKS

You can use Timbuktu Pro's address books to help you organize the IP addresses and phone numbers of the remote computers you connect to frequently. An address book is a collection of Timbuktu Pro addresses. They save you time because you don't have to enter an IP address or phone number every time you make a connection—simply select a computer from the list.

Create address books by adding addresses from the New Connection window or by importing an address list from a text file. You can drag an address directly from a transport tab to an address book window or from one address book to another.

## ACTIVITY LOG

Timbuktu Pro keeps a list of all connections made to your computer. The activity log shows each user's Timbuktu Pro name and network address, records when the user connected or attempted to connect, and specifies which services the user accessed.

The Timbuktu Pro log file is stored in the default Mac OS X log-file folder, and you may view it with the Console application.

## FAST USER SWITCHING

Timbuktu Pro's Panther support includes fast user switching. When you change users or log in as an additional user on Panther computers, any open Timbuktu Pro connections are closed. However, Timbuktu Pro is not shut down. You may immediately reconnect any Timbuktu Pro service.

## UPDATED TCP/IP ZONES FILE NAME

The TCP/IP Zones file no longer requires the forward slash (/) in the file name. *TCP/IP Zones* is now an acceptable file name. Timbuktu Pro also recognizes an alias to the actual TCP/IP Zones file, which you may now place anywhere on your computer.

## COMMON TERMINOLOGY

To enhance your cross-platform Timbuktu Pro experience, Timbuktu Pro for Macintosh and Timbuktu Pro for Windows use the same terminology and service names. The original Look service is called *Observe*; the original Knock service is called *Notify*. In addition, Timbuktu Pro for Macintosh and Windows use the same terms for remote users: the original Public Visitor is called the *Guest User*, and Trusted Visitors are called *Registered Users*.

## TIMBUKTU PRO ONLINE HELP



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

Use the *Help* menu to open Help from anywhere within Timbuktu Pro. Or click the *Help* button in any dialog box or window to view context-sensitive Help for that dialog box.

## SCRIPTING

You can create AppleScript applications or run ready-made scripts that incorporate Timbuktu Pro features. Timbuktu Pro includes a *Script* menu with ready-to-run scripts.

## SYSTEM REQUIREMENTS FOR TIMBUKTU PRO

To run Timbuktu Pro for Macintosh, your computer must meet the following hardware and software requirements.

### MINIMUM HARDWARE REQUIREMENTS

Timbuktu Pro requires the same minimum hardware that is required by your Mac OS. In addition, you'll need

- 15 MB of available disk space
- 128 MB of physical RAM
- For TCP/IP and Skype connections, an Internet (TCP/IP) network connection
- For Dial Direct connections, a 56 Kbps or faster modem
- For the Intercom and Skype Call services, a microphone on each computer

### MINIMUM SOFTWARE REQUIREMENTS

Timbuktu Pro requires the following software.

- Mac OS X version 10.3.9 or later
- One copy of Timbuktu Pro software on each computer that is to make or receive Timbuktu Pro connections

### COMPATIBILITY

Timbuktu Pro version 8 for Mac OS is compatible with Timbuktu Pro for Macintosh 6.0 and later, and Timbuktu Pro for Windows 5.0 and later. Older versions of Timbuktu Pro are not officially supported with Timbuktu Pro version 8.

### SKYPE COMPATIBILITY

The Timbuktu Pro Skype integration requires Skype 1.4 or greater (Skype 2.0 is recommended). The first time you run Timbuktu Pro, Skype will notify you that another application is attempting to access it. You must allow this action to enable the Timbuktu Pro Skype integration.

# CHAPTER 2: INSTALLING TIMBUKTU PRO

This chapter will guide you as you install or un-install Timbuktu Pro.

Timbuktu Pro for Macintosh, version 8, requires an activation key. In most cases, the first time you run Timbuktu Pro, the Activation Key dialog box is automatically opened. However, the activation key for Timbuktu Pro Enterprise is included automatically—you are not required to enter it before using Timbuktu Pro. This allows you to install Timbuktu Pro Enterprise on multiple computers without entering the activation key each time.

## INSTALLING AND UPGRADING TIMBUKTU PRO ON MAC OS X

If you have not yet installed Timbuktu Pro on your Mac OS X computer, see the following section, [“Performing a New Installation.”](#)

If you have already installed Timbuktu Pro 6.0 or later, see [“Upgrading your Timbuktu Pro Installation to Timbuktu Pro version 8”](#) on page 24.

### PERFORMING A NEW INSTALLATION

If you have not installed a previous version of Timbuktu Pro on your Mac OS X computer, use the following procedure to install Timbuktu Pro.

#### TO INSTALL TIMBUKTU PRO ON MAC OS X

You must be logged in as an administrator to install Timbuktu Pro on Mac OS X.

1. If you downloaded Timbuktu Pro from the Web, double-click the *Timbuktu Pro.dmg* file to mount the disk image. Drag the *Timbuktu Pro* folder to your Mac OS X Applications folder.

If you received a Timbuktu Pro CD, open it and drag the *Timbuktu Pro* folder to your Mac OS X Applications folder.

2. Open the *Timbuktu Pro* application folder (inside your Mac OS X *Applications* folder). Double-click the *Timbuktu Pro* application icon to run *Timbuktu Pro* for the first time.
  3. When requested, enter your Mac OS X user name and password.
  4. Accept the License Agreement.
  5. In the Activation Key dialog box, enter your *Timbuktu Pro* version 8 Activation Key. The Activation Key is included in the Welcome email you received from Netopia, or in your CD case.
  6. Click *OK* to close the Activation Key dialog box and start using *Timbuktu Pro*.
- You do not need to restart your computer.

## ALLOWING SKYPE ACCESS

If the Skype application (version 1.4 or later) is installed and running on your computer, the *Timbuktu Pro* application will attempt to access it automatically when you run it for the first time. Skype will present a warning dialog box.



Select the *Allow this Program to Use Skype* option and click *OK*.

## UPGRADING YOUR TIMBUKTU PRO INSTALLATION TO TIMBUKTU PRO VERSION 8

If you have previously installed Timbuktu Pro version 6 or version 7, or a pre-release of Timbuktu Pro version 8, you may upgrade to Timbuktu Pro version 8 using the following procedure. If you have Timbuktu Pro 5.x or earlier installed, Netopia recommends that you uninstall it completely before installing Timbuktu Pro version 8.

Timbuktu Pro version 8 includes an “auto-update” feature that eliminates the need for a restart when you upgrade from Timbuktu Pro version 6 or version 7.

### TO UPGRADE TO TIMBUKTU PRO VERSION 8

You must be logged in as an administrator to upgrade Timbuktu Pro on Mac OS X.

1. If you have modified your existing *Timbuktu Scripts* and *Timbuktu Startup Items* folders, or any address book files in the *Timbuktu Pro* folder, and wish to save them, drag them to your desktop.
2. If the Timbuktu Pro application is open, quit the Timbuktu Pro application by choosing *Quit* from the *Timbuktu* menu. (The Timbuktu Host will still be running, but the application itself is shut down.)
3. Drag the *Timbuktu Pro* folder from the Mac OS X Applications folder to the Trash. Do not empty the trash.
4. If you downloaded Timbuktu Pro from the Web, double-click the *Timbuktu Pro.dmg* file to mount the disk image. Drag the *Timbuktu Pro* folder to your Mac OS X Applications folder.

If you received a Timbuktu Pro CD, open it and drag the Timbuktu Pro folder to your Mac OS X Applications folder.

If you dragged any existing folders to the desktop in Step 1, drag them to the new *Timbuktu Pro* folder to restore them.

5. Open the new *Timbuktu Pro* folder and launch the Timbuktu Pro application. Timbuktu will alert you that it has detected another version of Timbuktu Pro running and will ask your permission to install the new version. Click *Install*.
6. When requested, enter your Mac OS X user name and password.

**Note:** If you are using a Timbuktu Pro connection to upgrade a remote Timbuktu Pro computer, your connection will be terminated at this time. Wait a

moment for Timbuktu Pro to restart on the remote computer, and then reconnect.

7. Accept the License Agreement.
8. In the Activation Key dialog box, enter your Timbuktu Pro version 8 Activation Key. The Activation Key is included in the Welcome email you received from Netopia, or in your CD case.
9. Click *OK* to close the Activation Key dialog box and start using Timbuktu Pro.

You do not need to restart your computer.

**Note:** Before your computer can make or accept Skype connections, you must allow the Skype integration as described in [“Allowing Skype Access” on page 23](#).

## PUSH INSTALLING TIMBUKTU PRO ON A REMOTE COMPUTER

With Timbuktu Pro version 8, you may now “push” install Timbuktu Pro on the remote computers on your network which have enabled Remote Login. This process will also upgrade Timbuktu Pro on computers that are running a Timbuktu Pro version older than the version on your computer. You may upgrade Timbuktu Pro even if it is currently running on the remote computer.

Before you can perform a push installation, you must perform the regular Timbuktu Pro version 8 installation process on at least one computer. This computer can then perform the push installation on the other computers on your network. You may push install Timbuktu Pro to computers running Timbuktu Pro version 6 or later. The installation is performed over a secure SSH connection.

**Note:** You must have a Mac OS X user name and password on the remote computer, and Remote Login must be enabled, to perform the push installation.

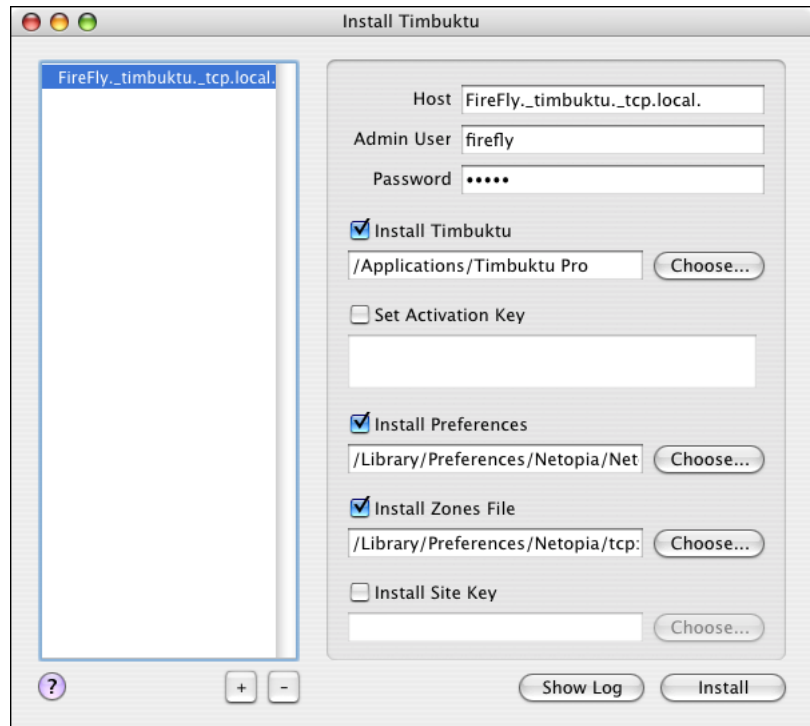
### TO PUSH INSTALL TIMBUKTU PRO

1. In the New Connection window, select or specify the computer on which you wish to install or upgrade Timbuktu Pro. You may also select multiple computers to perform the Timbuktu Pro push installation on several computers at once.

You may select or specify the computer on any of the selection tabs. However, only the *Bonjour* tab displays computers that have Remote Login enabled but do not yet have Timbuktu Pro installed.

- From the *Service* menu, choose *Install Timbuktu*.

The Install Timbuktu window opens. The computer (or computers) you selected are listed in the panel on the left side of the window.



Several options and settings will be preset to match the current Timbuktu Pro installation on the local computer. If necessary, you may change any or all of these settings. Your new settings will be saved for future installations.

If you selected more than one computer in the first step, you must change the settings for each computer individually. (The settings for the last computer will be saved for future installations.)

- Confirm that the correct computer is specified in the *Host* text box.
- Confirm that the user name in the *Admin User* text box is the Mac OS X user with Admin privileges on the remote computer. In the *Password* text box, enter the password associated with the user in the *Admin User* text box.

**Note:** You *must* enter the admin user's Short Name. Do not enter the full user name.

5. Confirm that the *Install Timbuktu* check box is selected. In the *Install Timbuktu* text box,
  - To install or upgrade only the Timbuktu Pro application, make sure the full path to the application is specified.
  - To install or upgrade the entire Timbuktu Pro folder, specify only the path to the Timbuktu Pro folder.
6. If you are installing Timbuktu Pro for the first time on the remote computer, and you want it to be immediately available, you will need to set the activation key.

Select the *Set Activation Key* check box. Then enter an activation key for the new Timbuktu Pro installation. If you do not enter an activation key for a new installation, you will need to enter it on the remote computer later.

**Note:** If you are upgrading or reinstalling an existing Timbuktu Pro version 8 installation, you will not need to supply the activation key.

7. If desired, you may install Timbuktu Pro Preferences, a Zones file, and a Site Key. Select or clear the options as desired.

**Note:** If you are installing Timbuktu Pro for the first time on the remote computer, and you want it to be immediately available for incoming connections, you must install Preferences that allow incoming connections. By default, Timbuktu Pro does not allow incoming connections.

8. If you selected more than one computer in the first step, choose the next computer in the panel on the left side of the window. Then set its installation parameters as desired. In particular, make sure to supply a unique activation key.
9. If you wish to watch the progress of the installation as it occurs, click *Show Log* to open the Console. The installation log will appear in the Console window as it progresses.

Installation information is also written to the system log on the remote computer.

10. Click *Install*.
11. When installation is complete, you will be notified. Click *OK* to close the Install Timbuktu window.

On the remote computer, Timbuktu Pro will be started.

If the remote computer has the necessary Timbuktu Pro activation key and the appropriate Preferences, it will be ready to accept incoming Timbuktu Pro connections. If not, you will need to enter the activation key and set Preferences directly on the remote computer.

In addition, before the remote computer can accept Skype connections, the user of the remote computer must allow the Skype integration as described in [“Allowing Skype Access” on page 23](#).

## UNINSTALLING TIMBUKTU PRO

If you wish to uninstall Timbuktu Pro from your computer, please use the following procedure.

1. Log in to your Macintosh as an administrator.
2. Quit Timbuktu Pro by choosing *Quit Timbuktu* from the *Timbuktu* menu. (The Timbuktu Host will still be running, but the application itself is shut down.)
3. Drag the *Timbuktu Pro* folder from the *Applications* folder to the trash. Do not empty the trash.
4. Restart your computer.

# CHAPTER 3: SETTING UP TIMBUKTU PRO

Once you have installed Timbuktu Pro, you can review and change your configuration settings. This chapter describes how to start and exit Timbuktu Pro and how to set Timbuktu Pro configuration preferences.

## STARTING TIMBUKTU PRO

When you install Timbuktu Pro on Mac OS X, the Timbuktu Pro application icon is displayed on the right side of the menu bar. The icon is automatically positioned in the available space on the menu bar.

Click the Timbuktu Pro icon to open the *Connection* menu, which lets you quickly open Timbuktu Pro, turn transports on and off, monitor incoming connections, and get information about Timbuktu Pro. The *Connection* menu appears on the right side of the menu bar anytime the Timbuktu Host is running. (See the following section, “[The Timbuktu Host.](#)”)

To work with Timbuktu Pro or establish an outgoing connection, you must open the Timbuktu Pro application. Click the *Connection* menu and choose *Open Timbuktu Pro*.

If the *Connection* menu does not appear on your screen, the Timbuktu Host has been shut down. To restart Timbuktu Pro, open the Timbuktu Pro folder on your computer and double-click the Timbuktu Pro icon.

## THE TIMBUKTU HOST

Timbuktu Pro no longer uses the “Timbuktu Extension,” which ran in the background on Mac OS Classic computers. On Mac OS X, Timbuktu Pro uses the Timbuktu Host, a background application which monitors incoming Timbuktu Pro connections. When a connection is received, the Timbuktu Host opens the full Timbuktu Pro application (if it is not already running) and processes the connection normally.

By default, when you start your Macintosh, the Timbuktu Host is started automatically. Timbuktu Pro is available even before you log in, allowing incoming connections to occur anytime your Macintosh is turned on. Also by default, the Timbuktu Host remains running when you quit Timbuktu Pro. The Timbuktu Pro icon appears in the menu bar to remind you that the Timbuktu Host is running and that remote users can still access your Macintosh.

You can disable the Timbuktu Host using the *Only Accept Incoming Connections When Application is Open* option on the *General* tab in the Preferences dialog box (see [page 32](#)). When this option is enabled, the Timbuktu Host does not start automatically when you start your computer; when you quit Timbuktu Pro, both the application and the Timbuktu Host will shut down. This prevents remote users from using Timbuktu Pro to connect to your computer.

To start Timbuktu Pro when the *Only Accept Incoming Connections When Application is Open* option is enabled, open the Timbuktu Pro folder on your computer and double-click the Timbuktu Pro icon.

## QUITTING TIMBUKTU PRO

Quitting Timbuktu Pro closes all Timbuktu Pro windows and dialog boxes and terminates all outgoing connections you have made. However, as long as the Timbuktu Host is running, incoming connections will not be affected. Remote users will still be able to connect to your computer using Timbuktu Pro.

To shut down the Timbuktu Host when you quit Timbuktu Pro, open the Preferences dialog box and click the *General* tab. Select the *Only Accept Incoming Connections...* option. When this option is selected, the Timbuktu Host is shut down when you quit Timbuktu Pro. (For details, see the previous section, “[The Timbuktu Host.](#)”)

### TO QUIT TIMBUKTU PRO

- From the *Timbuktu* menu, choose *Quit*.

