TrueConf

TrueConf for iOS/iPadOS

User guide

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

Table of Contents

1. Getting started 4
1.1. TrueConf for iOS/iPadOS client application features 4
1.2. Installing the application 5
2. Getting started 6
2.1. Sign in as a guest 6
2.1.1. With a QR code 7
2.1.2. With conference ID 7
2.2. Connecting to the server 8
2.3. Signing in 9
2.4. Setting up the application 10
2.4.1. Audio and Video 10
2.4.2. Audio settings 11
2.4.3. Background blurring 12
2.4.4. Network 13
2.4.5. Storage 13
2.4.6. Visual styles 13
2.4.7. Other settings 14
2.5. Accepting calls 15
2.6. Offline mode 15
3. Address book 16
3.1. User statuses 16
3.2. Avatars 17
3.3. Quick preview 17
3.4. User profile 17
3.5. How to find a contact 18
3.6. How to add a new contact 18
3.7. How to block or delete a contact 19
3.8. Call history 19
3.9. Organizing address book 19
3.9.1. Address book display 19
3.9.2. Adding user groups 20
3.9.3. Editing or deleting groups 20
3.10. Global user list 20
4. Video calls and conferences 22
4.1. Call to a TrueConf user 22
4.2. Call to a phone number 22
4.2.1. From the address book search field 22
4.3. Call via SIP/H.323 23
4.4. How to create a conference 23
4.4.1. How to schedule a conference 24
4.4.2. Virtual room management 25

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

4.5. How to join the conference 26
4.5.1. With a QR code 27
5. During the meeting 28
5.1. Scaling the layout 29
5.2. Control panel 29
5.3. How to change the conference mode 30
5.4. Conference join URL 30
5.5. List of participants 30
5.5.1. Participant management 31
5.5.2. Adding participants 31
5.5.3. Statuses of conference participants 32
5.5.4. Reactions and polling 33
5.6. PTZ camera control 33
5.7. Audio and video settings 34
5.7.1. Speakers 34
5.7.2. Camera 34
5.8. Actions on a participant in the layout 35
5.9. Features available in a smart-meeting conference 36
5.10. Features available in a moderated role-based conference 36
5.10.1. How to make an audio remark 36
5.10.2. How to take and leave the podium 36
5.10.3. Permission to take the podium 37
6. Collaboration tools 38
6.1. Text chat 38
6.1.1. Clearing and deleting the chat 39
6.1.2. How to find a message 39
6.1.3. Sending media files 40
6.2. Group chats 40
6.3. Slideshow 40
6.4. Viewing a slideshow 41
6.5. Content sharing 43
6.5.1. Start sharing 43
6.5.2. Stop sharing 43
6.6. PTZ camera control 44

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

1. Getting started

1.1. TrueConf for iOS/iPadOS client application features

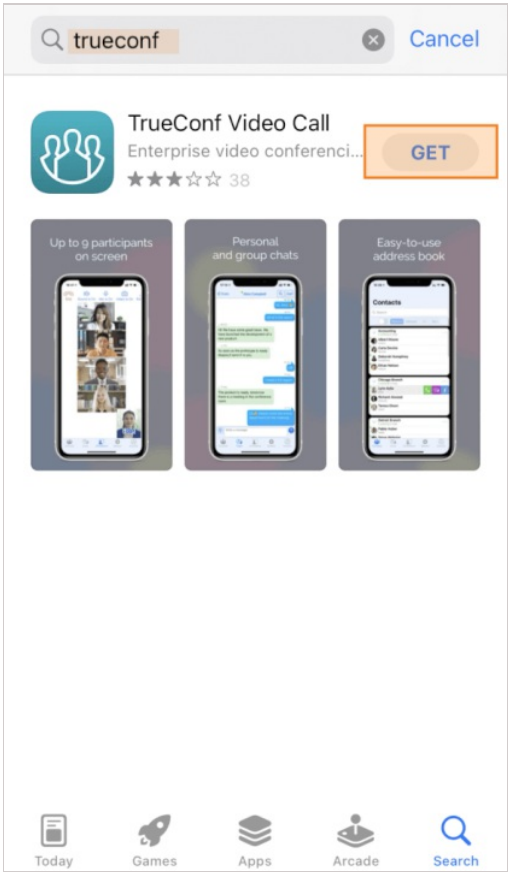
- Run meetings with up to 1,000 participants (up to 1,600 using UDP Multicast mode)
- Join meetings using a secure proxy connection
- Set manual limits on input and output bitrate in the application network settings
- Sign in using popular social networks as well as your Google account or Apple ID
- Push notifications support
- Use another application in the floating panel without closing or minimizing the TrueConf application (Slide Over mode for iPadOS)
- Split the screen into two parts, participate in a conference and work in another application at the same time (Split View mode for iPadOS)
- Use Stage Center to keeps yourself centered in the frame (works only on Center Stage supported devices)
- Metal technology support for faster rendering of conference video windows, boosting app performance and extending battery life
- Hardware video encoding
- Adapted both for horizontal and vertical screen orientation
- When you raise the phone to your ear, loudspeaker mode is automatically disabled
- Try different modes of video communication: one-on-one or point-to-point call and four types of video conferences (all on screen, smart meeting, moderated role-based conference, and video lecture)
- Private meetings for registered users and public webinars with guest connections
- Schedule conferences, create virtual rooms, and send email invitations to meeting participants
- Point-to-point video calls can be run directly between the users bypassing the server
- Attendees can push to talk or send a request to become a speaker in role-based conferences, while moderators can appoint or remove speakers from the podium
- User "reactions" during conferences
- Share your smartphone or tablet screen
- Show and view slides
- Control remote cameras, including positioning and zooming for supported devices
- Enable or disable participants' cameras and microphones
- Call SIP/H.323 and RTSP devices
- Exchange online and offline messages in personal chats, chat with meeting participants during group conferences
- Share your location with chat participants
- View chat history, including group chats of the meetings that have already finished
- Add and remove participants in ongoing meetings
- Full local and LDAP address book support: add and delete contacts, edit contact information, search and block contacts
- View call history
- Enjoy built-in echo cancellation algorithms

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

- Synchronize address book when using TrueConf Online cloud service
- Block incoming calls from the users that are not in your address book
- Block messages from the users that are not in your address book
- Join conferences automatically
- Prohibit your video window recording in calls and conferences
- QR code authorization and joining a meeting with its ID without login credentials.
- Address book display
- Join PIN-protected conferences
- Offline mode: it is possible to view chats, contacts, and call history when there is no Internet connection
- Ability to write messages that will be automatically sent when Internet connection is restored
- Smart meeting mode in which everyone can see and hear participants as soon as they start speaking
- Cache all chat messages and media files in a special storage

1.2. Installing the application

Download the TrueConf application for free from the App Store , install and run it.

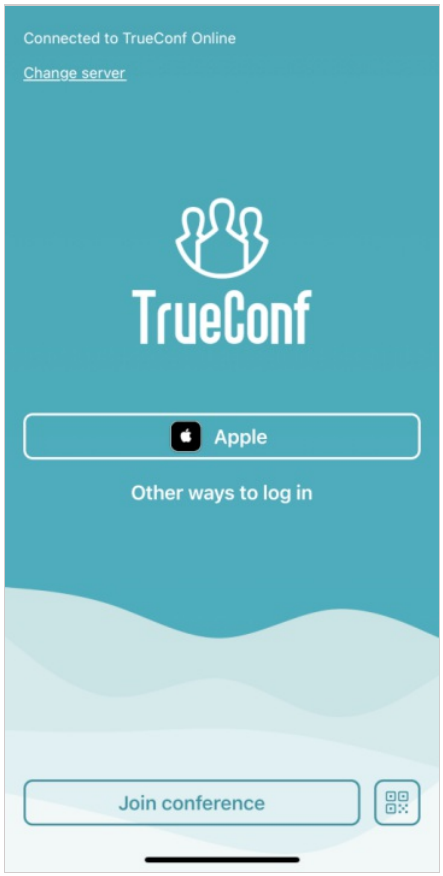


© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

2. Getting started

When the application is run for the first time, you will see the authorization screen where you will be able to:

- Change server (by default, the application automatically connects to TrueConf Online cloud-based service.
- Sign in to the cloud service with your Apple ID or other social network accounts (social network icons will be displayed if you tap on the **Other ways to login in** button)
- Join a conference as a guest.



i To authorize with your Apple ID, you will need iOS 13 or above. Besides, you will have to enable two-factor authentication on your Apple ID and sign in to iCloud with the Apple ID that you will use to log in.

2.1. Sign in as a guest

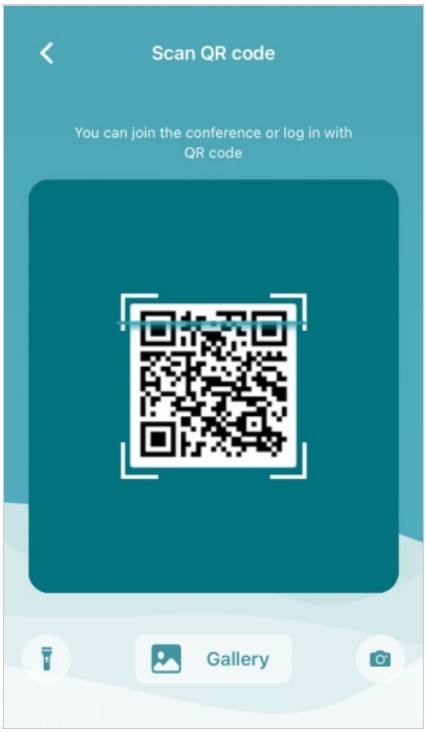
You can join only a public conference (webinar) as a guest. There are multiple ways of doing it: with a QR code, with conference ID or directly from the conference page in the browser.

* If you are already signed in to the application, you will need to log out of your account because this feature is available only the authorization page. To do it, go to the **Options** section and tap on the button.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

2.1.1. With a QR code

Tap on the button on the authorization page and scan the QR code displayed on the conference page.



You can also upload the QR code image saved on your iPhone. To do it, tap **Gallery** and select the photo.

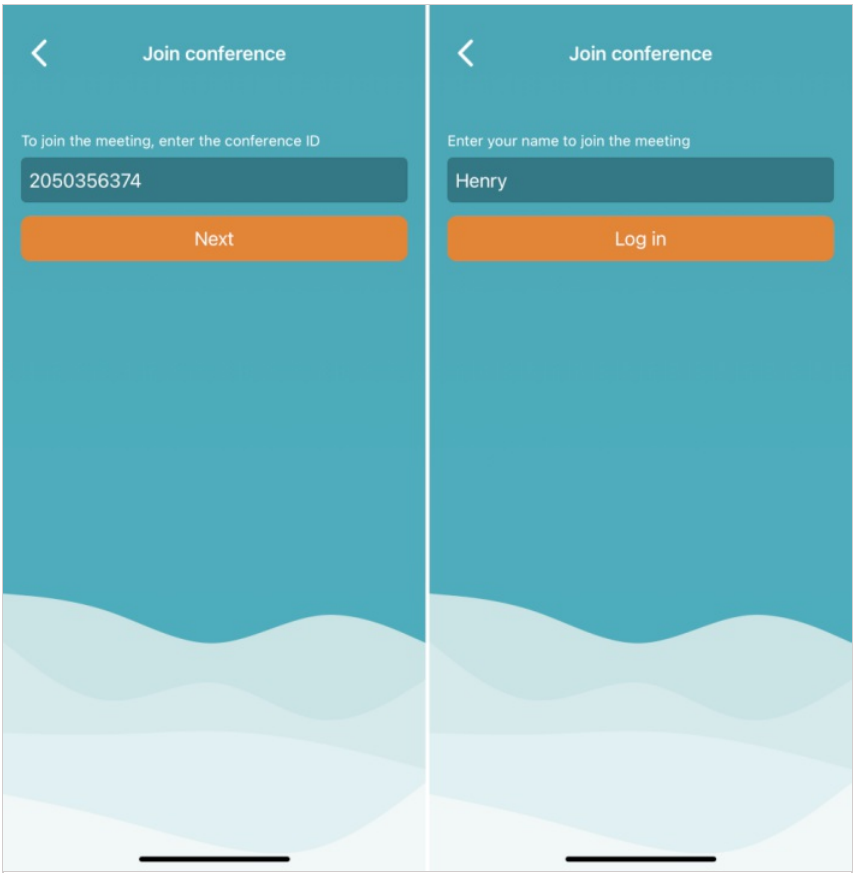
* In this way, you can join any public conference without having to connect to a different video conferencing server.

i If you want to join a private conference with a QR code, you have to be signed in to your personal area on the conference page.

