



OX Messenger Product Guide v1.0

v1.7

© 2015 Copyright Open-Xchange Inc.

This document is the intellectual property of Open-Xchange Inc.

The document may be copied in whole or in part, provided that each copy contains this copyright notice.

The information contained in this document was compiled with the utmost care. Nevertheless, erroneous statements cannot be excluded altogether. Open-Xchange Inc., the authors and the translators are not liable for possible errors and their consequences.

The names of software and hardware used in this book may be registered trademarks; they are used without warranty of free usability. Open-Xchange Inc. generally follows the spelling conventions of the manufacturers.

The reproduction of brand names, trade names, logos, etc. in this book (even without special marking) does not justify the assumption that such names can be considered free (for the purposes of trademark and brand name regulations).

Table Of Contents

1	Introducing OX Messenger	4
1.1	What is OX Messenger?	4
1.2	Why should I use OX Messenger? What is unique?.....	4
1.3	What is in scope for this release?	4
1.4	Key Benefits of OX Messenger	5
2	Key Features of OX Messenger	6
2.1	Integration in Top-Bar Menu – Messenger-Portal	6
2.1.1	New conversation functionality	7
2.1.2	Add buddy	8
2.1.3	Invite Guest	9
2.2	Buddy-List and Phone Number Panel – Starting point for Conversations	10
2.2.1	Buddy-List	10
2.2.2	Phone-Number Panel	11
2.3	Chat Functionalities.....	12
2.4	Call and Video-Call Functions.....	13
2.5	Contact-Status in other Apps	14
2.6	OX Messenger Settings	14
2.6.1	General Settings.....	15
2.6.2	Sound Settings	15
2.6.3	Notifications Settings.....	15

1 Introducing OX Messenger

1.1 What is OX Messenger?

OX Messenger is a complete text, voice and video real time communication app for OX App Suite. It is fully integrated into OX App Suite with close links to other apps such as OX Documents. The solution is based on latest web-standards such as WebRTC, HTML 5 and Websockets and provides a single responsive interface that automatically optimizes the UI for desktops to provide a seamless and unified communication experience for users.

1.2 Why should I use OX Messenger? What is unique?

OX Messenger works with industry standard protocols such as SSL, XMPP, SIP and RTP to enhance OX App Suite core applications with advanced real-time communication capabilities.

OX Messenger is built to provide maximum performance, resilience and horizontal scalability. OX Messenger uses a new JAIN SLEE based XMPP Server that provides outstanding performance. The OX Messenger Gateway creates and enables communication between parties, but when possible it hands off the communication to a peer-to-peer protocol. This maximizes performance, reduces latency and increases both quality and privacy.

1.3 What is in scope for this release?

This release is designed to work with WebRTC/WebSocket + HTML5 enabled browsers, such as Chrome or Firefox. The main functions are:

- Chat, Voice, Video on Mozilla Firefox (latest & previous version) and Google Chrome (latest & previous version)
- Integrated into OX App Suite
- Text, Voice and Video Chat/Calling: One to One or Group
- WebRTC and Flash support- Phone dialing: Landline, mobile etc.
- Chat and call history
- Guest mode for external users

