Coviqo

COVIQO HANDBOOK

User Guide

Spaces, rooms, meetings and everything in between – for members, space admins and meeting organizers

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GETTING STARTED · CHAPTER 1

Introduction and concepts

This chapter explains what Coviqo is and introduces the handful of ideas the rest of this guide builds on: spaces, rooms, room modules, meetings and roles. Read it once before you dive into the task-oriented chapters – most questions of the kind "why can't I see this room?" are answered by the concepts described here.

1.1 What Coviqo is

Coviqo is one place for your team or your community to talk, meet and get work done. Instead of switching between a chat tool, a video conferencing service, a shared drive and a task tracker, you open a room and find everything that belongs to one topic in one spot:

- **Persistent voice** – voice rooms stay open all the time. You drop in and out as you would walk into an office, without links or waiting rooms.
- **Chat** – messages with Markdown, mentions, reactions, replies, pinned messages and file attachments.
- **Notes** – shared documents such as meeting notes, agendas and documentation, with version history and comments.
- **Files** – folders, uploads, versions and share links, with every upload scanned for malware.
- **Tasks** – a task board with assignees, priorities and due dates.
- **Events** – a calendar with RSVPs and reminders.
- **Meetings** – scheduled or instant video meetings with a lobby, guests, recording, live captions, transcripts and an AI summary whose results become tasks and decisions.

Coviqo runs in any modern browser, as a desktop app for Windows, macOS and Linux, and as an installable app (PWA) on phones and tablets. All AI features – transcription, translation and summaries – run on the Coviqo infrastructure itself; audio and transcripts are not sent to third-party AI services.

1.2 The building blocks

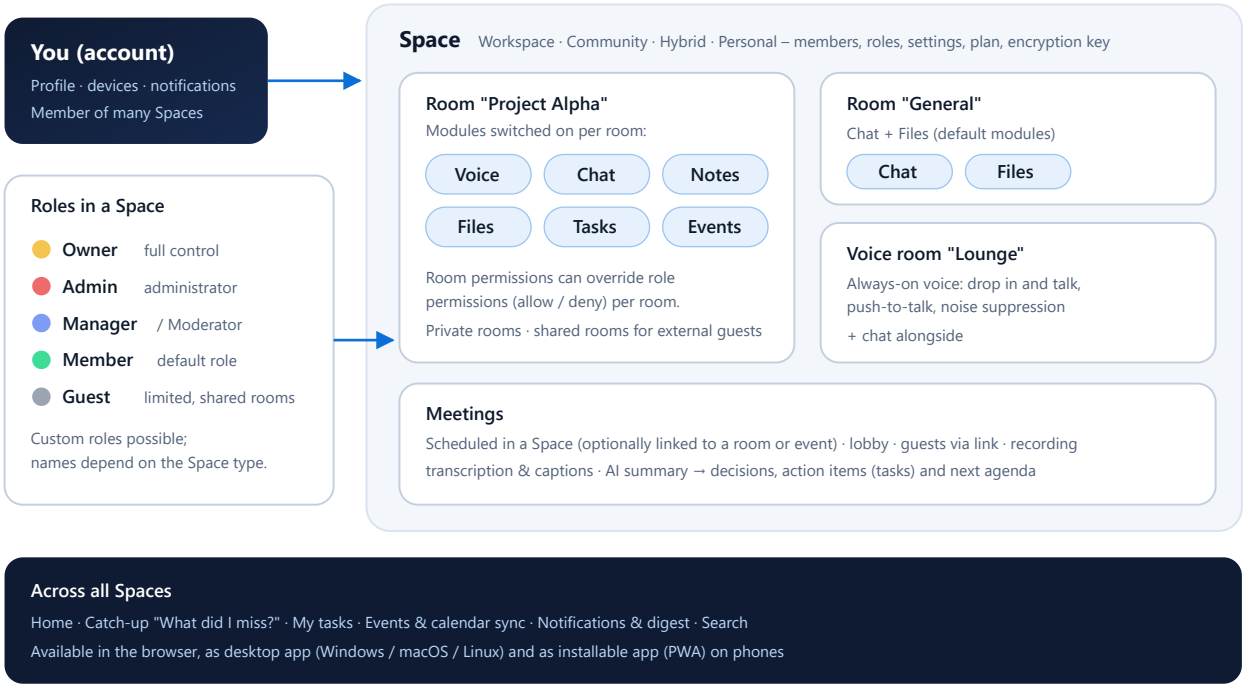


Figure 1.1 How spaces, rooms, modules and roles fit together

1.2.1 Spaces

A **space** is the outermost container. It holds rooms, members, roles and settings. Typical spaces are "Acme Studios" for a company, "Photography Club" for a community, or an open-source project that combines a core team with a public community.

When you create a space you choose a **space type**. The type sets sensible defaults (for example which roles exist) and the wording in some places:

Space type	Intended for
Team workspace	Teams and companies – projects, meetings and internal rooms.
Community	Creators and groups – announcements, hangouts and events.
Team + community	Both at once – a core team working with an open community.

In addition, you can create a **private space** whenever you want one: choose **Create private space** (German UI: *Privaten Space anlegen*). It is always private and only for you. New accounts start without one; it is created with one click when you choose it, or when something needs it (for example saving a clip privately). To work with others, create a separate space.

A space also has a **visibility**:

- **Public** – listed in Discover; anyone with an account can join.
- **Private** – not listed; people join through invite links.
- **Invite only** – hidden; only personal invitations work.

You can be a member of many spaces at the same time. The space list on the left edge of the app lets you switch between them.

1.2.2 Rooms

Inside a space, conversations and work are organised in **rooms**. A room usually stands for a topic, a team, a project or a recurring meeting – for example `#product-team`, `#website-relaunch` or `#weekly-sync`. Rooms can be grouped into **categories** in the sidebar.

Each room has a **room type** that decides which modules it starts with. You can change the modules at any time later.

Room type	Starts with
Standard room	Chat and files for everyday topics.
Voice room	Persistent voice & video plus chat, notes, files and tasks.
Project room	Chat, notes, files and tasks for a project.
Meeting room	Chat, notes, files and tasks for calls with shared notes and action items. The call itself is joined through the meeting – a meeting room has no **Voice Room** tab of its own.
Event room	Voice, chat and events for scheduled events.
Community room	Chat, events and files for discussions and resources.
Stage	Voice and chat for talks and AMAs – speakers on stage, the audience listens.

Rooms have their own visibility, independent of the space:

- **Public** – every member of the space can see and join the room.
- **Private** – only added members (and admins) can see it.
- **Restricted** – visible to everyone, joining requires permission.
- **Invite only** – hidden; access only through a room invite.

1.2.3 Room modules

The tabs you see at the top of a room are its **modules**. A room can have any combination of them:

Module	What it does
Voice	Persistent voice, video and screen sharing.
Chat	Messages, reactions and replies.
Notes	Collaborative documents.
Files	Shared files and folders.
Tasks	Task board with assignees and due dates.
Events	Calendar and scheduled events.
Whiteboard	Infinite canvas for sketching and brainstorming together, with templates, sticky notes and live pointers (chapter *Whiteboard*).
Forum	Posts with tags, replies, "solved" and accepted answers.
Tickets	Private support tickets: only the person who opened a ticket, people added to it and the support team see it – with status, assignment, priority, custom fields, SLA and ratings.

Module	What it does
Web pages	External web pages – dashboards, wikis, tools – that open right inside the room.
Feed	News from RSS, Atom and JSON feeds – blogs, release notes, status pages – read together in the room (chapter *Feed*).

In addition, every regular room has a **Decisions** tab. It lists the decisions that were published from meetings linked to this room (see the chapter *Meetings*).

The right-hand side of a room shows the **Members** and **Chat** panels and the room's **Activity** feed, so you can keep an eye on the conversation while you work in another tab.

1.2.4 Meetings

A **meeting** is a video call with a clear start and an end, an organizer and invited participants. Unlike a voice room, a meeting can have external guests, a lobby, a passcode, a recording, a live transcript and an AI summary.

Behind the scenes, every meeting gets its own hidden room with chat, notes, files and tasks. That is why the meeting chat, the shared notes and the recording remain available after the call – you reach them from the meeting's detail page. A meeting can optionally be linked to a regular room (the **parent room**); it then shows up in that room and its summary is posted there.

After the meeting, Coviqo can turn what was said into results: the AI proposes action items and decisions, the organizer reviews them and publishes them as real tasks and entries in the decision log. The chapter *Meetings* describes this in detail.

1.3 Roles and permissions

What you can do in a space is decided by your **roles**. A role is a named bundle of permissions such as "Send messages", "Create rooms" or "Record". Every member can have several roles; the permissions add up.

1.3.1 Default roles

New spaces start with a set of roles that fits the space type. Admins can rename them, change their permissions and create new ones.

Space type	Default roles (from most to least powerful)
Workspace	Owner, Admin, Manager, Member, Guest
Community	Owner, Admin, Moderator, Member, Guest
Hybrid	Owner, Admin, Maintainer, Contributor, Guest

- **Owner** – the person who owns the space. The owner can do everything and the role cannot be deleted. Ownership can be transferred to another member.
- **Admin** – holds the **Administrator** permission, which grants every permission and bypasses room restrictions.
- **Manager / Moderator / Maintainer** – the "middle" role: creating and managing rooms, managing tasks and events, or moderating members, depending on the space type.
- **Member / Contributor** – the **Default role** that every new member receives automatically. Members can chat, talk, share files, edit notes, create tasks and start meetings.

- **Guest** – the role for people from outside. Guests see only the rooms that were explicitly shared with them and have read-mostly permissions (they can chat and talk, but for example not upload files or edit notes by default).

1.3.2 Room permissions

Permissions are defined on the space level, but a room can **override** them for individual roles or members. In a room's settings under **Access › Permissions**, every permission can be set to **Allow**, **Inherit** or **Deny**. This way you can, for example, make an announcements room where only the Manager role may send messages, or give one external expert upload rights in a single room.

The order in which Coviqo decides is simple:

1. The owner and anyone with **Administrator** can do everything.
2. Otherwise, the permissions of all your roles are combined.
3. Room overrides for your roles are applied (deny removes, allow adds).
4. Room overrides for you personally are applied last.
5. If a moderator has put you in a **timeout**, you temporarily lose all "active" permissions – you can still read, but not speak, write or upload.

1.3.3 Guests and external people

Coviqo distinguishes two kinds of outside participants:

- **Space guests** are people from outside your organisation – customers, partners, freelancers – who get a Coviqo account and are invited into your space as guests. They see only the rooms you share with them, optionally until a fixed date or until a room's project end. You manage them in **Space settings › Members › External people**.
- **Meeting guests** join a single meeting through its join link, either with just their name (a temporary guest account that is deleted automatically after the meeting) or with their own Coviqo account. They see only that meeting – its call, chat, notes and files – and nothing else in your space.

The chapter *Spaces and rooms* explains how to invite and manage space guests; the chapter *Meetings* covers meeting guests.

> **NOTE**
> Guests never see space-wide content such as space-level tasks, files or calendar entries, and they only find people who share a room with them. This is enforced by the server, not just hidden in the interface.

1.4 How this guide is organised

The user guide follows the way you typically get to know Coviqo:

Chapter	What you learn
Introduction and concepts	The ideas behind Coviqo (this chapter).
Getting started	Creating an account, signing in, two-factor authentication, your profile and settings, the desktop app and the phone app.
Spaces and rooms	Creating and organising spaces and rooms, roles, invitations, members and external collaboration.

Chapter	What you learn
Communication	Chat, mentions, reactions, context menus, voice rooms, push-to-talk, audio devices and presence.
Meetings	Scheduling, joining, the lobby, in-call controls, recording, transcription, captions, the AI summary and meeting results.
Tasks	The task board, My tasks and tasks that come from meetings.
Notes	Writing and formatting notes, version history and comments.
Files	Uploading, organising, sharing and versioning files, and the virus scan.
Calendar and events	Room and space calendars, RSVPs, reminders and syncing with Google or Microsoft 365 calendars.
Catch-up and activity	"What did I miss?", the activity feed and the decision log.
Notifications	In-app, e-mail and push notifications, the weekly digest and how to tune them.
Integrations	GitHub, Jira, Notion, Google Drive and OneDrive.
Search	The command palette and the search page.
Privacy and your data	Data export, account deletion, consent and objecting to transcription.
Plans and billing	Plans, limits, upgrades, invoices, cancellation and the right of withdrawal.
Using Coviqo on mobile	The phone app (PWA), push on phones, meetings and voice on the go.
FAQ and troubleshooting	Answers to common questions and fixes for common problems.
Glossary	Short definitions of the terms used in this guide.

1.4.1 Conventions used in this guide

- Names of buttons, menus and fields are printed in **bold**, exactly as they appear in the app (English interface).
- Paths through menus are written as **Settings › Audio & video**.
- Keyboard shortcuts look like `Ctrl` + `K`. On macOS, use `⌘` instead of `Ctrl`.
- Many actions are also available in a **context menu**: right-click an item on a computer, or press and hold it on a phone or tablet.
- Depending on your roles, you may not see every button described here. If something is missing, ask an admin of your space – it is most likely a permission.

GETTING STARTED · CHAPTER 2

Getting started

This chapter takes you from your first visit to a fully set-up account. You learn how to register and sign in (with a password, a social account or your organisation's single sign-on), how to protect your account with two-factor authentication, how to set up your profile and preferences, and how to install Coviqo as a desktop app or as an app on your phone.

2.1 Creating an account

Open Coviqo at `https://app.coviqo.com` (or, if your organisation runs its own server, the address it gave you) and click **Create an account**, or go directly to the registration page. The website coviqo.com links to it as well.

1. Enter your **E-mail**.
2. Choose a **Display name** – the name other people see, for example "Anna Schmidt".
3. Choose a **Username**. It is used for mentions and your profile link and must be 3–32 characters long: lowercase letters, numbers, dots and underscores.
4. Choose a **Password** with at least 10 characters. A strength indicator (**Weak**, **Fair**, **Good**, **Strong**) helps you pick a good one.
5. Tick **I accept the Terms of Service and have read the Privacy Policy**.
6. Click **Create account**.

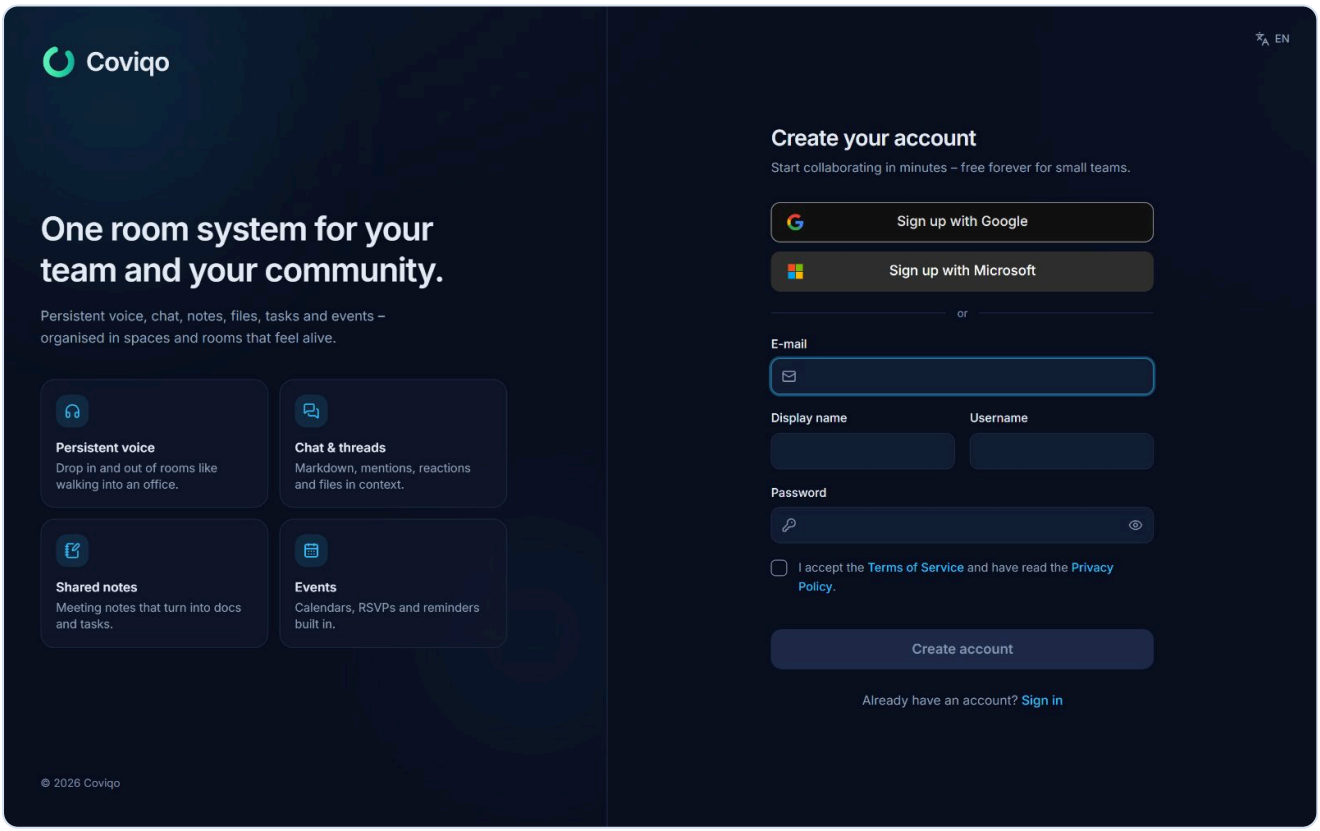


Figure 2.1 Registration page

> **NOTE**
>
> Coviqo protects the registration page against automated sign-ups with an invisible security check: your browser solves a small computation in the background. There is nothing to click and no puzzle to solve – if you submit very quickly, the button briefly shows **Checking…**. The check sets no cookies and sends nothing to third parties. The same check runs on **Forgot your password?**, the website contact and privacy-request forms, contract cancellation and withdrawal, meeting guest join and password-protected share links.

> **NOTE**
>
> Depending on how your Coviqo installation is configured, registration can be switched off or limited to people with an invitation. In that case, use the invite link you received – it takes you to the registration page and remembers the invitation.

2.1.1 Signing up with a social account

Instead of a password you can use an existing account from **Google**, **Microsoft**, **Apple**, **Discord**, **Steam** or **Epic Games** – click **Sign up with Google** (or the respective provider). Only the providers your administrator has enabled are shown.

A few things to know:

- If the provider confirms your e-mail address, your Coviqo e-mail counts as verified right away.
- An account created this way has **no password**. You can add one later under **Settings › Account & security** with **Set password** – Coviqo sends you a link by e-mail.
- If an account with the same e-mail address already exists, Coviqo links the social login to it automatically only when both addresses are verified (not for Microsoft). Otherwise sign in with your password first and link the provider in **Settings › Account & security › Linked accounts**.

2.1.2 Signing up with Steam or Epic Games

Steam and Epic Games do not share an e-mail address with Coviqo. The first time you sign in with one of them on `https://app.coviqo.com`, Coviqo therefore asks for one:

1. Click **Sign up with Steam** (or **Sign up with Epic Games**) and sign in at Steam or Epic.
2. Back in Coviqo, the page **Confirm your e-mail address** shows your Steam or Epic name. Enter your e-mail address and click **Send code**.
3. Enter the 6-digit code from the e-mail (valid for 10 minutes; **Send a new code** if it expired). Optionally keep **Use "…" from Steam as my display name and picture** ticked, accept the terms if asked, and click **Create account**.

Your account is only created after you entered the code, and the address counts as verified. From then on you simply click **Sign in with Steam** / **Sign in with Epic Games** again.

- If the address already belongs to a Coviqo account, Coviqo does **not** connect Steam or Epic automatically. Click **Sign in and link**, sign in to that account as usual (password and two-factor code, or another linked provider) – you land in **Settings › Account & security › Linked accounts**, where Steam or Epic is highlighted: click **Link**. Or choose **Use another address**.
- If your organisation manages your address and requires single sign-on, the page offers **Continue with single sign-on** instead.

- In the desktop app, the whole step runs in your browser; afterwards the browser hands you back to the app.

2.1.3 Verifying your e-mail address

After registering with a password, Coviqo sends you a verification e-mail. Click the link in it; you see **E-mail verified** and can **Continue to Coviqo**. The link is valid for 48 hours.

You can use Coviqo before verifying, but some things require a verified address – for example accepting an invitation as a guest of another organisation's space, or being recognised when someone invites your e-mail address to a meeting. If the e-mail got lost, open **Settings › Account & security** and click **Resend e-mail** next to your address, which is marked **Not verified**.

Please verify within 7 days. Until then a banner at the top of Coviqo shows the deadline and a **Resend e-mail** button. After 7 days you can still sign in and use your spaces and existing conversations, but until you verify your address you cannot create spaces, invite people, send direct messages to people you don't share a space or conversation with, or create public links (file share links, meeting guest links, links on your profile). If you signed up with single sign-on or a provider that confirmed your e-mail address, nothing changes for you.

2.2 Signing in

Go to the sign-in page (**Welcome back**), enter your **E-mail or username** and your **Password**, and click **Sign in**. If a field is empty, Coviqo tells you right under it (for example "Enter your password."). Alternatively, click one of the **Sign in with …** buttons for your social account.

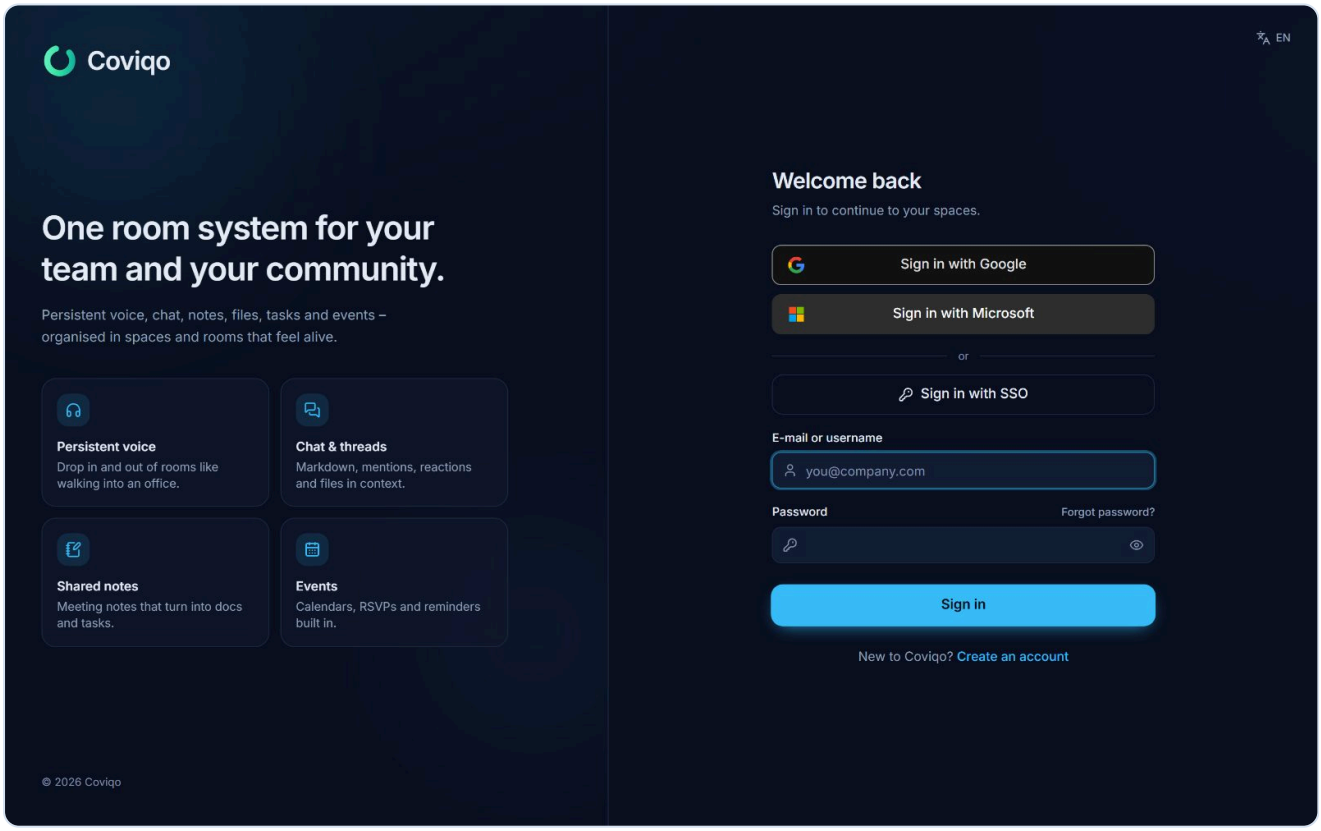


Figure 2.2 Sign-in page

2.2.1 Single sign-on (SSO)

If your organisation uses single sign-on (SAML or OpenID Connect via Microsoft Entra ID, Okta, Google Workspace, Keycloak and others):

1. Click **Sign in with SSO**.
2. Enter your **Work e-mail** and click **Continue**.
3. Coviqo forwards you to your organisation's sign-in page. After signing in there, you land in Coviqo.

As soon as you type an address of an SSO domain into the normal sign-in field, Coviqo shows a hint such as "Acme uses single sign-on" with a **Continue with Acme SSO** button. If your organisation **enforces** SSO, password and social sign-in are refused for its e-mail domains – always use the SSO button then.

With SSO, your organisation usually handles two-factor authentication. If it additionally requires Coviqo's own two-factor authentication, you are asked to set it up after signing in.

2.2.2 Two-factor authentication when signing in

If two-factor authentication is enabled for your account, Coviqo asks for a code after your password (**Two-factor authentication**):

- Enter the 6-digit **Authentication code** from your authenticator app and click **Verify**.
- Lost your phone? Click **Use a recovery code instead** and enter one of your recovery codes.

2.2.3 Trusting a device for 30 days

On your own computer you can tick **Trust this device for 30 days** below the code field before you click **Verify**. For the next 30 days, signing in to `https://app.coviqo.com` from this browser (or from the Coviqo desktop app on this computer) no longer asks for the authenticator code – whether you use your password or a linked account such as Google, Microsoft, GitHub, Discord, Steam or Epic Games. After a social sign-in you briefly see **Checking this device …** and then land in Coviqo directly. After 30 days Coviqo asks for the code again – using the device does not extend the period.

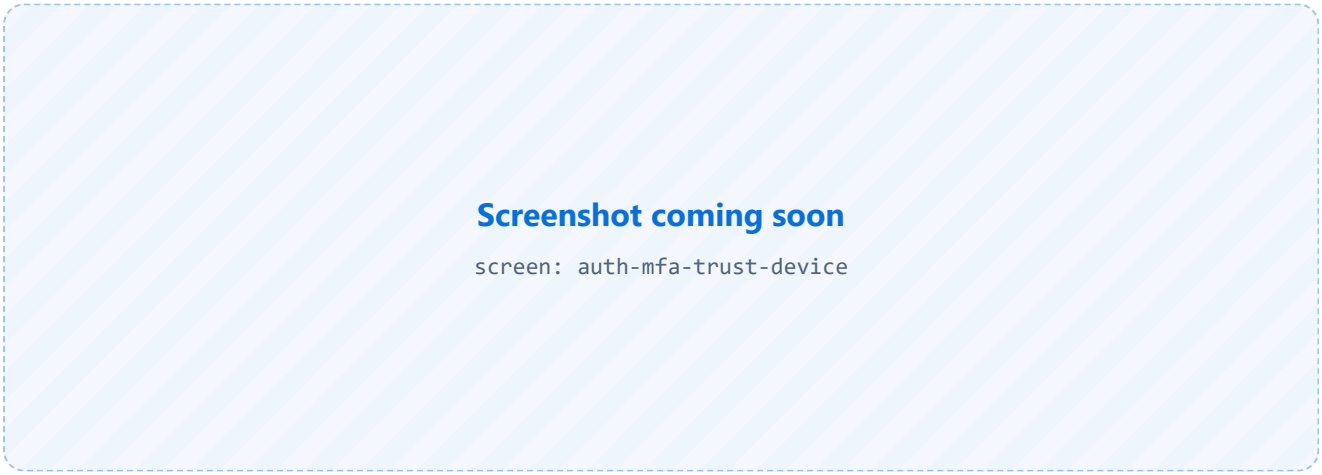


Figure 2.3 Two-factor sign-in with Trust this device for 30 days

- Only tick the box on a device that only you use – never on a shared or public computer.
- Coviqo sends you a security notification and an e-mail ("New trusted device: Chrome on Windows, …"). If this wasn't you, change your password straight away.
- The option is not offered when you sign in with your organisation's single sign-on, or when you use a recovery code. Your organisation may shorten the period or switch the option off.
- Coviqo operators (accounts with a Coviqo Control role) can trust a device for **7 days** only.
- Even on a trusted device, security-relevant changes – changing your password or e-mail address, removing trusted devices, exporting your data, changing single sign-on, organisation or integration settings, billing –

first ask for a current authenticator code (**Confirm with your authenticator**). The confirmation lasts 10 minutes.

Trust ends automatically for **all** your devices when you change or reset your password, switch two-factor authentication off, use a recovery code, click **Sign out all other sessions**, or when your account is suspended or deactivated.

2.2.4 Forgot your password?

1. On the sign-in page, click **Forgot password?**.
2. Enter your e-mail and click **Send reset link**.
3. Open the e-mail and follow the link (valid for one hour).
4. Enter a **New password**, repeat it in **Confirm password** and click **Update password**.

All other sessions are signed out when you reset your password. If the link has expired, you see **Invalid reset link** – click **Request a new link**.

2.2.5 Security check after failed attempts

After several wrong passwords for your account, the sign-in form shows **For your protection, an automatic security check runs before this sign-in.** Your browser solves a small task in the background – you do not have to do anything, signing in just takes a moment longer.

Too many wrong attempts from the same network block further sign-ins from there for 15 minutes ("Too many failed sign-in attempts"). From your usual devices and networks you can still sign in. Coviqo sends you an e-mail when this happens – if it wasn't you, change your password. Resetting your password lifts every block.

2.3 Setting up two-factor authentication

Two-factor authentication (MFA) protects your account even if someone learns your password. You need an authenticator app such as 1Password, Google Authenticator, Microsoft Authenticator or Authy.

1. Open **Settings › Account & security**.
2. In the **Two-factor authentication** card, click **Set up**. If you signed in more than 10 minutes ago, Coviqo first asks you to confirm it's you with your password (or, for accounts without a password, a code sent by e-mail).
3. **Scan the QR code** with your authenticator app, or enter the setup key manually.
4. Type the 6-digit code shown in the app and click **Verify & enable**.
5. Coviqo shows you **10 recovery codes**. Store them somewhere safe – each code works once and they are shown only now. Use **Copy codes** or **Download .txt**, then confirm with **I have saved my recovery codes**.

When two-factor authentication is switched on, all your other sessions are signed out; the device you are using stays signed in.

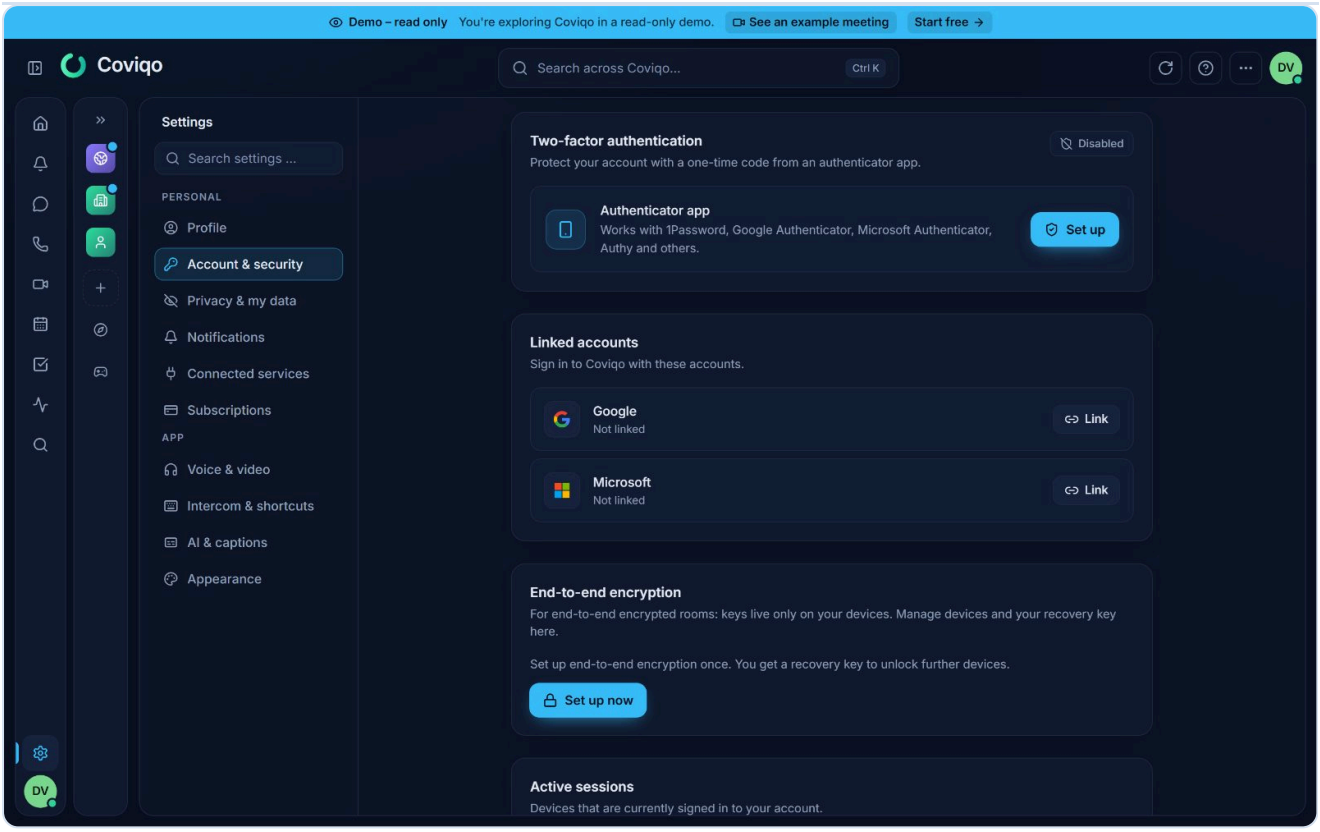


Figure 2.4 Setting up two-factor authentication

> **WARNING**
>
> Without your authenticator app and without recovery codes you cannot sign in any more. If you have used up or lost your codes, create new ones in time with **Generate new codes** (this invalidates the old ones).

If you set up two-factor authentication before September 2026, the card may show **Your recovery codes are outdated**. These older codes use a weaker format and stop working after 31 December 2026. Click **Generate new codes**, confirm with a current code and store the new codes safely – the warning then disappears.

To switch two-factor authentication off, click **Disable** and confirm with your password and a current code.

Without your authenticator app you can confirm **Disable** and **Generate new codes** with **Use a recovery code instead** and one of your recovery codes; using a recovery code also removes all your trusted devices.

2.3.1 Sessions and linked accounts

Also under **Settings › Account & security** you find:

- **Password** – change your password (**Change password**). All other devices are signed out.
- **Linked accounts** – link or remove Google, Microsoft, Apple, Discord, Steam or Epic Games for signing in. You cannot remove your last sign-in method while you have no password. For Steam and Epic Games, the switch **Show on my profile** (on by default) decides whether others see the account as a badge on your profile (see *Your profile and settings*).
- **Active sessions** – every signed-in device (**Web browser**, **Desktop app**, **Mobile app**) with its last activity. Click **Sign out** next to a session you don't recognise, or **Sign out all other sessions**.
- **Trusted devices** (only with two-factor authentication) – the browsers that may skip the authenticator code, with the date they were trusted, their last use and when the trust expires; **This browser** marks the one you

are using. Click **Remove** next to a device, or **Remove all**, and confirm with your password. Signed-in sessions stay signed in – the next sign-in on that device asks for the code again.

2.4 Getting started after registration

After your first registration, Coviqo welcomes you with three options:

- **Create a space** – set up a workspace for your team or a home for your community (see the chapter *Spaces and rooms*).
- **Join with an invite** – paste an **Invite link or code** you received, for example `https://app.coviqo.com/invite/…` or just the code, and click **Continue**.
- **Discover communities** – browse public spaces and click **Join** on one you like.

You can also click **Skip for now** and do all of this later from the space list on the left.

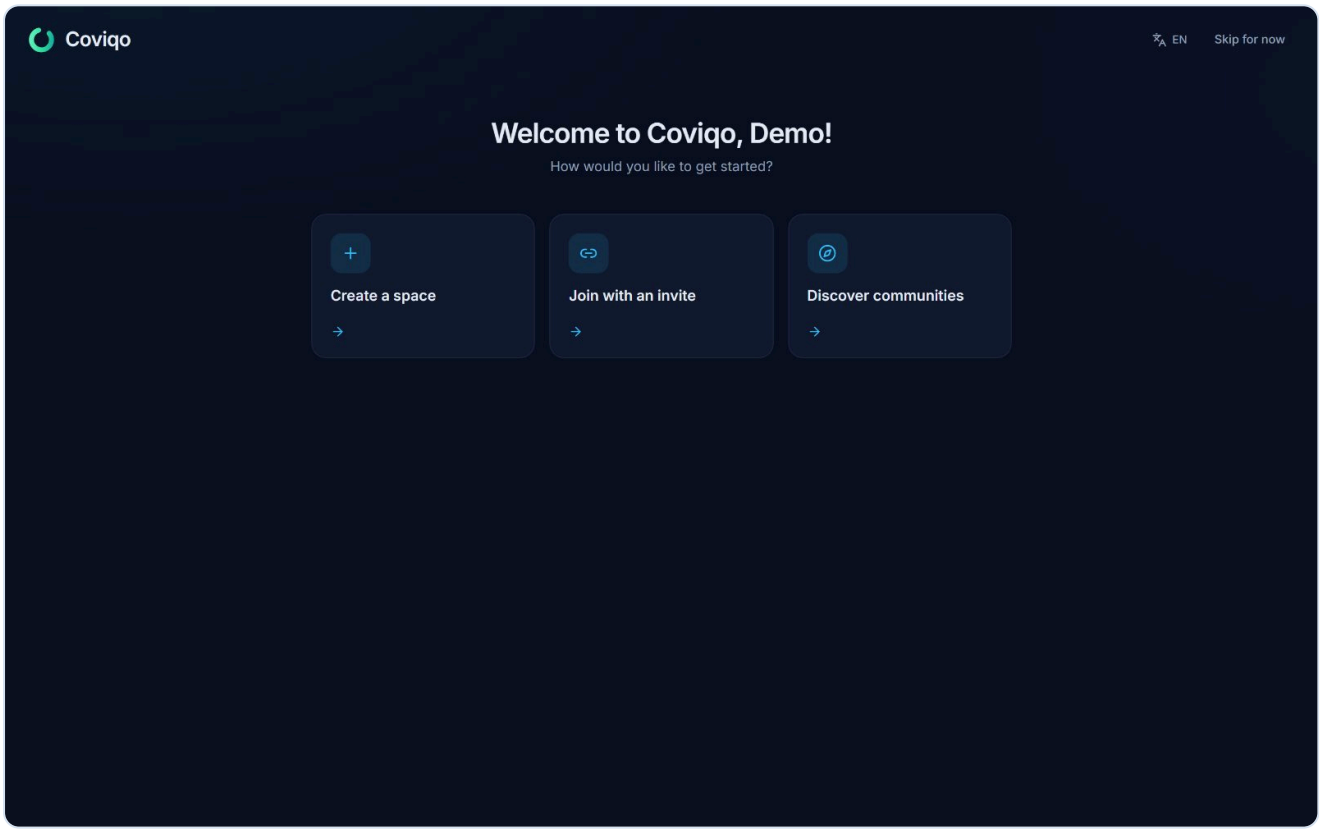


Figure 2.5 The onboarding screen

2.5 Help menu and guided tour

The **?** button (**Help**) at the top right of the top bar opens a small menu with three entries: **Tutorial**, **User Guide** and **About Coviqo**. On phones the button is not shown; the same entries are at the bottom of the **…** menu instead.

2.5.1 The guided tour

Tutorial starts a short tour of the screen. Coviqo dims the page and highlights one area at a time, with a small card next to it that explains it:

1. **Welcome** – what the tour is about.

2. **Navigation** – the main bar with home, notifications, messages, calls, meetings, calendar, tasks, activity and search (on phones: the menu button ☰, which opens the navigation).
3. **Spaces** – your teams and communities, each with its own rooms, members and permissions; favourites, recently active spaces and your own tags.
4. **Rooms** – the rooms of a space for chat, voice and video, tasks, notes and more.
5. **Direct messages** – writing to people directly and calling them.
6. **Search** – rooms, people and messages, also with **Ctrl K** (Mac: ⌘ **K**).
7. **Room tabs** and **Members & chat** – only when you start the tour inside a room.
8. **More** – the **…** menu with your tasks and events, creating a space and – if you manage them – the space settings and your organisation; on phones also invite, share, leave room and help.
9. **Settings** – your personal settings.
10. **Help** – where to find the tour again.

Areas that are not on screen right now are left out – for example the room steps on the start page, or the sidebar steps on a phone – so the counter on the card (for example **3 / 9**) always counts the steps you will actually see.

Use the buttons on the card or the keyboard:

Action	Button	Key
Next step (on the last step: finish)	**Next** / **Done**	**Enter** or →
Previous step	**Back**	←
End the tour	**Skip**	**Esc**

The tour is offered automatically once, shortly after you sign in with a new account (not for meeting guests or while Coviqo support is helping you). In the live demo it starts at the beginning of every demo session and ends with **Have a look at an example meeting** (see "Trying the live demo"). Coviqo remembers with your account that you have seen it – it is not offered again on another device or browser; you can start it again at any time with **? › Tutorial**.

2.5.2 The User Guide

User Guide opens this guide on the Coviqo website (`/guide`) in a new browser tab – in the desktop app in your default browser. The online guide has a search over all chapters, a chapter list grouped by topic and a **Download PDF** button for the same content as a PDF with a table of contents and page numbers. The guide is available in English and German: you automatically get the edition in your app language (English for every other language).

2.5.3 About Coviqo

About Coviqo shows the copyright notice, the version of the web app you are using and – in the desktop app – the version of the desktop app. Please mention these versions when you contact support. The dialog also links to the **Legal notice**, the **Privacy** policy, the **Terms**, the **Third-party notices** (open-source licences), the DSA contact points and the form **Report illegal content** (see *Privacy and your data*).

2.6 Your profile and settings

Open the account menu (your avatar at the top right) and choose **Settings**, or click the gear (**Settings**) at the bottom of the main bar on the left.

Two menus at the top right. Your **avatar** opens everything personal: presence status and custom status, **Edit profile**, **Settings**, light / dark mode, **Subscriptions** (only if you manage the billing of an organisation) and **Sign out**. The **…** menu only holds what is not elsewhere: your tasks and events, **Create space**, **Space settings** and **Organisation** (if you manage them), **Coviqo Control** for operators, and on small screens the buttons that do not fit (invite, share, leave room, help). Notifications are in the sidebar. Inside the app the settings open as a popover over the page you are on; a direct link opens them as a full page. Settings are grouped into **Personal** settings that follow your account and **App** settings that apply to this device or app.

Section	What you set there
Profile	Name, picture, banner, bio, custom status, per-space identities and notification worlds.
Account & security	E-mail address, language and time zone; under **Security** password, two-factor authentication, linked accounts, trusted devices, end-to-end encryption and sessions; under **My data & account** the data export, consents, contracts and account deletion.
Privacy & my data	Who may write to you, who can find you, whom you blocked, streamer mode, game activity and the clips opt-out – followed by the **Privacy cockpit** (where your data lives, exports, AI processing).
Notifications	What reaches you, and where (in-app, push, e-mail) – with the presets *Everything*, *Important*, *Only mentions & direct messages* and *Custom*.
Connected services	Microsoft 365 or Google Calendar, Google Drive or OneDrive, your developer accounts (GitHub, Jira) and the apps you signed in to with **Sign in with Coviqo**.
Subscriptions	Plan, seats, cost, next invoice and status of every organisation whose billing you manage – **Manage** opens its billing page. Shown only when you manage the billing of an organisation.
Memberships	Your paid community memberships (only when paid memberships are switched on).
Audio & video	Microphone, speakers, mic test, input mode, the noise suppression switch and the camera; more under **Advanced**.
Intercom & shortcuts	Your intercom channels, the discussion lead key and all keyboard shortcuts – in the desktop app including the global ones.
AI & captions	Transcription opt-out, caption and summary language.
Appearance	Theme, density and the **Developer mode** (follows your account to every device).
Desktop app	Startup, tray, notifications, interface and updates of the desktop app (only in the desktop app).
Developer	Your own bots and apps – shown once you have one, or when **Developer mode** is on (**Settings › Appearance**).
Legal decisions	Statements of reasons when Coviqo restricted your content or your account, and your complaint against them – shown only when there is at least one (see *Privacy and your data*).

Notifications, connected services are described in their own chapters, subscriptions in the chapter *Plans and billing*; voice settings in the chapter *Communication*, AI settings in the chapter *Meetings*.

Searching the settings. The field **Search settings …** above the section list finds every section and every setting card – also by everyday words such as *mic*, *headset*, *password*, *2FA*, *dark* or *push*. Use ↑ / ↓ and **Enter** (or tap a result): Coviqo opens the section, scrolls to the card and highlights it briefly. **Esc** clears the field. The same search is available in the **space settings**, the **organisation area** and the **room settings** (there from four sections on); it also finds every section by its former name – *security* finds **Moderation › Raid protection**, *modules* finds **Content**, *external guests* finds **External people** – and, in the room settings, every module (e.g. *tickets*).

On a phone. Personal settings, space settings and the organisation area start with a grouped list of all entries. Tap an entry to open it; **‹ All settings** at the top takes you back to the list.

Advanced. Pages with many options show the everyday ones first. The rest sits in collapsible groups under **Advanced** – closed at first; Coviqo remembers in this browser which groups you opened. A search result inside a closed group opens it. In the space settings this also applies to: **Overview › Privacy** (member list, display names, share links, external images), **Voice & media › Audio & video** (own bitrate, video codec, RTMP destinations for live streams), **Roles** (Administrator and whole permission groups on top, every single permission under **Advanced**), **Organization & plan › Single sign-on** (certificates, provisioning with JIT, groups and SCIM) and **Public profile & directory › Website embed** (the code for your website). If something there already differs from the default, **Advanced** is open by itself.

Old links. Links to former sections keep working: *Security* opens **Account & security**, *Privacy cockpit* opens **Privacy & my data**, *Calendars* and *Integrations* open **Connected services** – each scrolled to the right place.

2.6.1 Profile, avatar and bio

In **Settings › Profile** (**Public profile**) you set:

- **Profile picture** – after choosing an image you move and zoom it into the circle (see *Your profile › Adjusting an image*).
- **Banner** – shown as a wide 3:1 strip; you pick the section in the same way.
- **Display name** and **Username**. The username can be changed once every 30 days; your previous username stays reserved for you for 30 days (see *Direct messages › Changing your username*).
- **Bio** – up to 500 characters about you.

A **Preview** shows how others see your profile card. Click save when you are done.

The profile settings have more to offer – pronouns, job and working hours, links, community details, themes and, for every detail, who may see it. The chapter *Your profile* explains all of it.

Gaming accounts on your profile. A linked Steam or Epic Games account appears as a badge under **Gaming accounts** in your profile card, and as a small Steam or Epic mark next to your name in member lists. Steam badges show your Steam name and link to your public Steam profile; Epic Games shows only your Epic display name. Only people who can already see your profile see the badge. Switch it off per provider under **Settings › Account & security › Linked accounts › Show on my profile**. Your Steam name and picture are refreshed every time you sign in with Steam.

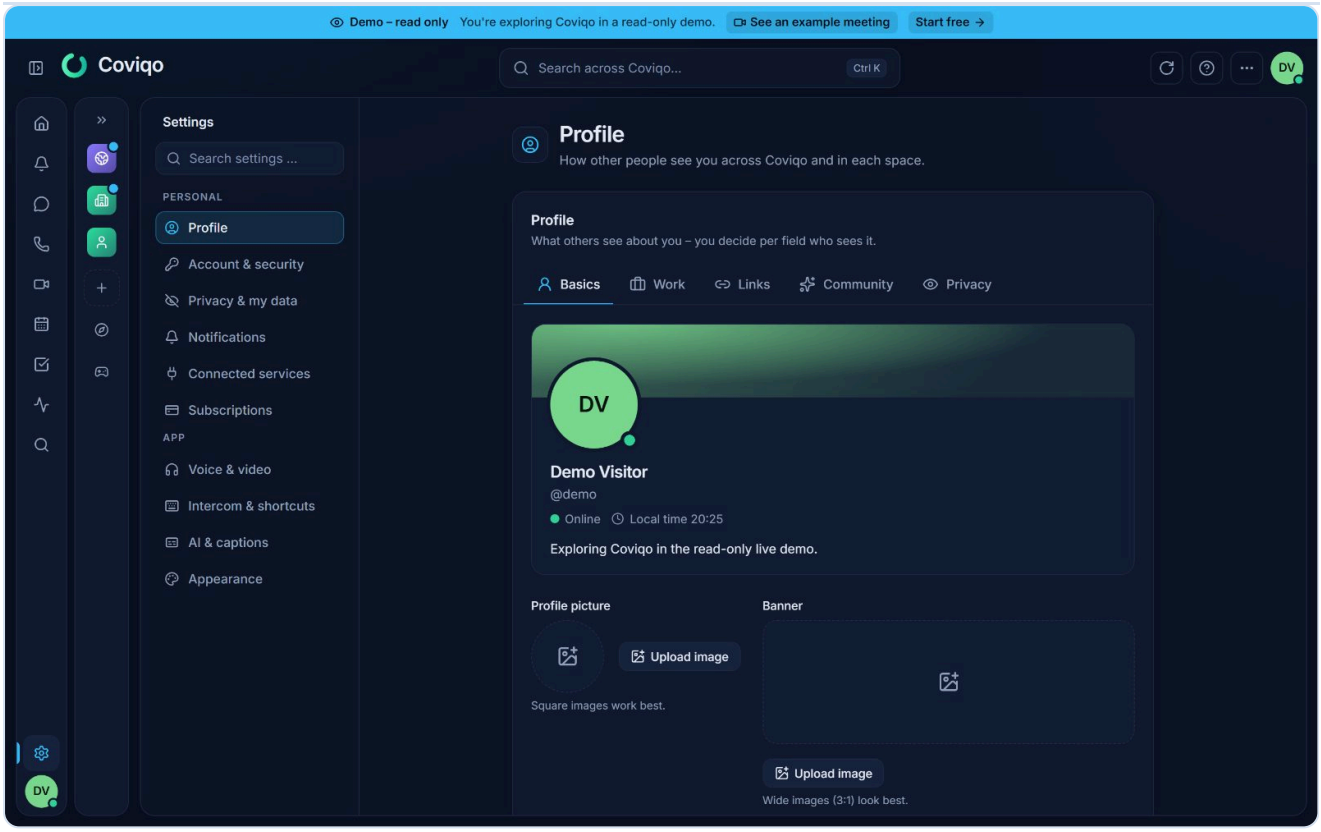


Figure 2.6 Profile settings with preview

2.6.2 Custom status

Under **Custom status** (or in the account menu via **Set a custom status**) you can pick an emoji and a short text such as "🌴 On holiday until Monday". Choose when it should disappear under **Clear after**: **Don't clear**, **30 minutes**, **1 hour**, **4 hours** or **Today**. Click **Set status**; **Clear status** removes it. The presence status (Online, Busy, Focus …) is explained in the chapter *Communication*.

2.6.3 Identities & worlds

In **Identities & worlds** you can appear differently in each space – a different **Display name**, **Space avatar**, **Pronouns**, **Status in this space**, **Title** (for example "Product Designer") and **Bio**. Empty fields fall back to your account profile. Only members of that space see these details. Click **Edit identity** next to a space. Worlds (Work, Leisure …) decide when a space may notify you – see the chapter *Identities and worlds*.

Here you also choose **Notifications from this space**: **All messages**, **Mentions only** or **Mute space** (direct items such as mentions of you in meetings still arrive).

2.6.4 Language and time zone

In **Settings › Account & security**, section **Language & region**:

- **Language** – one of 23 languages (English and the official EU languages that Coviqo's speech recognition understands). It applies to the app and to the e-mails Coviqo sends you.
- **Time zone** – **Automatic (use this device)** or a fixed time zone. Event times and reminders use this time zone.

The same page shows your **E-mail address** (with **Change e-mail**, which sends a confirmation link to the new address – if that address already belongs to another Coviqo account, no link is sent, but the message you see is the same, so nobody can use this form to find out which addresses have an account) and the **Danger zone** with

Delete account. Deletion first deactivates your account; it is deleted for good after a grace period, and signing in again before then cancels the deletion. If you still own spaces, transfer or delete them first.

2.6.5 Theme and density

In **Settings › Appearance** choose the **Theme** – **Dark** (the default) or **Light** – and switch on **Compact mode** for tighter spacing in lists, chat and sidebars. These settings apply to the current device only. You can also switch the theme quickly with **Light mode** / **Dark mode** in the account menu. As long as you haven't chosen a theme, the public website pages (start page, pricing, guide …) follow the light or dark setting of your system.

2.6.6 Unsaved changes

When you have changed something in a form that you save with a button – your profile, account or notification settings, space and room settings, roles, an event or task dialog and so on – and try to move on without saving, Coviqo asks first: **Unsaved changes**. Choose **Save** to save and continue (offered when the form is complete and valid), **Discard** to throw the changes away and continue, or **Cancel** (or Esc) to stay where you are. The question appears when you click a link, switch a tab, use the browser's back button or close a dialog with the X, Esc or a click outside it. If you reload or close the browser tab, your browser shows its own, similar warning. Editors that save automatically, such as notes, whiteboards and office documents, never ask.

2.7 The desktop app

The Coviqo desktop app for Windows, macOS and Linux wraps the web app and adds:

- **Global hotkeys** – push-to-talk and mute from any application, even in full-screen games or presentations.
- **Native notifications** – system notifications, a badge on the taskbar or dock icon, and a flashing taskbar button when someone mentions you.
- **System tray** – Coviqo starts with your computer and keeps running in the tray, with quick voice actions (**Mute**, **Deafen**, **Leave voice**).
- A **screen picker** for sharing a whole screen or a single window, with **Sound** (a window's own sound, the whole computer or off) and **Quality** chosen before the share starts.
- On Windows, **native screen sharing** with the hardware encoder of your graphics card – smooth also while a game has the focus (see *Communication › Screen sharing*).
- On Windows, the **game overlay** on top of your game and **game clips** of your best moments (see the chapters *Game overlay* and *Game clips*).
- Web pages of a room that do not allow embedding open in an **app view** inside the room (see *Web pages*).
- **Automatic updates** – checked on every start, with an update window that shows what's new.

2.7.1 Download and installation

Download the app from the Coviqo website. The page **Download** (coviqo.com/download, linked in the website menu and footer) lists every platform – Windows, macOS and Linux – with version, size, release date and file, plus how to use Coviqo in the browser and on Android and iOS without installing anything. In wide windows the header of coviqo.com also shows a **Desktop app** button (**Download desktop app** on very wide screens): on a Windows, macOS or Linux computer it downloads the current version for your operating system right away – hover over it to see the version and size –, otherwise it opens the **Download** page. The desktop app itself doesn't show the button. You can also use the direct links:

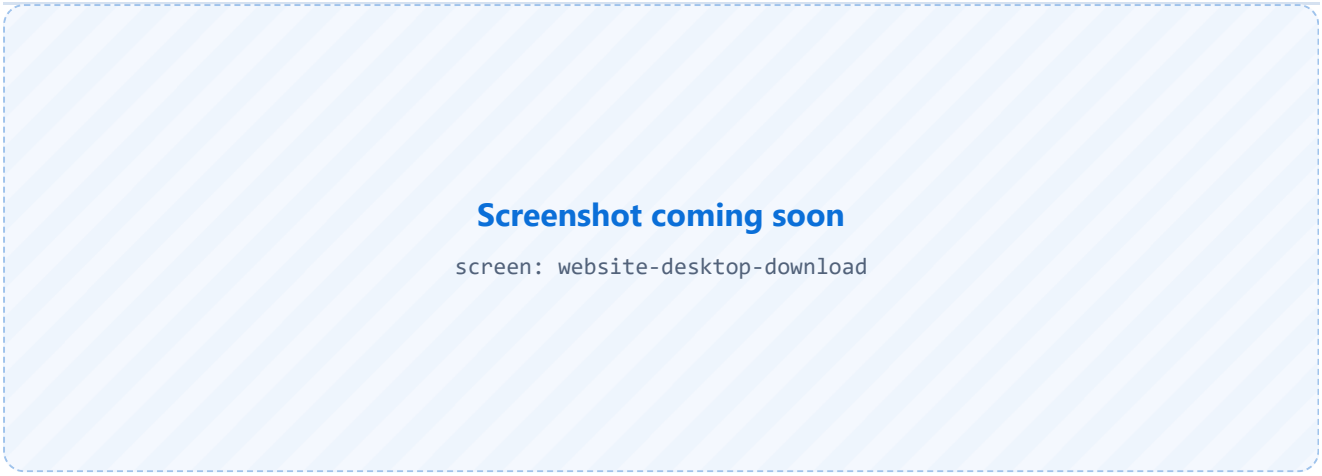


Figure 2.7 The Download desktop app button in the website header

Platform	Download link
Windows	`https://coviqo.com/download/desktop/windows`
macOS	`https://coviqo.com/download/desktop/mac`
Linux	`https://coviqo.com/download/desktop/linux`

If your organisation runs its own Coviqo server, your administrator provides the installer instead. The installers are:

Platform	Installer
Windows (64-bit)	`Coviqo-Setup-<version>-x64.exe`
macOS (Intel and Apple silicon)	`.dmg` disk image
Linux	`.AppImage`

On **Windows**, run the installer. You can choose the installation folder; the installer creates a desktop and a Start menu shortcut and starts Coviqo when it finishes. No administrator rights are required for a per-user installation.

On **macOS**, open the `.dmg` and drag Coviqo into **Applications**. On first use, macOS asks for permission to use the microphone, the camera and screen recording – allow them, otherwise voice, video and screen sharing do not work.

On **Linux**, make the `.AppImage` executable and start it.

> **WARNING**
> Depending on how your organisation distributes the app, the installer may not be code-signed. Windows SmartScreen or macOS Gatekeeper then show a warning on first start. Only continue if you received the installer from your own organisation's Coviqo server.

The app connects to the Coviqo server it was built for; the address can't be changed in the app. If your organisation runs its own Coviqo server, your administrator provides an installer built for that server.

If the server can't be reached, the app shows a small page **Coviqo is currently unreachable**. It keeps trying automatically; you can also click **Try again**, open the status page (**Status**), **Open logs folder** for your IT support, or **Quit Coviqo**.

When you use **Sign in with Google** (or another social provider) in the desktop app, the sign-in continues in your normal web browser. Afterwards the browser shows **Back to the Coviqo app** – confirm the prompt with **Open Coviqo** and the app signs you in. SSO sign-in runs directly in the app window.

2.7.2 Desktop settings

All settings of the desktop app are in the app's normal settings: **Settings › Desktop app** and **Settings › Intercom & shortcuts**. The desktop app has no separate settings window; **Settings…** in the tray menu (and `⌘` + `,` on macOS) opens **Settings › Desktop app**. The **Desktop app** entry only appears in the desktop app, not in a browser.

Settings › Desktop app has these cards:

- **Startup & window** – **Launch on startup**, **Start minimized**, **Minimize to tray**, **Close to tray** and **Ask when closing**.
- **Desktop notifications** – **Native notifications**, **Notification sound**, **Flash on mention**.
- **System** – **Hardware acceleration** (turn off if you see rendering glitches; requires a restart) and **Spell check**.
- **Interface** – **Zoom** of the whole app and the **Spell check languages** (for example `en-US, de-DE`).
- **Game overlay** – see the chapter *Game overlay* (Windows).
- **Game clips** and **My clips** – see the chapter *Game clips* (Windows).
- **Hotkeys** – a pointer to **Settings › Intercom & shortcuts**, where all shortcuts are (see below).
- **Updates** – **Check for updates**, **Automatic updates**, **Update channel** (**Stable** or **Beta**).
- **About** – version information, **Open logs folder** and **Reset settings**.

Confirmation in the desktop app. Some changes could be misused by a manipulated web page, so the desktop app itself asks before it applies them: switching **Launch on startup** on, switching **Automatic updates** off, choosing the **Beta** channel and global hotkeys (see below). A dialog of the desktop app (not of the web page) asks **Change desktop settings?** and lists the changes; only **Apply** saves them, **Cancel** keeps everything as it was ("Not changed – cancelled in the desktop app."). These settings show the note "Switching it on is confirmed in the desktop app." (or similar). Switching them back – autostart off, automatic updates on, back to **Stable** – needs no confirmation.

If your desktop app is older than the settings page, the settings it doesn't support yet are hidden and a note lists them: "Your desktop app is too old for some settings". Click **Check for updates** to update the app.

Closing the window. With **Ask when closing** on, the close button asks **Close Coviqo?**: **Minimize to tray** keeps Coviqo running in the tray – you stay reachable and open it again with a click on the tray icon –, **Quit** ends it, **Cancel** keeps the window open. Tick **Remember my choice** to not be asked again; you can change it later under **Settings › Desktop app**. When the question is off, **Close to tray** decides. All questions of the desktop app – closing, restarting, confirmations – appear in Coviqo's own dialogs.

Links and files. Links to other websites and files of the Coviqo server that open in a new tab open in your normal browser. Encrypted pictures from end-to-end encrypted rooms open in a viewer inside the app.

While the server is being updated. If the Coviqo server is briefly unavailable during an update, the app shows **Coviqo is being updated**, checks every 10 seconds and reloads by itself as soon as the server is back. If the app ever looks outdated or broken, **Reload (clear cache)** in the tray menu or the app menu (or `Ctrl` + `Shift` + `R`) loads it fresh.

2.7.3 Hotkeys and global push-to-talk

All keyboard shortcuts are in **Settings › Intercom & shortcuts** (group **App**, next to **Audio & video**, **AI & captions** and **Appearance**). The other settings pages link there, for example **Set hotkey** in the push-to-talk settings and **Set keys** in the intercom settings.

- **In the browser** the page shows the keys that work while the Coviqo tab is in front: **Push to talk**, **Speak as discussion lead** and **Intercom: reply** (the key of each intercom channel is set under **Audio & video › Intercom**), plus the **Built-in shortcuts**: `Ctrl` + `K` opens the quick switcher; in a meeting `M`, `V`, `H`, `F` and `Esc` (see the chapter *Meetings*).
- **In the desktop app** the page shows all hotkeys of the desktop app including the global ones, any problems with a shortcut (for example **Already taken by another app**) and the **Release delay** for push-to-talk.

The desktop app has these hotkeys; **Global** ones also work while Coviqo is in the background:

Action	Default shortcut	Global
Push to talk	`CapsLock` (switched off by default)	yes
Toggle mute	`Ctrl` + `Shift` + `M`	yes
Toggle deafen	`Ctrl` + `Shift` + `D`	yes
Toggle camera	`Ctrl` + `Shift` + `V`	no
Toggle screen share	`Ctrl` + `Shift` + `S`	no
Leave voice	`Ctrl` + `Shift` + `L`	no
Show Coviqo	`Ctrl` + `Alt` + `C`	yes
Quick switcher	`Ctrl` + `K`	no
Save game clip (Windows, only while game clips are on)	`Alt` + `F8`	yes
Start / stop game recording (Windows, only while game clips are on)	`Alt` + `F7`	yes

On macOS, `Ctrl` in these defaults is `⌘`.

Push to mute, **Intercom: reply**, **Speak as discussion lead** and the intercom channels are unbound until you add a key.

The list shows only actions that have a key. **Add keybind** opens a list of actions; pick one and press the key. With desktop app 0.5.2 or newer:

- **Several keys per action**: pick an action that already has a key (shown as "… – another key"), for example push to mute on `K` and on `J`. The action stays active as long as any of its keys is held. The trash icon removes just that one key.
- **One entry per intercom channel** (**Intercom:** followed by the channel name) instead of the fixed slots **Intercom 1** to **Intercom 5**. Keys you had on a slot move to the channel the slot was set to, once and without asking again. A channel you can no longer use is marked **Not available**; you can remove its key.
- **Push to mute**: hold the key to mute your microphone, release it to unmute. It only works with **Voice activity** (with push to talk the microphone is off anyway). Releasing the key only unmutes if holding it muted you – if you muted or unmuted yourself in the meantime, or a moderator muted you, your microphone stays as it is. You never speak where you aren't allowed to (moderated rooms, stages).

Older desktop apps have one key per action and the slots **Intercom 1** to **Intercom 5** (which channel is on which slot is set under **Audio & video › Intercom**). In the browser, **Push to mute** is a key under **Settings › Intercom & shortcuts** that works while the Coviqo tab is in front.

To change a shortcut, click it (**Record shortcut**) and press the new key or combination; `Esc` cancels. Coviqo shows and uses the keys as printed on your keyboard: on a German keyboard, `Ctrl` + the key labelled `Y` is recorded, shown and triggered as `Ctrl` + `Y`. Every action accepts a single key without modifier (desktop app 1.0.13 or newer) – a letter, a digit, `F13`, `CapsLock` or a numpad key – and mouse buttons (`Mouse 3` middle button, `Mouse 4` and `Mouse 5` side buttons, also with modifiers). While you type in a text field in Coviqo, a single letter, digit or `Space` types instead of triggering its shortcut. `Shift` together with a letter or digit counts as typing too – such a key does not trigger while you type in Coviqo. A global single typing key (a letter, a digit, `Space` …) needs the native keyboard detection: Coviqo only observes the key, so it keeps working in other applications. Older desktop apps accept letters without modifier only for push to talk, intercom and discussion lead and say **Single keys need a newer desktop app.** otherwise. Mouse buttons and real push-to-talk need the desktop app's native keyboard and mouse detection; if it isn't available on your system, Coviqo says so and doesn't save a mouse button. If another application already uses a combination, Coviqo shows **Already taken by another app** instead of failing silently. The same key can't be used twice – not for two actions and not twice for one action. **Reset to default** restores a single row of a built-in action, **Reset all hotkeys** all shortcuts and removes the extra keys (global ones after one confirmation in the desktop app).

Global shortcuts and the confirmation dialog. A global shortcut observes your keyboard system-wide. So that a manipulated web page can never set one up unnoticed, the desktop app asks before a global shortcut changes on the web page: after you record a global shortcut, switch **Global** on or switch a global shortcut back on, a dialog of the desktop app itself (not of the web page) asks **Change global shortcut?** with the action and the keys. Only **Change** saves it; **Cancel** keeps everything as it was (the page then shows "Not changed – cancelled in the desktop app."). For a single key without modifier the dialog adds a note that the action fires everywhere, also while you type in other applications. Switching **Global** off, disabling or removing a shortcut needs no confirmation. Older versions of the desktop app that can't take global shortcuts from this page show them marked "Global shortcut – update the desktop app to change it here." – update the desktop app to change them.

To use **real push-to-talk** – your microphone is open only while you hold the key, in any application:

1. In **Settings › Audio & video**, set **Input mode** to **Push to talk**.
2. Open **Settings › Intercom & shortcuts**, activate **Push to talk** and, if you like, record a different key – for example `CapsLock`, `F8` or a mouse side button.

The desktop app detects both pressing and releasing the key system-wide. The **Release delay** in the voice settings keeps the microphone open for a moment after you let go, so the ends of words aren't cut off.

> **TIP**
> In the browser, push-to-talk only works while the Coviqo tab is focused. If you play games or present while talking, use the desktop app with a global push-to-talk key.

Importing keybinds from Discord

If you used Discord before, you can take over its keybinds instead of setting everything up again (desktop app 1.0.17 or newer, Windows). In **Settings › Intercom & shortcuts**, click **Import from Discord** at the top of the hotkey list.

Coviqo reads only the keybinds that Discord stored on this computer – nothing else from Discord and nothing is sent anywhere. If you have several Discord installations (Discord, Discord PTB, Discord Canary), pick one under **Discord installation**. Discord may stay open; if the keybinds can't be read, quit Discord completely (also in the tray) and try again.

The dialog shows a table: the Discord action, the matching Coviqo action and the keys.

Discord	Coviqo
Toggle mute	**Toggle mute**
Toggle deafen	**Toggle deafen**
Push to talk	**Push to talk**
Push to mute	**Push to mute**
Priority speaker	**Speak as discussion lead**
Toggle overlay / overlay lock	**Show / hide game overlay** (Windows, with the game overlay)
Save clip	**Save game clip** (Windows, with game clips)
Disconnect from voice	**Leave voice**
Go live	**Toggle screen share**

Rows Coviqo can't take over are greyed out with the reason – for example an action Coviqo doesn't have (screenshots, soundboard), a modifier key alone as the shortcut, several keys at once, controller buttons or a key Coviqo can't use on your keyboard layout. Rows marked **Already set** are already the same in Coviqo. Keybinds you switched off in Discord are not ticked.

Tick the rows you want – the checkbox in the table header (**Select all**) ticks or clears every row Coviqo can import. If a key or action is already used in Coviqo, the row shows the conflict, and you choose:

- **Replace the existing keys** – the Coviqo action gets the Discord key; a key used for another action is taken from it.
- **Skip these keybinds** – your current Coviqo keys stay as they are.

Click **Import selected (n)** for the ticked rows, or **Import all** to take over every keybind Coviqo supports in one go (conflicts follow the option you chose above). Imported keys work system-wide, like in Discord, so the desktop app asks once (**Change desktop settings?**) and lists all new keys. **Cancel** keeps everything exactly as it was – nothing is imported halfway. Push to talk only works once **Input mode** is set to **Push to talk** (**Settings › Audio & video**).

Game profiles

A game profile gives a game its own keys (desktop app 1.0.17 or newer). Example: in your shooter, the side mouse button should mute you, while everywhere else it does nothing for Coviqo. Game profiles are in **Settings › Intercom & shortcuts › Game profiles**.

1. Click **Add game**. Coviqo lists games that are running right now (and games it recently saw in the foreground). Pick one, use **Browse for program file …** to choose the game's `.exe`, or enter a **Name** and the **Program file** (the name of the `.exe`, as shown in the Task Manager) by hand.
2. Open the profile and add keys with **Add keybind** – the same as in the normal list. Every key of a profile works system-wide while the game is active; the desktop app asks you to confirm new keys once.

3. Choose when the profile is **Active**: **Only while the game is in the foreground** (default) or **As long as the game is running**.
4. Choose what happens to your **Normal keys**:
   - **Keep the normal keys as a fallback** (default): a profile key for an action replaces that action's normal keys while the game is active; a normal key that the profile uses for something else pauses. All other normal keys keep working.
   - **Only the keys of this profile**: while the game is active, all other Coviqo keys pause.

Coviqo switches automatically and immediately when you switch between the game and other windows. The active profile is marked **Active** in the list, and the tray icon's tooltip and menu show **Game profile: …**. Switch a profile off with its switch or remove it with the trash icon. Profiles are stored on this computer, like all hotkeys of the desktop app.

Coviqo only checks the name of the program in the foreground (or of the running programs) – nothing is read from the game, nothing is injected into it, and nothing leaves your computer, so anti-cheat software is not affected. On macOS and Linux, Coviqo can't check the foreground window; there a profile is active as long as the game is running.

2.7.4 Updates

The desktop app checks for updates every time it starts (a few seconds after launch) and then every four hours. When a new version is available, a small **Update available** window opens next to the main window:



Figure 2.8 The update window of the desktop app

- It shows your current and the new version ("1.4.0 → 1.5.0"), the download progress and, under **What's new**, the release notes.
- When the download is finished (**Update ready**), click **Restart now** – Coviqo restarts briefly and installs the update.
- Click **Later** to keep working. The update is then installed the next time you quit Coviqo, and the window doesn't appear again for this version until the next start.
- If Coviqo was started hidden in the tray, the window waits until you open Coviqo.

Occasionally the operator may roll back to an earlier version after a problem; the window then says **Version is being rolled back** and shows a **Rollback** badge.

While an update downloads, the top bar of Coviqo shows **Downloading update … %**; when it is ready, a button **Install update** (**Update** in narrow windows) appears there. Clicking it asks **Install Coviqo 1.5.0?** and restarts the app – if you are in a call, the dialog tells you that the call will be disconnected.

The **Updates** card under **Settings › Desktop app** shows the same state (**Version … is ready to install**, **Restart & install**), and you can also use **Restart to update** in the tray menu. **Check for updates** there checks right away and shows the window again, even for a version you postponed with **Later**. Switch off **Automatic updates** if your IT department distributes updates itself; choose the **Beta** channel to get new features earlier. The desktop app confirms both in its own dialog (see *Desktop settings*).

2.8 Installing Coviqo on your phone or tablet

On phones and tablets, Coviqo runs in the browser and can be installed as an app (a progressive web app). The installed app starts from the home screen, opens in its own window without browser bars and can receive **push notifications**.

When you open Coviqo in a mobile browser, a hint **Install Coviqo as an app** appears at the bottom. You can hide it with **Hide hint**; it returns after 30 days.

2.8.1 Android (Chrome, Edge and other Chromium browsers)

1. Open Coviqo in Chrome and sign in.
2. Tap **Install** in the hint (or choose **Install app** / **Add to Home screen** in the browser menu).
3. Confirm the browser's installation dialog.

2.8.2 iPhone and iPad (Safari)

On iOS and iPadOS, only the home screen app can receive push notifications (iOS/iPadOS 16.4 or later).

1. Open Coviqo in **Safari**.
2. Tap **Show me how** in the hint, or directly: tap the **Share** icon in Safari.
3. Choose **Add to Home Screen**.
4. Open Coviqo from your home screen and sign in.
5. Turn on push notifications in **Settings › Notifications**.

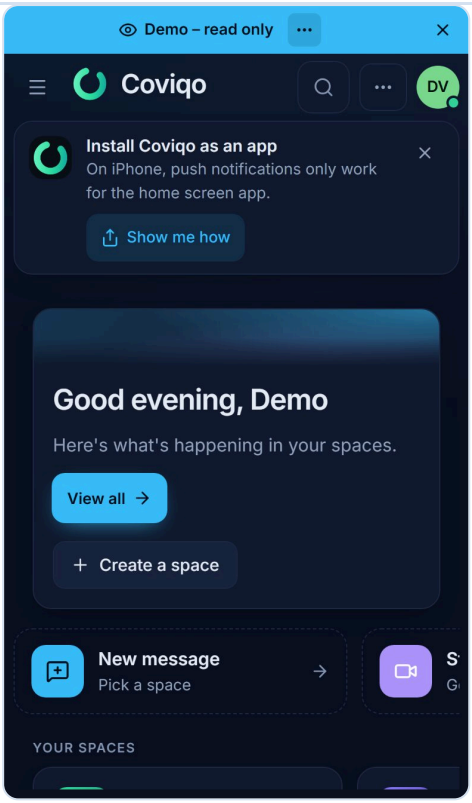


Figure 2.9 Install hint on a phone

> **NOTE**
>
> Camera and microphone permissions are granted per browser or app. If a call says the camera or microphone is blocked, Coviqo shows step-by-step instructions for your device – on iPhone, for example, **Settings › Apps › Safari › Camera/Microphone › Allow**.

2.9 Trying the live demo

If you want to look around before creating an account, click **Try the live demo** on the Coviqo website (or open `/demo`). Coviqo opens the **Acme Studios** demo space with sample rooms, chats, notes, tasks and meetings. The demo is **read-only** and ends after 60 minutes; a banner **Demo – read only** reminds you, and **Start free** takes you to registration. On phones the banner is a single line; **See an example meeting** and **Start free** are in its **…** menu.

Example meeting. The demo contains a finished meeting, **Beta-Launch-Planung** (in Acme Studios › Launch Prep), so you can see what Coviqo does after a meeting: the transcript with speakers and times, the AI summary (also in English), decisions, tasks, a bookmark, the planned follow-up meeting and the PDF report. Open it with **See an example meeting** in the demo banner or the button at the end of the tour. The first time you open it, a short tour walks you through the tabs. In the demo these results are prepared in advance – no AI runs, and **Ask this meeting** is switched off; with a free account you can try everything with your own meetings. You were "invited but not there", so **What did I miss?** in Acme Studios shows the meeting's decisions for you.

GETTING STARTED · CHAPTER 3

Your profile

Everybody in Coviqo has a **profile page** and a compact **profile card**. The card opens when you click a name or an avatar anywhere in Coviqo; **Open profile** in the card takes you to the full page. Besides your name, picture and bio, a profile can show a banner, pronouns, your local time, your job and working hours, languages, your teams, links and a few community details. You decide **per field** who can see what – and the defaults are cautious.

3.1 The profile page

Every profile has its own address: `/u/@username`, for example `/u/@jamie`. `/u/@me` always opens your own profile.

- The page is only available **inside the app and only when you are signed in**. Profiles are never public on the web and are not indexed by search engines.
- The address always uses the lower-case username. When someone changes their username, links with the **old** username stop working – Coviqo never reveals previous usernames.
- Meeting guests and the live demo account have no profile page; their card only shows the name and picture.
- If you open a profile you are not allowed to see, Coviqo simply says it was not found.

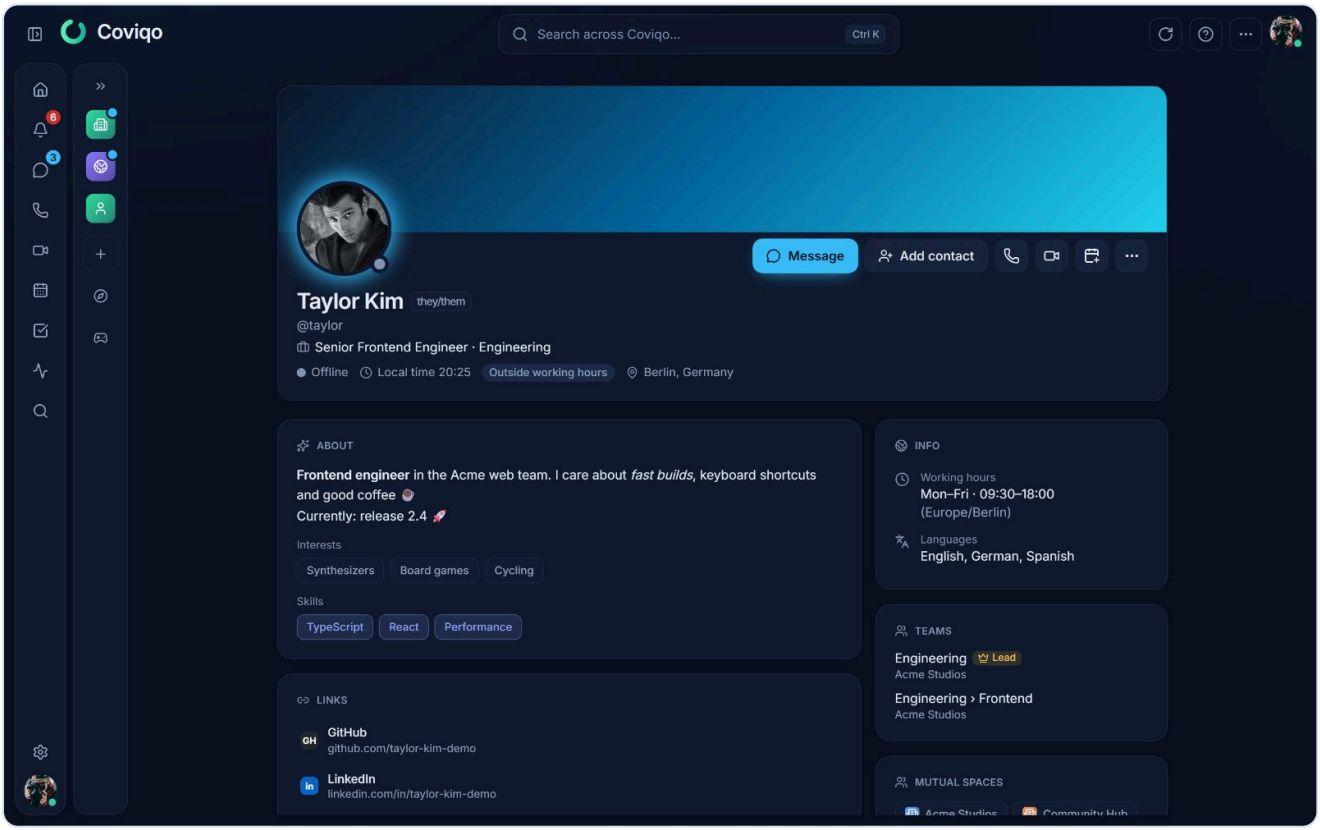


Figure 3.1 A profile page with banner, local time, work details and links

At the top you see the banner (or the accent colour), the picture, the name with pronouns, the status and – if the person shares them with you – the **local time** ("Local time 14:32") and a badge **Available** or **Outside working hours**. Below come the work details (job title, department, location, languages), the **team path** from the organisation chart (for example IT › Development › QA), **mutual spaces**, links, verified connections, badges, the gaming card and the **About me** blocks.

A small ✓ **with the name of an organisation** means: the person's e-mail address belongs to a domain that this organisation has verified, and the person is an active member of it.

3.1.1 Contacting someone

The buttons on a profile page and in the card:

Button	What it does
Message	Opens (or starts) a direct message. The person's direct-message settings and your organisation's rules apply – see *Direct messages*.
Start call	Starts an instant meeting in a space you share and invites the person.
Schedule meeting	Opens the scheduling dialog with the person already added as invitee.
Copy link	Copies the profile address.
Report	Reports the profile to the Coviqo Trust & Safety team (see below).
Block	Blocks the person – see *Direct messages › Blocking*.

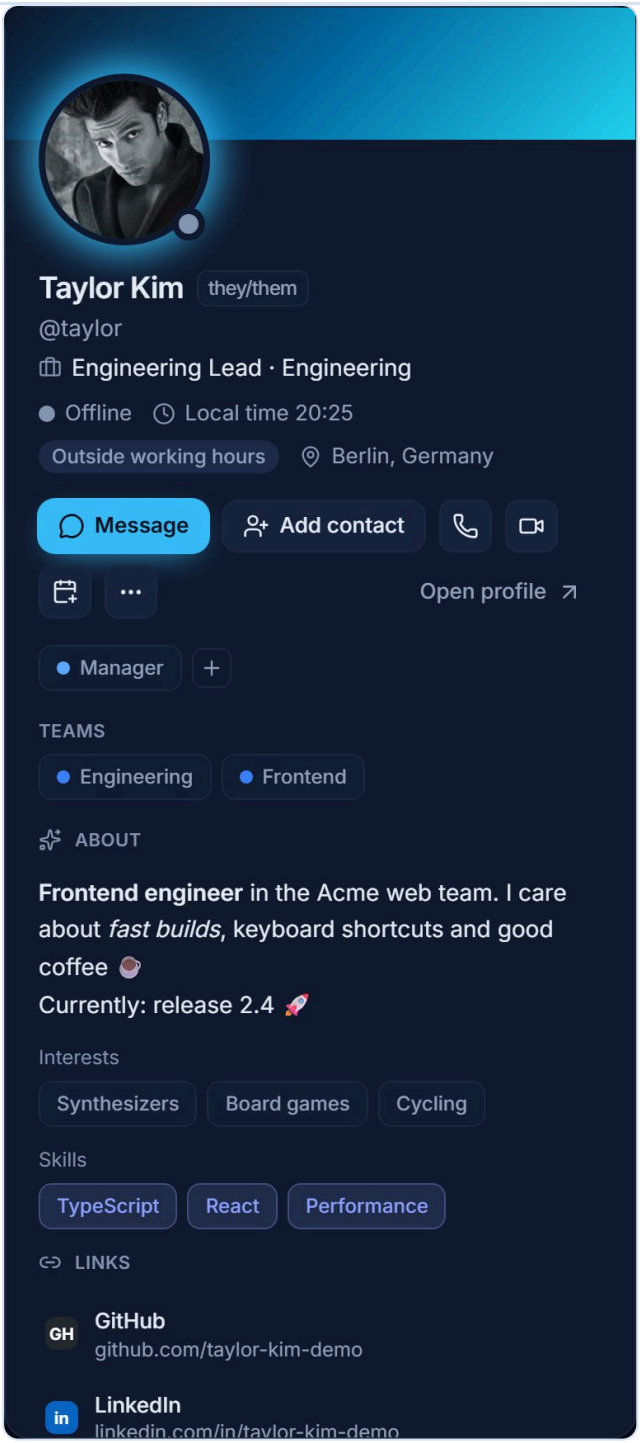


Figure 3.2 The profile card with Open profile

3.1.2 Links leave Coviqo with a warning

Every link on a profile – in the links list, in the bio or a pinned post – first opens a dialog **You are leaving Coviqo**. It shows the complete address and highlights the website's domain, so you can check where you are going before you click **Continue**. Links to messages inside Coviqo open directly.

3.2 Editing your profile

Open **Settings** › **Profile**. The page has five sections; changes are saved with **Save**.

3.2.1 Basics

- **Profile picture** and **Banner** – upload an image (square for the picture, wide 3:1 for the banner). Only images uploaded to Coviqo are accepted; every image is checked, and files that are not images or contain malware are refused.
- **Accent colour** – used as the banner colour when you have no banner image.

Adjusting an image

After you choose a picture, a banner, a space icon or banner, a room cover or an event cover, the **Adjust image** window opens. The frame shows exactly the shape the image gets in Coviqo – a circle for profile pictures, a rounded square for space icons, the wide strip for banners and covers.

- **Move:** drag the image with the mouse or one finger, or use the arrow keys (with Shift in larger steps).
- **Zoom:** the slider, the mouse wheel, two fingers (pinch) or the **+** and **-** keys.
- **Rotate 90°** turns the image clockwise; **Reset** returns to the start position.
- The **Preview** shows the result small and large (for a banner: inside a profile card). **Apply** uploads the section you chose, **Cancel** keeps the previous image.

Until you leave the page, **Adjust** next to the image opens the window again with the original, so you can correct the section. Images uploaded earlier can only be replaced. Animated GIFs are uploaded unchanged, because cutting them would remove the animation. On phones the window fills the screen.

- **Theme** – a banner gradient (Aurora, Sunset, Ocean, Forest, Berry, Graphite) and a frame for your picture (Glow, Double, Gradient).
- **Display name**, **Username** (can be changed once every 30 days – see *Direct messages › Changing your username*). Some names are reserved and cannot be chosen, for example *me*, *admin*, *support*, *settings* or anything starting with *coviqo*.
- **Pronouns** – pick a suggestion or type your own (up to 40 characters).
- **Bio** – up to 500 characters. The toolbar and a live preview help with the formatting you can use: **bold** (`**text**`), *italic* (`*text*` or `_text_`), links (`[text](https://…)` or a plain `https://` address) and emoji. Other formatting and HTML are shown as plain text.
- **Time zone** – shown as your local time on the profile; the preview shows the current time there.

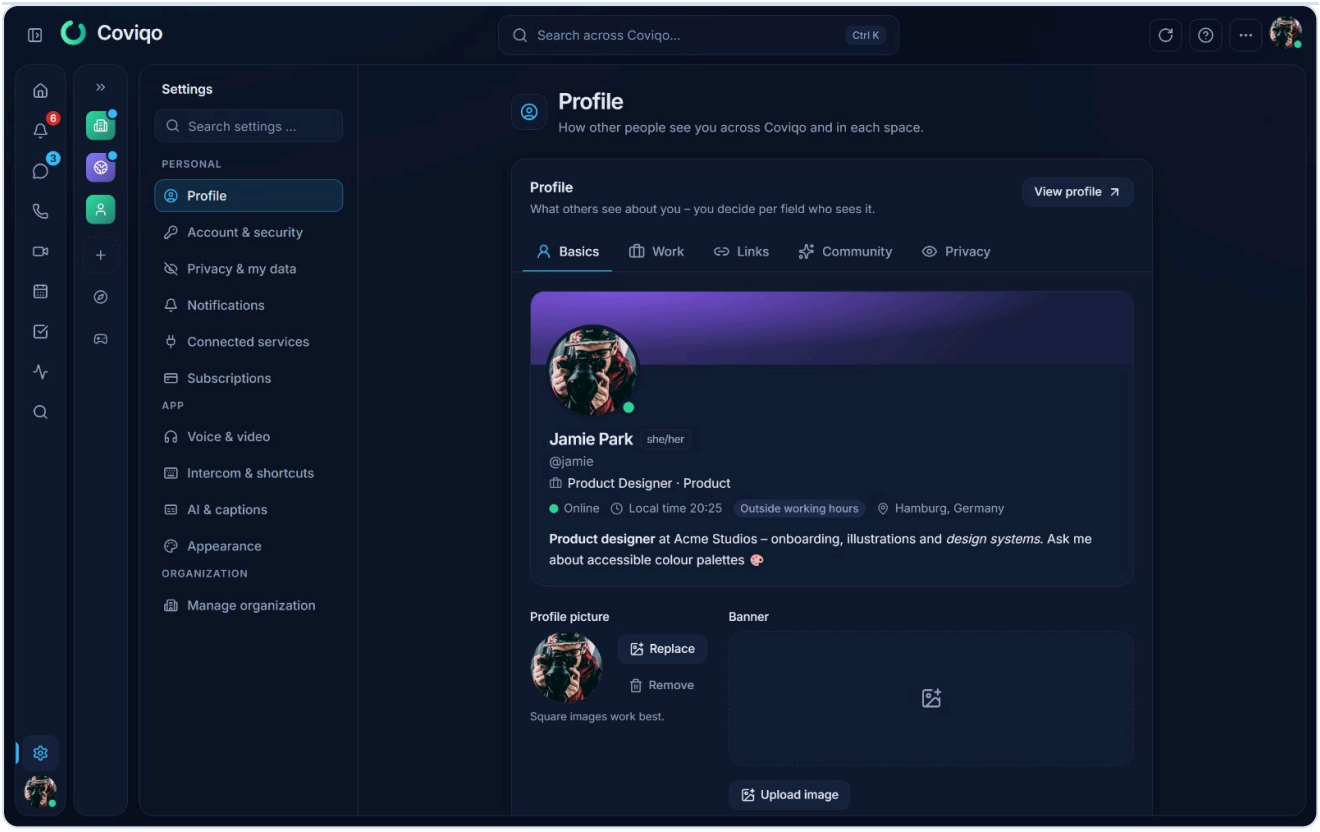


Figure 3.3 Profile settings, section Basics

3.2.2 Work

Job title, **Department**, **Location** (free text), **Working hours** (weekdays, a time range and a time zone – night shifts across midnight work too) and **Languages**. From your working hours Coviqo shows **Available** or **Outside working hours** on your profile.

If your account is managed by your organisation, the organisation may fill in your job title and department – from its directory (single sign-on or SCIM) or by an administrator. Those fields are then read-only and say **Managed by** *organisation*. You still decide who can see them. When the organisation releases your account, you can edit them again.

3.2.3 Links

Up to five links. Coviqo recognises many platforms and shows their icon – for example LinkedIn, XING, GitHub, GitLab, Mastodon, Bluesky, YouTube, Twitch, Instagram, Discord, Steam, Behance or Medium. Every link is checked while you type. Coviqo refuses:

- addresses that do not start with `https://`,
- addresses with a user name or password, an IP address, a port number or an internationalised (look-alike) domain,
- URL shorteners and IP loggers,
- addresses that look like phishing – for example a brand name inside a foreign domain or a domain that imitates a well-known one.

Links are checked again every time someone opens your profile, so a link that turns out to be unsafe later disappears on its own.

3.2.4 Community

- **Verified connections** – show that you have linked Google, Microsoft, Apple or Discord (and GitHub through a personal GitHub connection). Others see "verified ✓" – never your e-mail address. Steam and Epic Games keep their own switch under **Settings › Account & security › Linked accounts**.
- **Featured badges** and **featured space roles** – a space role is only shown to people who are members of that space too.
- **Gaming** – **Show what I'm playing** shows your current Steam game (needs a linked Steam account) and a list of **favourite games**.
- **About me** – interests, skills and a **pinned post** (an `https://` link or a link to a message in Coviqo).

3.2.5 Privacy: who sees what

For each detail you choose who can see it:

Choice	Who sees it
Everyone signed in who can find you	Signed-in people who may open your profile: people you share a space with, your organisation, people you have a direct message with, and people who find you through the people search.
Shared spaces	People you share a space with – and your organisation.
My organisation	Only people from your organisation.
Only me	Nobody else.

The defaults are **Shared spaces** for everything, and **My organisation** for job title, department and teams. Some rules apply regardless of your choice:

- **Guests** (people who only meet you as external guests) never see your links, verified connections, teams, organisation or working hours.
- If you **block** someone – or they block you – they only see your name and picture.

How others see me shows your profile exactly as others see it. Switch between **Stranger**, **Space member** and **Colleague**.

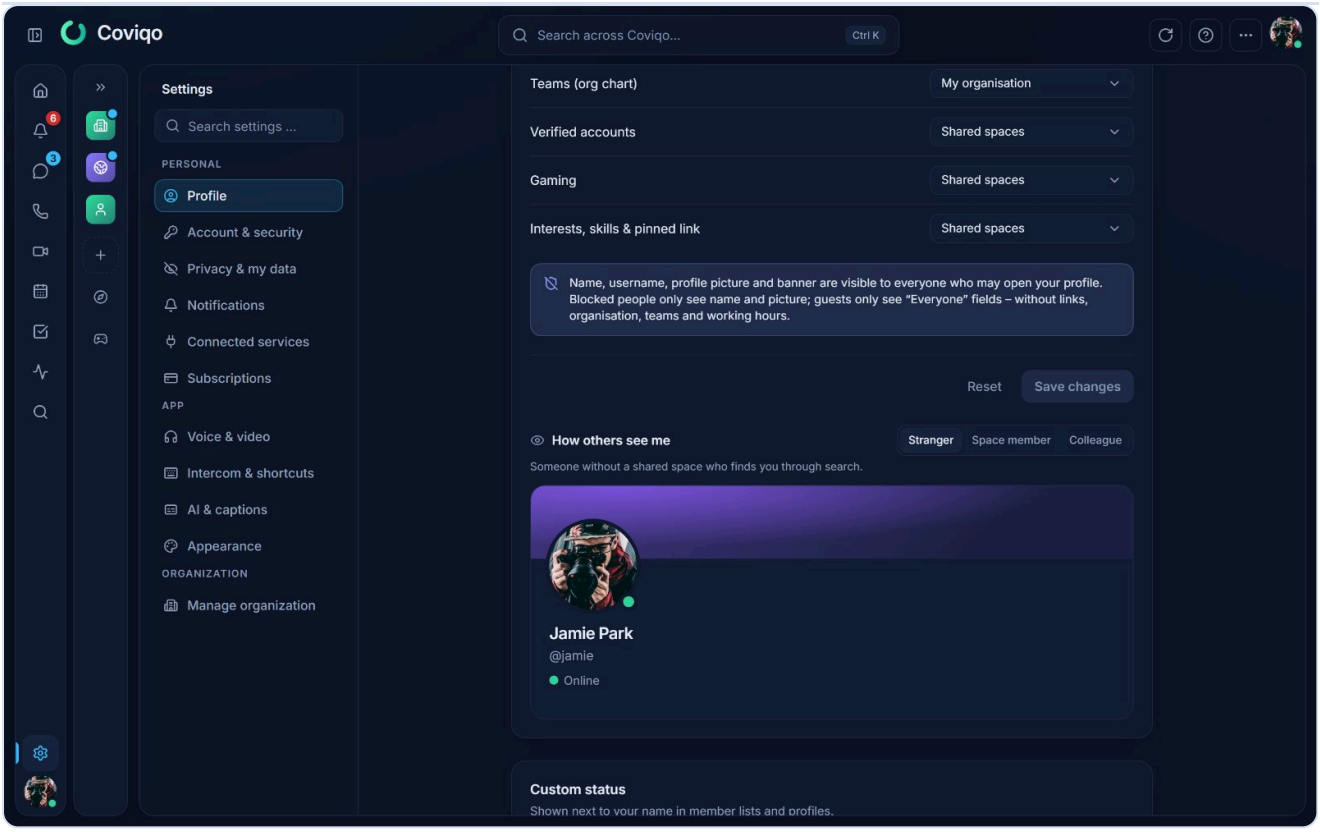


Figure 3.4 Profile settings, section Privacy with the preview

> **TIP**
>
> Colleagues from your own organisation can find you in the people search by job title or department. Set these fields to **Only me** if you do not want that.

3.3 Reporting a profile

If a profile contains something inappropriate – an offensive picture, a scam link, harassment in the bio – click **Report** on the profile, choose a reason and optionally add details. The report goes **directly to the Coviqo Trust & Safety team**, not to the moderators of a space. It includes a snapshot of the profile as you saw it. You cannot report your own profile, and reporting the same profile twice keeps your first open report.

Trust & Safety can warn, suspend or ban the account or reset parts of the profile (for example bio, picture, banner, links or About me). If your profile content is reset, you get a notification and a statement of reasons under **Settings › Legal decisions**, against which you can lodge a complaint (see *Privacy and your data*). For content that breaks the law, the report dialog also offers **Report illegal content (DSA)**.

3.4 Your profile and your data

Your profile details are part of your data export (**Settings › Account & security › Export my data**) and are deleted together with your account. See the chapter *Privacy and your data*.

GETTING STARTED · CHAPTER 4

Identities and worlds

One account, a separate identity in every space. At work you are "Dennis Albert – IT administrator", in your gaming community "Senseo" with a different picture. Other spaces never see the identity you use somewhere else.

4.1 Your identity in a space

Open **Settings › Profile › Identities & worlds** and click **Edit identity** next to a space. In **My profile in this space** you can set:

Field	What it does
Space avatar	A picture only for this space. Upload and crop it like your profile picture. Empty = your profile picture.
Display name	The name members of this space see. Empty = your account name.
Pronouns	Shown with your name in this space, for example "she/her".
Status in this space	A short status only for this space. Empty = the status of your world, else your account status.
Title and **Bio**	What this space should know about you.
World	Which world this space belongs to (see below).

Your name, picture, pronouns and status appear everywhere in the space: member list, chat, mentions, voice and meeting tiles, tasks, notifications and search.

Good to know. Your username (@handle) is the same everywhere – mentions use it. Somebody who is in two spaces with you could still recognise you. Space identities separate how you appear; they do not make you anonymous.

4.2 Real names in company spaces

Space owners and admins choose under **Space settings › Overview › Display names**:

- **Free** – members may use a name of their own (default for communities).
- **Real name required** – everybody appears with their account name (default for company spaces). Picture, pronouns and status can still be set per space.

If your organisation manages your account, it can switch on **Global identity only**: you then appear with your organisation profile in every space, and your own names and pictures per space are switched off.

4.3 Who sees the name behind a nickname

People with a space name show a small **Nickname** marker for the space's owners, administrators and member managers.

- In **company spaces** owners and admins also see the account name behind it.
- In **communities** nobody in the space sees it – not even the owner.
- Coviqo's trust & safety team can see it when handling abuse reports.

When you click on somebody who uses a nickname, the profile card shows only their identity in this space – no link to their account profile.

4.4 Direct messages

Direct messages show the account profile. If the other person uses a nickname in a space you share, the conversation header says for example "in Gaming Guild as Senseo".

4.5 Worlds

Every space belongs to a **world**. There are two to start with – **Work** (company spaces) and **Leisure** (communities) – and you can add your own, for example "Club". Change a space's world in the list or in **My profile in this space**.

For each world you can set:

- **Notification hours** – switch them on and add time windows (day, from, to) in your time zone, for example Monday–Friday 08:00–18:00. Windows can run past midnight.
- **Status in this world** – for example "At the office" or "Off work"; it shows in every space of the world without a status of its own.

The **quick switch** at the top – **Only Work**, **Only Leisure**, **Everything** – makes the other worlds quiet.

Quiet means: notifications from the spaces of that world arrive without push and without e-mail and do not pop up on your desktop. You find them in the Notifications page. Security, billing and system messages and direct messages always reach you. Notification hours start switched off, so nothing changes until you turn them on.

4.6 After joining a community

When you join a space with free names, Coviqo asks "Would you like a different name or picture here?". **Customise** opens your profile in this space.

SPACES AND ROOMS · CHAPTER 5

Spaces and rooms

This chapter shows you how to set up and organise the places where your team or community works: spaces, the rooms inside them, the roles that decide who may do what, and the invitations that bring people in. The last part explains external collaboration – how you work with customers, partners and freelancers who should only see selected rooms, and only for as long as a project runs.

If you have not read it yet, the chapter *Introduction and concepts* explains the ideas behind spaces, rooms, modules and roles in a few pages.

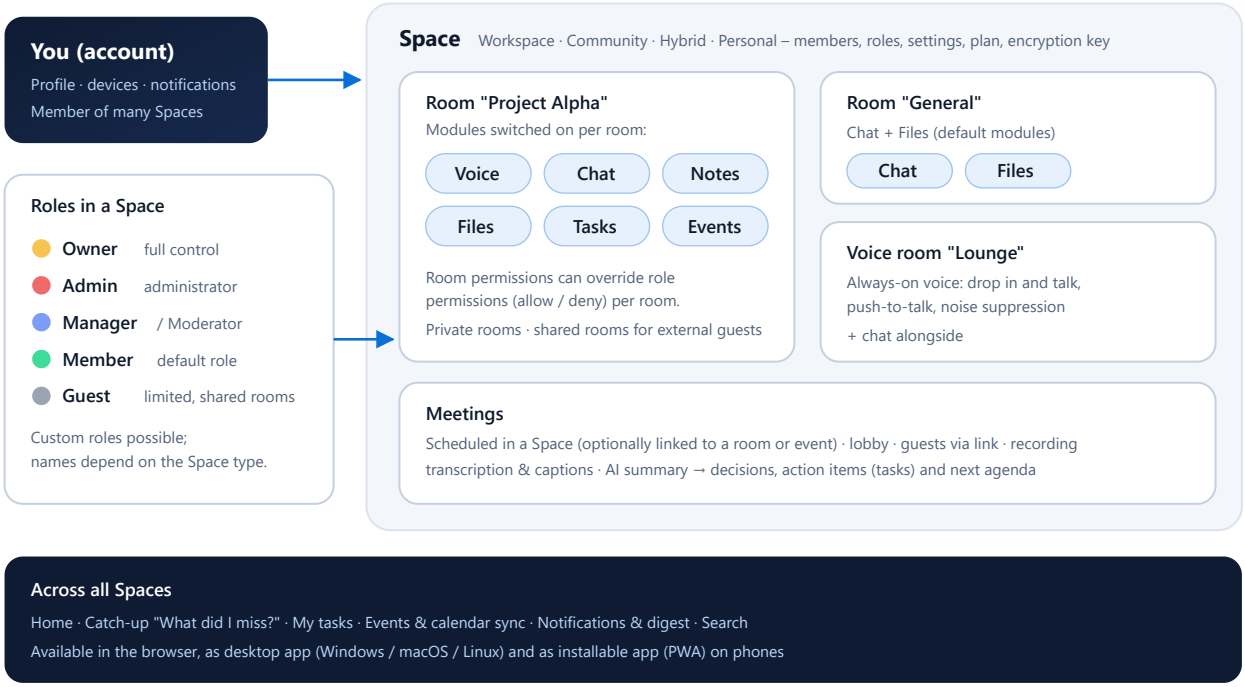


Figure 5.1 How spaces, rooms, modules and roles fit together

5.1 Creating a space

1. Click **Create a space** in the space list on the left (or choose it on the welcome screen after registering).
2. Pick a **Space type**: **Team workspace**, **Community** or **Team + community**.
3. Enter a **Name** (for example "Acme Studios") and, optionally, a **Description**.
4. Choose the **Visibility**: **Public – anyone can find and join**, **Private – members join by invite** (the default) or **Invite only – hidden, invitation required**.
5. Decide whether **Automatically transcribe and summarise meetings** should be on (it is preselected). When it is on, meetings in the space are transcribed on Coviqo's own servers and summarised after the call; transcripts are deleted after 90 days, summaries are kept. **Learn more** opens the privacy policy section on what is recorded, who sees it and how long it is kept. You can change the choice later under **Space settings › AI & transcription**. The switch only appears when AI is available on your plan.
6. Click **Create space**. If the name is missing or too short, a hint appears under the field.

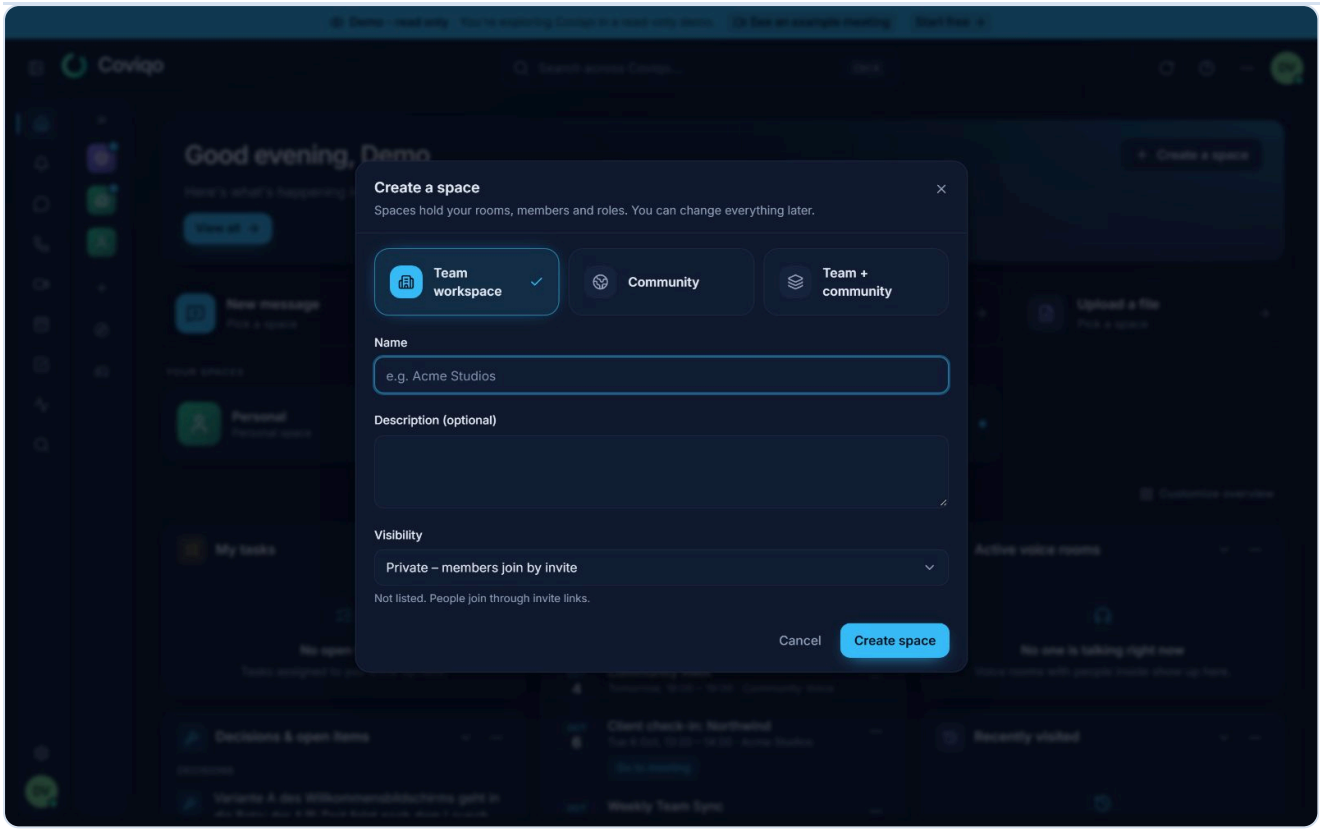


Figure 5.2 The Create a space dialog with the three space types

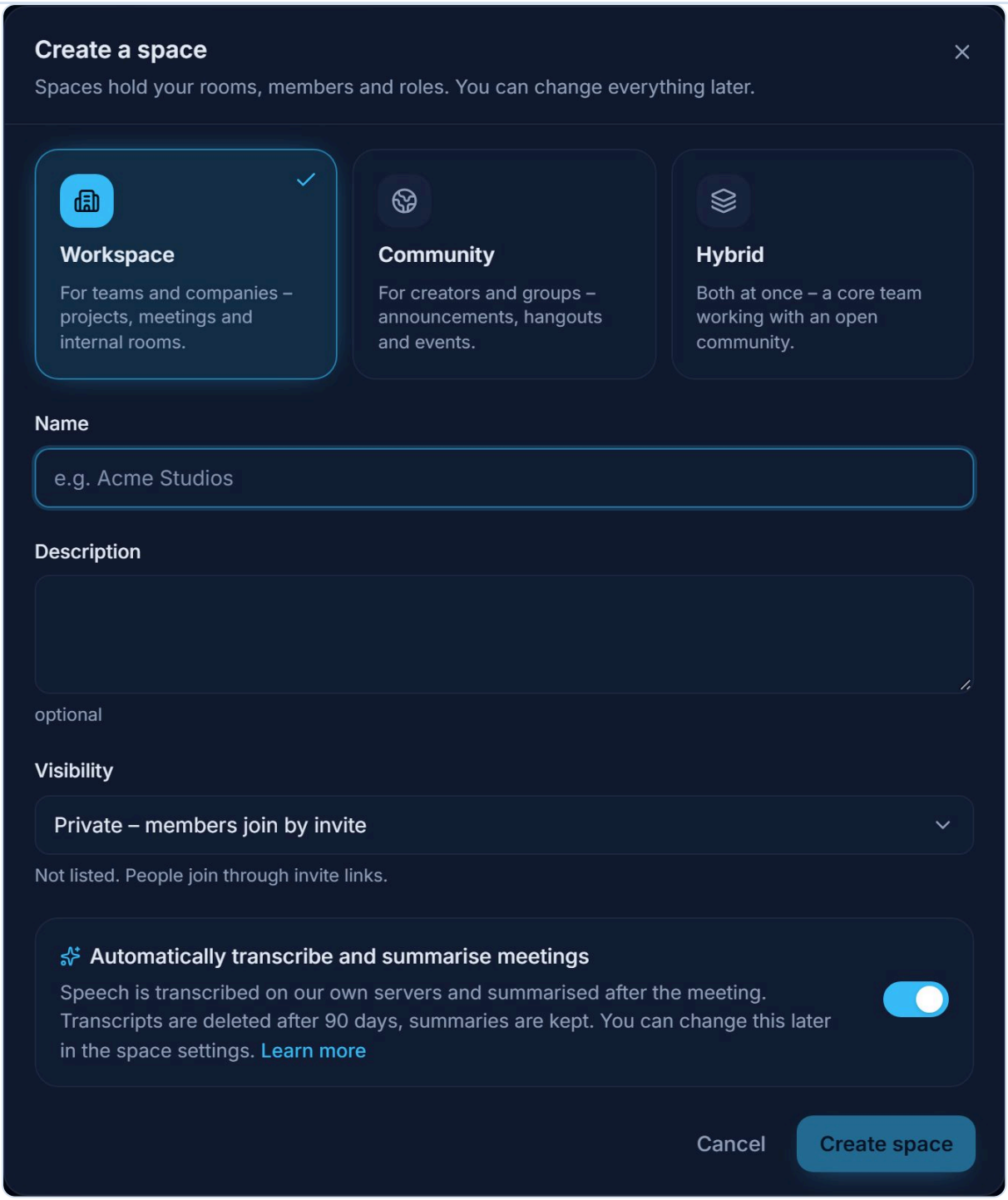


Figure 5.3 The AI choice at the bottom of the Create a space dialog

Coviqo opens the new space right away. You are its **Owner**, and depending on the type it already contains a first category with a few rooms, so nobody lands in an empty space:

Space type	Category	Rooms created for you	Default roles
Workspace	Rooms	`general` (Standard room), `Team Sync` (Voice room), `Projects` (Project room)	Owner, Admin, Manager, Member, Guest
Community	Community	`announcements` (Community room, members cannot post), `hangout`, `Community Voice`, `events` (Event room)	Owner, Admin, Moderator, Member, Guest

Space type	Category	Rooms created for you	Default roles
Hybrid	Rooms	`general` , `Voice` , `Roadmap` (Project room)	Owner, Admin, Maintainer, Contributor, Guest

You can rename, change or delete all of these later.

> **NOTE**
>
> Your **private space** (also called personal space) is created when you want it: in the sidebar choose **Create a space** › **Create private space** (German UI: *Privaten Space anlegen*), or use the card on the welcome page. One click creates it; you can have one at a time. It is always private, contains a private `Notes` room and cannot be shared – its type and visibility cannot be changed. To work with others, create a separate space. Your private space and your direct messages use the platform's AI defaults (transcription on, transcripts kept 90 days) without asking.
>
> If something needs a private space you don't have yet – for example **save privately** for a clip – Coviqo asks *You need a private space for this – create it now?* and then carries on.
>
> **Delete it again** in its settings: **Space settings › Overview › Danger zone › Delete private space** (*Privaten Space löschen*). The confirmation lists what will be deleted (notes, files, tasks, messages, recordings …); type the space's name to confirm. Afterwards you can create a new, empty one at any time. If your organisation does not allow a private space, the option is not shown.

5.2 Space settings

Open a space's settings with **Space settings** in the space menu, or right-click the space in the sidebar (press and hold on a phone) and choose **Space settings**. The settings live at `/s/<space>/settings`.

The menu has 15 pages in six groups. Pages with several sections show them as **tabs** at the top of the page. You only see the pages and tabs your roles allow – a page appears as soon as you may open at least one of its tabs; an owner or admin sees all of them. If a tab has unsaved changes, Coviqo asks before you switch tabs.

Group	Page	Tabs
Space	**Overview**	–
	Organization & plan	**Plan**, **Single sign-on** (if you administer the space's organisation, single sign-on lives in the organisation area under **Security & sign-in** – the tab shows the way there)
People & access	**Members**	**Members**, **Teams**, **External people**
	Roles	–
	Invites & joining	**Invites** (with the custom invite link), **Rules & onboarding**
Rooms & voice	**Rooms**	–
	Voice & media	**Audio & video**, **Sound profiles**, **Soundboard**, **Intercom**, **AFK**
Community	**Public profile & directory**	**Directory** (with "Find players"), **Website embed**

Group	Page	Tabs
	Emojis & stickers	–
	Memberships & tickets	–
Apps & automation	**Apps & integrations**	**Integrations**, **Office documents**, **Bots**, **Matrix bridge**
	Automations	–
	AI & transcription	–
Moderation & safety	**Moderation**	**Reports**, **Actions**, **Raid protection**
	Data & log	**Data & privacy**, **Audit log**

A path like **Space settings › Members › Teams** names the page and the tab. Older links to single sections (for example `/s/<space>/settings/teams`) still work and open the page on the matching tab.

Section	What you do there	Needed permission
Overview	Name, description, type, visibility, branding, privacy, features (**Meetings** on/off for all rooms), public presence, danger zone	**Manage space**
Roles	Create and edit roles	**Manage roles**
Members › Members	Assign roles, titles and guest access, moderate members	**Manage members**
Members › External people	Guests from outside your organisation	**Manage members**
Invites & joining › Invites	Invite links for new members and guests, custom address	**Create invites**
Invites & joining › Rules & onboarding	Questions and rules for new members	**Manage space**
Rooms	Categories, room order and archived rooms	**Manage rooms**
Voice & media › Soundboard	Sounds for voice rooms	**Manage the soundboard**
Public profile & directory › Directory	Listing in the space directory	**Manage space**
Emojis & stickers	Custom emojis and stickers, approvals (see *Community features*)	**Upload emojis & stickers** or **Manage emojis & stickers**
Moderation (**Reports**, **Actions**, **Raid protection**), **Data & log › Audit log**	Reports, timeouts, bans, raid protection and the history of changes	Moderation permissions

The tab **Organization & plan › Plan** (needs **Manage space** or **Manage billing**) shows which organisation the space belongs to and its plan – "This space belongs to {organisation} – plan {plan}". Billing is managed per organisation: owners, admins and billing contacts of the organisation get the button **Manage billing**, which opens `https://app.coviqo.com/org/<organisation>/billing`.

The sections **AI & transcription**, **Office documents**, **Integrations**, **Data & privacy**, **Plan** and **Single sign-on** are covered in the chapters *Meetings*, *Files*, *Integrations*, *Privacy and your data* and *Plans and billing*. **Office documents** (what the office editor allows in this space) needs **Manage space** and only appears if your installation offers office documents.

5.2.1 Overview

- **Templates** – **Team**, **Community** and **Gaming** set several settings of this page at once (presence, external people, member directory and list, display names, external file links, external images). After the click you see every change (old → new value); **Apply** fills them into the form, nothing is saved until **Save changes** (**Reset** discards them). Settings your organisation decides are never changed by a template.
- **Profile** – **Name**, **Description**, **Space type** and **Visibility**. Changing the type adjusts wording and defaults; existing roles and rooms stay as they are.
- **Branding** – **Icon**, **Banner** and **Accent color**.
- **Privacy & access** – what members can see about each other and who can join:
  - **Show activity** – members see what others are doing, for example that someone is in a meeting.
  - **Show last seen** – members see when others were last online.
  - **Show voice room** – members see which voice room someone is in.
  - **Allow external people** – switch off to disable guest invitations for this space entirely. If your organisation's policy forbids external people, the switch is off and shows **Set by the organization** (likewise **External file links** when the organisation forbids share links).
  - **Member directory** – members can browse the member list of the space (**Members** in the space menu).
- **Public presence** – links to **Custom address** (**Invites & joining › Invites**), **Space directory** and **Website embed** (**Public profile & directory**); you only see the links to tabs you may open.
- **Danger zone** – **Archive space** (read-only, can be undone with **Restore space**), **Transfer ownership** (only members who can own the space are offered – no guests, no bots), **Leave space** and **Delete space**.

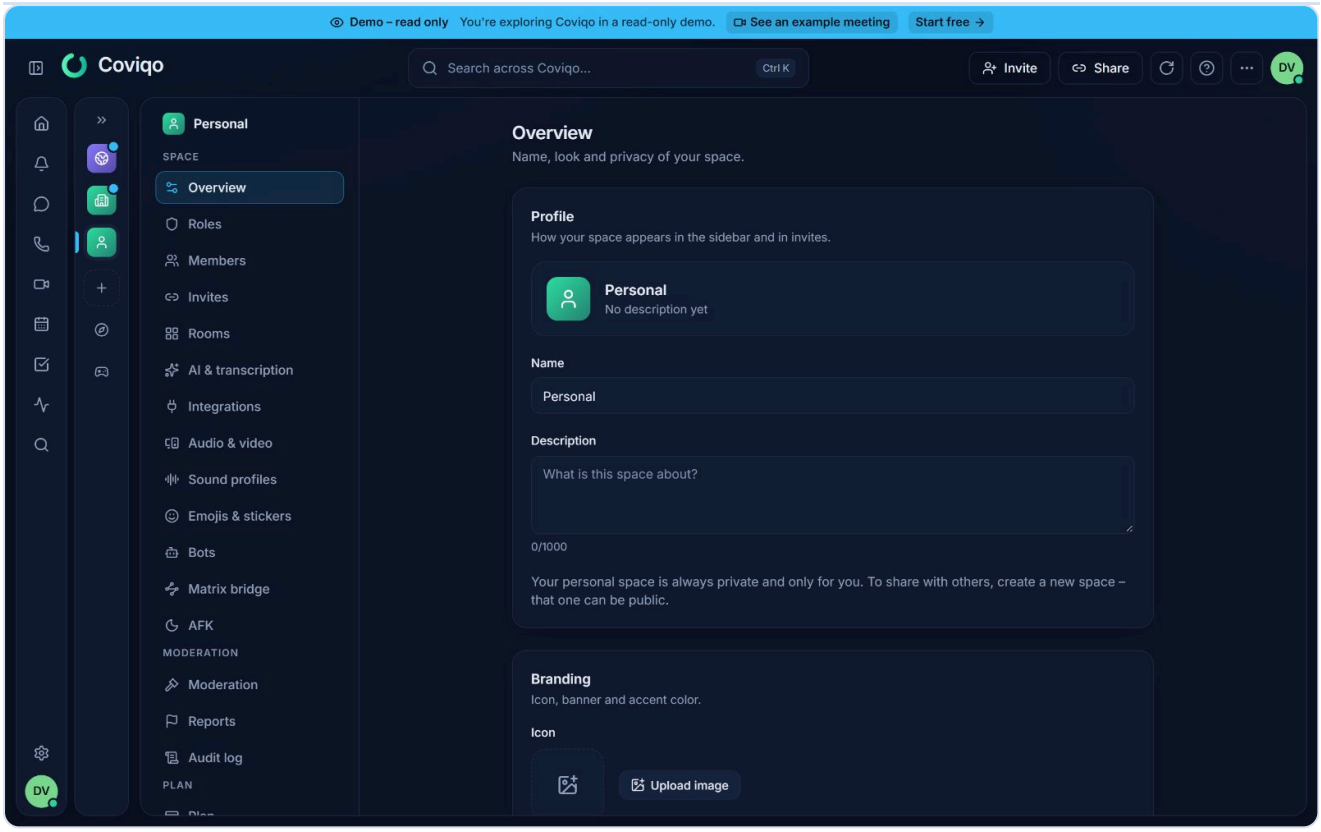


Figure 5.4 Space settings, Overview page with privacy switches

> **WARNING**
>
> **Delete space** permanently removes all rooms, messages, notes, files and tasks of the space. If you only want to stop using a space, archive it instead.

If you own a space and want to leave it, Coviqo asks you to pick a **New owner** first (**Transfer and leave**). If you are the only member, you can only delete the space.

5.3 Rooms

5.3.1 Creating a room

1. Click **Create room** in the space menu or next to a category, or right-click the space and choose **Create room**.
2. Choose the room type. The type only decides which modules the room starts with:

Room type	Starts with
Standard room	Chat, Files
Voice room	Voice, Chat, Notes, Files, Tasks
Project room	Chat, Notes, Files, Tasks
Meeting room	Chat, Notes, Files, Tasks (the call is joined through the meeting, there is no **Voice Room** tab)
Event room	Voice, Chat, Events

Room type	Starts with
Community room	Chat, Events, Files
Stage	Voice, Chat
Map	Voice (as the map), Chat, Notes, Whiteboard, Files – a 2D map with zones and spatial audio (see *Maps*)

3. Enter the **Room name** (for example `product-team`) and optionally a **Description**. If the space has categories, choose a **Category**.
4. Choose the **Visibility** (see below).
5. Switch modules on or off – for example **Whiteboard** for live boards (see the chapter *Whiteboard*).
6. Optionally choose a **Colour** for the room icon, add **Tags** (press `Enter` after each one) and, for rooms with voice, set a **User limit** between 1 and 999.
7. Click **Create room**.