2.1.2. With conference ID

On the authorization page, tap on the **Join conference** button. Enter the conference ID without the `\c\` prefix. For example, if you have the following ID `\c\2050356374@video.company.com#vcs`, you will need to type only the digits `2050356374`. Enter the correct data and tap on the **Next** button. Then, enter a guest name that will be displayed in the video layout and tap on the **Log in** button.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



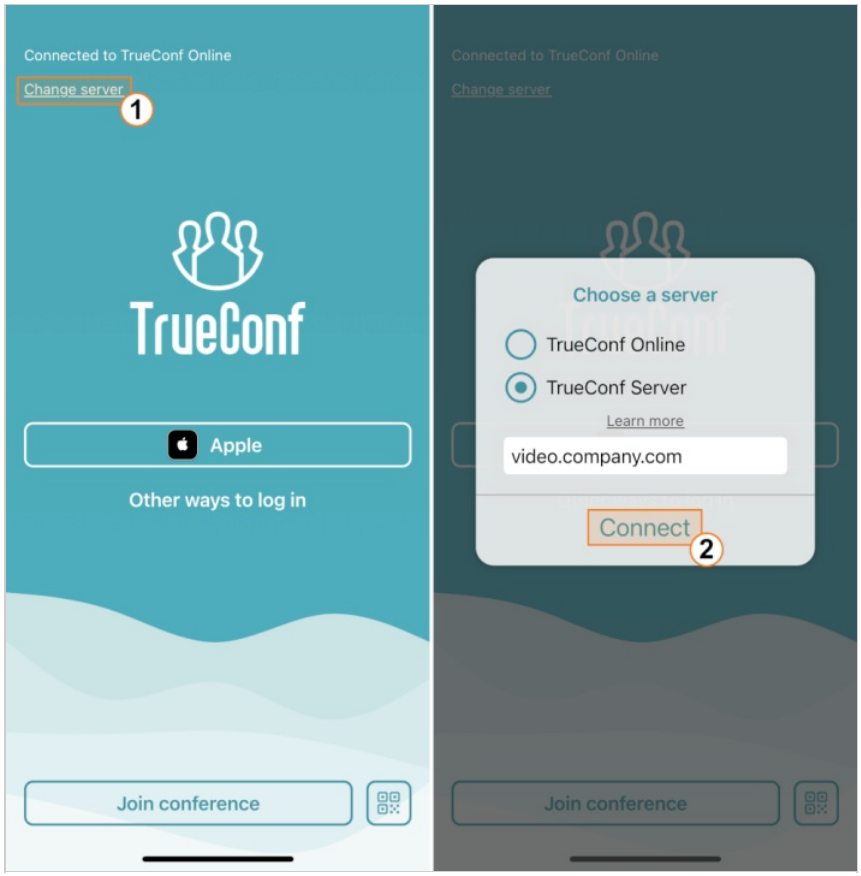
2.2. Connecting to the server

By default, the application automatically connects to TrueConf Online cloud-based service.

To connect to your corporate TrueConf Server instance:

1. Press the **Change server**.
2. Select the **TrueConf Server** option and specify its IP address or the domain name (e.g., *server.company.com*) and tap on the **Connect** button.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



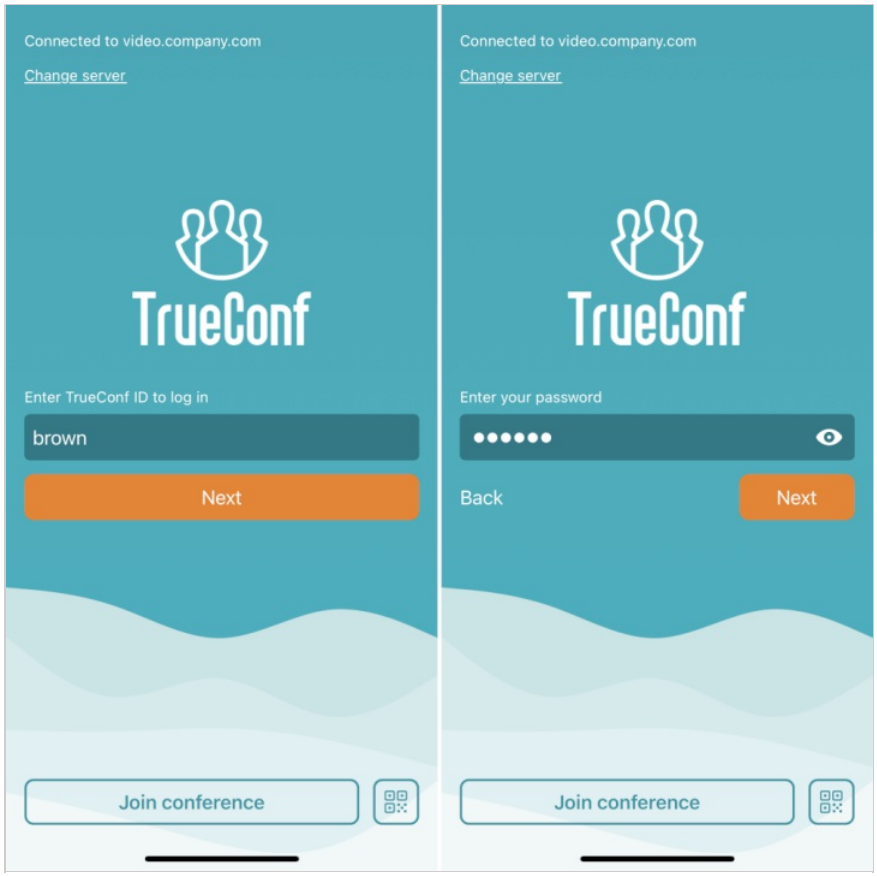
Once the connection is successful, the authorization window will open.

* Later, if you need to connect to a different server or to TrueConf Online, go to the **Options** section, tap on the button and follow the instructions described above.

2.3. Signing in

In the authorization window, enter your TrueConf ID and **Password** and tap the **Next** button. If you don't know your personal credentials, please contact your server administrator.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



* With the help of Face ID/Touch ID, you can enable secure login after the first sign in and avoid manual entering of your personal credentials each time you enter the application. To do it, tap the or button and confirm the use of biometric authentication.

! Please note that if you decline secure authorization with Face ID/Touch ID, your phone password will be used for authorization. To enable secure authorization, go to iOS settings, select **TrueConf** in the list of applications and activate the switcher **Face ID/Touch ID**.

After the successful authorization you can see your address book.

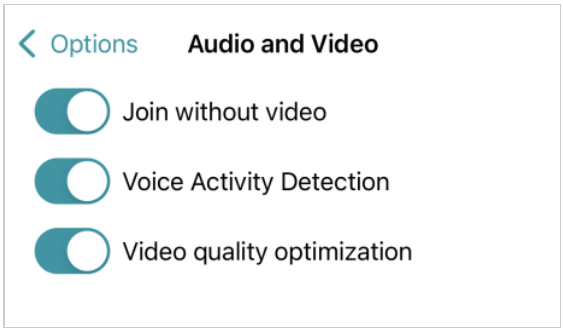
2.4. Setting up the application

2.4.1. Audio and Video

2.4.1.1. Joining without video

When you join calls or conferences, your video is enabled by default. To change this setting, go to **Options** → **Audio and Video** and check the **Join without video** box.

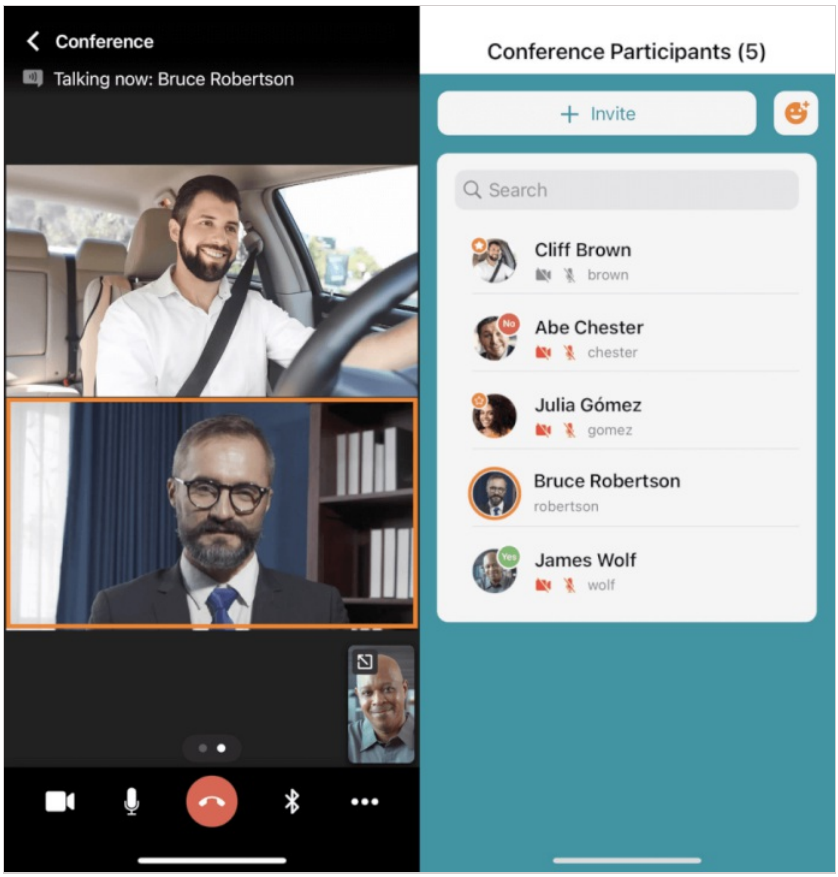
© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



The switcher **Video quality optimization** is activated by default. In this case the video received during one-on-one calls will have smaller resolution which is needed for reducing the use of device resources and network load.

2.4.1.2. Voice activity detection

Activate the switcher to allow the application to detect the active speaker, display notifications with this person's name, and spotlight this person in orange in the video layout and in the meeting participant list.



2.4.2. Audio settings

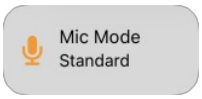
To enhance your audio quality, we offer different settings to boost audio capture and playback. TrueConf for iOS/iPadOS supports the following modes:

i These features are available for iOS 15+ on devices powered by A12 Bionic chip and later.

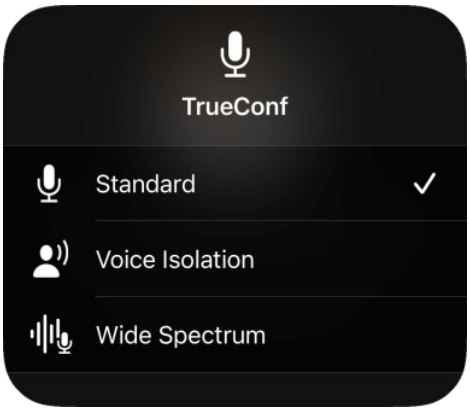
- **Spatial Audio** — this feature splits audio channels to imitate real-life audio experience. Attendees appear to be speaking from the part of the screen where they are displayed.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

- **Voice Isolation Mode** — this microphone operation mode uses machine learning to separate your voice and remove background noise. For example, engine noises outside the window or a dog barking nearby will not interfere with your communication.
- **Wide Spectrum Mode** — this microphone operation mode allows capturing and transmitting all outside sounds. This feature can be useful for immersive online lectures and other use cases when you need to transmit all sounds around you to meeting participants.

This feature is set at the device level. To do it, you need to open **Control Centre** on your iPhone or iPad, press the 

button and choose one of the suggested options to enable one of the microphone configuration modes.



2.4.2.1. Notifications and sounds

To enable sound notifications, e.g., incoming call notifications, go to **Options** → **Notifications and Sounds** and check the **Enable Sounds** box.

> *i* In-app notification sounds will play if your device is not in silent mode.

2.4.3. Background blurring

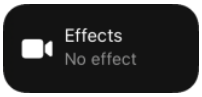
Please pay special attention to the **Portrait mode**, which allows you to blur your background. This feature can be used in both one-on-one video calls and group video conferences.

Portrait mode can be useful in a slew of situations, e.g., if you need to focus on the task at hand during meetings. Even if you don't work remotely, office distractions can be a problem.

Besides, this feature will be useful in case of remote learning, as the child's room may look unsuitable due to the clutter or bright posters. By blurring the background, they will feel more comfortable at the meetings.

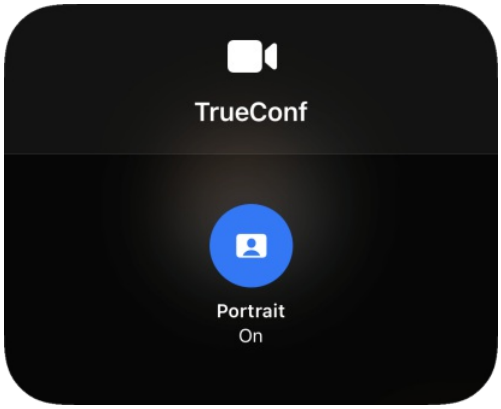
> *i* **Portrait mode** is available for iOS 15+ on devices powered by A12 Bionic chip and later.

To blur the background, take the following steps:

1. Open **Control Centre**.
2. Press the 

button, enable **Portrait mode** by tapping the button. Once the feature is enabled, the button will turn blue:

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



2.4.4. Network

If the **Direct Connection** box (enabled by default) is checked, point-to-point video calls will be routed directly, bypassing the server.

Keep the **Check for available servers in LAN when launching the app** switcher active to make sure that the application can detect available instances of TrueConf Server in the corporate network.

To view the list of available servers, tap on the **View list** button.

