



Installing and Configuring TrueConf Client Application

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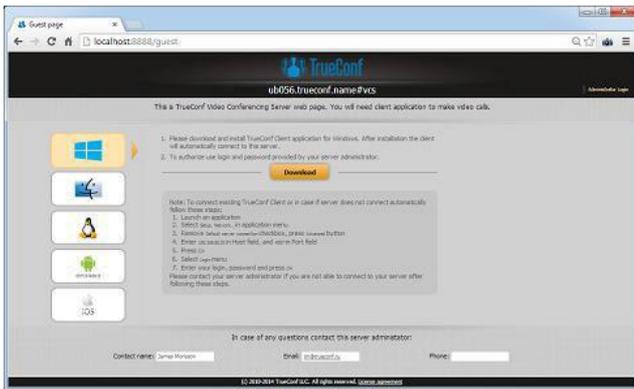
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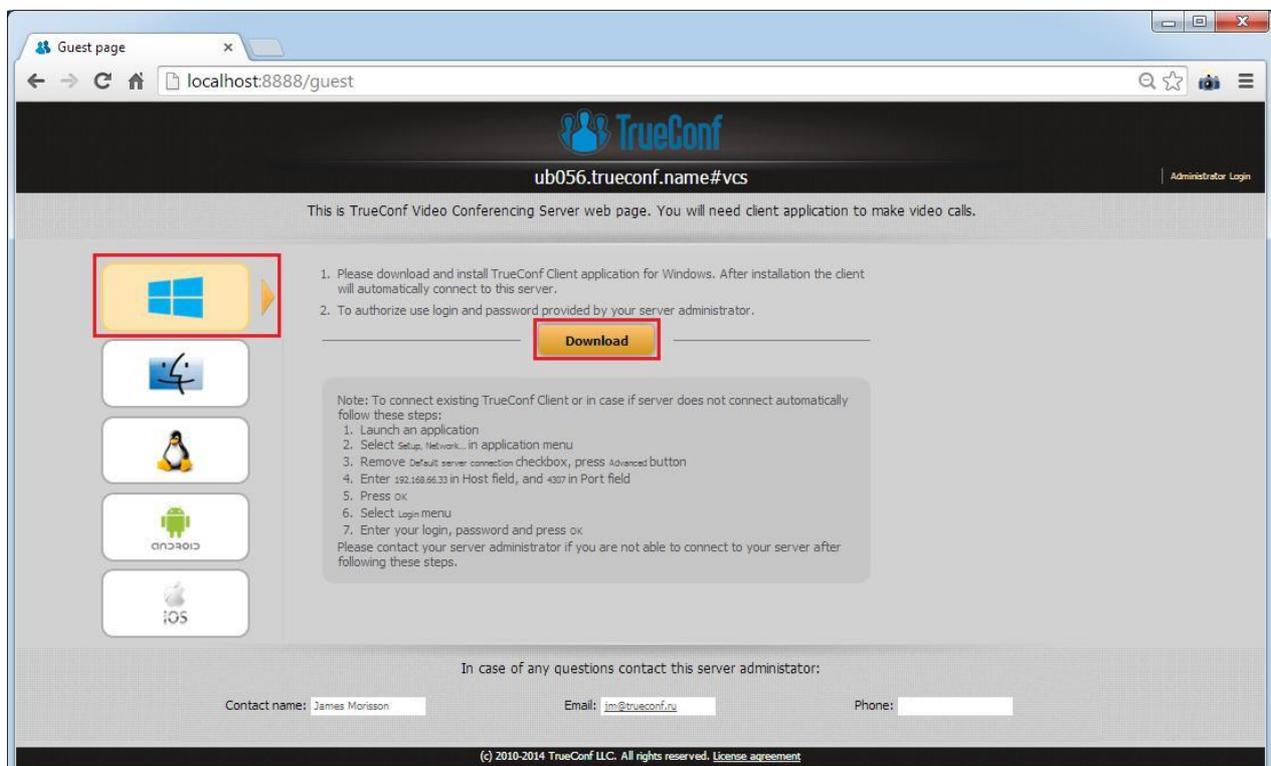
What is a Guest Page?



Guest page – is the web page where users can download TrueConf Client application to their own PC or laptop running on Windows. Link to the guest page is distributed among the server's users by the administrator.

How to Get a Client Application TrueConf Client from the Guest Page?

