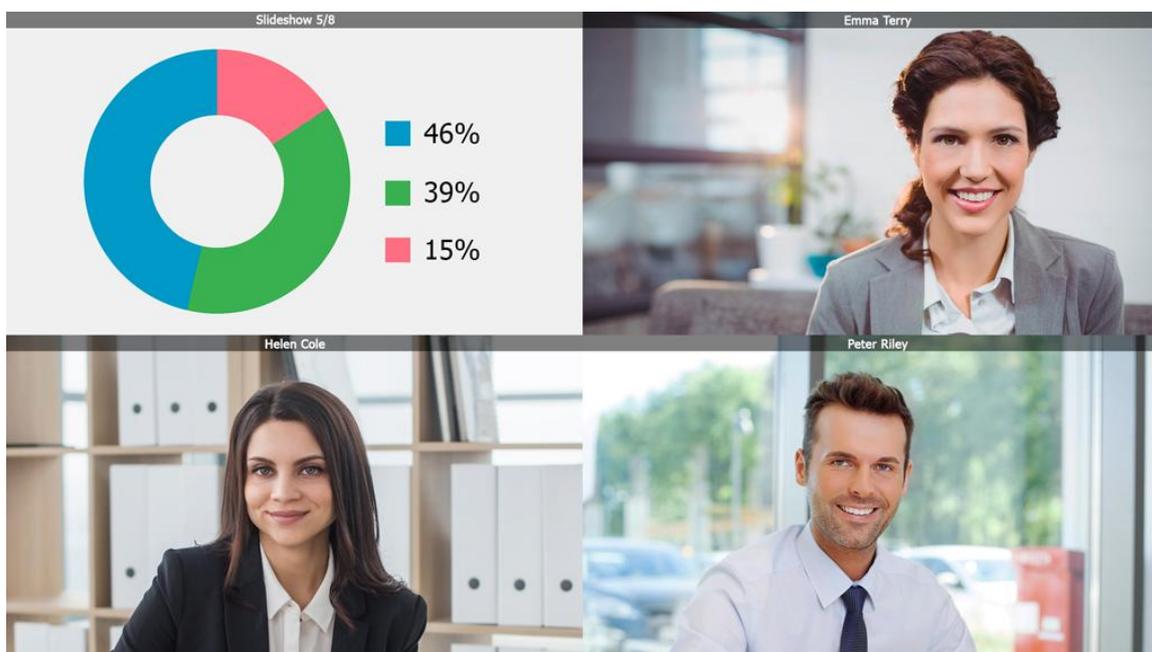




TrueConf Terminal 2.0

User Guide



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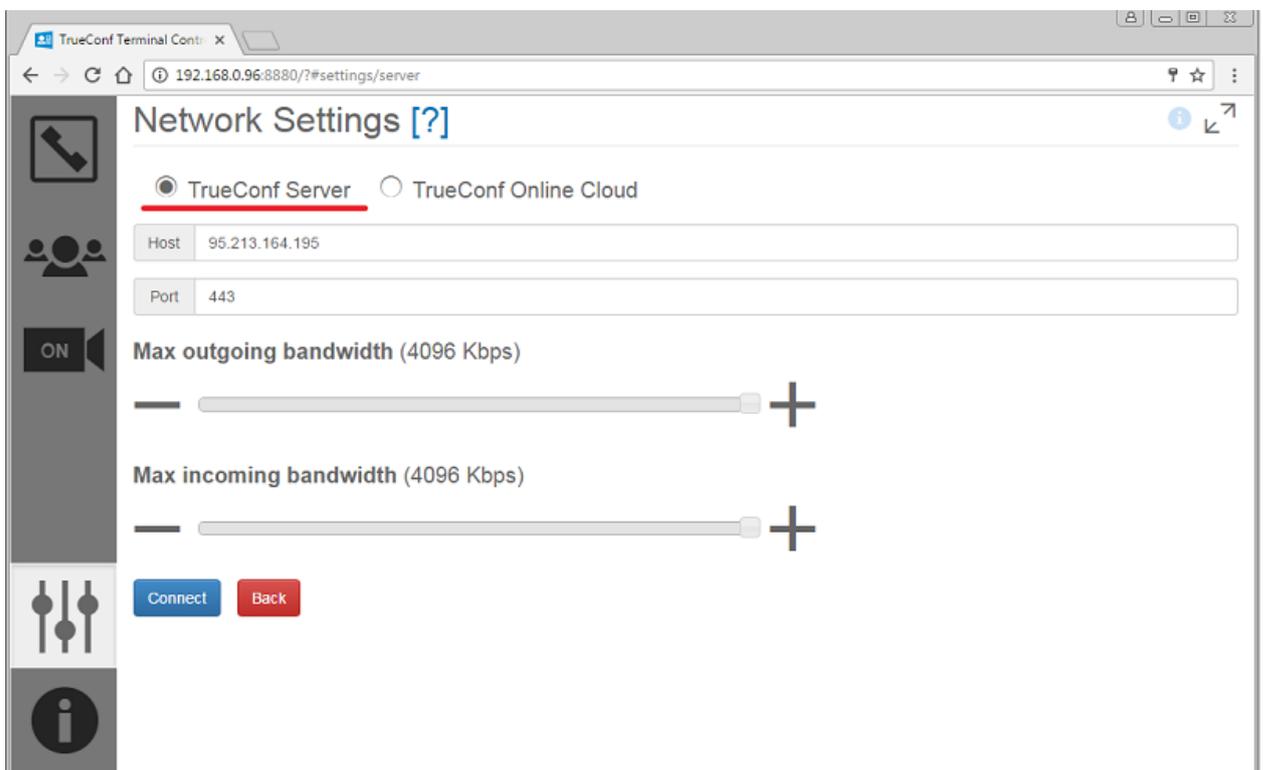
How to run web-interface of the terminal?

First, run client application on your PC. Then open any browser, enter the IP address of the computer where TrueConf Terminal has been installed and the port of your terminal into your browser's address bar. For example, **192.169.45.50:8880**. Press Enter. Once you do it, web manager will open.

Connecting to TrueConf Server

After initial start of the terminal, you've to connect it to the server.

Access terminal's settings by pressing Settings  icon:



Check «**TrueConf Server**» option, which will turn blue.

Enter your TrueConf Server address in «**Host**» box. For example, **video.company.name**.

In «**Port**» box, enter the port number by default it is **4307 TCP**. Ask your network administrator for this information.

Customize maximum **inbound** and **outbound** bit rates using minus/plus sliders or buttons. The highest bit rate is set to 4096 Kbps by default.

After all the inputs are filled in, click on «**Apply**» to save the settings. Then press «**Connect**».

After connecting to the selected server, enter your **TrueConf ID** and **password** into login form.

Please note that the server connection status is specified under **TrueConfID** and **password** input fields. The following statuses are possible:

Status	Meaning
<i>Connecting to server ...</i>	Connection to the server is currently being performed.
<i>You have successfully connected to the server</i>	Connection to the server has been established.
<i>Incorrect username or password</i>	Try different username and password. Contact your server administrator.
<i>Server connection fails</i>	The connection has been stopped. Please try again or contact your administrator.
<i>Username field cannot be empty</i>	This message appears when the "Login" box is blank.
<i>Please, enter the correct password</i>	The password you entered is not correct. If you do not remember it, contact your administrator.
<i>Your username is being used on a different endpoint</i>	Most probably you forgot to disconnect on endpoint you've used last time.
<i>You have successfully connected to the server</i>	Now you can sign in.
<i>Your account is not active. Please contact your administrator</i>	The administrator has probably deleted your account. Please, contact your administrator.
<i>The licensed number of users is exceeded at the server</i>	If you cannot sign in on the terminal for this reason, contact your administrator. This status indicates that the maximum number of accounts has been reached at this server. You might need to increase the number of users in your license.
<i>Logging in...</i>	Please, wait, you are being logged in to the server.
<i>Server certificate has not begun to operate</i>	The license has not become active yet. Please check system time on the server.

In case of successful connection to the server, you will see «**You have successfully connected to the server**» status, which means you can proceed with authorization. To do it, you should fill in **TrueConf ID** and **password** input field and then press «**Login**». In case of successful authorization, address book containing contact list will automatically open (for more information on the **address book**, see "Address book" section).

To sign out, open the settings menu by pressing the button .

Then click on «**Authorization**».

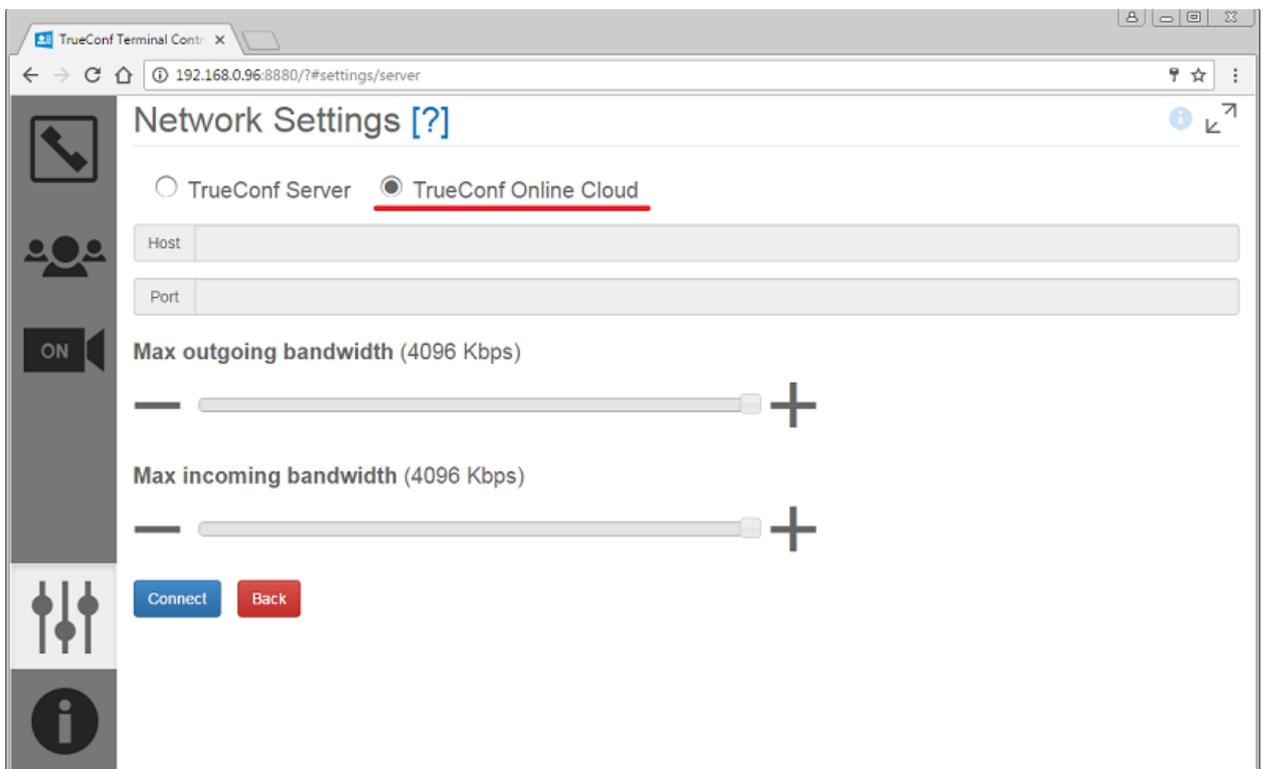
By clicking the button, you open the profile of the current user.

Press «**Logout**».