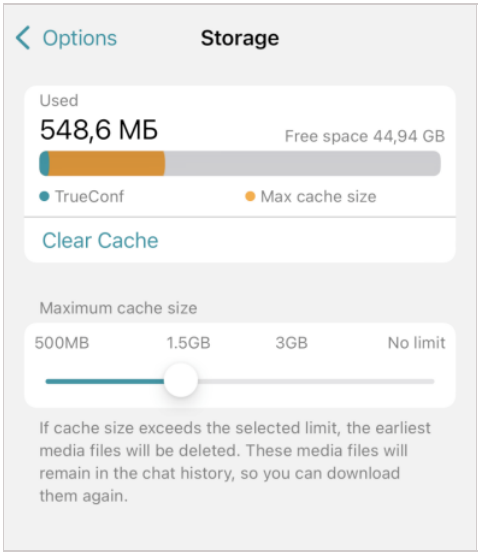
The **Bandwidth Control** section enables you to adjust your network settings.

It is also possible to set file transfer limits to make sure that the TrueConf application does not load the network. You can set the channel restrictions for an ongoing conference and for the normal application state.

2.4.5. Storage

TrueConf for iOS/iPadOS caches all media files downloaded on your device. To check or limit the size of cache, go to the **Options** → **Storage** section.

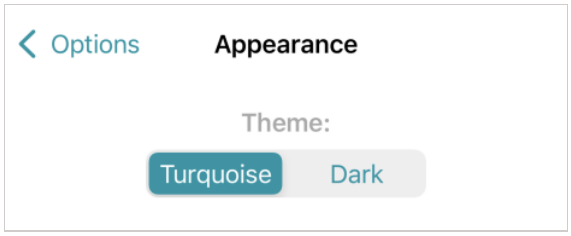
To delete cache, tap on the **Clear Cache** button; otherwise, just select the maximum size so that the application could automatically free up space when the limit is reached.



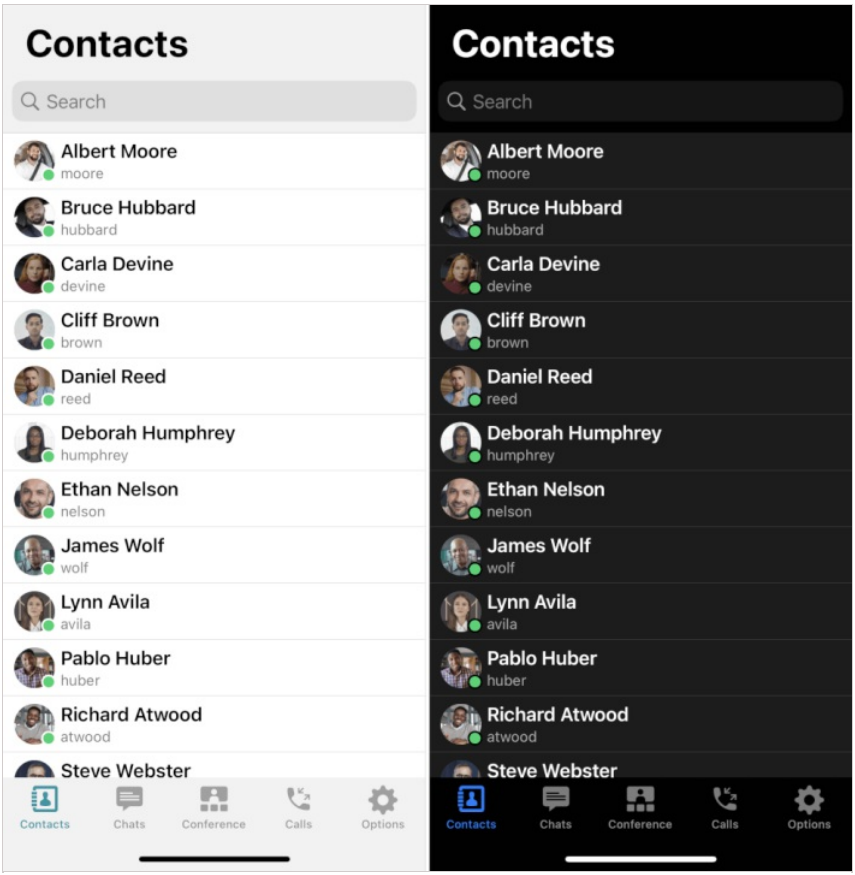
2.4.6. Visual styles

In the **Options** → **Appearance** section, you can change the application theme.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



Select **Dark** to switch the application to dark mode.



* If you switch to **Dark** theme, the application icon will also change and will look like this: .

2.4.7. Other settings

In the **Options** → **General** section, you can change the following settings:

- Displaying groups in the address book
- Disabling hardware acceleration
- Enabling users to join conferences automatically.
- Block incoming calls from the users that are not in your address book

2.4.7.1. Hardware video encoding

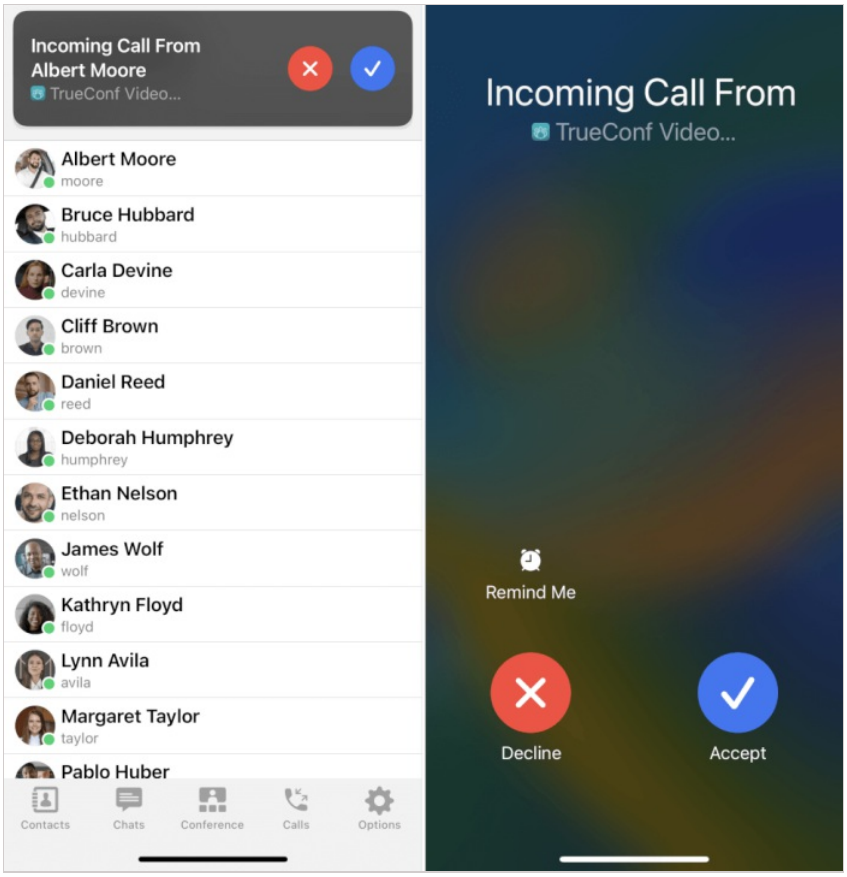
If other meeting participants cannot see you in their video layout or you cannot see other meeting participants in your video layout, the reason may be the use of H264 codec. In this case, try disabling this codec to fix the problem: uncheck the **Use Hardware H264 Codec** box.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

* H264 codec is enabled by default because it is built into iOS at the hardware level and consumes much less resources than the software codec.

2.5. Accepting calls

Even when your application is minimized, the incoming call notification will appear on your screen. Tap the ✓ button to join the call or conference.



2.6. Offline mode

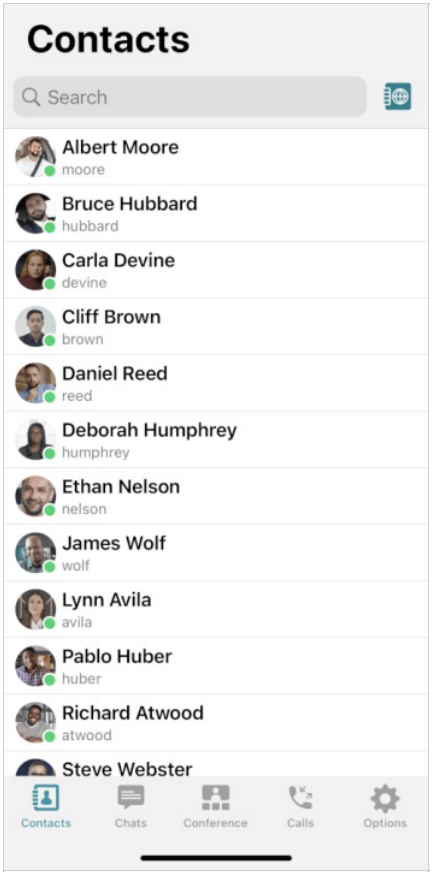
If there are some problems with connection to the video conferencing server, you will see the **No connection** status; however, you will still be able to use the application. In particular, you can:

- Read chat and view the media files saved in cache
- View information about contacts, for example, if you want to make a call to a phone number using the standard **Phone** application
- Write text messages so that they could be automatically sent when the connection is restored.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

3. Address book

Tap the **Contacts** button at the bottom of the application window.



3.1. User statuses

Every user in the address book will be displayed with one of the following statuses:

- — online
- — online from a smartphone or tablet
- — online from a hardware or software SIP/H.323 endpoint
- — recently active: a status for the users who were previously logged in using their mobile app but are currently offline
- — the owner of an ongoing conference
- — busy (currently participates in a video call or conference)
- — Away (away from keyboard for a certain time period, 15 minutes by default)
- — Do Not Disturb (can be set manually by a user)
- — offline
- — unknown (e.g., an account does not exist or is created on an external server which is not federated with your server instance. This status may also be assigned to an existing user on the same server which has not been yet added to the address book).

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

3.2. Avatars

If there is no avatar set for a contact, you will see one of the following default avatars in the address book depending on the type of connection:

DN — the user display name (initials)

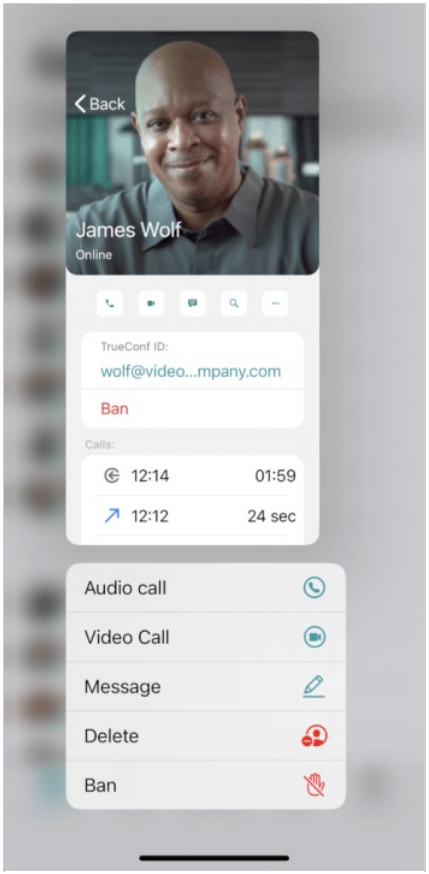
— RTSP camera

— phone

— SIP/H.323.

3.3. Quick preview

Tap and hold on a contact icon in the address book to open the quick preview window. Here, you can call the selected contact, send a message or block the user. Click on the profile avatar to view detailed information about the contact.



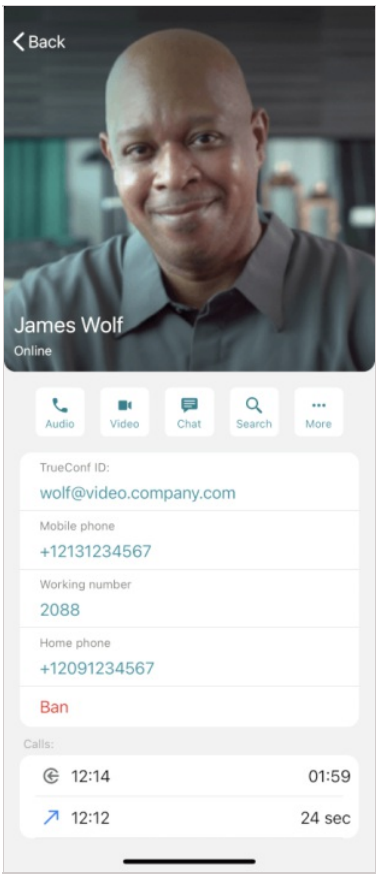
3.4. User profile

To go to a user profile, select a contact in the address book and tap the button which is displayed on the contact's avatar or use quick preview. Here, you will be able to:

- View the user's name, TrueConf ID and status
- Call the user
- Open the chat, search for a message within the chat or clear its history (tap on the **More** button)
- Block or delete the user (by tapping on the **More** button)

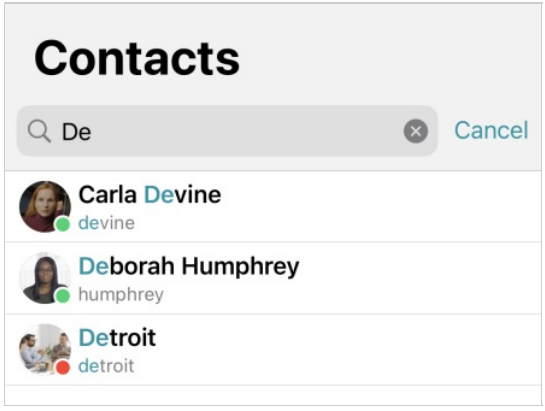
© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

- View the call history with this user.



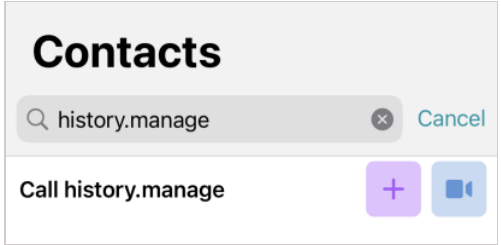
3.5. How to find a contact

To find a contact, enter this person's TrueConf ID or name in the search box. The result will be displayed in place of the address book.



3.6. How to add a new contact

To add a user to the address book, find the contact as described above and press the + button.



© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

* Please note that you don't have to add users manually. Instead, your TrueConf Server administrator can organize your address book and set up user group display automatically.

3.7. How to block or delete a contact

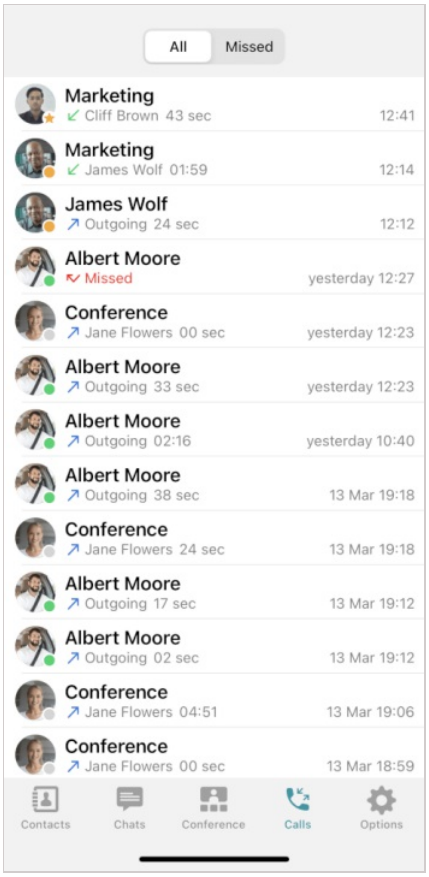
If you want to prevent a user from calling and sending messages to you, proceed to the user profile and tap **Ban**.

To quickly remove a user from the address book, just swipe left the user's name in the address book.

* Alternatively, you can go to the user profile and tap the **More** → **Delete contact** button.

3.8. Call history

To view the call and conference history, go to the **Calls** section.



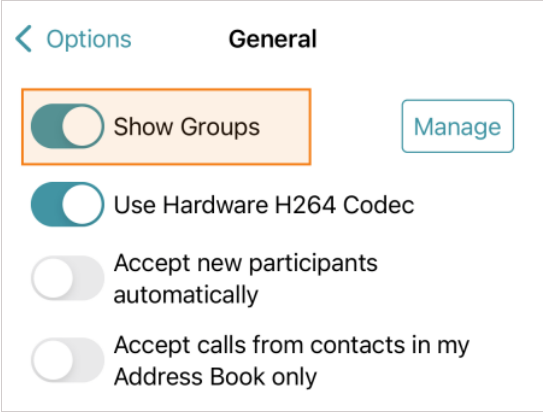
* The call history with a specific user is available in his/her profile and in the standard **Phone** application in the **Recents** section.

3.9. Organizing address book

3.9.1. Address book display

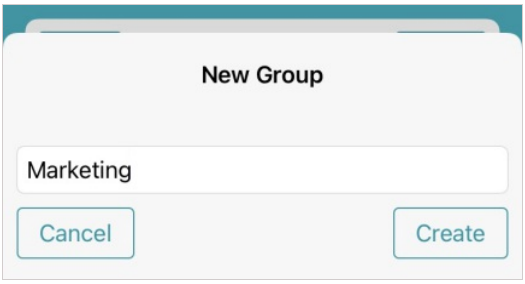
To enable user group display in the address book, you need to enable the **Show Groups** option in the **Options** → **General** section.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



3.9.2. Adding user groups

To create a group, proceed to **Options** → **General** → **Manage** → **New**, enter the group's name and tap the **Create** button.



3.9.3. Editing or deleting groups

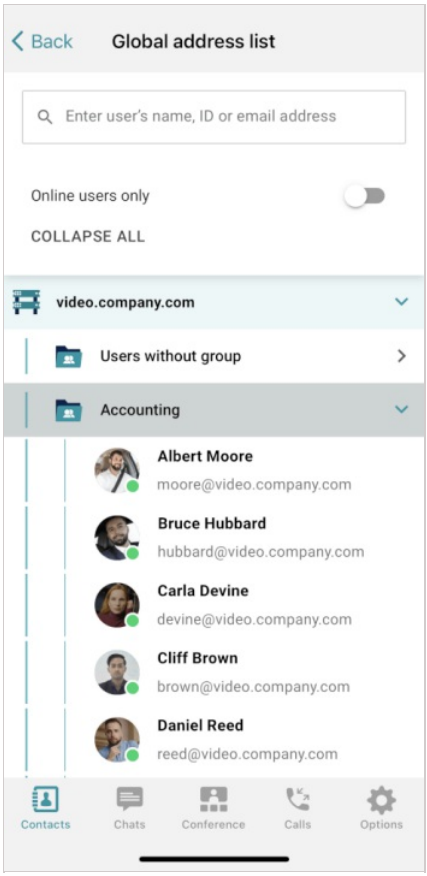
To delete or edit a group:

1. Go to the list of groups in the address book (if they are not visible, enable the group display).
2. Find your group, tap the ••• button opposite its name and choose **Edit Group** or **Delete Group** in the pop-up menu.

3.10. Global user list

Open your address book and tap the button to view the users of other TrueConf Server instances federated with your server.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



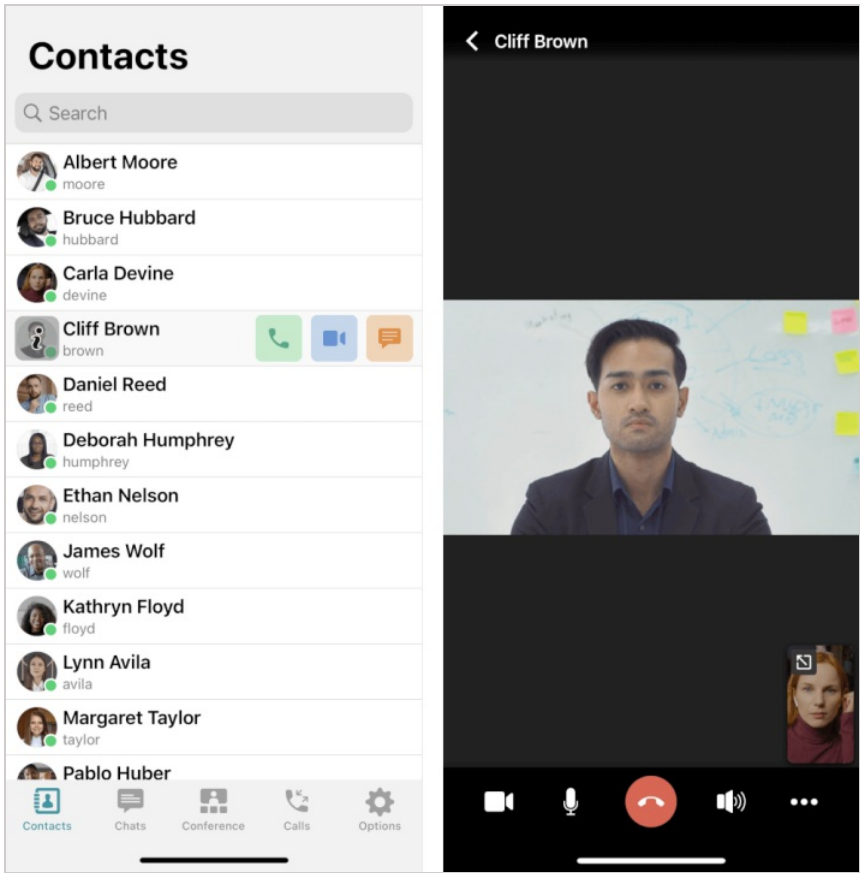
i This menu option may be unavailable if integration with TrueConf Directory has not been configured on the server.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

4. Video calls and conferences

4.1. Call to a TrueConf user

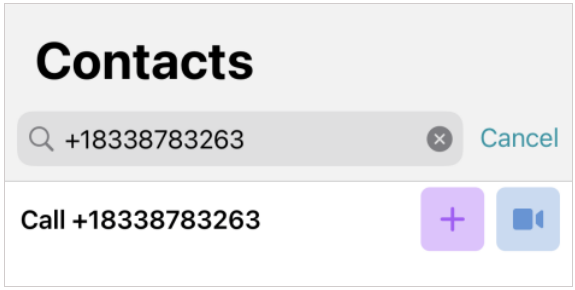
To call a user, find the user in the address book, tap the user's name and then press button.



4.2. Call to a phone number

4.2.1. From the address book search field

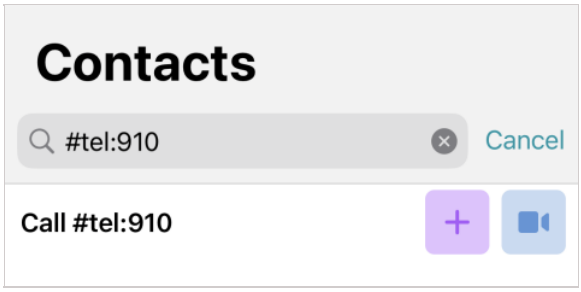
Enter the phone number in the input field in the international format and tap on the call button in the menu that will be displayed below. For example, to make a call to our sales department, enter **+1 833 878-32-63** and tap on the button .



You can also call extension numbers connected to your PBX.

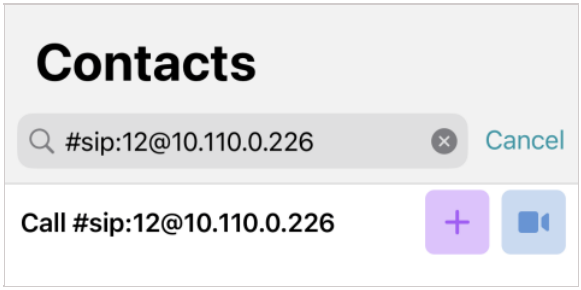
For example, if a user has a **910** extension number, enter the string in `#tel:910` format in the search field of your address book to make a call.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



4.3. Call via SIP/H.323

To call a third-party device or server, use the call string format that corresponds to the type of the call destination.



Supported devices and call string formats:

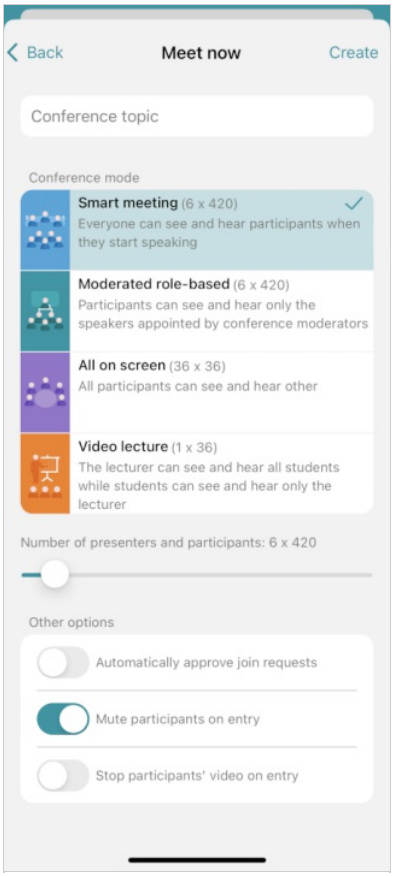
- SIP endpoints (including DTMF commands)
- H.323 devices
- RTSP devices.

4.4. How to create a conference

With TrueConf for iOS/iPadOS application, you can schedule or create ad-hoc meetings in one of the four modes: all on screen, smart meeting, moderated role-based conference or video lecture.

Go to the **Conference** → **Meet now** section, enter the meeting name and select the conference mode in the settings.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



If you select a smart meeting or a moderated role-based conference, it will be possible to specify the number of vacant spots on the podium. Use the **Number of presenters and participants** slider to select the correct number. To learn more about smart meeting mode, read the TrueConf for Windows user guide.

When you join a meeting by calling its owner, the owner receives a corresponding request by default. You can change these settings by enabling the **Automatically approve join requests**. In this case, a user who wants to participate in the meeting will automatically connect to the meeting when calling its owner.

* To make sure that new participants can always join your conferences without asking for permission, go to **Options** → **General** and activate the switcher **Accept new participants automatically**.

