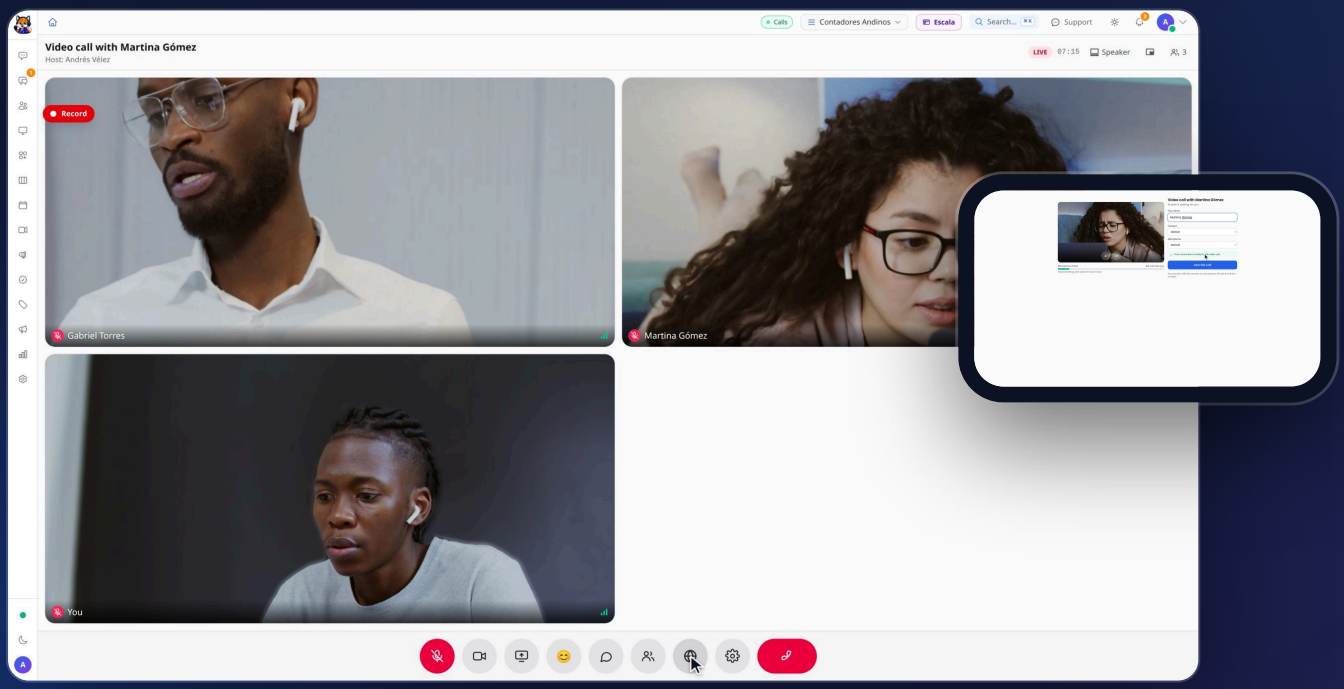
Omnifox

VIDEO CALLS · COMPLETE GUIDE

Video calls

Serve your customers by video from the chat, with nothing for them to install.



CONTENTS

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How to read this manual

The screenshots are real Omnifox screens, in English, with a sample business: **Contadores Andinos**, a fictional accounting firm in Cuenca. The host is **Andrés Vélez**, the customer is **Martina Gómez** and the supervisor is **Gabriel Torres**. The room, the recording, the translation and the history are real; the participants' cameras show free Pexels videos and the guest's voice is a synthetic voice speaking Spanish.

Button and field names are in **bold**. This manual follows the video "Videollamadas · Guía completa" on the Omnifox YouTube channel (in Spanish).

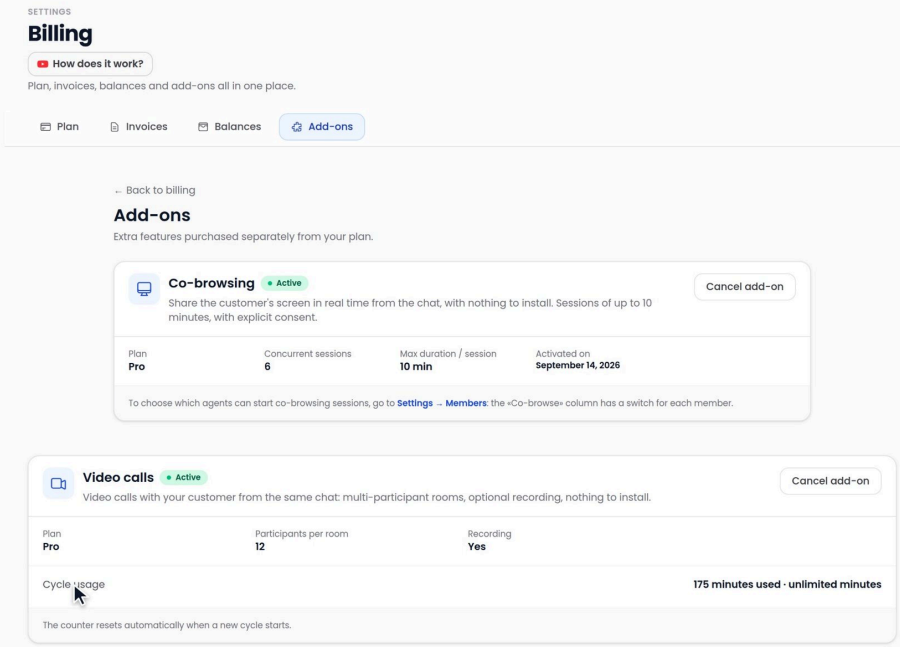
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01

CHAPTER 1

What Omnifox Video is and its tiers

A separate add-on, with three tiers.



Billing → Add-ons: Video calls active, with its tier, participants per room, recording and usage this cycle.

Tier	People per call	Minutes	Recordings
Starter	4	1,500 per month	Included
Pro	12	Unlimited (fair use)	Included (up to 30 days)
Business	25	Unlimited (fair use)	Included (up to 90 days)

You subscribe in **Settings → Billing → Add-ons**. There you see the active tier, the people per room, whether recording is included and the minutes used this cycle; the counter resets at the start of each cycle.

