

TrueConf Kiosk

User guide



Version 2.0

Table of Contents

1. TrueConf Kiosk Overview	3
1.1. Purpose	3
1.2. TrueConf Kiosk features	3
2. How to Open Settings Menu	4
3. How to Connect TrueConf Kiosk to TrueConf Server	5
3.1. «Server and Authorization» Tab	5
3.2. «Call» Tab	6
4. How to Select Devices?	7
4.1. How to use chat («Chat» Tab)	7
5. How to Customize Interface («View» Tab)	9
5.1. Size of Images	9
5.2. Customizing user interface	11
5.2.1. At Startup	11
5.2.2. In Standby Mode	11
5.2.3. At Dialup	12
5.2.4. During Video Call	12
5.3. Displaying video from a kiosk camera	13
6. Managing the application via the command line	15

1. TrueConf Kiosk Overview

1.1. Purpose

TrueConf Kiosk is a software framework for **TrueConf Server** and **TrueConf SDK**, designed to provide users with one-way video calls. TrueConf Kiosk can be installed in any hardware was Windows-based platforms.

We demonstrated how TrueConf Kiosk works in our video: <https://youtu.be/iqWWPEBHQww> .

TrueConf Kiosk user interface contains a single "Call" button that calls remote TrueConf. This button is also used to end the call. Additional customization (button image, company logo, promotional video playing during standby mode, etc) can be set in the settings menu. You can also set the server or the user to be called in the same settings screen.

This manual will guide you through main TrueConf Kiosk settings and explain their configuration.

1.2. TrueConf Kiosk features

- 1080p video calls from call agents to customers, dynamically adapting to the communication channel.
- The user interface features two buttons: **Call** button to call a user in any of the supported call string formats, and **End call** button.
- Calls to SIP/H.323 and RTSP devices.
- Document camera support.
- Automatic call forwarding to the first available operator if the call agent is busy.
- Different options to place your self-view in the video layout.
- Set your company's logo to be displayed at the top of the video kiosk screen.
- Customize the **Call** and **End call** buttons and select the image that will be displayed on the screen when authorizing and connecting to TrueConf Server.
- Set promotional video that will be played on the video kiosk screen in standby mode.
- Automatic call and conference recording on the server, if the corresponding option is enabled.
- Control the application using external commands from third-party devices.
- TrueConf Kiosk source code is open, free to use, modify and distribute.
- You can add more than two call agents using TrueConf SDK. The video call escalates into a conference with several presenters.
- Send documents to print directly to the kiosk using TrueConf Virtual Printer (available via TrueConf SDK).

2. How to Open Settings Menu

To open the settings, you could use the following options:

1. Launch the program via the command prompt by entering an additional `-config` key (learn more about this feature in the [command line control section](#) of our guide).
2. Press **Ctrl+Shift+F12** when the program is running.
TrueConf Kiosk settings menu opens on top of the application interface.



No authorization is required to access the settings menu, which is why we strongly recommend protecting your endpoint from unauthorized access.

