Your Guide to .tel

February 2010

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THE CONCEPT

The .tel is a new top-level domain that allows the .tel domain owner to store, publish and manage contact information and keywords directly in the Domain Name System (DNS), the global and powerful system that stores locations of all the websites in the world. This is the first service of its kind that enables anyone to use the DNS to store information other than the location of websites. It provides an exciting new use of internet infrastructure that will completely change the way we communicate and keep in touch with others.

The .tel allows you to:

- Add all types of contact details, text, an image, keywords and location information
- Prioritize contact information
- Manage contact information, text, keywords and location
- Create folders that allow easy navigation, like london.uk.hertz.tel
- Create Profiles, such as work, home, travelling
- Share relevant/private contact information with people that you choose

Wherever life takes you, you'll always be in the right place for your friends, family, colleagues and associates to find you. Your .tel domain name is accessible from any device connected to the internet, and all your information is displayed in a 'click to communicate' format.

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WHAT CAN I DO?

Take a moment to familiarize yourself with your new .tel domain name. Let's remind you of some of the functionality available to use today:

It's one simple contact address for life – All you need to do is to give your friends, family and colleagues your .tel address, and they will then be able to keep in touch with you how and when you want them to.

All of your contact information is in one place – The .tel enables you to store all of your contact information, including telephone numbers, email addresses, your favorite websites, social media pages, your blog sites, location-based sites, links to OpenID, OpenSocial or other identity verification solutions, and numerous other contact channels and technologies, all under one simple name. You can also store your information in an encrypted form, so no one else can see it unless you grant them access to it.

Quickly updated, you're always in the right place – If you lose a mobile device and change the number, move home, gain a new contact solution like Skype or another Voice over IP (VOIP) service, change jobs, move overseas, travel a lot, start a new business or move premises, or even join a new social network, you can update your .tel and it will change quickly as it uses the DNS to publish to the internet almost instantly. An average is under a minute, although service levels may vary.

Tell people how you want to be contacted – If you have a number of ways in which you can be reached, you can set the order in which the contact information appears, so you can ask to be contacted first by email, or through your blog, or other ways. You can also change the type of information available depending on your location or the time of day. This is especially helpful if you're a frequent traveller, for example.

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Show people where you are – Additional functionality within the .tel allows you to tell people where in the world you are. This location can then be used, under your control, to help people find your physical location or to help services you subscribe to produce personalized offerings for you, giving you a better experience. You don't need to use this function if you are uncomfortable with giving out this information.

Tell the world about yourself – Your .tel also allows you to use an unlimited number of keywords to enable you to say something about yourself. These keywords are open to everyone, so again, be careful how you describe yourself. You can tell people where you work, your hobbies, your qualifications, anything you don't mind sharing publicly, and show your picture or logo for easy recognition.

Your interactive calling card on any device – Once you have published the information, you can access it from any device with an internet connection through a browser. You don't need to format it in any special way, and it will be accessible instantly. Friends and business contacts can simply type in the address you give them and it will quickly appear on the device as it does not need to locate a website to get your information. This is a significant benefit of not storing the information as HTML on a website – the .tel is fast, low-cost and easy to access in any format. With .tel, you do not need to host, manage and maintain a website.

Search engine optimization built in – For those more concerned with being found online, the .tel enables you to be discovered more quickly through search engines. The structured information, keywords and links to a domain name all enable search engines to see the relevance and purpose of the .tel and therefore its usefulness to people searching for relevant information.

Easily change your published profile – You will be able to set up a profile like 'work', 'home', 'travel', 'holiday' and so forth (the profile titles will only be visible to you) that quickly change the public and private contact information available to people looking at your .tel, depending on which profile you make active.

WHAT SHOULD I AVOID USING IN MY .TEL?

Keyword functionality should only be used to help people find you if you haven't given them your .tel domain name. It is not the right place for you to store information you might easily forget – setup a private sub-folder for any sensitive data.

Make sure that you only put information that is helpful for people to find you and that is not helpful for people to impersonate you. For example:

- Never put your date of birth, home address, social security number, bank details or other financial indicators about yourself in your keywords.
- Never put information about other people you know within the keywords without seeking their permission.
- Avoid putting the places you frequently go to, such as clubs, restaurants, bars, gyms, etc., by name.

Always follow sensible rules for publishing personal information online – unless it is made private, anyone can find it.

Remember, if at any time you wish to change the information in your .tel, you can do so, and the information will be automatically updated and published online.

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SET UP YOUR .TEL

When you register your .tel domain name, you are provided with a username and password to manage your .tel domain name, as well as a link to the management panel where you can store, change, update and publish contact information under your .tel.

Use the username and password to log into the .tel control panel. Once you have logged in, you have complete control over your .tel. The information you store as private will not be accessible by anyone without your permission.

Never give anyone else your username and/or password for your .tel. This is crucial in maintaining the security and integrity of your contact information.

If you don't remember where you control panel is, or your login details, go to your .tel and click **Manage your .tel**. Alternatively, go to telnic.org > Manage your .tel and find your control panel from there.

If you have any problems logging into your .tel control panel, click **Forgotten your Password?** to reset your password.

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THE DASHBOARD

Once you've registered your .tel domain, you will be routed to the management console or **Dashboard** (see Fig.1). This is the main control panel for populating your new .tel domain with **Title, Text Header, Contact information**, **Keywords, Folders, Logo,** and **Location.** Your .tel control panel may look different depending on the .tel service provider from whom you have purchased your .tel domain name. For easier navigation, you can collapse individual panels by clicking on their heading. To re-open a panel, click the heading again.
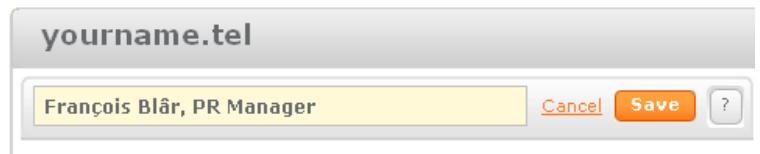
Fig.1
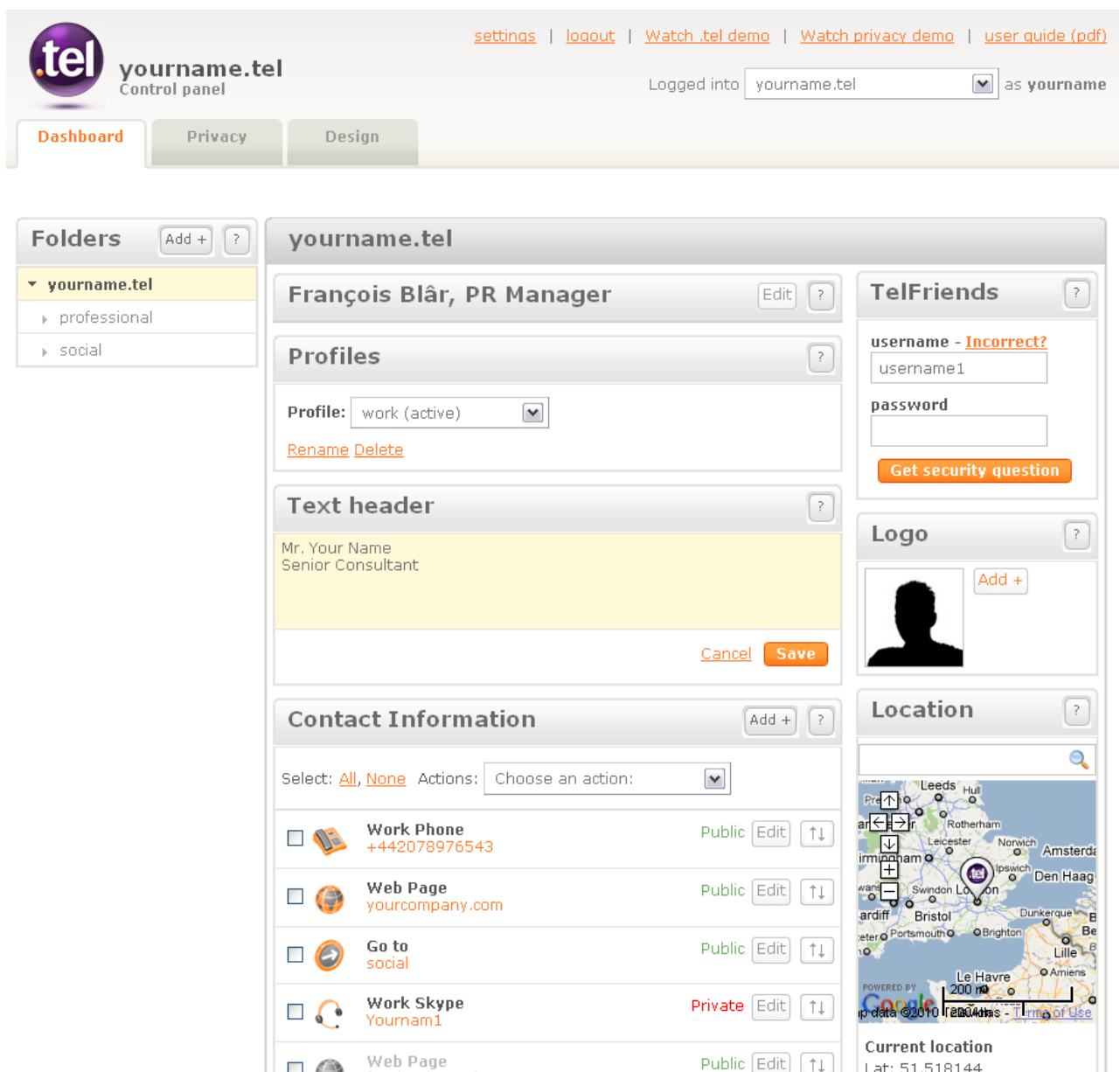
Title

Title is the text that appears at the top of your .tel page and matches your domain name by default. You can change the Title to enter custom text independently for each folder – click **Edit**, type in your new Title and click **Save** to confirm (Fig. 2).

