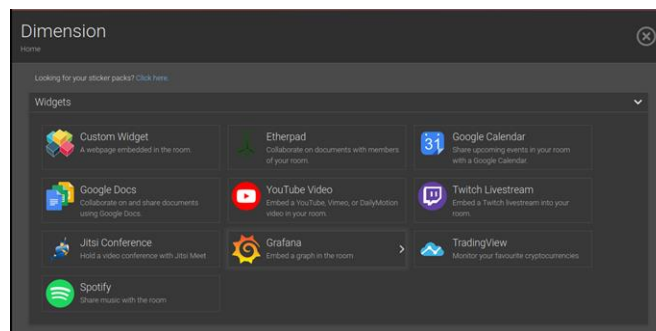
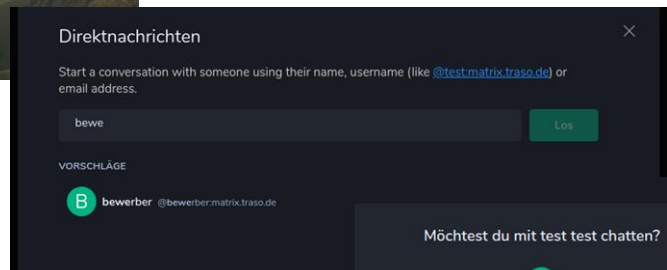
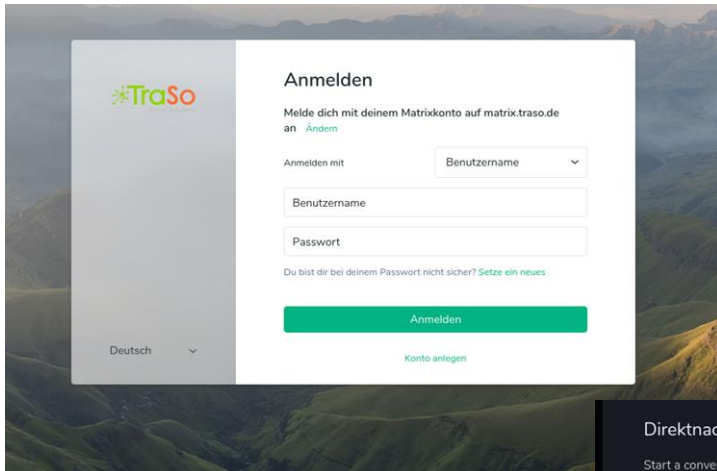


# customer documentation



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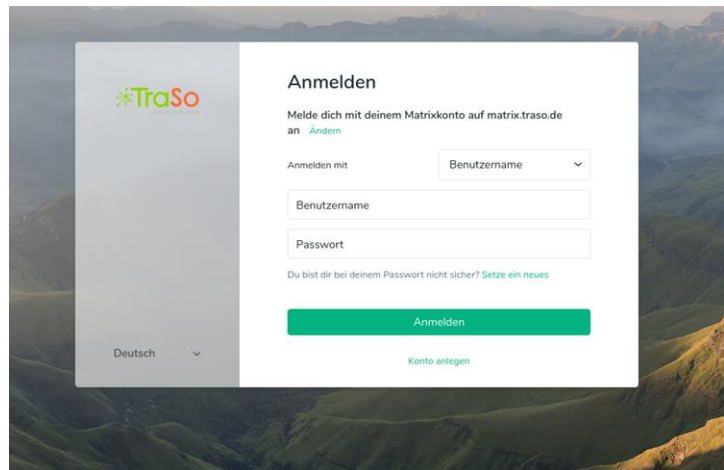
## Login

To log in to the new chat solution, you must either access matrix.traso.de via the browser of your choice or open the Element app on your PC or mobile phone.

By default, the URL <https://matrix.traso.de> is given as the home server URL. Therefore you do not have to change anything there.

To make the central application easier, we have connected the new chat solution Matrix to our central LDAP server, so you can log in as usual with your centrals.

You can start here at the beginning or later change the language in the settings.

