

# TrueConf Server

User guide



Version 5.3.1

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# 1. What the guest page is

**Guest page** is the start page displayed to a user connected to TrueConf Server from a browser.

If you are the administrator of TrueConf Server, you will be able to access the [control panel](#) from the guest page.

The link to the guest page has the following format: `http[s]://<server>[:<port>]` . e.g., `https://192.168.0.1:443` or `https://video.company.com` .

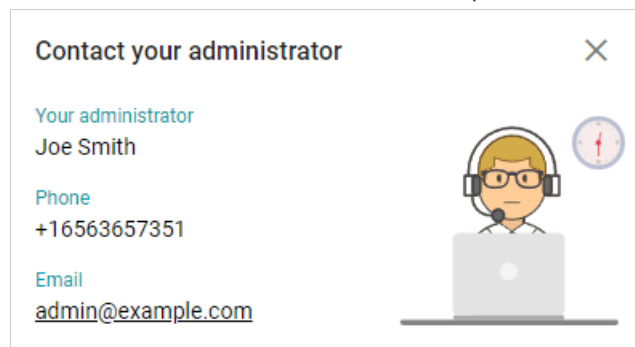
## 1.1. What can be found on the guest page

On the guest page, you can:

- [Sign in to the personal area](#)
- [Download TrueConf client apps for popular operating systems](#)
- [Schedule a conference](#) (authorization is required)
- [Join a meeting with its ID](#)
- View the user guide.

To change the language of the guest page, click on the flag icon which is in the upper left corner next to the logo.

To check the contacts of the server administrator, click the button **Contact your administrator**. You will open the window where one can find the administrator's name, phone number and email.

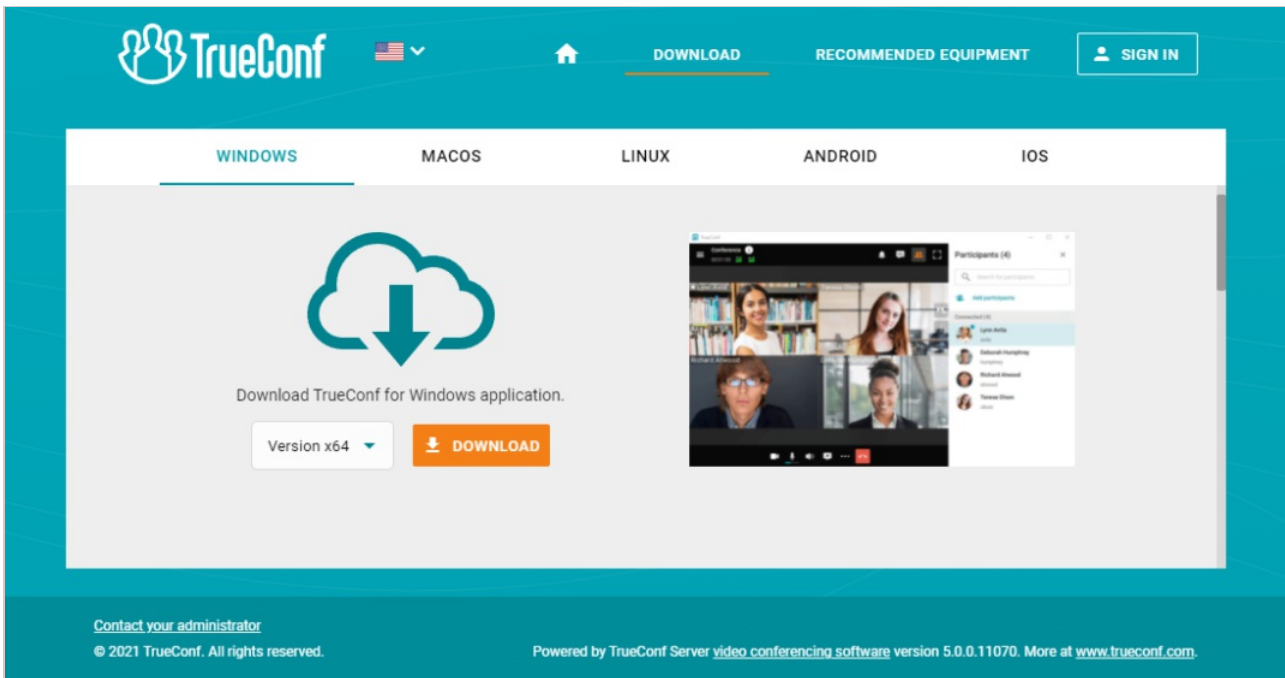


## 2. Connecting to TrueConf Server

To use the video conferencing system, you have to install one of TrueConf client applications on your device.

### 2.1. Where to find client applications

You can download client applications for all supported platforms from the [guest page](#) of your TrueConf Server (you can contact the server administrator to find out its address) or from [our official website](#).



### 2.2. Platforms supported by TrueConf client applications

The following platforms are natively supported:

- Windows
- macOS
- Linux
- Android
- Android TV
- iOS
- iPadOS
- WebRTC



Please note that a WebRTC application is available only to the users who have a link to the conference URL address.

### 2.3. TrueConf client application features



Please note that the features available during a conference depend on [your role in this meeting](#).

Our client applications enable you to:

- [Log in as a TrueConf Server user](#)
- Adjust address book settings including the way in which contacts are grouped
- Make calls, create or [join conferences](#)
- [Collaborate and vote](#) during conferences
- Share [your screen](#) or [show slides](#) during a conference
- Select [video layouts](#) during conferences
- Exchange files and text messages with other users
- View chat and call history
- Select peripherals (e.g. microphone and camera)
- Set personal preferences
- Enable echo cancellation, noise reduction and automatic gain control.

## 2.4. How to connect client applications to TrueConf Server

To connect an application to TrueConf Server, you should specify the server address on the network and sign in. For more information, contact your server administrator.

## 2.5. How to update client applications

TrueConf for Windows client applications are embedded into the TrueConf Server installation package and updated automatically when the server is updated. Applications for Linux are [available on our web site](#) and in the repository of each operating system. All ways of installing TrueConf applications for Linux are described in the [corresponding article in our knowledge base](#).

To update other client applications, you need to manually download the new version from our web site or get updates from the corresponding marketplace for Android/Android TV/iOS/iPadOS and macOS.

## 3. Call string formats

To make video calls or participate in conferences, you don't have to be a registered user of TrueConf Server. It is also possible to connect from any SIP, H.323 or RTSP endpoint. For each type of supported third-party protocols there is a specific call string format to be used.

**A call string** is a very powerful tool that can be used to:

- Search for a contact in a client application
- Call a user from a client application
- Save a new contact in the address book
- Add a new participant to a conference
- Create an alias
- And much more.

### 3.1. Calling a TrueConf Server user

To call a user from your video conferencing server, enter his/her [TrueConf ID](#) as a call string

You can also call a user from a different TrueConf Server instance (only if the federation has been configured between the servers). To do so use the following call string format:

`<TrueConf_ID>@<server>`, where:

- `<TrueConf_ID>` is a user ID
- `<server>` is an IP address or a domain name of a TrueConf Server instance.

### 3.2. Connecting to a conference

If you have a link to the conference page, the easiest way of joining the conference is to use TrueConf client application: just paste the link into the search field and click the call button.

It is also possible to use a call string in the following format:

- `\c\<CID>` if the conference is being hosted on your video conferencing server, where:
  - `<CID>` — [conference ID](#)
- `\c\<CID>@<server>#vcs` if the conference is being hosted on a different TrueConf Server instance federated with your own server. In this case:
  - `<CID>` is a conference ID
  - `<server>` is the DNS name of the server hosting the conference.

### 3.3. Calling SIP endpoints

Use one of the following formats to call an SIP endpoint:

- `#sip:<user_id>@<server_name>`, where:
  - `<server_name>` is a host name or IPv4 address of an SIP server
  - `<user_id>` is an SIP username.
- `#sip:<user_id>@[<server_name>]`, where:
  - `<server_name>` is the IPv6 address of an SIP server;
  - `<user_id>` is an SIP username.
- `#sip:<user_id>`, where:
  - `<user_id>` is an SIP username
- `#sip:@<endpoint_ip>`, where:

- `<endpoint_ip>` is the IPv4 address of an SIP endpoint.
- `#sip:[<endpoint_ip>]` , where:
  - `<endpoint_ip>` is the IPv6 address of an SIP endpoint.
- `#sip:<hostname>` , where:
  - `<hostname>` is the DNS name of an SIP endpoint.
- `#tel:<number>` , where:
  - `<number>` is an SIP username.



You can also call the number `<number>` [using the dialer](#).

If the SIP server IP address or name is provided, you may have to specify the following parameters explicitly:

- Connection port `<port>` (in case it is different from the standard **5060** port)
- Transport protocol `<protocol>` used for sending media streams (UDP is selected by default).

In such a case these parameters will be specified after the server address in the following way: `:<port>;transport=<protocol>` .

Call string examples for SIP protocol:

- `#sip:james78@sip.company.com`
- `#sip:james78@sip.company.com:5070`
- `#sip:james78@sip.company.com:5070;transport=tcp`
- `#sip:james78`
- `#sip:8001`
- `#sip:@192.168.1.99`
- `#sip:@192.168.1.99;transport=tcp`
- `#sip:@[fe80::805a:1cf9:12f9:def7]`
- `#tel:501`
- `#tel:13478783263`

### 3.4. Calling mobile phones and landlines

You can call a phone number using the dialer in the address book. For more information about this feature, please read the [TrueConf client applications user guide](#).

### 3.5. Calling H.323 endpoints

Use the following call string formats for calling an H.323 endpoint:

- `#h323:@<IP>` , where:
  - `<IP>` is the IP address of an H.323 gatekeeper.
- `#h323:@[<IP>]` , where:
  - `<IP>` is the IPv6 address of an H.323 gatekeeper
- `#h323:<user_id>@<IP>` , where:
  - `<IP>` is the IP address of an H.323 gatekeeper or an MCU
  - `<user_id>` is an ID of a user or a device registered on an H.323 gatekeeper with an IP address specified in `<IP>` parameter.



- `#h323:<user_id>@[<IP>]` , where:
  - `<IP>` is the IPv6 address of an H.323 gatekeeper or an MCU
  - `<user_id>` is an ID of a user or a device registered on an H.323 gatekeeper with an IP address specified in `<IP>` parameter.
- `#h323:\e\<e164_id>@<IP>` , where:
  - `<IP>` is the IP address of an H.323 gatekeeper or an MCU
  - `<e164_id>` is an E.164 format number of a user or device registered on an H.323 gatekeeper with an IP address specified in `<IP>` parameter.
- `#h323:<user_id>@<IP>` , where:
  - `<IP>` is the IP address of an H.323 gatekeeper.
- `#h323:\e\<e164_id>@<IP>` , where:
  - `<e164_id>` — is an E.164 format number of an H.323 gatekeeper.

If the IP address of the H.323 gatekeeper or MCU is included, it may be necessary to specify the connection port `<port>` in an explicit way (when this port is different from the standard **1720** port). In this case it has to be specified after the IP address in the following way:

```
#h323:<user_id>@<IP>:<port>
```

Call string examples for H.323 protocol:

- `#h323:@192.168.1.99`
- `#h323:@192.168.1.99:1730`
- `#h323:hd8000@192.168.1.99`
- `#h323:@[fe80::805a:1cf9:12f9:def7]`
- `#h323:james78`
- `#h323:\e\8001`

### 3.6. Calling RTSP endpoints

To display an RTSP stream in the layout, add the video source as a participant to a group conference or a point-to-point call using the RTSP call string. In this way, you can access the [video from an IP camera](#) or another conference streamed over RTSP. The call string format may differ depending on the vendor or camera model. You need to check the call string format specifically for your device.