With a title, people and search engines can identify you more easily.

Fig.2

Text Header

You can create a short description for yourself at the top of your .tel by clicking **Edit** in the Text Header box (Fig. 3) at the top of the page and writing a description of yourself, such as your title, your business or a motto or your favourite quote. Simply

Fig. 3

click the text box, type in the text and click **Save**. Text in this box is limited to 255 characters. Text headers are linked to Profiles. Different profiles can have different text headers.

Contact Information

When you first log into your .tel, there will be no contact information. Click **Get Started** to add your first contact.

When you add contact items to your .tel, each item will be displayed on a separate line, shown on the right (Fig.4). Each piece of contact information will also have a status of **public** or **private**, indicating whether that contact item is viewable by everyone or a selected group of friends.
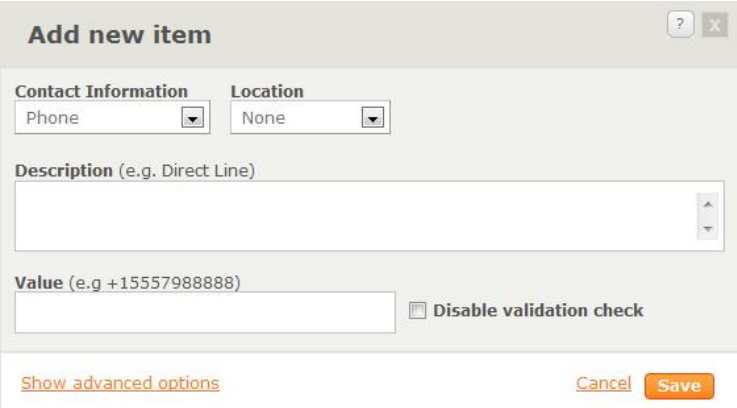

Fig.4

To add a new contact, click on the **Add** button in the upper right corner, and the screen shown right will appear (Fig. 5).

The **Add new item** screen asks you to:

1. Select a type of communication: (voice, email, fax, VoIP etc.).

Fig.5

2. Optionally, select the location for the number, such as 'Work' for your business contact or 'in transit' for means of reaching you while you travel; 'premium rate' is for paid phone lines.

3. Add a description (e.g. 'emergencies only' or 'ext. 1234').

4. Enter the Value (i.e. Skype ID, phone number, etc.).

Phone numbers must use international dialling codes and no other characters apart from numbers (i.e. A US number should be +1XXXXXXX, UK +44XXXXXXX), unless you disable the validation check, in which case you can use any number-only format.

Among other contact types, you are offered a **Go to a .tel** link, which can lead to any sub-folder in your .tel domain. It's a simple contact type that we recommend using for all .tel links; as such, descriptions and locations are disabled for this contact type. As with any other contact item, you can re-order, edit and delete these links, make them private or assign them to specific profiles.

Please make sure that you do not "hide" a folder by changing the link by mistake. You can also add a link to a different .tel using 'Go to'; please add a full stop (".") after the .tel name to indicate that the link is outside this .tel and not relative to the current folder.

You can update and manage your contact information from the list on your Dashboard, see Advanced Features and Managing Contact information below for details.

Keywords

You can also publish descriptive keywords to help friends or customers find you. As a default, no keywords are present (Fig. 6).

Click **Get Started** in the Keywords area to add your first contact.

To add more keywords, click the **Add** button in the upper right corner of the **Keywords** section.

The **Add Keywords** box will appear (Fig. 7) that will ask you to select a category for your keyword from the left-hand menu and enter a value. If no category matches your keyword, use **Free Text**.

As shown in Fig. 8, Hobbies & Interests have been selected and the value entered was 'Theatre'.

Click **Save** and the keyword is immediately published in your .tel domain. Note that unsaved keywords entered on other tabs are lost when you save a set of keywords on one tab.

When you click **Directory Information,** you can fill in a number of different fields to describe your business, such as general industry plus the products or services in which you specialize (Fig. 9, 10). You can skip and re-order any fields.

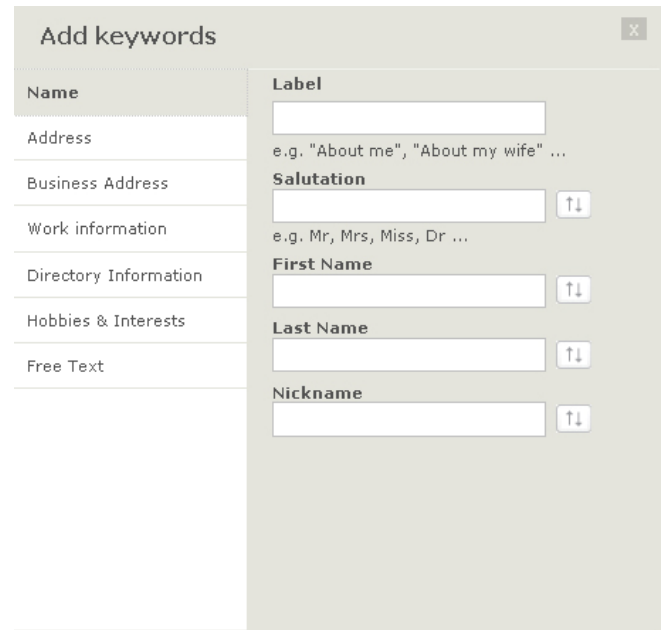Multiple keywords can be added in one box separated by commas.

Fig. 6

Fig. 7

Fig. 8

Fig. 9

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Keywords are indexed by leading search engines and can assist businesses and professionals in attracting new customers as well as making sure friends have found the right person!

Keywords are independent from Profiles but

can be changed at different folder levels. This means that regardless of the profile showing, the keywords will always be the same for that folder or sub-Folder view.

Logo

You can link to a logo or other graphic on a .tel page. The image dimensions are 78 by 78px, and larger images will be scaled to fit this size.

To include an image, click **Add** in **Logo** area above the map. In the dialogue that opens (Fig. 11), specify a link to your image and click **Preview**.

If any email address in Contact Information or Settings is linked to a Gravatar image, the system will pick those up and display automatically. Click a Gravatar image to select it, and click **Save** to add the image. You can also make your image private in **Advanced Options**, just like with contact items.
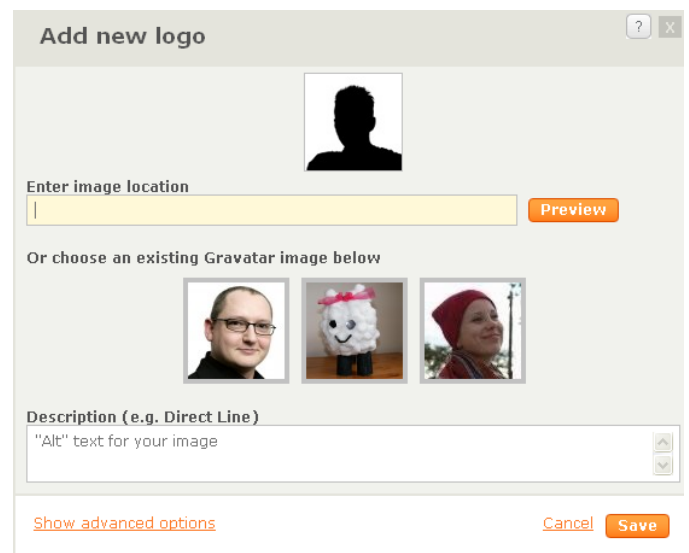

Fig. 11

Location

You may wish to publish a location record indicating your location (Fig. 12).

To enter a location record, type in an address or postal code (e.g. London, W1T 2DJ), press **Enter** or click the **Search** button, and click **Save** to confirm (Fig. 12-14). The new location record is immediately published. This location will be displayed as a link to Google Maps; to make the street address visible, use the Address keyword.