## CUSTOMIZING YOUR TIMBUKTU PRO PREFERENCES

To customize the behavior of your Timbuktu Pro installation, click the *Setup* menu and choose *Preferences*. The Preferences dialog box lets you specify certain configuration options for Timbuktu Pro. The tabs in the Preferences dialog box are as follows:

- **General**—Controls Timbuktu Pro general and startup preferences. See [“Setting General Preferences” on page 32](#).
- **Check for Update**—Enables the Check for Update feature and allows you to check for updates immediately. See [“Checking for Updates” on page 33](#).
- **Features**—Enables and disables Timbuktu Pro transports and features. See [“Using the Features Manager” on page 34](#).
- **Master Password**—Sets an optional master password, which restricts access to Timbuktu Pro’s configuration settings. See [“Setting Master Password Preferences” on page 36](#).
- **Password Rules**—Sets restrictions on the passwords used by your Registered Users. See [“Setting Password Rules” on page 38](#).
- **Sound**—Specifies the sounds that play when Timbuktu Pro performs certain actions. See [“Using the Sound Manager” on page 39](#).
- **Messages Received**—Specifies the location of the Messages Received folder. See [“Setting Messages Received Options” on page 40](#).
- **Control/Observe**—Sets screen-sharing window preferences. See [“Setting Screen-Sharing Preferences” on page 41](#).
- **IP Locator**—Specifies the email address Timbuktu Pro sends to the Internet Locator server. See [“Setting IP Locator Preferences” on page 42](#).
- **Proxy Server**—Specifies the proxy server used to make Timbuktu Pro connections to computers outside your local network. See [“Setting Proxy Server Preferences” on page 44](#).
- **TCP Contact Port**—Specifies the TCP port used for Timbuktu Pro traffic. See [“Setting the TCP Contact Port” on page 44](#).
- **TCP Security**—Sets connection-security options. See [“Setting Connection-Security Options” on page 45](#).
- **Dial Direct**—Sets Dial Direct preferences. See [“Setting Dial Direct Preferences” on page 46](#).

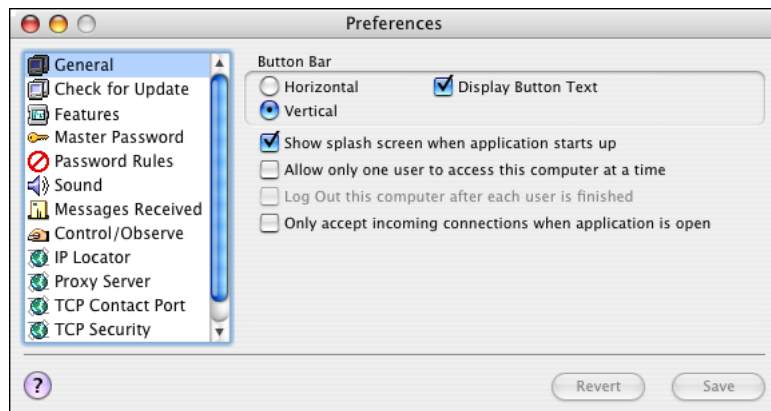
The following sections describe each of these tabs.

## SETTING GENERAL PREFERENCES

The *General* tab in the Preferences dialog box lets you control the appearance of the Timbuktu Pro Button Bar and some of Timbuktu Pro's basic functionality. It also lets you determine whether the Timbuktu Host will still run when you quit the Timbuktu Pro application.

### TO CHANGE YOUR GENERAL OPTIONS

1. From the *Setup* menu, choose *Preferences*.
2. Click the *General* tab.



3. In the *Button Bar* area, choose options to control the appearance of the Button Bar. Choose *Display Button Text* to display the name of each Timbuktu Pro service next to its icon.
4. Select or clear any of the following checkboxes.
  - *Show Splash Screen* specifies whether or not to display the Timbuktu Pro logo when you start the program. Timbuktu Pro starts more quickly when the splash screen is turned off.
  - *Allow Only One User* prevents more than one Guest User or Registered User from connecting to your computer at a time. If, for example, multiple users have access to an email-equipped computer, you may want to use this option to make sure that each user can process his or her email in private. (Note, however, that a second remote user may connect by asking for permission. This allows you to work on a remote computer securely, but still collaborate with other users when needed.)
  - *Log Out this Computer* causes Timbuktu Pro to log out all users when a remote Timbuktu Pro session ends. Any unsaved changes are lost when

the computer is restarted. This option is available when you select the *Allow Only One User* option; it allows each user to access the computer in a “clean” state, and protects any cached passwords or open files left by the previous user.

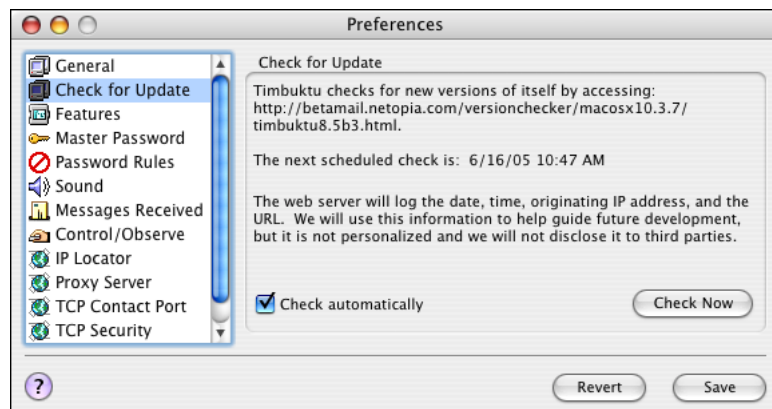
- *Only Accept Incoming Connections...* determines whether the Timbuktu Host will remain running when you quit the main Timbuktu Pro application. If you select this option, the Timbuktu Host will be shut down when you quit Timbuktu Pro. This prevents remote users from connecting to your computer, but it also prevents Timbuktu Pro from starting automatically when you restart your computer. For more information about the Timbuktu Host, see [“The Timbuktu Host” on page 29](#).
5. Click *Save* to save your changes.

## CHECKING FOR UPDATES

The *Check for Update* tab in the Preferences dialog box enables and disables the Check for Update feature, which allows Timbuktu Pro to check automatically for updated versions. By default, the check occurs silently once per week when you launch Timbuktu Pro. When an update is found, Timbuktu Pro opens your Web browser and loads the Web page for the updated version.

To disable the automatic check for updates, clear the *Check Automatically* check box. To check for an update immediately, click *Check Now*.

**Note:** The top of the *Check for Update* tab displays the URL that will be checked for the update. This URL will vary depending on your Mac OS X version and the current version of Timbuktu Pro running on your computer.

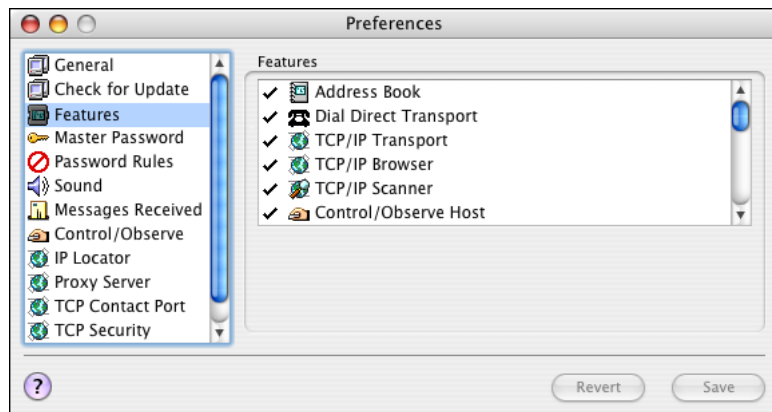


## USING THE FEATURES MANAGER

The *Features* tab in the Preferences dialog box allows you to turn on and off Timbuktu Pro services, transports, and features.

Select or clear the check mark in front of a transport or feature to enable or disable the selected option.

Remember that when you disable a transport, you will not be able to make or receive Timbuktu Pro connections with that transport. The transport's associated tab will be removed from the New Connection window.



- |                              |  |
|------------------------------|--|
| <b>Address Book</b>          | Required for user-created address books—lists of frequently accessed computers; address book entries can be double-clicked immediately with no need to browse the network. |
| <b>Dial Direct Transport</b> | Required for outgoing and incoming Dial Direct connections. A modem, ISDN, terminal adapter, or other serial device is required for this service.                          |
| <b>TCP/IP Transport</b>      | Required when using a Timbuktu Pro service on any type of TCP/IP network.  |
| <b>TCP/IP Browser</b>        | Required for outgoing TCP/IP connections (over a local TCP/IP network, SLIP, PPP, or the Internet).  |
| <b>TCP/IP Scanner</b>        | Required to browse your TCP/IP network for active Timbuktu Pro computers.  |

**Control/Observe Host**

Required for incoming Control or Observe connections.

**Control/Observe Client**

Required for outgoing Control or Observe connections.

**Send and Receive Messages**

Required for incoming and outgoing Send connections (sending and receiving FlashNotes and files).

**Exchange Files Host** Required for incoming Exchange connections.

**Exchange Files Client**

Required for outgoing Exchange connections.

**Chat Service** Required for incoming and outgoing Chat connections.

**Intercom Service** Required for incoming and outgoing Intercom connections.

**Notify Service** Required for incoming and outgoing Notify connections.

**Invite Service** Required for incoming and outgoing Invite connections.

**Profile Host** Required for incoming Profile connections.

**Profile Client** Required for outgoing Profile connections.

**Bonjour** Required to use Bonjour to browse your network for active Timbuktu Pro and Remote Login computers.

**Push Install** Required to push install Timbuktu Pro on other computers.

**Help Desk Mode** Enables Help Desk Mode on the computer.  
**WARNING:** Enable this feature with caution! Once enabled, it cannot be disabled. For more information about Help Desk Mode, see the following section.

**Skype** Required for incoming and outgoing Skype connections.

**USING HELP DESK MODE**

The Help Desk Mode feature “locks down” Timbuktu Pro and allows only incoming access. It allows remote users (such as the Help Desk) to access your

computer for maintenance and troubleshooting, but prevents you from establishing outgoing Timbuktu Pro connections or changing any Timbuktu Pro settings. You will be able to receive and reply to messages with the Send service, but you will not be able to forward messages or send new ones.

When you enable the Help Desk Mode feature, the following restrictions will be imposed:

- Only the TCP/IP transport is available. (Skype and Dial Direct are disabled). Incoming TCP/IP access is locked on, and *cannot* be disabled.
- The New Connection window is disabled and outgoing connections from other windows, such as Chat, are prohibited.
- The *Settings* menu will be disabled; the Preferences and Define Users dialog boxes will not be accessible.
- The *Scripts* menu will not appear.
- Certain menu options will change or disappear. For example, the *Open Timbuktu* option will change to *Open Messages Received*, and the *Admit Temporary Guest* option will not appear.
- Timbuktu Pro will not perform the automatic check for updates.

**WARNING:** Enable this feature with caution! Once enabled, it cannot be disabled.

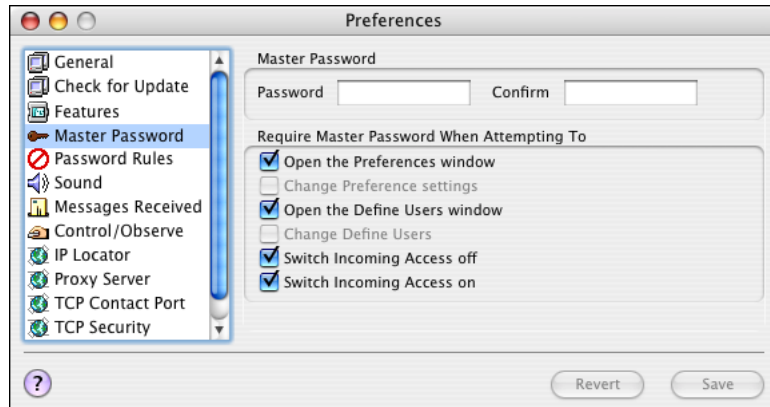
## SETTING MASTER PASSWORD PREFERENCES

When you create a master password, you can protect access to those parts of Timbuktu Pro that change Timbuktu Pro's configuration and security settings—the Preferences, Incoming Access, and Define Users dialog boxes. When you create a master password, you can specify the areas of Timbuktu Pro that are password-protected. When you attempt to access the password-protected areas, you will need to enter your master password before you can proceed.

If you protect your Timbuktu Pro settings with a master password, be sure you choose a password you will remember. If you forget your master password, you will need to uninstall and reinstall Timbuktu Pro to reset it, and all configuration settings and custom access privileges will be lost.

### TO SET OR CHANGE YOUR MASTER PASSWORD

1. From the *Setup* menu, choose *Preferences*.
2. If you have an existing master password, enter it when prompted.
3. Click the *Master Password* tab.



4. Enter the new password in the *Password* box. For your security, the characters you enter are displayed as asterisks. Passwords are case-sensitive.
5. Re-type the master password in the *Confirm* box.
6. In the *Require Master Password When* area, select the actions that will require a master password. For maximum security, select all options. Or choose only the options that apply to your situation.
7. Click *Save* to save your changes.

Timbuktu Pro will not let you close the Preferences dialog box unless the *Password* and *Confirm* fields match exactly.

## REMOVING YOUR MASTER PASSWORD

If you wish to unprotect your Timbuktu Pro settings, you may remove your master password. Remember if you do so that anyone with access to your computer will be able to change your Timbuktu Pro settings.

### TO REMOVE YOUR MASTER PASSWORD

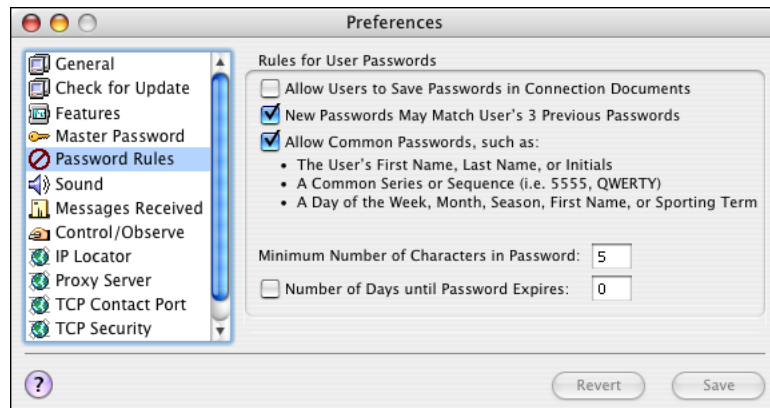
1. From the *Setup* menu, choose *Preferences*.
2. Enter your existing master password.
3. Click the *Master Password* tab.
4. Delete the text from both the *Password* and *Confirm* boxes.
5. Click *Save* to save your changes.

## SETTING PASSWORD RULES

You can set password rules to increase the security of Registered User access to your computer. Your password rules can define an expiration date on all passwords, set a minimum length for all passwords, and require new passwords created by users to be different from any of their three previous passwords.

Note that password rules apply only to Timbuktu Users, and not to Mac OS X Registered Users. Mac OS X User passwords are maintained by the operating system.

To set password rules, choose *Preferences* from the *Setup* menu, and click the *Password Rules* tab.



Select or clear any or all of the following options.

### Allow Users to Save Passwords in Connection Documents

Enables Registered Users to create Connection Documents that include the user name and password they use to access your computer. Enabling this option makes it easier for Registered Users to connect quickly, but it also enables anyone with access to their computers to connect to your computer.

### New Passwords May Match User's 3 Previous Passwords

Enables Registered Users to reuse recently-used passwords. If the password has been compromised, this may reduce your security.

### Allow Common Passwords

Enables Registered Users to use a password that may be easily guessed. This may reduce your security.

### Minimum Number of Characters in Passwords

Requires Registered Users to choose passwords of a minimum length, which may make them more difficult to guess.

### Number of Days Until Password Expires

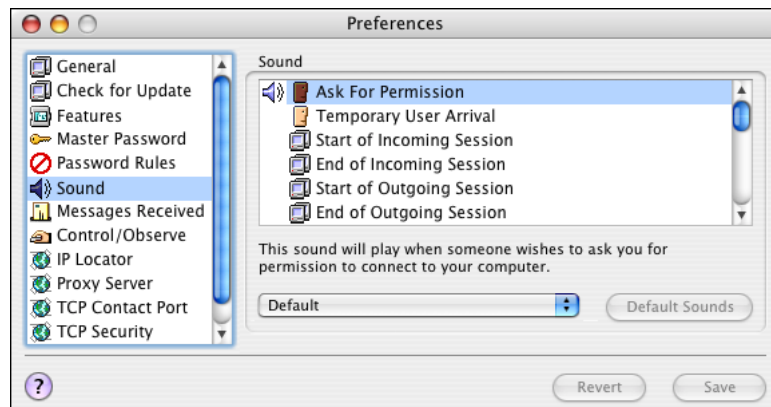
Requires Registered Users to create new passwords on a regular basis.

## USING THE SOUND MANAGER

The *Sound* tab in the Preferences dialog box allows you specify the sounds that play when Timbuktu Pro performs certain actions. To specify a sound, select an action in the window and choose a sound from the sound list. The sound is played to confirm your selection.

The sound list is created from the system sounds inside your Macintosh's system folder. To add new sounds to the system folder, see your Mac OS documentation.

Click the *Default Sounds* button to return all sounds to their default settings.

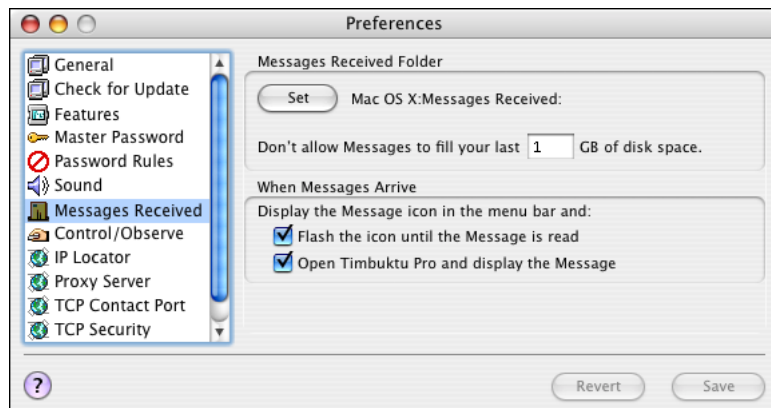


## SETTING MESSAGES RECEIVED OPTIONS

When you receive a FlashNote from another computer, the FlashNote and any attached files are stored in your *messages received folder*, which you specify in the Preferences dialog box. You can also designate how much of your disk space should be protected from temporary storage of FlashNotes and their enclosures and specify how Timbuktu Pro notifies you of incoming FlashNotes.