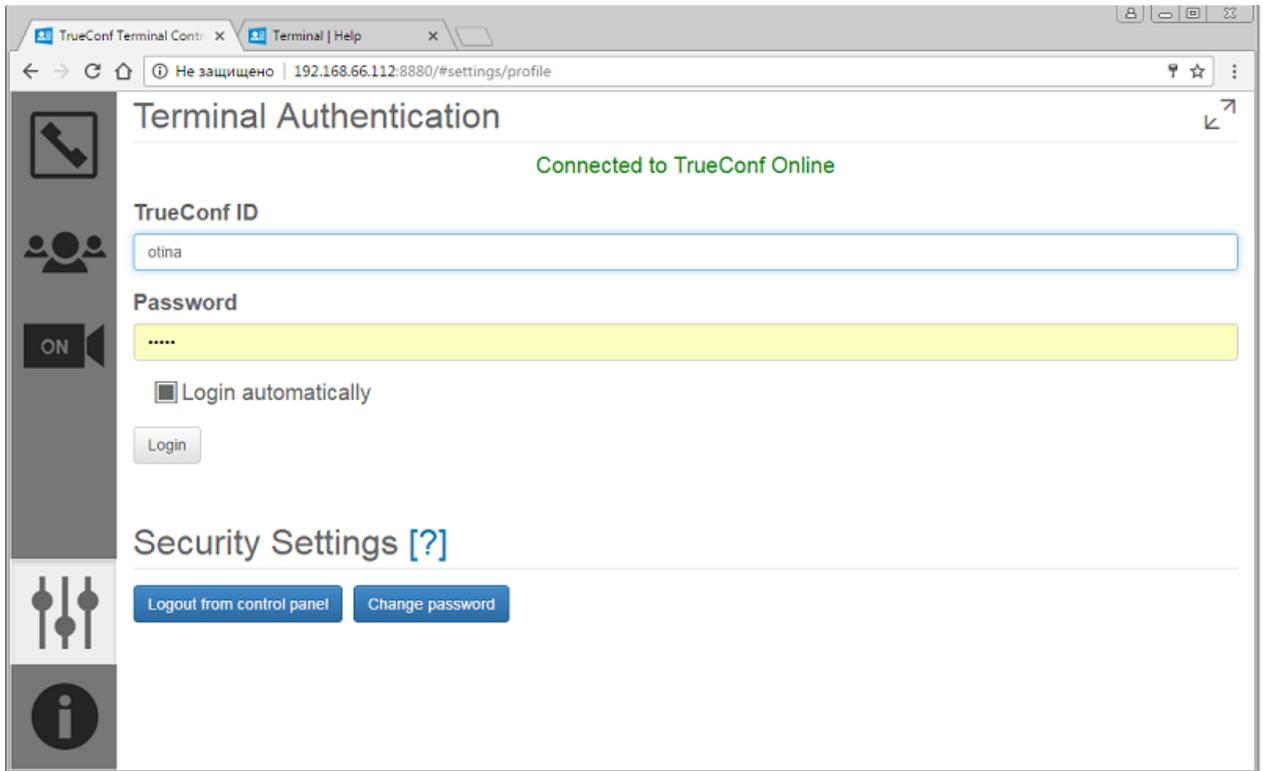
To change the user, open the Settings menu again, click on the login button and enter **TrueConf ID** and **password of another user**.

Connecting to TrueConf Online

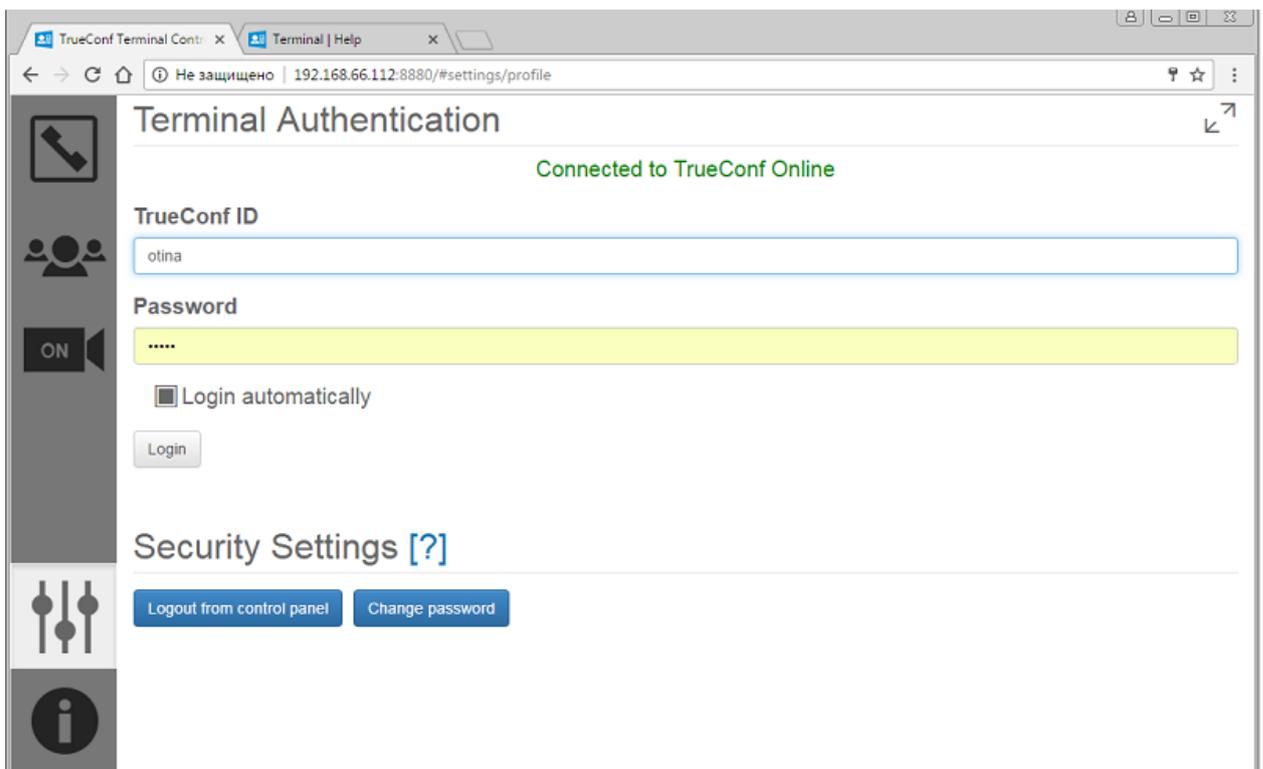
If you want to connect the terminal to **TrueConf Online** cloud video conferencing service, which is free to use, select «**TrueConf Online Cloud**» checkbox:



Then press **«Connect»**. You will see sign in box for TrueConf Online service. Enter TrueConf ID and password in those fields and press **«Login»**. If you want to log in automatically at each time terminal startup, please put a tick in **«Login automatically»** checkbox:

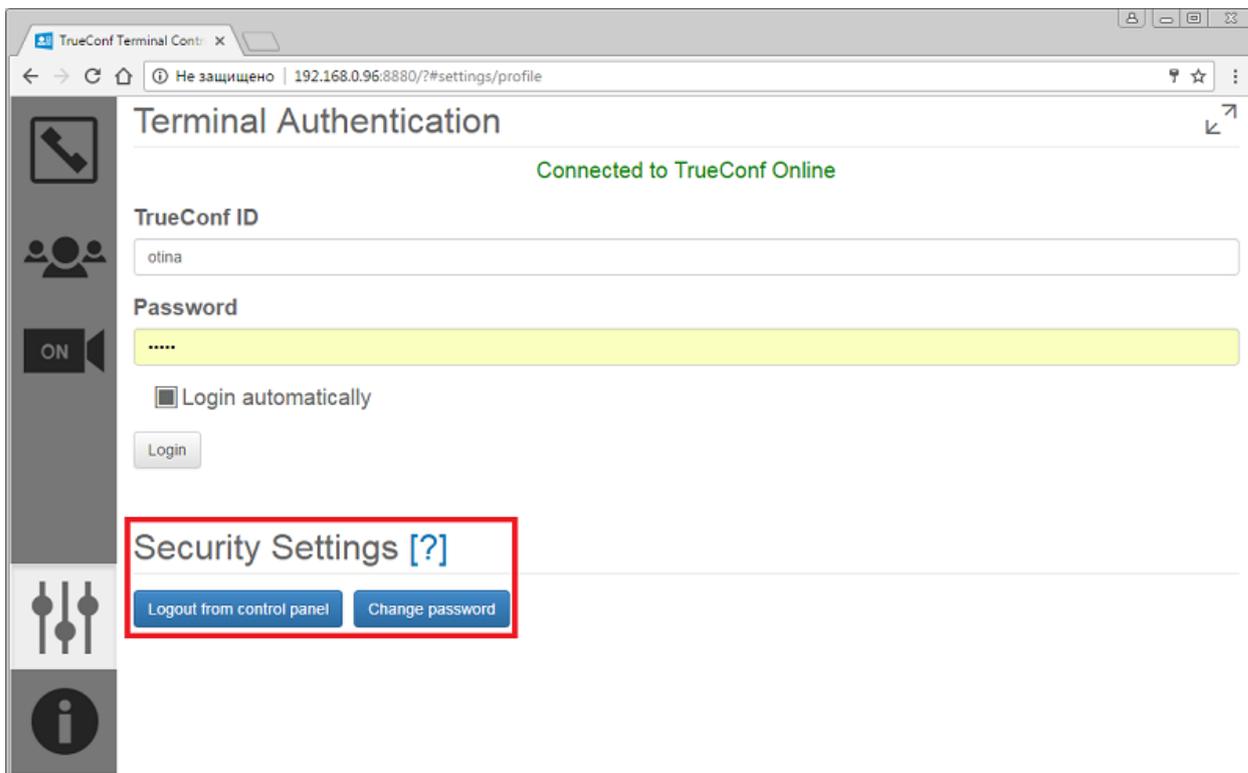


To sign in to the terminal with a different name, press **«Logout»**. Then sign in again:

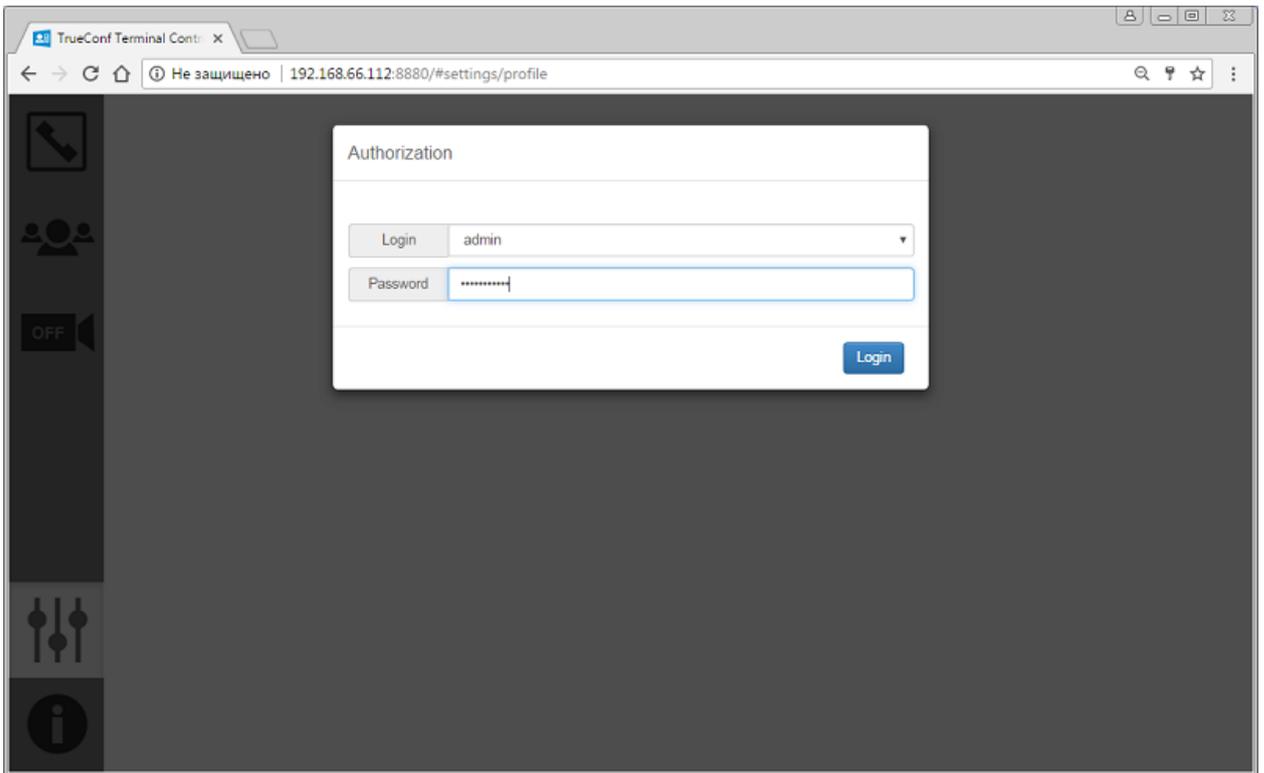


«Security Settings» menu

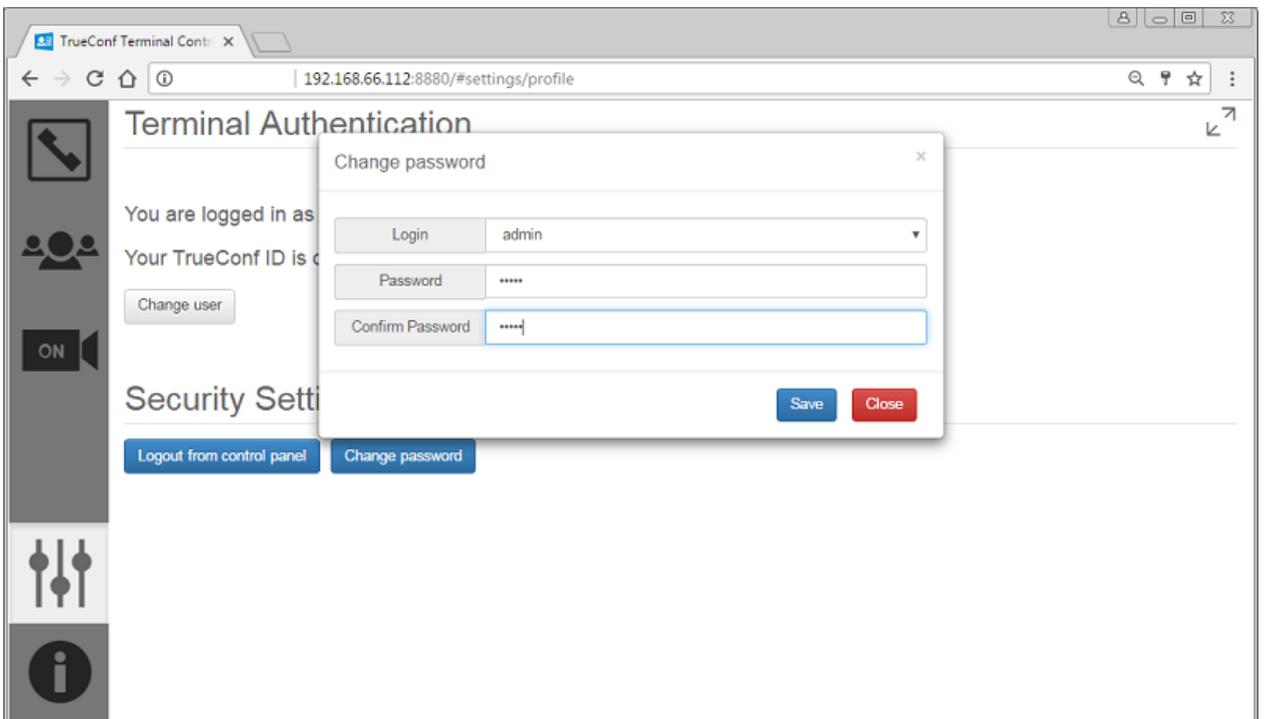
«Security Settings» section is available to users on the login settings page:



By clicking "**Logout from control panel**" you will log out. After that, proceed to the login form which opens in control panel:



By clicking **"Change password"** you will proceed to the login form. Enter new password, save it and press **"Save"**:

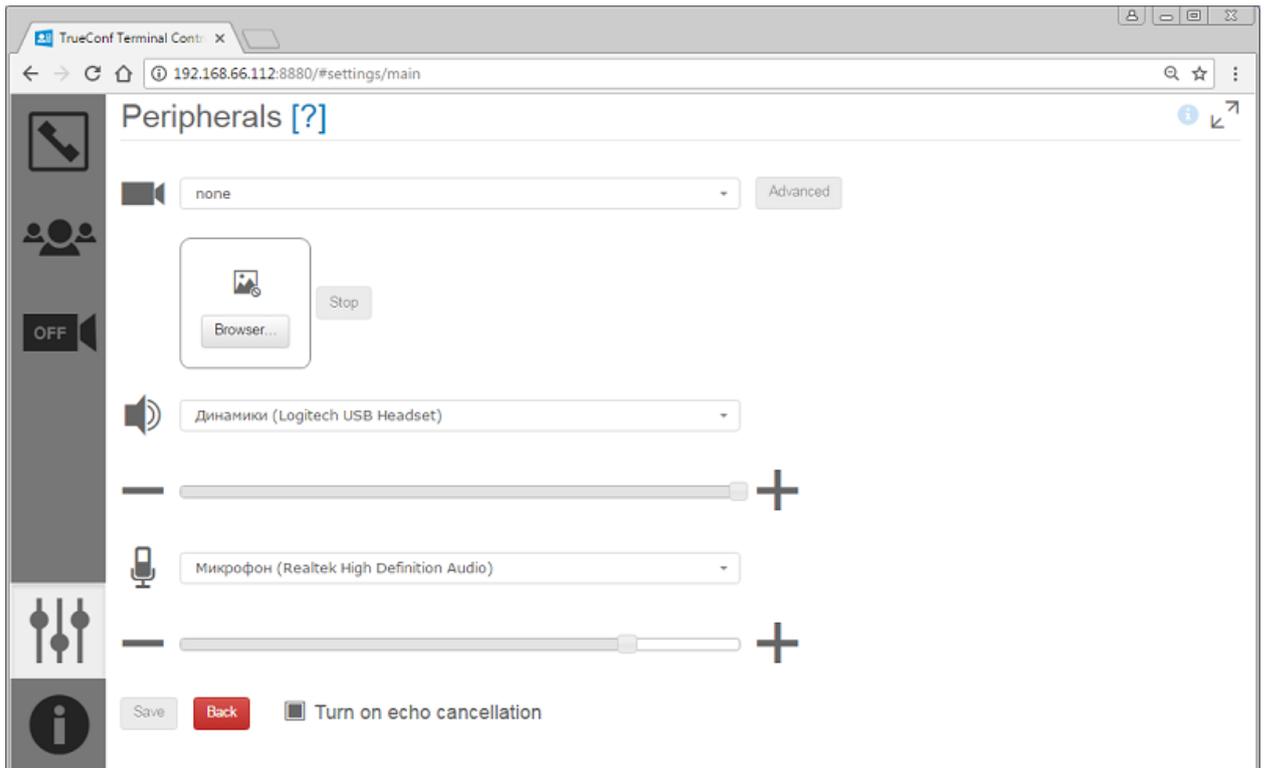


«Peripherals» menu

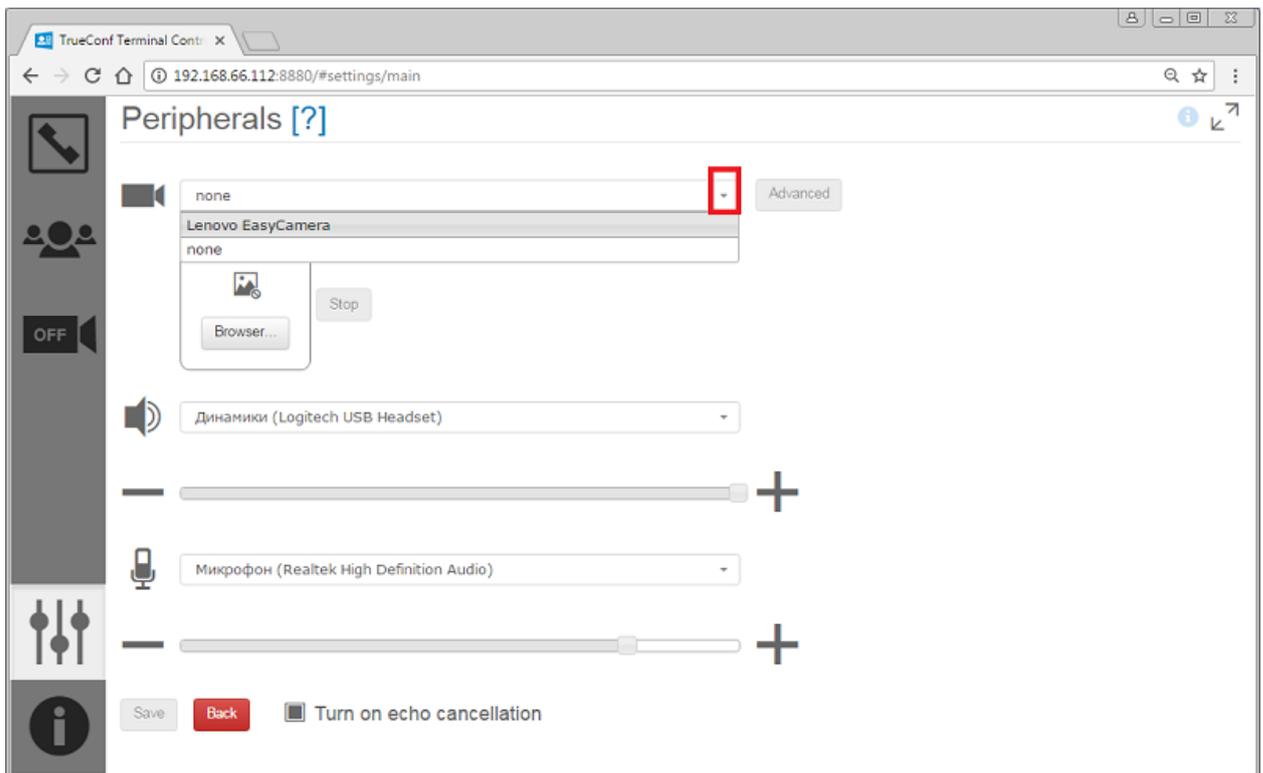
When working with the terminal you may need to change the configuration of the equipment (e.g. camera, audio input and output devices).

To switch to the equipment settings, open the Settings menu by pressing the button .

The following form opens:



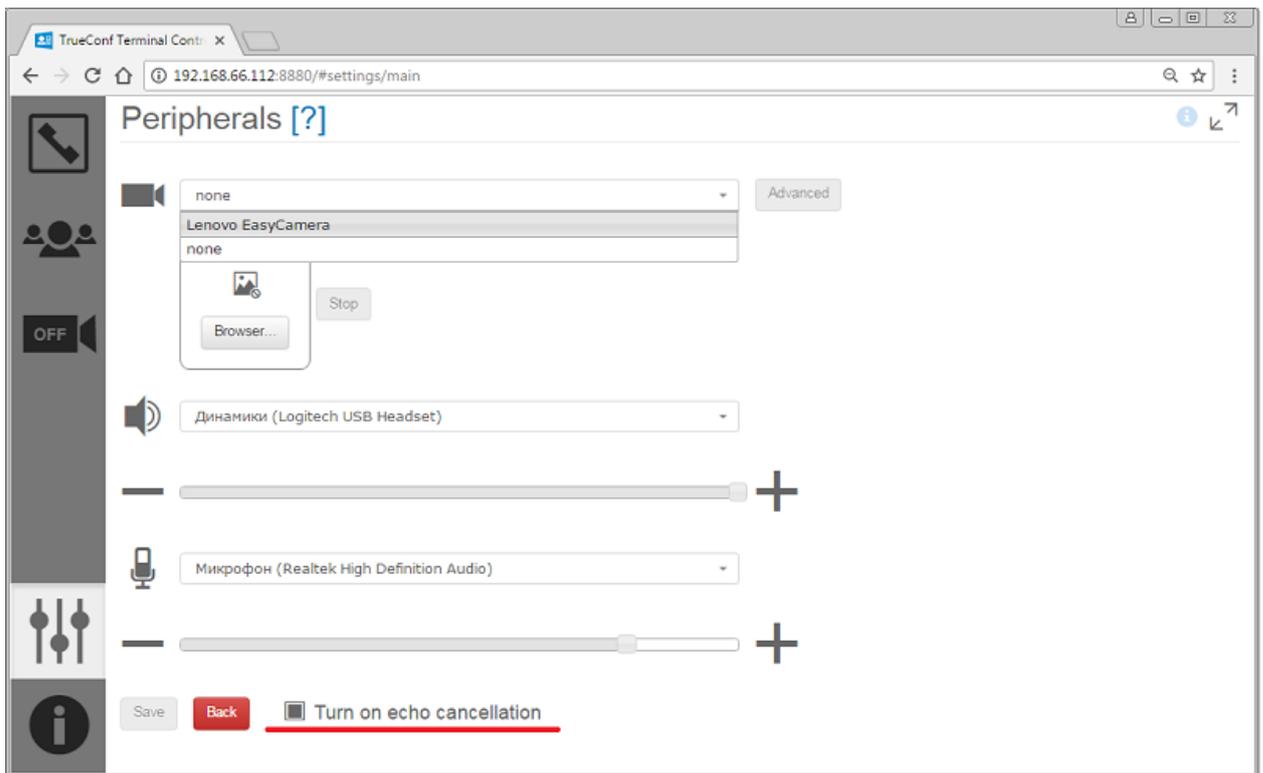
To change the equipment, you need to click on the arrow in the device selection field, such as camera, speakers, or microphone:



By clicking you open a drop-down list where you can select the device you need.