Examples of RTSP addresses for different cameras:

- `rtsp://192.168.1.100/axis-media/media.amp`
- `rtsp://admin:12345scw@192.168.1.100:554/cam/realmonitor?channel=1&subtype=1`
- `rtsp://admin:12345@192.168.1.100:554/Streaming/Channels/101`

An example of an RTSP link for a TrueConf conference for which streaming has been enabled:

```
rtsp://video.server.com/c/webinar/
```

### 3.7. Using tone dialing

You can send DTMF commands to DTMF-compatible devices in [RTP EVENT](#) and [SIP INFO](#) modes. To learn more about the transmission of such signals, please read the documentation provided by the manufacturer for each device.

The following symbols can be used to add pauses directly to the call string:

- `,` — short pause (a few seconds)

- `;` — long pause (waiting for a dial tone from the caller).

For example, if you want to call a SIP server with IP `192.168.1.99` from the TrueConf client application to a conference protected by PIN `123456`, you can avoid manual PIN entry by using a URI with a preset:

```
#sip:@192.168.1.99;123456
```

To call `13478783263` with extension `222`, you can use the following call line:

```
#tel:13478783263,222
```

## 4. Calls to TrueConf Server via SIP/H.323

### 4.1. Connecting to a conference

To make a call from a hardware or software SIP/H.323 endpoint (including TrueConf Room or TrueConf Group) to a conference hosted on TrueConf Server, use a call string in one of the following formats:

- `00<Conference_ID>@<server>`
- `00<Conference_ID>@<server>:<port>`

where:

- `<Conference_ID>` — [conference ID](#)
- `<server>` — the server domain name or IP address
- `<port>` — the connection port (used if the port is different from standard `5060` for SIP and `1720` for H.323).

For example:

```
001949195144@video.company.com
```

```
001949195144@video.company.com:1730
```

To join a **PIN-protected conference** from an SIP endpoint, it is necessary to add PIN, separated by a comma after the conference ID in the call string:

```
00<conf_id>,pin@<trueconf_server>:<port>
```

### 4.2. Call to a TrueConf Server user

To make a call from the endpoint to a user registered on TrueConf Server use one of the following formats:

- `<TrueConf_ID>@<server>`
- `<TrueConf_ID>@<server>:<port>`

where:

- `<TrueConf_ID>` — [user TrueConf ID](#)
- `<server>` — IP address or domain name of the server where the call should be routed
- `<port>` — the connection port (used if the port is different from standard `5060` for SIP and `1720` for H.323).

For example:

```
james78@video.company.com
```

```
james78@video.company.com:5070
```

### 4.3. Additional features

Additionally, to make a call via SIP, you can explicitly specify the protocol name (UDP is used by default):

```
00<conf_id>,pin@<trueconf_server>:<port>;transport=<protocol>
```

Some H.323 endpoints like Cisco also support call strings with double hashes `##`. In this case TrueConf users and conferences can be called in this way:

```
<trueconf_server>##00<user>
```

```
<trueconf_server>##00<conf_id>
```

## 5. Personal area

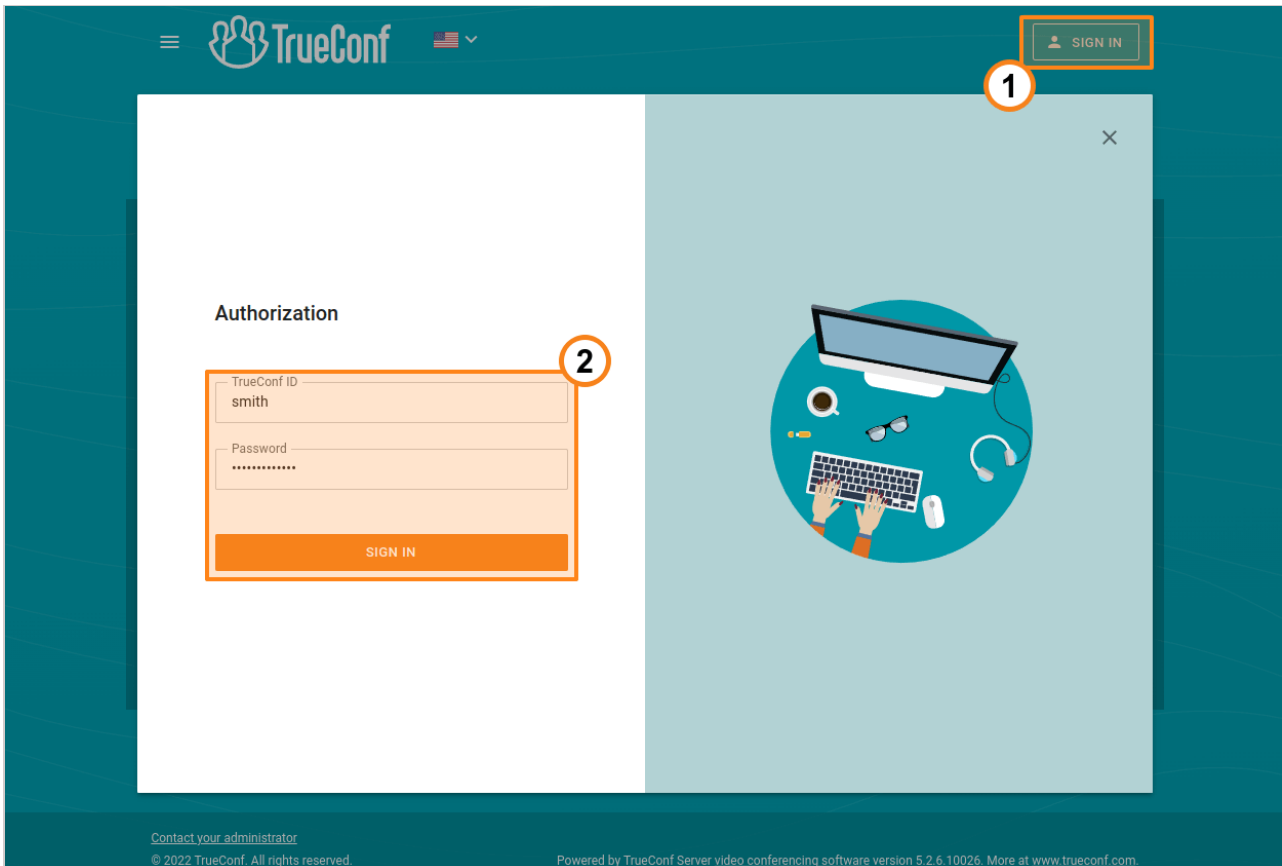
**Personal area** is a server-hosted web page designed for scheduling conferences or editing personal data or the address book.

Unlike the control panel which is accessible only to the administrator, this web page is available to every user.

### 5.1. How to sign in

On the server guest page, click the **Sign in** button in the upper right corner. Enter your username and password.

You can request the administrator to provide access credentials for the guest page.



The account lockout policy can be configured on the side of TrueConf Server for the cases when invalid login is entered.

Authentication in the client application and in the personal area can be blocked after multiple failed attempts to enter the password. The maximum number of failed attempts and the lockout period will be determined by the administrator. If you want your user account to be unlocked manually before the lockout period expires, please contact the server administrator.

## Authorization

Your account is locked. Please try again later or contact your server administrator.

TrueConf ID

ann

Password

\*\*\*\*\*

SIGN IN

## 5.2. Main page

Once you have signed in, you will see a list of conferences scheduled for today and virtual rooms (up to 5) below on the main page.

In the personal area, you can see only the conferences in which you are involved as a participant/owner.



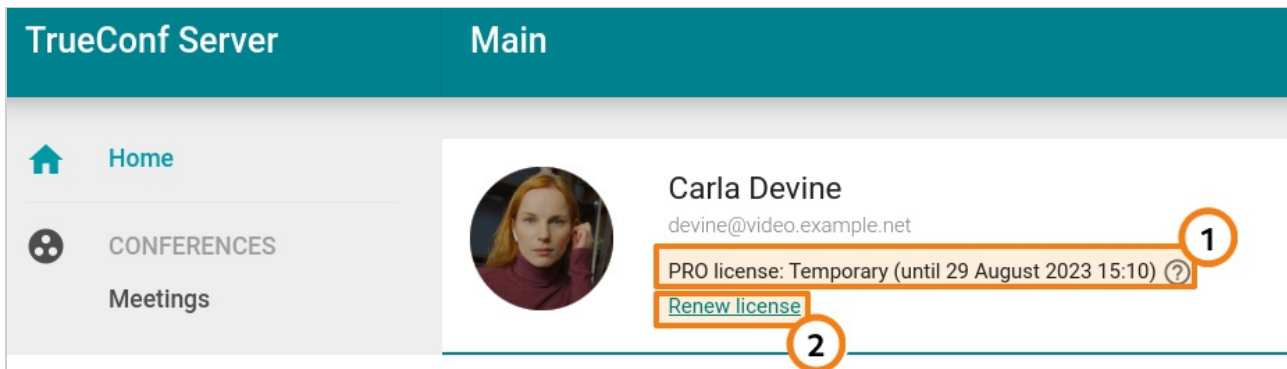
This list does not include the meetings created ad hoc in TrueConf client applications, for example, in the **Conferences** → **Meet now** section of TrueConf for Windows.

The screenshot displays the TrueConf Server Main interface. At the top, the header shows 'TrueConf Server' and 'Main' on the left, and the user 'JANE FLOWERS' with a profile picture on the right. The left sidebar contains navigation links: Home, CONFERENCES (with sub-links for Meetings, Virtual rooms, and Templates), Contacts, Call history, Download the application, User manual, and Go to the guest page. The main content area is divided into sections: a user profile for Jane Flowers with 'FEATURES' and 'PROFILE SETTINGS' tabs; 'Today's events' with a 'Meetings' section containing a meeting at 11:20 and a 'Webinar' at 13:30; 'ALL CONFERENCES'; 'Virtual rooms' with a 'Brainstorm' session; and 'ALL ROOMS'. On the right, the 'Your account permissions' section lists various capabilities with icons: Address book editing, Make calls, Create group conference, Screen sharing, Remote desktop control, Slideshow, File sharing, and Conference recording.

## 5.3. License information

Participation in conferences hosted on your server is determined by separate **PRO licenses**. If you do not have such a license, you will not be able to join an event as a participant, owner or moderator.

Information about your PRO license will be displayed on the main page of the personal area right below your name (and in the notification at the bottom of the page):

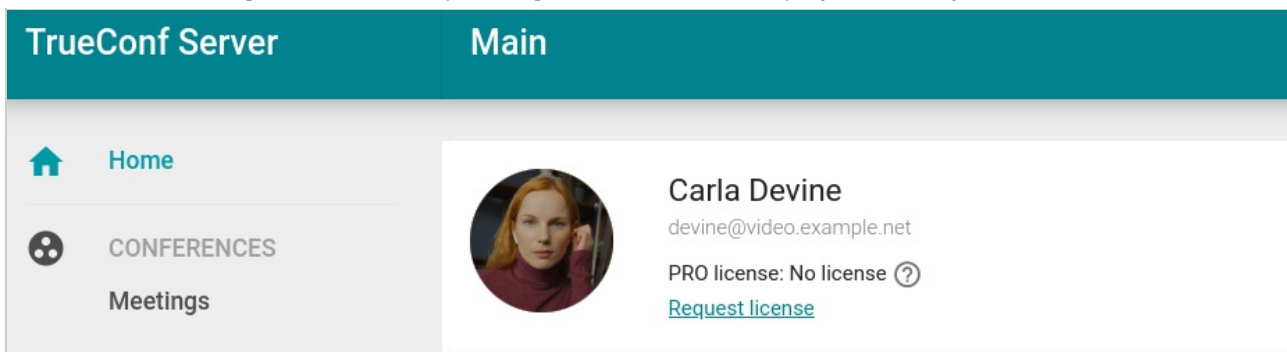


#### 1. License information:

- If you have a **permanent PRO license**, in addition to the title, you will also see the help button with additional information.
- If you have a **temporary PRO license** you will see its expiry period and the help button with additional information.

