

Getting Started with TrueConf

For Windows, macOS and Linux users

To make the most of your application, connection to TrueConf Server 5.0 is required.

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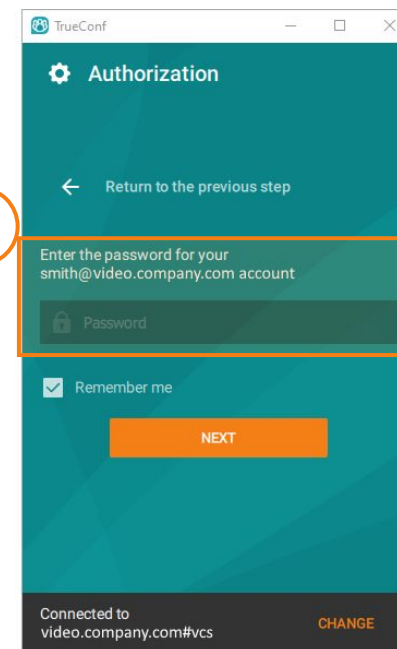
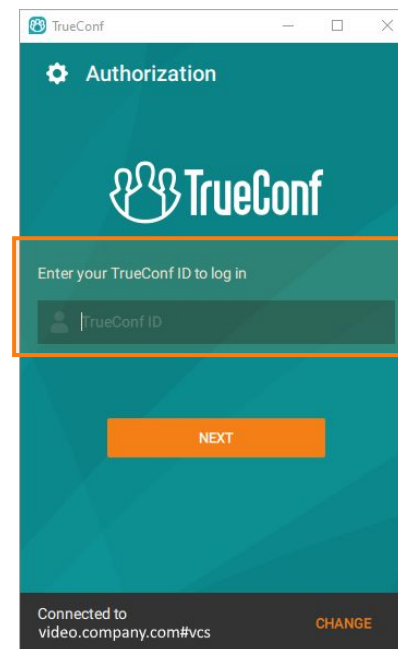
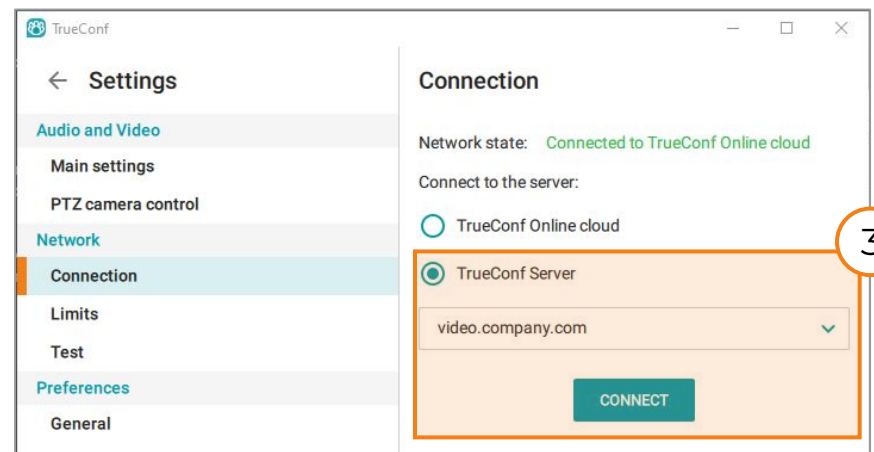
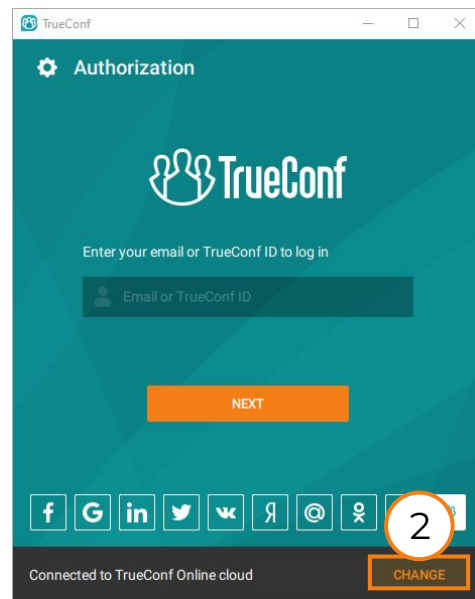
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First steps

Sign in


- 1 Run the application.
- 2 Click **Change** in the lower right corner of the screen.
- 3 Click **Connection**, choose **TrueConf Server** and specify the address of your TrueConf Server instance (please contact your server administrator to get your server address). Click **Connect**.
- 4 Enter your **TrueConf ID** (login) and click **Next**.
Then enter your **password** and click **Next**.




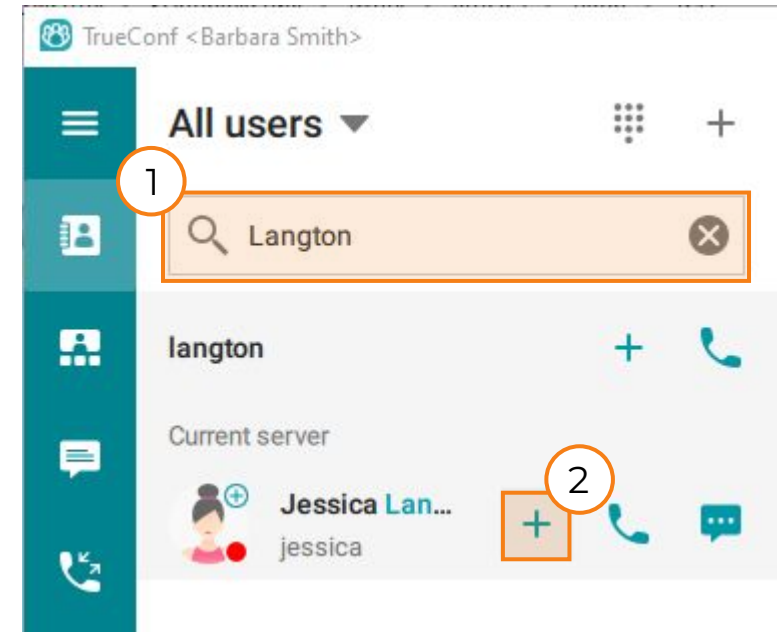
How to find and add contacts to your address book

To open your address book, click  in the application menu.






When you start the application for the first time, your address book may be empty.






- 1 To find a contact, enter the user's name in the search field.
A list of matching contacts will be displayed below.
- 2 If you want to add a contact to your address book, move the mouse over the user's name and click .

 Your address book can be pre-filled by your TrueConf Server administrator. In this case you can also add contacts manually.




After filling out the address book, you will see the list of all added contacts and their statuses:


-  – online
-  - online from a smartphone or tablet
-  - online from a hardware or software SIP/H.323 endpoint
-  - participates in a conference as its owner
-  - busy (in a video call or conference)

-  – away (automatically set after some period of inactivity, the default value is 15 minutes)
-  – authorized, but the application is not running
-  – do not disturb (can be set manually in the profile)
-  – offline
-  – unknown status

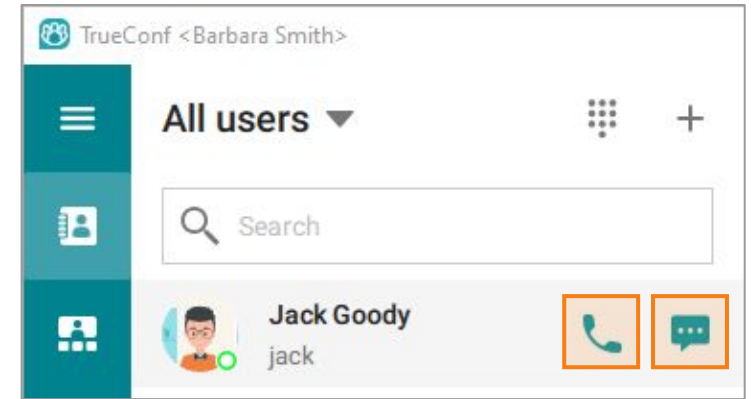
Actions over address book contacts

To call a user:

- hover the mouse pointer over the user's name and click the call button 
- or double-click the user's name.