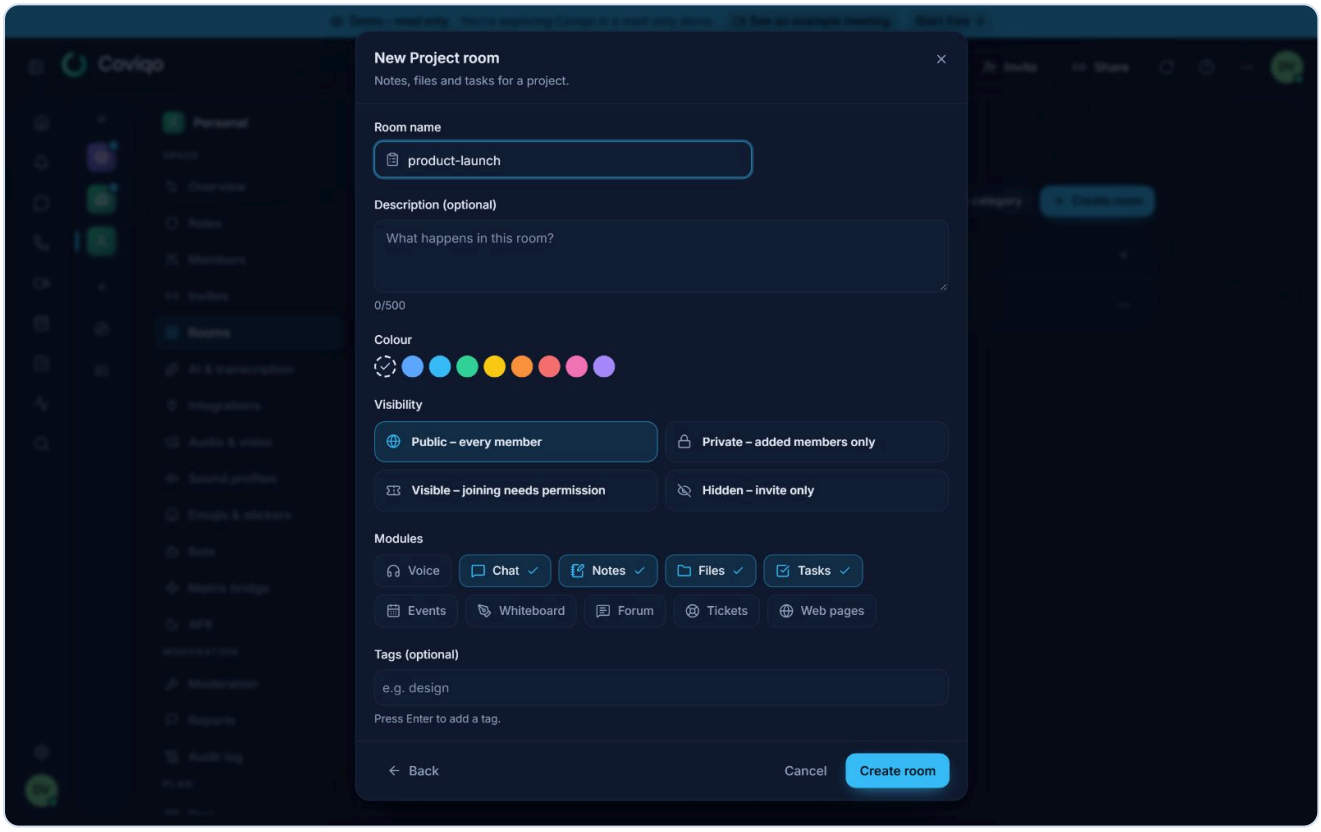


Figure 5.5 The second step of Create a room with visibility and modules

You need the **Create rooms** permission. In the default roles, owners, admins, managers (Workspace) and maintainers (Hybrid) have it – regular members do not. Ask an admin if the button is missing.

5.3.2 Room visibility

Visibility	Who sees the room	Who can enter it
Public – every member	Every member of the space	Every member with **Join rooms**

Visibility	Who sees the room	Who can enter it
Visible – joining needs permission (restricted)	Every member of the space	Only people added to the room, or roles and members that are explicitly allowed **Join rooms** in the room's permissions
Private – added members only	Only added members (and admins)	Only added members
Hidden – invite only	Only added members (and admins)	Only added members

For private and invite-only rooms, you manage access in **Room settings › Access › Members** with **Add member**. The creator of the room is added automatically. People who leave a private room need to be added again to return.

5.3.3 Room settings

Open **Room settings** from the gear in the room header or by right-clicking the room in the sidebar. You need **Manage rooms** (or **Add room members** for the member list only). The side navigation has five groups; groups with several sections show them as tabs:

- **General** – **Cover image** (uploaded; links to images on other websites are not accepted), **Room name**, **Room type**, **Colour** (colours the room icon in the room list, the collapsed space panel and the room header – for all members; **Default** = no colour), **Description**, **Tags**, **User limit**, **Category**, **Visibility** and **Project end** (see *External collaboration* below).
- **Content** (in lobbies: **Lobby**) – at the top the room overview setting, below it which tabs the room has and in which order (**Move up** / **Move down**). At least one module with a tab must stay enabled. **Decisions** is a module like the others: switched off, the room has no **Decisions** tab, nobody can record new decisions there, and its decisions disappear from the space's decision log, search and catch-up – they stay stored and come back when you switch the module on again. **Meetings** (always the last row, it has no tab) decides whether the room offers **Meeting** in its header, shows its next meeting and can be picked as the room of a meeting; existing meetings are kept. If the space has switched meetings off, the row says **Switched off for the space**. A module's own settings sit directly below its row: with **Notes** enabled, **Guests may edit notes** lets external people edit the room's notes (off by default: guests only read them); **Tasks** has **Edit columns**, **Tickets** and **Feed** their settings, and in map rooms a link **Map settings** sits under the map row.
- **Access** – tabs **Permissions** (room-specific overrides for roles and members), **Members** (only for private and invite-only rooms), **Join codes** (codes that let members of the space open a non-public room; needs **Invite to room**) and **Encryption**.
- **Voice & media** – tabs **Audio & video** (audio and video quality, intercom with listen-in and the conversation lead, "Bots may join despite external guests"), **Sound profile**, **Soundboard** (switch the soundboard of a voice room or lobby on or off, see *Community features*), **Moderated room** and **Clips**.
- **Danger zone** – **Archive room** and **Delete room**; for an archived room **Restore room** instead of **Archive room**.

Room managers also find a gear **Tab settings** in the room's tab bar: it opens **Room settings › Content** at the module of the current tab.

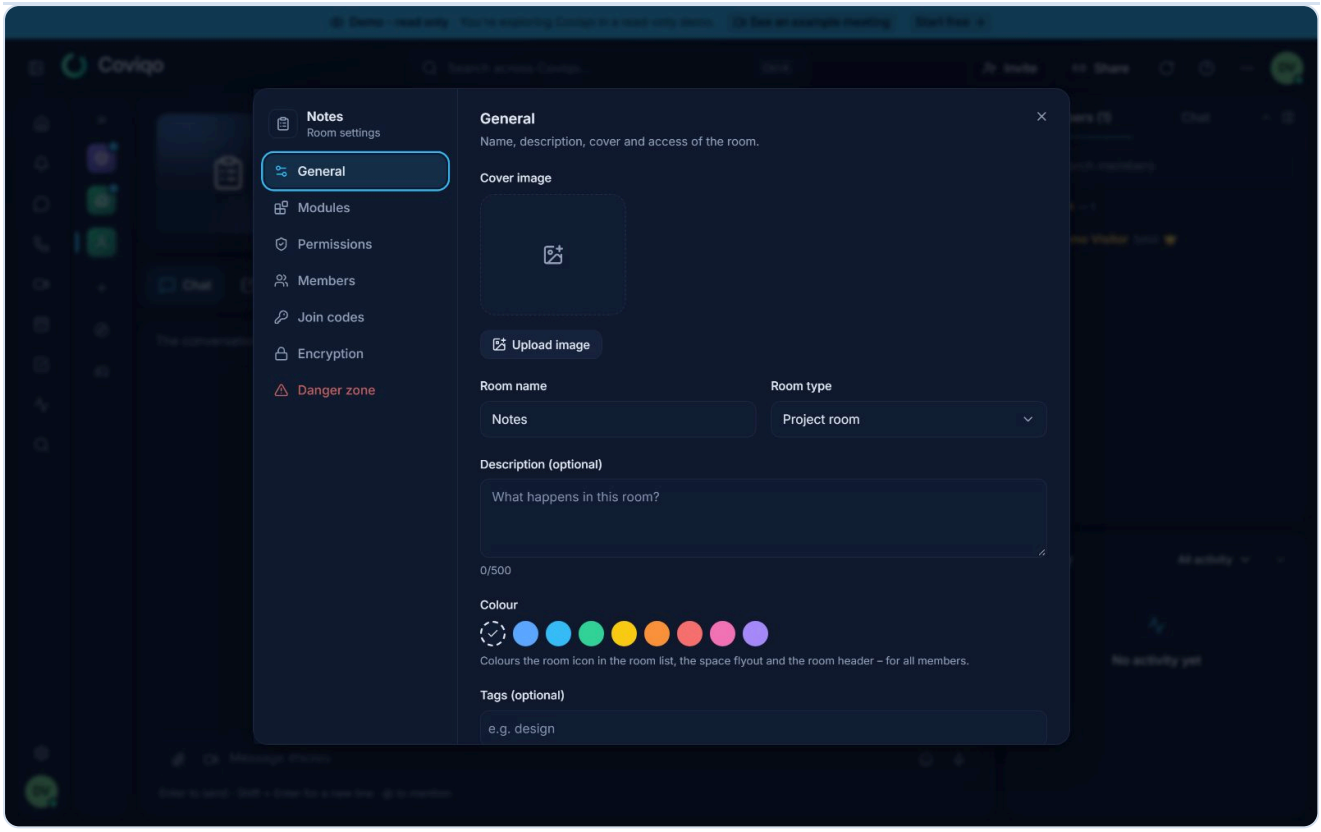


Figure 5.6 Room settings, General section

5.3.4 Tabs of a room

The enabled modules appear as tabs at the top of the room (**Voice Room**, **Chat**, **Notes**, **Files**, **Tasks**, **Events**, **Whiteboard**, **Forum**, **Tickets**, **Web pages**, **Decisions** …). **Decisions** shows the decisions published from linked meetings and recorded from chat threads; new rooms start with it, and existing rooms have it switched on. Rooms with a linked Jira project or GitHub repository also get a live **Jira** or **GitHub** tab (see *Integrations*; hidden from guests unless the room allows it). The active tab is part of the address, for example `/s/acme/r/<room>?tab=chat`, so you can bookmark or share a link to a specific tab. On the right, **Members** and **Chat** panels and the room's **Activity** keep you up to date while you work in another tab.

The first time you open a room, its header is a large card with the cover image, the name, the description and the room's details. On later visits – and as soon as you scroll in the room – it folds into a compact bar about 64 pixels high: the cover as a thin strip along the top edge, the room name, the space and whether the voice room is live (**Live now** with the number of people), badges such as external people or end-to-end encryption, the info button **Room info** (description, visibility, people in the room and tags) and all actions of the room. Coviqo remembers per browser which rooms you have already seen.

In the tab row, the arrow keys, **Home** and **End** move between the tabs; **Enter** or **Space** opens the selected one.

The room header also offers **Add to favorites** and **Mute notifications**. There is no "leave room": which rooms you see follows your space membership, roles and teams – mute a room you don't need, or leave the whole space from the space menu (**Leave space**).

5.3.5 Categories and order

Categories group rooms in the sidebar. Manage them in **Space settings › Rooms**:

- **New category** creates a category; the menu of a category offers **Rename category**, **Create room in this category**, **Permissions** and delete. Deleting a category keeps its rooms – they move to **Without category**.

- Use **Move up** and **Move down** to change the order of rooms, and **Move to** in a room's menu to put it into another category.
- **Select** switches the room list to a selection mode: tick rooms (hold Shift for a range, or tick a whole category) and **Archive**, **Restore**, move or **Delete** them together. Deleting several rooms asks you to type **DELETE** or the number of rooms first and warns when people are in their voice channels.

When you create a room, every category of the space is offered (empty categories are only shown in the sidebar to people who may manage rooms).

Permissions of a category

A category can have its own permissions, set like room permissions (**Permissions** in the category's menu). Rooms of the category are either **synced** with it – they follow every change of the category's permissions – or have their own permissions. New rooms in a category start synced. **Room settings › Access › Permissions** shows which is the case: *Synced with the category "Projects"* or *Own permissions – not synced with "Projects"*. Changing a permission of a synced room asks **End the sync?** first; **Sync** takes over the category's permissions again and replaces the room's own ones.

When you move a room into another category – by dragging, with **Move to**, with **Move up** / **Move down** or in the room settings – and its permissions would change, Coviqo asks which permissions the room should have afterwards: **Use category permissions**, **Keep current permissions** or **Cancel** (when the room leaves every category: **Remove room permissions** instead). The dialog says for how many roles or people something changes and warns when the room becomes visible – or no longer visible – to @everyone. Moving several rooms at once asks once for all of them.

5.3.6 The left navigation

The left side of Coviqo has two parts:

- The **main bar** – always visible – starts with the places that are not tied to a space: **Home**, **Notifications** (with the unread count), **Messages** (with the number of unread direct messages; click it for a small list of your pinned and recent conversations – see *Direct messages*), **Calls**, **Meetings**, **Calendar**, **Tasks**, **Activity** and **Search**. When the space panel is collapsed, your spaces follow below a line as icons – favourites first – then **Create a space**, the **Space directory** and **Find players**; this part scrolls when you have many spaces. Click a space icon for a small menu with the space's overview, its rooms and meetings; right-click it for the usual space menu; drag it to reorder. At the bottom are **Settings** and your avatar, which opens your profile card. Point at an icon to see its name.
- The **space panel** next to it lists your spaces with their rooms, and while you are in a call the voice panel. While the panel is open, the main bar shows no space icons – each space appears only once, in the panel.

Home shows who is where right now. At the top: the greeting with the **Since your last visit:** line, your unread messages and notifications, and one row of quick actions (**New message**, **Start a meeting**, **Create a task**, **Upload a file**, **Create a space**). Below it, **Now** lists the voice rooms with people in them – with their avatars, who is talking, who is sharing their screen and a **Join** button – and the meetings that are running. When nobody is live, **Now** shrinks to the single line **Nobody is live right now**. Then follow **Next up** (your next three events) and **Your spaces** (with unread mentions and how many people are in voice there). Home is the same for everybody and can't be customised; your tasks are on **Tasks**, the activity on **Activity**, the decisions in each space.

Finding spaces. The field **Search spaces …** at the top of the panel filters all your spaces as you type; `Esc` clears it. Below it, chips choose what the list shows:

- **All** – three sections: **Favourites** (spaces you starred), **Recently active** (the five spaces you opened last that are not favourites) and **All spaces** (all others, in your own order; your private space stays at the bottom).
- **Favourites** – only your starred spaces.
- **Your own tags** – only the spaces with that tag.

Favourites. Click the star next to a space (it appears when you point at the space) or choose **Add to favourites** in the space menu. A red number next to a space counts mentions of you; a dot means unread messages.

Your own tags. Group spaces as you like, for example "Customers" or "Gaming". **Manage tags** (the chip at the end of the row, or **Tags** › **Manage tags …** in a space menu) opens **My tags**: create a tag, give it a colour, rename or delete it, and tick the spaces that belong to it. In a space menu, **Tags** shows a checkbox per tag. Tags are only for you – nobody else sees them and the spaces are not changed. You can have up to 30 tags.

Width and collapsing. Drag the right edge of the space panel to make it wider or narrower; a double-click restores the default width. The arrow at the top of the panel (**Collapse space list**) – or **Collapse sidebar** at the left of the top bar – hides the panel; only the main bar stays and now shows your spaces as icons, to give chats, documents and calls more room. **Expand sidebar** brings the panel back. Coviqo remembers width and state on this device. Full settings pages – your personal settings, space settings and the organisation area opened as a page – fold the panel by themselves to give the settings more room, and open it again when you leave; if you had folded it yourself before, or open it again while you are there, it stays the way you left it. The settings popovers over the page you are on leave the panel alone.

Automatic folding. The page itself always keeps enough room. When the window gets narrower, Coviqo first moves side panels – the members and activity of a room, the member list of a space – out of the page: **Members & activity** in the top bar (or **Members** on the space overview) opens them from the right. If that is still not enough, only the main bar remains on the left; **Expand sidebar** then opens the full navigation over the page. Your own settings do not change – widen the window and everything comes back. The task board of a room always gets the full width.

On phones and small windows the navigation is a drawer that you open from the top bar instead, always with the full space panel (see *Using Coviqo on mobile*).

5.3.7 Reordering rooms and spaces in the sidebar

You can arrange the sidebar directly, without opening the settings:

- **Rooms** – if you may manage rooms (**Manage rooms** permission, owners and admins), drag a room to a new place in its space. In a space with categories the sidebar shows the category names above their rooms, and you can drag a room into another category (drop it on a category name to put it first). The room order is **shared**: every member of the space sees the new order at once. Members without the permission see no grip and cannot drag. Rooms cannot be moved to another space.
- **Spaces** – drag a space within **Favourites** or **All spaces** to change the order of your spaces. This order is **personal**: it only changes your sidebar, never anyone else's, and it follows you to your other devices and the desktop app. Your private space always stays at the bottom, and spaces you join later appear at the end of the list.
- **Categories** – if you may manage rooms, drag a category name to a new place; its rooms move along as a block. This order is **shared** as well. Rooms without a category always stay at the top.

Category names sit further left than their rooms – the arrow of a category lines up with the space icon – so the groups stand out from the room list.

You can also collapse the rooms of a space with the arrow next to its name.

The category menu

Right-click a category name (press and hold on a phone, or the context-menu key or **Shift+F10** on the keyboard) or click **...** next to it:

- **Collapse** / **Expand** – clicking the category name does the same. **Collapse all** and **Expand all** apply to every category of the space. Collapsing is personal and remembered on this device. A collapsed category still shows the room you have open; a dot marks unread messages in its hidden rooms.
- **Create room in this category** – with the **Create rooms** permission.
- **Rename**, **Permissions**, **Move up** / **Move down** and **Delete category** – with the **Manage rooms** permission. Deleting a category keeps its rooms; they move to **No category**.

Only people who may manage rooms see empty categories; the sidebar shows **No rooms** below them.

How to drag:

- **Mouse** – hover over a room, category or space: a grip (⁝⁝) appears at its left edge. Drag the grip or the entry itself; a line shows where it will land. A simple click still opens the room or space as before.
- **Touch** – press and hold the entry for a moment, then move your finger. If you keep holding without moving, the entry's menu opens instead.
- **Keyboard** – move the focus to the grip (Tab), press **Space** or **Enter** to pick the entry up, move it with the **arrow keys**, and press **Space** or **Enter** to drop it or **Escape** to cancel.
- **Menu** – right-click an entry (press and hold on a phone, or the context-menu key) and choose **Move up** or **Move down**.

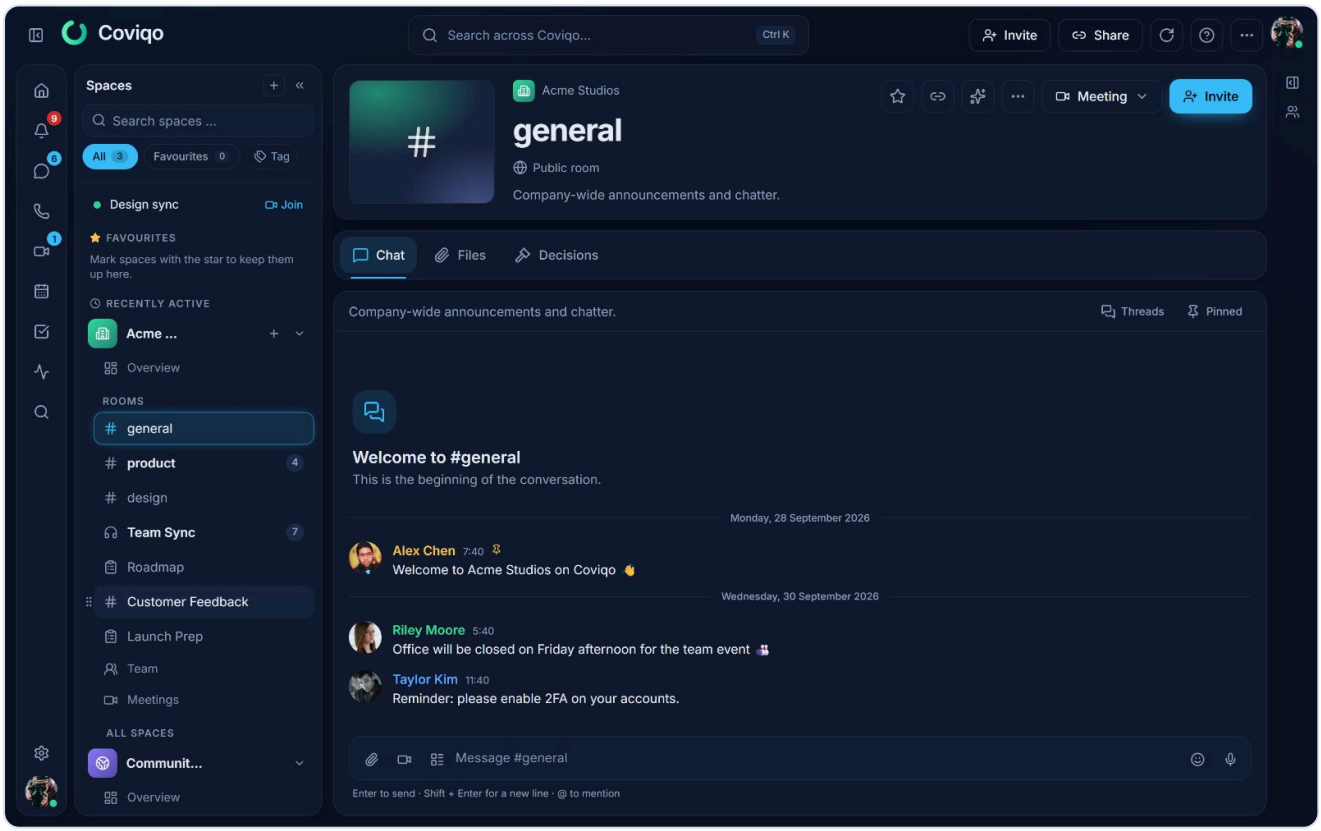


Figure 5.7 Dragging a room in the sidebar: the grip appears on hover

If the new order cannot be saved (for example because the connection dropped), the sidebar jumps back to the previous order and a message tells you so.

5.3.8 Archiving and deleting rooms

Archive room makes the room read-only and hides it from the sidebar; its content is kept. **Delete room** permanently removes the room with all messages, notes, files and tasks.

To bring an archived room back, open **Space settings › Rooms**: the list **Archived rooms** shows all archived rooms with a **Restore** button. Alternatively click **Restore room** in the room's **Danger zone**. You need **Manage rooms** for both.

5.4 Roles and permissions

5.4.1 Built-in roles

Every space starts with five roles (see the table in *Creating a space*). Their key properties:

- **Owner** – a **System** role with every permission. Its permissions cannot be changed and it cannot be deleted – its permission switches show a lock and **System role**. There is exactly one owner; use **Transfer ownership** to hand it over.
- **Admin** – holds **Administrator**, which grants every permission and bypasses room restrictions.
- **Manager / Moderator / Maintainer** – can create and manage rooms, tasks and events, or moderate members, depending on the space type.
- **Member / Contributor** – the **Default** role that every new member gets automatically.
- **Guest** – marked **Guest**; assigned to people who join as guests. Guests can read, chat, react, attach files and talk in the rooms shared with them, but by default cannot upload files in the **Files** tab, edit notes or create tasks.

5.4.2 Creating and editing roles

In **Space settings › Roles**, pick a role on the left or click **New role**. For each role you set:

- **Role name** and **Color**.
- **Show separately** – online members with this role get their own group, in the role's colour, at the top of the member list (see *Teams and the member list*).
- **Mentionable** – everyone can @mention this role.
- **Default role** – new members receive this role automatically. In the role list it carries the small badge **Default**; bots see it as `isDefault` in the role list of the bot API and can never assign or remove it.
- **Permissions** – grouped into **General**, **Moderation**, **Rooms**, **Audio & video**, **Chat** and **Content**. If **Administrator** is on, the other switches have no effect.

Drag a role to its place in the list (on a phone: press and hold, then drag) or use **Move up** / **Move down** to order roles. The order matters: people with **Manage roles** can only create, edit and assign roles below their own highest role. Deleting a role removes it from everyone who has it.

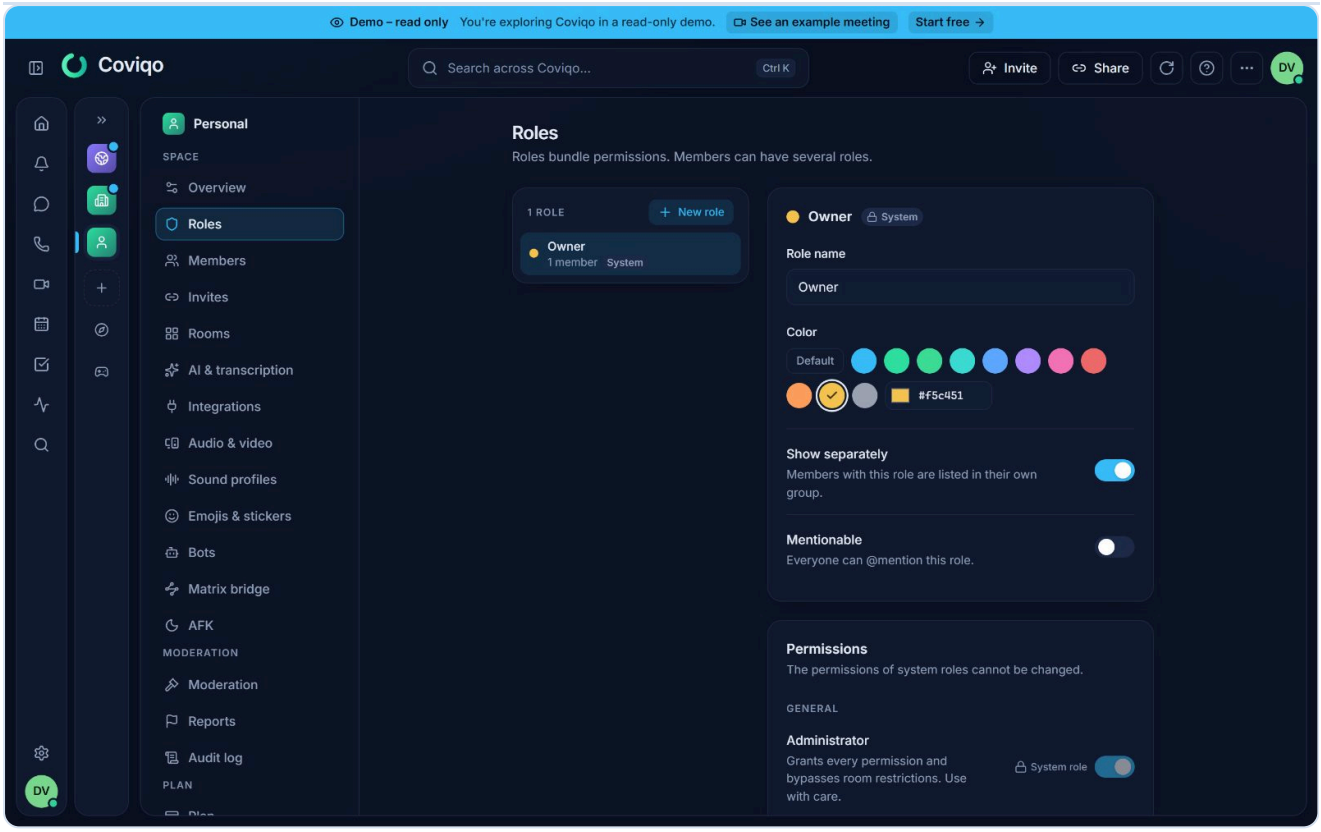


Figure 5.8 Space settings, Roles with the permission list

5.4.3 Room overrides

In **Room settings › Access › Permissions**, click **Role**, **Member** or **Add team** (see *Teams and the member list*) to add an override, then set each permission to **Allow**, **Inherit** or **Deny**. Typical uses:

- An announcements room: **Deny Send messages** for the Member role.
- A restricted room: **Allow Join rooms** for the roles that should get in.
- One external expert who may upload files in a single room: **Allow Upload files** for that member.

Member overrides beat role overrides, and the owner and administrators are never restricted. **Remove override** returns to the space permissions.

Guests never get administrative, moderation or managing permissions (for example **Administrator**, **Manage rooms**, **Kick members**, **Manage messages**, **Invite people**) – neither through a role nor through a room override. Coviqo refuses such a change with "Guests cannot get administrative or moderation permissions. Convert the guest to a member first." Assigning such a role in the member list converts the guest to a member automatically.

5.5 Inviting people

5.5.1 Invite links and e-mail invitations

1. Choose **Invite people** in the space's context menu (or **Invite to room** on a room), or open **Space settings › Invites & joining › Invites** and click **Create invite**.
2. Set **Expires after** (**30 min**, **1 hour**, **1 day**, **7 days** – the default – or **Never**) and **Maximum uses** (**Unlimited**, 1, 5, 10, 25 or 100).

3. Optionally choose a **Role** that is assigned in addition to the default role. The choice appears only if you have **Manage roles**, and it offers only roles below your own whose permissions you have yourself.
4. Optionally enter an **E-mail**. Coviqo then sends the invite link to that address, and only an account with exactly that address can accept it. To send invitations by e-mail, your own e-mail address must be confirmed ("Confirm your e-mail address before sending invitations by e-mail.").
5. Click **Create link** (or **Send invite** with an e-mail address) and share the link.

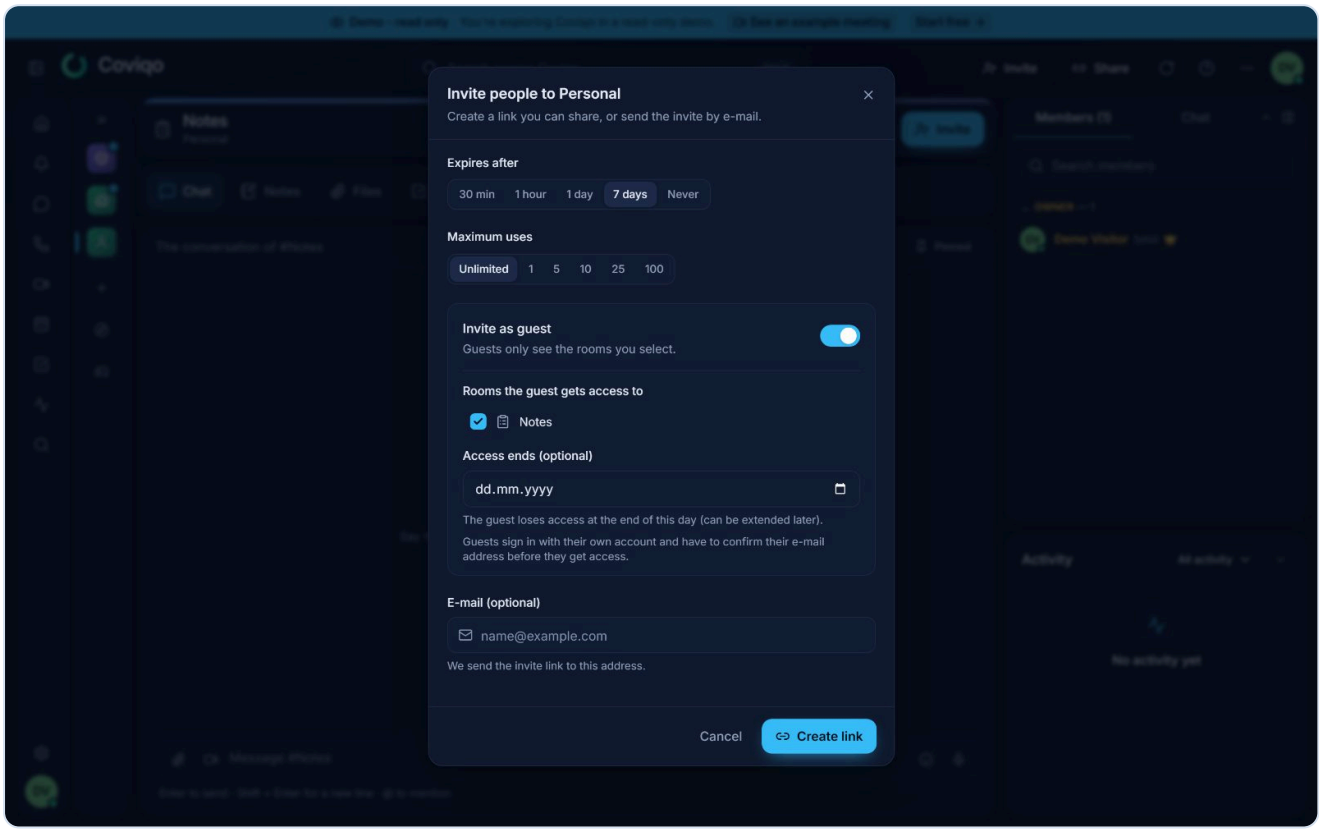


Figure 5.9 The invite dialog with guest options

The link looks like `https://app.coviqo.com/invite/<code>`. The person sees who invited them and can **Accept invitation**, **Create an account to join** or sign in with **I already have an account**. **Space settings › Invites & joining › Invites** lists all invites (**Active** or **All**) with their uses and expiry; revoke one to make the link stop working immediately.

Public spaces can also be joined directly from Discover without an invite.

5.5.2 Your own invite link

On a paid plan every space can have **one** invite link with a name you choose, for example `https://join.coviqo.com/acme-gaming` – easy to remember and to put on a website, a stream overlay or a flyer. The short form `https://app.coviqo.com/j/acme-gaming` leads to the same page.

1. Open **Space settings › Invites & joining › Invites**. The card **Custom invite link** is at the top.
2. Type the **Link name**: 3 to 32 characters, lowercase letters, digits and hyphens (no hyphen at the start or end, no two hyphens in a row). While you type, Coviqo checks whether the name is free and shows "Available" or why it isn't – for example "This name is already taken", "Too similar to an existing name" or "This name is reserved" (names of Coviqo pages and system words such as *login*, *support* or *coviqo* can't be used). If a name is taken, click one of the **Suggestions**.
3. Click **Create link**. **Copy** puts the link on the clipboard.

Only the space owner and administrators can set up the link, and only with a confirmed e-mail address ("Confirm your e-mail address to set the link name."). You can change the name once every 30 days; your previous name stays reserved for your space for 30 days, so nobody else can take it and you can switch back.

Settings of the link:

Setting	Effect
Link active	Switched off, the link shows "This link is currently not active". The name stays reserved for your space for 30 days; switch it on again within that time and it works as before.
Pause joining	The page stays visible, but nobody can join for now.
Require approval	People send a join request instead of joining directly. Requests appear in the card with **Approve** and **Decline**; owners and administrators get a notification.
Public preview	The page shows the space name, icon, description and member count. Switched off, it shows only the link name.
Role for new members	The role people get when they join through the link (roles with administrative permissions can't be chosen).
Member cap	Nobody can join through the link once the space has this many members.

The card also shows the **Last 30 days**: views of the page, joins and requests per day. Coviqo only counts totals per day – it stores nothing about individual visitors.

What people see: the page `join.coviqo.com/<name>` shows the space (with the public preview) and the button **Join** (or **Request to join**). After a short automatic security check they continue to Coviqo, sign in or create a free account, and join the space – or send their request. If you don't want someone to use the link, the usual rules apply: people banned from the space, people you have blocked and people whose organisation doesn't allow joining other organisations' spaces can't join.

When your organisation moves to a plan without custom invite links (for example back to Free), the link stops working immediately and the name stays reserved for 30 days; with a new upgrade within that time the link comes back by itself. Anyone can report a link that looks abusive (**Report this link** on the join page); reports go to the Coviqo Trust & Safety team.

5.5.3 Managing members

Space settings › Members lists all members with their **Roles**, **Guest** status and **Joined** date. From each row you can:

- **Assign roles**.
- **Edit title** – a title shown next to the name in this space, for example "IT Administrator".
- Switch **Guest** on or off – turning a member into a guest replaces the default role with the Guest role and removes roles with administrative or moderation permissions. Turning a guest into a member ("converting") needs both **Manage members** and **Manage roles**, gives the default role, removes the guest end date and is recorded in the audit log ("Converted a guest to a member"). **The highest role counts:** if you give a guest any role other than the Guest role, they become a member in the same step – the Guest role and the guest end date go, and they see every room their roles allow. The role picker of a guest says so and also offers **Make member** directly.
- **Warn**, **Timeout**, **Kick** or **Ban** (with the matching moderation permissions). A timeout keeps the person reading but stops them from speaking, writing and uploading. A ban with a duration ends by itself: within about 10 minutes after it expires the person is notified and can join the space again. Removing or banning a

member also ends their access to private rooms and their space teams; if they join again, they start like a new member.

You can only change members whose highest role is below your own, and only assign roles below your own highest role – nobody can hand out their own rank. Only the owner can change everyone.

The same actions are available by right-clicking a person in any member list (**Manage member**, **Warn**, **Timeout**, **Kick from space**, **Ban from space**).

5.6 External collaboration

External people – customers, partners, service providers – work in Coviqo as **guests of your space**. A guest has their own Coviqo account, sees **only the rooms you explicitly share with them**, and can have an end date for their access.

> **NOTE**
>
> Meeting guests who join a single call through a meeting link are a different thing; see the chapter *Meetings*. They appear in **External people** too, marked **Meeting guest only**.

5.6.1 Inviting an external person

1. Open **Space settings › Members › External people** and click **Invite external person**, or switch on **Invite as guest** in the invite dialog.
2. Under **Rooms the guest gets access to**, select at least one room.
3. Optionally set an end date – **Access ends (optional)** in the invite dialog, **Access until (optional)** under **Invite external person**. Access ends at the end of that day and can be extended later.
4. Enter the person's **E-mail** and click **Send invite** (or create a link).

The invited person must sign in with their own account and **confirm their e-mail address** before they can accept. If they have not confirmed it yet, the invite page shows a hint and **Send confirmation e-mail again**. Temporary meeting-guest accounts cannot accept guest invitations.

If **Allow external people** is switched off in the space overview, or your plan does not include external collaboration, guest invitations are not possible – existing guests can still be suspended or removed.

5.6.2 What guests see

Coviqo enforces the following on the server, not just in the interface:

- Only shared rooms appear in the sidebar, search, activity and **My tasks**.
- No space-wide tasks, files or calendar entries.
- Only people who can see one of the shared rooms appear in member lists, profiles and @-mention suggestions – and only their online status, their roles and role names are visible to the guest.
- Notes of shared rooms are read-only, unless the room allows guests to edit them (**Room settings › Content › Guests may edit notes**).
- Meetings only if the guest takes part in them.

5.6.3 The External people overview

Space settings › Members › External people shows every guest with **Company / domain**, **Rooms** (with the status of each room), **Granted by**, **Since**, **Expires** and **Status**. Filter by **All**, **Active**, **Expiring soon** or **Suspended**.

Action	Effect
Extend	Set a new end date for all rooms (or one room), or leave it empty for unlimited access. You can only extend access to rooms you may invite people to, and the organisation's maximum guest duration and your plan still apply.
Change rooms	Choose which rooms are shared, each with its own optional end date.
Suspend	The person immediately loses access to all shared rooms; the membership is kept.
Reactivate	Gives access to the selected rooms again, optionally with a new end date.
Remove from space	Removes the person including all room and meeting access. A new invite is needed to collaborate again.

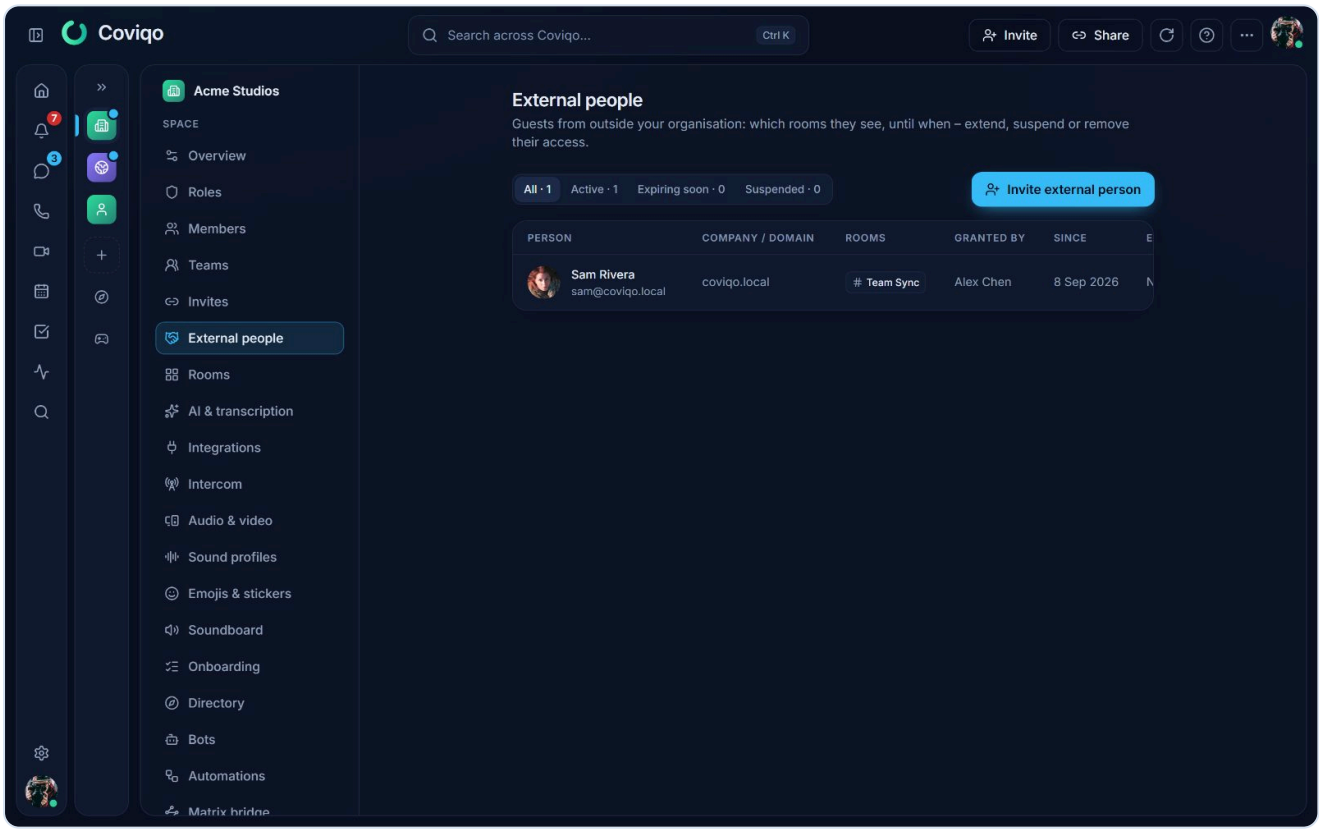


Figure 5.10 Space settings, Members › External people with status filters

When access expires, it is **suspended**, not deleted, so you can reactivate it with one click. Seven days before an end date, the person who shared the rooms and the space admins get an **Expiring soon** notification, and they are notified again when access has expired.

5.6.4 Project end of a room

In **Room settings › General**, the optional **Project end** date ends the access of **all** external people to that room on that day, whatever their personal end date. The hint below the field shows how many external people are affected. Choosing a date in the past suspends their access as soon as you save. Moving the date later does not reactivate access that was already suspended – use **Reactivate** for that.

5.6.5 The external-people badge

In the header of a room shared with guests, members see a small badge such as **2 external people**. Click it to see who has access and the room's project end; people with **Manage members** also get **Manage external people**. In the room's member list, guests are marked **External**. Guests themselves do not see the badge.

> **TIP**
>
> Before sharing a room with externals, check what is in its **Files** and **Notes** tabs – guests see the full content of a shared room, including its history.

SPACES AND ROOMS · CHAPTER 6

Teams and the member list

Teams group people inside a space – for example **Design**, **Development** or **Support**. You can mention a whole team in chat, give a team access to a room and assign tasks to a team. The member list next to every room shows who is around, grouped like in Discord: first the roles that are shown separately, then **Online** and **Offline**.

6.1 Teams

6.1.1 What a team is

A team has a name, an optional description and colour, members and optional **team leads**. Teams can contain sub-teams, for example **IT › Development › QA**. People in a sub-team automatically count as members of every team above it: mentioning **@it** also reaches Development and QA, and a room shared with IT is open to Development and QA as well. The full path (IT › Development › QA) is shown wherever a team appears.

There are two kinds of teams:

- **Space teams** belong to one space.
- **Organisation teams** belong to your organisation and work in every space of it (Business plan). A space team can also hang below an organisation team.

6.1.2 Finding teams

Click **Team** below the rooms of a space in the sidebar (also in the space menu of the collapsed sidebar) and switch to **Teams** – or use **Show all teams** at the bottom of the member list, which opens the teams view directly. You see the team tree with the number of members per team and markers for **Open** teams and for teams you belong to (**Member** / **Lead**). Click a team to show its members; team leads are marked with a crown. Organisation teams are listed above the teams of the space.

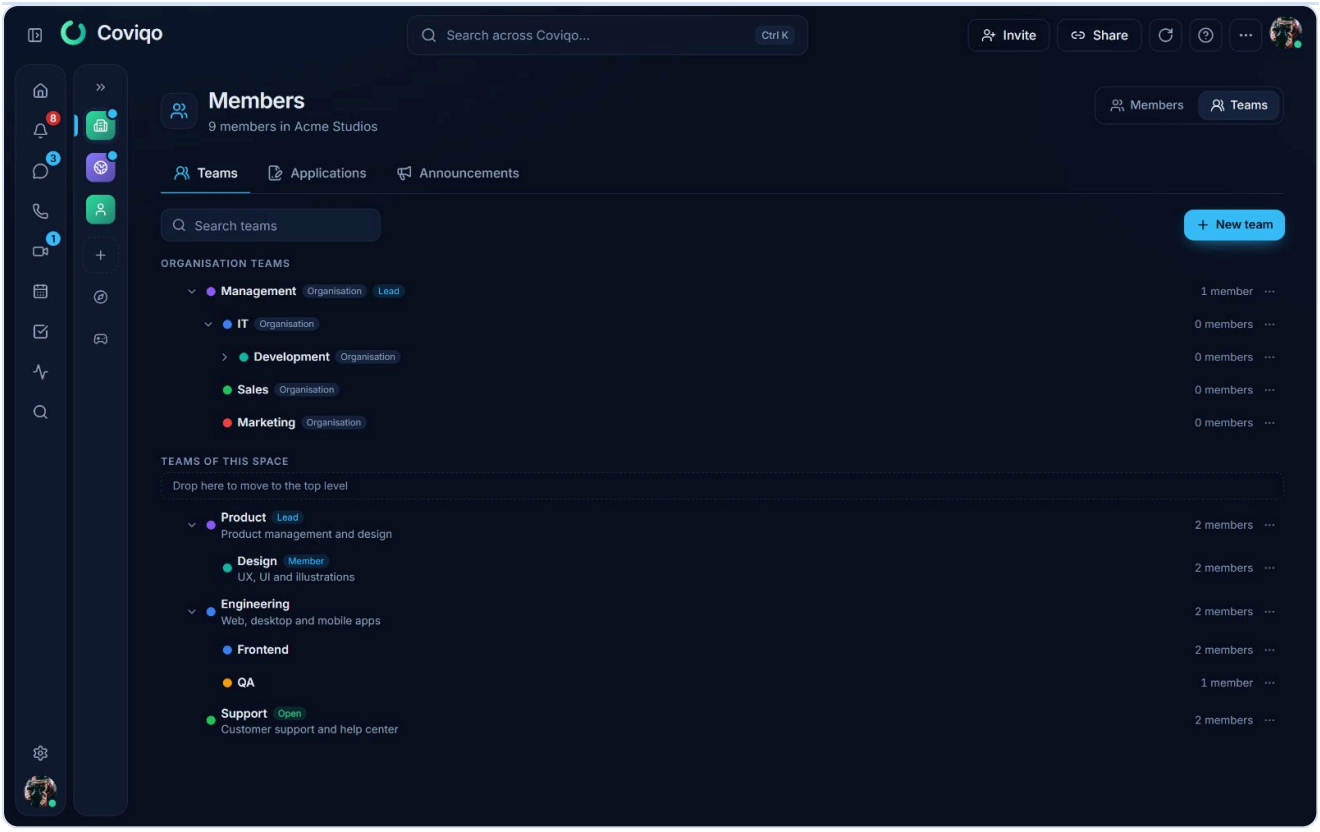


Figure 6.1 The Team page of a space with organisation teams and space teams

6.1.3 Joining and leaving

A team is either **Open** – anyone in the space can join – or **Invite only**, in which case admins and team leads add members. Use **Join** or **Leave team** in the team's menu (**…**). Teams marked **Password** can be joined with a password: **Join** asks for it – the team leads tell you the password (for example on your clan's website). After a few wrong tries you have to wait a few minutes before trying again. If your organisation syncs a team from its identity provider (marked **IdP**), your membership follows the directory and you cannot leave it yourself.

6.1.4 Creating and managing teams

People with **Manage space** or the permission **Manage teams** see **Space settings › Members › Teams**. There you can:

- **New team** – name, description, colour, **Joining** (Open / Invite only / Application / Password) and **@team mentions** (when off, only people allowed to mention everyone can mention the team).
- **Create sub-team** from a team's menu.
- **Add members** and choose whether they join as **team lead**; **Make lead** / **Remove lead** and remove members in the expanded member list.
- **Move** a team by dragging it onto another team (or onto *Drop here to move to the top level*). With the keyboard use **Move to…** in the team menu and pick the new parent. The whole sub-tree moves along. Teams can be at most six levels deep and cannot be moved below one of their own sub-teams.
- **Delete** a team: its sub-teams move up one level, tasks keep their person, and rooms shared with the team are no longer open through it.

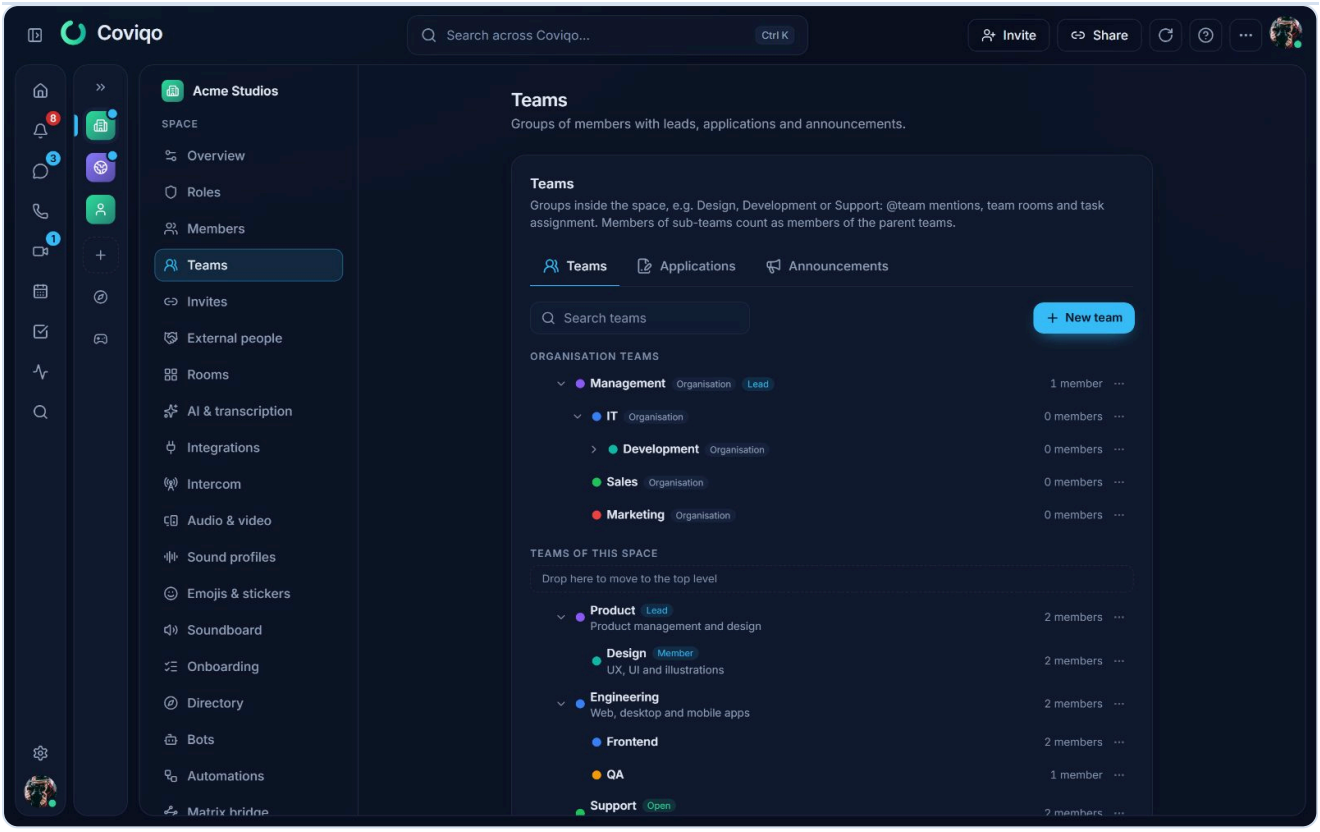


Figure 6.2 Space settings, Members › Teams with sub-teams

Team leads manage their own team and every team below it – also from **Members › Teams** – even without space permissions. The lead of IT can therefore manage Development and QA.

6.1.5 Mentioning a team

Type **@** in the chat and pick a team from the list (teams show as *Team · @handle*, e.g. **@development**). Everyone in the team and its sub-teams is notified – but only people who can see the room. Mentioned teams appear as a highlighted chip in the message.

6.1.6 Team rooms

In **Room settings › Access › Permissions** click **Add team** and allow **View rooms** (and, for restricted rooms, **Join rooms**). The room then opens for everyone in the team and its sub-teams, even when the room is private. A personal **Deny** on **View rooms** still wins, and external guests never get access through a team.

6.1.7 Applying to a team

Space teams can also use the joining mode **Application**. Instead of **Join** you then see **Apply** in the team's menu: write a short message (the team can ask a question that appears above the text box) and send it. The team is marked **Applied** while your application is open; **Withdraw application** takes it back. You can have up to five open applications per space. After a declined or withdrawn application you can apply to the same team again after 24 hours.

Team leads – also leads of a parent team – and people with **Manage teams** decide in the tab **Applications** of the Teams view. The tab shows how many applications are open. **Accept** adds the person to the team, **Decline** closes the application; an optional note is shown to the applicant. Applicants and leads are notified (Settings › Notifications › *Team applications / Answer to your application*). Admins choose **Application** under **Joining** when creating or editing a team and can add a question for applicants.

6.1.8 Joining with a password

With the joining mode **Password** people join the team themselves – but only with the password you set. Choose **Password** under **Joining** when creating or editing a team and enter a password (6 to 128 characters). Nobody can read the password afterwards, not even admins: the field only shows **Change password** – enter a new one to replace it, or leave it empty to keep the current one. Switching the team to another joining mode deletes the password. Bots with the right to manage teams can set the password too (for example when your website hands it out after a sign-up); a bot may only do this when the team grants nothing in its rooms that the bot does not have itself.

6.1.9 Team announcements

The tab **Announcements** shows the news of your teams. Team leads and people with **Manage teams** can publish an announcement with an optional title. Everyone in the team and its sub-teams is notified. Optionally the announcement is also posted as a message into a room of the space (you need the right to write there). A team can publish at most ten announcements per hour.

6.1.10 Removing someone from a team room

Team leads can remove people from the voice room of their team without being moderators: open the menu of the person's tile in the voice room and choose **Remove from team room**. This only works in rooms shared with the team (or one of its sub-teams) and only for normal members – never for the owner, admins, people who may move members in that room or other leads of the team or of a team above it. Every removal appears in the space's moderation log.

6.1.11 Tasks for a team

In the task dialog choose a **Team** in addition to, or instead of, a person. Under **My tasks** switch between **Assigned to me** and **Assigned to my teams** – the second list shows the tasks of all your teams, including teams above your sub-teams.

6.2 The member list

6.2.1 Where you find it

- In a room: the **Members** tab of the right-hand column. It lists exactly the people who can see the room: members whose roles allow it and external guests who were given access to this room (marked **External**). Guests without access to the room are not listed. The list updates live when someone is given access or loses it.
- On the space overview: the member column on the right.

When the window is too narrow for the column next to the page, it opens from the right instead: **Members & activity** in the top bar of a room, **Members** at the top of the space overview (always the case on phones and tablets). In a room's task board the column always moves out of the way.

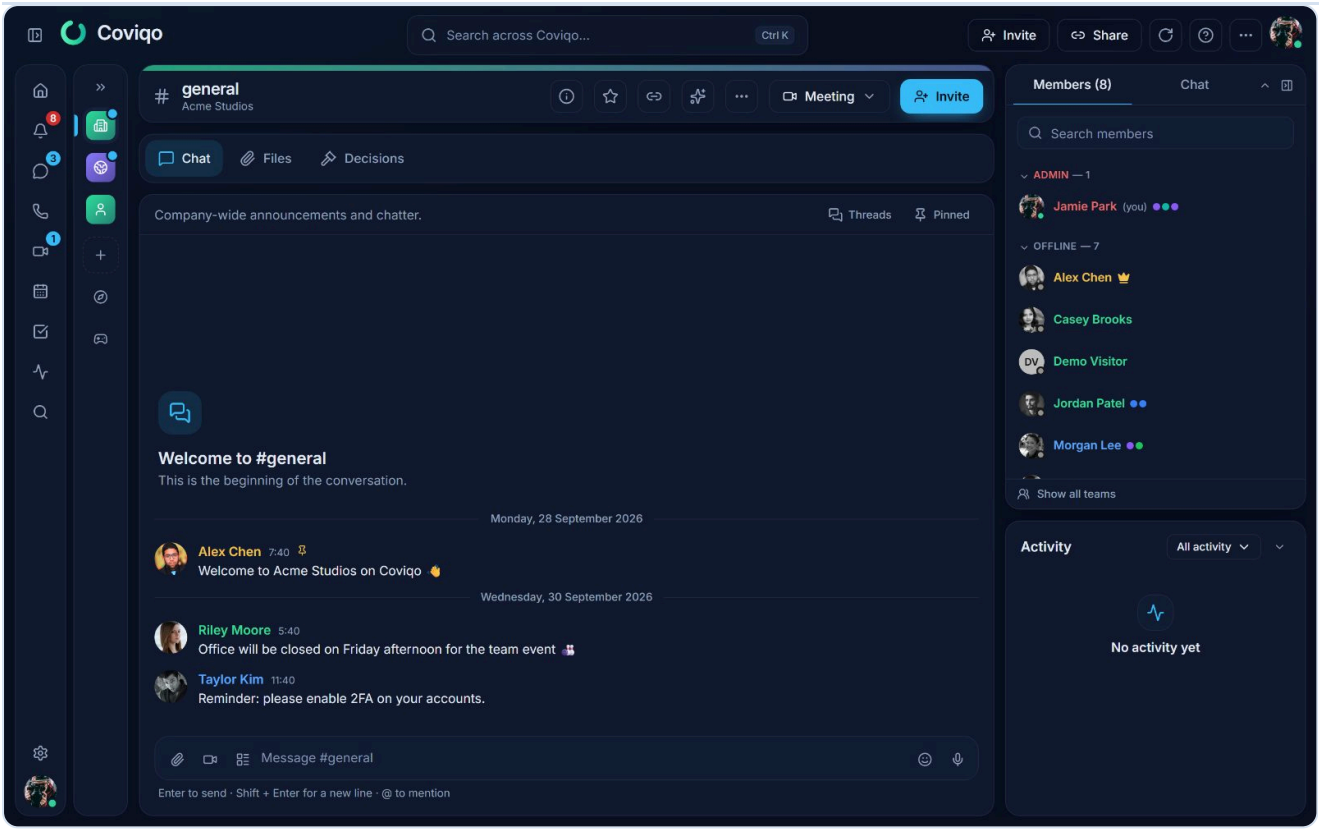


Figure 6.3 The member list next to a room, grouped by role and presence

Use the button with the panel icon to collapse the column; Coviqo remembers this for you on this device. Group headings can be collapsed as well.

6.2.2 How it is sorted

1. Online people with a role marked **Show separately** (for example Owner, Admin, Moderator) are grouped under that role, in the role's colour.
2. Everyone else who is online appears under **Online — n**.
3. Everyone who is offline appears under **Offline — n**.

Each entry shows the avatar with a status dot, the name in the colour of the person's highest coloured role, the status text, whether the person is in a voice room or a meeting, small team dots (hover to see the team paths) and **External** for external guests. Click a person to open the profile, which also lists their teams.

In large community spaces the list loads more people while you scroll, so it stays fast even with thousands of members.

6.2.3 Privacy

- People who set themselves to **Invisible** appear offline.
- External guests only see the people of the rooms shared with them.
- People you have blocked do not appear in your list.
- Admins can limit the list: **Space settings › Overview › Member list visible to** – **All members** or **Admins only**. With *Admins only*, regular members no longer see the member column, and elsewhere (for example in pickers and profile cards) they no longer see who is online. Names stay visible where they are needed, for example for @-mentions.

- Whether someone is timed out is only shown to people who can moderate or manage members (and to the person themselves).
- External guests see only the roles of the people they share a room with.
- In **Space settings** › **Roles** switch **Show separately** on or off to decide which roles get their own group.

6.2.4 Assign roles quickly

If you may manage members and roles, right-click a person in the member list (or use **…** on the row, or the **+** next to the roles in the profile card) and open **Roles**. Tick or untick roles – the change is saved immediately and the list regroups. You only see roles below your own highest role; system roles and bot roles are not offered, and people ranked at or above you cannot be changed.

For an external guest the menu shows a hint: giving them any role other than **Guest** makes them a member who sees every room their roles allow – the highest role counts. **Make member** does the same with the default role.

SPACES AND ROOMS · CHAPTER 7

Customising overviews

The start page of every space – the **space overview** – shows a board of cards below the space header (the space name, who is in voice right now, the next event and the **Since your last visit:** line) and the quick actions: upcoming events, your tasks, the latest messages and much more. Admins decide which cards everybody sees and how they are arranged. Room managers can give a room its own **room overview** that opens first when someone enters the room. And every member can tidy up the board for themselves by collapsing or hiding cards.

This chapter explains all three levels. **Home** has no card board and can't be customised.

Level	Who	What
Space overview	Owners, administrators and roles with **Manage space**	Arrange the cards everybody in the space sees
Room overview	People who can **manage the room** (Pro and higher)	Give a room a card overview as its start view
For me	Every member, also guests	Collapse or hide cards for yourself only

7.1 Customising the board for yourself

On the space overview (and on a room overview) click **Customize** above the cards.

- Click the arrow in a card's header to **collapse** it – only the header stays, the cards below move up. Click it again to expand the card.
- Open the **…** menu of a card and choose **Hide for me** to remove it from your board. A message with **Undo** appears for a few seconds.
- Hidden cards are listed while **Customize** is open. Click **Show** next to a card to bring it back.
- **Back to default** removes all your personal changes for this overview.

Your choices only affect you – nobody else's board changes. Cards that an admin marked **Always visible** cannot be hidden or collapsed; they don't show the arrow or the menu.

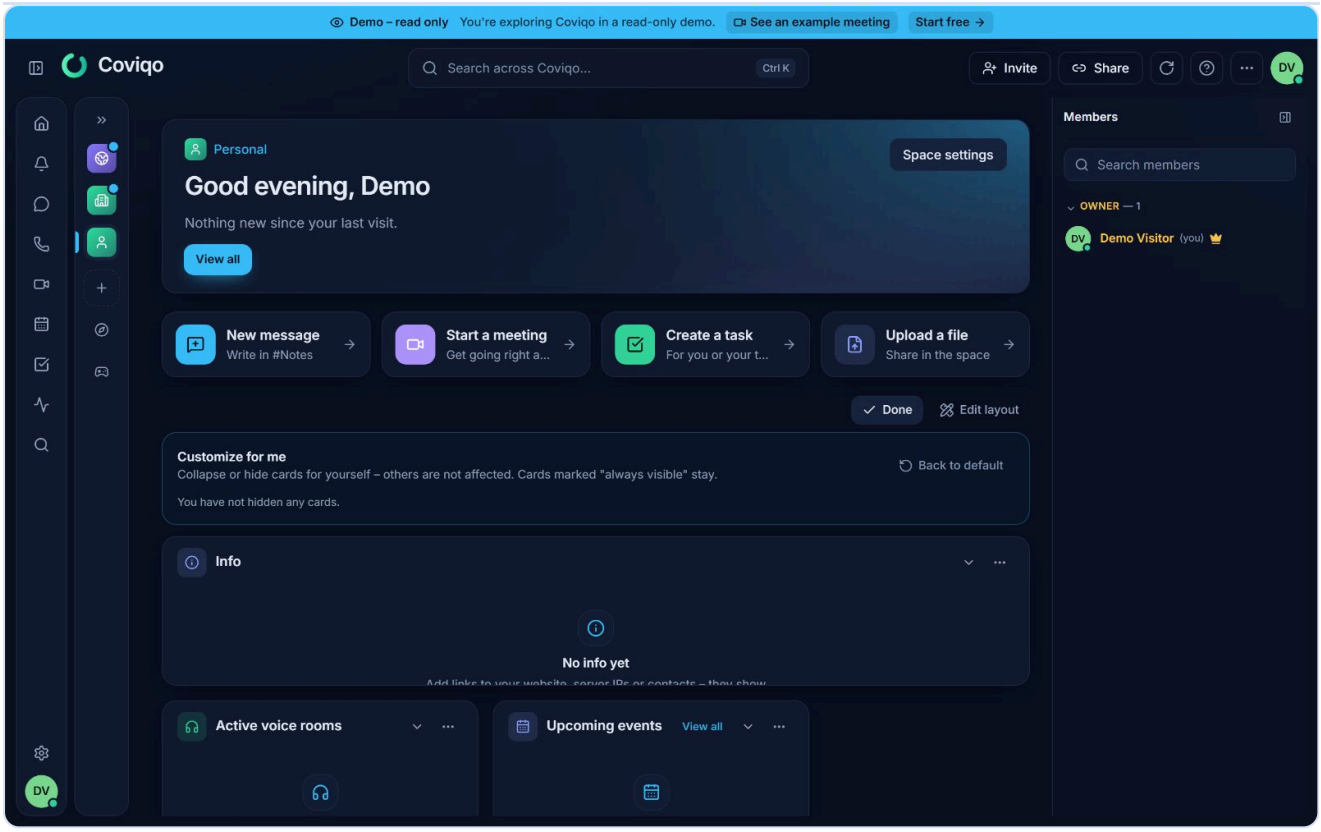


Figure 7.1 The space overview with the Customize panel open

7.2 Editing the space overview

If you may manage the space, click **Edit layout** above the cards (or **Space settings › Overview › Open layout editor**). The board turns into the editor.

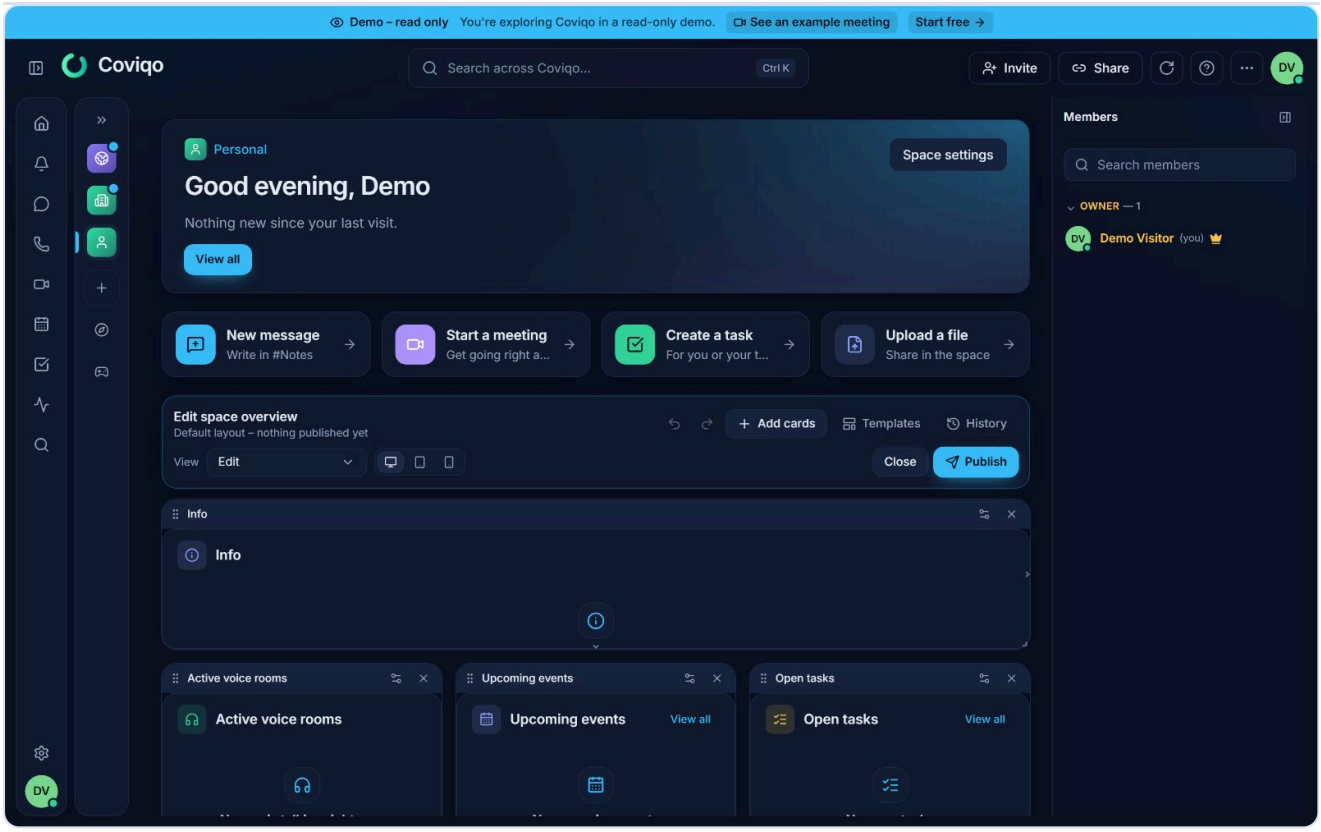


Figure 7.2 The layout editor with the card grid and the card library

7.2.1 Arranging cards

- **Move** a card by dragging its header (the bar with the grip on the left).
- **Resize** it with the handles on its right edge, its bottom edge or the bottom-right corner. Every card type has a smallest and largest size.
- The grid has 12 columns. Cards slide up on their own, so no gaps are left.
- With the keyboard: select a card with **Tab**, move it with the **arrow keys**, change its size with **Shift + arrow keys**, open its settings with **Enter** and remove it with **Delete**. The settings panel also has buttons for position and size.
- **Undo** and **Redo** (also **Ctrl+Z** and **Ctrl+Y**) step through your last 50 changes.

7.2.2 Adding cards

Click **Add cards** to open the **Card library**. Cards are grouped into **Content**, **Communication**, **Work**, **Events & meetings**, **People** and **Integrations**; the search field filters them. Click a card to place it at the first free spot – its settings open right away.

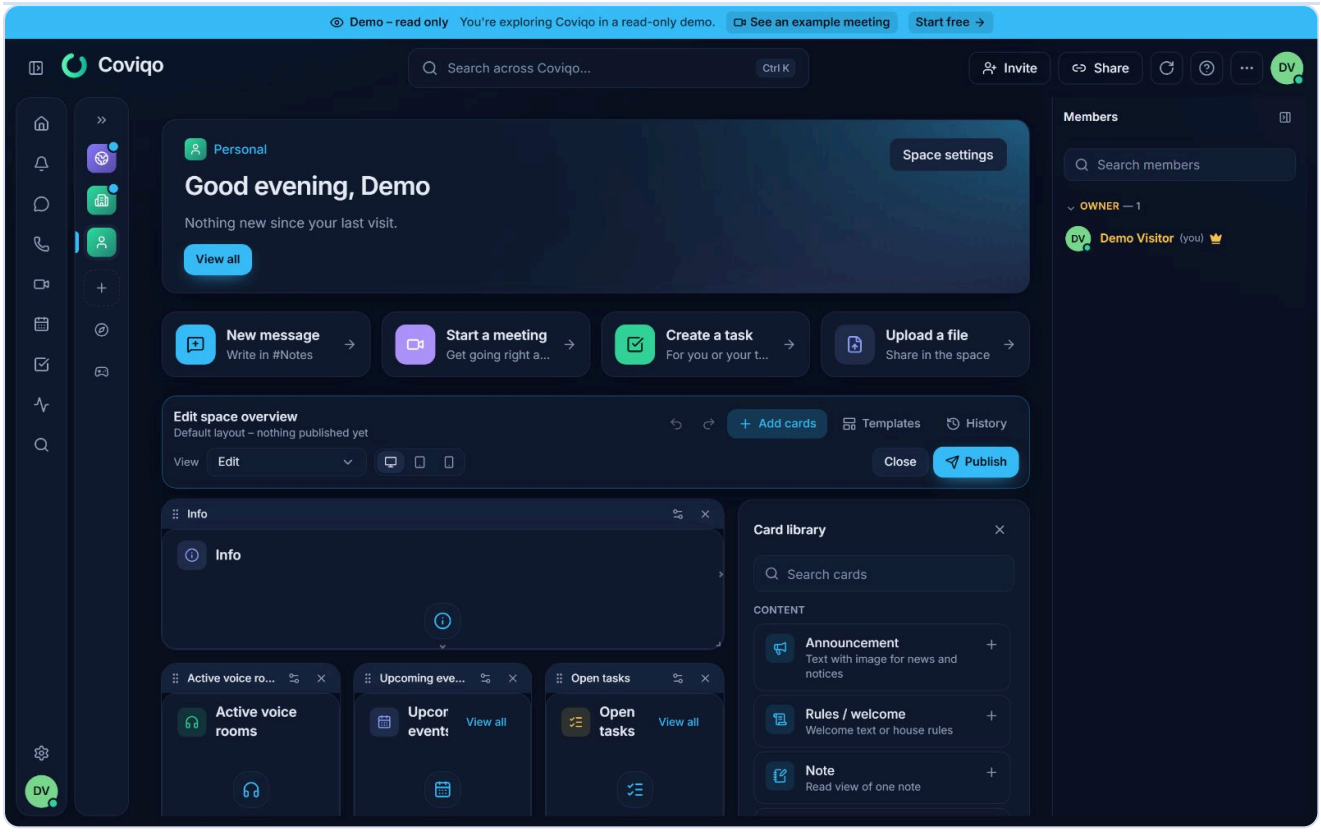


Figure 7.3 The card library next to the grid

Card	Shows
Info	Links, server addresses and other details of the space (see below)
Announcement	A text with an optional picture – news, notices
Rules / welcome	Your welcome text or house rules
Pinned messages	The pinned messages of a chat room
Latest messages	The newest messages of one room or of all rooms
Upcoming events / Calendar	The next events and meetings, or a month view
Open tasks	Tasks assigned to you, all open tasks or overdue tasks, optionally one column of a room
Decisions & follow-ups	Decisions and open items from meetings
Meeting summaries	The latest meetings that have a summary
Note	The read view of one note
Latest files	The newest files of one room or of the space
Tickets	Open tickets of one room or of all rooms with tickets: how many are **New**, **In progress** and **Waiting for reply**, and the latest ones – click one to open it. Filter: **All open**, **Assigned to me** or **Unassigned**
Whiteboard preview	The preview picture of a board

Card	Shows
Links & bookmarks	A list of important links
Online now / **New members**	Who is online, who joined recently
Team / org chart	The members of a team or the team tree
Roles	The roles of the space
GitHub / Jira issues	Open issues of the projects or repositories linked to a room
Countdown	The time left until a date
Statistics	Number of messages and of active members over 7 or 30 days – totals only, nothing about single people
Member growth	Members over the last 30, 90 or 365 days with joins and leaves – counted once a day from the day this card was introduced (no earlier history)
Embed	A YouTube or Vimeo video
Active voice rooms / **Latest activity**	Who is talking right now, what happened in the space

Every card only ever shows what the person looking at it may see. A guest who has access to two rooms sees the messages of those two rooms – never more, whatever the card is set to. Cards about the whole space (**New members**, **Team / org chart**, **Roles**, **Statistics**, **Member growth**, **Latest activity**) and the **Tickets** card are not shown to guests at all. Tickets stay private on the card too: members with a ticket team permission (**See all tickets**, **Handle tickets** or **Manage tickets**) see all tickets of the room, everybody else only their own tickets ("You have 2 open tickets"). If a card can't show anything for someone, it says **Not available**.

The Info card. Up to 20 entries with a label and an icon – for example the website, a contact address or the address of a game server. Each entry is a **Link** (https, mailto: or a steam://connect/ link to join a game server – opens on click), plain **Text**, or a **Value to copy** (for example `203.0.113.10:27015`, shown with a copy button and never opened as a link). Entries can be **Visible to members only**; guests and visitors of public spaces then don't see them. Edit the entries with **Edit** on the card or under **Space settings › Overview › Overview info**. Spaces without their own layout show the card at the top of the overview as soon as it has entries; with an own layout, add it from the card library. Members don't see the card while it is empty; managers see **Add info**.

The **Embed** card loads nothing from YouTube or Vimeo until somebody clicks **Play** – the card says that the video is loaded from the provider. Only YouTube (privacy mode) and Vimeo links are accepted.

7.2.3 Card settings

Click the gear in a card's header to open its settings:

- **Title** – your own title instead of the card name.
- **Colour** – the colour of the icon tile.
- **Always visible** – members cannot hide or collapse the card.
- **Hidden for everyone** – the card stays in the layout with its settings, but nobody sees it. Handy for preparing a card.
- **Visible for** – tick roles to show the card only to people with one of these roles (owners and administrators always see it). Available on Pro and higher.

- **Content** – what the card shows, for example the room, the number of entries, a filter, the text or the date. Cards that still need a setting (for example a **Note** card without a note) are marked **Set up** and are not shown to members yet.

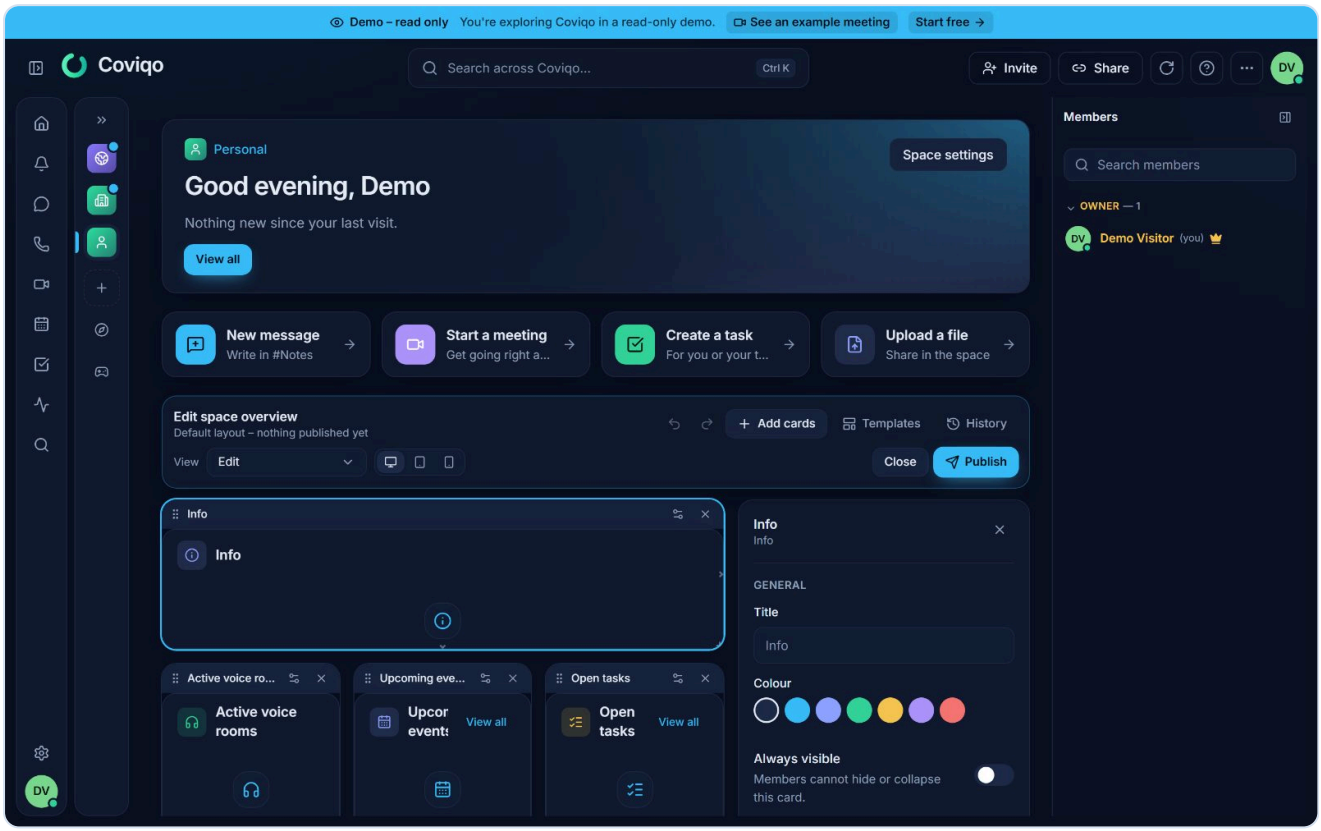


Figure 7.4 The settings of a card

7.2.4 Preview

Use **View** in the toolbar to see the board **as a member**, **as a guest** or **as a role**. The preview shows which cards that group gets; the content of the cards is always loaded with each person's own permissions. The buttons next to it show the board on a **tablet** or a **phone**.

7.2.5 Draft and publish

Your changes are saved as a **draft** automatically – the toolbar says **Draft saved – not published yet**. Members keep seeing the published board until you click **Publish**; then everybody's board updates right away, also in windows that are already open. **Discard** throws the draft away and goes back to the published version. **Close** leaves the editor; the draft stays for next time.

7.2.6 Version history

History lists every published version with date and author (the last 50 are kept). **Load into editor** puts an old version into the editor so you can adjust it before publishing. **Restore** publishes it again right away as a new version.

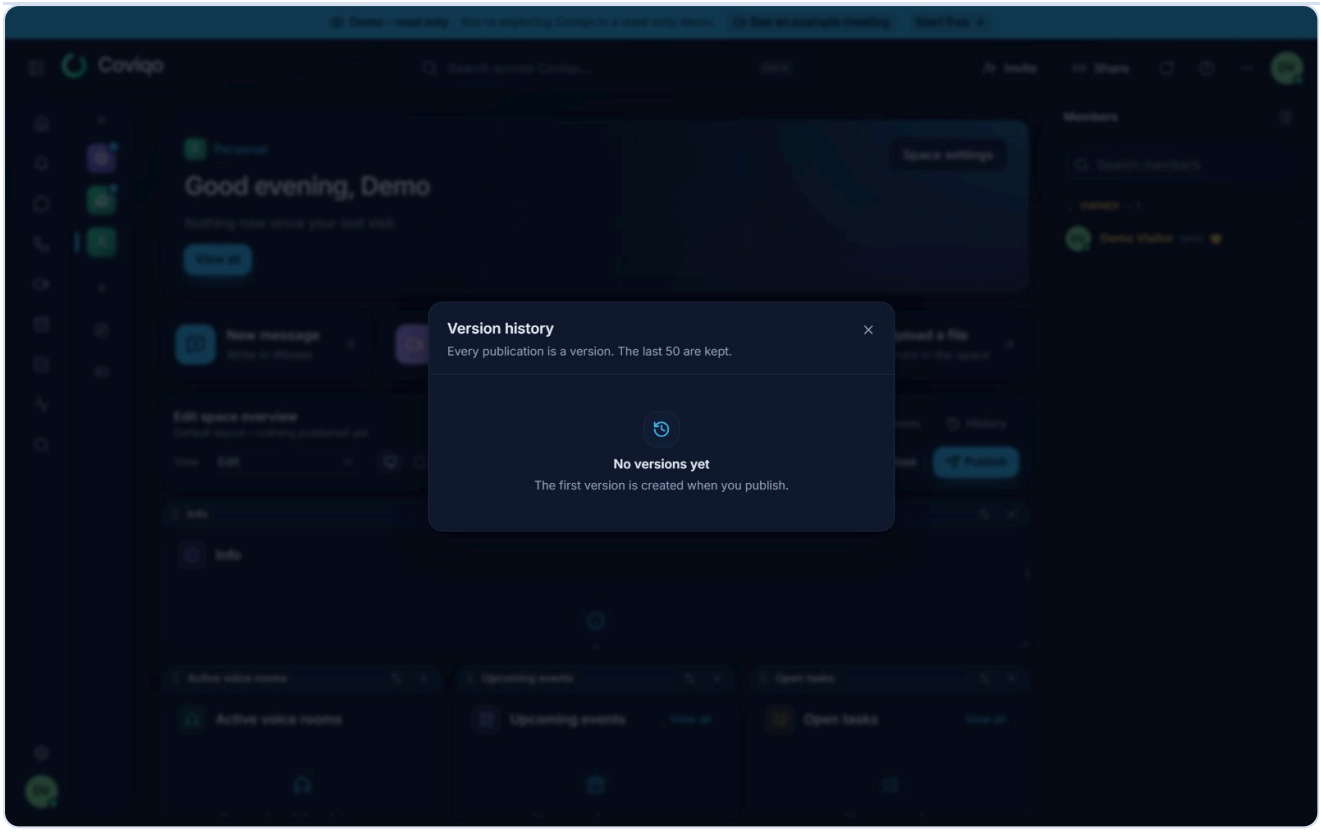


Figure 7.5 The version history

7.2.7 Templates

Templates offers ready-made boards: **Community**, **Business**, **Project**, **Gaming clan** and **Empty**. Choosing one replaces the cards in the editor – nothing changes for members until you publish, and **Undo** brings your previous board back.

On Pro and higher you can also:

- **Save as template** – keep the current board under a name for this space.
- **Apply to others** – copy the current board to other spaces or rooms you manage, as a draft or published right away. Rooms, notes and roles only carry over inside the same space; in another space those cards ask to be set up again.

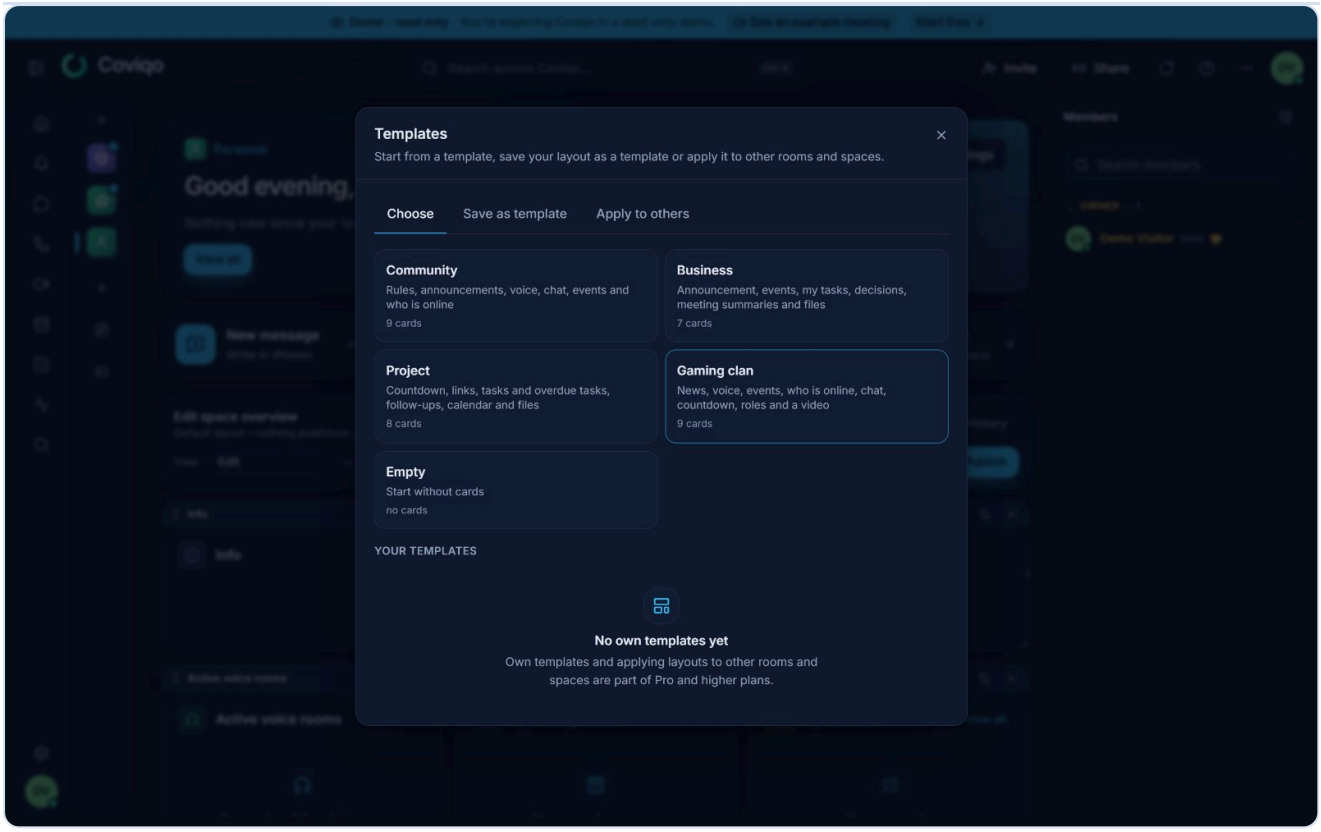


Figure 7.6 Templates with the built-in boards

7.2.8 On a phone

On a phone the board is one column. The editor then shows a list: drag a card by its grip (touch and hold) or use the arrows to change the order, and use the switch to show or hide a card for everyone. Sizes and card settings are edited on a larger screen.

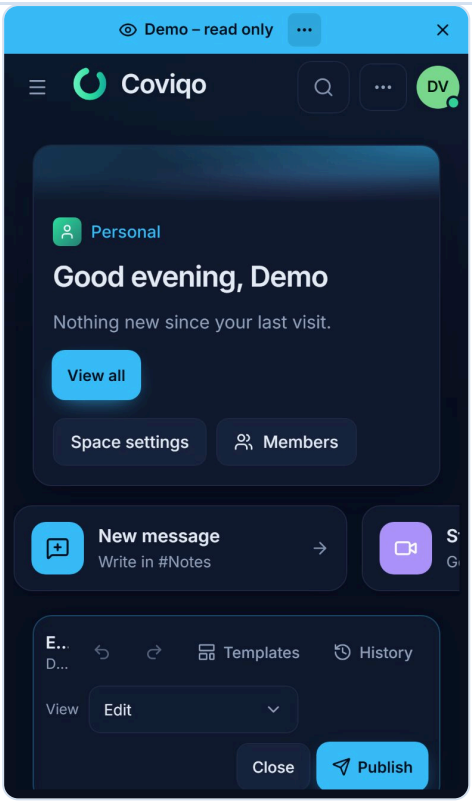


Figure 7.7 Editing the order on a phone

7.3 Room overviews

On Pro and higher, a room can have its own overview. When it is switched on, it becomes the first tab **Overview** and the room opens with it; **Chat**, **Tasks**, **Notes** and the other tabs stay one click away. Rooms without an overview open exactly as before.

1. Open the room settings and go to **Content**.
2. Switch on **Room overview**. Coviqo starts with cards that fit the room's modules (for example pinned messages, latest messages and open tasks).
3. Click **Edit overview** to arrange the cards – the editor works as described above. Cards set to **This room** always show the current room.

Screenshot coming soon

`screen: layout-room-overview`

Figure 7.8 A room with its overview as the first tab

You can also switch the room overview on or off in the editor's toolbar (**Room overview on**).

7.4 When the plan changes

If your organisation moves to a plan without room overviews, the rooms open with their normal start view again – the overviews are kept and come back after an upgrade. Cards that are visible only for selected roles keep their restriction, but new restrictions can't be added. Your own templates stay stored but can't be applied. The downgrade dialog lists what is affected before you confirm.

Before the layout editor existed, admins could only order and hide the cards of the space overview. That board has become the first layout of every space automatically – nobody loses anything, and cards you had hidden or collapsed for yourself stay that way.

SPACES AND ROOMS · CHAPTER 8

Lobbies and sessions (Lobbys und Runden)

A **Lobby** is a room type for spontaneous voice rooms. Instead of joining one of the fixed voice rooms, anybody in the lobby starts their own short-lived voice room with one click – a **session** (German: **Runde**). A session lives while people are in it and disappears shortly after the last person has left. Communities use lobbies for gaming squads or a regulars' table, companies for breakouts, a coffee corner or a quick huddle.

8.1 Creating a lobby

1. Click **+** next to the space name (you need the permission to create rooms).
2. Pick **Lobby** as the room type.
3. Enter a name (for example "Game Lobby" or "Breakouts"), choose the visibility and click **Create room**.

A lobby has no modules of its own. The sessions started in it get voice and chat. A space can have several lobbies.

8.2 The lobby dashboard

In the sidebar a lobby is **one** entry – sessions never appear as separate entries, so the sidebar stays short however many sessions run. While sessions run, the right end of the entry shows who is in them:

- **Green dot** – at least one session has people in it.
- **Avatars** – up to four people from the sessions; with more, three avatars and **+N**. If the running sessions are still empty, only their number is shown.
- **Magnifier with a number** – this many sessions are looking for players.
- **Your session** – when you are in one of the lobby's sessions yourself, its name appears in small type under the entry. Click it to open the session. The lobby itself is highlighted then.

Sessions overview: hover over the entry with the mouse, tap the avatars (touch), or tab to the avatars and press Enter. A small window lists every running session – yours first – with its name, game, occupancy ("4/5"), **Looking for players** and the people in it, including the muted and deafened icons. Each session has the same button as its card (**Join**, **Ask to join**, **Full** …); **Open lobby** at the bottom leads to all cards. With many sessions the window scrolls, **Esc** closes it. "Is speaking" only shows there for your own session.

Clicking the lobby opens its dashboard:

- **Header** – the lobby's name, "4 active · 11 people" and, for admins, a gear that opens the lobby settings.
- **Start bar** – a name (optional), the size (**Open** or 2 to 25 people), the access (**Anyone can join**, **On request**, **Invite only**), a topic if the lobby offers topics, and the button **Start a session**. Coviqo creates the session and connects you to its voice right away. Without a name the session is called "Jamie's session" (German: "Runde von Jamie").
- **Session cards** – name, topic, "3/5", the people in it (in your own session a coloured ring shows who is speaking, a crown the leader), a lock for invite-only sessions or a hand for sessions on request, and the button **Join**, **Ask to join**, **Requested**, **Full** or **You are here**. An empty session fades on its card and then disappears.
- **Fixed voice rooms** – the space's regular voice rooms as small chips with their occupancy. A click joins.

A session that is published in **Find players** and still has room shows a green **Looking for players** badge – with **2 open** when the session has a size – on its card and in its header. Click the badge on a card to join (or to ask to join). In the sidebar the magnifier with a number next to the lobby tells you how many of its sessions are looking for players. The green dot of the card and badge only pulses when your system does not ask for reduced motion.

You can have one session of your own per lobby. If you start a second one, Coviqo offers to take you to the one you already have. To prevent spam you can start at most one new session every 30 seconds.

8.3 Inside a session

A session is a normal voice room: voice, screen sharing and (unless the lobby turned it off) chat. The header shows the lobby it belongs to – click the lobby's name to get back to the dashboard. The person who started the session is its **leader**. When the leader leaves, the person who has been in the session the longest takes over automatically.

The leader (and every admin or moderator of the lobby) finds **Manage** in the header:

- rename the session, pick a topic, change the size or the access,
- **Invite** members – they get a notice with **Join**,
- **Remove** somebody – they are disconnected and cannot come back into this session,
- **Make leader** – hand the leadership to somebody who is in the session,
- **Close session** – everybody is disconnected and the session is deleted.

On request: a request pops up for the leader with **Accept** and **Decline** (also in the session's header). The person asking sees **Requested** on the card and gets a notice with **Join** when accepted.

Invite only: only invited people (and whoever was already in the session when it was locked) can join.

Admins and moderators of the lobby (permission "Manage room") always see and enter every session and can close any of them.

Pulling people into a session: with **Move members** – or as the session's leader – you can move people into a session: **Move to …** in a person's menu lists the running sessions under their lobby (with "3/5"), or drag a person onto the lobby in the sidebar and pick the session in the small window. If the session is **On request** or **Invite only** and the person is not in yet, Coviqo asks first – moving them invites them into the session. People removed from the session cannot be moved back in.

Audio & video: the quality of all sessions (codec, audio profile, camera) is set once in the lobby's settings (**Room settings › Lobby › Audio & video quality of the sessions**) and applies at once, also in running sessions. In a session, **Manage** shows these values read-only with "Taken over from the lobby".

8.4 When sessions disappear

An empty session is deleted after the lobby's delay – 30 seconds unless the admins changed it (0 to 600 seconds). A session nobody has joined yet waits at least one minute. Its chat and files are deleted with it. Sessions cannot be recorded, so there are no recordings to keep.

8.5 Lobby settings (admins)

Open the gear on the dashboard or **Room settings › Lobby**:

Setting	What it does
Terms	Use your own words instead of "session" / "Runde", for example "Squad" and "Start a squad" – one term for all languages or separately for German and English
Default size of new sessions	Open or 2 to 25 people
Who may start sessions?	Everyone who may enter the lobby, or selected roles only. Admins and moderators always may
Topics	Optional list (one per line, up to 20); when starting, a topic can be picked
Delete empty sessions after	0 to 600 seconds (default 30)
Chat in sessions	Voice is always on; the chat can be switched off

Sessions inherit the lobby's permissions: whoever can see and enter the lobby can see its sessions. If the space runs the AutoMod bot, its word filter also applies to session names and topics.

8.6 Plan limits

How many sessions may run at the same time in a space depends on the plan: Free 5, Community Pro 50, Business 200, Enterprise unlimited. Sessions do not count as rooms.

8.7 Finding players from other communities

The leader of a session can publish it in **Find players** so that people from other communities can ask to join – if the space has switched on **Sessions publicly discoverable**. See *Find players (Mitspieler finden)*.

SPACES AND ROOMS · CHAPTER 9

Moderated rooms (Moderierte Räume)

A **moderated room** is a voice room in which only **speakers** talk. Everybody else is a **listener**: their microphone, camera and screen share are switched off and locked, but they hear and see everything and can still write in the chat. Listeners raise their hand to ask for the word, and a moderator lets them speak – with no time limit or for 1, 3 or 5 minutes. Use it for community events, all-hands meetings, office hours, panels, or any large room where people should not talk over each other.

Any voice room can be switched to moderated mode, and so can a session in a lobby. It works live: nobody has to leave or rejoin.

9.1 Switching it on

You need the permission **Manage moderated room** (admins and moderators have it by default).

- **In a call:** open **…** in the voice controls and tick **Moderated room**. **Moderation settings…** opens the settings.
- **In the room settings:** open the room settings and choose **Voice & media › Moderated room**.

The settings are applied the moment you change them:

Setting	What it does
Moderated room	Switches the mode on or off.
Who may speak: from role	Members with this role or a higher one are speakers. You cannot choose a role above your own, so you never lock yourself out. Without a choice Coviqo picks the space's moderator role.
Speakers may let others speak	Off by default. When on, every speaker can let listeners speak – not only people with the permission **Let listeners speak**.
Allow Funk	Off by default. Funk (intercom) from people who would only listen in this room is delivered as well. Without it, only Funk from people who would be speakers here reaches the room.
Chat slow mode	While the room is moderated, everybody can send one message per interval (5 s to 2 min). Moderators are not affected.

Meetings and stage rooms have their own rules for who speaks and cannot be switched to moderated mode.

9.2 As a listener

The voice card shows **Moderated room · You are listening**. The microphone, camera and screen-share buttons are locked.

1. Click **Raise hand** (in the moderation bar or in **…**).
2. Optionally enter a short reason (up to 80 characters), for example "Question about the roadmap", and confirm.
3. The bar shows your position in the queue. **Lower hand** takes it back at any time.

When a moderator lets you speak, you hear a short sound and see **You may speak now**. **Your microphone stays off** – switch it on yourself when you are ready. You can mute and unmute as often as you like; the word stays with you until the moderator revokes it, the time runs out or you leave the room. If a time limit was set, the remaining time is shown on your tile and in the bar for everybody.

When the word ends, your microphone is muted and you see **Your speaking time has ended**. If your raised hand is declined, you see **Your raised hand was declined**.

9.3 As a moderator

People with the permission **Let listeners speak** (admins and moderators by default) see the queue of raised hands in the voice card – in the order people raised them, with their reason and the time.

- **Let speak** – the main button gives the word **until you revoke it**.
- The small arrow next to it gives the word **for 1, 3 or 5 minutes**. Everybody in the room sees the countdown.
- **Decline hand** – removes the hand from the queue and tells the person.
- **Revoke** – in the list of guest speakers, takes the word back.
- **Mute all listeners** – takes the word from every guest speaker and mutes every listener.

People who were given the word are highlighted as **Guest speaker** on their tile.

9.4 Good to know

- The rules are enforced by the Coviqo server on the voice connection itself, not just in the app. A listener cannot publish sound or video, even with a modified client.
- Raised hands and given words belong to the current conversation. When everybody has left the room, they are gone. Leaving and rejoining also clears your own hand or word.
- The room activity shows when the mode was switched on or off and when all listeners were muted. Moderators also see who was given the word, whose word was revoked and which hands were declined. The reason you typed is not stored.
- Moderated rooms are available in every plan.

9.5 Permissions

Permission	Meaning	Default
Manage moderated room	Switch the mode on or off, choose who may speak and the options	Admins, moderators
Let listeners speak	Let speak, revoke, decline hands, mute all listeners	Admins, moderators
Always speak in moderated rooms	Always a speaker, whatever the minimum role	Admins

All three can be changed per role in the space settings and overridden per room. External guests can never get **Manage moderated room** or **Always speak in moderated rooms**; bots get none of the three.

SPACES AND ROOMS · CHAPTER 10

Sound profiles (Klangprofile)

A **sound profile** changes how voices sound for everyone listening in a voice room, a lobby or a Funk channel – a walkie-talkie for a gaming squad, a helmet radio for a flight simulator group, a PA announcement with a gong in a warehouse, or the echo of a big hall for an event room.

Sound profiles never change *your* voice on its own: a profile always belongs to a room, a lobby or a Funk channel, and everybody there sees that it is on. Your voice is sent unchanged – the effect is added on each listener's device. Recordings, transcripts and summaries therefore never contain effects, and scheduled meetings never use sound profiles.

10.1 Presets

Every plan includes these presets, as far as the platform operator has switched them on:

Preset	Sound
No effect	Voices sound as they are
Radio / walkie-talkie	Narrow band, a little crackle, static while someone talks, a click at the start and a roger beep at the end
Helmet radio / pilot	Like radio, but compressed and slightly muffled
Telephone	Classic telephone line (300–3400 Hz)
PA / megaphone	Loudspeaker with reverb and a gong before someone starts talking after a pause
Hall / hangar	Large room with a long reverb tail

The operator of the platform decides which presets are available and can fine-tune how they sound. **PA / megaphone** and **Hall / hangar** are switched off by default. A preset that is switched off does not appear in any selection. A room, lobby or Funk channel that already uses it keeps its setting, but voices sound normal until the preset is switched on again; the room settings then show a short note.

10.2 Giving a room a sound profile

1. Open the room's settings (the ⋯ menu of the room → **Room settings**).
2. Choose **Voice & media › Sound profile**.
3. Pick a preset or one of your space's own profiles. **No effect** switches it off again.

The change applies immediately for everyone in the room. The tab is there for voice rooms and lobbies. You need **Manage rooms** in the room and **Manage sound profiles** in the space.

Lobbies: give the lobby a profile – all its sessions (Runden) use it automatically. A single session cannot have its own profile.

Funk channels: a Funk channel can have its own profile. Funk messages then sound like that channel wherever they arrive.

10.3 How you see that an effect is on

- In the sidebar a small sound-wave icon appears after the room name.
- In the voice area of the room and in the voice panel of the sidebar you see **Sound effect on · <profile>** (German: **Funk-Klang aktiv · <Profil>**). Hover over it for details.

10.4 Own profiles (Space settings › Voice & media › Sound profiles)

Administrators (permission **Manage sound profiles**) create their own profiles:

1. Open **Space settings › Voice & media › Sound profiles** and click **New profile** – or **Start from "..."** next to a preset to copy its values.
2. Give the profile a name and adjust the sliders:
   - **Frequency range:** *Low cut* and *High cut* narrow the sound (radio and telephone voices).
   - **Character:** *Distortion*, *Compression*, *Noise / static* – the noise plays *all the time* or *only while someone talks*.
   - **Room:** *Reverb size* and *Reverb amount*.
   - **Echo:** *Echo time*, *Echo repeats*, *Echo amount*.
   - **Level:** *Volume*.
   - **Start and end sound:** none, click, beep (roger), gong or your own sound.
3. Click **Test my voice** to hear yourself through the profile (use headphones). Every slider change is audible right away.
4. Click **Save profile**.

Own sounds: choose **Upload sound** and pick any audio file. Coviqo shortens it to one second, converts it and checks it for malware before anybody hears it. The sound is kept in the space files.

Deleting a profile makes the rooms that used it sound normal again.

10.5 Switching effects off for yourself

If effects make voices hard to understand for you, open **Settings › Audio & video › Advanced › Sound effects & soundboard** and switch on **Sound effects off for me**. You then hear every voice unchanged and without start and end sounds, in every room and on every device where you are signed in. The badge in the room stays visible so you know what the others hear.

Some browsers (for example Firefox and Safari) cannot play sound effects. There you hear the voices unchanged; the badge says so.

10.6 Plans

Plan	Own profiles per space	Own start and end sounds
Free	– (presets only)	–
Community Pro	10	yes
Business	unlimited	yes

Plan	Own profiles per space	Own start and end sounds
Enterprise	unlimited	yes

SPACES AND ROOMS · CHAPTER 11

Intercom, discussion lead and listen-in (Funk, Gesprächsleiter, Mithören)

Intercom (German: **Funk**) lets you talk into other voice rooms without leaving your own: hold a key, speak, let go. Everybody in the target rooms hears you with a short chirp – like a radio in a team that is spread over several rooms (shift lead to all tills, reception to the workshop, raid lead to every squad). Two related features use the same audio stage: the **discussion lead** (German: **Gesprächsleiter**) is heard first in a busy call, and **listen-in** (German: **Mithören**) lets you hear another room quietly in the background – with strict privacy rules.

11.1 Intercom channels

Space admins (permission **Manage intercom**) set up the channels in **Space settings** → **Voice & media** → **Intercom**. A channel has a name, a colour, a suggested key and exactly one kind of target:

Target	Who hears it
Rooms	Up to 5 voice rooms (Free: 2)
Lobby	Every session of a lobby, also sessions started later (Community Pro and higher)
Announcement (Durchsage)	Every occupied voice room of the space (Community Pro and higher; only people with **Intercom announcements**)
Roles & people (whisper)	The chosen roles, teams or people – wherever they are in voice right now. Only they hear it, nobody else in their room. People who are not in voice get nothing. (Community Pro and higher; only people with **Intercom to people**)

Who may use a channel can be narrowed to roles; without a choice everybody with the permission **Use intercom** may use it. Plans limit the number of channels (Free 1, Community Pro 10, Business and Enterprise unlimited).

11.2 Binding keys

Open **Settings** → **Intercom & shortcuts** → **Intercom**. You see every channel you may use, from all your spaces.

- **Browser:** record a key per channel. The keys work while the Coviqo tab has focus (not while you type in a text field).
- **Desktop app 0.5.2 or newer:** every channel has its own keys – one or more, set under **Settings › Intercom & shortcuts** (**Add keybind** › **Intercom:** plus the channel name, button **Set keys**); the channel list here shows them. Keys you had on the old slots **Intercom 1 … 5** were moved to their channels once. Older desktop apps: pick a slot **Intercom 1 … 5** per channel. The keys of the slots, **Intercom: reply** and **Speak as discussion lead** are set under **Settings › Intercom & shortcuts** (button **Set keys**). They are global – they also work while Coviqo is in the background. A single key such as a numpad key or a mouse side button works too.
- **Phone / tablet:** the voice panel shows a **hold** button per channel. Keep it pressed while you speak.

While you hold the key the voice panel shows **Intercom to {channel}**. If nobody is in the target rooms right now it says so. You stay in your own room; your own room only hears you when your microphone is open there anyway.

11.3 Receiving intercom

When intercom comes in you hear a short chirp, your room gets quieter (about 12 dB) while it plays, and a banner shows **Intercom from {name} · {channel}**. The sender does not appear as a member of your room.

Reply: for 30 seconds after hearing somebody, the **reply key** (or the **Reply to {name}** button in the voice panel) answers that person directly – only they hear it, wherever they are.

Mute intercom: the button **Mute intercom** in the voice panel (or the switch in the settings) stops all incoming intercom for you – no sound, no banner.

Whether a room receives intercom at all is the room permission **Receive intercom** (room settings → Access → Permissions). Rooms shared with external guests do not receive intercom unless an admin allows it explicitly there. Meetings never receive intercom.

11.4 Discussion lead (Gesprächsleiter)

In a busy call the discussion lead is heard first: while a lead speaks, everybody else is lowered on every listener's side (by 10 dB by default, per room between 0 and 20 dB in the room settings → Voice & media → Audio & video). Your own volume sliders still apply.

- **Lead key:** people with the permission **Discussion lead** (admins and moderators by default) hold **Speak as discussion lead** – it opens the microphone like push-to-talk and makes them lead while they hold it.
- **Assigned lead:** a moderator (room management or "Move members") picks **Make discussion lead** in the participant menu of a voice room. In meetings the organizer does it. The person is then prioritised whenever they speak, until they leave or it is removed. At most two leads at the same time.
- **Meetings:** the meeting setting **Organizer is discussion lead** makes the organizer lead automatically.

A small microphone icon marks leads on their tile and in the participant list. A short note tells you when a lead is lowering the others.

11.5 Listen-in (Mithören)

Listen-in means hearing another voice room quietly in the background while you are in your own voice room. Because this can feel like being monitored, Coviqo only allows it under strict rules:

- Only in **Business** and **Enterprise** plans.
- A room must allow it: **Allow listening in** in the room settings → Voice & media → Audio & video. Only space admins can switch it on, and they see a privacy warning first.
- **Never** in rooms shared with external guests, never in meetings, never in direct messages and never in lobby sessions. When an external guest joins, listening ends immediately.
- You need the permission **Listen in**, and you must be in another voice room yourself.

Everybody in the room sees it: a label **{n} listening in** with the names stays visible on the room's voice view and in its member list (with an ear icon). When somebody starts listening, everybody in the room hears a short notice sound and sees a message. Start and end (with duration) appear in the room activity.

People listening in hear the audio only – no cameras, no screen shares – and they cannot record or transcribe the room through Coviqo. Moderators of the room can **remove** a listener (then they cannot come back for a while). A room can also require **Only with approval**: then a moderator in the room has to allow each listener first.

> **NOTE**
> In a company, listen-in can count as employee monitoring. In Germany it usually needs the works council's agreement (§ 87 (1) no. 6 BetrVG), in Luxembourg the staff and the staff delegation have to be informed beforehand (Code du travail, Art. L.261-1). Please clarify this in your organisation before an admin switches it on.

11.6 Permissions at a glance

Permission	Default
Use intercom, Intercom reply, Receive intercom	Members, moderators, admins
Intercom to people	Moderators, admins
Intercom announcements, Listen in, Manage intercom	Admins
Discussion lead	Moderators, admins

Guests only ever receive intercom in the rooms shared with them. Bots can never listen in, make announcements or be discussion lead.

SPACES AND ROOMS · CHAPTER 12

Community features

Five features make a space feel like home for a community: your own emojis and stickers, a soundboard for voice rooms, onboarding questions and rules for new members, join codes for single rooms and the space directory.

12.1 Custom emojis and stickers

Every space can have its own emojis and stickers – the team logo, inside jokes, the mascot.

Using them

- In the chat, open the emoji button in the message field and switch to the tab **Space emojis** (German: **Space-Emojis**). Picking one inserts `:name:` into your message; everybody in the space sees the picture.
- Reactions work the same way: in the reaction picker choose **Space emojis**.
- Stickers are bigger pictures that are sent as a message of their own: click the sticker button next to the emoji button and pick one.
- Custom emojis and stickers belong to their space. In direct messages and in other spaces `:name:` simply stays text.

Adding them (Space settings › Emojis & stickers)

1. Choose the tab **Emojis** or **Stickers** and click **Upload**.
2. Pick a PNG, GIF or WebP file and give it a name. Emoji names use lower-case letters, digits and `_` (for example `party_parrot`); stickers can have any short name and an emoji.
3. Emojis may be up to 256 KB and 256 × 256 pixels, stickers up to 512 KB and 512 × 512 pixels. Animated pictures need Community Pro or higher.

Uploads are checked for malware first and appear a moment later.

Approval. With **Approval required** switched on (the default), uploads of people without **Manage emojis & stickers** wait until a moderator approves them. The people who approve get a notification and find the waiting uploads at the top of the settings page (**Approve** or **Reject**, optionally with a reason). You see your own waiting uploads and can withdraw them.

Who may do what. Upload emojis & stickers lets people upload (with approval if it is on). **Manage emojis & stickers** lets people approve, rename and delete and change the approval setting. Both are in the role editor under **Emojis & stickers**; the default moderator roles have both. External guests and bots can use emojis but never upload them.

Plan limits. Free: 20 emojis and 5 stickers per space. Community Pro: 200 / 50. Business: 500 / 100. Enterprise: unlimited. A downgrade never deletes anything – you just cannot add more.

12.2 Soundboard (Community Pro and higher)

The soundboard plays short sounds for everybody in a voice room – an airhorn after a win, a drum roll before an announcement.

- **Playing:** in a voice room click the **Soundboard** button in the voice controls and pick a sound. Everybody in the room hears it on their own device – it is never mixed into your microphone, so it is not part of recordings or transcripts.
- **Muting it for yourself: Soundboard muted** in the soundboard menu or in **Settings › Audio & video › Advanced › Sound effects & soundboard** switches all soundboard sounds off for you, everywhere; there is also a volume slider. When you have deafened yourself you do not hear sounds either.
- **Limits:** one sound every 3 seconds and at most 10 per minute per person. You need to be in the room's voice call and be allowed to speak there.

Managing sounds (Space settings › Voice & media › Soundboard). People with **Manage the soundboard** upload sounds: pick any audio file, trim it to at most 5 seconds and save. Coviqo converts it and evens out the volume so that all sounds are roughly equally loud. Sounds can be renamed, given an emoji, **disabled** (they stay in the library but nobody can play them – useful if a sound is misused) or deleted. Disabling and enabling is recorded in the audit log.

Per room. In **Room settings › Voice & media › Soundboard** people with **Manage rooms** switch the soundboard off for a single voice room or lobby (sessions follow their lobby). The soundboard is never available in meetings.

Permissions: Use the soundboard (members have it by default; it can be denied per room) and **Manage the soundboard**.

Plan limits. Community Pro: 30 sounds per space. Business: 100. Enterprise: unlimited. Free spaces have no soundboard.

12.3 Onboarding questions and rules

Space admins can greet new members with a few questions and the space rules.

Setting it up (Space settings › Invites & joining › Rules & onboarding). Rules work on their own – you do not need any questions.

- **Questions:** up to 10 questions, each with single or multiple choice and up to 20 answers. An answer can **give roles** (for example "Shooter" gives the role *FPS*) and **open rooms** (private rooms become visible for that person). Only roles without moderation or administration rights can be given this way, and only rooms you may hand out yourself.
- **Rules:** a text that everybody must accept before they can write in the space. You can format it with Markdown (bold, lists, links). When you change the rules materially, tick **Everybody must accept the rules again** when saving.
- **Assign roles after accepting:** pick up to 5 roles that members get as soon as they accept the rules – for example a *Member* role that opens the community rooms. Only roles below your own highest role and without moderation or administration rights are offered; roles managed by a bot cannot be used. Members who already have the role keep it as it is.
- **Remove the roles again while new rules are not accepted yet:** off by default. If you switch it on and ask everybody to accept changed rules, the roles given by the rules are taken away until each member accepts the new version.
- **Evaluation:** shows how many members accepted the current rules, how many answered and how often each answer was picked – never who picked what.

What new members see. After joining – no matter whether via an invite, the space link, single sign-on or an approved join request – a dialog shows the rules (must be accepted if they are switched on) and then the questions (can be skipped). External guests only see the rules. Until the rules are accepted, sending messages is not possible. If the updated terms of use are waiting for you at the same time, they come first and the rules follow right after.

Reading the rules again. As long as a space has rules, you can open them any time: **Rules** at the top of the space overview or **Rules** in the space menu (… / right-click on the space). This also works for guests and for people who joined before the rules existed. If you have not accepted the current version yet, the overview shows **Rules not accepted yet** with **Read rules** – accept them there. When a guest becomes a member, the rules appear if they are not accepted yet; rules accepted as a guest give the roles for accepting the rules as soon as you are a member.

Changing your answers later. Settings › Profile › Identities & worlds – click **Edit identity** on the space and change your onboarding answers. Roles and rooms follow your answers; anything you had before onboarding stays.

12.4 Join codes for single rooms

With a join code, members of the space get into a private room without anybody adding them one by one – handy for a raid group, a workshop or a project room.

1. Open the room's settings › **Access › Join codes** (you need **Invite to room** in the room; the default moderator roles have it).
2. Choose how long the code is valid (1 hour, 24 hours, 7 days or 30 days), whether it works once or for several people, and an optional label.
3. Copy the code (for example `K7QM-4HXR`) – it is shown only once.

Members enter it in the space menu (the ⋯ next to the space) under **Enter code** (German: **Code eingeben**), or open a link like `/s/<space>?code=K7QM-4HXR`. The code only works for members of this space – external guests use the external collaboration instead. The list shows every code with its expiry, uses and status. **Revoke** stops a code at once; tick **Also remove the access it gave** to take the room away from the people who used it. Creating, using and revoking codes is recorded in the audit log.

12.5 Space directory

The space directory lets people find public communities. Listing a space is **voluntary** and every listing is reviewed by Coviqo before it appears.

Listing your space (Space settings › Public profile & directory › Directory). Choose a category and language, write a short description (10–140 characters), optionally a longer one, up to 5 tags and a banner, then **Submit**. You need a confirmed e-mail address. People join through your custom invite link (vanity link) or, if you have none, through a permanent invite link that Coviqo creates for the listing – so bans, join approval and member limits apply as usual. If you change the name, icon or texts of a listed space, it goes back to review. **Remove from directory** takes it out at any time.

Personal spaces, direct messages and spaces of organisations that do not allow outsiders cannot be listed.

Browsing. Open the directory with the **Space directory** link below *Create space* in the sidebar, or from **Discover** when joining a space – search, filter by category and language, and click **Join**. The directory is only visible when you are signed in. **Report space** sends a report to Coviqo's Trust & Safety team.

12.6 Importing a Discord server

Moving a community from Discord? **Import from Discord** (German: **Von Discord importieren**) brings the structure of your Discord server into a **new** community space or into an **existing** space you manage. The entry appears in **Create space** and during onboarding when your platform offers it.

What comes over: categories and channels in their order (text channels become chat rooms, announcement channels announcement rooms, voice channels voice rooms with their user limit, stage channels stages, forum and media channels forums), channel topics as room descriptions, roles with colours and permissions, what roles may do in each channel (including private channels), custom emojis, the server icon and banner.

What does not come over: messages, files, threads, members and their roles, permissions given to single people, slow mode, age restriction, forum tags and role icons.

How it works

1. Click **Import from Discord** and then **Connect with Discord**. Discord asks you to share your server list – Coviqo uses it only to see which servers you own or may manage (**Administrator** or **Manage Server**).
2. Choose the server.
3. Click **Add bot**: Discord opens in a new tab with your server preselected. The Coviqo import bot only asks for **View Channels**. Come back – the page notices the bot by itself (or click **Check again**).
4. Choose the **Destination**: **New space**, or **Import into an existing space** and pick the space. Then check the preview: name, space type and visibility (new space), which categories, channels, roles and emojis to take over – every item has a checkbox, with **All** / **None** per group –, whether channel permissions are imported and whether every chat room gets a short "moved from Discord" notice. Notes explain everything that changes or cannot be taken over; the plan limits are shown too. If emojis are imported, tick **I may use these emojis** – custom emojis are pictures someone made, so only take over the ones you have the rights to.
5. Click **Create space** (or **Import into space**). When it is done, the import bot leaves your Discord server automatically.

Importing into an existing space. You need **Manage space**, **Manage roles**, **Create rooms** and **Manage rooms** in that space. Nothing in the space is deleted or changed: categories and roles with the same name are reused where possible, channels and emojis with the same name are skipped – for each one you can choose **Reuse the existing one**, **Create with "(Discord)"** or **Skip**. New roles are created without members directly above the default role and below your own role, and only with permissions you may grant yourself. **Apply @everyone to the default role** is off here; switched on, it only removes permissions that @everyone lacks on Discord, never adds any. Icon, banner and description of the server replace the space's only if you select them. Importing the same server again later adds only what is new.

Deselecting. Deselected channels and categories are not imported; a channel whose category you deselected comes without category. If you deselect a role, its channel permissions are dropped (the preview shows in how many channels it is used) – private channels stay private.

