How Recipients Can Reply to Your Videos

My Emails · https://coreel.ai/help/how-recipients-can-reply-to-your-videos/

One of the most powerful features of coReel is the **reply widget on the watch page**. When you send a video, the page your recipient lands on includes a built-in way for them to respond — with text or by recording their own video right in the browser.

This article explains how the reply experience works for your recipients, the settings that control it, and how to coach prospects on using it.

What recipients see

When someone opens your video, the watch page shows:

- Your video, playing in the main area
- Your branding and CTA buttons (if you've configured them)
- A **Reply** widget in the right sidebar (or below the video on mobile)

The reply widget gives them three options:

1. **Send a text reply** — Type a message and hit send. It lands in your Reply Inbox.
2. **Record a video reply** — Click record, use their camera/mic, and submit a video right from the browser. No app or sign-up required.
3. **Close** — They can dismiss the widget if they prefer to reply by email.

Their reply arrives in your **Reply Inbox** inside coReel, and you also get an email notification.

Turning the reply widget on or off

You control which reply options are available on your watch pages.

1. Go to **Settings → Watch Page** (or **Settings → Replies** depending on your account).

2. Toggle **Allow text replies** on or off.
3. Toggle **Allow video replies** on or off.

If you turn both off, the reply widget won't appear on your watch pages at all. Recipients can still reply to the email itself, which goes to your regular inbox.

Note: Video replies require a paid plan. If your plan doesn't include video replies, the video reply option won't appear even if you toggle it on.

What recipients need to record a video reply

- A modern browser (Chrome, Firefox, Edge, or Safari — latest version)
- Permission to use their camera and microphone (they'll be prompted)
- No download, install, or account required

If the recipient's browser doesn't support video recording (or they decline camera permission), only the text reply option will be shown.

How long can a video reply be?

Recipients can record up to **5 minutes** per video reply. That's intentional — short replies get read; long ones don't.

If you'd like to allow longer replies for your team, contact support.

Tips for getting more replies

A few small changes dramatically increase reply rates:

- **Ask a specific question** at the end of your video. "Reply with one word — yes or no?" gets replies. "Let me know what you think" doesn't.
- **Point at the reply widget** in your video. Literally turn and gesture toward where the widget will appear (right side on desktop, below the video on mobile).
- **Set expectations.** "It takes 30 seconds and you don't need to download anything."

- **Make video replies feel low-stakes.** "No need to look polished — even a thumbs up is great."

Recipients are far more likely to record a video reply when you've recorded a video to them first. The reply widget makes the asymmetry feel weird if they only send text.

What happens after a recipient replies

You'll be notified two ways:

1. An **email notification** lands in your inbox with the reply contents and a link to the Reply Inbox.
2. The **Replies badge** in your coReel nav updates with the new unread count.

If you've enabled push notifications (on mobile) or browser notifications (on desktop), you'll also get those.

See Using the Reply Inbox for how to manage replies after they come in.

Privacy and consent

Video replies are recorded directly in the recipient's browser and uploaded securely to your account. Recipients are shown a clear consent prompt before their camera and microphone activate.

The recipient's video reply is visible **only to you and your team** (specifically, accounts in your coReel organization). It's not public, indexed, or shareable without your explicit action.

Troubleshooting (from the recipient's perspective)

Camera/mic permission was denied — how do I fix it? The recipient needs to grant camera and microphone permission. In Chrome: click the camera icon in the address bar → "Always allow" → reload. In Safari: Safari → Settings → Websites → Camera/Microphone → set to Allow.

The recipient sees no reply widget at all. Check your watch page settings. Both text and video replies may be turned off. If they're on and the widget still isn't appearing, ask the recipient what browser they're using — very old browsers don't support the widget.

The video reply seems stuck uploading. Long video replies on slow connections can take a minute or two. The recipient should leave the tab open until they see "Reply sent."