Location records are independent of Profiles but again can be set at every sub-folder level.
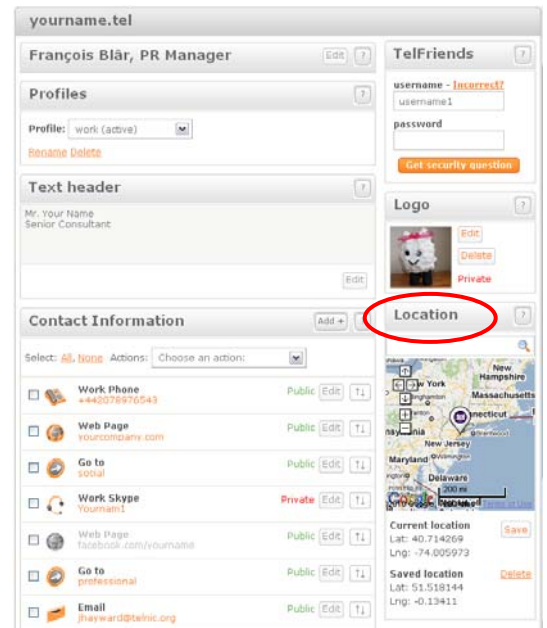
Fig. 12
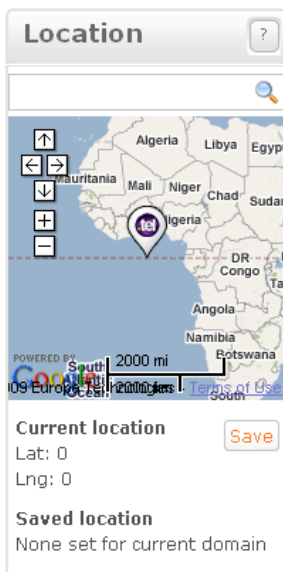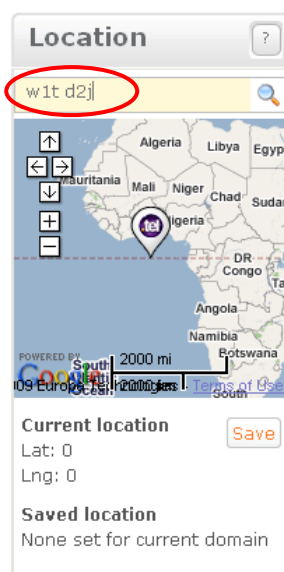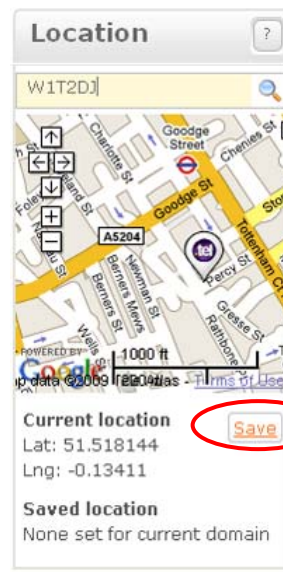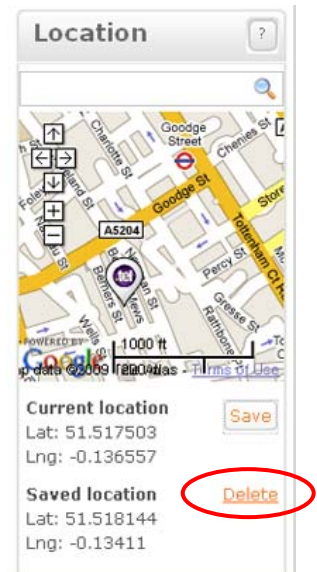
| **Fig. 13** | **Fig. 14** | **Fig. 15** | **Fig. 16** |

Remember, your location record will always be public (you can use other services, such as BrightKite and share these as private links), but you don't have to put a location record in your .tel if you don't want to do this. You can also update it with a general location, rather than a specific one. It is entirely your own choice. You can also delete the record completely by clicking the **delete** button (Fig. 16).

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Profiles

A Profile is a set of contact data, containing both public and private information that enables you to publish a selection of contacts that you wish to direct people to use depending on the activity or time of day. For example, if you have an office telephone number, a mobile telephone number and a private home telephone number, you will not use all of them at the same time! Therefore, a Profile allows you to easily change between preferred contact information as you move between different environments.

Profiles consist of:

- Text header
- Public contact information
- Private contact information, if any (See page 27 for Privacy and Friending).

When you first access your .tel control panel, you will have a default Profile set up already, in which all contact information will be automatically added. When you input a contact item, you will be able to choose to add it to the default Profile, another Profile that you have created or no Profile at all (see page 18), storing it in the .tel domain but in a 'disabled' state, that is, not viewable by anyone.

To create a new Profile, click the Profile drop-down box and select **Create a new profile** (Fig. 17). Give a name to your Profile and click **Save**. The label you give to the profile will not be viewable by anyone else.

Fig.17

With the exception of the default profile, you can re-name your Profile at any time by choosing the Profile you want to rename from the drop-down box and selecting **Rename** (highlighted in Fig. 17), changing it and clicking **Save**.

Fig.18

To activate a Profile, choose the profile from the drop-down box and click **Activate** (Fig. 18). The currently used Profile will have "(active)" next to it. This will be the view that people will see when they access your .tel domain.

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If any contact information is not allocated to the active Profile, it will be shown in grey in the Dashboard. All active information within the current profile will be displayed in black.

To delete a profile, choose the Profile you want to delete and click **Delete**. When prompted, choose **Yes** (Fig. 19) and the Profile will be deleted.

Fig.19

Important: you cannot delete an active profile, nor the default profile. In order to delete any profile, it must not be active. To delete the active Profile, select another Profile from the drop-down box, switch to it, and click **Activate**. Then you will be able to select the Profile you wish to delete and select **Delete**.

You can find out how to add or remove a piece of contact information to a single or multiple profiles on the next page.

Remember: A piece of contact information has to be allocated to at least one Profile in order for it to be active and viewable when someone accesses your .tel domain. Additionally, each Profile must have at least one public contact item in order to comply with the Acceptable Use Policy for a .tel domain. If you are concerned about security, this piece of information does not have to be personal; it could be a link to a general website, for example, or even a link to your .tel domain!

Folders

In the left column of the **Dashboard**, you can manage your **Folders** (Fig. 20).

You can use Folders to enable navigation inside your .tel domain. For example, if you have a lot of contact points, you may not wish to display them all on one 'page', as it may be

Fig. 20

difficult to view on small devices. Instead, you can use Folders to logically group contact information – like social media sites, professional information, or gaming handles for different environments and platforms, in different folders.

Technically, a folder is a sub-domain of your .tel, so you can link directly to it.

It is more likely that businesses and organizations will use the Folders section of the .tel to store information about complex organizational structures, such as locations of offices, retail outlets or departmental divisions, enabling customers to quickly find contact information for local offices or internal functions, such as customer services, complaints or sales. Folders are created from this area of the **Dashboard**.

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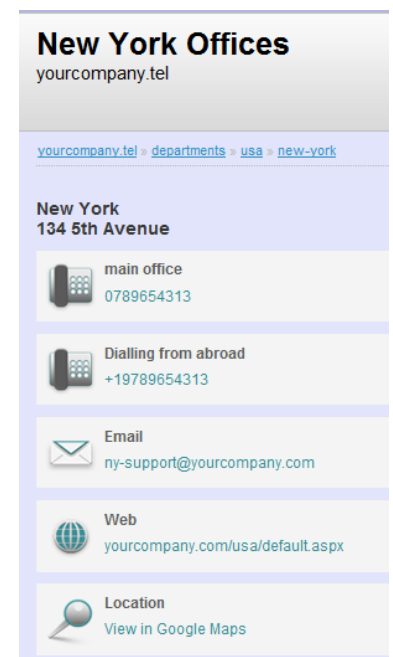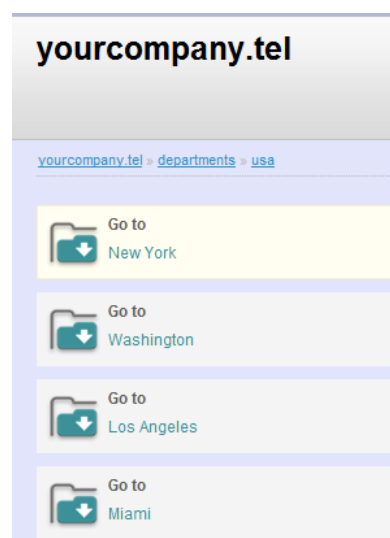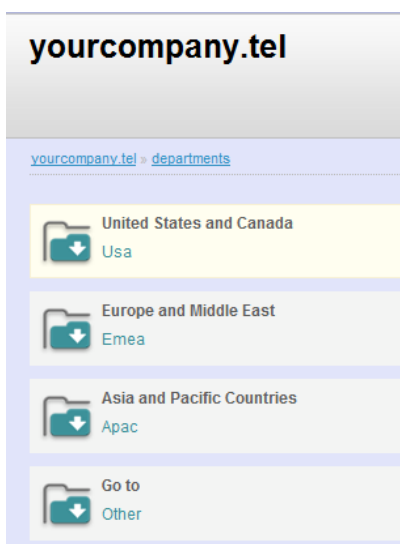
To add a Folder, click the **Add** button in the upper right corner (Fig. 21), and you will be presented with the **Add new folder** screen (Fig. 22). As with the domain name, only letters, digits and hyphens can be used to create a sub-folder name (no spaces or other characters can be used and the folder must contain at least one letter with a minimum of three characters in the folder name).
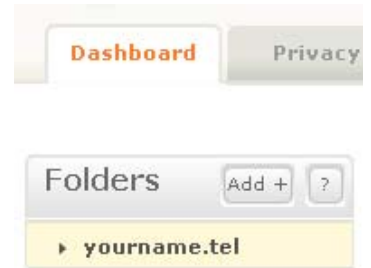
To link to the new sub-folder, tick **Create a link to this folder**. A 'Go to' link will be added, that you can edit, delete or hide. When your .tel is viewed in a browser, links to folders will have initial capital letters, and any hyphens will be converted to spaces; for example, "press-releases" will be shown as "Press Releases".
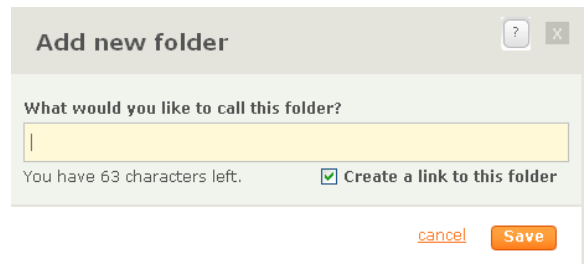
Once you are done (Fig. 23), click **Save** and the folder is immediately published (Fig. 24).
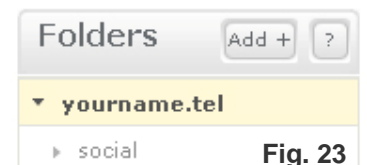
The **Dashboard** will only show the first level of sub-folders under the current view. To view deeper folder levels, go into the respective sub-folder.