Good to know

- Roles are created without members – hand them out again in Coviqo. Roles that had **Administrator** on Discord are created **without** administrator rights and marked **Review**; give them the rights you want under **Space settings › Roles**.
- The default role gets Coviqo's usual member permissions, minus what @everyone was not allowed to do on Discord.
- Without **Import channel permissions**, channels hidden on Discord become private rooms for you and admins only.

- You can import up to three servers a day; an import into a new space counts toward your plan's space limit.

SPACES AND ROOMS · CHAPTER 13

Raid protection

A raid is a coordinated wave of new accounts that floods a space with spam, mass mentions or shock content. Coviqo watches for such waves, can switch the space into **raid mode** on its own and gives moderators the tools to clean up. Space managers also set **join requirements** that apply all the time. Everything is in **Space settings › Moderation › Raid protection** (German: **Sicherheit**).

13.1 What the detection looks for

Coviqo compares what happens with the normal activity of your space:

- **Join waves** – many more people join within a few minutes than usual (for example 20 joins in 10 minutes in a space that normally gets two).
- **Invite link abuse** – a lot of brand-new accounts join through one and the same invite link.
- **Message floods of new members** – several new members post the same text, spam mentions or all write their first message at the same moment.

Only times, account ids and checksums are used – Coviqo never stores message texts for the detection. Moderators, administrators, the owner and bots are never counted. Choose the **sensitivity**: *Low* for large, busy spaces, *Medium* (recommended) or *High* for small spaces that are raided often.

13.2 Raid mode

When the detection triggers – or when a moderator clicks **Start raid mode** – the space switches into raid mode. For everybody without moderator rights:

- **New joins are paused.** Invite links, vanity links, the space directory and the public join show "Joining this space is paused for the moment".
- **Slow mode** in all rooms (one message every 30 seconds by default).
- Optionally **only members who have been here for a while** (or who hold a role you choose) can write.
- **Messages of new members are held** until a moderator approves them. The sender sees "your message will be reviewed".

Moderators are alerted by a notification, an entry in the moderator activity feed and – if you picked one – a notice in your **alert room** (for example your moderators' room).

Ending raid mode is one click: **End raid mode**. A raid mode the detection switched on also ends by itself after two quiet hours (adjustable); one you started by hand stays on until you end it.

13.3 Cleaning up

- **Held messages:** approve a message and it appears in its room now, as if it had just been sent; reject it and it is discarded. Messages nobody reviews expire after 7 days.
- **Remove new accounts:** under **Remove new accounts** choose "joined since" (the start of the raid mode, the last 15 minutes, the last hour …). Coviqo lists everybody who joined since then, with the age of their account. **Remove all** or **Ban all** acts on all listed accounts after you type their number to confirm. The

owner, administrators and members with an equal or higher role are protected and never included. Every removal and ban is in the moderation log.

13.4 Join requirements

Space managers can require for every join through a link, the directory or the public join:

- a **minimum account age** (1 hour up to 30 days),
- a **confirmed e-mail address**,
- a **bot check** – a short, invisible computation in the browser (no puzzle, no cookies),
- that **new members wait** a few minutes before they can write,
- that members **accept the rules** – set this up under **Space settings › Invites & joining › Rules & onboarding**.

Personal invites you send to an e-mail address are not affected by the requirements.

13.5 Coviqo Trust & Safety

In serious cases Coviqo Trust & Safety can pause all new joins to a space. Space managers then see the date and the reason in **Moderation › Raid protection**; only Coviqo can lift this lock.

SPACES AND ROOMS · CHAPTER 14

Maps – virtual office and community map (Karte)

A **Map** is a room type with a 2D map. Everybody in the map's call is an avatar (profile picture or initials) and walks around between zones such as a meeting corner, a coffee kitchen, private offices or a stage. You hear the people near you – the closer, the louder – so you can drop by, ask a quick question or close the door for a private talk. Companies use maps as a virtual office, communities as their meeting place with a stage, a lounge and a gaming corner.

14.1 Creating a map

1. Click **+** next to the space name (you need the permission to create rooms).
2. Pick **Map** as the room type.
3. Choose a template – **Office** (meeting corner, private offices, quiet room, coffee kitchen), **Community lounge** (stage, lounge, gaming corner, chill zone, kitchen) **Event hall** (big stage with a hall, backstage, meeting corner, quiet room) or **Village square** (square with a well, campfire circle, four houses, meadow and a quiet corner – made for Werwolf evenings, see *Minigames*) – enter a name and click **Create room**.

How many maps a space can have and how many people fit on one map depends on the plan (Free: one map with up to 10 people).

14.2 Walking around

Open the map and click **Enter the map** – this connects you to the map's call. You start at the starting point.

- **Keyboard:** click the map (or move to it with Tab), then walk with **W A S D** or the **arrow keys**. **E** or **Enter** uses an object next to you or knocks at the closed door you stand at, **Esc** stops walking.
- **Mouse or touch:** click or tap where you want to go.
- **Zoom** with the magnifier buttons. The faint circle around you shows how far you can hear.

Microphone, deafen, camera, screen sharing, devices and push-to-talk work exactly like in a voice room (bar below the map).

14.3 Who hears whom

Where	What you hear
Open area / floor	People near you – full volume close by, quieter further away, silent beyond the hearing range. Voices come from the left or right.
Private zone	Everybody inside at full volume. With the door open, people outside hear you by distance.
Door closed / Do not disturb	Nothing gets in or out.
Stage	Whoever stands on the stage is heard on the whole map – except behind closed doors.

Where	What you hear
Whisper zone	Only people in the same whisper zone, and only close by.

Cameras of people near you appear as small bubbles above their avatars.

14.4 Screen sharing on the map

- **See who is sharing** – an avatar with a red ring and a **LIVE** label shares its screen. Top right on the map, the **Live screens** bar lists the shares of everybody you can hear right now and of everybody in your zone – people behind a closed door are not listed. The bar can be folded in.
- **Watch** – click **Watch** in the bar, or click the avatar: **Watch screen** is the first entry in its menu. The share opens big over the map. A share is only loaded once you watch it (or a TV next to you shows it).
- **Keep walking while watching** – the button with the small window shrinks the share into a corner of the map; you can walk on and still see it. Click the small window to show it big again; × closes it.
- **When somebody starts sharing** – a short notice "*Name is sharing their screen*" with **Watch** appears on the map, once per share and only for people you can hear or who are in your zone.
- **Your own share** – while you share, a small card shows your screen (a desktop app share: while Coviqo is visible), how many people watch and **Stop sharing**. Click the picture to see your share big.

14.5 Doors and knocking

When you are in a private zone, the panel **Here** shows the door buttons **Door open**, **Door closed** and **Do not disturb**. With the door closed, only the people who were inside and the ones you let in can enter.

Walking into a closed zone stops at the door with **Knock**. The people inside get a message with **Let in** and **Decline** (anywhere in Coviqo). **Do not disturb** means nobody can knock. When the last person leaves a zone, its door returns to its default.

Knock right at the door: click or tap a door opening of a closed zone (the mouse shows "Knock at …"). You knock and walk up to the door. The people inside hear a short "knock-knock" from the direction of the door and see a fist at the door; you hear a quiet knock as confirmation. An open door is simply walked through, a door with **Do not disturb** only shows a hint. The knock sound follows your interface sounds (**Settings → Audio & video**); it stays silent while you are deafened, while your status is **Busy** or **Focus**, and for people you blocked – their knock then only waits in the **Knocking** list, where you can decline it. You can knock at the same zone at most every 10 seconds.

14.6 Walls and doors in the wall

Private zones and whisper zones have **solid walls**: you can only get in and out through their **door openings** – the gaps in the wall. Click or tap a point behind a wall and you walk around through the door automatically; with the keyboard you slide along the wall. A closed door also closes its openings (knock as above). If you cannot get anywhere because all doors are closed, Coviqo tells you. Open areas and stages have no walls.

Whoever manages the map can switch off **Walls block** in the **Map settings** (gear icon) – then everybody walks through everywhere again. The map settings link to **Room settings › Content** (the room's tabs); there, a link **Map settings** below the map row leads back.

Walls have a little depth and a soft shadow; an open door shows a dashed threshold between two door posts, a closed door a bar across the gap (red for **Do not disturb**). Floors have quiet textures (wood, carpet, tiles …) and zone names sit on a light backdrop, so names and avatars stay easy to read in the light and the dark theme.

14.7 Fun features

What is allowed on a map is switched on or off by the map's managers in **Map settings** under **Fun features**.

- **Jukebox** – an object on the map. When **Music** plays in the room, it plays from the jukebox: the closer you are, the louder – also on a stage or in a private room; behind closed doors you don't hear it. For audio files of the space you also hear whether the jukebox is to your left or right; YouTube, Vimeo and SoundCloud only get quieter or louder. With several jukeboxes you hear the nearest one. The music is controlled in the music bar as always.
- **Snowballs** – click a person (or right-click, long-press on a phone) and choose **Throw a snowball**, or press **F** for the nearest person. The snowball flies over and lands as snow on the avatar – nothing else happens. At most one snowball per second. If you don't want to play, switch on **Don't let people throw snowballs at me** under **Settings** → **Privacy** → **Maps**; people you blocked (or who blocked you) cannot throw at you.
- **Pull over** – with the permission **Pull people over**: a person's menu → **Pull over**. A grappling hook flies over and the person glides to a free spot next to you – never through a wall and never into a zone they may not enter. As with moving people in voice rooms the role order applies (you cannot pull the owner or people with a higher role). Every pull is recorded in the audit log.
- **Puddles** – walk into one and you stick for a few seconds (1–10 s, per puddle); a hint counts down. Afterwards the same puddle leaves you alone for a moment so you can walk out. Optionally moderators don't get stuck.
- **Turbo fields** – walking over one makes you faster for a few seconds.
- **Placing puddles and turbo fields** – right-click a free spot on the map (on a phone: press and hold) and choose **Place a puddle here** or **Place a turbo field here**. Who may do that is set in **Map settings** → **Who may place puddles**: **Moderation** (default) or **Everyone**. Placed objects disappear after a few minutes (default 5, adjustable), don't change the saved map and can't be put on walls, in doorways, on people or into rooms you may not enter. Each person can have 3 at a time, a map 30. Hover over one to see who placed it; the person who placed it and moderators remove it with right-click → **Remove**.
- **Mopping up puddles** – anyone on the map can get rid of a placed puddle: click it (or right-click, on a phone tap it; with the keyboard stand next to it and press `E` / Enter) and choose **Mop it up**. If you're too far away, your avatar walks over first. Everyone sees a little broom sweep the puddle away (with reduced motion it just fades). Stuck in a puddle yourself? You can't mop while stuck – but if someone else mops your puddle, you're free at once. Puddles that are part of the saved map (editor) and turbo fields can't be mopped.

With "reduce motion" switched on in your system there are no animations: the snow shows briefly without moving, pulled people stand at their new spot right away.

14.8 Together and atmosphere

These features are switched on or off by the map's managers in **Map settings** too (groups **Together** and **Atmosphere**). You use them in the **Together** panel next to the map.

- **Table conversations** – click a table to sit down at a free seat. At the table you hear each other at full volume; everybody else only hears a quiet murmur. When all seats are taken you can't join.

- **Volume** – click a person (right-click, or press and hold on a phone): the menu starts with a volume slider for their voice and, while they share their screen, one for the screen share audio – only for you, on top of the distance.
- **Follow** – a person's menu → **Follow**: your avatar walks behind them, through doors as well. As soon as you walk yourself, it stops. The person you follow sees it and can end it with **Stop**; **Settings** → **Privacy** → **Maps** has **Don't let anyone follow me**.
- **Speech bubbles** – type a short text into **Say something...** (up to 120 characters). It appears above your head for a few seconds – only for the people who would hear you right now. Speech bubbles are not stored and don't end up in the chat. Report an inappropriate bubble from the person's menu.
- **Emotes and status** – wave, clap, dance and more appear above your head for a moment. As a status you can show **Away**, **Busy** or a short text of your own. On a **dance floor** the avatars dance to the music when music is playing and the floor gently changes colour with the beat (any area can be a dance floor, private rooms too; with "reduce motion" the floor only shows a still tint).
- **TVs** – when you stand near a screen, it shows the screen share of a person in that area. When you walk away, it is no longer loaded.
- **Pinboard** – opens the room's whiteboard.
- **Portals** – walk onto a portal (or click it, or press **E** next to it) and it takes you to another spot on the same map, to another portal or to another map (for example another floor, also next to a portal there). You arrive next to the target portal, not in it, and portals leave you alone for two seconds. Closed doors apply to portals too.
- **Megaphone** – with the permission **Use the megaphone**, stand at a megaphone and choose **Megaphone on**: for one minute the whole map hears you (except behind closed doors).
- **Games** – at a table you can **roll a die**, **flip a coin** or challenge someone at the table to **rock, paper, scissors** (the person's menu). Everybody at the table sees the result. Moderators can start a **snowball fight**: every hit counts, and there is a scoreboard at the end.
- **Bots as figures** – a bot of the space can stand on the map as a figure. Clicking it opens the conversation with it.
- **Sound zones** – areas can have quiet background sounds (campfire, rain, café, office, forest, waves). Set the volume or mute them in the panel.
- **Time of day, weather and decorations** – the map gets darker in the evening and at night, it snows in winter and sometimes rains otherwise, and there are seasonal decorations. When it snows, snowballs may be allowed.

With "reduce motion" there is no snow or rain animation and no dancing.

The panel next to the map can be collapsed with the arrow button at its top – the map then uses the whole width. Your choice is remembered on this device.

14.9 Boards, notes and meetings on the map

Some objects do something: a **Whiteboard**, **Pinboard** or **Note** opens the linked board or note of the room, a **Library** opens the room's **Files** (if the room has files and you may see them), a **Meeting point** starts a meeting with the people in the zone. **Start a meeting** in the **Here** panel does the same from anywhere. Objects you can use get a ring when you point at them or stand next to them; click or tap them, or press **E** / **Enter** next to them. A **Table** walks you to a free seat, a **Portal** takes you on when you stand at it, a **Megaphone** switches on (with the permission), a **Bot** opens a conversation.

How to start the jukebox: click the **Jukebox** (a small ▶ means nothing is playing) – or press **E** / Enter next to it. If nothing is playing you can start music – as with **Music** in any voice room and with the same permissions. If music is playing, the jukebox controls open right there: what's playing (title, source, progress), **Play / Pause**, **Restart track**, **Next track** (without control rights: vote to skip), your own volume, **Add tracks**, **Open queue** and – for the starter and moderators – **End for everybody**. Controls you may not use stay greyed out with the reason below them. **Space** plays / pauses while the controls are open.

Joining while music plays: with **Listen to music automatically** (on by default, per device – switch in the jukebox controls and in the music bar's **…** menu) you hear the music right away when you enter the map, as long as it's an audio file of the space or you've already agreed to YouTube / Vimeo / SoundCloud. Otherwise the map shows **Music is playing – Listen** at the bottom left; one click and you're in. If your browser blocked playback, click anywhere or use **Start playback**.

How to use the TV: walk up to a **TV** (from further away, a click walks you there) and click it. Choose **Share screen** to show your screen on it, or **Watch … full size** when somebody in its area is sharing. A small ▶ means nobody is sharing yet.

14.10 List view

List shows the same as text: every zone with its type, door and the people in it, **Walk there**, **Knock** and the objects you can use (boards, notes, jukebox, TV and more). Screen readers announce when you enter a zone, when somebody knocks and the answer to your own knock.

14.11 Editing a map

With the permission **Edit maps**, **Edit** opens the editor: pick a template, set the map size, the hearing range and the starting point, add zones (name, type, default door, number of places, **doors in the wall** with side, distance and width) and objects (label, linked board or note, jukebox with its range, puddle with its sticking time, turbo field). You can also click a door opening of the selected zone on the map and drag it along the wall. Drag zones and objects on the map; the selected zone has small handles on its corners and edges to resize it (it stops at neighbouring zones, and doors stay where they are on the wall). The **Dance floor** switch works for every zone type, and **Restore default** next to the hearing range sets it back to 160 (full volume up to 45). A portal leads to a point on this map (type it or use **Pick on the map** and click the spot), to another portal of this map (with **Link the way back** the other portal leads back here) or to another map – there to its starting point or to one of its portals. A dashed line in the editor shows where a portal leads.

Floors and furniture: every zone has a **Floor** – wood, carpet, light tiles, concrete, grass or stone. Without a choice it follows the zone type (private rooms and whisper zones carpet, the stage wood, open areas light tiles); **Floor of the open area** sets the floor between the zones. Besides sofa, desk, plant and coffee machine there are **Armchair**, **Rug**, **Shelf**, **Lamp** and **Bar counter** in the object list (each with its icon). Decoration can be turned with the two arrow buttons (or **Rotate** in its menu) and made smaller or bigger with **Size (%)** (50–300 %). Large pieces can **Block the way**: nobody walks through them any more – like walls, only while **Walls block** is on. Everything else stays walk-through.

Right-click a zone or object (on touch: press and hold) for quick actions: **Rename**, **Duplicate**, **Change type**, **Make dance floor**, **Add door here**, **Rotate** (decoration), **Bring to front** / **Send to back** (objects), **Properties** and **Delete** (with **Undo**). With the map focused you can also use the keyboard: arrow keys move the selected item by 8 (with Shift by 1), Ctrl+arrow keys resize the zone, Ctrl+D duplicates, Delete removes it and Shift+F10 opens its menu.

Save checks the map (zones inside the map, no overlap, starting point outside private zones).

14.12 Moderation

Click an avatar (or right-click, long-press, or **...** in the people list): **Pull over** (when switched on), **Move to the starting point** (also takes back "let in"), **Mute for everyone** and **Remove from the map** – with the same permissions as in voice rooms.

14.13 Privacy

Your position is only kept while you are on the map (the last position, to show you to the others and to mix the sound) and is deleted when you leave. There is no movement history. Maps cannot be end-to-end encrypted yet.

SPACES AND ROOMS · CHAPTER 15

Find players (Mitspieler finden)

Find players is a list of open sessions (Runden) across all communities that take part. Leaders of a session in a lobby publish it with the game, mode, rank, language and platform; anybody on Coviqo can find it, ask to join and – once the leader accepts – join the session's voice room as a guest. It works like a "looking for group" board, but the voice room is right there.

You open it with **Find players** in the navigation.

15.1 Finding a session

Filter by **game** (Coviqo suggests titles while you type), **mode**, **language**, **region**, **platform**, **No mic** and **Now** / **Today**. Each card shows the game, mode, rank, language, platforms, whether a microphone is needed, how many people are in the session and how many more are wanted, when it starts ("now" or a time), the community and the leader.

Click **Ask to join**. The leader gets your request right away. You see **Requested – withdraw** until they decide; a click withdraws the request. Requests nobody answers expire after 30 minutes.

When the leader accepts, you get a notification and the button **Accepted – go to session**. If you are not a member of that community, you get a **guest pass**: you can join exactly this session's voice room (and its chat) for up to 6 hours. You do not see the community's other rooms. When the pass ends or the session is over, the guest access ends automatically.

To prevent spam you can have at most 5 open requests at a time and send at most 20 per hour. A declined request cannot be sent again for the same session. Communities may have join requirements (for example a minimum account age or a bot check) – they apply to requests too.

15.2 Publishing your session

You need to be the **leader** of a session in a lobby, and the community must have switched on **Sessions publicly discoverable** (see below).

1. In **Find players**, click **Publish a session** – or use **Publish** in the session header.
2. Enter the game – while you type, Coviqo suggests the game you are playing right now, the games your community already used and well-known multiplayer games (arrow keys and `Enter` pick one; any other name works too, and a known game is stored in its usual spelling) –, and optionally mode and rank (for example "Gold–Platinum" or "casual"), pick the language, region and platforms, whether a microphone is needed, how many more players you want and whether you start now or later.
3. Click **Publish**.

While the session is published and has room, it shows **Looking for players** in its lobby and in its header (see *Lobbies and sessions*).

Under **Mine** you see your published sessions with their requests. **Accept** lets the person in, **Decline** turns them down. You can **Edit** or **Unpublish** the listing at any time; it disappears automatically when the session ends. Sessions with the access **Invite only** cannot be published.

15.3 For community admins

In **Space settings › Public profile & directory › Directory**, next to the space directory settings, you find **Find players** (owners and admins with *Manage space*):

- **Sessions publicly discoverable** – off by default. Only when it is on can leaders publish their sessions. The community must allow guests, because people from outside join with a guest pass. Switching it off removes all listings of the community at once.
- **Community is 18+** – listings are only shown to people who turned on 18+ communities and confirmed they are of age.

The community's raid protection applies: while joins are paused, no session can be published and nobody can be let in. The AutoMod word filter also applies to the game, mode and rank of listings.

15.4 Safety

- **Report** a listing from its menu (**More actions**). The report goes to the community's moderators and to Coviqo's Trust & Safety team.
- **Block** the leader from the menu – you will no longer see their sessions, and they cannot see your requests.
- Communities marked 18+ are hidden unless you open **18+ setting** on the page, turn on **Show 18+ communities in "Find players"** and confirm that you are an adult.
- Only public information about the session is shown: the leader appears with the name and picture they use in that community; members and chats stay private.
- Your requests, the sessions you published, your guest passes and your 18+ setting are part of your personal data export (**Settings › Account & security › Export my data**, file `lfg.json`). Answered requests are deleted after 7 days.

SPACES AND ROOMS · CHAPTER 16

Website embed

Space admins can show their space on their own website: a space card with the member and online count, a feed of up to three announcement rooms and a widget with who is in the voice rooms right now. The website loads the data from a public address without cookies and without signing in. The embed is available on all plans and **off** until you switch it on.

16.1 Switching the embed on

1. Open **Space settings › Public profile & directory › Website embed** (you need the permission **Manage space**).
2. Read the warning **Everything you release here becomes public** at the top.
3. Switch on **Enable embed** and choose what to show (below), then save.

While the embed is off, every public address of your space answers "not found" – nobody can even tell whether the space exists.

16.2 What you can release

Setting	What it does
Feed	Up to 3 chat rooms whose messages are shown publicly, newest first. You can only pick chat rooms that a new member with just the default role can see and that are not end-to-end encrypted. Thread replies, system messages and deleted messages are never shown.
Show images and clips	Images and videos posted in the feed rooms are shown too, through short-lived links (valid for 5 minutes). Other files are never shown.
Voice channel widget	Shows how many people are in your voice rooms. Pick rooms under **Voice rooms** or leave the selection empty to show all suitable voice rooms.
Names in the widget	**Anonymous – head count only** shows only the number of people per room. **Names with consent** shows the name and picture of members who allowed it in their profile for this space (*Privacy and your data › Permissions per space*); everybody else stays anonymous. Bots are always anonymous.
Allowed websites	Up to 10 addresses such as `https://www.example.com` that may load the data in the browser. Empty = any website.

Coviqo checks the rules every time the data is loaded: if a released room is later made private or end-to-end encrypted, it disappears from the embed by itself.

> **Warning:** Messages in the feed rooms are public **with the author's name and profile picture** – members are not asked one by one. Only release rooms meant for announcements, do not use the embed for private or closed communities, and check whether you need to update your own privacy policy. Search engines and archives can keep copies of what you publish.

Allowed websites is not a lock: anyone can still fetch the data directly, for example with a script on a server. It only stops other websites from reading it in a visitor's browser.

16.3 Adding it to your website

Once the embed is on and saved, the page shows **Code for your website** – the public addresses of the space card, the feed and the voice channels plus a small HTML and JavaScript example you can copy – and a **Live preview** of what visitors will see. Responses are cached briefly, so changes appear after about a minute (the voice widget after about 15 seconds).

Each visitor (more precisely: each IP address) may load the embed up to 120 times a minute; that is plenty for a normal website.

Every change to these settings is recorded in the space's activity log.

SPACES AND ROOMS · CHAPTER 17

Minigames

The room module **Minigames** turns a room into a games table: open a table, invite people and play together – right in Coviqo, with the voice room you already have open. Three games come with it:

- **Inselreich – Castles & Armies** – a real-time strategy game: build up your castle and economy, raise an army and take the other castles (2 to 6 players, 20–40 minutes).
- **Werwolf** – find the werewolves in voice before they find you (6 to 20 players), with an automatic narrator and separate voice channels for the night.
- **Plapperpiep** – fly your bird with your voice: louder means higher (2 to 12 players, a few minutes). No microphone? Keyboard and touch work too.

Every space also gets a **scoreboard** per game (this week and all time).

17.1 Switching minigames on

Minigames are **off by default** and are switched on in two places:

1. **The space**: under **Space settings › Overview**, the card **Minigames** has the switch **Minigames in this space**. Below it you can switch each game on or off individually, decide whether **Guests in the scoreboard** count (guests may always play), and set **Keep finished matches** (180 days by default, 30–730). Changes are saved at once. People with **Manage minigames** or **Manage space** see the card.
2. **The room**: in the room settings under **Content**, switch on **Minigames**. The room gets the tab **Minigames**. As long as the space has minigames switched off, the row says **Switched off for the space** and the module cannot be switched on.

Meeting rooms and the lobby dashboard do not offer the module; lobby sessions can play. If your Coviqo installation has switched minigames off entirely, the card says so and the tab does not appear.

Who may do what is controlled by three permissions: **Play minigames** (join tables, play, watch, see the scoreboard – members and guests by default), **Host minigames** (open tables – members by default) and **Manage minigames** (end any match, reset the scoreboard – moderators and managers by default).

17.2 Opening a table

1. Open the room's **Minigames** tab and click **New table**.
2. Pick a game, optionally give the table a name (it appears in the lobby and in invitations) and adjust the **Game settings**. **Allow spectators** lets others watch without seeing hidden information.
3. Click **Open table**. You are the **Host** and sit on the first seat.

At the table, people click **Play** (or **Sit here** on a particular seat). As host you can **Add bot** to free seats, remove people from the table (optionally replacing them by a bot), change the settings, **Invite in chat** and finally **Start** – with **Fill empty seats with bots**, bots fill up to the minimum number of players. **Close table** sends everybody back to the lobby. You can host one open table per room; a room has at most ten open tables.

Bot difficulty: every bot seat has a difficulty – **Easy**, **Medium** (default), **Hard** or **Brutal**. As host you pick it per bot seat at the table; **New bots** next to *Fill empty seats with bots* sets it for bots you add and for the bots that fill the table at the start. Everybody sees the difficulty next to the bot's name (also in the latest matches). In *Inselreich* an Easy bot reacts slowly, builds little and attacks late – good for your first matches; Hard reacts every second, keeps its army busy, focuses its attacks on weakened enemies and pulls back wounded units; Brutal also produces a quarter more. In *Plapperpiep* the difficulty decides how steadily a bot flies; in *Werwolf* an Easy bot decides at random, the others vote together. Bots never count for the scoreboard.

Invite in chat posts an invitation card in the room chat with the free seats and the buttons **Play** and **Watch**.

17.3 Playing, watching and coming back

The lobby groups the tables into **Your matches**, **Open tables** and **Running matches**. A seat belongs to you, not to your browser tab: if you reload the page or lose the connection, open the tab again and click **Continue playing** – you are back where you were. The address of an open match contains `?tab=minigames&game=<id>`, so you can also share or bookmark it.

Watch shows a running match without hidden information (no roles, no view through the fog of war). Spectators are counted at the table.

Players who leave a running match are not removed from the game: a bot plays their seat from then on. They do not win and rank behind everybody who stayed.

17.4 Game sounds

Matches have short sound effects: someone joins or leaves the table, the start countdown, victory and defeat, and the events of each game (in Inselreich building, training, combat, alarms and the horn at the end of the truce; in Werwolf nightfall, daybreak, votes and the winning team; in Plapperpiep grains, crashes, ghost tricks and round starts). The speaker button at the top of a table or match opens **Game sounds**: a switch, the volume and one slider each for **Table & results**, **Game events**, **Combat & effects** and **Warnings & alarms**. The choice is saved on this device.

Game sounds stay quiet and get quieter while someone in your call speaks or the Werwolf narrator talks. They are silent while **Sounds in voice rooms** is off, while your sound is off (deafened) and while your status is **Busy**. Big battles do not flood you: every sound has a minimum gap and only a few play at once. In Plapperpiep the sounds are extra quiet so your microphone does not pick them up – headphones help.

17.5 Host controls

While a match runs, the host has a toolbar **Host controls**:

- **Pause** stops all timers; **Resume** continues. A paused match is kept as a saved game and can be resumed later (for up to 30 days). Plapperpiep cannot be paused – its rounds are short.
- **End match** ends the match without a result – it does not count for the scoreboard. People with **Manage minigames** can end any match of the space.
- When players lose their connection, the host sees a hint with **Replace … by a bot** for each of them – with a picker for the difficulty of the replacing bot.

17.6 Inselreich

Inselreich – Castles & Armies is a real-time strategy game for 2 to 6 players (bots fill empty seats). Everybody plays at the same time; there are no turns. A match lasts 20, 30 or 40 minutes.

17.6.1 Goal

Everyone starts with a **Castle** in their own part of a new random island. Grow your economy, build an army and take the other castles. If your castle falls, you are out. Whoever still has a castle when all others have fallen wins at once; when the time runs out, the most **points** win. During the **truce** at the start (3 minutes by default) nobody can attack. **Give up** (sidebar, asks first) lets you leave the fight voluntarily.

How to play in the game panel explains the rules again, **Keyboard shortcuts** lists all keys.

17.6.2 The screen

- **The map** in the middle: the island of hexagonal tiles – meadow, field, forest, rock, mountains, beach and sea. The outlined area around your buildings is your **territory**. Clicking the **minimap** moves the view.
- **The bar** at the top (**Your kingdom**): wood, stone, ore and food (with storage and rate per minute), gold, peasants (idle / working), soldiers, housing, your points, the truce and the time left.
- **The game panel** with the tabs **Build**, **Overview**, **News** and **Players**. Below it the **Selection** shows what you clicked, with buttons for every action.

17.6.3 Getting started – the first minutes

You start with 6 peasants, 200 wood, 100 stone, 150 food and 100 gold (with normal start resources). Your castle has housing for 8 people and storage for 300 of each resource. A proven start:

1. **Woodcutter** next to forest – right away, ideally two. The more forest tiles touch it (up to 3 count), the more wood it produces.
2. **Farm** on a field. Every peasant and every soldier eats 1 food per minute.
3. **House** before your housing is full – peasants only grow while there is room.
4. **Quarry** next to rock, then a **Barracks** (around minute 2–3).
5. Before the truce ends: a **Tower** or two near your castle, and a few spearmen and archers.
6. Later: **Mine** next to mountains (ore for riders and knights), **Storehouse** when the news says "storage is full", **Market** to turn surplus into gold, **Archery range** and **Workshop**.

Keep a few peasants idle: every unit you train takes one peasant when its training starts.

17.6.4 Economy

- **Peasants** grow by one every 5 seconds up to your housing (castle + houses) as long as there is food. Idle peasants work in your production buildings on their own (farms first); a building with fewer workers produces less.
- **Production**: woodcutter next to forest, quarry next to rock, mine next to mountains (the rate counts per neighbouring tile, up to 3), farm only on a field.
- **Gold** comes from taxes – 1.5 gold per peasant and minute – and from the **Market**.
- **Storage**: wood, stone, ore and food are limited by your storage (castle + storehouses); gold is not. When the storage is full, production is lost.
- **Food**: when it runs out and you eat more than you produce, a peasant starves every 10 seconds.

- You can only build on meadow, field or beach inside your territory. Territory reaches 3 tiles around your buildings, but never more than 5 tiles from your castle.

17.6.5 Buildings

Pick a building in the **Build** tab, then click a spot in your territory (hold Shift to place several, Esc cancels). The tab shows the cost and what is missing. New buildings need some time to finish; most can be **upgraded** twice (level 2 and 3) and keep working while they are upgraded. **Demolish** returns a quarter of the building cost.

Building	What it does
Castle	Housing 8 / 12 / 16, storage 300 / 400 / 500, shoots at enemies by itself. If it falls, you are out.
House	Housing 6 / 10 / 14
Woodcutter, Quarry, Mine	Wood, stone, ore – next to forest, rock, mountains (2–5 workers)
Farm	Food – only on fields (2–4 workers)
Storehouse	+300 / 500 / 700 storage for each resource
Market	Sell resources for gold or buy them, in steps of 10 or 50 (one per player)
Barracks	Spearmen; riders from level 2, knights from level 3
Archery range	Archers
Workshop	Battering rams; catapults from level 2
Tower	Sees far and shoots at enemies by itself; blocks the way like a wall
Wall, Gate	Walls block the way – also for your own units; your units can pass through your gates

Only walls, towers and gates block the way. Units walk straight through every other building – yours and your enemies' – like over open ground.

Upgraded training buildings train faster. Barracks, archery range and workshop have a **Rally point**: new units walk there on their own.

17.6.6 Units and counters

Unit	Trained in	Strong against	Weak against
Spearman	Barracks	riders and knights	archers, towers
Archer	Archery range	spearmen	riders
Rider	Barracks level 2	archers, battering rams, catapults	spearmen
Knight	Barracks level 3	tough all-rounder, arrows do little damage	spearmen
Battering ram	Workshop	walls, gates and buildings (attacks nothing else); arrows do little damage	riders and any melee unit
Catapult	Workshop level 2	buildings from far away (needs some distance)	riders

Mix your army. Towers and castles hit spearmen and archers especially hard. Units without orders defend themselves and attack enemies they see nearby, but do not chase them far.

Walls, towers and gates slow attackers down but do not stop them: attackers break through whatever blocks their way – battering rams much faster than soldiers.

17.6.7 Controls

Mouse

- Click a unit or building to select it; drag a box around your units (Shift adds to the selection); double-click a unit to select all of that type on screen.
- **Several buildings at once** (for example a wall line): drag a box over your buildings – when there is no unit of yours in the box, your buildings in it are selected (Alt + drag selects only buildings, even with units in the box). Double-click one of your buildings selects all of that kind on screen; Shift-click adds or removes single buildings; **All …** in the selection (or Ctrl + A inside the selection) takes every building of that kind. The selection groups them by kind with their levels and offers **Upgrade all (n)** per kind with the total cost and how many can be upgraded now: upgrades start nearest to your castle and go on until the resources run out; buildings at the highest level, still under construction or already upgrading are skipped – the list under *skipped* shows which and why, and a message reports the result. **Demolish** for several buildings asks once (the castle is never demolished).
- Right-click the ground: move there. Right-click an enemy: attack it.
- Mouse wheel zooms; drag with the right or middle button (or Space + drag) to move the view.
- **Fullscreen** (button above the sidebar or the F key): the map fills the screen, the resources, the selection and the tabs float on top and can be hidden with **Hide panels**; Esc (or the button) leaves fullscreen.
- **Edge scrolling**: with the mouse at the edge of the map the view moves in that direction – the closer to the edge, the faster. It is on in fullscreen and off in the normal view; the pointer button next to the fullscreen button switches it for the current view (remembered in this browser). It pauses while you drag a box or move the view and stops when the pointer leaves the window; touch is not affected.
- The **Selection** has **Attack-move** (fight everything on the way), **Stop**, **Select whole army**, train buttons, **Upgrade**, **Rally point** and **Demolish**.

Touch

- Drag moves the view, two fingers zoom, a tap selects. Hold a finger still for a moment, then drag: a selection box (units, or your buildings when there are no units in it).
- Orders go through the selection: under **Order for the next tap** choose **Move**, **Attack** or **Attack-move**, then tap the map.

Keyboard (when the map has the focus or the pointer is over it)

Key	Action
B	Open the build menu
H or Home	Show your castle
A	Attack-move with the selected units
S	Stop the selected units
Esc	Cancel the mode or clear the selection
Ctrl + A	Select your whole army (inside the selection with buildings selected: all buildings of that kind)
1–9	Select a saved group (press twice to show it)
Ctrl + 1–9 or Shift + 1–9	Save the selection as a group

Key	Action
Delete	Demolish the selected building (several: after one confirmation)
Space	Show the latest news on the map (hold Space and drag to pan)
F	Fullscreen on / off (Esc also leaves)
+ / −	Zoom in / out
Arrow keys	Move the view (W A S D are not used: A and S are orders)

Without the map: the **Overview** tab lists your buildings (with upgrade buttons), your army by unit type (select, send to a target – for example an enemy castle) and the enemies you can see. Everything in the game can be done from there with keyboard and screen reader. News is announced to screen readers. With *reduce motion* switched on in your system, units jump instead of gliding and shots are not animated.

17.6.8 Fog of war

You only see what your units and buildings can see. Tiles you have explored stay visible as terrain, but enemy units there are hidden. An enemy building you have seen stays on the map as **last seen** until you look again. Every player's castle position is known from the start. Other players' resources are never shown, and their points only when the match is over. You can only attack what you can see.

17.6.9 Truce

During the truce (0, 3 or 5 minutes, set by the host) nobody can attack or damage others, towers stay quiet and no one can break through walls. You can build, train and scout. The news tells everybody when the truce is over.

17.6.10 Winning and points

- **Conquest**: whoever has the last castle standing wins at once.
- **Time**: two minutes before the end you get a warning; when the time is up, the most points win.
- **Points** grow with everything you own (buildings incl. upgrades and units, a tenth of their value), with everything you destroy (a fifth of its value) and with 100 points for every enemy castle you take.
- Players whose castle fell rank behind everybody still in the game – whoever lasted longer ranks higher.
- **With teams** the last team standing wins – also its members whose castle fell on the way. When the time is up, the team with the most points (all members together) wins. The ranking, the result and the latest matches show the team.

If you leave a running match, a bot plays your seat from then on. The match goes on while you are away – if your connection drops, come back with **Continue playing**.

17.6.11 Settings for hosts

When opening the table: **Match length** (20 / 30 / 40 min, default 30), **Truce at the start** (none / 3 / 5 min, default 3), **Start resources** (few / normal / many), **Island size** (small / normal / large – large has about three times the area of normal, for long matches) and **Spectators see the whole island** (off by default – then spectators and eliminated players only see the terrain, the castles and public news). **Pause** stops the whole simulation; **Resume** continues exactly where it stopped.

Teams and start positions (at the table, once people sit down): for each seat choose a **team** (Team 1–4, or *Alone* = free for all) and a **start position** (*Random* by default, or Position 1, 2 … – numbered clockwise around the island, neighbouring numbers lie next to each other; a position can only be taken once). Allies share their

view, cannot attack each other, pass each other's gates (allied walls and towers block like your own), and the bots play along with their team. With **Teams together**, random start positions put team mates next to each other. The match cannot start when everybody is on the same team.

17.6.12 Old matches

Inselreich used to be a turn-based board game. Matches from that old version cannot be continued: running and paused ones were ended without a result, finished ones stay in the history and show **Old version** with their result.

17.7 Werwolf

17.7.1 Roles

At the start everybody secretly gets a role: **Villager**, **Werewolf**, and – if switched on – **Seer** (sees one role each night), **Witch** (one healing and one poison potion per game), **Hunter** (takes someone along when going out) and **Cupid** (links two lovers in the first night). The number of werewolves follows the number of players unless the host sets it. **Cover role** turns your card face down – handy when you share your screen.

17.7.2 Night and day

The narrator leads through the game (optionally read aloud by your browser – **Narrator on / off**):

- **Night**: Cupid (first night only), then the werewolves agree on a victim (a tie means no victim), then the seer and the witch take their turn. Everybody else sleeps.
- **Dawn**: the night's victims are announced. A hunter who goes out picks someone to take along.
- **Day**: the village discusses (**Vote right away** ends the discussion early when most players want it), then votes – the person with the most votes goes out; a tie means nobody does. You can **Abstain**.

With **Show roles when people go out** (on by default) everybody sees the role of an eliminated person.

17.7.3 Game voice

During a Werwolf match you talk in the **game voice**, not in the room's normal voice: by day the village talks together, at night only the werewolves hear each other, and eliminated players talk among themselves (and listen to the village by day). Spectators hear the eliminated players and, by day, the village – never the werewolves – and cannot speak. Coviqo's server decides who hears whom, not your browser. While you play, the room's normal voice is silent for you and your room microphone is off; both come back when the match ends or is paused.

Tip: the map template **Village square** has a campfire circle with 20 seats for Werwolf evenings.

17.7.4 Who wins

The village wins when no werewolf is left; the werewolves win when they are at least as many as the others. If only the two lovers are left and one of them is a werewolf, the lovers win. At the end all roles are revealed.

17.8 Plapperpiep

Plapperpiep is a flying game for 2 to 12 players (bots fill empty seats). All birds fly the same course at the same time – past bamboo stalks, radio masts and fans – and you steer yours by talking, singing or humming: **louder means higher**, silence means falling. A match has 3 to 5 short rounds of 60 to 90 seconds.

17.8.1 Flying with your voice

Before the first round the card **Fly with your microphone** explains what happens. Click **Switch on microphone** – only then does your browser ask for permission – or **Play with the keyboard**. You can change your mind at any time with **Use keyboard instead** or **Use microphone** below the flight area; your device remembers your choice. The meter **Lift** shows how much lift your voice gives right now.

- **Voice**: speak, sing or hum to rise, be quiet to sink. A steady, medium volume keeps your height. Don't shout: the sky is a ceiling, and touching it ends your flight just like hitting the ground.
- **Keyboard**: hold **Space**, **Arrow up** or **W** to rise, let go to sink. In opera rounds **Arrow down** or **S** sinks.
- **Touch or mouse**: hold anywhere on the flight area to rise.

The game uses the microphone you chose in your voice settings, but it opens it separately: your room voice is not changed. **If you don't want the room to hear you chirp, mute yourself in the room.**

17.8.2 Rounds and modes

Each round starts with a short countdown that announces the mode, then everybody flies, then the **round results** show the points and a short replay of the funniest crash. The first round is always **Normal**; after that a mode is drawn at random (never the same twice in a row):

- **Normal** – louder means more lift.
- **Opera mode** – high notes lift, low notes sink, measured against your own voice.
- **Whisper round** – keep it quiet! Too loud for a moment and your bird pops.
- **Echo** – your lift arrives half a second late, so plan ahead.

Your bird crashes on the ground, against the sky ceiling, into an obstacle, into a fan, or – in a whisper round – when it pops. A round ends when the time is up or as soon as every bird has crashed.

17.8.3 Ghosts

When your bird has crashed, it becomes a ghost and the panel **Ghost mode** appears. You can tease the birds that are still flying: **Cloud** blows a cloud over their screen for 3 seconds (it does not change their flight), **Head wind** slows them down for 1.5 seconds. Every trick is announced half a second in advance. You have up to four tricks per round and need to wait 8 seconds between two; a bird that just had a head wind gets a short break. The host can switch **Ghost sabotage** off.

17.8.4 Points and achievements

Per round you get 1 point for every 10 units of distance, 5 points per grain you collect, 25 points if you reach the finish and 30 / 20 / 10 extra points for places 1 / 2 / 3 (ranked by distance, then grains). The **Standings** add up all rounds; the most points win, and the scoreboard counts them like in the other games.

At the end of a match there are achievements: **Lungs of steel** (the longest continuous tone, at least 3 seconds), **Silent connoisseur** (won with the keyboard only), **Kamikaze** (crashed within 0.8 seconds) and **Party popper** (popped in a whisper round).

17.8.5 Your bird

Under **Your bird** you pick how your bird looks – between rounds, not while flying. **Piep (classic)** is always there; the others are unlocked by your all-time scoreboard row for Plapperpiep in this space: **Sausage with wings** after 3 matches, **Cactus** with your first win, **Toaster** at 1500 points and **The Admin** with 3 wins in a row. If the scoreboard is reset, so are the unlocked birds. Guests who do not count for the scoreboard fly the classic bird.

17.8.6 Microphone and privacy

Plapperpiep measures your volume (and in opera rounds your pitch) **only on your device**. Nothing is recorded, and no audio is sent anywhere – only numbers for the lift go to the game. The microphone stops when you switch to the keyboard, close the game or when the match ends. The lift values of a round are kept for 15 minutes to decide the round and then deleted; results and points are kept like in the other games.

17.8.7 Accessibility

You can play everything with the keyboard. A caption strip below the flight area and your screen reader announce what happens: round start and mode, crashes, tricks (tricks aimed at you are announced right away), results and achievements. Every seat is marked by colour, shape **and** number. With *reduce motion* switched on in your system the background does not scroll in layers, the camera does not swing, confetti stays still and the replay plays only once.

17.8.8 Plapperpiep settings

When opening the table: **Rounds** (3–5, default 3), **Length of a round** (60–90 seconds, default 60), **Special voice modes** (opera mode, whisper round, echo – all on by default) and **Ghost sabotage** (on by default). Plapperpiep has **no pause**; **End match**, removing players and replacing them by a bot work as usual – a bot takes over a seat from the next round. Spectators see all birds. If you reload the page during a round, your bird continues from where the game last saw it (the time in between counts as silence).

17.9 Scoreboard

The tab shows the **Scoreboard** of the space below the tables, and the space overview can show the card **Minigames – scoreboard** with the top five. Switch between **This week** (since Monday) and **All time**. Columns: **Rating**, **Wins**, **Played**, **Points** and **Streak** (wins in a row), plus the **Latest matches**.

- Everybody starts with a rating of 1000. After each match you gain or lose points depending on your placing and on the ratings of the others – beating stronger players brings more. The rating only changes when at least two people who count took part.
- Bots never count; guests only when the space switched **Guests in the scoreboard** on. Ended matches do not count.
- Only members of the space see the scoreboard.
- People with **Manage minigames** can **Reset scoreboard** for one game or all; finished matches then no longer count, the match history stays.

17.10 Village square map

When you create a **Map** room, the template **Village square** gives you a paved square with a well, a campfire circle with 20 log seats, four houses (tavern, town hall, bakery, smithy), a meadow and a quiet corner at the side for eliminated players. See the chapter *Maps – virtual office and community map*.

17.11 Privacy

Coviqo stores who took part in which match and with which result, and your scoreboard values per space and game. Finished matches are deleted after the period set by the space (180 days by default); the all-time scoreboard is kept until it is reset. Your data export contains your scoreboard values and your matches. If you

delete your account, your scoreboard values are deleted and your seats in old matches are anonymised. Game voice is never recorded. In Plapperpiep the microphone is only measured on your device – no audio is recorded or sent (see Microphone and privacy).

COMMUNICATION · CHAPTER 18

Communication

This chapter covers the everyday ways to talk in Coviqo: the chat in every room, the context menus that put the most common actions one right-click away, persistent voice rooms, and your presence status. Scheduled video calls with guests, recordings and AI summaries are described in the chapter *Meetings*.

For private conversations with one person or a small group outside of spaces, use **direct messages** (chapter *Direct messages*). If a group needs more than a chat – voice, files, notes, tasks – create a small private room instead (see *Spaces and rooms*).

18.1 Chat

Every room with the **Chat** module has a chat tab. The chat is also available in the **Chat** panel on the right side of the room, so you can keep writing while you look at tasks or files.

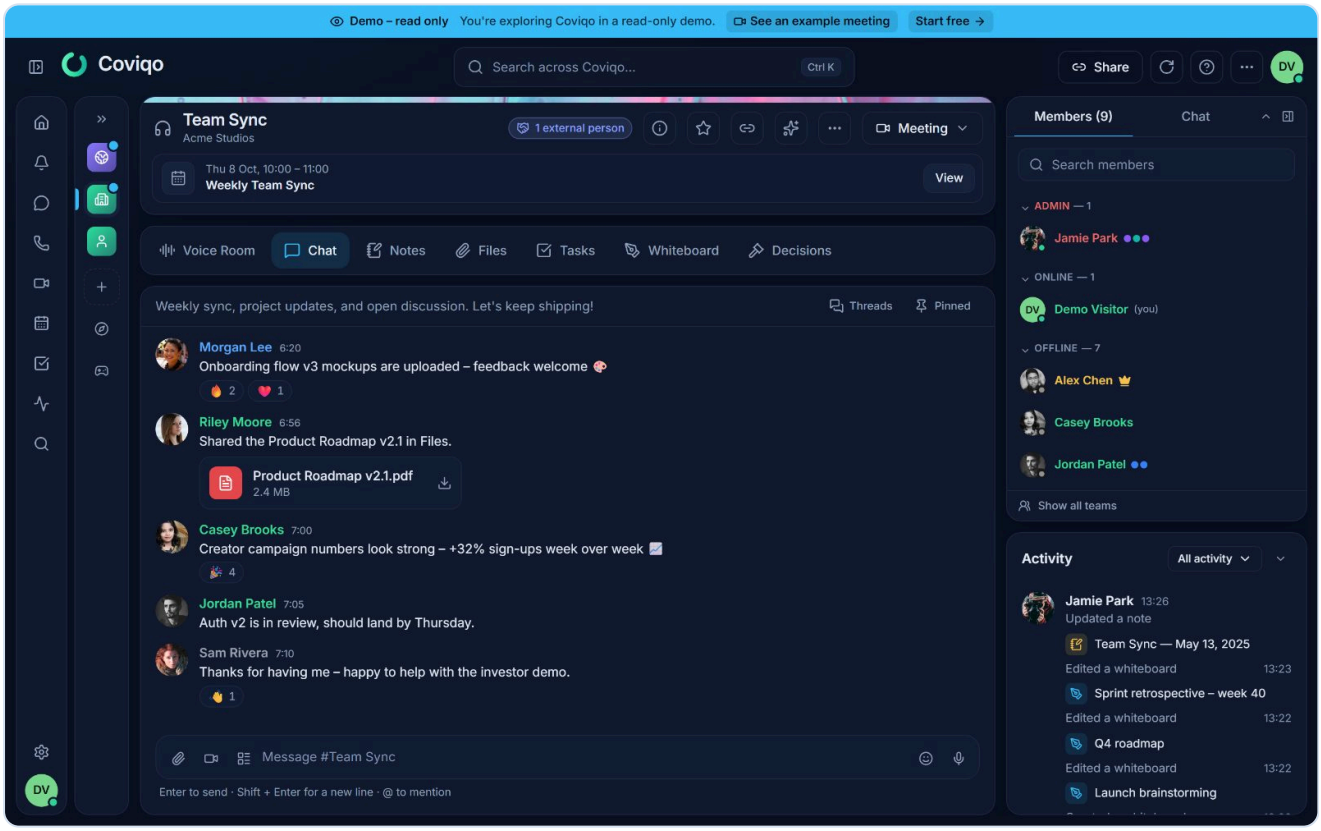


Figure 18.1 A room's chat with replies, reactions and a pinned message

18.1.1 Writing messages

Click into the message field (**Message #room-name**), type and press `Enter` to send. Use `Shift` + `Enter` for a new line. On phones and tablets, `Enter` always inserts a new line – tap **Send** to send.

- A message can be up to 4,000 characters long.
- **Insert emoji** opens a small emoji picker; your system's emoji keyboard works as well.
- Unsent text is kept per room while the browser tab is open, so you can switch rooms and come back to your draft.

- While you type, others see "Anna is typing…" below the message list.

If you lack the **Send messages** permission in a room (for example in an announcements room), the message field is replaced by **You don't have permission to send messages in this room.**

18.1.2 Formatting with Markdown

Messages support Markdown, including the GitHub extensions:

You type	You get
`**bold**`	**bold**
`*italic*`	*italic*
`~~strikethrough~~`	~~strikethrough~~
`` `code` ``	`code`
Three backticks on their own line before and after a block	A code block
`> quote`	A quote
`- item` or `1. item`	A list
`[text](https://…)`	A link (opens in a new tab)
`![description](https://…/picture.png)`	An image
`` ` ``	a

Plain web addresses become links automatically. HTML in messages is not rendered.

Images from other websites are loaded through the Coviqo image proxy, not by your browser: the other website never sees your IP address or cookies. Only ordinary pictures (PNG, JPEG, GIF, WebP, AVIF, up to 5 MB) are shown. If a space admin has switched **Show external images** off (**Space settings › Overview**), such images appear as a link instead. The same applies to meeting summaries and other AI-written text posted in a room.

18.1.3 Mentions

Type `@` followed by a name to open the **Mention** list. Use the arrow keys and `Enter` or `Tab` (or click) to pick someone; `Esc` closes the list. Coviqo suggests people by display name and username and inserts `@username`.

Mention	Who is notified
`@username`	That person. Mentions of you are highlighted in a different color.
`@everyone`	**Notify everyone in this room**
`@here`	**Notify everyone who is online**

`@everyone` and `@here` are only suggested if you have the **Mention @everyone** permission. Clicking a mentioned person opens their profile. How mentions reach you (in-app, e-mail, push) is described in the chapter *Notifications*.

> **NOTE**
>
> Guests only get suggestions for people who share a room with them, and a mention only notifies people who can actually see the room.

18.1.4 Attachments

Click **Attach files**, drag files onto the message field, or paste an image from the clipboard. You can attach up to 10 files per message and add text before you send. On a phone, you can also **Take photo**. On phones, **Attach files**, **Take photo**, **Record a video message** and **Insert live component** sit behind one **+** button (**Add content**) next to the message field as soon as at least two of them are available to you.

Every upload is checked by the virus scanner first. Until then the attachment shows **Scanning…** and cannot be opened or downloaded. If malware is found, the file is shown as **Blocked (malware)**. Attachments are stored with the room's files; see the chapter *Files*. You need the **Attach files** permission.

Images (PNG, JPEG, GIF, WebP, AVIF), videos (MP4, WebM, MOV) and audio files (MP3, OGG, WAV, M4A, Opus) are shown directly in the message. Images appear as a preview of up to 400 × 300 pixels and animated GIFs play; several images in one message form a small grid. Click an image to open it large, with **Download**. Videos and audio files play in a small player with the usual controls (seeking, volume, full screen); nothing plays by itself. The download button sits next to the file name. If your browser cannot play a format, the attachment is shown as a normal file card. SVG files and all other types always stay file cards. In end-to-end encrypted rooms, files up to 50 MB are shown inline: images are decrypted on your device right away, videos and audio only when you click play. To show every attachment as a file card instead, turn off **Settings** → **Appearance** → **Media in chat** → **Show images, videos and audio inline** (applies to this device). With your browser's data saver on, players load nothing until you press play.

18.1.5 Reactions

Hover over a message and click one of the quick reactions, or **Add reaction** for the full picker. Click an existing reaction to add or remove yours; hovering it shows who reacted. You need **Add reactions**.

18.1.6 Replies

Click **Reply** on a message. A bar **Replying to Anna** appears above the message field; `Esc` or **Cancel reply** removes it. The reply shows a short quote of the original message – click the quote to jump to it.

18.1.7 Editing and deleting

- **Edit** is available for your own messages. Change the text and press `Enter` to save or `Esc` to cancel. Edited messages are marked **(edited)**.
- **Delete message** removes your own message for everyone after a confirmation. People with **Manage messages** can delete other people's messages too.

18.1.8 Pinning

People with **Manage messages** can **Pin message** to keep important information at hand. Pinned messages show a pin icon. Click **Pinned** in the chat header (on phones in the slim row above the messages) to see all **Pinned messages** of the room and jump to one.

18.1.9 Links to messages and more actions

Copy message link copies a link that opens the room with that message highlighted – handy for pointing colleagues to a decision. Further actions in the message menu:

- **Create task** – turns the message into a task, with the text as title and a link back to the message (see *Tasks*).
- **Create GitHub issue** / **Create Jira issue** – if the room is linked to an integration (see *Integrations*).
- **Copy text**.
- **Report message** – sends the message to the space's moderators with a reason. If the message breaks the law, **Report illegal content (DSA)** in the same dialog opens the legal notice form with the message's link filled in (see *Privacy and your data*).

When you return to a room, a **New messages** divider marks where you left off. If you have scrolled up, **Jump to the latest messages** takes you back down.

18.2 Context menus

Most things in Coviqo have a context menu with the actions that fit them. **Right-click** the item on a computer, or **press and hold** it on a phone or tablet. On touch devices, a short tap on a chat message shows its time, reactions and action buttons; pressing and holding opens the full menu, which also offers **Select text**.

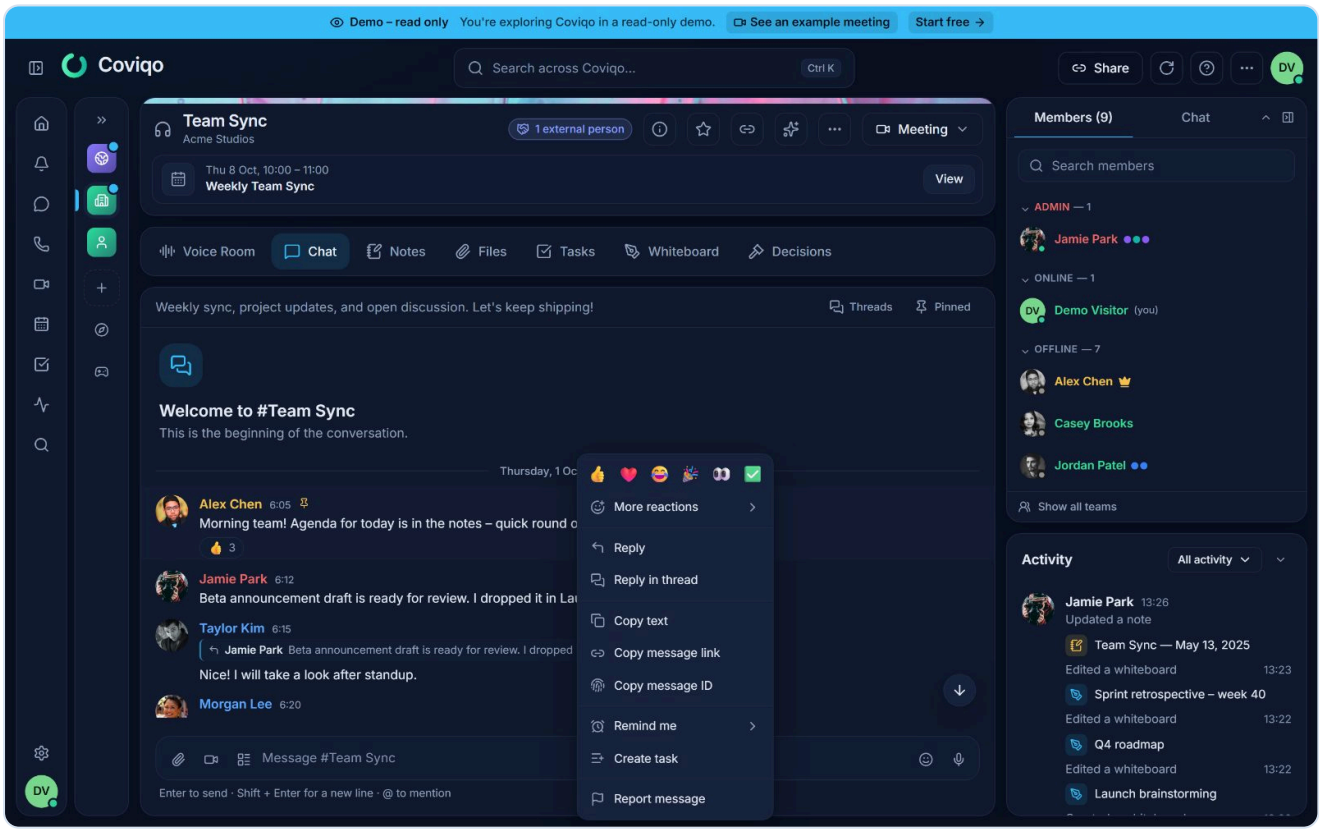


Figure 18.2 The context menu of a chat message

Item	Typical actions
Space (in the space list)	**Mark as read**, **Notifications** (**All messages**, **Mentions only**, **Nothing (mute space)**), **Invite people**, **Create room**, **What did I miss?**, **Members**, **Events**, **Meetings**, **Space settings**, **Copy link**, **Leave space**

Item	Typical actions
Room (in the sidebar)	**Open**, **Open in new tab**, **Join voice** / **Leave voice**, **Mark as read**, **Add to favorites**, **Mute notifications**, **Show in catch-up** / **Hide from catch-up**, **Invite to room**, **Start instant meeting**, **Schedule meeting**, **Copy link**, **Room settings**
Person (member lists, chat author, voice tile)	**View profile**, **Mention**, **Copy username**, and for moderators **Manage member**, **Warn**, **Timeout**, **Kick from space**, **Ban from space**; **Report user**
Chat message	Quick reactions, **More reactions**, **Reply**, **Edit**, **Pin** / **Unpin**, **Copy text**, **Copy message link**, **Create task**, **Report message**, **Delete message**

You only see the entries you are allowed to use. Files, tasks, notes, events and meetings have context menus too; they are described in their chapters.

18.3 Voice rooms

Voice rooms are always open. There is no call to start and nobody to ring: you join, and anyone else in the room can hear you – like walking into a meeting room where colleagues are already talking. Any room with the **Voice** module has a **Voice Room** tab – except meeting rooms, whose call is joined through the meeting (see the chapter *Meetings*).

18.3.1 Joining and leaving

1. Open the room's **Voice Room** tab. It shows who is already there (**It's quiet in here** when nobody is).
2. Click **Join voice**. Your browser asks for microphone access the first time – allow it.

You can also right-click the room in the sidebar and choose **Join voice**. People in a voice room are listed under the room in the sidebar, so you can see at a glance where the conversation is. The green ring around a person who is speaking appears only for the voice room you are in yourself.

You can be in one voice room at a time. If you join another one, Coviqo tells you **Joining will leave your current voice channel** and switches you over.

While connected, a small panel at the bottom of the sidebar shows **Voice connected** and the room name (click it to go back to the room), with **Mute**, **Deafen** and **Leave**. You can move around the app freely while you stay in voice.

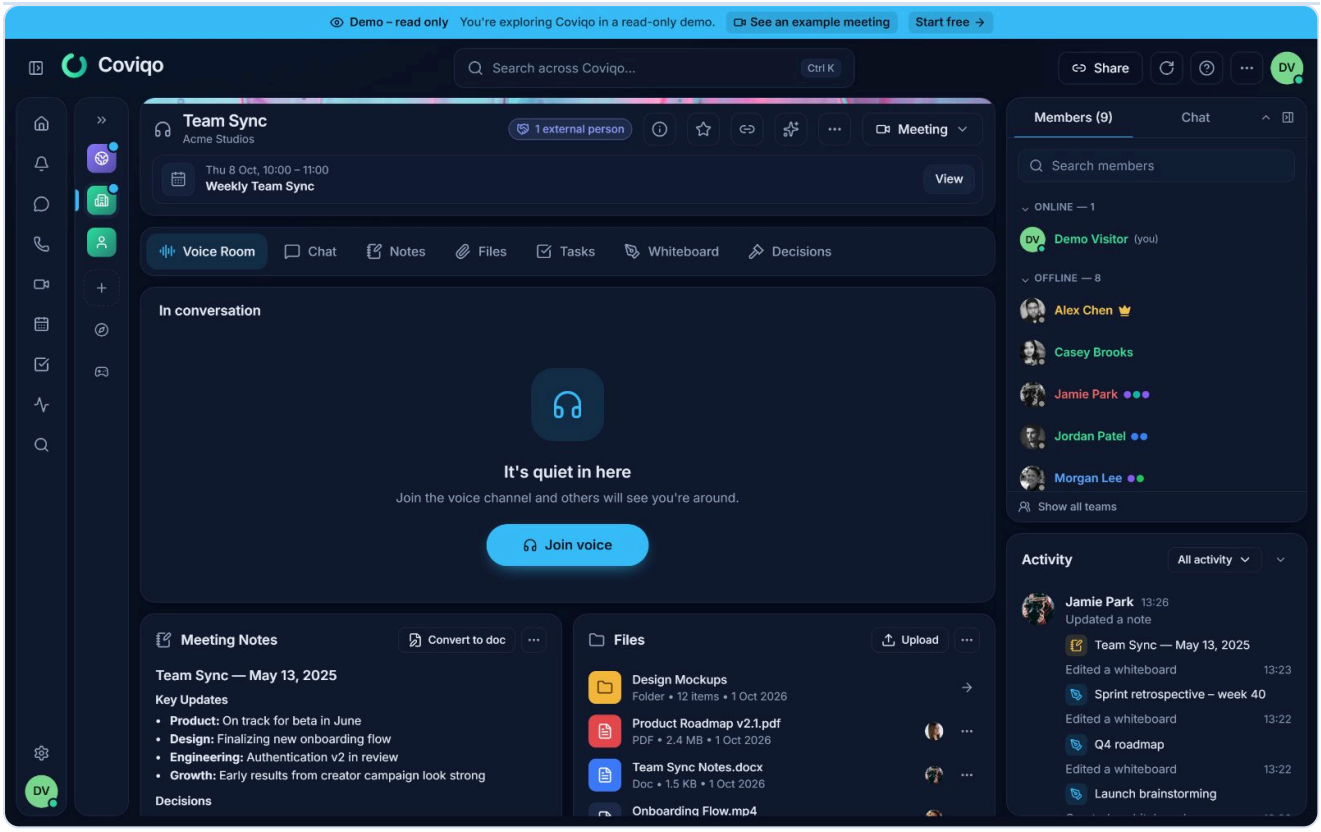


Figure 18.3 A voice room with participants in grid view and the control bar

> **NOTE**
>
> If a room has a **User limit** and is full, you see **Room is full**. If you do not have the **Join rooms** permission, you see **You don't have permission to join this voice channel.** If you deny microphone access, you stay connected as a listener.

18.3.2 Controls

Control	What it does
Mic (**Mute** / **Unmute**)	Switches your microphone. With push-to-talk it shows **Hold** `` ` `` (your key) and **Talking** while you hold it.
Camera	Switches your camera on or off.
Share	Shares your screen or a window. Not available on phones and tablets.
More	**Deafen** (mute all sound for you), device choice (**Microphone**, **Speaker**, **Camera**), the **Output volume** slider, quick switches for **Voice isolation**, **Noise gate** and **Push to talk**, **Start recording** (with the **Record** permission) and **Audio & video settings**
Leave	Leaves the voice room.

Switch between **Speaker view**, **Grid view** and **List** at the top of the stage. Double-click a participant who has their camera or screen on to **Bring to foreground**; double-click again or press `Esc` to shrink it.

List view

The **List** shows everybody in the room as a compact row: avatar (with a green ring while the person speaks), name and small icons for muted, sound off, camera on, screen sharing, raised hand and guests. The list fills several columns, so even 60 to 100 people fit on one screen without scrolling (two columns on a phone). People are grouped like the member list – under their highest role that is shown separately (for example **Moderator · 3**), everyone else under **In the call** – and sorted alphabetically. Nobody jumps around when they start talking. In stage rooms the list shows **On stage** first, then the **Audience**.

- Running screen shares and cameras appear as small chips above the list. Click **Watch** or **Watch camera** to see them; the share then appears above the list while the list stays below.
- Click a person (or right-click) to open the same menu as elsewhere: **Volume**, **View profile**, quick role assignment and the moderation actions you are allowed to use.
- **Compact** shows only the avatar and first name, so even more people fit.
- Use the arrow keys to move between people and `Enter` to open the menu.

From 25 people Coviqo switches to the list by itself (**Automatic**). When you pick a view yourself, it stays until you click **Automatic** again. You can turn the automatic switch off under **Settings › Audio & video › Switch to the list from 25 people**. Coviqo remembers your choice on this device. The list is also available in lobby sessions and in meetings.

Each participant's menu (**Options for Anna**) offers a personal **Volume** slider (only for you) and **View profile**. People with **Mute others** can **Mute for everyone**; people with **Move members** can **Move to** another voice room or **Disconnect** someone.

18.3.3 Moving people between voice rooms

With the **Move members** permission you can move people from one voice room to another – in the source room *and* in the target room. Everybody else can move only themselves.

- **Drag & drop in the sidebar** – the people in a voice room are listed under it. Drag a person onto another voice room. While you drag, the rooms you may move people into light up; a full room is greyed out and shows its limit (for example **5/5**). The grip next to a room's list moves **everyone** from that room – Coviqo asks before it does. If you prefer the compact look, switch off **Settings › Appearance › Show people under voice rooms**; the rooms then show small avatars again.
- **Move to …** – in every menu of a person (right-click on the name in the sidebar, the member list, the people of a room, a participant tile in the voice room) you find **Move to …** with the voice rooms and how many people are in them (**Squad 2 · 3/5**). **Search rooms …** opens a search field for spaces with many rooms. On a phone, long-press the person; the menu opens as a sheet at the bottom.
- **Into a lobby session** – **Move to …** also lists the running sessions of the space's lobbies, grouped under the lobby. In the sidebar, drop a person on the lobby and pick the session. The session's leader may move people into their own session too. See *Lobbies and sessions*.
- **Several people at once** – hold `Ctrl` (`Cmd` on a Mac) and click people in the sidebar to select them, or hold `Shift` to select a range. Drag one of them or choose **Move # people to …**.
- **Bring everyone here** – right-click a voice room: **Bring all # here** gathers everybody from the other voice rooms of the same category. **Send team here** moves every member of a team – including its sub-teams – who is in a voice room of the space.
- **Split up** – right-click a voice room (or use **Split up** in a lobby) to open a board with one column per room or session. Drag people between the columns, or let Coviqo **Distribute randomly** (new random groups) or **Distribute evenly** (equal sizes, as few moves as possible). Nothing happens until you click **Apply** – then everybody is moved at once.

- **Keyboard** – in the command palette (`Ctrl` + `K`) type for example `move jamie to squad` and pick **Move Jamie to Squad 2**. In a room chat you can type `/move @jamie #Squad 2` .

After a move you see **Moved Jamie → Squad 2** with **Undo** for a few seconds – Undo moves the person back if that is still possible. The person sees **Moved to Squad 2 by Alex**. Their microphone, sound and camera stay as they were; a screen share ends and can be started again. Every move is recorded in the space's audit log (several people moved together are one entry).

Coviqo asks before you move somebody into a full room (the move goes over the limit) or into a room the person may see but not join themselves. Nobody can be moved into a room they cannot see, into an end-to-end encrypted room they have no access to, or past the role order (the owner and people with a higher role).

Ask to join. If a room is full or closed for you, drag yourself onto it or right-click it and choose **Ask to join**. Everybody in voice who may move people into that room sees **Jamie wants to join Squad 2** with **Let in** and **Decline**. The request also appears in their notifications (type **Voice room join requests**, in the app and as push according to their notification settings); it leads to the room, where open requests are shown with the same buttons. If someone lets you in, Coviqo moves you there. Requests run out after two minutes, and you can ask the same room again after 30 seconds.

In map rooms, people with **Move members** can drag an avatar to another place on the map – the same rules as **Move to the starting point** apply.

18.3.4 Volume

Two sliders control how loud you hear the others. Both only change what *you* hear – nobody else notices.

- **Output volume** – the overall volume of everybody in voice rooms and meetings together. You find it in the **More** menu of a voice room (on a phone under **More › Devices & audio**), in the **Audio options** of a meeting (the arrow next to the microphone) and under **Settings › Audio & video**. Click the speaker icon next to it to **Mute everyone**, or click it again to **Reset volume to 100%**. The setting is kept on this device.
- **Volume** in a person's menu – makes one person louder or quieter, for example someone with a quiet microphone.

Both settings are combined. In Chrome, Edge and other Chromium-based browsers and in the desktop app, the sliders go up to **200 %**. Safari and Firefox cannot amplify audio beyond its original level, so there the sliders end at **100 %**.

If your browser blocks audio playback, a notice **Your browser blocked audio playback – click to enable sound.** appears – click it once.

18.3.5 Stage rooms

A **Stage** room separates speakers from the **Audience**. Listeners can **Raise hand**; people with **Mute others** can **Add to stage** or **Remove from stage**. When nobody is on stage, the room shows **Nobody on stage**.

18.3.6 Push-to-talk and hotkeys

By default Coviqo uses **Voice activity**: your microphone opens automatically when you speak. To be heard only while you hold a key:

1. Open **Settings › Audio & video**.
2. Under **Input mode**, choose **Push to talk**.
3. Next to **Push-to-talk key**, click **Change** and press the key you want. The default is the key left of `1` (`` ` `` on US keyboards).

4. Adjust the **Release delay** so the ends of words are not cut off (default 200 ms).

The opposite also exists: **Push to mute** (with **Voice activity**) mutes your microphone while you hold its key, for example to cough or talk to someone in the room. Set its key under **Settings › Intercom & shortcuts**.

In the browser, push-to-talk works only while the Coviqo tab is focused. The desktop app uses a global hotkey that also works in other applications – see *Getting started*, section *Hotkeys and global push-to-talk*, which also lists the desktop shortcuts for mute, deafen, camera, screen share and leaving voice.

18.3.7 Audio devices and noise filters

Settings › Audio & video holds everything about your microphone, speakers and camera. These settings are stored per device – set them up once on each computer or phone.

The page shows the everyday settings first:

- **Devices** – choose the **Microphone** and **Speakers / headphones**, and set the **Output volume** (see *Volume* above). Use **Mic test** (**Start test**) to see your **Input level**, and switch on **Hear myself** to listen to your own voice. Some browsers (for example Safari on iPhone) always use the system output device.
- **Input mode** – **Voice activity** or **Push to talk** (see above).
- **Noise suppression** – one switch. **On** (the default) means strong AI voice isolation plus a noise gate with automatic sensitivity; **Off** transmits your microphone unfiltered. If you changed the details under **Advanced**, the card shows **Customised** – the switch then resets the details (on) or turns everything off (off). **Adjust details** opens the detail group.
- **Camera** – pick your camera, check yourself with **Start preview** and choose camera effects.

Everything else sits in collapsible groups under **Advanced** (closed at first; your browser remembers which ones you opened):

- **Noise suppression in detail**:
  - **Voice isolation (AI)** – **Off**, **Light** or **Strong (recommended)**, the default. Strong removes keyboard clicks, fans and background noise almost completely at slightly higher CPU usage.
  - **Noise gate** – transmits only while your level is above the threshold. **Sensitivity: Automatic** (the default for new accounts) keeps measuring your background noise and sets the threshold just above it; the marker on the level meter shows where it currently is and moves when your surroundings change. **Manual** lets you set the **Threshold** yourself: start the mic test, type briefly and speak, then place the threshold between the two. Accounts that already had a threshold before the automatic mode keep **Manual** until they switch. **Hold time** keeps the gate open briefly after you stop talking.
- **Audio processing** – **Noise suppression** (the browser's own filter), **Echo cancellation** and **Automatic gain control** (all on by default).
- **Sounds in voice rooms**, **Sound effects & soundboard** and **Video & screen sharing** (see the sections below).

Intercom channels and the discussion lead key are under **Settings › Intercom & shortcuts**, the clips opt-out under **Settings › Privacy & my data**.

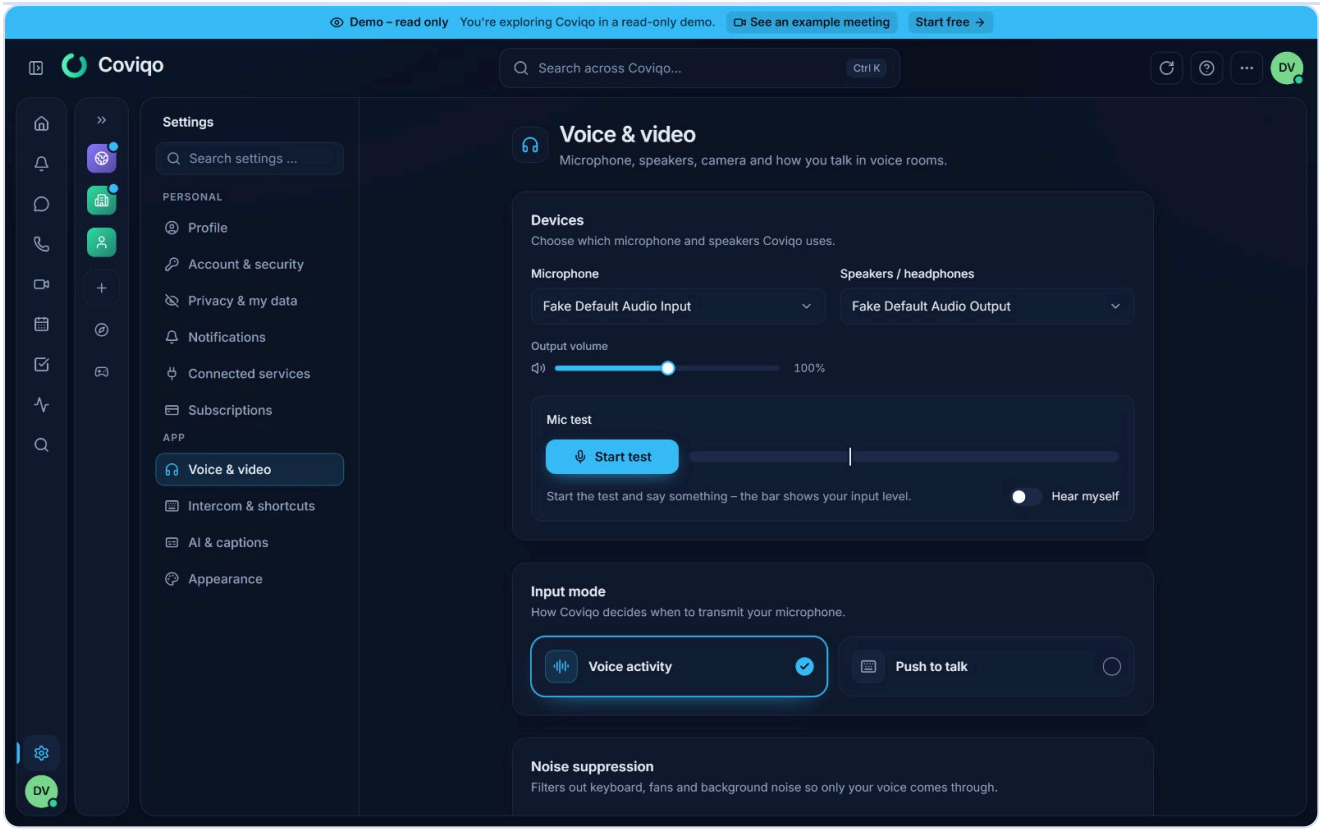


Figure 18.4 Settings, Audio & video with mic test and the noise suppression switch

On a phone, **Devices & audio** in the call opens a sheet with the same device choices and switches.

> **TIP**
>
> If others hear your keyboard, keep **Noise suppression** on (or **Voice isolation** on **Strong** under **Advanced**). If your voice sounds choppy, switch the noise gate to **Automatic** or lower the **Threshold** towards **Sensitive**.

18.3.8 Sounds in voice rooms

While you are connected to a voice room or meeting, Coviqo plays short tones: when you join or leave, when the connection is lost and restored, when someone else joins or leaves, when you mute, unmute, deafen or undeafen, and when a screen share starts or ends. The sounds play on your selected speakers or headphones. While you are deafened everything stays quiet, only the undeafen tone confirms that you can hear again. When many people join at once you hear one tone, not ten.

Set them up under **Settings › Audio & video › Advanced › Sounds in voice rooms** (stored per device, like the other voice settings):

- **Sounds in voice rooms** – the master switch (on by default).
- **Sound volume** – independent of the voice volume (default 50 %).
- **Others joining/leaving**, **Your own actions** (mute, deafen) and **Streams** – switch groups on or off. In meetings with more than 25 people the join and leave tones of others stay silent.
- **Test** next to each group plays its tones.

18.3.9 Screen sharing

Click **Share** and choose what to share in your browser's dialog. Others see **Sharing screen** on your tile and can bring it to the foreground. In the desktop app, Coviqo shows its own picker for screens and windows. Below the sources you choose:

- **Sound**: for a window **Window** (only that program's sound – the default), **Whole computer** (everything you hear except Coviqo itself) or **Off**; for a screen **Whole computer** (the default) or **Off**. Coviqo remembers your choice separately for windows and screens on this device. **Window** needs Windows 11; on Windows 10 a window shares the whole computer's sound.
- **Quality**: the same resolutions and frame rates as the arrow menu below. The share starts directly at it; the last choice is preselected.

In the browser, the browser's own dialog decides about sound (tab or system sound, depending on the browser). Screen sharing needs the **Share screen** permission and is not available in mobile browsers.

The small arrow on the **Share** button chooses the quality. Coviqo remembers it on this device, and you can switch while you are sharing without picking the screen again. First the kind of content:

Content	Best for
Automatic	Most content – balanced.
Text & presentations (sharp)	Slides, documents and code – crisp text, up to 15 frames per second, needs the least bandwidth.
Video & games (smooth)	Videos, games and animations – keeps the frame rate fluid.

Below it, **Resolution & frame rate** offers 720p · 30 fps, 1080p · 30 fps (the default), 1080p · 60 fps, 1440p · 30 fps, 1440p · 60 fps and 4K · 30 fps. What you can pick depends on the plan of the space: the Free plan shares up to 720p · 30 fps, Community Pro up to 1440p · 30 fps or 1080p · 60 fps, Community Plus, Business and Enterprise up to 4K · 30 fps or 1440p · 60 fps. Higher choices are greyed out with a hint such as "from Community Pro". Shares above 1080p · 30 fps use the organisation's **HD viewer hours** (Community Plus 300 a month, Business 30 per user); when they are used up, the menu says so and new shares run in 1080p · 30 fps until the next month – see *HD viewer hours* in the chapter *Plans and billing*. Coviqo never enlarges a smaller screen or window, and high resolutions need a good upload: about 10 Mbit/s for 1080p · 60 fps and 16 Mbit/s for 1440p · 60 fps or 4K.

Viewers with a weak connection automatically receive a lighter version of your share, so one slow connection does not make it stutter for everyone else.

While you share, a click on **Share** (or its arrow) opens **Manage sharing** instead of ending the share right away:

- The screen or window you share, with **Change source**: pick another screen or window. Your viewers keep watching – the share does not end and nobody has to click **Watch** again.
- **Sound**: **No sound**, **Computer sound** (everything you hear except Coviqo itself) or **Only** followed by the shared program, for example **Only Google Chrome** (Windows desktop app, when you share a window). If you change to a whole screen while **Only …** is chosen, the sound switches off and Coviqo tells you.
- The quality choices described above.
- **Stop sharing** ends the share.

Which sound options appear depends on where you share: the Windows desktop app offers all three, the browser offers **No sound** and **Computer sound** when the browser captured sound with the share. Older versions of the desktop app show the quality choices and **Stop sharing** only. When you stop, your viewers' tile

ends right away – nobody is left with a frozen picture.

Sharing with the desktop app on Windows

The Windows desktop app captures your screen with its own **native screen capture**. It is built for games and full-screen programs: the share keeps its frame rate while a game has the focus, and it uses the **hardware video encoder** of your graphics card (NVIDIA, AMD or Intel), so your computer and your game are barely slowed down. Without a suitable graphics card the app encodes in software.

- **Adapts to your upload.** If packets get lost or your upload backs up, the app lowers resolution or frame rate step by step – games keep their frame rate, text keeps its sharpness – and tries the higher quality again once there is room. **Connection info** then says, for example, "Upload is tight – sending 1080p30".
- **Two quality layers.** Besides the full quality, the app sends a lighter 720p version. Viewers with a slow connection, or who just started watching, get the lighter one instead of a stuttering picture.
- **AV1 on new graphics cards.** If your graphics card has an AV1 encoder (NVIDIA RTX 40 and newer, AMD Radeon RX 7000 and newer, Intel Arc or Core Ultra), the app shares in **AV1**: a sharper picture with about a quarter less data. It does so only while everybody in the call can play AV1 on their graphics card, no recording or live stream runs and the channel's video codec is not **Compatibility** – otherwise it uses H.264 as before. When somebody joins whose device cannot play AV1 in hardware, the share switches to H.264 within about a second; it returns to AV1 a minute after that person has left. An AV1 share sends one quality layer (no lighter 720p version). **Connection info** shows the codec, for example "AV1" with encoder "nvenc · Hardware". Game clips are always saved as H.264 MP4, so they play everywhere.
- **The graphics card's encoder, directly.** On NVIDIA and AMD graphics cards the app drives the encoder directly (NVENC, AMF) and hands it each picture without a detour through the computer's memory – less load on the processor and less delay. **Connection info** shows the encoder, for example "nvenc · Hardware". If it can't be used, the app takes the Windows encoder of the same card (for example "mf-nvidia") and, only as a last resort, software encoding.
- **Steady frame rate.** Windows delivers a new picture only when something on the screen changes. The app repeats the last picture at the chosen frame rate in the meantime, so viewers see a smooth share instead of pauses, and a still window appears right away.
- **No capture border.** On Windows 11 there is no yellow frame around the shared window or screen (Windows 10 still shows it).
- **Your own preview** of the share stays visible while Coviqo is in the background.
- **Safety net for the encoder** (version 1.0.11 and later). If the graphics card's encoder stops delivering pictures, the app switches to software encoding within a few seconds instead of leaving viewers with a black share, and keeps using software encoding for later shares until you restart the app. If the capture itself hangs, the share ends and Coviqo starts it again (in software, or through the browser engine).
- **Whole screens on Windows 10** (version 1.0.11 and later) are captured with Windows' desktop duplication, the method that is reliable there; windows and Windows 11 keep the Windows graphics capture. The mouse pointer is drawn into the picture as before.

Which capture is used is set under **Settings › Audio & video › Advanced › Video & screen sharing › Screen capture**: **Automatic** (the default – native capture whenever it is available), **Native (desktop app)** or **Browser engine** (the capture built into the app's browser engine, as in older versions). The choice only appears in the Windows desktop app. If native capture cannot start – for example in end-to-end encrypted rooms or in presentation mode – Coviqo says *Native screen capture is not available – your share runs through the browser engine.* and shares the usual way. **Connection info** shows under **Captured by** which one is running.

Two more settings in the same place (Windows desktop app only, version 1.0.7 and later):

- **Priority while sharing** – what the app favours while you share. **Automatic** (the default) gives the Coviqo processes a higher processor priority and the capture a high priority on the graphics card. **Graphics card only** raises only the graphics card priority – your game keeps its full share of the processor. **Off** changes no priority. The choice applies from the next share.
- **Frame conversion** – where native capture converts and scales each frame for the encoder: on the **Graphics card** (the default, takes load off the processor) or on the **Processor**. If the conversion on the graphics card fails or is too slow, the app switches to the processor by itself. The choice applies from the next share. When the app drives an NVIDIA or AMD encoder directly ("nvenc" / "amf"), the pictures stay on the graphics card anyway – the setting then has no effect.

18.3.10 Audio and video quality

How voices and cameras sound and look in the calls of a space is set once for the whole space under **Space settings › Voice & media › Audio & video** (needs **Manage space**). Voice rooms and lobbies can choose their own values in their room settings (voice rooms under **Voice & media › Audio & video**, lobbies under **Lobby**; needs **Manage room**); every field first shows the space's value with **Inherited from the space**; **Set own value** lets you pick an own value, switched off the space's value applies again. Sessions of a lobby use the lobby's values – the settings of a session show them with **Inherited from the lobby** (read-only), as well as its sound profile. Meetings use the space's values. Changes apply at once, also in calls that are already running – microphones and cameras switch to the new quality within a moment.

Voice quality offers four profiles:

Profile	Sound	Plans
Voice	Mono, 24 kbit/s on Free, 48 kbit/s on Community Pro and Business, 64 kbit/s on Enterprise. Silence is not transmitted, lost packets are covered. Your noise suppression settings apply.	all
Voice HD	Mono, 64 kbit/s – clearer voices for podcasts and talks.	from Community Pro
Music	Stereo, 128 kbit/s for music and instruments.	from Community Pro
Music Studio	Stereo, 256–320 kbit/s.	from Business

With **Own bitrate** you can move the bitrate of the chosen profile with a slider, up to the maximum of the plan (Community Pro 128, Business 256, Enterprise 510 kbit/s).

In a **Music** or **Music Studio** room, echo cancellation, noise suppression, automatic gain and your voice isolation and noise gate are switched off for everyone while they are in the room – instruments and music would otherwise be filtered out. Use headphones there so the room does not echo. The voice panel shows *Music mode – voice processing off, headphones recommended*. Your own settings are not changed and apply again as soon as you leave.

Camera quality is the highest camera resolution: 540p at 24 frames per second on Free, 720p at 30 on Community Pro, up to 1080p at 30 on Business and Enterprise. **Video codec**: **Automatic** (VP9 on computers with Chrome, Edge or the desktop app, VP8 elsewhere – the default), **Compatibility** (VP8, H.264 in Safari – least CPU load, from Community Pro) and **AV1 (Beta)** (best picture per bandwidth where the device can encode it,

from Business). Everyone else automatically receives a version they can play. The codec also steers screen shares from the Windows desktop app: with **Automatic** and **AV1 (Beta)** they use AV1 when the graphics card can and every viewer can play it, with **Compatibility** they stay on H.264.

Options your plan does not include are greyed out with a hint such as "from Community Pro". When a room does not use the standard voice quality, the voice panel shows a small badge, for example **Music · 128 kbit/s**. Screen sharing quality is chosen separately by the person sharing (see above).

18.3.11 Watching cameras and screen shares

In voice rooms you decide what you watch. When someone shares their screen, a tile marked **LIVE** appears with a small, slightly blurred preview (refreshed every 15 seconds) and a **Watch** button. **Watch** shows the share large on stage together with its sound; **Stop watching** (on the large tile or in its menu) hides it again. Cameras work the same way with **Watch camera** and **Hide camera**. Until you click, the video is not sent to you: this saves bandwidth, and you never hear the sound of a share you are not watching. The person sharing sees how many people are watching, for example "3 watching".

On a tile with a camera or a screen share:

- **Full screen** (the button next to the tile's menu, visible when you point at the tile) shows it on the whole screen, with name and controls; `Esc` or **Exit full screen** ends it. This works in the browser and in the desktop app.
- The tile's menu has **Stream volume (screen share audio)** – a slider for the sound of that person's screen share, separate from their voice (shown when the share carries sound). It is remembered on this device and is also available in meetings and calls.
- **Low latency** in the menu of a screen share shows the picture without buffering – less delay, but choppier on an unstable connection. The choice is remembered on this device.

To see everything right away as before, switch on **Show cameras automatically** and **Watch screen shares automatically** under **Settings › Audio & video › Advanced › Video & screen sharing** (stored per device). In meetings you always see all cameras and shares.

A screen share in its own window

Open in own window (the button next to **Full screen** on a watched screen share, or the tile's menu – also in meetings and calls) takes the share out of the stage into a window of its own. The stage tile then says **Showing in its own window** with **Back to the main window**.

- **Desktop app:** a normal window you can drag to another monitor and resize. Coviqo remembers where it was (position, size, monitor) for your account, so the next one opens there again. Up to 4 shares can be in their own windows at the same time. The window's bar shows the name of the person sharing and has the stream volume (when the share carries sound), **Low latency**, **Always on top**, **Full screen** and **Back to the main window**. Double-click or `F` switches full screen on that monitor, `Esc` leaves it, `T` toggles **Always on top**. The bar fades out after a moment without the mouse and comes back when you move it or use the keyboard.
- **Chrome and Edge:** the share opens in a picture-in-picture window that stays on top and can be moved to another monitor and resized; one window at a time (opening another replaces it). Full screen and **Always on top** are not offered there.
- **Safari:** the browser's own picture-in-picture (only the picture). Firefox has no button – use Firefox's own picture-in-picture toggle on the video instead.

The picture stays sharp in the window: it uses the same connection as the stage, so nothing is downloaded twice. Sound does not change (the person's stream volume applies). When the share ends the window shows **Stream ended** for a moment and closes; when you leave the call, switch rooms or stop watching, it closes right away. Drawing on the share and remote control only work on the stage – the window shows a hint.

18.3.12 Connection info

If audio, video or a screen share stutters, open **More › Connection info** in the call, or click the signal icon of the voice panel in the sidebar. It shows live values: delay, packet loss, how your connection runs (**UDP (direct)** is best; **TCP** or **TURN relay** means a firewall blocks the direct way), the voice quality with the bitrate your microphone actually sends, your camera's resolution and codec and, for screen shares, resolution, frame rate, bitrate, codec, what limits the quality (**CPU** or **Bandwidth**) and – for shares you watch – the **Decoder** (hardware or software) and the **Freezes (last minute)**: how often the picture froze in the last 60 seconds and for how long. Only repeated freezes (two or more, or more than a second frozen) are marked as a warning. Hints below the values tell you what to try. When you share with the Windows desktop app and your upload is too small for the chosen quality, the hint says which quality is sent right now, for example "Upload is tight – sending 1080p30". At the start of a share the quality climbs for a few seconds; **Bandwidth** is not shown as a warning then. For a native share, **Conversion** shows whether frames are converted on the **Graphics card** or the **Processor** (**Processor (fallback)** when the graphics card was chosen but cannot be used). If sharing puts a heavy load on the processor, a hint suggests a lower resolution or frame rate.

No audio connection

If your network blocks the direct way for audio (UDP), Coviqo says "*No audio connection – your network probably blocks UDP; we are trying through TURN*" and tries again at once through a relay server (TURN). If that does not work either, the voice panel shows **Retry through TURN**: click it to connect through the relay only, or try another network (for example a mobile hotspot). Once the relay was needed, Coviqo uses it right away for your next joins in the following 30 minutes, so you do not wait for the direct connection to fail again. Coviqo tells the operator's support about such connection problems (connection type, delay, packet loss and browser version – no IP address, kept 30 days), so they can help when you report a problem. Each call report also says how long joining took (for example how long the server, the connection and your microphone needed), so a slow **Join** can be traced.

18.3.13 Recording a voice room

People with the **Record** permission can **Start recording** from the **More** menu; only one recording can run per room. When you **Stop recording**, the recording is saved as a file in the room's files. Let the people in the room know before you start recording. Recording may be limited by your plan (see *Plans and billing*).

Starting a recording mutes everybody else in the room (unless the space admins switched off **Mute all microphones when a recording starts** under Space settings › Voice & media › Audio & video › **Recordings**) – everybody unmutes themselves when they want to speak. A red **Recording in progress** banner with who started it and when, a red frame around the voice panel, ● **REC** in the browser tab and a start sound make it visible to everyone. Whoever joins the room while it is recorded is asked first (**Join (microphone off)** / **Cancel**) and joins muted. The same applies when a stage is streamed live.

18.4 Presence and status

Your presence tells others whether you are around. Open the account menu (your avatar) and choose under **Set status**:

Status	Meaning
Online	You are available.
Away	Set automatically after 10 minutes without input (in the desktop app: when your computer is idle), and back to Online when you return. You can also set it by hand.
Busy	Tells others you are occupied.
Focus	Tells others you are concentrating.
Invisible	You appear as **Offline** to others while you keep using Coviqo.

Busy and Focus are signals for your colleagues; they do not change which notifications you receive. To reduce notifications, use the space notification level or the options in the chapter *Notifications*.

Member lists show each person's status, and people in voice show **Speaking**, **Listening** or **In room**. Depending on the space's privacy settings (**Show activity**, **Show voice room**, **Show last seen**), others may also see which voice room you are in and when you were last online (**last seen …**). During a meeting others see **In a meeting** – never the meeting's title – and outside the space the call belongs to only that you are in a call.

18.4.1 Custom status

Choose **Set a custom status** in the account menu to add an emoji and a short text such as "In workshops until 3 pm", and pick when it should disappear under **Clear after**. It appears next to your name in member lists and profiles. See *Getting started* for details.

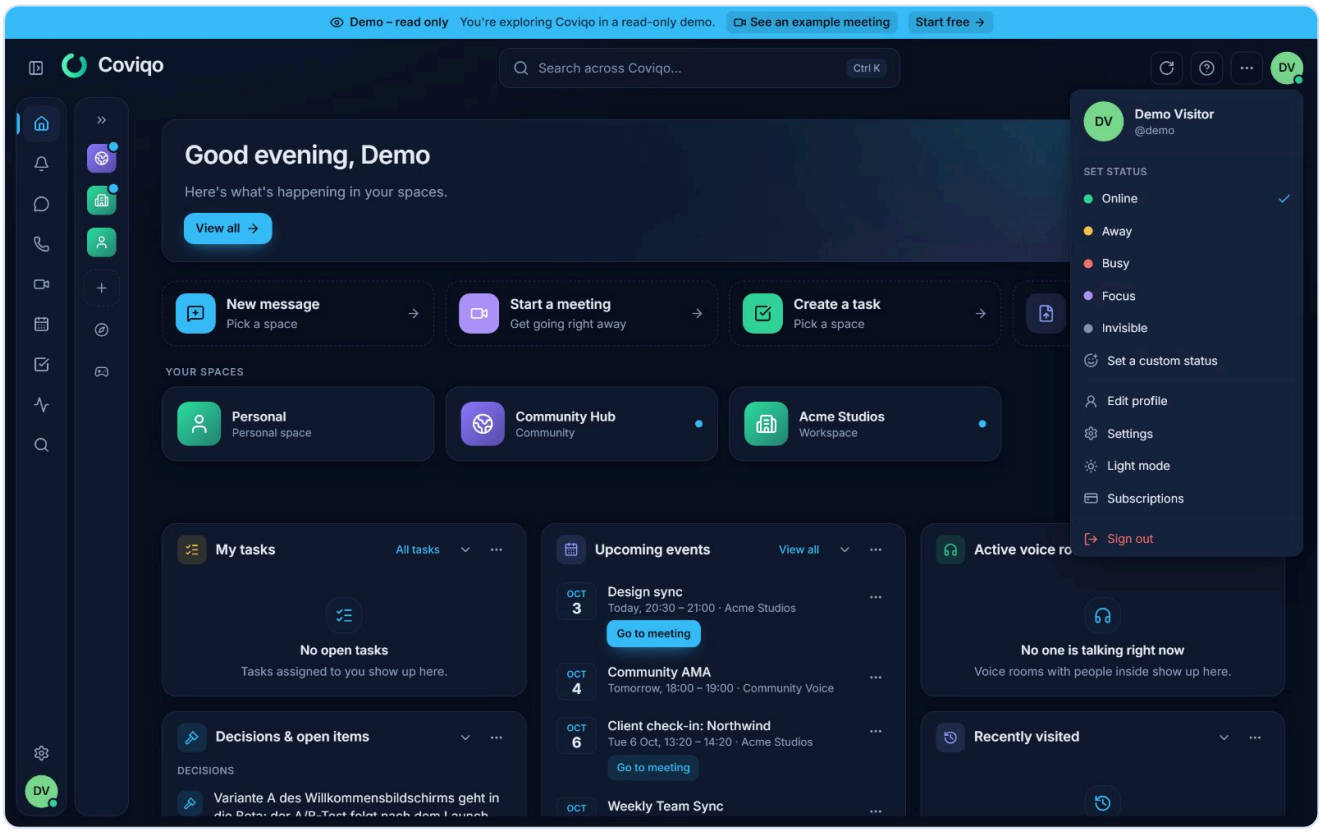


Figure 18.5 The account menu with presence options and custom status

COMMUNICATION · CHAPTER 19

Direct messages

Direct messages (German UI: **Direktnachrichten**) are private conversations outside of spaces – with one person or with a small group of up to ten people. They work like the chat in a room: replies, reactions, emoji, attachments, editing and deleting, mentions, link previews, "is typing …" and read markers. Only the people in the conversation can read it.

19.1 Finding your conversations

Messages (German UI: **Nachrichten**) in the top block of the sidebar – next to Home and Notifications – shows the number of unread direct messages and opens the messages page. It has two columns: on the **left** the list with the tabs **Conversations**, **Contacts** and **Requests** (German UI: *Unterhaltungen*, *Kontakte*, *Anfragen*; the badges show unread messages and new contact requests), on the **right** the open conversation. When you open a conversation, the list stays visible, so you can switch between conversations with one click; without a selected conversation the right side says *No conversation selected*. The **Conversations** tab lists pinned conversations first, then the most recent ones. Filter the list by name or `@username`, or start a **New message**.

Drag the thin line between the two columns to make the list wider or narrower (double-click resets it), or click **Collapse list** to fold it into a slim bar with the counters – **Show list** brings it back. Coviqo remembers both in your browser. On a phone you see one column at a time as before: the list first, the conversation after tapping it, and the back arrow returns to the list.

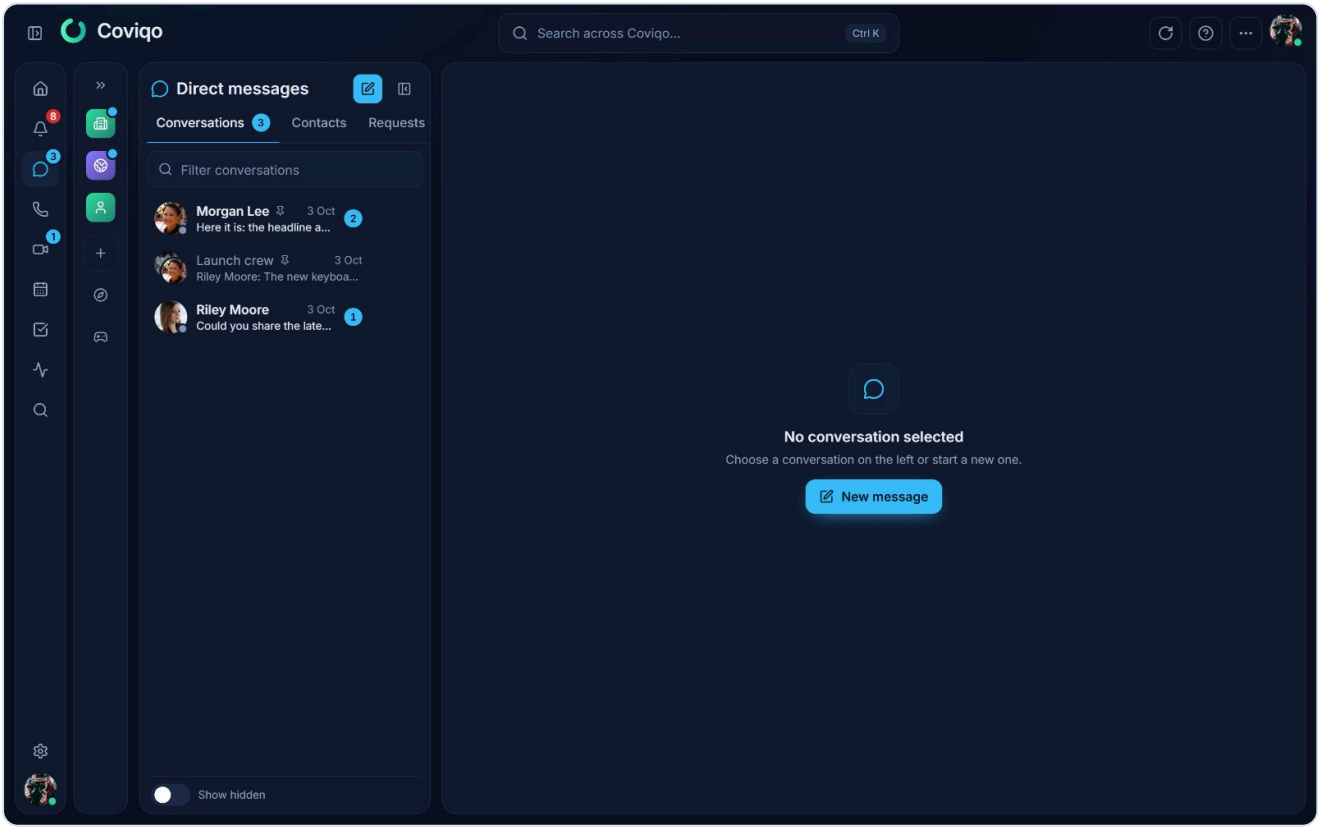


Figure 19.1 Messages: all direct conversations, pinned ones first

The sidebar has no separate list of conversations – everything is in the **Messages** overview, so the spaces keep the room. Each entry shows the person (with their presence dot) or the group, a pin icon if it is pinned, and a badge with the number of unread messages. **New message** at the top of the overview starts a new conversation.

When the sidebar is collapsed to the icon rail, the **direct messages icon** shows the total number of unread direct messages. Click it to open a small list of your conversations (pinned first, then recent) and **New message**.

Unread direct messages also count towards the badge of the desktop app.

19.1.1 Hiding and pinning conversations

- **Hide** (**Ausblenden**): move the pointer over a conversation and click the **X** (*Hide conversation*) – or right-click it (long-press on phones and tablets) and choose **Hide**, or use **Hide** in the conversation's actions menu. The conversation disappears from the sidebar, the overview and the unread count, and is marked as read. A notice offers **Undo**. Only you are affected: nothing is deleted, you stay in the group, and the others do not notice anything.
- A hidden conversation **comes back by itself** as soon as a new message arrives – from the others or from you (for example when you answer from a notification) – or when you start it again with **New message** or **Send message** in the profile card.
- To see hidden conversations, switch on **Show hidden** in the overview; **Show** brings one back right away.
- **Pin** (**Anheften**): right-click a conversation (long-press on touch devices) and choose **Pin**, use the pin button in the overview or **Pin** in the conversation's actions menu. Pinned conversations always come first in the overview and in the icon-rail list. You can pin up to ten conversations; **Unpin** (**Lösen**) removes the pin. Pins are saved with your account and apply on all your devices. Hiding a pinned conversation also unpins it (**Undo** restores both).

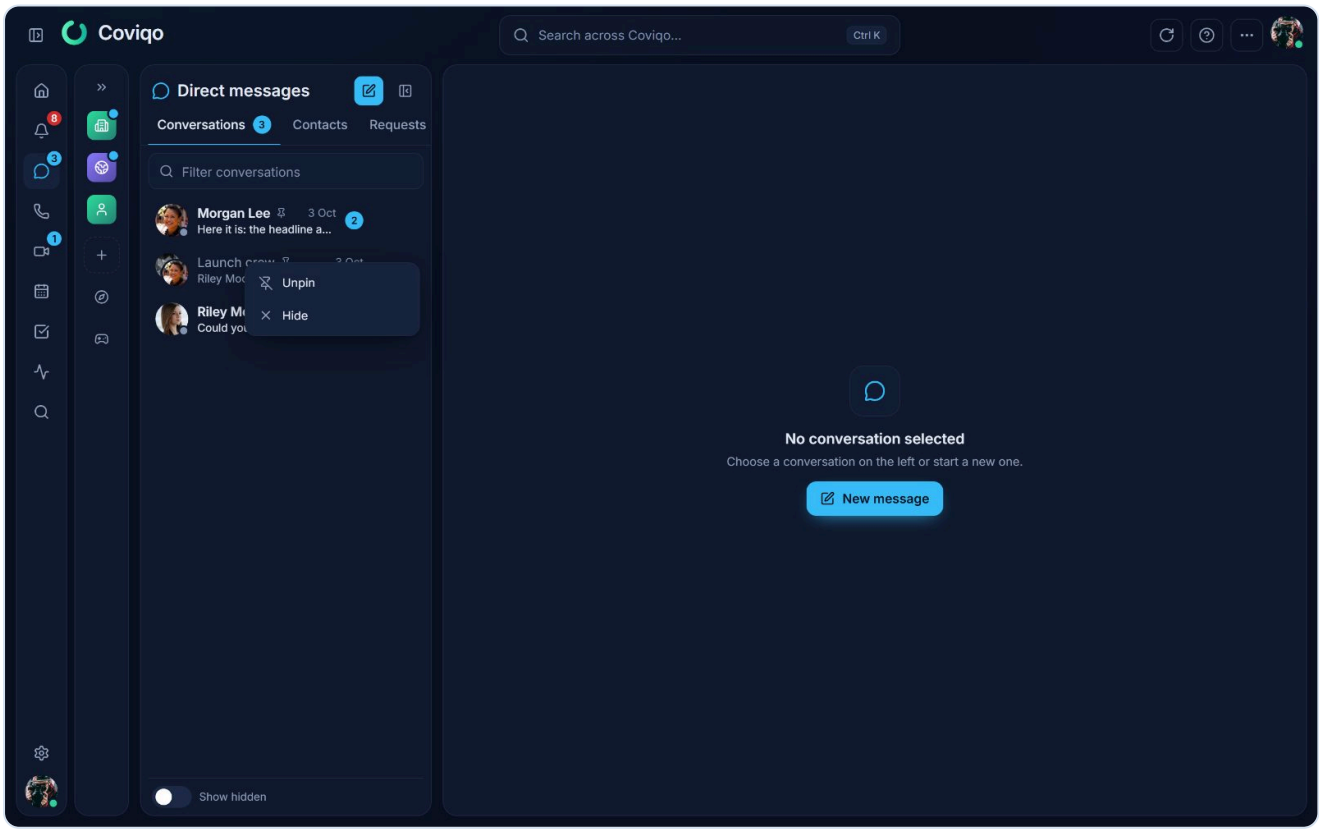


Figure 19.2 The Messages overview with the menu of a pinned conversation

19.2 Starting a conversation

There are three ways:

1. **New message** in the sidebar (or in the command palette): search for people by name or `@username`, pick one person for a 1:1 conversation or several people (up to nine) for a group, optionally give the group a name, and click **Start conversation** or **Create group**. Results are marked **Shared space** or **Found by username**.
2. **Send message** in someone's profile card (click a name or avatar anywhere in Coviqo).
3. In the **command palette** (`Ctrl` + `K` / `⌘` + `K`): type a name and choose **Message** *name*, or pick an existing conversation.

With one person there is always exactly one conversation – starting it again opens the existing one. With several people, Coviqo creates a new group each time.

If a conversation cannot be started, Coviqo tells you why, for example "*This person only accepts direct messages from people who share a space*" or "*Your organisation does not allow direct messages with people outside the organisation*".

19.3 In a conversation

The conversation opens with the chat you know from rooms. The header shows the participants and their presence (and **Internal · Organisation** for conversations inside an organisation). The **Conversation actions** menu offers:

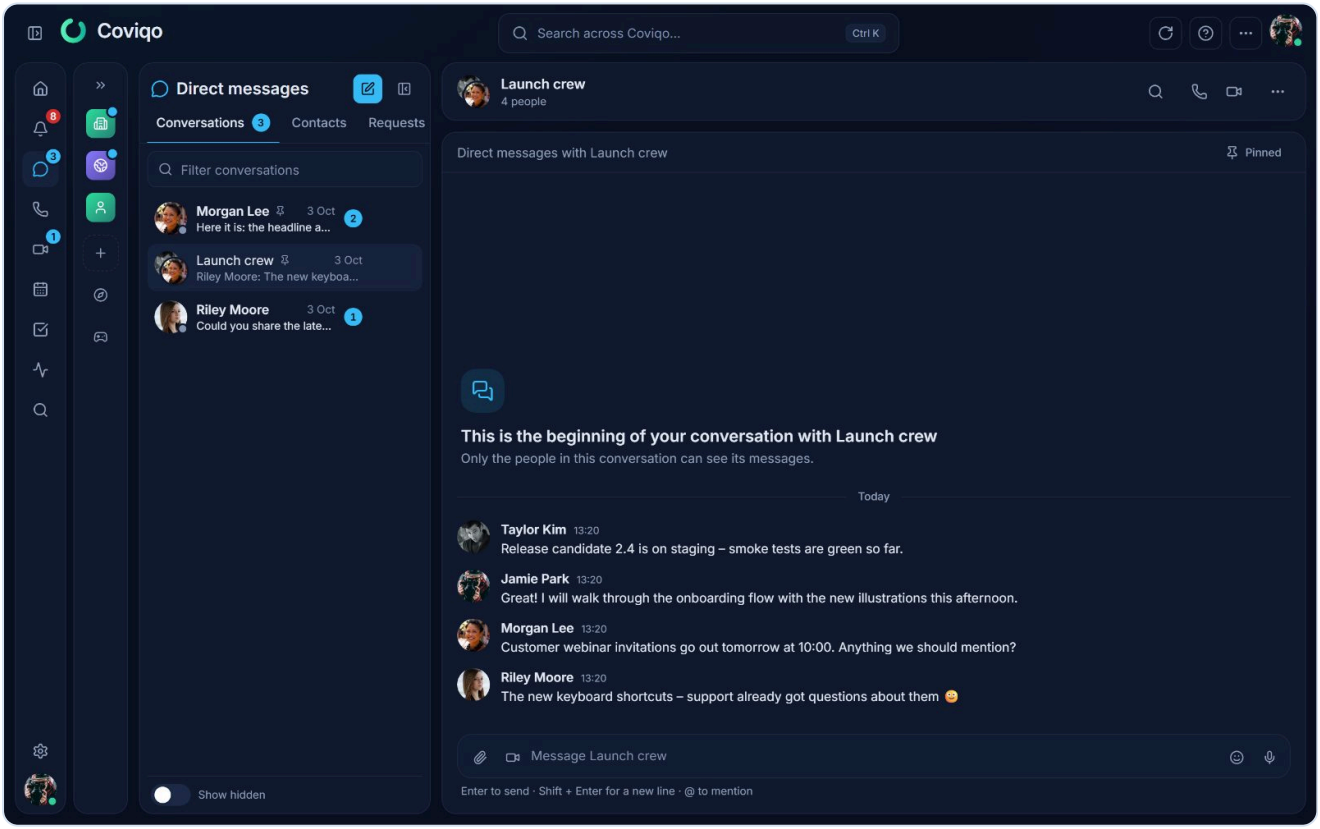


Figure 19.3 A group conversation in direct messages

- **Search this conversation** – only in this menu on phones; on a computer it is the magnifier in the header.

- **View profile** and **New group with …** (1:1), **Add people** and **Rename group** (groups).
- **Mute** – no notifications for this conversation; unread messages are still counted.
- **Pin** / **Unpin** and **Hide** – see *Hiding and pinning conversations* above.
- **Block** (1:1) – see *Blocking* below.
- **Report person** – report the conversation partner or a single message (right-click a message › **Report message**). Reports of direct messages go to the Coviqo Trust & Safety team, because a conversation has no space moderators.
- **Leave group** – you leave the group; the others can continue. When the last person leaves, the conversation is deleted.

A 1:1 conversation cannot be left – block the person if you no longer want to hear from them.

People you add to a group can read the earlier messages of the group. A short line in the chat shows who added whom, who left and when the group was renamed.

19.3.1 When you cannot write

Sometimes a banner explains that the conversation is **read-only** and the message field is disabled, for example:

- you blocked the person, or the person does not accept messages from you any more,
- nobody else is left in the conversation (they left, or their account was deleted or deactivated),
- an organisation changed its rules and no longer allows direct messages between you.

Nothing is deleted in these cases – you can still read everything, and the conversation becomes writable again when the reason goes away (if you blocked the person, the banner has an **Unblock** button).

19.4 End-to-end encryption

Any participant can switch a conversation to **end-to-end encryption** (**…** › *Turn on end-to-end encryption*): its messages, attachments, voice messages and calls are then encrypted on the participants' devices and Coviqo cannot read them. The server cannot search, summarise or preview them – your device searches them itself (the magnifier in the conversation header – on phones in the **…** menu –, *Search this conversation*; the search page marks such hits *found on this device*). Notifications only say *New encrypted message*. Encryption can only be ended if **everybody** in the conversation agrees (**…** › *End encryption*). Details: chapter "End-to-end encrypted rooms", section *End-to-end encrypted direct messages*.

19.5 Notifications

A new direct message notifies every other participant – in the app, as a push notification (high priority) and, if you switch it on, by e-mail. Choose the channels in **Settings › Notifications**. Muted conversations stay silent. Opening a conversation marks its notifications as read. Direct messages also appear in the catch-up (*What did I miss?*) under *Mentions & replies*; they are never used for the AI summary.

19.6 Privacy settings

In **Settings › Privacy & my data** you decide:

Who may write to you (German UI: *Wer darf mir Nachrichten schreiben*)

Option	Who can start a conversation with you
Everyone	Everyone who can find you (blocks and organisation rules still apply)
Contacts and shared spaces (default)	Your contacts and people who are members of at least one space together with you
Contacts only	Only people you added as contacts
Nobody	Nobody – existing conversations stay

If you had chosen *Shared spaces* before contacts existed, you now have *Contacts and shared spaces* – the same people as before, plus the contacts you add.

Who may send you contact requests – *Everyone*, *Shared spaces* (default) or *Nobody*. See *Contacts* below.

Read receipts – see *Read receipts* below.

Messages from people outside this group are refused – there is no "message request" inbox. The setting applies to new conversations; conversations that already exist continue. To stop an existing conversation, block the person.

Discoverable by username (on by default): people outside your spaces can find you in the people search by your exact `@username`, the beginning of your username or of your name. Switch it off and only people who share a space with you (or already have a conversation with you) can find you. Your e-mail address is never searchable and never shown.

19.7 Contacts

Contacts (German UI: **Kontakte**) work across Coviqo, like friends in a chat app: you do not need a shared space. Your contacts see when you are online (your status and custom status – never which room or meeting you are in), and you see theirs.

- **Adding someone:** click **Add contact** in someone's profile card (open it from a name, an avatar or any member list), or open **Messages › Contacts** and click **Add contact** to search by `@username` or name. The person gets a **contact request** – they only see your public profile. If they already sent you a request, adding them accepts it.
- **Requests: Messages › Requests** lists the requests you received – **Accept**, **Decline** or **Block** – and the ones you sent (**Withdraw**). A notification tells you about new requests and when someone accepted yours.
- **Declined requests** simply disappear. You can ask the same person again after seven days.
- **Your contact list** (**Messages › Contacts**) shows your contacts sorted by online and offline, with quick actions: **Send message**, **Poke** and, in the **…** menu, **View profile** and **Remove contact**. Removing a contact removes you from their list too; they are not notified and your conversation stays.
- **Who may send you requests** is set in **Settings › Privacy & my data**: *Everyone*, *Shared spaces* (default) or *Nobody*.
- To prevent spam you can have at most 50 open requests at a time and send at most 20 per hour.
- **Blocking** someone also ends the contact and removes all requests between you.

If your organisation does not allow contacts with people outside the organisation, you cannot add them and they cannot send you requests; contacts you already had with them are hidden (see *For organisation admins*).

19.8 Poke

Poke (German UI: **Anstupsen**) means "come over": open someone's profile card (or your contact list, or the **…** menu of your conversation with them), choose **Poke**, add a short message if you like (up to 140 characters) and send it. The person hears a short sound and sees a notice – if you are in a voice room they are allowed to see, the notice has a **Join** button that takes them straight into your room.

You can poke people you are allowed to message (and people you already have a conversation with). To avoid annoyance, you can poke the same person at most three times in ten minutes. Pokes can be switched off like any other notification in **Settings › Notifications**.

19.9 Read receipts

In one-to-one conversations you see **Seen** under your newest message the other person has read. In groups you can see **Seen by n** – but only among people who switched on **Read receipts in groups**.

Read receipts are on by default for one-to-one conversations and off for groups. You can switch both off in **Settings › Privacy & my data**. It works both ways: if you switch read receipts off, others no longer see whether you read their messages – and you no longer see whether they read yours.

19.10 Blocking

Block someone from their profile card, from the conversation menu or with a right-click on their name. A blocked person

- cannot start a conversation with you or add you to a group, and you cannot message them,
- cannot write in your 1:1 conversation any more (it becomes read-only for both of you),
- does not trigger notifications for you (also no mentions in spaces),
- no longer finds you in the people search or the search page, and is not offered to you there either,
- is left out of the @-mention suggestions – yours and theirs,
- is no longer your contact, and cannot send you contact requests or poke you.

Their messages in groups and spaces are hidden behind *Message from a blocked person – show*. The person is not told that you blocked them; they only see that you do not accept messages from them. Your blocked people are listed in **Settings › Privacy & my data › Blocked people**, where you can unblock them.

19.11 Finding people

The people search (command palette, **New message**) finds

- everybody who shares a space with you, by any part of their name or username,
- other people only if they are discoverable, by their exact `@username`, the first three or more letters of their username, or the first three or more letters of a word of their name.
- colleagues from your own organisation also by their **job title** or **department** (two letters or more) – the result says which of the two matched. People outside your organisation are never found this way, and nobody who set the field to **Only me** (see *Your profile*).

Guest accounts, deactivated and deleted accounts are never shown. Organisations can hide their members from people outside the organisation.

19.12 Changing your username

You can change your username in **Settings › Profile**, with a few safety rules (the hint under the field shows them):

- **Once every 30 days.** The settings show when the next change is possible.
- **Your previous username stays reserved for you for 30 days.** Nobody else can take it in that time, and you can switch back to it at any time.
- If your organisation manages your account, it may lock the username – the field then says so.
- Your earlier usernames are never shown to others.
- Some names are reserved and cannot be chosen, for example *me*, *admin*, *support*, *settings*, *profile* or names starting with *coviqo*.
- Your profile address `/u/@username` changes with the username; links with the old username stop working.

Mentions keep working after a rename: Coviqo stores who was mentioned, not the name, and always shows the current name.

19.13 For organisation admins

Organisations on **Business** and **Enterprise** control direct messages of their managed members under **Organisation › Policies**:

- **Direct messages and contacts with external people** – *allowed*, *only partners* (partner list, Enterprise) or *not allowed*. The rule works in both directions: members cannot message people outside the organisation, and outsiders cannot message members. The same switch covers **contacts**: with *not allowed* members cannot add people outside the organisation as contacts and do not receive their contact requests; contacts that already exist are hidden (not deleted) and can no longer be messaged or poked. Loosening the rule shows them again.
- **Internal direct messages** – on or off.
- **Usernames locked** – members cannot change their username.
- **End-to-end encryption in direct messages** – on by default. Switch it off if your organisation has to retain or review direct messages (compliance): then no conversation with a member can be end-to-end encrypted, members cannot be added to encrypted groups, and encrypted conversations that already exist with members become read-only (their content stays encrypted – nobody can read it afterwards, neither Coviqo nor the organisation).

Presets: **Offen** allows everything; **Medium** allows text with outsiders but no attachments to them; **Geschlossen** blocks direct messages with outsiders and locks usernames. When you tighten the rules, existing conversations with outsiders become read-only – nothing is deleted. Conversations in which every participant is a managed member of your organisation belong to the organisation: your retention rules and legal hold apply to them.

COMMUNICATION · CHAPTER 20

Threads, voice messages and reminders

Three additions to the chat help you keep conversations tidy and nothing out of sight: **threads** for side discussions, **voice messages** when talking is quicker than typing, and **reminders** for messages you want to come back to.

20.1 Threads

A thread is a conversation attached to one message. Its replies do not appear in the room's chat, so the main chat stays readable while a topic is discussed in depth.

20.1.1 Starting a thread and replying

Move the pointer over a message and click the speech-bubble button **Reply in thread** (German UI: *Im Thread antworten*) – or choose it in the **…** menu or with a right-click (long-press on phones). The thread opens as a panel on the right of the chat; on a phone it covers the chat and **X** brings you back. The panel shows the message at the top, all replies below and its own input field at the bottom – with mentions, emoji, attachments and voice messages like the chat.

Under a message with replies you see a small bar with the number of replies (*3 replies*), the people who answered last and when the last reply came. Click it to open the thread.

Threads exist in rooms. In direct messages you reply as before; threads will follow there later. A reply in a thread cannot start a thread of its own.

