

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).

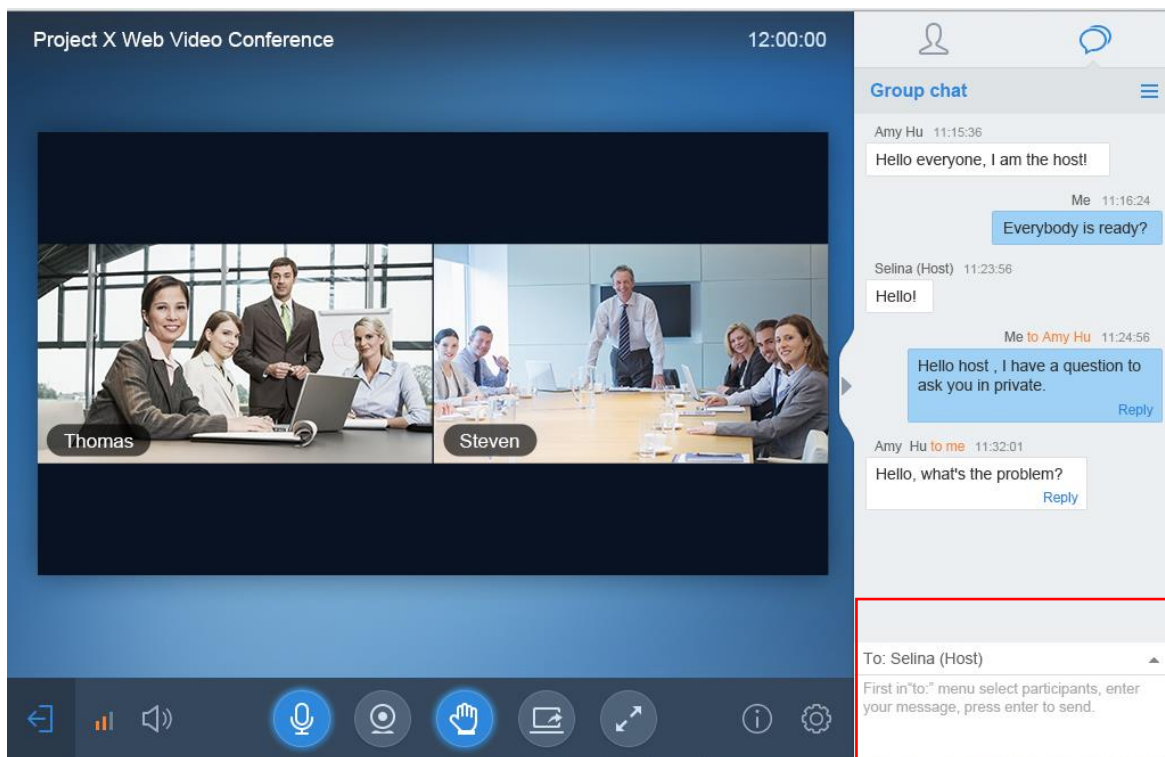
This document introduces how to use Group Chat option during IPVideoTalk meeting/webinar. For more information about IPVideoTalk usage, please refer to the links below:

- 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 <https://meetings.ipvideotalk.com>.
2. Once the meeting is started, users can find the chat window at the lower right corner 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.

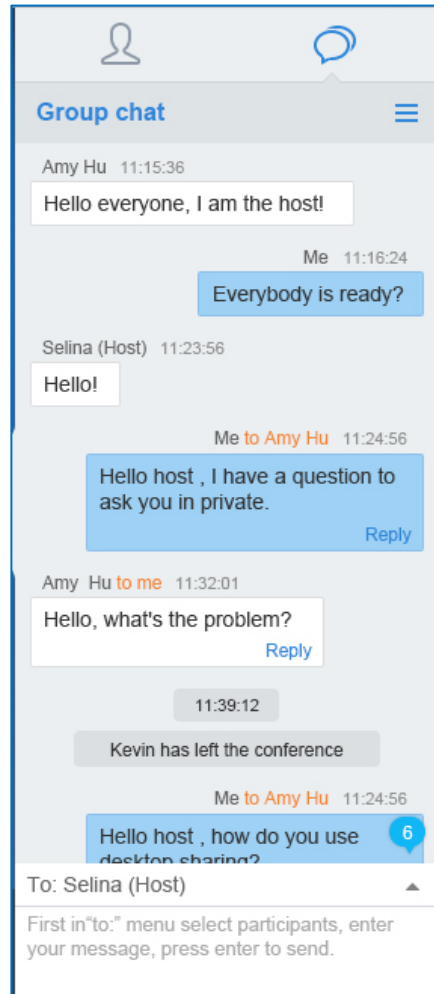


All Group Chat

Group chat is seen by all participants present in the meeting.

