

# Empathy Wireframes

Designed by

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A design constraint is that the video and audio chat window has to be separate from the chat. Ideally they would be brought together but that would require a somewhat deeper redesign.

In this design the audio chat window is a special case of a video chat. Throughout the document it will be referred to as the "video chat window" although audio chats can also take place there.

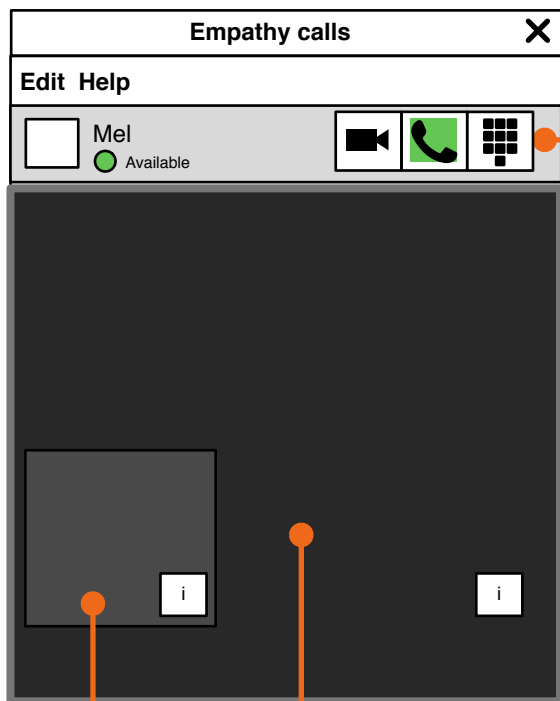
There are a number of entry points to the video chat window:

- \* From the contact menu of a text chat, with either audio or audio and video enabled.
- \* From the contacts list, with either audio or audio and video enabled.
- \* From the File -> New call menu, with either audio or audio and video enabled.

Redesigning these entry points is not within the scope of this document, although they do need a redesign ;-)

Towards the end of the document the current state of the empathy UI is being documented with minor changes which are hoped to land in the 3.4 timeframe.

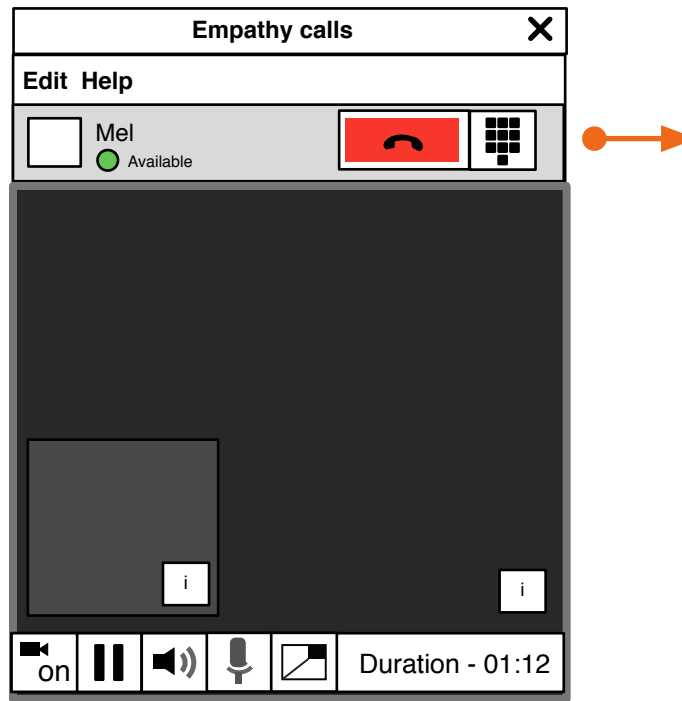
1. Video chat window - not yet in call.



Your video stream

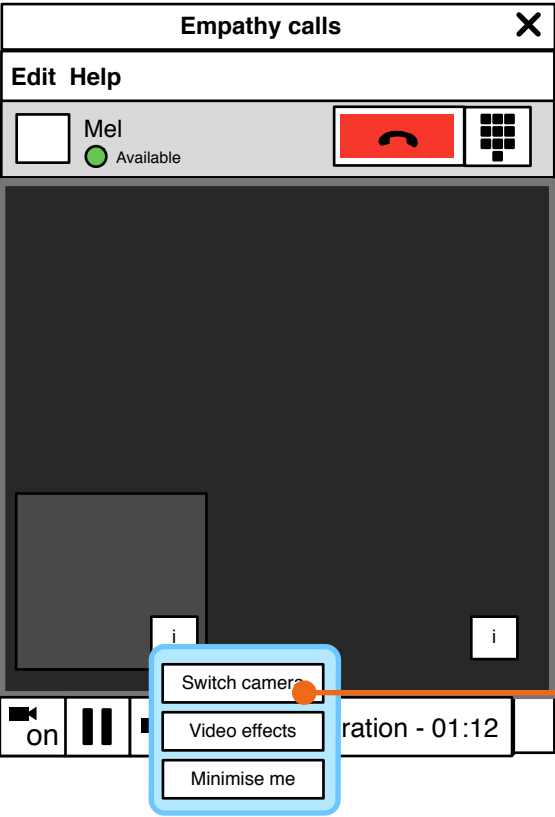
Contacts video stream. Before connection their buddy picture is shown.

2. Video chat window - in call.



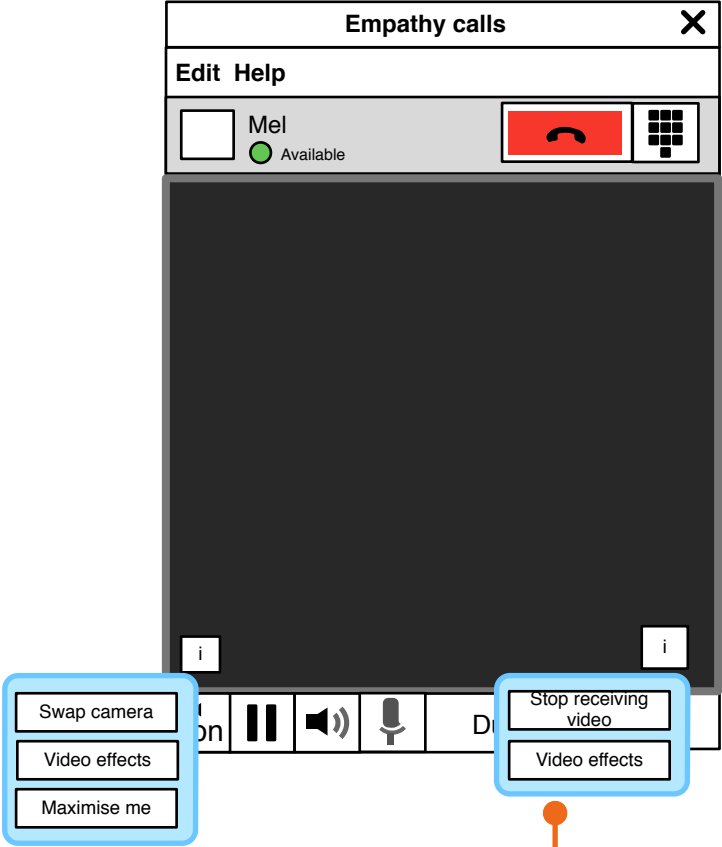
The in video controls should fade in after mouse movement within the call and fade out after 3 seconds, much like video playback controls. They are drawn within the chat window and are fixed width.  
In the event of a failed call or inactive call window the toolbar is always shown. Fade out only operates when in call.

1.0 Video options



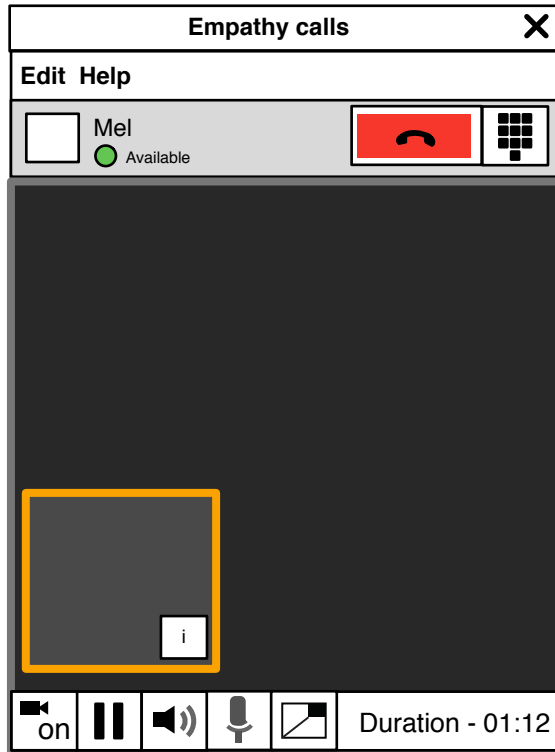
**My video options**  
Rotates through all available cameras.  
Should only be shown if there's >1 camera.

2.0 Minimised Video

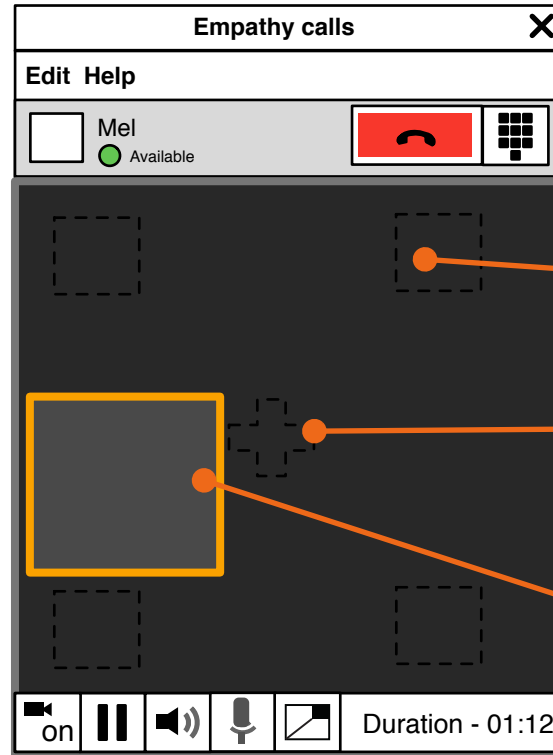


**Contacts video options**  
Rotates through all available cameras.  
Should only be shown if there's >1 camera.

**1.0** On hover, video is highlighted. On drag, three other drop zones are shown and other controls are hidden.



**2.0** On drag, three other drop zones are shown and other controls are hidden.

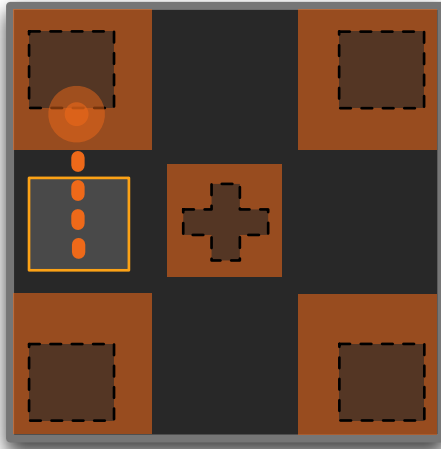


Video locations are highlighted to provide clear indication of new locations.