1.4 Key Benefits of OX Messenger

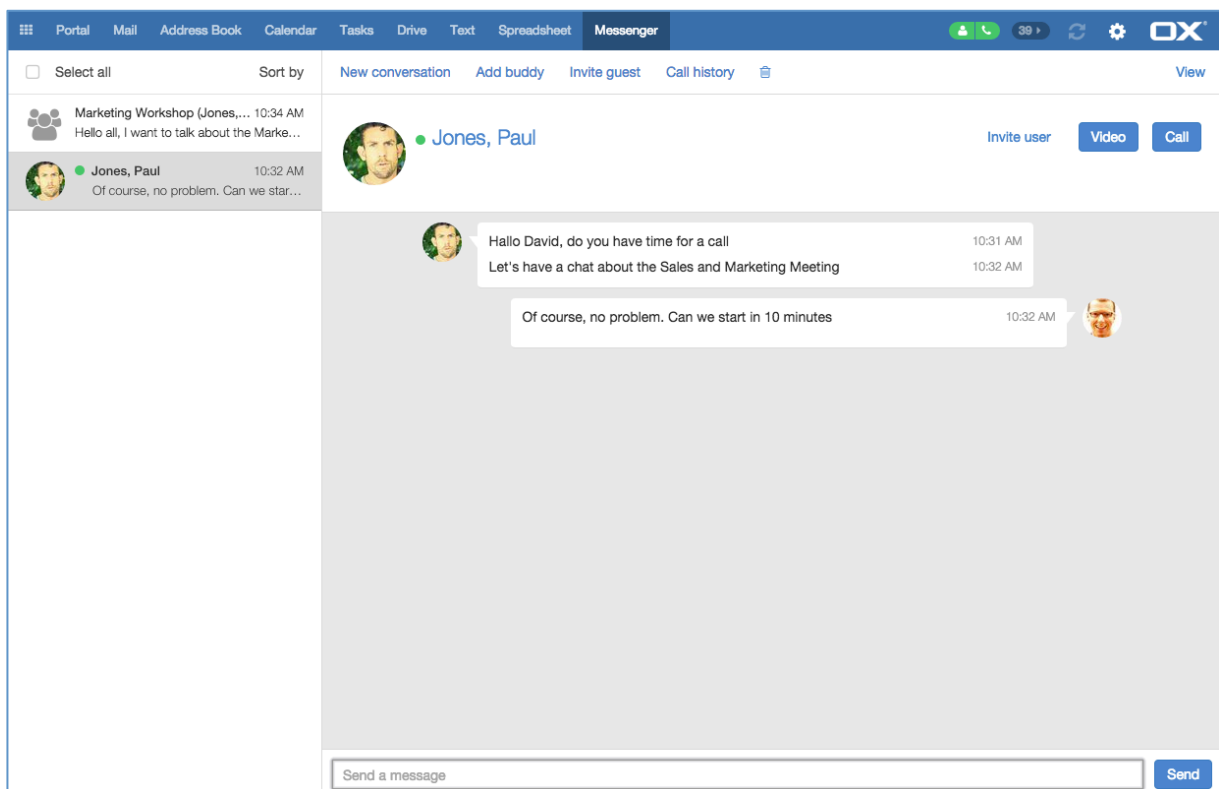
- The user interface is based on latest web-standards such as WebRTC, HTML 5 and Websockets.
- It provides a single responsive interface that automatically optimizes the UI for laptops and desktops.
- It enhances OX App Suite core applications with advanced real-time communication capabilities.
- OX Messenger works with industry standard protocols such as SSL, XMPP, SIP and RTP.
- It provides a seamless and unified communication experience to customers and end users.
- Go to market rapidly with a complete hosted or hybrid solution, depending on your business model.
- Supports extensions to PSTN, VoIP PBX, FMC, External Presence Services, RCS-e and UMS

2 Key Features of OX Messenger

This section describes the main features of OX Messenger

2.1 Integration in Top-Bar Menu – Messenger-Portal

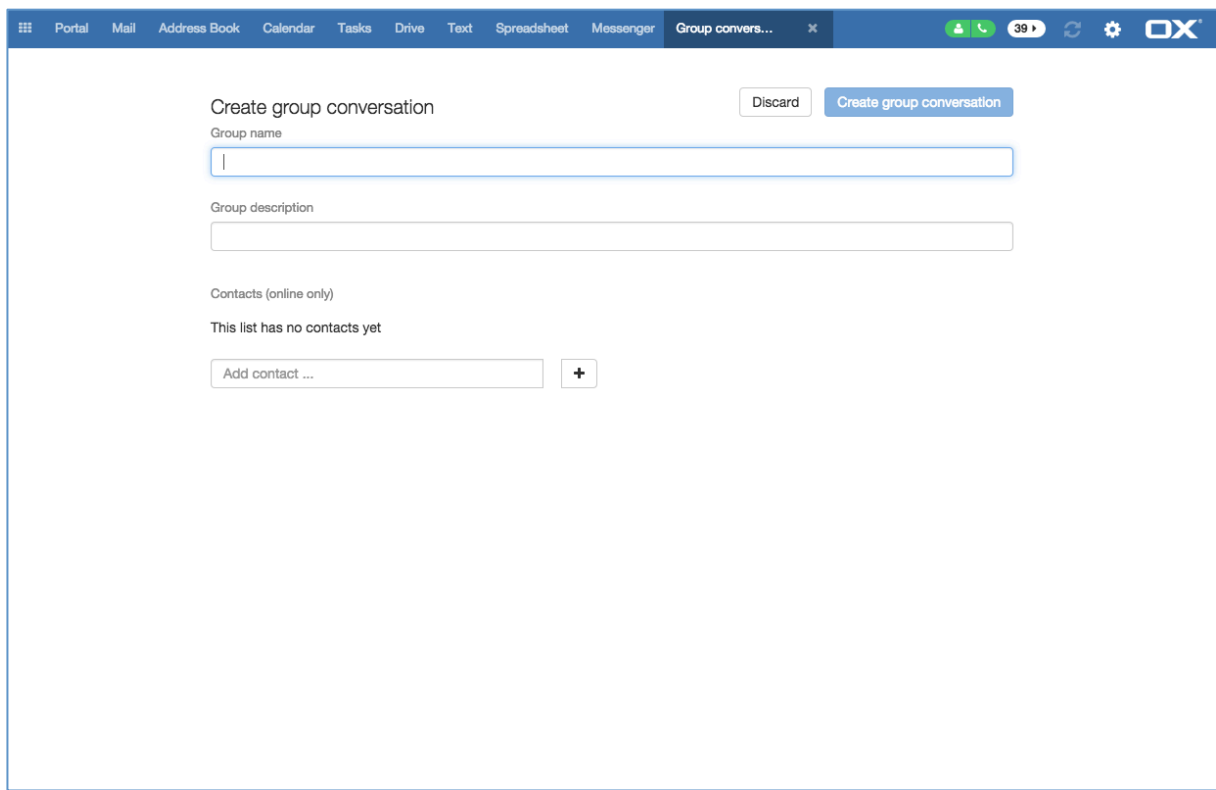
OX Messenger has its own top-bar menu option in the OX App Suite web frontend. The OX Messenger portal provides an overview of current chats and conversations.



