



Getting Started with TrueConf

For Windows, macOS and Linux users

To make the most of your application, connection to TrueConf Server 5.2.9+ is required.

Content

[First steps](#)

[Creating a conference](#)

[Joining a conference](#)

[PIN-protected conference](#)

[Conference features](#)

[Moderated role-based conference](#)

[Smart meeting](#)

[Application settings](#)

[Conference recordings](#)

[Analytics: extended reports](#)

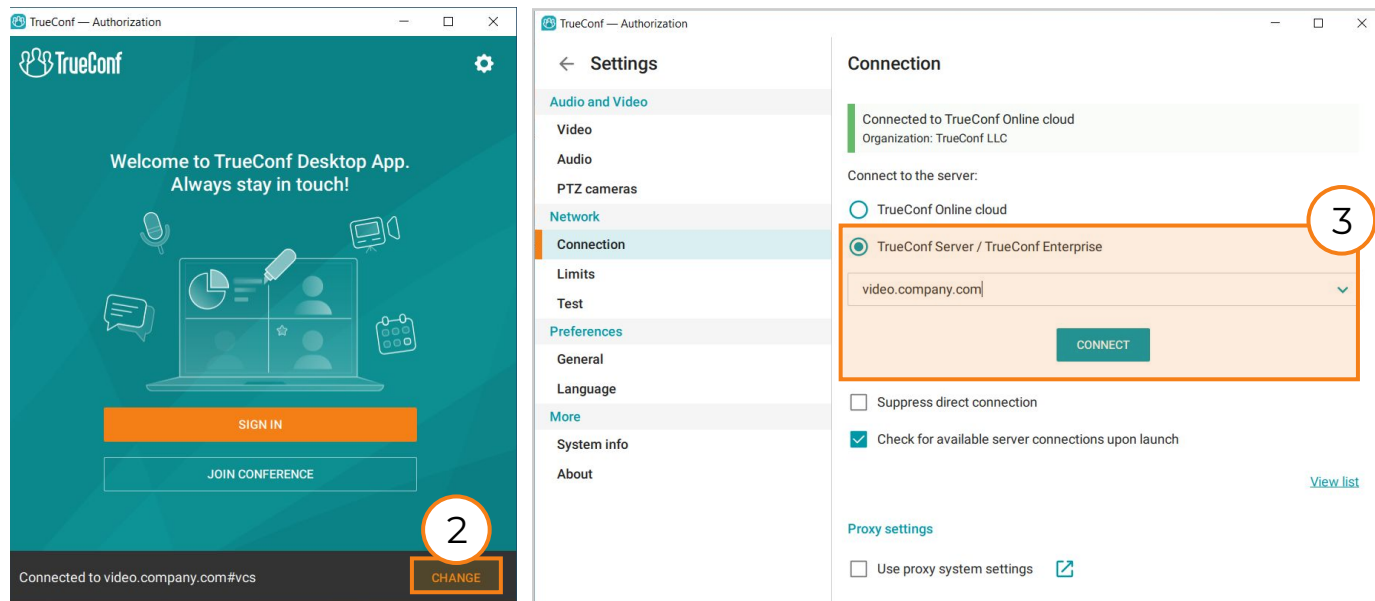
First steps

Sign in

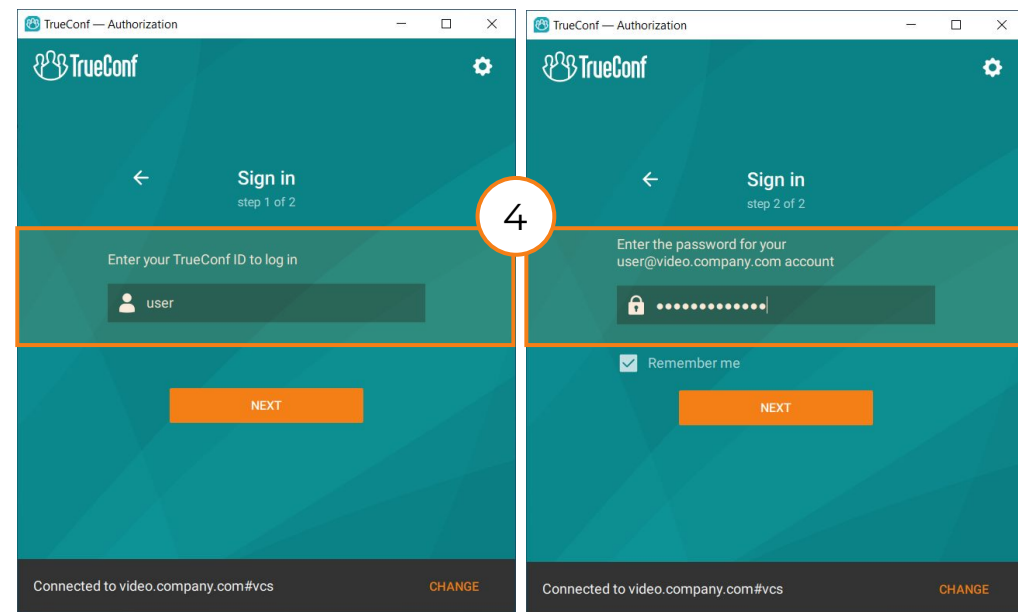
! The application supports three methods of authorization based on server settings:

- Using Single Sign-On (SSO) technology.
- Through the AD FS provider.
- By username and password.

When using SSO, all you need is to authenticate within the system. Login and password authorization is described below, and **AD FS** authorization is described on the corresponding slide.




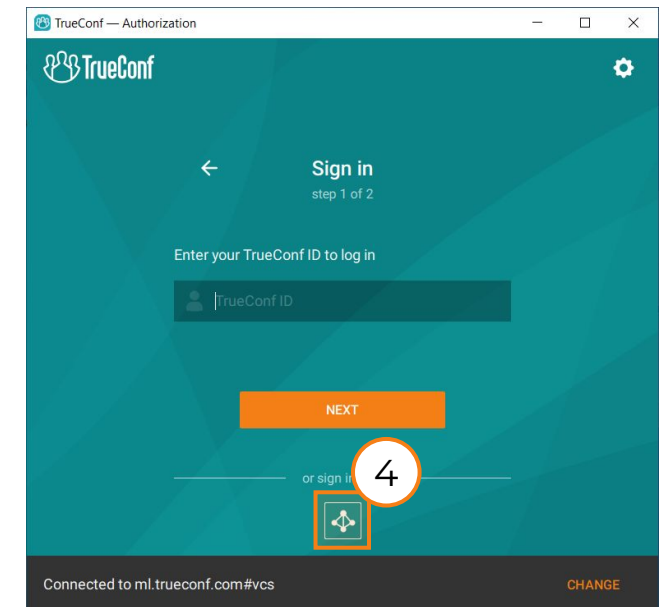
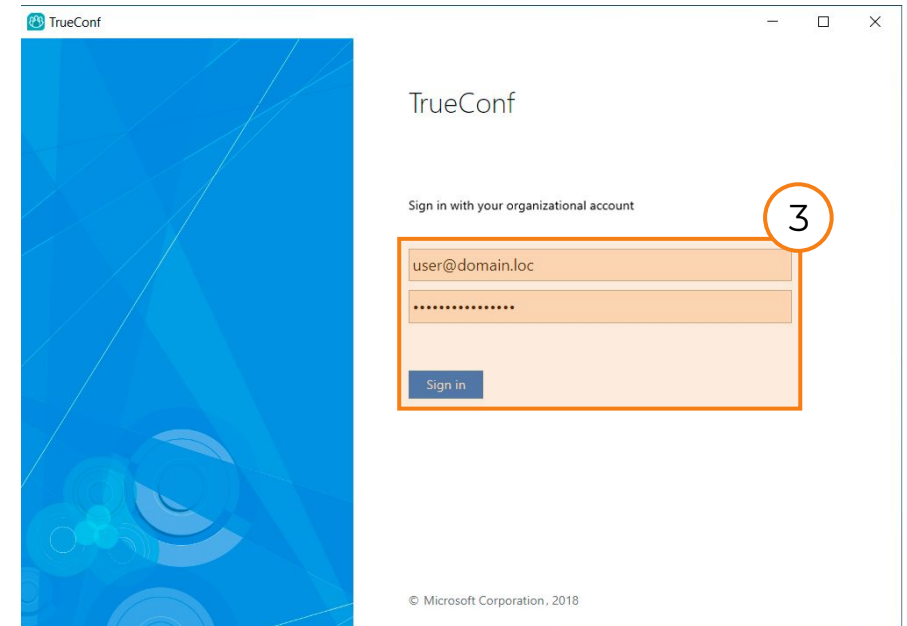
- 1 Launch the application.
- 2 Click on **Change** button in the bottom right corner of the application.
- 3 In the **Connection** block, select **TrueConf Server / TrueConf Enterprise** and specify your server address (you can ask your administrator for this). Then click **Connect**.
- 4 The home page of the application will open. Click the **Sign in** button. Then enter your **TrueConf ID** (login) and click **Next**. After that, enter your password and click **Next**.



Authorization via Active Directory Federation Services (AD FS)

! This method of authorization will be available only if your TrueConf Server supports that.


- 1 Follow steps 1–3 from **Sign in** slide.
- 2 Click the **Sign in** button at the application's homepage.
- 3 **AD FS** authorization window will pop up. Enter your TrueConf ID and password and then click **Sign in**.
- 4 Additionally, the server can be configured to enable the choice of authorization type: either by username and password or through **AD FS**. In this case, after clicking the **Sign in** button, the login input form will appear. This form will contain a  button to authorize via **AD FS**.




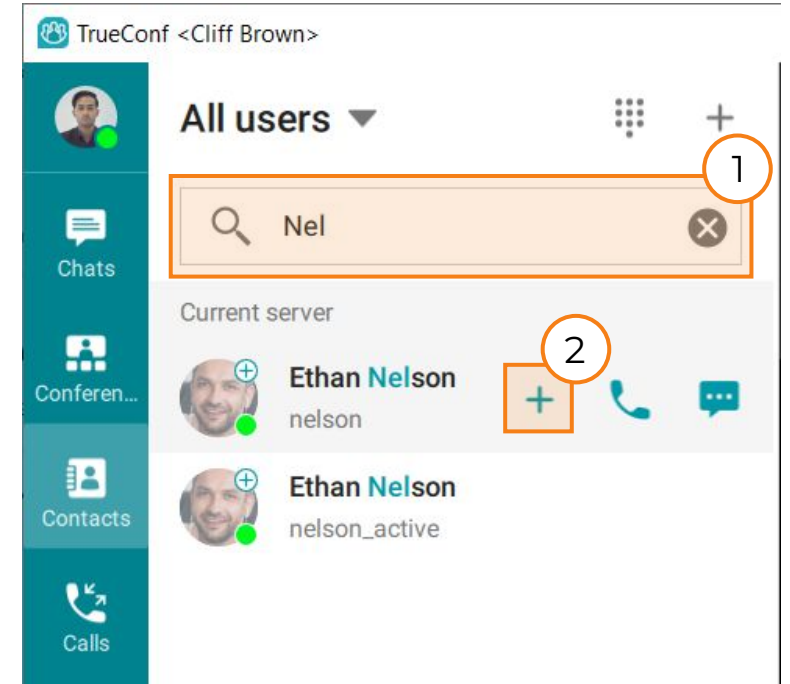
How to find and add contacts to your address book

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)
-  - recently active: the network status for users who previously signed in to the mobile application, but are currently offline
-  - do not disturb (can be set manually in the profile)
-  - offline
-  - unknown status

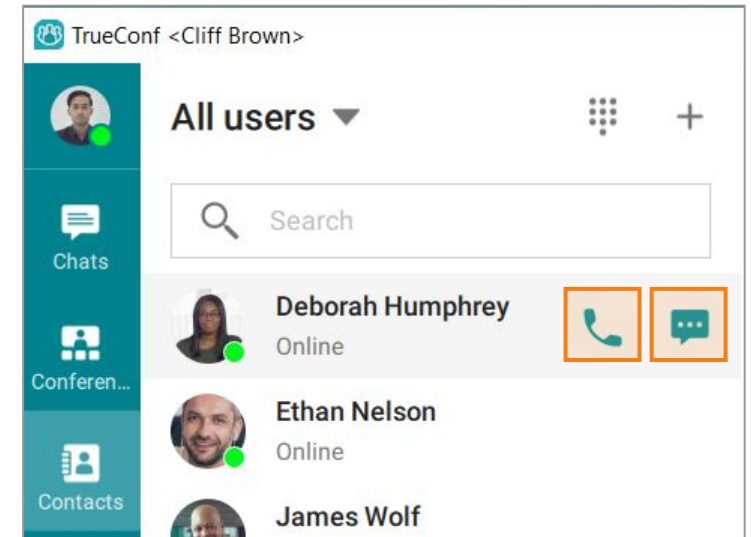
Actions over address book contacts

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 .

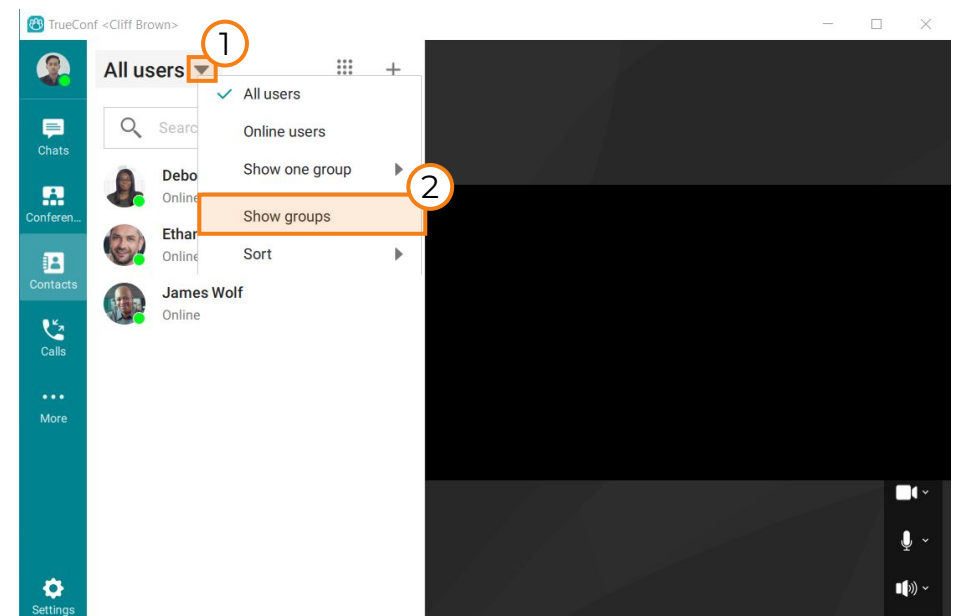
You can also view information about a user, block or delete a user (if you added the user manually). To do this, right-click and select the corresponding option.



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**.

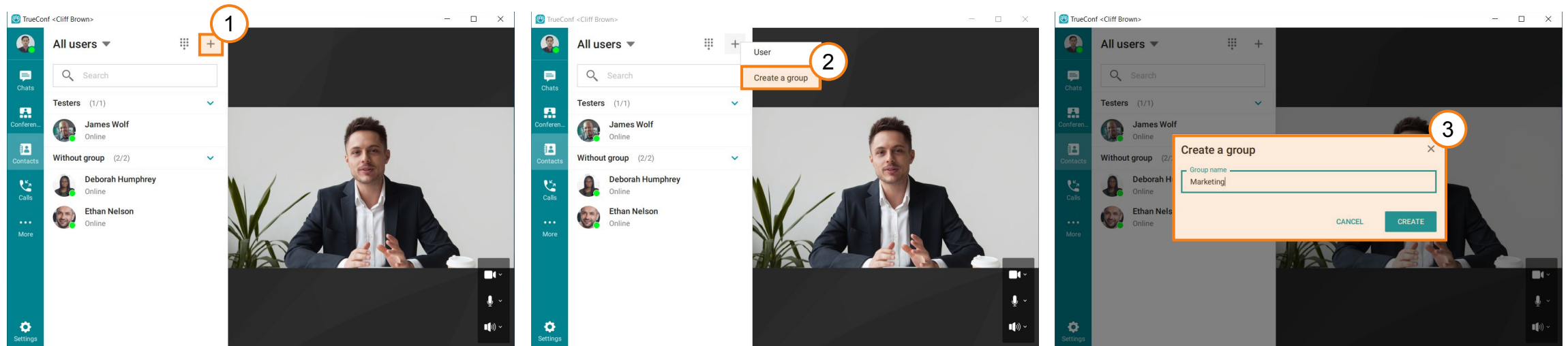


To create a new user group:

1 Click  button at the top right corner of the address book.

2 Select **Create a group** in the context menu.

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.