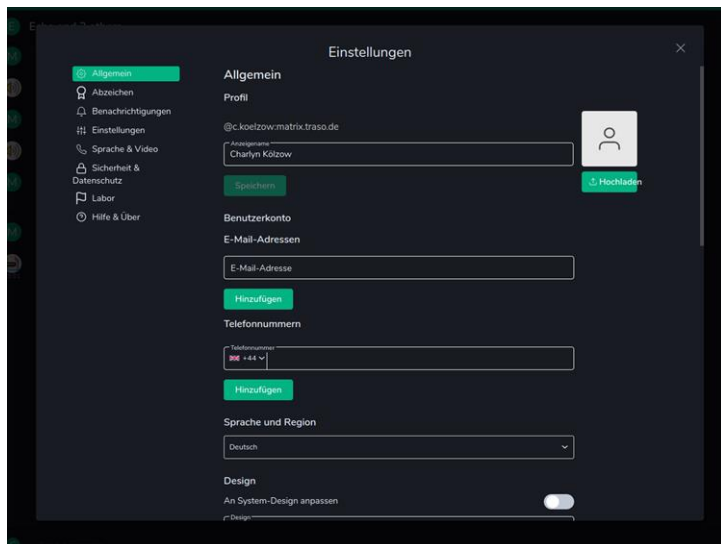


## Account settings

You can access the account settings by clicking on User in the upper left corner and then on Settings.

In the settings you can change things like displayed names, profile picture and much more.

You should read it carefully.



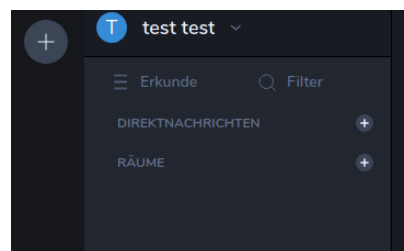
## Create chat and room

When you have successfully logged in, Matrix will open and you should not see much at first.

To create the first chat, you can see 2 options on the left side in the sidebar.

You can either create a chat with employee x or enter a room.

You can see our complete room structure in the attachment.

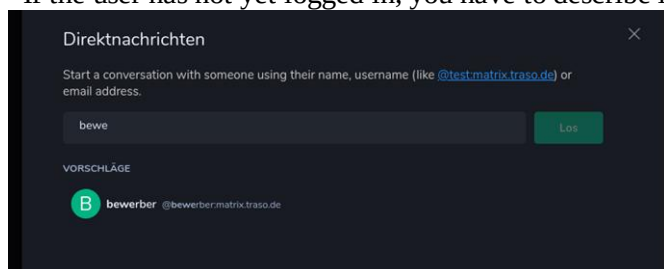


We only want to create a chatroom with one of our staff members, so click on the plus in direct messages.

A window will open asking you who you want to chat with. If the user has already logged in, it is very easy.

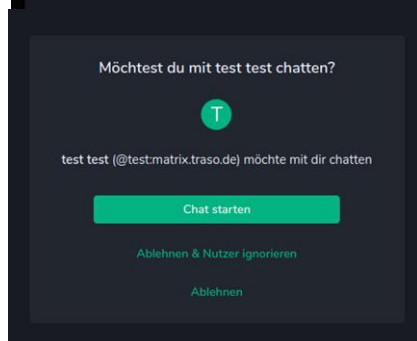
Just type the first few letters of the desired user and it will be displayed and you can select it.

If the user has not yet logged in, you have to describe it in more detail.



Then you have to type @“username“:matrix.traso.de and you can create a chat with this person. As soon as this person has logged in , he will see the chat request.

A chat request looks like this:



In this case the user test has sent me a request and I have 3 options to choose from: Start chat, reject and ignore users or just reject.

## Chat functions

If you accept the chat request, the following chat window will appear:

Here you have many possibilities.

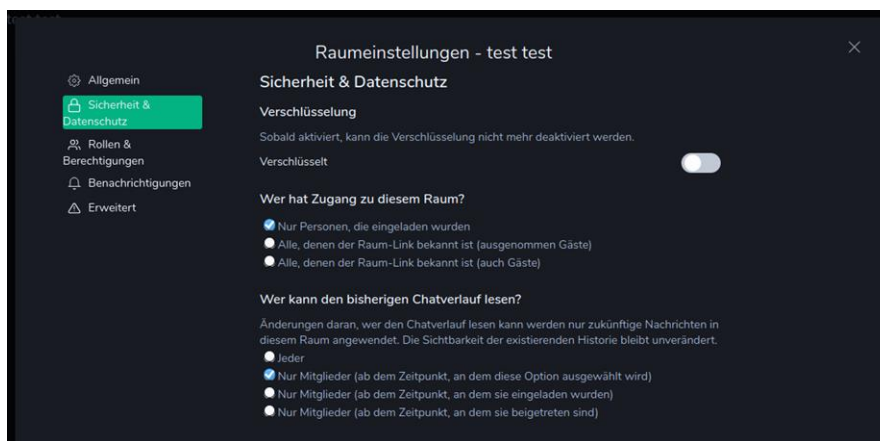
In the upper right corner you can see different symbols, which we now go through one after the other.



### Settings

Under this icon you can find the settings of the chat room.

