Videoconferencing application user guide

Valtori

Service Setup (pages 2-3)

The service setup is done by logging into the service with VIRTU login.

Login

Log in at https://app.video.valtori.fi or directly from the application.

User Interface

You can choose between old and new interface.

Status

You can see your own and other users' status as a round icon next to the name or on top of the profile picture.

Contact Search

You can search for contacts using the magnifying glass icon in the top left corner. You can add a user to your favorites by clicking the three dots icon next to the contact, so the contact will be available directly from the service's main page.

Directory

You can find the directory in the top left under "Directory." In addition to users, you can search for channels and teams in the directory.

Creating Channels

Select the "Create New" icon from the top right and then "Channel."

Creating Teams

Select the "Create New" icon from the top right and then "Team."

Functionalities (page 4)

Below are quick instructions for each functionality:

Chat

The chat window opens when you select a user, team, or channel from the contacts on the left. In addition to written messages, you can send files, image, video, and audio messages in the chat.

Call

Select a recipient or group (user, team, or channel) and from the top right, click the phone icon "call" and then "start call."

Receiving a Call

When receiving a call, a call icon will appear on top of the screen. By accepting it, the call will begin.

Functionalities during a Call (pages 4-6)

Joining a Call

When entering a conference, the service will ask for your name. Enter your full name or a name that all participants will recognize. Note that you can join the meeting 60 minutes before and up to 120 minutes after the scheduled start time.

Muting the Microphone

You can mute and unmute your microphone from the microphone icon located at the bottom.

Sharing Content

You can start and stop sharing materials from the material-sharing icon at the bottom of the screen.

Meeting Participants
You can view the participants of a meeting on the left side by selecting "chat."

Meeting Organizer Functionalities

If you are the meeting host or designated as the organizer by the host, you will have the following functionalities available:

Muting Participants
In the participant list, hover your mouse over a participant's name and select the microphone icon. Only the participant can unmute themselves.

Additional Features (page 7)
Downloading Log Data
Media Statistics
Chat Feature During Video Conferences
Raise Hand Feature
Mobile Use

Recording (page 8)
Logging into the Recording Service
Starting a Recording
Ending a Recording
Viewing the Recording

Other Features (page 9)
Splitting into Breakout Rooms
Polling

For support services, please contact the agency's reception services or your organization's customer support.

Service Activation

You can log in to the service by:

1) Using the Valtori video conferencing application

Or

2) Accessing the service via the web at app.video.valtori.fi.

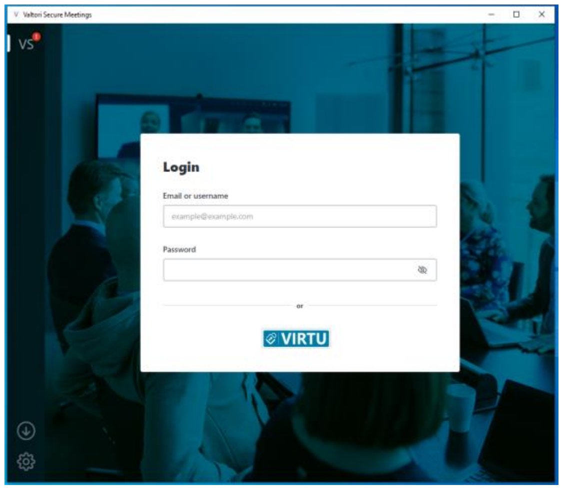
Login

You can log in using VIRTU authentication.

If you have user credentials for the service, you can alternatively log in with them as well.

When using the web version of the service, it will log you back into the service on subsequent visits by pressing the VIRTU menu, unless you clear your browser's cache.

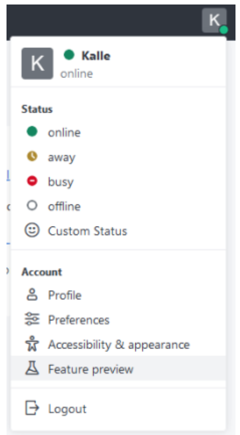
The application version will remain logged in until you log out of the app.