To send a message, hover the mouse pointer over the necessary user name in the list and click the chat icon .

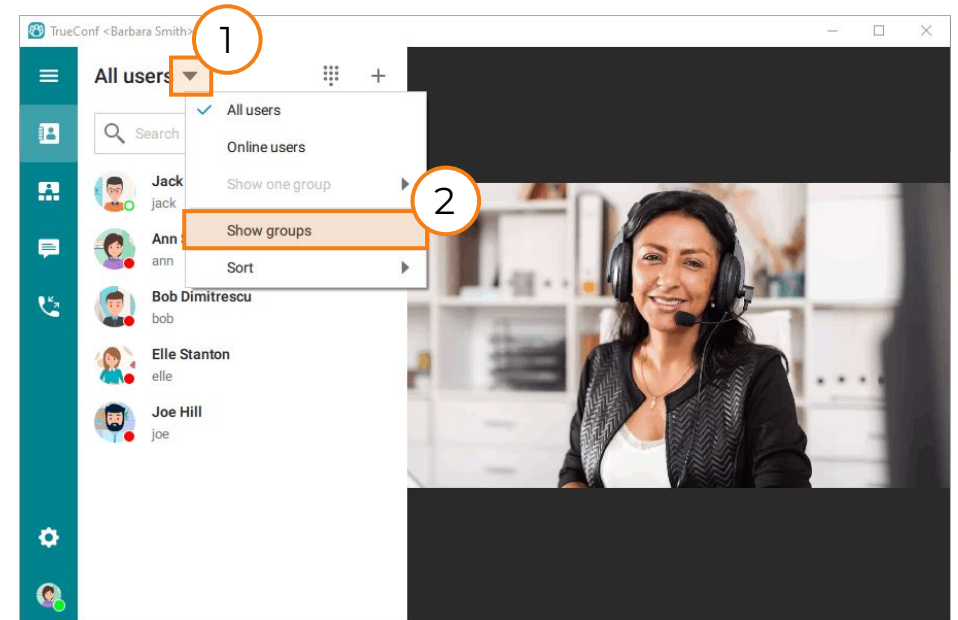
You can also view information about a user, block or delete a user (if you added the user manually). To do this, right-click and select the corresponding option.



User groups

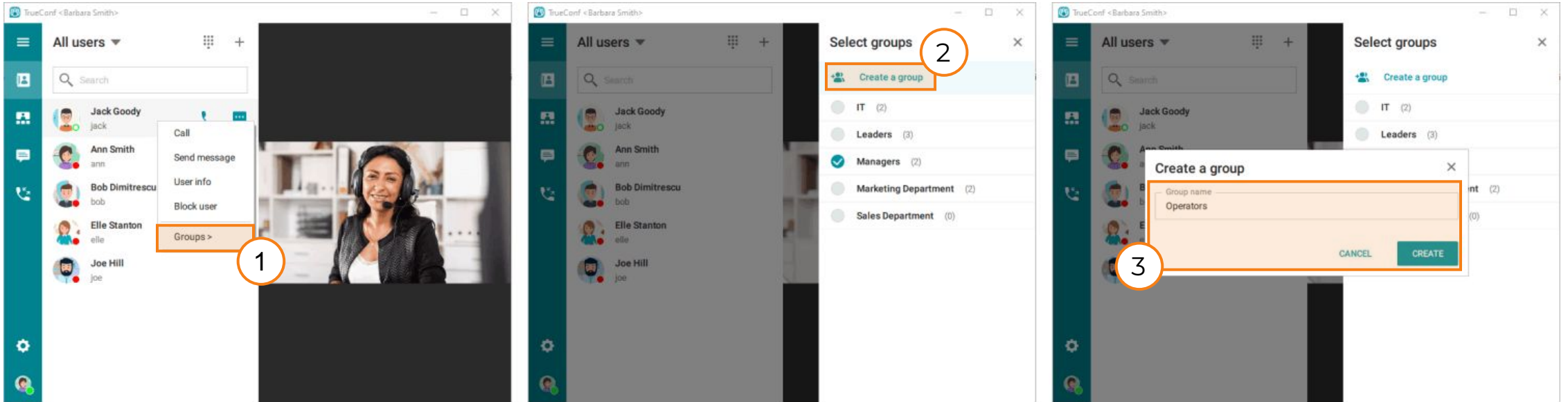
By default, your address book displays the list of all users (i.e. user groups are not displayed). To enable the display of user groups:

- 1 Click the  arrow above the search field.
- 2 Select **Show groups**.



To create a new user group:


- 1 Right-click a user and select **Groups**.
- 2 A list of groups appears on the right side of the screen. Click **Create a group**.
- 3 Enter a name for the new group and click **Create**.





- 4 After creating a user group, you can:
 - invite all group users to a conference
 - add users to the group
 - rename the group
 - delete it.

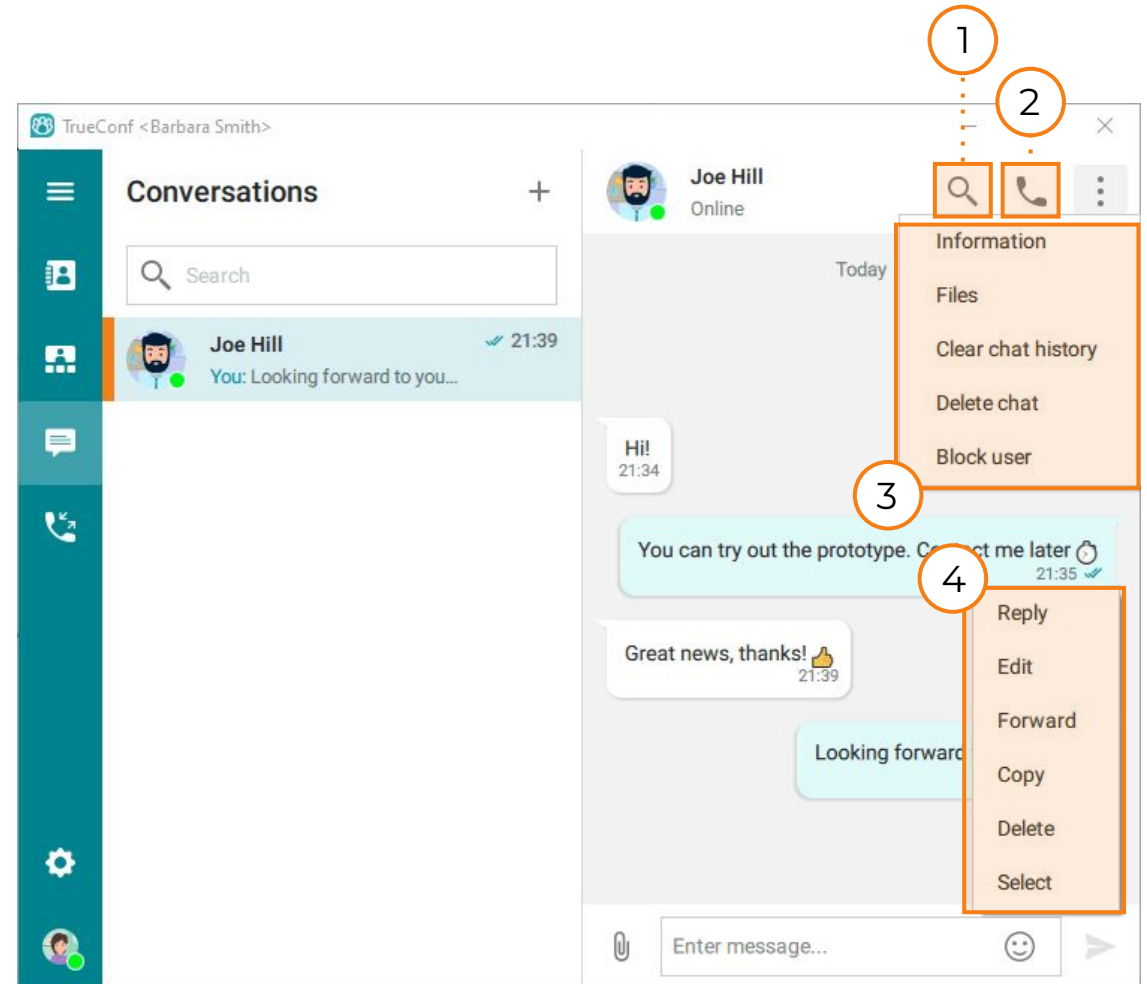
To do this, right-click the group name and select the corresponding option.

