

TrueConf Server

User guide

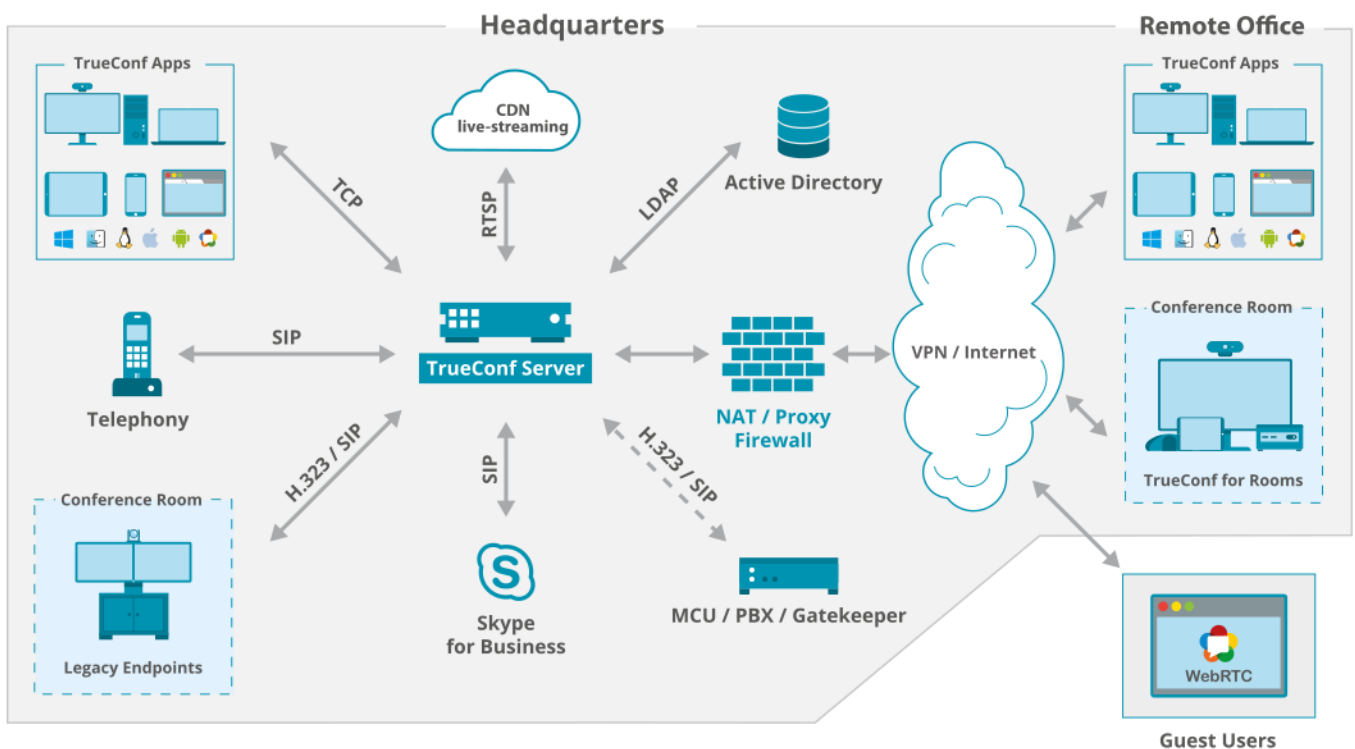


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1. Connecting to TrueConf Server

