OX Messenger v1.4.0

Product Guide

v1.2

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1 OX Messenger v1.4.0

1.1 Intention of this Document

This document provides an overview of the new web frontend features, backend improvements and other changes coming with this minor release of OX Messenger, v1.4.0.

The purpose of this document is to help Open-Xchange customers and partners understand the logic behind these changes, especially the reason for enhancements in usability.

1.2 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 the OX App Suite platform and works well with 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 deliver a seamless and unified communication experience for users.

1.3 Key Benefits and Changes of OX Messenger v1.4.0

OX Messenger v1.4.0 contains enhancements that end users will appreciate every time they use it. This release focuses on design and end user usability, usability that stretches beyond the OX App Suite/OX Messenger user base.

OX Messenger v1.4.0 with OX App Suite v7.8.0

OX Messenger v1.4.0 makes a number of web frontend changes to bring it in line with the new OX App Suite v7.8.0 design. OX Messenger notifications are now available in the new notification area. In addition, the buddy list icon is now visible in in the new top banner of OX App Suite v7.8.0.

File transfer using OX Drive

One of the key benefits of OX Messenger v1.4.0 is the integration with OX Drive. With this release it is now possible to select and send files or objects which are available locally or on OX Drive.

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Support for Calls in Chrome and Firefox only

Please note: for security and support reasons Open-Xchange has decided to remove flash based fallback for browsers. This means Open-Xchange will now concentrate on supporting WebRTC for the audio and video components of OX Messenger. Because of this, audio and video calls will not be supported by all browsers in this release. Only Mozilla Firefox and Google Chrome will be supported; Microsoft Internet Explorer and Apple Safari are not supported in Messenger v1.4.0.

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2 OX Messenger v1.4.0 with OX App Suite v7.8.0

Version 7.8.0 of OX App Suite was a major release, focusing on an improved web frontend design and usability enhancements for all applications. OX Messenger v1.4.0 is the compatibility release for v7.8.0. Before explaining the changes in OX Messenger it is useful to briefly review the changes introduced with App Suite v7.8.0.

2.1 New look and feel for OX App Suite v7.8.0

With OX App Suite v7.8.0, Open-Xchange made significant improvements to the overall design concept, improving navigation and helping users maximize the benefits of the App Suite interface. This includes the following improvements:

New Notification Area

One major component is the new design and usability behavior of the notification area inside the OX App Suite web frontend.

To make the notification area much more visible we have introduced a new bell icon. All new notifications are displayed as a clearly visible red number. In addition, the new halo-view design is used for the notification area. The view is now designed as a real pop-up and not part of the content page. This means that we have added margins and shadows to the halo-view to emphasize the pop-up character.

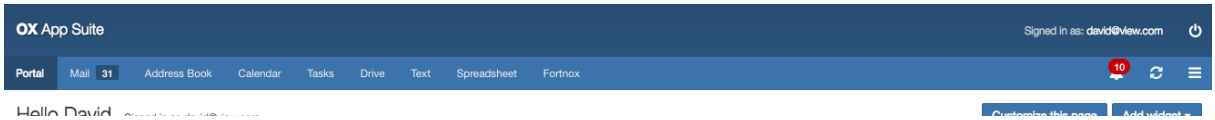
By clicking on the notifications the new notification detail view will open, which also follows the new popup design. The close “x” icon in this view no longer closes individual notifications but closes the notification area completely.

All the usual functions, such as accept and decline appointments, are still available.

New design for Top Banner with Information

OX App Suite v7.8.0 also has a completely new design for the top banner in the web frontend. This top banner has an improved visual design and also shows the user currently logged in and provides a dedicated logout button.

In addition the top banner can be configured server side. Please Note: the top banner is not activated by default.



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2.2 OX Messenger Adaptations

OX Messenger v1.4.0 provides some web UI changes to bring it in line with the OX App Suite v7.8.0 design. Notifications for OX Messenger are now available in the notification area. In addition, the buddy list icon is now available inside the new top banner of OX App Suite.

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3 General Improvements and Design Changes

3.1 Chrome and Firefox support only for Calls

Please note: with OX Messenger v1.4.0 Open-Xchange has decided to remove flash based fallback for browsers that don't support WebRTC. To support audio and video calls inside some browsers, for example Microsoft Internet Explorer and Apple Safari, it was necessary to integrate Flash inside OX Messenger. However, feedback from customer identified a number of problems with this solution.

Based on this the decision was taken to remove the Flash integration. This means, audio and video calls are not supported by OX Messenger v1.4.0 when using Microsoft Internet Explorer and Apple Safari.

A detailed overview of the functions supported in different browsers is available at:

http://oxpedia.org/wiki/index.php?title=AppSuite:OX_System_Requirements#OX_Messenger

3.2 File transfer using OX Drive

One of the main benefits of OX Messenger v1.4.0 is the integration of OX Drive inside OX Messenger. It is now possible to select files or objects which are available locally or on OX Drive.

Directly besides the entry field for a new message, the user sees a new menu which allows them to add such files. When clicking on one of the menu entries “Select local file” or “Select from Drive”, a new dialog will be open.

Additionally, it is now possible to work with received files from OX Messenger chats. There is also a new menu accessible directly by the received object with functions like “View”, “Open in browser”, “Download” and “Save to Drive”.

3.3 Typing information during a chat session

The OX Messenger update also introduces usability improvements to inform users about the current chat status.

A user will now see which of the participants is typing during a chat session. Next to the user the information text “is typing” is displayed. If nobody is typing inside the chat window the presence information icon is shown.

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3.4 Improvements to the Buddy list

In addition to adapting the buddy list to the new OX App Suite v7.8.0 design the following improvements have also been made:

- A user is able to create or remove their own labels and attach a user to that label
- When an OX Messenger user invites a guest user, this user is attached to a separate label, called Guest users.
- The Buddy list is filterable by label / presence state

3.5 Animation for Call Establishing

In the former version of OX Messenger, there was no real user notification while an audio or video call was being established. With v1.4.0 an animation is shown indicating the call status inside the web frontend.

3.6 Notification of connection problems

Inside the OX App Suite v7.8.0 web frontend a message is now displayed if a call fails or stops due to connection problems.

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