

Collanos Workplace 1.4.0.1 – Release Notes

December 11th 2008 – FDM

1 Summary

Collanos Workplace 1.4.0.1 is one of the most important releases in years, if not the most relevant since Collanos' inception. This version contains several important new features, major improvements to existing functionality, and – as usual – many minor enhancements and bug fixes. The focus of this release was to deliver to the user community some of the most frequently requested features, as well as lay the technical foundation for even greater things to come.

New Features

The release targets have been achieved with the following measures. The Task Management part was improved significantly, adding Task work flow, automatic reminders, and Gantt chart project visualization. A new core Contact Management subsystem was introduced, making it simpler to invite other users to join, connect with them, and manage all contacts in one place. The Collanos Phone application is now integrated into Collanos Workplace, blending voice services – including high-quality conference calling – seamlessly with Collanos' main team collaboration platform. A set of key improvements addresses importing, exporting, and organizing of data, which also includes copying of whole workspaces, pervasive clipboard support, like Copy/Paste of content between workspaces, and exporting of tabular data to files. Usability improvements include customizable and fine-grained notifications settings, restoring all “last opened/closed states” of workspace folders, and saving modified files directly back to the workspace under a new name. See chapter “6 Detailed Descriptions” for extensive and illustrated explanations of all new features and improvements.

Platforms

As always, Collanos Workplace 1.4.0.1 is available in three main versions, for Microsoft Windows, Mac OS X, and Linux. See chapter “5 Supported Operating Systems” for a list of all operating systems we tested on.

Languages

The software has been fully translated into English and German, and to a large part (about 80-90%) into Simplified Chinese. New languages will be added very shortly, using the dynamic auto-update mechanism for new language packs. See also chapter “8 Ambassadors Program” about how users can help to translate.

Compatibility

This release is minimally compatible with the previous version, which means workspaces will still synchronize and members be able to exchange messages with each other. Nevertheless, it is strongly advised to update to the latest version as soon as you can. New features will not be available for old users. See chapter “3 Compatibility” for more details.

Updating / New Installer

This release is available only as a full installer package, which you must download from Collanos' web site. The nature of this release made an auto-update process from 1.3 to 1.4 difficult and risk-prone. Hence this release is being rolled out with a complete Installer/Updater. See chapter “4 New Installer / Updater” for more details.

Premium Services

Collanos is gradually rolling out more premium services. At the moment we offer users the possibility to buy Phone Credit to place dial-out calls to regular phone numbers. In the very near future, additional services will be made available, such as subscription of real phone numbers (dial-in capability), or least-cost routing for international mobile phone calls.

Ambassadors Program

Collanos – being very community-oriented in its nature – is rolling out new community management tools to better support and engage with active community members. If you like to promote Collanos, support other users (in your language), write or blog about what Collanos does, test preview software releases or help translate into new languages, then you should sign-up as Ambassador. See chapter “8 Ambassadors Program” to learn more about this opportunity.

Unified Collaboration

With this release, Collanos is marching boldly into the Unified Collaboration application domain. We will continue to deliver professional-grade solutions on a global scale, team-enabling the computers of networked professionals. Our sweet-spot is the ad-hoc formation and support of cross-organizational teams, working together with the help of the Internet. Collanos basic solutions are – and always will be – offered for free. Our gratification is a steadily growing and vibrant user community.

Help Us

We look forward to your feedbacks! And please help up by spreading the good news. You can and should use the new built-in “Add Contacts” function and request many of your friends and colleagues to join. Add them to your contact list! If you continue to use and enjoy our free services, then the best thing that you could do for us at this point is to spread the word and invite others. Thank you for your contribution!

2 Release Highlights

This Workplace release contains a number of important improvements and new features:

- Improved Task Management, including hours component, work flow, dependencies, and reminders
- Visualize tasks, dependencies and task groups in zoom-able Gantt charts
- Contact management, supporting your all your contacts outside of workspaces
- Invite users with an Email address only
- Place voice calls to contacts/members directly from within Workplace (VoIP Integration)
- Collanos Phone (VoIP software phone) contained in the same installer
- High-quality conference call system (free)
- Creating copies of existing workspaces (first step towards templates support)
- Copying objects between workspaces (full clipboard support)
- Dashboard view and auto-reminder for upcoming and/or overdue tasks
- More active and flexible alerts settings for content changes (configurable in preferences)
- Detailed history log of all object attribute changes (for Tasks only, in future for everything)
- Folder structures in workspaces are now “remembered”
- After binary file modifications, files can be stored back to the space with a new name
- Export data from tabular views to external files
- Plus many more enhancements added and countless issues fixed

3 Compatibility

Workplace versions 1.4 and 1.3 are protocol-compatible with each other for basic operations. Mixed teams will be able to work together minimally / partly. Things like workspace invitations or chats will still work in mixed teams, but other features will not. Users with old versions will obviously **not benefit** from any of the new features and improved capabilities.

Mixed teams will also experience group limitations, especially in the area of Task Management! For instance, Tasks created in the new version 1.4, will just not appear on the side of 1.3 users!

Please note, when updating old 1.3 Tasks that contain an empty start date oder empty due date, they will automatically be filled with a default date. This was unfortunately necessary to be compliant with the new rules and business logic for new Tasks. If you have used such Tasks (with empty fields), you could receive many update notifications after upgrading.

Best Advise:

Make sure all of your team members are upgrading to this latest Workplace version 1.4 at the same time.

4 New Installer / Updater

To upgrade to the latest Collanos Workplace 1.4 version, please go to...

<http://www.collanos.com/downloads>

... and download the installation package for your operating system.

Important: When you run the installer/updater, it will detect that you have already Workplace installed on your computer and will suggest to update the existing installation. Make sure to update your existing Workplace installation.

Note: You don't need to download and install Collanos Phone separately, because from now on, it is already contained in the integrated Collanos Workplace installation package.

Before Upgrading – Backup Your Data First!

It is always a good idea to make a backup of your data, before upgrading your software. Keep this in mind:

“You are not making backups for the expected case, when everything works fine, but for the rare and unexpected case, when just one little thing would go wrong.”

Don't risk anything, just simply backup!

In the preferences you will find the section “Collanos Workplace / Workplace Data”. Select the “Backup” action and fill in a destination directory for your backup. Make sure there is enough free disk space on the destination.

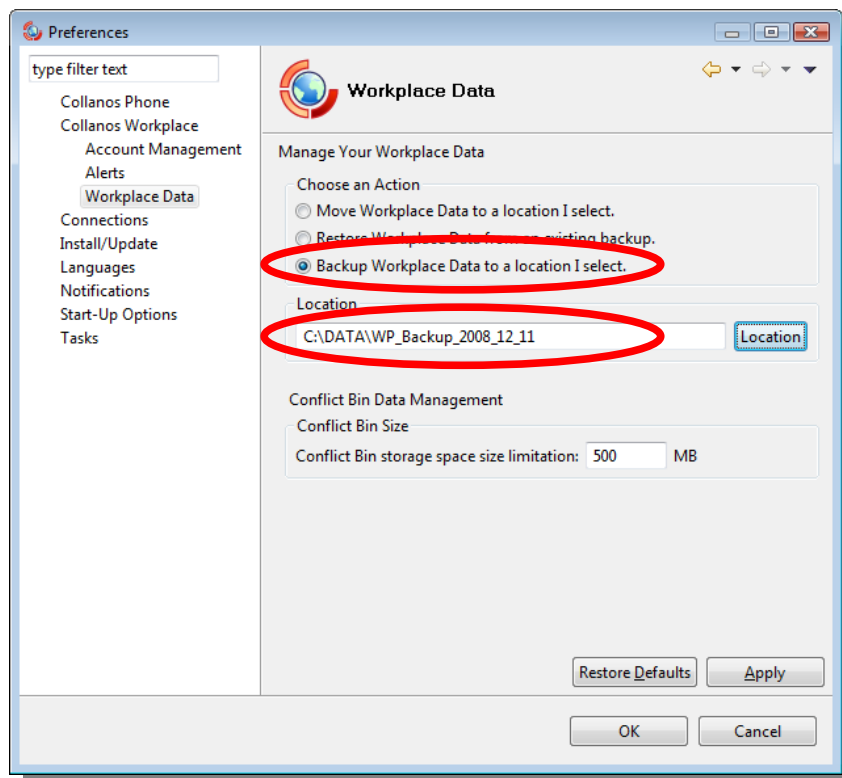


Illustration 1: Performing a backup of your data

5 Supported Operating Systems

Workplace has been tested on the following operating systems and window managers:

Microsoft Windows Family

- Microsoft Windows Server 2003 Standard Edition – Service Pack 2
- Microsoft Windows XP Professional Version 2002 – Service Pack 3
- Microsoft Windows Vista Home Premium – with and without Service Pack 1
- Microsoft Windows Vista Ultimate – Service Pack 1

Apple Macintosh OS X Family

- MacOS X, 10.4.7 “Tiger”
- MacOS X, 10.5.5 “Leopard”

Popular Linux Distributions

- Ubuntu 8.04.1 “Hardy Heron” Gnome 2.22.1
- Ubuntu 8.04.1 KDE 3.5
- Fedora 8 “Werewolf” 64-bit Gnome 2.20.3
- Fedora 8 “Werewolf” 64-bit KDE
- Fedora 9 “Sulphur” Gnome 2.22.1
- Open Suse 2.6.25.18-0.2-pae KDE 3.5.9 "release 49.1"

6 Detailed Descriptions

6.1 Task Management

Working with Tasks is a key activity for knowledge workers and project teams. Until now Collanos Workplace offered only a simple Task object. This release improves the overall Task management subsystem significantly, along several dimensions.

Improved Task Object

The Task object includes additional or expanded attributes, as well as new behavior:

- Five different priority levels: Very low / Low / Normal / High / Very High
- Start and Due dates now also have time attributes (Start time and Due time)
- Flag to create “All Day Task”, which switches off the time attributes
- Tasks with time attributes are being re-calculated and displayed according to local time zone settings
- All Day Tasks are essentially 24 hours tasks bound to calendar days, no matter which time zone
- Status and Action → see next point “Task Work Flow”
- Link “[View Change Log](#)” open history of changes → see point “Change Log” below

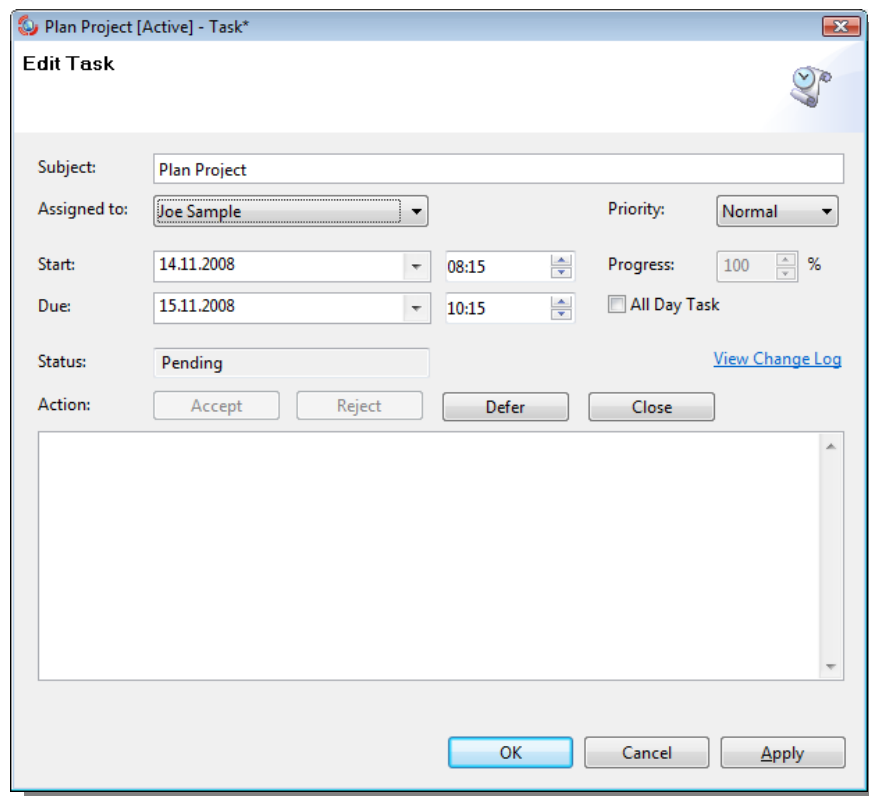


Illustration 2: Edit dialog of improved Task object

There are also new system-wide Task Preference settings, including the following:

- Create Tasks by default with time attributes or as “All Day Tasks”
- Set of rules to automatically set the desired default starting time for Tasks
- Default duration for Tasks and how to treat tasks durations when changing the start time

All these settings are well described on the preference page and should be self-explanatory:

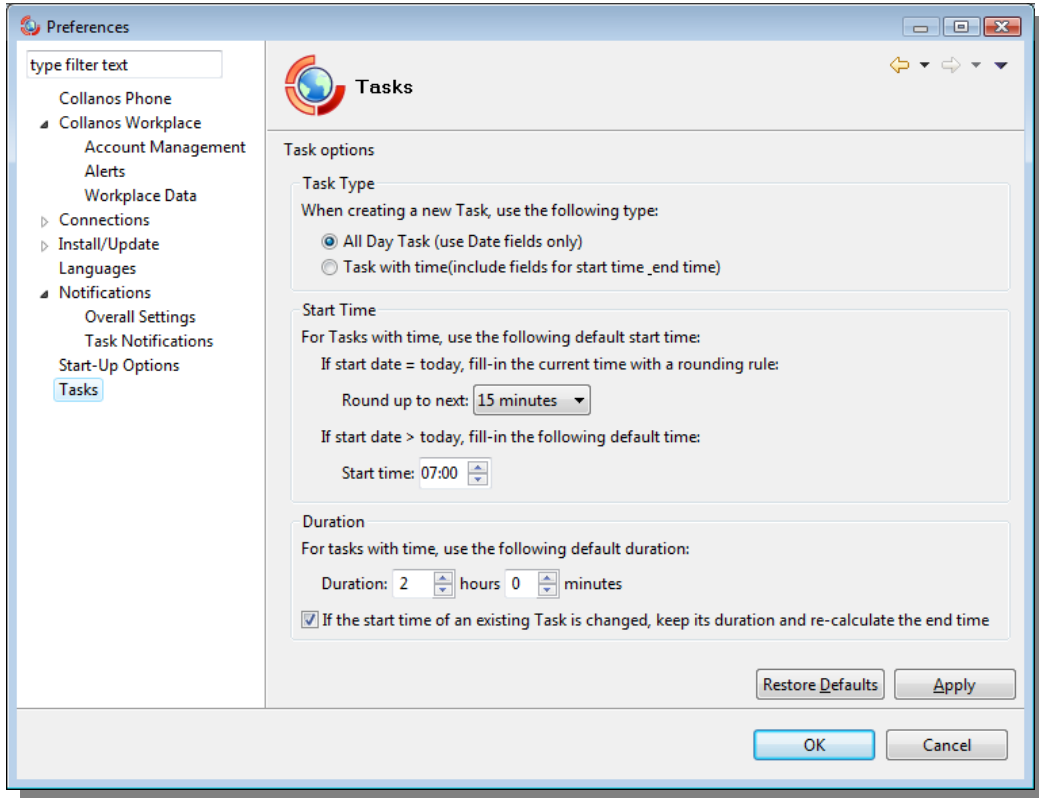


Illustration 3: Task Preference Settings

Task Work Flow

Tasks now follow a defined work flow, which means they can have defined states and define state transitions. The following picture shows all supported states and actions that lead to status changes.

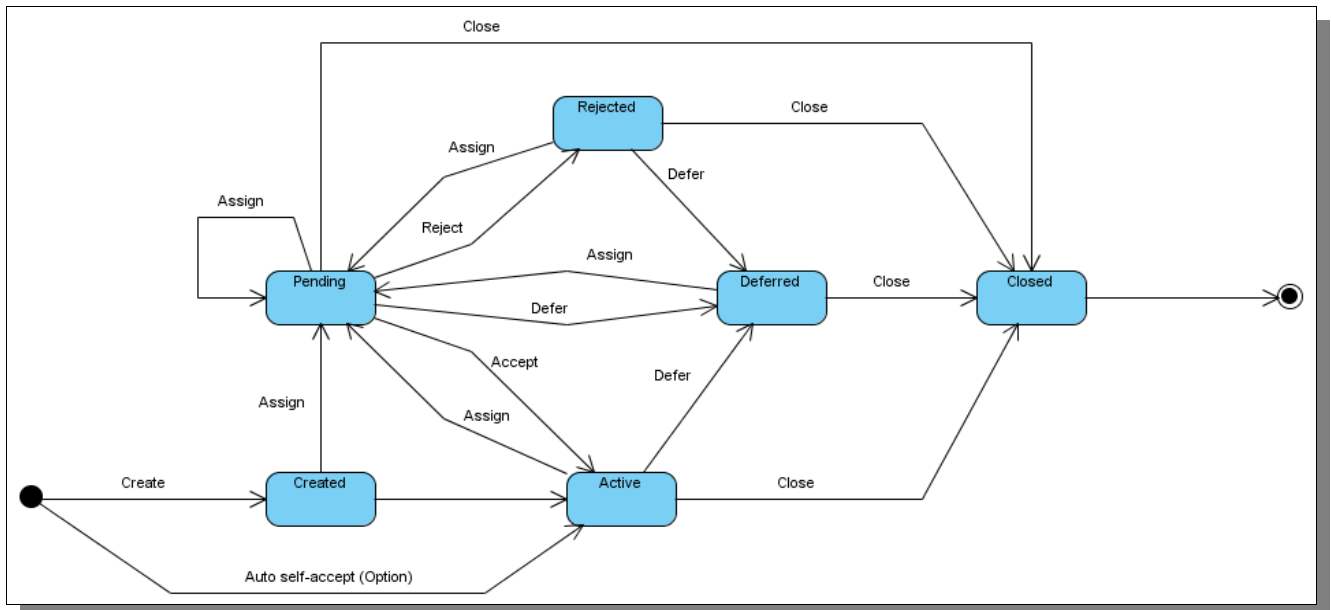


Illustration 4: Task States and State Transitions

Tasks can have several states:

- **Created:** Any newly created Task gets the “Created” state first (unless the option “automatically assign to creator” is used)
- **Pending:** As soon as a Task is being assigned to somebody else, it gets the “Pending” state
- **Active:** If the assignee accepts the assigned Task, its status changes to “Active”
- **Rejected:** If the assignee rejects the assigned Task, its status goes to “Rejected”
- **Deferred:** A task can be deferred (kind of suspended for later), in which case it shows “Deferred”
- **Closed:** Finally, a Task can be set to “Closed” state, which means no more changes can be made

Roles and Permissions

The following rules apply to executing actions, which lead to new states:

*The Task creator can execute 'Defer' or 'Close' actions, as well as change the assignee.
The assignee (which isn't the Task creator) can only 'Accept' or 'Reject' the Task.*

The following table describes the rules that apply to changing Task attributes for task **Creator**, **Assignee** as well as **other users** with mixed roles.