### TO CHANGE YOUR MESSAGES RECEIVED OPTIONS

1. From the *Setup* menu, choose *Preferences*.
2. Click the *Messages Received* tab.



3. In the *Messages Received Folder* area, specify the disk location where incoming FlashNotes and files will be stored.

To protect some disk space from being filled by received files, enter the desired number of gigabytes in the *Don't Allow Messages to Fill* field. This prevents users from filling up your disk with FlashNotes and files.

If someone attempts to send files or folders that would require more disk space on your computer than is available, Timbuktu Pro notifies them that there isn't enough disk space to carry out the file transfer.

This option does not restrict Exchange service file transfers.

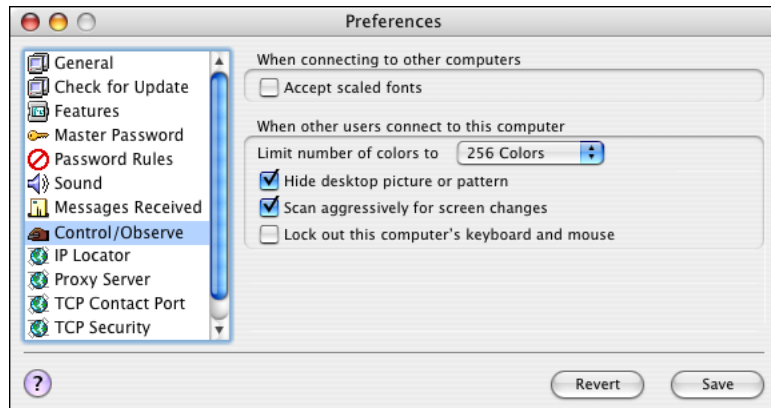
4. In the *When Messages Arrive* area, select the alerts that are displayed when you receive a FlashNote.
5. Click *Save* to save your changes.

## SETTING SCREEN-SHARING PREFERENCES

Control and Observe sessions take place in a screen-sharing window, which displays the contents of the remote computer's desktop. The *Control/Observe* tab in the Preferences dialog box lets you specify how your computer will behave when you control or observe another computer. You can also specify how your desktop will appear when a remote user controls or observes your computer.

### TO CHANGE YOUR CONTROL AND OBSERVE OPTIONS

1. From the *Setup* menu, choose *Preferences*.
2. Click the *Control/Observe* tab.



3. In the *When Connecting to Other Computers* area, specify whether you wish to accept scaled fonts, which may improve performance.
4. In the *When Other Users Connect* area, specify the number of colors displayed when remote users connect to your computer. Grayscale and low numbers of colors will improve screen-sharing performance.

When you select the *Scan Aggressively for Screen Changes* option, screen changes are detected as they have been in previous versions of Timbuktu Pro. The CPU Meter is displayed at maximum usage when there is a screen-sharing guest connected to your computer. When this option is not selected, CPU usage is greatly reduced. However, some images are not captured as well during screen-sharing sessions. By default, this option is not selected.

Finally, select or clear the *Lock Out This Computer's Keyboard and Mouse* option. When this option is selected, and the computer is hosting an

incoming screen-sharing session, keyboard and mouse activity on the local computer will have no effect.

5. Click *Save* to save your changes

## THE CONTROL MENU

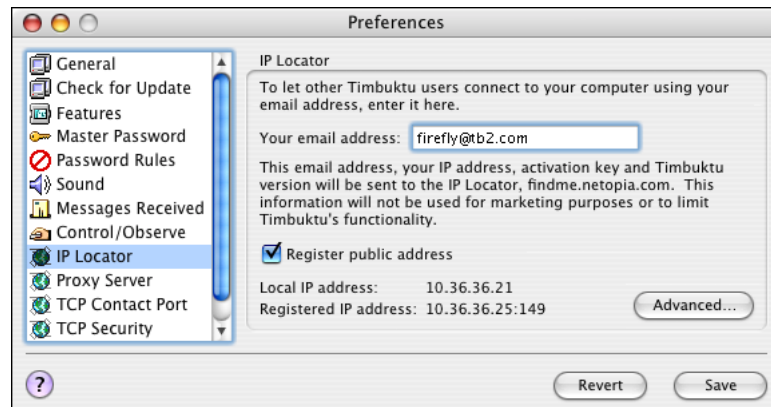
The *Control* menu includes a number of options that you may change before or during a screen-sharing session. Some options are not available except during an active screen-sharing session.

Most importantly, you may change the color depth for image data sent from a remote computer. Reducing the color depth may increase screen-sharing performance. You may change the color depth before or during a screen-sharing session.

For information about the *Control* menu and its options, see [“Using The Control Menu” on page 79](#).

## SETTING IP LOCATOR PREFERENCES

When you set up Timbuktu Pro, you can enter your email address on the *IP Locator* tab in the Preferences dialog box. When you specify an email address here, it is registered with the Internet Locator server. Remote users can then connect to your computer by entering your email address on the *TCP/IP* tab in the New Connection Window. Users will not need to know your IP address to make the connection.



Select the *Register Public Address* check box to register your computer’s external IP address—for example, the IP address of a NAT router—rather than the local or internal IP address, which may not be recognized outside your network.

**Note:** If there are multiple host computers behind the NAT router, you may also wish to set a unique TCP contact port for each computer. See [“Setting the TCP Contact Port” on page 44](#).

## ADVANCED SETTINGS

Click the *Advanced* button to override the default Internet Locator server or default IP address for your computer. Your network administrator will notify you if you need to change these settings.

The screenshot shows a dialog box titled "IP Locator Preferences". It is divided into two main sections. The first section, "Override IP Locator Server", contains a text input field labeled "IP Locator Server" which is currently empty. Below it is a paragraph of text: "To use a IP Locator server other than Netopia's findme.netopia.com, specify it's name or IP address. To use Netopia's leave it blank. This server will be used for both incoming and outgoing connections." The second section, "Override Registered IP Address", contains a text input field labeled "Registered Address" with the value "0.0.0.0" entered. Below it is a paragraph of text: "To override the IP address registered with the IP Locator Server, specify it here. To use your normal IP address, leave this blank. To use your public address (usually the address of your router), enter \"0.0.0.0\"." At the bottom of the dialog, there is a question mark icon on the left, and "Cancel" and "OK" buttons on the right.

### OVERRIDE IP LOCATOR SERVER

Some network administrators may wish to use an Internet Locator server other than the default server. Enter the name or IP address provided by the administrator in the *IP Locator Server* box.

Unless your network administrator notifies you that another Internet Locator server has been set up, leave this setting blank.

### OVERRIDE REGISTERED IP ADDRESS

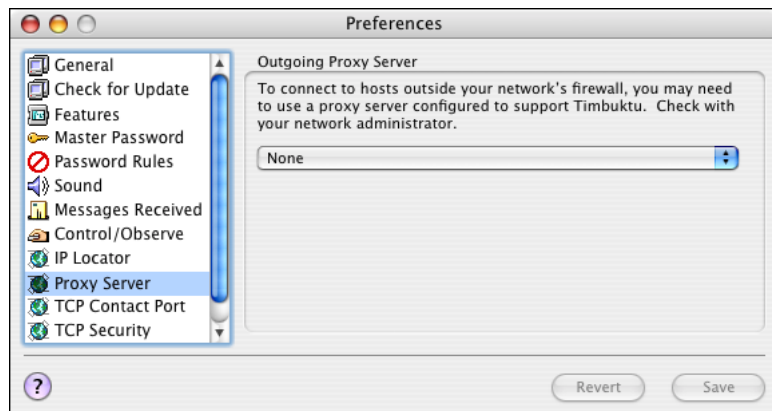
You may need to change the IP address that Timbuktu Pro sends to the Internet Locator server if you are behind certain types of routers or firewalls. Enter the IP address provided by the administrator in the *Registered Address* box.

Unless your network administrator notifies you that another IP address is required, leave this setting blank.

## SETTING PROXY SERVER PREFERENCES

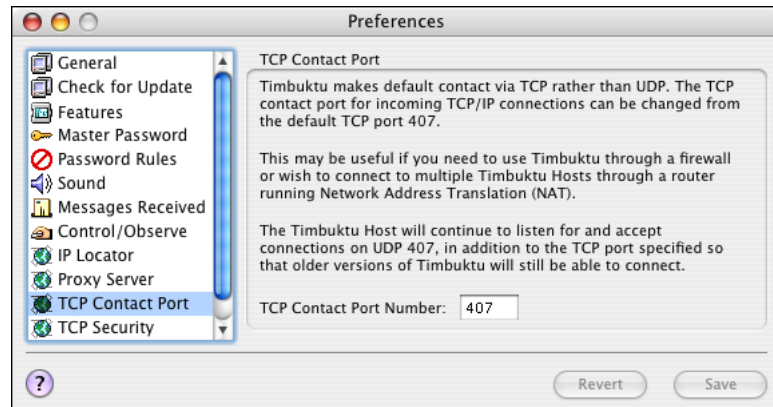
Timbuktu Pro allows connections over an HTTP proxy server. Depending on the configuration of your firewall, you may need to use a proxy server when you're making Timbuktu Pro connections to computers outside your local network. Your network administrator can tell you if you need to use this feature and help you configure your Timbuktu Pro preferences.

Specify a proxy server on the *Proxy Server* tab in the Preferences dialog box.



## SETTING THE TCP CONTACT PORT

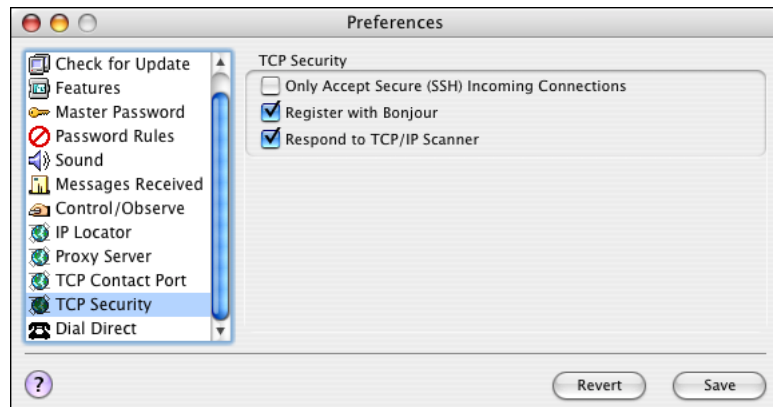
The *TCP Contact Port* tab in the Preferences dialog box allows you to specify the TCP port used for Timbuktu Pro traffic. This allows you to use more than one Timbuktu Pro host computer behind a NAT router, by directing traffic intended for a specific computer to a unique port on that computer.



**Note:** To ensure successful connections, you may also wish to register your computer's external IP address, rather than the local or internal IP address, which may not be recognized outside your network. See [“Setting IP Locator Preferences”](#) on page 42.

## SETTING CONNECTION-SECURITY OPTIONS

The *TCP Security* tab in the Preferences dialog box allows you set several options related to connection security.



- Select the *Only Accept Secure (SSH) Incoming Connections* check box to allow incoming connections only when they are secured with SSH. Note that this option will require the remote user to have a Mac OS X User account on your computer, which will limit incoming access to other users of Timbuktu Pro version 8.
- Select the *Register with Bonjour* check box to register Timbuktu Pro's host service with Bonjour whenever Timbuktu Pro starts up. This allows the remote users on your network to find your computer for Timbuktu Pro connections. If you disable this option, other Timbuktu Pro users will not be able to use the *Bonjour* tab to connect to your computer.
- Select the *Respond to TCP/IP Scanner* check box to enable your computer to respond when another Timbuktu Pro computer uses the TCP/IP Scanner to search the network. If you disable this option, other Timbuktu Pro users will not be able to use the *TCP/IP Scanner* tab to connect to your computer.

## SETTING DIAL DIRECT PREFERENCES

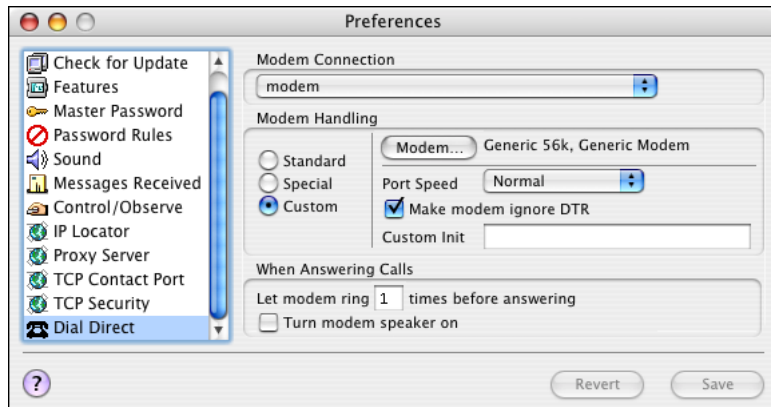
The *Dial Direct* tab in the Preferences dialog box lets you specify your modem's properties and control the way in which your modem responds to incoming calls.

In most cases, the default settings are suitable. Do not change the *Modem Connection* or *Modem Handling* settings unless you are experienced with modem configuration.

By default, Timbuktu Pro *will not answer* incoming Dial Direct calls. If you wish to accept Dial Direct connections, you must set up Dial Direct privileges in the Define Users dialog box. You may grant Dial Direct access to Guest Users (which allows anyone to use Dial Direct to connect to your computer) or assign it only to specific Registered Users. See [“Setting up Timbuktu Pro for Incoming Dial Direct Access” on page 102](#).

### TO CHANGE YOUR DIAL DIRECT OPTIONS

1. From the *Setup* menu, choose *Preferences*.
2. Click the *Dial Direct* tab.



3. In the *Modem Connection* area, select the modem or port that you want to use with Dial Direct. Make sure that the modem or port you select is not being used by some other application.
4. Under *Modem Handling*, choose a radio button and provide the required modem configuration information. You may determine the degree to which you want to customize your modem settings.
  - Choose *Standard* to let Timbuktu Pro determine your modem configuration. The *Standard* setting is suitable for the majority of modems.
  - Choose *Special* and click the *Modem* button to select a preset configuration for your modem. (See the following section, “[Modem Picker](#).”) You can select your own modem-specific configuration without too much configuration detail. Choose a modem configuration from your computer’s list of modem configuration (INF) files, stored in the Timbuktu Pro application bundle on Mac OS X and in the System Folder:Extensions:Modem Descriptions folder on Mac OS 8 and 9.
  - Choose *Custom* to use all of Timbuktu Pro’s tools to fine-tune your modem settings. Custom enables all of the *Modem Handling* options: *Modem*, *Port Speed*, *Make Modem Ignore DTR*, and *Custom Init*. Unless you are experienced with modem configuration, custom modem configurations are not recommended. See your modem documentation for more details.
5. In the *When Answering Calls* area, specify the number of times your modem should ring before answering an incoming call. The default setting is 1.

Note that calls will not be answered if you have turned off the Dial Direct transport in the Incoming Access dialog box.

You may also turn on your modem speaker if you wish to monitor the progress of your outgoing connections.

6. Click *Save* to save your changes.

## MODEM PICKER

The Modem Picker allows you to select the configuration data that applies to your modem. When you specify the *Special* modem handling option on the *Dial Direct* tab in the Preferences dialog box, you can use the Modem Picker to select a pre-set configuration for your modem.

The Modem Picker lists modem manufacturers and their modem types. The Modem Picker creates its list of modem configuration (INF) files from the INF files stored in the Timbuktu Pro application bundle on Mac OS X.

Choose your modem manufacturer and model from the list and click *OK*.

If you don't find a modem make and type for the modem that's attached to your computer, choose the *Generic Modem* option. If the Generic Modem selection doesn't work, see the following section, "[Modem Information Files and Custom Modem Configuration](#)."

## MODEM INFORMATION FILES AND CUSTOM MODEM CONFIGURATION

To identify and set up your modem, Timbuktu Pro uses a subset of the Microsoft INF file format. This lets you use Microsoft INF modem files, which are created for Windows, directly with Timbuktu Pro for Macintosh.

If you must specify your modem configuration manually, choose *Standard* or *Custom* in the *Modem Handling* area on the *Dial Direct* tab in the Preferences dialog box. You can add a new modem information file or use a custom modem initialization string. Unless you are experienced with modem configuration, custom modem configurations are not recommended. See your modem documentation for configuration information, or contact Netopia Technical Support.

## PREPARING TO MAKE DIAL DIRECT CONNECTIONS

Before you can use Timbuktu Pro to make outgoing Dial Direct connections, you must set up your modem and calling locations.

To set up Timbuktu Pro for incoming Dial Direct connections, see [“Setting up Timbuktu Pro for Incoming Dial Direct Access” on page 102.](#)

## CONFIGURING TIMBUKTU PRO FOR YOUR MODEM

Configure your modem for the Dial Direct feature using the *Dial Direct* tab in the Preferences dialog box. See [“Setting Dial Direct Preferences” on page 46.](#)

## SETTING YOUR CALLING LOCATION

Before you can use the Dial Direct service to make outgoing connections, you'll need to enter your *calling location*.

Your calling location tells Timbuktu Pro how to dial out of various telephone environments, such as different office, home, or hotel locations. After you've defined your calling locations, you need only select the one that matches your current location before using the Dial Direct feature to place a call.

Your calling location is particularly important if you're using *callback*. If you're using callback, make sure that your calling location information is filled out accurately and that the appropriate calling location is selected. The computer that will be calling you back reads your telephone number from the calling location you specify. If the number is incorrect, the callback will fail. For more information about callback, see [“Choosing Callback Options” on page 104.](#)

### TO ENTER A CALLING LOCATION

1. Make sure you have set your Dial Direct preferences. See [“Setting Dial Direct Preferences” on page 46.](#)
2. From the *Setup* menu, choose *Calling Locations*.
3. In the Calling Locations dialog box, click *New* to create a new location.
4. In the New Location dialog box, enter the relevant information in each field.

- The *Dialing Prefix* field can be used to disable call waiting before making a modem connection (contact your local telephone company to determine the correct prefix) or to reach an outside line if you're dialing from within a company telephone network.
  - Use the credit-card information fields if you must pay for the call using a credit card.
  - The *Country Code*, *Area Code*, and *Phone Number* boxes should contain the number you are calling from. This information is used for callback. See [“Choosing Callback Options” on page 104](#) for information about each option.
5. Click *Save* to save your changes.