1. Select to send to "All" in the dropdown list.
2. Type in the message in the chat window.
3. Send the message by pressing ENTER on your keyboard.





To clear chat messages, click on button  at the upper right corner.

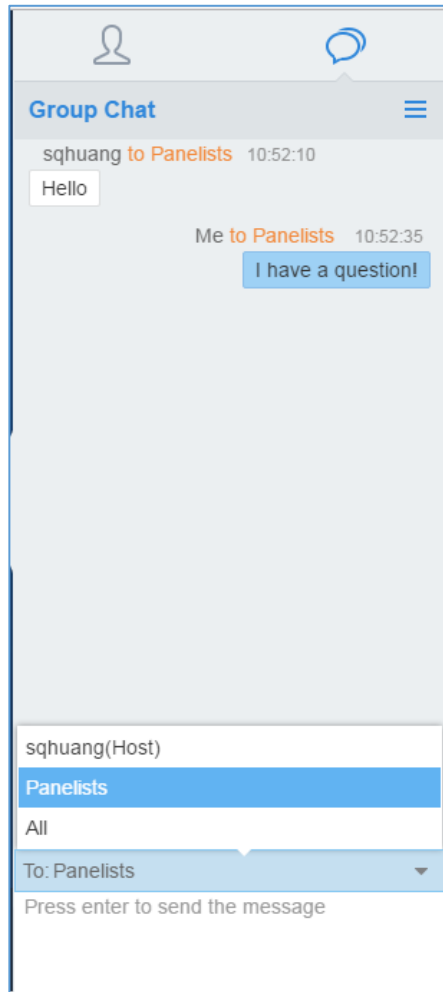
Note: If the host disables chat, no participant will be allowed to chat.

Panelists Group Chat

The panelists group chat is an internal chat group between the meeting host and panelists during an IPVideoTalk Webinar.

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

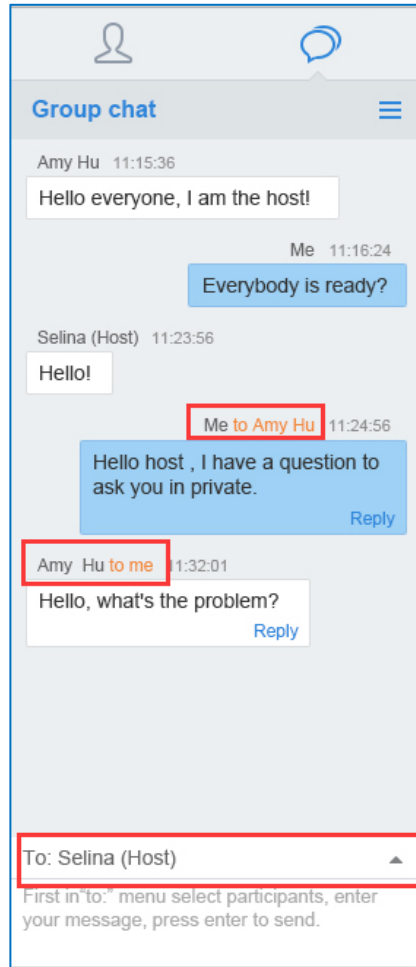




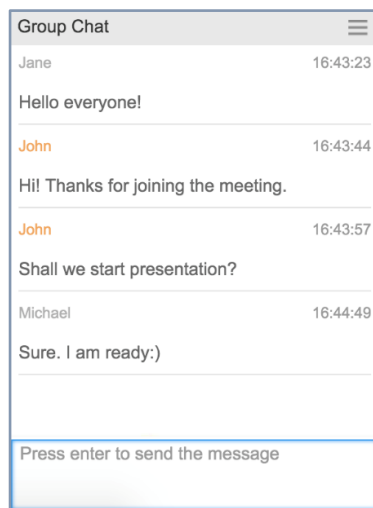
Private Chat

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.



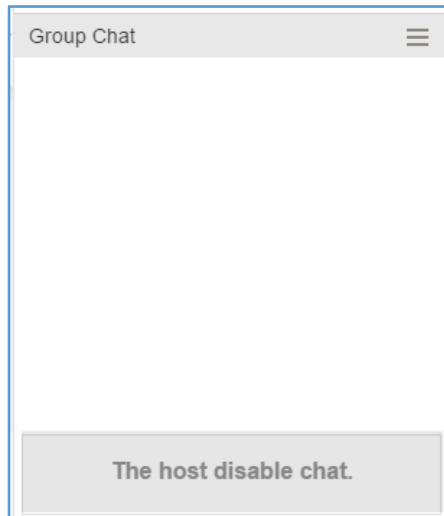


- If the host prohibits you to check the participants list, you can only send private message to the host.
- If the host prohibits chatting, the participants cannot send private messages to all participants.



