

# Installing and Configuring TrueConf Client Application

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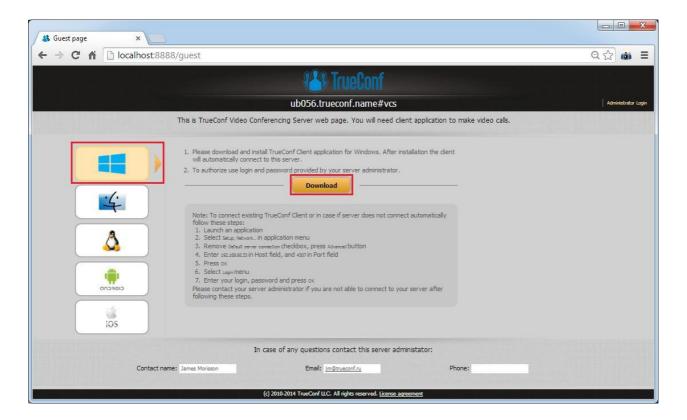
## What is a Guest Page?



**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:



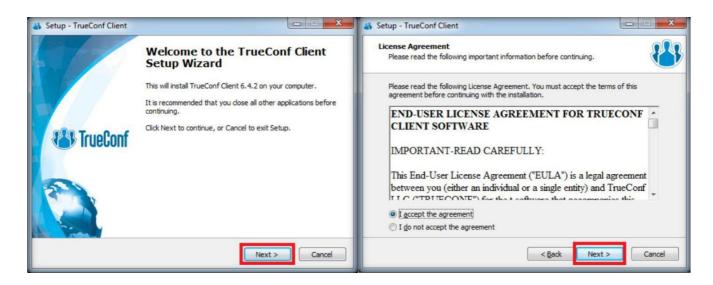
The application will need to be installed on your PC.

### 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:

👪 TrueConf Client v6.5.8	
Login View Tools Setup Help	
Login or register to use TrueConf Client	
🚯 TrueConf Client login	
TrueConf ID:	
user name	
Password:	
✓ Auto login	
Ωκ	
	_ ₽ • ■••
L Not logged in	o Illin

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 tore-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 **"Desconnected":** 



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":

🚯 TrueConf Client v6.5.8			
Login View Tools Set	up Help		
Login or regist	Configuration Wizard Hardware		
	Network		
	Preferences		
	Languages	•	

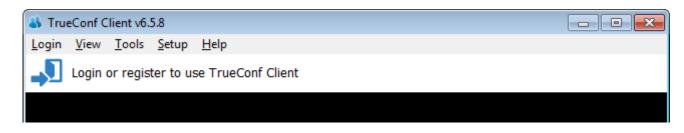
• in the "Network Settings" window uncheck "Default server connection" and click the Advanced button:

Network settings	<b>—</b> ×
Server	
Default server connection	Advanced
Suppress direct connection	
Firewall/proxy	
Default settings	Advanced
Bandwidth Control	
Predefined presets	
Ethernet 🗸	]
MAX OUT	1024 kbit/s
MAX IN	1024 kbit/s
Network Test	
No data	Test

• 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**":

Host: Port: 192.168.66.78 4307	
192.168.66.78 4307	
vailable server. Host: Port:	
192.168.66.78 4307	i.

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

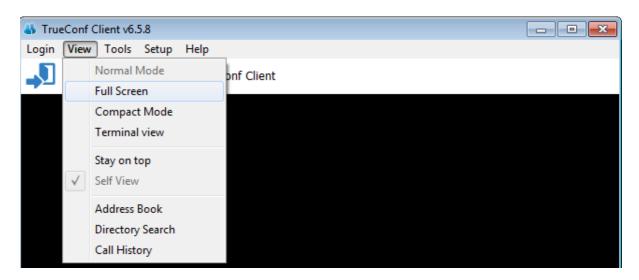


- **2. The server is not running.** If you've done all the aforementioned manipulations but still have no connection, contact your administrator. Such issue may because by some problems on the server. For example, the server has suspended its work.
- **3. No connection to the Internet.** The server connection 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":

🚯 TrueConf Client v6.5.8		
Login View Tools Set	up Help	
Login or regist	Configuration Wizard	1
	Hardware	
	Network	
	Preferences	
	Languages >	