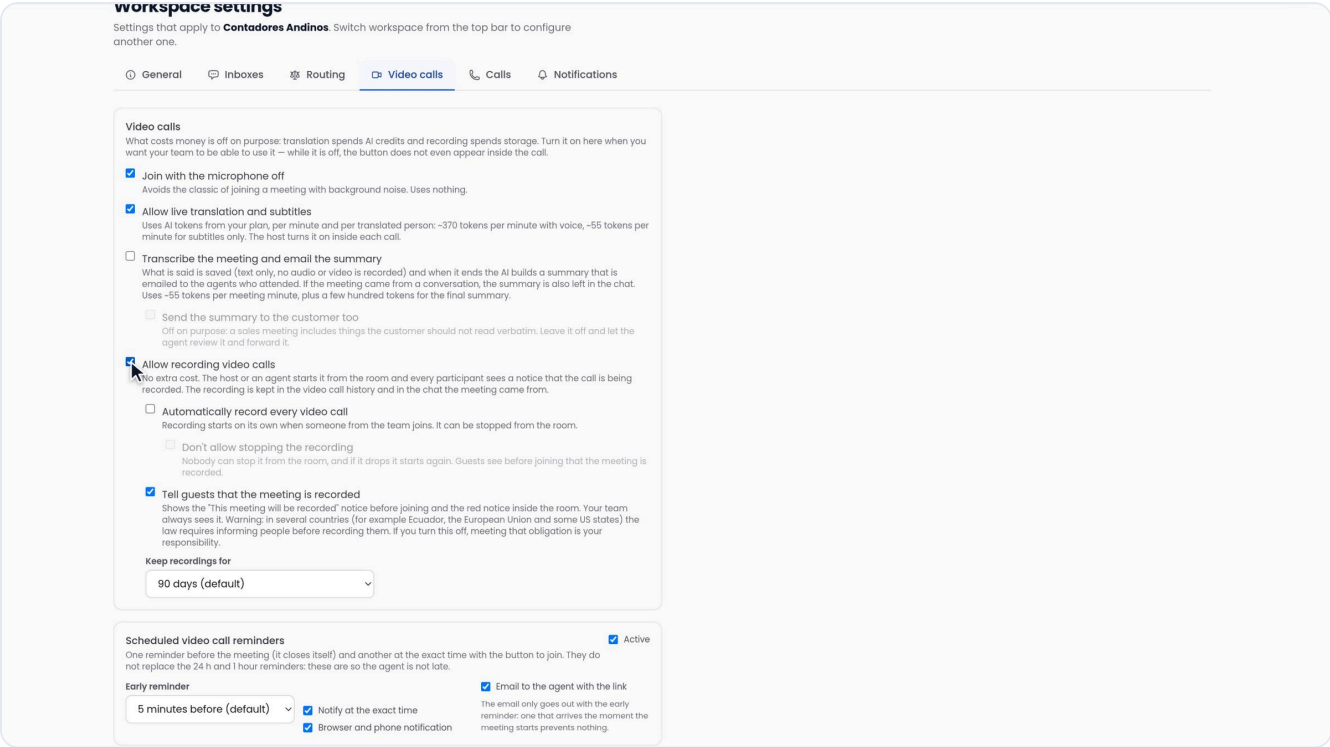
02

CHAPTER 2

Workspace video call settings

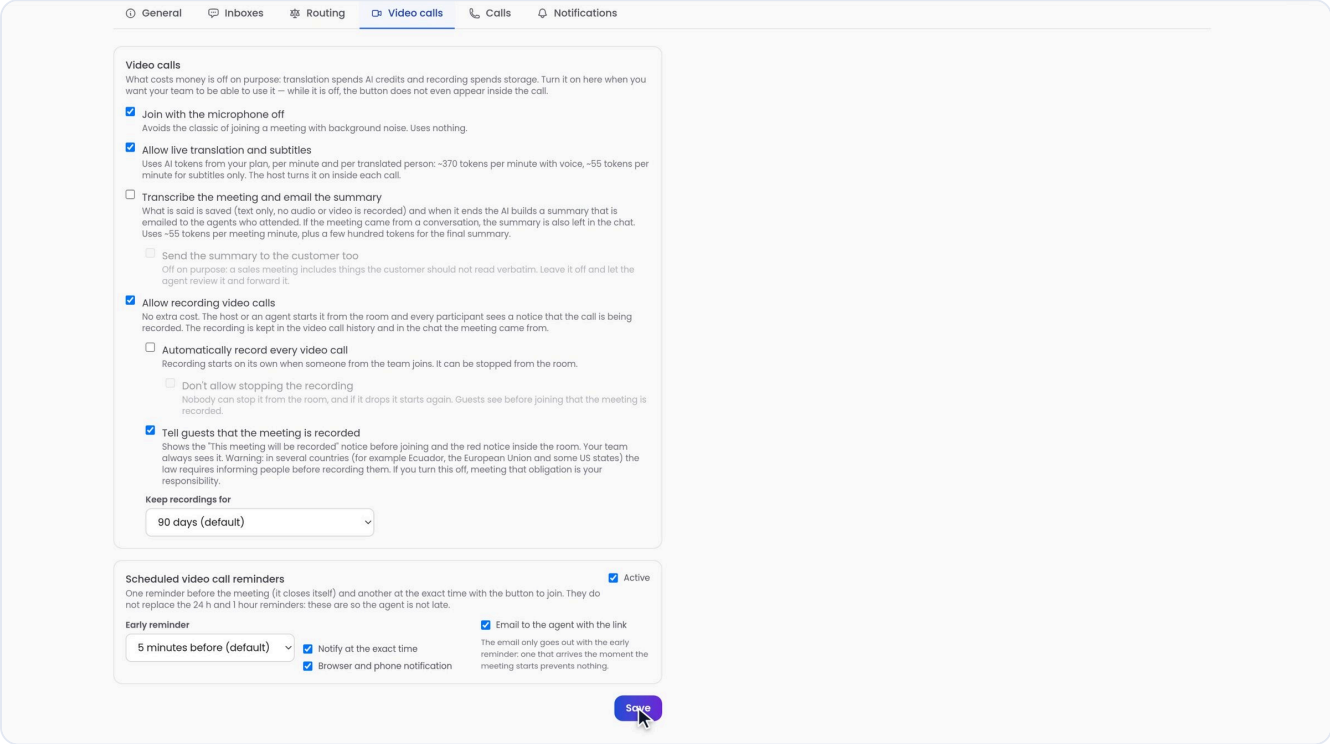
Anything that costs money starts off: you decide what is allowed.

In **Workspace settings → Video calls**:



Workspace settings → Video calls.

Setting	What it does
Join with the microphone off	Everyone joins muted (on by default).
Allow live translation and subtitles	Shows the Translation button in the room. Uses AI credits.
Transcribe the meeting and email the summary	Saves the text of what is said and the AI emails a summary to the agents. Optional: to the customer as well.
Allow recording video calls	Shows the Record button.
Automatically record every video call	Recording starts by itself when someone from the team joins.
Don't allow stopping the recording	Mandatory recording; if it stops, it turns back on.
Tell guests that the meeting is recorded	"This meeting will be recorded" banner before joining and a red notice in the room.
Keep recordings for	30, 60, 90, 180 or 365 days.
Scheduled video call reminders	Minutes before, at the start, by email and by notification.



Recording options, retention and reminders for scheduled meetings.

> **CAREFUL**
>
> In several countries you must give notice before recording a conversation. Keep the guest notice turned on.

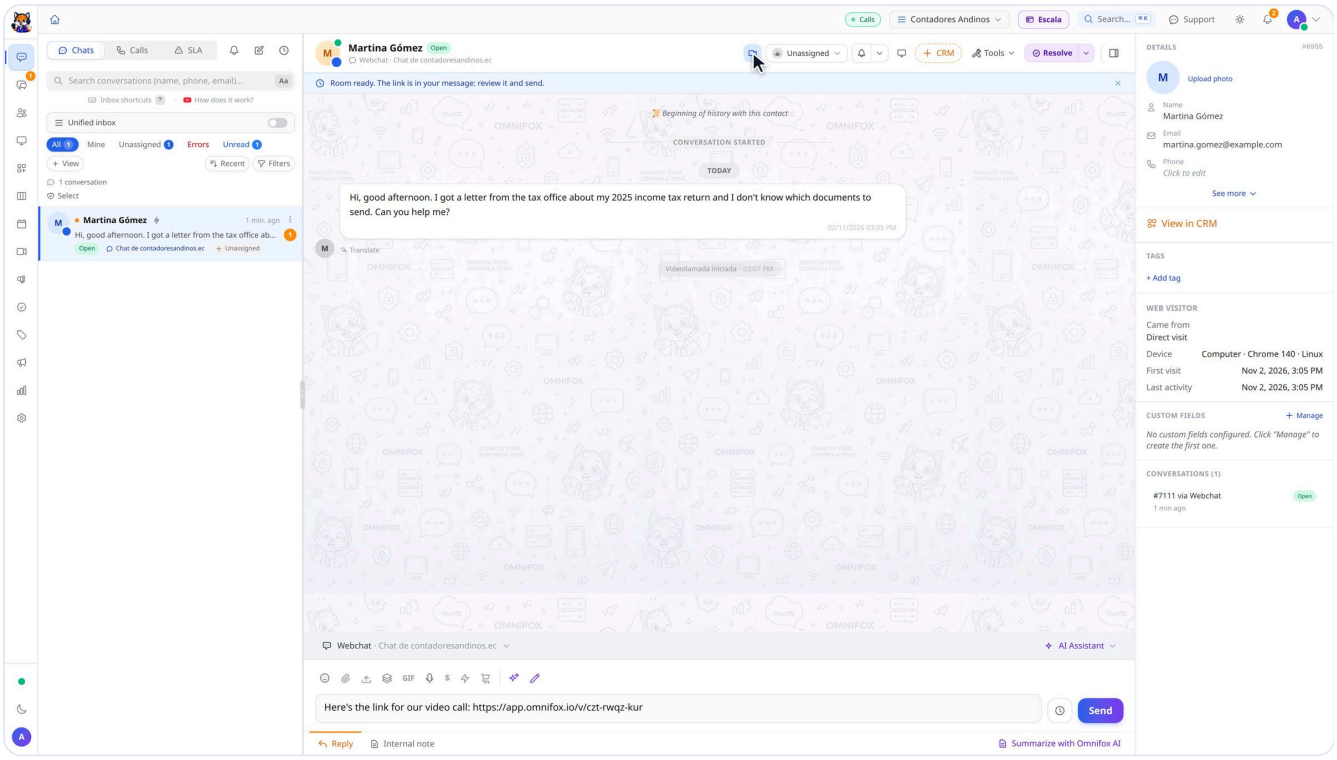
03

CHAPTER 3

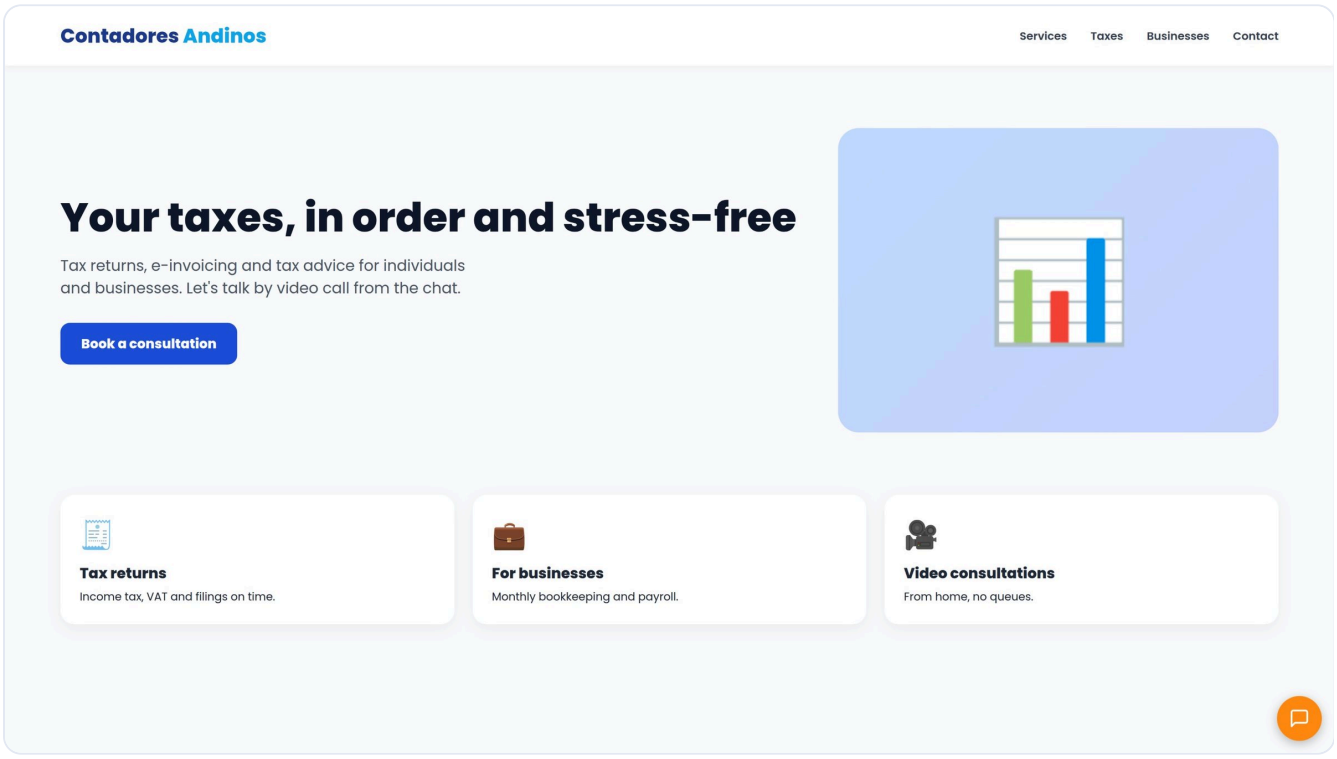
Start a video call from the chat

One button in the conversation and the customer joins with one click.

1. Open the customer's conversation in the inbox.
2. Press the **video call** button in the header.
3. Omnifox creates the room, puts the guest link in the message and opens the room for you in another tab.
4. Send the message.



The video call button in the conversation puts the guest link in the message.



