



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

The *Messenger* app consists of the following components.

- Tool bar
- Display area
 - List
 - Detail view
 - Detail view for group chats
 - Call History
- Buddy list

Tool bar

Contains the following buttons and icons:

- **New conversation** button. Starts a [new group chat \[16\]](#).
- **Add buddy** button. Adds a [user \[13\]](#) from another groupware environment to the buddy list.
- **Invite guest** button. Adds a [guest \[13\]](#) to the buddy list.
- **Call History** button. Displays the [Call history \[13\]](#) in the detail view.
In order to display a conversation in the detail view, click on an entry in the conversations list.
- **Delete conversation** icon . Deletes the conversation that you selected in the list.

As soon as there is an incoming call, the toolbar 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 conversation](#) 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 user, Mute Notifications, 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's name, the duration of the call 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 disabling your camera on the other participant's screen, button for hanging up, button for muting your microphone
 - **Send** button for sending a real-time message

Tip: The contact's name, the duration of the call 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**, **Mute Notifications**, **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 are displayed in a pop-up.
- In order to close the call history, click on **Close** on the upper right side.

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, guest users, and favourites. The buddy list shows the following contents:

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

Note: Whether the buddy list also shows off-line contacts, can be set in the [Settings](#).

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 buddy list](#)
- [Using external contacts](#)
- [Changing my status](#)
- [Using favourites](#)

3.2.1 Displaying 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 .

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 external contact is added as guest user to your address book. The following options exist:

- [invite](#) contacts from another groupware hosting environment to your buddy list
- [temporarily invite](#) a guest user
- [remove](#) a guest user

How to add a contact from another groupware 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 groupware 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.
3. To invite the guest user, click on **Compose invitation e-mail**. The page for composing an E-Mail opens. You can complete the details. Click on **Send**.

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

How to remove a guest user:

1. If the buddy list is closed, open it.
 2. Hover over a contact below *Guest Users* in the buddy list. Icons will be shown next to the contact.
Click the **Remove** icon .
- Confirm that you want to remove the guest user.

Tip: You can also remove the guest user by removing the respective entry from your address book.

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:

- [Receiving a message](#)
- [Communicating with an individual contact](#)
- [Starting a group conversation](#)
- [Continuing a conversation](#)

3.3.1 Receiving a message

When receiving a new message, you are informed depending on the situation and setting.





- If the **Messenger** app is selected, you are informed in that way:
 - A number is displayed next to the **Messenger** menu entry in the menu bar. The number indicates the number of new messages.
 - There is a sound notification. You can configure or deactivate the incoming message tone in the [Settings](#).
 - A notification window opens. You can enable or disable the notification window in the [settings](#).
- If you selected **Messenger**, a sound is only played if a message comes in for conversations other than the current one.

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 Starting a 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](#)
- [changing the medium](#) during a conversation

How to start a new group chat:

1. Click on **New conversation** in the menu bar of the Messenger app.
2. Add contacts.
3. Enter a name and a description for the group.
4. Click on **Create conversation**. The group conversation will be created.

To start the group conversation, click on **Rejoin group** in the upper part of the detail view.

During the group chat you can do the following:

To add further contacts, click on **Invite Users** in the upper part of the detail view.

To leave the group chat click on **Leave group** in the upper part of the detail view.

To join the group chat click on **Rejoin group** in the upper part of the detail view.

To disable notifications for this conversation, click on **Mute Notifications** in the upper part 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. Click on **Invite**. A new group conversation will be created.
3. To start the group conversation, click on **Rejoin group** in the upper part of the detail view.

How to change the medium during a group chat:

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

3.3.4 Continuing a conversation


You can continue any conversation that is displayed in the list.

How to continue a conversation:

1. Click on a single conversation or a group conversation.
2. Enter a message in the detail view.

3.4 Messenger Settings

How to use the messenger settings:

1. Click the **System menu** icon . Click the **Settings** menu item.
2. In the side bar, click on **Messenger**.
3. Change the [settings \[17\]](#).

The following settings are available.

- [Initial status on login](#)
- [Show offline users in the buddy list](#)
- [Incoming call ringtone](#)
- [Incoming message tone](#)
- [Show desktop notifications \(when my browser is not active\)](#)
- [Show notifications for incoming chat messages \(within the browser\)](#)
- [Flash Permissions](#)

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.

Show desktop notifications (when my browser is not active)

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

Show notifications for incoming chat messages (within the browser)

Defines whether desktop notifications are displayed for incoming chat messages

Flash Permissions

Depending on the system, you have to notify Adobe Flash Player that the groupware server is allowed to access the system's microphone and camera. Otherwise you can not make calls or video calls.

- In order to notify the Adobe Flash Player, use the Adobe Flash Player settings window at the bottom of the display area.
- In case the Flash Player should no longer display notifications, enable **Hide all notifications for Adobe Flash**.

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