Once on the guest page, select the client application for Windows (the first one) from the list, and then click the **Download** button:



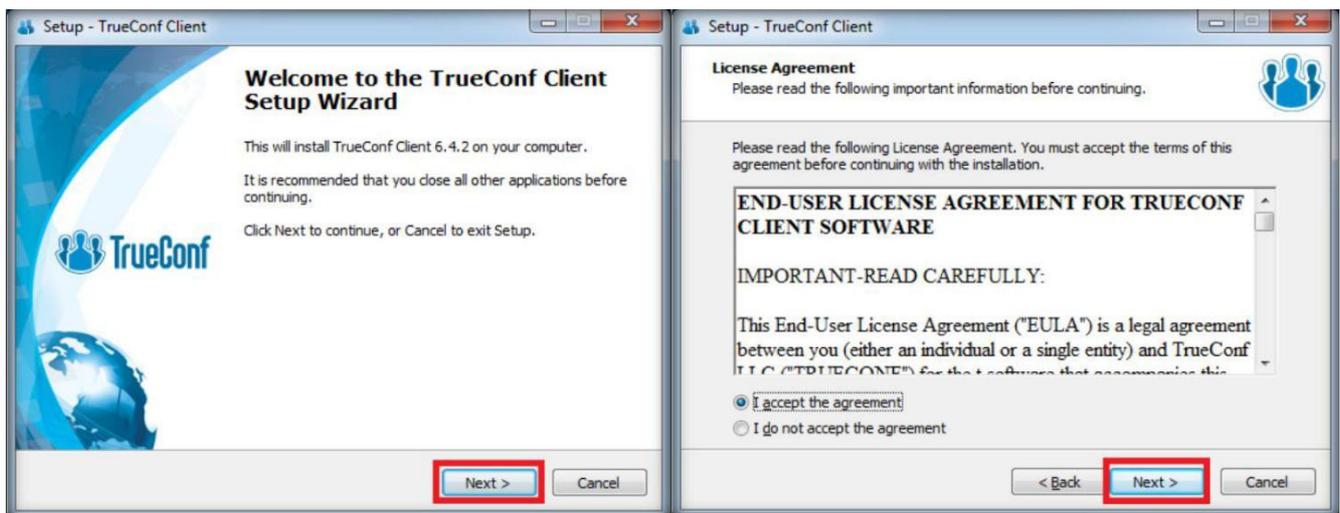
The application will need to be installed on your PC.

How to Install TrueConf Client?

It is not difficult at all. Just follow our instructions!

Install the application on your computer

Read the license agreement, then select "I accept the agreement" and click the **Next** button:

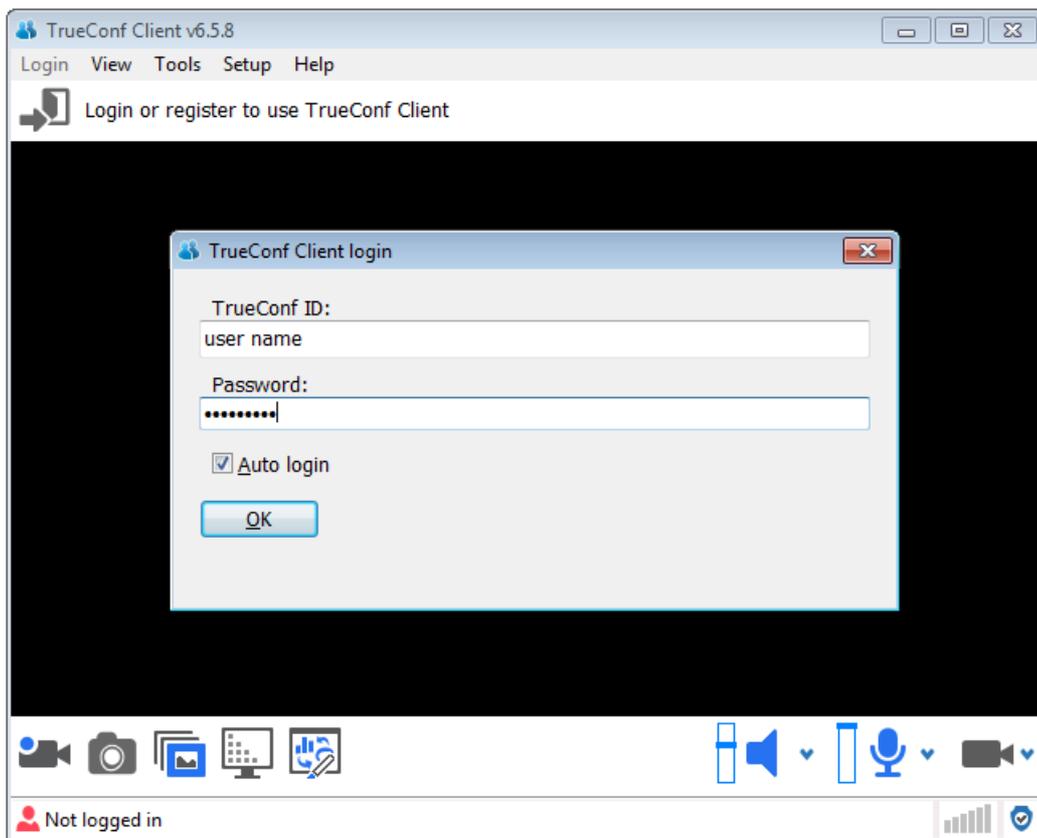


Starting the Program and Authorization

To run the client application on your computer, please click the icon of the program in the Quick Access Toolbar. While the program is not activated, the application icon will be grey: .

Authorization

You need to login in the TrueConf Client application. To do this, press **Enter** or click the icon, as shown in the picture:



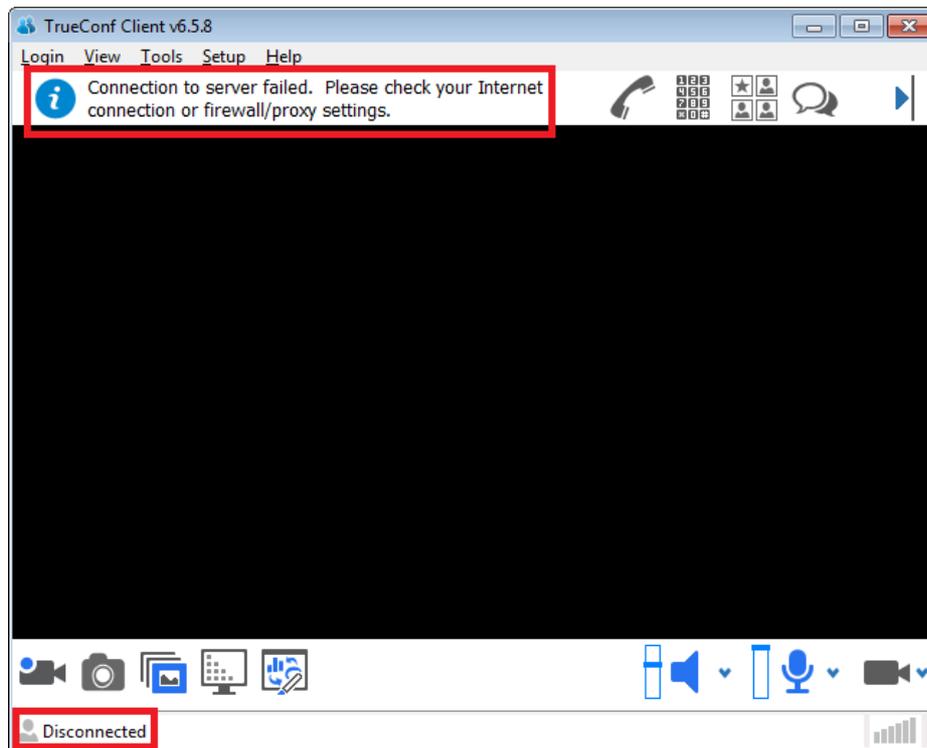
In the opened window enter TrueConf ID and password. This info is distributed by your server administrator.

If you put a tick in the "Login automatically" field, you will not need to re-enter TrueConf ID and. Then, when you click "**OK**" you will enter the "**Online**" mode.

TrueConf Server Connection

What if the Client Application Can Not Connect to the Server?

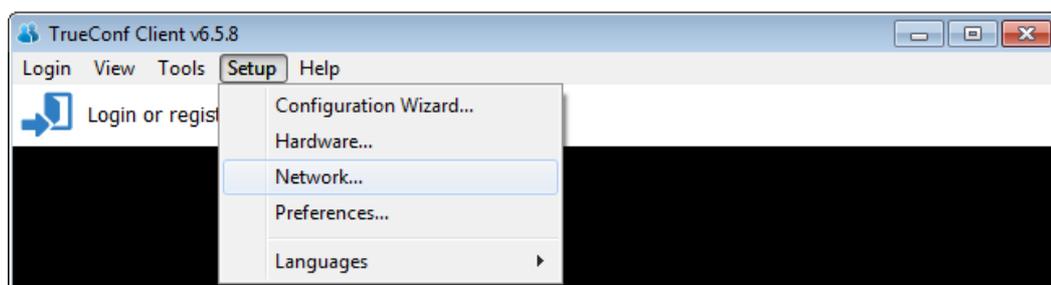
Once you have installed TrueConf Client, the Login button may not be available. Instead you will see the message about failing to connect to the server, and your status will change to **"Disconnected"**:



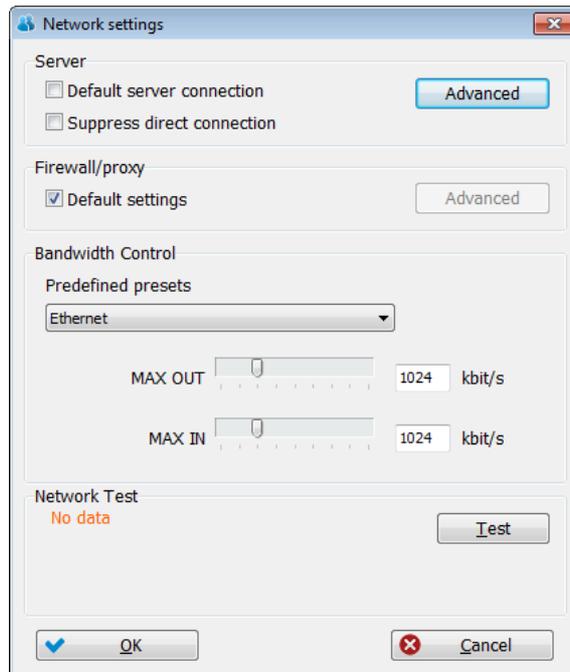
There maybe several reasons that cause this issue. However, it is quite easy to activate the client application. The possible causes are listed below:

1. No connection to the server. To resolve this issue:

- enter the "Settings" menu and select **"Network"**:



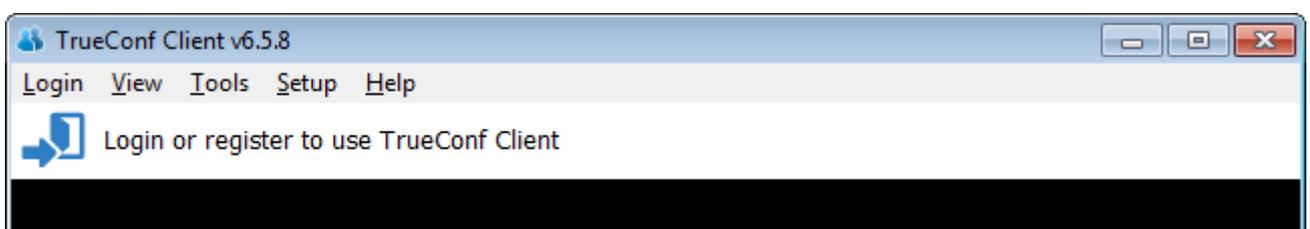
- in the **"Network Settings"** window uncheck **"Default server connection"** and click the **Advanced** button:



- then you see the "Server settings" window. In the "Host" field, enter the ID of your server (this information is available from the administrator), and in the "Port" field enter 4307. Then click "OK":



After all the manipulations are performed, the "Login" button in the client application will be active:

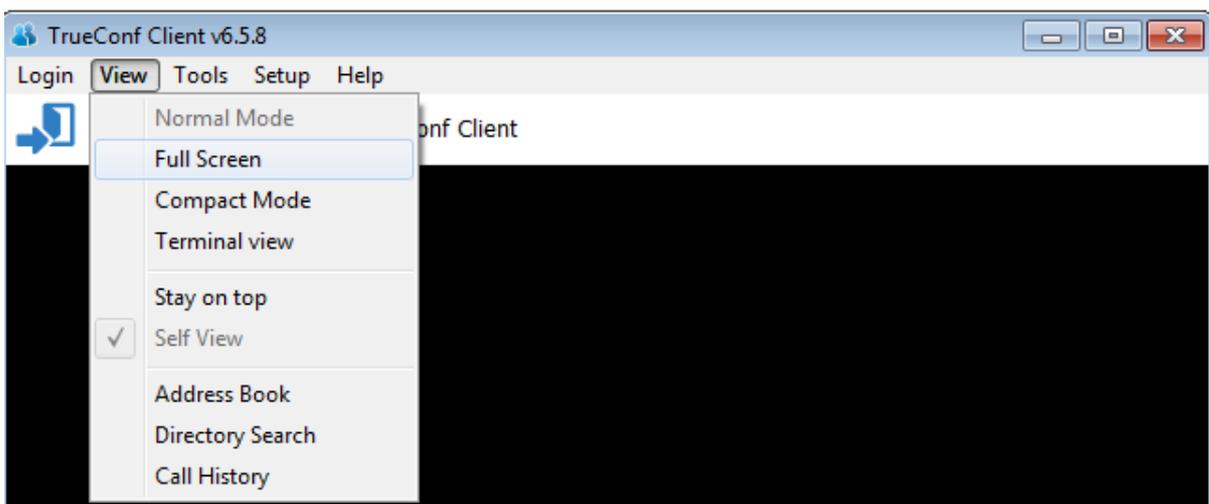


- 2. The server is not running.** If you've done all the aforementioned manipulations but still have no connection, contact your administrator. Such issue may be because of some problems on the server. For example, the server has suspended its work.
- 3. No connection to the Internet.** The server connection can be lost if there is no Internet connection. Check the connection or contact your system administrator.

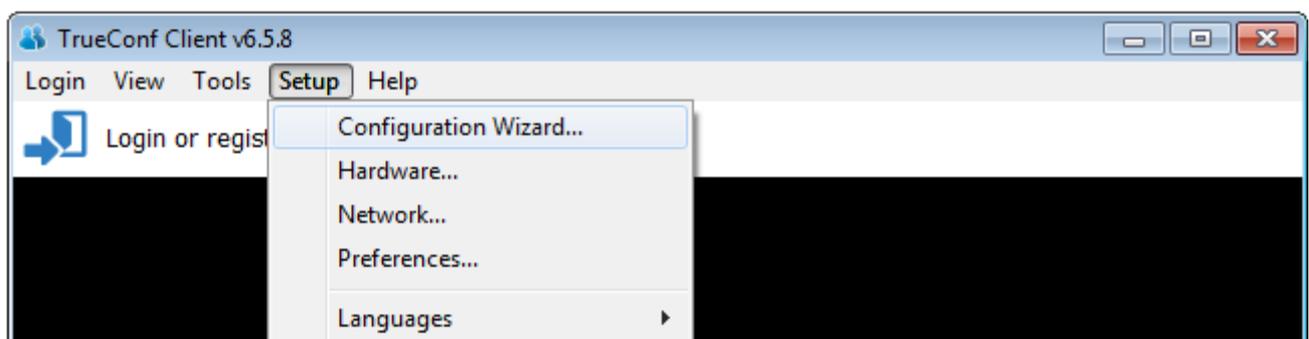
Setting the View Mode of Application, Audio and Video

After activating the application you will find several tabs in the application window, with which you can configure the program to make it work according to your preferences.