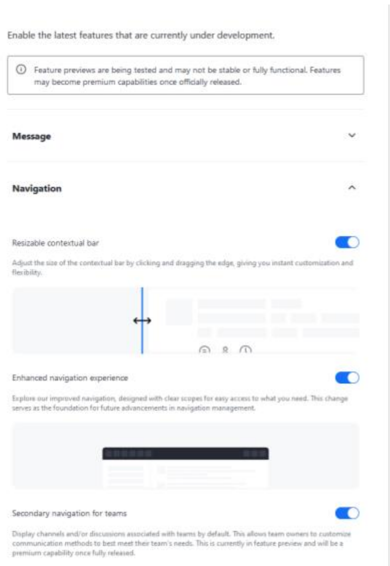
User interface

The new user interface is enabled by default. If you prefer, you can switch to the traditional view in the settings.

The view selection can be found in the user menu under the preview of new features.

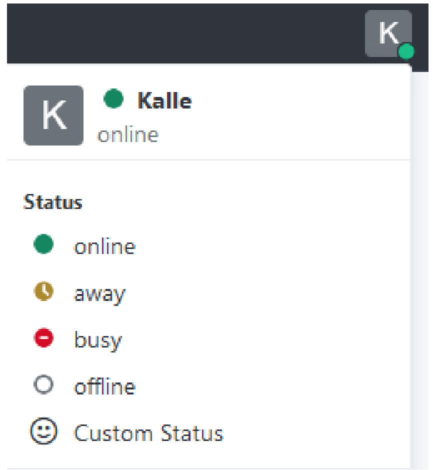


Deselect the two bottom options if you want to return to the traditional view.



Status

You will see a circular icon next to the user's picture or name. The color of the icon indicates the user's status:



Green circle: The user is available.

Red circle: The user is busy.

Yellow circle: The user is away from their device or inactive.

You can also create your own status by selecting your profile picture and choosing "custom status."

New sidebar menu

In the new sidebar menu, you can hide items under a section by clicking on the title.

Additionally, a new sidebar appears next to it, making it easier to group teams and channels.

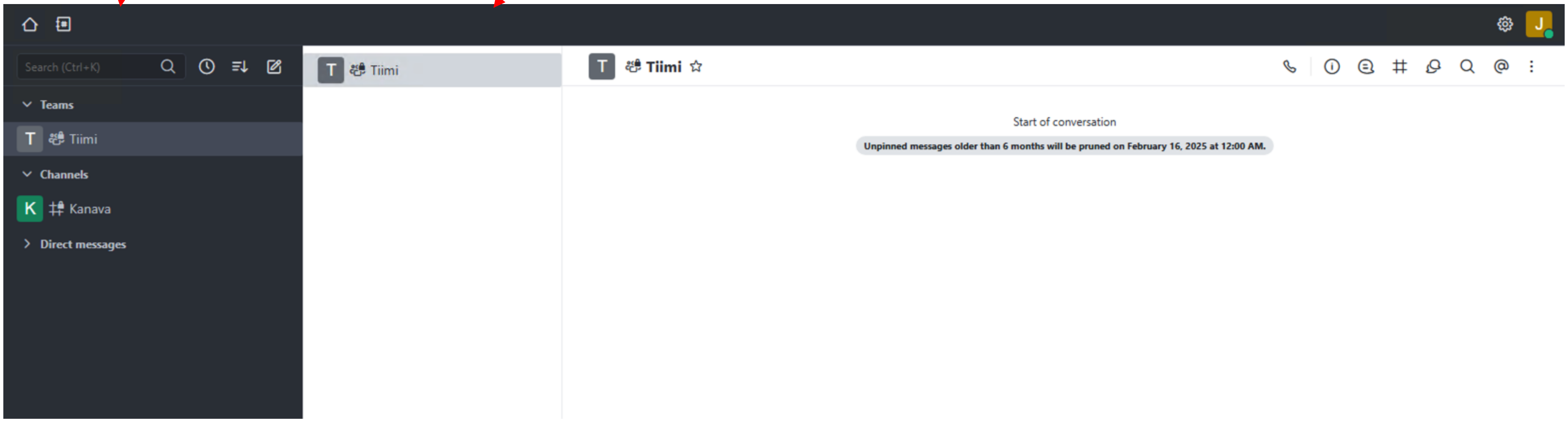
The search bar is now always visible.