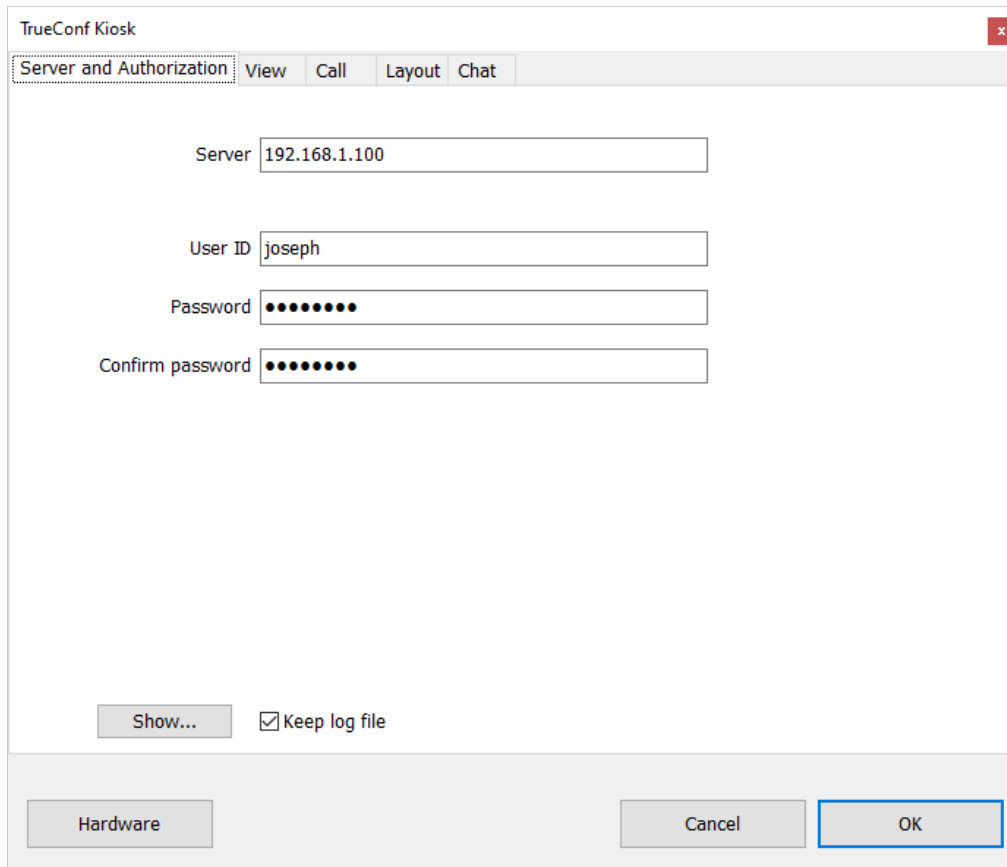
3. How to Connect TrueConf Kiosk to TrueConf Server

TrueConf Kiosk basic setup includes:

- Your TrueConf Server address
- Personal details of the user who will call the server from TrueConf Kiosk
- User (or several users) who TrueConf Kiosk will call upon pressing the call button.

Let's take a look at the settings tabs responsible for the parameters mentioned above.

3.1. «Server and Authorization» Tab



The screenshot shows a window titled "TrueConf Kiosk" with a tabbed interface. The "Server and Authorization" tab is selected. It contains four input fields: "Server" with the value "192.168.1.100", "User ID" with the value "joseph", "Password" with masked characters, and "Confirm password" with masked characters. Below these fields is a "Show..." button and a checked checkbox labeled "Keep log file". At the bottom of the window are three buttons: "Hardware", "Cancel", and "OK".

The first tab contains the following fields:

- **Server** – your TrueConf Server address
- **User ID, Password, Confirm password** – your personal details for authentication on your kiosk. This user information will be used by the kiosk to make calls.

At the bottom of the tab there's a checkbox called **Keep log file**. This feature allows you to store detailed information for every terminal operation in a log file. Click the **Show** button next to the checkbox to open the current log file.

3.2. «Call» Tab

In the **Call** tab you can specify the user whom TrueConf Kiosk will direct the call. It can be a TrueConf Server user, a SIP or H.323 device, an RTSP camera, or any other device connected with TrueConf Server.

You can check out a detailed description of the string formats for each of those endpoints in [TrueConf Server Administrator Guide](#) on our website. We will only give a couple of examples here:

- `<user>[@<server>[:<port>]]` – calling `<user>` from TrueConf Server located at `<server>[:<port>]`. The IP number of the server can be used as the address. If `@` and the symbols after it are not specified, the call is forwarded to the server where TrueConf Kiosk is authorized;
- `#sip:<user>[@<server>[:<port>]]` – calling `<user>` of the server `<server>[:<port>]` via SIP protocol; if the server is not specified, the call will be forwarded to the default server assigned by SIP Proxy in [the SIP-gateway settings of your server](#);
- `#h323:@<ip>` – calling H.323 device via IP.