#### 2. Renew a temporary license manually for 24 hours.

If the license is not given, the corresponding text hint will be displayed below your name:



The administrator of your TrueConf Server can disable the display of information about the PRO license and make it impossible for users to renew such licenses manually. This means that the administrator fully controls the distribution of licenses and if you are unable to participate in a conference due to some reason, contact the administrator.

## 5.4. List of conferences

The full lists of conferences are displayed in the **Meetings** and **Virtual rooms** sections.

Click on a conference to check its details. The sidebar on the right will include general information about the meeting and control buttons. You can export a scheduled conference to your Google Calendar, Outlook, etc.



In the card of the selected conference, you can find:

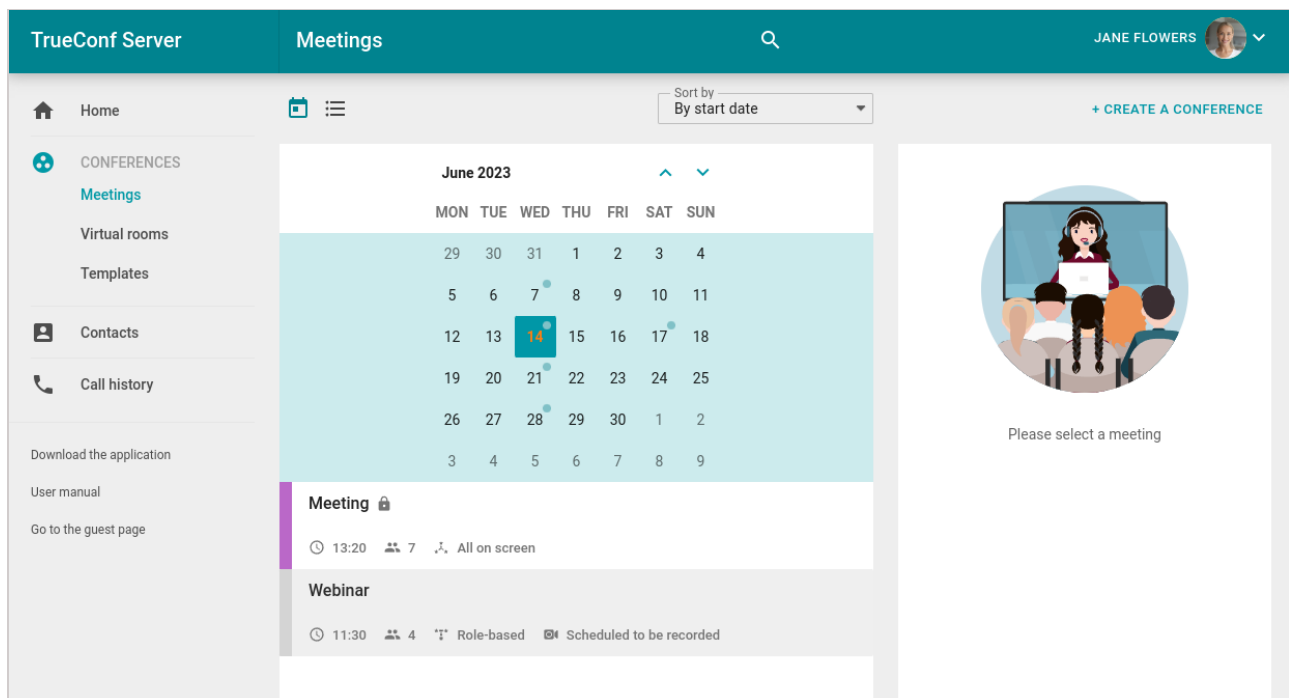
- Number of invited participants
- [Conference ID](#)
- PIN code (if it was set)
- Owner
- Access type (private or public)
- [Mode](#)
- Location (if specified)

- Information about the current access status (displayed if the meeting is now locked)
- Conference URL
- A text hint indicating that the video recording of this conference will be saved on the server (displayed only if recording was enabled when the conference was scheduled).

Calendar is displayed above the list of conferences in the **Meetings** section. Select a date to see a list of conferences scheduled for that day.

\* Conferences scheduled for today are displayed on the [main page](#).

Use  and  buttons at the top to switch between the calendar and the list of all scheduled conferences:



## 5.5. Profile settings

Go to **Profile settings** to change your account information and interface language.

Click **Make a photo** button to create an avatar using a webcam.

\* You may need to give the browser access to your webcam to take a photo.

Changing the language is available on **Other settings** tab.

## 5.6. Address book

Go to the **Contacts** section to view and edit the address book.

You can select any contact to call or start chatting. To contact a user, you will need a [client application](#) which can be downloaded by clicking the **Download the application** link in the personal area menu.

i You will be able to edit the address book only if [this right](#) is given to you by the administrator.

## 5.7. Call history

You can view the history of incoming or outgoing calls, including conference invitations. Go to the **Call history** section of the personal area. If you select a meeting from the list, the main information about this event will be displayed. In case you are the owner of the selected conference, you will be able to access the card providing more detailed information about it.

TrueConf Server

Call history

JANE FLOWERS

Home

CONFERENCES

Meetings

Virtual rooms

Templates

Contacts

Call history

Download the application

User manual

Go to the guest page

Search

All time

User / Conference	Type	Duration	Date and time ^
Meeting	Missed call	0 s	14.06.2023 20:20:08
Deborah Humph...	Missed call	0 s	14.06.2023 20:19:37
Steve Webster	Outgoing call	55 s	14.06.2023 20:17:46
Pablo Huber	Outgoing call	11 min 10 s	14.06.2023 20:17:06
Brainstorm	Conference	10 min 7 s	14.06.2023 16:00:37
Brainstorm	Conference	12 s	14.06.2023 15:56:42
Total: 133			

Details

Conference: Brainstorm

ID: \c\8224616301

Owner: Jane Flowers

Type: Conference

Duration: 10 min 7 s

Date and time: 14.06.2023 22:00:37

CONFERENCE INFO

ANALYTICS



## 6. Features available to your account

On the right panel of the [personal area main page](#), you can find the list of features available to you:

- [Address book editing](#)
- [Make calls](#)
- [Create group conference](#)
- [Screen sharing](#)
- [Remote desktop control](#)
- [Slideshow](#)
- [Send files](#)
- [Receive files](#)
- [Conference recording](#)
- [Operator rights](#).



If any of these features is unavailable to you, contact the server administrator and ask for a list of rights given to you.

### 6.1. Address book editing

**Address book** is a list of contacts (both user accounts and [call strings](#)) that a TrueConf Server user can view and browse from a client application.

If this feature is unavailable, you will only be able to see the address book provided by the server administrator without being able to edit it.

### 6.2. Make calls (video calls)

A **video call** is a mode involving two participants who can see and hear each other.

If this feature is unavailable, you won't be able to make video calls but, only receive incoming calls.

### 6.3. Create group conference

If this option is unavailable, you will be able only to join conferences, but not create them.

You can create group conferences in one of the four modes with TrueConf client applications and in the personal area:

- **All on screen** is a video conference where all participants can see and hear each other.
- **Video lecture** is a conference where the moderator can see all the participants while the participants can only see the moderator.
- **Moderated role-based conference** is a conference where participants can see and hear only presenters. Any participant can become a presenter; to do it, he/she has to be approved by the moderator.
- **Smart meeting** is similar to a moderated role-based conference; however, in this case, every participant automatically becomes a presenter as soon as he/she starts speaking or sharing content.

### 6.4. Screen sharing

This right enables you to [share your desktop](#) and separate application windows in TrueConf client application. This feature does not affect the ability to view the content shared by other participants.

## 6.5. Remote desktop control

If this feature is available, any participant in a conference or video call can [control your desktop](#) if you have allowed it in [application settings](#). Please note that the remote control can be requested only if you are [sharing your desktop](#) (not one of application windows or a slideshow).

## 6.6. Slideshow

This right enables you to [show slides](#) in TrueConf client application. If this feature is disabled, you will still be able to view the slides shown by other participants.

## 6.7. Send files

If you do not have this right, you will not be able to [send files](#) to personal or group chats. However, you will still be able to send messages, share contacts or download the files sent by other users.

## 6.8. Receive files

This right allows you to receive files in private and group chats. If you do not have this right, instead of a file there will be a chat message indicating that you are not permitted to receive files. However, you will still be able to download the files that you sent previously providing that you have the permission to [send them](#).

## 6.9. Conference recording

This feature enables you to [record calls and conferences](#) in TrueConf client application. This feature does not affect the right to record video meetings on the server side.

## 6.10. Operator rights

This right means that your account was added to the **operator** group which gives you the following permissions:

- You automatically receive the rights of a **moderator** in any conference you join.
- None of the participants, including the conference owner, can dismiss you from the moderator role.
- You can join any PIN-protected meeting without having to enter PIN, regardless of when this passcode was set, before the conference start or [during the conference](#).

**Moderator** is a conference participant who is allowed to:

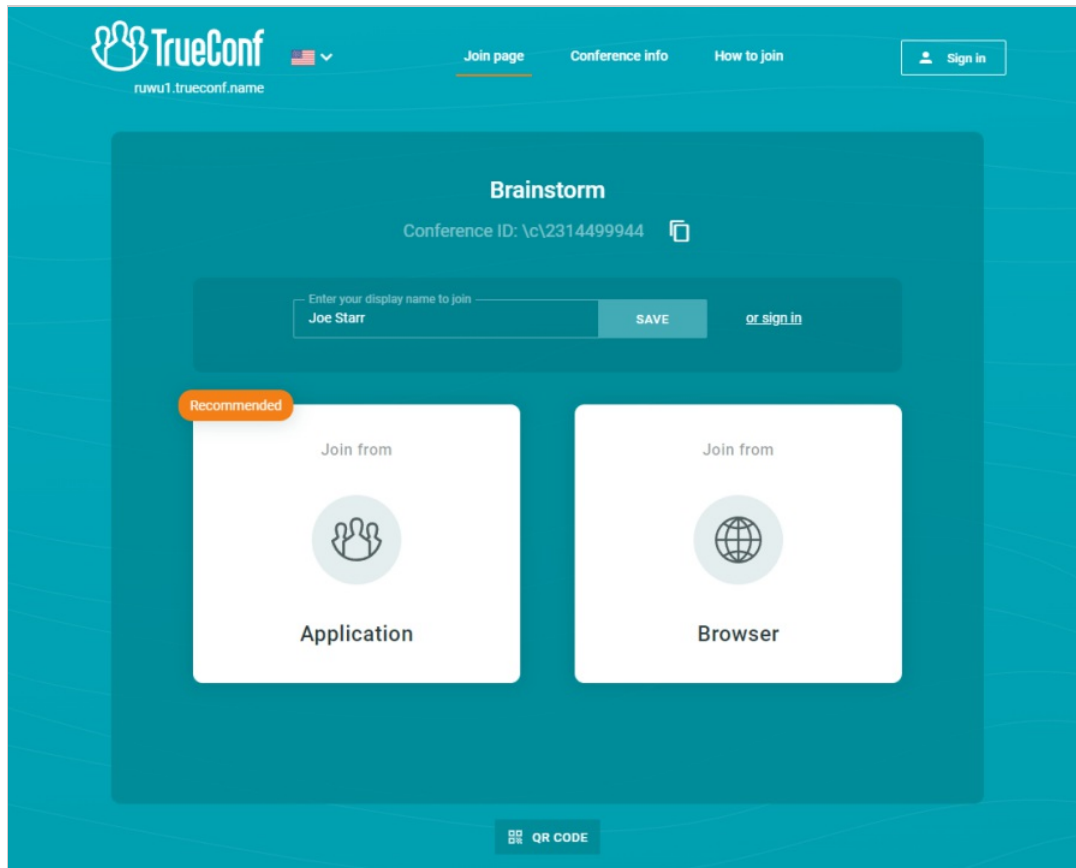
- Invite users to a conference
- Remove users from a conference
- Give or take the "podium" without a request (in a moderated role-based conference)
- Pin presenters on the "podium" (in a smart meeting)
- End a conference for all participants
- Set up video window layouts for participants and control their audio and video devices.

