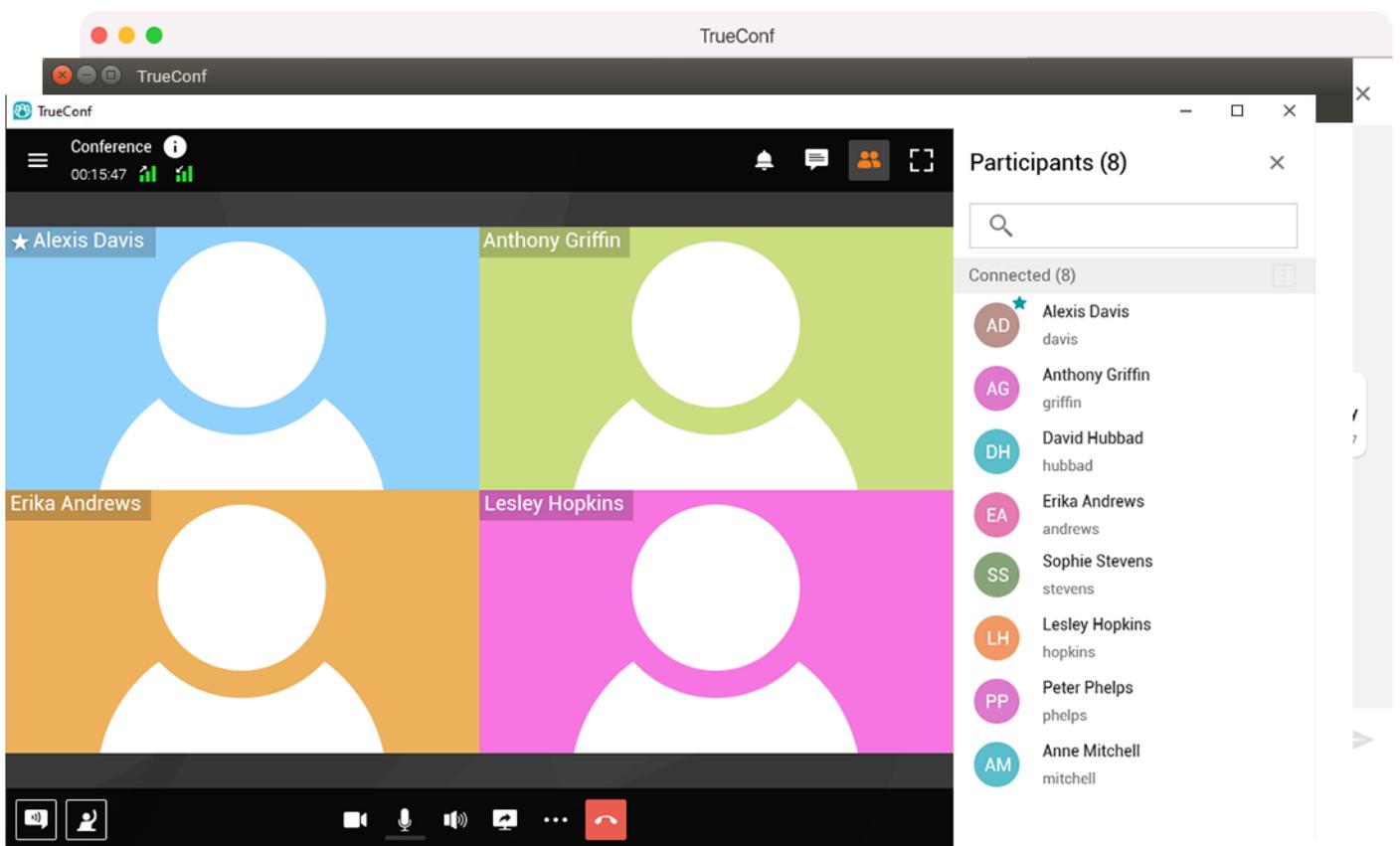




TrueConf 8 Client Application

User guide



This documentation is intended for Windows, Linux, and macOS users

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1. Installation

This guide is intended for Windows, macOS, and Linux users because TrueConf client applications for desktops are cross-platform and have the same features and UI.

1.1. TrueConf desktop client application features

- Enjoy 4K (Ultra HD) video calls and conferences with a frame rate of 60 fps
- Run meetings with up to 1,000 participants (up to 1,600 using UDP Multicast mode)
- Try different video conferencing modes: video call (point-to-point or one-on-one video conferencing session), video lecture, all-on-screen, and role-based conference
- Private meetings for registered users and public webinars with guest connections
- Meet both with guests and users registered on TrueConf Server
- Schedule conferences, create virtual rooms, and send email invitations to meeting participants
- Point-to-point video calls can be run directly between the users bypassing the server
- Quick call-to-conference escalation
- Attendees can push to talk or send a request to become a speaker in role-based conferences, while moderators can appoint or remove speakers from the podium
- Take polls or share reactions in conferences
- Call VoIP users, landline and mobile phone numbers and send DTMF commands
- Call SIP/H.323 and RTSP devices
- Automatically enlarge speakers in a meeting
- Highlight active speakers in the video window layout with a customizable color frame and set up microphone sensitivity level
- Remote desktop control
- Show slides and images in a separate media stream to all participants, including in-browser connections and SIP/H.323 endpoints over H.239/BFCP protocols
- Share your entire screen or separate windows. Both your video and content will be visible in recordings, streaming and on devices that do not support H.239/BFCP protocols
- Exchange messages and share files in personal and group chats. Your messages will be delivered even if your partner is currently offline
- Chat history, including group chats of the meetings that have already finished
- Control PTZ cameras, both your own and participants' devices
- Record video calls and conferences, choose a suitable video format and storage location
- Configure your own video layout
- Set video layout background
- Conference moderators can lock video layout for all participants or set individual layouts for each user, including SIP/H.323 endpoints and browser participants
- Control participants' cameras and microphones, change devices or adjust microphone sensitivity
- Add and remove participants while the conference is in progress
- Blur the background
- Full address book support (adding and deleting contacts and groups, editing contact information, searching and blocking contacts)

- Automatic discovery of available servers
- Optional network speed limitation templates or manual settings
- Try built-in tools for testing the quality of server connection
- Enjoy built-in algorithms of echo cancellation and automatic gain control (AGC)
- Start meetings instantly and save their templates
- Create group chats that can be escalated into a group conference with all chat participants in one click.
- Stay focused on your meeting when sharing your content or switching to other windows thanks to a customizable widget with quick conference controls
- Push to talk even when your microphone is disabled.

1.2. Installing the application

Before installation, make sure your computer and network connection meet [our system requirements](#) depending on the desired video quality.

To get started with TrueConf client application, download it from the [guest page](#) of your [TrueConf Server](#) instance (please contact your server administrator to find out its URL address) or from our official website:

- [TrueConf for Windows](#)
- [TrueConf for macOS](#)
- [TrueConf for Linux](#)



Before using the client application, make sure that your operating system and graphics card driver is up to date. Please note that we recommend downloading the drivers from the manufacturer's official website ([Intel](#) , [Nvidia](#) , [AMD](#)).

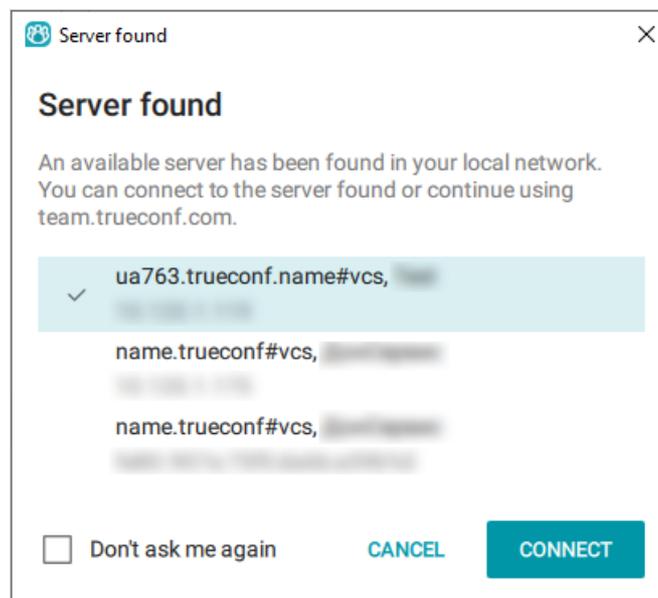
2. Getting started

i This guide shows how to use TrueConf desktop client applications. TrueConf for Windows is taken as an example.

2.1. Connecting the application to the server

When TrueConf client application is launched for the first time, it will automatically detect a TrueConf Server instance in the local network and display a dialogue window for connecting to it.

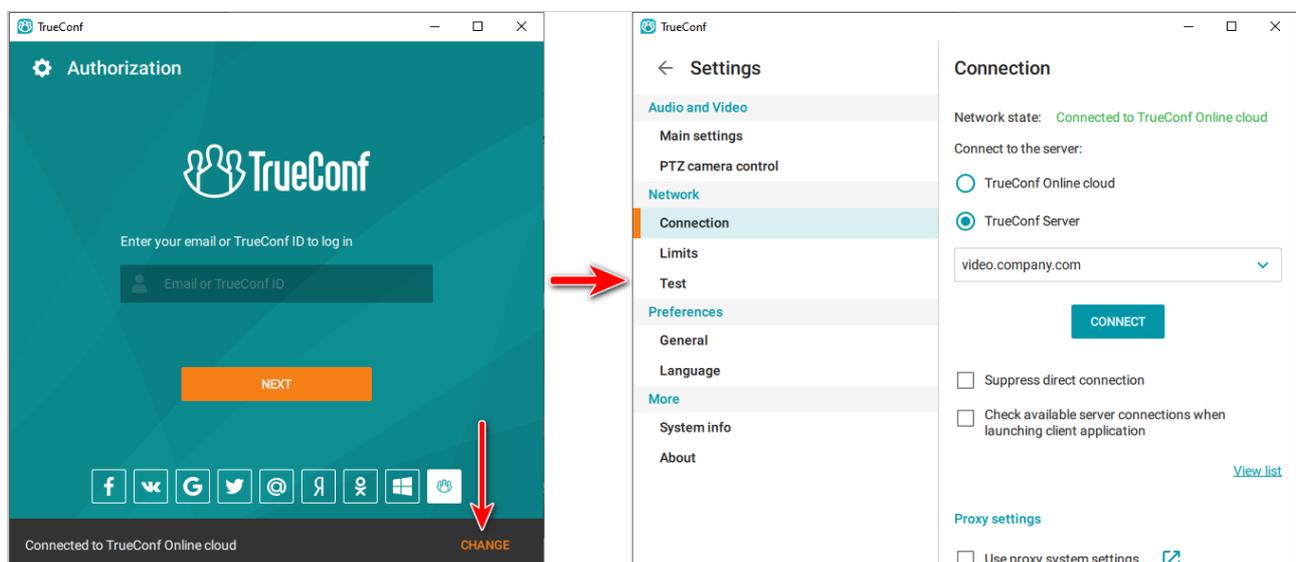
***** Only TrueConf Server 4.5 + instances can be automatically detected.



By default, the application connects to [TrueConf Online](#) cloud service.

To switch to a corporate [TrueConf Server](#) instance, click the **Change** button.

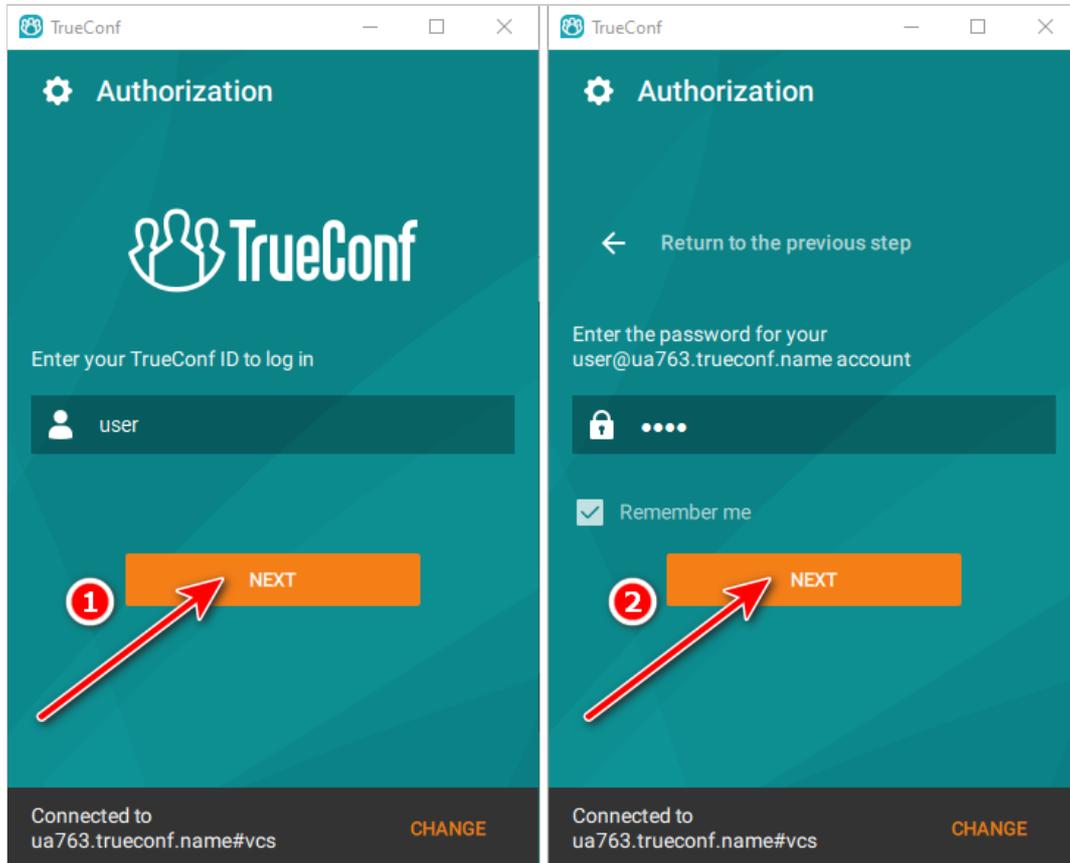
In the window that opens, switch to **TrueConf Server** in the **Connect to the server** section and enter the IP address or FQDN of your video conferencing server. Click the **Connect** button.



If the connection is successful, you will see **Connected to server.company.com** in the **Network state** string in the upper right corner of the window.

2.2. Signing in

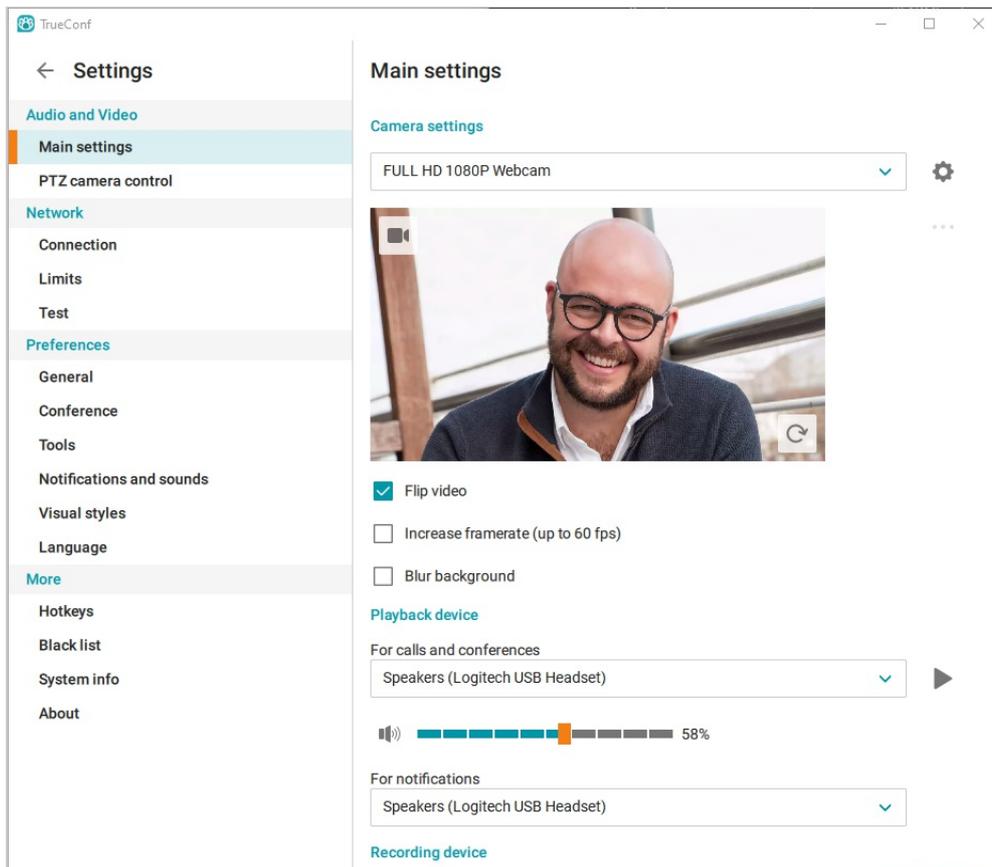
In the authorization window, enter your **TrueConf ID** (username) and **Password**. If you don't know your login details, please ask your server administrator to provide you with them.



2.3. Application settings

2.3.1. Video and audio

In the application window, go to the **Settings** by clicking on the corresponding button . After that, select the camera, speakers and microphone in the **Audio and Video** (**Main settings** section).

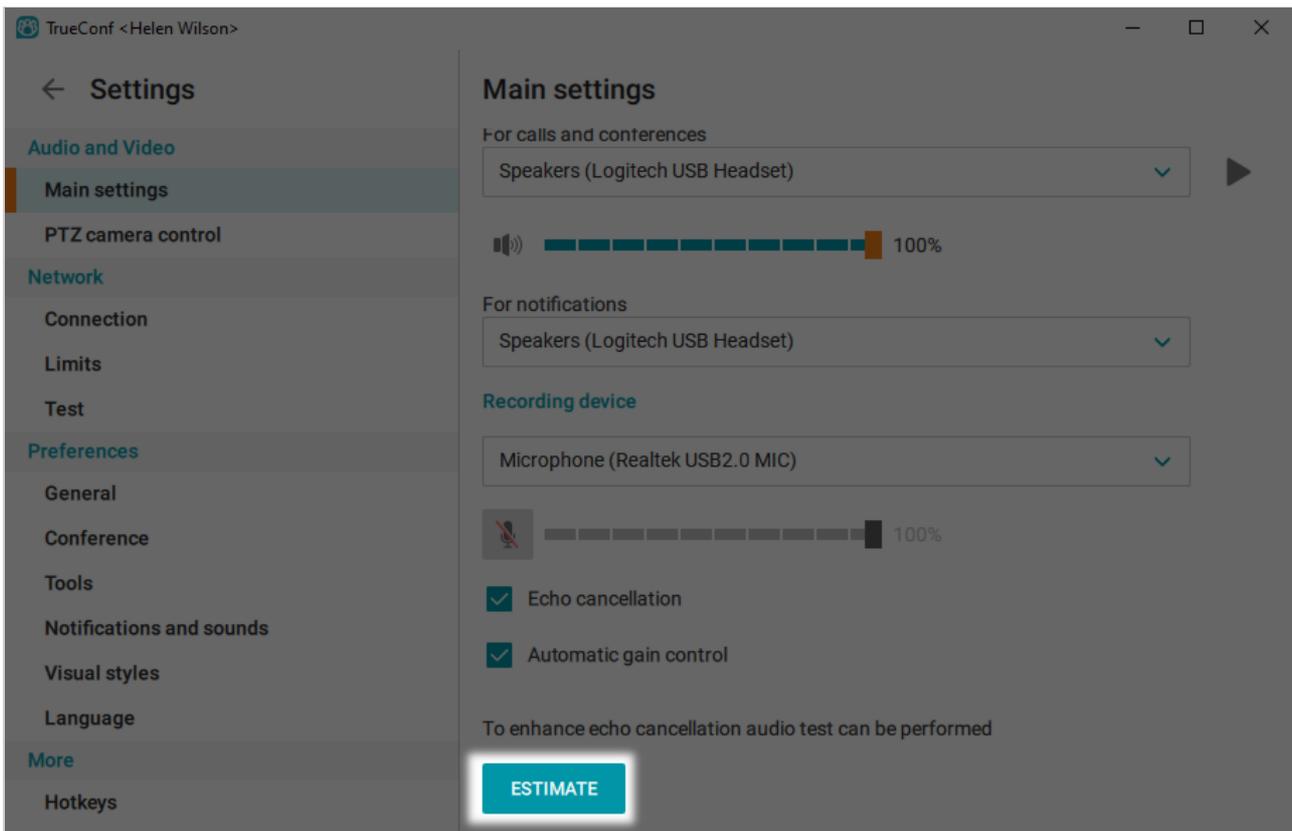


In the **Recording device** section, there are two options related to audio processing:

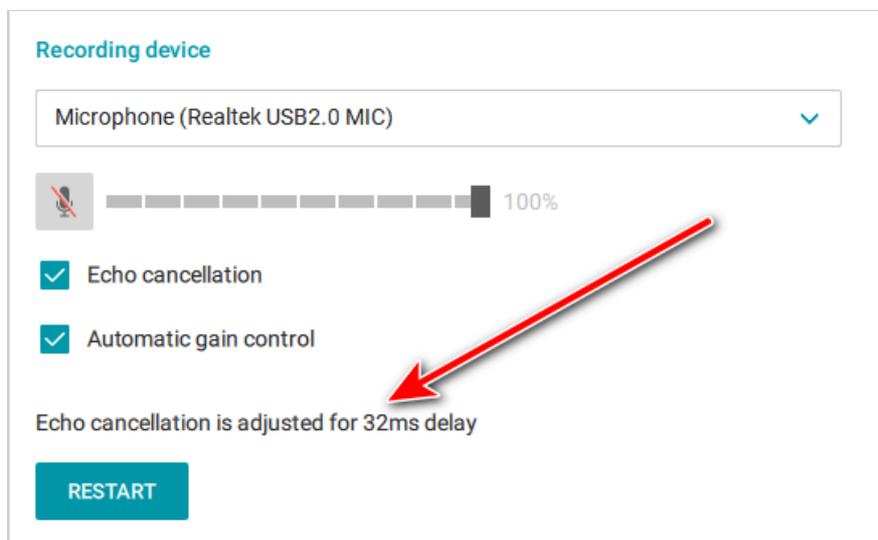
- **Echo cancellation**
- **Automatic gain control.**

These options are automatically enabled, and they are helpful in most cases. However, if you use a recording device with integrated echo cancellation/AGC mechanisms, we recommend disabling these options in the application to avoid conflicts between algorithms.

For the echo cancellation algorithm to work properly, you can run an audio test and identify a possible delay. To do this, click **Estimate** at the bottom of the window.

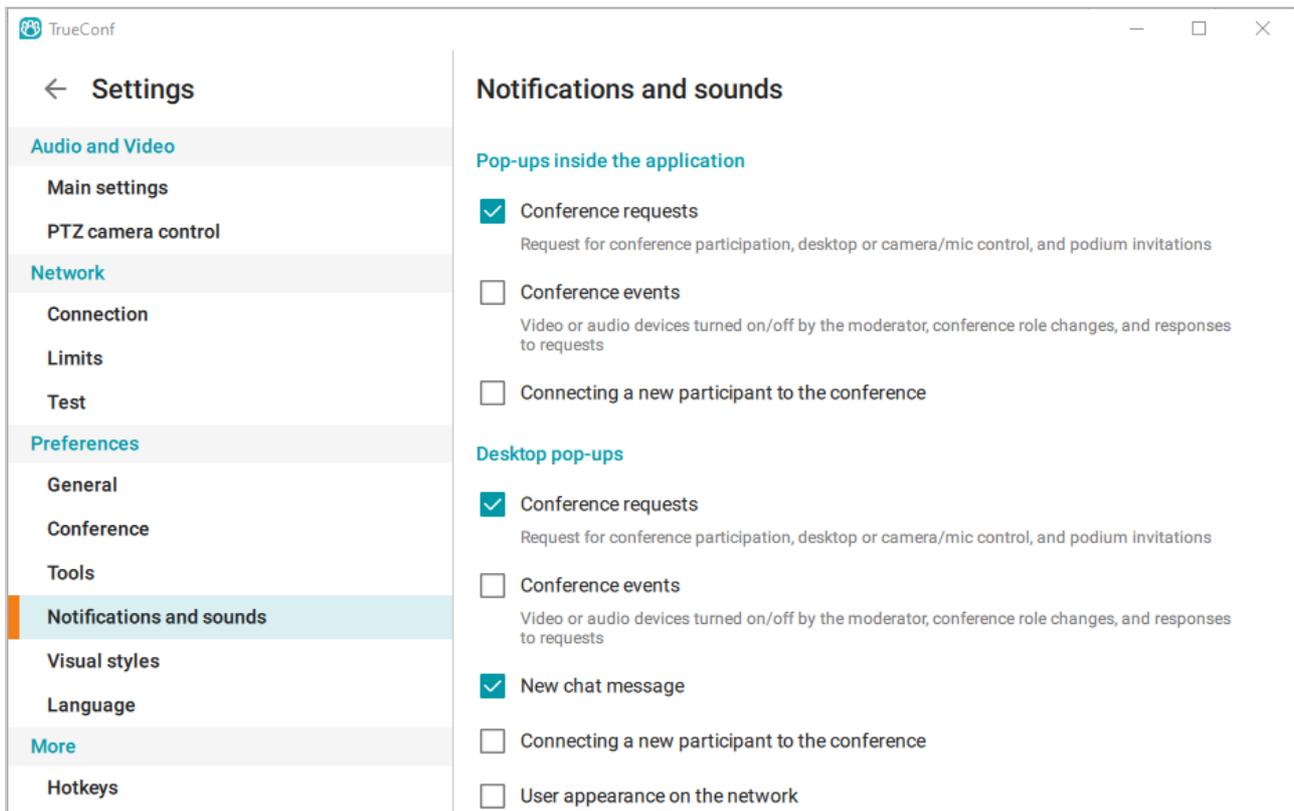


During the testing, you will hear several audio signals from the selected playback device. When the test is successfully completed, the time of delay will be displayed.



You can run the audio test again by clicking the **Restart** button, which will replace the **Estimate** button after the first successful testing.

To select the sound notifications you want to receive from the application, go to the category **Preferences** on the **Notifications and sounds** tab. There you can also set up pop-up windows with text notifications.



2.3.2. Background blurring

TrueConf provides background blurring feature. It is available for any computer that meets the general [system requirements](#) and can be used for both one-on-one video calls and group video conferences.

The blurred background feature can be useful in a slew of situations, e.g., if you need to focus on the task at hand during meetings. Even if you don't work remotely, office distractions can be a problem.

