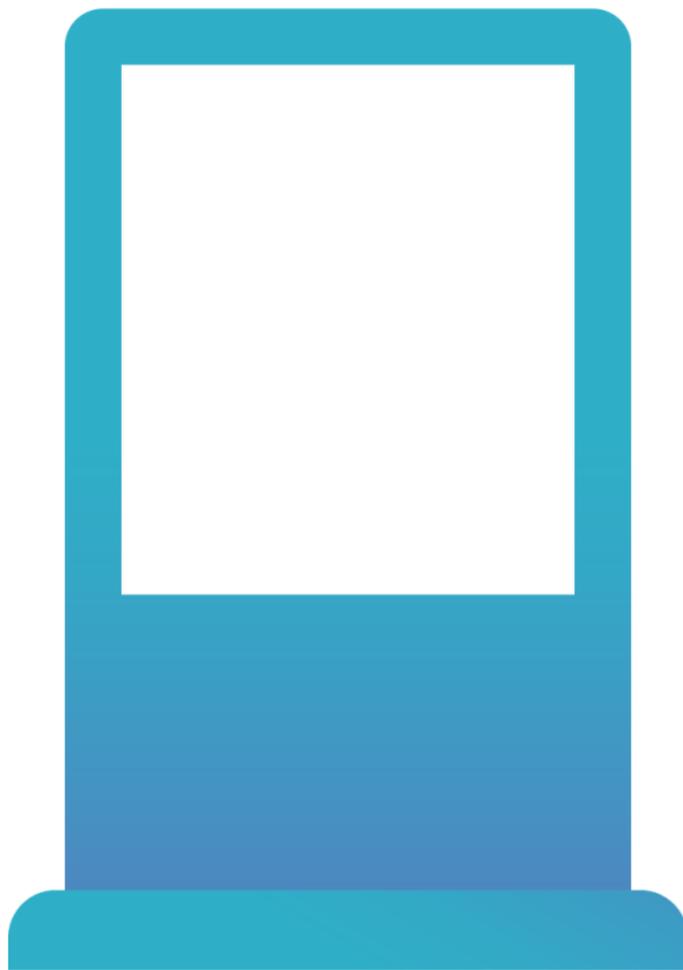


TrueConf Kiosk

User guide



Version 4.0

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1. TrueConf Kiosk Overview

1.1. Purpose

TrueConf Kiosk is a software shell over **TrueConf Server** and **TrueConf VideoSDK** which should be used for one-way video calls. It is designed to be installed on any hardware platform with Windows and Linux (Ubuntu).

With TrueConf Kiosk, TrueConf video conferencing can be integrated into any devices for businesses, public places, and more. For example, into ATMs or information kiosks for customer service.

The most common example of such integration is a dedicated video kiosk running on Windows or Linux with an onboard webcam.

The UI of TrueConf Kiosk is represented by the main screen with buttons for calling selected contacts from your TrueConf Server. You can also select the interactive kiosk mode if it is necessary to display only the call button in the corner (this button will overlay other windows).

All visual elements accompanying the call process (background image, company logo, video displayed in waiting mode, etc.) can be configured in the kiosk settings menu. As contacts, you can select users of your video conferencing server and **federated** servers.

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

1.2. Features of TrueConf Kiosk

- One-click customer/operator video calls with up to 4K Ultra HD resolution and dynamic adjustment to the communication channel.
- For a user, the UI is represented with buttons for calling one of the contacts selected by the administrator.
- The application can work in reception mode (main window in full screen) or in kiosk mode (only the call button is displayed in the corner of the screen).
- Calls to SIP/H.323 and RTSP devices.
- Document camera support.
- Ability to select a logo that will be displayed in the bottom left part of the video kiosk screen.
- Selection of the image that will be displayed as the background instead of the camera feed.
- Set promotional video that will be played on the video kiosk screen in standby mode.
- The ability to automatically print PDF documents using the built-in printer.
- Automatic call and conference recording on the server, if the corresponding option is enabled.
- Control the application using external commands from third-party devices.

2. Activation and settings menu

2.1. Activating a PRO license

To operate TrueConf Kiosk, a PRO license must be activated using a **registration key**. You can obtain the key through your manager or [the technical support of TrueConf](#).

To activate the license:

1. Create the `license.txt` file with the registration key on the PC where TrueConf Kiosk is installed, for example, at the path `c:\file_with_key.txt` on Windows.
2. Open the terminal (command line) in your operating system, and execute the following command.

2.1.1. For Windows:

```
<kiosk-path>\Application.exe --license-key --filepath <license-file>
```

sh

where `<kiosk-path>` is the installation path for TrueConf Kiosk (`C:\Program Files\TrueConf\Kiosk` is selected by default), and `<license-file>` is the full path to the file from the first step.

2.1.2. For Linux:

```
<kiosk-path>\Application --license-key --filepath <license-file>
```

sh

where `<kiosk-path>` is the installation path for TrueConf Kiosk (`/opt/trueconf/video-sdk/` is selected by default), and `<license-file>` is the full path to the file from the first step.

2.2. Application settings menu

All configurations for TrueConf Kiosk are specified using a separate application called TrueConf Kiosk Configurator, which is available:

- on Windows in the **Start** menu in the TrueConf Kiosk folder.
- on Linux in the list of installed programs.