Chats and conversations

To go to the list of your conversations, click  in the application menu.



Apart from texting and exchanging files files in chat you can also:

- 1** Search for messages
To do this, click  and enter your query in the search field. As you type, the matching results will be highlighted
- 2** Call a user
- 3** Tap  for more options:
 - view information about the user
 - display the list of all files shared in chat
 - clear chat history
 - delete the chat
 - block the user.
- 4** Right-click a message to:
 - reply to it
 - edit
 - forward it to another user
 - copy
 - delete
 - select (for example, select multiple messages and delete, copy or forward them all at once).




Group chats

To create a group chat:


- 1 Click  in the application menu to proceed to your chats.
- 2 Click  and enter your chat's name. Here you can also upload a chat avatar by clicking on the icon to the left of the chat name.
- 3 Click **Create**.
- 4 Select the users from your address book and add them to your chat.

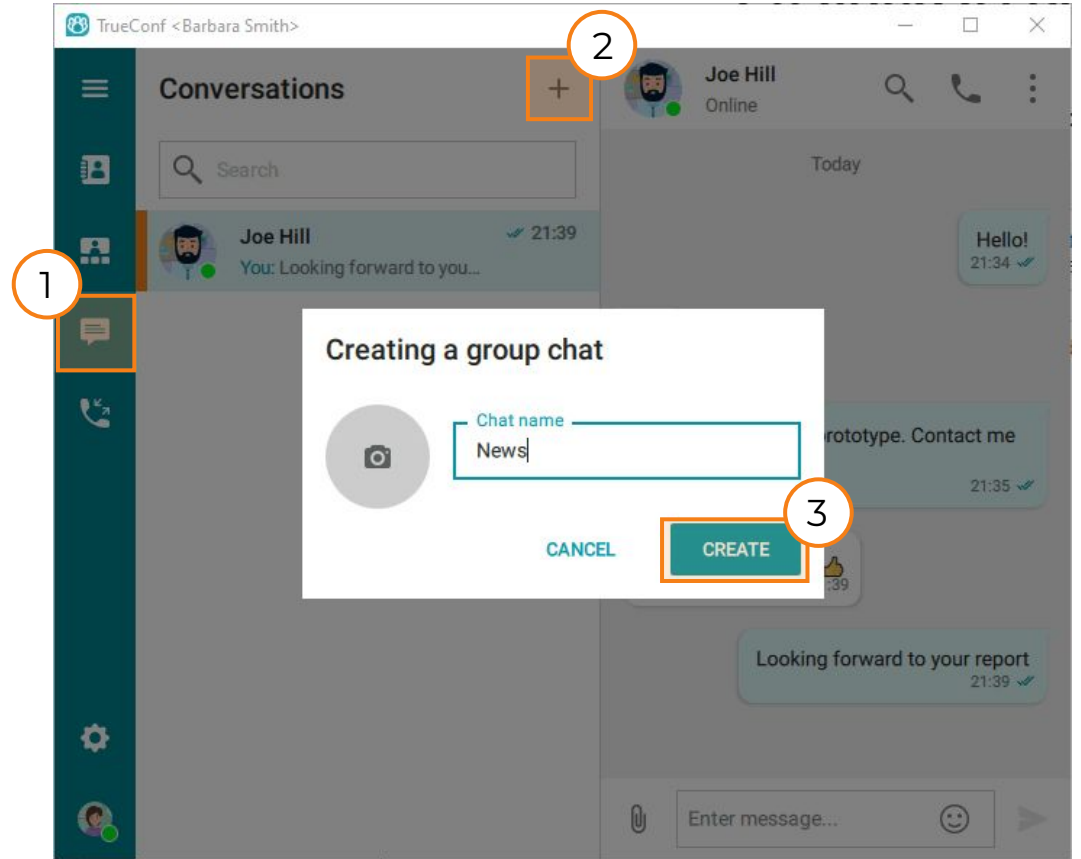
You can view the list of shared files, search, edit and delete messages both In group and personal chats.

Group chat features

To invite all chat participants to a meeting, open your chat and click the  icon in the upper right corner of the screen.

To add or delete participants from your chat, open your chat and click the  button in the upper right corner of the screen.

To change chat name or avatar, open your chat , click  in the upper-right corner of the screen and select Information.




Creating a conference

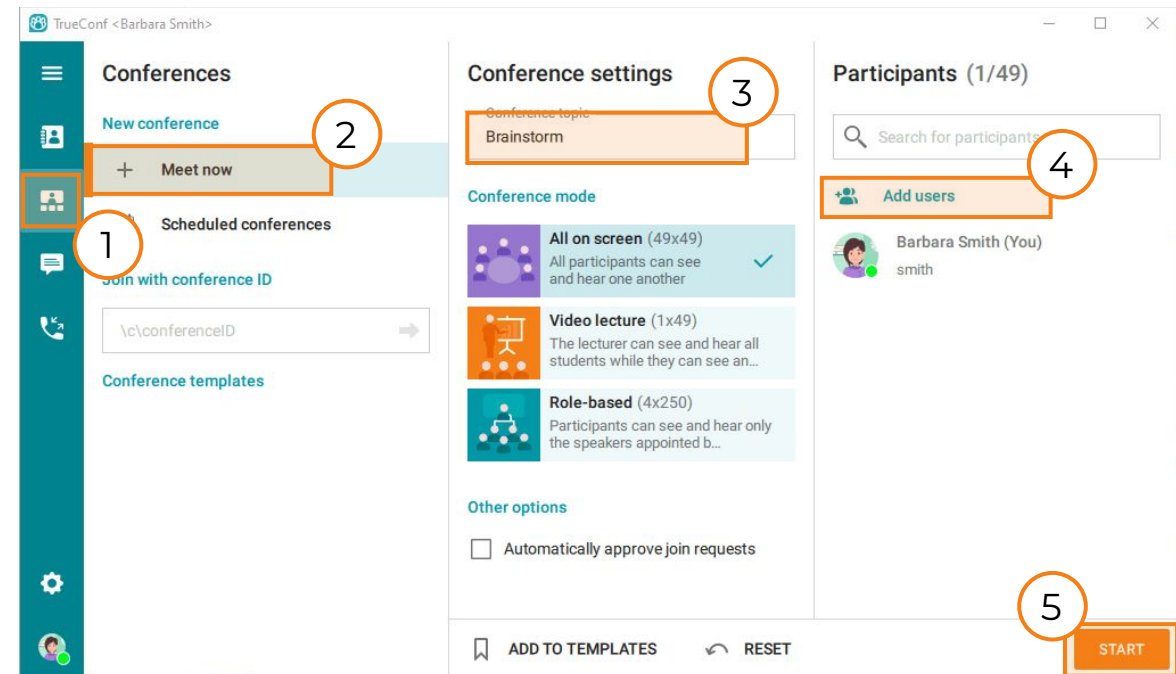
You can schedule a conference or create an instant (ad-hoc) meeting with a minimum of settings.

