



TrueConf Kiosk

User guide



Version 1.0

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<https://trueconf.com>

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1. TrueConf Kiosk Overview

TrueConf Kiosk is a software framework for TrueConf Server and TrueConf SDK, designed to provide users with one-way video calls. TrueConf Kiosk can be installed in any hardware was Windows-based platforms.

TrueConf Kiosk user interface contains a single "Call" button that calls remote TrueConf. This button is also used to end the call. Additional customization (button image, company logo, promotional video playing during standby mode, etc) can be set in the settings menu. You can also set the server or the user to be called in the same settings screen.

This manual will guide you through main TrueConf Kiosk settings and explain their configuration.

2. How to Open Settings Menu

There are two ways to do it:

1. Launch the program using console with an additional `-config` key
2. Press **Ctrl+Shift+F12** when the program is running

TrueConf Kiosk settings menu opens on top of the application interface.

Warning!

No authorization is required to access settings menu. We strongly advise you to protect your terminal from unauthorized access

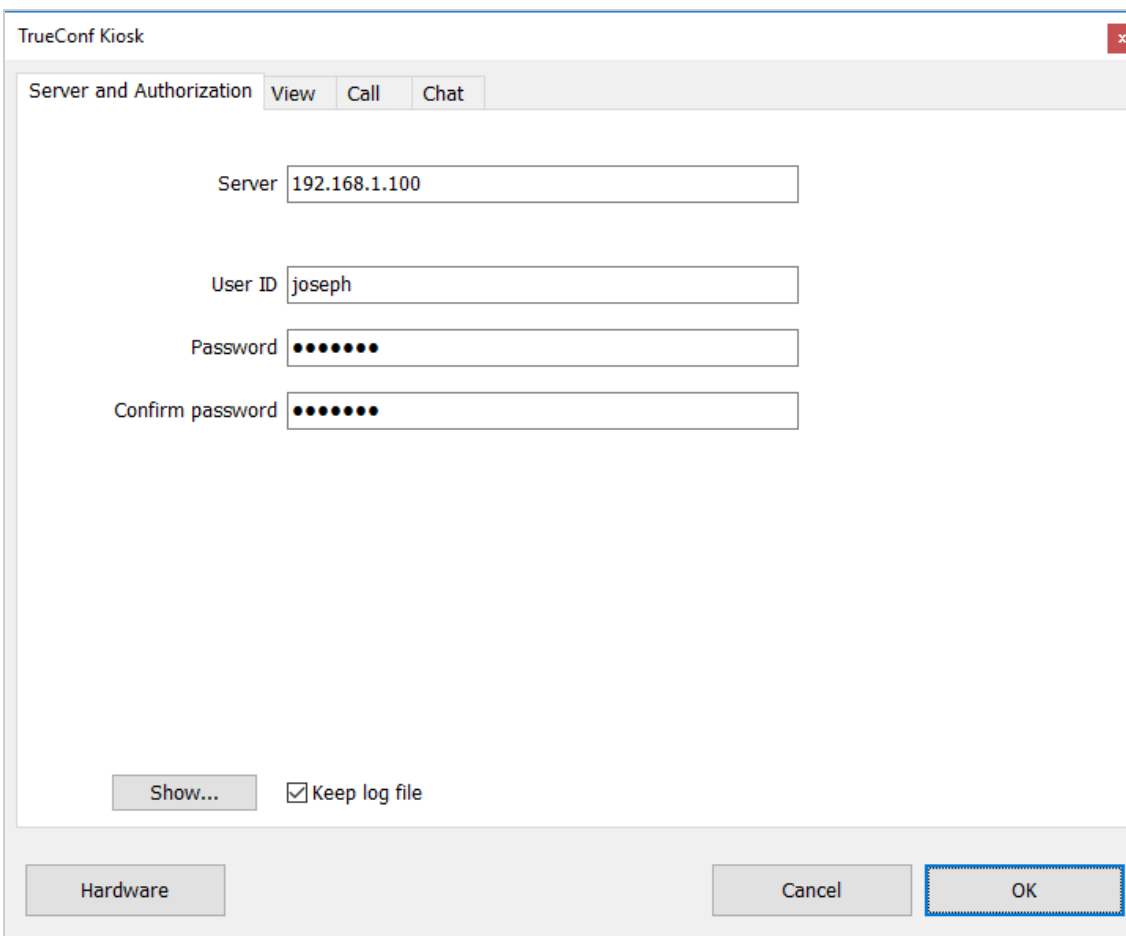
3. How to Connect TrueConf Kiosk with TrueConf Server