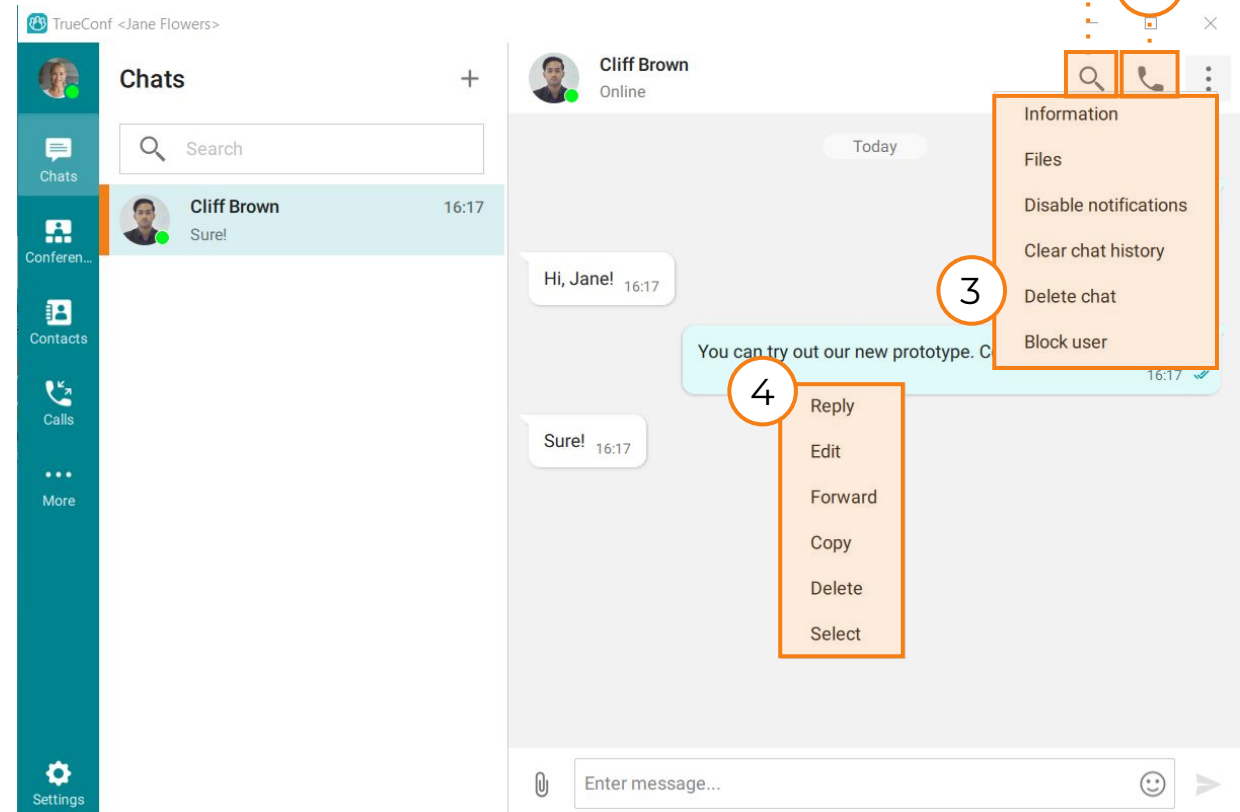
To do this, right-click the group name and select the corresponding option.

Chats and conversations

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



Apart from texting and exchanging files 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).

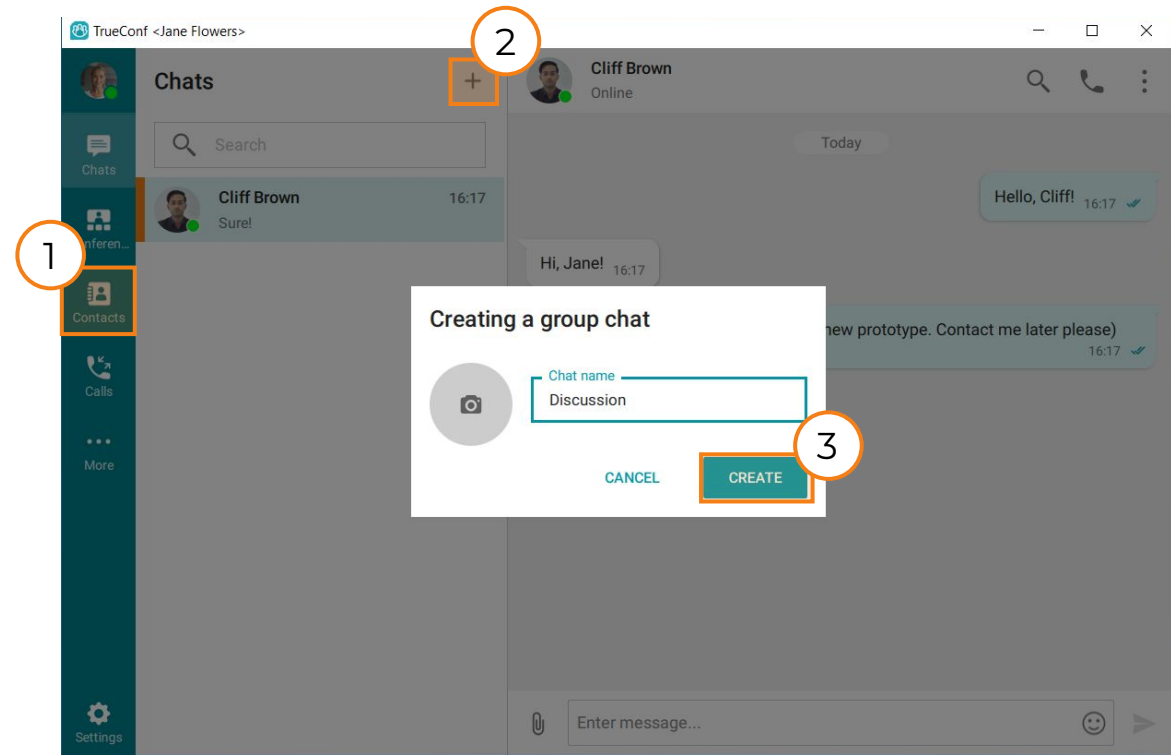


Group chats

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. The selected chat will be bound to the conference and become this conference chat. However, this binding can be removed and the new chat will be created for the conference.

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

To appoint chat moderators, go to the desired chat and press the  button. To grant moderator rights, right-click on the participant and select **Appoint as moderator** in the context menu. Moderator will be able to add/remove participants, assign other moderators, delete messages, and change the chat's name and avatar.

 Only the owner can delete the chat for all participants.

Chat settings

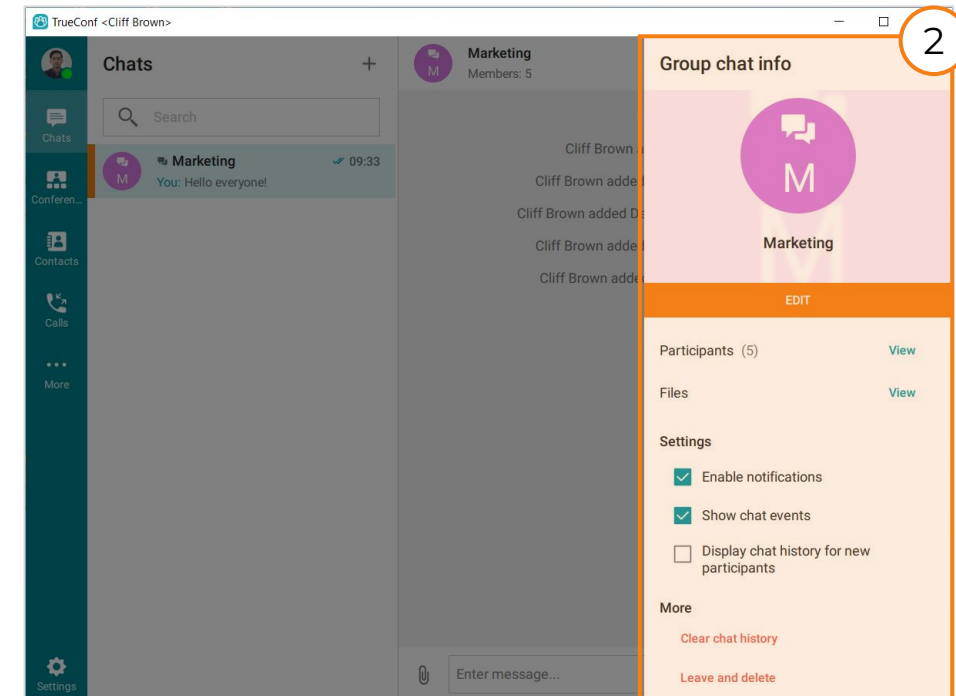
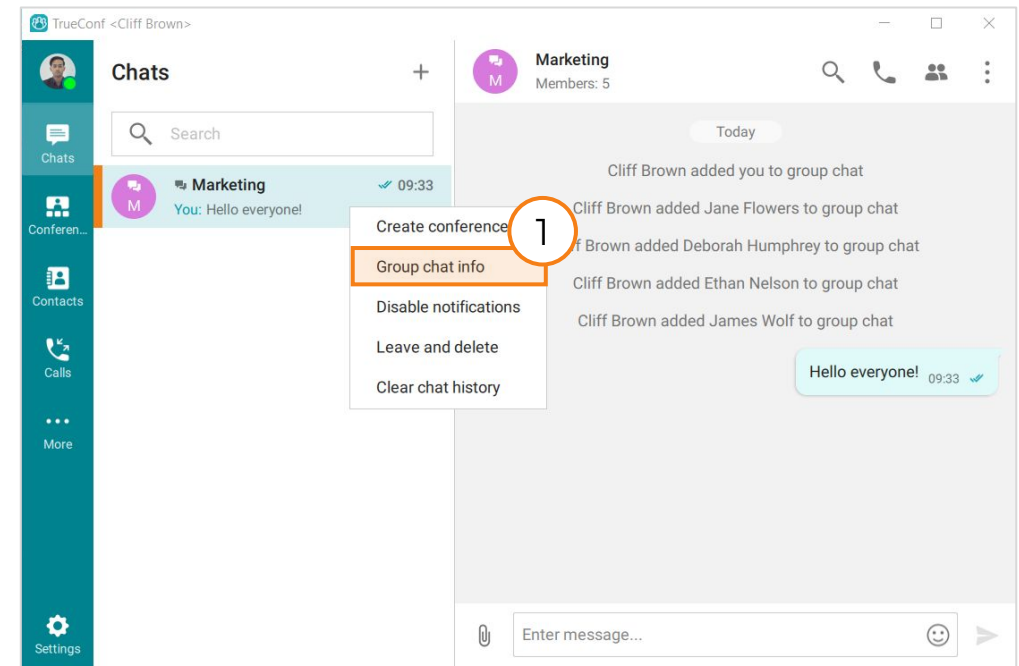
If you are the owner or moderator of a chat, you can change a number of its settings.

To do this:

- 1 Right-click on the chat and select **Group chat info** in the context menu.
- 2 On the chat info panel you can:
 - Set the chat avatar.
 - Change the chat title.
 - Configure the visibility of chat history for new participants (if this checkbox is unchecked, new chat participants won't see the messages that were sent before they joined a chat).
 - Configure the display of chat events (adding/removing participants, changing chat name/avatar).

You can also view lists of chat participants and sent files at this panel.

! A virtual room or a scheduled conference with a periodic schedule will use the same group chat synchronised with its conference.



Creating a conference

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




Quick conference can only be private, i.e. without guest connections.

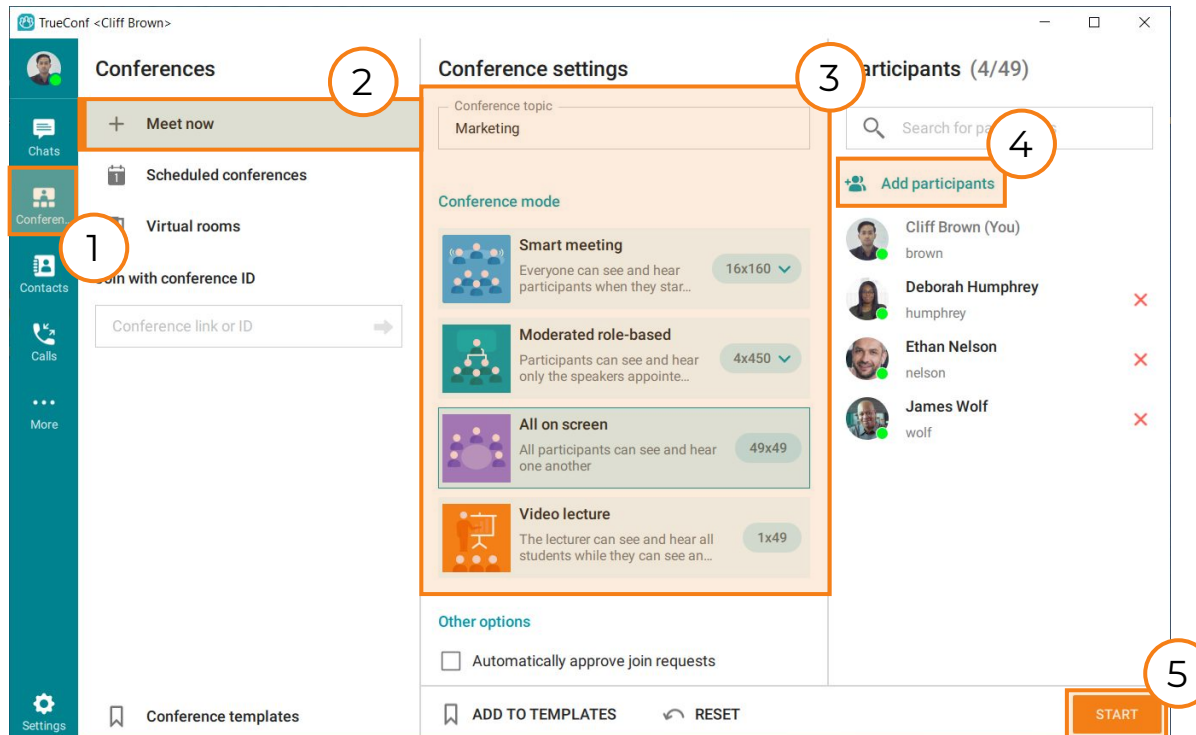
There are four conferencing modes both for ad-hoc and scheduled meetings:

	Description	Who can be on screen (podium)
All on screen	All participants can see and hear each other.	All participants
Video lecture	Participants can see and hear only the moderators on the podium. The moderators can see and hear everyone.	Moderators
Role-based	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.	<ul style="list-style-type: none">• Moderators.• Any participant invited to the podium by the moderator.
Smart meeting	Participants can see and hear only the speakers or those who share content. Maximum number of presenters on podium is set during conference creation.	Every participant who speaks or shares content. Moderator can pin any participant in the conference layout.

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.



! When creating a conference you can activate **waiting room**. Read more about its usage at corresponding slide.



To create a meeting:

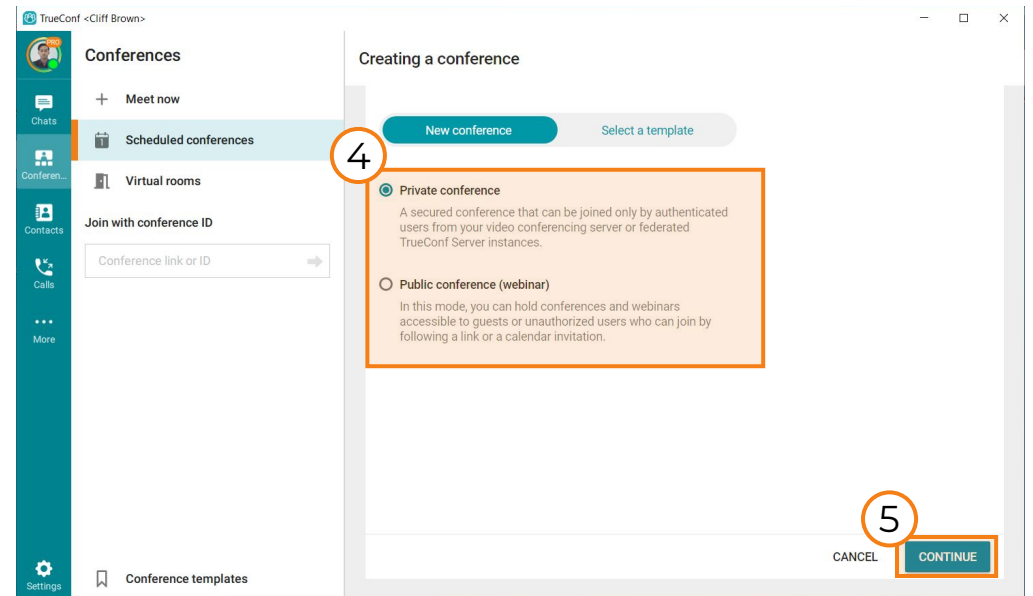
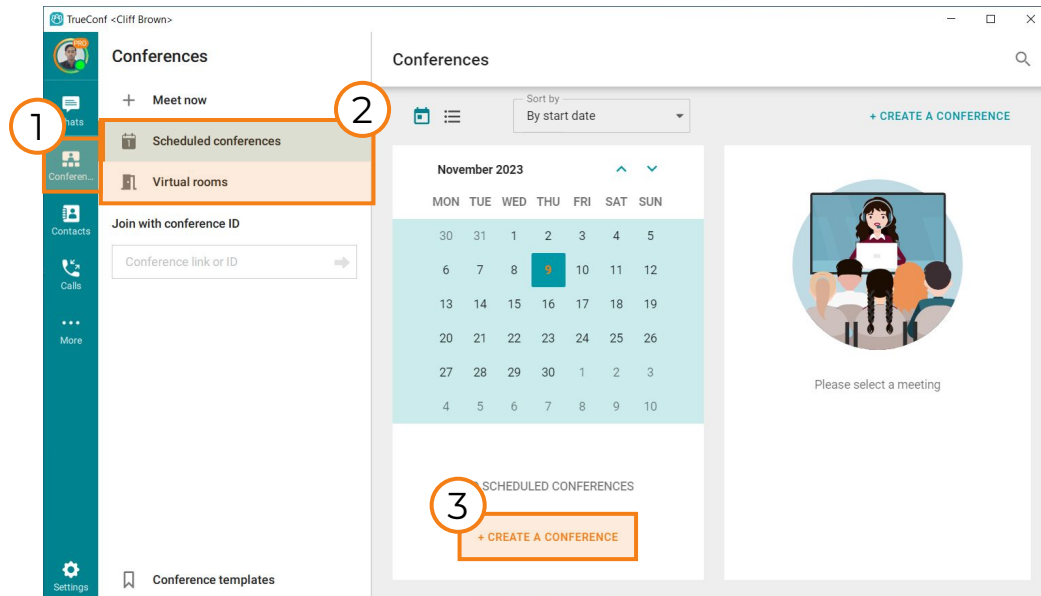
Quick conference will start immediately and will be deleted when finished. If this option doesn't work for you, you can create:

- **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.