There are three conferencing modes both for ad-hoc and scheduled meetings:

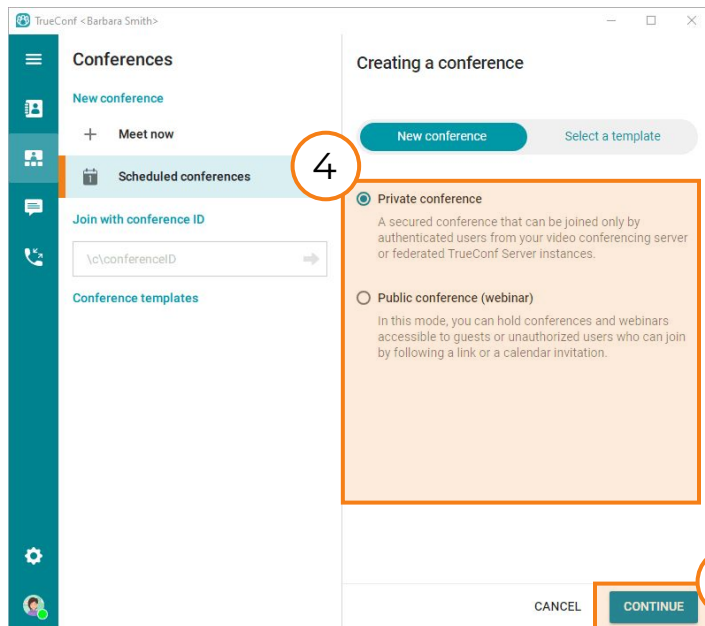
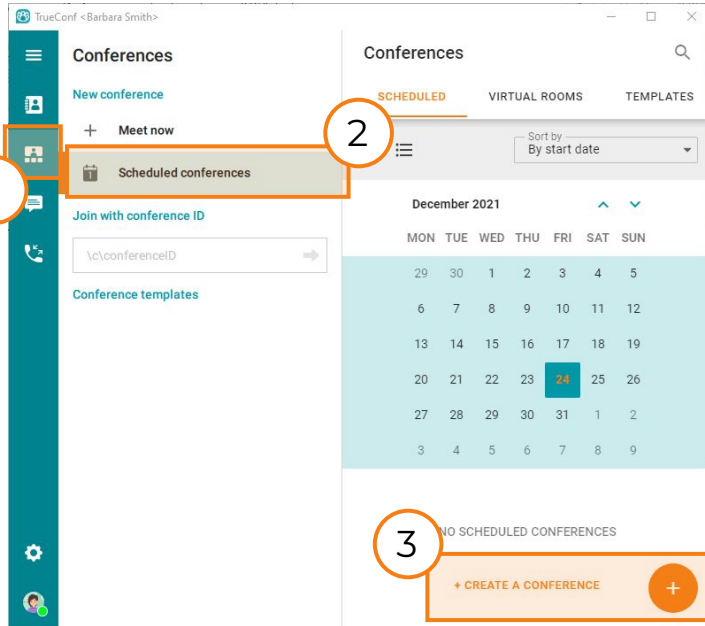
	All on screen	Video lecture	Role-based
Description	All participants can see and hear each other	Participants can see and hear only the moderators on the podium. The moderators can see and hear everyone.	All participants can see and hear only the speakers on the podium. The maximum number of speakers is set when creating the conference. When this number is reached, no one else can go to the podium, including the moderators.
Who can be on screen (podium)	All participants	Moderators	<ul style="list-style-type: none">• Moderators• Any participant invited to the podium by the moderator

To create an instant meeting

- 1 Click  in the application menu and go to **Conferences** section.
- 2 Select **Meet now** on the left side of the screen.
- 3 Enter the conference topic and select your conferencing mode of choice.
- 4 Click **Add users** below the **Participants** section.
Mark the users you would like to invite to the conference and click **Add**.
- 5 Press **Start** to start the conference.



To schedule a meeting:



1 Click  in the application menu and go to the **Conferences** section.

2 Click **Scheduled conferences**.

3 Press **Create a conference** or .

4 Select the conference type:


- *private (by default)* - only for authorized users.
- *public (webinar)* - guests or users that don't have an account on your TrueConf Server instance will be able to join your meeting.

5 Click **Continue**.

- 6 **General** tab opens. Specify:
- A. Conference name
 - B. Conferencing mode. For role-based conference you can also specify the number of speakers on the podium and total number of participants
 - C. Launch mode (scheduled meeting or virtual room)
 - D. Conference start time and frequency

! **Scheduled conferences** automatically start at the specified time. Only the owner can join the conference before it starts.

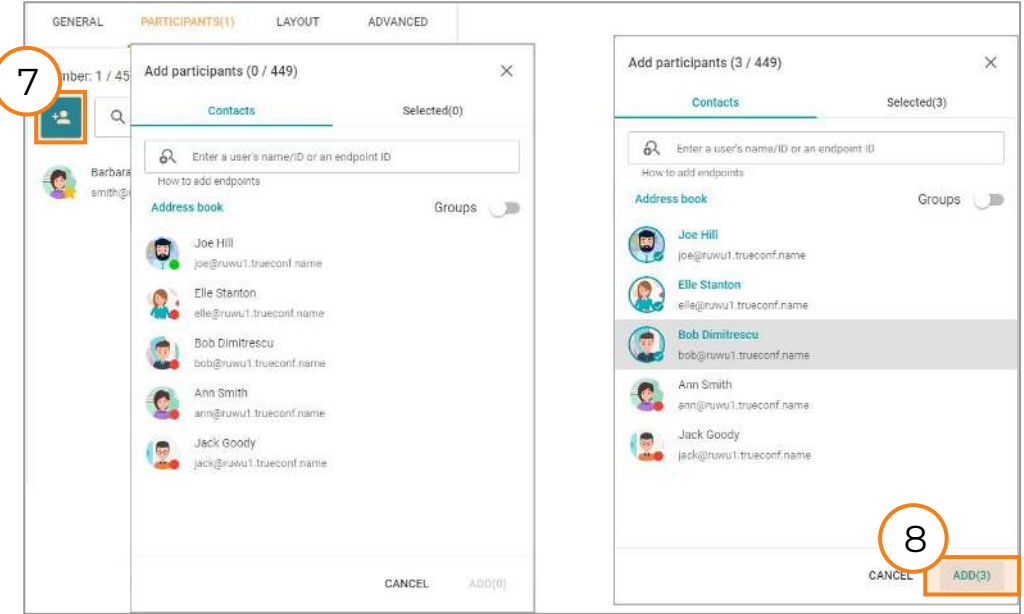
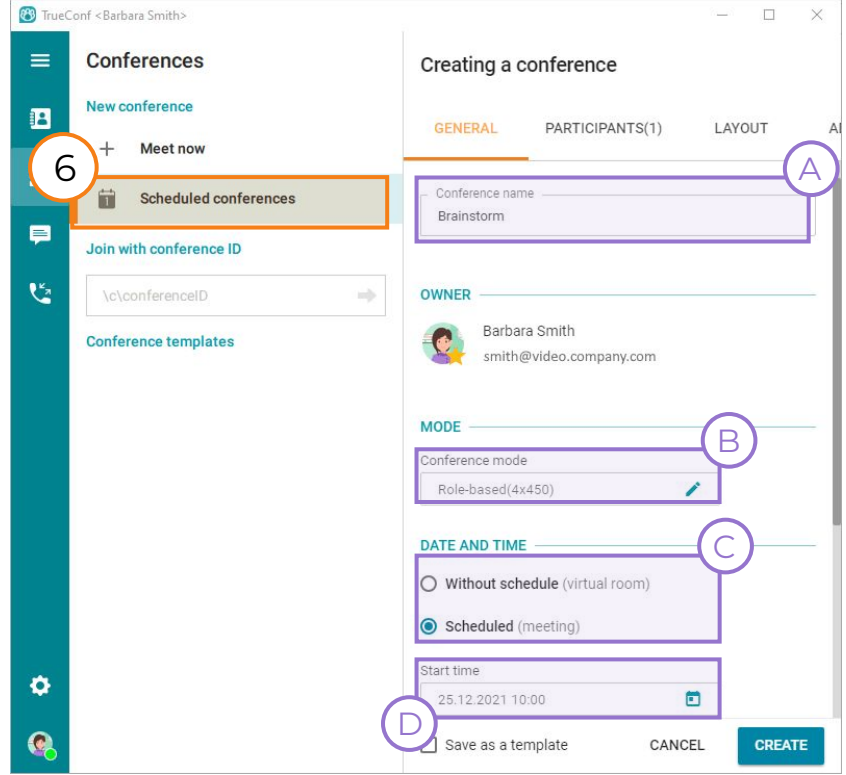
Virtual room is a permanently available meeting space that you can access at any time until it is removed.

7 Click **Participants** tab to start adding participants (or click ).

8 Select necessary participants and click **Add**.

9 Double-check your settings and click **Create**.



! Any conference can be recorded. To do this, select **Enable conference recording** in the **Advanced** tab. The recording will be saved on the server side. To get the recording please contact your server administrator.