## 7. Conference page

Every conference, created on TrueConf Server has a web page. Its user interface may differ depending on the conference schedule and privacy mode.

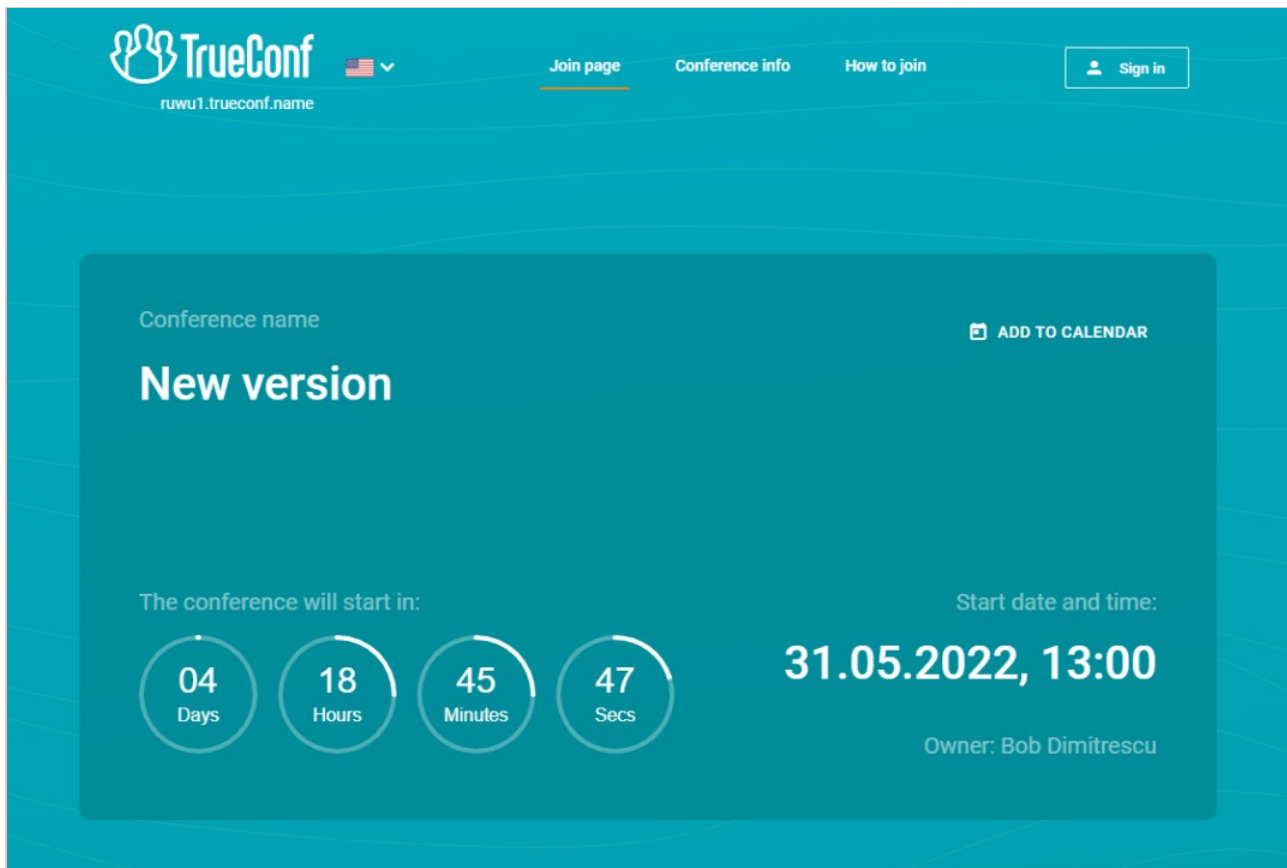
### 7.1. A virtual room or a scheduled conference that has already been started

If it is a virtual room or a scheduled conference that has already been started, you will see the buttons allowing you to join the meeting either from TrueConf client application or from the browser. If it is a webinar, you will be able to join as a guest; in this case, you will need to enter your name in the corresponding field:



### 7.2. Scheduled conference without registration

In this case you will see the general information about the webinar and the button for adding this event to your calendar:



If the conference has already been started, you will be able to join it either with your TrueConf Server account or as a guest (available for a webinar) as it is shown above.

### 7.3. Scheduled conference with open registration

The registration is available only for public conferences. In this case, you will see the **Sign up** button. If you click on it, you will be asked to fill out the registration form (required fields will be marked with an "asterisk"):

A screenshot of a TrueConf registration form. The header is identical to the previous image. The main content area shows a white registration form with the title 'Registration' and a note 'Required fields \*'. The form contains four input fields: 'Name \*', 'Email \*', 'Company \*', and 'Job position'. Below these fields is an orange 'REGISTRATION' button. At the bottom of the form, it says 'Have an account? [Sign in](#)'. To the right of the form is a light blue sidebar with a clipboard icon and a list of items, some with checkmarks and some with dashed boxes, indicating a checklist or progress.

If email invitations were allowed on TrueConf Server, you will receive a connection link that will be sent

to the email you provided when filling out the form. Otherwise, you will need to click on the **Copy link** button to copy and save the conference join link.



The conference join link is unique; it cannot be shared with any other participant or used for joining a meeting from multiple devices. For example, you will be disconnected from the conference you joined on your computer if you also try to join this event from your mobile phone.

Authenticated TrueConf Server users can be allowed to join the conference when configuring [registration settings](#). In this case a user can add oneself to the list of webinar participants in the following way:

1. Authenticate on the conference page by clicking on these buttons: **Sign in** → **Enter as a registered user**.
2. Click on **Attend**.



Check out the [article in our knowledge base](#) to learn more about different ways of joining a conference.

## 8. Conference scheduling

**i** You will be able to create conferences only if [this right](#) is given to you by the administrator.

To create a conference on the [main page of the personal area](#), click **New conference** or **New room**.

Please select a conference type:

- Private (by default) – only registered users can join the meeting;
- **Public (webinar)** – both registered and unregistered users can join.

The launch mode will be set automatically. Click **Continue** or select a [template](#) to go to the main settings.

### 8.1. "General" tab

Specify:

- Conference name
- **Mode** (**All on screen** mode is set by default)
- Specify the number of [presenters](#) if a moderated role-based conference or smart meeting is selected
- **Conference start type**: scheduled or unscheduled (virtual room)
- For a scheduled conference, you can:
  - select the start date and time, and, if necessary, configure recurrence (repetition) settings
  - send automatic email reminders to conference participants. This feature will be available if it was previously activated in the settings of TrueConf Server by the administrator. It is possible to add up to 4 reminders for one conference. To do it, click on the **Settings** button. If you want to apply the notifications settings specified on the video conferencing server, click the button **Use administrator specified settings**.

**i** Sometimes when editing a conference created previously, you will see the reminders that you did not add. This issue may occur because the administrator of TrueConf Server activated global notifications settings when the conference had already been created.

Check the **Save as template** box to create conferences with the same settings in one click in the future.

### 8.2. "Participants" tab

Go to the **Participants** tab and add users to a conference in one of the following ways:

- From the [address book](#)
- By their [TrueConf ID](#)
- By specifying [a call string for an SIP/H.323 or RTSP device](#)
- By email (only for public conferences).

### 8.3. "Layout" tab

On the **Layout** tab, you can select the default layout for all conference participants (including groups of participants depending on the connection type) or for each user individually.

**i** Layout editing is unavailable for smart meeting and video lecture modes.

To set a layout:

1. Specify the type of layout.
2. Select the number of [video windows](#).
3. If necessary, add an additional video window to share content.
4. Assign a participant to each video window or click **Auto-fill layout** (you can also change the order of video windows with the mouse). You can use full-screen mode for convenient layout settings.
5. Choose where the username should be located (at the top or bottom of a video window)
6. If necessary, check the box **Do not allow users to change the layout**.

## 8.4. "Additional" tab

Set up the following parameters on the **Additional** tab:

- [Conference ID](#)
- PIN to join the conference. This will boost your meeting security and protect your conference from third-party access (even if a third party has a conference join URL in case you [organize a webinar](#)). PIN will be generated automatically upon checking the box. However, you can always change the PIN in the field below. PIN protection will be unavailable if you allow users to sign up for a public conference (webinar).
- [Connecting to the conference](#) without invitation (for private conferences only)
- [Waiting room](#) for the event. You will be able to [choose the participants](#) who will be directed to this room (see below)
- Settings for automatically turning off participants' cameras and microphones when they join the conference
- Permissions for [guest participants](#) (available only for a public conference)
- Restriction on the number of guest participants (available only for public conferences); by default, unauthorized users can join the event up until the moment when the licence limit for guest connections is reached
- Conference recording (available only if the administrator of your TrueConf Server had previously enabled this feature)
- Sending email invitations to participants
- Conference location and description.

### 8.4.1. Selection of the participants who will be moved to the waiting room



It is not possible to select the participants who will be directed to the waiting room, if [registration is allowed](#) for a public conference (webinar). In such a case all participants except the owner and moderators will be directed to the waiting room if it is enabled.

Under any scenario, SIP/H.323/RTSP connections are treated as participants from other servers. For example, if an endpoint makes a call to a conference or is invited to the meeting, it will be directed to the waiting room if all the settings are activated except **Guests only** for a webinar.

#### **Categories that can be selected for public conferences**

- **All participants (except the owner and moderators)** – all participants **except the owner and moderators** will be moved to the waiting room (this includes the participants who signed up for the event)
- **Uninvited participants and guests** (selected by default) – the following participants will be **moved** to

the waiting room:

- all users from your server, who were **not invited in advance** before the start of the conference and are now calling the conference/owner or are invited after the start of the event
- all users from a federated server who were **not invited in advance** before the start of the conference
- all guests.

The following participants **will not be moved** to the waiting room:

- users from your server who were **invited in advance** before the start of the conference
- users from a federated server who were **invited in advance** before the start of the conference
- users who signed up for the event (since they have already been added to the list of invited participants)
- users from your server and federated server who were **invited in advance**, but did not join when the conference started and are now trying to join during a conference or receive another invitation call.
- **Uninvited participants from other servers and guests** – only guests (if they did not sign up for the event) and users from a federated server, who were not **invited in advance**, will be directed to the waiting room.
- **Guests only** – only guests, if they did not sign up for the event, will be directed to the waiting room.

**Categories that can be selected for private conferences** (the rules are similar to the ones set for webinars except guests and unregistered participants):

- **All participants (except the owner and moderators)**
- **Uninvited participants** (selected by default)
- **Uninvited participants from other servers.**

## 8.5. "Registration" tab

If a public conference (webinar) is created, the **Registration** tab will be available (this feature will can be accessed if you are scheduling a conference and not creating it ad hoc). Here, you can configure registration settings so that users could sign up as guests for the online event:

1. Enable registration (disabled by default)
2. Select the time when registration will close:
  3. **Without limitation** — available only for recurring conferences (the registration will always be open)
  4. **At conference start** — the registration will close right after the webinar start
  5. **At conference end** — the registration will remain open up until the webinar end
  6. **Custom date and time** — set a custom time interval during which the registration will be open.
3. Automatically close the webinar registration when the maximum number of participants is reached (depends on the selected conference mode).
4. Allow any authorized user to join the conference after its start. In this case, any user registered on your server can sign in on the conference page and add oneself to the list of invited participants by clicking on the **Attend** button.
5. Settings for the input fields in the registration form. You can drag and drop input fields to create a custom registration form. Besides, you can mark the corresponding checkboxes to make sure that certain fields must be filled by participants. The customization of registration form is available only when a conference is created. This feature is not available when the conference is edited.
6. It is possible to select the input fields for the registration form only when a conference is created. You



can choose either standard fields or add custom ones (up to 10) by clicking on the **Add field** button. When the changes are saved, users will be able to sign up for a public conference on its web page.

