

# Grandstream Networks, Inc.

IPVideoTalk Cloud Conferencing System

How to Use Chat in IPVideoTalk Meeting







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### **OVERVIEW**

IPVideoTalk provides WebRTC or Mobile App clients with Chat option allowing them to send questions or comments during an IPVideoTalk meeting. IPVideoTalk Chat feature supports Group Chat (users send/receive chat messages to/from all participants including the host) and Private Chat (user specifies a participant as single destination to a chat message before submitting).

This document introduces how to use Group Chat option during IPVideoTalk meeting/webinar. For more information about IPVideoTalk usage, please refer to the links below:

- IPVideoTalk User Manual
- IPVideoTalk website: http://www.ipvideotalk.com/





## HOW TO CHAT

- 1. From WebRTC browsers on the PC, open the IPVideoTalk meeting URL or enter the meeting ID in <a href="https://meetings.ipvideotalk.com">https://meetings.ipvideotalk.com</a>.
- 2. Once the meeting is started, users can find the chat window at the right side of the web browser.
- 3. If "Allow Chat" is enabled for the meeting, the WebRTC participants could chat in the chat window. Input messages in chat window and press Enter to send out.

Project X Web Video Conference	12:00:00	Group chat 📃
Host: Steve Meeting ID: 37432733		Amy Hu 11:15:36 Hello everyone, I am the host!
Meeting URL: https://meetings.ipvideotalk.com/37432733		Me: 11:16:24 Everybody is ready?
	¢ CC	Seina (Host) 11:23:56 To: Selina (Host)
	@ @	First in"to:" menu select participants, enter your message, press enter to send.

### **All Group Chat**

Group chat is supported on WebRTC. The WebRTC participants can chat in group during the meeting.

- 1. Select to send to "All" in the dropdown list.
- 2. Simply enter message in the chat window and send the message.
- 3. Users can also send pictures or files. Drag the file/picture to the chat area or click on the icon open the file and send it.





4. Click on the files in the chat area to download and click on the picture to view the original picture.

Group	chat		Ξ
Amy Hu	11:15:36		
Hello e	veryone, I am the	e host!	
		Me 11	:36:00
	roduct model.do 6.8K	cx	-
Selina (H	iost) 11:23:56		
	Meto	Amy Hu 11	:24:06
			roup chet my He III 1126 Sello evenyone.
To: Selin	a (Host)		• 🗎
	" menu select par sage, press enter l		nter

Figure 1: Group Chat Interface on WebRTC Client

To clear chat messages, click on button at the upper right corner. Please note if the host disables chat, no participant can chat.

### **Panelists Group Chat**

The panelists' group chat is an internal chat group between the Webinar host and panelists.

**Note:** This feature is only supported in IPVideoTalk Webinar mode

- 1. The Webinar host and panelists could send messages to this group and receive messages from it.
- 2. The general Webinar participants cannot check the messages in panelists chat group, nor send messages to it.





Group Chat			≡
sqhuang to Panel Hello	lists	10:52:10	
1	Me <mark>to</mark>	Panelists	10:52:35
		I have a c	uestion!
sqhuang(Host)			
Panelists			
All			
To: Panelists			Ŧ
Press enter to send	I the I	message	

Figure 2: Panelists Group Chat

- 3. Users can also send pictures or files. Drag the file/picture to the chat area or click on the icon et al.
- 4. Click on the files in the chat area to download and click on the picture to view the original picture.

### **Private Chat**

Private chat is supported on WebRTC. The WebRTC participant can send a message to the host or other participants in the group during the meeting.

- 1. Select the person you want to send the message to in the dropdown list.
- 2. Once the message is sent, the message will be marked as "Private".
- 3. You can click the name to reply private message quickly.





Group chat	≡
Amy Hu 11:15:36	
Hello everyone, I am the host!	
Me 1	1:16:24
Everybody is re	eady?
Selina (Host) 11:23:56	
Hello!	
Me to Amy Hu 1	1:24:56
Hello host , I have a question ask you in private.	and the second s
Amy Hu to me 11:32:01	
Hello, what's the problem?	
Reply	
To: Selina (Host)	
First in to:" menu select participants, o	enter
your message, press enter to send.	

Figure 3: Private Chat Interface on WebRTC Client- Select Person

- 4. Users can also send pictures or files. Drag the file/picture to the chat area or click on the icon open the file and send it.
- 5. Click on the files in the chat area to download and click on the picture to view the original picture.