Contact information is easily added to a new folder by clicking on the folder and adding more contact information, text, and keywords to a sub-folder, just like with your main .tel folder (Fig. 21).
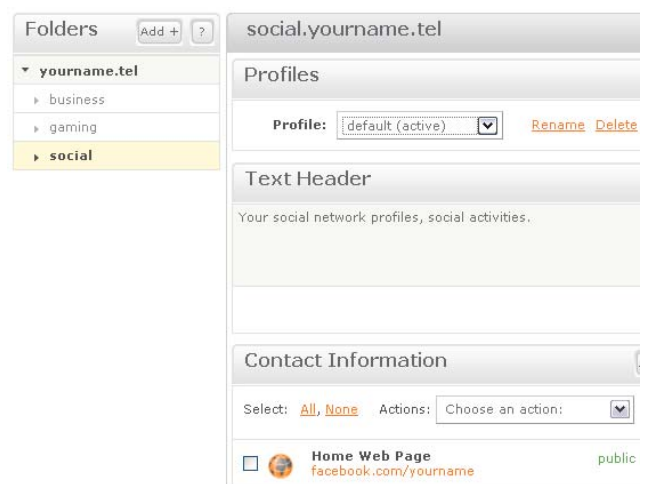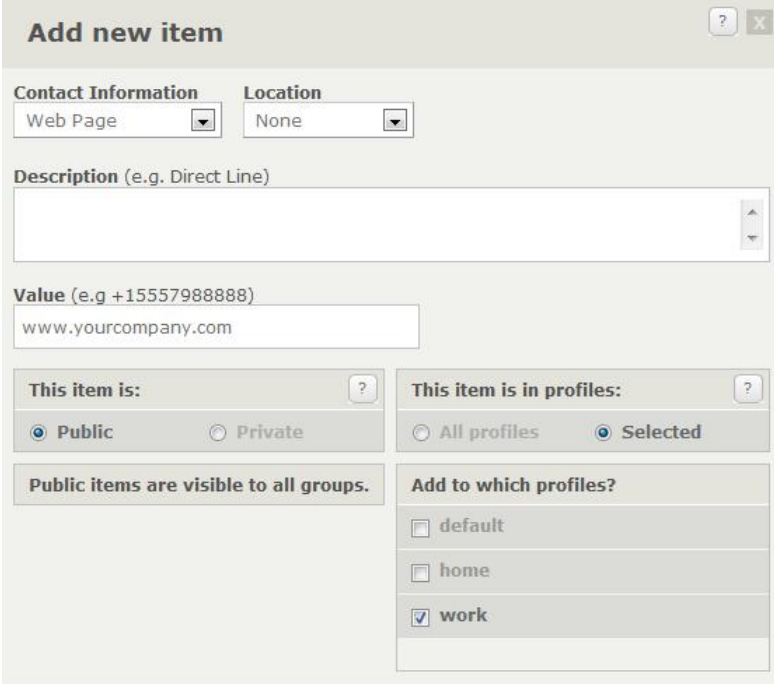
You can always rename or delete a folder – hover your mouse over the folder name and select the icon, when it appears. Note that all information will be deleted together with the subfolder, so we recommend that you move all contacts out first.

Fig. 21

Fig. 22

Fig. 23

Fig. 24

Advanced Features

When adding or editing contact items, click **Show Advanced Options** for additional functions, namely:

1. Making a contact item private by switching its status to **Private** and allocating it one or more **Groups** (Fig. 8). Information is immediately made private when it is allocated to a Group. If it is not allocated to a Group, the contact will remain public. For more information on setting up and managing Groups, please see the Privacy and Friending section.

Fig.25

2. Associating the contact item with a profile.

If you have set up more than the default Profile (such as 'work', 'home' or 'vacation'), you may allocate that piece of contact information to one or more of these Profiles. A special "All Profiles" setting means that this contact item will be included in all current and any future profiles.

You can also decide not to allocate it to any profiles. This will store a piece of contact information in your .tel management console, but it will be 'disabled' as it is not allocated to any Profile and therefore not viewable by anyone.

When you are done, click **Save** to publish the information.

Managing contact information

Once you have populated your .tel page with contact information, you can perform various operations to manage it effectively. Basic operations such as editing and sorting are available from the list of contacts: drag-and-drop contact items or click and hold the arrows icon (Fig. 26) while you move the item up or down.

Fig.26

This order typically represents the preference of how you wish to be contacted (e.g. if mobile is on top, that is presumably the preferred way of reaching you).

More options are available in the **Actions** box at the top of the contacts list (see Fig. 27). Tick a contact item and from the list, select the action you want to perform:

- Copy or move to a sub-folder or another domain (Fig. 28).
- Make public or private.
- Permanently delete.
- Change the status from public to private by associating it with a friend group.
- Add or remove to the Profile being edited or all Profiles, making it enabled (viewable) or disabled (not viewable) to others.
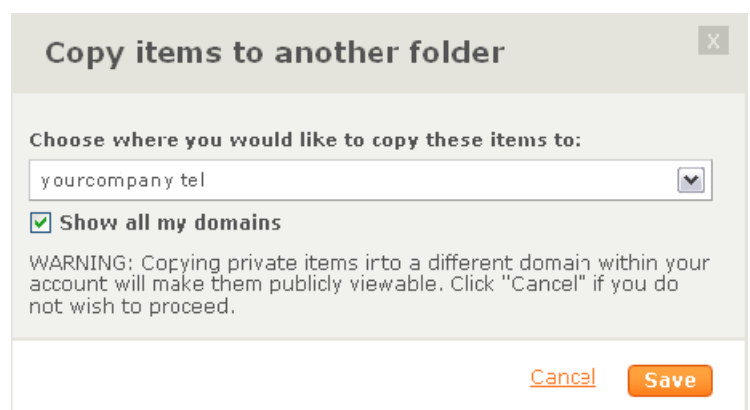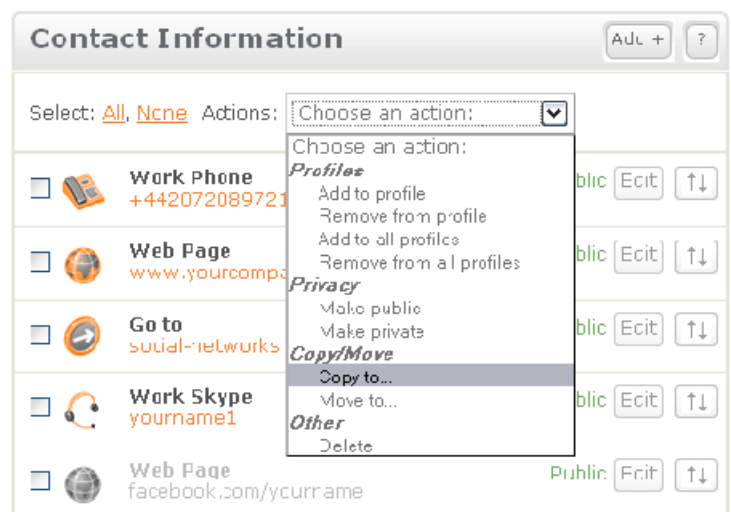
You can move and copy one or multiple contact items between folders inside your .tel, but you cannot move text headers, links to folders, keywords or location.

YOUR .TEL IN A BROWSER

Now that you've populated your .tel with different kinds of contact information, let's take a look at your .tel in a browser. All updates to your .tel go live almost immediately after saving.

When you type in your .tel domain name in a browser on your computer, you see a page with all your publicly available data displayed in a unified style for all .tel domains. This page is created automatically and is personalized according to your Design settings.

Design

A separate tab on your control panel, Design, is for customizing the colour scheme of your .tel pages. To change the colours, open the **Design** tab showing an example .tel page with your colour settings, and click the colour picker for any of the sections (Fig. 29):

1 – top background bar

2 – image and header bar

3 – main background

The colour picker offers different controls for choosing your colour, and displays the selected colour and the new one.

Don't forget to click **Save** to publish the changes.

To restore default colours, click **Restore Defaults**.
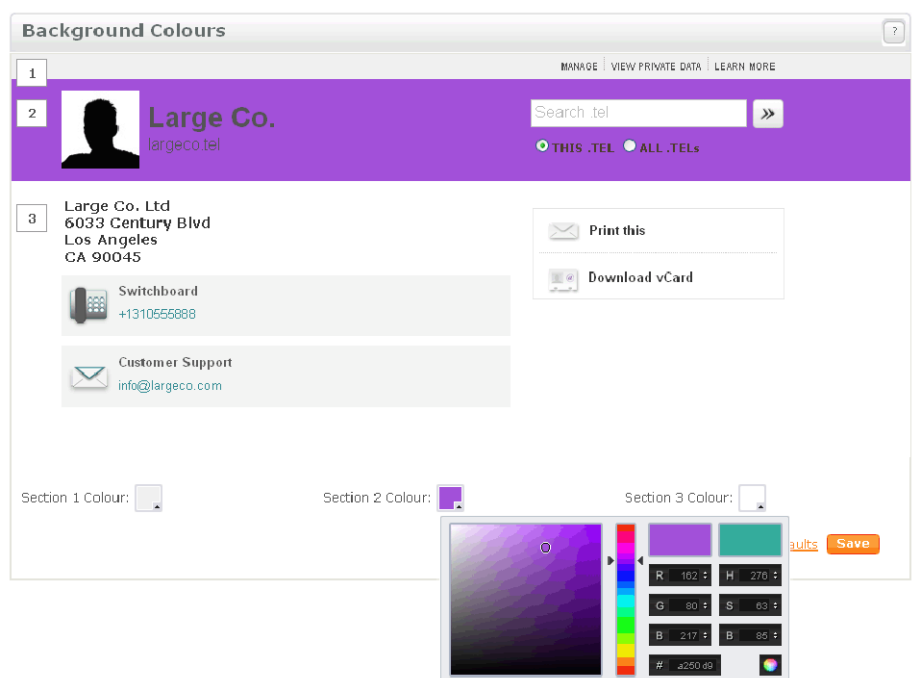
Fig. 29

Information you enter on the **Dashboard** will display in a browser window as follows:

- **Logo** shows at top left.
- **Text header** shows as bold text.
- **Profile** name does not display.
- **Contact information** shows with the same text, description and icon as in the **Dashboard** except common services like LinkedIn or Twitter that show custom icons automatically.

