

TrueConf Server

User guide



Version 5.5.2

Table of Contents

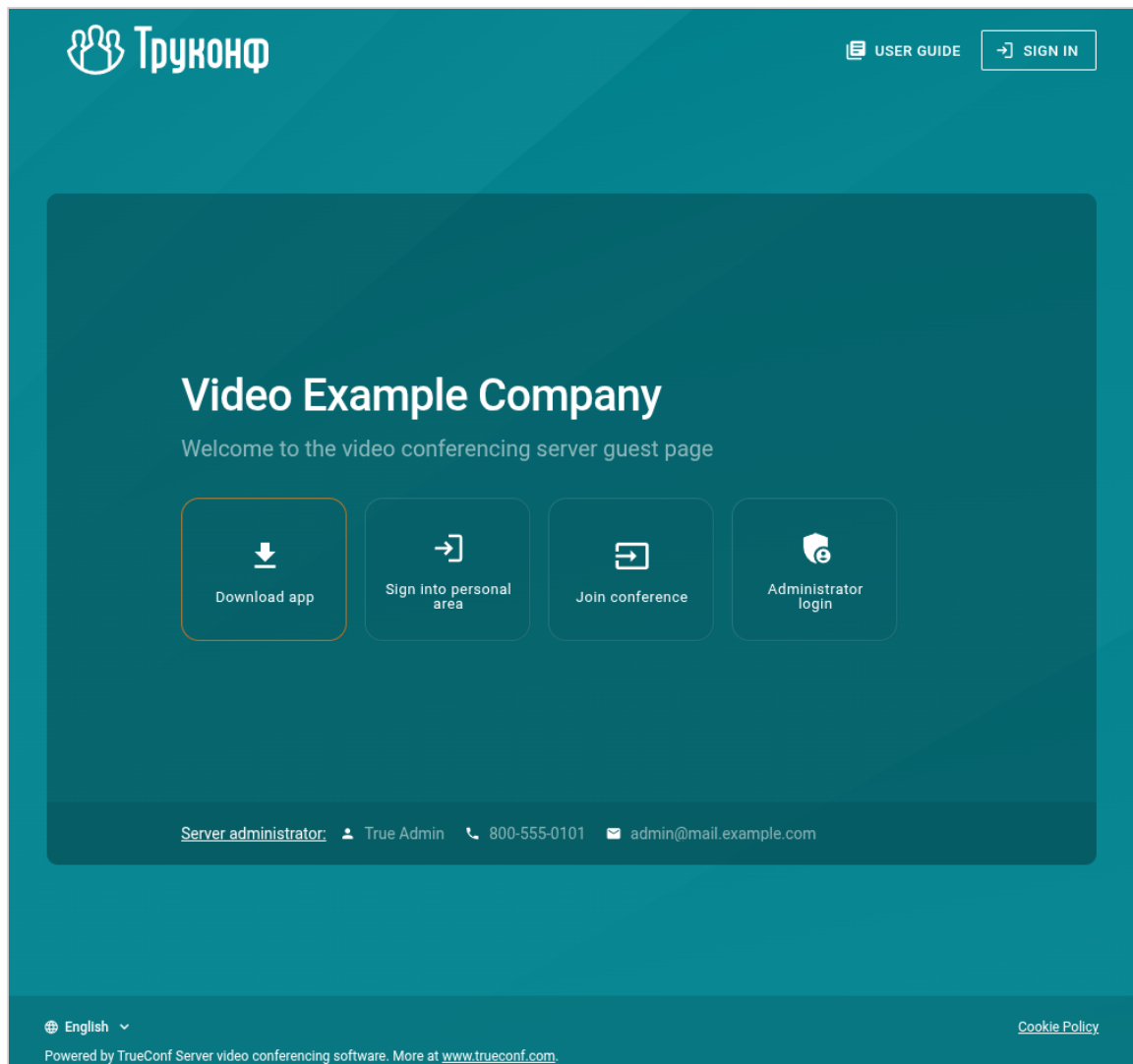
1. What the guest page is	5
1.1. What can be found on the guest page	5
2. Connection to the video conferencing server	7
2.1. Where to find client applications	7
2.2. For which platforms client applications are available	7
2.3. TrueConf client application features	8
2.4. How to connect client applications to TrueConf Server	8
2.5. How to update client applications	8
3. Call string formats	9
3.1. Calling a TrueConf Server user	9
3.2. Connecting to a conference	9
3.3. Calling SIP endpoints	10
3.4. Calling mobile phones and landlines	11
3.5. Calling H.323 endpoints	11
3.6. Calling RTSP endpoints	12
3.7. Calling external users by email	12
3.8. Use of Dual-Tone Multi-Frequency (DTMF) dialing	12
4. Calls to TrueConf Server via SIP/H.323	14
4.1. Connecting to a conference	14
4.2. Call to a TrueConf Server user	14
4.3. Additional features	15
5. Personal area	16
5.1. How to sign in	16
5.2. Main page	17
5.3. License information	18
5.4. List of conferences	19
5.5. Profile settings	20
5.6. Address book	20
5.7. Call history	21
5.8. Chats (beta version)	22
6. Features available to your account	24
6.1. Address book editing	24
6.2. Make calls (video calls)	24
6.3. Create group conference	24
6.4. Screen sharing	25
6.5. Ability to allow control of your desktop	25
6.6. Remote desktop control	25
6.7. Slideshow	25
6.8. Send files	25
6.9. Receive files	25

6.10. Conference recording	25
6.11. Operator rights	25
7. Conference page	27
7.1. A virtual room or a scheduled conference that has already been started	27
7.2. Scheduled conference without registration	28
7.3. Scheduled conference with open registration	29
7.4. Why do we recommend using a client application instead of a browser?	31
7.5. Selection of devices	31
7.6. The main conference window in a browser	32
7.7. Working with the conference chat	33
7.8. How to take the podium and select an interpretation audio track	34
8. Conference scheduling	36
8.1. "General" tab	36
8.1.1. Selection of the participants who will be moved to the waiting room	37
8.2. "Participants" tab	38
8.3. "Layout" tab	39
8.4. "Interpretation" tab	42
8.5. "Additional" tab	43
8.6. "Registration" tab	45
8.7. Templates	47
9. Conference management	48
9.1. Managing an event in its information card	48
9.2. Real-time meeting management	49
9.2.1. Changing video layouts	50
9.2.2. How to rename a participant	53
9.2.3. How to add a content window	53
9.2.4. Managing participants' audio and video devices	54
9.2.5. List of conference participants	55
9.2.6. Add a new participant to a conference	56
9.3. Conference time extension	56
9.4. Changing the conference PIN and ID on the fly	58
9.5. Locking a conference	58
9.6. How to disable audio remarks in a moderated role-based conference	60
9.7. Waiting room management	60
9.8. Conference recording	61
9.9. Transcription	62
10. Surveys	64
10.1. Types of questions and limits	64
10.2. Creating and editing a survey	65
10.2.1. How to create a survey	65
10.2.2. Survey campaigns	67

10.3. Survey campaign results	68
11. Transcripts	71
12. How video layouts work	72
12.1. Types of layouts and video windows	72
12.2. Unique video windows and limits	72
12.3. Limits in conference modes	74
12.4. Settings of video windows with alternating participants	74
12.5. Changing slot types when switching modes	74
13. Conference analytics and video recordings	75
13.1. Conference analytics	75
13.1.1. Information about participants	75
13.1.2. Connection history	77
13.1.3. View chat	78
13.2. Conference recordings	78

1. What the guest page is

Guest page is the start page displayed to a user connected to TrueConf Server from a browser.



If you are the administrator of TrueConf Server, you will be able to access the [control panel](#) from the guest page.

The link to the guest page has the following format: `http[s]://<server>[:<port>]`. e.g., `https://192.168.0.1:443` or `https://video.company.com`.

1.1. What can be found on the guest page

On the guest page, you can:

- [Sign in to the personal area](#)
- [Download TrueConf client apps for popular operating systems](#)
- [Schedule a conference](#) (authorization is required)
- [Join a meeting with its ID](#)
- Sign in to the control panel (if you are the server administrator)
- View the user guide.

You can change the language of the guest page using the dropdown menu with the  icon in the bottom left corner of the page.

If the server administrator's contacts were provided, they would be displayed below the central buttons on the guest page.

2. Connection to the video conferencing server

To use the video conferencing system, you need to install one of TrueConf client applications on your device.

2.1. Where to find client applications

You can download client applications for all supported platforms from the [guest page](#) of your TrueConf Server (to learn its address, contact your server administrator) or from the [downloads page on our official website](#).

The screenshot shows the TrueConf website's Linux download page. At the top, there's a navigation bar with the TrueConf logo, a 'USER GUIDE' link, and a 'SIGN IN' button. Below this is a horizontal menu with tabs for 'WINDOWS', 'MACOS', 'LINUX' (which is selected), 'ANDROID', 'IOS', and 'ROOM SYSTEMS'. The main content area features a large cloud icon with a downward arrow, the text 'Download TrueConf for Linux application.', and a prominent orange 'DOWNLOAD' button. To the right of this is a thumbnail image of a video conference in progress, showing four participants in a grid view. Below the download section, there are two numbered steps: 1. 'Install and run TrueConf for Linux application.' and 2. 'Connect to video.example.com server automatically or manually by following the instruction:'. Step 2 includes a bullet point: 'Open application settings by clicking on the gear button and go to the Network → Connection section.' Below this, a screenshot of the application's 'Settings' menu is shown, with 'Audio and Video', 'Main settings', 'PTZ camera control', 'Network', and 'Connection' (which is highlighted in blue). A final bullet point states: 'Select TrueConf Server in the Connect to the server settings.'

2.2. For which platforms client applications are available

The following platforms are natively supported:

- Windows
- macOS
- Linux
- Android
- Android TV
- iOS
- iPadOS
- WebRTC (from a browser)

i Please note that a WebRTC application is available only to the users who have a link to the conference URL address.

2.3. TrueConf client application features

***** Please note that the features available during a conference depend on [your role in this meeting](#).

Our client applications enable you to:

- [Sign in as a TrueConf Server user](#)
- Adjust address book settings including the way in which contacts are grouped
- Make calls, create or [join conferences](#)
- [Collaborate and vote](#) during conferences
- Create [private and public surveys](#) (this feature is also available in your [personal area](#))
- Share [your screen](#) or [show slides](#) during a conference
- Select [video layouts](#) during conferences
- Exchange files and text messages with other users
- View chat and call history
- Select peripherals (e.g. microphone and camera)
- Set personal preferences to customize application settings
- Enable echo cancellation, noise reduction and automatic gain control.

2.4. How to connect client applications to TrueConf Server

To connect the application to TrueConf Server, enter the server network address and sign in. For more detailed information, contact your server administrator.

2.5. How to update client applications

TrueConf for Windows client applications are integrated into the TrueConf Server installation package, and are automatically updated when the server is updated. Applications for Linux are [available on our website](#) and in the repository of each operating system. It is also possible to download the [dmg installer file for macOS](#). To learn more about all methods of installing TrueConf applications on Linux, refer to the [article in our knowledge base](#).

To update other client applications, you need to manually download the new version from our web site or get updates from the corresponding marketplace for Android/Android TV/iOS/iPadOS and macOS.

3. Call string formats

To make video calls or participate in conferences, you don't have to be a registered user of TrueConf Server. It is also possible to connect from any SIP, H.323 or RTSP endpoint. For each type of supported third-party protocols there is a specific call string format to be used.

It is also possible to invite users by email in which case they will receive an invitation with a link to the conference page.

i Calls via external SIP/H.323/RTSP protocols require licenses that should be available on the video conferencing server. If you are unable to reach a destination, please contact your administrator as this issue may be related to licensing.

A call string is a very powerful tool available in TrueConf applications. It can be used to:

- Search for a contact in a client application
- Call a user from a client application
- Save a new contact in the address book
- Add a new participant to a conference
- Create an alias
- And much more.

3.1. Calling a TrueConf Server user

To call a user from your video conferencing server, enter his/her [TrueConf ID](#) as a call string.

You can also call a user from a different TrueConf Server instance (only if the federation has been configured between the servers). To do so use the following call string format:

`<TrueConf_ID>@<server>`, where:

- `<TrueConf_ID>` is a user ID
- `<server>` is an IP address or a domain name of a TrueConf Server instance.

3.2. Connecting to a conference

If you have a link to the conference page, the easiest way to join this meeting is to paste the link into the search field of your TrueConf client application and click the call button. You can join a public conference directly from the application start menu. For more details, refer to the [documentation](#).

It is also possible to use a call string in the following format:

- `\c\<CID>` if the conference is being hosted on your video conferencing server, where:
 - `<CID>` — [conference ID](#)
- `\c\<CID>@<server>#vcs` if the conference is being hosted on a different TrueConf Server instance federated with your own server. In this case:
 - `<CID>` is a conference ID

- `<server>` is the DNS name of the server hosting the conference.

3.3. Calling SIP endpoints

Use one of the following formats to call an SIP endpoint:

- `#sip:<user_id>@<server_name>`, where:
 - `<server_name>` is a host name or IPv4 address of an SIP server
 - `<user_id>` is an SIP username.
- `#sip:<user_id>@[<server_name>]`, where:
 - `<server_name>` is the IPv6 address of an SIP server;
 - `<user_id>` is an SIP username.
- `#sip:<user_id>`, where:
 - `<user_id>` is an SIP username
- `#sip:@<endpoint_ip>`, where:
 - `<endpoint_ip>` is the IPv4 address of an SIP endpoint.
- `#sip:@[<endpoint_ip>]`, where:
 - `<endpoint_ip>` is the IPv6 address of an SIP endpoint.
- `#sip:@<hostname>`, where:
 - `<hostname>` is the DNS name of an SIP endpoint.
- `#tel:<number>`, where:
 - `<number>` is an SIP username.

* You can also call the number `<number>` [using the dialer](#).

If the SIP server IP address or name is provided, you may have to specify the following parameters explicitly:

- Connection port `<port>` (in case it is different from the standard **5060** port)
- Transport protocol `<protocol>` used for sending media streams (UDP is selected by default).

In such a case these parameters will be specified after the server address in the following way: `:<port>;transport=<protocol>`.

Call string examples for SIP protocol:

- `#sip:james78@sip.company.com`
- `#sip:james78@sip.company.com:5070`
- `#sip:james78@sip.company.com:5070;transport=tcp`
- `#sip:james78`
- `#sip:8001`
- `#sip:@192.168.1.99`
- `#sip:@192.168.1.99;transport=tcp`
- `#sip:@[fe80::805a:1cf9:12f9:def7]`
- `#tel:501`

- `#tel:13478783263`

3.4. Calling mobile phones and landlines

You can call a phone number using the dialer in the address book. For more information about this feature, please read the [TrueConf client applications user guide](#).

3.5. Calling H.323 endpoints

Use the following call string formats for calling an H.323 endpoint:

- `#h323:@<IP>`, where:
 - `<IP>` is the IP address of an H.323 gatekeeper.
- `#h323:@[<IP>]`, where:
 - `<IP>` is the IPv6 address of an H.323 gatekeeper
- `#h323:<user_id>@<IP>`, where:
 - `<IP>` is the IP address of an H.323 gatekeeper or an MCU
 - `<user_id>` is an ID of a user or a device registered on an H.323 gatekeeper with an IP address specified in `<IP>` parameter.
- `#h323:<user_id>@[<IP>]`, where:
 - `<IP>` is the IPv6 address of an H.323 gatekeeper or an MCU
 - `<user_id>` is an ID of a user or a device registered on an H.323 gatekeeper with an IP address specified in `<IP>` parameter.
- `#h323:\e\<e164_id>@<IP>`, where:
 - `<IP>` is the IP address of an H.323 gatekeeper or an MCU
 - `<e164_id>` is an E.164 format number of a user or device registered on an H.323 gatekeeper with an IP address specified in `<IP>` parameter.
- `#h323:<user_id>@<IP>`, where:
 - `<IP>` is the IP address of an H.323 gatekeeper.
- `#h323:\e\<e164_id>@<IP>`, where:
 - `<e164_id>` — is an E.164 format number of an H.323 gatekeeper.

If the IP address of the H.323 gatekeeper or MCU is included, it may be necessary to specify the connection port `<port>` in an explicit way (when this port is different from the standard **1720** port). In this case it has to be specified after the IP address in the following way:

`#h323:<user_id>@<IP>:<port>`

Call string examples for H.323 protocol:

- `#h323:@192.168.1.99`
- `#h323:@192.168.1.99:1730`
- `#h323:hd8000@192.168.1.99`
- `#h323:@[fe80::805a:1cf9:12f9:def7]`
- `#h323:james78`
- `#h323:\e\8001`

3.6. Calling RTSP endpoints

To display an RTSP stream in the layout, add the video source as a participant to a group conference or a point-to-point call using the RTSP call string. In this way, you can access the [video from an IP camera](#) or another conference streamed over RTSP. The call string format may differ depending on the vendor or camera model. You need to check the call string format specifically for your device.

Examples of RTSP addresses for different cameras:

- `rtsp://192.168.1.100/axis-media/media.amp`
- `rtsp://admin:12345scw@192.168.1.100:554/cam/realmonitor?channel=1&subtype=1`
- `rtsp://admin:12345@192.168.1.100:554/Streaming/Channels/101`

An example of an RTSP link for a TrueConf conference for which streaming has been enabled:

```
rtsp://video.server.com/c/webinar/
```

3.7. Calling external users by email

If you do not know a user's login (TrueConf ID) in the TrueConf video conferencing system and this person is not in your address book, you can call him/her by the email address. To do it, enter the call string with the prefix `#mailto:`, for example, `#mailto:user123@example.com` in the address book of your TrueConf application.

The email address can also be used for inviting a person to a conference, but only to a public one (webinar). You can do it in one of these ways:

- Add a person to the list of invited participants in advance on the [Participants tab](#) when creating or editing a conference
- During the webinar in the [list of conference participants in a client application](#) or in the [real-time meeting management section](#).

3.8. Use of Dual-Tone Multi-Frequency (DTMF) dialing

You can send DTMF commands to DTMF-compatible devices in [RTP EVENT](#) and [SIP INFO](#) modes. To learn more about the transmission of such signals, please read the documentation provided by the manufacturer for each device.

The following symbols can be used to add pauses directly to the call string:

- `,` — short pause (a few seconds)
- `;` — long pause (waiting for a dial tone from the caller).

For example, if you want to call a SIP server with IP `192.168.1.99` from the TrueConf client application to a conference protected by PIN `123456`, you can avoid manual PIN entry by using a URI with a preset:

```
#sip:@192.168.1.99;123456
```

To call `13478783263` with extension `222`, you can use the following call line:

```
#tel:13478783263,222
```

You can also **send DTMF commands from endpoints** during a ***moderated role-based conference***. The following DTMF commands are available:

- **1** – request for the podium
- **2** – leave the podium.

To do it, use the remote control included in the kit or keyboard. For more details, refer to the instructions for your specific device.

4. Calls to TrueConf Server via SIP/H.323

4.1. Connecting to a conference

To make a call from a hardware or software SIP/H.323 endpoint (including TrueConf Group) to a conference hosted on TrueConf Server, use a call string in one of the following formats:

- `00<Conference_ID>@<server>`
- `00<Conference_ID>@<server>:<port>`

where:

- `<Conference_ID>` — [conference ID](#)
- `<server>` — the server domain name or IP address
- `<port>` — the connection port (used if the port is different from standard `5060` for SIP and `1720` for H.323).

For example:

```
001949195144@video.company.com
```

```
001949195144@video.company.com:1730
```

***** Please note that when calling from TrueConf Videobar and TrueConf Server, the format should be the same as for client applications, specifically `#sip:00<Conference_ID>@<server>`.

To join a **PIN-protected conference** from an SIP endpoint, it is necessary to add PIN, separated by a comma after the conference ID in the call string:

```
00<conf_id>,pin@<server>:<port>
```

4.2. Call to a TrueConf Server user

To make a call from the endpoint to a user registered on TrueConf Server use one of the following formats:

- `<User_ID>@<server>`
- `<User_ID>@<server>:<port>`

where:

- `<User_ID>` — [the user's TrueConf ID](#)
- `<server>` — IP address or domain name of the server where the call should be routed
- `<port>` — the connection port (used if the port is different from standard `5060` for SIP and `1720` for H.323).

For example:

```
james78@video.company.com
```

```
james78@video.company.com:5070
```

4.3. Additional features

Additionally, to make a call via SIP, you can explicitly specify the protocol name (UDP is used by default):

```
00<conf_id>,pin@<server>:<port>;transport=<protocol>
```

Some H.323 endpoints like Cisco also support call strings with double hashes `##`. In this case TrueConf users and conferences can be called in this way:

```
<server>##00<user>
```

```
<server>##00<conf_id>
```

5. Personal area

Personal area is a server-hosted web page designed for scheduling conferences or editing personal data or the address book.

Unlike the control panel which is accessible only to the administrator, this web page is available to every user.

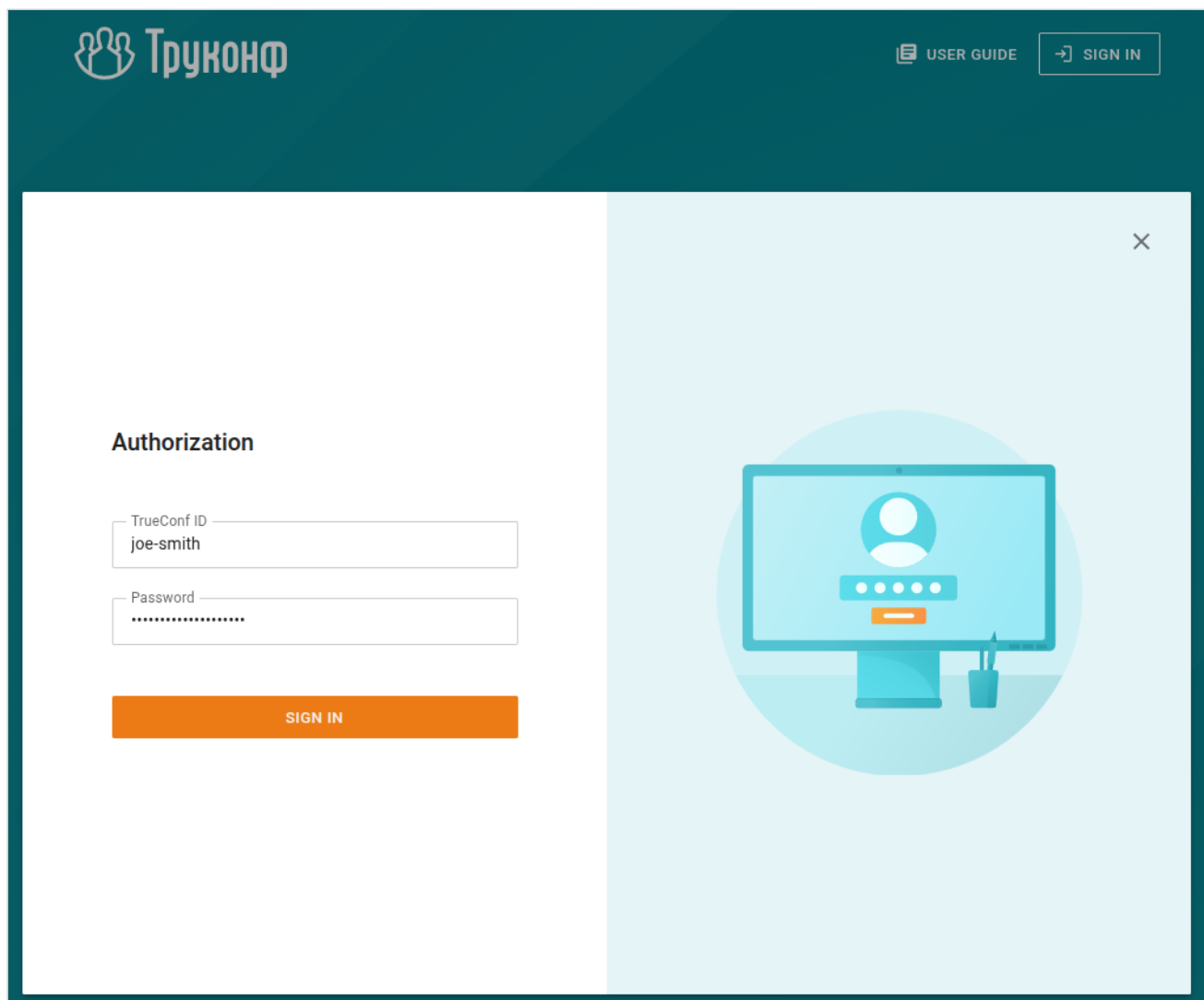
The full [list of features](#) available to users in the personal area depends on the permissions set by the administrator and the integration with external solutions (such as the AI server). This guide shows all the features, and if you find something missing, you can contact your administrator for clarification.

The personal area supports a dark theme which will be used if the corresponding option is activated in your browser.

5.1. How to sign in

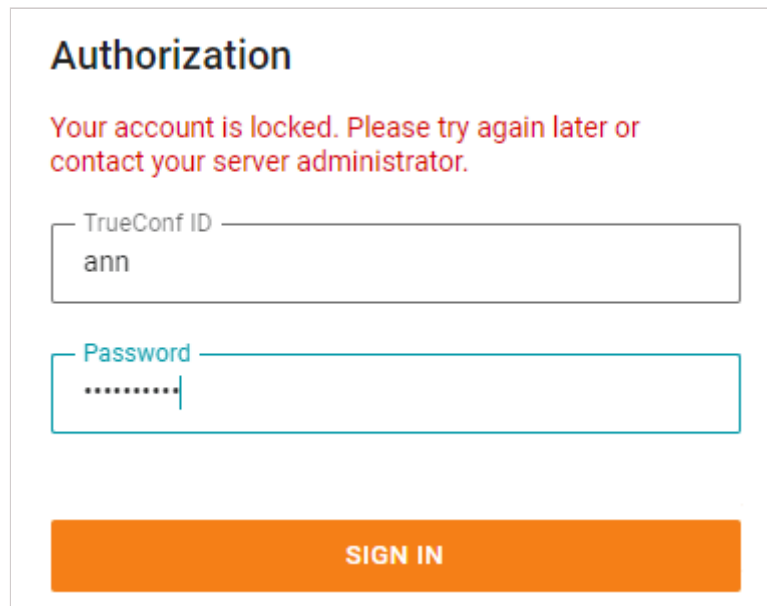
On the server guest page, click the **Sign in** button in the upper right corner. Enter your username and password.

You can request the administrator to provide access credentials for the guest page.



! The account lockout policy can be configured on the side of TrueConf Server for the cases when invalid login is entered.

Authentication in the client application and in the personal area can be blocked after multiple failed attempts to enter the password. The maximum number of failed attempts and the lockout period will be determined by the administrator. If you want your user account to be unlocked manually before the lockout period expires, please contact the server administrator.