Secondary sidebar menu

The secondary sidebar menu allows for better grouping of teams and channels, as well as easier navigation between them.

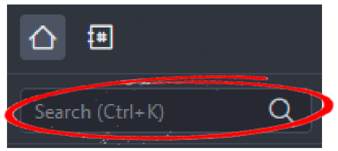
User menu

The user menu is now located on the right side of the view.



Contact search

You can search for users, channels, or teams by selecting the magnifying glass icon. By selecting a user from the search results, you can start a conversation or add the user to your favorites by clicking the three dots.

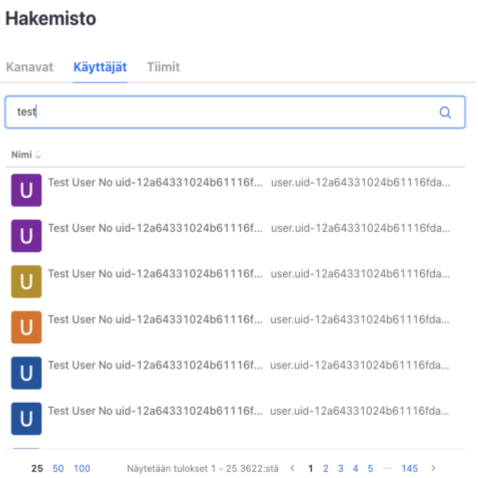


Directory

In the directory, you can browse users, channels, or teams.

For channel search results, you can sort by name, number of users, date, most recent or oldest messages, or the category the channel belongs to.

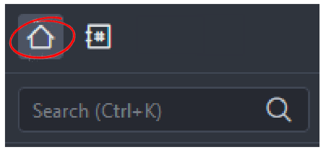
For team search results, you can sort by name, number of channels, and date.



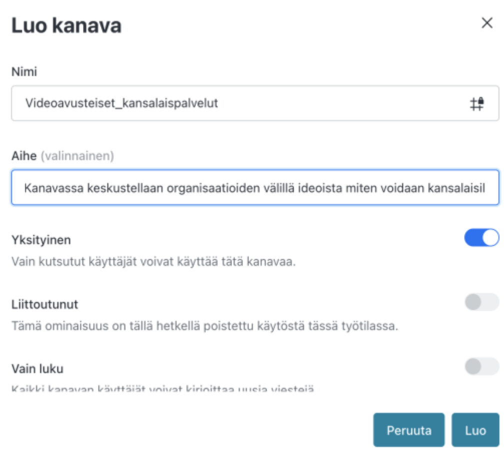
Creating channels

In the service, an admin user can create channels and add users from both their own organization and other organizations within the service. Channels can be created freely, for example, by topics, specific projects, or events. You can also create channels for informational purposes or one-way communication. Channels can be made public so that users can find them through search and join freely.

To create a channel, go to the homepage from the home button.



Select "Create channels" from the homepage.

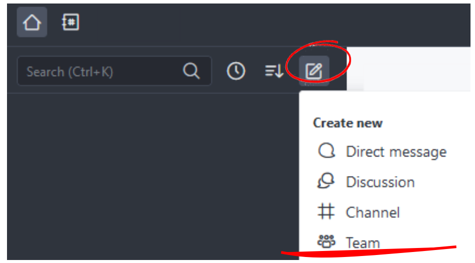


Enter the desired name and topic for the channel. You can set the channel to private or choose that only you can send messages to the channel, in which case the channel will function for notifications or one-way communication.