Task Attribute	Creator is assignee	Creator is not assignee	Assignee	Other has manager permission	Other with participant or guest permissions
Subject	yes	yes	no	yes	no
Assigned to	yes	yes	no	yes	no
Priority	yes	yes	no	yes	no
Progress	yes	no	yes	yes	no
Start Date	yes	yes	no	yes	no
Due Date	yes	yes	no	yes	no
All Day Task	yes	yes	no	yes	no
Start Time	yes	yes	no	yes	no
Due Time	yes	yes	no	yes	no
Comments	yes	yes	yes	yes	yes***
Historical changes	yes	yes	yes	yes	yes****
Status	yes	yes	yes*	yes**	no

* Assignee has ability to change status only if task has Pending status.

** User with manager permission can close task if creator was removed from space.

*** User with participant permission can write notes to comments field

**** User with guest permission can not see task change log

Note: Managers have the same rights as Creators.

Automatic Reminders

Reminders are **system notifications that automatically pop-up** whenever a Task is due. Tasks will be added to the Reminder window according to the following rules:

- The Task is “Active”
- Due date/time will be within the next 12, 24, or 48 hours (according to preference setting)
- Task is assigned to me

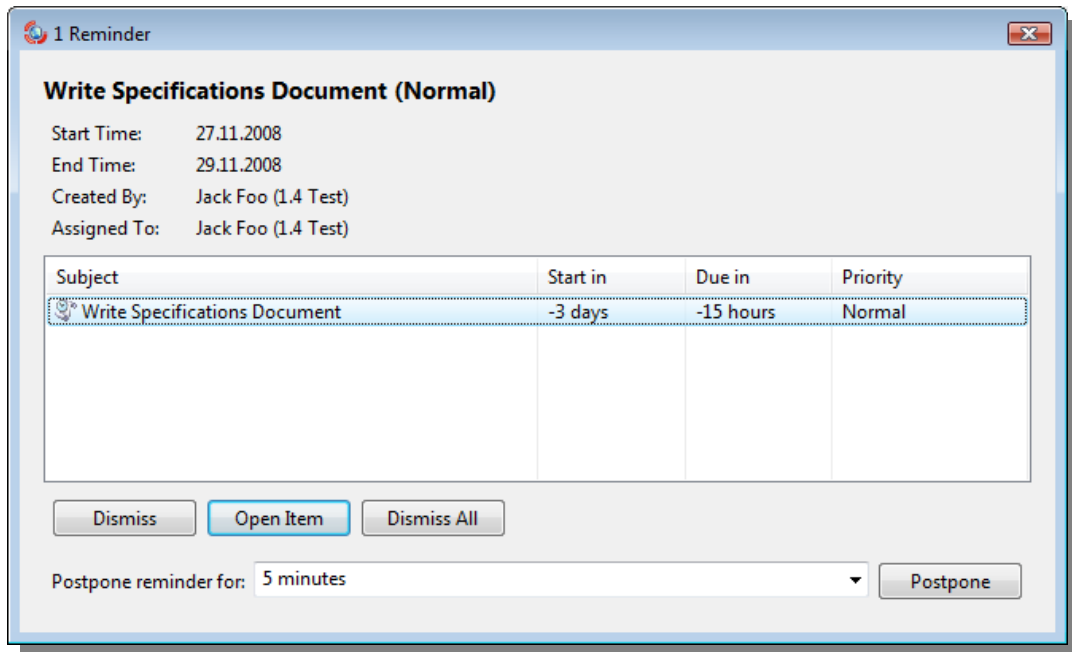


Illustration 5: Automatic Task Notifications

In the system-wide preference settings you can configure your Task Reminder:

- Switch automatic reminders on or off
- Define the time period ahead, for which due Tasks will be included

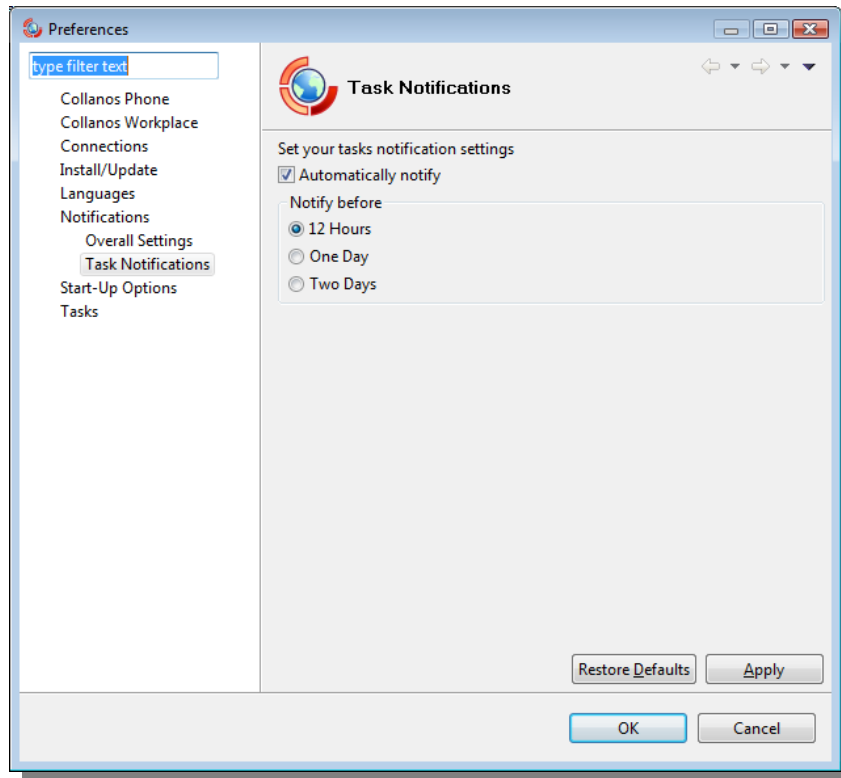


Illustration 6: Settings for Automatic Task Reminder

Overview Dashboard

The Dashboard on the other side is a **manual** overview window, which means you can open and close it whenever you want. It is accessible in the main tool bar. You can even conveniently “toggle” the Dashboard, just click on the button once to open the Dashboard, and click on it a second time to close it again.

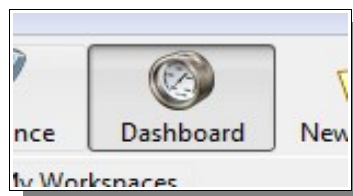


Illustration 7: Dashboard Button on Tool Bar

There is a filter field that can be used to set how many days to show.

The switch “Reveal created by me” is useful to control the progress of Tasks that you have created, but assigned to other members.

The Tasks are listed in the same colors that the Time-Line View uses for Task bars.

Finally, just double-click on a Task to open its Edit Task dialog.

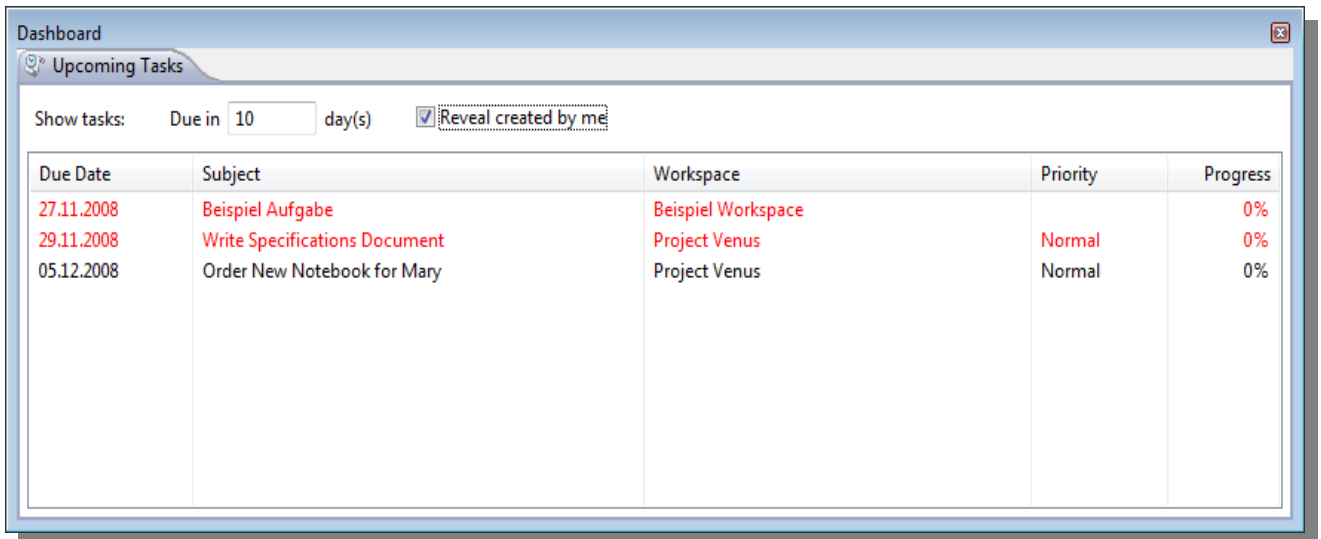


Illustration 8: Dashboard with Upcoming Tasks

By default the Dashboard opens automatically when you start-up Workplace, but you can change this setting in the preferences:

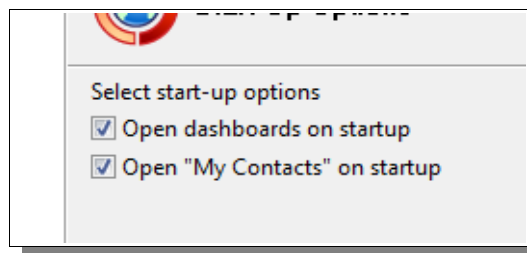


Illustration 9: Preference setting to open Dashboard

Tasks Dependencies

Collanos Workplace offers a feature called “Object Relations” which allows to connect objects with each other (i.e. “to define a kind of relationship”). This release introduces a new type of relations: predecessor/dependent. It is directed relationship, which means its direction matters, for example if “A is predecessor of B”, then automatically “B is dependent of A”.

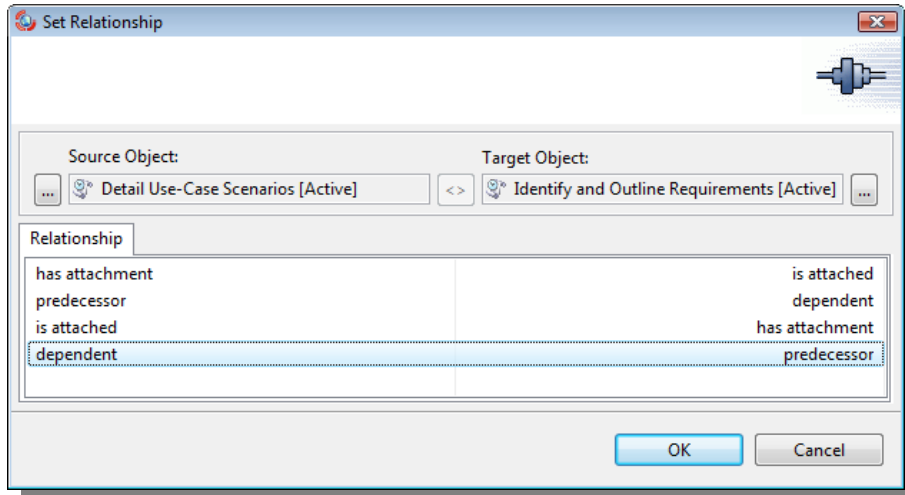


Illustration 10: Dialog window to set an object relationship between two objects

You can also switch on the object-relations pane, to see all relationships of an object directly.

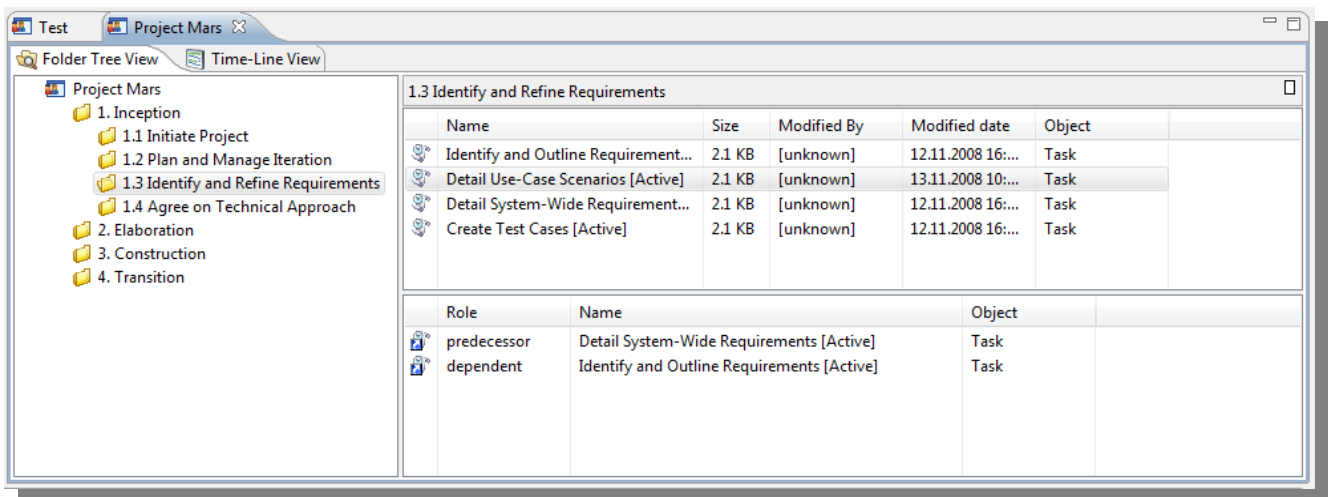


Illustration 11: Object relations pane

Gantt Chart

A powerful new feature is the Gantt chart viewer. Every workspace now offers two views: The traditional **Folder Tree View** (aka “Explorer View”), that shows the hierarchical folder tree, and the new **Time-Line View**, which automatically arranges all Task objects contained in the workspace along a time line.

If a **folder contains one or more Tasks**, it is automatically displayed as a **Task group** in the Time-Line View. It is shown as a horizontal line (or bracket) that encloses all Tasks contained in it. If a Folder contains no Tasks, nothing will be shown! This simple mechanism allows to create even complex project plans quite easily, simply by creating the required hierarchical structure using regular folders. The beauty of this mechanism is that the two views are always in sync. You can switch back and forth between the two views and stay organized, e.g. by storing all related documents and other objects in the same folder!

Within each Task group, the contained Tasks are **sorted by their start dates** and displayed as graphical bars. The below example shows a project plan with several Task groups and well as many Tasks.

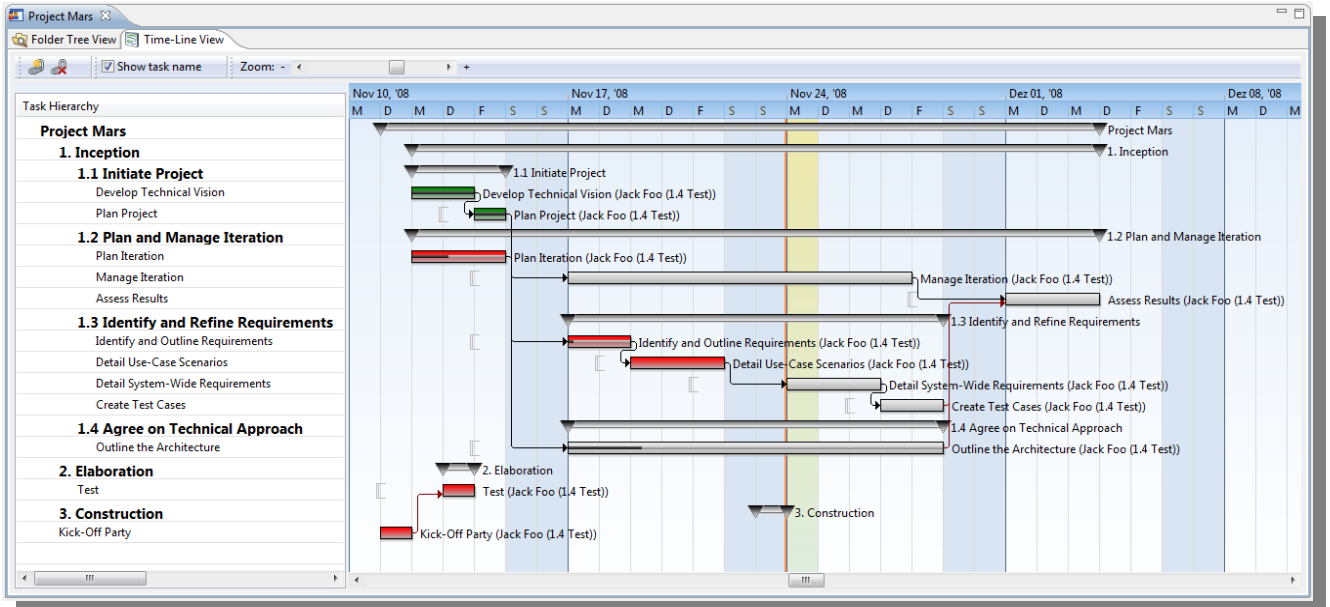


Illustration 12: Example of a project plan

Connect / Disconnect

You can connect and disconnect two Tasks using the special buttons. Select the first Tasks with the mouse (Predecessor), and using the Shift (or Control, or Alt) key select the second Task (Dependent).

