

Google Chat & Hangouts

Your NSCC Gmail account gives you access to Google’s instant message (IM) and video chat programs. You may see these called Google Chat, Talk, and Hangouts.

Chat, Talk, Hangouts – What is the difference?

Google Chat is an instant-message program built in to Gmail. When you have your email open, this appears on the left side, below your mail folders. Your recent contacts are listed, or you can use the search box to search for users by name or email address. You will need to keep you email open in order to view any received messages. There are also plugins that allow you to make audio or video calls.

Google Talk is a stand-alone instant-message program. If you have Google Talk installed, you will receive a popup in the lower right corner of your screen whenever you receive a message, regardless of whether your email is open. Google Talk has now been replaced with Hangouts.

Google Hangouts is a program that allows you to instant message, make audio calls, or video calls. You can invite multiple people to a hangout, or share the link with others.

How can I find someone in Chat/Hangouts?

Once you log in to Chat or Hangouts, recent contacts will appear. These may be users you have chatted with recently, or ones you email frequently. There is also a search box above your recent contacts. Here, you can search for anyone within NSCC or with a Gmail account. The first time you connect with someone, you may need to first click the “Invite to chat” link to the right of their name. They will then have to approve your request before you can use Chat or Hangouts to contact them.

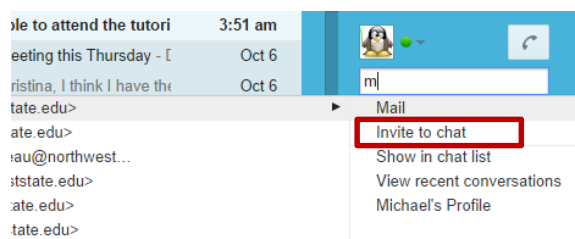


Figure 1: You may need to invite a user to chat.

How do I see if someone is online?

If you look at your recent chat contacts, or search for a user, you may see a colored dot next to their name. You may need to invite a user to chat before you can see their status.

Green	Online
Amber	Idle
Red	“Busy”
None/Grey	Offline

How do I send an instant message?

If you wish to send a message to one of your recent contacts, simply click their name. If you wish to send a message to another user, search for their name or email address, then either click on their name or select “Chat” to the right of their name. The chat window will pop up and you can type your message. Hit the Enter key to send your message. If the recipient is using Google Chat, they will only see your IM

when they have their email window open. If they are using Hangouts, the message will appear on their screen.

How can I make a video call?

In order to make a video call, you will need a webcam attached to your computer. Search for the person you wish to call, and click on their name to open the IM window. At the top of the window, you will see a camera icon. This will launch the video call. If this is the first time you are using the video call, you will need to install the voice and video plugin.

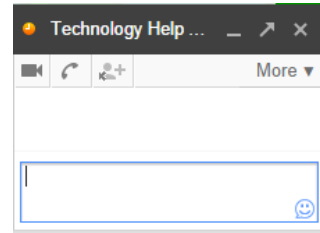


Figure 2: The Chat window

Can I have a conversation with two (or more) people at once?

Yes. Start an instant message with one of the users. On the IM window, click the icon with a person and a plus sign. This will bring up a small search bar above the IM window. Search for the person you would like to add to the conversation and click Invite. If you need to add another person to the conversation, click on the add button again.

How can I find old chat conversations?

By default, instant message conversations are saved in Gmail. You can use the search bar above your email to find past chat logs. You can search for "label:chats" to see all chat records, or search by key words or participant names. In the search results, chats have a speech bubble icon to the right of the subject to differentiate them from emails.