The sliders located under the speakers and microphone icons allow you to adjust microphone sensitivity and speaker volume. Click on the plus icon to increase the volume, and press the minus icon to decrease it. Alternatively, you can move the slider to adjust these levels manually.

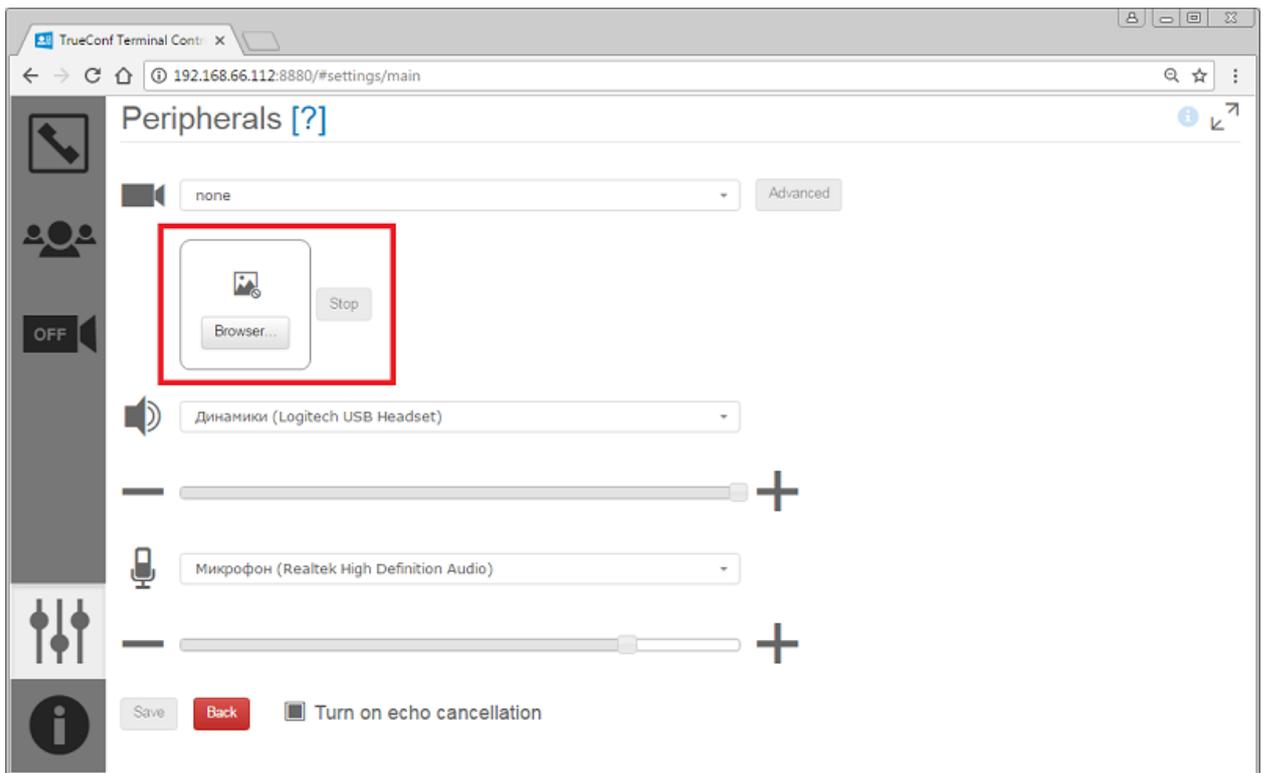
Setting the flag in the «**Turn on echo cancellation**» field will allow you to activate the software echo canceling feature. If this option is enabled, the sound will become clearer and crisper. If you use dedicated speakerphone with echo-cancelling enabled, please disable this feature to avoid unnecessary double signal processing.



To save all the equipment settings, just click on **«Save»**.

Picture Broadcast

Instead of your webcam video you can broadcast any picture directly from your laptop right into the conference. To do it, press **"Browse"** and select the picture to broadcast during the conference:



«Preferences» menu

The following settings are located in the preferences box:

- Automatically accept incoming calls and invitations.
- Mirroring of your own image.
- For hosts: automatically confirm requests to take the podium.
- For participants: automatically accept invitations to take the podium.

To open preferences settings, you need to enter the Settings menu.

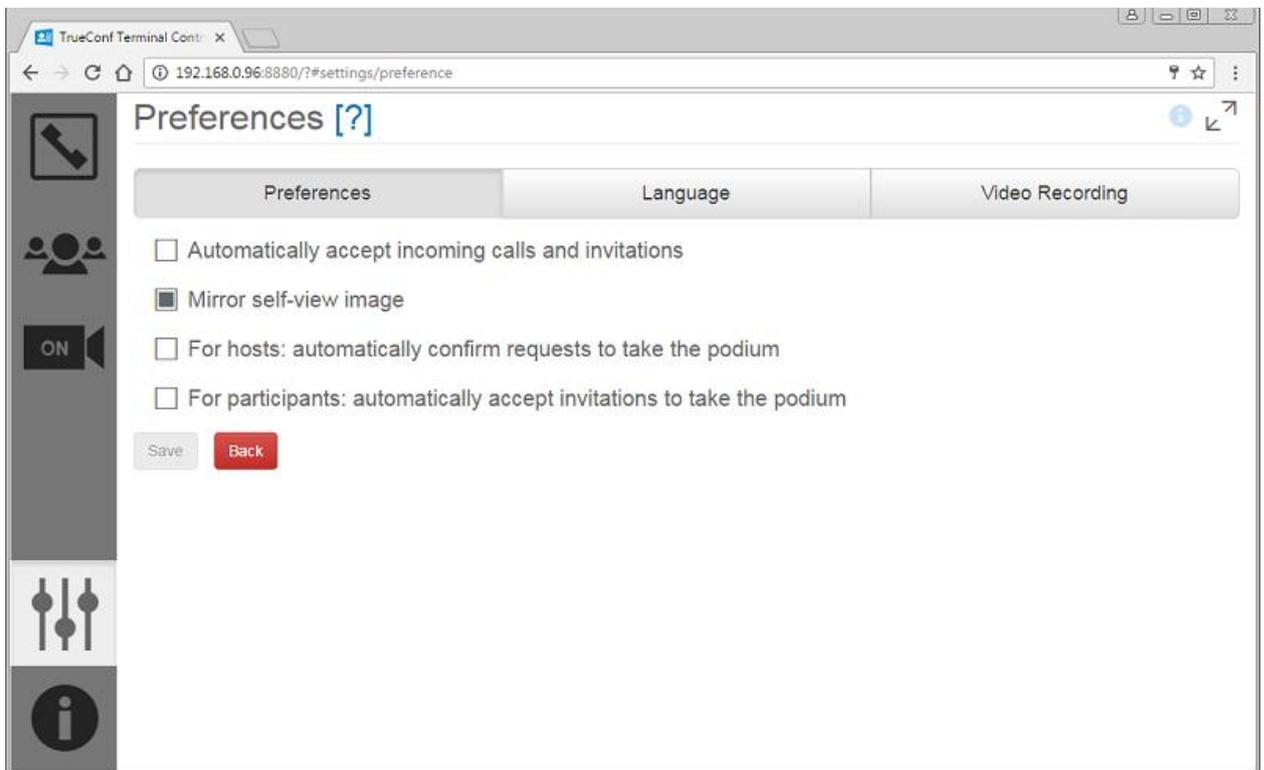
To do so click on  icon.

Then open «**Preferences**» menu.

By clicking on this button you open the window displaying the tabs such as «**Preference**» and «**Language**».

«Preferences» tab

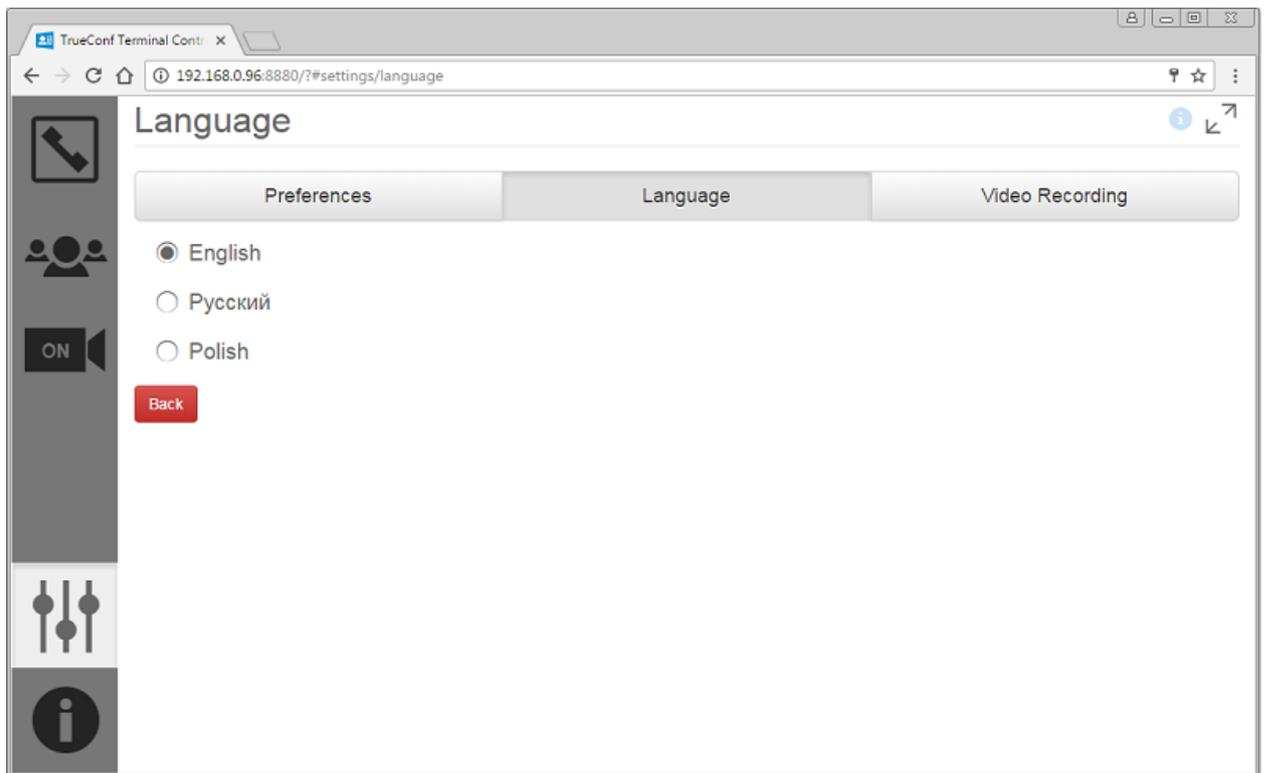
In order to activate any option, check the box to the left and click «**Save**»:



To disable this option, remove the check mark by clicking on it, and click **«Save»** again.