A user with Manager role can perform all relationship operations in the Time-Line View. A user with Participant rights can only make a Task that he/she created, dependent from other creator's Tasks.

A dependent Task will always start after the predecessor ends. The needed date and/or time changes are being calculated and applied automatically to all dependent Tasks. Please note the validation logic takes into account both the Task type (All Day Task or not) and local time-zone.

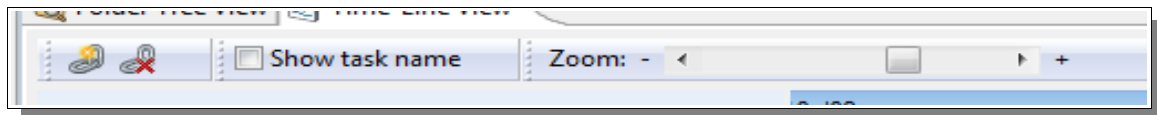


Illustration 13: Controls for Connecting, Showing Task Names, and Zooming

Show task names

Use the “Show task name” switch to display or hide text labels on the right side of Task bars.

Zoom

Use the slider or the context menu to zoom in and out the time-line. There are 14 different zoom positions.

Colors

Task bars can have different colors, with the following meaning:

- Grey = Active (assigned) Task
- Green = Completed Task (Progress = 100%)
- Red = Overdue Task (Due date/time has passed)
- Orange = Pending Task (waiting to be accepted or rejected by assignee)

Progress

The progress of a Task is shown visually with a black line (or small bar) embedded inside the Task bar.

Tool Tip & Edit Task

If you put the mouse over a Task bar, a Tool Tip with information will open. If you double-click the Task bar, the “Edit Task” dialog will open.

Moving & Resizing

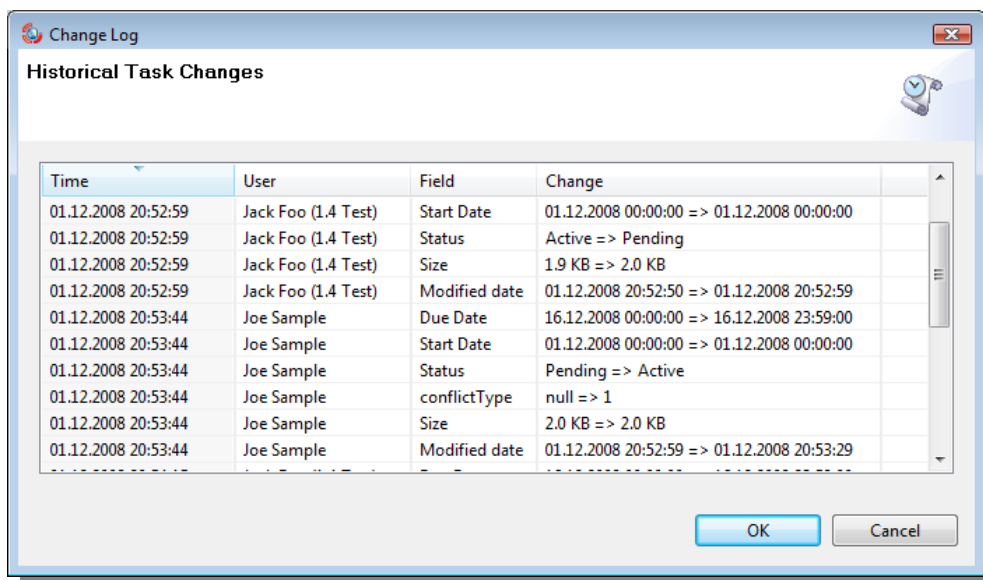
Users with Manager and Participant roles can move or resize tasks. Users with Guest role are not allowed to move or resize tasks. A Task with “Closed” status cannot be moved or resized anymore.

Creating New Tasks

If you are in the Time-Line View, you can use the buttons on the main tool bar to create new Tasks. Make sure the focus is where you want it to be (by clicking on the respective element), before creating a new Task. Theoretically you can even create new Folders and other type of objects, but this probably won't be very useful, because they will be visible only in the Folder Tree View.

Change Log

From the “Edit Task” window, you can now access a detailed history of all object attribute changes. At the moment this is implemented only for Tasks, but in the next releases we will make this log available for all objects.



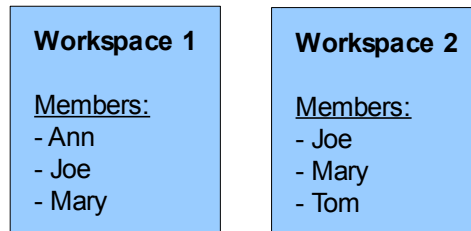
The screenshot shows a dialog box titled "Change Log" with a subtitle "Historical Task Changes". It contains a table with four columns: Time, User, Field, and Change. The table lists several changes made to a task, including updates to Start Date, Status, Size, Modified date, and Due Date by users Jack Foo (1.4 Test) and Joe Sample.

Time	User	Field	Change
01.12.2008 20:52:59	Jack Foo (1.4 Test)	Start Date	01.12.2008 00:00:00 => 01.12.2008 00:00:00
01.12.2008 20:52:59	Jack Foo (1.4 Test)	Status	Active => Pending
01.12.2008 20:52:59	Jack Foo (1.4 Test)	Size	1.9 KB => 2.0 KB
01.12.2008 20:52:59	Jack Foo (1.4 Test)	Modified date	01.12.2008 20:52:50 => 01.12.2008 20:52:59
01.12.2008 20:53:44	Joe Sample	Due Date	16.12.2008 00:00:00 => 16.12.2008 23:59:00
01.12.2008 20:53:44	Joe Sample	Start Date	01.12.2008 00:00:00 => 01.12.2008 00:00:00
01.12.2008 20:53:44	Joe Sample	Status	Pending => Active
01.12.2008 20:53:44	Joe Sample	conflictType	null => 1
01.12.2008 20:53:44	Joe Sample	Size	2.0 KB => 2.0 KB
01.12.2008 20:53:44	Joe Sample	Modified date	01.12.2008 20:52:59 => 01.12.2008 20:53:29

Illustration 14: Log of all historical changes to this Task

6.2 Contact Management

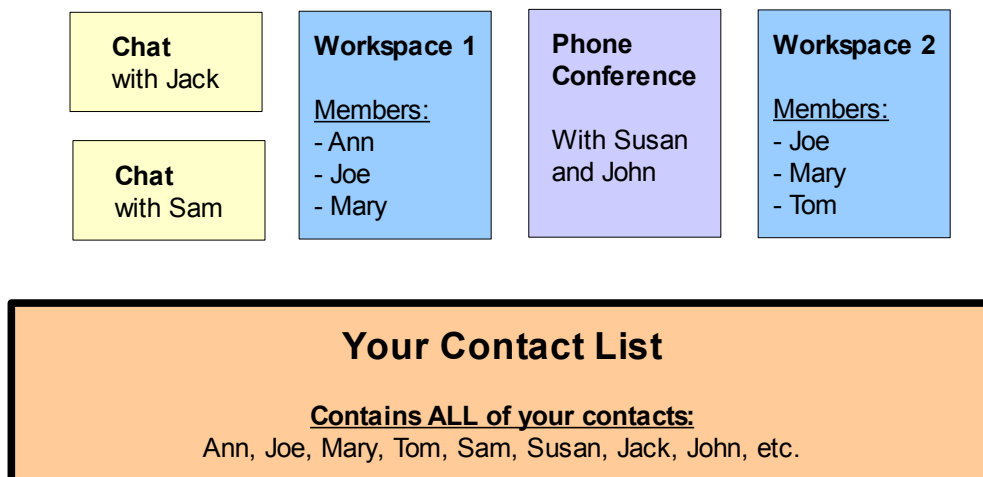
Until recently Collanos Workplace supported users only as “members” of shared team workspaces. This means, you had to invite somebody directly into a workspace, otherwise there was no possibility to connect with other users. It was simply not possible to maintain an address book (or “friends list”) separately of team workspaces.



Drawing 1: The OLD system

This limitation is no more! With this release we are rolling out a real Contact Management subsystem that is fully independent of workspaces. In other words, you can now maintain a Contact List and add as many users to it as you want.

You might want to stay in touch with some of your contacts using Collanos' instant messaging system, or use the VoIP features – including the new high-quality conference call service – to conduct voice meetings with others, or you might plan to invite team members to a soon-to-be-created shared workspace at a later point in time.



Drawing 2: The NEW Contact Management system is the foundation for all communication and collaboration experiences

Contact List

Whatever your goals or style of working are, it is a good idea to add all your contacts to the list. This is quite comparable to a social networking web site, you can now “connect” with all of your business acquaintances, friends, colleagues or family members. Once they are on “your list”, you can start to communicate and collaborate with everybody very easily.

Your contact list will very likely become a frequently used tool. That's why we added a Contacts button to the main tool bar.

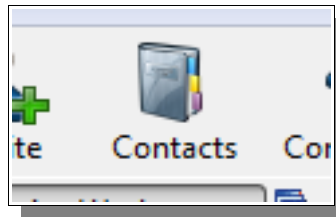


Illustration 15: Contacts Button in Main Tool Bar

By default the Contact list opens automatically when you start-up Workplace. If you don't like this, just change this setting in the preferences:

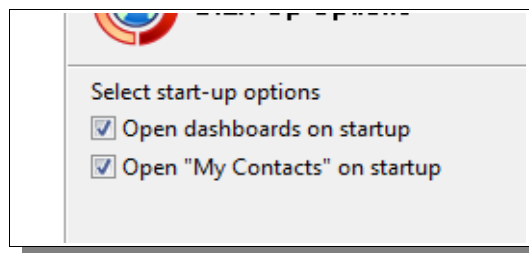


Illustration 16: Preference setting to open "My Contacts" List

Overview

On top the Contact List features a tool bar for frequently used functions (Add a contact, Remove a contact, Show user profile, Start a chat session, Call somebody directly, and Establish a conference call). Underneath it you can see three tabs (Contacts, Last Chats, and Not Connected).

Contacts Tab

The "Contacts" tab will be by far the most important one. It lists all your contacts in the following order:

1. All your online contacts (green) – sorted alphabetically
2. All your offline contacts (dark gray) – sorted alphabetically
3. All pending connection requests (light blue) – sorted alphabetically

Last Chats Tab

Here you can access a list of your last chat sessions. This list is sorted by date and time, with the most recent chat on top.

Not Connected Tab

This is a particular list, showing contacts that are still members in some of your workspaces, but which have been removed from your "Contacts" list. This list would be empty in most cases, occasionally it would contain a few names. If needed, you can easily re-connect with somebody from this list.

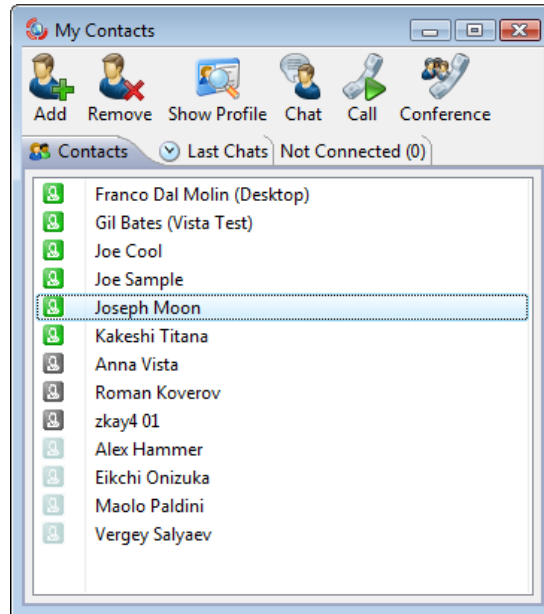


Illustration 17: Contact List

Add Contacts To Your Contact List

There are three different way how you can add new contacts to your contact list:

- From Collanos' central user directory
- Via Email (importing names and email addresses from existing address books)
- Via Social Networks (importing friends, family members and work colleagues from exiting networks)

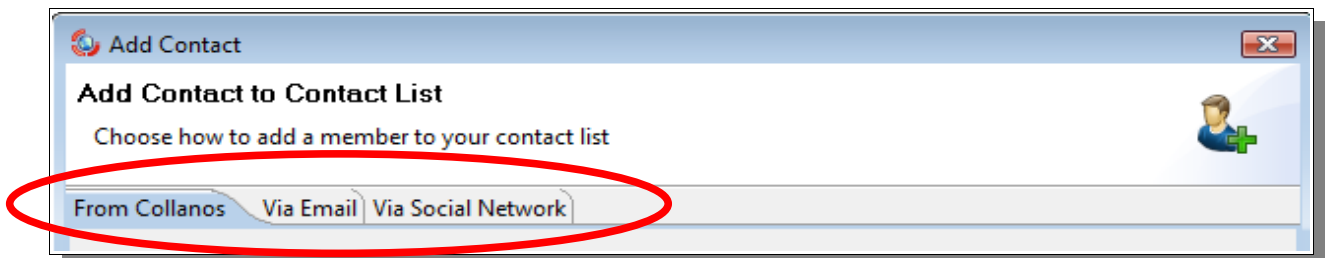


Illustration 18: Adding Contacts to Your Contact List

From Collanos

Adding other Collanos users to your contact list is straightforward. You can simply search the global user directory, where every Collanos user is listed. There is also an advanced search option if needed. Just select one or several contacts, and then click the “Add Contact” button.

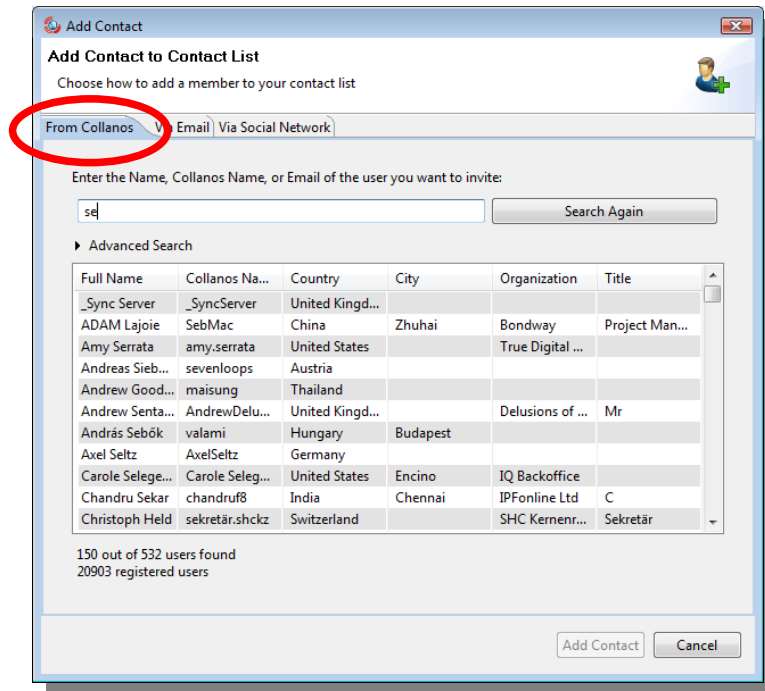


Illustration 19: Add Contacts from Collanos

The users you requested to connect with (= add to your contact list), will get the following notification:

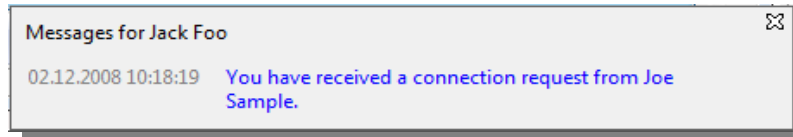


Illustration 20: Notification

By clicking on the [blue notification text](#), the actual connection request message will open. If you are not sure about the inviter, press the “View Profile...” button to see more details.

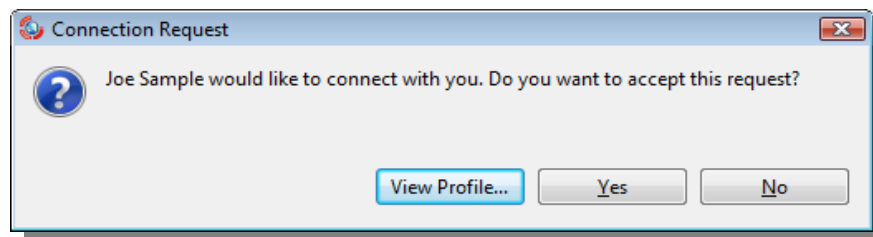


Illustration 21: Connection Request

Note: Since the invited users could be offline with their Workplace application, the Collanos notification service will additionally send out an Email message to notify them.

Via Email

If you want to add contacts that are not yet registered on Collanos (or if you just don't know if they are), you can simply add them via Email. This is also the best method to add many contacts at once. It offers great import features and a selection of message templates which you can adapt to your needs.