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

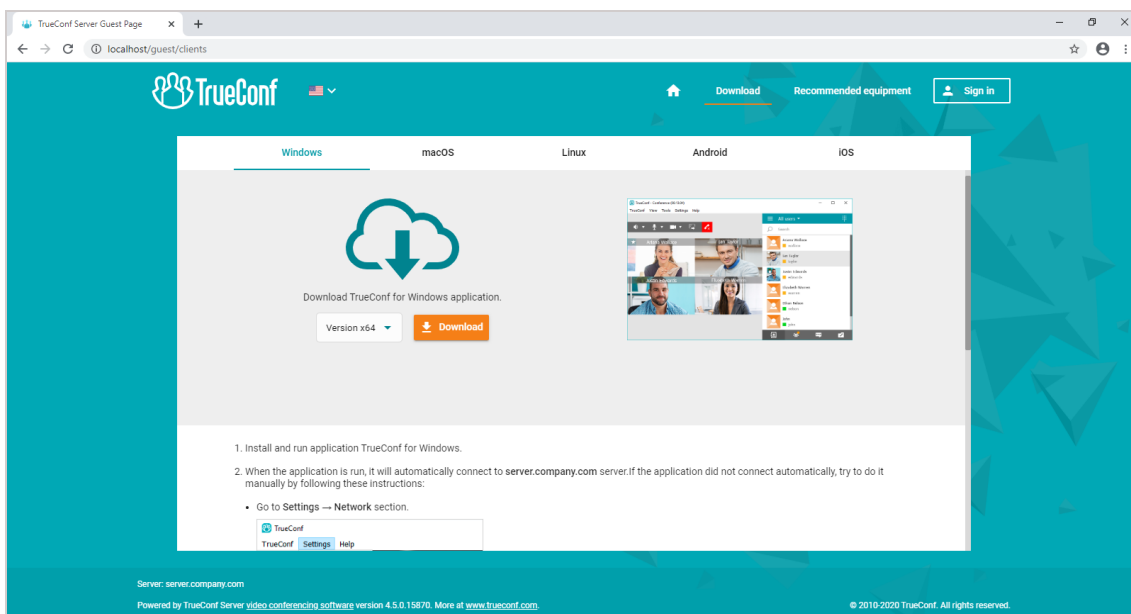
1.1. TrueConf client application features

Our client applications enable you to:

- [Log in as a TrueConf Server user](#)
- Browse your [address book](#) and [user groups](#)
- Set personal preferences
- 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)
- Enable echo cancellation, noise reduction and automatic gain control.

1.2. 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](#).



1.3. Platforms supported by TrueConf client applications

The following platforms are natively supported:

- Windows

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

Tip

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

1.4. 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.

1.5. How to update client applications

TrueConf for Windows client applications are embedded into the TrueConf Server installation package and updated automatically when a new version of the server is released. The updated versions of TrueConf for Linux applications are available on our website.

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/macOS platforms.

1.6. 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.

1.6.1. 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.

1.6.2. Connecting to a conference

Use the following call string format:

- `\c\<CID>` if the conference is being hosted on your video conferencing server, where:
 - `<CID>` is a conference ID
- `\c\<CID>@<server>` 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.

1.6.3. 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.

Note

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

Call string examples for SIP protocol:

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

1.6.3.1. 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.

Note

To test tone dialing, you can use a public SIP URI `#sip:thetestcall@getonsip.com` from [The Test Call](#). When DTMF commands are sent, the digits you will enter in the dialer will be read aloud by a robot.

1.6.4. 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](#).

1.6.5. 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.

Call string examples for H.323 protocol:

- `#h323:@192.168.1.99`
- `#h323:hdx8000@192.168.1.99`
- `#h323:@[fe80::805a:1cf9:12f9:def7]`
- `#h323:james78`
- `#h323:\e\8001`

1.6.6. Calling RTSP endpoints

To display a video from an RTSP source you need call it or connect it to a conference using the following call string format `#<address>`, where `<address>` is the RTSP address of a stream source with all `/` symbols replaced by `%2f`, for example, `#rtsp:%2f%2f192.168.1.99%2faxis-media%2fmedia.amp`.

2. 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.