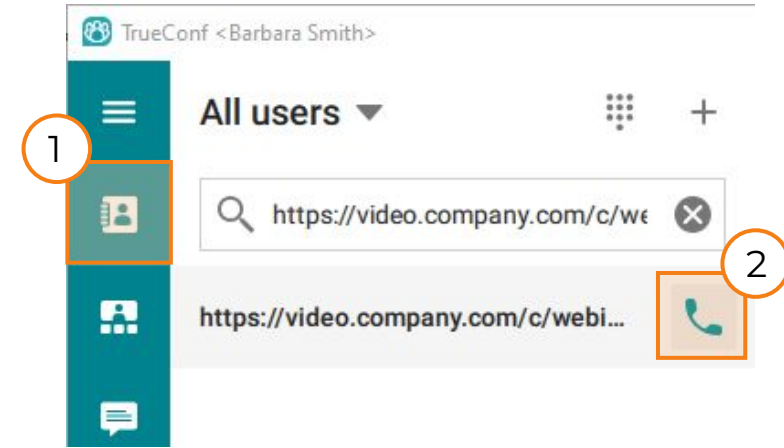


Joining a conference

For TrueConf Server users


If you have a conference join URL

- 1 Click  in the application menu to open your address book.
- 2 Enter the conference join URL in the search field and click the call button .

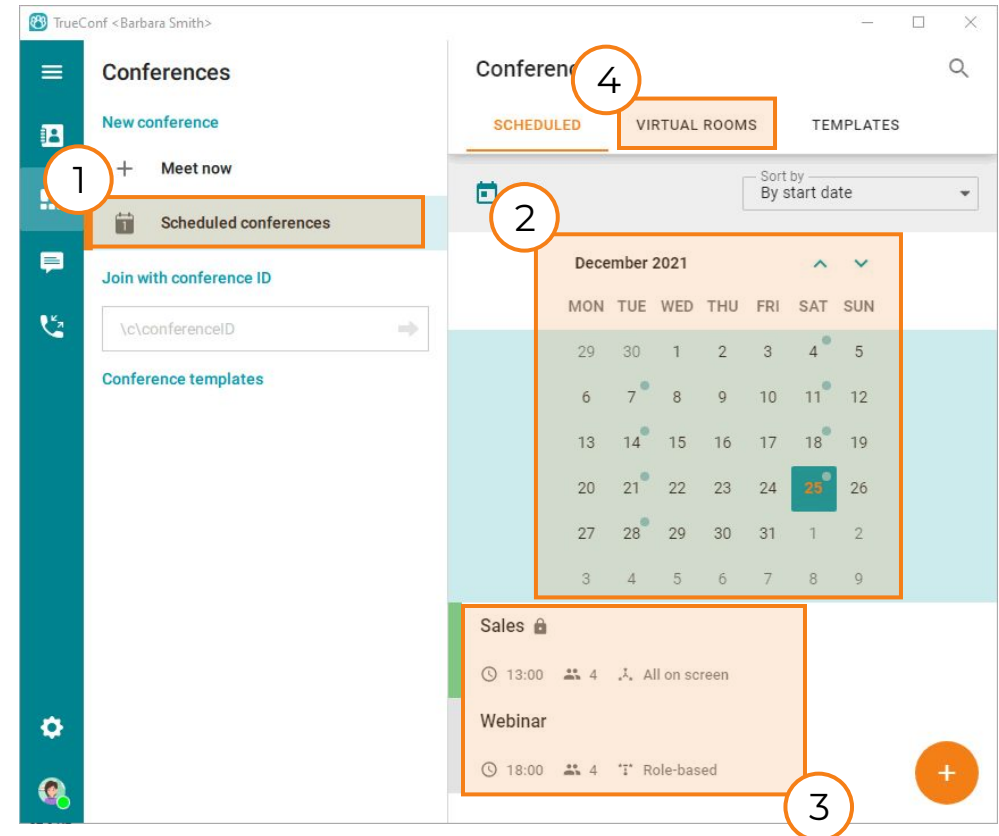


From the conference scheduler:

- ! In the scheduler you can see the list of the conferences you have created, as well as the meetings to which you have been invited as a participant.

- 1 Press  in the application menu and select **Scheduled conferences**.
- 2 Choose a necessary date in the calendar.
- 3 Select the necessary conference from the list and click **Start a conference**.
- 4 Go to **Virtual rooms** tab for a list of permanently available conferences.

- ! If the conference is scheduled in advance, all participants will be automatically invited when the conference starts.



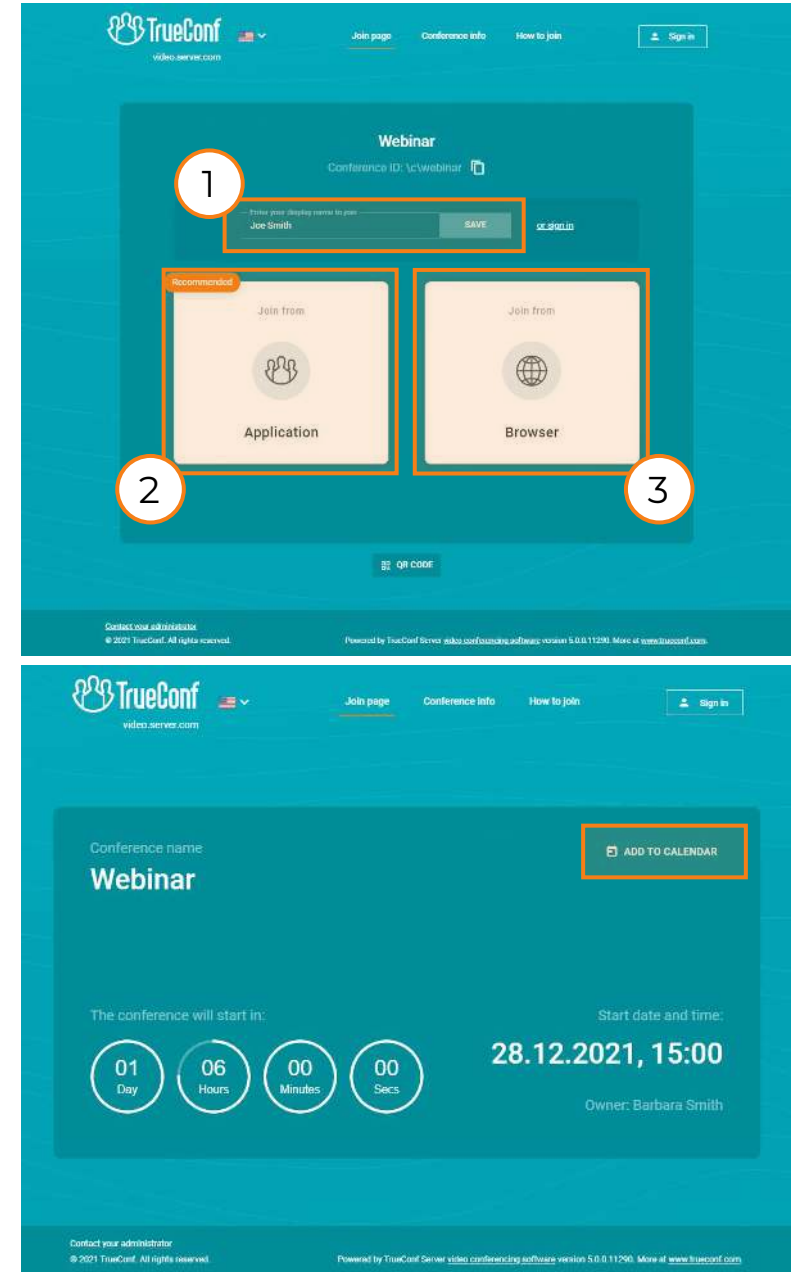
For guests (users that don't have an account on your TrueConf Server instance)

To join the conference, you should have a conference join link. Open it in your browser.

- 1 Enter your full name and click **Save**.
- 2 If you have TrueConf client application installed, click **Application**. You will be connected to the conference right away.
- 3 If you don't have a TrueConf application and you don't want to install it, click the **Browser** button. After granting your browser permissions to access your camera and microphone click **Connect**.