1. First, select from which Web-mail service, contact management source, or address list format you would like to import your existing contacts. Use the drop-down selection list to do that.
2. Then, hit the “Import Contacts from...” button to import all the contacts. If you're fetching existing contact information from an online service, you will have to enter your User Name and Password of the respective service.
3. The list will show all of your contacts from the imported source. You can use the “Select All” and “Deselect All” buttons, as well as make individual selections (mark the check-boxes to the left of the names). If needed, you can use the “Add” button to include more names and email addresses manually.
4. Select a message template to be used for requesting to connect with the selected users. Change the message language if needed. When you are ready, hit the “Add Contacts” button to send out messages.
5. The system will attach a personalized secure Web Link to each message and send them to the users via Email. When they get the Email message, users will be able to click on the link and go to a special web page where they can securely register for the free Collanos service. See also the section “Web Based Registration” below.

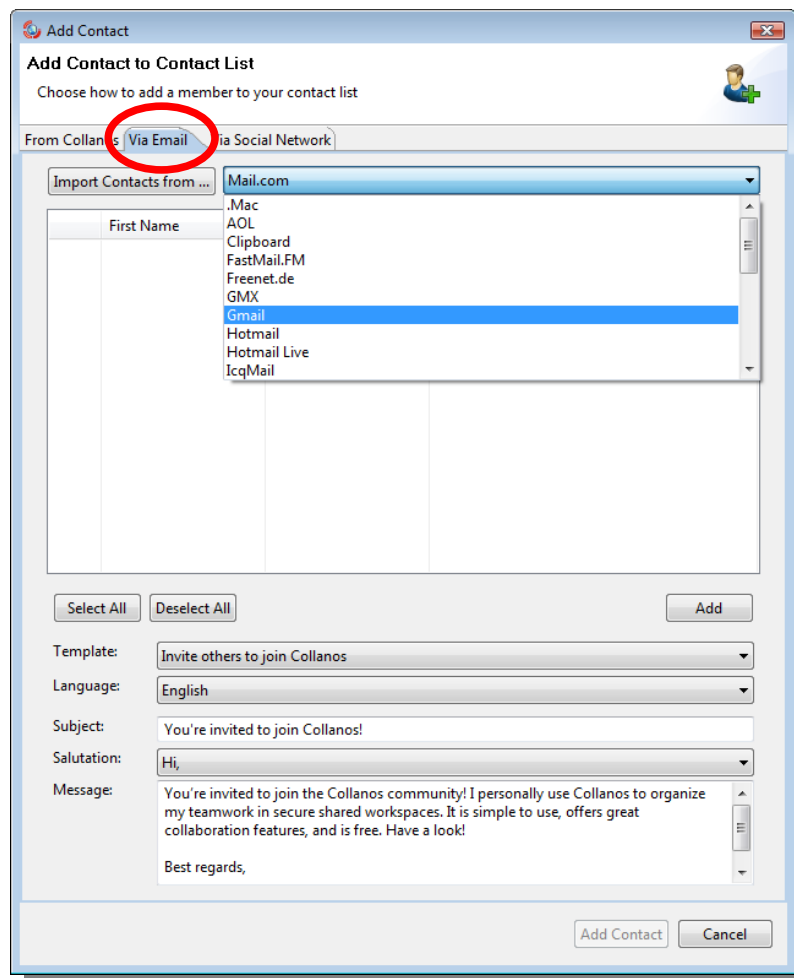


Illustration 22: Add Contacts via Email

Via Social Network

Similar to the Email-based process, you can also notify contacts directly via social networks. If you want to add contacts not yet registered on Collanos (or if you just don't know if they are), you can choose also the option via social networks. This is a great method to add many contacts at once. Messages will be sent directly to the social network of your choice, and you can even use of the ready-to-use message templates.

1. First, select from which social network you like to pick your contacts. Use the drop-down selection list to do that.
2. Then, hit the “Import Contacts from...” button to import all the names. You will have to enter your User Name and Password of the respective social network.
3. The list will show all of your contacts from the imported source. You can use the “Select All” and “Deselect All” buttons, as well as make individual selections (mark the check-boxes to the left of the names).
4. Select a message template to be used for requesting to connect with the selected users. Change the message language if needed. When you are ready, hit the “Add Contacts” button to send out messages.
5. The system will attach a personalized secure Web Link to each message and send them to the users via the social network messaging. When getting this message, users will be able to click on the link and go to a special web page, where they can securely register for the free Collanos service. See also the section “Web Based Registration” below.

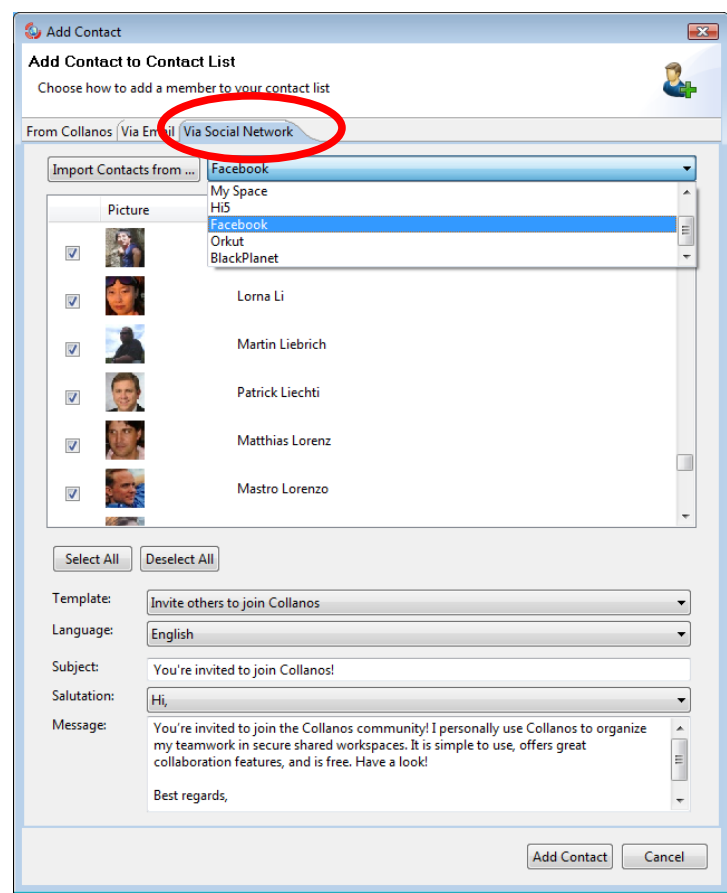


Illustration 23: Add Contacts via Social Network

Web Based Registrations

Users added to a contact list via email or social networks, will receive a message that looks like the one shown below. It contains an embedded codified web link that the invitee should click on and follow.

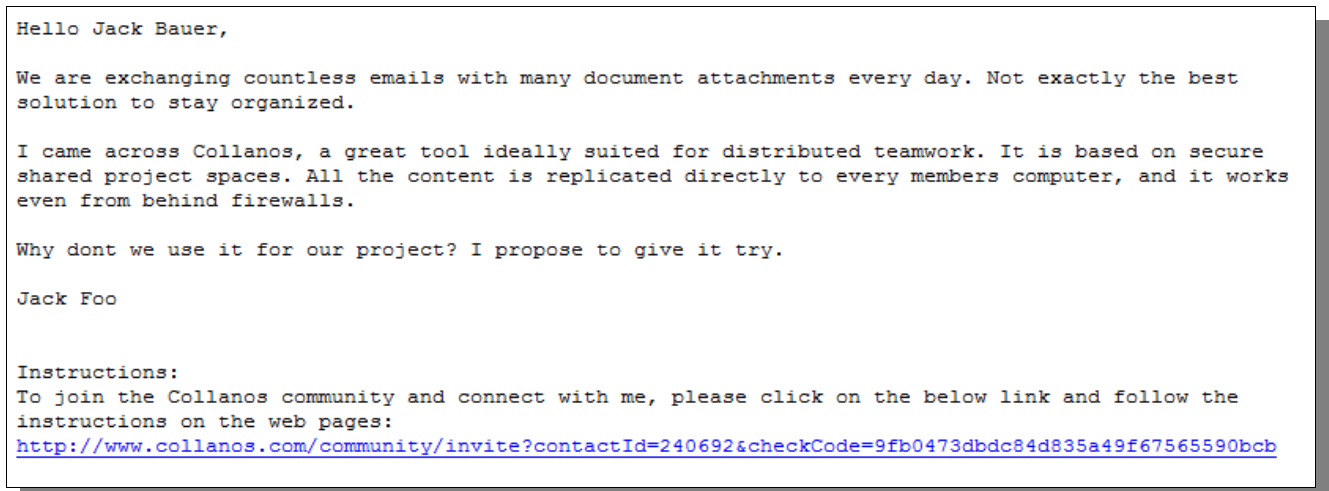


Illustration 24: Email sent to invitee

Clicking on the embedded link will open the Web based registration process. The first first page is a “Connection Request” page (see next screen shot), simply asking the new user to connect with the requester.

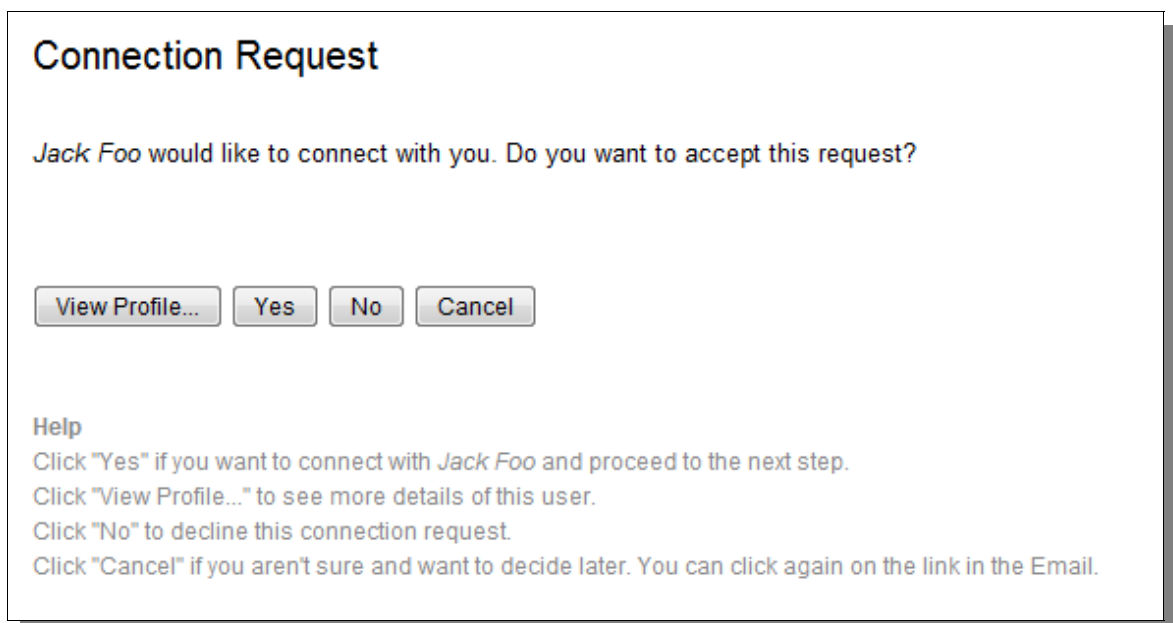


Illustration 25: First Web page

If the new user is not quite sure who wants to connect with him, he can click on the “View Profile” button, which will present more details of the requester. See below screen shot as example.

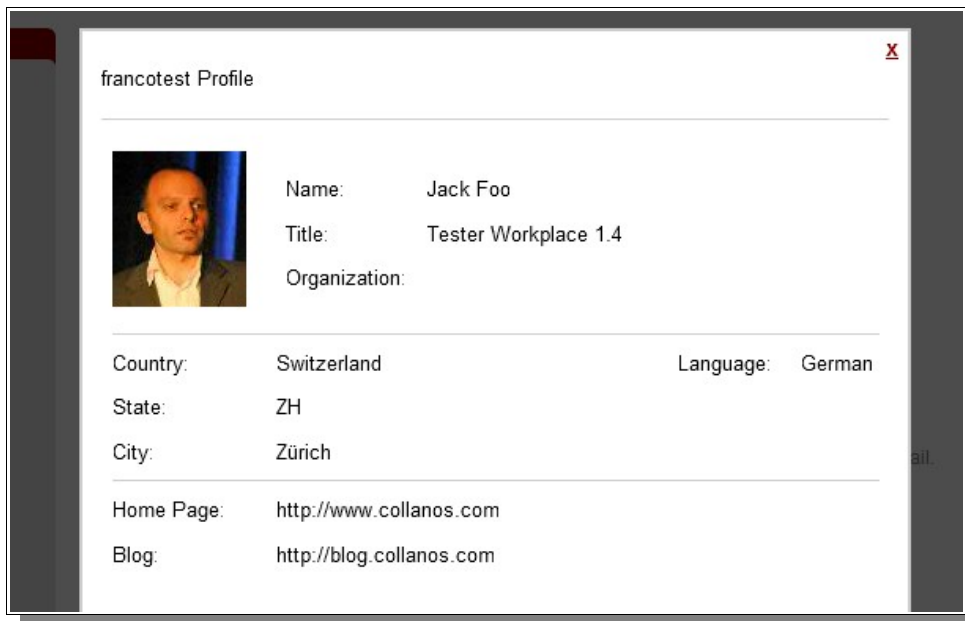


Illustration 26: View Profile of Inviter

If the user clicks “Yes” on the “Connection Request” page, he or she will land directly on the “Registration To Join Collanos” page. New users who are not yet registered on Collanos, can register themselves right here.

In some rare occasions somebody could already be a Collanos user, while still receive connection requests by email. In this case, just use the “Login For Existing Users” part provided on the right side.

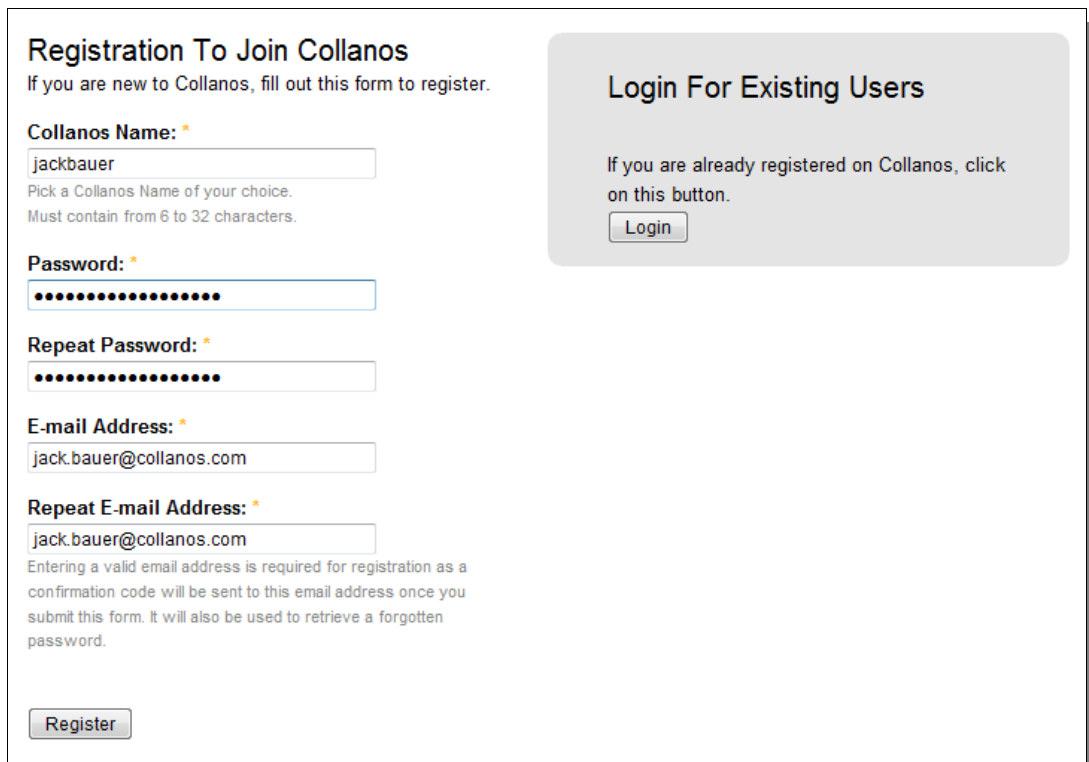
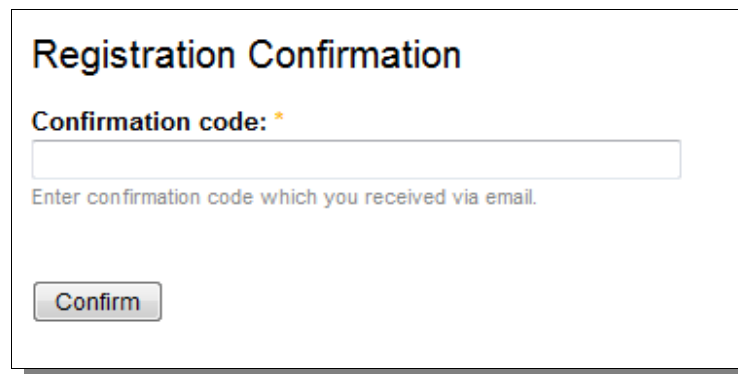