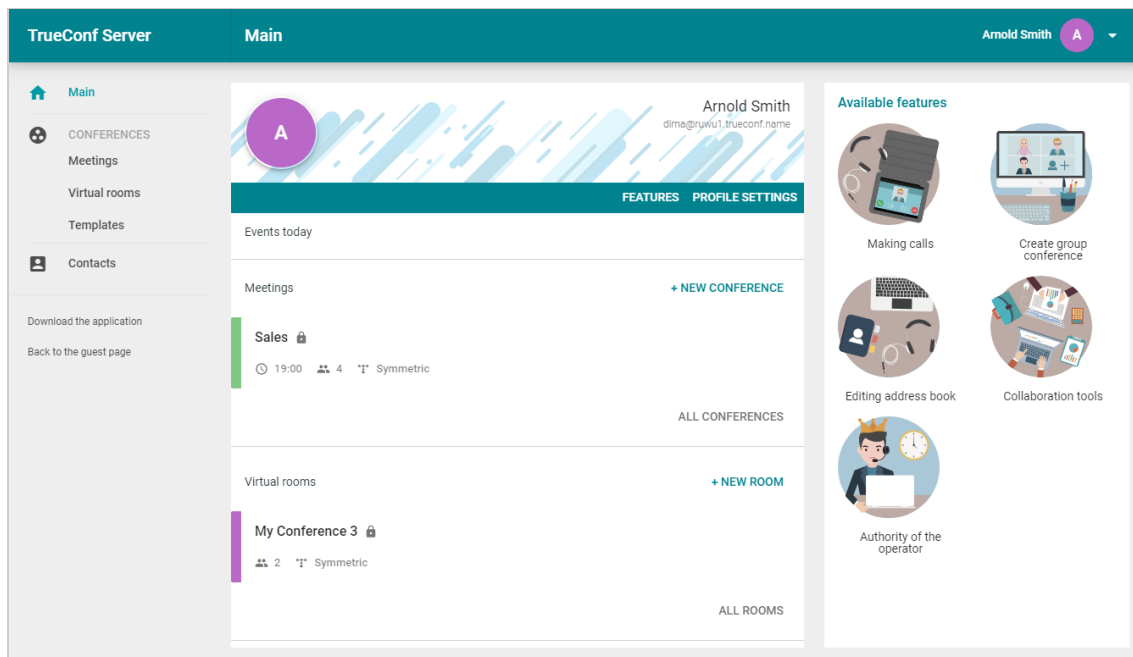
2.1. How to sign in

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.

2.2. 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.



Click on a conference to check its details. The right sidebar displays basic information and control buttons. You can export a scheduled conference to your Google Calendar, Outlook, etc.

Go to [Profile Settings](#) to change your account information and interface language.

2.2.1. View a right list

The right sidebar displays the list of options available to you:

- making calls
- creating group conferences
- editing the address book
- using collaboration tools
- operator rights.

Tip

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

Making video calls

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

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

Creating group conferences

With TrueConf client applications, you can create [three types of group conferences](#):

- **Symmetric conference** is a video conference where all participants can see and hear each other.
- **Asymmetric conference (webinar or video lecture)** is a conference where the moderator can see all the participants while the participants can only see the moderator.
- **Role-based conference (virtual meeting)** is a conference where participants can only see and hear active speakers. Any participant can become an active speaker; to do it, he/she has to be approved by the moderator.

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

Editing the address book

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.

Using collaboration tools

This feature allows TrueConf client application users to [share content](#), [show slides](#), and control a remote desktop.

Operator rights

This right enables you to automatically receive operator status in any conference that you will join. No participant, including [the conference owner](#), will be able to deprive you of these rights.

Operator is a conference participant who is allowed to:

- Invite users to a conference
- Remove users from a conference
- Invite to the "podium" or take it without asking for a permission (in a role-based conference)
- End a conference for all participants.

2.3. Profile settings

Go to **Profile settings** to edit data.

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

Note

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

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

2.4. Conference scheduling

Tip

You will be able to create conferences only if this right is given to you by the administrator.

To create a conference, click **New conference** or **New room** on the main page.

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.

2.4.1. "General" tab

Specify:

- Conference name
- **Mode** (**Symmetric** mode is set by default)
- Number of **active speakers** if role-based mode is selected
- Conference type: scheduled meeting or a **virtual room**
- Start date and time, and, if necessary, recurrence frequency for a scheduled conference.

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

2.4.2. "Participants" tab

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

- From the **address book**
- Using **TrueConf ID**
- By specifying a **call string for a SIP/H.323 or RTSP device**
- By email (only for public conferences).

2.4.3. "Layout" tab

On the **Layout** tab, you can select the default layout for all conference participants or for each one individually.

Tip

Layout editing is unavailable for asymmetric video conferences.

To set a layout:

1. Specify a **layout type**.
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**.

2.4.4. "Additional" tab

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

- [Connecting to the conference](#) without invitation (for private conferences only)
- [Conference ID](#) and permissions for [participants](#) (for public conferences only)
- Conference recording
- Sending email invitations to participants.

2.5. Working with conferences

Lists of conferences are displayed in **Meetings** and **Virtual rooms** sections.



Once a conference is selected, you can see basic information about it:

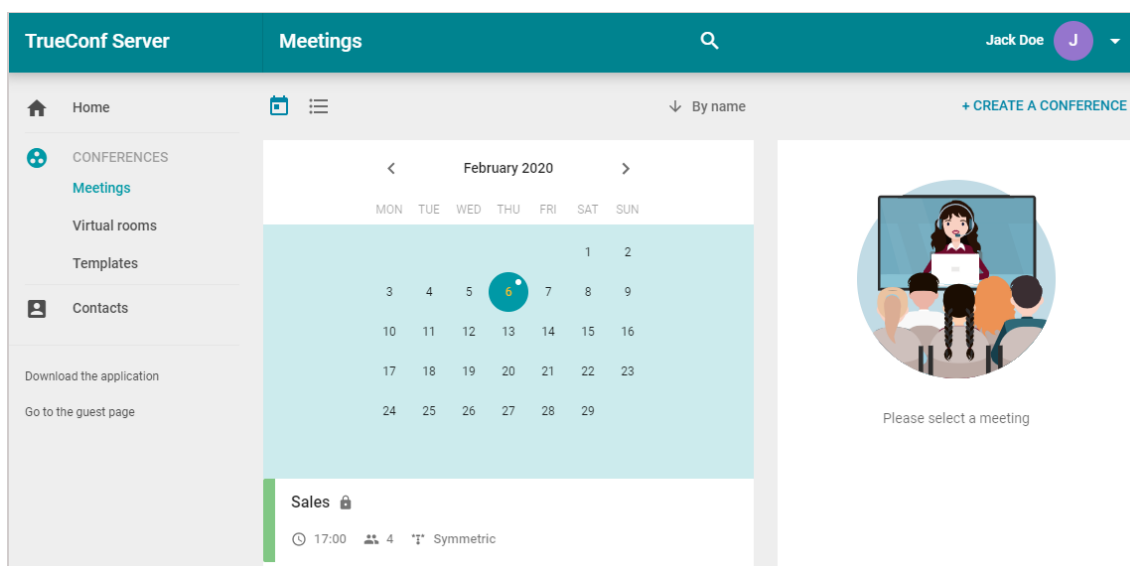
- Number of invited [participants](#)
- [Conference ID](#)
- [Conference owner](#)
- [Conference mode](#)
- Conference URL.

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.

Note

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:



You can [change and lock video layouts](#) and [manage participants' devices](#) while the meeting is in progress.

Tip

This feature is only available for conference owners.

The default pane location for the participants included in the video layout (all participants for

symmetric conferences and moderators for role-based conferences) is as follows: the first user who joins the meeting is located in the upper left corner of the screen.

2.5.1. Changing video layouts

Select a video conference in the **Meetings** or **Virtual rooms** section and click **Conference manager** in the panel that appears on the right.

Tip

Events created on the fly in the **Conference manager** section of the TrueConf client application are not included in these lists.