If a new video or voice chat started then a notification will be displayed (a red number with the currently open chats) in the top menu bar. This information helps users see the current status of their chats.

2.1.1 New group conversation functionality

From the main OX Messenger page users can create new group conversation with one click in the toolbar.

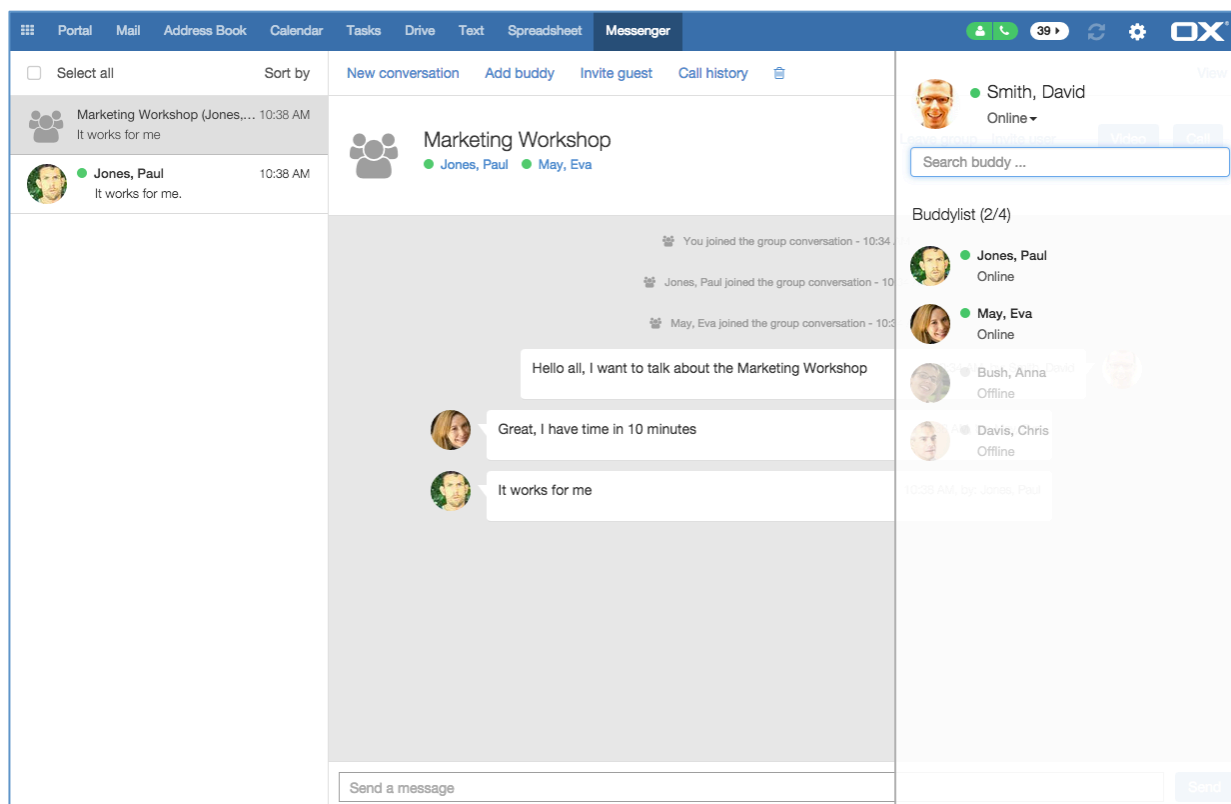


The screenshot shows the 'Create group conversation' dialog box in the OX Messenger application. The dialog is titled 'Create group conversation' and has two buttons: 'Discard' and 'Create group conversation'. Below the title, there are three input fields: 'Group name', 'Group description', and 'Contacts (online only)'. The 'Group name' field is currently empty. The 'Group description' field is also empty. The 'Contacts (online only)' section shows 'This list has no contacts yet' and an 'Add contact ...' button with a plus sign icon.