The screenshot shows a web interface titled "Authorization". Below the title, a red message states: "Your account is locked. Please try again later or contact your server administrator." There are two input fields: "TrueConf ID" with the text "ann" and "Password" with masked characters ".....". Below the fields is an orange "SIGN IN" button.

5.2. Main page

Once you have signed in, you will see a list of conferences scheduled for today and virtual rooms (up to 5) below on the main page.

In the personal area, you can see only the conferences in which you are involved as a participant/owner.

i This list does not include the meetings created ad hoc in TrueConf client applications, for example, in the **Conferences →Meet now** section of TrueConf for Windows.

The screenshot shows the TrueConf Server Main page for user Alice Campbell. The sidebar on the left contains navigation links: Home, CONFERENCES (with sub-links for Meetings, Virtual rooms, and Templates), Surveys, Transcripts, Chat, Contacts, and Call history. The main content area is divided into three sections. The top section displays the user's profile (Alice Campbell, campbell@video.example.net) and a 'PROFILE SETTINGS' button. Below this is a 'Today's events' section with a 'Meetings' card showing a 'Webinar' at 19:30 for 1 participant, moderated role-based, with a '+ NEW CONFERENCE' button. The bottom section shows 'Virtual rooms' with a 'Brainstorm' room for 1 participant, all on screen, and an 'AI questions' room for 1 participant, moderated role-based, with a '+ NEW ROOM' button. The right sidebar, titled 'Your account permissions', lists various features: Address book editing, Make calls, Create group conference, Screen sharing, Slideshow, Send files, Receive files, and Conference recording, each with a corresponding icon.

5.3. License information

Participation in conferences hosted on your server is determined by separate **PRO licenses**. If you do not have such a license, you will not be able to join an event as a participant, owner or moderator.

Information about your PRO license will be displayed on the main page of the personal area right below your name (and in the notification at the bottom of the page):

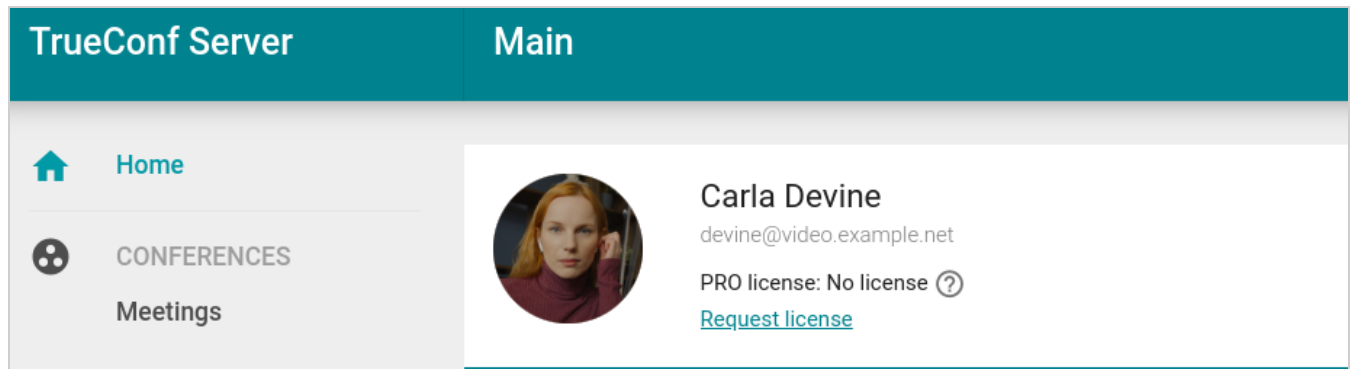
The screenshot shows the TrueConf Server Main page for user Carla Devine. The sidebar on the left contains navigation links: Home, CONFERENCES (with sub-links for Meetings), and a 'Meetings' link. The main content area displays the user's profile (Carla Devine, devine@video.example.net). Below the profile, the license information is shown: 'PRO license: Temporary (until 29 August 2023 15:10)' with a help icon (question mark) and a 'Renew license' button. A red box highlights the license details, and a red circle with the number 1 points to the help icon. Another red circle with the number 2 points to the 'Renew license' button.

1. License information:

- If you have a **permanent PRO license**, in addition to the title, you will also see the help button with additional information.
- If you have a **temporary PRO license**, you will see its expiry period and the help button with additional information.

2. Renew a temporary license manually for 24 hours.

If the license is not given, the corresponding text hint will be displayed below your name:



* The administrator of your TrueConf Server can disable the display of information about the PRO license and make it impossible for users to renew such licenses manually. This means that the administrator fully controls the distribution of licenses and if you are unable to participate in a conference due to some reason, contact the administrator.

5.4. List of conferences

The full lists of conferences are displayed in the **Meetings** and **Virtual rooms** sections.

Click on a conference to check its details. The sidebar on the right will include general information about the meeting and control buttons. You can export a scheduled conference to your Google Calendar, Outlook, etc.

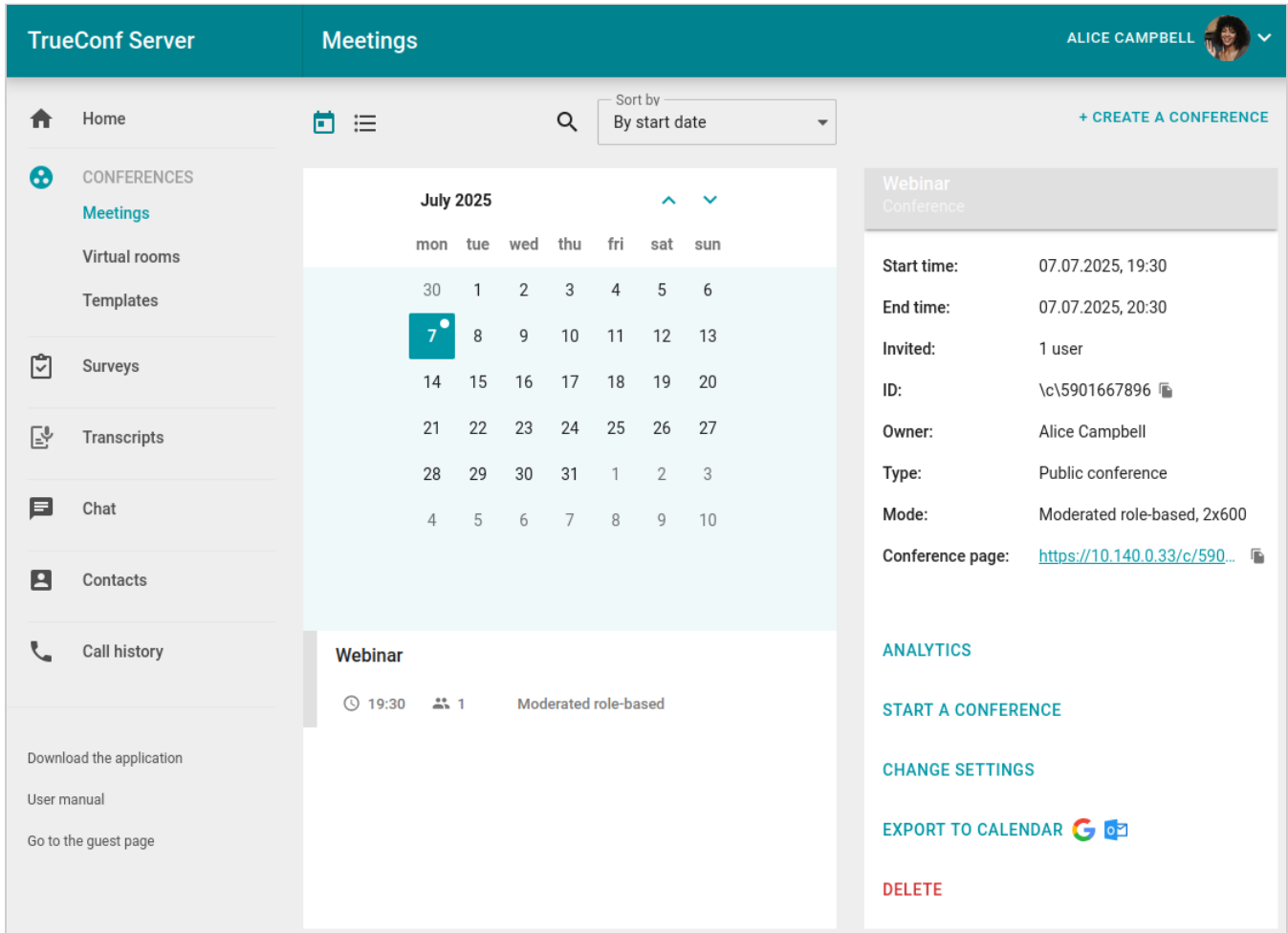
In the card of the selected conference, you can find:

- Number of invited participants
- [Conference ID](#)
- PIN code (if it was set)
- Owner
- Access type (private or public)
- [Mode](#)
- Location (if specified)
- Information about the current access status (displayed if the meeting is now locked)
- Conference URL
- A text hint indicating that the video recording of this conference will be saved on the server (displayed only if recording was enabled when the conference was scheduled).

Calendar is displayed above the list of conferences in the **Meetings** section. Select a date to see a list of conferences scheduled for that day.

* Conferences scheduled for today are displayed on the [main page](#).

Use  and  buttons at the top to switch between the calendar and the list of all scheduled conferences:



5.5. Profile settings

To change your account details and the interface language of your personal area, click on your avatar in the top right corner and select **Profile settings**.

On the **Personal data** tab, you can upload an avatar or take a photo using the webcam. You can also edit your personal information if it is permitted in the server settings.



You may need to give the browser access to your webcam to take a photo.

On the **Email and password** tab, you can change your email and password (if such changes are allowed in the server settings). To change this information, you will need to enter your current password.

Changing the language is available on **Other settings** tab.

5.6. Address book

To view or edit the address book, go to the **Contacts** section. The list of contacts can be displayed by groups or individually.

The screenshot shows the 'Address book' section of the TrueConf Server interface. The sidebar on the left contains navigation links: Home, CONFERENCES (Meetings, Virtual rooms, Templates), Surveys, Chat, Contacts, and Call history. The main content area is titled 'Address book' and features a search bar and a 'By groups' dropdown. Below this, contacts are listed in a table with columns for User, TrueConf ID, and Email. The contacts are grouped into categories: 'Users without group', 'Accounting' (Carla Devine, Deborah Humphrey, Hailey Jones, Albert Moore, Ethan Nelson), 'Developers' (Kathryn Floyd, Margaret Taylor), 'HR', and 'Moderators'. Each contact entry includes a profile picture, name, TrueConf ID, and email address. On the right side of the interface, there is a large placeholder image with the text 'Please select a contact'.

You can select any contact to call or start chatting. To contact a user, you will need a [client application](#) which can be downloaded by clicking the **Download the application** link in the personal area menu.

i You will be able to edit the address book only if [this right](#) is given to you by the administrator.

5.7. Call history

You can view the history of incoming or outgoing calls, including conference invitations. Go to the **Call history** section of the personal area. If you select a meeting from the list, the main information about this event will be displayed. In case you are the owner of the selected conference, you will be able to access the card providing more detailed information about it:

The screenshot shows the 'Call history' section of the TrueConf Server interface. The sidebar on the left contains navigation links: Home, CONFERENCES (Meetings, Virtual rooms, Templates), Surveys, Chat, Contacts, and Call history. The main content area is titled 'Call history' and features a search bar and a 'All time' dropdown. Below this, call history entries are listed in a table with columns for User / Conference, Type, Duration, and Date and time. The entries include details such as 'Conference', 'Room', 'Annual meeting', 'Test Conference', 'Project discussion', and 'Conarats'. On the right side of the interface, there is a 'Details' panel showing information about the selected conference, including Conference ID, Owner, Type, Duration, and Date and time.

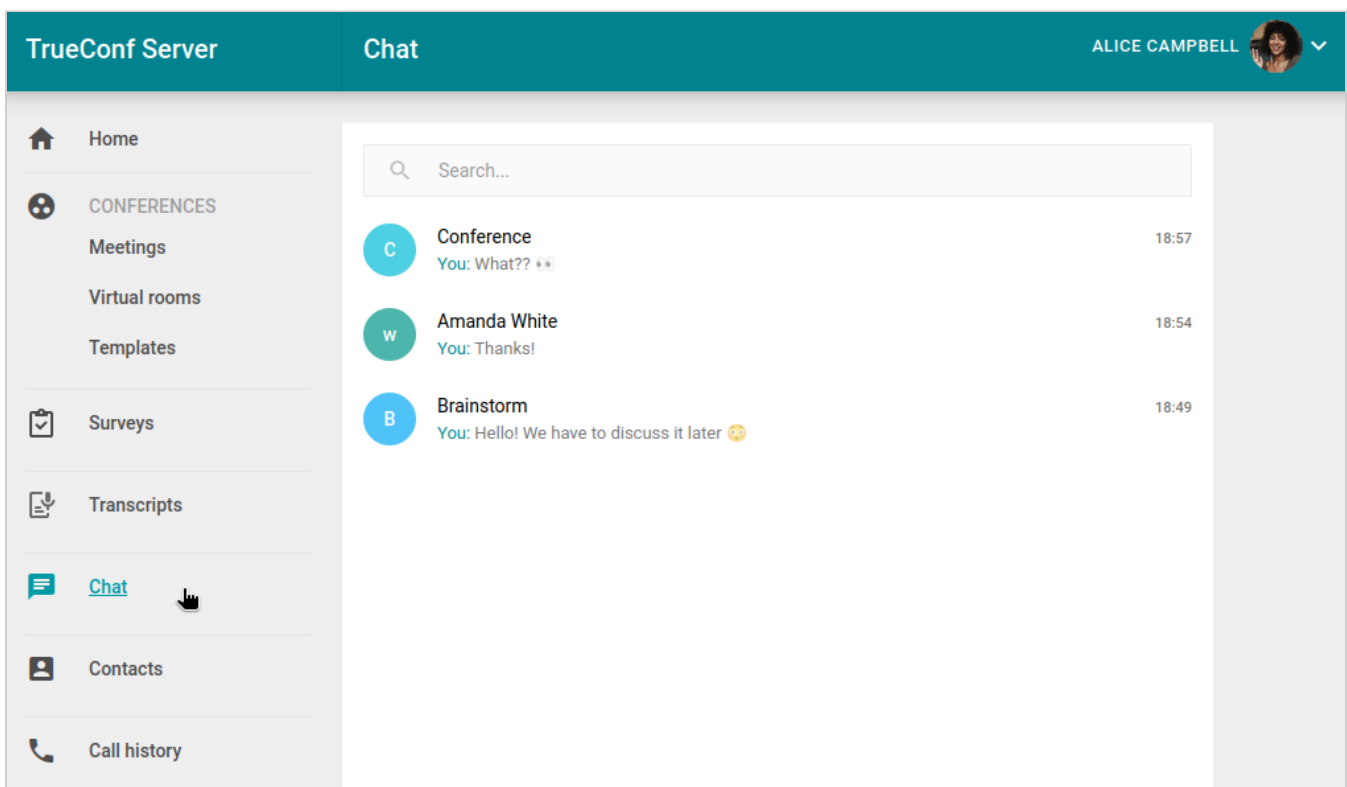
5.8. Chats (beta version)

The personal area also offers basic chat features:

- View the list of all available chats
- Open any existing chat without being able to create a new chat
- Send text messages and files
- Basic actions with messages: forwarding, editing, replying, deleting
- Download files and view images with the built-in viewer.

To use all chat features, you need to have TrueConf client application, but the chat in the personal area allows you to quickly view and reply to messages in the browser if you don't have the application at hand due to some reason.

Go to the **Chat** tab to open the list of all your chats:



To open any of the chats, click on it in the general list:

TrueConf Server

Chat

ALICE CAMPBELL

Home

CONFERENCES

Meetings

Virtual rooms

Templates

Surveys

Transcripts

Chat

Contacts

Call history

Download the application

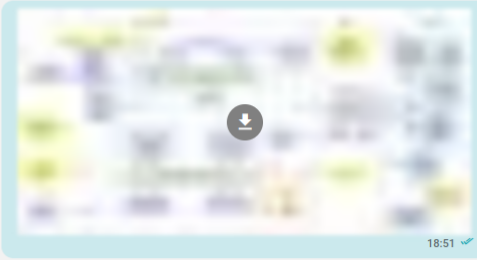
User manual

Go to the guest page

← AW Amanda White

Today

Hii! Look at my new TrueConf Enterprise scheme
edited 18:50 ✓


18:51 ✓

Oh, it looks pretty good 😊
We need some minor fixes only
18:53

Thanks!
18:54 ✓

Reply

Edit

Forward

Copy

Delete

Select

📎

Enter your message

➤

6. Features available to your account

On the right panel of the [personal area main page](#), you can find the list of features available to you:

- [Address book editing](#)
- [Make calls](#)
- [Create a group conference](#)
- [Screen sharing](#)
- [Remote desktop control](#)
- [Slideshow](#)
- [Send files](#)
- [Receive files](#)
- [Conference recording](#)
- [Operator rights](#).

Additionally, in the left sidebar, you can open the [minimalist chat menu](#), create [surveys](#), and use [AI features](#) (conference transcription and summarization).



If any of these features is unavailable to you, contact the server administrator and ask for a list of rights given to you.

6.1. Address book editing

Address book is a list of contacts (both user accounts and [call strings](#)) that a TrueConf Server user can view and browse from a client application.

If this feature is unavailable, you will only be able to see the address book provided by the server administrator without being able to edit it.

6.2. Make calls (video calls)

A video call is a mode involving two participants who can see and hear each other.

If this feature is unavailable, you won't be able to make video calls but, only receive incoming calls.

6.3. Create group conference

If this option is unavailable, you will be able only to join conferences, but not create them.

You can create group conferences in one of the four modes with TrueConf client applications and in the personal area:

- **All on screen** is a video conference where all participants can see and hear each other.
- **Video lecture** is a conference where the moderator can see all the participants while the participants can only see the moderator.
- **Moderated role-based conference** is a conference where participants can see and hear only presenters. Any participant can become a presenter; to do it, he/she has to be approved by the moderator.

- **Smart meeting** is similar to a moderated role-based conference; however, in this case, every participant automatically becomes a presenter as soon as he/she starts speaking or sharing content.

6.4. Screen sharing

This right enables you to [share your desktop](#) and separate application windows in TrueConf client application. This feature does not affect the ability to view the content shared by other participants.

6.5. Ability to allow control of your desktop

If this feature is available and you are participating in a conference from your desktop client application, you can allow other users to control your desktop. Please note that a request for control can only be made if you are [sharing your screen](#) (not an application window or presentation). Additionally, you need to allow other users request control of your desktop in [application settings](#).

6.6. Remote desktop control

If this feature is available, you will be able to [control the desktop of another meeting participant](#) during a video call or conference, if this person enabled this option in [application settings](#). Please note that you can request control only if this user is [sharing his/her screen](#) (not an application window or presentation).

6.7. Slideshow

This right enables you to [show slides](#) in TrueConf client application. If this feature is disabled, you will still be able to view the slides shown by other participants.

6.8. Send files

If you do not have this right, you will not be able to [send files](#) to personal or group chats. However, you will still be able to send messages, share contacts or download the files sent by other users.

6.9. Receive files

This right allows you to receive files in private and group chats. If you do not have this right, instead of a file there will be a chat message indicating that you are not permitted to receive files. However, you will still be able to download the files that you sent previously providing that you have the permission to [send them](#).

6.10. Conference recording

This feature enables you to [record calls and conferences](#) in TrueConf client application. This feature does not affect the right to record video meetings on the server side.

6.11. Operator rights

This right means that your account was added to the **operator** group which gives you the following permissions:

- You automatically receive the rights of a **moderator** in any conference you join.

- None of the participants, including the conference owner, can dismiss you from the moderator role.
- You can join any PIN-protected meeting without having to enter PIN, regardless of when this passcode was set, before the conference start or [during the conference](#).

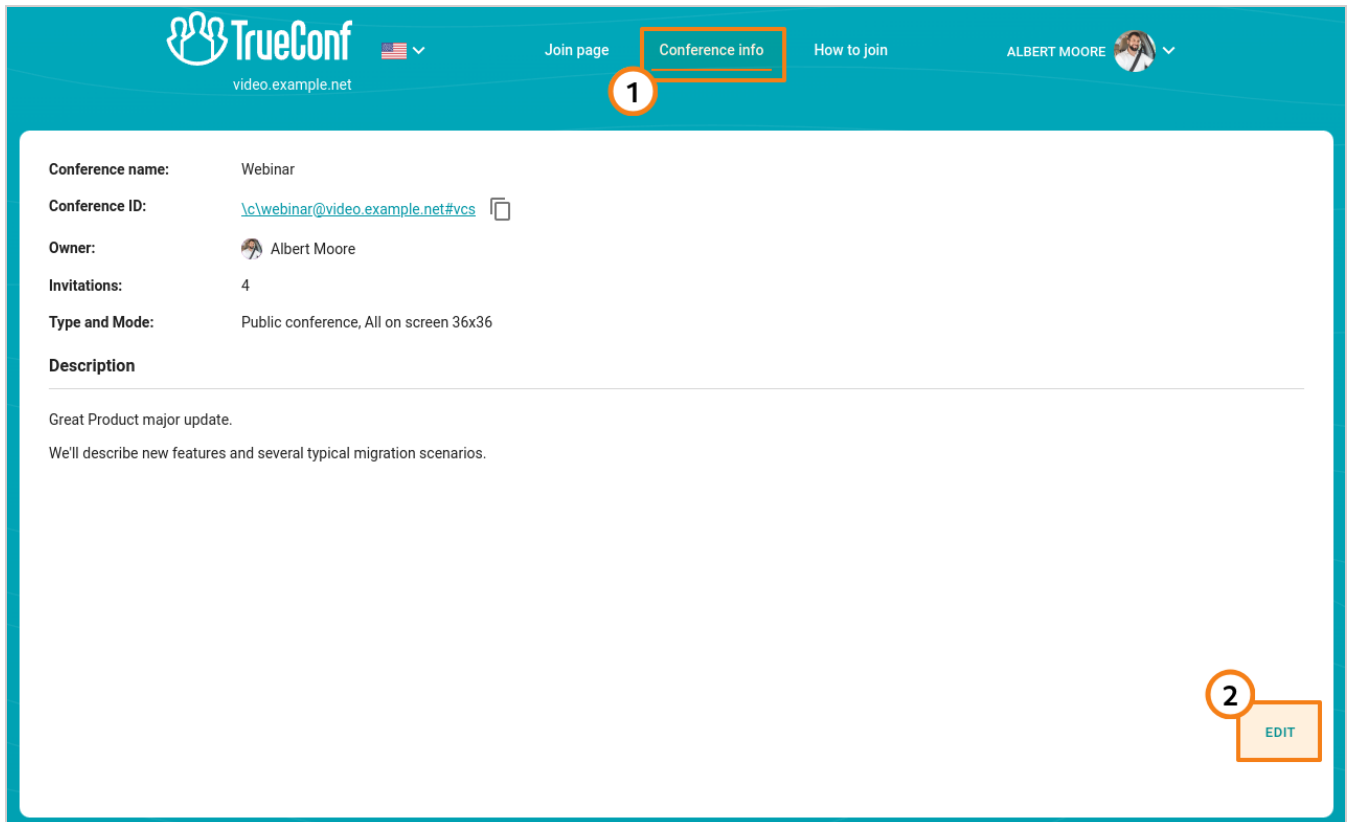
Moderator is a conference participant who is allowed to:

- Invite users to a conference
- Remove users from a conference
- Give or take the "podium" without a request (in a moderated role-based conference)
- Pin presenters on the "podium" (in a smart meeting)
- End a conference for all participants
- Set up video window layouts for participants and control their audio and video devices.

7. Conference page

Every conference, created on TrueConf Server has a web page. Its user interface may differ depending on the conference schedule and privacy mode.

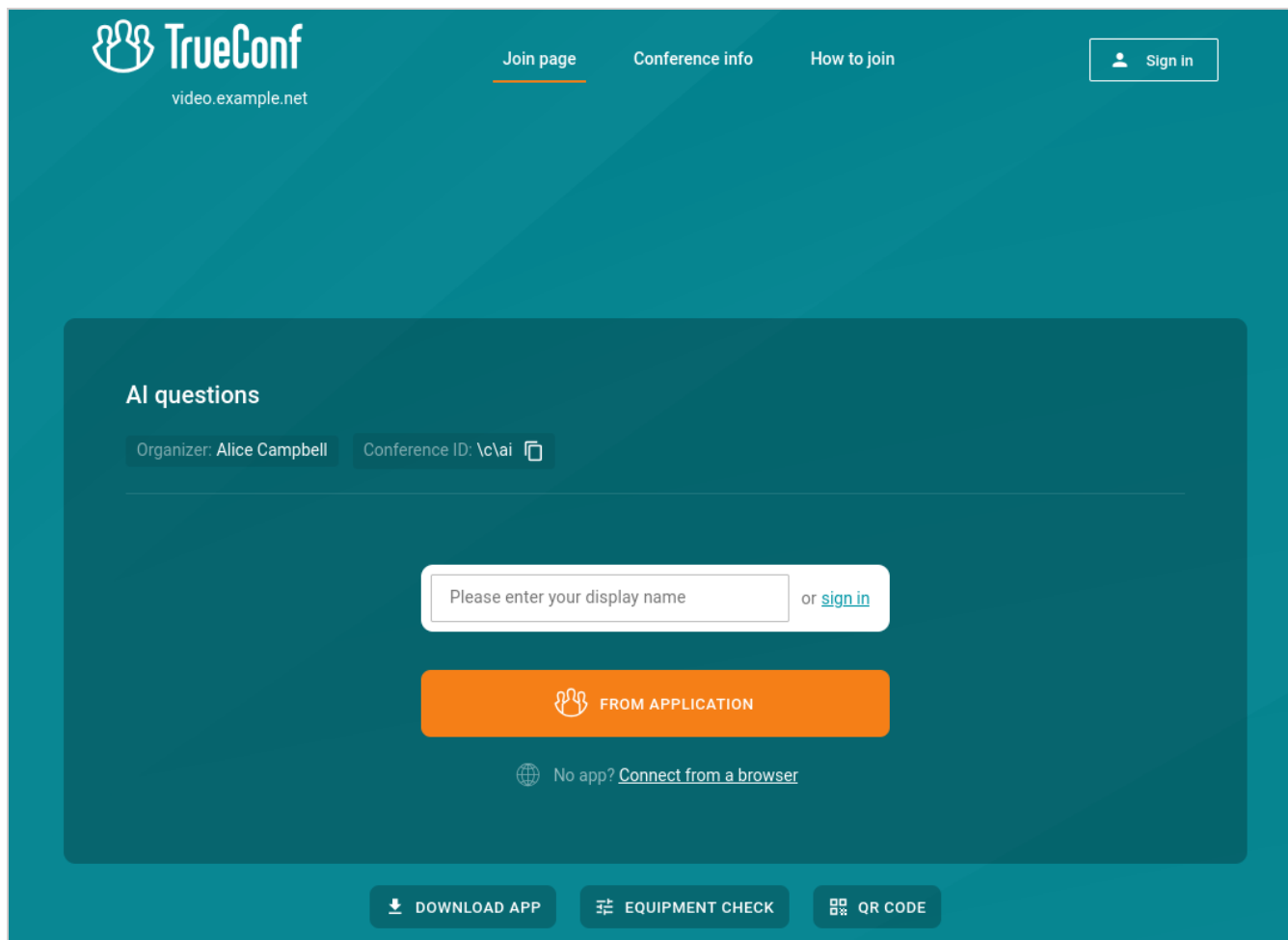
The **conference owner** will be able to make use of additional features on the conference page. If the event has not started yet, the owner will be able to edit the description by going to the **Conference info** section and clicking **Edit**:



We recommend using a client application instead of a browser as a tool for participating in a conference because applications **offer users much more features**.