TrueConf Kiosk basic setup includes:

- Your TrueConf Server address;
- Personal details of the user who will call the server from TrueConf Kiosk;
- User (or several users) who TrueConf Kiosk will call upon pressing the call button.

Let's take a look at the settings tabs responsible for the parameters mentioned above.

3.1. «Server and Authorization» Tab



The screenshot shows a window titled "TrueConf Kiosk" with a close button (X) in the top right corner. The window contains a tabbed interface with three tabs: "Server and Authorization" (selected), "View", and "Chat". The "Server and Authorization" tab contains the following fields and controls:

- Server:** A text input field containing "192.168.1.100".
- User ID:** A text input field containing "joseph".
- Password:** A password input field with seven black dots.
- Confirm password:** A password input field with seven black dots.
- Show...:** A button located below the password fields.
- Keep log file:** A checked checkbox located below the "Show..." button.

At the bottom of the window, there are three buttons: "Hardware", "Cancel", and "OK". The "OK" button is highlighted with a blue dashed border.

The first tab contains the following fields:

- **Server** – your TrueConf Server address;
- **User ID, Password, Confirm password** – your personal details for authentication on your kiosk. This user information will be used by the kiosk to make calls.

At the bottom of the tab there's a checkbox called **Keep log file**. This feature allows you to store detailed information for every terminal operation in a log file. Click **Show** button next to the checkbox to open current log file.

3.2. «Call» Tab

In the **Call** tab you can specify the user whom TrueConf Kiosk will direct the call. It can be a TrueConf Server user, a SIP or H.323 device, an RTSP camera, or any other device connected with TrueConf Server.

You can check out a detailed description of the string formats for each of those endpoints in TrueConf Server Administrator Guide on our website. We will only give a couple of examples here:

- `<user>[@<server>[:<port>]]` – calling `<user>` from TrueConf Server located at `<server>[:<port>]`. The IP number of the server can be used as the address. If `@` and the symbols after it are not specified, the call is forwarded to the server where TrueConf Kiosk is authorized;
- `#sip:<user>[@<server>[:<port>]]` – calling `<user>` of the server `<server>[:<port>]` via SIP protocol; if the server is not specified, the call will be forwarded to the default server assigned by SIP Proxy in the SIP-gateway settings of your server;
- `#h323:@<ip>` – calling H.323 device via IP.

TrueConf Kiosk can make three types of calls that are selected in the **Call to** area:

- **One user** – call only one user. User's call string is specified in the **User ID** field;
- **List of users** – calls every contact on the **Comma-separated list** in turn;
- **Address book user** – call a random contact from the address book of the user who has been authorized in the kiosk (whose login credentials were entered in the **Server and Authorization** tab). You can create an address book in the appropriate section of TrueConf Server control panel.

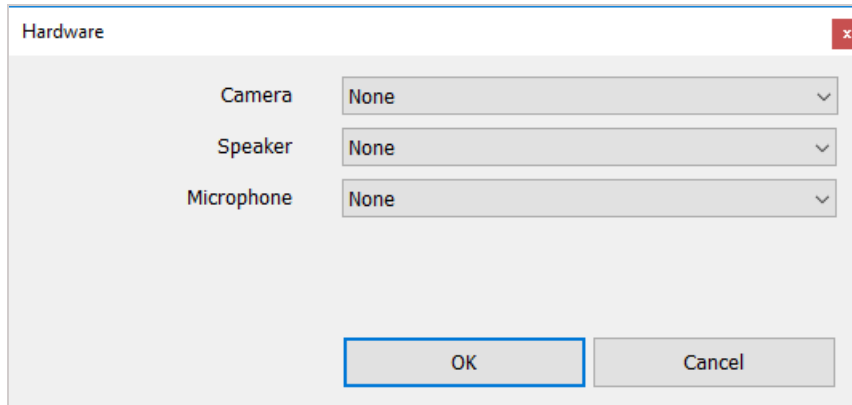
At the bottom of the tab there's **Enable manager notifications** checkbox. Next to it there's a field that must contain login and manager of the server (this field is only active when the checkbox is checked). When manager notifications are enabled, TrueConf Kiosk will automatically send the

information about its operations and interactions with users back to the manager via text chat.