To make sure that participants join the conference with their cameras and microphones turned off, activate the following switchers:

- **Mute participants on entry**
- **Stop participants' video on entry**.

Next, tap on the **Create** button to start the conference. Participants will have to be added during the conference.

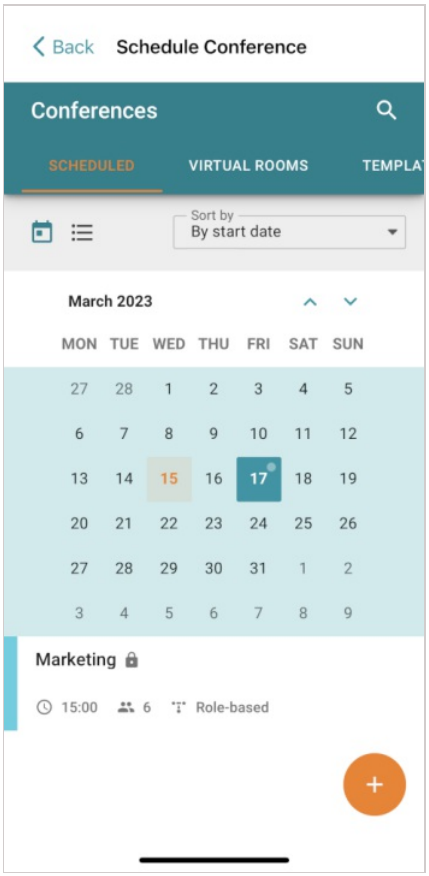
4.4.1. How to schedule a conference

Go to the **Conference** menu and tap on the button **Scheduled conferences** to access the meeting scheduler. Here, you will be able to:

- Schedule a conference on a selected date and adjust its settings
- Create a virtual room (a conference without schedule)

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

- Create a conference template.



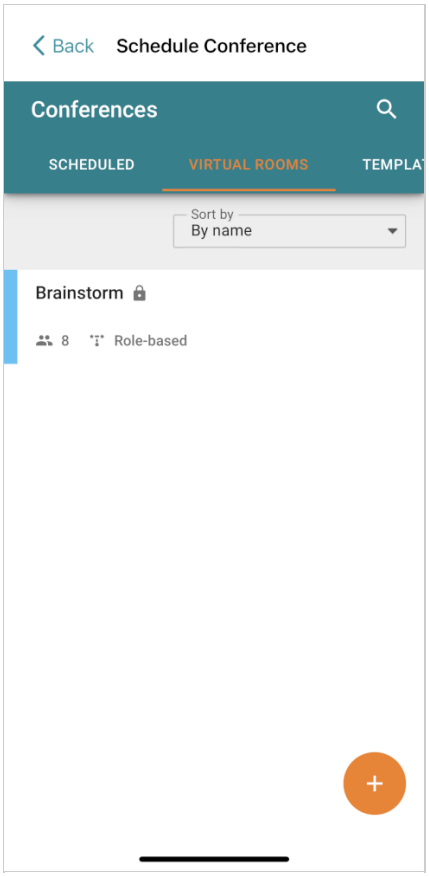
Read TrueConf for Windows documentation to learn more about this tool.

4.4.2. Virtual room management

In the **Virtual rooms** section, you can find the list of unscheduled conferences (virtual rooms) where you are either the owner or a participant. Here, you can manage the events that you created and add new ones. If needed, you can change the start mode of a conference when editing or creating it: from a scheduled conference to a virtual room or vice versa.

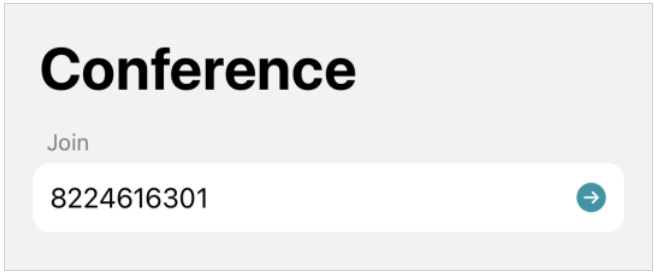
To add a conference, tap on the button .

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

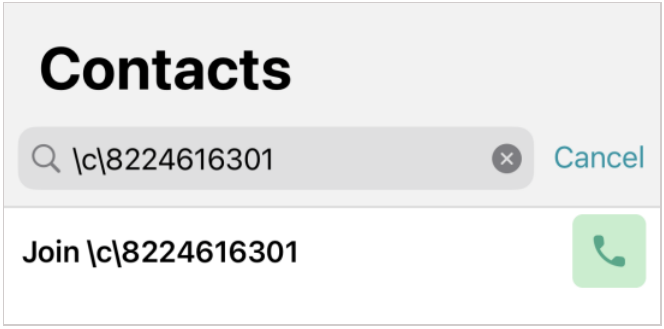


4.5. How to join the conference

Tap on the **Conference** button in the lower part of the application window. Enter the address of the conference page or the conference ID in the **Join** field and tap on the button .



You can also join a conference from your address book. In the search bar, enter Conference ID or a conference join link and tap the button.



© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

> **!** According to the Apple's security policy, you can join a conference via a link only if the server uses a commercial HTTPS certificate.

To learn about other ways of joining a conference, check out TrueConf for Windows documentation.

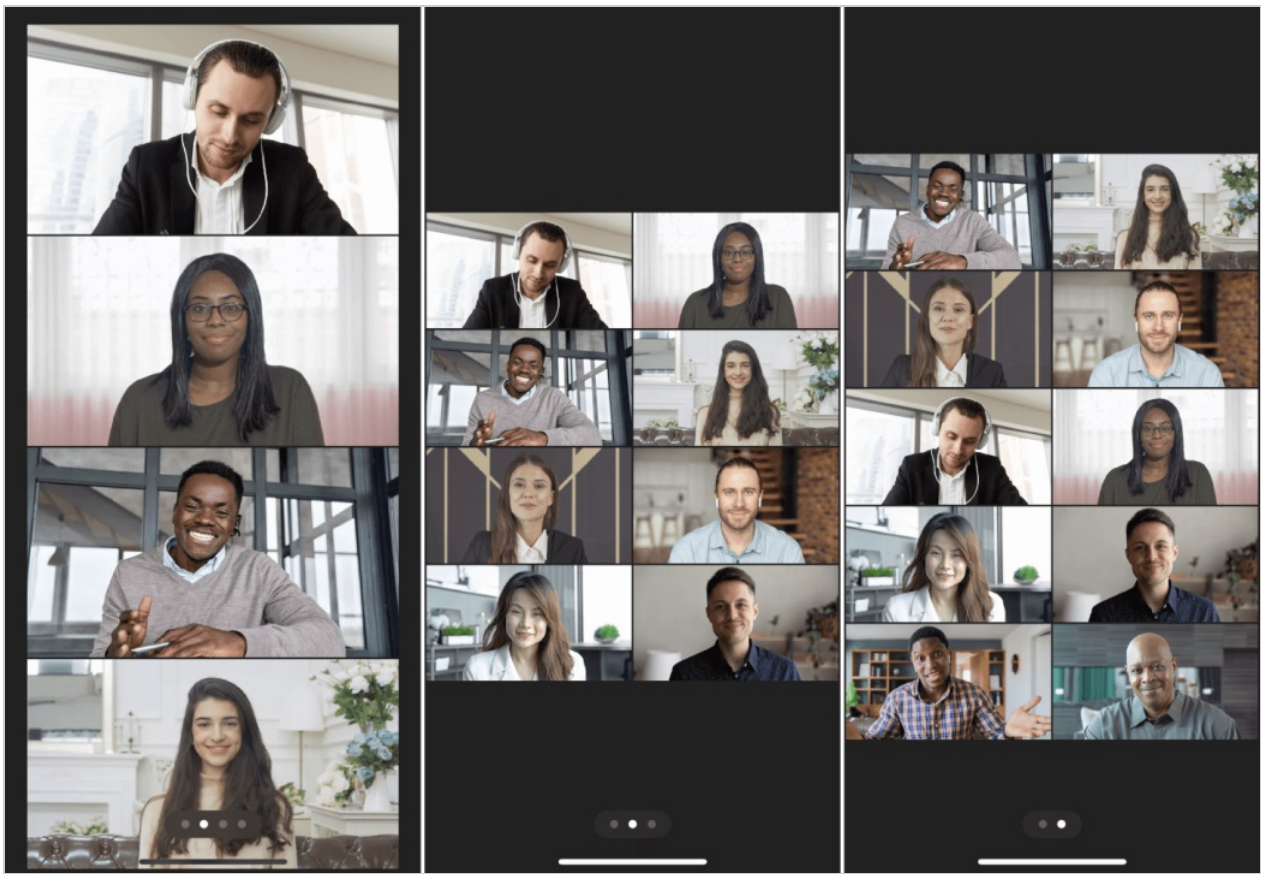
4.5.1. With a QR code

You can also join a video meeting with a QR code from the conference join page. However, to use this feature, you have to sign in to the personal area on the conference page.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

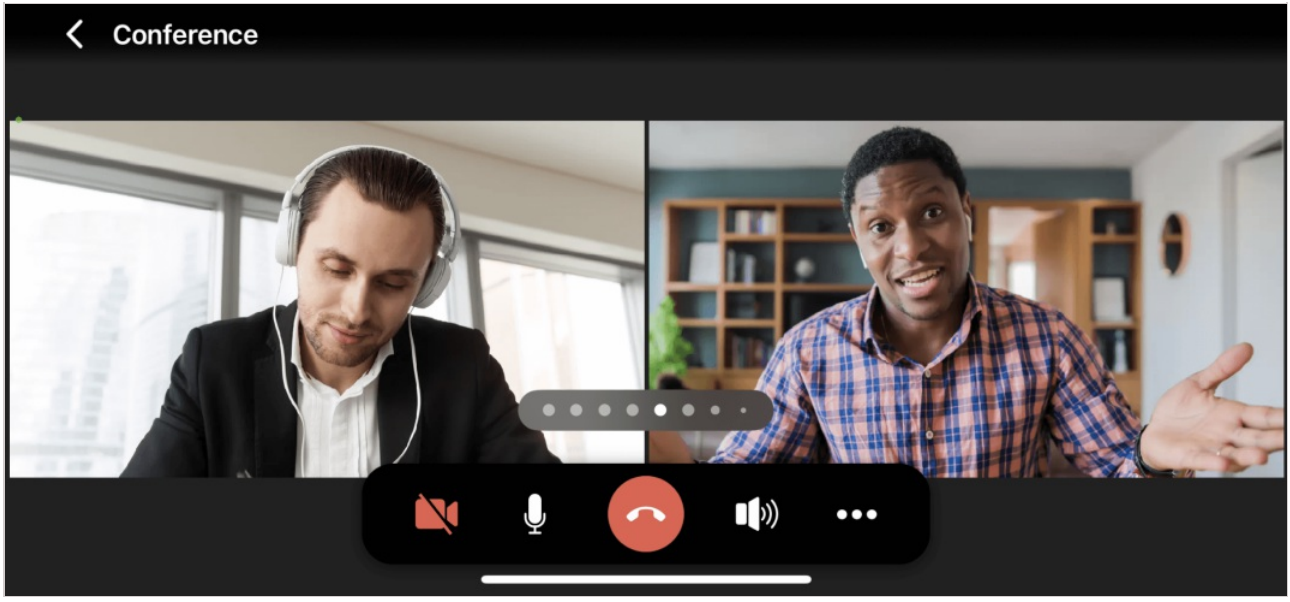
5. During the meeting

During a conference, the layout will be split into multiple parts or "pages" to fit up to 36 participants (or 49 if it is supported on the side of TrueConf Server). To view all layout pages, swipe the screen right or left.



To change the number of video windows displayed on a single “page”, tap on the ••• button in the meeting control panel. Next, tap on the **Video Layout** option and select the number.

Rotate the screen to landscape orientation for more comfortable participation in a conference:

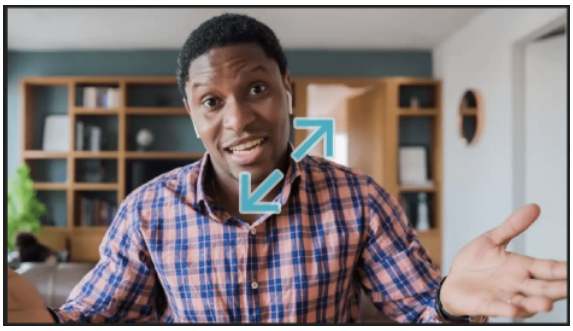


© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

* Landscape orientation is also supported for other application menus, for example, the list of conference participants.

5.1. Scaling the layout

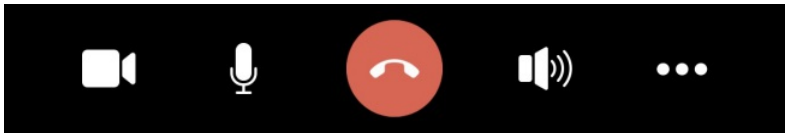
During a conference, you can enlarge the video window of any participant. To do it, use the pinching gesture (from the centre of the window to its borders) so that the arrows could be displayed:



After that you will be able to zoom the video window in or out as a usual slideshow.