## CONTROLLING ACCESS TO YOUR COMPUTER

There are several ways to maintain security and restrict access to your computer by other Timbuktu Pro computers. You may use a master password to prevent anyone with direct access to your computer from changing your Timbuktu Pro preferences. See [“Setting Master Password Preferences” on page 36](#).

Before your computer will accept any incoming connections, you must enable one or more of the transports in the Incoming Access dialog box. You may also enable and disable incoming access by selecting transports in the *Connection* menu. See [“Opening Transports for Incoming Connections” on page 100](#).

In addition, no remote user can connect to your computer without your prior authorization. There are several levels of remote access: you may assign privileges to all Guest Users, allow remote users to ask for permission to use unassigned services, and create Registered Users with specific privileges. The setup of various security measures is discussed in detail in [“Security” on page 89](#).

Finally, to quickly prevent all user access to specific services or transports, you may turn off the selected service on the *Features* tab in the Preferences dialog box. See [“Using the Features Manager” on page 34](#).

# CHAPTER 4: MAKING A TIMBUKTU PRO CONNECTION

This chapter discusses how you can use the New Connection window to connect to remote computers. The different tabs in the New Connection window give you several different ways to find the remote computer you need, and the Button Bar allows you to connect quickly to the computer you've selected.

As long as you have been granted access as a Guest User, Ask for Permission User, or Registered User (either a Mac OS X User or a Timbuktu User), you can connect to any computer that is running Timbuktu Pro over a TCP/IP network. If you have a 56 Kbps or faster modem, you may also make a direct modem-to-modem connection, with no network required.

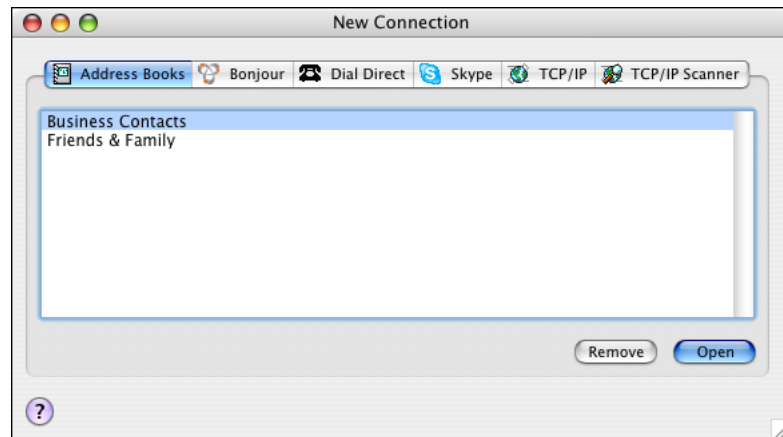
## THE NEW CONNECTION WINDOW

The New Connection window contains tabs that allow you to search for or specify remote Timbuktu Pro computers. It also features a tab that allows you to organize your Timbuktu Pro address books. Once you've specified the computer you want, you can begin a Timbuktu Pro connection.

Each tab in the New Connection window is displayed only if the associated software has been installed and configured, and if the feature is enabled in the Features Manager in the Preferences dialog box. For example, the *Dial Direct* tab may not appear if your computer does not have a modem, and the *Skype* tab may not appear if you do not have Skype installed. The *Skype* or *Bonjour* tab may not appear if you disabled the *Skype* or *Bonjour* option in the Features Manager (see [“Using the Features Manager” on page 34](#)).

You'll use the New Connection window whenever you need to find or enter a Timbuktu Pro address for the first time. If all the addresses you need have been saved in an address book, you can leave the New Connection window closed and work directly from your address book.

To display the New Connection window, click the *File* menu and choose *New Connection*.



You can establish a Timbuktu Pro connection by specifying a remote computer in the New Connection window and then choosing a service from the Button Bar or the *Services* menu.

## TABS IN THE NEW CONNECTION WINDOW

The New Connection window includes multiple tabs: *Address Books*, *Bonjour*, *Dial Direct*, *Skype*, *TCP/IP*, and *TCP/IP Scanner*.

**Note:** Mac OS X does not support AppleTalk. Previous Timbuktu Pro users will notice that the *AppleTalk* tab no longer appears in the New Connection window.

### ADDRESS BOOKS TAB

The *Address Books* tab in the New Connection window lists your Timbuktu Pro address books. (They are also listed in the *File* menu.) You can use address books to keep your favorite addresses organized. Use multiple address books to group addresses into convenient clusters: for example, business contacts, friends, and family. See [“Using the Address Books” on page 64](#).

### BONJOUR TAB

The *Bonjour* tab in the New Connection window allows you to search your local network for active Timbuktu Pro computers and connect without needing to enter the IP address. It also displays computers with Remote Login active, even if they do not have Timbuktu Pro installed. You can use the *Bonjour* tab to launch a push

installation of Timbuktu Pro to another computer. See [“Using the Bonjour Tab to Find a Remote Computer”](#) on page 61.

### **DIAL DIRECT TAB**

The *Dial Direct* tab in the New Connection window allows you to make a direct modem-to-modem connection to another Timbuktu Pro computer equipped with a 56 Kbps (or faster) modem and a version of Timbuktu Pro that supports Dial Direct connections. No TCP/IP network connection is required. See [“Making a Dial Direct Connection”](#) on page 67.

### **SKYPE TAB**

The *Skype* tab in the New Connection window allows you to use the Skype transport to connect to remote computers. This may be particularly useful when you wish to connect to a computer behind a firewall or NAT router. See [“Using the Skype Tab to Find a Remote Computer”](#) on page 58.

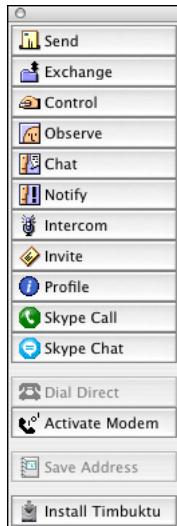
### **TCP/IP TAB**

The *TCP/IP* tab in the New Connection window lets you connect to a remote computer on a TCP/IP network using its IP address or DNS name. You may also use the remote user’s email address to make a connection if that user is registered with Netopia’s Internet Locator Server. See [“Using the TCP/IP Tab”](#) on page 55.

### **TCP/IP SCANNER TAB**

The *TCP/IP Scanner* tab in the New Connection window helps you find and connect to remote computers, even when you don’t know their IP addresses, by browsing your local network for active Timbuktu Pro computers. Once the desired computer is found, you may connect to it without leaving the *TCP/IP Scanner* tab. See [“Using the TCP/IP Scanner to Find a Remote Computer”](#) on page 62.

## THE BUTTON BAR



Timbuktu Pro's floating Button Bar includes a service button for each Timbuktu Pro service, as well as several function buttons.

- The *Dial Direct* button lets you make direct dial-up connections to modem-equipped Timbuktu Pro computers. It appears on the Button Bar if you have configured Timbuktu Pro properly on the *Dial Direct* tab in the Preferences dialog box.
- The *Activate Modem* button transfers control of your phone line from the telephone (voice) to the modem (data). It eliminates the need to hang up and re-dial when you're dealing with a remote Timbuktu Pro computer and speaking to its user over a single phone connection.
- The *Save Address* button lets you save any selected address of a remote user in a Timbuktu Pro address book.
- The *Install Timbuktu* button enables you to push Timbuktu Pro to computers on your network that do not have it installed. You may also upgrade an existing Timbuktu Pro installation on the remote computer.

The Button Bar allows you to access any of Timbuktu Pro's services from almost any Timbuktu Pro window. You can drag an address to any of the service buttons to initiate a session using that service.

**Note:** The buttons are dimmed when no remote computer's address is selected.

The Button Bar can be displayed in a vertical or horizontal configuration, with or without labels. You can set these options on the *General* tab in the Preferences dialog box. (See "[Setting General Preferences](#)" on page 32.) When the Button Bar is hidden, you can display it by choosing *Show Button Bar* from the *Window* menu.

## MAKING A NEW CONNECTION

You can establish a Timbuktu Pro connection to a computer you haven't used before in several ways. You may enter its IP address, DNS address, or email address in the *TCP/IP* tab in the New Connection window. You may use the *Skype* tab to locate a Skype user and connect to the computer on which the user is active. And you may use the *Bonjour* tab or the *TCP/IP Scanner* tab to search your network for the computer you want.

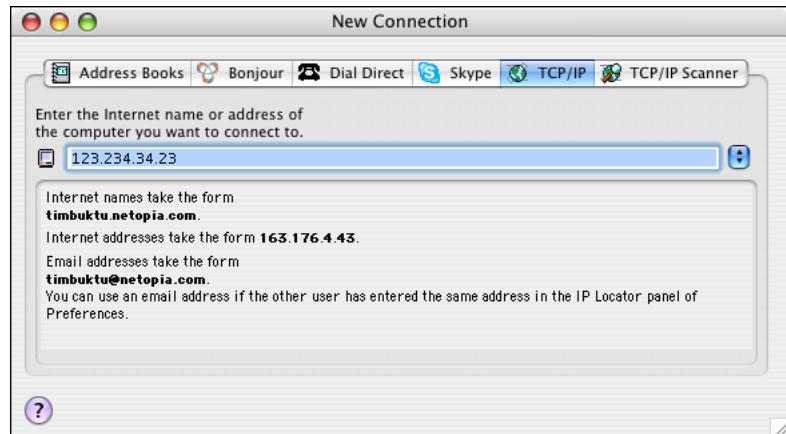
You may also establish a Dial Direct connection (see [“Making a Dial Direct Connection” on page 67](#)) or reconnect to a computer you’ve connected to in the past (see [“Re-Establishing a Previous Connection” on page 63](#)).

## USING THE TCP/IP TAB

The most common way to open a new Timbuktu Pro connection is through the *TCP/IP* tab in the New Connection window.

### TO MAKE A NEW CONNECTION

1. In the New Connection window, click the *TCP/IP* tab.



2. In the address box, enter the address of the remote computer.  
You may enter the computer’s IP address or DNS name. If you don’t know the IP address, and the Internet Locator service is enabled on the remote computer, you may enter the computer user’s email address. See [“Setting IP Locator Preferences” on page 42](#) for more information about the Internet Locator.

If you need to specify the Timbuktu Pro port or the SSH port, enter the IP address in the format

*IP address:TB2 port:SSH port*

You do not need to enter the port number if you are using the standard port. For example, if you are using SSH port 36, but the Timbuktu Pro port is standard (port 407), enter

**10.10.34.23::36**

3. Choose any service from the *Service* menu or use the Button Bar to click on the service button that you want to use. For detailed information about each service, see [“The Timbuktu Pro Services”](#) on page 71.
4. To complete the connection to the remote computer, log in as a Registered User or Guest User, or ask for permission. See the following section, [“Logging In to Complete the Connection.”](#)

Once your connection has been established, you may wish to save it to a Connection Document to allow faster connection in the future. See [“Timbuktu Pro Connection Documents”](#) on page 69.

## LOGGING IN TO COMPLETE THE CONNECTION

You can connect to a remote computer as a Guest User, an Ask for Permission User, or a Registered User. When you begin a connection to a remote computer, the Log In dialog box will appear on your screen.

Select a connection option and enter your access credentials.

- To connect as a System-Authenticated User, select the *Registered User (Secure)* radio button. Enter your system-level user name and password for the *remote computer* and click *OK*. For more information, see the following section, [“Connecting Securely as a System-Authenticated User.”](#)
- To connect with a Timbuktu User account on the remote computer, select the *Registered User* radio button. Enter your Timbuktu User credentials and click

- OK*. For more information, see [“Connecting as a Registered User” on page 57](#). (You may also change your password if desired or if prompted to do so.)
- If you do not have a Registered User account, you may ask for permission to access the remote computer. Select the *Ask for Permission* radio button and click *OK*. For more information, see [“Connecting as a Guest User or Ask for Permission User” on page 58](#). If the user of the remote computer grants your request, you will be admitted.
  - If the remote user has assigned the desired service to Guest Users, select the *Guest* radio button and click *OK*. Your Timbuktu Pro session will begin immediately.

### Connecting Securely as a System-Authenticated User

To establish a secure SSH connection, select the *Registered User (Secure)* option. Then enter your system-authenticated user name and password for the *remote computer* and click *OK*. Note that the user name and password combination that you enter must be defined in the remote computer’s operating system.

- To connect securely to a Macintosh computer, enter your Mac OS X user name and password and click *OK*. You may enter either your full user name or the Short Name.

Before you can connect to a Macintosh computer as a System-Authenticated User, the user of the remote computer must create a Mac OS X Registered User account within Timbuktu Pro. This *Mac OS X User* account assigns access privileges for your Mac OS X user name, the Mac OS X user group to which you belong, or the wildcard Mac OS X user. (For details about Registered User accounts and how to create them, see [“Setting User Access Privileges” on page 89](#).)

In addition, Remote Login must be enabled with the System Preferences *Sharing* panel on the remote computer.

**Note:** To connect with your Mac OS X credentials, you *must* use the secure connection option. You cannot connect with the *Registered User* option.

- To connect securely to a Windows computer, you must have a Windows user name and password. In addition, the Windows computer must be configured to accept SSH connections with Timbuktu Pro.

### Connecting as a Registered User

If you do not have system-authenticated access privileges on the remote computer, or if it is running a version of Timbuktu Pro that does not support secure connections, select the *Registered User* option. Then enter your Registered User

access credentials for the *remote computer* and click *OK*. (If desired, you may select the *Add to Keychain* checkbox to add the user name and password to your Keychain. You may also change your password if desired or if prompted to do so. Note that passwords are case-sensitive.)

Note that, before you can connect as a Registered User, the user of the remote computer must create your Registered User account and assign access privileges. Mac OS X users will create a *Timbuktu User* account, which is a type of Registered User; Windows users will create a Registered User account.

The remote user will provide you with your user name and password. For details about Registered User accounts and how to create them, see [“Setting User Access Privileges” on page 89](#).

### Connecting as a Guest User or Ask for Permission User

If you do not have a Registered User account, you will need to connect as a Guest User or ask for permission to access the remote computer.

To establish a non-secure connection as a Guest User, select the *Guest User* option and click *OK*. If the service you wish to use has been assigned to Guest Users, your connection will be established.

If you cannot connect as a Guest User, you can ask for permission. Select the *Ask for Permission* radio button and click *OK*. If the user of the remote computer grants your request, you will be admitted.

**Note:** The user of the remote computer may have disabled the Ask for Permission option for the service you’ve requested. If the *Ask for Permission* radio button is not available, you must use other means to contact the remote user to be granted access.

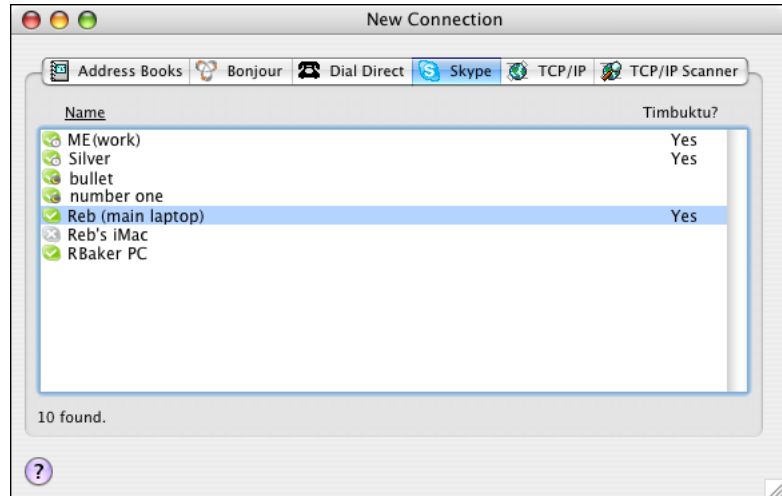
## USING THE SKYPE TAB TO FIND A REMOTE COMPUTER

The *Skype* tab in the New Connection window helps you find and connect to remote computers, even when you don’t know their IP addresses, by listing the users from your Skype contact list. You can select a Skype contact to connect to the computer on which the contact is active.

When you use the *Skype* tab to connect to a remote computer, Timbuktu Pro uses the Skype transport to pass connection data. This may allow you to connect to Timbuktu Pro computers that are not accessible from the *TCP/IP* tab, such as computers behind NAT routers or firewalls.

**TO FIND A REMOTE COMPUTER USING THE SKYPE TAB**

1. In the New Connection window, click the *Skype* tab.



The list of users from your Skype contact list is displayed.

The Skype icon in front of each contact's name indicates their online status. The word *Yes* in the *Timbuktu?* column indicates that the contact's computer is running a Skype-compatible version of Timbuktu Pro.

2. In the list of Skype contacts, select a contact.

You may make a Timbuktu Pro connection to any Skype contact who is online (the contact must have allowed you to view their Skype status) and whose *Timbuktu?* status is *Yes*.

If the Skype contact is online, but no *Timbuktu?* status is shown, you may still use the Timbuktu Pro interface to establish a Skype Call or Skype Chat connection.

If the Skype contact is offline, you cannot establish a connection from the *Skype* tab. However, their computer may still be running Timbuktu Pro. You may be able to make a connection with another connection tab.

3. Choose a service from the *Service* menu, or use the Button Bar to click the service button that you want to use. For detailed information about each service, see [“The Timbuktu Pro Services” on page 71](#).

4. To complete the connection to the remote computer, log in as a Registered User or Guest User, or ask for permission. See [“Logging In to Complete the Connection” on page 56](#). (If you selected the Skype Call or Skype Chat service in step 3, you will not be required to log in to complete the Skype connection.)

You may want to save frequently-used Skype addresses in an address book for more convenient access. See [“Using the Address Books” on page 64](#).

## TROUBLESHOOTING SKYPE CONNECTIONS

If you are having trouble completing a connection from the *Skype* tab, review the following tips for a solution to your problem.

- To complete a Skype connection, Skype must be running on both computers. Be sure you are signed in to Skype before beginning a Skype connection. If an attempted Skype connection fails, check the *Skype* tab in the New Connection window to be sure the Skype contact is online on the remote computer.
- Be sure that both computers have permission to access the Skype API (see [“Allowing Skype Access” on page 23](#)) and that the host computer has Skype access turned on in the Incoming Access dialog box (see [“Opening Transports for Incoming Connections” on page 100](#)).
- When you use the Skype transport to make a Timbuktu Pro connection, the Skype application will attempt to establish a direct connection to the remote computer. If this fails (which may occur due to a router or firewall configuration), Skype will open a *relay* connection, which passes through other computers (the stream is encrypted to protect your data). The Skype application limits relay connections to a maximum speed of 1 kB per second. Therefore, if your connection is relayed, it may appear very slow.