- 1 Click  in the application menu and go to the **Conferences** section.
- 2 Go to the **Scheduled conferences** or **Virtual rooms** to create a conference with corresponding start type.
- 3 Press **+ Create a conference** or .

Select the conference type:

- 4
 - **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.

7

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

8

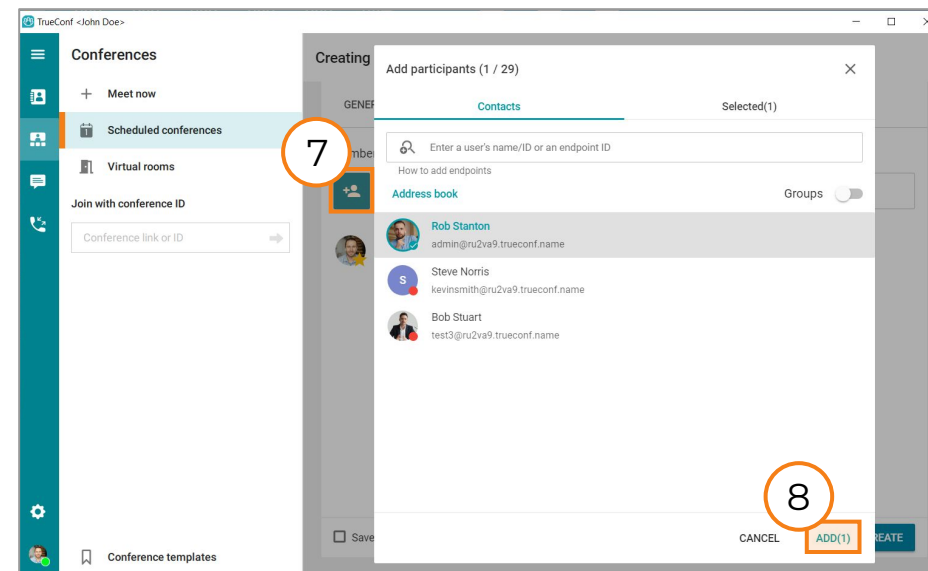
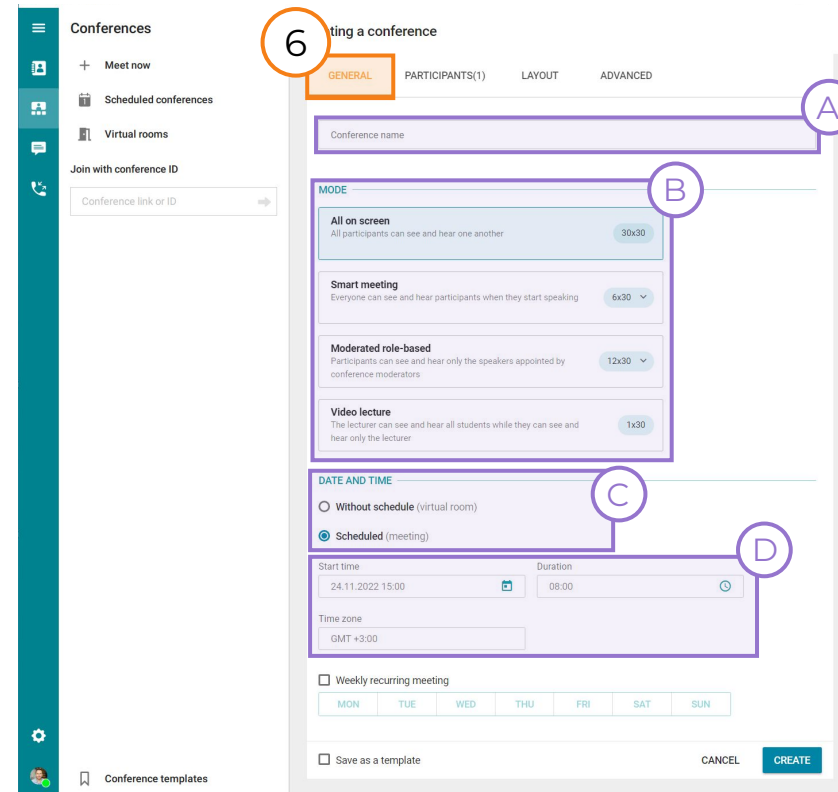
Select necessary participants and click **Add**.

9

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

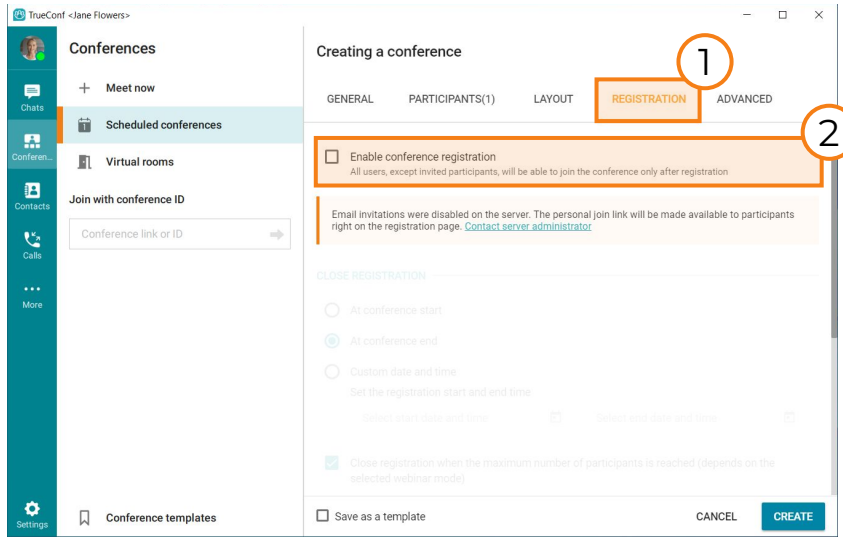
!

Any conference can be recorded. To do this, select **Enable conference recording** in the **Advanced** tab. You can also enable recording during a conference in the real-time meeting management widget. Once the conference is over, you, as the conference owner, can download recording directly from the scheduler. To do this just select a conference and then click **Download recording** or **Conference recordings** (if there are several). Read more at the "[Conference recordings](#)" slide.



Registration for the public conferences

When you select a public type of a conference, you can configure mandatory registration for guest participants. This means that anyone wishing to join your conference will have to complete the registration form first. This allows you to collect information about the participants and restrict access to unwanted guests.



1

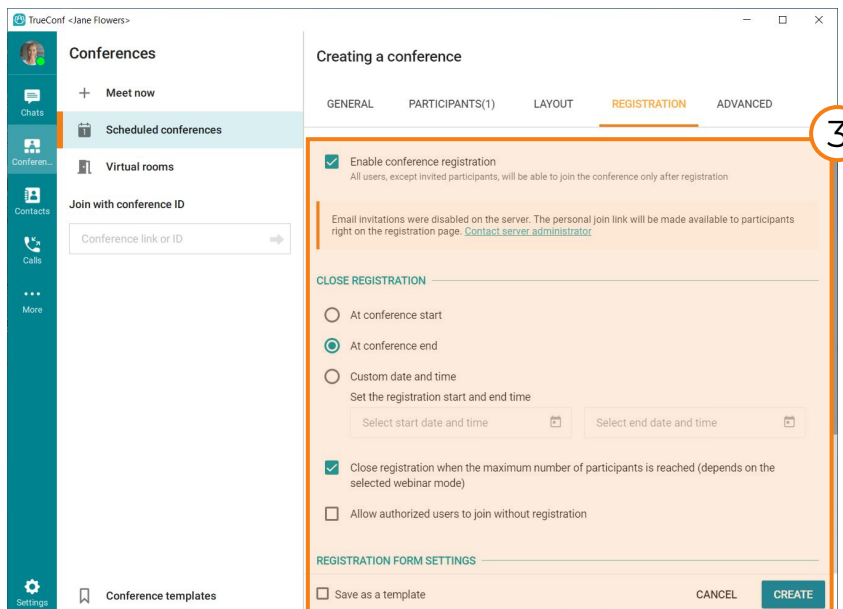
Select the **Registration** tab when creating/editing conference.

2

Check the **Enable conference registration** box at the opened tab.

3

Then, configure the registration for your conference. Please note that you will not be able to configure the fields of the registration form if you do this in a conference that has already been created.





!

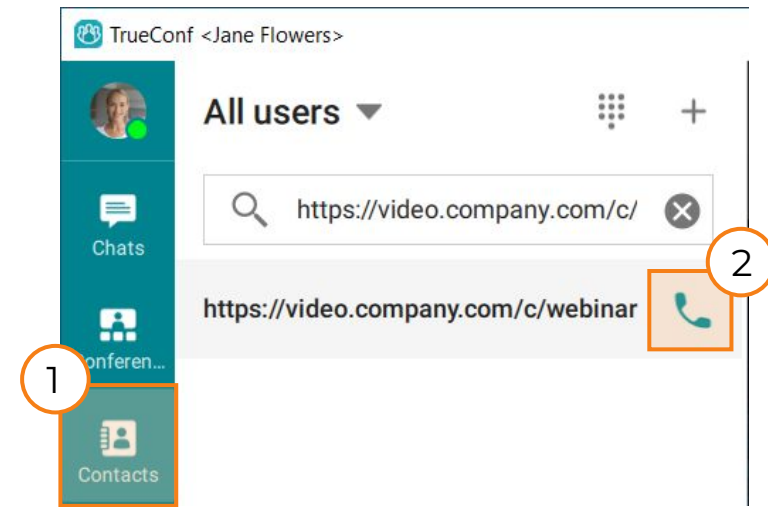
Please note that the webinar registration is unavailable for SIP/H.323 endpoints and RTSP devices (such as IP cameras). They can only join the the public meeting if the moderator adds them to the participant list during its creation or editing, or invites them after conference has started.

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 .

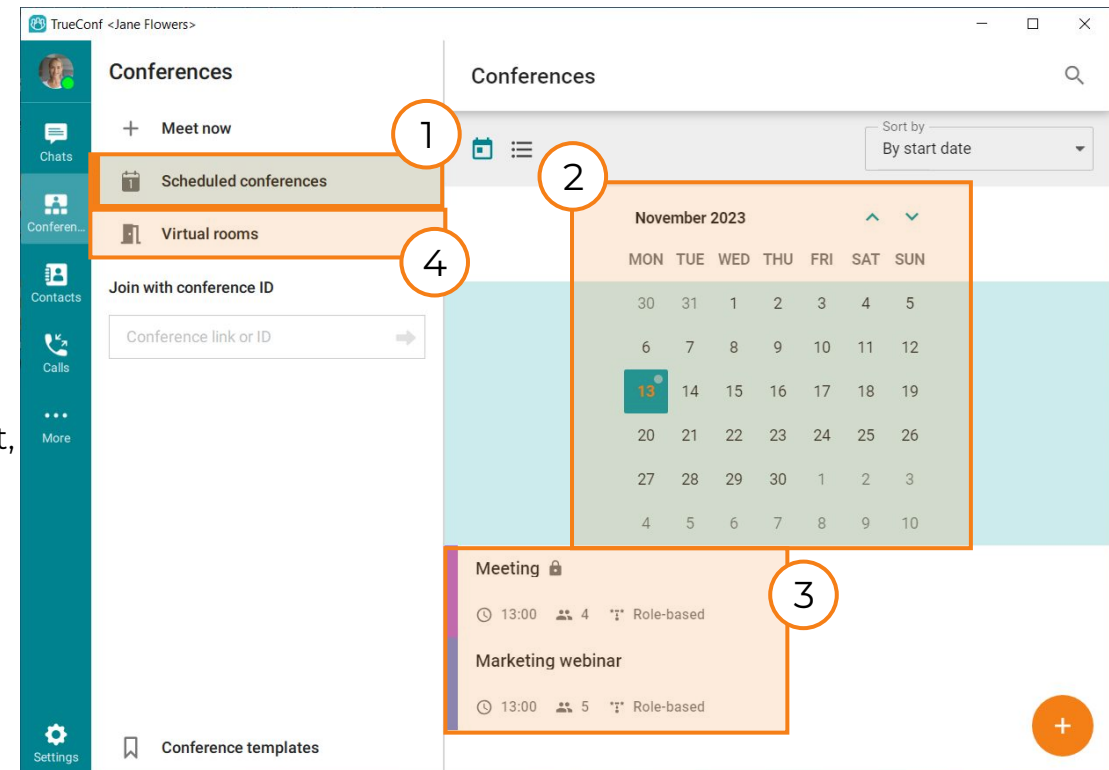


From the conference scheduler:

-  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 a conference from the list and then click **Start a conference**, to start it, or **Connect to the conference** to connect to the ongoing meeting.
- 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)

Connecting via browser:

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

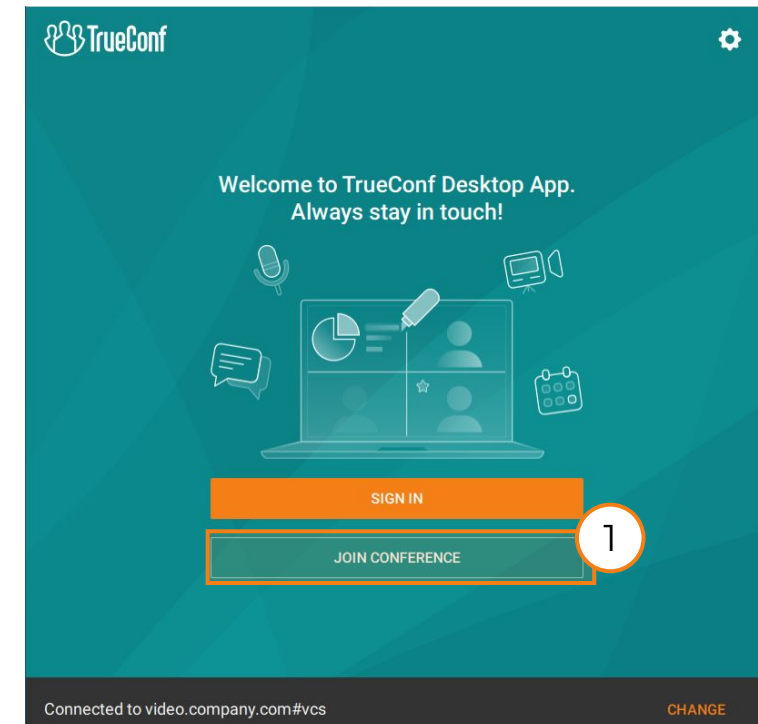
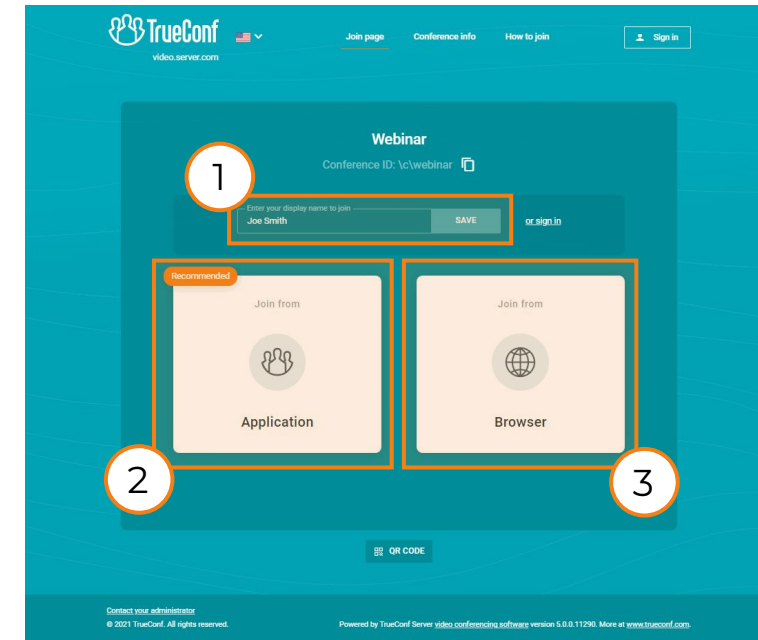
- 1 Enter your full name and click **Save**.
- 2 If you have TrueConf client application installed, click Application. You will be connected to the conference right away.
- 3 If you don't have a TrueConf application and you don't want to install it, click the **Browser** button. After granting your browser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

Connecting via client application:

To join a conference via client application, you will need to have a link to it. However, if you are already connected to the server where the conference is hosted, knowing a Conference ID (CID) will be enough. Note that you cannot join a conference with open registration this way.