Creating Teams

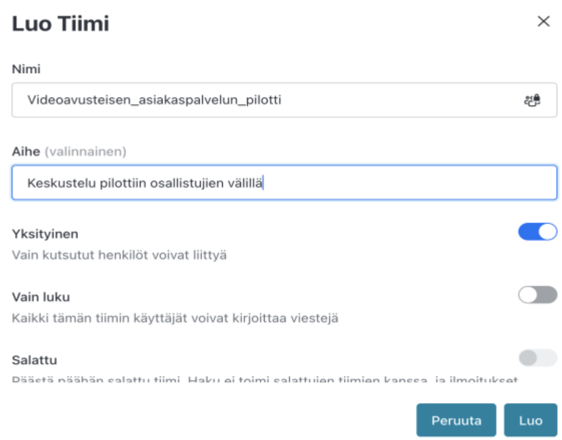
In the service, a user can create teams to which users from both their own organization and other organizations within the service can be added. Teams can be created freely for purposes such as for specific teams, groups, work communities, projects, or different departments within the organization. You can also create a team for informational purposes or one-way communication.

To create a team, select "Create new" and then "Team."



When creating a team, specify a name, topic, or participant description for the team. You can set the team to private, so it does not appear in search results, and only added participants can see it.

If you select "read-only," only you can send messages to the team. If you select "Send," the chosen users will be able to send messages.



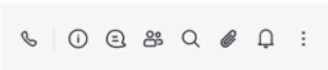
Chat

The chat functionality is available to you at the bottom of the screen, where you can send chat, image, audio, or video messages to individual or multiple recipients (channel, team). You can also attach common file formats to your message, which will be available for download by participants after sending.

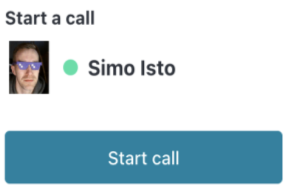
Note: Messages are automatically deleted after 6 months from the time they are sent unless explicitly selected to be retained.

Calling

You can start a video call from the chat view by clicking the phone icon at the top right.

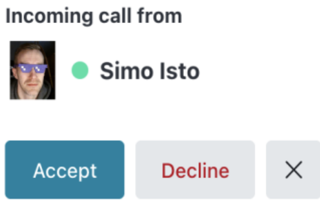


Select ”Start call”



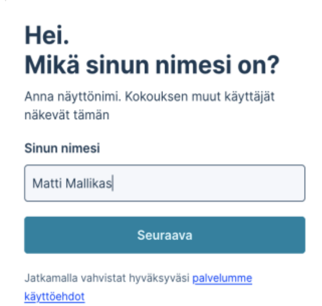
Receiving a Call

Select ”Accept” or ”Decline”

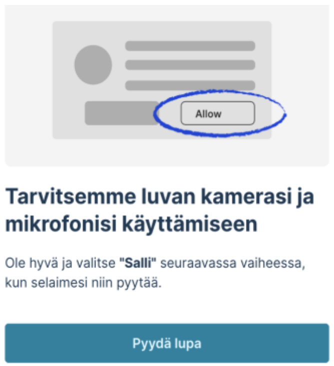


Joining a Call

When the call begins, the service will prompt you to confirm your name. After that, select "Next."



Next, the service will ask for permission to access your microphone and camera. Select "Request Permission," choose the desired microphone and camera, and click "Ok."

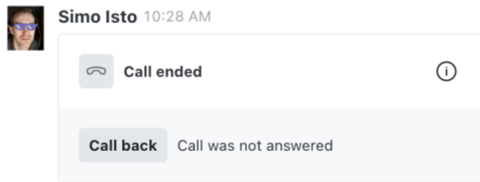


End the Call

Select the red phone icon at the bottom right of the screen.

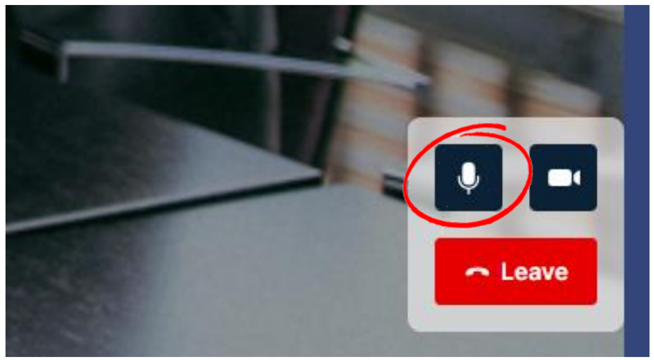
Returning to the call and calling back

You can return to the call or call back by selecting "Call back" from the chat window or from the received link.