Most contacts will be clickable if the system recognizes the contact type and knows what program to launch. For example, if you enter an SMS number, it will be clickable when viewed on mobile devices, but not on a PC.
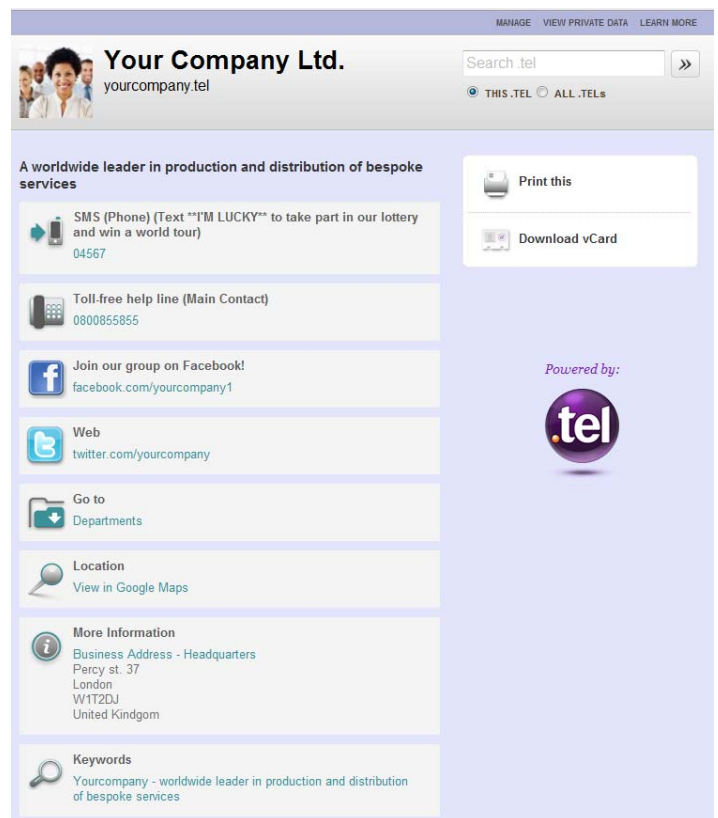
Fig. 30

- **Links to folders** show as "**Go to**" or your custom label, and the folder name. Hyphens are converted to spaces, and the first letters in the link are capital.
- **Location** comes last in the list of contacts and toggles an embedded map on and off.
- **Keywords** display at the bottom under **More Information** and are not ordered. The keyword category and label are shown as headings, followed by the actual keyword values on the next line. Free text is displayed after other categories as **Keywords** to separate directory-style information from SEO and generic entries.

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Login Links

At top right of your .tel page, visitors will find links to additional features and functions. Click the **Manage** link to go to your control panel, or **View private data** to open a TelFriends login window. Here, you and your friends can enter their TelFriends username and password to see your private data. When somebody logs into your .tel, they are recognized as friends or visitors. Visitors are offered to send you a friend request to be added to your friend list, see page 32; friends see a list of public contact items plus any private information you have published for them with a padlock identifier icon.

The TelFriends login also offers new visitors to sign up for free, while existing members can reset their password if they have forgotten it.

.tel Virtual Card

To save a copy of contacts from a .tel page, click "**vCard**" and store the .tel as a new or existing contact in the address book on your mobile or mail client. Note that different devices and software use different vCard standards, so some contacts may not be exported into a vCard automatically.

.tel on a Mobile

If you access your .tel from a browser on a handheld device, the system will recognize that and will show a mobile-optimized version with no graphics. In order to report a problem with browsing .tel domains on a mobile, please write to community@telnic.org and specify the "user agent" property for your device; to know your "user agent" property, please visit the site http://www.useragent.co.uk from your device. We will then configure the software to consider this user agent mobile.

Client applications for mobile devices can offer additional features for .tel domains. Please see the latest free .tel software online, http://telnic.org/tools-landing.html.

SETTINGS

Account Settings

After logging into your .tel control panel, you can edit your account settings. Click **Settings** in the top right corner of the control panel and navigate to the tab you need:

- **Change password** to set a new password; to change your username, please contact your .tel service provider
- **Change email** to update the email address associated with this .tel domain
- **TelFriends connection** to connect or disconnect your .tel with the TelFriends system for friending-related operations; see page **Error! Bookmark not defined.** for more details on TelFriends
- **Setup .tel email** to create mailbox@yourname.tel as described below

Email Settings

To setup a name@name.tel email account, you first need to have an email provider hosting your mailbox service. By default, a .tel domain does not come packaged with a mailbox account and email hosting is not included, unless offered by your .tel service provider. To make your .tel domain work as name@name.tel, you will need to get the relevant MX records and put them in your .tel pointing to the servers of that email provider.

Once you have an email hosting provider (which may also be a free web-based email account depending on the service provider), request the server names for the MX records, and add them to your .tel under the **Settings** tab.

Backup / Restore Data

You can save a backup copy of your domain as an XML file, for example, during a transfer. The backup includes all data, including contact information, profiles, groups, and friends. You can then use this file at any time to restore the domain data. Please note that restoring a domain erases any other data that you may have in your control panel for this domain.

To backup your domain(s), go to **Settings**, **Backup / Restore data** tab and select the domain to be exported, or choose **All domains** to backup all information in your account.

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Confirm the operation and save the file when offered by the browser. Please ensure that your browser allows saving files from your .tel control panel.

To restore information, again open the **Backup / Restore data** tab and click **Browse** to navigate to the backup file. The system will check the data format and list the domains contained in the file. Select one or more domains to be restored, and confirm the operation. Please be aware that this operation can take significant time depending on the amount of restored data.

Customize .tel page

You can hide the option "Search all .TELs" from your .tel page so that visitors will only be able to search within your .tel domain. Otherwise, TelPages will offer visitors to search within your resource or across all .tel domains and see results in a new window.

GROUPS vs. PROFILES vs. FOLDERS

What's the difference between a Group, a Folder and a Profile?

A **Group** is a collection of one or more friends of your .tel domain that have access to different items of private contact information. So a Group could be called 'work friends', 'family', 'relatives' or 'football team colleagues'. The label of a Group is not viewable by anyone else.

A **Folder** is a sub-domain of yourname.tel (e.g. folder.yourname.tel) that will allow you to store contact information related to that specific sub-domain.

The folder's purpose is to organize a navigational tree (e.g. Car Hire → Europe → London → Airports → Heathrow → Reservations: tel, fax, email), to help people find the appropriate information quickly and easily. In our example above, a user can simply click to reach the Car Hire reservations number at Heathrow Airport.

A **Profile** is a collection of public and private contact information structured in a way to easily and quickly change the contact information displayed to people depending on how you wish to be contacted at that time. So a Profile might be called 'home', 'travelling', 'work', 'unavailable', all showing different types of contact information for the different ways you'd like to be contacted. The label of a Profile is not viewable by anyone else.

Privacy and Friending

The powerful functionality of the .tel enables you to store encrypted private contact information for the first time ever in a system that is completely under your control. This service uses robust 1024-bit encryption that is employed by banks and security companies, making it extremely difficult to crack. Telnic will continue to review the security of the .tel service to make sure that it stays at the forefront of data protection.

When you make certain contact information private, you are encrypting it so that it turns the information into a random string of characters. In order for you to be able to view it and for you to enable others to view the information you wish to share with them, you need a key to decode the information. This key will be generated when you accept a request to see private information from an identified individual, a process we call 'Friending'. For this Friending to be possible, both you and the person requesting information will need to be identified by the global TelFriends System which provides you with a unique username and password.

Anyone can easily apply for a username and password from the TelFriends System for free without having to purchase a .tel for themselves. This allows people to access the information any .tel owner wants to share with them.

Your TelFriends username and password are different from your management console username and password. Why? Because you may have multiple .tel domains and will not wish to share information or be friends with others through all of these domains.

PRIVACY

Making a contact item private

With privacy, the following points should be remembered:

- For a contact to be private it must belong to at least one group of 'friends'; otherwise, it will automatically revert to being public. This is because the record will not be encrypted with a unique key until it has been paired to at least one person. This person can be you.

- Keywords and location records cannot be encrypted in the DNS so will remain public at all times.

We covered making a piece of contact information private when creating a new entry on Page 11. There are other ways of making a piece of contact information private:

- By editing the contact information after it has been created (Page 14).

- By selecting **Make private** in Actions for the contact item on the **Dashboard**.

- By adding pieces of contact information to groups of individuals on the Privacy page (Page 23).

Making a contact item public

To quickly make an item public, select it in the list of items on the **Dashboard** and choose **Make Public** in the list of actions. Changing a contact from private to public in the **Dashboard** will automatically remove it from the list of private contacts on the **Privacy** page. Equally, removing a piece of contact information from all private groups on the **Privacy** page will make the information public.