TrueConf Kiosk can make three types of calls that are selected in the **Call to** area:

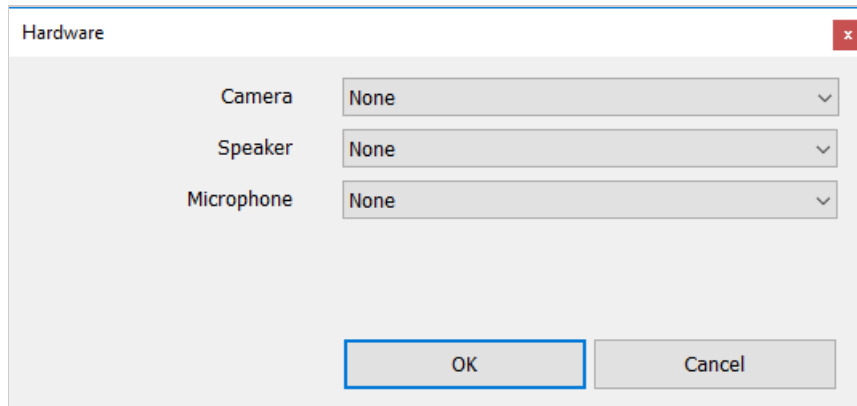
- **One user** – call only one user. User's call string is specified in the **User ID** field;
- **List of users** – calls every contact on the **Comma-separated list** in turn;
- **Address book user** – call a random contact from the address book of the user who has been authorized in the kiosk (whose login credentials were entered in the [Server and Authorization tab](#)). You can create an address book in the [appropriate section of the TrueConf Server control panel](#).

At the bottom of the tab there's the **Enable manager notifications** checkbox. Next to it there's a field for entering the manager's login and server (the field will be available for entering only if the checkbox is enabled). When manager notifications are enabled, TrueConf Kiosk will automatically send the information about its operations and interactions with users back to the manager via text chat.

4. How to Select Devices?

To select the devices the kiosk will use to make calls, click **Hardware** at the bottom left corner of the settings window (this button is always visible in any tab).

A new window will open.



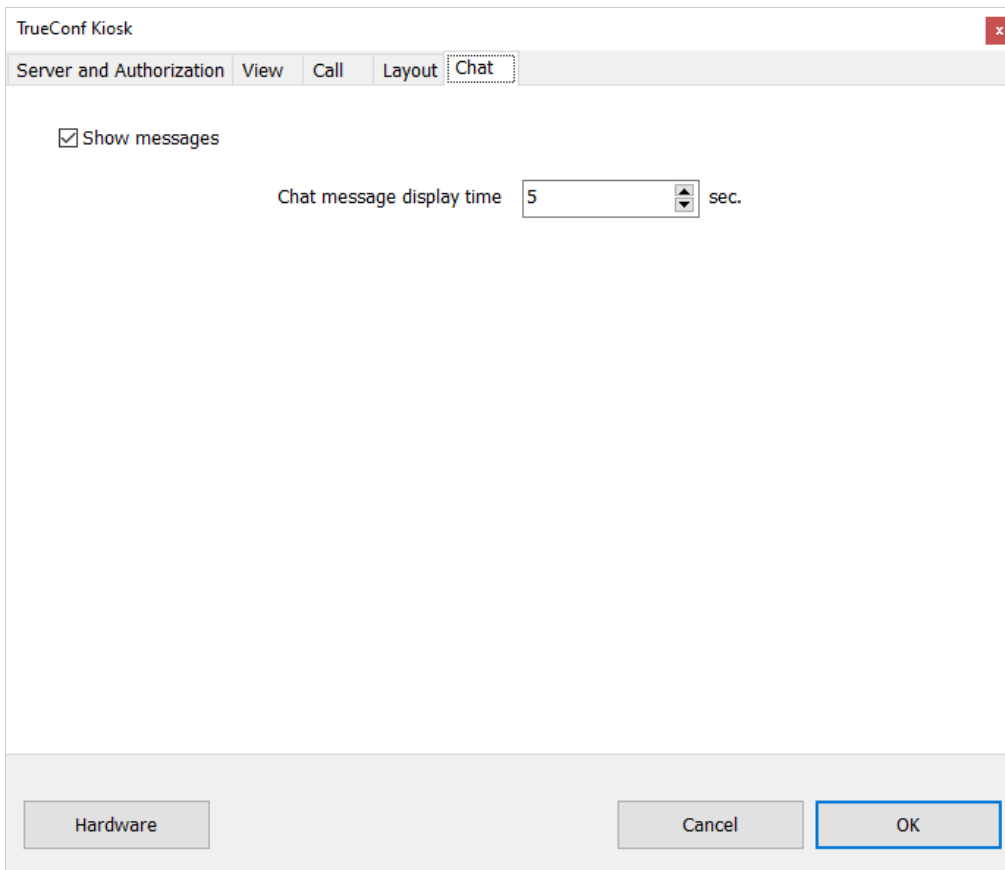
There are three fields in this window:

- **Camera** – a camera that will record the user of the kiosk and transmit the video to the manager on the line.
- **Speaker** – an audio output device
- **Microphone** – audio input device

Select the devices and click **OK**.

4.1. How to use chat («Chat» Tab)

The manager can send text-only messages to the user via chat. The messages will stay on the screen for a limited amount of time before they disappear.



The **Chat** tab allows you to configure chat display time.

Show messages checkbox determines if the text messages sent to the chat are displayed on the kiosk screen (this feature is enabled by default).

Chat message display time field allows you to specify how long the messages should stay on the screen before disappearing.

5. How to Customize Interface («View» Tab)

TrueConf Kiosk provides you with a number of customization features. You are free to customize TrueConf Kiosk interface and create a personalized look for your terminal.

You can choose your own images in the **View** tab of the settings window. Click **Select...** to choose a file for any field. Click **Clear** to go back to default settings.

The screenshot shows the 'TrueConf Kiosk' settings window with the 'View' tab selected. The window is divided into several sections:

- Images:** This section contains six rows, each with a text label, an empty input field, and two buttons ('Select...' and 'Clear'). Below each input field, the recommended dimensions are listed:
 - Logo: Recommended: Width=1272, Height=140
 - "Call" button image: Recommended: Width=1272, Height=98
 - "Calling" button image: Recommended: Width=1272, Height=98
 - "End call" button image: Recommended: Width=1272, Height=98
 - "Connecting" button image: Recommended: Width=1272, Height=98
 - Background: Recommended: Width=1920, Height=1000
- Video:** This section contains one row with the label 'Promo video', an empty input field, and two buttons ('Select...' and 'Clear'). Below the input field, the recommended dimensions are listed: Recommended: Width=1272, Height=715.
- Force portrait mode:** A checkbox is present and currently unchecked.
- Buttons:** At the bottom of the window, there are three buttons: 'Hardware', 'Cancel', and 'OK'.

5.1. Size of Images

Recommended image and video sizes are indicated under each field. These values are calculated based on the screen resolution of the terminal where TrueConf Kiosk is running. If screen resolution is changed, restart the application to update the suggested size values.

Compare the recommended settings from the screenshot above (made on a screen with Full HD resolution 1920 x 1080) with the screenshot below (made on the same screen but in landscape orientation mode):