«Language» tab

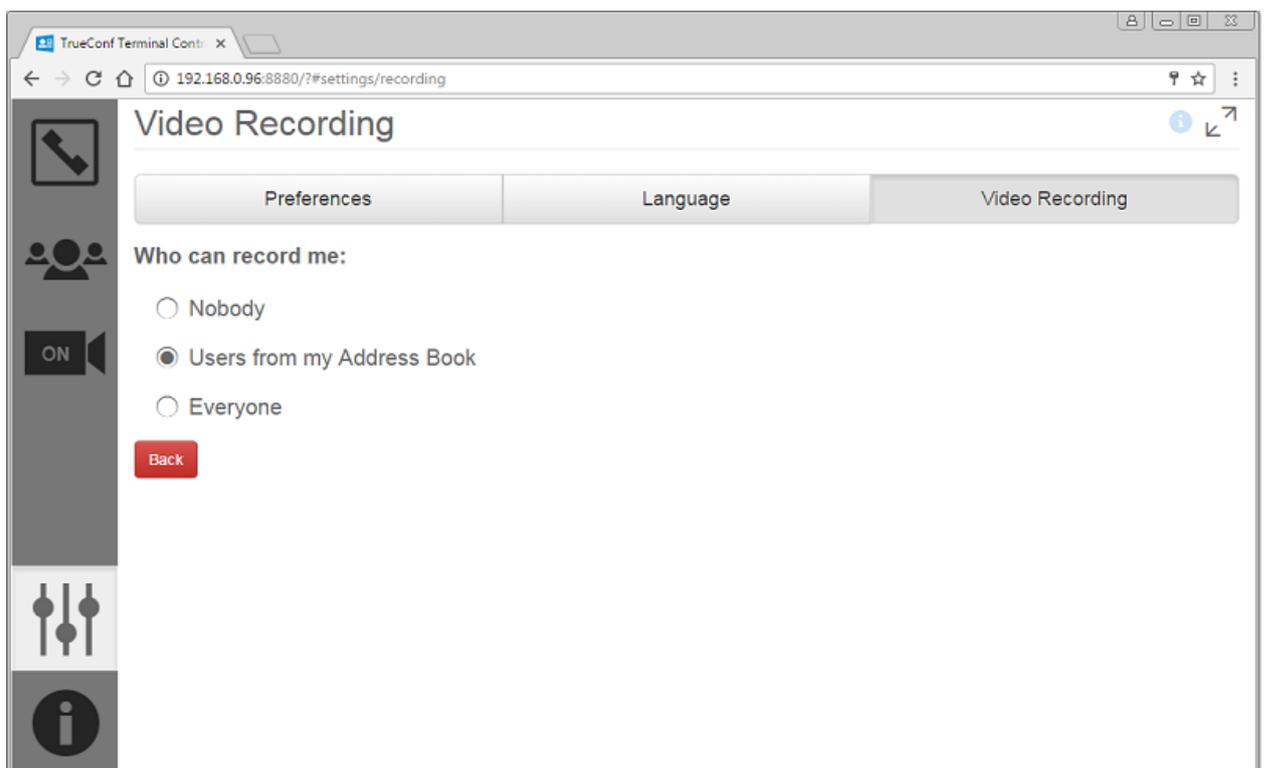
In this tab you can select the language of your terminal interface, either Russian, English or Polish. Put a check mark in the appropriate field and the language will change:



By clicking on «**Back**» you will return to the «**Preference**» general menu.

«**Video Recording**» tab

In this tab you can set up permissions for recording your video during the conference:



By clicking on «**Back**» you will return to the «**Preferences**» general menu.

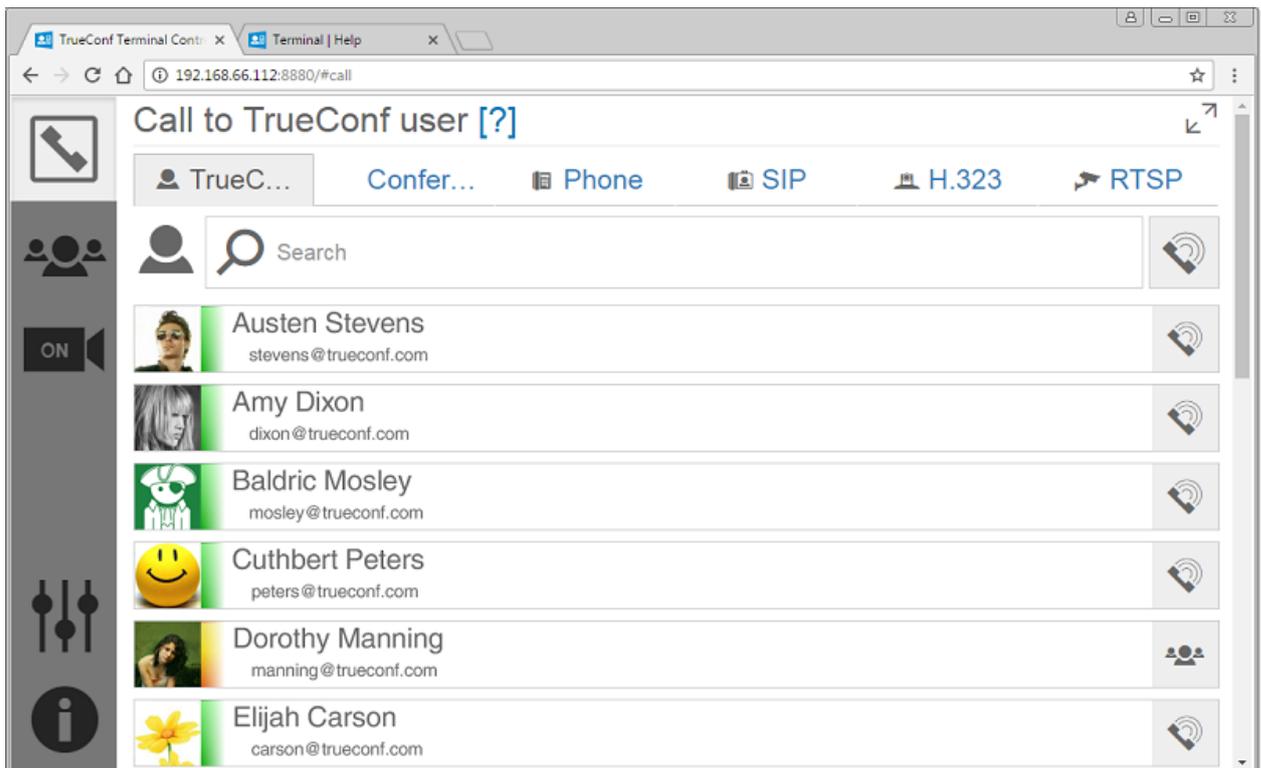
«Address book» menu

After you successfully authorize in the terminal the Address Book will automatically open.

If you need to return to the Address Book from the settings menu, group conference or active call, click on the Address Book icon in the left menu of

the terminal window .

Address Book contains your contact list and the search field. Phone users, SIP/H.323 endpoints and RTSP cameras are filtered and displayed in separate tabs under the search string. For example, to invite SIP users into the conference or connect to IP camera, proceed to the tab with corresponding protocol, enter SIP/H.323 user's address or phone number and press **“Call”** button:



Contact list

Each contact in the list is marked with a specific color: *green*, *orange*, *red* or *gray*. Each color has its own meaning:

 **Green** - the user is online and is available for the call.

 **Orange** - the user is busy. For example, the user is participating in the conference or speaking with someone in a video call.

 **Red** – the user is offline and unavailable for calls.

 **Gray** – server knows nothing about this user ID.

Please note that you can only call the user with green status. There is one exception: you can call a conference host to join it.

To the right of the username the following buttons are located:



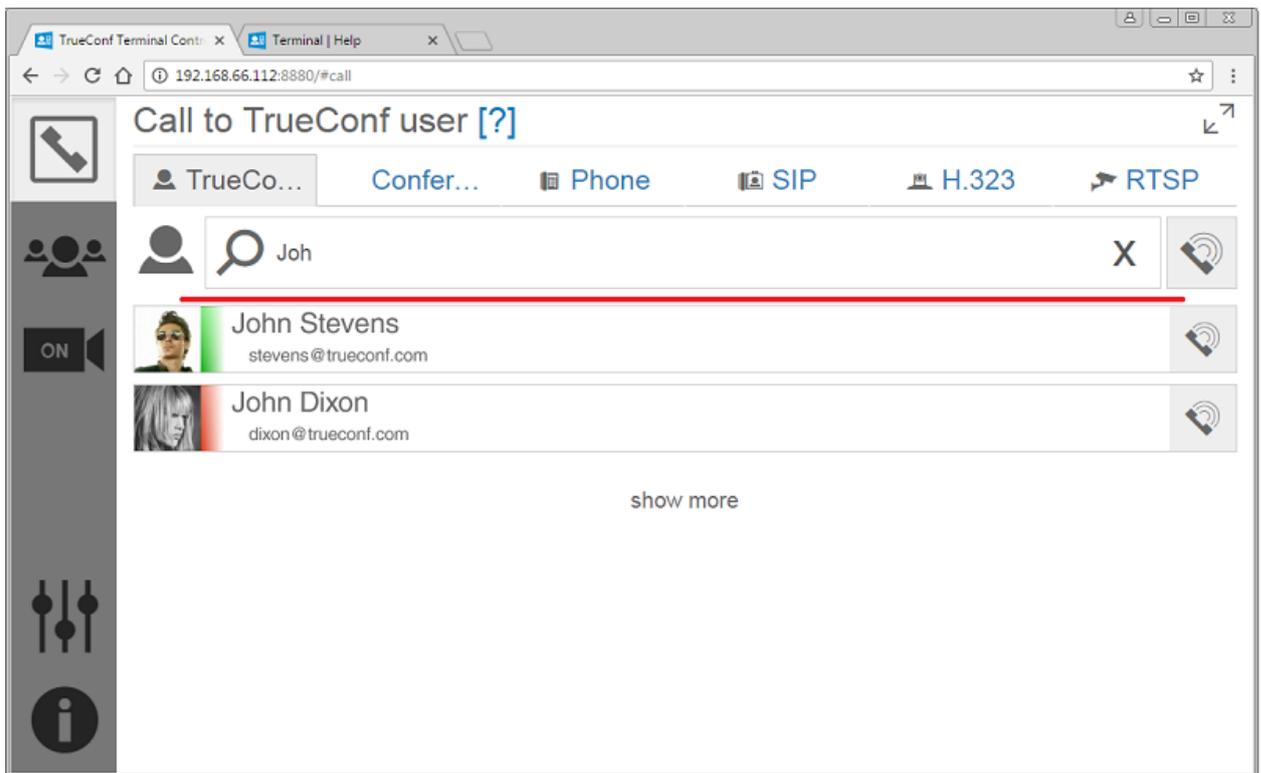
- call;



- join the conference.

Search

The search field is located above the contact list in the Address book:



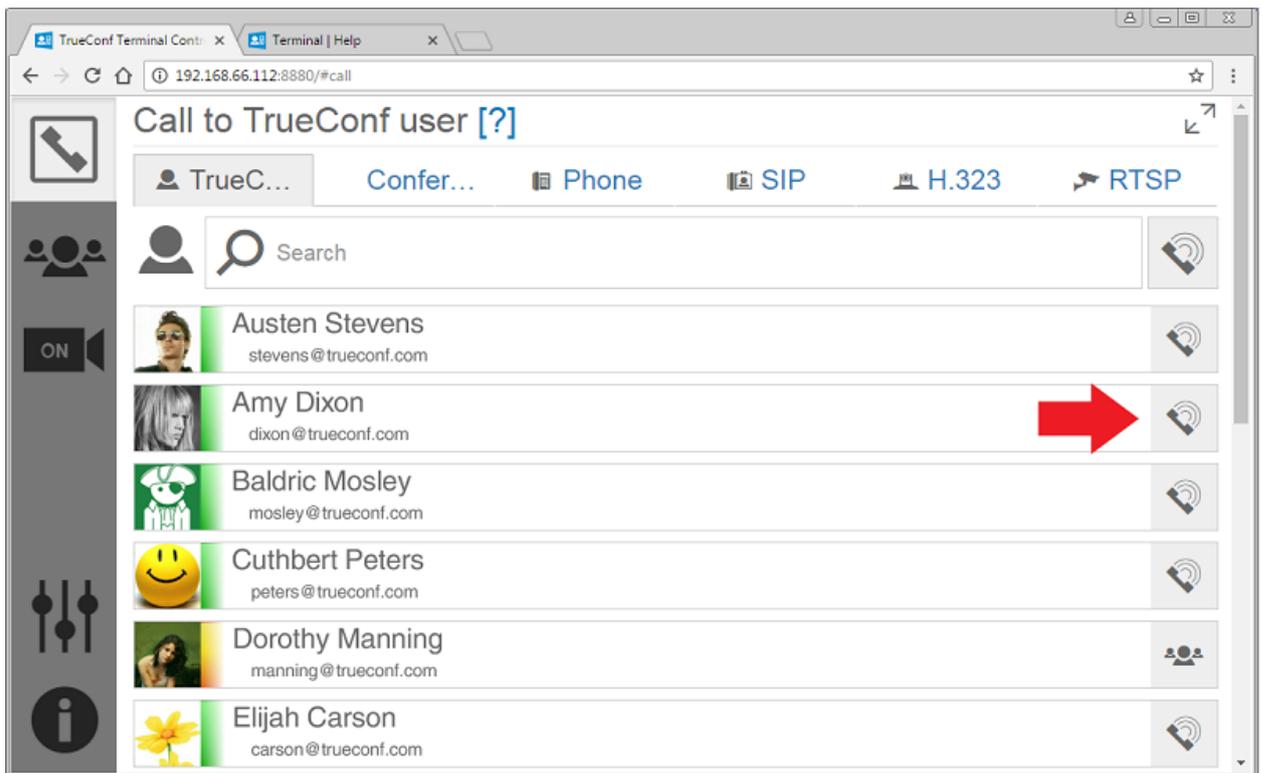
Enter the name, surname, or TrueConf ID of the user you would like to find. The system will choose and display possible variants after data entry.

