

Videoconferencing

Videoconferencing application guide

Valtori

Service activation (pages 2-3)

The service is activated by logging into the service with VIRTU login. Alternatively, you can log in with the credentials you have received.

Logging

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

Status status

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

Search for contact information

Searching for contact information is done from the magnifying glass icon at the top left. You can add users to favorites from the three-dot icon next to the contact information, and the contact information can be found directly on the front page of the service.

Index

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

Creating channels (admin)

At the top right, select the icon "Create new" and "Channel"

Creating teams

At the top right, select the icon "Create new" and "Team"

Functions (page 4)

Below is a quick guide per functionality

Chat

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

Call

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

Receiving a call

When you receive a call, a call icon will appear at the top of the screen, which you can accept to start the call.

Functions in a call (pages 4-6)

Switching to a call

When entering the meeting, the service will ask for your name. Write your full name or a name so that all participants recognize you. Please note that you can call the meeting 60 minutes before and 120 minutes after the meeting starts.

Mute

You can turn off and on the microphone from the microphone icon at the bottom.

Content sharing

You can start and stop the content sharing from the content icon at the bottom of the page.

Meeting participants

You can see the meeting participants on the left side by selecting "chat".

Functions of the meeting organizer

If you are the organizer of the meeting or the host specified by the organizer, you have the functions below in use.

Muting participants

In the participant list, move the mouse over the participant's name and select the microphone icon. Only the participant can unmute.

Additional features (page 7)

Statistics

Chat during the meeting

Reference

Mobile app

Regarding support services, contact the agency's lobby services or your own organization's customer support

Service activation

You can log into the service,

- 1) Using the Valtori video conferencing application

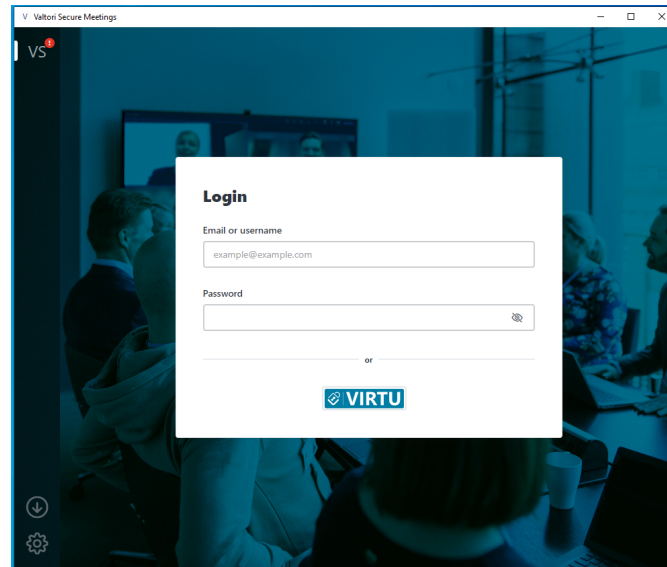
Or

- 2) By using the service web-based at app.video.valtori.fi.

Login

Logging in is done with VIRTU login. If you have usernames for the service, you can alternatively log in with them as well.

When using the browser version of the service, you can log back into the service by pressing the VIRTU menu until you clear the browser's cache. The client version remains logged in until you log out of the application.



Status

You can see the user status as a circle icon next to the user's picture or name.

A green circle means the user is free, a red one is busy, and the icon is yellow when the user is away from the device or not active.

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

Status

- online
- away
- busy
- offline
- Custom Status...

My Account

Logout

Contact search

You can search for other users, channels or teams by selecting the magnifying glass icon. When choosing from a user's search results, you can start a conversation or add the user to your favorites by pressing three dots.



Directory

You can browse users, channels or teams from the directory.

In the directory, you can sort the channel search results by name, number of users, date, newest or oldest messages, or by the topics to which the channel belongs.

Search results for teams can be sorted by name, number of channels and date.

Hakemisto

Kanavat **Käyttäjät** Tiimit

Nimi ▾

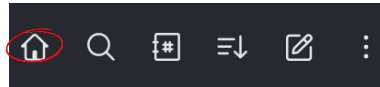
- Test User No uid-12a64331024b61116fda... user.uid-12a64331024b61116fda...
- Test User No uid-12a64331024b61116fda... user.uid-12a64331024b61116fda...
- Test User No uid-12a64331024b61116fda... user.uid-12a64331024b61116fda...
- Test User No uid-12a64331024b61116fda... user.uid-12a64331024b61116fda...
- Test User No uid-12a64331024b61116fda... user.uid-12a64331024b61116fda...
- Test User No uid-12a64331024b61116fda... user.uid-12a64331024b61116fda...