Illustration 27: Registration Page

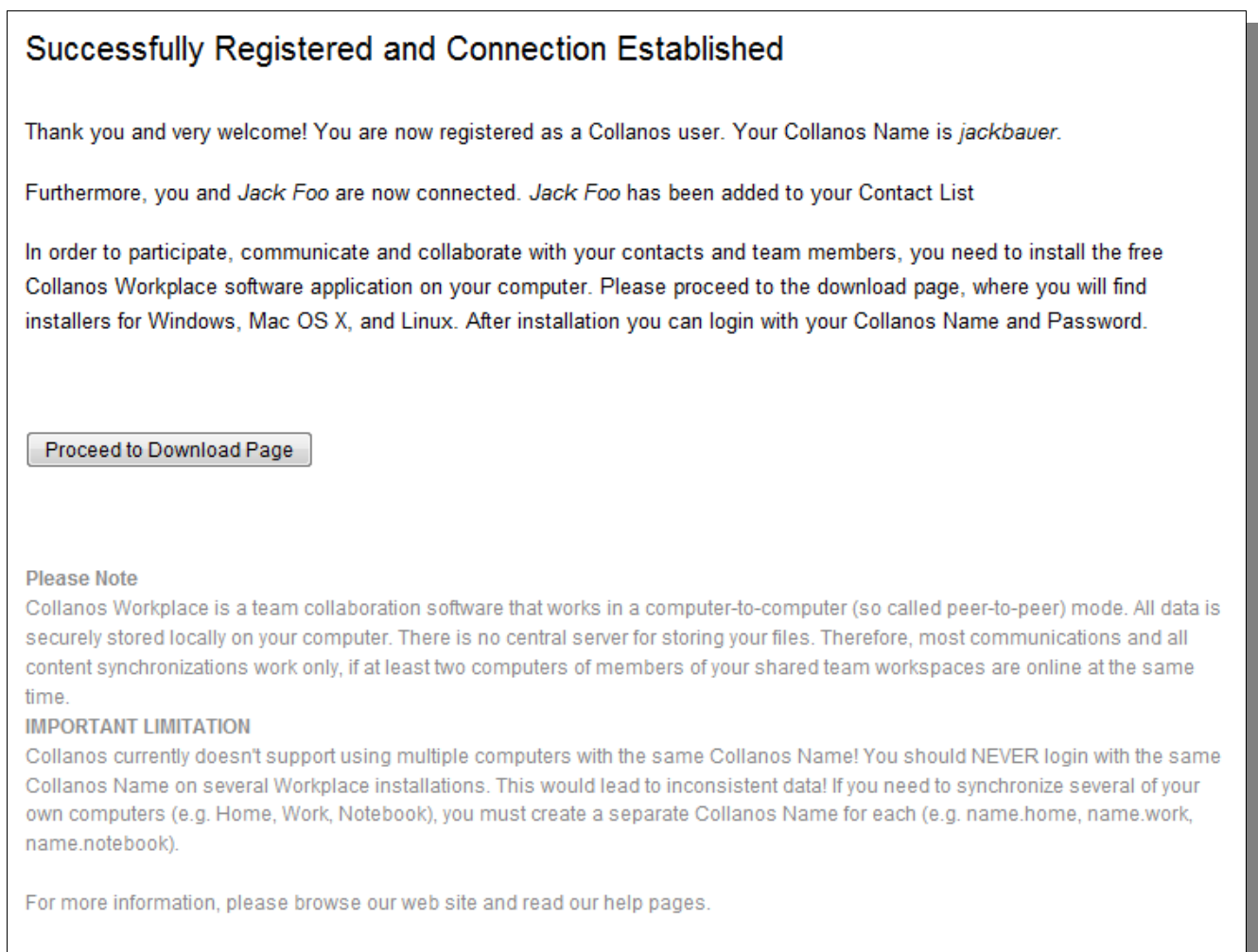
For security reasons, new users must confirm their registration with a security code that will be sent to their email address.



The image shows a web form titled "Registration Confirmation". It contains a label "Confirmation code: *" followed by a text input field. Below the input field is the instruction "Enter confirmation code which you received via email." At the bottom of the form is a button labeled "Confirm".

Illustration 28: Confirmation code must be entered here

Finally, when all steps are done, the newly registered users will land on a welcome page, where they will get basic information about what Collanos is all about, how it works in principle, and where to go next to download and install the Collanos Workplace application.



The image shows a welcome screen with the following content:

Successfully Registered and Connection Established

Thank you and very welcome! You are now registered as a Collanos user. Your Collanos Name is *jackbauer*.

Furthermore, you and *Jack Foo* are now connected. *Jack Foo* has been added to your Contact List

In order to participate, communicate and collaborate with your contacts and team members, you need to install the free Collanos Workplace software application on your computer. Please proceed to the download page, where you will find installers for Windows, Mac OS X, and Linux. After installation you can login with your Collanos Name and Password.

[Proceed to Download Page](#)

Please Note
Collanos Workplace is a team collaboration software that works in a computer-to-computer (so called peer-to-peer) mode. All data is securely stored locally on your computer. There is no central server for storing your files. Therefore, most communications and all content synchronizations work only, if at least two computers of members of your shared team workspaces are online at the same time.

IMPORTANT LIMITATION
Collanos currently doesn't support using multiple computers with the same Collanos Name! You should NEVER login with the same Collanos Name on several Workplace installations. This would lead to inconsistent data! If you need to synchronize several of your own computers (e.g. Home, Work, Notebook), you must create a separate Collanos Name for each (e.g. name.home, name.work, name.notebook).

For more information, please browse our web site and read our help pages.

Illustration 29: Last screen welcomes new Collanos users

Workspace Members Automatically Become Contacts

Please note that your team members (= all members of shared workspaces where you're also a member) will automatically become your contacts.

For example, let's say you would be invited into a new workspace "Party Planning". This workspace has a total of 10 members (including you). You are already connected with three of these members (showing on your contact list). After accepting the new workspace invitation, the additional six members (those that were not yet on your contact list) will automatically be added to your contact list.

This feature greatly simplifies contact management. Being a member in a shared workspace implies to be connected as a contact. Otherwise, everybody had to invite each other member explicitly, leading to an unneeded flood of connection requests and notification messages.

Remove Contacts

If you want to "disconnect" with somebody and remove that person from you contact list, you can use the Remove function.

Please note that this contact would be placed in the "Not Connected" tab, if he or she is still a member in one or more of your workspaces. Only when this user isn't a member in any of your workspaces, then it would disappear from also from the "Not Connected" list.

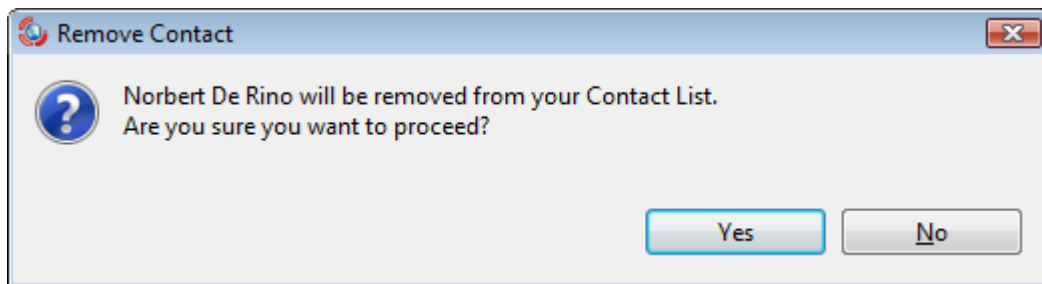


Illustration 30: Confirmation question when removing a contact

Where Contact Lists Are Stored

Your contact list is now stored at two places: Centrally on the Collanos user directory server, and locally on your computer, where Collanos Workplace is installed. Both lists are synchronized automatically by the system, so that you don't have to even think about this.

The main advantage of having contacts lists stored centrally, is to have an automatic backup point for your vital contact information. It is also easier for the system to maintain consistency across various application that make use of contacts. For instance, imagine if you would loose or crash your local computer and needed to reinstall Collanos Workplace from scratch. With the new concept you will automatically retrieve and get back your full contact list from the central directory.

6.3 Improved Workspace Member Invitations

With the introduction of the all new contact management subsystem (see last chapter), the invitation process of members into workspaces could also be improved. Now there are three different ways to invite somebody, which gives users not only more options, but also a better (faster, more direct, and simpler) experience, for both inviter and invitee.

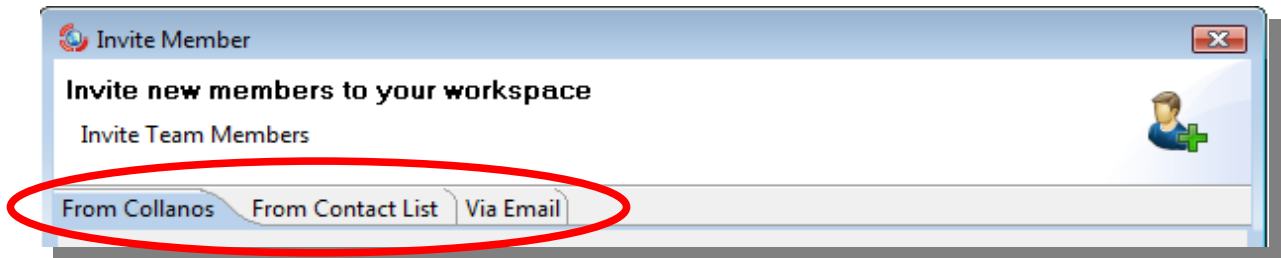


Illustration 31: Inviting Members to a Workspace

From Collanos

This way to invite was already available in the past. You can still invite other Collanos users (but who are not yet connected with you on your contact list) directly from Collanos' central user directory into your workspace. Use the usual search or advanced search possibility, select the desired contact, and press the "Invite" button.

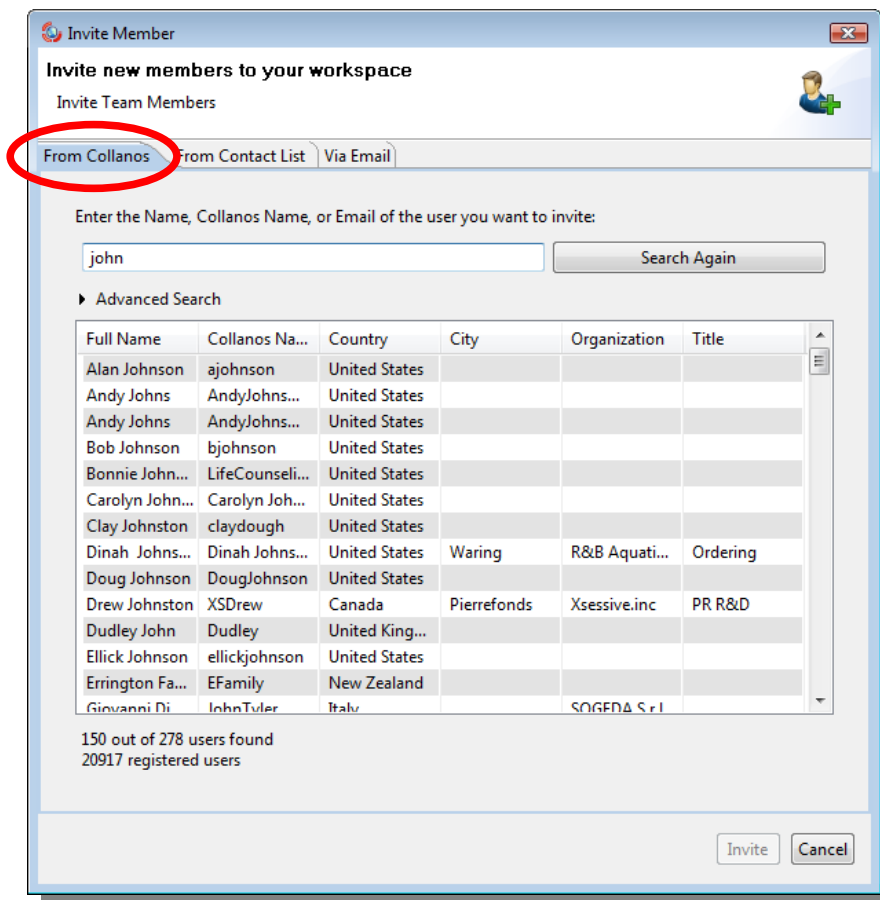


Illustration 32: Invite directly from the Collanos user directory

From Contact List

Now that you have a real contact list (see last chapter), you can of course invite your contacts to your workspaces directly from the contact list. This is straightforward and simple. Just pick one or several of your contacts and press the “Invite” button.

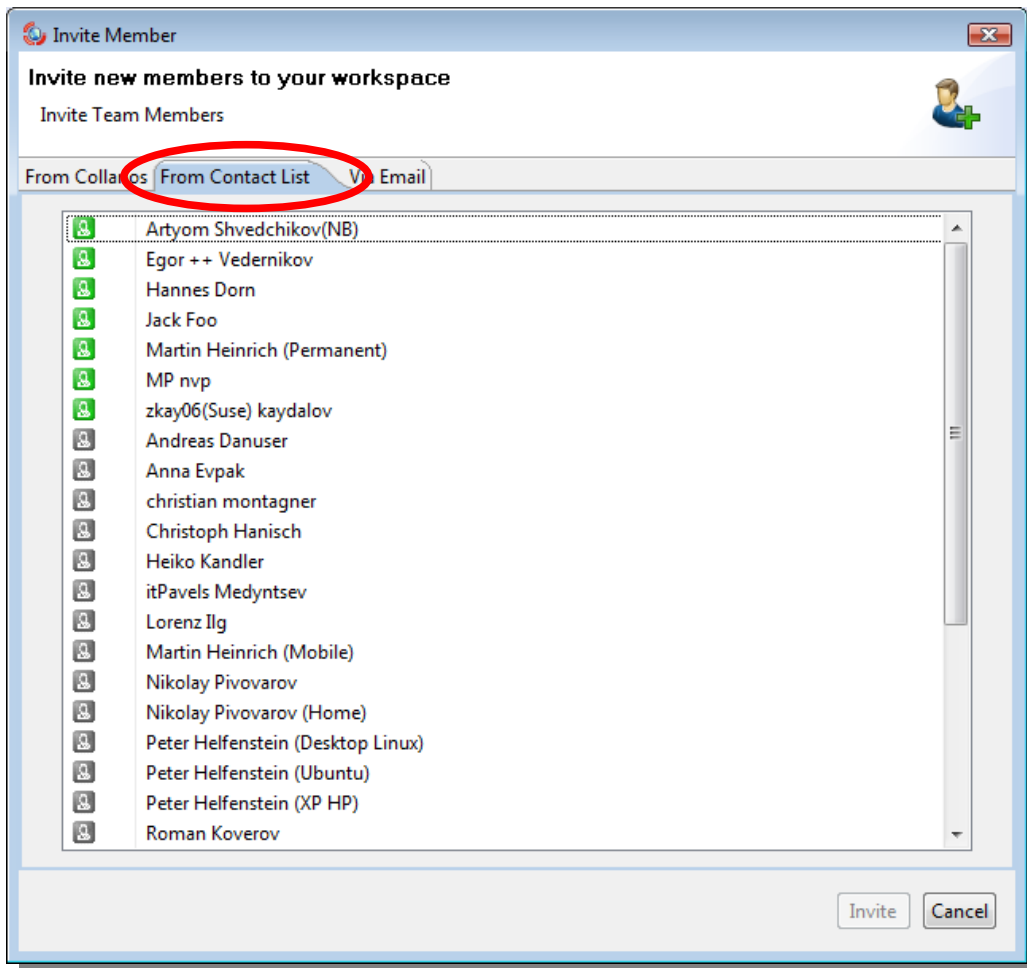


Illustration 33: Invite from your contact list

Via Email

Quite similar to the “Add Contacts to Your Contact List” feature (see last chapter), you can now also invite new users to your workspaces directly by Email. The only difference is, you can not mass-invite from address books, this would not make sense for specific shared team workspaces.

You should always use this method, if you want to add members who are not even registered on Collanos yet. There is one standard invitation message template, which you can easily edit to suit your needs before sending.

Invite Member

Invite new members to your workspace

Invite Team Members

From Collanos | From Contact List | **Via Email**

	First Name	Last Name	E-Mail
<input checked="" type="checkbox"/>	First Name	Last Name	E-Mail
<input checked="" type="checkbox"/>	First Name	Last Name	E-Mail
<input checked="" type="checkbox"/>	First Name	Last Name	E-Mail

Select All Deselect All Add

Language: English

Subject: Please join the team workspace "Beispiel Workspace"

Salutation: Hello [First Name]

Message: I would like to invite you to the shared team workspace "Beispiel Workspace". We are using Collanos to collaborate on our project. In order to participate, you need to register online and then install Collanos Workplace on your computer.
Collanos Workplace is an all-in-one team collaboration tool that unifies document

Invite Cancel

Illustration 34: Invite directly by email

6.4 Integrated Voice and Video Services

This release makes a big step towards unifying voice communication and collaboration services. Several voice and Internet telephony related functions are now integrated into Workplace.

Combined Installer (Workplace + Phone)

As you might know, Collanos has been offering a product called “Collanos Phone” for a while already. This is an application that supports Internet-based telephony, also known as Voice-over-Internet-Protocol (VoIP). In the past, this tool had to be downloaded and installed separately.

This release combines these two products in the same installer. Both packages are installed at the same time, which gives users better convenience and less interoperability problems.

Call Your Contacts/Members for Free

You can call any other Collanos user for free. The calls are free, if the connection is established between two Collanos users directly. These direct calls can be established in a number of ways. Generally, the command is contained in the context menu if you click on the contact or member directly. Sometimes you will also find a “Call” button in the tool bar.