## 8.6. Templates

To create meetings with multiple identical parameters, you can use templates. When a conference is created based on a template, all schedule settings are discarded (it becomes a virtual room by default). However, the following parameters remain unchanged:

- Conference name, mode, and owner
- List of participants
- Parameters from the **Additional** tab (except conference ID)
- All registration settings saved in the template, except the time when participant registration will be closed: these parameters will be available for a scheduled public conference (webinar).



Set up a schedule [on the General tab](#) to hold the same conference on a regular basis.

To add a template, use **Create a template** button in the upper right corner of the **Templates** section. You can also save your conference as a template [when creating it](#).

To use a template, select it in the **Templates** section and create a conference using the buttons in the panel on the right. You can also edit or delete the selected template.

## 9. Conference management

### 9.1. Real-time meeting management

You can [change the video layout](#) and [control participants' devices](#) during an ongoing conference right in your personal area. To do it, use the **real-time meeting management tool**.




This feature is available in one of the following cases:

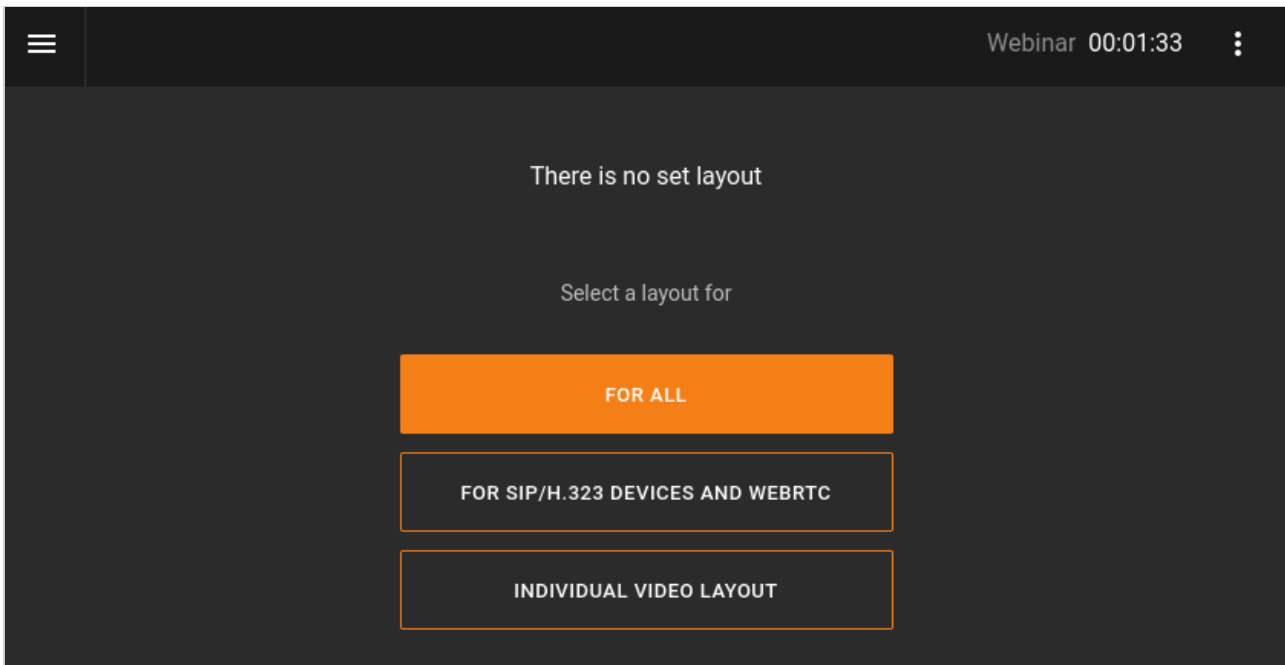
- You are the [conference owner](#).
- You are a conference moderator.
- You have the operator rights which means that you automatically become a conference moderator.

In the last two cases you have to be connected to the conference from a browser (via WebRTC) or in your client application and added to the list of invited participants before the start of the meeting; otherwise, this event will not be displayed in your personal area.

To go to the real-time meeting management section, select a conference in the **Meetings** or **Virtual rooms** section and click **Conference manager** in the panel that will be opened on the right side.

On the new browser tab, you will see the real-time meeting management tool, namely, the [layout management page](#). In the upper right corner, one can check the conference name and its current duration. The button  opens the menu where a user can find the list of participants while the

button  leads to additional settings (PIN, ID, etc.).



#### 9.1.1. Changing video layouts

The order of participants' video windows in the layout (all participants in "all on screen" mode and presenters in a moderated role-based conference or a smart meeting) is determined in the following way by default: the windows are displayed in the order in which participants joined the conference. The layout is filled from left to right and from top to bottom starting from the upper left corner.

In case of a smart meeting, it is impossible to manage layouts since the group of presenters displayed in

the layout is **formed automatically**. So, you will immediately see the list of participants with **buttons for managing their devices**.

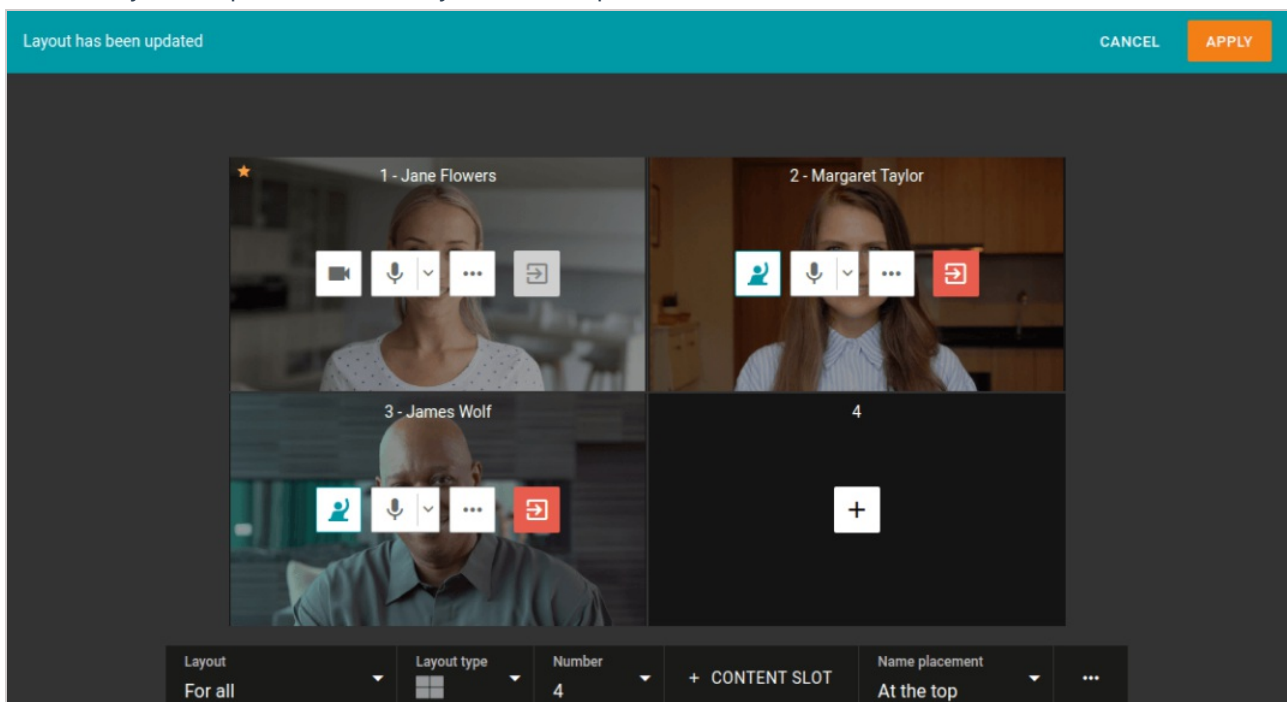
If layouts have not been configured yet, you will see the list for adding them after accessing the real-time meeting management section. Select the layout mode that you want to apply:



- for all participants
- for SIP/H.323 and WebRTC users
- individual video layout for a specific meeting participant.



Layout management is unavailable in **video lecture and smart meeting modes**.

After that you will proceed to the layout control panel.

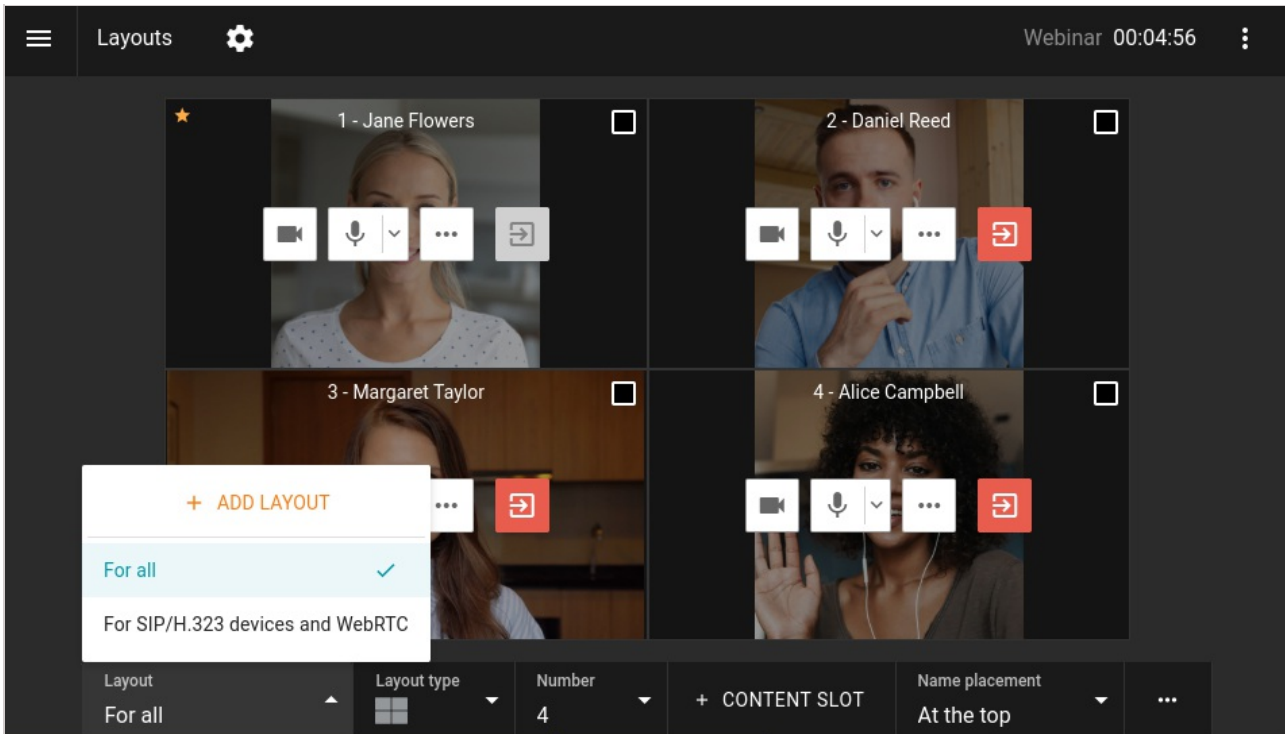


1. Click on the  button to fill video windows. You can move the video window of the selected participant and spotlight this window by double-clicking on it.
2. Select the type of layout at the bottom of the window.
3. Specify the number of video windows in the layout.
4. If you want to show content in the conference, you can add a separate content window for it by clicking **+ Content slot**.
5. Choose the location of the video conference participants' names in their video windows: at the top, at the bottom, or choose not to display them.
6. Click  to open advanced settings:
  - forbidding users to change the video layout
  - filling in the layout automatically
  - clearing the layout (the number and location of video windows will not be changed)
  - deleting the layout.

