Messenger
User Guide

Messenger: User Guide

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1   About This Documentation

The following information will help you make better use of the documentation.

- Who is the Target Group for this Documentation?
- Which Contents are Included in the Documentation?
- Additional Help

Who is the Target Group for this Documentation?

This documentation is addressed to users who want to communicate in real-time with other users within the groupware.

Which Contents are Included in the Documentation?

This documentation includes the following information:

- In *What is the Messenger for?* you will find a short description of the Messenger.
- In *Using the Messenger* you will find instructions for using the Messenger.

This documentation describes working with a typical groupware installation and configuration. The installed version and the configuration of your groupware might differ from what is described here.

Additional Help

A comprehensive groupware documentation can be found in the OX App Suite User Guide.

2   What is the Messenger for?

The Messenger allows using several functions within the groupware to communicate with individual persons or groups in real-time.

- Benefit from the integration of other apps like Address book or Calendar.
- Select Chat, Voice or Video for communicating.
- Make calls via landline or mobile device.
- Start a communication from within the Messenger, the address book or a halo view.
- External partners can participate in a conversation as guests.

Learn more [9].

3   Using the Messenger

Learn how to work with the *Messenger* application.

- the *Messenger* components
- organise buddy lists
- communicate with individual users or a group

How to launch the *Messenger* app:

Click on **Messenger** in the menu bar.

3.1   The *Messenger* Components

Tool bar

Contains the following buttons and icons:

- **New conversation** button. Starts a new group chat [14].
- **Add buddy** button. Adds a user [12] from another Open-Xchange environment to the buddy list.
- **Invite guest** button. Adds a guest [12] to the buddy list.
- **Call history** button. Displays the Call history [12] in the detail view.
- **Delete conversation** icon 🗑 . Deletes the conversation that you selected in the list.

As soon as there is an incoming call, the tool bar will be hidden by the following elements:

- the caller's name
- the buttons **Accept**, **Decline**, **Ignore**

Display area

Contains a list of the current conversations and the detail view of a conversation, a group chat or the call history.

List

Shows a list of chats. The following details are displayed: the contact's or group's name, the date of the last chat message, the first line of the last chat message. A coloured dot next to the contact indicates the current status. The following functions are available:

- If clicking on a conversation its content is displayed in the Detail view.
- If clicking on a group chat its content is displayed in the Detail view for group chats.

Detail view

Displays the chat's content and the functions available:

- The contact's name and status
- Buttons: **Invite users**, **Video**, **Call**
- When chatting in real-time:
  - Sent and received messages
  - Input field for your real-time message
  - **Send** button for sending a real-time message
- When communicating via call:
  - The contact's name and picture
  - The duration of the call
  - Button for hanging up, button for muting the microphone
  - **Send** button for sending a real-time message

  Tip: The contact name, the call duration and a button for hanging up are also displayed in the menu bar.
- When communicating via video calls:
  - a large image of the other participant's live cam in the background
  - a small image of your live cam in the foreground
  - Button for switching off your camera on your chat partner's screen, button for hanging up, button for muting your microphone
  - **Send** button for sending a real-time message

  Tip: The contact name, the call duration and a button for hanging up are also displayed in the menu bar.

Detail view for group chats

Displays the chat's content and the functions available:

- The group's name. The group contacts' status.
- Buttons: **Invite user**, **Leave group**, **Video**, **Call**. When having left the group chat, the **Leave group** button will be replaced with the **Rejoin group** button.
- When chatting in real-time:
  - Sent and received messages
  - Input field for your real-time message
  - **Send** button for sending a real-time message

Call history

Shows a list of calls. The list displays the interlocutor's name, the status and date of the call. The following functions are available:

- If clicking on a name, all relevant information is displayed in a pop-up.
- To close the call history, click on **Close** in the top right corner.

Tip: The call history will also be displayed in the other apps in the halo view.

Buddy list

Shows a list of contacts with which you can have a conversation. In order to open the buddy list, click the **Buddy list** icon on the right side of the menu bar. The buddy list contains all contacts from the global address book. It shows the following contents:

- The contact's name. If the personal data of the contact includes a picture, it will be displayed.
- The contact's current status. The connection status is also indicated by a colour.
- When clicking on an online contact, icons for starting a conversation with this contact are displayed.

3.2　Organising Buddy Lists

A buddy list displays contacts with which you can communicate. In order to organise a buddy list, you can do the following:

- Displaying the buddy list
- Using external contacts
- Changing my status
- Using favourites

3.2.1　Displaying the buddy list

In order to start a conversation, you can use the functions of the selected buddy list. The buddy list stays open until you close it again. **Note:** Buddy list and notification area overlap themselves.

How to open the buddy list:

Click the **Buddy list** icon 🔲 on the right side of the menu bar.
In order to close the buddy list, click the icon in the menu bar again.

3.2.2　Using external contacts

You can add external contacts to your buddy list to communicate with them. The following options are available:

- invite contacts from another Open-Xchange hosting environment to your buddy list
- temporarily invite a guest user

How to add a contact from another Open-Xchange hosting environment to your buddy list:

1. In the menu bar, click on **Add buddy**.
2. In the *Add to buddylist* window, enter the E-Mail address of the contact from another Open-Xchange hosting environment. Click on **Invite**.