Here you can create a group with a custom name as well as add contacts to the group.

2.1.2 Add buddy

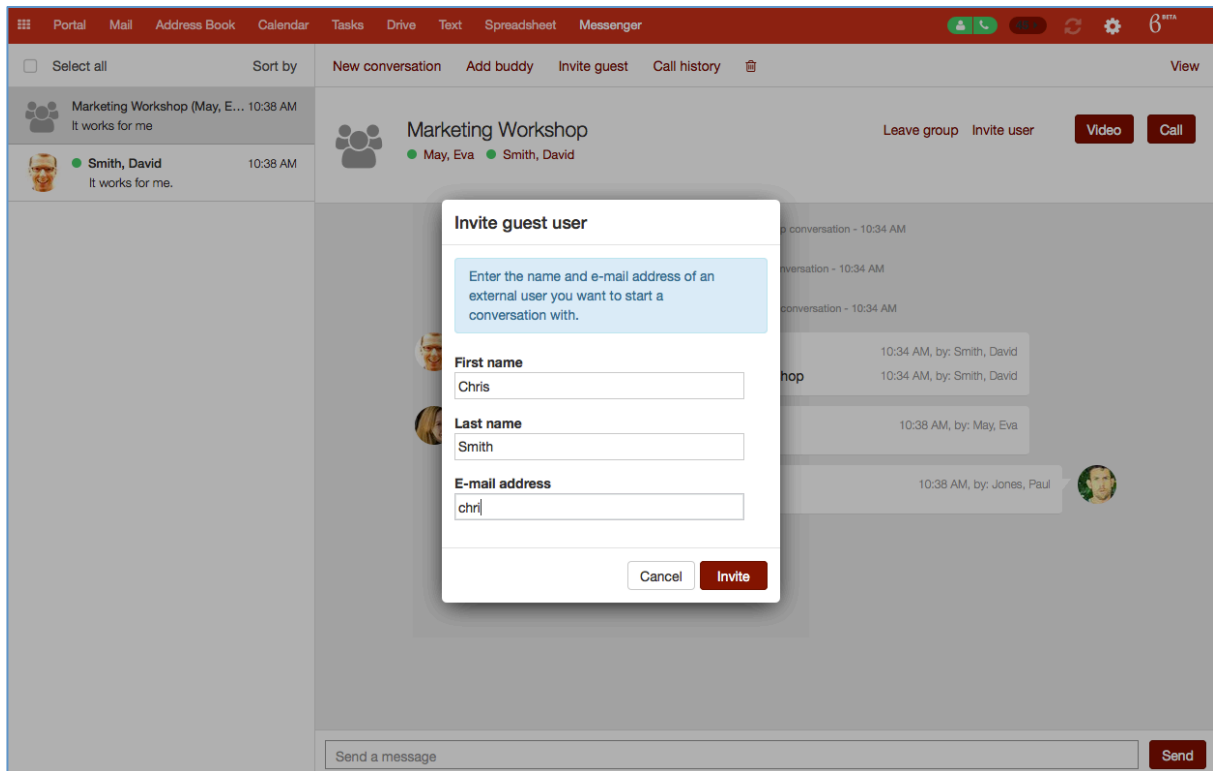
In addition to creating a new group-conversation users have also the ability to update their personal buddy-list from the OX Messenger conversations.



With an easy and quick setting pop-up user can add external contacts to the buddy-list. Invitations will be sent automatically to the supplied email address.

2.1.3 Invite Guest

In addition to internal group chats and calls, users can invite guest users from outside the OX App Suite ecosystem. From the messenger start page users simply press “Invite guest” and follow the steps in the wizard. Users have to enter the email address of an external user. The invitation will be sent automatically.