Launch the configurator application and go to the application settings (start with [connecting to the server](#)).

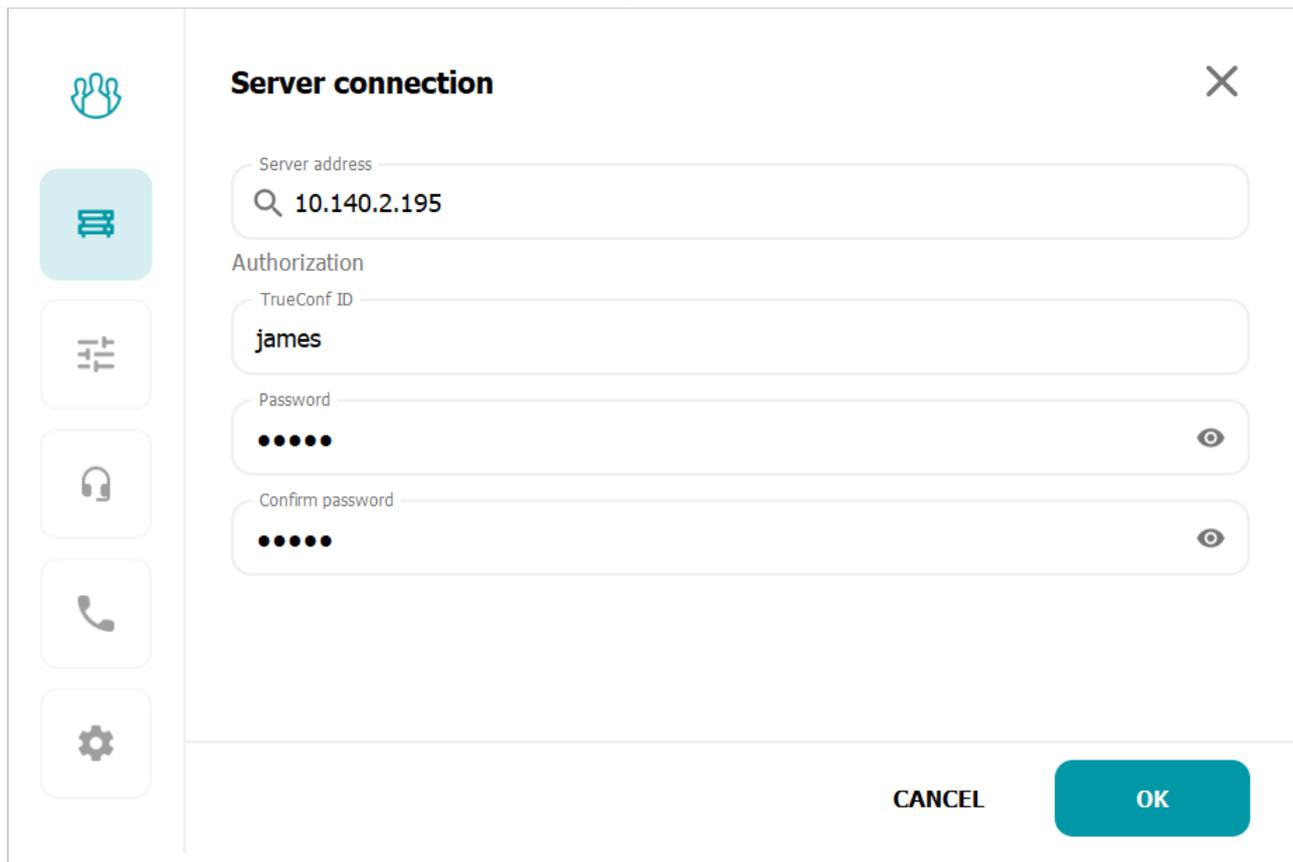
3. Kiosk configuration

TrueConf Kiosk basic setup includes:

- Your TrueConf Server address
- [TrueConf ID \(login\)](#) and the password of the user on whose behalf TrueConf Kiosk will make calls to the server
- media capture and output equipment (camera, microphone, headphones);
- User (or several users) who TrueConf Kiosk will call upon pressing the call button.

Let us examine the sections (elements) of the settings window that are related to these parameters.

3.1. Connection to the video conferencing server



The screenshot shows a configuration window titled "Server connection" with a close button (X) in the top right corner. On the left side, there is a vertical sidebar with icons for different settings: a hand icon, a server rack icon (which is highlighted in blue), a list icon, a headset icon, a phone icon, and a gear icon. The main content area contains the following fields:

- Server address:** A text input field containing "10.140.2.195".
- Authorization:** A section header followed by three input fields:
 - TrueConf ID:** A text input field containing "james".
 - Password:** A password input field with six dots and a visibility toggle icon (an eye with a slash).
 - Confirm password:** A password input field with six dots and a visibility toggle icon (an eye with a slash).

At the bottom right of the window, there are two buttons: "CANCEL" and "OK".