- 1 Click the **Join Conference** on the application's home page.
- 2 Enter the conference link (or the Conference ID if you are already connected to the server where conference is hosted).
- 3 A menu for configuring a guest connection will open. Enter your name, configure devices, and click the **Join** button.



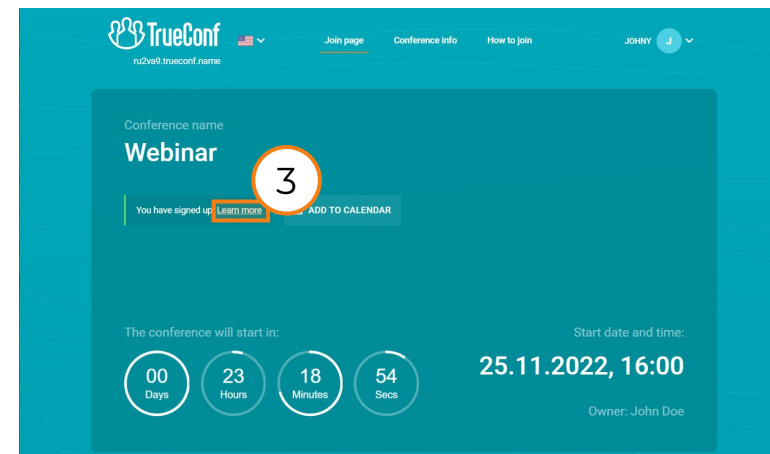
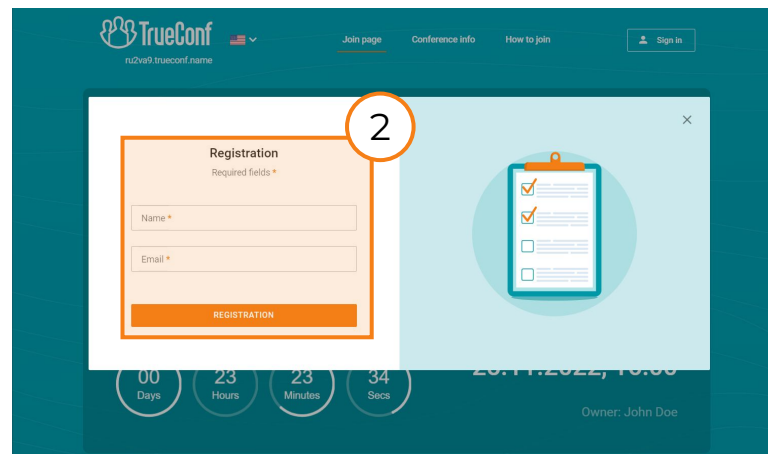
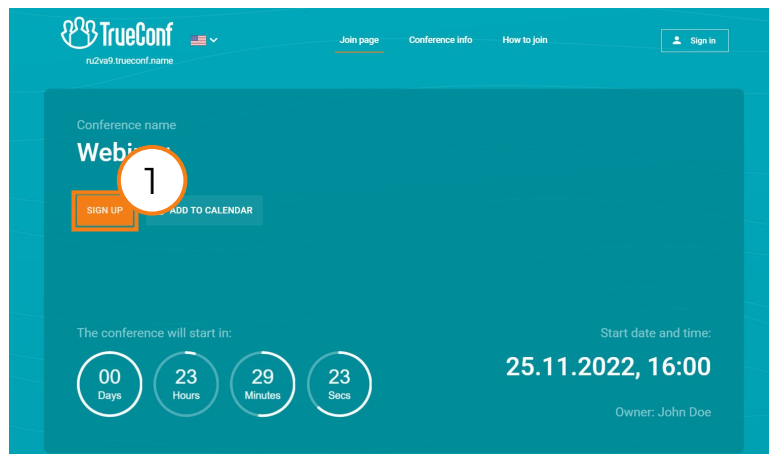
Webinar registration

To join a public conference (webinar), registration may be required:

1 Click the **Sign up** button at the conference guest page.

2 Enter your details (required fields are marked with an asterisk) and click **Registration**. If the server is configured to send invitations, you will receive a connection link in your email. Otherwise, you will have to click the **Copy link** button in the appeared window, and save the link somewhere.



3 If needed, you can change your details by following your conference connection link and clicking on **Learn more**.



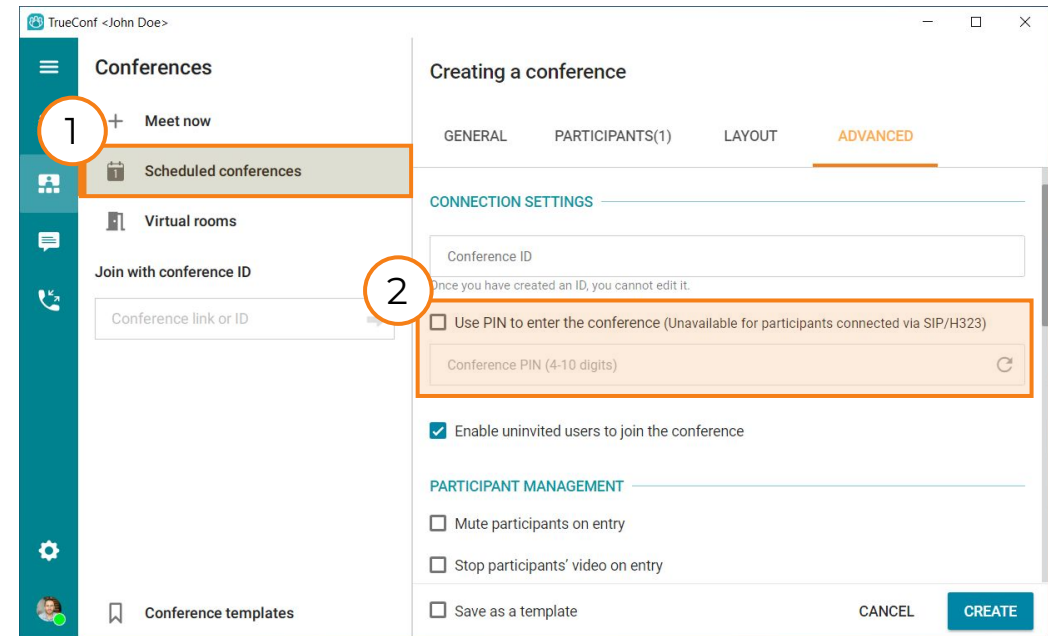
! Please note that the webinar registration is unavailable for SIP/H.323 endpoints and RTSP devices (such as IP cameras). They can only join the the public meeting if the moderator adds them to the participant list during its creation or editing, or invites them after conference has started.

PIN-protected conference

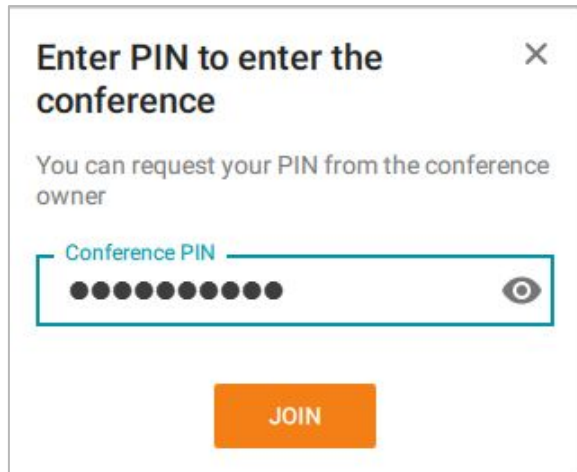
To create a PIN-protected conference:

- 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.

! You can limit an access to unregistered webinar guests with **Registration** tab. This opportunity is described above.



Joining a PIN-protected conference






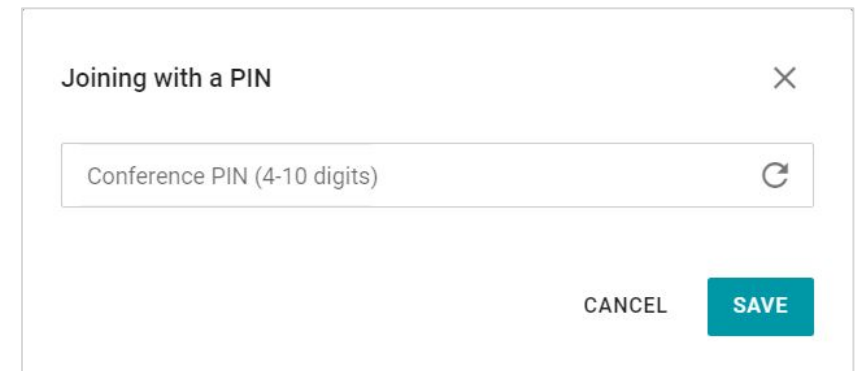
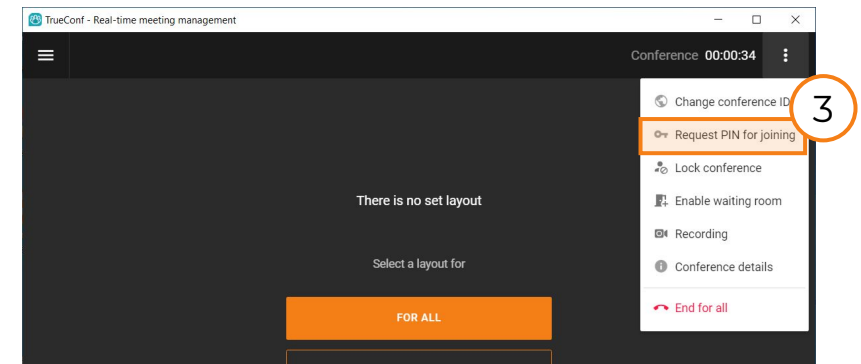
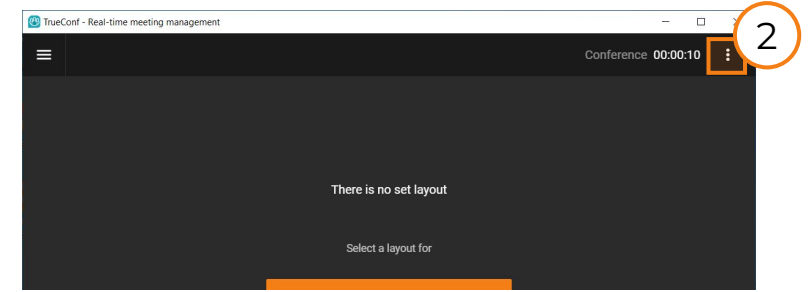
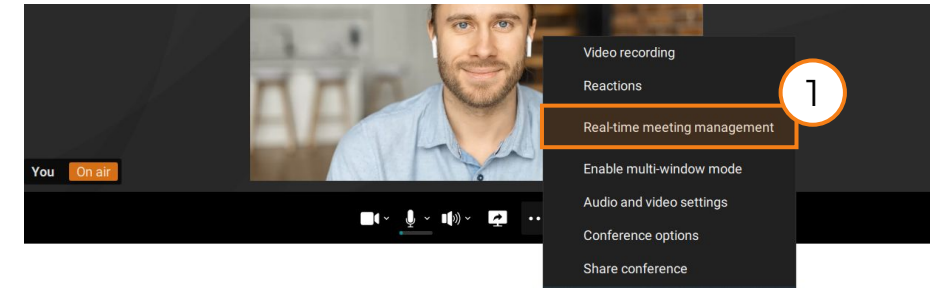
If the conference is PIN-protected, enter the PIN in the corresponding field and press **Join**.

! 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.

How to change a PIN-code for the ongoing meeting


You can also change the PIN-code for the ongoing conference. To do this:

- 1 Click the  button on the conference control panel and select **Real-time meeting management** in the context menu.
- 2 In the top right corner of the appeared window click on the  button.
- 3 Select **Request PIN for joining** or **Change PIN required for joining** if PIN was already set.
- 4 Enter PIN-code or generate it with  button . Then click **Save**. This PIN-code will be used for future launches of the conference.



Conference features

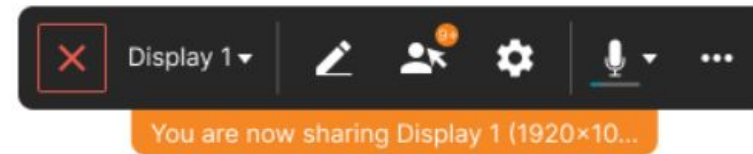
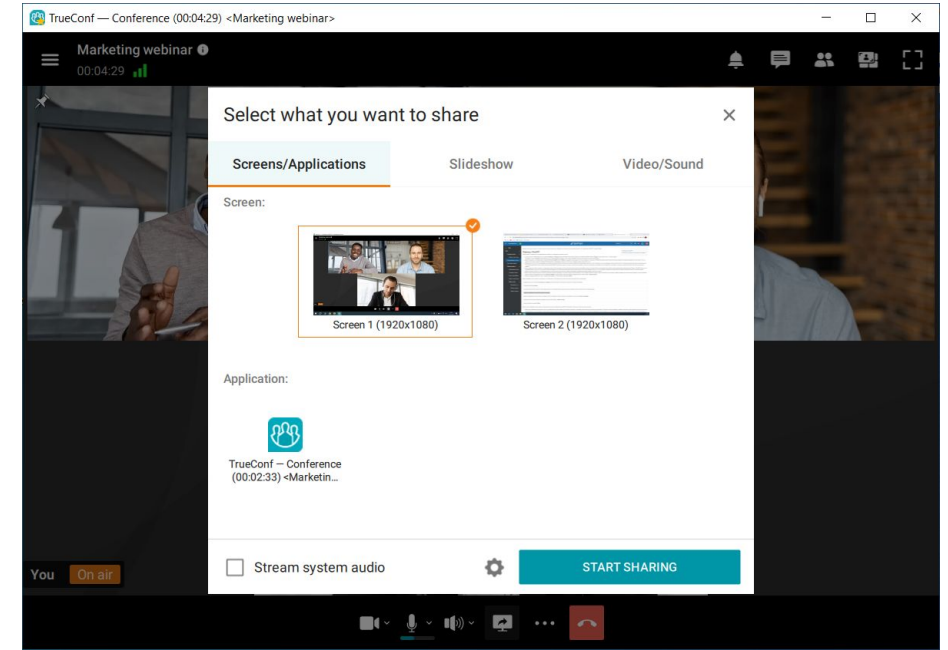
Sharing screen or separate application windows

- 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. If you need to share audio also, check the corresponding box in the left bottom corner. Then click **Start sharing**. 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



Selection of content source and management of audio streaming (button text changes depending on the broadcast source)



Annotating over the shared content (check next slide to learn more about this feature)



Shows list of participants who gained remote control over your desktop



Button for adjusting the settings of content sharing (select if content should be shared in the user's video window or in the separate stream).



Opens advanced conference controls.




Stop content sharing

Annotations over shared content



Content annotation tools can be accessed only when the entire screen (not just one of the application windows) is shared in the user's video window. If content is shared in the separate stream, annotation tools will be unavailable.

You can always make annotations over the shared content. To start annotating, click on the button  in the stream control panel. The panel with drawing tools will be displayed in the left part of your screen.



Enables a user to switch to the OS mouse cursor



Button to drag annotations



Button for drawing



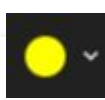
Button to create text blocks



Button to add standard figures like a rectangle, square, or star



Button to activate the pointer which helps to draw the audience's attention



Button to select the color of drawings and text



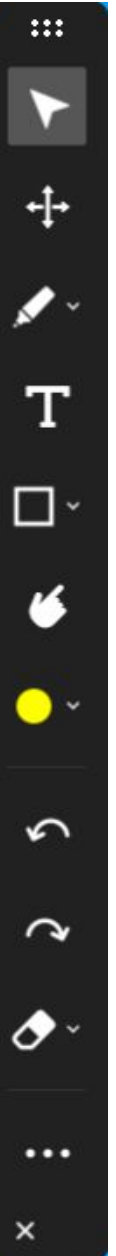
Buttons to undo and redo the last action respectively



Button to delete created objects




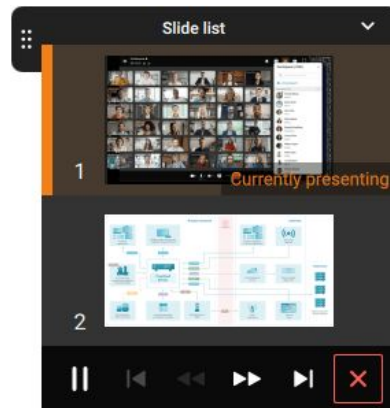
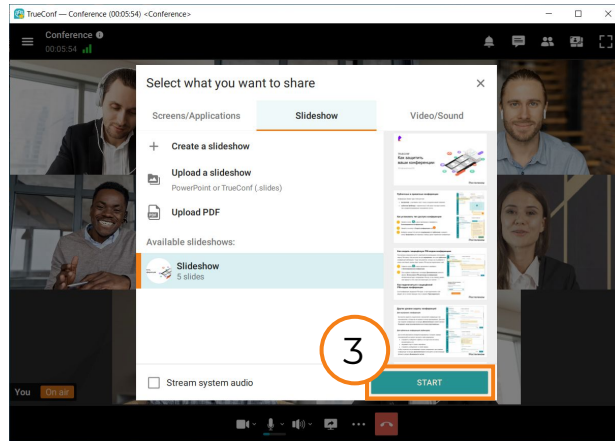
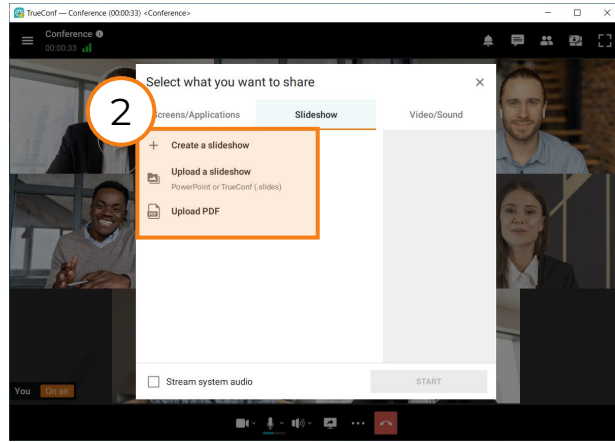
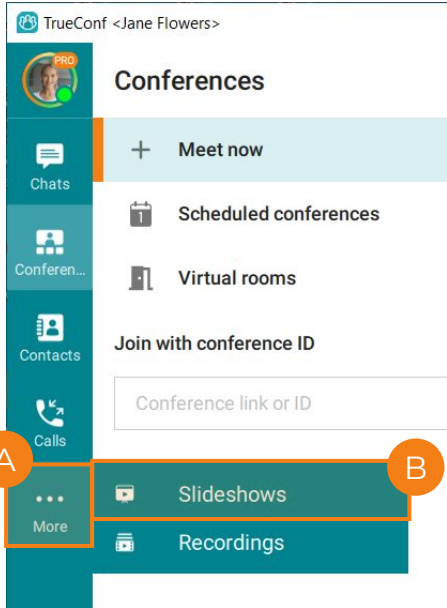
Button that opens the menu with additional options




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 Click on the  at the conference control panel. Select **Slideshow** in the context menu.
- 2 A slideshow window will open:
 - Click to create a slideshow from images.
 - To import a *.ppt / .pptx / .slides* click **Upload slideshow**. After uploading the slideshow, click the **Start** button in the bottom right corner.
 - To import a PDF file click **Upload PDF**.If you need to stream sound along with the slideshow, check the corresponding box in the bottom left corner.
- 3 After importing the file, click **Start**.