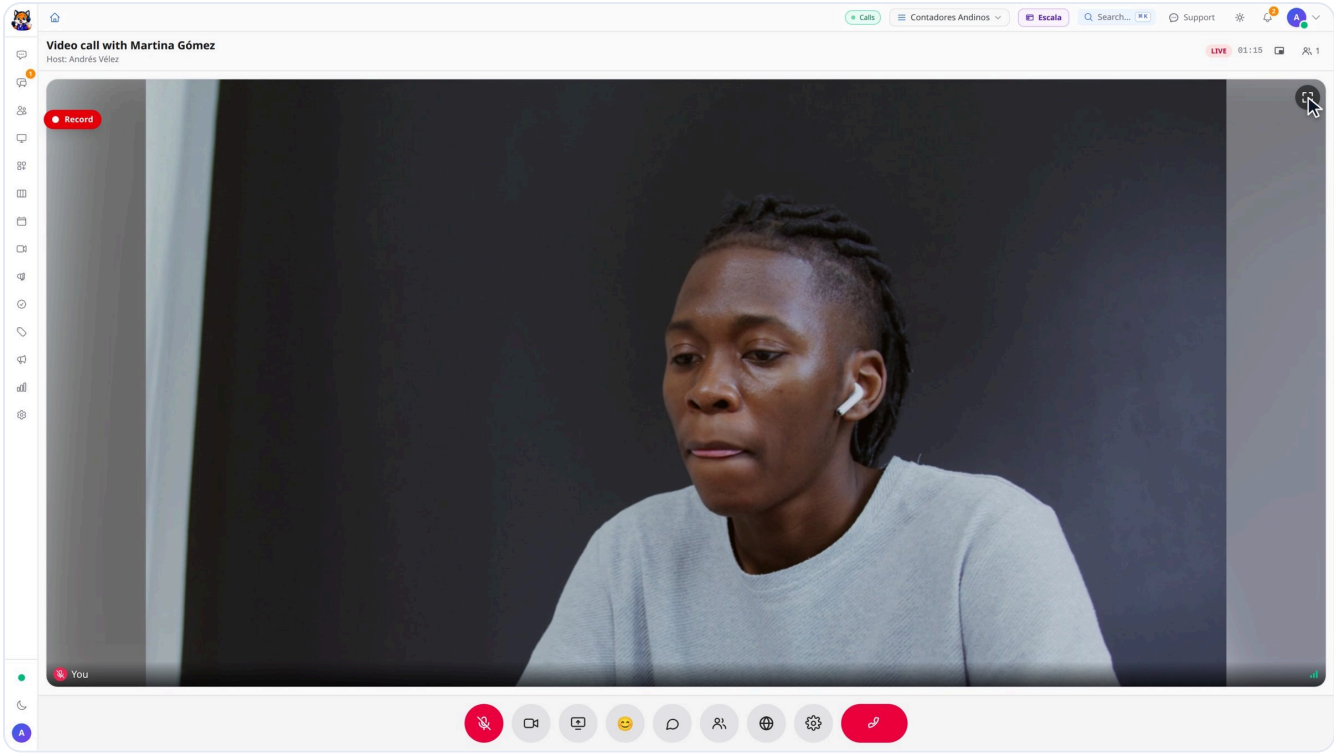
The link reaches the customer in the website chat.

04

CHAPTER 4

The host's room

Everything at hand, no hidden menus.



The host's room: header, video and control bar.

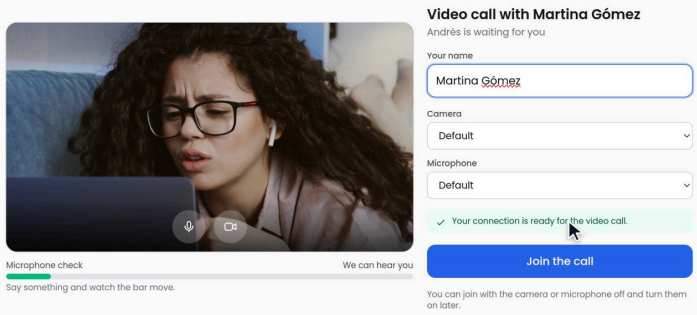
Control	What for
Microphone / Camera	Turn on and off.
Share screen	Show a tab, a window or the whole screen.
Reactions	Raise your hand and quick reactions.
Chat	Messages inside the call.
Participants	Who's there and muting.
Translation	Subtitles or translated voice (if the workspace allows it).
Devices	Camera, microphone, speaker and background.
Record	If the workspace allows it.
Leave call	Leave the call.
Floating window / Full screen	Keep watching the call in another tab or in full screen.

05

CHAPTER 5

What the guest sees

No account, nothing to install.



The guest page before joining: microphone test, camera, name and connection.

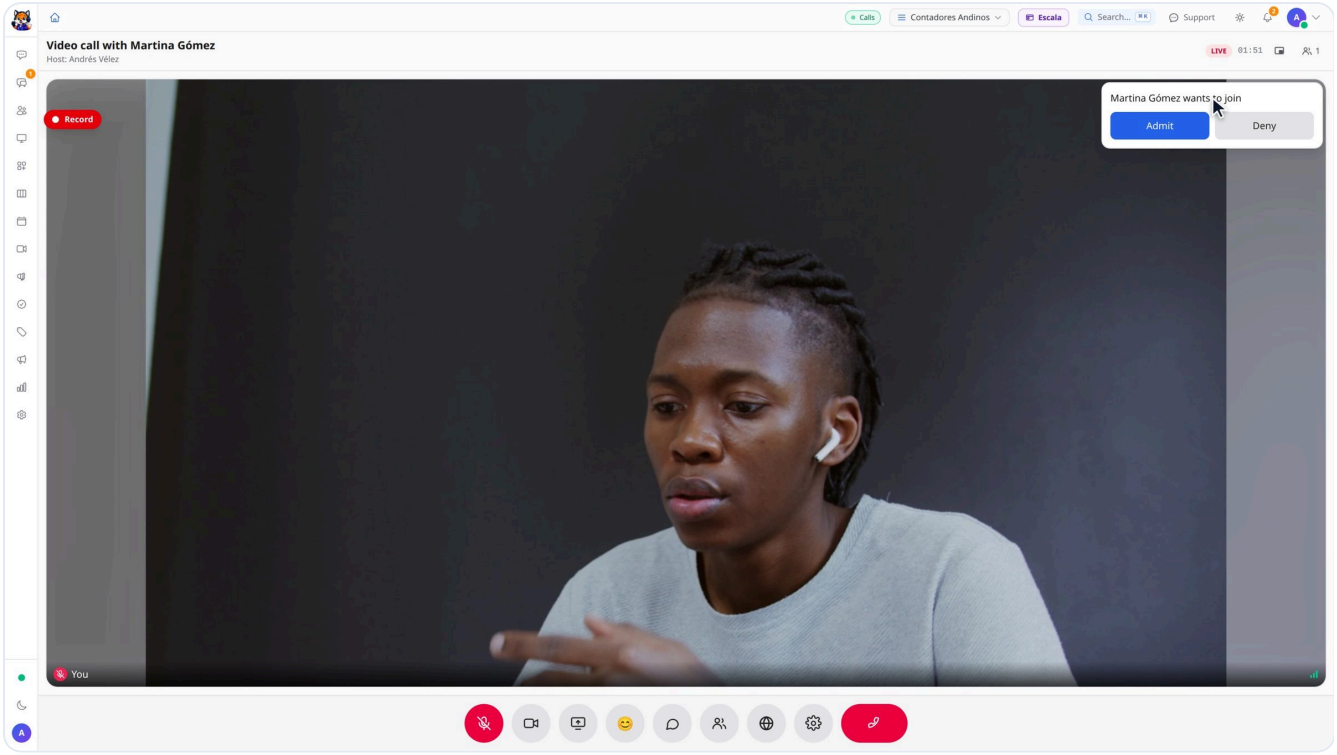
- Microphone test with its level bar and camera preview.
- Connection test before joining.
- Name, camera and microphone; they can join with both off.
- If the browser blocked the camera, the page explains how to allow it from the padlock.

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CHAPTER 6

Waiting room and admitting guests

Nobody gets in without permission.



The "wants to join" notice, with Admit and Deny.

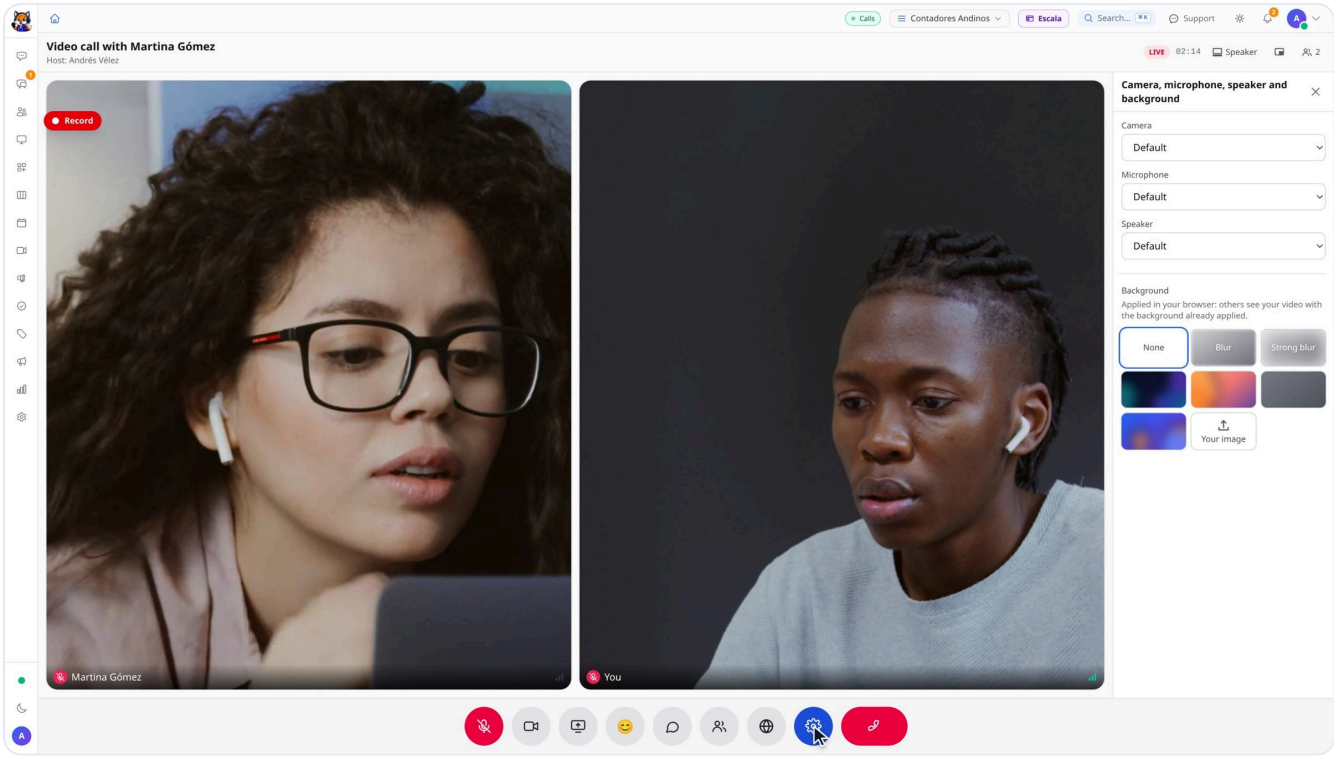
The guest stays on the waiting screen until the host presses **Admit**. If the host denies them, they see a notice that they weren't let in.