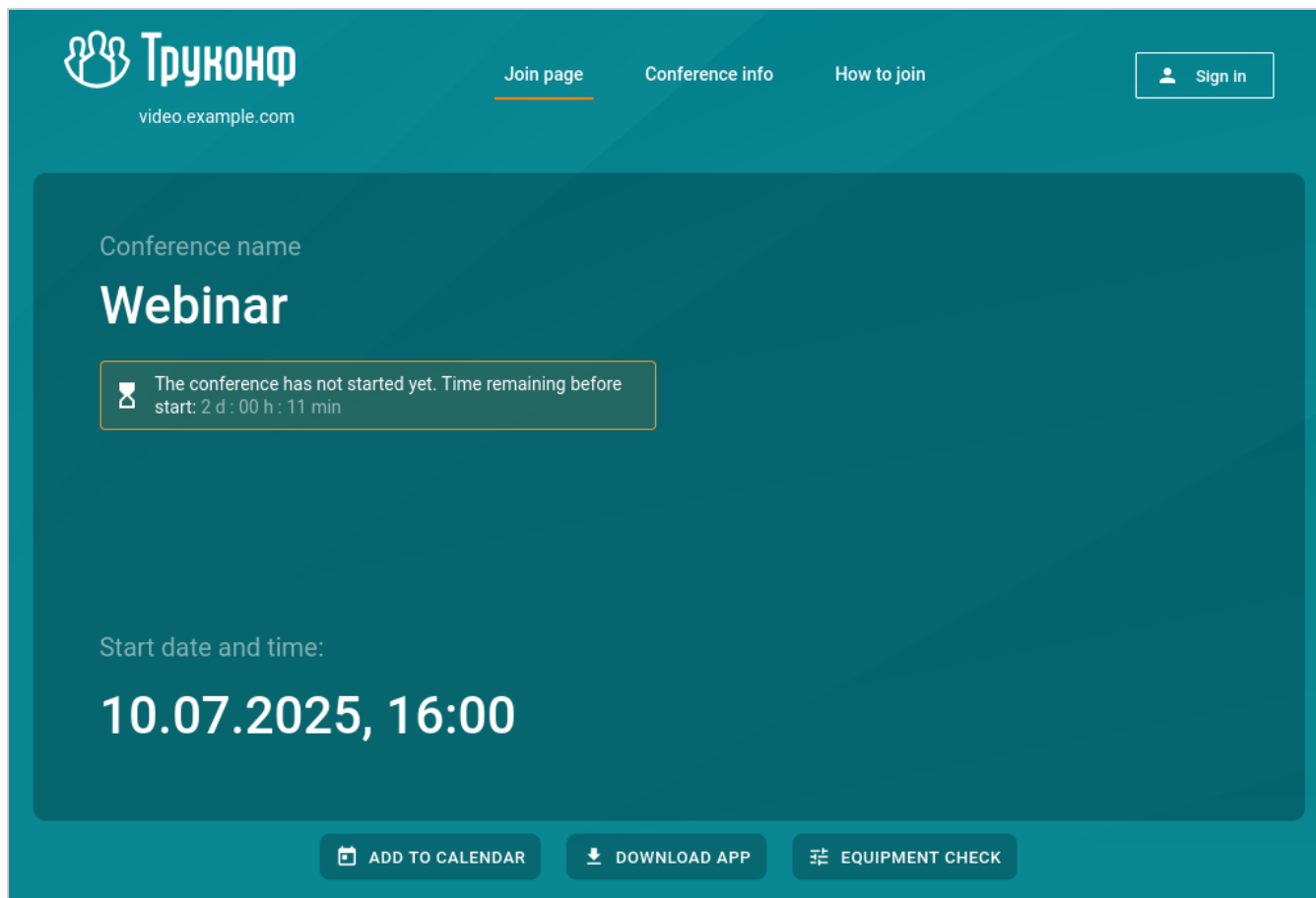
7.1. A virtual room or a scheduled conference that has already been started

If it is a virtual room or a scheduled conference that has already been started, you will see the buttons allowing you to join the meeting either from TrueConf client application or from the browser. If it is a webinar, you will be able to join as a guest; in this case, you will need to enter your name in the corresponding field:



7.2. Scheduled conference without registration

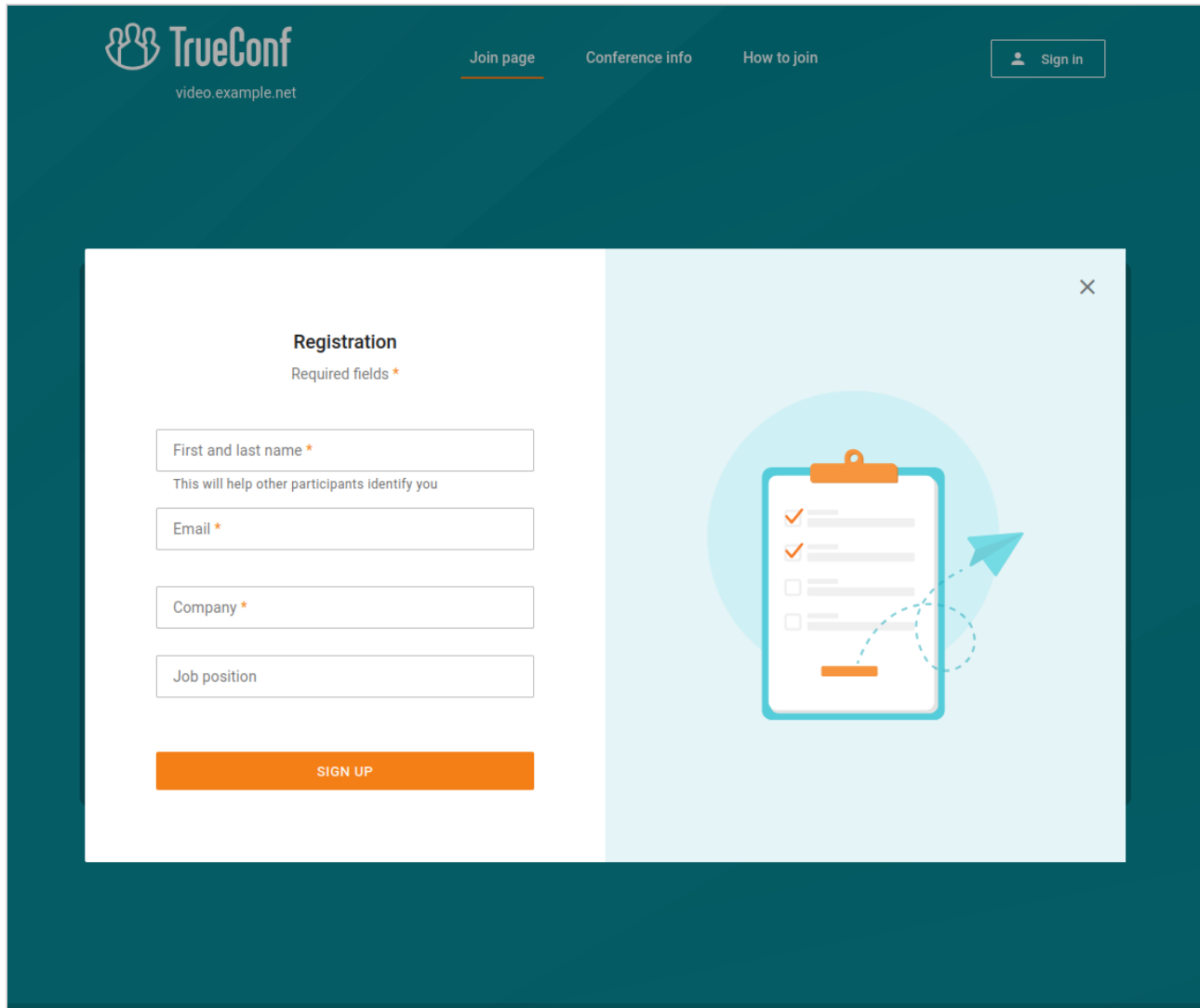
In this case you will see the general information about the webinar and the button for adding this event to your calendar:



If the conference has already been started, you will be able to join it either with your TrueConf Server account or as a guest (available for a webinar) as it is shown above.

7.3. Scheduled conference with open registration

The registration is available only for public conferences. In this case, you will see the **Sign up** button. If you click on it, you will be asked to fill out the registration form (required fields will be marked with an "asterisk"):

A screenshot of the TrueConf web interface. The header is dark teal with the TrueConf logo (three stylized figures) and the text 'TrueConf video.example.net'. Navigation links 'Join page', 'Conference info', and 'How to join' are in the center, and a 'Sign in' button is on the right. The main content area is white and contains a 'Registration' form. The form has a title 'Registration' and a subtitle 'Required fields *'. It includes four input fields: 'First and last name *' with a subtext 'This will help other participants identify you', 'Email *', 'Company *', and 'Job position'. Below the fields is an orange 'SIGN UP' button. To the right of the form is a light blue panel with a clipboard icon showing a checklist with two checked items and two unchecked items, and a dashed arrow pointing to the right. A close button 'X' is in the top right corner of the registration panel.

If email invitations were allowed on TrueConf Server, you will receive a connection link that will be sent to the email you provided when filling out the form. Otherwise, you will need to click on the **Copy link** button to copy and save the conference join link.

i The connection link is unique and cannot be shared with another participant or used on multiple devices simultaneously. For example, your session on a desktop computer will end if you try to connect on your phone.

If [registration is required for conference participation](#), access may be allowed only to authenticated users. In such a case, to become one of the conference participants, take these steps:

1. Authenticate on the conference page by clicking on these buttons: **Sign in → Enter as a registered user**.
2. Click on **Attend**.

***** Check out the [article in our knowledge base](#) to learn more about different ways of joining a conference.

7.4. Why do we recommend using a client application instead of a browser?

TrueConf offers user-friendly [client applications for all major platforms](#). We recommend using these applications for conference participation because they offer more features compared to browsers which are limited by the WebRTC technology. Additionally, each browser developer may deviate from generally accepted recommendations when implementing certain features. In client applications, there is no such problem because all features are available out of the box, and do not depend on external vendors. Some key limitations of browser clients compared to native TrueConf applications include:

- In a browser, a user can only connect to an ongoing conference; one cannot work outside the conference.
- Fewer chat features.
- The maximum size of a file that can be sent to a chat is limited to 1 Gb.
- Not all moderator features are available, such as participant role management, waiting room, etc.

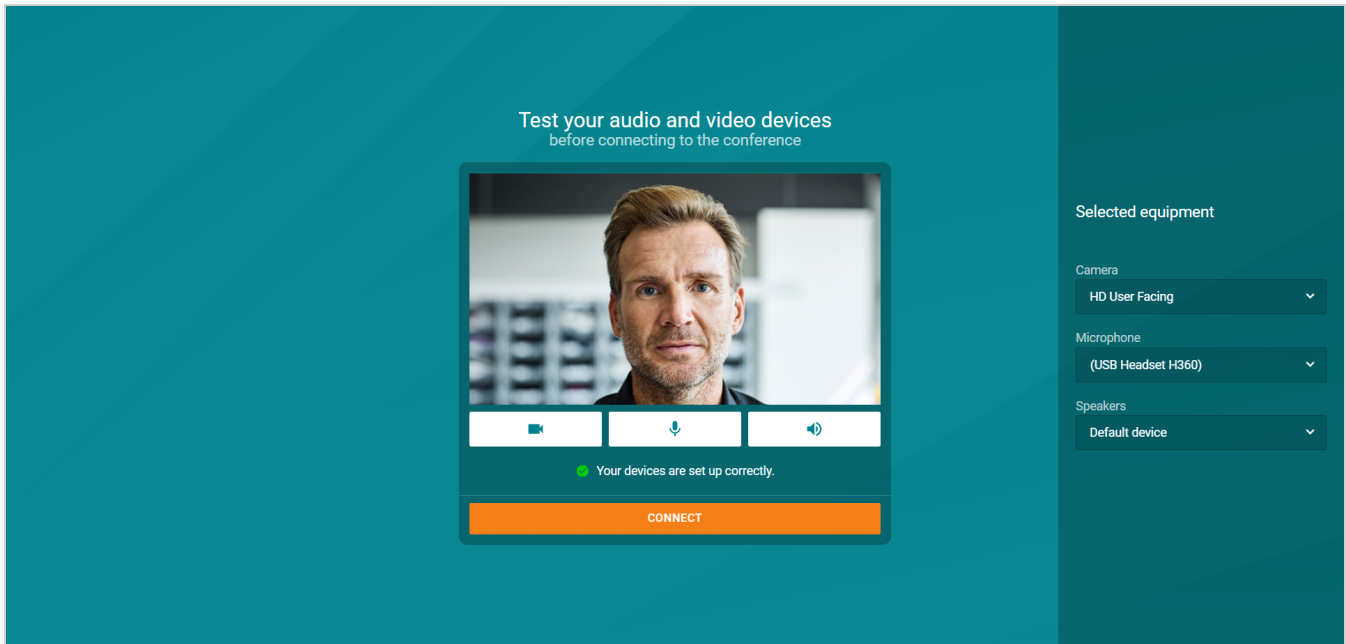
For more details on how to use client applications on different platforms, refer to the [relevant documentation](#).

If you have to join TrueConf conferences from a browser, the following features will be available:

- Ability to join conferences from popular browsers ([the list of supported solutions is provided on our website](#))
- Participation in a conference of [any mode](#) and access type (internal or public)
- Ability to select an audio track when joining a conference with simultaneous interpretation
- Conference chat
- Ability to share the screen or application windows
- Send a request for the podium in a moderated role-based conference.

7.5. Selection of devices

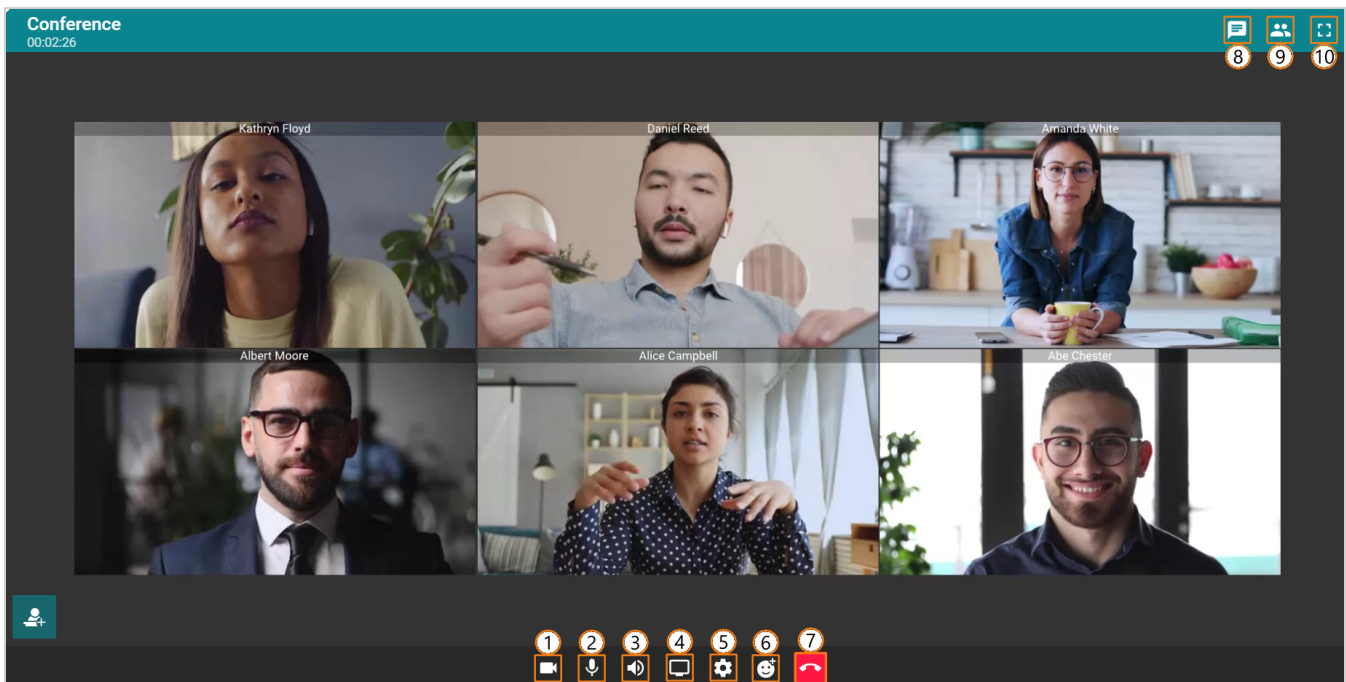
After joining a conference from a browser, you will see the window for selecting audio and video devices:



Select the devices in the drop-down list in the right-side panel. Then click the **Join** button to participate in the event.

7.6. The main conference window in a browser

After joining the conference, you will see the main window:



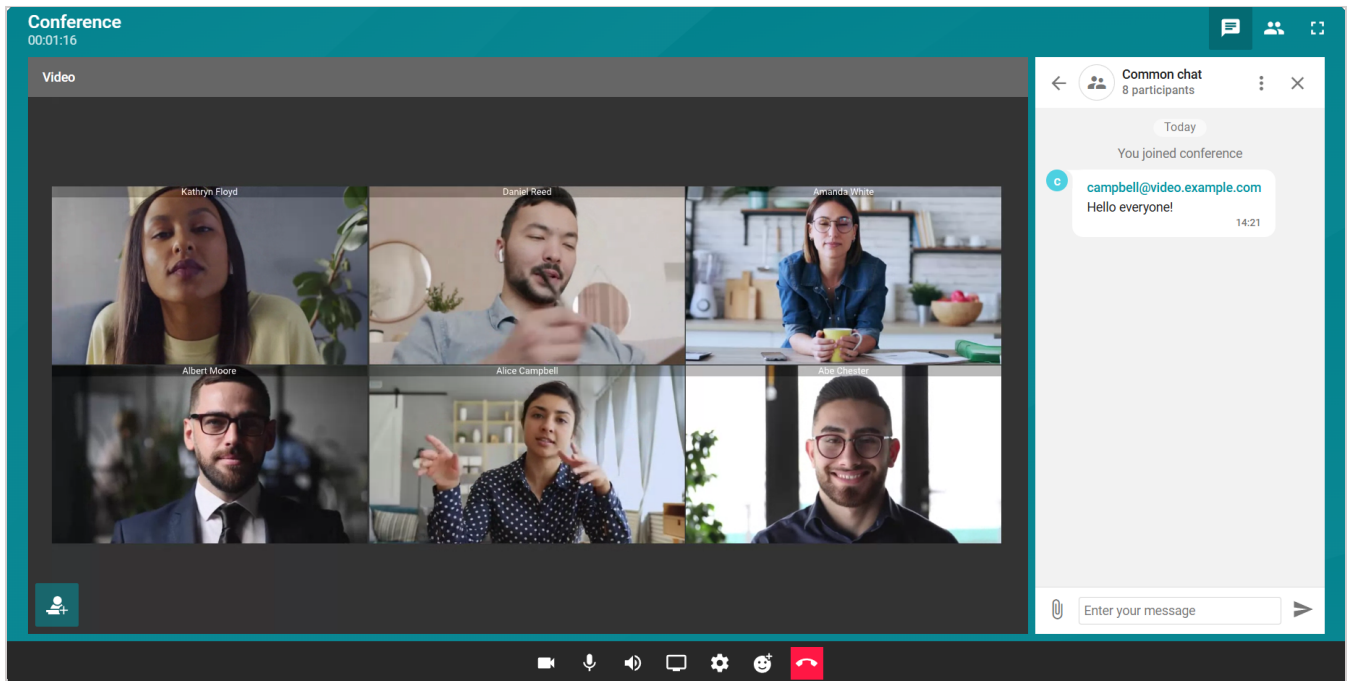
Here, you can make use of the following features:

1. Turn the camera on/off
2. Unmute/mute the microphone
3. Enable/disable audio from other conference participants
4. Start/stop content sharing
5. Configure devices
6. Use reactions
7. Leave the conference

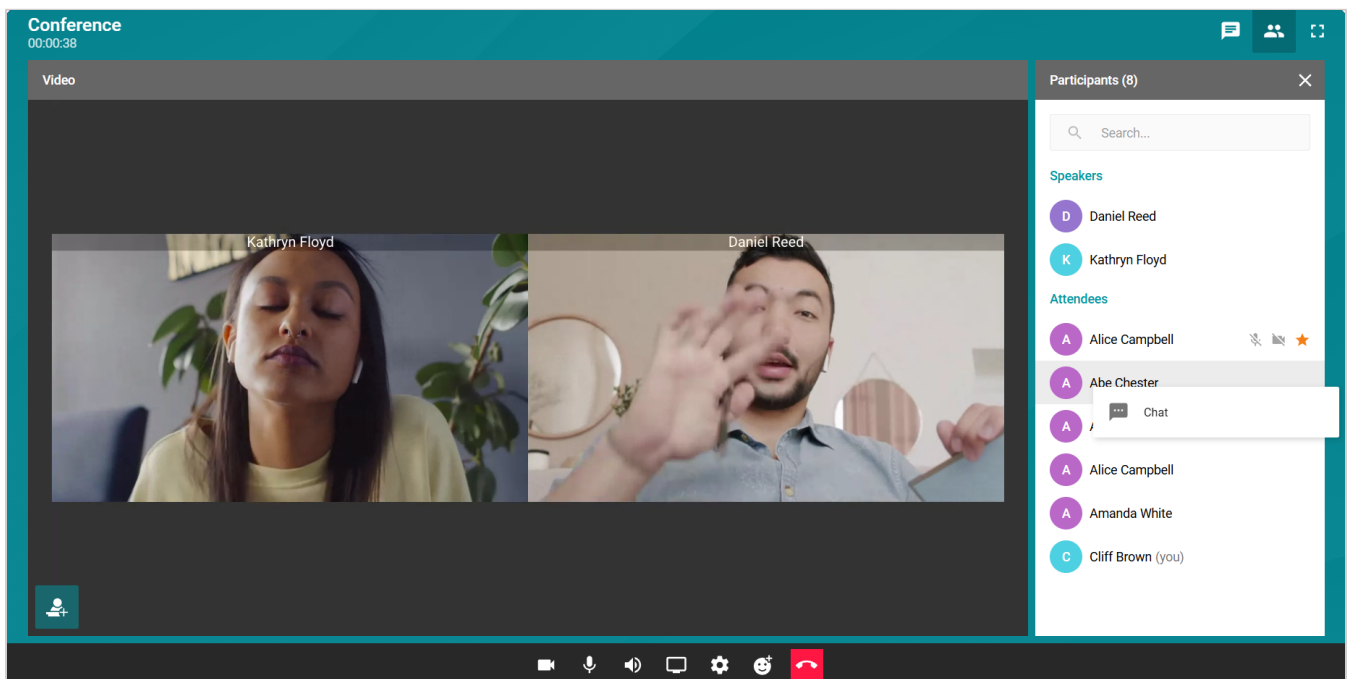
8. Open/close the general conference chat
9. View the list of participants
10. Enable full-screen mode.