TrueConf Kiosk
✕

Server and Authorization
View
Call
Layout
Chat

Images

Logo Select... Clear
Recommended: Width=1080, Height=312

"Call" button image Select... Clear
Recommended: Width=1080, Height=312

"Calling" button image Select... Clear
Recommended: Width=1080, Height=312

"End call" button image Select... Clear
Recommended: Width=1080, Height=312

"Connecting" button image Select... Clear
Recommended: Width=1080, Height=312

Background Select... Clear
Recommended: Width=1080, Height=1840

Video

Promo video Select... Clear
Recommended: Width=1080, Height=1216

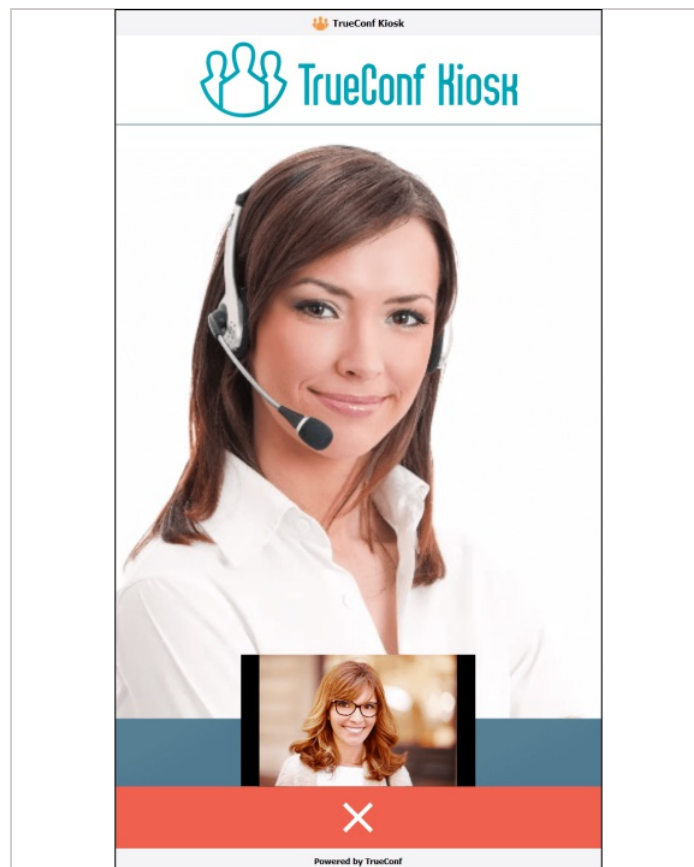
Force portrait mode

Hardware
Cancel
OK

Please note that **Recommended** values have changed.

Enable **Force portrait mode** to force the program to switch to portrait mode. By enabling this feature, the video window is stretched vertically and cropped horizontally to fit screens in portrait orientation.

This is how a screen in portrait orientation mode looks like with Force portrait mode option enabled:



5.2. Customizing user interface

Logo, **“Call” button image**, **“Connecting” button image** and other fields in the **View** tab determine how kiosk screen elements look like:

- During TrueConf Kiosk loading;
- In standby mode;
- Call pending;
- During video call.

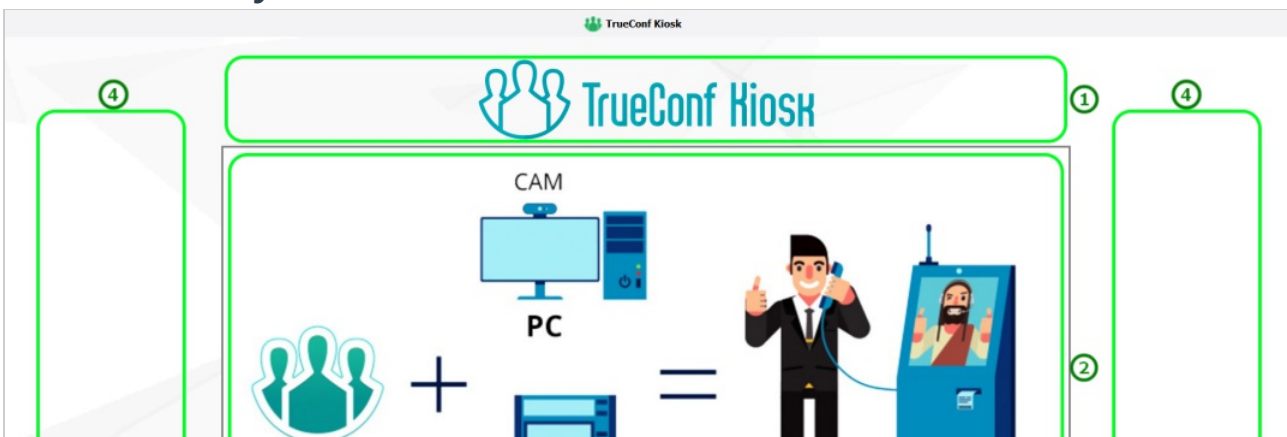
The following sections explain customization of the interface elements in the **View** tab.