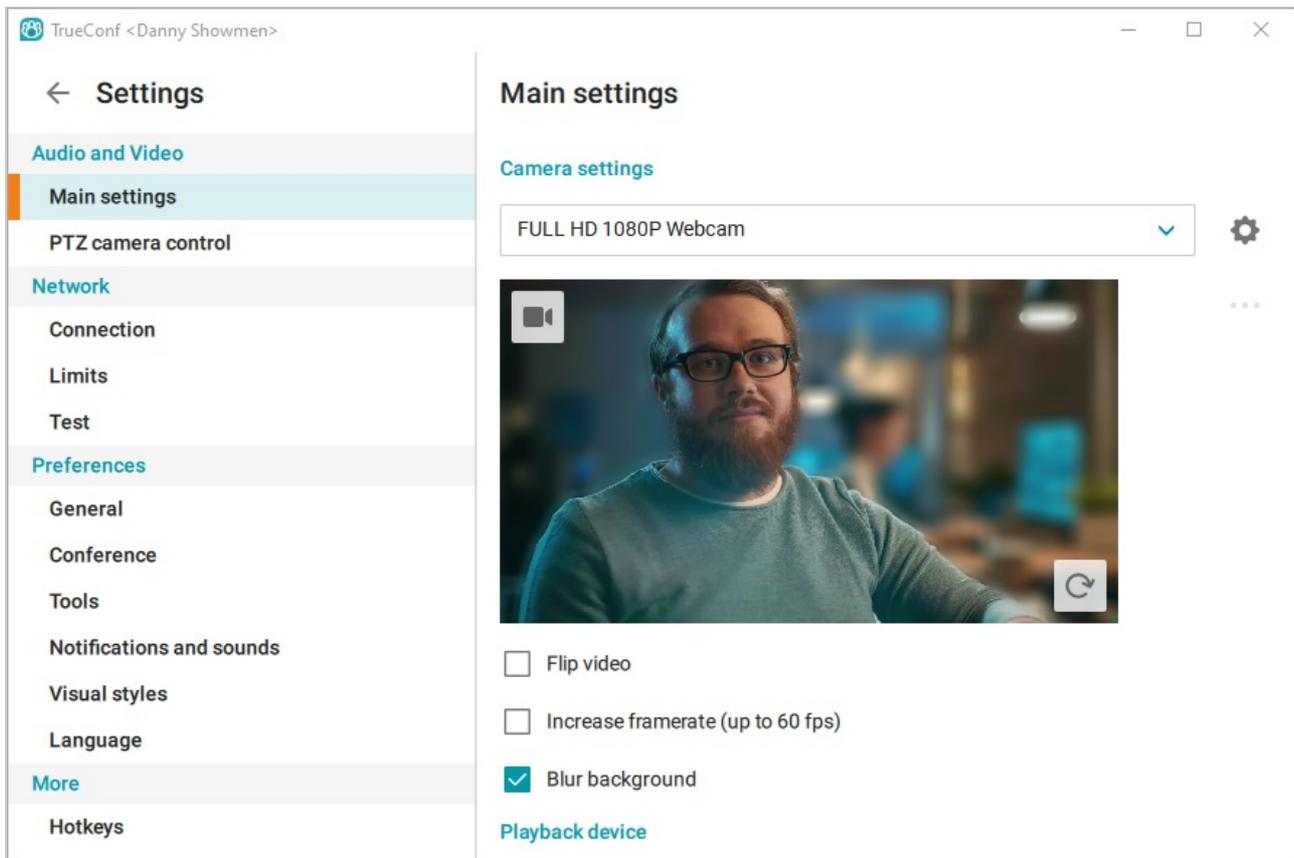
Besides, this feature will be useful in case of remote learning, as the children's room may look unsuitable due to the clutter or bright posters. By blurring the background, they will feel more comfortable at the meetings.



The background blurring feature may be unavailable if your system does not meet the required performance parameters or is overloaded with CPU consuming processes. Your CPU should also support AVX instructions.

To blur the background, take the following steps:

1. Go to the **Settings** → **Audio and Video** → **Main settings** section
2. Check the **Blur background** box. You will immediately see the result in the preview window.

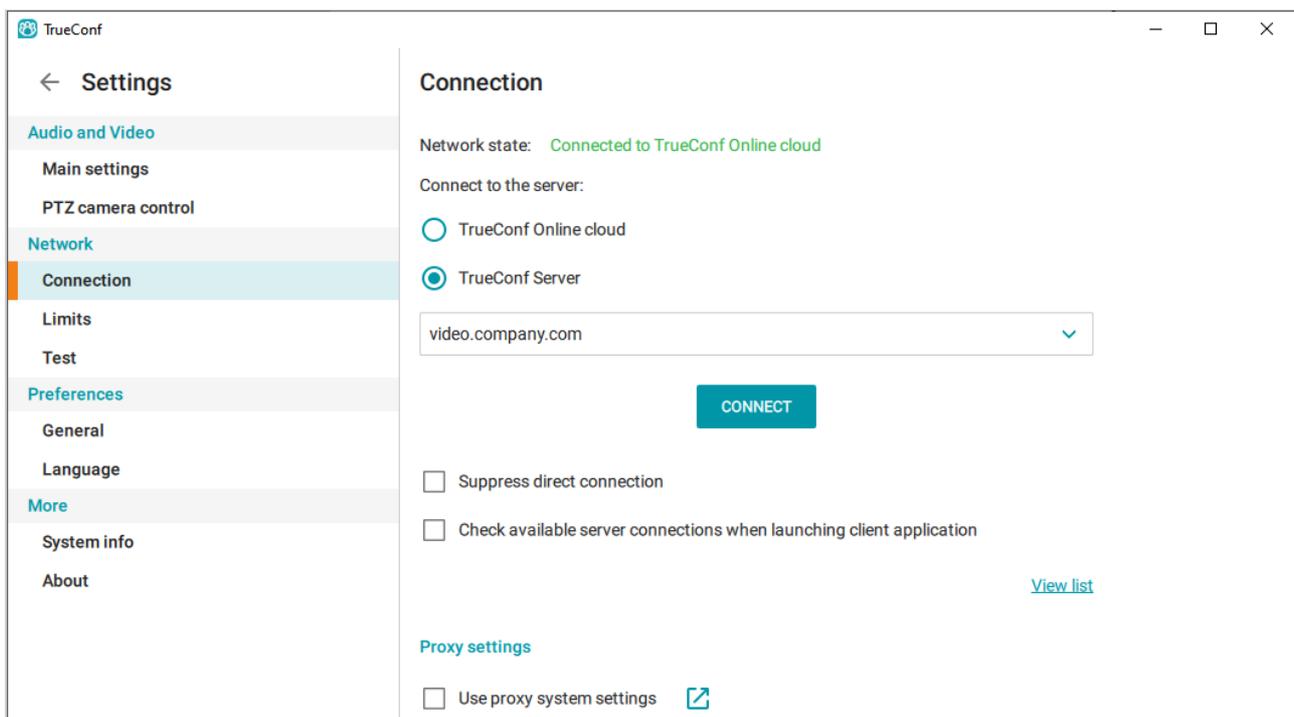


2.3.3. Network

In the **Settings** → **Network** → **Connection** section, you can connect to your TrueConf Server instance or TrueConf Online cloud-based service.

If the **Suppress direct connection** box (disabled by default) is checked, [point-to-point video calls](#) will be routed through the server.

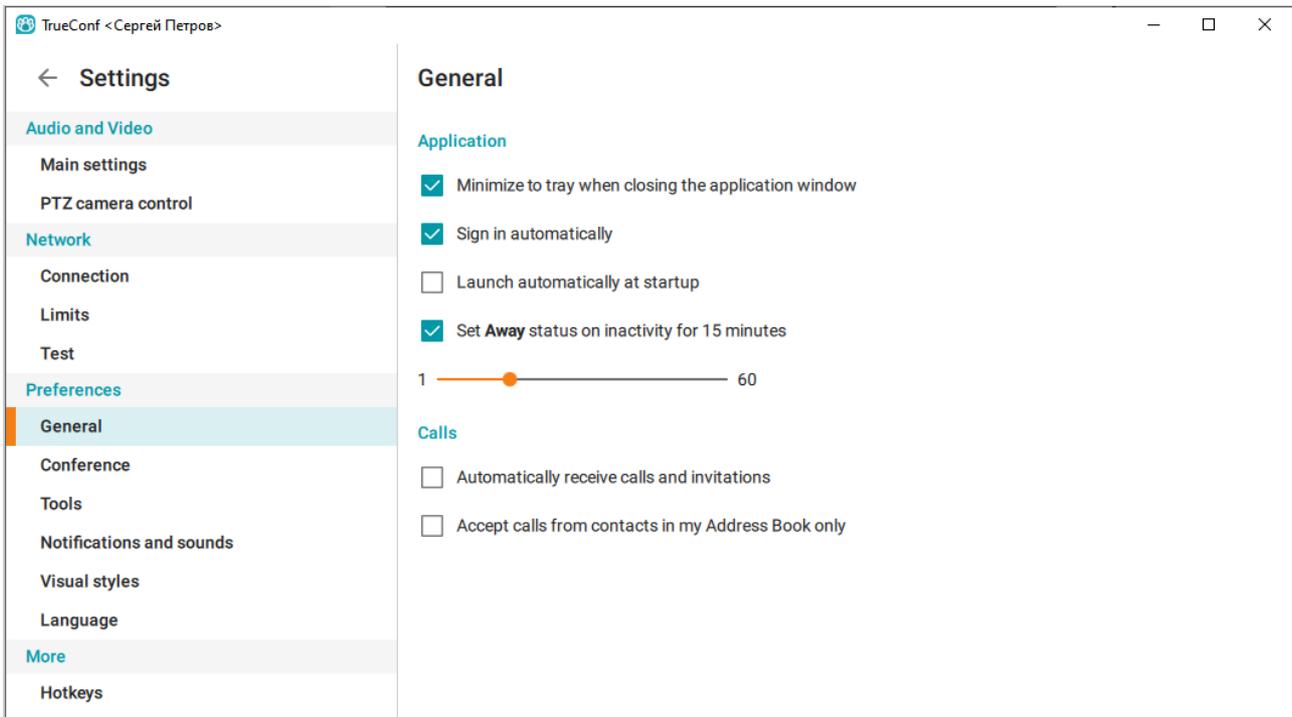
To check [the list of available servers](#), click **View list**.



The **Limits** and **Test** sections enable you to adjust your network settings.

2.3.4. General preferences

You can go to **Settings** → **Preferences** → **General** to allow the application to launch automatically at your operating system startup (enabled by default).



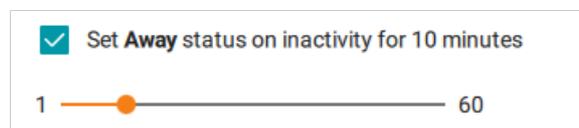
The **Sign in automatically** checkbox (enabled by default) allows you to connect to the server automatically, without entering your login and password manually each time. The application will store login details for different servers and automatically sign in when you connect to one of them.



If you want to connect to a different server, go to the **Settings** → **Network** → **Connection** menu, enter your server address in the **Connect to the server** section and press **Connect**. Please **don't sign out** from the account on your current server using **My profile** → **Sign out** menu. Otherwise you will not be able to sign in automatically the next time you connect to this server.

If the user is inactive for a certain time, **Away** status is set automatically (*in 15 minutes* by default).

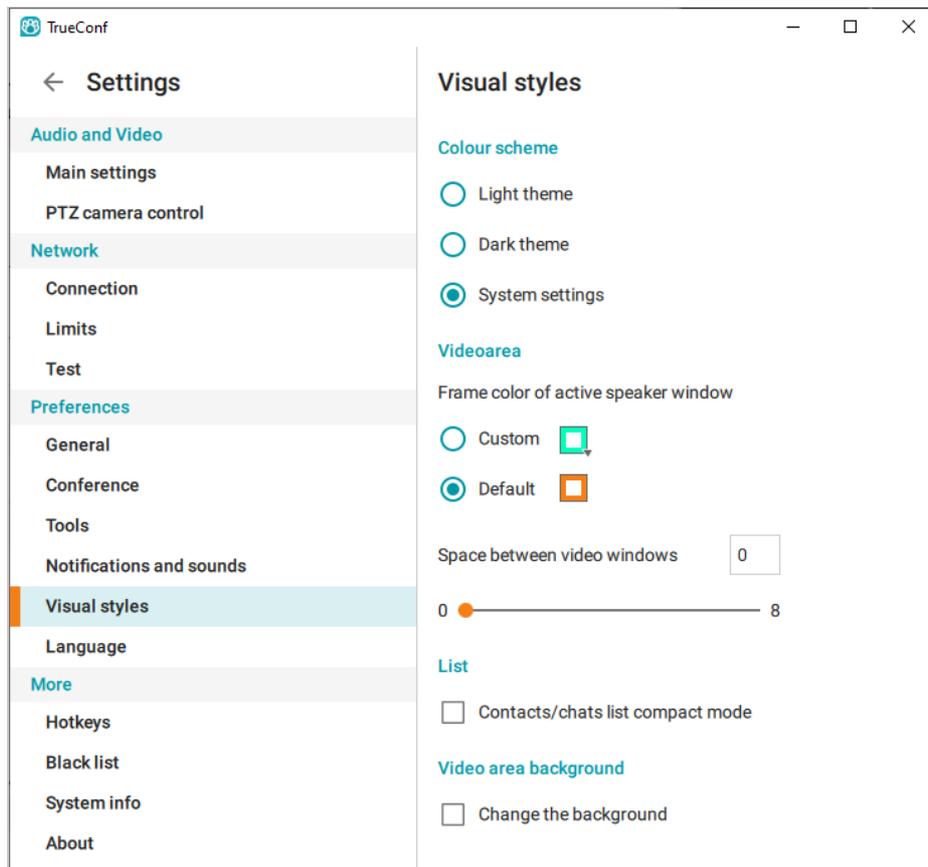
To change this setting, drag the slider to set your value (from 1 to 60 minutes).



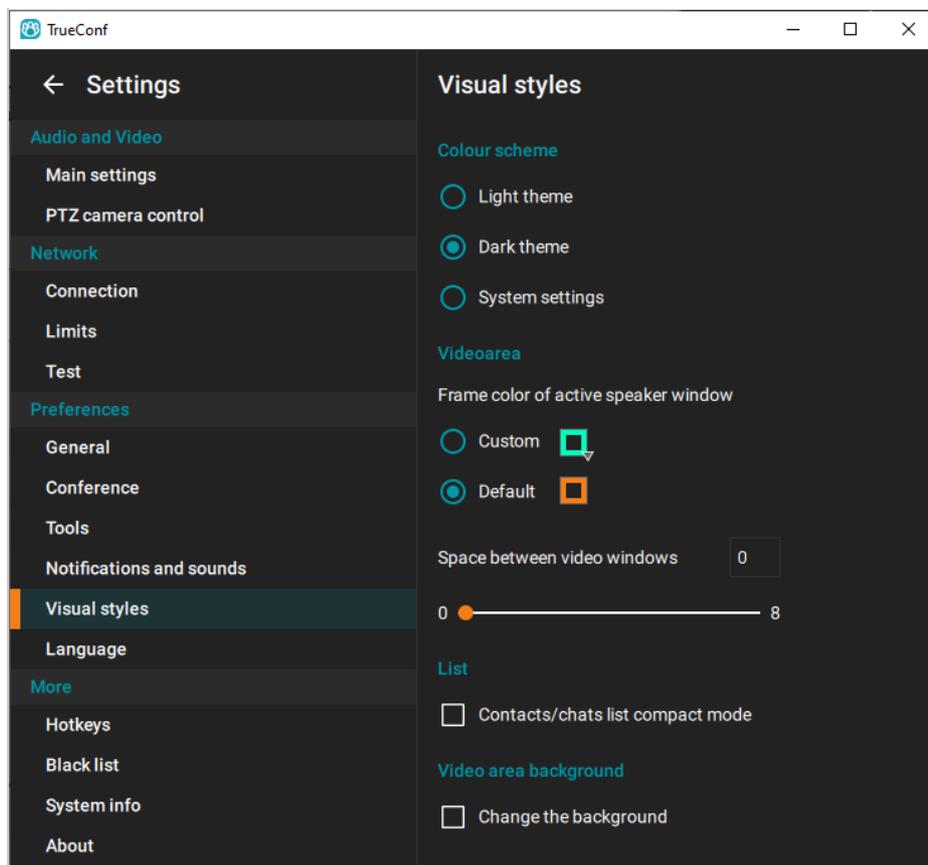
Uncheck the box **Set Away status...** if you do not want the application to record your activity.

2.3.5. Visual styles

Go to **Settings** → **Preferences** → **Visual styles** to configure the look of your application.

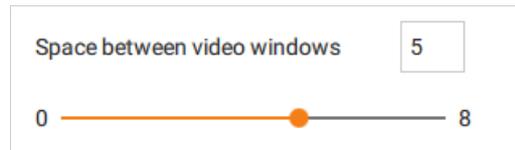


You can switch your application to a dark mode by choosing **Dark theme** colour scheme option.

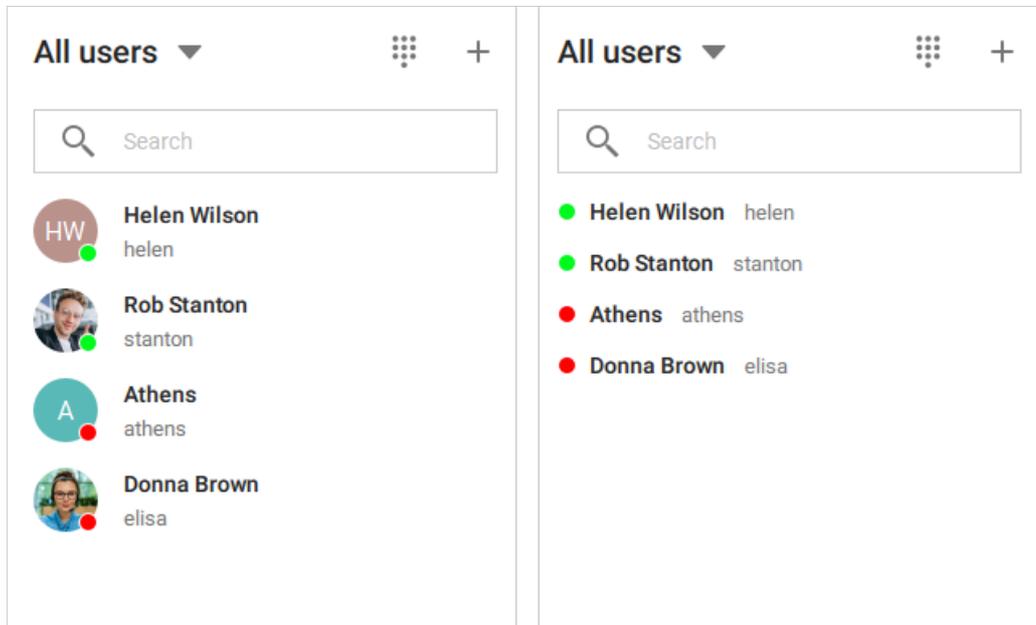


Use **Custom** option in the **Videoarea** section to customize *the frame color of active speaker window* (orange by default).

If you want to change the space between video windows, move the slider in the **Videoarea** section (0 pixels by default) or set your value in the corresponding field.



Check the box **Contacts/chats list compact mode** to hide user avatars.



To change the layout background during meetings, go to **Settings** → **Preferences** → **Visual styles** and check the **Change the background** box. You can choose a standard background or set a custom one by uploading it from your computer.

Video area background

Change the background

Select the background type

Image ▼

Background image:

Standard



Custom

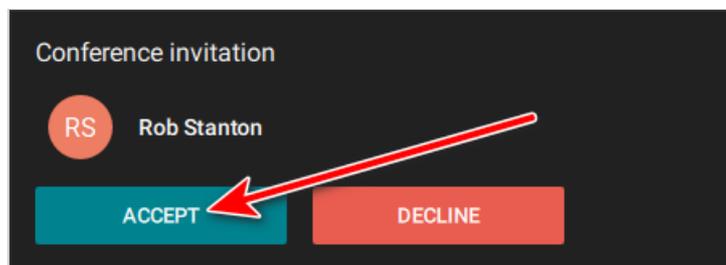
Upload an image 

Choose a fit

Fill ▼

2.4. Accepting a call

During a call, the application may be minimized, while a video call or conference invitation window will appear on your screen. Click on the **Accept** button to join.



2.5. Hotkeys

You can control the application using hotkeys. The list of all combinations is available in **Settings** → **More** → **Hotkeys**.

Hotkeys

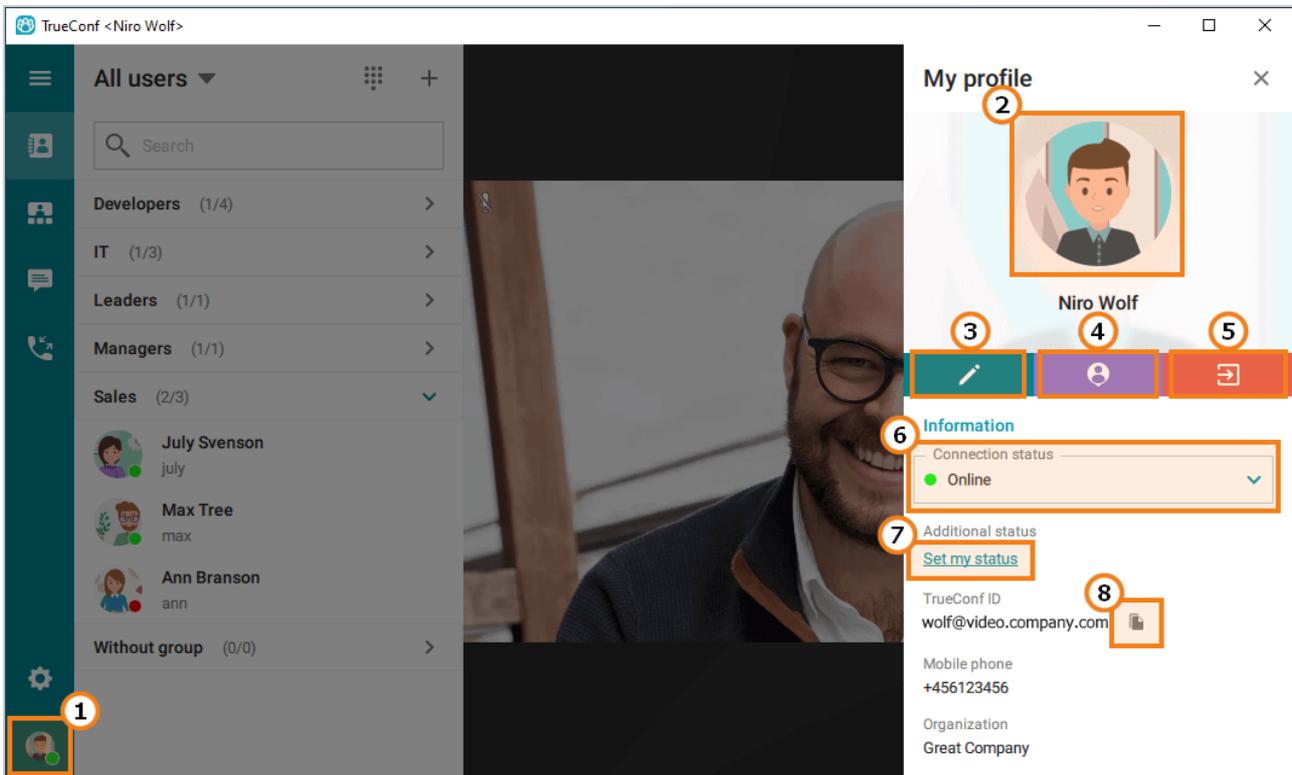
Enable keyboard shortcuts

Action	Keyboard shortcut
<input checked="" type="checkbox"/> Accept a call, invitation or request	Ctrl + Y Enter
<input checked="" type="checkbox"/> Decline a call, invitation or request	Ctrl + N Esc
<input checked="" type="checkbox"/> Make an audio remark	Ctrl + T Space

Uncheck the box next to the action name in the list to disable a given keyboard shortcut. To completely disable any combinations in the application, uncheck the box **Enable keyboard shortcuts**.

2.6. Editing user profile

You can proceed to your profile and edit your personal information:



1. Click on the avatar icon in the application menu to proceed to your profile
2. Click on your avatar to [change it](#)
3. Edit your personal information (display name, phone number, etc)

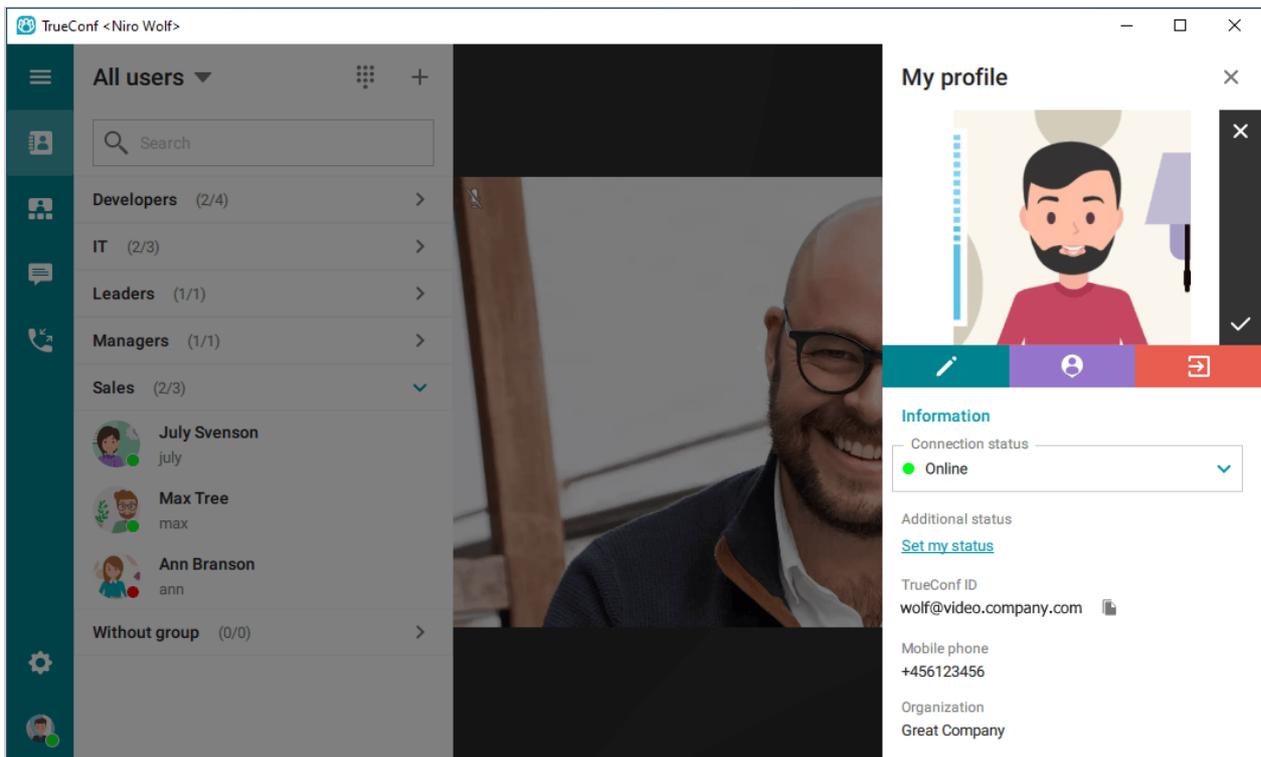


You may not be allowed to edit your personal information if Active Directory/LDAP extension is enabled on your TrueConf Server instance. In this case, please contact your server administrator to edit your profile.