Muting and unmuting the microphone

When joining the call, the microphone is automatically muted. You can unmute and mute the microphone using the microphone icon in the bottom corner.



Screen Sharing

Select the "square" icon from the menu on the left side of the screen and choose the material you want to share. All participants will be able to view it. If you select full-screen sharing, be aware that the material will also be visible as you switch between applications.

If you share a document in the chat, it will be available for download by all participants for 7 days. After that, the document will automatically be deleted.

Participants

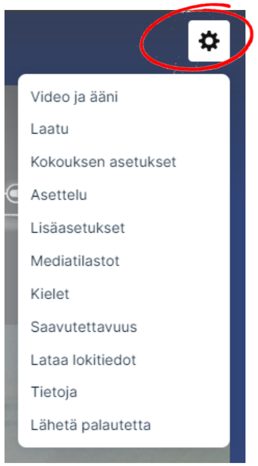
You can see the participants in the meeting by selecting the top icon from the menu on the left side of the screen. The number on the icon indicates how many participants are in the meeting.

If you are the meeting organizer, you can mute and remove participants. The participants themselves can only unmute themselves.

Meeting Lock/Unlock

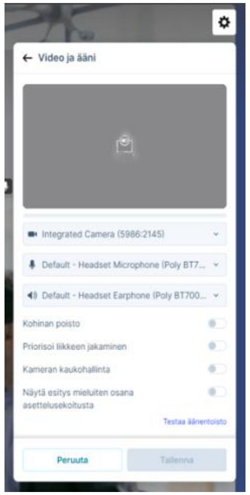
You can lock or unlock the meeting by pressing the lock icon on the left side. When the icon is dark, the meeting is locked.

Settings



You can select and change meeting settings during the meeting by pressing the icon in the top-right corner.

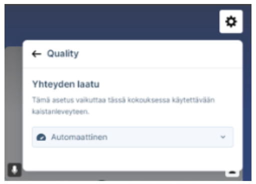
Video and audio



You can switch the camera and audio device during the meeting.

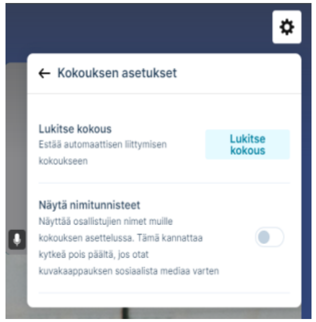
Noise cancellation can be used to limit background noise from a participant.

Quality



You can adjust the maximum data transfer speed or leave the setting on automatic.

Meeting Settings

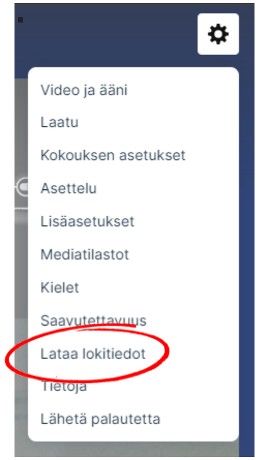


You can select and change meeting settings. Meeting locking and name tags can be selected.

Layout

You can select and change the video layout of the meeting during the session.

Download log



In case of issues, you can download the log data from the settings menu and send it to support along with a brief description of the problem.

Media statistics

Media statistics can be found by selecting "Media Statistics."