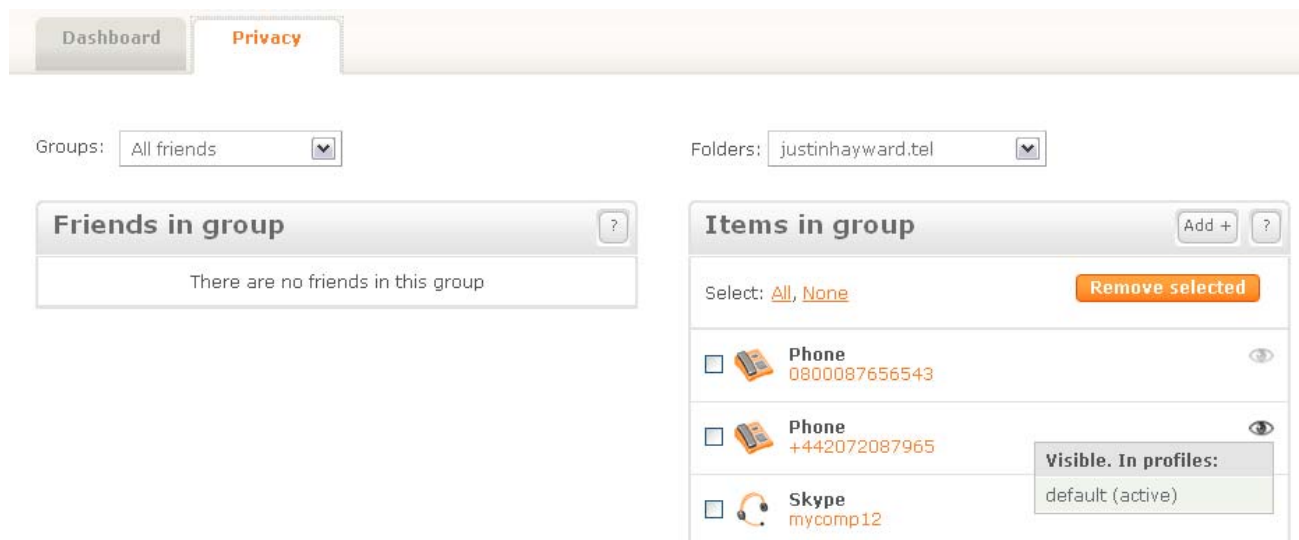The figure below (Fig. 31) shows the **Privacy** tab in the management console.

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Fig. 31

The **Privacy** page is broken into two columns: the left column shows **Friends** in the **Group** and allows the addition of further **Friends** and the removal of existing Friends. The right column shows **Items in Group** (contact information that you can see) and allows the addition of further Items or the removal of existing Items. The drop-down list selection is also provided that allows the user to create new groups, rename or delete existing ones.

The eye icon tells you whether this item belongs to an active (visible) profile, or to an inactive profile that is not published. Rollover the icon to see where this item belongs.

Groups

When you first visit this Privacy screen, you will see one folder called **All Friends** and another called **Family**. These groups are here to get you started and for you to use if you want a simple way of sharing all of your private information with all of your friends (e.g., personal email addresses or a link to your residential address).

You can create as many groups as you want, each with different contact information (or lists of contact information) in them. This will enable you to put different individuals in different groups so that you can change the information that they see. You can label these groups with 'work friends' or 'my work team' or 'extended family' so that you can easily manage who goes into which group. This is a view available only to you, so your friends do not know to which group they belong, or who else is in their group. You can re-name or delete any group except All Friends, which is a default list of all your friends.

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Adding Groups

To create a group, Use the Groups drop-down and select the **Create new group** item at the end of the list (Fig. 32). From the resulting screen, provide a Group name and click **Save**.

You may add friends to multiple groups. To add a friend, click **Add** in the title of the **Friends In Group** column (Fig. 33). If a friend is in more than one group, they will see all private contact items available to members of those groups.

Fig. 32

You can create a group with only one person in it, such as your best friend, partner or spouse. There is no limit to the number of people you can have in one group.   **Fig. 33**

Important: You are automatically included within the **All Friends** group. This is your TelFriends login which enables you to see the private information that you store. So when you visit the proxy page for your domain to check what private information is available to view, you will be able to see how your friends will see it. You will need to add yourself to all of the other groups you create, so that you can see all of the information being made private when you view it over a browser or other devices. Please note that you could delete yourself from all groups, including the All Friends group, which will prevent you from seeing all private contact information when viewed outside of the management console.
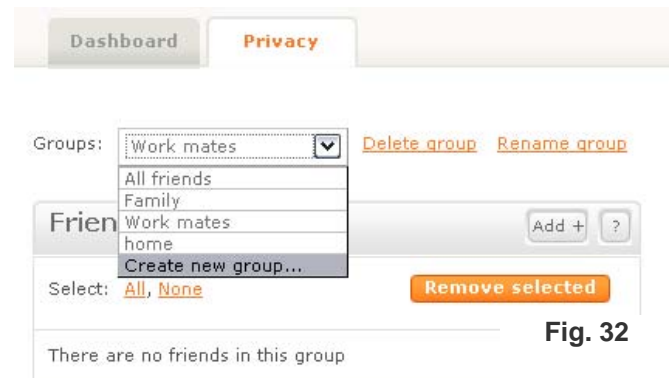
Fig. 34

Adding contact information to Groups

To add a piece of contact information to a group, select the name of this group from the **Groups** drop-down menu (Fig. 32). Then on the right, select the name of the folder where you wish to add private data. Click **Add** in the title of the **Items In Group** column. From the resulting popup screen listing items of contact information, select one or more items that you wish to add to the group (Fig. 34). Choose the contact information you
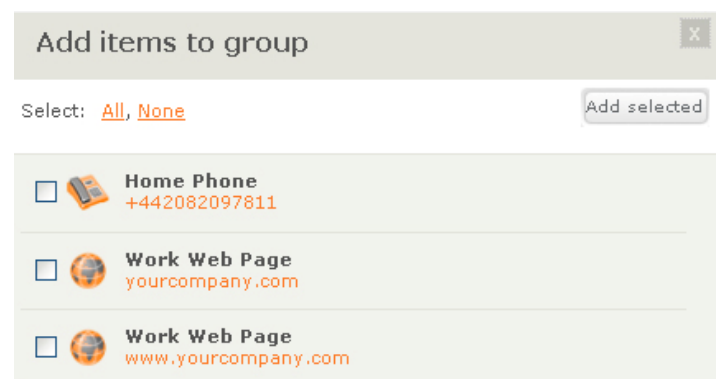
wish to add and then click **Add Selected**. If the contact item you are adding is public, adding it to a group for friending makes it private automatically.

FRIENDING

The figure below (Fig. 35) shows the **Friends** tab in the management console. The page is broken down into two parts: the left-hand side shows a list of all friends; the right-hand column shows all friend messages that require an action.

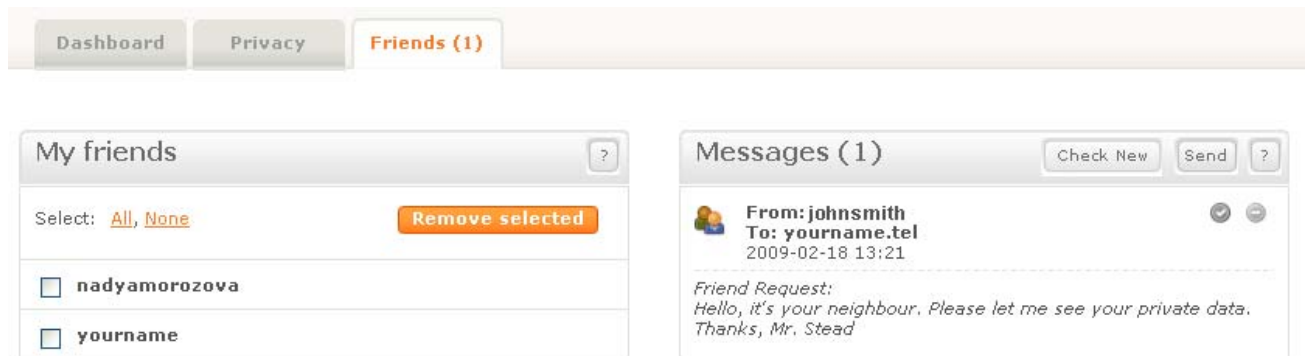The **Friends** page allows you to accept or decline friend requests, view a current list of your Friends and also send and see confirmation of successful friend requests to other people with .tel domains.

Managing Friend Messages

Friend messages establish connections between you and other .tel domain owners. When you accept a friend request from someone else, you do not automatically get to see their private information as this is under the control of the .tel owner and no shared authority is assumed by the system.

On the right-hand side of the **Friends** page, you can see up to 20 latest friend requests awaiting action. In order to see more friend messages, you will need to accept or decline the first friend request, and click the **Check New** option to refresh the page to see if any further messages are waiting.

We recommend that you should never accept a friend request from someone you are not sure you want to share private information with.

Accepting a request simply means that you give them the authority to see private information. They will also be notified that you have accepted their request. Declining a

friend request means that you will not authorize them to see private information. In this case, the person requesting to see private information will not be notified.

Important: The TelFriends system is not intended to be an email or other form of messaging system, so does not give you the functionality to communicate with the person applying for access to the information. This feature blocks spam or any other potentially abusive communication from the friending process.

A list of unread messages is also displayed on your **Dashboard** page (Fig. 36), with the full message inbox published in your **Friends** tab. A message includes the .tel domain name, date and time, and a free-form text message.