20.1.2 Following and muting

You follow a thread automatically when you started the message, replied in it or were mentioned in a reply. For every new reply in a thread you follow you get a notification (**Replies in threads**, German UI: *Antworten in Threads*) and a red badge on the thread bar shows how many replies you have not read yet. Opening the thread marks them as read.

In the panel header:

- **Follow** / **Following** (German UI: *Folgen* / *Folge ich*) switches following on or off.
- **…** → **Mute thread** (*Thread stummschalten*): no more notifications about replies. If somebody mentions you, you are still notified.

Replies in threads do not count as unread messages of the room. The **Threads** button in the chat header lists all threads of the room – **All** or **Following** – with the newest activity first; its badge counts the threads you follow that have new replies.

20.1.3 AI short summary

Long discussion? At the top of the thread, **Summarise** (German UI: *Zusammenfassen*) lets the AI answer *What is it about, what was decided?* – a short description, the decisions and the open questions. The summary is marked as **AI-generated** with the model and time. It is shared by everybody in the room and written in the language of the person who asked for it. When new replies arrive, the refresh button turns blue; long threads (20 replies and more) are refreshed automatically every 10 new replies once a summary exists.

The summary is available when the plan includes AI summaries (from Community Pro) and the space allows AI summaries (space settings → AI). AI summaries in threads use the same self-hosted language model as meeting summaries.

20.1.4 Turning a thread into a task or a decision

In the **…** menu of the thread panel:

- **Turn into task** (*In Aufgabe umwandeln*) opens the task dialog with the topic as title and the summary or the text plus a link to the thread as description. You need the permission to create tasks in the room.
- **Record as decision** (*Als Entscheidung festhalten*) writes a decision into the room's decision log (tab **Decisions**), linked to the thread. Suggestion: the first decision of the AI summary. You can edit the decision afterwards. Guests cannot record decisions.

20.2 Voice messages

When the text field is empty, the composer shows a **microphone** button.

- **Tap** it to start recording. You see the running time, the maximum length and a live level display. **Stop** ends the recording – listen to it with **Play**, delete it with the bin or **send** it. The paper plane sends right away while you are still recording.
- **Press and hold** it to record, **release** to send (like walkie-talkie apps).

The browser asks for access to the microphone the first time. The recording is sent like an attachment: encrypted, checked by the virus scanner and counted towards the storage of the organisation.

The maximum length depends on the plan: **Free 2 minutes, Community Pro 10 minutes, Business 15 minutes, Enterprise 30 minutes**. The recording stops by itself when the limit is reached.

20.2.1 Listening

Voice messages show a play button, a waveform (click it to jump to a position), the length and the speed – click **1×** to switch to **1.5×** and **2×**.

20.2.2 Transcript and translation

From **Community Pro** voice messages get an automatic **transcript** (German UI: *Abschrift*), made by Coviqo's own speech recognition – no audio leaves Coviqo. It appears a few seconds after sending: **Show transcript** under the voice message. The transcript is marked as AI-generated, and voice messages can be found through the search by their transcript. There is no transcript when the space has switched off AI transcription or when the speaker has switched on **Don't transcribe my voice** (Settings › AI & captions).

If the transcript is in another language than yours, **Translate into my language** shows a machine translation (when the space allows AI translation); **Show original** switches back.

Voice messages work in rooms and in direct messages.

20.3 Video messages

The **camera** button next to the paper clip records a **video message** (German UI: *Video-Nachricht aufnehmen*; on phones it is in the **+** menu of the message field):

1. Choose **Camera**, **Screen**, **Screen + camera** (your camera as a small circle over the screen) or **Audio only**.

2. Record – **Pause** and **Resume** as often as you like, **Stop** when you are done, **Discard** to start over.
3. Check the **preview**, move the two handles to **trim** the start or the end, then **Send**. Trimming happens on your device; the part you cut away is never uploaded. A progress bar shows the upload.

The maximum length depends on the plan: **Free 2 minutes, Community Pro 10 minutes, Business and Enterprise 30 minutes**.

Under a video message you find the speed button, **captions** (in the player's menu, once it has a transcript), the **transcript** with times (click a line to jump there) and – for longer recordings – **chapters** and a one-line **In short** summary. Chapters and the summary are made by Coviqo's own AI and marked as AI-generated. **Reply at 1:23** opens the thread with the time filled in; replies that start with a time get a **Jump to 1:23** button.

In end-to-end encrypted rooms and conversations the recording is encrypted on your device – there is no transcript, no chapters and no search for it.

20.4 Clips

In voice rooms whose admin allows **clips**, everybody sees **Clips on** (German UI: *Clips aktiv*) next to the room title. Participants can then save the **last 15–60 seconds** of the call:

- **Save clip:** press **Alt+Shift+C**, use the call's **…** menu, or set a global key in the desktop app (Settings › Hotkeys › *Save clip*). A dialog shows the clip – trim it, see who is audible, add a description and **post** it to a channel, **save it privately** (your private space – if you don't have one yet, Coviqo offers to create it first) or **download** it. Nothing is uploaded before you decide.
- **Your voice, your choice:** in the call's **…** menu switch on **Exclude my voice from clips in this room**, or in Settings › Privacy & my data › Clips of me **Exclude my voice from all clips**. You are then neither heard nor shown in anybody's clips; clip makers drop what they had buffered so far. Phone participants are never in clips.
- **Record clips on this device** (call menu / settings) decides whether your device keeps the last seconds at all.
- Room admins switch clips on in the **room settings › Voice & media › Clips** (off by default, from Community Pro) and choose the longest clip.

Clips are made on the device of the person saving them. Coviqo's app honours every opt-out, but – like with any screen recorder – a modified app could ignore it.

20.5 Reminders

Want to come back to a message later? Open its **…** menu (or right-click / long-press) → **Remind me** (German UI: *Erinnere mich*):

- **In 20 minutes**, **In 1 hour**, **In 3 hours**
- **Tomorrow, 9:00**
- **Next week (Monday, 9:00)**
- **Pick date and time …** for any time up to one year ahead

Times are in the time zone of your device. A small clock next to the time of the message shows that a reminder is set (hover it to see when). At the chosen time you get a notification **Reminder: message from … in …** with the beginning of the message – clicking it jumps straight to the message (also inside a thread or a direct message). Reminders work in muted rooms too, because you set them yourself.

- To change a reminder, choose **Change reminder** and pick a new time; **Delete reminder** removes it.

- **Notifications** → **filter "Reminders"** (German UI: *Erinnerungen*) shows **My reminders**: the pending ones with their time, then those sent in the last 7 days. Click one to open the message, **X** deletes it.
- If the message is deleted, its reminder disappears. Nobody else sees your reminders.

Which reminders and thread replies notify you on which channel (in-app, push, e-mail) is set under **Settings** → **Notifications** → **Threads & reminders**.

COMMUNICATION · CHAPTER 21

Calls

You can call people directly from your direct messages – one person or a whole group conversation, with audio or video (German UI: **Anrufe**). A call is not a meeting: there is no lobby and no organizer, nothing is recorded or transcribed, and it only concerns the people you call.

21.1 The Calls page

Calls (German UI: *Anrufe*, phone handset icon) sits in the left navigation directly below **Messages** – on phones in the navigation drawer. It collects all your calls in one place:

- **Favourites** (*Favoriten*): a row at the top with up to 12 people and phone numbers you call often. Tap one to call (audio); the menu (the "…" button, right click, or a long press on phones) offers **Video call**, **Move forward** / **Move back** and **Remove from favourites**. With the mouse you can also drag a favourite to another place. To add someone, click the **star** next to a person in the search, next to a number you typed, or next to an entry in the history (only 1:1 calls and phone calls). Click the filled star again to remove it. Favourites are the same on all your devices. If you can no longer call someone (for example they changed *who may call me*), the favourite stays but is dimmed and says why.
- **Start a call:** type a name into **Call a person** (*Person anrufen*) and click the phone or camera button next to the person. If your organisation uses telephony, the same field also takes phone numbers (*Person oder Nummer*) and a keypad appears – see chapter "Phone calls".
- **History** (*Verlauf*): your calls, newest first, grouped by day – missed calls in red, incoming, outgoing, declined, not answered, with the duration. A **Coviqo** badge marks app calls (with the person's picture or the group name, a camera icon for video calls and a lock for end-to-end encrypted conversations – only who, when and how long is shown); a **Phone** badge marks phone calls. Filters: **All**, **Missed**, **Coviqo**, **Phone**.
- **Call back:** click an entry – Coviqo calls ring the person (or the group conversation) again, audio or video as before; the usual rules apply (*who may call me*, one connection at a time).
- **Remove:** the bin icon removes one entry, **Clear history** (*Verlauf löschen*) all of them. For Coviqo calls this only affects **your** history – the other people keep theirs.
- **Missed calls** show as a red number on **Calls**. Opening the page marks them as seen, and the matching *Missed call* notifications are marked as read.

Your call history is visible only to you and is deleted automatically after 180 days.

21.2 Starting a call

- **In a conversation:** the phone button (**Call**, German UI: *Anrufen*) and the camera button (**Video call**, *Videoanruf*) sit at the top right of every direct conversation. In a group conversation everybody who allows your call rings at the same time.
- **In the contact list: Messages › Contacts** has a phone button next to every contact.
- **On a profile:** the profile card and the profile page show **Call** and **Video call**. The former *Start call* (an instant meeting in a shared space) is now **Start instant meeting** in the "…" menu.

If a button is greyed out, hover over it: the tooltip says why (for example *This person only accepts calls from contacts*). You can only be in one connection at a time – a voice room, a *Runde*, a meeting or a call. If you are already in one, Coviqo asks before it ends it (*Verbindung wechseln?* – for example *Anruf mit Anna beenden und dem Meeting „Weekly" beitreten?*, **Wechseln** or **Abbrechen**). The same question comes when you join a voice room, a Runde or a meeting while you are in a call. Moving from one voice room to another stays a single click.

While it rings you hear a soft ringback tone and see **Ringing …** (*Klingelt …*). When nobody answers, the call view closes and a short message tells you what happened: **declined**, **busy** (the person is in another call and declined) or **not reachable** (no answer within 45 seconds).

21.3 Answering

An incoming call appears as a banner at the top of the window with a ringtone – on every device where you are signed in. Choose:

- **Answer** (*Annehmen*) – with microphone only, or **With video** (*Mit Video*).
- **Decline** (*Ablehnen*).
- **Decline with message** (*Mit Nachricht ablehnen*): pick *I can't talk right now – I'll call you back*, *I'm in a meeting right now*, *Please send me a message* or write your own text. It is sent as a normal direct message.

The first device you answer on takes the call; the others stop ringing. If a call comes in while you are already connected, you hear a quieter knocking tone (*Anklopfen*) and the banner says what answering does (*Annehmen beendet deine Verbindung zu „Lounge"*); the buttons read **Answer & switch** (*Annehmen & wechseln*). Declining tells the caller that you are busy. When the call is over and you were in a voice room before, a message offers **Back to „Lounge"** (*Zurück zu …*) for a minute.

If you join something on another device (or in another tab), the connection here ends quietly with the note *Du bist jetzt auf einem anderen Gerät verbunden* – it does not reconnect on its own.

In the **desktop app** you also get a system notification, and the window comes to the front (switch this off in **Settings › Privacy & my data › Calls** – then the taskbar icon flashes instead).

21.4 During a call

The call opens over the whole window with the video tiles of everybody in the call and the controls at the bottom:

- **Microphone** and **camera** on / off.
- **Share screen** – the small arrow next to it chooses the quality (text, motion, resolution; the highest quality depends on your plan). While you share, the button opens **Manage sharing** with **Change source**, **Sound** and **Stop sharing**.
- **More: Add people** (they ring and join when they answer – the call becomes a group call), **Add phone number** (see below), the layout (**Grid**, **Speaker view**, **List**), **Devices** (microphone, speaker, camera) and **Connection info**.
- **Hang up** (red button). In a call with two people, the call ends when one of you hangs up.

Double-click a tile to pin it; the "…" menu of a tile sets the volume of that person. The header shows the duration.

Minimise (or press Escape) turns the call into a small floating panel at the bottom right. You can keep working in Coviqo – open other conversations, spaces or settings – while the call continues. Click the panel to go back to the call view; it also has mute, camera and hang up. If you reload the page during a call, the panel offers **Rejoin**.

21.5 Adding a phone number

If your organisation has telephony and you may call external numbers, **More › Add phone number** calls somebody on a regular phone and brings them into the running call (once somebody has answered it). Enter the number – the dialog shows which organisation's phone line is used. While it rings, the call shows "Phone … 123 – ringing …"; you hear whether the person answered, is busy or did not answer. The person takes part with audio only and appears as "Phone … 123". Everybody in the call can hang them up (tile menu **Hang up**). If you leave and only the phone participant would remain, the call ends and the phone call is hung up as well.

Not available in **end-to-end encrypted** calls – phone calls cannot be end-to-end encrypted. The usual telephony rules apply (allowed countries, no premium or emergency numbers, your organisation's minutes); the phone participant counts towards the maximum number of people in the call.

21.6 In the conversation

After a call the conversation shows a short note: **Call – 12 min** or **Missed call from …** with a **Call back** button. Missed calls also appear under **Notifications** (type *Missed calls*, with a push notification if you allowed them).

21.7 Who may call you

Settings › Privacy & my data › Calls (*Anrufe*) sets **Who may call me**:

- **Everyone**, **Contacts and people from shared spaces** (default), **Only contacts** or **Nobody**.
- Calls are never more open than messages: if you only accept messages from contacts, only contacts can call you, even if you chose *Everyone* here. The page shows which setting currently applies.
- Blocked people cannot call you, and your organisation's rules for direct messages also apply to calls. Bots and guest accounts cannot call.
- A call never shows the caller whether you are online: it rings the same way when you are away or invisible.

Let calls ring switches the ringtone off on the current device – the banner still appears. With the status **Busy** or **Focus** calls ring silently.

21.8 Encrypted calls

Calls of an **end-to-end encrypted conversation** (chapter "End-to-end encrypted rooms", section *End-to-end encrypted direct messages*) are encrypted on the devices: the server only forwards encrypted audio, video and screen shares. The call header shows *End-to-end encrypted*. You need encryption set up on the device you use, only people in the conversation can be added, and drawing on shared screens is not available.

21.9 Limits

Up to 10 people can take part in a call (25 in Business and Enterprise). Video works in every plan. Calls are not recorded, not transcribed and not summarised by AI.

COMMUNICATION · CHAPTER 22

Forums and live components

Two more ways to work together in a room: **forums** collect questions, ideas and support requests as posts with a title, each with its own replies – instead of a flowing chat. **Live components** put a checklist, a small table or a poll into a chat message that everybody edits together, live.

22.1 Forums

22.1.1 Creating a forum

A forum is a room type and a room module. Create a room of the type **Forum** (German UI: *Forum*), or switch on the module **Forum** in the room settings under **Content** of an existing room – the room then gets the tab **Forum** next to the chat.

22.1.2 Writing a post

Click **New post** (*Neuer Beitrag*). A post has a **title**, optional **tags** and a text written with the normal chat input field – mentions, emoji (including the custom emojis of the space) and attachments work as in the chat. If creating a new post fails, your text stays.

While you type, Coviqo checks whether the forum already has a post about the same question. Under **Similar posts already exist** (*Ähnliche Beiträge existieren bereits*) you see up to five posts; a click opens one – perhaps the answer is already there. When the plan includes AI summaries and the space allows them, the list is chosen by the AI and marked as **AI-generated**; otherwise Coviqo compares the words of titles, texts and replies. Only posts you are allowed to read are considered.

22.1.3 Reading, filtering and following

The forum lists the posts with title, tags, author, number of replies and reactions. **Pinned** posts are always at the top. You can

- sort by **Newest activity**, **Newest posts** or **Most reactions**,
- filter by status (**All posts**, **Open**, **Solved**) and by a tag,
- show only posts you follow (**Followed**),
- search the forum (titles, texts and replies).

A post opens with its text on top, the replies below and an input field for your reply. The author follows a post automatically; so does everybody who replies or is mentioned. **Follow forum** (*Forum folgen*) sends you a notification for every new post of the forum.

The AI short summary of long discussions (*Summarise*) works as in chat threads.

22.1.4 Solved posts and accepted answers

The author of a post and the forum moderators can mark a post **solved** (*Als gelöst markieren*) and pick the reply that solved it: in the menu of a reply choose **Mark as answer** (*Als Lösung markieren*). The accepted answer is shown at the top of the post and marked **Answer**; its author and the people following the post get a notification.

22.1.5 Moderating a forum

People with the permission **Manage forums** (*Foren verwalten* – moderators and managers by default) can

- manage **tags** (**Tags & settings** – name, colour, emoji, *Moderators only* for tags like "Announcement"),
- require a tag on every post and choose the default sort order,
- mark any post solved, **pin** posts and **lock** posts – a locked post takes no more replies (moderators can still answer).

Deleting a post removes its title and text; if it already has replies, the discussion stays visible as *Deleted post*.

22.2 Live components in chat messages

Available from Community Pro.

In the chat input field, the button **Insert live component** (*Live-Komponente einfügen*; on phones in the **+** menu) creates a message with

- a **checklist** – items to tick off,
- a **table** – a small grid with up to 12 columns,
- a **poll** – a question with 2 to 20 answers, optionally with several answers per person.

Everybody in the room who may write edits the component directly in the message: tick items, change texts, add rows and columns. Changes appear for everybody immediately; small coloured dots and avatars show who is editing at the moment. Below the component you see who edited it last. External guests and people who may only read see the component without editing it.

In the **…** menu of a component:

- **Export as CSV** / **Export as Markdown** downloads the content (polls with the number of votes).
- **History** shows who changed the component when.
- **Turn into tasks** (checklists) creates one task per selected item in the room's task board; the item then links to its task.
- **Only I and moderators edit** locks the component for everybody else (the author and moderators can undo it).

Votes of a poll are counted per person; everybody sees the number of votes per answer, not who voted for what. The plan limits the items of a checklist and the rows of a table (Community Pro 50, Business 200, Enterprise 500). After a downgrade to a plan without live components, existing components stay readable.

COMMUNICATION · CHAPTER 23

End-to-end encrypted rooms

From the Business plan, a room can be **end-to-end encrypted** (German UI: *Ende-zu-Ende-verschlüsselt*). Messages, attachments, voice messages, files, notes, whiteboards and the voice / video call of the room are then encrypted on the members' devices. Coviqo stores only ciphertext and cannot read the content – not even the operator of the servers.

23.1 Setting up encryption on your devices (once)

Open **Settings › Account & security › End-to-end encryption** and click **Set up now**.

- Coviqo creates your keys on this device and shows your **recovery key** – 13 groups of letters and digits. It is shown **only once**: copy it into your password manager or save it as a file, then tick *I stored the recovery key safely*.
- Optionally add a **passphrase** (at least 12 characters) as a second way to restore.

Every further device (another browser, the desktop app, a new laptop) has to be **confirmed** before it can read encrypted rooms. In the same settings card choose one of:

- **With recovery key** – type it in (spaces and case do not matter),
- **With passphrase**,
- **Confirm from another device** – a request appears on one of your confirmed devices. Both screens show the same six symbols and a six-digit number; only if they match, click **They match – confirm** there.

The card also lists your devices. **Remove** a lost or old device: it receives no new keys and the rooms it could read get a new key (what it already had stays readable on that device – removing is not a remote wipe). **Remove this device** deletes all keys from the current browser – do this on shared computers.

Important: if you lose all your devices **and** the recovery key (and the passphrase), your earlier encrypted content is lost. Coviqo cannot restore it. The last resort, **Reset encryption**, gives you new keys – earlier encrypted content stays unreadable for you, and your contacts see a changed safety number.

23.2 Turning on encryption for a room

People who manage the room **and** the space open **Room settings › Access › Encryption** and click **Turn on end-to-end encryption**. The dialog lists what is no longer available in the room:

- AI (transcription, summaries, translations, thread summaries, voice message transcripts),
- recordings of calls,
- full-text search of the content (room and people names stay searchable),
- bots and incoming webhooks, slash commands,
- AutoMod content checks (mention limits still apply),
- watching together, link previews, live components,
- the malware scan of uploads, server previews, history, comments and export of notes and whiteboards,
- integrations such as creating an issue from a message or Notion.

Existing content stays as it was (encrypted on the server) and is labelled; older notes and whiteboards become read-only. The switch **cannot be undone** – for the other features again, create a new room.

New members see earlier messages is off by default: new members only get keys from the time they joined. Turn it on in the same place if newcomers should read the history.

23.3 Using an encrypted room

- A **lock** next to the room name shows that the room is end-to-end encrypted.
- If this device is not set up or not confirmed yet, the room shows a hint and you cannot write – open the settings from the hint.
- New members and new devices get the room key automatically from a member who is online. Until then a message shows *Key missing – requested from the members*.
- Files and voice messages are decrypted in your browser when you open them. Uploads are limited to 500 MB per file.
- Folder names in the Files tab are encrypted like file names; searching for folder names is not possible.
- In calls of the room, audio, video and screen shares are encrypted; recording is not possible.
- Meetings started from the room are **not** end-to-end encrypted. Direct messages have their own switch per conversation (see *End-to-end encrypted direct messages* below).

23.4 Safety numbers

In **Room settings › Access › Encryption › Members and safety numbers** click **Compare** next to a person. Compare the numbers or the symbols with that person – in person or on a call. If they match, click **They match – mark as verified**. If a person's safety number changes (they reset their encryption, or something is wrong), Coviqo warns you and gives them no new keys until you accept the new number.

23.5 End-to-end encrypted direct messages

Every direct conversation – 1:1 or group, in every plan – can be end-to-end encrypted as well. By default conversations stay encrypted on the server (with search and AI); the switch is per conversation and covers its **messages and calls**.

1. Set up encryption on your device (see above).
2. In the conversation open **…** › **Turn on end-to-end encryption** (*Ende-zu-Ende-Verschlüsselung einschalten*).
3. The dialog lists what is no longer available in this conversation: AI features that use the content, searching the content, bots with access to content, link previews, transcripts of voice messages, virus scan and thumbnails of attachments. Tick *I understand that encryption can only be ended if every participant agrees* and click **Turn on encryption**.

Anyone in the conversation can do this; everyone sees the note **End-to-end encryption turned on by …**.

- A **lock** shows encrypted conversations: in the conversation header, next to the conversation in the list, under the message box (*End-to-end encrypted*) and in the call header. Hover it for an explanation.
- The list shows the **decrypted preview** of the last message when your device has the key (otherwise *Encrypted message*). Notifications only say **New encrypted message** – the text never appears in push notifications or e-mails.

- **Searching:** Coviqo's server cannot search encrypted messages, so your device does it. It keeps an encrypted index of the messages it could decrypt (older messages are added step by step in the background). Hits appear on the search page with the label *found on this device*; the magnifier in the conversation header searches only this conversation (in encrypted rooms: *Search this room*). Signing out deletes the index.
- Messages from before stay as they were. People who are **added to a group later** only see messages written after they joined.
- **Calls** of an encrypted conversation are end-to-end encrypted too (the call header shows *End-to-end encrypted*). Only people in the conversation can be added to such a call, and you need encryption set up on the device you answer with.
- **…** › **Compare safety numbers** lists the other participants with their state (not set up, not verified, verified, changed). Above the chat Coviqo warns when someone has not set up encryption yet (they can read new messages only after that) or when a safety number changed.
- Not possible: conversations with a **bot**, conversations you cannot write in (blocked, your organisation's rules), while a **call is running** (turn it on afterwards), or when an organisation of a participant does not allow encrypted direct messages. The dialog tells you the reason.

23.5.1 Ending end-to-end encryption

Encryption of a conversation only ends if **everybody** in it agrees (in a 1:1 conversation both of you, in a group all current participants).

1. **…** › **End encryption** › **Send request**. You agree by asking.
2. Everybody else sees a note in the chat and a banner with **Agree** and **Decline** (and who has agreed so far). You can withdraw your request there.
3. When the last person agrees, the note **End-to-end encryption ended (everybody agreed)** appears. New messages, attachments and calls are then encrypted on the server again, with search and AI. Messages from the encrypted period **stay end-to-end encrypted** and readable on your devices; they can no longer be edited.

The request ends without effect if anyone declines, if someone joins or leaves the conversation, or after **7 days**. It is not possible while a call is running. You can turn encryption on again at any time – with a new key.

23.6 Reporting a message

When you report a message of an encrypted room, you can send its **decrypted text** to the moderators (preselected). It is signed by your device. Coviqo cannot check that the text matches the encrypted original – moderators see this note.

COMMUNICATION · CHAPTER 24

Phone calls (Telefonie)

If your organisation has connected a phone line (a SIP trunk of a phone provider), Coviqo can ring you when somebody calls your number and you can call external phone numbers from the app. Without a line nothing of this is visible.

24.1 Receiving calls

Every number of your organisation follows its **call flow**, which your organisation administrators set up: it can ring **you** (your direct line), a **group** (everybody at once or one after another), play a **voice menu** ("press 1 for sales"), put callers into a **call queue** or a **voice room**, or let the mailbox answer. A number can also be the **meeting dial-in** (callers enter the meeting PIN). When a call rings for you, a banner appears at the top with the caller's number and the number that was dialled – or why it reaches you: **Transferred by Anna**, **Anna wants to consult** or **Queue Support**:

- **Answer** (*Annehmen*) – the call opens in a small panel at the bottom right. If you are in a voice room, meeting or call, answering ends that connection (*Annehmen & wechseln*) – you are always in one audio session at a time.
- **Decline** (*Ablehnen*) – in a group the next person is rung.

Whoever answers first takes the call; for everybody else the banner disappears. While your status is **Busy** or **Focus** ("do not disturb") or you are offline, direct calls do not ring for you – except calls from your *Do not disturb* exceptions (see *Call settings*), which ring with ringtone. Callers hear a normal ringing tone while it rings; if nobody answers they hear "The person you are calling is not available at the moment" – or your **mailbox** answers, or the call goes where your **call forwarding** sends it (below).

Callback for Support (*Rückruf für …*) – if your organisation offers "Callback instead of waiting" in a call queue, a caller can ask to be called back and keeps their place. When it is their turn, the banner says **Callback for** and the queue name: answer – as soon as you are in the call, Coviqo calls the caller and connects you. If you do not join within 30 seconds of answering, the callback goes back to the queue with its place.

24.2 Mailbox (voicemail)

On the Calls page, **My numbers** has a **Mailbox** button next to your direct line. Switch the mailbox on and choose:

- how long it rings before the mailbox answers (default 25 seconds),
- how long a message may be (default 2 minutes),
- the **greeting**: *Standard* ("The person you are calling is not available at the moment."), *Own text* (read out by a computer voice) or *Own recording* (record it in the browser or upload an audio file – at most 60 seconds).

After every greeting callers always hear that their message will be recorded (and transcribed, if your organisation uses transcription), then a tone. New messages arrive as a notification *New voicemail from +49 …* and appear under the filter **Mailbox** on the Calls page: play them, read the transcript (marked as created by AI), call back or delete them. Messages are stored encrypted, visible only to you, deleted automatically after 90 days, included in your data export and deleted with your account. A **shared number** (a number that does not

belong to one person) has a mailbox too: organisation administrators choose who gets its messages – those people all see them, and deleting one deletes it for everybody. Your plan limits how many messages a mailbox keeps; a full mailbox stops answering until you delete messages. On numbers provided by Coviqo, the time a caller spends with the mailbox (greeting and message) counts against your organisation's incoming minutes; when they are used up, the mailbox does not answer and callers hear that the person is not available.

24.3 Call settings

Call settings (*Anrufeinstellungen*) next to **My numbers** on the Calls page holds your personal phone settings (per organisation, if you belong to more than one). At the top you see **Your extension** – the short number callers type in a voice menu to reach you; your organisation administrators assign it.

- **Call forwarding** – **Always**, **When busy** (in *Do not disturb* or while you are in a call, see below) or **When not answered** after 10 to 60 seconds (also when you are offline). Choose a destination from the list: a colleague, a shared number (its call flow takes over), a queue, **My mailbox** or another mailbox of your organisation – only destinations inside your organisation. **Until** ends the forwarding automatically at a time you choose. While a forwarding is on, **My numbers** shows **Forwarding on**. It applies to calls for you (your direct line, your extension in a voice menu, transfers) – not to groups and queues you ring in.
- **Busy while in a call** – while you are on the phone or in a running meeting, further calls do not ring for you (they go to your busy forwarding or your mailbox). **Organisation** follows your organisation's default; **On** / **Off** overrides it for you.
- **Do not disturb – exceptions** – **People** whose transfers and consultations, and **Numbers** whose calls ring through even while your status is **Busy** or **Focus**. The numbers are stored encrypted, visible only to you, part of your data export and deleted with your account.
- **My mobile** – if your organisation allows forwarding to external numbers, save your **Mobile number** here (only you see the full number; it is stored encrypted and deleted with your account). **Simultaneous ring on my mobile**: when your phone rings in Coviqo, your mobile rings too – whoever answers first takes the call, the panel then says **Answered on mobile**. **Delay** lets the mobile ring a few seconds later. Your mobile can also be a forwarding destination (**My mobile**) and is used by **Call me** in meetings. When you answer on the mobile you first hear "Call for (your organisation). Press 1 to accept." – you are connected only after pressing 1. So your mobile's own voicemail cannot take the call; if you press nothing, it keeps ringing in Coviqo. If your organisation switched this confirmation off: a voicemail that answers quickly takes the call – set it to answer later than Coviqo rings.
- **Queues** – the call queues you are an agent of. Switch **Signed in** on to receive queue calls and off when you are not available; you also see how many callers are waiting. Queue calls only ring while you are free (not offline, not in *Do not disturb*, not in another phone call).

24.4 Making calls

If your organisation allows it (calls to external numbers switched on for the organisation, and for you "Telefonie: nach extern anrufen" – off by default, administrators always), open **Calls** (*Anrufe*) in the left navigation. Type or paste the number into **Person or number** (international like `+49 30 1234567` or national like `030 1234567`) or use the large **keypad** (hold **0** for **+**; on phones tap **Show keypad**), then the green **Call** button. Below the button you see **You are calling as +49 …** (the number the other side will see) and which organisation's line is used. Numbers that cannot be called are explained right away, before anything is dialled. During the call the panel shows the duration, **Mute**, a **keypad** for menus of the other side and **Hang up**.

If telephony is not set up for you, the Calls page only shows Coviqo calls – no keypad and no numbers.

24.5 Hold, transfer and consultation

During a phone call, the panel has three more buttons:

- **Hold** – the caller hears hold music (your organisation's or Coviqo's) and does not hear you; **Resume** brings them back. The panel shows **On hold**.
- **Transfer** – **Transfer to** opens a list of **People**, **Shared numbers**, **Queues** and **Mailboxes** of your organisation (search by name or extension). A shared number runs its own call flow. If your organisation allows forwarding to external numbers, the list also offers **My mobile** and colleagues' mobiles (*{name}'s mobile*), and **External number** lets you type any number (only if you may call external numbers). Pick one and **Transfer**: you leave the call at once, the caller hears "Please wait, you are being connected." and the new person sees **Transferred by** with your name. If nobody answers, the caller reaches that destination's mailbox or hears that nobody is available.
- **Consult** – ask a colleague first: **Consult with** → pick a person → **Call**. The caller is put on hold and the colleague's banner says that you want to consult. Once they answer you talk to each other while the caller hears music. **Connect** hands the caller over to them; **Back** ends the consultation – the caller is still on hold, so press **Resume**. If you hang up while you are connected with your colleague, the caller is handed over too.

Transfers go to destinations inside your organisation – to mobiles and external numbers only if your organisation allows it (each such transfer is an outbound call of your organisation). Everybody who had the call keeps it as answered in their history.

Recording a call – if your organisation allows recordings, the panel has **Start recording**. Everybody in the call first hears that the call is being recorded; the panel shows **Recording** until you press **Stop recording** (they hear that too). Your organisation can also record automatically after a notice or the caller's consent; a caller who declined is never recorded (*Caller declined – no recording*). Recordings appear on the Calls page under the filter **Recordings**: play them, read the transcript (marked as AI, if your organisation creates transcripts) and – if you started it or are an administrator – delete them. Who may listen is set by your organisation (the people in the call and admins, or admins only); recordings are stored encrypted and deleted automatically on the date shown.

24.6 Your numbers and the history

My numbers (*Meine Nummern*) on the Calls page lists your direct line(s) and the shared numbers whose mailbox messages you get. While your status is **Busy** or **Focus**, nothing rings (except your *Do not disturb* exceptions) – the call then appears as **missed** in your history. Calls of a queue that nobody answered do not appear as missed for every agent; your organisation sees them in its reports.

Phone calls appear in the **history** of the Calls page with the full number, so you can call back with one click. Missed calls (also calls to your direct line while you were not reachable) show as a red number on **Calls** and as a notification *Missed call from +49 …* (setting *Missed calls* in **Settings › Notifications**). You can remove single entries or clear the whole history. The history with the full number is visible **only to you** and is deleted automatically after 180 days; your organisation's call list keeps the other number only shortened.

If nobody in a **group** you ring in answered – or nobody was available – every member of the group sees the call as **missed** and gets the *Missed call* notification once. Calls into meetings or voice rooms do not appear in your history, and clearing the history does not remove the call notes in your conversations.

Numbers you call often can be pinned to the **favourites** at the top of the Calls page (star next to the number or the history entry) – only while telephony is set up for you. Like the history, pinned numbers are stored in full, visible only to you, part of your data export and deleted with your account.

Some numbers can never be called:

- **Emergency numbers (112, 110, 911 …) – emergency calls are not possible through Coviqo.** Use a regular phone or mobile.
- Premium-rate and special numbers (0900, 118xx, …) and countries your organisation has not allowed.

Your organisation has a monthly minute budget; when it is used up, calls end and new ones are not possible until next month.

24.7 Adding somebody to a meeting by phone

Organizers of a running meeting find **Add participant by phone** in the participant panel. Enter the number – the person is called and joins with audio only, shown as "Tel. … 123". While the meeting is transcribed, the person first hears "This call is being transcribed." after answering and is connected afterwards. This is not possible while the meeting is recorded or in end-to-end encrypted meetings.

Call me – if you saved your mobile and your organisation allows forwarding to external numbers, the participant panel of a running meeting shows **Call me** ("calls +49 …"): the meeting calls your mobile and you join by phone (audio only). If that is not possible right now the button is greyed out with the reason below it – for example *No mobile number saved* (add it under **Calls** → **Call settings** → **My mobile**), or that your organisation switched it off or its plan does not include it.

Transcription switched on during the meeting: everybody who takes part by phone hears "Transcription has started." (or the German "Die Transkription wurde gestartet.") – and "Transcription has stopped." when it is switched off again.

Meeting dial-in on your organisation's numbers: a meeting PIN entered on one of your organisation's own numbers only reaches meetings of your organisation; the general dial-in numbers shown in invitations reach every meeting.

24.8 Adding a phone number to a call from direct messages

In a running 1:1 or group call from direct messages, **More › Add phone number** calls a number into the call (chapter "Calls", section *Adding a phone number*). Not in end-to-end encrypted calls.

24.9 Who is calling: caller context

When a call rings for you, the banner shows the caller's **name** above the number when it is known: from your organisation's **phone book** (*Telefonbuch*) or the name of the colleague whose direct line is calling. If a call flow tagged the caller or asked for digits (for example a customer number), you see that too. In the call panel, **Details** opens:

- **Recent calls** (*Letzte Anrufe*) – the last five calls of this number to your organisation (when, who answered, how long, the outcome and whether there is a note – the note text is not shown here),
- **Open tickets** (*Offene Tickets*) from earlier calls of this number that you may see,
- open entries in **Missed (team)**,
- **Save caller** / **Edit caller** (*Anrufer speichern* / *Anrufer bearbeiten*) – enter a name (and link a member if you like); the number always comes from the call. The entry goes into your organisation's phone book.

Withheld numbers have no context.

24.10 Note & outcome

In the call panel, **Note & outcome** (*Notiz & Ergebnis*) opens a small form: choose an **Outcome** (for example "Call back agreed" – your organisation administrators maintain the list) and write a **Note**. After an answered call, **Wrap up call** (*Anruf nachbearbeiten*) appears at the bottom right while no outcome is set – **Save** or **Close**. On the Calls page every phone call shows its outcome, a note icon and the phone-book name; you can add them there too with **Note & outcome**. Notes are visible only to the people who had the call and your organisation administrators. You can change them for 7 days after the call, then they are read only; they belong to your organisation's call list and are deleted with it after 180 days.

24.11 Missed (team)

On the Calls page, **Missed (team)** (*Verpasst (Team)*) shows the missed calls and voicemails of the numbers you look after (your direct line and the shared numbers whose mailbox you get) with the number of open entries – one entry per calling number, further calls count up. So the whole team sees who still needs a call back:

- **I'll take it** (*Ich übernehme*) – the entry is yours; you can also assign it to a colleague (they get a notification).
- **Done** / **Reopen**. When the same person calls the same number again and somebody answers, the entry is marked done automatically (**Reached**).
- **Reminder** – creates a "call back" task for you at the chosen time in a space.
- **Copy number** – Coviqo does not dial from here; call back with your phone or the keypad.

Filter by **Open** / **Done**, organisation, number and **Assignee** (**Mine**, **Nobody**, a person). Entries are deleted 180 days after the last call.

24.12 Call queues: pause and after-call work

If you work in a call queue (Pro plan), the Calls page shows **My status**: **Ready**, **Pause** (also with a reason such as "Lunch" that your organisation defines) or **After-call work**. During a pause and after-call work, queue calls of your organisation do not ring for you – calls to your direct line and your groups still do. After-call work starts automatically after a queue call if your organisation has set it up; **Ready** ends a pause or after-call work at once. You find the same in **Call settings** under **Queues**. From there and from the status bar you also open the **Wallboard** (waiting callers, who is available, today's figures).

24.13 Headset, audio devices and ringtone

In **Call settings**:

- **Ringtone** – the **Device** it rings on (**Same as call audio** or, for example, the speakers while you wear the headset), the **Volume** and **Test**.
- **Headset** – **Connect headset** picks a USB or DECT headset; then its call button answers and hangs up, its mute button mutes, and the lights on the headset follow the call. **Disconnect** undoes it. Works in Chrome and Edge and in the desktop app from version 1.0.16 – there the app asks which headset to use.

If you unplug or plug in a headset during a phone call, Coviqo switches to the matching device and briefly shows **Audio device switched** or **Headset connected**. If a second call rings during a call, you hear a soft tone (**Call waiting**). The media keys of your keyboard or headset hang up during a call, and with the keypad open you can type the digits on your keyboard.

24.14 Ringing on your phone

With the Pro plan, calls also ring on your phone and with the browser closed – as a push notification with **Answer** and **Decline**, if you allowed Coviqo notifications there. **Answer** opens Coviqo and answers the call; if somebody else answers, the notification disappears. On an iPhone this works only with Coviqo on the home screen (iOS 16.4 or later), and without buttons – tap the notification. It is a normal notification with the system sound, not a call screen; battery savers can delay it. Switch it off under **Settings › Notifications** (**Phone ringing**). In the desktop app (version 1.0.15 or later) the call notification has **Answer** and **Decline** too.

24.15 Listening in

If your organisation has switched listening in on (Business plan), supervisors can listen to a running phone call (**Listen**), speak only to you (**Whisper** – the caller does not hear it) or join the conversation (**Barge in**). The call panel then always shows **Being listened to**, **Whisper** or **Supervisor joined** – nobody can listen in without you seeing it. Your organisation has to inform you beforehand; nothing is recorded.

24.16 Good to know

- **Phone calls are not end-to-end encrypted** – the panel says so ("Telefonanruf – nicht Ende-zu-Ende-verschlüsselt").
- Phone calls are only recorded if your organisation has switched recording on – and always with an announcement or the caller's consent (see *Recording a call*). A mailbox message is only recorded when the caller leaves one after the notice. Hold, voice menus and queues never record the caller.
- Your organisation keeps a call list (time, direction, duration, the other number shortened) for 180 days.
- Your own history on the Calls page keeps the full number for 180 days, only for you; it is part of your data export and deleted with your account.

24.17 For organisation administrators: connecting your own provider

Under **Organisation → Telefonie → Eigener SIP-Provider** (Business and Enterprise) you connect your provider's line. Choose the **connection type**:

- **IP-Freigabe (direkt)** – the provider sends calls straight to Coviqo (enter the provider's addresses and/or the digest user name and password).
- **Registrierung (über Vermittler)** – for providers that require your phone system to register. This option is experimental and only appears when the operator has enabled it. Enter the **registrar**, the **SIP user** and **password** from your provider's customer account, the **outbound proxy** if the provider names one and your numbers. **Registrierung prüfen** shows whether the provider accepted the registration ("Registriert") or refused it (e.g. "Abgelehnt 403" – check user name and password).

The password is stored encrypted and never shown again; changing provider details asks for your authenticator code.

COMMUNICATION · CHAPTER 25

AFK in voice rooms

Somebody joins a voice room, mutes themselves and walks away – and the room shows them as present for hours. With **AFK detection** a space moves people who stay muted or deafened for a while into an **AFK room**, or disconnects them. Before that they get a warning and can answer **I'm here**.

25.1 Setting it up

You need the permission **Manage space**. Open **Space settings › Voice & media › AFK**:

Setting	What it does
AFK detection	Switches the check on for all voice rooms of the space. Off by default.
AFK room	The voice room inactive people are moved into. Nobody can speak there – it is for listening only.
Action	**Move into the AFK room** or **Disconnect**. People who may not join the AFK room are disconnected instead.
Inactive after (minutes)	1 to 240 minutes, 15 by default.
Warning before (seconds)	How long before the move the warning comes – 0 to 300 seconds, 60 by default (0 = no warning).
Counts as inactive	**Muted or deafened** (recommended) or additionally **silent**: people with an open microphone who have not said anything.
Rooms without AFK detection	Nobody is moved out of these rooms – e.g. a "Listening only" or music room.

Click **Save**. The AFK room gets an **AFK** badge in the navigation.

25.2 Who is never moved

- People with the permission **Exempt from AFK** (give it to a role under **Space settings › Roles**). Administrators and the owner are always exempt; moderators are not exempt automatically.
- People with the **camera or a screen share** on.
- **Listeners**: the audience of a stage, listeners in a moderated room and people who may not speak in the room.
- **Meetings**, **direct calls**, bots, the rooms on the exclusion list and the AFK room itself.

A mute by a moderator alone does not count as inactive – only your own mute or switching the sound off.

25.3 The warning

When the time is nearly up, a notice **Are you still there?** counts down the seconds. Click **I'm here** – the timer starts again. Unmuting, switching the sound back on, starting the camera or a screen share does the same.

If you do nothing, Coviqo moves you into the AFK room (*Moved to … for inactivity*). You keep listening there; join another room when you are back. Without an AFK room – or if you may not join it – you are disconnected from the voice room (*You were disconnected from the voice room for inactivity*).

MEETINGS · CHAPTER 26

Meetings

Meetings are video calls with everything around them: an invitation with a join link, a lobby, chat and shared notes, an optional recording, a live transcript with captions and translations, and an AI summary afterwards. Coviqo can then turn what was said into results: tasks with an owner and due date, entries in a decision log, and an agenda for the next meeting.

This chapter follows a meeting from start to finish. You learn how to start or schedule a meeting and invite people (including guests without an account), how joining works, which controls you have during the call, and what happens to recording, transcript and summary once the call is over.

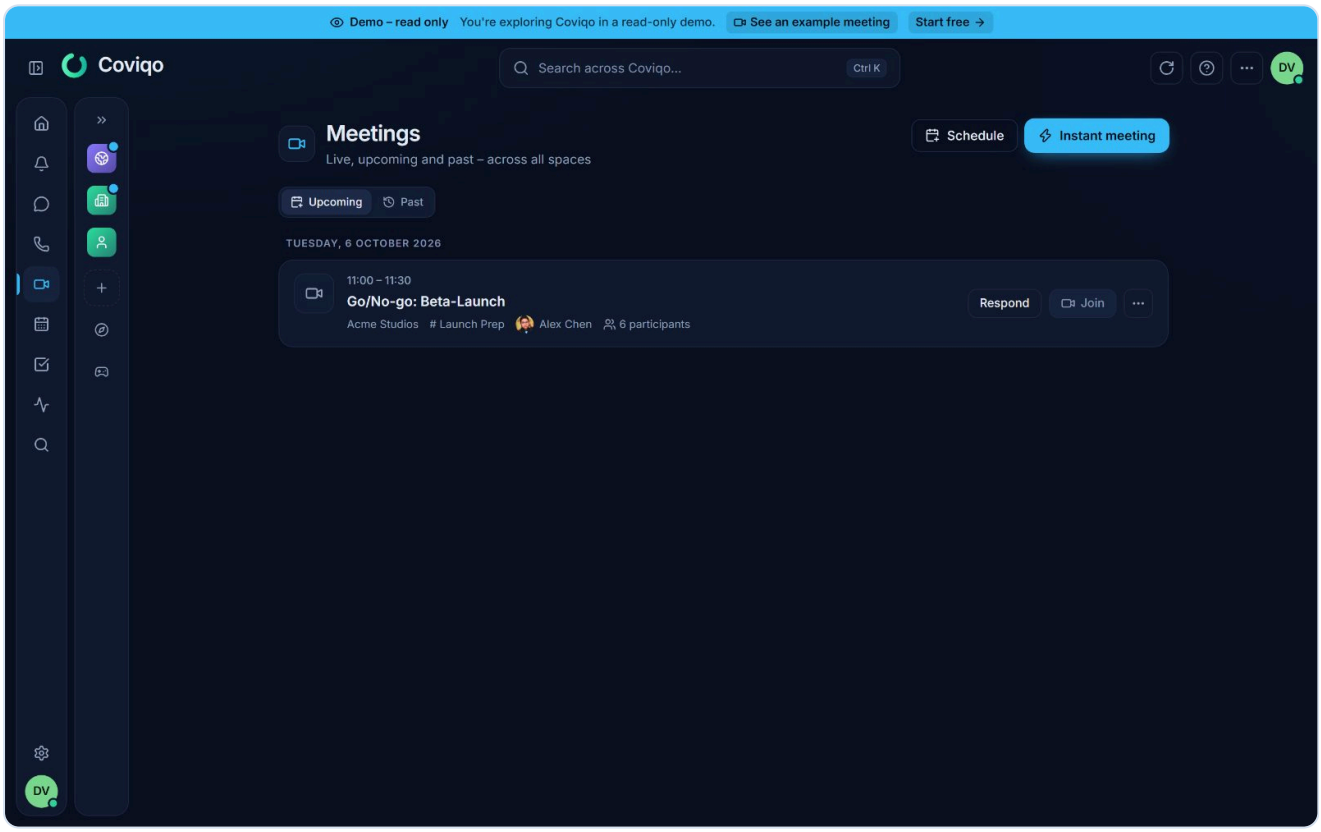


Figure 26.1 The Meetings page with live, upcoming and past meetings

26.1 Meetings at a glance

Every meeting belongs to a space. Behind the scenes it gets its own hidden room, so the meeting always has a chat, notes, files and tasks of its own – during the call and afterwards. Optionally you link the meeting to a regular **Room** of the space: the meeting then shows up in that room, the summary is posted there, and published tasks and decisions land there.

People take part in one of these roles:

Role	What it can do
Organizer	The person who created the meeting. Edits and cancels it, moderates the call, records, controls transcription, ends the meeting for everyone and reviews the results.

Role	What it can do
Co-organizer	The same rights as the organizer. Space members who may manage meetings in the space act as co-organizers automatically.
Presenter	Can always use microphone and camera and may present when presenting is limited to presenters.
Attendee	Takes part normally. What attendees may do depends on the meeting settings.
Guest	Someone from outside the space, for example a person who joined with the link. Guests only see this meeting – no other rooms of the space.

You find your meetings in several places:

- **Meetings** in the sidebar opens the page **Meetings** ("Live, upcoming and past – across all spaces") with the sections **Live now**, **Upcoming** and **Past**. From the space menu you open the meetings of a single space.
- The home page lists running meetings under **Now**, and the sidebar lists them with a **Join** button.
- A room that has meetings linked to it shows the **Next meeting** or **Live now** in its header.
- Scheduled meetings appear in the calendar like any other event (see the chapter *Calendar and events*).

Right-click a meeting in a list for quick actions: **Join**, **Details**, **Respond** (**Accept**, **Maybe**, **Decline**), **Open recording**, **Open transcript**, **Open summary**, **Copy link**, and – for organizers – **Edit** and **Cancel meeting**.

Breakout rooms, polls and questions, webinars with registration and the attendance report are described in the next chapter, *Breakout rooms, polls, webinars and attendance*.

26.2 Starting an instant meeting

An instant meeting starts right away, without a calendar entry.

1. Click **Instant meeting** on the Meetings page, or open the **Meeting** button in a room header and choose **Start instant meeting**. The command palette (`Ctrl` + `K`) also offers **Start instant meeting**.
2. Adjust the **Title** (by default "Meeting with" and your name) and pick the **Space** if you are asked.
3. Click **Start**. You go straight to the device check and into the call.

Share the meeting with **Copy invite link** in the participants panel once you are in the call.

> **NOTE**
> You only see these buttons in spaces where your role allows you to create meetings. If no space qualifies, Coviqo shows "You can't create meetings in any space."

26.3 Scheduling a meeting

Click **Schedule** on the Meetings page, choose **Schedule meeting** from a room's **Meeting** button, or right-click a day in the calendar and choose **Schedule meeting on this day**. The dialog **Schedule meeting** shows the essentials first; everything else is under **More options**.

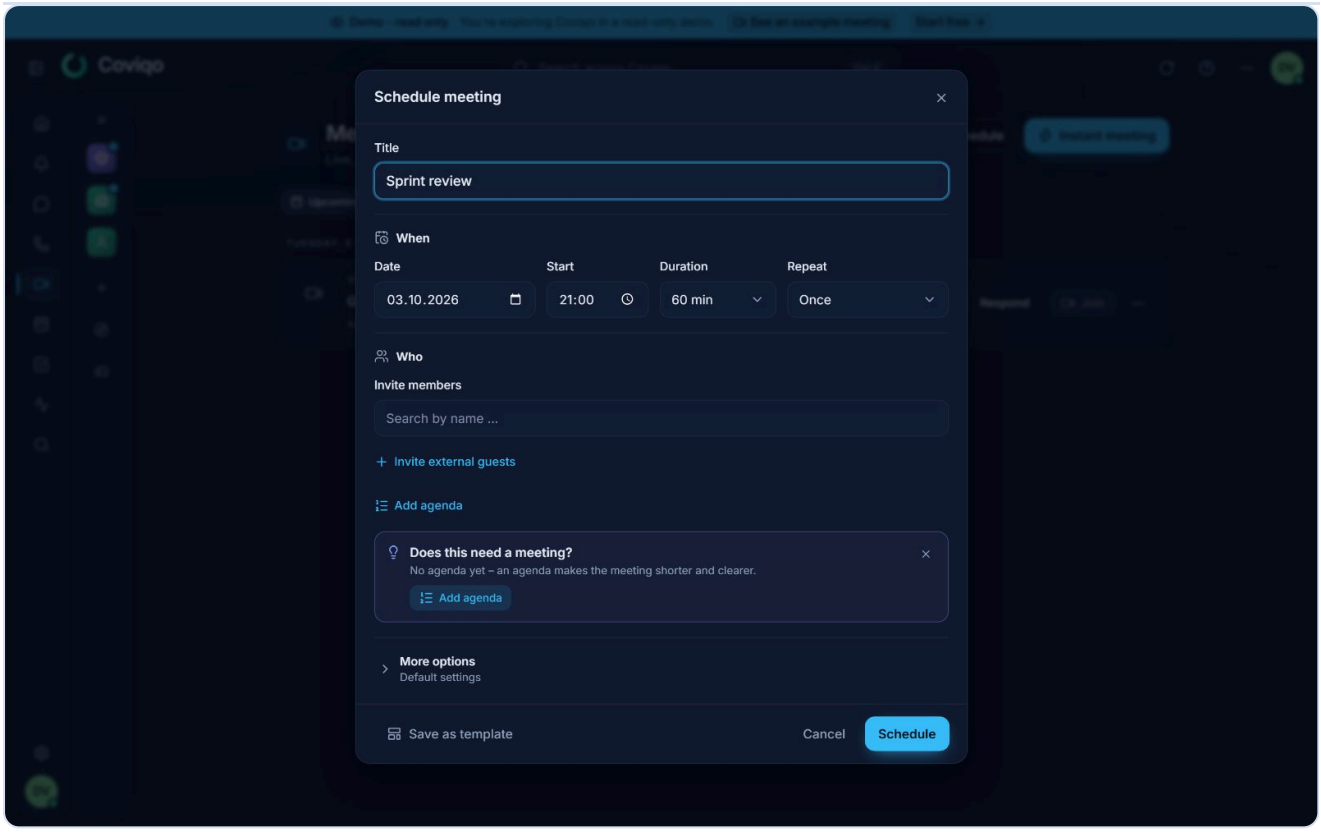


Figure 26.2 The Schedule meeting dialog

The essentials

- **Template** – only shown when you have templates (see *Meeting templates* below). Choosing one fills in its settings.
- **Meeting** or **Webinar** – only shown when your plan includes webinars (see the chapter on breakout rooms, polls and webinars).
- **Title** – for example "Weekly team sync".
- **When** – **Date**, **Start**, **Duration** (15 minutes to 3 hours) and **Repeat** in one row. **Once** is the default; choose a daily, weekly or monthly series based on the chosen start. A recurring meeting is one meeting with many occurrences: all occurrences share the same chat, notes and files.
- **Who** – **Invite members**: search space members by name. They receive a notification and an invitation e-mail with a calendar entry. **Invite external guests** opens a field for e-mail addresses: type an address and press `Enter`. External guests receive an invitation e-mail with the join link and a calendar entry. Inviting guests is only possible if your role allows it – otherwise the field tells you why.

More options

More options is collapsed. Its line below the heading tells you what differs from the defaults of the space, for example "No guest access · Recording automatic · Transcription German" – or **Default settings** when nothing does. Open it to see the tabs; a small dot marks the tabs in which something differs. Coviqo remembers the tab you used last on this device. On a phone, the tabs are sections that you open and close one by one.

- **Access** – **Guest access via link** (people without an account can join with their name), **Passcode** (optional; asked when joining), **Lobby** (who has to wait until an organizer lets them in, see *The lobby* below) and **Who can present?** (**Everyone**, **Organizers and presenters** or **Organizers only**). When you edit a meeting, the **Phone dial-in** numbers and PIN are here too (if your organisation offers dial-in).

- **Recording & AI** – **Record automatically** starts recording as soon as the meeting begins; choose the **Recording type** (**Video + audio** or **Audio only**) and the **Recording access** (**Organizers only**, **Participants** or **Everyone with access to the room**). **Mute all microphones when a recording starts** follows the space setting (on by default) – switch it here to decide differently for this meeting (see *Recording* below). **Live transcription & captions** transcribes speech on your organization's own servers and enables translated captions – set the **Spoken language** or leave it on **Detect automatically**. **AI summary** creates an overview, decisions, open questions and action items after the meeting. The space's AI settings decide what is switched on by default.
- **Place & technology** – **Space** (where the meeting lives; it cannot be changed later), **Room** (optional: "The meeting shows up in this room; summaries are posted there" – choose **No room** for a meeting on its own), **Time zone**, **End automatically** (see *When a meeting ends* below) and, for meetings, the **Questions (Q&A)** settings. **Voice region** is only shown when your Coviqo offers calls in more than one region: **Automatic** uses the region closest to the first person who joins (or your organisation's setting) – regions outside the EU only if your organisation allowed them. Choose a region when most participants are there, for example "United States" for a call with colleagues in New York. Only the live audio and video run there; chat, notes, files, recordings and transcripts stay where all your data is. The hint below the field tells you if recording or live transcription is not available in that region.
- **Broadcast & languages** – **Announce live broadcast** tells everyone on the join screen that the meeting will be streamed live. **Interpretation** adds the languages interpreters will speak (you assign the interpreters in the meeting) and whether the languages are recorded as extra audio files. Both are available from the Business plan; otherwise the tab tells you from which plan.
- **Description** – agenda, links and preparation. Markdown is supported.
- **Webinar** – only for webinars: registration, seats, waiting list, registration questions and Q&A.

If something is missing – for example no space is selected – Coviqo opens the right tab and puts the cursor into the field.

Click **Schedule**. Coviqo confirms "Meeting scheduled – invitations are on their way" and offers **Copy link**. The meeting also appears in the space calendar and, if you connected Microsoft 365 or Google Calendar, in your external calendar.

> **TIP**
>
> An existing calendar event can become a meeting later: open the event and click **Add online meeting**. All participants of the event are invited and receive the join link. **Remove online meeting** cancels the meeting again but keeps the event.

26.3.1 Meeting templates

Do you schedule the same kind of meeting again and again? Set up the dialog once and click **Save as template**. Give the template a name; tick **Also save the title** if the title should come along. A template stores all settings of the dialog – duration, repeat, invitees, access, recording, transcription, live broadcast and interpretation, description, webinar registration and so on – but never the date, the start time or the passcode.

Next time, choose the template under **Template** at the top of the dialog: its settings are filled in, and you only pick the date and time.

- Templates are personal: only you see them.
- Space admins and people who may manage meetings can tick **Share in this space**. Everyone who plans meetings in the space can then use the template. E-mail addresses of external guests are never shared.

- The **…** menu next to **Template** renames or deletes templates. Deleting a template does not change meetings that were created from it.

26.3.2 Editing and canceling

Organizers open a meeting and use **Edit** (in the meeting's right-click menu) to change time, settings or passcode – the dialog is then called **Edit meeting** and has the same layout. Invitees are notified when the time changes. **Cancel meeting** asks for confirmation; all invitees are notified, and chat and notes stay readable. Canceling the meeting's calendar entry, or deleting the space, cancels a scheduled meeting in the same way. Invitees with an e-mail address – also external ones – get a **Canceled** e-mail whose calendar attachment removes the entry from their calendar (Outlook, Apple Calendar, Google Calendar). Deleting a space also ends meetings that are running in it.

Invitees answer with **Respond** – **Accept**, **Maybe** or **Decline** – either in the meeting list or in the calendar.

26.3.3 The invitation e-mail

Every invitee gets an e-mail in the Coviqo design, in their own language (German or English; external guests get the organizer's language). It is sent by Coviqo *on behalf of* the organizer:

- The subject starts with **Invitation**, **Updated** or **Canceled**, followed by the meeting title. Invitations are also sent when an online meeting is added to or removed from an event.
- A details card shows when the meeting takes place (with time zone, and "Recurring meeting" for a series), that it is online in Coviqo, the space, the organizer and the join link.
- **Join meeting** opens the meeting, for example `https://app.coviqo.com/m/<code>`. Members with a Coviqo account also get an **Accept or decline** button that opens the meeting in Coviqo.
- The attached calendar entry can be added to Outlook, Apple Calendar, Google Calendar and other calendar programs; Outlook shows the same details in the entry.
- If you reply to the e-mail, your reply goes to the organizer, not to Coviqo.

> **NOTE**
>
> Accept or decline in Coviqo – with **Accept or decline** in the e-mail, or with **Respond** in Coviqo. Answers given with the buttons of your calendar program are not sent to Coviqo, so the organizer would not see them. The calendar entry therefore doesn't ask for a reply.

26.4 Inviting guests

There are two ways to bring in people from outside the space:

- **By e-mail** – add their address under **External guests by e-mail** when scheduling. If the address belongs to an existing Coviqo account with a verified e-mail, that person is invited with their account and later finds the meeting in their own meeting list. Everybody else receives an e-mail with the join link.
- **By link** – switch on **Guest access via link** and share the join link (**Copy link** on the meeting, or **Copy invite link** in the call). Anyone with the link can join with their name, and the passcode if one is set.

If you copy the link while guest access is off, Coviqo warns you ("Link copied – but guests are not allowed"). Organizers can switch it on directly with **Allow guests** in that message.

> **NOTE**
>
> A guest who joins with the link gets temporary access that covers only this meeting. It is deleted automatically 24 hours after the meeting ends. Messages the guest wrote stay in the chat.

26.5 Joining a meeting

26.5.1 The join page

A join link has the form `https://app.coviqo.com/m/…`. What you see on the join page depends on whether you are signed in:

- **Not signed in** – enter **Your name** ("This is how others see you in the meeting"), the **Passcode** if needed, and click **Join as guest**. If you have an account, click **Sign in** under **Have an account?** instead.
- **Signed in and invited** – click **Join**.
- **Signed in but not a member of the space** – click **Join with my account**. You join as a guest of this meeting only and see no other rooms of the space.

If guest access is turned off, people without an account cannot join, and the page says so. Ended or canceled meetings show a short note instead of the form.

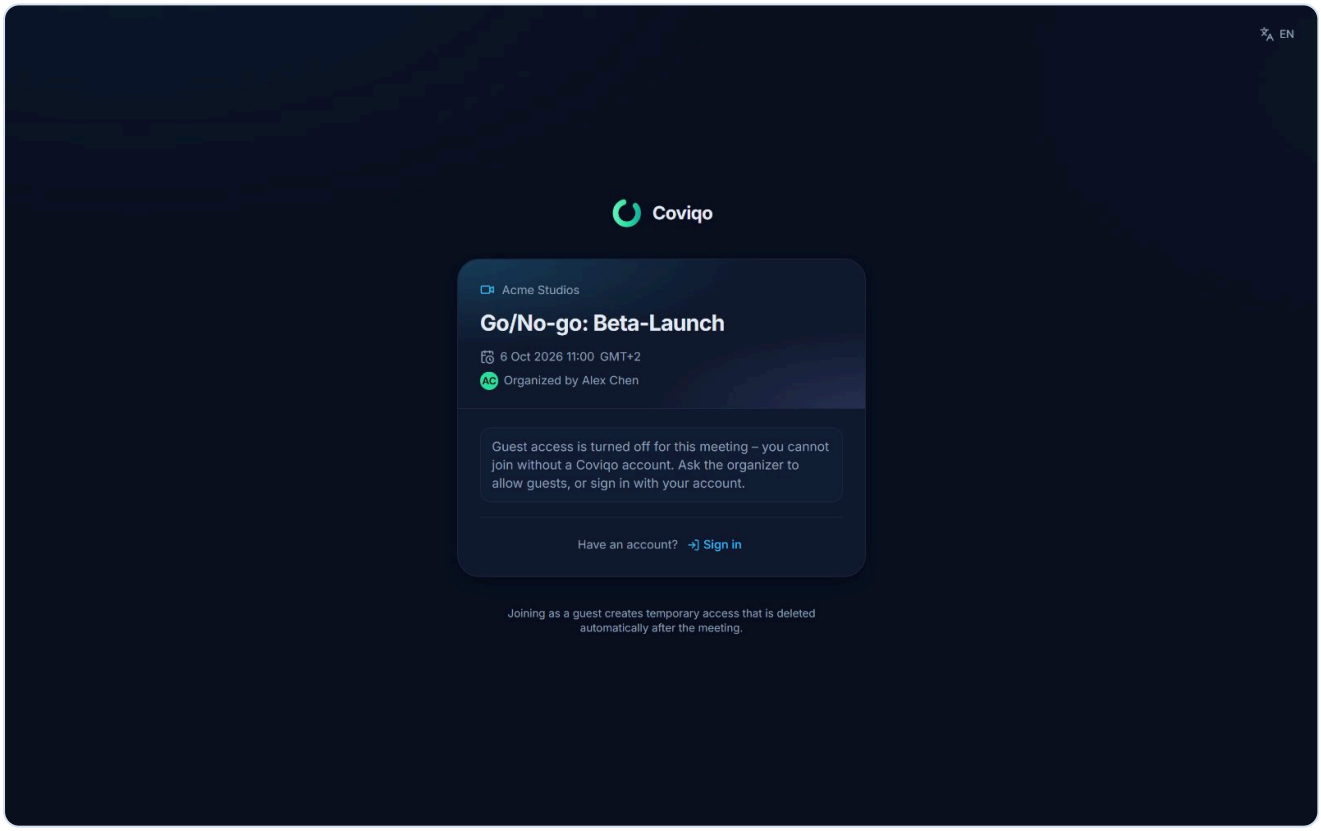


Figure 26.3 The public join page for a meeting

Members of the space join from the meeting list, the room header, the calendar entry or a notification. For scheduled meetings, the **Join** button appears 15 minutes before the start ("Joining opens 15 minutes before the start").

26.5.2 The device check

Before you enter the call, Coviqo shows a preview with the meeting title, who organizes the meeting and how many people are already in it.

1. Check your camera picture and switch microphone and camera on or off.
2. Pick the **Microphone**, **Speaker** and **Camera** you want to use (**System default** or a specific device).
3. Optionally choose a **Background**: a light or strong blur, one of the built-in images, an image provided by the space (Business and above), or one of your own images (**Upload**, from Community Pro). **Light correction** brightens your picture in dark rooms. Everything is computed on your device (the files the effects need come from Coviqo's own servers, not from third parties); the choice is stored on this device only. If the device cannot keep up, Coviqo pauses the effect and says so – **Try again** switches it back on. The same **Background effects** are available in voice rooms and direct calls (**More** → **Background effects**) and under **Settings** → **Audio & video** → **Camera effects**.
4. Enter the **Passcode** if asked, then click **Join now**.

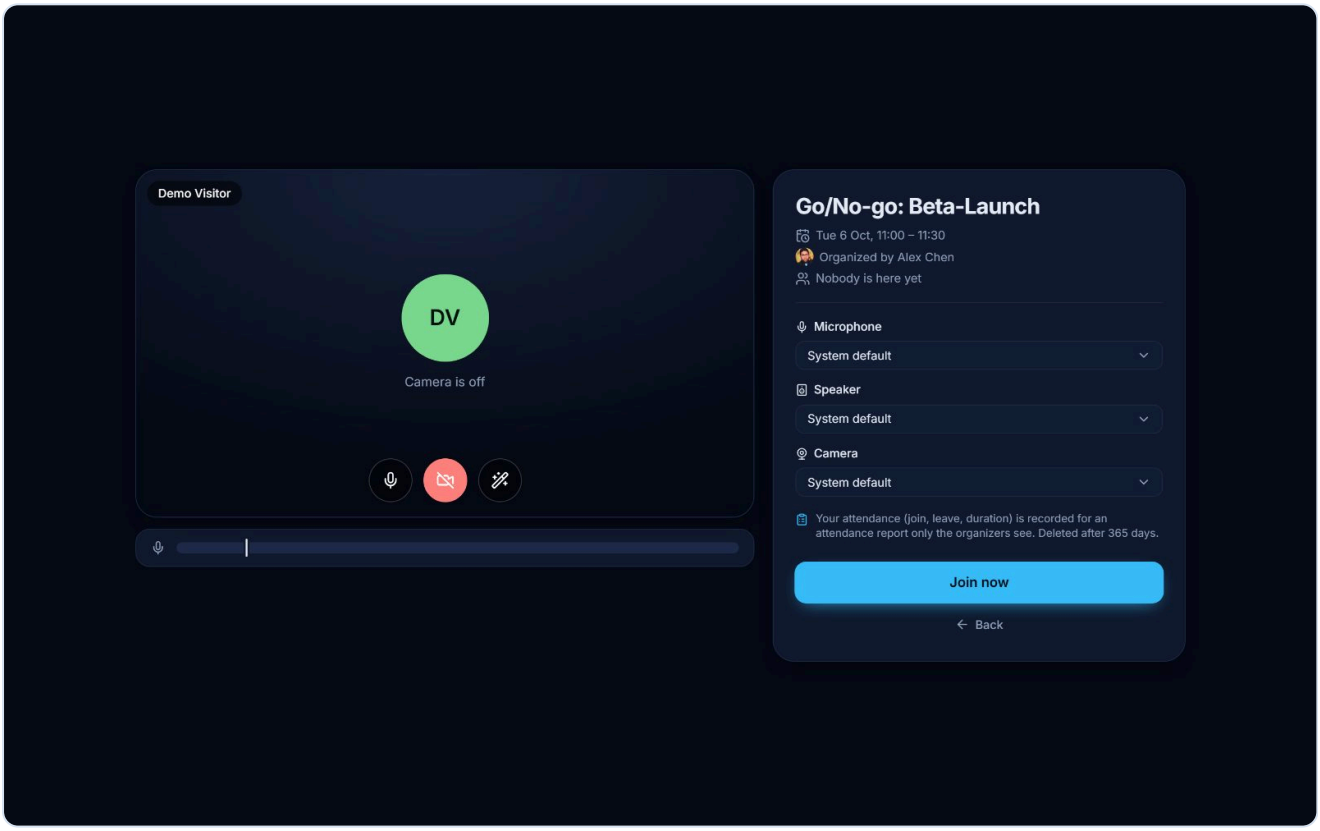


Figure 26.4 The device check before joining

If the browser blocks your camera or microphone, the preview explains how to allow access; you can also join without them.

> **NOTE**
>
> You can only be in one call at a time. If you are still connected to a voice room or another meeting, Coviqo tells you ("You're still connected to …") and switches when you join.

26.5.3 The lobby

Depending on the **Lobby** setting, some people wait before they get in:

Setting	Who waits
Everyone joins directly	Nobody.
Guests wait in the lobby	Guests (the default).
Guests and uninvited people wait	Guests and members who were not invited.
Everyone except organizers waits	Everybody except organizers and co-organizers.

While you wait, you see **You're in the lobby**, your **Position in the queue**, and **Stop waiting** to leave. Organizers get a notice such as "Anna is waiting in the lobby" with **Admit**, **Admit all** or **Show**; the participants panel lists everyone waiting with **Admit** and **Deny**. If an organizer declines, you see **Request declined**.

When an organizer **Locks** the meeting, only organizers get in directly; everyone else waits in the lobby.

26.6 During the call

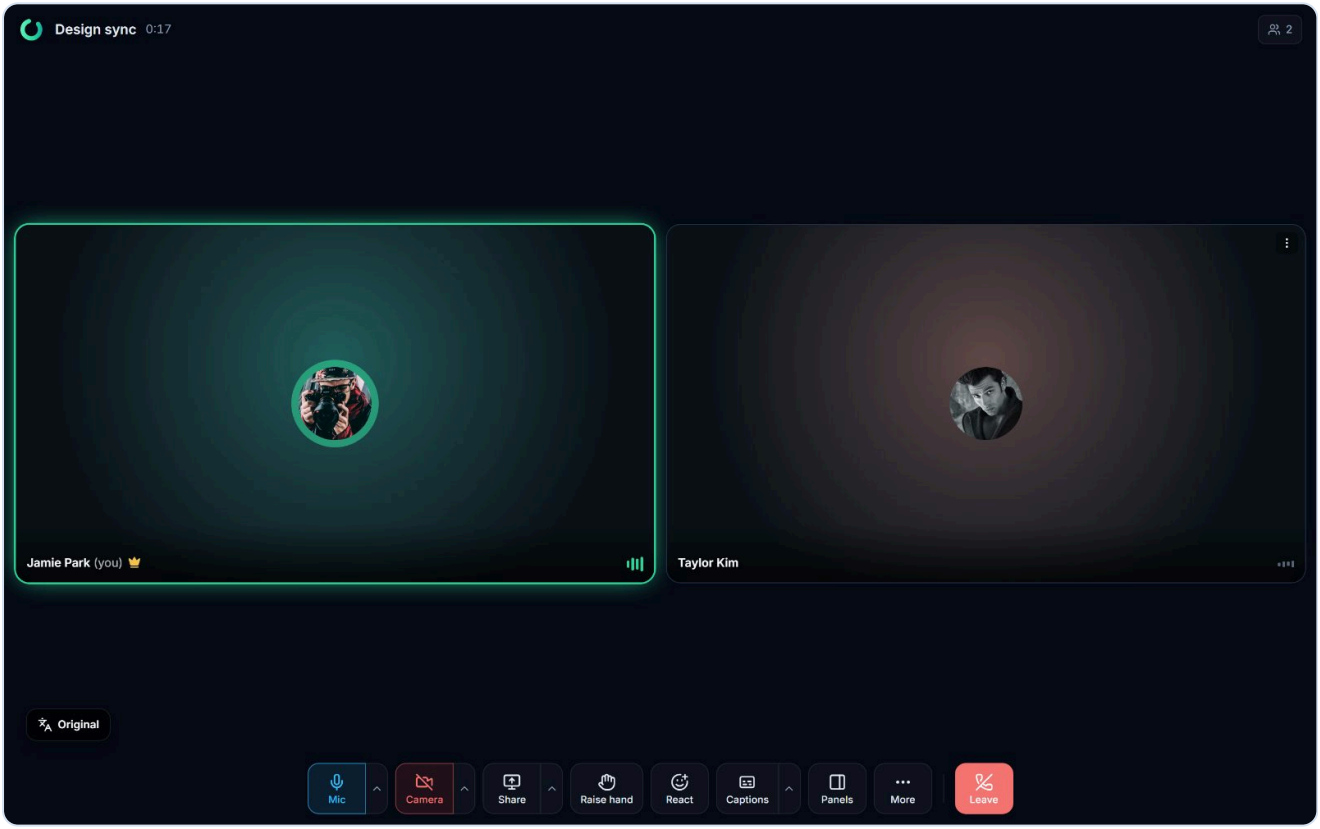


Figure 26.5 A meeting in progress with the control bar

26.6.1 The control bar

Control	What it does
Microphone	Mute or unmute. The arrow next to it opens **Audio options** (microphone, speaker, **Output volume**, deafen).
Camera	**Turn camera on** / **Turn camera off**. The arrow opens **Video options** with the camera and **Background effects**.

Control	What it does
Share screen	Present your screen, a window or a browser tab. The arrow next to it chooses the quality: **Automatic**, **Text & presentations (sharp)** or **Video & games (smooth)**. While you share, the button opens **Manage sharing**: **Change source**, **Sound** and **Stop sharing** – see *Screen sharing* in the chapter *Communication*, which also explains the native screen capture of the Windows desktop app. On a phone, **More › Stop sharing** ends it.
Raise hand	Put your hand up; you appear under **Raised hands**. **Lower hand** takes it down.
React	Send a quick reaction (for example a thumbs-up or applause) that floats over the video.
Captions	**Turn captions on** / **Turn captions off**. The arrow opens **Caption language**.
Panels	One menu for all side panels: **Participants**, **Chat**, **Notes**, **Transcript**, **Polls & questions**, **Breakout rooms**, **Whiteboard** and **Meeting settings** – each only where it is available to you. The open panel has a check mark; choose it again to close it. Pending counts (people in the lobby, raised hands, open polls and questions, help requests from breakout rooms) appear next to the entries, and a dot on the **Panels** button tells you something is waiting behind it.
More	**Layout**, **Full screen**, **Background effects**, **Keyboard shortcuts**, **Connection info** (live connection and screen share values when something stutters) and, for organizers, **Start recording**.
Leave	Leave the call (see *Leaving and ending* below).

You can also open **Participants** by clicking the participant count in the header of the call. From a window width of 1280 pixels, the buttons show short labels under their icons (**Mic**, **Camera**, **Share**, **Captions**, **Panels**, **More**, **Leave** …); on smaller screens they are icons only and the full name appears as a tooltip.

Keyboard shortcuts in the call: `M` toggles the microphone, `V` the camera, `H` raises or lowers your hand, `F` switches full screen, and `Esc` unpins a tile or exits full screen. In the desktop app your global hotkeys and push-to-talk work as well. `M`, `V`, `H` and `F` do nothing in a meeting if you bound the same key yourself – for **Push to talk**, intercom, **Speak as discussion lead** or a desktop hotkey.

Some controls may be greyed out: an organizer can disable your microphone, camera or screen sharing, or the meeting settings allow presenting only for presenters.

26.6.2 Layout, pinning and spotlight

Under **More › Layout** choose **Automatic**, **Grid**, **Speaker** or **List**. **List** shows everybody as compact rows grouped by meeting role (organizers first) with status icons; screen shares and cameras appear as chips above it – **Watch** shows one above the list. With **Automatic**, meetings with 25 or more people switch to the list by themselves (see *List view* in the chapter *Communication*). Double-click a tile to pin that person for yourself; double-click again to unpin. Organizers can put someone in the **Spotlight for everyone**. When someone shares their screen, the view switches to the presentation automatically ("… is presenting").

26.6.3 Chat and notes in the call

The **Chat** panel is the meeting chat; it stays available after the meeting. Organizers can switch it to **Only before and after the meeting** or **Chat off**. The **Notes** panel holds shared meeting notes that everyone edits together – click **Create notes** to start them. Notes and chat also feed the AI summary.

26.6.4 The participants panel and moderation

The **Participants** panel shows the **Lobby** (for organizers), **Raised hands** in the order they were raised, everyone **In the meeting** with their role, and the people who were **Invited** but have not joined yet with their response. At the top you find **Copy invite link** and, for organizers, **Mute all** (mutes all attendees, not organizers).

Open the menu next to a person for **Volume** (only what you hear; up to 200 % in Chromium-based browsers and the desktop app, 100 % in Safari and Firefox – see *Volume* in the chapter *Communication*) and **Pin for me**. Organizers additionally get **Lower hand**, **Spotlight for everyone**, **Disable microphone** / **Allow microphone**, **Disable camera**, **Disable screen sharing**, **Change role** (**Make co-organizer**, **Make presenter**, **Make attendee**), **Remove from meeting** (the person can rejoin) and **Remove and block** (the person cannot rejoin this meeting).

26.6.5 Meeting settings during the call

Organizers change the meeting live in the **Meeting settings** panel:

- **Access** – **Lock** / **Unlock** the meeting and set the **Lobby**.
- **Participation** – **Who can present?**, **Chat**, **Attendees can use their microphone**, **Attendees can use their camera**, **Allow reactions**.
- **Transcription** – switch **Live transcription** on or off and set the **Spoken language**.
- **End automatically** – see below.

26.7 Recording

Organizers start a recording under **More › Start recording** and choose **Video + audio** or **Audio only**, or let it start by itself with **Record automatically**. **More › Stop recording** ends it.

Everybody else is muted when a recording starts. Unless the organizer switched it off, starting a recording (or a live stream) mutes the microphone of everybody in the call except the person who started it – phone participants included. You see the notice "You were muted because the recording started. Switch your microphone back on to speak – by doing so you consent to your voice being recorded." Nobody switches your microphone back on for you: when you unmute and speak, you decide to be recorded. Phone participants switch their microphone back on with *6.

You cannot miss that a recording runs. While it runs:

- a red banner at the top of the call says **Recording in progress – started by … at …** with the running time; it cannot be closed;
- the whole call window gets a red frame, the header shows a pulsing **Recording** (or **Recording audio**) badge, and the voice panel in the sidebar turns red with a **Recording in progress** line;
- the browser tab shows **● REC ·** in front of the title and a red dot on the tab icon;
- in the desktop app, the tray icon and the taskbar button get a red dot, and the game overlay shows a red **REC** line;
- a short sound plays when a recording starts (also when you switched interface sounds off) and when it ends; screen readers announce both; you also get the toasts **Recording started** and **Recording stopped**.

Joining a meeting that is being recorded (or that is recorded automatically) asks first: **This meeting is being recorded** – **Join (microphone off)** or **Cancel**. You join with your microphone off and switch it on yourself when you want to speak.

Organizers choose the behaviour under **Recording & AI › Mute all microphones when a recording starts** when they schedule the meeting; by default it follows the space setting (Space settings › Voice & media › Audio & video › **Recordings**, on unless the space admins switched it off).

> **WARNING**
> Tell people before you record. Anyone who does not want to be recorded keeps the microphone (and camera) off or leaves the meeting.

If the call runs in a voice region without recording support, **More** shows "Recording not available in region …" instead of **Start recording**.

After the call, the recording is in the **Recording** tab of the meeting overview with a player, the date and who started it, and "kept until" when a retention period applies. Who may watch and **Download** it depends on the **Recording access** chosen for the meeting. People without access do not see the recording at all – neither in the meeting overview nor in the recordings and files of the room.

26.8 Transcription, captions and translation

When live transcription is on, a **Transcribing** badge is visible to everyone. Speech is transcribed by a speech recognition service that runs on your organization's own Coviqo servers – no third party is involved.

- **Live captions** – click the captions button to show what is being said at the bottom of the video. Use **Caption language** to choose **Original** or a language to translate into. Each person picks their own caption language.
- **Transcript panel** – follows the conversation during the call.
- **Transcript tab** – after the meeting, the full transcript with speakers and times. You can search it, **Filter by speaker**, jump to a moment with **Play recording from here**, and **Export** it as text, PDF, Word or captions (WebVTT, SRT), optionally translated.

If the transcription service is temporarily unreachable, the badge reads **Transcription waiting**; transcription starts on its own as soon as the service is back.

26.8.1 Opting out of transcription

You can object to being transcribed. In **Settings › AI & captions**, switch on **Don't transcribe my voice**. Your microphone is then excluded from live captions, transcripts and summaries in every meeting, while others still see you as present. During a call you see "You are not being transcribed.", and the transcript of past meetings reminds you that your contributions are missing.

In the same place you set your defaults: **Show captions automatically**, your **Caption language** and the **Summary language**. The chapter *Privacy and your data* explains more about how voice data is handled.

> **NOTE**
> Whether transcription, captions, translation and summaries are available at all depends on your organization, your plan and the space settings. If a feature is blocked, Coviqo tells you why, for example "Not included in your plan" or "Disabled in this space".

26.8.2 AI settings of a space

When you create a space, you decide whether **Automatically transcribe and summarise meetings** is on (see the chapter *Spaces and rooms*). Your answer becomes the space default: new meetings start with live transcription and an automatic summary – or without. Organizers can still switch transcription on or off for each meeting.

As long as you don't change **Transcription**, **Summary** and the language while scheduling a new meeting, they carry the note **Inherited from the space**. Space admins change this later under **Space settings › AI & transcription**: which AI features the space allows, the defaults for new meetings (**Transcription on by default**, **Create summary automatically**, spoken language) and, under **Retention & visibility**, how long transcripts are kept and who may read them after the meeting.

- New spaces keep transcripts for **90 days**. Summaries (and their translations) are kept until someone deletes them.
- Spaces created earlier keep their setting – Coviqo never deletes transcripts on its own because of this change. If a space keeps transcripts without limit, the section shows **Recommendation: delete transcripts after 90 days**. **Switch to 90 days** fills in the value; after **Save changes**, older transcripts are deleted on the next run (within the hour).

26.9 Leaving and ending

Click **Leave**. What happens next depends on your role:

- **Attendees** simply leave. The dialog **Leave the meeting?** ("The meeting goes on without you") appears on touch devices and for guests, so a single tap never ends your participation by accident.
- **Organizers** choose between **Just leave** and **End for everyone**. If others are still in the call, Coviqo asks once more (**Really end it for everyone?**). Ending disconnects everyone and stops recording and transcription.
- If you are **the last person in the meeting**, organizers are asked "You are the last person in the meeting – end the meeting?". **End meeting** finalizes the recording and transcript and creates the summary.

Afterwards you see **You left the meeting** with **Rejoin** and **Meeting overview**. Guests see **Thanks for joining!** and can **Create a free account**.

26.9.1 When a meeting ends by itself

Meetings do not stay open forever once everyone is gone. With **End when everyone has left** switched on (the default), the meeting ends a short time after the last person leaves – two minutes by default, configurable from **Immediately** up to an hour under **Wait after the last person left**. Recording and transcription stop right away when the call becomes empty; if someone joins again in the meantime, the meeting simply continues.

With the option off, the meeting stays open but ends 24 hours after the last person left at the latest. Only a meeting that someone actually joined is ever ended automatically.

Either way, the meeting counts as ended when the last person left: the time shown for a past meeting (for example "Today, 13:05 – 13:06") and its duration do not include the waiting time.

26.10 After the meeting

Open a meeting from **Past** to see its overview. Below the title, an ended meeting shows how many people **attended** (joined the call) – invited people who never joined are not counted, people who joined by phone are; the **Participants** tab lists both. Phone participants appear as **Phone … 347** (only the last three digits of the number are shown and stored). For a **recurring meeting**, the count, the join and leave times and the duration always belong to **one occurrence** – the latest call by default; pick another occurrence above the list. The column **Total (all occurrences)** adds up a person's time over the whole series. For a **recurring meeting**, **Join** and **Edit** stay available after a call has ended – joining starts the next call of the series. The tabs are **Overview**,

Recording, **Transcript**, **Summary**, **Results**, **Notes**, **Files**, **Chat**, **Tasks** and **Participants** (with join and leave times and duration). The **Tasks** tab shows the tasks of the meeting's own room and, above them, the tasks that were published from this meeting into the linked room or at space level, each with a note on where it lives and an **Open** link. Only tasks you are allowed to see are shown and counted; suggestions that are not yet published are in **Results**.

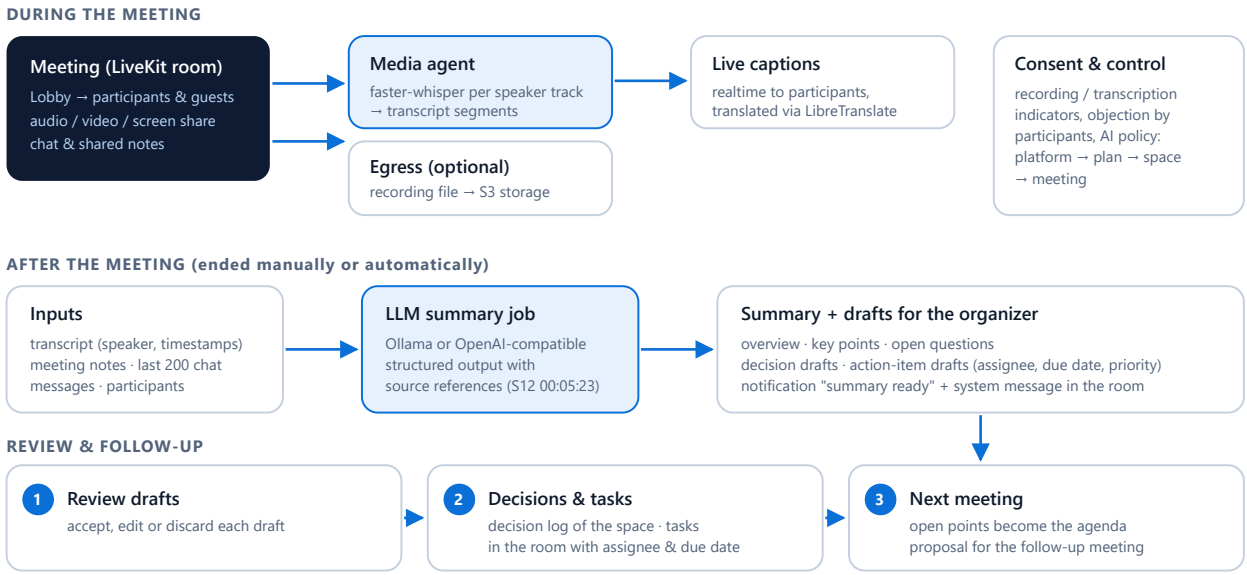


Figure 26.6 How a meeting turns into a transcript, summary and results

26.10.1 The AI summary

When the meeting ends, the AI summary is created automatically (if it was enabled). It is based on the transcript, the meeting notes and the chat and contains an **Overview**, **Topics**, **Decisions**, **Open questions** and **Action items**. References such as "in transcript" jump to the matching spot. Participants are notified when it is ready, and if the meeting is linked to a room, the overview is also posted there.

Organizers can edit the overview, **Create summary** if none exists yet, or **Regenerate** it.

For a **recurring meeting**, every occurrence gets its own summary. Above the summary, a picker lists the summarised occurrences by date, newest first ("(latest)" marks the current one). Earlier occurrences are shown read-only and can be read in your language as well; editing and **Regenerate** apply to the latest occurrence.

The summary in your language

Everybody reads the summary in their own language – also when the meeting itself was held in several languages. Coviqo uses your **Summary language** (Settings › AI & captions) or, if you have not chosen one, the language of the user interface.

- If the summary was written in another language, you see the translation with the note **Automatically translated from German · Show original**. Click **Show original** to read the original wording; **Show translation** switches back.
- While the translation is being made, you see the original with a short "Translating …" note; the page updates by itself when the translation is ready.
- Use the language menu next to the note to read the summary in any other language your organization offers.
- **Spoken languages: German, English, Spanish** tells you which languages were spoken in the meeting (languages below 5 % of the speaking time are left out).

- Editing always changes the **original**: when an organizer clicks **Edit**, the original is shown, and the translations are updated automatically afterwards.
- Tasks and decisions created from the summary keep the original wording.
- The "Summary ready" notification and e-mail use your language as well. If the translation is not ready after a short wait, the e-mail contains the original with a note that the translation can be read in Coviqo.

Translations are made on your organization's own infrastructure. Administrators can switch them off (Control › AI), and a space that switches off translation gets the original only.

> **NOTE**
> The summary is generated on your organization's own infrastructure and can take a few minutes ("The local AI is analyzing transcript, notes and chat"). By default only the organizers and participants of the meeting see transcript and summary; a space can open them up to everyone with access to the room.

26.10.2 How AI content is labelled

Everything an AI created in a meeting carries the label **AI-generated · <model>**: the summary (on the summary tab, the overview card and the chat message posted after the meeting), the transcript, live captions and the AI drafts on the results tab. A translated summary or translated captions also say **machine-translated from <language>**. Hover over the label to see the full model name and when the content was created. The same information is stored in a machine-readable form with the content – in exports (JSON), in the properties of downloaded PDF and Word files and in the data the app receives – as the EU AI Act asks for AI-generated content. Tasks and decisions that an organiser has reviewed and published are no longer labelled as AI content.

26.10.3 Reviewing results

The AI does not create tasks or decisions on its own. Its action items and decisions arrive as drafts in the **Results** tab, where organizers and co-organizers review them under **To review**:

1. Check each draft and its **Source** – a link to the position in the transcript or recording where it was said.
2. Fix the title with **Edit**, set the assignee, **Due date** and **Priority** for tasks, or mark decisions to **Revisit** and pick whether one **Supersedes decision** an older one.
3. **Accept** or **Reject** each draft (**Reopen** undoes a rejection). Add your own items with **Add another item …**.
4. Select the items and click **Publish**.

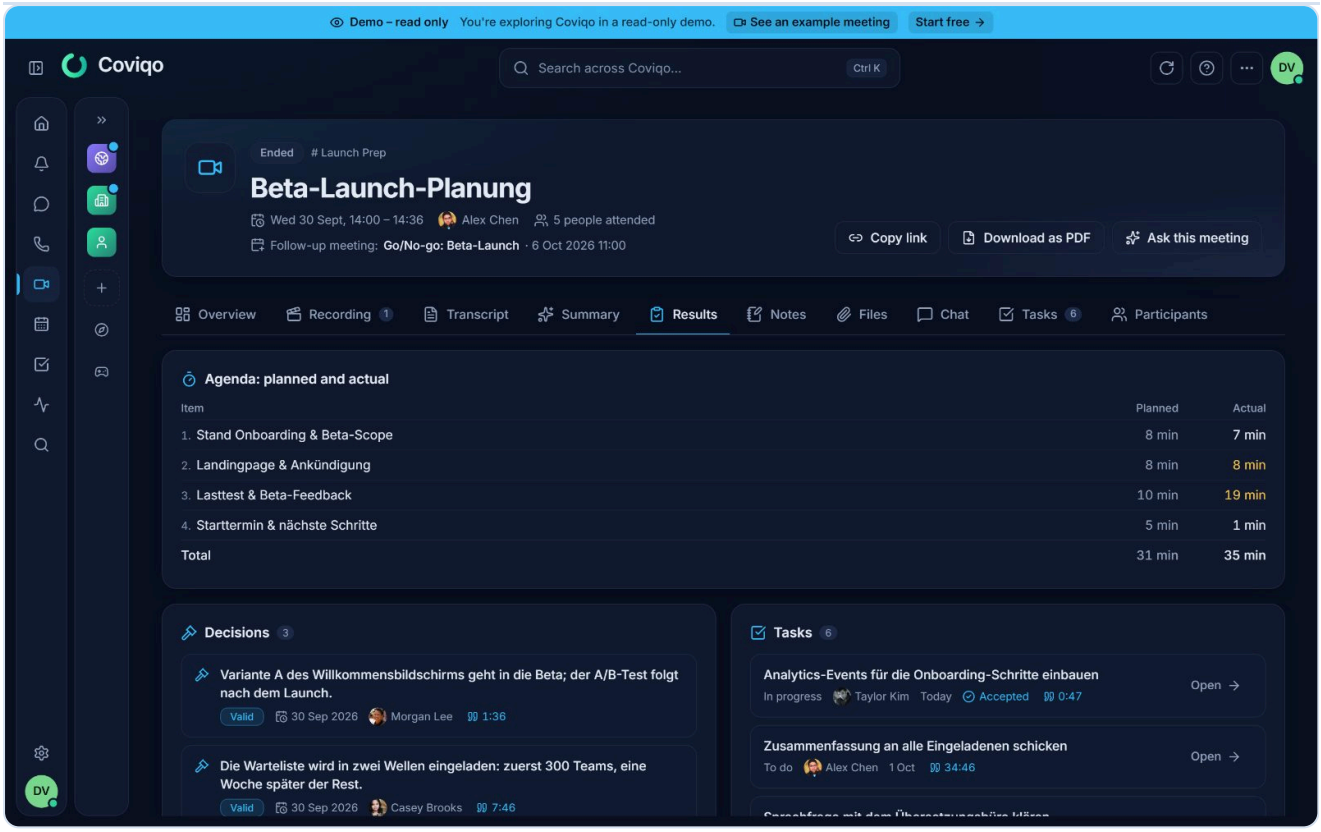


Figure 26.7 Reviewing AI drafts in the Results tab

Published action items become real tasks – in the linked room, or on space level when the meeting has no room – and assignees are notified. Published decisions go into the decision log. Drafts that nobody confirms are hidden after 30 days.

> **TIP**
>
> In the summary, organizers find **Review & publish** and everyone else **View results**. The chapter *Tasks* explains what assignees see on a task that comes from a meeting.

26.10.4 The decision log

Rooms with the **Decisions** module (on by default) have a **Decisions** tab with the decisions published from meetings linked to that room. If a room has switched the module off, decisions published from its meetings go to the space's log instead. The whole space's log is available from the space's Meetings page via **Decisions**. Filter by **Valid**, **Superseded** or **All**, by room, or **Search decisions …**. Each entry shows its date, the responsible person, the source meeting and, if it was replaced, which decision supersedes it.

26.10.5 Switching meetings off

Meetings are a module. **Space settings › Overview › Features › Meetings** switches them off for the whole space; **Room settings › Content › Meetings** for a single room. The space switch wins over the rooms.

When meetings are off, the **Meeting** button, the next-meeting card in the room header, **Start a meeting** / **Schedule meeting** in menus and the command palette, and the space's **Meetings** entry in the sidebar disappear for that scope, and Coviqo refuses new meetings there (also from room devices and events). Meetings that already exist are kept: their links, recordings and summaries keep working, and events stay in the calendar.

26.10.6 The next meeting and its agenda

Open items should not get lost between meetings. The **Results** tab shows a **Next meeting** card:

- For a recurring meeting, the next occurrence of the series is used automatically.
- For a meeting with a room, organizers **Pick follow-up meeting** from the room's upcoming meetings.

In the follow-up meeting's **Overview**, the **Agenda** then proposes the open tasks and decisions marked **Revisit** ("open items from previous meetings"). Organizers **Take over** what belongs on the agenda or **Dismiss** the rest, add their own points with **Add agenda item …** and tick items as **Done** during the meeting.

Coviqo also reminds assignees of open meeting tasks 24 hours before they are due, and sends a weekly overview of open items every Monday morning. You can adjust both in your notification settings (see the chapter *Notifications*).

26.10.7 Follow-up actions

After a meeting, Coviqo helps with the next steps. The AI only **suggests** them – every action opens a dialog that is already filled in, and nothing is sent or created until you confirm.

Where you find them

- In the **Results** tab, organizers see the card **Suggested follow-up actions**: each suggestion shows why it was made (for example "The group wants to continue next week") and a link to the place in the transcript. **Apply** opens the matching dialog, **Dismiss** removes the suggestion for good (a new summary does not suggest it again).
- The "Summary ready" notification offers the organizer the two most important suggestions as buttons.
- Tasks that are themselves a follow-up action – for example "Arrange a date for the next meeting" – show a button such as **Plan follow-up meeting** on the task card and in the task dialog. When you carry the action out, the task is marked done automatically; the message that appears lets you **Undo** this.
- After a meeting has ended, organizers can always click **Plan follow-up meeting** in the meeting header – also without AI.

The actions

Action	What happens
Plan follow-up meeting	The scheduling dialog opens with the same participants (including external guests), the title "Follow-up: …", the same space, room and settings, and an agenda made of the open questions, open tasks and decisions to review. If participants have connected their calendars, free times are suggested; otherwise a date mentioned in the conversation ("next Tuesday") is used. Both meetings link to each other ("Previous meeting" / "Follow-up meeting").
Scheduling poll	Propose two to six dates. The participants with a Coviqo account answer yes, maybe or no in the **Results** tab of the meeting. You then pick a date – the scheduling dialog opens with it.
Send summary	An e-mail to the participants you choose, external guests included. The text is taken from the AI summary and can be edited; optionally the meeting report is attached as a PDF (only with sections you may read yourself). Each person gets their own e-mail, replies go to you. Sending is recorded in the space audit log.
Create note	A note from a template (minutes, action plan or blank) in the meeting's notes, linked to the meeting and the task.
Reminder	A notification for a participant at the date you choose.
Invite someone	Invite a person to the planned follow-up meeting, or plan a new one with them. Only members of the space and your contacts are suggested; others can be invited by e-mail.

Action	What happens
Review decision	A decision of the meeting comes up again at a date: the person responsible is notified, and the decision is proposed on the agenda of the next meeting.

The meeting report (PDF) can include the section **Follow-up actions** (organizers only).

MEETINGS · CHAPTER 27

Breakout rooms, polls, webinars and attendance

Meetings can do more than one big call. This chapter explains **breakout rooms** for work in small groups, **polls and questions** to involve everybody, **webinars** for large audiences with registration, and the **attendance report**.

Feature	Plans
Polls and questions (Q&A)	all plans
Breakout rooms	Community Pro (up to 20 rooms), Business and Enterprise (up to 50)
Webinars with registration	Business (up to 1,000 attendees), Enterprise
Attendance reports	Business, Enterprise

Everything that manages these features – creating rooms, polls, moderating questions, starting a webinar, reading the attendance report – is reserved for the **hosts** of a meeting: the organizer, co-organizers and space admins.

27.1 Breakout rooms

Open the **Breakout rooms** panel (German UI: *Breakout-Räume*) under **Panels** in the control bar.

27.1.1 Creating and filling rooms

1. Choose the **Number of rooms** (*Anzahl Räume*) and how people are distributed: **Evenly** (*Gleichmäßig*), **Randomly** (*Zufällig*) or **Manually** (*Von Hand*).
2. Options:
   - **Participants choose** (*Teilnehmende wählen selbst*) – everybody picks a room.
   - **Allow returning** (*Rückkehr erlauben*) – participants may go back to the main room on their own.
   - **Move automatically** (*Automatisch verschieben*) – assigned people are moved when the rooms open; otherwise they get a question "Join the breakout room?".
   - **Timer** with a **Warning** before the end (*Warnung*, for example 60 seconds before).
3. Click **Create rooms** (*Räume anlegen*). You can rename rooms, add rooms and drag people between them. People who join later appear under **Not assigned** (*Nicht zugewiesen*); **Distribute evenly** places them.
4. Click **Open breakout rooms** (*Breakout-Räume öffnen*).

27.1.2 While the rooms are open

Participants see a bar at the top of the call with the room name, the remaining time, **Ask for help** (*Hilfe anfordern*) and – when allowed – **Back to the main room** (*Zurück zum Hauptraum*). Before the end they get a warning with a countdown.

As a host you can:

- **Join** any room and switch between rooms at any time – you see who is where.
- See **help requests**: a message says "Help is needed in the room …" with a button to go there.
- Send an **Announcement to all rooms** (*Durchsage an alle Räume*) – as text banner or as **voice announcement** (*Sprachdurchsage starten*): your microphone is heard in all rooms at the same time, like a radio call, for up to 60 seconds.
- Extend the timer (**+5 minutes**) or stop it.
- **Close** the rooms: everybody gets a 30-second countdown and then returns to the main room. **Bring everybody back** (*Alle zurückholen*) does it immediately.

The meeting chat is shared by all rooms. Recordings only cover the main room.

27.1.3 Transcript and summary of breakout rooms

When transcription is on, every breakout room gets its own transcript. On the meeting page the **Transcript** tab has a **Room** selector (*Raum*). After the rooms close, the AI writes a short summary per room (if AI is enabled for the space); the **Summary** tab lists them under **Breakout rooms**, and the main summary takes them into account.

27.2 Polls and questions

The **Polls & questions** panel (*Umfragen & Fragen*, under **Panels** in the control bar) has two tabs.

27.2.1 Polls

Hosts click **New poll** (*Neue Umfrage*), enter the question and 2 to 10 answers and choose:

- **Multiple choice** (*Mehrfachauswahl*),
- **Anonymous** (*Anonym*) – nobody, not even the hosts, can see who voted what,
- **Show results** (*Ergebnisse zeigen*): **Right away (live)** or **Only after closing** (*Erst nach dem Beenden*).

Launch (*Starten*) opens the poll for everybody, **Save as draft** (*Als Entwurf*) keeps it for later. Participants vote in the panel and can change their vote while the poll runs. **Close** (*Beenden*) ends it.

27.2.2 Questions (Q&A)

Everybody can **Ask a question** and **upvote** questions of others; **Top** (*Beliebt*) sorts by votes. Hosts can **Approve** (*Freigeben*), **Mark as answered** (with an optional written answer), **Pin** (*Anheften*), **Dismiss** (*Ausblenden*) or delete questions. In the meeting settings (when scheduling or in the call) hosts decide under **Questions (Q&A)**:

- **Allow questions** (*Fragen erlauben*),
- **Allow anonymous questions** (*Anonyme Fragen erlauben*) – then **Ask anonymously** appears,
- **Approve questions first** (*Fragen vorher freigeben*) – new questions are only visible to hosts and the author until approved.

After the meeting the **Summary** tab shows the results under **Polls** and **Questions & answers**; hosts can export both as CSV.

27.3 Webinars

A webinar is a meeting for a large audience. When you schedule a meeting, choose **Webinar** instead of **Meeting** at the top of the dialog (this cannot be changed later).

27.3.1 Stage and audience

- The organizer, co-organizers and **presenters** are on the **stage**: they can speak, share their camera and screen.
- The **audience** joins muted without camera. Attendees can raise their hand; a host can then **Let speak** (*Wort erteilen*) from the participants panel and later **Revoke** (*Wort entziehen*).
- Only the stage is shown in the call. The participants panel lists **On stage** and **Audience** with a search.
- Polls and questions work as in every meeting.

27.3.2 Waiting room and start

Attendees who arrive early wait in a waiting room ("The webinar starts soon") with the start time. Hosts and presenters are already in the call (**Backstage**) and can test everything. **Start webinar** (*Webinar starten*) lets the audience in; a recording configured to start automatically starts now.

27.3.3 Registration

Under **Webinar registration** (*Webinar-Anmeldung*) you can require a registration (needs a start time and the permission to invite guests):

- **Seats** (*Plätze*) – how many people can register; **Waiting list** (*Warteliste*) – further people are put on a waiting list and move up automatically when somebody cancels.
- **Questions in the registration form** – your own questions, optionally required or multi-line.

The registration page has its own link (**Copy registration link** in the **Registrations** tab of the meeting). After registering, people get an e-mail with a **personal join link** and a calendar file; the e-mail also contains a link to cancel (the join link itself cannot cancel; cancel links from e-mails sent before October 2026 no longer work – cancel on the registration page while signed in, or ask the organizer). On the webinar page the **Registrations** tab (*Anmeldungen*) shows everybody with status, answers and whether they attended; you can move people up from the waiting list, cancel registrations, send the link again and export the list as CSV.

27.4 Attendance report

In Business and Enterprise spaces Coviqo records when each participant joins and leaves a meeting (every time, also guests). Hosts find the report on the meeting page in the tab **Attendance** (*Teilnahme*): who attended, role, first join and last leave, all join/leave times, the total duration and – for webinars – whether the person had registered. For recurring or restarted meetings the report shows the **latest session** (*Termin*); pick another one, or **All sessions together (series)** for the whole series. Invited people who did not join are listed for each session, people who joined by phone as **Phone … 347**. **Export CSV** downloads the session you are looking at.

Participants are told before they join ("Your attendance (join, leave, duration) is recorded …"). The data is deleted after the period set by the organisation (365 days by default).

MEETINGS · CHAPTER 28

Watching together, music and dialling in by phone

28.1 Watching a video together

In voice rooms, sessions (*Runden*) and meetings you can watch a video together with everybody in the call (German UI: **Gemeinsam schauen**). Play, pause and jumps happen for everybody at the same time. Available from Community Pro.

Starting: in a voice room click the TV button at the top right of the conversation card; in a meeting open **More** (the "…" button) › **Watch together**. Choose

- **YouTube / Vimeo** – paste a link from youtube.com, youtu.be or vimeo.com, or
- **Video of the space** – an MP4, WebM or Ogg file from a room you can see. Everybody in the call can play it while the session runs.

Tick **Everybody with the permission may control it** if others should be able to pause or jump too; otherwise only you and the moderators control the video. If you leave the call, everybody with the permission may take over.

Joining in: the others see a card "*Name* started watching together" with the title – nothing plays until they click **Watch** (*Zuschauen*). YouTube and Vimeo videos are loaded from YouTube / Vimeo; before that Coviqo asks once for your consent (*Video von YouTube laden?*). With **Remember on this device** the question is not asked again; you can withdraw it in the player menu (**…**). If your browser blocks sound, click **Tap to play**.

While watching: the bar under the video has play / pause, the position, **Jump** after moving the slider, your own **volume** (only for you), **Picture-in-picture** (a small floating window, so you still see the people) and the menu with speed, control mode, **Add videos**, **Stop watching** (only for you) and **End for everybody** (starter and moderators). If you fall behind – slow connection, laptop woke up – the video catches up by itself.

Queue: while a video runs, **Add to the queue** in the dialog puts more videos behind it – YouTube / Vimeo links, whole YouTube playlists (up to 50 videos) or videos of the space. The queue button in the bar shows how many are waiting and opens the queue: reorder by dragging, remove, shuffle, repeat, and "Recently watched" to add a video again. The next video starts by itself at the end. Who started (and moderators) can skip; everybody else votes – once half of the viewers voted, the next video starts. Adding is open to everybody when "Everybody with the permission controls" is on; each person can have up to 5 videos in the queue (your plan may differ).

Good to know: in a voice room the video keeps playing as a small movable window while you look at other tabs or pages (tasks, chat, other spaces) or scroll the stage away – without reloading or stuttering, it just moves back onto the stage when you return; on the lobby overview it shrinks to the smallest window. YouTube and Vimeo videos always stay visible there – their terms do not allow hidden players. In a meeting the video plays in the meeting view – if you open another page, it stops for you and continues in sync when you come back. A voice room has either a video or music at a time: starting a video ends the music (and the other way round) – only the person who started it or a moderator can do that. Moderators can always control and end it. In rooms with end-to-end encryption this feature is not available.

28.2 Music in voice rooms

In voice rooms and sessions (*Runden*) you can play music together (German UI: **Musik**) – YouTube videos and playlists, Vimeo, SoundCloud tracks and sets, or audio files of the space (MP3, AAC, Ogg, Opus, WAV, FLAC). Available from Community Pro; you need the permission **Control music** (*Musik steuern*), which members have by default.

Starting: click the music note at the top right of the conversation card, paste a link or pick audio files and click **Start**. The music starts right away for you. Tick **Everybody with the permission may control it** if others should be able to pause, skip and sort too. Audio files must be visible to everybody in the call (a file of this room, or one everyone in the call may open) – otherwise Coviqo refuses it or skips it in the queue.

Joining in: the others see a card "*Name* started music" – nothing plays until they click **Listen** (*Zuhören*). YouTube, Vimeo and SoundCloud are loaded only after a one-time consent (*Musik von YouTube laden?*).

The music bar sits right above the call controls: the player (YouTube and Vimeo show a small video – their terms require a visible player), title, progress, play / pause and next (for those who control it), your own volume, **Add tracks**, the **Queue** and the menu. On other pages the bar floats at the bottom right; drag it by its title. In the menu: **Quieter while somebody speaks** (on by default – the music dips while people talk), repeat, who controls it, **Stop listening** and **End for everybody**.

Mini view: while a SoundCloud track or an audio file of the space plays, the button **Mini view (one line)** (*Mini-Ansicht*) shrinks the bar to one slim line with the title, play / pause, next (or your skip vote), your volume and **Expand**. SoundCloud's small player stays visible (SoundCloud requires it); audio files need no player at all. YouTube and Vimeo always show their small video, so the mini view is not offered for them – when the queue reaches a YouTube or Vimeo track the bar opens up again by itself and shrinks back for the next audio track. Your browser remembers the choice.

The queue (*Warteschlange*) shows what plays now, what comes next and what was played recently. Everybody can add up to 5 tracks at a time (your plan may differ); the person who started and moderators can add more; at most 100 tracks wait in the queue. Controllers drag tracks into a new order, remove tracks, shuffle and repeat one track or the whole queue; everybody can remove their own tracks and add recently played ones again. A YouTube playlist or SoundCloud set is added track by track (up to 50 at once) – the player shows up briefly in the dialog to read the list.

Skipping: if you do not control the music, the next button is a vote (*1/2*). Once at least half of the people listening voted, the next track starts. Controllers skip directly.

28.3 Dialling in to a meeting by phone

When your organisation's plan includes phone dial-in (Business and Enterprise) and the platform operator has set it up, every meeting shows **Dial in by phone** (*Telefon-Einwahl*): one or more phone numbers and an 8-digit **meeting PIN**. You find them on the meeting page, in the meeting's participant panel and in the invitation e-mail and calendar entry.

To join by phone: call one of the numbers, listen to the announcement, type the PIN and confirm with **#**. If the meeting has not started yet you hear a short announcement every half minute and are connected as soon as somebody joins in the app (you wait up to 15 minutes). If the meeting is recorded or transcribed, an announcement says so before you are connected. On many phones a click on the number in the invitation dials the PIN automatically.

Others see you as **Phone … 123** (only the last three digits of your number). You can only talk and listen – no video, no chat. Three wrong PINs end the call; after several wrong attempts your number is locked for half an hour.

Mute and unmute yourself with *6. Press the star key and then 6 at any time: you hear "Stummgeschaltet" / "You are muted" or "Stummschaltung aufgehoben" / "You are unmuted" (in the language of the number you dialled). If you hear a short low double tone instead, you may not switch your microphone on right now – an organizer muted you, microphones of participants are switched off in this meeting, or you are in a webinar audience without the floor. When a recording starts, you are muted like everybody else; press *6 when you want to speak again – by doing so you agree that your voice is recorded.

For organizers: on the meeting page you can switch phone dial-in off for this meeting and create a **New PIN** (the old one stops working – invitations already sent still contain it). In the call, the menu of a phone participant offers **Mute** – this also locks the microphone: the caller cannot unmute with *6 until you choose **Allow microphone again** (that does not switch it on; the caller does that with *6) – and **Hang up**. Phone participants count toward the participant limit of the meeting. When the last person using the app leaves, the meeting ends as usual and the phone calls end with it.

MEETINGS · CHAPTER 29

Live streaming, drawing on shared screens, presentation mode and interpretation

29.1 Streaming a meeting live

Meetings, webinars and stage rooms can be streamed live to **YouTube, Twitch or your own RTMP server** (German UI: **Live-Stream**). Available from Business; Community Pro spaces can get it from the platform operator.

Starting (hosts): in a meeting open **More** (the "…" button) › **Live stream …**; on a stage click the broadcast button at the top right of the conversation card. Choose

- a **saved destination** of the space (Space settings › Voice & media › Audio & video › *Live-Stream-Ziele*, managed by space administrators – the key is never shown again), or
- **YouTube / Twitch / own RTMP server – enter a key**: paste the stream key from YouTube Studio or the Twitch dashboard (own servers also need the `rtmp://` or `rtmps://` address). The key is stored encrypted for this stream only and deleted when it ends.

Pick the **layout** (Speaker, Grid, Presentation – the shared screen large) and the **resolution** (1080p from Business), then **Go live**. Everybody in the call sees "*Going live in 10 s*" first – whoever does not want to be seen can turn the camera off – and then a red **LIVE** badge. People who join later are told before they join. **End stream** in the same dialog stops it; it also ends with the call. If the platform refuses the stream (wrong key, stream not set up), hosts see *Stream aborted* with the reason.

Organizers can **announce** a stream in advance (when scheduling: *More options* › *Broadcast & languages*, or in the call settings › *Announce live broadcast*): the join screen then says the meeting will be streamed. Live streaming is not available in end-to-end encrypted rooms.

29.2 Drawing on a shared screen

On a screen share you can draw together (from Community Pro): open the pencil at the bottom left of the shared screen, then choose **pen, highlighter, arrow, rectangle, laser pointer or text**. Everybody draws in their own colour; drawings fade after a few seconds unless the person sharing chooses **Keep drawings**. **Ctrl+Z** undoes your last stroke; the eraser menu has *Clear my drawings* and – for the sharer and hosts – **Clear all**, plus **Download image with drawings** and **Send image with drawings to the chat**.

Who may draw is decided by the person sharing: by default hosts (in direct calls everybody) plus people who **Ask to draw** and are allowed; alternatively *Everybody in the call* or *Nobody but me*. Drawings are exchanged only between the devices in the call and never stored. Not available in end-to-end encrypted rooms.

29.3 Presentation mode

With presentation mode your camera appears inside your screen share – like a TV presenter (from Community Pro). Open the small menu next to the share button › **Presentation mode** › *Camera over the screen*. You can **remove the background** (your device cuts you out; weaker devices get a round crop), choose the **corner** and

the **size**, and drag the camera into another corner on your own share tile. Recordings and live streams show it the same way.

29.4 Interpretation

In meetings and webinars with interpretation (from Business) you choose your language with the **language button** at the bottom left: **Original** or one of the languages. With a language the original speaker stays audible, quieter in the background.

Organizers can add the languages when scheduling (*More options* › *Broadcast & languages*) and set everything up in the call settings › **Interpretation**: add languages, assign interpreters for each language (people from the meeting or an e-mail address) and decide whether the languages are **recorded** as extra audio files (off by default: only the original is recorded). Captions and transcripts stay with the original.

Interpreters get a console: choose *From* (the original, or another language as relay) and *Into*, then **Interpret into …**. Your meeting microphone is muted while you interpret. The badge shows **ON AIR** or *Ready*; with a booth partner use **Hand over to …** or **Take over**. *Mute original* silences the original for you.

29.4.1 Listening translated (machine interpretation)

In meetings of plans with machine interpretation (from Business) the language button also offers **Listen translated**: pick e.g. *French (machine)* and you hear the other speakers translated into French by a **computer voice** – about two to three seconds after they finish a sentence, with the original quietly underneath. It works while the meeting's transcription is running (it uses the same captions) and never in end-to-end encrypted rooms. In a language with human interpreters the machine only speaks while nobody is interpreting – a person always has priority.

- The menu says **"Machine translation – may contain errors"**; the button shows a small robot while the machine is speaking, and the tile of the person being translated shows **Translated (French)**.
- **Original in the background** in the same menu sets how loud the original stays: −6, −15 (default), −25 dB or off – remembered on this device.
- If the translation is busy you see a hint – the captions keep running.
- The voices are neutral – nobody's own voice is imitated. People who objected to the transcription are not translated.
- **Organizers** can switch it off for a meeting: call settings › **Interpretation** › *Allow machine interpretation*. The synthesised speech is only recorded when *Record languages* is on (and only for the languages set up for interpreters).

MEETINGS · CHAPTER 30

Remote control of a shared screen

Somebody shares a screen and you want to show them where to click – or they want you to fix something for them? With **remote control** you use your mouse and keyboard on their shared screen. Available from Business. The screen that is controlled has to be shared from the **Coviqo desktop app for Windows** (version 0.4 or newer); controlling works from any Coviqo app, also the browser.

30.1 Asking for control

1. Open the shared screen large (meetings: click the share, voice rooms and calls: the big view).
2. Click **Request control** at the bottom right of the share (German UI: *Steuerung anfragen*). The button only appears when the screen can be controlled.
3. The person sharing now sees a dialog of their computer: "*Anna wants to control your screen*" with **Allow** and **Deny**. While you wait, the button says *Requested …* – click it to withdraw your request.

If they allow it, you see "*You control the screen of Anna*" and a red frame. Click into the share and use your mouse, the scroll wheel and your keyboard as usual. **Stop control** at the top right ends it.

Good to know:

- Only one person can control a screen at a time.
- Keys are sent as keys, not as characters – what you type follows the keyboard layout of the other computer.
- The Windows key, media keys and Ctrl+Alt+Del do not work remotely; neither do windows that need administrator rights (for example Windows' "Do you want to allow this app …" prompts) and the lock screen.
- There is no clipboard and no file transfer.
- If only one window is shared, you can only click into that window.

30.2 When somebody asks to control your screen

You decide in a dialog of Windows – Coviqo's web page cannot answer it for you. **Deny** is preselected; if you do not answer within a minute, the request is denied. The dialog says who is asking and which screen or window you share.

While somebody controls your screen:

- a **red frame** surrounds the shared screen or window and a red **banner** says "*Anna is controlling your screen – press Esc twice or Ctrl+Alt+Shift+S to stop*";
- **stop at any time**: press **Esc twice** quickly, press **Ctrl+Alt+Shift+S**, click **Stop** in the banner or in the call, or stop sharing;
- the control **ends by itself** after 2 minutes without input and after 60 minutes at the latest;
- the other person cannot operate Coviqo itself on your computer (no clicking in Coviqo windows).

Start and end of every remote control session are recorded in the audit log of the space (who controlled whose screen, when, for how long) – never what was done.

> **NOTE**
>
> Remote control is not offered in end-to-end encrypted rooms and calls. On macOS and Linux your screen cannot be controlled yet (you can control other people's screens from there).

MEETINGS · CHAPTER 31

Meeting report as PDF

After a meeting you often need its results outside Coviqo – for minutes, for people who were not there or for your files. The **meeting report** puts everything you choose into **one PDF** in the Coviqo design: a cover with the key facts, a table of contents with page numbers and one chapter per part. Available on every plan.

31.1 Downloading the report

1. Open the meeting (**Meetings** → the meeting) once it has started or ended.
2. Click **Download as PDF** in the header of the meeting (German UI: *Als PDF herunterladen*). The same button is on the **Summary** tab.
3. Tick what the report should contain and click **Download PDF** (*PDF herunterladen*).

Part	What it contains
Cover & key facts (*Deckblatt & Eckdaten*)	title, date and time with time zone, duration, host, organisation / space, room, series appointment, number of participants, interpretation languages, description, link to the meeting
Participants & attendance (*Teilnehmer & Anwesenheit*)	names, roles and replies; **organizers** also see when each person joined and left and how long they were there
Agenda	agenda items and whether they are done
AI summary (*KI-Zusammenfassung*)	overview, topics, decisions, open questions, action items with assignee and due date – labelled as AI-generated
Decisions & tasks (*Entscheidungen & Aufgaben*)	the decisions and tasks that were **published** from the meeting
Bookmarks (*Markierungen*)	the **accepted** bookmarks set with voice commands (*Markierung*, *Notiz markieren*): time in the meeting, who set it, the text and links to that moment in the transcript and the recording. Suggestions nobody accepted are never included; accepted voice notes are already part of the notes
Notes (*Notizen*)	the meeting notes with headings, lists, checkboxes, bold / italic text and links
Transcript (*Transkript*)	who said what and when; optionally including the breakout rooms
Chat	the messages of the meeting chat
Polls & Q&A (*Umfragen & Q&A*)	poll results as bars and the questions with their answers
File list (*Dateiliste*)	name, size, who uploaded it and when – the files themselves are not in the PDF
Recordings (*Aufnahmen*)	list of the recordings with duration – no video or audio
Breakout rooms (*Breakout-Räume*)	rooms per round with the AI short summary

Part	What it contains
Whiteboards	the boards with their preview picture

Pre-selected are: cover & key facts, participants, AI summary, decisions & tasks and notes. Bookmarks are off until you tick them. Transcript and chat can make the report long – the dialog shows the estimated size.

Transcript language. When the transcript is ticked you can choose its language. Besides the original language the list offers languages for which translations already exist (with the translated share, e.g. *English (40 % translated)*). Parts without a translation are printed in the original language. Tip: exporting the translated transcript once on the **Transcript** tab creates the translations.

Remember my choice (*Auswahl merken*) keeps your selection for the next report – only in this browser.

31.2 What you see is what you get

The report contains only what **you** may read in Coviqo:

- The AI summary and the transcript follow the visibility setting of the space (participants only, or everybody in the room).
- Chat, notes, files and whiteboards need the matching room permissions; recordings follow the recording access of the meeting.
- Join and leave times are only for organizers.
- Bookmarks are for the organizers and participants of the meeting (like on the **Results** tab).

Parts you cannot include are greyed out in the dialog with the reason (*No access*, *Nothing yet*). In **end-to-end encrypted rooms** the chat, transcript, notes, files and whiteboards are encrypted on your devices – the server cannot put them into a PDF. They are greyed out (*End-to-end encrypted*); export them in the app instead.

Every page is marked **CONFIDENTIAL** (*VERTRAULICH*) and shows who created the report and when. The download is recorded in the audit log of the space (without any content). Please treat the PDF like the meeting itself and share it only with people who were allowed to see it.

MEETINGS · CHAPTER 32

Voice commands in meetings

While a meeting is transcribed, hosts can capture things **by voice** instead of typing: say "**Coviqo, note:** check the budget by Friday" (German: *„Coviqo, Notiz: Budget bis Freitag prüfen"*) and Coviqo notes it as a **suggestion**. Nothing is created behind your back – after the meeting the hosts decide what to keep. Available wherever transcription is available.

32.1 Saying a command

A command has three parts: the wake word, the command word and the content.