Swap main screen video. Toggles between users and respondent video feed in the main viewing panel.

As the element is being dragged, the information icon is removed, but replaced once dropped in its new location.

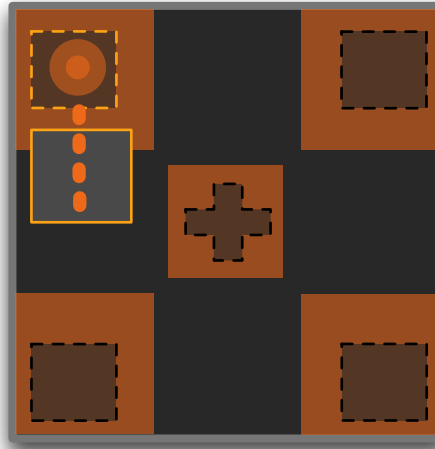
## 3.0 Video drop zones



Drop zones act as a safety net for capturing the users activity.

If the user releases the element (drops it) before entering a zone, the element is returned to its original position (via a nice transition)

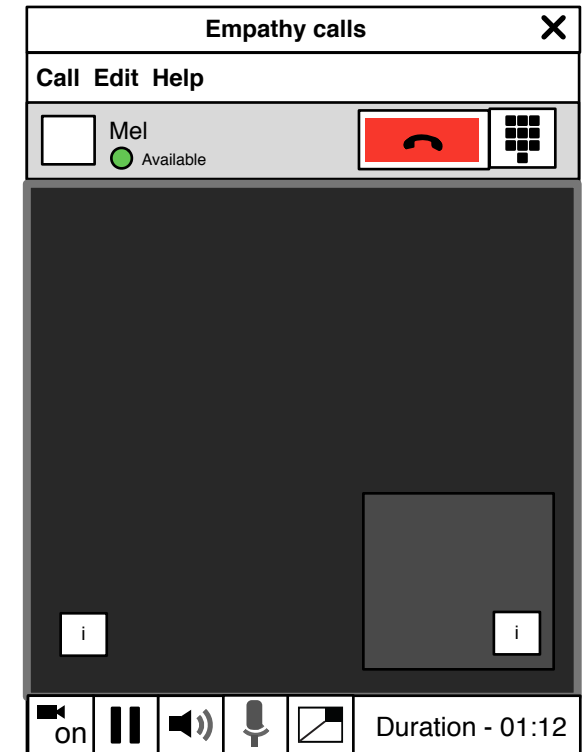
## 4.0 Zone highlight confirmation



As the dragged element enters a drop zone, the Location is highlighted.

It is now safe to drop the element as it transitions to its new location.

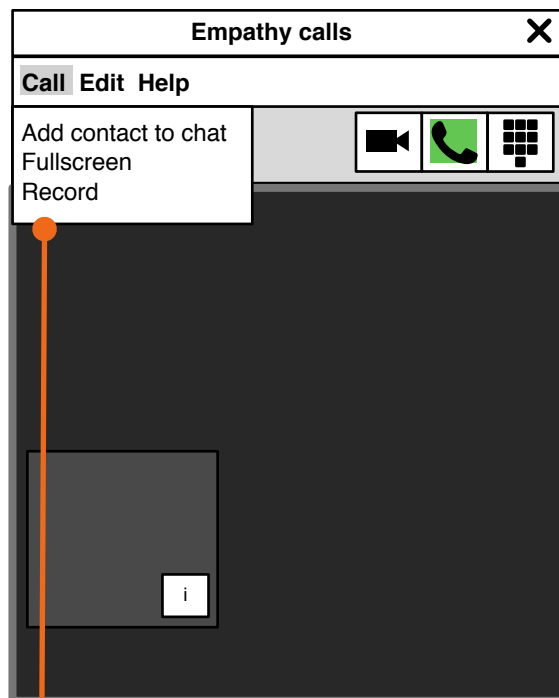
## 5.0 Video and Fullscreen switch



If the user drops the video on bottom right slot, the main view info button jumps to the left.

Dropping onto an already filled zone swaps the feeds.

## 1.0 Call menu



### Add another contact:

Should work the same way as adding a contact to a group in text chat.

### Fullscreen

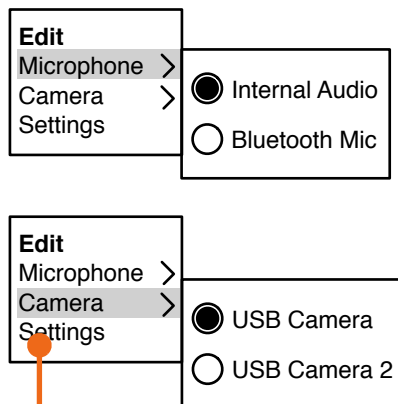
Enters fullscreen mode (also, press F11)

### Record:

Access to call recording functionality described in bug 590048

NB. Call menu will be disabled until mutli party chat and call recording are available. Fullscreen will be available in the toolbar.

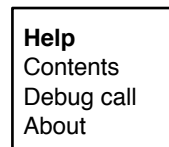
## 2.0 Edit menu

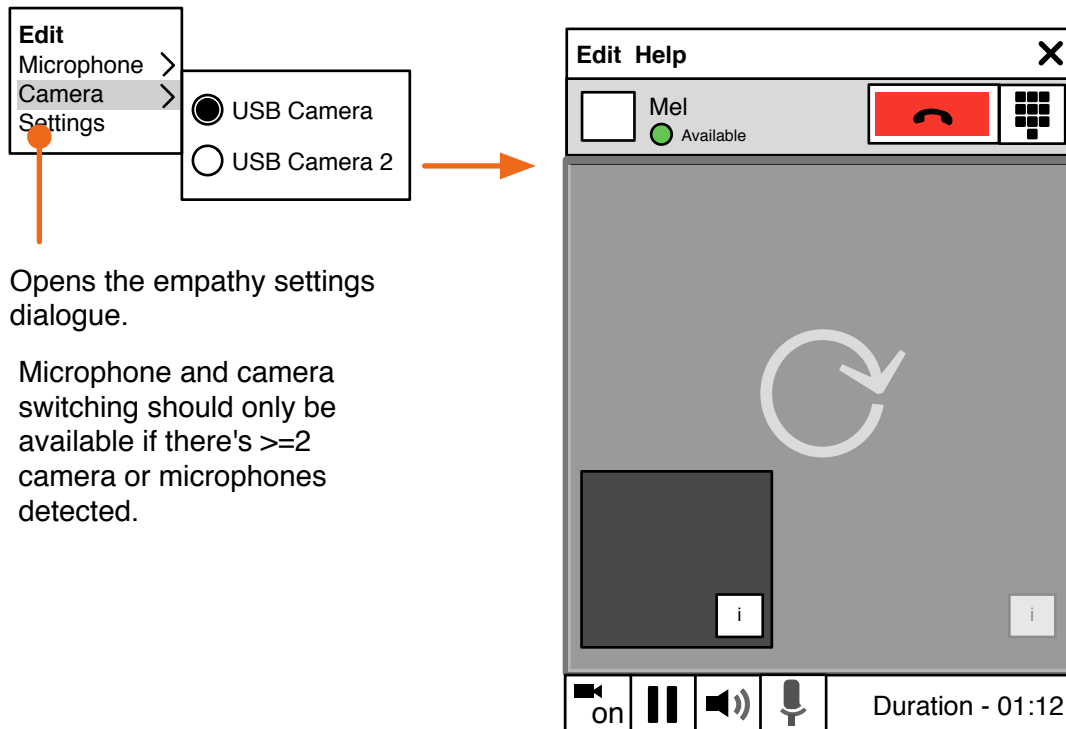


Opens the empathy settings dialogue.

Microphone and camera switching should only be available if there's  $\geq 2$  camera or microphones detected.

## 3.0 Help menu



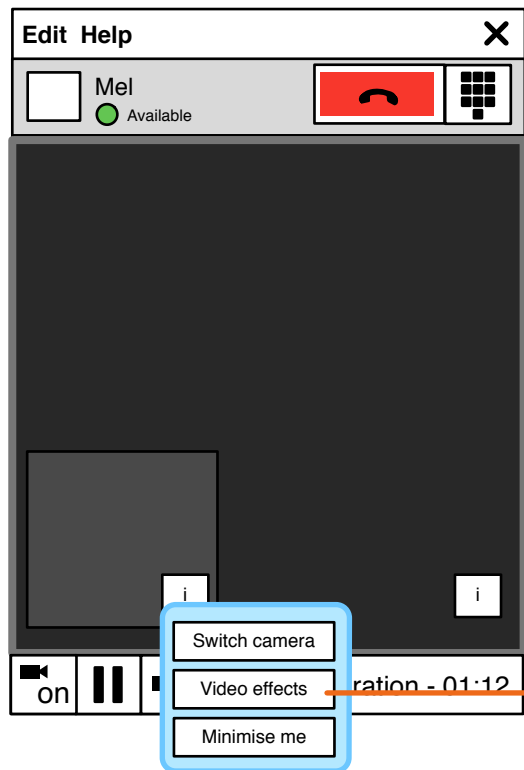


Opens the empathy settings dialogue.