You may confirm that the connection is relayed by using Skype to send a large file. If the connection is relayed, Skype displays a yellow warning triangle in the file transfer process dialog box. Place your mouse cursor over the warning triangle to view a Skype tooltip.

If the Skype application relays your connection, you may wish to retry the connection from a different network, if available. For example, if you are using a wireless network, you may wish to try a wired network.

- In general, Timbuktu Pro connections using the Skype transport are slower than connections using the regular Timbuktu Pro TCP/IP transport. This is due to Skype’s requirements for the format of the data stream.

## USING THE BONJOUR TAB TO FIND A REMOTE COMPUTER

The *Bonjour* tab in the New Connection window helps you find and connect to remote computers, even when you don't know their IP addresses, by browsing your local network for active Timbuktu Pro computers. When you find the desired computer, you may connect to it without leaving the *Bonjour* tab.

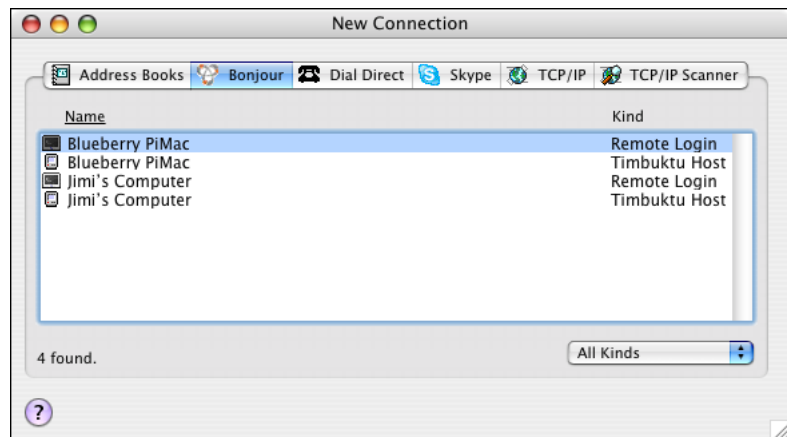
The *Bonjour* tab also displays computers with Remote Login active, even if they do not have Timbuktu Pro installed. When you find these computers, you can launch a push installation of Timbuktu Pro. See [“Push Installing Timbuktu Pro on a Remote Computer” on page 25](#).

The *Bonjour* tab is continually updated as Timbuktu Pro computers become active or are shut down.

**Note:** Bonjour will search only your local subnet. If you need to find computers on other subnets, use the TCP/IP Scanner.

### TO FIND A REMOTE COMPUTER USING THE BONJOUR TAB

1. In the New Connection window, click the *Bonjour* tab.



The scan is performed and a list of computers is generated.

You may limit your search to Timbuktu Pro or Remote Login computers by choosing the appropriate option from the drop-down list at the bottom of the window.

2. In the list of computers, select a remote computer.

3. Choose any service from the *Service* menu, or use the Button Bar to click the service button that you want to use. For detailed information about each service, see [“The Timbuktu Pro Services” on page 71.](#)
4. To complete the connection to the remote computer, log in as a Registered User or Guest User, or ask for permission. See [“Logging In to Complete the Connection” on page 56.](#)

You may want to save frequently-used TCP/IP addresses in an address book for more convenient access. See [“Using the Address Books” on page 64.](#)

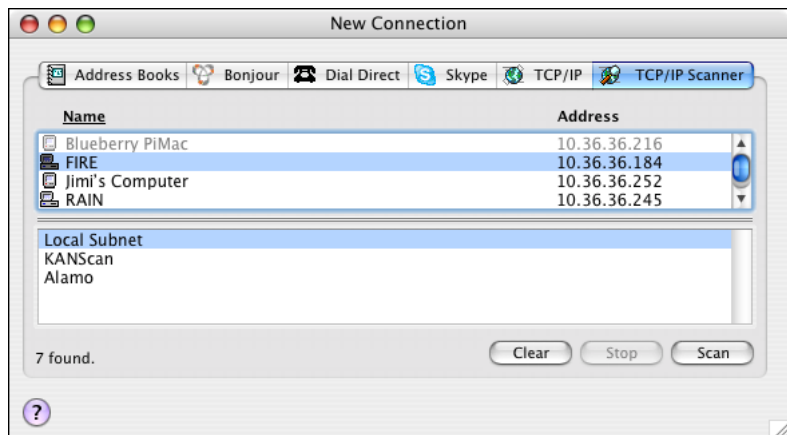
## USING THE TCP/IP SCANNER TO FIND A REMOTE COMPUTER

The *TCP/IP Scanner* tab in the New Connection window helps you find and connect to remote computers, even when you don’t know their IP addresses, by browsing your local network for active Timbuktu Pro computers. When you find the desired computer, you may connect to it without leaving the *TCP/IP Scanner* tab.

By default, the TCP/IP Scanner will search only your local subnet. Your system administrator can customize and extend the range of the TCP/IP Scanner search.

### TO FIND A REMOTE USER USING THE TCP/IP SCANNER

1. In the New Connection window, click the *TCP/IP Scanner* tab.



The scan is performed and a list of computers is generated.

2. In the list of computers, select a remote computer.  
If the computer you need doesn't appear, and there is a lower panel listing TCP/IP zones, select a different zone and click *Scan*. Timbuktu Pro searches the selected zone and lists the Timbuktu Pro computers it finds.
3. Choose any service from the *Service* menu, or use the Button Bar to click the service button that you want to use. For detailed information about each service, see [“The Timbuktu Pro Services” on page 71](#).
4. To complete the connection to the remote computer, log in as a Registered User or Guest User, or ask for permission. See [“Logging In to Complete the Connection” on page 56](#).

You may want to save frequently-used TCP/IP addresses in an address book for more convenient access. See [“Using the Address Books” on page 64](#).

## RE-ESTABLISHING A PREVIOUS CONNECTION

When you connect to a remote computer using the *TCP/IP* tab, the IP address is saved in the *IP Address* drop-down list. You may save addresses to an address book (on the *Address Books* tab) to make future connections easier.

You may also save your connection to a Timbuktu Pro Connection Document. (See [page 69](#).)

### TO RE-CONNECT TO A REMOTE COMPUTER

1. In the New Connection window, select the remote computer to which you wish to connect. You can select a previously-accessed remote computer in one of the following ways:
  - If you have stored the address in an address book, select the appropriate address book on the *Address Books* tab and click *Open*. Then select the desired computer in the address book. (See [“To save an address to an address book” on page 66](#).)
  - On the *TCP/IP* tab, the last 20 connections you made are saved to the *TCP/IP Address* drop-down list. Select a TCP/IP address from the list and choose a service.
2. Once you have selected an address, click a service button on the Button Bar or choose a service from the *Service* menu. If you select multiple addresses, the same service is invoked for each of the selected addresses.

**Note:** Double-clicking an entry in an address book launches the Control service. You can also select the computer and press Return.

3. To complete the connection to the remote computer, log in as a Registered User or Guest User, or ask for permission. See [“Logging In to Complete the Connection” on page 56](#).

## USING THE ADDRESS BOOKS

An address book is a collection of saved addresses to which you can quickly establish a Timbuktu Pro connection. Once you have added an address to your address book, you don't have to re-enter the address each time you connect to that remote user.

You can add and delete addresses at any time, and you can have multiple address books to group addresses into convenient clusters: for example, business contacts, friends, and family.

The *Address Books* tab in the New Connection window allows you to view the contents of your address books and connect to the computers you have saved.

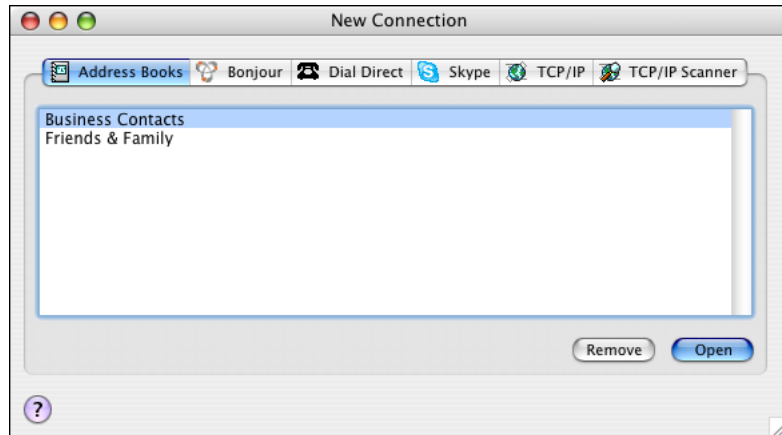
Each address-book entry includes

- A name for the contact
- An indicator whether the remote computer's contact information is saved as a TCP/IP address or Skype name, or if it is a direct-dial connection
- The remote computer's IP address, Skype name, or dialing information
- For TCP/IP and Skype contacts, the remote computer's machine name

To open an address book, double-click it on the *Address Books* tab in the New Connection window. Address books are also listed in the *File* menu. Choose the name of the address book from the *File* menu to open it.

### TO CONNECT TO A SAVED ADDRESS

1. In the New Connection window, click the *Address Books* tab.



2. Double-click the address book that contains the address you want.
3. In the address book, select the computer to which you wish to connect.
4. Click a service button on the Button Bar to connect using the chosen service, or choose a service from the *Service* menu

Double-clicking an entry in an address book launches the Control service. You can also select the computer and press Return.

If you select multiple addresses by holding down the Shift or Command key, the same service is invoked for each of the selected addresses.

**Note:** When an address appears in an address book, it does not guarantee that the computer at that address is currently running Timbuktu Pro. If Timbuktu Pro is not running on the remote computer, or if the computer is shut down, you will not be able to connect.

### SAVING AND EDITING ADDRESS-BOOK CONTACTS

You may save and edit address-book contacts at any time. Before you can save an address to an address book, or edit a saved address, the target address book must be open.

**Note:** In certain situations, TCP/IP addresses may change. For example, your organization may use dynamic TCP/IP addressing. In this situation, you may not want

to store IP addresses in Timbuktu Pro's address books. Use the Internet Locator email address or Skype address instead.

#### **TO OPEN AN ADDRESS BOOK**

1. In the New Connection window, click the Address Books tab.
2. Double-click the address book that contains the address you want.

#### **TO SAVE AN ADDRESS TO AN ADDRESS BOOK**

1. Make sure the desired address book is open. (If it is not open, double-click it on the *Address Books* tab in the New Connection window.)
2. In the New Connection window, select or specify the address to save in any of the following ways.
  - Select a computer on the *Bonjour* or *TCP/IP Scanner* tab.
  - Select a Skype contact on the *Skype* tab.
  - Enter an address on the *TCP/IP* tab.
  - Enter a phone number on the *Dial Direct* tab.
3. From the *Service* menu, choose *Save in Address Book*. Or click the *Save Address* button on the Button Bar.

If only one address book is open, the menu option will change to *Save in <address book name>*. The address will be saved to this address book automatically.

If multiple address books are open, the Select Address Book dialog box will appear. Select the desired address book and click *OK*.

The address is saved to the selected address book.

#### **TO CHANGE THE PROPERTIES OF A SAVED ADDRESS**

If a user's TCP/IP address, Skype name, or telephone number changes, or you wish to rename an address book entry, you may edit it.

1. Make sure the desired address book is open. (To open an address book, select it on the *Address Books* tab in the New Connection window, or choose the name of the address book from the *File* menu.)
2. In the address book window, select the address you wish to modify.
3. In the address properties panel, modify the address information.

The modified information is saved automatically.

## CREATING NEW ADDRESS BOOKS

By default, Timbuktu Pro includes one address book, called *Personal Address Book*. You may wish to create additional address books to organize addresses by function or location.

### TO CREATE A NEW ADDRESS BOOK

1. From the *File* menu, choose *New Address Book*.
2. In the Save dialog box, navigate to the folder where you want to create the address book.
3. In the Save dialog box, enter a name for the new address book and click *Save*.
4. The new address book is created and is opened on your desktop.

## MAKING A DIAL DIRECT CONNECTION

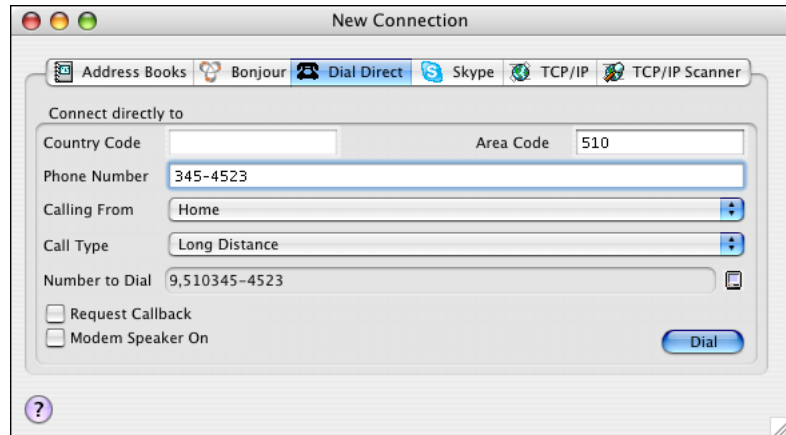
The *Dial Direct* tab in the New Connection window allows you to make a direct modem-to-modem connection to another Timbuktu Pro computer equipped with a modem and a version of Timbuktu Pro that supports Dial Direct connections. No network connection is required.

Use the text boxes and drop-down lists to enter the complete phone number you wish to dial, and click *Dial*.

After Timbuktu Pro has established a modem connection to the remote computer, either you or the other user can initiate a service.

**TO ESTABLISH A DIAL DIRECT CONNECTION**

1. In the New Connection window, click the *Dial Direct* tab.



2. If you are making an international call, enter a country code in the *Country Code* box. If you do not enter a country code, Timbuktu Pro will not dial one. (Note that you cannot enter a country code unless you choose *International* from the *Call Type* drop-down list.)
3. Enter the area code in the *Area Code* box. If you do not enter an area code, Timbuktu Pro assumes that you are making a local call and will not dial an area code. (Note that you cannot enter an area code unless you choose *International* or *Long Distance* from the *Call Type* drop-down list.)
4. Enter the phone number in the *Phone Number* box.
5. If desired, specify your current location in the *Calling From* drop-down list. Calling locations allow you to save dialing information associated with the various locations from which you may place calls. To set up calling locations, see [“Setting Your Calling Location” on page 49](#).
6. If necessary, select the *Request Callback* or *Modem Speaker On* checkbox. If you’re using callback, make sure that your calling location information is filled out accurately and that the appropriate calling location is selected. The computer that will be calling you back reads your telephone number from the calling location you specify. If the number is incorrect, the callback will fail. See [“Setting Your Calling Location” on page 49](#).

7. The complete phone number is displayed at the *Number to Dial* line exactly as it will be dialed. If you have disabled call waiting in the Dialing Properties dialog box, or if you have indicated a number (usually 9) you must dial to reach an outside line, the appropriate dialing sequence will be displayed preceding the number.
8. Choose *Dial* to dial the number and begin a Dial Direct connection. The Modem Status window will appear to help you monitor your connection.

Once the connection is established, you (or the user of the remote computer) may launch any Timbuktu Pro service normally. All services work in the same way as they do over a TCP/IP connection.

## TIMBUKTU PRO CONNECTION DOCUMENTS

Timbuktu Pro connection documents are shortcuts that allow you to start a Timbuktu Pro connection to a specific remote computer by double-clicking a desktop icon or opening the shortcut with the *File* menu. Connection documents are created with the *Save Connection* command in the *File* menu.

For example, if you have a file that you update and send to a number of other users on a weekly basis, you could put that file in a FlashNote, enter a message, choose the destinations, and save a connection document. The next time you need to distribute that file, simply update the file, open the connection document, and click *Send*.

### TO CREATE A NEW CONNECTION DOCUMENT

1. Establish a connection to a remote computer using the service you wish to save in the connection document. You may make the connection using any available protocol. If necessary, log in to the remote computer as a Registered User or Ask for Permission User.
2. With the connection and service active, open the *File* menu and choose *Save Connection*.
3. Specify a name and location for the connection document.
4. If the *Save Password on Keychain* checkbox is available, you may select it. This will streamline your next connection by sending your user name and password automatically.

Note that your user name and password are stored on your the Mac OS X keychain, not within the connection document itself. Therefore, if you transfer the connection document to a different computer, you will need to enter your user name and password for the remote computer.

The *Save Password on Keychain* checkbox will not be available if you connect as a Guest User or Ask for Permission user, if you are connecting to a Windows computer, or if the user of the host computer has not enabled the *Allow Users to Save Passwords in Connection Documents* option on the *Password Rules* tab in the Preferences dialog box.

5. Click *Save* to save your changes.

You may now close the connection.

#### **TO RE-ESTABLISH A CONNECTION USING A CONNECTION DOCUMENT**

- Double-click the connection document on the desktop or in the Finder, or choose *Open* from the *File* menu and specify the connection document.

The connection will be reestablished. (You may need to log in as a Registered User or ask for permission to complete the connection.)

## **USING CONNECTION DOCUMENTS TO SAVE CUSTOM REMOTE-CONTROL SETTINGS**

Connection documents allow you to save custom Control and Observe settings for each remote computer to which you connect. This allows you to establish different default settings for each computer you use.

#### **TO SAVE CUSTOM REMOTE-CONTROL SETTINGS**

1. Begin a screen-sharing session with the remote computer.
2. Set up the session with your desired settings for color depth, window size, and so on.
3. Save the connection document as described in the previous procedure.
4. Close your screen-sharing session.

When you use the saved connection document, the screen-sharing session will begin with the saved settings active.

# CHAPTER 5: THE TIMBUKTU PRO SERVICES

This chapter introduces you to Timbuktu Pro's user interface and terminology. It also explains how to use each Timbuktu Pro service: Send, Exchange, Control, Observe, Notify, Chat, Intercom, Invite, Profile, and Skype. (The Control and Observe services are collectively known as Remote Control.) Each Timbuktu Pro service allows you to interact with remote computers in a different way; together, they help you make the most of your network.