07

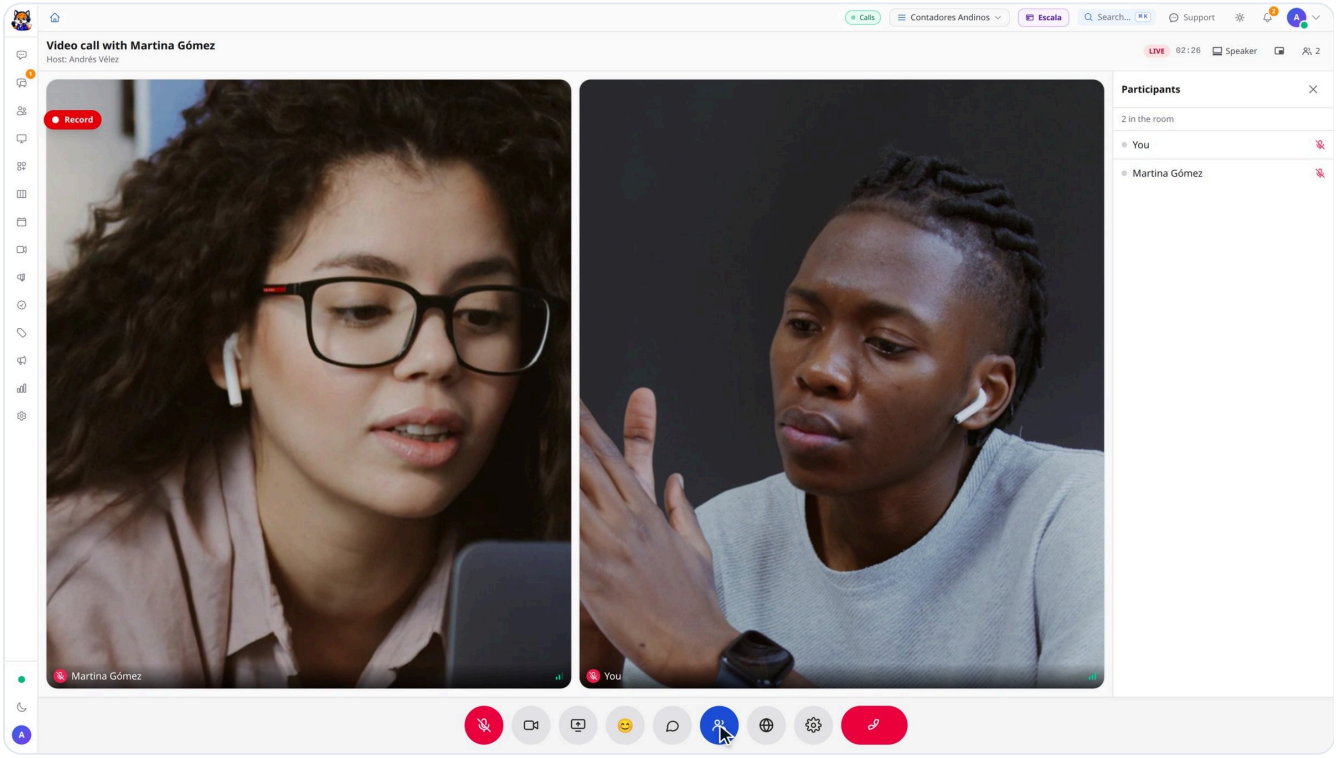
CHAPTER 7

Microphone, camera, devices and muting

Everyone controls their own; the host can mute.



Devices: camera, microphone, speaker and background.



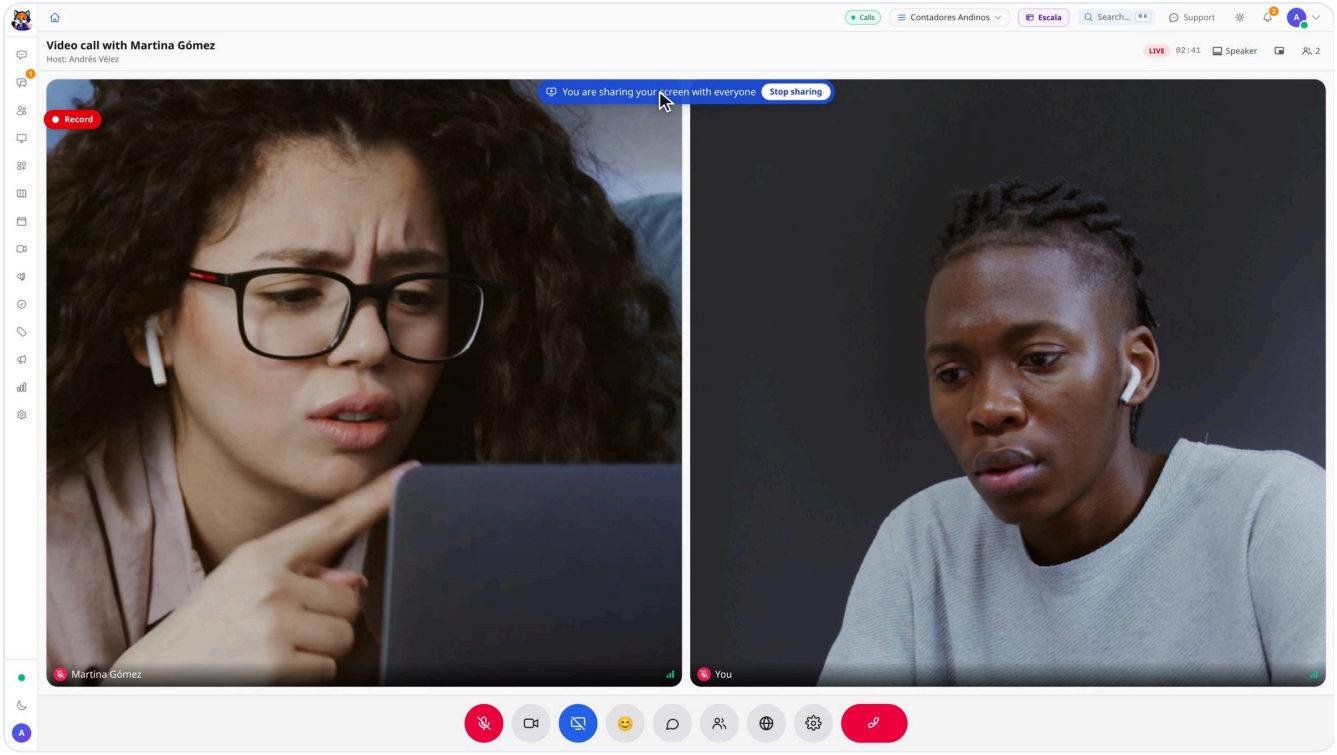
Participants, with the option to mute.

08

CHAPTER 8

Share your screen

Show a document without leaving the call.



Sharing the screen: the host sees the notice instead of their own screen.

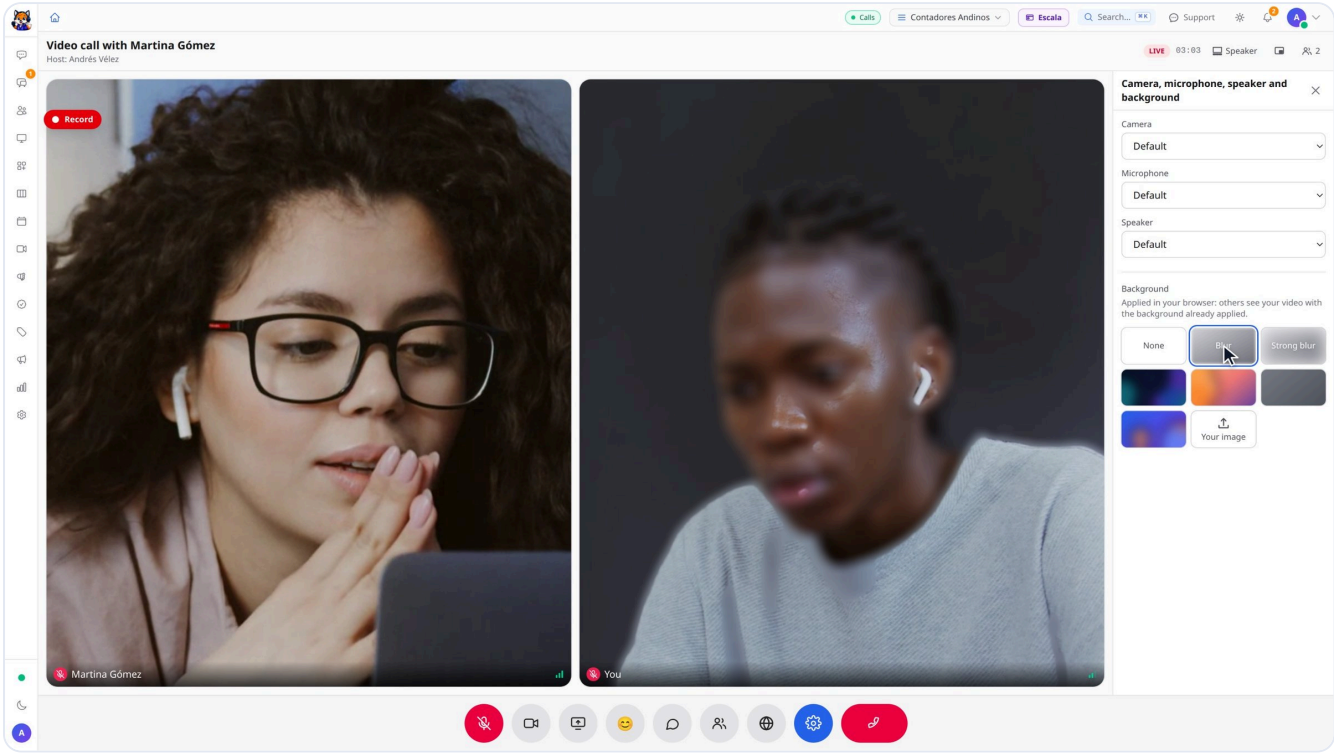
The guest sees the screen large and sharp. You see the notice that you are sharing your screen with everyone instead of your own screen (no mirror effect). **Stop sharing** takes you back to the camera.