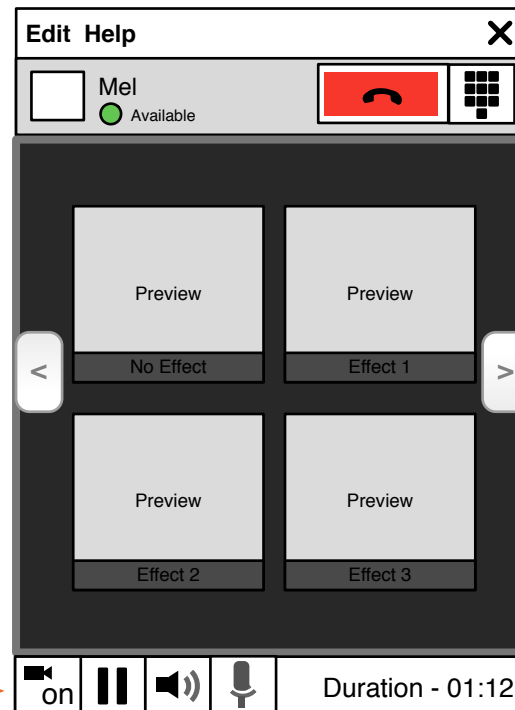
Microphone and camera switching should only be available if there's  $\geq 2$  camera or microphones detected.

Whilst changing the camera we should dim the affected viewport and show a spinner after 500ms to give the user some feedback that the change is taking a while.





Open info button,  
then choose video  
effects from the  
menu



'No effect' is always the first item in the list. Click to select an effect. Effect paging should only be shown if there are more effects than can be seen in that direction.

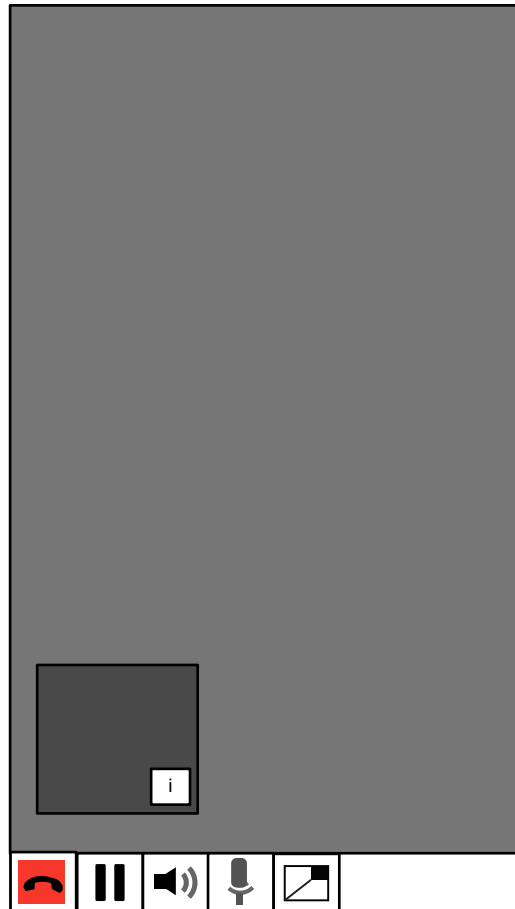
The toolbar works the same way as it would otherwise do.

Paging requires an animation that shows that individual scrolling is not possible and that the whole page moves in the direction of selection.

If the furthest page in a particular direction has been reached the pager button for that direction should fade out.

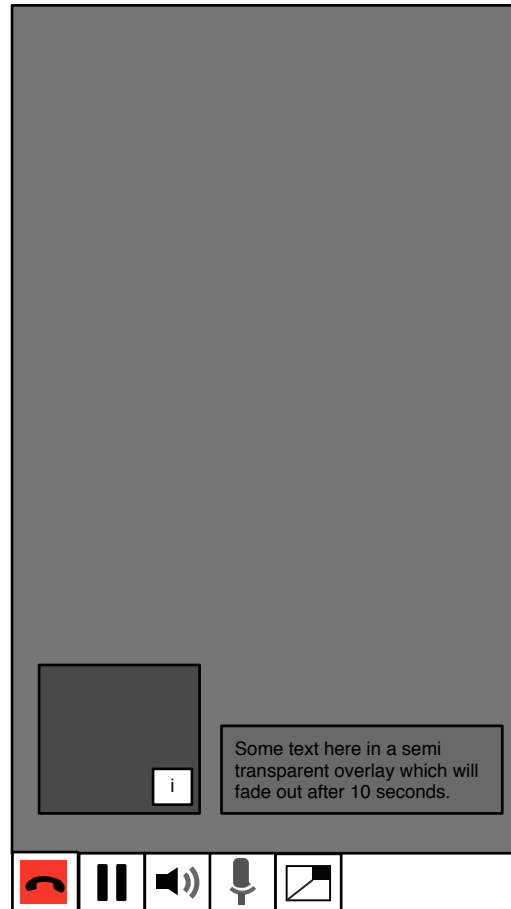
Currently you can only have one active call at a time. In future we would like to enable multiple calls. This is tracked in: [https://bugzilla.gnome.org/show\\_bug.cgi?id=623348](https://bugzilla.gnome.org/show_bug.cgi?id=623348)

## 3. Video chat window - in call.

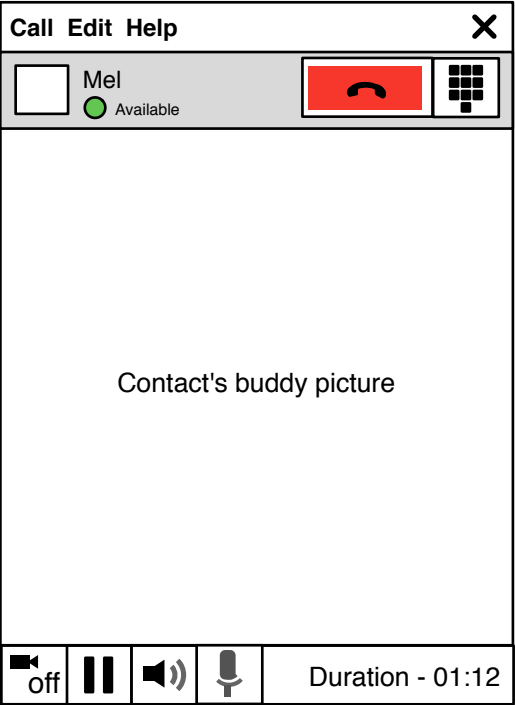


In full screen you don't currently get all the options. This may be changed.

## Text chat comes in whilst in full screen



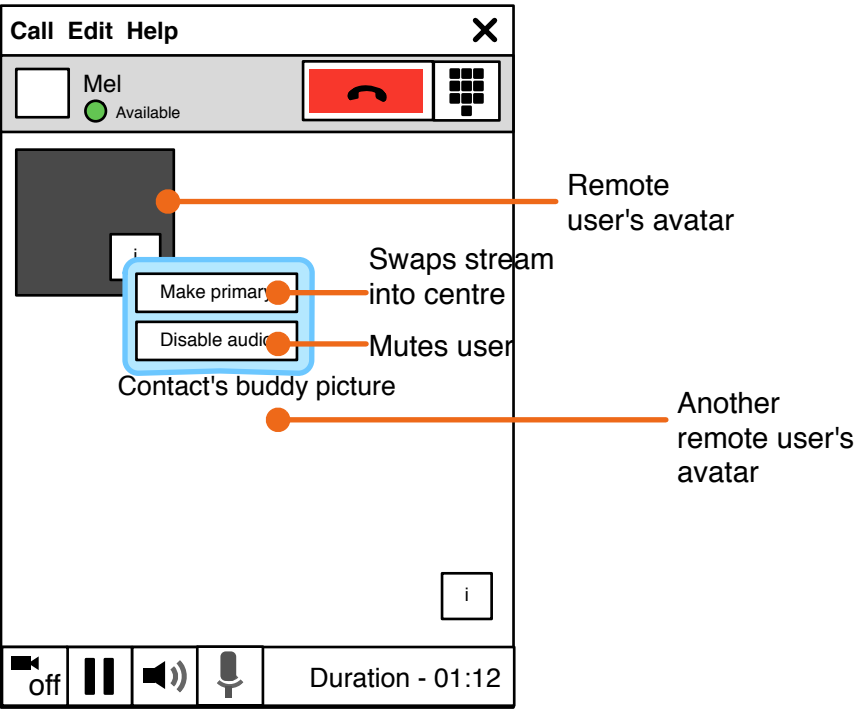
1. Audio call window



There is no way of making an audio only call in full screen.

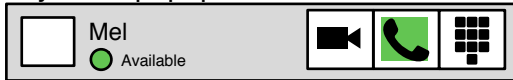
There is no user preview window in audio calls.

2. Multi-party audio call



The user can manipulate multi party audio calls the same way as video calls.

1. Make a call - Select phone icon for audio call, select video icon for video and audio call. Select keyboard for keyboard popup



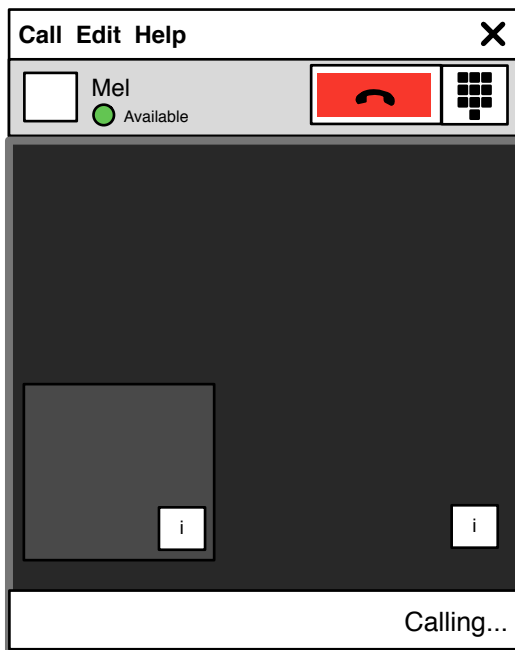
2. Post call (buttons disabled for 2 seconds) before returning to 1.



Once the type of call has been selected, the video and audio icons are merged to provide a single call to action.