There you can change the name, add a picture, encrypt the chat and much more.



It's best if you look at it yourself.



### Parts Space

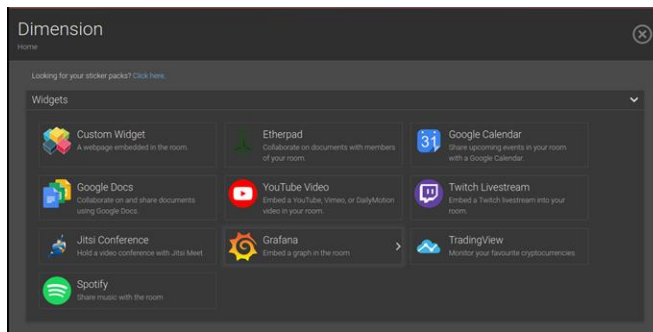
Here you have the option to share the room if you want it to be public.



### Dimension

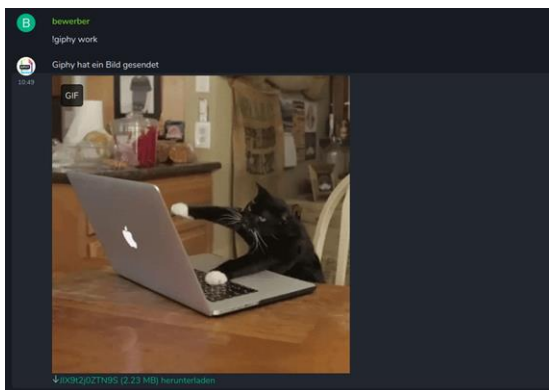
Dimension, an integration server that offers the most diverse possibilities. You can share with it for example Google Calendar, Google Documents, YouTube, Twitch Livestream, Jitsi Conferences, Graphs from the Grafana and Spotify Playlists in the room.

By clicking on the appropriate icon, you can share widgets like Jitsi Conference or Youtube in the chatroom and invite bots that respond to chat commands.



The syntax for using the bots is described in the dimension, but to make it clear again here

1. The Giphy Bot must be loaded over dimension
2. then you type "! giphy work" followed by "enter" and the bot searches for a suitable giphy on the topic work



**Search**

You can use the search function to search for specific text messages within the room or in all other rooms.



**Members**

This button shows all members who are in the room.



**Files**

Here you can see all pictures and documents that were shared in the room.



**Notification**

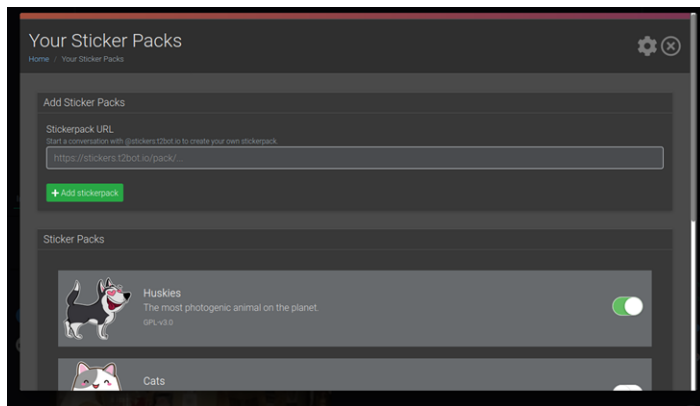
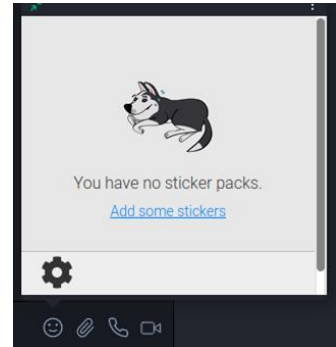
All notifications are displayed here.

At the bottom right are 4 more buttons, which are important for the use of Matrix-Riot.

## Stickers

If you click on the smiley button, the following window opens first. There you will be informed that no sticker packs have been added yet.

But you can do that by clicking on "Add stickerpack". There the dimension opens and you can add stickers.



## Upload file

As the description says, you can upload files from your pc to the chat.