7.7. Working with the conference chat

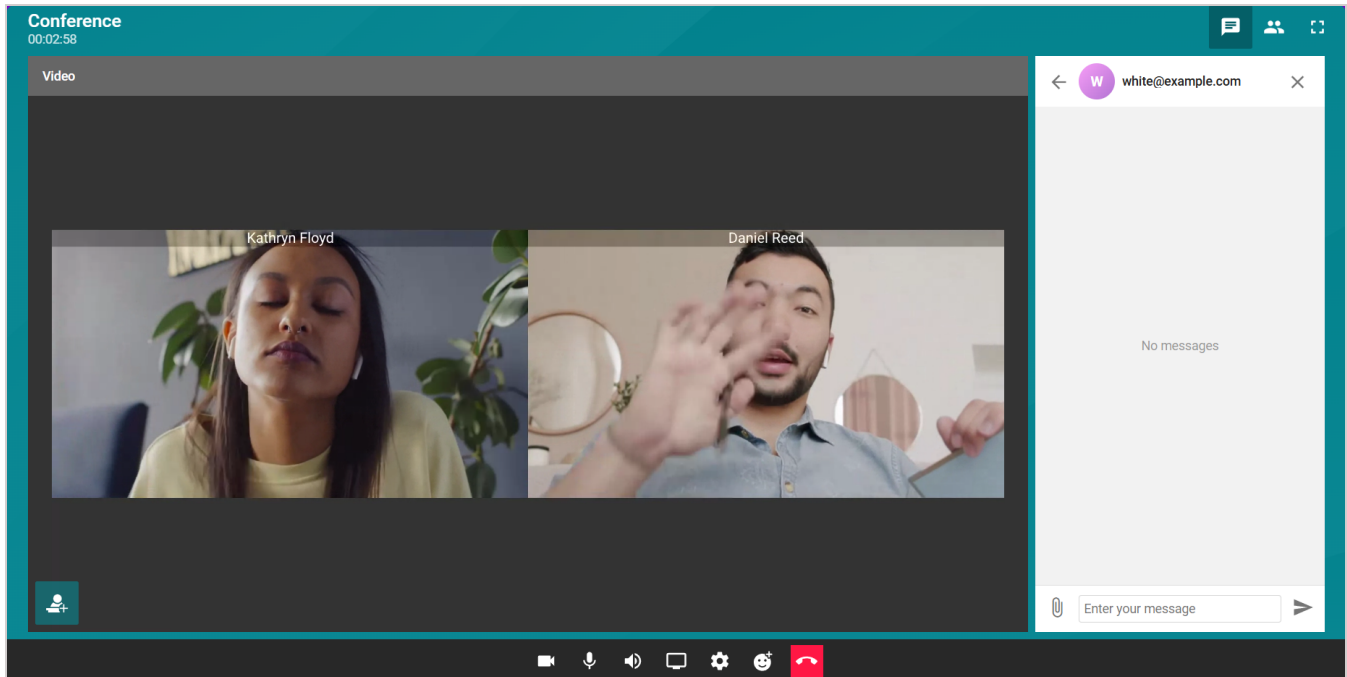
Click the  button to open the conference chat. It will be displayed on the right side, here, you can send messages and files:



To send a private message to a conference participant, open the participant list by clicking on . Right-click on the selected participant, then select **Chat** in the context menu:

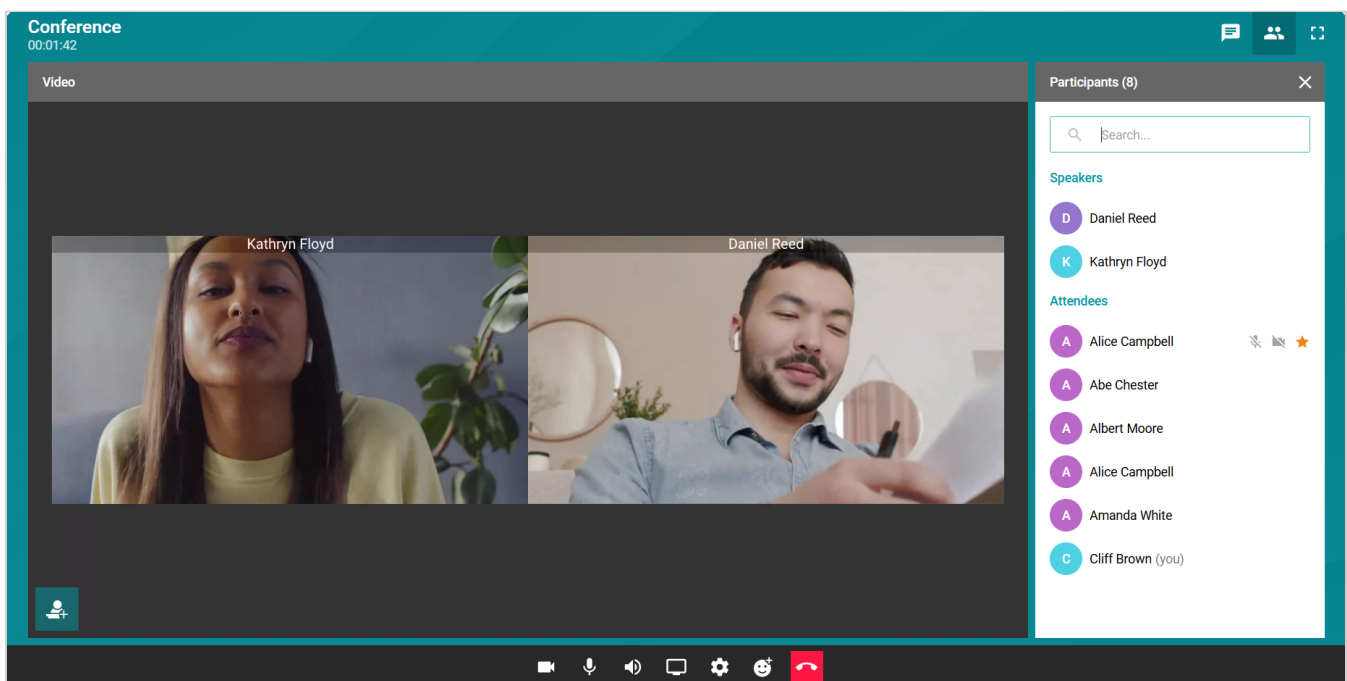


You will open the chat with the conference participant:

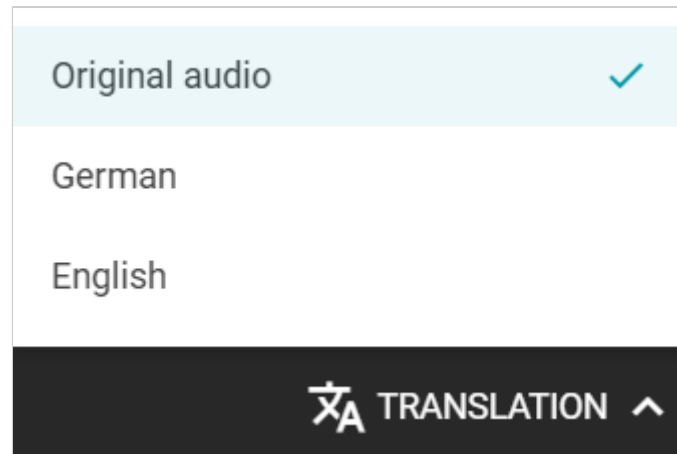


7.8. How to take the podium and select an interpretation audio track

A participant can take the podium only in a **moderated role-based conference**. To do it, click the  button. Then wait for the moderator to approve or reject your request to become a speaker. If your request is approved, you will take the podium and have access to all speaker capabilities. If you need to leave the podium, click the  button.



When participating in a conference with simultaneous interpretation, you can select an audio track by clicking the  button. Choose a language from the available audio tracks:



8. Conference scheduling

i You will be able to create conferences only if [this right](#) is given to you by the administrator.

To create a conference on the [main page of the personal area](#), click **New conference** or **New room**.

The pop-up window for creating an event will open on the **General** tab.

The launch mode will be set automatically. Click **Continue** or select a [template](#) to go to the main settings.

8.1. "General" tab

In the upper part of the **General** tab, a user can find mandatory parameters for creating a campaign and some other settings:

The screenshot shows the 'Conference editing' window in TrueConf Server. The left sidebar contains navigation links: Home, CONFERENCES (with sub-links: Meetings, Virtual rooms, Templates), Surveys, Transcripts, Chat, Contacts, and Call history. Below these are links for 'Download the application', 'User manual', and 'Go to the guest page'. The main content area is titled 'Conference editing' and shows the user 'ALICE CAMPBELL'. The 'GENERAL' tab is active, with other tabs being PARTICIPANTS(1), LAYOUT, REGISTRATION, INTERPRETATION, and ADVANCED. The 'Conference name' field contains 'Brainstorm'. The 'Conference mode' section shows 'All on screen' selected, with a description 'All participants can see and hear one another' and a '36x36' icon. The 'Date and Time' section has 'Scheduled' selected, with a start time of '08.07.2025 17:30', a duration of '01 : 00', and an end time of 'Ends at 18:30'. There are checkboxes for 'Weekly recurring meeting', 'Guest participants', 'Waiting room', 'PIN when joining', 'Conference video recording', and 'Create a conference transcript'. A language dropdown is set to 'English'. At the bottom, there is a 'Save as a template' checkbox, a 'CANCEL' button, and a 'SAVE' button.

- Conference name
- [Mode](#) (by default, **Smart meeting** is selected)
- Specify the number of [presenters](#) if a moderated role-based conference or smart meeting is selected

- **Conference start type:** scheduled or unscheduled (virtual room)
- Start date, time, and recurrence (if necessary) for a scheduled conference
- The checkbox **Guest participants** makes a conference public which means that the event can be joined not only by authenticated server users or federated users, but also by unauthenticated guests.
- You can activate the **waiting room** for the event. It is also possible to **select the category of participants** who will be moved in the waiting room (see below).
- By setting a PIN code, you can enhance the security of your event: even with a link, unauthorized users will be unable to join this event. When this option is enabled, a password is generated automatically, but it can also be changed manually. PIN code protection is not available for a **public conference** (webinar) if participants are required to register for this event.
- Conference recording (available only if the administrator of your TrueConf Server enabled this feature)
- If your TrueConf Server is integrated with TrueConf AI Server, you can override certain settings for a selected conference:
 - by checking the box **Create a conference transcript**, you can save the audio recording that will be processed by the AI server (this feature has to be enabled on the side of your video conferencing server)
 - select the main language spoken by conference participants which will help the AI server in difficult speech recognition situations. Although the language is determined automatically, there are languages which are similar in terms of pronunciation, and under such circumstances, it may be helpful to choose the main conference language.

Check the **Save as template** box to create conferences with the same settings in one click in the future.

8.1.1. Selection of the participants who will be moved to the waiting room

i It is not possible to select the participants who will be directed to the waiting room, if **registration is allowed** for a public conference (webinar). In such a case all participants except the owner and moderators will be directed to the waiting room if it is enabled.

Under any scenario, SIP/H.323/RTSP connections are treated as participants from other servers. For example, if an endpoint makes a call to a conference or is invited to the meeting, it will be directed to the waiting room if all the settings are activated except **Guests only** for a webinar.

Categories that can be selected for public conferences

- **All participants (except the owner and moderators)** – all participants **except the owner and moderators** will be moved to the waiting room (this includes the participants who signed up for the event)

- **Uninvited participants and guests** (selected by default) – the following participants will be ***moved*** to the waiting room:
 - all users from your server, who were ***not invited in advance*** before the start of the conference and are now calling the conference/owner or are invited after the start of the event
 - all users from a federated server who were ***not invited in advance*** before the start of the conference
 - all guests.The following participants ***will not be moved*** to the waiting room:
 - users from your server who were ***invited in advance*** before the start of the conference
 - users from a federated server who were ***invited in advance*** before the start of the conference
 - users who signed up for the event (since they have already been added to the list of invited participants)
 - users from your server and federated server who were ***invited in advance***, but did not join when the conference started and are now trying to join during a conference or receive another invitation call.
- **Uninvited participants from other servers and guests** – only guests (if they did not sign up for the event) and users from a federated server, who were not ***invited in advance***, will be directed to the waiting room.
- **Guests only** – only guests, if they did not sign up for the event, will be directed to the waiting room.

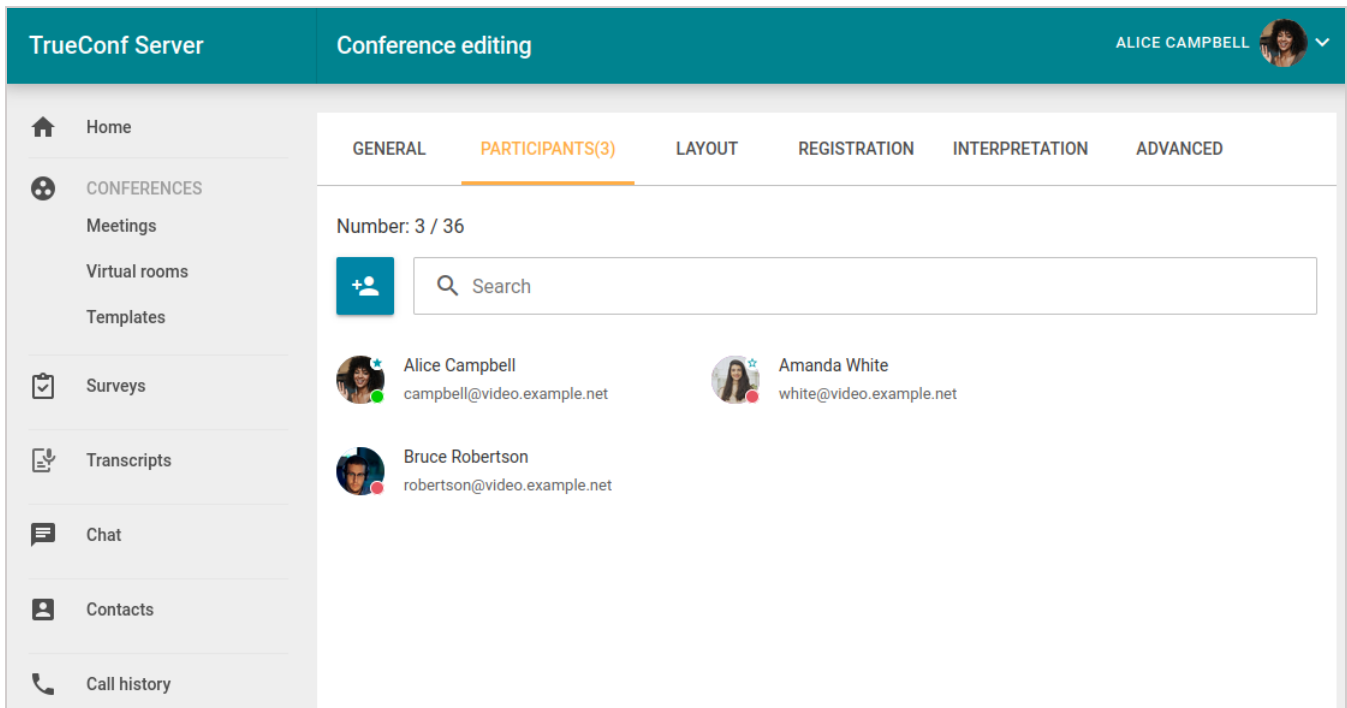
Categories that can be selected for private conferences (the rules are similar to the ones set for webinars except guests and unregistered participants):

- **All participants (except the owner and moderators)**
- **Uninvited participants** (selected by default)
- **Uninvited participants from other servers.**

8.2. "Participants" tab

Go to the **Participants** tab and add users to a conference in one of the following ways:

- From the [address book](#)
- By their [TrueConf ID](#)
- By specifying a [call string for an SIP/H.323 or RTSP device](#)
- By email (only for public conferences).



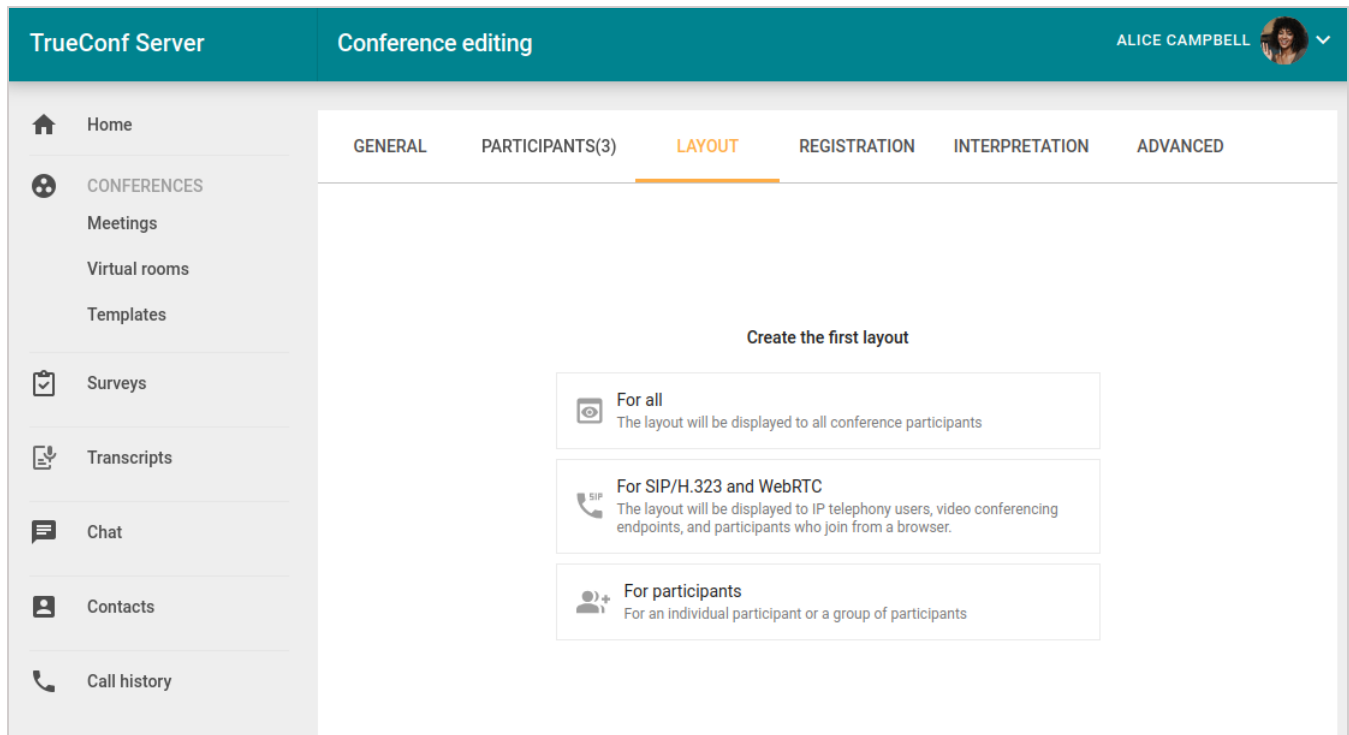
You can immediately appoint one of the invited attendees as meeting moderator. To do it, select a participant, click the button with three dots and choose the option **Assign as a moderator**.

8.3. "Layout" tab

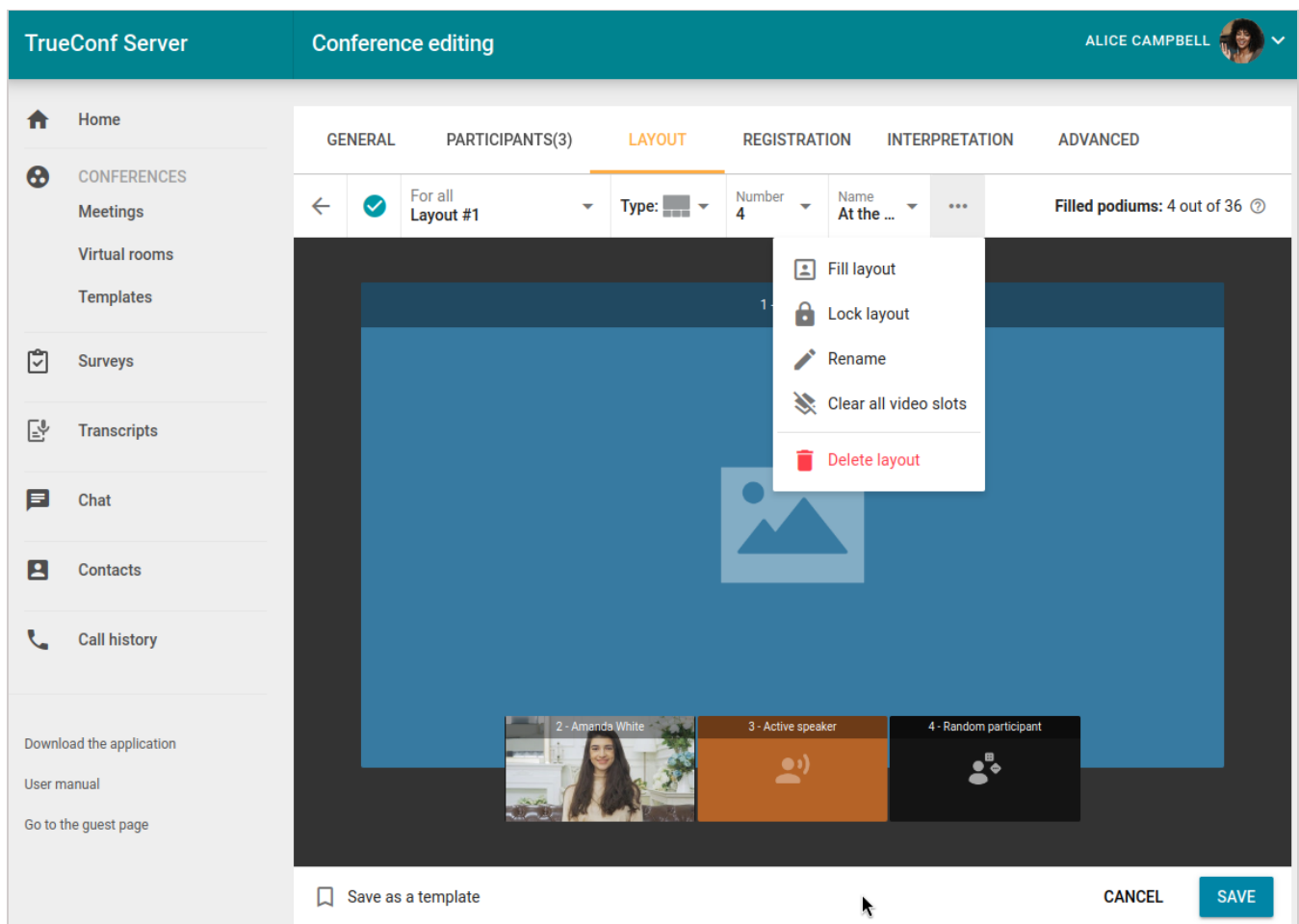
* We recommend that you review this [section](#) in advance to get a better idea of how video layouts work in TrueConf.

On the **Layout** tab, you can select the default layout for all conference participants (including groups of participants depending on the connection type) or for each user individually.

You can create multiple video layouts for each type (e.g., for SIP/H.323/browsers) and switch between them on the fly during a conference. To create the first layout, select its type from the list below:



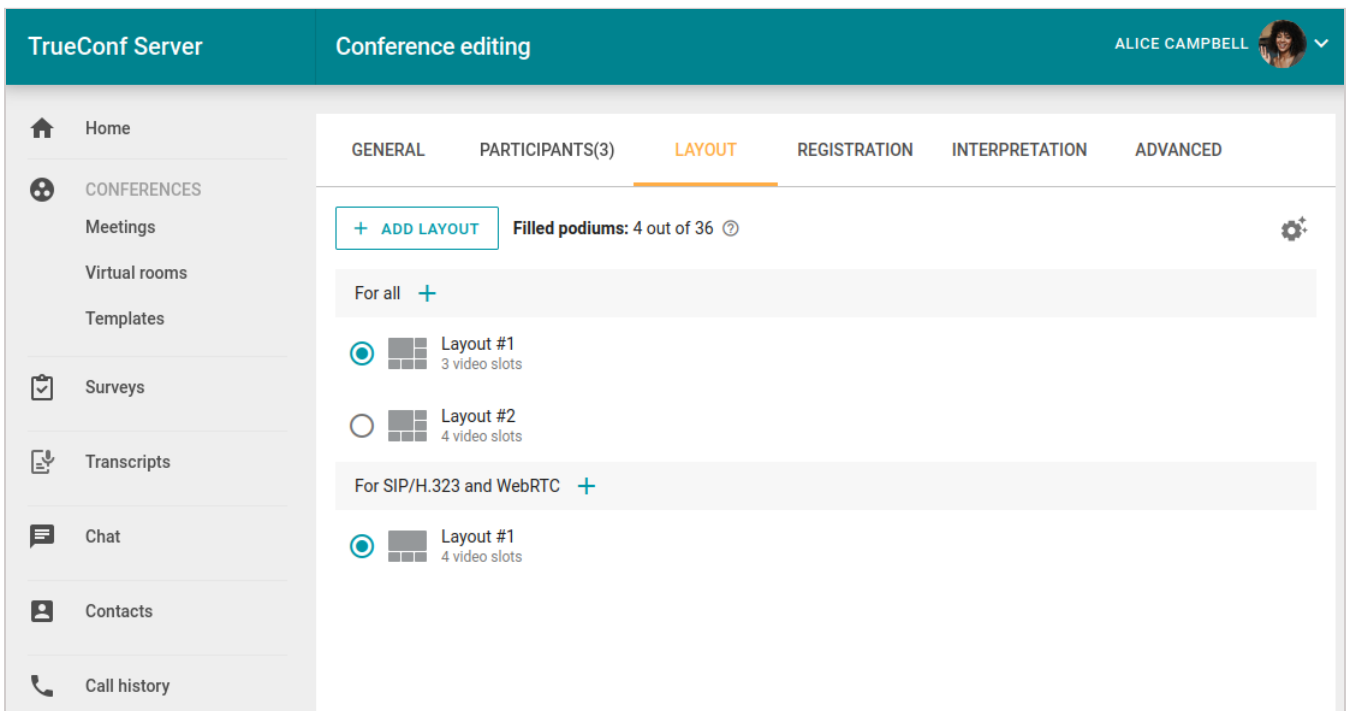
To set a layout:



1. Edit the conference video layout. You can move the selected participant's video window or enlarge this window by double-clicking on it. By clicking on any video window, you can choose its type: **Fixed**, **Random**, **Time-based shuffling**, **Active speaker**, or **Content**.

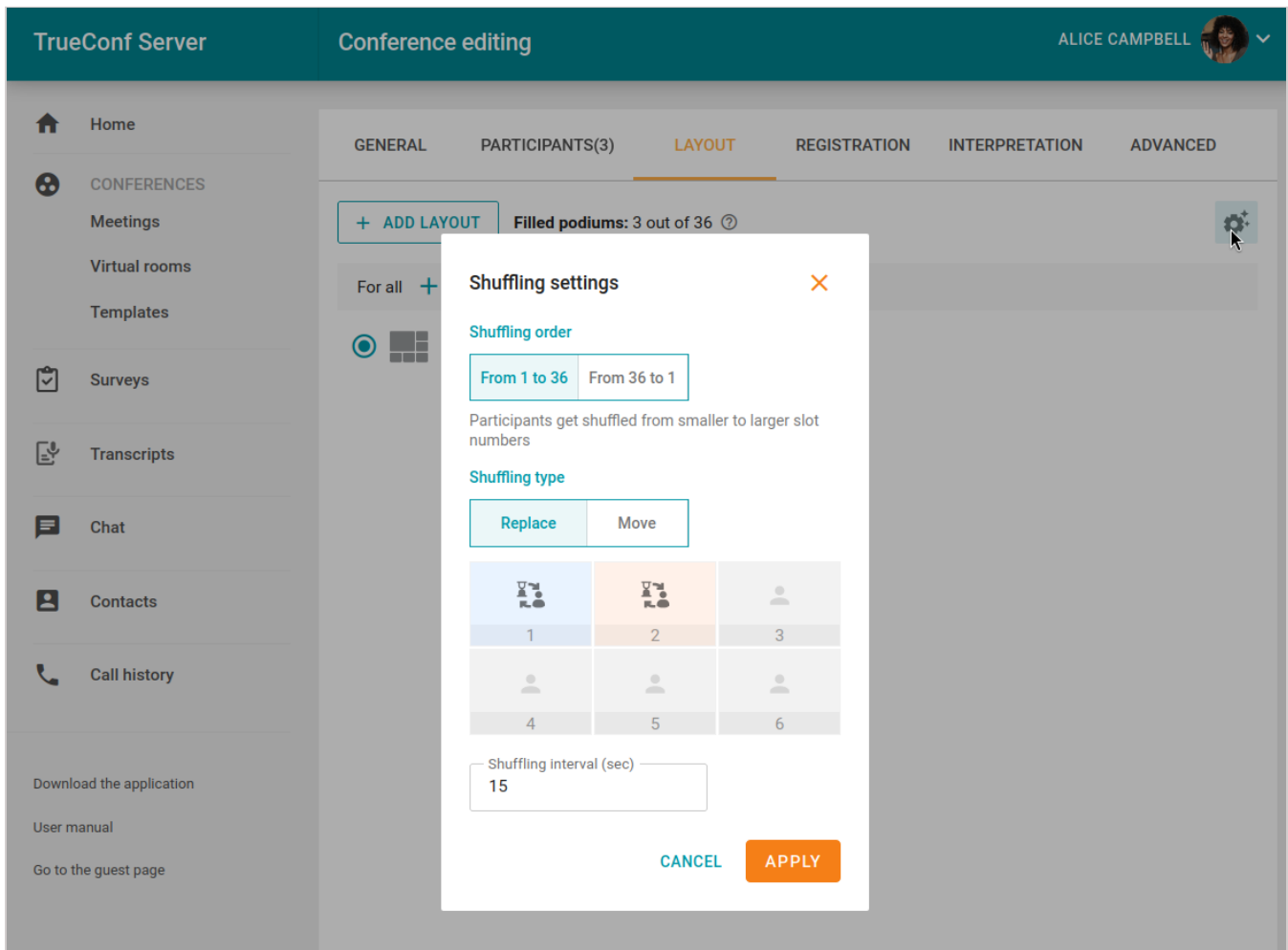
2. If the box  at the top of the editor is checked, this video layout will be used as the default when the conference starts (this box is automatically checked for the first layout in each category). Uncheck this box to disable the activation of this layout at the start of the conference.
3. You can add a new video layout directly from the editor by clicking on the drop-down list which is next to the layout name and selecting **Add layout**.
4. In the **Type** drop-down list, select how video windows will be arranged in the layout.
5. In the **Number** drop-down list, select the number of video windows in the layout.
6. In the **Name** drop-down list, select the position of a user's name in the video window.
7. Click the  button to open the menu with the following options:
 - **Fill layout** — allows you to automatically fill the slots in the video layout with invited participants; this button is enabled only when the layout is fully cleared.
 - **Lock layout** — in this case, participants will be required to use the video layout when it is activated during the conference. They will not be able to adjust it locally. This feature is especially useful for connections via third-party protocols such as SIP/H.323 since endpoints often have limited capabilities for controlling layouts.
 - **Rename** — set a name for the video layout (up to 70 characters) so that this layout can be quickly found in the [general list](#)
 - **Clear all video slots** — remove all participants from the video layout so you can start filling it again.
 - **Delete layout** — delete the selected layout. If this layout was used as the default one for its category (e.g., for all participants), no other layout will be automatically chosen as the default one; you will need to select a new layout manually.