After setting participants' video windows and changing their position in the layout, click on the **Apply**

button. In case of a ***moderated role-based conference***, the participants added to the layout will be automatically invited to the podium.

To switch between layouts or add a new one, click on the **Layout** button in the meeting control panel:



If you want to enable meeting participants to [decline the layout you have applied](#), select **Enable users to change layout** in the additional settings when creating the video layout.

### 9.1.2. How to rename a participant

You can change the name displayed in the video layout for any participant. This change will apply only to the current layout and will not affect the user's name in the address book.

1. Click on the button in the participant's video window to access the [additional menu](#).
2. Select the **Change display name** option.
3. Enter the new name in the pop-up window and click **Save**.

Renaming is also possible when a participant is replaced in the video window.

### 9.1.3. How to add a content window

To add an additional video window where your [content](#) or [slides](#) will be displayed, click **+ Content slot** when [creating the layout](#).

### 9.1.4. Managing participants' audio and video devices

You can control participants' devices right after [adding them to the layout](#) with these buttons:



— enable/disable camera



— mute/unmute microphone



— increase/decrease microphone gain (displayed when clicking on the arrow icon

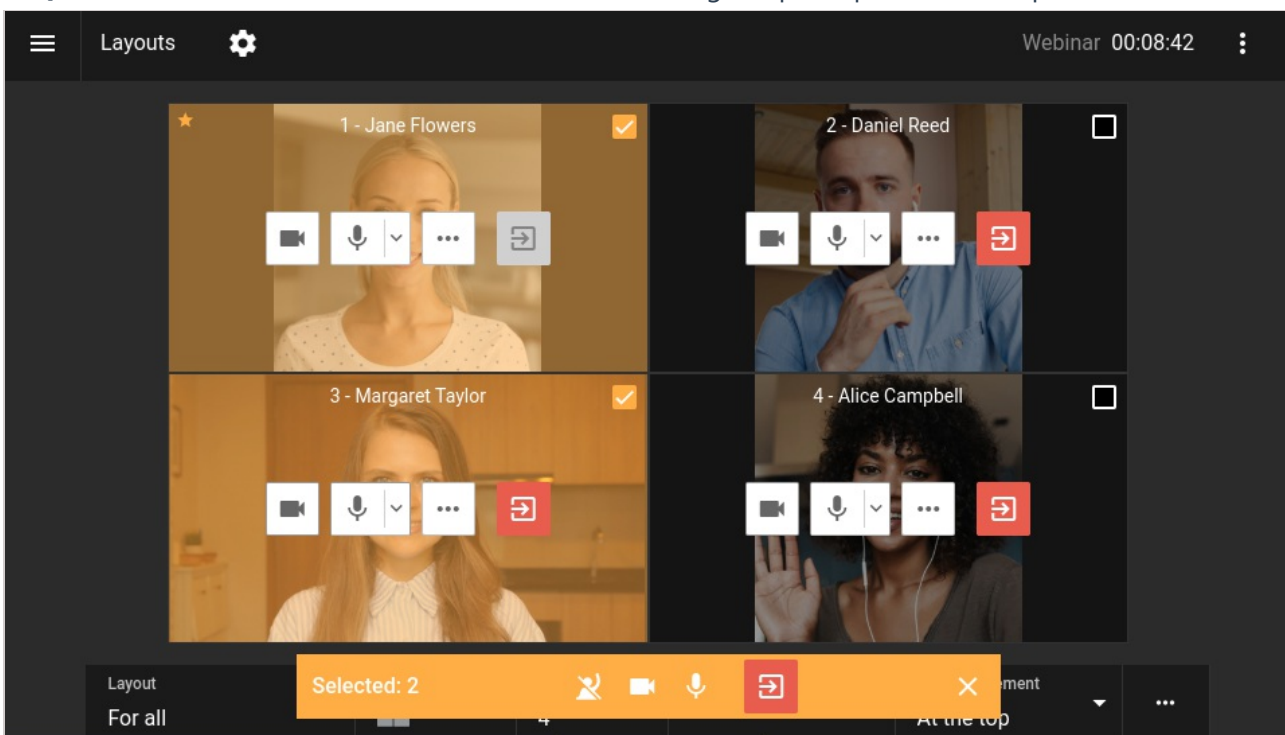
which is on the right side of the microphone)




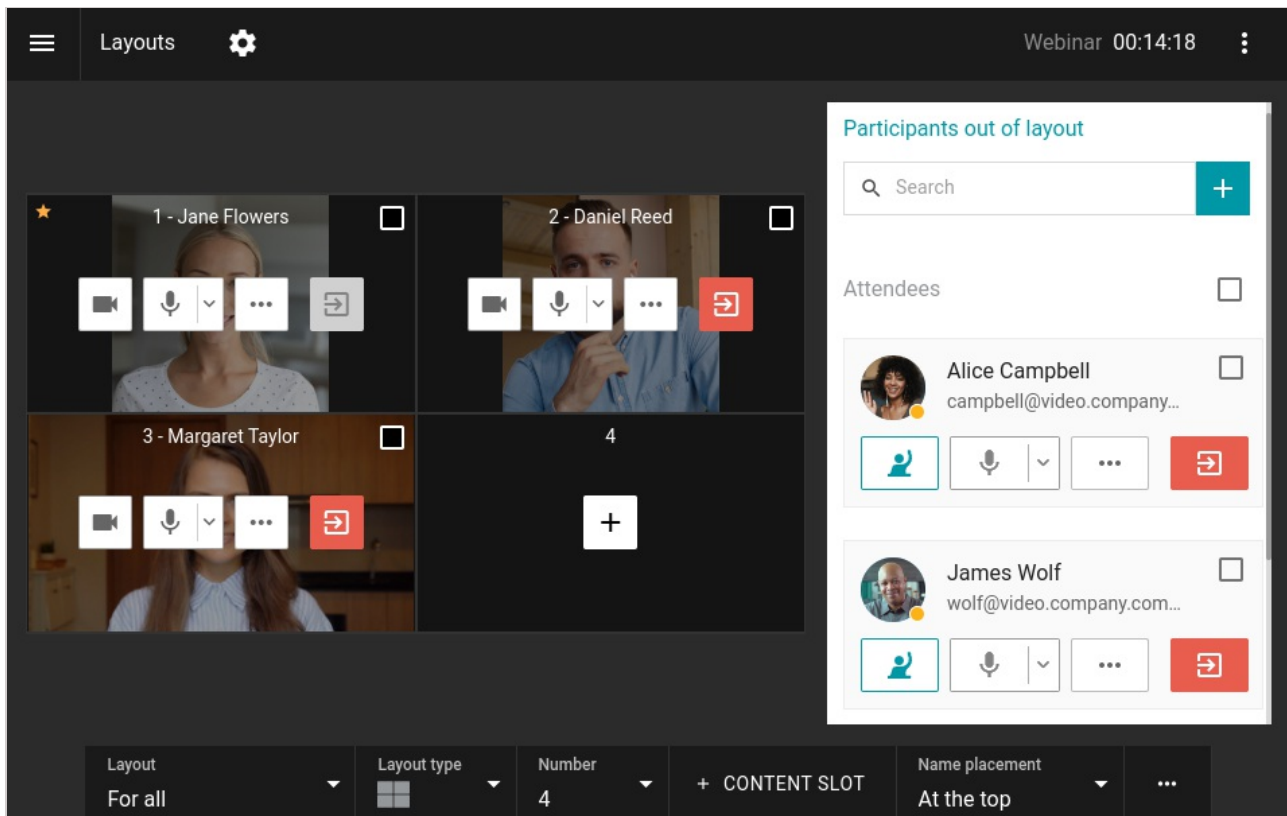
— open the additional menu where you can:





- remove a participant from the podium or invite him/her to the podium (available only in a moderated role-based conference)
- **rename** a participant in the layout
- replace a participant in the video window with a different one
- set up audio and video devices (choose and set up camera, audio capture and playback devices, adjust microphone sensitivity)
- assign a moderator
- set an individual layout for a participant
- spotlight a video window or make it smaller (in the layout with a spotlighted window)
- clear the video window.

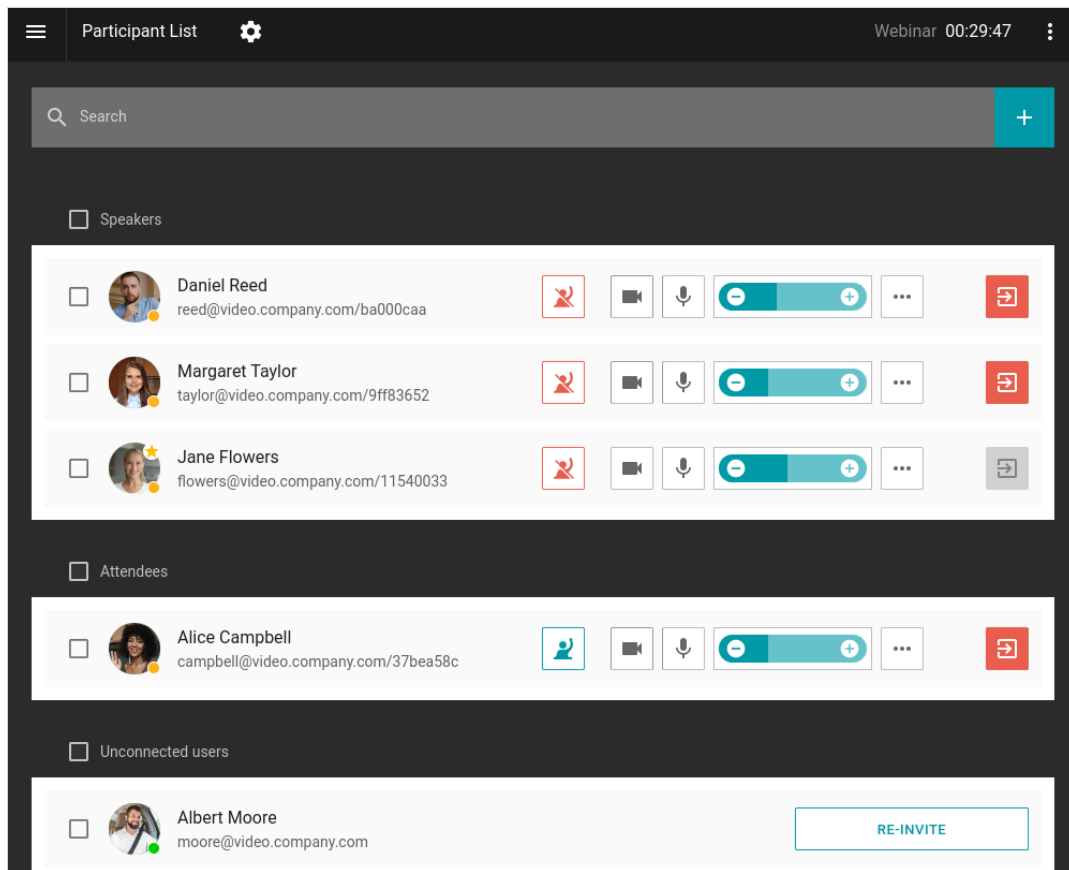
To select multiple participants, check the box in the upper right corner of the video window for each participant. In the toolbar at the bottom of the screen, you can turn off cameras and microphones of multiple meeting participants and remove them from the conference. In a **moderated role-based conference** there will be an additional button for removing the participant from the podium.