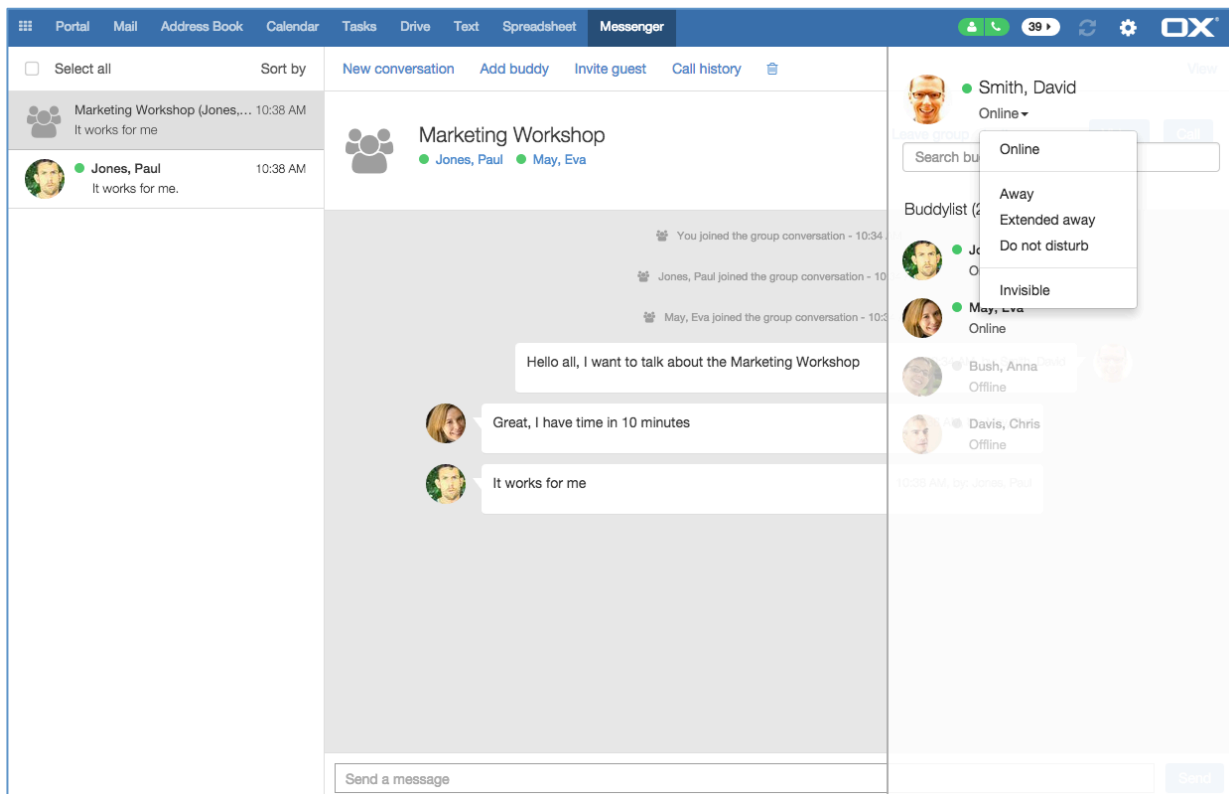


2.2 Buddy-List and Phone Number Panel – Starting point for Conversations

2.2.1 Buddy-List

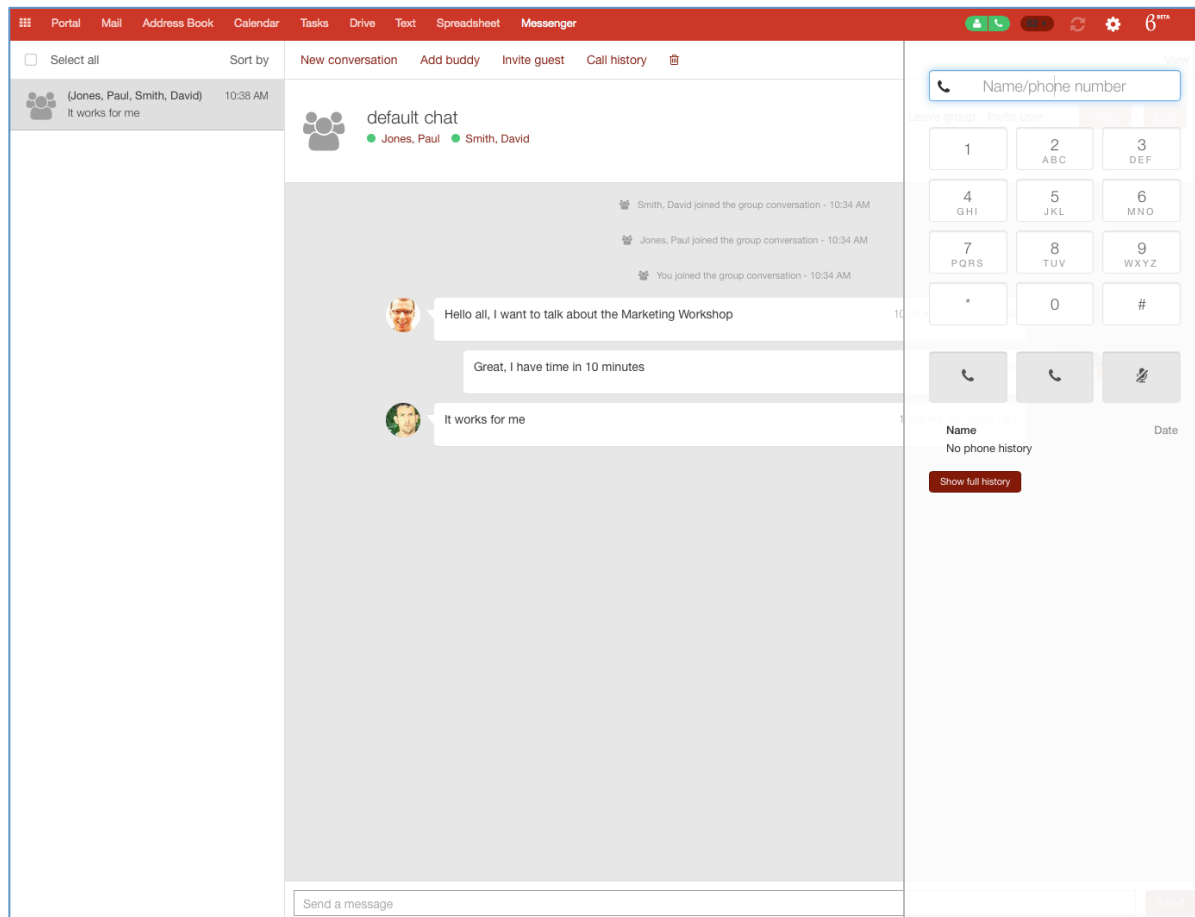
A user can open their buddy-list directly from the top-bar by clicking on the OX Messenger buddy list icon. The buddy-list presents the following information and functionality:

- The user can change their status to “Online”, “Away”, “Extended away”, “Do not disturb” and “Show offline
- The user can search for buddies in the list
- The user can start calls, video-calls and chats
- The user can mark a contact as favorite



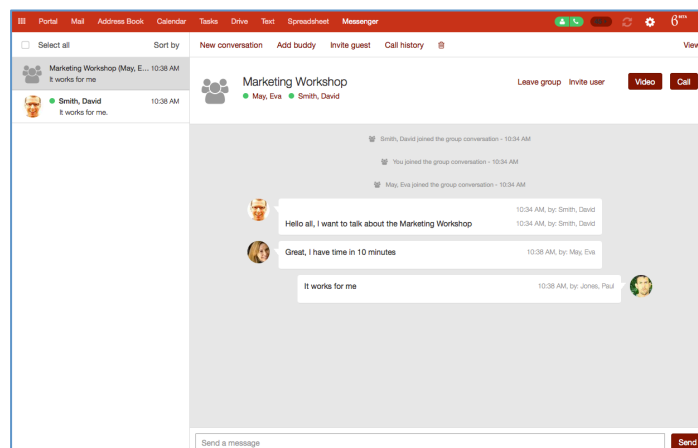
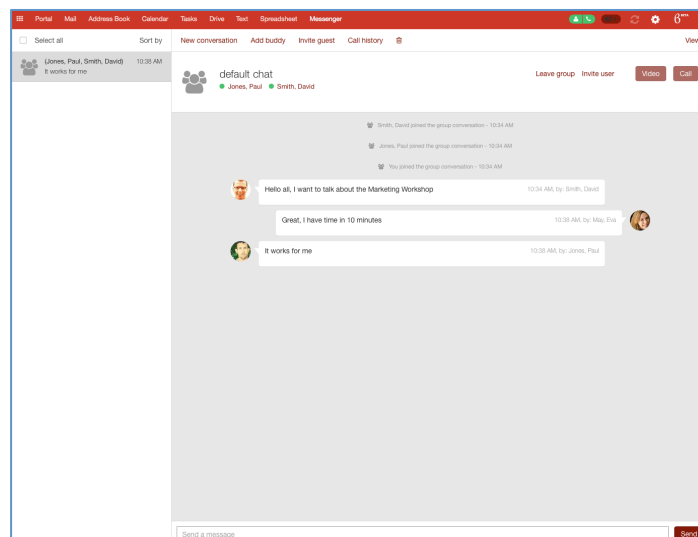
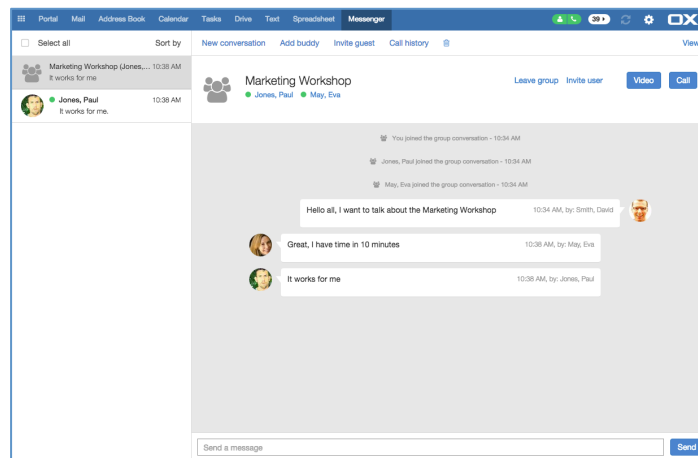
2.2.2 Phone-Number Panel

It is also possible to make calls to external phone network with only one click in the top menu bar. Next to the Buddy-List icon there is another icon that lets you open a phone-number panel.