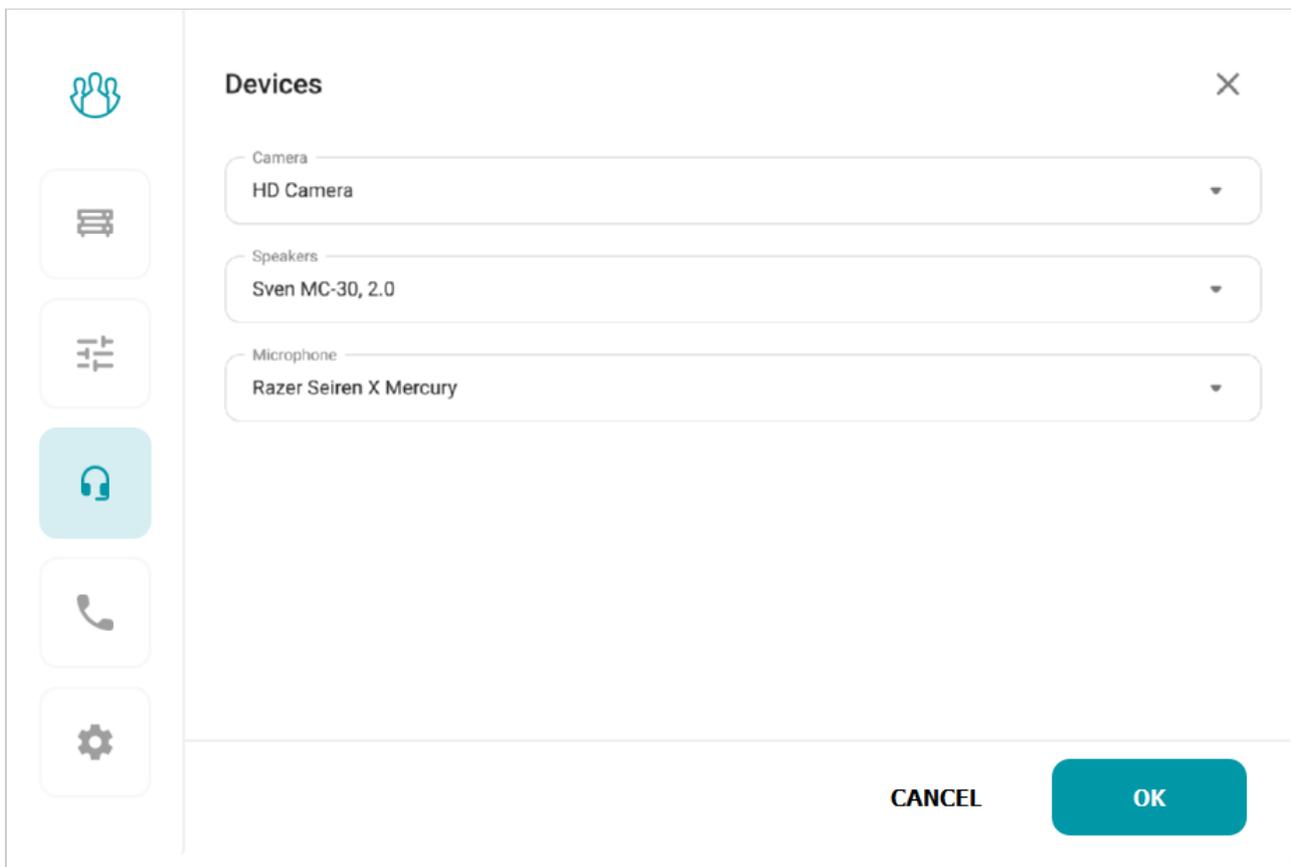
In the first section **Server connection**, you can find the following fields:

- **Server address** – the address of your TrueConf Server
- **TrueConf ID, Password, Confirm password** – the login and password (entered twice) of the server user (this account will be used for authorization by the kiosk); on behalf of this user, the kiosk will make calls.

To save the settings, use the **Save** button (it can be pressed once after specifying all parameters).