! If the conference hasn't started yet, you will see the meeting countdown on the conference web page.

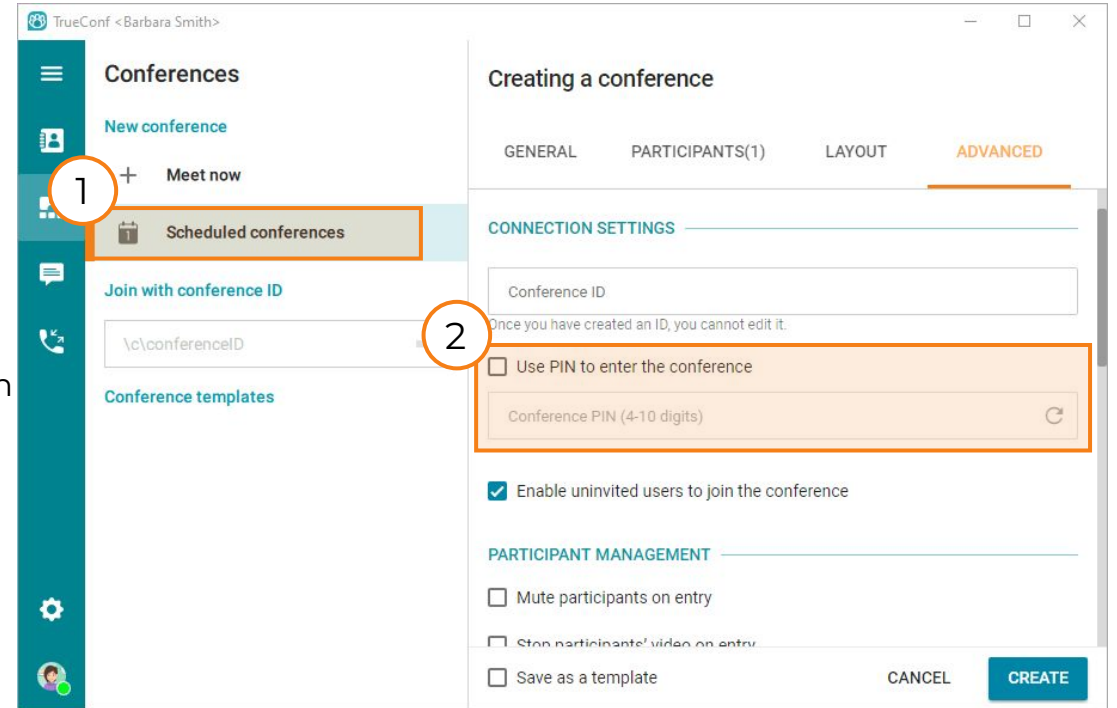
You can add the conference to your Google Calendar or any other calendar right away by clicking **Add to calendar**.



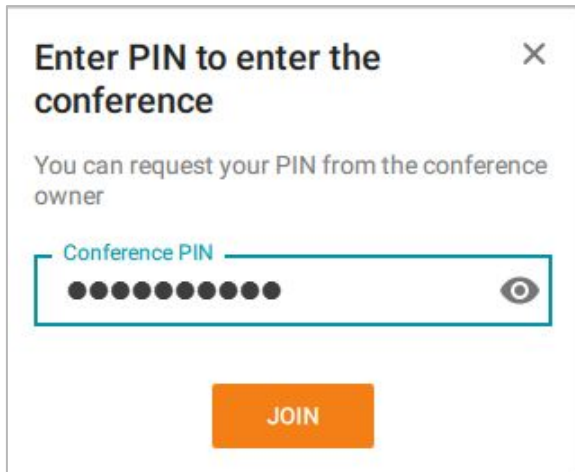
PIN-protected conference

To create a PIN-protected conference:

- 1 Click  in the application menu and select **Scheduled conferences**.
- 2 On the **Advanced** tab, mark the **Use PIN to enter the conference** box. The PIN code will be generated automatically. You can click  to refresh or set your own PIN in the field below.



Joining a PIN-protected conference




If the conference is PIN-protected, enter the PIN in the corresponding field and press **Join**.

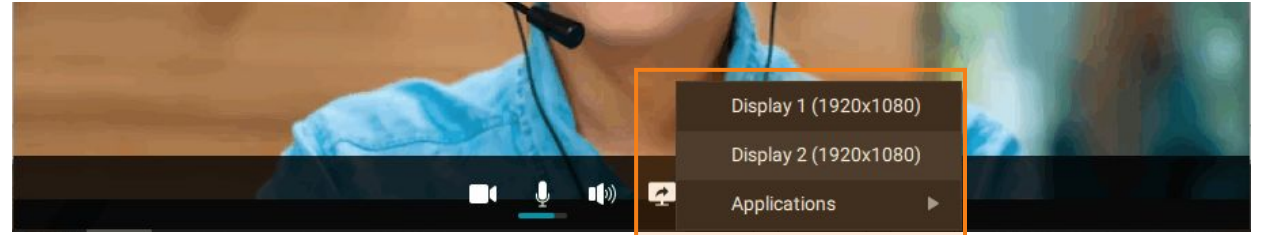
! TrueConf Server provides multiple security levels: from basic to cryptographically impregnable. TrueConf meetings are encrypted and protected from third-party access, while user data is safely stored within your company's environment.

Conference features

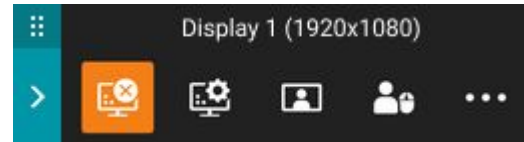
Sharing screen or separate application windows

1 Click  at the bottom of the conference window or the **Ctrl + S** key combination.

2 Select the screen or application you would like to share with other meeting participants. Content sharing will start immediately.



When content sharing starts, the application window will be minimized and the floating meeting controls will appear in the upper right corner of the screen:



Minimize / maximize widget



Stop content sharing



Choose other application window to share, show your video over the content or show your video and content in separate windows.



Choose the video source to be displayed in the preview area (available only during screen sharing)




View participants that control your desktop remotely during the conference

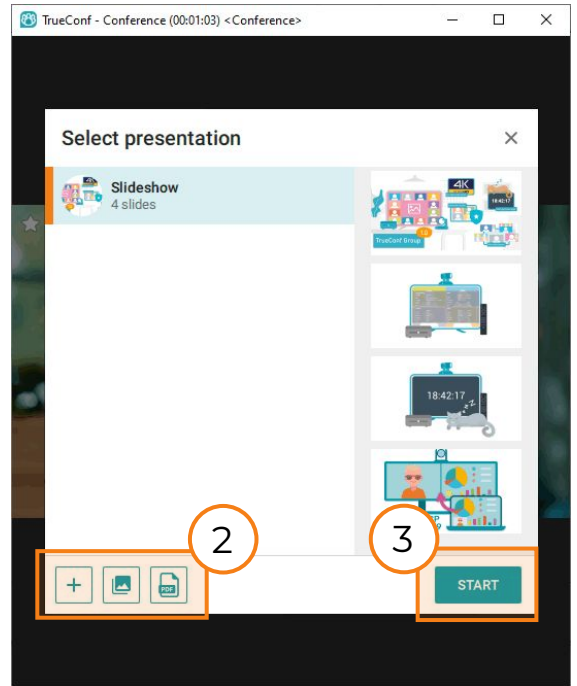
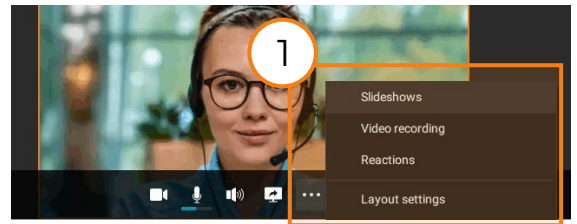
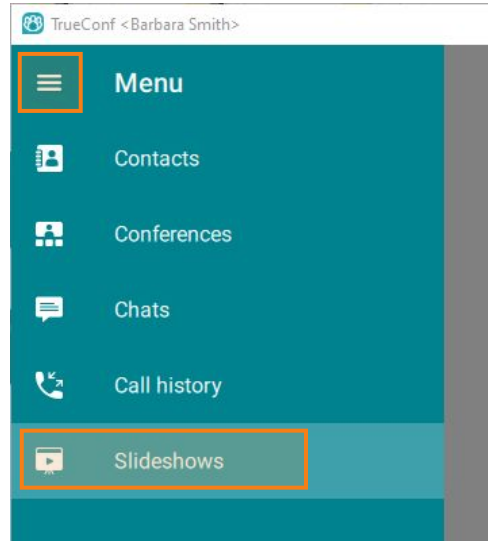


Open advanced conference controls.