! During content sharing a management widget is displayed. This widget includes  buttons for navigating through the slides, a  button to pause the slideshow (slideshow will not be shared when paused) and a  button to stop slideshow.

Streaming video files and system audio

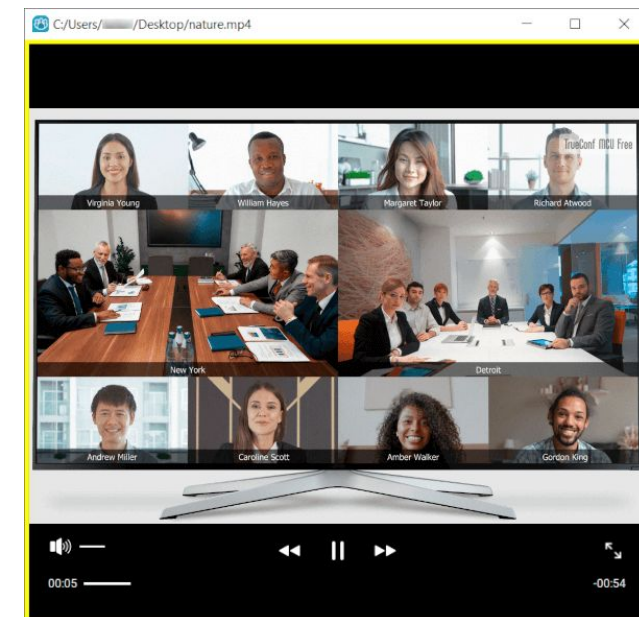
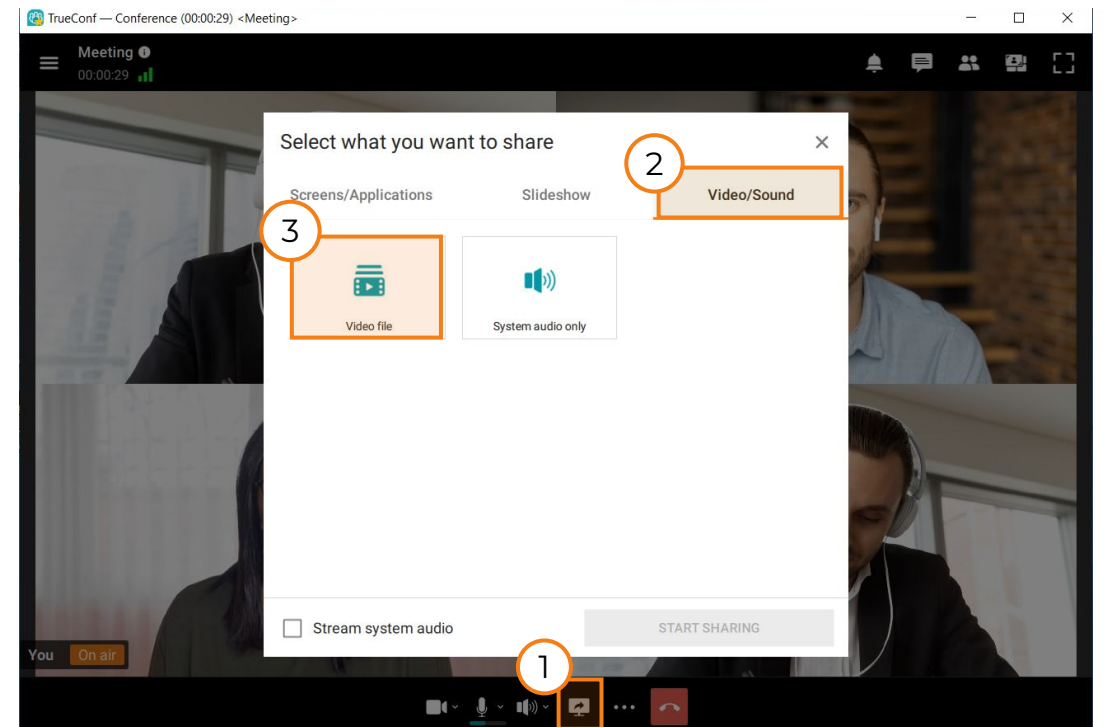
You can stream video files during a conference. To do it, take these steps:

- 1 Click on the button  in the meeting control panel.
- 2 Go to the **Video/Sound** tab in the pop-up window.
- 3 Select **Video file** in the opened tab.
- 4 The file explorer will open on your OS; here, you need to select the file that will be streamed.
- 5 Then in the Video file section, you will see the name of the uploaded file. Additionally, there will be the button . By clicking on it, you can select a different file for streaming.

! The box **Stream system audio** will be checked by default. If you uncheck this box, meeting participants will not be able to hear the audio track from the video file.

- 6 Click on the button **Start sharing**. Video file streaming will begin. There will be a separate window for managing this stream. To end streaming, close the stream management window.


! The following file formats can be used for streaming: avi, mkv, mp4, and webp.

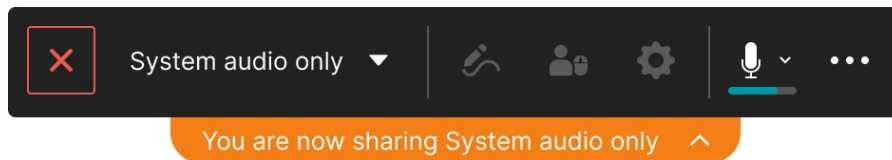
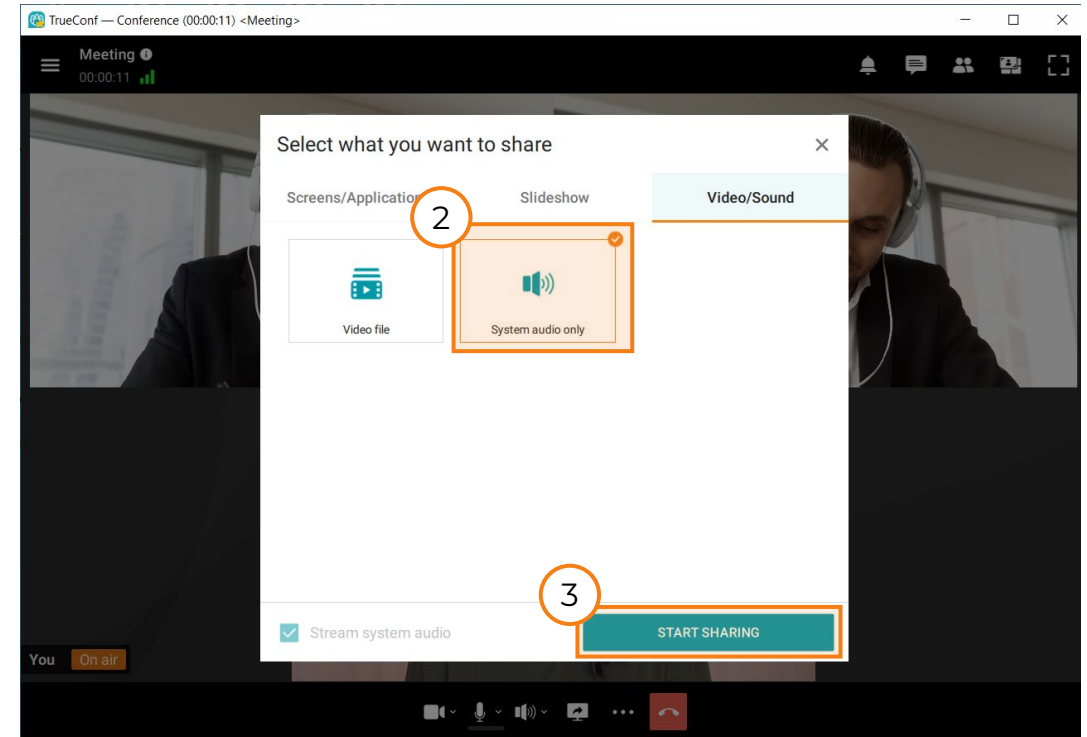


You can stream the audio from your operating system without sharing video. For example, you can play a sound track in the media player for your colleagues. To do it:

- 1 Follow the steps 1 and 2 from the video file streaming guide at this slide.
- 2 Select **System audio only** in the opened tab.
- 3 Click on the **Start sharing**.

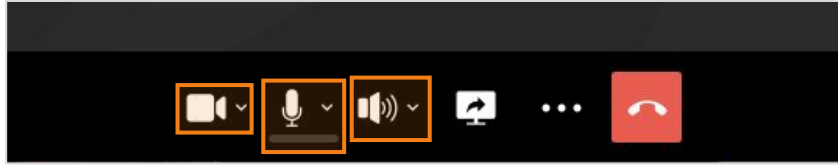
The widget of management of content sharing will appear and conference participants will hear all sounds played at the system level.




To stop sharing system audio, click on the  button on the management widget.




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.

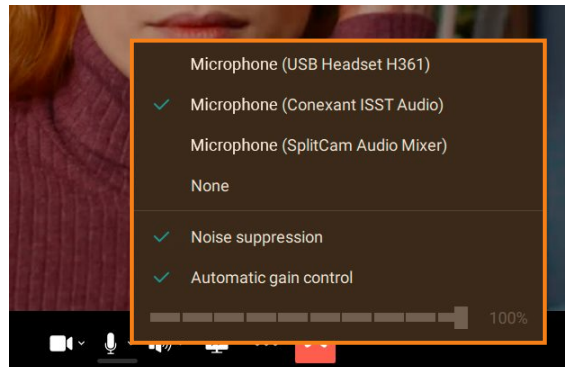
Choosing other microphone, camera, speakers:

To switch to another device during a conference:

1 Click the  button near the necessary device icon or right-click on on the device icon itself.

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


2 Select necessary device in the list. In this menu you can also enable noise suppression and automatic gain control.



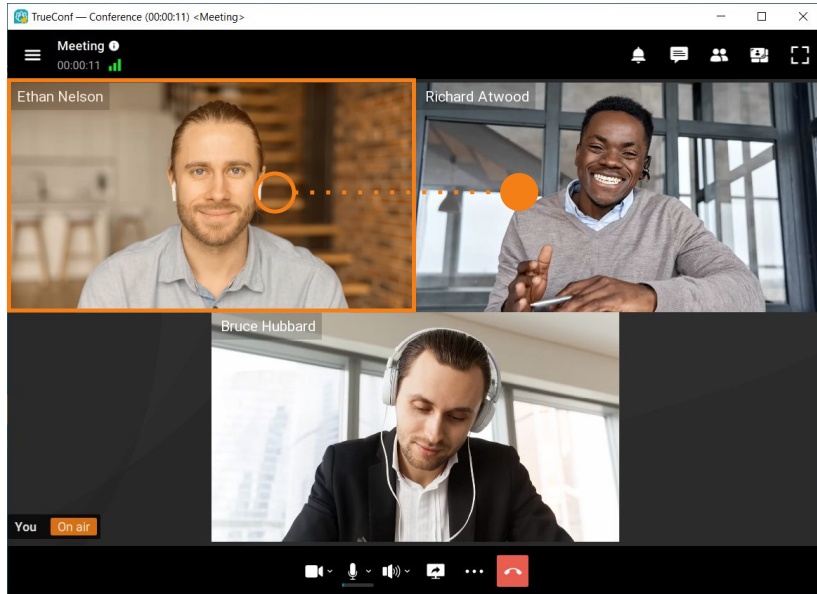
Even if you have turned off your microphone, you still can send an audio remark at any time during the conference.

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.

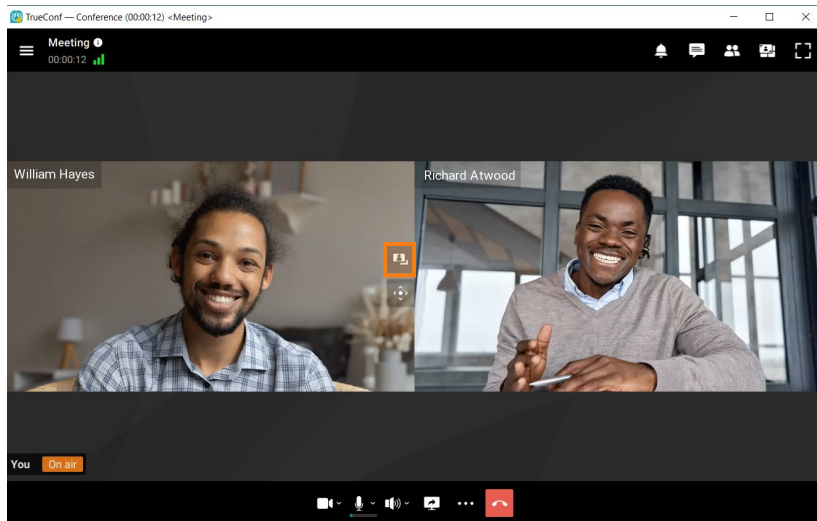
Adjusting your video layout





To change the order of windows in the layout:

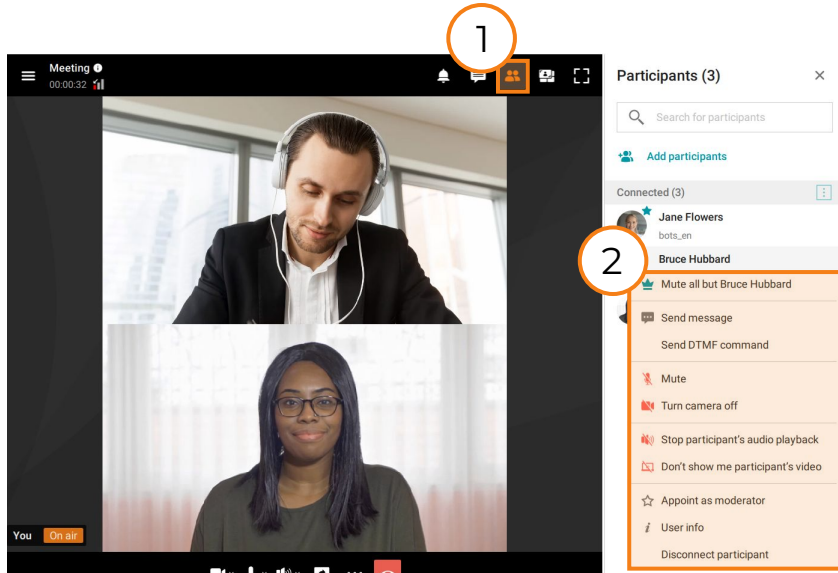
- 1 Press and hold down the video window you would like to move with your mouse.
- 2 Drag it to the window you want to replace.
- 3 Release the button in order to replace the windows.