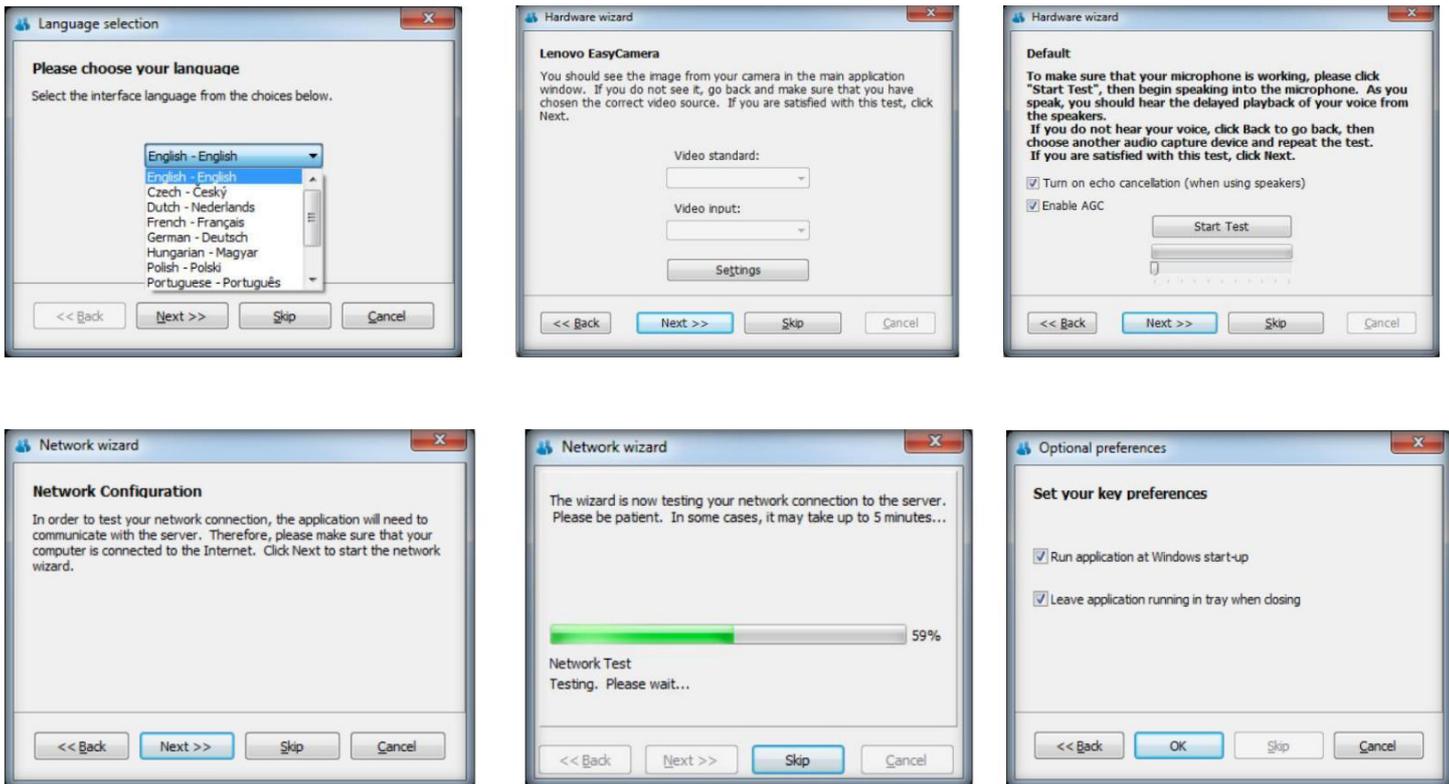
You can customize the appearance of the application window in the **"View"** tab:



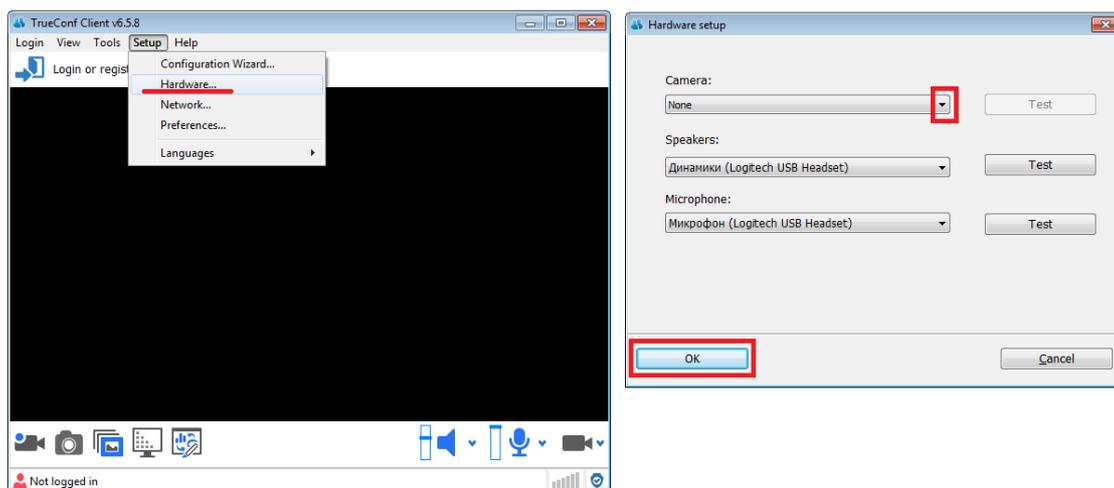
To customize video and audio in your application, you can use the Configuration Wizard. To do this, use the **"Setup"** tab - **"Configuration Wizard"**:



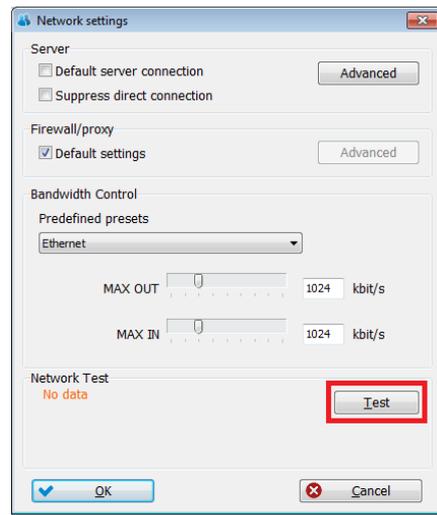
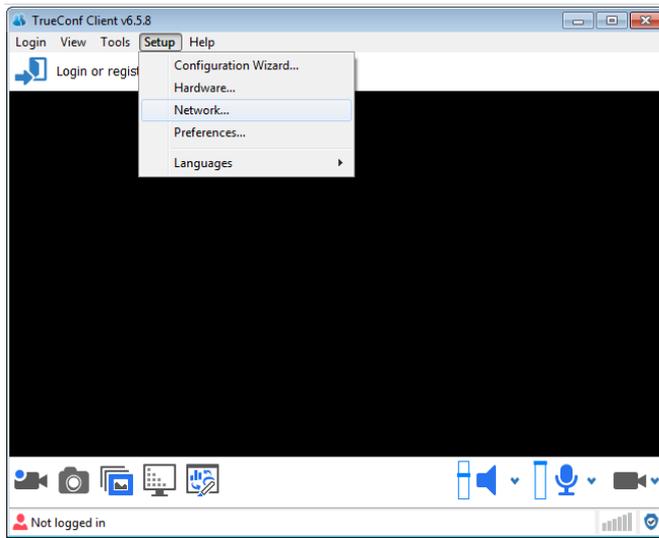
Select interface language and adjust the performance of your audio and video devices using the Connection Wizard:



Next, adjust the performance of your audio and video devices using the Connection Wizard. You can also change the speaker, microphone, and camera setup during a videoconference. To do this, use the menu located at the bottom of the application window:



It is necessary to test the network in order to check the bandwidth of incoming and outgoing connections, as well as the expected delay. Enter the Settings menu – Network and elect **"Test"**:



Working with the Program

On the right side of the application window you will see the icons, with which you can create video conferences and use collaboration tools.

-  - call another user to a client application.
-  - to end a group video conference
-  - call on a mobile or landline phone directly from the application.
-  - create a group conference.
-  - instant messaging (Chat).
-  - address book, which stores all of your contacts.
-  - user search: by name, TrueConf ID or e-mail.
-  - the history of incoming, outgoing and missed calls.
-  - adding new users to the address book.
-  - record your own video or an ongoing conference.
-  - you can set the taken photo as your avatar in Personal Area. The photo will be displayed in the Address book of your conversation partners to the left of your name. You can save the photo to any folder on your PC.
-  - slide show and presentations during a video conference.
-  - desktop sharing and remote management.
-  - electronic whiteboard. Allows you to create joint documents during a

video conference, as well as edit the existing ones. Available only in 1-by-1 videocalls.

How to Make 1-on-1 Video Call



To call the user not listed in your Address Book, enter his TrueConf ID or e-mail, then click the Call button. If a user who you want to call is not registered on the server, he will receive a notification on registration to his e-mail address.

If the user is in your address book, simply go there and select the desired contact from the list. You can make a call by left double-click on the user's name.

User Status

-  - user is online and ready to answer your call;
-  - the user is now in another conference and cannot answer your call;
-  - the user is currently a Host of a group conference. Join the conference by left double-click on the Host's name;
-  - the user is a moderator in a group conference and has conference owner rights;
-  - the user is currently acting as a Speaker in a role-based conference;
-  - user is offline and cannot answer your call.

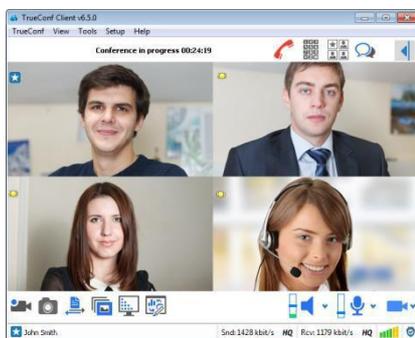
How to Organize a Group Video Conference

TrueConf Client can create several modes of group conferences:



Symmetric (up to 36 members)

- ✓ all the participants can see and hear each other;
- ✓ instant messaging;
- ✓ available when purchasing any license.