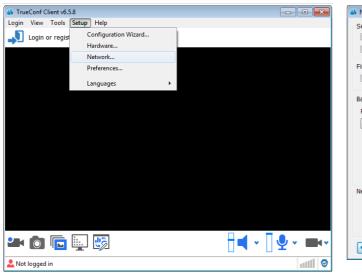
Select interface language and adjust the performance of your audio and video devices using the Connection Wizard:

4 Language selection	46 Hardware wizard	Hardware wizard
Please choose your language Select the interface language from the choices below. English - English English - English Crech - Český Dutch - Nederlands French - Français German - Deutsch Hungarian - Magyar Polish - Polisi Portuguese - Portuguës	Lenovo EasyCamera You should see the image from your camera in the main application window. If you do not see R, go back and make sure that you have chosen the correct video source. If you are satisfied with this test, click Next. Video standard: Video standard: Video input: Settings	Default To make sure that your microphone is working, please click "Start Test", then begin speaking into the microphone. As you speak, you should hear the delayed playback of your voice from the speakers, you should hear the delayed playback of your voice from the speakers, you should hear the delayed playback of your voice from the speakers, you should hear the delayed playback of your voice from the speakers, you should hear the delayed playback of your voice from the speakers, you should hear the delayed playback of your voice if you do not hear your voice, click Back to go back, then the speakers, you should hear the delayed playback of your voice if you are satisfied with this test, click Heat. If you are satisfied wi
<< Back Next >> Skip Cancel	<< Back Next >> Skp Cancel	<< Back Next >> Skp Cancel
Network Configuration In order to test your network connection, the application will need to communicate with the server. Therefore, please make sure that your computer is connected to the Internet. Click Next to start the network wizard.	The wizard is now testing your network connection to the server. Please be patient. In some cases, it may take up to 5 minutes	Optional preferences      Set your key preferences      Run application at Windows start-up      Leave application running in tray when dosing
<< Back Next >> Skip Cancel	S9%       Network Test       Testing. Please wait       << Back	<< Back OK Skip Cancel

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:

🚯 TrueConf Client v6.5.8		🔀 🚯 Hardware setup
Login View Tools Setup Help		
Login or regist Configurat	tion Wizard	
Hardware.		Camera:
Network		None Test
Preference	15	Speakers:
Languages	5 •	
		Динамики (Logitech USB Headset)
		Microphone:
		Микрофон (Logitech USB Headset) - Test
		OK Cancel
🛥 💿 🕞 🖳 🐯	<b>⊢</b> ∎ •   ♥ • ∎	
Level Not logged in	10	

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":** 



🚯 Network settings	×
Server	
Default server connection	Advanced
Suppress direct connection	
Firewall/proxy	
Default settings	Advanced
Bandwidth Control	
Predefined presets	
Ethernet	•
MAX OUT	1024 kbit/s
MAX IN , , , , , , , , , ,	1024 kbit/s
Network Test	
No data	Test
<u>ок</u>	Cancel

### 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.

C

- 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

Enter TrueConf ID or e-mail address to place a 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;
- Ithe 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)

- $\checkmark$  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:

🚯 TrueConf Client v6.5.8		×
Logout <u>V</u> iew <u>T</u> ools <u>S</u> etup <u>H</u> elp		
Enter TrueConf ID or e-mail address to place a call	$\mathbf{Q}$	

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

4 Create Group Conference

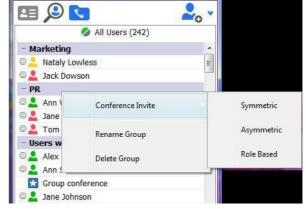
Address book

- 1. Enter the name of the conference in the **"Subject"** field.
- 2. Select the mode of a conference: symmetrical, asymmetrical or role-based.
- 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 ist.
- 5. Start a conference.

#### Topic: Select conference type: Symmetric Asymmetric Role Based 1×16 4x120 949 Auto accept participation requests Select users you want to invite from the left, put them on the right Selected participants (1/8) Contact list Alex Lonely \* Ann Wisper H Ann Smith Jane Johnson -> Julia Ziyadinova Max Stets <-Nataly Lowless PR Department Smyrniy Kirill Start Cancel

#### 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 C.

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**.