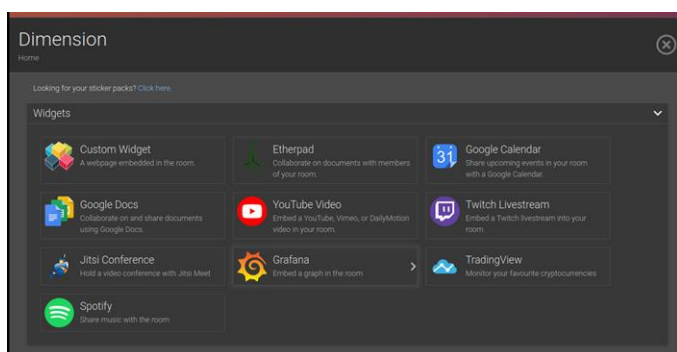
## Audio and video

Here you have the possibility to start an audio or video chat. It is important that these two functions only work with 2 participants via the Matrix-Riot Client. If there are more than 2 participants, the Jitsi Conference Widget is required, which is then automatically selected.

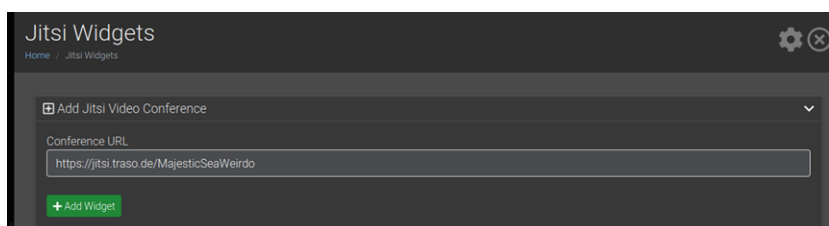
**Important :** The microphone and camera must be enabled [here](#)

## Jitsi Conferences

You open the dimension as described above and click on Jitsi Conference.



The Jitsi Widget will create a conference with random names. In this case MajesticSeaWeirdo, if you click on "Add Widget". The name of the conference can of course be changed.

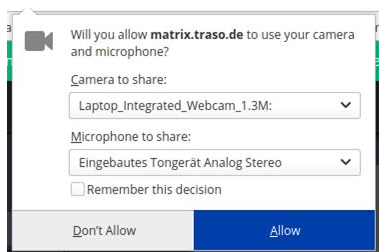


If you click on "Add Widget" the dimension will close and you should see the usual chat window again, except that you will see the Jitsi Widget at the top.



There you only have to click on Join Conference.

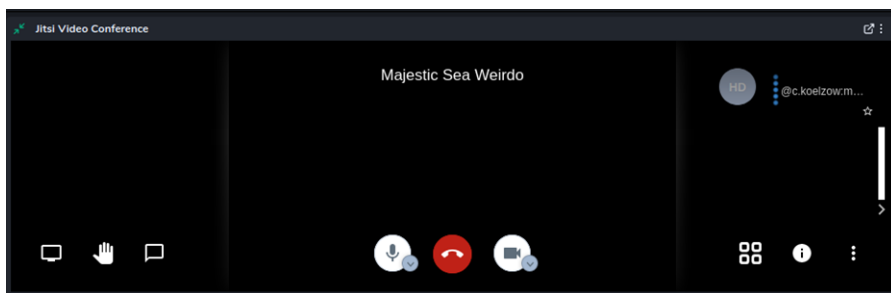
However, before it can really start, the camera and microphone must be released.



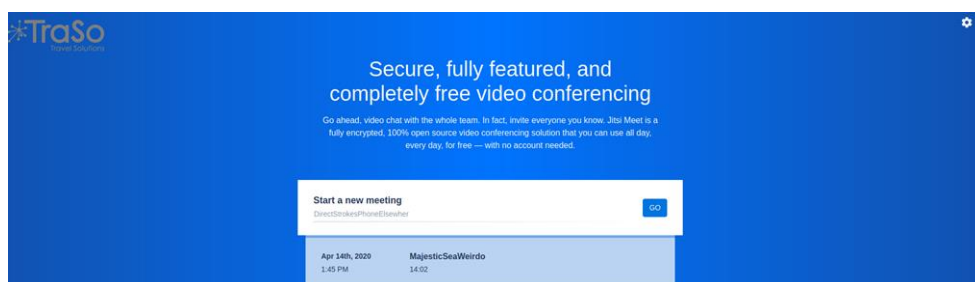
As you can see in the picture below, there are several options in the jitsi itself.

You can split the screen, raise your hand if you have something to say and a chat is implemented.

There is also the possibility to mute yourself so that no unwanted noise can occur during a longer meeting.



The Jitsi Conference is also available externally at url [jitsi.traso.de](https://jitsi.traso.de)



Seminars and meetings can be held via the external Jitsi. You can easily send a link to our customers and through this link they can enter the conference.

The link is made up as follows <https://jitsi.traso.de/> and then the room name in the case <https://jitsi.traso.de/MajesticSeaWeirdo>

Conferences can also be password protected so that only people who know the password can join. The link and the option to set a password can be obtained by clicking on the information icon.