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



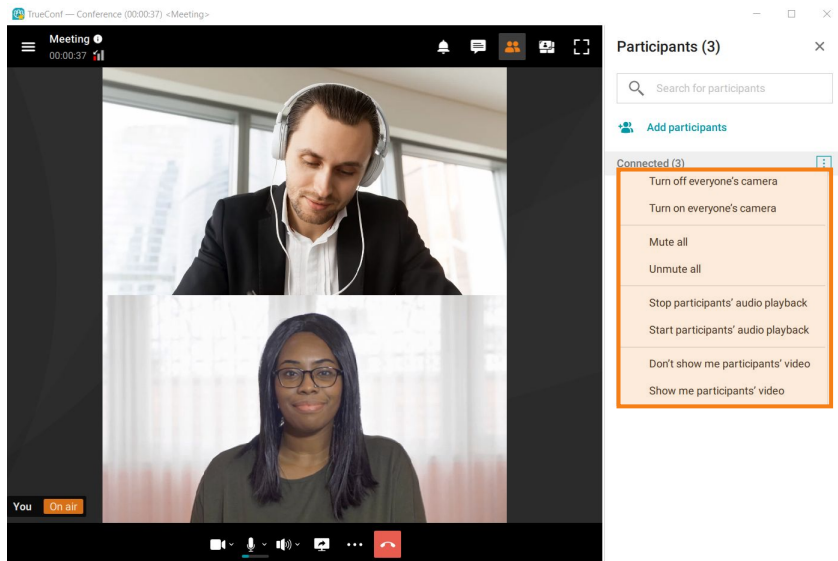
1

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.

Waiting rooms

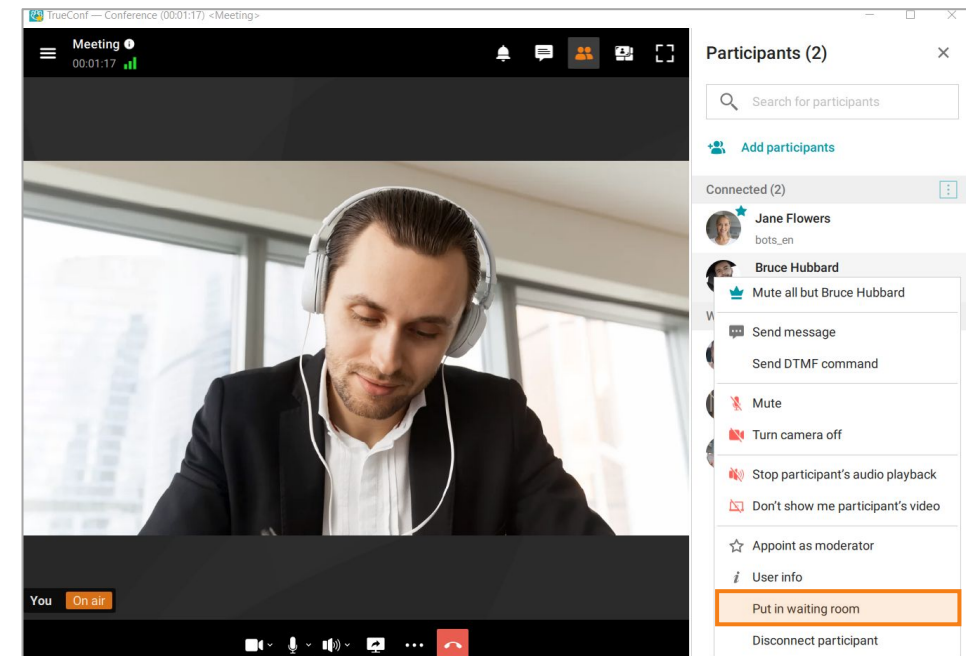
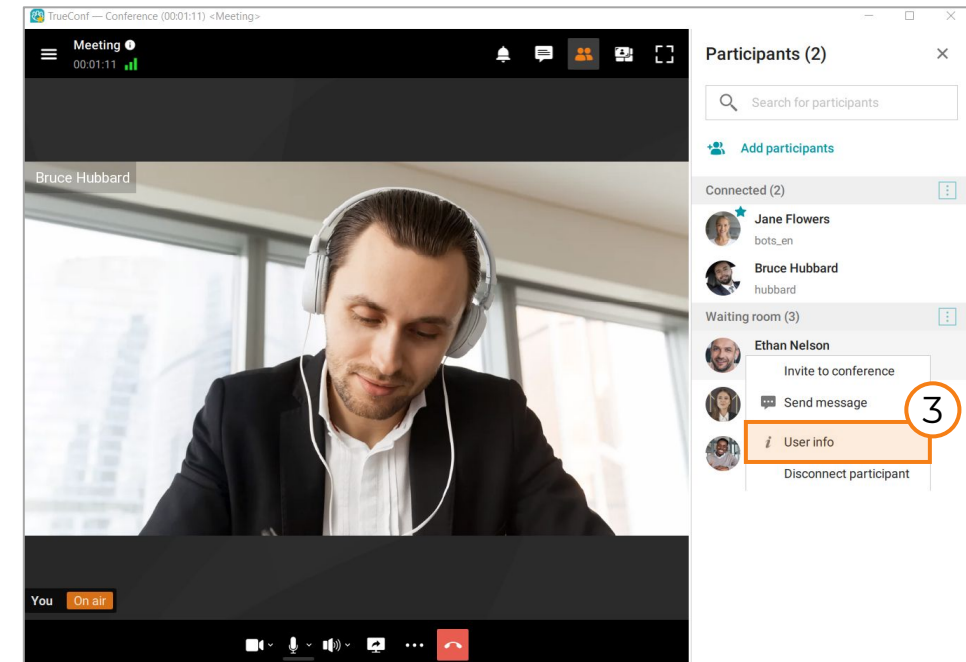
When creating a conference (of any type), you can check the box **Put participants in waiting room on entry**; in this way, you can make sure that all participants except moderators are immediately directed to the waiting room. The user, who is put in the waiting room, will be unable to see or hear other participants (and vice versa). Additionally, this person will be unable to access collaboration tools. A participant can be moved to the waiting room only by moderators (including the owner).

To invite user from the waiting room to the conference follow the next steps:

- 1 Click on the  in the upper right corner of the conference window.
- 2 Right-click on the participant In the **Waiting room** section.
- 3 Select **Invite to conference** in the context menu appeared.

Similarly, you can send a participant to the waiting room. To do this right-click on a user in the list of participants and select the option **Put in the waiting room**.

! Waiting rooms are available only if you check the **Put participants in waiting room on entry** box when creating a conference.







Moderated role-based conference

Roles description

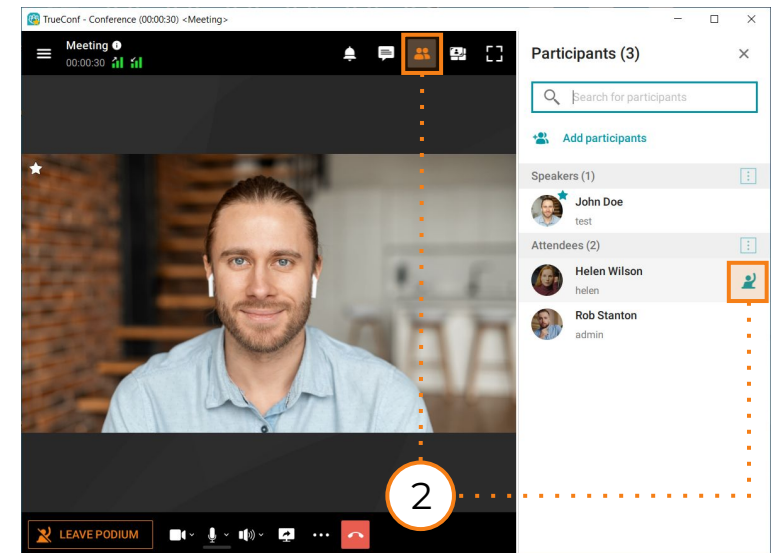
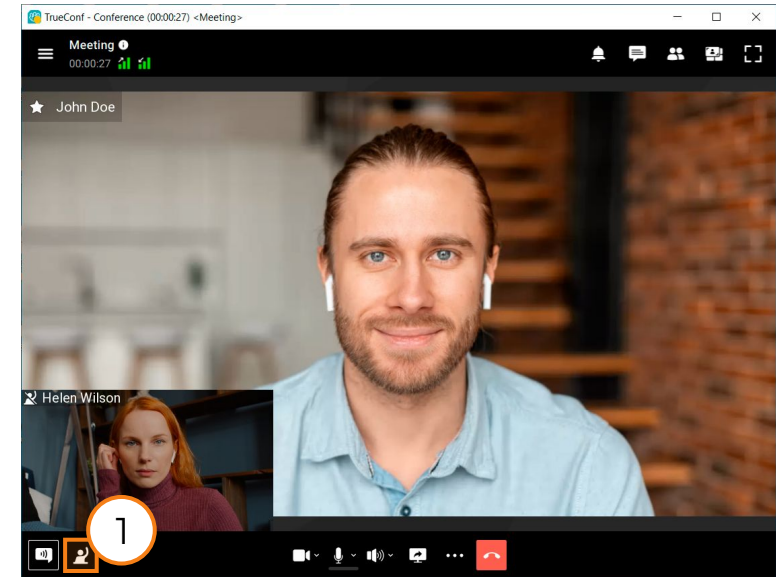
In a **moderated role-based conference**, only the speakers on the podium can be seen or heard. Only the speaker can share screen and show slides.

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

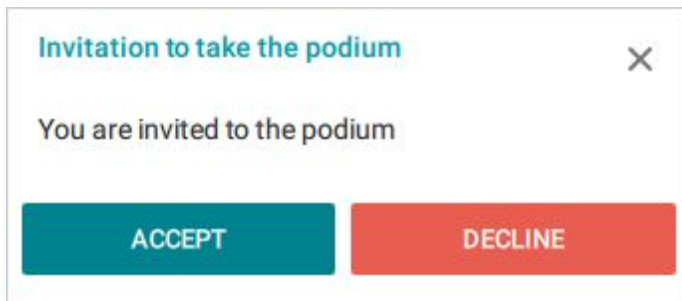
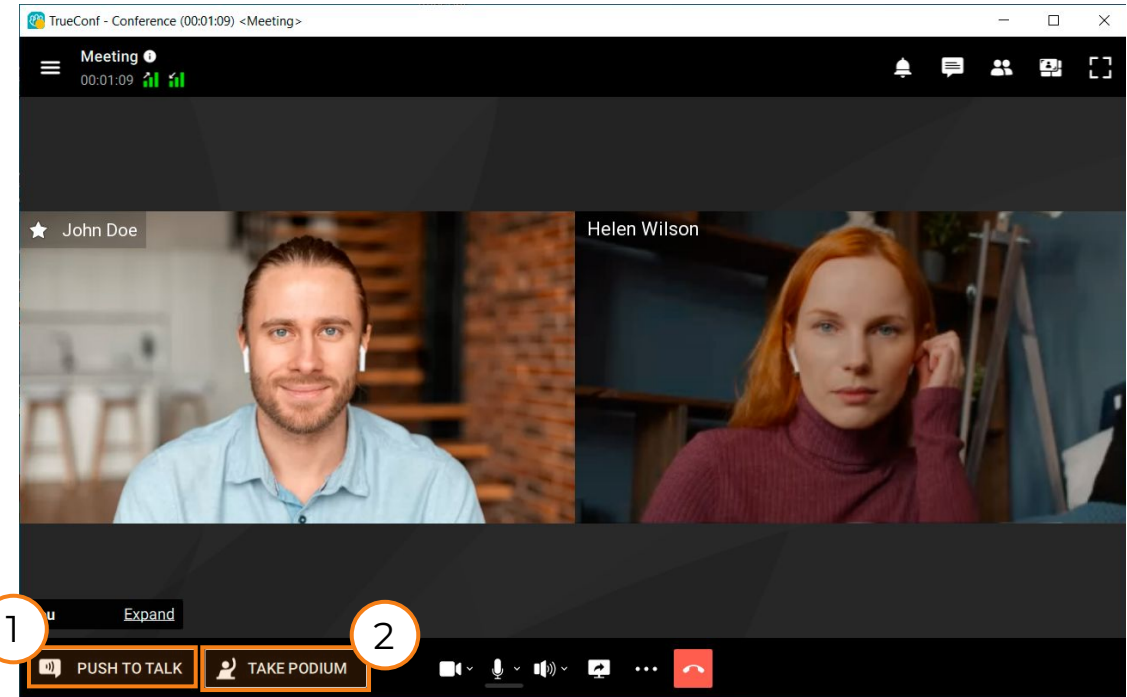
To do this, press and hold down the  **Push to talk** button at the bottom of the screen (or use the **Space/Ctrl + T** key combination).

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**.

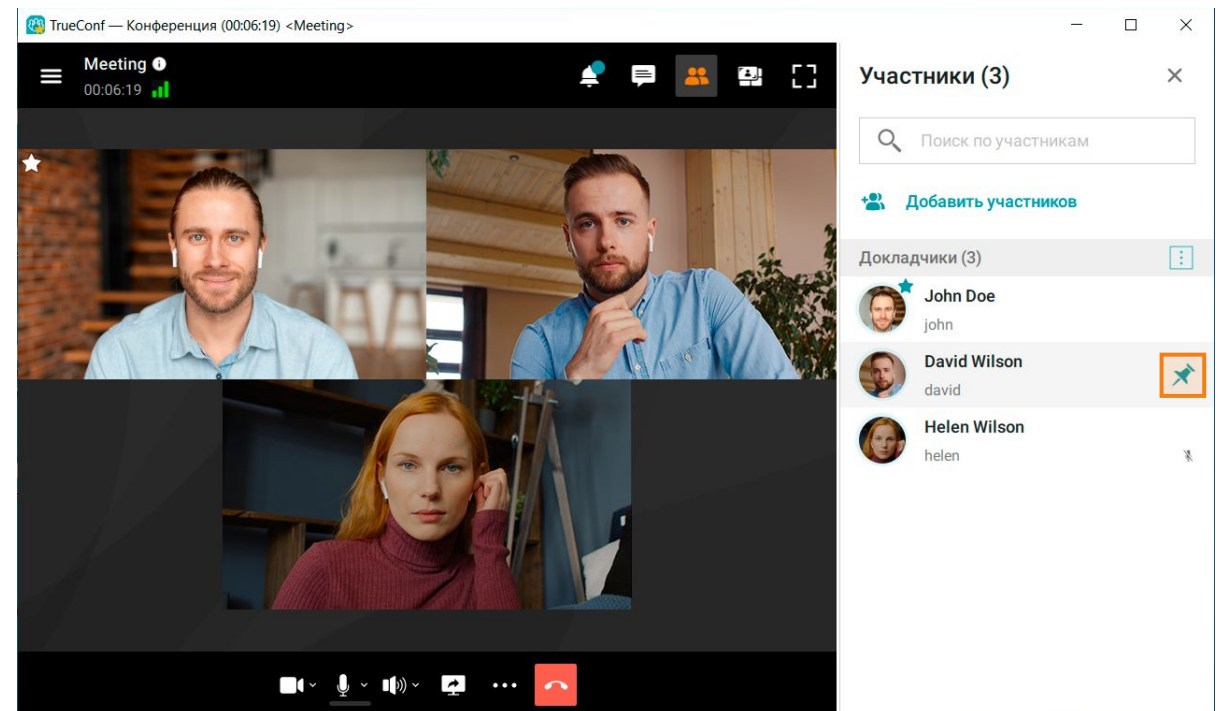
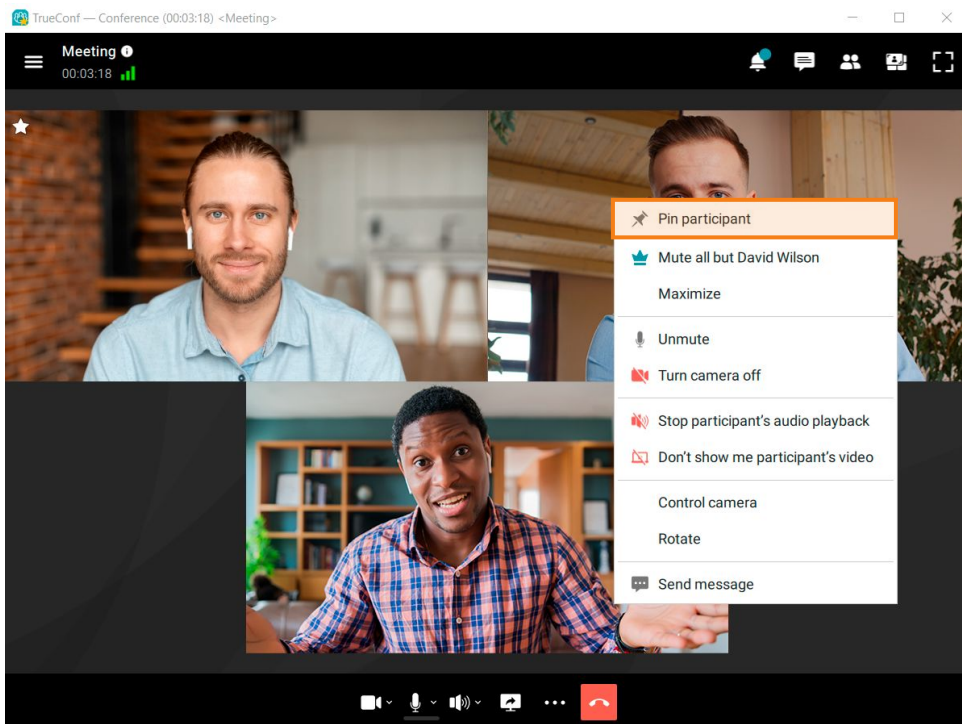
Smart meeting

Features of smart meeting

Smart meeting mode is mostly similar to Moderated role-based mode, with the key difference that participants will take the podium automatically, according to certain rules. An attendee, who starts speaking or sharing content is displayed in the layout instead of the presenter who is now silent. The number of vacant spots on the podium is limited and can be set when the conference is created. The first user to be removed from the layout is the participant who has been silent longer than other presenters.