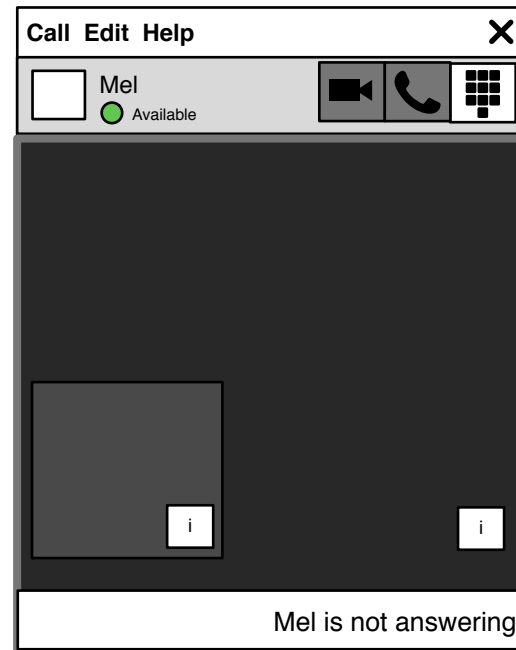
NOTE: there should be a smooth transition between these different states

3. Calling - icon selectable to end the call



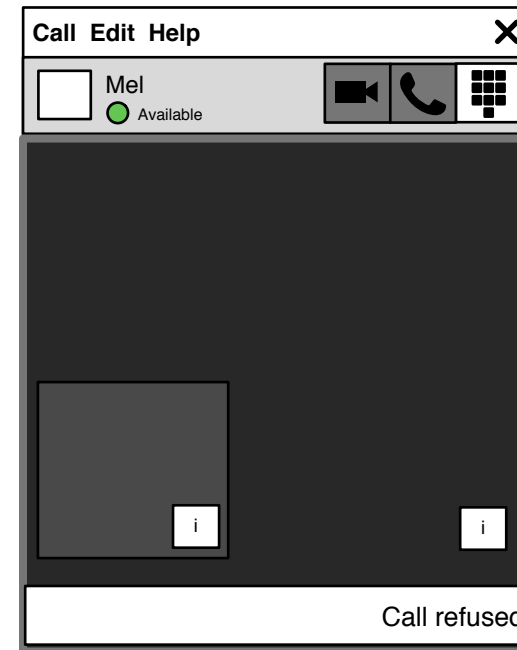
Status is shown in the message area of the toolbar. If the toolbar is hidden then it is shown on a state change, such as making a call.

3a. Call times out or is cancelled by the user

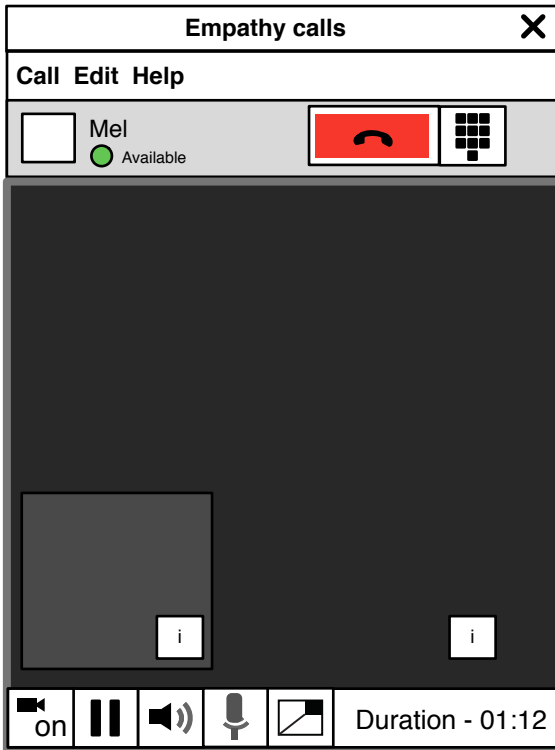


In the event of a failed call or inactive call window the toolbar is always shown. Fade out only operates when in call.

3b. Call refused by contact



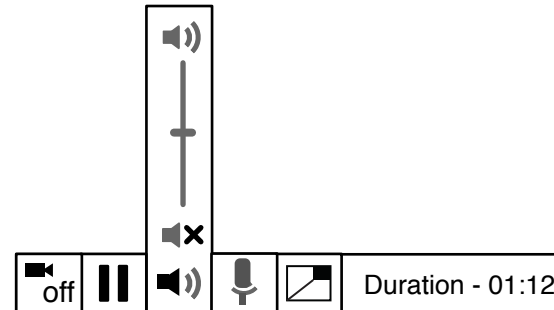
## 4. In video call



5. Adding video to an audio call).  
Message disappears again when  
connected



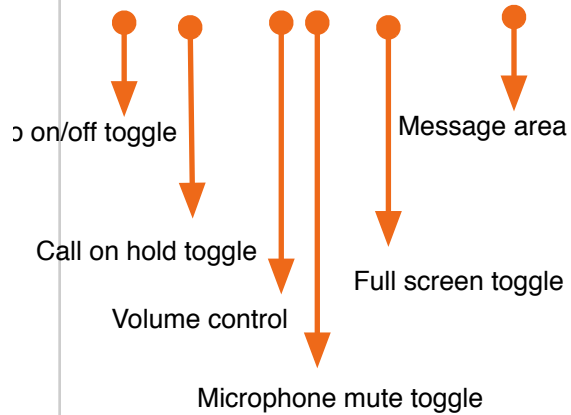
## 6. Volume control



## 7. Call on hold

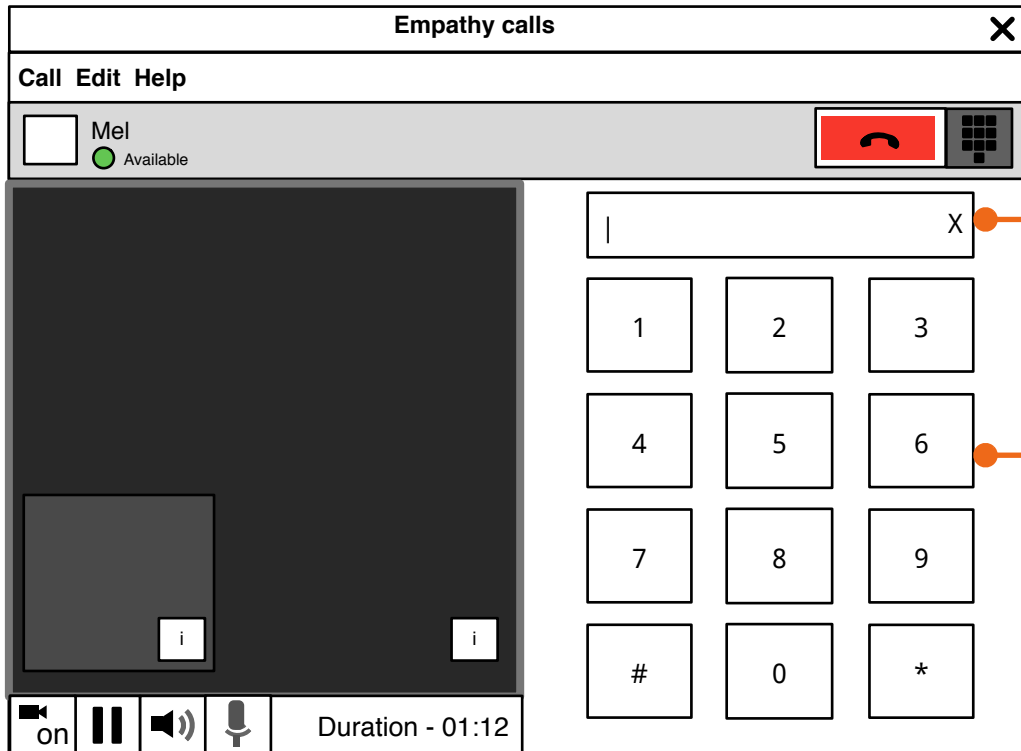


## 8. Mute toggle



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## 1. Keyboard toggled on

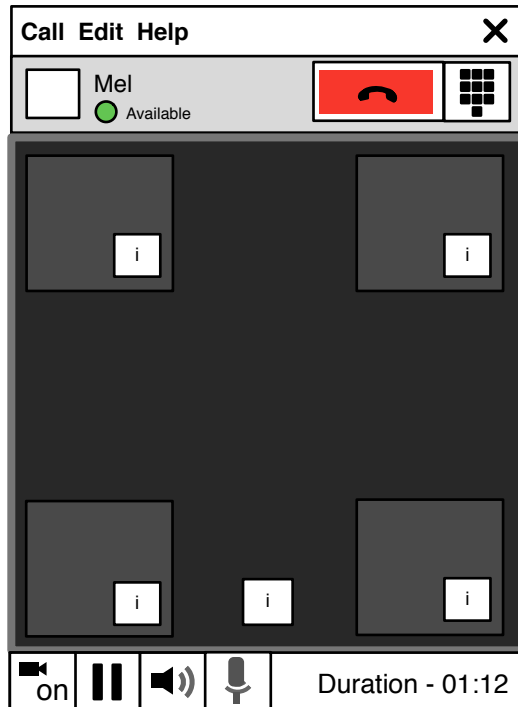


Shows entered numbers, non editable.

Of course the user should be able to just type on the keyboard as well.

If the service doesn't support DTMF and key entry stuff then it'd be really great if we could not show the whole keyboard activation thing.

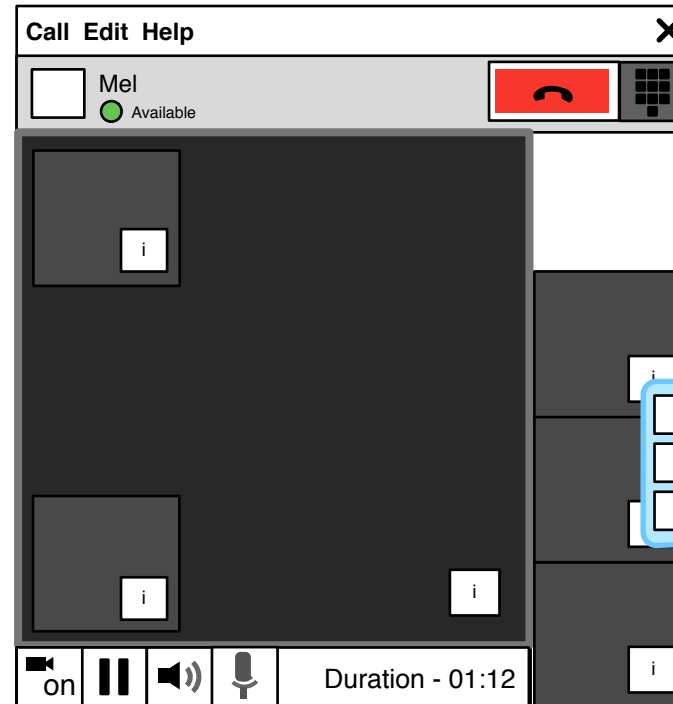
## 1. Multi party video call (up to 4 participants)



In a multi party call the drop zones around the edge of the video are used to show video streams until they are used up. Only one party can be in the main view at a time.

If all corner slots are taken the primary party's information is shown in the middle at the bottom. In a multi-party call, the video previews may be slightly smaller.