09

CHAPTER 9

Blurred or image background

Your home doesn't have to be in the call.



Background: none, blur, strong blur, images or your own.

NOTE

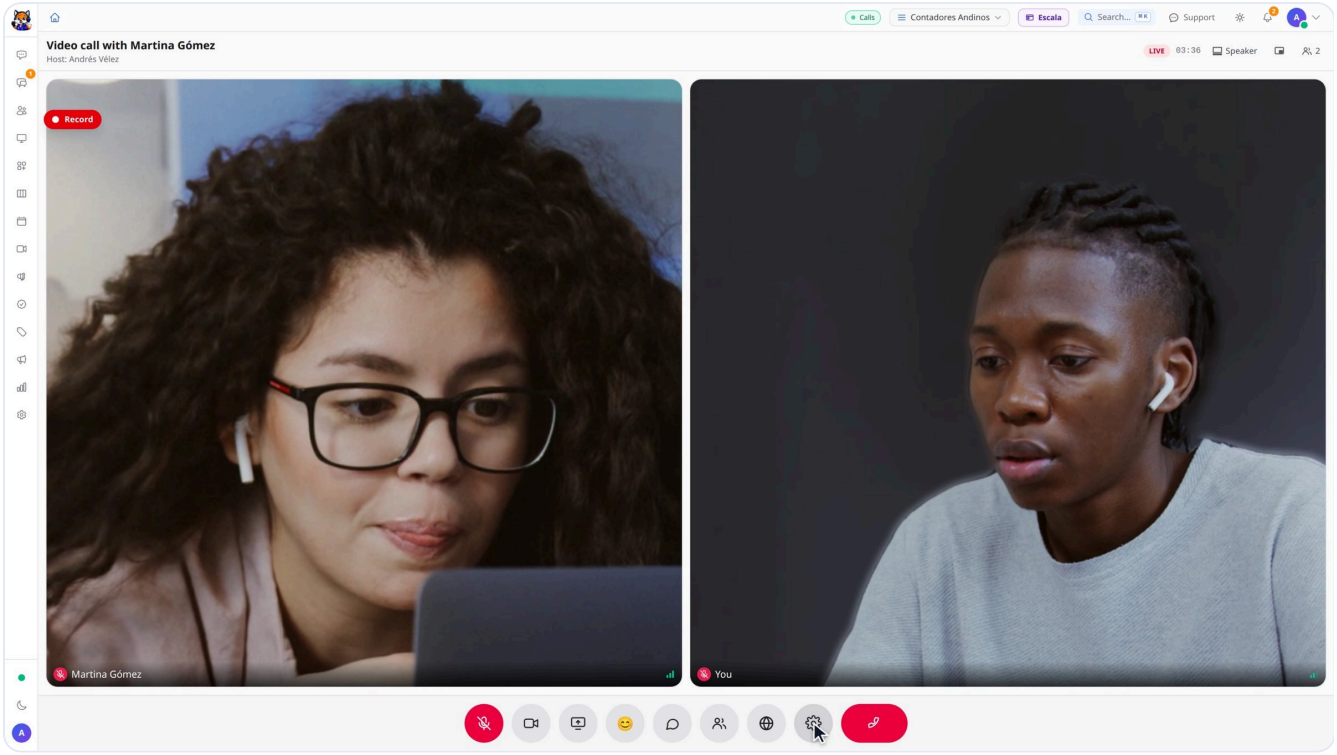
The background is applied in your browser: the others receive your video already processed.

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CHAPTER 10

Raise your hand and reactions

Ask to speak without interrupting.



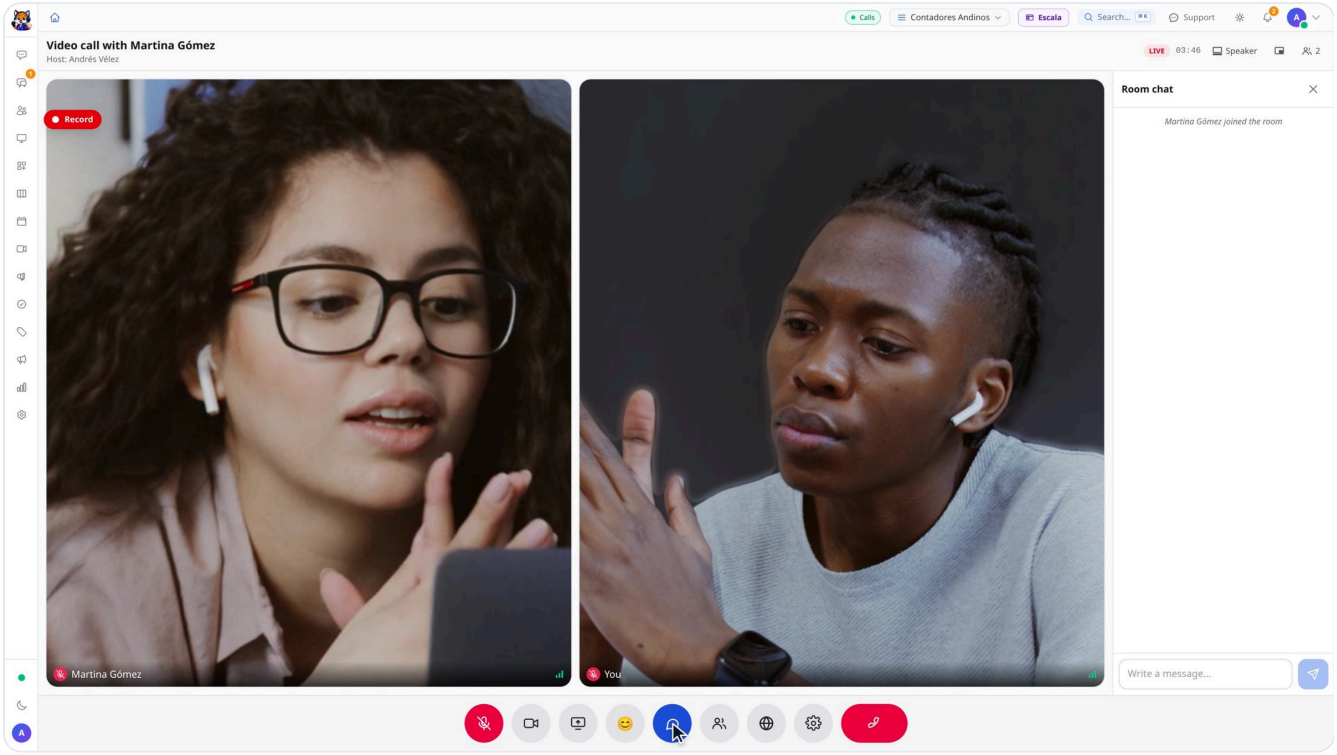
The guest's raised hand.

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CHAPTER 11

The room chat

To pass on a detail on the spot.



The room chat.

CAREFUL

What is written in the room chat is deleted when the call ends. Anything that needs to stay, send it through the conversation.

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CHAPTER 12

Views, floating window and full screen

Watch the call however suits you best.

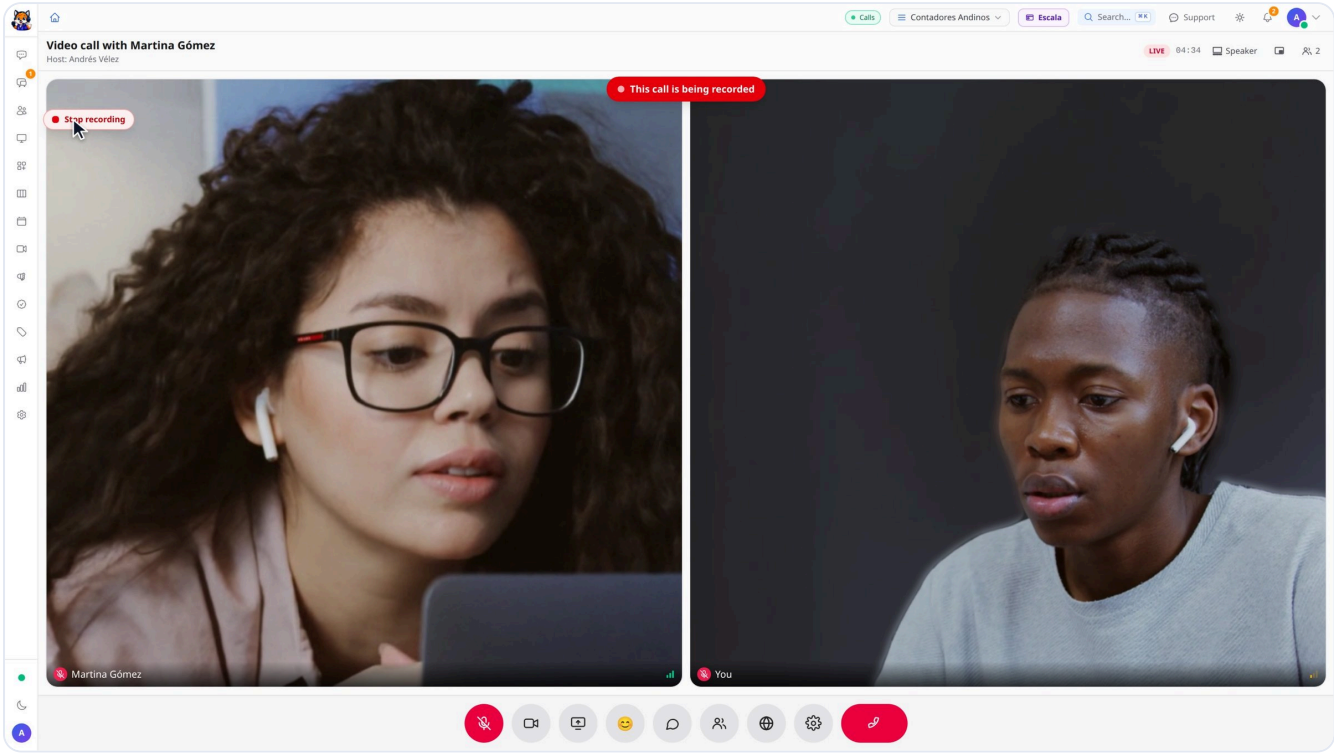
- **Pin** a person to see them large; **Speaker** or **Gallery**.
- **Full screen** per video or for the whole room.
- **Floating window**: the call stays visible while you work in another tab.