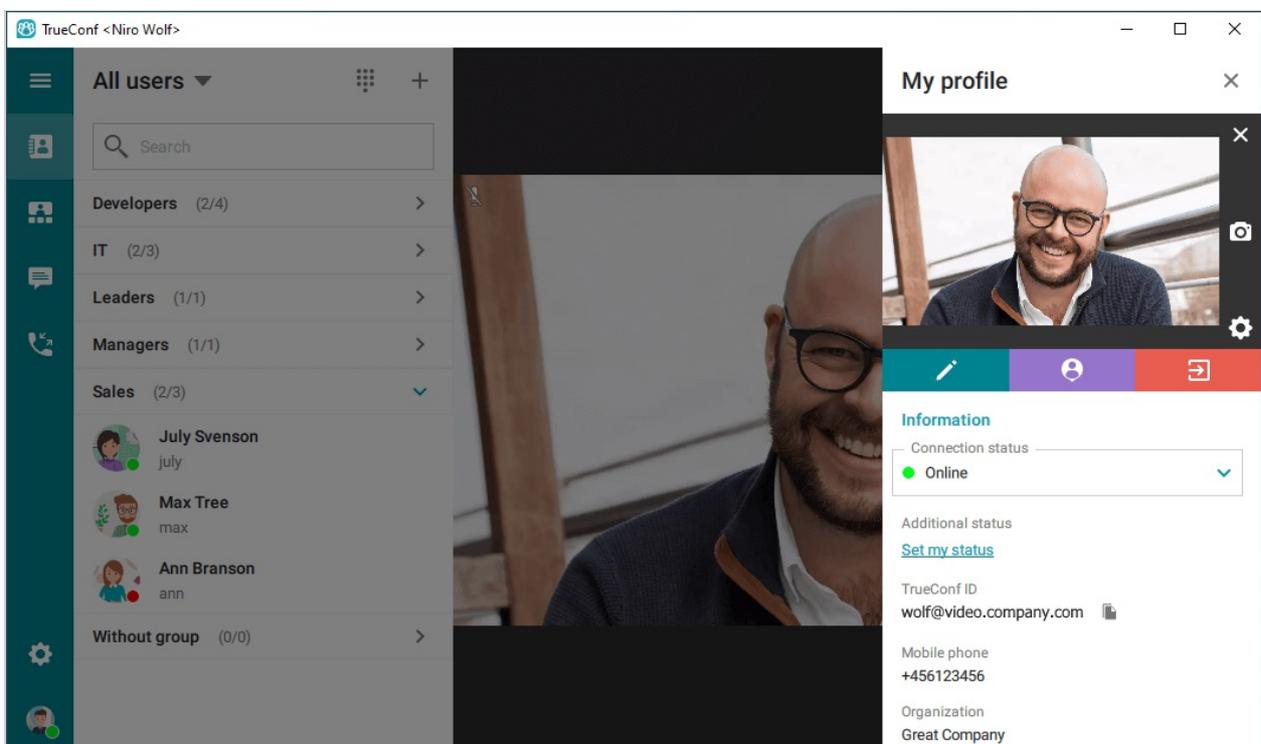
4. Open your [personal area](#) in the browser
5. Sign out
6. Change your status (Online/Do not disturb)
7. Set [additional status](#)
8. Copy your TrueConf ID (you can use it to share your TrueConf ID with your colleagues)

To change your avatar, click on the avatar icon and select a preferred action:

- Upload a photo. Select a photo on your PC or on an available network resource and click  button to save it:



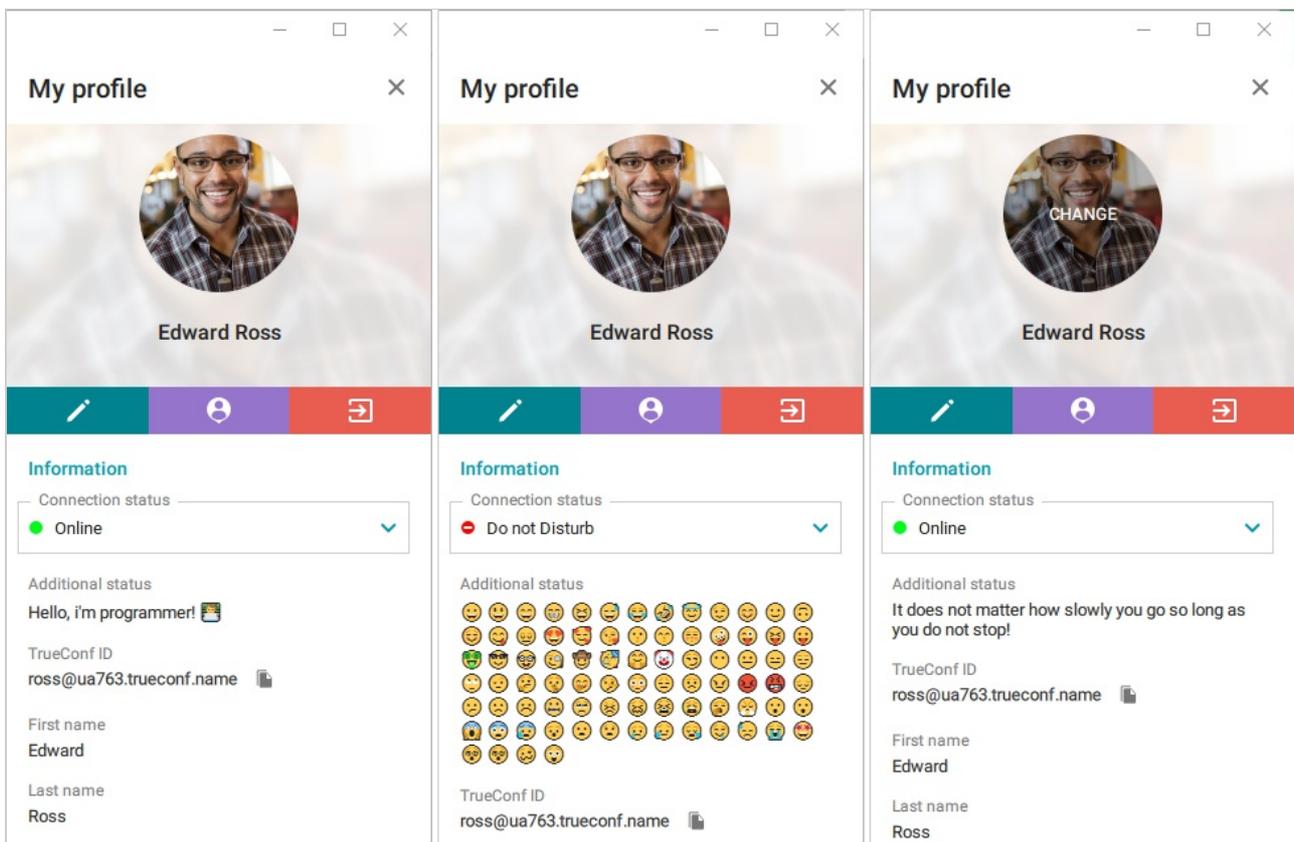
- Take a photo with your webcam. If you have multiple cameras connected to your PC, press  to select a preferred camera. Click  to save your avatar:



- Delete your avatar.

2.6.1. Possible settings options

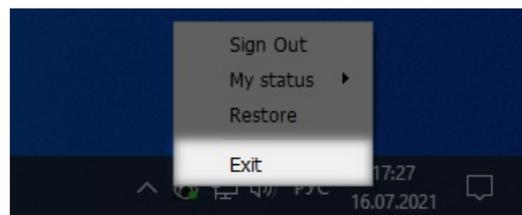
You can set an additional custom status in their profiles. To set a status, open your profile and click on the **Set my status** button. Please note that the status field is limited to **256 characters**.



2.7. Exiting the application

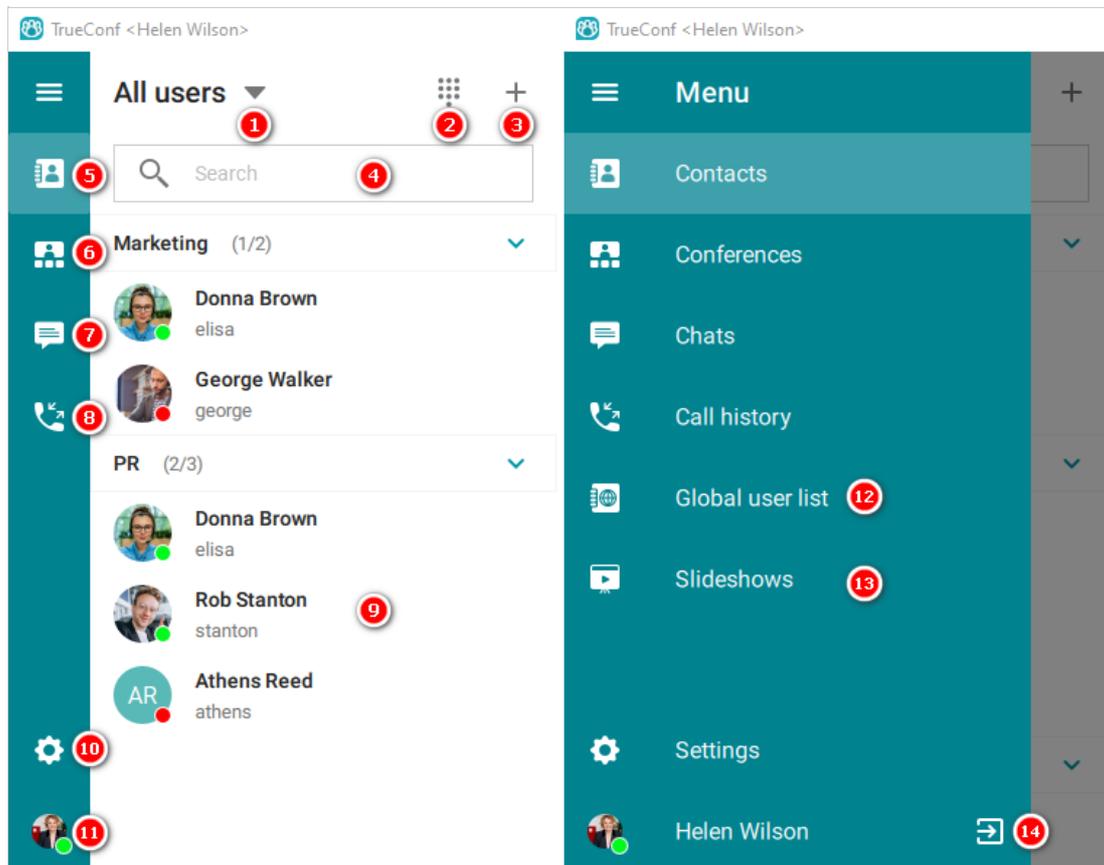
By default,  (exit button) minimizes the application to tray. You also can [change](#) this button action in **Settings** → **Preferences** → **General**. To exit the application, you need to:

1. Right-click on the application icon in the tray (lower right corner on the screen)
2. Select **Exit**.



3. Address book

After signing in, you can see the [address book](#) in the compact mode displayed on the left side of the application window:



1. [Managing address book and user groups](#)
2. [Dialer](#)
3. [Creating user groups](#)
4. [Search field](#)
5. [Address book](#)
6. [Conference management tool](#)
7. [Chats](#)
8. [Call history](#)
9. [List of users and their statuses](#)
10. [Settings](#)
11. [Your profile](#)
12. [Global user list](#)
13. [Slideshow](#)
14. [Signing out](#)

3.1. User statuses

Each user in the address book is assigned with one of the following statuses:

- — Online

- — Online
- — busy (in a video call or conference)
- ★ — Owner of an ongoing conference
- — busy (in a video call or conference)
- — Away (away from keyboard for a certain time period, 15 minutes by default)
- — authorized in the mobile app, but the application is not running;
- — Do Not Disturb (can be set manually by a user)
- — offline
- — unknown, e.g., the account does not exist or is created on the server that is not federated with your current TrueConf Server instance yet.

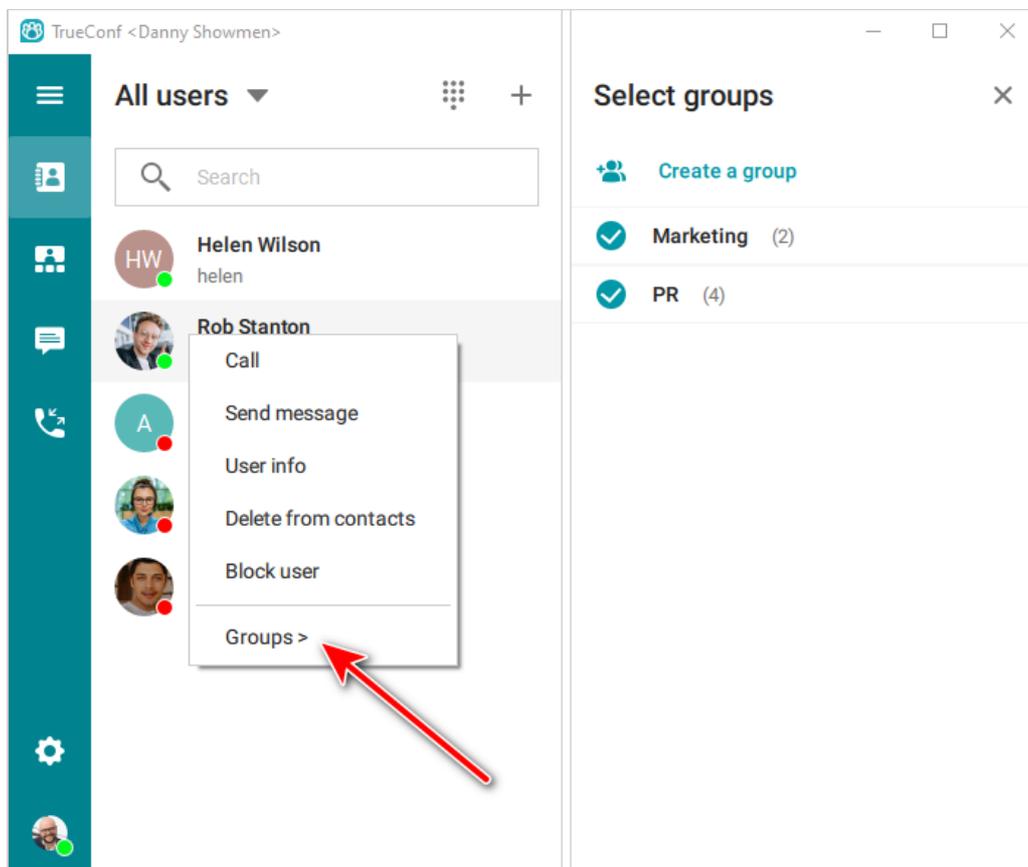
3.2. Adding contacts

Enter user's TrueConf ID in the search field and click  button.



Similarly, you can add third-party SIP/H.323 and RTSP devices to your address book by entering a call string in the appropriate format instead of TrueConf ID.

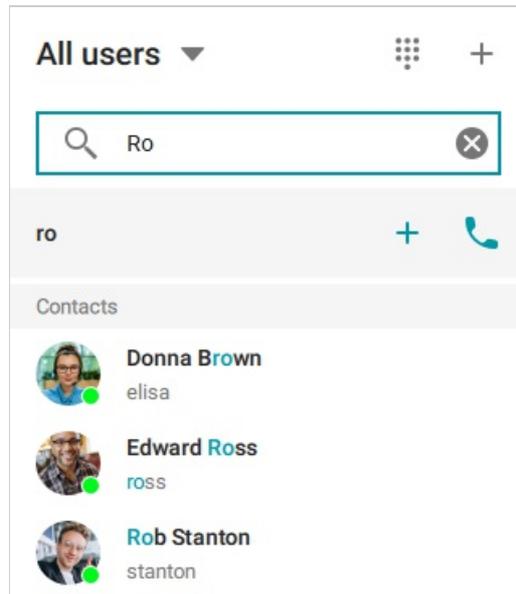
After that you can create a [new group](#) for this user or add the user to an existing group:



TrueConf Server administrator can add contacts to your address book and set group display automatically to save you from manual settings.

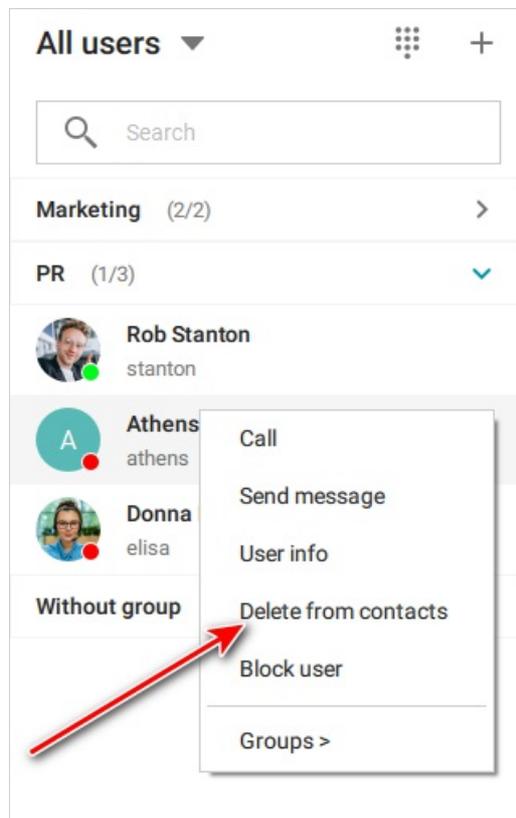
3.3. Searching for users

Start entering the user's TrueConf ID in the search field above the [address book](#). The application will filter the contact list according to your query.



3.4. Deleting users

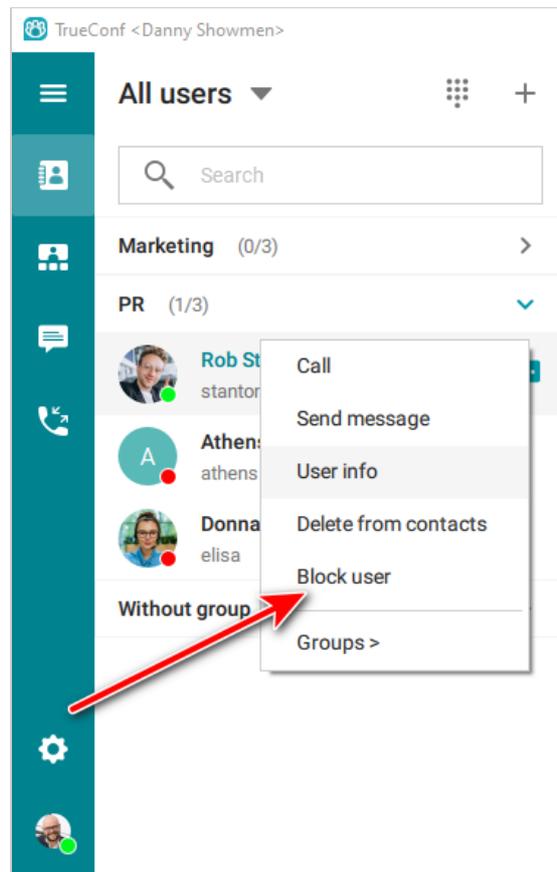
Find the user or device by their display name in the address book, open context menu and click **Delete from contacts**.



You can only delete the address book contacts [you've added manually](#).

3.5. Blocking users

You can block any user via the context menu.

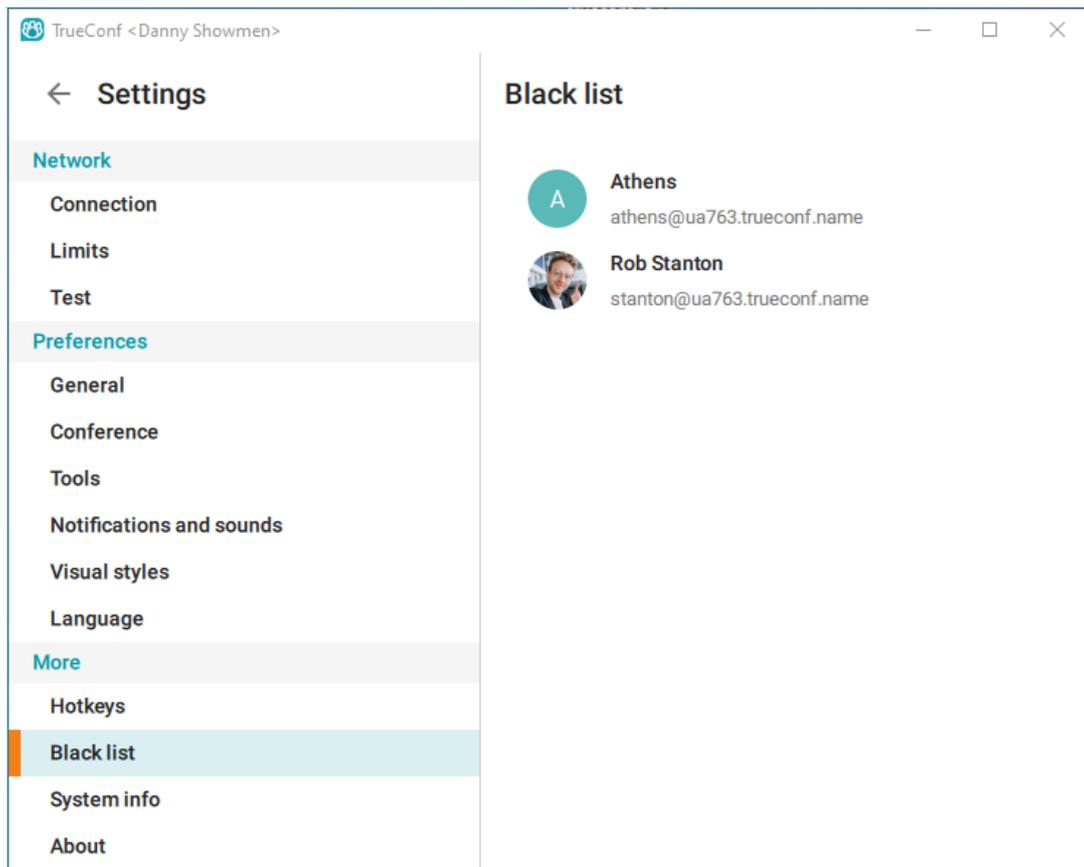


Similarly, you can unblock users.

When a user is blocked, they will not be able to:

- [call you](#)
- [invite you to meetings](#)
- [send you personal chat messages](#)

You can find the list of blocked users in the **Settings** → **More** → **Black list** section of your client application:

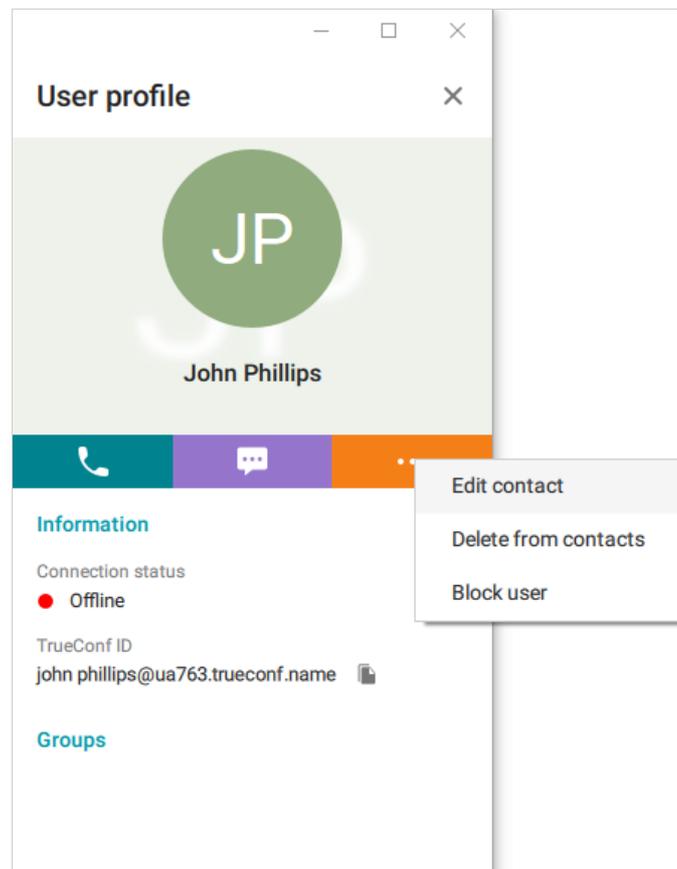


3.6. Viewing and editing user profiles

To view a user profile, left-click on the user's name or select **User info** in the context menu.

The following options are available in the user profile:

- view/edit user's personal details
- call the user or send a personal message
- delete or block the user.



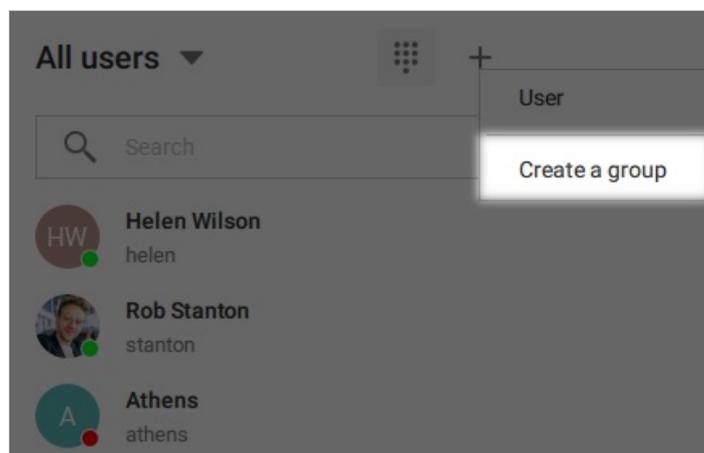
If a user has been added to your address book by your TrueConf Server administrator, you will not be able to delete or edit the user profile.

3.7. Configuring your address book

3.7.1. Adding user groups

At the top of the address book, click on the  button above the search box and select

Create a group in the drop-down menu. Now you can start creating a user group. Enter its name and save your changes.



3.7.2. Setting up your address book view

Click the arrow  above the search field to change the address book view. You can select the users

you would like to be displayed: all/online/groups.