## 2. Multi party video call (greater than 4 participants)



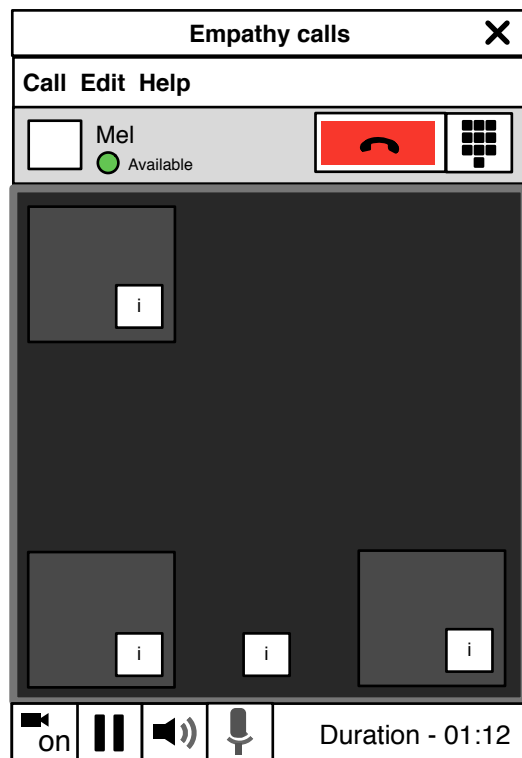
Swaps stream into centre

Stops showing users video

Mutes user

If there are more than 4 participants then video previews stack along the side of the screen. There are extra dropzones along each stacked column so you are not required to have fill the main area but when the last preview is removed from the extra column it should be hidden.





To setup a multi party call you can drag a contact from the buddy list onto the window. Or use the menu.

Call -> Add contact to chat

Calls

**Audio**

Input volume

40%

Input level

**Choose a device for sound input**

☒ Internal microphone

☐ Bluetooth mic

**Choose a video device**

☒ USB Camera

☐ USB Camera 2

Test video

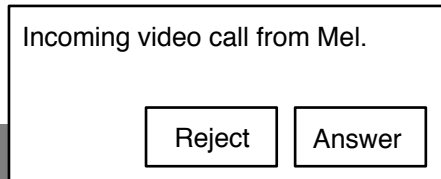
Alternatively, the whole audio section could be replaced with a button saying:

Open audio settings

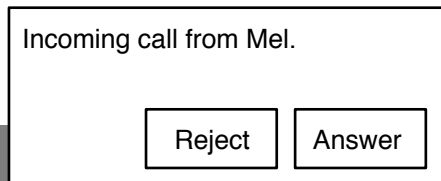
Which opens the sound capplet.

In future it'd be nice to have some preset tunables available for different lighting conditions e.g. Fluorescent lights, Outside etc. This might also be a nice place to bring some of the funky Cheese effects into the fold.

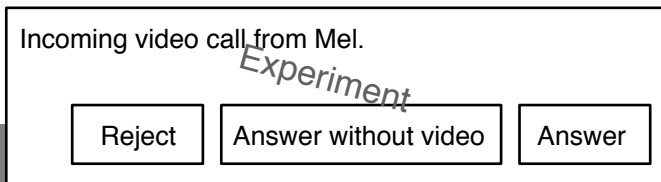
However for now, it's auto-adjust only.



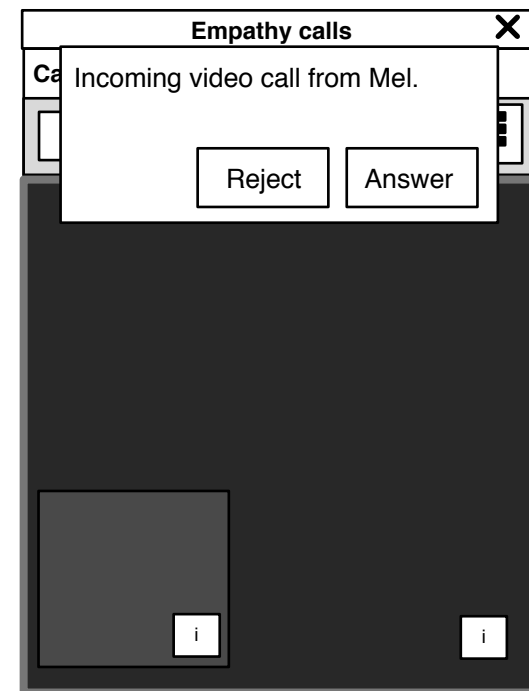
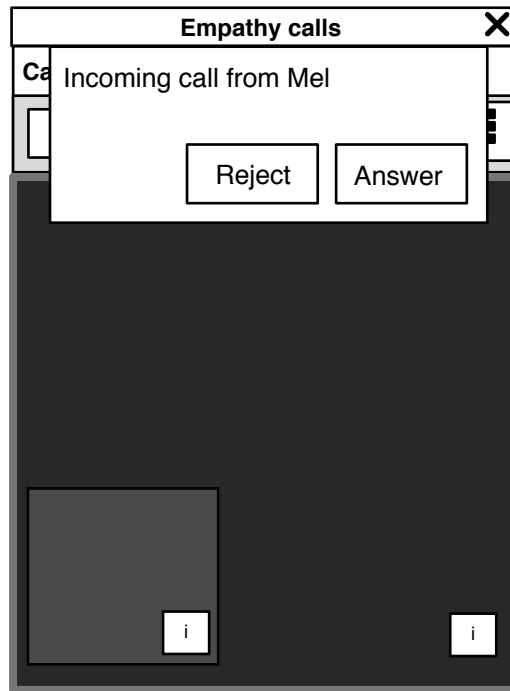
A system modal dialogue is the primary means of receiving a call. This is shown on all workspaces. Accepting will open a video chat window or reuse an existing window



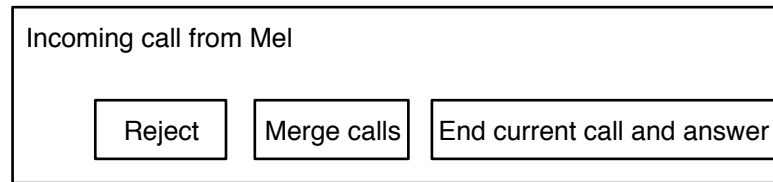
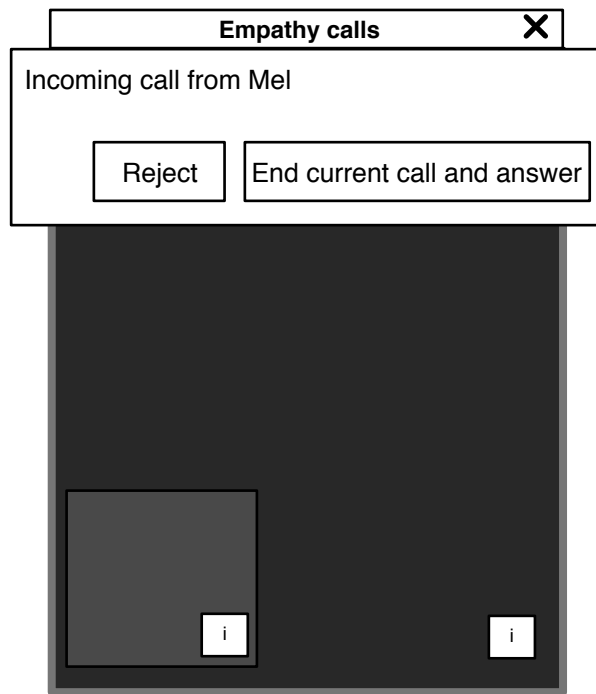
Audio chat version



A video chat only version of the system modal dialogue may be experimented with.

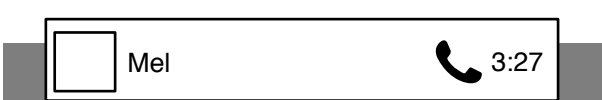


If the empathy call window is already open and on the same workspace, then a modal dialogue is shown for an incoming call. This is in addition to the normal shell dialogues for incoming calls and can be dropped if it's too difficult to implement.

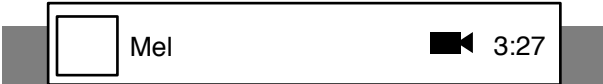
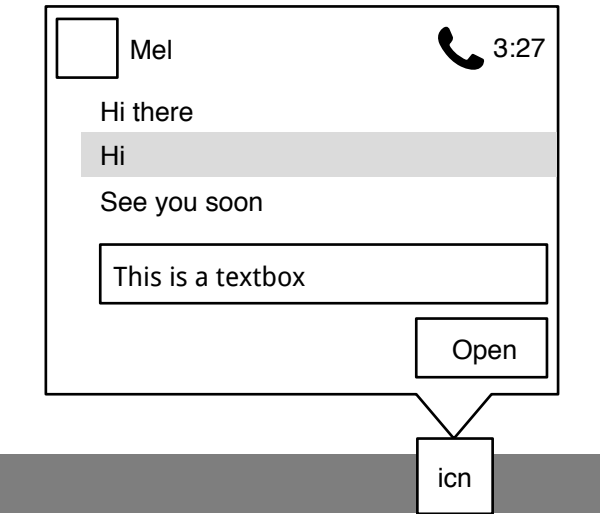


If it is possible to merge the two calls, the option should be offered. This would make it a multi party call as dealt with elsewhere.

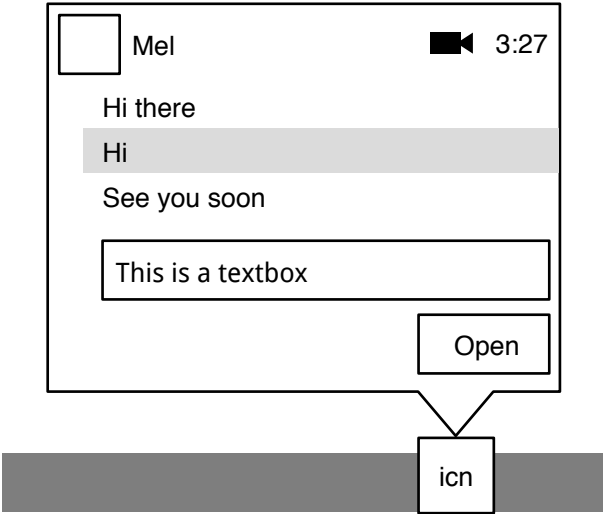
This design and application can only support one simultaneous video session. If you are already in a call when another one comes in then a window modal dialogue is shown. The options within will depend on the networks that both parties are on.