Fig. 36

To accept a friend request or acknowledge a friend response, click the green tick for the message (Fig. 37). If the message is a response for the completion of a successful friend request that you have sent to someone else, there will only be a tick option enabling you to confirm receipt.
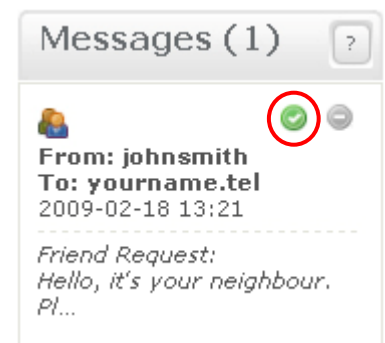

Fig. 37

If you do not know the person that requested to be your friend, or if you do not wish to share private information with another .tel domain, click the minus icon to decline the offer and delete the message (Fig. 38).

Fig. 38

Sending Friend Messages

To become a friend of a .tel domain owner, you need to send that person a friend request. You can do so by using one of the options described below.

Both of these friend actions allow you to send a message to a .tel domain in free text format, requesting that you be added to the friend list for that domain. The system will automatically notify the .tel domain owner of your message.

Option 1:

- Go directly to the .tel domain that you'd like to friend
- Log in to the TelFriends System (Fig. 39) to see if you are a friend already
- Click **send a friend request** if you are not already a friend (Fig. 40 and 41)
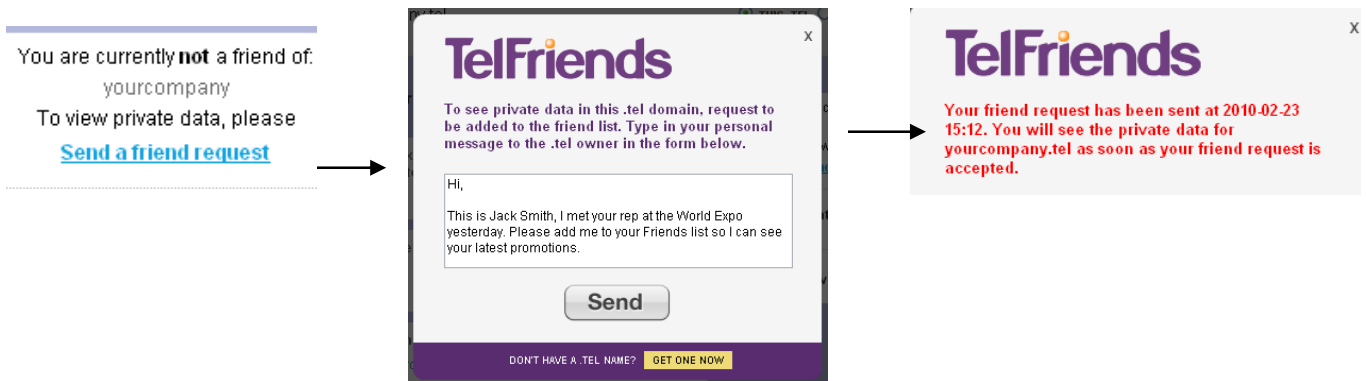
Fig. 39   **Fig. 40**   **Fig. 41**

Option 2:

In your Friends tab, clicking the **Send** button in the **Messages** list will open a new message enabling you to contact a known person through their TelFriends System identifier or .tel domain name (Fig. 42)

Once the request has been received and accepted, you can log in at the .tel page and see any private contact data published for you (Fig. 43).

Fig. 42

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Fig. 43

In order to ensure that your friend request is accepted, provide enough information to identify who you are and how you know the .tel domain owner.

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TROUBLESHOOTING

If you are having problems populating your .tel with contacts, please consult this list of common questions. If you haven't found an answer that works, please contact your .tel provider for support. N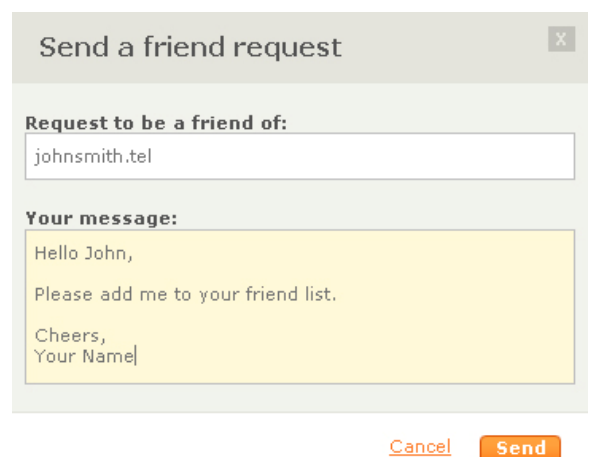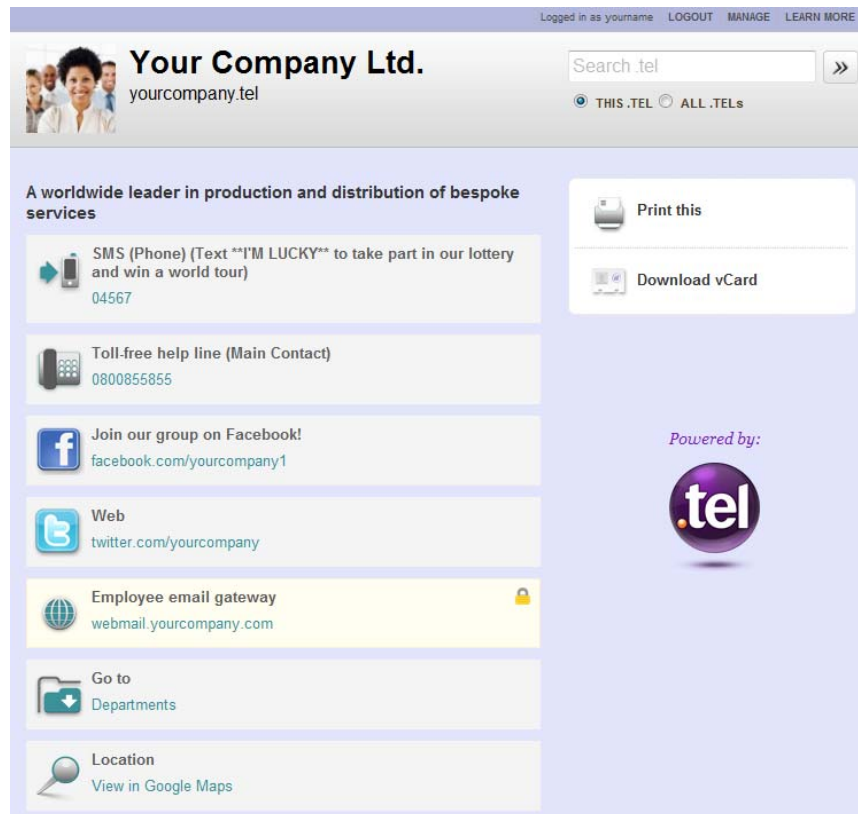ote that this section assumes that you have one or multiple .tel domains purchased from the same provider. If you have .tels from multiple providers, each .tel control panel would operate independently of your other .tel domains.

Logging into .tel control panel

Where do I go to edit my .tel? The link and username and password for accessing your .tel management console have been sent to you by your .tel provider when you purchased your .tel. If you cannot find the link, please contact your .tel provider.

I cannot log in. Please make sure your username and password are correct. If you cannot remember the correct password, please click "Forgotten your password?" on the login page and type in the email address that you used to register your .tel domain. The system will send you a message with temporary passwords for all .tel domains associated with that email address.

I see the wrong .tel. If you have more than one .tel domain, you see the control panel for only one of them when you log in. You should be able to switch between your .tel domains by selecting them in the drop-down menu in the top-right corner of the control panel. If you do not see a domain you own in that list, please contact technical support.

It says "To share your private data, please Activate TelFriends". This is not an error. TelFriends is a free service for managing all your Friends in one place. By default, this feature is not active. To share your private data with friends, you will need to activate this feature by signing up to TelFriends.

A part of the page disappeared. If you do not see a part of the **Dashboard** page, you might have accidentally clicked the title of one of the panels, such as **Text Header** or **Contact Information**. Your .tel control panel allows you to roll up panels that you are not using to optimize space on your Dashboard. To see the hidden panel, click the heading, and it will roll down.

Text header

There is no delete button. How do I remove text? Simply edit the text header to erase everything and click **Save**.

Why doesn't my text header show in my .tel?
The text header you entered may belong to an inactive profile. Make sure that the text you are editing is in the profile with "(active)" in the name.

Contacts

I cannot add a contact. To add a contact to your .tel, follow the instructions at page 9. If you enter your contact details but cannot save it, you may have used the wrong format; a red band should appear at the top of the window with instructions on the correct format for descriptions and the contact information itself.

How do I add extension numbers? If you need to specify your extension number in addition to the main number, type in the extension in the **Description** field. Your contact value should follow the international format and contain no letters or spaces. This way, you phone number will always be in the "click-to-call" format.

How do I preview a contact? Once you save your contact, it gets published to the DNS and is instantly available in your .tel. Type in your .tel name in a new browser window to see how others see your page.

Where is the delete button? To remove a contact item, tick it and choose **Delete** from the **Actions** drop-down box. You can delete any contact item, except for the last item of public contact information in your .tel. You must always have at least one public contact item, such as a website link or phone number.

How do I delete a link to a folder? When you create a folder, the system offers to automatically create a link to this folder. Similarly, when you delete the folder, the link is deleted as well.

My contact does not show in my .tel. If you added a contact item on your Dashboard, but it does not show up on your .tel page when viewed in a browser, the contact item may be private (viewed only by friends who have logged in your .tel), disabled (added to the Dashboard but not published) or inactive (added to a profile that is not currently active). Edit the contact in the Dashboard to ensure that it's public and in the active profile.