Sharing slides and PDF files

! Before the conference starts, you can prepare your slides in advance.




To do this, click  in the application menu and select **Slideshows**.





! If you are a Windows user and have a Microsoft PowerPoint installed, you can import your presentations from **PPT** and **PPTX** files. If you are a Mac user, you can import images and pages from PDF files.

1 In the bottom of the window, press  and select **Slideshows**.

2 A slideshow window will open:

- to import a PPT / PPTX presentation, click 
- to import a PDF file, press 
- to create a slidedeck from separate images, press  and select the necessary file.




3 After importing the file, click **Start**.


! Press the arrows on the floating panel  to scroll through the slides during the presentation. To stop, click .

Turning on/off your microphone, camera, and speakers

During a conference you can turn on/off your audio and video devices in the bottom of the window:






- to mute/unmute microphone, click 
- to turn on/off camera, click 
- to mute/unmute speakers, click 

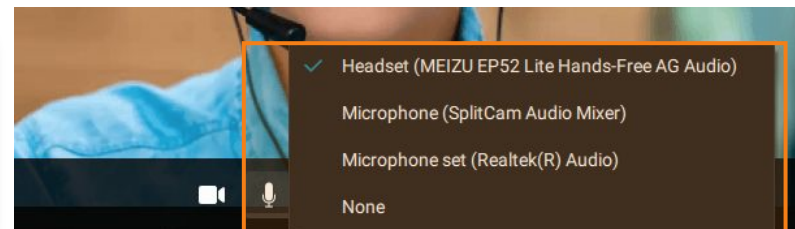
A muted device is indicated with a crossed icon, e.g., . Click on this icon to turn your device on.

Choosing other microphone, camera, speakers:

To switch to another device during a conference:

- 1 Right-click the device icon in the floating meeting window:
- 2 Select necessary device in the list.


-  – change your microphone
-  – change your camera
-  - change your audio output device



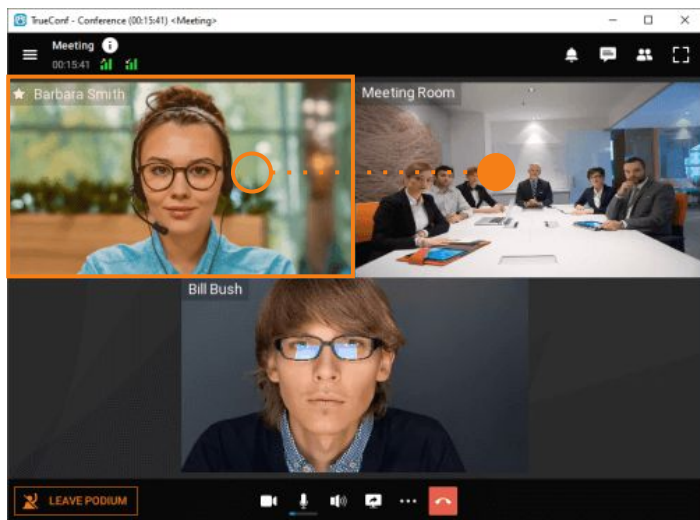
Even if you have turned off your microphone, you still can send an audio remark at any time during the conference.

To do this, click **Push to talk** on the left side of the conference floating control panel (or **Space / CTRL + T** key combination).



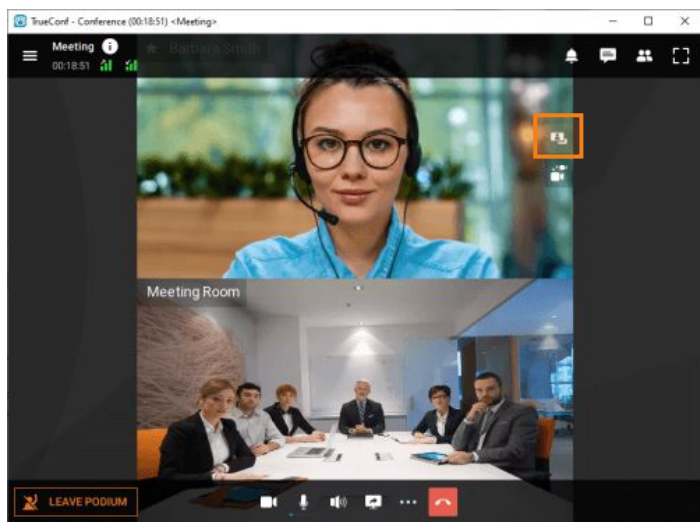
You can also quickly switch between your cameras by clicking  icon on your self-view video during the conference.

Adjusting your video layout





To change the order of windows in the layout:

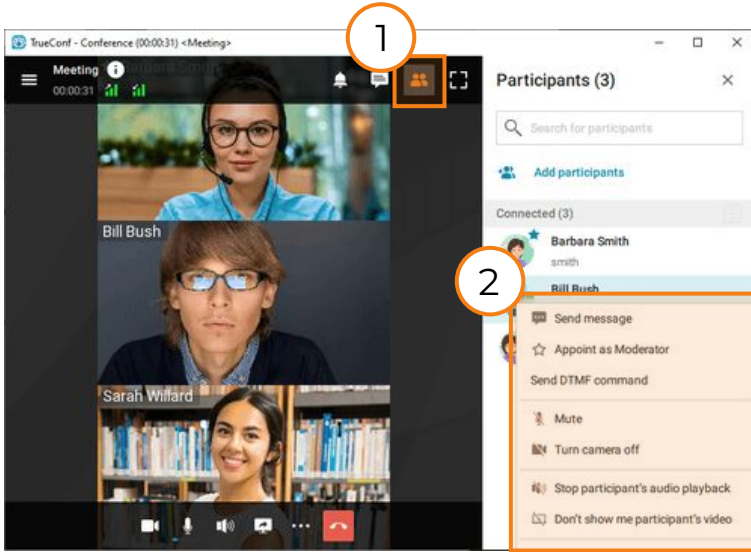
- 1 Press and hold down the video window you would like to move with your mouse.
- 2 Drag it to the window you want to replace.
- 3 Release the button in order to replace the windows.




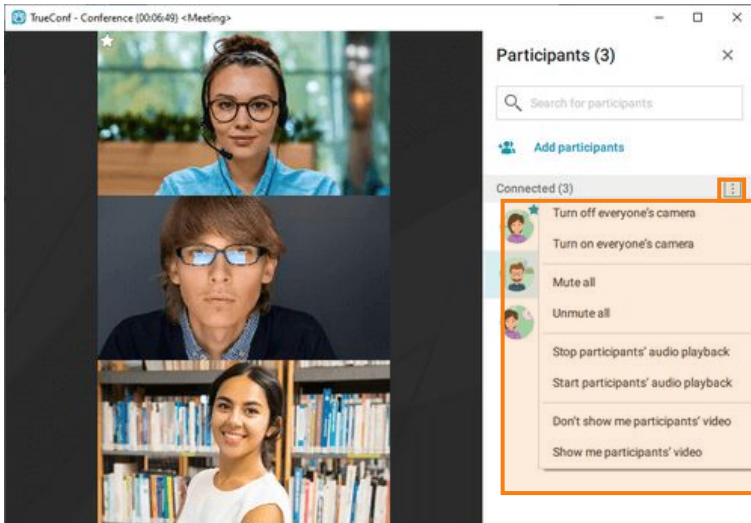
To enlarge a participant's window:


- 1
 - double-click the video window
 - or click .
- 2 The other windows will be displayed as thumbnails around your priority window.
- 3 To return to your original view:
 - double-click the larger video window
 - or click .