Mediatilastot

100% Good ↓ | 100% Good ↑

Audio	Sisään	Ulos
Lähetetyt paketit	75561	75574
Hukatut paketit	9	0
Äskettäinen pakettihäviö	0.0%	0.0%
Pakettihäviö	0.0%	0.0%
Jitter	2ms	4ms
Bittinopeus	48Kbps	15Kbps
Codec	audio/opus	audio/opus
Edestakainen aika	15ms	

Video	Sisään	Ulos
Lähetetyt paketit	317862	15123
Hukatut paketit	152	2
Äskettäinen pakettihäviö	0.0%	0.0%
Pakettihäviö	0.0%	0.0%
Bittinopeus	2157Kbps	880
Codec	video/VP8	video/H264
Resoluutio	1920×1080p30	768×432p10
Edestakainen aika	23ms	

Esitys	Sisään	Ulos
Lähetetyt paketit	0	0
Hukatut paketit	0	0
Äskettäinen pakettihäviö	0.0%	0.0%
Edestakainen aika		

In the statistics, you can see the current meeting's video, audio, and network parameters. Under "In," you can see incoming traffic, and under "Out," you can see the outgoing traffic data.

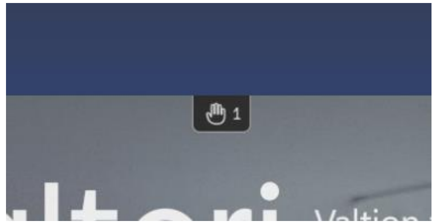
Chat

During the meeting, you can send a message to all participants. To start a chat, select the chat icon from the left side of the screen. The chat will open on the left side of the video screen.

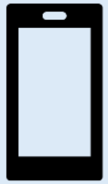
Raise hand

During the meeting, you can refer to request the floor by selecting the hand icon from the left side of the screen.

If a participant refers, an icon will appear at the top of the meeting indicating how many participants have raised their hands.



Mobile use



Mobile use is possible on work phones via the browser using mobile VPN (Android: Work profile).
Enter the service address in the browser's address bar:
app.video.valtori.fi

Recording Service Login

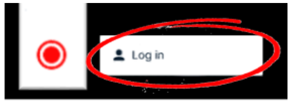
Users can start recording directly from the video conference.

Anyone with Host status in the meeting can start the recording.

The user must log in separately to the service.

Press the red button to log in to the recording service.

Click the pop-up window to complete the login:



If the recording service requires authentication, enter your Virtu credentials in the login window.

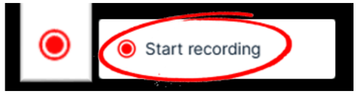
NOTE: The service may remember your login, so you won't need to enter credentials again.

Afterward, you are logged into the recording service and can start the recording.

Start Recording

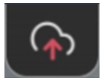
Once logged in, you can start the recording by pressing the recording button again.

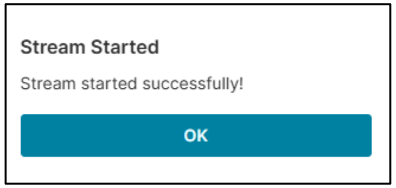
Click the pop-up window to start the recording



The system will notify you when the recording begins.

The background image of the video conference will also change to indicate the start of the recording, and a separate icon will appear at the top of the video conference during the recording.

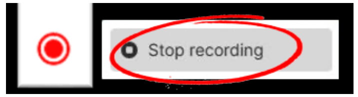




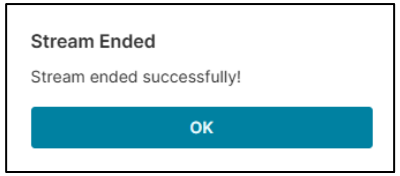
End Recording

To end the recording, press the red recording button.

Click the pop-up window to stop the recording:



The system will notify you when the recording ends.



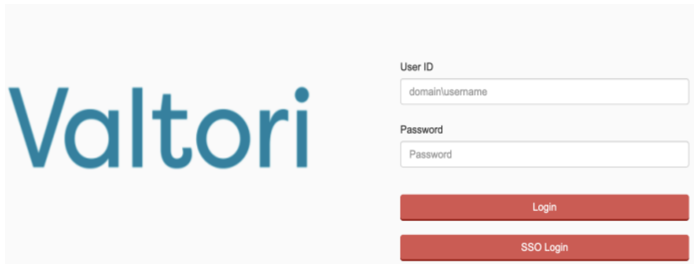
The background image will also return to its original state.