25 50 100 Näytetään tulokset 1 - 25 3622:stä < 1 2 3 4 5 ... 145 >

Creating channel (admin)

In the service, the admin user can create channels to which users from both their own organization and other organizations within the scope of the service can be connected. Channels can be created freely, for example by topic, for certain projects or events. You can also create a channel for information purposes or one-way communication. The channel can be made open so that users can find it by searching and can join it freely.

To create a channel, go to the home page from the home button



Choose from homepage "Create channels"

Luo kanavia

Luo julkisen kanava, jolle työtilan uudet jäsenet voivat liittyä.

Luo kanava

Enter the chosen name and topic for the channel. You can set the channel to be private or that only you can send messages to the channel, in which case the channel works for information or one-way communication. Finally press "Create"

Luo kanava ×

Nimi
Videoovusteiset_kansalaispalvelut

Aihe (valinnainen)
Kanavassa keskustellaan organisaatioiden välillä ideoista miten voidaan kansalaisil

Yksityinen
Vain kutsutut käyttäjät voivat käyttää tätä kanavaa.

Liittoutunut
Tämä ominaisuus on tällä hetkellä poistettu käytöstä tässä työtilassa.

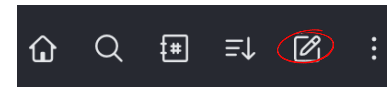
Vain luku
Kaikki kanavan käyttäjät voivat kirjoittaa uusia viestejä

Peruuta **Luo**

Creating teams

In the service, the user can create teams to which users from both their own organization and other organizations covered by the service can be added. Teams can be created freely, for example for teams, groups, work communities, projects or different departments of the organization. You can also create a team for information or one-way communication.

To create a team, select "Create new" and "team"



When creating a team, give the team a name and a topic or participant description.

You can set the team to private so it won't appear in search results and only added participants will see it.

If you select "read only", only you can send messages to the team. When you select "Send", the users you select can send messages.

Luo Tiimi ×

Nimi
Videoovusteisen_asiakaspalvelun_pilotti

Aihe (valinnainen)
Keskustelu pilottiin osallistujien välillä

Yksityinen
Vain kutsutut henkilöt voivat liittyä

Vain luku
Kaikki tämän tiimin käyttäjät voivat kirjoittaa viestejä

Salattu
Däsetä näähän salattu tiimi. Haku ei toimi salattujen tiimien kanssa ja ilmoitukset

Peruuta **Luo**

Chat

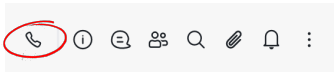
The chat functionality is at your disposal at the bottom, where you can send a chat, picture, sound, audio or video message to a single or several recipients (channel, team). You can also attach the most common file formats to your message, which can be downloaded by the participants after sending.

Note messages are automatically lost after 6 months from sending the message unless it is separately selected to be kept.

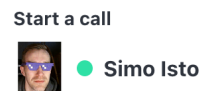


Call

You can start a video call from the handset icon at the top right of the chat view.

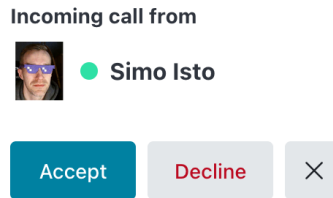


Choose "Start call"



Accepting call

Select "Accept" or "Decline"



Starting call

When the call starts, the service asks to confirm your name. After that, select "Next".

Hei.
Mikä sinun nimesi on?

Anna näyttönimi. Kokouksen muut käyttäjät näkevät tämän

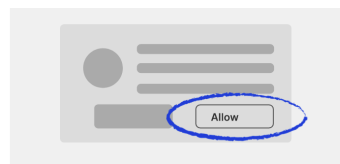
Sinun nimesi

Matti Mallikas

Seuraava

Jatkamalla vahvistat hyväksyväsi [palvelumme käyttöehdot](#)

Next, the service requests permission to use the microphone and camera. Select "Request permission", select the desired microphone, camera and "Ok"



Tarvitsemme luvan kamerasi ja mikrofonisi käyttämiseen

Ole hyvä ja valitse "Salli" seuraavassa vaiheessa, kun selaimesi niin pyytää.

