



# TrueConf Server 5.0 Update

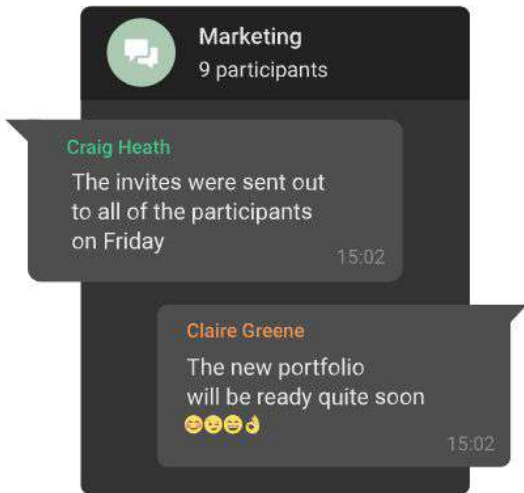
*New features for users and admins*

*Starts at 2 PM UTC (9 AM EST) on 26th January 2022*

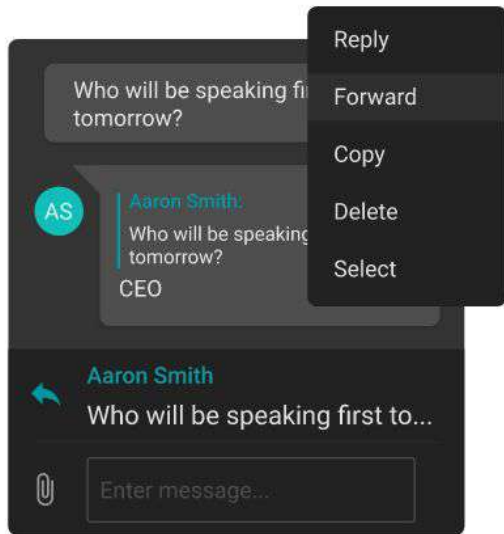
# Receive calls and messages on all your devices