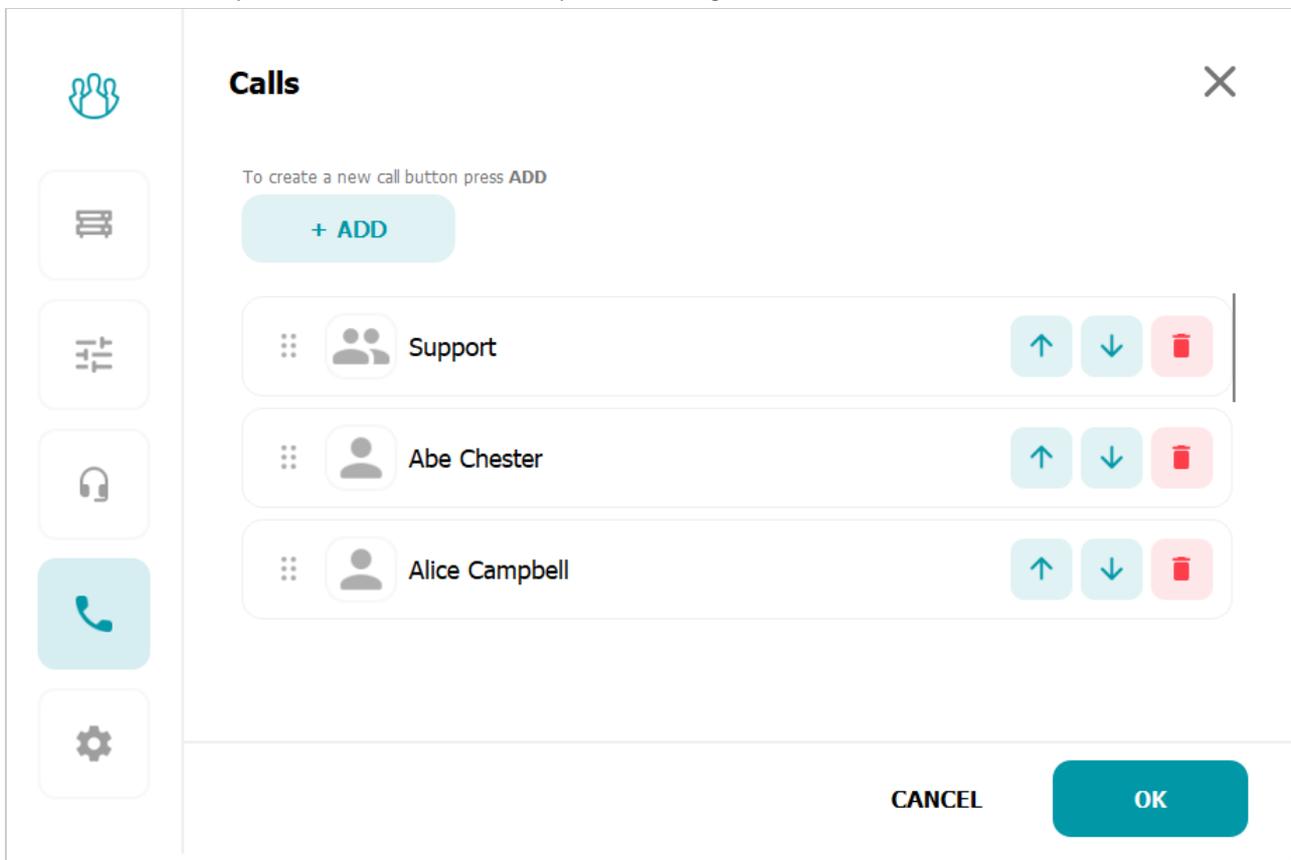
3.2. How to Select Devices?

To select the devices that the kiosk will use during a call, go to the **Devices** section in the configuration window.