You say	Coviqo suggests	After accepting
"Coviqo, note: …" (*Notiz*)	a note	the text is added to the meeting notes with time and speaker
"Coviqo, task: …" / "to-do" / "action item" (*Aufgabe*, *To-do*)	a task	a task in the meeting's room (or the space)
"Coviqo, decision: …" (*Entscheidung*, *Beschluss*)	a decision	an entry in the decision log
"Coviqo, bookmark: …" / "mark" (*Markierung*, *Merken*)	a bookmark	a bookmark of this moment in the transcript and recording

- You can pause after the command word: "Coviqo, note." – whatever you say next (within about 8 seconds) is the content.
- For tasks, Coviqo picks up **who** and **by when**: "Coviqo, task: revise the offer **for Bob by Friday**" (German: *„für Bob bis Freitag"*). The person must be in the meeting and the name must be unique; dates like "tomorrow", "Friday", "next week", "October 3" work. You can correct everything in the review.
- Coviqo is forgiving with how the wake word is recognised ("Kovico", "Co-Vico" also work).
- Saying the same command twice within a minute creates only one suggestion.

32.2 Who can use it

- The **organizer** and **co-organizers** of the meeting – always.
- Space owners, administrators and people who manage all meetings of the space.
- Members whose role has the permission **Use voice commands** (*Aktivierungswörter nutzen*, space settings → Roles).

What anybody else says is ignored – no suggestion, no message.

32.3 During the meeting

- The call shows **Voice commands active** (*Sprachbefehle aktiv*) to people who may use them while the transcription runs.

- When your command was recognised, a message appears – for example *Notiz erkannt: …* – with **Undo** (*Rückgängig*). Within 30 seconds you can take it back.
- The notes panel lists everything recognised under **Suggestions (voice commands)** (*Vorschläge (per Sprachbefehl)*): who said it, when, the type and the text, with a link to that moment in the transcript. The list is read-only during the meeting.
- **Mark note** (*Notiz markieren*) – in the **More** menu of the call, or press **Alt+M** (for the same people): it turns what was said in the last 20 seconds into a bookmark suggestion, without saying anything.

32.4 After the meeting

Open the meeting → **Results** (*Ergebnisse*). Voice suggestions are marked **Voice command · <speaker>** (*Sprachbefehl*). Hosts accept, edit or reject them and publish the selection – exactly like the AI suggestions:

- notes are added to the meeting notes,
- tasks and decisions are created,
- bookmarks appear in the list **Bookmarks** (*Markierungen*) on the results tab, with links to the transcript and the recording.

Suggestions that nobody confirms are hidden after 30 days.

32.5 Settings

- **Per meeting**: the organizer switches voice commands on or off in the scheduling dialog, tab *Aufnahme & KI* (also saved in meeting templates). They need the transcription.
- **Per space**: space settings → AI (*KI*) → *Aktivierungswörter in Meetings*: switch the feature off for the space or change the command words per language (add, remove, switch off single words).
- **Platform**: the operator decides whether the wake word ("Coviqo, …") is required. Without it, the command word must be followed by a short pause or punctuation ("Note: …").

32.6 Privacy

Voice commands only look at the transcript that is made for the meeting anyway – no extra recording or processing of your voice. A suggestion stores who said it, when, and the text. Undone commands are deleted.

MEETINGS · CHAPTER 33

Meeting health

Coviqo helps you keep meetings short and fair: a time budget per agenda item, a voluntary speaking-time statistic, a hint when a meeting might work better as a message, and – if you want – your weekly meeting load. Nothing here ever blocks you.

33.1 Time budget per agenda item

- **When planning a meeting** (*Meeting planen*), click **Add agenda** (*Agenda hinzufügen*) below the invitees. Give each item a title and, optionally, minutes. Coviqo shows how much of the meeting you have planned (*„45 von 60 min verplant"*) and warns when the agenda is longer than the meeting.
- Templates (*Als Vorlage speichern*) keep the agenda with its minutes.
- For existing meetings, edit the agenda on the meeting page – every item has a minutes field.

In the call a slim bar below the header shows the current item, e.g. *Punkt 2/5 · Budget 2027 · 4:12 / 10:00*:

Colour	Meaning
green	within the budget
amber	80 % of the budget used, or the last minute
red	over the budget

Organizers and co-organizers move on with **Next item** (*Nächster Punkt*) – everybody sees the new item. The menu next to it jumps to any item or stops the timing. One minute before an item's budget ends, organizers get a gentle reminder. Five minutes before the scheduled end of the meeting everybody sees *„Noch 5 Minuten bis zum geplanten Ende"*.

After the meeting, the **Results** tab (*Ergebnisse*) and the PDF report show **planned vs actual** time per item.

33.2 Speaking-time statistics (voluntary)

Available from Community Pro. Off by default – an organizer switches it on in the call menu: **Show speaking-time statistics** (*Redezeit-Statistik anzeigen*).

- Everybody in the call sees the notice **„Redezeit wird für die Statistik gezählt."** You are counted only from the moment you have seen it.
- **Don't count me** (*Nicht erfassen*) – your speaking time is not counted, what was counted so far is deleted. You can change your mind with **Count me again** (*Wieder erfassen*).
- Coviqo counts only **how many seconds** each person spoke (from who is speaking right now) – nothing is recorded and no speaking times are stored per moment.
- During the call, only organizers see the distribution – as neutral bars in percent. They see how many people are not counted, but not who opted out.
- After the meeting, organizers see the shares in the Results tab and the PDF report. Other participants see them only if an organizer switches on **Show the shares to all participants** (*Anteile für alle zeigen*).
- The numbers are deleted together with the meeting.

33.3 "Does this need a meeting?"

While you plan a new meeting, Coviqo may show a hint card *„Braucht das ein Meeting?“* – for example when the title sounds like a status update or an announcement, when there is no agenda, or when many people are invited for a short slot. The card suggests:

- **Send as a voice / video message** (*Als Sprach-/Video-Nachricht senden*) or **As a poll** (*Als Umfrage*) – opens the chat of the room you picked; the video message and the poll are in the message field there.
- **Add agenda** (*Agenda hinzufügen*).

If AI is allowed in your space, a short AI assessment may add to the hint (labelled as such). Close the card with **×** – you can always save the meeting anyway.

Below the agenda, the dialog also shows the **person hours** of the meeting, e.g. *„≈ 6 Personenstunden (6 Personen × 60 min)“*.

33.4 Your weekly meeting load

On **Meetings**, below the list, the card **Meeting load** (*Meeting-Last*) explains itself until you switch it on (**Turn on** / *Einschalten*). Then it shows your meeting hours this week, how many meetings you have and how many of them have no agenda. Only you can see these numbers; Coviqo computes them when you open the page and does not store them. Turn it off again in the same card.

MEETINGS · CHAPTER 34

Conference rooms (room devices)

A **room device** turns a meeting room into a Coviqo conference room: a mini PC with the Coviqo desktop app, an Android box or any computer with a browser, connected to a screen, a camera and a speakerphone. Nobody signs in on it – it is paired once with a code and then shows the room's schedule, joins booked meetings and lets people in the room start a meeting or show a laptop screen. Room devices are part of the **Business** (5 rooms) and **Enterprise** (50 rooms) plans.

34.1 Setting up a room (organisation admins)

1. Open **Organisation** → **Room devices** and click **Add room device**.
2. Enter the room's name (for example "Meeting room 2"), where it is and how many seats it has. Optionally pick the **space for "Meet now"** – ad-hoc meetings started in the room are created there – and the room mailbox of your Exchange / Google calendar (stored as a reference only).
3. Click **Create and pair**. Coviqo shows a **pairing code** (for example `ABCD-EFGH`) and a QR code. The code is valid for 10 minutes and works once.
4. On the device in the room open `/room-device` of your Coviqo address (or scan the QR code) and enter the code. In the desktop app you can switch on the **room device mode** there (see below).

The list shows every room with its status (**Online**, **Offline**, **Waiting for pairing**, **Revoked**), when it was last seen and how many cameras, microphones and speakers it reports – with a warning when, for example, no microphone is connected or the network is slow.

- **Pair again** creates a new code, for example after replacing the PC. The old device keeps working until the new one is paired.
- **Revoke** disconnects the device at once (also from a running meeting). You can pair it again later.
- **Delete** removes the room and its bookings of upcoming meetings.

34.2 Booking a room for a meeting

When you plan a meeting in a space of your organisation, the dialog shows **Book a room** with all rooms (name, location, seats). Tick one or more rooms. The room appears in the meeting as the participant **"Room: Meeting room 2"**. If the room is already booked at that time, Coviqo tells you and does not save the meeting – pick another time or room. Recurring meetings are checked for every occurrence.

34.3 In the room

The room screen shows the room's name, the time, whether the room is **Available** or **Busy**, the next meeting and today's schedule.

- **Join** appears 5 minutes before a booked meeting starts. Touch it and the room joins with its camera, microphone and speakers.
- **Meet now** starts a meeting right away (if the admins picked a space for it). The screen shows a QR code and a link so the people in the room can join with their own devices, for example to use the chat.

- **Share a screen:** the screen shows a 6-character **room code**. On your laptop, in the meeting, choose **More** → **Add a room** and enter the code. The room joins within a few seconds; then share your screen – the room shows it big. Mute your laptop's microphone and speaker so there is no echo.

During the call the big buttons **Mute room**, **Camera off**, the **volume** slider, **View** (automatic, grid, speaker) and **Leave** are available. A shared screen always gets the big area. The room leaves by itself when the meeting ends, when it was removed from the meeting, or when nobody else has been in the call for 2 minutes.

Under **Settings** (gear icon) you pick the camera, microphone and speaker. Echo cancellation and noise suppression are always on.

> **NOTE**
> A room device is a participant with a camera and a microphone: everybody in the room can be seen and heard in the meeting. The room never sees the meeting chat, files or notes.

34.4 Room device mode in the desktop app (Windows)

On a dedicated room PC, open `/room-device` in the Coviqo desktop app and choose **Set up this device as a room device**. Set an **admin PIN** (4–12 digits, entered twice). Coviqo then restarts in fullscreen, starts with Windows, reloads by itself after a problem, installs updates at night when no meeting is running, and cannot be closed. To leave the mode, open **Settings** → **Exit kiosk** on the room screen (or press Ctrl+Shift+Alt+K) and enter the admin PIN. After five wrong PINs the entry is locked for a few minutes.

On Linux, macOS or an Android box, use a browser in kiosk mode that opens `/room-device` (your IT can find the command line in the technical documentation).

34.5 Desk phones

SIP desk phones and conference phones can join meetings through the **phone dial-in**: call the dial-in number shown in the invitation and enter the meeting PIN. Phones on your company's phone system reach Coviqo through your organisation's own SIP trunk (Organisation → Telephony).

WORKING TOGETHER · CHAPTER 35

Tasks

Tasks keep track of who does what and by when. Every room with the **Tasks** module has its own task board, and **My tasks** collects everything assigned to you across all your spaces. Tasks can also come out of meetings: action items that the organizer publishes after a meeting become tasks with a link back to the moment in the transcript where they were agreed.

This chapter explains the task board, how to create and edit tasks, statuses, priorities, assignees and due dates, the **My tasks** page, and what is special about tasks from meetings.

35.1 Tasks at a glance

A task has:

Field	Description
Title	What needs to be done – up to 300 characters.
Description	Details, links or a checklist. Markdown is supported.
Status	**To do**, **In progress**, **Done** or **Canceled**.
Priority	**Low**, **Medium** (the default), **High** or **Urgent**.
Assignee	One member of the space, or **Unassigned**.
Due date	A calendar day, or none.
Comments	A discussion thread on the task.

Tasks belong to a room. Tasks published from a meeting without a linked room live on space level instead; they appear in **My tasks** for their assignee but on no room board.

What you may do depends on your permissions in the room:

Permission	What it allows
View tasks	See the task board.
Create tasks	Create tasks and comment on them.
Manage tasks	Edit and delete tasks of others.

Independently of these, the creator and the assignee of a task can always edit it. Only the creator and people with **Manage tasks** can delete it. Everyone else sees the task read-only ("Only the creator, the assignee or task managers can edit this task.").

35.2 The task board

Open a room and select the **Tasks** tab. Above the board there is one row: **New task**, **Filter**, **View** and the activity button at the end.

- **Filter** – **Assignee**: **All** or **Assigned to me**; **Category**: **All categories**, one category or **No category**. The button shows how many filters are on; **Reset filters** switches them all off.
- **View** – **Arrange by Status** (the board) or **Due date** (the list); **Hide completed** hides done and canceled tasks; **Group by category** groups the tasks inside every board column by category (see *Categories* below). People with **Manage rooms** also find **Edit columns** and **Edit categories** here.

Phones show the same two menus; **New task** is the round button at the bottom right.

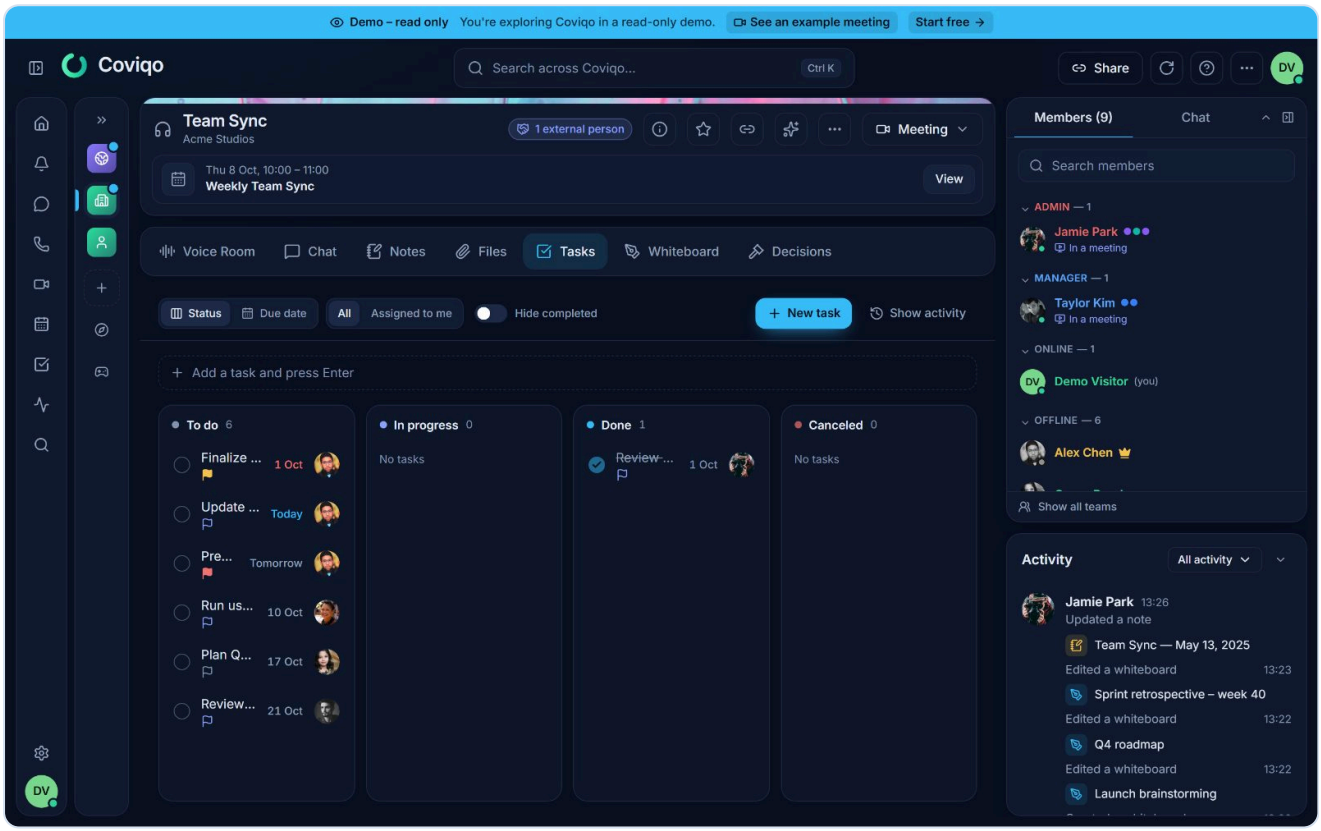


Figure 35.1 The task board of a room, grouped by status

35.2.1 Grouped by status

The **Status** view is a board with one column each for **To do**, **In progress**, **Done** and **Canceled**, with the number of tasks in the column header. With **Hide completed** switched on, only **To do** and **In progress** remain.

Each task card shows the title on up to two lines and below it a round checkbox, the due date, a priority flag, the category, the number of comments and the assignee's avatar (or a dashed placeholder when nobody is assigned). Columns keep a minimum width; when they don't fit next to each other, the board scrolls sideways. The **Due date** list shows one row per task.

35.2.2 Grouped by due date

The **Due date** view is a list sorted by urgency:

Group	Contains
Overdue	Open tasks whose due date has passed (shown in red).
Today	Tasks due today.
This week	Tasks due until the end of the current week.

Group	Contains
Later	Tasks due after this week.
No date	Tasks without a due date.
Completed	Done and canceled tasks, most recent first.

Within a group, tasks are sorted by due date and then by priority, highest first.

35.2.3 Moving tasks with drag & drop

You can drag tasks you are allowed to edit – tasks you created, tasks assigned to you, or any task if you have **Manage tasks**.

- **Status view** – drag a task to another column to change its status, or up and down within a column to change the order. The target column is highlighted and a placeholder shows where the task will land. The order is saved for everyone in the room.
- **Due date view** – drag a task onto **Today**, **This week**, **Later** or **No date** to change its due date. **Today** sets today's date, **This week** the last day of the current week (following your week start), **Later** a date one week from today, and **No date** removes the due date. A time of day that was already set is kept. **Overdue** is not a drop target, and completed tasks stay where they are. While you drag, empty groups appear as drop targets.
- **My tasks** – works like the due-date view.

Starting work claims the task. If you drag an unassigned task from **To do** to **In progress**, it is assigned to you at the same time. The message **In progress · assigned to you** confirms this. Tasks assigned to someone else keep their assignee; moving a task to **Canceled** also keeps the assignee. Moving a task to **Done** records the completion time; moving it out of **Done** clears it again.

Undo. After every move a message appears for five seconds with **Undo**. Undo puts the task back into its previous column and position, and restores the assignee and due date.

Tasks you cannot edit, and all tasks in an archived room, cannot be dragged – hovering the grip at the left edge of the task tells you why. If a move fails (for example because you lost access in the meantime), the task jumps back and you see the reason.

Keyboard. Move the focus to the grip at the left edge of a task (with `Tab`), press `Space` or `Enter` to pick it up, move it with the arrow keys, and press `Space` or `Enter` again to drop it. `Esc` cancels. Screen readers announce each step.

Touch. Press and hold a task briefly (about a quarter of a second) until it lifts, then drag it. A quick swipe still scrolls the page. If you keep holding still, the task menu opens instead, and you can use **Status** there as before.

35.2.4 Custom columns

People with the permission **Manage rooms** can adapt the board to the way the room works – for example **Backlog** → **In progress** → **Review** → **Testing** → **Done** for a software team. Choose **View › Edit columns** above the board, or open the room settings › **Content** and, below the **Tasks** row, **Edit columns**.

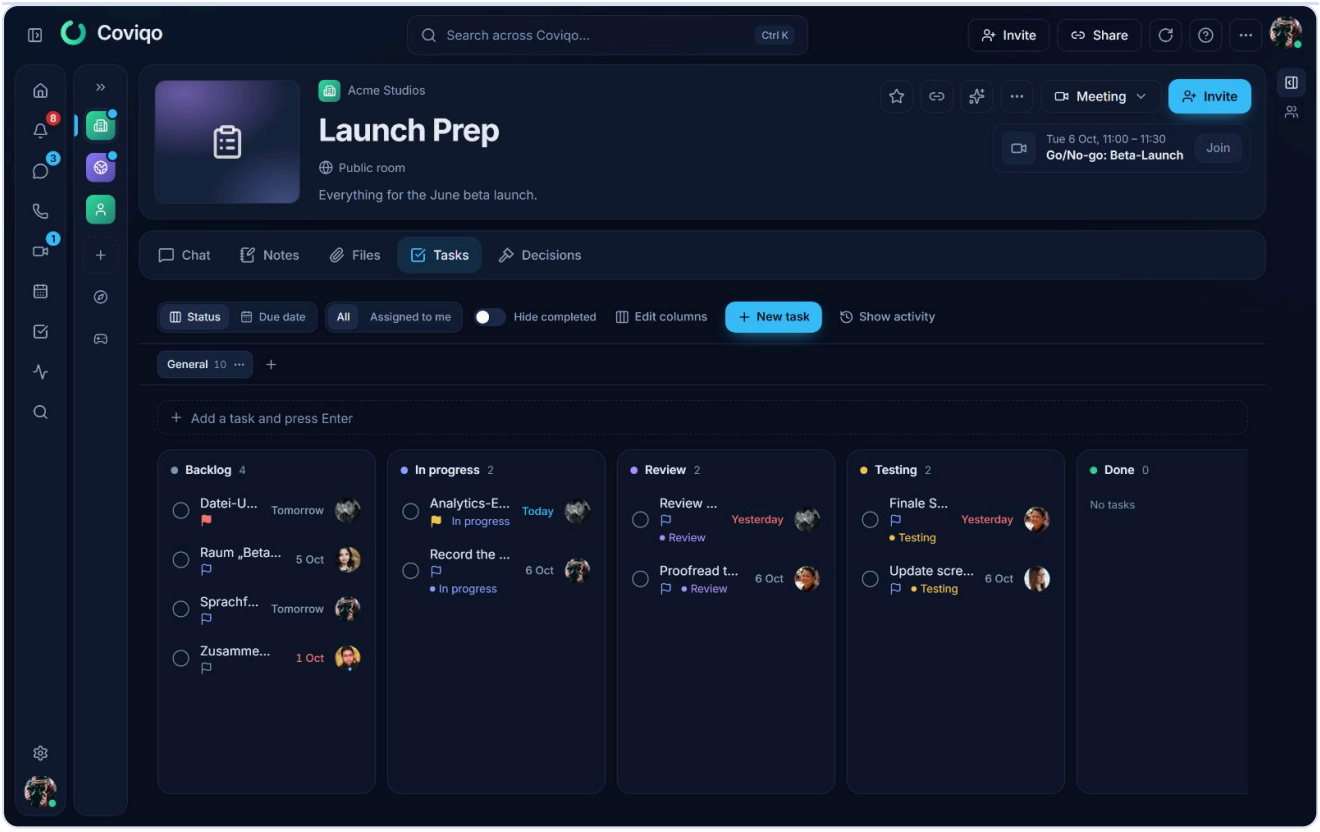


Figure 35.2 A task board with custom columns (Software template)

In the dialog you can:

- **Rename** a column (an empty name shows the category name) and pick a **colour**.
- **Add** columns (up to 12) and **reorder** them with the arrows.
- Choose the **category** of each column: **To do**, **In progress**, **Done** or **Canceled**. The category decides what the column means everywhere else: ticking a task off, **My tasks**, reminders, the catch-up and the GitHub / Jira status sync all work with the category.
- Mark the **default column** of a category with the star. New tasks start in the default **To do** column, and status changes that only know the category – the checkbox, the **Status** menu without custom columns, GitHub or Jira – put the task into the default column of that category.
- Start from a **template**: **Standard** (the four built-in columns), **Software** (Backlog, In progress, Review, Testing, Done) or **Client project** (Open, In progress, Waiting for client, Approved).

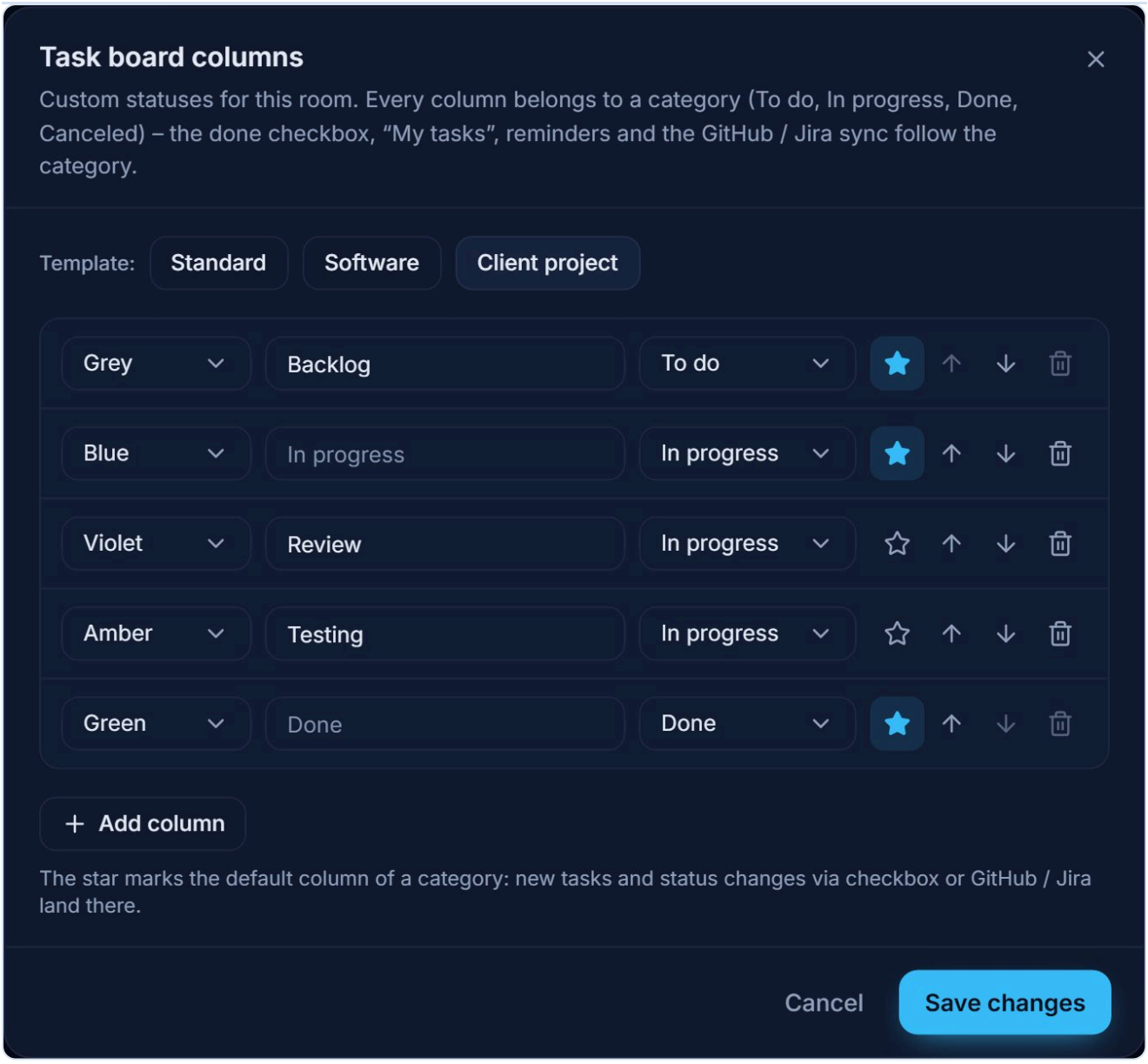


Figure 35.3 Editing the columns of a task board

A board needs at least one **To do** and one **Done** column. When you delete a column that still contains tasks, the dialog asks where these tasks should go; if you don't choose, they move to the default column of their category. Changes to the columns are recorded in the room's activity and in the audit log.

Rooms that never changed their columns keep the four built-in ones. Drag & drop works across custom columns the same way; the "starting work claims the task" rule applies when a task moves from a **To do** column to an **In progress** column. Task rows show the name of a custom column (for example **Review**) – also in **My tasks**.

35.2.5 Several task lists (tabs)

A room can split its tasks into several lists – for example **Frontend**, **Client** or **Sprint 1.0**. The tabs appear in a row above the board; the number next to a name counts its open tasks, and the open tab is part of the address (`?list=…`). Every task belongs to exactly one tab. Existing tasks, and tasks created elsewhere (meetings, bots, automations, **My tasks**), are in the room's first tab **General** (German UI: *Allgemein*).

- **Create** a tab with **+** next to the tabs (people with **Manage rooms**, the same permission as **Edit columns**; up to 30 tabs).
- The **…** menu of a tab offers **Rename**, **Move left** / **Move right** and **Delete tab**. Deleting asks where the tasks of the tab should go; the **General** tab cannot be deleted.
- **Move a task** to another tab by dragging it onto the tab, or with the **Tab** field in the task dialog. The move is recorded in the task's history ("Tab: Frontend → Client").
- All tabs share the room's columns. New tasks (quick add and **New task**) go into the tab that is open.

35.2.6 Categories

Categories say what kind of task it is. Every room starts with **Feature**, **Bug**, **Improvement**, **Task** and **Docs** (German UI: *Feature*, *Bug*, *Verbesserung*, *Aufgabe*, *Dokumentation*). A task has one category or none; the category shows as a coloured chip on the task.

- **View › Group by category** groups the tasks of every column under category headers (colour dot, name, number of tasks); tasks without category come last under **No category**. Click a header to collapse or expand the group. Coviqo remembers per room and device whether the board is grouped and which groups are collapsed. Once tasks of a room have categories, grouping is on until you switch it off.
- **Drag & drop:** drop a task on a task of another group in the same column, or on a group header, to give it that category. Moving a task to another column keeps its category unless you drop it on a header.
- **Filter › Category** filters the board and the due-date list to one category or to **No category**. While a category is filtered, new tasks get it.
- **View › Edit categories** (people with **Manage rooms**) lets you rename categories, change their colour, reorder them with the arrows, delete them and add new ones (up to 30). Clear the name of a built-in category to get its original name back. Deleting a category keeps its tasks – they lose the category.
- Changes of a task's category are recorded in its history ("Category: Feature → Bug").

35.2.7 Activity log of the room

The activity button at the end of the row above the board (**Show activity**, German UI: *Verlauf einblenden*) opens a panel next to it with every change of every task in the room, newest first – for example "Dennis moved "Discord Import" from In progress → Done · 2:02 PM". Scroll down to load older entries; new changes appear as they happen. Click a task title to open the task. Hover over the time to see the exact date. Filter by **person**, by **change type** (status, assignee, due date, created, commented …) and with **This tab only** by the open tab. Coviqo remembers on each device whether the panel is open. On narrow screens the activity takes the place of the board until you switch it off again with the same button. The log shows the same entries as the **History** of each task and follows the same permissions: whoever can see the room's tasks can see their activity.

35.2.8 Room overview card

On the room's **Overview**, the **Tasks** card shows the next open tasks grouped into this week and later. Use **Add task** to create one right there, or **View all tasks** to open the board. When nothing is open, the card says **You're all caught up**.

35.3 Creating tasks

There are several ways to create a task:

- **Quick add** – type into the field **Add a task and press Enter** at the top of the board and press `Enter`. The task is created with the default values. If the filter **Assigned to me** is active, the new task is assigned to you.

Start with a category name and a colon to set the category – `bug: Login button broken` creates the task "Login button broken" in **Bug**.

- **New task** – opens the full dialog with all fields. On a phone, **New task** is a floating button at the bottom right.
- **From a chat message** – right-click a message and choose **Create task**. The dialog opens with the message text already filled in.
- **From a meeting** – organizers publish action items from the meeting results (see *Tasks from meetings* below).

In the dialog **New task**:

1. Enter a **Title** ("What needs to be done?").
2. Optionally add a **Description**. Switch between **Write** and **Preview** to check the formatting.
3. Choose the **Priority**, the **Assignee** and the **Due date**. For the due date you can use the shortcuts **Today**, **Tomorrow** and **Next week**. In rooms with several task lists, **Tab** picks the list (preset: the open tab). **Category** sets the category.
4. Click **Create task**.

When you assign a task to someone else, they receive a notification.

> **TIP**
> Due dates are whole days. Coviqo keeps the day stable for everyone, even when your colleagues work in other time zones.

35.4 Working on tasks

35.4.1 Completing a task

Tick the round checkbox in front of a task to mark it as done; tick it again to reopen it. Done tasks are shown struck through, and the task remembers when it was completed. Canceled tasks cannot be ticked.

35.4.2 Editing a task

Click a task to open it. The dialog **Task** shows all fields, plus:

- **Status** – set it to **To do**, **In progress**, **Done** or **Canceled** – or, in a room with custom columns, to one of the room's columns.
- **Category** – the category of the task, or **No category**.
- **Comments** – the discussion on the task. Write a comment and send it with **Comment** or `Ctrl` + `Enter`.
- Who created the task and when, and when it was completed.
- **Open in …** – when you opened the task from **My tasks**, this link takes you to the room.

Click **Save** to apply your changes. **Delete** removes the task and its comments after a confirmation.

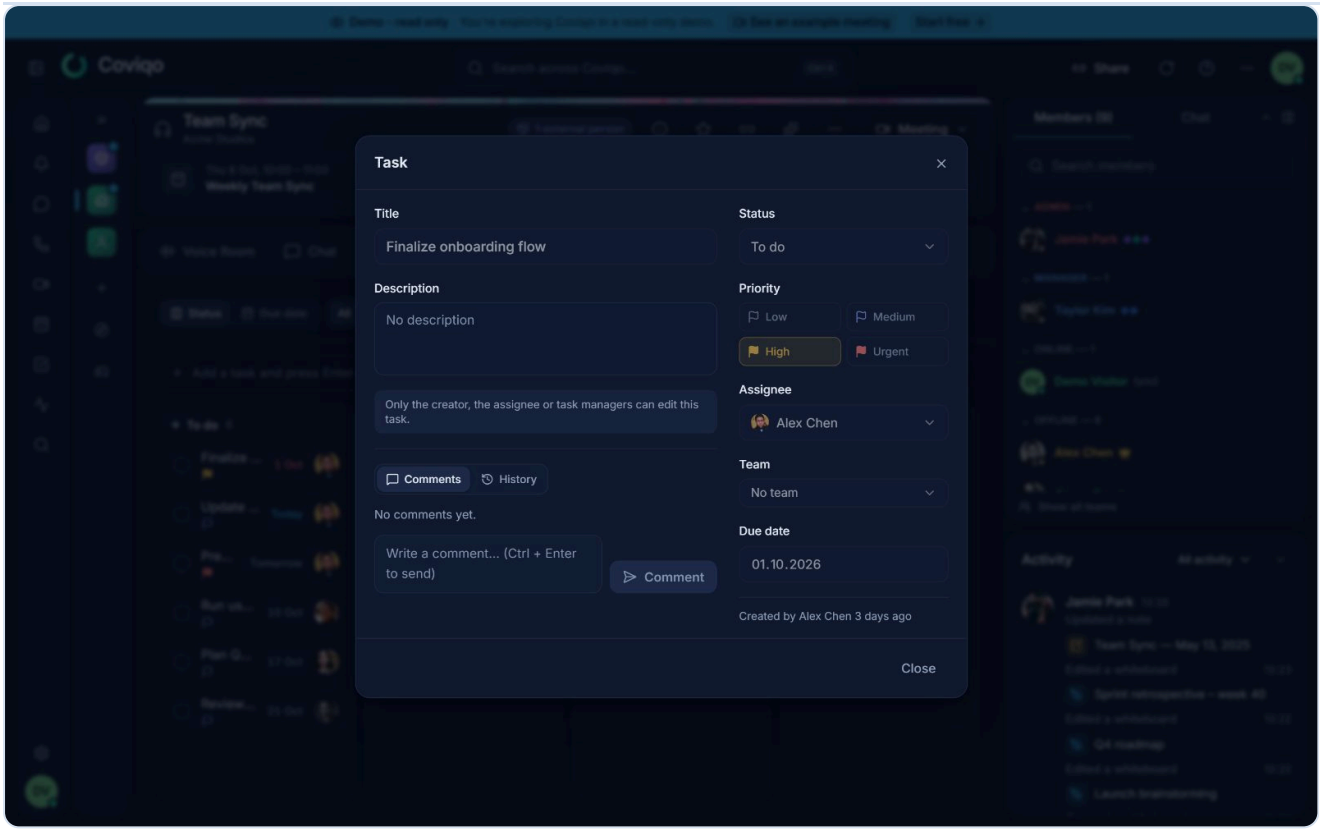


Figure 35.4 The task dialog with status, priority, assignee and comments

> **NOTE**
>
> If your room is connected to GitHub or Jira, the task dialog also shows **Linked issues**. With **Create issue in GitHub/Jira** you turn the task into an issue in the connected tool. See the chapter *Integrations*.

35.4.3 The right-click menu

Right-click a task (or long-press it on a touch screen) for quick changes without opening the dialog:

Action	What it does
Open	Opens the task dialog.
Mark as done / **Reopen**	Completes or reopens the task.
Status	Sets **To do**, **In progress**, **Done** or **Canceled** (in rooms with custom columns: one of the room's columns).
Priority	Sets **Urgent**, **High**, **Medium** or **Low**.
Due date	**Today**, **Tomorrow**, **Next week** or **Remove due date**.
Assign to me / **Unassign**	Takes over the task or removes the assignee.
Copy link	Copies a link that opens the task directly.
Delete task	Deletes the task after a confirmation.

Actions that change the task only appear if you are allowed to edit it; **Delete task** only if you may delete it.

35.5 My tasks

My tasks shows everything assigned to you in all spaces. Open it from the **…** menu in the top bar, from the command palette (`Ctrl` + `K` › **My tasks**) or from the app shortcut of the installed app.

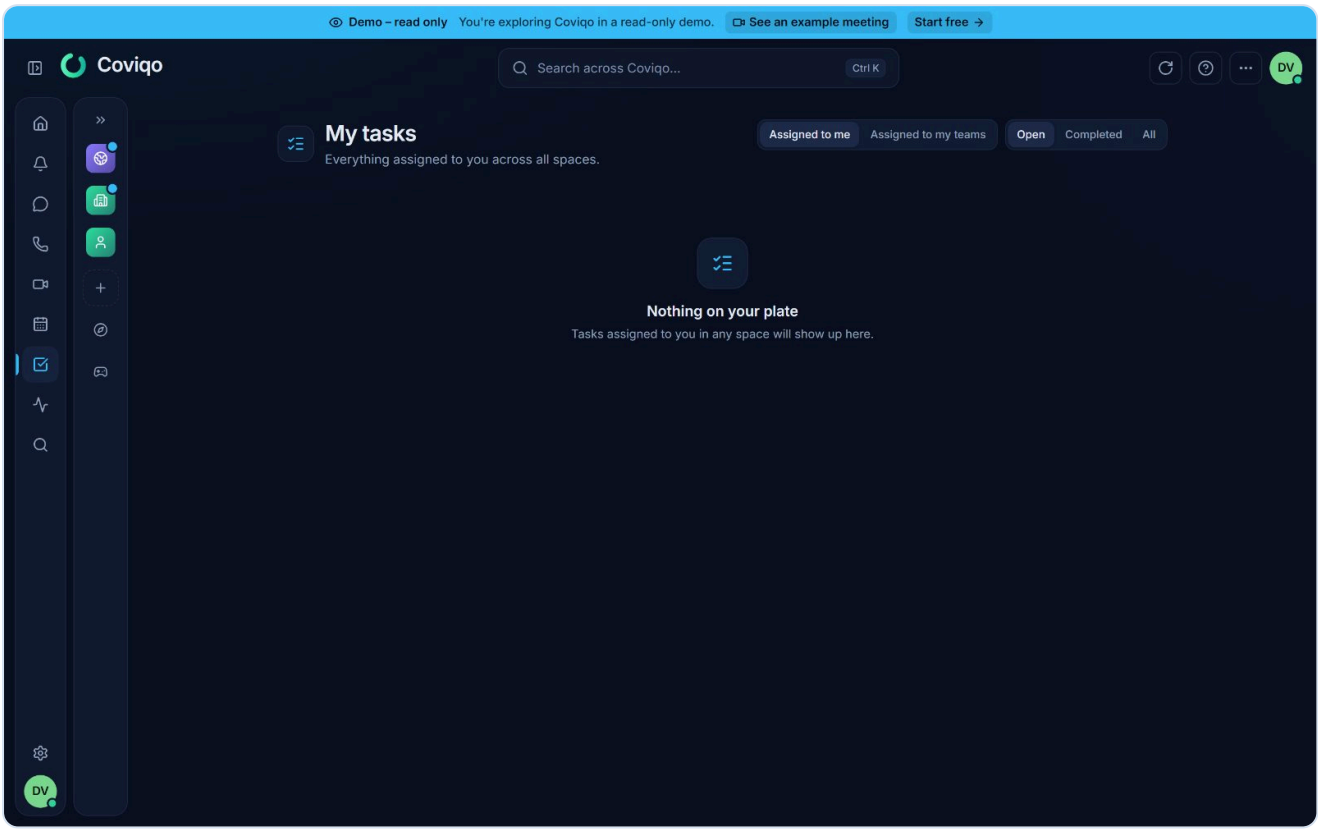


Figure 35.5 My tasks across all spaces

The page groups your tasks the same way as the due-date view – **Overdue**, **Today**, **This week**, **Later**, **No date** and **Completed**. Use the switch at the top to show **Open**, **Completed** or **All** tasks. A second switch changes between **Assigned to me** and **Assigned to my teams**: the team list shows tasks assigned to any of your teams – including teams above your sub-teams – and marks each task with its team.

To assign a task to a team, pick it under **Team** in the task dialog (in addition to, or instead of, a person). See the chapter *Teams and the member list*.

Each row shows the space and room the task belongs to; click it to jump to the room's board. Tasks that come from a meeting additionally show which meeting they come from. You can tick tasks as done and open them right from this page.

When you have nothing to do, you see **Nothing on your plate**. Due tasks also appear in the catch-up (see the chapter *Catch-up and activity*).

35.6 Tasks from meetings

After a meeting, the organizer reviews the action items the AI suggested and publishes them as tasks (see the chapter *Meetings*). These tasks behave like any other task, with a few additions.

35.6.1 Where they appear

- In the **Tasks** tab of the room the meeting is linked to – or on space level if the meeting has no room.

- In the **Tasks** tab and the **Results** tab of the meeting.
- In **My tasks** of the assignee, with the meeting as origin.

35.6.2 The meeting origin

When you open such a task, the dialog shows **From the meeting** with the meeting's title and a **Source** link that opens the exact position in the transcript – or plays the recording from there, if you may see it. This way you can always check what was actually said.

35.6.3 Accepting a task or asking for a correction

If you are the assignee, you confirm the task or ask for a change:

1. Open the task.
2. Click **Accept task** if everything is right. The task shows "Accepted on …".
3. If something is wrong – the wrong person, a misunderstood deadline, an unclear title – click **Request correction**, describe **What should be corrected?** and click **Send**.

The organizers of the meeting are notified of the correction request and see **Correction requested** on the task in the meeting results. After they have fixed it, they click **Correction done**, and you are notified.

35.6.4 Reminders

For open tasks from meetings, Coviqo reminds the assignee 24 hours before the due date. Every Monday morning you also get a weekly overview of your open meeting tasks that are overdue or due within the next seven days. Both can be adjusted per channel in your notification settings (see the chapter *Notifications*).

> **NOTE**
>
> Regular tasks that were not created from a meeting have no due-date reminder. Use the **Overdue** and **Today** groups in **My tasks** to stay on top of them.

WORKING TOGETHER · CHAPTER 36

Notes

Notes are shared documents inside a room: meeting minutes, agendas, how-tos, project plans or anything else your team wants to write down together. Everyone in the room with the right permission can edit a note – several people at the same time, live, like in an online document –, changes are saved automatically, and every note keeps a version history and its own comment thread.

This chapter shows you how to create and organize notes, how to format text in the editor, what happens when several people edit at the same time, and how to use version history, comments and exports.

36.1 Notes at a glance

Notes live in the **Notes** tab of a room. Each room with the **Notes** module has its own collection of notes; a note always belongs to exactly one room. Meetings have notes too – they are the meeting's shared notes you open during the call or in the **Notes** tab of the meeting overview (see the chapter *Meetings*).

Two permissions control what you can do:

Permission	What it allows
View notes	Read notes, see their history and write comments.
Edit notes	Create, edit, pin, restore and delete notes.

If you can only read a note, the editor shows a **Read only** badge and no formatting toolbar.

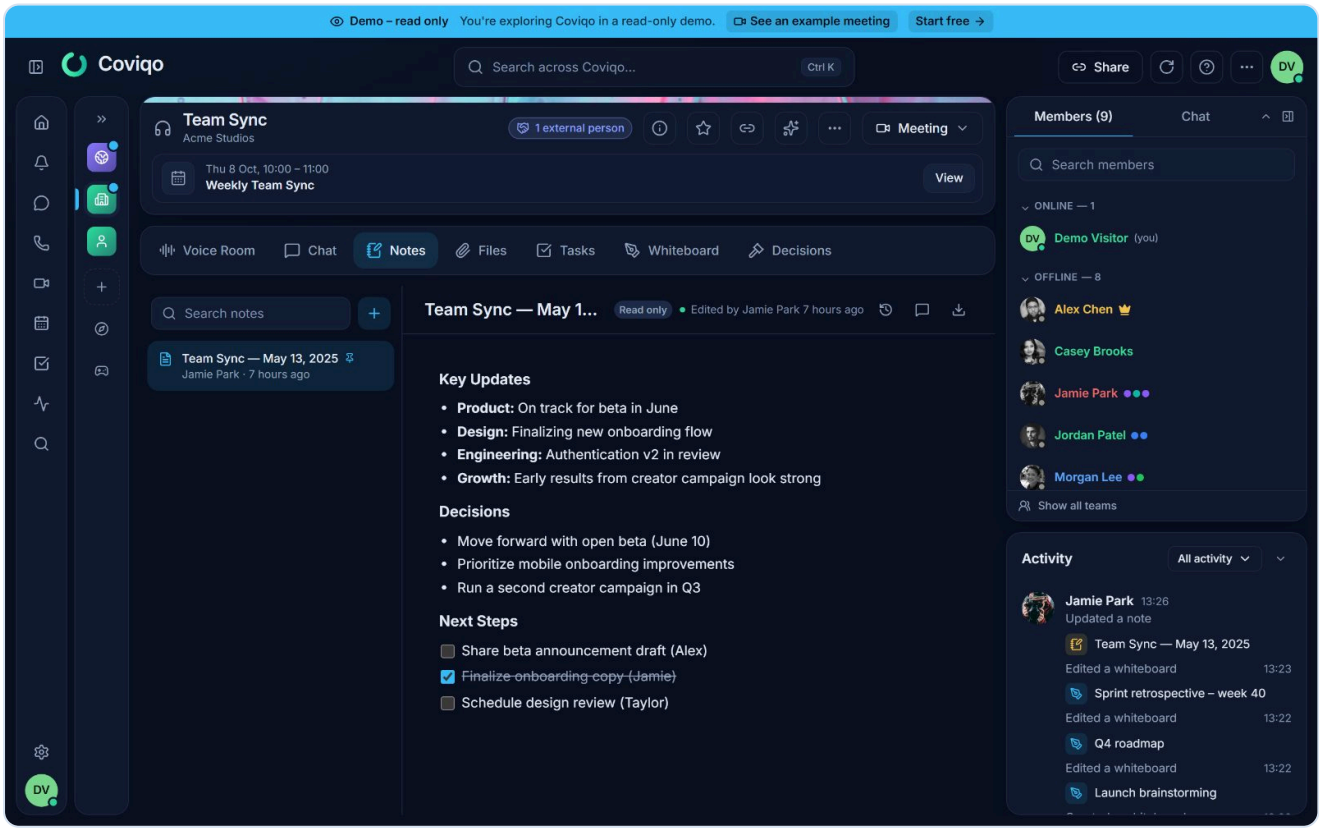


Figure 36.1 The Notes tab with the note list and the editor

36.2 The note list

The left side of the **Notes** tab lists all notes of the room. Pinned notes come first, followed by the others with the most recently changed on top. Each entry shows the title, a pin icon for pinned notes, and who last edited it and when.

- **Search notes** filters the list by title.
- The **+** button (**New note**) creates a note.
- The **...** button next to a note – or a right-click on it – opens the note menu.

Action	What it does
Open	Shows the note in the editor.
Pin / **Unpin**	Keeps important notes at the top of the list.
Export as Markdown	Downloads the note as a `.md` file.
Copy link	Copies a link that opens exactly this note.
Delete note	Removes the note for everyone in the room, after a confirmation.

When a room has no notes yet, you see **No notes yet** with the button **Create first note**.

36.2.1 The room overview card

On the room's **Overview**, the **Meeting Notes** card shows the most relevant note – the pinned one, or otherwise the one changed last – in a compact preview. Click **Open notes** to open the **Notes** tab, or use the card's menu to create a **New note**. If the room has no notes yet, the card invites you to start the meeting notes for the room.

36.3 Creating a note

1. Open the **Notes** tab of a room.
2. Click **New note** (or **Create first note** in an empty room). A note called **Untitled note** is created and opened.
3. Click the title and type a name. Press `Enter` to jump into the text.
4. Start writing. There is no save button – your changes are saved automatically.

> **TIP**
>
> If your space is connected to Notion, you can also **Import from Notion**: paste the link of a Notion page, and Coviqo creates a new note from it. The page must be shared with the Coviqo integration in Notion first. See the chapter *Integrations*.

36.4 Writing and formatting

The editor formats text as you write. Use the toolbar above the text or type Markdown shortcuts directly – the placeholder reminds you: "Use the toolbar or Markdown shortcuts like # or - [ ]".

Toolbar button	Markdown shortcut	Result
Heading 1, **Heading 2**, **Heading 3**	`#`, `##`, `###` followed by a space	Headings in three sizes.
Bold	`**text**` or `Ctrl` + `B`	Bold text.
Italic	`*text*` or `Ctrl` + `I`	Italic text.
Strikethrough	`~~text~~`	Crossed-out text.
Inline code	`` `code` ``	Code within a line.
Link	–	Paste or type a link, then **Apply**; **Remove** deletes it.
Bullet list	`-` or `*` followed by a space	A bulleted list.
Numbered list	`1.` followed by a space	A numbered list.
Checklist	`- [ ]` followed by a space	A list with tick boxes, nestable.
Quote	`>` followed by a space	A quoted block.
Code block	```` ``` ````	A multi-line code block.
Undo / **Redo**	`Ctrl` + `Z` / `Ctrl` + `Y`	Undo or repeat your last change. Only your own changes are undone, never those of others editing at the same time.

Web addresses you type become links automatically.

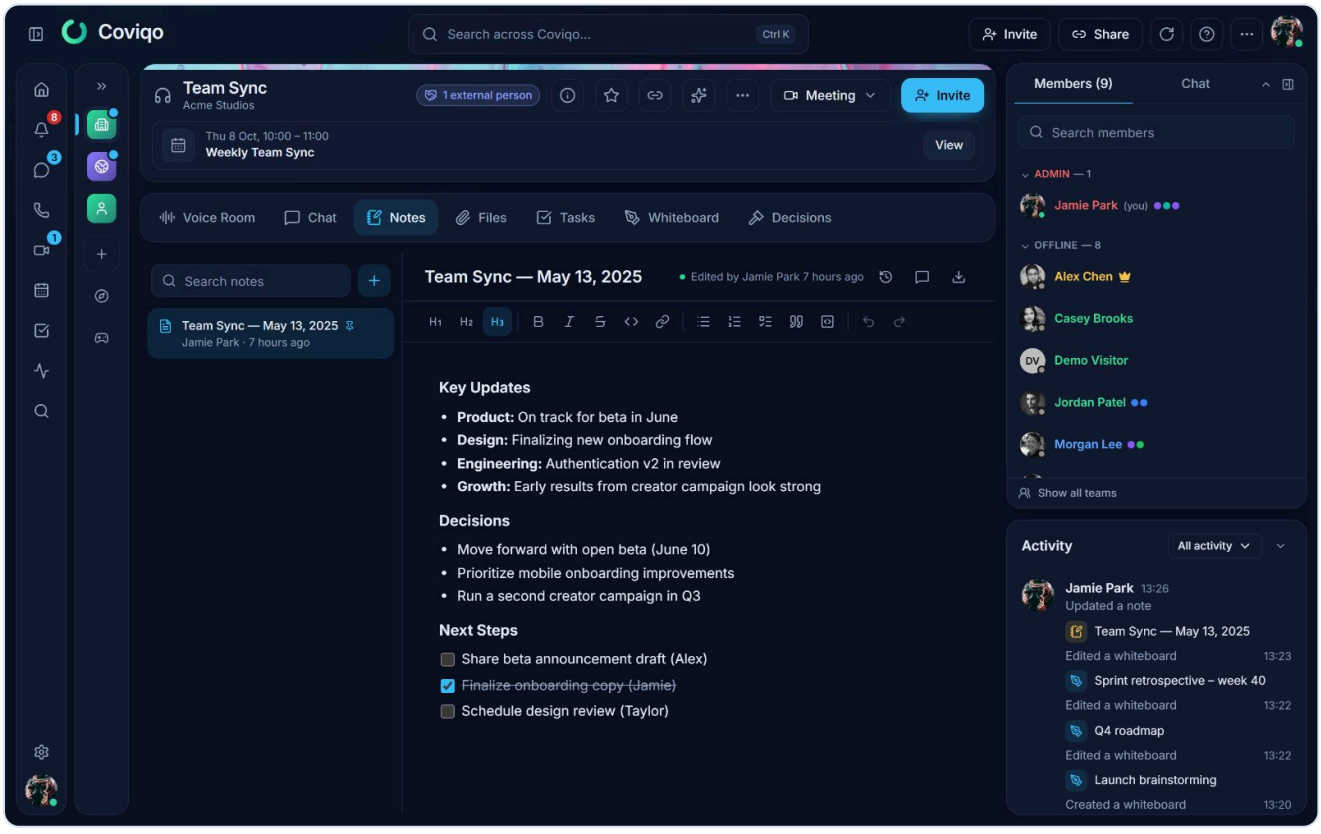


Figure 36.2 The formatting toolbar in the note editor

36.4.1 Saving

There is no save button: every change is sent to the server as you type and stored a moment later. The status next to the title tells you where you stand:

Status	Meaning
Connecting…	The note is being connected to the live editing session. You already see the last saved state.
Saving…	Your latest changes are on their way to the server.
Edited by … (green dot)	Everything is stored. Shows who changed the note last and when; hover over it for the exact time.
Offline	Coviqo cannot reach the server. You see the last state; changes by others appear once you are back online.
Offline – your changes will sync when you reconnect	You kept writing without a connection. Your changes are kept and merged automatically when the connection returns (see below).
Could not save	The title could not be saved. Click **Retry**.
Note is full – last change not saved	The note reached its size limit of 5 MB. The last change was not stored and the note is read-only until you reload it. Shorten it or split it into several notes.

36.4.2 Size limit

A note can be at most **5 MB** (its live editing state and every saved version). Pasting or importing more is refused with the message "The note is too large (at most 5 MB)". Deleting text is always possible, also in a full note. Large content such as long logs or exports belongs in a file instead.

36.4.3 Writing without a connection

If your connection drops while you write, just keep going. Your changes stay in the browser and are merged into the note automatically as soon as Coviqo is online again – even if someone else changed the note in the meantime. Hover over the offline status to see how your changes are kept:

- "Your changes are saved in this browser and merged automatically when you reconnect – even if you close the tab." – you can close the tab; the changes are sent the next time you open the note in this browser.
- "Your changes are kept in this tab and merged automatically when you reconnect. Don't close the tab." – the browser cannot store them (for example in a private window). Keep the tab open until you are back online. If you try to close it anyway, your browser asks you to confirm.

> **NOTE**
> Offline changes are stored only in the browser you used. They are deleted from the browser as soon as the server has confirmed them, and when you sign out. On a shared computer, don't leave unsent changes behind – reconnect or sign out first.

36.5 Editing together

Several people can write in the same note at the same time, and everyone sees the others' changes as they type. Nothing has to be reloaded and nobody overwrites anybody: changes made at the same moment – even in the same paragraph – are merged automatically.

- The avatars next to the title show who has the note open right now ("In this note now: …").
- Each person writing in the note has a **coloured cursor with their name** above it, so you can see where they are working. Text they select is highlighted in their colour.
- People who can only read the note see all changes live, but cannot type.
- **External people (guests)** only read the notes of a room. A room manager can let them edit in *Room settings → Content → Guests may edit notes* (off by default).

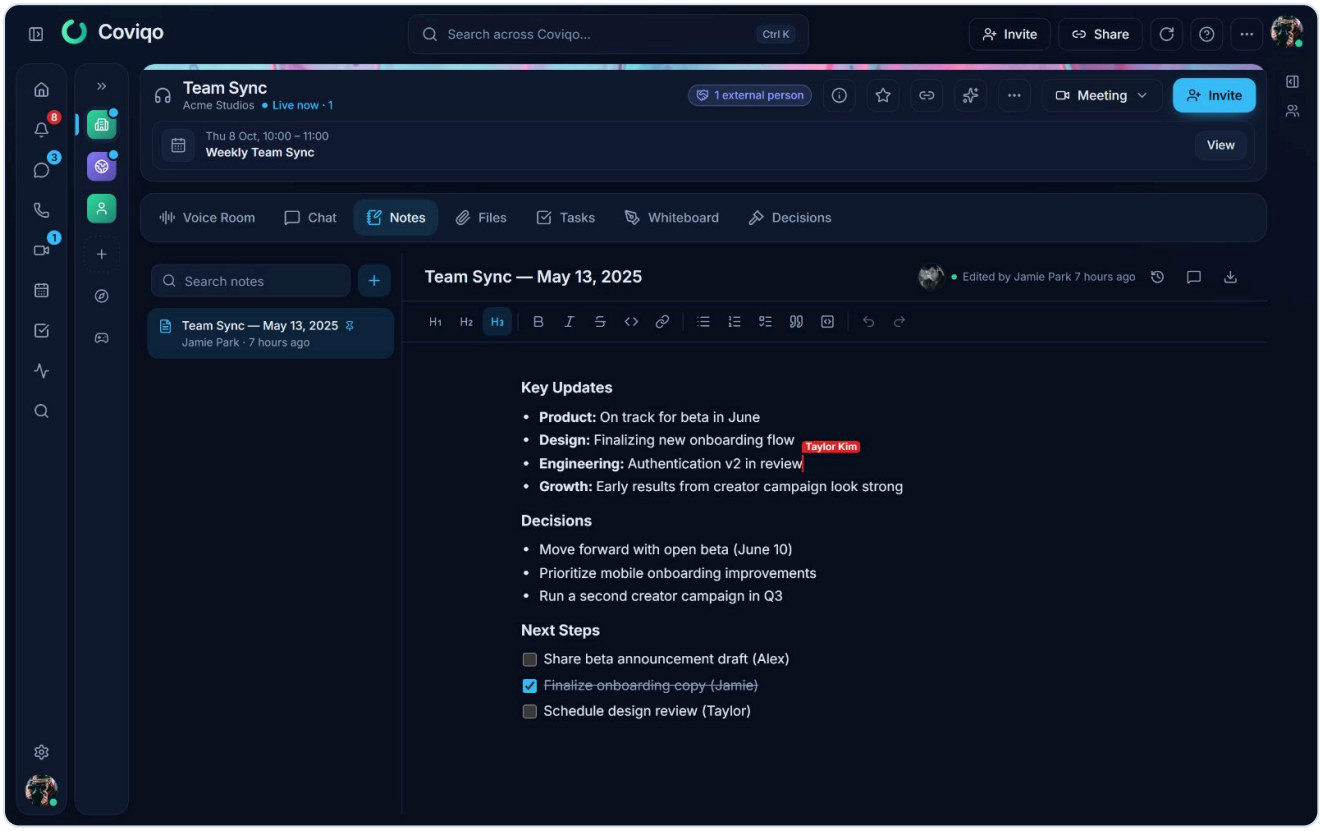


Figure 36.3 Two people writing in the same note with named cursors

> **TIP**
>
> In long documents, agree on who writes which section – not because of conflicts, but so that people don't rewrite the same sentence at the same time.

36.6 Version history

Coviqo keeps snapshots of a note automatically while it is being edited – at most one every ten minutes of live editing, plus one when the last person leaves the note – so you can go back to an earlier state.

1. Click the **Version history** button (clock icon) above the note.
2. A panel lists all saved versions with their number, author and date. If several people wrote in the note since the previous snapshot, the others are listed next to the author ("Anna with Ben, Chris"). The newest version is marked **Current**.
3. Click a version to preview it.
4. Click **Restore this version** and confirm ("The current content is kept in the history, so you can go back at any time.").

The restored content appears immediately for everyone who has the note open – as a normal change, without reloading. The content you replace is kept in the history too, so you can always go back again. Restoring requires **Edit notes**; anyone who can read the note can browse the history.

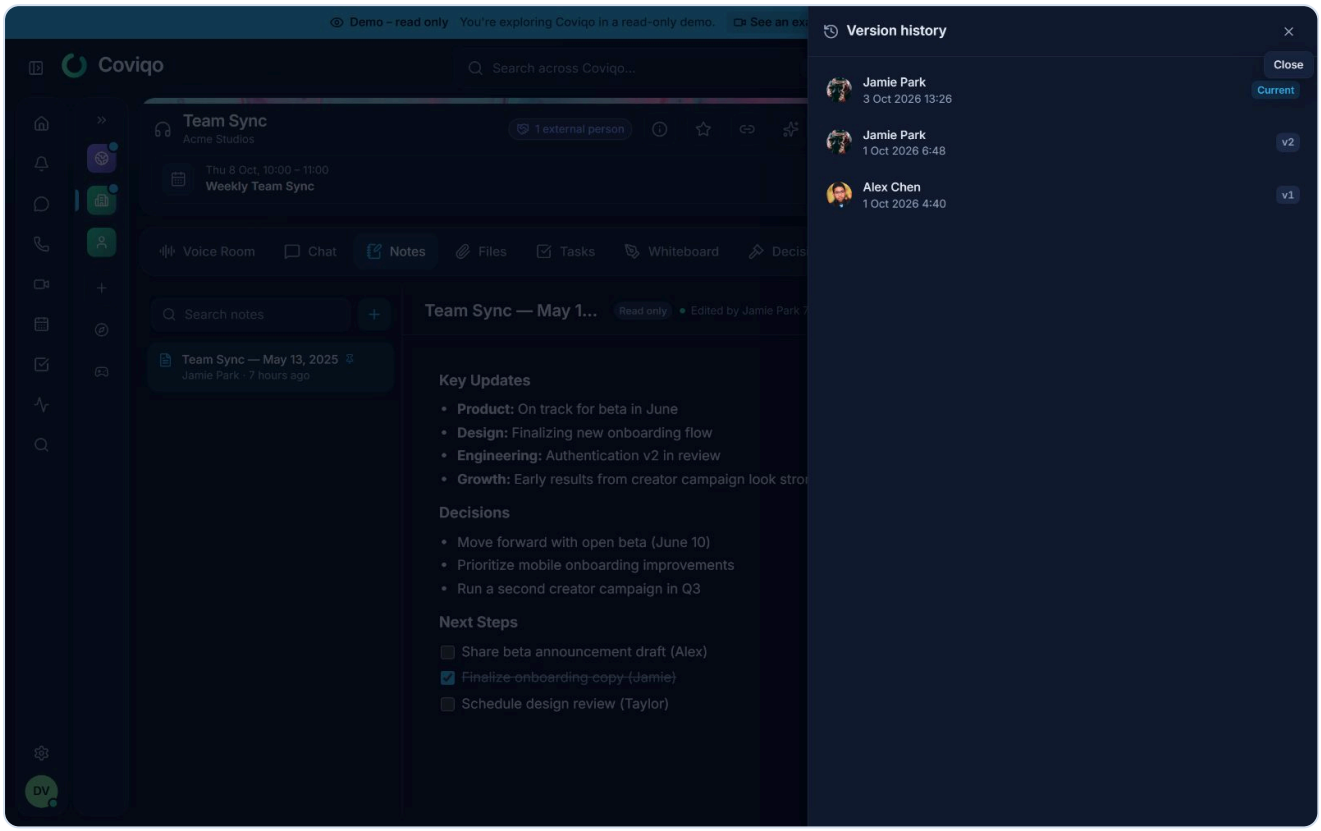


Figure 36.4 Version history with preview and restore

36.7 Comments

Comments let you ask questions or leave feedback without changing the note itself.

1. Click the **Comments** button (speech bubble) above the note. The comments panel opens on the right.
2. Type into **Write a comment…** and click **Send comment**, or press `Ctrl` + `Enter`.

Open comments are listed first. When a point has been dealt with, open the comment's menu and choose **Resolve**; resolved comments are collected under "resolved comments" and can be brought back with **Reopen**.

Who	Can do
Everyone who can read the note	Write comments.
The author of a comment	Resolve, reopen and delete their own comment.
People with **Edit notes**	Resolve, reopen and delete any comment.

Deleting a comment cannot be undone.

36.8 Exporting and sharing

Notes are shared through the room: everyone who can see the room's **Notes** tab can read them. To point someone to a specific note, use **Copy link** – the link opens the room with that note selected. People without access to the room cannot open it.

To take a note out of Coviqo:

- **Export as Markdown** – the download button above the note, or the entry in the note menu, saves a `.md` file that you can open in any text editor.
- **Export to Notion** – if the space is connected to Notion, the Notion button above the note creates the note as a sub-page of a Notion page you choose. Exporting the same note again updates the existing Notion page (**Update in Notion**).

> **NOTE**
>
> Coviqo has no note templates. A simple way to reuse a structure is to keep a pinned "template" note in the room and copy its content into a new note.

36.9 Tips for meeting notes

- Create the notes before the meeting starts and put the agenda in as a checklist – everyone sees it in the **Notes** panel during the call.
- Write decisions and next steps as short, clear sentences. The meeting notes feed into the AI summary together with the transcript and the chat.
- Pin the most important note of a room so it shows up in the room's **Meeting Notes** card.
- Turn next steps into real tasks with owners and due dates – see the chapter *Tasks*.

WORKING TOGETHER · CHAPTER 37

Whiteboard

The whiteboard is an infinite canvas inside a room: sketch ideas, collect sticky notes in a workshop, plan the week or draw an org chart – together and live. Each room with the **Whiteboard** module can hold several boards. Everyone sees the others' pointers and changes as they happen, and every board keeps a version history.

This chapter shows you how to create boards, use templates, sticky notes and the Coviqo library, work together, turn sticky notes into tasks, use the optional AI helpers, share a board in a call, export it and use it on your phone.

37.1 Whiteboards at a glance

Boards live in the **Whiteboard** tab of a room. If the tab is missing, a room manager can switch the module on in **Room settings › Content** (new voice rooms have it on by default).

Two permissions control what you can do:

Permission	What it allows
View whiteboards	Open boards, follow them live, zoom and pan, see the version history, export.
Edit whiteboards	Create, draw on, rename, duplicate, restore and delete boards.

Guests can view boards. They can only edit when their role allows it **and** the organisation that owns the space lets guests edit documents. If you can only view, the board header shows **View only** and the drawing tools are hidden.

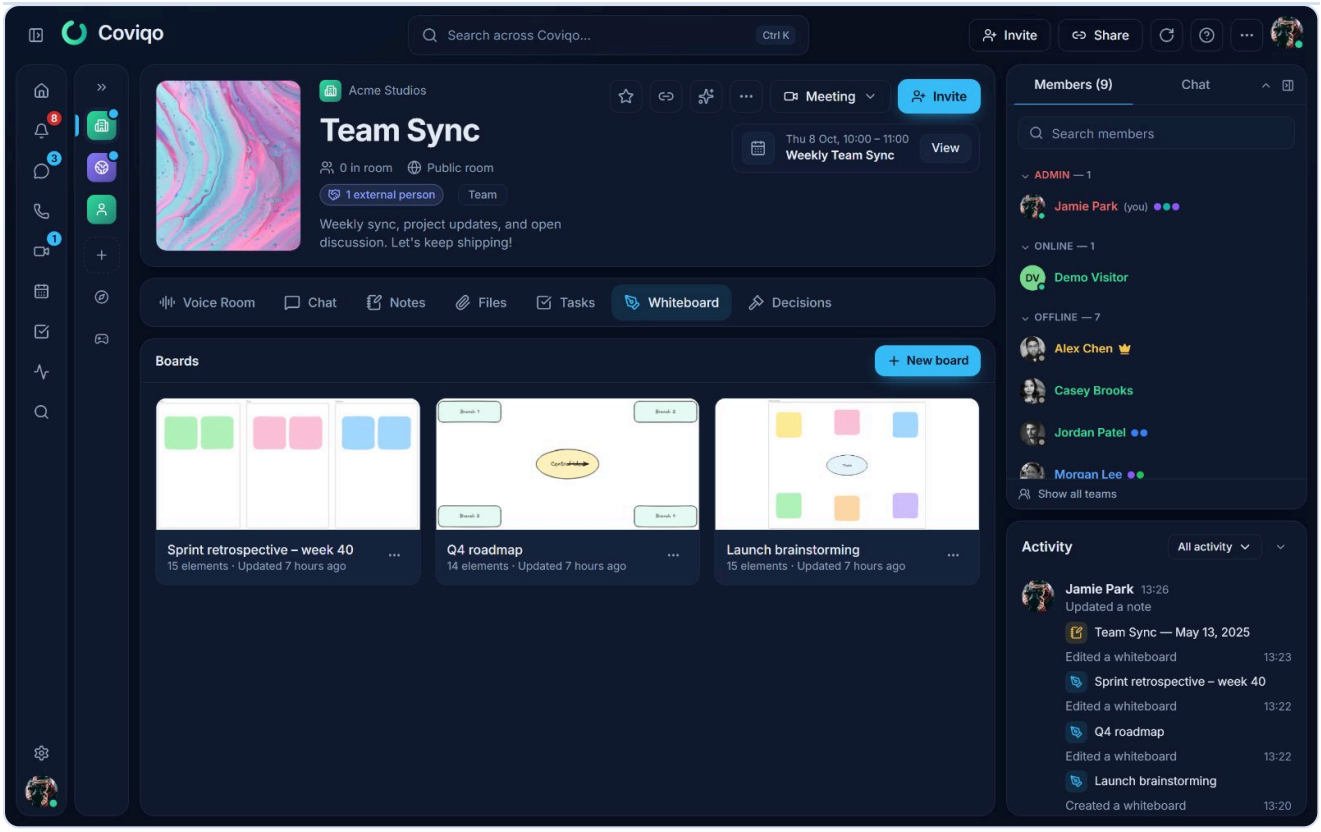


Figure 37.1 The Whiteboard tab with the list of boards

37.2 The board list

The tab first shows all boards of the room as cards with a preview picture, the number of elements and when the board was last changed. Click a card to open the board; the arrow at the top left brings you back to the list.

The **...** button on a card opens the board menu:

Action	What it does
Rename	Gives the board a new name.
Duplicate	Creates a copy of the board with everything on it.
Delete	Removes the board for everyone in the room, after a confirmation.

37.3 Creating a board

1. Open the **Whiteboard** tab of a room.
2. Click **New board** (or **Create the first board** in an empty room).
3. Type a name – or leave it empty to use the name of the template.
4. Choose a template and click **Create board**. The board opens right away.

37.3.1 Templates

Template	What you get
Blank	An empty canvas.

Template	What you get
Brainstorming	A topic in the middle and six coloured sticky notes for ideas.
Retrospective	Three columns **Good**, **Bad** and **Actions** with sticky notes.
Mind map	A central idea with four connected branches.
Weekly planning	One frame per weekday.
Org chart sketch	Management, three teams and people, connected with arrows.

You can also add a template to an existing board at any time: toolbar at the bottom → **Insert template**. It appears in the middle of the visible area.

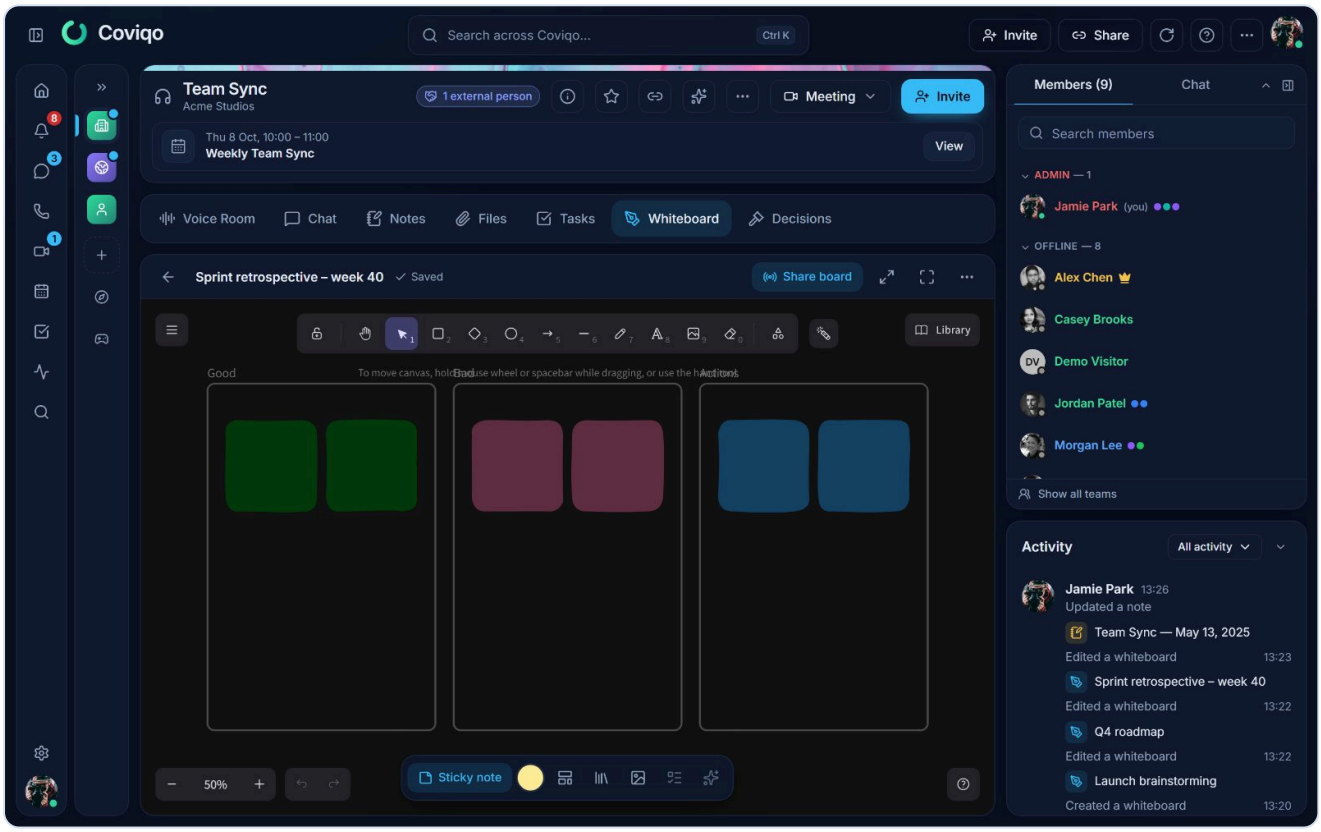


Figure 37.2 A board created from the Retrospective template

37.4 Drawing and writing

The board uses the familiar Excalidraw tools at the top: select, hand (pan), rectangle, diamond, ellipse, arrow, line, freehand, text, image, eraser and frames. Zoom with `Ctrl` + mouse wheel or the zoom buttons at the bottom, pan with the hand tool, the space bar or two fingers. Everything is saved automatically – there is no save button. `Ctrl` + `Z` undoes your own last change.

- **Frames** group elements into named areas (for example the columns of a retrospective). Moving a frame moves everything inside.
- **Arrows** snap to shapes and stay connected when you move them.
- **Links** on elements must start with `http://` or `https://`; they open in a new tab.
- Embedding other websites is not possible on Coviqo boards.

37.5 Sticky notes

The bar at the bottom of the board has the button **Sticky note**. Each click places a new sticky note in the middle of the visible area – double-click it to write. The round colour button next to it chooses the colour for new sticky notes: yellow, pink, blue, green, orange or purple.

> **TIP**
> Select several sticky notes by dragging a rectangle around them or with `Shift` +click. You can then move, recolour or group them together.

37.6 The Coviqo library

The Coviqo library holds ready-made shapes you can drop onto any board. Open it with the **Coviqo library** button in the bottom bar, from the board's main menu (top left) or with the library icon at the top right and then the Coviqo tab.

- **Click** an item to insert it in the middle of the visible area, or **drag** it to the spot where you want it. You always get a copy – change it as you like.
- The built-in items are grouped: **Moderation & workshops** (sticky notes in all six colours, voting dots, timer, parking lot, thumbs up and down), **Flowchart** (start, end, process, decision, document, database, connector), **Planning** (kanban card, milestone, timeline segment, checklist, priority labels), **Organisation** (person card, team area, role label), **Wireframes** (browser window, phone frame, button, input field, select, card, navigation bar), **Tech** (server, database, cloud, user, API, queue, firewall) and **Arrows & highlights** (speech bubble, callout box, numbers 1–5, bracket, curved arrow, highlighter). Texts inside the items follow your language. Sticky notes from the library work with **Sticky notes → tasks** like any other sticky note.

37.6.1 Saving items for the whole space

Under **Space library** at the top of the Coviqo tab you find items that members of your space saved – for example your team's standard kanban card or a workshop layout.

1. Select the elements on the board.
2. Click **Save selection for the space** and give the item a name.

Everybody who can edit boards in the space can now insert it. Pictures are never saved in the library – Coviqo removes them and tells you. You can remove items you saved yourself (trash icon on the item); space managers and people who manage files can remove any item. An item holds up to 200 elements; a space library holds up to 200 items.

37.6.2 Your personal library

Excalidraw's own **Library** tab (next to the Coviqo tab) stays available for your personal items – use **Add to library** from the right-click menu. Personal items are kept only in this browser and are removed when you sign out. To share an item with your team, save it for the space instead.

37.7 Images from the room files

Click **Image from room files** in the bottom bar and pick a picture from the room's files. You can also drag a picture onto the board or paste it. New pictures are uploaded into the room's **Files** automatically – they are virus-scanned and stored encrypted like every other file – so you need the permission to upload files in the

room. Everyone who can see the board sees the picture as soon as the scan has finished.

37.8 Working together

Everyone who has the board open sees the others' pointers with name and colour and which elements they have selected; the avatars in the header show who is on the board right now. Changes appear for everyone within a fraction of a second.

The header shows the save state: **Saving …**, **Saved** or **Offline – changes will be sent later**. If you lose the connection, keep working: your changes stay in the browser and are sent when you are back online. (If your organisation does not allow offline copies of notes, this also applies to boards – then unsent changes are lost when you close the tab while offline.)

37.9 Sticky notes → tasks

Turn the results of a workshop into work items in one step:

1. Select the sticky notes (or their texts).
2. Click **Sticky notes → tasks** in the bottom bar.

Each sticky note becomes a task in the room: the first line is the title, the other lines the description, plus a link back to the board. A message shows how many tasks were created, with a link to the **Tasks** tab. Sticky notes that already became a task are skipped the next time. You need the permission to create tasks and the **Tasks** module in the room.

37.10 AI helpers

If AI is available in your space (see the chapter *Plans and billing* and the space's AI settings), the bottom bar has an **AI** button. Select some sticky notes first:

- **Group by topic** – the AI suggests groups with short headings. Check the suggestion and click **Apply**: Coviqo draws a named frame around each group. Nothing changes if you cancel.
- **Summarise** – the AI writes a draft with a title, a summary, decisions and next steps. Edit the draft in the dialog and click **Save as note** to create a note in the room, or **Copy text**.

Both dialogs show the label **AI-generated · <model>** so you always know the suggestion comes from an AI.

The AI only sees the texts of the selected sticky notes and the board title. Results are drafts – always review them before you use them.

37.11 Sharing a board in a call

- **In a meeting**, open **Panels › Whiteboard** in the call's control bar. It shows the boards of the meeting's room; open one and click **Share board** – the board opens next to the video for every participant who may view it. Others see a hint if they have no access. **Close board** ends sharing.
- **In a voice room**, click **Share board** in the board's header. Everyone in the room gets a notification with **Open**.

37.12 Version history

Board menu **…** → **Version history** lists the saved versions with time, the people who changed the board and the number of elements. Click a version to see a preview. **Restore** sets the board back to that version for everyone – the current state stays in the history, so a restore can be undone.

Versions are created automatically: while people edit (at most every ten minutes) and when the last person leaves the board.

37.13 Exporting

Board menu **…** → **Export**:

Format	Use
As PNG	Picture for chats, slides or documents.
As SVG	Scalable vector graphic.
As PDF	One page with the whole board.
As Excalidraw file	`.excalidraw` file to open in Excalidraw or re-use elsewhere.

Copy link copies a link that opens exactly this board.

37.14 Maximize and full screen

The two buttons in the board header give you more room, like in the office editor:

- **Maximize** lays the board over the whole window. **Restore size** or `Esc` brings the room back (`Esc` first cancels whatever you are doing on the board, such as a selection or a tool).
- **Full screen** uses the whole screen. Press `Esc` or **Exit full screen** to leave it. If the browser does not allow full screen, the board is maximized instead.

In a meeting's **Whiteboard** panel the same buttons let you look at the board bigger without leaving the call.

37.15 On your phone

On phones a board opens over the whole screen; the arrow at the top left brings you back to the list. Pinch to zoom, drag with two fingers to pan. With edit rights the large **Sticky note** button and the colour button stay at the bottom – add a sticky note, double-tap to write, drag it with one finger to move it. Viewers can zoom and pan.

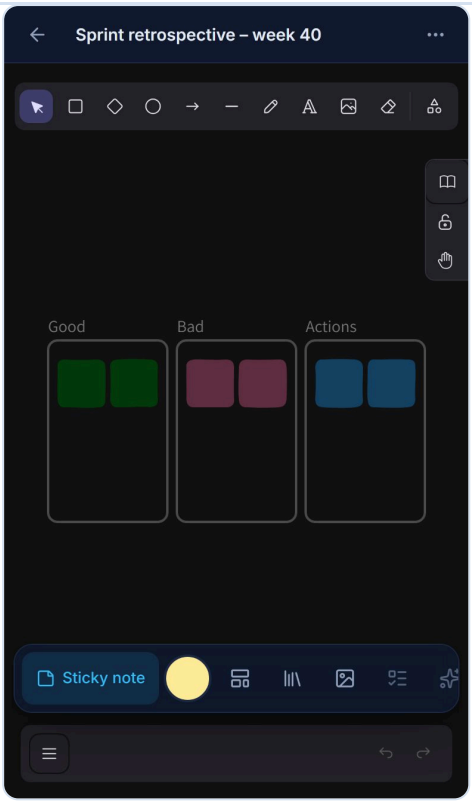


Figure 37.3 A board on a phone

37.16 Good to know

- A room can have up to 200 boards; a very large board (thousands of elements) stops accepting new elements – split it into several boards.
- Deleting a room or space deletes its boards. Deleted boards are removed for good after the retention period of the platform.
- Your data export contains the boards you created or edited as Excalidraw files with a preview picture.

WORKING TOGETHER · CHAPTER 38

Files

Every room with the **Files** module has its own file area: a place for documents, designs, recordings and anything else the room works with. This chapter explains how to organise files in folders, upload and preview them, how to open and edit Word, Excel, PowerPoint and PDF files together right in Coviqo, what the virus scan does, how versions and share links work, how to bring in files from Google Drive or OneDrive, and how your plan's storage limits apply.

38.1 The Files tab at a glance

Open a room and click the **Files** tab. You see the folders and files of the current folder, with a breadcrumb at the top that starts at **Files** (the room's top level). Click a folder to open it and a breadcrumb entry to go back up.

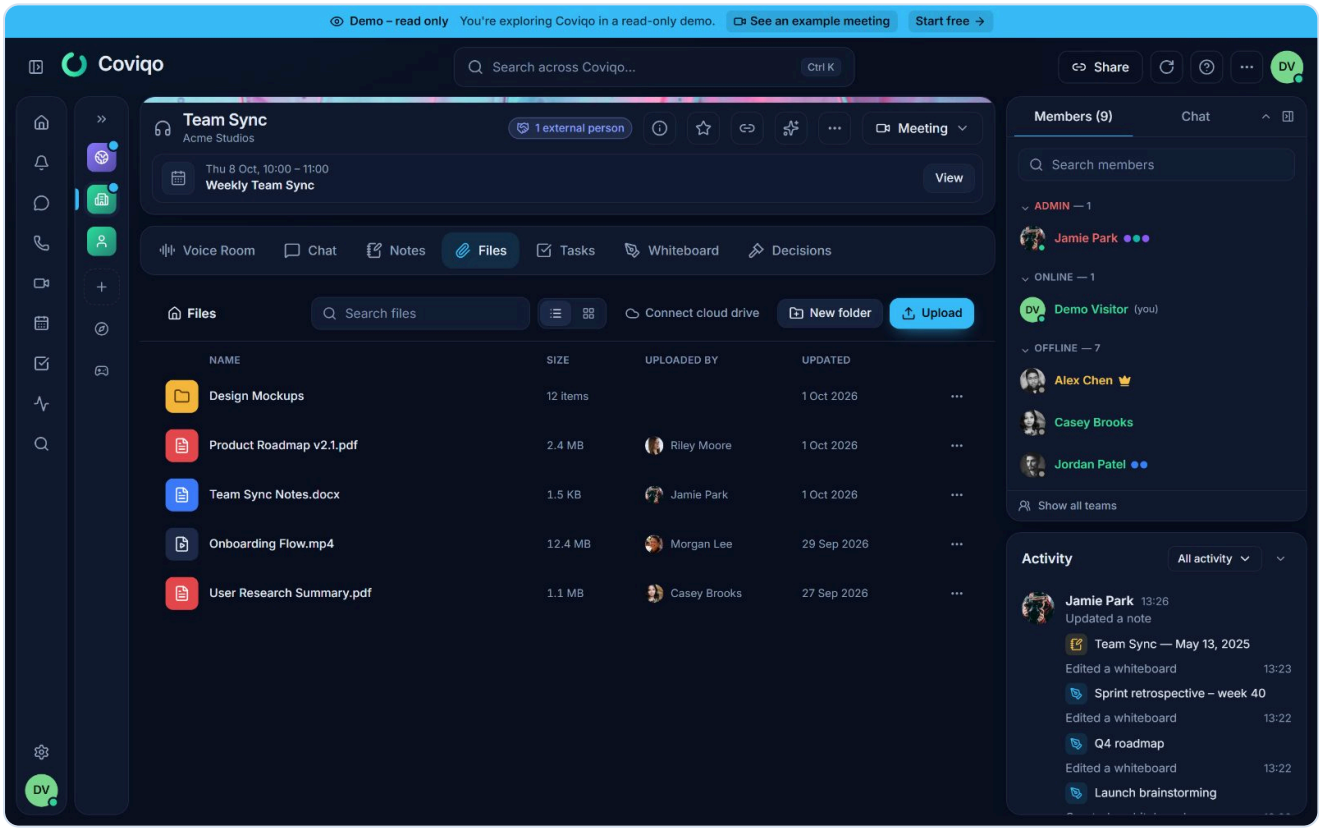


Figure 38.1 The Files tab of a room in list view

The toolbar offers:

- **Search files** – filters the room's files by name (see *Searching in a room* below).
- **List view** / **Grid view** – switch between a table and tiles with larger icons. Coviqo remembers your choice on this device.
- **Recycle bin** (the bin icon) – deleted files and folders you can restore (see *Recycle bin* below).
- **Add from cloud** – link or import a file from your Google Drive or OneDrive (see below).
- **New folder** – creates a folder in the current folder. If your installation offers office documents (see *Office documents* below), this button is called **New** and opens a menu with **New folder**, **New document**, **New**

spreadsheet and **New presentation**.

- **Upload** – choose files from your computer.

In list view the columns show the **Name**, **Size**, **Uploaded by** and when the file was last **Updated**. For folders, **Size** is the total size of everything inside (subfolders included), and the next column shows how many files the folder holds in all.

The room overview also has a small files card with the latest uploads. Click **Open files** or **Show all files** to jump to the Files tab.

> **NOTE**
> Files you attach to chat messages are stored in the same room. They appear at the top level of the Files tab, so you can find them again without scrolling back through the chat.

38.1.1 Who can do what

What you see in the Files tab depends on your role in the space and the room:

Permission	Allows you to
View files	See, preview and download files.
Upload files	Upload files and new versions, create folders, add files from the cloud.
Manage files	Rename, move and delete files and folders of other people, see the whole recycle bin.

You can always rename, move and delete the files you uploaded yourself and the folders you created. Deleting a folder that contains files or folders of other people needs **Manage files**. Actions you aren't allowed to use are not shown. Roles and permissions are explained in the chapter *Spaces and rooms*.

38.2 Folders

Folders keep a room's files in order. They can be nested up to **8 levels** deep.

To create a folder:

1. Open the folder in which the new folder should appear (or stay at the top level).
2. Click **New folder**, enter a **Name** and click **Create**.

To create a folder inside an existing one, right-click the folder (or use its **More actions** menu) and choose **New folder inside**.

The breadcrumb at the top shows where you are, for example **Files › Projects › 2026**. Click any part of it to go back up. Every folder shows how many files it holds and how much space they take – counted over all of its subfolders.

38.2.1 Moving files and folders

There are two ways to move a file or a folder to another folder of the same room:

- **Drag and drop**: drag the file or folder onto a folder in the list, or onto a part of the breadcrumb (for example **Files** for the top level). The target is highlighted while you hover over it.
- **Move to folder** in the file's or folder's menu: pick the destination in the dialog ("Choose the destination folder"), open subfolders with a click and confirm with **Move here**.

A folder cannot be moved into itself or into one of its own subfolders, and the move is refused if the result would be nested deeper than 8 levels ("Folders can be nested at most 8 levels deep."). On phones and tablets use **Move to folder** – drag and drop is meant for a mouse.

38.2.2 Renaming and deleting folders

Rename and **Delete** are in the folder's menu. You can rename, move and delete the folders you created; with **Manage files** you can do so for all folders of the room.

When you delete a folder, Coviqo asks "Delete folder?" and tells you how much it contains. The folder moves to the **recycle bin together with everything in it** – files, subfolders and files linked from Google Drive or OneDrive. If the folder contains files or folders of other people, only members with **Manage files** can delete it ("The folder contains files or folders of other people …").

> **NOTE**
> In end-to-end encrypted rooms folder names are encrypted on your device like file names – the server only stores ciphertext. Folders work the same way there; searching for folder names is not possible in such rooms.

38.3 Uploading files

There are several ways to upload:

- Click **Upload** and pick one or more files.
- Drag files from your computer anywhere onto the Files tab. The area shows **Drop to upload** – "Files and folders are added to the current folder."
- Drag a whole **folder** from your computer onto the Files tab: Coviqo recreates the folder with all of its subfolders in the current folder and uploads every file into its place. Folders that already exist with the same name are reused, so you can add to an earlier upload. System files such as .DS_Store or Thumbs.db are skipped.
- Right-click an empty area of the list and choose **Upload folder** to pick a folder in a dialog (desktop browsers).
- Right-click a folder and choose **Upload here** to upload straight into it.

One folder upload can contain at most 1,000 files and must stay within the 8 folder levels; larger trees can be uploaded in parts.

While files are uploading, an **Uploads** panel in the corner shows the progress of each file. You can cancel a running upload with the **Cancel** button next to it. When everything is done, the panel says **Uploads finished**.

Coviqo checks your plan's limits before an upload starts. If a file is larger than the maximum upload size, or the upload would exceed the storage of your plan, the upload is refused with a message such as "Your plan's storage limit has been reached." See *Storage and upload limits* below.

> **NOTE**
> Uploads are not possible in archived rooms. Files you upload are encrypted with the space's key before they are stored.

38.4 The virus scan

Every uploaded file – and every new version – is scanned for malware before anyone can open it. While the scan is running, the file shows the badge **Scanning…**. Usually this takes only a few seconds.

Status	What it means
Scanning…	The file is being checked. You can see it in the list, but **Download** and **Share link** are disabled ("Still being scanned for malware"). The preview shows **Checking file…**.
No badge	The scan found nothing. The file can be previewed, downloaded and shared.
Blocked (malware)	The scanner flagged the file. It cannot be opened or downloaded, and its content has been removed from storage. The person who uploaded it gets a notification.

If the scanning service is temporarily unavailable, files stay in **Scanning…** and Coviqo retries automatically. A file is never released without a completed scan.

> **TIP**
> If one of your files is blocked and you are sure it is harmless, it may be a false positive. Delete the blocked entry and contact your space admin or support – don't try to work around the scan by renaming or zipping the file.

38.5 Previewing files

Click a file, or choose **Open preview** from its menu, to open the preview:

- **Images** are shown directly.
- **PDFs** open in an embedded viewer.
- **Video** and **audio** files play in the browser, including seeking.

For all other types (for example archives) you see **No preview available** – "Download the file to open it." – with a **Download** button. From the preview you can also use **Open in new tab**.

Word, Excel and PowerPoint files open in the office editor instead of the preview, if your installation offers office documents – see the next section. Otherwise they show **No preview available** as well.

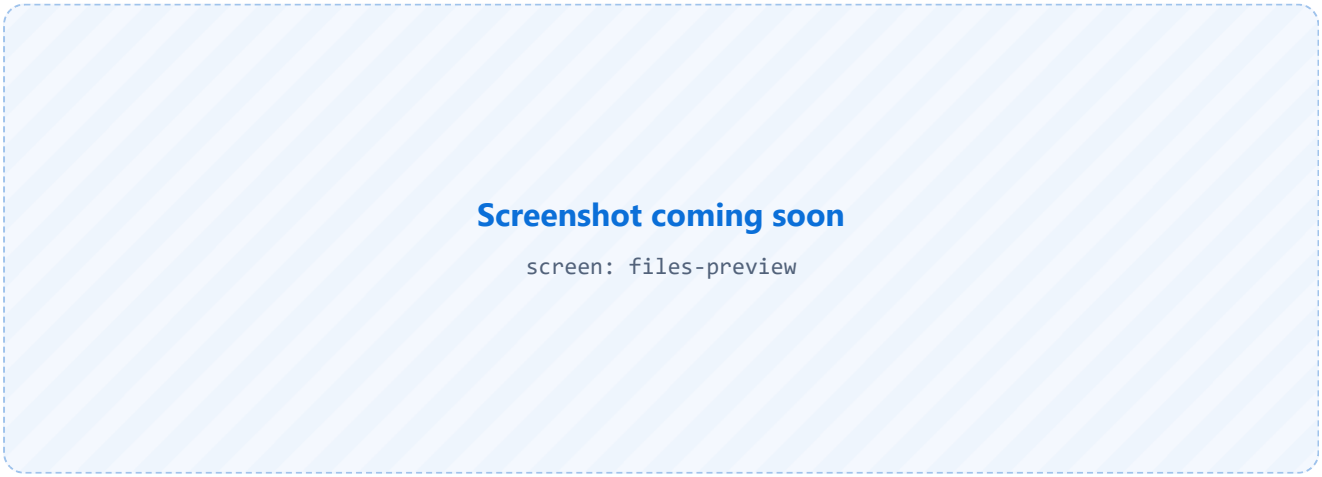


Figure 38.2 File preview with a PDF

38.6 Office documents

If your installation offers office documents, you open and edit Word, Excel, PowerPoint and PDF files directly in the Files tab – alone or together with others at the same time. The editor runs on the Coviqo server itself (on app.coviqo.com it is loaded from `https://office.coviqo.com`): documents are not sent to Microsoft, Google or any other outside service.

> **NOTE**
> Office documents are an optional part of a Coviqo installation. If the operator has not set them up, Office files show **No preview available** and there is no **New** menu. Plans include office documents; if your organisation's plan does not, opening a document shows "Your plan does not include office documents."

38.6.1 Opening a document

- **Click** a Word, Excel or PowerPoint file. It opens in the editor, which lies over the file list.
- **PDF files** still open in the quick preview when you click them. To work in a PDF (fill in forms, add annotations, edit it), choose **Edit** in its menu.
- In the file menu, office files show **Edit** if you may change them, or **Open in editor** if you can only read them.

The editor's header shows the file name, the save status, the avatars of the people who are in the document right now ("2 people in this document") and these buttons:

Button	What it does
Maximize / **Restore size**	Lets the editor fill the whole browser window, or puts it back over the file list.
Full screen / **Exit full screen**	Uses the whole screen. `Esc` also leaves full screen.
Close editor	Closes the document and returns to the file list.

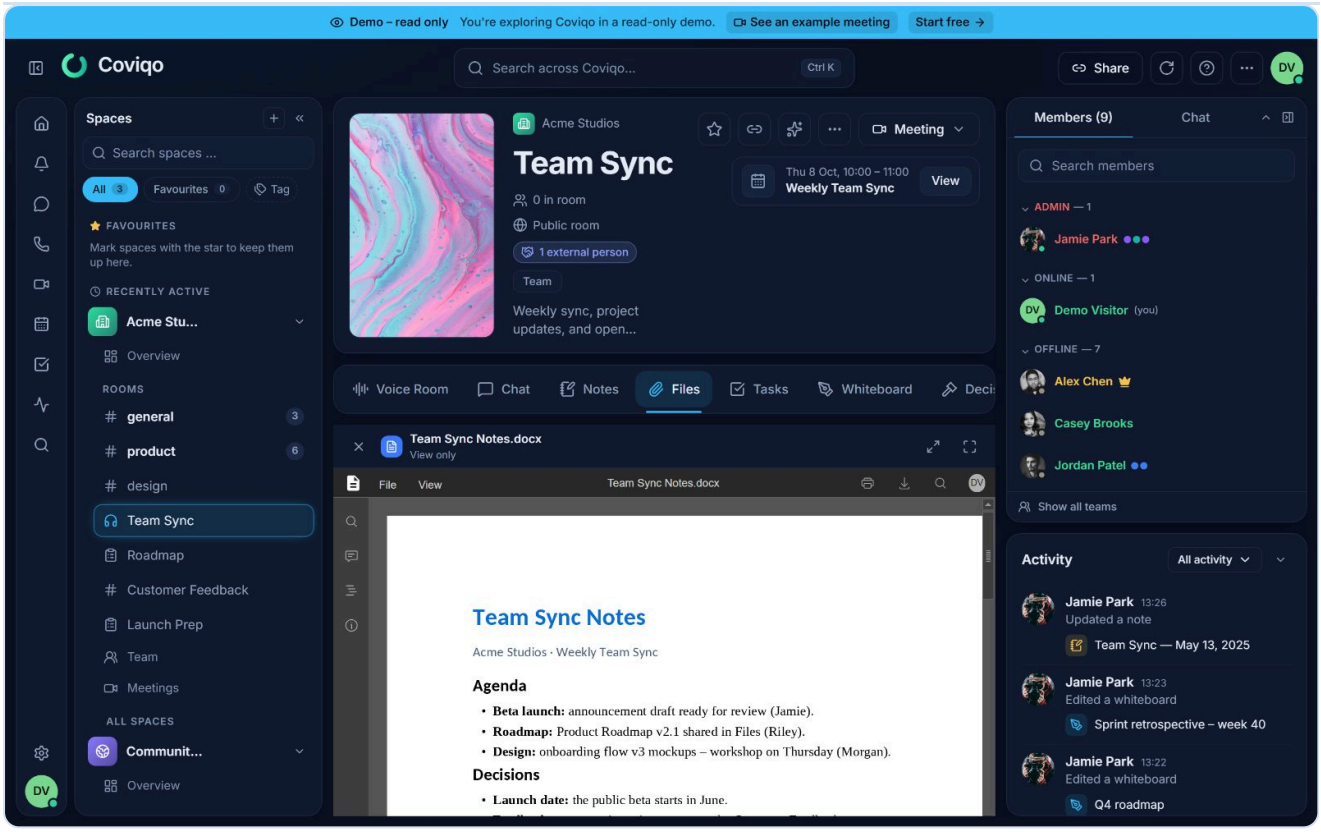


Figure 38.3 A document open in the office editor

On a phone, documents always open in the full window with the editor's mobile view, which is made for touch.

Format	Edit	View only
Text	`docx` , `docm` , `dotx` , `odt` , `txt`	`doc` , `dot` , `rtf` , `ott` , `epub`
Spreadsheet	`xlsx` , `xlsm` , `xltx` , `ods` , `csv`	`xls` , `xlt` , `ots`
Presentation	`pptx` , `pptm` , `potx` , `ppsx` , `odp`	`ppt` , `pps` , `otp`
PDF	`pdf` (forms, annotations, editing)	`xps` , `djvu`

Older formats such as `.doc` , `.xls` or `.ppt` open read-only. To edit one, save it in the current format first (**Save as DOCX**, **Save as XLSX** or **Save as PPTX**, see below). Files larger than 100 MB (your operator can change this limit) cannot be opened in the editor ("The file is too large for the editor.").

38.6.2 Who can edit

You have	You can
View files	Open documents and read along while others edit (**View only**).
View files and **Upload files**	Edit documents, create new ones and use **Save as**.

Nobody can edit documents in an archived room or while they are timed out. Files you only see as a chat attachment open read-only. In the read-only live demo, documents always open in view mode.

38.6.3 Editing together and saving

Everyone who opens the same document works in the same live session: you see the others' changes and cursors as they type. There is no need to take turns or to upload anything afterwards.

Saving is automatic. The header shows **Saving…** while changes are pending and **All changes saved** once they are stored, together with the current version number (for example "All changes saved · v4"). Every save creates a **new version** of the file:

- when the last person closes the document (about ten seconds after they leave), and
- immediately when someone presses `Ctrl` + `S` or the save button in the editor.

The **Versions** dialog shows who worked on a version in the editor ("Edited by Anna, Ben"). Saved versions are encrypted and checked by the virus scan like every upload, and they count towards your storage. The room's activity shows "Edited a document".

> **TIP**
> If someone uploads a new version while others are still editing the file, nothing is lost: the running session continues on its state, and its next save becomes the newest version. Both remain in the version list.

38.6.4 New documents

1. Open the folder in which the document should be created.
2. Click **New** and choose **New document**, **New spreadsheet** or **New presentation** – or right-click an empty area of the file list and choose the same entries.
3. Coviqo creates an empty file ("New document", "New spreadsheet" or "New presentation"; a number is added if the name is taken) and opens it in the editor right away. Rename it later with **Rename** in the file menu.

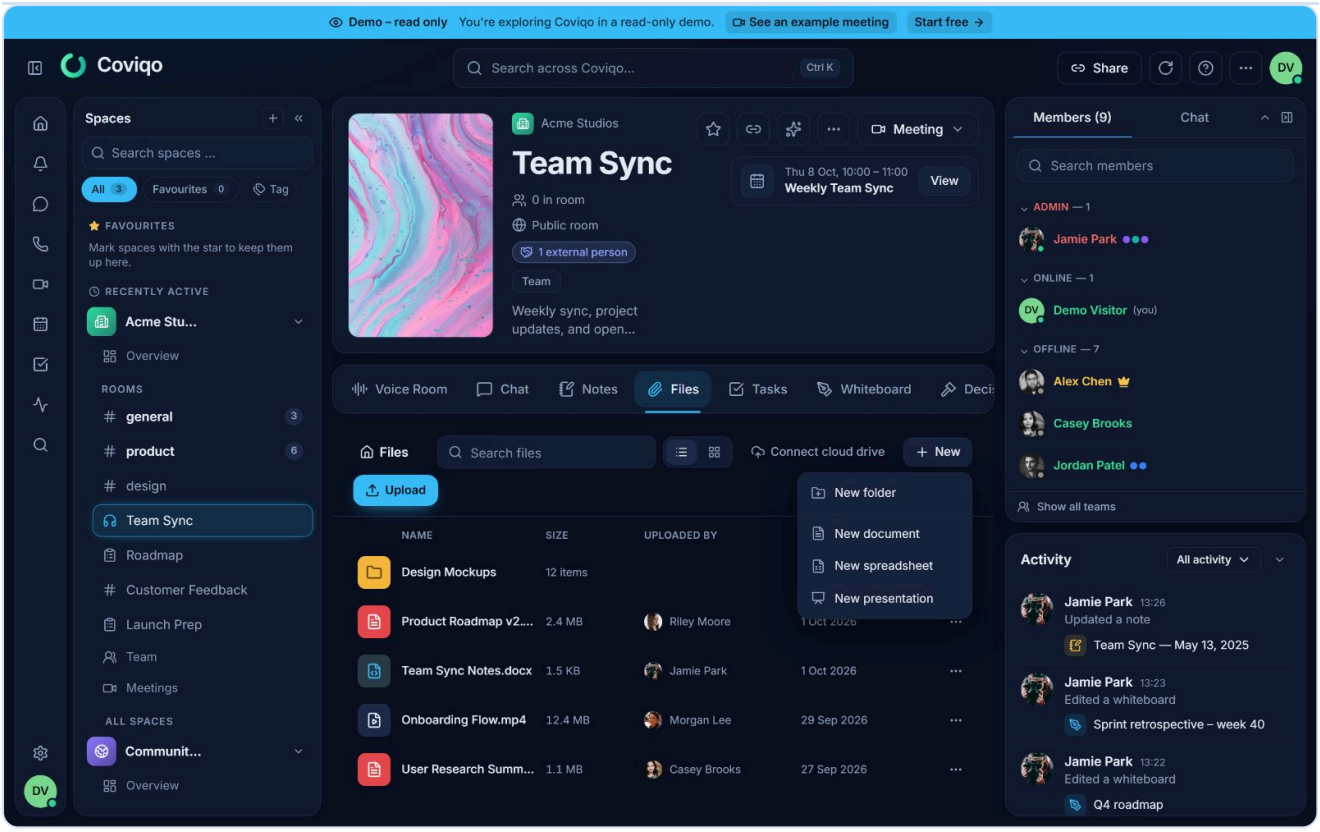


Figure 38.4 The New menu of the Files tab

38.6.5 Saving a copy in another format

The file menu of an office file offers **Save as**, for example **Save as PDF**, **Save as DOCX** or **Save as ODT**. Coviqo creates a new file next to the original in the same folder; the original stays unchanged. Documents can be saved as PDF and in the other editable formats of their type (text: PDF, DOCX, ODT; spreadsheet: PDF, XLSX, ODS; presentation: PDF, PPTX, ODP). **Save as** needs the **Upload files** permission.

38.6.6 Comments and mentions

People who may edit can add comments in the editor. Type `@` and a name in a comment to mention someone: Coviqo suggests the people who can see the room's files, and the person you mention gets a Coviqo notification (type **Mentions**) with a link that opens the document at that comment.

38.6.7 Office settings of the space

Members with the **Manage space** permission decide in **Space settings › Apps & integrations › Office documents** what the editor allows in this space:

Setting	What it controls
Download & save copy	**Download as** and **Save copy as** inside the editor. The file menu of the Files tab (**Download**) is not affected.
Print	Printing documents from the editor.
Comments	Whether people who may edit can add comments and @-mention others.

All three are on by default. Click **Save changes** to apply them (**Reset** discards them). They apply to everyone who opens a document of the space from then on – documents that are already open use the new settings once they are reopened. The section only appears when the installation offers office documents; if your plan does not include them, the switches are locked.

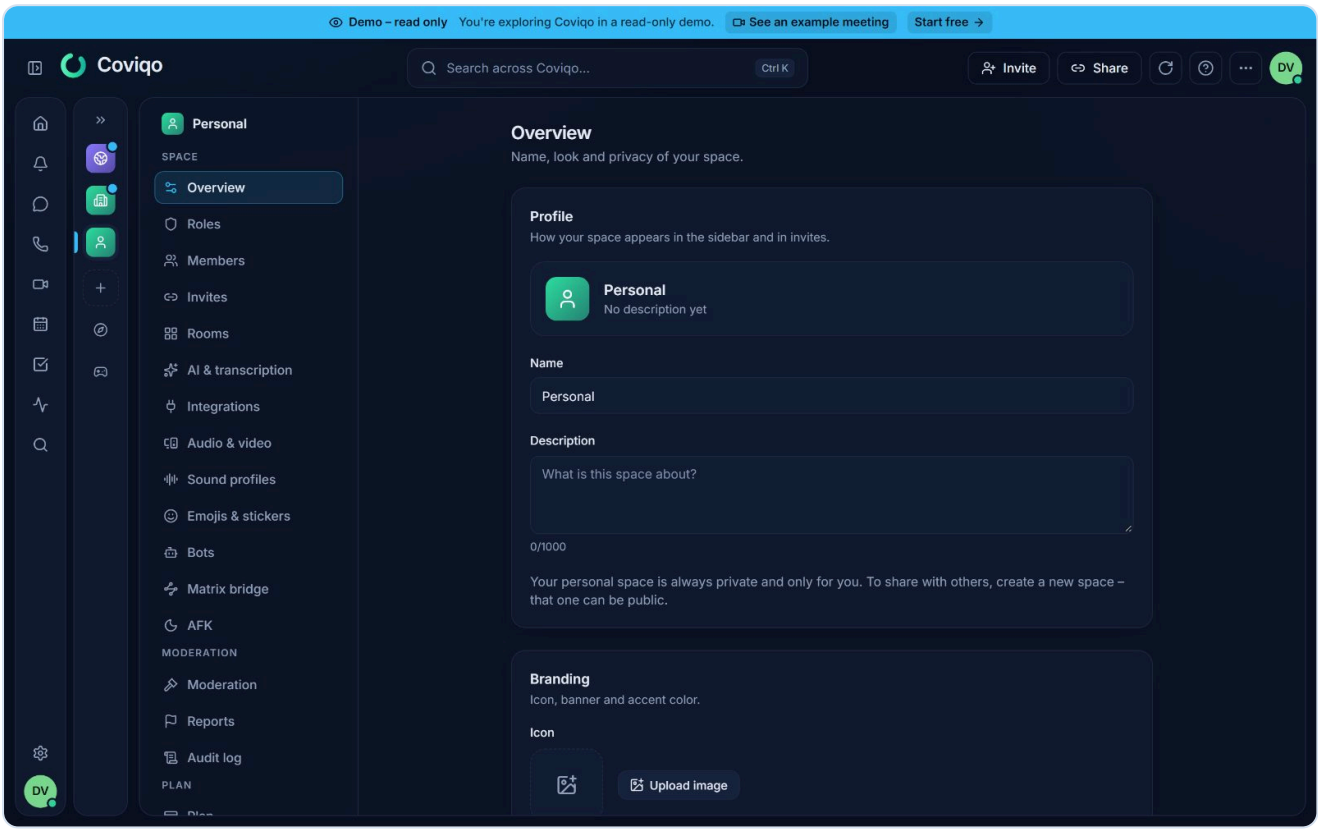


Figure 38.5 Space settings, Apps & integrations › Office documents

38.7 The file menu

Right-click a file, or click its **More actions** button (the three dots), to see all actions:

Action	What it does
Open preview	Opens the preview. For office files this entry is replaced by **Edit** or **Open in editor**.
Download	Downloads the current version.
Copy link	Copies an internal link to the file. It only works for people who can see the room.
Share link	Creates a public download link that expires and can be revoked (see below).
Versions	Shows all versions and lets you upload a new one.
Save as ...	Office files only: saves a copy in another format, for example **Save as PDF** (see *Office documents*).
Rename	Changes the file name.
Move to folder	Moves the file to another folder of the same room ("Choose the destination folder", then **Move here**).
Delete	Deletes the file and all of its versions after you confirm.

Folders have their own menu with **Open**, **Copy link**, **New folder inside**, **Upload here**, **Rename**, **Move to folder** and **Delete**. Right-clicking an empty area of the list offers **New folder**, **Upload files** and **Upload folder** – and, with office documents, **New document**, **New spreadsheet** and **New presentation**.

38.8 Versions

Instead of uploading "report-final-v3.pdf", upload a new version of the existing file. Everyone keeps using the same file and link.

1. Choose **Versions** in the file's menu.
2. Click **Upload new version** and pick the file. The dialog shows "Uploading… {percent}%".
3. When the upload is finished, you see "Version {version} uploaded". The new version is scanned for viruses like any upload.

The **Versions** dialog lists every version with its number, size, the person who uploaded it and the date. Versions saved from the office editor by several people also show **Edited by** with everyone who worked on them. The version marked **Current** is the one that is previewed, downloaded and shared.

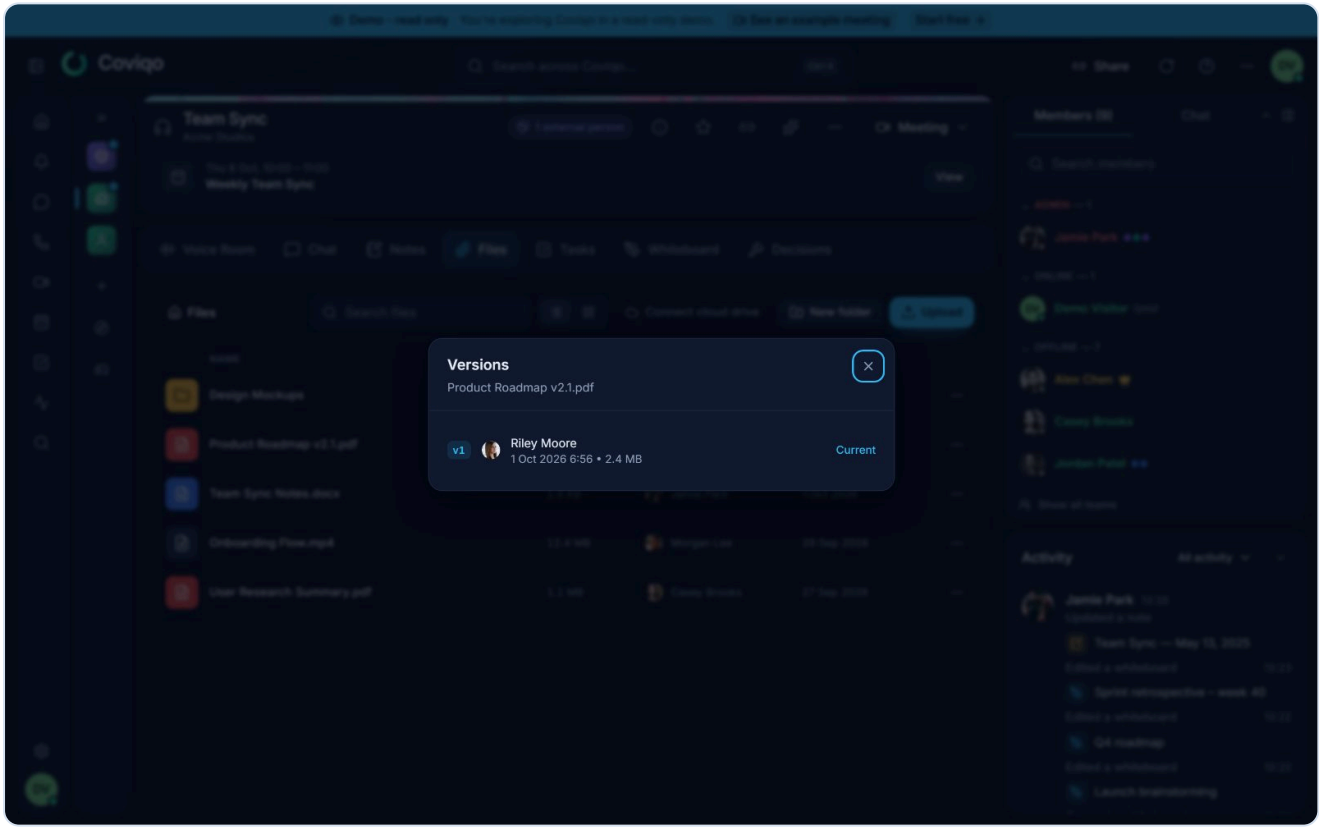


Figure 38.6 The versions dialog of a file

> **NOTE**
> Older versions are kept for reference, but you cannot download or restore them from the dialog. To go back to an earlier state, upload the older file again as a new version. Every version counts towards your storage.

38.9 Share links

A share link lets people outside Coviqo download a file – for example a customer who has no account.

1. Choose **Share link** in the file's menu.
2. Under **Expires after**, choose how long the link stays valid: **1 hour**, **1 day**, **3 days** or **7 days**. The dialog only offers lifetimes up to the maximum set by the operator (7 days unless changed) – "Links are valid for at most {days} days."
3. Click **Create & copy link**. The link is copied to your clipboard and shown in the dialog, together with **Valid until {date}**. Copy it now – it is shown only once.

"Anyone with the link can download {name} until it expires or is revoked." To create another link, click **Create new link**.

Below that, **Active links** lists the file's links that are still valid, with who created them, until when they are valid and how often they were downloaded. Click **Revoke** to make a link stop working immediately. You see your own links; the uploader of the file, members with the **Manage files** permission and space administrators see and can revoke all links of the file.

A link also stops working when the file is deleted, or when the person who created it loses access to the file or the right to share it.

Password and organisation rules. You can protect a link with a **password**; if the organisation that owns the space requires it, the password is mandatory and the dialog may offer shorter lifetimes. Give the password to the recipient separately. The recipient opens the link, sees the file name and size, enters the password and then downloads the file. An organisation can also switch share links off for its spaces – existing links then stop working. See the chapter *Organisation settings*.

Who can create share links:

- The person who uploaded the file, and members with the **Upload files** or **Manage files** permission – in each case only if they can see the room's files. Members who can only read the chat open chat attachments, but cannot share them.
- Guests can never create share links.
- Recordings of meetings can only be shared by the meeting's organizers.

Share links are only available after the virus scan has passed.

> **NOTE**
>
> Members with the **Manage space** permission can switch share links off for the whole space with **External file links** in **Space settings › Overview** (on by default). Switching it off also ends all existing links at once.

38.10 Adding files from Google Drive or OneDrive

If you have connected your Google Drive or OneDrive under **Settings › Connected services**, the Files tab shows **Add from cloud** – on phones the button is labelled **Cloud** – (otherwise **Connect cloud drive**). In the dialog you browse or search your drive, select a file and choose:

- **Link** – the file appears in the room and **Opens in {provider}**. Nothing is copied into Coviqo.
- **Import copy** – Coviqo stores an encrypted copy in the room. It goes through the virus scan and counts towards your storage ("Import started – the file appears when the virus scan is done.").

Linked files can be taken out again with **Remove from room**; the original stays in your drive. The details, including admin settings, are in the chapter *Integrations*.

38.11 Searching in a room

Type into **Search files** to find files in this room by name. The search covers the whole room, all folders included, and shows below each result where it lies (for example "Projects / 2026"). It looks at whole words and word beginnings: "quart" finds "Quarterly-report.pdf", but "report" in the middle of a single word like "Quarterlyreport" does not. Folders matching the search are shown too. To search across all rooms and spaces, use the global search described in the chapter *Search*.

38.12 Deleting files

Choose **Delete** in the file's menu and confirm "Delete file?". The file and all of its versions disappear from the room immediately, move to the room's recycle bin and are no longer counted towards your storage.

38.13 Recycle bin

Click the bin icon in the toolbar to open the **Recycle bin** of the room. It lists deleted files and deleted folders – a folder appears as one entry with the number of files and the size of what was deleted with it. Each entry shows where it was ("from Projects / 2026"), who deleted it and when, and the date on which it will be gone for good.

Click **Restore** to bring an entry back:

- A file returns to its folder. If that folder no longer exists, it returns to the top level.
- A folder returns with everything that was deleted together with it, below its old parent folder – or at the top level if the parent is gone.
- Files that were deleted together with a folder can only be restored with that folder ("This file was deleted together with its folder – restore the folder.").

Members see the entries they deleted themselves; members with **Manage files** see and restore everything in the room's recycle bin. Restoring counts towards your storage again and is refused when the storage of your plan is full.

> **NOTE**
> Deleted files and folders are removed for good after 30 days (the operator can change this period). The recycle bin cannot be emptied early.

38.14 Storage and upload limits

Storage is counted for the whole organisation that owns the space – all files, versions and chat attachments of all its spaces together. Two limits apply:

Plan	Total storage	Maximum file size
Free	2 GB	25 MB
Community Pro	50 GB	500 MB

Plan	Total storage	Maximum file size
Community Plus	200 GB	500 MB
Business	50 GB per user (at least 150 GB, at most 2 TB)	2 GB
Enterprise	Unlimited	5 GB

Recordings count towards the storage. Paid plans can add storage with the add-on **+100 GB storage** (€3 a month each, *Plans and billing*). These are the standard values; your operator can set different limits for your organisation, and a platform-wide upload cap may be lower. Owners, admins and billing contacts of the organisation see the current consumption under **Organisation › Billing › Usage this period** (**Storage**) – reachable via **Subscriptions › Manage** or **Space settings › Organization & plan › Plan › Manage billing**. The chapter *Plans and billing* explains how to upgrade.

When the storage is full, existing files remain available, but new uploads, new versions, imports and new recordings are refused until you delete files, book more storage or upgrade. The files tab then shows a short note with **View plans**.

WORKING TOGETHER · CHAPTER 39

Web pages

The room module **Web pages** (German UI: *Webseiten*) keeps a list of external web pages for a room – a team dashboard, the project wiki, a ticket board of another tool. The pages open right inside the room, so nobody has to switch to the browser.

39.1 Switching the module on

In the room settings under **Content**, switch on **Web pages**. The room gets the tab **Web pages**.

39.2 Opening a page

The tab shows the pages as cards with icon, name, address and description. Click a card to open the page in the room. The toolbar above the page offers:

- **Back to list** (*Zur Liste*),
- **Reload** (*Neu laden*),
- **Fullscreen** (*Vollbild*) – the page fills the whole screen; press Esc to leave,
- **Open in browser** (*Im Browser öffnen*),
- **Copy link** (*Link kopieren*) – copies the page's address.

Coviqo remembers the last page you opened in a room and shows it again the next time you open the tab. **Back to list** forgets it.

Cards can carry these labels:

- **Opens in the browser** (*Öffnet im Browser*) – the page was set up to open outside of Coviqo; a click opens it in a new browser tab.
- **No embedding** (*Keine Einbettung*) – the site does not allow being shown inside other applications.
- **Blocked** (*Blockiert*) – an organisation policy does not allow this page (see below).

39.2.1 Pages that do not allow embedding

Many sites (for example banking, some sign-in pages or large web services) forbid being shown inside other applications. Coviqo checks this when a page is added and again once a day. In the browser, such a page shows the notice **This page does not allow embedding** (*Diese Seite erlaubt keine Einbettung*) with the button **Open in browser**. **Check again** (*Erneut prüfen*) repeats the check, for example after the site changed its settings.

If a page stays empty although no notice is shown, use **Open in browser** below the page.

39.3 Web pages in the desktop app

The Coviqo desktop app shows pages that do not allow embedding in its own **app view** inside the room – no notice, no browser needed. The app view adds **Back** / **Forward** and **Window fullscreen** (*Fenster-Vollbild*) to the toolbar. With **Open every page in the app view** (*Alle Seiten in der App-Ansicht öffnen*) above the cards, all pages use the app view on this computer.

- Sign-ins in the app view are kept per space and are separate from your Coviqo sign-in.
- Links that open a new window open in your browser. Downloads ask where to save the file.
- Camera, microphone, location and notifications are not available to pages in the app view.
- While a dialog or menu of Coviqo is open, the app view is hidden for a moment.