This chapter also discusses the *Install Timbuktu* option, which allows you to perform a Timbuktu Pro installation on a remote computer.

## SEND: SENDING FLASHNOTES AND FILES TO REMOTE COMPUTERS

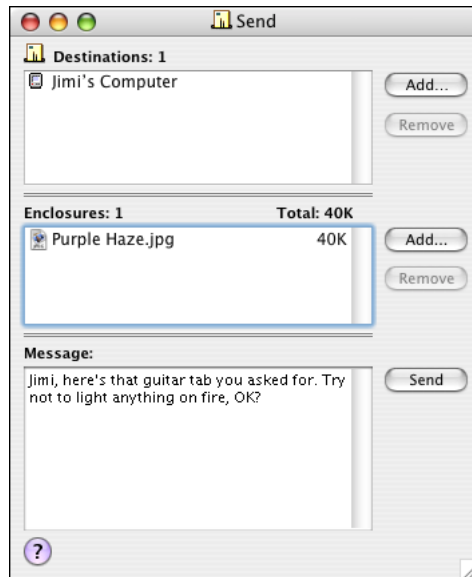
Timbuktu Pro's Send service can send messages similar to electronic mail, called FlashNotes, to another computer. You can also attach files and folders to the messages and send them to other computers. Timbuktu Pro temporarily stores the files you send in a specific folder on the remote computer.

Likewise, remote users can send files only to your *messages received folder*, which you specify on the *Messages Received* tab in the Preferences dialog box. Send does *not* allow remote users to see the folders on your computer. Once you receive the files, you can save them to any directory you wish. (See [“Receiving FlashNotes” on page 74.](#))

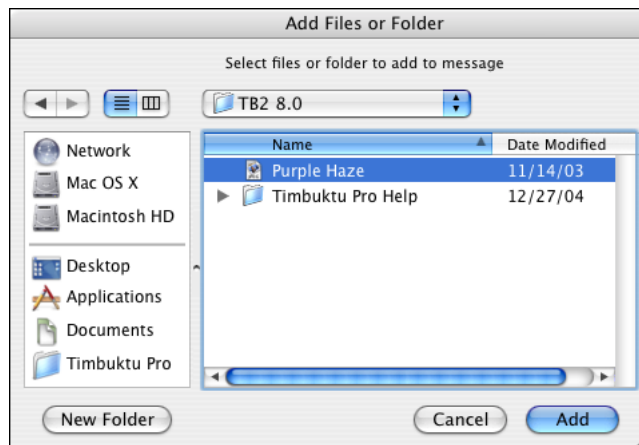
### TO SEND A FLASHNOTE TO A REMOTE COMPUTER

1. Select the remote computer or establish a Dial Direct connection. (See [Chapter 4, “Making a Timbuktu Pro Connection.”](#))
2. From the *Service* menu, choose *Send*. Or click the *Send* service button.
3. In the Log In dialog box, log in as a Registered User or Guest User, or ask for permission.

The Send window opens.



4. If desired, click the *Add* button next to the *Destinations* panel to add additional computers to the list of recipients.
5. To send a note, type a message in the *Message* panel.
6. To include files with your message, click the *Add* button next to the *Enclosures* panel, make your selection in the Add Files or Folder dialog box, and click *Add*.

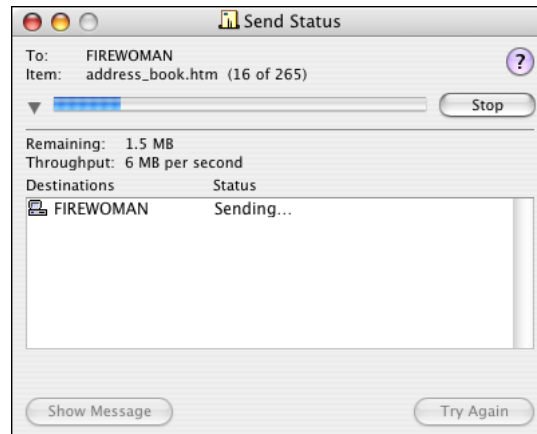


**Note:** You may also drag and drop files and folders from the desktop into the *Enclosures* area in the Send window.

7. If you established a Dial Direct connection to the remote computer, the *Hang Up...* checkbox will be available. Select the checkbox to close your connection automatically once the FlashNote has been sent.
8. Click the *Send* button in the Send window to send the FlashNote and files. The Send Status dialog box appears on your screen to help you monitor the progress of the file transfer.

## THE SEND STATUS DIALOG BOX

The Send Status dialog box appears when you're transferring files using the Send service.



To stop the file transfer before it is complete, click *Stop*. Timbuktu Pro stops the file transfer, but the FlashNote is still sent to the remote computer. In addition, stopping the file transfer does not affect files that have already been transferred.

If you established a Dial Direct connection to the remote computer, the *Hang Up...* checkbox will be available. Select the checkbox to close your connection automatically once the FlashNote and its attachments have been sent.

The *Show Message* button reopens the Send window that you created to send the files and message to the remote computer.

If a problem occurs during the file transfer, the *Try Again* button will become active. Click to it attempt to send the FlashNote and files again.

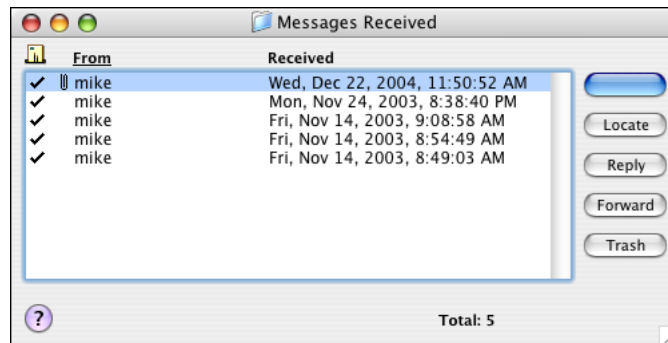
## RECEIVING FLASHNOTES

When you receive a FlashNote, it is automatically saved in your messages received folder. You may specify this folder on the *Messages Received* tab in the Preferences dialog box. (See “[Setting Messages Received Options](#)” on page 40.)

The *Messages Received* tab also allows you to select the *Open Timbuktu Pro and Display the Message* option. If this option is selected, incoming FlashNotes will automatically open on your desktop. You may then reply to them, forward them, or send them to the trash. If you wish to save enclosures to a different location than the Messages Received folder, you may drag them from the FlashNote window to your desktop or to a Finder window.

## THE MESSAGES RECEIVED WINDOW

The Messages Received window lists all the FlashNotes you have received and not moved or deleted. To open the Messages Received window, choose *Show Messages Received* from the *Window* menu.



When you select a message in the Messages Received window, you can

- Click *Open* to display the message and a list of any attachments.
- Click *Reply* to send a message back to the original sender.
- Click *Forward* to send a copy of the message to another Timbuktu Pro user.
- Click *Trash* to move the message to the trash.

## EXCHANGE: COPYING AND MOVING FILES BETWEEN COMPUTERS

With Timbuktu Pro's Exchange service, you can copy and move files and folders in both directions between your computer and another Timbuktu Pro computer. Exchange provides more flexibility than Send.

To use Exchange to transfer files from the remote computer, you must have access privileges for those files. The remote computer's user may assign you unrestricted access to the file system (see [“Exchange Service Privileges” on page 99](#)). Otherwise, your access privileges will vary depending on the type of connection you make:

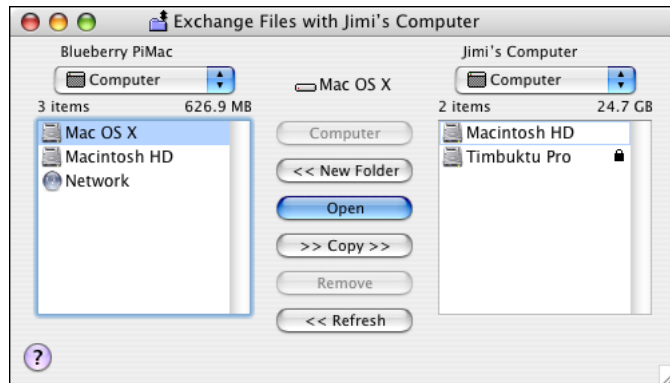
- If you establish a secure SSH connection as a Mac OS X User, you will be granted the same file-system access privileges that are assigned to your Mac OS X user profile in the remote computer's operating system.
- If you connect as a Timbuktu User, Ask for Permission User, or Guest User, you will have the access privileges assigned to the first administrator-level user created on the remote computer.

Regardless of the type of connection you make, the remote computer's user may specify whether or not you can copy, move, and delete files. (The unrestricted access option provides read-only access unless additional file-sharing privileges are granted.)

### TO COPY FILES AND FOLDERS BETWEEN COMPUTERS

1. Select the remote computer or establish a Dial Direct connection. (See [Chapter 4, “Making a Timbuktu Pro Connection.”](#))
2. From the *Service* menu, choose *Exchange*. Or click the *Exchange* service button.
3. In the Log In dialog box, log in as a Registered User or Guest User, or ask for permission.

The Exchange window is displayed and the *Exchange* menu appears.



The left panel lists the drives, folders, and files on your computer. The right panel lists the same information for the remote computer.

4. Locate and display the source and destination folders in the *Drives* drop-down lists.

You can use the *New Folder* button create a new folder on either computer.

5. Drag the desired files or folders from the source panel to the desired folder in the destination panel.
6. Timbuktu Pro begins to transfer the files immediately. The Exchange Status dialog box appears, indicating the progress of the file transfer.

While Timbuktu is transferring the files, you can

- Click outside the Exchange window, or minimize it, to work on other computer tasks.
- Click *Cancel* to immediately cancel the transfer. The file being sent when *Cancel* is clicked is not transferred, but any files that were previously sent remain in the destination folder (unless you manually delete them).
- If you established a Dial Direct connection to the remote computer, the *Hang Up...* checkbox will be available. Select the checkbox to close your connection automatically once the files have been transferred.

7. When you have finished exchanging files, close the Exchange window.

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

## THE EXCHANGE MENU

When you open an Exchange session with another computer, the *Exchange* menu appears on the menu bar. The *Exchange* menu includes many of the options you control by buttons in the Exchange window.

In addition, the Exchange menu includes the following options:

- *Rename* renames the selected file.
- *Get Info* displays basic information about the selected file, including file size and location.
- *Find Original* resolves the selected alias and positions the file list on the original file. If you select an alias and attempt to copy it, the alias will be copied instead of the original file.
- *Find* opens the Find Files window to search for files on the local computer. (See the online Help for information about the Find Files window.)
- *Custom Icons* turns custom icon display on and off.

The *Exchange* ▶ *Go To* menu includes the Mac OS X *Go* menu shortcuts: *Home*, *Desktop*, *Favorites*, and *Applications*.

## REMOTE CONTROL: CONTROLLING OR OBSERVING A REMOTE COMPUTER

You can use Timbuktu Pro to control or observe a remote computer. The desktop of the remote computer is displayed in a window on your screen. The window is updated as the other computer's desktop changes.

While you are 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 privilege can remotely create, modify, or delete files without restriction, and can erase data from the host computer. This privilege, therefore, should be granted with caution.

While observing another computer, you can see the activity on its screen, but you cannot control it. This privilege is useful for diagnosing problems on a remote computer or giving a presentation.

**TO CONTROL OR OBSERVE ANOTHER COMPUTER**

1. Select the remote computer or establish a Dial Direct connection. (See [Chapter 4, “Making a Timbuktu Pro Connection.”](#))
2. From the *Service* menu, choose *Control* or *Observe*. Or click the *Control* or *Observe* service button.
3. In the Log In dialog box, log in as a Registered User or Guest User, or ask for permission.

Timbuktu Pro displays the remote computer’s desktop in a screen-sharing window.

If the remote computer has two monitors, the screen-sharing window displays both monitors together. To cycle through the monitors, click the *Change Monitor* button on the frame of the screen-sharing window.

If the remote computer’s screen resolution is higher than yours and you maximize your Control or Observe window, the auto scrolling feature is enabled so that you can view the entire remote desktop. To enable or disable auto scrolling when the screen-sharing window is not maximized, open the *Control* menu and select the *Auto Scrolling* option.

**Note:** When you control a remote computer, the mouse will continue to move on the remote desktop even when the mouse pointer is in the border of the screen-sharing window. Enhanced auto scrolling may also make it easier to activate a “hot” corner or open the dock on the remote computer. This behavior is new in Timbuktu Pro version 8.5.

4. Click on the screen-sharing window to make it the active window. To return to your own computer, click outside the screen-sharing window.  
If you have chosen the *Observe* option, you will be able to observe the screen only. If you have chosen the *Control* option, you can use your mouse and keyboard to operate the remote computer.
5. If desired, click the *Control* menu to display a number of settings that you can change during your screen-sharing session, including the color depth sent from the remote computer. (For details, see [“Using The Control Menu” on page 79.](#))
6. If desired, you can start another Timbuktu connection to the same computer by selecting another service from the Button Bar or the *Service* menu. Because you already have a connection open with the host, you will not need to provide user-authentication information.

7. To stop controlling or observing, close the screen-sharing window. Timbuktu Pro closes the window and ends the connection.

**Note:** Timbuktu Pro does not support full-screen DOS sessions on Windows computers. Press Option+Enter to switch the MS-DOS session from full-screen to windowed mode.

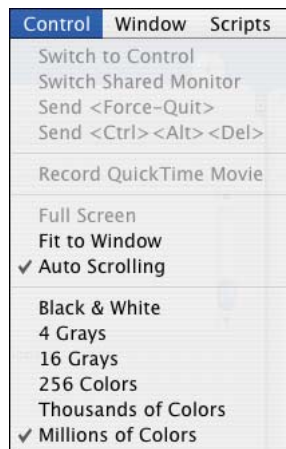
## USING DRAG AND DROP WITH CONTROL

When you control another computer, you can drag files from that computer directly across the border of the screen-sharing window to your own desktop.

**Note:** When you establish a secure SSH connection to a remote computer, you will be granted the same file-system access privileges that are assigned to your Mac OS X user profile. If you connect as a Timbuktu User, Ask for Permission User, or Guest User, you will have the access privileges assigned to the first administrator-level user created on the remote computer. To use Control to drag-and-drop files from the remote computer, you must have access privileges for those files.

## USING THE CONTROL MENU

The *Control* menu includes a number of options that you may change before or during a screen-sharing session. Some options are not available except during an active screen-sharing session.



## CHANGING THE COLOR DEPTH

During a screen-sharing session, you may use the *Control* menu to change the color depth for the image data sent from the remote computer. (You may also change this setting while no session is active.) Reducing the color depth may increase screen-sharing performance. Note that you cannot increase the color depth beyond the setting specified by the host computer's Preferences setting.

To change the color depth for the host computer during a screen-sharing session, the screen-sharing window must be the active window in order for the change to take effect immediately. If the screen-sharing window is not active when you change the color depth, the default color depth for future sessions will be changed, but the current session will not be affected.

You may also save different color-depth settings for different computers in connection documents, allowing you to reestablish screen-sharing sessions with your preferred color depth and window size in place. See [“Using Connection Documents to Save Custom Remote-Control Settings”](#) on page 70.

## SENDING CTRL+ALT+DEL OR FORCE QUIT TO A REMOTE COMPUTER

If you're connecting to a computer that is running Windows, and need to log in, you'll need to open the Logon Information dialog box. However, unlike with Windows computers, you cannot simply press Ctrl+Alt+Delete on your Macintosh.

To open the Logon Information dialog box on a Windows computer, click the *Control* menu and choose *Send <Ctrl> <Alt> <Del>*.

The Logon Information dialog box is displayed on the remote computer, allowing you to enter your user name and password.

You don't have to log in to Windows to use Timbuktu Pro with a remote Windows computer. You can exchange files with and send files to a remote computer when the Logon Information dialog box is displayed. However, FlashNotes are not displayed on the Windows system until after you have logged on.

If you do log in to Windows, make sure to log out before you end your Timbuktu Pro session, or other users will not be able to log in.

If you are controlling a Mac OS X computer and need to force-quit an application, click the *Control* menu and choose *Send <Force-Quit>*.

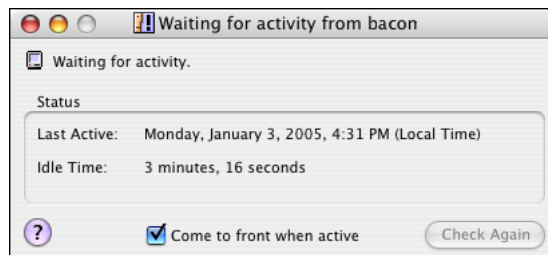
## NOTIFY: REQUESTING NOTIFICATION WHEN THE REMOTE USER IS ACTIVE

Timbuktu Pro's Notify service lets you leave a request to be notified when another Timbuktu Pro computer becomes active. This is a useful way to find out when the person you want to communicate with is available. You can then open another Timbuktu Pro connection (for example, if you need to ask for permission) or contact the user of the remote computer.

### TO REQUEST NOTIFICATION OF ANOTHER USER'S PRESENCE

1. Select the remote computer or establish a Dial Direct connection. (See [Chapter 4](#), "Making a Timbuktu Pro Connection.")
2. From the *Service* menu, choose *Notify*. Or click the *Notify* service button.
3. In the Log In dialog box, log in as a Registered User or Guest User, or ask for permission.

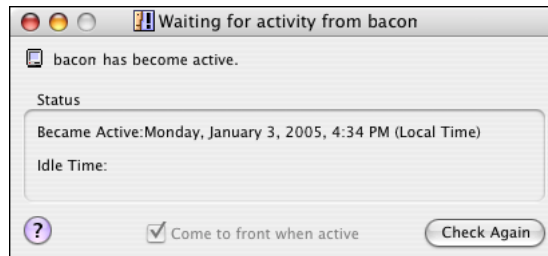
The Notify window is displayed.



"Waiting for activity" appears near the top of the window. Below it are the following fields:

- *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 that computer.
4. While you're waiting, you can work on tasks in other windows. You can minimize the Notify window, but don't close it.

- When the remote computer becomes active, the message in your Notify window changes to  
 “Name has become active.”



If you have selected the *Come to Front when Active* checkbox in the Notify window, it will appear on your desktop automatically.