Disconnecting member devices



- 1 Click  in the upper right corner of the conference window to open the list of participants.
- 2 Right-click the participant and select the necessary action:
 - Turn on/off microphone/camera (available only for conference **moderators**) to start/stop audio and video of those users to other meeting participants.
 - Do not receive audio or video (available **for all**) - only you will stop receiving audio/video from a particular attendee.



- ! You can perform the above actions for all conference participants at once. To do this, click  in the list of participants and select the necessary action.

Role-based conference





Roles description

In a **role-based conference**, only the speakers on the podium can be seen or heard.

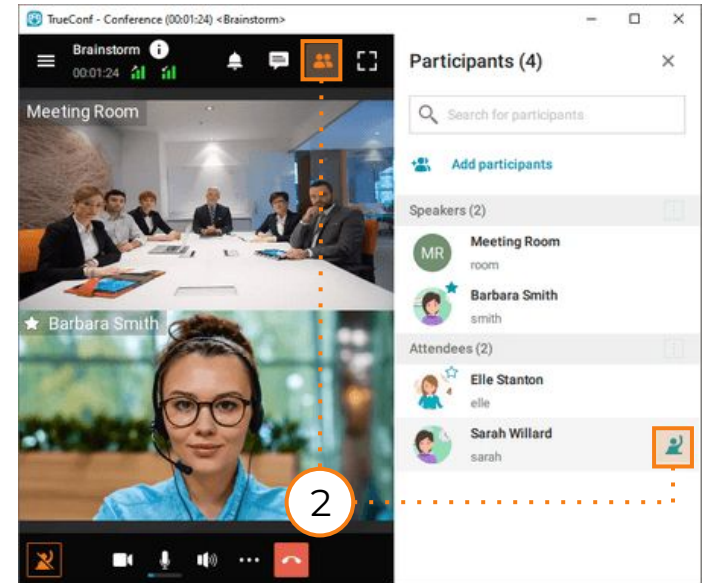
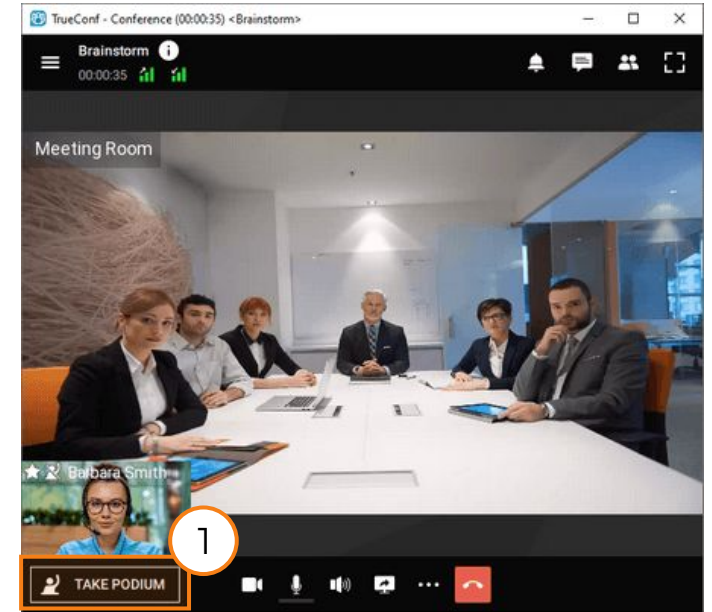
Only the speaker can share screen and show slides.

All members of a role-based conference can be divided into two groups: the speakers and the attendees.


If you are a speaker, you can:


- 1 Take the podium**
To do this, click the  **Take podium** button in the floating control panel, or use the **Ctrl + U** key combination.
To stop your presentation, press the  **Leave podium** button which will appear instead of the **Take podium** button.
- 2 Invite another participant to the podium**
To do this, click the  button in the upper right corner of the conference window. When the list of participants opens, move your mouse over the attendee and click .

! Note: when a role-based conference starts, only the conference owner automatically takes the podium (not the other speakers).

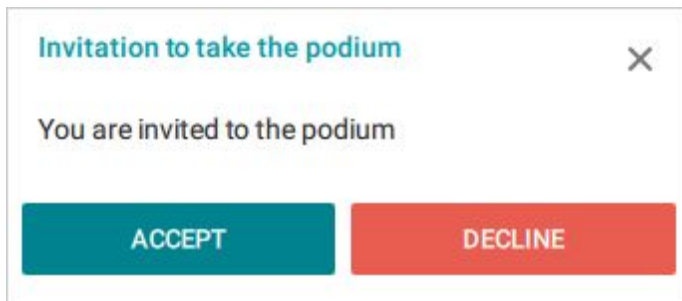
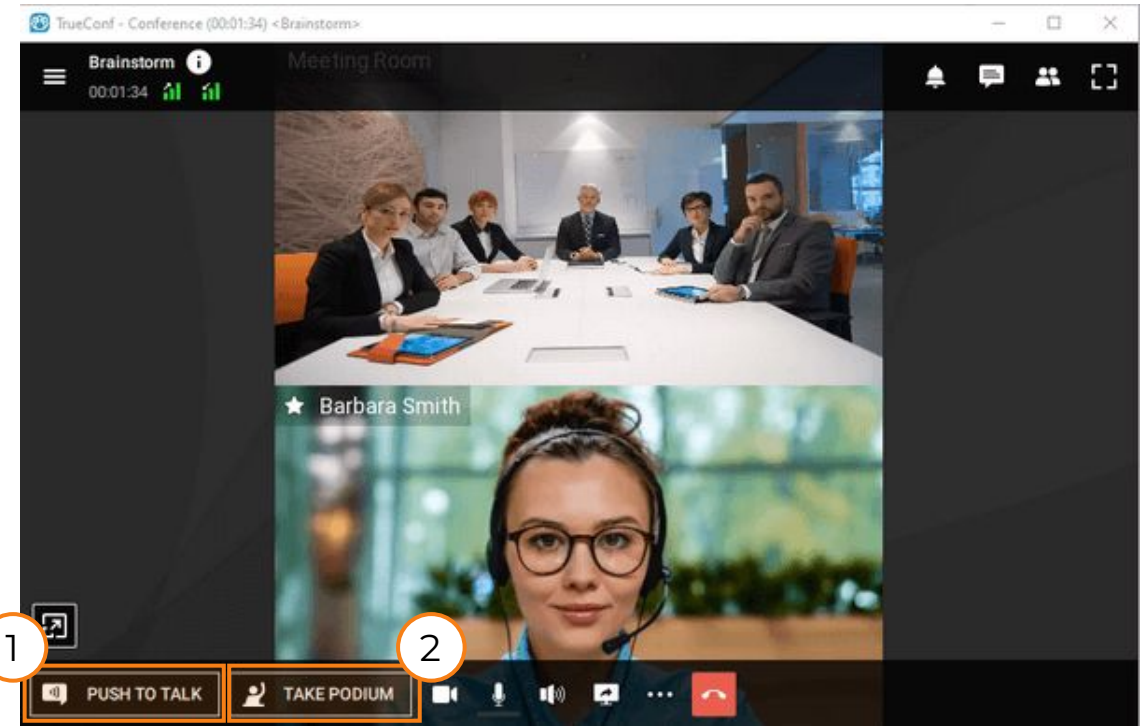


If you are an attendee, you can:

1 **Make an audio remark without taking the podium**
To do this, press and hold down the  **Push to talk** button at the bottom of the screen (or use the **Space/Ctrl + T** key combination).

2 **Make a presentation**
To do this, you need to send a request to the podium: click  **Take podium** at the bottom of the screen or use the **Ctrl + U** key combination .

A request will be sent to the moderator and, if confirmed, you will be added to the podium as a speaker.



! The moderator can invite you to the podium, and then you will get a corresponding request. If you agree to speak, click **Accept**.

Application settings

1 Click  in the application menu to open the settings.



2 To select and check your camera, microphone and speakers go to **Audio and Video** → **Main Settings**.

3 To configure audio notifications and pop-ups, go to **Preferences** → **Notifications and sounds**.

4 Go to **More** → **Hotkeys** menu for a list of all available hotkey combinations.

5 To change the appearance of the application, go to **Preferences** → **Visual styles**.