39.4 Managing pages

People with the permission **Manage web pages** (*Webseiten verwalten* – moderators and managers by default) see **Add page** (*Seite hinzufügen*) and, on each card, buttons to move, edit and remove the page.

A page has

- an **address** – only `https://` addresses; addresses with a user name, password or token are refused, and so are addresses of Coviqo itself (the app, Control, office documents),
- a **name** and an optional **description**,
- an optional **icon** – one emoji; without it Coviqo shows the site's own icon,
- **Open**: **In the room** or **Always in the browser**.

Adding or removing a page shows up for everybody in the room immediately and is recorded in the activity log. Web pages are not available in end-to-end encrypted rooms.

39.5 Organisation policy

Organisations can decide which web pages their members and their spaces may use (**Organisation** → **Policies** → **Web pages in rooms**):

- **Allowed** – any https page,
- **Approved domains only** – only pages of listed domains (`example.com` for exactly this address, `*.example.com` for example.com and all its sub domains),
- **Off** – no web pages.

Pages outside the policy are shown as **Blocked** with the reason and cannot be opened; in the desktop app, links to other domains are not followed.

39.6 Privacy

To check whether a page may be embedded and to find its icon, the Coviqo server requests the page once (without your cookies). Icons are loaded through Coviqo's image proxy, so the site does not see who looks at the list. The page itself is loaded by your browser or the desktop app like any other website.

WORKING TOGETHER · CHAPTER 40

Tickets

The room module **Tickets** turns a room into a private help desk: members open a ticket for their request, and the room's support team works on it – with replies, internal notes, a status, an assignee, a priority, categories with their own fields, canned responses, response times (SLA) and a rating at the end. Typical uses are an IT help desk in a company space or a support room in a community.

Tickets are **private**. A ticket is seen only by

- the person who opened it,
- people who were added to it (**Participants**), and
- the support team of the room – everybody with **See all tickets**, **Handle tickets** or **Manage tickets**.

Nobody else learns that the ticket exists – not in lists, counters, search, notifications or the activity feed.

40.1 Switching the module on

In the room settings under **Content**, switch on **Tickets**. The room gets the tab **Tickets**. Tickets are for members of the space; external guests cannot use them. End-to-end encrypted rooms cannot have tickets.

40.2 Opening a ticket

1. Open the **Tickets** tab and click **New ticket**.
2. Enter a **Title** (what is it about?) and describe the problem in **Description** – with formatting, @mentions, screenshots and files, just like a chat message.
3. Choose a **Category** if the room offers some. The form then shows the **custom fields** of that category, for example "Device" or "Order number"; fields marked **Required** must be filled in.
4. Click **Open ticket** (or press Enter). The ticket gets a number, for example **#42**.

Only the support team sets the priority. Your list shows your own tickets and the ones you were added to; **Opened by me** shows only yours.

40.3 Following your ticket

Replies of the team appear in the ticket and as a notification. Answer in the field at the bottom (**Reply**). If sending a reply or a new ticket fails, your text and attachments stay. The ticket moves through these statuses:

Status	Meaning
New	Nobody from the team has answered yet.
In progress	The team is working on it.
Waiting for reply	The team needs something from you – your reply puts it back to **In progress**.
Resolved	The team considers it solved.
Closed	Finished – no more replies.

- **Close ticket** in the ticket's menu ends it yourself, for example when the problem went away.
- A resolved ticket can be reopened for a few days (7 by default): reply, or choose **Reopen**. After that, open a new ticket.
- **Participants**: add colleagues who should follow the ticket. They see it and its replies like you; they can also remove themselves. Participants can also be removed when the ticket is full.
- **Edit or delete your replies**: the **…** menu on your own reply offers **Edit** and **Delete**. An edited reply shows **(edited)**; deleting removes it and its attachments for everyone. Once a ticket is closed, its replies stay as they are. People with **Manage tickets** can delete any reply (recorded in the audit log).
- A reply marked **via {bot}** was posted by a bot in that person's name (see *Bots and webhooks*).
- **Rating**: once the ticket is resolved or closed, Coviqo asks **How satisfied are you with the help?** – one to five stars and an optional comment. You rate once and can change it for 7 days.

40.4 Working on tickets (support team)

People with **Handle tickets** see every ticket of the room. The list shows status, priority, category, assignee, SLA state and **New activity**. Filter by **Status** (open, all or a single one), **Priority**, **Category**, **Assignee** (including **Assigned to me** and **Unassigned**) and **SLA**, search by title or `#number`, and sort by **Newest activity**, **Newest tickets**, **Priority** or **SLA due date**. A small statistic above the list shows how many tickets are open, unassigned and overdue, the average rating and the average time to the first response.

In a ticket you can

- answer with **Reply** – the person who opened it and all participants see it,
- write an **Internal note** – marked in yellow with a lock, **only visible to the team**,
- insert **Canned responses** – prepared texts with placeholders such as the name of the person or the ticket number,
- change **Status**, **Priority**, **Category** and the custom fields,
- assign the ticket to a person (**Assignee**) and optionally a **Role / team**,
- add participants,
- see every change under **History**.

The first public reply of the team moves a new ticket to **In progress** automatically. People with **Manage tickets** can also **Merge into another ticket …** (the ticket is closed and points to the other one; its people are added there) and **Delete ticket**.

40.4.1 Response times (SLA)

With SLA targets switched on, every priority has a time for the **First response** and for the **Resolution**. The ticket then shows **On track**, **Due soon** or **Overdue**; while a ticket is **Waiting for reply**, the clock pauses. Overdue tickets can be filtered with **SLA**.

40.5 Ticket settings

People with **Manage tickets** open **Ticket settings** in the tab:

- **SLA** – **Use SLA targets**, the hours per priority (empty = no target) and the **Reopen window (days)** for the person who opened a ticket (0 = never; the team can always reopen).
- **Categories** – name, colour and order.

- **Fields** – custom fields for all categories or one category: text, long text, number, selection, checkbox, date or link; optionally **Required**.
- **Canned responses** – title and text, with the placeholders shown in the dialog.

40.6 Permissions

Permission	Allows	By default
Open tickets	open tickets, see and answer your own (and those you were added to)	all member roles
See all tickets	read every ticket of the room, including internal notes	Moderator, Maintainer, Manager
Handle tickets	reply, internal notes, status, priority, category, fields, assignment, participants	Moderator, Maintainer, Manager
Manage tickets	ticket settings, merge and delete tickets	Moderator, Maintainer, Manager

The permissions can be changed per role and per room like all other permissions (see *Spaces and rooms*). A person in a timeout cannot open tickets.

40.7 Notifications

Under **Settings › Notifications › Tickets** you choose how you hear about new tickets (team), assignments, replies and status changes. Notifications only contain the ticket number and title, never the text of a reply.

40.8 Bots and tickets

A space admin can allow a bot to work with tickets – for example to file tickets from a monitoring tool or to report overdue tickets. The bot needs the data access **Read tickets** or **Write and change tickets** (approved when the bot is installed, see *Bots and webhooks*) and ticket permissions in the room. Bots never see internal notes unless they may handle tickets, cannot be added as participants or assignees, and cannot read attachments.

40.9 Privacy

Attachments of a ticket are visible only to the people who see the ticket (attachments of internal notes only to the team). They never appear in the room's **Files** tab, in search or in other features. Titles, descriptions and replies are stored encrypted. Your data export contains the tickets you opened or were added to with their public replies, everything you wrote and your ratings. If you delete your account, tickets and replies stay in the space under an anonymised name; your participations are removed and your rating comments are cleared.

WORKING TOGETHER · CHAPTER 41

Feed

The room module **Feed** follows news sources for a room: blogs, release notes, status pages, news sites – anything that offers an RSS, Atom or JSON feed. New posts appear in the room's **Feed** tab, and if you like also in the chat.

41.1 Switching the module on

In the room settings under **Content**, switch on **Feed**. The room gets the tab **Feed**.

41.2 Reading posts

The tab lists the newest posts of all feeds of the room: title, source, time, a short summary and – where the feed has one – a preview image. Click a title to open the post in a new browser tab.

- **Filter**: with more than one feed, the menu above the list shows the posts of one feed only (**All feeds** shows everything).
- **New posts**: posts that arrived since your last visit are marked **New**; the line above the list counts them. Opening the tab counts as seen – the next visit starts fresh.
- **Load more** at the end of the list shows older posts. Coviqo keeps the newest 200 posts per feed.

New posts appear without reloading while the tab is open.

41.3 Managing feeds

People with the permission **Manage feeds** (*Feeds verwalten* – moderators and managers by default) or **Manage room** see **Manage** (*Verwalten*) in the tab – also in the room settings under **Content** – with **Add feed**. Each feed has

- a **feed address** – the address of the RSS, Atom or JSON feed (not the web page itself; many sites link it as "RSS" or "Feed"),
- an optional **display name** – without it, Coviqo shows the feed's own title,
- **Check for new posts** – how often Coviqo looks for new posts (every 10 minutes up to once a day; your plan sets the shortest interval),
- **Also post new posts in the chat** (*Neue Beiträge zusätzlich im Chat posten*) – new posts additionally appear in the room chat as a small feed card with title and link (at most five per check; nothing is posted when the feed is added).

When you add a feed, Coviqo loads it once. If that does not work, the dialog says why – for example *This address is not an RSS, Atom or JSON feed*, *The address could not be reached* or *The address answered with an error (HTTP 404)*.

In the list of feeds, **Fetch now** checks a feed right away, the pencil edits it and the bin removes it together with its stored posts. A feed that keeps failing is marked **Error**; after many failures in a row it is **Paused** – saving it again or **Fetch now** resumes it.

41.4 Plans

Plan	Feeds per room	Shortest interval
Free	1	30 minutes
Community Pro	10	15 minutes
Business	10	10 minutes
Enterprise	25	10 minutes

After a change to a smaller plan, the oldest feeds of a room keep working up to the new limit; the others are marked **Above plan limit** and wait.

41.5 Privacy and security

The Coviqo server loads the feeds – the operators of the news sources see the server, never who reads the posts. Preview images are loaded through Coviqo's image proxy; if your space switched external images off, posts are shown without images. Posts are shown as plain text, links only open `http` and `https` addresses. Feeds on internal or private network addresses are refused. Feeds are not available in end-to-end encrypted rooms.

WORKING TOGETHER · CHAPTER 42

Calendar and events

Coviqo has a built-in calendar. You can plan events for a room or a whole space, track who is coming, and get reminded before things start. This chapter covers creating and answering events, the calendar views, and connecting Coviqo to Microsoft 365 or Google Calendar so that events show up in the calendar you already use.

42.1 Events at a glance

An event is an entry with a date and time that belongs to a space and, usually, to a room. Some typical uses:

- a weekly team sync with an online meeting attached,
- a community get-together that people register for, with a limited number of seats,
- an all-day deadline or a public holiday for the whole space.

Every event has an organizer (the person who created it), a list of participants with their responses, optional reminders and an optional recurrence. When an event has an online meeting, the event and the meeting are linked. The meeting brings the join link, lobby, recording and transcript, which are described in the chapter *Meetings*.

Whether you can see or create events depends on your roles in the space:

Permission	What it allows
View events	See the calendar and events.
Create events	Schedule new events.
Manage events	Edit and cancel events of others.

You can always edit and cancel events you created yourself.

42.2 Where you find events

You can reach events from four places.

Place	What it shows	How to open it
Events tab of a room	Upcoming events of this room	Open a room and select the **Events** tab
Space calendar	All events of one space in a month view	Space menu › **Events**, or **Calendar** in a room's **Events** tab
Your personal calendar	Upcoming events across all your spaces	**My events** in the top bar menu, **Calendar** on the home page, or **Events calendar** in the command palette
Home page	Your next three events under **Next up**	**Home**

42.2.1 The Events tab of a room

The **Events** tab lists the **Upcoming events** of the room. An event that is running right now is marked **Happening now**. If you may create events, the tab has a **New event** button. When a room has no events yet, you see **No upcoming events**.

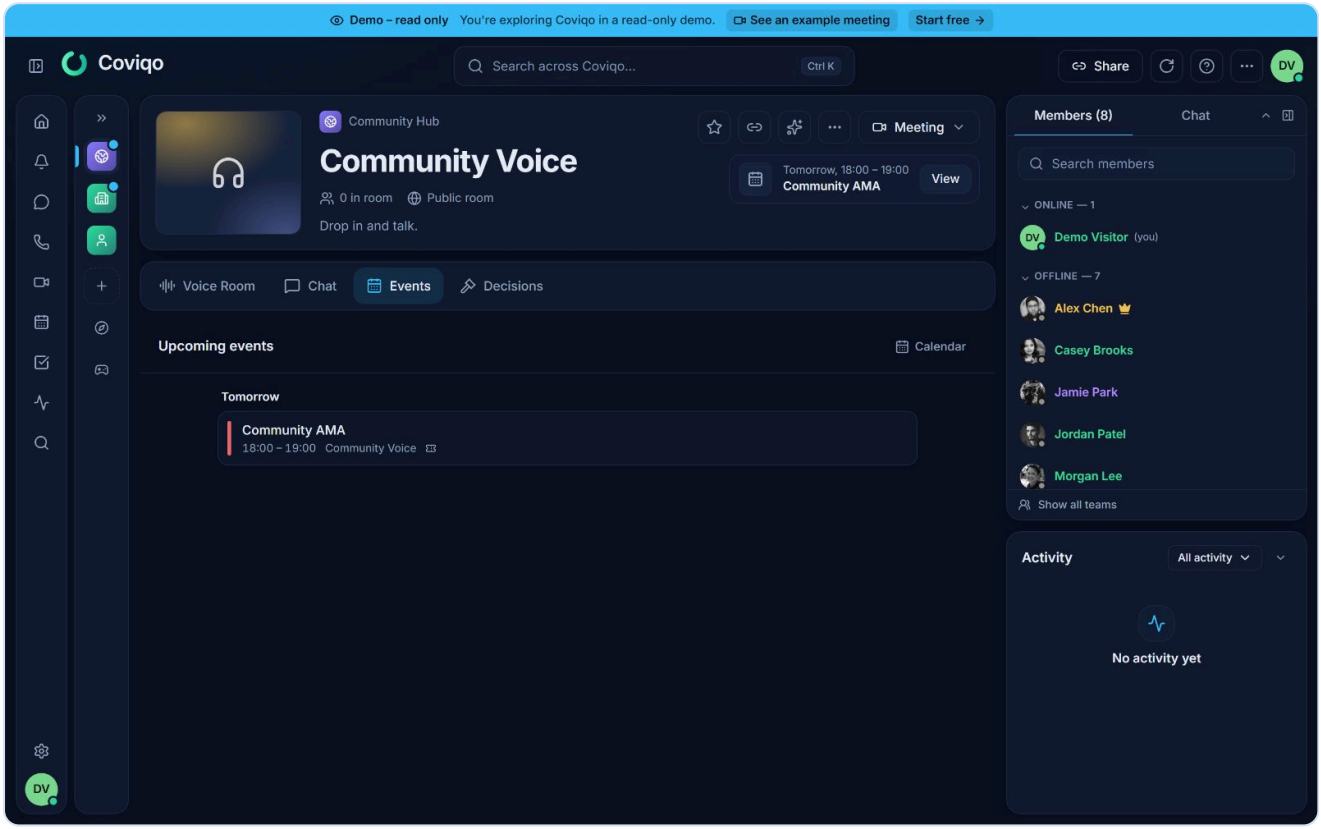


Figure 42.1 The Events tab of a room with upcoming events

42.2.2 The calendar views

The space calendar and your personal calendar use the same layout:

- **Month grid** on the left: one cell per day, with coloured entries for each event. Use **Previous month**, **Next month** and **Today** to move around. When a day has more entries than fit, you see **+N more**.
- **Agenda** on the right: without a selected day it shows **Agenda · {month}**, a list of every event in the month. Click a day in the grid to see only that day. Click the day again to go back to the whole month.

In your personal calendar, use **Filter by space** to show one space or **All spaces**.

To create an event on a particular day, hover over the day in the space calendar and click **+** (**New event on {day}**). You can also right-click the day and choose **New event on this day** or **Schedule meeting on this day**. **Show this day** opens the agenda for that day.

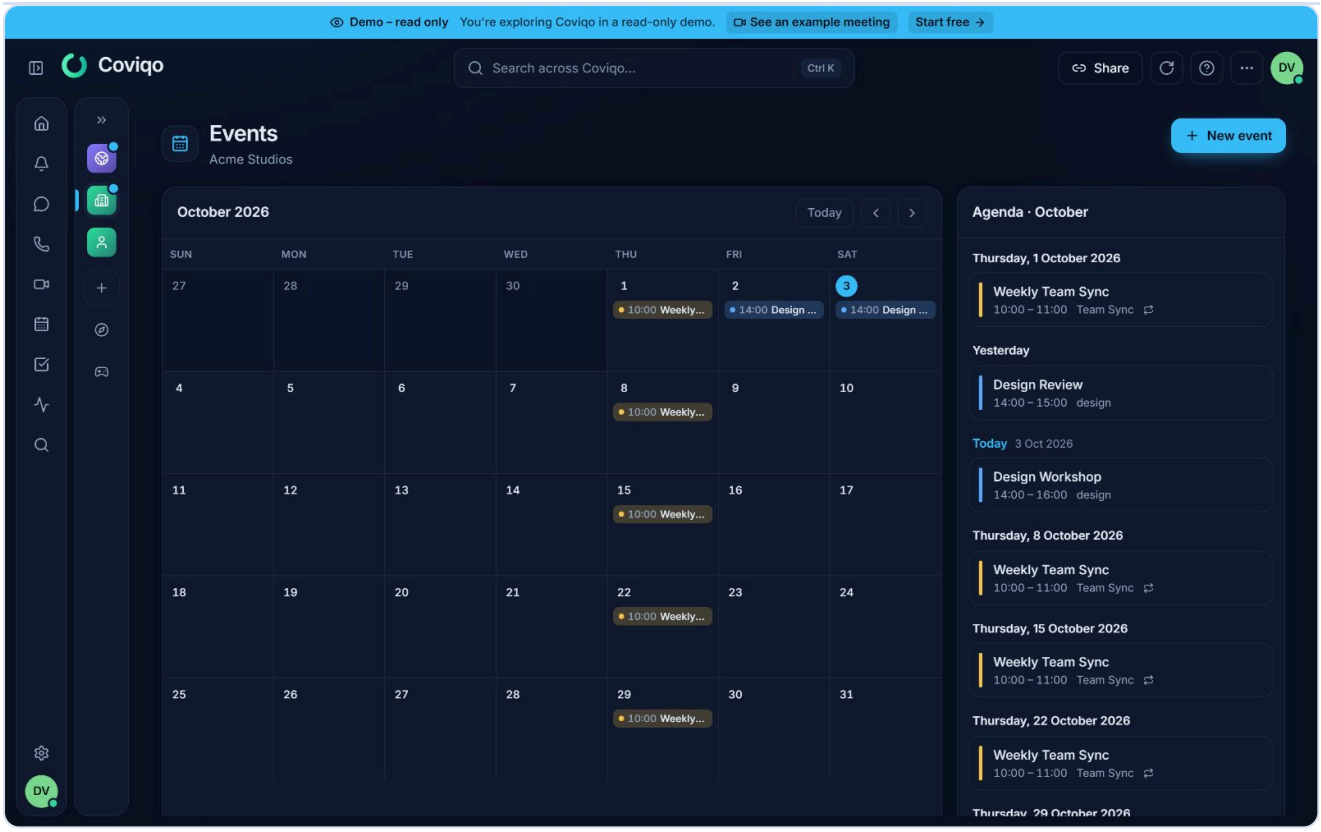


Figure 42.2 Space calendar with month grid and agenda

> **TIP**
>
> If you have connected an external calendar (see *Calendar sync* below), its entries appear in the grid with a dashed outline. Use the eye button **Hide external calendars** / **Show external calendars** in the calendar header to toggle them. Coviqo remembers this choice on each device.

42.3 Creating an event

1. Click **New event** in a room's **Events** tab or in the space calendar.
2. Fill in the dialog:
   - **Title**: required, for example "Weekly Team Sync".
   - **Description**: agenda, links, what to prepare. **Markdown is supported.**
   - **When**: **Start** and **End** date and time, or tick **All day**. The end must be after the start.
   - **Time zone**: defaults to the time zone of your browser.
   - **Repeat**: **Does not repeat**, **Every day**, **Every week on {day}** or **Every month on day {day}**. Events created by other tools can show **Custom recurrence**.
   - **Where**: the **Room** the event belongs to, or **Whole space (no room)**. Only rooms you may create events in are offered. Optionally enter a **Location**, such as an address or a meeting link.
   - **Online meeting**: tick this to create a video meeting with join link, lobby, recording and transcript. This option is **Not available for all-day events**.
   - **Reminders**: choose one or more of 5 minutes, 15 minutes, 30 minutes, 1 hour and 1 day before. New events start with a 15-minute reminder.

- **Registration**: tick **Requires registration** if people should register instead of just saying they're going. Set a **Capacity** to limit seats, or leave it empty for **Unlimited**.

3. Click **Create event**. You see **Event created**, or **Event with online meeting created** if you ticked **Online meeting**.

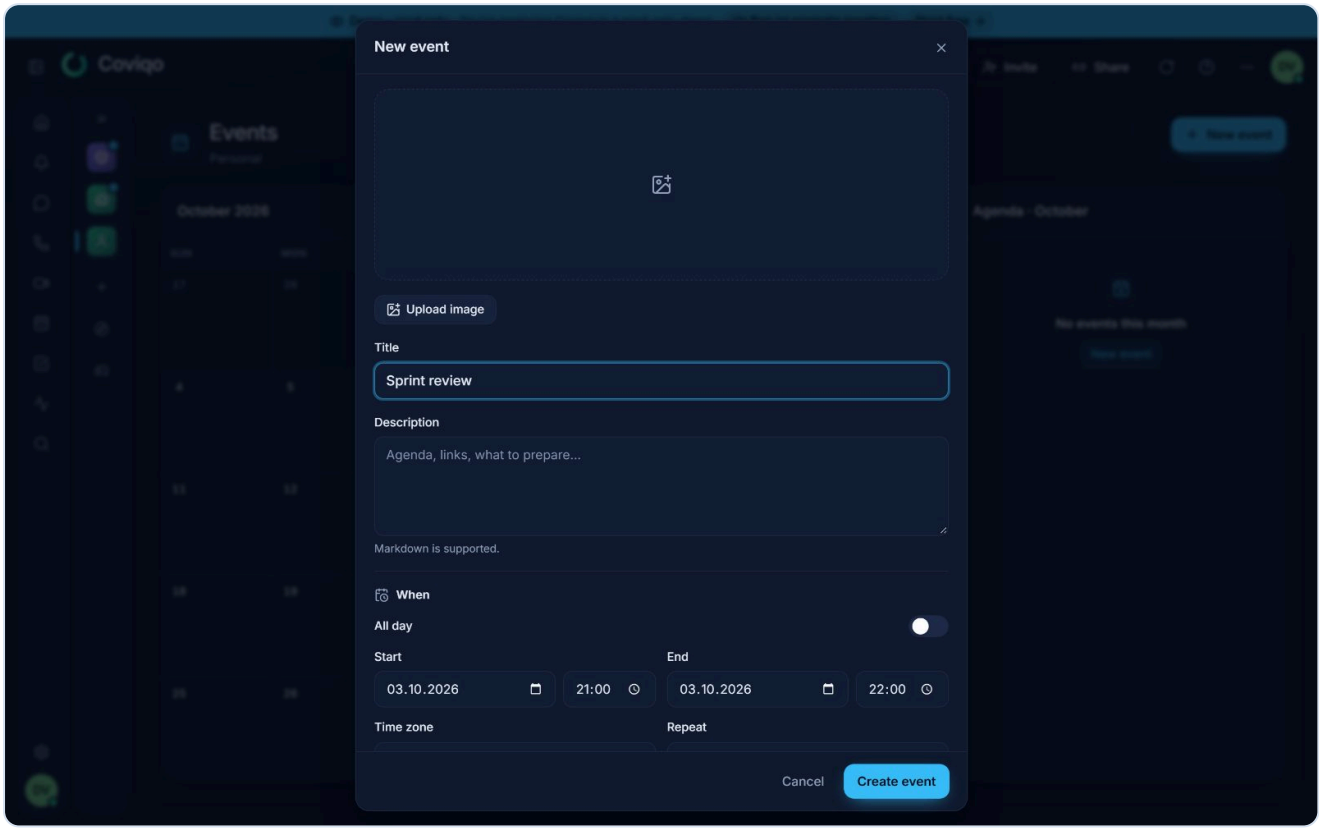


Figure 42.3 The New event dialog

As the organizer, you are automatically listed as a participant (**Going**, or **Registered** for events with registration), with reminders switched on.

42.4 Responding to an event

Click an event anywhere in Coviqo to open its details. The details show the time, the organizer (**Organized by {name}**), the description, the location and the list of **Participants**.

Under **Your response** you can choose:

Response	Meaning
Going	You will attend.
Maybe	You might attend.
Decline	You will not attend.
Register	Only for events with registration. Takes one of the available seats. When all seats are taken, the event shows **Event full**.

After registering you see **You're registered**. **Cancel registration** frees your seat again.

Remind me controls whether you get a reminder for this event. It is switched on automatically when you answer **Going**, **Maybe** or **Register**, and you can switch it off per event.

You can also respond without opening the event: right-click the event (press and hold on a touch screen) and choose **Respond** › **Going**, **Maybe** or **Decline**. The same menu offers **Open details**, **Join meeting** (for events with an online meeting), **Add to calendar (.ics)**, **Copy link** and, for organizers, **Cancel event**.

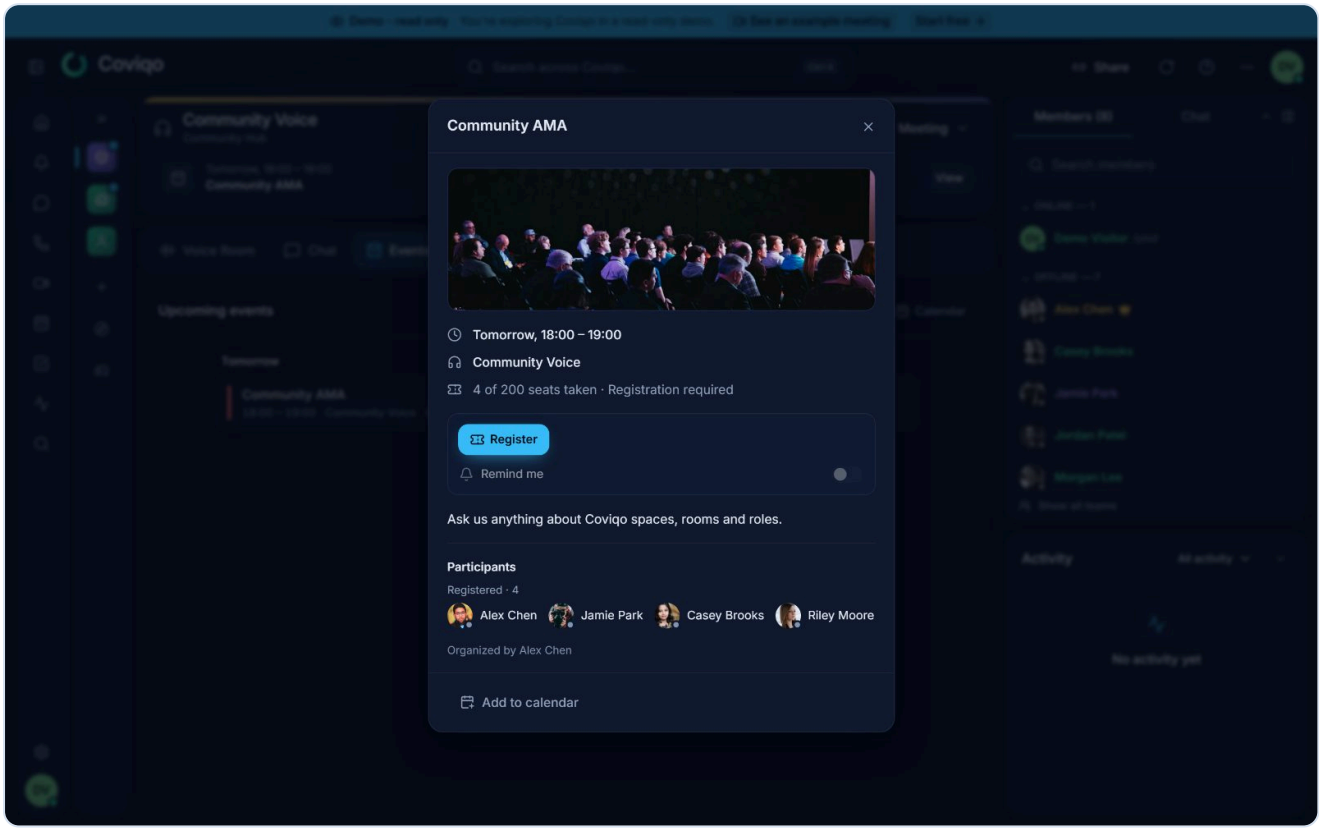


Figure 42.4 Event details with RSVP buttons and participants

42.4.1 Reminders

Coviqo sends an **Event reminders** notification at each reminder time the organizer configured. Reminders go to participants who answered **Going**, **Maybe** or **Registered** and left **Remind me** on – and who can still see the event: people who left the space or room, or whose guest access ended, get no reminders. If several reminder times fall in the same moment, for example after you joined late, you get only one reminder. How the reminder reaches you (in-app, push, e-mail) is set in **Settings** › **Notifications**. See the chapter *Notifications*.

42.5 Editing and canceling

Organizers, and members with **Manage events**, can open an event and edit it (**Edit event**). Participants see the changes right away.

If you move the start time of an event, participants see it in their catch-up as "Your event was moved: {from} → {to}". See the chapter *Catch-up and activity*.

42.5.1 Moving an event to another room

An event can move to another room of the same space – or to the whole space and back – without being recreated. Open **Edit event**, pick the new **Room** under **Where** and click **Save**.

- The event keeps everything that belongs to it: participants and their responses, registrations, tickets, reminders and an attached online meeting. Only the room changes.
- A recurring event moves as a whole series; the dialog says so ("The whole series moves …").
- You need **Manage events** in the current room *and* in the new room. For events you created yourself, **Create events** in the new room is enough. The list only offers rooms where this applies, where the **Events** module is switched on and that are not archived. **Whole space (no room)** works the same way with your space-wide permissions.
- An event with an online meeting can only move into rooms where **Meetings** is switched on; the meeting moves along.
- Members of both rooms see the change right away. People who can't see the new room keep their response, but no longer see the event (and get no reminders) until they get access to the room.

The move is recorded in the activity log and in the audit log of the space (**Moved an event to another room**). Bots can move events too, with the same rules (see the chapter *Bots*).

To cancel, choose **Cancel event** in the details or the context menu and confirm. For a single event, ""{title}" will be canceled for everyone." For a recurring event, all occurrences are canceled. A canceled event stays visible with the banner **This event has been canceled.** If the event has an online meeting that has not started yet, the meeting is canceled too and its invitees – also external ones – get a cancellation e-mail that removes the entry from their calendar.

> **WARNING**
>
> Canceling a recurring event cancels the whole series for everyone. Coviqo has no option to cancel only a single occurrence.

42.6 Adding a single event to another calendar

To put one event into a calendar app without connecting a calendar account, choose **Add to calendar** in the event details, or **Add to calendar (.ics)** in the context menu. Coviqo downloads an `.ics` file that you can open with Outlook, Apple Calendar, Google Calendar or any other calendar application.

Meeting invitations sent by e-mail also contain a calendar invitation, so most mail programs offer to add them to your calendar directly. Accept or decline such a meeting in Coviqo (**Accept or decline** in the e-mail, or **Respond** in Coviqo) – replies from your calendar program don't reach Coviqo. See *The invitation e-mail* in the chapter *Meetings*.

The `.ics` file is a snapshot. If the event changes later, the copy in your calendar is not updated. For automatic updates, use calendar sync.

42.7 Calendar sync

Calendar sync connects Coviqo with **Microsoft 365** (Outlook, Exchange Online and personal Microsoft accounts) or **Google Calendar** (Google Workspace and personal Google accounts). The sync works in both directions.

42.7.1 What syncs

Direction	What happens
Coviqo → your calendar (**Add Coviqo events**)	Events and meetings you created, were invited to, answered **Going**, **Maybe** or **Registered** to, or take part in as a meeting participant are written into the chosen calendar. The entry includes the description, location, recurrence, time zone, a reminder and the Coviqo join link. Usually this takes a few seconds.
Your calendar → Coviqo (**Show external events**)	Entries from the connected calendar appear read-only in your Coviqo calendar views, with a dashed outline. Coviqo checks for changes every 5 minutes, or right away when you click **Sync now**. It looks at entries from 30 days in the past to 180 days in the future.
Changes made outside Coviqo	If the **organizer** edits the Coviqo entry in Outlook or Google Calendar (title, description or time), the Coviqo event or meeting is updated too. If the organizer deletes that entry, the event is canceled in Coviqo and all participants are notified. If a participant deletes their copy, only that participant's link is removed.

Some details you should know:

- Each person gets their own copy of an event in their own calendar. Coviqo does **not** send invitations through Microsoft or Google.
- When an event is canceled, when you decline it, or when you are removed from it, Coviqo removes the entry from your external calendar again.
- External entries are only visible to you. Other members of your spaces never see them.
- Clicking an external entry offers **Open in {provider}**.

42.7.2 Connecting a calendar

1. Open **Settings › Connected services**.
2. Under **Connect a calendar**, click **Connect Microsoft 365** or **Connect Google Calendar**.
3. Sign in with the provider and allow access. For work accounts, your IT department may need to approve Coviqo first.
4. You come back to Coviqo and see "{provider} connected – the first sync is running".

Finish the sign-in in the same browser you started it in; a connection started in another browser is refused ("The connection was started in another browser or session"). In the desktop app the provider opens in your system browser, which then asks to open the Coviqo app again to complete the connection.

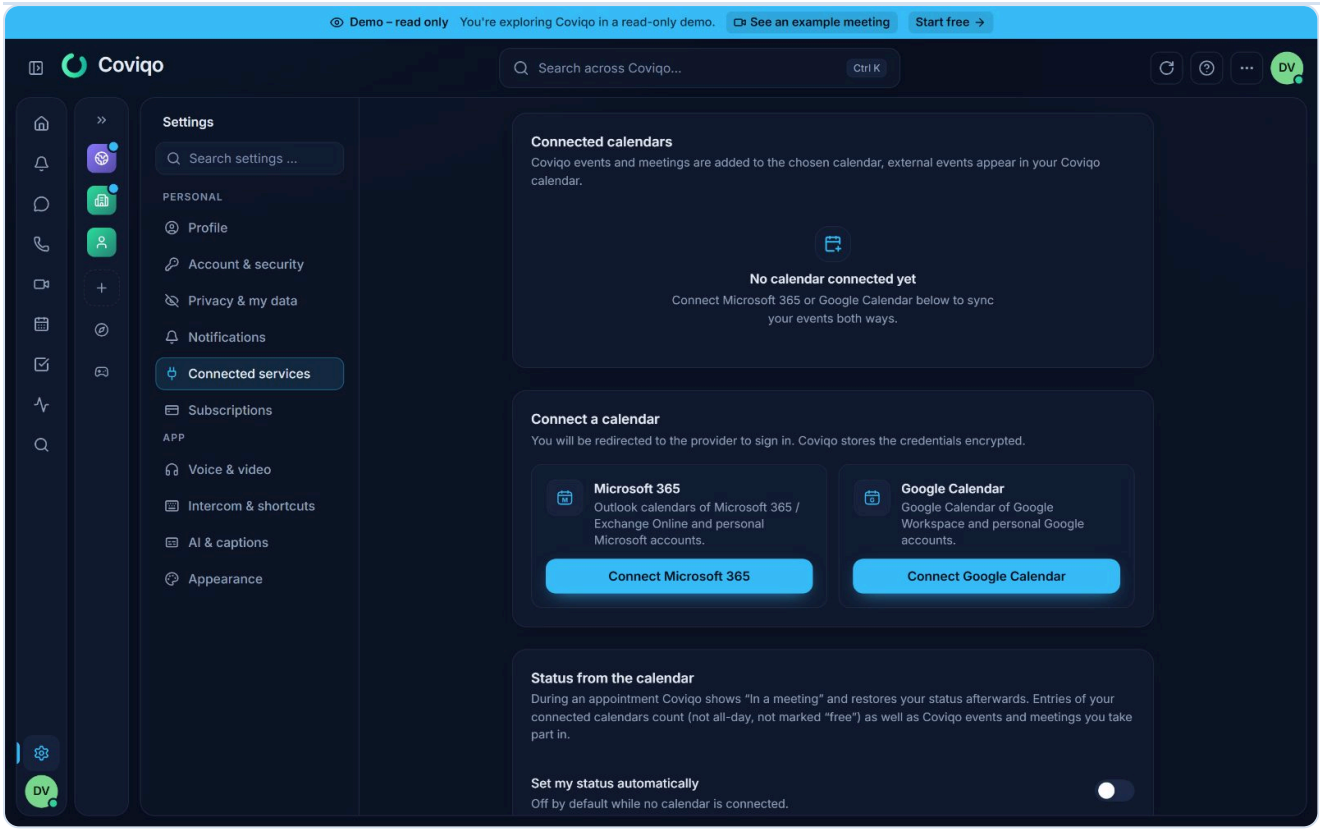


Figure 42.5 Calendar settings with a connected Google calendar

If a provider shows **Not set up**, the operator of your Coviqo server has not configured it yet. Contact your administrator.

> **NOTE**
>
> Coviqo stores the access tokens for your calendar encrypted. It only asks for permission to read and write calendar entries, never for access to your mailbox or files.

42.7.3 Settings per connection

Each connected calendar appears under **Connected calendars** with its status (**Active**, **Error** or **Disconnected**) and the time of the last sync (**Last synced {when}**). You can change:

- **Calendar**: which calendar Coviqo writes to and reads from. The provider's default calendar is marked **default**. If you choose a different calendar, existing Coviqo entries are moved there ("Calendar changed – events are being transferred again").
- **Add Coviqo events**: switch off if you don't want Coviqo events and meetings in your external calendar.
- **Show external events**: switch off if you don't want to see your external entries in Coviqo.
- **Sync now**: start a sync right away instead of waiting up to 5 minutes.

42.7.4 When something goes wrong

- **Error**: the last sync failed, for example because the provider was briefly unavailable. "The last sync failed. Coviqo retries automatically." Usually nothing needs to be done.
- **Disconnected**: access expired or was revoked, for example because you changed your password with the provider or an administrator withdrew consent. You also get a notification. Click **Reconnect** and sign in again.

42.7.5 Disconnecting

Click **Disconnect** on the connection and confirm **Disconnect {provider}?**. Coviqo loses access, and the external entries disappear from your Coviqo calendar.

The **Keep transferred events** option decides what happens to the entries Coviqo added to your external calendar. With the box ticked they stay there. If you untick it, Coviqo deletes them from the external calendar.

For Google, Coviqo also revokes its access at Google. Microsoft doesn't offer this, so you may want to remove the app in your Microsoft account yourself as well (at myapps.microsoft.com).

42.7.6 Known limitations

- Outlook can't store some complex recurrence rules, such as "last day of the month". Such series appear in Outlook as a single entry for the first occurrence. Google receives the full rule.
- Changes to a **single occurrence** of a series in your external calendar are not copied back to Coviqo. Changes the organizer makes to the whole series (title, time) are.
- Changes to the recurrence rule itself are not copied back from the external calendar.

WORKING TOGETHER · CHAPTER 43

Status from the calendar

Coviqo can show **"In a meeting"** automatically while you are in an appointment and restore your status afterwards.

43.1 What counts

- Entries of your connected calendars (Microsoft 365 or Google, see **Settings** → **Connected services**) that are marked as busy – not all-day entries and not entries marked as "free" or "working elsewhere".
- Coviqo events and meetings you take part in: your own events, events you accepted, meetings you organise or are invited to (unless you declined).

During such an entry your status becomes **Busy** and others see "In a meeting until 14:00". If you like, choose **Do not disturb during appointments** – your status then becomes **Focus** and calls ring silently.

43.2 Settings

Settings → **Connected services** → **Status from the calendar**:

- **Set my status automatically** – on by default as soon as a calendar is connected.
- **Show the title of the entry** – others then see "In a meeting: Sprint review". Off by default; people who do not share a space with you never see the title.
- **Do not disturb during appointments** – Focus instead of Busy.

43.3 Your own choice wins

The calendar only changes your status while you have chosen **Online**. If you pick a status yourself during an appointment (Busy, Focus, Invisible – or Online to be reachable), the calendar status ends for that appointment. Your custom status text stays visible. Being away from the keyboard does not end it.

The status changes within a minute; appointments from external calendars appear after the next synchronisation (at the latest after five minutes).

STAYING UP TO DATE · CHAPTER 44

Catch-up and activity

After a few hours or a few days away, you usually want to know what happened while you were gone. Coviqo has three views for that: the catch-up ("What did I miss?"), the activity feed and the decision log. This chapter explains what each one shows, how Coviqo decides what counts as new, and how to adjust the catch-up to fit you.

44.1 The catch-up: "What did I miss?"

The catch-up collects what matters to you personally since your last visit. It shows new decisions, questions addressed to you, tasks that are due, events that were moved or canceled, meetings you missed, busy discussions, and a summary of activity in your rooms.

You find it in two places:

- **On the home page**: below the greeting, the line **Since your last visit:** shows the counts; **View all** opens the full catch-up right there, the double tick marks everything as seen. This catch-up covers all your spaces. Below it, **Catch-up per space:** links to the catch-up of each space.
- **For a single space**: right-click the space icon in the sidebar (press and hold on a touch screen) and choose **What did I miss?**. The page is titled **What did I miss? · {space}** and covers only that space. The space overview page also shows a short **Since your last visit:** line with counts and a **View all** link below the space name.

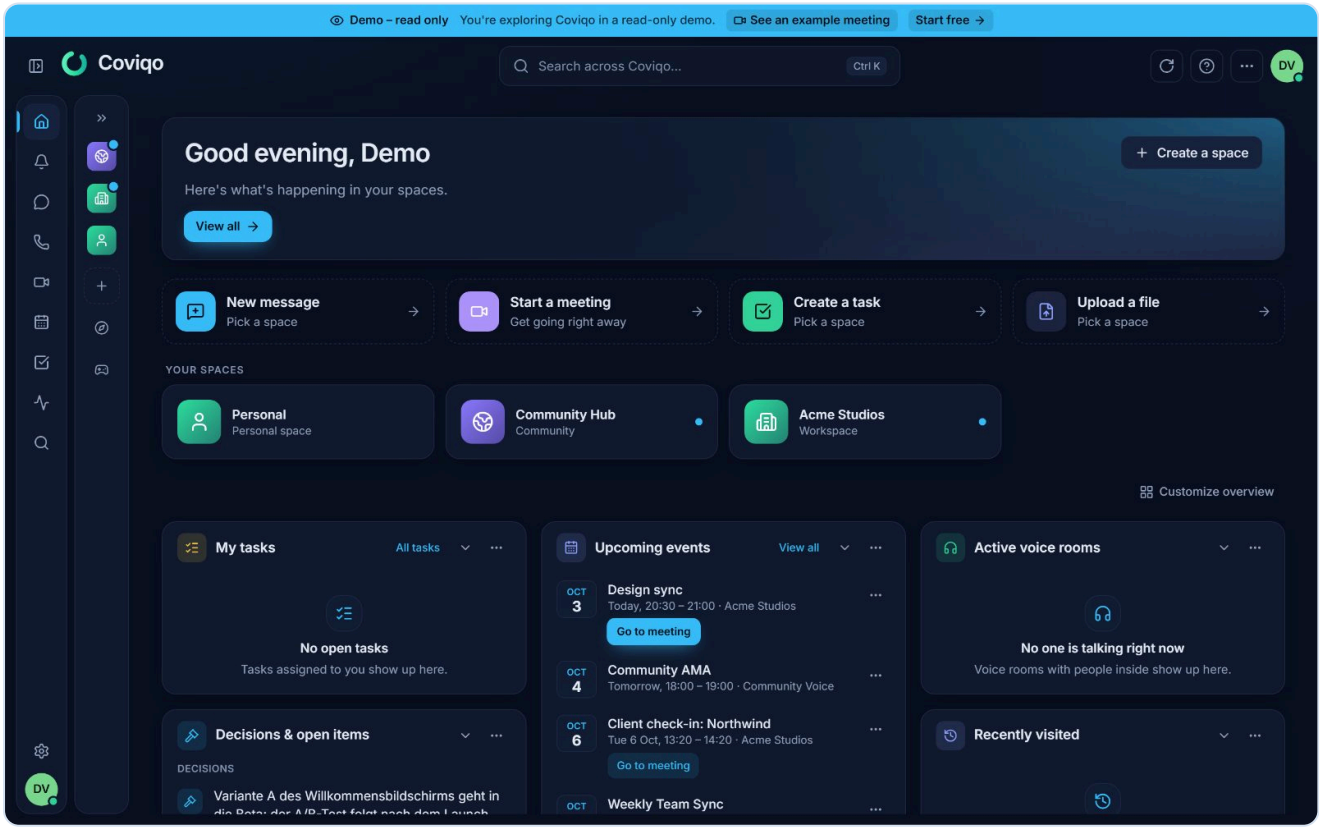


Figure 44.1 The catch-up on the home page

44.1.1 Choosing the period

At the top of the catch-up, pick the period:

Option	What it covers
Since last visit (default)	Everything since you last clicked **Mark all as seen**. If you never did, everything since the end of your last visit. If that is unknown too, the last 7 days.
Today	Everything since midnight in your time zone.
7 days	The last 7 days.
Period	A range you choose with **From** and **To**. The end can't be in the future.

The heading tells you exactly which period you are looking at, for example "Everything since {date} (last marked as seen)". Every period is limited to **30 days at most**.

44.1.2 Mark all as seen

When you have read everything, click **Mark all as seen**. The next time you open the catch-up with **Since last visit**, it starts from this moment. Anything that arrives after you clicked stays new.

The home page and the space catch-ups are linked:

- If you mark everything as seen on the home page, those entries don't show up again in any space.
- If you mark everything as seen in one space, that space's entries also disappear from the home page.

Coviqo doesn't move the marker just because you looked at the page. It only moves when you click **Mark all as seen**.

> **NOTE**
> Open tasks that are overdue or due soon stay in the catch-up until you finish them, whatever period you choose. They describe a state, not an event in the past.

When nothing is new, you see **You're all caught up**.

44.2 What the catch-up shows

The catch-up is split into cards. You can collapse each card. Long lists end with **Show more ({count})**. You only ever see entries from rooms you have access to. Guests only see entries from the rooms shared with them.

44.2.1 Decisions

New decisions from meetings, and decisions that were replaced (**Decision superseded**). Some decisions are highlighted and sorted to the top:

- **Affects your task**: the decision came from a meeting that produced a task assigned to you.
- **You're responsible**: you are named as responsible for the decision.
- **Replaces your decision**: it replaces a decision you were responsible for.

44.2.2 Mentions & replies

Messages that mention you (directly or through one of your roles) and replies to your messages, including meeting chats. A mention that contains a question is labelled **You're asked for feedback · {actor}**. As long as you haven't written anything in that room since then, it is marked **Waiting for your answer** and appears at the very top.

Mentions are personal, so they appear even if you muted the room.

44.2.3 Your open tasks

Tasks assigned to you that are **Overdue**, due within the next 48 hours (**Due {due}**), or **Newly assigned** by someone else.

If you organize meetings, this card also shows:

- tasks from your meetings where someone asked for a correction (**Correction requested for a task from your meeting**),
- meetings whose drafts wait for your review ("{count} drafts wait for your review"),
- open items proposed for the agenda of your meetings in the next 7 days (**Proposed for the agenda of “{meeting}”**).

44.2.4 Events & meetings

- Events you take part in that took place during the period (**Event took place**).
- Events that were moved (**Your event was moved: {from} → {to}**). You don't see this for events you moved yourself.
- Events that were canceled before they took place (**Event canceled**), including canceled meetings.
- Meetings you were invited to but never joined (**Missed meeting – see the results**), with a link to the summary or the results. For a recurring meeting this is shown for each occurrence you missed; a declined invitation is never "missed".

44.2.5 Important discussions

Conversations in your rooms that were noticeably busier than usual. Coviqo shows the numbers behind each entry, for example "12 replies, 5 people · usually ≈ 2". An entry appears when:

- a thread got at least 4 replies (or twice the usual number for that room) from at least 3 people, or at least 6 reactions from 3 people,
- a chat suddenly got busy: at least 8 messages (or three times the usual amount) from at least 3 other people within 2 hours,
- a message was posted in an announcement room (**Announcement**),
- a message was pinned by someone else (**Newly pinned**).

Discussions you took part in during the period are left out, because you didn't miss them.

44.2.6 Activity in your rooms

A count per room of what others did: "3 new files, 2 notes changed, 1 task done", plus new events and ended meetings. This card needs the **View activity** permission.

44.3 Acting on entries

Each entry shows an icon, the reason ("Anna mentioned you"), a link to the item and, where it makes sense, action buttons:

Action	Where	Result
Title link	All entries	Opens the message, task, event, decision or meeting and highlights it.
Mark as done	Tasks	Completes the task (**Task completed**).
Accept task	Tasks from meetings	Confirms that you take on the task (**Task accepted**).
Add to the agenda	Agenda proposals	Puts the item on the agenda of the next meeting (**Added to the agenda**).
Hide	All entries	Removes this entry from your catch-up (**Hidden**, with **Undo**).

A hidden entry comes back if its situation changes, for example when a task that was due soon becomes overdue.

44.4 The AI summary "While you were away ..."

At the top of the catch-up, Coviqo can add a short paragraph that sums up the most important entries in a few sentences. Each sentence ends with small superscript source numbers ([1], [2] ...) that link to the entry it is based on. The paragraph is marked **AI-generated from the entries below – the numbers link to the sources.**

- The summary is created in the background. While it is being written you see **Creating the summary ...**.
- It only uses entries you are allowed to see, and only from spaces where AI summaries are allowed by the platform, the plan and the space settings.
- Sentences without a valid source are discarded, so the paragraph can't make up facts that are not in the list below it. Sentences that mention you by name or turn a task into a meeting or discussion are discarded too.
- The paragraph only tells you what is **new** since your last visit. Tasks that were already assigned to you and are still due stay in the list, but they are not summarised again: after **Mark all as seen**, if only such tasks are left, there is no paragraph – the line above it (for example "2 tasks due") says enough.
- With only one or two new entries, Coviqo writes the sentences itself from the entries, without AI. They carry the note **Put together automatically from the entries below – the numbers link to the sources.** instead of the AI label.
- The language follows your **Summary language** in **Settings › AI & captions**.
- If the AI service is unavailable, you see **The summary could not be created right now.** with **Try again**.
- The number of new summaries per person and per organisation is limited (by default 20 per hour and 60 per day for you). When the limit is reached, you see "You have requested many AI summaries recently – try again later." A summary that was already created is still shown.

The paragraph carries the label **AI-generated · <model>** – AI can make mistakes, so check the linked sources before you rely on a sentence.

To hide the paragraph, click the eye button (**Hide AI summary**) or switch off **Show AI summary** in **Settings › Notifications**.

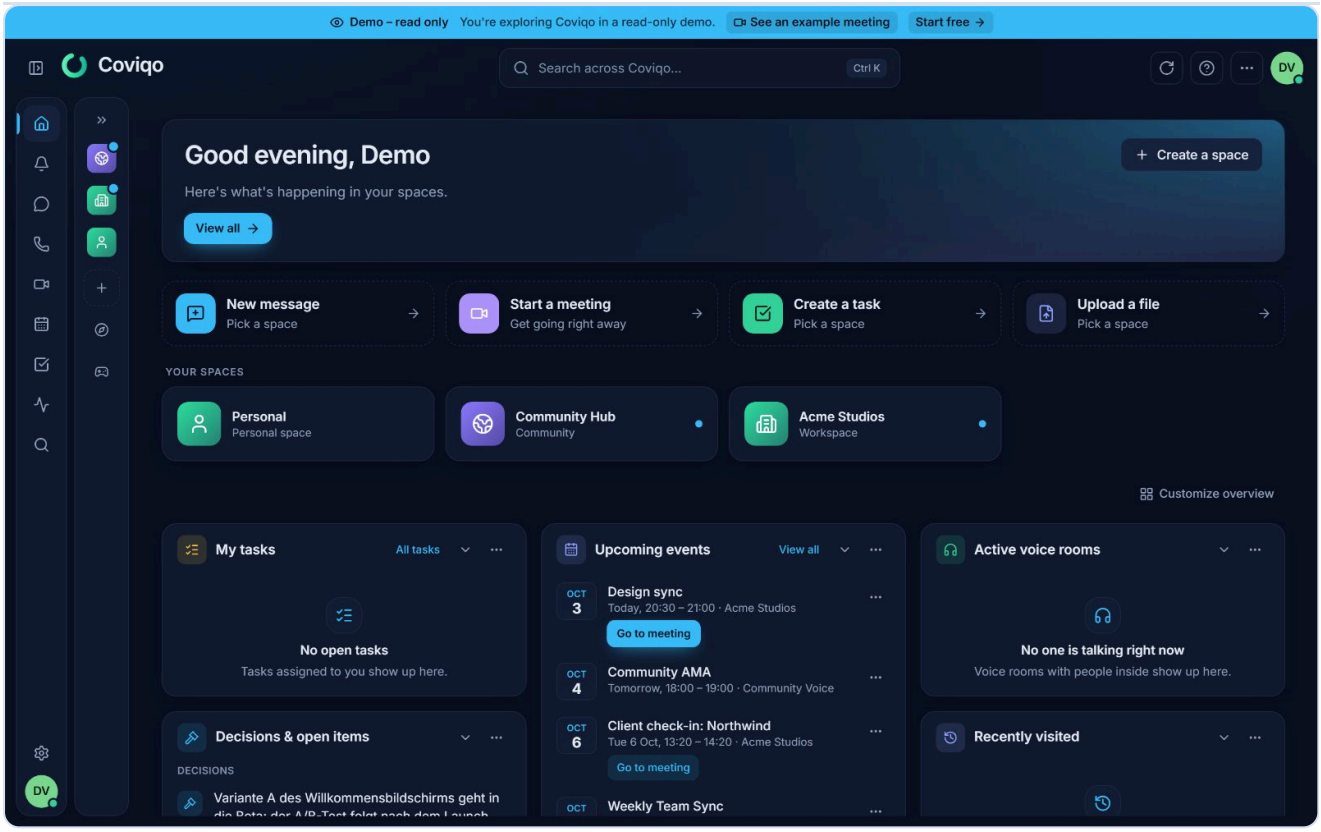


Figure 44.2 The AI summary with source links

44.5 Choosing which rooms appear

By default, every room in your sidebar that you haven't muted is included in the catch-up. Meeting rooms and archived rooms are not included. You can change this per room:

- Right-click a room in the sidebar and choose **Show in catch-up** or **Hide from catch-up**.
- Or open **Settings** › **Notifications** and scroll to **Catch-up "What did I miss?"**. Under **Rooms in the catch-up**, each space lists its rooms with a switch. Muted rooms are marked **Muted – still in the catch-up** or **Muted – therefore hidden**.

> **TIP**
> Muting a room stops its notifications, but you can still keep it in the catch-up. That way you can read a busy room once a day in the catch-up instead of being notified about every message.

If you explicitly hide a room from the catch-up, its mentions disappear from the catch-up too. Tasks assigned to you are always shown.

44.6 The activity feed

The activity feed is a plain timeline of what happened in your spaces, newest first. Open it with **Activity** in the sidebar. The page is titled **Activity** ("What happened across your spaces.").

- Use the space filter to show one space or **All spaces**.
- Scroll down and click **Load more** for older entries.

- Consecutive entries of the same person in the same space within 30 minutes are grouped under one header with the name and avatar; a thin line separates the groups.
- Each entry shows who did what, for example **Shared a file**, **Completed a task**, **Scheduled an event**, **Joined the space**, **Connected {provider}** or **Meeting summary is ready**. Automatic entries are shown with **Coviqo** as the actor.

Each room also has its own feed. Open **Members & activity** in the room header. The **Activity** list there can be filtered by **All activity**, **Files**, **Tasks**, **Notes**, **Members** and **Events**.

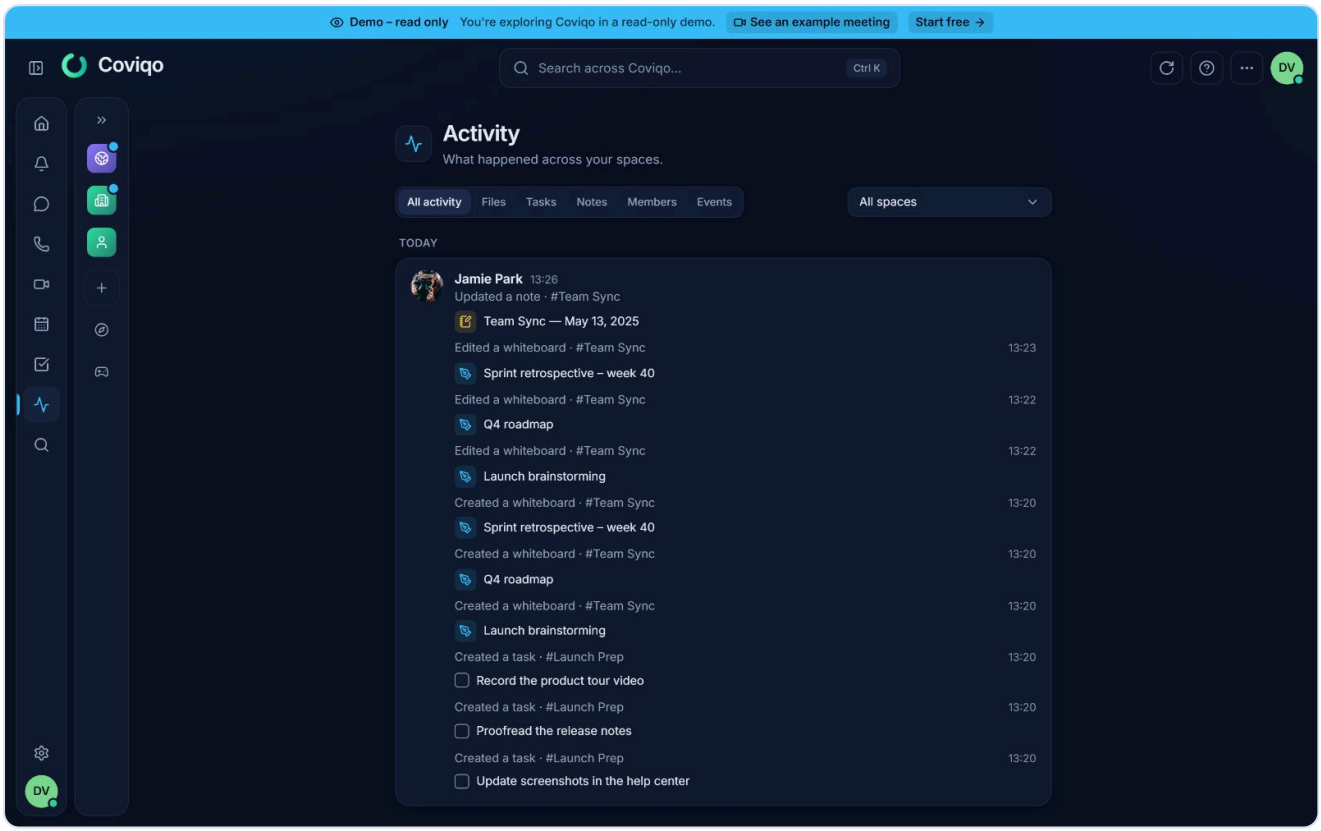


Figure 44.3 The activity feed across all spaces

What you see in the feed:

- Only spaces where you have the **View activity** permission.
- Only activity in rooms you can access, plus activity at space level. Guests only see their shared rooms.
- Moderation entries, such as **Removed a member**, **Banned a member** or **Resolved a report**, are only visible to moderators and to members who may view the audit log.

> **NOTE**
>
> The activity feed shows *everything* visible to you in the order it happened. The catch-up is a selection of what is relevant to *you*. For a quick overview after being away, use the catch-up. To look up what happened on a particular day, use the feed.

44.7 The decision log

Decisions published from meetings are collected in a decision log. It answers questions like "What did we decide about the release date?", even months later.

- **Per room**: the **Decisions** tab of a room lists the decisions that belong to that room.
- **Per space**: open **Meetings** for a space and click **Decisions**, or click **Decision log** in the **Decisions & open items** card on the space overview. The page is titled **Decisions** ("Decision log of {space}") and covers all rooms you can see plus space-level decisions.

The log offers:

- A search field (**Search decisions ...**). It finds whole words and the beginnings of words, for example "quart" finds "quarterly". Enter at least two characters.
- A status filter: **Valid** (the default), **Superseded** or **All**.
- On the space page, a room filter (**All rooms** or a single **Room**).

Each decision shows its statement, the meeting it came from (**From the meeting "{title}"**), a **Revisit** date if one was set, and its history. A decision that was replaced shows **Superseded by "{statement}" ({date})**. The decision that replaced it shows **Supersedes "{statement}" ({date})**. Where available, **Source** jumps to the position in the transcript or recording where the decision was made.

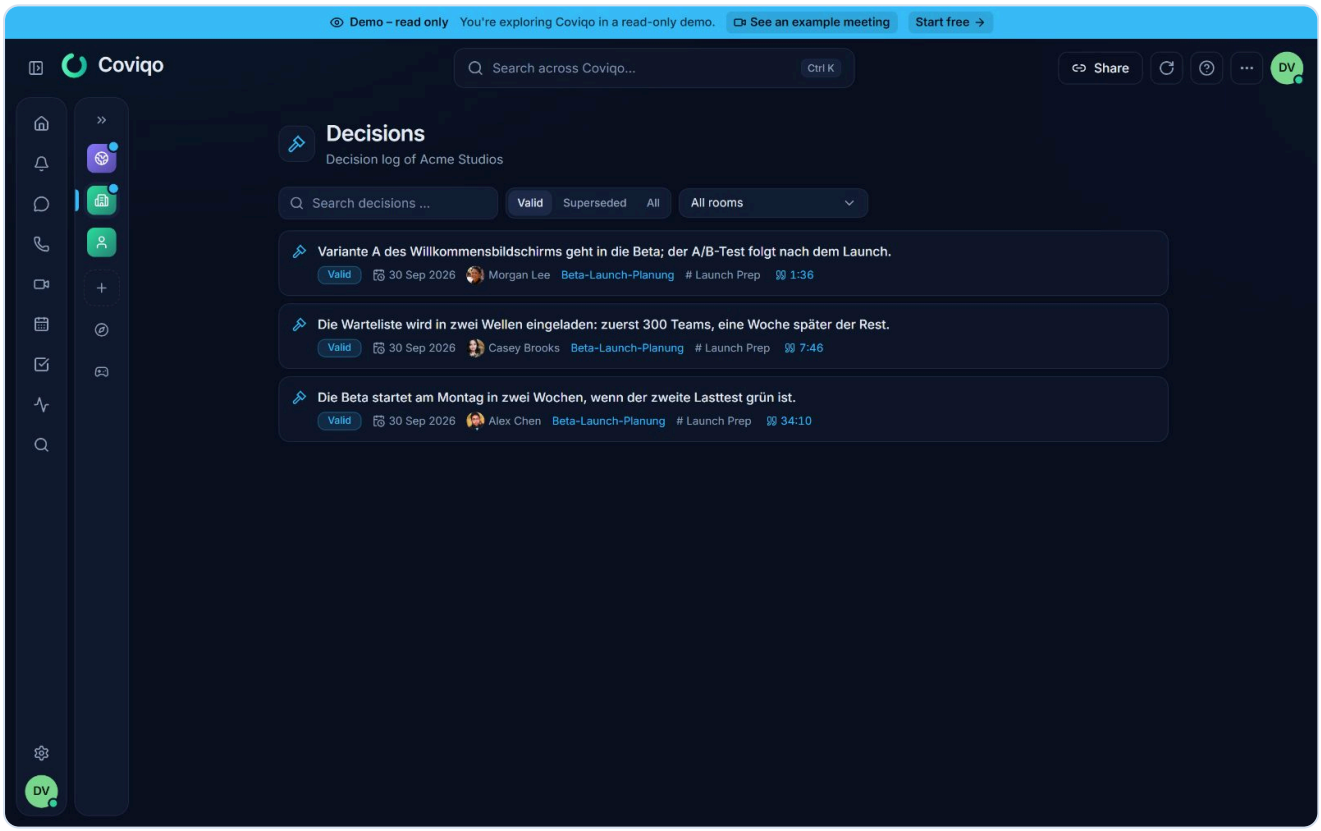


Figure 44.4 The decision log of a space

If the log is empty, you see **No decisions yet**. Decisions appear once meeting organizers publish them from the meeting results. How that works is described in the chapter *Meetings*.

STAYING UP TO DATE · CHAPTER 45

Ask the space

Instead of searching through chats, meeting summaries and the decision log yourself, you can ask a question in plain language – for example "What did we decide about the budget?" or "Who takes care of the invoices?". Coviqo's AI answers in a few sentences and names the sources for every sentence, so you can check them with one click.

The AI only uses content **you** are allowed to see. It runs on Coviqo's own servers in the EU; your question and the content found are never sent to a third-party AI service.

45.1 Where to ask

Where	What is searched
The **sparkles** button next to a space in the sidebar (appears when you point at the space; always visible on touch screens)	the whole space
Ctrl K (⌘K on a Mac) inside a space: **Ask the space**, or type your question and choose **Ask the space: "…"**	the whole space
The sparkles button in a room's header: **Ask this room** (on phones in the **…** menu)	this room
Ask this meeting on a meeting page	this meeting – for a series, all its occurrences

45.2 What the answer is based on

Coviqo looks at messages and thread replies, forum posts, meeting summaries and transcripts, decisions, tasks, notes, agenda items and file names. Two things are never searched:

- **End-to-end encrypted rooms** and **direct messages** – the server cannot and does not read them. The panel reminds you with the badge **Encrypted rooms are not searched**.
- Content you can't open yourself, for example private rooms you are not a member of or meeting transcripts that only participants may read.

45.3 Reading the answer

Every sentence ends with small numbers. Click a number to highlight its source below the answer. Each source card shows the type (message, decision, meeting summary …), the room, the author, the date and the passage the AI read. **Open** takes you directly to the message, note, task, decision or meeting.

If Coviqo finds nothing that answers your question, it says **I found nothing about this.** Try other words or ask more precisely. The AI does not guess: sentences without a source, and sentences with numbers that don't appear in their sources, are removed before you see the answer.

You can ask follow-up questions in the same conversation, for example "And who is responsible?". **New conversation** starts over.

> **NOTE**
>
> The conversation is only kept for one hour after your last question and then deleted. Nobody else can see it.

45.4 Feedback and saving

- **Was this helpful?** Click the thumbs up or down. Coviqo only counts the click – your question and the answer are not stored with it.
- **Save as note** stores the answer with its list of sources as a note. In a room conversation it goes into that room; otherwise you choose the room. If the answer is based on content from other rooms, Coviqo asks you to confirm, because people reading the note may not be allowed to see those sources. Answers can't be saved into encrypted rooms.

45.5 When "Ask the space" is not available

The panel tells you why:

Message	Reason
Not included in this plan	"Ask the space" is part of Community Pro, Business and Enterprise.
Switched off in this space	A space admin switched it off under **Space settings › AI**, or AI summaries are off.
Used up for today	Each plan has a number of questions per person and day.
Not available for guests	Guests of a space can't ask the AI.
Encrypted room	Encrypted rooms are never processed on the server.

Space admins switch the feature on or off under **Space settings › AI › "Ask the space"**.

STAYING UP TO DATE · CHAPTER 46

Notifications

Coviqo tells you when something needs your attention: a mention, a task assigned to you, an event about to start, someone waiting in the lobby of your meeting. This chapter explains where notifications appear, which channels exist (in-app, push and e-mail), and how to control them per type, per space and per room so that you are informed without being flooded.

46.1 How notifications reach you

Every notification can be delivered through up to three channels:

Channel	Where it appears	Requirements
In-app	The **Notifications** page and the unread counter in the sidebar	None
Push	A system notification on your computer or phone, even when no Coviqo tab is open	Push enabled on the device (see below)
E-mail	Your inbox	A confirmed e-mail address

On top of that, while Coviqo is open but not in the foreground, you get a notification from your browser or the desktop app for every new in-app notification. See *Notifications on this device* below.

Coviqo never notifies you about your own actions. Ordinary chat messages don't create notifications either. They show up as unread markers on rooms and spaces in the sidebar. You are notified when someone addresses *you*: with a mention, a reply, an assignment or an invitation.

46.2 The Notifications page

Click **Notifications** in the sidebar. The number next to it is your unread count. On a phone, you find **Notifications** in the menu of the top bar.

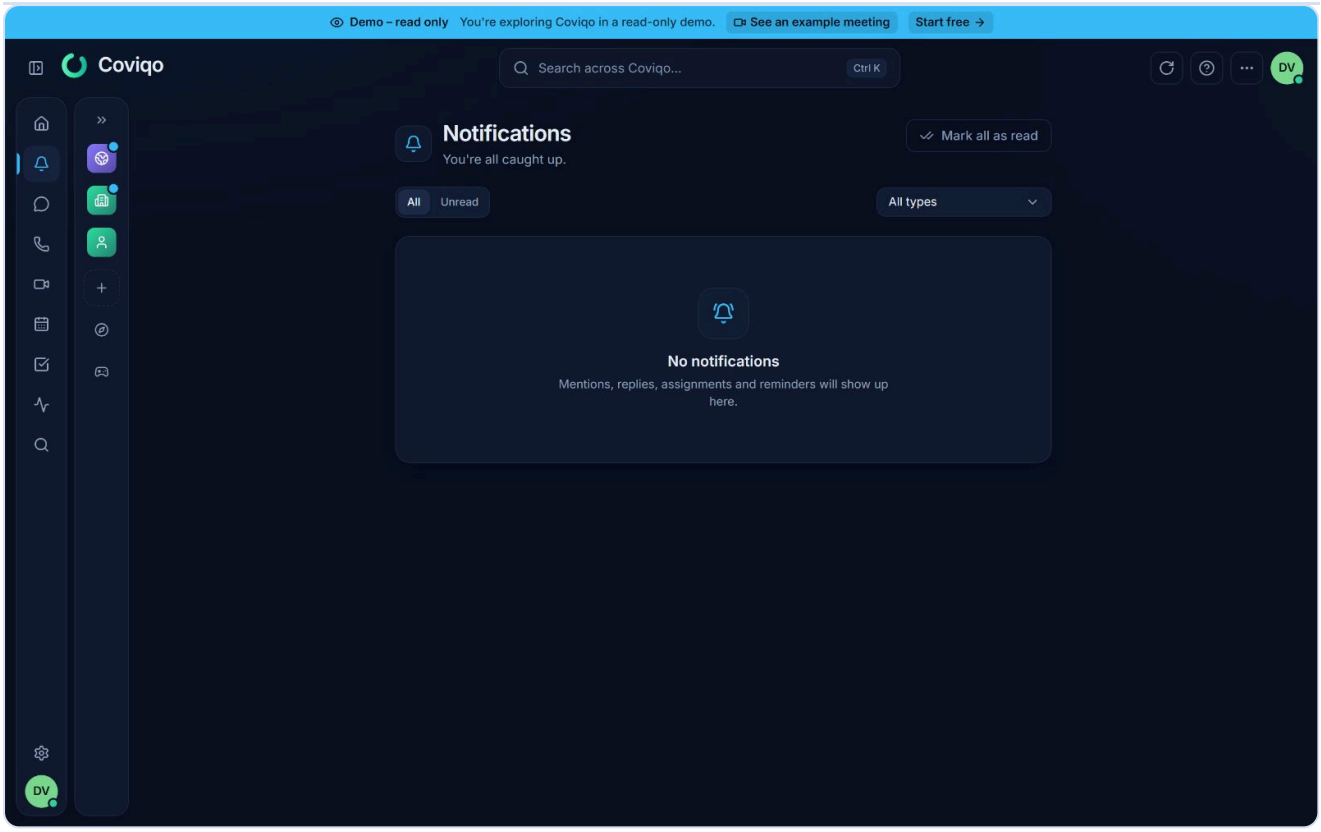


Figure 46.1 The Notifications page with filters

The page shows your notifications, newest first. The subtitle tells you how many are unread, or says **You're all caught up.**

- Switch between **All** and **Unread**.
- Use **Filter notifications** to show only one category: **Mentions & replies** (incl. replies in threads you follow), **Reminders**, **Tasks**, **Events**, **Meetings** or **Other**. **All types** shows everything again. **Reminders** also lists **My reminders** – the pending message reminders and those sent in the last 7 days (see *Threads, voice messages and reminders*).
- Click a notification to go straight to the message, task, event or meeting it is about. It is marked as read at the same time.
- Unread notifications have a **Mark as read** button (tick icon) on the right – click it to mark just this one as read without opening it.
- Use the **Notification actions** menu of an entry to **Mark as read** or **Delete** it.
- **Mark all as read** clears the unread counter in one go.
- **Load more** shows older notifications.

Some notifications ask you to do something – for example "… is waiting in the lobby". Once the request has been dealt with – nobody is waiting in the lobby any more (everyone was admitted or turned away, by you or another organizer, or left), or the meeting has ended – the notification is marked as read automatically and shows a green **Done** badge, so you can see at a glance that nothing is left to do.

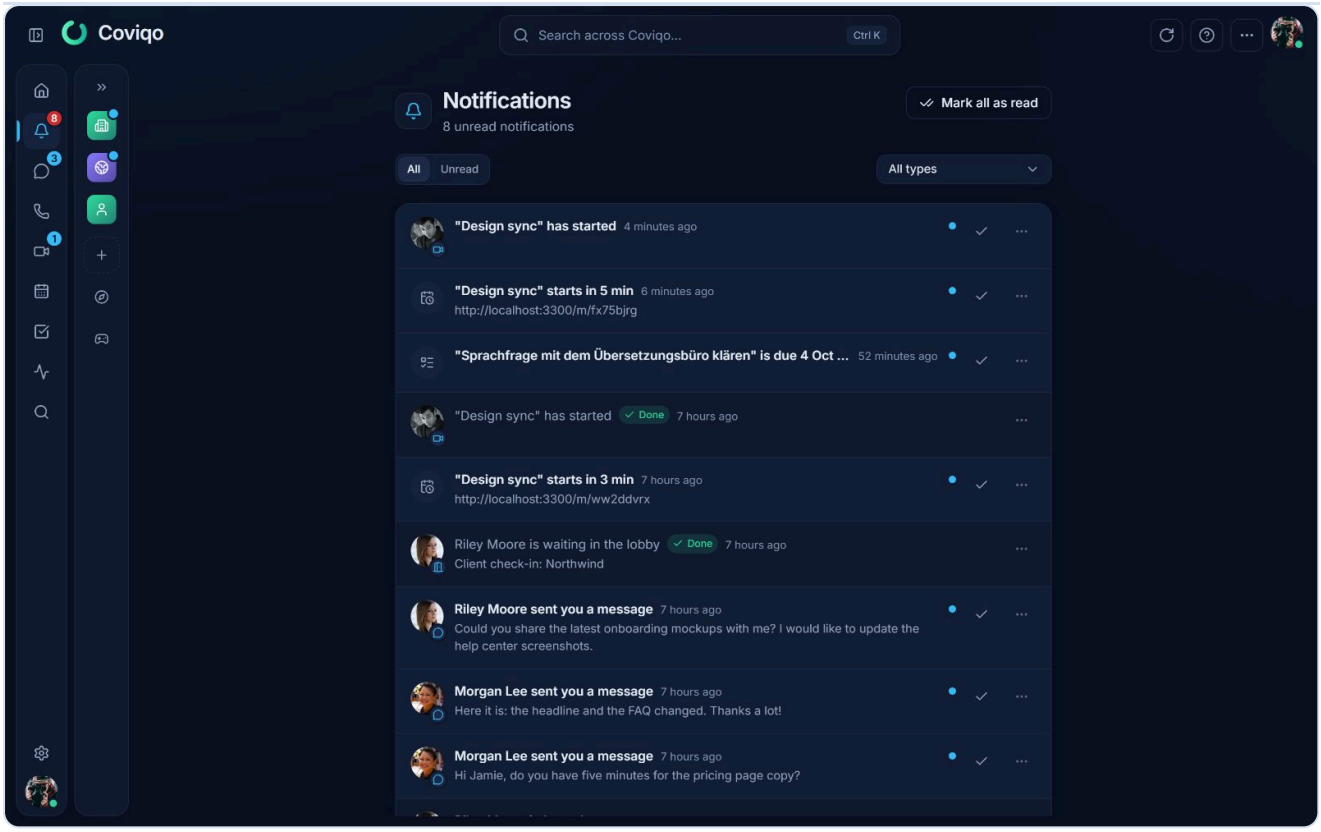


Figure 46.2 A handled lobby request with the green Done badge

Notifications are kept for 90 days and then removed automatically.

> **TIP**
>
> The Notifications page lists single events as they happen. For a summary of everything relevant since your last visit, use the catch-up on the home page. See the chapter *Catch-up and activity*.

46.3 Notification types and defaults

Open **Settings › Notifications**. Under **Notification preferences** choose how much should reach you:

Preset	What it does
Everything	Every notification in the app and as push; e-mails as with *Important*.
Important (recommended)	The defaults of new accounts (table below): everything in the app, push for direct messages, mentions, replies, calls, tasks, meetings and approvals, e-mail for invitations, assigned tasks, approvals, security and billing.
Only mentions & direct messages	Only direct messages and mentions (in-app and push). Security and billing messages still arrive in the app and by e-mail.
Custom	Shows the full table – choose every type and channel yourself.

Choosing a preset saves it right away. Coviqo recognises your current setting: if it matches a preset, that preset is selected; any other combination shows **Custom**.

Under **Custom** you see a table with one row per notification type and one column per channel: **In-app**, **Push** and **E-mail**; the groups (Conversations, Tasks & files …) can be collapsed. Tick or untick the boxes. "Changes are saved automatically", and you see **Saving …** and then **Saved**. To switch a whole channel on or off at once, use the checkbox in the column header (**Toggle all {channel} notifications**).

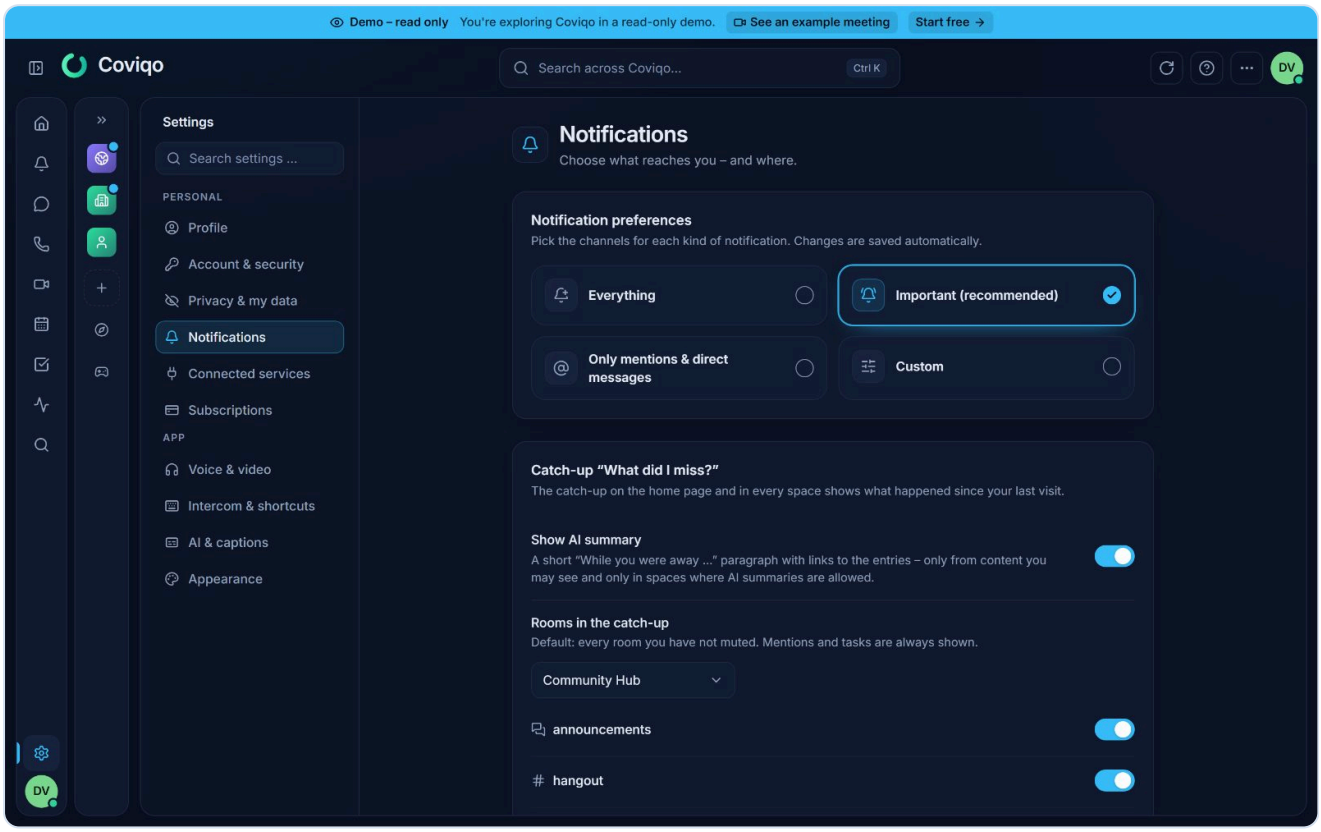


Figure 46.3 Notification preferences in the settings

The types are grouped as follows. The last column shows which channels are on by default.

Group	Type	Default channels
Conversations	**Mentions** – someone mentions you or a role you have, also in a comment of an office document	In-app, Push
	Replies – someone replies to one of your messages	In-app, Push
Tasks & files	**Task assigned**	In-app, Push, E-mail
	Task due	In-app
	Shared files	In-app
Threads & reminders	**Replies in threads** – a new reply in a thread you follow	In-app, Push
	Message reminders – a reminder you set with *Remind me* is due (also in muted rooms)	In-app, Push
Events	**Event reminders**	In-app, Push
	Event invitations	In-app, E-mail
Meetings	**Meeting invitations** – also when a meeting is rescheduled	In-app, E-mail

Group	Type	Default channels
	Meeting started – marked as done automatically when the meeting (or that occurrence) ends	In-app, Push
	People in the lobby	In-app, Push
	Summary ready	In-app, E-mail
	Recording ready	In-app
	Meeting results – results to review, correction requests, decisions you are responsible for	In-app
	Weekly open items	In-app, E-mail
Spaces & moderation	**Space invitations**	In-app, E-mail
	Role changes	In-app
	Moderation – warnings, timeouts or other actions concerning you	In-app, E-mail
	New reports – for moderators	In-app
Account	**Security** – new sign-ins, password and 2FA changes, support access to your account	In-app, E-mail
	Billing – invoices, payment problems, plan changes	In-app, E-mail
	Product updates	In-app

A few types need a word of explanation:

- **Task due** is sent 24 hours before the due date of an open task that came from a meeting and is assigned to you. By default you only see it in-app. Turn on **E-mail** or **Push** if you want more.
- **Weekly open items** is an e-mail digest. Every Monday morning (7:00, German time) you get one overview of your open meeting tasks, results waiting for your review and correction requests. It is only sent if there is something open. Untick **E-mail** in this row to stop the weekly e-mail.
- **Event reminders** follow the reminder times set on each event. You only get them for events where **Remind me** is on. See the chapter *Calendar and events*.

> **NOTE**
>
> Coviqo only sends e-mail to a confirmed address. If your address shows **Not verified** under **Settings › Account & security**, click **Resend e-mail** and confirm it. **Security** notifications are the only exception. They are sent even to an unconfirmed address.

46.4 Space and room settings

Besides the channel settings, you can decide how much each space and each room may notify you.

46.4.1 Notification level per space

Each space has one of three levels:

Level	Effect
All messages	You get all notifications from this space.
Mentions only	Only when someone mentions you or replies to you.
Nothing (mute space) – in the identity settings **Mute space**	The space is muted. Mentions, replies and meeting notifications from this space no longer reach you. Direct items still arrive.

To change the level:

- Right-click the space icon in the sidebar (press and hold on a touch screen), choose **Notifications** and pick a level.
- Or open **Settings › Profile**, scroll to **Identities & worlds**, click **Edit identity** on the space and choose under **Notifications from this space**.
- Or open **Settings › Notifications › Per space**: all your spaces are listed there, each with its level.

46.4.2 Worlds: work and leisure

Spaces belong to a **world** – **Work** (company spaces) or **Leisure** (communities), or a world of your own. In **Settings › Profile › Identities & worlds** you can give each world **notification hours** (for example Work Monday–Friday 8:00–18:00) and use the quick switch **Only Work / Only Leisure / Everything**. Outside its hours – or while another world is switched on – a world is **quiet**: no push and no e-mail, the notification waits quietly in the Notifications page. Security, billing and system messages and direct messages always arrive. Details in the chapter *Identities and worlds*.

46.4.3 Muting a room

To silence a single busy room, open it and choose **Mute notifications** in the room header, or right-click the room in the sidebar and choose **Mute notifications**. Mentions and replies from this room no longer notify you. **Unmute notifications** reverses it.

A muted room still shows unread markers, and by default it is still included in your catch-up. See the chapter *Catch-up and activity*.

46.4.4 Things that always reach you

Some notifications are about you personally. They are delivered even if the space is set to **Nothing** or the room is muted:

- **Task assigned** and **Task due**,
- **Event reminders** and **Event invitations**,
- **Shared files**,
- **Space invitations** and **Role changes**,
- **Moderation** and **New reports**,
- **Security**, **Billing** and **Product updates**,
- **Meeting results** and **Weekly open items**.

For these types you control the channels in **Settings › Notifications**.

46.5 Notifications on this device

The lower part of **Settings › Notifications** (**Notifications on this device**) controls system notifications on the device you are using right now. You have to set this up on each computer and phone separately.

46.5.1 In the browser

Coviqo offers two kinds of browser notifications:

- **Browser notifications**: shown while Coviqo is open in a tab but not in the foreground. Click **Enable** and allow notifications when your browser asks.
- **Browser notifications (push)**: delivered even when no Coviqo tab is open. Turn it on here. After that, notification types with the **Push** channel reach this device.

The current state is shown next to each option:

State	Meaning
"Allowed – you'll get notifications while Coviqo is open in a tab."	Browser notifications work.
"On – notifications arrive even when no Coviqo tab is open."	Push is active on this device.
"Blocked in your browser. …"	You (or your browser) declined permission. Allow notifications for this site in the browser settings, then reload the page.
"Push notifications are not set up on this server."	The operator hasn't configured push. Only in-app and e-mail work.

When you sign out – or the session is signed out from another device – this browser stops receiving push notifications for your account; turn push on again after the next sign-in if you want it back.

Click **Send test** to check that push works. The result says how many devices received the test ("Test sent to 1 device"). A notification titled "Coviqo" with the text "Push notifications work." should appear.

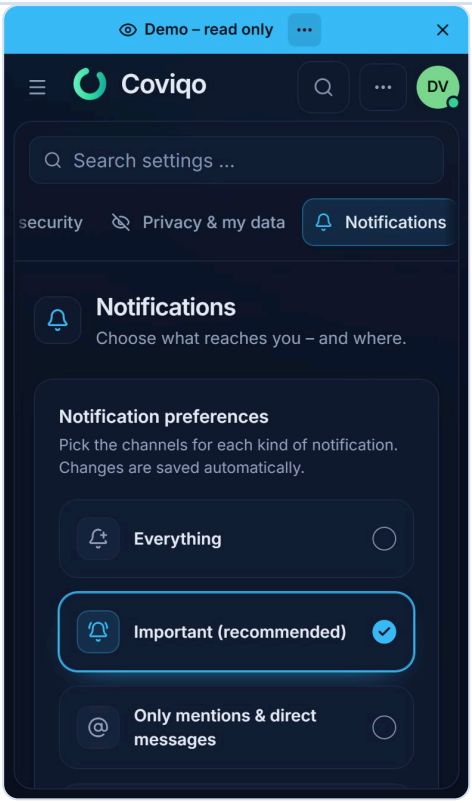


Figure 46.4 Push settings for this device

> **WARNING**
>
> On an iPhone or iPad, push only works if you add Coviqo to your home screen first and open it from there (iOS 16.4 or later). In Safari itself, iOS doesn't offer push for websites. See the chapter *Using Coviqo on mobile*.

46.5.2 In the desktop app

The desktop app shows native notifications of your operating system instead of browser notifications. Under **Settings › Desktop app › Desktop notifications** you can set:

- **Native notifications**: show notifications through the operating system,
- **Notification sound**: play a sound for new notifications,
- **Flash on mention**: flash the taskbar icon when someone mentions you.

The app icon also shows the number of unread notifications as a badge.

46.6 Focus, Busy and do-not-disturb

Coviqo has no separate do-not-disturb switch or quiet hours. The statuses **Busy** and **Focus** in your account menu only tell others that you shouldn't be disturbed. They don't block notifications.

To get some quiet, combine the tools described above:

- Set spaces you only need to check occasionally to **Mentions only** or **Nothing (mute space)**.
- Mute busy rooms.
- Untick the **Push** column (under **Custom**) in **Settings › Notifications** to stop all push notifications, and tick it again later.

- Use the do-not-disturb or focus mode of your operating system or phone. It also silences Coviqo's system notifications.
- Set your status to **Focus** or **Busy** so colleagues know you are heads-down.

Nothing gets lost while you are silenced. Everything stays on the **Notifications** page and in your catch-up.

INTEGRATIONS, AUTOMATION AND SEARCH · CHAPTER 47

Integrations

Integrations connect Coviqo with tools your team already uses: GitHub, Jira and Notion at space level, and Google Drive and OneDrive for each member personally. This chapter explains what each integration does, how space admins and members connect it, how it is used in rooms, and how to disconnect it again.

47.1 Overview

Integration	Connected by	What it does
GitHub	A space admin, for the whole space	Posts issues, pull requests, pushes, releases and issue comments into rooms, shows link previews, creates issues from tasks and messages, optionally syncs the status of tasks and issues, and adds a live **GitHub** tab to linked rooms.
Jira (Jira Cloud)	A space admin, for the whole space	Posts created and updated issues and comments into rooms, shows link previews, creates issues from tasks and messages, optionally syncs the status, and adds a live **Jira** tab to linked rooms.
Notion	A space admin, for the whole space	Imports Notion pages as Coviqo notes, exports notes to Notion, shows link previews.
Google Drive	Each member, for themselves	Browse your drive in the **Files** tab of rooms, link files or import a copy. Google Docs, Sheets and Slides are imported as Office files.
OneDrive	Each member, for themselves	Browse your OneDrive in the **Files** tab of rooms, link files or import a copy, including files shared with you.

Whether an integration is available depends on three things:

1. **The server**: the operator has to set up each integration first. Otherwise it shows **Not set up** ("{provider} can be used as soon as the operator of this Coviqo server has added the app credentials.").
2. **The plan**: integrations are part of all standard plans, but an operator can switch them off for a plan or customer. You then see **Integrations are not included in your plan**.
3. **The space**: space admins can turn each integration off for their space (**Off in this space**).

47.2 Space integrations: GitHub, Jira and Notion

You manage space integrations under **Space settings › Apps & integrations › Integrations** ("Connect GitHub, Jira and Notion and link them to rooms."). You need the **Manage space** permission to connect, disconnect and turn integrations on or off. Other members can see which integrations are active.

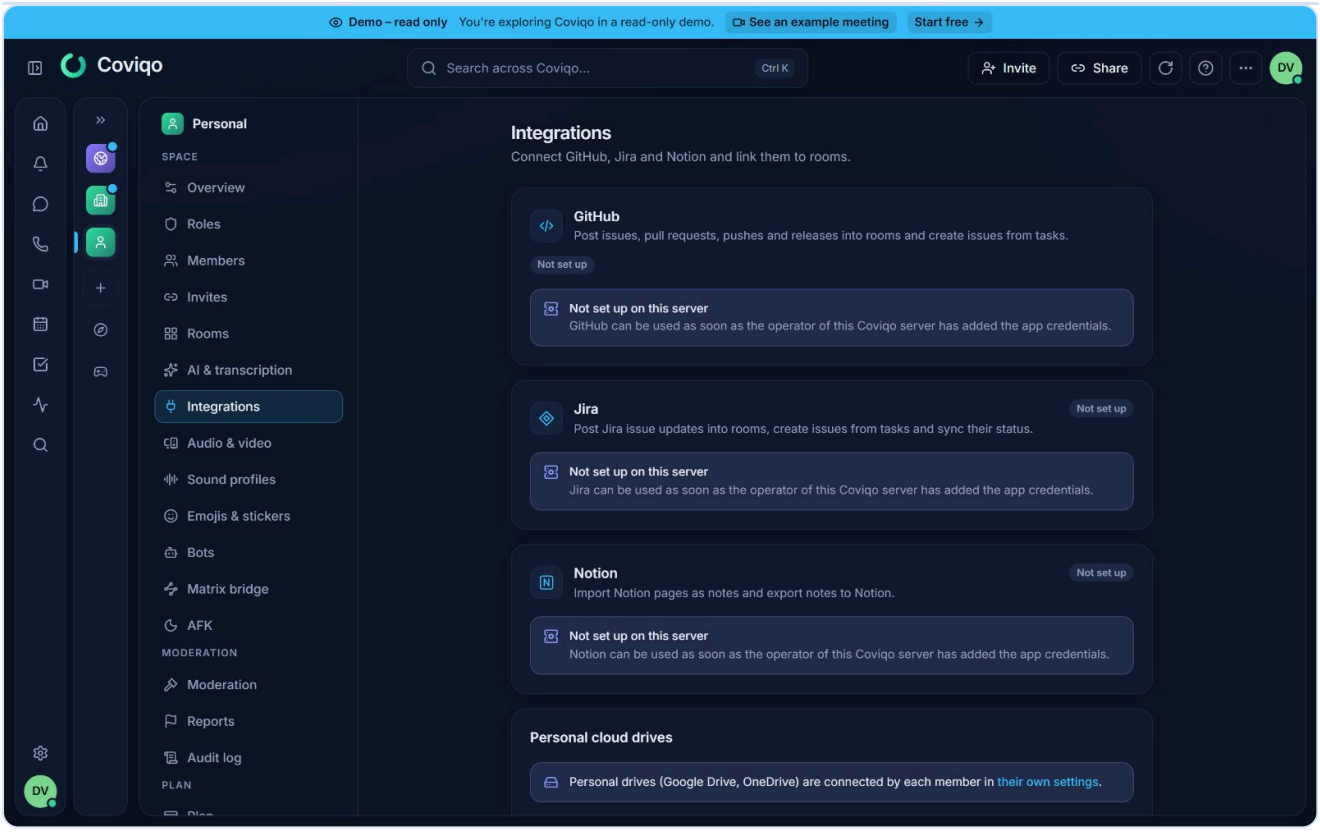


Figure 47.1 Integrations in the space settings

47.2.1 Step 1: Turn the integration on

Each integration has an **Enabled in this space** switch:

- On: "Members can use it in rooms that are linked below."
- Off: "Turned off – no updates are posted and nobody can use it in rooms."

An integration has to be on before you can connect an account ("Turn the integration on to connect an account.").

47.2.2 Step 2: Connect an account

Click **Connect {provider}**. You are sent to the provider to sign in and grant access, and then back to Coviqo. Finish the connection in the same browser you started it in: for your protection, a connection started in one browser cannot be completed in another. In the desktop app the provider opens in your system browser; at the end the browser asks to open the Coviqo app again, confirm it and the app completes the connection.

- **GitHub**: GitHub asks you to install the Coviqo GitHub App. Choose the organisation or personal account and select which repositories Coviqo may access. Coviqo only ever sees the repositories you allow.
- **Jira**: Atlassian asks you to allow access to your Jira site. If your account has access to several Jira sites, the first site is connected. Ask your operator if you need a different one.
- **Notion**: Notion asks you which pages Coviqo may access. Only those pages and their sub-pages can be imported, previewed or used as an export target. You can share more pages with the integration in Notion later.

After connecting you see "{provider} connected". The connection shows who connected it and when (**Connected by {name} {when}**), plus its status: **Active**, **Error** or **Access revoked**. Use **Connect another account** to add a second GitHub organisation, Jira site or Notion workspace.

47.2.3 Step 3: Link a resource to a room

A connection does nothing on its own. You decide which repository, project or page belongs to which room. Members with **Manage space**, and members with **Manage rooms** in the room concerned, can create links.

1. Under **Linked rooms**, click **Link to room**.
2. Choose the **Room**.
3. Choose the **Type** if there is a choice (**Repository**, **Project**, **Page** or **Database**) and search for the resource.
4. Under **Post into the room chat**, tick the events that should appear as messages in the room:
   - GitHub: **Issues**, **Pull requests**, **Pushes**, **Releases**, **Issue comments**,
   - Jira: **Issue created**, **Issue updated**, **Comments**.
5. For GitHub repositories and Jira projects, choose the **Status sync for issues**:
   - **Off**: "Issues created from tasks do not change the task status."
   - **Provider → Coviqo**: "When an issue is closed or reopened, the linked task follows."
   - **Both directions**: "Issue and task stay in sync in both directions."
6. Click **Link**. You see "{name} linked to #{room}".

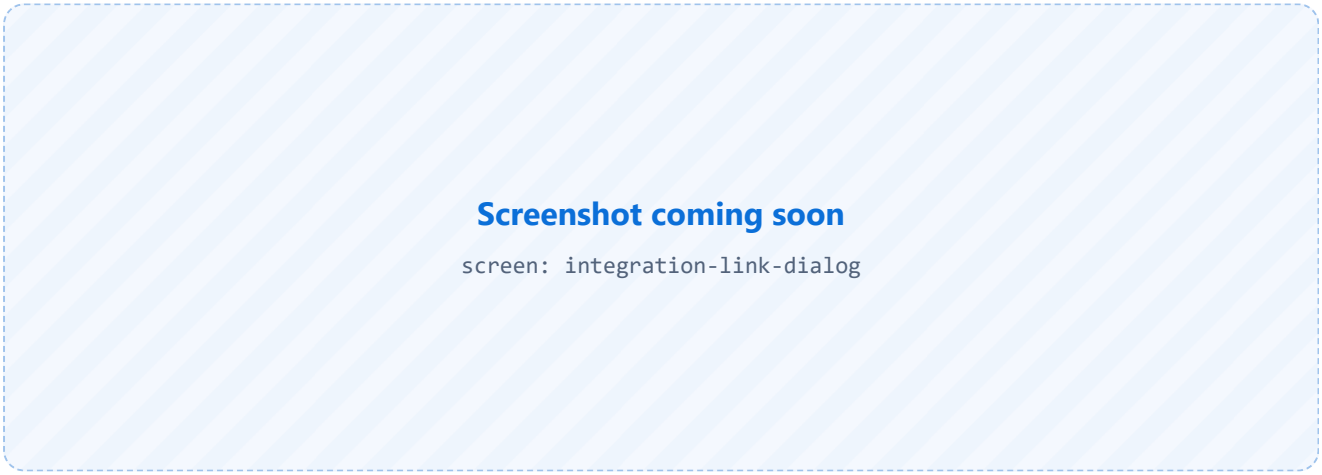


Figure 47.2 Linking a GitHub repository to a room

You can link several resources to one room, and one resource to several rooms. **Edit link** changes the events and status sync. **Unlink** removes the link. Messages already posted stay in the chat.

47.3 Using GitHub and Jira in a room

47.3.1 Updates in the chat

Selected events appear in the room chat as compact cards, for example a new pull request or a closed issue. They are stored like any other chat message, so they can be searched and are encrypted like the rest of the space. The card is shown with the person who created the link as its author.

47.3.2 Link previews

When someone posts a link to a GitHub repository, issue, pull request, commit or release, a Jira issue, or a Notion page, Coviqo shows a preview with the title and status. Previews only work if the space has an active connection for that provider that can access the item.

47.3.3 Creating an issue from a message or task

In a room with a linked repository or project:

- **From a message**: open the message menu and choose **Create GitHub issue** or **Create Jira issue**.
- **From a task**: open the task. Under **Linked issues**, click **Create issue in GitHub/Jira**.

In the dialog, choose the **Repository / project**, check the **Title** and **Description** (**Markdown is supported.**) and click **Create issue**. "The issue links back to Coviqo and a note is posted in the room chat." You see **Issue {key} created** with a button to open it.

A task shows its issues under **Linked issues**. With status sync:

- GitHub: closing the issue completes the task, and reopening the issue reopens it. With **Both directions**, completing the task closes the issue, and canceling the task closes it as "not planned".
- Jira: the task follows the status category of the Jira issue (to do, in progress, done). With **Both directions**, Coviqo moves the Jira issue using the first matching workflow transition.

> **NOTE**
>
> You need permission to see the task or message, and **Create tasks** or **Send messages** in the room, to create an issue from it.

47.4 The Jira and GitHub tabs of a room

A room with a linked Jira project or GitHub repository gets its own **Jira** or **GitHub** tab next to the other tabs. It shows the issues **live** from Jira or GitHub: nothing is copied into Coviqo, and changes made in Jira or GitHub appear automatically within seconds. If several projects or repositories are linked to the room, pick one at the top of the tab.

47.4.1 Finding issues

- Switch between **List** and **Board**. The board groups issues by status: **To do**, **In progress** and **Done** for Jira, **Open** and **Closed** for GitHub. On phones the tab always shows the list.
- Filter by **Open**, **Closed** or **All**, **Assigned to me**, **Current sprint** (Jira sites with sprints only) and **Labels**, search with **Search issues ...** and choose the order (**Recently updated**, **Newest**, **Priority** for Jira).
- Click an issue to open its details: description, status, assignee, labels, type, priority, the latest comments and **Open in Jira** / **Open in GitHub**.

47.4.2 Link your own account to make changes

Everybody who can see the room can read the tab. To change something, Coviqo uses **your own** Jira or GitHub account, so your permissions at the provider apply and the change shows your name there. The first time, the tab shows "Viewing works without – to change status or assignee, comment or create issues, link your own {provider} account." Click **Link {provider} account**, sign in at Atlassian or GitHub and allow access; you return to the tab ("{provider} account linked").

With a linked account you can:

- **Change the status**: click the status in the details. For Jira you only see the workflow steps your Jira account may use; for GitHub you can **Close as completed**, **Close as not planned** or **Reopen**.
- **Change the assignee**: click the assignee and search for a person, or **Remove assignee**.
- **Comment**: write in the comment box and click **Comment**.

- **Create an issue**: click **New issue**, choose the type (Jira), enter a **Title**, a **Description** and **Labels**, and click **Create issue**.

Assigned to me also needs a linked account. Your linked accounts are listed under **Settings › Connected services › Personal developer accounts**, where you can disconnect them.

47.4.3 Add an issue as a Coviqo task

Click **Add as Coviqo task** in the issue details to create a task in this room that is linked to the issue. It then works like an issue created from a task: with status sync on the link, the task follows the issue (**Provider → Coviqo**) or both stay in sync (**Both directions**). Each issue can be added once per room; afterwards the details show **Already a task in this room** with **Open task**. You need the **Create tasks** permission and the Tasks tab in the room.

47.4.4 Guests

External guests don't see the Jira and GitHub tabs by default. Members with **Manage rooms** can open the tab settings (gear icon) and switch on **Guests may see the Jira / GitHub tab**. Guests can then view the issues but can't change anything or link an account.

> **NOTE**
> The tab asks Jira and GitHub at most once a minute for the same view and keeps the answer only briefly. If the service is busy you see "The service is receiving too many requests right now. Please try again in a moment."

47.5 Using Notion in a room

47.5.1 Importing a Notion page as a note

1. Open the **Notes** tab of a room linked to Notion. You need the **Edit notes** permission.
2. Click **Import from Notion**.
3. Paste the **Notion page URL**, or search with **Search Notion pages**.
4. Click **Import**. The page becomes a new note (**Notion page imported**).

If you see "Page not found – share it with the Coviqo integration in Notion first.", share the page with the Coviqo integration in Notion and try again.

Imports have some limits. At most 2,000 blocks and 4 levels of nesting are imported. Tables become simple text rows. Images and files become links, and Notion's own file links expire after about an hour.

47.5.2 Exporting a note to Notion

1. Open the note and click **Export to Notion**.
2. For the first export, enter the **Parent page URL**. The note is created as a sub-page of that page.
3. Click **Export**.

After that, the button shows that the note was exported (**Exported to Notion**). Exporting again (**Update in Notion**) updates the same Notion page. Only enter a new parent page if you want a second copy somewhere else. Comments are not exported. Lists nested deeper than two levels are flattened.

47.6 Personal cloud drives: Google Drive and OneDrive

Cloud drives are personal. Each member connects their own Google Drive or OneDrive, and only that member can browse it. Other members only see the files you link or import.

47.6.1 Connecting your drive

1. Open **Settings › Connected services**.
2. Click **Connect Google Drive** or **Connect OneDrive** and allow access. Coviqo only asks for read access.
3. The drive now appears as connected, with the account name.

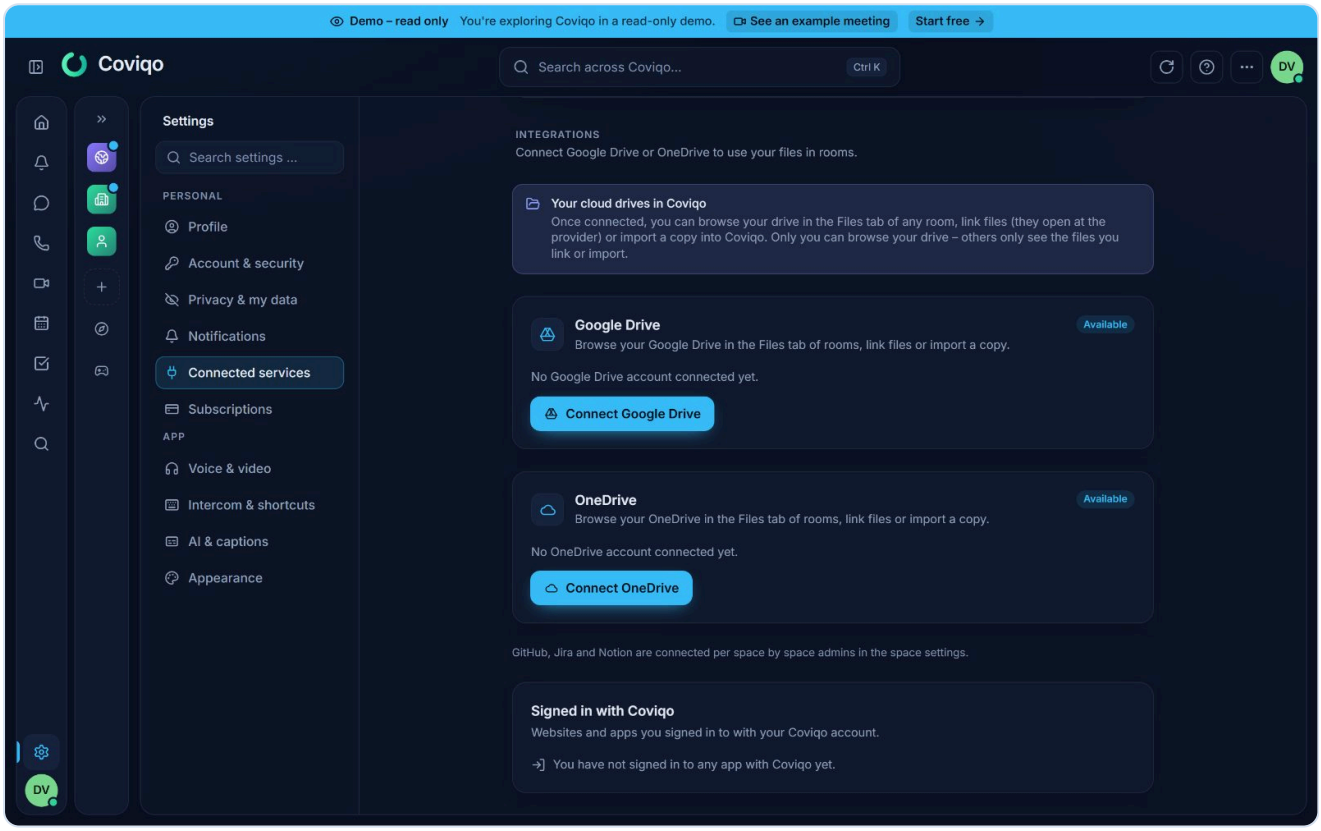


Figure 47.3 Personal cloud drives in the settings

47.6.2 Adding a file to a room

1. Open the **Files** tab of a room. You need the **Upload files** permission.
2. Click **Add from cloud**. If you haven't connected a drive yet, the button reads **Connect cloud drive**.
3. Browse the folders or use **Search {provider}**, and select a file.
4. Choose how to add it:
   - **Link**: the file appears in the room and **Opens in {provider}**. People need access to the file at the provider to open it. Coviqo only stores the name and a link, with the metadata from the time you linked it.
   - **Import copy**: Coviqo downloads a copy into the room. The copy is encrypted and scanned for viruses like any upload ("Import started – the file appears when the virus scan is done."). Google Docs, Sheets and Slides are converted to Word, Excel and PowerPoint files.

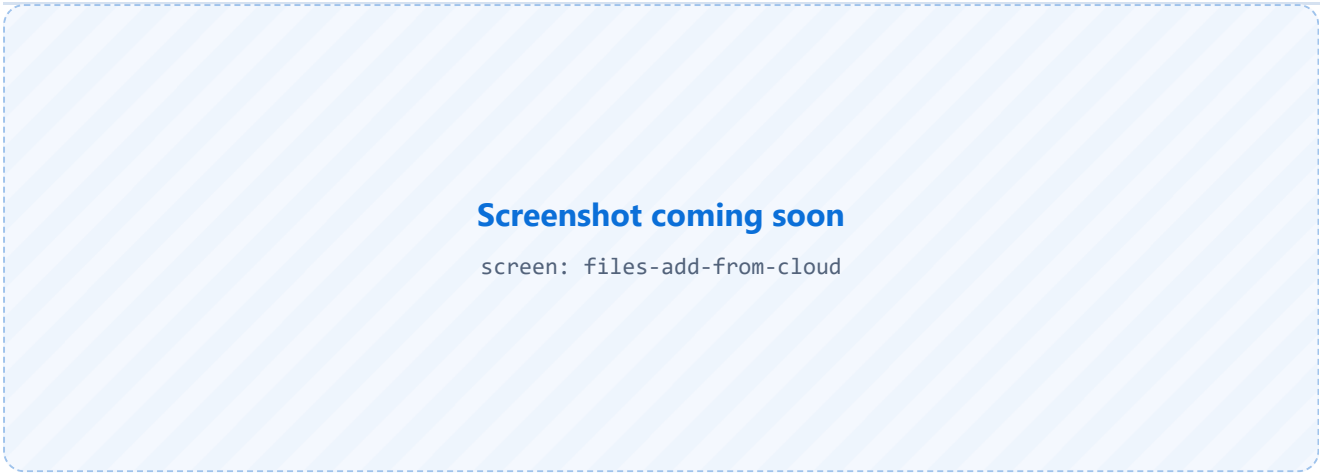


Figure 47.4 Adding a file from Google Drive in the Files tab

Folders can't be linked or imported. Imports are limited by your plan's maximum upload size, and Google documents are limited to 50 MB when converted.

To take a linked file out of the room, choose **Remove from room**. "{name} is only removed from this room – it stays in {provider}." You can remove files you added yourself. Members with **Manage files** can remove anyone's.

47.6.3 Space admins and cloud drives

Under **Space settings › Apps & integrations › Integrations**, the section **Personal cloud drives** has a switch for each drive. Turn a drive off if members shouldn't bring files from it into this space: "Turned off – members cannot link or import files from this drive in this space."

47.7 Disconnecting

47.7.1 Space integrations

In **Space settings › Apps & integrations › Integrations**, click **Disconnect** on the connection and confirm. "Rooms linked through this account stop receiving updates." Messages already posted stay in the chat. For Jira, the names of Jira users in those messages are replaced with "Atlassian user", because Coviqo can no longer check with Atlassian whether they may be kept.

> **NOTE**
> Coviqo regularly checks with Atlassian whether the Jira users named in chat messages still exist. If someone closes their Atlassian account, their name in these messages is replaced with "Former Atlassian user"; if someone changes their name in Atlassian, the messages show the new name.

> **WARNING**
> Disconnecting GitHub in Coviqo does not uninstall the Coviqo GitHub App from your GitHub organisation, because other spaces may use it. To remove it completely, uninstall the app in GitHub under your organisation's settings. If you uninstall it on GitHub first, Coviqo notices and marks the connection as **Access revoked**.

To pause an integration without losing its links, turn off **Enabled in this space** instead.

47.7.2 Personal Jira and GitHub accounts

In **Settings › Connected services › Personal developer accounts**, click **Disconnect** on the account. Viewing the Jira and GitHub tabs keeps working; the next time you want to change something, the tab asks you to link the account again. Disconnecting GitHub also withdraws Coviqo's token at GitHub.

47.7.3 Personal drives

In **Settings › Connected services**, click **Disconnect** on the drive. "Files you already linked stay visible in the rooms; imported copies are kept."

When you disconnect Google Drive, Coviqo also withdraws its access at Google, unless you still use Google Calendar sync with the same Google account. Withdrawing access would stop the calendar sync too.

47.8 Sign in with Coviqo

Some websites and apps let you sign in with your Coviqo account instead of creating a new password – with a button **Sign in with Coviqo**. Coviqo then shows a page **{app} wants to access your Coviqo account** with who operates the app and exactly what it receives:

- **Your Coviqo identity** – a user ID that is unique to this app,
- **Your profile** – display name, username, profile picture and language (if the app asks for it),
- **Your e-mail address** – and whether it is verified (if the app asks for it).

Your messages, files, contacts and your password are never shared, and your spaces only if a space admin linked the app to a space (see below). Click **Authorize** to sign in, or **Cancel**. The page also links to the app's privacy policy and terms and says where you will be sent afterwards. If a space was linked to the app in the meantime, the page reloads when you click and shows the current state.

Settings › Connected services › Signed in with Coviqo lists every app you signed in to, with what it may read, since when and when it was last used. **Remove access** stops the app's access at once; you may stay signed in on its own site until you sign out there, and the next time it asks again.

Guest accounts, the live demo and support sessions cannot sign in to other apps, and organisations can switch it off for their members. Developers register their own login apps in **Settings › Developer** (see *Bots and webhooks › For developers*).

47.8.1 Sharing your membership in a space

Some community websites need to know whether you belong to their space – for example to unlock a members' area or to show your rank. If a space admin linked the login app to the space, the consent page shows an extra block **{app} will see these spaces** with each linked space and what the app sees there:

- whether you are a member (and whether as a guest), your display name in this space, your roles and teams, whether you are currently timed out and when you joined;
- **your global Coviqo user ID**. Unlike the user ID that is unique to each app, this ID is the same for every app – the app can use it to recognise you uniquely, also across these spaces.

If you are not a member of a linked space, the app only learns that you are not a member there. The app reads this information fresh on every request – a new role, leaving the space or removing access applies at once. If another space is linked to the app later, you are asked again. **Settings › Connected services** shows under each app the spaces you share with it.

47.8.2 Linking a login app to your space (space admins)

If you have the permission **Manage space**, you can allow a login app to request the membership in your space: open **Settings › Developer › Login apps**, choose the app and click **Link a space** under **Linked spaces** (at most 5 spaces per app; only for apps you registered yourself). The app may then request the scope `space.membership` – nobody's data is shared until the person agrees when signing in.

All admins of the space see the linked apps under **Space settings › Apps & integrations › Integrations › Login apps with membership access**, with who linked the app, when, and how many people shared their membership. **Revoke access** ends the access at once; the app only gets access again if it is linked again, and everyone is asked again.

47.9 When a connection stops working

Status or message	What to do
Error – "The last request to the service failed."	Usually temporary. If it keeps happening, click **Reconnect**.
Access revoked	Access was withdrawn or has expired, for example after a password change at the provider. Click **Reconnect** and sign in again. You also get a notification when this happens.
"This integration has been turned off for this space."	A space admin turned the integration off. Ask them to turn it on again.
"Not found – or the connection has no access to it."	The repository, project or page isn't shared with Coviqo. Grant access at the provider (GitHub App repository selection, Notion page sharing).
"The sign-in took too long or was already used. Please start again."	Start connecting again from the settings page.
"The connection was started in another browser or session. Please start it again here."	The provider sign-in ended in a different browser than the one you started in (for example a copied link). Start connecting again in the browser you want to use.
"Link your own account first – changes are made with your account."	Click **Link {provider} account** in the Jira or GitHub tab.
"Your account does not have permission to do this."	Your own Jira or GitHub account lacks the permission for this change. Ask a project or repository admin.
"Your Atlassian account has no access to the Jira site of this space."	Sign in with an Atlassian account that has access to the space's Jira site.
"This Jira site has no sprints (Jira Software) – the filter has been hidden."	The Jira site doesn't use sprints; filter by status or label instead.

Every connect, disconnect, link and settings change is recorded in the space activity (for example **Connected {provider}** or **Linked {provider} to a room**) and in the audit log.

INTEGRATIONS, AUTOMATION AND SEARCH · CHAPTER 48

Bots and webhooks

Bots are automated members of a space. They answer slash commands, post messages with buttons and menus, open small forms and can take over routine work such as welcoming new members or posting news. Coviqo knows three kinds:

Kind	Who sets it up	What it is
Own bots	Developers, in **Settings › Developer**	Programs that run on the developer's own server and talk to Coviqo through its bot interface. A space admin installs them into a space.
Coviqo bots	Space admins, in **Space settings › Apps & integrations › Bots**	Ready-made templates – welcome, role picker, scheduled messages, polls, text commands, RSS feed and AutoMod. They run inside Coviqo and send no data elsewhere.
Incoming webhooks	Space admins, in **Space settings › Apps & integrations › Bots**	An address that other tools (build servers, monitoring) use to post messages into one room.

48.1 Recognising bots

- Messages of bots carry a **BOT** badge next to the name. Messages from an incoming webhook show the webhook's own name and picture with an **APP** badge.
- Bots that use artificial intelligence are marked with the **AI** label on every message, as the EU AI Act requires.
- Bots are not people: they cannot sign in and they don't count as members or seats of your plan. You can send some bots direct messages (see *Direct messages with bots*).

48.1.1 Bots in this room

The room info shows **Bots in this room**: every bot that can see the room, who operates it, where its server is, a link to its privacy information, and what it reads here – for example "reads all messages in this room", "reads files, notes and tasks", "sees who is online", "can listen in voice" or "receives meeting transcripts". A bot that may not write in the room is marked "does not write here".

In a voice room, a bot that listens is shown to everybody with **Bot is listening**, and bots appear in the participant list with the **BOT** badge. In a meeting, **Bot receives transcript** tells you which bots get the finished transcript and summary.

48.2 Using bots

48.2.1 Slash commands

Type **/** in the message field. A list of **Commands** from the bots in this room appears, each with the bot's name and a short description. Choose a command and add its options as `name:value`. Put values with spaces in quotes:

```
/poll question:"Lunch today?" options:"Pizza; Pasta; Salad" hours:2
```

The list explains which type each option expects (text, whole number, yes/no, @person, room or role) and tells you before sending if something is missing or not valid. If the bot sets limits, you see the allowed range next to the option – for example **1–10** for a number or **≤ 100 chars** for a text – and a hint such as "*days*" *must be at most 7* if a value doesn't fit. You only see commands if you are allowed to use bots in the room and the bot can see and write in it.

Some options suggest values while you type (marked with a small magnifier in the option list). As soon as you start typing the value, a list of **Suggestions** appears above the message field. Pick one with the arrow keys and **Enter** or **Tab**, or click it; **Escape** closes the list. The value is filled in for you (in quotes if it contains spaces). Some suggestions have a short second line with details. If the bot is slow or offline, simply no suggestions appear – you can always type the value yourself.

For a **room** option, a list **Rooms for …** with the rooms of the space appears as soon as you start typing its value; pick one and it is filled in for you. If the bot only accepts voice rooms or only text rooms, the list only shows those, and you get a hint such as "*to*" *only accepts voice rooms* if you enter another room.

48.2.2 Buttons, menus and forms

Bot messages can have buttons and select menus. Click a button or choose from the menu, and the bot reacts – it may update the message (for example the counts of a vote), post an answer or open a **form**. A form shows the bot's name at the top ("Form from {bot}"); fill in the fields and click **Submit**. Some bots first show "{bot} is thinking …" and open the form a moment later – it only appears in the window where you clicked, and a bot can open it only within a minute. Bots use forms for example for reports or applications: what you type goes to the bot.

Some forms ask for **files** – for example screenshots for a clan application. Drag the files onto the field or click **Choose files**; the field shows how many files and which size and types are allowed. Each file is uploaded and **checked for malware** first ("Checking for malware …") – only then can you submit the form. Files that are too large, of a type the bot does not accept or blocked by the virus scan are marked in red; remove them with **×**. The files go only to the bot that asked for them: they do not appear in the room's files or in search, and Coviqo deletes them after three days (files of a form you did not send after one day). The bot may keep its own copy – check its privacy information.

48.2.3 Answers only visible to you

Some answers are marked **Only visible to you**. Nobody else sees them, and they are not saved: they disappear when you reload the page, and you can **Dismiss** them earlier. Buttons on such answers work for 15 minutes. Some bots let such an answer disappear by itself after a short time (for example a "Saved" confirmation) – it then also shows **Disappears automatically** and fades out briefly before it goes (without animation if your system reduces motion). It disappears on all your devices and does not come back.

When a bot needs a moment, you see "{bot} is thinking …" until the answer arrives. If the bot doesn't respond, Coviqo tells you that it could not answer.

48.3 Installing and managing bots (space admins)

You need the **Manage bots** permission (`bots.manage`) in the space. Owners and administrators have it.