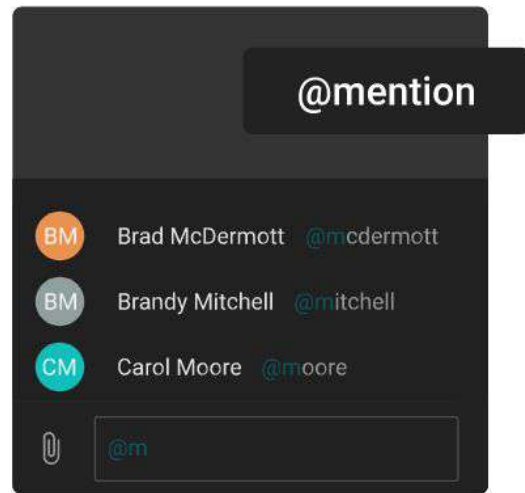
# Advanced team messaging capabilities



Group and personal chats

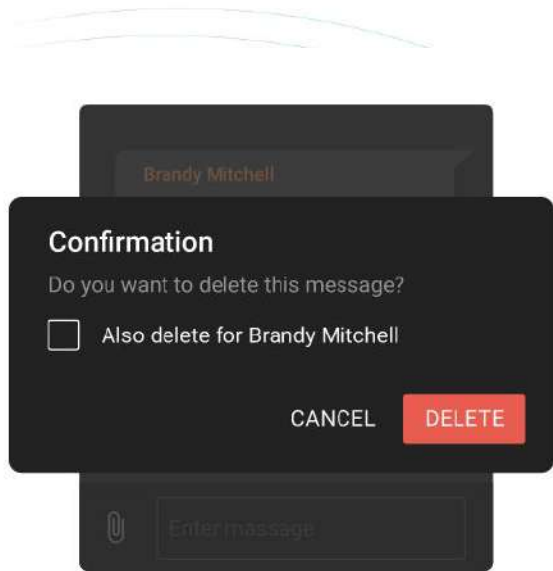


Edit, reply & forward messages

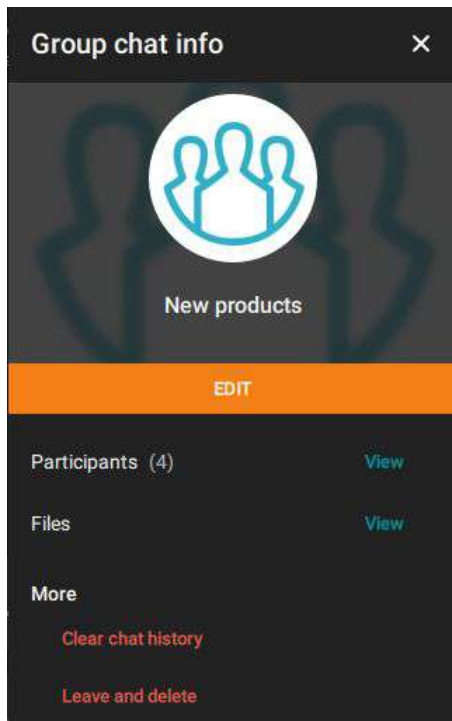


Tag your colleagues

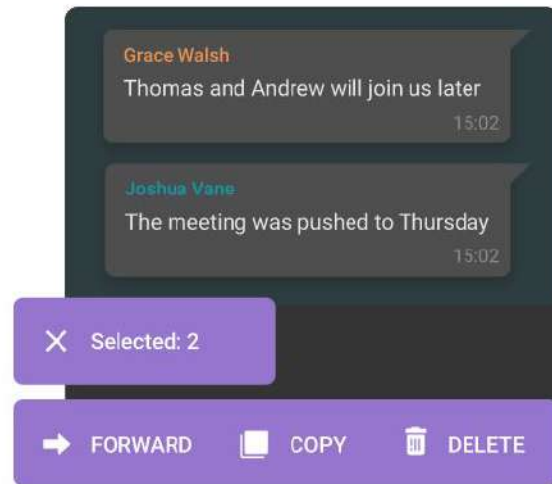
# Chat management



Local and global delete for messages

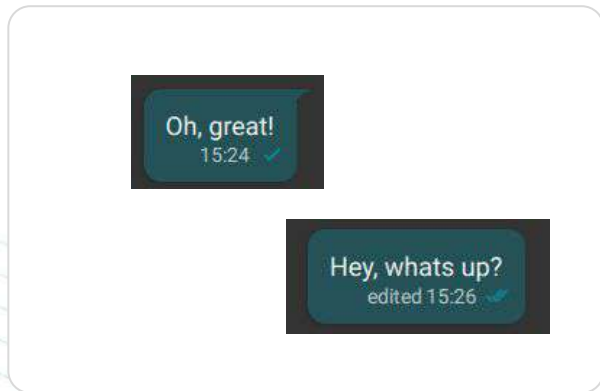


Group chat management

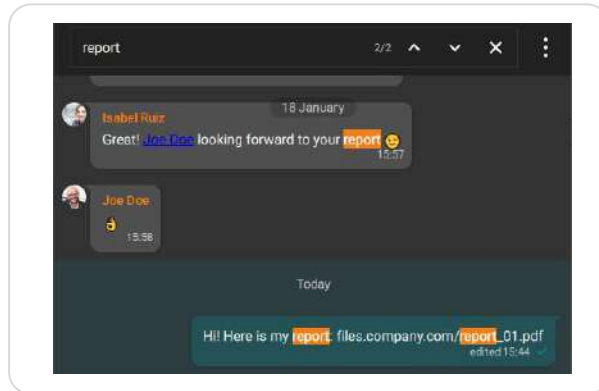


Bulk actions on multiple messages

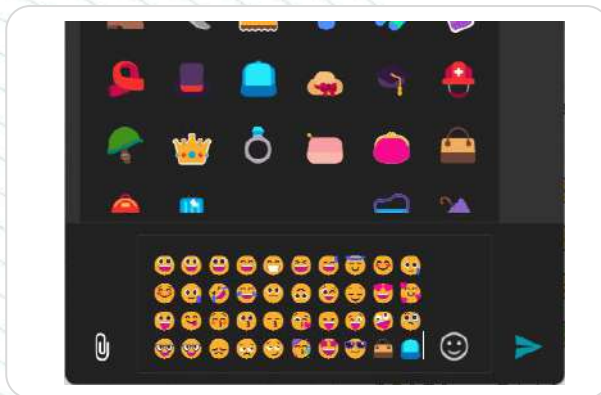
# Track message statuses



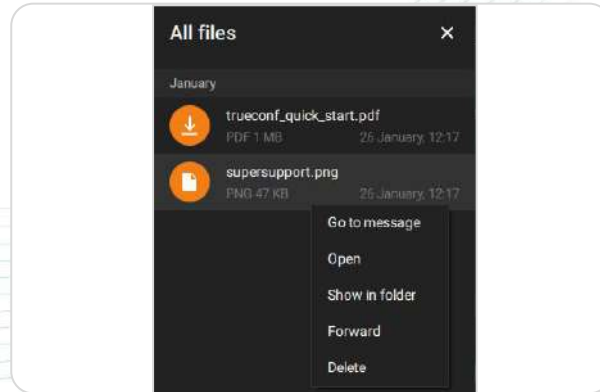
View sender actions (Seen, Edited)