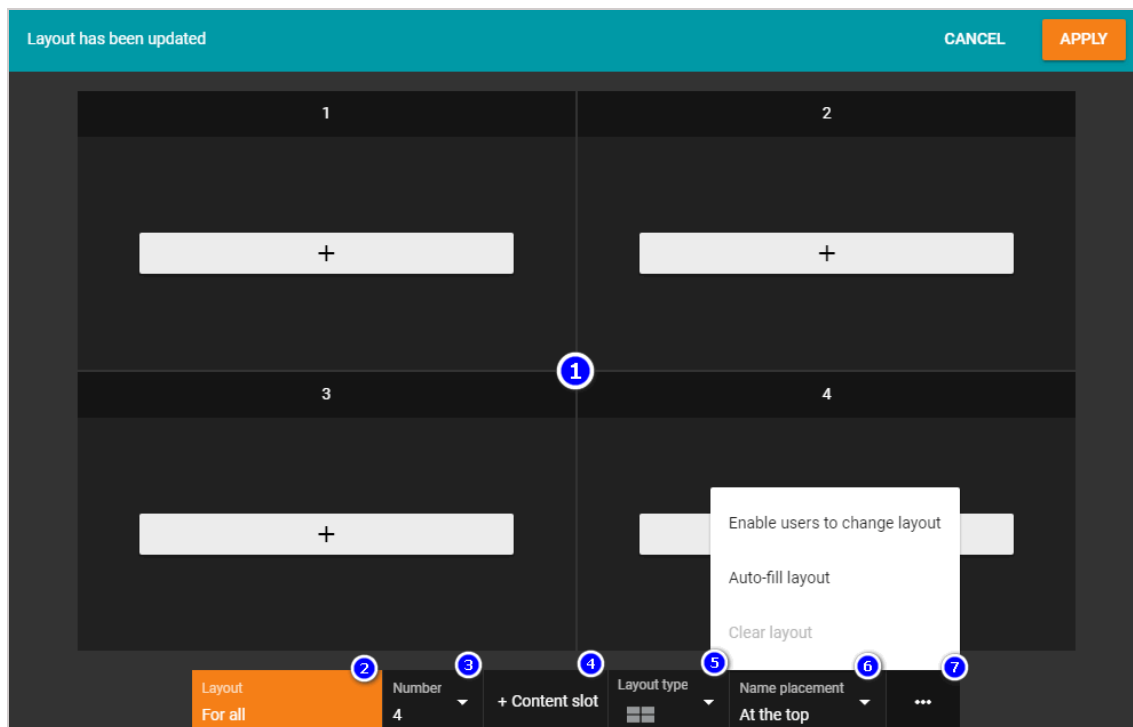
Advanced meeting management window opens in a new tab. Here, indicate the video layout mode that you want to apply:

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

Tip

This section is unavailable for asymmetric conferences.

After that you will proceed to the layout control panel.



1. Participants' video windows
2. Layout mode
3. The number of video windows in the layout
4. Content window in the layout
5. Layout type

6. Where to display participant's name in the video window

7. Additional settings:

- forbidding users to change the video layout
- filling in the layout automatically
- discarding the layout.

After you have adjusted the layout, click **Apply**.

Tip


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 setting up the video layout.

2.5.2. How to rename a participant


You can change the display name for any participant displayed in the video layout. The changes will be applied to the current video layout only and will not affect the user's name in the address book:

Select a participant - Video window (1) ×

Participants displayed in the layout

 Alice Carter
Video window 1

Participants not displayed in the layout

 Danny Winterman
No video window

Name displayed in the video layout

ADD


After you have filled all video windows, right-click on any of them and select **Change** to change the display name for the selected user.

2.5.3. How to add a content window

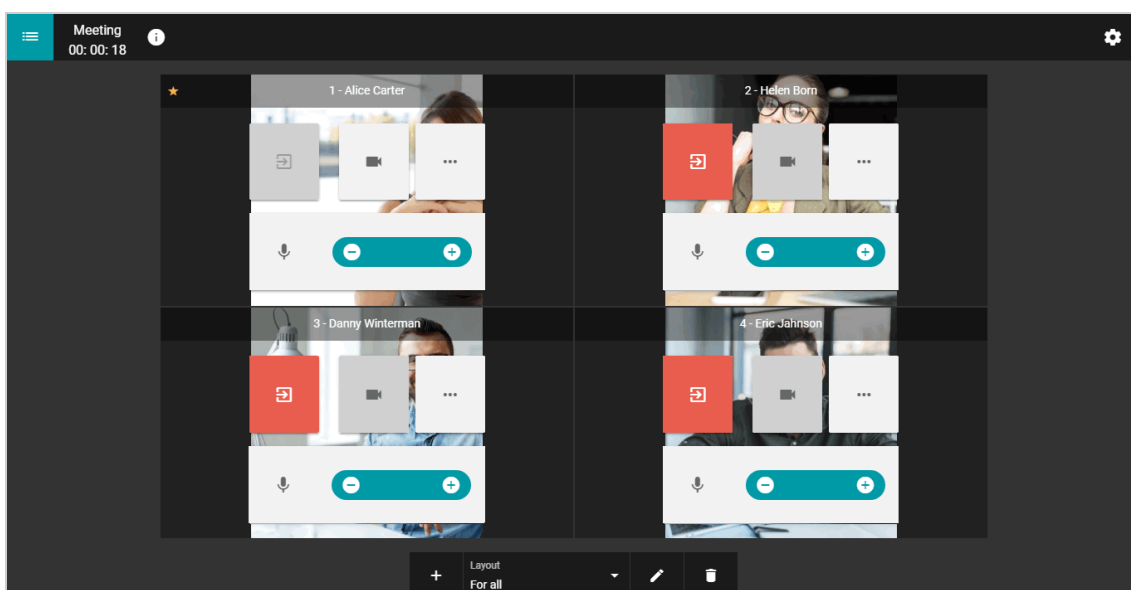
To add an additional video window where your [content](#) or [slides](#) will be displayed, click + **Content slot** when [creating the layout](#).