- You may now contact the user of the remote computer.

Once you have been notified of the remote user’s return, you can close the Notify window and contact the other user.

If the Notify window is acknowledged while you are 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.

## CHAT: CHATTING WITH A REMOTE USER

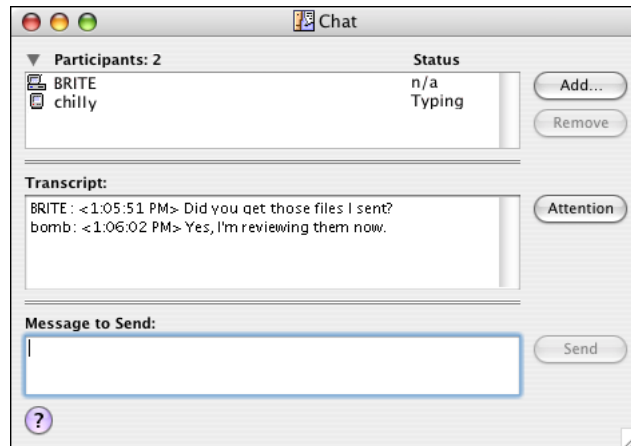
The Chat service lets Timbuktu Pro users post messages to one another interactively. For example, if you are in the midst of a file transfer session, a Chat session lets you discuss the file transfer with the other user. You can even chat with multiple remote users in a single Chat window.

### TO CHAT WITH A REMOTE USER

- Select the remote computer or establish a Dial Direct connection. (See [Chapter 4, “Making a Timbuktu Pro Connection.”](#))  
 To start a multiple-user Chat session, select each computer in an address book or the TCP/IP Scanner.
- From the *Service* menu, choose *Chat*. Or click the *Chat* service button.

- In the Log In dialog box, log in as a Registered User or Guest User, or ask for permission.

The Chat window is displayed.



- Type your first message and press Return or click the *Send* button.
- Your message is copied to the transcript panel in the upper part of the window and to the Chat window on the remote computer. Type more messages immediately or wait for a reply from the other 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.
- To add other users to the Chat session, click the *Add* button and select another computer. (To display the *Add* button, click the disclosure triangle next to the host computer name.)
- When you've finished chatting, click the red Close button. If the other party disconnects first, the session is ended, but the Chat window remains open.
- After you have disconnected, you can save a transcript of the chat session to a text file.  
Click the *File* menu and choose *Save Transcript*. In the Save dialog box, specify the destination file name and folder.
- Click the red Close button to close the chat window.

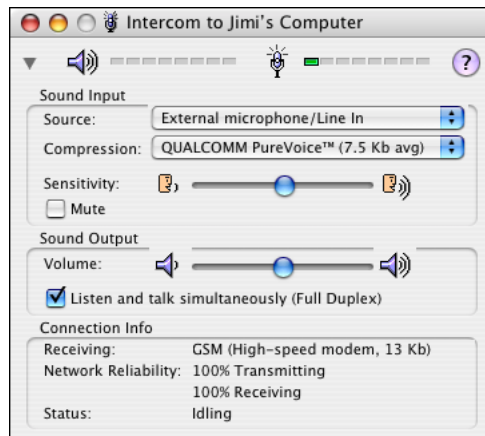
## INTERCOM: SPEAKING TO A REMOTE USER

The Intercom service lets Timbuktu Pro users talk to each other through their computer's audio hardware.

### TO SPEAK TO ANOTHER TIMBUKTU PRO USER

1. Select the remote computer or establish a Dial Direct connection. (See [Chapter 4, "Making a Timbuktu Pro Connection."](#))
2. From the *Service* menu, choose *Intercom*. Or click the *Intercom* service button.
3. In the Log In dialog box, log in as a Registered User or Guest User, or ask for permission.

The Intercom window is displayed.



**Note:** If the sound card on your computer or the remote computer 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.

4. When the Intercom window is displayed, you can begin speaking with the remote user.

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

5. When you've finished talking, click the red Close button.

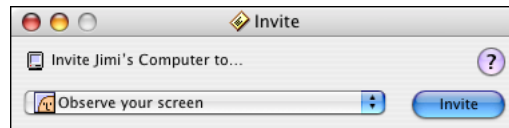
## INVITE: INVITING A REMOTE USER TO ACCESS YOUR COMPUTER

The Invite service allows you to invite other users to visit your computer. Once you have specified a user to receive your invitation, select the type of invitation you want to extend and send it to the remote user. The recipient will be able to use the service immediately or decline your invitation by closing the service window.

### TO INVITE A REMOTE USER TO VISIT YOUR COMPUTER

1. Select the remote computer or establish a Dial Direct connection. (See [Chapter 4, “Making a Timbuktu Pro Connection.”](#))
2. From the *Service* menu, choose *Invite*. Or click the *Invite* service button.
3. In the Log In dialog box, log in as a Registered User or Guest User, or ask for permission.

The Invite window is displayed.



4. In the Invite window, specify the service you wish to invite the other user to access. Then click *Invite*.
5. The Invite window appears on the remote computer, displaying the service you invited the remote user to access. The invited user may begin using the service or close the window to cancel it.

If the remote computer has enabled the Invite service, the *Service* menu's *Invite* command will allow you to ask another user to observe your screen, control your computer, or use any of the other sharing or collaboration services.

If the remote user has granted Guest User access to his or her Invite service, the service you selected from the *Invite* drop-down list will start immediately. If the remote user has not granted Guest User access to the Invite service, you will need to either wait for permission from the remote user or log in to the remote user's computer as a Registered User.

The remote user has the option of accepting or turning down your invitation. If the invitation is accepted, the Invite service you selected should be in session.

## PROFILE: GENERATING A SYSTEM PROFILE FOR THE REMOTE COMPUTER

The Profile service allows you to automatically run the Apple System Profiler on a remote Macintosh computer and return the results to your computer as a text file.

### TO GENERATE A SYSTEM PROFILE FOR A REMOTE COMPUTER

1. Select the remote computer or establish a Dial Direct connection. (See [Chapter 4, “Making a Timbuktu Pro Connection.”](#))
2. From the *Service* menu, choose *Profile*. Or click the *Profile* service button.
3. In the Log In dialog box, log in as a Registered User or Guest User, or ask for permission.

The Profile window is displayed, and a Save window opens.



4. In the Save window, specify a file name and location for the system profile to be saved on your local computer. Then click *Save*.
5. The system profile is generated on the remote computer and saved as a text file in the location you specified. When the process is complete, the Profile window indicates that the profile has been saved and displays the file name.



Click the *Open* button to open the saved system profile in your default text editor.

## SKYPE: USING SKYPE WITH A REMOTE COMPUTER

The Skype service integrates Timbuktu Pro with the Skype application from Skype Technologies S.A. It includes two subservices, Skype Call and Skype Chat. You can launch these Skype services from within the Timbuktu Pro interface.

### TO OPEN A SKYPE CONNECTION TO A REMOTE COMPUTER

1. Select the remote computer. (See [Chapter 4, “Making a Timbuktu Pro Connection.”](#))

You can select the remote computer on any tab in the New Connection window except Direct Dial. Using the *Skype* tab is not required, which allows you to connect with the Skype service even if you don't know the remote user's Skype Name. However, the Skype services are supported only if both computers are running the Skype application and a Skype-compatible version of Timbuktu Pro.

2. From the *Service* menu, choose *Skype Call* or *Skype Chat*. Or click one of the *Skype* service buttons.
3. In the Log In dialog box, log in as a Registered User or Guest User, or ask for permission. (If you establish a Skype connection from the *Skype* tab, you will not be required to log in.)

The Skype window is displayed.

- If you initiated a Skype Call session, the main Skype window opens, displaying your contacts. The Skype call is initiated.
  - If you initiated a Skype Chat session, the Chat window opens in the background. “Via Timbuktu” is displayed in the title bar and as the first comment from your computer. Proceed normally with your Skype Chat session.
4. When you've finished talking or chatting, close the Skype window.

In addition to Skype Call and Skype Chat, the Skype transport allows you to connect to Timbuktu Pro computers that you may not have been able to reach before. See [“Using the Skype Tab to Find a Remote Computer” on page 58](#) for more information.

## INSTALL TIMBUKTU: PUSH INSTALLATION ON A REMOTE COMPUTER

You may now “push” install Timbuktu Pro on the remote computers on your network which have enabled Remote Login. This process will also upgrade Timbuktu Pro on computers that are running a Timbuktu Pro version older than the version on your computer.

Select the target computer in the New Connection window, then open the *Service* menu and choose *Install Timbuktu*.

**Note:** You must have a Mac OS X user name and password on the remote computer, and Remote Login must be enabled, to perform the push installation.

For details about the push installation process and options, see [“Push Installing Timbuktu Pro on a Remote Computer” on page 25](#).

# CHAPTER 6: SECURITY

This chapter describes the essential steps to prepare your computer to receive incoming Timbuktu Pro connections. You must set up user access privileges and turn on transports to enable them access. To allow remote users to dial directly into your computer, you must also set up your computer for Dial Direct access.

To allow more complete control over incoming connections, you also have the ability to disconnect remote users and keep them from connecting.

Finally, you can protect your own Timbuktu Pro settings using a Master Password.

## SETTING USER ACCESS PRIVILEGES

The Define Users dialog box lets you specify privileges for the three kinds of Timbuktu Pro users that may access your computer: Guest Users, Ask for Permission users, and Registered Users.

- Guest Users can services on your computer without entering a user name and password or asking for permission. Guest Users can use only the services you specifically grant to them.
- Ask for Permission users can connect to your computer using services you have not granted to Guest Users by requesting permission to connect. You can choose whether or not to admit them.
- Registered Users can enter a user name and password to access your computer using any of the services you assigned to their Registered User account.

## ASSIGNING PRIVILEGES TO GUEST USERS

When you grant a service to Guest Users, any Timbuktu Pro user may access that service on your computer without entering a user name and password or asking for permission. The remote user is allowed to use any of the services assigned to Guest Users in the Define Users dialog box.

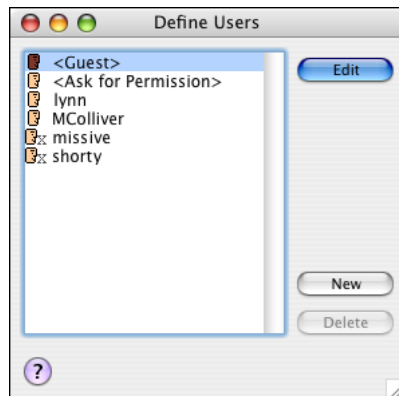
Guest Users may connect to your computer by beginning a Timbuktu Pro connection using the desired service. The Log In dialog box opens.



After the remote user selects *Guest* and clicks *OK*, the connection is completed.

### TO SPECIFY GUEST USER PRIVILEGES

1. From the *Setup* menu, choose *Define Users*.  
The Define Users dialog box appears.



In the Define Users dialog box, you can edit settings for Guest Users, Ask For Permission Users, and Registered Users.

2. Select *Guest* and click *Edit*.



3. Assign the desired services to Guest Users by selecting or deselecting them in the scrolling list. (See [“Assigning Services and Access Privileges”](#) on page 98 for information about the services and privileges you can assign.)

Remember: any Timbuktu Pro user can now—without entering a password or asking for permission—connect to your computer using the services you have selected. If you grant the Exchange or Control privilege to all remote users, any remote user will be able to access all the files on your hard disk, as well as files on any network drive that you are currently logged into. DO NOT grant Exchange or Control privileges if your computer contains sensitive or confidential information.

Services you define for Guest Users are automatically granted to all Registered Users as well. For example, if you grant the Send service to Guest Users, you cannot deny this service to Registered Users.

4. If you want to allow remote users to dial into your computer, select *Let User Dial into Your Computer*. For more information, see [“Setting up Timbuktu Pro for Incoming Dial Direct Access”](#) on page 102.
5. Click *Save* to confirm your newly defined Guest User services.
6. Click the close box to return to the Define Users dialog box.

Note that Guest Users cannot make secure connections, as they are not required to enter a user name and password.

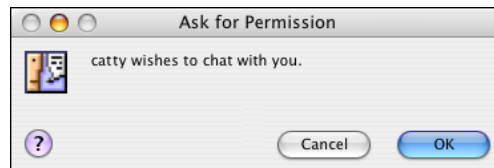
## ALLOWING REMOTE USERS TO ASK FOR PERMISSION

When a remote user wishes to connect to your computer using a service you have not granted to Guest Users, the user may request permission to connect. Granting services to Ask for Permission users makes it possible for remote users to request that service on a one-time basis. When the user requests permission, you can choose whether or not to admit them.

Remote users may ask for permission to connect to your computer by beginning a Timbuktu Pro connection using the desired service. The Log In dialog box opens.



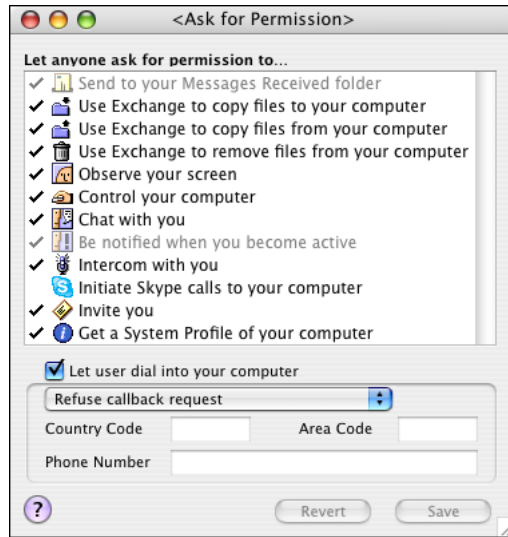
After the remote user selects *Ask for Permission* and clicks *OK*, an alert is displayed on your computer that identifies the user and the desired service.



Click *OK* if you want to allow the connection.

### TO ALLOW USERS TO ASK FOR PERMISSION

1. From the *Setup* menu, choose *Define Users*. The Define Users dialog box appears.
2. Select Ask for Permission and click *Edit*.



3. Assign the desired services to Ask for Permission users by selecting or deselecting them in the scrolling list. (See [“Assigning Services and Access Privileges” on page 98](#) for information about the services and privileges you can assign.)

Services that are granted to Guest Users cannot be denied to Ask for Permission Users.

4. If you want to allow remote users to dial in to your computer on an ask-for-permission basis, select *Let User Dial into Your Computer*. See [“Setting up Timbuktu Pro for Incoming Dial Direct Access” on page 102](#).
5. Click *Save* to confirm your selections.
6. Click the close box to return to the Define Users dialog box.

Note that Ask for Permission Users cannot make secure connections, as they are not required to enter a user name and password.

## ADDING REGISTERED USERS

When you create a Registered User account, you assign the Registered User an identity and a set of access privileges. Once you have created the account, the

Registered User can enter their user name and password to access your computer using any of the services you assigned to the Registered User account.

In Timbuktu Pro version 8, there are two types of Registered Users:

- Mac OS X Users (and members of Mac OS X user groups) can make secure connections through SSH tunnels. They are known as *System-Authenticated Users* because they are authenticated at the OS level, rather than by Timbuktu Pro—they are authenticated by Mac OS X when they connect (or by the Windows operating system when connecting to a Windows computer). They require Timbuktu Pro version 8, as well as a Mac OS X user name and password on *your* computer.
- Timbuktu Users use the same connection protocol used in previous versions of Timbuktu Pro. These Registered Users are authenticated by Timbuktu Pro when they connect. They may be using an older version of Timbuktu Pro, and they do *not* require Mac OS X access credentials on your computer.

For both types of Registered Users, you can require the user to ask for permission each time they begin a connection to your computer.

You can create as many Registered User accounts as you wish. Registered Users can access the services you have assigned to their accounts anytime Timbuktu Pro is running on your computer.

## ADDING A MAC OS X USER OR USER GROUP

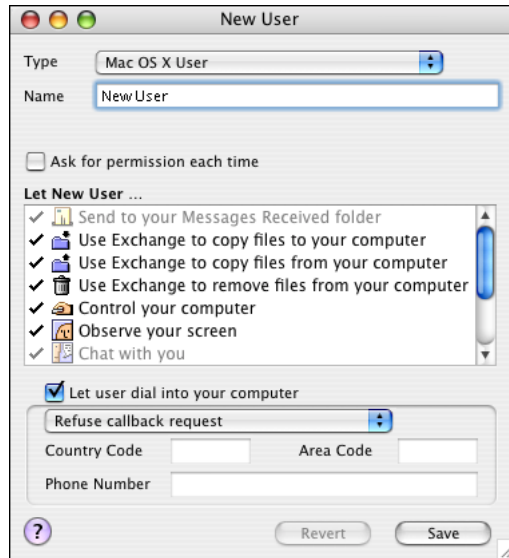
To allow secure incoming connections from System-Authenticated Users on other Timbuktu Pro version 8 computers, you will create a Registered User account for a Mac OS X user or user group.

As a type of Registered User, each Mac OS X User account includes one or more services. Before you create the Registered User, make sure that the user has Mac OS X access credentials on *your* computer.

### TO DEFINE A MAC OS X REGISTERED USER

1. From the *Setup* menu, choose *Define Users*.
2. In the Define Users dialog box, click *New*.

Timbuktu Pro opens a new dialog box in which you can define the settings for the new Registered User.



3. From the *Type* drop-down list, select *Mac OS X User* or *Mac OS X Group*.
  - If you create a Mac OS X User account, only the Mac OS X user whose user name you enter will be able to use the Registered User account to connect to your computer.
  - If you create a Mac OS X Group account, all members of that user group will be able to use the Registered User account to connect to your computer. All group members will be granted the same access privileges.
4. In the *Name* box, enter the user name or user group name exactly as it is defined on your computer. You may enter either the full user name or the Short Name.
5. To require the new Registered User to ask for permission each time they begin a Timbuktu Pro session with your computer, select the *Ask for Permission Each Time* check box. (For information about the Ask for Permission process, see [“Allowing Remote Users to Ask for Permission” on page 92.](#))
6. By default, most services and privileges are automatically preselected in the privileges list. (Screen blanking, keyboard locking, and full file access for exchange are not preselected.) Customize the services and privileges assigned to the new Registered User by selecting or deselecting them in the scrolling list.

See [“Assigning Services and Access Privileges” on page 98](#) for information about the services and privileges you can assign.