Search for messages



Full emoji support













Viewing the chat files storage

# Quick Guide for New Users

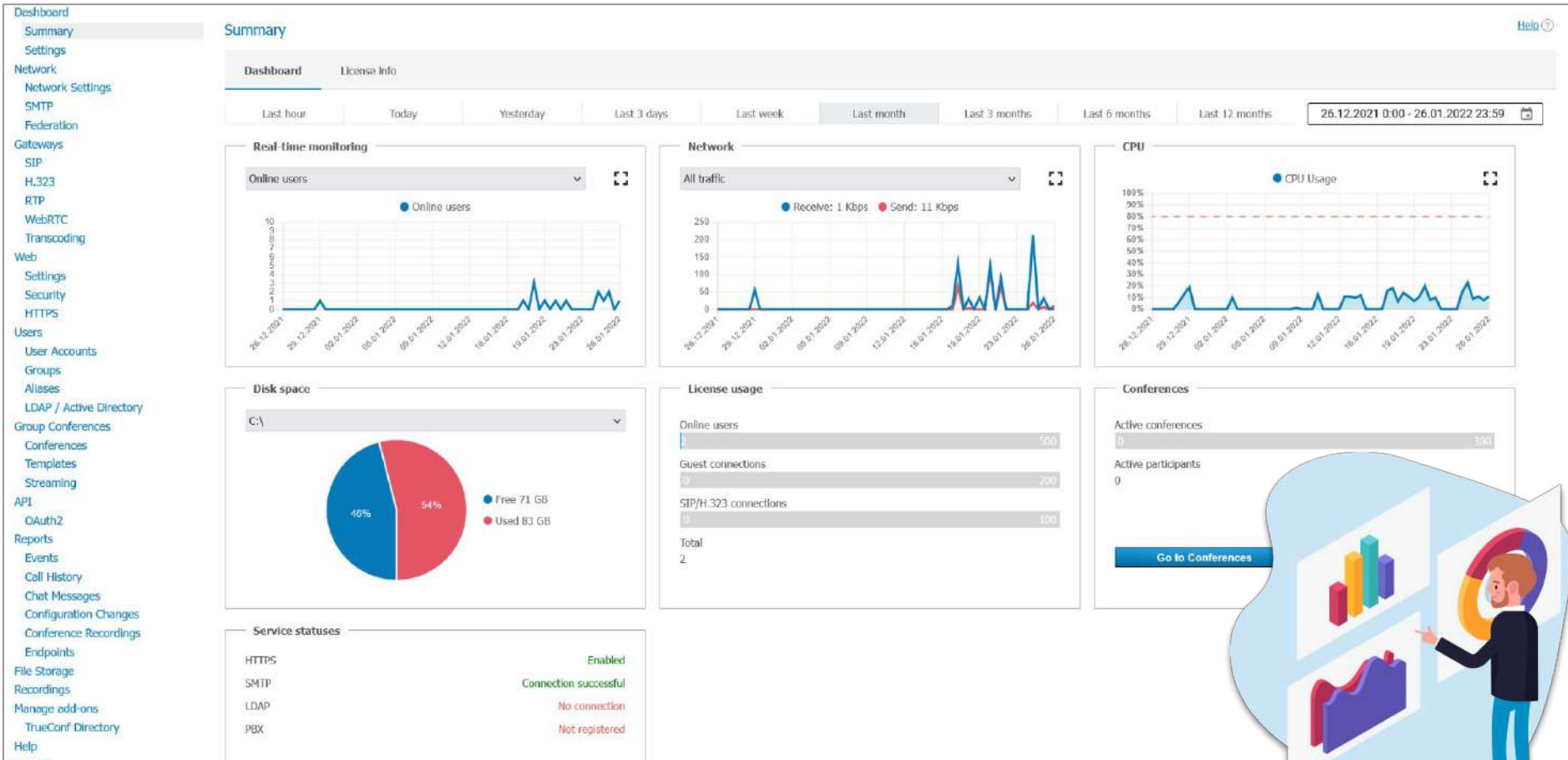


[trueconf.com/blog/quick-start](https://trueconf.com/blog/quick-start)

# New user 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 in the mobile app, but the application is not running
-  – do not disturb (can be set manually in the profile)
-  – offline
-  – unknown status

# New Information dashboard





# PIN-protected conferences

Conference [Help ?](#)

General Participants(0) Layout **Advanced**


**CONNECTION SETTINGS**

Conference ID

Once you have created an ID, you cannot edit it.

Use PIN to enter the conference (Unavailable for participants connected via SIP/H323)


Conference PIN (4-10 digits)

504871 

**Enter PIN to enter the conference** ✕

You can request your PIN from the conference owner

Conference PIN

●●●●●● 

**JOIN**

# Set external NAT IP address for SIP/H.323

The screenshot displays the TrueConf web interface with several configuration windows open. The main interface shows the 'H.323' settings page. A modal window titled 'Edit H.323 connection configuration.' is open, showing fields for Name, Rule #1, Host\* (10.100.1.115), Port\* (1719), and External NAT IP address (172.168.93.1). Another modal window titled 'Rules for H.323 connections' shows a table with columns for Name, Role, and Host, containing one entry: Rule #1, Default H.323 gatekeeper, 10.100.1.115:1719. A third modal window titled 'Global H.323 settings' shows the External NAT IP address field set to 172.168.94.3. The background interface shows a sidebar with navigation options like Dashboard, Network Settings, SIP, H.323, RTP, WebRTC, Transcoding, Web, Users, and Group Conferences.

# Automatically disable participants' AV devices on entry

Server status: **running, registered**

TrueConf 123kk.trueconf.name#vcs System

Conference [Help](#)

General Participants(1) Layout **Advanced**

**CONNECTION SETTINGS**

Use PIN to enter the conference (Unavailable for participants connected via SIP/H323)

Conference PIN (4-10 digits)

**PARTICIPANT MANAGEMENT**

Mute participants on entry

Stop participants' video on entry

**GUEST PERMISSIONS**

Allow to send messages

Allow to send audio

Allow to send video

Save as a template

TrueConf Server v5.0.0.11344 . © 2010-2022 TrueConf. All rights reserved.

Left sidebar menu items: RTP, WebRTC, Transcoding, Web, Settings, Security, HTTPS, Users, User Accounts, Groups, Aliases, LDAP / Active Directory, Group Conferences, **Conferences**, Templates, Streaming, API, OAuth2, Reports, Events, Call History, Chat Messages, Configuration Changes, Conference Recordings, Endpoints, File Storage, Recordings.

# Meeting location info

Conference Help ?