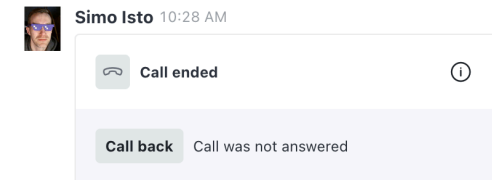
Pyydä lupa

Ending call

Select the image of the red handset at the bottom of the screen.

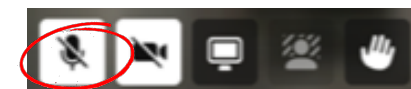
Returnin to call and call back

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



Opening and muting microphone

When you join a call, the microphone is automatically muted. You can open and close the microphone from the microphone icon at the bottom.



Content sharing

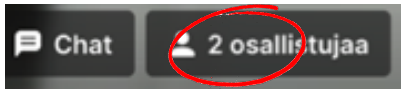
Select the middle "square" icon from the menus at the bottom of the screen and select the content. After this, all participants can see the shared material. If you choose to share the entire screen, note that the content is also visible when you move between applications.

If you share a document in a conversation, it is available for downloading by all participants for 7 days. After this, the document is automatically deleted.



Participants

You can see the participants in the meetings by selecting "X participants" at the bottom left of the screen.

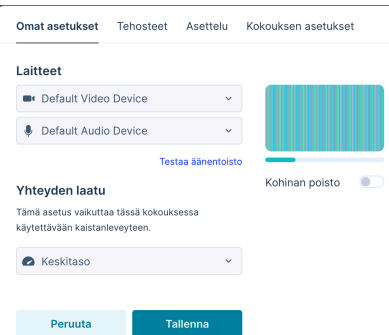


If you are the organizer of the meeting, you can mute and remove participants. Muting can only be removed by the participant himself.

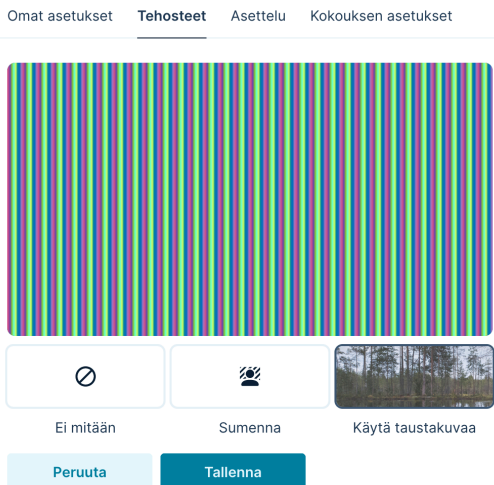
Meeting settings

You can select and change meeting settings during the meeting.

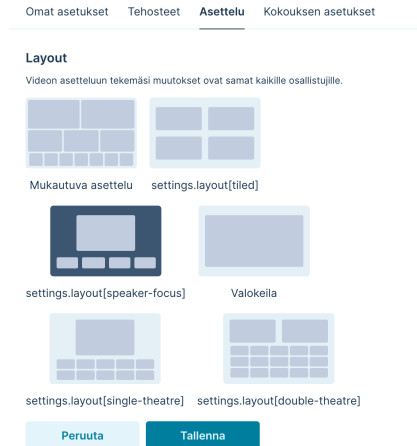
You can change the microphone, camera and the maximum communication speed during the meeting.



You can choose background effects



You can choose the meeting view for all meeting participants.



You can lock the meeting. After this, only hosts can join the meeting.

Omat asetukset Tehosteet **Asettelu** Kokouksen asetukset

Lukitse kokous Estää automaattisen liittymisen kokoukseen **Lukitse kokous**

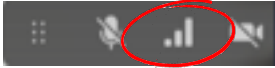
Katkaise yhteys Katkaisee yhteyden kokoukseen **Katkaise yhteys**

If you select "Disconnect", the meeting ends for all participants.



Additional features

You can find the statistics of the meeting by selecting the "field" icon. The icon can be seen from the three dots on the top right.



In the statistics, you can see the video, audio and communication parameters of the current call. In the "Input" section you can see the information about incoming traffic and "Output" from you.