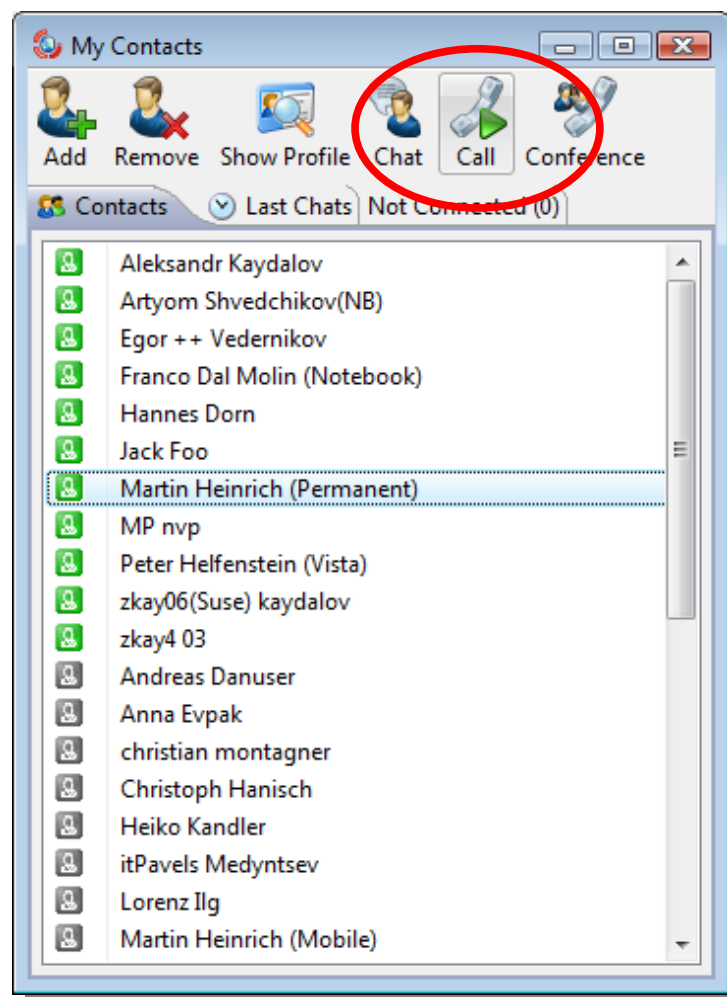


Illustration 35: Call contact from your contact list

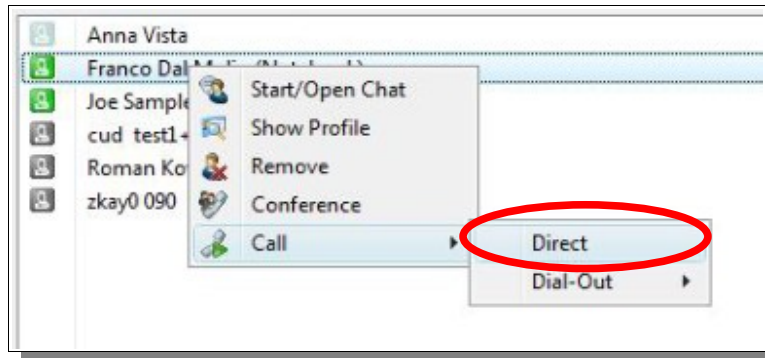


Illustration 36: Direct calls via context menu

When such a direct free call is established between two Collanos users, the Collanos Phone will open automatically on both sides.

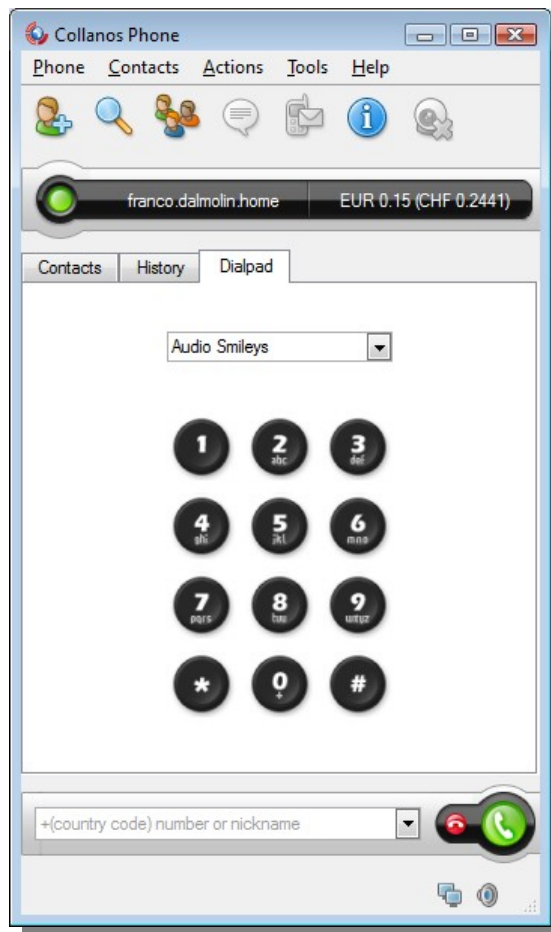


Illustration 37: Collanos Phone

Call Regular Phone Numbers (Dial-Out Premium Service)

If you have purchased dial-out credit, you can also call regular Phone numbers of your contacts and members. To do this, use again the context menu, but select “Dial-Out” and then one of the available numbers “Office”, “Home” or “Mobile”.

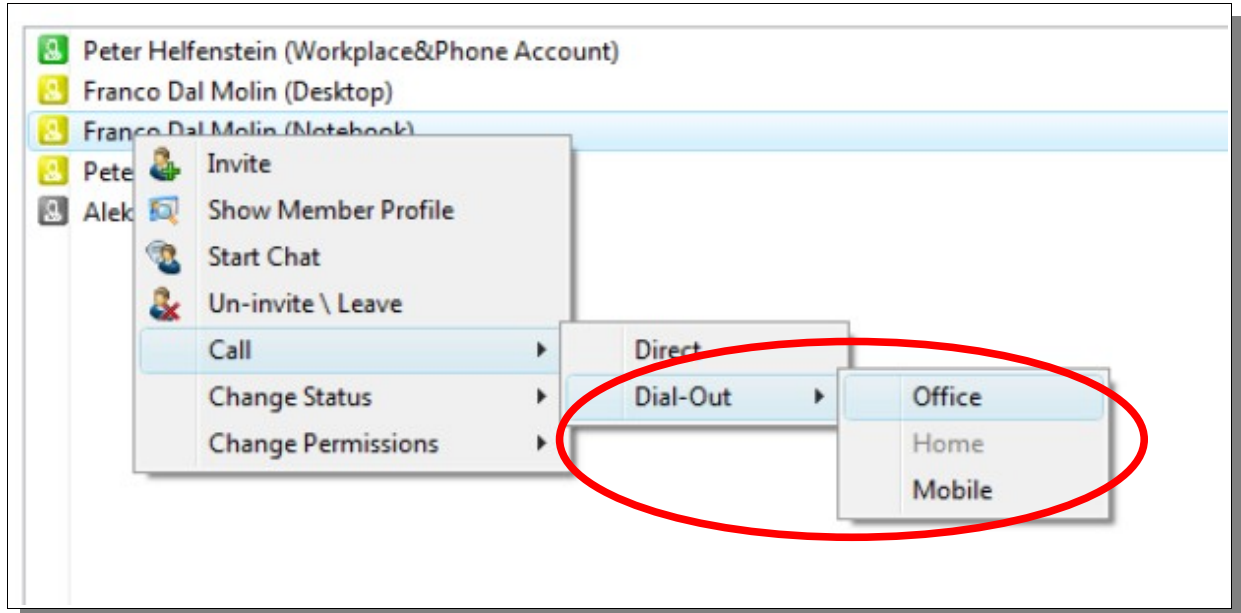


Illustration 38: Context menu to call regular numbers

Phone Numbers in User Profile

Each Collanos user can set and change his regular phone numbers in his or her own user profile. Fill out these fields so that your contacts and friends are able to contact you even when you are not in from of your computer.

Private Details

User information that only your team members will see

Office Phone

Mobile Phone

Home Phone

Enter number with country code, for example: +44 22 1234567

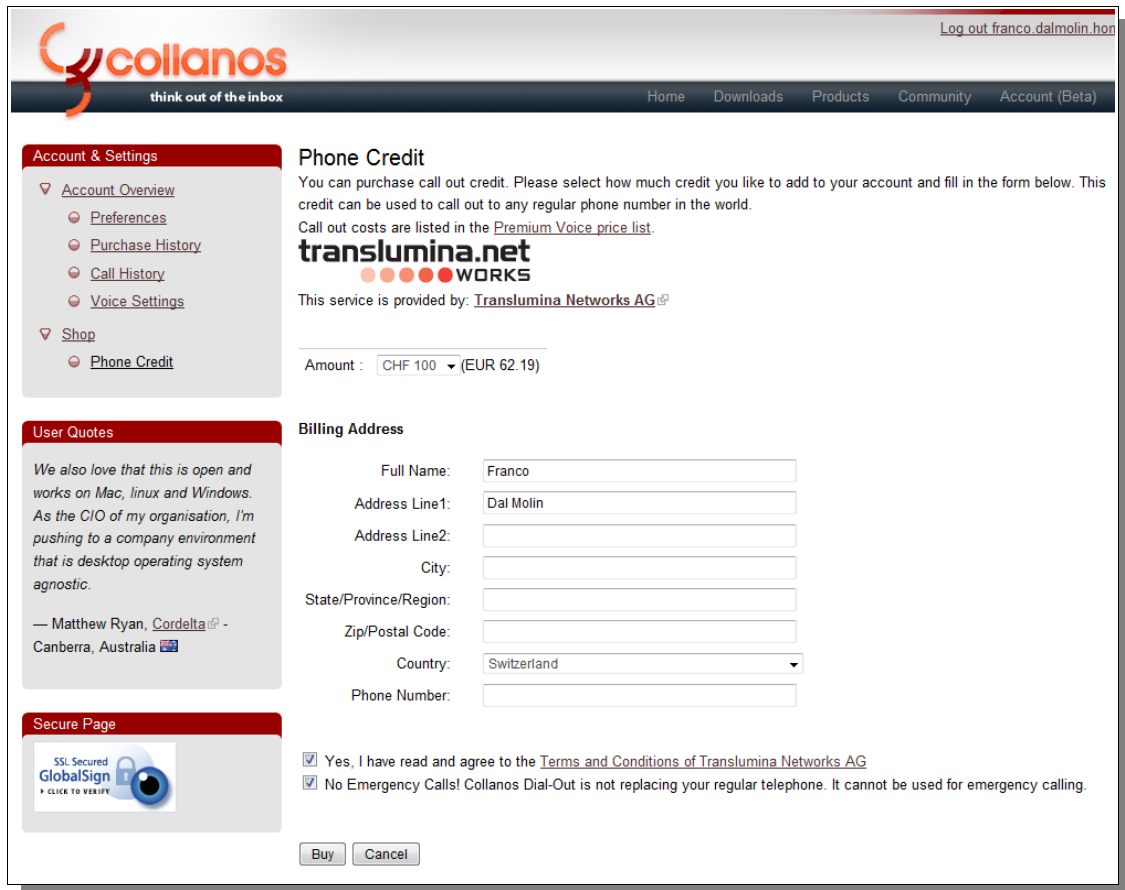
Illustration 39: User Profile contains three fields for phone numbers

Purchase Dial-Out Phone Credit (Premium Service)

Dialing-out to regular phone numbers is a premium service. To be able to use this service, users need to purchase dial-out credit on Collanos' secure web shop, using a VISA or MasterCard credit card.

Access the web shop here: <https://www.collanos.com/shop/account>

Web Shop



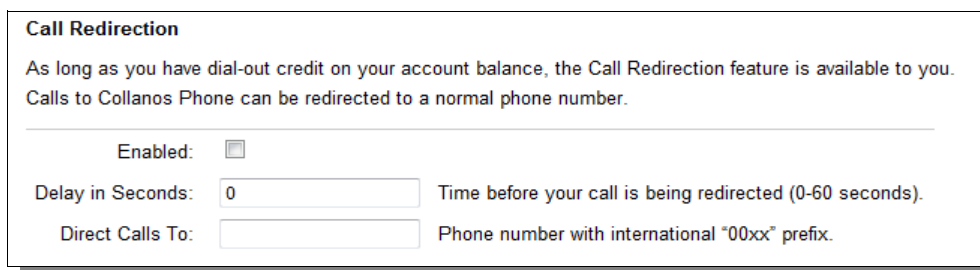
The screenshot shows the 'Phone Credit' page on the Collanos web shop. The page has a dark header with the Collanos logo and navigation links: Home, Downloads, Products, Community, and Account (Beta). The main content area is divided into several sections:

- Account & Settings:** A sidebar menu with links for Account Overview, Preferences, Purchase History, Call History, Voice Settings, Shop, and Phone Credit.
- User Quotes:** A quote from Matthew Ryan, CIO of Cordelta in Canberra, Australia.
- Secure Page:** A GlobalSign SSL Secured logo.
- Phone Credit:** The main content area with the following text: "You can purchase call out credit. Please select how much credit you like to add to your account and fill in the form below. This credit can be used to call out to any regular phone number in the world. Call out costs are listed in the [Premium Voice price list](#)." Below this is the Translumina.net logo and the text "This service is provided by: [Translumina Networks AG](#)".
- Billing Address:** A form with the following fields: Full Name (Franco), Address Line1 (Dal Molin), Address Line2, City, State/Province/Region, Zip/Postal Code, Country (Switzerland), and Phone Number.
- Terms and Conditions:** Two checkboxes: "Yes, I have read and agree to the [Terms and Conditions of Translumina Networks AG](#)" and "No Emergency Calls! Collanos Dial-Out is not replacing your regular telephone. It cannot be used for emergency calling."
- Buttons:** "Buy" and "Cancel" buttons at the bottom.

Illustration 40: "Purchase Phone Credit" page on the Collanos web shop

Redirect Feature

Quite interesting for (especially frequently traveling) users is the call-redirect feature. This feature makes it possible to redirected calls intended for your Collanos Phone to a regular phone number, for instance to your mobile phone. Your team members and contacts will still be able to call you for free on your Collanos Phone, but the calls will be redirected to another number after a defined time. This feature is automatically available for all users that have a positive phone credit balance on their account.



The screenshot shows the 'Call Redirection' settings page. The page has a dark header with the Collanos logo and navigation links: Home, Downloads, Products, Community, and Account (Beta). The main content area is divided into several sections:

- Call Redirection:** The main content area with the following text: "As long as you have dial-out credit on your account balance, the Call Redirection feature is available to you. Calls to Collanos Phone can be redirected to a normal phone number."
- Enabled:** A checkbox that is currently unchecked.
- Delay in Seconds:** A text input field with the value "0".
- Direct Calls To:** A text input field.
- Time before your call is being redirected (0-60 seconds):** A label for the Delay in Seconds field.
- Phone number with international "00xx" prefix:** A label for the Direct Calls To field.

Illustration 41: Manage call redirect settings in your web account

High-quality Conference Calls – For Free!

There are two different kinds of conference calls. The first kind is based on the central conference service and supporting up to 10 participants. The second kind is working with Collanos Phones only (no central server involved), but is limited to 3 participants.

The advantage of the central service is that conference call details such as “Subject”, “Description” and “List of Participants” are being sent by Workplace message as well as by Email to all participants. The Collanos Phone conference on the other hand is just “ad hoc” just calling the other two participants directly.

You can start a conference call by clicking on the following button at any time:

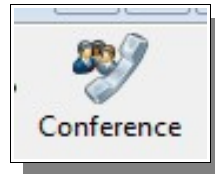
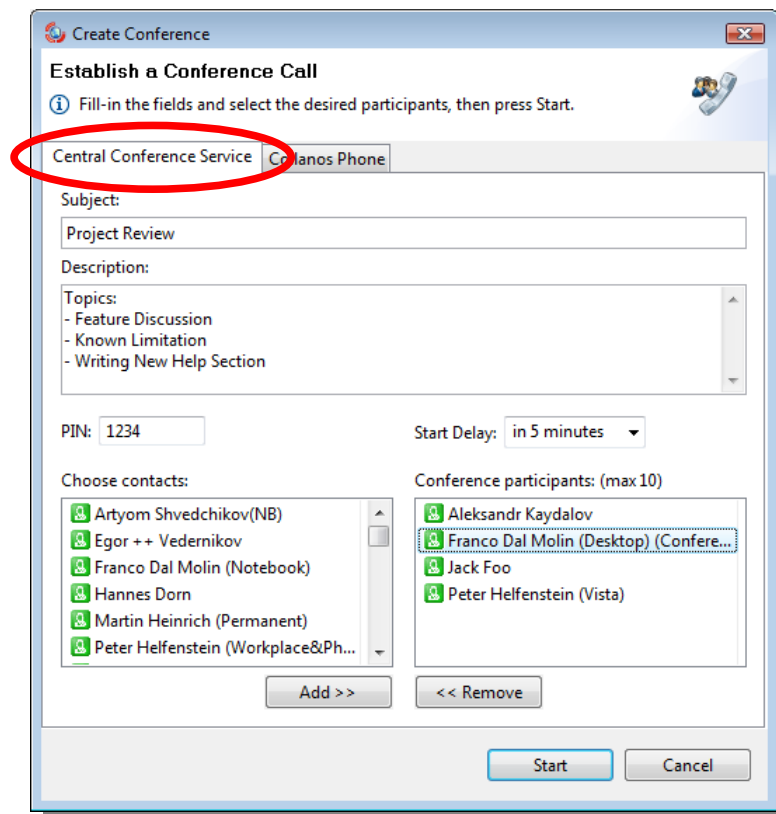


Illustration 42: Conference button

Central Conference Service

To establish a call based on the central conference service, use the first tab and fill in the form, such as:

- Conference call subject
- Conference call description (e.g. an agenda or the goals of this call)
- PIN code to protect the call
- Delay before the call starts (a good idea is to give a 5 or 15 minutes advance notice before starting)
- Desired participants



The screenshot shows a 'Create Conference' dialog box with the following details:

- Title:** Establish a Conference Call
- Instruction:** Fill-in the fields and select the desired participants, then press Start.
- Service Selection:** Two tabs are visible: 'Central Conference Service' (circled in red) and 'Collanos Phone'.
- Subject:** Project Review
- Description:** Topics: - Feature Discussion, - Known Limitation, - Writing New Help Section
- PIN:** 1234
- Start Delay:** in 5 minutes
- Choose contacts:** Artyom Shvedchikov(NB), Egor ++ Vedernikov, Franco Dal Molin (Notebook), Hannes Dorn, Martin Heinrich (Permanent), Peter Helfenstein (Workplace&Ph...)
- Conference participants (max 10):** Aleksandr Kaydalov, Franco Dal Molin (Desktop) (Confere..., Jack Foo, Peter Helfenstein (Vista)
- Buttons:** Add >>, << Remove, Start, Cancel

Illustration 43: Central Conference Service

After starting this call by clicking on “Start” button, all participants will receive a notification message, both in form of a Workplace chat message (system generated) and email notification.