General Participants(2) Layout Advanced

**MEETING LOCATION**

Name  
6206 Wedgewood Rd, Bethesda, MD 20817, USA

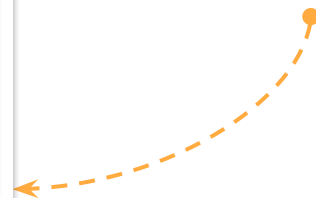
**DESCRIPTION**

**B I U S** Normal

In his January 26 webinar presentation, "**Leading from the Head and the Heart: A Simple Model for Turbulent Times**," Joseph P. Zolner of the Harvard Graduate School of Education uses a two-by-two matrix to illustrate a simple model of leadership. The matrix rows are comprised of the two types of leadership orientation he calls "the head" and "the heart," while its columns represent two different time horizons, the reactive (or short-term goals) and the proactive (or the medium- to long-term goals). Dr. Zolner believes that an effective leader should be developing plans and strategies for all four boxes in the matrix, but he gave particular emphasis to aspects related to "the heart" in his presentation.

Save as a template

In the control panel



On the conference page



<b>Conference name:</b>	Webinar
<b>Conference ID:</b>	<a href="#">\c\8894986962@ua66t.trueconf.name#vcs</a>
<b>Owner:</b>	Isabel Ruiz
<b>Type:</b>	Private conference
<b>Meeting location:</b>	6206 Wedgewood Rd, Bethesda, MD 20817, USA
<b>Description</b>	

# Two New layouts


Conference

General   Participants(2)   **Layout**   Advanced

Select the layout:

For all participants ▼ REMOVE + ADD

Select the layout type



Select the number of video windows

2 ▼

Add content window

Preview video windows FULL SCREEN

Move a video window to change window order in the layout, double click to set/discard a priority window