If you have previously created video layouts for a conference, you will see their list:



The toggle on the left side of the layout name is needed to select the layout which will be used by default for each type of participants when the conference starts.

In the general list of conference video layouts, you can configure the settings for displaying video windows of the type **Time-based shuffling**. To do it, click the  button in the top right corner of the list. These settings will apply to all windows of this type across all layouts of the conference. You can select the order for displaying participants, who were not added to the layout, the type of shuffling, and the speed of shuffling:

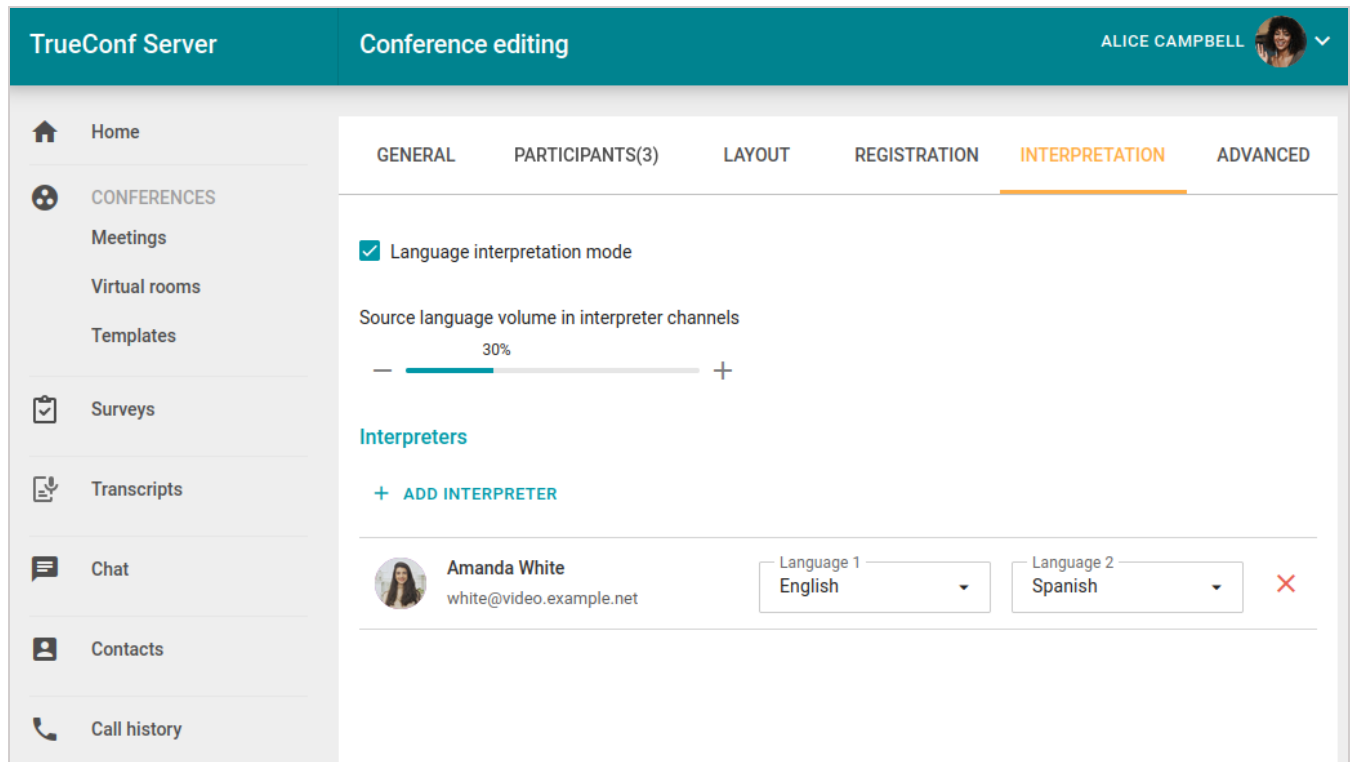


8.4. "Interpretation" tab

If your event will be joined by participants speaking different languages, and the discussion has to be assisted by simultaneous interpreters, check the box **Language interpretation mode** on the **Interpretation** tab. If a conference with simultaneous interpretation is recorded, multiple audio tracks will be created: a general track and separate tracks for each of the translated languages.

Each participant will be able to select the language of the presentation in a client application or a browser (depending on how the user joined the conference). The number of interpreters is limited only by the number of participants.

Simultaneous interpreters are selected among the users, who were added to the list of participants before the conference start (including users from the federated server), or among the list of registered guests in case of using scheduled webinar [with registration](#). Just click the **Add interpreter** button and select the language pair for translation. In the example below, the **English - Spanish** pair is chosen. Interpreters will be able to change the translation direction during the event in their TrueConf applications:



In this way, you can select several interpreters. This includes the cases when interpreters work on the same language pair (for example, one of the interpreters may rest, while the second one continues working).

At any given time, only one person can translate from one language to another. For instance, only one user will be able to translate from English to Hindi; however, the second interpreter will be able to translate from Hindi to English.

In interpreter channels participants will be able to hear the original presentation: its volume level will be set at 30 % by default. However, you will be able to reduce the volume level to 0 % (i.e. mute it).

Relay interpretation is also available. For more details about this feature refer to the [client application documentation](#).

8.5. "Additional" tab

Set up the following parameters on the **Additional** tab:

TrueConf Server

Conference editing

ALICE CAMPBELL

GENERAL PARTICIPANTS(1) LAYOUT REGISTRATION INTERPRETATION **ADVANCED**

Connection settings

Conference ID
webinar

Participant management

☒ Mute participants on entry

☐ Stop participants' video on entry

☐ Disable audio remarks

Guest permissions

☒ Allow to send messages

☒ Allow to send audio

☒ Allow to send video

☐ Limit the number of guests

Number

Invitations

☒ Send email invitations to conference participants

Conference time extension

☒ End the conference automatically according to the schedule

☒ Enable conference time extension

☒ Remind me 10 min before the conference ends

Visual settings

Background
Server settings

Watermark
Server settings

Save as a template CANCEL SAVE

- **Conference ID**
- **Connecting to the conference** without invitation (for private conferences only)
- Settings for automatically turning off participants' cameras and microphones when they join the conference
- Disable audio remarks in a moderated role-based conference
- Permissions for **guest participants** (available only for a public conference)
- Restriction on the number of guest participants (available only for public conferences); by default, unauthorized users can join the event up until the moment when the licence limit for guest connections is reached
- Sending email invitations to participants
- By default, a scheduled conference will not automatically end when its **allocated time** expires. However, you can enable automatic ending of the event by checking the box **End the conference automatically according to the schedule**. In this case, the checkbox **Enable conference time extension** becomes enabled so that moderators could be allowed to extend the duration of the event. One will be able to extend the conference time in the personal area, in the real-time meeting management section of a client application, and by clicking the button in the notification about the upcoming end of the conference (such notifications have to be enabled, for more details check below).

- You can enable notifications about the upcoming end of the conference (see above) by checking the box **Remind me 10 min before the conference ends**. The time for displaying the notification can be changed in the drop-down menu. This option is available only for scheduled conferences. All moderators, not just the owner, will receive such notifications.
- Visual settings for a conference: you can set a custom background and watermark for any event. It is also possible to add multiple watermarks to different parts of the video layout.
- Send automatic email reminders to conference participants. This feature will be available if it was previously activated in the settings of TrueConf Server by the administrator. It is possible to add up to 4 reminders for one conference. To do it, click on the **Settings** button. If you want to apply the notifications settings specified on the video conferencing server, click the button **Use administrator specified settings**.

i Sometimes when editing a conference created previously, you will see the reminders that you did not add. This issue may occur because the administrator of TrueConf Server activated global notifications settings when the conference had already been created.

- enable alerts about impending conference ending and, if necessary, allow moderators to extend the meeting for the selected period of time. Such notifications will be displayed in the real-time meeting management section both in the application and the personal area.
- Conference location and description.

8.6. "Registration" tab

If a public conference (webinar) is created, the **Registration** tab will be available (this feature will can be accessed if you are scheduling a conference and not creating it ad hoc). Here, you can configure registration settings so that users could sign up as guests for the online event:

TrueConf Server Creating a conference ALICE CAMPBELL

GENERAL PARTICIPANTS(1) LAYOUT **REGISTRATION** INTERPRETATION ADVANCED

☒ **Enable conference registration**
All users, except invited participants, will be able to join the conference only after registration

Close registration

☒ At conference start

☐ At conference end

☐ Custom date and time
Set the registration start and end time

Select start date and time Select end date and time

☒ Close registration when the maximum number of participants is reached (depends on the selected webinar mode)

☐ Allow authorized users to join without registration

☒ Request email confirmation

Registration form settings

Form editing will be available only when the conference is created

Field title	Required field
First and last name	☒
Email	☒
Company	☒
Job position	☐

SETTINGS

Save as a template CANCEL CREATE

1. Enable registration (disabled by default)
2. Select the time when registration will close:
3. **Without limitation** — available only for recurring conferences (the registration will always be open)
4. **At conference start** — the registration will close right after the webinar start
5. **At conference end** — the registration will remain open up until the webinar end
6. **Custom date and time** — set a custom time interval during which the registration will be open.

3. Automatically close the webinar registration when the maximum number of participants is reached (depends on the selected conference mode).

4. Allow any authorized user to join the conference after its start. In this case, any user registered on your server can sign in on the conference page and add oneself to the list of invited participants by clicking on the **Attend** button.

5. If the box **Request email confirmation** is checked, a user will be required to follow an authorization link in the email notification about registration for a webinar, in other words, the user will have to confirm the authenticity of his/her email. Without such email confirmation, the participant will be unable to join the webinar.

6. In the section **Registration form settings**, you can select the fields that participants will need to fill in order to sign up for a TrueConf webinar. You can re-arrange the fields with the drag-and-drop mechanism. It is also possible to check the boxes for required fields. A user can configure the fields **only when creating a conference**; however, this option is not available when the conference is edited.

7. By clicking the **Settings** button, you can add fields to the registration form, but this option is **only available when the conference is created**. You can add standard fields to the form or create your custom fields (up to 10) by selecting **Settings → Add field**.

When the changes are saved, users will be able to sign up for a public conference on its web page.

8.7. Templates

To create meetings with multiple identical parameters, you can use templates. When a conference is created based on a template, all schedule settings are discarded (it becomes a virtual room by default). However, the following parameters remain unchanged:

- Conference name, mode, and owner
- List of participants
- Parameters from the **Additional** tab (except conference ID)
- All registration settings saved in the template, except the time when participant registration will be closed: these parameters will be available for a scheduled public conference (webinar).

* Set up a schedule [on the General tab](#) to hold the same conference on a regular basis.

To add a template, use **Create a template** button in the upper right corner of the **Templates** section. You can also save your conference as a template [when creating it](#).

To use a template, select it in the **Templates** section and create a conference using the buttons in the panel on the right. You can also edit or delete the selected template.

9. Conference management

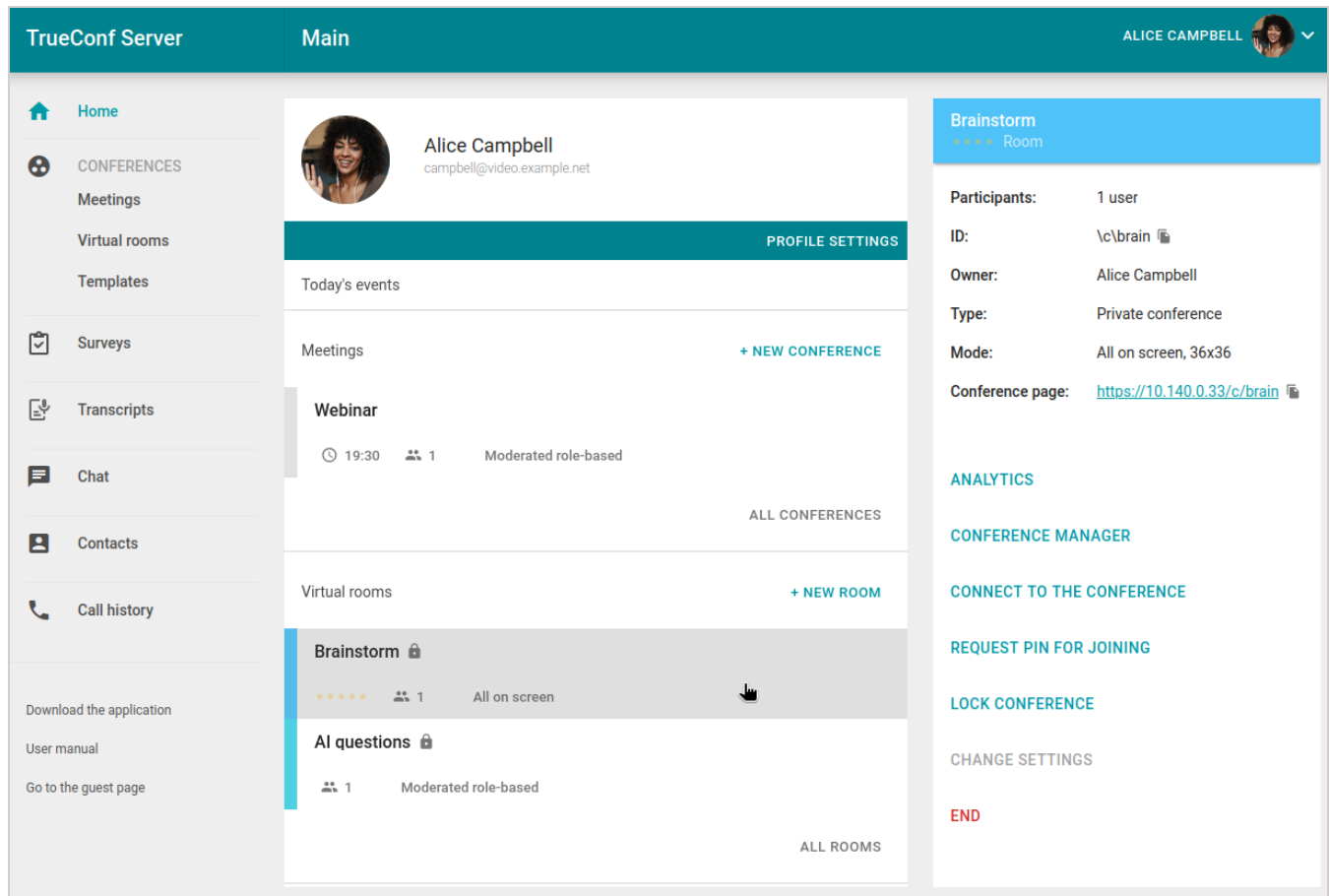
9.1. Managing an event in its information card

Before the conference starts, you will have access to a number of features in [the card of this event](#) (if you are the owner). You will be able to:

1. Go to [conference analytics](#)
2. Start the event
3. Join the conference from [its web page](#) (for a virtual room) or add it to your calendar (for a scheduled event)
4. Open the [conference editing menu](#).
5. Delete the event.

All other participants (including moderators) will only be able to join the event (for a virtual room) or add it to their calendar (for a scheduled conference).

When the conference starts, the list of features will change, and the owner will be able to [view analytics](#), [access the real-time meeting management section](#), and [set or change PIN](#).



9.2. Real-time meeting management

You can [change the video layout](#) and [control participants' devices](#) during an ongoing conference right in your personal area. To do it, use the **real-time meeting management tool**.



This feature is available in one of the following cases:

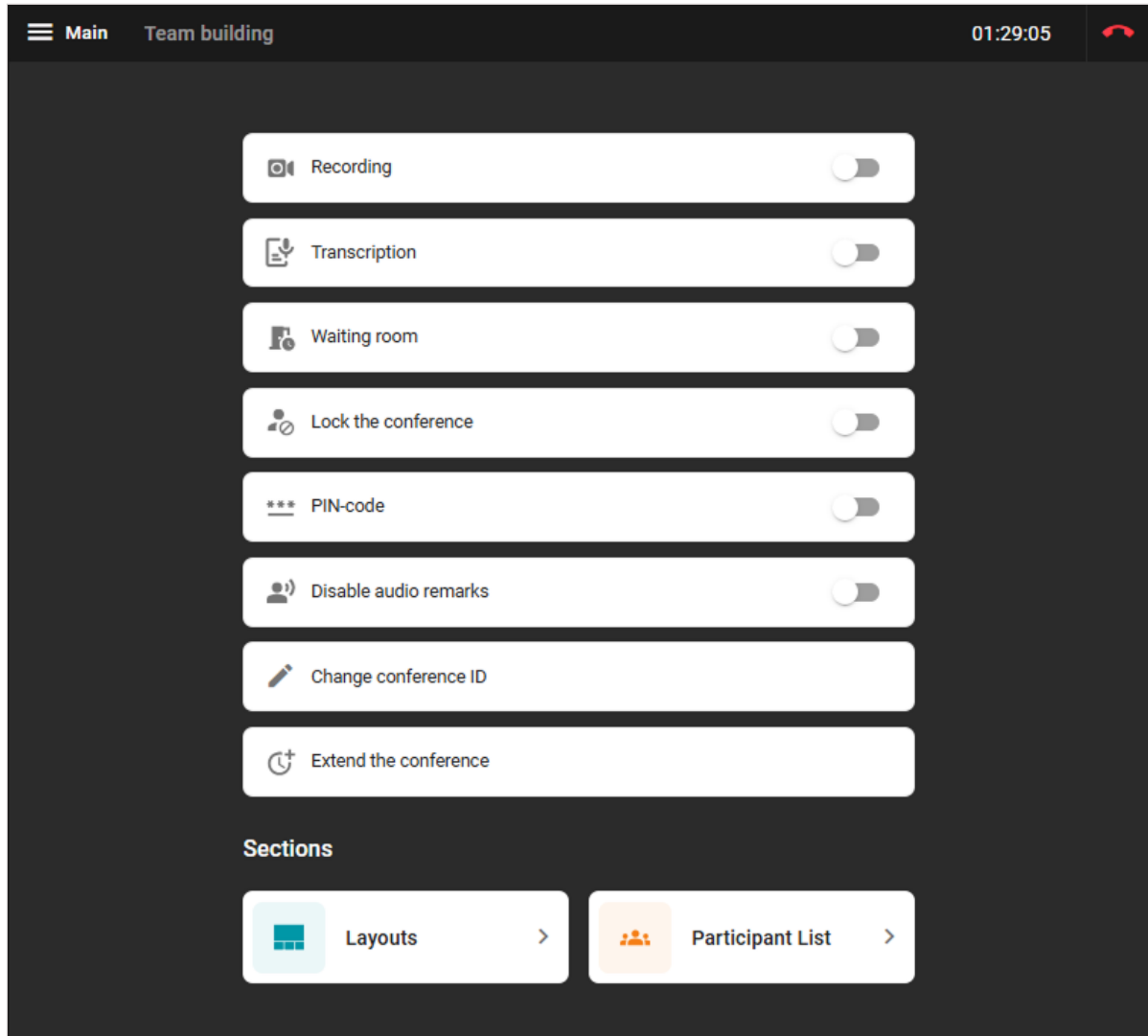
- You are the [conference owner](#).
- You are a conference moderator.
- You have the operator rights which means that you automatically become a conference moderator.

In the last two cases you have to be connected to the conference from a browser (via WebRTC) or in your client application and added to the list of invited participants before the start of the meeting; otherwise, this event will not be displayed in your personal area.

To open the real-time management tool of a conference, select this event on the [main page of the personal area](#) either in the **Meetings** section or in the **Virtual rooms** section. Next, click on **Conference manager** in the panel displayed on the right side.

The real-time meeting management tool will be opened in the new tab. On the main page, in the upper left corner, you will see the meeting name, and in the right corner, there will be the meeting duration and the button for ending the call (on other pages, this

UI element will be replaced with the settings menu button ). The  button opens the menu for navigating to video layout settings and the list of conference participants:



For the sake of convenience, the major conference parameters are available on the main page of the real-time meeting management tool:

- [Enable video recording](#)
- Activate [transcription](#) (if your server is integrated with TrueConf AI Server)
- [Lock the conference](#)
- [Activate the waiting room](#)
- [Disable audio remarks](#)
- Change the [conference PIN](#) and edit the [conference ID](#)
- [Extend a scheduled conference](#).

On the main page, you can also go to [layouts settings](#) and open the list of [conference participants](#).

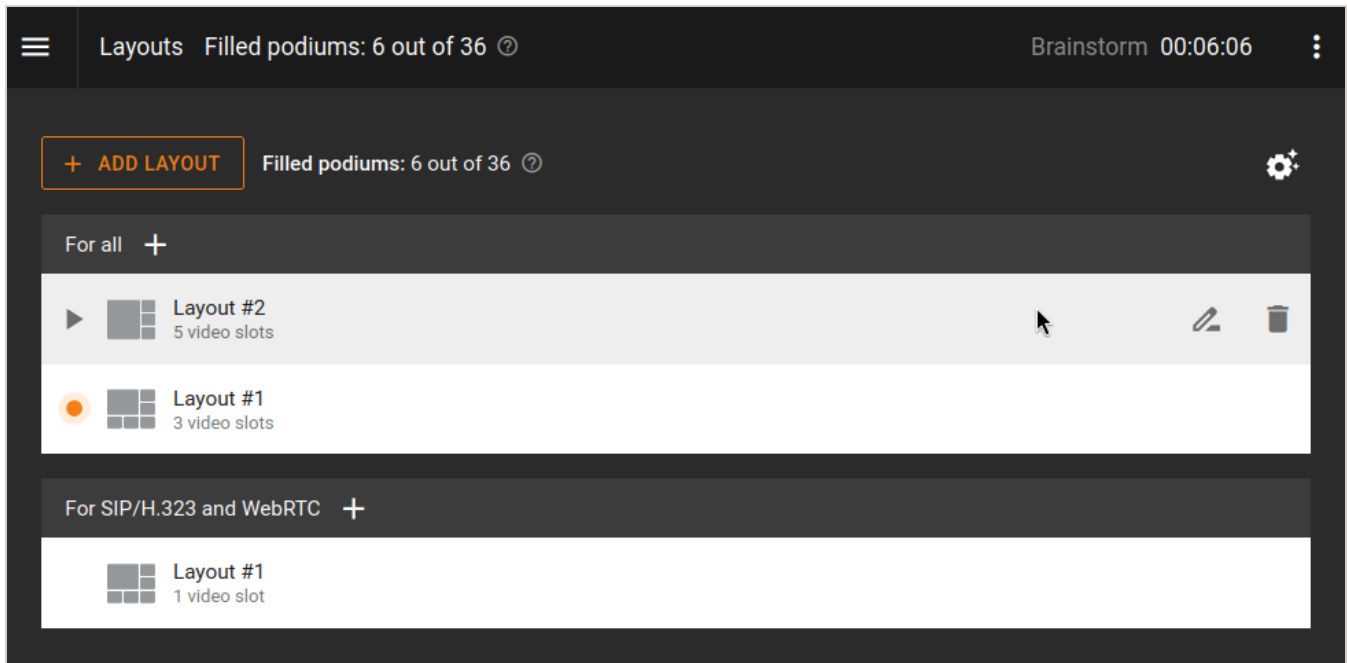
9.2.1. Changing video layouts

The order of participants' video windows in the layout (all participants in "all on screen" mode and presenters in a moderated role-based conference or a smart meeting) is determined in the following way by default: the windows are displayed in the order in

which participants joined the conference. The layout is filled from left to right and from top to bottom starting from the upper left corner.

In case of a smart meeting, it is impossible to manage layouts since the group of presenters displayed in the layout is **formed automatically**. So, you will immediately see the list of participants with **buttons for managing their devices**.

If some layouts have already been created for the conference, you will see the list of layouts:



The active video layout will be highlighted with an orange indicator  displayed to the left of the layout name. To activate a different layout, hover the mouse over it and click the  button to the left of the layout name. To stop streaming a layout, hover the mouse over it and click . To change the rules for shuffling video slots, click .