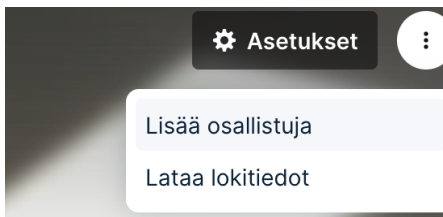
Statistiikka ×

100% Good ↓ 100% Good ↑

Audio	Sisään	Ulos
Lähetetyt paketit	51843	51774
Hukatut paketit	25	0
Äskettäinen pakettihäviö	0.1%	0.0%
Pakettihäviö	0.0%	0.0%
Jitter	2ms	0ms
Bittinopeus	54Kbps	14Kbps
Codec	audio/opus	audio/opus
Edestakainen aika		

Video	Sisään	Ulos
Lähetetyt paketit	73847	121939
Hukatut paketit	461	43
Äskettäinen pakettihäviö	0.0%	0.0%
Pakettihäviö	0.6%	0.0%
Bittinopeus	695Kbps	1049Kbps
Codec	video/VP9	video/VP9
Resoluutio	1920×1080p25	640×480
Edestakainen aika	69ms	

Of you encounter any issues with the service, you can download the log data from the same menu and send it to support with a short description of the problem.

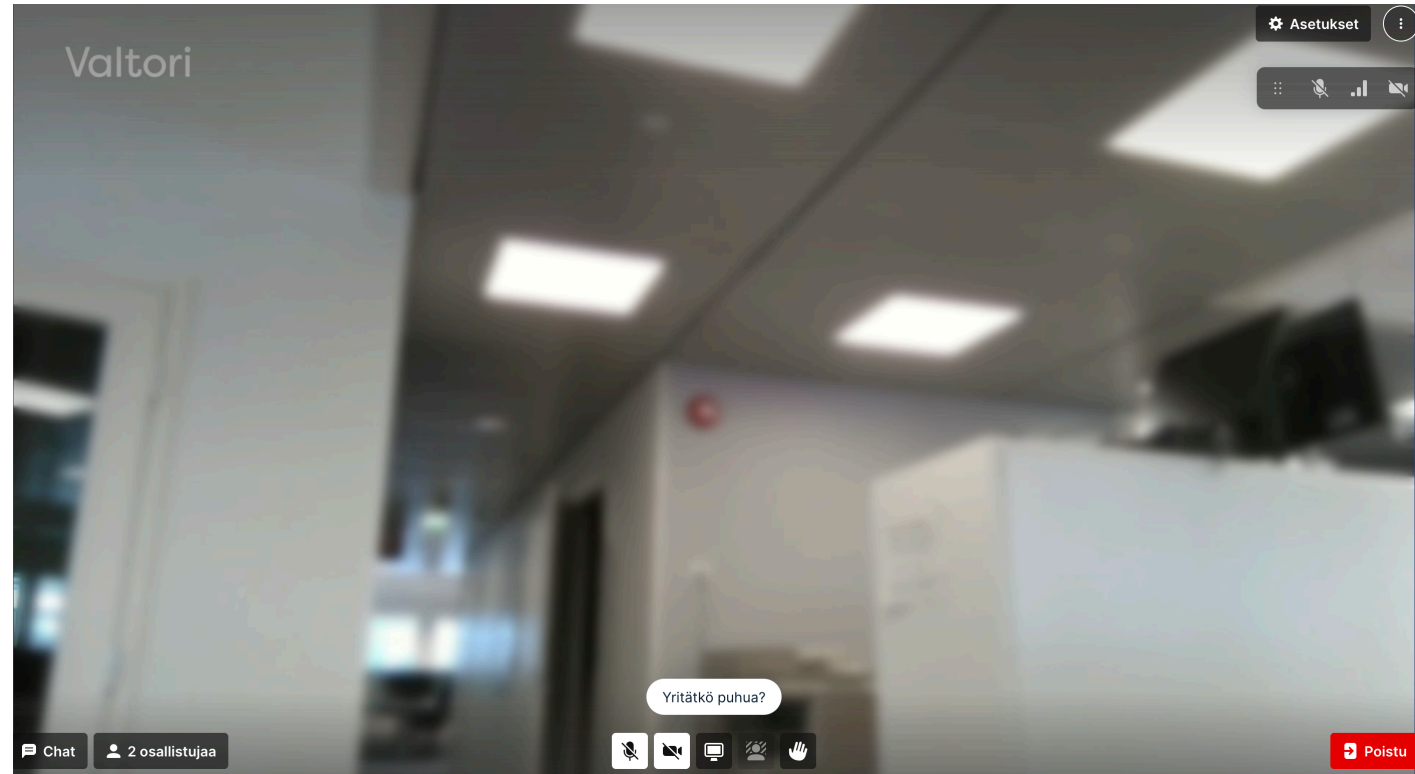


In meeting chat

During the meeting, you can send a message to all participants. To start a chat, select "Chat" at the bottom left.