Video conference types

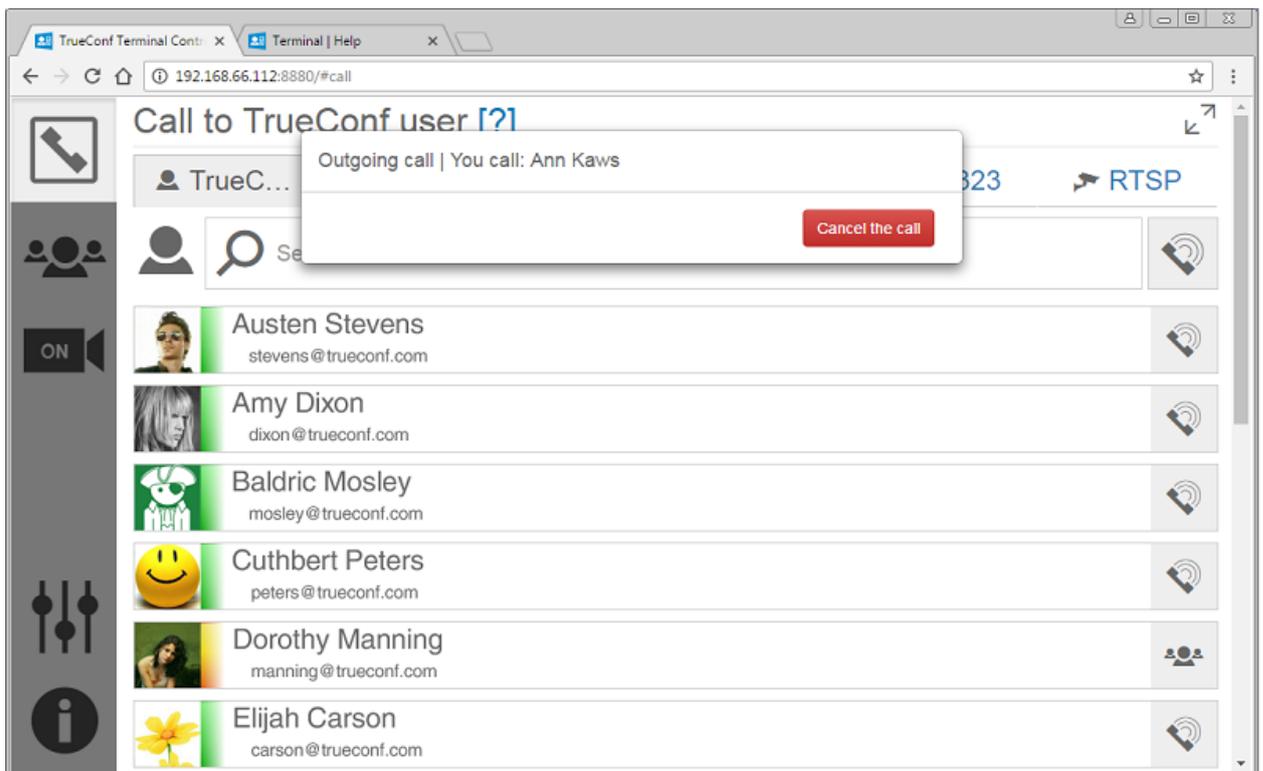
Depending on your license type, you can make personal video calls and use three types of group video conferences, i.e. symmetrical, asymmetrical, and role-based (virtual meeting).

How to make a personal video call?

Please select the user you would like to call in your address book and press video call button:

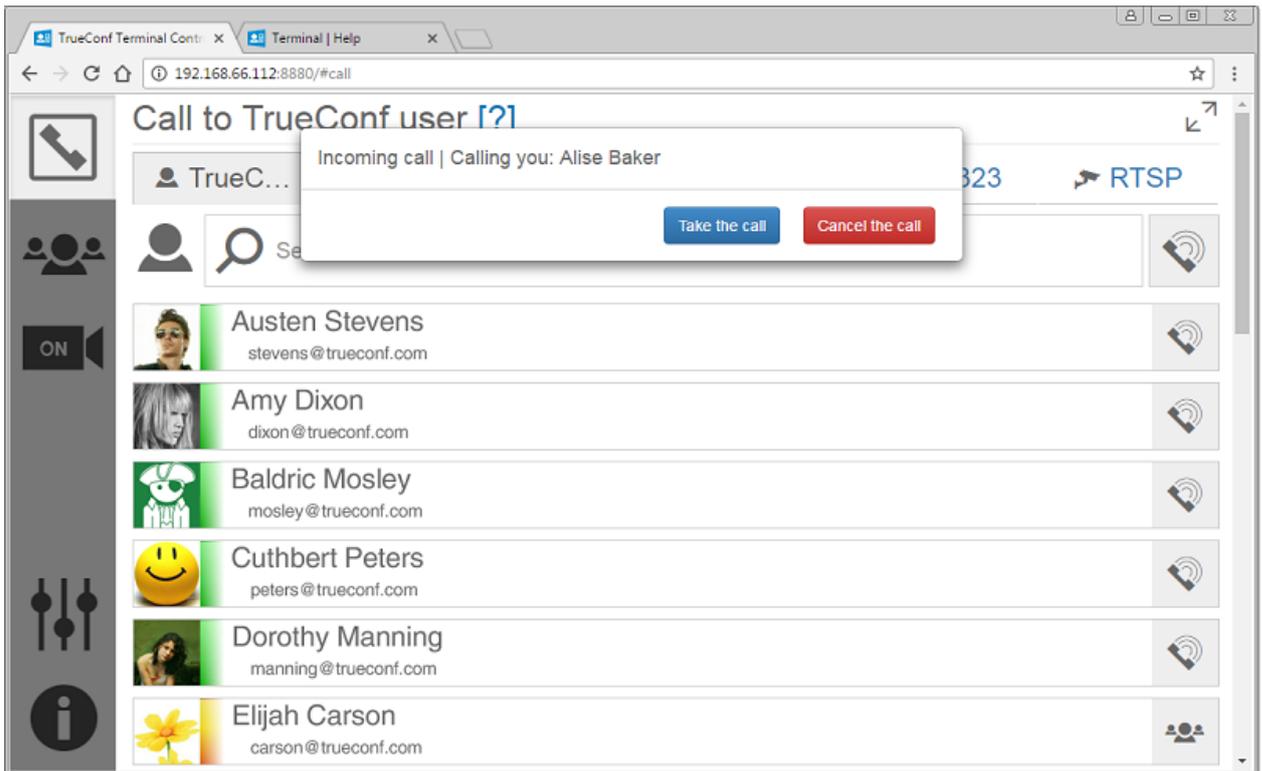


This will enable the dial up connection:



Press «**Cancel the call**» if the recipient does not answer for a long time, or you would simply like to end the call.

When incoming call is being made, the terminal screen shows the next notification:

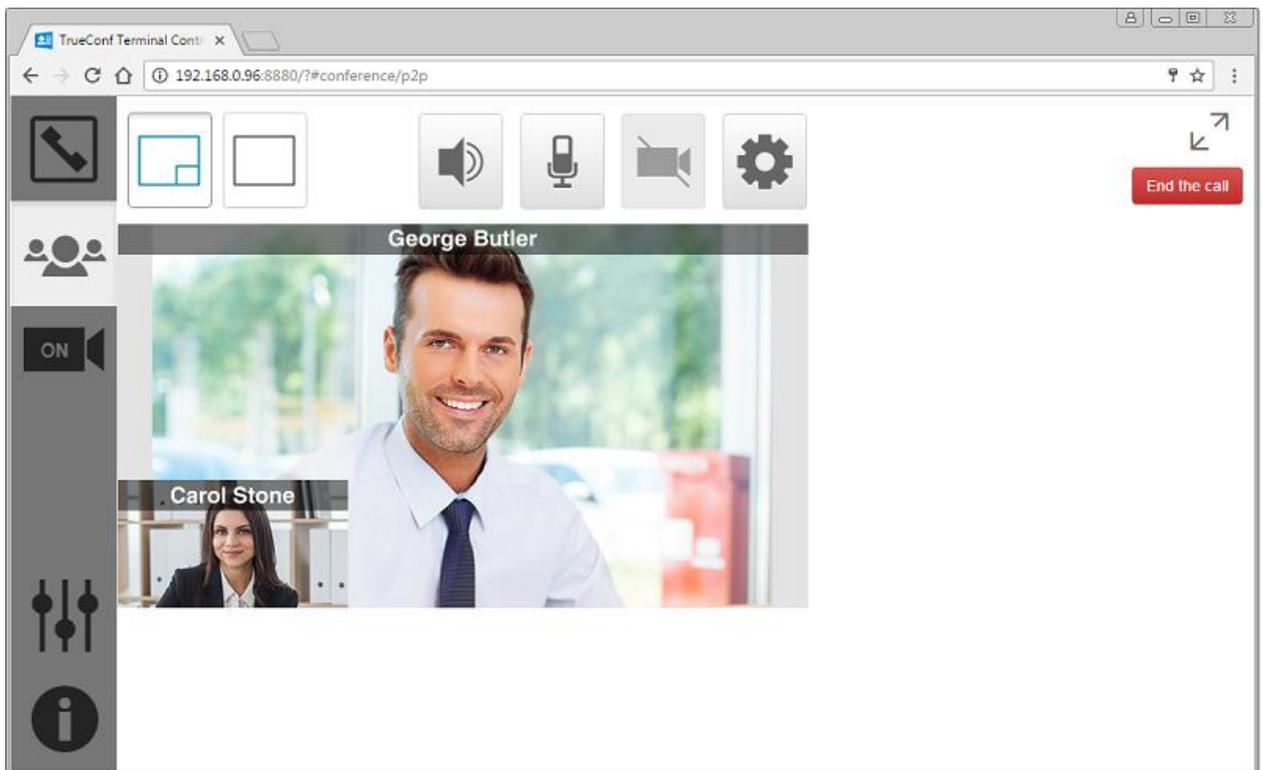


Press «**Take the call**» if you want to return the call, or «**Cancel the call**» if you want to reject it.

You can automatically accept all incoming calls in Preferences settings.

Please note that the button which gets you back to the Settings menu will be blocked during on-going conference.

This is a video call application screen:



During the video call you can:

- Change video screen layout. Currently two types of layout are available in this mode. First is your contact's full video window layout, while the second is a divided layout with your contact's large video window and your small video window at the bottom right corner of the screen.
- Turn the sound on and off;
- Turn the microphone on and off;
- Turn camera broadcast on and off;
- Activate full screen mode.

To stop broadcasting your video, press the button  to turn the camera off. After turning off the button will look like this:  ("video is not being streamed" mode). To restore video streaming press this button again.

To stop audio signal transmission press the button  to turn off the microphone. After turning off the button will look like this . To restore sound transmission press this button again.

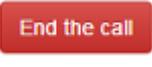
To control sound volume press the button , which will open volume control slider.

During video call you may not call anybody else. You also cannot be called while the video call you participate in is active.

During on-going conference you can get back to Address book by pressing the button . Current direct call video windows will be displayed on the large screen.

To get back to the direct call management interface, press the button , which is located under the Address book button.

How to end video call?

To end the video call, press the button , which is located in the right top corner of the application window.

Group conferences

The terminal will help you to create and participate in three types of group conferences:

Symmetric video conference:

- Up to 36 persons can take part in the conference simultaneously;
- All the participants can see and hear each other.

Assymmetric video conference

- Up to 36 persons can take part in the conference simultaneously;
- All the participants can see and hear only the Host;
- Only the Host can see and hear all the participants.