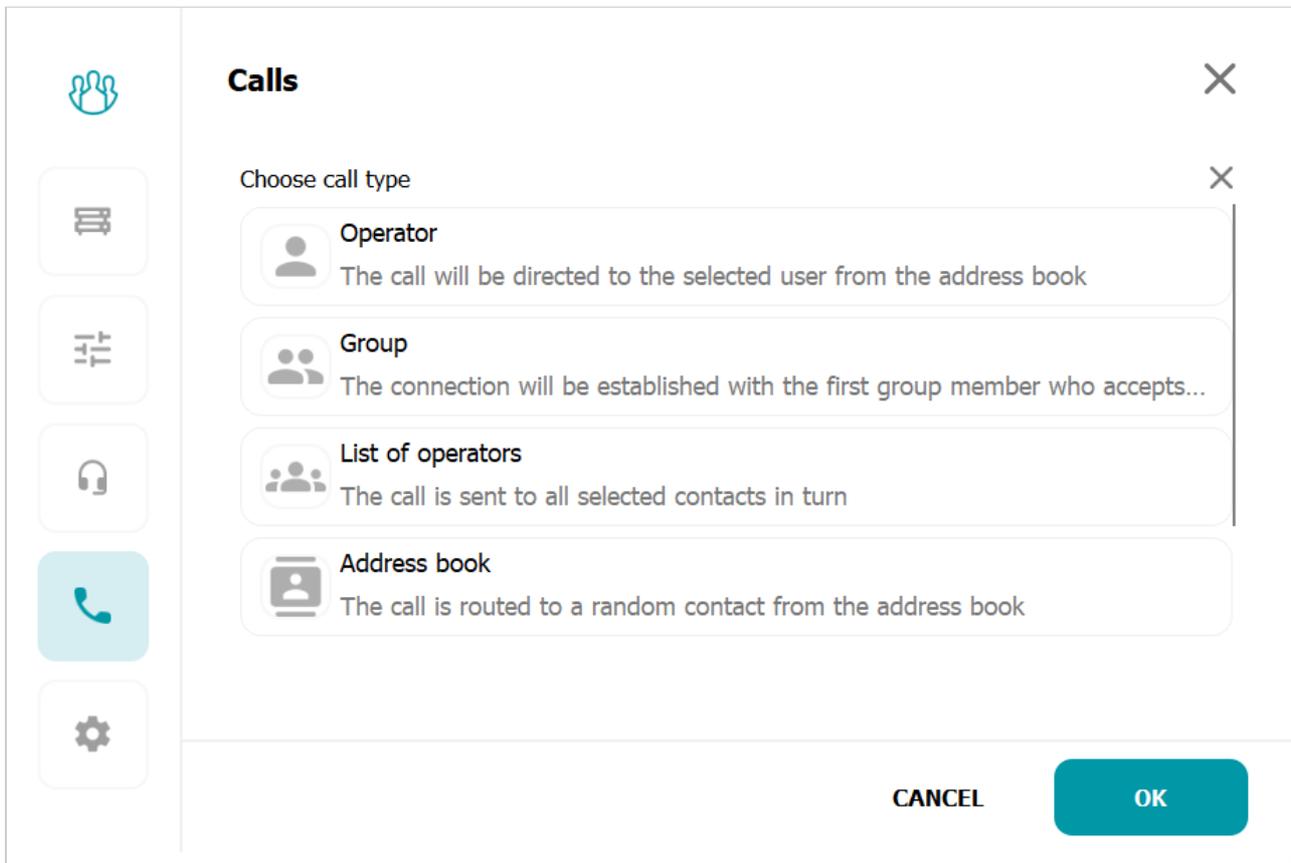


3.3. Configuring call buttons

In the **Calls** section, you can add buttons to call operators using the **ADD** button.



Call buttons can be of several types:



- **Operator** - one operator, specify the TrueConf ID and the display name for it;
- **Group** - group of operators, specify the ID of the required group and assign it a name. The group ID can be obtained using an API request in the relevant documentation;
- **List of operators** - the list of operators, manually add all necessary users and specify the display name;
- **Address book** - the address book of TrueConf Kiosk, specify the display name of the button and configure the callback parameters. When you press this type of button, a sequential call is made to all users in the address book in a random order.

In the role of the operator receiving the call can be:

- User from your video conferencing server or [federated](#) server
- [Identifier \(ID\) of the conference](#) to which the call needs to be directed (for example, to a virtual room with an on-duty operator)
- SIP or H.323 device, RTSP camera, etc. – any device that can be connected to TrueConf Server. You can find a detailed description of the call string format for each of these cases in the [documentation for TrueConf Server](#).

For example:

- `<user>` – call to a `<user>` from your TrueConf Server.
- `<user>@<server>[:<port>]` – call to a `<user>` on TrueConf Server at the address `<server>[:<port>]`. The server IP can also be used as the address. Federation must be configured on both servers for the call to be successful.
- `#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.



To save the settings of TrueConf Kiosk Configurator, you need to add at least one contact of the type **Operator**.

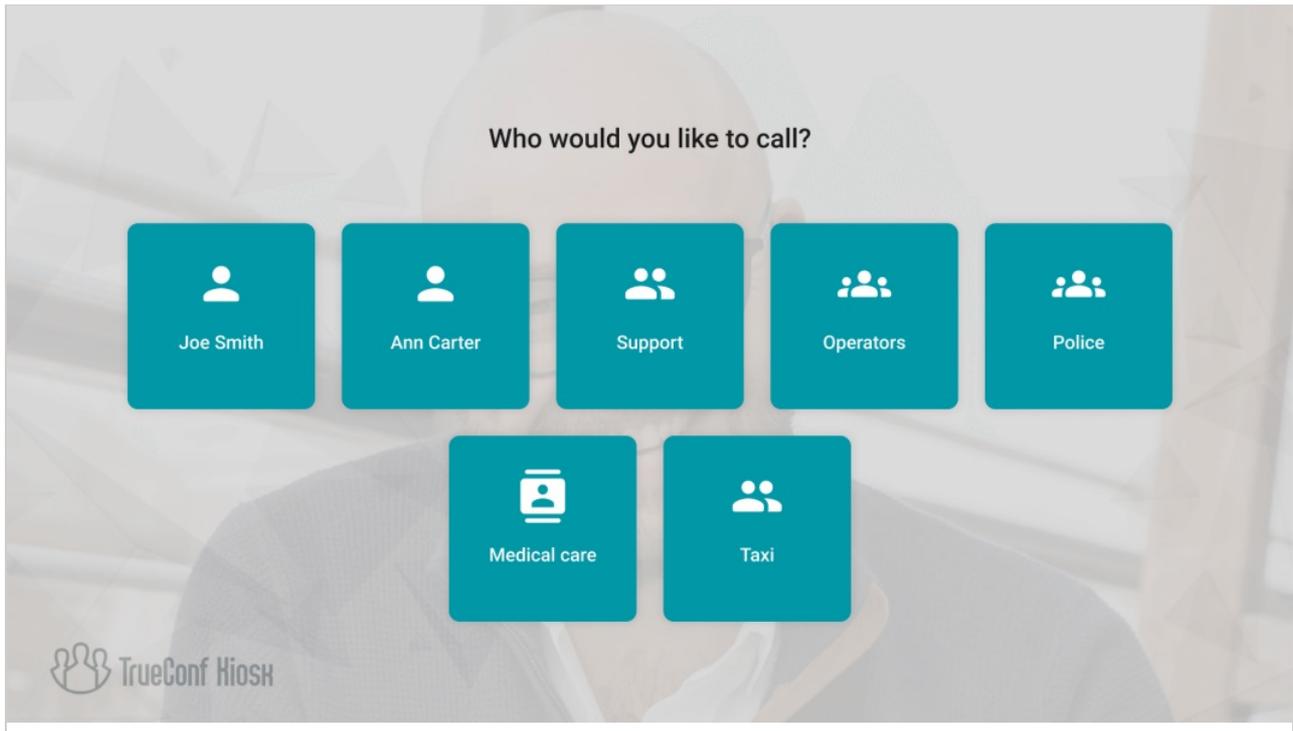
3.4. Kiosk mode configuration

TrueConf Kiosk can operate in two different modes:

- constantly display on the device screen (PC, interactive kiosk, etc.) the main window with call buttons – **Reception;**
- do not overlay content on the device screen, but display a floating call button over all windows in the bottom right corner – **Interactive.**

The reception mode will be helpful if TrueConf Kiosk is the only application running on the device and is the only point of interaction. If there are other applications launched on the device but a user should be able to call a service or a contact, the interactive kiosk mode with a floating call button will be more convenient.

Example of the main screen in reception mode:



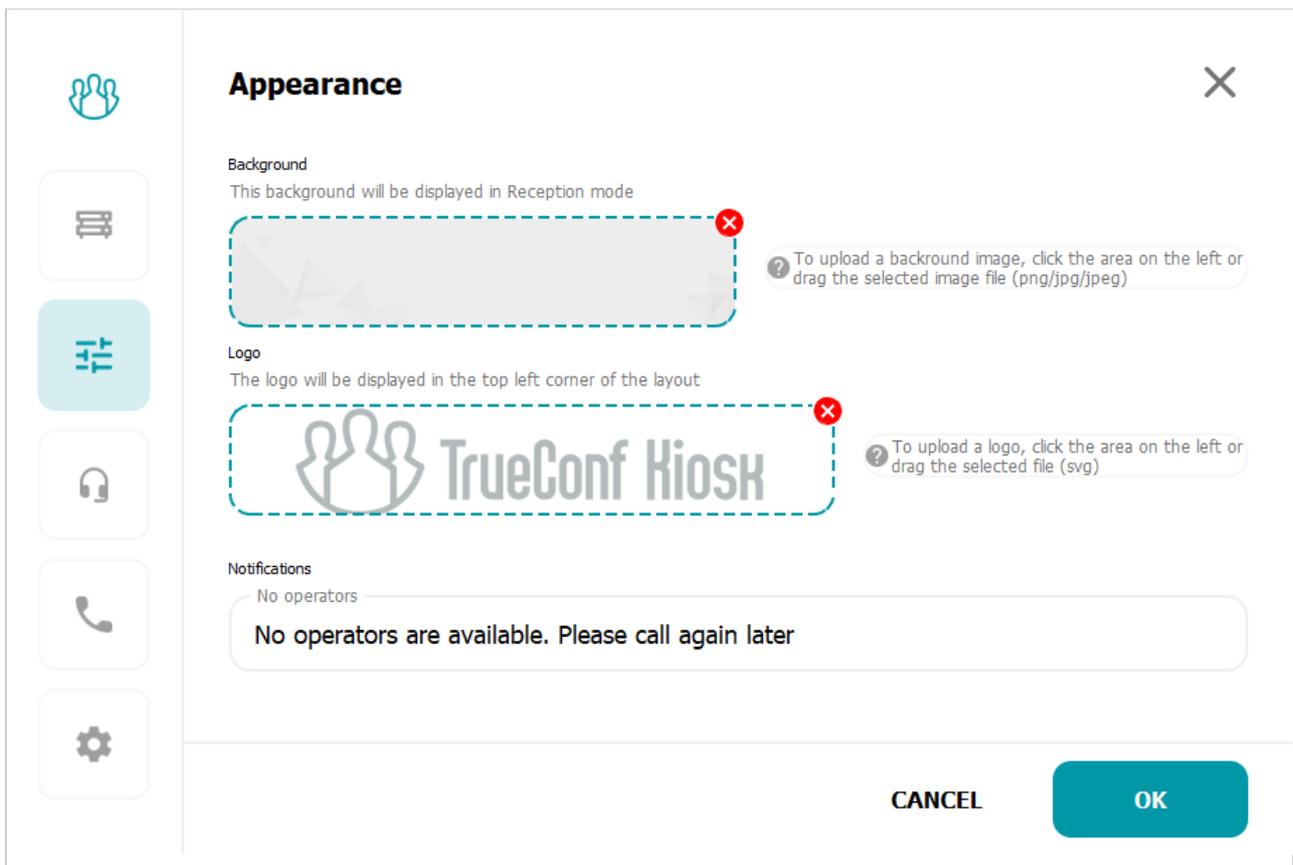
If [only one call address](#) is selected in interactive kiosk mode, a tap on the floating button will immediately start a call. Otherwise, a window with a list of buttons will be displayed (this window will be minimized after a few seconds if the user does not ultimately choose who should be called).

To select the kiosk mode, go to the **Settings** section.

Here you can also enter the text that will be displayed above the call buttons and specify the waiting time for a reply from the contact to whom the outgoing call will be directed. The **Path to video files** field shows the path to the directory with videos that will be displayed in interactive kiosk mode on the device screen. To specify the required path, click on the button .