Role-based (up to 120 members)

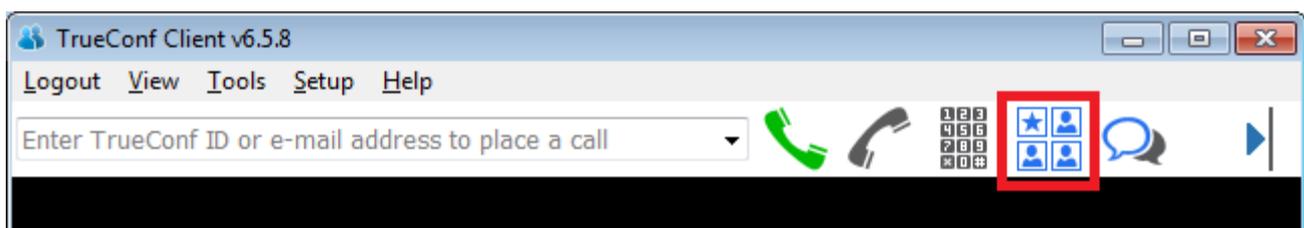
- ✓ the maximum number of speakers is 6;
- ✓ push-to-talk feature, role changing;
- ✓ available when purchasing any license except the "Academic" one.



Asymmetric (up to 36 participants)

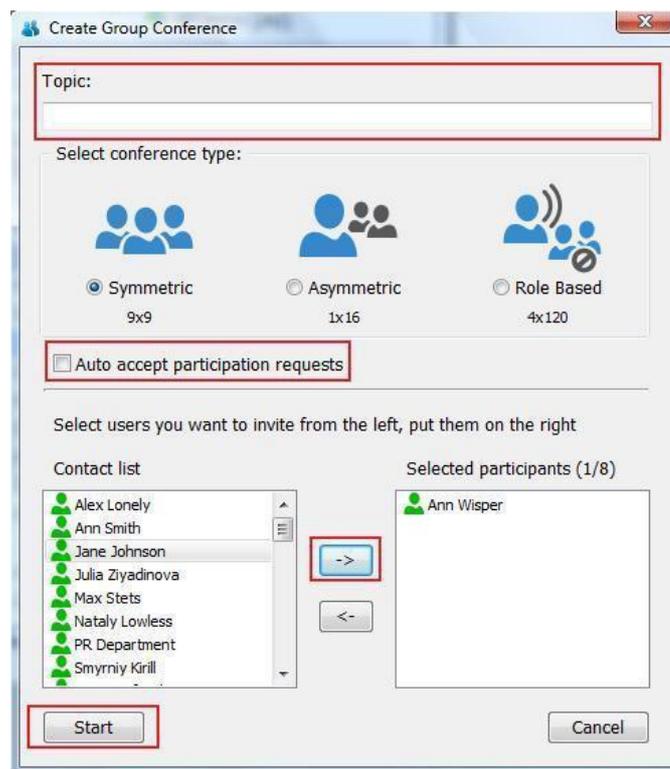
- ✓ 1 lecturer, all the others are students (listeners);
- ✓ available when purchasing any license.

To arrange a group videoconference, you should click the **Group Video Conference** icon in the application window:



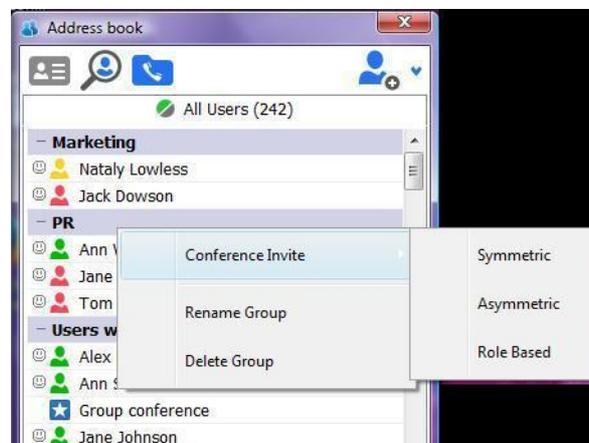
Create a videoconference in the opened window. To perform this, do the following:

1. Enter the name of the conference in the **"Subject"** field.
2. Select the mode of a conference: symmetrical, asymmetrical or role-based.
3. Check the box **"Auto accept participation requests"** if you want other users to join the conference automatically, without the Host's permission.
4. Choose the users you want to invite from the list.
5. Start a conference.



How to Invite Users to a Conference Group?

To invite a group of users to the conference, right-click the group name. Select **"Invite to conference"** and then choose the mode of a conference (symmetric, asymmetric or role-based conference).



To end a group videoconference, use this button  .

If you have any questions about installing and configuring TrueConf Client application, we are ready to help you! Please call **1-347-TRUECNF (1-347-878-3263)** or e-mail us support@trueconf.com.