4. How to Select Devices?

To select the devices the kiosk will use to make calls, click **Hardware** at the bottom left corner of the settings window (this button is always visible in any tab).

A new window will open.



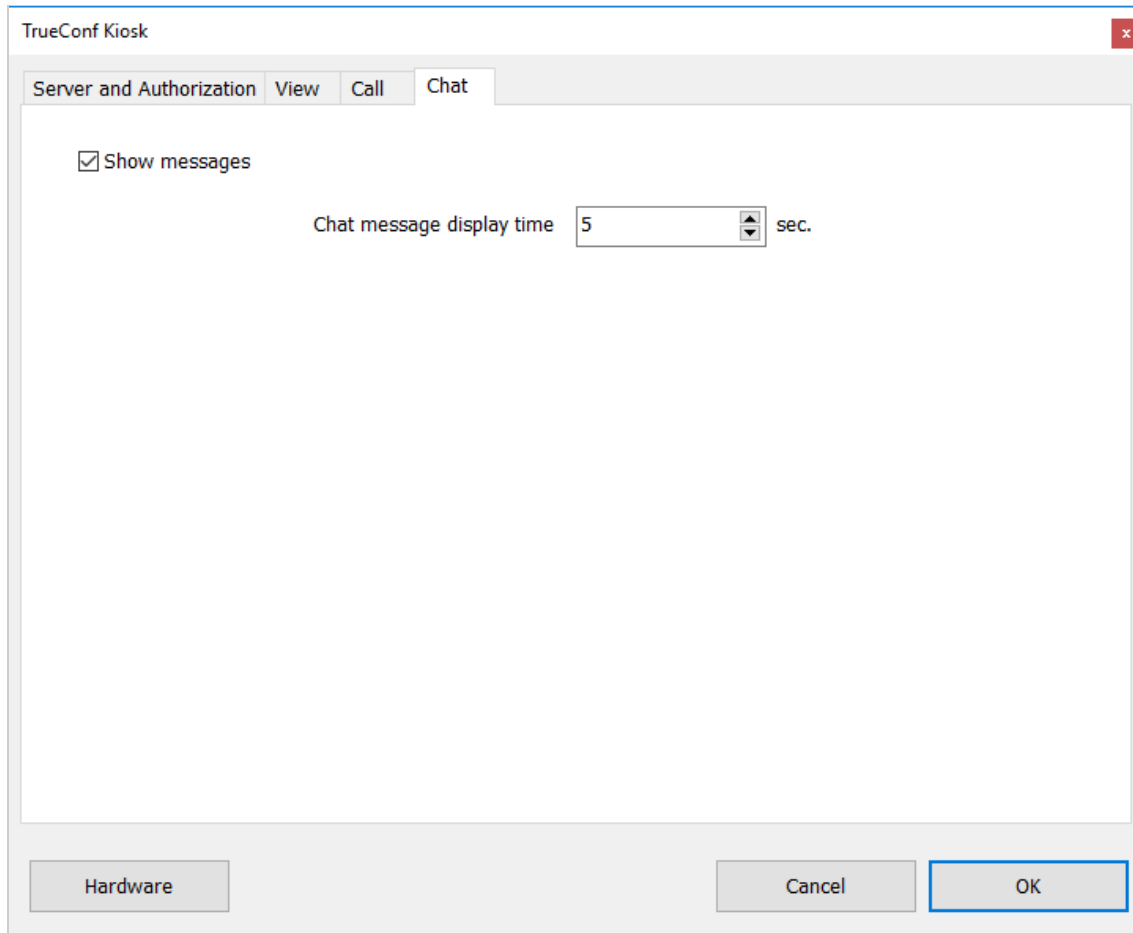
There are three fields in this window:

- **Camera** – a camera that will record the user of the kiosk and transmit the video to the manager on the line.
- **Speaker** – an audio output device
- **Microphone** – audio input device

Select the devices and click **OK**.