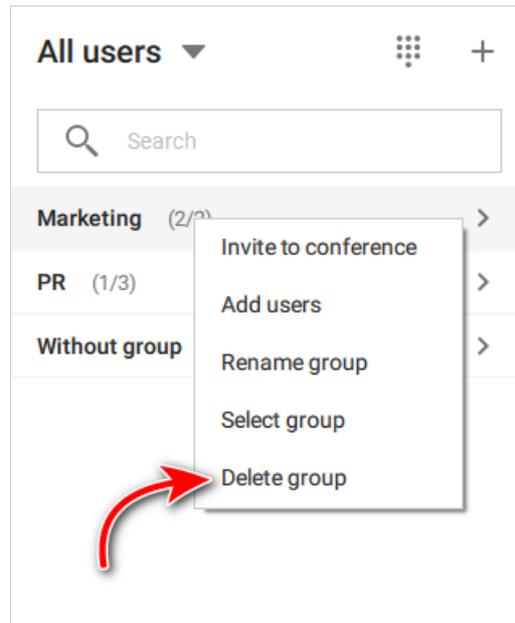
In order to display only users from a certain group in the address book, click **Show one group** and select the necessary groups from the list.

Select **Show groups** if you would like to display the list of your groups.

3.7.3. Editing or deleting groups

To delete or edit a group:

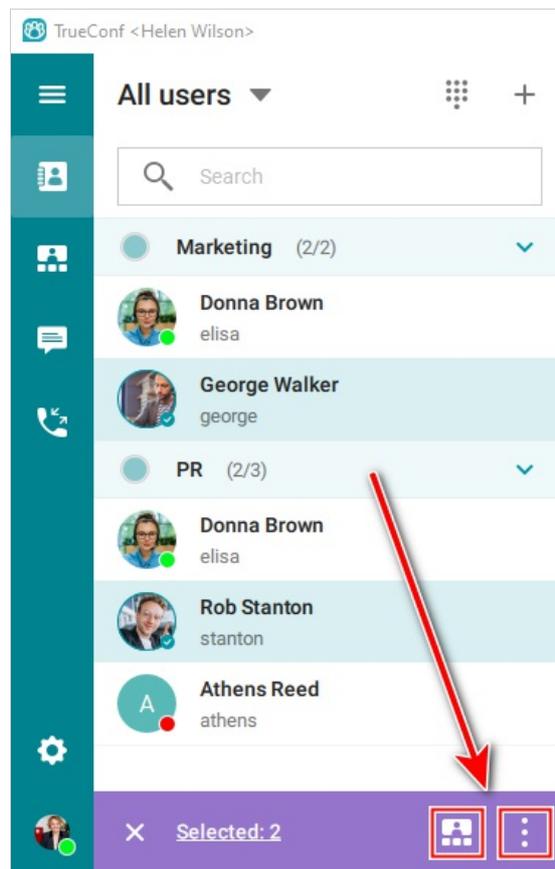
1. Open your address book and choose to [show groups](#).
2. Select a group, open the context menu and click **Rename group** or **Delete group**:



3.7.4. Bulk actions

You can also select multiple users for popular bulk actions, such as:

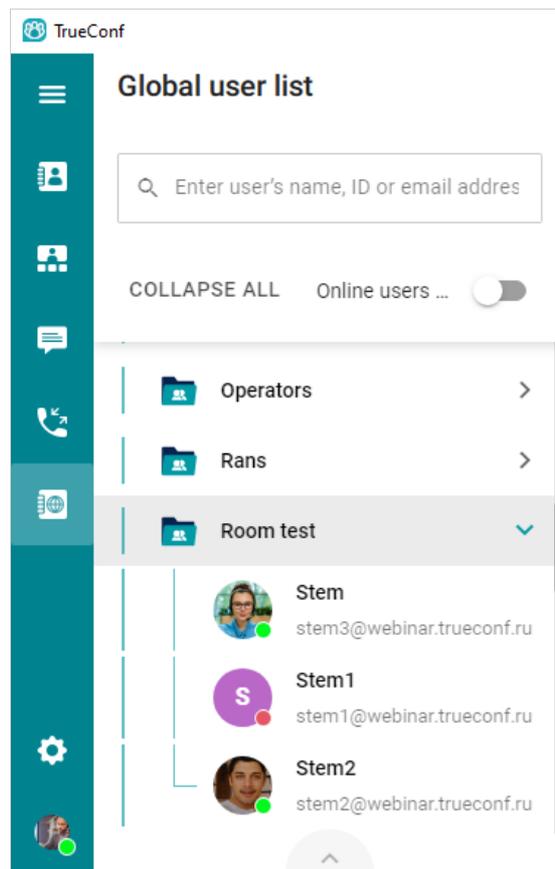
- Create a conference
- Create a group chat
- Create a group
- Manage groups.



All of the above actions are available for groups as well. To this end, select the item **Select group** in its context menu.

3.8. Global user list

By clicking **Global user list** in the main menu, you can view the users of other TrueConf Server instances federated with your server.



This menu item may be unavailable if if TrueConf Directory integration is not set up on your TrueConf Server instance TrueConf Directory.

4. Calls

4.1. How to call TrueConf users

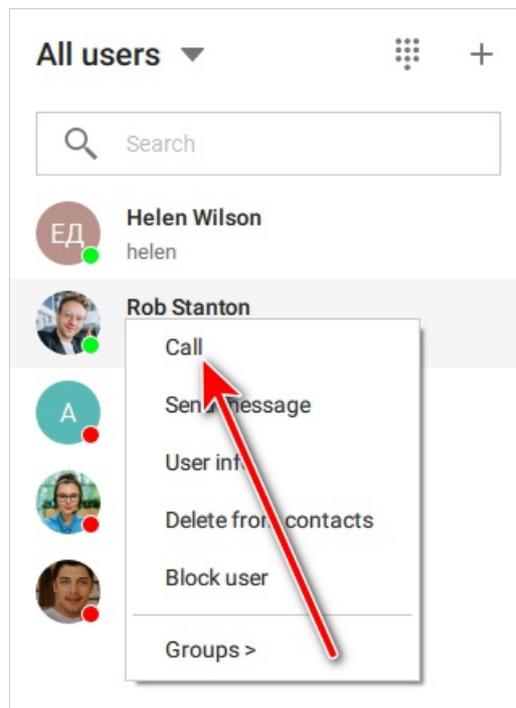
To call a TrueConf user, you can use one of the options described below.

4.1.1. From the search field

Try [search](#) in TrueConf application. Enter the user's name or ID in the search box and click the Call button .

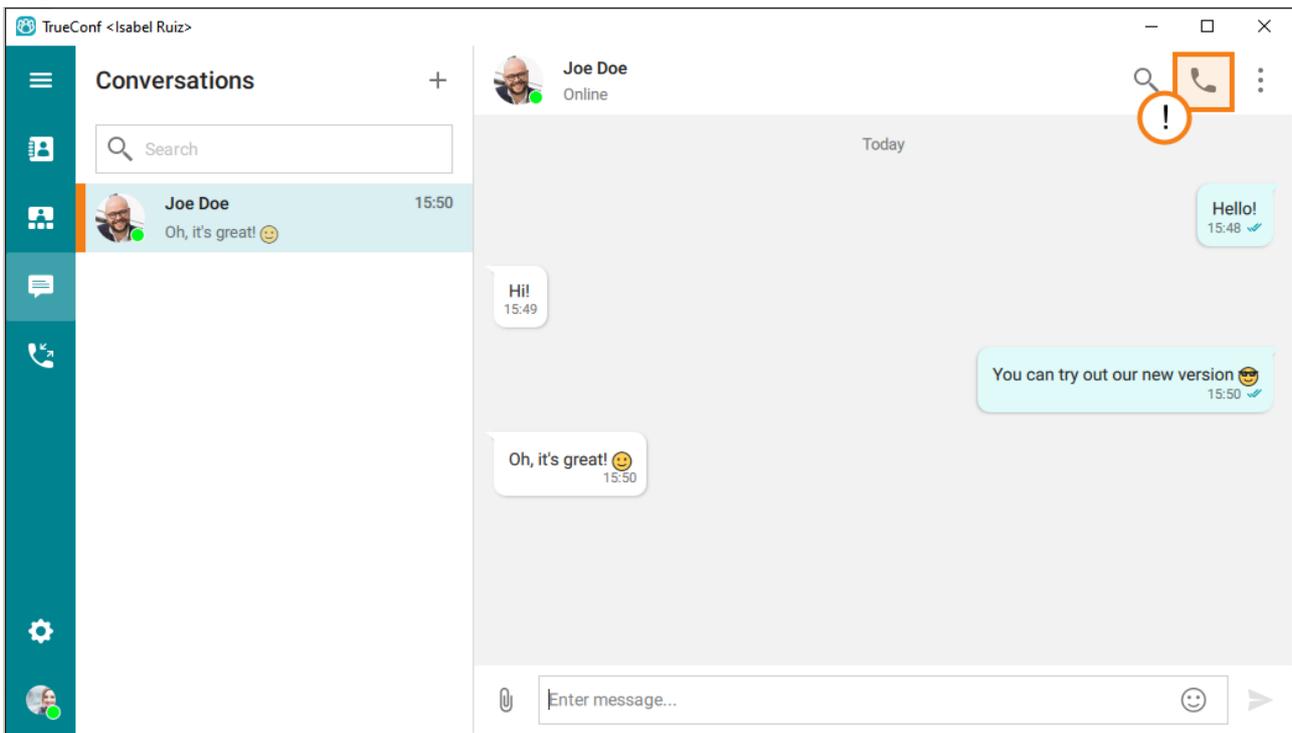
4.1.2. From the context menu

You can make a call by selecting the **Call** option in the user's context menu.



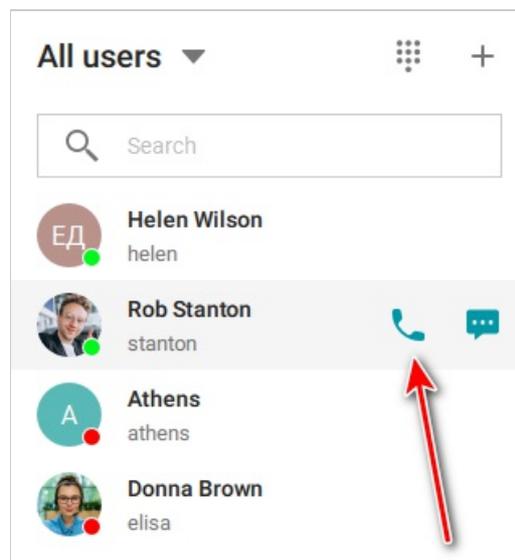
4.1.3. From chat

If you need to call a user you are currently chatting with, click on the  button located in the right upper corner of the chat window.



4.1.4. From the address book

Select a user and click the call button  in the pop-up panel.



4.2. How to make phone calls

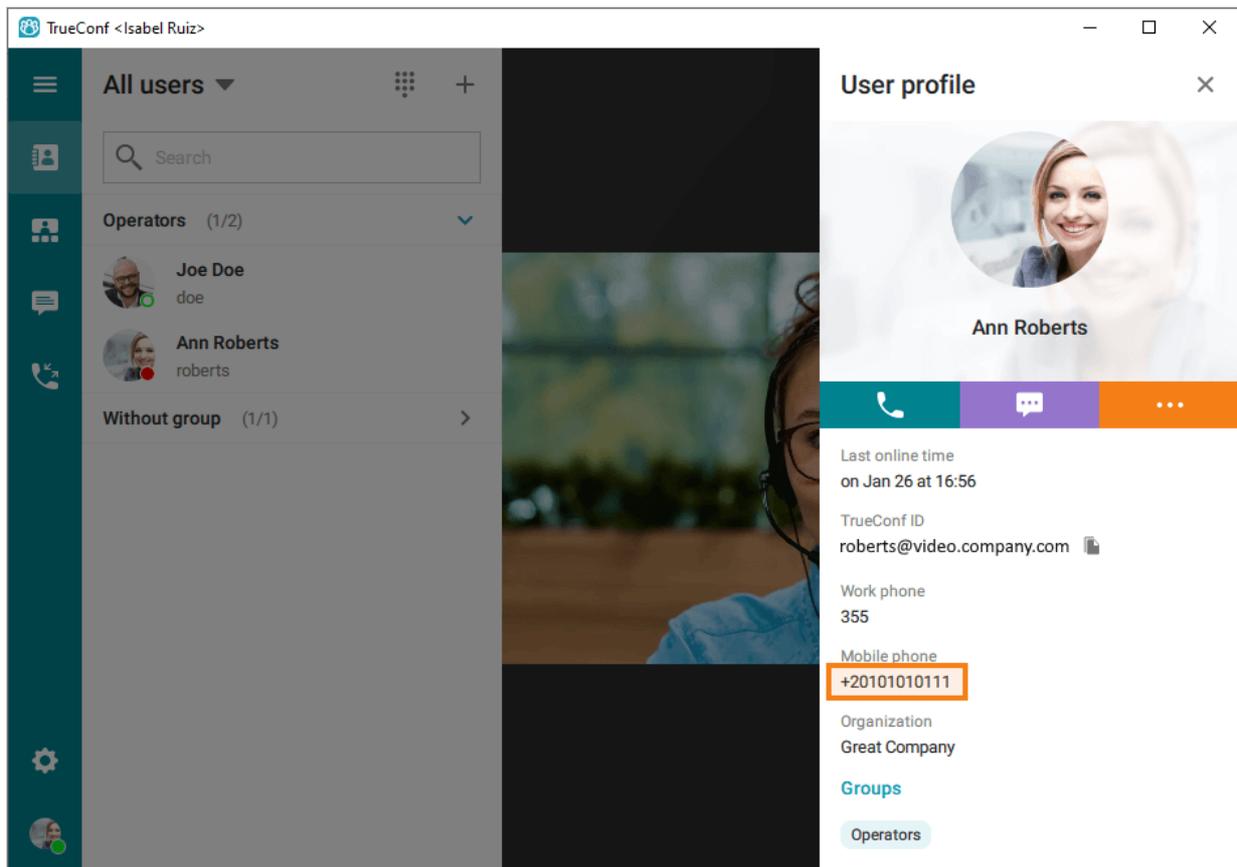
You can call a phone number in the user profile, in the search field or in the address book dialer.



Phone calls will be possible only if your TrueConf Server is integrated with a PBX or VoIP service.

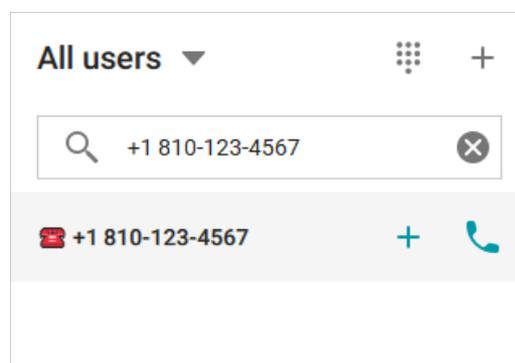
4.2.1. Calls from user profile

If the phone number is specified in the user profile, push the **Ctrl** button and click on the field with the phone number. The application will make a call to the specified number in the following format: '#tel:phone_number':



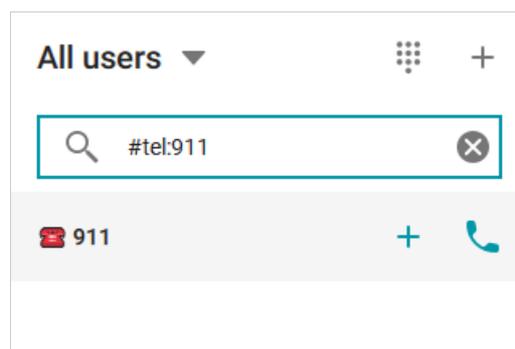
4.2.2. From the address book search field

Enter a phone number in the international format in the search field. Next, click the Call button in the menu that appears below. For example, you can dial **+18338783263** to call TrueConf sales department.



You can also call extension numbers connected to your PBX.

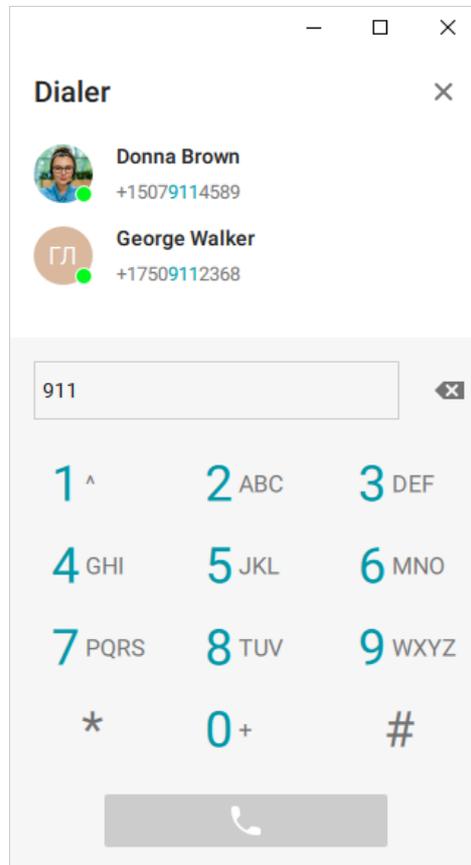
For example, if a user has a **910** extension number, enter the string in `#tel:910` format in the search field of your address book to make a call.



4.2.3. From the dialer

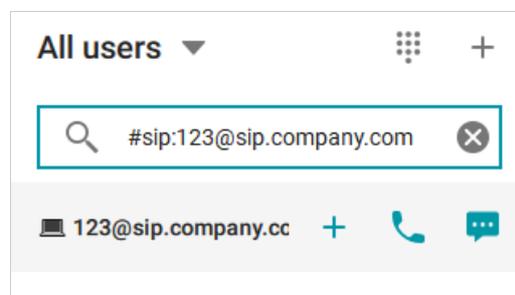
You can call a phone number from TrueConf client applications for Windows, Linux, macOS or Android by using the dialer. In the dialer window you can also view the list of the users whose phone numbers are added on TrueConf Server.

In TrueConf client application, you can access the dialer by clicking on the button located on the top panel: .



4.3. How to call SIP/H.323 and RTSP endpoints

To call third-party video conferencing endpoints or servers, enter the [call string](#) in the format corresponding to the user or device you are calling. When entering the address, you can see a new darkened interactive string next to the filtered list of the [address book](#) contacts.



Supported devices and call string formats:

- [SIP endpoints](#) (including DTMF commands)
- [H.323 endpoints](#)
- [RTSP devices](#).

4.3.1. Using tone dialing

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

5. Conferences

Any video conference provides the following [participants'](#) rights:

- [Conference owner](#)
- [Moderator](#)
- [Operator](#)
- [Speaker](#).

Read more about user and guest rights in [our knowledge base](#).

5.1. Connecting to a conference

You can [join a video conference](#) in the following ways:

- [Call the conference owner](#)
- Call the conference with [its ID](#)
- Choose a conference and click **Connect to the conference** in [the conference scheduler](#)
- [Connect to the conference from its webpage](#)
- Go to the conference page by entering [its ID](#) from the [TrueConf Server guest page](#)
- Go the conference webpage from the [personal area](#). This option is available only to the conference owner.
- Enter [the conference join URL](#) in the [search field](#) of your client application.

5.2. Creating a conference

Open the main application menu, go to the **Conferences** section or click on the button . On the left of the window choose **Meet now**, enter the meeting name and [select the conferencing mode](#).

Conference settings

Conference mode

	All on screen (36x36) All participants can see and hear one another ✓
	Video lecture (1x36) The lecturer can see and hear all students while they can see and hear only the lecturer
	Role-based (4x250) Participants can see and hear only the speakers appointed by conference moderators

Other options

Automatically approve join requests

 **ADD TO TEMPLATES**  **RESET**

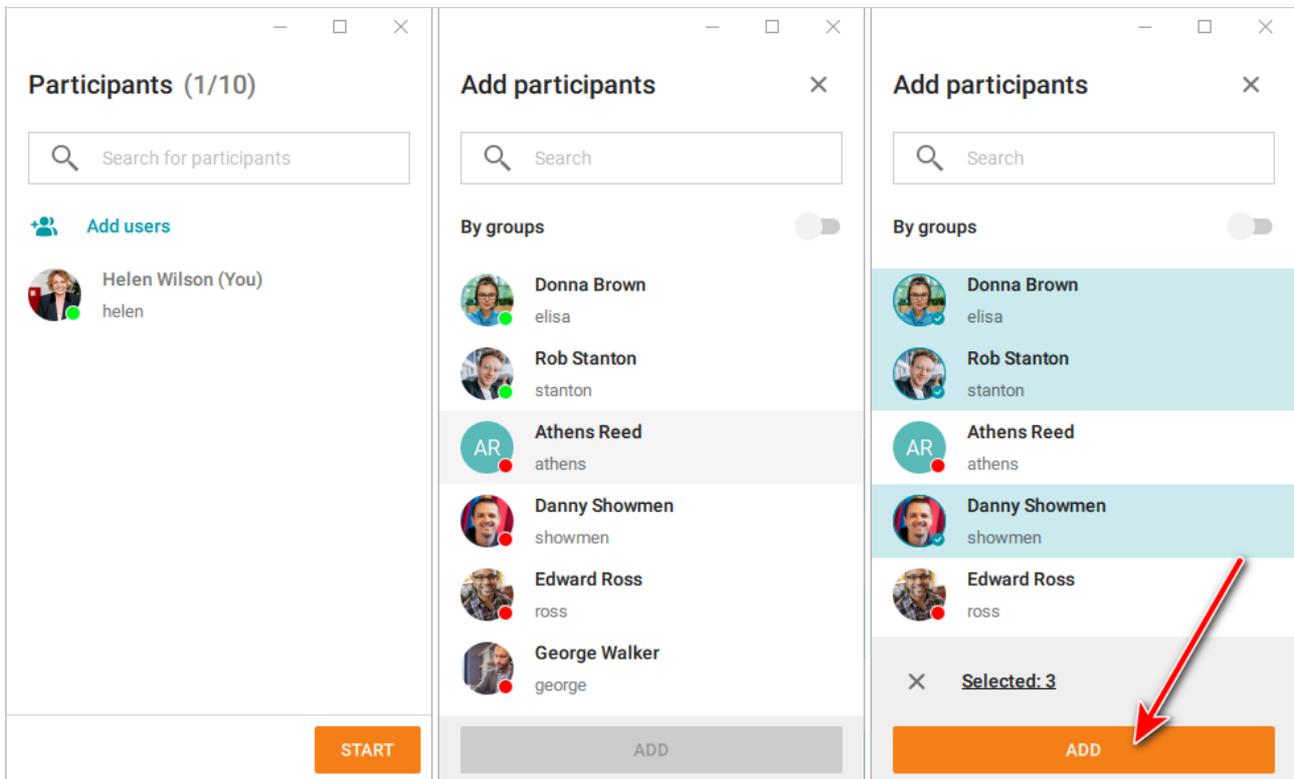
When you join a meeting by calling its owner, the owner receives a corresponding request by default.

You can change this settings by enabling the **Automatically approve join requests** checkbox. In this case, a user who wants to participate in the meeting will automatically connect to the meeting when calling its owner.

* You can also enable this box after creating the conference. To this end, go to **Conference options** in the conference control panel by clicking on the corresponding button .

The button  can be used to clear the meeting settings and create it from scratch.

After that, click on the **Add users** button in the **Participants** section to open your contact list. Select the participants you would like to invite to a conference and click **Add**.



5.2.1. Quick conference template

You can use templates to start conferences with pre-defined settings.

The screenshot shows the TrueConf 8 Client Application interface. On the left is a sidebar with navigation options: 'Conferences', 'New conference', 'Meet now', 'Scheduled conferences', 'Join with conference ID', and 'Conference templates'. The main area is divided into three panels. The 'Conference settings' panel is active, showing a 'Conference topic' field with 'Meeting', 'Conference mode' options (All on screen, Video lecture, Role-based), and 'Other options' with a checked 'Automatically approve join requests' checkbox. A red arrow points to the 'ADD TO TEMPLATES' button at the bottom of this panel. The 'Participants (6/10)' panel on the right shows a search bar and a list of users: Helen Wilson (You), Danny Showmen, Donna Brown, Edward Ross, George Walker, and Rob Stanton, each with a red 'X' icon.

! All conference templates are locally stored on the user's computer and are not synchronized with other devices.

Click on the **Add to templates** button in the **Conferences** → **Conference templates** to proceed to the template with your conference name.

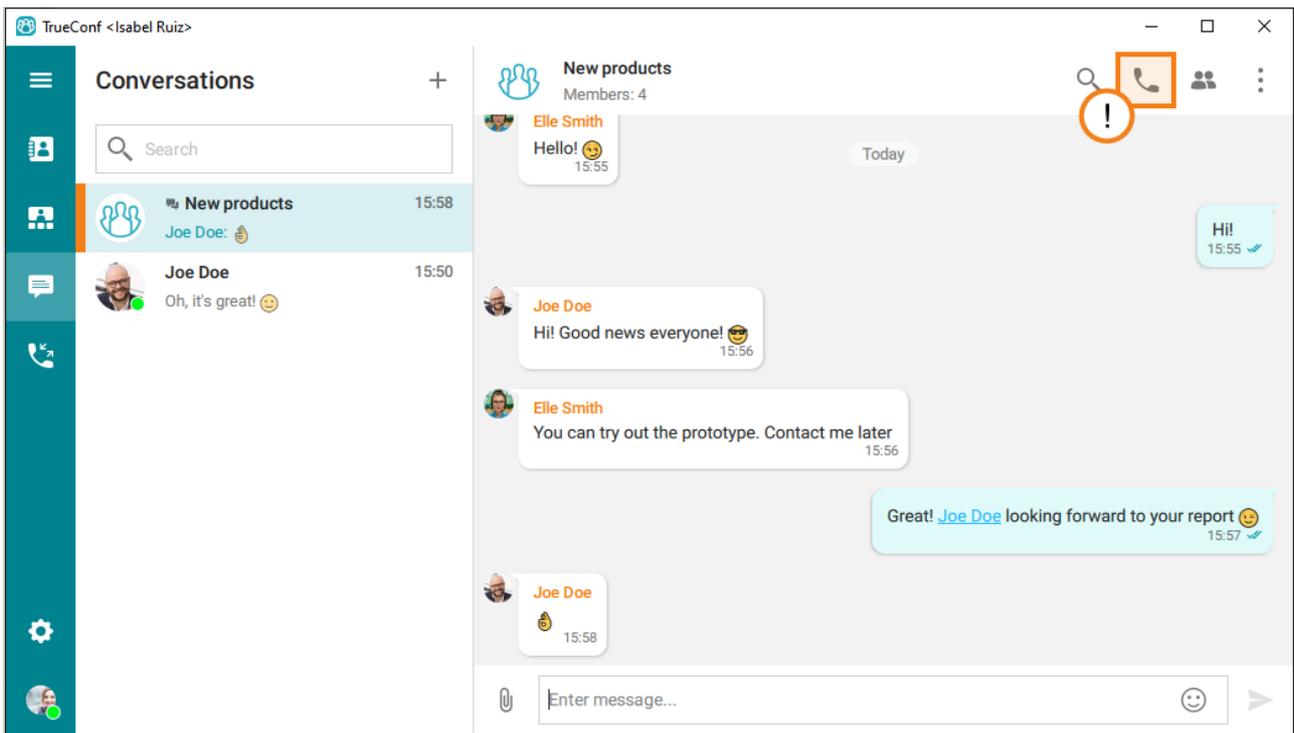
When selecting a template, you can start and delete a conference, change its name, mode and number of participants. You can undo all unsaved edits by clicking on the corresponding button. Once you have made the changes, you can save your template.

