



OX Messenger v1.2.0

Product Guide

v1.6

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1 Introducing OX Messenger

1.1 What is OX Messenger?

OX Messenger is a complete text, voice and video real time communication Service 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 the 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. Traditional open source XMPP servers struggle to meet real industry demands. 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 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

1.4 What is in scope for this release?

- Rejoin an existing group call.
- Guest accounts can now be easily deleted using the Messenger Buddy list.
- Messenger now supports even more fine-grained notification settings, to improve control over incoming messages and calls.
- Unlike the previous version, creating a new group conversation no longer require a name or description.

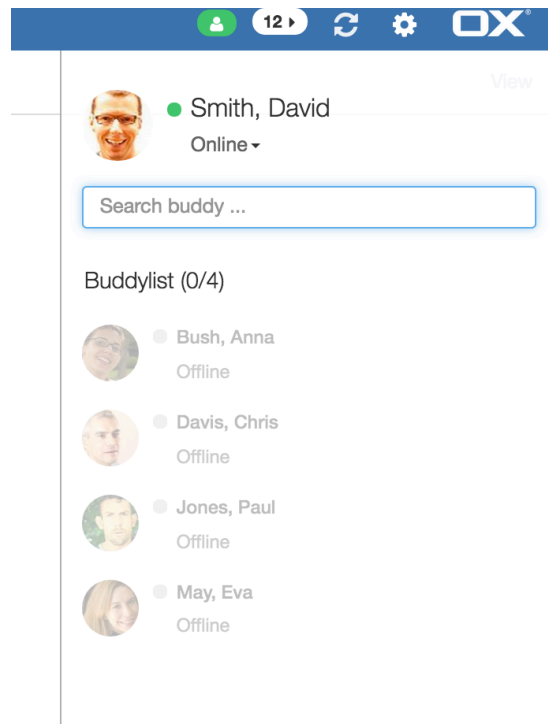
2 General Usability Improvements

2.1 Handling Offline Buddies

OX Messenger v1.2.0 handles the behavior of offline buddies differently. Offline buddies should always appear in the buddy list when searching for users. Even when the setting "show offline buddies in list" is off, offline buddies should appear in searches for users.

2.2 Visual Indicator of Speaker

A further general improvement with the new version is the implementation of a visual indicator of the current speaker. This indicator is available in the participant overview.



2.3 Handling the Guest-Mode User in the Buddy List

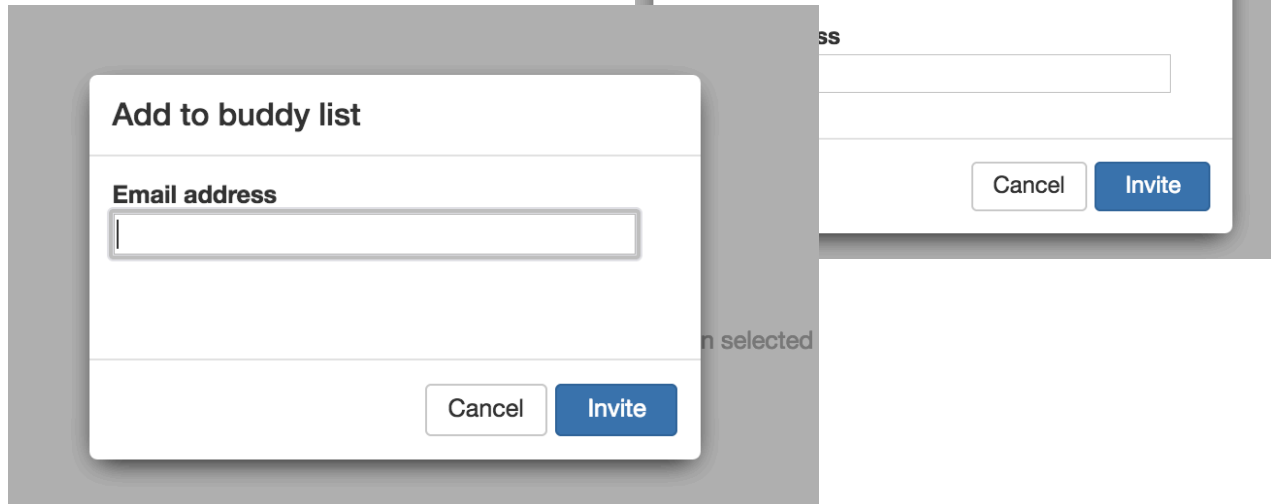
The handling of guest-mode users in the OX Messenger web frontend was one of the most requested general usability improvements for the new version. OX Messenger v1.2.0 provides the ability, to "un-provision" and remove a guest user from the buddy list before the end-date.