The moderator can pin any participant on the podium to make sure that this user is not replaced even when he/she is silent. To do it, right-click on this participant's video window. Select Pin participant in the context menu. It is also possible to click on the , button displayed when hovering the mouse over a presenter in the list of conference participants. Similarly, you can unpin a participant with the  button or via the context menu. When participant is pinned to podium, his microphone will be automatically unmuted.

Please note: when a smart meeting is created, the **Mute participants on entry** box is checked by default. It is done to make sure that a participant cannot take the podium by accident until he/she intentionally unmutes the microphone. This setting does not mute microphones on the side of SIP/H.323 endpoints.



Smart meeting with different types of connections

Client applications that do not support smart meeting mode

Smart meeting mode is available for TrueConf client applications starting from version 8.2.1. If a participant joins a smart meeting from the application that does not support this mode, this meeting will become a moderated role-based conference for this user. In other words, he/she will need to click on the  **Take podium** button to take the podium and the moderator will see the corresponding join request. When this participant takes the podium, he/she will be automatically pinned. The moderator can also pin this participant on the podium by clicking on the  button; in this way, this participant will become a presenter. To leave the podium, this user will need to click on **Leave podium** or the moderator can unpin him/her with the  button.

SIP/H.323 endpoints and RTSP devices



The participants, who join a smart meeting from SIP/H.323 endpoints, and RTSP connections (for example, IP cameras) take the podium when they start speaking or if they are pinned in the layout just as client applications. If an endpoint with a muted microphone starts sharing content in the secondary stream, it will also be added to the layout.

Browsers (via WebRTC)

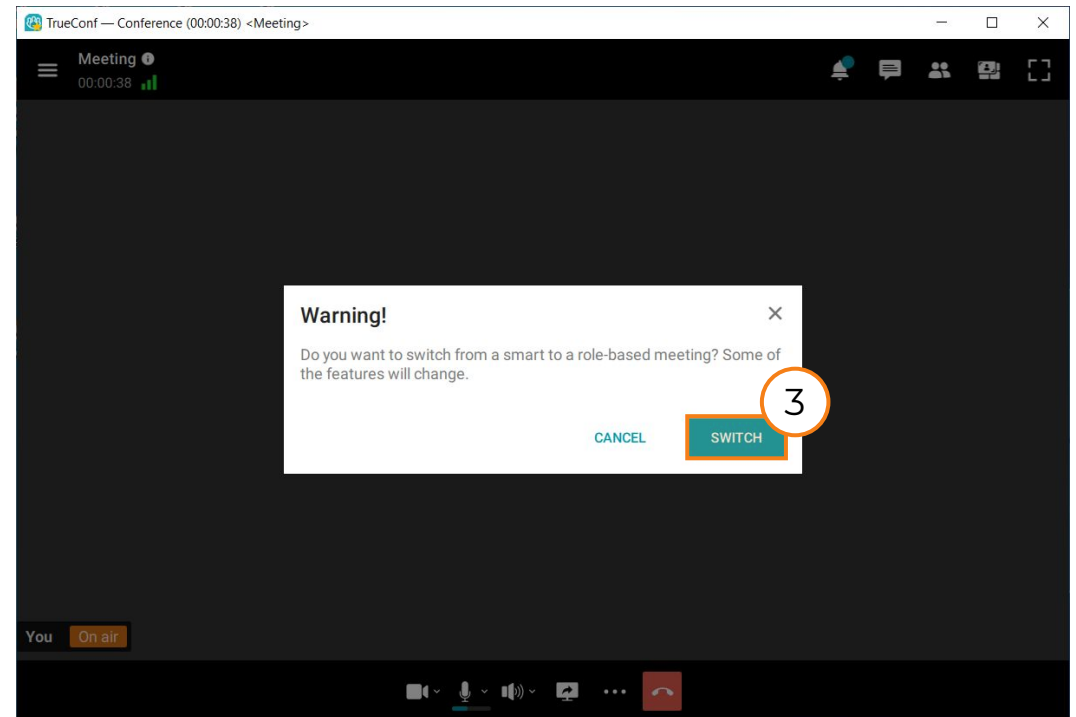
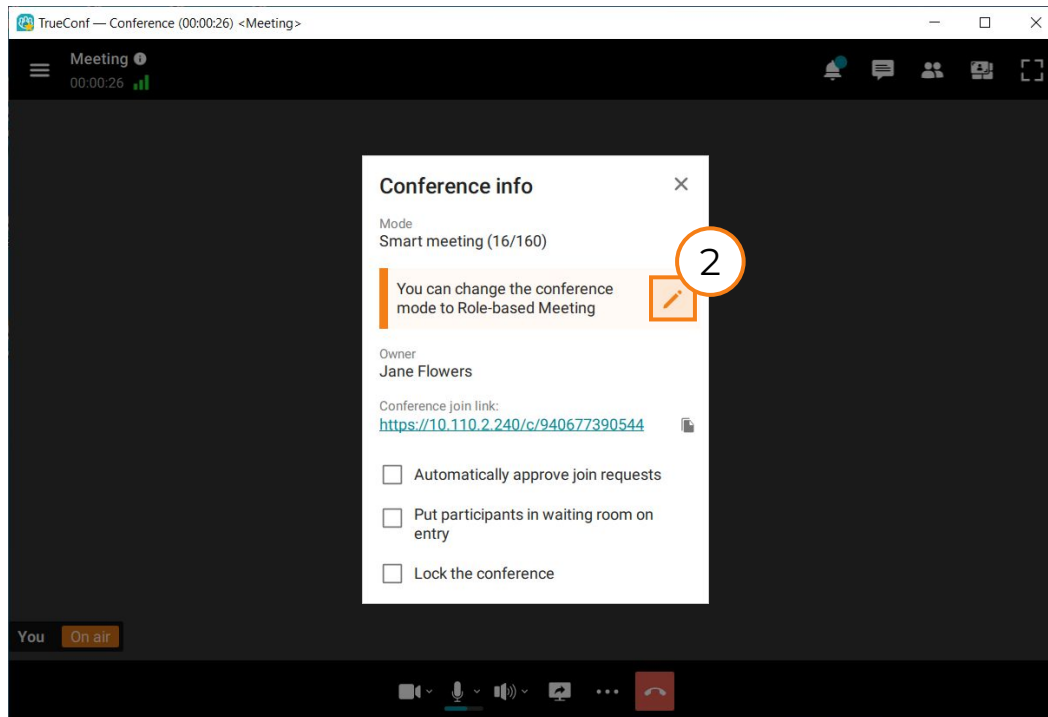
The participants who join a smart meeting from a browser (via WebRTC) take the podium when they start speaking or when they are pinned in the layout by the moderator. Such participants can become presenters even with a muted microphone when they start content sharing.

Conference mode switching

During a smart meeting conference you can switch the mode to **moderated role-based**. To do this:

- 1 Click the  button, in the top left corner of the conference window.
- 2 Click on the  button in the appeared window.
- 3 Then click on the **Switch** button. After that your conference will switch to the **moderated role-based** mode.

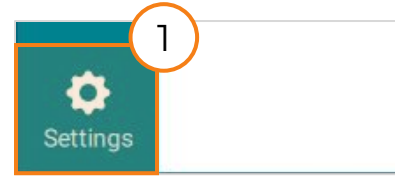
! In the same way you can switch conference mode from **moderated role-based** to **smart meeting**.



Application settings

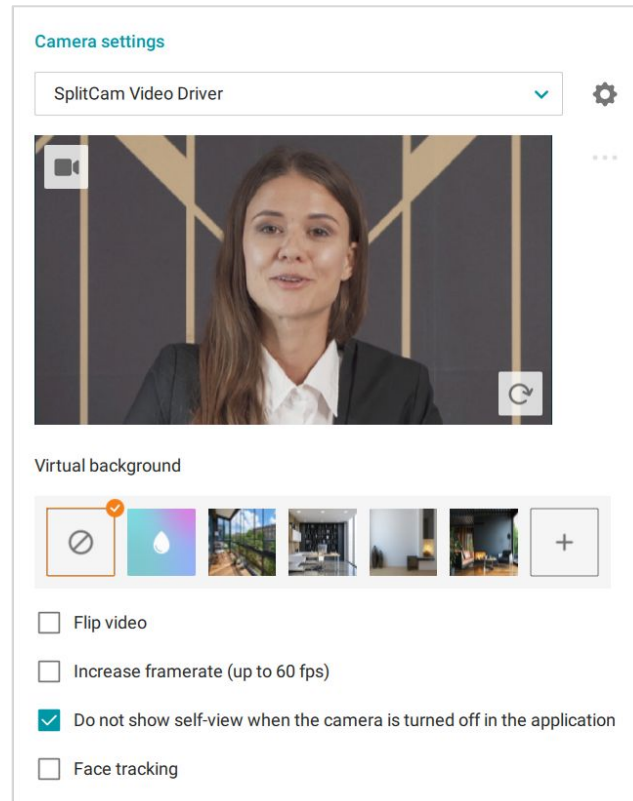
1

Click  in the application menu to open the settings.



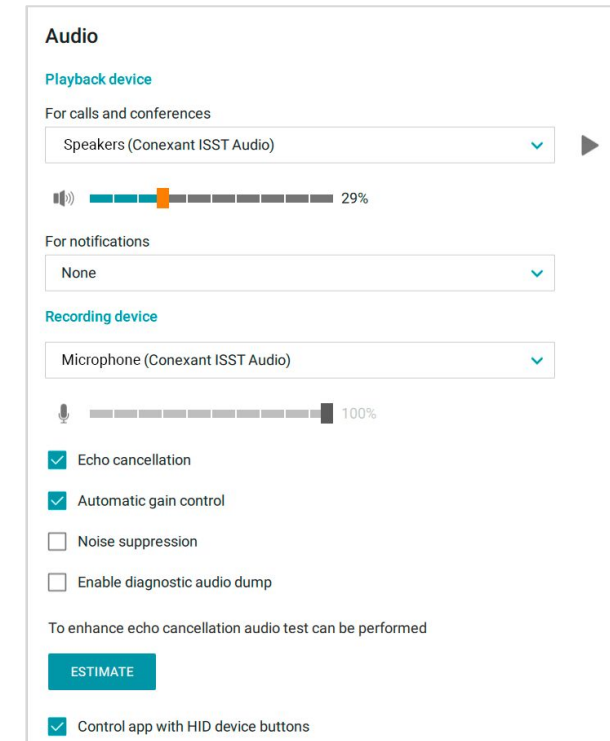
2

To configure camera go to **Audio and Video → Video**. Here, you can set up background blurring or choose a virtual background instead of yours. In addition to the available virtual backgrounds, you can add your own. The **Face tracking** checkbox activates an integrated AI module that crops your video so that your face is always centered in the frame. Face tracking is available for cameras with a resolution of 1280x720 (720p) or higher.



3

To configure audio notifications and pop-ups, go to **Audio and Video → Audio**. Here you can make some other configurations, for example you can activate noise suppression.



4

In **Preferences → Notifications and sounds** section you can configure pop-ups: their position, events when they appear, etc.

Notifications and sounds

Pop-ups on the desktop

Location on the screen

Number of notifications: 3

General events

- A user goes online
- Conference requests**
Request for conference participation, desktop or camera/mic control, and podium invitations
- Conference events
Video or audio devices turned on/off by the moderator, conference role changes, and responses to requests
- A new participant joins the conference

Chat

- A new chat message
 - Show sender's name
 - Show message preview

5

Sound notifications are configured in **Preferences → Notifications and sounds**. Here you can select notification sounds for different application events.

Notifications and sounds

Sound notifications

Calls

- Incoming call: Main
- Outgoing call: Classic
- Call/conference start: Accord
- Call failure: Drum

Conferences

- Conference events: Nature
- Conference requests: Bell
- A new participant joins the conference: Illumination

Messages

- Message sent in chat: Rattle
- Message received in chat: Tap

6

To access the list of all available hotkey combinations, go to the **More → Hotkeys**. Hotkeys can be reassigned. To do this, double-click on the desired combination in the **Keyboard shortcut** column and press the new key combination on your keyboard.

Hotkeys

Enable keyboard shortcuts

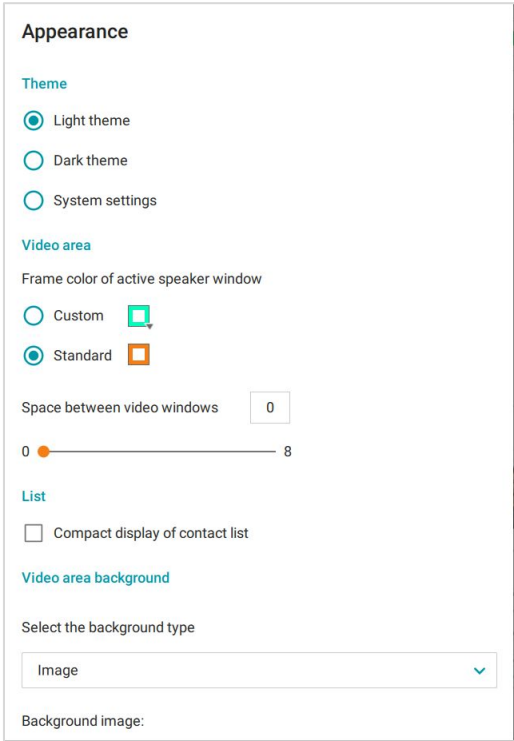
Action	Keyboard shortcut
Main sections	
<input checked="" type="checkbox"/> Open the dialer	Ctrl + D
<input checked="" type="checkbox"/> Open the address book	Ctrl + 1
<input checked="" type="checkbox"/> Open the Conferences tab	Ctrl + 2
<input checked="" type="checkbox"/> Open the Chat tab	Ctrl + 3
<input checked="" type="checkbox"/> Open Call history	Ctrl + 4
<input checked="" type="checkbox"/> Open settings	Ctrl + E
<input checked="" type="checkbox"/> Open the search menu	Ctrl + F

To customize hotkeys, click on a shortcut and then press the shortcut you want to use.

[RESTORE DEFAULT SHORTCUTS](#)

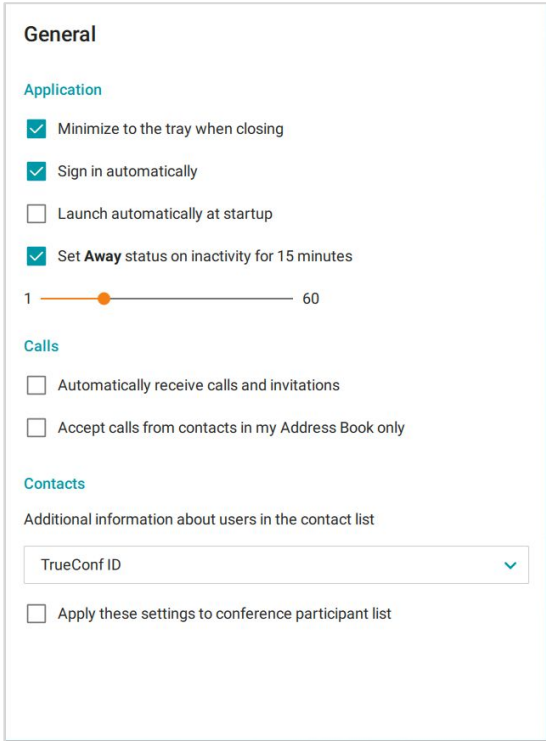
7

To change the application's appearance settings, navigate to **Preferences → Appearance**.



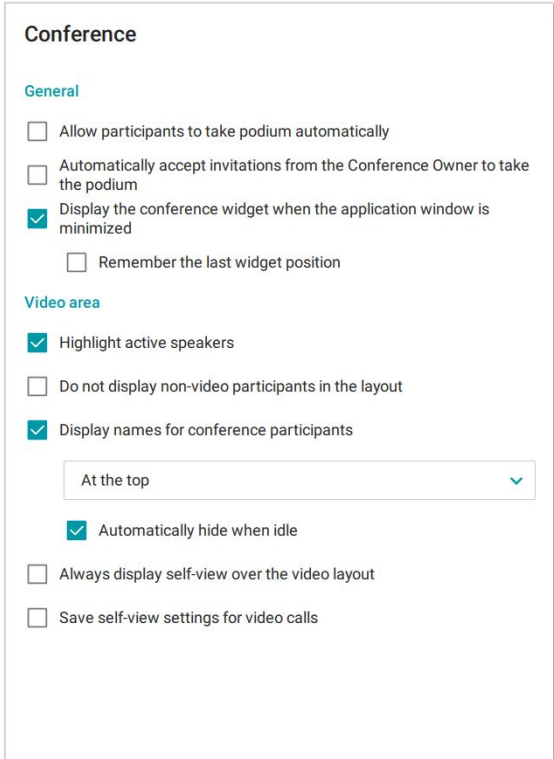
8

To configure the application's operating preferences, go to **Preferences → General**. In the **Contacts** subsection, you can set a text that will be displayed below the user name in the contact list.




9


In the **Preferences → Conference** section you can configure certain conference settings.