**Note:** Services granted to Guest Users 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 Registered Users. It will be dimmed in the *Let New User* area in the New User dialog box.

7. If you wish to let the Registered User dial directly into your computer's modem, select the *Let User Dial Into Your Computer* option and configure the appropriate options. See [“Setting up Timbuktu Pro for Incoming Dial Direct Access” on page 102](#).
8. Click *Save* to confirm your selections, and click the close box to return to the Define Users dialog box.

The Registered User will now be able to access your computer. When the user connects, they will enter one of the following:

- The Mac OS X user name for which you created the Registered User account, and the password associated with that user name in Mac OS X.
- A Mac OS X user name that is a member of the Mac OS X user group for which you created the Registered User account, and the password associated with that user name in Mac OS X.

Mac OS X will authenticate the user and instruct Timbuktu Pro to allow or deny the connection. Remember that Mac OS X users must have a user name and password for Mac OS X on *your* computer.

### Defining the Wildcard User

To save time, you may wish to create the “Wildcard” Mac OS X User. When you create this user and assign access privileges, anyone with a Mac OS X account on your computer will be able to connect with those privileges—whether or not you specifically created a Mac OS X User account for that user.

To define the Wildcard user, follow the procedure for creating a Mac OS X User and enter \* in the *Name* text box.

It is recommended that you assign the minimum number of privileges to the Wildcard user. If you need to assign greater privileges to a specific user, you may create a Mac OS X User account for that user. The user's Mac OS X User privileges will override the limitations of the Wildcard user.

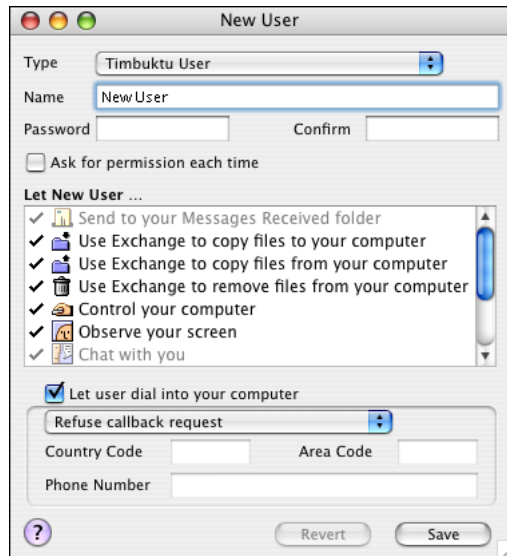
## ADDING A TIMBUKTU USER

To allow incoming connections by Registered Users without Mac OS X credentials on your computer, or by users of older versions of Timbuktu Pro, you will create a Timbuktu User.

### TO DEFINE A TIMBUKTU USER

1. From the *Setup* menu, choose *Define Users*.
2. In the Define Users dialog box, click *New*.

Timbuktu Pro opens a new dialog box in which you can define the settings for the new Registered User.



3. From the *Type* drop-down list, select *Timbuktu User*.
4. In the *Name* box, enter the desired user name for the Registered User.
5. In the *Password* box, enter the Registered User's password. (A password can be up to 15 characters long.) Reenter the password in the *Confirm* box. You cannot close the New Registered User dialog box until the *Password* and *Confirm* boxes match exactly.

6. To require the new Registered User to ask for permission each time they begin a Timbuktu Pro session with your computer, select the *Ask for Permission Each Time* check box. (For information about the Ask for Permission process, see [“Allowing Remote Users to Ask for Permission” on page 92.](#))
7. By default, most services and privileges are automatically preselected in the privileges list. (Screen blanking, keyboard locking, and full file access for exchange are not preselected.) Customize the services and privileges assigned to the new Registered User by selecting or deselecting them in the scrolling list.  
See [“Assigning Services and Access Privileges” on page 98](#) for information about the services and privileges you can assign.  
**Note:** Services granted to Guest Users 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 Registered Users. It will be dimmed in the *Let New User* area in the New User dialog box.
8. If you wish to let the Registered User dial directly into your computer's modem, select the *Let User Dial Into Your Computer* option and configure the appropriate options. See [“Setting up Timbuktu Pro for Incoming Dial Direct Access” on page 102.](#)
9. Click *Save* to confirm your selections, and click the close box to return to the Define Users dialog box.

The Registered User will now be able to access your computer. When the user connects, they will enter the user name you and password you assigned them. Timbuktu Pro will authenticate the user and allow or deny the connection.

Note that the Registered User is allowed to change the password you assign, subject to your password restrictions. (See [“Setting Password Rules” on page 38](#) for information about password restrictions.)

## ASSIGNING SERVICES AND ACCESS PRIVILEGES

When you edit access privileges for Guest Users and Ask for Permission users, and when you create accounts for Registered Users, you can assign a number of different services and access privileges.

Most service options are self-explanatory. However, the Exchange and Control services include other privileges that allow you to customize the amount of access you grant to remote users.

## EXCHANGE SERVICE PRIVILEGES

Exchange service privileges are divided into several levels of file-system access. However, unless you grant the *Access All Files...* privilege, remote users will be able to access only the files for which they have file-system access privileges.

- Mac OS X Users are granted the same file-system access privileges that are assigned to their Mac OS X user profile in your computer's operating system.
- Timbuktu Users, Ask for Permission Users, and Guest Users have the access privileges assigned to the first administrator-level user on your computer.

The *Access All Files...* privilege overrides Mac OS X file-system access privileges and allows access to your entire file system.

### USE EXCHANGE TO COPY FILES TO YOUR COMPUTER

Allows the remote user to transfer files to your computer, but not to copy or delete files from your computer.

### USE EXCHANGE TO COPY FILES FROM YOUR COMPUTER

Allows the remote user to transfer files from your computer, but not to copy files to your computer or delete files from your computer.

### USE EXCHANGE TO REMOVE FILES FROM YOUR COMPUTER

Allows the remote user to delete files from your computer, but not to copy files to or from your computer.

### USE EXCHANGE TO ACCESS ALL FILES ON YOUR COMPUTER

Grants the remote user full access to the file system on your computer. Users with this privilege are *not* limited to accessing only the files associated with their OS-level user profile.

Note, however, that the *Access All Files...* option grants read-only access to your file system. To allow the remote user to copy files to and from your computer and delete files, you must assign additional Exchange privileges.

By default, this option is not selected.

## CONTROL SERVICE PRIVILEGES

The Control service includes only one level of access privileges. However, you may also assign the *Lock Out...* and *Blank...* privileges, which enable secure screen

blanking. This may enhance the security of the sensitive files on your computer when the remote user views them.

For example, if you are accessing your own computer from a remote location, secure screen blanking will protect your data by preventing anyone near your workstation from seeing what is happening on your computer or interfering with your work.

Note that the *Lock Out...* and *Blank...* privileges take effect only for remote users whose computers are running Timbuktu Pro for Macintosh version 8.5.

#### **CONTROL YOUR COMPUTER**

Grants the Control service to the remote user.

#### **LOCK OUT YOUR COMPUTER'S KEYBOARD AND MOUSE**

Disables your keyboard and mouse when the remote user controls your computer.

By default, this option is not selected.

#### **BLANK YOUR COMPUTER'S SCREEN**

Blanks your computer's monitor when the remote user controls your computer. When the Control session is complete, your computer will display the screen-saver and remain locked for your continued security.

By default, this option is not selected.

## **OPENING TRANSPORTS FOR INCOMING CONNECTIONS**

Remote users have access to your computer only after you've enabled one or more of the transports in the Incoming Access dialog box. You may also enable and disable incoming access by selecting transports in the *Connection* menu.

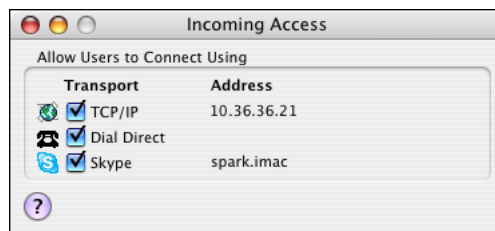
When a network or dial-in transport is switched off, no remote user can use that transport to connect to your computer. Note that if you turn off a transport, you can still use that transport to make outgoing connections. Turning off a transport disables only incoming connections.

When a transport is switched on, you can still limit access to individual services on your computer by creating user definitions in the Define Users dialog box (see [“Setting User Access Privileges” on page 89](#)).

### TO SWITCH ON A TRANSPORT

1. From the *Setup* menu, choose *Incoming Access*.

The Incoming Access dialog box appears.



2. Click the checkboxes of the transports on which you want to allow incoming Timbuktu Pro connections.
3. If a checkbox is dimmed or if a transport doesn't appear, make sure that the software associated with that transport is properly configured and try again. For details about the *Dial Direct* option, see [“Turning on the Dial Direct Transport” on page 103](#).
4. Close the Incoming Access dialog box.

Other Timbuktu Pro users can now establish connections to your computer over the selected transports.

## SHUTTING DOWN TRANSPORTS

A quick way to stop some or all incoming connections is to switch off incoming transports in the Incoming Access dialog box.

Switching off a transport prevents only incoming connections using only this transport. It does not prevent other applications on your computer from using the transport. Moreover, you can still use a switched-off transport to make outgoing connections.

You can switch any of your installed transports on or off at any time. Changes you make in the Incoming Access dialog box take effect as soon as you select or clear a check box.

#### TO SHUT DOWN A TRANSPORT

1. From the *Setup* menu, choose *Incoming Access*.
2. In the Incoming Access dialog box, select or deselect the transports that you want to use for incoming access.

**Note:** If the feature associated with a transport has been disabled on the *Features* tab in the Preferences dialog box, the transport will not be visible in the Incoming Access dialog box. For example, Dial Direct may not be available on some computers.

If a transport is visible but dimmed, the transport is not configured properly or a site administrator has restricted access to the transport.

Your changes take effect immediately. However, if a remote user is already connected to your computer using a transport that you turned off, that connection will continue. To disconnect a remote user, see [“Disconnecting Remote Users” on page 106](#).

You can also use the *Connection* menu or the Timbuktu Pro Info dialog box as a shortcut to turn transports on and off. Choose a transport to change its status. Checked transports are turned on.

## SETTING UP TIMBUKTU PRO FOR INCOMING DIAL DIRECT ACCESS

This section explains the steps you’ll need to take to customize Timbuktu Pro to receive incoming Dial Direct connections. To set up your computer and modem to make outgoing connections, see [“Setting Dial Direct Preferences” on page 46](#).

### CONFIGURING TIMBUKTU PRO FOR INCOMING CONNECTIONS

Most modem setup is required only if you intend to make outgoing Dial Direct connections. It is covered in more detail in [“Setting Dial Direct Preferences” on page 46](#).

However, before you can accept Dial Direct calls, you must turn on the Dial Direct transport to allow incoming Dial Direct access. Additionally, if you wish to use callback, you must specify a calling location and make sure that your modem is configured correctly.

## TURNING ON THE DIAL DIRECT TRANSPORT

To enable Timbuktu Pro to answer incoming calls to your modem, you need to turn on the Dial Direct transport. From the *Setup* menu, choose *Incoming Access*. In the Incoming Access dialog box, select the *Dial Direct* checkbox to enable the Dial Direct transport.

If you don't want Timbuktu Pro to answer incoming calls until you're ready, leave the Dial Direct transport turned off until you need to accept an incoming call.

**Note:** If you set Timbuktu Pro to answer Dial Direct calls, make sure that you don't have fax, ARA Personal Server, speaker phone, or other serial software set to answer incoming calls.

## SELECTING A CALLING LOCATION

When you are setting up your computer to receive Dial Direct calls and call back, make sure that the *calling location* information is filled out accurately and that the correct calling location is selected. Selecting the correct calling location ensures that the correct dialing prefix will be used when the return call is made.

### TO SELECT A CALLING LOCATION FOR CALLBACK

1. Open the New Connection window.
2. Click the *Dial Direct* tab.
3. From the *Calling From* drop-down list, choose the correct calling location. If you need to create a new calling location, choose *Edit Calling Locations*. See [“Setting Your Calling Location” on page 49](#).

## CONFIGURING YOUR MODEM

If your computer will be responding to any incoming Dial Direct connections by calling back, make sure your modem settings are correct on the *Dial Direct* tab in the Preferences dialog box. See [“Setting Dial Direct Preferences” on page 46](#).

## SETTING UP ACCESS PRIVILEGES FOR REMOTE USERS

When you customize your Guest User and Ask for Permission User settings and create Registered Users, you must specifically grant Dial Direct access to each remote user who will be allowed to dial in to your computer. You must also specify *callback options* for each remote user to whom you grant Dial Direct access. (See the following section, “[Choosing Callback Options](#),” for information about callback.)

Dial Direct access options for Guest Users and Ask for Permission Users are set for all users of the same type, but Registered User options may be set individually for each user.

### TO GRANT DIAL DIRECT ACCESS

1. From the *Setup* menu, choose *Define Users*.
2. Select the user account for which you want to set callback options—Guest Users, Ask for Permission Users, or a Registered User—and click *Edit*. (Or create a new Registered User account.)
3. In the lower panel, select the *Let User Dial Into Your Computer* checkbox.
4. From the drop-down list, select one of the responses to a request for callback. The callback feature and callback request options are explained in the following section, “[Choosing Callback Options](#).”
5. Close the dialog box and return to the Define Users dialog box.

### CHOOSING CALLBACK OPTIONS

When your computer receives a Dial Direct call from a remote computer that requests *callback*, your modem automatically hangs up and calls back to the calling computer. Callback is primarily a security feature, but it can also be used to reverse the charges on a dial-up connection.

Callback is performed only if the calling party selects *Request Callback* when placing the call. If callback is required but the remote computer does not request it, the remote user will receive an error message indicating that they must request callback. Conversely, if the remote computer requests callback but it is not allowed, the remote user will receive an error message indicating that callback is not allowed.

Before a remote computer can receive callback from your computer, you must specify how your computer will respond to the callback request. You must specify

callback options separately for Guest Users, Ask for Permission Users, and for each Registered User who will be dialing in to your computer.

Remember that these settings take effect only if the calling computer requests a callback from your computer.

#### **REFUSE CALLBACK REQUEST FROM CALLER**

This option—the default selection—means that your computer will not redial the calling party under any circumstances. If the caller has requested callback, Timbuktu Pro hangs up and displays an alert message to the caller.

Use this option to ensure that a Dial Direct connection from this remote user is not charged to your telephone bill.

#### **CALLBACK REQUEST IS CALLER'S CHOICE**

This option gives the calling party the option to request callback. If the caller has requested callback, Timbuktu Pro hangs up and dials the remote user's telephone number. If callback isn't requested, Timbuktu Pro allows the incoming connection to continue.

Use this option for callers who may be calling from a number that your computer can't reach, such as a hotel room. If the number can be successfully called back, the user initiating the connection can request callback.

#### **REQUIRE CALLBACK REQUEST FROM CALLER**

This option forces the calling party to request callback to a number supplied by the caller. If callback isn't requested, Timbuktu Pro hangs up and displays an alert message to the caller.

Use this option when security is important enough to justify calling back and when you can trust the caller to supply his or her own callback number.

#### **REQUIRE CALLBACK TO SPECIFIC NUMBER**

This option causes Timbuktu Pro to call back if the caller has requested callback and if the caller's current calling location, specified on the caller's *Dial Direct* tab, matches the number you specify at the bottom of the panel. If not, Timbuktu Pro hangs up and displays an alert message to the caller.

Use this option when security is so important that your computer should be allowed to call only the number you specify. This option prevents the caller from

making a Timbuktu Pro connection to your computer from more than one calling location.

You may wish to use this option if you dial in to your office computer from your home computer. You ensure that only you can access your computer by modem.

## KEEPING USERS OUT

To prevent anyone from connecting to your computer while Timbuktu Pro is running, you can remove all services from Guest User access, delete all Registered Users, and prevent users from asking for permission to connect. You may also turn off all incoming transports, which still allows you to make outgoing connections (see [“Shutting Down Transports” on page 101](#)).

When you quit Timbuktu Pro, all Timbuktu Pro windows and outgoing service sessions close. However, by default, the Timbuktu Host remains running. Unless you have turned on the *Only Accept Incoming Connections When Application is Open* option on the *General* tab in the Preferences dialog box, remote users can still connect to your computer using the access privileges you have defined.

To shut down the Timbuktu Host, which has the effect of preventing incoming connections when the main Timbuktu Pro application is shut down, activate the *Only Accept Incoming Connection...* option. For more information, see [“The Timbuktu Host” on page 29](#) and [“Setting General Preferences” on page 32](#).

## DISCONNECTING REMOTE USERS

When remote users are accessing your computer, you still have control over their actions. If you need to disconnect a remote user, you may do so at any time.

## DISCONNECTING ALL REMOTE USERS

If you wish to disconnect all remote users from your computer (for example, you wish to shut down Timbuktu Pro), choose *Disconnect Current Users* from the *Connection* menu. Timbuktu Pro immediately terminates sessions with all the remote users listed below this command.

## DISCONNECTING A SPECIFIC REMOTE USER

If you wish to disconnect a specific remote user from your computer (for example, the user is using a service you did not intend to grant), choose the remote user from the remote user list in the *Connection* menu. Timbuktu Pro immediately terminates the session with the selected remote user.

## THE CONNECTED USERS WINDOW

You can monitor and disconnect remote users with the Connected Users window. From the *Window* menu, choose *Show Connected Users*.



The Connected Users window lists all current connections to your computer. Each user name is preceded by an icon, which indicates the service in use. (See the online Help for a list of icons.) When the remote user disconnects, their name disappears from the window. You may check for previous users in the *Connection* menu or the activity log.

You may use the Connected Users window to disconnect a remote user at any time. To disconnect a remote user, select the user in the list and click *Disconnect*.

## USING A MASTER PASSWORD

When you create a Master Password, you can protect access to those parts of Timbuktu Pro that allow you to change Timbuktu Pro's configuration and security settings—the Preferences, Incoming Access, and Define Users dialog boxes. After you've created a Master Password, you can specify which areas of Timbuktu Pro are password-protected. When you attempt to access the password-protected areas, you will need to enter your Master Password before you can proceed.

You create your Master Password on the Master Password tab in the Preferences dialog box. See [“Setting Master Password Preferences” on page 36](#) for a detailed procedure.

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