48.3.1 Installing a bot

A developer gives you the bot's install link (`…/bots/install/<id>`), or you find the bot in the **bot directory** (see below). Opening it shows the install dialog:

1. Choose the **space**. Only spaces where you may manage bots can be selected; the dialog also shows how many bots the space has and the limit of its plan.
2. Check the **permissions** the bot asks for. They are grouped like in the role editor, and each one is a checkbox: untick what you don't want to grant. You can only grant permissions you have yourself. Moderation permissions (for example deleting other people's messages or timing out members) show an extra warning.
3. Check the **data access**. Some access is always included (commands and buttons, the member list with names and roles). Wider access – reading all messages in the rooms the bot can see, reading files, notes and tasks, seeing who is online, listening in voice rooms, receiving meeting transcripts, reading and working on tickets (**Read tickets**, **Write and change tickets** – see *Tickets*), opening tickets in the name of any member (**Open tickets on behalf of members**), replying to tickets in the name of their reporter or participants (**Reply to tickets on behalf of members**), managing rooms and room permissions (**Manage rooms and room permissions**), seeing who accepted or declined events (**Event responses**), changing team settings (**Manage team settings**), applying to teams or answering events in the name of any member (**Apply to teams on behalf of members**, **Answer events on behalf of members**) – has to be ticked one by one. Listening in voice rooms needs Community Pro or higher, meeting transcripts need Business or Enterprise; if your plan doesn't include them, they are shown but cannot be ticked.
4. Read who **operates** the bot, where its **server** is located, its **privacy information** and whether it **uses AI**. An own bot receives the content it works with in readable form, so only install bots you trust.
5. Click **Install**.

The bot joins the space with its own role "Bot: <name>". Nobody can grant a bot the right to administer the space, manage roles, billing or the audit log, or to manage other bots.

48.3.2 Changing what a bot may do

Open **Space settings › Apps & integrations › Bots** and select the bot:

- **Overview**: profile, operator, commands, who installed it.
- **Permissions**: tick or untick the permissions of the bot's role at any time – again only permissions you hold yourself.
- **Rooms**: allow or deny permissions for single rooms, just like room permissions for a role. To keep a bot out of a room, deny **View room** there.
- **Data access**: approve or withdraw wider data access. For meeting transcripts, also choose the **rooms** whose meetings the bot may receive.

The bot's role appears in the role editor with the note "Managed by a bot"; it cannot be assigned to people, edited or deleted there. You also cannot kick or ban a bot – pause or remove it instead.

48.3.3 Letting a bot assign roles

Some bots (for example a clan bot that mirrors ranks from another platform) ask for the data access **Assign roles**. After you approved it under **Data access**, open the tab **Assign roles** on the bot page and tick the roles the bot may give to and take from members. The list only offers roles below the bot's own role – drag the bot role above them under **Roles** first. Roles that can kick, ban, mute or invite people, and roles with special rights such as discussion lead or soundboard, are only allowed with the switch **Allow roles with moderation permissions** – a warning reminds you that the bot can then hand out moderation powers. Roles with admin rights (for example Administrator or Manage space) are only allowed with the switch **Allow roles with admin rights**, and only if they are below the bot role. Only the space owner and administrators can turn it on or tick such roles; you confirm a warning first, because the bot can then make anyone an admin – including your co-

admins – or take admin roles away. The bot can give and take roles from every member, the owner included; ownership itself is not a role and the owner always keeps all rights. You need the permission **Manage roles** to change the list. Every change the bot makes appears in the audit log with the bot as actor.

48.3.4 Who joined through which invite

Under **Space settings › Invites & joining › Invites** every invite shows how many people joined through it and are still members (**N joined (active)**). The member list shows below the join date how somebody joined – for example **Via invite aB3dE7 from Ada**, **Via the link /yourname** or **Via single sign-on**. Only people who may invite or manage members see this. Members who joined before this was introduced show nothing.

48.3.5 Letting a bot manage rooms

With the data access **Manage rooms and room permissions** and the permissions **Create rooms** / **Manage rooms** a bot can create, edit, archive and delete rooms and categories – for example a clan bot that opens a voice room per squad – and set room permissions. It can only change permissions for roles below its own role and only grant what it may do itself; admins and other bots are never affected. A bot creates at most 50 rooms and categories per day. With **Move members** it can also move people to another voice room or disconnect them, but never people with a higher role. Everything appears in the audit log with the bot as actor.

48.3.6 Tickets, events and forums

- A bot can open a ticket for you after you used one of its buttons or forms (for example **Report**). With the data access **Open tickets on behalf of members**, approved by an admin, it can also open tickets for any member – for example from a form on your clan website. Such tickets show **Created by {bot} on behalf of {name}**, and the list shows **via {bot}**. You get the usual ticket notifications. Bots can also attach files to tickets; the usual size limits, storage and virus scan apply. A bot can also hand a ticket it opened for itself over to you later (for example an older request from the website); the ticket then shows the same note, and its history shows **Reporter: {bot} → {name}**. A bot with the right to work on tickets – or the bot that opened the ticket – can correct the description; the history then shows **Description edited**. A bot can also post a reply in your name on a ticket you opened or follow – right after you used one of its buttons or forms, or with the data access **Reply to tickets on behalf of members** (for example to pass on your e-mail answer). Such a reply counts as yours and shows **via {bot}**; the team is notified as usual.
- With **Event responses** a bot sees who accepted, declined or answered "maybe" to events in rooms it can see. It can cancel events it created, or any event if it has **Manage events**. It can also move an event to another room – with **Manage events** in the old and the new room (its own events: **Create events** in the new room); answers, tickets and reminders stay, exactly as when a person moves it (see *Calendar and events*).
- A bot can apply to a team or answer an event for you right after you used one of its buttons or forms. With **Apply to teams on behalf of members** or **Answer events on behalf of members**, approved by an admin, it can do this for any member – for example from a recruitment form on your website. Such applications and answers show **via {bot}** – in the application inbox, under **My applications** and in the participant list of the event. All the usual rules apply (the team must take applications, the event must have free places). You can withdraw an application as usual; if you answer an event yourself, the marker disappears.
- With **Manage team settings** and the permission **Manage teams**, a bot can rename space teams, change how people join (open, by application, invitation only) and set the application question. It cannot open a team for everyone if the team (or a team above it) gives room permissions the bot does not have itself.
- In forum rooms bots write posts and replies like people, with the same permissions and tag rules.

48.3.7 Pausing and removing

- **Pause** stops the bot in this space immediately; its commands disappear. Resume it whenever you like.
- **Remove** takes the bot out of the space together with its role. Its earlier messages stay.

Every installation, change and removal is recorded in the activity feed for moderators and in the audit log. What a bot does itself – for example deleting a message or timing out a member – appears there with the bot as the one who did it.

> **NOTE**
> The operator of your Coviqo server can switch bots off for the whole platform or stop a single bot. The bot then stops working everywhere until it is enabled again.

48.4 Bot directory

Bot directory (from **Space settings › Apps & integrations › Bots** or `…/bots/directory`) lists bots that the operator of your Coviqo server has reviewed. Search by name, filter by category and open a bot to see its description, screenshots, the permissions and data access it asks for, who operates it, where its server is and its privacy information. A **Verified** badge means the operator checked who runs the bot. **Install** opens the usual install dialog. **Report bot** sends a report to the operator's Trust & Safety team.

Bots that are not in the directory can still be installed with their install link.

48.5 Direct messages with bots

You can write to a bot that is installed in one of your spaces, or to a bot from the directory: open the bot in **Bots in this room** and choose **Send message**. Conversations with bots show the **BOT** badge in your direct messages.

- A bot only answers after you have written to it, or when you used one of its commands or buttons. It never starts a conversation on its own.
- A bot only sees conversations it takes part in – never your other messages.
- **Block bot** in the conversation stops the bot from writing to you, and you can unblock it at any time.
- Bots can't be added to group conversations.

48.6 Bots in voice rooms

With Community Pro or higher, bots can join voice rooms – for example to play music or read out announcements. They appear in the participant list with the **BOT** badge.

- A bot can only **hear** the room if an admin approved "Listen in voice rooms" for it. While such a bot is in the room, everybody sees **Bot is listening**.
- A bot can only **speak** where it is allowed to speak, like people. Bots never use video or screen sharing.
- Bots never join meetings or direct calls. In rooms that external guests can see, bots may only join if a room manager switched on **Bots may join despite external guests** in the room settings under **Voice & media › Audio & video**.

48.7 Coviqo bots

Coviqo bots are set up under **Space settings › Apps & integrations › Bots › Coviqo bots**. You need the **Create Coviqo bots** permission (`bots.create`) or **Manage bots**. Each Coviqo bot is its own bot with a name you can change, a picture, its own role and a switch to turn it off. It counts towards the bot limit of your plan. Its role only gets permissions you hold yourself.

Template	What it does	How to set it up
Welcome	Greets new members and gives them roles	Choose a welcome room and write the message – `{user}` mentions the new member, `{space}` is the space name. Optionally pick roles every new member gets automatically. Guests are not greeted.
Role picker	Lets members pick roles with buttons	Choose a room, a title and up to 25 roles with a label (and emoji). *Several roles* lets people toggle each role; *one role* replaces the others of this picker. The bot posts the message and keeps it up to date.
Scheduler	Posts scheduled and recurring messages	Add messages with a room, the text and when: once, daily, on weekdays, weekly (choose the days) or monthly, at a time in a time zone of your choice. Daylight saving time is taken into account.
Polls	Adds the `/poll` command	Choose whether all members or only people who manage bots may start polls. A poll has 2–10 options separated by `;` , can allow several answers (`multiple:yes`) and can end after a number of hours (`hours:24`). Clicking an option votes; clicking it again takes the vote back. Whoever started the poll, and people who manage messages, can close it.
Text commands	Your own commands with a fixed answer	For example `/rules` answering with your house rules. For each command choose whether the answer is public or only visible to the person who used it. `/poll` and `/help` are reserved.
RSS feed	Posts new articles of websites and blogs	Add feed addresses (RSS or Atom) and the room to post in, and choose how often to check (15 minutes to 24 hours). A new feed posts at most its three newest articles, afterwards every new one. A feed that keeps failing is paused after 20 attempts; turning it on again retries.
AutoMod	Stops unwanted messages before they appear	Block words (`word*` blocks every word starting with "word"), links (with allowed domains), too many mentions, repeated messages and flooding. Choose the action: delete the message, delete it and time the author out, or only notify moderators. Limit it to some rooms and exempt roles. People who can manage messages are never checked.

48.8 Incoming webhooks

An incoming webhook lets another tool post messages into a room – for example "Build 128 succeeded" from your build server. Set them up under **Space settings › Apps & integrations › Bots › Webhooks** (**Manage bots** needed):

1. Click **Create webhook**, choose the room, give it a name and optionally a picture.
2. Copy the address. **It is shown only once** – treat it like a password, because everyone who has it can post into the room.
3. Enter it in the other tool. The tool sends a message as JSON, for example `{"content": "Build 128 succeeded"}` .

Messages appear with the webhook's name and picture – also in notifications when a webhook message mentions you. In the background they are posted in the name of the person who created the webhook, so that person must be allowed to write in the room. If they leave the space or lose that right, the webhook stops working until another admin clicks **Take over**. **Generate new URL** creates a new address and makes the old one invalid immediately; you can also turn a webhook off or delete it. You can only edit or delete webhooks of rooms you can see yourself.

48.9 Plan limits

Bots per space (own bots and Coviqo bots together)	2	15	50	Unlimited
Incoming webhooks per space	2	10	50	Unlimited
Bots in voice rooms	–	✓	✓	✓
Meeting transcripts for bots	–	–	✓	✓

The operator of your server may set different limits. When a limit is reached, you can't install or create more until you remove one or upgrade (see the chapter *Plans and billing*).

48.10 For developers

Everyone with a regular account can build own bots under **Settings › Developer**:

- **Create bot**: you get a **token** (shown once, can be rotated) and a **public key**.
- **Interaction URL**: the https address of your bot where Coviqo sends commands, button clicks and form submissions. Coviqo checks it when you save it: your server has to answer a signed test request and reject one with a wrong signature.
- **Details**: operator, server location, privacy policy link and whether your bot uses AI – shown to admins in the install dialog.
- **Permissions and data access** your bot asks for, and the **install link**. Switch on **Anyone with the link may install** to let others install it; otherwise only you can.
- **Installations**: where your bot is installed, with a warning where an admin granted fewer permissions than requested.
- **Events**: an https address that receives signed events (new messages, members joining, tasks, file uploads and more), which events you want, and a log of the last 100 deliveries with **Send again**. Coviqo tests the address when you save it. If deliveries keep failing for a day, Coviqo stops them and tells you; **Enable again** restarts them. Instead of an address, your bot can also connect to the **WebSocket gateway**.
- **Bot directory**: submit your bot with a short and a long description, categories and screenshots. The operator reviews it; you get a notification when it is approved or rejected. Changing permissions, data access or addresses sends the listing back to review.

48.10.1 Developer mode: finding IDs

Bots address spaces, rooms, people, roles and everything else by **ID**. Switch on **Settings › Appearance › Developer mode** (off by default, saved with your account) to see them:

- **Copy ID** in the menus (right-click or **…**) of spaces, categories, rooms, messages, people (member list, chat, profile **…**), teams, events, meetings, tasks, notes, files, folders, tickets and direct conversations. In **Space**

settings › Roles right-click a role; in **Invites** the fingerprint button copies the invite ID.

- **For developers** boxes with the IDs and a copy button: room settings › **General** (room, space and category ID), space settings › **Overview** (space ID), **Roles** (role ID and the mention `<@&id>`), the installed bot's **Overview** (application, installation, bot user and role ID) and every incoming webhook (webhook ID, its URL without the secret, room ID).

Without developer mode none of this is shown. **Settings › Developer** always shows, per bot, **IDs and endpoints** – application ID, bot user ID, its mention `<@id>`, the API base URL, the gateway and the OpenAPI file of *this* installation (important when Coviqo runs on your own server) – plus links to rate limits and error codes, and for each installation the space and installation ID. **This instance** lists the same URLs and your own user ID before you create a bot. The public key checks interactions **and** events; a new token is created under **Keys and token**.

Login apps (Sign in with Coviqo): in the same area you can register a website or app that lets people sign in with their Coviqo account – you get a client ID and secret (see *Integrations › Sign in with Coviqo*; the developer reference has a chapter about it).

The developer reference – token interface, commands, buttons, forms, signatures, events and limits – is public on the website at **/developers** (English, with an OpenAPI 3.1 description for Postman / Insomnia and the example SDK as download; the developer area links to it). More internals are in the Technical Documentation (chapter *Bot platform*) and in `docs/BOTS.md`. A small Node example lives in `examples/bot-sdk`.

INTEGRATIONS, AUTOMATION AND SEARCH · CHAPTER 49

Approvals

Approvals (German UI: *Genehmigungen*) turn requests such as leave, expenses or sign-offs into a clear process: a form, one or more approval steps, reminders, a cover while someone is away, and a complete history. Approvals are available in the **Business** and **Enterprise** plans.

49.1 Setting up approvals (space admins)

Approvals are a Coviqo bot. People who may set up Coviqo bots (**Space settings** → **Apps & integrations** → **Bots** → **Coviqo bots**) choose **Approvals** once per space. Optionally pick a room: the bot then keeps a message there with one **Start a request** button per flow.

In the bot's settings you manage the **flows** – one flow per kind of request. Start with an empty flow or a template:

- **Leave** – period, type of leave, cover, note
- **Expense** – purpose, amount (EUR), date, category, receipt
- **Sign-off** – subject, description, attachment, needed by

A flow consists of:

- **Form fields** (up to 20): text (one or several lines), number (with minimum, maximum and unit), date, period, choice (optionally multiple choice) and file (up to 5 files). Mark fields as required and add a hint where useful.
- **Approval steps** (1 to 5, one after another). For each step choose who approves – **the requester's team lead**, **specific people** or **a role** – and whether **one person is enough** or **everybody must approve**. A rejection always ends the request. Nobody approves their own request.
- **Reminders** after a number of days (default 2, 0 switches them off).

Switch a flow off to stop new requests without losing anything. Deleting a flow that already has requests archives it – the requests are kept.

49.2 Starting a request

Open **Space** → **Approvals** in the sidebar (the entry appears in spaces with approvals) and choose **Start a request**, or type **/genehmigung** (English: **/approval**) in a room, or click the button of the bot in a room. Fill in the form, attach files if needed and submit. Under **My requests** you always see the status: pending (with the current step), approved, rejected or withdrawn. While a request is pending you can **withdraw** it.

49.3 Deciding

When a request waits for you, you get a notification (in the app, as push and by e-mail – configurable under **Settings** → **Notifications** → **Approvals**) and the sidebar shows a number next to **Approvals**. Open the request, check the details and attachments and choose **Approve** or **Reject** – optionally with a comment the requester sees. The tab **To approve** lists everything waiting for you; **Decided by me** keeps your history.

If a step needs everybody, the request moves on once all have approved. If one person is enough, the first approval completes the step. After the last step the requester is notified.

49.4 Cover while you are away

Under **Cover while absent** on the Approvals page choose a colleague and a period. During that period your cover can decide requests that wait for you (you still can, too), and new requests reach them as well. The history shows "on behalf of" for decisions they made.

49.5 History and export

Every request keeps a complete history: submitted, step started, each decision with comment and time, reminders, withdrawal. Space admins see all requests (tab **All**) and can download a **CSV export** filtered by flow, status and period – with all details and decisions.

Who sees a request: the requester, its approvers (and their covers) and the space admins who manage approvals. Details, comments and file names are stored encrypted.

INTEGRATIONS, AUTOMATION AND SEARCH · CHAPTER 50

Automations (Automatisierungen)

Automations do routine work for your space without any code: **when** something happens (the trigger), **if** some conditions are met, **then** Coviqo carries out one or more actions. Examples: welcome new members and give them a role, post the meeting minutes to a channel, remind everybody of the weekly planning every Monday, list the overdue tasks of a room every weekday morning.

You find automations under **Space settings** → **Automations**. You need the permission **Manage automations** (owners and administrators always have it; admins can give it to other roles).

50.1 Creating a rule

1. Click **New rule**.
2. Pick a template or start with an empty rule:
   - **Welcome + role** – greets new members in a room and gives them a role.
   - **Meeting minutes to a channel** – posts the AI summary of a finished meeting to a room.
   - **Weekly reminder** – posts a message every Monday at 09:00.
   - **Overdue tasks digest** – lists the overdue tasks of a room every weekday at 08:30.
3. **When** – choose the trigger, for example *Member joined*, *Message posted*, *Reaction added*, *Meeting summary ready*, *Task overdue*, *Event starts in … minutes*, *Schedule* (daily, weekdays or weekly at a time in a time zone), *Session started*, *Session full*, *Voice room has at least … people* or *New file*. *Session full* and *Voice room has at least … people* fire at most once per room within a waiting time you set (**Wait before firing again**, 1–1440 minutes, default 15).
4. **If** (optional) – limit the rule: only in certain rooms, only for people with (or without) certain roles, only for members who joined at least / at most … days ago, only for messages containing certain words, only within a time window (days and hours).
5. **Then** – add up to five actions. They run in order; if one fails, the next ones still run.
6. Give the rule a name and click **Save**.

How many rules a space can have and how many runs per day are included depends on the plan (Free: 3 rules and 100 runs per day).

50.2 Actions

Action	What it does
Post a message	Posts a text to a room.
Private message	Sends the person of the event a personal notification "Message from <space>".
Give role / Remove role	Changes the roles of the person of the event.
Create task	Creates a task in a room – for nobody, for the person of the event or for a fixed person, optionally due in some days.
Create event	Creates a calendar event some days later at a time.

Action	What it does
Post meeting summary	Posts the overview, the first action items and a link to the full summary to a room (only for *Meeting summary ready*).
Notify a role	Sends a notification to everybody with a role.
Reply in thread	Replies in the thread of the message that triggered the rule.
Webhook	Sends a signed HTTPS request to another system (see below).
Pin message	Pins the message that triggered the rule.

50.2.1 Placeholders

Texts can contain placeholders that are filled in when the rule runs, for example `{member}` (mentions the person), `{member.name}`, `{room}`, `{space}`, `{date}`, `{meeting.title}`, `{task.title}`, `{task.due}`, `{event.title}`, `{event.start}`, `{file.name}`, `{role}`, `{emoji}`, `{lobby}`, `{session}`, `{count}` and `{tasks.overdue}` (the overdue tasks of the room the message goes to). The builder only offers the placeholders that fit the chosen trigger and shows a preview. Values are inserted as plain text – nobody can sneak mentions or `@everyone` into a message through a placeholder.

Word conditions compare plain text (upper and lower case do not matter). Regular expressions are not supported.

50.3 Who acts – the automation bot

Messages, tasks and events of automations come from the space's bot **Automations** (marked BOT), never in the name of the person who wrote the rule. The bot is created with the first rule and does not count as one of your bots.

A rule can never do more than the person who last edited it: that person needs the rights for every action (for example writing in the target room, giving the role) – when saving and every time the rule runs. Roles can only be given if they are below your own highest role, and only to members below your rank. If the author loses the rights the rule needs (for example leaves the space or may no longer manage automations), the rule is **paused automatically** and everybody who manages automations – and the author – gets one notification with the reason. The list then shows “Paused automatically” and a **Resume** button: whoever resumes it (or edits and saves it) needs the rights themselves and becomes the new author.

50.4 Test, pause, run log

- **Test** runs the rule with a sample (you or a chosen person, a room of the rule) without doing anything: you see which conditions are met and a preview of every action.
- The switch next to a rule **pauses** it.
- **Run log** shows the last 100 runs: when, what triggered it, whether each action worked and, if not, why (for example missing permission). The log contains no message texts.

50.5 Loops and limits

Actions of automations do not trigger other rules – unless you switch on **Also react to actions of other automations** for a rule (then one level deep at most). A rule runs at most 30 times per minute, a space at most 120 times per minute; beyond that runs are skipped and marked in the log.

50.6 End-to-end encrypted rooms

Coviqo cannot read or write messages in end-to-end encrypted rooms. Word conditions are therefore not available for these rooms, and actions cannot post into them. Triggers that need no content (for example *Message posted* without words, or voice occupancy) still work.

50.7 Webhooks

A webhook action sends `POST` requests with the IDs of the event (room, person, message, task …) – never texts – to an HTTPS address. Every request is signed like the event webhooks of bots: header `X-Coviqo-Signature-Ed25519` over timestamp + body, `X-Coviqo-Timestamp`, event type `automation.run`. The public key to check the signature is shown on the automations page. Internal or private addresses are not allowed.

INTEGRATIONS, AUTOMATION AND SEARCH · CHAPTER 51

Matrix bridge (Matrix-Brücke)

The Matrix bridge connects a chat room in Coviqo with a room on **any Matrix homeserver** – for example matrix.org or your community's own server. Messages written in one place appear in the other: people on Matrix keep using their Matrix app (Element, FluffyChat …), people in Coviqo keep using Coviqo.

You find it under **Space settings → Apps & integrations → Matrix bridge**. You need to be an owner or administrator of the space (permission **Manage space**).

51.1 Before you start

- **Plan:** the bridge is included from Community Pro (Free: not available). The plan decides how many rooms of a space can be connected.
- **Organisation policy:** companies can forbid bridges (**Organisation → Policies → Allow Matrix bridges**; the presets *Medium* and *Closed* switch it off). If it is off, no room of the organisation's spaces can be connected, and messages of managed members are never relayed to Matrix – from any space.
- **A bot user on Matrix:** create a dedicated Matrix user for the bridge on the homeserver of your choice (not your personal account) and get its **access token** (in Element: *Settings → Help & About → Access token*, or through the login API). Everything this user can see in connected rooms is relayed to Coviqo.
- **Unencrypted rooms only:** end-to-end encrypted Coviqo rooms and encrypted Matrix rooms cannot be connected.

51.2 Setting it up

1. Switch on **Matrix bridge in this space**.
2. Click **Add bot account** and enter the **homeserver address** (e.g. `https://matrix-client.matrix.org`) and the **access token**. Coviqo checks the token with the homeserver and shows the Matrix user it belongs to. The token is stored encrypted and never shown again.
3. Click **Connect room**:
   - choose the Coviqo room and the bot account,
   - enter the Matrix room: `#room:example.org` (address) or `!id:example.org` (room ID); a matrix.to link works too. For a private Matrix room, invite the bot user there first,
   - optionally tick **Import the last 50 Matrix messages**,
   - read the notice – **messages of this room are transferred to the homeserver** – and confirm it.
4. The bot joins the Matrix room. From now on messages are relayed in both directions.

51.3 What is relayed

From Coviqo to Matrix	From Matrix to Coviqo
Messages as "**Name (Coviqo): text**" – with your name in this space	Messages with the Matrix person's name and picture and a **Matrix · homeserver** badge
Replies and thread replies	Replies and threads

From Coviqo to Matrix	From Matrix to Coviqo
Edits and deletions	Edits (only by the original author) and deletions
Reactions – one per emoji from the bridge	Reactions – shown as one reaction of the bridge per emoji
Attachments up to 20 MB (after the malware scan)	Attachments up to 20 MB (scanned like every upload)

Mentions become plain names (`@Dana`). People on Matrix cannot ping anybody in Coviqo, and `@everyone` from Matrix does nothing. Messages from Matrix cannot be edited in Coviqo; moderators can delete them (this removes them in Coviqo only).

51.4 The room notice

Everybody in a connected room sees: **"This room is connected with Matrix – messages are transferred to <homeserver>"**. Keep in mind that what you write there leaves Coviqo: the Matrix network distributes it to all servers taking part in the room. Deleting a message in Coviqo also removes its copy on Matrix, but copies that were already relayed stay on Matrix when a Coviqo account is deleted.

51.5 Status and problems

Each bot account and each connection shows its state – **Active**, **Degraded**, **Paused** or **Error** – and when something was last relayed:

- **Token invalid** – the token was revoked or expired: use **Replace token** (same Matrix user).
- **The homeserver is rate limiting / not reachable** – Coviqo retries automatically.
- **The Matrix room is encrypted now** / **The room is end-to-end encrypted now** – not supported; disconnect the room.
- **The bot is no longer in the Matrix room / may not write** – invite the bot again or give it the right to write, then switch the connection on again.

Switching a connection off pauses it; messages written during a pause are not relayed later. **Disconnect** stops relaying for good, the bot leaves the Matrix room, and messages relayed so far stay on both sides. **Remove bot account** disconnects all its rooms and deletes the token in Coviqo – revoke it on the homeserver as well.

INTEGRATIONS, AUTOMATION AND SEARCH · CHAPTER 52

Search

Coviqo has two ways to find things: the **command palette**, which you open from anywhere with `Ctrl` + `K` for a quick jump, and the full **Search** page with filters for type and space. This chapter explains both, what you can search for, how the search treats words, and why you only ever see results you are allowed to see.

52.1 The command palette

Press `Ctrl` + `K` (on macOS `⌘` + `K`) or click the search field **Search across Coviqo…** in the top bar. On phones, the top bar shows a search icon instead. Press `Ctrl` + `K` again or `Esc` to close the palette.

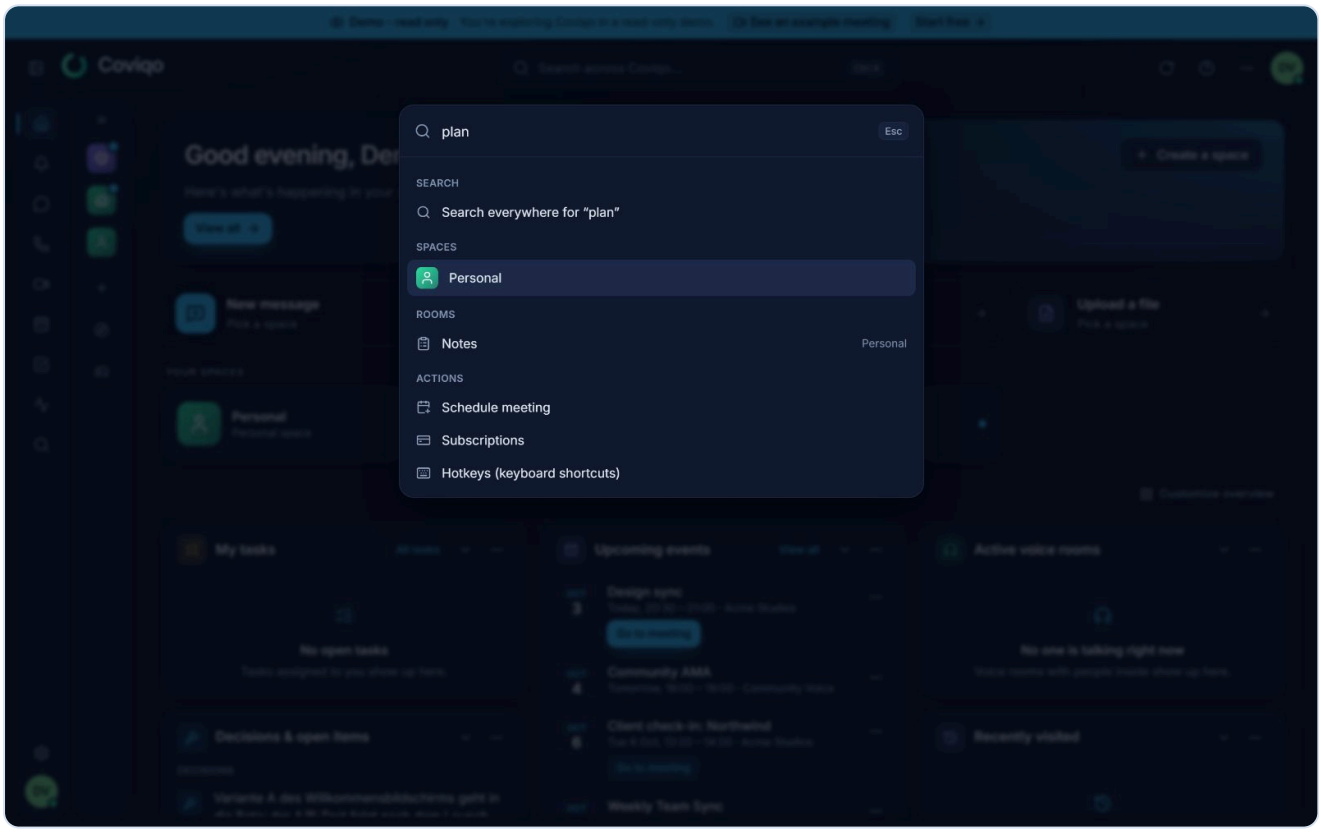


Figure 52.1 The command palette with search results

Without typing anything, the palette offers:

Group	Contents
Go to	**Home**, **Notifications**, **Activity**, **My tasks**, **Events calendar** and **Meetings**.
Spaces	Your spaces.
Rooms	Rooms of the spaces you have already opened.
People	Members of those spaces. Selecting a person opens their profile card.
Actions	**Start instant meeting**, **Schedule meeting**, **Create a space**, **Open settings**, **Toggle light/dark theme** and **Open full search**.

Start typing to filter these entries – for example "sett" jumps to **Open settings**. Use the arrow keys to move and `Enter` to open the highlighted entry.

As soon as you have typed two characters, the palette also searches the server and adds result groups:

- **Public spaces** – public spaces you haven't joined yet, marked **Open to join**.
- **Rooms** (merged with the rooms already listed) and **Matching people**.
- **Messages**, **Files**, **Tasks**, **Notes** and **Transcripts**.

The palette shows only the first few hits of each type. At the top, **Search everywhere for "{q}"** takes your query to the full Search page.

> **TIP**
>
> **Start instant meeting** and **Schedule meeting** use the space and room you are currently in. Open the palette from within a room to create a meeting for exactly that room.

52.2 The Search page

The Search page shows more results and lets you filter them. Open it with **Search everywhere for "{q}"** or **Open full search** in the command palette. The address is `/search`; your query is part of the address (`/search?q=…`), so you can bookmark a search or send the link to a colleague – they only see the results they have access to.

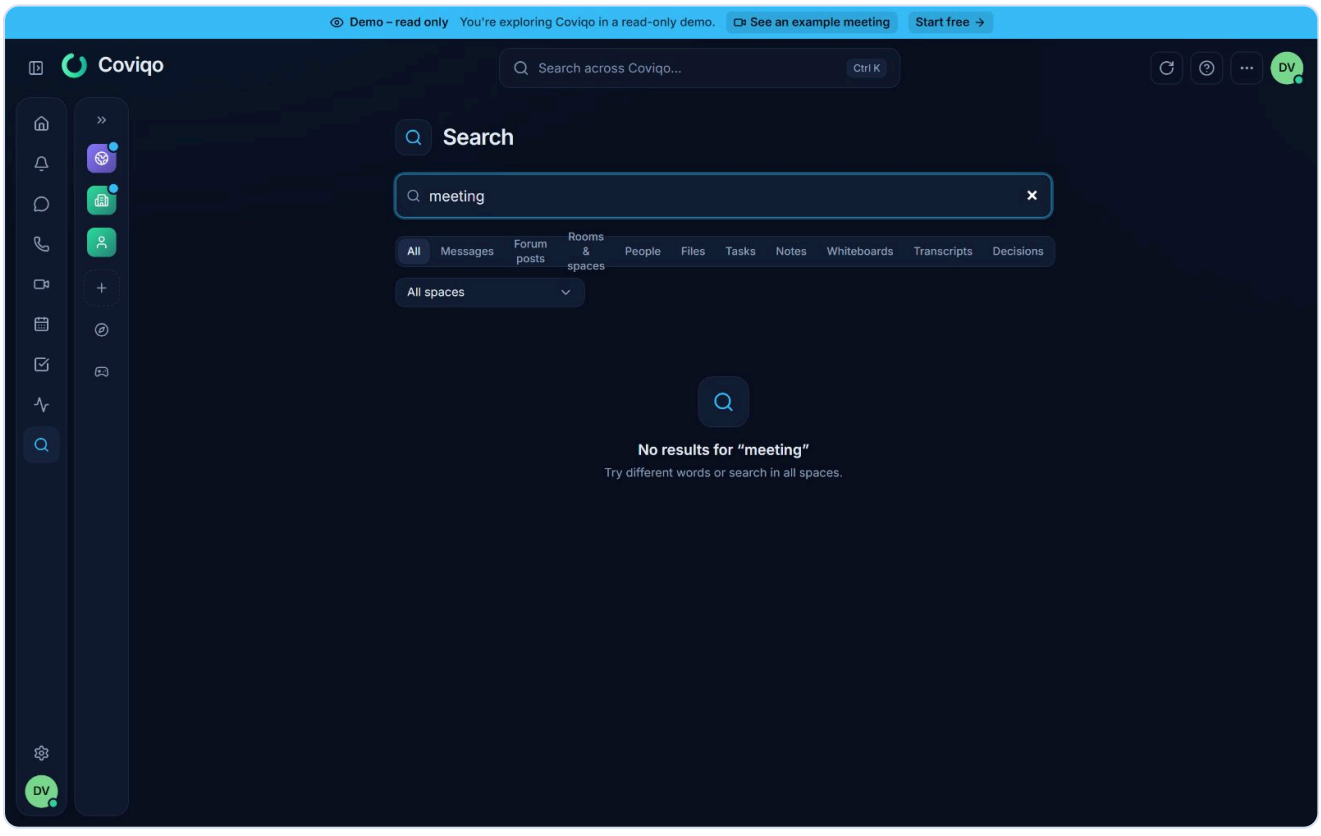


Figure 52.2 The Search page with type and space filters

1. Type into the field **Search messages, rooms, people, files, tasks and notes…**. Results appear after two characters.

2. Narrow the results by type with the tabs: **All**, **Messages**, **Rooms & spaces**, **People**, **Files**, **Tasks**, **Notes**, **Transcripts** and **Decisions**.
3. Narrow them by space with the drop-down on the right: **All spaces** or a single space.

With **All**, each type shows up to 8 hits; when you pick a single type, you get up to 30. If there are no hits, you see "No results for {q}" with the hint "Try different words or search in all spaces."

Click a result to go to it: a message opens in the room's chat at that message, a file opens in the room's Files tab, a transcript hit jumps to the matching passage of the meeting transcript, and a decision opens the decision log of its room (or of the space).

52.3 What is searchable

Type	What is searched	Found where
People	Display name and username	Members of your spaces; other people only if they are discoverable – by exact `@username`, or the first three or more letters of their username or name (see *Direct messages › Finding people*)
Rooms & spaces	Room name and description, space name	Rooms you can see; your spaces plus public spaces
Messages	Message text	Chat of rooms you can read and your direct messages
Files	File name (not the file content)	Files of rooms you can see, after the virus scan
Tasks	Title and description	Task boards you can see
Notes	Title and text	Notes of rooms you can see
Transcripts	Spoken text of meeting transcripts	Meetings whose transcript you may read
Decisions	Decision statement and details	Decision logs of rooms you can see

Deleted messages, files, tasks and notes are not found. The text inside PDFs or Office documents is not searched – only file names.

Some modules also have their own search box for the current room, for example **Search files** in the Files tab, **Search notes** in Notes and **Search the transcript …** in a meeting transcript. They only look at the room or meeting you are in.

52.4 How words are matched

Your messages, notes, tasks, file names and transcripts are stored encrypted. To still make them searchable, Coviqo keeps a protected word index for each space. This has a few consequences for how you search:

- **Whole words and word beginnings** are found. "quart" finds "Quarterly goals"; "road" finds "Roadmap".
- **Parts in the middle of a word** are not found. "map" does not find "Roadmap".
- **All words must match.** "budget marketing" finds only items that contain both words, in any order. Phrases in quotes are not supported.

- **Upper and lower case and accents don't matter.** "muller" finds "Müller", "grosse" finds "Größe".
- **No typo tolerance.** Check the spelling if you expect a hit.
- A query needs **at least two characters**; single letters are ignored. Word beginnings need at least three characters – a two-letter query only finds that exact word.
- Punctuation separates words: "Q3-report_v2.pdf" is indexed as "q3", "report", "v2" and "pdf".

Names of people, spaces and rooms are not encrypted. For them, any part of the name matches – "ann" finds "Joanna".

52.4.1 Examples

You type	Finds	Doesn't find
`launch`	"Launch plan", "launched yesterday"	"relaunch"
`q3 budget`	A task "Budget for Q3"	A note that mentions only "budget"
`mull`	A message from or about "Müller"	"Schmull"
`ann` (people)	"Anna", "Joanna", "@hannah"	–
`report.pdf`	"Report.pdf", "Quarterly-report-final.pdf" – dots, dashes and underscores separate words	"Monthlyreport.pdf"
`ux`	"UX review"	"UXR notes" – two letters only match a whole word

> **NOTE**
> New and edited content is added to the index within a moment. If you have just posted something, give it a second before searching for it.

52.5 Search and permissions

Search never shows more than you could see by browsing. The results are filtered exactly like the rooms themselves:

- Only spaces you are a member of are searched, plus public spaces (by name only, so you can find and join them).
- Within a space, only rooms you can see are searched – private and invite-only rooms you aren't in are left out.
- Each type needs the matching permission in the room, for example **View files** for files or read access to the chat for messages.
- Transcripts follow the visibility setting of each meeting.
- Messages only show up in search while the room's chat (for forum posts: the forum) is switched on.

People with a block between you and them – in either direction – never appear in the people results, the command palette or the @-mention suggestions (see *Direct messages › Blocking*).

If you are an **external guest** in another organisation's space, you only find content from the rooms that were shared with you, and only the people in those rooms. Space-wide content of that organisation stays hidden. External collaboration is explained in the chapter *Spaces and rooms*.

> **TIP**
> Can't find something you know exists? Check the space filter (it may be set to a single space), try a word from the beginning of the name instead of the middle, and make sure you still have access to the room.

52.6 Asking instead of searching

Inside a space the command palette also offers **Ask the space**: type a question and choose **Ask the space: "..."** to get a short answer from Coviqo's AI with the sources it is based on. See the chapter *Ask the space*.

PRIVACY, GAMING AND STREAMING · CHAPTER 53

Privacy and your data

Coviqo is built to process as little personal data as possible and to give you control over the rest. This chapter explains where you can see and download your data, how deleting your account works, how you object to being transcribed, what happens when a meeting is recorded, which cookies Coviqo uses, and where the AI features run. It also covers the tools space admins have for the content of their space.

53.1 Who is responsible for which data

Two roles are worth knowing, because they decide whom you ask about what:

Data	Responsible ("controller")
Your account, sign-in, sessions, security logs and billing	The operator of Coviqo
Content in a space run by an organisation – messages, files, notes, tasks, events, meetings, recordings, transcripts	The organisation or person that owns the space; the operator processes it on their behalf

Direct messages belong to the organisation when every participant is a managed member of the same organisation; otherwise each participant is responsible for their own messages and the operator provides the service (see *Direct messages*).

So if you want to know what your employer's space keeps about you, the space owner is your first contact. For questions about your account itself, contact the operator (see *Your rights and privacy requests* below).

53.2 End-to-end encrypted rooms

In end-to-end encrypted rooms (Business plan and up) and end-to-end encrypted direct conversations and their calls (every plan, switched on per conversation – chapter "End-to-end encrypted rooms") Coviqo only stores ciphertext and your public keys; the keys to read the content stay on your devices and in your encrypted key backup. Notifications of encrypted direct messages contain no text. Your data export contains such content as ciphertext. If you lose all devices and your recovery key, Coviqo cannot recover that content. Organisations can switch encrypted direct messages off for their managed accounts when they have to retain direct messages. Encryption of a conversation only ends if every participant agrees; Coviqo records who switched it on, asked to end it, agreed or declined (with the time, never the content). To search encrypted messages your device keeps an encrypted index that never leaves it and is deleted when you sign out.

53.3 Exporting your data

You can download a copy of everything Coviqo stores about your account at any time (your rights of access and portability under Art. 15 and 20 GDPR).

1. Open **Settings › Account & security**.
2. In the card **Export my data**, click **Request export**.
3. While the archive is built, the card shows "Your export is being prepared …". Coviqo sends you an e-mail when it is ready – usually within a few minutes.

4. Click **Download** next to the export for the complete ZIP archive, or **PDF report** for the readable report on its own. You must be signed in; the download link itself is only valid for a few minutes.

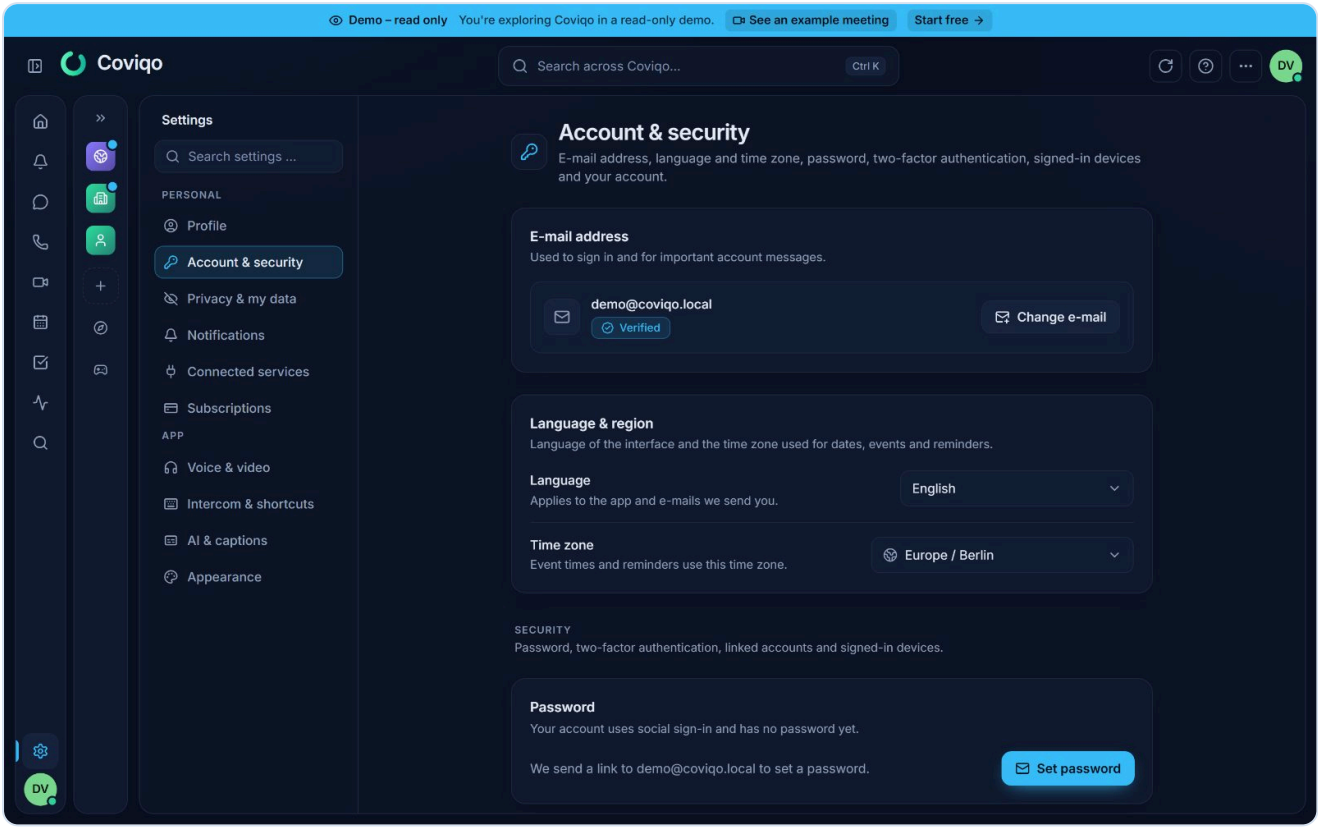


Figure 53.1 The data export and consent cards in the account settings

The export is a ZIP archive with:

- a designed **PDF report** – *Datenauskunft nach Art. 15 DSGVO* (in English: *Data access report*) – with a cover page, a table of contents, the information the GDPR requires (purposes, categories, recipients, retention, your rights, where the data comes from, no automated decisions) and one chapter per kind of data (profile, sessions and security, spaces, messages, direct messages, notes, tasks, files, meetings and transcripts, notifications, integrations, consents, *Find players* requests, contracts and billing …) with readable tables. Very large categories show the first entries and say where the complete list is, for example "complete in messages.json",
- machine-readable JSON files with **all** data (for moving to another service),
- the files you uploaded (the report only lists them).

The report uses the language of your account (German or English).

Each export is listed under **Recent exports** with its status (**Queued**, **Preparing**, **Ready**, **Failed** or **Expired**). "The download is available for 7 days. You can request one export per day." After seven days, the archive and its encryption key are deleted. If an export failed, request a new one.

53.3.1 Your consent history

Below the export, the card **Consents** shows when you accepted which version of the Terms of Service and the Privacy Policy (**Show history**). When the operator publishes a new version, Coviqo asks you once with **We've updated our terms** – click **Accept** to continue, or **Sign out**.

53.3.2 Direct messages in the export and privacy settings

The export contains every direct conversation you take part in with all its messages (`direct-messages.json`) and your direct message settings – who may message you, whether you are discoverable, your blocked people (`direct-message-settings.json`) – and your contacts, the contact requests you sent and received, who may send you requests and your read receipt settings (`contacts.json`). Who may send you direct messages, discoverability and blocking are set in **Settings › Privacy & my data** (chapter *Direct messages*). The export also lists the calls from direct messages you took part in – who, when, how long and the outcome, never any content (`calls.json` , kept 180 days) – and who may call you (chapter *Calls*).

53.3.3 Onboarding answers

Your answers to the onboarding questions of spaces and when you accepted their rules are in the export as `space-onboarding.json` . Space admins only ever see how many people picked an answer, never who picked what. Your answers are deleted when you leave the space or delete your account.

53.4 Deleting your account

You find **Delete account** in **Settings › Account & security** under **Danger zone**.

1. Click **Delete account**.
2. Read what happens: you are signed out on all devices, you leave every space, and your data is deleted for good after the grace period.
3. Confirm with your current password and, if you use two-factor authentication, a current code. Wrong two-factor codes count towards the temporary account lock.
4. Tick the confirmation and click **Delete account**.

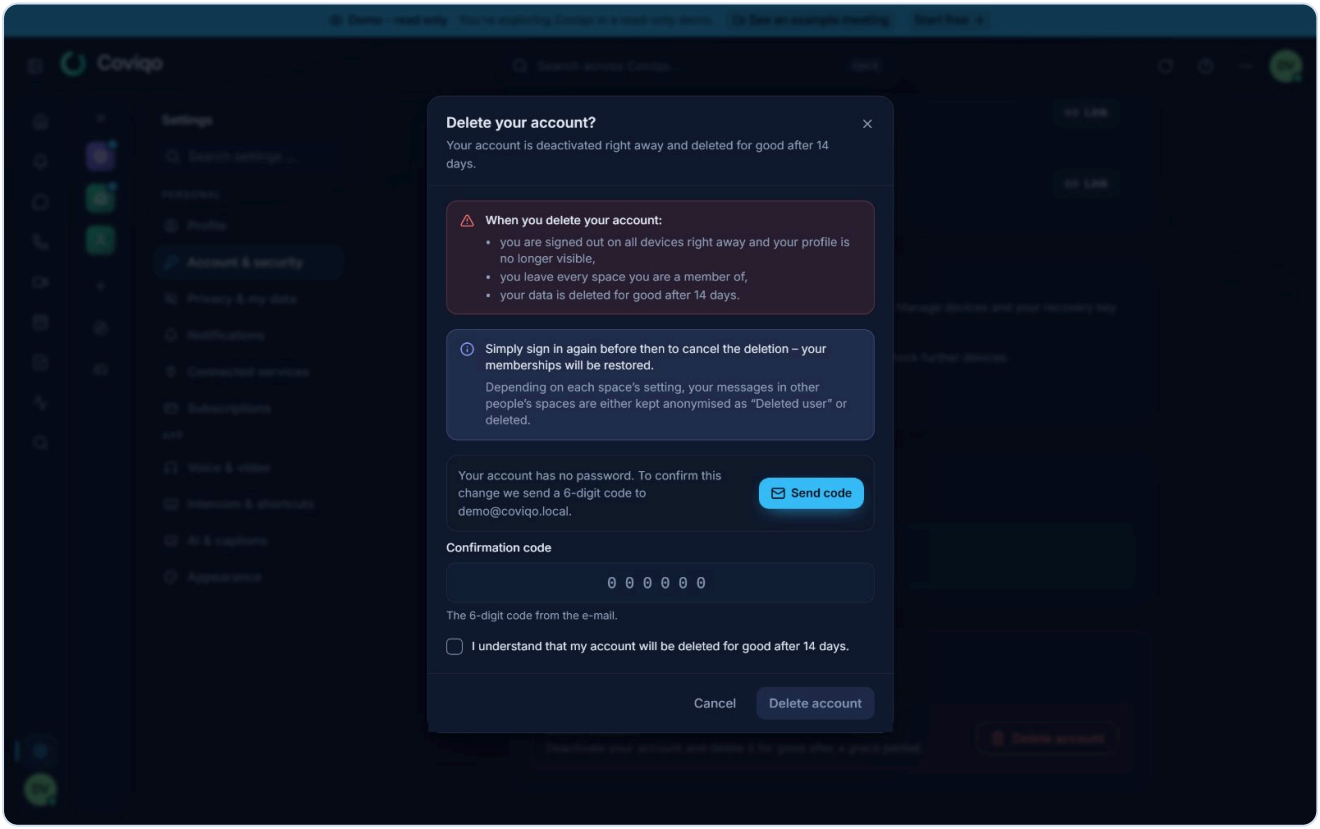


Figure 53.2 Deleting your account

The deletion runs in two steps:

- **Right away** your account is deactivated, your sessions end and your profile disappears.
- **After the grace period** – 14 days by default; the dialog shows the exact number – your account is erased for good: your private space (if you have one) and its files, your sessions, linked accounts, notification settings and calendar connections are deleted. What remains is a pseudonymous placeholder so that audit logs and conversations stay consistent.

> **TIP**
> Changed your mind? "Simply sign in again before then to cancel the deletion – your memberships will be restored." The dialog links to the data export too – download your data first if you want to keep a copy.

What is kept after deletion. Platform backups are kept for no more than 12 months; deleted data disappears from the backups by then at the latest. Accounting records (invoices, credit notes, payments, contract changes, cancellations) are kept separately for 10 years, as required by law – in pseudonymised form where possible: your e-mail address is replaced, but invoices keep the billing details as printed on them and cancellation declarations keep the name of the person who made them. They are deleted when the retention period ends.

If you still own spaces, you see **You still own spaces**: "Transfer ownership or delete these spaces before deleting your account."

53.4.1 What happens to your direct messages

When your account is finally deleted, you leave all your direct conversations and your direct messages are deleted. Conversations in which nobody is left are removed completely, including their attachments. During the grace period your conversation partners can still read the conversation but not write to you.

53.4.2 What happens to your messages in other spaces

Each space decides what happens to the chat messages of people who delete their account. Space admins set this in **Space settings › Data & log › Data & privacy** under **Messages of members who delete their account**:

- **Keep anonymised** (default) – messages stay and the author is shown as "Deleted user". Conversations stay readable.
- **Delete with the account** – the person's messages are deleted together with the account.

Files, notes and tasks you created in other people's spaces stay in those spaces. Speaker names in meeting transcripts are anonymised.

53.5 Transcription: opting out

In spaces where meetings are transcribed, you can object to having your voice processed:

1. Open **Settings › AI & captions**.
2. Under **Privacy**, switch on **Don't transcribe my voice**.

"Your microphone is excluded from live captions, transcripts and summaries. Others still see you as present." In meetings with transcription you then see "You are not being transcribed." The setting applies to all meetings until you switch it off again. It also covers your voice messages in chats: they are not transcribed.

Clips: in voice rooms that allow clips (you see **Clips on**), others can save the last seconds of the call. Switch on **Exclude my voice from all clips** (Settings › Privacy & my data › Clips of me) or exclude yourself per room in the call's **…** menu – you are then neither heard nor shown in clips. A clip lists who is audible in it, and it is only transcribed when nobody audible has switched on *Don't transcribe my voice*.

While transcription is running, every participant sees a **Transcribing** indicator. If the transcription service is unavailable, the indicator reads **Transcription waiting** and nothing is transcribed until the service is back.

53.6 Recordings

A recording can only be started by someone with the permission to record, and it is shown to everybody for its entire duration:

- When a recording starts, all participants get the notice "This meeting is being recorded" – "By staying in the meeting you consent to the recording." A **Recording** badge stays visible.
- Coviqo logs who was present when the recording or transcription started, and who joined while it was running, as evidence that they saw the notice. This evidence is kept for three years.
- Recordings are deleted automatically after the retention period of the plan (for example 30 days on Community Pro, 365 days on Business); organisation owners and admins can set shorter periods for the whole organisation (**Retention**), and recordings can always be deleted earlier. A meeting can never keep a recording longer than the plan allows.

> **NOTE**
> Whoever starts a recording or organises the meeting is responsible for informing participants in advance and, where required, for asking their consent. If you don't want to be recorded, say so or leave the meeting.

53.7 Where the AI runs

Transcription, live translation of captions, meeting summaries and the catch-up paragraph are produced by speech recognition and a language model that run **on the Coviqo infrastructure itself**. Audio, transcripts and content are not sent to external AI providers and are not used to train third-party models.

- AI features must be enabled on several levels: by the operator, by your plan (the Free plan includes no AI transcription or summaries), by the space admin under **Space settings › AI & transcription** and for the individual meeting.
- The AI only makes suggestions. Summaries, action items and decisions are drafts that people review; Coviqo makes no automated decisions about you.
- Results can contain errors. Check important statements against the recording or the transcript.

The AI settings for meetings are described in the chapter *Meetings*.

53.8 Cookies and local storage

Coviqo uses no tracking, analytics or advertising cookies – that is why there is no cookie banner. It only stores what is technically necessary:

Item	Purpose
Sign-in cookie	Keeps you signed in (valid only for the sign-in endpoints).
Trusted-device cookie	Only if you tick **Trust this device for 30 days**: lets password sign-ins from this browser skip the authenticator code for 30 days (valid only for the sign-in endpoints).
Short-lived sign-in cookie	Protects the sign-in with Google, Microsoft, Apple, Discord, Steam or Epic Games against misuse (10 minutes; up to 30 minutes while you confirm your e-mail address after a Steam or Epic sign-up).
Language cookie	Remembers the language you chose.
Session hint (`cq_si`)	Only says "signed in" (no account data) so that opening the app address takes you straight to the app instead of the sign-in page; 30 days, removed when you sign out.
Single sign-on cookie (`cq_sso`)	Only during a sign-in with your organisation's single sign-on: binds the sign-in to this browser (protection against misuse); valid only for the sign-in endpoints, at most 10 minutes.
Browser storage	Interface settings such as theme, list view and a collapsed sidebar, a device ID, your selected microphone, camera and output volume. The device ID is a random identifier without any information about you; it is saved with your sessions and helps the Coviqo security team recognise and, in case of abuse, block a device. Clearing your browser data creates a new one.
Unsent note changes	Only while you edit a note without a connection: your changes are kept in the browser until the server has confirmed them, then deleted – and always when you sign out.
Push subscription	Only if you switch on push notifications and allow them in your browser.

You can delete local storage in your browser at any time; Coviqo then falls back to its defaults.

Public forms (registration, forgot password, contact, privacy request, contract cancellation, guest join, share-link passwords) are protected against bots by a self-hosted proof-of-work check: your browser solves a small computation that the Coviqo server issues and verifies. It sets no cookie, builds no profile and involves no third party.

53.9 Images from other websites

When someone posts an image from another website in a chat, a direct message or a text, or when a profile picture comes from another service (for example after signing in with Google, Discord or Steam), your browser does not load it from that website. Coviqo's server fetches it through its own image proxy – without your IP address, cookies or the page you are on – and keeps a copy for up to 24 hours. Space admins can switch external images off completely under **Space settings › Overview › Show external images**; they then appear only as links.

53.10 Error reports

If something unexpected goes wrong in Coviqo (the server, the web app or the desktop app), a technical error report – type of error, error message, the place in the program and the version – may be recorded so the problem can be fixed. Before it is stored, e-mail addresses, access keys and content are removed and IP

addresses are shortened; the report is not linked to your account. Error reports stay on Coviqo's own servers (no third party) and are deleted after 30 days.

53.11 Your rights and privacy requests

Besides the self-service export and deletion, you have the rights to rectification, restriction and objection. Most corrections you make yourself in **Settings › Profile** and **Settings › Account & security**. For everything else, use the public form **Your rights under the GDPR** at `/privacy-request` (linked in the website footer) – it also works without a Coviqo account:

1. Choose the type of request: **Access**, **Data portability**, **Erasure**, **Rectification**, **Restriction** or **Objection**.
2. Enter your **E-mail address** (ideally the one of your Coviqo account), optionally your **Name**, and describe the request under **Details**.
3. Click **Send request**, then confirm it via the link in the e-mail (valid for 7 days).

After confirming, you see a **Reference number** and the date by which the answer is due – within one month, as the GDPR requires.

53.12 Reporting illegal content

Report message and **Report** on a profile send a report to the moderators of the space or to Coviqo's Trust & Safety team (see *Communication* and *Your profile*). If you think that content on Coviqo **breaks the law**, you can additionally send a formal notice to Coviqo under the EU Digital Services Act (DSA):

1. Open the form **Report illegal content** – from **Report illegal content (DSA)** in the report dialog of a message or profile (the link of the content is filled in), from the website footer, from **? › About Coviqo**, or directly at `/report-content`. It also works without a Coviqo account.
2. Choose the **Type of content** and paste the exact **Location (link)** – in the app, use **Copy link** on the message, file or profile. The form shows what it recognised, for example *Recognised: Message*. One location per notice; mention further ones in your explanation.
3. Explain why the content is illegal, give your **Name** and **E-mail address** (optional only for reports of child sexual abuse material) and confirm that your notice is accurate and complete in good faith.
4. Click **Send notice**. You get a **Reference** and a confirmation of receipt by e-mail; the e-mail contains an optional link to confirm the notice.

Coviqo reviews the notice and tells you its decision and the available remedies by e-mail. Content removed for legal reasons shows *This message was removed for legal reasons.* in the chat. The page **Contact points under the DSA** (`/legal/dsa`, linked in the website footer and in **About Coviqo**) lists the contact points for users and authorities, the languages and how notices and complaints are handled.

53.13 Decisions about your content

If Coviqo restricts your content or your account – removes a message, resets profile content, suspends an account or a space – you receive a **statement of reasons** by e-mail and as a notification. All statements are listed under **Settings › Legal decisions** (the section appears once there is one). Each statement shows the measure, what is affected, its scope and duration, the facts, whether automated means were used, and the ground: illegal content (with the legal basis) or a breach of the terms of service (with the clause).

If you disagree, **Lodge a complaint** in the statement within six months – free of charge and once per decision. Explain why the decision is wrong; Coviqo reviews it again and tells you the outcome (**Complaint under review**, **Complaint upheld** or **Complaint rejected**). The statement also names the other remedies: an out-of-court dispute settlement body and the courts.

53.14 Legal documents

The **Legal notice**, the **Terms of Service** and the **Privacy Policy** are linked in the footer of the website and in the registration form (`/legal/imprint` , `/legal/terms` , `/legal/privacy`). Each shows its version and the date it became effective.

The **Third-party notices** (`/third-party-notices` , German "Lizenzhinweise") list the open-source components Coviqo uses – with their licences, copyright notices, attributions and links to the source code. The page is linked in small print at the bottom of the website footer and, in the desktop app, in **Settings › Desktop › About**. The desktop app also ships the notices of its own components in its installation folder (`resources/THIRD-PARTY-NOTICES.html` , next to `LICENSE.electron.txt` and `LICENSES.chromium.html`).

53.15 Your privacy cockpit

Settings › Privacy & my data › Privacy cockpit shows what Coviqo knows about you – without any content:

- **Where your data lives** – data region, hosting country, file storage, backups, whether AI runs on Coviqo's own servers, and the hosting providers and processors.
- **Organisations and spaces** that hold data about you, whether an organisation manages your account, and how you appear in each space (your space identity or your global profile).
- **Sign-ins and devices** – a link to your security settings.
- **AI processing** – which AI feature (summary, transcription, captions, chapters, "Ask the space", catch-up …) processed content you wrote or that concerns you, per day. You see this for 180 days. The log never contains what was said or written.
- **Exports that include you** – your own data exports, exports of your account by your organisation, space exports, meeting reports, transcript downloads and audit log exports of your spaces. You see who made them as a role (for example "by a space administrator"), not by name.
- **Recordings, transcripts and clips with you** – clips you can be heard in, recordings of meetings you attended and transcripts in which you speak. Next to each entry you can **ask for deletion**: the person who created it and the space administrators get a notification. They decide – nothing is deleted automatically. You can withdraw your request.
- **Consents and opt-outs** – whether your voice is excluded from transcription and from clips, and your consent history.
- **Your data** – download everything (the export also contains the AI processing log) or delete your account.

53.16 Where your data lives

Coviqo is developed and operated in Luxembourg and hosted in the EU. The landing page shows this in the line **Made in Luxembourg · Hosted in the EU** above the headline and in the band **Your data stays in the EU. So does the AI.** further down:

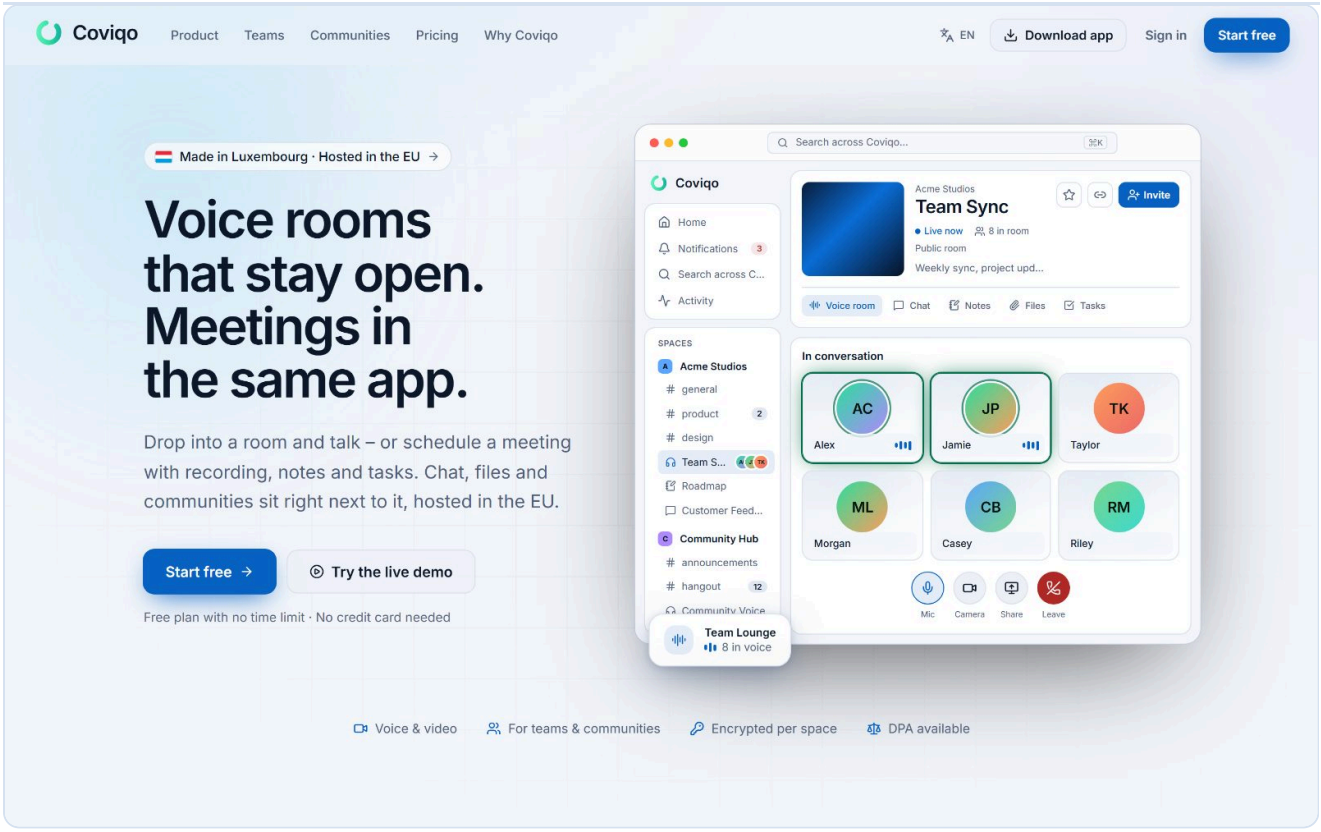


Figure 53.3 Hero with the line "Made in Luxembourg · Hosted in the EU"

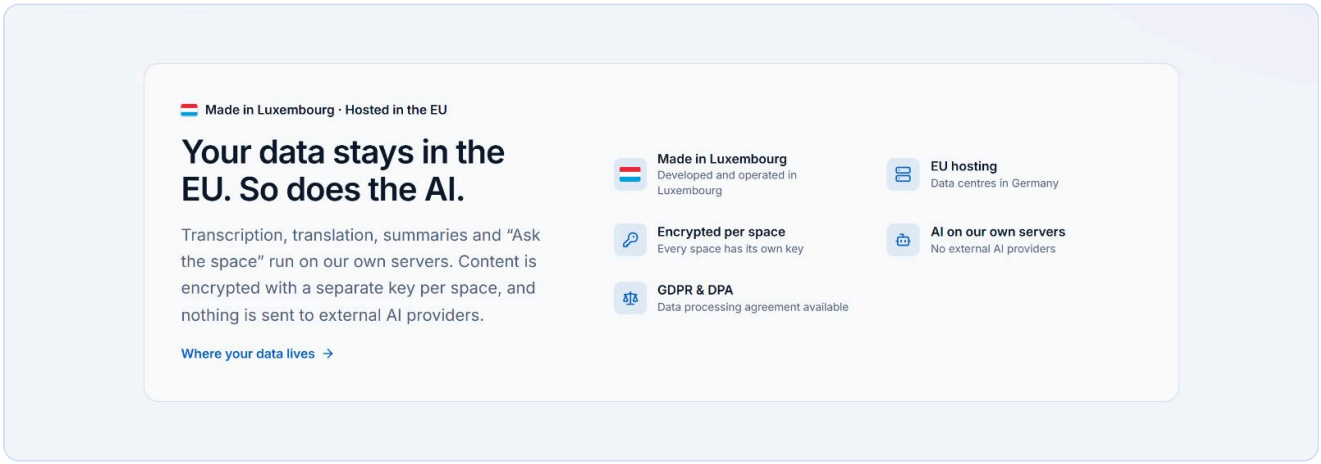


Figure 53.4 The band "Your data stays in the EU. So does the AI." with its facts

The line and each fact of the band open the matching section of the page **Why a European collaboration platform** (`/why-coviqo/europe` , also reached via the **Made in Luxembourg · Hosted in the EU** badge in the website footer and from the page **Why Coviqo**). It explains in plain words:

- which law applies to Coviqo and what the US CLOUD Act is about;
- where your data is stored – servers, file storage, backups and AI features;
- how content is encrypted per space – and that this is server-side encryption, not end-to-end encryption;
- what leaves the EU and why – for example network protection, payments with Stripe, and sign-in or integrations you choose to use;
- the list of subprocessors (the same list as in the privacy policy), the data processing agreement (DPA) for organisations, and whom to contact about privacy or security.

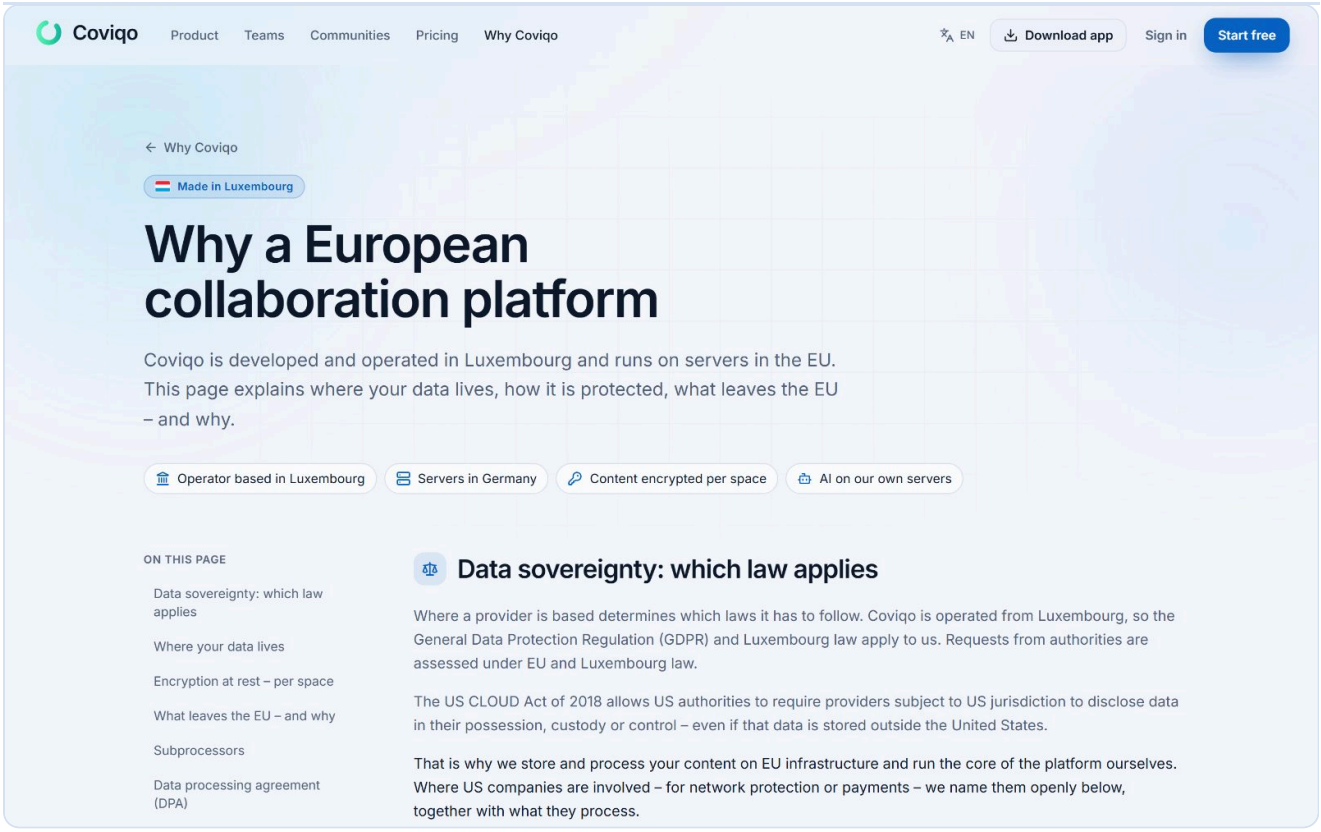


Figure 53.5 The page "Why a European collaboration platform"

The page **Why Coviqo** (`/why-coviqo` , in the website header and footer as **Why Coviqo**; the old address `/why-europe` forwards there) sums up what you get with Coviqo – voice rooms and meetings in one app, radio between rooms, tasks, notes, files and events, AI on our own servers, phone dial-in, community and gaming features. Its section **From Luxembourg. Hosted in the EU.** is a short version of the page above and links to it.

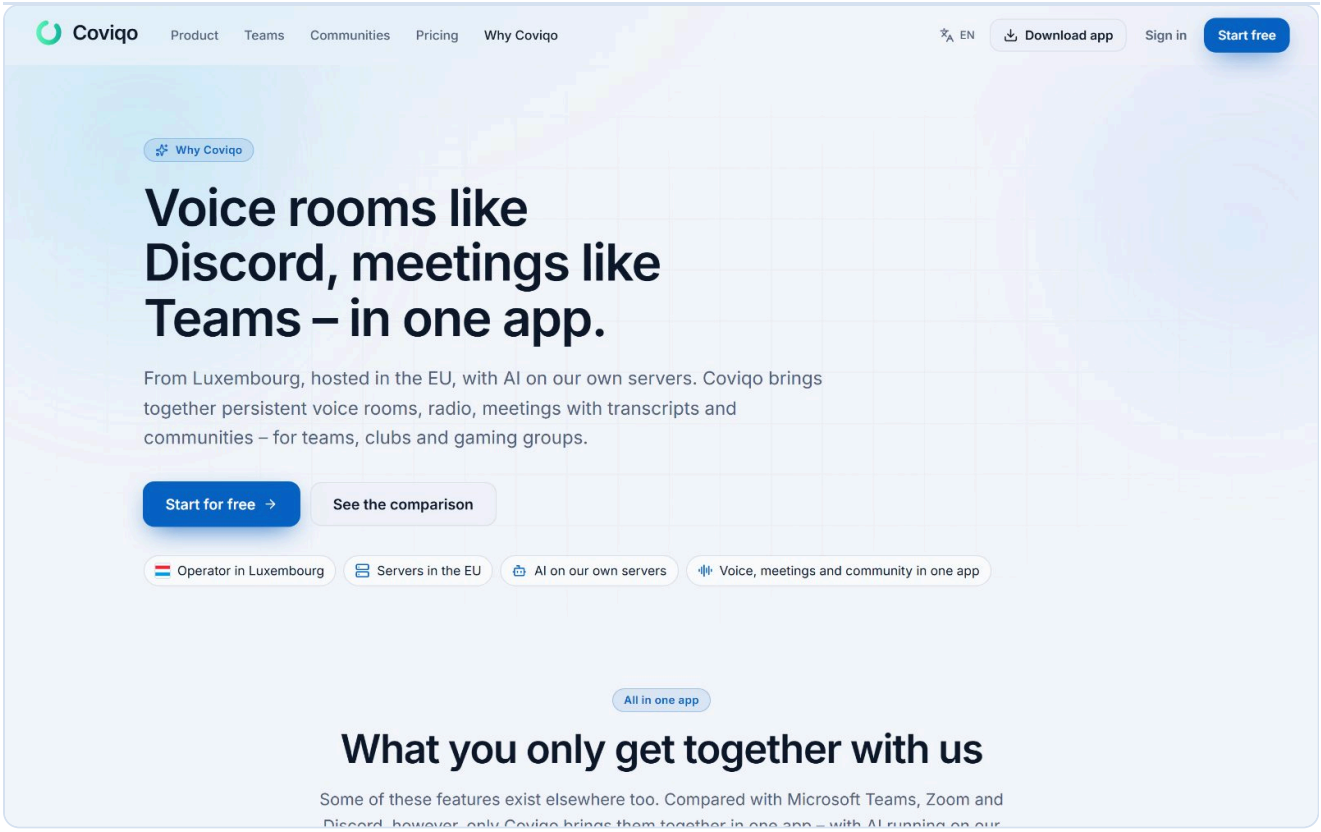


Figure 53.6 The page "Why Coviqo"

53.17 Permissions per space

Some things are only shared if you allow them – separately for each space, and only while you are a member there. Open your profile for the space (**Settings › Profile › Identities & worlds › Edit identity**) and look at **Permissions in this space**. Everything is off by default:

Switch	What it allows
Share my linked Discord account with this space's bots	Bots of this space that a space admin gave the data access **Linked accounts** see your Discord ID and Discord username – for example to take over your roles from a Discord server. Only possible if you linked Discord under **Settings › Security › Linked accounts**. Your e-mail address is never shared.
Show my name in the public voice channel widget	If the space shows a public widget on its website (see *Website embed*), your name and profile picture appear there while you are in a voice room. Otherwise you appear anonymously.

You can turn each switch off again at any time. All permissions of a space end when you leave it (or are removed), and unlinking Discord ends every Discord permission – a new link is only shared after you allow it again. **Settings › Security › Linked accounts** lists the spaces in which you share your Discord account, with **Revoke** next to each one.

A bot or a space admin may send you a link like `https://app.coviqo.com/s/<space>?consent=discord` (or `?consent=voice`): it opens these switches directly – nothing is switched on until you do it yourself. Your data export contains every permission in `space-consents.json`, together with the spaces you shared with login apps (see *Integrations › Sign in with Coviqo*).

53.18 For space admins: data of your space

Admins with the right permissions find the privacy tools of a space under **Space settings › Data & log › Data & privacy**:

- **Export space data** (only for the space owner and administrators, because the export contains every room, private rooms included) – a ZIP archive with a PDF report (*Datenexport Space …*), rooms, messages, notes, tasks, events, members and all files, for example to answer an access request, for archiving or for switching providers. One export per space and day; available for 7 days.
- **Messages of members who delete their account** – see above.
- Owners and admins of the organisation can also set stricter retention periods and conclude the data processing agreement (DPA) here.

Access by Coviqo support to your space's data is recorded in the space's **Audit log**.

PRIVACY, GAMING AND STREAMING · CHAPTER 54

Game activity

The Coviqo **desktop app** (version 0.3.0 or newer) can show which game you are playing: **"Playing Factorio"** appears in your profile card and in member lists. The feature is **off by default**.

54.1 Switching it on

Settings → **Privacy & my data** → **Game activity** (the section is only shown in the desktop app). Once switched on, the app looks at the names of the programs running on your computer every 15 seconds and compares them with a list of known games. It never reads window titles or screen content, and the list of your programs never leaves your computer – only the name of the detected game is sent.

Games Coviqo does not know can be added under **Own entries**: enter the program name (for example `mygame.exe`) and the name to show. Own entries are stored on this computer only.

54.2 Who sees it

Your contacts and people who share a space with you – never strangers. The game is only shown while your profile field **Gaming** is visible to shared spaces (Settings → Profile → visibility); spaces that hide activities do not show it. Nothing is stored: when you close the game or go offline, it disappears. Switching the setting off removes it immediately.

PRIVACY, GAMING AND STREAMING · CHAPTER 55

Streamer mode

Streamer mode hides personal details while you stream or record your screen, so they do not end up in the stream. It is available on every plan.

55.1 Switching it on

Settings → **Privacy & my data** → **Streamer mode** offers three choices:

- **Off** (default) – everything is shown as usual.
- **On** – always hidden, on every device you are signed in on.
- **Automatic (desktop app)** – only in the Coviqo **desktop app** (version 0.4 or newer): streamer mode switches itself on while OBS, Streamlabs, XSplit, Twitch Studio or similar streaming software runs, and off again when you close it. The app only compares the names of running programs every 15 seconds; nothing of it leaves your computer. In the browser Coviqo cannot see other programs – choose **On** there if you stream from the browser.

While streamer mode is active, the sidebar shows a small red **Streamer mode** badge instead of your e-mail address.

55.2 What is hidden

- your e-mail address (sidebar, account and security settings, confirmations),
- invite links and codes (and the e-mail address of invited people), vanity links, room join codes, meeting links, dial-in PINs and file share links,
- previews of direct messages in the conversation list,
- the contents of notifications – in the notification center, as browser or desktop notification and as push message you only see **"New message from Anna"**,
- IP addresses and locations of your sessions and devices, and in audit logs.

Links and codes show •••• with an eye next to them: click the eye to show that one item briefly (for example when you need to copy a code), click again to hide it.

> Tip: copying still works while an item is hidden – the copy buttons copy the real link.

PRIVACY, GAMING AND STREAMING · CHAPTER 56

Game overlay

The game overlay shows the most important things of your call **on top of your game**: who is speaking, whether you are muted, your intercom channel, incoming calls and – in red – whether the call is being recorded (**REC**) or streamed live (**LIVE**). It is part of the Coviqo **desktop app for Windows** (version 0.4 or newer) and free on every plan.

56.1 Switching it on

Settings → **Desktop app** → **Game overlay** (German UI: *Spiel-Overlay*) → **Show game overlay**. The overlay then appears while you are in a voice room, meeting or call. Clicks and keys still go to your game – the overlay never catches them.

Options:

- **Style**: *Compact* (your status, the room and only the people speaking right now), *List* (everybody, the speaking ones with a green ring) or *Avatars only*.
- **Position**: a corner of your main screen, or **Move** to drag it anywhere (then *Own position*). While moving, the overlay shows buttons for the four corners and **Done** (or press Esc).
- **Size** and **Opacity**.
- **Only while in voice** (on by default): hidden when you are not connected; incoming calls and notifications still show up briefly.
- **Notifications in the overlay**: short toasts for new notifications – and **Clip saved** when you save a game clip (Windows hides its own notifications while you play; see *Game clips*).
- **Hide names in streamer mode** (on by default): while the streamer mode is active, the overlay shows *Person 1, 2* … instead of names and no profile pictures.

Hotkeys: under **Settings** → **Intercom & shortcuts** you can set a key to **show / hide the game overlay** and one to **move** it – both are unbound until you set them.

> **TIP**
> The overlay works over games in **borderless** or **windowed fullscreen**. Games in *exclusive fullscreen* draw over every window – switch the game's display mode to borderless to see the overlay. The overlay never appears in your screen shares or recordings.

> **NOTE**
> Desktop app 1.0.10 to 1.0.12 could not show the overlay (it stayed invisible, also in **Move**). Update to 1.0.13 or newer.

56.2 Privacy

The overlay only shows what the Coviqo app shows anyway. Its data stays on your computer, and its settings are stored by the desktop app on this device only.

PRIVACY, GAMING AND STREAMING · CHAPTER 57

Game clips

With **game clips** the Coviqo desktop app for Windows keeps the last seconds of your game in memory. When something great happens, press a key and the moment is saved as a video file on your computer – and you can share it in a room or a direct message afterwards. You can also record a whole session from one key press to the next.

Game clips are part of the **desktop app for Windows** (version 0.7 or newer) and are **off** until you switch them on. They are a separate feature from the clips of voice rooms (the last seconds of a conversation, see *Threads, voice messages and reminders*).

57.1 Switching it on

Open **Settings › Desktop app › Replay clips** and switch on **Replay clips**. The desktop app asks once in its own dialog (**Switch on game clips?**) and names the two keys; click **Switch on**.

From then on, Coviqo watches which program is in front. As soon as a **game runs in fullscreen or in a borderless window**, it keeps the last seconds in a buffer in memory. The card shows the state, for example *Recording buffer active: game.exe · 30 s buffered · 1080p60*, or *Waiting for a game in the foreground*. About 30 seconds after the game has left the foreground, the buffer stops again.

57.2 Saving a clip

Key	What it does
`Alt` + `F8` – **Save game clip**	Saves a clip according to the **Mode** (see below).
`Alt` + `F7` – **Start / stop game recording**	Starts a recording; pressing again stops it.

Both keys are global, so they work while the game is in front. Change them in the card or under **Settings › Intercom & shortcuts**. They are only active while game clips are switched on.

After each clip you get the notification **Clip saved (30 s)** with a sound. Because Windows hides notifications while you play, the notice also appears in the **game overlay** (when the overlay and **Notifications in the overlay** are on, see *Game overlay*), and Coviqo plays the sound itself. If no game is detected, **Save game clip** says *No game detected* – use a recording instead, or put the game on the **Always record** list.

If you quit Coviqo while a clip or recording is still being written, the app waits until the file is complete (at most 15 seconds).

57.3 Settings

- **Mode**:
  - **Clip** – the key saves the last seconds.
  - **Recording** – the key starts a recording, pressing again stops it.
  - **Clip + after** (the default) – the key saves the seconds **before and after** the press, for example 30 s before and 30 s after. With **Keep recording** on, pressing again during the "after" part turns the clip into

a recording that runs until the next press.

- **Seconds before** / **Seconds after** – 10 to 300 seconds.
- **Quality** – 720p, 1080p (default) or 1440p, at 30 or 60 fps (**Frame rate**). The card shows how much memory the buffer needs. Computers without a hardware video encoder record at 720p30.
- **Game audio** – the sound of the game itself. Voices from your Coviqo calls are **never** recorded.
- **Microphone as an extra track** – your own microphone as a separate audio track in the video file (off by default).
- **Folder** – where clips are saved; by default `Videos\Coviqo Clips` in your user folder. **Open** shows it.
- **Notification** and **Sound with the notification**.
- **Always record** – programs that count as a game even in a window (for example `game.exe`).
- **Never record** – programs that should never count as a game.

While you share the same game in a call with the desktop app, clips use the picture of your screen share (the stream's quality) – there is no second capture.

57.4 My clips

Below the settings, **My clips** lists your newest clips with a preview picture and length:

- click a clip to **play** it,
- **Share in channel** – choose a space and channel, or a direct message; the clip is attached to a new message there, add some text and send it as usual,
- **Show in folder**,
- **Delete** – moves the file to the recycle bin.

57.5 Organisation policy

Organisations can switch off **Local clips and recordings (desktop app)** under **Organisation › Policies**. The buffer then stops at once, the keys are released, and the card says *Your organisation has disabled local clips and recordings*.

57.6 Privacy

Clips record only the game window (for a recording without a game: the screen of the active window), the game's sound and – if you choose so – your microphone. Voices of other people from Coviqo calls are never recorded. The buffer lives only in memory, and the files stay on your computer; nothing is uploaded unless you share a clip.

PLANS AND ORGANISATIONS · CHAPTER 58

Plans and billing

Coviqo is free to start with. When your team or community needs more storage, recording, AI transcription or single sign-on, you can book a paid plan. This chapter compares the plans, explains how to upgrade and pay with Stripe, where you find invoices, how to cancel or withdraw from a contract, and what happens to your data when a paid plan ends.

58.1 Who can manage billing

A plan belongs to the **organisation** that owns a space, not to a single space: all spaces of that organisation share the same plan and the same limits (for example the storage). Your own personal organisation – created for you when you signed up – counts as an organisation too, so you can book a plan for it without setting up anything else.

Billing is managed by the **owners, admins and billing contacts** of the organisation – usually the person who created it. They find it in three places:

- **Subscriptions** – in the user menu (your avatar), in the command palette (`Ctrl` + `K` , type "Subscriptions") and under **Settings › Subscriptions** (`https://app.coviqo.com/settings/subscriptions`). The list shows every organisation whose billing you manage with its **Plan**, **Seats**, **Cost** per month or year, **Next invoice** and **Status** (Active, Trial, Payment overdue, Canceled). **Manage** opens the organisation's billing page. If you don't manage any organisation's billing, the page says so and offers **View plans**.
- **Organisation › Billing** – the billing page itself: `https://app.coviqo.com/org/<organisation>/billing` . It is part of the organisation area (chapter *Organisation settings*). If your organisation doesn't use the organisation settings (for example your personal organisation or a small community on Free or Community Pro), the area shows **only** the Billing section.
- **Space settings › Organization & plan › Plan** – every space shows "This space belongs to {organisation} – plan {plan}". Billing contacts get the button **Manage billing**, which leads to the organisation's billing page; everyone else who manages the space sees only the plan.

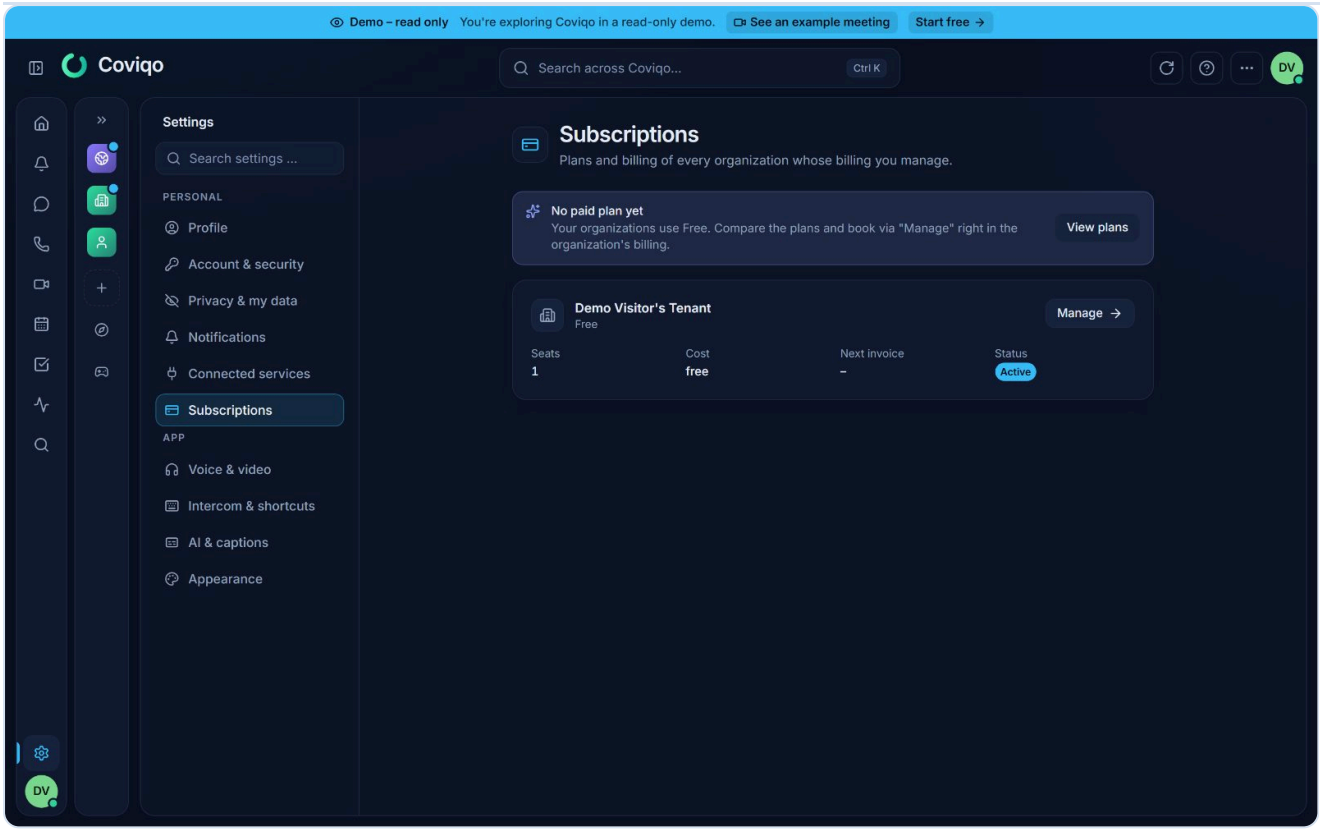


Figure 58.1 Subscriptions: every organisation whose billing you manage

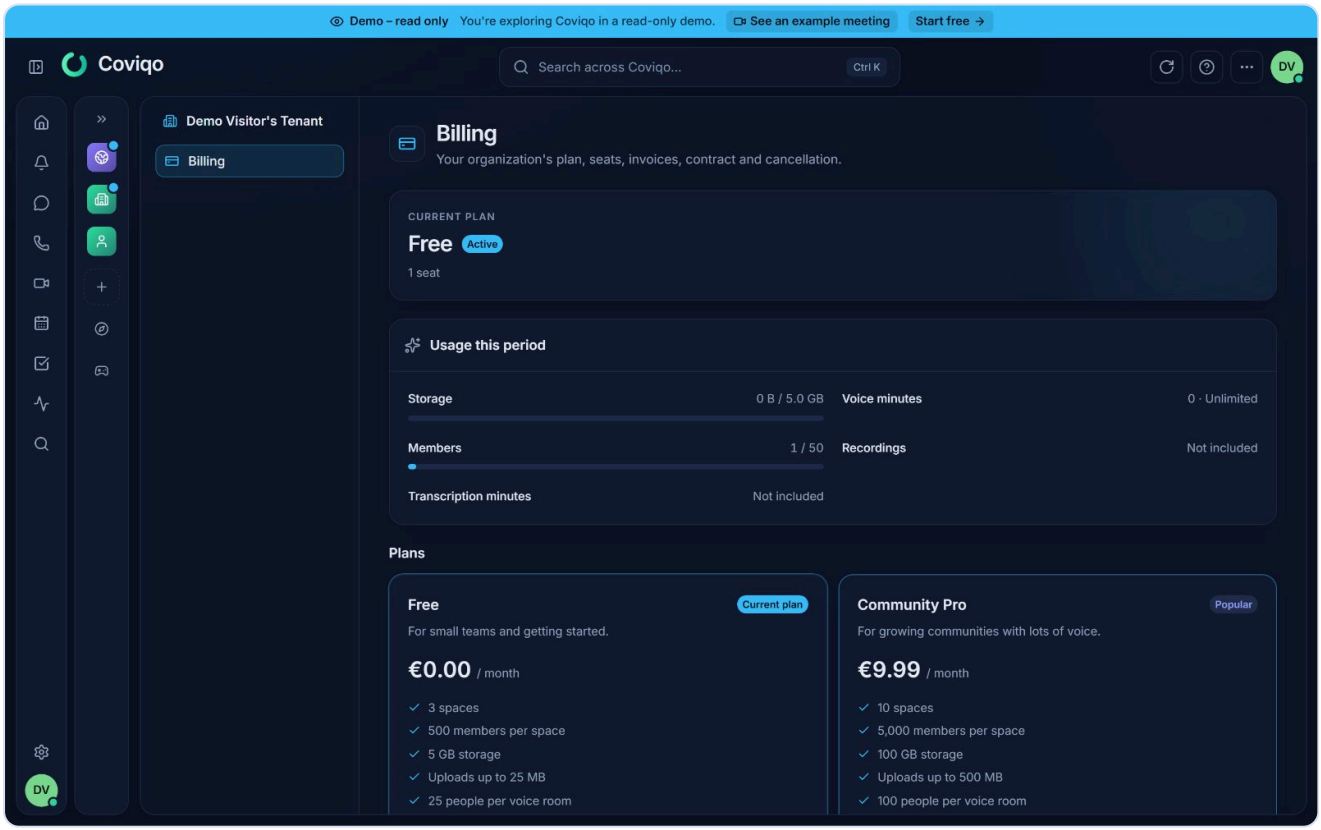


Figure 58.2 The billing page of an organisation

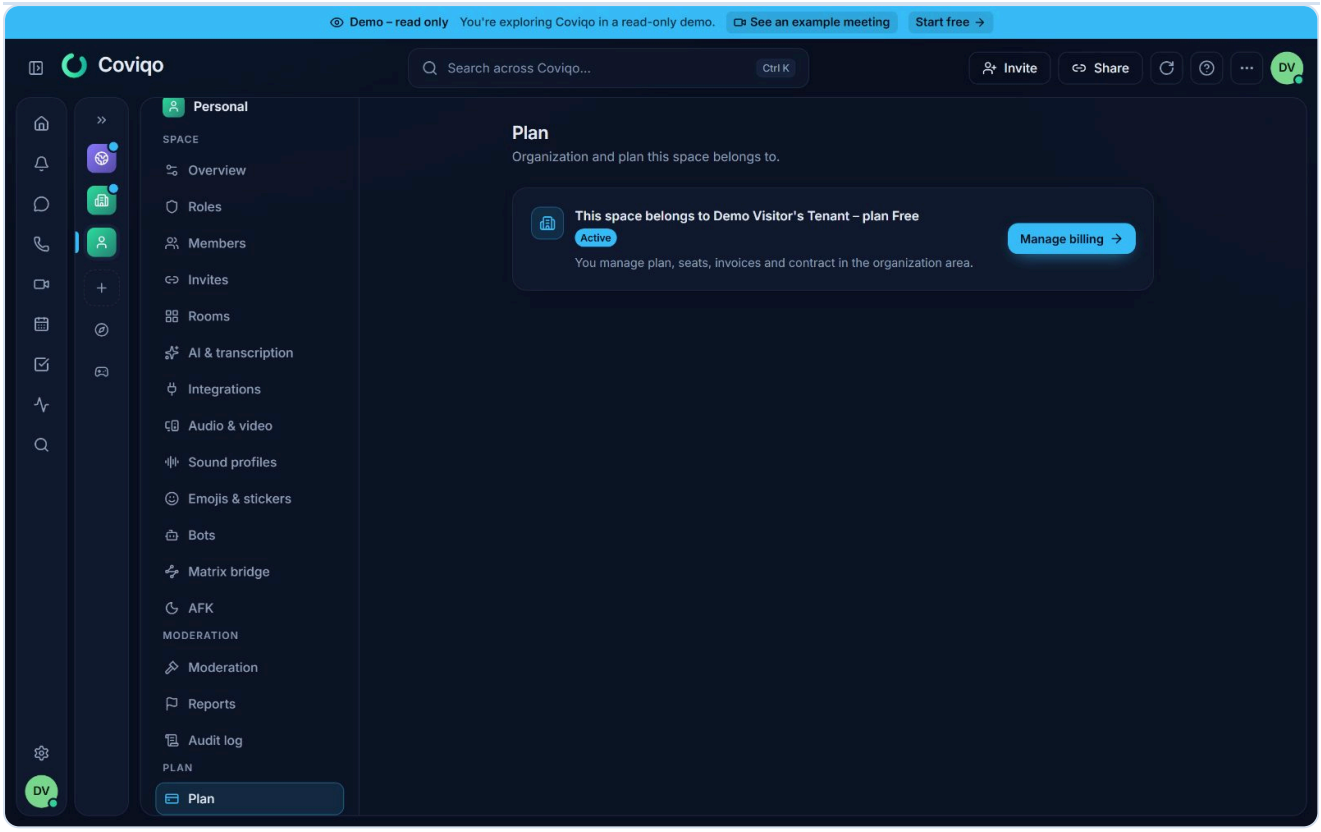


Figure 58.3 Space settings: the plan card of a space

> **NOTE**
>
> Older links to **Space settings › Billing** (bookmarks, e-mails, notifications) still work: they take billing contacts to the organisation's billing page and everyone else to the space's plan card.

58.2 The plans

Price	Free	€12.99 / month	€29.99 / month	€7 per user / month (min. 3 users)	**From €12 per user / month** (min. 50 users), on request
Spaces	1	2	4	20	Unlimited
Members (all spaces together)	300	1,000	5,000	10,000	Unlimited
Storage (incl. recordings)	2 GB	50 GB	200 GB	50 GB per user (150 GB – 2 TB)	Unlimited
Maximum file size	25 MB	500 MB	500 MB	2 GB	5 GB
People per voice room	25	100	150	200	500
Screen sharing (max.)	720p · 30 fps	1440p · 30 fps / 1080p · 60 fps	4K · 30 fps / 1440p · 60 fps	4K · 30 fps / 1440p · 60 fps	4K · 30 fps / 1440p · 60 fps

HD viewer hours (screen sharing above 1080p30)	–	Unlimited	300 / month	30 per user / month	Unlimited
Voice and video quality	up to 24 kbit/s, camera 540p · 24 fps	up to 128 kbit/s stereo, camera 720p · 30 fps	up to 128 kbit/s stereo, camera 720p · 30 fps	up to 256 kbit/s stereo, camera 1080p · 30 fps, AV1	up to 510 kbit/s stereo, camera 1080p · 30 fps, AV1
Recording	–	Yes, kept 30 days	Yes, kept 90 days	Yes, kept 90 days	Yes, no time limit
AI transcription, translation and summaries	–	300 minutes / month	600 minutes / month	250 minutes per user / month	Unlimited
Ask the space (questions per person and day)	–	30	30	100	Unlimited
Audit log history	90 days	365 days	365 days	730 days (2 years)	2,555 days (7 years)
Guest access	Yes	Yes	Yes	Yes	Yes
Single sign-on (SSO)	–	–	–	Yes	Yes
Choice of voice region (where calls run)	–	–	–	Yes	Yes
Bring your own encryption key	–	–	–	–	Yes
Organisation settings: managed accounts, presets, deactivation and handover	–	–	–	Yes	Yes
Organisation settings: individual rules, partner list, file types, watermark	–	–	–	–	Yes
Security rules: session duration, inactivity sign-out, allowed networks and apps	–	–	–	–	Yes
Compliance: legal hold, account export, audit export, SIEM	–	–	–	–	Yes

Layout editor: room overviews, own templates, cards for selected roles	–	Yes	Yes	Yes	Yes
Bots per space (own bots and Coviqo bots together)	2	15	15	50	Unlimited
Incoming webhooks per space	2	10	10	50	Unlimited
Feeds per room (module “Feed”) / shortest polling interval	1 / 30 min	10 / 15 min	10 / 15 min	10 / 10 min	25 / 10 min
Custom emojis / stickers per space	20 / 5	200 / 50	200 / 50	500 / 100	Unlimited
Animated emojis and stickers	–	Yes	Yes	Yes	Yes
Soundboard (sounds per space)	–	30	30	100	Unlimited
Watch together and music	–	Yes	Yes	Yes	Yes
Breakout rooms per meeting	–	20	20	50	50
Webinars (attendees)	–	–	–	1,000	Unlimited
Attendance reports	–	–	–	Yes	Yes
Live streams at the same time	–	–	1	2	10
"Listen translated" (languages at the same time)	–	–	–	3	7
Telephony and phone dial-in	–	–	–	Yes	Yes
Phone numbers	–	–	–	1 per user	20
Incoming phone minutes	–	–	–	50 per user / month	3,000 / month
Outgoing phone calls	–	–	–	Add-on, billed per minute	1,500 minutes / month, then add-on
Own SIP provider	–	–	–	Yes	Yes

End-to-end encrypted rooms	–	–	–	Yes	Yes
Platform fee on paid memberships and tickets	5 %, at least €0.50	5 %, at least €0.50	5 %, at least €0.50	5 %, at least €0.50	5 %, at least €0.50

All plans include the layout editor for the space overview with all standard cards and the built-in templates, guests, external collaboration, integrations, meeting follow-up, polls and questions in meetings, the catch-up overview and – where the installation offers them – office documents (viewing and editing Word, Excel, PowerPoint and PDF files together in the browser). Bots don't count as members or seats – they only count towards the bot limit of the space (see the chapter *Bots and webhooks*).

Voice and video quality follow the plan of the **space** as well (see *Audio and video quality* in the chapter *Communication*); after a change to a smaller plan, rooms that chose more fall back to what the new plan allows. The screen sharing limit follows the plan of the **space** the call belongs to: in a Community Pro space everyone can share in 1440p at 30 frames per second or in 1080p at 60 frames per second, in a Community Plus, Business or Enterprise space in 4K at 30 or 1440p at 60 frames per second – also people whose own organisation has the Free plan.

Per user (Business). Business is billed per user, with at least **3 users**. Storage (50 GB per user, at least 150 GB and at most 2 TB for the organisation), AI minutes (250 per user), phone numbers (1 per user), incoming phone minutes (50 per user) and HD viewer hours (30 per user) grow with the number of users you pay for. Example: 10 users get 500 GB, 2,500 AI minutes, 10 numbers, 500 incoming minutes and 300 HD viewer hours a month. Enterprise starts at 50 users and is agreed with the Coviqo team.

Storage includes recordings. Recordings are stored as files of the organisation and count towards the storage shown in the table.

58.2.1 HD viewer hours

Screen sharing above 1080p at 30 frames per second (1440p, 4K or 60 frames per second) uses **HD viewer hours**: one HD viewer hour is one hour in which **one** person watches such a share. Ten people watching a 1440p share for an hour use ten hours. Community Plus includes 300 a month, Business 30 per user; Community Pro and Enterprise have no limit.

When the hours of the month are used up, new shares simply continue in **1080p at 30 frames per second** – nothing is blocked and nothing costs extra. Shares that are already running are not interrupted. The quality menu then shows "This month's HD quota is used up – shares run in 1080p30" and greys out the higher choices with **HD quota used up**; shortly before, it tells you how many hours are left. The hours start again on the first of the next month. You see the month's usage under **Usage this period** (**HD viewer hours**).

58.2.2 Add-ons

Paid plans can book **add-ons** under **Organisation › Billing › Add-ons**. They are billed **monthly** together with your plan (also changed pro rata during the month) and can be cancelled monthly; on a yearly plan they cannot be booked.

Add-on	Price	Plans
+100 GB storage	€3 / month each	Community Pro, Community Plus, Business, Enterprise
+1,000 AI transcription minutes	€5 / month each	Community Pro, Community Plus, Business, Enterprise
Additional phone number	€3 / month each	Business, Enterprise
1,000 inbound minutes	€9 / month each	Business, Enterprise
Outbound calls	€0.05 per minute to landlines, €0.12 per minute to mobiles	Business, Enterprise

Use **More** / **Fewer** to choose the quantity and **Book with obligation to pay** to order; **Cancel** ends an add-on. Calls to external phone numbers on Business need the add-on **Outbound calls** (Enterprise includes 1,500 minutes a month first). Every started minute is billed. Set a **Monthly spending limit** (€5 to €5,000, default €50): the card shows "This month: … of …", and when the limit is reached, no further outgoing calls are possible until the next month or until you raise the limit – this protects you against misuse of your phone access. The add-ons end automatically when the paid plan ends or when you switch to a plan that doesn't include them.

> **NOTE**
> These are the standard plans – the table is generated from the same plan definitions the app uses. The operator of your Coviqo server can change prices and limits, and can set individual limits for your organisation. The plan cards under **Organisation › Billing** and the public pricing page (coviqo.com/pricing) always show the values that currently apply – they come from the same plan table the app enforces. Prices are in euros; for consumers they include VAT, for businesses VAT is added where applicable (reverse charge for businesses in another EU country with a valid VAT ID).

With yearly billing you pay ten monthly prices for twelve months ("2 months free").

58.2.3 Plans marked "Coming soon"

The operator can announce a plan before it can be booked. Such a plan appears on the pricing page and under **Organisation › Billing** with the badge **Coming soon** ("Demnächst verfügbar" in German); its button is greyed out ("This plan cannot be booked yet."), so you can compare it but not order it. A link to the pricing page with such a plan (for example from an e-mail) opens **Subscriptions** with the note "{plan} is coming soon and cannot be booked yet." instead of the booking dialog. As soon as the operator releases the plan, the normal **Choose plan** button appears.

The operator can also withdraw a plan from sale: it then no longer appears on the pricing page or in the plan list at all.

> **NOTE**
> If your organisation already has a plan that is later marked *Coming soon* or withdrawn, nothing changes for you: the plan keeps renewing, and you can still change its seats or switch between monthly and yearly billing. You only lose it if you switch to another plan or cancel – after that it can no longer be booked again until the operator releases it.

58.3 Your current plan and usage

The top of the billing page shows the **Current plan** with its status, the billing period (monthly or yearly) and – for plans billed per seat – how many seats are **in use** and how many are **purchased**:

Status	Meaning
Active	Everything is fine. The line below shows the number of seats and **Renews on {date}**.
Trial	A trial period is running.
Payment overdue	"The last payment failed. Please update your payment method to keep your plan." The plan keeps working for now.
Canceled	The subscription has ended; the organisation is on the Free plan.
Incomplete	The first payment has not been completed.

If you have cancelled, you see **Ends on {date}** and the notice **Cancelled – ends on {date}** with the button **Undo cancellation**: until the contract ends you can undo the cancellation, and the subscription then renews as usual (owners and billing contacts get "Subscription continues"). If a pro-rata refund has already been paid out for the end date (consumer yearly plan after the first year), only support can do this.

If a plan change is scheduled for the end of the billing period (see *Changing to a smaller plan*), it shows **Switches to {plan} ({billing}) on {date}** with the button **Undo switch**.

The owners and billing contacts of the organisation are notified in the app (and by e-mail per their preferences) about billing events: **Payment failed**, **Subscription updated** (plan, seats or status changed – also when the Coviqo team changes your plan), **Subscription ends on …**, **Subscription continues**, **Credit note … issued**, **Refund issued** and **Invoice … cancelled**.

The card **Usage this period** shows how much of each limit is used – **Storage (incl. recordings)**, **Members**, **Spaces**, **Recordings**, **Transcription minutes**, **HD viewer hours** and others. The limits include the allowances per user and your add-ons. The bars turn orange at 80 % and red at 95 %. Limits your plan does not have show **Not included**, and unlimited ones show **Unlimited** – both without a bar.

58.4 Upgrading

1. Open **Subscriptions**, click **Manage** next to the organisation (or go to **Organisation › Billing** directly) and scroll to **Plans**.
2. Click **Choose plan** on the plan you want. For Enterprise, click **Contact sales**.
3. In the dialog **Book {plan}**, choose the **Billing period**: **Monthly** ("Cancelable monthly at the end of the billing period.") or **Yearly** ("One year term; consumers can then cancel monthly.").
4. Under **You are booking as**, choose **Consumer** (privately, mainly not for a trade, business or self-employed profession) or **Business**. This decides your right of withdrawal and the contract term – and how VAT is shown: when the operator calculates VAT online, the prices read **incl. VAT** for consumers and **plus VAT** for businesses.
5. For plans billed per user (**Business**), enter the number of **Seats**. The minimum is 3 users ("min. 3 users") or the number of active members of your organisation, whichever is higher – "at least this many seats are billed" – and the dialog shows the total per billing period.
6. As a consumer, tick the box that you request the service to start before the withdrawal period ends (see *Right of withdrawal* below). You cannot book without it.

7. Click **Order with obligation to pay**. You are forwarded to Stripe's secure payment page.
8. Enter your payment details there and complete the payment. When VAT is calculated online, Stripe also asks for your **billing address** (it decides the VAT rate of your country) and, if you book as a business, your **VAT ID** – with a valid VAT ID from another EU country no VAT is charged (reverse charge) and the invoice says so. Stripe sends you back to the organisation's billing page (`https://app.coviqo.com/org/<organisation>/billing`); a message confirms the order and the new plan becomes active as soon as Stripe confirms the payment. If you cancel on the Stripe page, you land on the same page with the note that nothing was booked.

> **TIP**
>
> On the pricing page (coviqo.com/pricing), **Get started** on a paid plan takes you – after signing up or, if you are already signed in, straight away – to **Subscriptions**. Pick the organisation there and click **Manage**: the booking dialog for that plan opens by itself.

When you run into a limit in the app (for example "storage full" or a feature your plan doesn't include), the error message offers **Manage plans**, which opens **Subscriptions**.

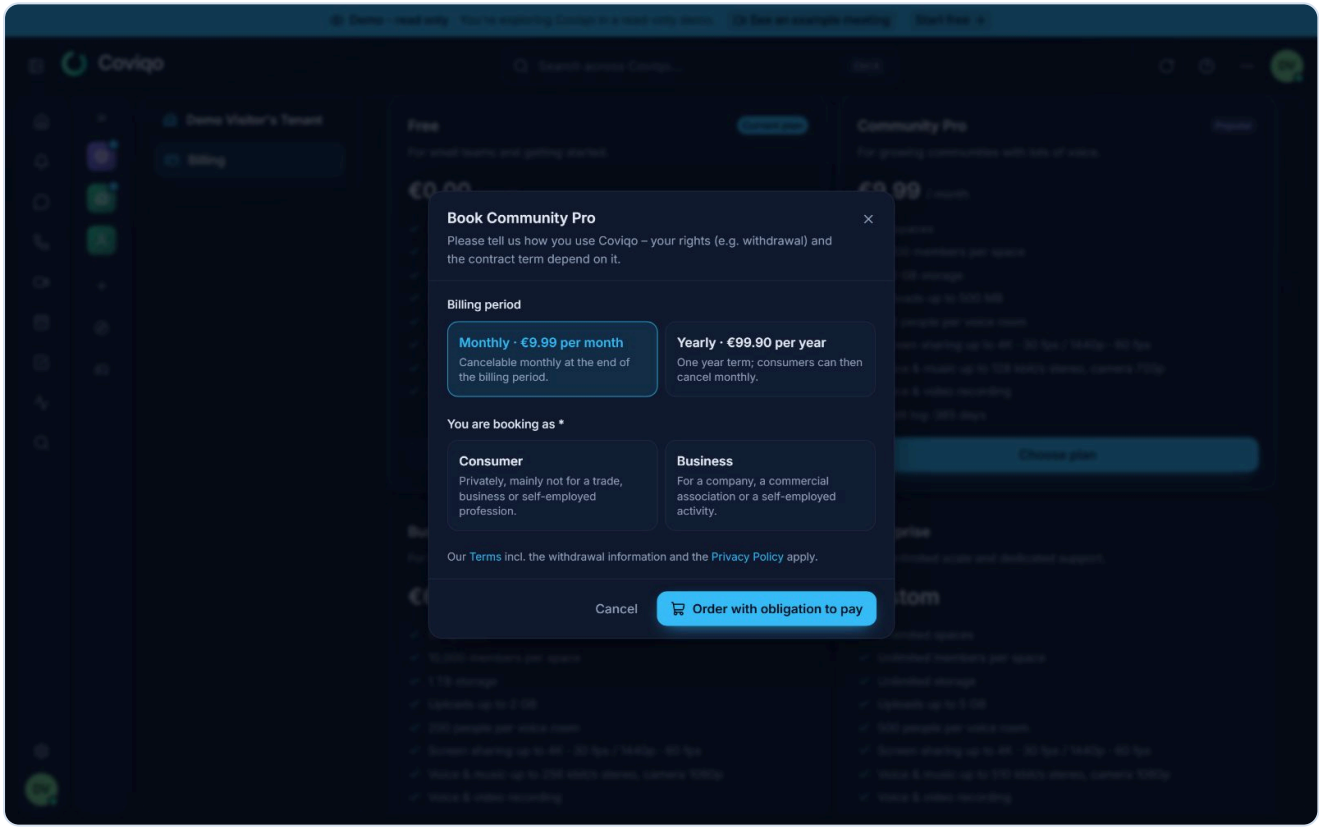


Figure 58.4 Booking a plan: billing period and customer type

The other sections of the organisation area are described in the chapter *Organisation settings*.

Coviqo never sees your full card or bank details – they are entered on Stripe's page and processed only by Stripe. If your organisation has a promotion code, you can enter it on the Stripe page.

> **TIP**
>
> On a Coviqo server without online payment, a paid plan is activated by the Coviqo team: **Choose plan** shows "Online payment is not set up – paid plans are activated by the Coviqo team. Please contact support." Only development and test installations switch the plan directly ("{plan} is now active").

Business and Enterprise are billed per seat (user), for at least the plan's minimum (Business 3, Enterprise 50) and at least the number of active members of your organisation (people with an active membership in its spaces; guests are not counted). If you ask for fewer seats, the higher number is billed anyway. Enterprise is not booked online – **Contact sales**.

If your organisation already has a paid plan and you choose a higher paid plan (or switch from monthly to yearly billing, or add seats), Coviqo changes your existing subscription instead of starting a second one: the new plan applies right away ("{plan} is now active") without another visit to the payment page, and Stripe settles the difference pro rata with the next invoice. If VAT is calculated online and Stripe has no billing address for your organisation yet (subscriptions from before), the change asks you to add it under **Manage billing** first.

58.4.1 Changing to a smaller plan

When you choose a plan below your current one (for example Business → Community Plus, or back to **Free**), Coviqo first shows **These features are no longer included**: every feature the new plan doesn't have and every limit that gets lower, with what your organisation uses right now listed first and highlighted – for example "Custom invite link (acme-gaming) – currently in use" or "Storage: 500 GB → 200 GB – currently 260 GB, above the new limit". Tick **I understand that these features and limits no longer apply** to continue with **Switch to {plan}**. If nothing you use is lost, the dialog says so and you continue directly.

When it applies. A change to a smaller **paid** plan – as well as switching from yearly to monthly billing and reducing seats – only applies **at the end of the current billing period** ("{plan} starts on {date}"). Until then you keep your current plan; there is no pro-rata credit. Until that date you can undo the change on the billing page with **Undo switch**. If your contract is already cancelled, undo the cancellation first. Going back to **Free** is not a plan change but the end of the paid contract: after the dialog, **Switch to Free** takes you to **Cancel contracts here** (see *Cancelling* below) – the plan stays active until the end of the term and the organisation moves to Free after that. The pricing page FAQ describes the same rule.

If the plan changes another way (for example by the Coviqo team), the organisation's owners and billing contacts get an e-mail with the same list after the change.

58.5 Payment method and invoices

Click **Manage billing** next to your current plan on the billing page to open Stripe's customer portal. There you update your payment method, billing address and tax ID and see your payment history. Cancelling and changing plans are not available there – use **Cancel contracts here** and the plan cards on the billing page. When you leave the portal, Stripe takes you back to the organisation's billing page. In the desktop app, the portal opens in your web browser.

The card **Invoices** lists every invoice with its number and date, the **Period**, the **Amount** and the **Status**. If VAT was calculated on an invoice, the amount is followed by the net amount and the VAT ("Net 10.00 € · VAT 2.00 €"), or by "reverse charge" for businesses in another EU country with a valid VAT ID:

Status	Meaning
Paid	The invoice is paid in full.
Partially refunded	Part of the payment was returned; the amount is shown below the invoice amount (**Refunded: …**).
Refunded	The whole payment was returned.
Open	The invoice is not paid yet.
Void	The invoice was cancelled and no longer has to be paid.
Draft / **Uncollectible**	Being prepared by Stripe / payment finally failed.

Click **View** to open the invoice online or **PDF** to download it.

> **NOTE**
> Invoices from Coviqo's test phase (made with Stripe's test mode, before real payments started) are not real invoices. The Coviqo team may remove them before going live; if your organisation had such a test subscription it moves back to the Free plan. Real invoices are never removed before the end of the retention period.

58.5.1 Credit notes and refunds

Whenever Coviqo pays money back – after a withdrawal, after a termination with a pro-rata refund, or as a goodwill refund by our support – Stripe issues a **credit note** (in German: *Gutschrift* or *Rechnungskorrektur*). A credit note is a proper accounting document with its own number that refers to the original invoice.

- Credit notes appear in the **Invoices** card as their own rows: **Credit note** with its number, **Correction of** the invoice number, the date, the amount as a negative value and the status **Refunded** (to your payment method), **Credited** (to your customer balance, set off against the next invoice) or **Void**. **View** and **PDF** open the credit note.
- The refunded invoice changes to **Partially refunded** or **Refunded**.
- You get a notification (**Credit note … issued**) and, if enabled by the operator, Stripe e-mails you the credit note as PDF.
- A refund made without a credit note (for example directly by our support in Stripe) is announced with the notification **Refund issued** and the refunded amount.
- A pro-rata refund (termination, withdrawal) is always calculated from what you actually paid for the period: amounts already refunded or credited are deducted first, so nothing is refunded twice.
- The money goes back to the payment method you paid with. Depending on your bank or card issuer it takes a few days (usually 5–10 business days) until it shows on your statement.
- The withdrawal or termination confirmation (screen, e-mail and PDF) names the credit note number and the refunded amount.

> **NOTE**
> Invoices are kept for ten years because of statutory retention obligations – even after you delete your account.

58.6 Cancelling

You can cancel a paid plan at any time without contacting support. The button **Cancel contracts here** is available:

- in the **Contract** card under **Organisation › Billing** (also reachable via **Subscriptions › Manage**),
- in the **Contracts** card under **Settings › Account & security**,
- in the footer of the website (`/cancel`) – there even without signing in.

1. Click **Cancel contracts here** and pick the contract under **Which contract?**.
2. Choose the **Type of termination**: **Ordinary termination** (at the end of the term) or **Extraordinary termination** (without notice for good cause – you have to state a **Reason**).
3. Under **When should the contract end?**, choose **At the next possible date** or **At a later date**. Coviqo shows the resulting end date and, if applicable, a pro-rata refund. When you are signed in, the form also lists what the organisation loses with the end of the paid plan ("When the paid plan ends, these features are no longer included") – for your information only, it is not an extra step.
4. Click **Cancel now**.

You get a confirmation on screen (**Your termination was received**) with a **Reference**, the time of receipt and the end of the contract, and the same by e-mail. **Download confirmation** saves it as a PDF letter (for example `Coviqo-Kuendigung-K-20260926-7F3KQ.pdf`) with all details, the time of receipt and a legal note; **Print / save as PDF** opens the same PDF in a new tab for printing. The PDF is also attached to the confirmation e-mail, and the download works without an account. Without signing in, you first confirm your e-mail address via a link.