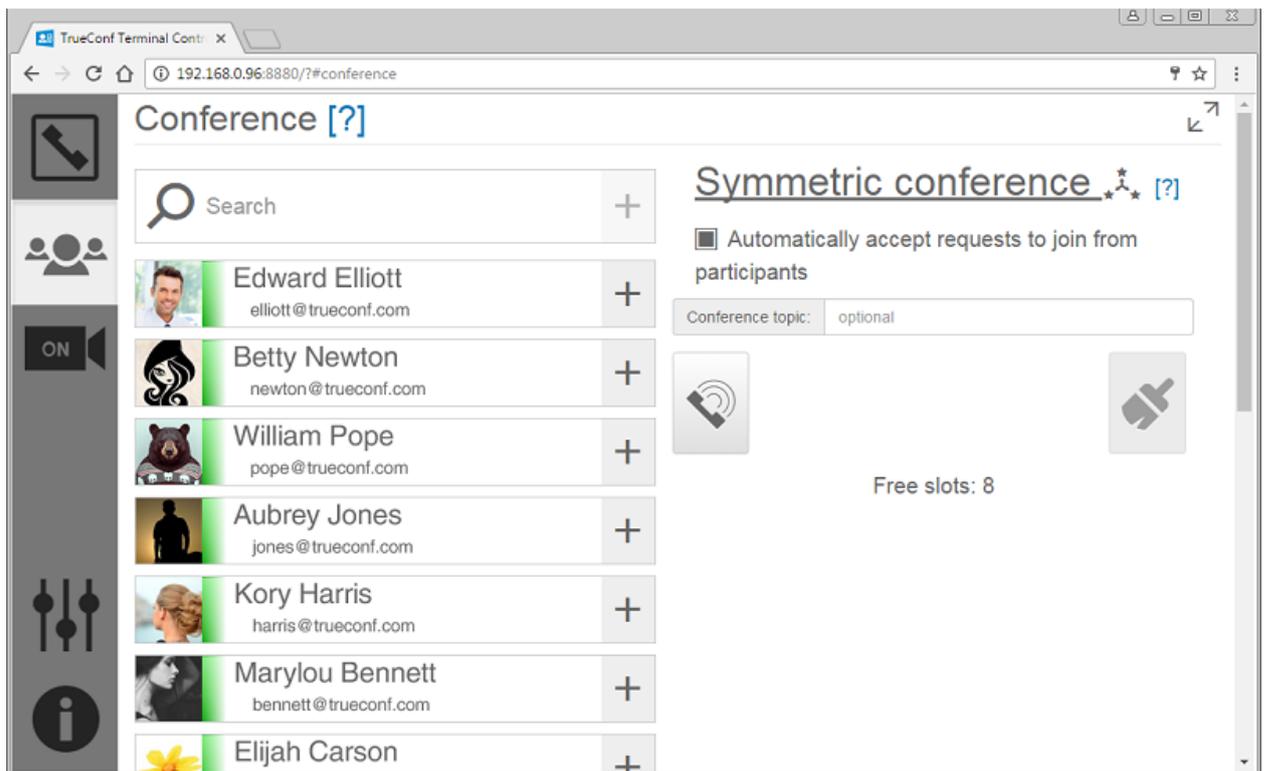
Role-based video conference:

- Up to 120 persons can take part simultaneously, and up to 250 persons can participate in UDP Multicast mode;
- All the participants can hear and see no more than 6 speakers.

Attention: the number of participants for different types of conferences can vary depending on the type of server's license.

How to create a group conference?

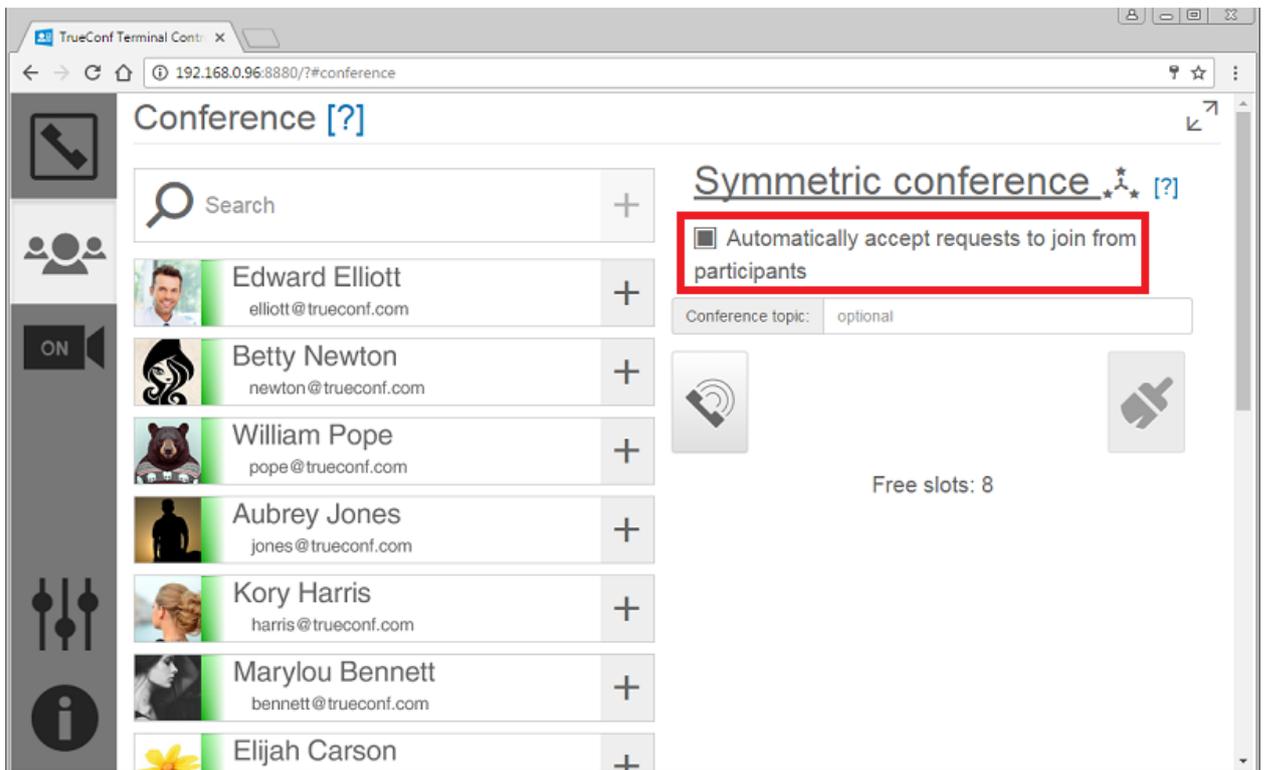
Go to the «**Conference**» menu by pressing the button , which is located on the left application window menu. After that the group conference interface opens:



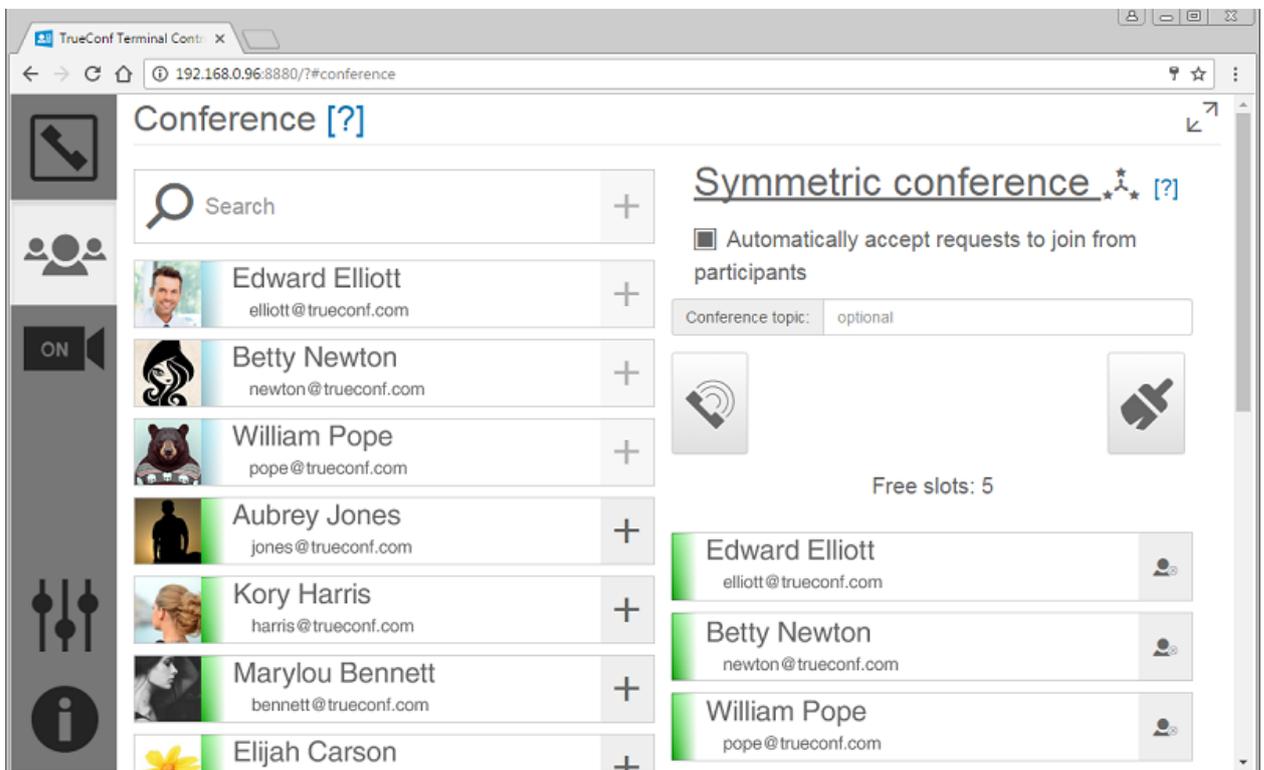
Choose the type of the conference – symmetric, asymmetric, or role-based, by clicking the stickmen icon.

Enter conference name in the appropriate field via virtual keyboard, PC or laptop keyboard. For example, «**Marketing meeting**».

If you want to enable other users to join the conference without your permission, check the box «**Automatically accept requests to join from participants**»:



The next step is user selection. Contact list of your address book is located on the left menu. By pressing the button  you can add necessary users to the contact list. After adding they will be displayed in the menu on the right:



To remove the user from the contact list use the buttons  and .

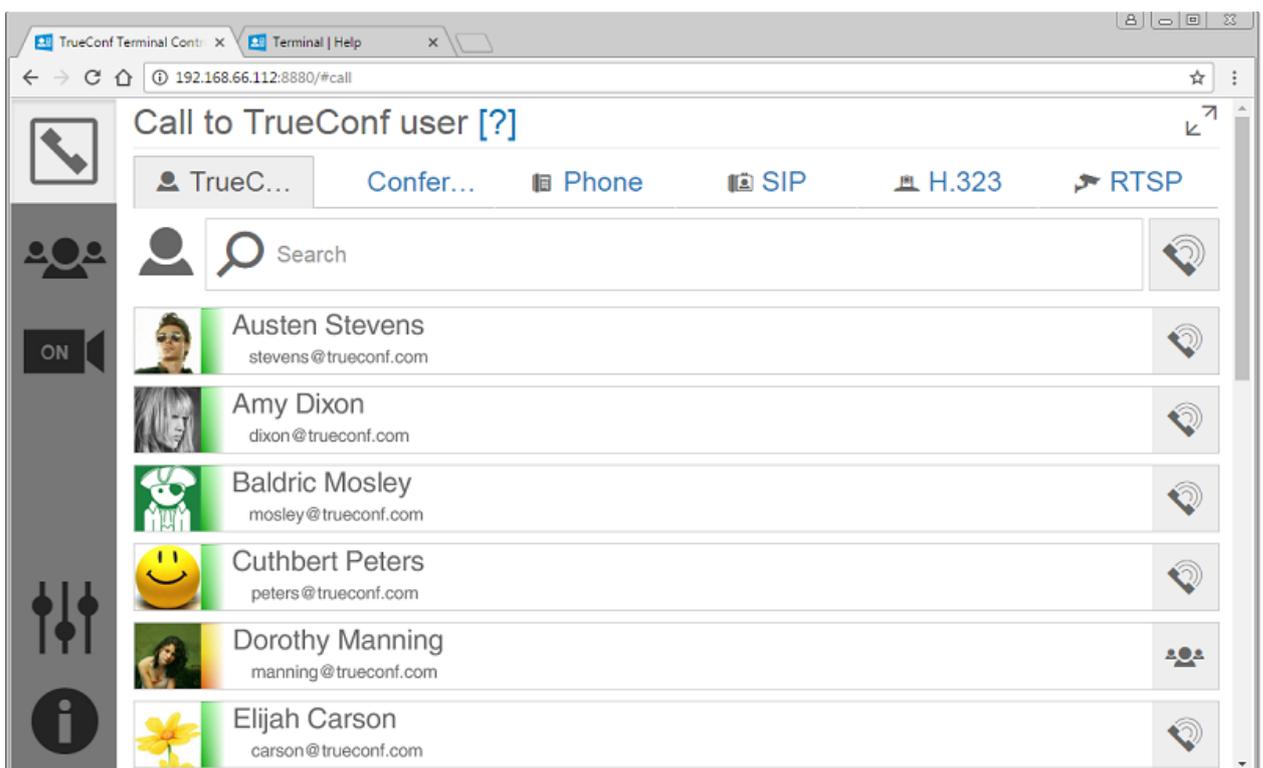
After all the users are selected, turn the conference on by pressing the button .