4.1. «Chat» Tab

The manager can send text-only messages to the user via chat. The messages will stay on the screen for a limited amount of time before they disappear.



The **Chat** tab allows you to configure chat display time.

Show messages checkbox determines if the text messages sent to the chat are displayed on the kiosk screen (this feature is enabled by default).

Chat message display time field allows you to specify how long the messages should stay on the screen before disappearing.

5. How to Customize Interface («View» Tab)

TrueConf Kiosk provides you with a number of customization features. You are free to customize TrueConf Kiosk interface and create a personalized look for your terminal.

You can choose your own images in the **View** tab of the settings window. Click **Select...** to choose a file for any field. Click **Clear** to go back to default settings.

The screenshot shows the 'TrueConf Kiosk' settings window with the 'View' tab selected. The 'Images' section contains the following fields and recommended dimensions:

- Logo: Recommended: Width=730, Height=140
- "Call" button image: Recommended: Width=730, Height=98
- "Calling" button image: Recommended: Width=730, Height=98
- "End call" button image: Recommended: Width=730, Height=98
- "Connecting" button image: Recommended: Width=730, Height=98
- Background: Recommended: Width=1366, Height=688

The 'Video' section contains the following field and recommended dimension:

- Promo video: Recommended: Width=730, Height=410

There is also a checkbox for 'Force portrait mode' which is currently unchecked. At the bottom of the window are three buttons: 'Hardware', 'Cancel', and 'OK'.

5.1. Size of Images

Recommended image and video sizes are indicated under each field. These values are calculated based on the screen resolution of the terminal where TrueConf Kiosk is running. If screen resolution is changed, restart the application to update the suggested size values.

Compare the recommended settings from the screenshot above (made on a screen with resolution 1366 x 768) with the screenshot below (made on the same screen but in landscape orientation mode):

TrueConf Kiosk
x

Server and Authorization
View
Call
Chat

Images

Logo

Select...

Clear

Recommended: Width=768, Height=140

"Call" button image

Select...

Clear

Recommended: Width=768, Height=98

"Calling" button image

Select...

Clear

Recommended: Width=768, Height=98

"End call" button image

Select...

Clear

Recommended: Width=768, Height=98

"Connecting" button image

Select...

Clear

Recommended: Width=768, Height=98

Background

Select...

Clear

Recommended: Width=768, Height=1286

Video

Promo video

Select...

Clear

Recommended: Width=768, Height=1048

Force portrait mode

Hardware

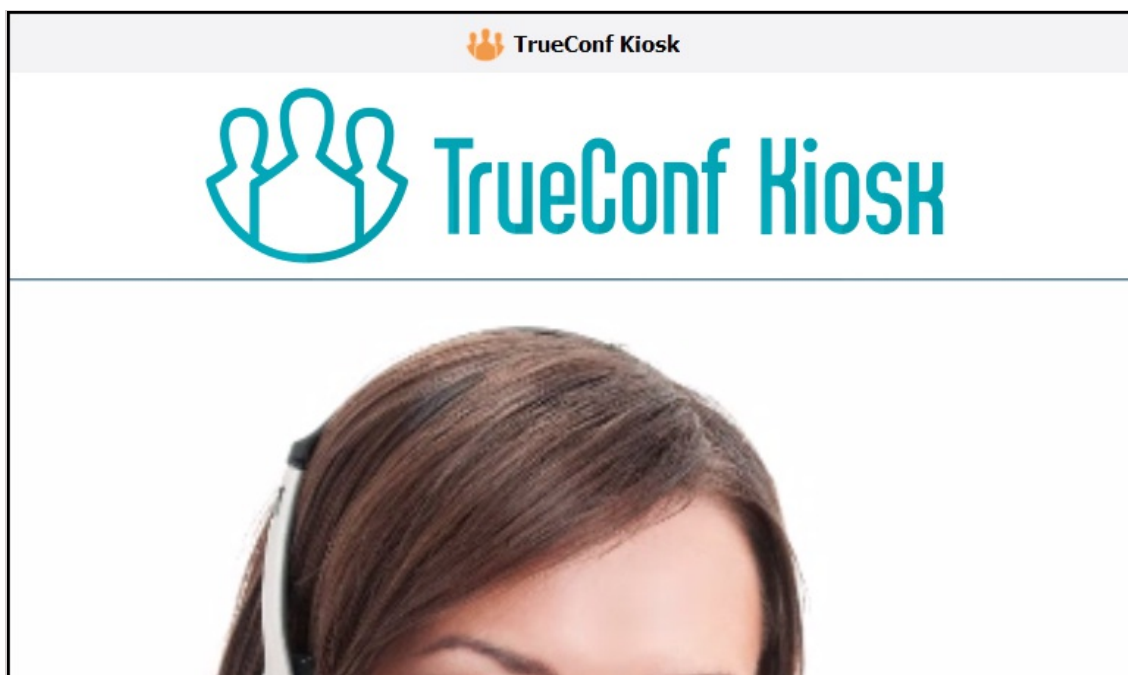
Cancel

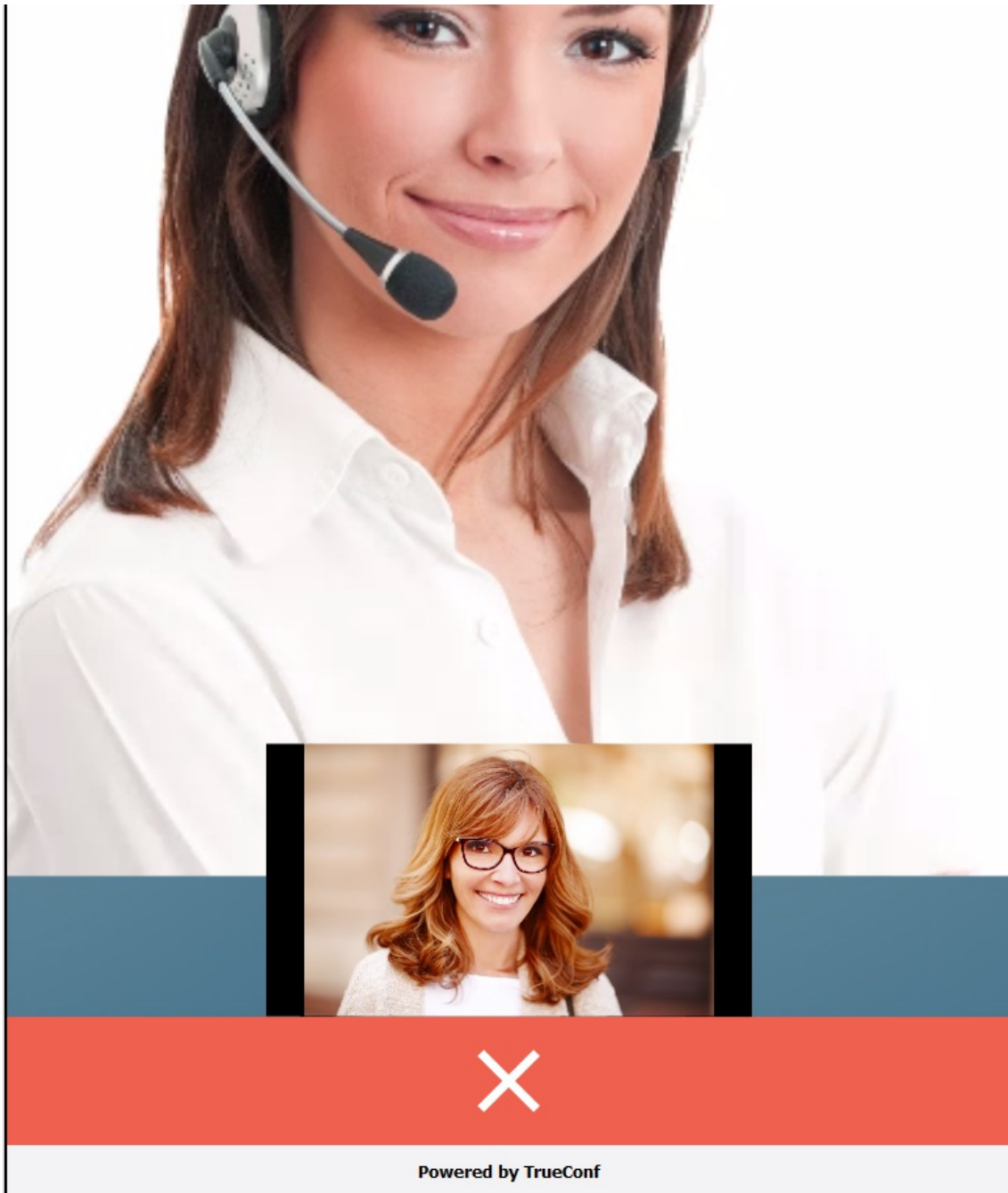
OK

Please note that **Recommended** values have changed.

Enable **Force portrait mode** to force the program to switch to portrait mode. By enabling this feature, video window is stretched vertically and cropped horizontally to fit screens in portrait orientation.

This is how a screen in portrait orientation mode looks like with Force portrait mode option enabled:





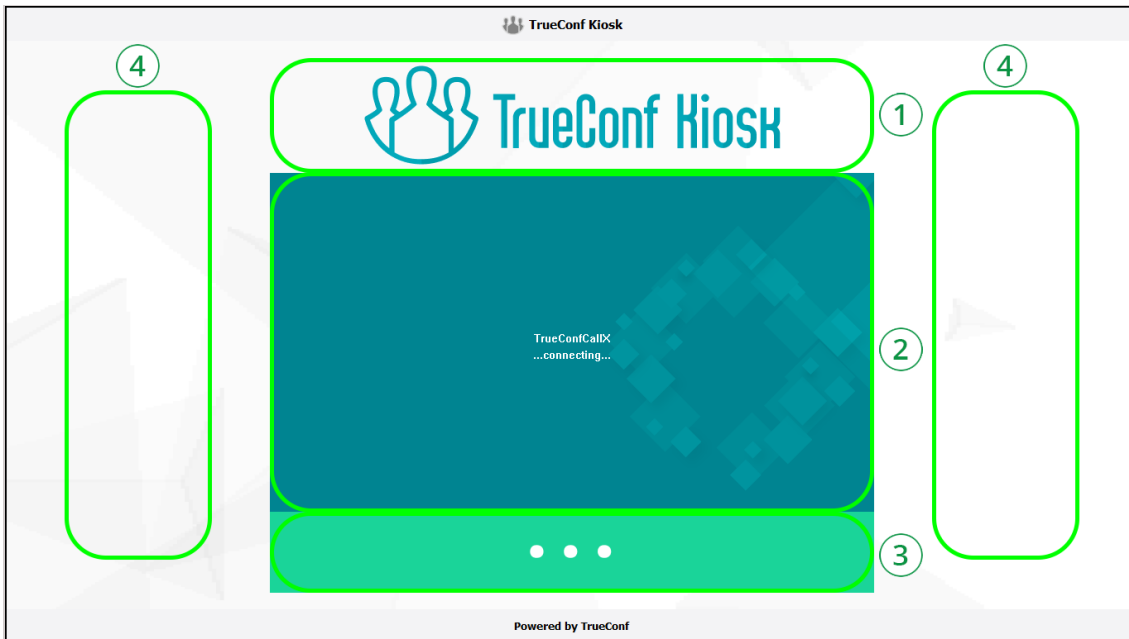
5.2. Customizing user interface

Logo, "Call" button image, "Connecting" button image and other fields in the **View** tab determine how kiosk screen elements look like:

- During TrueConf Kiosk loading;
- In standby mode;
- Call pending;
- During video call.

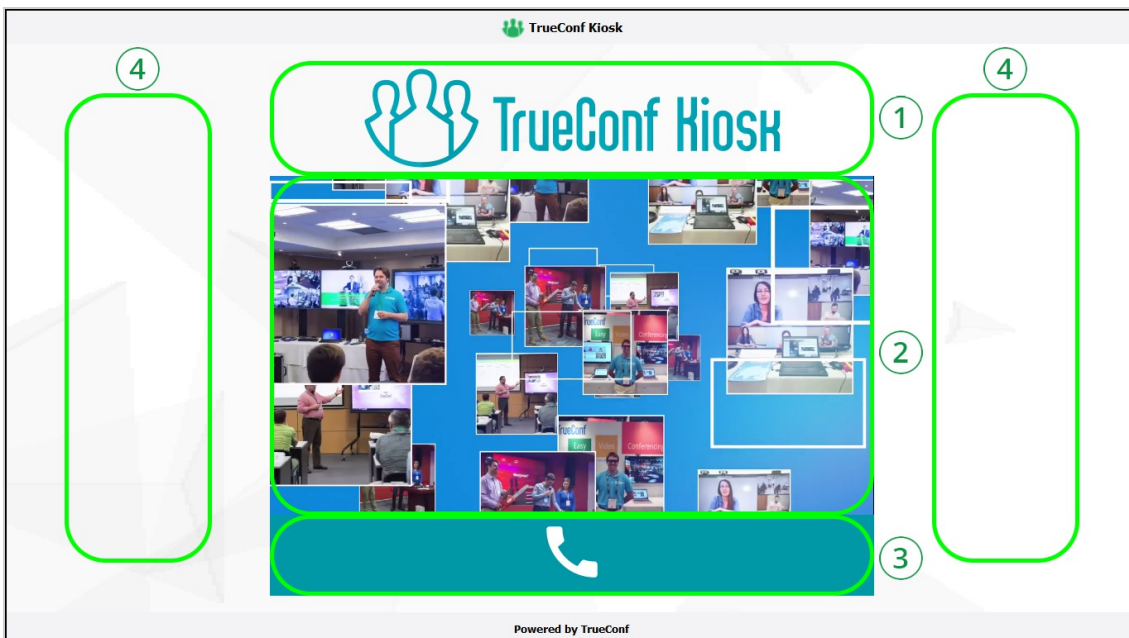
The following sections explain customization of the interface elements in the **View** tab.

5.2.1. At Startup



1. **Logo bar** – your company’s logo
2. This image cannot be customized
3. **“Connecting” button image** button image bar – an image shown indicating that connection is being established. This field is also displayed when the connection with the server is absent.
4. **Background** – screen background