When the call window is not focused an urgent shell notification is shown. The time of call is shown.



Look! A video call.





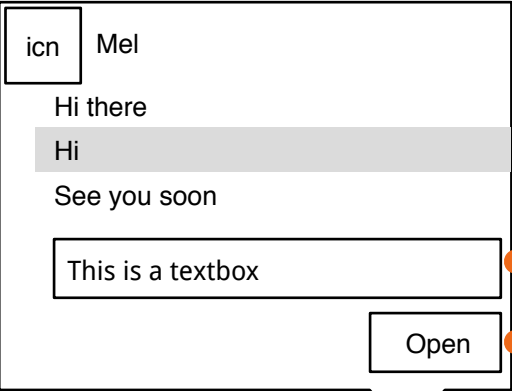
Incoming chat, new conversation.



Incoming chat, existing conversation.

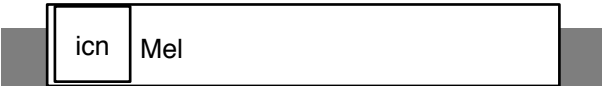


Incoming chat, notification timeout.

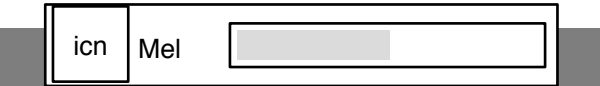


Allows the user to type messages, enter to send.

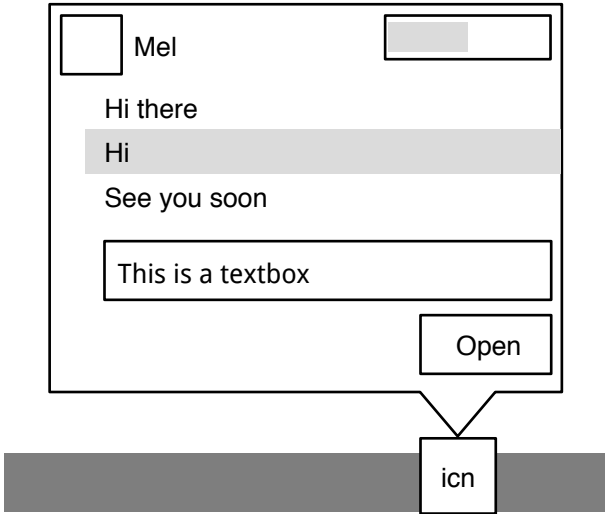
Takes the user to the conversation window and focuses it, on whichever workspace it is.



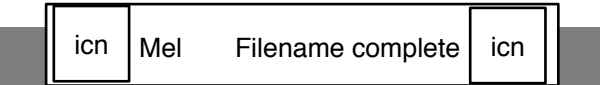
Incoming file transfer offer. Invitation should remain until acknowledged or removed by the other party.



Ongoing file transfer

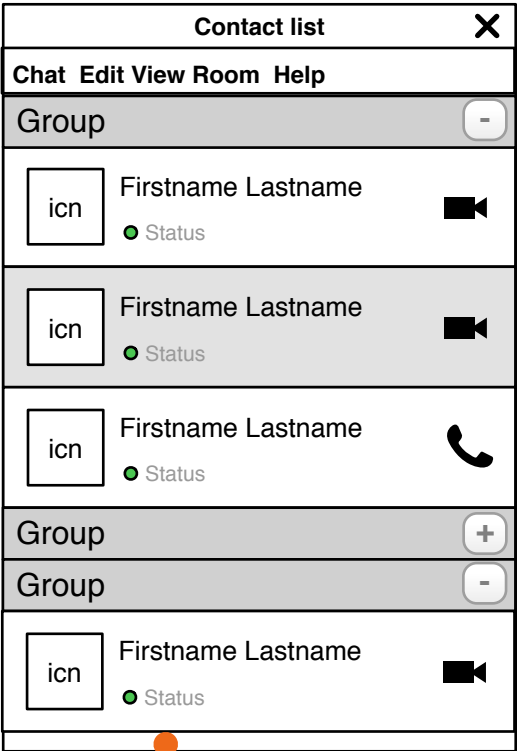


Ongoing conversation with ongoing file transfer



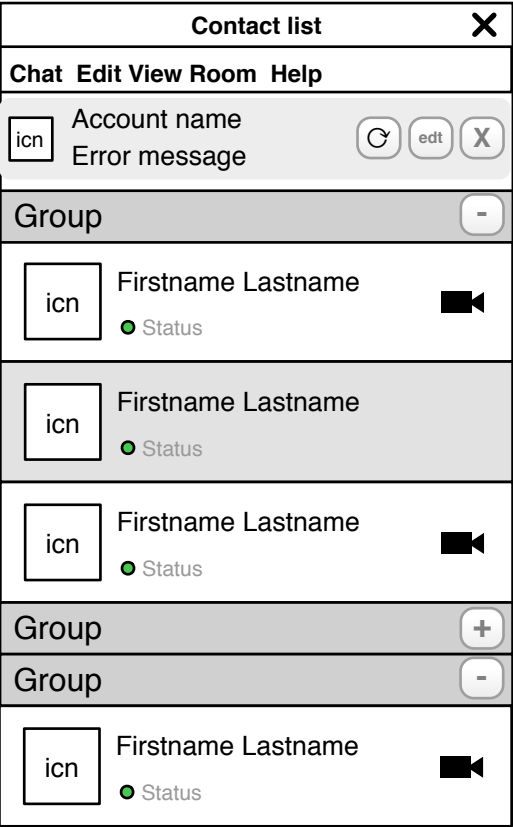
File transfer complete

All accounts connected

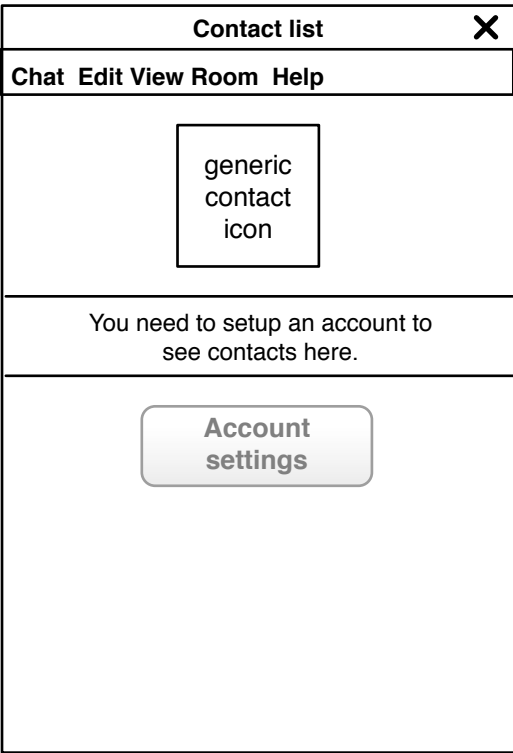


This contact card is more similar to those used elsewhere within GNOME to refer to people. However in the short term it's OK to use the current one.

One account connected, one in error



No accounts configured or enabled.





Accounts configured but not enabled.

Contact list

Chat Edit View Room Help

generic contact icon

You need to enable \$account-name to see contacts here.

Account settings

For multiple accounts use the string:  
"You need to enable one of your accounts to see contacts here."

Online, no online or offline contacts

Contact list

Chat Edit View Room Help

generic contact icon

You haven't added any contacts yet

Add a friend

Account

icn

\$account name

Username

Your contacts username

A username looks like an email address

Name

Your contacts real name

Add

Terminology, formatting and tip should change depending on the type of account selected.

Online, no online contacts, but offline contacts

Contact list

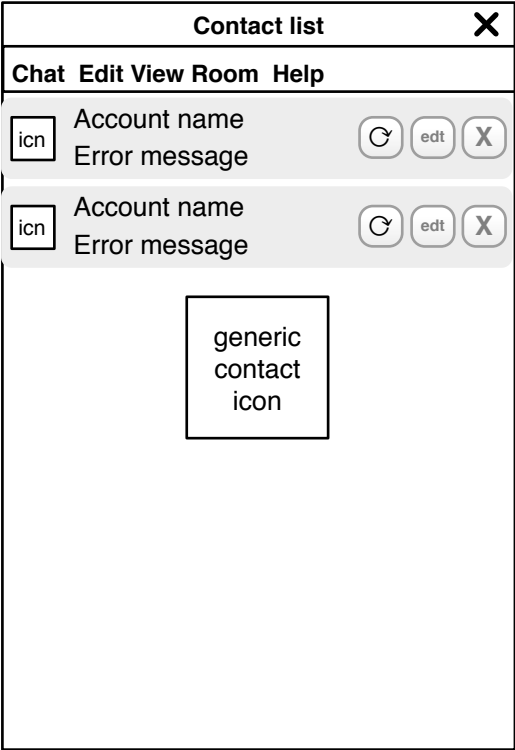
Chat Edit View Room Help

generic contact icon

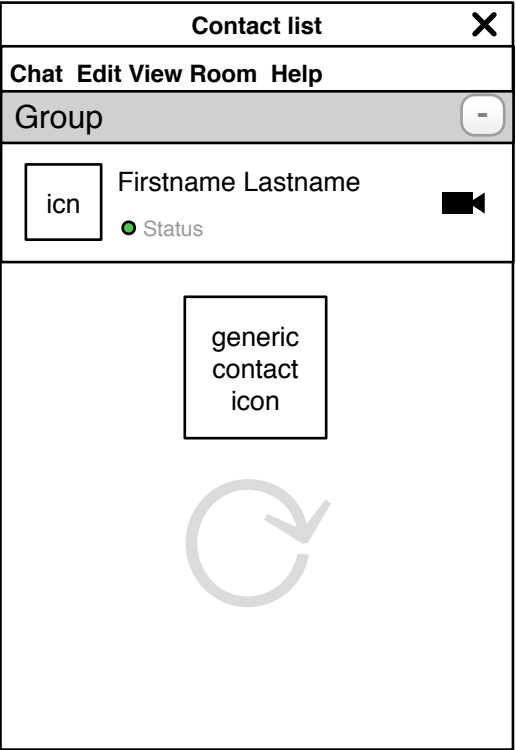
You don't have any contacts online to chat to right now.