**AUTO-FILL LAYOUT** CLEAR ALL VIDEO WINDOWS

# New layouts

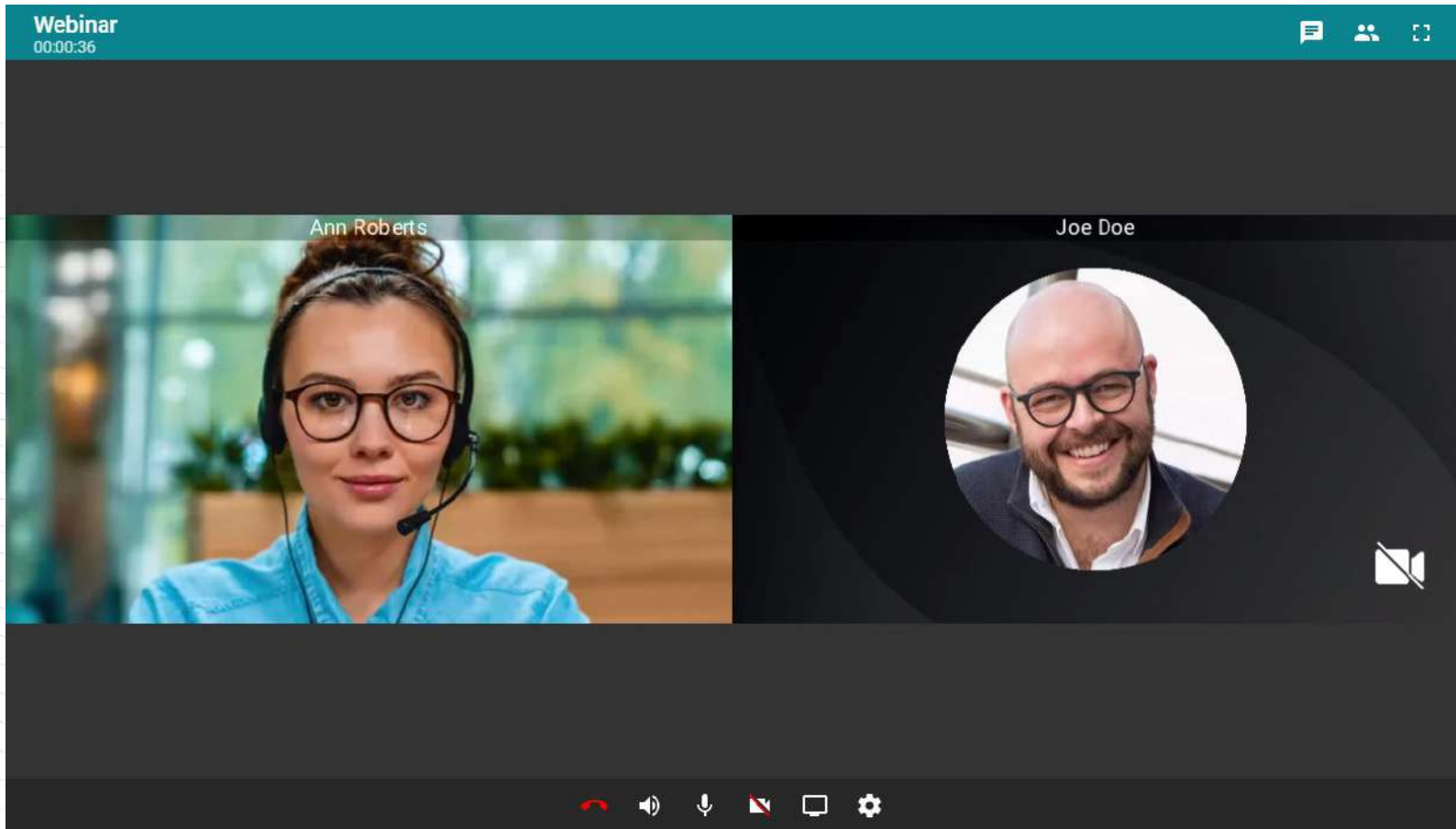


# Avatars Mixed into H.323/SIP Layouts

Webinar  
00:00:36

Ann Roberts

Joe Doe



The screenshot displays a webinar interface with a dark teal header. The header contains the text "Webinar" and a timer "00:00:36" on the left, and icons for chat, participants, and a window on the right. The main content area is split into two video feeds. The left feed shows a woman named "Ann Roberts" wearing a headset and glasses, with a blurred office background. The right feed shows a man named "Joe Doe" with a beard and glasses, smiling, with a blurred background. A white video camera icon with a diagonal line through it is visible in the bottom right corner of the right feed. At the bottom of the interface is a control bar with icons for end call, mute, unmute, chat, and settings.

# Real-time conference management

**Information** Participants(1/9)

**Webinar**

Conference ID	\c\8894986962
PIN	480088
Owner	Isabel Ruiz
Type and Mode	Private, Role-based 36x60
Meeting location	6206 Wedgewood Rd, Bethesda, MD 20817, USA
Integration	<a href="#">Available options</a>

[Hide conference details](#)

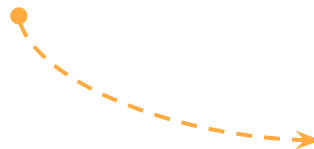
**Conference Manager**

- [Real-time meeting management](#)
- [Stop](#)
- [Add participants](#)
- [Go to the conference page](#)

In the control panel



In the user personal area and application scheduler



**Webinar**

Rooms

**Participants:** 2 users

**ID:** \c\8894986962

**PIN:** 480088

**Owner:** Isabel Ruiz

**Type:** Private conference

**Mode:** Role-based,36x60

**Meeting location:** 6206 Wedgewood Rd, Bethesda, MD 20817, USA

**Conference page:** <http://10.120.1.141/c/8894986962>

**CONFERENCE MANAGER**

[CONNECT TO THE CONFERENCE](#)

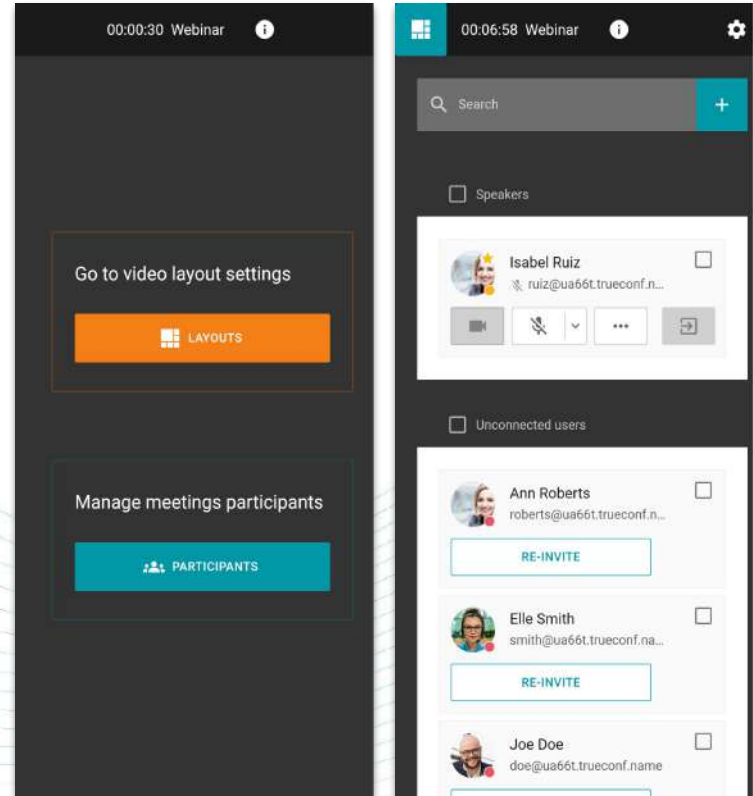
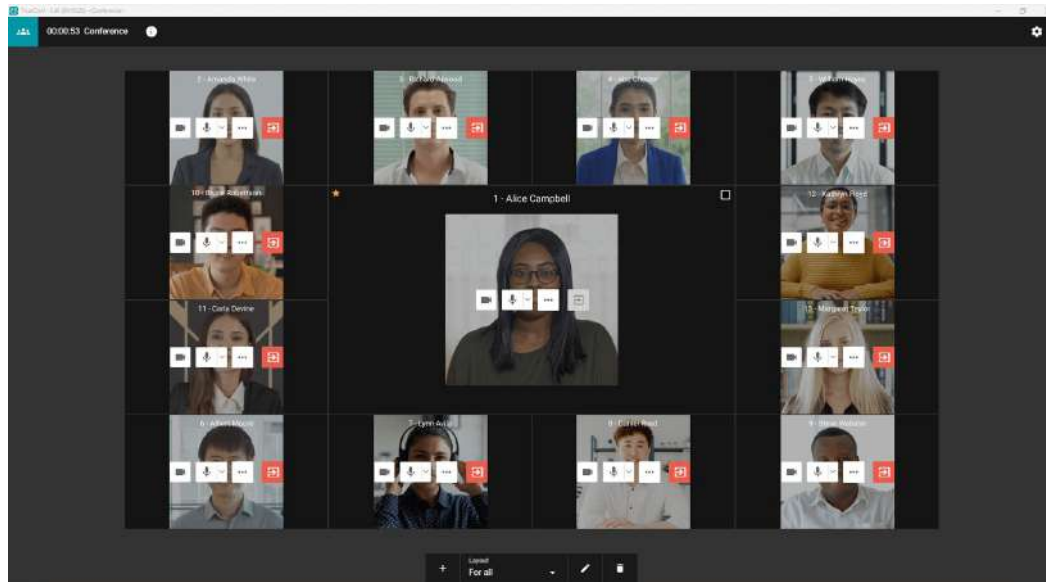
[CHANGE SETTINGS](#)

