

Exhibit B



Apps Documentation & Support

Google Talk

Chat settings

Chat history

Enable chat outside Google Apps

About voice and video chat

The new Google+ Hangouts

Support for the new Google+ Hangouts

What Admins must enable for messaging to work

Chat history

The new Google+ Hangouts - a solution that replaces all other chat experiences, including Google Chat, Google Talk, and Google+ Messenger - is now available. Google Apps Admins can decide whether or not to opt in to this new messaging experience for their users. For more information, see the [The new Google+ Hangouts](#) article.

Chat history allows users to store the text of their chats in their Gmail account so they can easily search for them later. Users can then respond to these chats like they would respond to regular Gmail messages. Chats are found in Gmail under the **Chats** label.

As the administrator of the domain, you can disable chat history for all users at your domain. If you do, any future chat discussions your users have won't be archived in their Gmail accounts. If chat history was enabled in the past, your users may still have some chat conversations archived after you disable the feature.

To disable chat history:

1. [Sign in to the Google Admin console](#).
2. Do one of the following:
 - o In the classic Admin console, click **Settings > Talk**.
 - o In the new Admin console, click **Google Apps > Talk**.
[Where is it? Which Admin console do I have?](#)
3. Select the check box to **Disable chat history by forcing all future chats to be "Off the record"**.
4. Click **Save Changes**.

If you don't disable chat history for your domain, your users will be able to decide when to take chats [off the record](#) and [control their own chat history settings](#).

If users chat with someone who is connected to the Google Talk service with a third-party chat client, it's possible that person's software is keeping a separate copy of the chat history.

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Chat

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Settings and features

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Chatting off the record

Adding bots to your chat list

Using Chat Emoticons

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Add or changing pictures

Chatting off the record

Chat history only works for users with a Gmail username.

If you don't want your chat history with someone to be saved, you can take the chat off the record. Chats that have been taken off the record aren't stored in your Gmail chat history, or in the Gmail chat history of the person you're chatting with. Your **off the record** settings will apply whenever you chat with this person, until one of you changes the setting. If the setting is changed, a notification will be displayed in the Chat window.

To take a chat **off the record** in Gmail:

1. Open a chat window.
2. Click **More** at the top of the chat window.
3. Select **Go off the record**.

You can turn chat history on at any time by clicking **More** and selecting **Stop chatting off the record**.

Keep in mind that if you're chatting with someone who is using a desktop chat client, it's possible that his or her software is keeping a separate copy of the chat history.

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