The screenshot shows a row of buttons: 'SAVE' (with a floppy disk icon), 'UNDO CHANGES' (with a curved arrow icon), 'DELETE' (with a trash can icon), and 'START' (with an orange background).

! You cannot restore the deleted template.

5.2.2. Call-to-conference escalation

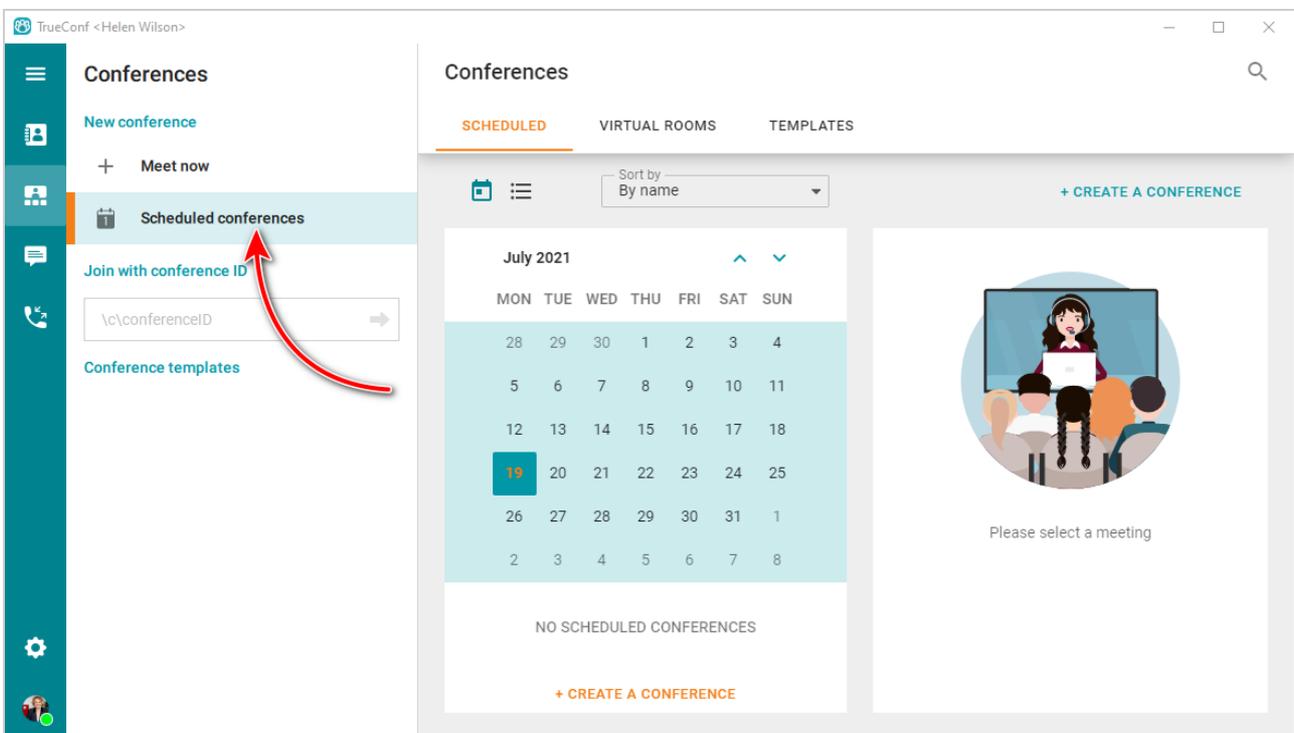
To call all participants of a group chat, click on the  in the upper right corner. The button will open the menu for [starting an instant meeting] (#create-conference). All chat participants will be automatically invited to the new conference.



5.3. Scheduling a conference

Clicking on the **Scheduled conferences** button in the **Conferences** section to go to the [conference scheduler](#) where you can:

- [Schedule a conference](#) on a specified date and select its settings
- Create a [virtual room](#) (a conference without schedule)
- Create a conference template.



* You may not be able to create a conference in the conference scheduler due to the restrictions set by the server administrator on a group level.

To create a conference in the scheduler, follow the next steps:

1. Click the  (**Create a conference**) button.
2. Select a conference type: **private** (by default) – only registered users can join the meeting, or **public (webinar)** – both registered and unregistered users can join.

* The **Public conference** option may not be available if the server administrator didn't enable this feature.

3. Click **Continue** to proceed to the main settings.

5.3.1. "General" tab

In this section, you need to specify:

- Conference name
- **Conference mode** (**All on screen** is set by default)
- Number of **speakers** if you chose a role-based conference
- The conference type: scheduled meeting or a **virtual room**.
- Date, time, duration, and, if necessary, recurrence for a scheduled conference.

If you need to create conferences with the same settings in a single click, check **Save as a template** box.

5.3.2. "Participants" tab

Proceed to the **Participants** tab and add participants in one of the following ways:

- From the **address book**
- Using participant's **TrueConf ID**
- By entering a **call string for an SIP/H.323 endpoint or RTSP device**
- Via email (possible only for public conferences).

5.3.3. "Layout" tab

On the **Layout** tab, the default layout for all conference participants or for each individually and for SIP/H.323/WebRTC connections.

* Editing layouts is not available for **video lecture** mode.

To configure the layout, complete the following steps:

1. Select a **video layout**
2. Choose the number of **video windows**
3. If necessary, you can add an additional window for content sharing
4. Select the participant for every video window or click **Auto-fill layout** (you will be able to re-arrange video windows with your mouse). You can also switch to full-screen mode
5. Select the location of a participant's display name in the layout (at the top or at the bottom of the video window)
6. If needed, you can check **Do not allow users to change the layout** box.

5.3.4. "Advanced" tab

In the **Advanced** tab, you can:

- Set up [conference ID](#)
- PIN for joining a conference (an optional security safeguard which may be helpful when holding a webinar)
- Enable uninvited users to [join the conference](#) without asking for permission (available only for private conferences)
- Settings for automatically turning off participants' cameras and microphones when they join the conference

* This checkbox will work only for this particular conference. It will not affect users' devices in other conferences or point-to-point calls.

- Specify [guest](#) permissions (available only for private conferences)

* Learn more about public conferences in our article about [webinar security](#).

- Enable conference recording
- Send email invitations to conference participants.

i You may not be able to enable conference recording and send invitations if your TrueConf Server administrator has not set up these features.

- Conference control widget.

5.4. Call-to-conference escalation

You may need to invite additional users to your video call. TrueConf for Windows client application allows you to quickly transform your video call to a video conference by connecting other participants to a conversation. There is no need to interrupt a call and start a new video conference.

To add a new participant to a conversation:

1. Go to **Contacts** in the left-side menu.
2. Choose a participant you would like to invite and call this user in [one of the ways described in the previous section of this guide](#).

i You can also connect an IP camera or other devices using call strings.

You can invite users to an ongoing call in a different way:

1. Click on the  in the upper right corner of the video call window.
2. Add participants from the list of contacts or search for them by entering their names (here you can also connect a device by entering a [call string](#)).

5.5. Inviting users to the conference

You can add participants from your [address book](#) when creating a conference as shown [above](#).

Moreover, if you are the moderator of an ongoing conference, you can invite participants to join it.

There are three options to do so.

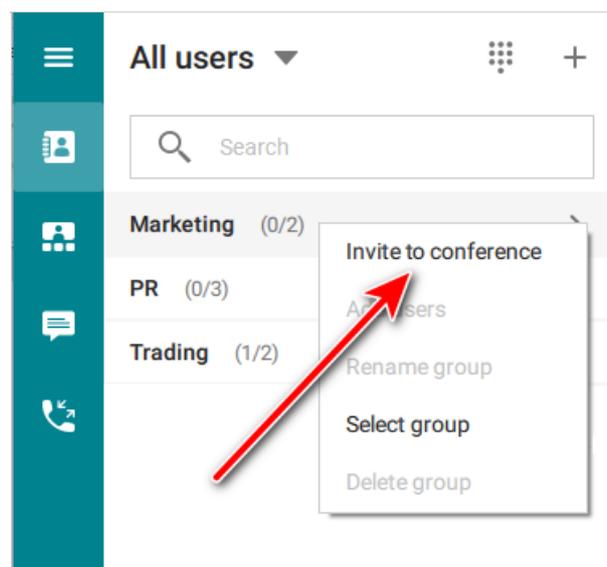
1. Go to the list of participants using the button  and click **Add participants**.
2. If you call any user during a conference, this user will be invited to join your current conference.
3. Third, if you are the conference owner or have operator rights, you can go to the [participants list in the real-time meeting manager](#) and invite users by clicking the  button to the right of the search bar.

The participants who haven't joined your conference will be shown in the separate group **Unconnected**.



5.6. Inviting a user group to the conference

To add a user group to a conference, go to the [group list display mode](#) and click **Invite to conference** in the group context menu. You will enter the [conference creation](#) menu.



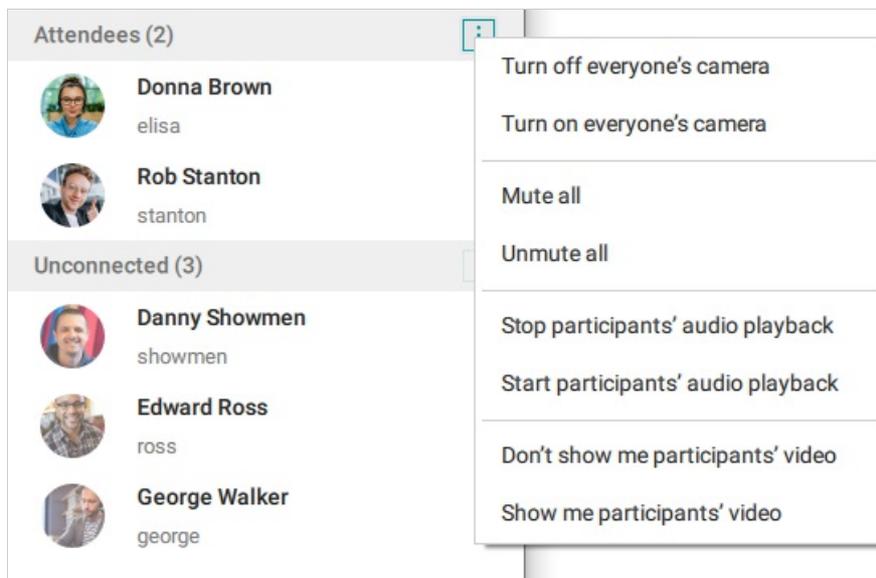
In the same way, you can invite the group to an active video meeting if you are the [meeting moderator](#).



To add a new participant or group without leaving the conference window, you need to go to the list of conference participants and click **Add participants**.

5.7. User group actions

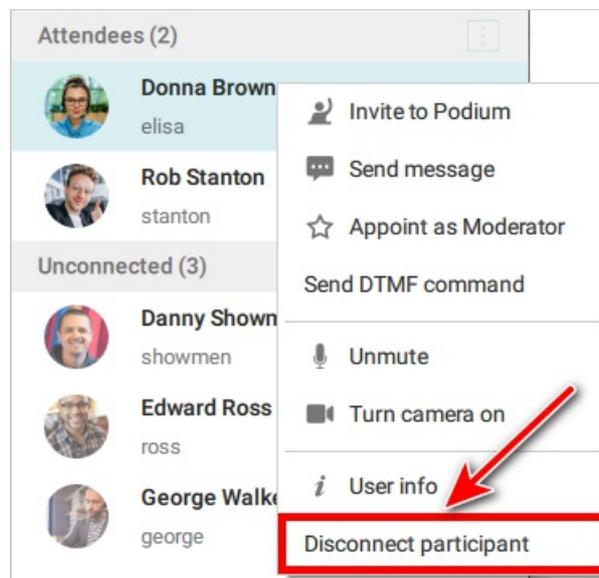
Click on the button  to select the required action over conference participants.



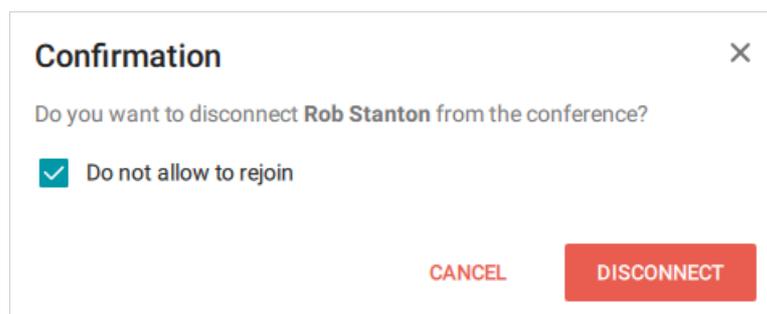
The similar button is available for the list of unconnected participants: you can use it to re-invite them.

5.8. Disconnecting participants

The moderator can disconnect a participant or another moderator during a meeting (removing the conference owner is unavailable). To this end, right click on the user name and select **Disconnect participant** in the list of conference participants (don't forget to go to the list of participants rather than the address book).

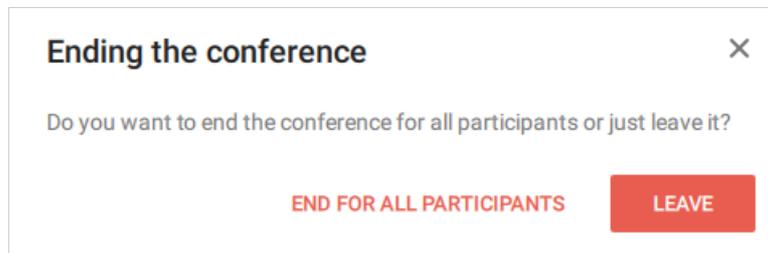


After that, confirm your actions by pressing the corresponding button. Please note that if you check the box **Do not allow to rejoin**, the user will no longer be able to join your conference.



5.9. Ending the conference

If you are the conference moderator, when you leave the conference (by pressing ) you will be asked whether you want to leave the conference or end the conference for all participants.



If you choose **Leave** (without ending it for everyone), you can re-join it in the following ways:

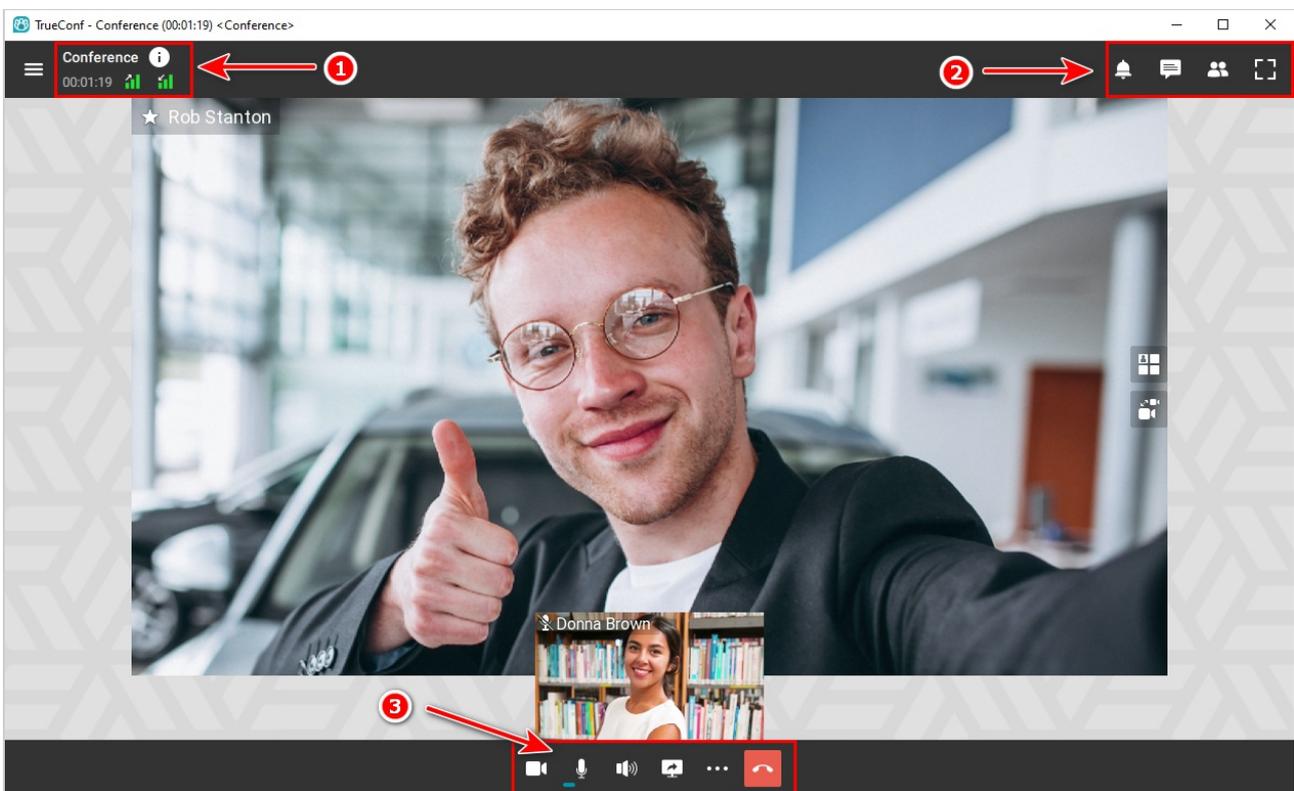
- [Call its ID or join URL](#).
- If you are the conference owner, you can just start [creating a new conference](#). The app will redirect you to the conference where you are the owner (if at least one participant is connected to this meeting).

6. During meetings

6.1. Conference window

The ongoing conference window consists of three main panels:

1. [Information panel](#)
2. Go to:
 - [Notification center](#)
 - [Conference chat](#)
 - List of participants
 - Full-screen mode
3. Meeting controls.



*

During a meeting, you can see the conference widget in the upper right corner of the screen. It will be displayed if you:

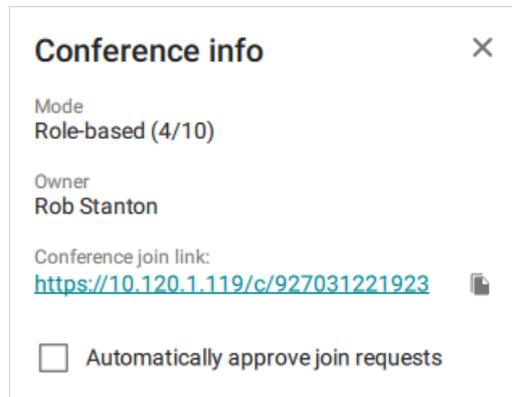
- Go to the application menu section where the video layout is not displayed, e.g., settings
- Minimize main application window
- Go to another program window (if this window covers more than 50% of the conference window).

The widget provides quick control buttons to manage your meeting and a hidden area to preview the selected video stream (speaker's video or your video).

Learn more about all capabilities available during the meetings below.

6.2. Conference info

Click on the  button on the information panel to view the conference information.

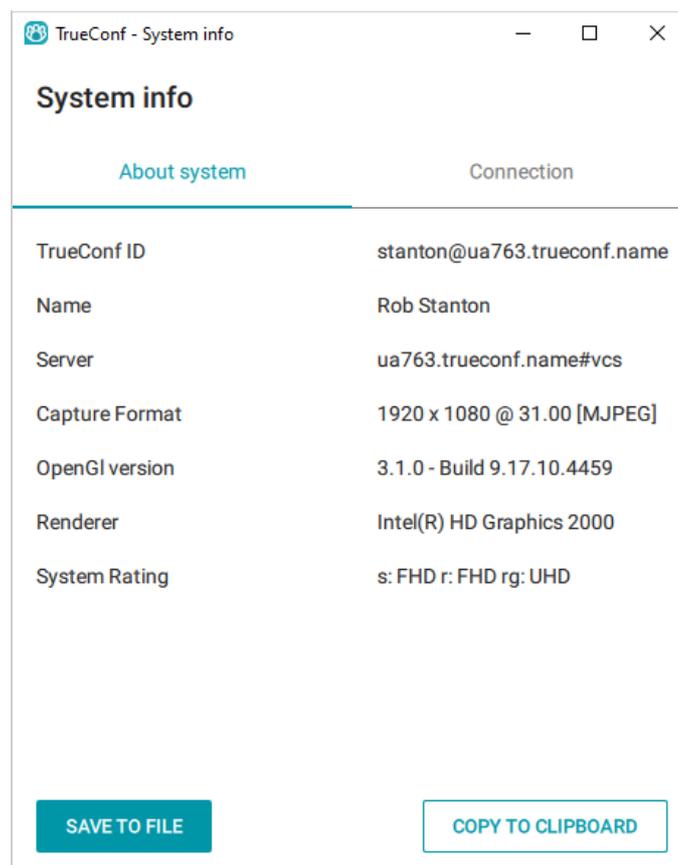


To copy the conference join link to the clipboard (e.g., to send it to your colleagues), use the button



Click on the  or  button for more information about the system and your connection details.

The **About system** tab provides basic information about your hardware parameters.



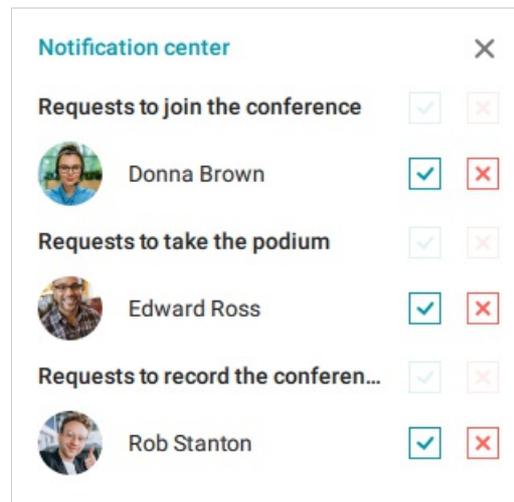
Besides, all the above information is available in **Settings** → **More** → **System info** section.

6.2.1. System rating

The system rating shows the maximum resolution supported by your computer: sent video (**s**; FullHD in this example), received video (**r**) and the maximum total layout resolution you can get during a conference (**rg**; WQHD in this example, i.e., 2,560×1,440).

6.3. Notification center

The notification center shows meeting requests and alerts. On the button you can see the total number of pending notifications . Requests and alerts are displayed and grouped by type, while groups are sorted by importance.



Notifications display in order of importance to the meeting moderator:

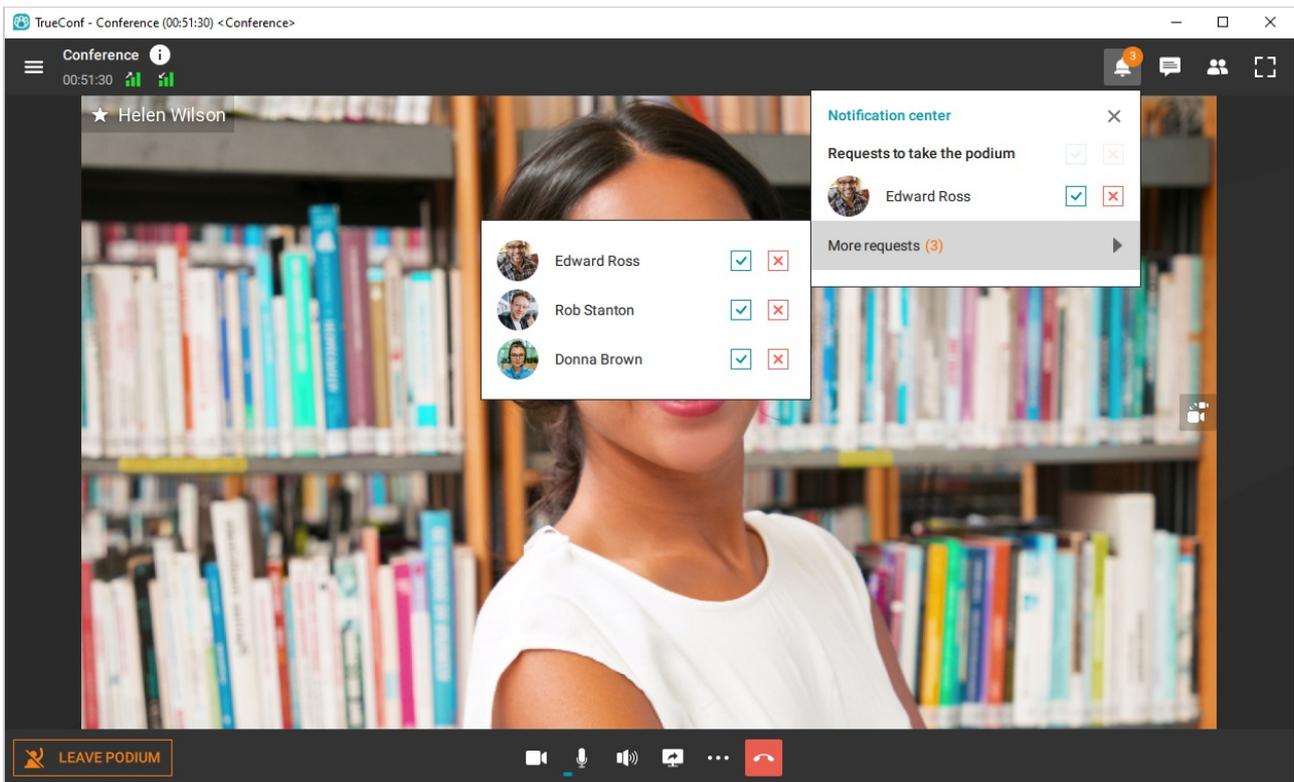
1. **Conference join requests**
2. **Podium requests**
3. **Camera control requests**
4. **Remote desktop control requests**
5. **Recording requests**
6. **Notifications** (unavailable users, rejected podium invitations, etc.)

Notifications display in order of importance to a meeting participant:

1. **Podium invitation**
2. **Camera control requests**
3. **Remote desktop control requests**
4. **Recording request**
5. **Notifications** (rejecting a call or podium request, etc.)

Within groups, notifications are sorted by the time of receipt.

In case of requests, earlier requests are shown at the top. In case of notifications, later notifications are shown at the top. Up to two notifications/requests are displayed in each group. If there are more alerts, then a drop-down list **More requests** or **More notifications** is shown under the first notification. You can click on this list to view the rest of alerts.



There are certain rules for hiding the request in the notification center.

Automatically:

- In 100 seconds after the alert has been received
- The request can be hidden if another moderator answers a request or it is resolved automatically due to a counter request.