3.5. Background and logo customization

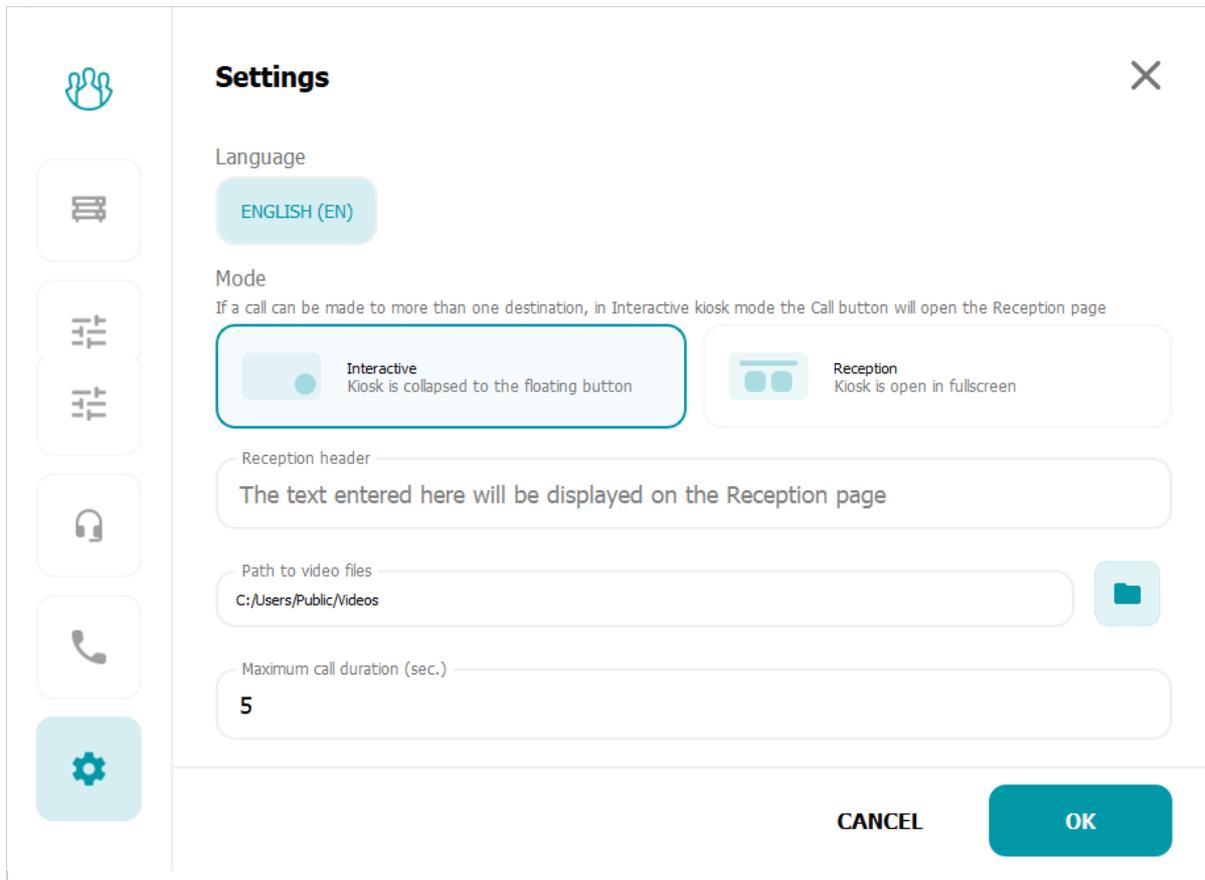
By default, the image from the [camera selected in the devices list](#) is used as a semi-transparent background for buttons. If you need to set your own background for branding purposes, you can do so in the **Appearance** section. There you can also select a logo to be displayed in the bottom left corner.



To remove a background image or logo, use the  button in the corresponding block.

4. Managing TrueConf Kiosk via the command line

To ensure the command line functions correctly in TrueConf Kiosk, you need to select the **Interactive** mode in the configurator under the **Settings** section.



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

`-call` – initiate a call according to the call settings specified in the **Call tab** of the settings menu. If TrueConf Kiosk is closed, this parameter will launch it and, after successful authorization, initiate the call. If the information kiosk is already in a call or conference, the command will be ignored.

`-hangup` – end an active call. If there is no call in progress at the time the command is executed, it will be ignored.

`-reject` – end an active or incoming call.

Example of a command call:

```
"C:\Program Files\TrueConf\Kiosk\Controller.exe" --call
```

where `C:\Program Files\TrueConf\Kiosk\` is the full path to the installed TrueConf Kiosk application.

*

You can also use shorter commands, such as:

```
Controller.exe -call
```

To do this, you need to either launch the command line directly from the application's installation directory or add the path to this directory to the **Path** environment variable in the Windows OS settings.

5. Printing PDF Documents

In [TrueConf Kiosk](#) version 4.0 and above, the ability to print documents in PDF format is implemented.

During a video consultation with an operator, users will be able to quickly receive the necessary documents without needing to provide an email address or visit the company's office. This feature will be useful when using TrueConf Kiosk in bank branches, insurance companies, and office centers, for example, for printing contracts and certificates.