Settings of the main menu

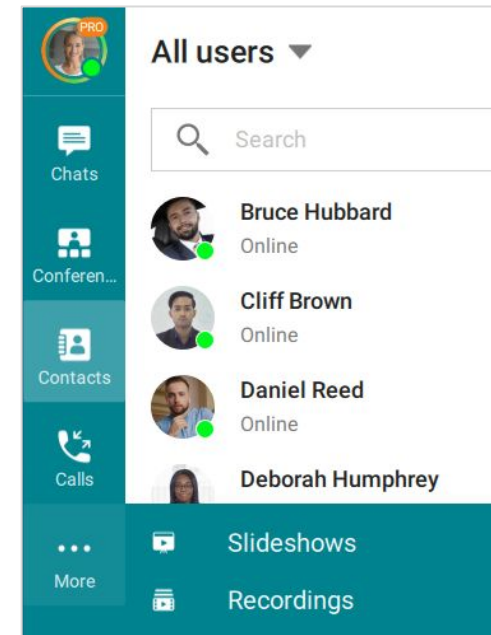
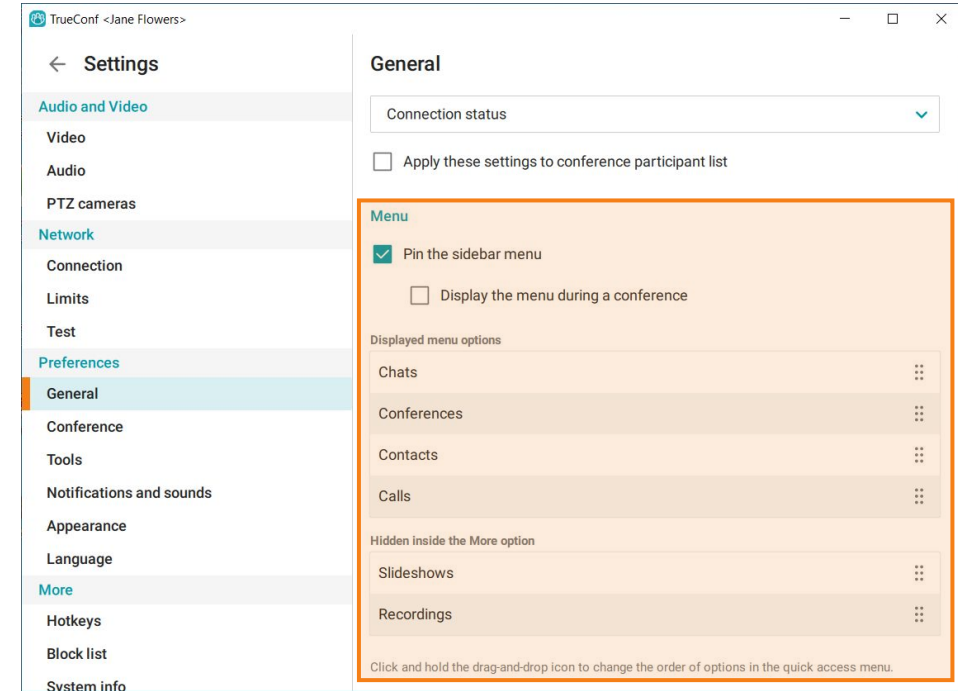
In the **Settings → General → Menu** section, you can customize the main application menu.

To make sure that the main menu is always displayed in the left part of the application window (except when you are in a meeting or have accessed the settings menu), check the box **Pin the sidebar menu** (checked by default). If the box is unchecked, the menu will be hidden under the button .

In this section you can also change the order of options that are constantly available in the main menu. It is possible to hide additional options by moving them in the **Hidden inside the More option** list. To move an option to the required location, click and hold on the button  which is opposite to the option name and drag it.

Then the options from the **Displayed menu options** block will be always displayed in the main menu, while the options from the **Hidden inside the More option** block can be found in the drop-down list that can be opened by clicking on the **More** button.



If the box **Pin the sidebar menu** is unchecked, the menu will include the options from both sections. However, the options from the **Others** block will be displayed below others under the separator bar.

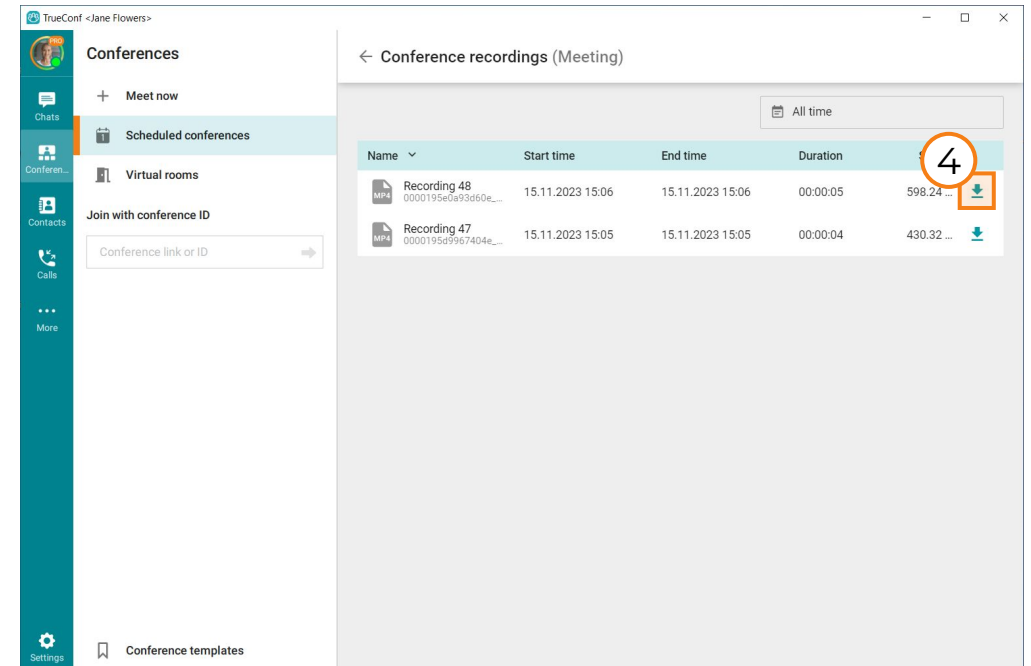
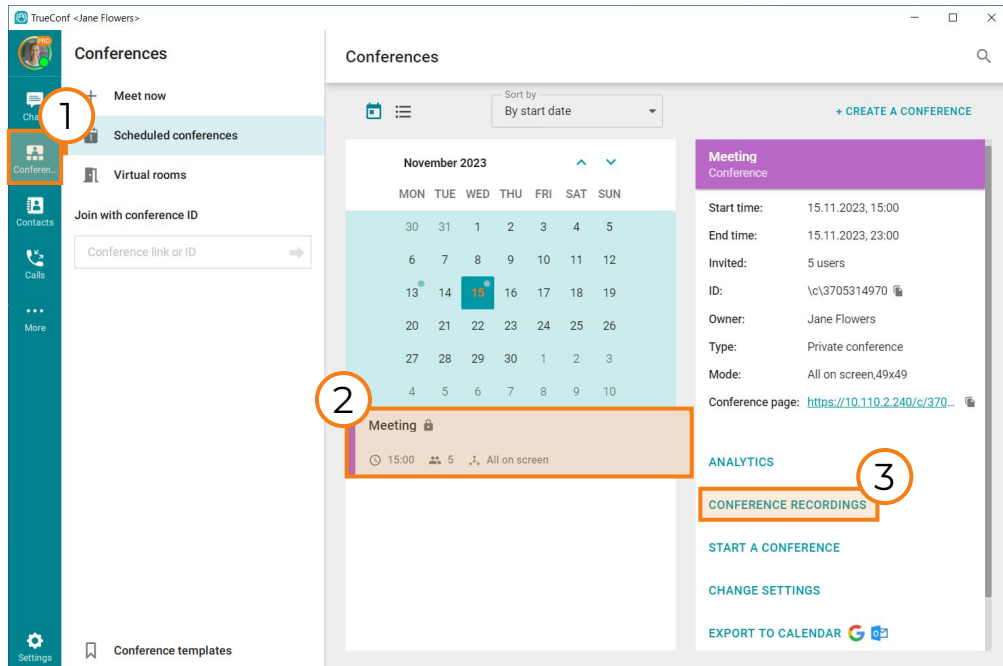


Conference recordings

Downloading of automatically created recordings


The administrator can record all conferences hosted on your TrueConf Server. Recording can be activated for all conferences, or be configured only for some of them. In the second case you will need to check the **Enable conference recording** box in the **Recording** section which is in the **Advanced** tab. Downloading of the automatically created recordings will be available only for the conference owner. To download conference recording:


- 1 Click on the  button in the application menu to navigate to **Conferences** section.
- 2 Choose a conference which recording you want to download.
- 3 In the new menu, click on the **Download recording** button.
- 4 If there are multiple recordings of a conference, the **Conference recordings** button will be displayed instead of **Download recording**. If you click on this button, you will see the list of available recordings. To download the selected recording, click on the  button.





Controlling a recording during a conference

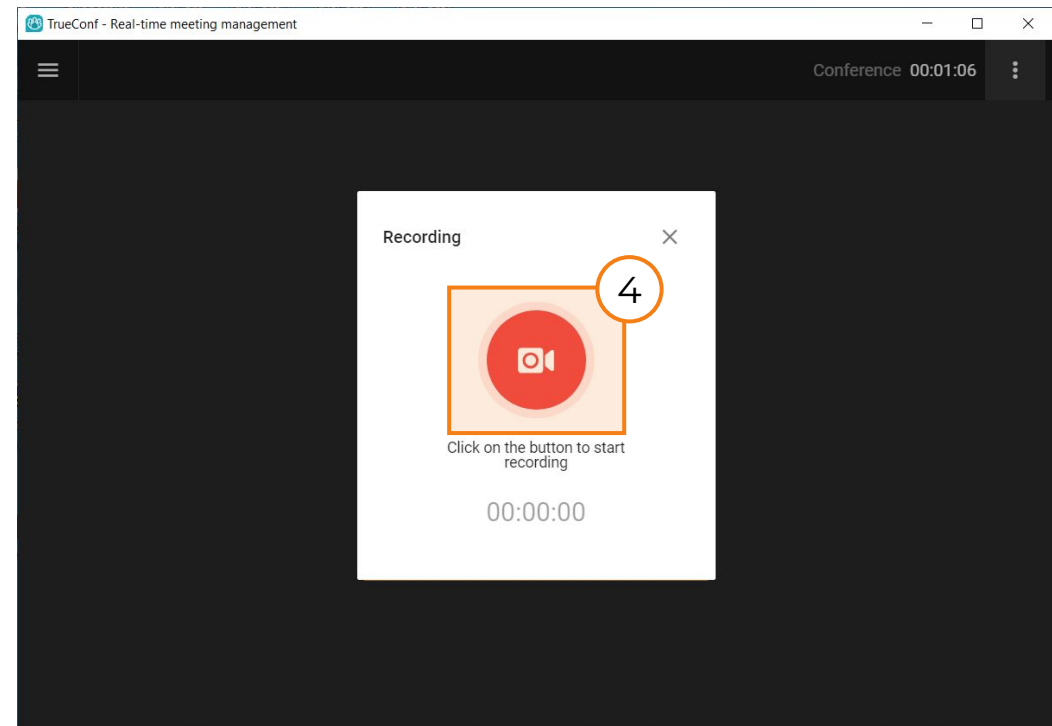
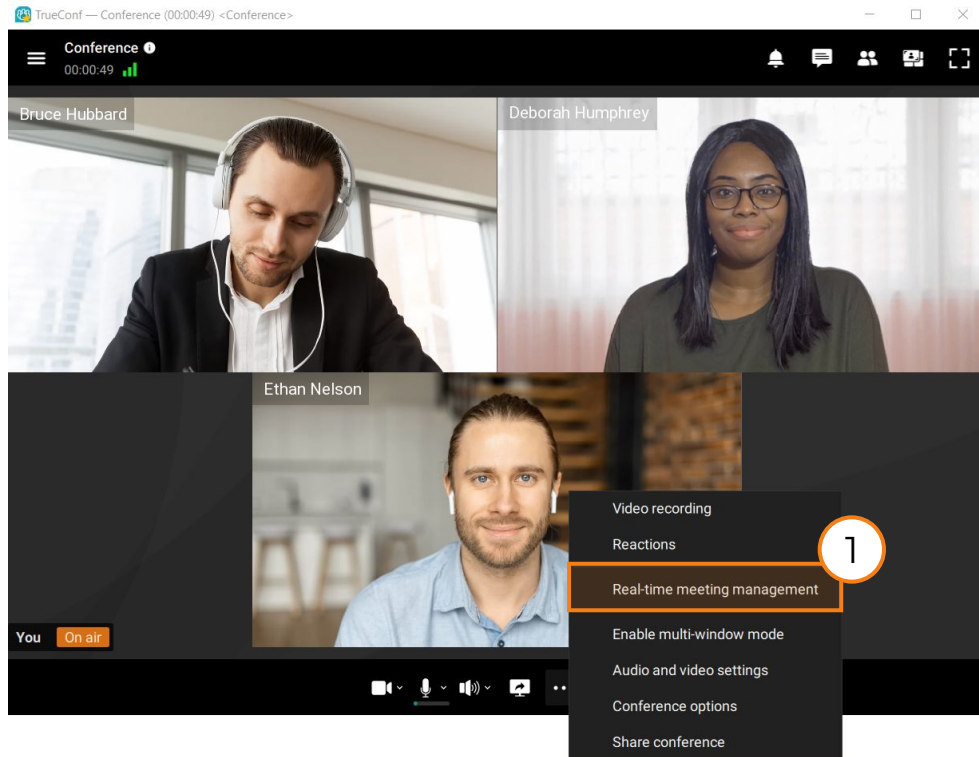
The conference owner can control a recording that is stored on the server. To do this:

1 Click the  button on the conference control panel and select **Real-time meeting management** in the context menu.

2 In the top right corner of the appeared window click on the  button.

3 Choose **Recording**.

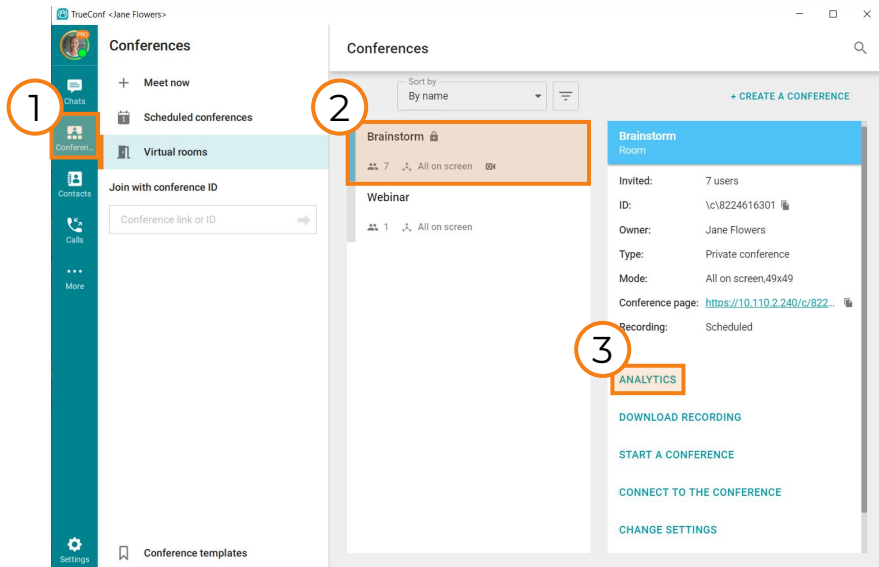
4 Click on the  to start a conference recording. You can stop the recording and save it on server by clicking  button. The recording can be downloaded as described in **Downloading of automatically created recordings** section.



Analytics: extended reports

Viewing the analytics

In scheduler you can view the detailed information about conference participants and their activity:



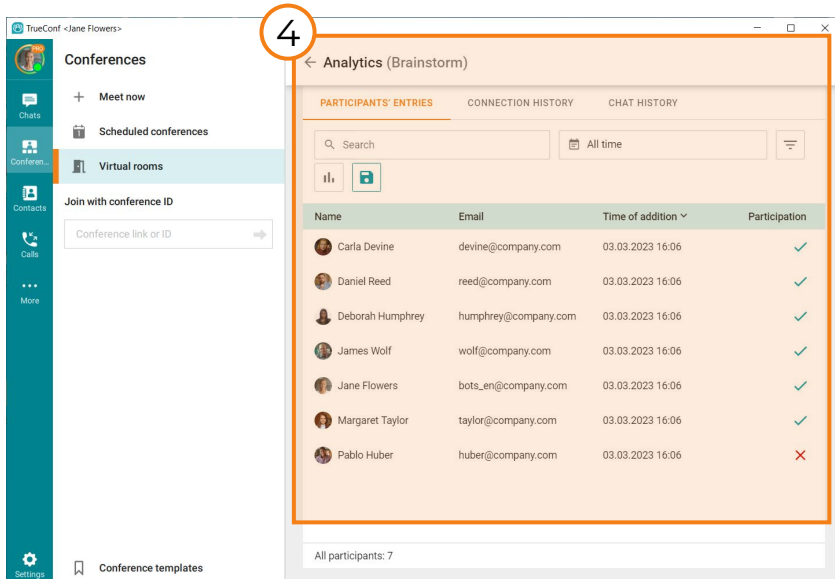
1 Click on the  to navigate to **Conferences** section.


2 Click on the conference for which you want to check the analytics.

3 Click on the **Analytics** button in the conference card.

In analytics section you can explore next conference data:

- 4
- Information about participants.
 - Connection history.
 - Messages sent to the common chat.



It is also possible to search within these data and apply filters. If necessary, any list can be saved to a csv file. To do it, click on the  button.