Always show offline contacts

All accounts in error

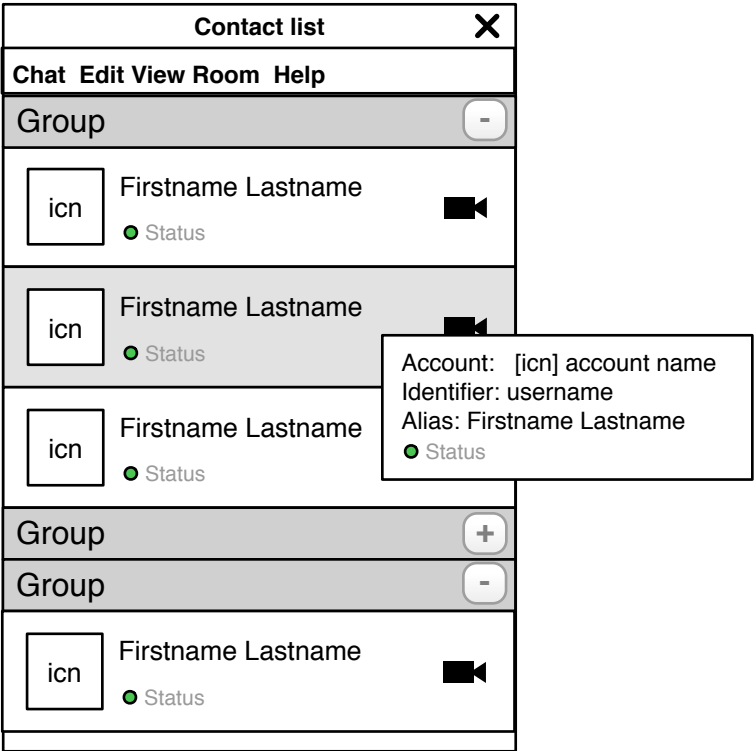


Loading state

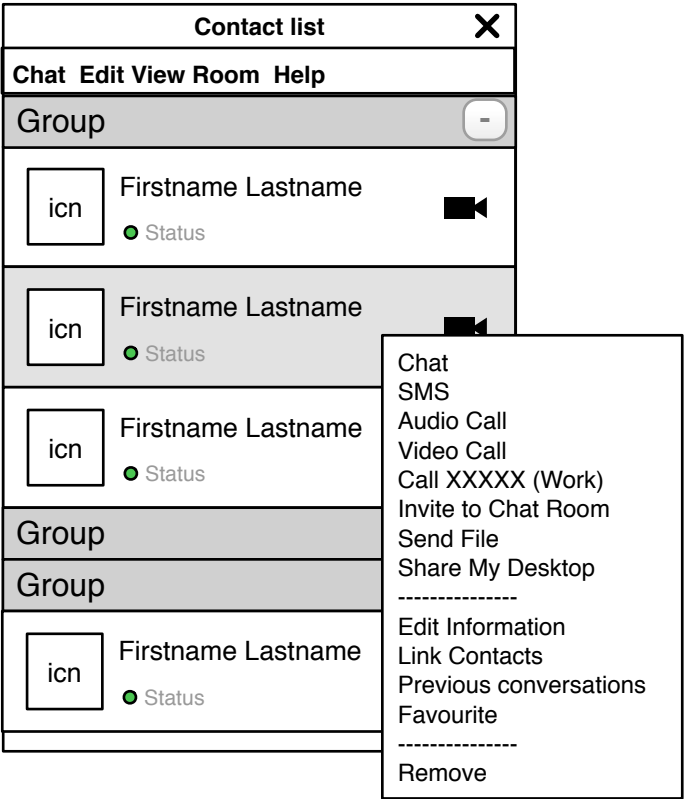


The spinner and contact icon should be fixed to the bottom of the list until all contacts are loaded, at which point they should be removed. The viewport should be fixed to the top of the contact list until it is moved by the user. This way an attentive user will see that not all the contacts have loaded whilst also being able to enjoy snappy response.

The current state of Empathy's contact list hover state - this should be much more actionable or go away.



The current state of Empathy's contact list hover state - this should be much more actionable or go away.



The current state of Empathy's contact list menus.  
In an ideal world there would be no menus here.

Contact list

Chat Edit View Room Help

Group

icn

Firstname Lastname

Status

icn

Firstname Lastname

Status

icn

Firstname Lastname

Status

Group

Group

icn

Firstname Lastname

Status

Chat

New Conversation...

New Call...

Add Contact...

Search for Contacts...

Quit

Edit

Contact

Accounts

Personal Information

Find in Contact List

Blocked contacts

Preferences

Chat

SMS

Audio Call

Video Call

Previous Conversations

Invite to chat room

Send File

Share My Desktop

Edit

Link Contacts

Information

Favourite

Remove

View

Offline Contacts

Show Protocols

Sort by Name

Sort by Status

Normal size with Avatars

Normal Size

Compact Size

Previous Conversations

File Transfers

Contacts on a Map

Room

Join

Join Favourites

Manage Favourites

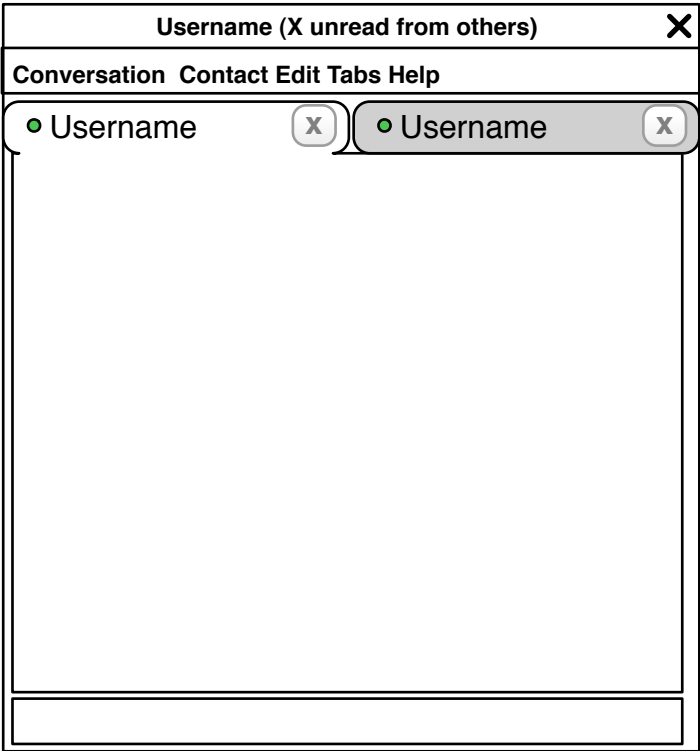
Help

Contents

Debug

About

The current state of Empathy's conversation window



- Chat
- SMS
- Audio Call
- Video Call
- Call XXXXX (Work)
- Invite to Chat Room
- Send File
- Share My Desktop
- 
- Edit Information
- Link Contacts
- Previous conversations
- Favourite
- 
- Remove

- Chat
- SMS
- Audio Call
- Video Call
- Call XXXXX (Work)
- Invite to Chat Room
- Send File
- Share My Desktop
- 
- Edit Information
- Link Contacts
- Previous conversations
- Favourite
- 
- Remove

When the user visits the account settings dialogue we can assume that they have at least one account setup, thanks to the nice OOB. As such there will always be a valid account we can focus on. Accounts should be ordered by date of creation, oldest first. We should focus on the first non Salut account if at all possible - if not then the default salut account.

## Instant Messaging Accounts

Icon

People nearby

+

-

### Change People nearby account

First name:

Last name:

Nickname:

Account:

Show advanced

The Salut account is always available, even if not enabled. It is the one account type that it is impossible to delete. The user can only have one People nearby account active a time. It should be primed with the users account details automatically.

NOT A VISUAL REFERENCE

## Instant Messaging Accounts

Icon People nearby

Icon New XMPP account

+

-

Add new 

XMPP ▼

 account

Username:

Example: test@jabber.org

Password:

Cancel

Log in

+

Show advanced

When the user presses the add new account button a new entry is created in the account list and focused. Until the user enters a username it is named "New \$Protocol' account". The default protocol is XMPP/Jabber. Other protocols can be selected from the dropdown list, ordered in the same way as the OOB.

When the user is ready they can press the log in button which should be disabled until the fields are filled in syntactically correctly. This creates the account and switches the view to the 'modify' account view. The account is enabled and attempts to log in.

NOT A VISUAL REFERENCE



Username:

Example: test@jabber.org

Password:

If focus leaves the “Screen Name”/“Windows Live ID”/etc field when it does not match the expected syntax, the “Example: <example>” caption should change to “Sorry, that’s not a complete ID” (or appropriate for the protocol). When focus returns to the field, the caption should switch back to displaying the example.

## Instant Messaging Accounts

Icon

People nearby

Icon

New XMPP account

+

-

Add new

XMPP

▼

account

Username:

Example: test@jabber.org

Password:

Cancel

Log in

☐ Hide advanced

Server address:

☐ Encryption required (TLS/SSL)

☒ Ignore SSL certificate errors

☒ Use old SSL

Resource:

Telepathy

Port:

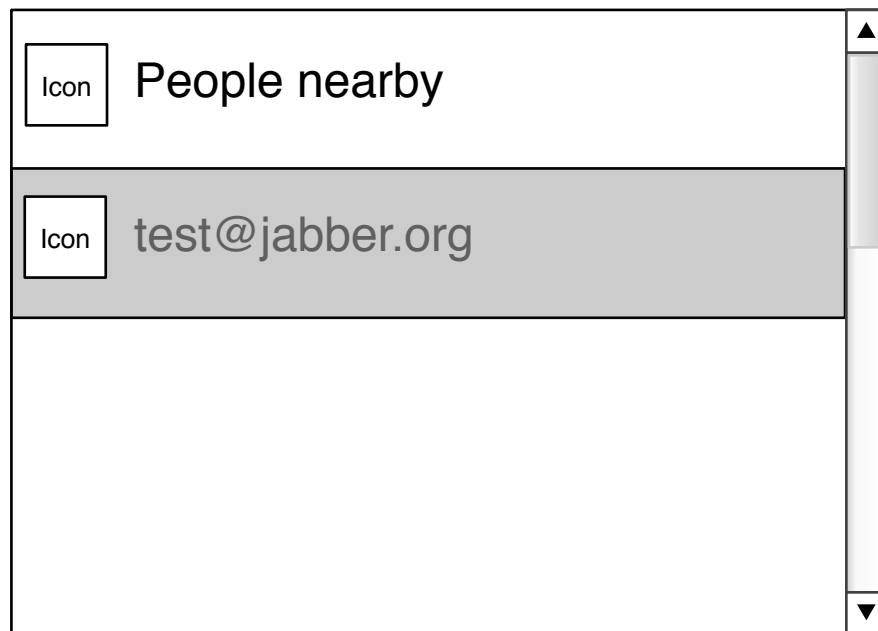
5223

Each account type may have advanced options.