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CHAPTER 13

Record the video call

The whole meeting, on video.



Recording: the red notice and Stop recording.

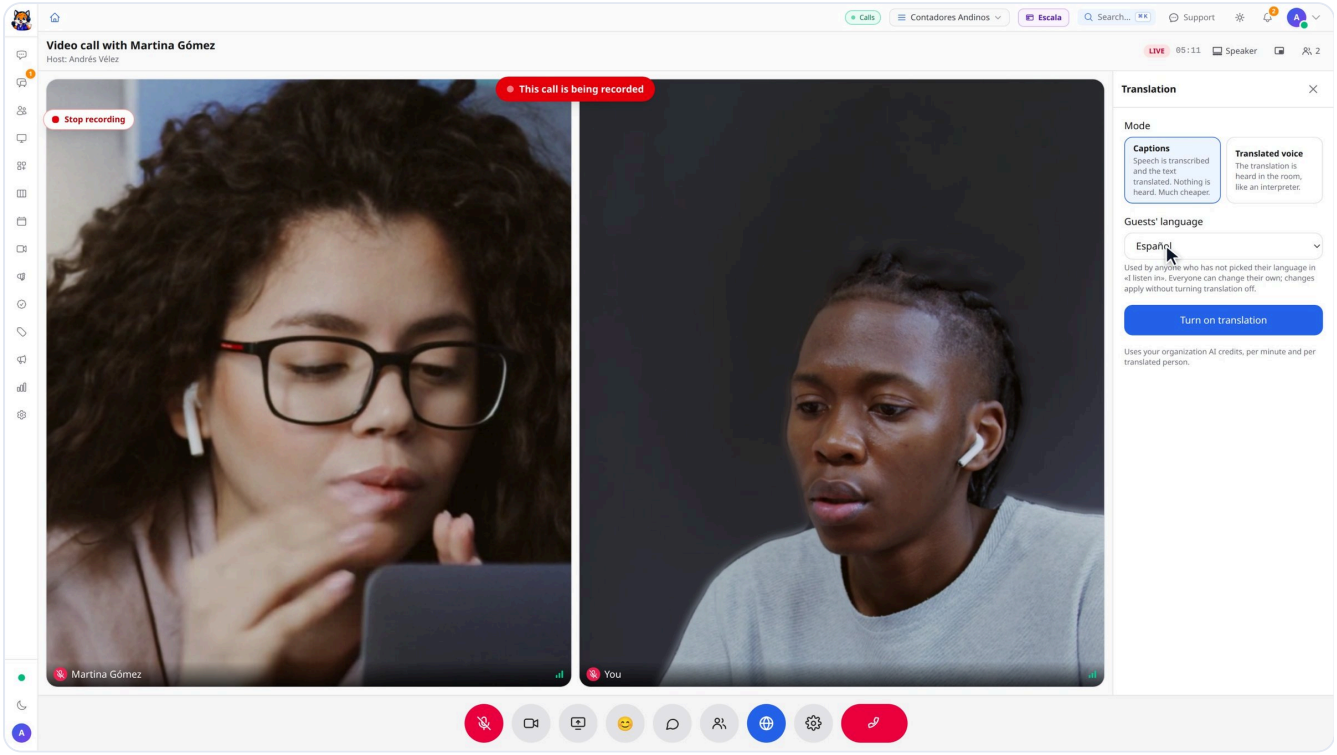
With recording allowed, the host or an agent presses **Record**; everyone sees that the call is being recorded. **Stop recording** ends it and the file is ready in a few minutes.

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CHAPTER 14

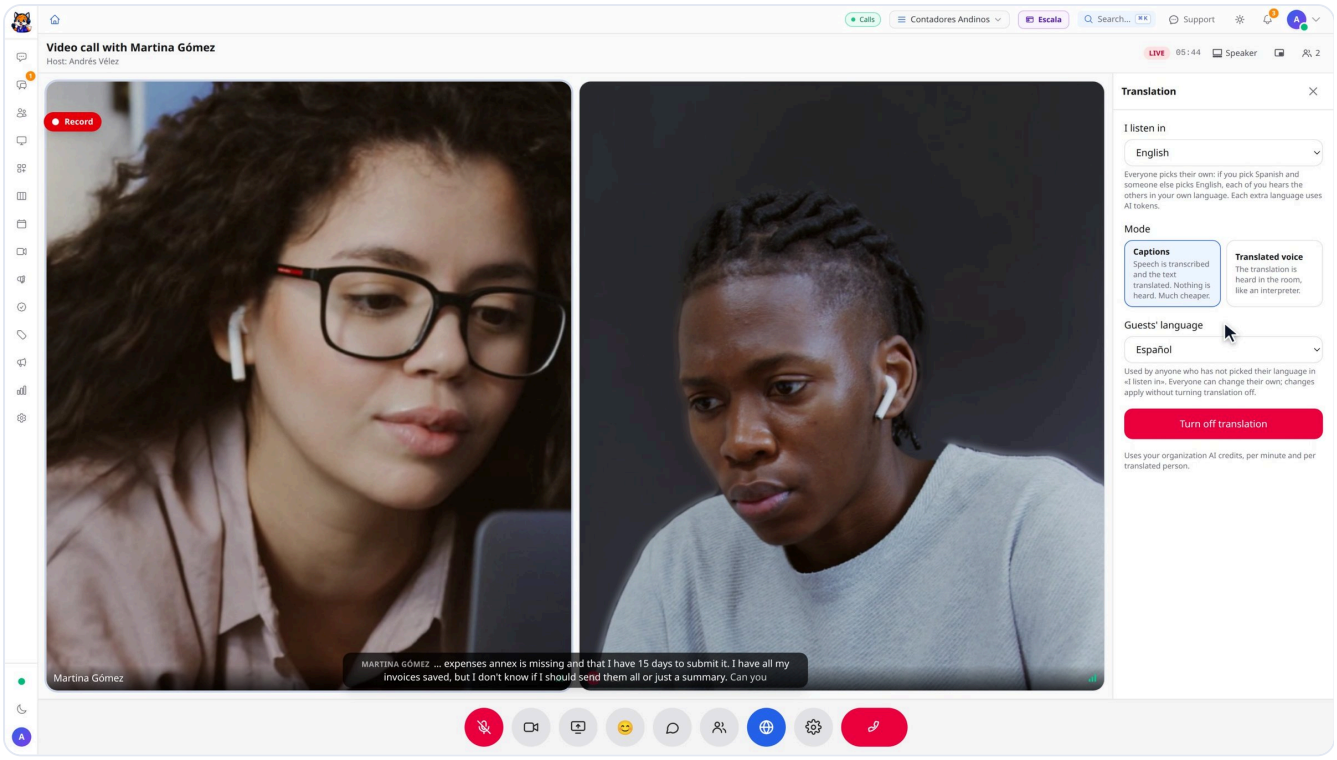
Live translation

Everyone listens in their own language.



The Translation panel: mode, guests' language and turn on.

1. Press **Translation**.
2. Choose the mode: **Captions** (cheaper) or **Translated voice**.
3. Choose the **Guests' language**.
4. Press **Turn on translation**. Each person chooses their language in "I listen in".



Captions translated into English while the guest speaks Spanish.

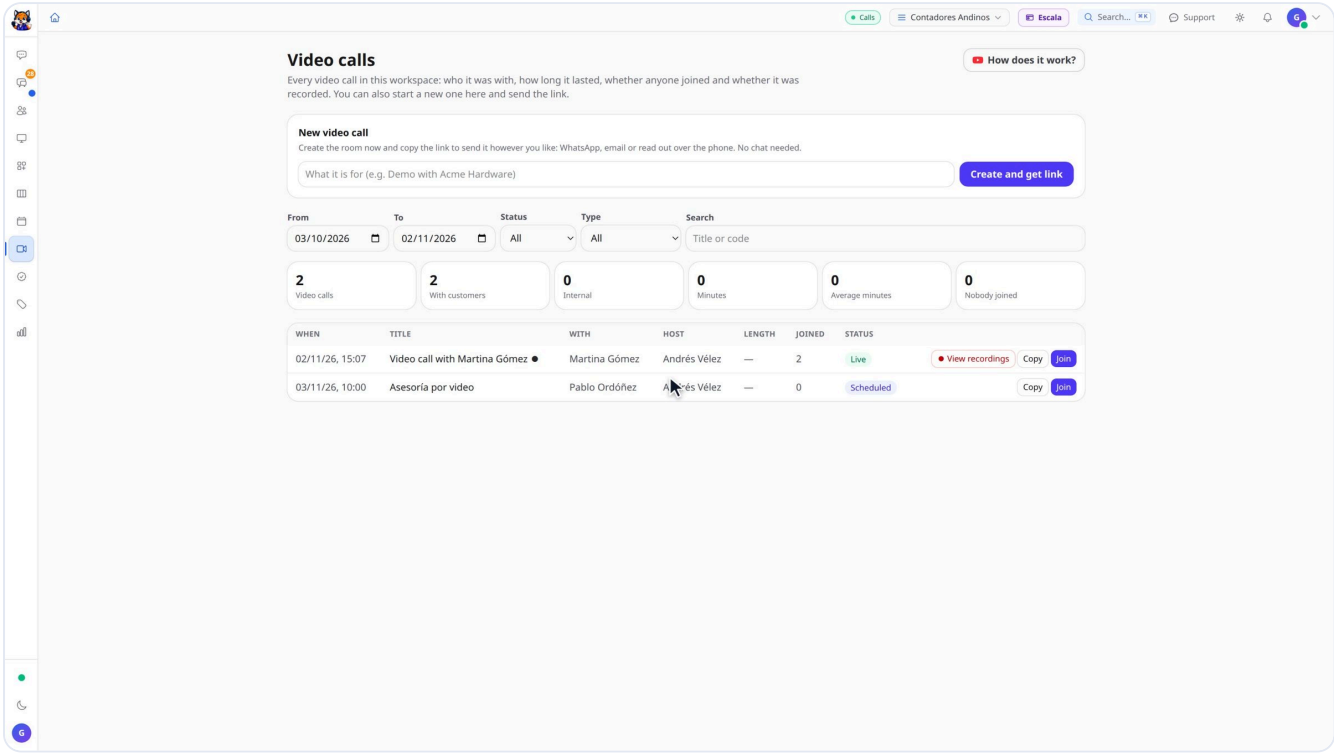
> **NOTE**
>
> Translation uses the organization's AI credits, per minute and per translated person. Only the host can turn it on.