View Recording

The recording can be found in the recording service portal. The portal is available via the web at https://rec.video.valtori.fi

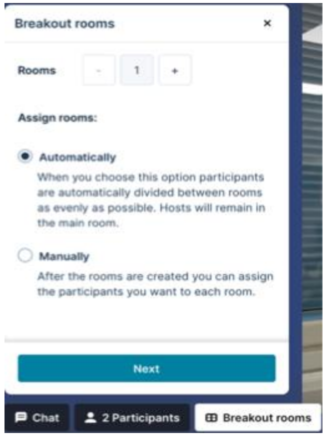
Login is done using Virtu credentials.

A separate user guide for the recording portal is available at https://support.video.valtori.fi. Select “Recording Portal User Guide.”



Breakout Rooms

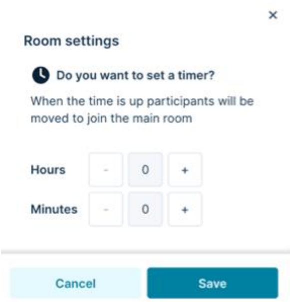
Host users can split the ongoing meeting into breakout rooms by selecting the “Breakout Rooms” icon at the bottom.



When the breakout room menu opens, define how many rooms you want.

You can set participant distribution to “Automatically,” where participants are randomly assigned to rooms, or “Manually,” allowing you to assign participants in any desired way.

By selecting “Next,” the rooms will be visible, and you can optionally set the duration of the rooms using the gear icon. If you set a duration for the breakout rooms, participants will automatically return to the main meeting once the time is up.



Participants can request to move to another breakout room through the bottom menu, which will notify the organizer of the request.

The organizer can either accept or decline the request.

The organizer can return all participants to the main meeting at once or individually. Participants can return themselves using the icon on the bottom-right of the screen.
Note: Only the organizer can return SIP devices to the meeting.

At this stage, you can still move participants between breakout rooms or from the main meeting to the rooms by “dragging” them. You can also reshuffle the groups by selecting “Shuffle” or add more breakout rooms by clicking “Add Room.”

You can change the generic names of the rooms by double-clicking them and typing the desired name.

Once you're ready to assign participants to breakout rooms, select “Open Breakout Rooms.” After this, you can still move participants between rooms and join the rooms yourself. To return all participants to the main meeting, select “Close Breakout Rooms.”

It’s important to note that in TLIV meetings, guests cannot participate in breakout rooms. In public meetings, guests can participate in breakout rooms.

Otherwise, participants in the rooms will return when the designated time ends. The remaining time will be visible to participants at the top of the breakout room, next to the room's name.

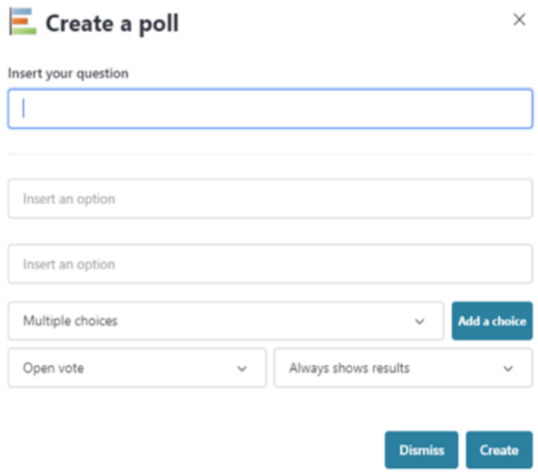
There is no separate chat or raise-hand function in breakout rooms; these actions are handled within the main meeting window, visible to all participants.

Voting

A user can create a poll within a chat, channel, or team.

To create a poll, type "/poll" (without quotation marks) in the text field.

After that, the user can add topics and options for the poll.



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Sending an ad-hoc meeting invitation

When sending a meeting invitation, please note that the meeting will activate approximately one minute after sending. This is an important consideration when organizing ad-hoc meetings.