If this contact is not already in your address book, it will be added automatically.

How to temporarily invite a guest user to a conversation:

1. In the tool bar, click on **Invite guest**.
2. Enter the E-Mail address of the guest user in the *Invite guest* window. Click on **Invite**.
   A URL for the guest account will be shown in the *Guest user created* window.

If this contact is not already in your address book, it will be added automatically.

3.2.3　Changing my status

Your status indicates whether you are available for a conversation. Note the following:

- You can only be invited to a conversation if your status is set to *Online*.
- You can define in the Settings how to be notified about incoming invitations if your status is set to *Do not disturb*.

How to change your status:

1. If the buddy list is closed, open it.
2. Your current status is shown below your name. Click on the status. Select a setting.

3.2.4 Using favourites

In order to quickly access frequently used contacts, use the favourites.

- You can add contacts to or remove them from the favourites.
- The favourites are displayed on top of the buddy list.

How to use the favourites:

1. If the buddy list is closed, open it.

2. Hover over a contact in the buddy list. Next to the contact, icons for starting a conversation are displayed.
   Click the **Add to favourites** icon ★.
   Additionally, the contact will be displayed in the buddy list under *Favourites*.

3. In order to remove a contact from the favourites, hover over a contact under *Favourites*. Click the **remove from favourites** icon ☆.

3.3   Communicating

The following options are available:

- Incoming message notification
- Communicating with an individual contact
- Group conversation

3.3.1   Incoming message notification

When receiving a new message, you are notified this way:

- There is a sound notification. You can change the incoming message tone in the Messenger settings.
- A number is displayed next to the **Messenger** menu entry. The number indicates the number of new messages.

3.3.2   Communicating with an individual contact

The following options are available for communicating with an individual contact:

- starting a conversation using the buddy list
- starting a conversation in the contacts app
- starting a conversation in the halo view
- changing the medium during a conversation

How to start a conversation using the buddy list:

1. If the buddy list is closed, click the **Buddy list** icon in the menu bar to open it.
2. Hover over a contact that is shown as online in the buddy list. Next to the contact, icons for starting a conversation are displayed.
3. Select one of the icons **Chat**, **Call**, **Video**.

How to start a conversation in the Address Book app:

1. Click on **Address Book** in the menu bar.
2. Open the global address book. Hover over a contact that is shown as online in the list.
3. In the tool bar, click on **Messenger**. From the menu, select one of the functions **Chat**, **Call (audio)**, **Call (video)**.

How to start a conversation in the halo view:

1. Depending on the app, use one of the following methods:

    Select an E-Mail in the *E-mail* app. In the detail view, click on a recipient who is online or on the sender if the latter is online.

    Select an appointment or a task in the *Calendar* oder *Tasks* app. Click on a participant in the detail view or in the pop-up.

2. In the pop-up, click on **Messenger**. From the menu, select one of the functions **Chat**, **Call (audio)**, **Call (video)**.

How to change the medium during a conversation:

Click on **Video** or **Chat** on the upper part of the detail view.

3.3.3   Group conversation

The following options are available for communicating with a group of contacts:

- start a new group chat
- turn a conversation with a single contact into a group chat

How to start a new group chat:

1. Click on **New conversation** in the menu bar of the Messenger app.

2. Enter a name for the group.

3. Add contacts. You can only add contacts that are online.

4. Click on **Create group conversation**. The group chat will be started.
   During the group chat you can do the following:
   > To add additional contacts, click on **Invite Users** on top of the detail view.
   > To leave the group chat click on **Leave group** on top of the detail view.
   > To join the group chat click on **Rejoin group** on top of the detail view.

How to turn a conversation with a single contact into a group chat:

1. Click on **Invite user** in the upper part of the detail view.

2. Add a contact in the *Add people to this conversation* window. You can only add contacts that are online. Click on **Invite**.

How to change the medium during a group chat:

> Click on **Video** or **Chat** on the upper part of the detail view.

3.4 Messenger Settings

How to use the messenger settings:

1. Click the **System menu** icon⬚ on the right side of the menu bar. Click the **Settings** menu item.
2. In the side bar, click on **Messenger**.
3. Change the settings [16].

The following settings are available.

- Initial status on login
- Show offline users in the buddy list
- Incoming call ringtone
- Incoming message tone
- Desktop Notifications
- Flash settings

Initial status on login

Defines the status that is set after having signed in.

Show offline users in the buddy list

Defines whether users who are offline are displayed in the buddy list.

Incoming call ringtone

Defines the ringtone for an incoming call.

Incoming message tone

Defines the notification tone for a new message.

Desktop Notifications

Defines whether desktop notifications are shown if the browser is not active.

Flash settings

Depending on the system, you might have to notify Adobe Flash Player that the Groupware Server is allowed to access your system's microphone and camera. Otherwise, calls or video calls are not possible.

- In order to notify the Adobe Flash Player, use the settings window of the Adobe Flash Player.
- If the settings window is not displayed, click the **Show Flash Settings** button.

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