Manually:

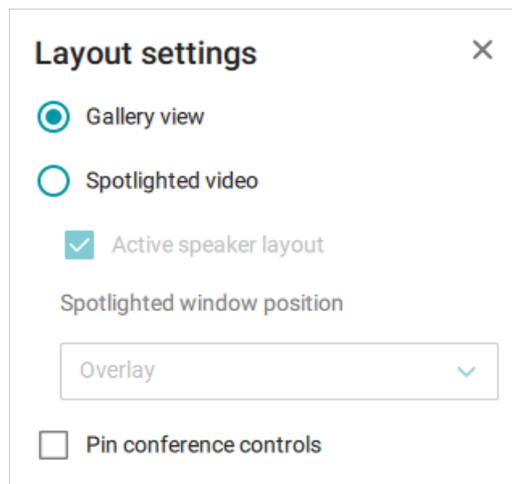
- If you have clicked the **Accept** or **Decline** buttons
- If you have clicked the **Accept all** or **Reject all** buttons for a group of requests.

You can hide notifications only manually.

6.4. Changing video layouts

You can adjust your [video layout](#) during a TrueConf meeting by changing the order of [video windows](#) on the screen.

To adjust your view, click **...** button and open the **Layout settings** section. Here you can select one of the available video layouts.



If you select the **Spotlighted video** mode, **Active speaker layout** checkbox will become available. Check this option if you want to focus on a current presenter: the active speaker's pane will automatically be enlarged.

You can choose where to position the main window. Several options are available: overlap, corner, top and left. Choose the option you like in the drop-down list.

Check the **Pin conference controls** box to pin the top and bottom conference controls.

6.4.1. Adjusting your video layout of the ongoing meeting

You can always adjust your view of the current meeting.

* If you change your video layout during the meeting, the view of other participants (both native and browser-based) will not change.

To change the order of video windows:

1. Press and hold the left mouse button on the pane you would like to relocate.
2. Drag the selected pane to another place on the screen.
3. Release the mouse button to switch the participants' panes.

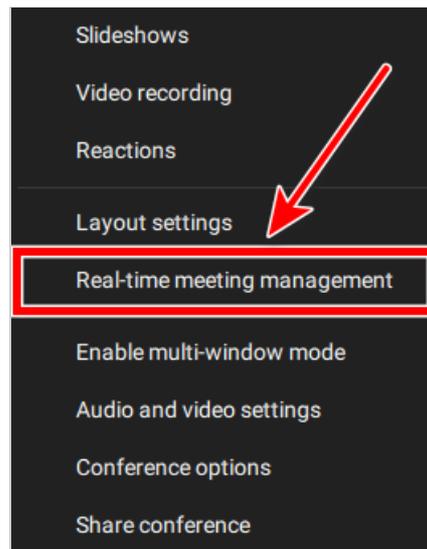
To select a priority window, which will be displayed as the largest in the layout:

1. Double-click the left mouse button on the image you want to move to the center of the layout and make it large. You can also click on the button  that will appear when you hover over the corresponding video window.
2. Other windows will be displayed as thumbnails. Double-click again on the larger window to return the video layout to its original position.

* Adjusting priority windows is also simple. Drag-and-drop or double click the pane to change its place.

6.4.2. Changing video layout for other meeting participants

If you are the [conference moderator](#), go to **Real-time meeting management** by clicking on the button  in the conference controls.



The real-time meeting manager window opens. Here you can configure video layouts as shown in the personal area description of the [TrueConf Server user manual](#).

*

You can also view detailed [conference information](#) by clicking the button  at the top panel next to the conference name.

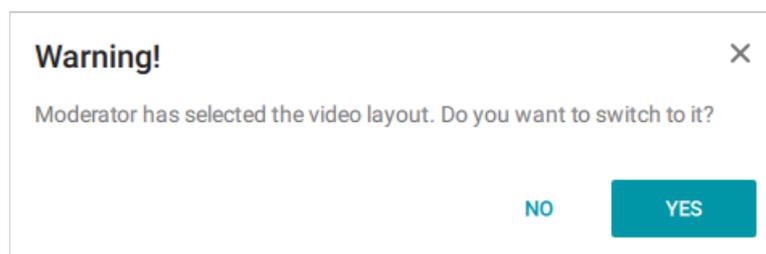
If you are not currently participating in an active conference, the link to real-time meeting manager may still be available in the [application scheduler] (`../conference/#plan-conference`) (or in the [personal area](#)). However, the following requirements have to be met:

- You are a conference operator who was added to the list of conference participants
- You are the conference owner.

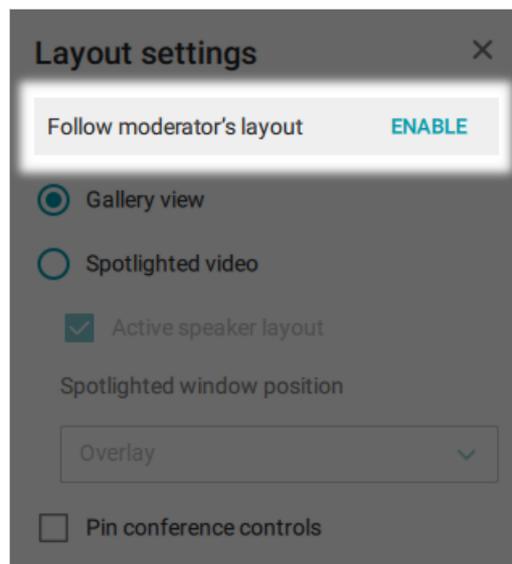
6.4.3. Can meeting participants decline the locked video layout?

Yes, if the meeting owner selects **Enable users to change layout** in the real-time meeting manager.

In this case, the meeting participants will be notified that the global video layout is available and will be offered to change their view:



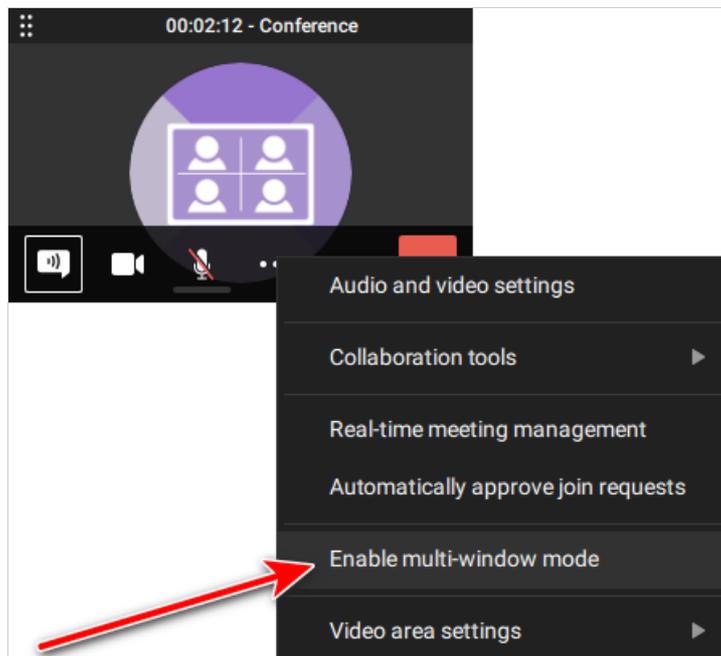
Even if a moderator's layout was rejected, a user can still enable it. The corresponding button will be available in the **Layout settings** section in the conference controls.



6.4.4. Multi-window mode

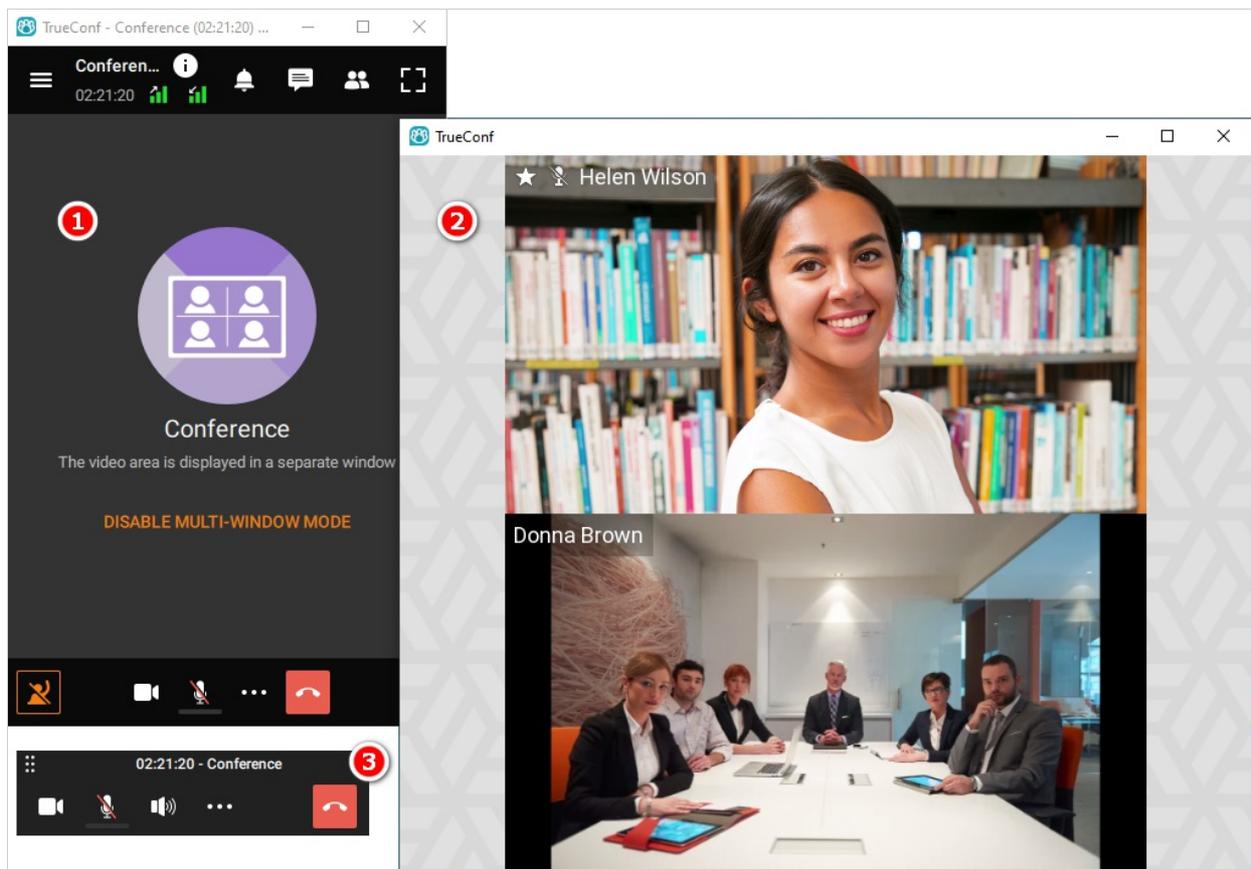
During a conference, you can enable the multi-window mode. It will be useful if you work with multiple monitors: you manage your conference in the main window, while the video area switches to an additional window. There are two options to enable the multi-window mode:

1. Open conference controls, click on the button  and select **Enable multi-window mode**.
2. You can enable it in the conference widget in the similar way:



Once the above steps are complete, the application will split into several windows:

1. Main application window
2. Video layout window
3. Conference control widget.



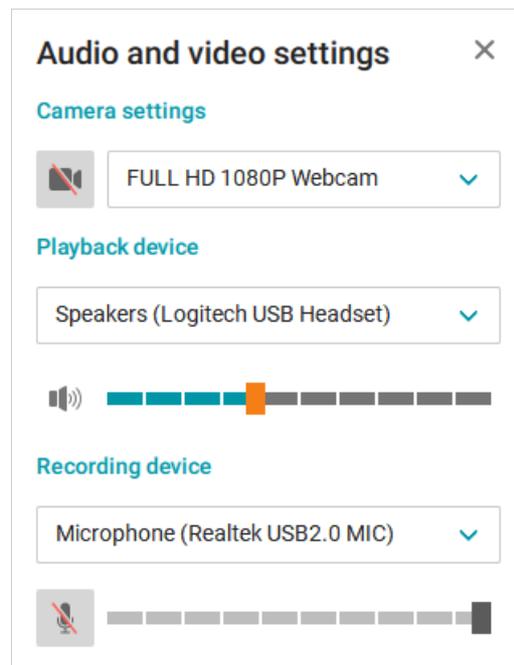
You can disable the multi-window mode the same way you enabled it.

6.5. Audio and video settings

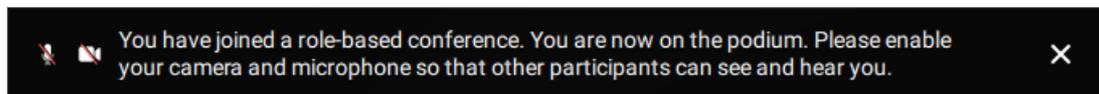
During a conference, you can not only turn on/off your camera or mute/unmute your microphone but also select the AV peripherals from the list of available devices.

- * If you've muted your microphone, you can still send an audio remark at any time during a call or conference using the **Push to talk** button in the conference controls or **CTRL + T** or **Space** hotkeys as shown in the [role-based conference example](#).

To change your camera, speakers or microphone during the meeting, click on the button  in the conference controls and go to **Audio and video settings**.



If other participants cannot see or hear you during a conference, check whether your camera and microphone are on. In this case, you will see a corresponding message at the bottom of your conference window.



To turn on your camera or microphone, click on the corresponding buttons  and  at the bottom of the conference window.

6.6. Managing participants' AV devices

During a conference, you can not only turn on/off the participant's camera or microphone but also select the AV peripherals from the list of user's available devices and adjust the microphone sensitivity.

To do it, open the real-time meeting manager and follow the steps described in the [TrueConf Server user guide](#).

The real-time meeting manager capabilities are described in our short video: <https://youtu.be/rnmemPmPteE>.

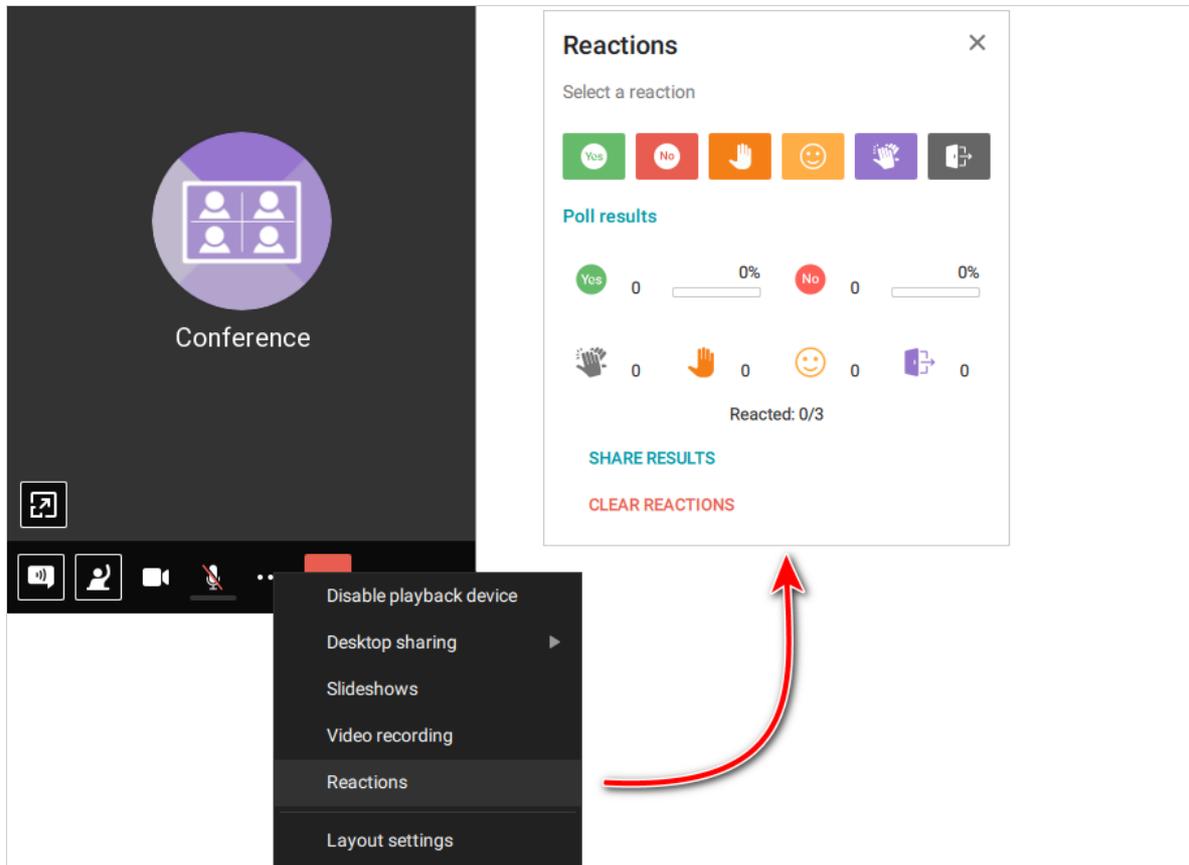
6.7. Reactions and polling

During conferences you can ask participants to take and participate in polls using reactions:



Reactions and polling do not directly affect conferences. Instead, they serve only as an additional means of sharing information between participants. This mechanism can be used to express your opinion during a video conference without making audio reply.

You can set the reactions in the conference control panel. Click on the button , go to **Reactions**— and select the reaction you want. If required, the reaction can be changed (simply by choosing another one) or reset (using the button below).

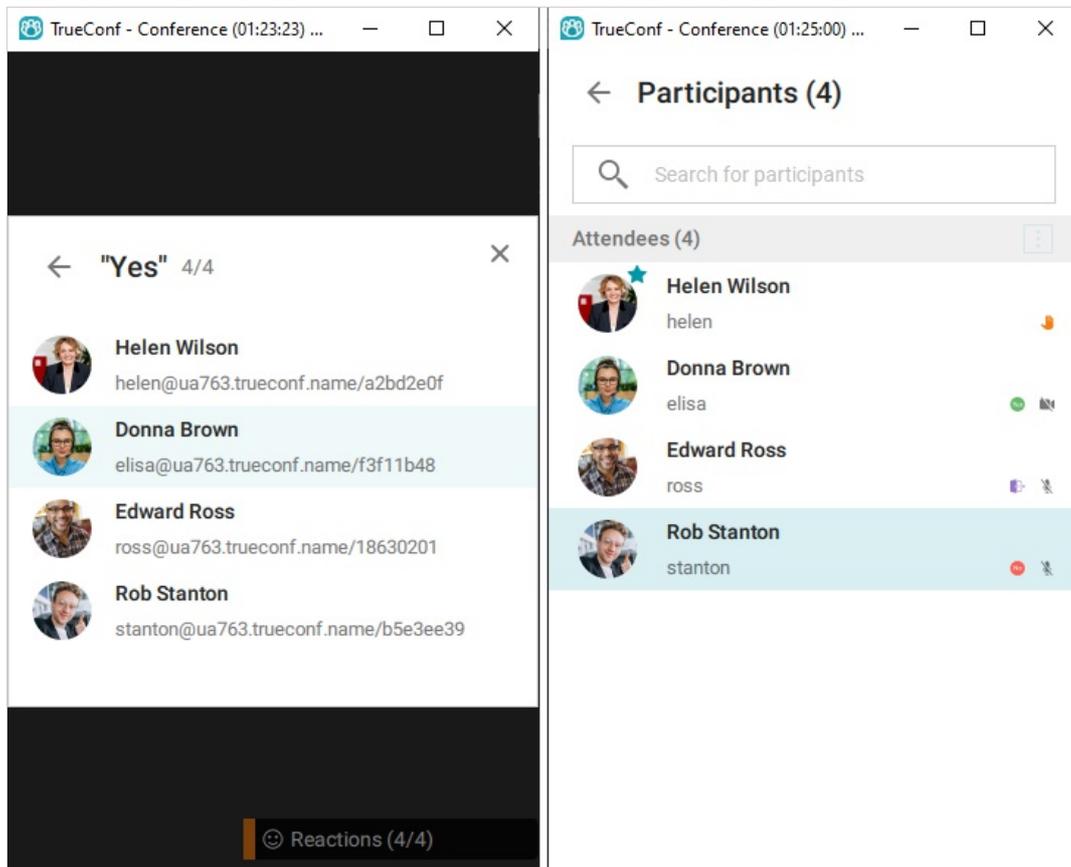


Next to the reactions, you can see the **Reacted** counter that displays the number of participants who have already reacted or taken poll.



Please note that "Yes" and "No" statistics is calculated taking into account all conference participants (not only those who voted). For example, if one attendee votes "Yes" and other attendees do not vote, then "Yes" will still have only 20% in a conference for 5 users.

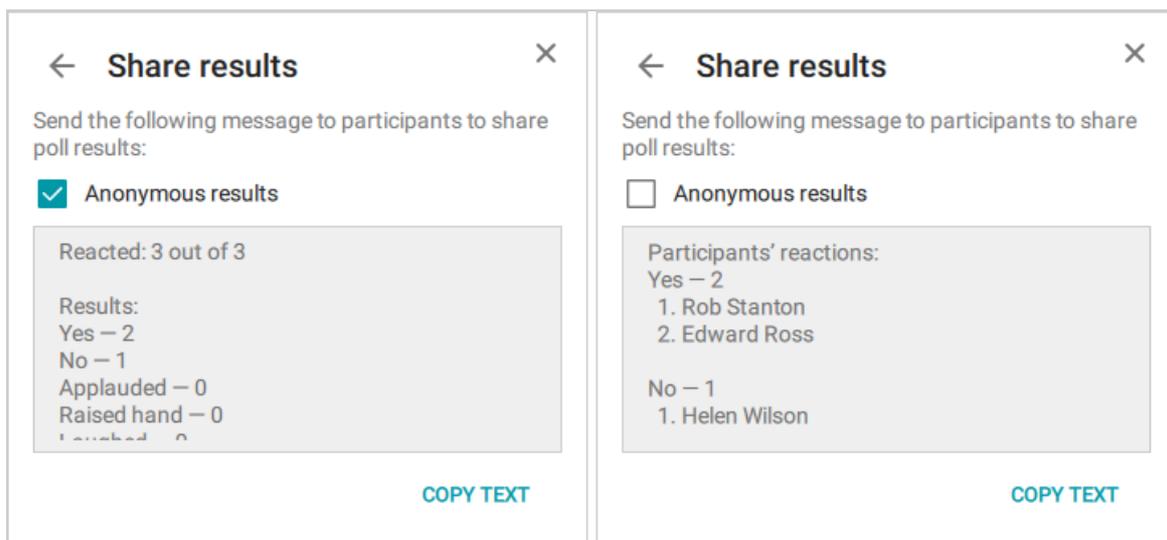
You can view reaction of each user separately. Their reactions are displayed both in the list of participants and right in the reaction menu.



The [conference moderator](#) can clear all reactions posted by other participants. To this end, just click on the button **Clear reactions** at the bottom of the reactions menu.

In this menu, the moderator can also save the reaction stats. To this end, click **Share results** → **Copy text**.

i Uncheck the **Anonymous results** box to upload detailed stats showing user votes.

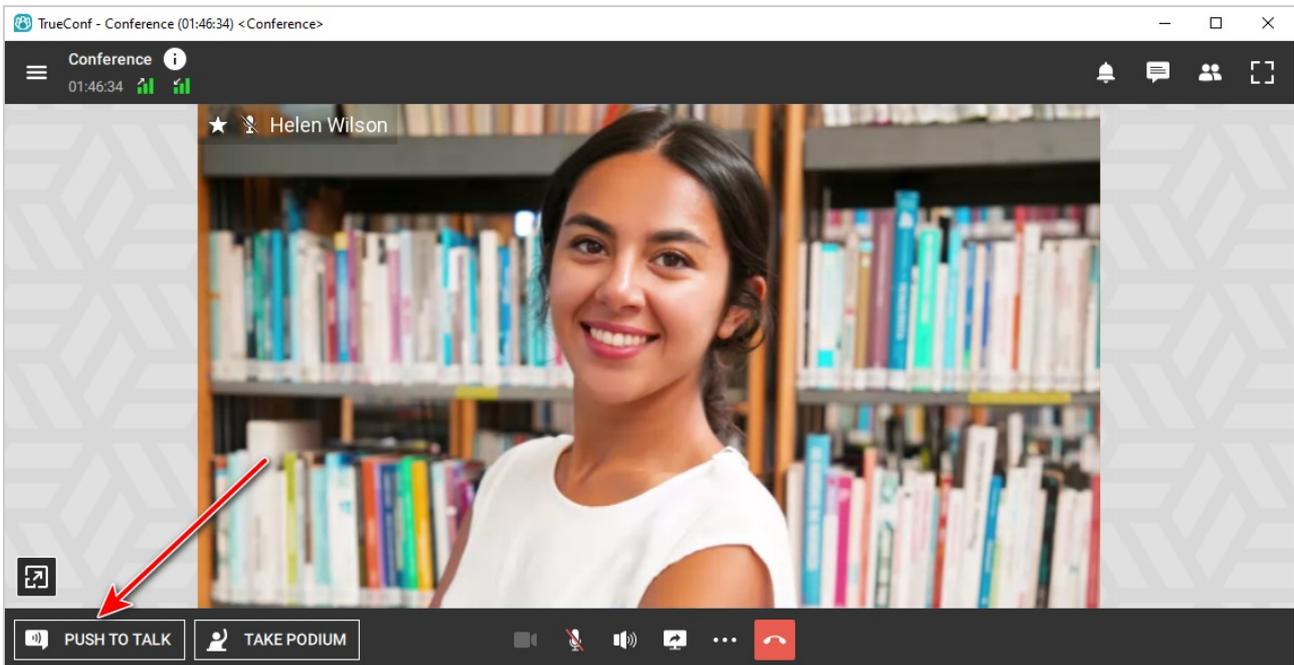


6.8. Role-based conference capabilities

6.8.1. How to make an audio remark

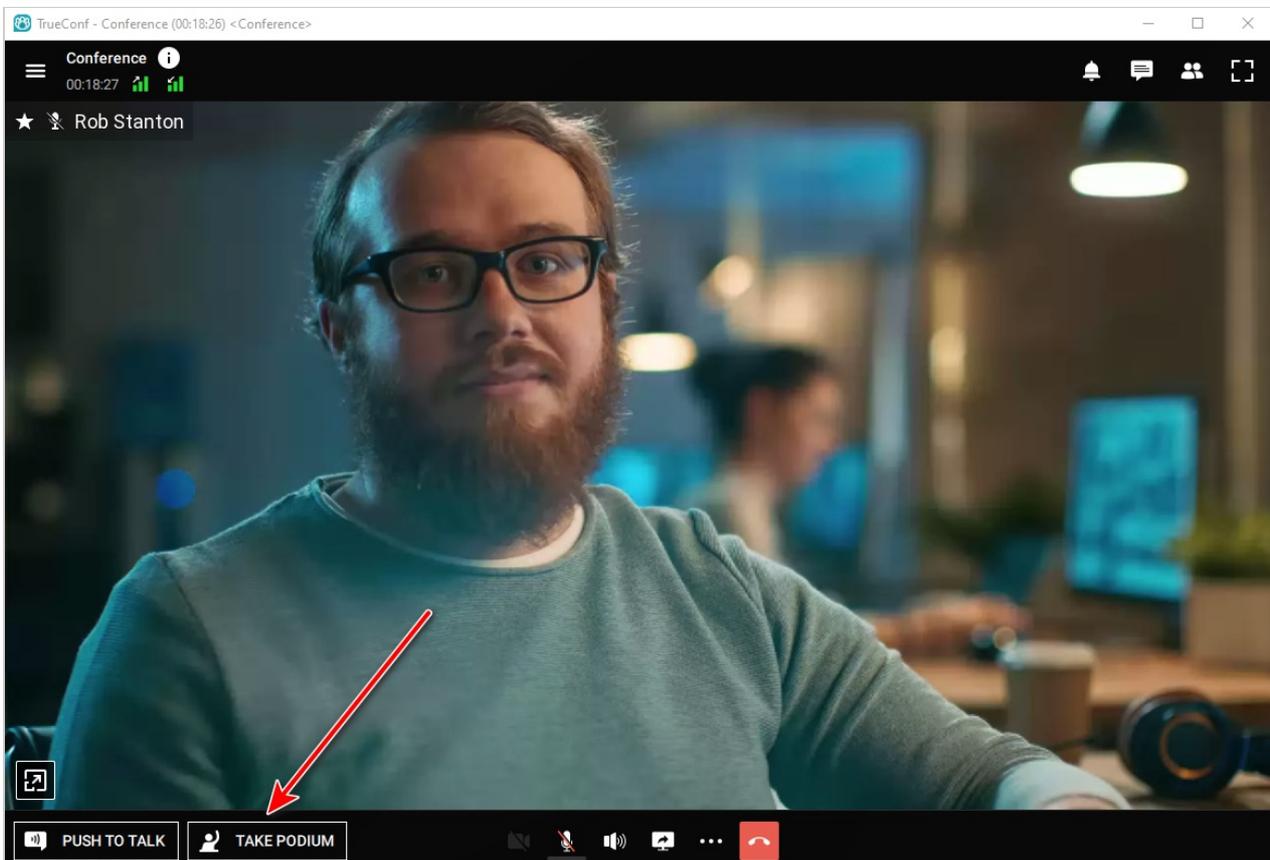
During a [role-based conference](#), you can make a short audio remark without asking for special

permission. To this end, hold down the button **Push to talk** in the conference manager, speak while the button is held down (you can also use **CTRL + T** or **Space** hotkeys). Once the button is released, your remark will be broadcasted to all conference participants for another three seconds (the button will display a countdown).