2.5.4. Managing participants' audio and video devices

To start managing user devices:

1. Go to the [advanced conference management](#) section.
2. Set the video layout and apply it.
3. Click on the  button in the upper right corner of the configured layout window and select **Show participant control buttons**.


The corresponding buttons will appear in on top of the participants' panes:




 — remove a participant from the conference.

 — enable/disable camera.

 — mute/unmute microphone.

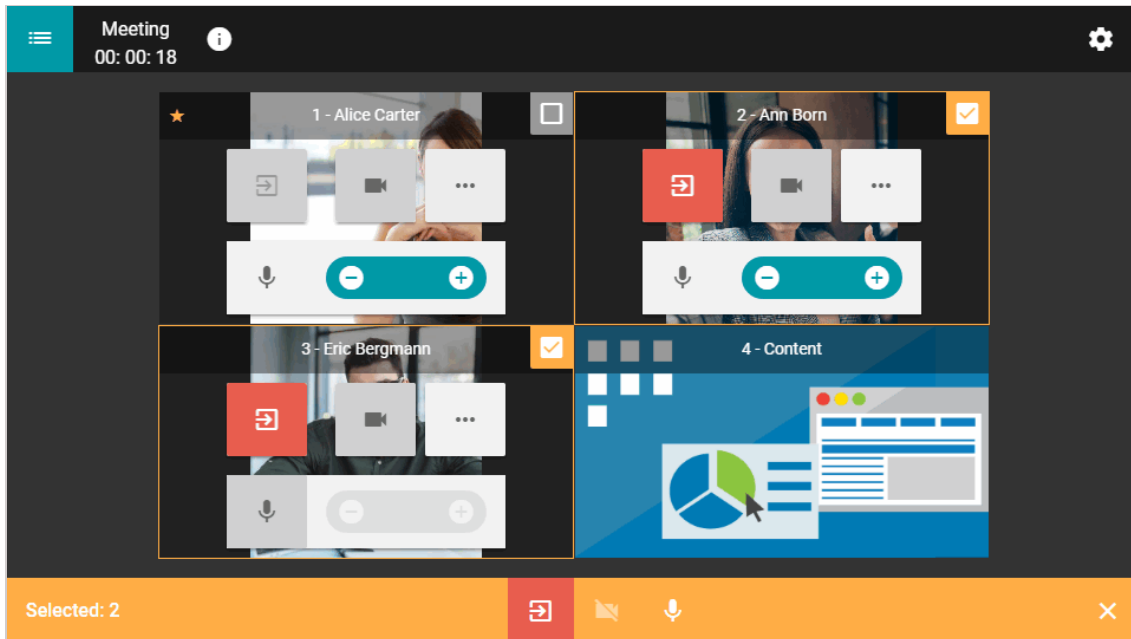
 — turn the volume up/down.