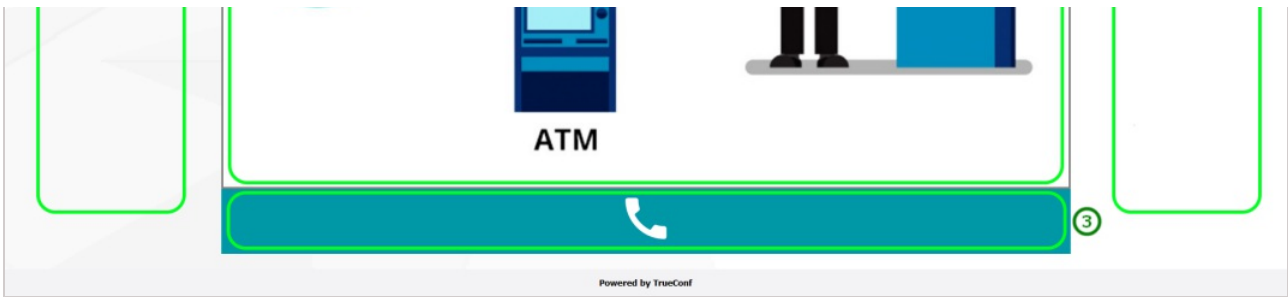
5.2.1. At Startup



1. **Logo** bar – your company’s logo
2. This image cannot be customized
3. **“Connecting” button image** button image bar – an image shown indicating that connection is being established. This field is also displayed when the connection with the server is absent.
4. **Background** – screen background

5.2.2. In Standby Mode





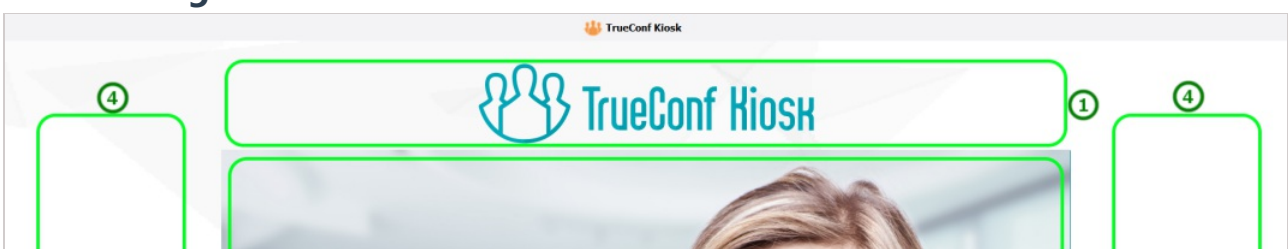
1. **Logo bar** – your company's logo
2. **Promo video** – promotional video containing information about your company and the purpose of the endpoint (it will be displayed only if the kiosk is successfully connected and authorized on TrueConf Server).
3. **“Call” button image** – image embedded in the Call button
4. **Background** – screen background

