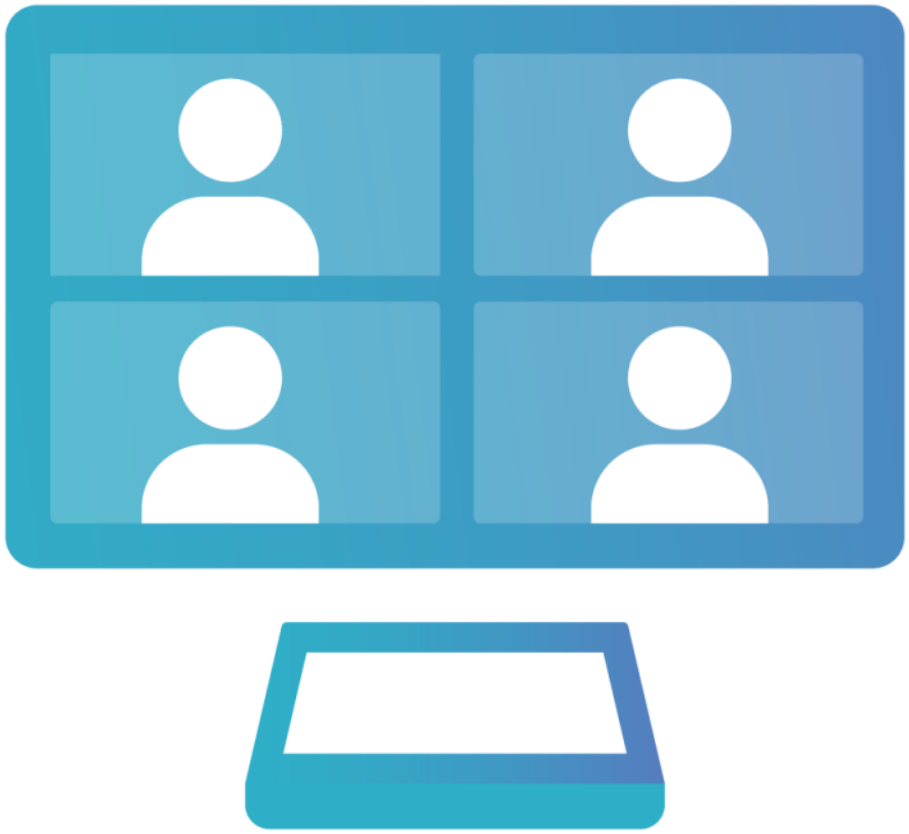
TrueConf

TrueConf Room

User guide



Version 4.3

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1. What is TrueConf Room

1.1. What TrueConf Room is used for

TrueConf Room is a video conferencing application. It performs the functions of a client application on a software level, but possesses the key features of a hardware video conferencing endpoint.

TrueConf Room is mainly designed for displaying conference participants on a large screen in a huddle or meeting room. This application enables users to create and run conferences from their PCs, tablets, or mobile devices by scanning a QR code or following a link.

The main idea behind TrueConf Room is to provide clean and intuitive user interface that does not interfere with the conference screen.

TrueConf Room is designed to work on Windows and Linux; it can use the TrueConf Online cloud service as a video conferencing server or the corporate video collaboration platform TrueConf Server (including its free version TrueConf Server Free).

TrueConf Room is available for free on our website.

1.2. Connection structure

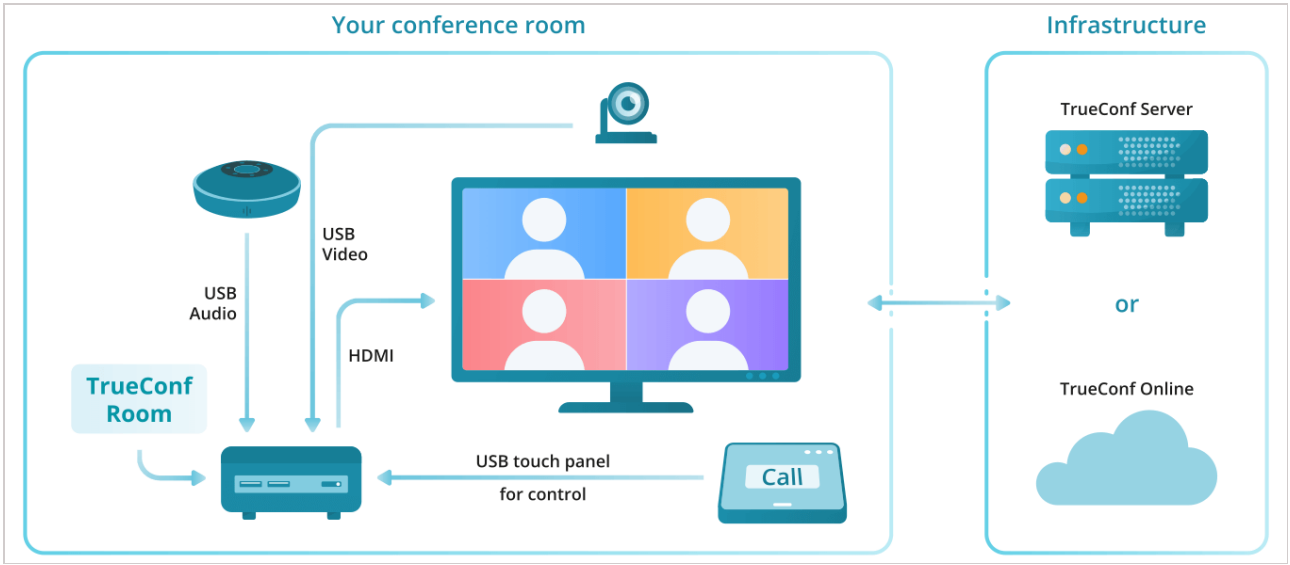
* This section gives only a general description.

  Check out the corresponding sections to learn how each of these connections can be configured:

  - Connection to the video conferencing server
  - Audio and video settings
  - Control panel access settings.

To run video conferences, TrueConf Room should be authorized in TrueConf Server or TrueConf Online with a user account.

As a product TrueConf Room does not include peripheral conference devices. A microphone and camera must be connected to the computer where TrueConf Room is run.



1.3. TrueConf Room features

- As a video conferencing server, one can use TrueConf Online cloud service or the corporate video

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collaboration platform TrueConf Server (including TrueConf Server Free). We recommend the on-premise TrueConf Server because it offers a larger number of features. Besides, it can be deployed in the cloud.

- Enjoy 4K (Ultra HD) video calls and conferences
- Conferences with up to 1500 participants (or up to 1600 participants if UDP Multicast mode is used on the server)
- Video conferencing modes: one-on-one call (point-to-point) and four types of conferences : all on screen, video lecture, smart meeting, and moderated role-based conference
- Use QR code or follow the link on the start screen to enter TrueConf Room control panel (also available for mobile devices)
- View your upcoming conferences on the main screen
- Manage TrueConf Room video layouts in real time from desktops or mobiles
- Show slides during a conference (pdf, ppt, pptx, slides)
- Use image files for slideshows
- Show slides from a participant's laptop over HDMI.
- Wake up your PC monitor when logging into the control panel
- View video layouts in the control panel
- Control PTZ cameras (available for moderators and conference owners)
- Set up different authorization rights for users and administrators (PIN code, password, or unsecured login)
- Control your own camera or microphone. Moderators and conference owners can also control participants' devices.
- During a video conference, participants can request to become speakers, while moderators can manage the meeting roles
- Meeting owners or operators have access to real-time meeting management tools, which allow them to lock layout for all participants or set individual layouts for each user, including SIP/H.323 endpoints and browser participants
- Put participants in the waiting room: this feature can be activated or deactivated during an ongoing meeting (available to conference moderators)
- Route video calls through the server (optional)
- Call SIP/H.323 and RTSP devices
- Call VoIP users, landline and mobile phone numbers
- Send DTMF commands
- Use with popular USB peripherals
- Enjoy built-in algorithms of echo cancellation and automatic gain control (AGC)
- Perform audio tests to adjust automatic echo cancellation.
- Use multi-monitor configurations (display the meeting and control panel on different screens, drag and drop separate video windows)
- Manage your address book (search, view information about a contact, delete and block users)
- Explore notification center
- Play with meeting room devices (Lenovo ThinkSmart Hub 500, HP Elite Slice, Logitech Tap)
- Compatible with popular ARM platforms (e.g. Raspberry Pi)

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- Create your own UIs to manage the application using the TrueConf Room API
- Configure bandwidth limitation settings
- View information about the system and TrueConf Room license
- Enable secure access for administrators and set up different access rights to work with the application (available in TrueConf Room Pro version)
- Customize the main screen: upload your logo, change the background, hide some UI elements (available in the TrueConf Room Pro version)
- TrueConf Room Pro offline activation
- Control your PC remotely from the TrueConf Room control panel: reboot and shutdown.
- Capture and stream via NDI (available in the TrueConf Room Pro version)
- Join a PIN-protected conference
- Escalate a one-on-one call into a conference
- Enable or disable video and audio from a conference participant
- Pin the main window to the selected screen
- Control multiple TrueConf Room instances with TrueConf Room Discovery in any easy way.
- Use TrueConf Room Service to launch the application with additional parameters.
- Control a PTZ camera with presets and gestures.

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2. TrueConf Room introduction

2.1. Main screen

During a video conference participants' videos are displayed on a screen connected to the computer where TrueConf Room is installed.

When there are no ongoing conferences, the following elements are displayed on the main screen:

- Video from the camera connected to TrueConf Room, or an NDI stream selected instead of the camera
- List of upcoming meetings for the next 24 hours
- Date and time
- A QR code with a link to the control panel
- Information about the current authorized user
- Design elements

The TrueConf Room screen is then called the **main screen**. Read below to learn about how to set up the main screen.

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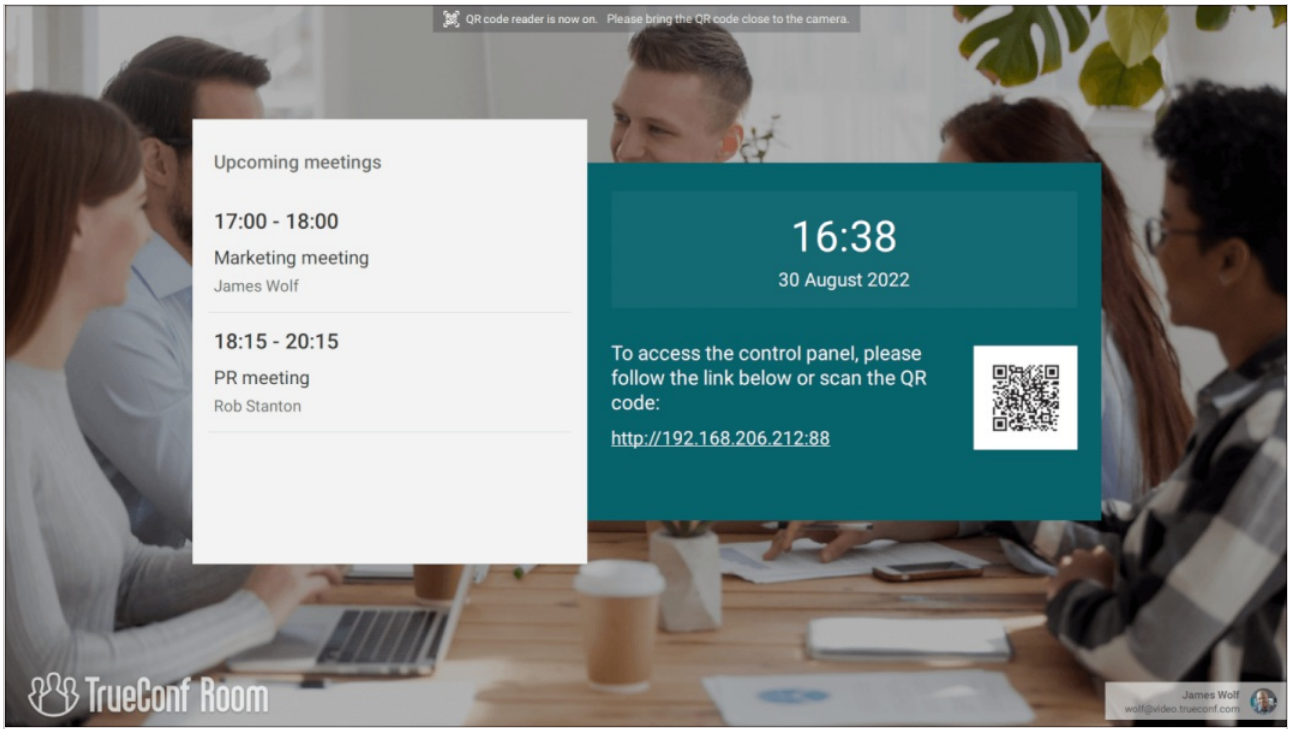
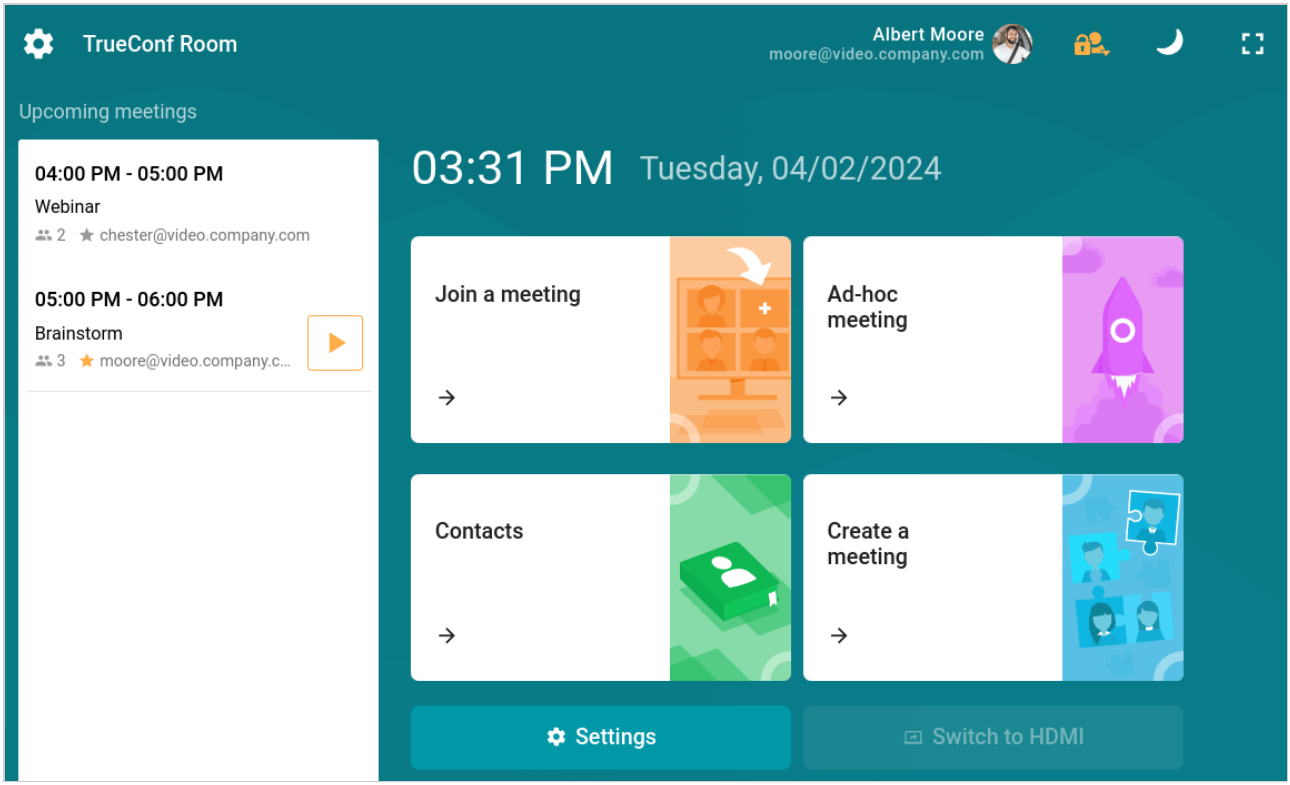


2.2. Control panel

The TrueConf Room control panel is a web interface that can be accessed from any device with a web browser. The web interface is powered by a local server run by TrueConf Room and does not require Internet connection. This part of TrueConf Room is called the **control panel**.

You can log in to the control panel via a link or a QR code displayed on the main screen.



2.3. Roles and permissions

You can set different access rights to make sure that users are not able to change important TrueConf Room settings. The application provides two different modes:

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- User mode
- Administrator mode.

Only administrators will be able to:

- Connect TrueConf Room to a different TrueConf Server instance
- Change the user account used to authorize TrueConf Room on TrueConf Server
- Set up network parameters
- Change main screen settings
- Change security settings.

* Please check this section if you want to set up a secure login for TrueConf Room.

- Set up additional audio parameters (enable echo cancellation and choose devices to play app notifications)
- Set up preferences, i.e., application's behavior in standby mode and during video calls and conferences.

In the user mode, you will be able to:

- Change audio and video settings
- Create video conferences
- Call other users
- Upload slides
- Capture and broadcast NDI streams

i Please note that user mode is available only in TrueConf Room Pro.

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3. TrueConf Room deployment

3.1. Server deployment

Any video conferencing system includes not only client applications, but also a video conferencing server that facilitates data exchange between these applications. Before setting up TrueConf Room, you should start with the server side of the system.

As a video conferencing server TrueConf Room can use either TrueConf Online cloud service or the corporate video collaboration platform TrueConf Server (including its free version TrueConf Server Free).

* All TrueConf Server instances are based on SVC (scalable video coding) architecture, enabling efficient video transcoding between different devices.

  Your video meetings can be joined not only from conference rooms, but also from PCs and mobile devices.

  In addition, TrueConf Server has a built-in gateway for meetings with video conferencing endpoints (via SIP and H.323 protocols) and IP cameras (via RTSP).

i If you are going to use TrueConf Online cloud-based service, you only need to sign up on our website and then use your personal account for authorization.

Below you can find information on how to connect to TrueConf Server licences.

Take the following steps to get started with TrueConf Server:

1. Download TrueConf Server or TrueConf Server Free. Learn more about the benefits of the paid version on our website.
2. Install and launch the server by following the guide on our website.
3. Create an account for each meeting room. If you are planning to connect participants' personal devices (PCs, smartphones) to conferences or share content during a conference, you should create an account for each of these devices. The number of accounts is unlimited.
4. Test connection to the server by connecting to it from a client application. If you want the server and TrueConf Room to be in different local networks or communicate via the Internet using a router or NAT, configure appropriate addressing in the server local network and test connection to the server from outside the network.

3.2. Installing TrueConf Room on Windows

On the TrueConf Room page, click the **Download for free** button and fill out the registration form. After that, click the **Download TrueConf Room** button.

In the **Windows** tab, download the TrueConf Room installation file by clicking on the corresponding button and then run this file:

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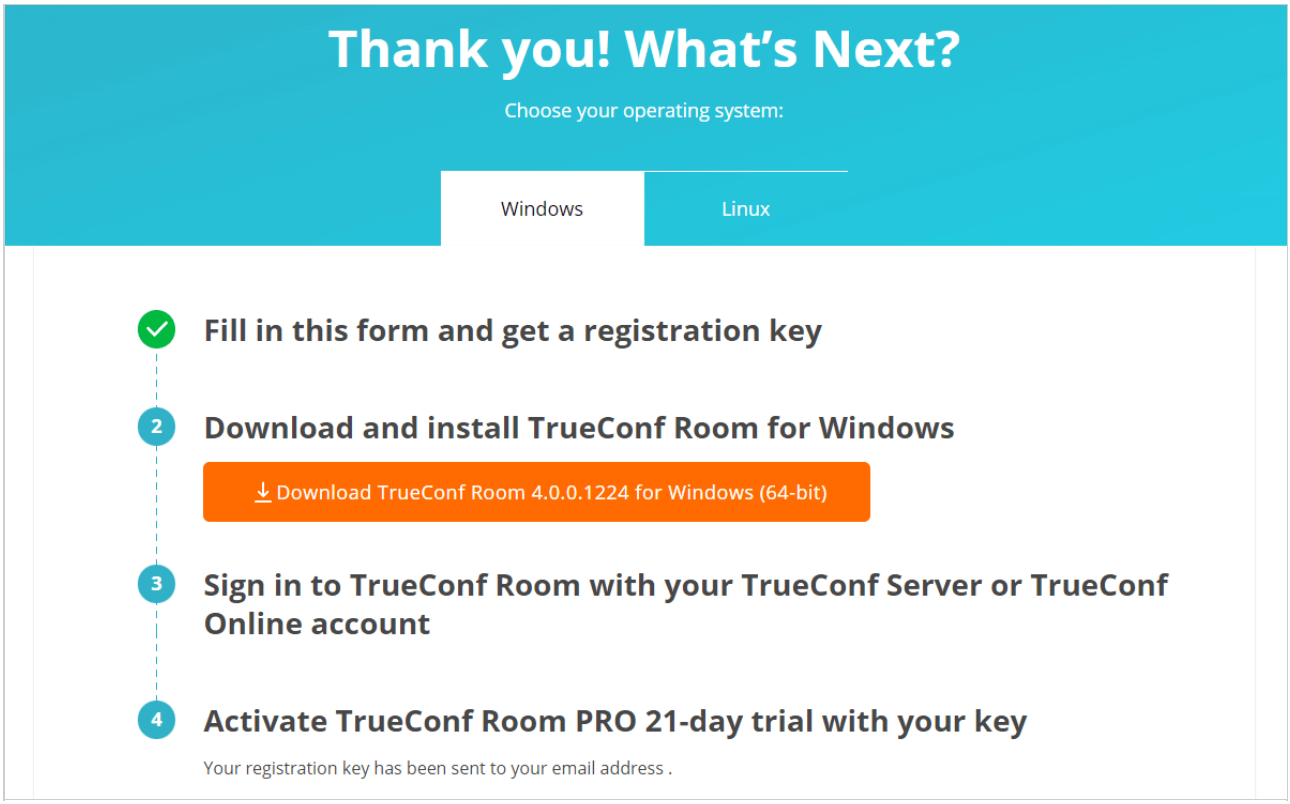

When installing TrueConf Room:

1. Check the box **Run automatically** in the **Autorun options** window if you want TrueConf Room Service to be added to the OS startup. In its turn, the service will start the TrueConf Room endpoint automatically.
2. Select the resolution for the background image displayed in sleep mode.
3. In the port selection window, you can also specify a different port for accessing the control panel to avoid using the port that is already occupied by other software. This will not be necessary if no third-party software other than TrueConf Room is installed on the PC (recommended usage).
4. In the last window of the installer, uncheck the **Launch TrueConf Room** box and click **Finish**. This way, the endpoint window will not interfere when additional configurations have to be made.

After the endpoint is installed, additional OS configuration may be needed if touch panels will be used.