 — advanced features, such as:

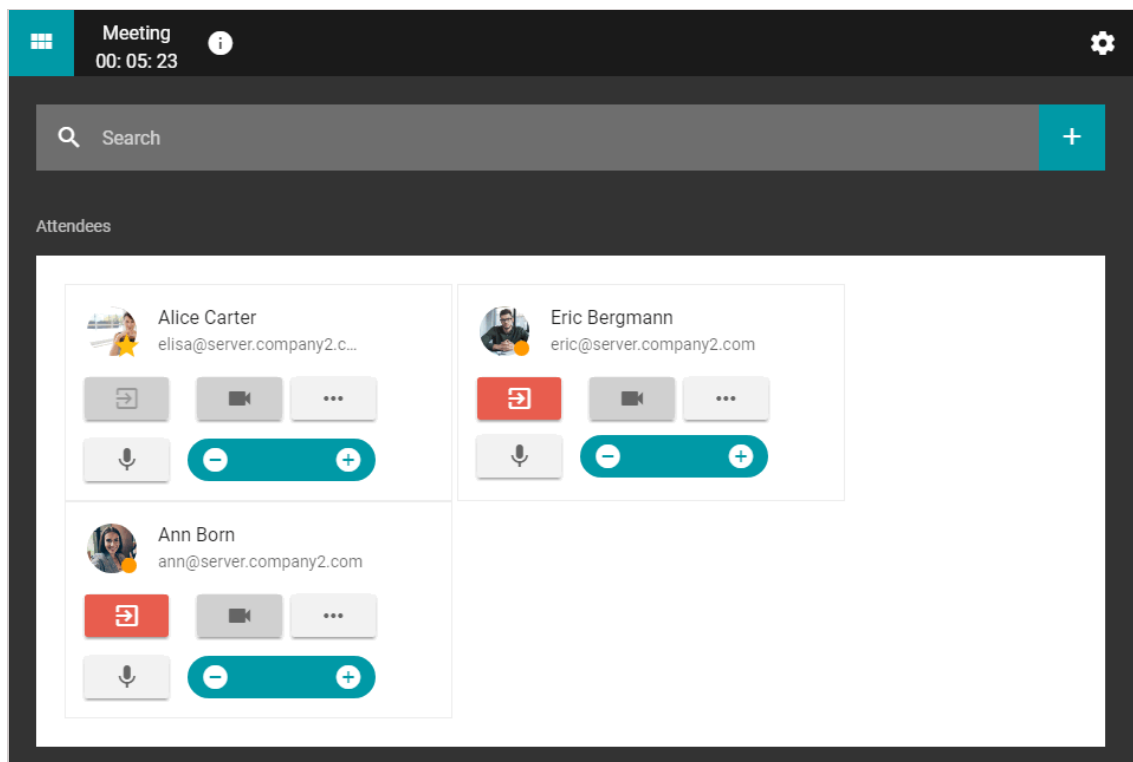
- change video layout
- disable camera
- mute microphone
- configure audio/video devices
- assign a moderator
- remove a user from the video layout

- delete a user from the conference
- select a user.


When selecting multiple participants, a toolbar will appear at the bottom of the window, where you can disable receiving audio/video for the selected participants, as well as remove them from the meeting.



In addition, you can manage devices of the participants that are not displayed in the video layout and add new users to the conference by clicking the  button in the upper left corner of the window.




2.5.5. 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](#).

2.5.6. How to view conference details

You can view your meeting details in the [advanced meeting management](#) section by clicking the  button in the top left corner. You will see a window with detailed information about the meeting, as well as a button to end the call.

Meeting ✕

Type	Private
Mode	Symmetric
In conference	2
Invited users	4
Conference ID	\c\1185005948
External page link	https://10.120.1.141/c/1185005948
Owner	Danny Hart
UDP Multicast Address	224.0.1.224:4000-6000
RTSP streaming	rtsp://10.120.1.141/c/1185005948/

END CONFERENCE FOR ALL

Tip

UDP Multicast and RTSP stream addresses are only displayed if the administrator has configured the appropriate settings when creating a meeting in the TrueConf Server control panel.

2.6. Templates

Use templates to create conferences with a set of identical parameters.

Note

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.

2.7. 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.

Tip

You will be able to edit the address book only if this right is given to you by the administrator.