5.2. Control panel

When the conference starts, or when you tap on the video layout area during a conference, you can see the ***control panel***, which is automatically hidden when idle, at the top of the screen.



The buttons and their actions are described below:

— leave the conference or end it (if you are one of the moderators)

and — turn speakers on or off

and — microphone muted or not in use

and — camera disabled or not in use

When the button is tapped, the following options will be available:

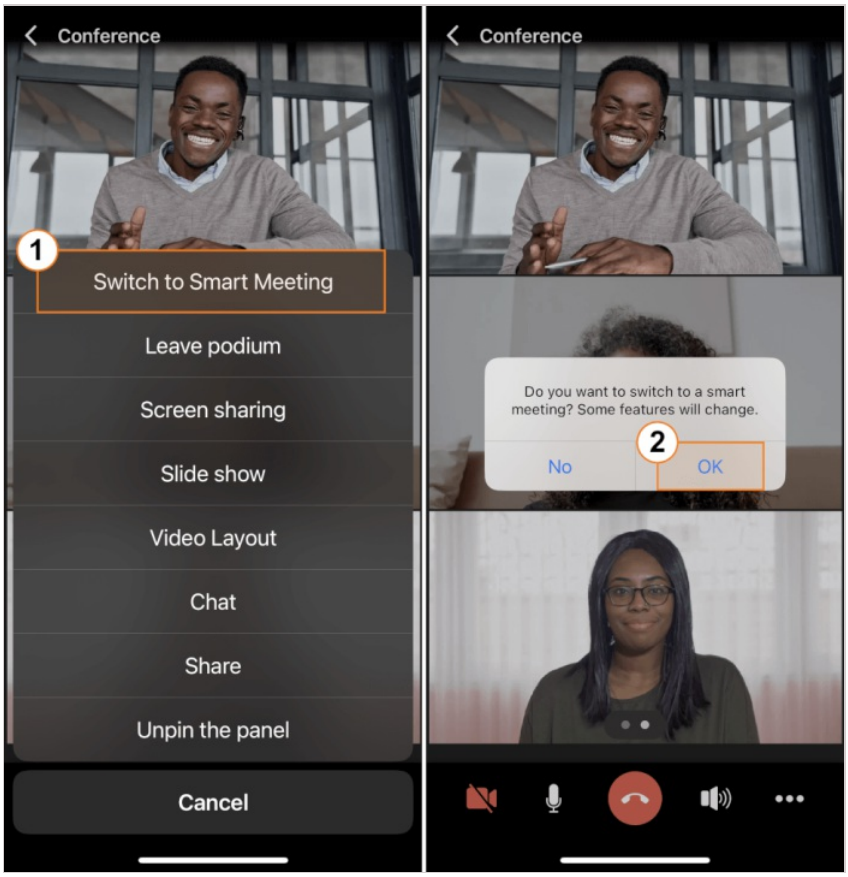
- Change the conference mode
- Add a participant to the list of contacts
- Take and leave the podium
- Share your screen
- Start a slideshow and view the slideshow or content shared by another user in a separate stream
- Select the number of video windows displayed on a layout page (4 is recommended by default)
- Open the conference chat
- Share a link needed for joining the conference
- Pin the meeting control panel.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

5.3. How to change the conference mode

> *i* It is possible to switch only between **Smart meeting** and **Moderated role-based** modes.

If you are a moderator, you can change the conference mode at any moment. To do it, tap on the ••• button in the conference window. Next, select the corresponding option (1) and confirm your choice in the pop-up window (2).



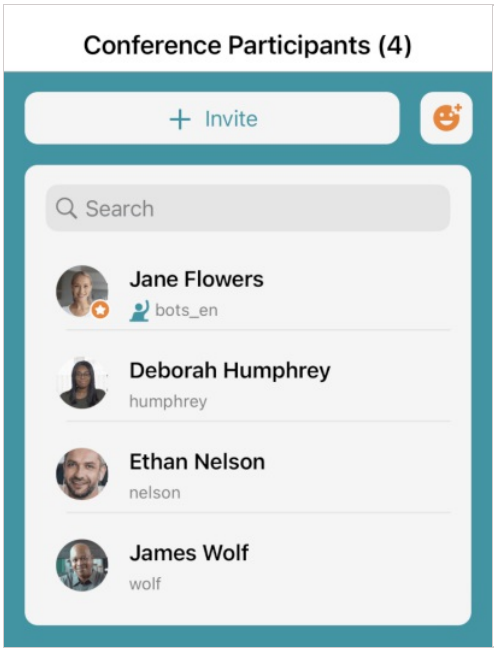
5.4. Conference join URL

To share a conference link with other users, tap on the button ••• and select **Share**. You can send an invitation using any of the applications recommended in the pop-up window or just copy the link to the clipboard.

5.5. List of participants

To open the list of meeting participants, swipe from right to left on the conference window.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

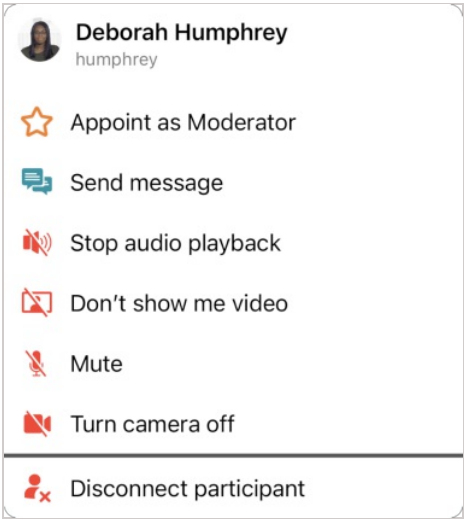


Here you can do the following:

- Invite participants
- View a user status
- Use reactions
- Manage other users' devices, chat and do other things described below.

5.5.1. Participant management

To open the list of available actions, tap a user's name in the list of conference participants. You will see a pop-up window:



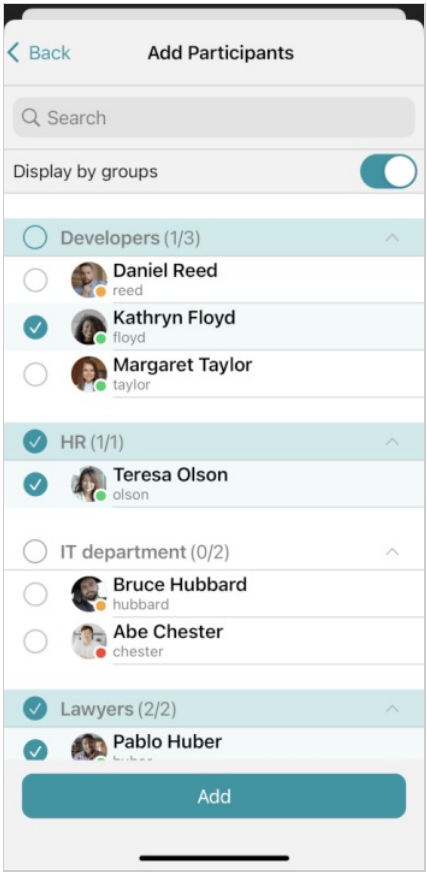
* Please note that the moderator can manage a user's audio and video devices only from the list of participants.

5.5.2. Adding participants

Tap on the **Invite** button in the list of participants and you will see the list of all users in your address book. By default, this list is sorted in alphabetical order. You can **use search** or **display the contact list**

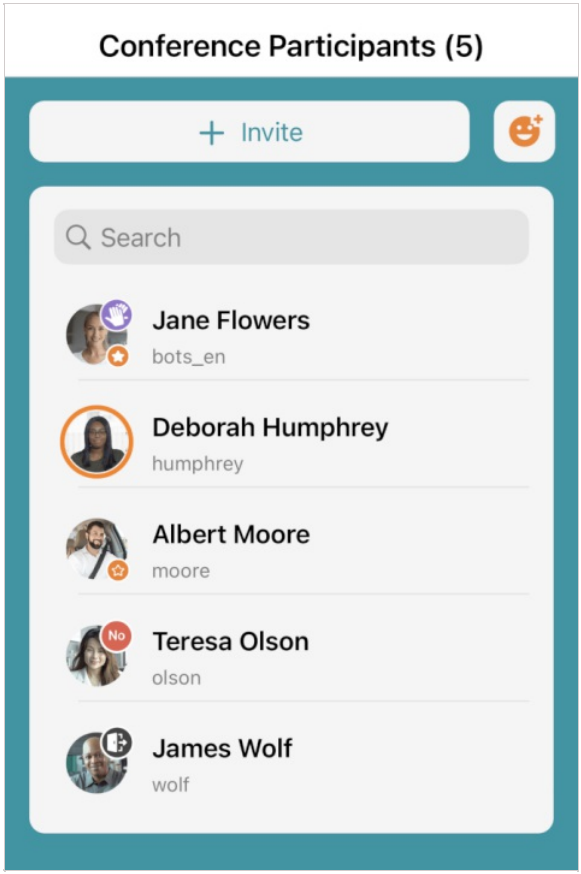
© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

by groups. Select the users you want to invite to the conference and tap the **Add** button.



5.5.3. Statuses of conference participants

In the list of conference participants, you can view the following additional statuses (not to be confused with address book statuses):



© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

— owner

— moderator

— participant's video is not received

— participant's audio playback stopped

— camera disabled or not in use

— microphone muted or not in use

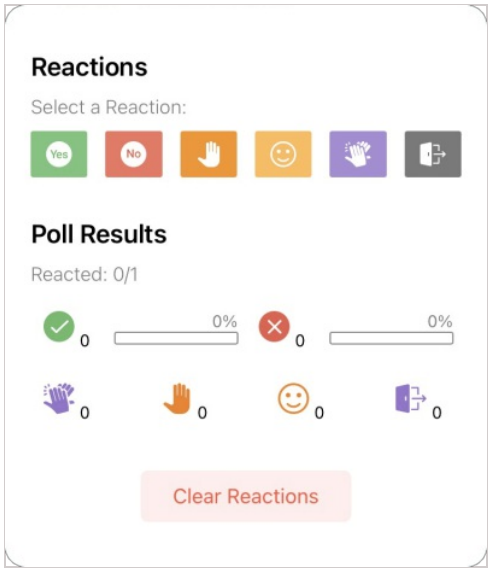
— speaker

— a participant speaking at the moment (voice activity detection has to be enabled).

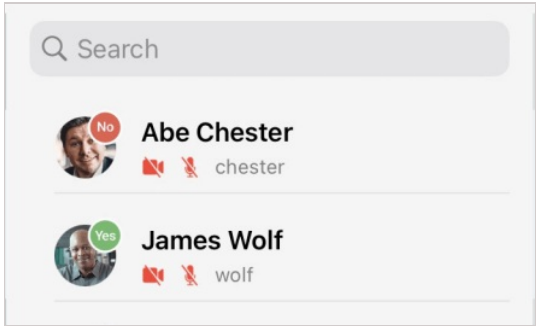
Reactions are also displayed in the list of participants.

5.5.4. Reactions and polling

During a meeting, you can take polls (user reactions are displayed in the list of participants). Users can express their opinions and emotions using reaction icons:



When a user reacts, one of the reactions will be displayed next to the user's name:



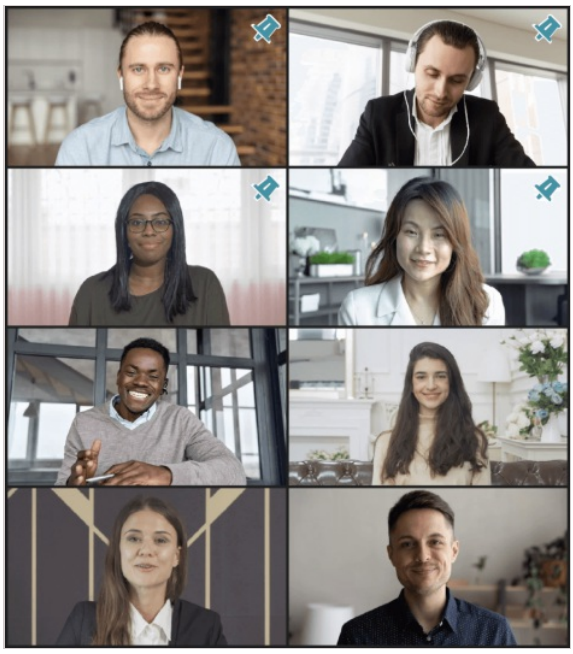
You can read more about reactions and polling in our TrueConf for Windows documentation.

5.6. PTZ camera control

If you want to make sure that a participant's video window is always displayed on top of the first page,

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

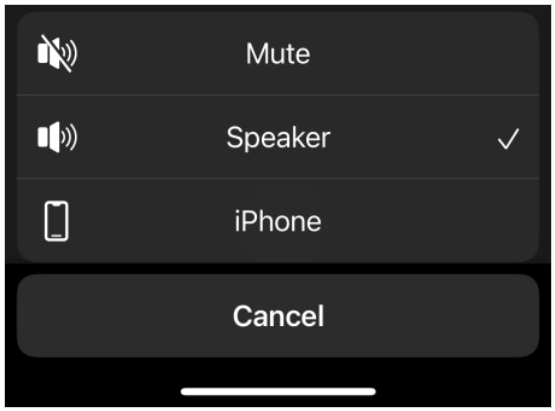
you can “pin” it. To do it, tap on the participant's avatar in the layout, and you will see the button. Tap on this button to pin the participant’s window. In this way, you can pin multiple video windows:



5.7. Audio and video settings

5.7.1. Speakers

The built-in speaker is used as a default playback device. To select a different speaker, tap on the in the meeting control panel and select the device.