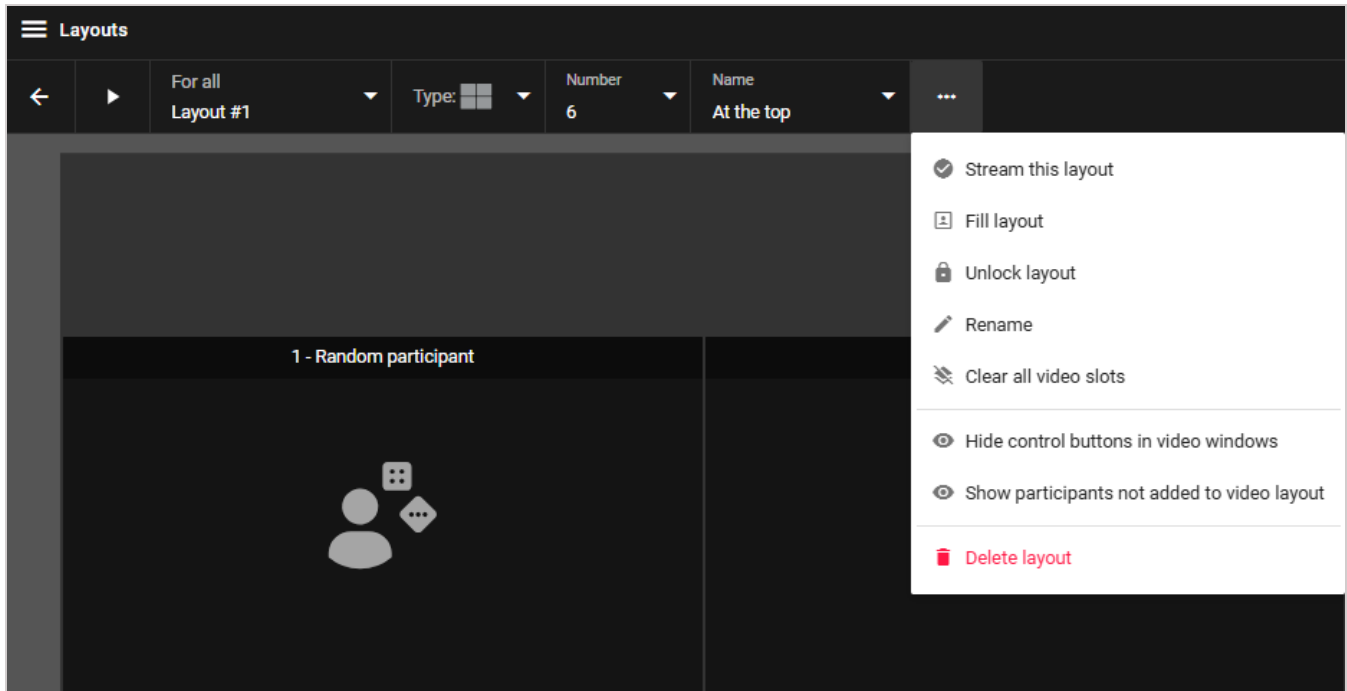
If no layouts have been created so far, after opening the real-time meeting management section, you will see the menu for choosing the type of the layout that you want to create. Select the **layout mode** you want to apply:

- for all participants
- for SIP/H.323 and WebRTC users
- individual video layout for a specific meeting participant.



Layout management is not available in **video lecture** mode.

After that you will proceed to the layout control panel.



i Please note that in the real-time meeting management section, video layouts are not saved automatically; you need to save them manually before returning to the general list.

1. To activate the current video layout, click the ► button which is on the left side of the layout name. You can activate **only** the layout which has already been saved.
2. Click on each video window and [select its type](#) in the pop-up menu displayed on the right side. If a window is supposed to be reserved for a certain fixed user, select a participant. You can drag any video window with your mouse and enlarge (prioritize) it with a double-click.
3. You can add a new video layout directly from the editor by clicking on the drop-down list which is next to the layout name and selecting **Add layout**.
4. In the **Type** drop-down list, select how video windows will be arranged in the layout.
5. In the **Number** drop-down list, select the number of video windows in the layout.
6. In the **Name** drop-down list, select the position of a user's name in the video window.
7. Click the ⋮ button to open the menu with the following options:
 - **Fill layout** — automatically fill video slots with participants (if the number of slots is greater than the number of participants, the remaining slots will be of the "random participant" type).
 - **Lock layout** — in this case, participants will be required to use the video layout when it is activated during the conference. They will not be able to adjust it locally. This feature is especially useful for connections via third-party protocols such as SIP/H.323 since endpoints often have limited capabilities for controlling layouts.
 - **Rename** — give an easily recognizable name to the video layout (up to 70 characters) so that it can be quickly found in the [general list](#).
 - **Clear all video slots** — remove all participants from the video layout so you can start filling it again.

- **Delete layout** — deletes the current layout. If it was selected as the primary layout for its category (e.g., for all participants), a different layout will not automatically become the primary one. The new primary layout has to be selected manually.

```
- <interface ru='Показать кнопки управления в видеослотах' en='Show control buttons in video slots' />
- <interface ru='Показать участников не в раскладке' en='Show participants not in the layout' />
```

After positioning and rearranging participants' video windows in the layout, click **Save** to add the layout to the list.

To activate the video layout, which has already been saved, click the ► button in the [general layout list](#) or in the layout editor. In the case of a **moderated role-based conference**, the participants added to the layout will be automatically invited to the podium.

The number of available podiums in all video layouts will be displayed in the upper panel. For more details, refer to the [rules for reusing unique slots](#).

i If you want to enable meeting participants to [decline the layout you have applied](#), select **Enable users to change layout** in the additional settings when creating the video layout.

9.2.2. How to rename a participant

You can change the name (caption) of any conference participant displayed in the video window. This caption will be used only in this layout and will not affect the user's name in the address book:

- Control buttons are displayed in video windows:
 1. Click on the  button in the participant's video window to access the [additional menu](#).
 2. Select the **Change display name** option.
 3. Enter the new name in the pop-up window and click **Save**.
- 1. Control buttons are not displayed in video windows:
 1. Right-click on the window of the participant whose name has to be changed.
 2. Select the option **Change display name** in the context menu.
 3. Enter the new name in the pop-up window and click **Save**.

Renaming is also possible when a participant is replaced in the video window.

9.2.3. How to add a content window

To add an extra video window for displaying [content shared in a separate stream](#) or a [presentation](#), just select one of the slots and change its type to **Content**.

9.2.4. Managing participants' audio and video devices

You can manage participants' devices immediately after [adding them to the video layout](#). If control elements are not visible, enable their display by selecting the [option Show control buttons in video windows](#).

i Please note that the buttons for managing participants are displayed only in an active layout!

The following participant management buttons are available:



— enable/disable camera



— mute/unmute microphone



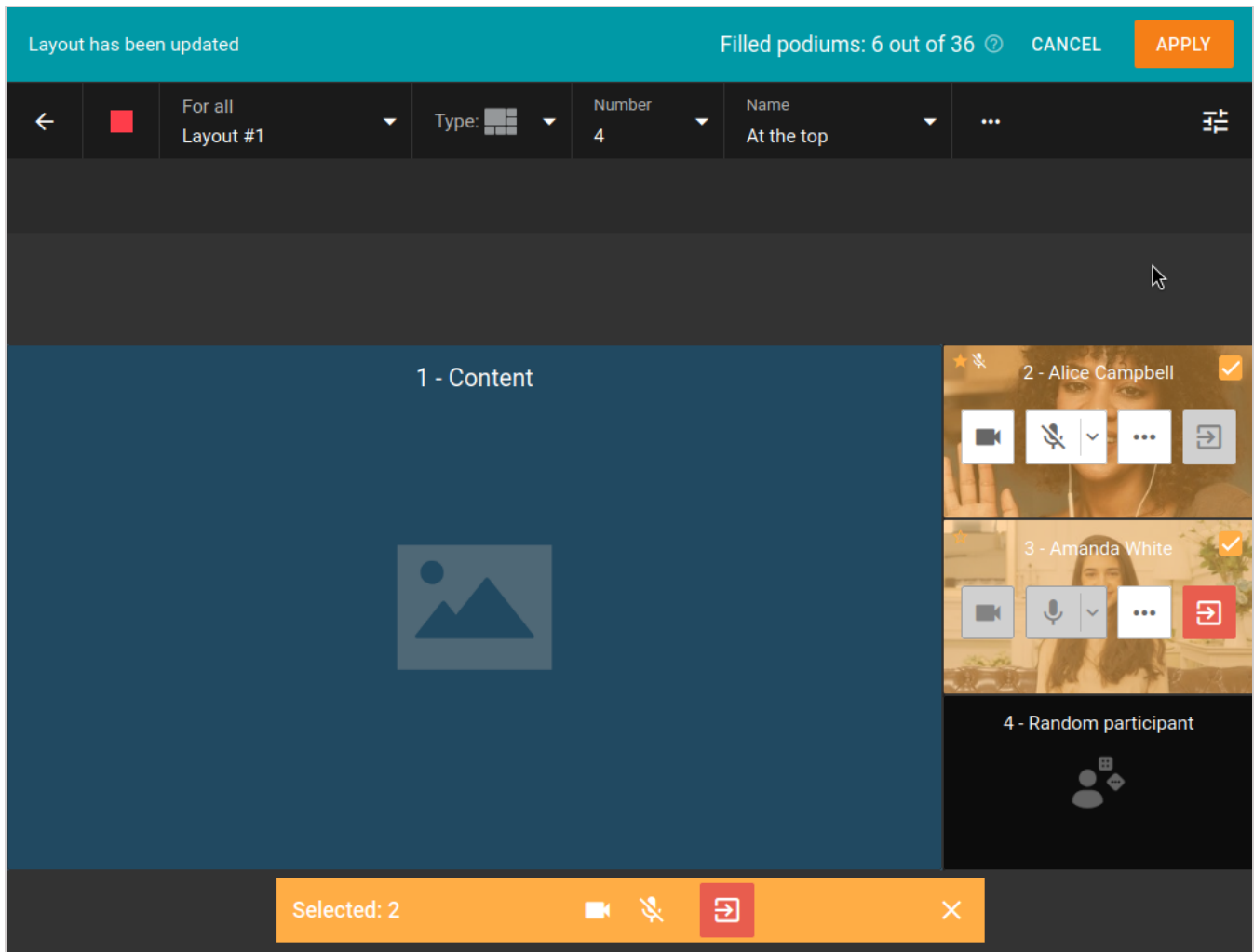
— increase/decrease microphone gain (displayed when clicking on the arrow icon which is on the right side of the microphone)



— open the additional menu where you can:

- remove a participant from the podium or invite him/her to the podium (available only in a moderated role-based conference)
- [rename](#) a participant in the layout
- replace a participant in the video window with a different one
- set up audio and video devices (choose and set up camera, audio capture and playback devices, adjust microphone sensitivity)
- select an audio output channel for the participant (only in a conference with [simultaneous interpretation](#))
- appoint the participant as moderator
- set an individual layout for a participant
- spotlight a video window or make it smaller (in the layout with a spotlighted window)
- select an audio output channel for the participant (only in a conference with [simultaneous interpretation](#))
- clear the video window.

To select multiple participants, check the box in the upper right corner of the video window for each participant. In the toolbar at the bottom of the screen, you can turn off cameras and microphones of multiple meeting participants and remove them from the conference. In a **moderated role-based conference** there will be an additional button for removing the participant from the podium.



9.2.5. List of conference participants

To open the full list of participants, click the  button in the top left corner and select **Participant List**. Here, you can remove a user from the conference, [invite new participants](#), and [manage their devices](#). The  button will be hidden if you have changed the layout but have not saved changes.

To return to the video layout management, click the  button and select the **Layouts** option. In **moderated role-based conference** mode, there will also be buttons for inviting  and removing  users from the podium.

Participant List Webinar 00:29:47

Search +

☐ Speakers

☐ Daniel Reed
reed@video.company.com/ba000caa

☐ Margaret Taylor
taylor@video.company.com/9ff83652

☐ Jane Flowers
flowers@video.company.com/11540033

☐ Attendees

☐ Alice Campbell
campbell@video.company.com/37bea58c

☐ Unconnected users

☐ Albert Moore
moore@video.company.com RE-INVITE

9.2.6. Add a new participant to a conference

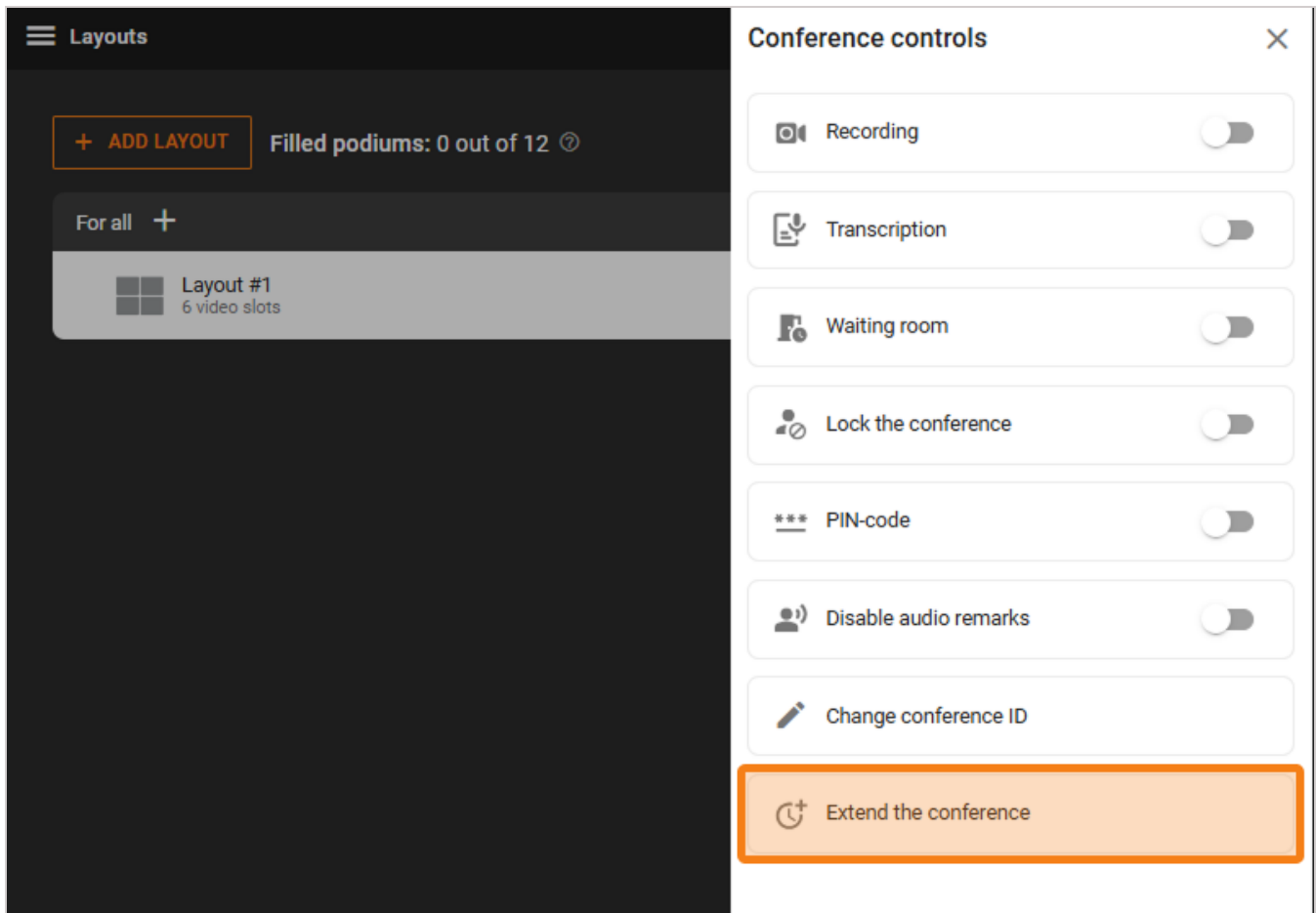
You can invite users to an ongoing conference. To do it, open the [list of participants](#) and click the  button which is on the right side of the search bar.

The window for adding users will open. There you can select users in the same way as you would when [creating a conference](#).

* One can also invite users to the conference in the layout management window, if participants, who are not added to the layout, are displayed.

9.3. Conference time extension

Every moderator will be able to extend a **scheduled** conference, if the corresponding option was enabled in the [Additional tab](#) when this event was created. One can also extend the meeting in the real-time meeting management section in one of these ways:



1. Click the  button in the upper right corner and select the **Extend conference time** option.
2. If the reminders about upcoming conference ending were activated (check the corresponding box), the notification with the **Extend** button will be displayed in the lower part of the control panel.
3. Additionally, the owner can extend the conference by clicking the **Extend conference time** button in the [card of an ongoing meeting](#) without having to go to real-time meeting management.

Extending conference time

Extend conference time for

15 min ▼

CANCEL APPLY

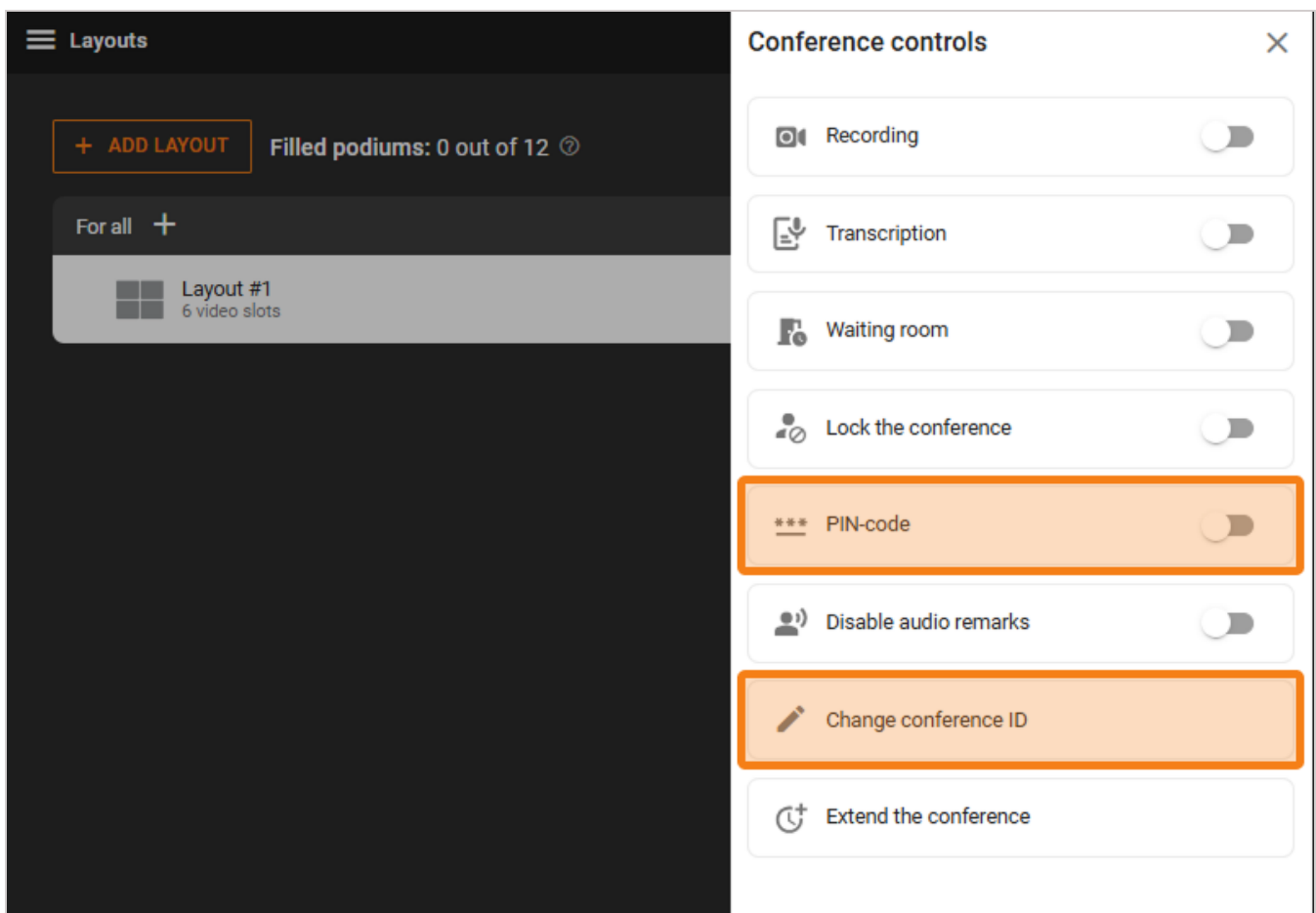
In the pop-up window, choose for how long you want to extend the conference, then click **Apply**.

9.4. Changing the conference PIN and ID on the fly

It is possible to change the PIN (needed for joining the meeting) and ID (unique identifier) of an ongoing conference. For example, when all invited participants have joined the conference, you can protect this meeting against unwanted connections. This feature is available in the same cases when [real-time meeting management](#) is available.

To change PIN or ID:

1. Go to the [real-time meeting management](#) section.
2. In any window, click the  button in the top right corner or use the toggle directly on the [main page](#).
3. Select one of the options and specify the new value of PIN or ID. One can also generate a PIN automatically or set a new one if it was not specified before.

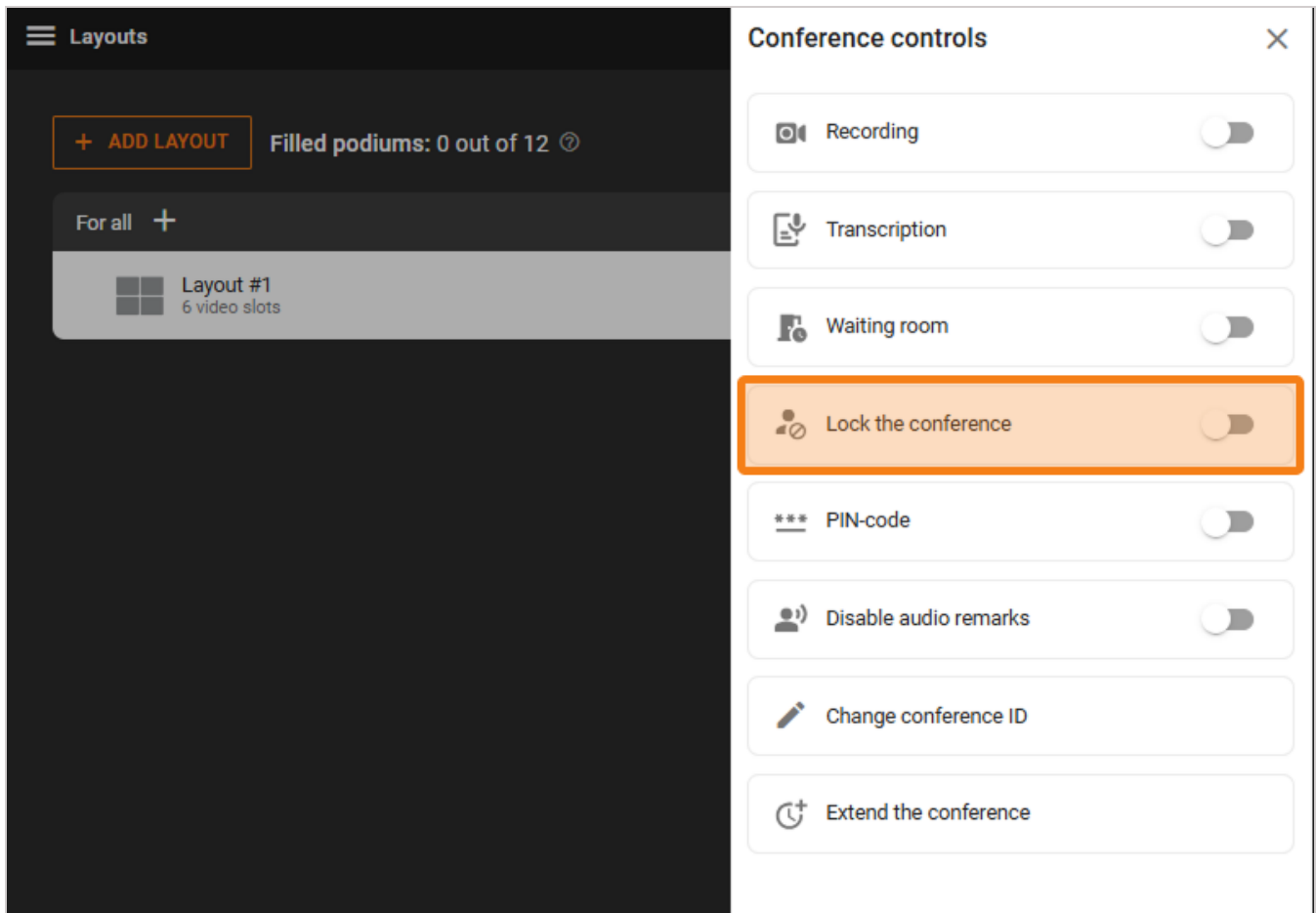


The owner can also set the PIN code in the [card of a conference](#) available in the list of scheduled events or virtual rooms.

9.5. Locking a conference

A moderator can lock a conference for new participants either temporarily or up until its ending. The conference can be locked in one of these ways:

- Select an ongoing conference in the list of meetings in your personal area, and click **Lock conference** in the card of this conference.
- Go to the [real-time meeting management section](#), click the button  and select **Lock conference**.



When a conference is locked

- it **can** be joined by:
 - Moderators (including the owner)
 - Users who will be explicitly added by the moderator (including those who were previously invited, but did not join).
- it **cannot be joined** by:
 - Authorized server users who were not explicitly invited by the moderator after the conference was locked
 - Users who were added to the list of invited participants before the conference started, but did not join before the conference was locked
 - Guests (in case of a public conference).

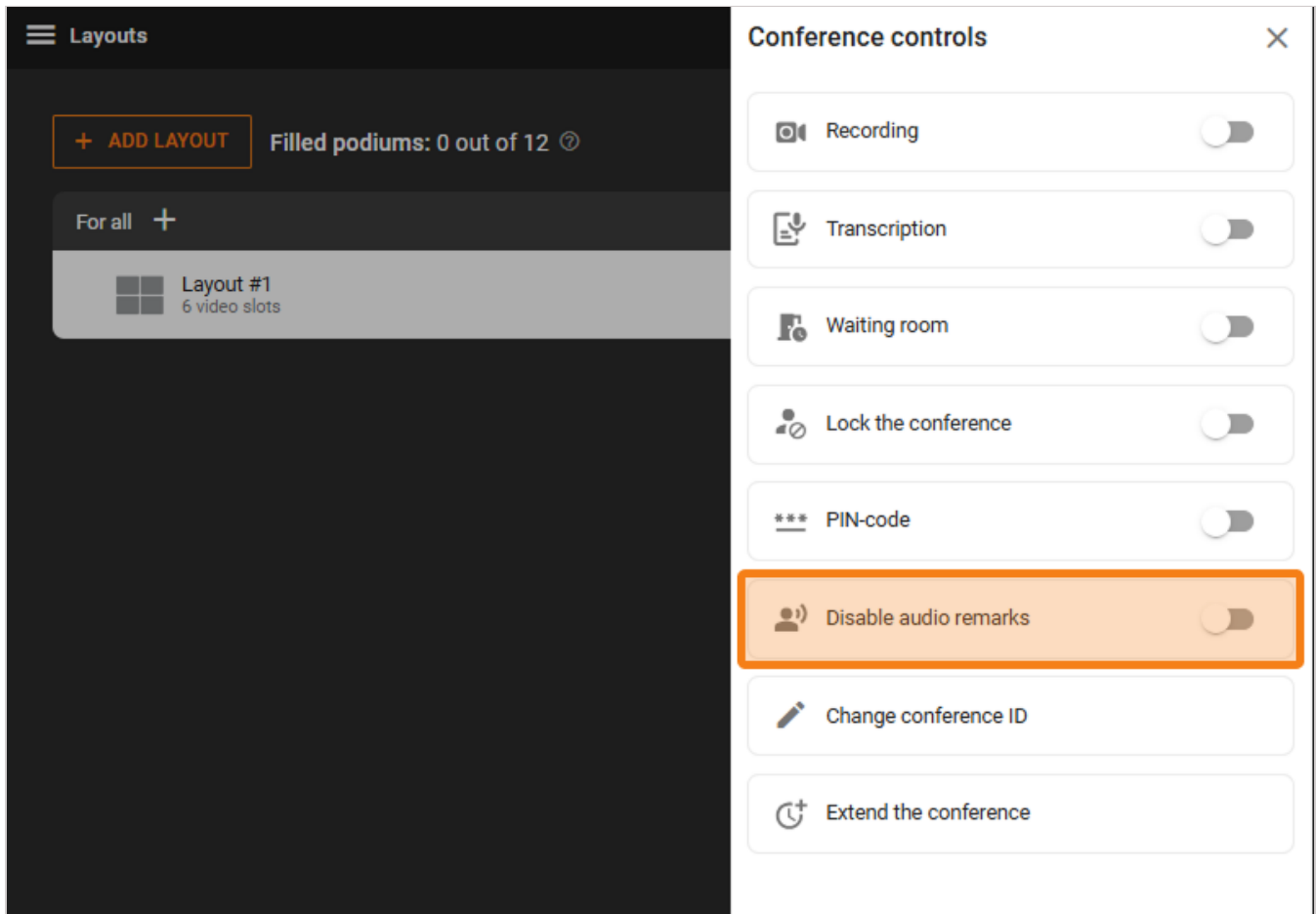


Each time when a conference ends, it automatically becomes **unlocked** which is the default status.