**END**



# More responsive and friendly UI

## Desktop



## Smartphone

# Conference Join Process Updated



video.server.name



[Join page](#)

[Conference info](#)

[How to join](#)

JOE DOE



## Webinar

Conference ID: `vc\9891038768`

You have signed in as **Joe Doe** [Sign out](#)

Recommended

Join from



Application

Join from



Browser

By using this website, you agree to the [Terms of Use](#) set by the site owner.

If you have installed the application but are unable to join the conference, please follow this link



[JOIN](#)

Unable to join?



You probably have not installed TrueConf client application. Please download it to join the conference

[DOWNLOAD](#)

QR CODE

[Cookie Policy](#), [Privacy Policy](#), [Terms of Use](#)

Powered by TrueConf Server video conferencing software version 5.0.0.11344. More at [www.trueconf.com](#)

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# Join meetings seamlessly with TrueConf launcher

The screenshot displays the TrueConf website interface for joining a webinar. At the top left is the TrueConf logo and a US flag. The navigation menu includes "Join page", "Conference info", and "How to join". The user is logged in as "JOE DOE" with a profile picture. A modal window titled "Installation - TrueConf" is open, showing "Install TrueConf" at 28% completion. The text inside the modal says: "Please wait while TrueConf is installed on your computer." and "Once the installation is complete, you will automatically join the conference Webinar." The main content area is titled "Webinar" and shows the "Conference ID: \c\9891038768". Below this, it says "You have signed in as Joe Doe Sign out". There are two "Join from" options: "Application" (marked as "Recommended") and "Browser". At the bottom, there is a "QR CODE" button. A footer contains "© 2022 TrueConf. All rights reserved." and "Powered by TrueConf Server video conferencing software version 5.0.0.11344. More at www.trueconf.com".

TrueConf

Join page Conference info How to join

JOE DOE

Installation - TrueConf

TrueConf

Install TrueConf

28%

Please wait while TrueConf is installed on your computer.

Once the installation is complete, you will automatically join the conference Webinar.

Webinar

Conference ID: \c\9891038768

You have signed in as Joe Doe Sign out

Recommended

Join from

Application

Join from

Browser

By using this website, you agree to the [Terms of Use](#) set by the site owner.

If you have installed the application but are unable to join the conference, please follow this link [JOIN](#)

Downloading TrueConf

To join the conference, click on the TrueConf setup file

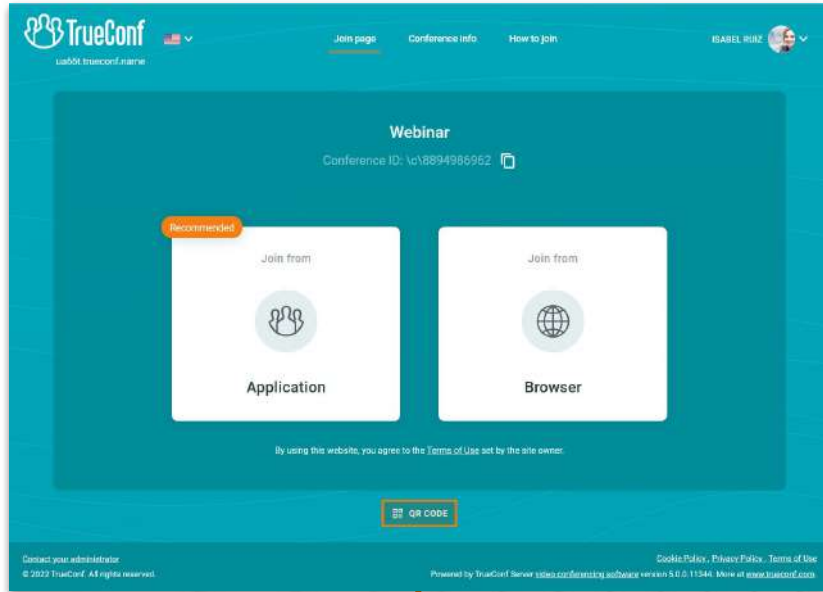
QR CODE

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[Cookie Policy](#), [Privacy Policy](#), [Terms of Use](#)

# QR-codes for Mobile Attendees



# Compliance with data sovereignty regulations

Server status: **running, registered**



video.server.name

System

- H.323
- RTP
- WebRTC
- Transcoding
- Web
  - Settings
  - Security
  - HTTPS
- Users
  - User Accounts
  - Groups
  - Aliases
  - LDAP / Active Directory
- Group Conferences
  - Conferences
  - Templates
  - Streaming
- API
  - OAuth2
- Reports
  - Events
  - Call History
  - Chat Messages
  - Configuration Changes
  - Conference Recordings
  - Endpoints
- File Storage

**Choose a file** No file chosen **Upload** **Set by default**

The logo must be on a transparent background in PNG, with maximum resolution 270x80 and no more than 1 MB.

## Personal data processing

To comply with local regulations, you can display additional legal documents describing data processing policies of your company on TrueConf Server public webpages. Please note you will need to add these documents on your own.

Display cookie notification  
You can edit the document text in the table below

### These documents will be displayed on public web pages

Document title	Display link	Action
Cookie Policy	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Privacy Policy	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Terms of Use	<input checked="" type="checkbox"/>	<a href="#">Edit</a>

**Add document**

## Additional information

Display the Help button on the guest page to show additional information from the administrator.

**B I U** Normal

Additional info for guest users

# Edit and post legal documents



DOWNLOAD

JOE DOE



Welcome to the video conferencing server guest page

## Cookie Policy



A cookie is a small file of letters and numbers that is stored in a temporary location on your computer to allow our website to distinguish you from other users of the website.

Please note that cookies can't harm your computer. We don't store personally identifiable information in the cookies.

We may use cookies when you sign up in your Personal Area or on a conference web page. In this case, a cookie will store useful information, including your unique user and session ID, which enables the site to remember you when you return to visit and browse personal area or join conferences via links. Only we can read the information we gather from the cookies we place on your system.

### Your Rights to Control Cookies

You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether to accept it. You can also set or amend your web browser controls to accept or refuse cookies. Please refer to your browser instructions for information about how to do this. You may also delete cookies whenever you wish. However, this will mean that any information you have entered onto the site will be lost. For example, the site will not recognize you on your next visit and you will have to re-enter any personal details you had previously inputted.

Please note that if you choose not to accept cookies you may not have access to certain features that make your experience of the site more efficient and some of the features on the site may not function properly.

ADMINISTRATOR LOGIN

USER GUIDE

HELP

[Contact your administrator](#)

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[Cookie Policy](#), [Privacy Policy](#), [Terms of Use](#)

# Additional information display on the guest page

Server status: **running, registered**



video.server.name

System

These documents will be displayed on public web pages

Document title	Display link	Action
Cookie Policy	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Privacy Policy	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Terms of Use	<input checked="" type="checkbox"/>	<a href="#">Edit</a>

[Add document](#)

## Additional information

Display the Help button on the guest page to show additional information from the administrator.

**B I U** Normal

### Additional info for guest users

#### How to record webinar

Thanks to TrueConf, you can securely capture meetings with a simple click and save them for future viewing. What's more important, the recordings will also include all the shared content.

Below you can read how to record conferences using TrueConf desktop client.

During a call or conference, click on the button and choose **Video recording**. In the pop-up window, click in the upper left corner to select the recording source, specify the

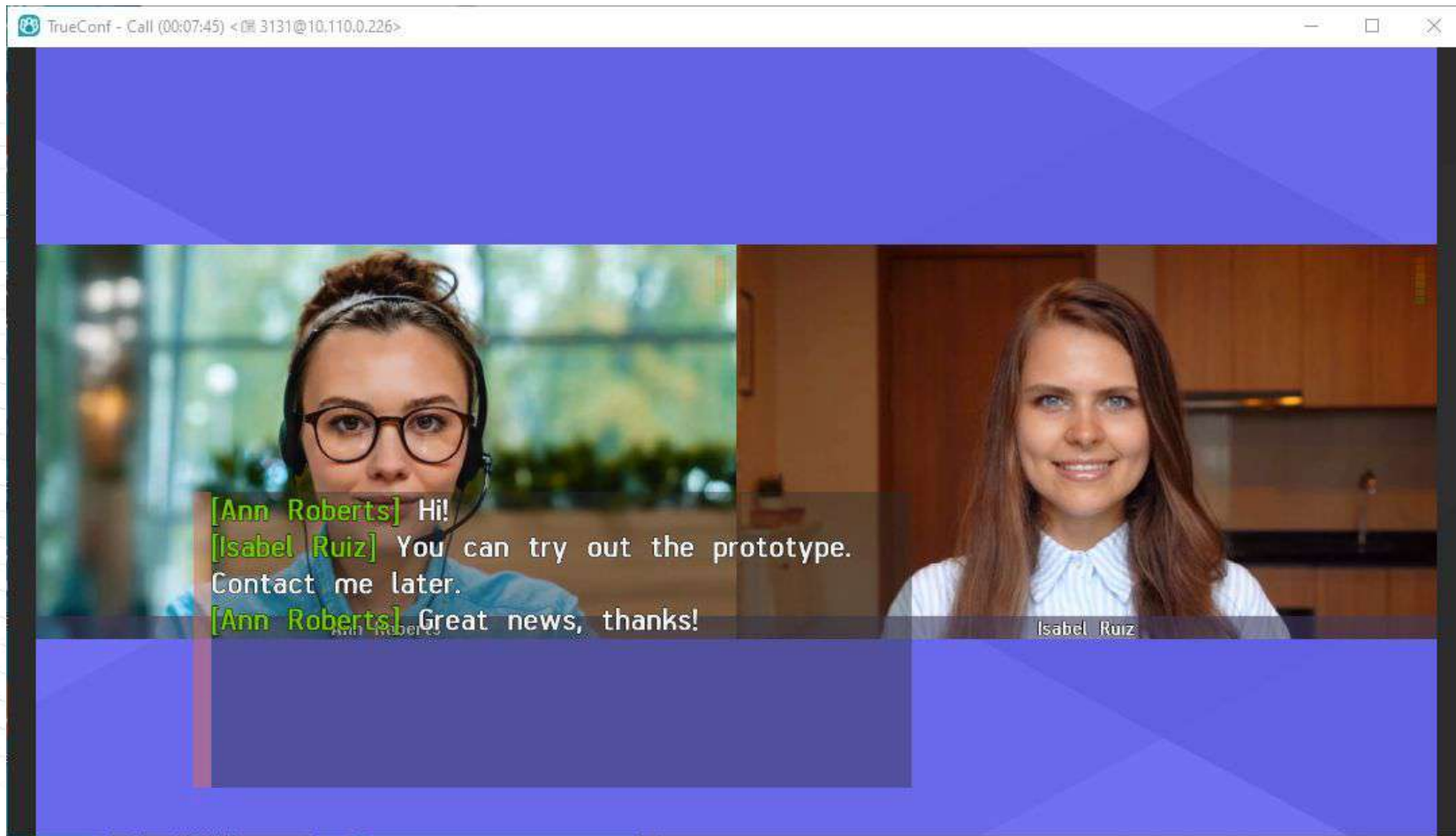
[Apply](#)