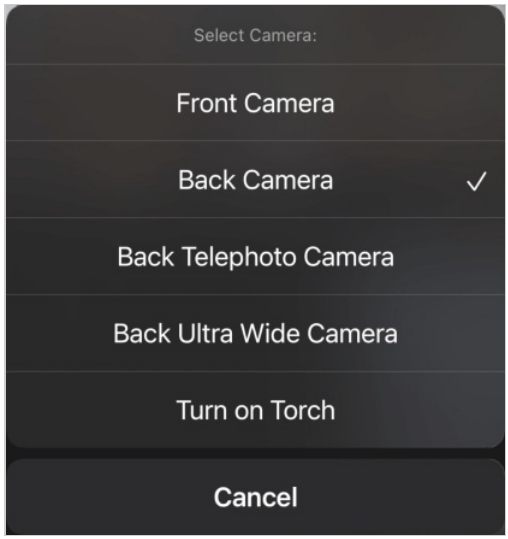


5.7.2. Camera

To change a camera during a video call or conference, tap your image (self-view) in the lower right corner of the screen.

If you choose a rear camera, the icon will appear in the self-view window. Tap it to enable the flashlight feature (camera flash).

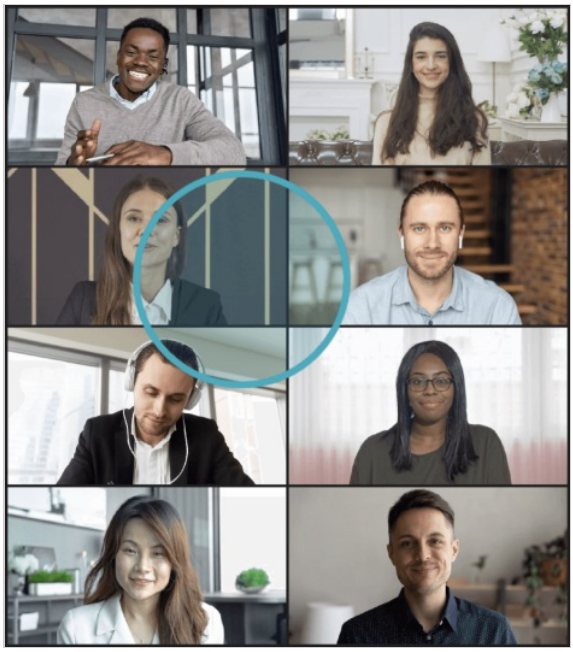
© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



i Switching to rear cameras is available for devices with three or more cameras, such as **iPhone 7 Plus** or **4th generation iPad Pro (2020)**.

5.8. Actions on a participant in the layout

During conferences you can interact with other users. To see available options, press and hold a participant's video window for 1–2 seconds. You can release the window once a blue circle appears at the point where you pressed.



You will see the list of available options (the list may vary depending on your role in the conference):

- chat
- disconnect the participant
- do not display participant's video (applied for you only)
- stop receiving participant's audio playback (applied for you only)
- remove the participant from the podium
- block

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

- info (go to the user profile)
- control a participant's camera.

* These actions are also available in the conference control panel in the **Participants** section.

5.9. Features available in a smart-meeting conference

During a conference in **Smart meeting** mode, users will be able to see and hear only the participants who are currently on the podium. The participants take the podium automatically according to the following rule: a participant who is speaking or sharing content (even without any voice activity) at the moment will be displayed in the layout instead of the participant who is now silent. The first user to be removed from the layout is the participant who has been silent longer than other presenters or started content sharing earlier (if the microphone was muted).

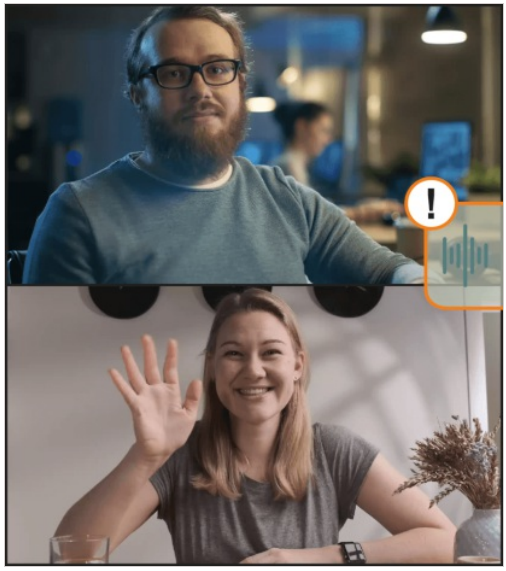
To learn more about the smart meeting mode, check the user guide to TrueConf for Windows.

You can "pin" any participant on the podium to make sure that this user is not removed from the layout even if he/she keeps silent. To do it, open the list of conference participants and select **Pin on podium** in the context menu.

5.10. Features available in a moderated role-based conference

5.10.1. How to make an audio remark

To let other meeting participants hear you without becoming a speaker, press the speaking person icon and hold it while you are speaking. All meeting participants will hear your comment.



5.10.2. How to take and leave the podium

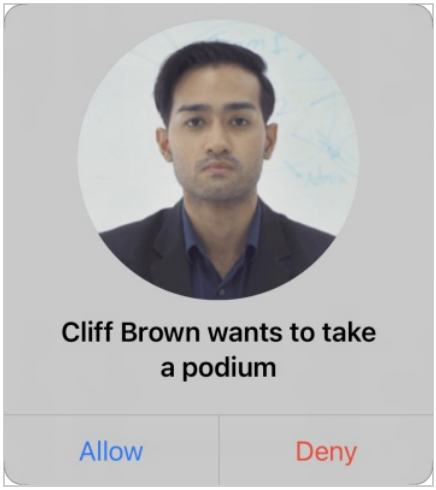
To take the podium, tap on the button ••• in the meeting control panel and select the **Take podium** option. You will be able to speak to other participants as soon as your request is accepted by a moderator. In this case the option in the context menu will change to **Leave podium**.

i Please note that you will automatically stop being a speaker if you accidentally tap the **Leave podium** button. After that, you will again have to send a request to the moderator to take the podium and become a speaker.

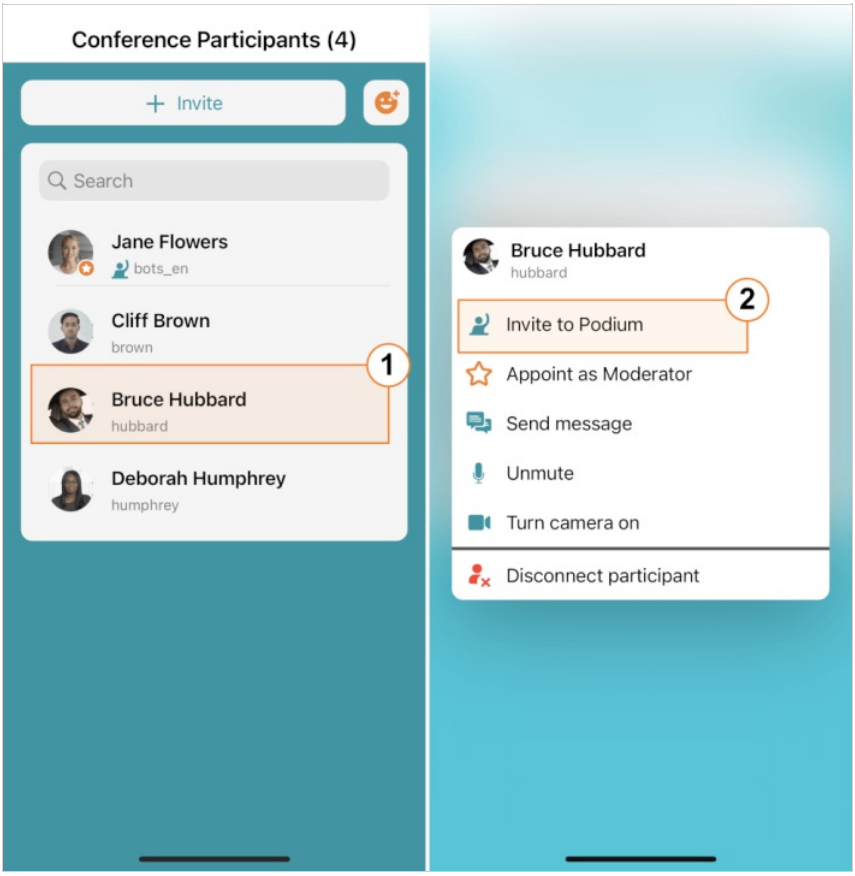
© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

5.10.3. Permission to take the podium

After an attendee sends a request to become a speaker, the meeting moderator will receive the following notification:



If you are the moderator of the moderated role-based conference, you can invite any attendee to take the podium during the meeting. To do it, go to the **Conference Participants** section. Tap the participant you would like to promote to speakers and choose **Invite to Podium**.



© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

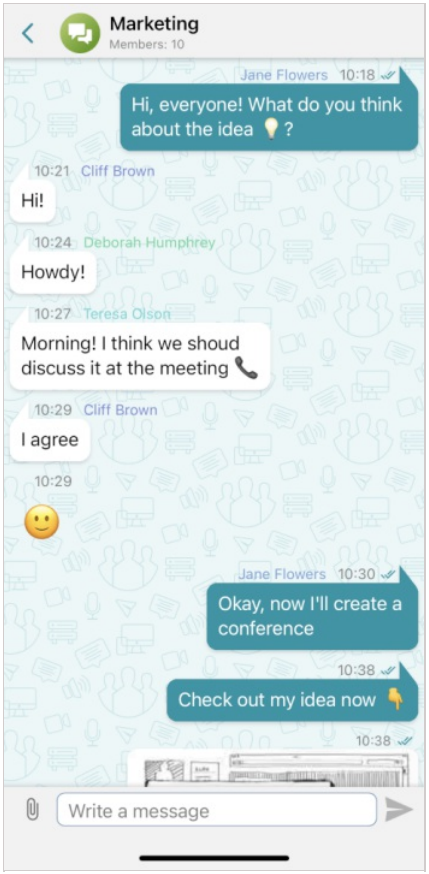
6. Collaboration tools

6.1. Text chat

You can exchange text messages with other users both inside and outside group conferences.

* When a user signs in to the application on a new device, the chat history saved on the previous device will be synced across devices.

i If you connect to TrueConf Server which is below 5.0 version, the chat history will not be synced across your devices.

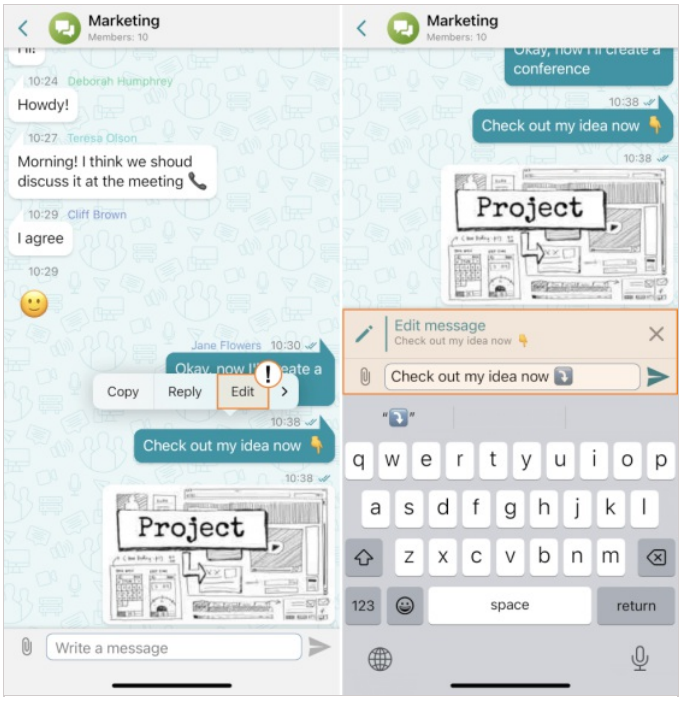


With this messaging platform, you can:

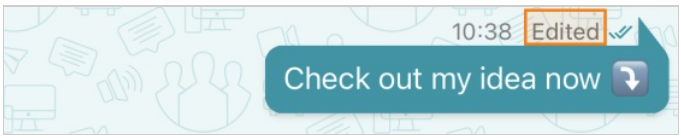
- Send text messages
- Edit, forward, and delete text messages
- Search for words and phrases in chat messages
- Share files.

All messages that you send can be edited. To do it, tap on a message and select **Edit**.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



After that you will see the **Edited** status above the message.



Besides, you can tap on a message to open the context menu. Here, you will be able to:

- Reply
- Forward
- Copy
- Delete the message (it can also be deleted for other chat participants if you sent this message)

6.1.1. Clearing and deleting the chat

To clear the chat history, go to the user profile, tap on the **More** button and select **Clear history chat** (you may clear the chat for you only or for everyone).