Click  next to the conference name if you need to hide participant management buttons or display the list of users who were not added to the layout. You will be able to use the following options for managing each participant:




You can also go to the full list of participants by clicking the button  and selecting the **Participant List** option. To go back to the layout management section, click the button  and select the **Layouts** option. In a **moderated role-based conference mode** you will see the buttons for inviting a user to the podium  and removing him/her from the podium .



By clicking the button , you will open the menu for changing the display mode: as a list or as tiles.

### 9.1.5. Add a new participant to a conference


You can invite users to an ongoing meeting. To do this, open the list of participants and press the  button to the right of the search bar.

The window for adding users will open. There you can select users in the same way as you would when [creating a conference](#).



One can also invite users to the conference in the layout management window, if participants, who are not added to the layout, are displayed.

## 9.2. Conference information

In the [real-time meeting management](#) section you can check information about the conference by clicking the button  and selecting the **Conference details** option. A new menu will open: here, one can view detailed information about the event and end it with the corresponding button.

Sales

Type

Private

Mode

Role-based

Invited users

3

Presenters on the podium:

1 (out of 3)

Conference participants:

2 (out of 500)

Conference ID

\c\2697881968


Meeting location

Main office

External page link

<https://192.168.88.181/c/2697881968>

PIN

756910 

Owner

Bill Bush

UDP Multicast Address

224.0.1.224:4000-6000

END CONFERENCE FOR ALL




UDP Multicast address and RTSP streaming are displayed only if the corresponding settings were configured when creating a conference by the administrator in the TrueConf Server control panel. The HTML code of the widget is additionally displayed for public conferences to embed it in your website.

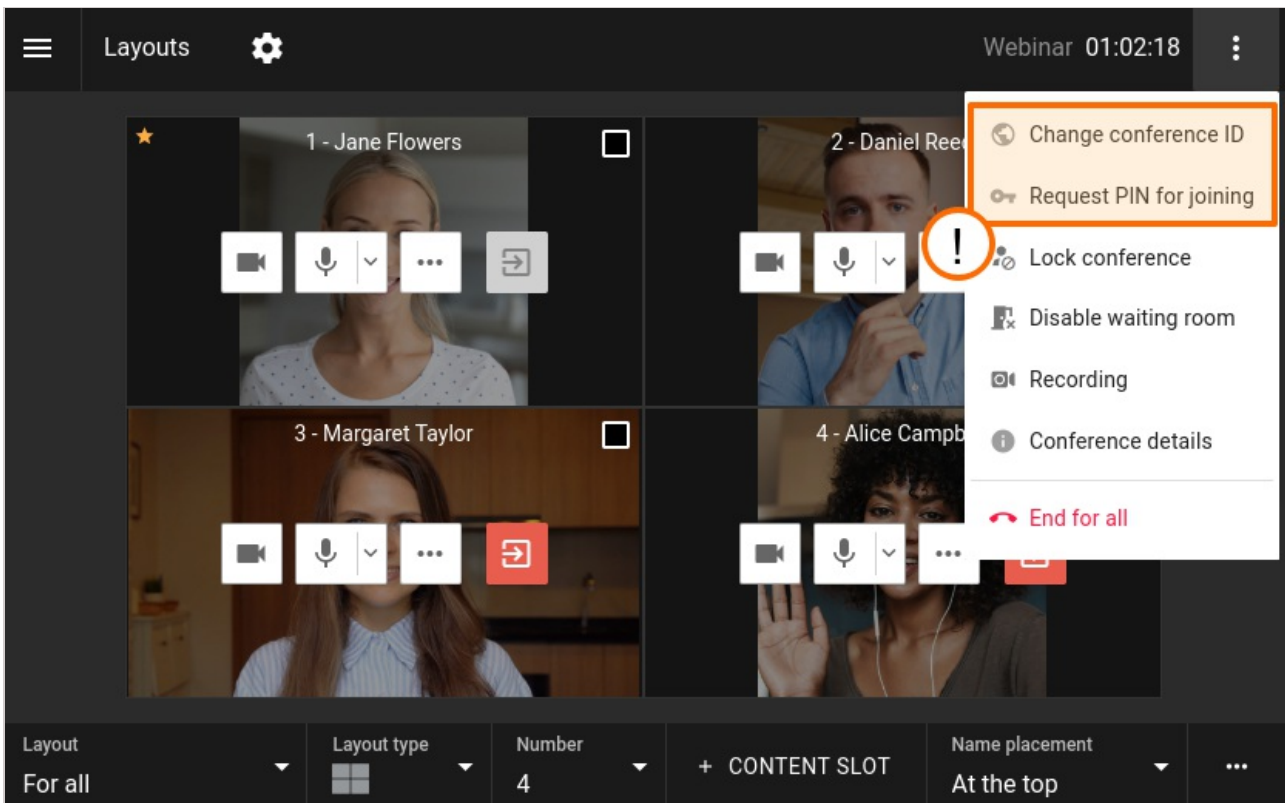
### 9.3. Changing the conference PIN and ID on the fly

It is possible to change the PIN (needed for joining the meeting) and ID (unique identifier) of an ongoing conference. For example, when all invited participants have joined the conference, you can protect this meeting against unwanted connections. This feature is available in the same cases when the [real-time meeting management section](#) is available.

To change PIN or ID:

1. Go to the [real-time meeting management](#) section.
2. Click on the button .
3. Select one of the options and specify the new value of PIN or ID. One can also generate a PIN automatically or set a new one if it was not specified before.






The owner can also set the PIN code in the [conference card](#) in the list of scheduled meetings or virtual rooms.

## 9.4. Locking a conference

A moderator can lock a conference for new participants either temporarily or up until its ending. The conference can be locked in one of these ways:

- Select an ongoing conference in the list of meetings in your personal area, and click **Lock conference** in the card of this conference.
- Go to the [real-time meeting management section](#), click the button  and select **Lock conference**.

When a conference is locked

- it **can** be joined by:
  - Moderators (including the owner)
  - Users who will be explicitly added by the moderator (including those who were previously invited, but did not join).
- it **cannot be joined** by:
  - Authorized server users who were not explicitly invited by the moderator after the conference was locked
  - Users who were added to the list of invited participants before the conference started, but did not join before the conference was locked
  - Guests (in case of a public conference).




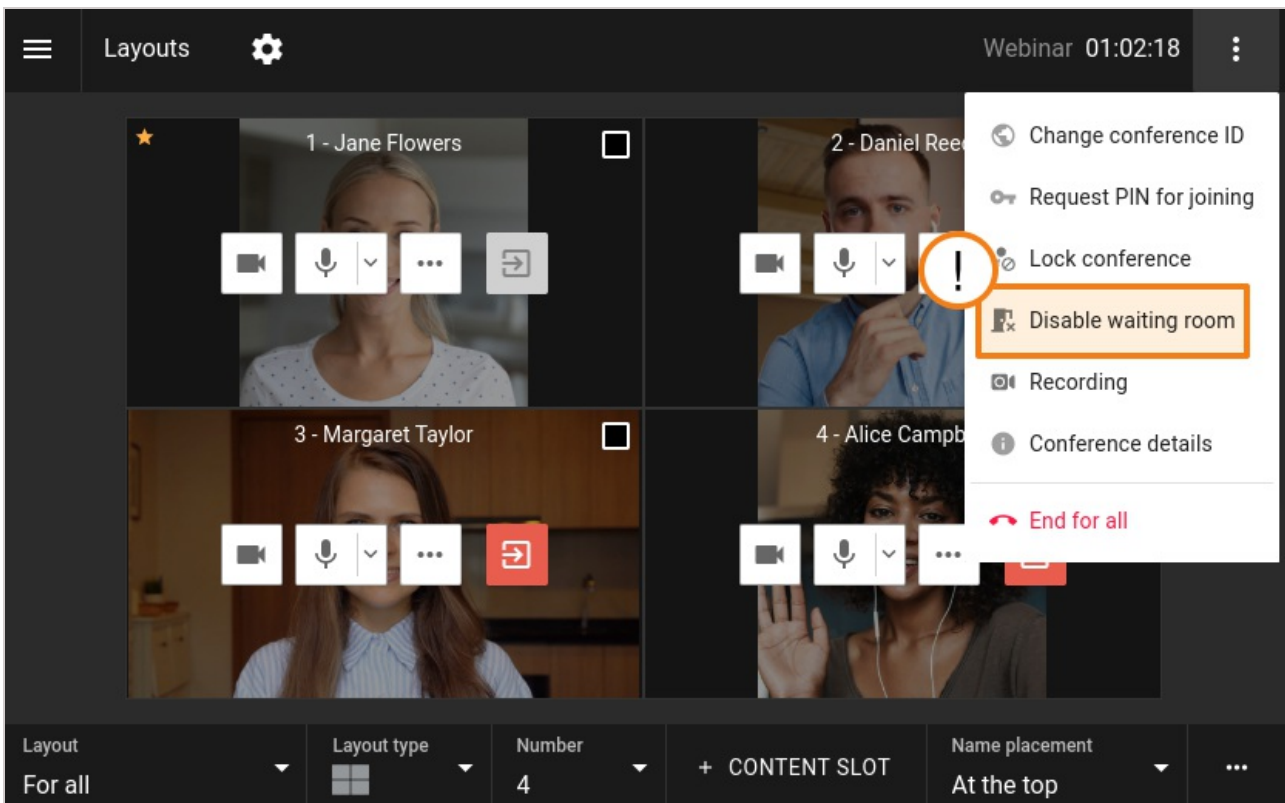
Each time when a conference ends, it automatically becomes **unlocked** which is the default status.

One can make a conference accessible to new participants in the same section where the conference can be locked. Select the option **Unlock conference** in the conference card or in the real-time meeting management section.

## 9.5. Waiting room management

A conference moderator can control the waiting room (enable or disable it) during the meeting. To do it:


1. Go to the [real-time meeting management](#) section.
2. Click on the button .
3. Depending on the current state, select **Enable waiting room** or **Disable waiting room**.
4. When the waiting room is disabled, you will see a pop-up window where one can choose the actions for the participants in the waiting room: they can be invited to a conference or removed from it.



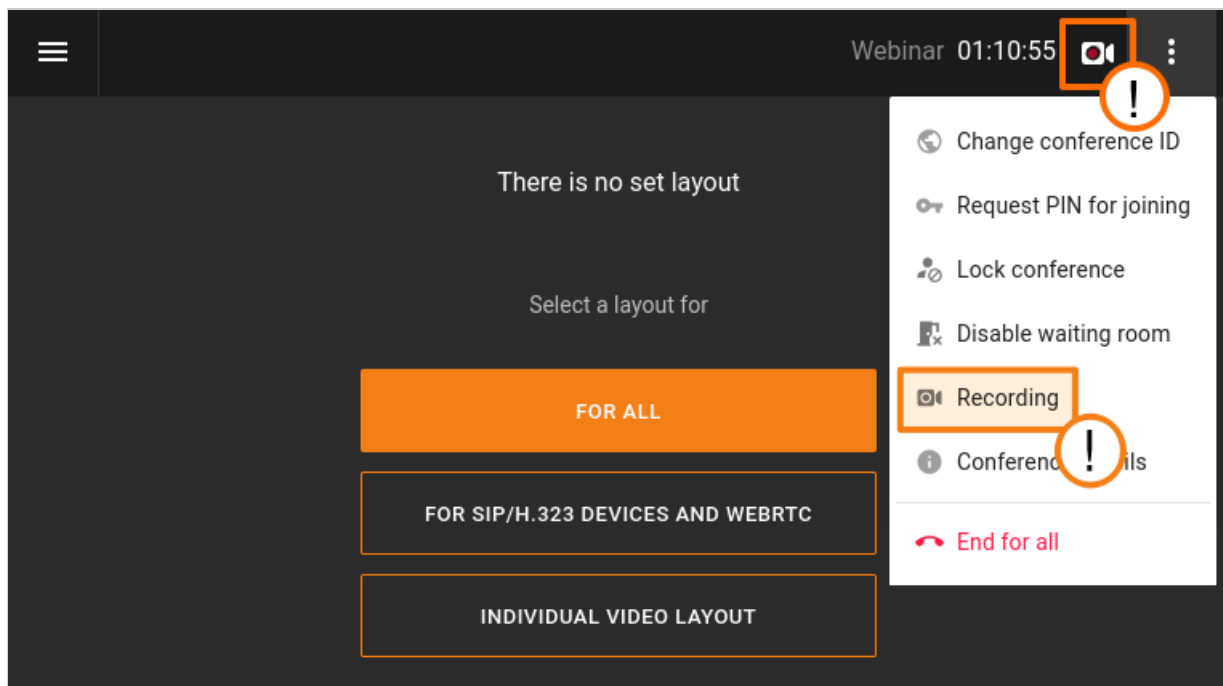
Each time when a conference is ended, the status of the waiting room is reset to the value specified on the **Advanced** tab before the start of the conference.