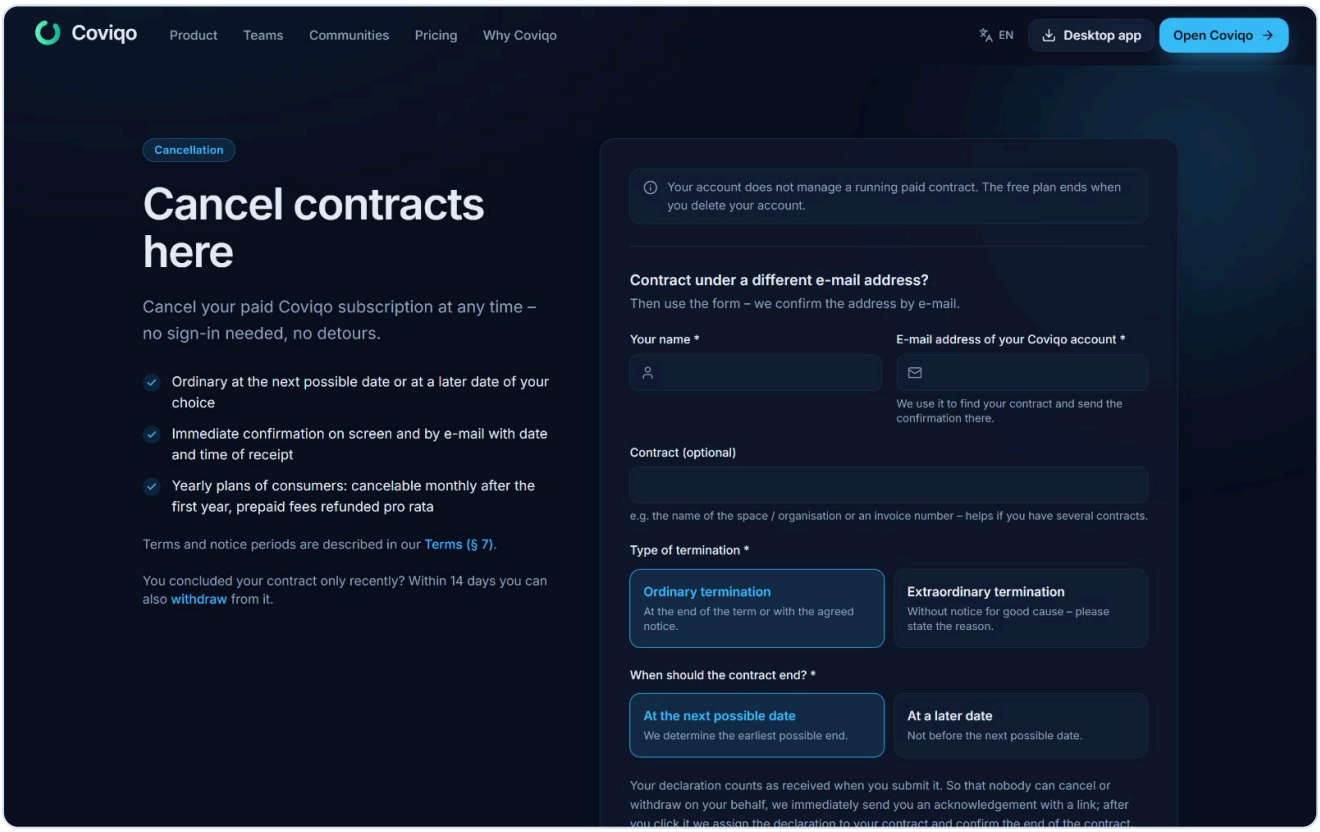


Figure 58.5 Cancelling a contract

The rules for the end date:

- **Monthly plans** end at the end of the current (monthly) billing period.

- **Yearly plans** end at the end of the current contract year.
- You keep using the plan until then; amounts already paid are not refunded pro rata (exceptions: consumer yearly plans after the first year (next point) and withdrawal). Until the contract ends you can undo the cancellation on the billing page with **Undo cancellation**.
- **Consumers** on a yearly plan can, after the first year, cancel with one month's notice at any time; fees paid in advance for the time after the end are refunded pro rata.

58.7 Right of withdrawal

If you booked as a **consumer**, European consumer law gives you a *right of withdrawal* (in German: *Widerrufsrecht*): within **14 days** of concluding the contract you can back out of it without giving reasons. Businesses have no right of withdrawal.

1. While the period is running, the **Contract** card shows the button **Withdraw from contract** (also in **Settings › Account & security › Contracts** and at `/withdraw`).
2. Pick the contract – the page shows until when a withdrawal is possible.
3. Click **Confirm withdrawal**.

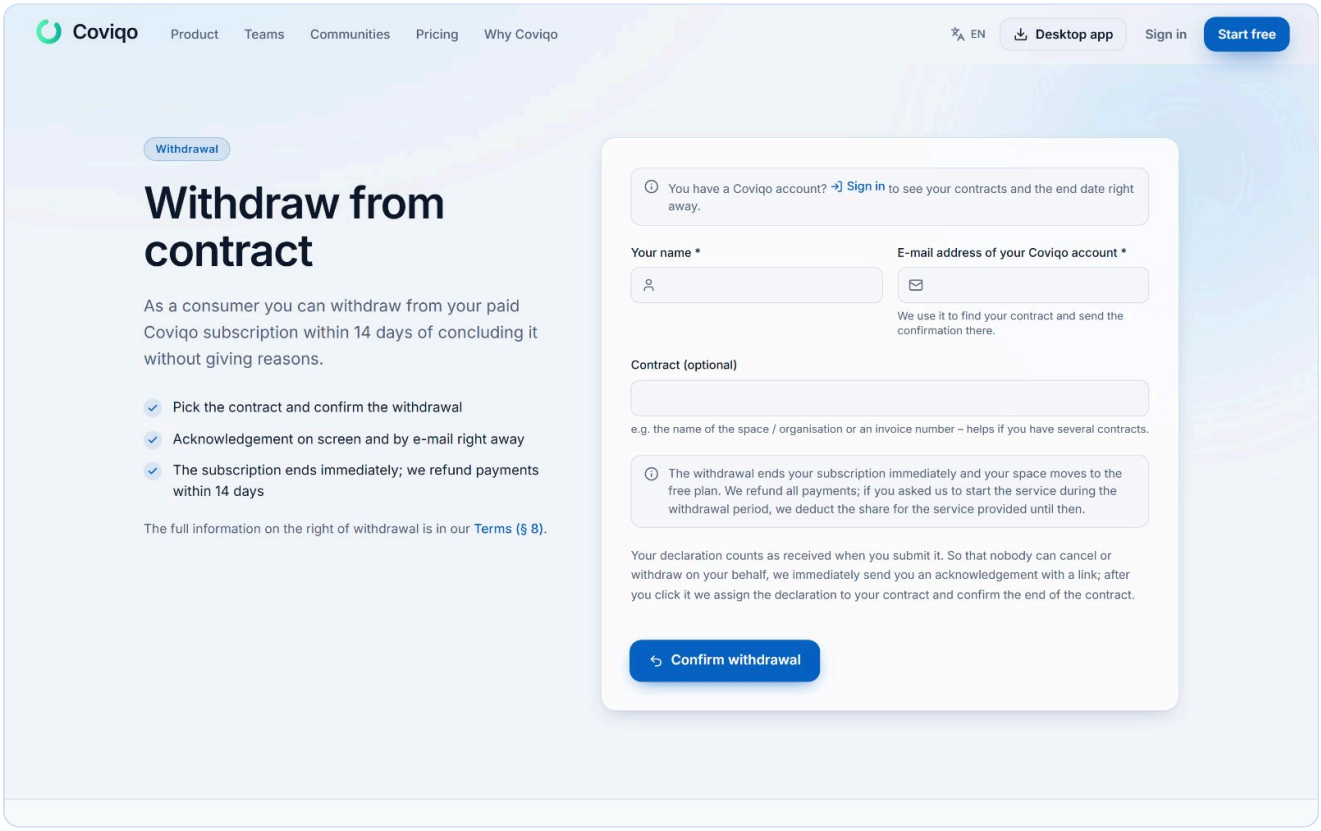


Figure 58.6 Withdrawing from a contract

You get the confirmation on screen, as a PDF (**Download confirmation**, e.g. `Coviqo-Widerruf-W-20260926-KKD6G.pdf`, or **Print / save as PDF**) and attached to the e-mail – keep it for your records.

The withdrawal ends your subscription immediately and the organisation moves to the Free plan. You get your payments back within 14 days. Because you asked Coviqo to start the service during the withdrawal period when booking, a proportionate amount for the days you already used is deducted. The refund is documented as a credit note on the invoice of the current period (see *Credit notes and refunds* above); its number is shown in the confirmation.

58.8 How members are counted

The member limit applies to your **whole plan**, not to each space: all spaces of your organisation share it (Free 300, Community Pro 1,000, Community Plus 5,000, Business 10,000, Enterprise unlimited).

- **Every person counts once**, no matter in how many of your spaces they are.
- **Guests and bots don't count.**
- The billing page shows how many members you have across all spaces, e.g. **Members (all spaces): 742 / 1,000**.
- When the limit is reached, nobody new can join: invite links, join requests and new invitations are paused. Admins see a note with **View plans**; people trying to join only see *This space is full right now*. People who are already a member of one of your spaces can still join your other spaces.
- Existing members are **never removed**.

58.9 Above your plan's limits

When your organisation uses more than a limit allows – for example after changing to a smaller plan – **nothing is deleted**. Everything you have stays; only creating more is paused:

- **Spaces:** existing spaces stay, but you can't create a new one ("You are using {used} of {limit} spaces …").
- **Members:** members stay, but nobody new can join any of your spaces until you are below the limit again or upgrade.
- **Storage (incl. recordings):** files stay, but uploads, new versions and recordings are paused until you free up space, book **+100 GB storage** or upgrade.

The billing page then shows **Above your plan's limits** ("Everything you have stays …") with the affected limits, and the space creation, the files tab and the invite dialog show a short note with **View plans**.

58.10 When a paid plan ends

When a paid plan ends – by cancellation, withdrawal or because payment finally failed – the organisation switches to the **Free** plan. Your content is **not deleted**:

- All spaces, rooms, messages, notes, tasks and files stay available.
- Features the Free plan doesn't include stop working: no new recordings, no AI transcription or summaries, no SSO.
- Custom invite links become inactive ("This link is currently not active"); their names stay reserved for your spaces for 30 days and come back with a new upgrade (see *Your own invite link* in the chapter *Spaces and rooms*).
- Room overviews are no longer shown – the rooms open with their normal start view again. The overviews stay stored and come back with a new upgrade. Cards that are visible only for selected roles keep that restriction; own layout templates stay stored but can't be applied (see the chapter *Customising overviews*).
- Where you are above a Free limit, you can't add more (see *Above your plan's limits*): for example, new uploads are refused while storage is above 2 GB, and you can't create a further space while you have more than 1.
- Booked add-ons end together with the paid plan.
- Existing recordings are deleted when their retention period ends, as before.

To get back under the limits, delete files you no longer need or book a plan again. Before you let a plan end, it's a good idea to export your data – see the chapter *Privacy and your data*.

> **WARNING**
>
> Deleting your account is not the same as cancelling. A paid contract has to be cancelled separately; the Free plan simply ends when you delete your account.

PLANS AND ORGANISATIONS · CHAPTER 59

Organisation settings

Companies that use Coviqo on the **Business** or **Enterprise** plan can manage their people centrally: which accounts belong to the organisation, what members may do in spaces of other organisations, what guests may do in the company's spaces, how members sign in, and what happens when someone leaves. This chapter first explains the organisation area for administrators and then what members notice.

> **NOTE**
> Organisations that already completed the setup on the Free or Community Pro plan keep their preset, but it only takes effect after an upgrade to Business or Enterprise. Until then, everything works as before ("Open"). Organisations without the setup on these plans – for example your personal organisation or a small community – see only the **Billing** section of the area; the setup appears after an upgrade to Business.

59.1 Who can manage the organisation

The organisation area is open to the **owner** and the **admins** of an organisation (the people who can also manage its billing and see its single sign-on settings). Only the **owner** can change single sign-on and SCIM provisioning; admins see those settings read-only. Admins also cannot deactivate, hand over, release, sign out, put on legal hold or export the owner's account – only the owner can act on their own account. **Billing contacts** only see the **Billing** section. Changes to the organisation settings are only possible after you have confirmed your identity again (see *Confirming changes* below).

Open it via **Manage organization** in the user menu (top right) or directly at `https://app.coviqo.com/org` (or the same path on your own server). The billing page of an organisation is `https://app.coviqo.com/org/<organisation>/billing`; **Subscriptions** in the user menu lists all organisations whose billing you manage and opens it with **Manage**. If you administer more than one organisation, pick one from the list at the top of the navigation – it also contains the organisations whose billing you manage. The area is divided into groups and entries:

Group	Entry (tabs)	What you do there
Organization	**Overview**	Plan, active preset, counters (spaces, managed accounts, deactivated accounts, guests, share links, open requests)
	Billing	Current plan, seats in use / purchased, change plan (monthly / yearly), payment method and billing address (Stripe), invoices, contract, **Cancel contracts here** and **Withdraw from contract** – see the chapter *Plans and billing*; **All subscriptions** leads to **Settings › Subscriptions**
	Spaces	All spaces of the organisation with type, state, owner, members, storage and creation date – search, filter, sort; open a space or its settings where you are a member
People & access	**Managed accounts**	Managed accounts: search, details, sessions, deactivate, reactivate, hand over, release, claim existing accounts
	Org chart / teams	Teams of the organisation (org chart)

Group	Entry (tabs)	What you do there
	External collaboration (tabs **External people**, **Share links**, **Approval requests**)	Everybody from outside the organisation in your company spaces – and remove them; all active public file links – and revoke them; approval requests of members who want to join spaces of other organisations (the number of open requests is shown on the entry and the tab)
Rules & security	**Policies**	Preset and the individual rules
	Security & sign-in	Two-factor requirement, remembered devices, session duration, idle timeout, allowed networks and apps; below it **Single sign-on** (SAML / OpenID Connect, verified domains, provisioning, SCIM) – formerly in the space settings
Devices & telephony	**Telephony**	Phone connection, numbers and the **phone system** (opening hours, voice menus, call queues, block list, hold music, reports)
	Room devices	Mini PCs, Android boxes and kiosk browsers in meeting rooms
Accountability	**Audit log**	Everything that happened in the organisation
	Privacy & retention (tabs **Retention & export**, **Privacy & transparency**)	Legal hold, account exports, audit export and SIEM connection (Enterprise); what the organisation can see about its members

What the organisation decides is shown further down with **Set by the organization**: if the policy forbids external people or share links, **Allow external people** and **External file links** in the overview of the space settings are off and locked; if it limits direct messages, **Settings › Privacy & my data › Messages and contacts** carries the same note.

Several former sections are combined into one entry with tabs; old links such as `…/org/<organisation>/guests` still open the right tab. **Search settings …** above the navigation also finds every section by its former name (e.g. "External guests").

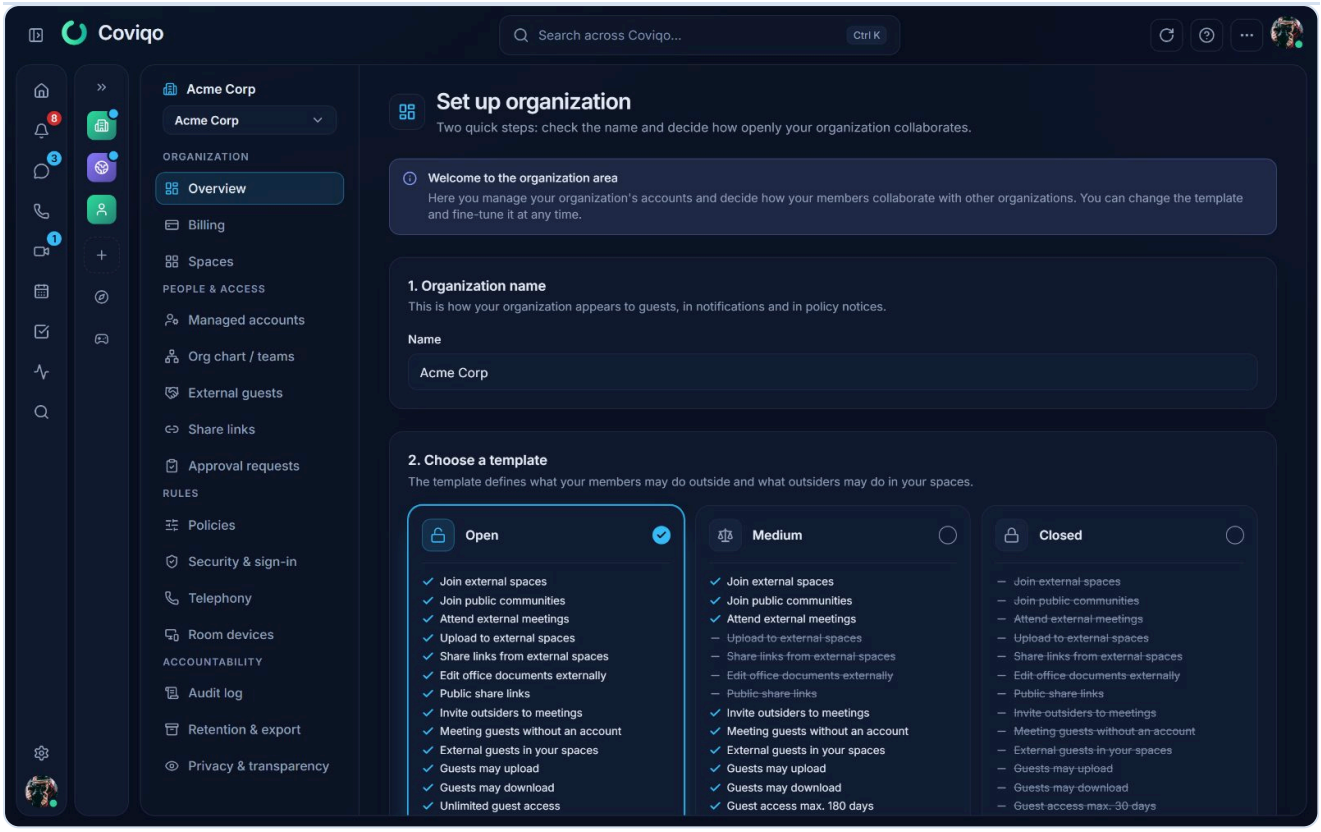


Figure 59.1 The organisation area: overview with plan, preset and counters

59.2 Setting up the organisation

The first time you open the area, a short setup asks for the organisation's name and a **preset** – a starting point for all rules. You can change the preset and individual rules at any time later.

Preset	In short	What it means
Open (*Offen*)	Maximum collaboration – as before	Members join spaces and meetings of other organisations, upload and share files there, invite guests and create public file links. Default for every existing organisation.
Medium	Take part outside, but give nothing away	Members may still join spaces and meetings of other organisations, but may not upload, share or edit documents there. Public file links are off; guests in your spaces for at most 180 days.
Closed (*Geschlossen*)	Everything stays in the organisation	No spaces or meetings of other organisations, no guests, no public links, no personal space, no personal integrations and no offline copy of notes.

Each preset card shows only the few rules in which the presets differ, each with a tick (on) or a cross (off). **Show all rules** below the cards opens one table with every rule for **Open**, **Medium** and **Closed** side by side; rules that are the same in every preset are listed once at the end under **Same in every template**. **Hide rules** closes it again. The rules for sign-in security are independent of the preset and live under **Security & sign-in**.

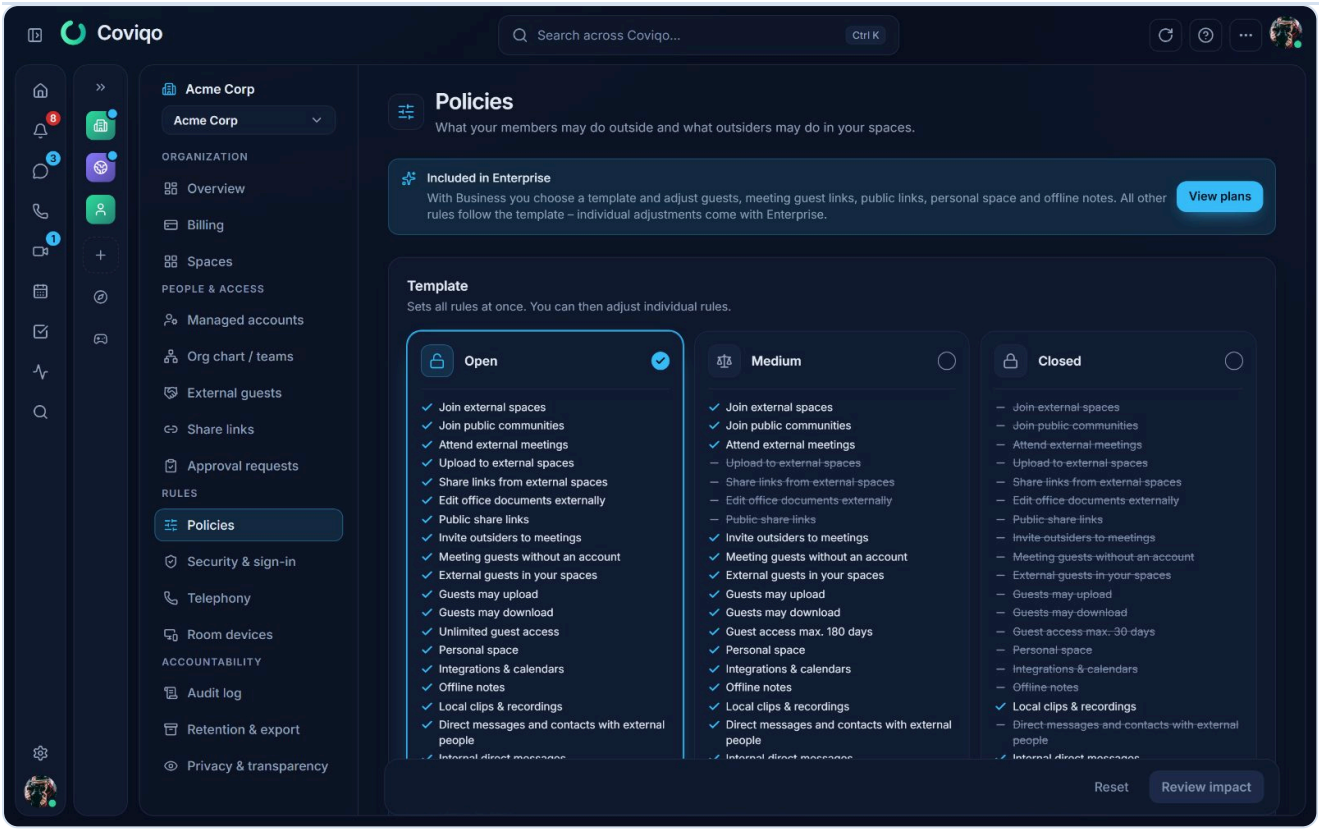


Figure 59.2 Organisation policies with the presets Open, Medium and Closed

59.3 Voice region

When your Coviqo offers calls in more than one region, the organisation overview shows **Voice region**. It decides where the live audio and video of your organisation's calls run – choose the region closest to your people for the lowest delay:

- **Automatic (recommended)** – every call uses the region nearest to its first participant, otherwise the region of your organisation's data region. Regions outside the EU are only chosen automatically if you allow them (see below).
- **A fixed region**, e.g. "United States (Virginia)" – all calls of the organisation use it, unless an organiser picks another region for a single meeting.

Allow voice regions outside the EU (off by default) – only shown when a region outside the EU is offered. While it is off, **Automatic** only uses regions inside the EU, even if the first participant is, say, in the USA. Switch it on if calls with people far away should use the nearer region outside the EU. Owners and admins can change this switch on every plan. Choosing a region outside the EU as the fixed region (or an organiser choosing it for a meeting) is an explicit choice and works without the switch.

Only the owner of the organisation can change the region itself, and your plan must include the choice of region. Messages, files, recordings, transcripts and all other data always stay in the main system – the region only affects the route of the live call. A running call keeps its region; the change applies to calls started afterwards. If a region does not support recording or live transcription, the setting says so.

59.4 Spaces of the organisation

Spaces lists every space that belongs to the organisation – workspaces, communities and hybrid spaces, including archived and suspended ones (deleted spaces are not shown). For each space you see its icon and name, the type, whether it is public, private or invite-only, its state (*Active*, *Archived*, *Suspended*), the owner, the number of members, how much storage its files use and when it was created. Search by name or address, filter by type and state, sort by name, age or number of members, and page through large organisations 25 spaces at a time. The overview shows the number of spaces as a counter that leads here.

The list shows information about the spaces, not their content: no rooms, messages, files or member lists. Being owner or admin of the organisation does **not** give you access to a space. **Open** appears only for spaces you are a member of yourself, and **Settings** only where your role in that space lets you manage it. For any other space you see *Not a member* – ask the space owner for an invitation if you need access. Personal spaces and direct messages are never listed.

59.5 Policies

Under **Policies** you see the preset and every rule. On **Business** you can choose the preset and adjust a few basic rules on top of it: guests in company spaces, meeting guests without an account, public file links, the personal space, offline notes and the maximum guest duration. On **Enterprise** you can adjust every rule individually.

Members outside the organization (applies to managed accounts):

- **Join spaces of other organizations** – *Allowed*, *Only partner organisations*, *Partners directly, others after approval* or *Not allowed*. Partners are organisations whose domain you add to the **partner list** (Enterprise).
- **Join public communities** outside the organisation.
- **Attend meetings of other organizations** of other organisations.
- **Upload files to external spaces**, **share files via link** and **edit office documents** in spaces of other organisations. Viewing stays possible.

Organization's meetings: whether members may invite people from outside, and whether guests without a Coviqo account may join via link.

Outsiders in the organization's spaces: whether external guests are allowed at all, from which e-mail domains, for how many days at most, and whether they may upload, download, edit office documents and post messages.

Public share links: allowed or not, maximum lifetime in days, and whether every link needs a password.

Managed accounts: personal space (when off, managed accounts cannot create a private space and an existing one is hidden), personal integrations and calendar sync (all, only selected ones, or none), and the offline copy of notes in the browser.

Web pages in rooms: *Allowed* (any https page), *Approved domains only* or *Off* – which external pages the room module **Web pages** may show (see *Web pages*).

Local clips and recordings (desktop app): whether members may save game clips and recordings on their own computer with the desktop app (see *Game clips*). The desktop app enforces it on a best-effort basis – it is no copy protection.

Direct messages (Business and Enterprise): **Direct messages and contacts with external people** – *allowed*, *only partners* or *not allowed* (in both directions: members cannot message outsiders and outsiders cannot message members; the same applies to contacts and contact requests, existing external contacts are hidden);

Internal direct messages on or off; **Usernames locked**. *Offen* allows everything, *Medium* allows text with outsiders but no attachments to them, *Geschlossen* blocks direct messages with outsiders and locks usernames. Details in the chapter *Direct messages*.

Files & documents: blocked file types for uploads (for example `exe`) and a **watermark** with name, e-mail address and date over the office editor.

59.5.1 Before you save

When you change rules, Coviqo shows what the change affects: for example how many members are in spaces the new rule no longer allows, how many share links will stop working, how many accounts have no two-factor authentication yet, and which integrations will be disconnected. Stricter rules affect existing things like this:

- Blocked actions (uploading, sharing, joining …) are blocked right away.
- Members stay in spaces of other organisations, unless you tick **Remove members from external spaces that are no longer allowed** – then they are removed and notified.
- Integrations and calendar sync that are no longer allowed are disconnected when you save.
- Share links that no longer fit the rules simply stop working; you see them marked in **Share links**.
- Guests stay, but may only do what the new rules allow. Remove them under **External collaboration › External people** if needed.
- Sessions from networks or apps that are no longer allowed end within about 15 minutes.
- Direct conversations with people outside the organisation that the new rules no longer allow become read-only; nothing is deleted.

59.6 Managed accounts

A **managed account** is an account that belongs to your organisation. Only managed accounts are bound by the rules for members and by the sign-in security. An account becomes managed when

- the person signs in with your organisation's **single sign-on**, or is created by your identity provider (SCIM), with an address of one of your **verified domains**, or
- you **claim** it: **Managed accounts › Claim accounts** lists existing Coviqo accounts with addresses of your verified domains. Select them and confirm. (Verify a domain first under **Single sign-on › Domains**.)

The person gets a notification and an e-mail that their account is now managed by your organisation. Managed accounts keep their content; they can no longer delete themselves, can only change their e-mail address to one of your domains, and – with single sign-on – get their name from the identity provider.

Click an account to see its sessions (sign out one device or all), its spaces (including those of other organisations), connected integrations and calendars. **Stop managing** ends the management – the account becomes a normal, self-managed account again.

59.7 Org chart and organisation teams

Org chart / teams (Business plan) shows the teams of your organisation as a collapsible tree – for example **IT › Development › QA** – with member counts. Organisation teams work in every space of the organisation: people can @mention them, rooms can be shared with them and tasks can be assigned to them. Members of sub-teams count as members of the teams above.

- **New team** creates a top-level team; **Create sub-team** in a team's menu adds one below it.

- Drag a team onto another team to move it – its whole sub-tree moves along. With the keyboard use **Move to…**. Teams can be at most six levels deep.
- **Show members** expands a team to its members; **Add members** picks people of your organisation, optionally as team lead. Team leads manage their team and all teams below it.
- Enterprise: enter an **IdP group** on a team to take over its members from your identity provider (SCIM group or groups claim at sign-in). People who leave the group leave the team; the structure itself stays under your control here.

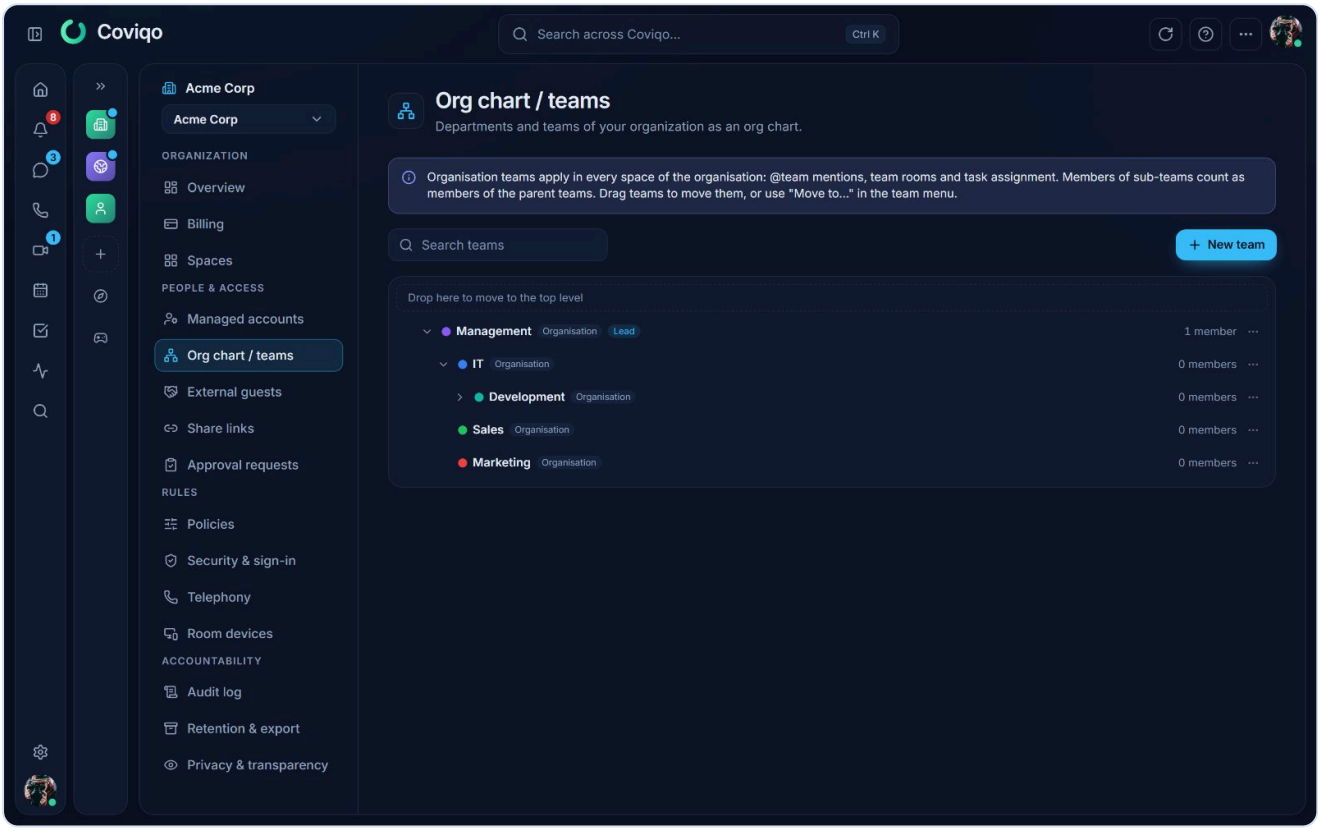


Figure 59.3 The org chart of an organisation

Every change asks you to confirm your identity, like all changes in the organisation area. Space admins see organisation teams read-only above their own teams in **Space settings › Members › Teams** and can hang space teams below them.

59.8 When someone leaves: deactivation, handover and reactivation

Managed accounts › (person) › Deactivate signs the person out everywhere immediately:

1. Optionally choose a **successor** who takes over their spaces, files, open tasks and upcoming meetings.
2. Enter a reason (optional) and confirm.

Coviqo then ends all sessions on all devices, removes the person from running calls, disconnects personal integrations and calendar sync, revokes their share links and – unless you switched this off – removes them from spaces of other organisations. Messages, files and notes stay. You get an **offboarding report** of what was done, which you can download later.

After the **grace period** (30 days by default, adjustable under **Policies**), the account is anonymised automatically at night. Until then you can **Reactivate** it. If your identity provider deactivated the account (SCIM), reactivate it there – Coviqo tells you so.

Handover also works without deactivation, for example when someone changes teams.

Legal hold (Enterprise, **Retention & export** or the account page): while it is on, the account is never anonymised or deleted. **Export CSV** / **Export JSON** (Enterprise) creates the same data export for a managed account that people can request for themselves.

59.9 Guests, share links and requests

- **External people** lists everybody from outside the organisation in your company spaces, with their space, home organisation and end date. **Remove** ends their membership.
- **Share links** lists all active public file links of your company spaces, who created them, when they expire, whether they are password-protected and whether they still fit your rules. **Revoke** stops a link immediately.
- **Approval requests** shows approval requests when joining other organisations' spaces needs approval. **Approve** or **Deny** (optionally with a note); the member is notified. A decision cannot simply be switched: use **Reopen** on a decided request (optionally with a reason, recorded in the audit log) and decide again. Reopening does not remove a membership the person already has.

59.10 Phone system

Phone numbers – every number of your organisation follows its **call flow** (Call flows): the flow decides who rings, what is announced and when the mailbox answers. Under **Telephony** → **Phone numbers** you set for each number:

- **Direct line of** – the person the number belongs to: it is their caller ID, they have their own mailbox and see the number under **My numbers**. **Nobody (shared number)** makes it a shared number; in its **Mailbox** you choose who gets the messages.
- **Meeting dial-in (PIN)** – callers enter a meeting PIN instead (only if the platform's meeting dial-in is set up); such a number has no call flow.
- **Call flow** – the flow the number uses (**Open in editor** opens it). With **None**, or while the flow is **not published**, callers hear "not available" – the list shows a warning at the number.
- **New default flow** – creates a fresh **Direct line** flow and assigns it; the previous flow is kept.

When you **Add number**, **Who should ring?** creates its first flow right away: **One person** (a direct line – it rings for 25 seconds, honouring the person's forwarding and *Do not disturb*, then the number's mailbox answers), **Several people** (everybody rings at once, then the mailbox) or **Nobody yet** (an empty flow – the number is "not available" until you build and publish it under **Call flows**). Numbers that the operator assigns to your organisation also get an empty flow. There is no separate routing or switch any more: what a caller hears is always the number's call flow.

If your organisation has a phone line, **Telephony** has a **Phone system** card with the tabs **Opening hours**, **Voice menus**, **Call queues**, **Block list**, **Hold music**, **Reports** and **Settings**. Opening hours, voice menus and call queues are building blocks of your call flows; each one shows in how many call flows it is used, and it cannot be deleted while a flow uses it. Everything stays inside the organisation: calls are passed on to people, numbers, queues and mailboxes of your organisation, never to outside numbers.

Opening hours – **Add opening hours** (e.g. "Office hours"): time zone, the time ranges per weekday (**Apply to Mon–Fri** copies Monday), **Public holidays** (Luxembourg, Germany nationwide or a German state – calculated automatically every year) and **Own days** that are **Closed** or have **Changed hours** (e.g. Christmas Eve 9–12). Use them in a call flow with the block **Opening hours**: what happens when you are closed or on a holiday – an announcement, the mailbox, an emergency group – is wired there.

Voice menus – **Add voice menu**: the **Announcement** (per language; **Suggestion** writes a text from your key labels), **Keys** 0–9, * and # each with a **Label**, an **Operator** key, **Dial an extension** (callers type an extension and #), **Time for input** and **Repetitions**. Where a key leads is decided by the call flow that uses the menu (block **Voice menu** – one exit per key, plus what happens without input or after an invalid key). Extensions are set per person under **Telephony** → **Who may call external numbers?** → **Extension** (2–6 digits).

Call queues – **Add call queue**: the **Agents** (in order), the **Distribution** (**All at once**, **In order**, **Round robin**, **Longest idle**), the **Ring time**, a **Greeting**, the **Hold music**, **Announce position**, the **Max. waiting time**, the **Max. calls in the queue** and what happens when **Nobody signed in** (**Wait** or **Pass on at once**). Where callers go when the time is up, the queue is full or nobody is signed in is decided by the call flow that uses the queue (block **Queue**). Agents sign in and out themselves in their **Call settings**; the list shows how many are signed in and how many callers are waiting. Waiting callers occupy a line, and on numbers provided by Coviqo the waiting time counts as incoming minutes. **Callback instead of waiting** (Pro, needs the outbound feature of the same name): waiting callers hear an offer and can request a callback with a **Key**, keeping their place – set **Offer after**, **Attempts**, **Interval between attempts** and optionally your own offer and confirmation. When somebody is free, Coviqo rings them first ("Callback"), then calls the caller; open callbacks expire after 24 hours. **Callbacks** lists open and recent callbacks (administrators all, agents those of their queues) with **Cancel**; the **Reports** show requested, called back, not reached and the average time until the callback.

Mailbox of a shared number – a number without a person (**Nobody (shared number)**) has its own mailbox (**Mailbox** at the number). Under **Who gets the messages?** you choose the people who see its messages – agents of a call queue are not added automatically.

Block list – enter a **Number** (for all numbers or one) and **Block**, or use **Block** next to an incoming call in the **Call list**. **Reject anonymous calls** rejects callers who hide their number – for the whole organisation here, or per number (**Reject anonymous** at the number). Blocked callers are rejected at once; nothing rings and no minutes are used.

Hold music – callers on hold or in a queue hear the **Coviqo hold music** (made by Coviqo itself, no licence fees). You can **Upload music** of your own (MP3, WAV, OGG … up to 5 minutes). Tick **I hold the rights to this music**: playing protected music to callers usually needs a licence from the collecting society (for example SACEM Luxembourg or GEMA), which is your organisation's responsibility. **Remove own music** switches back to the Coviqo music.

Settings – **Busy while in a call** sets the default for everybody: people who are on the phone or in a meeting are not rung for further calls. Each person can change it for themselves.

Language of announcements – at each number you choose up to three of **German**, **English**, **French** and **Dutch**, played in this order (for example French, German, English in Luxembourg). The texts of your menus, queue greetings and announcements are written per language.

Reports – inbound calls of the last 7, 30 or 90 days: calls, answered, missed, hung up, mailbox, closed, blocked, waiting times, average call duration, **Service level** (answered within 20 seconds), transfers and the call quality (**Avg. quality (MOS)**, **Poor quality**) – per day, **By number**, per voice menu (which keys callers chose) and per call queue. The quality is measured on the device of the person who answered. The reports come from the call list and contain no further personal data; they reach back at most 180 days.

59.10.1 Further phone features

For the following features the phone system has the additional tabs **Tickets**, **Phone book**, **Outcomes** and **Live calls**. Plans: Basis – tickets, phone book, outcomes; Pro – wallboard, pauses, calendar; Business – listening in.

Tickets – a missed call or a voicemail automatically becomes a ticket. Set up the **Default** for all numbers and, if needed, an **Own rule** per number (**No tickets** switches a number off): **Room** (a room with tickets), **Create on** (**Missed call**, **Voicemail**), **Assignee** and / or **Role**, **Category**, **Priority** and **Merge repeat calls (minutes)** – if the same number calls again within that time, the open ticket gets a note instead of a new ticket. The ticket contains the full number, the voicemail as a file and the transcript, and is visible only to the room's ticket team.

Phone book – names for numbers, shown when a call rings: **Add entry** with **Number**, **Name** and optionally a **Member**. People who had a call can also save the caller directly from the call panel. The list shows numbers only shortened; up to 5000 entries.

Outcomes – the choices for **Note & outcome** after a call (for example "Call back agreed"), with a **Colour** and an order, at most 30. An outcome that has already been used is **archived** when you delete it (**Restore** brings it back). The **Reports** show how often each outcome was chosen.

Wallboard and pauses (tab **Call queues**) – **Open wallboard** shows live, per call queue, how many callers are waiting, who is available, on a call, in after-call work or on a pause, and today's figures (good for a second screen, with **Full screen**). Administrators, supervisors and the agents of their queues can see the wallboard; you can also put it into a room as a tile. Under **Pause reasons** you define up to 12 reasons (for example "Lunch"). In each call queue you set **After-call work (seconds)** (0–600): for that long a person gets no further call after a queue call.

Calendar (tab **Opening hours**) – link opening hours to a **Space** (optionally one **Room**) and / or an **ICS address** (for example a holiday or company-closure calendar from Outlook, Google or Nextcloud). **Every entry of that calendar closes the line** – so use a dedicated calendar or room, for example "Company holidays". All-day entries close whole days, entries with a time only that time; **Own days** take precedence. Coviqo refreshes automatically (ICS every hour), at once with **Refresh now**; **Upcoming closures** shows what is coming. The ICS address is stored encrypted; only its server is shown.

Listen, whisper, barge (tab **Settings**, Business plan, off by default) – supervisors can listen to running phone calls, speak only to the agent or join the conversation; nothing is recorded. **Turn on** (with *Confirming changes*) shows a list you confirm – among other things that employees were informed in writing beforehand, the works council (Germany) or the staff delegation (Luxembourg) is involved, nobody listens secretly, callers are informed and listening in serves only coaching and quality assurance. This is not legal advice – clarify it with your legal adviser first. Then:

- The person in the call always sees that somebody is listening – this cannot be switched off.
- **Notice for callers** (off by default) – callers hear at the start that calls may be listened to for training purposes.
- **Supervisors** – administrators always are; **Add person** picks more. They see running calls under **Live calls** (the caller's number only shortened).

Every use and every change is in the audit log. If the acknowledgment text changes, listening in is off until you choose **Confirm again**.

59.10.2 Outbound features

Telephony → Outbound features collects what calls into the phone network or records calls. Every feature must also be enabled by the Coviqo operators; **Feature status** shows for each one whether it is **Available** or why not (*Not enabled in Coviqo*, *Not in your plan*, *No outbound line* …). Changes are confirmed like other sensitive settings (Confirming changes).

- **Allow calls to external numbers** – members allowed to dial (**Who may call external numbers?**) may call numbers in the phone network. Required for callbacks, external forwarding and "The meeting calls me". Outbound minutes are used – on Business only with the add-on **Outbound calls** (billed per minute up to your monthly spending limit, chapter *Plans and billing*); emergency, premium-rate and not allowed countries stay blocked.
- **Allow forwarding and simultaneous ring to external numbers** (Pro) – members may forward to their mobile or let it ring at the same time, transfer calls to external numbers, and call flows may ring external numbers (block **Call an external number**). Every such forwarding is an outbound call. Caller ID is always one of your numbers.
- **Confirm acceptance on mobiles and external numbers** (default: on) – whoever answers a forwarded call on a mobile or an external number first hears "Call for (your organisation). Press 1 to accept." and is connected only after 1. So a mobile's voicemail never takes a call; without 1 the call counts as not answered there (it keeps ringing, the call flow takes the *No answer* exit, a forwarding says "not available"). When transferring to an external number you can switch the confirmation on or off for that transfer in the dialog. Callbacks are never screened.
- **Callback instead of waiting** (Pro) – in call queues (see above) and with the block **Offer a callback**.
- **Call recording** (Pro) – **Allow recordings** (without it nothing is ever recorded), **Start during a call** (everybody hears an announcement first), **Only with consent** (only calls whose caller agreed with a key in the call flow), **Create transcript** (self-hosted transcription, marked as AI, only if your AI settings allow it), **Retention** (1–365 days, then deleted automatically) and **Who may listen** (**Participants and admins** or **Admins only**). Use the block **Recording notice / consent** in your call flows to inform callers or ask for consent. Whether a notice is enough or consent is needed depends on your country – your organisation is responsible for it.
- **AI receptionist** (Business) – the block **AI receptionist** in call flows: a self-hosted AI (conversations never leave Coviqo) tells callers first that they are talking to an AI, answers questions from the knowledge you enter and routes by request, can take a message or hand over to a person. **Privacy & transparency** lists every AI receptionist conversation of the last 30 days – only time, turns, duration, model and outcome, never what was said.

SMS (for example after a missed call) is not available yet.

59.11 Call flows

A **call flow** describes step by step what happens to a call to one of your numbers: check the opening hours, play an announcement, offer a voice menu, ring people or a queue, take a message, create a ticket … You build it like a flowchart, try it out in the simulator and with a test call, and only then publish it. Call flows are for **incoming calls** only; nothing calls outside numbers.

You find them under **Telephony → Phone system → Call flows**. Organisation admins manage everything; on Business, admins can also let other people edit single flows, and operating modes can be switched by the people chosen for them.

59.11.1 Numbers and call flows

Call flows are always on: every number uses its own flow (see Phone system – a new number gets a **Direct line** flow or an empty one). A change only reaches callers once you **publish** it, so you can edit a flow in peace; a number whose flow has never been published answers "not available". To give a number another flow, choose it at the number (**Call flow**) or under **Numbers** in the editor. The former switch **Use call flows** and the old per-number routing no longer exist – earlier routings were turned into flows called "Nummer …".

59.11.2 Creating a flow

New flow offers three ways to start:

- **Template** – ready-made flows: **Direct line** (ring one person or several, then the mailbox), **Small office**, **Practice / law firm**, **Support with queue**, **Multilingual LU**, **Club / community**, **On-call service**. The preview shows what the template does in plain language.
- **Guided** – a few questions (**When can callers reach you?**, **Play a greeting?**, **Voice menu?**, **Who answers?**, **If nobody answers?**, **Outside opening hours?**, **Ticket or message for missed calls?**) and **Create flow** builds the flow for you.
- **Empty** – start from scratch. Here you can also create a **Building block** instead of a flow: a reusable piece (e.g. "Out of office") that other flows insert (Pro).

The editor opens as its own page. Under **Numbers** (or **Assign number**) you choose which numbers use the flow.

59.11.3 Building a flow step by step

The editor shows the **Flow** view: your flow from top to bottom, like a tree. Left is the **Blocks** palette, right the **Properties**, at the bottom the **Plain language** summary. Changes are saved automatically as a draft ("Saved").

1. **Add the first block.** Click **+ What next?** below **Start** and choose a block from the list (search with **Search blocks**) – or drag a block from the palette onto a **+** slot. The blocks are grouped into **Switches** (Opening hours, Operating mode, Condition, Caller list …), **Prompts & input** (Announcement, Voice menu, Choose language, Digit input …), **Ringing** (Ring person, Ring group, Queue, Voicemail, Move to room), **Coviqo** (Notify, Create ticket, Tag caller …) and **Structure** (Building block, Other flow, Hang up). A **Pro** or **Business** badge shows blocks your plan does not include.
2. **Set up the block** in **Properties**: e.g. which opening hours, which person rings and for how long, the text of an announcement per language (**Insert variable** adds things like the caller's country).
3. **Connect the exits.** Every block has named exits – **Opening hours** has *open*, *closed*, *holiday*; **Ring person** has *no answer*, *busy* … Each exit gets its own **+ What next?** slot: add the next block there. Blocks with one exit simply continue below.
4. **Jump to an existing block.** To send an exit to a block that already exists (e.g. "back to the menu"), use **Go to …** in the exit's menu, choose the target under **Exits** in Properties, or drag the target card onto **Connect here**. The flow shows a "↪" chip there.
5. **Default end.** An exit without a target ends at the **Default end** (bottom of the flow): an announcement, then **Hang up** or a **Mailbox**. Click it to change the text or choose a mailbox.
6. **Rearrange.** Each card has a menu with **Insert after …**, **Move to …**, **Go to …**, **Copy**, **Cut**, **Paste**, **Duplicate**, **Copy branch**, **Save as building block** (Pro) and **Delete** (**Keep what follows** or **Delete what follows**). Drag cards with the mouse, or on a phone with a long press. **Undo** / **Redo** are in the top bar.

Keyboard: arrow keys move through the flow, Enter opens a card (or inserts a block at a slot), Space picks up a card for moving (arrow up / down chooses the place, Space or Enter drops, Escape cancels), Shift+F10 opens the menu, Delete deletes, Ctrl+C / X / V / D copy, cut, paste and duplicate, Alt+arrow up / down reorders. Everything you can drag also works with a menu or the keyboard.

Graph (Pro, larger screens): the same flow as a diagram. Drag from an exit onto a block to connect it, or onto an empty spot to place a new block there (**New block here**). **Auto layout** tidies up, **Overview map** and **Show all** help with large flows. Both views always show the same flow. On phones the editor uses the flow view; Properties and the palette open as sheets from below.

59.11.4 Check, publish, history

The editor checks your flow while you work: cards with problems get a badge, **Check** lists all problems. **Errors** (e.g. a person no longer in the organisation, a missing text for a chosen language) prevent publishing; warnings (e.g. an exit without a target) do not.

Publish → **Publish now** makes the draft the live version (with an optional **Comment**). With **Publish later** (Pro) you pick a **Time** and **Schedule** – e.g. the holiday flow from 24 December. Calls already running stay on the version they started with.

History lists every published version: **Make live again** switches back to an older version at once, **As draft** loads it into the editor, **Compare** (Business) lists the changes in plain language. **Cancel schedule** removes a planned publication. If two people edit at the same time, you choose between **Keep my version** and **Reload**.

59.11.5 Trying it out

- **Simulate** plays a call through your current draft – nothing rings. Choose the time, the caller, the language, the operating mode, whether people are free, busy or offline, and answer menus with the **Keypad** or **Force result**. The path lights up in the flow. **Save as test case** (Pro) keeps the scenario; **Run all** checks all test cases, and failing test cases stop publishing.
- **What happens on …?** (next to the plain-language summary): pick a date and time and **Show** where a call ends – e.g. on a public holiday at 10:00.
- **Test call** (Pro): your browser calls the draft. You hear the real announcements and use the keypad; under **Who should ring?** choose **only me** or **selected people** – nobody else is rung, no ticket or message is created and the mailbox records nothing. Answer on your own ringing banner.

59.11.6 Operating mode and caller lists

Operating mode – switches with your own states, e.g. *Normal*, *Company holiday*, *Emergency*. **Add switch**, name the **States** and choose **Who may switch**. The block **Operating mode** in a flow then branches on the current state. The chosen people switch on the **Calls** page (**Operating mode**) – also on the phone – optionally **until** a time, after which it switches back.

Caller lists – e.g. *VIP* or *Suppliers*: **Add list**, then add a **Number** or take one **From the call list**. The block **Caller list** checks whether the caller is on it (also: known contacts, members of a space, the block list, anonymous callers). Coviqo stores only a protected fingerprint and a shortened form of the number.

59.11.7 Analytics (Business)

Analytics in the editor shows for the last 7, 30 or 90 days how many calls took each path and where callers hung up – as numbers on the exits and thicker lines in the graph. It contains no names or phone numbers.

59.11.8 Which plan includes what

Plan level	Includes
Basis (Free)	Opening hours, Operating mode, Voice menu, Announcement, Music / wait, Ring person, Ring group, Voicemail, Move to room, Hang up; flow view, simulator, versions
Pro (Community Pro)	additionally Queue, Condition, Date range, Switch, Caller list, Available?, Queue load, Choose language, Digit input, Notify, Create ticket, Tag caller, Set variable, Recording notice / consent, Offer a callback, Call an external number, building blocks; graph view, test cases, test call, scheduled publishing
Business (Business, Enterprise)	additionally AI receptionist, Percentage split, Webhook (only to addresses your organisation allows under **Webhook hosts**), analytics, version comparison, edit rights for single flows

Recording notice / consent, **Offer a callback**, **Call an external number** and **AI receptionist** also need the matching outbound feature; while it is not available, callers take the block's safe exit (no recording, no callback, no external call, straight to a person).

Variables and entered digits exist only during the call. If a **Digit input** is shown to the person who answers (**Show to the person answering**), the digits are stored encrypted with the call record and deleted with it after 180 days.

59.12 Security settings

Setting	Plan	Effect
Require two-factor authentication	Business	Managed accounts that don't sign in with single sign-on must set up two-factor authentication before they can continue.
Allow "remember this device" (2FA)	Business	If off, managed accounts enter their second factor at every sign-in.
Maximum duration in days	Enterprise	Shortens the period (up to 30 days, 0 = off).
Maximum session lifetime (hours)	Enterprise	After this many hours, members must sign in again.
Sign out after inactivity (minutes)	Enterprise	Members who have not used Coviqo for this many minutes must sign in again.
Allowed networks (IP list)	Enterprise	IP addresses or ranges (for example `203.0.113.0/24`) from which managed accounts may sign in.
Allowed apps	Enterprise	Web, desktop app and/or mobile.

Coviqo does not let you lock yourself out: it refuses to save a network list that doesn't include the network you are using, or an app list without the app you are using.

59.13 Confirming changes

Before the first change, Coviqo asks for your password (or a code sent to your e-mail address if you sign in without a password). The confirmation is valid for 10 minutes; after that you are asked again.

59.14 Privacy & transparency

Organisation › Privacy & transparency gives owners and administrators an overview for their data protection work:

- where the organisation's data lives (region, hosting, file storage, backups, AI on own servers) and which hosting providers and processors are involved,
- which AI features are allowed by the platform and by your plan, and in how many of your spaces they are switched on,
- how often AI features ran in the last 30 days (counts only – no content and no people),
- exports with personal data in the last 90 days, the number of audit entries, the audit retention and open deletion requests from members,
- the data processing agreement (download), your retention settings and – on Enterprise – your own encryption key (BYOK) with its status, key version and the number of key operations. After you rotated your key in your Vault, **Re-wrap** moves all space keys to the newest version.

Members see the AI processing and exports that concern them in their own privacy cockpit.

59.15 Audit log and export

Audit log shows every change and action in the organisation and its spaces – setups, policy changes, claimed and deactivated accounts, removed guests, revoked links, approvals, exports – filterable by action, person and time. On **Enterprise** you can **export** it as CSV or JSON (up to 50,000 entries) and connect a **SIEM integration** (security monitoring system): every new entry is sent there immediately, signed with a secret that is shown only once.

Two changes need an extra confirmation with your **authenticator app**, even right after you confirmed your identity: changing the **IP allowlist** and changing the **SIEM connection** (new address, new secret or removing it). Coviqo asks for the current 6-digit code; the confirmation is valid for 10 minutes. You need two-factor authentication for these changes – set it up under **Settings › Account & security** first.

59.16 For members: what you notice

59.16.1 Your account is managed

If your organisation manages your account, you get a notification and an e-mail, and **Settings › Account & security** shows which organisation manages it. With single sign-on your name comes from your organisation's directory; you can only change your e-mail address to one of your organisation's domains; and you cannot delete the account yourself – your administrators do that when you leave.

59.16.2 Something is not allowed

When a rule blocks an action, the button stays visible but is greyed out; hover over it (or tap it) to see why, for example:

- "Your organisation does not allow uploads into external spaces"
- "The organisation of this space does not allow downloads by guests"
- "The organisation of this space requires a password for share links"

Rules can come from **your** organisation (when you work in spaces of other organisations) or from the **organisation that owns the space** (when you are a guest there). The message says which one. Office documents you may not edit open read-only with a notice; some organisations show a watermark with your name over the document.

If you are signed out with a message like "Your organisation ended this session" or "… does not allow signing in from this network", your organisation's security settings apply – sign in again, or contact your administrators.

59.16.3 Asking for approval

If joining a space of another organisation needs approval, accepting the invitation shows **With approval**. Your administrators get the request; you get a notification when they decide. After approval, open the invitation again.

59.16.4 Password-protected share links

If your organisation requires it, you set a **password** when you create a share link. Give the password to the recipient separately (for example by phone). The recipient opens the link, sees the file name and size, enters the password and downloads the file.

PLANS AND ORGANISATIONS · CHAPTER 60

Paid memberships and event tickets

Communities can sell **memberships** (a monthly or yearly subscription that gives roles) and **tickets** for events. The money goes straight to the community's own Stripe account – the community is the seller. Coviqo receives a platform fee per payment (5 % by default, at least €0.50, on top of Stripe's fees). For a ticket the fee is never more than its price; for memberships the minimum is built into the percentage – a €5 membership pays 10 %, from €10 it is 5 %.

Paid memberships and paid tickets are available in **community spaces** from the **Community Pro** plan. Free tickets with a limited number of seats work on every plan.

> **Currently switched off.** Selling memberships and tickets is disabled on the platform until the operator switches it on. While it is off, you don't see **Memberships & tickets** in the space settings, the membership page or **Settings → Memberships**, and events only offer **free tickets** with a limited number of seats.

18+ communities cannot sell memberships or tickets at all – free tickets are still possible.

New space owner: when the ownership of a space changes, the payout account of the previous owner is disconnected and selling pauses. The new owner sets up their own payout account. Both are notified.

60.1 Setting up payouts (space owner)

1. Open **Space settings → Memberships & tickets**.
2. Under **Payouts**, choose the **country** of the payout account (it cannot be changed later).
3. Read and accept the **seller terms** of the platform.
4. Click **Set up payouts**. Stripe guides you through the identity check and the bank account. Coviqo never sees these details.
5. Back in Coviqo the status shows **Pending**, **Verified** or **Restricted**. With **Refresh status** you read it again; **Open Stripe dashboard** leads to payouts, receipts, refunds and disputes.

Only the owner of the space can set up the payout account. Administrators and roles with **Manage billing** can create tiers and tickets and issue refunds.

> Your community is the seller: Stripe issues the receipts in your name, and refunds, disputes and taxes are your responsibility. If the platform publishes a new version of the seller terms, selling pauses until the owner accepts it.

60.2 Membership tiers

1. Click **Add tier**.
2. Enter a **name**, the **benefits** (shown to members), a **price per month** and/or **per year** and the **currency**.
3. Pick the **roles** members get while their membership is active – for example a coloured "Supporter" role that is shown separately in the member list. Roles with moderation or administration permissions cannot be linked.

4. Save. Share the **membership page** (`/s/<space>/membership`) with your members.

Price changes apply to new memberships; running memberships keep their price. Tiers are archived instead of deleted.

60.3 Becoming a member

1. Open the membership page of the community (the admins share the link `/s/<space>/membership`).
2. Choose **Join monthly** or **Join yearly**.
3. Confirm that the membership should start right away.
4. Pay on the Stripe page. Your roles appear as soon as the payment is confirmed.

Under **Settings** → **Memberships** you see all your memberships. **Manage** opens the community's customer portal: cancel to the end of the period, change the payment method, download receipts.

If a renewal payment fails, your benefits stay for **3 days** while Stripe tries again. Update your payment method in time – afterwards the roles pause until the payment succeeds.

60.4 Tickets for events

1. Open an event in the calendar (single events only, no series).
2. Under **Tickets**, click **Ticket type**: name, price (0 = free), seats and the end of the sale.
3. People open the event and click **Get ticket** (free) or **Buy** (paid). A valid ticket is their RSVP and opens the event's room or meeting.
4. As an organiser, **Sold tickets** lists all tickets. **Refund** returns the full amount through Stripe (a refund in the Stripe dashboard works too); the person loses access to the event.

While an event has tickets, attending is only possible with a ticket.

MOBILE, ACCESSIBILITY AND REFERENCE · CHAPTER 61

Using Coviqo on mobile

Coviqo works on phones and tablets without a separate app from an app store. You open it in the browser and, if you like, install it on your home screen as an app (a progressive web app, or PWA). This chapter explains how to install it on Android and iPhone, how to find your way around on a small screen, how to get push notifications on your phone, and what to expect when you join voice rooms and meetings from a phone. At the end you find the things that work differently on mobile or not at all.

61.1 Browser or installed app?

You can use Coviqo in any current mobile browser. Installing it as an app gives you a few extras:

	In the browser	Installed app
Starts from	A bookmark or the address bar	An icon on your home screen
Window	With the browser's address bar and toolbars	Its own full-screen window, no browser bars
Push notifications on Android	Yes	Yes
Push notifications on iPhone/iPad	**No**	Yes (iOS/iPadOS 16.4 or later)
App shortcuts	–	**My tasks**, **Meetings** and **Notifications** (Android: press and hold the icon)

Both variants are the same Coviqo – same account, same data, same features. You don't need to install anything to join a meeting as a guest.

61.2 Installing Coviqo on your phone

When you open the home page in a mobile browser, Coviqo shows the hint **Install Coviqo as an app** below the top bar. It only appears where installing is possible (Android browsers that offer installation, and Safari on iPhone and iPad) and not if Coviqo is already installed. Tap the **X** (**Hide hint**) to hide it; it comes back after 30 days. In landscape orientation the hint is hidden to leave room for the content.

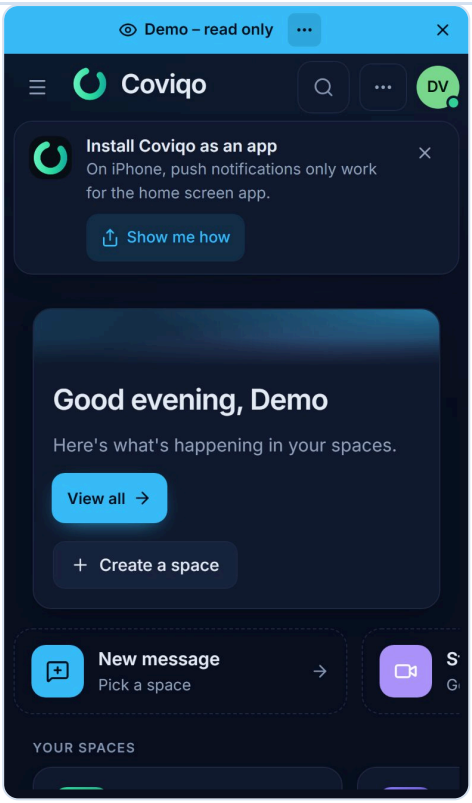


Figure 61.1 Install hint on the home page of a phone

61.2.1 Android (Chrome, Edge and other Chromium browsers)

1. Open your Coviqo address in Chrome and sign in.
2. On the home page, tap **Install** in the hint. If you have hidden the hint, open the browser menu and choose **Install app** or **Add to Home screen**.
3. Confirm the browser's installation dialog.

The Coviqo icon now appears on your home screen and in the app drawer. Press and hold the icon to jump straight to **My tasks**, **Meetings** or **Notifications**.

61.2.2 iPhone and iPad (Safari)

On iOS and iPadOS, apps are added to the home screen from Safari's share menu. Tap **Show me how** in the hint to see the steps in the app:

1. In Safari, tap the **Share** icon.
2. Choose **Add to Home Screen**.
3. Open Coviqo from your home screen and sign in.

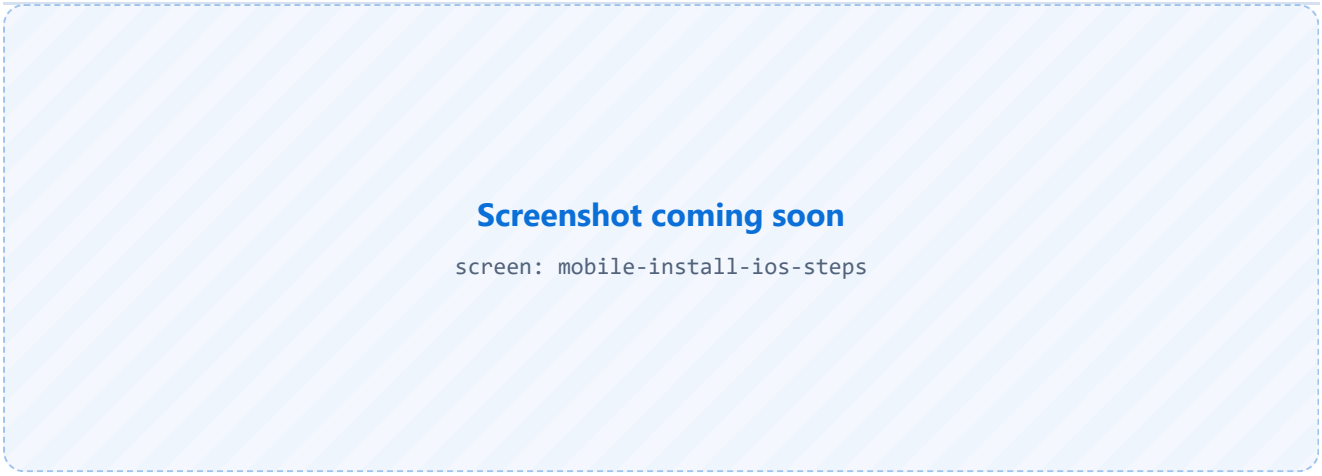


Figure 61.2 Installation steps on an iPhone

> **NOTE**
> Sign in again in the installed app. On iPhone, the home screen app keeps its own sign-in separate from Safari.

> **TIP**
> Use Safari for the installation. In other browsers on iPhone (Chrome, Firefox, Edge) the hint is not shown, and depending on your iOS version adding to the home screen is not offered there at all.

61.2.3 Without a connection

Coviqo needs an internet connection; it does not store content for offline use. If you open the installed app without a connection, you see **You are offline** with a **Try again** button. The page reloads by itself as soon as you are back online.

One exception: if the connection drops while you are writing in a note (for example in a train tunnel), just keep writing. The status shows **Offline – your changes will sync when you reconnect**, and your changes are merged into the note once you are back online. See *Writing without a connection* in the chapter *Notes*.

61.3 Finding your way on a small screen

On phones and small tablets (below about 1024 pixels wide), Coviqo moves the sidebar into a drawer and simplifies the room header. On phones held upright (below about 768 pixels wide), a navigation bar at the bottom of the screen keeps the most important places within reach of your thumb.

61.3.1 The bottom navigation bar

Item	What it does
Home	Goes to the home page with your catch-up.
Spaces	Opens the navigation drawer with your spaces and rooms (the same drawer as the menu icon at the top).
Messages	Your direct messages. A red number shows how many are unread.
Calls	Your call history. A red number shows missed calls.

Item	What it does
Me	The account menu with your status, **Edit profile**, **Settings**, light or dark mode and **Sign out**.

The item for the page you are on is highlighted. The bar hides itself while the on-screen keyboard is open, so you have the full height for writing, and in landscape orientation, where height is scarce – the top bar then still has everything. Content always ends above the bar; nothing is hidden behind it.

61.3.2 The top bar

Element	What it does
Menu icon (**Open navigation**)	Opens the drawer with the space list, rooms and your personal links.
Coviqo logo (**Home**)	Goes to the home page with your catch-up.
Magnifier (**Search across Coviqo…**)	Opens the search and quick switcher.
More actions (**…**)	**Notifications**, **My tasks**, **My events**, **Create a space**, **Settings** and, if you are allowed, **Invite** and **Space settings**. While you are in a voice room, **Leave room** is here too.
Your avatar	The account menu with your status and **Profile & settings**. On phones held upright it is under **Me** in the bottom bar instead.

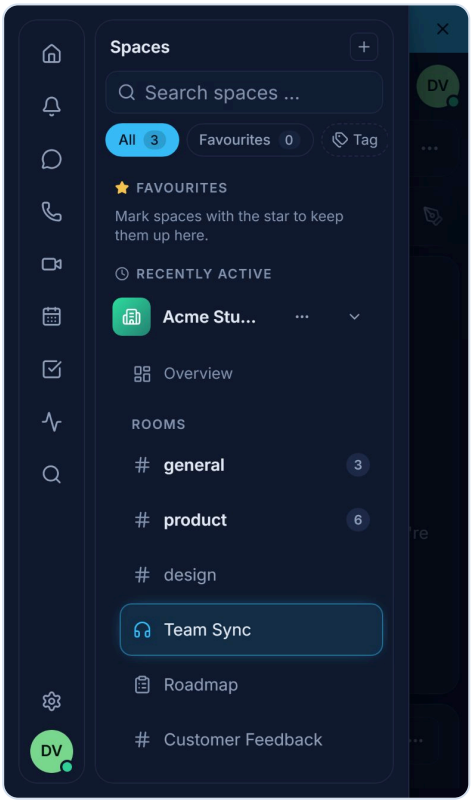


Figure 61.3 Top bar and navigation drawer on a phone

61.3.3 The navigation drawer

Tap **Spaces** in the bottom bar or the menu icon at the top to slide in the drawer from the left. It contains the same sidebar as on a computer: the list of spaces, the rooms of the current space grouped by category, and the gear icon for **Settings** at the bottom. Tap a room and the drawer closes by itself. Tap outside the drawer to

close it without navigating.

Next to a space name there are only the **...** menu and the arrow that collapses the rooms, so the name has room. Marking the space as a favourite, **Ask the space** and **Create room** are in the **...** menu; a small star after the name shows that a space is a favourite.

61.3.4 Rooms on a phone

Inside a room, the large header card is replaced by a compact bar:

- ‹ takes you back to the space.
- The room name, and a green dot with a number when people are in the voice room.
- A badge with a handshake icon when external people have access to the room. Tap it to see who and until when.
- The meeting button of the room, if it has one.
- **Members & activity** opens the member list and activity feed as a sheet.
- **More actions** (**...**) contains **Add to favorites**, **Copy link**, **Invite** and the room's other actions such as **Mute notifications** or **Room settings**.

The module tabs (**Chat**, **Notes**, **Files**, **Tasks** ...) show their icon with the name below it, so you can tell every tab apart at a glance. The active tab is highlighted. If a room has more tabs than fit, swipe the row sideways; a soft fade at the edge shows that there is more.

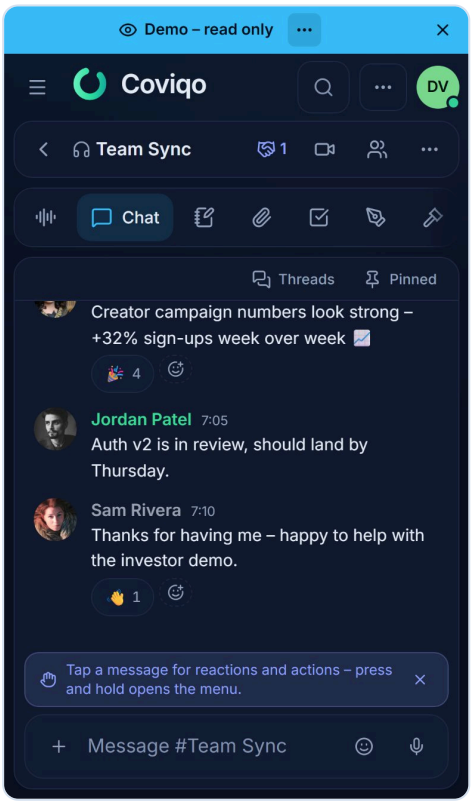


Figure 61.4 Compact room bar with module tabs

61.3.5 Chat on a touch screen

A few things behave differently from a computer, because there is no mouse and no **Shift** key:

- **Enter** on the on-screen keyboard starts a new line. Tap the send button to send your message.
- **Tap a message** to select it. You then see its time and the action bar with reactions, reply and more.

- **Press and hold** a message to open the full menu of actions.
- The **+** button (**Add content**) next to the message field collects **Attach files**, **Take photo** (opens your phone's camera so you can send a picture straight away), **Record a video message** and **Insert live component**. If only one of them is available to you, it appears as its own button instead.
- **Threads** and **Pinned** sit in a slim row above the messages.

The first time you open a chat on a touch screen, a banner right above the message field reminds you: "Tap a message for reactions and actions – press and hold opens the menu." Tap **Hide hint** once you know – the banner then stays away.

61.3.6 Tasks, settings and dialogs

- In a room's **Tasks** tab, a round **New task** button sits at the bottom right, just above the bottom navigation bar. Tapping a task opens its details in full screen.
- **Settings** shows its sections as a horizontal list at the top that you can swipe through.
- Many dialogs and panels open as sheets from the bottom of the screen. Tap **Close** or outside the sheet to dismiss them.
- If you tap a button that can't be used yet because a form is incomplete or invalid – for example **Create** without a name –, the button and the fields that still need your attention shake briefly, and phones that support it vibrate. Fill in the highlighted fields and try again. (If your phone is set to reduce motion, the shaking is left out.)
- **Office documents** (Word, Excel, PowerPoint, PDF) always open in the full screen with the editor's mobile view, which is made for touch. Tap **Close editor** at the top to return to the file list. See *Office documents* in the chapter *Files*.

61.4 Context menus: press and hold

Everything you can right-click on a computer – spaces, rooms, messages, people, files, tasks, notes, events and meetings – has the same menu on a touch screen. **Press and hold** the item for a moment.

On a phone, the menu opens as an **action sheet** from the bottom of the screen instead of a small pop-up:

- Every entry is a large row that is easy to hit.
- Quick reactions to a message appear as a row of large emoji at the top.
- Entries with a submenu open a second page; **‹** takes you back.
- If an action is not available, the reason is shown directly below the entry.
- The **…** buttons in headers and lists open the same kind of sheet.

For messages, the sheet also offers **Select text**. It shows the message text on its own so that you can "Press and hold to select a part of the text, then copy it."

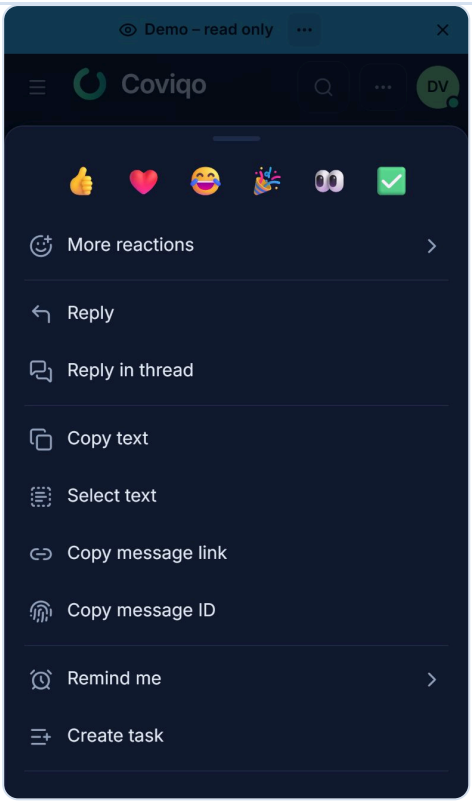


Figure 61.5 Action sheet after pressing and holding a message

> **TIP**
> On tablets with a keyboard and mouse or trackpad, a right-click opens the normal desktop menu. Tapping a **…** button on a tablet opens a small drop-down menu, because there is enough room for it.

61.5 Push notifications on your phone

Push notifications reach your phone even when Coviqo isn't open. You set them up once per device.

61.5.1 Android

1. Open Coviqo (in Chrome or as an installed app) and go to **Settings › Notifications**.
2. Under **Notifications on this device**, turn on **Browser notifications (push)**.
3. Allow notifications when Android asks.
4. Tap **Send test**. A notification "Push notifications work." should appear.

61.5.2 iPhone and iPad

On iOS and iPadOS, websites in Safari cannot receive push notifications. Only the home screen app can, and only from iOS/iPadOS 16.4.

1. Install Coviqo on your home screen as described above.
2. Open Coviqo **from the home screen icon** and sign in.
3. Go to **Settings › Notifications** and turn on **Browser notifications (push)** under **Notifications on this device**.
4. Tap **Allow** when iOS asks for permission.

5. Tap **Send test** to check.

If you open the notification settings in Safari instead, Coviqo tells you: "Install Coviqo on your home screen to receive push notifications. Then open Coviqo from the home screen and turn on push here (iOS 16.4 or later)." On older iOS versions it says "Push notifications need iOS/iPadOS 16.4 or later."

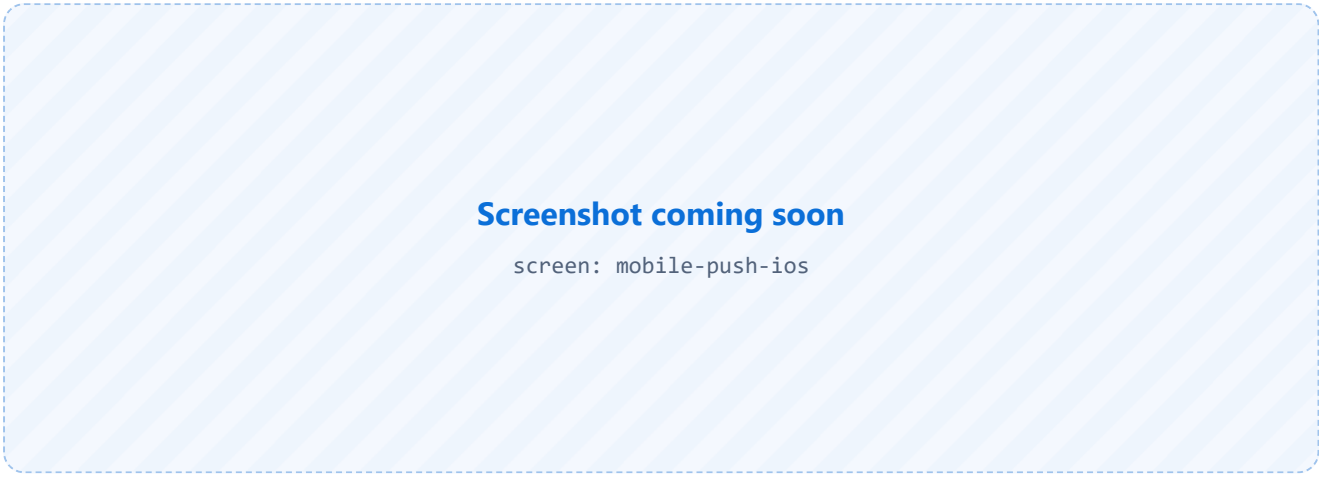


Figure 61.6 Push setup hint on an iPhone

61.5.3 If notifications are blocked

If you declined the permission once, the phone doesn't ask again. Coviqo shows instructions for your device:

Device	Where to allow notifications again
iPhone (home screen app)	iOS **Settings** › **Notifications** › **Coviqo** and turn on **Allow Notifications**.
iPhone (Safari)	Install Coviqo on your home screen and allow notifications there.
Android (Chrome)	The icon next to the address → **Permissions** › **Notifications** › **Allow**, then reload the page.

Which notifications reach your phone is set per type in the **Push** column of **Settings** › **Notifications**. See the chapter *Notifications*.

> **NOTE**
> If Coviqo is open and in the foreground, you get an in-app notice instead of a system notification, so nothing appears twice. Tapping a push notification opens Coviqo directly at the message, task or meeting it is about.

61.6 Voice rooms on a phone

You join a voice room on a phone the same way as on a computer: open the room and tap **Join voice**. The control bar at the bottom has large buttons for **Mic**, **Camera**, **More** and **Leave**.

Under **More** you find **Deafen**, **Raise hand** (in a stage, while you are in the audience), **Devices & audio**, **Start recording** (if you are allowed) and **Audio & video settings**. **Devices & audio** opens a sheet in which you choose the **Microphone**, the **Speaker** (where the browser supports it) and the **Camera**, and switch **Voice isolation**, **Noise gate** and **Deafen** on or off. **Audio & video settings** takes you to the full settings page. The control bar only shows a **Share** button on devices that can share their screen, so you won't see it on a phone.

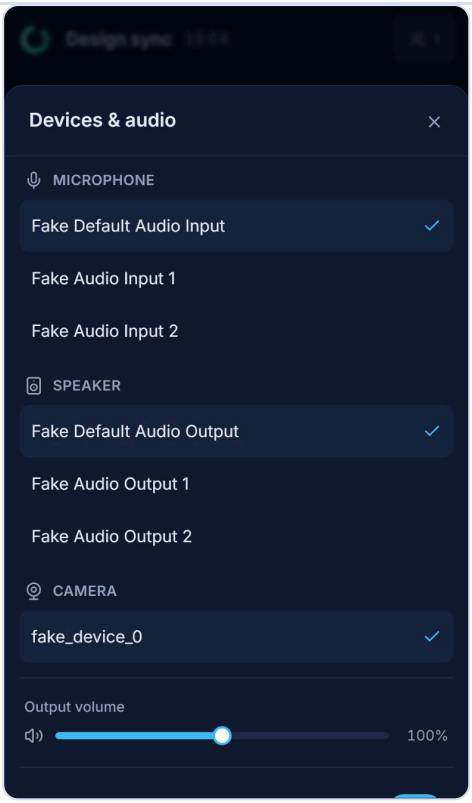


Figure 61.7 Devices and audio sheet on a phone

Push-to-talk is controlled by a key on a keyboard. On a phone, use **Voice activity** as the input mode (**Settings › Audio & video › Input mode**) and mute yourself with the mic button when you aren't talking.

61.7 Meetings on a phone

61.7.1 Before you join

When you open a meeting, the pre-join screen shows the meeting title, your camera preview, the buttons to turn your microphone and camera on or off, and **Join now**. On a phone:

- **Switch camera** on the preview flips between the front and back camera.
- **Devices** unfolds the microphone, speaker and camera selection. It is folded by default to keep **Join now** on screen.
- In landscape orientation, the preview sits on the left and the join card on the right.

If the browser has no access to your camera or microphone, you see a card such as **No access to camera and microphone** with instructions for your device and a **Try again** button. You can still join without camera and microphone. The instructions for the most common cases:

Device	How to allow camera and microphone
iPhone/iPad in Safari	Tap **aA** in the address bar → **Website Settings** and set Camera and Microphone to **Allow**. Or: iOS **Settings › Apps › Safari › Camera/Microphone**.
iPhone/iPad home screen app	iOS **Settings › Apps › Safari** → set Camera or Microphone to **Allow**, then reopen Coviqo.
Android	The icon next to the address → **Permissions › Camera/Microphone › Allow**. Also check Android **Settings › Apps › Chrome › Permissions**.

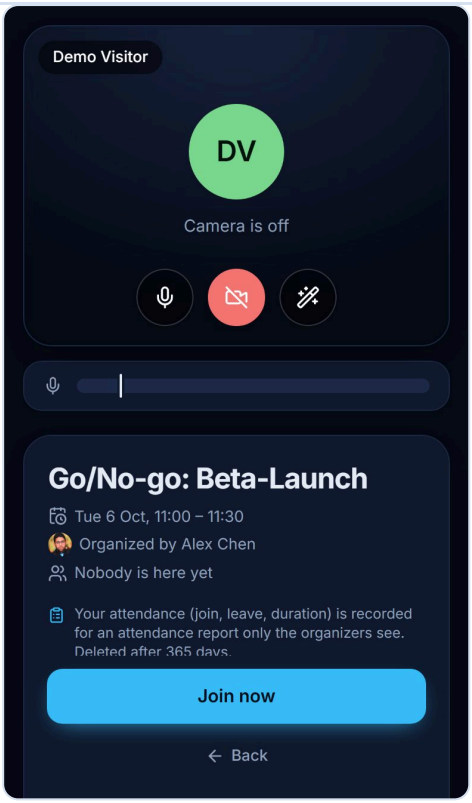


Figure 61.8 Pre-join screen on a phone

61.7.2 During the call

The call is laid out for small screens:

- The control bar at the bottom has only large buttons. The small arrows next to the mic and camera buttons that you know from the computer are gone. Their options are in **More**: **Switch camera**, **Devices & audio**, layout, **Background effects**, captions and, for organizers, recording.
- **Participants**, **Chat** and the other side panels are under **Panels** and open as sheets from the bottom. The control bar stays visible and usable.
- With three or more people, your own camera appears as a small picture in the corner.
- In **landscape** orientation, the control bar hides itself after about three seconds so the video can use the whole screen. Tap the screen to bring it back.
- When someone shares their screen, rotate your phone to landscape to see it larger, or pinch to zoom. Use **Fill screen** / **Fit to screen** and **Presentation fullscreen** on the shared screen.
- When you tap **Leave**, Coviqo asks **Leave the meeting?** first, so a mis-tap doesn't throw you out.

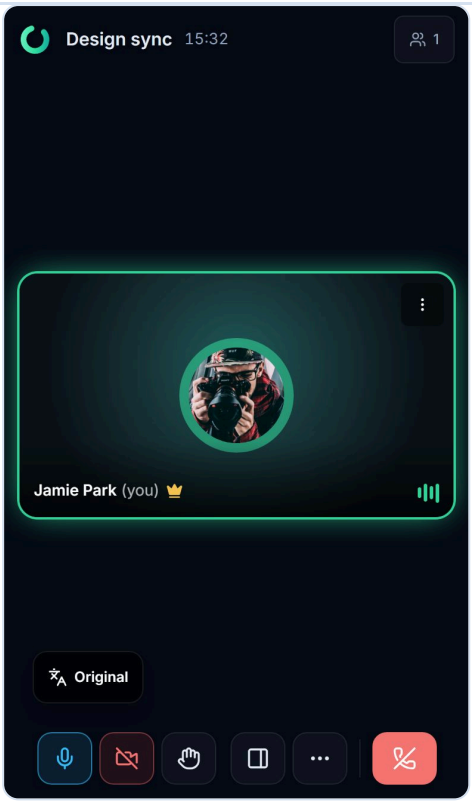


Figure 61.9 A meeting on a phone in portrait orientation

61.7.3 When you switch apps or lock the phone

While you are in a call, Coviqo keeps the screen switched on. If you switch to another app or lock the phone, your **audio keeps running**, but Coviqo stops sending your camera. When you come back, the camera starts again and you see "Camera back on – it was paused while Coviqo was in the background."

> **WARNING**
>
> Some phones, especially iPhones, may pause or stop the browser in the background after a while, or cut the audio when a phone call comes in. For long calls on the go, keep Coviqo in the foreground.

61.8 Joining a meeting as a guest from a phone

Guests don't need an account or an app. Everything runs in the phone's browser:

1. Open the meeting link you received (it looks like `https://app.coviqo.com/m/…`).
2. Enter **Your name** – "This is how others see you in the meeting." – and, if the meeting has one, the **Passcode**.
3. Tap **Join as guest**. If you already have a Coviqo account, tap **Sign in** under **Have an account?** instead.
4. On the pre-join screen, allow camera and microphone when the browser asks, and tap **Join now**.
5. If the meeting has a lobby, you see **You're in the lobby** until an organizer lets you in. **Stop waiting** takes you out of the queue.

The language switcher at the top of the join page changes the language of the whole guest experience. As the page says: "Joining as a guest creates temporary access that is deleted automatically after the meeting."

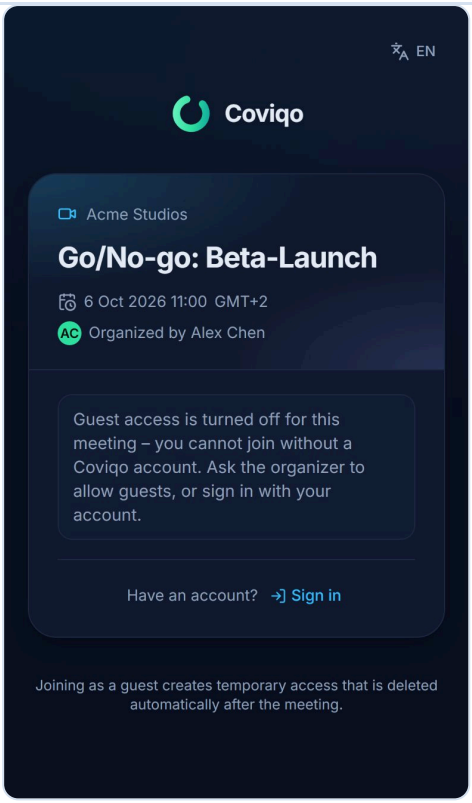


Figure 61.10 Guest join page on a phone

Screenshot coming soon

`screen: mobile-lobby`

Figure 61.11 Waiting in the lobby on a phone

61.9 Known limitations on mobile

Topic	What to expect
Screen sharing	Phones and tablets can't share their screen – mobile browsers don't allow it. The button is not shown. You can of course watch what others share.
Speaker selection	Safari on iPhone and iPad always uses the system output. Choose headphones or the speaker in iOS itself (Control Center).
Push-to-talk	Needs a keyboard key; use voice activity and the mute button instead.

Topic	What to expect
Push on iPhone	Only in the home screen app and only from iOS/iPadOS 16.4. Not in Safari, not in Chrome for iOS.
Full screen on iPhone	iOS only allows a video to go full screen. **Presentation fullscreen** shows the shared screen alone, without the rest of the call.
Offline	No offline mode. Without a connection you only see the offline page. Notes you are already editing keep your changes until you are back online.
Volume above 100 %	The **Output volume** and per-person **Volume** sliders only go beyond 100 % where the browser can amplify audio (Chromium-based browsers that support it). In Safari – and therefore on every iPhone and iPad – and in Firefox they end at 100 %.
Background	The camera pauses in the background; the operating system may stop the audio after a while.
Desktop-only features	Global hotkeys, the system tray, native desktop notifications and the screen picker belong to the desktop app for Windows, macOS and Linux.
Keyboard shortcuts	The **Keyboard shortcuts** overview and the `F` shortcut for full screen are not offered on touch screens.
Whiteboard	View, zoom and pan with two fingers; with edit rights add, write and move sticky notes via the large **Sticky note** button (chapter *Whiteboard*).

MOBILE, ACCESSIBILITY AND REFERENCE · CHAPTER 62

Accessibility

Coviqo is built to be usable with the keyboard, with screen readers and with the display settings of your operating system. The public **Accessibility statement** (link **Accessibility** in the website footer, `/legal/accessibility`) lists what already works, what does not work fully yet and how to report a barrier.

62.1 Keyboard

- Press **Tab** once after a page has loaded: the first stop is **Skip to main content**, which jumps past the top bar and the sidebar straight to the content.
- Every button, link and field shows a clearly visible focus frame. Dialogs, menus and side sheets keep the focus inside until you close them with **Esc**.
- In the tab row of a room, **Tab** lands on the active tab; the arrow keys, **Home** and **End** move between the tabs, and **Enter** or **Space** opens the selected tab. Screen readers announce the tabs and the panel they control.
- In a chat room, the message list itself can be focused with **Tab** and scrolled with the arrow keys; **Ctrl+K** (**Cmd+K** on a Mac) opens the command palette. All shortcuts are listed under **Settings → Intercom & shortcuts**.

62.2 Screen readers

- Pages have landmarks (navigation, main content) and headings, and all icon buttons have a name.
- Form errors are read out when they appear and are linked to the field they belong to. Buttons such as **Sign in** or **Create space** stay clickable: if a required field is empty, the error appears right under the field instead of the button being greyed out.
- Optional fields say so in their label, for example **Description (optional)**; fields without that note are required.
- **New chat messages** from others are announced while the room is open – short, with the sender's name. When many messages arrive at once you hear "3 new messages" instead of every single one. Older messages that load while you scroll up are never read out.
- **Calls and voice rooms** announce when you are connected, when the connection is lost or restored, when people join or leave (several changes are summarised) and when a recording starts or is already running. Who is currently speaking is not announced.

62.3 Display

- Both the dark and the light theme (**Settings → Appearance**) meet a contrast of at least 4.5:1 for text. Colours chosen by communities for roles and teams are automatically darkened or lightened in names where they would otherwise be hard to read.
- If **Reduce motion** is switched on in your operating system, Coviqo shows no animations.
- Pages adapt to zoom levels up to 200 % and to narrow windows without horizontal scrolling.

62.4 Known limitations

Live captions are only available in meetings with AI transcription, the whiteboard cannot be fully used with a keyboard or screen reader, and some drag-and-drop actions have no keyboard alternative yet. The accessibility statement keeps the current list. Please report barriers by e-mail to the contact address given in the statement and in the imprint (subject "Accessibility").

MOBILE, ACCESSIBILITY AND REFERENCE · CHAPTER 63

FAQ and troubleshooting

This chapter answers the questions that come up most often, and helps you when something doesn't work as expected. The answers are short. Where a topic has its own chapter, you find a pointer to it.

If your problem isn't listed here, ask an admin of your space first. Many "missing" buttons are simply a question of permissions.

63.1 Account and sign-in

63.1.1 A form says the security check failed or has not finished.

Public forms (registration, forgot password, contact, cancellation, guest join, share links) run an automatic security check in the background. Wait a moment and submit again. If it keeps failing, reload the page – very old browsers without Web Crypto support, or pages opened over plain `http://` on a non-local address, cannot run the check.

63.1.2 I forgot my password. What now?

On the sign-in page, click **Forgot password?**, enter your e-mail and click **Send reset link**. The link in the e-mail is valid for one hour. If it has expired, you see **Invalid reset link**; click **Request a new link**. After the reset, all your other sessions are signed out.

If you signed up with Google, Microsoft, Apple, Discord, Steam or Epic Games, your account may have no password at all. Use the same **Sign in with …** button again, or set a password later under **Settings › Account & security** with **Set password**.

63.1.3 I lost my phone with the authenticator app.

On the **Two-factor authentication** screen, click **Use a recovery code instead** and enter one of the 10 recovery codes you saved when you set up two-factor authentication. Each code works once. After signing in, set up two-factor authentication on your new phone under **Settings › Account & security** and create new codes with **Generate new codes**.

> **WARNING**
> Without your authenticator app and without recovery codes, you cannot sign in any more. Contact the administrator of your Coviqo installation in that case.

63.1.4 Coviqo asks for my authenticator code although I trusted this device.

Trusting a device (**Trust this device for 30 days**) only skips the code when you sign in again in the same browser or desktop app – with your password or a linked account such as Google or Microsoft. Coviqo asks again when the 30 days are over (7 days for Coviqo operators), when you removed the device under **Settings › Account & security › Trusted devices**, or after you changed or reset your password, used a recovery code, switched two-factor authentication off or clicked **Sign out all other sessions** – each of these ends the trust on all devices. Your organisation may also have shortened or switched off the option. Signing in with your organisation's single sign-on never uses trusted devices.

Security-relevant changes (for example your password, e-mail address or a data export) always ask for a current code on a trusted device – that is intended.

63.1.5 I changed my e-mail address but no confirmation link arrived.

After **Change e-mail** Coviqo always shows the same message: if the new address can be used, a confirmation link is on its way. For privacy reasons Coviqo does not say whether an address already belongs to another account – in that case no link is sent. Check the spelling and your spam folder; if the address is already used by another Coviqo account (perhaps an old one of yours), sign in there and change or delete it first. You can request the change up to five times per hour.

63.1.6 The sign-in page says my organisation uses single sign-on.

Your e-mail domain belongs to an organisation that has set up SSO. Click **Continue with … SSO** (or **Sign in with SSO**) and sign in on your organisation's page. If your organisation **enforces** SSO, password and social sign-in are refused for its addresses, so the SSO button is the only way in.

63.1.7 I was signed out with "Your organisation ended this session".

Your account is managed by an organisation that limits how long a sign-in lasts or signs you out after a period of inactivity. Simply sign in again. Messages like "… does not allow signing in from this network" or "… does not allow this app" mean that your organisation only allows certain networks or apps – use the company network or VPN, or the app your organisation allows. If it says your account was **deactivated**, contact your organisation's administrators. See the chapter *Organisation settings*.

63.1.8 A button is greyed out and says my organisation does not allow it.

An organisation rule blocks the action – either your own organisation's rule (when you work in a space of another organisation) or the rule of the organisation that owns the space (when you are a guest there). The tooltip names the organisation. Ask its administrators if you need an exception; for joining spaces of other organisations there may be an approval request.

63.1.9 I never received the verification e-mail.

Check your spam folder first. Then open **Settings › Account & security** and click **Resend e-mail** next to your address (marked **Not verified**), or use **Resend e-mail** in the banner at the top of Coviqo. The link is valid for 48 hours. Until your address is verified, Coviqo sends you no e-mail notifications except security notices.

63.1.10 Why can't I create a space or invite people any more?

Your e-mail address is not verified yet and more than 7 days have passed since you registered. Until you verify it, you cannot create spaces, invite people, message people you don't share a space or conversation with, or create public links. Everything else keeps working. Click **Resend e-mail** in the banner at the top of Coviqo, open the link in the e-mail, and the restrictions end right away.

63.1.11 How do I see where I am signed in, and sign out a lost device?

Open **Settings › Account & security › Active sessions**. Every device is listed as **Web browser**, **Desktop app** or **Mobile app** with its last activity. Click **Sign out** next to a device you don't recognise, or **Sign out all other sessions**. Changing your password also signs out all other devices.

63.2 Audio, video and permissions

63.2.1 Others can't hear me.

Work through these points:

1. Is your microphone muted in Coviqo? The mic button shows a crossed-out microphone.
2. Did you choose the right microphone? Check **More › Devices & audio** in the call, or **Settings › Audio & video › Devices**.
3. Is your input mode **Push to talk**? Then you are only heard while you hold the key. Switch to **Voice activity** under **Settings › Audio & video › Input mode**.
4. Is the **Noise gate** threshold too high? It only transmits above the threshold. Use **Mic test** in **Settings › Audio & video** to check your level.
5. Did a moderator mute you, or are you in a stage audience? Then you can't unmute yourself; **Raise hand** in a stage.
6. Does the browser or the operating system block the microphone? See the next question.

63.2.2 Coviqo says my camera or microphone is blocked.

The browser, the operating system or both have denied access. Coviqo shows instructions for your device on the pre-join screen. In short:

Where	What to do
Chrome, Edge, Firefox on a computer	Click the camera or lock icon in the address bar and allow camera and microphone for this site. Also check the privacy settings of your operating system.
macOS	**System Settings › Privacy & Security › Camera / Microphone** and allow your browser or the Coviqo app.
Safari on iPhone/iPad	Tap **aA** in the address bar → **Website Settings** → set Camera and Microphone to **Allow**.
Android	The icon next to the address → **Permissions** → allow Camera and Microphone.

Then click **Try again**. You can join a meeting without camera and microphone and fix it later.

63.2.3 Others hear an echo, or hear themselves.

Someone's speakers are feeding back into their microphone. Use headphones, or make sure **Echo cancellation** is on under **Settings › Audio & video › Audio processing**. If two people sit in the same room with two devices, only one of them should have the microphone and speakers on.

63.2.4 There is a lot of background noise (keyboard, fans).

Turn on **Voice isolation (AI)** in **Settings › Audio & video** and choose **Strong (recommended)**. It removes keyboard clicks and background noise almost completely. Alternatively use the **Noise gate**, which only transmits while you speak louder than the threshold. In a call, both switches are also available under **More**.

63.2.5 Push-to-talk doesn't work when Coviqo is in the background.

In the browser, push-to-talk only works while the Coviqo tab is focused. For a key that works in every application, use the desktop app and activate **Push to talk** under **Settings › Intercom & shortcuts**. See the chapter *Getting started*.

63.3 Meetings and guests

63.3.1 How do I invite someone who has no Coviqo account?

Share the meeting's join link. The organizer has to allow guests for the meeting; otherwise the person sees "Guest access is turned off for this meeting". Guests enter their name, wait in the lobby until an organizer lets them in, and see only that meeting. Their temporary access is deleted automatically after the meeting. See the chapter *Meetings*.

63.3.2 A guest is waiting, but I don't see them.

Guests wait in the **Lobby**. Organizers see a notice such as "{name} is waiting in the lobby" in the call, and get a **People in the lobby** notification. Only the **Organizer** and **Co-organizers** can admit people. If you aren't one of them, ask them to let the guest in.

63.3.3 The join link says "Invalid link" or the meeting has ended.

The link may be mistyped or the meeting may have been deleted, canceled or ended. Ask the organizer for a current link. If the meeting has a **Passcode**, check that you entered it exactly as given.

63.3.4 Why is there no transcript, no captions or no summary?

Coviqo tells you why when you hover over (or tap) the disabled button, for example "Live captions is not available: Disabled for this meeting". The possible reasons are:

Reason	Meaning
Disabled platform-wide	The operator hasn't enabled this AI feature.
Not included in your plan	Your organisation's plan doesn't include it.
Disabled in this space	An admin switched it off in the space settings.
Disabled for this meeting	The organizer switched it off for this meeting.
Service currently unavailable	The AI service is temporarily not reachable. Try again later.

Also note: people who have turned on **Don't transcribe my voice** don't appear in captions, the transcript or the summary.

63.3.5 Where do I find the recording, the transcript and the summary after a meeting?

Open the meeting from **Meetings** or from the linked room. The meeting's detail page has the tabs **Overview**, **Recording**, **Transcript**, **Summary**, **Notes**, **Files**, **Chat**, **Tasks**, **Participants** and **Results**. On a phone, swipe the tab bar sideways to reach all of them. Recordings need some processing time; you get a **Recording ready** notification. Who can see recordings and transcripts depends on the meeting settings.

63.4 Notifications

63.4.1 I don't get any push notifications.

Check in this order:

1. **Settings › Notifications › Notifications on this device**: Is **Browser notifications (push)** on for *this* device? Push has to be enabled on every device separately.

2. Click **Send test**. If nothing appears, the browser or the operating system blocks notifications. The status text tells you what to do.
3. Is the **Push** column ticked for the notification type in question? For example, **Event invitations** have no push by default.
4. Is the space set to **Nothing (mute space)** or the room muted? Then mentions and replies from there don't reach you.
5. Does the status say "Push notifications are not set up on this server."? Then only in-app and e-mail notifications work. Ask your administrator.
6. Is do-not-disturb or a focus mode on in your operating system or phone?

63.4.2 I don't get push notifications on my iPhone.

On iPhone and iPad, push only works in the home screen app, from iOS/iPadOS 16.4. Add Coviqo to your home screen from Safari (**Share › Add to Home Screen**), open it from there, sign in, and turn on push in **Settings › Notifications**. See the chapter *Using Coviqo on mobile*.

63.4.3 Why don't I get a notification for every chat message?

That's intentional. Normal chat messages show up as unread markers on rooms and spaces. You are notified when someone addresses you: a mention, a reply, a task assignment, an invitation. To see everything you missed at a glance, use the catch-up (**What did I miss?**) on the home page.

63.4.4 I get too many e-mails.

Untick the **E-mail** column for the types you don't want in **Settings › Notifications**. The weekly e-mail about open meeting items is the row **Weekly open items**.

63.5 Files

63.5.1 My file says "Scanning..." and I can't open it.

Every upload is checked for malware before anyone can open it. This usually takes a few seconds; the file becomes available by itself. Imports from Google Drive or OneDrive are scanned too.

63.5.2 My file was blocked as malware.

The file is marked **Blocked (malware)**: "The virus scan flagged this file. It cannot be opened or downloaded." Nobody can download it, including you. If you are sure the file is harmless (a false alarm), send it in a different format, for example as a PDF instead of a document with macros, or ask your administrator.

63.5.3 The upload fails with "The file is too large."

Your installation or plan limits the size of single files. Compress the file, split it, or share it through a linked cloud drive. See the chapter *Files*.

63.5.4 A Word, Excel or PowerPoint file opens read-only.

Check the header of the editor: **View only** means you can read but not change the document. Usual reasons:

- You don't have the **Upload files** permission in the room, the room is archived, or you are timed out.
- The file is in an older format such as `.doc`, `.xls` or `.ppt`. Use **Save as DOCX** (or XLSX / PPTX) in the file menu and edit the new file.

- You opened it as a chat attachment, or you are in the read-only live demo.

If Office files show **No preview available** instead of opening, your installation doesn't offer office documents. See *Office documents* in the chapter *Files*.

63.5.5 My changes to a document don't appear as a new version yet.

The editor saves continuously, but a new file version is only created when the last person closes the document (about ten seconds later) or when someone presses `Ctrl` + `S`. Until then, everyone who opens the document joins the running session and sees the latest changes.

63.6 Service status

63.6.1 How do I know whether Coviqo itself has a problem?

Open the status page (for coviqo.com: status.coviqo.com, also linked from the website footer under **System status**). It is checked automatically from outside every 30 seconds and shows each feature in plain words – for example *Meetings & voice rooms: Operational* or *Degraded – joining may take longer*. When it runs on separate infrastructure (recommended), it stays reachable during an outage; the website's **System status** page only says so when that is the case. If Coviqo cannot be reached at all, the **Coviqo is not reachable** screen has a **Check current status** link.

63.6.2 Coviqo stays on its loading screen

Right after an update the app may need a moment. It reloads itself if needed; if Coviqo does not answer, you see the **Coviqo is not reachable** screen, which tries again every 10 seconds. Should the loading screen (logo ring with a small spinner) stay for longer than 15 seconds, it shows **Loading is taking longer than usual.** with a **Reload** link – click it. If that does not help either, check the status page.

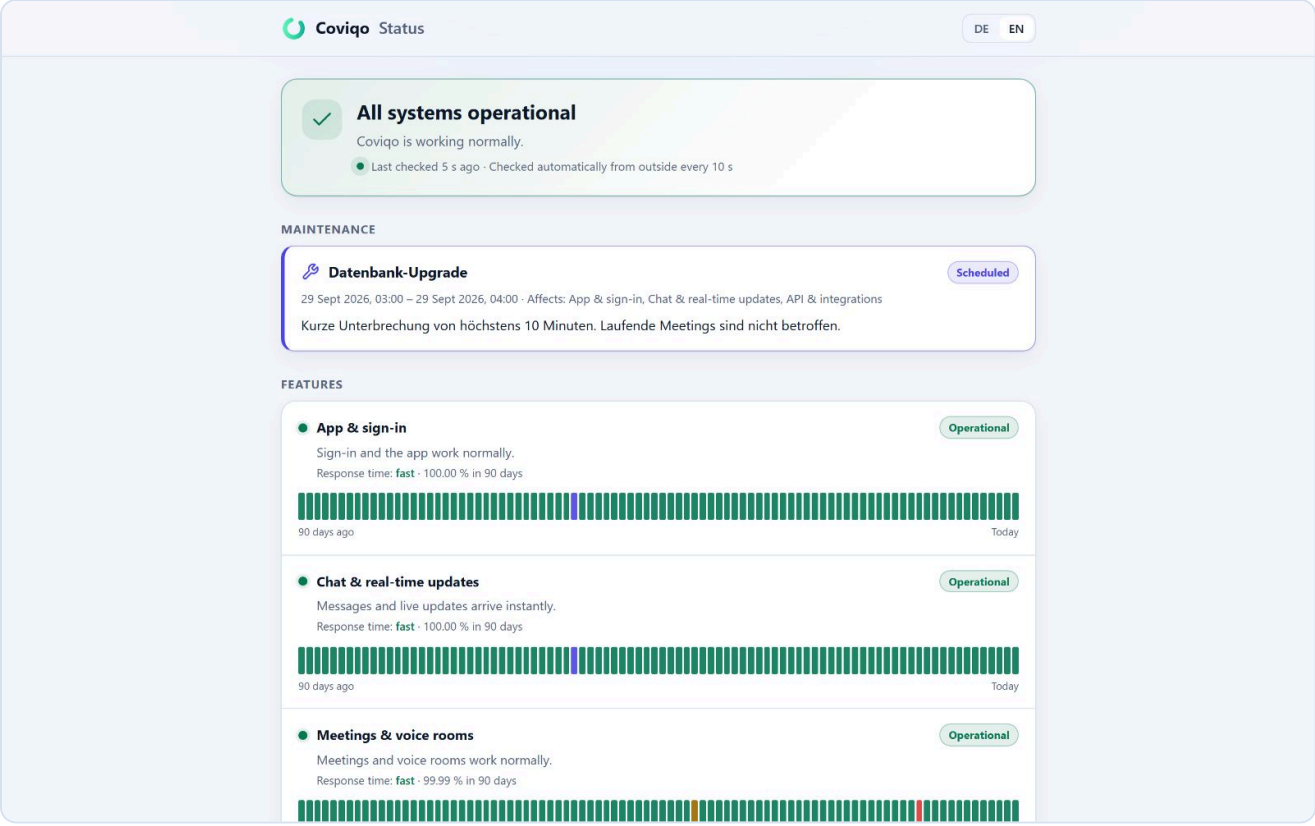


Figure 63.1 Public status page

63.6.3 A banner at the top says there is an outage or maintenance.

During a larger outage or a planned maintenance, a slim banner appears under the top bar. **Details on the status page** opens the status page with the latest updates. Click × to hide the banner; it comes back only for a new incident or maintenance window.

63.6.4 Can I get notified about outages and maintenance?

Besides the checks from outside, an automatic test account regularly signs in, sends a message, uploads a file and connects to a voice room – the way you would. If that fails twice in a row, the affected feature shows *Partial outage* even when the servers still answer, so the status page reflects what you actually experience.

Yes – subscribe to the RSS or Atom feed linked at the bottom of the status page with any feed reader. The status page sets no cookies and does not track you. You can also subscribe by e-mail with the form on the status page (if your provider has switched it on): enter your address, choose the language and optionally the features you care about, then confirm the link in the e-mail we send you. Only then do you get e-mails about outages and maintenance. Every e-mail has a link to unsubscribe at once – it keeps working even if your provider switches the e-mail subscription off later; unconfirmed sign-ups are deleted after 48 hours.

63.6.5 My call dropped for a few seconds and then came back. What happened?

Installations that run on two servers switch to the second one automatically when a server fails. Calls and chats reconnect on their own within seconds – just wait a moment. In rare cases an edit to an office document from the last few seconds before the switch was not saved; reopen the document and repeat it.

Calls also survive the loss of a single call server: while the call shows **Reconnecting …**, Coviqo keeps trying for up to about 45 seconds and moves you to another call server if needed. Your microphone, speaker, camera and mute settings stay as they were – only screen sharing has to be started again. If the call cannot be restored, you

see **Connection lost** and can join again.

63.7 Desktop app

63.7.1 The desktop app shows "Coviqo is currently unreachable".

The app can't reach its Coviqo server. Check your internet connection – the app keeps trying automatically, or click **Try again**. **Status** shows whether Coviqo is down for everyone. The server address is fixed in the app; if your organisation runs its own server and the app connects to the wrong one, ask your administrator for the installer built for your server. **Open logs folder** helps your IT support.

63.7.2 Where are the desktop app's settings?

In the app's normal settings: **Settings › Desktop app** (startup, tray, notifications, interface, updates) and **Settings › Intercom & shortcuts** (all shortcuts including the global ones). **Settings…** in the tray menu opens them. The desktop app has no separate settings window.

63.7.3 Where do I get the desktop app, and how do I update it?

Open the page **Download** (coviqo.com/download) – it lists Windows, macOS and Linux with version, size and release date –, click **Desktop app** in the header of coviqo.com on a computer, or use `https://coviqo.com/download/desktop/windows` (or `/mac`, `/linux`). Updates come automatically: the app checks every time it starts and shows an **Update available** window with the release notes; click **Restart now** or **Later** (then it is installed when you quit). See *The desktop app* in the chapter *Getting started*.

63.7.4 Windows or macOS warns me when I start the installer.

Depending on how your organisation distributes the app, the installer may not be code-signed, so SmartScreen or Gatekeeper show a warning. Only continue if the installer comes from your own organisation's Coviqo server.

63.7.5 Screen sharing on macOS shows a black screen.

macOS needs the screen recording permission for the app. Allow Coviqo under **System Settings › Privacy & Security › Screen Recording** (on newer macOS versions **Screen & System Audio Recording**), then restart the app.

63.7.6 My screen share stutters while I play a game.

Share from the Coviqo **desktop app for Windows**: it captures natively and uses your graphics card's encoder, so the share stays smooth while the game has the focus (see *Communication › Screen sharing*). Start the game in **borderless window** mode, and limit its frame rate (VSync or an FPS limit) if your graphics card runs at full load – then there is time left for the capture. **More › Connection info** shows under **Captured by** whether the native capture is running and what limits the quality.

63.7.7 I pressed Alt+F8 but no clip was saved.

Game clips must be switched on under **Settings › Desktop app › Replay clips** (Windows desktop app), and the game has to run in fullscreen or a borderless window – otherwise Coviqo says *No game detected*. Add a game that runs in a window to **Always record**. If your organisation switched off local clips, the card says so. See *Game clips*.

63.7.8 Sign-in with Google opens my browser. Is that right?

Yes. Social sign-in continues in your normal browser. When it's done, the browser shows **Back to the Coviqo app**; confirm with **Open Coviqo** and the app signs you in.

63.8 Mobile

63.8.1 Can I share my screen from my phone?

No. Mobile browsers don't allow websites to share the screen, so Coviqo doesn't show the button on phones and tablets. You can watch other people's screens; rotate your phone to landscape or pinch to zoom.

63.8.2 Pressing and holding on iPhone selects text instead of opening the menu.

Hold your finger still for a little longer, on an empty part of the item rather than on the text. For messages, the menu has **Select text** if you want to copy part of a message.

63.8.3 My camera turned off when I switched apps.

That's intentional: Coviqo pauses your camera while it is in the background and keeps the audio running. It starts again when you return, and you see "Camera back on – it was paused while Coviqo was in the background."

63.9 Spaces, rooms and access

63.9.1 I can't see a room that a colleague sees.

The room is probably **Private** or **Invite only** and you aren't a member of it. Ask a member of the room or an admin to add you. If you are an external guest, you only see the rooms that were shared with you.

63.9.2 A button described in this guide is missing.

Most likely your role doesn't have the permission for it, or a room override takes it away. Ask an admin of your space. If you were put in a **Timeout** by a moderator, you can read but not write, speak or upload until it ends.

63.9.3 My guest access to a space stopped working.

External access can end on a fixed date (**Expired**), when a room's **Project end** has passed (**Project ended**) or when an admin suspends it (**Suspended by an admin**). Ask your contact in the organisation to extend it.

63.10 Privacy

63.10.1 Are my meetings sent to an external AI service?

No. Transcription, translation and summaries run exclusively on the Coviqo infrastructure itself. Audio and transcripts aren't sent to third-party AI services.

63.10.2 I don't want my voice to be transcribed.

Open **Settings › AI & captions** and turn on **Don't transcribe my voice**. Your microphone is then excluded from live captions, transcripts and summaries. Others still see you as present.

63.10.3 How do I know a meeting is being recorded?

When recording starts, everyone in the call gets the notice "This meeting is being recorded", and a recording badge stays visible in the call as long as the recording runs.

63.10.4 How do I get a copy of my data, or delete my account?

In **Settings › Account & security**, click **Request export** in the **Export my data** card. Coviqo prepares a ZIP archive and sends you an e-mail when it's ready. The download is available for 7 days, and you can request one export per day.

In the same place, **Delete account** deactivates your account at once and deletes it for good after a grace period. If you sign in again before then, the deletion is cancelled. Transfer or delete spaces you own first.

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Glossary

This glossary explains the terms used in Coviqo and in this guide, in alphabetical order. Names that appear in the app are printed in **bold** as they appear there.

Term	Meaning
Action item	A task that came out of a meeting. The AI summary suggests action items; after the organizer reviews and publishes them, they become real tasks with an assignee and a due date.
Action sheet	On a phone, the list of actions that slides up from the bottom of the screen when you press and hold an item or tap a **...** button. It replaces the small pop-up menu of the desktop.
Activity feed	The chronological list of what happened in a room or space: files uploaded, tasks created, members joined and so on. You find it next to the members of a room.
Administrator	A permission that grants every other permission in a space and bypasses room restrictions. The default **Admin** role has it.
AI summary	The overview Coviqo creates after a meeting with transcription: summary, decisions, open questions and action items. It is generated on the Coviqo infrastructure, not by a third-party service.
Captions (live captions)	Subtitles of what is being said, shown live during a meeting. With **Translated captions** you read them in another language.
Catch-up	The **What did I miss?** overview on the home page and per space. It collects what matters to you since your last visit: decisions, questions to you, due tasks, changed events, missed meetings and busy discussions.
Category	A group of rooms in the sidebar of a space, for example "Projects" or "Community".
Context menu	The menu of actions for an item. Right-click on a computer, press and hold on a touch screen.
Co-organizer	A meeting participant with the same rights as the organizer during the call, for example admitting people from the lobby.
Custom status	A short text with an emoji that you set in addition to your presence, for example "On holiday until Monday". It can clear itself after a chosen time.
Deactivated account	A managed account that its organisation switched off, for example when the person left. It is signed out everywhere and cannot sign in; after the organisation's grace period it is anonymised. Its name appears greyed out.
Deafen	Switches off all incoming audio in a call or voice room and mutes your microphone at the same time. While deafened, your device does not even receive the audio (less data on your connection); undeafen brings it back at once.
Decision	A decision recorded from a meeting and published by the organizer. A decision can later be marked **Superseded** by a newer one.
Decision log	The list of all published decisions of a space or room, with their source in the meeting. A room shows it in its **Decisions** tab.
Default role	The role every new member of a space receives automatically, usually **Member** or **Contributor**.
Desktop app	The Coviqo app for Windows, macOS and Linux. It adds global hotkeys, native notifications, a system tray icon and a screen picker to the web app.

Term	Meaning
Digest	A summarising e-mail instead of single notifications. Coviqo sends the **Weekly open items** digest every Monday with your open meeting tasks and results to review.
Discover	The directory of public spaces that anyone with an account can join.
External guest (external person)	Someone from outside your organisation who has a Coviqo account and is invited into your space as a guest. External guests only see the rooms shared with them, optionally until a date or until the room's project end. Admins manage them under **Members › External people** in the space settings.
Favourite	A space you marked with the star. Favourites appear at the top of the space panel. Only you see your favourites.
Game clip	A short video of your game that the Windows desktop app saves on your computer when you press **Alt+F8** (or a recording with **Alt+F7**). Off until you switch it on; see *Game clips*.
Guest	1. The **Guest** role in a space for people from outside, with limited permissions. 2. A **meeting guest**: a person who joins a single meeting through its link, often with a temporary guest account that is deleted automatically after the meeting.
Handover	Transferring the spaces, files, open tasks and upcoming meetings of a person to a successor, usually when they leave the organisation.
Input mode	How Coviqo decides when your microphone transmits: **Voice activity** (when you speak) or **Push to talk** (while you hold a key).
Legal hold	Protects a managed account from being anonymised or deleted, for example because of legal proceedings. Set by the organisation (Enterprise).
Lobby	The waiting area of a meeting. People in the lobby wait until an organizer or co-organizer admits them.
Main bar	The narrow, always visible column on the far left with Home, Notifications, Messages, Calls, Meetings, Calendar, Tasks, Activity, Search, your spaces as icons and Settings.
Managed account	An account that belongs to an organisation – through single sign-on, provisioning by the organisation's identity provider, or because an admin claimed it. The organisation's rules and sign-in security apply to it.
Meeting	A video call with a start and an end, an organizer and invited participants. Meetings can have guests, a lobby, a passcode, a recording, a transcript and an AI summary.
Meeting results	The tasks and decisions that come out of a meeting. The organizer reviews the AI's suggestions in the **Results** tab and publishes them.
MFA (two-factor authentication)	Multi-factor authentication: after your password you also enter a 6-digit code from an authenticator app. **Recovery codes** let you sign in if you lose the app.
Module	A tab in a room, such as **Chat**, **Notes**, **Files**, **Tasks**, **Events** or **Voice Room**. Each room can have any combination of modules.
Native screen capture	The screen sharing of the Windows desktop app: it captures with its own module and encodes with the graphics card, adapts to your upload and stays smooth while a game has the focus.
Noise gate	An audio filter that only transmits your microphone while your level is above a threshold. Quiet background noise stays silent.
Noise suppression	Reduces steady background noise such as fans or traffic. Coviqo offers the browser's **Noise suppression** and the stronger **Voice isolation (AI)**.

Term	Meaning
Office documents	Word, Excel, PowerPoint and PDF files that you open, edit together and save as new versions right in a room's **Files** tab. The editor runs on the Coviqo server itself.
Organisation policy	The rules an organisation sets for its managed accounts and for guests in its spaces, based on a **preset** (**Open**, **Medium** or **Closed**) and adjustable in the organisation settings.
Owner	The person who owns a space. The owner can do everything, and ownership can be transferred.
Parent room	The regular room a meeting is linked to. The meeting then appears in that room and its summary is posted there.
Passcode	An optional code that people must enter to join a meeting through its link.
Permission	A single right, such as "Send messages" or "Record". Permissions are bundled in roles and can be allowed or denied per room.
Personal space (private space)	A space only for you, for your own notes, files and tasks. Created on demand with **Create private space** – at most one per account; you can delete it and create a new one.
Pre-join	The screen before you enter a meeting, where you check your camera and microphone.
Presence	Your availability shown to others: for example Online, Busy or Focus.
Project end	A date set on a room. When it has passed, external guests lose access to that room automatically.
Push notification	A system notification on your computer or phone that arrives even when Coviqo isn't open. It has to be enabled on each device.
Push-to-talk	An input mode in which your microphone is only open while you hold a key. In the desktop app, the key also works when Coviqo is in the background.
PWA (progressive web app)	A website that can be installed like an app. Coviqo can be added to the home screen of phones and tablets, where it opens in its own window and can receive push notifications.
Recording	An audio or video recording of a meeting or voice room. In a meeting, everyone sees a notice and a badge while the recording runs.
Recovery code	One of 10 one-time codes you receive when you set up two-factor authentication. Use one if you can't use your authenticator app.
Role	A named bundle of permissions, such as **Owner**, **Admin**, **Member** or **Guest**. A member can have several roles; their permissions add up.
Room	A place inside a space for one topic, team or project. A room has a type, a visibility and a set of modules.
Room override	A room-level setting that allows or denies a permission for a role or a person in that room only, independent of the space.
SCIM	System for Cross-domain Identity Management. Lets your organisation's identity provider create, update and deactivate Coviqo users and groups automatically.
Space	The outermost container in Coviqo, for example for a company or a community. It holds rooms, members, roles and settings.
Space panel	The column next to the main bar that lists your spaces and their rooms, with search, favourites, recently active spaces and your own tags. It can be hidden; the main bar keeps your spaces as icons.
Space type	The kind of space chosen at creation: **Team workspace**, **Community** or **Team + community** (Workspace, Community, Hybrid in the role tables). It sets defaults such as the available roles.

Term	Meaning
SSO (single sign-on)	Signing in with your organisation's account (SAML or OpenID Connect) instead of a separate Coviqo password.
Stage	A room type for talks and AMAs: speakers are on stage, the audience listens and can raise a hand to speak.
Statement of reasons	The explanation you receive when Coviqo restricts your content or account, listed under **Settings › Legal decisions**. You can lodge a complaint against it within six months.
Tag (own tag)	A personal label for grouping your spaces in the space panel, for example "Customers". Only you see your tags.
Ticket	A private support request in a room with the **Tickets** module. Only the person who opened it, people added to it and the room's support team see it.
Timeout	A temporary moderation measure. During a timeout, a member can read but not write, speak or upload.
Transcript	The written record of what was said in a meeting, with speakers and timestamps. It is the basis for captions and the AI summary. People who choose **Don't transcribe my voice** are left out.
Visibility	Who can find and join a space or room: **Public**, **Private**, **Restricted** or **Invite only**.
Voice isolation	An AI filter that removes keyboard clicks, fans and background noise from your microphone, so only your voice is transmitted.
Voice room	A room with an always-open voice channel. You drop in and out without links or waiting rooms.
Whiteboard	Room module with infinite boards for sketching, sticky notes and templates, edited live together (chapter *Whiteboard*).
Sticky note	Coloured note on a whiteboard; selected sticky notes can become tasks in one step.