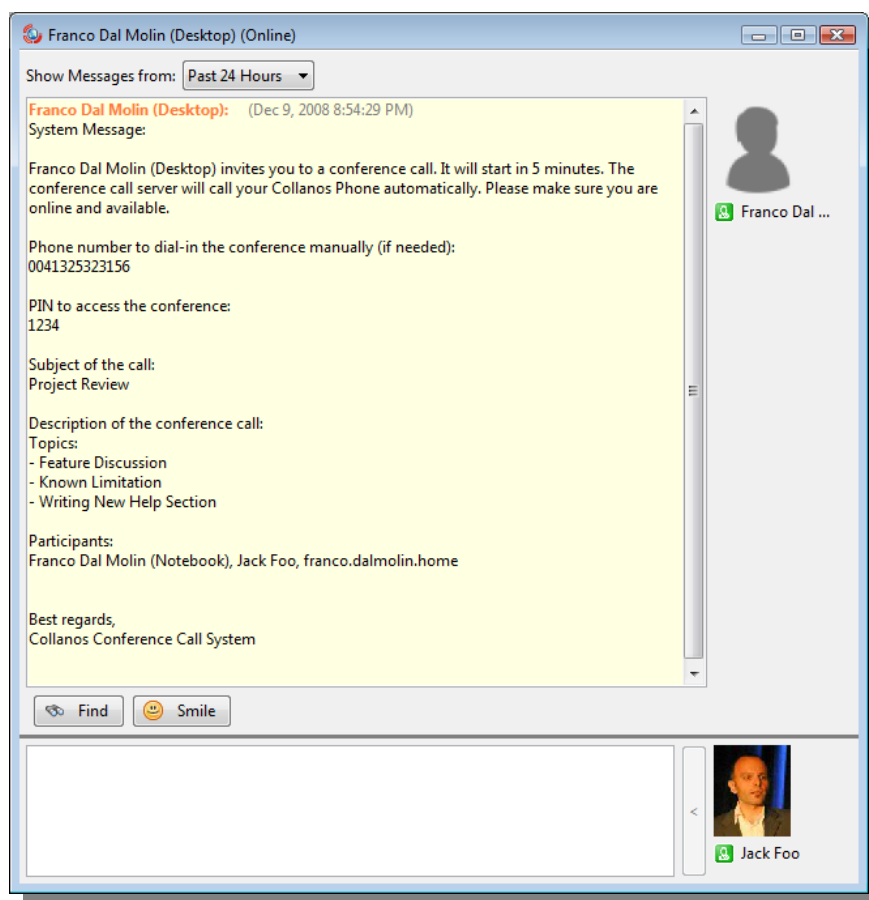


Illustration 44: System Message sent via Chat message

The email notification has one additional element, it contains a web link to automatically join the call.

Collanos Phone

To establish a Call that is started from your Collanos Phone, as well as the audio mixed on your local computer, use the second tab.

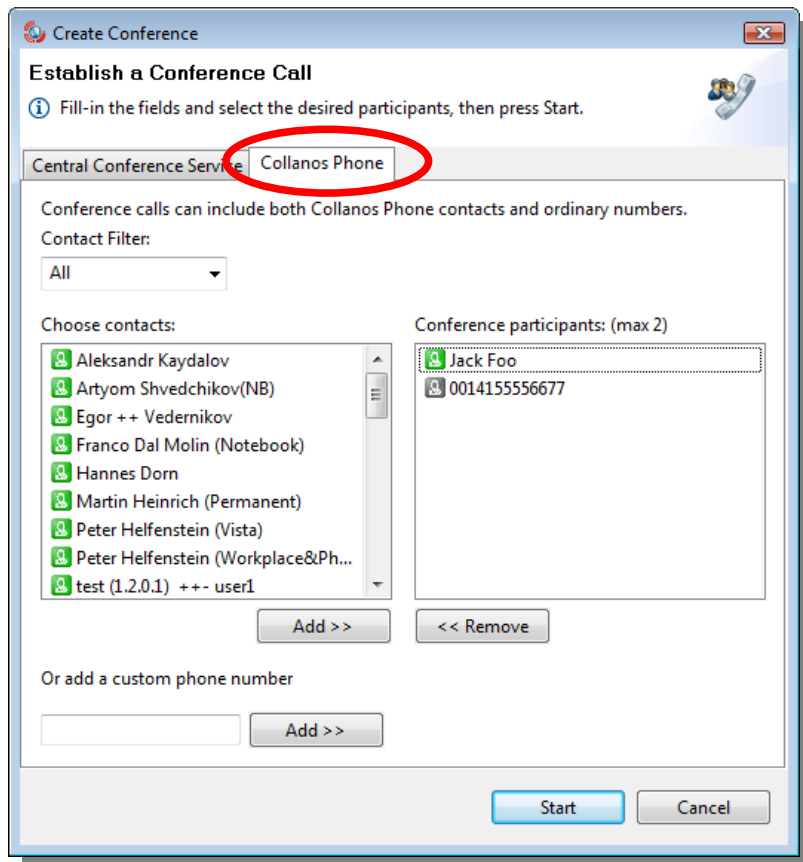
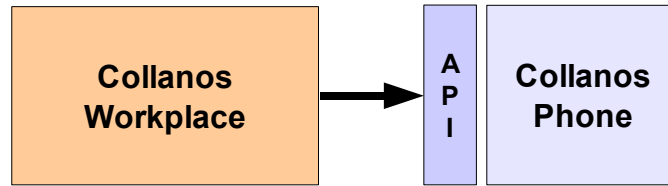


Illustration 45: Conference Call based on only Collanos Phones

Technical Integration (Phone API)

The two applications – Collanos Workplace and Collanos Phone – aren't integrated tightly with each other. They don't share the same code base, similar technologies or any programming libraries. Simply put, the two programs are only “communicating and coordinating tasks with each other” side-by-side on the same computer.



Drawing 3: Integration of Workplace and Phone

As shown in the above drawing, Collanos Workplace is connected to Collanos Phone only via an API (Application Programming Interface). If needed, the Phone can still be used as a stand-alone application.

There are a number of advanced technical settings for this interface, which can be adapted on a preferences page if needed. Most users won't have to change any of these settings. Please apply changes only if you are told so by Collanos' technical support team.

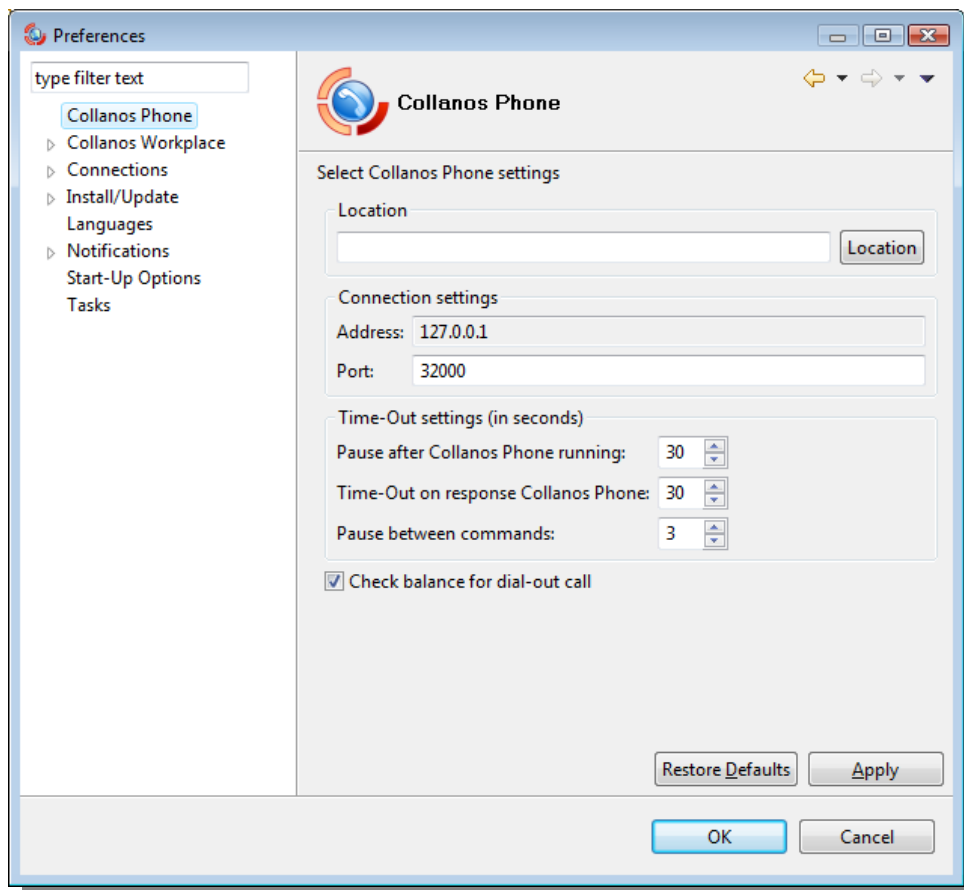


Illustration 46: Technical settings of the Phone integration

Known Problems

- Collanos Phone uses 100% of the CPU, if you have “Kerio” firewall running. We will try to fix this issue as soon as we can.

6.5 Duplicate Existing Workspaces

It is now possible to duplicate existing workspaces. When duplicating a workspace, only its content (folders, files, objects, relations) will be duplicated, but not the members. Listed as “Creator” of all the elements inside the copied workspace will be the user that duplicates the workspace.

Note: This function is a first step towards supporting templates more comprehensively. In future releases it will be possible to store workspaces as templates, import/export templates, and share templates with others.

Duplicate Using Context Menus

The function to duplicate a workspace is available in the context menu of workspaces, both in the tab part of “Active Workspaces” and on the names listed in “All My Workspaces” perspectives.

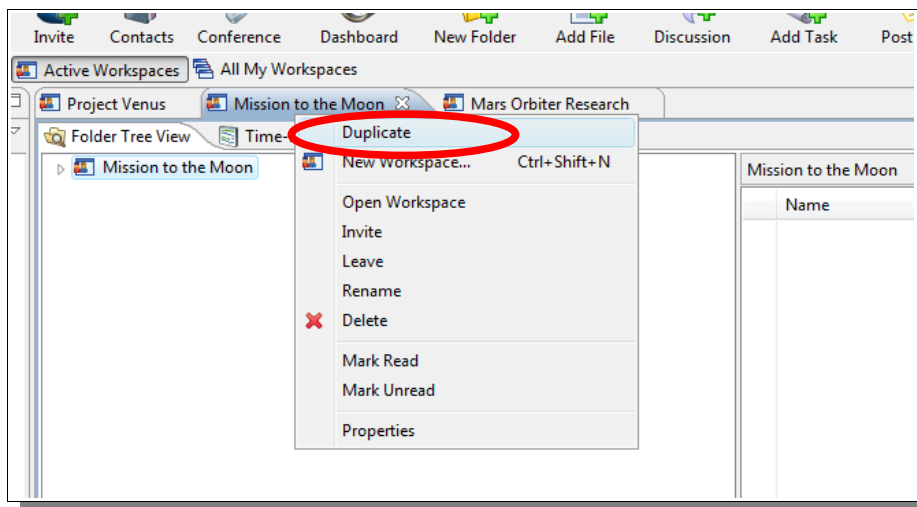


Illustration 47: Context menu in Active Workspaces

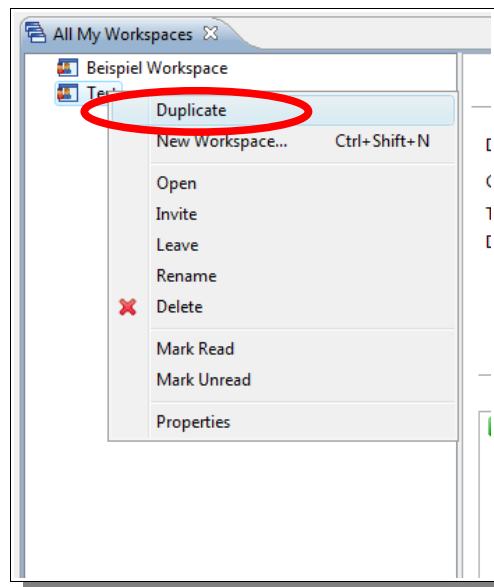


Illustration 48: Context menu in All My Workspaces

Duplicate Using Create New Workspace Wizard

Additionally the function is also available in the wizard used for creating new workspaces. Here you will be asked right at the beginning whether you want to create an new “Empty” or a new “Duplicate Existing” workspace.

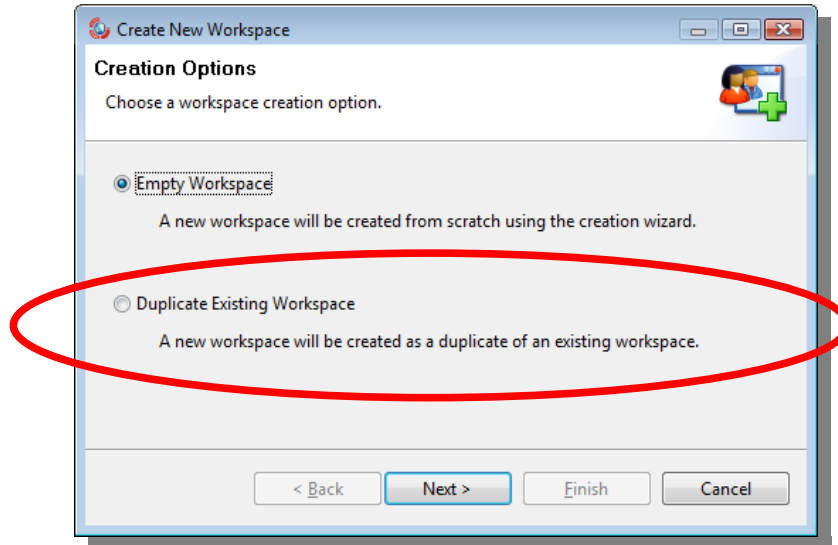


Illustration 49: First page in wizard

If you choose to duplicate an existing workspace, the second screen will give you a list of all your existing workspaces. Here you can select the one you want to duplicate.

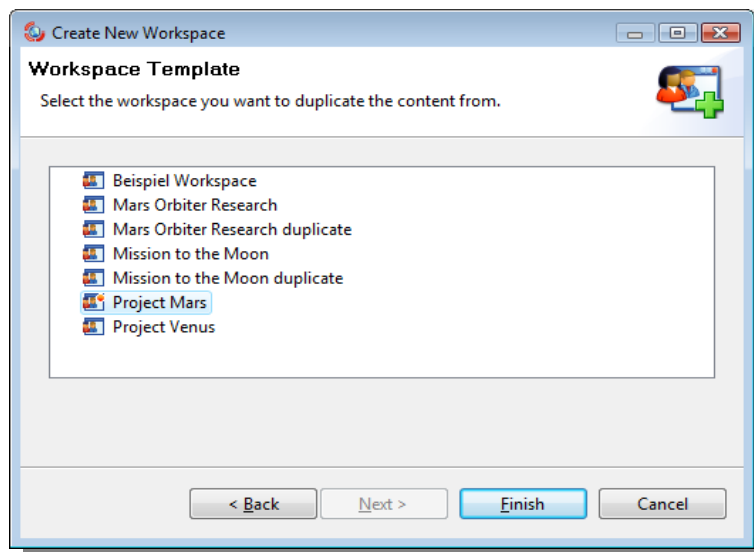


Illustration 50: Second page in wizard

Change Name of Duplicated Workspace

The name of the duplicated workspace will always be the old workspace name + “ duplicate” attached. For example “Project Venus” would become “Project Venus duplicate”.

You can now use the **Rename** or **Properties** commands (both are also available in the context menu) to give the duplicated workspace a new name.

6.6 Copying Between Workspaces / Full Clipboard Support

The capabilities to copy or move content elements and whole content folder structures have been improved and expanded. Now it is possible to perform all these operations from Workspace to Workspace, as well as from Workspace to Desktop and vice versa.

Clipboard Support

The functions needed to perform these operations are based on the standard Clipboard features available in all operating systems: **Cut**, **Copy** and **Paste**. The corresponding keyboard shortcuts are Ctrl-X, Ctrl-C and Ctrl-V.

The functions are accessible in the main “Edit” menu (in the main window), as well as in most context menus.

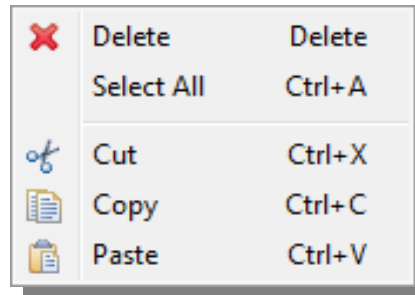


Illustration 51: Main "Edit" menu

Known Limitations

- When copying/moving Collanos-specific objects (Tasks, Notes, Links, and Discussions) from a workspace out to the file system, they are transformed automatically into an XML-file (= a structured representation of the objects). When then copying/moving these XML-files back to the workspace, they won't be transformed into Collanos-specific objects, but stored as XML files. This limitation will be addressed in the next release.