## 9.6. Conference recording

As the owner, you can start video recording not only when creating or editing a conference, but also when this meeting has already started. To do it, take these steps:

1. Go to the [real-time meeting management](#) section.
2. Click on the button .
3. Select the **Recording** option.
4. In the opened window start or stop recording (if it was started previously).

5. If recording has already started, click the button  which is next to the conference duration timer.



A conference can be recorded only if this feature was previously activated by the administrator of your TrueConf Server.

## 10. Conference analytics and video recordings

If you are the **owner of a conference**, you will be able to view analytics about this event and check the list of its video recordings.

The screenshot shows the TrueConf Server interface. On the left sidebar, under 'CONFERENCES', the 'Meetings' option is highlighted with a red box and a circled '1'. The main area displays a calendar for August 2022. A 'Webinar' card is shown with a red box and a circled '2', indicating 3 participants. On the right sidebar, the 'Webinar' details are shown, including start time (03.08.2022, 12:00), end time (03.08.2022, 13:00), participants (2 users), ID, owner (Bill Browning), type (Public conference), mode (Role-based, 4x450), and a link to the conference page. Below the details, the 'ANALYTICS' link is highlighted with a red box and a circled '3'.

This feature is available for any conference regardless of its schedule mode (a virtual room or a scheduled conference) and its status (ongoing or inactive).

### 10.1. Conference analytics

The conference owner will be able to view detailed analytics about the meeting: e.g., information about participants, the time when they were added to the list participants and joined the conference. It is also possible to view the conference chat history. To do it, select the conference in the **Meetings** or **Virtual rooms** section and click on the **Analytics** button in the conference card:

#### 10.1.1. Information about participants

Go to the **Participants' entries** tab to view detailed information about the participants and check the time when they were added to the list of participants. Please note that in case of a webinar with **open registration**, you will also be able to view information about the guests who signed up for the meeting:

Analytics (Webinar)

BILL BROWNING

PARTICIPANTS' ENTRIES

CONNECTION HISTORY

CHAT HISTORY

Name	Email	Time of addition	Participation
Elle Dream	elle@mail.com	03.08.2022 23:15	✗
William Parker	parker@mail.com	03.08.2022 23:15	✗
Ann Smith	ann@mail.company.com	03.08.2022 22:57	✓
Ann Bronson	bronson@mail.com	03.08.2022 22:14	✓
Bill Browning	bill@mail.company.com	03.08.2022 22:13	✓

All participants: 5

User details

Name:

 Ann Bronson
 

Email:

 bronson@mail.com
 

Job position:

 Developer
 

User type:

 Guest
 

Participation:

 Joined
 

Time of addition:

 03.08.2022 22:14
 

Authorization link:

<https://video.server.com/c...>

If you select a participant in the list, you will be able to view information about this user. For example, here, we have selected the user named *Ann Bronson*.

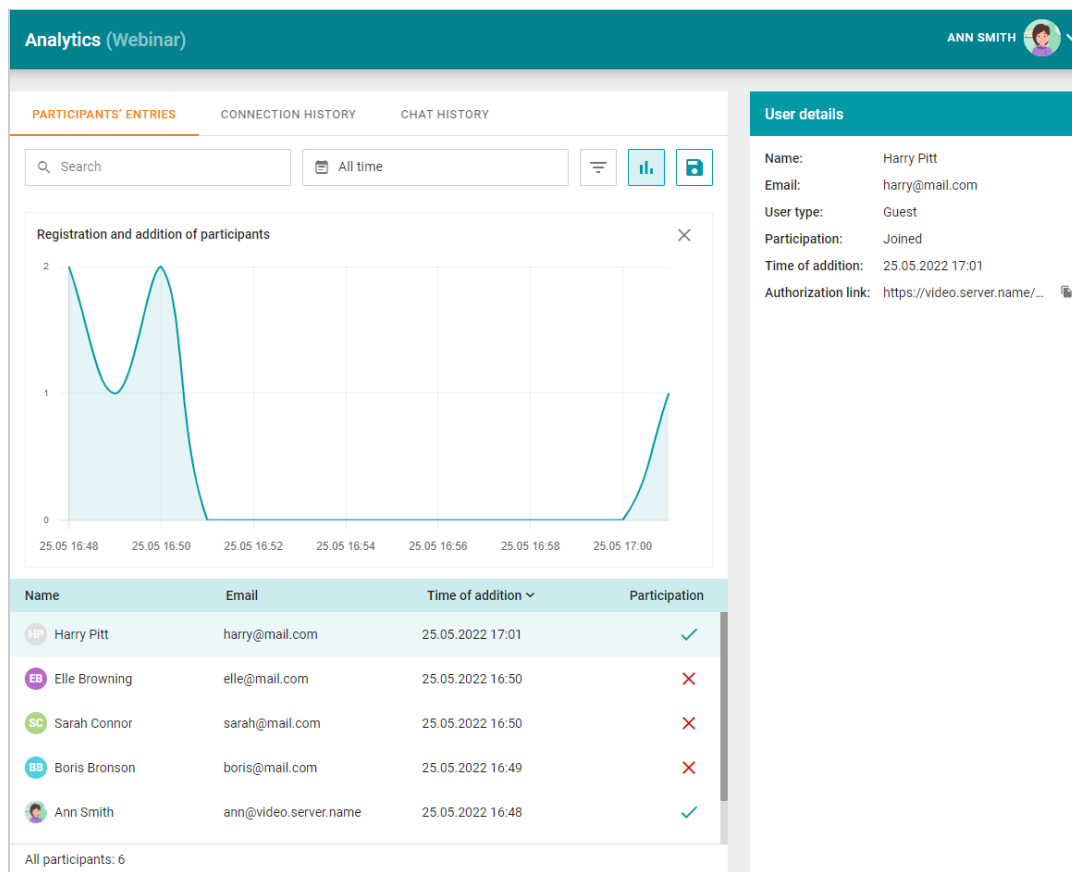
In the search field, participants can be filtered by name or email. You can also click on the button to filter participants by two parameters:


- By authentication type — registered server users, guests or all participants
- By connection status (joined or did not join the meeting).

By default, the list of participants is displayed for the period between the time when the conference was created and the moment when it ended. However, you can select a custom time interval by clicking on the calendar icon.

To display the chart showing when users were added to the list of participants click on the button.

You will be able to apply the following filters:



To save these data to a **.csv** file, click on the  button. Please note that all the lines will be saved regardless of the filters that were applied.

### 10.1.2. Connection history

To view information about the connection history, go to the **Connection history** tab:

**Analytics (Webinar)** BILL BROWNING

PARTICIPANTS' ENTRIES **CONNECTION HISTORY** CHAT HISTORY

Search Username All time

Name	Join time	Leave time	Duration
AB Ann Bronson	03.08.2022 23:01:58	-	00:03:00
AB Ann Bronson	03.08.2022 23:00:38	03.08.2022 23:00:43	00:00:05
BB Bill Browning	03.08.2022 23:00:06	-	00:04:52
AS Ann Smith	03.08.2022 23:00:04	-	00:04:54
BB Bill Browning	03.08.2022 22:48:22	03.08.2022 22:52:28	00:04:06

**Details**

Name: Ann Bronson  
 E-mail: bronson@mail.com  
 Join time: 03.08.2022 23:01:58  
 Leave time: -  
 Duration: 00:03:00  
 Account type: Guest  
 Authorization link: https://video.server.com/c...

You will see information about every connection and exit event. The above examples shows that *Ann Bronson* and *Bill Browning* joined the conference two times. It is possible to search for participants by name and select the time interval for filtering and saving data to a **.csv** file.

### 10.1.3. View chat

You will be able to view the entire conference chat history by going to the **Chat history** tab:

The screenshot shows the 'Analytics (Webinar)' interface. At the top, there's a teal header with the title and a user profile for 'ANN SMITH'. Below the header, there are three tabs: 'PARTICIPANTS' ENTRIES', 'CONNECTION HISTORY', and 'CHAT HISTORY' (which is active). The 'CHAT HISTORY' tab contains a search bar with 'Message' and 'Sender' filters, a date filter set to 'All time', and a download icon. Below this is a table of chat messages:

Name	Message	Date and Time ^
HP Harry Pitt	Hi! I am ready to see new features of our main product	25.05.2022 17:10:54
Ann Smith	Hi to all 😊	25.05.2022 17:09:50

To the right of the chat history is a 'Details' panel for the selected message. It shows: 'Sent by: Harry Pitt', 'Date and time: 25.05.2022 17:10:54', 'E-mail: harry@mail.com', and the message content: 'Hi! I am ready to see new features of our main product'.

Messages can be filtered by words or phrases, sender, and the time of sending. It is also possible to save messages to a **.csv** file.

## 10.2. Conference recordings

As the **conference owner**, you will also be able to download video recordings of the meeting saved on TrueConf Server.



To learn more about working with video recordings saved on the side of TrueConf client application, read this [guide](#).

Go to the **Meetings** or **Virtual rooms** section and select a conference. If there is only one conference recording, you will see the **Download recording** button that will start file downloading. If there are multiple recordings which means that the conference has been started more than once, you will see the **Conference recordings** button that will open the list of files:

TrueConf Server Virtual Rooms

Sort by By name

+ CREATE A CONFERENCE

Home

CONFERENCES

Meetings

Virtual rooms

Templates

Contacts

Download the application

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Meeting

3 All on screen

Brainstorm

4 All on screen

Brainstorm Room

Invited: 4 users

ID: \c\7212922148

Owner: Joe Smith

Type: Private conference

Mode: All on screen, 49x49

Conference page: <https://10.110.14.111/c/721...>

ANALYTICS


CONFERENCE RECORDINGS

START A CONFERENCE

CONNECT TO THE CONFERENCE

CHANGE SETTINGS

DELETE

If you select a recording, you will see the following information: file name, its format, recording start and end time, duration and size. To download the selected file, click on the **Download recording** button or .

TrueConf Server Conference recordings (Brainstorm)

JOE SMITH

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All time

Name	Start time	End time	Duration	Size
Recording 5 00000017584...	09.10.2022 15:27	09.10.2022 15:33	00:06:09	12.04 MB
Recording 4 00000016853...	09.10.2022 15:17	09.10.2022 15:21	00:04:37	8.16 MB

Recording 5

File name: 000000175849f54d\_2022-10-09\_15-27-15.mp4

File format: MP4

Start time: 09.10.2022 15:27

End time: 09.10.2022 15:33

Duration: 00:06:09

Size: 12.04 MB

DOWNLOAD RECORDING