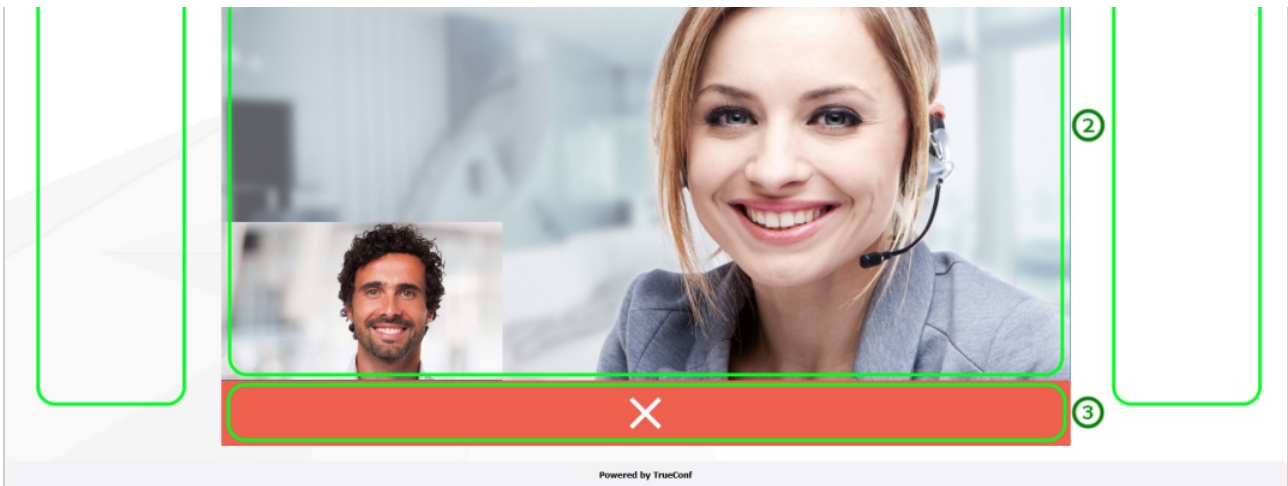
5.2.3. At Dialup



1. **Logo bar** – your company's logo
2. Video from the camera you selected in **Hardware** settings menu
3. **“Calling” button image** – the image embedded in the Calling button. The button indicates that the dial-up is on. You can also press this button to terminate the call.
4. **Background** – screen background

5.2.4. During Video Call

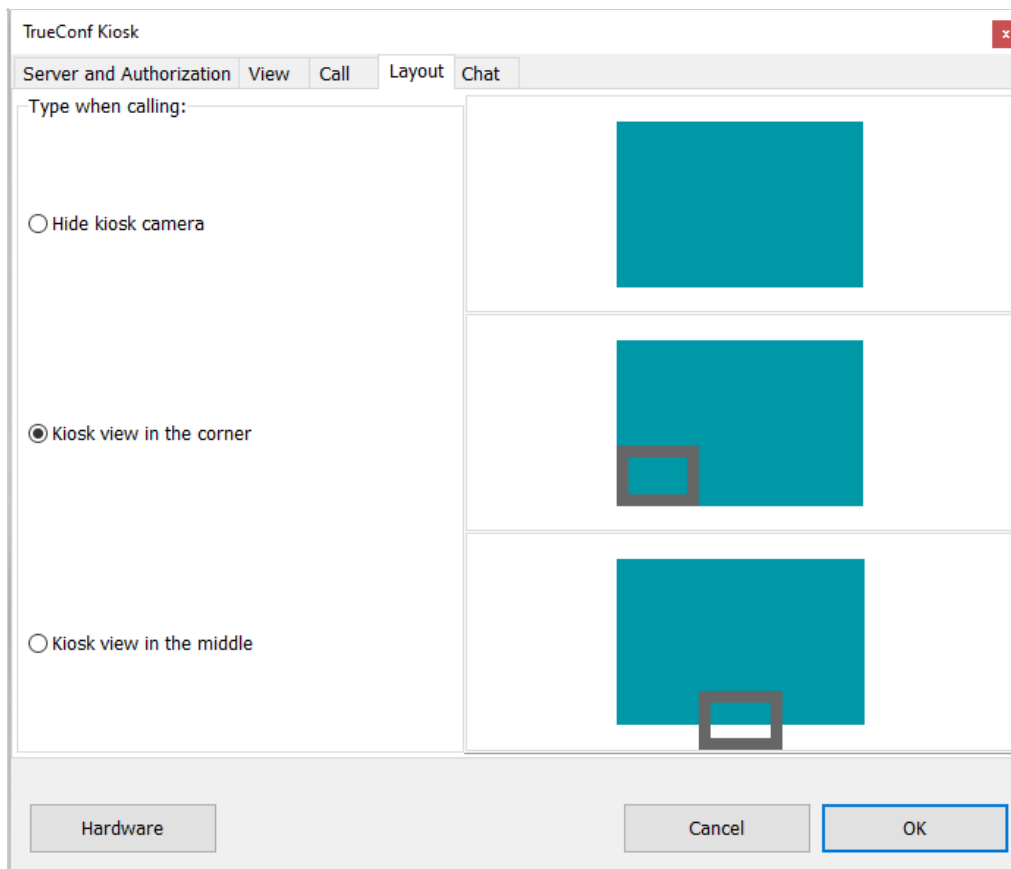




1. **Logo bar** – your company's logo
2. Bigger video from the operator's camera. Smaller video from the camera you selected in the **Hardware** settings menu. You can change its location or hide it in the **Layout** tab.
3. **"End call" button image** – this button ends the call
4. **Background** – screen background

5.3. Displaying video from a kiosk camera

You can select the location of the kiosk camera image in the **Layout** tab:



- **Hide kiosk camera** – do not display video from the camera.
- **Kiosk view in the corner** – display video from the camera in the bottom left corner, over the call agent's video (this view is used by default).
- **Kiosk view in the middle** – display video at the bottom center of the screen, over the call agent's

video.

6. Managing the application via the command line

You can use the following command line parameters to control TrueConf Kiosk application that is currently running.

-config – open [settings menu](#) for TrueConf Kiosk that is currently running. If the application is closed, this parameter will launch it and display settings.

-call – make a call according to the settings specified in the [Call tab](#) of the settings menu. If TrueConf Kiosk is closed, this parameter will start the application and initiate a call after the authorization has been successful. If the application is already busy (calling), this command will be ignored.

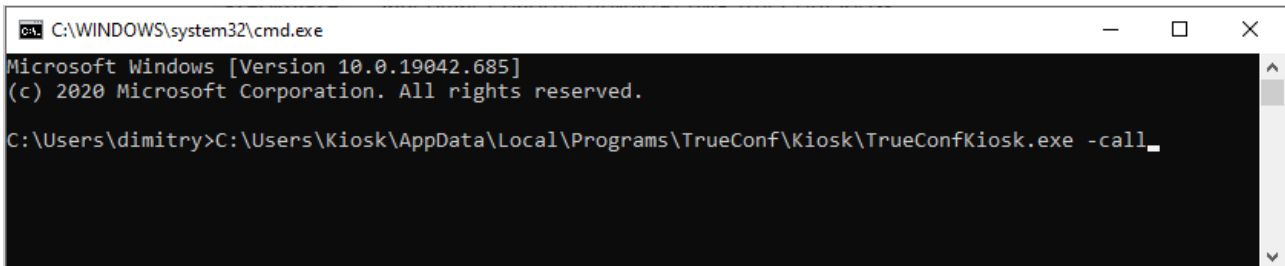
-hangup – end the active call. If the application is not calling at the moment, the command will be ignored.

-terminate – close TrueConf Kiosk application.

Command line use case:

```
C:\Users\Kiosk\AppData\Local\Programs\TrueConf\Kiosk\TrueConfKiosk.exe -call
```

where `C:\Users\Kiosk\AppData\Local\Programs\TrueConf\Kiosk\` is the full path to the installed TrueConf Kiosk application.



```
cmd C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 10.0.19042.685]
(c) 2020 Microsoft Corporation. All rights reserved.

C:\Users\dimitry>C:\Users\Kiosk\AppData\Local\Programs\TrueConf\Kiosk\TrueConfKiosk.exe -call_
```

* You can also use shorter commands, such as:

```
TrueConfKiosk.exe -call
```

To use shorter commands, you need to run the command line directly from the directory where the application is installed or add the path to that directory to the **Path** environment variable in the Windows settings.