Notes:

- If “Allow Chat” is disabled, “The host disable chat” notification is shown in chat window during the IPVideoTalk meeting. The WebRTC participants will not be able to enter chat there. If any WebRTC participant becomes meeting host, he/she can use host control to enable chat feature again.



- The GVC320x does not support chat and will not be able to see or enter chat.



CHAT CONTROL

Chat Control before Meeting

1. Log in IPVideoTalk Portal <http://www.ipvideotalk.com>.
2. 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 GXP17xx series by Grandstream!	Registrants: 0	Not started
09:00AM	Organizer:	8200757 (Grandstream Marketing) -IPVide...	View all scheduled meetings on this device
	Participants:	0	
10:00AM	Meeting ID:	46177452	
	Meeting URL:	https://meetings2.ipvideotalk.com/46177452	
	Registration URL:	https://meetings2.ipvideotalk.com/46177452/register	<input type="button" value="Start"/> <input type="button" value="Edit"/> <input type="button" value="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.

Auto Answer:	<input checked="" type="checkbox"/> Yes
Attendees Control:	<input type="checkbox"/> Mute Attendees On Entry <input type="checkbox"/> Display Attendees List/Status <input checked="" type="checkbox"/> Allow Chat
<input type="button" value="Schedule"/> <input type="button" value="Cancel"/>	

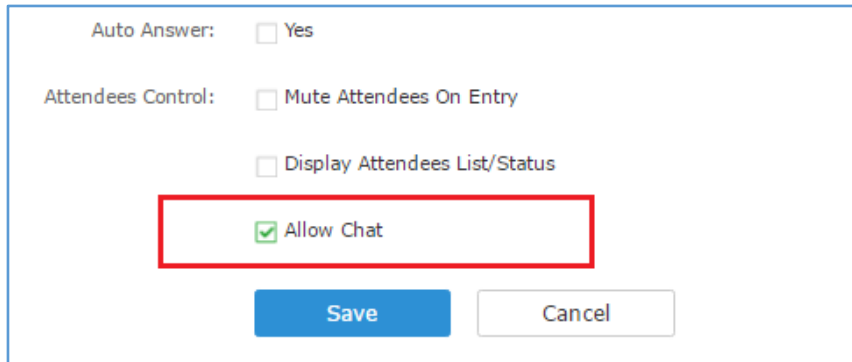
Note:

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 Meeting	Ended
09:37AM	Organizer:	8200495 (EMEA LAB2) -IPVideoTalk Pro View all scheduled meetings on this device
	Participants:	2 8200495; Michael(test@test.com)
	Meeting ID:	40261018
	Duration:	1hr 54min
<input type="button" value="Reschedule"/> <input type="button" value="Restart"/> <input type="button" value="Delete"/>		



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



The screenshot shows a settings dialog box with the following options:


- Auto Answer: Yes
- Attendees Control:
 - Mute Attendees On Entry
 - Display Attendees List/Status
 - Allow Chat

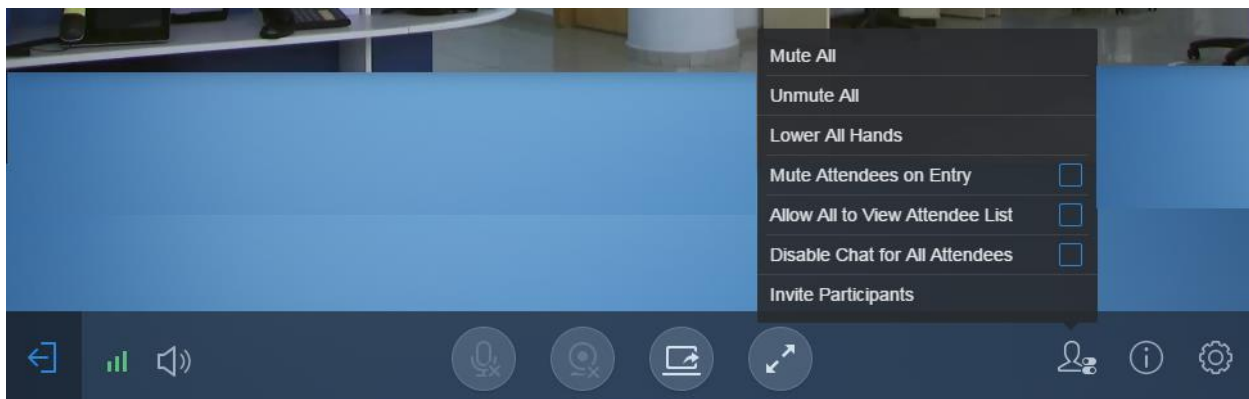
At the bottom, there are two buttons: "Save" (blue) and "Cancel" (white).