6.8.2. Taking and leaving the podium

In the conference control panel you can see the **Take podium** button. Click it (or use the keyboard shortcut **Ctrl + U**) to send the moderator a corresponding request. If confirmed, you will take the podium as a speaker. Any conference participant can send podium requests.

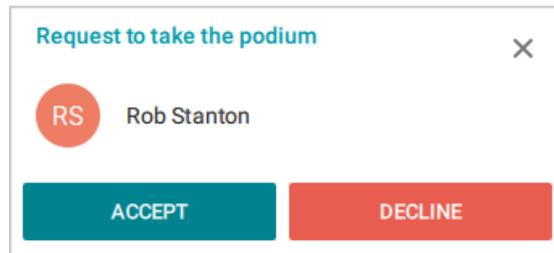


You can leave the podium by clicking on the **Leave podium** button that will be displayed instead of the **Take podium** button while you are speaking.

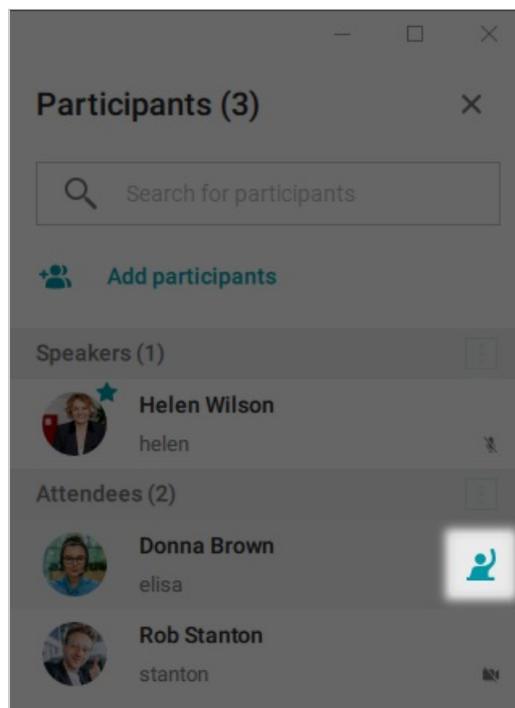


6.8.3. Permission to take the podium

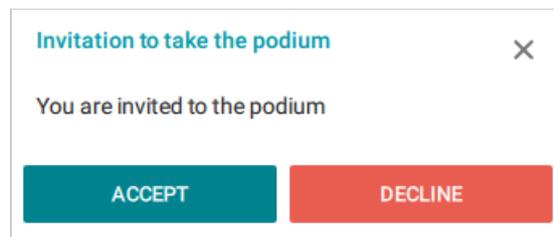
After an attendee sends a request to become a speaker, the meeting **moderator** will receive the following notification:



During a role-based conference, the moderator can invite a **participant** to take the podium by selecting the user from the list of participants and clicking on the speaker icon.



The participant will be invited to become a speaker:



Similarly, you can remove a participant from the podium using the  button. You can also change roles of any participant using the **Invite to Podium** and **Remove from podium** context menu items, which appear by right-clicking on a user in the list of meeting participants.

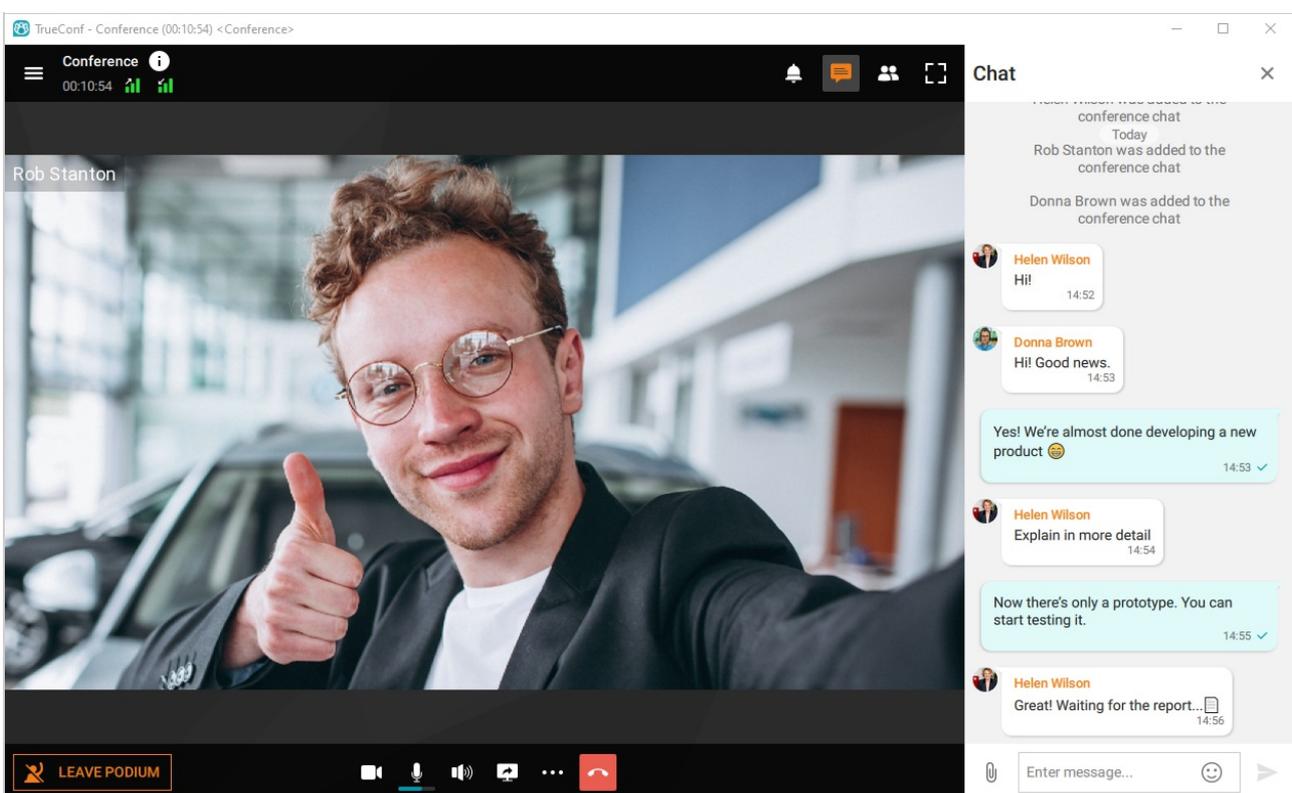
7. Collaboration tools

7.1. Chat

Instant messaging (or chat) allows users to exchange text messages or files during [video calls](#) or [group video conferences](#). You can use chat not only during video calls or conferences, but every time you need to send a message to other users.

* If you sign in on a different device, your previous chat history won't be available.

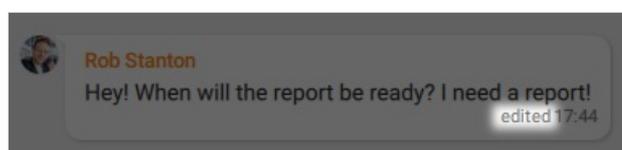
i If your TrueConf Server instance is below v. 5.0, chats will not be synchronised across your devices.



With this messaging platform, you can:

- Send text messages
- Edit, forward, and delete text messages
- [Search for words and phrases] (#search-of-message) within chat messages
- [share files] [#send-files]
- Create a conference

All chat messages can be edited. To do it, right-click on a message and select the **Edit** option. An edited message will be marked as **edited** (the date of editing will also be specified).



If you right-click on a message, the following options will be available:

- Reply
- Edit
- Forward
- Copy
- Delete
- call the user or send a personal message copy or send them.

Click on the  button in the upper right corner to access the section where you can:

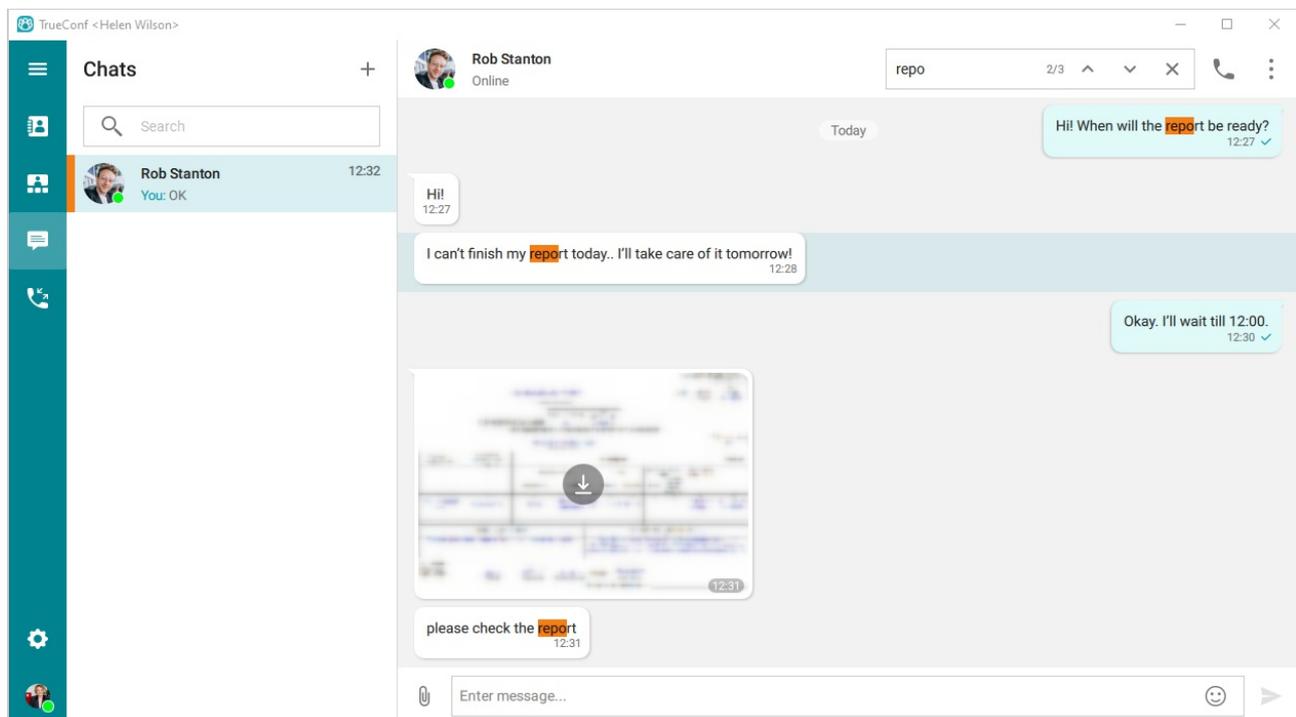
- View additional information about a user or a [group chat] (#group_chats)
- Check the list of all sent files
- Clear chat history
- Delete a chat (you can also delete it for the other user by marking the corresponding checkbox)
- Block a contact.



Please be careful when clearing chat history or deleting a chat. This action cannot be reversed. Even if you are added to this chat afterwards, you will not be able to view previous messages because all chat history has been removed.

7.1.1. Searching for messages

To find a chat message click the  button which will open an input field. Enter the text in the input field and, as you type, the messages matching your query will be highlighted.

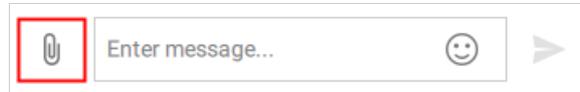


If multiple messages have been found, you can switch between them with these buttons:  and .

Right next to these buttons, there is a counter indicating the number of messages that match your query.

7.1.2. Sending files to a chat

To send a file simply drag and drop it to the chat panel. Alternatively, you can click on the paperclip icon on the left side of the input field.



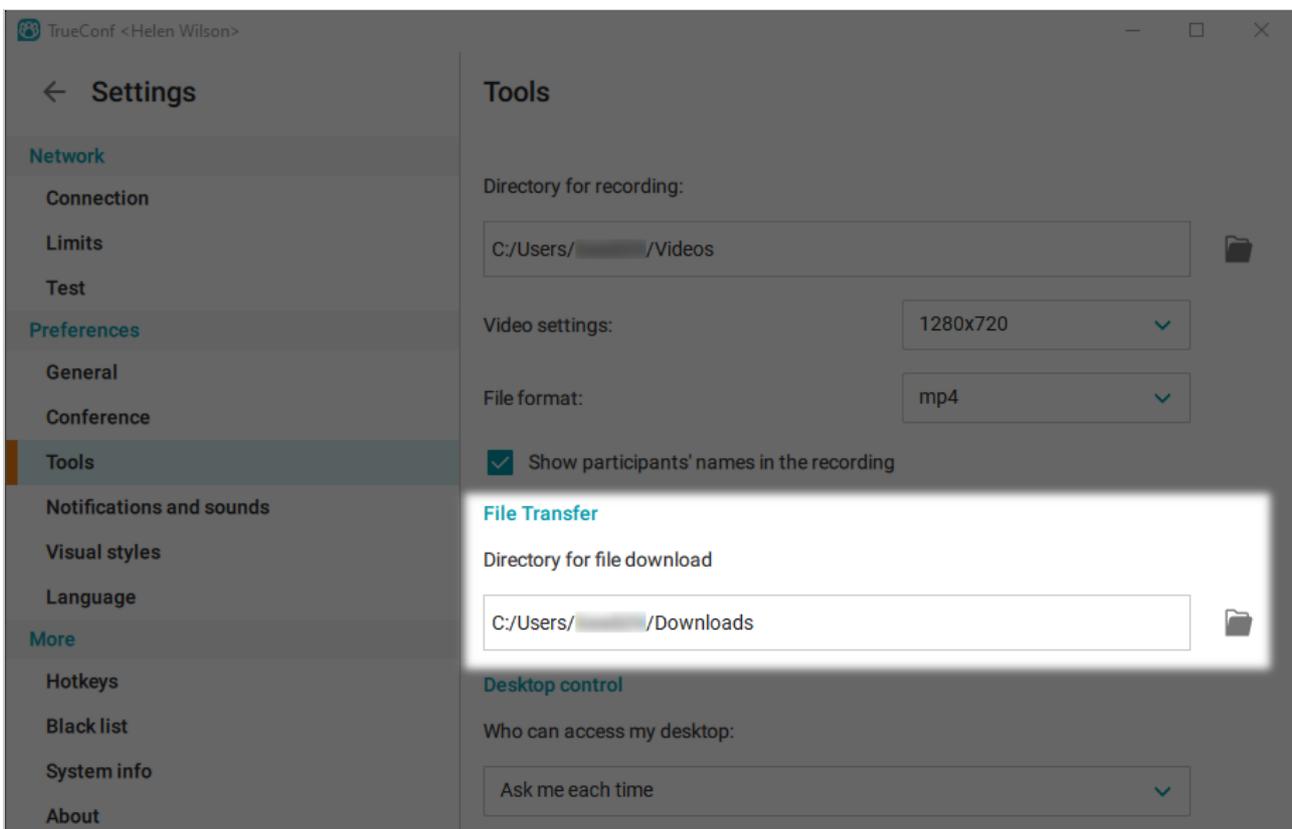
Click to select a file (it will be sent to the chat immediately without prior confirmation).

i If users are not currently online, you can send them an offline message, they will get it immediately when they are online.

The default location of downloaded files is:

- C:\Users\User_Name\Downloads for Windows
- /home/User_Name/Downloads for Linux
- /Users/User_Name/Downloads for MacOS.

To change the download folder, go to **Settings** → **Preferences** → **Tools** menu in the application window. Then click the  button in the **File Transfer** section and specify the required folder.

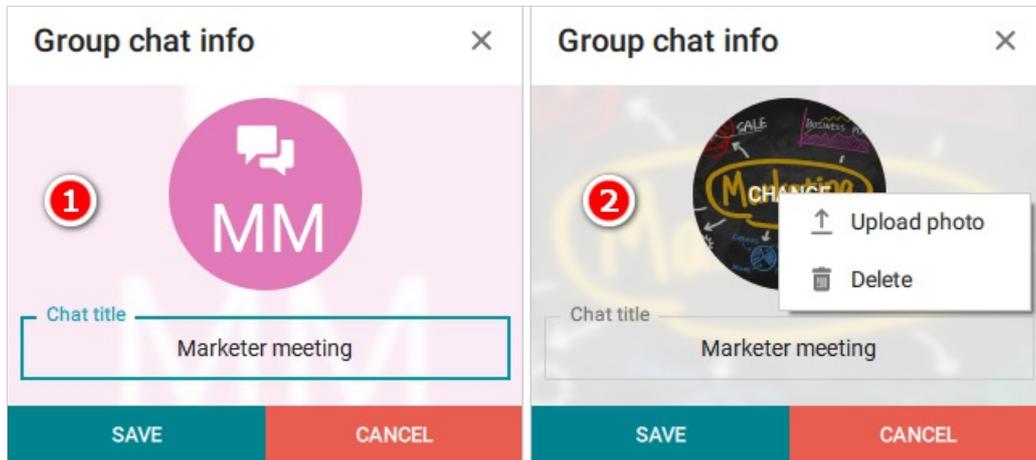


If you want to open the files sent to the chat, click on the  button and choose **Files**.

7.1.3. Group chats

To create a group chat, select the **Chats** option. Then, click on the  button, enter the chat name, and upload the chat avatar (optional). Then click on the **Create** button. In the pop-up window you can select and add participants to the chat from your address book.

The owner of a group chat can change its title (1) and avatar (2). To do it, click the  button and go to the **Information** section.

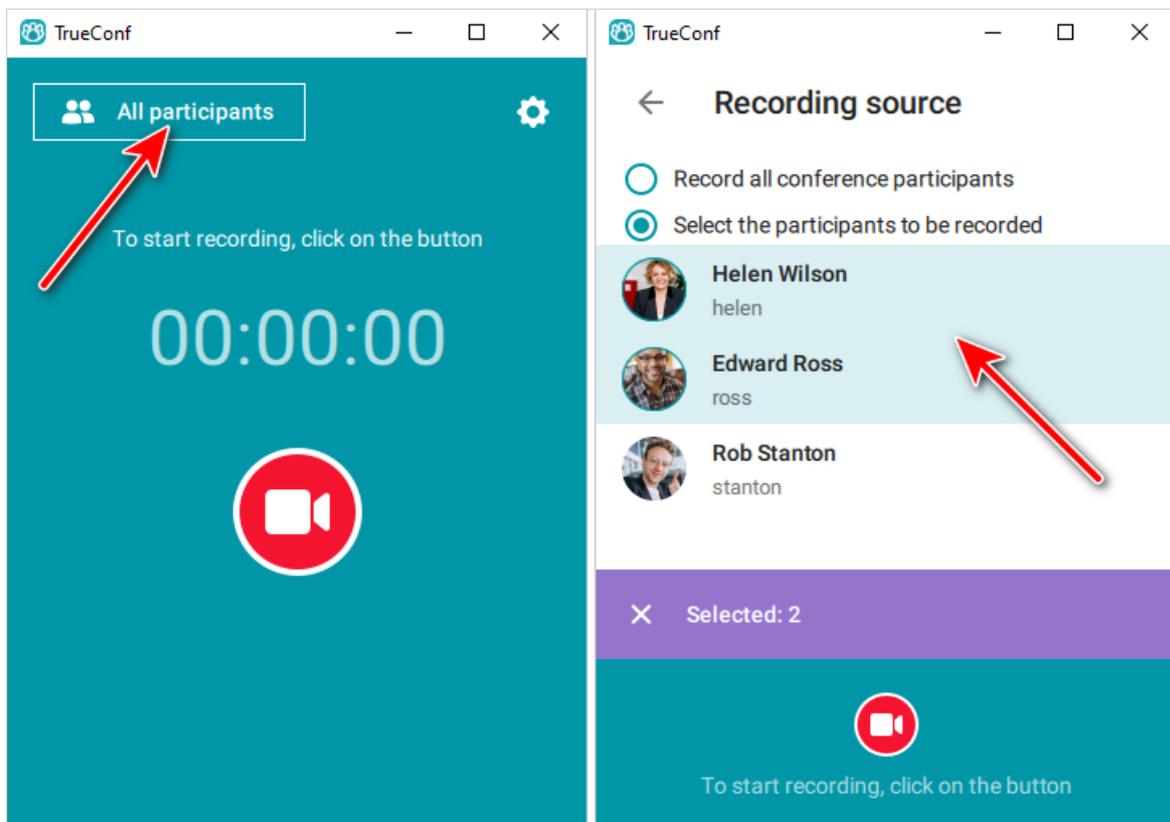


7.2. Conference recordings

If other participants allow, you can [record your conferences](#).

7.2.1. How to record video conferences

During a call or conference, click on the button  and choose **Video recording**. In the pop-up window, click  in the upper left corner to select the recording source, specify the conference participants you want to record (all, only yourself or someone else) and click .



Each recorded conference participant will see the icon  in the upper left corner of their [video window](#).

*

In this case, the user who is recording the meeting will see the button  at the bottom of the video window. Click on this icon to open the conference recording window.

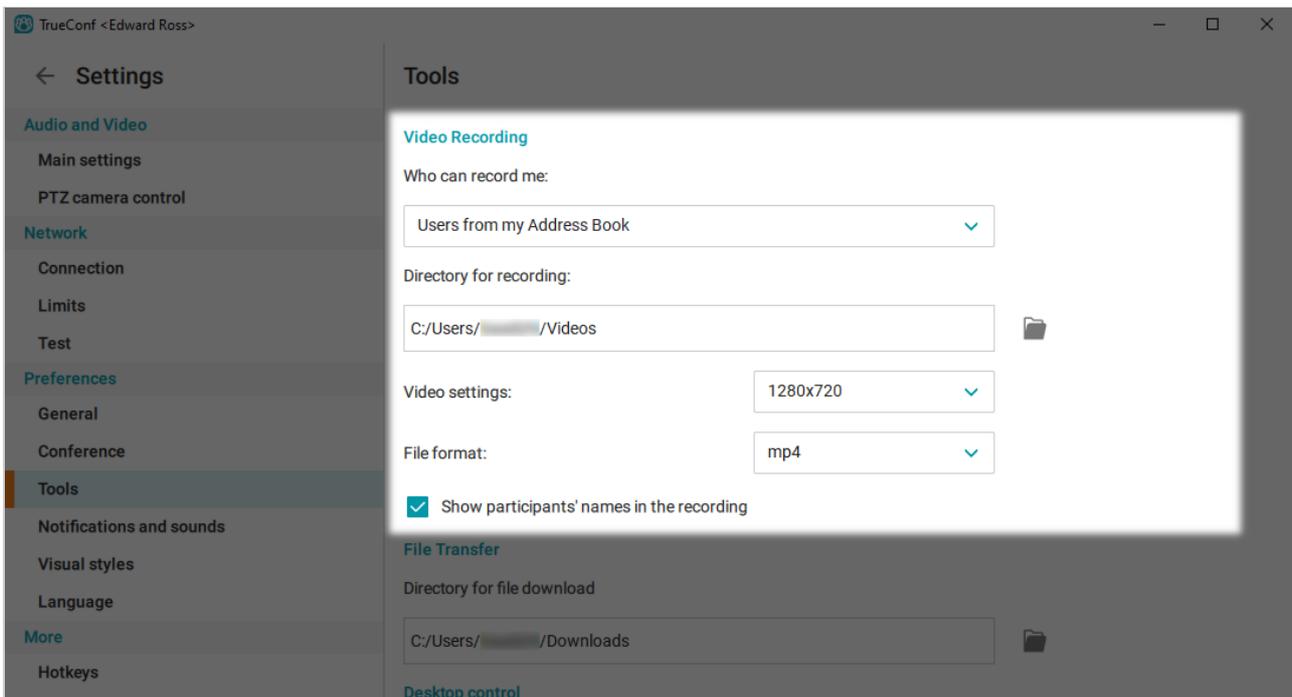
If you are recording a video call or a conference from your client application and want to include the content being shared during the meeting in your video recording, use the [Screen sharing tool](#). Share your screen or a separate application window. The shared content will immediately appear in the recording instead of your webcam video.

!

Please do not place the content in a separate window: in this case it won't be recorded.

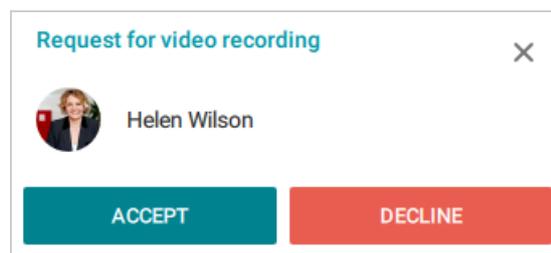
7.2.2. How to configure permissions for conference recording

Each participant can configure permissions for conference recording individually (to do it, proceed to **Settings** → **Preferences** → **Tools** → **Video Recording**, **Who can record me** field in your client application).