15

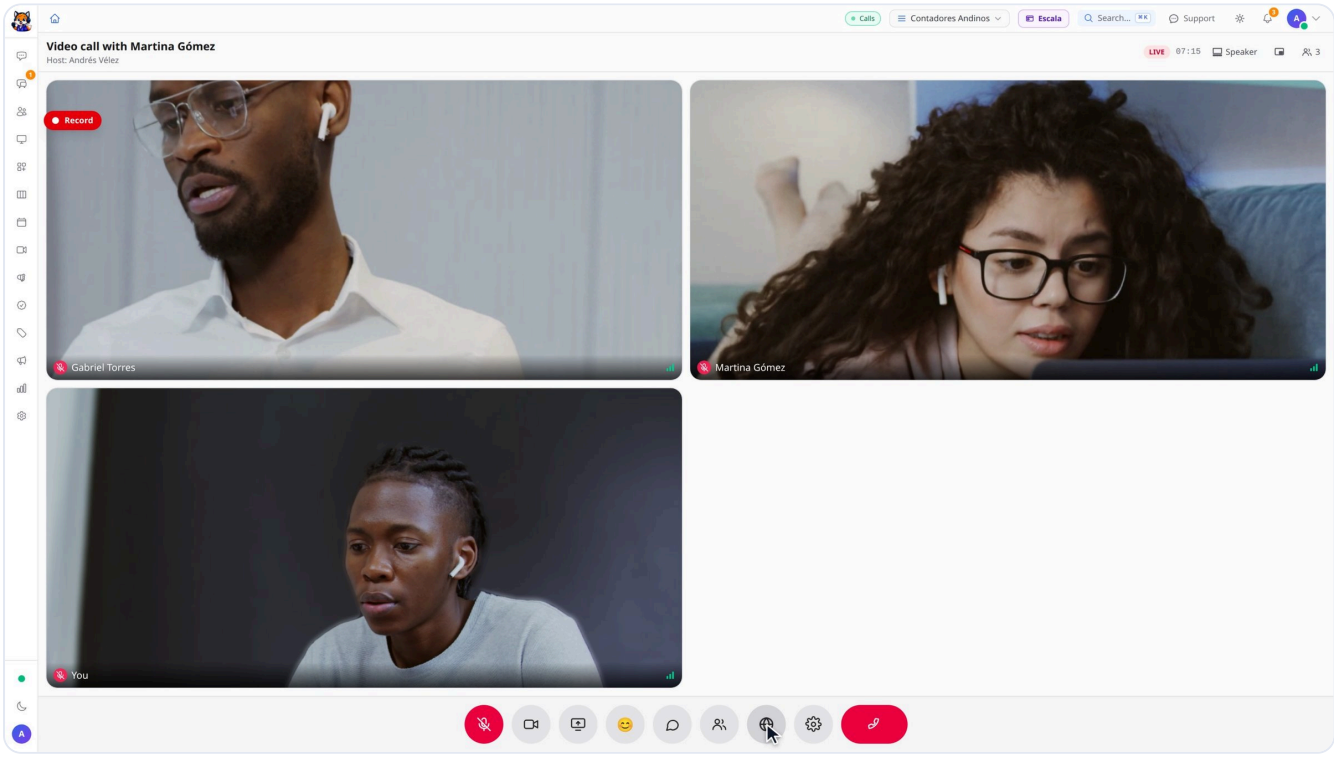
CHAPTER 15

Live supervision

Shadow without being seen, step in if needed.



Live supervision: the ongoing calls and Supervise.



After Intervene, the supervisor appears in the room.

The supervisor needs the permission to supervise calls. While supervising they don't publish camera or microphone and don't count as a participant; with **Intervene** they join as one more.

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CHAPTER 16

End the call

Hang up, and the call is logged.

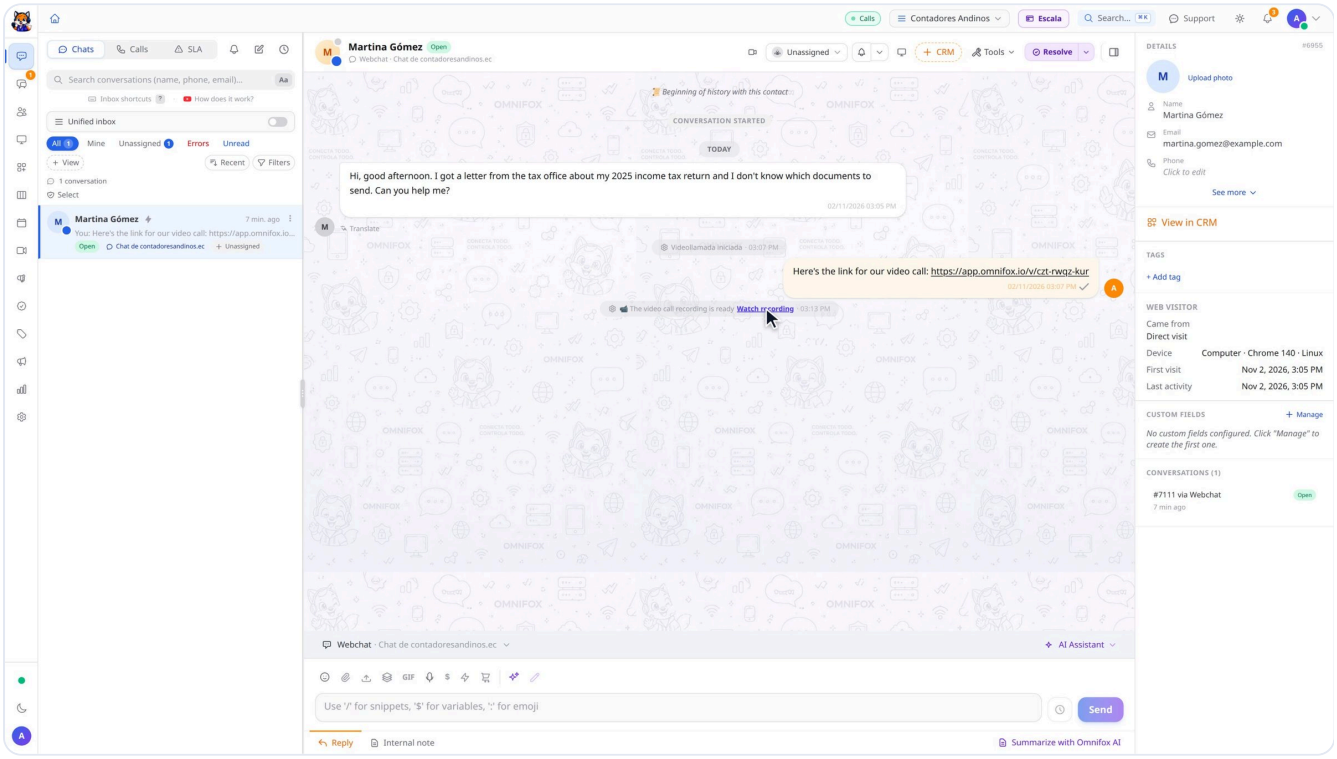
When leaving, the guest sees a notice that they left the call, with an option to rejoin. The room closes by itself when it's empty and the call is logged with its duration and participants.

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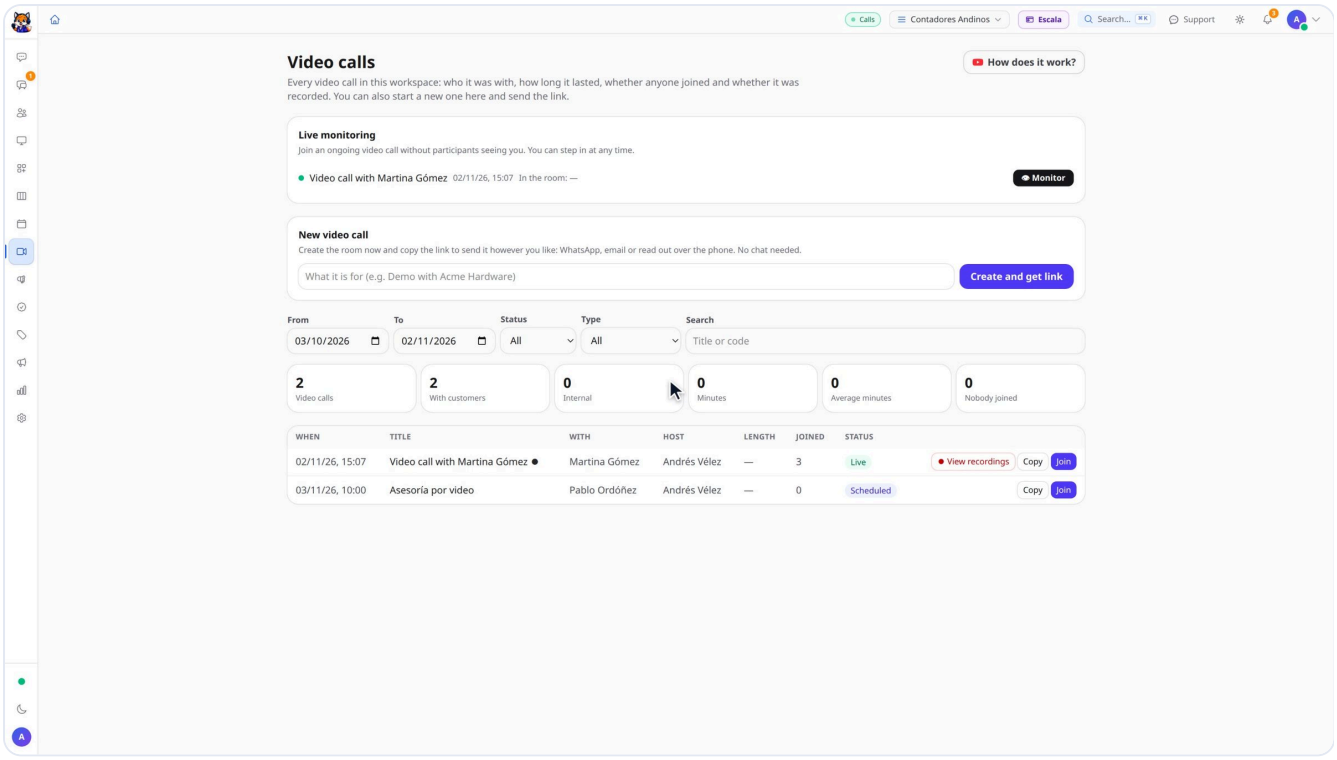
CHAPTER 17

Where the recording ends up

In the conversation and in the history.