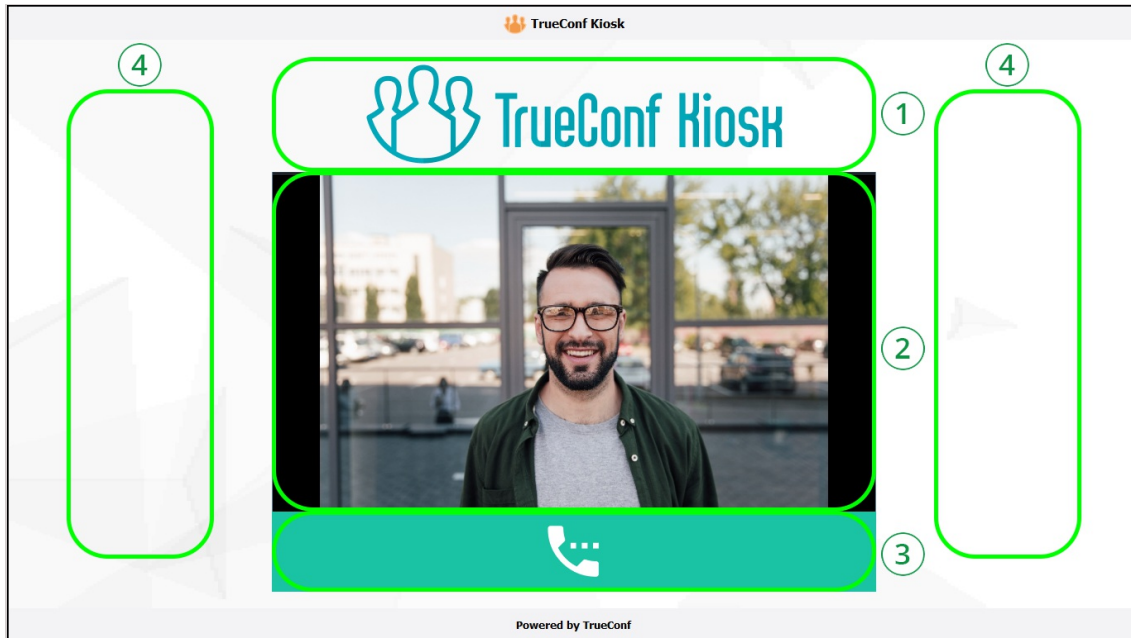
5.2.2. In Standby Mode



1. **Logo bar** – your company’s logo
2. **Promo video** – promotional video containing information about your company and the terminal’s purpose.

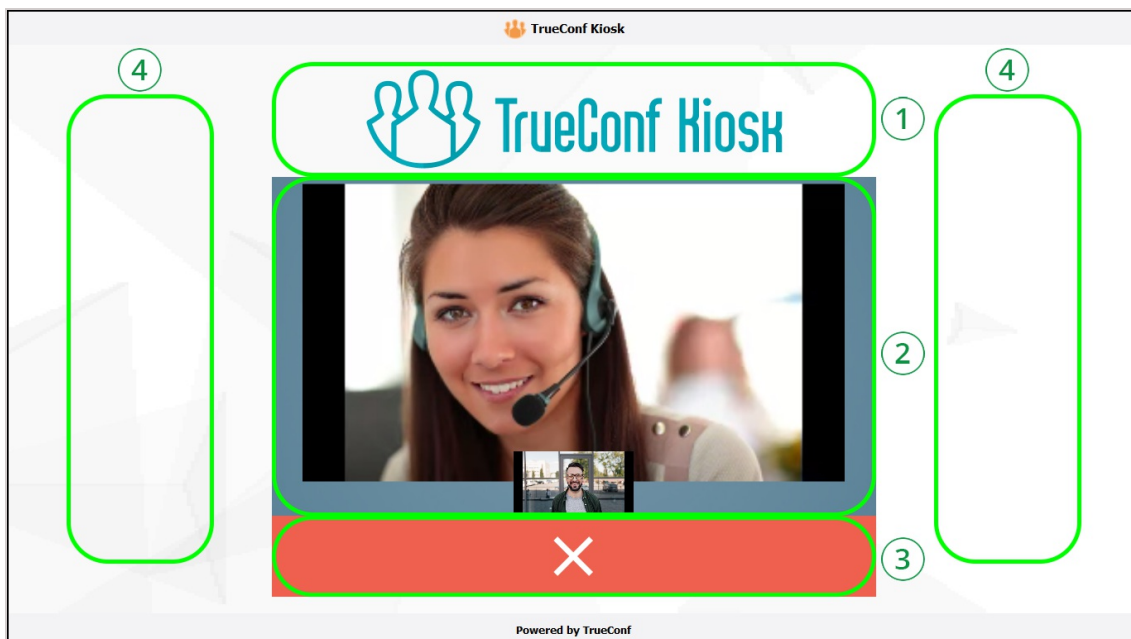
3. **“Call” button image** – image embedded in the Call button
4. **Background** – screen background

5.2.3. At Dialup



1. **Logo bar** – your company’s logo
2. Video from the camera you selected in **Hardware** settings menu
3. **“Calling” button image** – the image embedded in the Calling button. The button indicates that the dial-up is on. You can also press this button to terminate the call.
4. **Background** – screen background

5.2.4. During Video Call



1. **Logo** bar – your company’s logo
2. Bigger video from the operator’s camera. Smaller video from the camera you selected in **Hardware** settings menu
3. **“End call” button image** – this button ends the call
4. **Background** – screen background