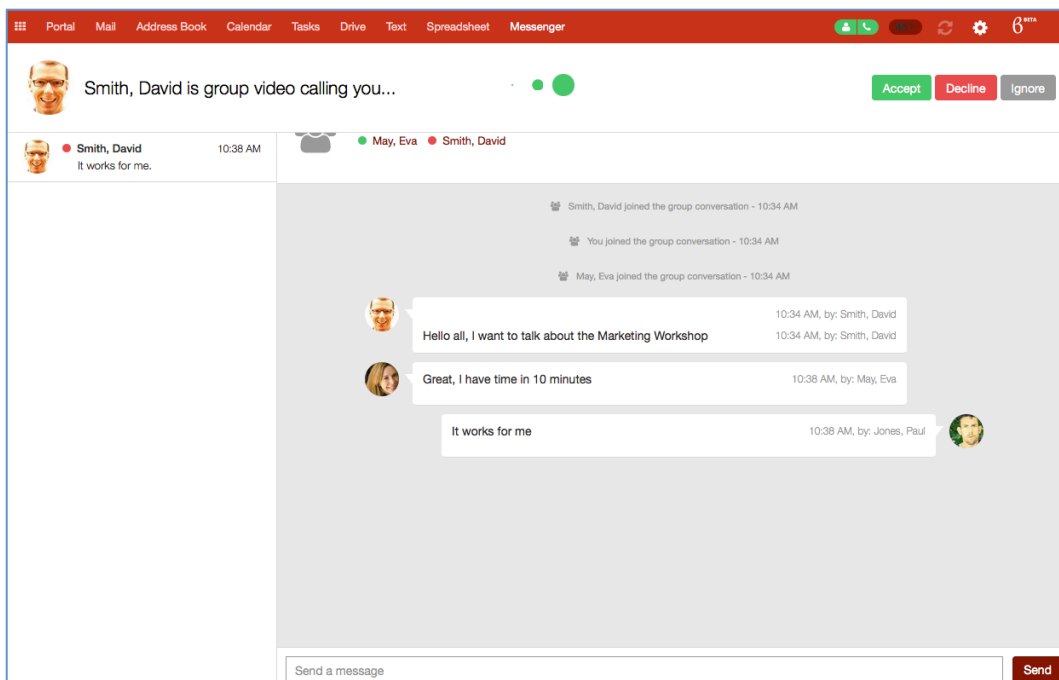
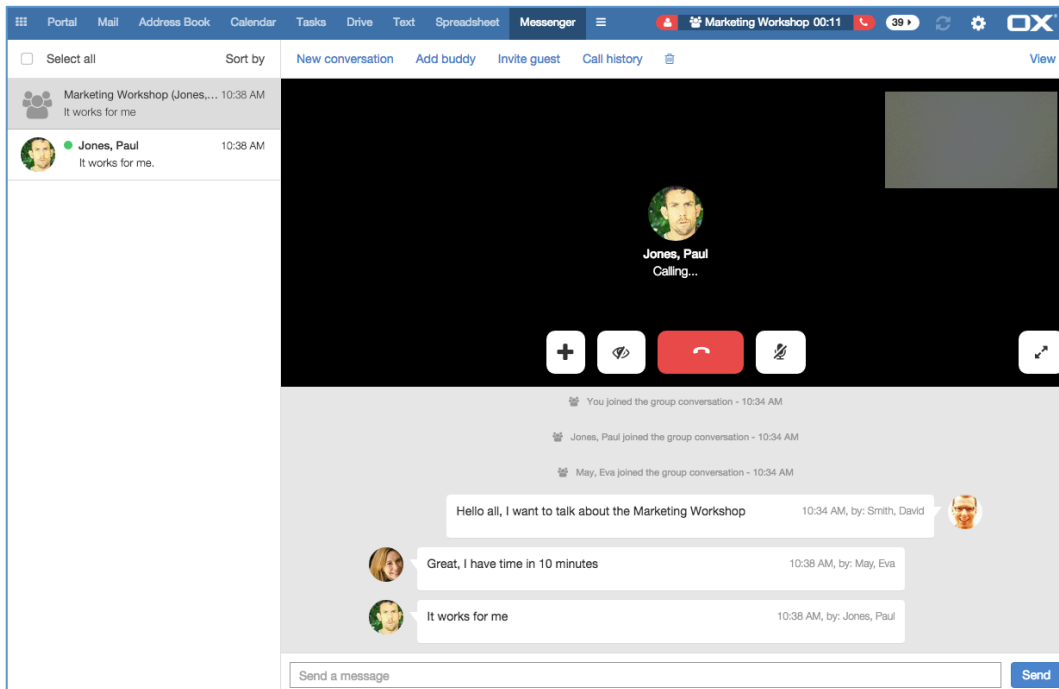
2.3 Chat Functionality

In the chat overview page, the user can see currently opened and active chats. It is also possible to start a new video or voice call from here.



2.4 Call and Video-Call Functions

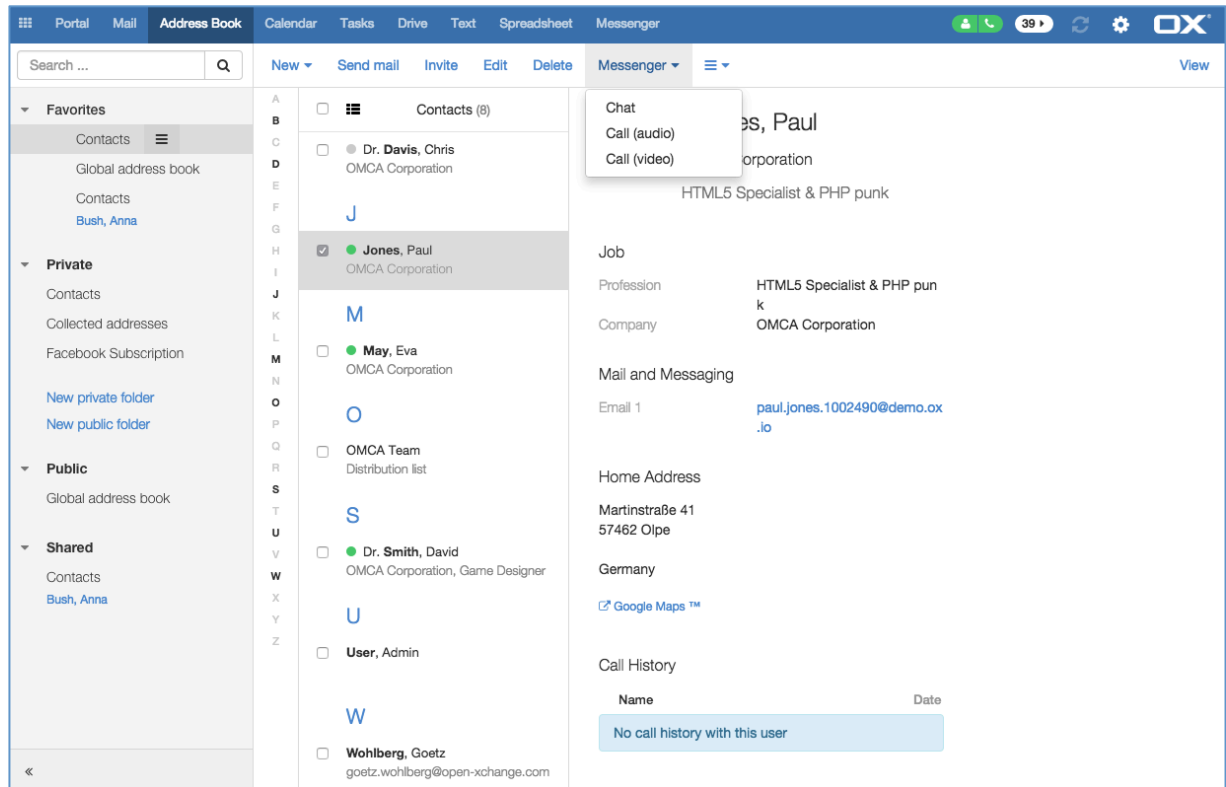
Controls on the OX Messenger portal screen let users mute conversations, while keeping the line opened, and display a video feed from their webcam.



2.5 Contact-Status in other Apps

OX Messenger is completely integrated into the OX App Suite environment. This means the status of all contacts in the buddy-list (online, offline etc.) is also available in other OX App Suite applications.

In the contact app, for example, the status is shown in the contact detail view. Status is also displayed in the different Halo-views too.



OX Messenger functions such as “Chat”, “Call (audio)” and “Call (video)” are also available in the contacts app: This makes it unnecessary to switch to the OX Messenger portal to start a call or conversation.

2.6 OX Messenger Settings

OX Messenger has its own configuration page within the OX App Suite settings page. The following settings are available.

2.6.1 General Settings

From the general settings a user can change the following:

- Store message history in Drive
- Change the default sender status: Online, Away, Do not disturb, Extended away and Show offline

2.6.2 Sound Settings

From the general settings a user can change the following:

- Incoming call ringtone (with tone preview)
- Incoming message tone (with tone preview)

2.6.3 Notifications Settings

From the general settings a user can change the following:

- Notify me when a favorite buddy appears online
- Chat notification when on “Do not Disturb” status
- Call notification when on “Do not Disturb” status