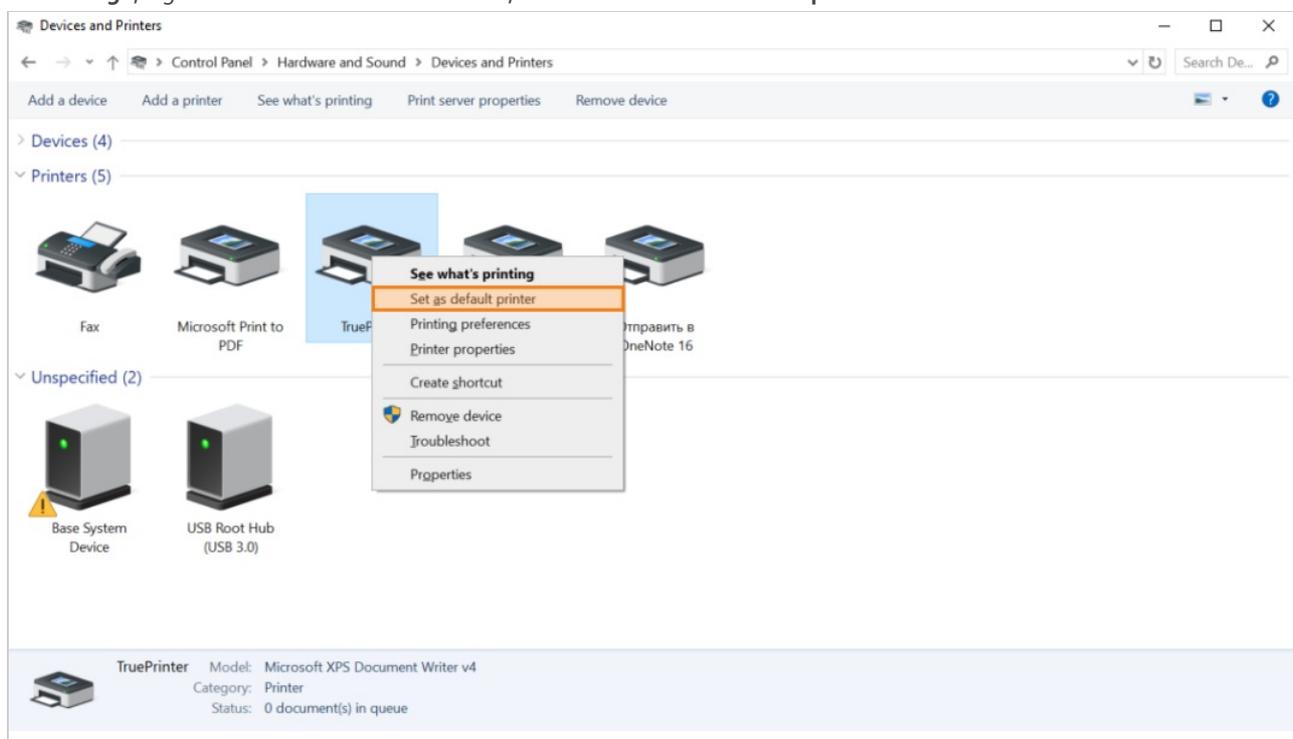


Document printing in the infomat is only possible when TrueConf Kiosk is installed on Windows OS.

5.1. Print Setup

To correctly print PDF documents using TrueConf Kiosk, you need to:

- install the latest version of [Adobe Acrobat Reader](#) on the system where TrueConf Kiosk will be used;
- To select a printer for printing, go to the operating system settings menu, **Gateways → Transcoding → Visual settings**, right-click on the desired device, and select **Set as default printer**.



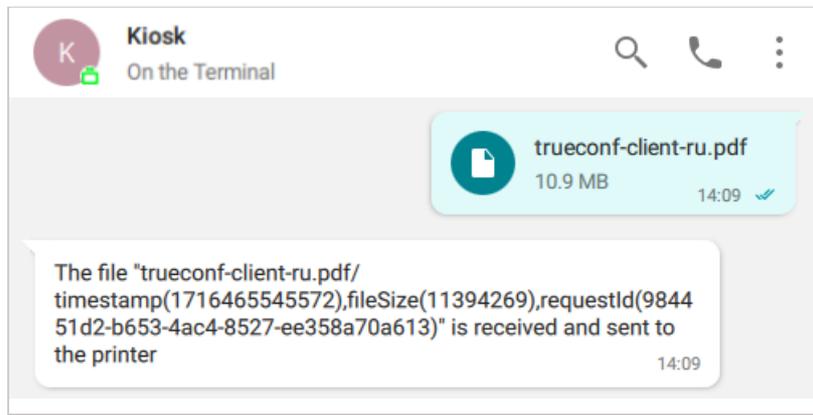
5.2. Printing process

TrueConf Kiosk automatically sends all files to print under the following conditions:

1. TrueConf Kiosk is in a call or conference.
2. The format of the sent file is **.pdf**.
3. The file was received from one of the operators in a personal chat during a call or in the group chat of the current conference.

After the file is successfully downloaded and before it is printed, the sender will receive a message in the chat of the form:

The file "NAME/INFO" is received and sent to the printer



If the file retrieval is unsuccessful, a corresponding message will also be sent:

Error receiving file "NAME/INFO