Raise hand

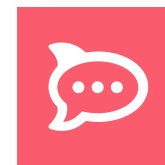
During the meeting, you can raise hand to ask turn to speak. Select the hand icon at the bottom of the screen.



Mobile application

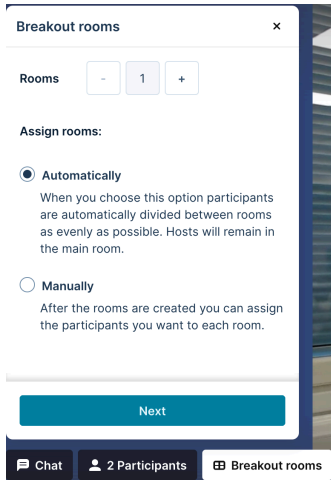
You can find the mobile app in the AppStore and Google Marketplace under the name "RocketChat".

Add the service address <https://app.video.valtori.fi> to "Enter your server URL" the first time you log in.



Breakout rooms

Host users can divide the current meeting into small groups by selecting the "Breakout rooms" icon at the bottom.

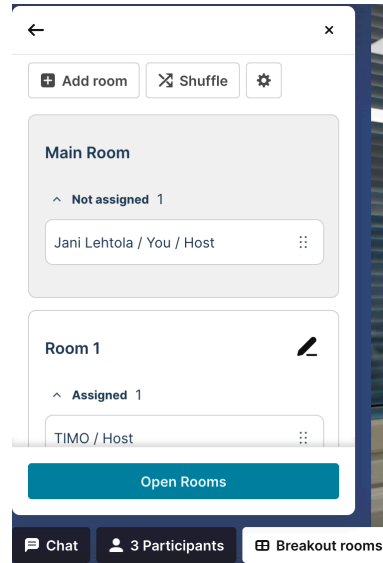


When the breakout room menu opens, select how many rooms you need.

You can set the distribution of participants to "Automatically" when the participants are randomly assigned to rooms or "Manually" when you can divide the participants as you wish.

Select "Next", then you will see the rooms and if you want, you can name them and set the duration of the rooms from the gear icon. If you set a duration for small groups, the participants will automatically return to the main meeting after the time is up.

You can still divide the participants at this stage by "dragging" them between small groups or from the meeting to small groups. You can also mix the groups again by selecting "Shash" or add small group rooms "Add room"



When you are ready to divide the participants into small groups, select "Open rooms". You can still move participants between rooms and join the rooms yourself. When you want to return all participants to the meeting, select "Close rooms"

Please note that guests cannot participate in breakout rooms at TLIV meetings. In TL public meetings, guests can participate in breakout rooms.

Otherwise, the participants in the room will return when the specified time ends. The remaining time is visible to the participants at the top of the small group, next to the room name.

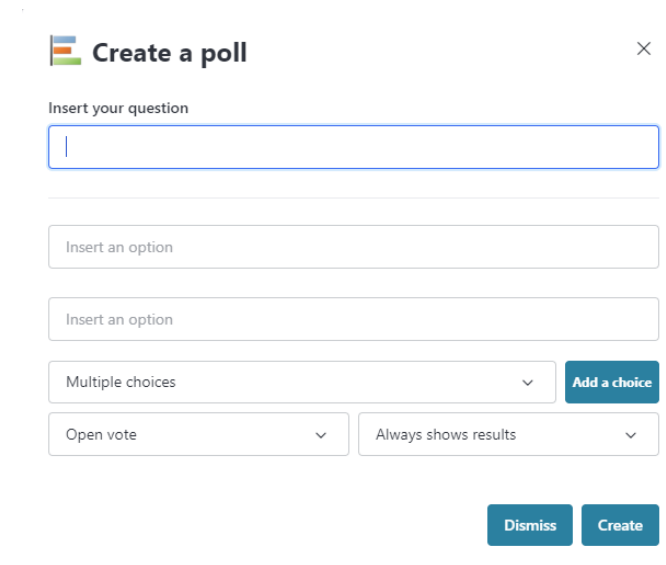
In breakout room, there is no separate chat and raise hand function, both function are available in the window of the original meeting, so all participants can see them.

Polling

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

The poll is created by typing "/poll" in the text field (without quotes)

After this, the user can add topics and options to the vote.



Sending Ad-hoc invitation

When you send a meeting invitation, please note that the meeting will be activated approx. one minute after sending. This is good to consider when organizing ad-hoc meetings.