If the host prohibits you to check the participants list, you can only send private message to the host. If the host prohibits chatting, the participants cannot send private messages to all participants.





# **CHAT CONTROL**

### **Chat Control before Meeting**

- 1. Log in IPVideoTalk Portal <u>http://www.ipvideotalk.com</u>.
- Go to "Meetings" page under "Upcoming" meetings.
  If a scheduled meeting has not started, the user could select the meeting and click on "Edit" to edit the meeting options.

Dec 07, 2016	The New GXP17	Not started	
09:00AM	Organizer:	8200757 (Grandstream Marketing) -IPVide • View all scheduled meetings on this dev	vice
	Participants:	0	
10:00AM	Meeting ID:	46177452	
	Meeting URL:	https://meetings2.ipvideotalk.com/46177452	
	Registration URL:	https://meetings2.ipvideotalk.com/46177452/register Start Edit	Cancel

2. On meeting configuration page, click the checkbox for option "Allow Chat" to enable group chat for the meeting. Otherwise, group chat is not allowed during the meeting.

Meeting Settings:	✓ Automatic Recording			
Attendee Controls:	☑ Muted by Host on Entry		✓ Display Attendees List/Status	
	✓ Allow Chat		Play Beep When Attendee Joins/Leaves Meeting	
	🛃 Enable Q & A			

#### Note:

If an ended meeting does not have "Allow Chat" enabled, and the user would like to reschedule it with chat enabled, on IPVideoTalk Portal->Meetings->History page, select the meeting you would like to reschedule and click on "Reschedule" button.

Mar 29, 2017	IPVideoTalk M	eeting	Ended		
09:37AM	Organizer:	Organizer: 8200495 (EMEA LAB2) - IPVideoTalk Pro 💿 View all scheduled meetings on this device			
	Participants: Meeting ID: Duration:	2 8200495; Michael(test@test.com) 40261018 1hr 54min Reschedule R	estart Delete		

Then, click the checkbox of "Allow Chat" to enable it.





Auto Ans	swer:	Yes	
Attendees Co	ntrol:	Mute Attendees On E	Entry
		Display Attendees Lie	st/Status
		☑ Allow Chat	
		Save	Cancel

### **Chat Control during Meeting**

Once the meeting is started, the user cannot edit the meeting control options on IPVideoTalk Portal anymore. To enable/disable chat during a meeting, a WebRTC client must become the meeting host by entering the host code when joining or during the meeting.

#### **Disable Chat**

1. After WebRTC client becomes the meeting host, click on icon icon on the left of the chat window, and then select "Disable Chat for All Attendees".



Or, click on icon  $\equiv$  on the top of chat window, and then select "Disable Chat for All Attendees".

2. All WebRTC participants will see prompt notification in chat window about "chat disabled".

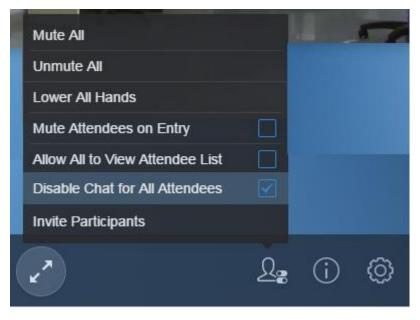




Group Chat	≡
John	12:09:06
Hi! Thanks for joining the meeting1	
John	12:09:19
Shall we start presentation?	
Michael	12:09:46
Sure! I am ready :)	
12:18:03	
Jane is now the host	
12:20:02	
Disable all to chat	
The host disable chat.	

#### **Enable Chat**

1. A WebRTC meeting's host can enable chat by clicking on icon icon on the left of the chat window, and uncheck "Disable Chat for All Attendees".



Or, click on icon ≡ on the top of chat window, and then select "Enable Chat for All Attendees".

2. All WebRTC participants will see prompt notification in chat window about "chat enabled".





۲	Group Chat 📃	
	14:27:44	
	Jane is now the host	
	Jane 14:28:43	
	Hi everyone, I will move on to next part of bug issues.	
	14:57:10	
	Enable all to chat	
	Press enter to send the message	

### **Clear Chat History**

The WebRTC clients can clear chat history from his/her own web browser. In the chat window, click on icon on the top of the chat window. Click on "Clear" to clear the chat history.

Group Chat	_ [			≡
	Jane e	14 🛅	Clear	
Jane				14:28:43
Hi everyone bug issues.	e, I will i	move	on to nex	t part of
	1	14:57:1	10	
	Enab	ole all t	o chat	