# Additional information display on the guest page

The image shows a screenshot of the TrueConf guest page. At the top, there is a navigation bar with the TrueConf logo, a language dropdown (set to US), a home icon, a 'DOWNLOAD' link, and a user profile for 'JOE DOE'. A 'Help' modal window is open in the center, titled 'Additional info for guest users'. It contains the following text: 'How to record webinar', 'Thanks to TrueConf, you can securely capture meetings with a simple click and save them for future viewing. What's more important, the recordings will also include all the shared content.', and 'Below you can read how to record conferences using TrueConf desktop client.' Below the text are two screenshots of the TrueConf desktop client. The first screenshot shows a 'Recording source' dialog with 'All participants' selected, indicated by a red arrow. The second screenshot shows a list of participants: Helen Wilson, Edward Ross, and Rob Stanton, with 'Edward Ross' selected, also indicated by a red arrow. At the bottom of the page, there are three buttons: 'ADMINISTRATOR LOGIN', 'USER GUIDE', and 'HELP'. The 'HELP' button is highlighted with an orange box, and a red circle with an exclamation mark is positioned below it.



# Chat pass through for TrueConf MCU Meetings



The image shows a TrueConf video conference window. The title bar reads "TrueConf - Call (00:07:45) <ID 3131@10.110.0.226>". The main area displays two video feeds. On the left, Ann Roberts is wearing a headset and glasses. On the right, Isabel Ruiz is smiling. A chat overlay is positioned in the lower-left quadrant of the video area, containing the following text:


[Ann Roberts] Hi!  
[Isabel Ruiz] You can try out the prototype.  
Contact me later.  
[Ann Roberts] Great news, thanks!


Below the chat text, the names "Ann Roberts" and "Isabel Ruiz" are visible, corresponding to the participants in the video feeds.

# Edit conference description for ongoing meetings



Conference name: Webinar

Conference ID: [v8894985962@ua66t.trueconf.name#yca](https://v8894985962@ua66t.trueconf.name#yca) 

Owner:  Isabel Ruiz

Invitations: 9

Participants: 1 (out of 60)

Type: Private conference

Meeting location: 6206 Wedgewood Rd, Bethesda, MD 20817, USA

## Description

**B I U S**     Normal   

### About

In his **January 26** webinar presentation, "[Leading from the Head and the Heart: A Simple Model for Turbulent Times.](#)" Joseph P. Zolner of the Harvard Graduate School of Education uses a two-by-two matrix to illustrate a simple model of leadership.

The matrix rows are comprised of the two types of leadership orientation he calls "the head" and "the heart," while its columns represent two different time horizons, the reactive (or short-term goals) and the proactive (or the medium- to long-term goals).

*Dr. Zolner believes that an effective leader should be developing plans and strategies for all four boxes in the matrix, but he gave particular emphasis to aspects related to "the heart" in his presentation.*

SAVE

# And more!

- The date picked in the calendar is now automatically inserted in the input field for the conference start date.
- The minimum password length has been raised to 6 characters when the password is changed in the personal area.
- Users can now receive a conference invitation call when signing in a device even though the call was initially made to a different device.
- Automatic time-zone detection for TrueConf Server administrators.
- Redesigned widget for selecting time intervals (the Reports section of the control panel)
- Unicode characters support for display names in the video layout (available for Arabic, Armenian, Georgian, Hebrew, Khmer, Laos, Thai, Korean, Japanese and Chinese)

# What do I need to do before the update?

1. Check if your license permits you to update TrueConf Server (read TrueConf update policy)
2. If your TrueConf Server version is below 4.7.3, you need to update your server. Please contact our technical support team for more details.
3. We strongly urge you to make a reserve copy of your TrueConf Server instance before updating. Check out our guide about [moving TrueConf Server to a different PC](#).
4. When updating to v. 5.0, your hardware key will stop working, even if you have previously used the beta version of Trueconf 5.0. You will have to contact your manager or technical support team to request a new hardware key that can be used to re-register your TrueConf Server instance.
5. Chat history from TrueConf Server 4.7 cannot be moved. Sad but true.