> *i* If you install TrueConf Room using a Windows OS user account without administrative rights and leave the box **Launch TrueConf Room** checked in the final window of the installer, the link on the main screen (which leads to the control panel) will not be clickable when the application is launched for the first time. In this case, you simply need to restart TrueConf Room, and the link will become active, or you can uncheck the **Launch TrueConf Room** box.

3.3. Installing TrueConf Room on Linux

Step 1

Go to the **Linux** tab on the page opened after the form was filled out. There you will find further instructions.

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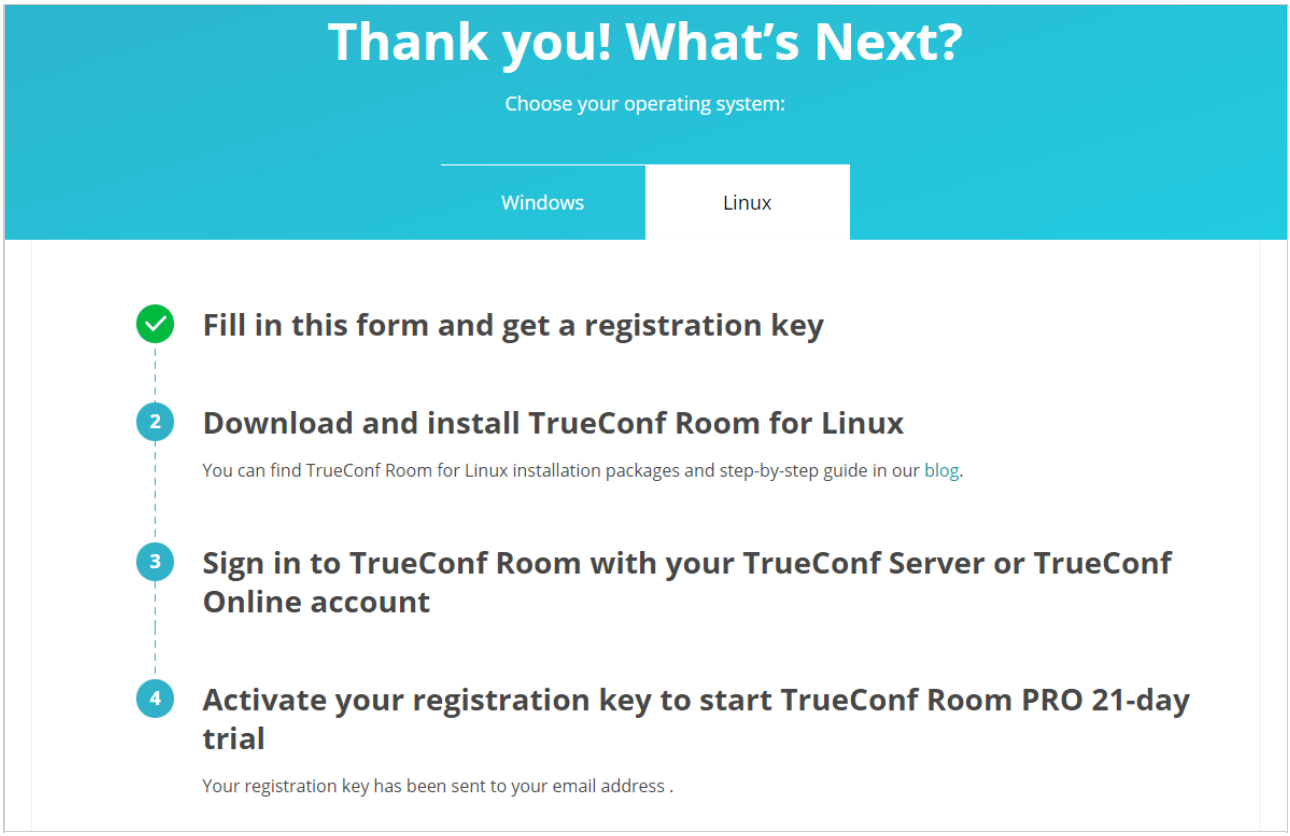

Click the link in the second option to check the detailed guide in our blog on how to install TrueConf Room on Linux. There, you can find how to install the application from a repository or manually from a file. Below we will discuss the second method.

Step 2

Download the distribution for your OS.

Step 3

Go to the directory with the downloaded installation package and run the command as an administrator:

```sh
apt install -yq ./trueconf-room-name.deb
```

where `trueconf-room-name` is the file name.

During the installation you will be able to:

- Specify a different port for accessing the control panel to avoid using the port that is already occupied by other software
- Select a resolution for the video that will be displayed when the endpoint is in sleep mode
- Add TrueConf Room to the automatic startup.

Step 4

The **trueconf-room-web** web server will be added to the OS. It will start automatically after the installation.

Access the TrueConf Room page from a different computer in your local network. You will need to use the following address `http://[ip]:[port]` where `[ip]` is the IP address of the computer with Linux while `[port]` is the port set during the previous step.

* To check the IP address in Linux, run the `ip a` command.

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To access the control panel, use the port specified during the installation. If you cannot access the panel via this port, you will need to set a different port manually.

To view the address and port for accessing the control panel, you can also launch TrueConf Room and check its main screen.

3.4. Configuring the endpoint without a touch panel

If TrueConf Room is installed on a PC that does not have a touch panel allowing users to control the endpoint, no additional actions are required.

Immediately after installation you can use the control panel which is accessible:

- By IP or QR code from any browser, including mobile browsers
- From the TrueConf Room Discovery application for Android.

3.5. Configuring the endpoint with a built-in or USB-connected touch panel

TrueConf Room can be installed on PCs with a USB-connected or built-in touch panel. For example, it is possible to mention Lenovo ThinkSmart Hub PC. In this case, the endpoint control panel will be automatically launched on the touch panel, while the endpoint window will be displayed on a large screen in the meeting room.

In this case, in addition to a PC, you will need:

1. A touch panel connected to a PC via USB, such as Lenovo ThinkSmart Controller or Logitech Tap. The USB bus is also used to control the touch panel built into a PC, for example, on Lenovo ThinkSmart Hub. There are also panels that connect simultaneously to a USB port for control and to a video output for video display.
2. A monitor or TV panel connected to a video output (e.g., HDMI or DisplayPort) intended for displaying the main screen of the endpoint.
3. A keyboard and mouse are needed for the setup and configuration of TrueConf Room. Then, they can be disconnected.

> **!** Carefully follow the steps listed below; otherwise, the correct operation of TrueConf Room with automatic start-up and proper screen allocation is not guaranteed.

3.5.1. Configuration on Windows

3.5.1.1. OS configuration

Since the touch panel is identified as a display by the OS, you will need to take these steps to ensure the correct work of TrueConf Room:

1. Press **Win + P** to switch from dual-screen mode to ***extended display***.
2. Select the touch panel as the primary monitor. To check:
   - right-click on the desktop
   - select **Display settings**
   - To determine which monitor is which, click the **Identify** button; as a result , **1** and **2** digits will be displayed on the monitors
   - make sure that the touch panel is selected as the primary display. For example, if **1** is displayed on the touch panel, then select **Display #1** and check the box **Make this my main display** if it is not active.
3. On Windows 11, when the physical keyboard is detached, the touch keyboard will be automatically

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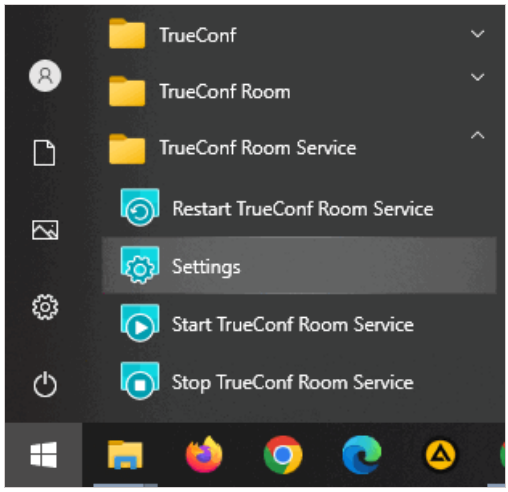
displayed, when you tap on a text field. On Windows 10, additional configuration is required to display the touch keyboard:

- Go to the **Start** →**Settings** →**Devices** menu
- Select the **Typing** section
- Activate the switcher **Show the touch keyboard or handwriting panel when not in tablet mode and there's no keyboard attached**.

3.5.1.2. Setting up TrueConf Room Service

After installation, go to the Windows **Start** menu and find the **TrueConf Room Service** folder in the list of installed programs. Launch the **Settings** program:



In the opened window, specify the following parameters:

1. To configure the launch of the TrueConf Room control panel, select the **Web Manager** section and set the following parameters:
   - check the **Auto start** box
   - select the touch panel set as the primary monitor in the operating system in the drop-down list **Output device**, for example, **Monitor #1**
   - select **Full Screen** as the value of the **Position** parameter.

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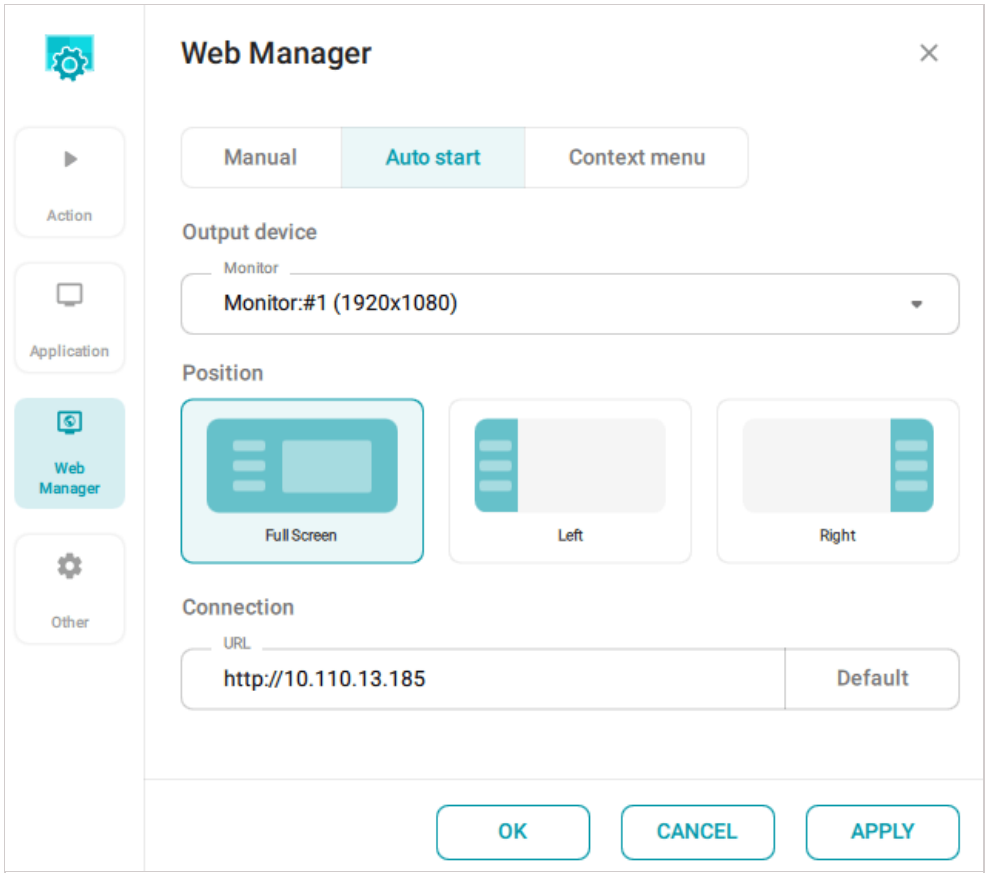
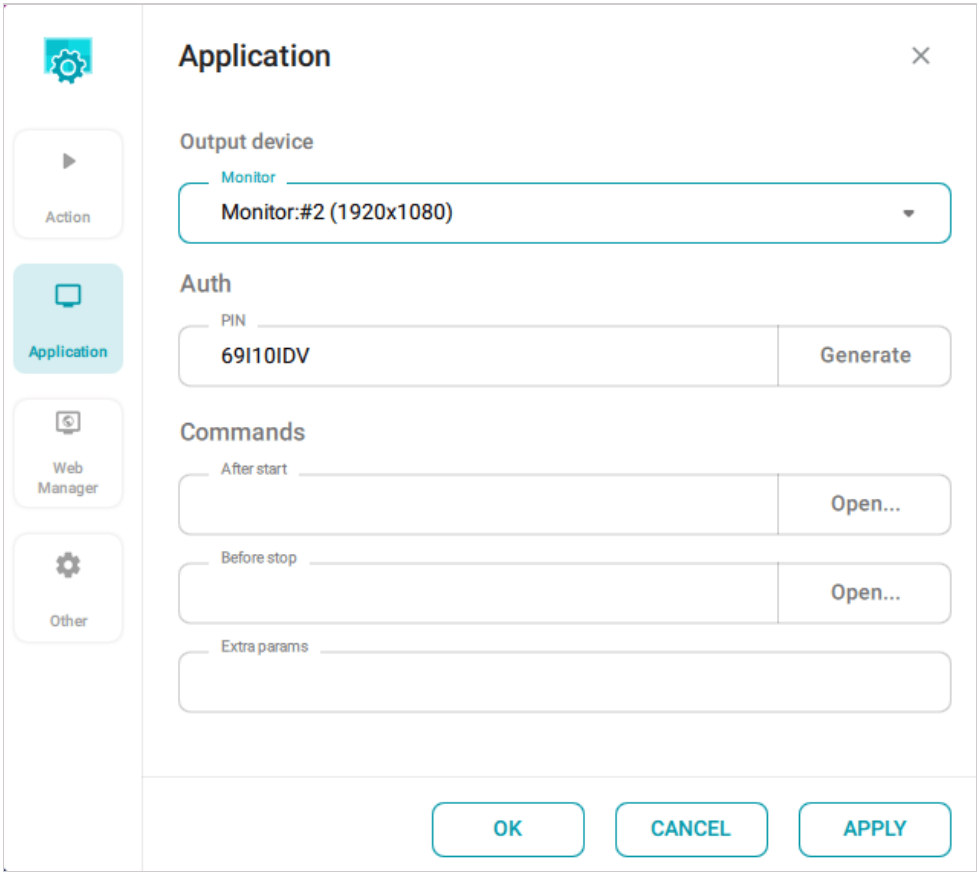


2. Go to the **Application** section and select a different monitor in the **Output device** drop-down list, for example, **Monitor #2**. You could learn the number of the additional monitor when setting up the operating system.



3. Click the **OK** button and restart your PC.

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If everything is set up correctly, the endpoint control panel will automatically launch on the touchscreen, once the PC is started, and the main window of TrueConf Room will appear on the display, and you will be able to start its configuration.

3.5.2. Configuration on Linux

3.5.2.1. OS configuration

Let us consider Ubuntu as an example.

Since the touch panel is identified as a display by the OS, you will need to take these steps to ensure the correct work of TrueConf Room:

1. Press **Win + P** to switch from dual-screen mode to ***extended display***.
2. Select the touch panel as the primary monitor. To check:
   - right-click on the desktop
   - Select **Display settings**
   - Make sure that the upper panel with menu and clock (Dock panel) is displayed on the touchscreen. It indicates that the touchscreen is selected as the main monitor. Otherwise, select a different display in the drop-down list from the **Primary Display** option.

3. Add the command `trueconf-room-service install` to the auto start using any convenient method. For example, create a file `~/.config/autostart/start-room-service.desktop` with the following text:

```sh
[Desktop Entry]
Name=Start Room Service
Exec=trueconf-room-service install
Type=Application
Hidden=false
```

If your clicks on the touch panel are registered on a different display, you will need to set up a correct mapping between input and output devices:

1. To find out the ID of the input device (touchpad), run this command:

```sh
xinput --list
```

2. Memorize the **id** of your device in the **Virtual core pointer** section. If you can't identify the touch panel by name in this list, execute the command twice: first when the touch panel is disconnected and second when it is connected. Pay attention to the new device displayed on the screen. For example, if you received two lists:

```
⎡ Virtual core pointer                    id=2    [master pointer  (3)]
⎜   ↳ Virtual core XTEST pointer              id=4    [slave  pointer  (2)]
⎜   ↳ ELAN0504:01 04F3:312A Touchpad          id=22    [slave  pointer  (2)]
```

and

```
⎡ Virtual core pointer                    id=2    [master pointer  (3)]
⎜   ↳ Virtual core XTEST pointer              id=4    [slave  pointer  (2)]
⎜   ↳ ELAN0504:01 04F3:312A Touchpad          id=22    [slave  pointer  (2)]
⎜   ↳ Touch Device pointer          id=20    [slave  pointer  (2)]
```

then your device is **Touch Device pointer**. Memorize its **id** (in this example, **id=20**).

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3. To find out the names of output devices, run the command:

```
xrandr
```

4. Identify your output device and memorize the name of the corresponding interface (it will be one of the two marked as **connected**). If it is difficult identify the touch panel with full certainty, follow the same procedure as in step 2: disconnect the touch panel, run the `xrandr` command, reconnect the touch panel, and run the command again. The new device that will be displayed is the result you are looking for.

For instance, you received the output

```
Screen 0: minimum 320 x 200, current 1920 x 2160, maximum 16384 x 16384
HDMI-A-0 connected 1920x1080+0+0 (normal left inverted right x axis y axis) 344mm x
194mm
...
DP-1 connected primary 1920x1080+0+1080 (normal left inverted right x axis y axis)
527mm x 296mm
```

and judging by physical dimensions determined that the touch panel is connected to **HDMI-A-0**.

5. To configure mapping between the input and output areas, take the following steps:

```sh
xinput --map-to-output <input_device_id> <output_device_name>
```

where `<input_device_id>` is the input device (see step 2), and `<output_device_name>` is the output device (see step 4).

In our example, the command will look like this:

```sh
xinput --map-to-output 20 HDMI-A-0
```

6. Make sure that the UI in your touch panel responds when you tap on it.

3.5.2.2. Configuring the virtual keyboard

Additional packages need to be installed on Linux to use the virtual keyboard in the control panel displayed on the touchscreen.

> *i* On Debian 10, the use of a virtual keyboard together with TrueConf Room is not available.

1. Install the `libqt5virtualkeyboard5` package:

Ubuntu, Debian 11/12

```sh
sudo apt-get install libqt5virtualkeyboard5
```

2. Install the virtual keyboard:

Ubuntu, Debian 11/12

```sh
sudo apt install onboard
```

3.5.2.3. Setting up TrueConf Room Service

Go to the list of installed programs on Ubuntu OS and launch the **Settings TrueConf Room Service** utility from there. In the opened window, configure the settings exactly as shown above for Windows OS.

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3.6. Android-based tablet

An Android-based tablet can also be used as a touch control panel connected to the same corporate network as the PC with the endpoint. To ensure better connection, we recommend specialized tablets with an RJ-45 port for a wired network connection, and not to use wireless Wi-Fi connection.

In this case, the endpoint is controlled over the network with TrueConf Room Discovery application.

1. Install TrueConf Room on Windows or on Linux and do not add any new settings in the OS.
2. Connect the tablet to the same corporate network as the PC with the installed endpoint.
3. Launch TrueConf Room on your PC.
4. In your tablet browser, go to the endpoint control panel. To do it, use the address displayed on the endpoint main screen.
5. In the upper left corner of the control panel, tap the button to go to settings, and install TrueConf Room Discovery from the APK file as shown in this section.
6. Launch TrueConf Room Discovery and wait a few seconds until your instance is added to the list of endpoints.
7. Tap on your endpoint in the list. You will be able to control it with the same control panel interface that is available in the browser.

3.7. Changing the port

If after the installation you have to change the port needed for accessing the TrueConf Room control panel, follow the instructions below.

3.7.1. For Windows

1. Go to the `C:\Program Files\TrueConf\Room\httpconf\conf\` folder and open the **listen.conf** file with any text editor (you have to open the file as the administrator).
2. Change the port number in the `Listen <port number>` parameter, e.g., `Listen 8888`. Then, save the changes.
3. Restart the TrueConf Room Web Manager service or restart the PC where the software endpoint is installed.

3.7.2. For Linux

1. Go to the `/opt/trueconf/room/etc/webmanager/conf/` directory as the superuser and open the **listen.conf** file with any text editor.
2. Change the port number in the `Listen <port number>` parameter, e.g., `Listen 8888`. Then, save the changes.
3. Restart the web server by running this command:

```sh
systemctl restart trueconf-room-web
```

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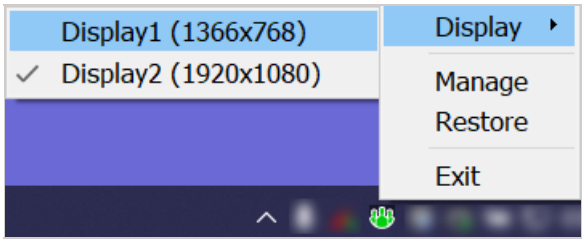
4. Launching the application for the first time

4.1. Launching TrueConf Room

Once TrueConf Room has been launched, the main screen will fill the entire desktop, overlaying other applications.

If TrueConf Room is installed on a PC with multiple monitor setup, you can move the main screen to one of the connected monitors. To do it, right-click the program icon in the taskbar and select the monitor in the **Display** menu item.



i If, in addition to the main display, the PC with the endpoint is connected to a USB touch panel (or the touch panel is integrated), you need to configure it during installation without using switching in the OS taskbar.

To close or minimize the window, use the hotkey adopted in your OS.

* When the main screen is closed, the TrueConf Room control panel also stops functioning.

4.2. Logging in to the control panel

You can use one of the following options to enter the TrueConf Room control panel from your device:

- **Using a QR code**. Scan a QR code with your smartphone or tablet camera. It contains an encoded link to enter the control panel. Follow this link.
- **Using a browser**. You can find the access link next to the QR code. To enter the control panel, simply click on it or enter it into your browser.