Possible settings options:

- **Nobody.** Your video window cannot be recorded.
- **Ask me each time.** Before recording starts, a conference participant will get the following request:

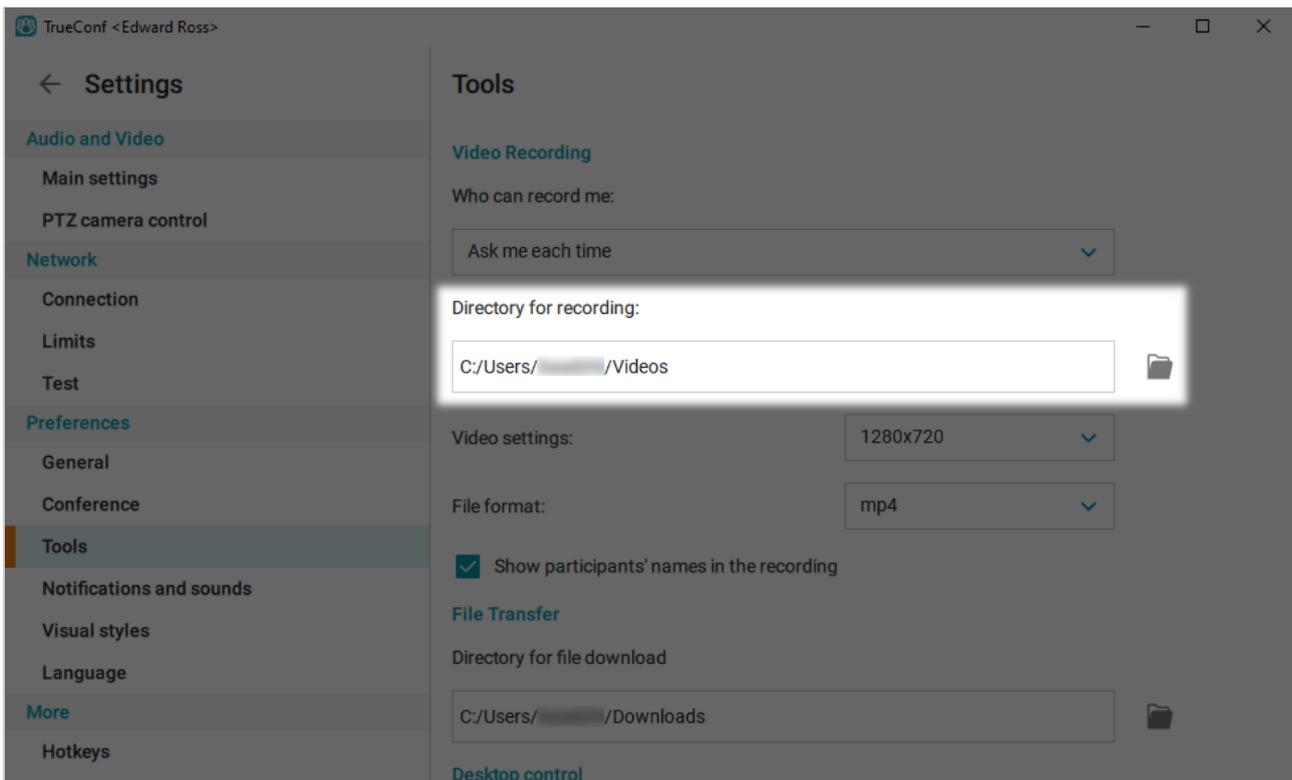


i If granted, the permission cannot be revoked. Recording will stop only when you leave the conference.

- **Users from my Address Book.** Automatic recording of your video window is allowed for your address book contacts, while other users will have to ask for permission.
- **Everyone.** Automatic recording of your video window is allowed for everybody.

7.2.3. How to find conference recordings

By default, video conference recordings are saved in **.mp4** format to the **Videos** folder on your PC. This folder can be found in your profile folder by following the path given in the **Video Recording** section, **Settings** → **Preferences** → **Tools**.



7.2.4. Selecting recording options

You can record video conferences in different formats and with different parameters. By default, recordings use **.mp4** format, but you can choose another one in the available formats: **.avi** and **mkv**. You can also change the video recording resolution, but keep in mind that the maximum resolution depends on your computer performance and may vary from device to device.

If you uncheck the **Show participants' names in the recording** box, the recording will not contain user names.

7.2.5. How to watch conference recordings

You can watch recorded conferences on your PC using any video player (such as VLC) that supports VP8 codec.

7.3. Slideshow

During [video conferences](#), participants can not only hear and see each other, but also share content or show slides.



Importing slideshows from **ppt** and **pptx** files is available only in TrueConf for Windows and requires Microsoft PowerPoint preinstalled on your computer.

TrueConf for Android and iOS users can use the [content sharing feature](#).

7.3.1. Supported formats

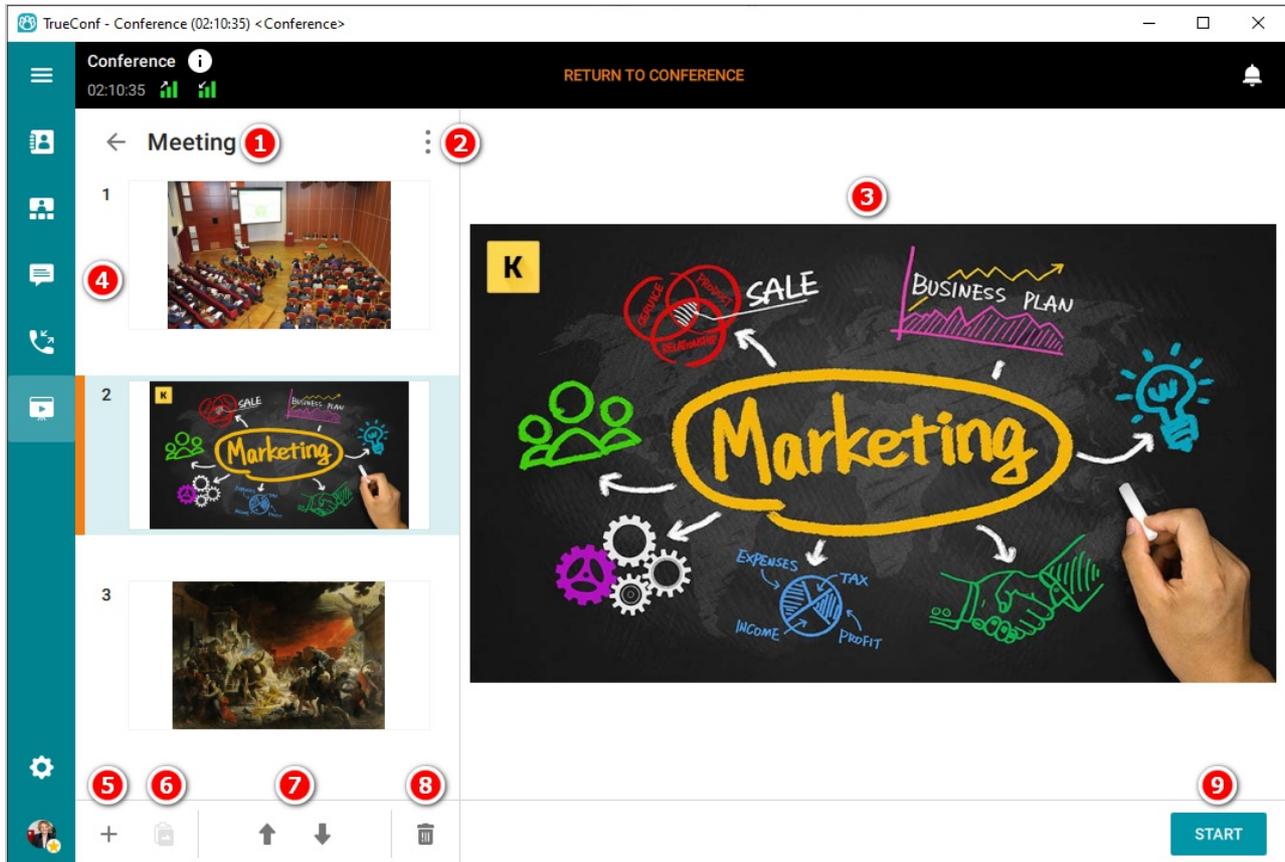
You can import slideshows in the following formats: **ppt**, **pptx**, **slides** and [pdf file pages](#).

You can also create a slideshow from your pictures right in the application or add some pictures to the list of the slides imported from a slideshow or a PDF file. For images, you can use **jpeg**, **png**, **gif** formats.

7.3.2. How to show slides

During a meeting, go to the conference controls, click on the button  and select **Slideshows**.

Click on the button , enter the slideshow name and click on the **Create** button. Next, you will see your slideshow in the edit mode:



1. Slideshow description
2. In this menu, you can:
 - Rename the slideshow
 - Save the slideshow locally on your computer with **.slides** extension
 - Delete the slideshow
3. Selected slide preview
4. List of slides
5. Adding files to the list
6. Pasting a file from the clipboard
7. Moving files **up** and **down** on the list (you can drag files to change their order)
8. Removing slide
9. Starting the slideshow (available only when the conference is ongoing)

After adding images to your slideshow, click **Start** to start sharing the slides.

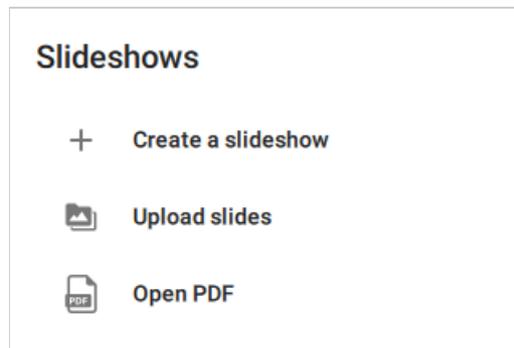


To make your slides visible for SIP/H.323 endpoints, switch BFCP and H.239 protocols on the server. To learn how to do it, read our article.

i Slides displayed with this tool are not included in the meeting recording made from the client application. Use the Content sharing tool to record the content being shared.

7.3.3. How to upload and save a slideshow

In the menu, select **Slideshows** to create a new slideshow, import slides from a previously saved one (in .slides format) and [open a PDF file](#).



Click **Create a slideshow**, enter its name and add slides to the list. You can now use the slideshow in a conference.

Exit edit mode by clicking  at the top of the application. You now have the list of all slideshows you've added:



You can edit the slides, save them locally on your device and show them during a conference.

7.3.4. Opening a PDF file

To import PDF file pages into a slideshow, click on the button  [when creating it](#).

***** To use PDF files, you must have the Ghostscript plugin installed in the system.

If it is not installed, you will see the **Framework settings** window when trying to import the file. Click on the **Install** button to automatically download the required plugin.

The plugin is installed from your video conferencing server. If there is any download problem, please contact your server administrator.

7.4. Content sharing

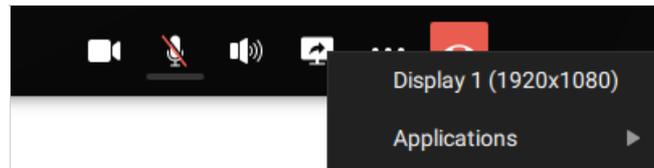
During conferences, you can [share your screen or separate windows](#) using TrueConf client application.

Your content will be visible to all conference participants connected via TrueConf client applications and browsers (using WebRTC technology). Besides, the content shared during the conference [can also be recorded](#) for future reference.

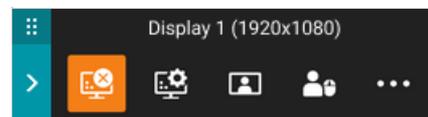
* Only maximized windows are correctly displayed during content sharing. Minimized windows will not be shared.

To switch to sharing content during a video call or group conference, click on the button  in the control panel.

Select the screen or application you wish to share in the drop-down list.



After that the application window will be minimized and the control panel will appear in the right bottom corner of the screen. This window will be displayed on top of all windows during the whole sharing period. Other conference participants will see your self-view video instead.



The content control window contains the following elements:

- The shared screen/application name is located in the window title
-  button to minimize/expand the widget
-  area to move the widget
-  button to disable content sharing: the minimized application window is maximized in one click
-  button to set up content sharing: select the source and self-view settings
-  button to select an image to be shown in the preview area (available only when the screen is shared)
-  button to view the list of participants who gained [remote control over your desktop](#page6-desktop-control-settings) during a conference (here you can disable this option)
-  button to switch to the additional conference controls

By clicking on the button  and selecting **Show my video and content in separate windows**, you can share content with conference participants as a separate stream. This way, the shared content can be viewed on third-party video conferencing endpoints (via [BFCP/H.239 protocols](#)).

7.4.1. Sharing multiple screens

During a meeting, multiple speakers may share their screen or separate application windows. In this case, participants have a useful option to switch between the screens or move the video window to an additional monitor so that they don't miss a single detail.

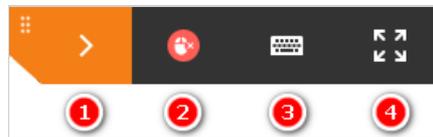


7.5. Remote desktop control

During video meetings, you can take control over the desktop of the participant who is [sharing the content](#).

To this end, click on the mouse icon  at the right edge of its video window.

After you have been allowed to control the desktop, the control panel will appear in the upper-right corner of the video window:

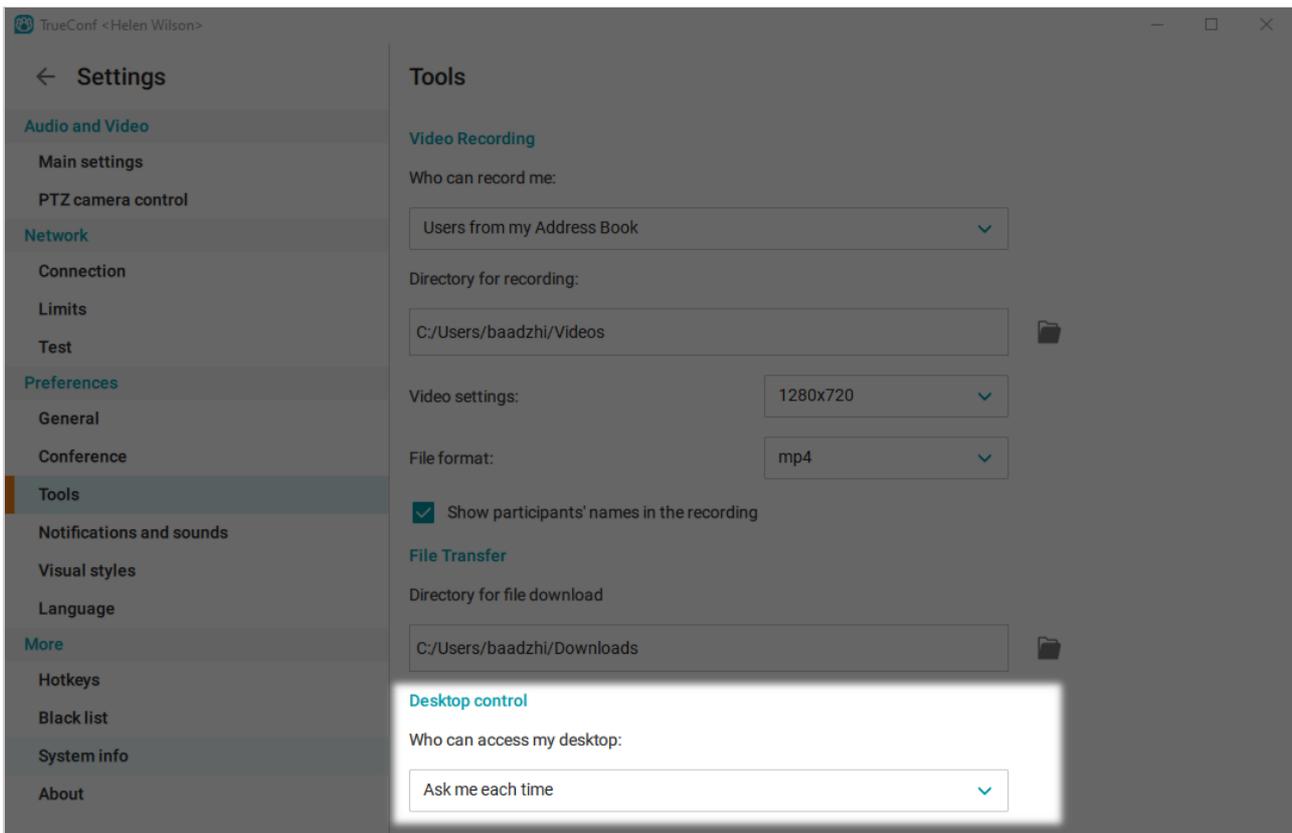


1. Collapse / expand the panel
2. Finish the remote control session
3. Keyboard input emulation
4. Display remote desktop control window in full screen.

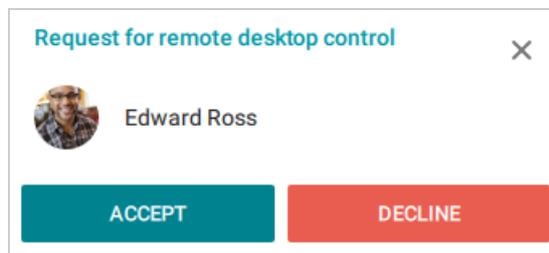
7.5.1. Configuring access to your remote desktop

You can set up remote desktop control policies in the client application settings: enable all users in your address book to access your remote desktop, disable users to access your remote desktop, or enable users to access your remote desktop on request.

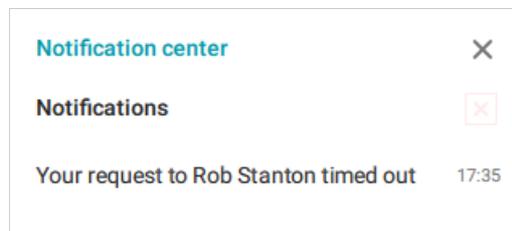
To do so, go to **Settings** → **Preferences** → **Tools** and choose a corresponding option in the **Who can access my desktop** field.



Ask me each time is a default setting; by selecting this option, you will be notified when someone tries to access your desktop control:



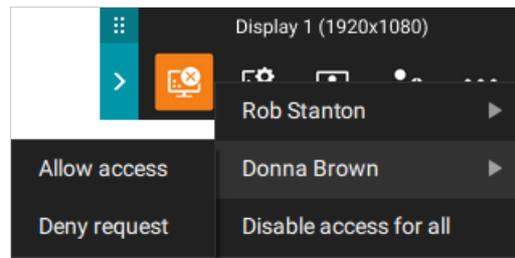
The notification will be visible for 100 seconds after which the user who has requested access will see the following message:



7.5.2. Can multiple meeting participants take control over your desktop simultaneously?

Several conference participants can request access to control your desktop. In this case, the button  will become active in the content control window.

Click on this button to grant access to one or several participants, or deny requests:



7.6. PTZ camera control

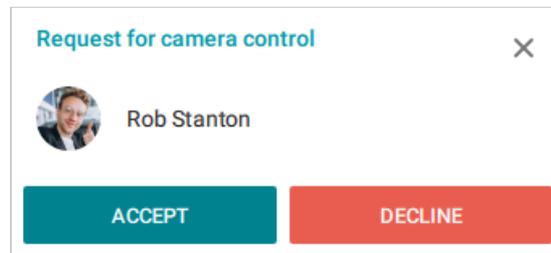
During conferences, you can rotate and zoom users' PTZ cameras (including cameras of video conferencing endpoints).



You can control conference participants' PTZ cameras only if you are a conference moderator.

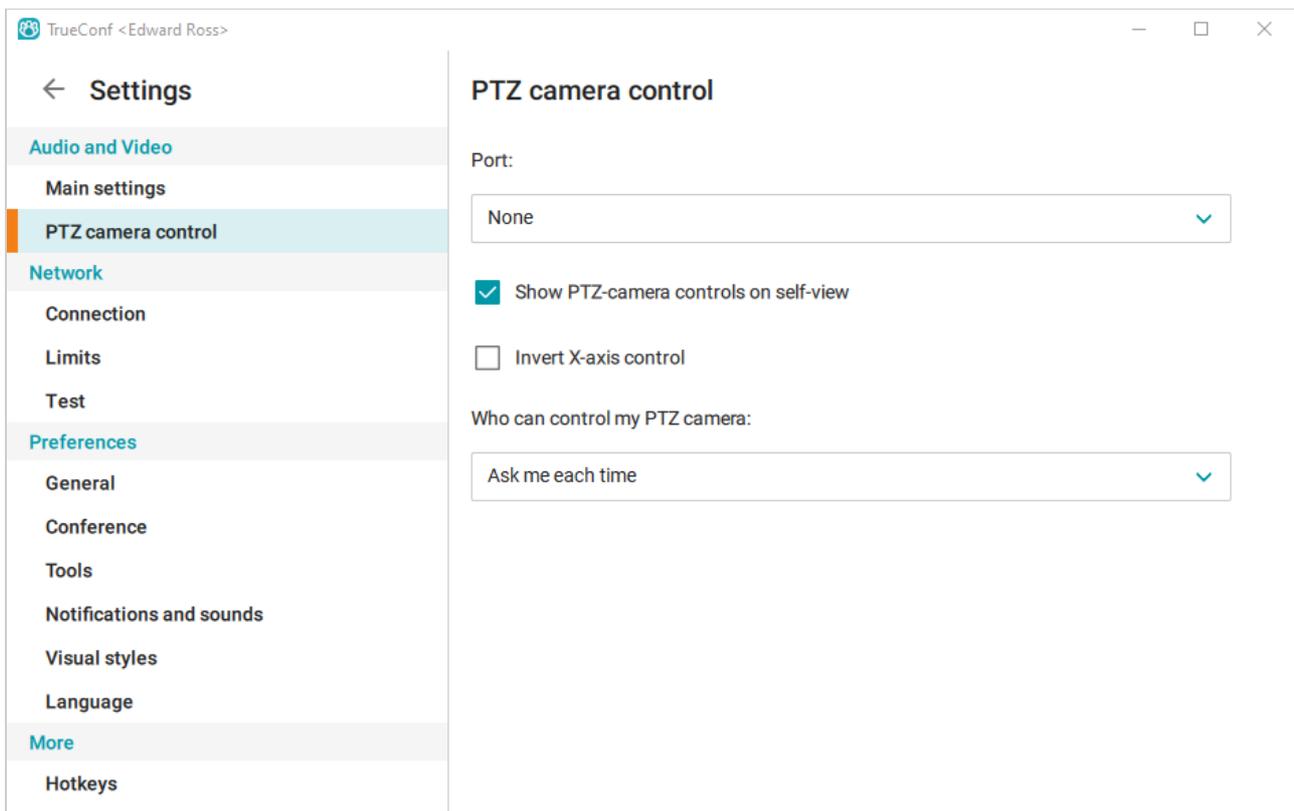
7.6.1. How to manage access to my camera

By default, PTZ camera control is available **on request**. This means that if you attempt to control a camera, its owner will see the notification about the request to take control of their camera.



In client application settings, you can disable this option. You can prohibit sending requests (thereby making your camera unavailable for external control) or allow all users to access your camera in one click without having to ask for permission.

To do this, go to **Settings** → **Audio and Video** → **PTZ camera control**, choose one of three options under **Who can control my PTZ camera** heading: **Ask me each time**, **Everyone** or **Nobody**.

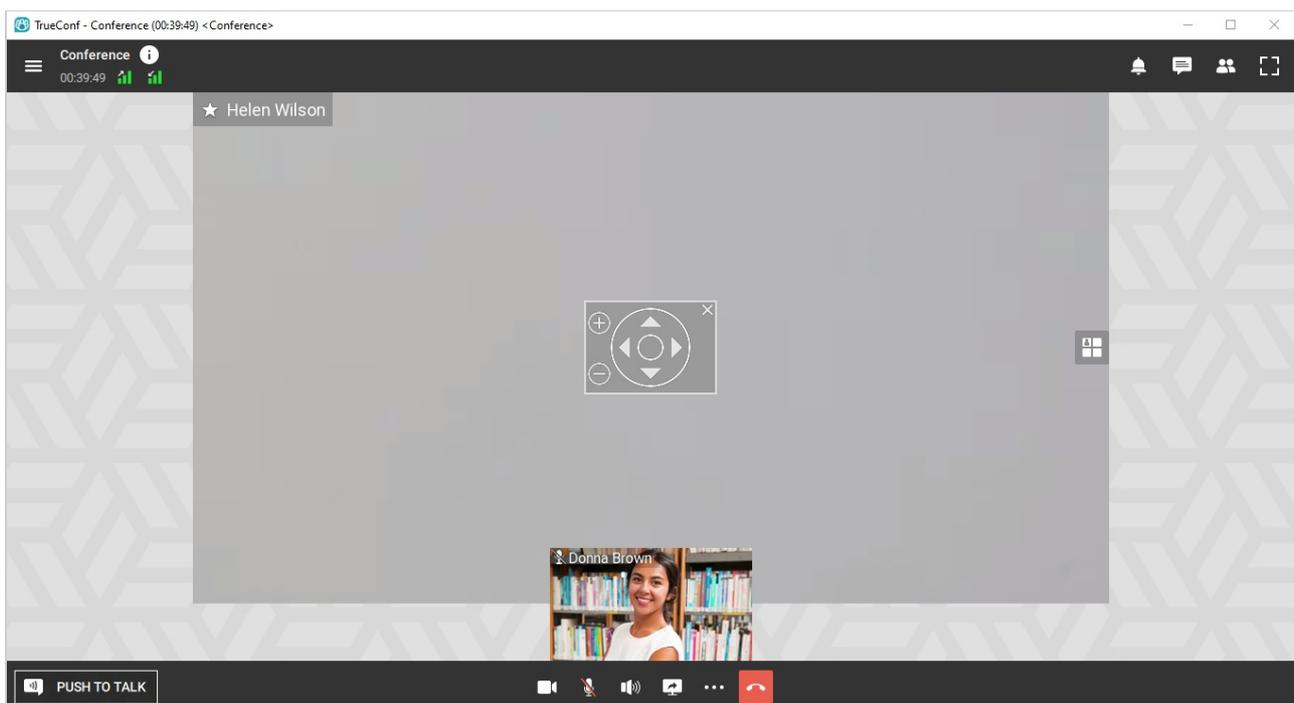


7.6.2. How to control other users' cameras

To control the camera, click on the button  in the user's video window or right-click on the video window and select **Control camera** in the pop-up menu.

If a user enabled **Ask me each time** in camera control settings, the application will prompt you to send such a request. The user will receive a notification about your request.

After you have been granted access, the camera control panel will appear in the center of your video window.



When closing the panel, click on the button  in the user's video window to return the camera control window.

7.6.3. How to control my own PTZ camera

If you have selected a PTZ camera in the client application, the  icon will appear in the corner of your video window. By clicking on this icon, you will open the camera control panel.