2.4 Computer Beep instead of Sonar

OX Messenger v1.2.0 also changes the default setting for notifications. The default for an incoming Message is now Computer Beep instead of Sonar.

2.5 Improved Invite Guest and Add Buddy Dialogs

With the OX Messenger v1.2.0, the invite guest and add buddy dialogs have been improved. The User interface elements of both dialogs have been changed so they offer the same look and feel as other dialogs in OX App Suite.



3 Group-Chat Improvements

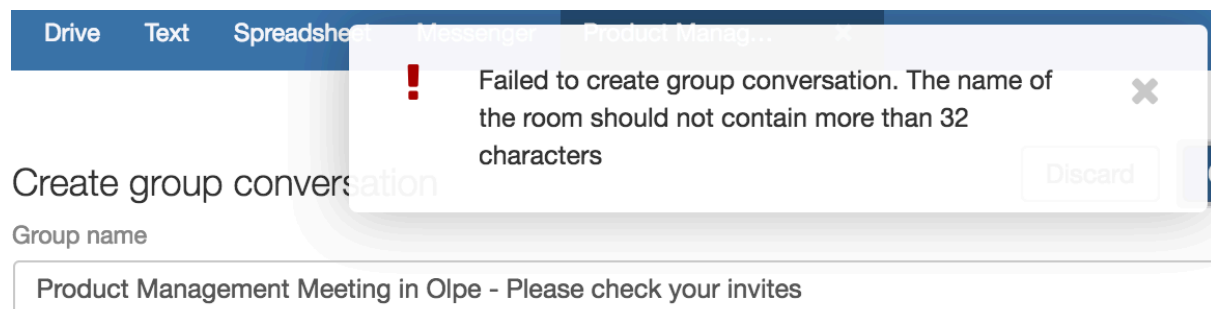
3.1 Offline User in Participation List

In previous versions of OX Messenger the user was removed from the participant list of the group chat when offline. With this update this is no longer the case. A user will now be displayed in the participant list until he actively deletes/removes the group chat from the conversation list.



3.2 Group Name Improvements

With OX Messenger v1.2.0 the handling of group names has been improved. When creating of a new name longer than 32 characters OX Messenger now indicates it is not possible to add more characters. When entering the 33rd character the message “not more than 32 characters” is shown.



3.3 Leaving / Joining Group Chat Message

When a user went offline, or came online, in the previous version of OX Messenger, all other participants saw a system message in the group chat (user leaving / joining the group). With the new version we have changed the behavior to only display a message when the user leaves the group (removes it).

3.4 List Sort of Conversations

With OX Messenger v1.2.0 when adding users to a group conversation the name and description will now be sorted to the top of the conversation lists.

The new group chat window has an improved layout. The addition of the member is now on top of the name and description and the cursor will jump automatically to the new user input field.

3.5 Notifications need to be configurable for large group chats

Messenger notification settings have been extended with the ability to manage “In browser” notifications. In the conversation window a new feature has been introduced allowing a user to mute a specific conversation. When a conversation is muted no desktop notifications, browser notifications or incoming message sounds will occur. Note that for incoming calls the sound is muted but the notification will appear – allowing the user to pick up the call.

3.6 Browser Adjustments

With OX Messenger v1.2.0 support for group calls in Chrome and Firefox has been improved, based on the new specification for the latest versions of these browsers.

4 Improvements for Login, Connections and Loading

4.1 Re-Join a Missed or Dropped Call

A further improvement to Connections is the integration of re-join missed or dropped call functionality. This means that if a user is in a group call, and the call is dropped for this user, the user now has a button to re-join the call again. In addition if a user is part of a group, but was offline at the time of the call start, he will now get a join button to enable him to join the call.

4.2 Reconnection after Offline

With OX Messenger v1.2.0 we have improved reconnection behavior. Every time the user loses his connection and then reconnects again Messenger will always automatically come online.

4.3 Improvements for Message Loading

With OX Messenger v1.2.0 a new behavior is introduced so that the chat window only loads the last set of messages. If the user then scrolls more messages are loaded. Additionally the conversation list has been optimized ensuring OX Messenger v1.2 only loads the last message of a chat in order to show a preview of the last message.