NOT A VISUAL REFERENCE

Accounts can be toggled between enabled and disabled states.  
An enabled account will attempt to login, a disabled account will not.  
Accounts should be enabled by default when created.

Disabled accounts will be visually differentiated in the accounts list.



## Change XMPP account

Username:

Example: test@jabber.org


Password:


Account: ☐ OFF


Online


[Show advanced](#)

## Instant Messaging Accounts

 People nearby

 test@jabber.org





### Change XMPP account


Username:

Example: test@jabber.org

Password:

Account: ☒ ON ☐

Online

 [Show advanced](#)

When an existing account is selected the user can modify it. Once an account has been setup, the protocol cannot be changed, only the username, password and other settings. The user can also enable and disable accounts from here.

The 'account name' is the user's username for the account. If the user changes their username in an existing account the account name should be updated in all places it is shown. The user should be prevented from having two accounts on the same service with the same account name.

**NOT A VISUAL REFERENCE**

## Instant Messaging Accounts

Icon People nearby

Icon test@jabber.org

+

-

### Change XMPP account

Username:

Password:

Server address:


Account: ☒ ON ☐

Connecting

+

[Show advanced](#)

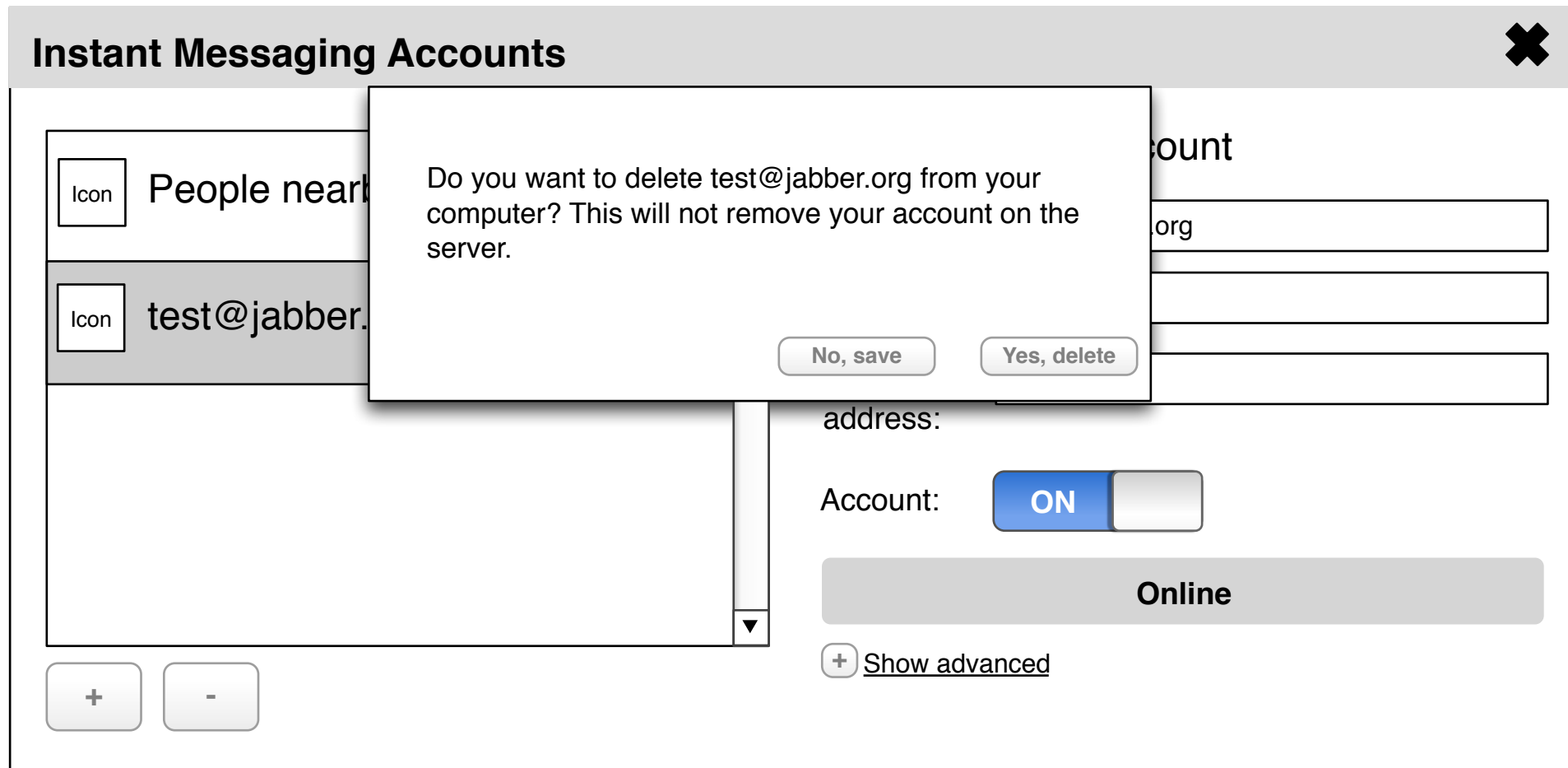
When the account is enabled the connection status text is shown.


The possible states are: "Online", "Connecting", "Not working because you are not connected to the Internet.", "Not working because the server is not responding. Try again later." and "Not working because your login details are incorrect." If the account is in any of the 'not working' states then the protocol icon in the accounts list should be replaced with a 'warning' icon like so: 

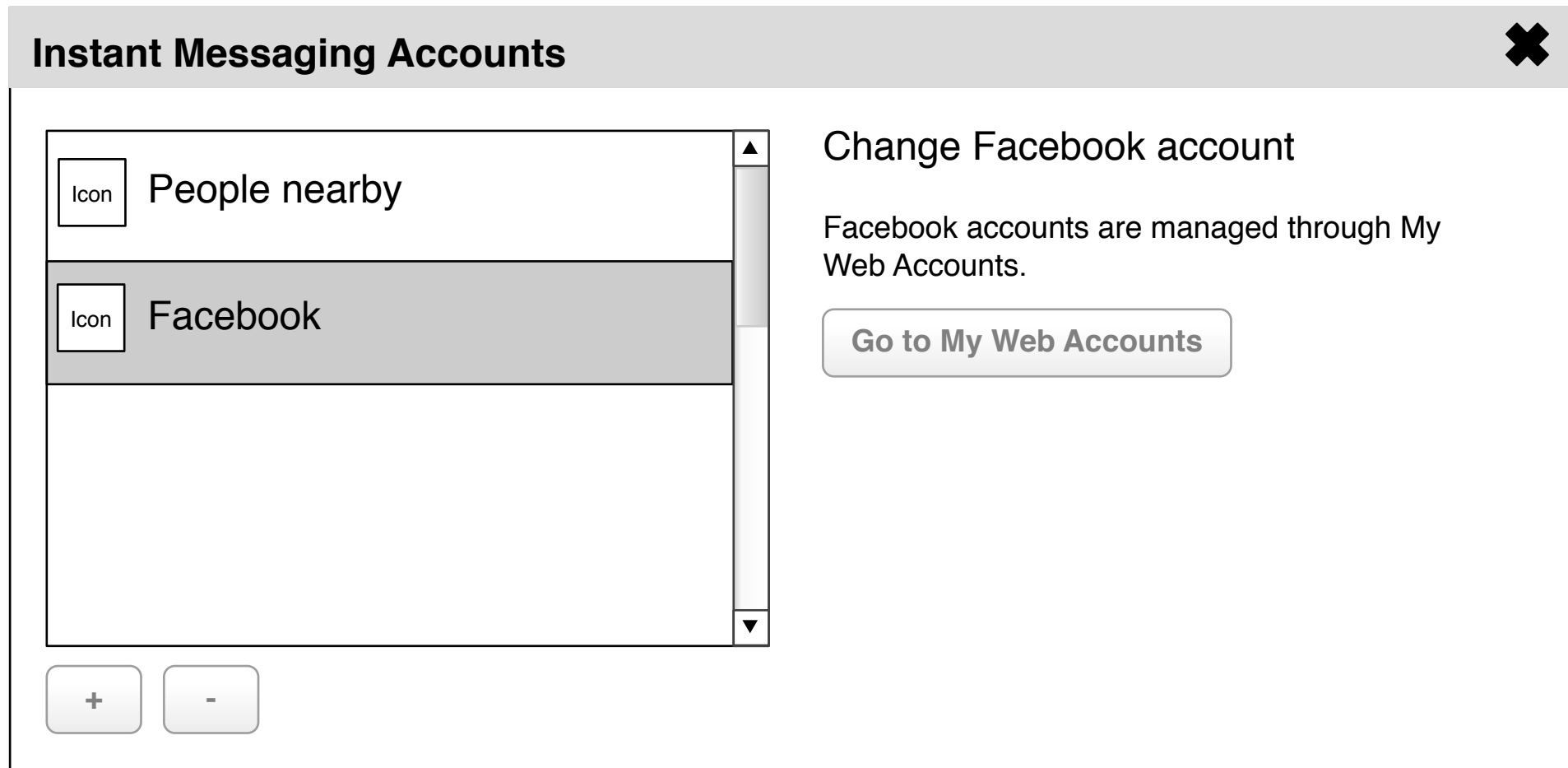
NOT A VISUAL REFERENCE

It is important to signal errors inline, as close as possible to the setting that can fix them. Below are some proposed error messages and their fix.

We should also visually differentiate an account that is in an error state so it can be easily identified.



Pressing the  icon on the selected account brings up a hard notification that is constrained within the bounds of the window.




Facebook is handled slightly differently to other accounts as we use Bisho to do the login with its magic integration.

This is a bit shabby, we should have a proper partner to bisho so you can login to facebook here and control bisho here as well so both entry points to facebook work the same.



## Instant Messaging Accounts



Icon People nearby

Icon Facebook

+

-

### Change Facebook account

Facebook accounts are managed through My Web Accounts.

[Go to My Web Accounts](#)

Account: ☒ ON ☐

Online

Facebook is handled slightly differently to other accounts as we use Bisho to do the login with its magic integration. You can still turn it off here though.

This is a bit shabby, we should have a proper partner to bisho so you can login to facebook here and control bisho here as well so both entry points to facebook work the same.