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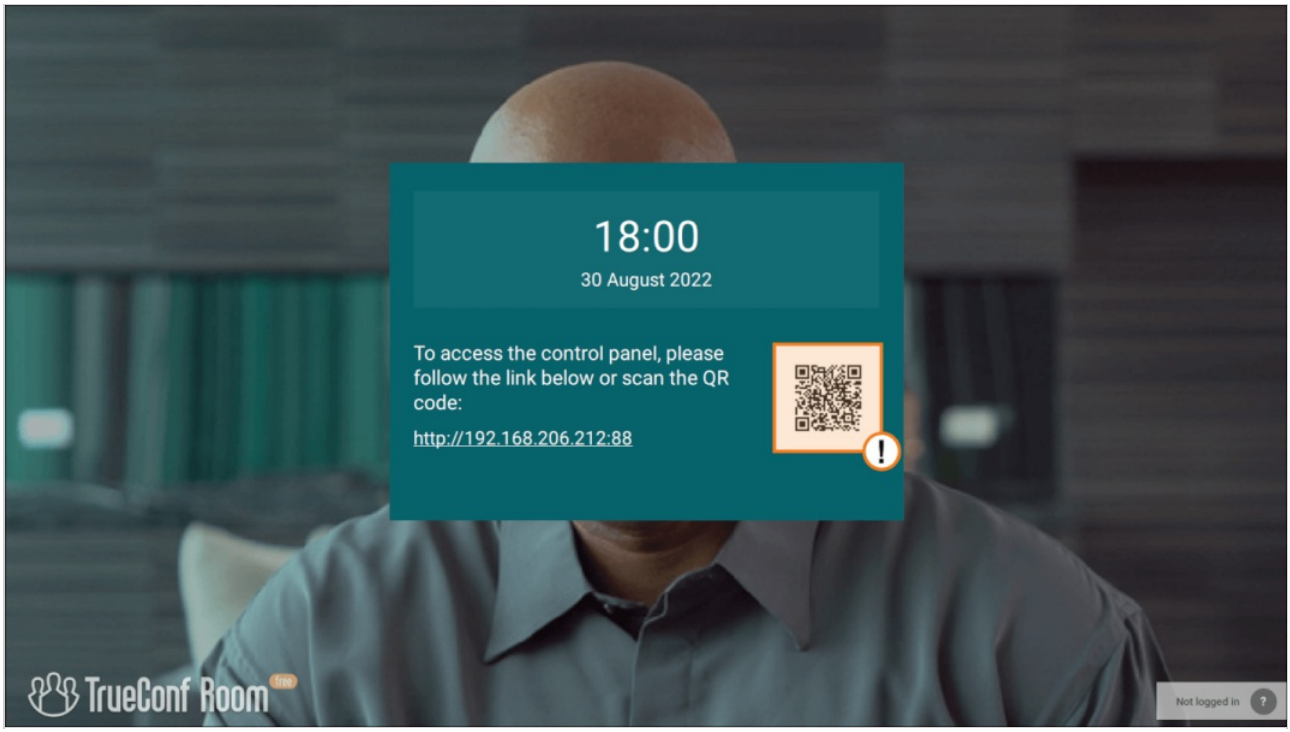
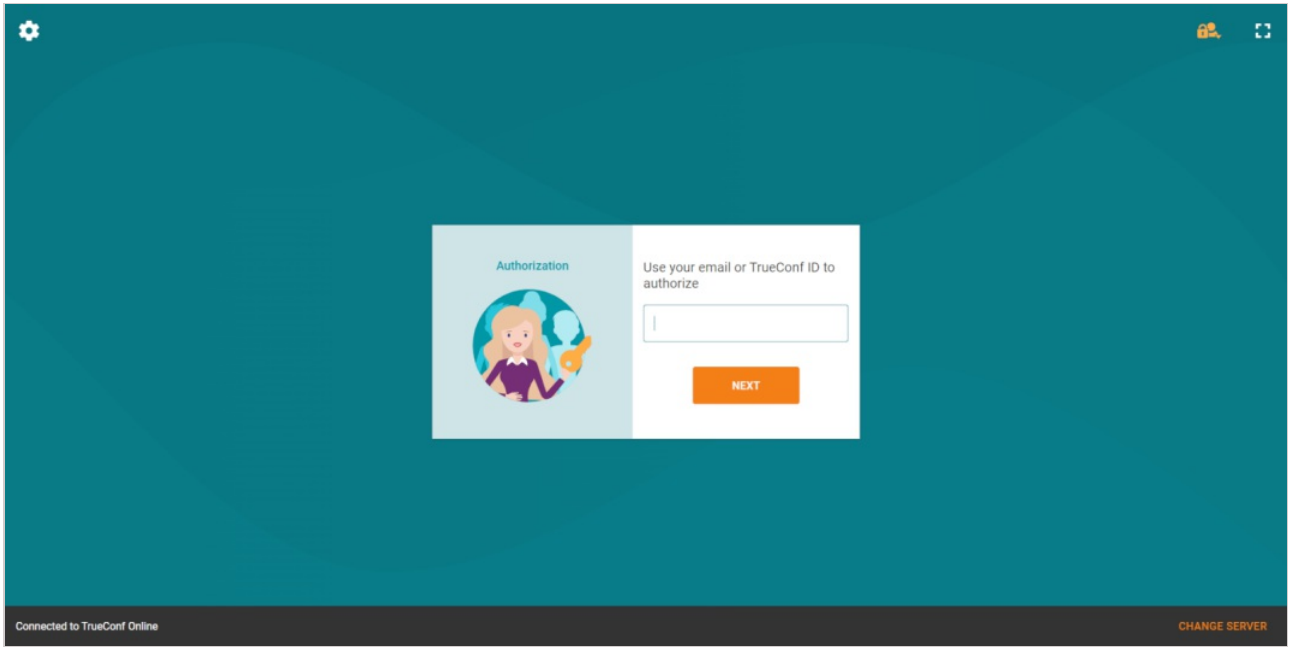


i If the link or QR code is not displayed on the main screen, please contact your administrator and ask to provide you with access to the control panel.

4.3. Authorization

On the first launch, TrueConf Room control panel opens on the **authorization page**.



1. Click **Change server** in the right bottom corner of the authorization page.
2. The network settings page will open.
3. Select the type of server used and, if it is TrueConf Server, enter its IP address or FQDN.
4. Click **Connect**.
5. Make sure that **Connected to...** is displayed next to the server network settings. If the connection

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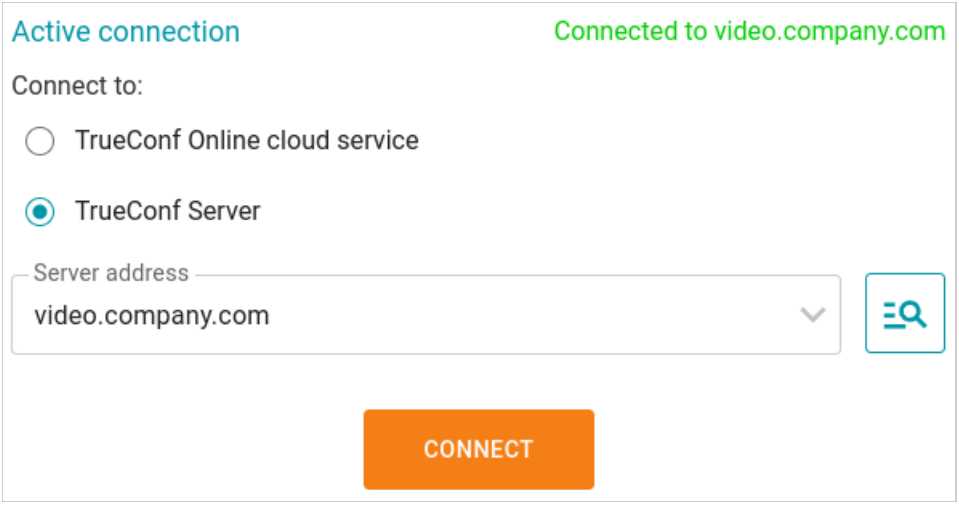
attempt fails and **Not connected** status is displayed, please contact your system administrator.



6. Go back to the authorization page by clicking the arrow icon in the upper-left corner.
7. Enter the TrueConf ID created for the room on your TrueConf Server or in TrueConf Online and the password.

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5. Initial settings

5.1. Settings sidebar

1. Log in to the TrueConf Room control panel.
2. Click the button in the upper left corner of the control panel.

To select a language go to the **Settings** →**Language** section.

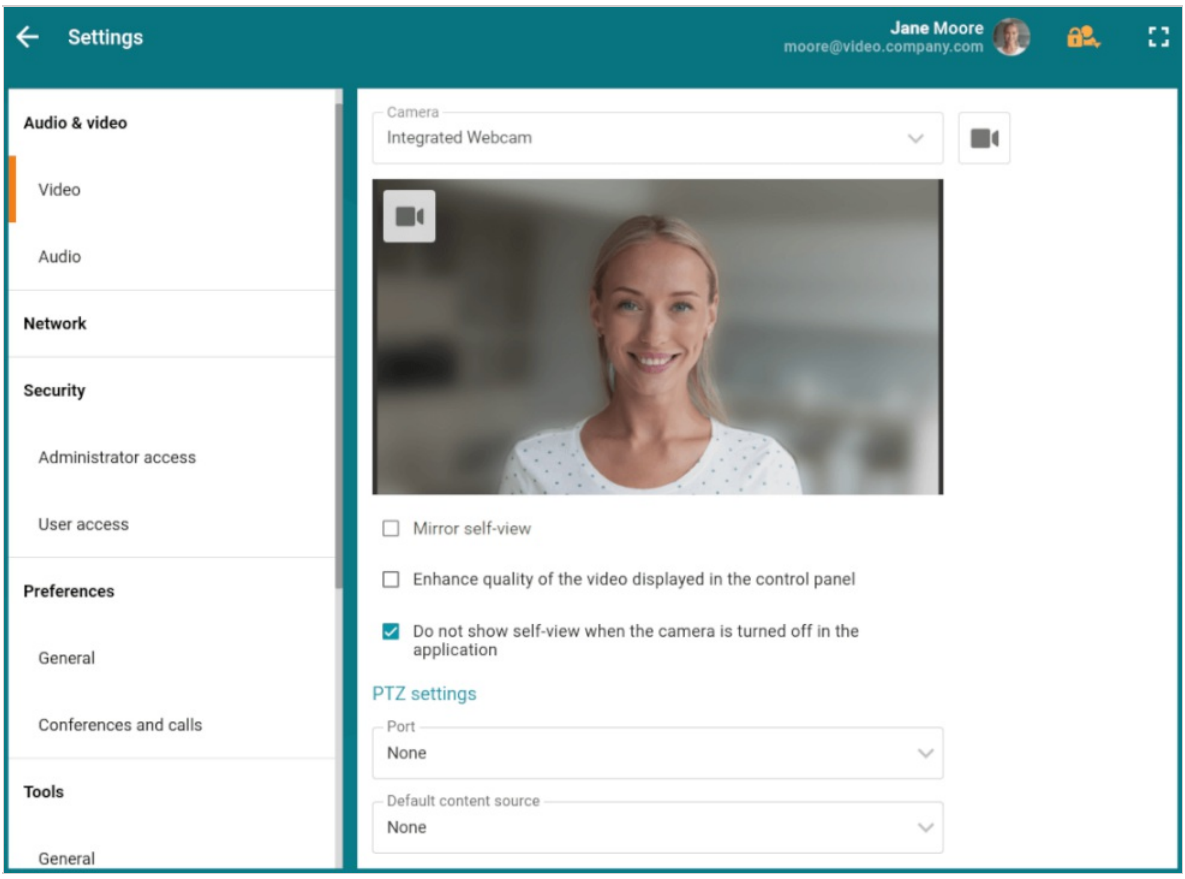
5.2. Audio and video settings

5.2.1. Video

Go to the **Audio & video** →**Video** section of the settings menu. Here, you can:

- Select the video devices that will be used by the application
- Enable increased frame rate for video layout preview in the control panel (disabled by default)
- Disable camera feed when the camera is turned off at the software level
- Configure connection parameters needed for PTZ camera control
- Select the default content source; all video sources available for TrueConf Room are supported: webcam, capture card, NDI stream.

Instead of a camera, you can select an NDI stream available in the local network if this protocol is enabled in the **Settings** →**Tools** →**Main** section.



5.2.1.1. Face tracking

TrueConf Room supports crop the video from the camera so that one can see all participants in the meeting room.

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To enable this feature, go to **Settings** →**Tools** →**General** and check the **Face tracking** box.

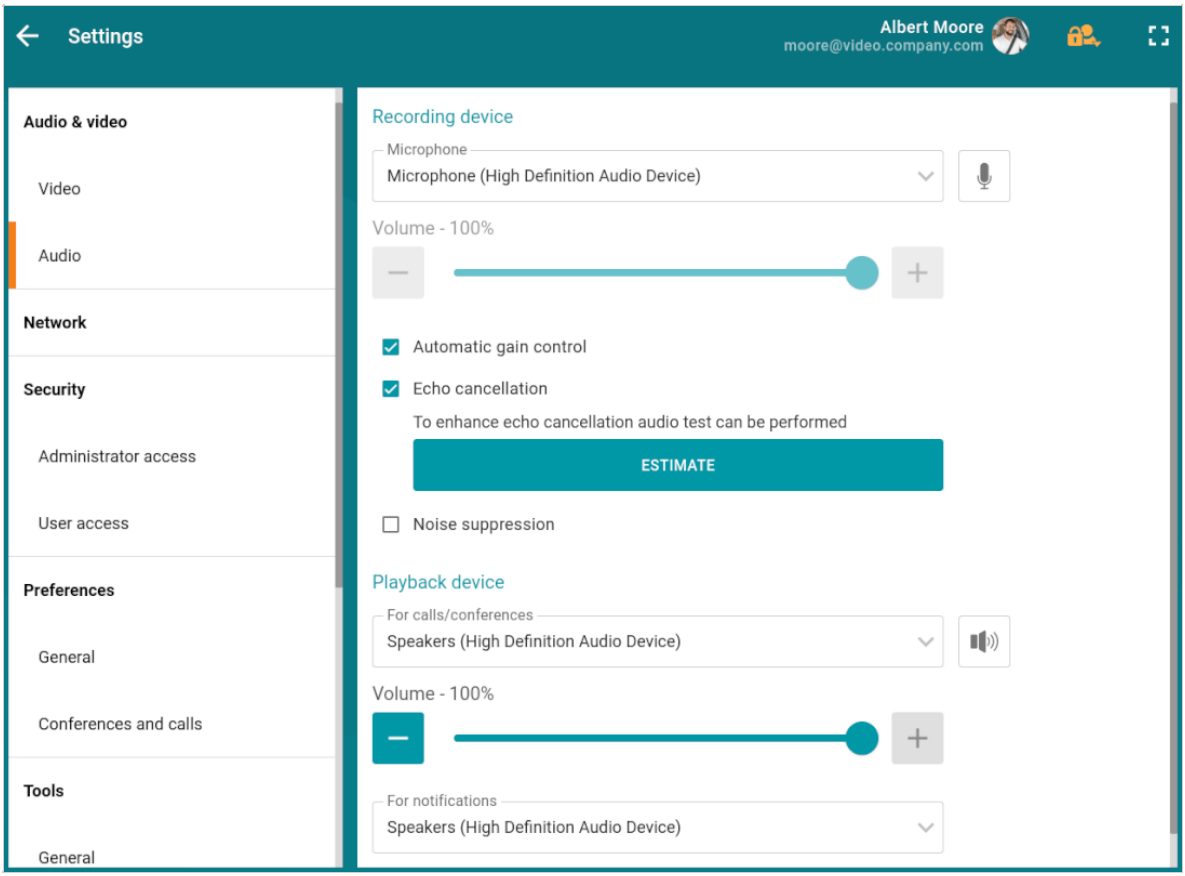
5.2.2. Audio

Go to the **Audio & video** →**Audio** section in the settings menu. Here, you can:

- Select a device to play back application sounds, e.g., an incoming call
- Set up echo cancellation (enabled by default)
- Activate AI-based noise suppression (machine learning algorithms). The result will be exactly the same as in TrueConf desktop applications.

However, if you use a recording device with integrated echo cancellation/AGC mechanisms, we recommend disabling these options in the application to avoid conflicts between the algorithms.

To ensure correct work of echo cancellation, you can perform an audio test to measure the delay level of your device. To do it, click the **Estimate** button.



During the testing, you will hear several audio signals from the selected playback device. When the test is successfully completed, the time of delay will be displayed.

You can run the audio test again by clicking the **Restart** button, which will replace the **Estimate** button after the first successful testing.

* When selecting 4K video conferencing equipment, read a simple guide to 4K video conferencing in our blog.

5.3. Virtual background and background blurring

i When cropping is enabled, background blurring and virtual backgrounds are automatically turned off.

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* For ease of use, you can specify the launch parameters in the settings of TrueConf Room Service so that you did not have to run TrueConf Room with a command-line parameter repeatedly.

5.3.1. Background blurring

TrueConf Room supports background blurring for the video received from the camera.

To do it, run TrueConf Room with the command-line parameter `--blur`.

```
"C:\Program Files\TrueConf\Room\TrueConfRoom.exe" --blur
```

5.3.2. Virtual background

If you want to hide your background, you can replace it with a virtual one. To do it, run TrueConf Room with the command-line parameter `--background {path-to-image}`.

```
"C:\Program Files\TrueConf\Room\TrueConfRoom.exe" --background C:/image.png
```

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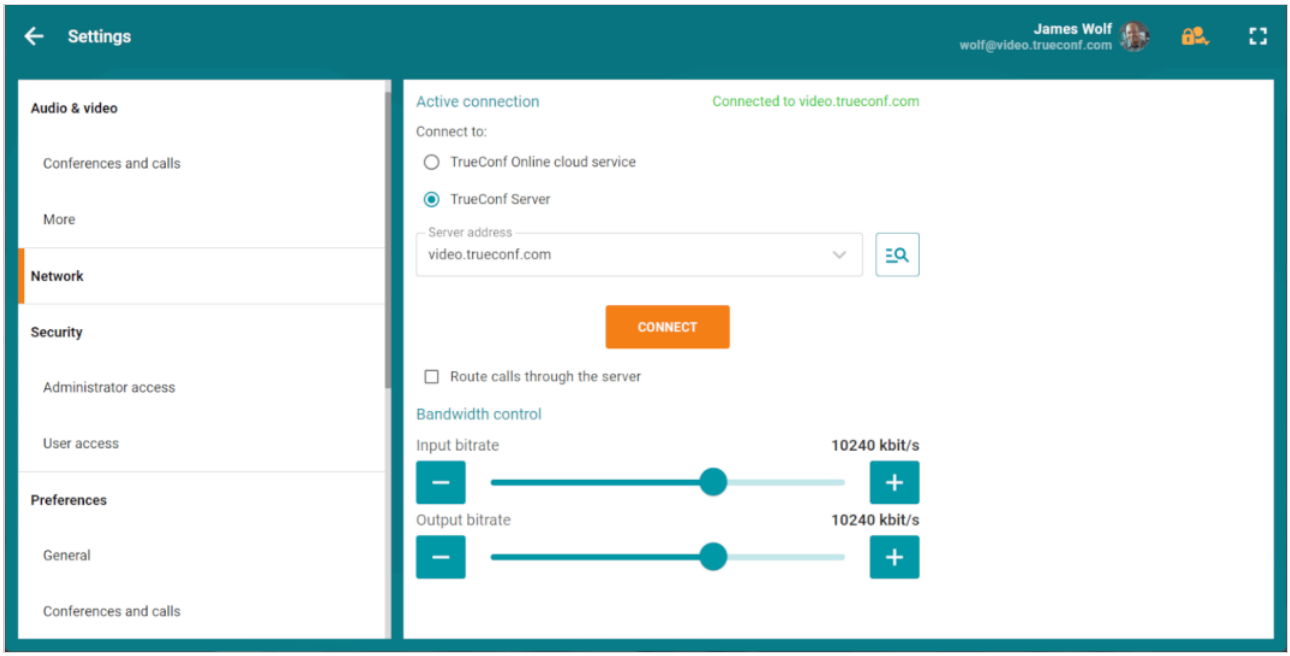
5.4. Connection settings

Server connection settings are available in the **Network** section of the settings sidebar. Here you can connect TrueConf Room to a different TrueConf Server instance or TrueConf Online and set the bitrate limit for input and output streams (10 Mbit/s by default).

You can also click on the button to display the list of available servers.



If **Suppress direct connection** checkbox (unmarked by default) is marked, point-to-point video calls will be routed through the server.

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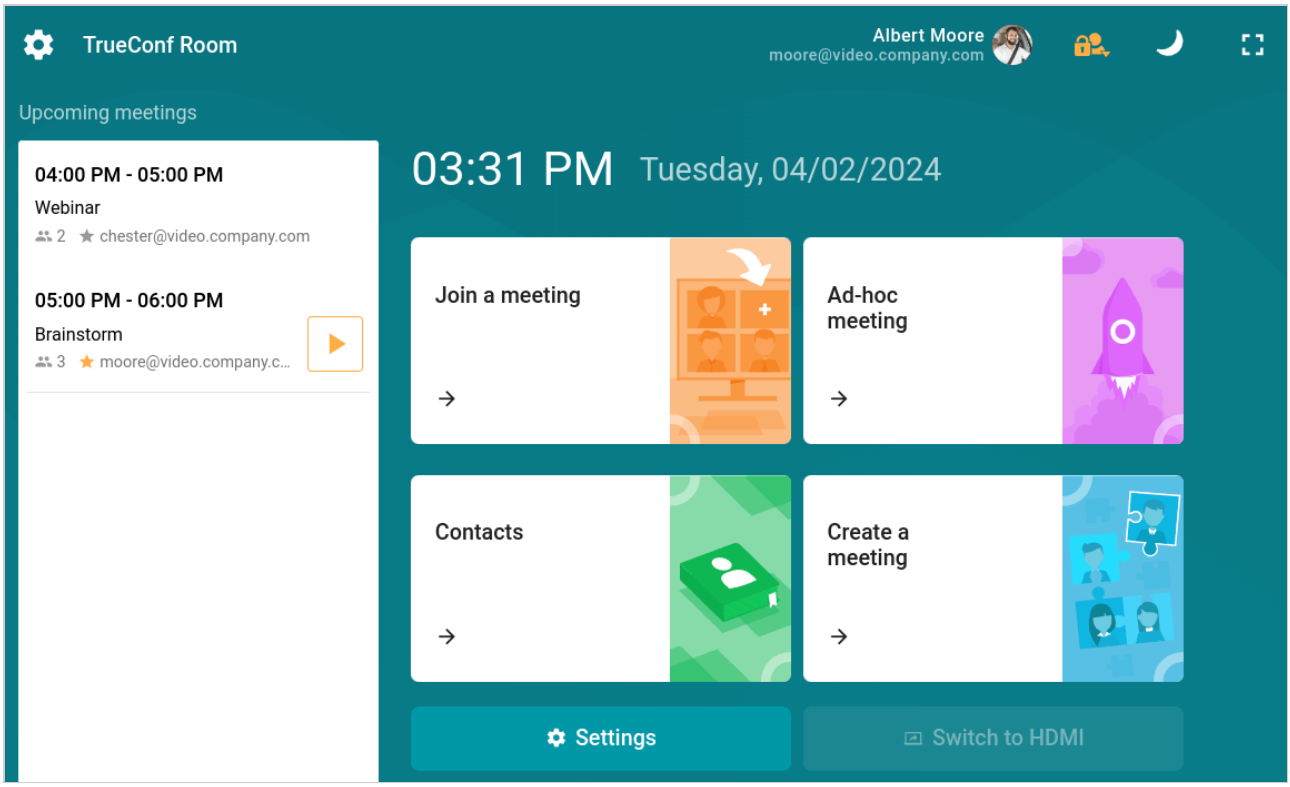
6. Getting started

Check the sections above to find the instructions for preliminary configuration of TrueConf Room.