The "View recording" bubble in the conversation.



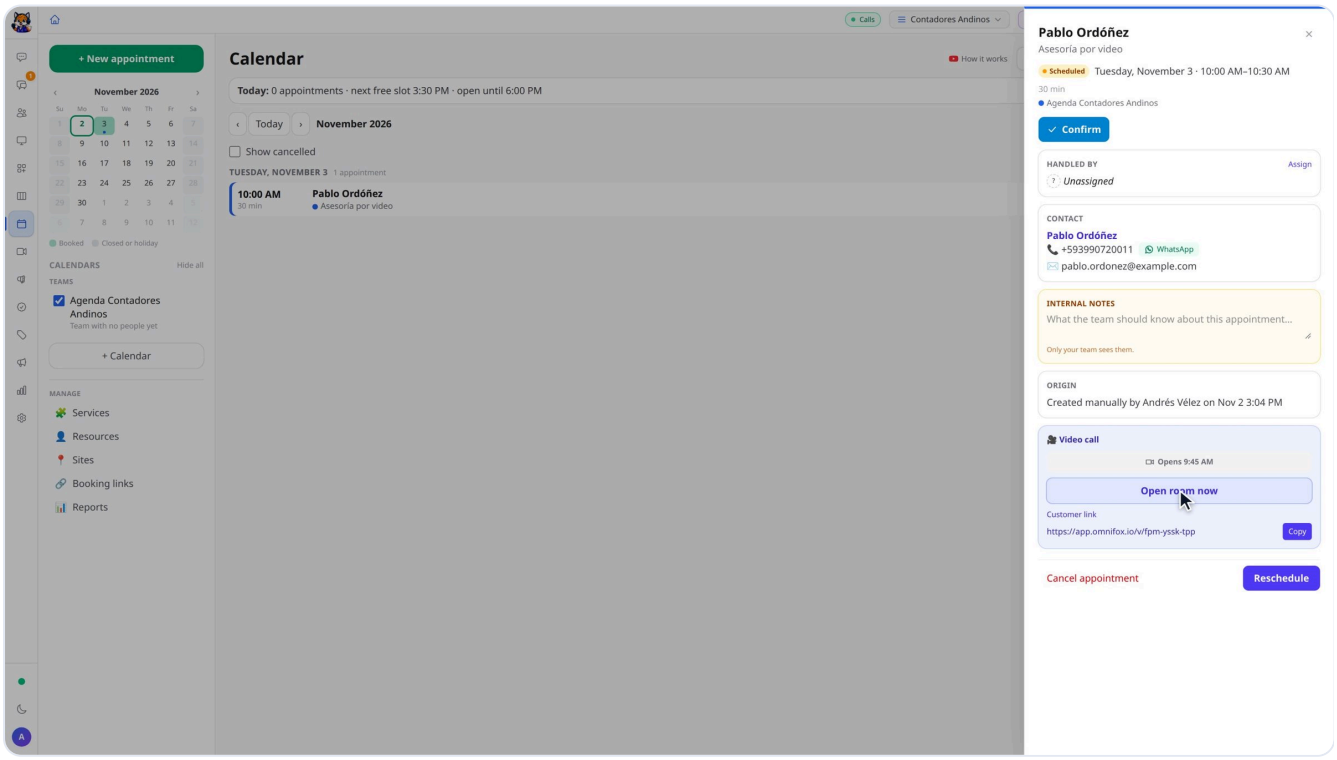
The recording player in the history, with Download.

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CHAPTER 18

Scheduled video calls from the calendar

The appointment already comes with the room.



A "by video" appointment in the calendar, with its link and Open room now.

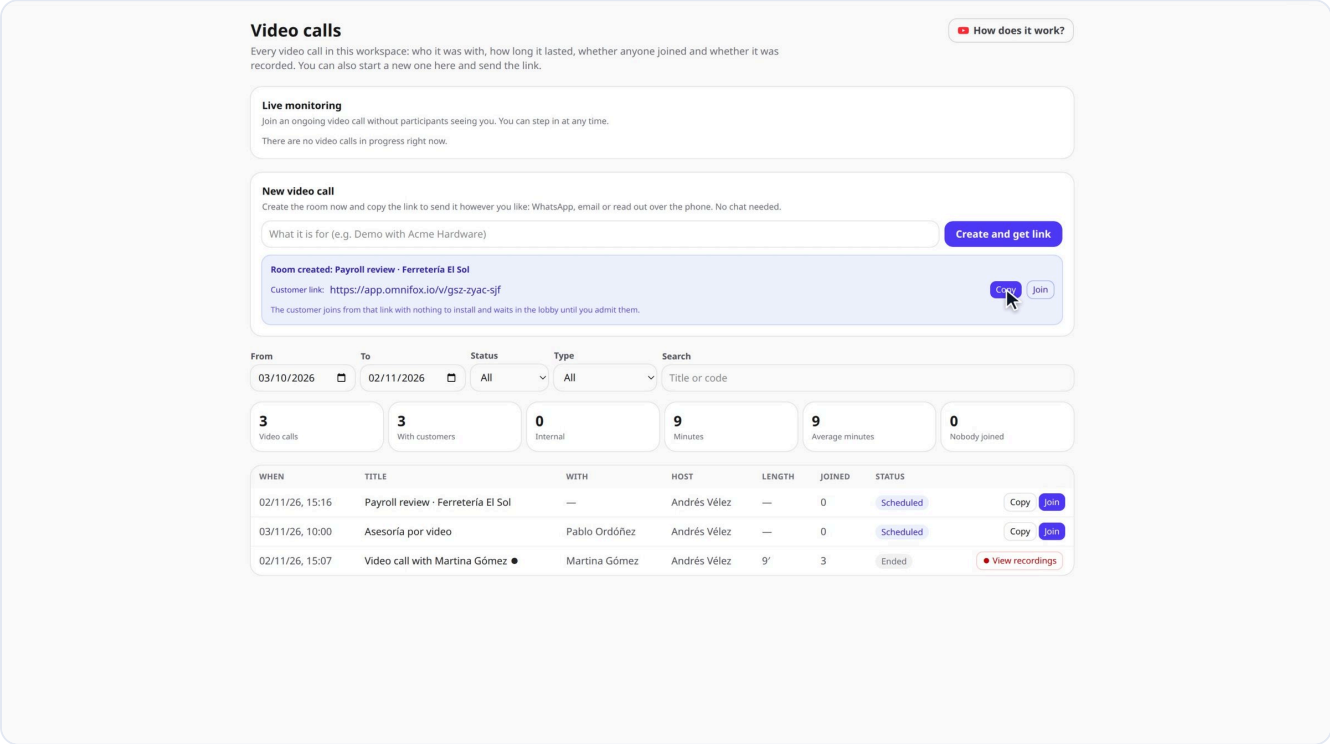
A service whose location is **Omnifox video call** creates the room for every appointment and the customer gets the link in the confirmation. The room opens a few minutes early; **Open room now** brings it forward and notifies the customer.

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CHAPTER 19

A video call without a chat

When the meeting was arranged by phone or email.



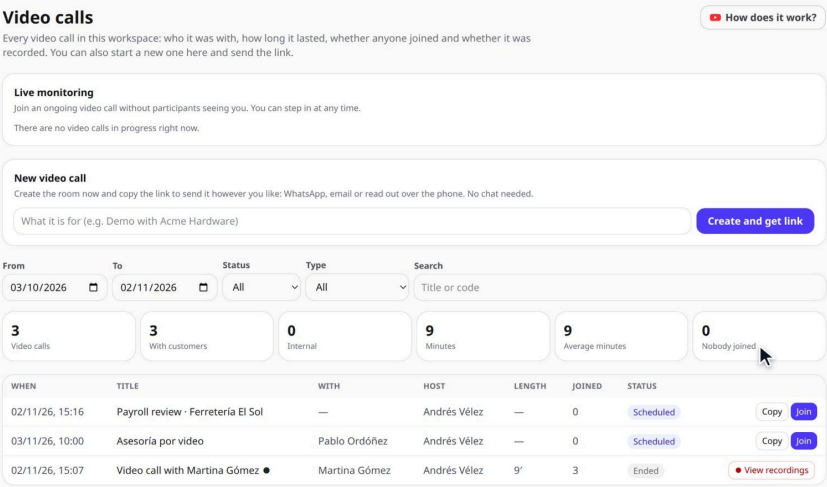
New video call without a chat: guest and agent links.

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CHAPTER 20

History and metrics

Every call in the workspace, with numbers.



The history with filters and metrics.

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CHAPTER 21

Common problems

What usually happens and how to fix it.

Symptom	Solution
The customer can't be seen or heard	Have them click the padlock in the address bar and allow camera and microphone.
Slow connection	The connection test warns them; the call lowers the quality by itself so it does not drop.
Very locked-down company networks	The call goes through Omnifox's relay server (TURN).
Record or Translation doesn't appear	Turn them on in Workspace settings → Video calls.