How do I move a contact around? You can re-order contact items by clicking the arrows icon in the list of contacts and moving the contact up or down. You may wish to change the order for a more user-friendly experience for your visitors.

Keywords

Only a part of my keywords list is added. Your free text and hobbies keyword categories are limited to 255 bytes; any text beyond this limit is not published. Please consider using other categories and reducing the message. Keywords are not intended for storing long paragraphs.

I entered several keywords, but only one of them got saved. Please be advised that only keywords entered in the current category are saved. Please make sure you click Save before entering keywords on another tab of the **Add Keywords** window.

The address fields are in the wrong order. If you wish to change the way your keywords are displayed, simply drag-and-drop the fields as needed by using the buttons on the side.

Profiles

Why are some contacts grey? Contacts are not included into the current profile are greyed out. To add these contacts to the profile, tick the contact and select **Add to profile** in the **Actions** box.

Location

My location does not show as my address. The Location record is a combination of longitude and latitude displayed as a map entry. If you want to publish a postal address, use the keywords or the text header.

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How do I make my location private? Your Location is always public in .tel. If you wish to add a private location, you can use other services, such as BrightKite, and add links to those as private contacts.

What if I want to add more than one address? Normally, you cannot be in more than one place at a time. If you need to enter multiple locations, such as temporary and permanent, consider adding them to the text header in different profiles, and switching between profiles depending on your current location. If you wish to have several locations displayed simultaneously, enter them as keywords and use the Description field to describe each location. Remember that keywords are always public, so don't put your home address in there if you do not want it to be publicly available.

Folders

How do I add a private contact to a sub-folder? On the **Privacy** tab, select the folder where you wish to add private data from the drop-down on the right, and click **Add** to get started.

Can I have direct links to my sub-folders? Yes, folders are sub-domains of your domain, so you can enter their names in a browser - the folder name comes before your domain name. For example, if *yourname.tel* has a folder *social*, you can go to that folder directly by entering http://social.yourname.tel in a browser.

How do I delete a folder? Hover your mouse beside the folder name in the Folders panel on the left; when you see the **Delete** icon, click it.

How do I rename a folder? Hover your mouse beside the folder name in the Folders panel on the left; when you see the **Edit** icon, click it. Then type in the new name and confirm. The system will automatically update all Go-to links to this folder in your account.

Can I move everything to another folder? You can select multiple or all contacts and keywords in a folder and choose **move to…** in the **Actions** box to migrate the contacts to another folder. You cannot move/or copy locations, text headers or whole folders.

How do I rename a folder? Create a folder with the new name and move all contents from the old folder to the new one. Then delete the old empty folder.

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Privacy

I cannot add new Friends. You need to have an active TelFriends account to add friends that can see your private data. By default this feature is inactive, and you only see the default Friend groups and yourself on the Privacy tab. For more details on Friending, go to page 30.

If you have an active TelFriends account, you can accept friend requests to allow people to access your private data. You cannot proactively invite people to be friends of your .tel, because they need to have a TelFriends account first.

I'm in the Privacy tab and cannot add a new contact to the group. To allow friends in the current group see a contact, click Add inside the table **Items in Group** and select the contact you wish to add from the list of existing public and private contact items. If you wish to add a completely new contact item to this group, follow the instructions on page 18.

Friending

Why do I have to log in again in the control panel? After you activate TelFriends and create an account, you need to log into TelFriends once in your .tel control panel, so that it remembers your login and gets friend messages for you.

I returned from vacation and do not see any new friend messages. Your friend message box may overflow if you do not act on your messages. If this happens, people will not be able to send you friend requests. To make space for new friend requests, accept or reject existing messages, and they will be deleted to allow new message requests to be sent.

MORE INFORMATION

In addition to this guide, Telnic provides a wide range of materials to help you enjoy your .tel. Please visit the .tel Community on the Telnic website, http://telnic.org/community-landing.html, to get access to FAQs, exciting video tutorials, comprehensive documents, including a Guide to TelFriends, and more.

For technical support issues, please contact your .tel service provider. If you have requests for new functionality or other feedback, please write to us community@telnic.org.

Remember, only publish information with a public setting you don't mind sharing. This could be links to websites that you have a public profile on, or it could simply be the sites that you like visiting. Get comfortable knowing how to store and allocate private information and perhaps encourage some friends to buy a .tel domain to share the benefits of your .tel with as many people as possible.

INDEX

GLOSSARY

- **.tel** – a new top-level domain that allows people to store, publish and manage contact information directly in the DNS without needing to build a website
- **.tel service provider** – a company that sells and supports .tel domains
- **Acceptable Use Policy (AUP)** – the official policy determining the correct use of the .tel
- **Activate profile** - enable the selected profile, so that the .tel will only show the text, contacts and keywords from that profile when viewed over the internet
- **Allocate contact** - add a contact to a profile
- **Blocked user** - a TelFriends user who you have blocked from sending friend requests to you
- **Business address** - keyword category for storing the address of your company
- **Confirmation** – a friend response message that informs you that you've been added to somebody's friend list and may see private data on that .tel domain
- **Contact item** – a piece of contact information that can be added to your .tel
- **Contact type** – a means of contacting you, such as email address, phone number, Skype ID, GoogleTalk ID, and so on
- **Control panel** – the central web console for managing your .tel domain
- **Dashboard** – the main page of the control panel for adding contact, keyword, text header and location information as well as folders to your .tel domain
- **Directory information** – keyword category for describing your business as it could be entered in a directory listing
- **Disabled item** – a piece of contact information that is in your Dashboard, but is not published to the DNS, so does not appear on your .tel
- **Domain link** – a link to a folder in your .tel; the link is automatically created when you create a new folder
- **Domain name** – a name that you type in an Internet browser to point to information or web content stored on the Internet
- **Domain name system (DNS)** – a global database system that stores locations of all the websites in the world, which Telnic uses to enable the storage of personal and business contact information by anyone in a .tel domain

- **Folder** – a sub-domain of your .tel domain that can contain contacts, keywords, and text headers just like your proper .tel; you can reach a folder by typing its address in the browser address field (like management.telnic.tel) or by following a link on the main .tel

- **Free text** – a keyword category that allows you to enter free-form text into keywords, if none of the pre-set categories fits your needs

- **Friend list** – a list of all the people you have accepted as friends of your .tel

- **Friend request** – a request message in TelFriends that you send requesting a .tel domain owner to add you to their list of friends

- **Friend response** – a confirmation message from TelFriends to inform you that you have been added to somebody's friend list

- **Friending** – the process of connecting people through TelFriends to enable them to share private data in .tel domains

- **Group** – a custom group of friends that you allow to see the same set of private data

- **Header**, see text header

- **Hobbies and interests** – the keyword category for entering information about your interests

- **HTML** – Hypertext markup language, a common format for websites

- **In transit** – contact location identifying a contact item that is available while you travel

- **Keyword** – text that you can add to your .tel to help people identify you

- **Keyword category** – a tab on the Add Keyword window that groups several related keywords into a group for better presentation on your. tel

- **Label** –text to further describe a contact or a keyword; such as, "main office" label for your business address, or "extension 2010" label for your work phone number

- **Location** (geo-location) – your current or preferred location, stored as a latitude and longitude that you can click to see on a map; this is an optional piece of contact information which is always public

- **Location** (in contacts) – the optional characteristic of the contact, such as "home" for your home phone number; if no contact location fits, choose "None"

- **Main contact** - the contact location that you can set to say "this is my main telephone number (email address, IM contact)"

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- **Master contact** – contact details (email address and name) that the TelFriends system uses for contacting members with friend messages and news
- **Message** – a friend request or response message sent through TelFriends for friending purposes
- **MX record** – type of record used in Settings to configure email forwarding
- **Panel** – one of the parts of the .tel control panel for managing one type of information, such as Contact Information or Keywords
- **Premium rate** – a telephone number that incurs a higher than standard telephone charge when dialled
- **Prioritize contacts** – set the order in which your contact items appear on your .tel
- **Private information** – contact information that is only available to be viewed and activated by people whom you have granted access
- **Profile** – a set of contact information with a name that you can switch to with one click; for example, your job title and business contacts can be organized as a "work" profile
- **Search engine optimization, SEO** - improving the position of your domain or website in search engine results when an internet user is looking for keyword results that interest them.
- **Security answer** – the answer to the security question that you input when logging into TelFriends from custom applications
- **Security question** – a custom challenge phrase that you need to set up to secure your TelFriends account
- **Sub-domain** – a folder in your .tel control panel leading to a lower or higher level which stores different information. You can have many levels of sub-domains in your .tel, for example, justin.management.telnic.tel is a sub-domain 'justin' under a sub-domain 'management' in the domain telnic.tel
- **Tab** – one of the three pages in your .tel control panel: Dashboard, Privacy or Friends
- **.tel service provider** – a company that sells and supports .tel domains
- **TelFriends** – the free online service that enables people to access private data in .tel domains without requiring a .tel domain themselves
- **Text header** – a short descriptive message that you can add to the top of your .tel domain as an introduction or status report

- **Title** – the text at the very top of your .tel page that corresponds to your domain name by default, but can be edited for each individual folder
- **Top-level domain, TLD** – the last part of a Internet domain name, such as .com or .tel
- **Transfer** – processing of transferring .tel service from one provider to another
- **Value** – the contact item itself; for a web link ,it's the Internet address, for a telephone, it's the phone number
- **Work information** – the keyword category where you can enter your job description
- **XML file** – text-based file in the XML format; the Backup / Restore feature stores a copy of your .tel domain as an XML file

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