6.7 Flexibly Customizable Notifications

In the past, only workspace invitations and new chat sessions would trigger a real notification message (“Balloon”) in the lower right corner of the Desktop. All content changes in workspaces used only an acoustic signal and the red marker. Users generally asked for stronger notifications and alerts for content changes.

This release introduces a more flexible way and customizable system for notifications. In the preferences users can not select which operations (“Events”) should trigger which types of alerts.

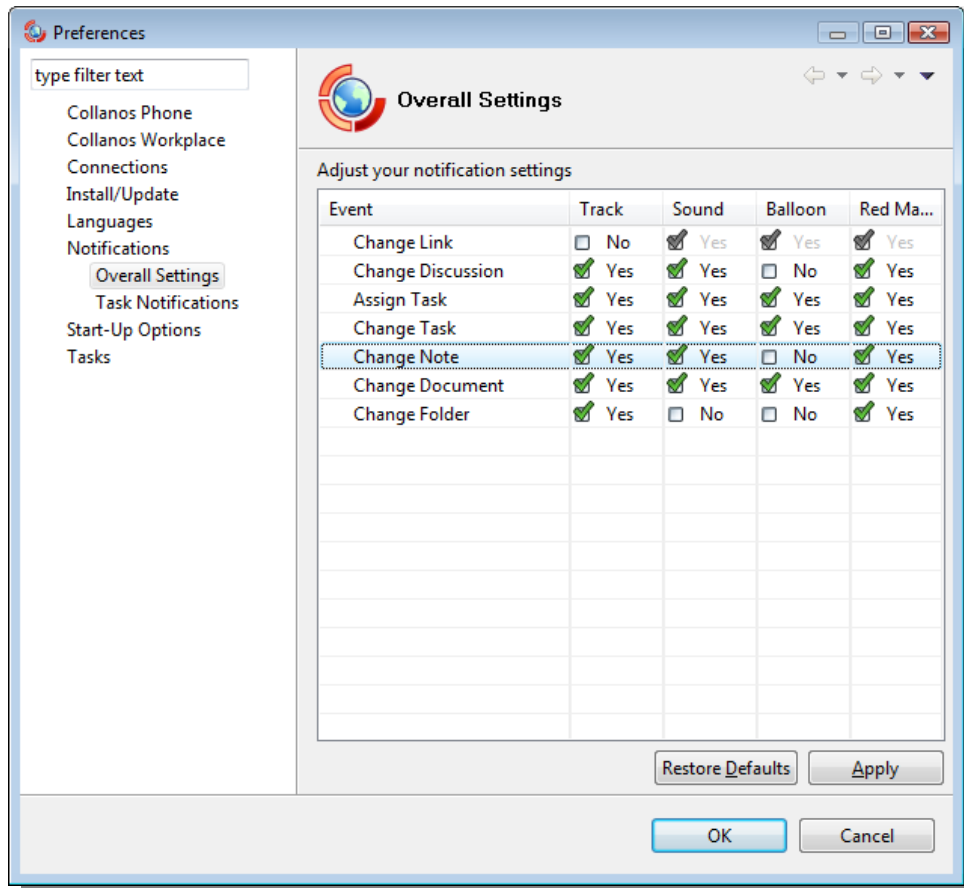


Illustration 52: Preferences page for system notifications

For each “Event” type, you can select:

- **Track**
This is a top level setting, to generally switch on notifications for this Event type, or don't track anything at all. If you de-select this box, you will not get any notifications at all.
- **Sound**
Select this option to generate an acoustic “beep”.
- **Balloon**
Select this option receive the gray “Balloon” message boxes in the lower right corner of your Desktop.
- **Red Marker**
Select this option to mark the content object with a small red dot, also called “Unread Marker”.

6.8 Folder Structure “Remembered”

Until recently folder structures always opened fully expanded, which was quite annoying, especially for long and deeply nested trees. Now each folder “remembers” his last state, that is, whether it was opened or closed. This gives users a consistent experience and improved usability. The structure is preserves its last state no matter if users close and reopen workspaces, or if they exit and restart the whole application.

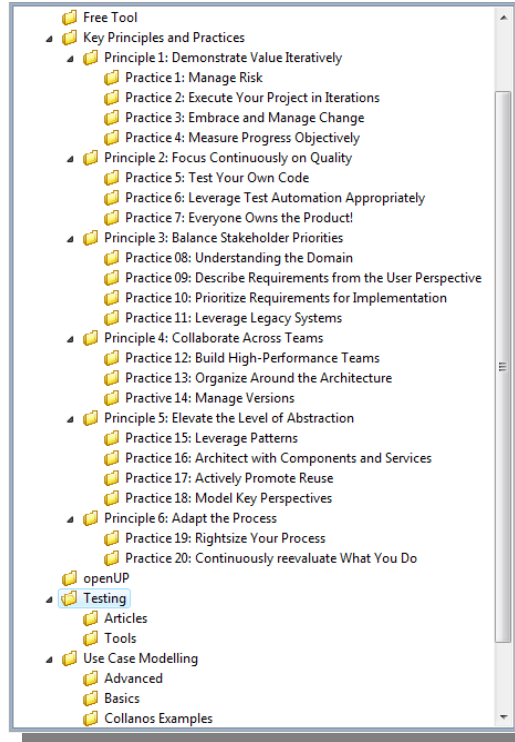


Illustration 53: Example of long folder tree

Additionally, two new functions were added to the context menu. Users can also execute “Expand All” to open all folders and “Collapse All” to close all folders in the tree.

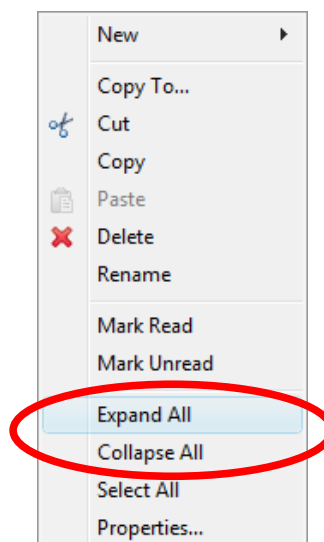


Illustration 54: New functions in context menu

6.9 Save Changed File Under New Name

After modifications to a binary file (e.g. opening and updating an OpenOffice file), the changed file can now be stored back directly to the workspace, while giving it a new name.

After having performed the changes, Workplace will present to the user the following dialog. You can choose to save your changes back to the same file (click “Yes”), not save any of the changes at all (click “No”), or save the file under a new name (click “Save As...”).

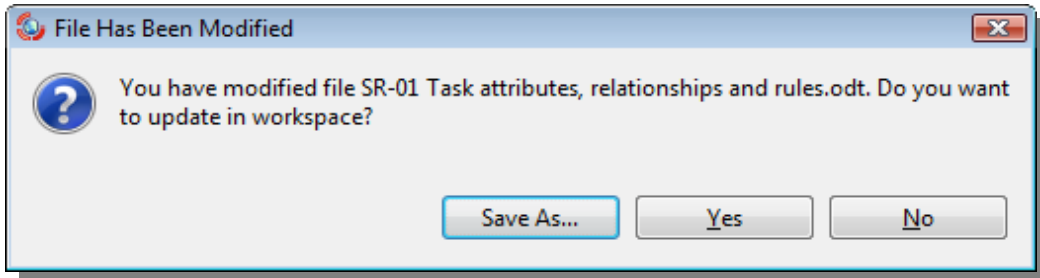


Illustration 55: The options how to handle a changed binary file

If you click “Save As...” you will get another dialog, where you can enter the desired new file name.

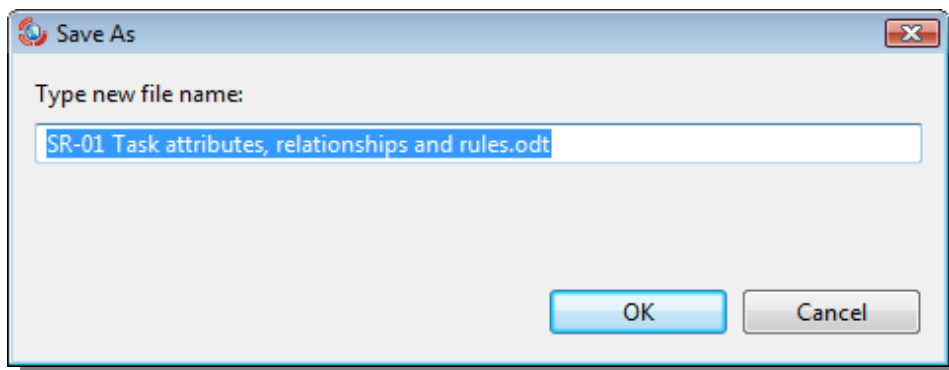


Illustration 56: Dialog to enter a new file name

6.10 Export Data of Tabular Views (→ ideal for printing)

Now is it possible to export data from tables into external files. Examples of tabular views include the “Object Pane” (that’s the main view where you see the content of your folders) or also the “All My Tasks” view. If you click on these lists, you will find an “Export...” function in the context menu.

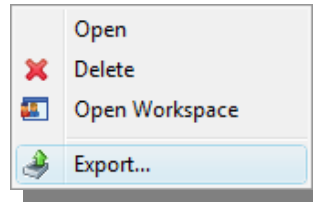
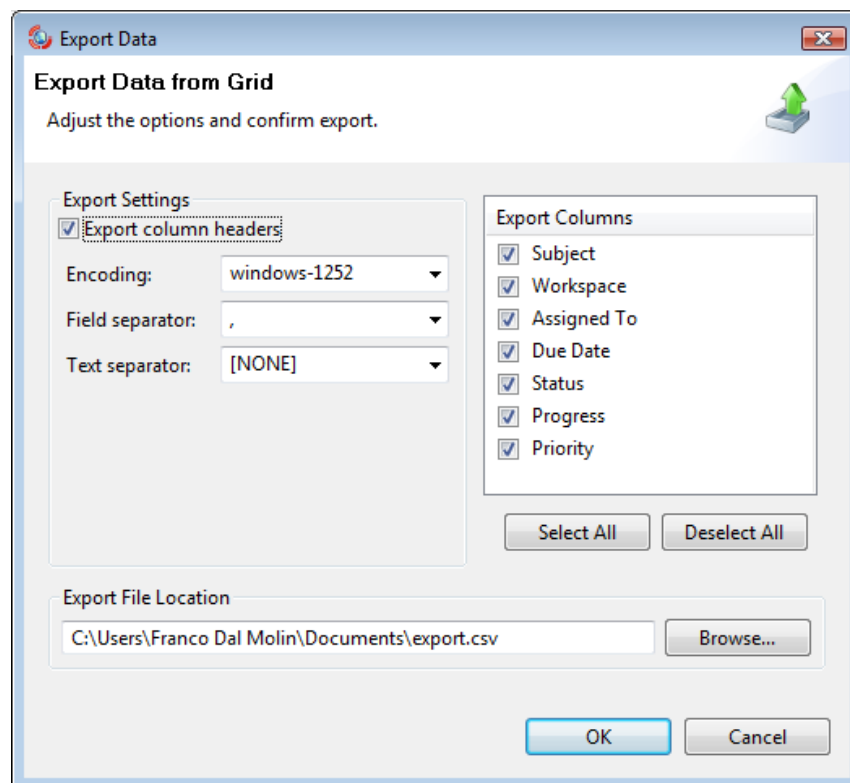


Illustration 57: Export function

Just select with your mouse all the rows (you can also use the Shift and/or Control keys together with your mouse, to select several non-consecutive rows) that you want to export. Then use the “Export...” function. The next dialog will give you the chance to specify which columns to export, and some other formatting-related settings. Here you can also define the export directory and filename. A default location and name is pre-filled.



That's it, after clicking “OK” you will find the file at the specified location. At this point you could use any application of your choice, e.g. OpenOffice Calc or Microsoft Excel, to open the file, modify and format it further, or print it.

6.11 Additional Enhancements and Resolved Issues

Many additional small enhancements have been implemented in the release, as well as over 200 minor issues resolved. Without going into greater detail, these are just a few examples of the improvements:

- List of workspaces in “All My Workspaces” perspective sorted alphabetically
- Windows and Linux now shipping with Java version 6, resulting in overall better performance
- When exporting objects with names containing non-allowed characters, replace them with “_”
- Additional browsers supported when dragging-and-dropping links from browsers to workspaces
- Selection of Collanos users in directory search is now limited to one (protecting from abuse)
- Faster searches on central user directory
- Graphical user interface brush-ups
- And many more...

7 Upgraded Infrastructure

We are constantly upgrading and expanding our central server infrastructure. Our goal is to guarantee a smooth and pleasant operation of all Collanos services.

Central User Directory

The old Central User Directory ran on a outdated server model. It has been replaced one month ago with a redundant configuration consisting of two modern and high-performance servers. We did this in anticipation of a substantial increase in user registrations in the coming months. We expect that the new contact management capability, in combination with mass-invitation functions and generally new and improved features, will lead to a sharp increase in users.

Presence and Traffic Relays

We are also tuning and optimizing our P2P backbone, which consists of a small number of interconnected “super nodes” responsible for two types of services. The so called “Rendezvous” service helps all connected Workplaces to “see” each other (= who is online, who offline). And the so called “Relay” service is helping Workplaces sitting behind firewalls and network routers (essentially hiding them from the outside) to anyway route their traffic to their counterpart peers. These super nodes have all been reinstalled with a more stable operating system and more memory.

8 Ambassadors Program

Together with this Workplace release, we are re-launching the Ambassadors program, which is all about spreading the word of Collanos. If you are excited about our innovative, free and valuable solutions, this is your opportunity to help us promote our applications by becoming an Ambassador. Join the team and engage in one (or several) of the following active roles:



Promoter



You are outgoing, marketing-oriented, and love networking. You see many new opportunities how Collanos can be used within and beyond your organisation(s). You like to tell others about the benefits, create workspace templates, share the good news, and of course invite many others to join. You are even setting up workshops and presentations to promote your ideas.

Blogger



Your strength and passion is writing. You like to share news about useful tools, innovative technologies, team working trends, and unified collaboration approaches. Sometimes you compare several tools, including Collanos, write about your first hand experiences, and share review reports about the latest releases. The world wide web of Blogs, Twitter, Feeds, etc. is your comfort zone.

Supporter



You like to assist other users if they have questions or struggle using our solutions. You are monitoring the user forum quite regularly and registered to get notifications about new posts and ongoing discussions. Possibly you are fluent in a foreign language, and like to focus on your particular language, helping community members in your region. Of course you are yourself a passionate and advanced user.

Tester



Your interest is product and use-case oriented. You are creative and have many ideas how Collanos' solutions could evolve. You like to share your feature requests and contribute to product planning with a small team of product managers and quality assurance experts. You like to validate new features before they are launched. You are using Collanos everyday in your projects.

Translator



You like to see Collanos' solutions become available in your own language. Your contribution is translating the text strings of the user interface(s), so that our engineering can create new language packs and add them to the standard. You are able to understand English quite well and translate important terms and sentences to your language. Within "your" language, you work with 1-2 other colleagues (if available).

Special Call For Potential Translators

Collanos Workplace is already prepared to easily support many languages. And now we have also implemented an online translation tool, so that you can easily translate using a Web browser only. In other words, we are now looking for translators! In the past we had received offers by users to translate into Spanish, Portuguese, French, Italian, Russian, Hebrew, Korean, and others languages. If you are still interested in helping us with translations, please sign-up as an Ambassador with Translator role. Thank you!!

On the web site you can find additional information: <http://www.collanos.com/community/ambassador>

You'll also find an online form to apply to become an Ambassador. If you like to idea of engaging with a global community and to be active in your country, region, organization, industry, university, or language, we would be thrilled if you joined our "diplomatic corps"!

9 Outlook – What Will Come Next?

We are constantly being asked about new features, if and when they would be incorporated into the solution offering. Additionally, we are getting also many great suggestions and features requests, posted directly to the user forum. In the hope of relieving you at least partly from your anxiety, we decided to compile a “short list” of areas that we will very likely address in the next one or two Workplace releases.

- Calendar, including simple synchronization with popular web calendar(s)
- File system integration (synchronizing folders of the operating system)
- Search functionality across all your workspaces
- Organizing and grouping of all your workspaces with keywords-based tagging or categories
- Saving objects like Emails, Contacts and Calendar Events from popular Groupware applications
- More transparent synchronization, show content replication details and new options to influence
- Support of multiple devices with only one unique Collanos Name
- Workspace templates, incl. Web publishing to exchange with others
- Further improvements in task and project management
- Additional contact management and user profile improvements
- Expand historical change logs, to include all system objects and user actions

Please continue to tell us what would you like to see incorporated next in our releases. Feature requests stemming from real, daily, and intensive practical use take precedence from long theoretical “wish lists” of possible features. In any case, any and all ideas, suggestions and votes are welcome. Please post directly to <http://forum.collanos.com>. Thank you for your contributions.

10 User Forum, Feedback, Share the News!

We really want to hear from you!

Go to <http://forum.collanos.com/> and share your feedback with us and with others. Let the world know what you think of this release: Does it work well for you? What improvements would you like to see in the next release? Don't be shy in replying to messages posted by other Collanos users.

Finally, if you want to help us, share the news about the availability of this release with as many users as you can. Now that we have a powerful Contact Management system, just reach out to all of your existing contacts and add them to your Contact List. Finally, write about Collanos in your Blog, share the news with others, etc.

Thank you for your continued support.