One can make a conference accessible to new participants in the same section where the conference can be locked. Select the option **Unlock conference** in the conference card or in the real-time meeting management section.

9.6. How to disable audio remarks in a moderated role-based conference

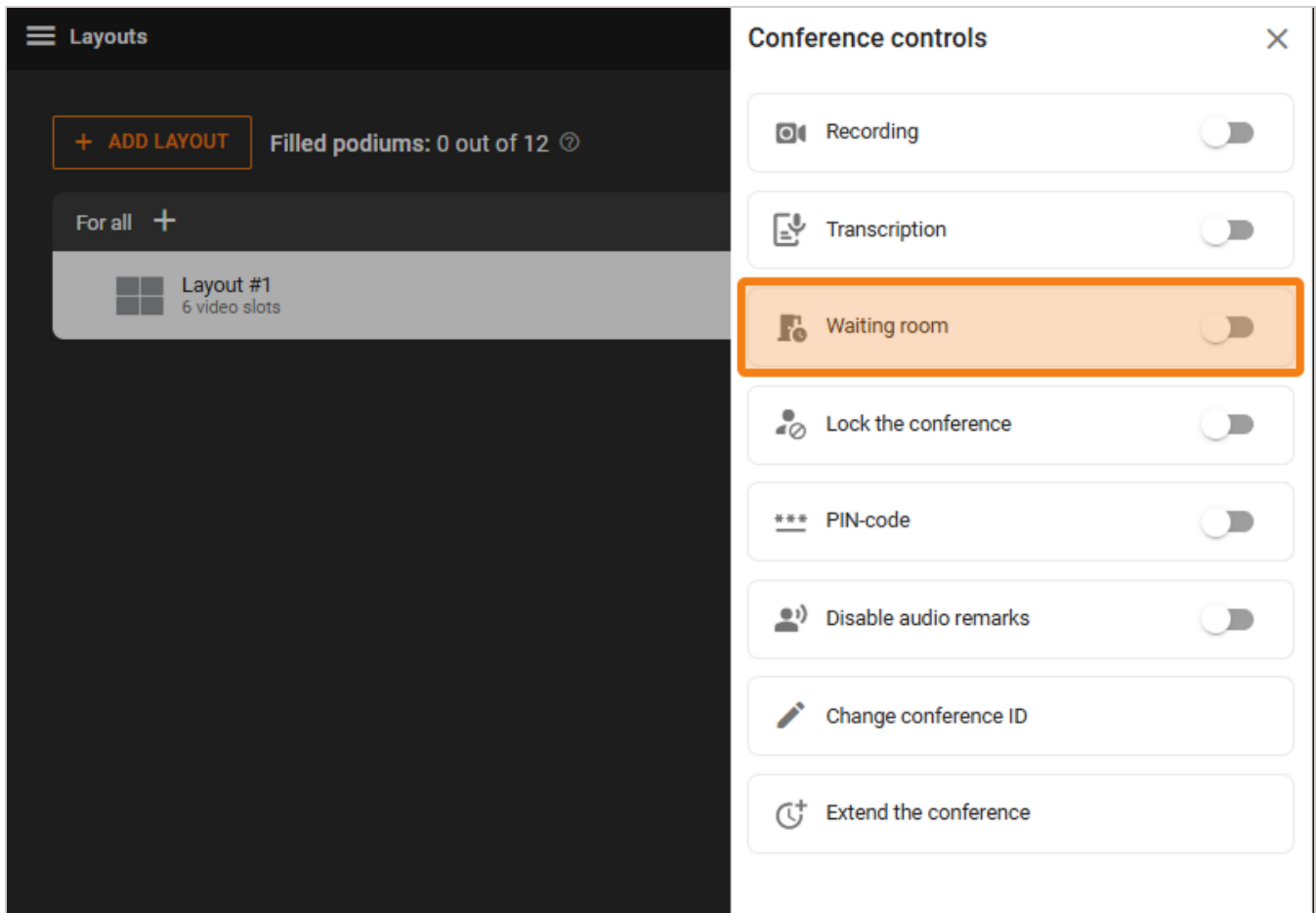
In a “moderated role-based conference”, moderators can disable audio remarks for all attendees in the real-time meeting management section. To do it, click on  and select **Disable audio remarks**. You can enable this option in the same menu, if necessary:



9.7. Waiting room management

During a conference, moderators can manage the [waiting room](#); they can enable or disable it. To do it:

1. Go to the [real-time meeting management](#) section.
2. In any window, click the  button in the top right corner or use the toggle directly on the [main page](#).
3. Depending on the current state, select **Enable waiting room** or **Disable waiting room**.
4. When the waiting room is disabled, you will see a pop-up window where one can choose the actions for the participants in the waiting room: they can be invited to a conference or removed from it.

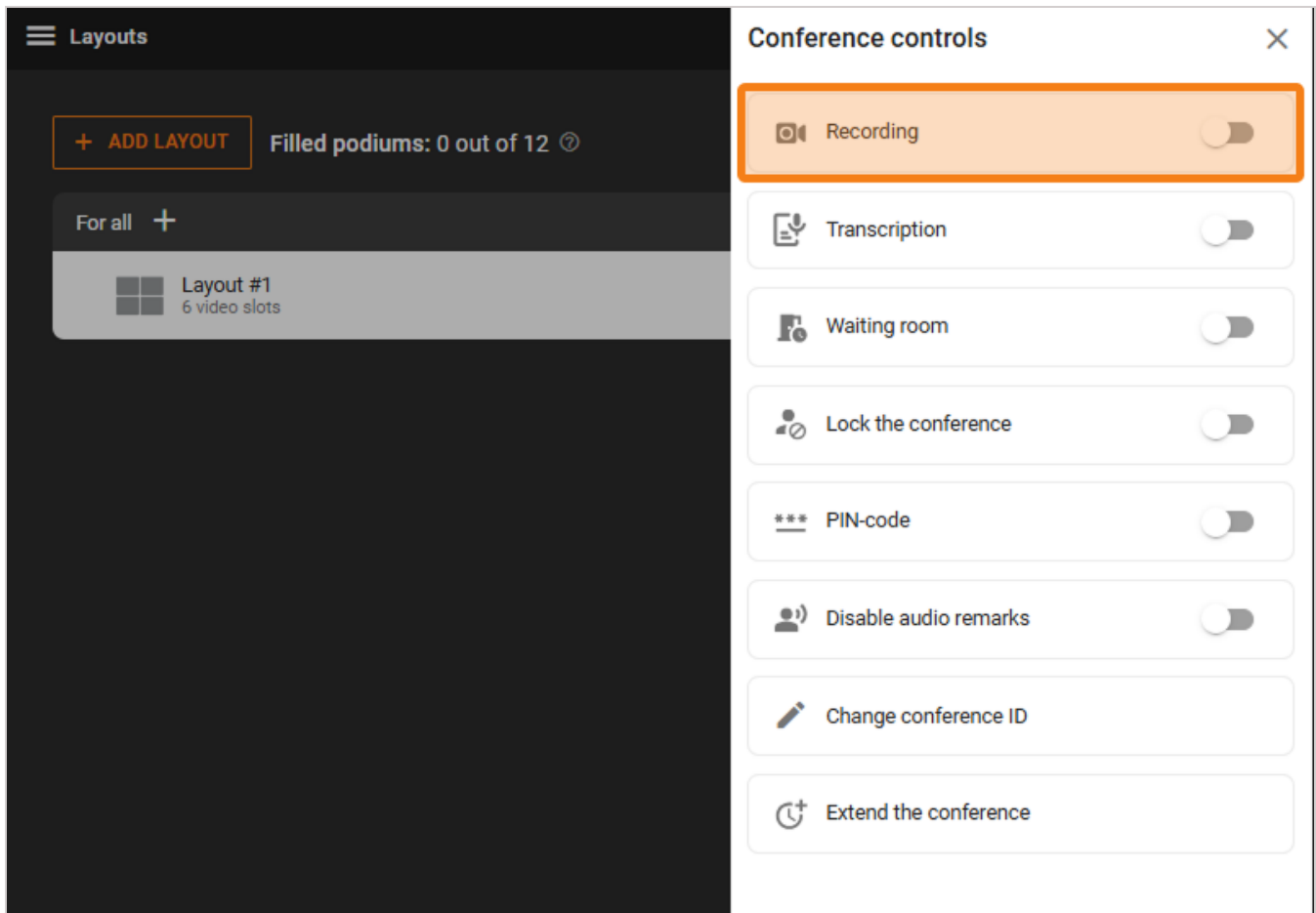


Each time when a conference is ended, the status of the waiting room is reset to the value specified on the **Advanced** tab before the start of the conference.

9.8. Conference recording

As the owner, you can start video recording not only when creating or editing a conference, but also when this meeting has already started. To do it, take these steps:

1. Go to the [real-time meeting management](#) section.
2. In any window, click the  button in the top right corner or use the toggle directly on the [main page](#).
3. Select the **Recording** option.
4. In the opened window start or stop recording (if it was started previously).
5. If recording has already started, click the button  which is next to the conference duration timer.



i A conference can be recorded only if this feature was previously activated by the administrator of your TrueConf Server.

9.9. Transcription

*** If the video conferencing server is run in integration with TrueConf AI Server, you will be able to activate conference transcription.

To enable transcription during a conference:

1. Go to the [real-time meeting management](#) section.
2. In any window, click the  button in the top right corner or use the toggle directly on the [main page](#).
3. Select the **Transcription** option.
4. In the opened window start or stop recording (if it was started previously).

The screenshot displays the TrueConf Server interface. On the left, the 'Layouts' panel shows a grid of video slots. A button labeled '+ ADD LAYOUT' is visible, along with a status indicator 'Filled podiums: 0 out of 12'. Below this, a section for 'For all' includes a '+ Layout #1' with '6 video slots'. On the right, the 'Conference controls' sidebar is open, listing various settings. The 'Transcription' control, represented by a document icon, is highlighted with an orange border and has its toggle switch turned on. Other controls include 'Recording', 'Waiting room', 'Lock the conference', 'PIN-code', 'Disable audio remarks', 'Change conference ID', and 'Extend the conference', each with its own toggle switch.

Layouts

+ ADD LAYOUT Filled podiums: 0 out of 12 ⓘ

For all +

Layout #1
6 video slots

Conference controls ✕

- Recording ☐
- Transcription ☒
- Waiting room ☐
- Lock the conference ☐
- PIN-code ☐
- Disable audio remarks ☐
- Change conference ID
- Extend the conference

10. Surveys

Users of TrueConf video conferencing systems can create surveys to gather opinions on various topics.

The features provided by the built-in survey module:

- Surveys are not linked to conferences or chats, they are held independently as separate entities
- It is possible to choose who should have access to the survey (only the users of your survey or everyone)
- Create anonymous surveys
- Allow respondents to view survey results
- Allow participants to re-take the survey
- Permit respondents to edit their answers
- Upload images as answer options
- Add images to a question
- Mark any questions as mandatory so that respondents cannot skip them
- Create survey campaigns which will enable you to segment the results by different groups of respondents
- Export survey results as a CSV file.

You need a [permission](#) to create a survey. You can also manage surveys, but only your own surveys (you are the [owner of these surveys](#)), but not all surveys. A user automatically receives the ownership right when creating a survey. Besides, this right can be given to a person by the server administrator.

10.1. Types of questions and limits

For each survey, a user can add the following types of questions:

- **Short answer** — a free-form response written by a user and not selected from available options (**up to 255 characters**)
- **Paragraph** — a type of a free-form response which allows a user to write more text (**up to 4096 characters**)
- **Single answer** — a question with multiple answer options, only one of which can be selected. When creating such a question, you can also add the **Other** option.
- **Multiple answers** — a question with multiple choices, where you can select more than one option. When creating such a question, you can add the **Other** option.

The following limits apply to TrueConf surveys:

Maximum number of surveys — unlimited.

Maximum number of questions in a single survey — 5000.

Maximum number of response options for each question is 20.

Maximum length for a single response option — 255 characters.

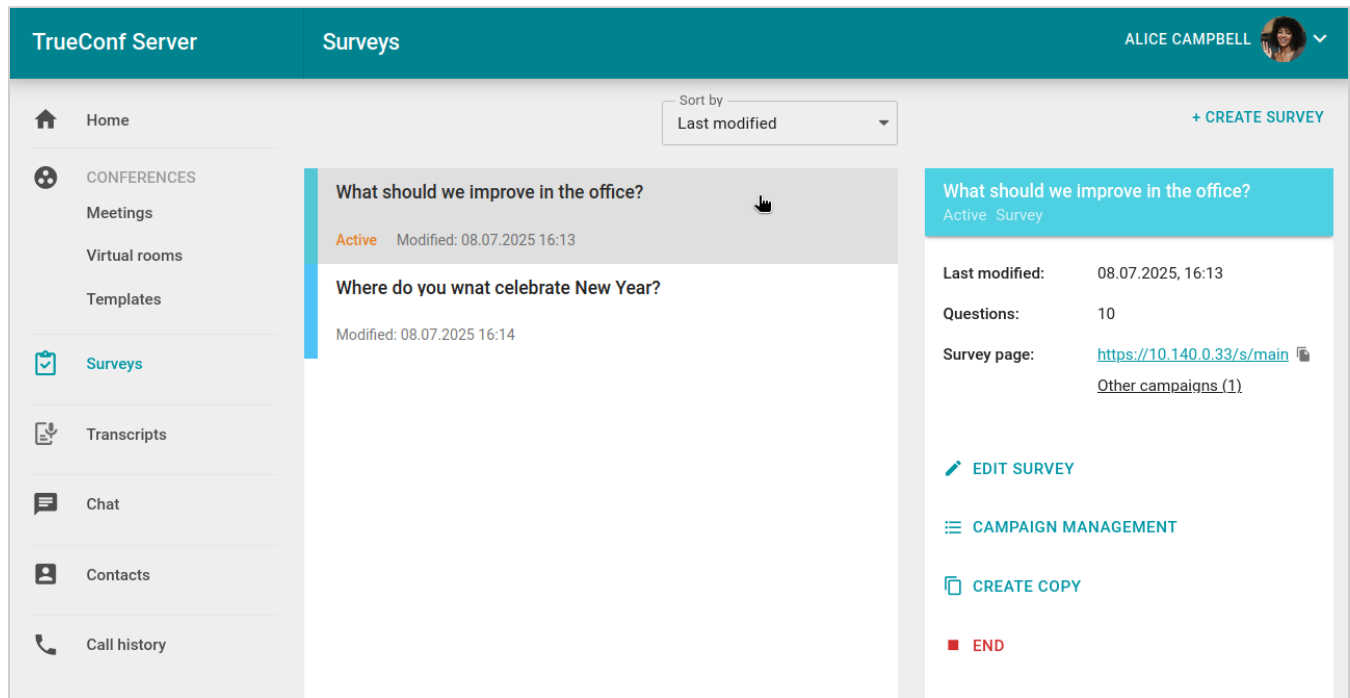
Maximum length of a question text — 255 characters.

Allowed formats of images that can be uploaded for a survey — JPEG, PNG, GIF, BMP.

10.2. Creating and editing a survey

To work with surveys, go to the **Surveys** section of your personal area.

You will see the list of surveys (by default, it is empty):



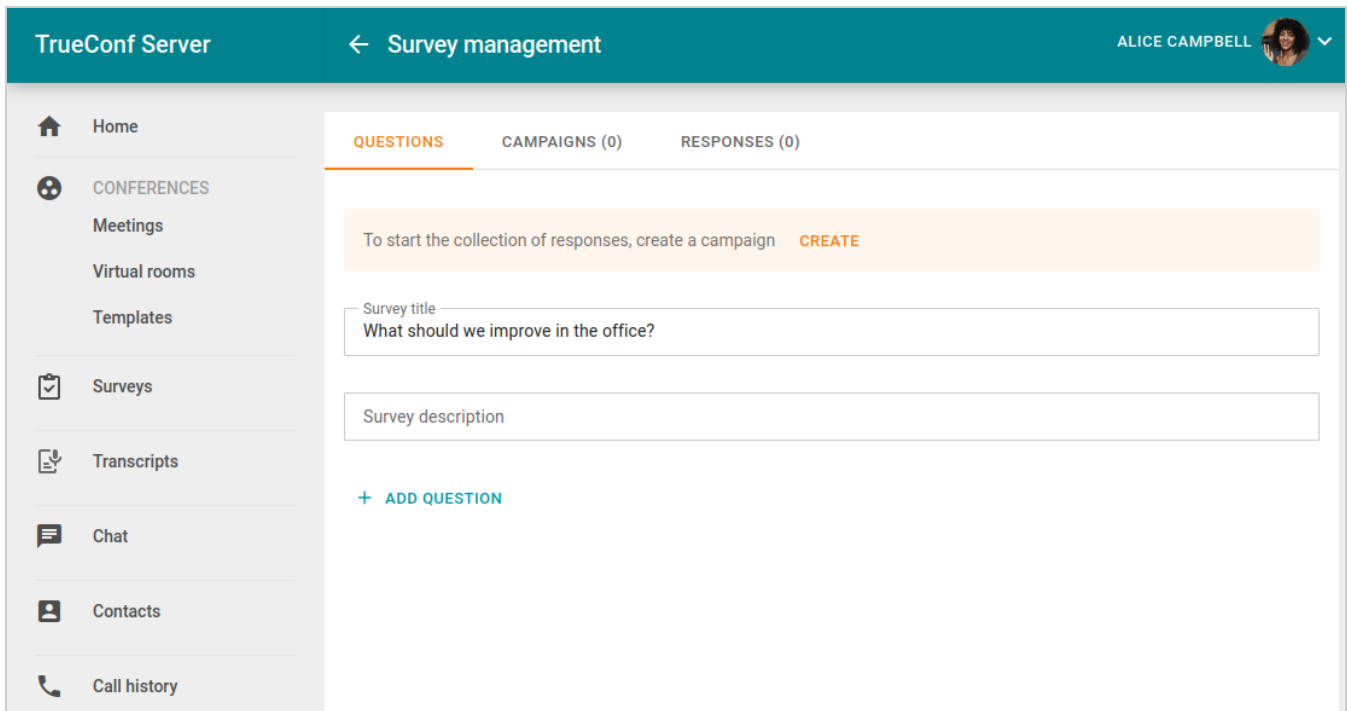
If you select a survey, you will see the main information about it in the card displayed on the right side: last modified time, number of questions, and a direct link to the campaign (if such a campaign was created).

The **survey owner** is a user of the video conferencing server who has full control over the survey and its campaigns. When you create a survey, you automatically become its owner. You cannot transfer survey ownership, but the server administrator can change the owner of a survey.

A **campaign** is a survey session. Campaigns help users segment participants to analyze results across different groups. To hold a survey, a user is **required** to create at least one campaign because respondents essentially take part in a survey campaign. Each campaign includes all the questions created for the survey and differs only in terms of the link and access settings ([see more](#)). Multiple campaigns can be created for a single survey, and there are no limits on the number of campaigns that can be active at the same time.

10.2.1. How to create a survey

To create a survey, click the **Create** button in the general list. You will see a pop-up window for creating a new survey on the active **Questions** tab. Here, you should enter the survey name (mandatory), description (optional, will be displayed on the survey page for participants), and add questions:



TrueConf Server

← Survey management

ALICE CAMPBELL

Home

CONFERENCES

Meetings

Virtual rooms

Templates

Surveys

Transcripts

Chat

Contacts

Call history

QUESTIONS

CAMPAIGNS (0)

RESPONSES (0)

To start the collection of responses, create a campaign [CREATE](#)

Survey title

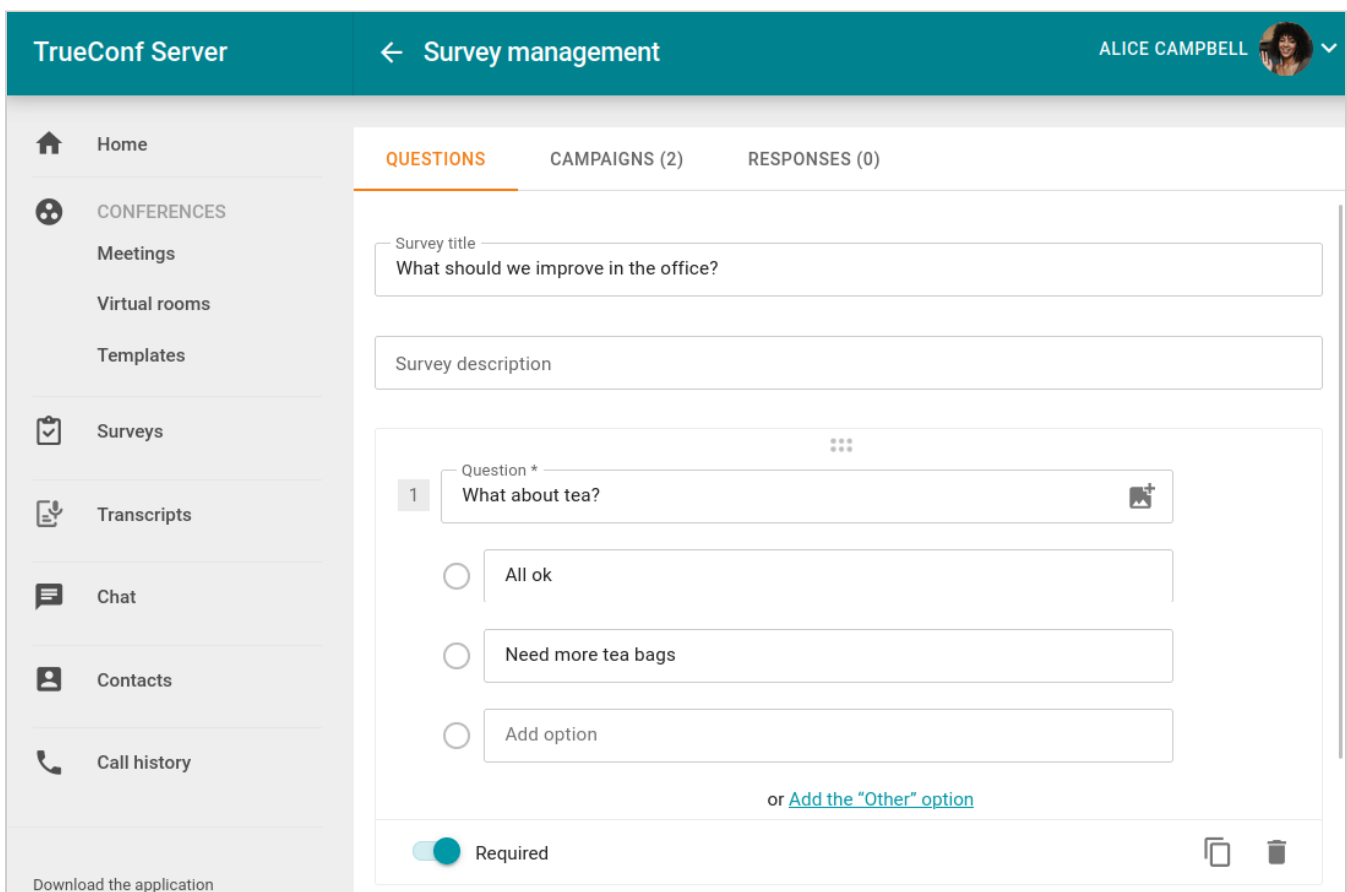
What should we improve in the office?

Survey description

[+ ADD QUESTION](#)

To create a question, click the **Add question** button at the bottom of the page and choose [its type](#). Next, enter the question text and, depending on the selected type, fill in the answer options. If necessary, you can add an image to the question text or to any answer option, for instance, if you need to illustrate a question or use pictures as answer options. Changes to the question list are saved automatically which means that you won't lose your work when working on a lengthy survey.

Below, you can find the example of a question of the **Single answer** type:



TrueConf Server

← Survey management

ALICE CAMPBELL

Home

CONFERENCES

Meetings

Virtual rooms

Templates

Surveys

Transcripts

Chat

Contacts

Call history

QUESTIONS

CAMPAIGNS (2)

RESPONSES (0)

Survey title

What should we improve in the office?