Below you can learn how to use an already installed, connected and authorized application. The display shows the main screen of TrueConf Room.

6.1. Logging in to the control panel

To use TrueConf Room, you need to open the control panel on your device:



* When you enter the control panel, the monitor of a PC with TrueConf Room installed will exit the sleep mode.

i If there is no link on the screen, ask the TrueConf Room administrator to provide it.

6.2. Sharing content from a capture card

If the computer, where TrueConf Room is installed, has a capture card, you can share content from a laptop via HDMI. To do it, you will need to:

1. Use an HDMI cable to connect the capture card ofTrueConf Room to the device that will be used for content sharing.
2. Go to the control panel and click on the **Switch to HDMI** button. If multiple capture cards are used, you will see a dialogue window where you can select the capture card.

You can share content during a conference in a similar way.

6.3. Using command line parameters

TrueConf Room supports command line parameters just like the client application:

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- to learn more about this feature, read our article;
- the list of command-line parameters and their descriptions are provided in the documentation for TrueConf Room API.

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7. Making a call

7.1. How to make calls

How to make a video call:

1. Log in to the control panel.
2. Click the **Contacts** button. User statuses displayed in the address book will be identical to the ones in client applications.
3. Select a user from the address book or type his/her TrueConf ID, and click the call button.

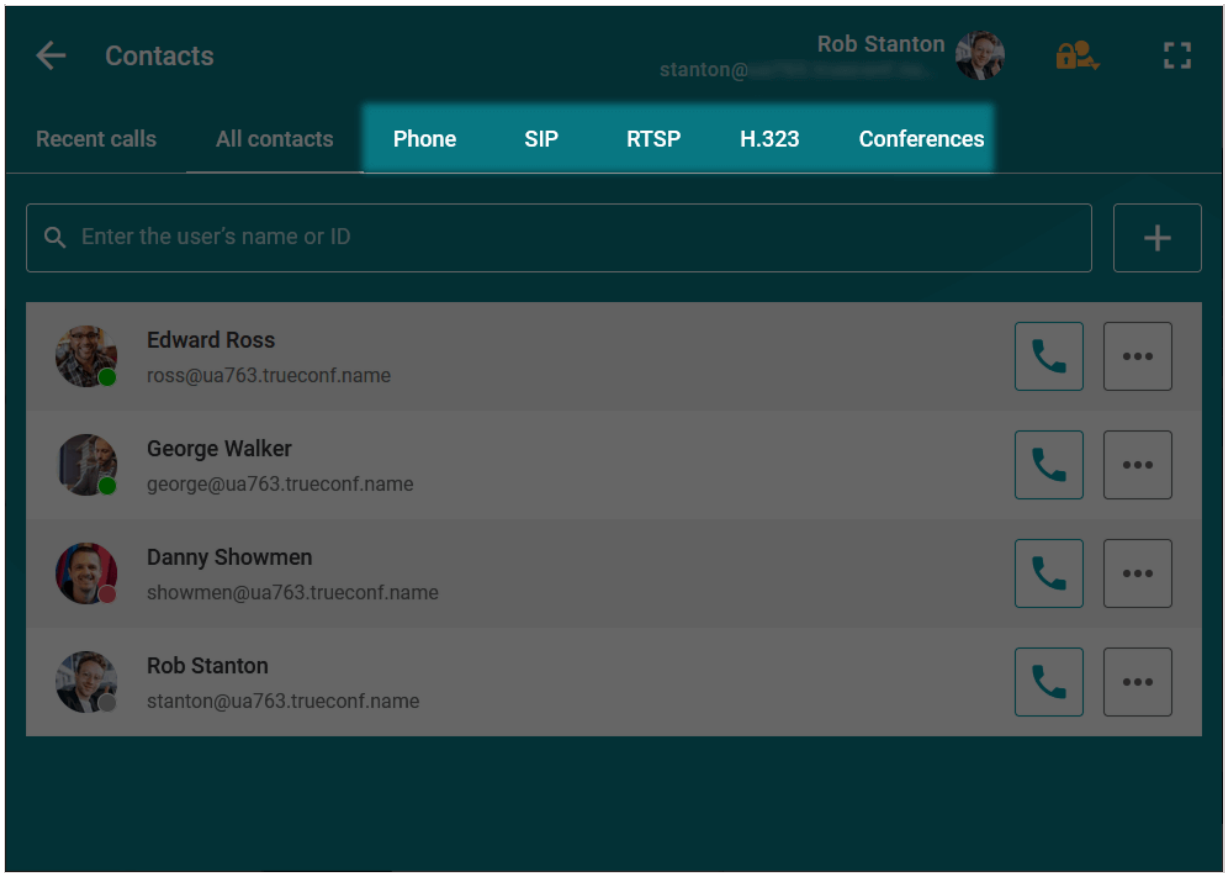
When the call starts, you will be able to use a number of features available during a conference:

- Control devices, including a PTZ camera
- Share content
- Control the layout
- Add one or more users to a call. In this case the call will be automatically transformed into a conference in “all-on-screen” mode.

Please read below to learn more about calls to phones and third-party devices.

7.2. How to call a device by IP/number

If you want to call a user or add conference participants, there will be multiple tabs for selecting different devices in addition to the standard address book.



When you switch between tabs in the search field, the prefix of the string identifying the user will change, and you will only need to enter the number and/or IP. The major examples of these strings are presented below.

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> *i* If you can't reach the user, first of all check call string format in the TrueConf Server documentation or consult with your system administrator. In addition to what is described in this section, the correct format may have subtle aspects or depend on server settings.

7.2.1. Video conferencing endpoints

You can call video conferencing endpoints by their IP address or number (if the alias has been specified in the settings of the video conferencing server). However, if you assign default SIP/H.323 serversin the TrueConf Server gateway settings, entering the IP address is optional.

In a particular case, call string formats can be the following:

- `#sip:[user_id]@[server_ip]`
- `#h323:[user_id]@[server_ip]`

For more information, please read TrueConf Serverdocumentation.

7.2.2. Phones

If you want to call phones, just enter a user number after the prefix, e.g., `#tel:332`.

> *i* You can call phones only if this feature has been enabled in TrueConf Server settings.

7.2.3. IP cameras

If you want to call IP cameras (via RTSP), just enter the link to the camera after the prefix, e.g. `#rtsp://10.100.123.100/axis-media/media.amp`.

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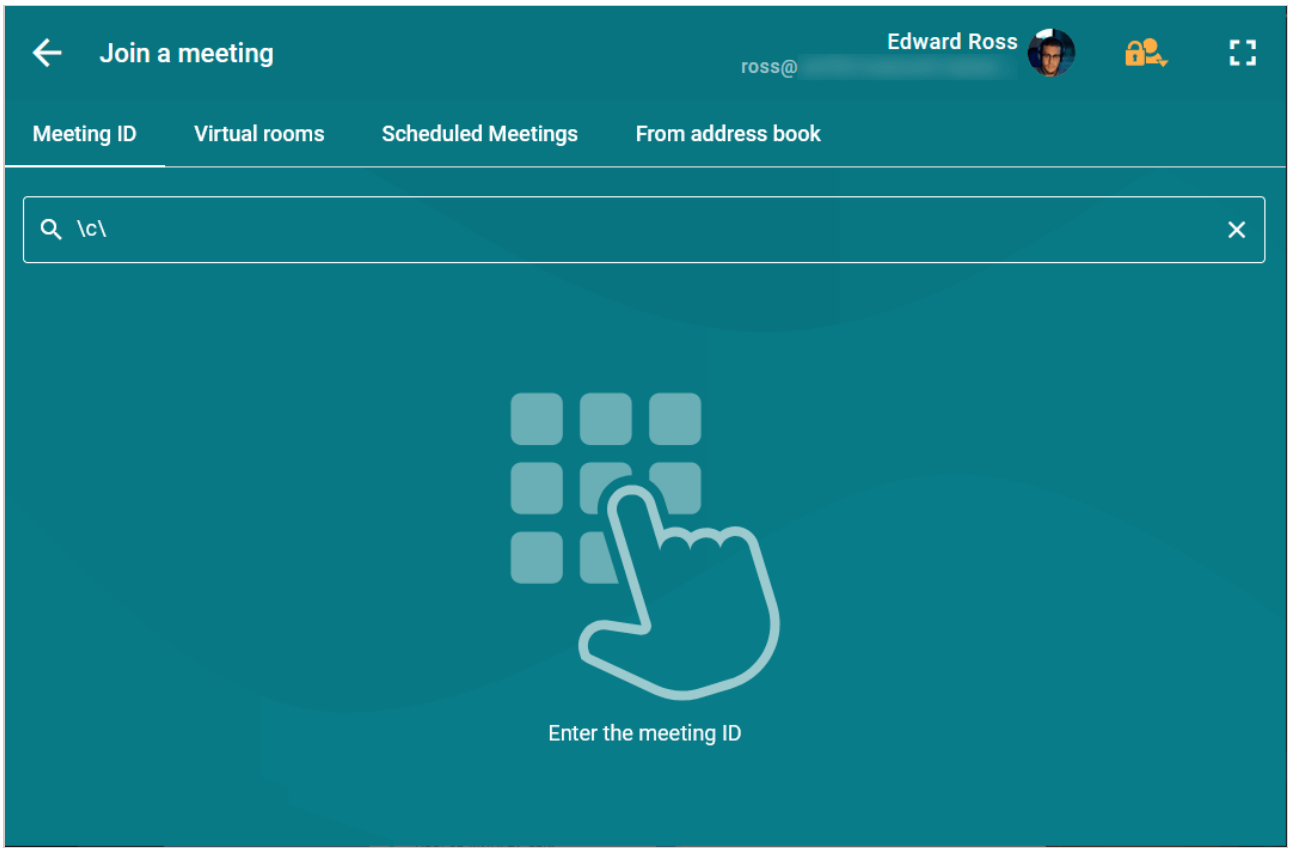
8. Joining and creating a conference

8.1. How to join a meeting

To join a meeting, enter the control panel and click the **Join a meeting** button.

Next, you will see the following options to join a meeting:

- Joining with a conference ID
- Joining a virtual room or scheduled conference
- Calling a conference previously added to the address book



8.1.1. With a QR code

> *i* To use this feature, you will need to enable QR code scanning.

Follow these instructions to join a conference with a QR code:

1. Open the conference page on your mobile device.
2. Tap on the **QR code** button.
3. Bring the image close to the TrueConf Room camera.

8.2. How to create a conference

You can create a conference on the fly, configuring a minimum of settings. Click the **Ad-hoc meeting** button to be taken to a new conference in the all on screen mode.

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* It is possible to create a conference with additional parameters, e.g., with a PIN. You can do it in the user personal area. To open it, go to **Settings →Account** and click on the **Go to personal area** button.

To create a conference in regular mode:

1. Log in to the control panel.
2. Click the **Create a meeting** button.
3. Enter a name.
4. Choose the conference mode: smart meeting, moderated role-based conference, all on screen or video lecture. For the **Smart meeting** and **Moderated role-based** modes, you can set the maximum number of conference participants and speakers on the podium.
5. Select additional conference connection parameters:
6. check the box **Automatically approve join requests** so that new participants can immediately join the conference by calling its owner without having to wait for his/her permission
7. check corresponding boxes to make sure that participants join the meeting with their devices (camera and microphone) turned off
8. check the box **Put participants in waiting room on entry** to direct all participants, except for moderators, to the waiting room.
6. Add conference participants in the **Conference participants** section.

i You can also add video conferencing endpoints, IP cameras and other devices to the list of conference participants.

7. Click **Start** in the lower right corner.

* You can save the settings of a conference as a template (e.g., you can save its mode, list of participants and settings for automatic join requests). Later, you can use this template to create a new conference. Conference history is displayed on the left.

Done! In are now in the conference. In the control panel, you can see quick panel designed for managing your event. Just wait for the others to join it.

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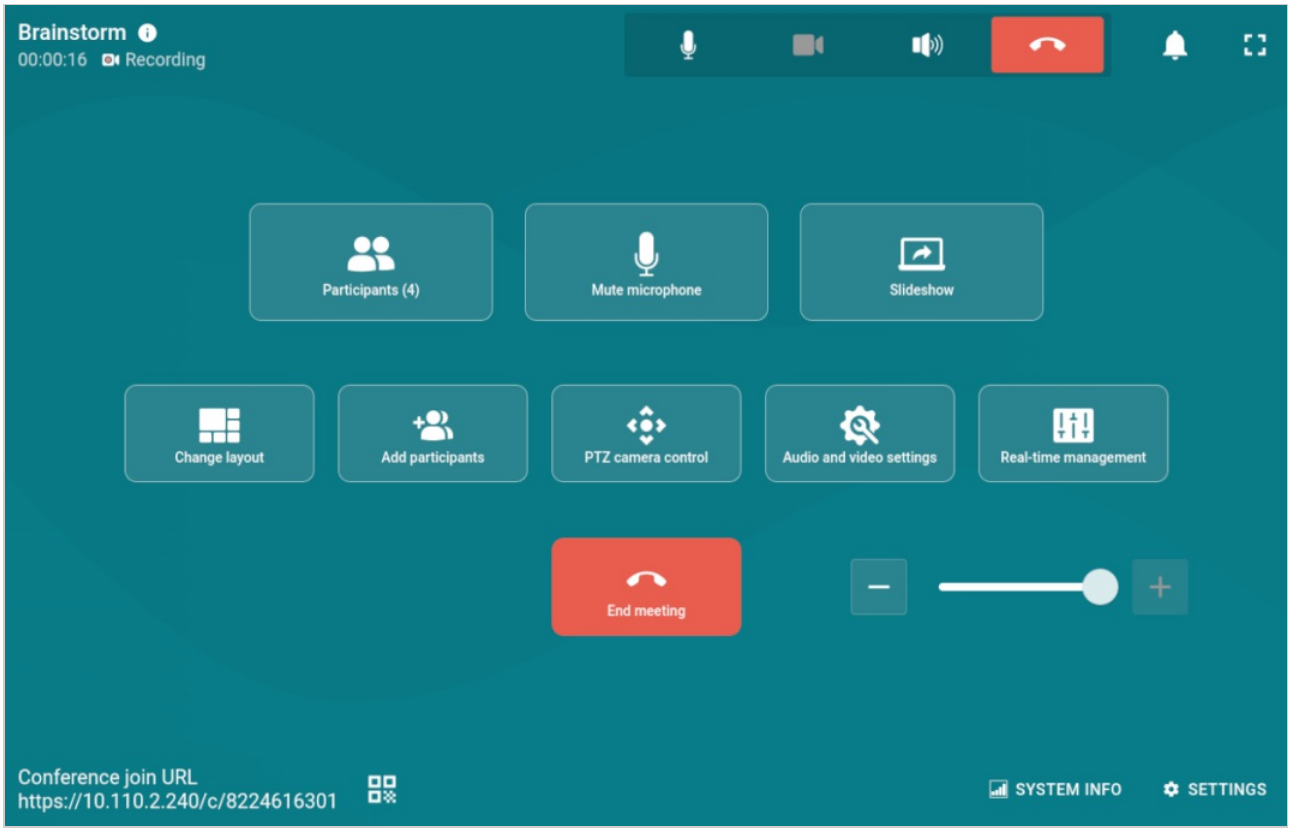

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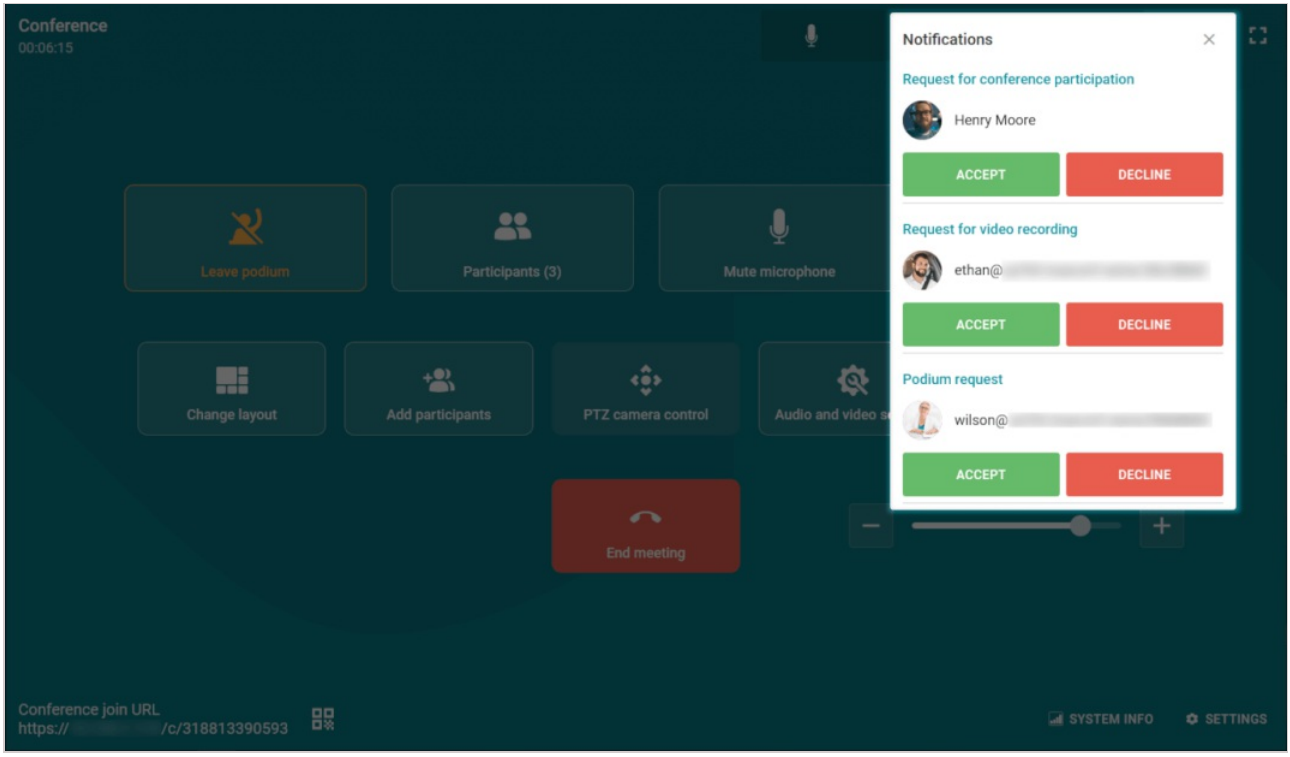
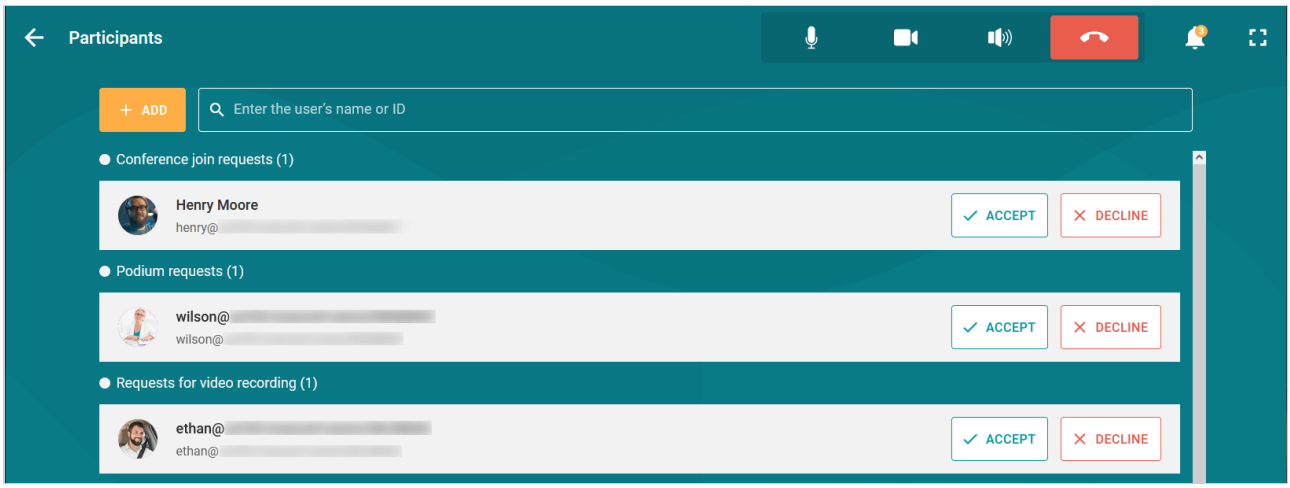
9. Notification center, conference information

9.1. Working with notifications

During a conference, you can receive the request to record your video window. If you are a moderator, you can receive podium requests or notifications about new participant joining your meeting. You can see all requests in the upper right corner in the notification center. Click the button to view your current notifications.



Besides, pending requests from other users are displayed in the list of conference participants.



9.2. Conference information

To go to the information window of the current conference, click on the icon in the control panel.

You will see the basic information about the event:

- Conference ID
- Owner's name

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- Conference join link.

Additionally, you will be able to activate or deactivate the waiting room for the conference.

If conference recording is activated on the server side, the recording indicator will also be displayed next to the conference name.

9.3. Conference settings

Moderators and the conference owner will be able to use the same set of **real-time meeting management** features that are available in TrueConf client applications or personal area. For example, they will be able to:

- Customize the video layout
- Control participants' devices
- Change conference PIN and ID
- Lock the conference for new participants at any time during the session
- Manage the waiting room: enable and disable it
- Activate video recording on the server side right during a conference.

For more details, check the guide on real-time meeting management.

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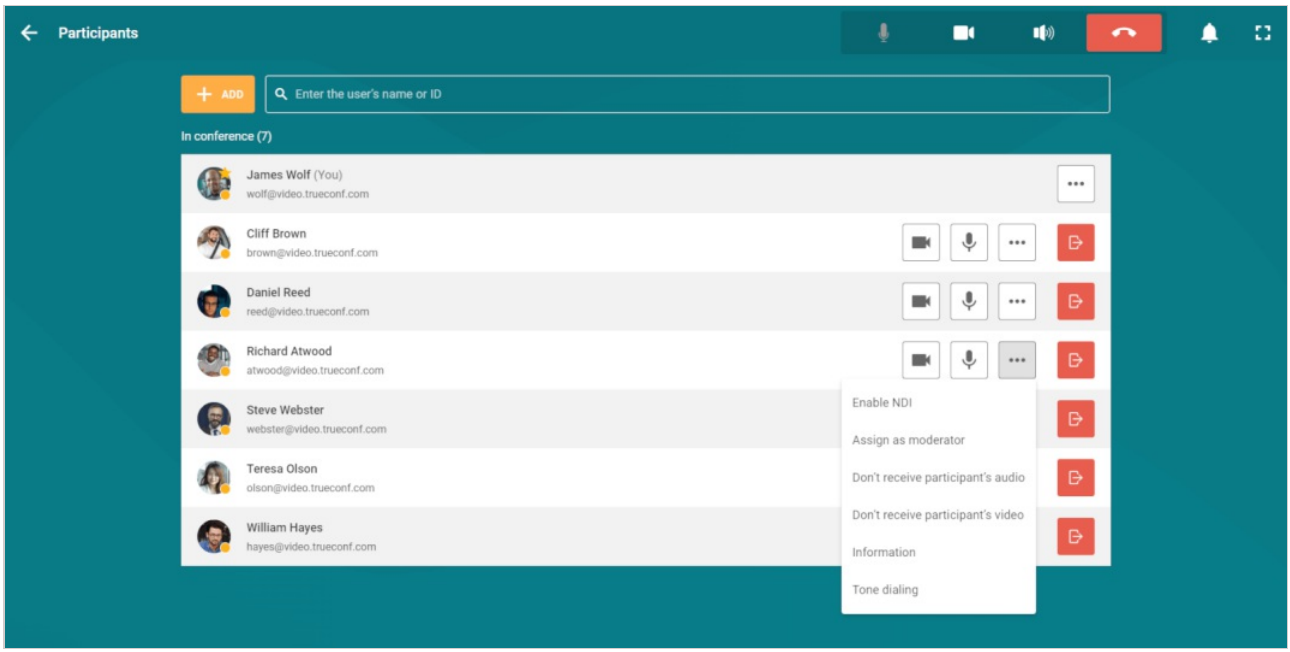
10. Working with the list of participants and the waiting room

10.1. View the list of participants

To open a list of all participants during an event, click the **Participants** button. The following features are available:

- Viewing a list.
- A moderator can use the buttons and to turn the camera and microphone on or off. By clicking the button , the moderator will be able to stream a participant's video via NDI, view information about this participant, appoint this person as moderator, and send DTMF commands. Besides, it is possible to remove the participant from a conference by clicking on the button .



10.2. Adding participants

To add new participants, take the following steps:

1. Click the **Add participants** button in the conference control panel.
2. In the pop-up window, you will have access to several tabs to add a user or device to a conference.

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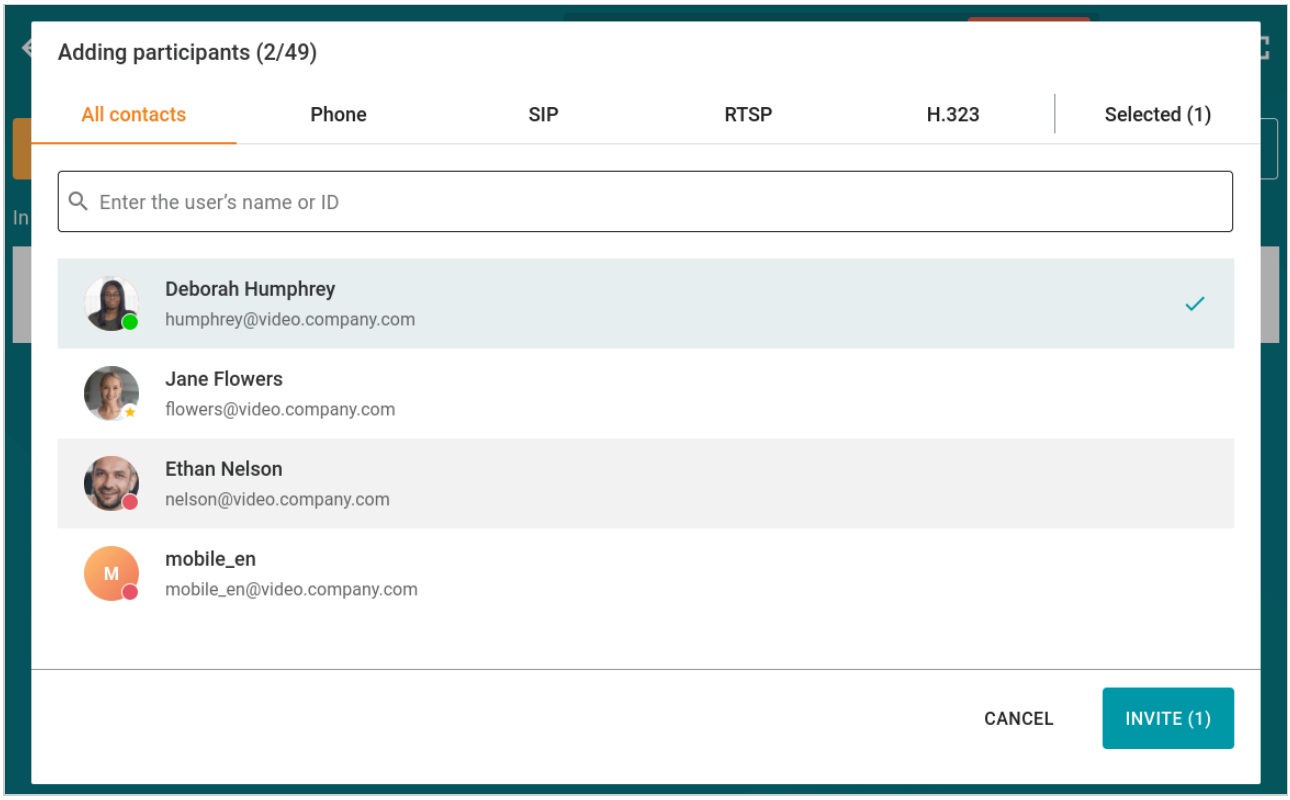

* You can also invite users to join your conference by going to the list of participants and clicking the **Add** button.

It is possible to search for users by their TrueConf ID, first name, last name, alias, and display name.

10.3. Waiting room management

During the event, moderators can manage the waiting room:

- Activate it in the conference information window or in the real-time meeting management section
- Move participants to the waiting room with the buttpn ••• (moderators and operators cannot be moved to the waiting room) and bring them back to a conference:

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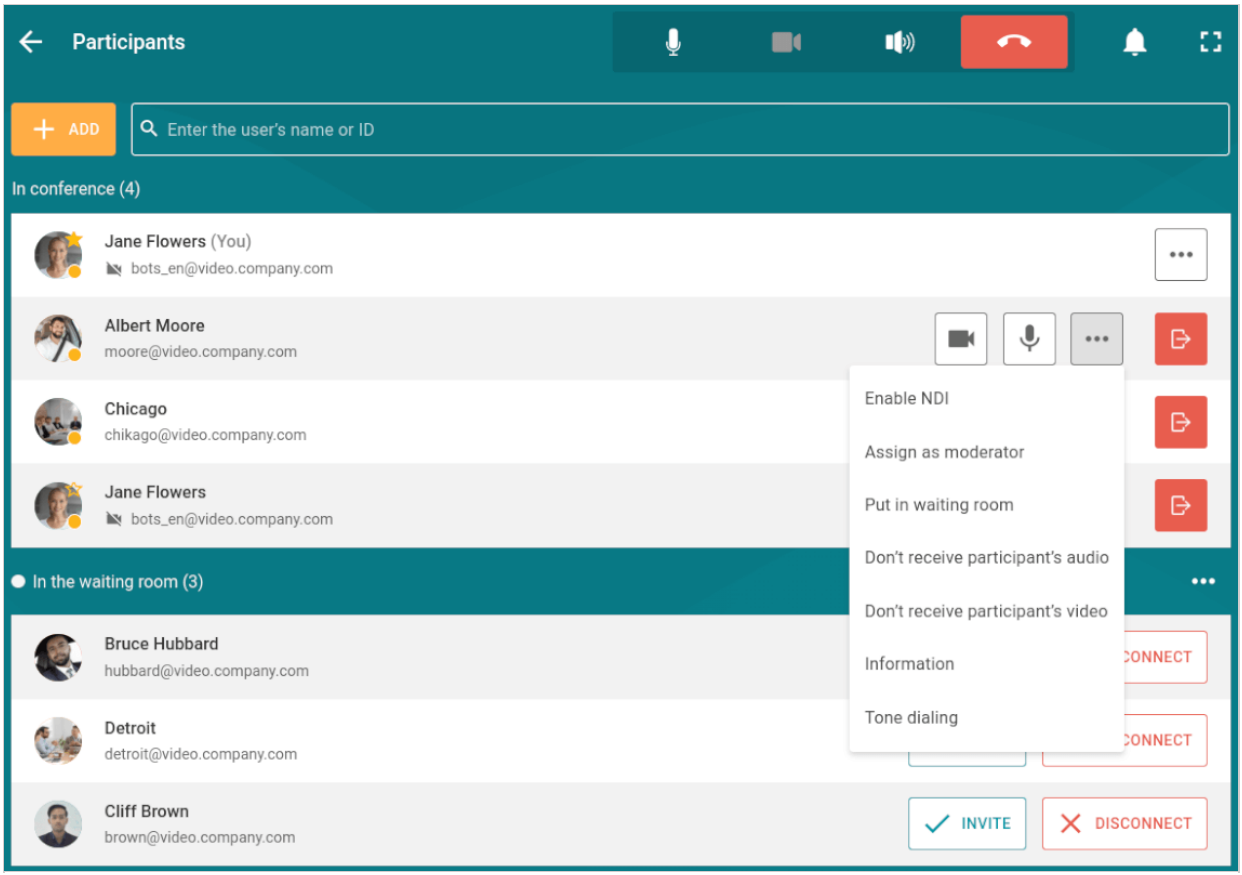

Please note that in the example above, there are participants marked with a "star" icon. This means they are moderators or operators and cannot be moved to the waiting room.

10.4. Send DTMF command

With TrueConf Room, you can send DTMF commands to DTMF-compatible devices in RTP EVENT and SIP INFO modes right from the conference control panel. To learn more about the transmission of such signals, please read the documentation provided by the manufacturer for each device.

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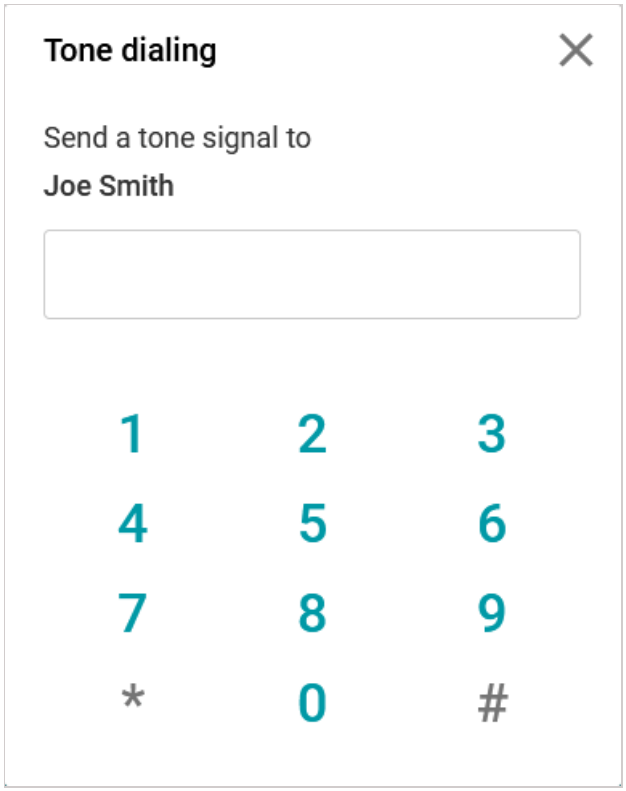

There are two options to send DTMF commands:

10.4.1. Option 1

1. Open the **Participants** section by clicking on the corresponding button.
2. Click the ••• button next to the name of a participant and select **Tone dialing**.

10.4.2. Option 2

1. Open the **Change layout** section by clicking on the corresponding button.
2. Click the video window of a participant to whom you want to send a DTMF command and select **Tone dial**.

> *i* To test DTMF signaling, you can use Public SIP URI of The Test Call website: `#sip:thetestcall@getonsip.com`. When DTMF commands have been sent, the robot reads out the digits you enter.

10.5. Managing and changing participants' audio and video devices

During a meeting, moderators (including the owner and operator) can remotely control participants' devices. To do it, click on the **Real-time management** button in the meeting control panel.

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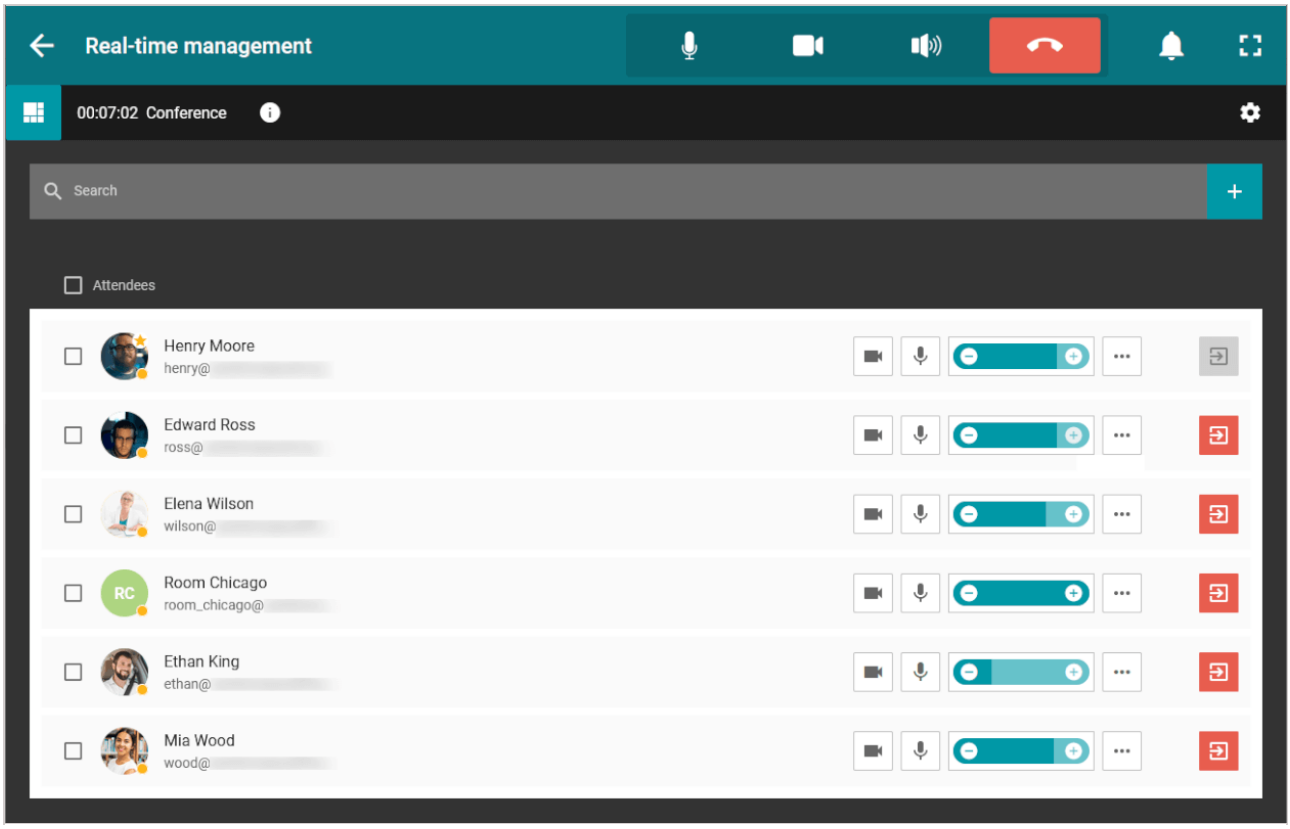

To learn more about how to interact with real-time meeting manager, please read our documentation.

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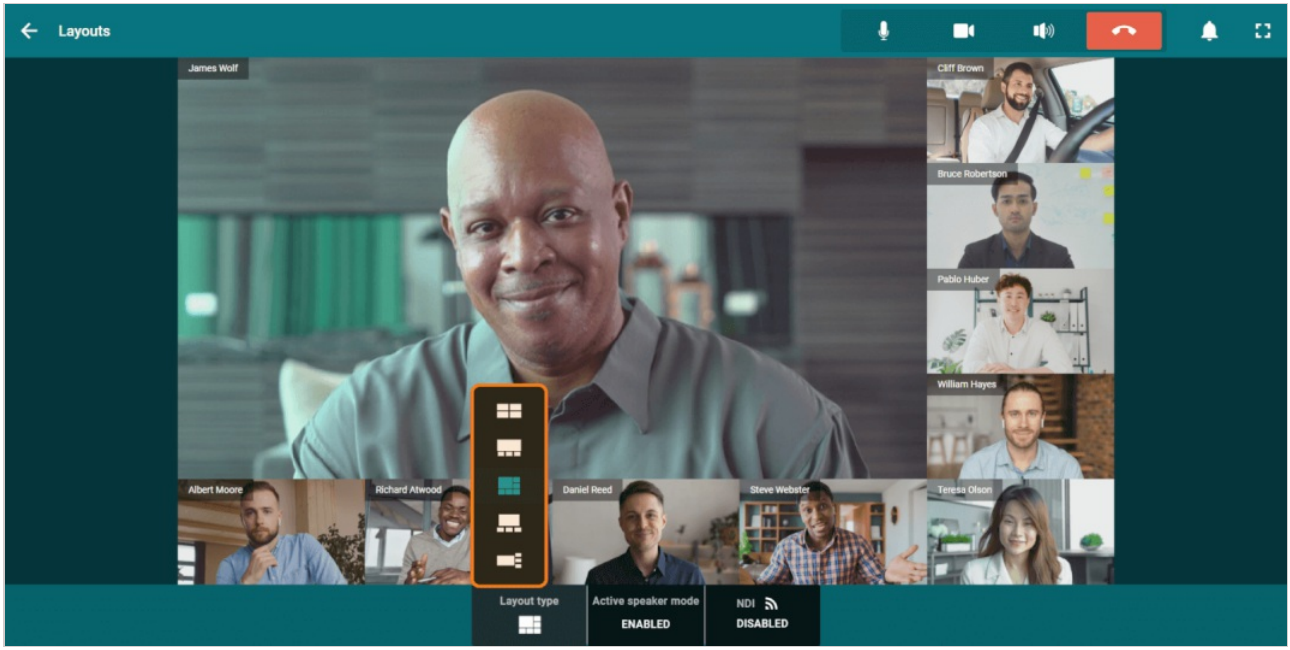
11. Conference layout management

11.1. Changing video layout

To select a video layout, you need to:

1. Click the **Change layout** button in the conference control panel.
2. In the panel below, click the **Layout type** button and then select how to position participants' video windows.

You can also broadcast the conference layout as an NDI stream in the local network.



If you are one of the conference moderators (including the owner or operator), you can set the position of video windows as it is shown in the description of the private area in the TrueConf Server user guide. To do it, click on the **Real-time management** button in the meeting control panel.

11.2. Changing the priority window

To select the priority window, go to layout settings and double click the video window of a conference participant. It will get larger than the rest of the windows. You can also enable the automatic change of the priority window. To this end, click the **Active speaker mode** button and select **Enable**.

* Please note that the **Active speaker mode** feature is not available when the **Gallery view** layout has been set.

11.3. Dragging video windows to a different screen

TrueConf Room can work with multiple screens.

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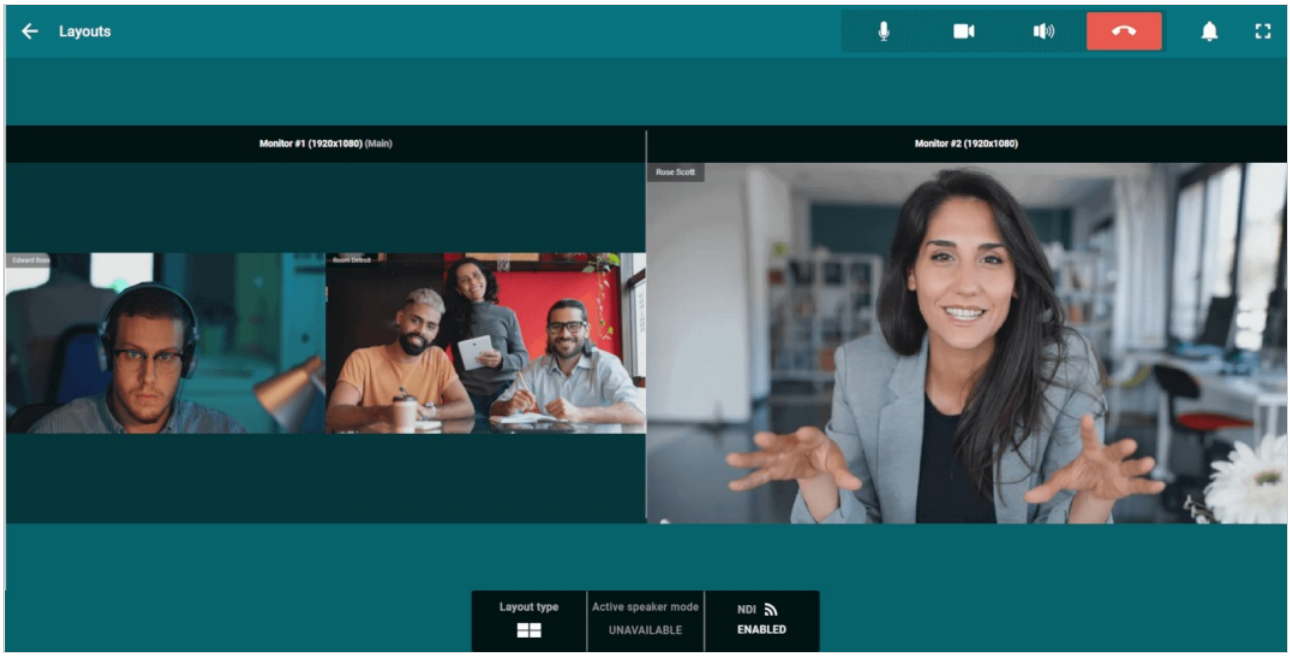


If there are several monitors connected to the computer with TrueConf Room installed, and some of them should not be displayed when selected, you can hide unnecessary ones using the `--ignore_monitor [monitor_number]` command line parameter, where `monitor_number` is the OS monitor number. For example, use the following key when launching an application via console:

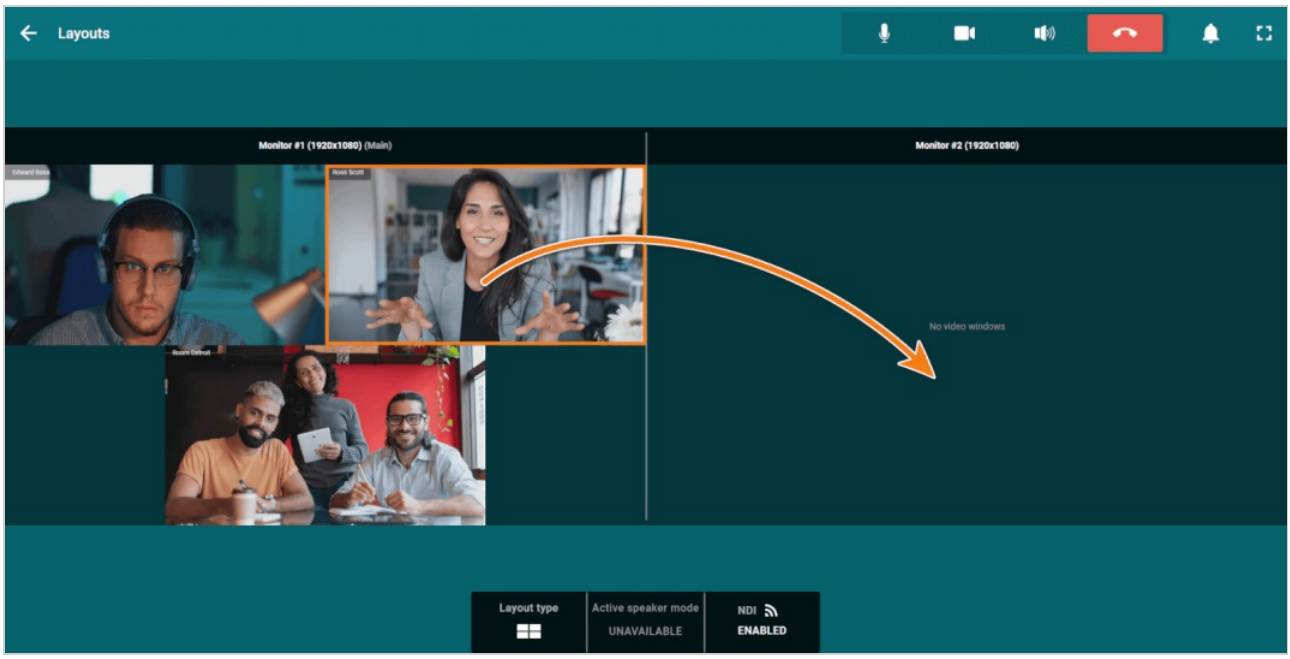
```
"C:\Program Files\TrueConf\Room\TrueConfRoom.exe" --ignore_monitor 2
```

This will be useful when connecting the Logitech Tap touch controller to use the TrueConf Room control panel.

To show one of the conference participants or shared content on a separate display, you can use one of the following options.

11.3.1. Option 1

1. Click the **Change layout** button in the conference control panel.
2. Drag a separate window to your second display.



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* To return the video window to the main monitor, drag the window back to the main layout area.

11.3.2. Option 2

1. Click the **Change layout** button in the conference control panel.
2. In the pop-up window, click the participant's video window you want to drag to a separate display.
3. You will see a pop-up menu with a list of available monitors. Select the item that matches the required display.

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12. Managing devices

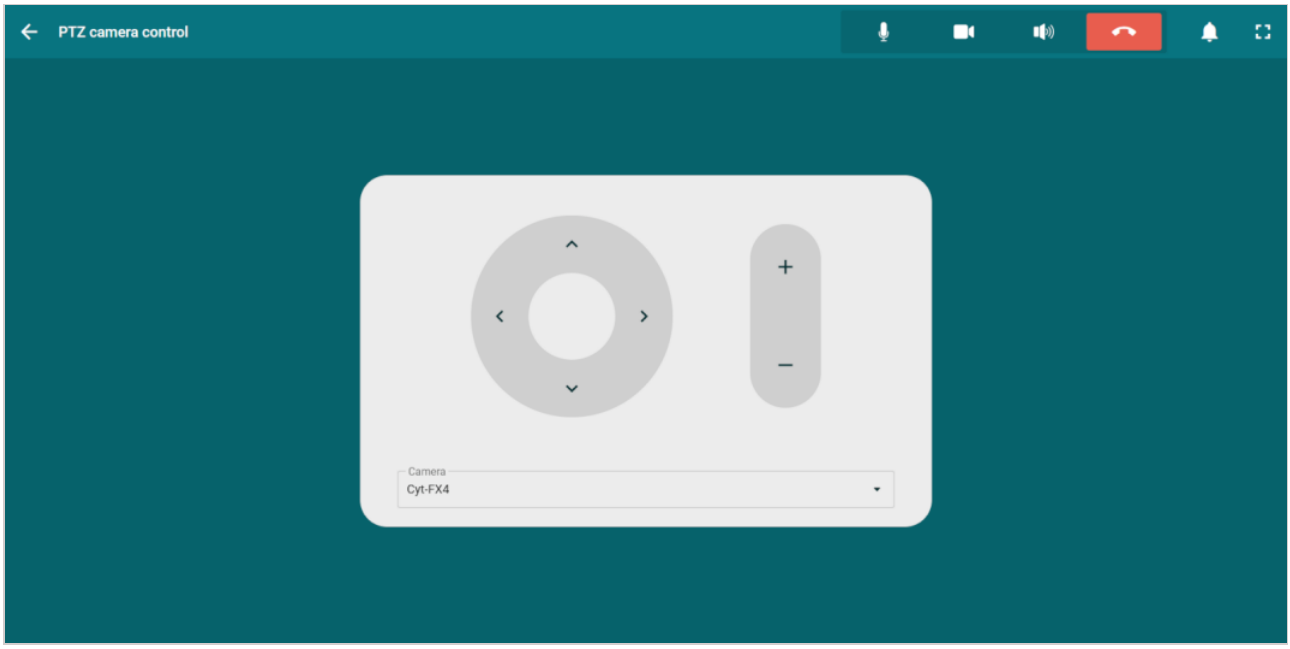
12.1. Selecting devices

You can connect several video and audio capture sources to TrueConf Room.

To switch to another device, click the **Audio and video settings** button and set up the parameters as shown above.

12.2. PTZ camera control

To adjust the settings a PTZ camera, click on the **PTZ camera control** button in the control panel. You will open the window with the camera controller and a list of presets.



12.2.1. Presets

With presets you can switch the positions of different cameras connected to TrueConf Room. To do it:

1. Go to the PTZ camera control section.
2. Select a camera in the drop-down list.
3. Click the **Save as preset** button.

In the list of presets, there will be fixed miniature frames from the camera selected when settings were last saved.

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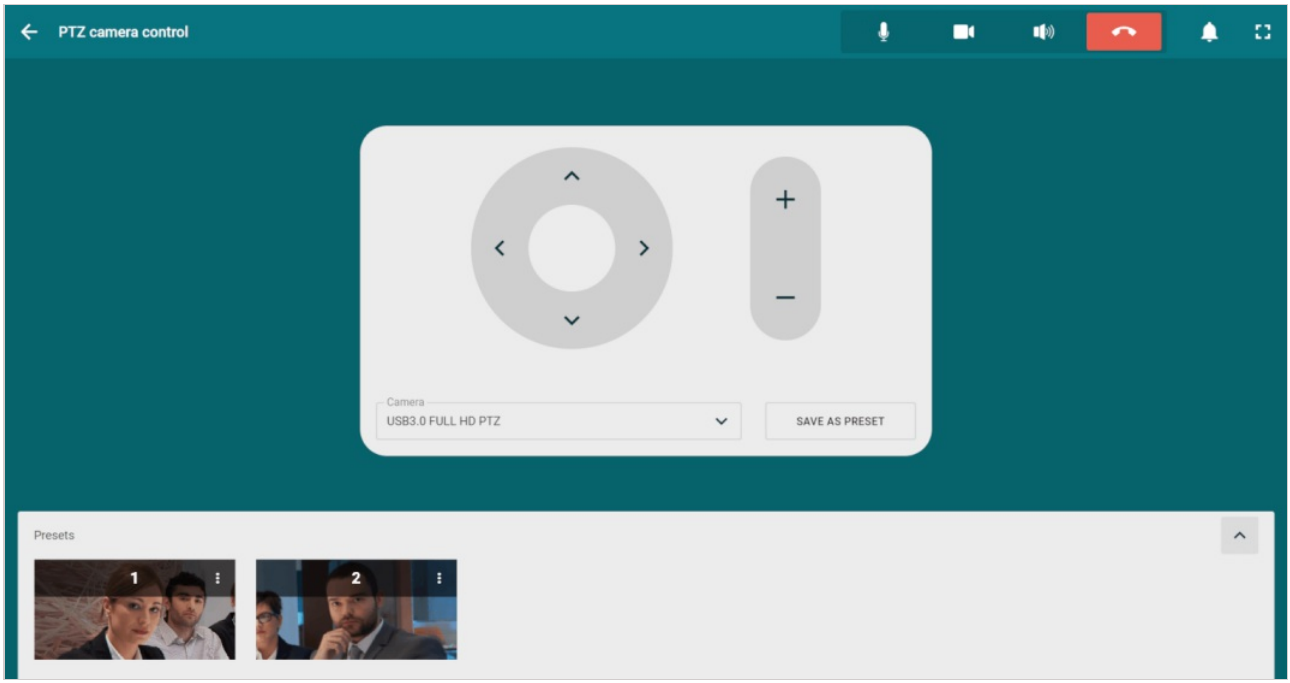
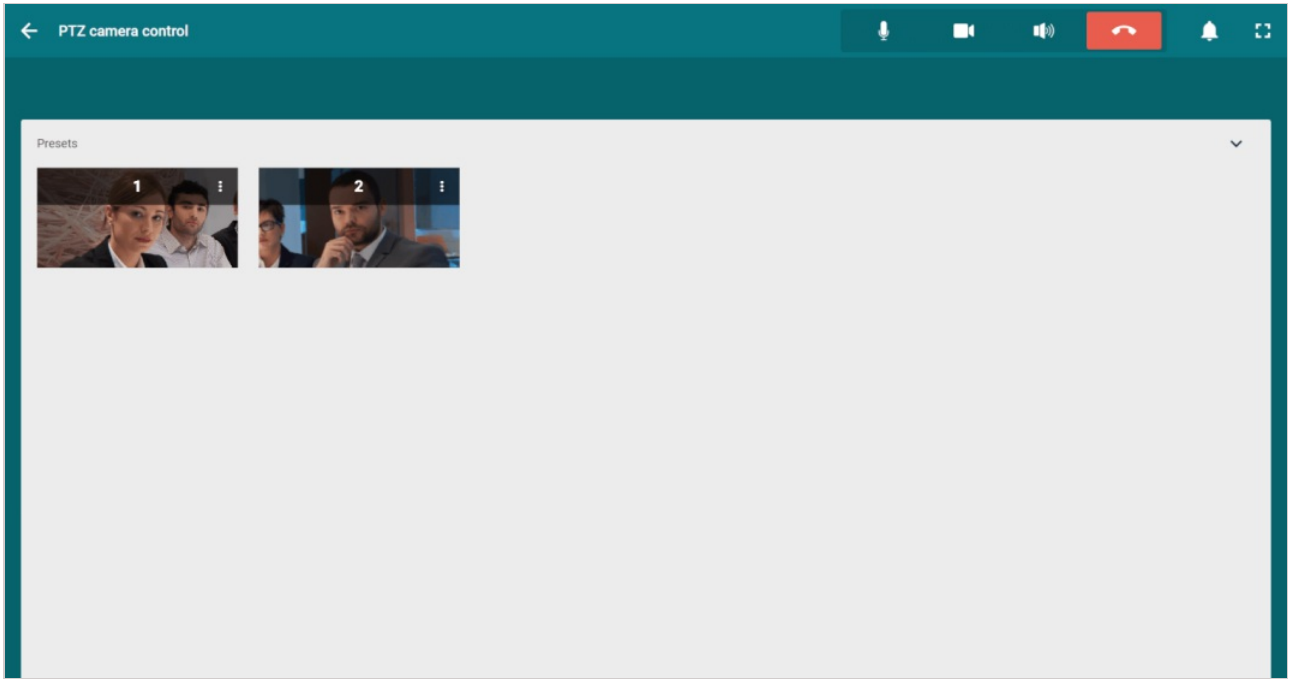


For ease of use, you can open the list of presets in the following way:



12.2.2. Gestures

> **!** This feature is available only when accessing the control panel from a device supporting touch input.

In addition to the PTZ camera control widget, you can use gestures (swipes), for example, if you connect Logitech Tap touch controller.

This control mode is available:

- During conferences in the layout settings window
- In the settings of a camera connected to the endpoint (both inside and outside meetings).

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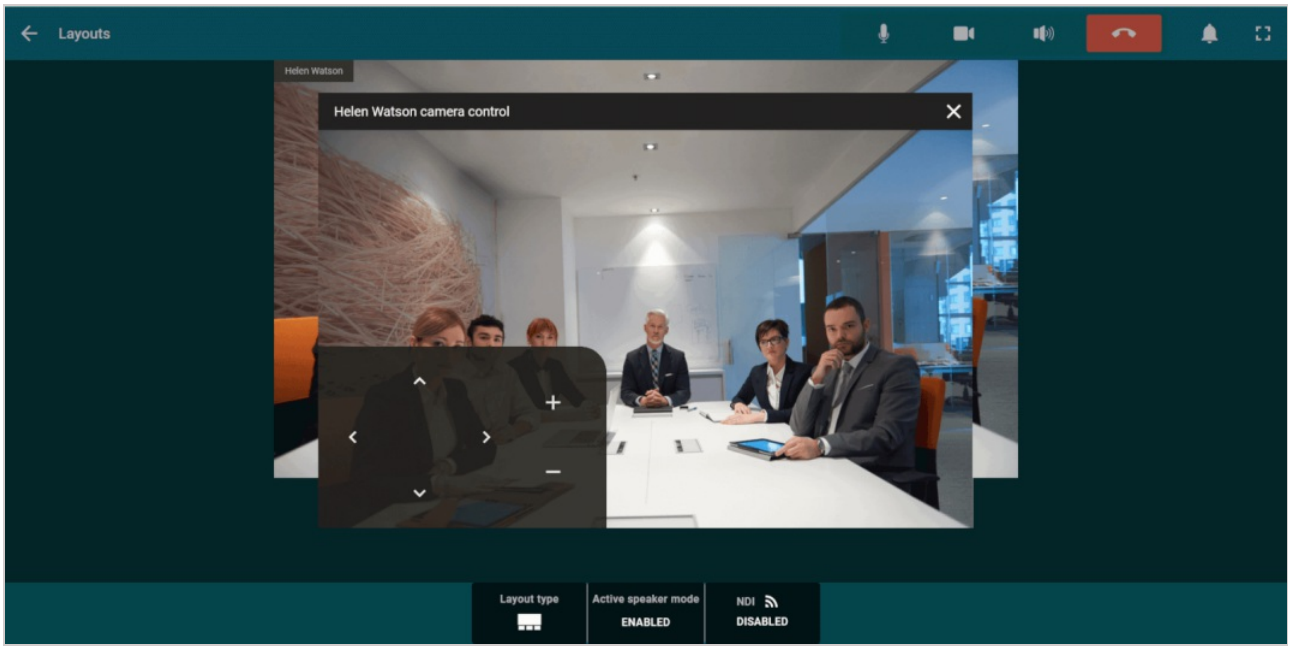
12.3. Controlling participant's camera

To start camera control, press the **Change layout** in the control panel and click the video window of a participant whose camera you would like to control. Next, in the pop-up menu, select **Remote camera control**. Once you have gained access, a video window with a camera control panel will pop up.



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13. Sharing content and slides

13.1. Sharing any type of content

With TrueConf Room, you can show content from the source selected in settings, which can be:

- Capture card (via HDMI)
- Any of the cameras connected to the device (including a PTZ camera)
- NDI stream.

The display device is selected in the settings at the path **Settings →Video →Default content source**.

To display content during a meeting, click the **Slideshow** button in the event control panel and select the **Switch to HDMI** option.

To display content instead of the camera feed (self-view) on the main screen of the meeting room when the endpoint is not in a call or conference, simply click the **Switch to HDMI** button on the main page of the control panel.

13.2. Slideshows and presentations

With TrueConf Room, you can show slides during video conferences.

* TrueConf Room supports the following image formats to be used for slideshows: **.jpg**, **.jpeg**, **.jpe**, **.jif**, **.jfif**, **.jfi**, **.png**, **.gif** (single frame), **.webp**. It is also possible to import slides in **ppt**, **pptx** formats (Windows only), import slides from **pdf**. Besides, users can import specially formatted **slides** files saved in their TrueConf client application.

You can upload an image or a slideshow in several ways:

- Before a conference. Go to the **Tools →Slideshow** section of the settings sidebar.
- During a video conference. Click the **Slideshow →Slide management →Add slides** button in the conference control panel.

After that, you will see a window with the added slides:

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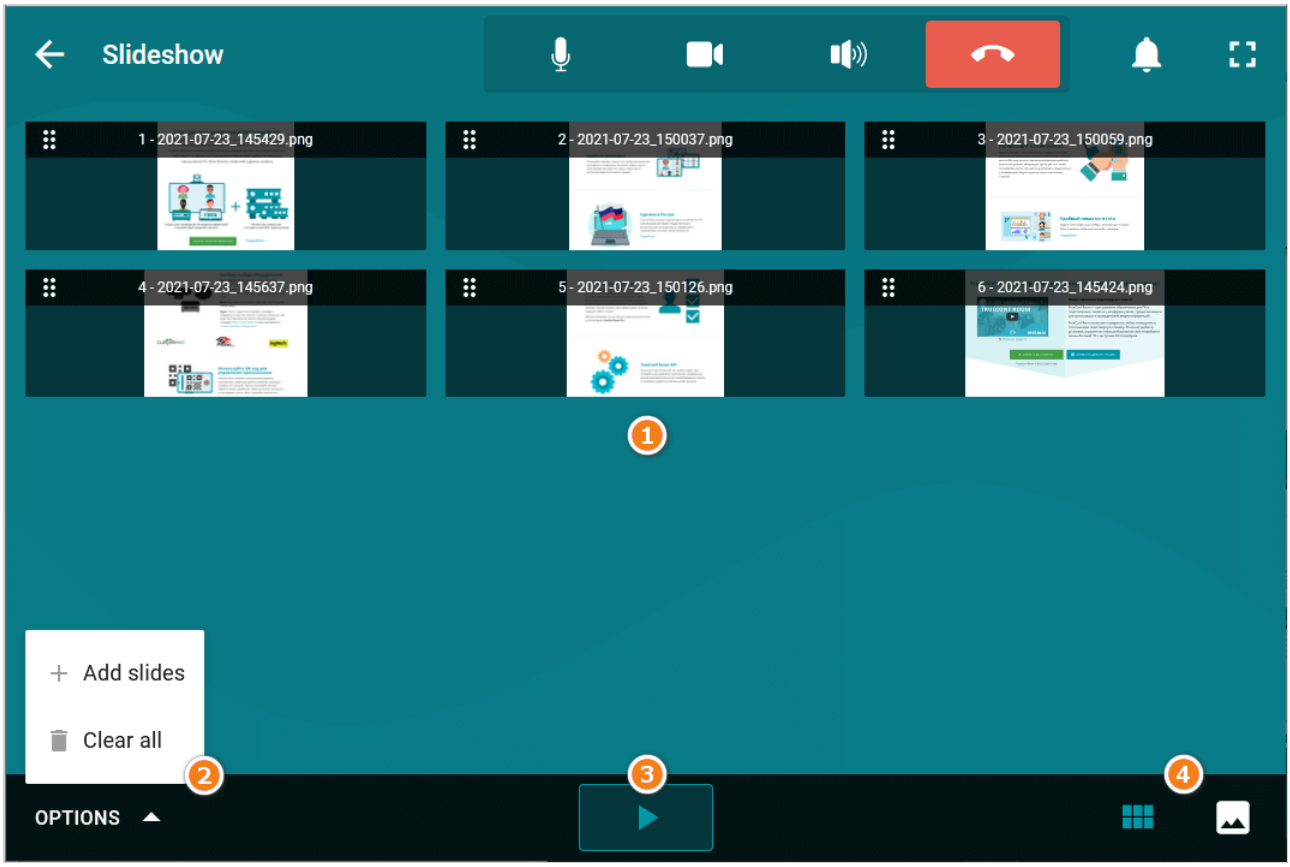

1. List of slides
2. Steps: **Add slides** and **Clear all**.
3. **Start** button for slideshow
4. Buttons to change the slide displayed: **thumbnails** and **one full-screen slide**

i You can change the order of uploaded slides by dragging them.

To start the slideshow, click the button at the bottom of the screen. The slides will expand to full screen:

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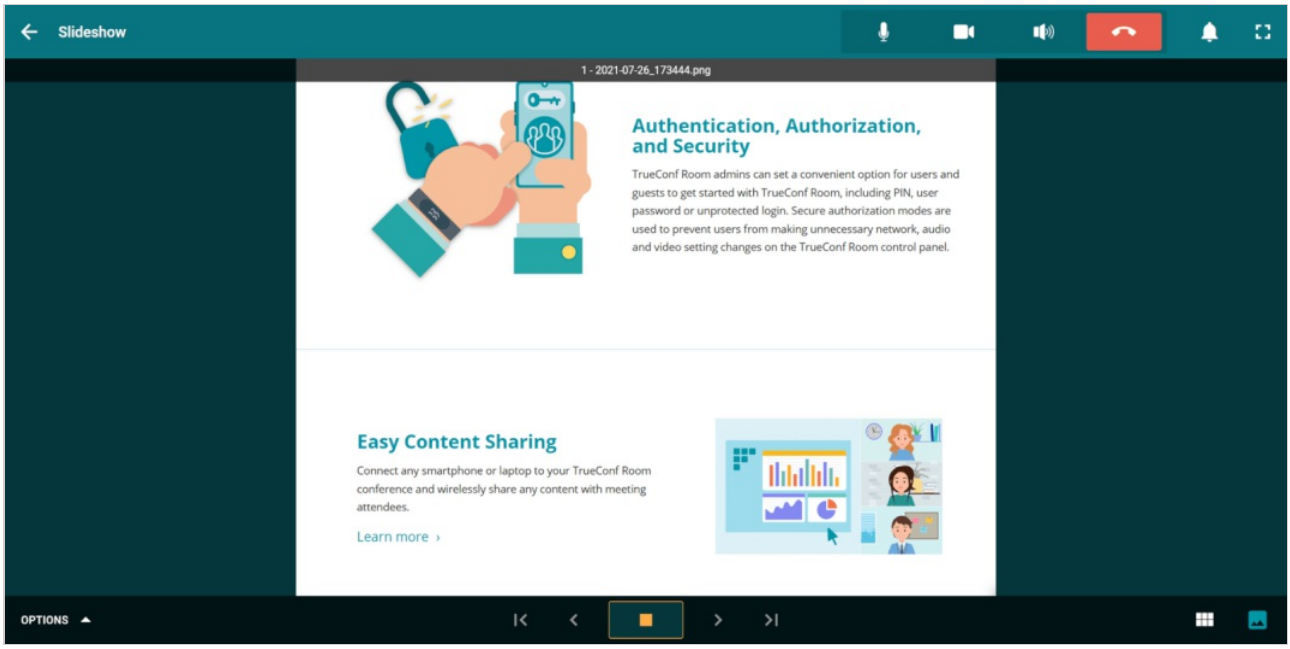

When viewing thumbnails, the shared slide has an icon in the upper right corner. If you return to the conference control panel, a similar icon will flash on the **Slideshow** button.

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14. Sending and receiving content via NDI

You can stream the entire conference layout or a separate video window via NDA in the local network. It is possible to broadcast multiple NDI streams in parallel.

* It is not possible to broadcast a video window with shared content as a separate NDI stream.

i To ensure stable work when streaming via NDI, we recommend using a wired connection of TrueConf Room to the local network. Wi-Fi bandwidth might not be sufficient for transmitting high-quality media streams broadcast via NDI.

14.1. Streaming the general layout

To stream the conference layout with audio, you will need to:

1. Click the **Change layout** button in the conference control panel.
2. Click on the **NDI** button in the lower part of the screen.
3. Click on the **Enable** button to confirm that you want to send a mixed stream via NDA.

14.2. Streaming a slideshow

To stream a slideshow, do the following:

1. Click on the **Slideshow** button in the meeting control panel.
2. Activate the switcher **Show slides via NDI** which is in the lower part of menu.

14.3. Streaming a participant's video window

To stream a participant's video window with audio, you will need to:

1. Click on the **Participants** button in the meeting control panel.
2. Click on the ••• button which is right next to a participant's name. Then select the **Enable NDI** option.
3. The participant will have the status: it indicates that NDI has been enabled.

14.4. Receiving an NDI steam

To capture an NDI stream and send it to the conference layout, go to device settings and select the stream instead of the camera and/or microphone.

i Please note that you will not be able to share video and audio from your camera and microphone when capturing an incoming NDI stream.

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15. Additional settings and sleep mode

15.1. Preferences settings

In the **Settings** →**Preferences** section you can change the following settings:

- Incoming calls and conference invitation policies
- Restore the main screen window when you receive incoming calls
- Automatically approve podium requests (available for the meetings hosted on TrueConf Room)
- Automatically accept podium invitations sent by meeting moderators
- Display the names of meeting participants in the video layout.

15.2. Tools

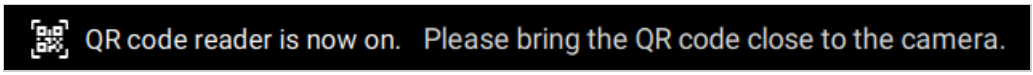
In the **Settings** →**Tools** section you can:

- Set permissions for video recording
- Enable QR code scanning
- Enable NDI protocol
- Add slides before the slideshow.

15.2.1. QR code for joining a conference

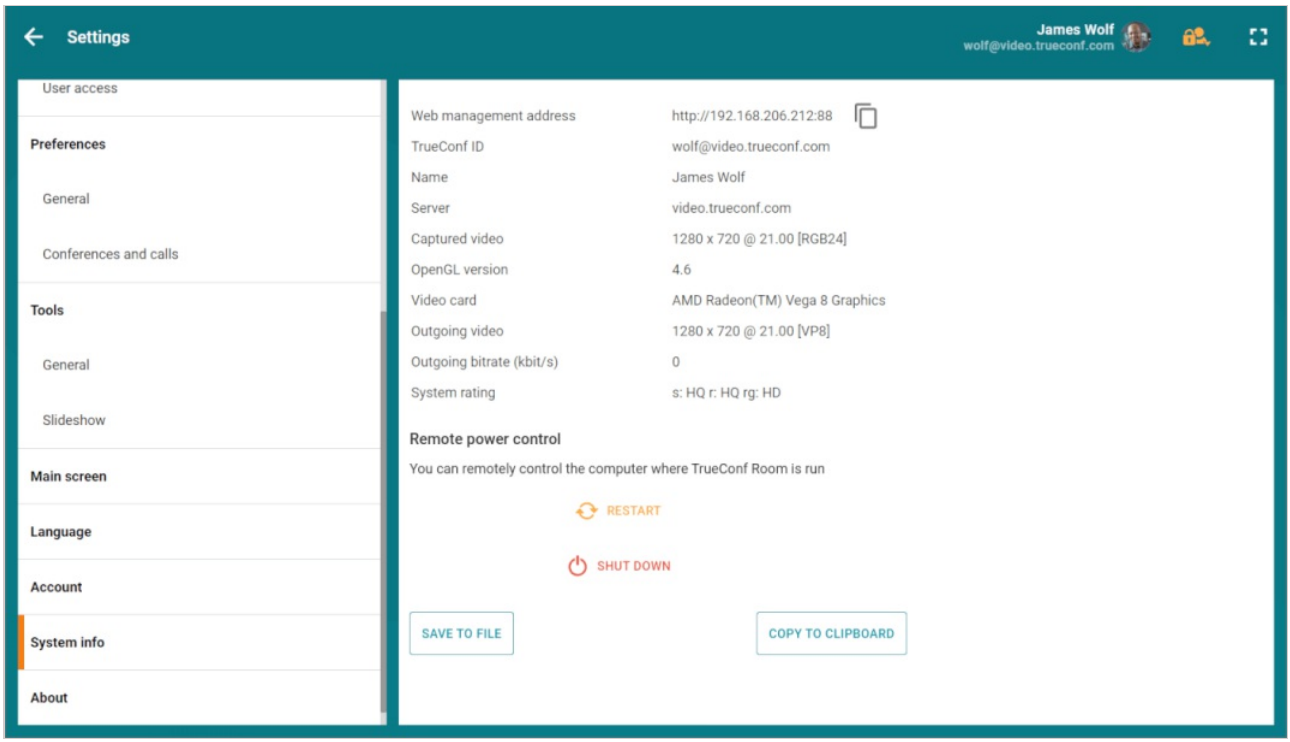
To join a conference with a QR code, check the **Enable QR code scanning** box in **Settings** →**Tools** → **General** →**More**.

You will see a notification in the upper part of the main screen:



15.3. System information

You can check the technical specifications of the device running TrueConf Room, including the monitoring data of an active connection or conference, in the **Settings** →**System info** section.



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15.4. Device control

Here, in the **Settings →System info** section, you can remotely control the computer running TrueConf Room:

- Restart the device
- Disable it

15.5. Main screen view

The main display may be temporarily turned off due to some reason. In this case the OS will move the TrueConf Room main window to the second display. If you want TrueConf Room to switch to the first display automatically as soon as this display is turned on, you need to check the **Pin Main Screen on the current display** box.

With TrueConf Room Pro, you can adapt the main screen view to your preferences and corporate branding.

The main screen parameters are configured in the **Main screen** section of the settings menu.

Here you can set your own background for the video area. To this end, select the **Custom** in the **Video area background** and click the **Upload an image** button.

i When setting a custom background, please pay attention to the pixel size of your image. It should match the resolution of the display that shows the application's main screen.

You can enable or disable:

- Logo

* Select the **Custom** option and click the **Upload an image** button to use your logo. The supported image type is **svg**.

- Date and time
- Connection details

i **Connection details** checkbox enables the display of a QR code and a link to the control panel. If you disable this checkbox, you will have to manually send this link to users in the meeting room.

- List of upcoming meetings
- Information about the current user
- Notifications about incoming calls and conference invitations.

i If the **Incoming calls, conference invitations and join requests** box is checked, you will see information about the caller and the corresponding buttons on the main screen during calls.

15.6. Sleep mode

TrueConf Room supports sleep mode in which the microphone and camera connected to the endpoint are turned off, and the "away" status is set for the account authorized in the endpoint.

The background image with a clock and QR code with a link to the control panel will be displayed instead of the main screen if TrueConf Room is launched with TrueConf Room Service:

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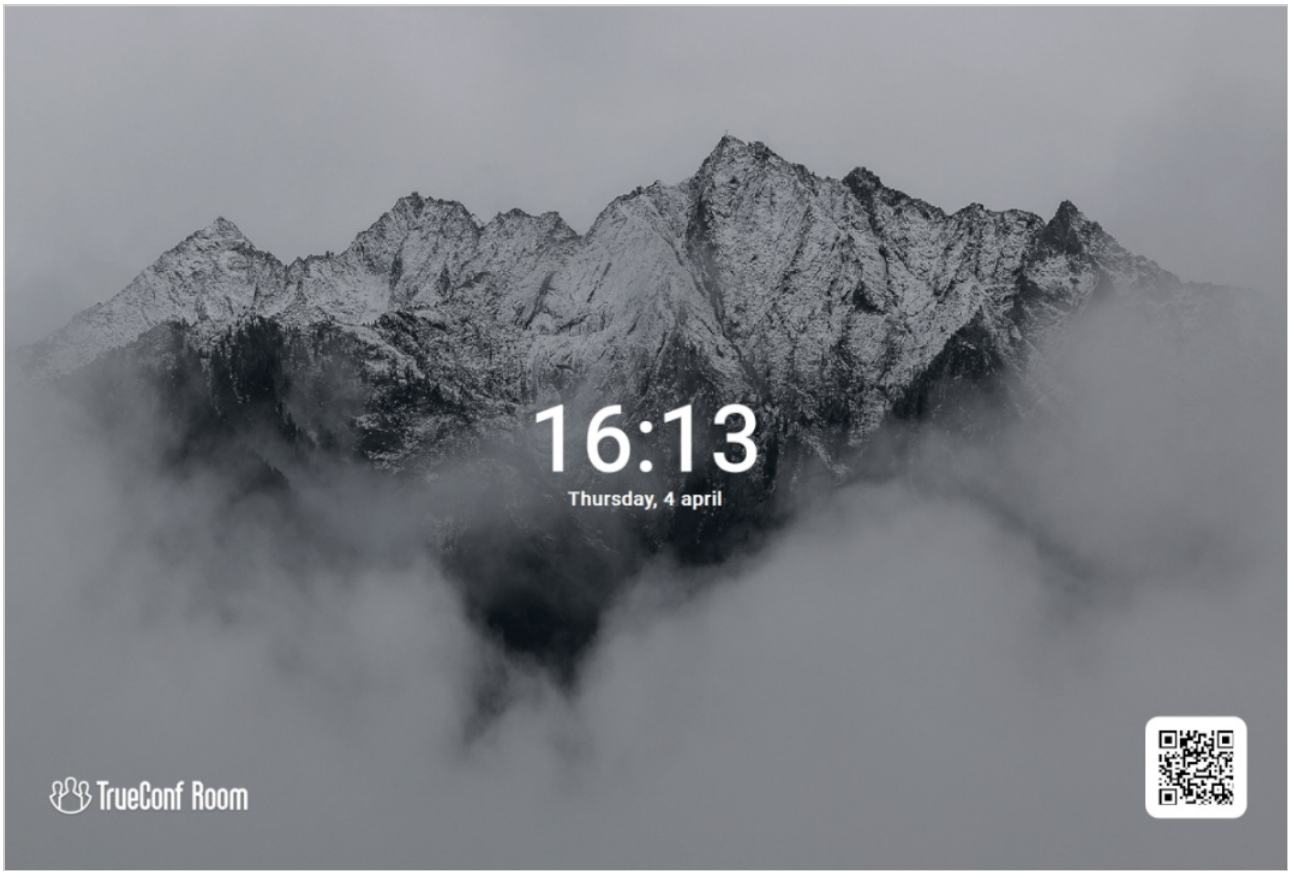

15.6.1. Activation

Sleep mode can be activated in three ways:

- Automatically when TrueConf Room is inactive; the timeout is set in TrueConf Room Service settings
- When the operating system, where the endpoint is installed, enters sleep mode
- Manually from the control panel by clicking the button .

Sleep mode will be activated on all displays except for the monitors that were specified at startup with the `--ignore_monitor` parameter (check the section "Using command line parameters").

15.6.2. Exiting sleep mode

The TrueConf Room endpoint exits sleep mode in the following cases:

- When you start using the mouse (movement, click) or keyboard connected to the PC where the endpoint is installed
- When an incoming call is received
- If a call is made from the endpoint, including the cases when it is initiated via API
- When the OS, where the endpoint is installed, exits sleep mode
- When one clicks on the control panel web page with a mouse.

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16. Secure authorization

With the TrueConf Room Pro plan, you can protect the application from unwanted login using a password.

Set out access rules for TrueConf Room in the **Security** section of the settings sidebar.

* Below you can fin our security implementation principles. To learn more about setup instructions, read our article.

16.1. Security levels

There are various security levels:

- To limit user access to the network settings, you can set out login rules for administrators
- To limit any access to the TrueConf Room control panel, you can set access rules for the user mode.

16.2. Security types

TrueConf Room supports the following types of secure authorization:

- Password is a sequence of characters the administrator sets for security reasons. It should be entered manually each time you access the control panel. It is the only login method for administrator mode.
- PIN code is a case-insensitive short sequence of characters generated automatically. Not only can it be entered manually, but it is also used to access the control panel via a link. It is a recommended login method for user mode.

i Please note that secure login for users is available only if it has been configured for administrators.

The link with a PIN code is represented in the following way: `[server]:[port]/[PIN]`, where:

- `[server]` — the address of a local server started by TrueConf Room (it can be viewed in the browser address bar after authentication)
- `[port]` — the port needed for accessing the TrueConf Room control panel.

* **Example**

  If TrueConf Room works on the port `80` on a machine with `10.1.1.10` IP address, you will need to use this link `http://10.1.1.10:80/ABC` to access the control panel with a PIN code.

* If you set a PIN code for user mode, the PIN will be embedded in thelink on the main screen. This way, you can restrict access for users outside the meeting room, while meeting room participants won't need any additional measures to log in.

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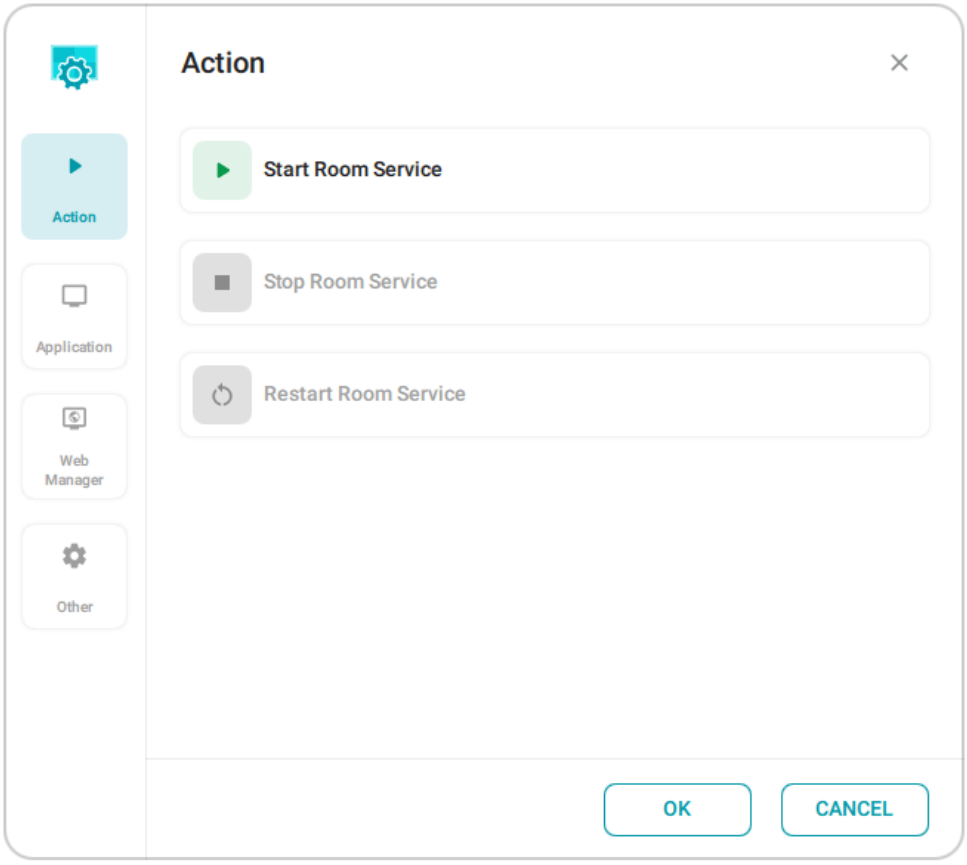
17. TrueConf Room Service

17.1. What TrueConf Room is used for

TrueConf Room Service is a supporting service designed for advanced management of TrueConf Room launch parameters.

The parameters can be specified in the **Settings** application which you could have already used when installing the endpoint. In the application you will be able to:

1. Manually start, stop, and restart TrueConf Room Service:



2. Specify the parameters for launching the main screen of TrueConf Room:
3. monitor in a multi-display configuration
4. your authorization PIN, used for API-based control of the endpoint
5. custom script executed when the application starts or stops
6. additional command-line parameters.

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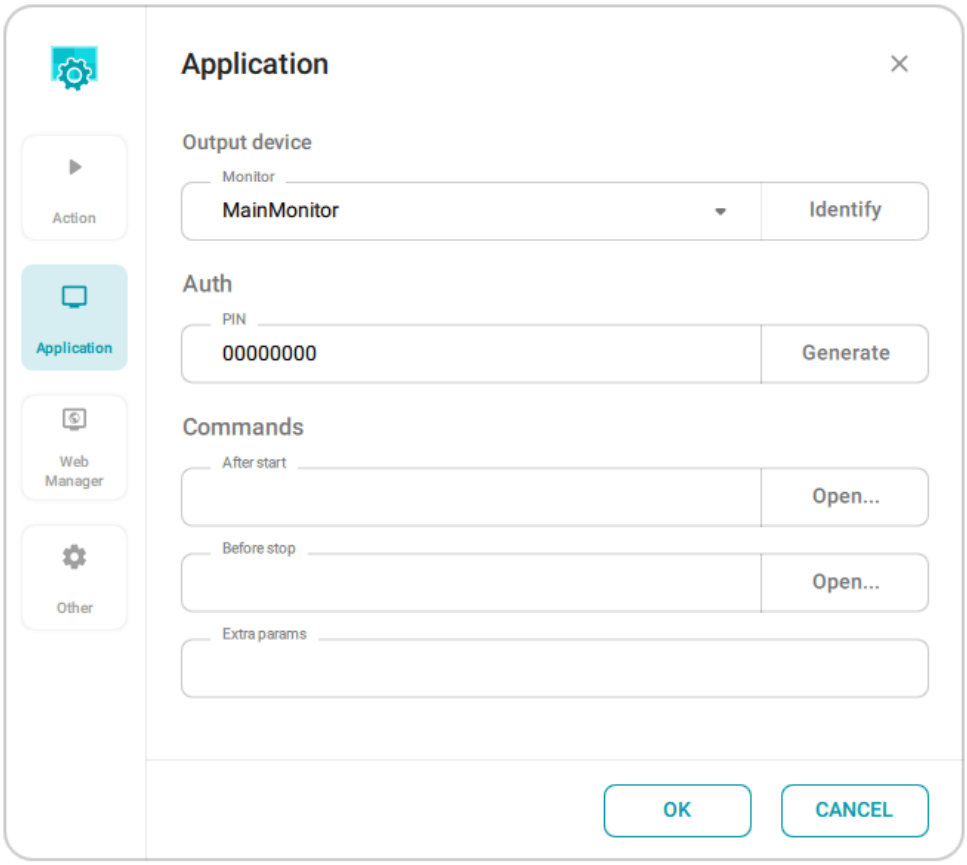

3. Configure the launch of the control panel:

- Choose the launch mode: automatic (at the start of TrueConf Room Service), manual (from the system tray, via API, from a link on the main screen, etc.), via the context menu button on the remote control (to be added in future updates)
- Select the screen (if multiple displays can be used) and the position of the control panel (only when the app is launched automatically , the control panel can be opened on a part of the screen, e.g., on the right or left side)
- Set a new URL for the control panel
- Enable the launch of the control panel on behalf of the administrator, this setting will apply only if the panel is launched automatically.

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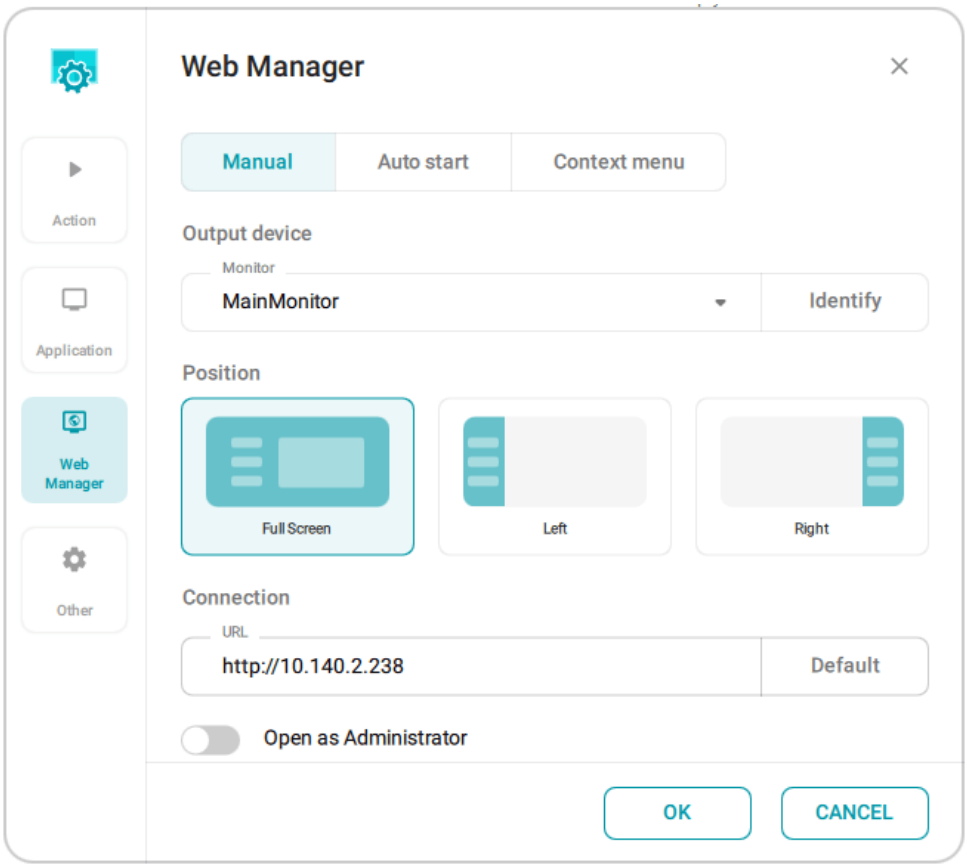
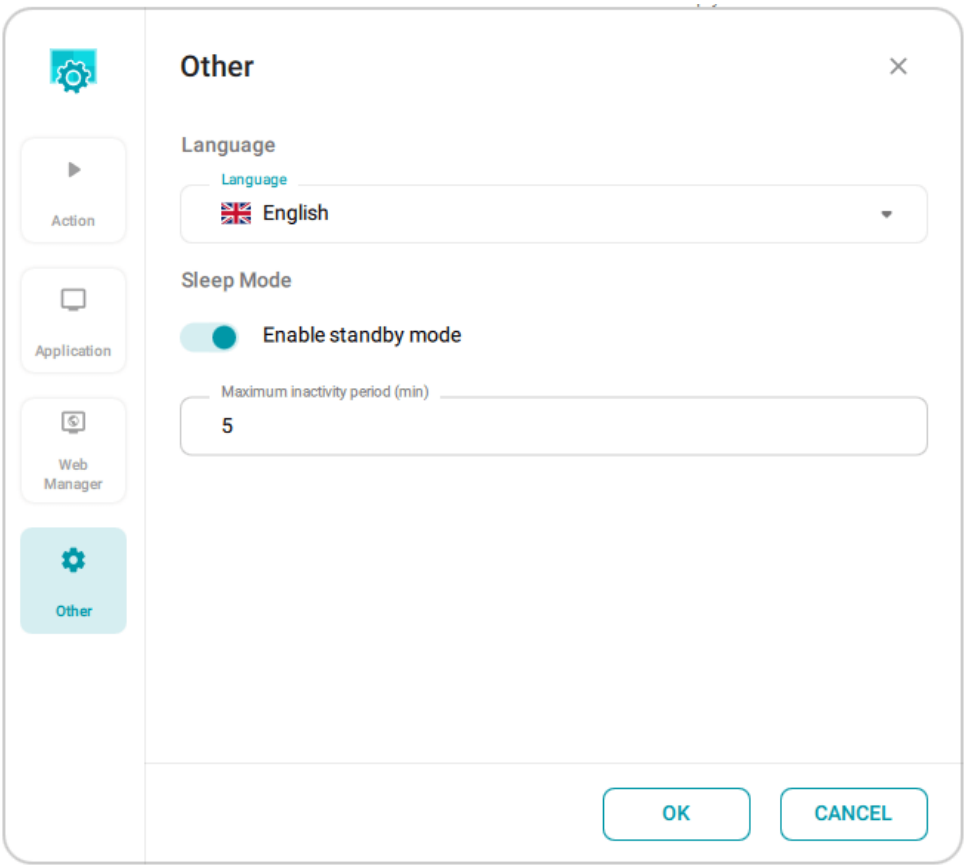


4. Enable automatic switching to sleep mode and select the inactivity period after which sleep mode is activated (by default switching is enabled, and a five-minute inactivity period is selected):



Please note that automatic launch of the control panel on behalf of the administrator is possible only if secure access is configured for administrator mode.

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17.2. Launch parameters

TrueConf Room can be launched with command-line parameters. You can use TrueConf Room Service to automate the launch without the command line. To do it, specify the necessary options on the **App** tab in the **Extra params** field. For example, to launch the application with a virtual background, add the parameter `--background C:/image.png`.

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18. Room Discovery

18.1. What TrueConf Room is used for

TrueConf Room Discovery is an Android application which enables a user to quickly access the TrueConf Room control panel. TrueConf Room Discovery automatically detects the instances of TrueConf Room deployed in the local network and makes it much easier to interact with these instances.

Please note that TrueConf Room Discovery also detects TrueConf Group hardware endpoints and adds them to the list.

18.2. Installation

Take the following steps to download the APK file:

1. Go to the TrueConf Room control panel. The easiest way to do it is to scan the QR code on the main screen with your smartphone or tablet.
2. Go to **Settings** →**About** and tap on the **Download** button which will be displayed below.
3. The installation file will be downloaded on your device.
4. Allow to install applications from unknown sources (to learn more about it, read our blog). Then, install TrueConf Room Discovery.

18.3. Use

18.3.1. Main screen

After opening the application, you will see the list of TrueConf Room and TrueConf Group instances found in the local network (later they will be referred to just as **"endpoints"**). For each endpoint, you will see:

1. Instance name. For TrueConf Room, it will match the display name of the user who was the last one to authorize in the endpoint.
2. The IP address and port needed for accessing the instance.
3. The date when the instance was last used with the help of TrueConf Room Discovery.
4. Several pinned endpoints may be displayed at the top of the list. They will be marked with the icon. A user can pin any endpoint from the action list by long tapping.

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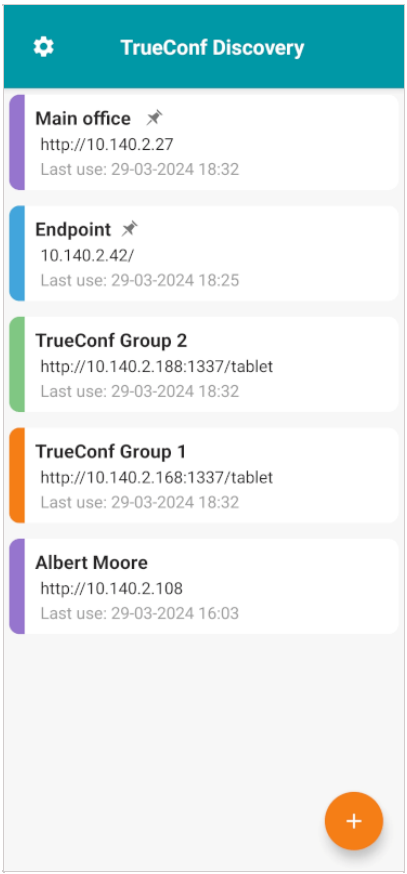

18.3.2. Editing the list of endpoints

If due to some reason your instance was not found automatically, you can add it manually. To do it, click the button +, enter the Room Web Url (the access address for the control panel), the display name, and click the **Add** button.

With a long tap on any endpoint from the list, you can:

- Edit information about it
- Remove the endpoint from the list (e.g., if you want to hide the endpoint which was used previously and is no longer in the network)
- Pin (or unpin) the selected item at the top of the list.

18.3.3. Control panel

To access the control panel, select the instance from the list on the TrueConf Room Discovery main screen. In terms of the UI and features, this control panel will be identical to the panel available in the browser.

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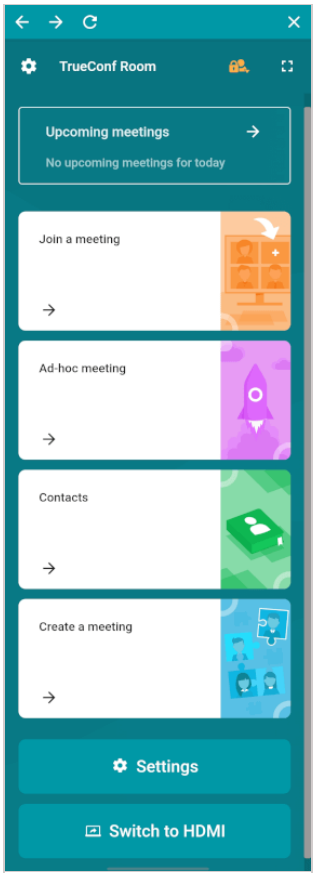

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19. TrueConf Room PRO

19.1. What is TrueConf Room PRO?

This TrueConf Room plan offers more opportunities for using and customizing the application. You will be able to:

- log in as a user

> * With TrueConf Room Pro plan, you can set different access rights for meeting room users and admins or moderators you've sent a password to.

- choose the elements to be displayed on the main screen.
- capture and broadcast NDI streams.

19.2. How to purchase TrueConf Room PRO

Depending on your server and the required number of connections, you could choose from several purchasing plans:

- if you are using the corporate TrueConf Server, you can bind the TrueConf Room Pro plan to the server by purchasing this plan as a part of the TrueConf Serverlicense. The TrueConf Room which is authorized on such a server will automatically get the TrueConf Room Pro status. Please note that only a limited number of applications connected to the server can have this status (this number depends on the server license);
- To activate TrueConf Room Pro on a separate device (including the devices connected to TrueConf Online), you need to contact TrueConf our sales department at sales@trueconf.com.

You can view information about your license in the application settings on the **About** tab in the **System info** block. The **Activate PRO version** button is available if you are using the **FREE** plan.

19.3. Trial license activation

TrueConf Room Pro free trial is available to all TrueConf Room users and can be used for 21 days after the download. To do this:

1. Fill in the TrueConf Room registration form and indicate your email address to get a registration key.

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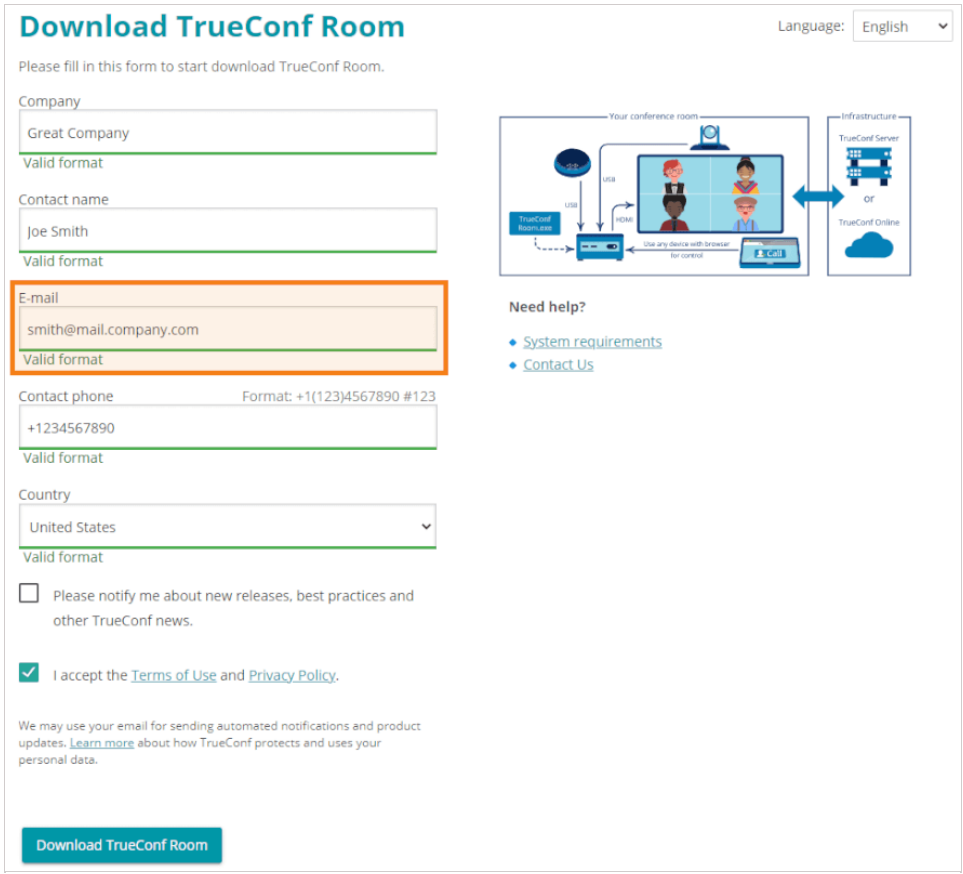
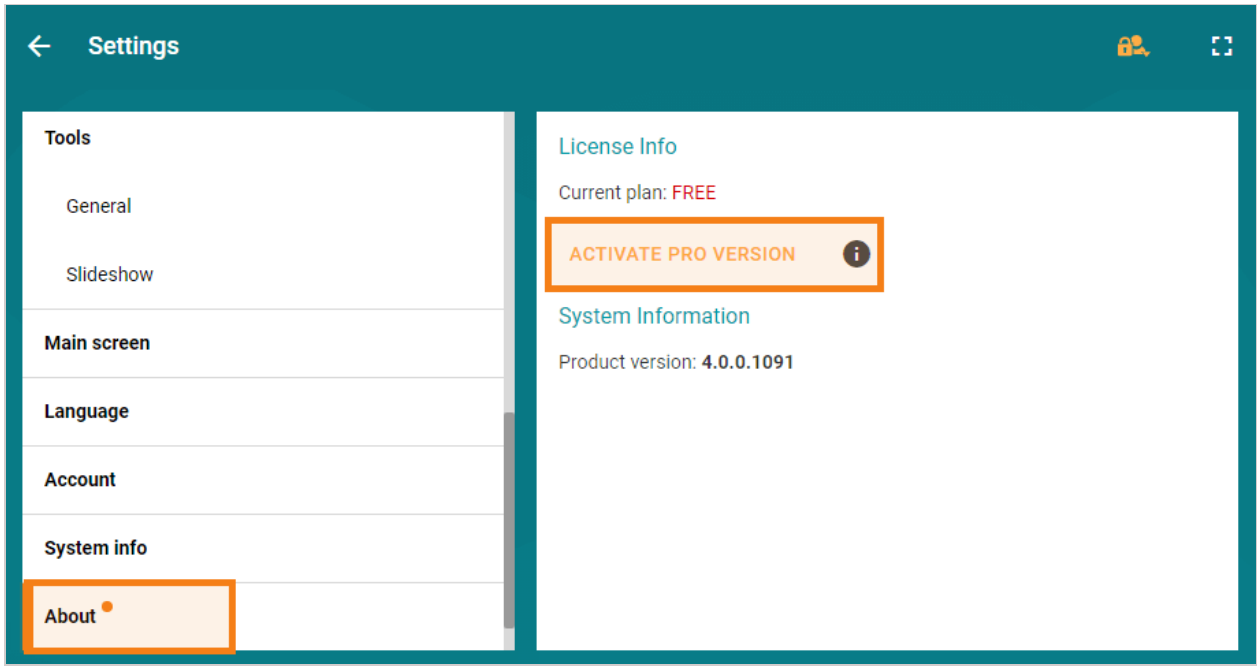


2. Open TrueConf Room control panel, go to **Settings** →**About** and click **Activate PRO version**:



3. Enter the registration key from your inbox and click **Activate**:

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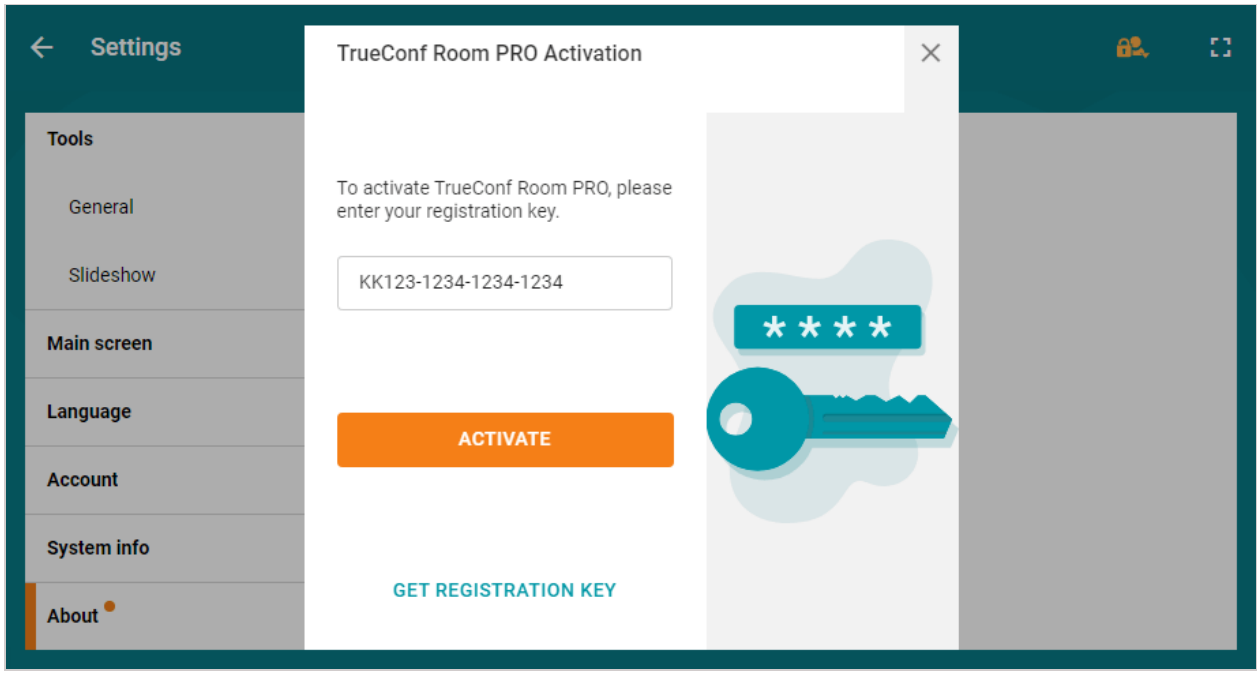
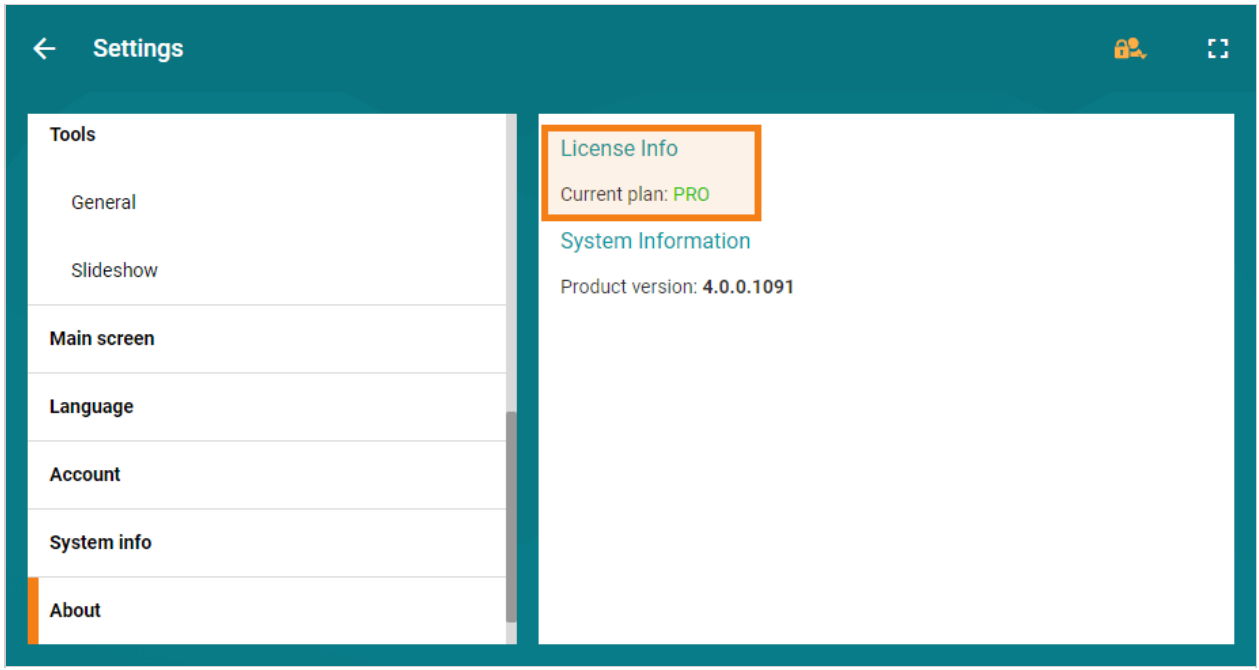


4. Make sure that you have switched to TrueConf Room Pro in your license information section:



19.4. Offline activation

> *i* This feature is available for the administrator only if **there is no Internet connection**.

To activate your license, please follow these steps:

1. Click the **Activate PRO version** button.
2. Enter a registration key of your TrueConf Server.
3. Download a generated activation key.

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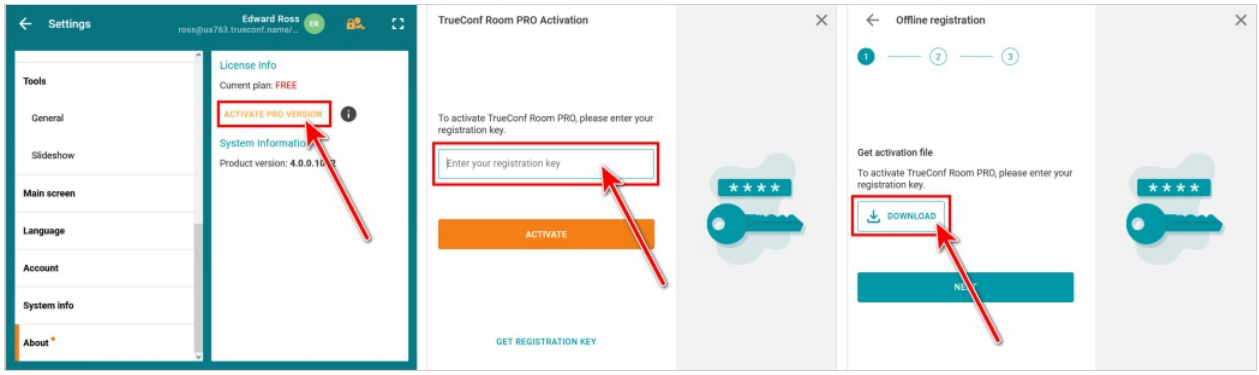
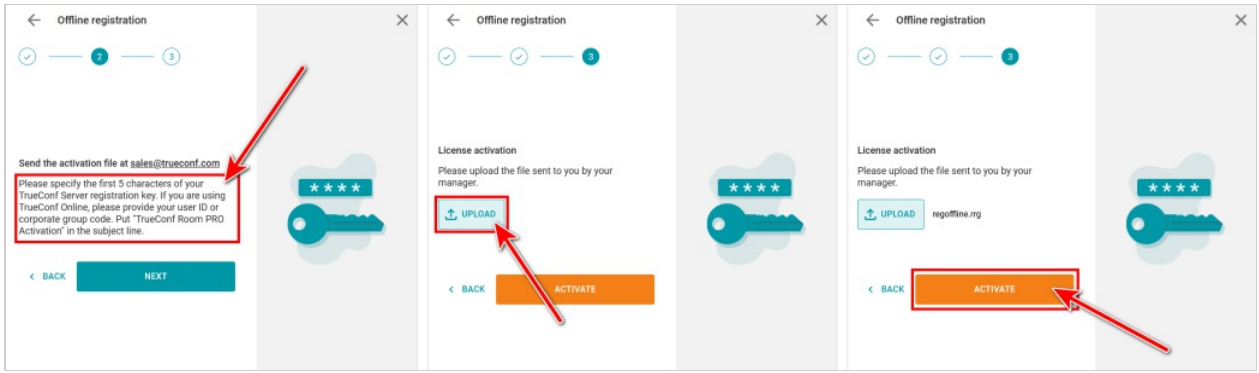


4. Send it by email and indicate **Activating TrueConf Room Pro** in the subject line.
5. Download a registration file you received in response.
6. Click the **Activate** button.



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