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

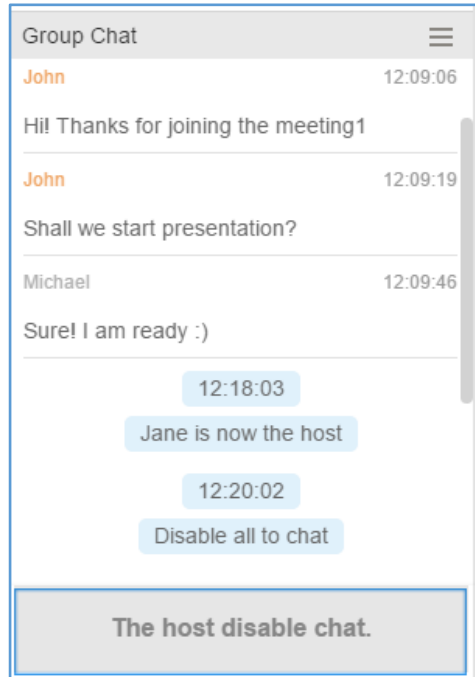
1. After WebRTC client becomes the meeting host, click on icon  on the left of the chat window, and then select “Disable Chat for All Attendees”.




Or, click on icon  on the top of chat window, and then select “Disable Chat for All Attendees”.

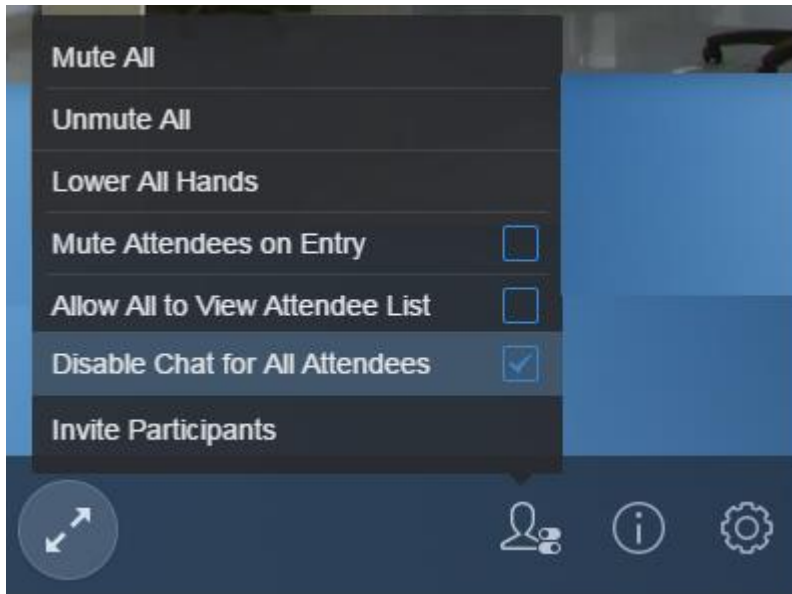
2. All WebRTC participants will see prompt notification in chat window about “chat disabled”.






Enable Chat

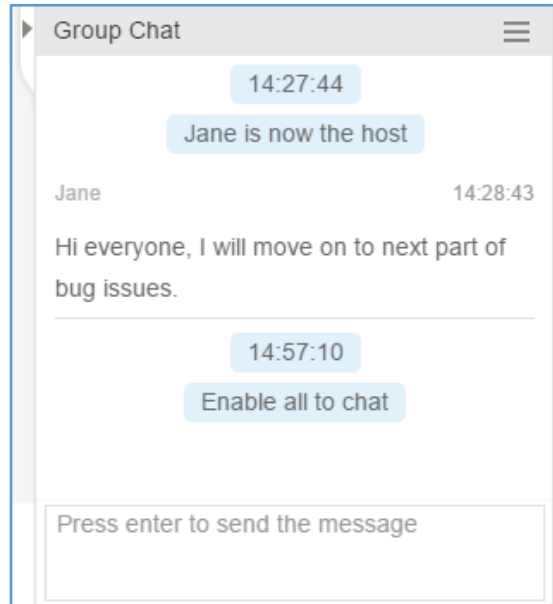
1. A WebRTC meeting's host can enable chat by clicking on icon  on the left of the chat window, and uncheck "Disable Chat for All Attendees".




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".





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.