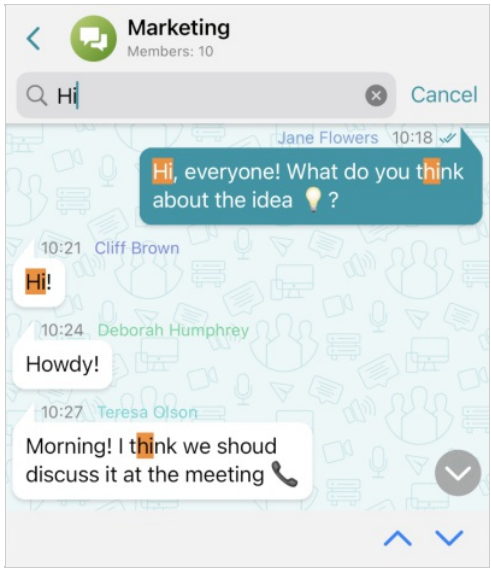
To delete the entire chat, select it in the list of chats and swipe from right to left. Tap on the **Delete** button and select if the chat should be deleted for everyone or only for you.

> **!** Please be careful when clearing chat history or deleting a chat. This action cannot be reversed. Even if you are added to this chat afterwards, you will not be able to view previous messages because all chat history has been removed.

6.1.2. How to find a message

To find a message in the chat history, tap on the chat name and select **Search**. Enter the text in the input field. As you will be typing, the search will be made, and some of the messages will be highlighted.

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



If multiple messages have been found, you can switch between them with these buttons: and .

On the left side of these buttons, there will be a counter indicating the number of messages that match your query.

6.1.3. Sending media files

You will be able to share a geolocation, images and video from your gallery or right from the camera as well as the files from iCloud Drive (the Apple **Files** application). Besides, it will be possible to share data from third-party applications by using the OS feature "**Share**".

In the chat window, tap on the icon and select the corresponding option.

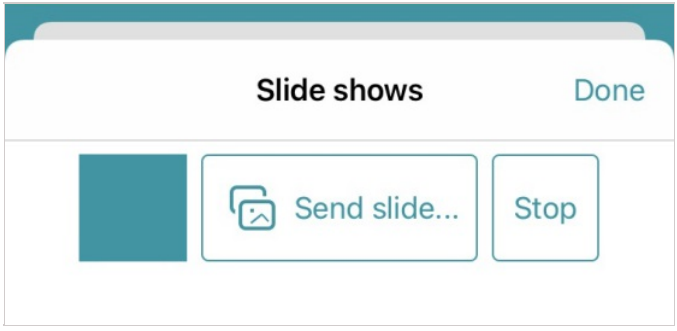
6.2. Group chats

To create a group chat, tap on in the list of chats. Enter the name of the new chat, select users, and tap on the **Create** button.

6.3. Slideshow

During video calls and conferences, users can not only see and hear each other but also share images. To do it, take the following steps:

1. In the meeting control panel, tap the button and select **Slide Show**.
2. Press the **Send slide** button to start selecting images on your device.



3. After that, tap the image to view it. The **My currently broadcasted slide** caption will be displayed at the bottom of the slide.

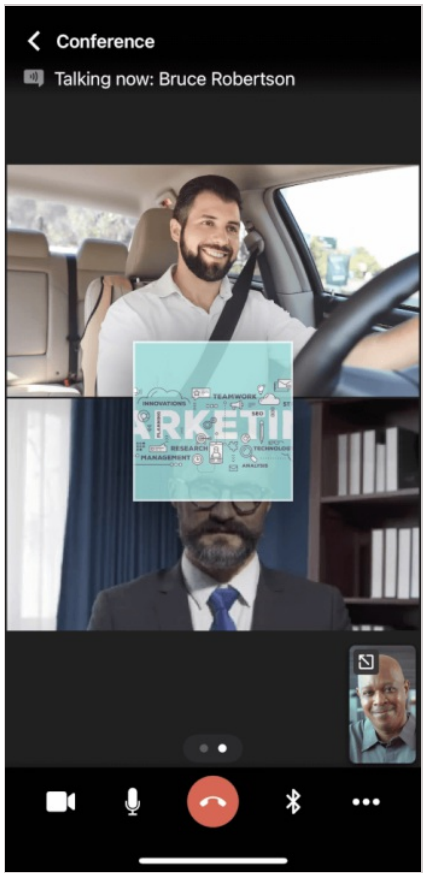
© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

4. To stop sharing images, tap **Stop**. To return to the conference window, tap the **Done** button.

> **!** According to Apple's security policy, when HTTPS connection is configured forTrueConf Server, you can share images only if a commercial certificate is used on the server.

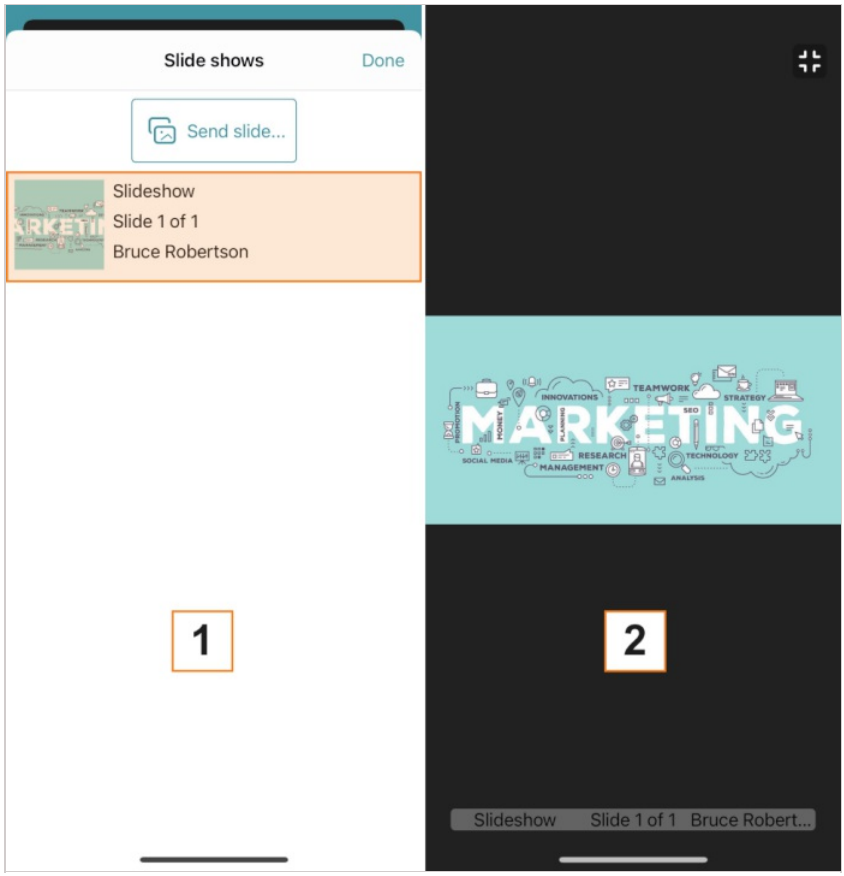
6.4. Viewing a slideshow

When the user, you are talking to, starts a slideshow or content sharing in a separate video stream, a miniature copy of the shared content will be displayed:



In a few seconds, it will be hidden in the upper right corner. In the meeting control panel, tap on the button ••• and select the **Slide Show** option to enter the preview mode. Next, tap on the slide image as it is shown below (1) to view the shared content in fullscreen mode (2).

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



* If content is shared in the secondary stream, you will be able to view it only in this mode.

You can also zoom the content in or out and view it in landscape orientation:

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

To go back to the conference window, tap on the button . The content window will be hidden. Next, tap on the **Done** button.

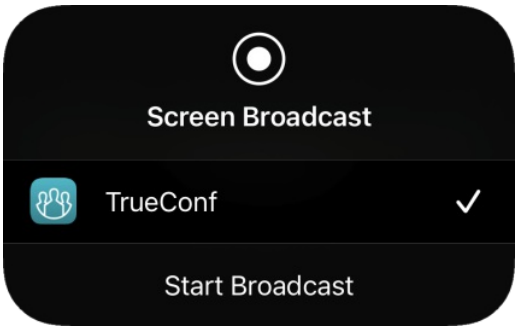
6.5. Content sharing

! According to Apple's security policy, when HTTPS connection is configured forTrueConf Server, you can share screen only if a commercial certificate is used on the server.

i Please note that you will not be able to share your screen and show slides at the same time.

6.5.1. Start sharing

To start content sharing during a conference, tap on the button ••• in the meeting control panel and select the **Screen sharing** option. You will see a pop-up window with Apple's standard screen sharing interface.



Tap the **Start Broadcast** button. You will see a countdown timer. You will start sharing your content in three seconds.

i You will share the entire screen, including notifications. We recommend that you enable the **Do Not Disturb** mode to prevent other users from seeing your personal notifications during the meeting.

To do it, open **Control Centre**, tap the button and select **Do Not Disturb**.

Please note that if you are using iOS 14 or earlier, this setting disables notifications only when the device is locked. To disable notifications while content sharing, you need to go to **Settings** → **Do Not Disturb** and choose **Always** in the **Silence** section.

6.5.2. Stop sharing

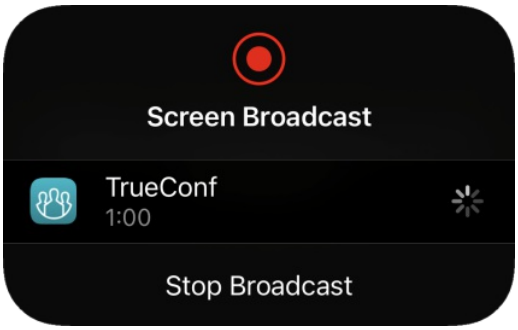
You have two options to stop content sharing: right in the TrueConf for iOS/iPadOS application or using the status bar.

6.5.2.1. Option 1

1. In the meeting control panel, tap the button ••• and select the **Slide show** option.
2. You will see a pop-up window with an active countdown timer.

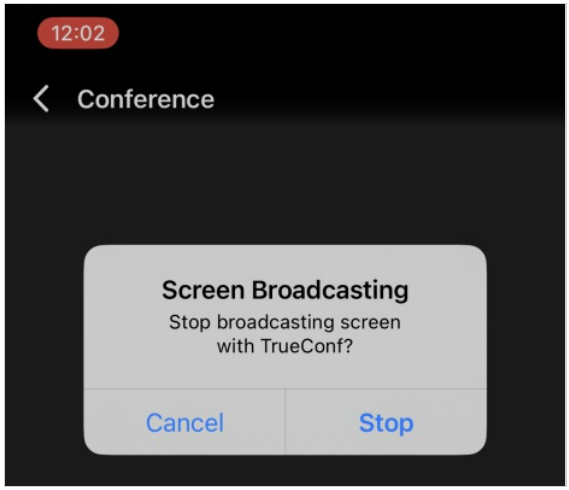
© 2010-2023 TrueConf. All rights reserved. www.trueconf.com

3. Tap the red status bar and then the **Stop** button.

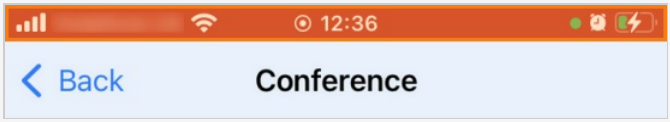


6.5.2.2. Option 2

Tap the red status bar and then the **Stop** button.



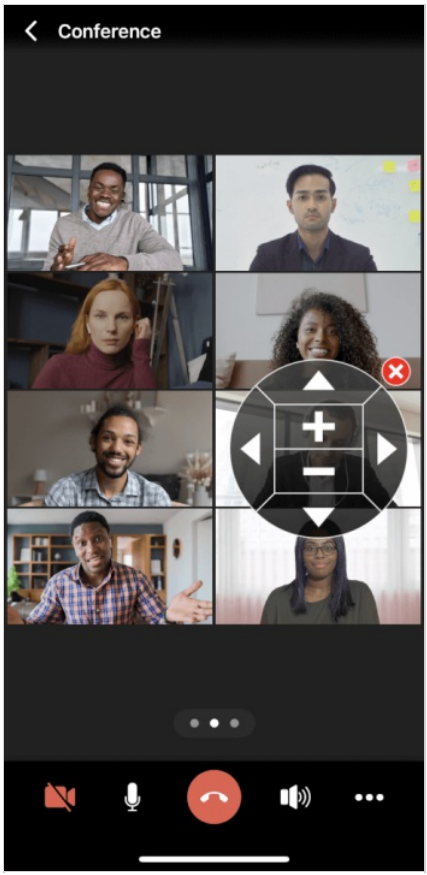
* Please note that the status bar may look different on different devices, e.g., on a device without FaceID:



6.6. PTZ camera control

To start controlling a PTZ camera of a user, you need to press and hold the user's video window. In the pop-up list, choose the **Camera Controls** item to display the panel:

© 2010-2023 TrueConf. All rights reserved. www.trueconf.com



© 2010-2023 TrueConf. All rights reserved. www.trueconf.com