Survey description

Question *

1 What about tea?

☐ All ok

☐ Need more tea bags

☐ Add option

or [Add the "Other" option](#)

☒ Required

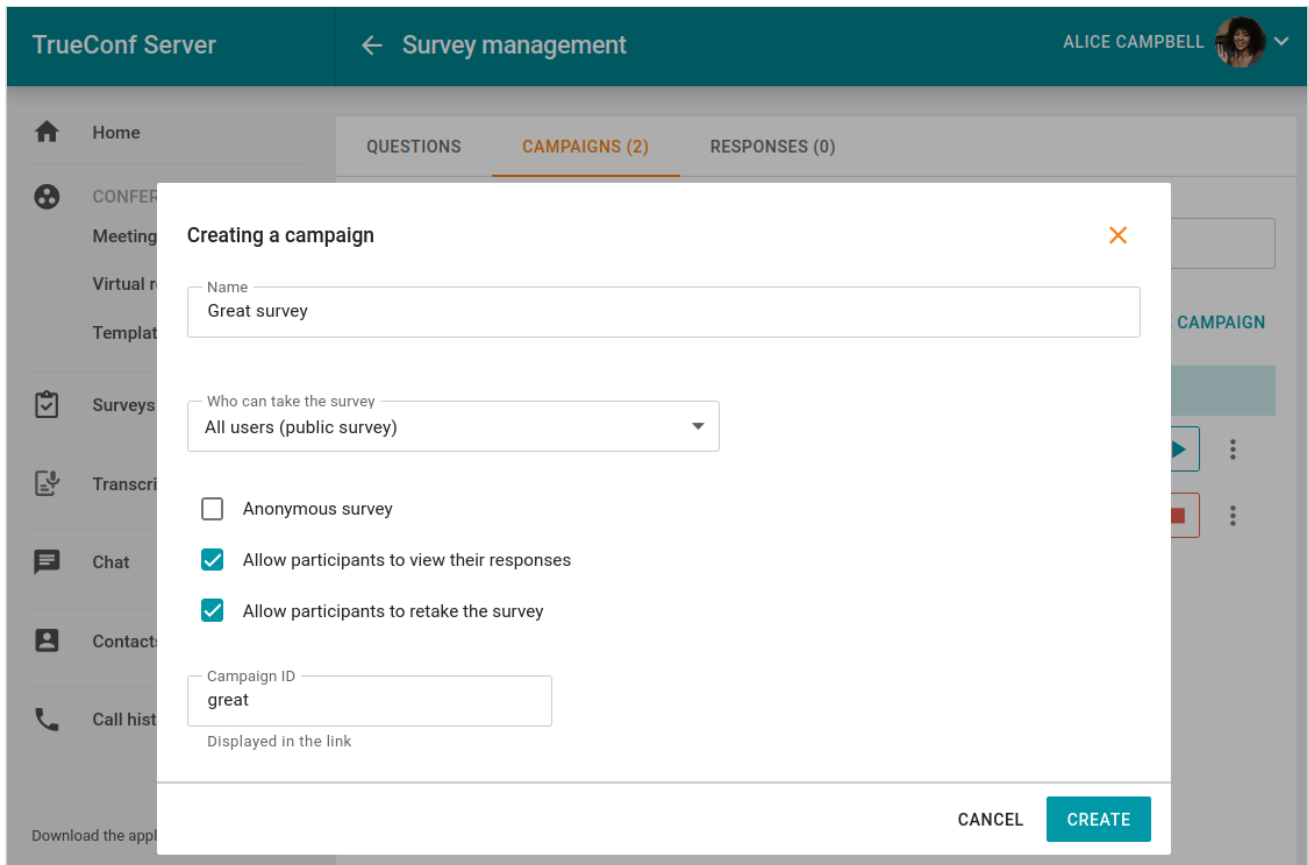
Download the application

10.2.2. Survey campaigns

To hold a survey, a user should create and launch at least one survey campaign. To do it, go to the **Campaigns** tab. By default, no campaigns are added, and you need to [create them manually](#). If campaigns have already been added, you will see [their list](#).

10.2.2.1. How to create a campaign

1. Click the **Create campaign** button to open the settings window:



The screenshot shows the TrueConf Server interface with the 'Survey management' tab selected. A modal dialog titled 'Creating a campaign' is open. The dialog contains the following fields and options:

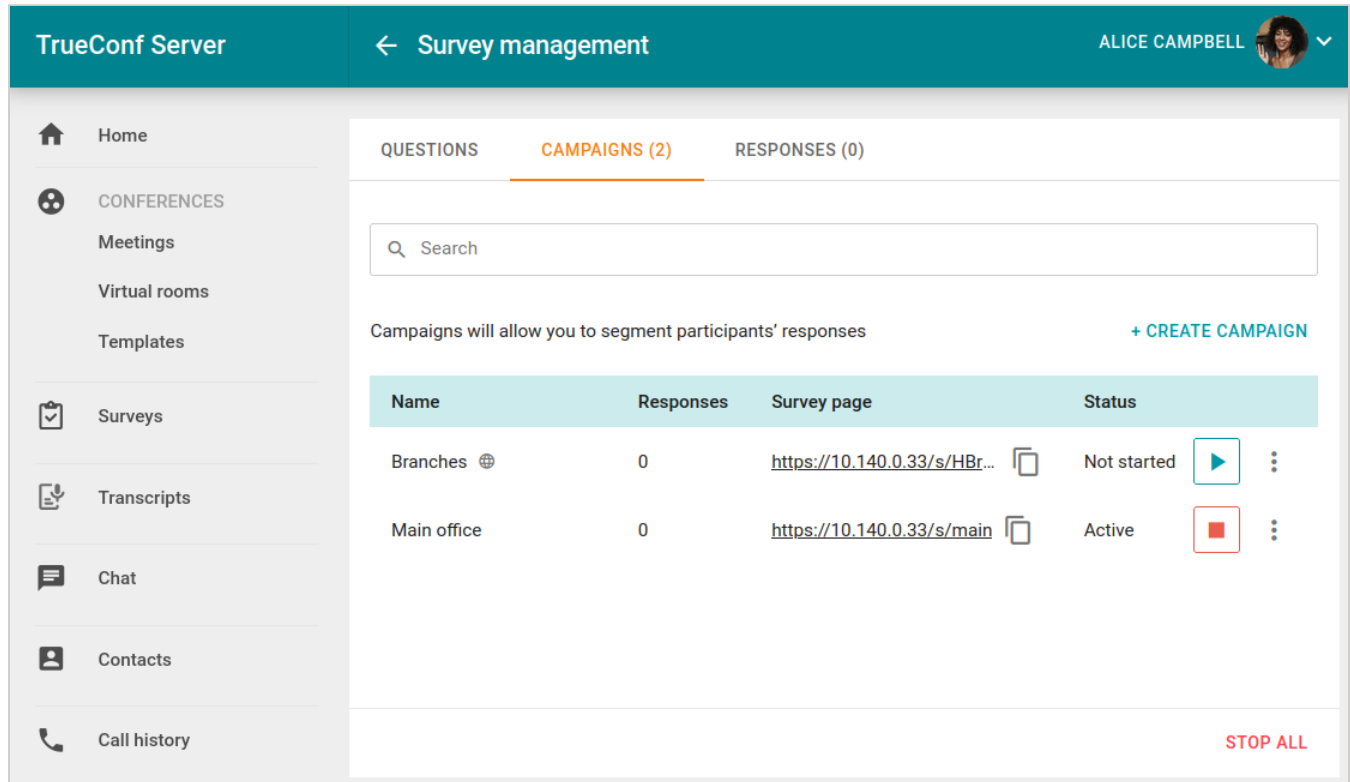
- Name:** A text input field containing 'Great survey'.
- Who can take the survey:** A dropdown menu with 'All users (public survey)' selected.
- Anonymous survey:** An unchecked checkbox.
- Allow participants to view their responses:** A checked checkbox.
- Allow participants to retake the survey:** A checked checkbox.
- Campaign ID:** A text input field containing 'great', with a note below it stating 'Displayed in the link'.
- Buttons:** 'CANCEL' and 'CREATE' buttons at the bottom right.

2. Enter the campaign name in the **Name** field. It is not visible to participants and is used only for quickly finding campaigns in the list.
3. In the drop-down list **Who can take the survey**, select the campaign access type: everyone can follow the link and fill out the survey (public campaign) or only users of your TrueConf Server.
4. Check the box **Anonymous survey** if you need to collect anonymized response analytics without identifying individual respondents. For an anonymous campaign, the analytics results will be displayed for each answer option in each question without specifying participants' names. Additionally, no hidden analytics will be stored in the server database.
5. The checkbox **Allow participants to view their responses** will enable participants to see their responses again after submitting the survey form.
6. Check the box **Allow participants to retake the survey** to let participants submit their responses again.
7. To provide participants with a neat campaign link, specify its suffix (the last part of the link that will be appended to your server address) in the **Campaign ID** field. For

example, if you enter `office`, the link will be `https://example.com/s/office`. The ID must be unique within your server.

10.2.2.2. List of campaigns

If multiple campaigns have been created, they will be displayed as a list with several available actions (public campaigns are marked with the  icon):



Name	Responses	Survey page	Status
Branches 	0	https://10.140.0.33/s/HBr...	Not started 
Main office	0	https://10.140.0.33/s/main	Active 

1. To copy the campaign link, click the  button.
2. To launch an inactive campaign, click the  button.
3. To pause the campaign, click the  button. The survey will be paused, and you can resume it at any time if needed.
4. To open the **Responses** tab with the results for the selected survey campaign, click the  button in the row of this campaign and select **View responses**.
5. Regardless of the current campaign status (active or paused), you can change its settings, e.g., make it anonymous. To do it, click the  button and select **Edit campaign**.
6. A paused campaign can be deleted which will also delete all responses provided specifically for this campaign. To do it, click the  button and select **Delete**.

10.3. Survey campaign results

To view the results of survey campaigns, go to the **Responses** tab when editing the survey, or click the **View responses** link in the survey card in the [general list](#). The opened tab will display the total number of responses from all campaigns:

The screenshot displays the TrueConf Server interface for survey management. The top navigation bar shows 'TrueConf Server' and 'Survey management' with a user profile 'ALICE CAMPBELL'. The left sidebar contains navigation links: Home, CONFERENCES (Meetings, Virtual rooms, Templates), Surveys, Transcripts, Chat, Contacts, and Call history. The main content area is titled 'Survey management' and has tabs for 'QUESTIONS', 'CAMPAIGNS (2)', and 'RESPONSES (3)'. Under 'RESPONSES (3)', there is a 'Campaigns' dropdown menu set to 'Branches' and a 'SUMMARY' tab. The summary shows 3 questions, 3 responses, and a 100% conversion rate. Below this, two survey questions are listed with their respective response counts and percentages.

Question	Option	Responses	Percentage
1 What about tea? *	All ok	2	67%
	Need more tea bags	1	34%
2 Do you like our coffee? *	Yes	0	0%
	No, need more vendors	3	100%
	Other	0	0%

1. In the **Campaigns** drop-down list, select the campaign for which you want to view the summary, and click **Apply**. You can also select multiple campaigns to view combined analytics for them.
2. The summary of results shows the number of responses, indicating how many users filled out and submitted the survey form. The conversion rate is also useful, representing the percentage of respondents who filled out the form after accessing the survey page.
3. To save the responses for one or several campaigns selected from the **Campaigns** list into a .csv file, click the  button.
4. To delete the results for selected survey campaigns, click on the  button and select **Delete all responses**. This will erase all answers collected for selected campaigns.

By default, the results are displayed under the **Summary** tab. However, you can switch to the **Individual responses** view which will allow you to select a participant and view this person's answers and check the time it took him/her to complete the survey:

The screenshot displays the TrueConf Server interface for survey management. The top header shows 'TrueConf Server' and 'Survey management' with a back arrow. The user 'ALICE CAMPBELL' is logged in. The left sidebar contains navigation links: Home, CONFERENCES (Meetings, Virtual rooms, Templates), Surveys, Transcripts, Chat, Contacts, and Call history. The main content area is titled 'RESPONSES (4)' and shows a summary of a survey. The survey is titled 'What about tea?' and 'Do you like our coffee?'. The response is from 'Alice Campbell' and was submitted on '10.07.2025 17:00'. The survey questions are:

- 1 What about tea? *
 - ☒ All ok
 - ☐ Need more tea bags
- 2 Do you like our coffee? *
 - ☒ Yes
 - ☐ No, need more vendors
 - ☐ Other

The interface also shows a 'Time to complete 00:00:27' and a 'Download the application' button.

If the campaign was launched as **anonymous** (refer to [campaign settings](#)), names will be replaced with **Anonymous user** in the participant list for the **Individual responses** option.

11. Transcripts

If your company has deployed TrueConf AI Server, you will see the **Transcripts** menu option in your personal area. Here, one can view the list of conferences that have already been transcribed or ready-to-be transcribed:

The screenshot shows the TrueConf Server interface with the 'Transcripts' menu selected. The sidebar on the left contains navigation links: Home, CONFERENCES (with sub-links: Meetings, Virtual rooms, Templates), Surveys, Transcripts (highlighted), Chats (Beta), Contacts, and Call history. The main content area displays a list of transcripts, grouped by date. The first group is for 17 July 2025, showing a 'Meeting' transcript from 17:31 to 18:31. The second group is for 6 June 2025, showing a 'TrueConf MAUI SDK' transcript from 13:00 to 13:18. The third group is for 29 May 2025, showing a 'Webinar about TrueConf AI Server' transcript from 16:00 to 16:37. Each transcript entry includes an 'OPEN' button, a download icon, a share icon, and a delete icon. A search bar at the top allows filtering by conference name or ID.

Next to the conferences that have already been transcribed, there is the **Open** button which leads to the menu where one can read the transcript or download the conference audio file. If the event has not been transcribed so far, you will see the button for starting transcription and the menu for selecting the main language  (available if transcription has not been started yet).

To download the text of a transcript, click the  button. You can choose the format for exporting the transcript: as a **csv** table, a **txt** file, or a **pdf** document. Additionally, you can download the transcript as an archive that includes the original audio recording of the conference.

To delete a transcript, click the  button. This will delete both the transcript and the original audio recording of the conference.

To quickly find transcripts, you can filter the list by conference name or ID, duration, event time, and the status of the transcript itself.

12. How video layouts work

You can flexibly configure how participants' video windows will be arranged. This feature is available both [during a TrueConf conference](#) and [before its start](#). To help you find the most convenient video layout option, let us take a closer look at how a layout is formed and what types of video windows can be included.

12.1. Types of layouts and video windows

There can be three types of **video layouts**:

- for all participants
- for SIP/H.323 devices and WebRTC (browser connections)
- individual video layout for a participant.

All **video windows (slots)** in each layout can be one of the following **types**:

- **Fixed** — a specific conference participant is displayed.
- **Random** — the first participant, who has not been included in the video layout, will be displayed in such a slot. This is the default window type for all layouts, except for the smart meeting.
- **Time-based shuffling** — this window is reserved for the participants who are not continuously displayed in the layout and are alternated (rotated) at a specified interval.
- **Active speaker** — the participant, who is speaking or sharing content, is displayed in the video window. If several participants are speaking simultaneously, priority is given to the one who is speaking louder. This type of slot is assigned to all video windows in smart meeting mode. In smart meeting mode, if the owner has not created custom layouts (and the default layout is used), the owner can pin speakers in specific slots to prevent them from being replaced when they stop speaking. For more details, see the [client application documentation](#).
- **Content** — displays the content shared by one of the participants either in his/her window or in a separate stream. There can be only one window of this type in the layout.

12.2. Unique video windows and limits

The number of unique slots for a conference cannot be greater than the number of podiums for the selected conference mode (for example, 16, if a moderated role-based conference with 16 speakers is selected). The following rules apply:

1. Every slot, except an empty one, is unique. For example, if you assign the participant **Smith** to a slot in the video layout, the slot becomes unique. If a new participant **Jones** is selected in another layout, the corresponding slot will also become unique because this person was not previously selected anywhere. As a result, we have 2 unique slots used across all video layouts.
2. The same slot will be reused in different video layouts, for example, the content slot. This approach ensures more optimal use of server resources without increasing the number of media streams.

3. If a slot of a certain type is already used in one of the layouts (for example, in the layout for all participants) and is specified in another layout, this slot will be reused. In this case, the same video stream will be displayed in both layouts for this slot, even if it is not of a fixed type. For example, if a random slot is created in two layouts, the video stream will be reused and the same participant will be displayed in both layouts.

Let us consider some examples.

Example 1

We are scheduling a conference in "all on screen" mode with 49 speakers and this event is expected to have 49 participants. This means that there can be a total of 49 unique (different) slots in all video layouts, for example:

- One common layout for all participants with 40 fixed slots (participants were explicitly selected from the list for each video window); besides, there is a content window and 8 slots with participants who are rotated (alternated) at a certain interval.

or

- One common layout for all participants with 20 fixed slots and one layout for SIP/H.323/WebRTC with 29 fixed slots.

or

- One common layout with a content window and two individual layouts with 24 different fixed slots for each.

Example 2

A "moderated role-based conference" with 16 speakers (podiums) is scheduled and 20 participants are invited in total. This means that in all video layouts, there can be a total of 16 unique (different) slots, for example:

- One common layout for all participants with 10 fixed slots (participants were explicitly selected from the list for each video window); in addition, there is a layout for the moderator with 6 slots where participants are alternated (rotated).

or

- One common layout for all participants with 10 fixed slots and one layout for SIP/H.323/WebRTC with 6 fixed slots.

or

- One common layout with a content window and one layout for SIP/H.323/WebRTC with a content window and 15 slots with alternating participants. In this case, there will be a total of 17 slots (15 with alternating participants and 2 with content), but in total, 16 slots will be unique because the content slot is reused in the second layout.

12.3. Limits in conference modes

For **smart meeting** mode:

- When a layout is created, all video windows are set to the **Active speaker** type by default.
- There are no other restrictions: it is possible to change the number of video windows (which starts from 1) as well as the type of each slot.

For **moderated role-based conference** mode:

- There is no option to select **Time-based shuffling** and **Active speaker** types for the slot.

In **video lecture** mode layout customization is not available because the layout is generated according to a fixed rule: the lecturer (speaker) sees all participants, while each participant sees only the lecturer.

12.4. Settings of video windows with alternating participants

For the slots of the **Time-based shuffling** type, one can change the parameters for alternating participants (general settings for all slots and layouts for each specific conference):

- The order of shuffling (rotation): from the first participant available in the video layout to the last one, or vice versa
- The interval at which participants will be shuffled in the slots
- Alternation type:
 - **Replace** — a user is replaced with another participant who is not in the video layout.
 - **Move** — participants are moved from their slot to the nearest one with the type **Time-based shuffling**.

12.5. Changing slot types when switching modes

If the conference mode is changed, and some layouts have already been created, certain slots will change their type due to the restrictions described above:

- When switching to **moderated role-based conference** (from any mode), all **Time-based shuffling** and **Active speaker** slots will change their type to **Random**.
- When switching to **smart meeting** (from any other mode):
 - if the layout includes multiple windows of the **Random** type, the first of them will change its type to **Active speaker**
 - if there are no slots of the **Random** type, one of the slots will be randomly selected and its type will be changed to **Active speaker**.

13. Conference analytics and video recordings

If you are the [owner of a conference](#), you will be able to view analytics about this event and check the list of its video recordings.

The screenshot displays the TrueConf Server interface. The top header shows 'TrueConf Server' and 'Main' on the left, and the user 'ALICE CAMPBELL' on the right. The left sidebar contains navigation links: Home, CONFERENCES (with sub-links: Meetings, Virtual rooms, Templates), Surveys, Transcripts, Chat, Contacts, and Call history. The main content area shows the profile of Alice Campbell (campbell@video.example.net) with a 'PROFILE SETTINGS' button. Below the profile, there are sections for 'Today's events', 'Meetings' (with a '+ NEW CONFERENCE' button), 'Webinar' (19:30, 1 user, Moderated role-based), and 'Virtual rooms' (with a '+ NEW ROOM' button). The right sidebar shows the 'AI questions Room' details: Invited: 1 user, ID: \c\ai, PIN: 883278, Owner: Alice Campbell, Type: Private conference, Mode: Moderated role-based, 2x600, and Conference page: <https://10.140.0.33/c/ai>. A mouse cursor is pointing at the 'ANALYTICS' button in the right sidebar.

This feature is available for any conference regardless of its schedule mode (a virtual room or a scheduled conference) and its status (ongoing or inactive).

13.1. Conference analytics

TrueConf video conferencing system enables the owner to view detailed analytics about the meeting: e.g., information about participants, the time when they were added to the list participants and joined the conference. It is also possible to view the conference chat history. To do it, select the conference in the **Meetings** or **Virtual rooms** section and click on the **Analytics** button in the conference card:

13.1.1. Information about participants

Go to the **Participants' entries** tab to view detailed information about the participants and check the time when they were added to the list of participants. Please note that in case of a webinar with [open registration](#), you will also be able to view information about the guests who signed up for the meeting:

The screenshot shows the 'Analytics (Webinar)' interface. At the top, there's a teal header with the title and a user profile for 'BILL BROWNING'. Below the header, there are three tabs: 'PARTICIPANTS' ENTRIES' (active), 'CONNECTION HISTORY', and 'CHAT HISTORY'. Under the active tab, there's a search bar, a date selector set to 'All time', and three filter icons: a funnel, a bar chart, and a calendar. The main area displays a table of participants with columns for Name, Email, Time of addition, and Participation status. The table lists five participants, with 'Ann Bronson' highlighted. To the right of the table, a 'User details' panel shows information for 'Ann Bronson', including email, job position, user type, participation status, time of addition, and an authorization link.

Name	Email	Time of addition	Participation
ED Elle Dream	elle@mail.com	03.08.2022 23:15	✗
WP William Parker	parker@mail.com	03.08.2022 23:15	✗
Ann Smith	ann@mail.company.com	03.08.2022 22:57	✓
AB Ann Bronson	bronson@mail.com	03.08.2022 22:14	✓
Bill Browning	bill@mail.company.com	03.08.2022 22:13	✓

All participants: 5

User details

Name: Ann Bronson
Email: bronson@mail.com
Job position: Developer
User type: Guest
Participation: Joined
Time of addition: 03.08.2022 22:14
Authorization link: <https://video.server.com/c...>

If you select a participant in the list, you will be able to view information about this user. For example, here, we have selected the user named *Ann Bronson*.

In the search field, participants can be filtered by name or email. You can also click on the  button to filter participants by two parameters:

- By authentication type — registered server users, guests or all participants
- By connection status (joined or did not join the meeting).

By default, the list of participants is displayed for the period between the time when the conference was created and the moment when it ended. However, you can select a custom time interval by clicking on the  calendar icon.

To display the chart showing when users were added to the list of participants click on the  button. You will be able to apply the following filters:

Analytics (Webinar)

ANN SMITH

PARTICIPANTS' ENTRIES

CONNECTION HISTORY

CHAT HISTORY

Registration and addition of participants

Name	Email	Time of addition	Participation
HP Harry Pitt	harry@mail.com	25.05.2022 17:01	✓
EB Elle Browning	elle@mail.com	25.05.2022 16:50	✗
SC Sarah Connor	sarah@mail.com	25.05.2022 16:50	✗
BB Boris Bronson	boris@mail.com	25.05.2022 16:49	✗
Ann Smith	ann@video.server.name	25.05.2022 16:48	✓

All participants: 6

User details

Name:

Harry Pitt

Email:

harry@mail.com

User type:

Guest

Participation:

Joined

Time of addition:

25.05.2022 17:01

Authorization link:

<https://video.server.name/...>

To save these data to a **.csv** file, click on the  button. Please note that all the lines will be saved regardless of the filters that were applied.

13.1.2. Connection history

To view information about the connection history, go to the **Connection history** tab:

Analytics (Webinar)

BILL BROWNING

PARTICIPANTS' ENTRIES

CONNECTION HISTORY

CHAT HISTORY

Name	Join time	Leave time	Duration
AB Ann Bronson	03.08.2022 23:01:58	-	00:03:00
AB Ann Bronson	03.08.2022 23:00:38	03.08.2022 23:00:43	00:00:05
Bill Browning	03.08.2022 23:00:06	-	00:04:52
Ann Smith	03.08.2022 23:00:04	-	00:04:54
Bill Browning	03.08.2022 22:48:22	03.08.2022 22:52:28	00:04:06

Details

Name:

Ann Bronson

E-mail:

bronson@mail.com

Join time:

03.08.2022 23:01:58

Leave time:

-

Duration:

00:03:00

Account type:

Guest

Authorization link:

<https://video.server.com/c...>

You will see information about every connection and exit event. The above examples shows that *Ann Bronson* and *Bill Browning* joined the conference two times. It is possible to

search for participants by name and select the time interval for filtering and saving data to a **.csv** file.

13.1.3. View chat

You will be able to view the entire conference chat history by going to the **Chat history** tab:

The screenshot shows the 'Analytics (Webinar)' interface. At the top, there's a teal header with 'Analytics (Webinar)' on the left and 'ANN SMITH' with a profile icon on the right. Below the header, there are three tabs: 'PARTICIPANTS' ENTRIES', 'CONNECTION HISTORY', and 'CHAT HISTORY' (which is active). Under the 'CHAT HISTORY' tab, there are search filters: 'Message' and 'Sender' (both with magnifying glass icons), and 'All time' (with a calendar icon). Below the filters is a table of chat messages. The table has three columns: 'Name', 'Message', and 'Date and Time ^'. There are two messages listed. The first message is from 'Harry Pitt' (HP icon) with the text 'Hi! I am ready to see new features of our main product' and the timestamp '25.05.2022 17:10:54'. The second message is from 'Ann Smith' (AS icon) with the text 'Hi to all 😊' and the timestamp '25.05.2022 17:09:50'. To the right of the table is a 'Details' panel. It shows 'Sent by: Harry Pitt', 'Date and time: 25.05.2022 17:10:54', and 'E-mail: harry@mail.com'. Below this, it says 'Message:' and shows the text 'Hi! I am ready to see new features of our main product'.

Name	Message	Date and Time ^
HP Harry Pitt	Hi! I am ready to see new features of our main product	25.05.2022 17:10:54
AS Ann Smith	Hi to all 😊	25.05.2022 17:09:50

Messages can be filtered by words or phrases, sender, and the time of sending. It is also possible to save messages to a **.csv** file.

13.2. Conference recordings

As the **conference owner**, you will also be able to download video recordings of the meeting saved on TrueConf Server.

***** To learn more about working with video recordings saved on the side of TrueConf client application, read this [guide](#).

Go to the **Meetings** or **Virtual rooms** section and select a conference. If there is only one conference recording, you will see the **Download recording** button that will start file downloading. If there are multiple recordings which means that the conference has been started more than once, you will see the **Conference recordings** button that will open the list of files:

TrueConf Server

Virtual Rooms

ALICE CAMPBELL

Home

CONFERENCES

Meetings

Virtual rooms

Templates

Surveys

Transcripts

Chat

Contacts

Call history

Download the application

User manual

Go to the guest page

Sort by

By name

+ CREATE A CONFERENCE

AI questions

1 Moderated role-based

Brainstorm

3 All on screen

Brainstorm

Room

Invited: 3 users

ID: \\c\\brain

Owner: Alice Campbell

Type: Private conference

Mode: All on screen, 36x36

Conference page: <https://10.140.0.33/c/brain>

ANALYTICS

CONFERENCE RECORDINGS

START A CONFERENCE

CONNECT TO THE CONFERENCE

CHANGE SETTINGS

DELETE

If you select a recording, you will see the following information: file name, its format, recording start and end time, duration and size. To download the selected file, click on the **Download recording** button or  :

TrueConf Server

Conference recordings (Brainstorm)

ALICE CAMPBELL

Home

CONFERENCES

Meetings

Virtual rooms

Templates

Surveys

Transcripts

Chat

Contacts

All time

Name	Start time	End time	Duration	Size	
Recording 3 0000000d506e...	08.07.2025 13:35	08.07.2025 13:55	00:20:20	604.7 MB	
Recording 1 0000000bda0e...	08.07.2025 13:03	08.07.2025 13:17	00:14:06	153.3 MB	

Recording 1

File name: 0000000bda0e2b8e_2025-07-08_13-03-24.webm

File format: WEBM

Start time: 08.07.2025 13:03

End time: 08.07.2025 13:17

Duration: 00:14:06

Size: 153.3 MB

DOWNLOAD RECORDING