Group conference features

During group conference you can:

- switch keyboard layout (three type of layout are available: all the video screens of the same size, speaker's video screen bigger than others, and speaker's full video screen);
- remove the users from the conference;
- switch the users' video;
- add new users;
- turn off your video, sound and microphone;
- shift users' videos.

To add new participants to the conference press the button ,
After that the address book opens:



Add necessary user by pressing the button  and click the button .

Use the search to find the user you need in the address book.

How to invite a mobile phone user to the group conference?

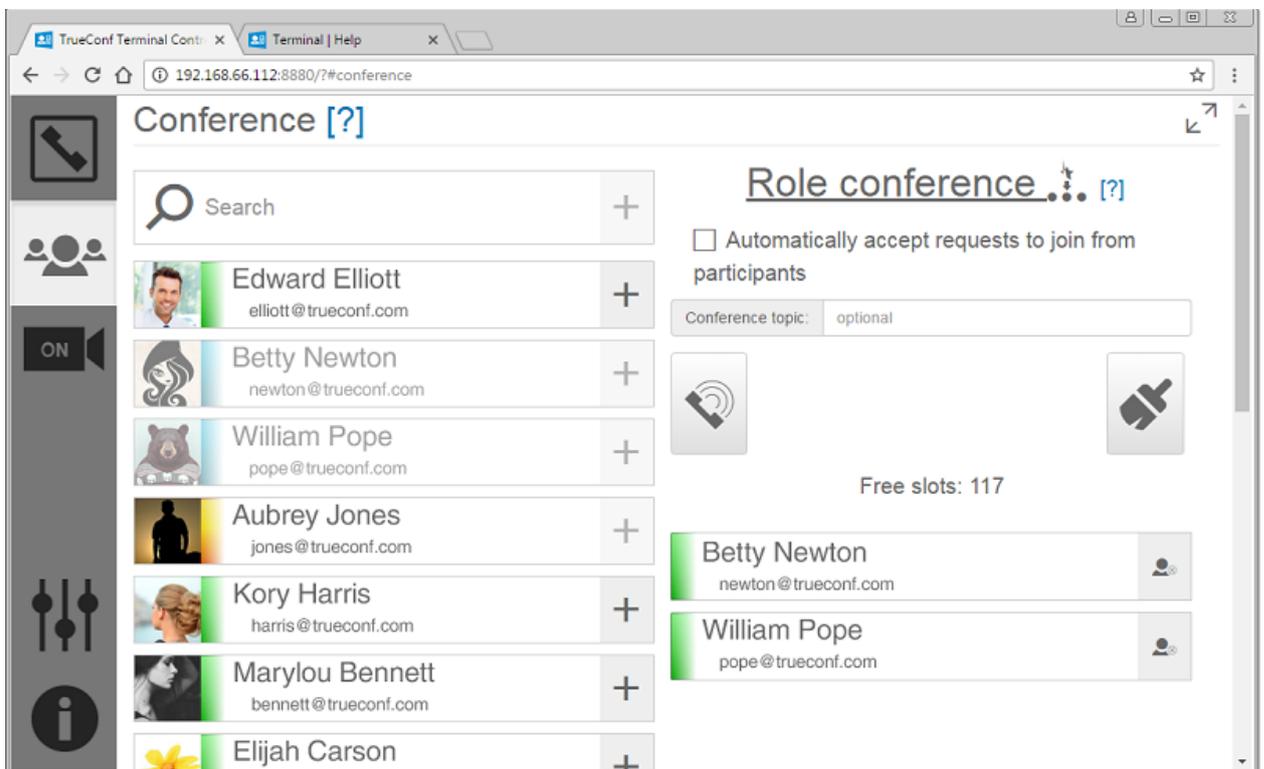
Proceed to **Phone** tab and enter the phone number of the user you would like to invite into the search field, or select a user from your existing list.

Get back to the on-going conference window.

Role-based conference (virtual meeting) features

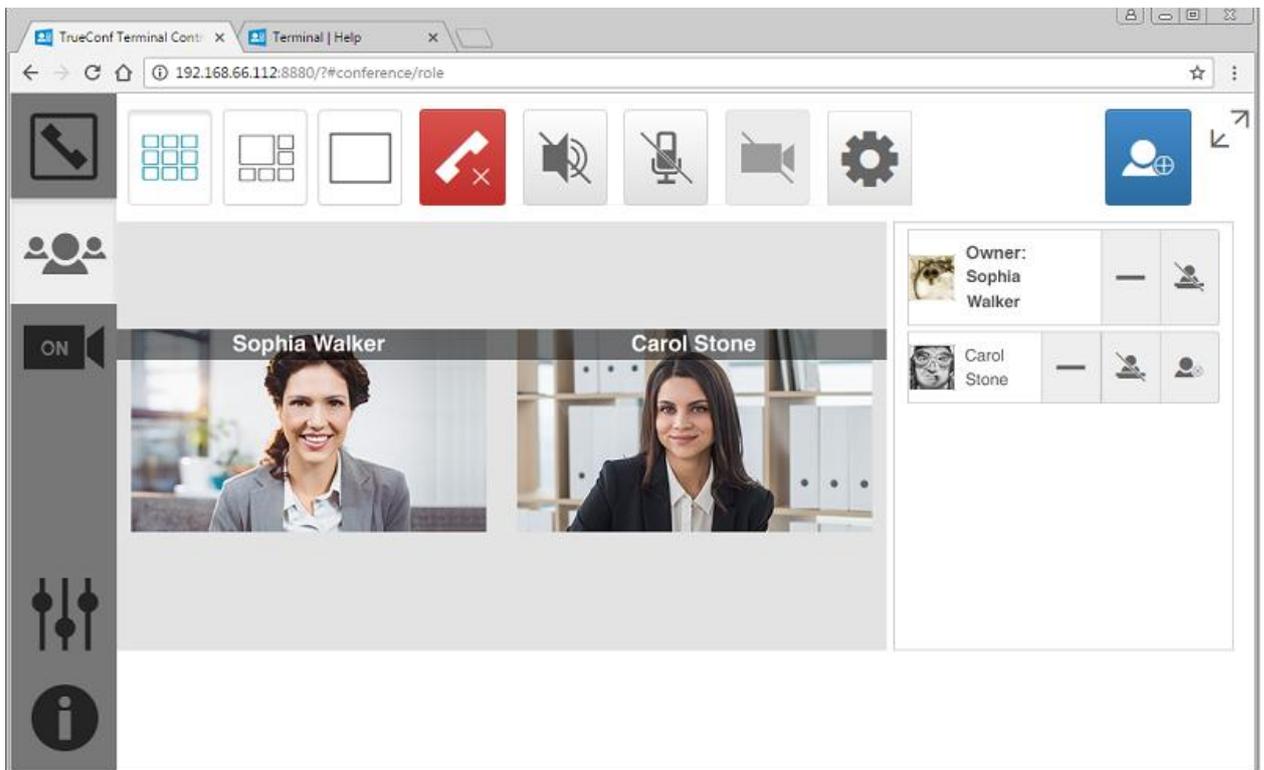
Create role conference by pressing **«Role conference»** in the event window.

Invite the users by pressing corresponding button and check the box **«Automatically accept requests to join from participants»** if it is necessary:



Start the conference by pressing the button .

Launched role-based conference looks like this:



The options of the Host:

-  - Turn off the video of the users taking the podium. This button can also turn off your video broadcasting;
-  - Call for a participant to take the podium;
-  - Remove a participant from the podium;
-  - Remove a participant from the conference.

The options of conference participants:

-  - take the podium;
-  - leave the podium.

To end the conference press the button .

«Camera Control» menu

In this section you can manage your PTZ-camera if it is connected:

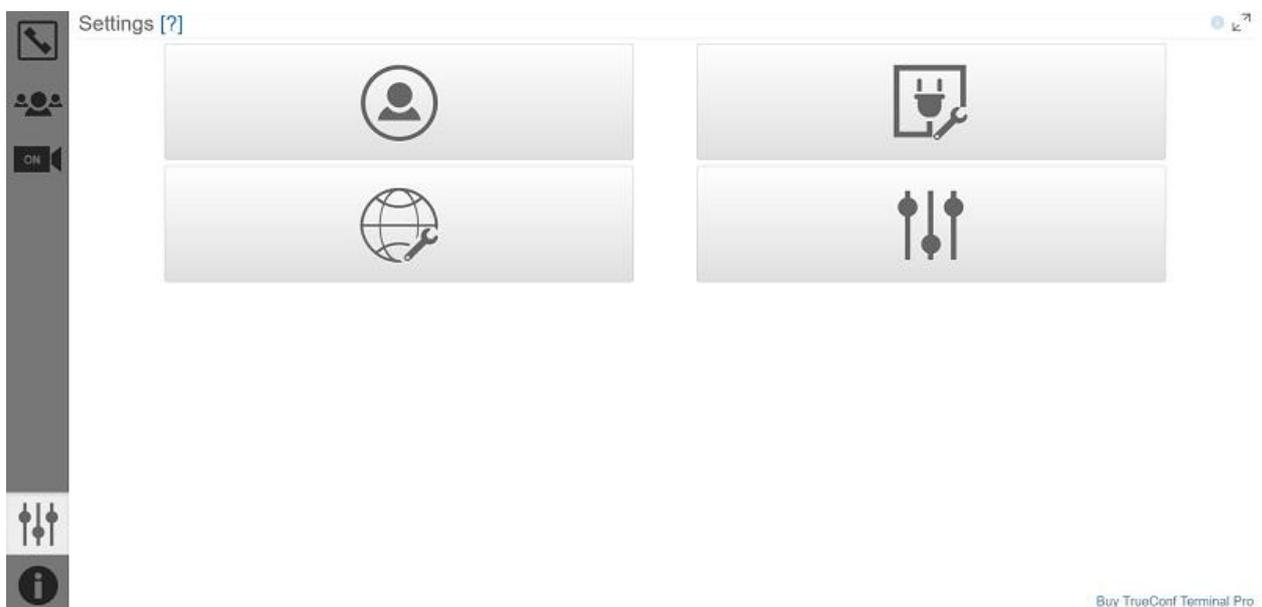


Use the "+" and "-" buttons to zoom the camera in and out. Rotate the camera up and down, right and left by using arrows.

If your PTZ-camera is not connected, this section is also available. You will see self-view without camera control buttons.

«Settings» menu

You can proceed to Authentication, Preferences, Network Settings, and Peripherals tabs, as well as activate TrueConf Terminal Pro:



What is the difference between TrueConf Terminal Free and TrueConf Terminal Pro?

TrueConf Terminal Free program version is distributed for free with no time limit. This version features administrator account which monitors terminal settings and creates video conferences.

TrueConf Terminal Pro extended version is paid and includes additional corporate options. Obtain TrueConf Terminal Pro license to open up new features:

- Different access rights for administrator and users.
- No TrueConf Terminal Free caption on the video.

Thanks to different access rights, administrator obtains full control over TrueConf Terminal while users are able to manage conferences themselves.

How to activate TrueConf Terminal Pro?

If you want to activate TrueConf Terminal Pro paid version, send a request to our managers.

After that click “**Buy TrueConf Terminal Pro**” in the Terminal settings list and press “**Generale Hardware Key**”:

