alfaview
Customer Handbook

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Your start in alfaview

Source: https://support.alfaview.com/en/first-steps/your-start-in-alfaview/

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The preparation

Installation

alfaview can be installed on Windows, macOS and Linux operating systems. It can also be used on mobile devices with the mobile version available in the Google Play Store and the App Store.

Installation on Windows.

- Download alfaview from the download page ↗ by clicking on the Download button under the Windows logo.
- Open the download list in the top right corner of your browser.
- Click on the **alfaview-setup-win-production** download file. The installation window will open.
- Perform the installation as described in the installation window.
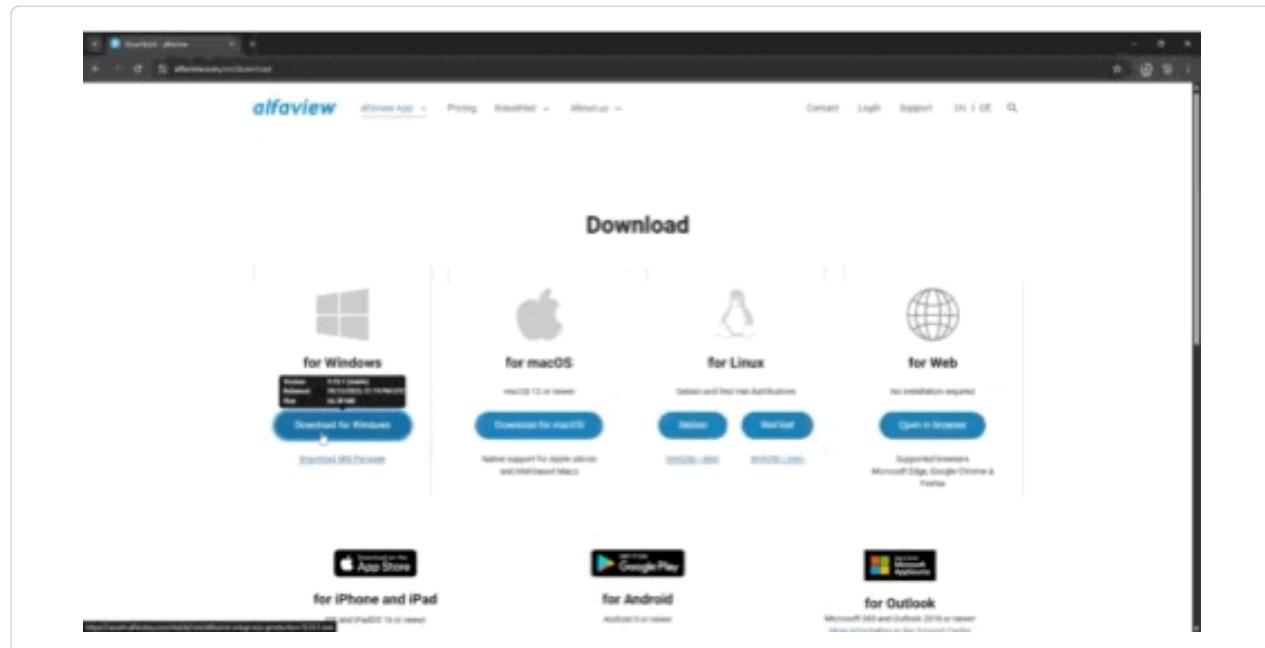
(Animation)

Installation on Windows

Installation on macOS.

- Download alfaview from the download page↗ by clicking on the Download button under the Apple logo.
- Open the download list in the top right corner of your browser.
- Click on the **alfaview-mac-production** download file. The installation window will open.
- Perform the installation as described in the installation window.
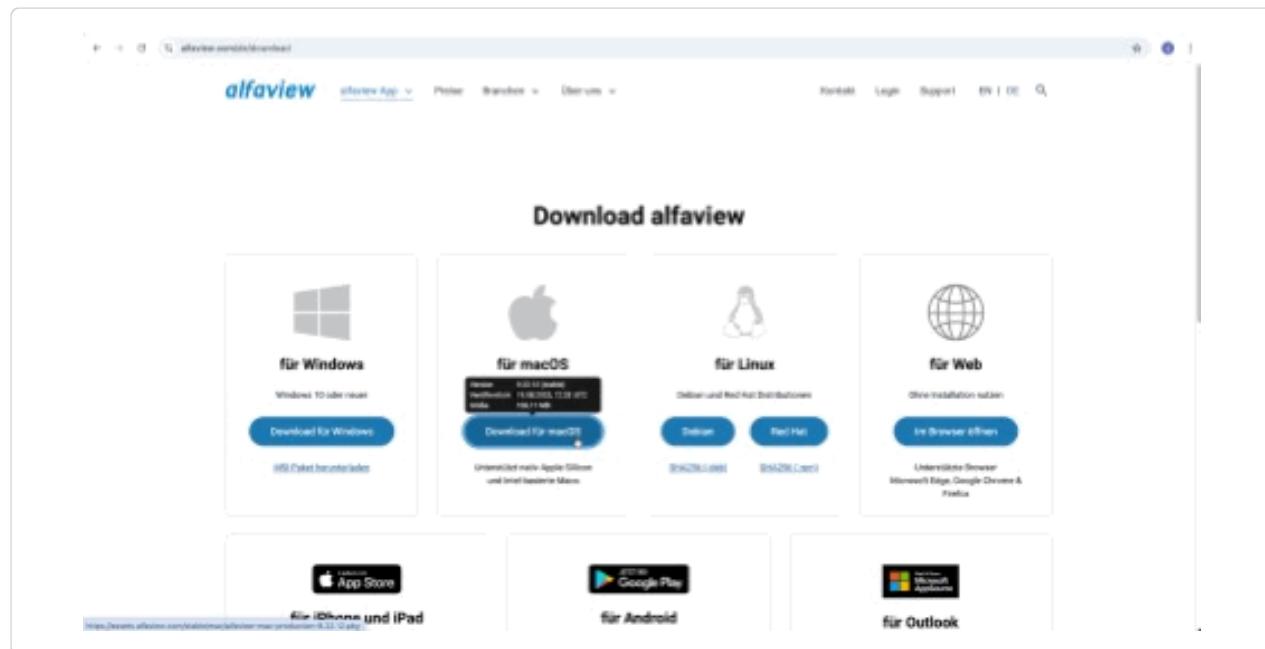
(Animation)

Installation on macOS

Installation on Linux.

- Download alfaview from the download page↗ by clicking either the Debian button or Red Hat button under the Linux logo.
- Install alfaview using your distribution's package manager.

Installation on mobile devices. Download alfaview from either the Google Play Store↗ or the App Store↗.

Your start in alfaview

Join an alfaview room or meeting

[Join the alfaview room or meeting](#) ↗ using the invitation link you've received. You do not need to register or create an account.

- Click on the invitation link. If you have received your invitation from the email address [support@alfaview.com](#) ↗, please click on the Join now button in the email.
- Enter your name in the Name box if it has not been predefined.
- Join the alfaview room or meeting either via the alfaview app or the webclient by clicking on the corresponding button.

You must accept the terms and conditions before you can join an alfaview room or meeting for the first time.

Set up camera and microphone

Before you enter an alfaview room, the Quick Setup menu is displayed. This allows you to test and [adjust the settings for your audio equipment and camera](#).

Set up your camera. alfaview uses the camera that is selected as the default device for your computer the first time you use it. You can see the preview video on the left side of the Quick Settings window.
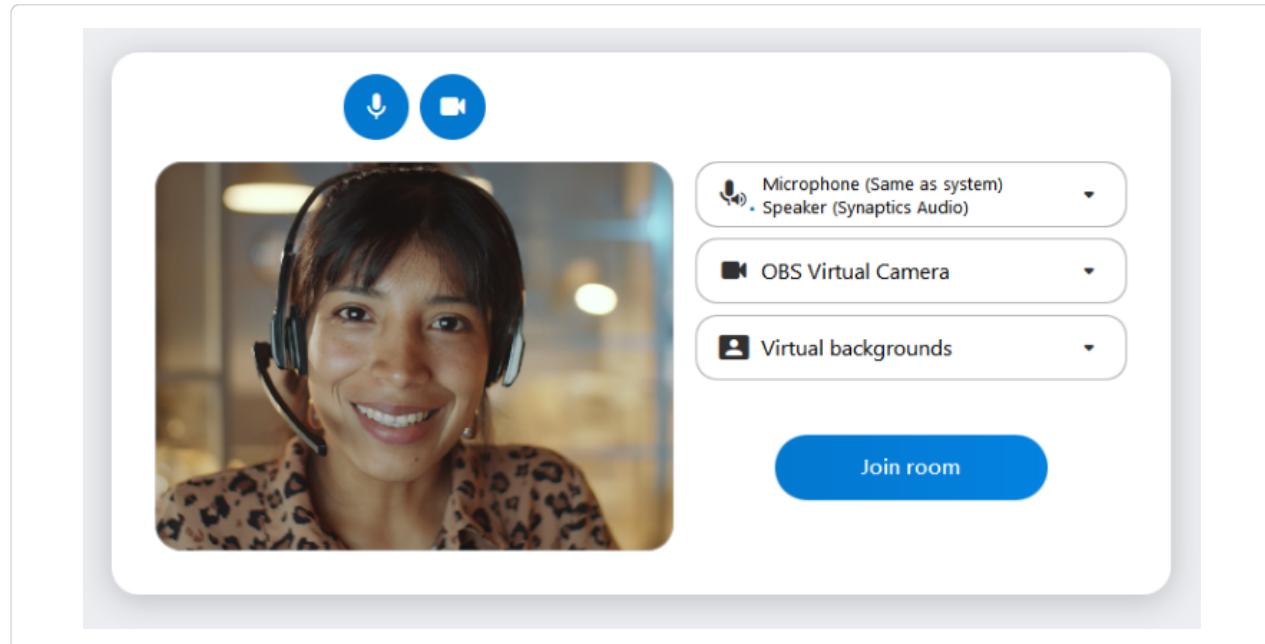
Activate your microphone and camera before entering an alfaview room

> If you see the message **Camera is turned off** instead of a video, please enable your camera by clicking on the crossed out 🎥 **Camera** icon above the video area. Select whether you want all participants to see your video or only VIPs.

Select camera.

- Click on the drop-down menu with the camera icon and the name of the preselected camera.
- Select the camera you want to use from the drop-down menu.

Select camera

Virtual Backgrounds. The feature **Virtual backgrounds** allows you to hide your video background and protect your privacy.

- Click on **Virtual backgrounds** in the menu on the right. - Select how you want to edit your surroundings. You can choose from **colour backgrounds**, **standard backgrounds** and **study backgrounds**. - **Standard backgrounds** also offer three levels of blurring. To select the **blur intensity**, click on the drop icon.
- You can also select the option to mirror your own video for yourself. The participants in the alfaview room will see your video unmirrored. Click on the slide control to activate or deactivate this feature.
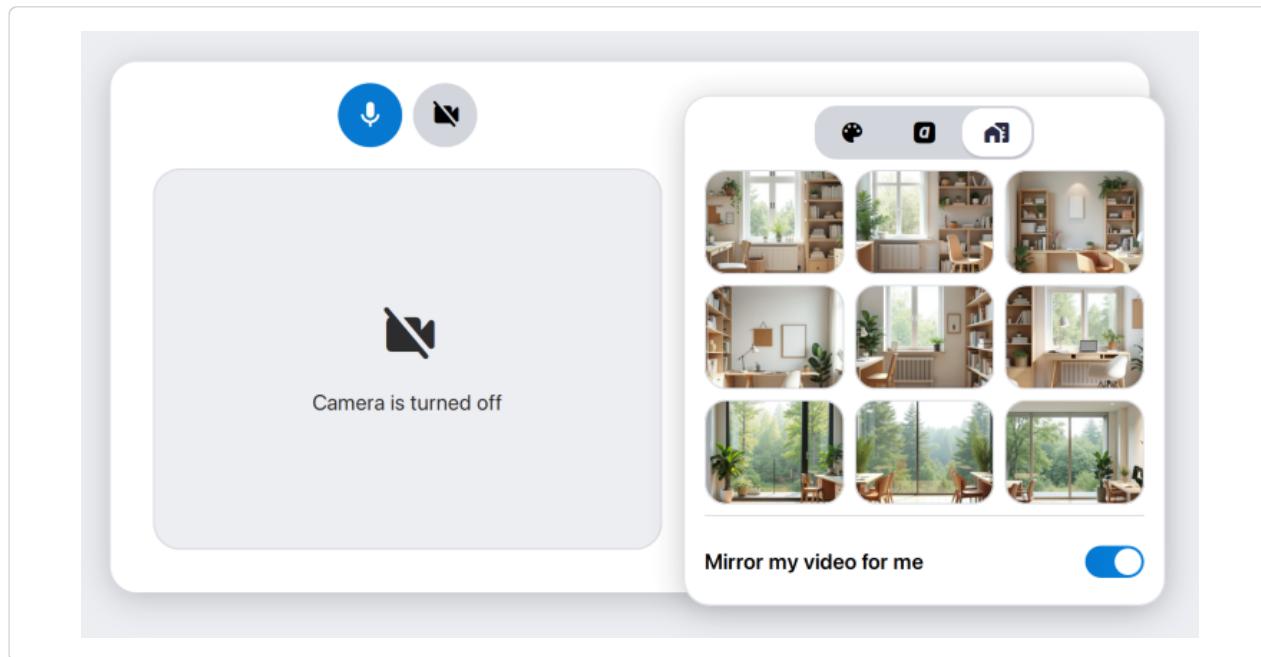
Study backgrounds

Blur surroundings

Set up your audio. alfaview uses the audio device that is selected as the default device for your computer the first time you use it. You can choose either to use a communication device or to use a separate microphone and speaker.

- Click on the drop-down menu with the microphone icon and the name of the preselected audio device. The menu is divided into three tabs: **Headset, Microphone** and **Speaker.**
- Click on the respective tab to change the settings.
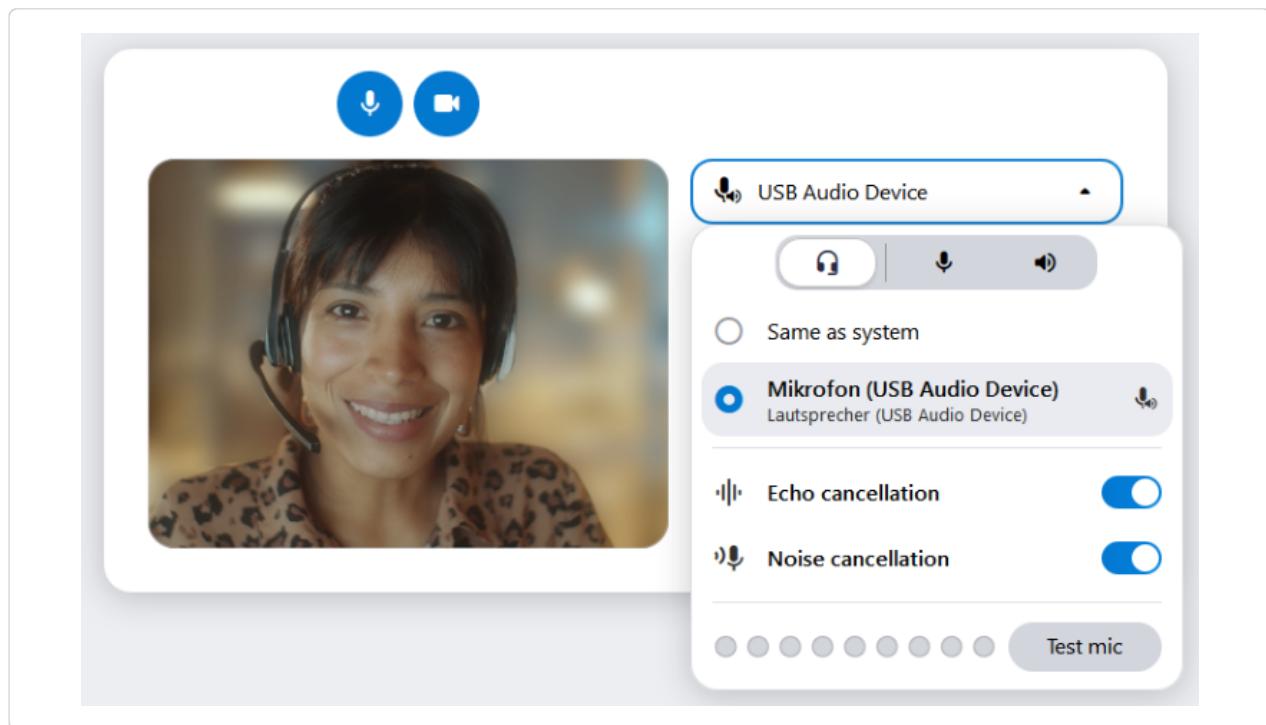
Select your communication device

Headset.

- In this tab, you can select the headset to be used in the alfaview room.
- You can also activate or deactivate the **Echo cancellation** and **Noise cancellation**.

> The Headset tab is only displayed when a headset is connected to the PC. If no headset is detected, there will be only the Microphone and Speaker tabs.

Microphone.

- In this tab, you can select the microphone you want to use in the alfaview room.

Speaker.

- In this tab, you can select the speaker you want to use in the alfaview room.
- Click on the **Test speaker** button to make sure your speaker is transmitting sound.

> **Tip**: Turn on echo cancellation if you are using a microphone and speakers instead of a headset. This will prevent the sound from your speakers being picked up by your microphone and sent back.

alfaview app and webclient

The stage is the centrepiece of the alfaview room. The videos of all participants and the screen sharing options are displayed there.

Main menu

Activate and deactivate your camera and microphone in the main menu. You can also access the Share Content feature and activate Pause mode.

Microphone. Control your microphone in the main menu.

🎤 **Microphone on** The microphone is active when the microphone icon is blue.

🚫 **Microphone off** The microphone is inactive when the microphone icon is grey and crossed out.

🔶 **Push-to-Talk (PTT) activated** The microphone is inactive until you manually activate it by pressing a key. For more information on the push-to-talk feature, please see the Audio section of the General settings page.

> 🎤 **Tip:** Click the small Drop-down menu icon in the bottom right corner of the Microphone icon to quickly access your advanced audio settings. Select your preferred microphone, speaker or communication device, and enable or disable Echo cancellation and Noise reduction. For a more detailed overview, see the Audio Settings page.

Camera. You can choose whether your video is shown to everyone in the alfaview room or only to the VIPs present. Please note that you can only see other people's videos if they see yours.

📹 **Camera on** The camera is active when the camera icon is blue.

📹 **Camera to VIP only** The camera transmits video to VIPs when the icon is blue and there is a star in the icon. You can also view only VIP videos.

📹 **Camera off** The camera is inactive when the camera icon is grey and crossed out.

> 📹 **Tip** You can choose which video image you want to transfer directly from the main menu. Click the small Drop-down menu icon in the bottom right corner of the Camera icon to open the quick settings. Select the camera whose video you want to transfer. For more information, see the Video Settings page.

Share content. ⬆ **Share content** The feature allows you to share your entire screen, a screen region or an application with others in the alfaview room. You can also share the video from a second camera.

> Please note that the **Share content** feature is only available if the room moderator has given you permission to do so. If you do not have this permission, the ⬆ **Share Content** icon will not appear in the main menu.

Type of shared content	Description
Screen region ↗	Share only the part of your screen that you want the other participants to see. You can pause the recording and make markings.
Application ↗	Share a running application without showing other applications or parts of your screen.
Screen ↗	Share your entire screen and show multiple applications at the same time.
Second camera ↗	Share the video from a second camera.

Share a screen region.

- Click on the ⬆ **Share content** icon in the primary controls and select the **Screen region** option.
- Move the blue selection frame to the position on your screen that you want to share and modify the frame size by dragging the sides and corners of the frame.
- Start the region share by clicking on the Share button in the centre of the frame.
- You can pause the recording and make markings within the frame.

Share an application, a screen or the video from a second camera.

- Click on the ⬆ **Share content** icon in the primary controls and select thetype of content you want to share.
- You can choose to share the sound of your computer or the application in the drop-down menu for the selected content in the bottom right corner.
- Select the screen, application or secondary camera you want to share.
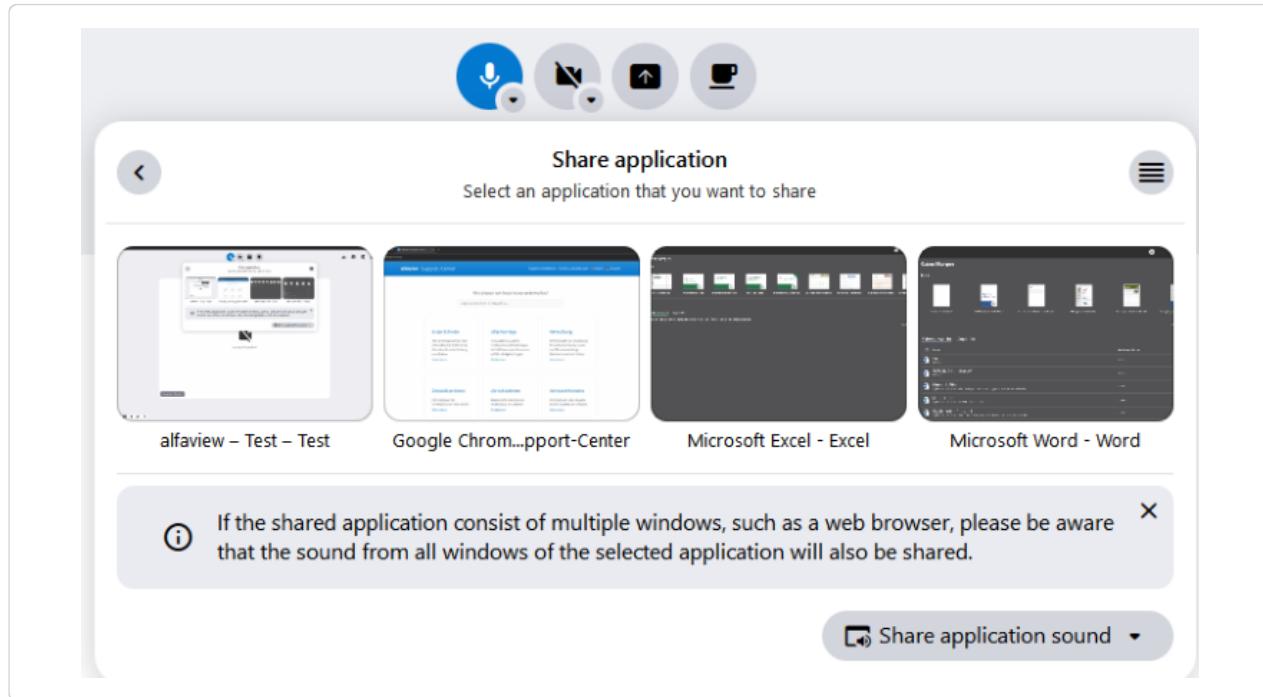
The selection of running applications

> **Note**: The transfer will start as soon as you click on the application, on the screen or on the secondary camera that you want to share with the other participants.

Take a break. ☕ **Pause mode** You can take a break in alfaview at any time without leaving the room. During this time, your video and audio will not be transmitted and you will not be able to see or hear the other participants. You still have access to the chat and can follow it in real time.

Secondary menu

You can access six tabs from the secondary menu: Participant List, Group Chat, Live Transcription, Toolbox, Settings, and Room List. Additionally, you can leave the alfaview room.

Open the individual tabs by clicking on the appropriate icon.

Participant List. The participants list shows who is in the main room and in the subgroups of an alfaview room. As a moderator or room administrator, you can also see and manage the waiting room.

Switch to another subgroup by hovering over the group name until the Join button appears. Click this button.

Write short message. Write private short messages to other participants in your room that only the two of you can see.

- Click on the context menu next to to the name of the person you want to send a message to.
- Click on the **Write short message** button.
- Enter the message in the text box. Click on the Send button.

The other person will now receive your message and can reply to it.
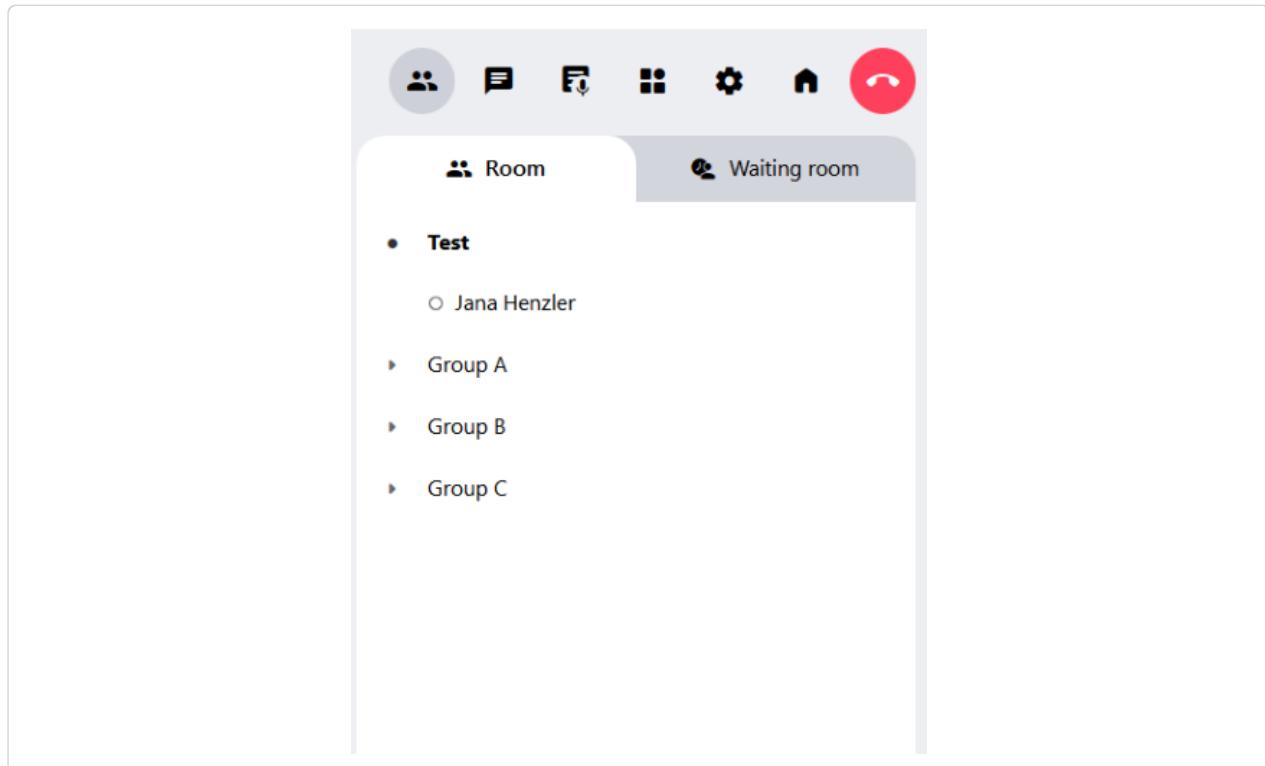
Participant list

Group chat. The group chat provides a platform for exchanging written messages with other participants and spectators. Please note that messages are displayed from the moment you join the alfaview room or subgroup, previous messages are not accessible.

Enter your message in the input field. To send your message to the chat, either click on the **Send message** icon or press the Enter key.

The other participants can now read your message.

Live transcription and translation.

> Live transcription and translation must be enabled by room administrators to be used in an alfaview room.

Transcription ↗ enables accessible communication and an automatic protocol by converting the spoken word into text by machine. The transcription can also be individually translated into another language using Live Translation ↗.

Toolbox.

> The tools must be provided by the moderators in order for you to have access to them in the toolbox.

Quick votes, polls, star ratings ↗ and a whiteboard ↗ are available in the Toolbox to facilitate collaboration in alfaview. External tools ↗ from third-party providers and websites can also be integrated.
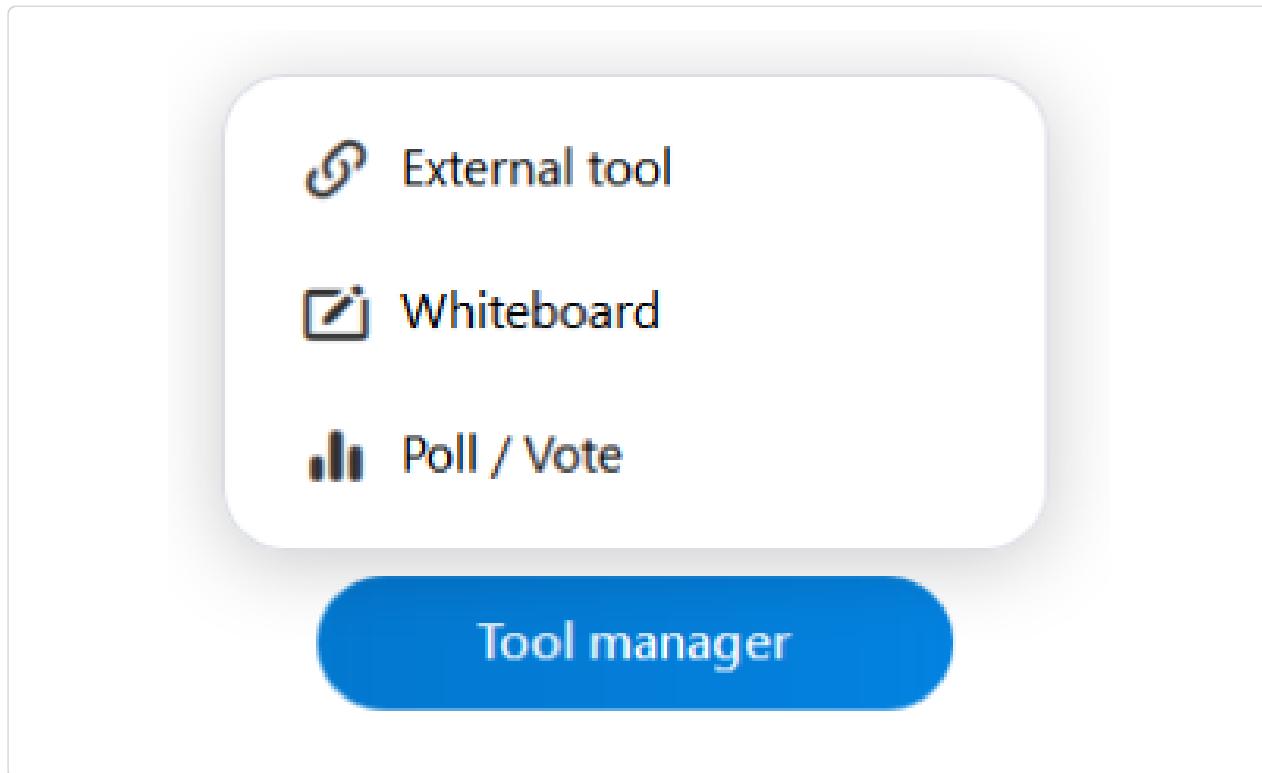
Tool manager

Tool	Description
External Tool	The external tool links to another website or a third-party tool, allowing all participants in the alfaview room to easily access the required documents and tools.
Whiteboard	The whiteboard allows you to work collaboratively. You can download the whiteboard content as a PDF.
Poll / Vote	A poll or vote allows you to vote on one or more answer options, depending on your settings. Star ratings allow you to rate a question, item, or suggestion from one to five stars.

Access Whiteboard or external tool.

- Click the ⬛ **Toolbox** icon in the main menu to open the list of tools.
- From the list, select either the Whiteboard or the external tool you want to open.
- Click on the `Open` button. You will now be redirected to the whiteboard or external tool.

Take part in a vote or poll.

- Click the ⬛ **Toolbox** icon in the main menu to open the list of tools.
- From the list, select either the Quick vote or Poll you want to take part in.
- Click on the `Open` button. You will now be redirected to the Quick vote or poll.
- Read the statement or question and then select one or more answers, depending on the setting.
- Confirm your choice by clicking on the `Vote` button.

Take part in a star rating.

- Click the ⬛ **Toolbox** icon in the main menu to open the list of tools.
- From the list, select the star rating you want to take part in.
- Click on the `Open` button. You will now be redirected to the star rating.
- Read the statement or question. Then click on the number of stars you wish to award.
- Confirm your choice by clicking on the `Vote` button.

Settings. Customize all important settings such as the appearance, camera and audio selection or accessibility in the secondary menu.

Setting	Description
Audio	The **Audio** menu allows you to select your microphone, speaker or headset. Echo cancellation, noise cancellation and advanced settings are also available.
Video	Select your preferred camera, improve the video quality and choose a virtual background for privacy. You can also manage your bandwidth usage and the quality of your secondary camera.
General	Learn more about alfaview, select your Update channel and the language of the user interface, adjust your settings for notification sounds or the appearance of the alfaview application (light or dark theme). For technical support, you will find a link to the Support Center and the option to access log files.
Accessibility	To make alfaview easier to use, you can change the font size of the user interface and chat, enable screen reader announcements or select an accessible display. You can also set the keyboard navigation scheme and enable keyboard shortcuts.
Feature preview	Test new features in the alfaview app that are in the early stages of development.
What's new	Read our release notes ↗ to find out what kinds of changes and updates are included in the latest update.
Dark theme	This setting allows you to choose between a light and a dark theme of alfaview. Click the switch to toggle between the displays.
Volume	Adjust the volume of the alfaview app using the slider.

Setting	Description
Show all settings	For more settings, open the **All settings** window.

Room list. The Room list gives you an overview of all the alfaview rooms to which you have access authorisation. Your favourite rooms are displayed at the top of the tab.

- From the room list, select the room you wish to join.
- Click the Enter button. You will be connected to the main room.
- By clicking on the context menu ⋮ of a room, you can open a list of all groups. This allows you to join a sub-group directly, rather than being connected to the main room.
- You can also use the context menu to view the participants in a room and subgroups.

Leave room. Click the 🔴 **Leave Room** icon to return to the Welcome screen.

Status menu

The Status menu provides various functions and information about the room.

Status menu

Status / Feature	Description
Number of participants	Get an overview of all participants in the alfaview room who have the role of admin, presenter, or participant. Click the icon to open the Participants list.
Number of spectators	The number of viewers in the room is displayed separately. If you want the viewers to be displayed in the user list, click the icon to open the settings and select the **Show speactators in user list** check box.
Host Tools	As a room administrator, you can use the Host Tools to customise Room features directly in the alfaview room. Click the checkboxes in front of the features you want to enable.

Status / Feature	Description
[Recording & Streaming ↗](#)	Click the record button to either record your conversation locally or broadcast it directly to streaming platforms such as YouTube, Twitch, or a server. For more information, see the Recording and Streaming page.
Switch to floating [Mini window ↗](#)	The floating Mini window allows you to follow what is happening in the alfaview room via a small, detached window. All the functions of the main menu are available.
Raise hand	Get the attention of the moderators in the alfaview room. To do this, click the **Raise hand** icon. The icon will then appear both in your video and next to your name in the participants list and the moderators will be notified. If multiple participants raise their hands at the same time, the emoji also displays a number indicating their position in the queue.
Confetti effects	Confetti effects can be used by moderators to give gamified reactions during the meeting. To see and control reactions, this feature must be enabled.
Search users and rooms	To find a person or room, use the search box.
Sound off and on	You can mute alfaview. To do this, click on the **Mute audio output** icon. When the icon is crossed out and the button is orange, alfaview is muted.
Screen share undocked	If you want to view the screen share of other participants in a separate window, click on the icon that appears in the status menu. This will display the window with the undocked screen share in the foreground.

Last updated on November 14th, 2025, 03:37 pm

Download and Installation on Windows

Source: https://support.alfaview.com/en/first-steps/your-start-in-alfaview/installation-windows/

alfaview can be installed without administrator rights on desktop computers running Microsoft Windows.

For more information about updating the alfaview app, see the Updates ↗ page.

> Please refer to the system and network requirements ↗.

Download and installation

- Download alfaview from the download page ↗.
- Then click the Download button under the Microsoft logo.
- In the upper right area of your browser, click the **Download** button and a list will open. - Wait for the progress bar to complete and click on the **alfaview-setup-win-production** file in the list. - A new window opens with the note: **Ready to install**. - In the new window, click on **Install** and wait until the installation has been finished. - Then click on **Finish**.
- You can now use alfaview.
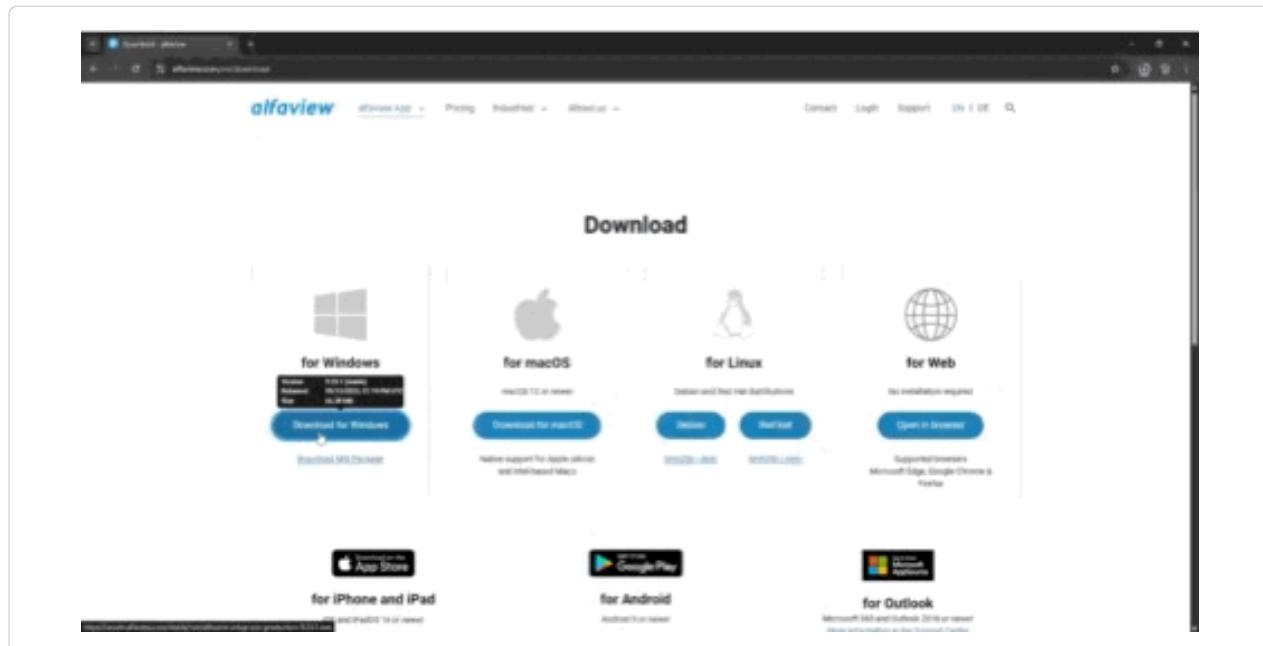
(Animation)

Installation with Chrome

Last updated on November 18th, 2025, 09:06 am

Download and Installation for Mac

Source: https://support.alfaview.com/en/first-steps/your-start-in-alfaview/installation-mac/

If you want to update your alfaview app, please refer to the Updates ↗ page.

> Please refer to the system and network requirements ↗.

- Go to the alfaview download page ↗.
- Then click the (Download) button under the Apple logo. The download will begin automatically.
- Open the download list by clicking on the **Download** icon in the top right corner of your browser. Wait for the progress bar to complete. - Double-click the downloaded **alfaview-mac-production** file.
- A window will open to guide you through the installation process. Follow the instructions to complete the installation.
- alfaview is now installed and ready to use.
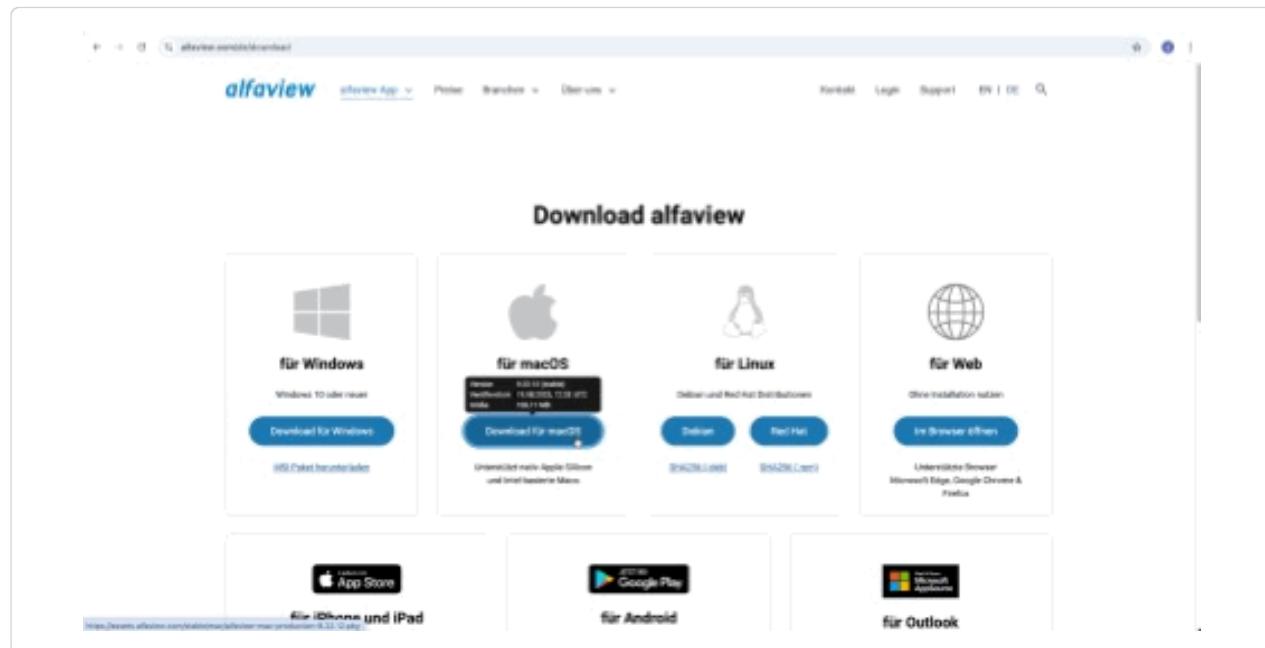
(Animation)

Installation on macOS

Last updated on November 18th, 2025, 09:10 am

Download and Installation for Linux and mobile devices

Source: https://support.alfaview.com/en/first-steps/your-start-in-alfaview/installation-linux-mobile/

alfaview can be installed on Debian/Ubuntu and Fedora/RedHat based operating systems and mobile devices.

> Please refer to the [system and network requirements ↗](#).

Linux

- Go to the [alfaview download page ↗](#).
- Then click on the `Download` button under the Linux logo. Choose between **Debian/Ubuntu** and **Fedora/RedHat**. The download will start automatically.
- Install alfaview using the package manager of your distribution.

Android

The installation for mobile Android devices is done in the Google Play Store. Click on the following icon to access the Play Store:

 ↗

Apple iOS, iPad, iPhone

The installation for mobile Apple devices is done in the Apple App Store. Click on the following icon to access the App Store:

 ↗

Last updated on November 18th, 2025, 09:25 am

Signup and Login

Source: https://support.alfaview.com/en/first-steps/your-start-in-alfaview/signup-and-login/

- alfaview for Business, Non-Profit, Education and Events
- alfaview for personal use
- Login as user
- Login as guest

alfaview for Business, Non-Profit, Education and Events

Use alfaview in a professional environment for collaborating work, learning or meetings. Invite other users and guests to your alfaview company.

Book a company

Use the price calculator ↗ on the alfaview website to book a company that meets your needs and requirements.

- Once the alfaview team has created your company, you will receive an e-mail containing a link to set a password for your user account.
- To access the alfaview app and administration interface, log in with your e-mail address and password. You can now create new users, invite guests and configure your alfaview rooms ↗.
- If you wish to adjust your current plan, please get in touch with your customer consultant or the alfaview team ↗.

alfaview for personal use

The **Free** plan allows private individuals to use alfaview permanently without charge. Upon registration, you will receive a user account and your own company with one alfaview room. Create meetings and invite users and guests to your company. Please note that this free plan is for private use only.

- Go to the Pricing page ↗ of the website.
- Switch to the **Private** tab.
- Click the ⬤ Sign up for free button.
- You will now be forwarded to the registration form.

Create your own company with the corresponding user account.

- Enter the name of your company in the text field **Name of the alfaview company**.
- Then, enter your e-mail address, first name and last name in the input fields.

Use alfaview for free as a private individual

> **Please note that the email address with which you have registered will be linked to your alfaview company and that it will therefore not be possible to change it at a later date.**

- Click the (Create company) button to complete the registration.

Login as user

Users are provided with their own user account which allows them to access an alfaview company. This account can be used to access the alfaview app, web client, and administration interface. From there, users can manage their profile settings and access alfaview rooms they have permission for.

- When first starting the alfaview app, enter your user information. The login information is saved and will only be needed again when logging out.
- You can change your Profile on the administration interface ↗.
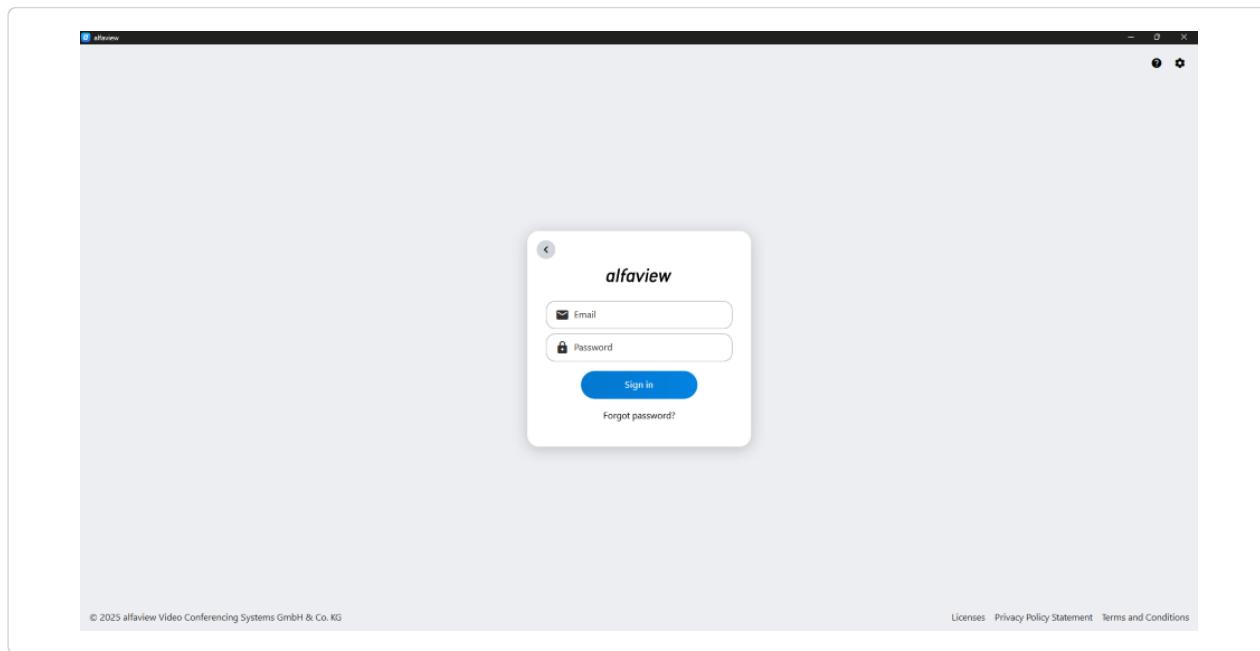
Login in the alfaview app

Login as guest

As a guest, you do not have your own alfaview user account. Instead, you enter a room by clicking the invitation link sent to you.

- Click on the invitation link. Alternatively, copy and paste the full link into your internet browser's address bar.
- If your name is not already entered, please click on the **Your name** input field and enter your name.
- Click the (Join with alfaview app) button to enter the alfaview room with the app. Alternatively, you can enter the room via the web client by clicking the (Join with browser) button.
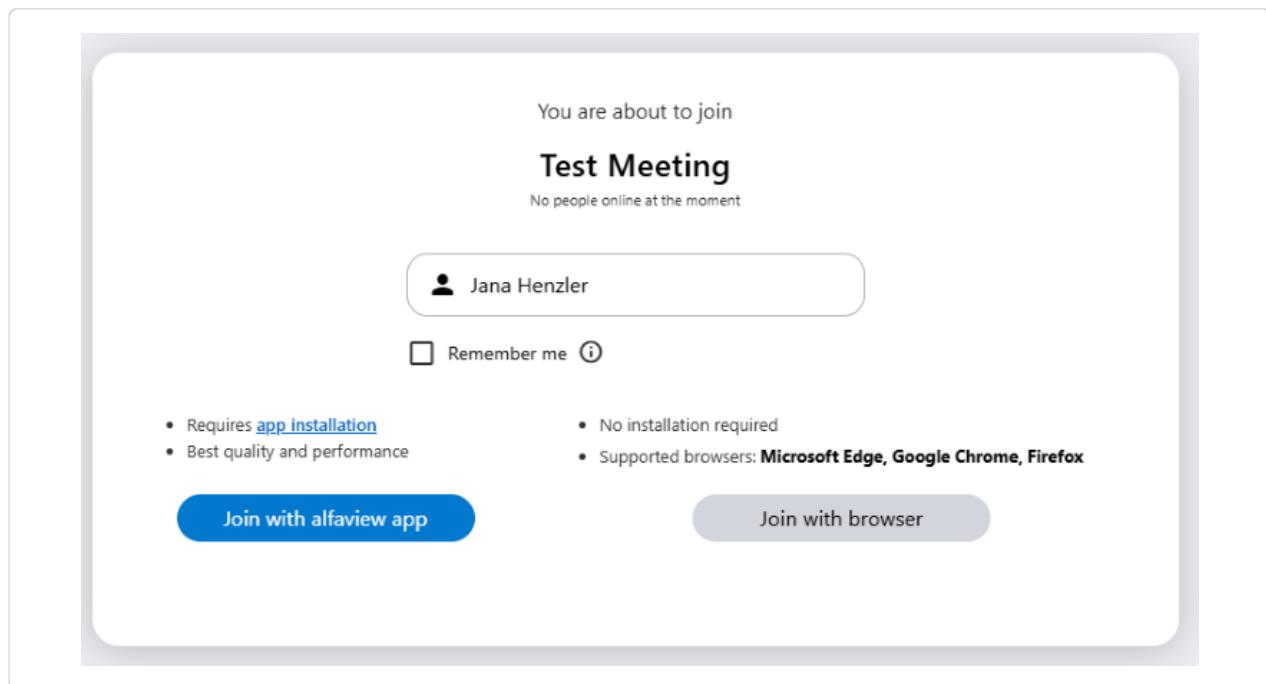
Join an alfaview room as a guest

> We recommend using the alfaview app, as access via the internet browser can be deactivated by the room administrator. Access via the internet browser is also not possible on mobile devices.

Last updated on November 24th, 2025, 08:14 am

Updates

Source: https://support.alfaview.com/en/first-steps/updates/

As soon as a new version is available, a corresponding notice appears when alfaview is started.

- Click the `Install update` button to start the process.
  - **Microsoft Windows:** The application will exit, update and restart itself. - **Apple macOS:** The application will exit by itself and open the installation window. Follow the instructions to complete the installation. After the new update is installed, alfaview will restart itself. - **Linux:** The application on Debian- and RedHat-based operating systems **is not automatically updated**. To ensure you are always using the latest version, please visit the download page ↗ regularly and follow the installation instructions for Linux systems.
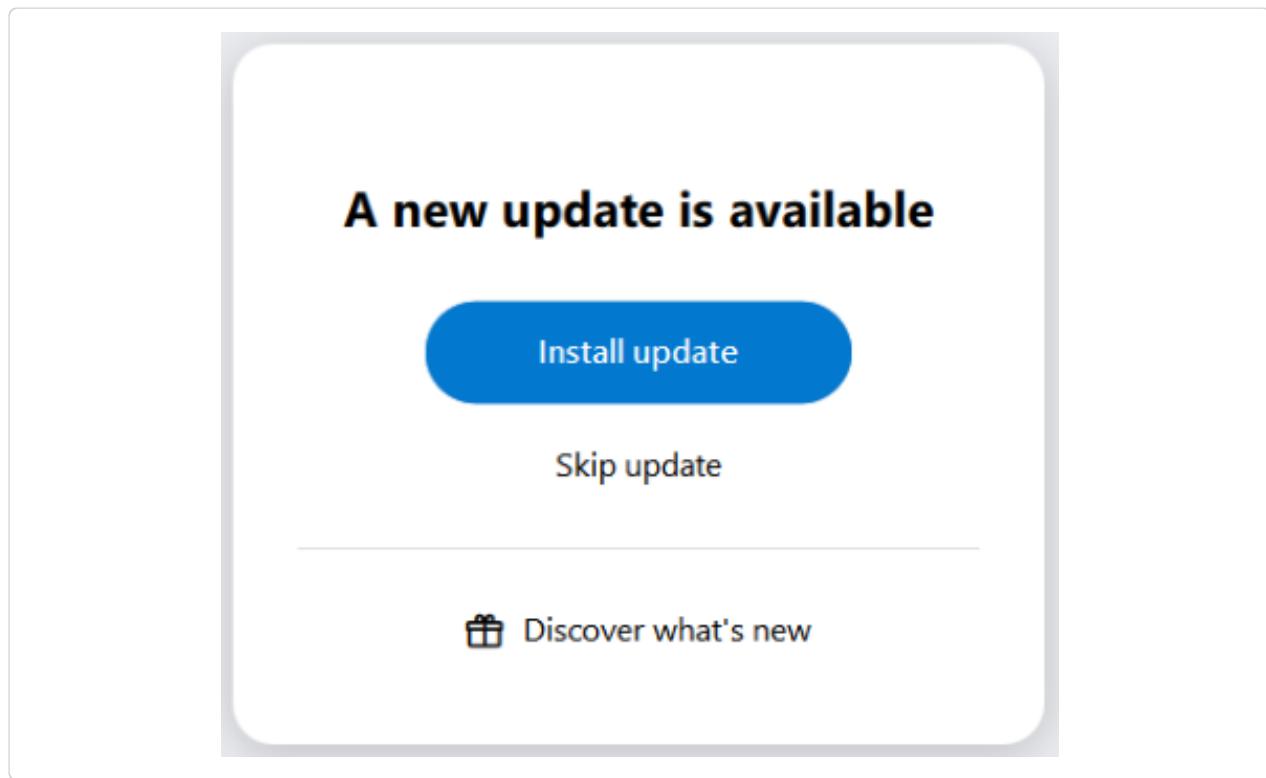
New version available

> For optional updates (e. g. a beta version), it is possible to skip the process. For detailed information on updates, see the article release notes ↗.

Updates on mobile devices

To keep the alfaview app up to date, you can enable automatic updates in your device settings or update the apps manually via the respective app store.

Android

- **Automatic Updates:**

  – Open the Google Play Store.
  – Tap on your profile icon (top right).
  – Select 'Manage apps and devices'.
  – Open the 'Manage' tab.
  – In the app list, tap on alfaview.
  – Tap on the 3-dot menu (top right) and tick the box next to 'Automatic updates'.

- **Manual Updates:**

  – Open the Google Play Store.
  – Tap your profile icon (top right).
  – Select 'Manage apps and devices'.
  – Tap 'Update' next to the alfaview app.

Apple iOS

- **Automatic Updates:**

  – Open Settings
  – Select 'App Store'.
  – Enable the 'Automatically update apps' option.

- **Manual Updates:**

  – Open the App Store.
  – Tap on your profile icon.
  – Scroll down to view pending updates.
  – Tap on 'Update' next to the alfaview app.

Last updated on November 18th, 2025, 09:49 am

Meetings and rooms

Source: https://support.alfaview.com/en/alfaview-app/home-screen/meetings-and-rooms/

> Use your invitation link to join an alfaview room or meeting without creating your own user account.
> For further information and instructions on how to join, please refer to page Join an alfaview room or meeting ↗ .

Once you have logged in to the alfaview application, you will see the **Meetings** and **Rooms list**. If you have added one or multiple rooms to your favorites, they will be displayed in the **Favorite rooms list**.
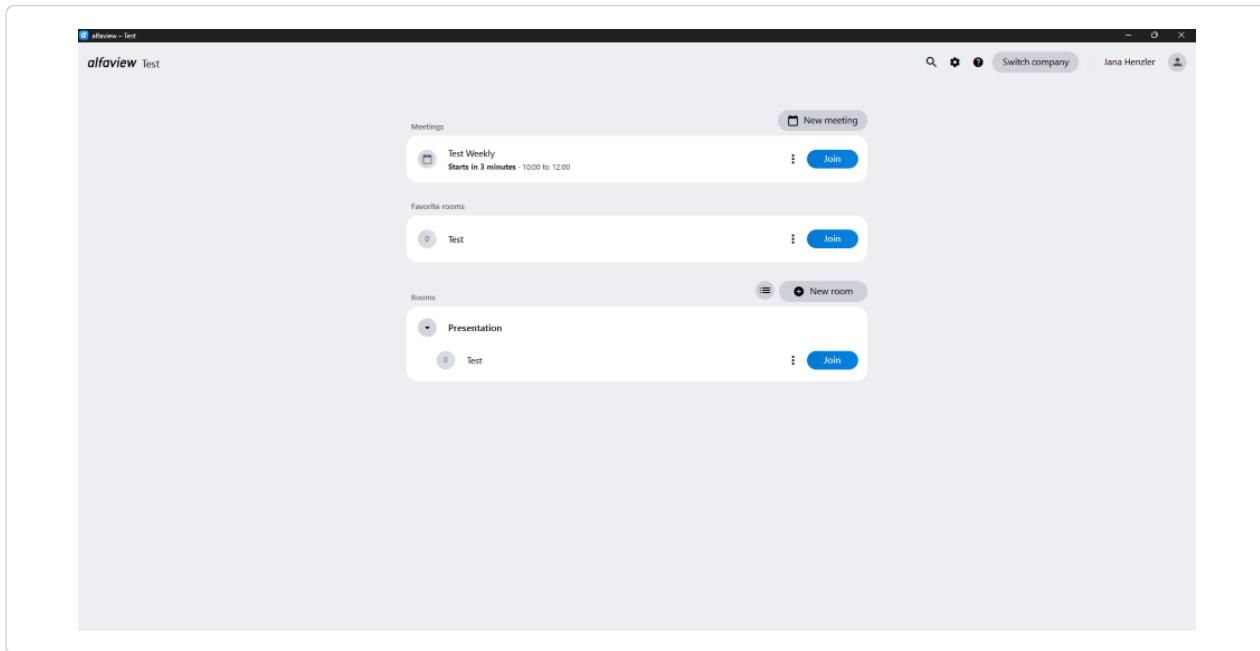
Room list with all available meetings and rooms

Meetings

Meetings are personal and time-limited rooms that all registered users can use to start a personal video conference. No special permissions are required to create a meeting.

- You can decide whether to start the meeting immediately or schedule it for a later time and date.
- The meeting is only visible to the person who created it. They can access the meeting through their meeting list.
- All other participants need an invitation link to join a meeting.
- Participants who are currently in a meeting cannot be found using the search function.
- Meetings are always temporary and will be deleted automatically once the defined duration has been reached.

> Please note that the meeting function is not included in every plan and must be enabled for your company. Please note that only registered users are able to create meetings.

For more information, please refer to the page Meetings.

Rooms

Members of your company can enter all alfaview rooms they have permission for at any time. You can grant guests either permanent or temporary permission to enter.

Organize your rooms clearly by creating a Room structure. Each room can have up to 50 breakout rooms for collaborative work or meetings. The main room offers Live transcription and translation.

- You can configure individual settings for each room.
- Company members with the necessary permission can access rooms without a link.
- You can create Guest and group links for individual rooms to invite people who are not part of your company. These links can be time-limited.
- Rooms are permanent and have to be deleted manually.

Favorite rooms

You can favorite rooms. This makes it easier to find rooms that you use frequently. All favorite rooms are displayed in the **Favourite rooms list** above the general **Rooms list**. If you do not have added any rooms as favorites, the list is not visible.

- Click on the context menu ⋮ of the room you want to add to your favorites.
- Click the heart icon in the top right corner of the window. If the heart is displayed in red, the room is added to your Favorite rooms list.
- The room will now appear in your Favorite rooms list.
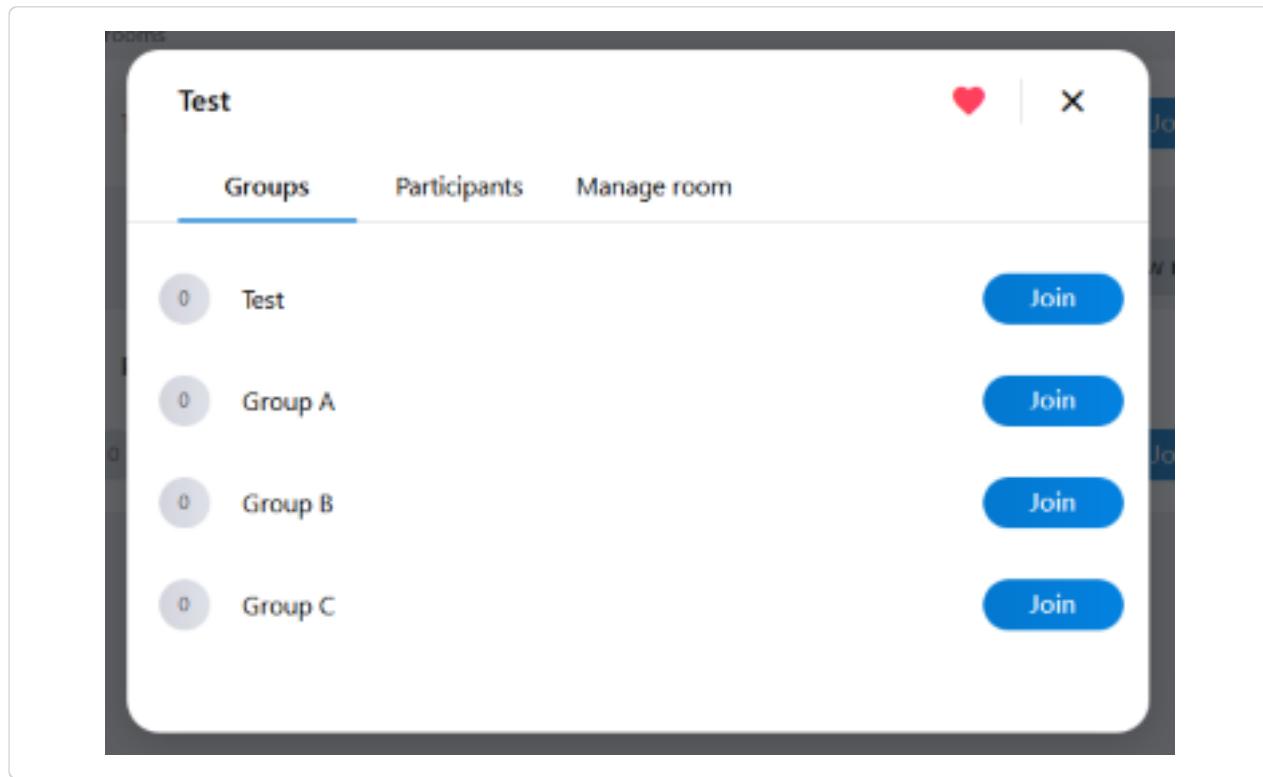
Add a room to your favorite rooms

For more information, please refer to the page Room management ↗.

Last updated on November 18th, 2025, 10:55 am

Switching Companies

Source: https://support.alfaview.com/en/alfaview-app/home-screen/switching-accounts/

If you are registered with your email address in more than one alfaview company, you can switch between the companies.

In the app

Select company

- Start alfaview. If you are not logged in, enter your username and password in the login dialogue.
- A dialogue with all available alfaview companies will open. Select the company you want to switch to from the list.
- Then click on the Select button next to the company's name.
- You will now be able to see every room you have access to within the selected company.
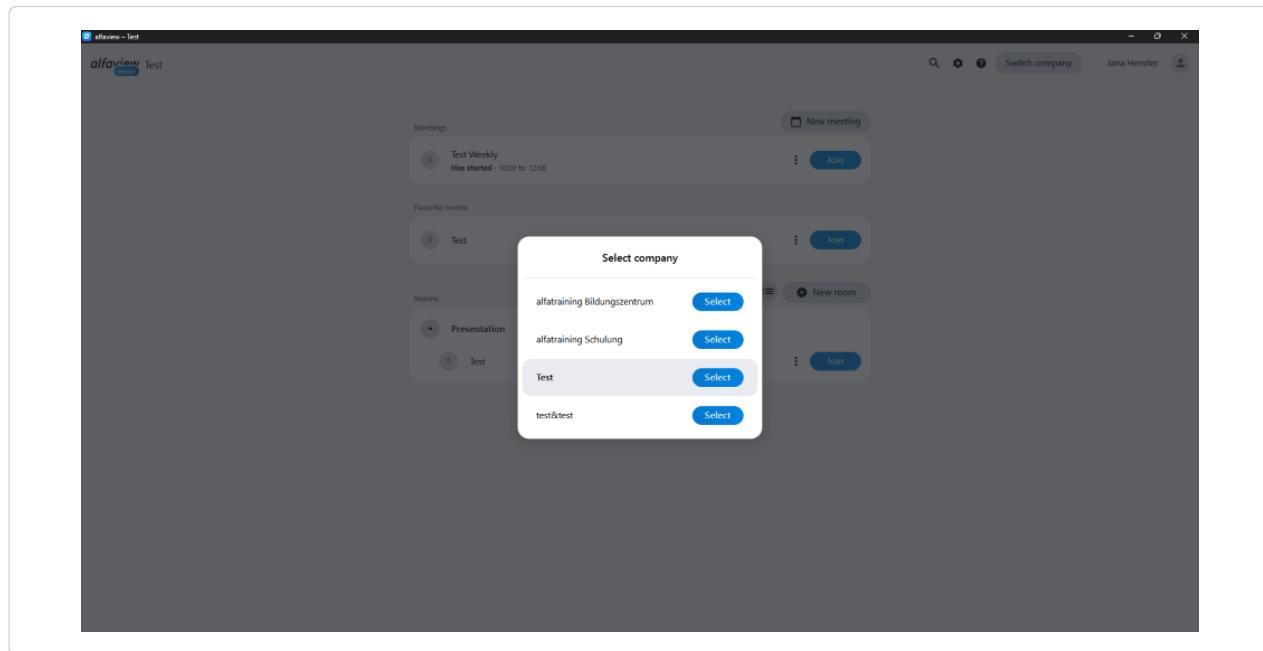
Select a company

Switch company

When you see the meeting and room list of your current company, you can switch to a different company.

- Click on the `Switch company` button in the top right corner of the alfaview app.
- Select the company you want to switch to from the list. Then click on the `Select` button next to the company's name.
- You will now see the room and meeting list of the selected company.
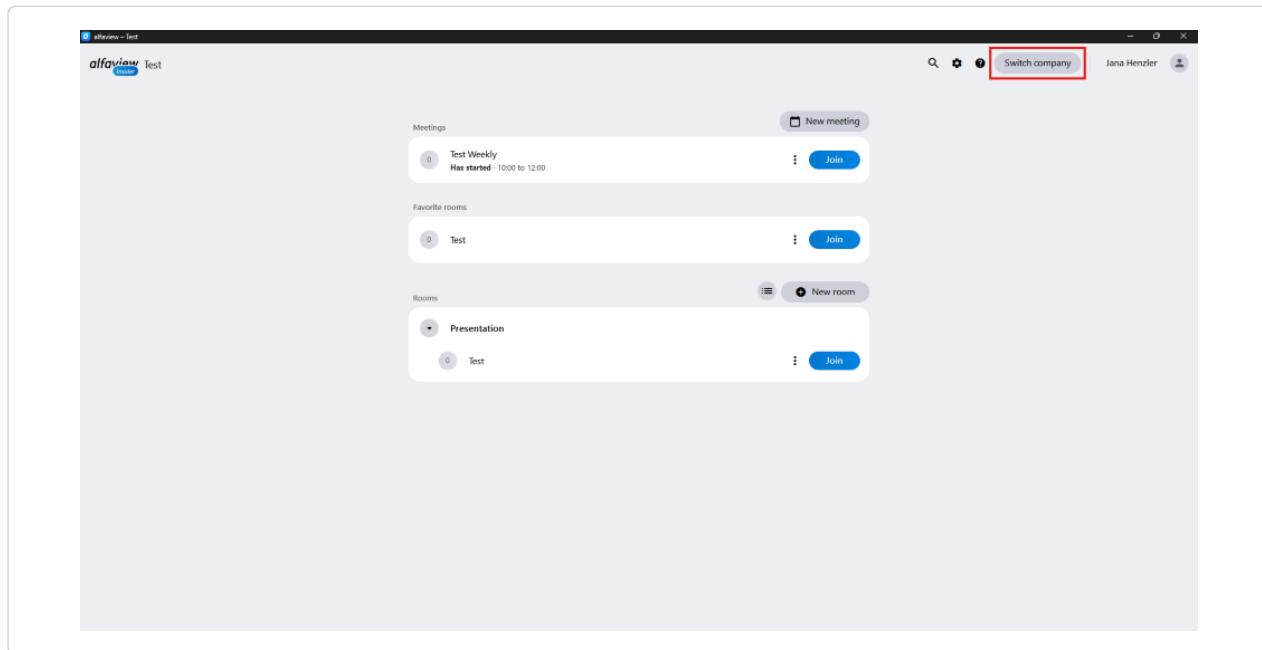
Switch the company via the room list

In the administration interface

- Login to the [administration interface](#) ↗.
- In the menu on the left, click on the `Switch company` button.
- Select the company you want to switch to from the list.
- Then click on the `Select` button next to the company's name.

Last updated on November 18th, 2025, 11:09 am

Search for rooms and users

Source: https://support.alfaview.com/en/alfaview-app/home-screen/search-for-rooms-and-users/

> The search function is only available when you are logged in with your account. If you use a guest or group link the search function is not available.

In the room list

After logging in to the alfaview app or the web client, you will see the meeting and room list.

- Click on the 🔍 **Search** icon in the top right corner.
- In the new window, enter the name of the person or room you are looking for.
- If you want to join the person or room you are looking for, simply click on the Join button.
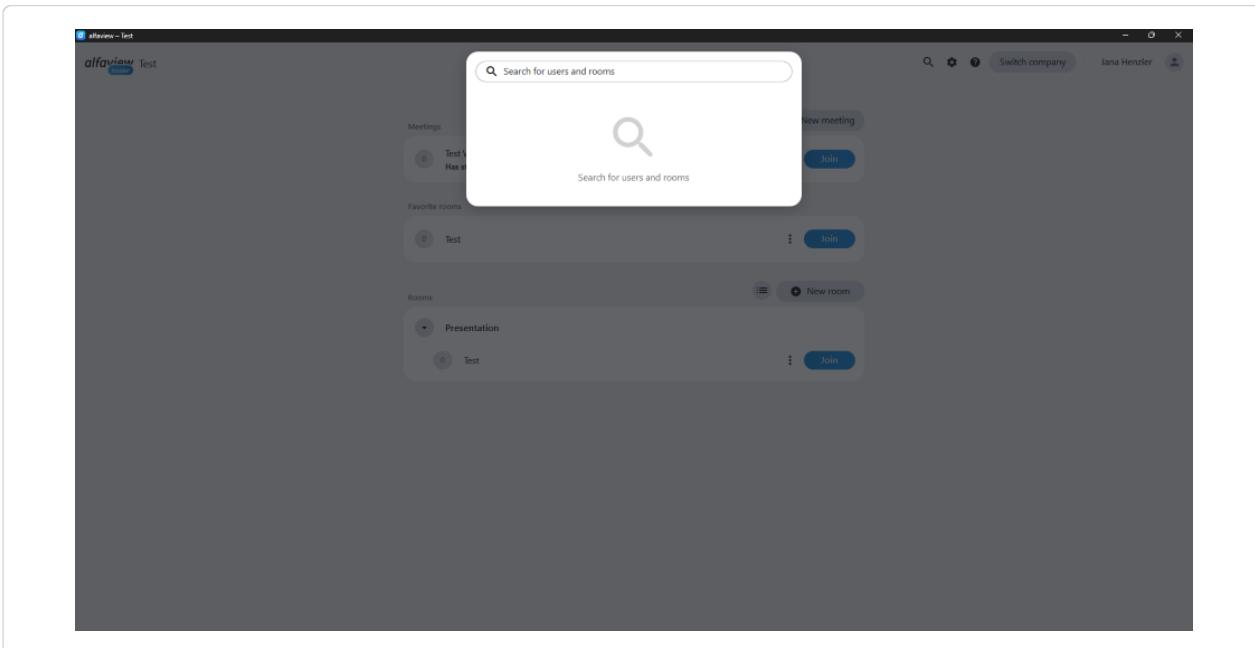
Search in the room list

> The search function will only show people who are in a room you have access to.

In an alfaview room

The search function is also available if you've already joined an alfaview room.

- Click on the 🔍 **Search** icon in the status menu in the bottom left corner.
- In the new window, enter the name of the person or room you are looking for.
- If you want to join the person or room you are looking for, simply click on the Join button.

> It is always possible to use the **shortcut Ctrl-F** to open the search window, no matter if you are currently in an alfaview room or not.

Last updated on November 18th, 2025, 11:01 am

Set up Camera and Microphone

Source: https://support.alfaview.com/en/alfaview-app/home-screen/setup-camera-and-microphone/

Before entering a meeting or alfaview room

Before you enter an alfaview room, the Quick Setup menu is displayed. This allows you to adjust the settings for your audio equipment and camera.

Set up your camera

You can see a preview video of the camera your device selected by default in the Quick Setup window. If you want to select a different camera, you can do so in the menu on the right of the video.

> If you see the message **Camera is turned off** instead of a video, please activate your camera.
>
> - Click on the **camera** icon above the preview video. – Then, click on the **camera on** button**.**
>
> Your camera is activated when the camera symbol is displayed in blue.

Select a camera

- Click on the drop-down menu with the camera icon and the name of the preselected camera.
- The drop-down menu will open. Select the camera you want to use.
- The preview video on the left will now show the video of your selected camera.

Select camera

Virtual Backgrounds

The feature **Virtual backgrounds** allows you to hide your video background and protect your privacy.

- Click on **Virtual Backgrounds** in the menu on the right. - Select how you want to edit your surroundings. You can choose from **colour backgrounds**, **standard backgrounds** and **study backgrounds**. - **Standard backgrounds** also offer three levels of **blurring**. To select the blur intensity, click on the drop icon.
- You can also select the option to mirror your own video for yourself. The participants in the alfaview room will see your video unmirrored. Click on the slide control to activate or deactivate this feature.
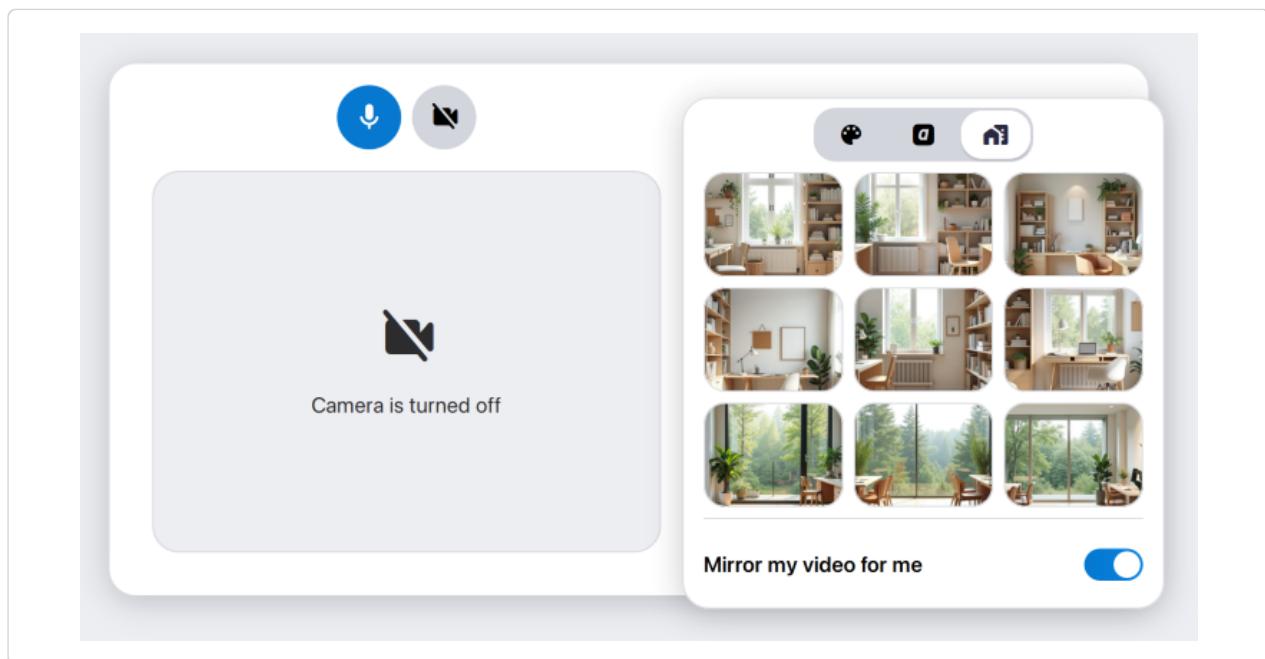
Study backgrounds

Blur surroundings

> Your settings will be saved and applied the next time you start alfaview.
> Further settings can be found under General settings.

You can decide who is allowed to see your video before you join an alfaview room. Click on the camera icon above the preview video and select one option.

📹 **Camera on** Everyone in the alfaview room can see you, and you can see everyone.

📹 **Camera to VIP only** Only VIPs in the room can see your video, and you can only see the videos of VIPs.

📹 **Camera off** No one can see your video. You are also not able to see other participants' videos.

> alfaview follows the principle **I see you, you see me**. In practice, this means that you can only see the videos of the other participants if your own camera is running.

Set up your audio device

You can select your audio device from the menu to the right of the preview video. Click the microphone icon to open the drop-down list.

The drop-down list is divided into the tabs **Headset**, **Microphone** and **Speaker**. Here you can select your preferred devices.

> If you connect a new audio device to your computer after starting alfaview, a message window will appear. In this window you can select the new device as the audio device.

Headset

- In this tab, you can select the headset to be used in the alfaview room.
- You can also activate the **Echo cancellation** and **Noise cancellation**. To do so, click on the switch next to the feature you want to activate.
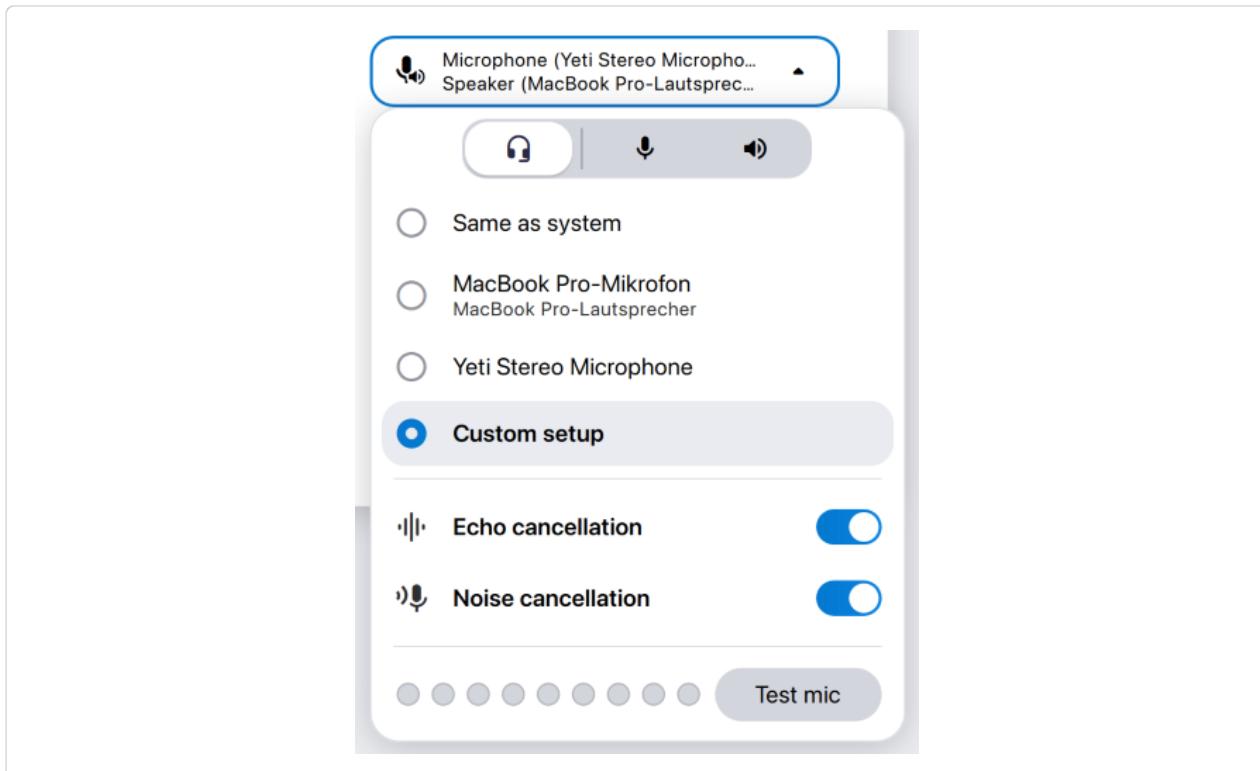
Select your communication device

> The Headset tab is only displayed when a headset is connected to the PC. If no headset is detected, there will be only the Microphone and Speaker tabs.

Microphone and Speaker

If you want to use a separate microphone and speaker instead of a communication device, select the devices in the **Microphone** and **Speaker** tabs. To test the functionality of your speakers, click **Test Speaker**.

If you are using a separate microphone, we recommend that you enable **Noise cancellation** and **Echo cancellation**. This will minimize background noise.

Echo cancellation

If you are using a separate microphone and loudspeaker instead of a headset, we recommend that you enable **Echo cancellation**. This setting prevents audio being picked up from your speaker and retransmitted by your microphone.

> If you are using a headset, Echo cancellation is automatically disabled.

Noise cancellation

Noise cancellation filters out unwanted background noise from microphone transmissions, improving your audio quality.

Activate microphone before entering an alfaview room

You can decide whether you want to enter the alfaview room with the microphone on or not.

- To do this, click the 🎤 **microphone** icon above the preview video.
- If the button is blue, your microphone is on. The icon will also pulsate when you speak.
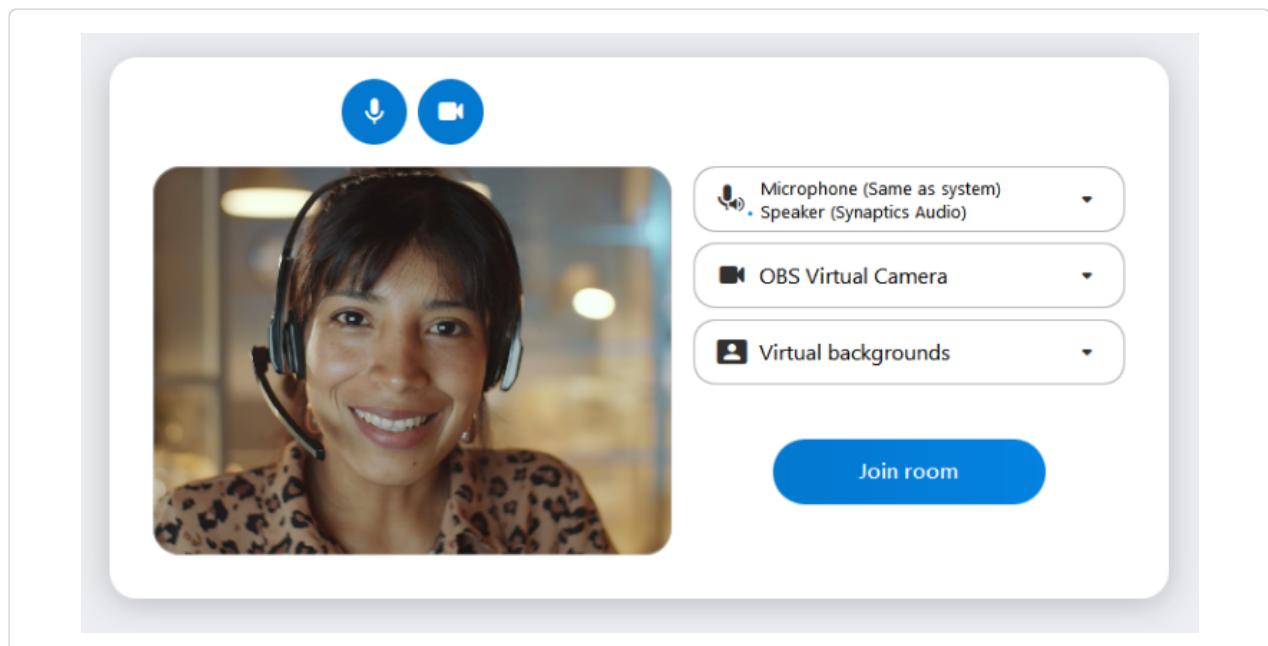
Activate your microphone before entering an alfaview room

> Your settings will be saved and applied the next time you start alfaview.
> Further settings can be found under General settings.

In a meeting or alfaview room

You can still change the camera and audio settings if you have already joined an alfaview room.

- Click on the ⚙ **Settings** icon in the secondary menu.
- Audio settings:

  – Click on **Audio**. - Select your **microphone**, **speaker** and **headset** from the corresponding drop-down menus. - Enable or disable **Echo Cancellation** and **Noise Cancellation** by clicking on the sliders. - In the **Advanced Settings**, you can **optimize your microphone** and set the level of **noise cancellation**.

- Video settings:

  – Click on **Video**. - Select your **camera** from the corresponding drop-down menu. - Protect your privacy by using **virtual backgrounds**.

> We recommend the automatic Noise cancellation.
> If you want to optimize your microphone yourself, you can use our **Microphone optimization**.
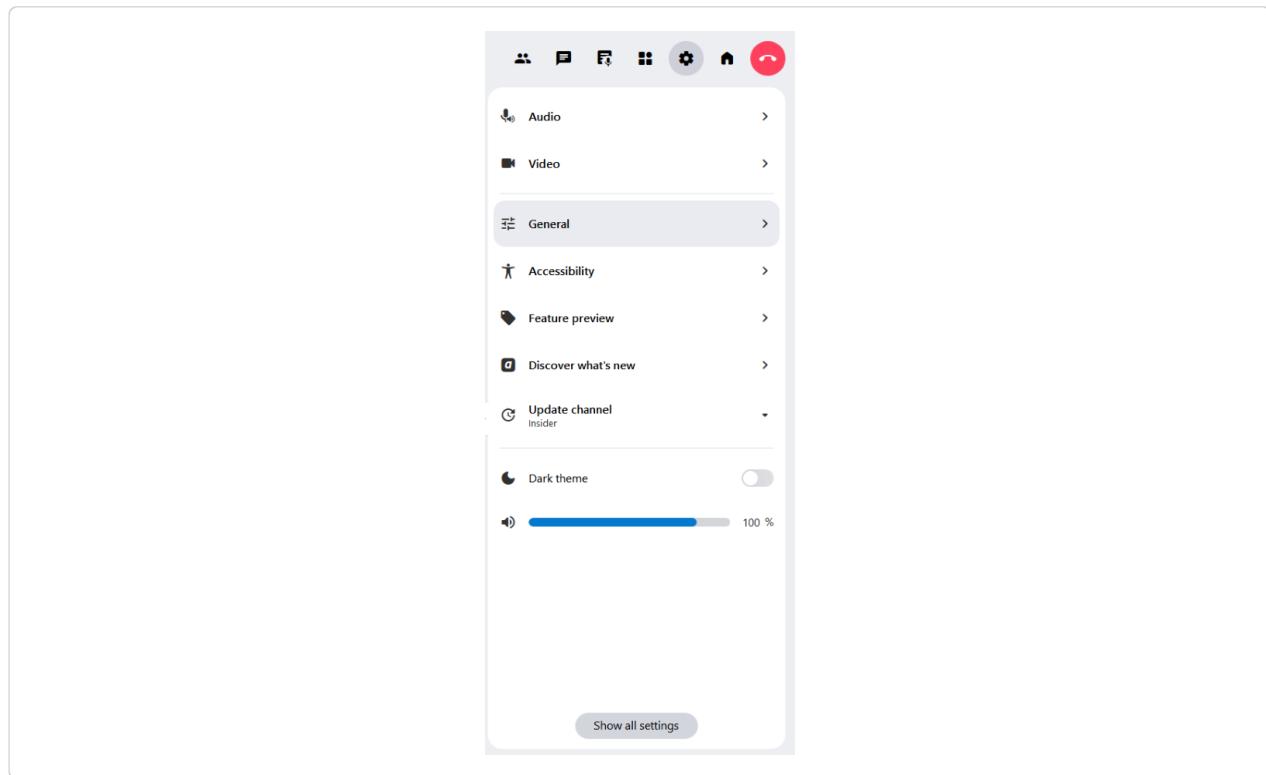
Settings in the secondary menu

Microphone optimization

Microphone optimization allows you to manually adjust the noise reduction settings to suit your device.

- Disable **Noise cancellation**. - Click on **Advanced settings** and select **Microphone optimization**, which allows you to manually adjust the noise cancellation for your microphone.
- We recommend that you use the Optimization wizard. To do this, click the Run button.
- Read the text at normal volume.
- Your microphone is now optimized.
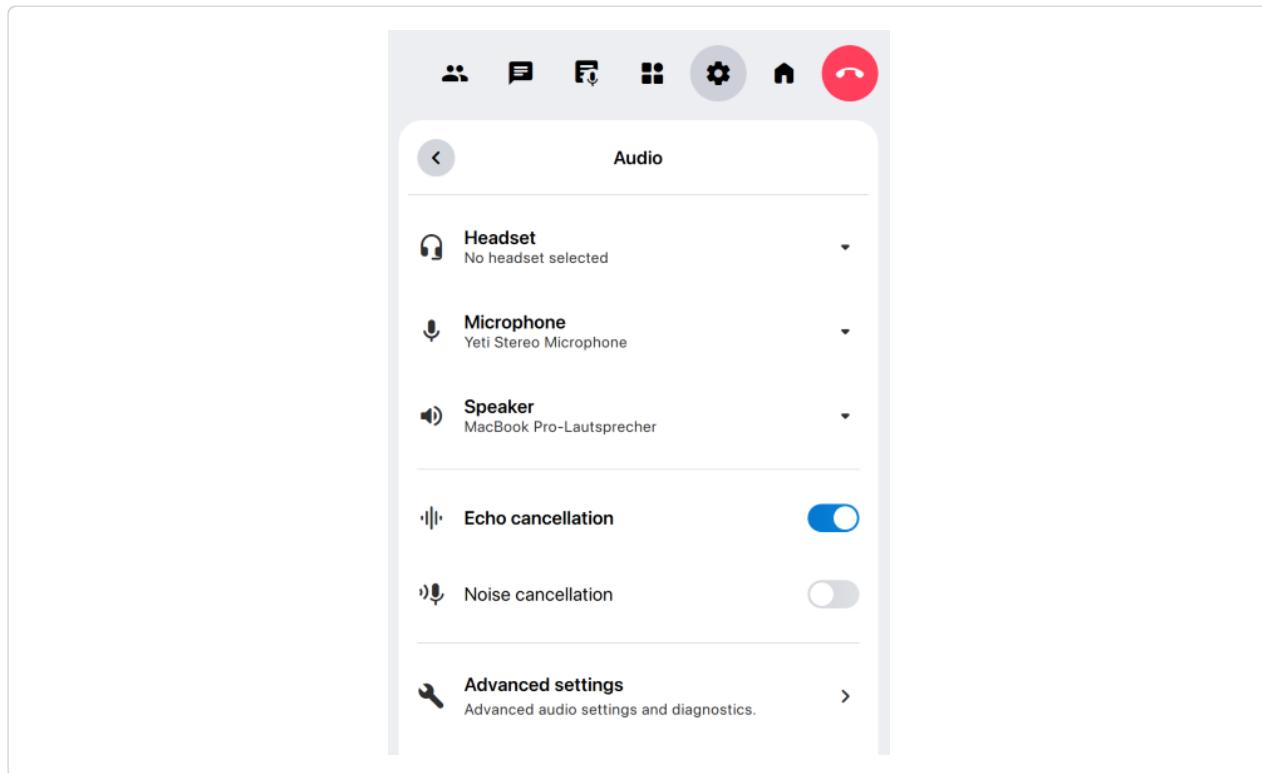
Echo cancellation and Noice cancellation

Alternatively, you can optimize your microphone yourself.

- Speak into your microphone.
- Now move the slider to adjust the microphone sensitivity. Make sure the indicator bar turns blue and moves beyond the slider to the right.
- When you are not speaking, the indicator bar should be orange or invisible. This means that your voice is not being transmitted.
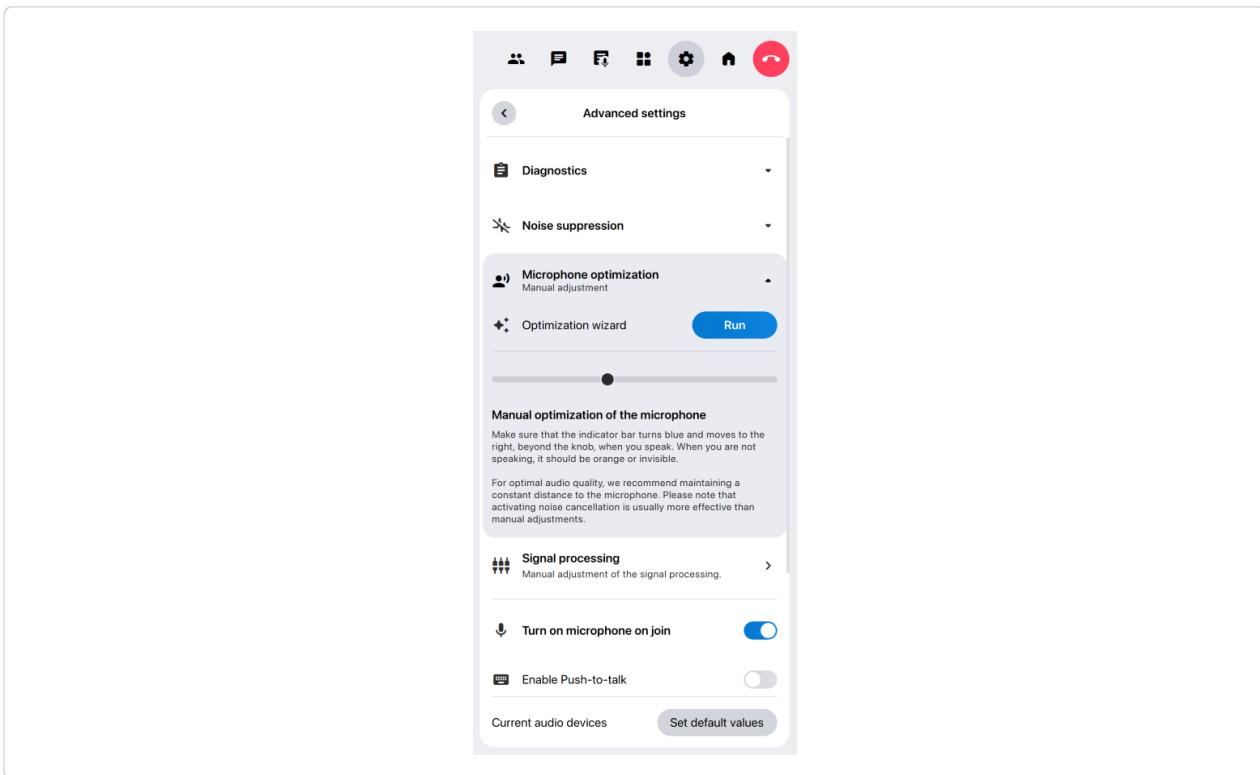
Microphone optimization

Last updated on November 18th, 2025, 10:16 am

Participant videos and presentation area

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/participant-videos-and-presentation-area/

The stage is the central element in alfaview. This is where both the participant videos and shared content are displayed. Participant videos are displayed in either Speaker view or Gallery view. When content or a screen is shared in the presentation area, the participants' videos are displayed at a reduced size.

- Participant videos
- Gallery view
- Speaker view
- Mini window

Participant videos

While you are in an alfaview room, the videos of all participants are displayed on stage.

- Each participant video contains the name of the participant.
- As soon as a participant speaks, a blue frame appears around the video image.
- Participants marked as VIP are displayed with a bigger video image. The videos are also marked with a star icon.
- If a participant is on a break, the coffee cup icon is displayed instead of the video.
- If a participant has no camera attached, a message is displayed that the camera is turned off.

> Participants' videos are sorted by the order in which they enter the alfaview room. It is possible to change the sorting to alphabetical order in the Room features.

In the Status menu at the bottom left, you can choose whether you want the videos to be displayed in Gallery view or Speaker view. Click on the icon to change the view.

Gallery view

Gallery view with shared content

When a person starts to share content, this content is displayed in the center of the stage. The participants' videos are arranged to the left of the presentation area. Videos of VIPs are displayed in a larger size.
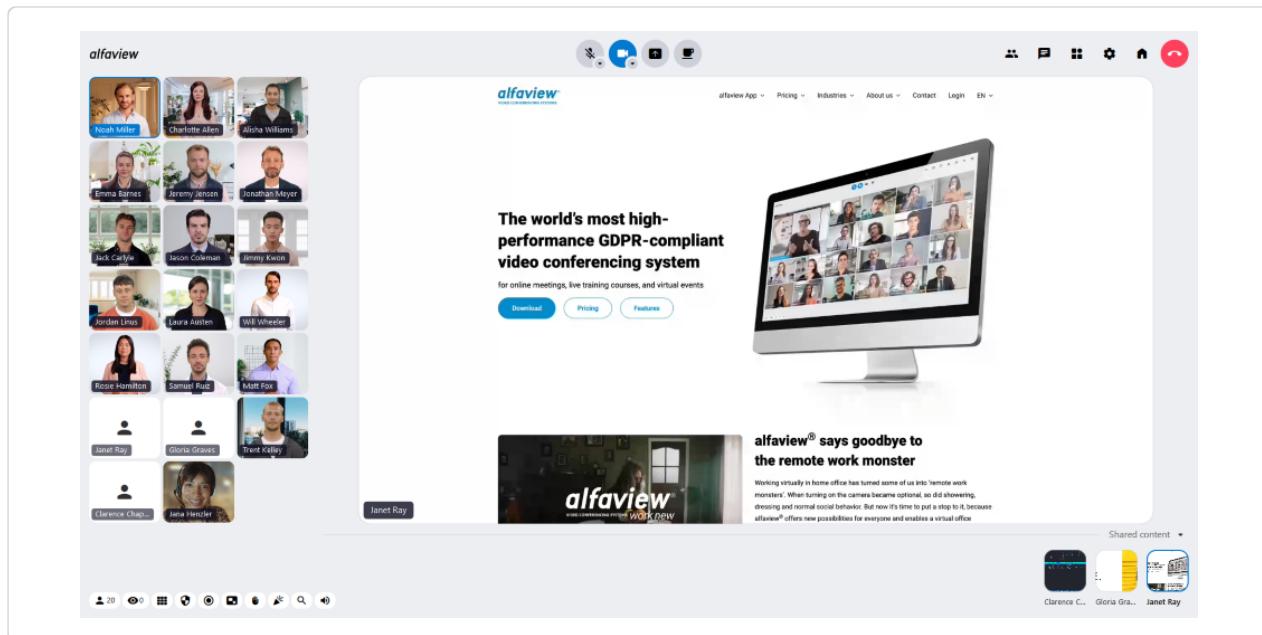
Gallery view with shared content

To view specific content when multiple pieces are shared, simply click on the small preview of the desired content located at the bottom of the presentation area.
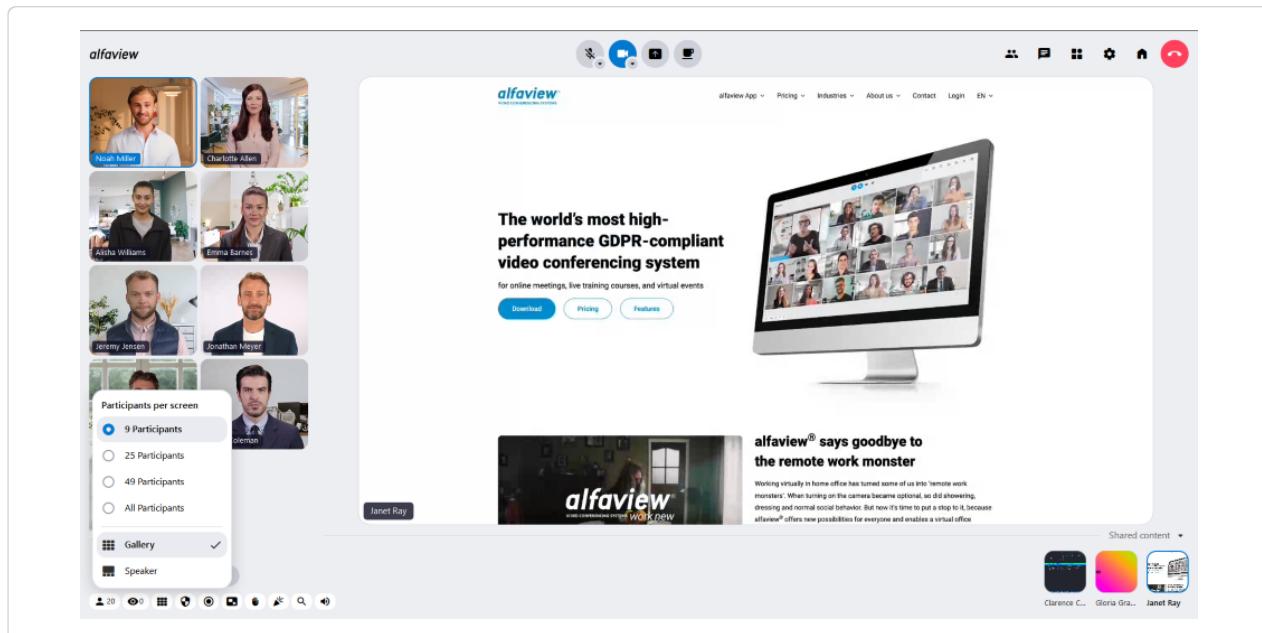
Gallery view with shared content and 9 persons per side

> For more information on sharing your screen or using a second camera to share content, please refer to the Screen and audio share ↗ page.

Speaker view

> 🔲 **Show me first in the speaker view** If you want your video to appear at the top of the list of participants' videos, enable in the Feature settings . This setting only adjusts your video list and has no effect on other participants' videos.

Speaker view with shared content

When a participant or moderator starts sharing content, the person speaking is displayed as a larger video next to the shared content in the presentation area. The videos of all other participants will continue to be displayed in a row at the bottom of the stage.

If multiple people share content simultaneously, it will be displayed in a list below the video of the person speaking. To display a specific content, simply click on the content you want to display.
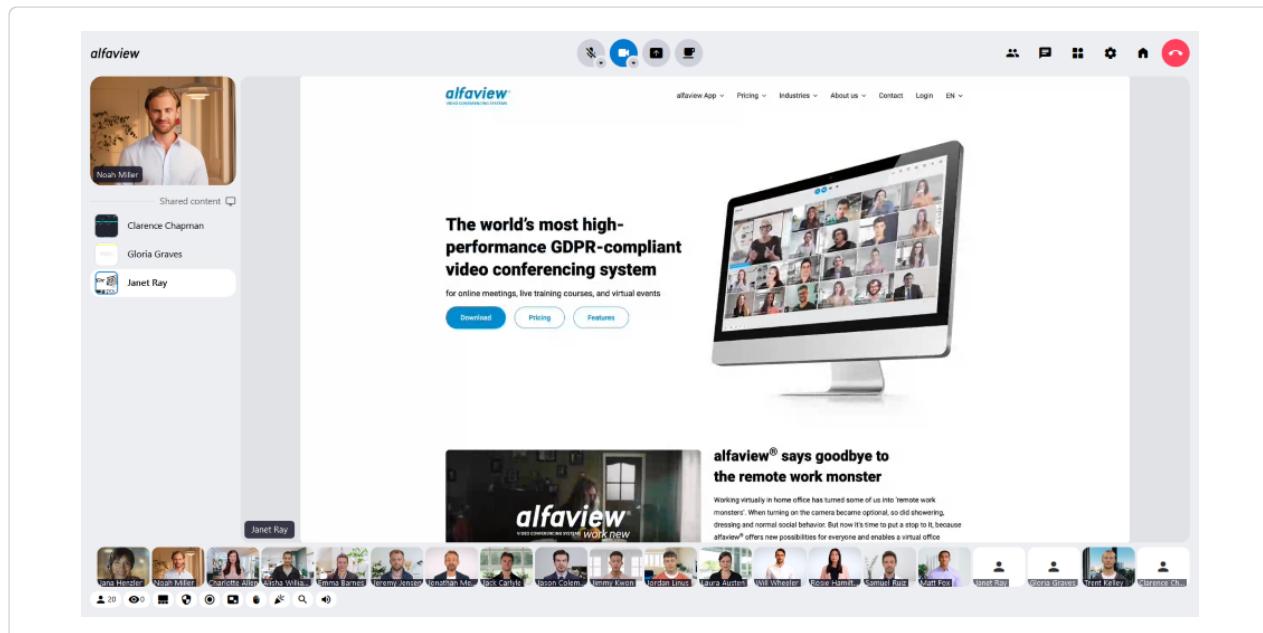
Speaker view with shared content

> For more information on sharing your screen or using a second camera to share content, please refer to the Screen and audio share page.

Mini window

Disable the Mini window If you minimize the main window of alfaview, the mini window will be displayed automatically. You can deactivate this function in the General tab in the settings by removing the tick in the box next to **Show mini window when minimized.**
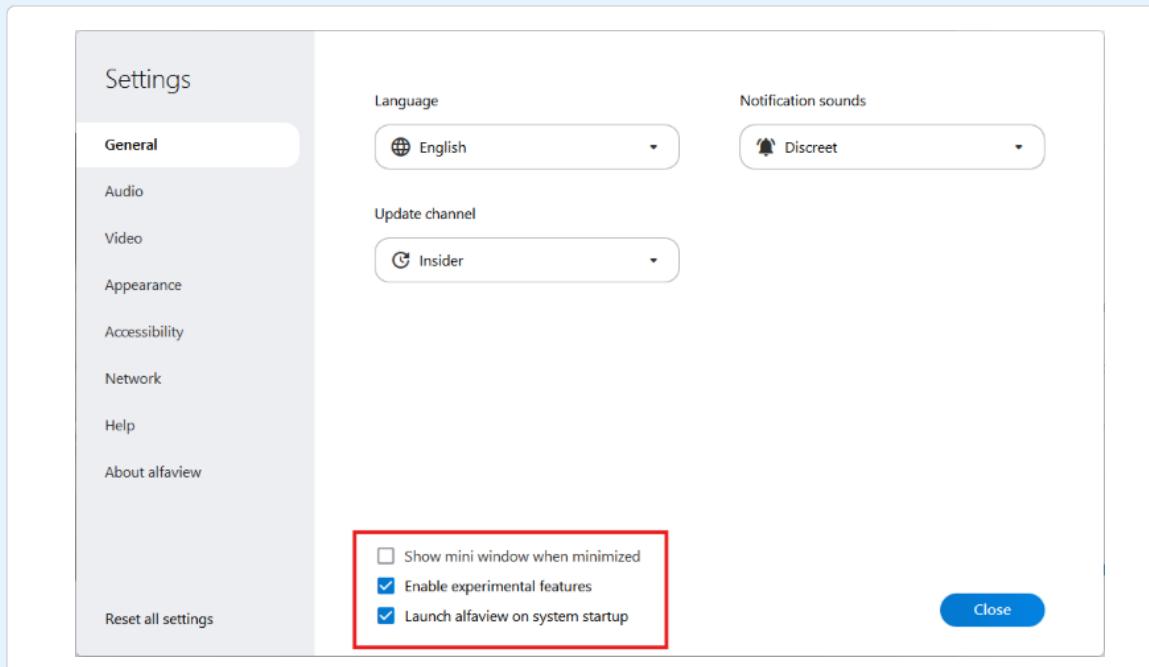
Disable the mini window in the settings

Video view

Compact Control-Only Mode

Instead of the video view, you can choose to display the Compact control-only mode. This view provides access to all settings of the main menu.
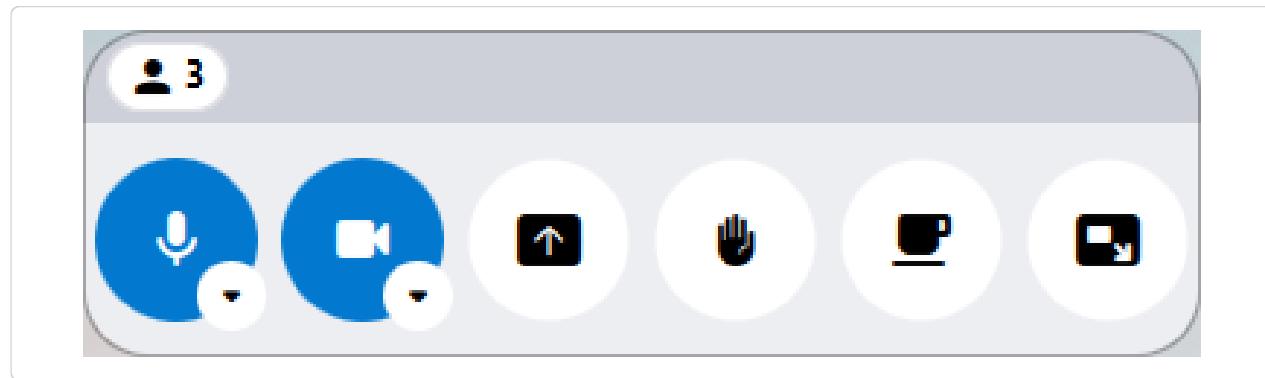
Compact control-only mode

- To switch to compact control-only mode, move the mouse to a corner of the mini window until the pointer turns into a double arrow.
- Click and hold the left mouse button.
- Drag the window smaller.
- Release the mouse button when the compact view appears
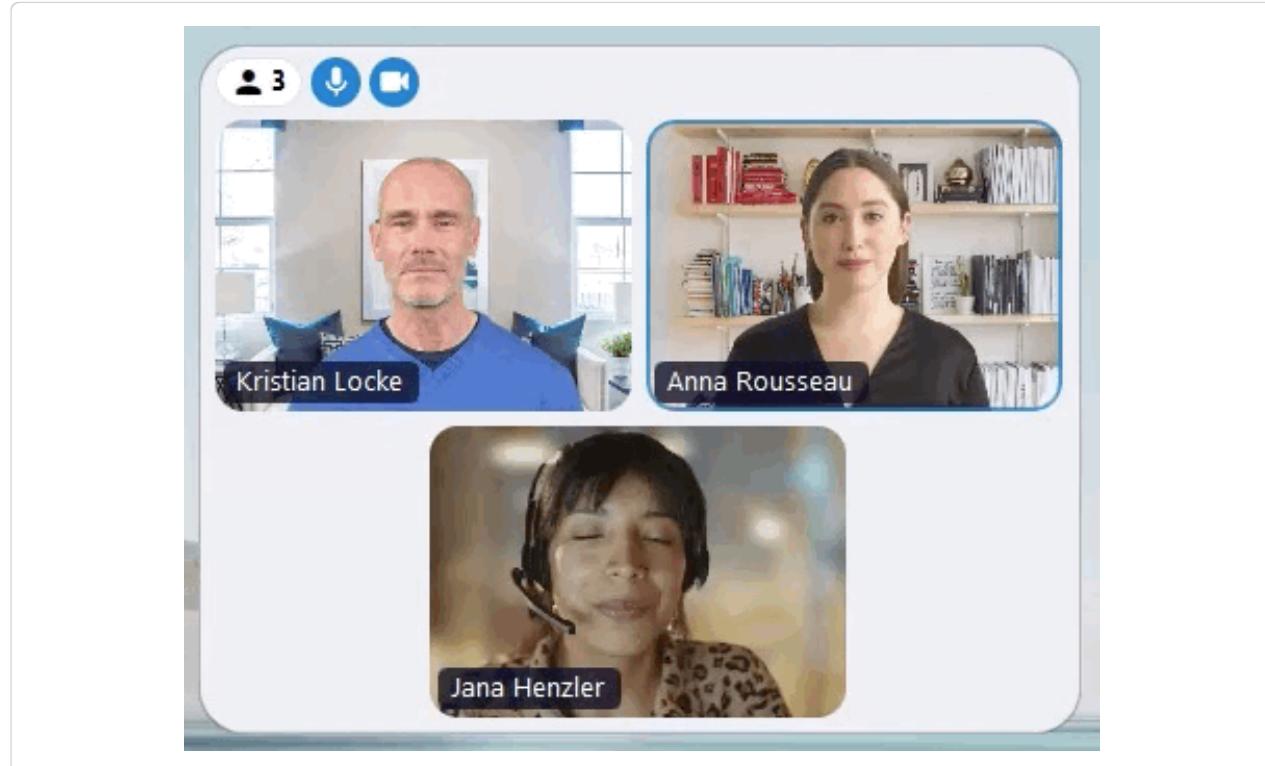
(Animation)

Switch to the compact control-only mode

To return to the main window of alfaview, click on the mini window icon.

Primary controls in the Mini window

The mini window contains the most important functions and information from the main and status menu.

> The Mini window will reopen in the same position when used again.

Main menu. The mini window contains all the functions of the main menu and allows you to return to the main alfaview window.
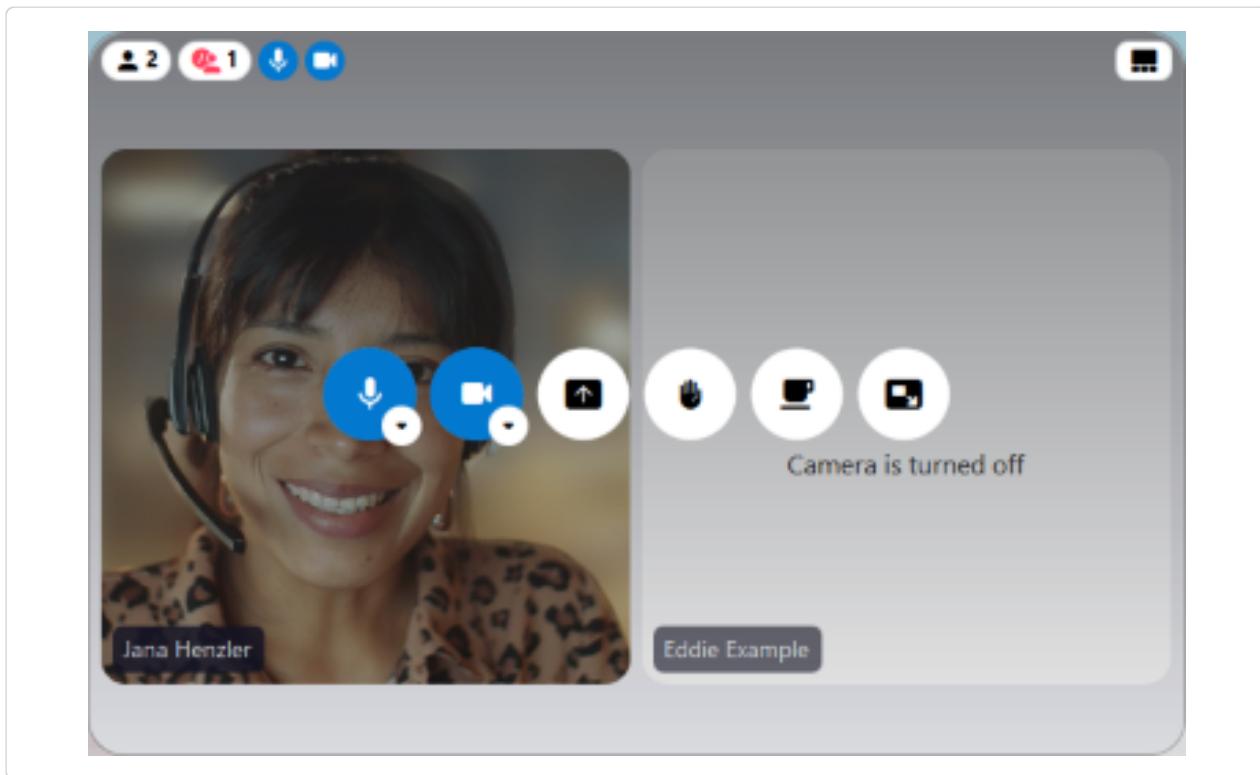
Primary controls

Status menu. 👤2 2

👥1 **Waiting room** Here you can see the number of people who are currently waiting in the Waiting room. This information is available for room administrators and moderators only. For further information, refer to page Waiting room .

🎤 **Microphone** If your microphone is activated, the microphone icon is blue. The microphone icon will appear grayed out if your microphone is disabled.

📷 **Camera** If your camera is activated, the camera icon is blue. If you only send your camera image to VIPs in the alfaview room, the camera icon will be displayed with a small star. The camera icon will appear grayed out if your camera is disabled.

⬆ **Screen sharing** When you share content (screen or second camera), the Screen sharing icon is displayed.

Screen sharing and shared content

Share content. 🖥1 1

View shared content. 🖥3 When someone shares their screen, the screen icon will appear in the top right-hand corner of the Mini window. If multiple people are sharing content simultaneously, you can choose which content to display.

- Click the screen icon.
- Select the shared content you want to view.
- Then, click the Select button.
- To return to the video view, click the screen icon again and select **Hide shared content**.
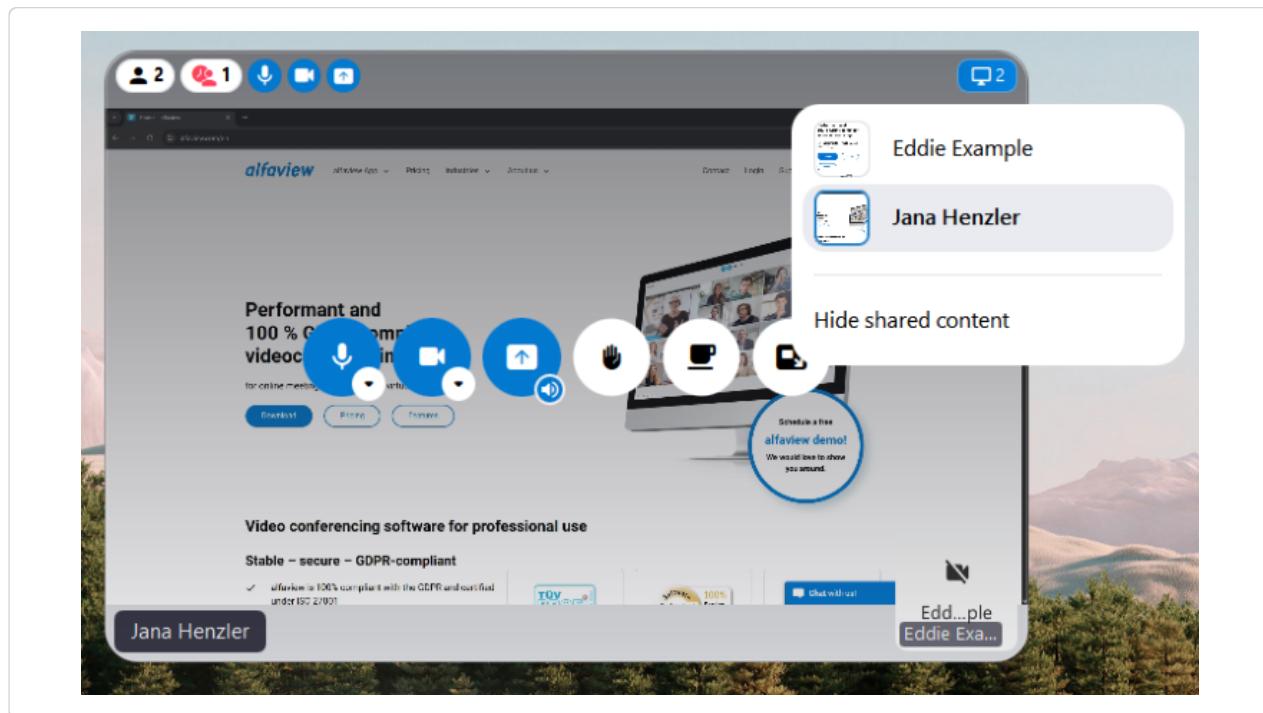
View shared content

Last updated on February 3rd, 2026, 07:26 am

Accessibility features

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/participant-videos-and-presentation-area/accessibility/

> With the update to alfaview 9.0, extensive options are available that ensure accessibility. This article introduces and explains the new accessibility features. For more information on the full update, see our **release notes** ↗.

Keyboard navigation scheme

Extensive provisions for keyboard navigation are now available in alfaview. You can choose between two different navigation options:

- **Tab navigation** This navigation allows you to access all controls using the Tab key.
- **Tab-arrow navigation** In this navigation, you use the Tab key to move from one group to another (e.g. secondary menu) and the Arrow keys to move through the elements (e.g. camera or microphone buttons in the secondary menu).
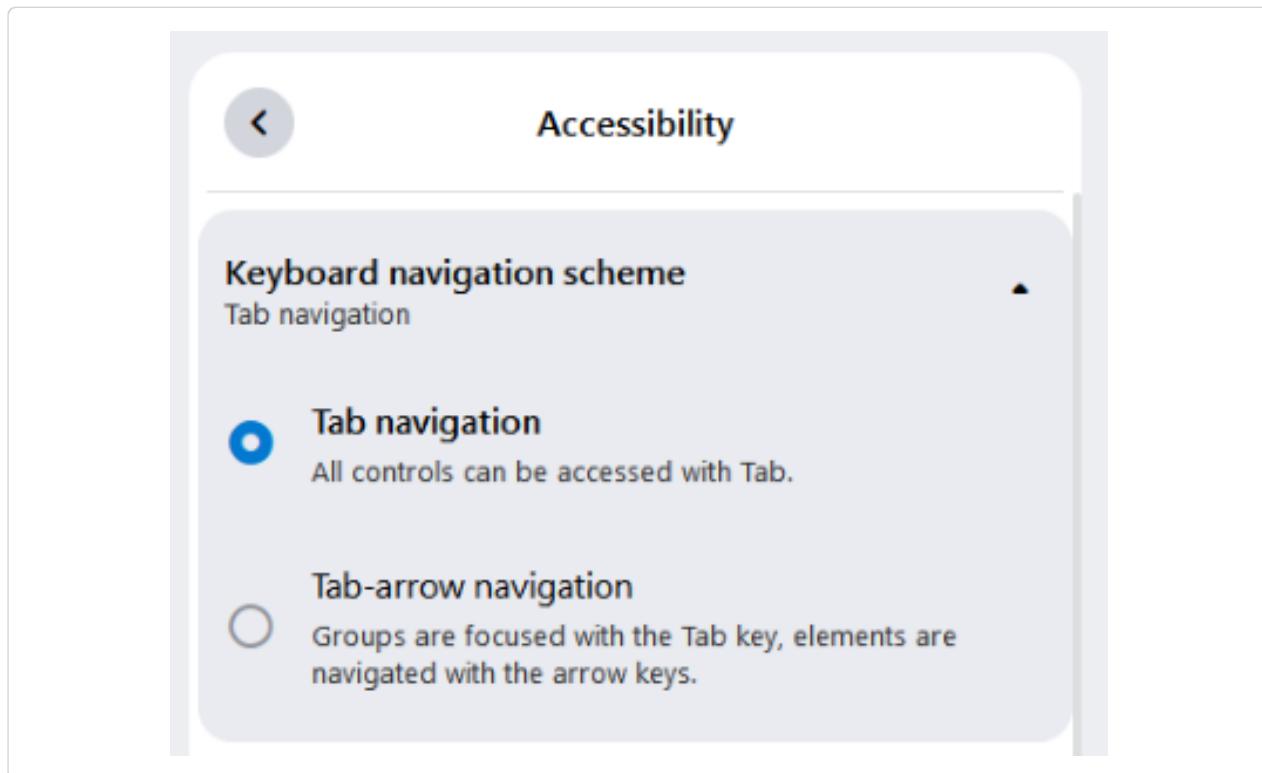
Keyboard navigation scheme

Interface font size

This setting allows you to change the font size in the alfaview app. You can choose from **Default**, **120 %, 135 %** and **150 %**.
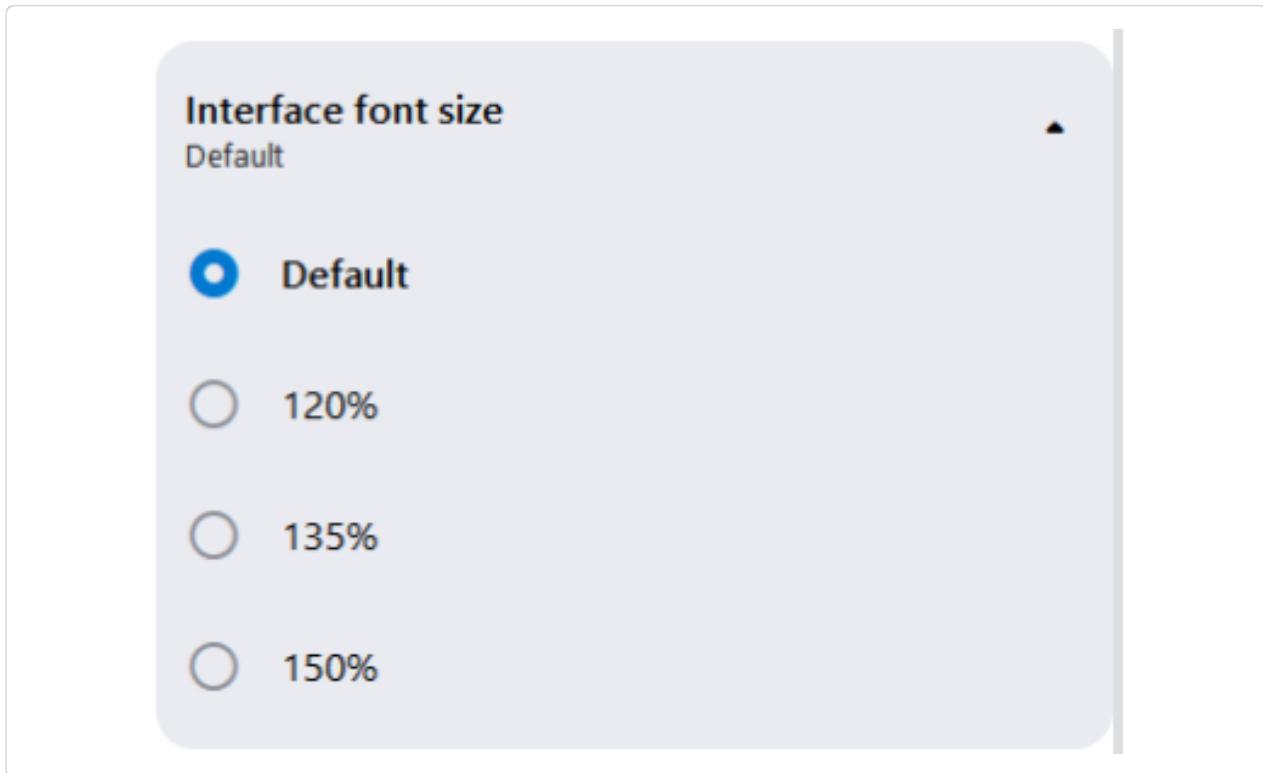
Interface font size

Chat font size

This setting allows you to change the font size in the alfaview app. You can choose from **Automatic**, **120 %, 150 %** and **200 %**.
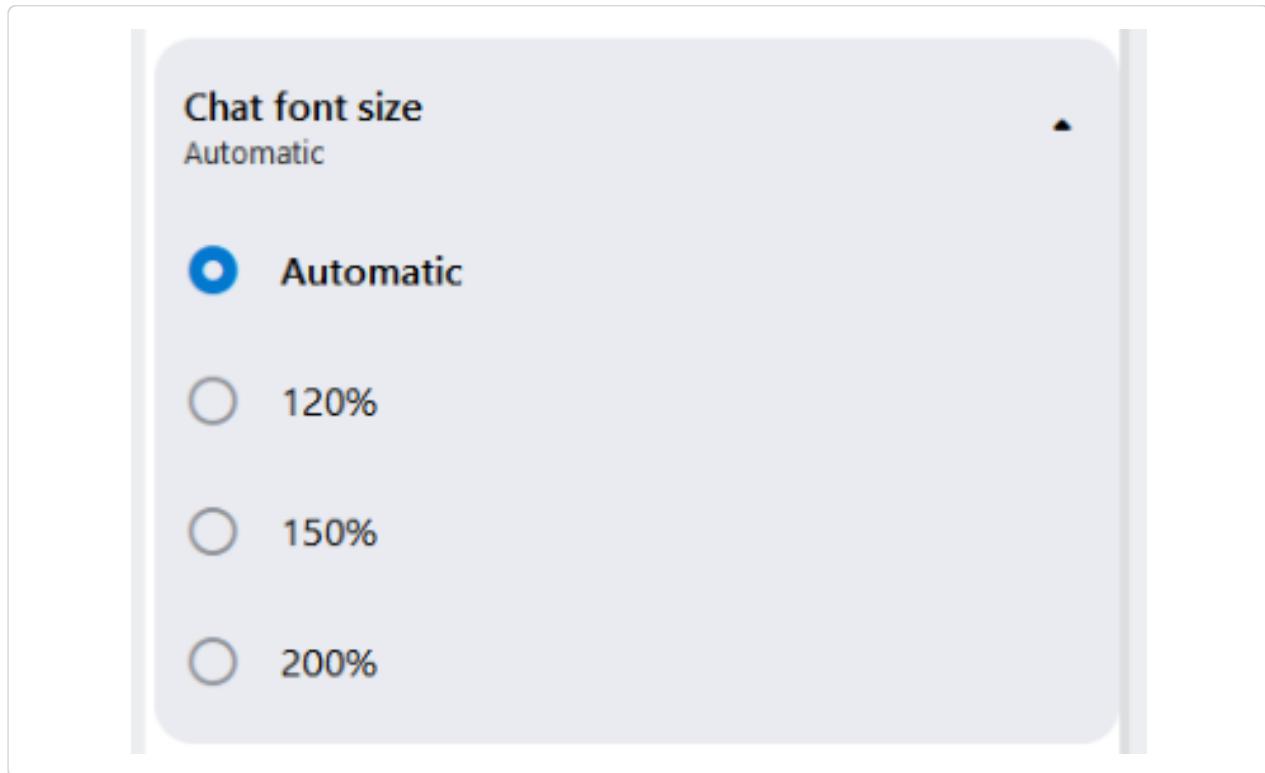
Chat font size

Screen reader announcements

alfaview offers a wide range of support for screen reader applications in desktop and mobile apps. This feature is not yet available for the web client. If you rely on screen readers, alfaview makes it easy for you to schedule, attend meetings, and receive voice notifications about events during the meeting. alfaview supports all common screen reader applications such as JAWS, NVDA, VoiceOver, and TalkBack.

Screen reader support includes the following features:

- **Indication of Participant Activity:** Users will receive notifications when a participant has entered or left the room.
- **Private Messages Accessibility:** alfaview will read out the content of private messages, ensuring that visually impaired users can access and respond to personal communications.
- **Dynamic Feedback:** The screen reader will provide real-time feedback, ensuring that users are continuously updated with events in the application.
- **Active Speaker Identification:** The screen reader will identify and read out the name of the current active speaker, helping attendees to follow along and understand who is speaking at any given moment.
- **Group Message Announcement:** alfaview will read out the content of group messages. This ensures that all participants, regardless of their visual abilities, are kept in the loop about group communications.
- **Continuous Transcription Reading:** For meetings with transcription services enabled, the screen reader will continuously read out the content of transcriptions. This feature provides an additional layer of support for those who rely on auditory information.
- **Quick Navigation:** Intuitive keyboard shortcuts and voice commands make it easy for users to navigate the application, start or join meetings, and access various features.

Configuration of screen reader announcements

Accessible theme

The high-contrast design of the user interface facilitates general navigation and text readability. With this setting, the individual elements of the user interface are clearly outlined, making it easier to select them with the mouse and/or keyboard.

Improved contrast interface

Responsive tabs

Responsive tabs display content side by side when there is enough space. For example, you can open the chat on the right side of the app and watch the other participants' videos at the same time. This allows you to use all the features without missing anything from the conference.

Enhance UI animations

Animations are used to show or hide parts of the app interface.

Animated participant tiles

When participants join, leave, or switch VIP status, the participant tiles are animated. This improves visual orientation and makes changes on stage easier to follow.

Keyboard shortcuts

User-friendly keyboard shortcuts have been integrated to speed up your interactions with alfaview. These shortcuts improve navigation and give quick access to controls. Comprehensive documentation is available right in the alfaview desktop application and in our article for Shortcuts ↗.

Welcome screen

A new welcome screen has been designed to make onboarding easier for new users. New users can familiarize themselves with alfaview and configure accessibility settings before entering an alfaview room.

Last updated on November 19th, 2025, 12:17 pm

Shortcuts

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/participant-videos-and-presentation-area/shortcuts/

The following shortcuts can be used in alfaview:

MAC modifier keys

- Command (⌘)
- Control (^)

Main menu

Option	Windows	MAC
Microphone on/off	Ctrl + A / F5	⌘ + A / F5
Open/close camera options	Ctrl + D / F6	⌘ + D / F6
Open/close screen sharing menu	Ctrl + S / F7	⌘ + S / F7
Start/stop pause mode	Ctrl + B / F8	⌘ + B / F8

Secondary menu

Option	Windows	MAC
Show/hide participant list	Ctrl + P / Ctrl + 1	⌘ + P / ⌘ + 1
Show/hide group chat	Ctrl + G / Ctrl + 2	⌘ + G / ⌘ + 2
Show/hide transcription	Ctrl + T / Ctrl + 3	⌘ + T / ⌘ + 3
Show/hide toolbox	Ctrl + K / Ctrl + 4	⌘ + K / ⌘ + 4
Show/hide settings	Ctrl + O / Ctrl + 5	⌘ + O / ⌘ + 5
Show/hide room list	Ctrl + J / Ctrl + 6	⌘ + J / ⌘ + 6
Leave Room	Ctrl + E	⌘ + E
Show advanced settings	Ctrl + ,	⌘ + ,

Toolbar

Option	Windows	MAC
Raise/lower hand	Ctrl + Y / F3	⌘ + Y / F3
Show/hide search dialog	Ctrl + F / F4	⌘ + F / F4
Switch between speaker and gallery view	Ctrl + Shift + X	⌘ + Shift + X

Accessibility

Option	Windows	MAC
Increase font size	Ctrl and +	⌘ and +
Decrease font size	Ctrl and −	⌘ and −
Announce active speaker name on/off	Ctrl + Shift + S	⌘ + Shift + S

Window

Option	Windows	MAC
Show selected window in full screen on/off	F11	^ + ⌘ + F
Show selected window above all windows on/off	Ctrl + Shift + F	⌘ + Shift + F

Other

Option	Windows	MAC
Copy chat history	Ctrl + Shift + N	⌘ + Shift + N
Open/close the region sharing window	Ctrl + Shift + R	⌘ + Shift + R
Theme toggle	Ctrl + Shift + T	⌘ + Shift + T
Switch language	Ctrl + Shift + L	⌘ + Shift + L

Last updated on July 29th, 2024, 01:48 pm

Primary and secondary controls

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/primary-and-secondary-controls/

- Main menu
- Secondary menu
- Status menu

Main menu

The main menu is located in the middle of the top edge of the application and controls the following functions:

Microphone

With the microphone symbol the microphone can be switched on and off.

🔇 **Microphone off** Microphone is icon grey and crossed out.

🎤 **Microphone on** Microphone is icon blue.

🔇 **Push-to-Talk (PTT) activated** Microphone icon is orange and crossed out. The push-to-talk function allows manual activation of the microphone by pressing a key. This is especially useful if you are in a place with lots of background noise. Additional information on the push-to-talk function can be found in the Audio section of the General settings page.

> Before entering an alfaview room, you can choose to turn your microphone on or off. On the Set up Camera and Microphone↗ page, you can find all the settings you can adjust before entering an alfaview room.

Camera

The camera icon can be used to adjust the camera settings.

📷 **Camera off** Camera icon is grey and crossed out.

📹 **Camera on** Camera icon is blue.

📹 **Camera to VIP only on** Camera icon is blue with a star.

> When your **camera is off**, you will not be able to see the videos of the other participants of the meeting. When **camera to VIP only** is active, you will only see the videos of VIPs and only VIPs will be able to see your video.

Screen share

With the screen sharing feature, an area of your screen can be captured and shared with other participants of a conference. Computer sound can also be transmitted, but only on Windows 10 or higher. It is possible to share an [individual application](#)↗, [a screen region](#)↗, or [the whole screen](#)↗. This function can also be used to share video from a [second camera](#)↗.

Share content off Share content icon is grey.

Share content on Share content icon is blue.

Share content with sound on A blue share content icon with a small speaker icon in the bottom right corner.

> Screen sharing permission is granted by the moderator. If you do not have permission to share your screen, the **Screen sharing** icon is not visible.

Take a break

Use this feature to interrupt an ongoing session without leaving the alfaview room.

Break mode off Pause icon is grey.

Break mode on Pause icon is orange.

> - Camera and microphone are disabled in break mode.
> - Group chat can still be used in break mode.
> - A running screen share remains visible in break mode.

Secondary menu

The function menu is located at the top right corner of the application and controls the following functions:

Participant list Click on the user icon to display the list of participants and subgroups (also known as breakout rooms). For more information, refer to the Participant List and Breakout Groups page. Further moderator functions are available on the Moderator controls page.

Group chat To access the group chat, click on the speech bubble symbol. This is where you can read messages from other participants and write your own messages. For more information, please refer to the Chat messages page.

Live Transcription, Digital Interpreter and Live Translator To access the live transcription and translation tab, click on the transcription icon. alfaview offers you two different types of transcription for better communication: the Live Transcription and the Digital Interpreter. As a moderator, you

can choose the type that best suits your participants and purpose each time. Additionally, the features can be translated live within the alfaview room. For more information, please refer to the Live Transcription and Digital Interpreter page.

⠿ Toolbox Open the toolbox by clicking on the toolbox icon. Inside the toolbox, you will find various tools such as the whiteboard , poll and vote tool , and the ability to insert web links that all participants can access. For more information, please refer to the Toolbox page.

⚙ Settings Click on the Settings icon to open the settings. Here, you can adjust your camera and audio settings, as well as accessibility options. You can also find information about the latest updates to alfaview. Please refer to the Settings page for more information.

⌂ Room list When you open the room list, all accessible rooms will be displayed. To enter a room, click on the Join button located next to the room name. After enabling the experimental features , you can choose to display the Room list in a tree view from the feature preview . This feature allows for more intuitive and structured navigation through departments and rooms.

☎ Leave room Click on the Leave room icon to return to the meeting and room list.

Status menu

The status menu is located at the bottom left of the application and controls the following functions:

👥 2 Number of participants The number of participants in the alfaview room is displayed here. Click on the symbol to view the participant list.

👁 1 Number of spectators This section displays the total number of spectators in the alfaview room. To show the spectators in the participant list, click on the icon. This will open the settings where you can tick the Show spectators in Participant list option.

🖥 Switch to speaker view The speaker view displays the person speaking at the center of the stage with a large video, while the other participants are arranged in a row at the bottom of the stage with smaller videos.

⠿ Switch to gallery view The gallery view evenly distributes the participants' videos across the stage. Here, you have the option of displaying all people in the room at the same time or dividing them into groups of 9, 25 or 49 people per side. The size of the video images is adjusted depending on the number of participants per side.

🛡 Host Tools As a room administrator, you can use the Host Tools to customise Room features directly in the alfaview room. Click the checkboxes in front of the features you want to enable.

🛡 Recording & Streaming Click the record button to either record your conversation locally or broadcast it directly to streaming platforms such as YouTube, Twitch, or a server. For more information, see the Recording and Streaming page.

🖼 **Floating** Mini Window The mini window allows you to follow what is happening in the alfaview room via a detached window. All the functions of the main menu are available. For more information, please refer to the Mini window page.

✋ **Raise hand** To indicate that you would like to speak, click on the hand symbol. This will notify the moderators in your alfaview room and the symbol will not only appear next to your name in the list of participants but also over your video feed. If multiple participants raise their hands at the same time, the emoji also displays a number indicating their position in the queue.

🎉 **Confetti effects** Confetti effects can be used by moderators to give gamified reactions during the meeting. To see and control reactions, this feature must be enabled. You can choose from the following effects: Confetti Graduation Heart Thumbs Up Applause

🔍 **Search users and rooms** By clicking on the magnifying glass icon, you can open the search window for users and rooms.

🔊 **Sound off and on** You can mute alfaview by clicking on the speaker icon. alfaview is muted when the icon is displayed in orange.

🗔 **Screen share undocked** If you want to view the screen share of other participants in a separate window, click on the undock icon that appears in the status menu. This will display the window with the undocked screen share in the foreground.

Last updated on November 18th, 2025, 11:16 am

Screen and audio share

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/primary-and-secondary-controls/screen-and-audio-share/

With the screen sharing feature, an area of your screen can be captured and shared with other participants in an alfaview room.

> For macOS screen recording has to be allowed in the system settings. You can find more information here: Permission for screen sharing on macOS. It is also possible to share your computer's sound. To be able to do so you need **Windows 10 build 21H1** or higher. On **macOS** devices, sound sharing can be enabled via the Feature previews.

Screen share off Screen share symbol grey.

Screen share on Screen share symbol blue.

Screen share with sound on Blue screen share symbol with speaker icon.

Screen share context menu

To start a screen share, click on the ⬆ **Share screen** icon in the main menu to open the context menu. The context menu will list all available screen share options.

The following screen share options are available:

- Application share
- Region share
- Share whole screen
- Second camera

To share your sound, click on the speaker symbol in the screen share context menu. To stop the sharing of sound, click the speaker icon in the context menu again.

> When you share the whole screen on which you opened alfaview, the alfaview main window minimizes automatically and the Mini window ↗ opens.

Multiple screen shares simultaneously

- If more than one screen share is active, minimised preview images appear at the bottom of the stage area (gallery view) or below the person speaking (speaker view).
- To magnify a screen share, click on a thumbnail.
- The active screen share is indicated by a blue frame around the preview image.
- The preview images contain the name of the participant who shares the screen.
- Each participant can individually decide which screen share should be displayed on the stage.
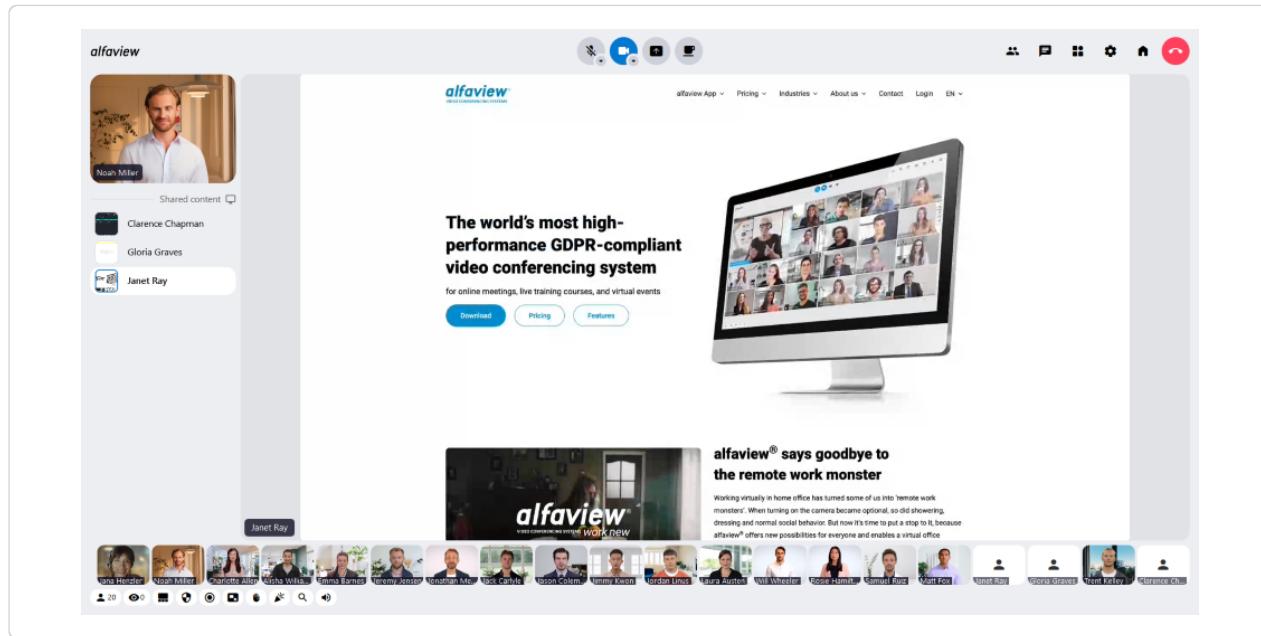
Multiple screen shares simultaneously

Display screen share in a separate window

- To display an active screen share in a separate window, click on the ⊡ **undock** icon in the top right corner of the screen share video.
- The screen share is now displayed independently of the main window of the alfaview app and can be placed on an external monitor for example.
- To display the screen share in the main window again, simply close the undocked window.
- The last used setting will be reapplied. If the screen share was last used in a separate window, a new screen share will also be displayed in a separate window.
- To bring the undocked screen share window to the foreground, click on the ⊡ **gather** icon in the status menu.

Application share

Application share allows you to share a running application with all participants in a room. Only one application will be shared at a time. Every other running program or content won't be visible to the participants.
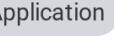
- Click on the ⬆ **Share content** button in the main menu.
- Now click on the ⬚Application button. All running applications are now displayed either in the grid layout or in the list layout.
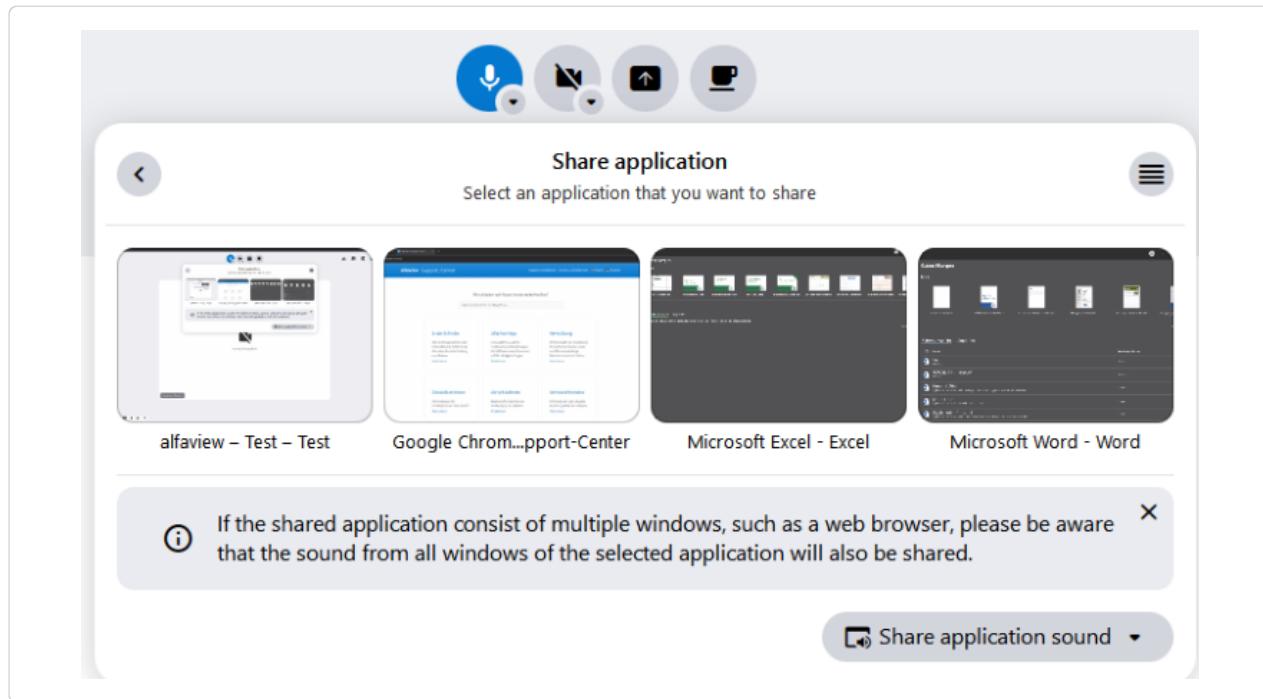
The selection of running applications

⬚ **Grid Layout** You are presented with large preview videos from all running applications.

≡ **List Layout** A list displaying the names of all running applications along with a small preview video is shown.
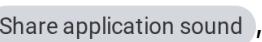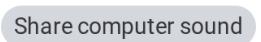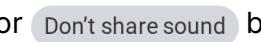
- You can decide whether you want to share your computer's sound. To do so, click either on the ⬚Share application sound , ⬚Share computer sound or ⬚Don't share sound button in the selection menu.
- Select the application you want to share.

> Note: Once you have selected an application, transmission will begin immediately.

- To stop the video transmission, click the ⬆ **Share content** icon in the main menu.
- Then click the red ⬚Stop button in the screen share menu.

Audio selection

- **Share application sound** Only the audio of your chosen application gets shared. Every other audio source will not be shared.
- **Share computer sound** All of your computers audio will be shared.
- **Don't share sound** No audio will be shared.
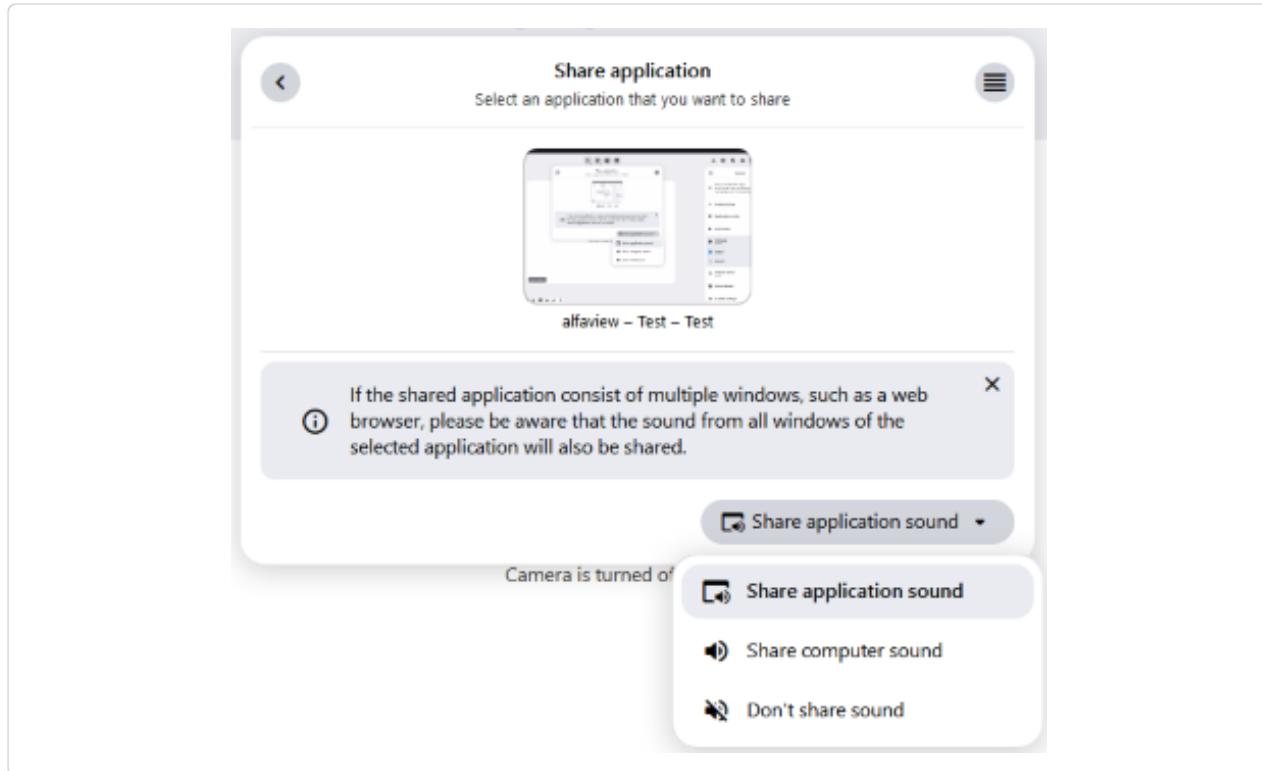
Audio selection

Region share

Preparation

The **Screen region** feature allows you to share a specific region of your screen with the other participants in the room.

- Click on the ⬆ **Share content** button in the main menu.
- Now click on the ⟨ Share ⟩ button.
- The blue selection frame opens.
- Move the selection frame to the position on your screen that you want to share.
- Modify the frame size by dragging the sides and corners of the frame.
- If you want to cancel the process, click on the ✕ **close icon** in the top right corner of the selection frame.
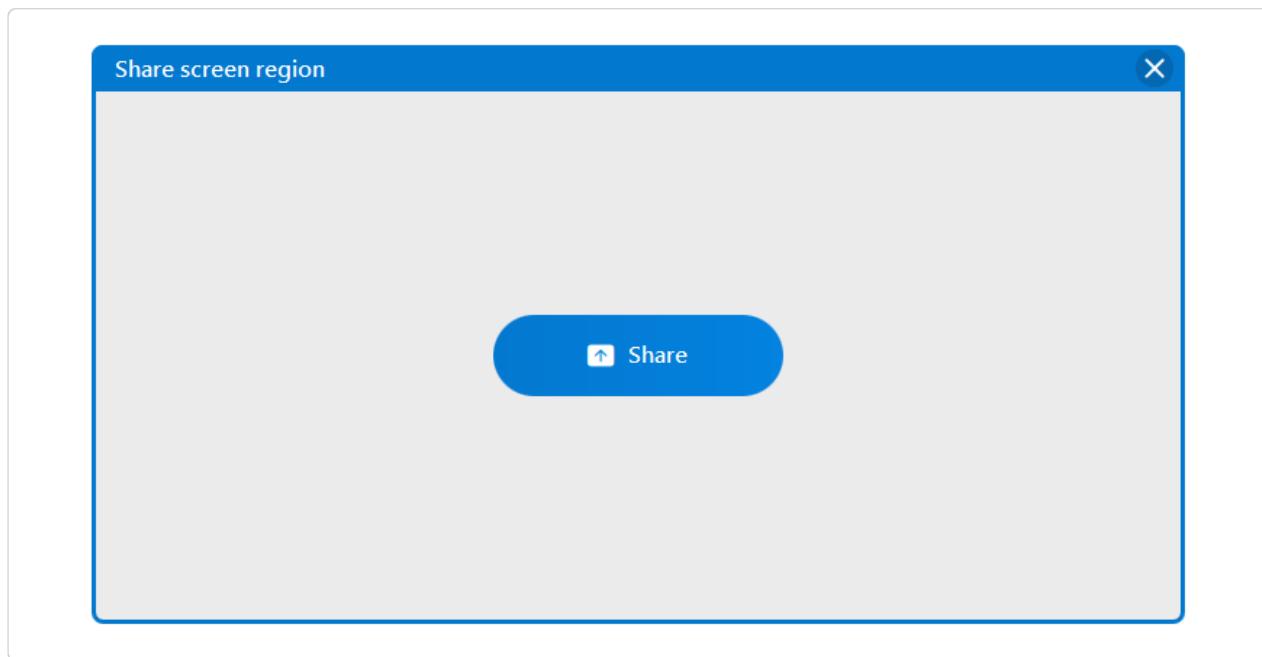
The screen share selection frame

Start & stop

- Start the screen share by clicking on the Share button in the middle of the selection frame.
- As soon as the selection frame turns red, the screen share becomes visible to all participants.
- To end screen share, click on the ⬛ **stop** icon. The selection frame remains open so that you can select a new region to share. - Alternatively, click on the ⬆ **Share content** button in the main menu. Then, click on the Stop button in the selection menu.

Region is being shared

The selection frame while screen sharing

> The selection frame can be resized or moved to another area without ending the screen share.

Pause & resume

- To pause the screen share, click on the ⏸ **pause** icon in the selection frame.
- When the screen share is paused, the participants will see a still image and the selection frame turns yellow.
- To resume the screen share, click on the resume icon in the selection frame.

The selection frame of a paused screen share

Annotate

- To use the annotation feature, click on the 🖊️ **annotation** icon in the selection frame.
- With the mouse button pressed, draw a line inside the selection frame. Release the mouse button to stop drawing.
- You can choose between the colours red, green, yellow and blue. The colours can be selected in the title bar of the selection frame.
- To clear the annotations and exit the feature, click on the 🖊️ annotation icon again.
- When the annotation feature is enabled, the application under the selected frame cannot be accessed.
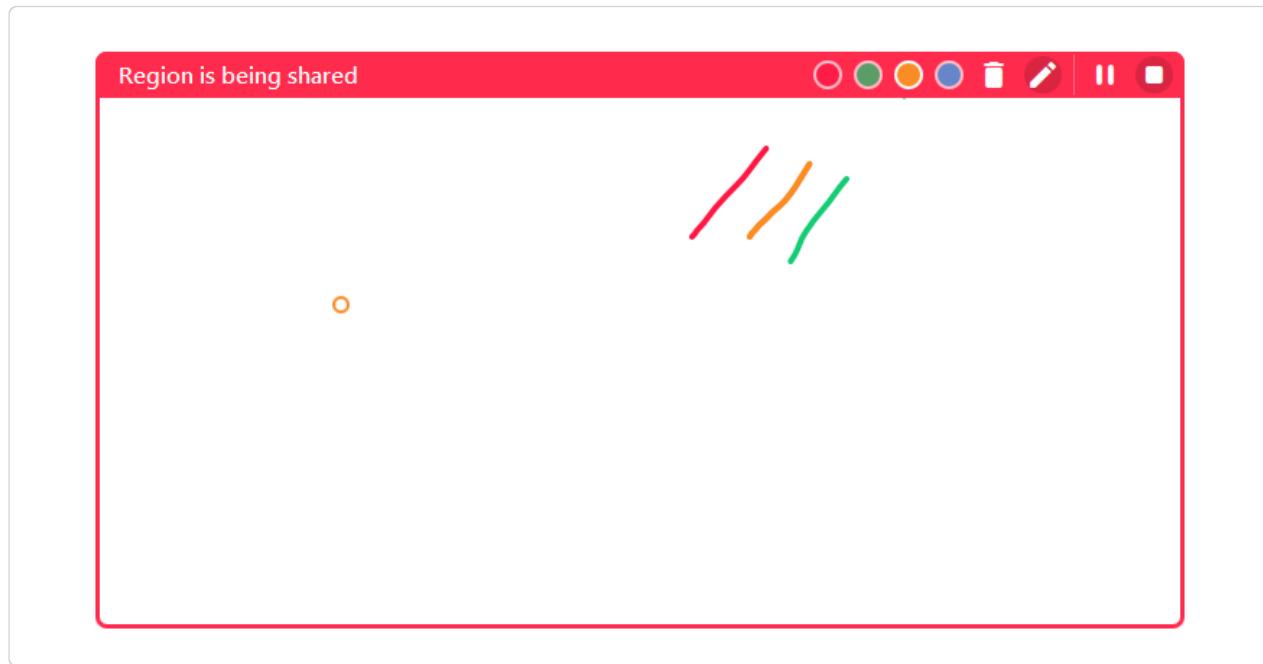
The screen share annotation feature

> **Important:**
>
> - The annotations become visible to all participants instantly.
> - Only the user who started the screen share can annotate.

Share whole screen

- Click on the ⬆ **Share content** icon in the main menu.
- Open the selection menu by clicking on the `Screen` button. All available screens are now displayed either in the grid layout or in the list layout.

⊞ **Grid Layout** You are presented with large preview videos from all connected screens.

☰ **List Layout** A list displaying the numbers of all connected screens along with a small preview videos is shown.
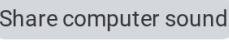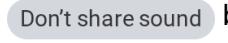
- You can decide whether you want to share your computer's sound. To do so, click either on the `Share computer sound` or `Don't share sound` button in the selection menu.
- Select the screen you want to share.

> Note: Once you have selected a screen, transmission will begin immediately.

- To stop the video transmission, click the Share content ⬆ icon in the main menu.
- Then click the red `Stop` button in the screen share menu.

When you share the screen on which you opened alfaview, the alfaview main window minimizes automatically and the [Mini window ↗](#) opens.

Second camera

Instead of screen sharing, you can also share the video from a second camera with the other participants.

- Click on the ⬆ **Share screen** icon in the main menu to access the screen sharing selection list.
- Click on the `Second camera` button. All cameras are now displayed either in the grid layout or in the list layout.
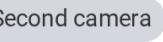
⊞ **Grid Layout** You are presented with large preview videos from all connected cameras.

☰ **List Layout** A list displaying the names of all connected cameras along with a small preview video is shown.
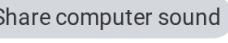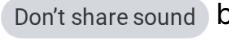
- Click on the `Share computer sound` or `Don't share sound` button at the bottom right to open the drop-down menu. Select whether you want to transfer the sound.
- Start the transfer of the video by clicking on the preview video (Grid layout) or on the blue `Share` button (List layout).

As soon as you click on a preview video, the video transmission will begin. The screen icon in the main menu will then be displayed in blue 🔼.

- To stop the video transmission, click 🔼 **Share screen** icon in the main menu to open the screen sharing selection list.
- Then click the red Stop button.

Last updated on February 2nd, 2026, 08:22 am

Participant list, breakout groups and waiting room

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/primary-and-secondary-controls/participant-list-and-breakout-groups/

- Additional features for moderators
- Additional features for admins
- Waiting room

You can send short messages to other participants via the participant list. For more information on this feature, please refer to the Chat messages ↗ page.

Search for participants

You can search for a person using the 🔍 **search** icon located in the status menu on the bottom left-hand corner. For more information, please refer to the Status menu section of the Primary and secondary controls page.

Additional features

Moderator controls

Moderators have additional features that are useful for controlling a meeting. These functions can be accessed via the participant list in the function menu.

When clicking on a participant, a context menu ⋮ appears which allows you to control the permissions of participants.

The features in detail. **Write short message** Write and send a short message to a participant.

Lower hand Lower the raised hand of a participant.

Allow microphone Activate or deactivate the microphone of a participant.

Allow camera Activate or deactivate a participant's camera.

> **Attention:**
> If you revoke the **Allow microphone** and **Allow camera** permissions for a participant (or yourself), that person will be reassigned the role of Spectator. As a Spectator, this person will not be listed in the Participant list by default.
> You can undo the role change in the alfaview app:
>
> - In the ⚙ **Settings** tab, open the Feature settings. - Enable the **Show spectators in user list** feature. - Give the participant with the Spectator role (or yourself) the **Allow microphone** and **Allow camera** permissions in the Participant list.
> - The participant (or you) now has the old role again.
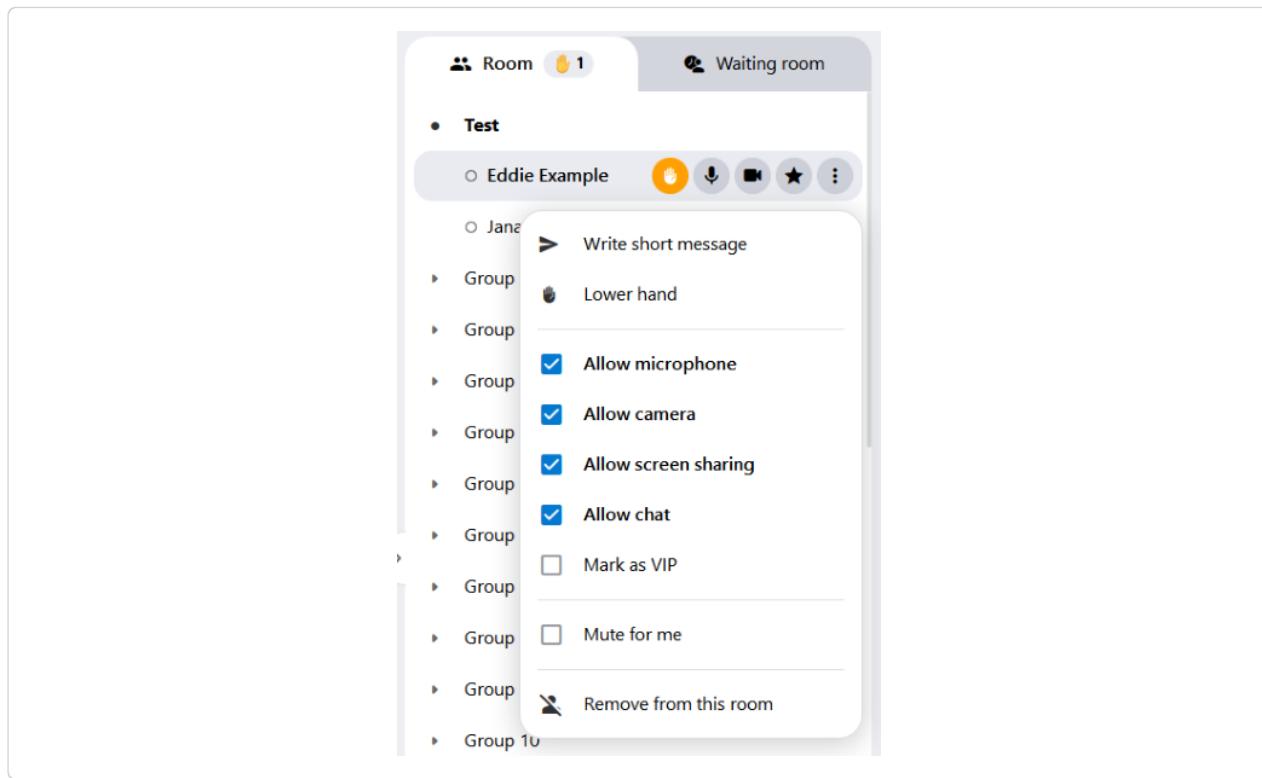
Overview of the moderator functions

Allow screen sharing Activate or deactivate screen sharing for a participant.

Allow chat Grant or deny permission to a participant to send messages in the chat.

Mark as VIP Highlight a participant. The video will be larger and displayed in the order before the videos of the other participants.

Mute for me Mute a participant for the user himself.

Remove from this room Remove a participant completely from the room for 12 hours.

Assign a moderator. The moderator is defined in the room settings. More information can be found in the [edit room](#) article.

> **Note**: A moderator is not necessarily required to conduct a meeting.

The participant list gives administrators additional features such as managing group and guest links or sending direct messages to groups. For more information about these and more features, please refer to the [Room admin controls ↗](#) page.

There are also additional features available for moderators. These help the moderators to manage participants in the alfaview room. For more information, please refer to the [Moderator controls ↗](#) page.

Room admin controls

As a room administrator, you have additional functions in the app in addition to the moderator functions. To access these functions, open the ⚌ Participant list in the function menu.

- To access the functions, click on the context menu ⋮ located next to the name of the alfaview room.
- You can select from the following functions:

⚌

⚌ **Manage guest links** To edit existing guest links or create new ones, click on the Manage guest links button. This will redirect you to the administration interface. For more information, please refer to the Guest and group links page.

⚌ **Manage group links** To create new group links or edit existing ones, click on the Manage group links button. This will redirect you to the administration interface. For more information, please refer to the Guest and group links page.

⚌ **Copy attendance list** Create an attendance list comprising of all attendees in the main room and groups. Refer to the Attendance list and attendance report page for more information about this feature.

⚌ **Show room details** The Room Details contains tabs for Groups and Participants , where you can see which participants are currently in which groups. The Manage Room tab also takes you to the administration interface.

Waiting room

> The waiting room feature requires the **alfaview version 8.68 or higher**.
> The **alfaview version 9.11.0** allows moderators to join waiting participants in the waiting room and speak to them before the participants are admitted to the alfaview room.
> As of **alfaview version 9.16.1**, moderators can add a customised welcome note to the waiting room, which is displayed to those waiting.

The waiting room is deactivated by default and can be activated by moderators or administrators. Participants in the waiting room cannot see or communicate with each other.

Moderators can send private direct messages to people waiting, or join them in the waiting room.

- Activate the waiting room ↗
- Edit welcome note ↗
- Admit waiting participants ↗
- Join waiting participants ↗

The waiting room

When the waiting room is activated, participants without moderator or administration permission enter the waiting room before being admitted to the alfaview room. Each participant is informed that they are in the waiting room and that a moderator must grant them access to the alfaview room. Administrators and moderators skip the waiting room and enter the alfaview room immediately.
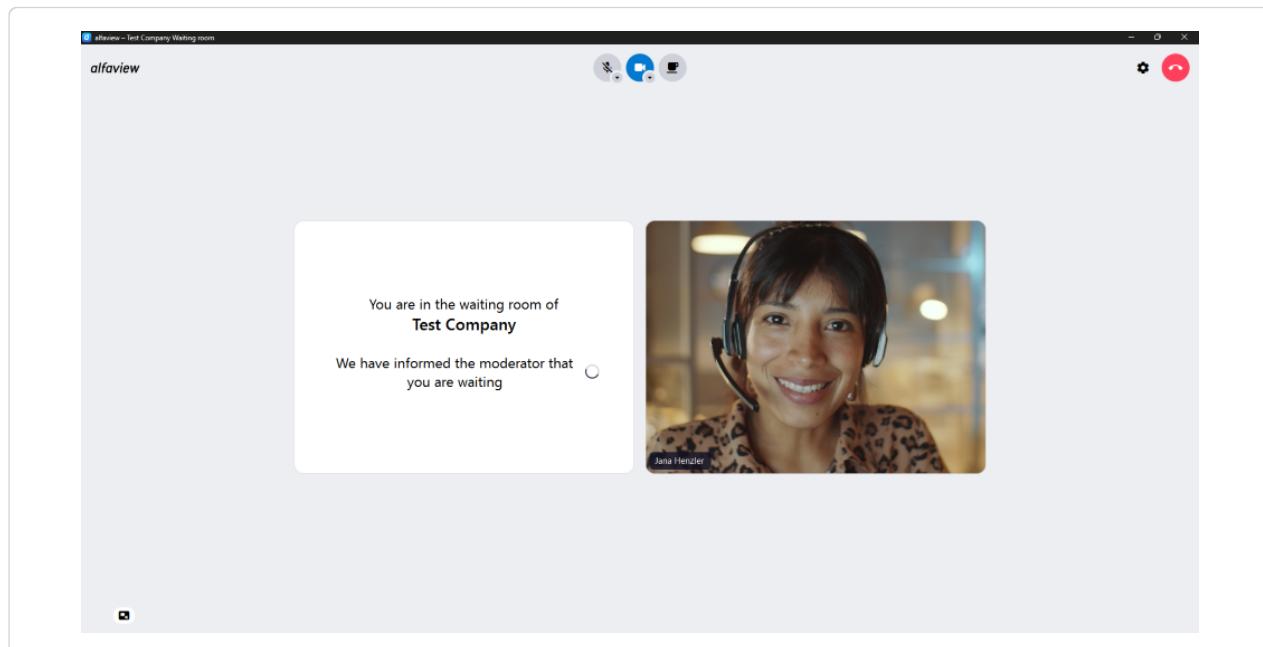
Participant waiting in the waiting room

Activate the waiting room

You can activate the waiting room both in the alfaview administration or in the alfaview app itself.

In the alfaview app. As moderator or administrator, you can activate the waiting room in the secondary menu of the alfaview app or web client.

- Open the participant list in the secondary menu by clicking on the 👥 **Participant list** icon. - Click on the 👥 **Waiting room** tab.
- Click on the switch in the bottom of the tab to activate the waiting room. The waiting room is activated when the switch is displayed in blue.
- To deactivate the waiting room, click on the switch again.

> ▶ *Video: https://support.alfaview.com/wp-content/uploads/2025/09/alfaview_ waitingroom-active_en.mp4*

In the administration. As a room administrator, you can also activate the waiting room in the room features on the administration page.

- Log in to your alfaview account on the administration interface ↗.
- Click on **Rooms** in the menu bar on the left side of the administration interface.
- In the list of your rooms, select the alfaview room for which you want to activate the waiting room.
- Click on the ⚙ **Settings** icon. - Click on the **Features** tab. - Activate the waiting room by clicking on the switch next to **Waiting room**. The waiting room is activated when the switch is displayed in blue.
- To deactivate the waiting room, click the switch again.
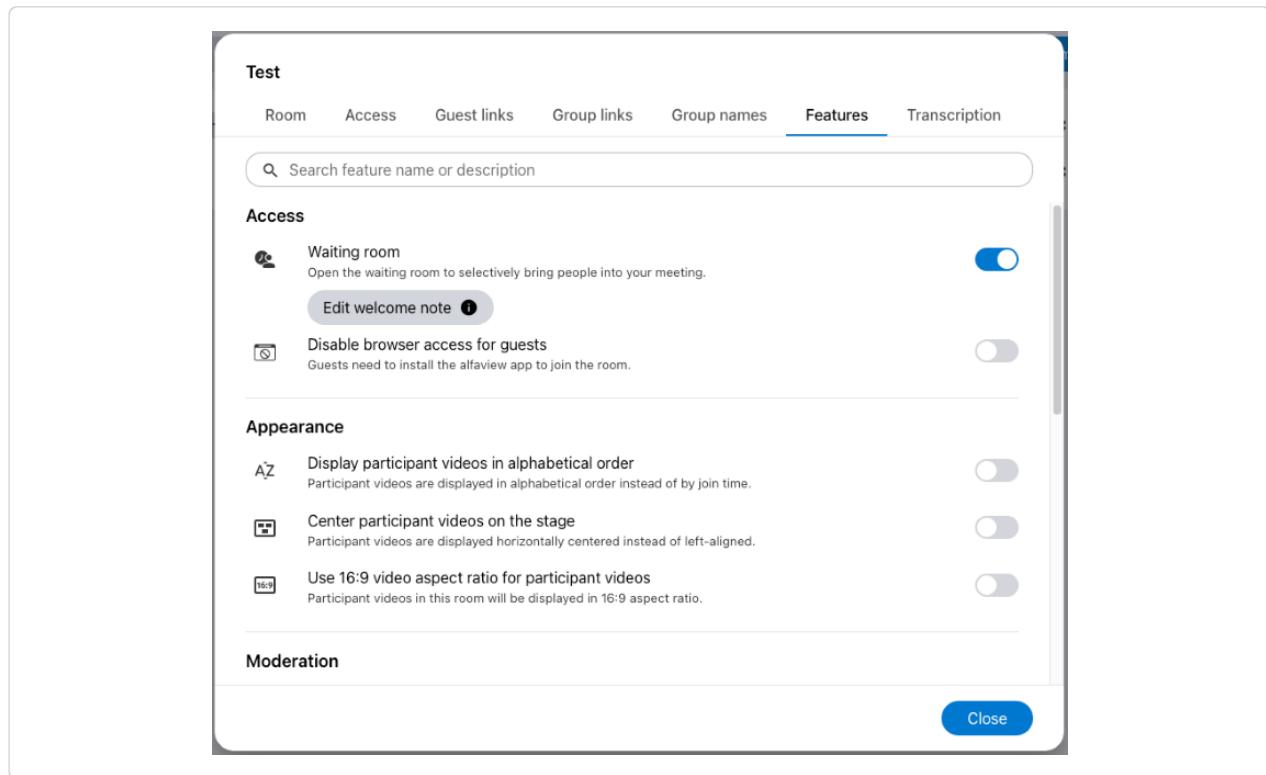
Activate the waiting room in the Room features

Edit welcome note

Add a personalised welcome note to the waiting room to be displayed to people while they wait to join the alfaview room. The welcome note can be added individually for each room.

When you deactivate the waiting room, the welcome message will be saved and used again the next time you activate it.

In the alfaview app.

- Open the 😊 **Participant list** in the secondary menu. - Go to the 💬 **Waiting room** tab.
- Click on the ⋮ context menu of the Waiting room.
- Click the Edit welcome note button to adjust the welcome note.
- Click in the text box and enter the welcome note.
- Confirm the changes by clicking the Save button.

You will be notified if other moderators update the welcome message at the same time as you. This is to ensure that the changes are not overwritten.
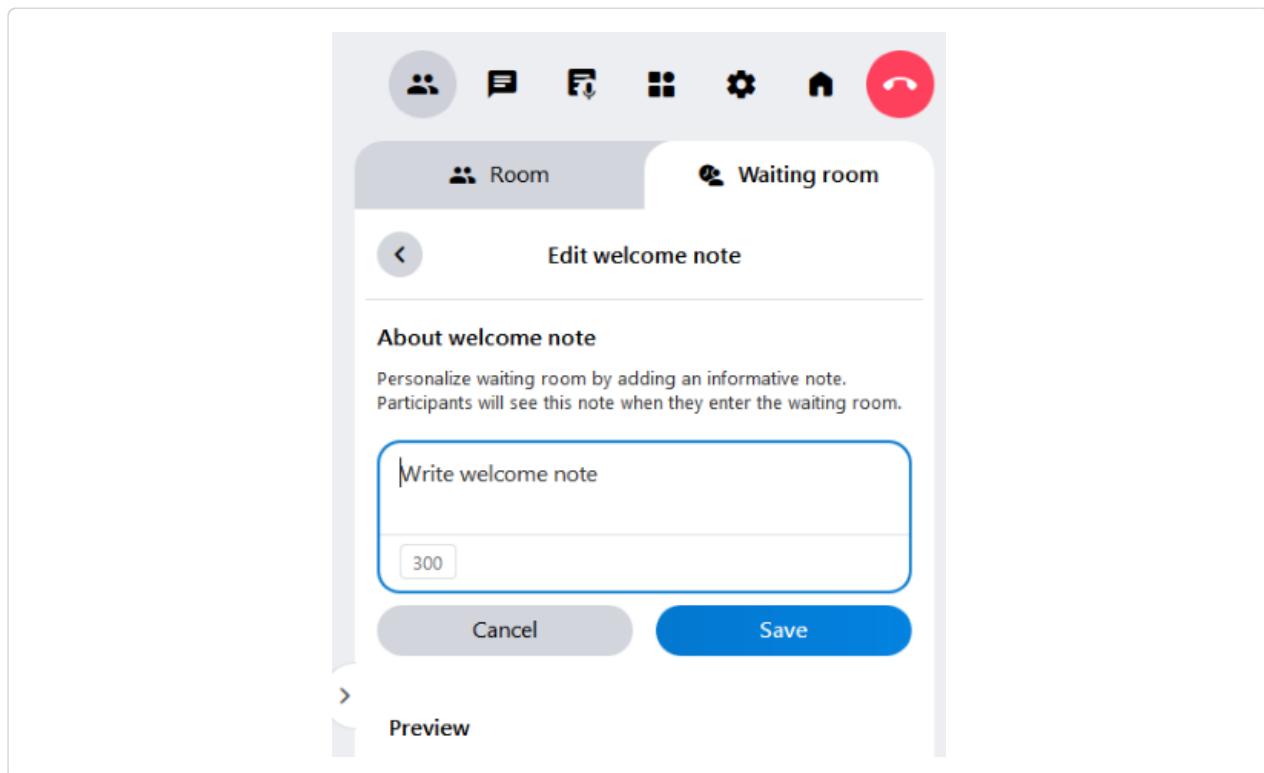
Edit your welcome note

> Please note:
>
> - The message must not exceed 300 characters.
> - It is not possible to format the welcome note using HTML tags and line breaks.

In the administration.

- Log in to your alfaview account on the [administration interface ↗](#).
- Click on **Rooms** in the menu bar on the left side of the administration interface.
- In the list of your rooms, select the alfaview room for which you want to activate the waiting room.
- Open the ⚙ **Settings** and switch to the **Features** tab.
- Click on the Edit welcome note button.
- Enter the welcome note in the text box.
- Confirm the changes by clicking the Save button.
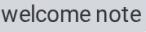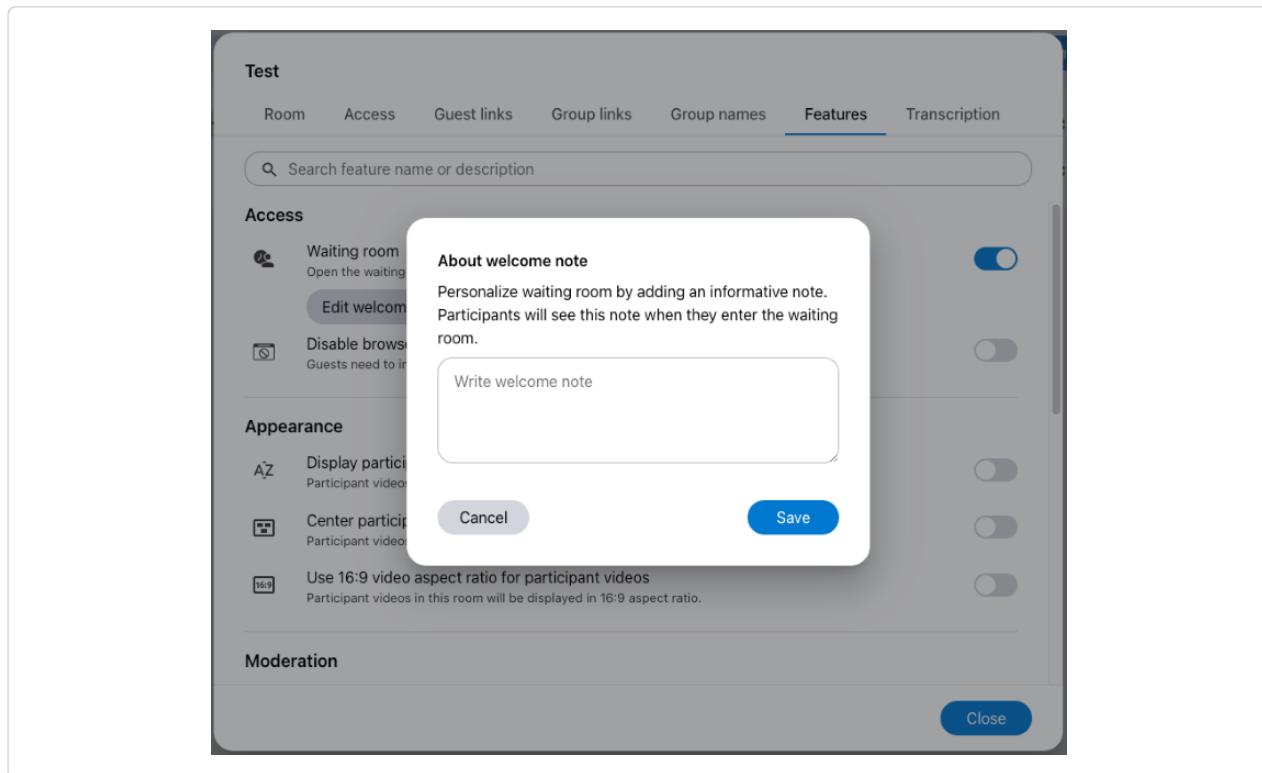
Edit your welcome note via the Room Features

Admit waiting participants

Moderators will be informed by an acoustic signal and a visual notification that there are people in the waiting room. In addition, a red notification signal appears below the ⠿ **Participant list** icon in the secondary menu.

- Click on the ⠿ **Participant list** icon in the secondary menu to open the participant list. - Click on the ⠿ **Waiting room** tab to view all participants who are waiting.
- Select the participant you want to admit to your alfaview room.
- Click the Admit button that appears when you hover over the person's name.

Admit multiple participants at once.

- Tick the boxes next to the names of the people you want to admit to your room.
- To select all participants, tick the **Select all** box.
- Once you have selected all the people you want to admit to your room, click the Admit selected button.

Sort the participants.

- Click on the ⋮ context menu at the bottom of the tab.
- Choose between **Sort by arrival time** and **Sort by name**.

> ▶ *Video: https://support.alfaview.com/wp-content/uploads/2025/09/alfaview_waitingroom-allow-joining_en.mp4*

> Admitted participants always join the main room, even if the moderator is in a group.
> If the waiting room is deactivated, waiting people are not automatically admitted to the main conference room. Instead, a moderator must admit them to the alfaview room.

Join waiting participants

As a moderator, you can join the waiting room and speak with waiting attendees. This feature allows you to exchange information, have a chat, or verify the identity of the waiting participants before admitting them to the alfaview room.

Join the group of a waiting participants:

- Click on the ⋮ context menu at the bottom of the 👥 **Waiting room** tab.
- Click on the Join waiting participants button.
- Select the group of the waiting person you want to speak to.
- Click on the Join button next to the group's name.
- As soon as you and the waiting person have entered the waiting room group, you can communicate with each other via your microphones, cameras and the chat.
- When you have finished your conversation, you can leave the waiting room by navigating to the 👥 **Room** tab in the Participant list.
- Select the group you want to join. Then click on the Join button next to the name of the group.
- The waiting person returns to the waiting room and must be admitted to the alfaview room by a moderator.

> ▶ *Video: https://support.alfaview.com/wp-content/uploads/2025/09/alfaview_join-waitingroom_en.mp4*

> While you are in a waiting room group, you can still manage the participants in the alfaview room as well as the participants in the waiting room by using the [moderator controls ↗](#).

🌐 **Consultation with moderation** If the icon is displayed next to a participant's name in the waiting room, at least one moderator has joined the person in a waiting room group. As a moderator, you can also join this group or admit the participant to the alfaview room by clicking the Admit button.

Last updated on February 4th, 2026, 02:27 pm

Chat messages

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/primary-and-secondary-controls/chat-messages/

Write short message

The *Write short message* function is used to send messages directly to other participants, which only they can see.

- To send a short message, first open the **participant list** .
- Hover the mouse over the participant you want to send a message to.
- Click on the **context menu** or right-click on the participant.
- Now select *Write short message*.
- A text box will open in which you can compose your message.
- Then click Send to send the message.

> Short messages are only available from alfaview version 8.18.1. If you still have an older version installed, you will not be able to receive or send short messages.
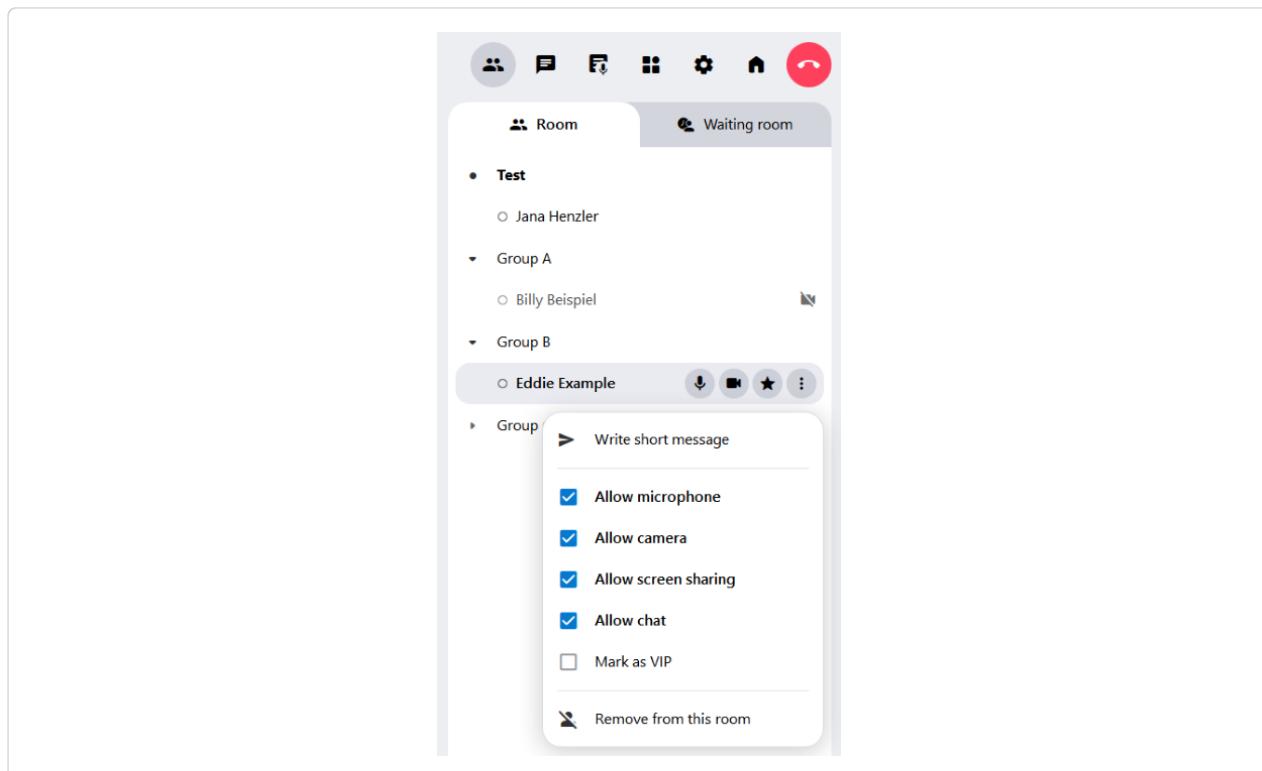
Write short message

Receive short message

When you receive a short message, it will be displayed at the bottom of the stage. You can either close it or reply to it.
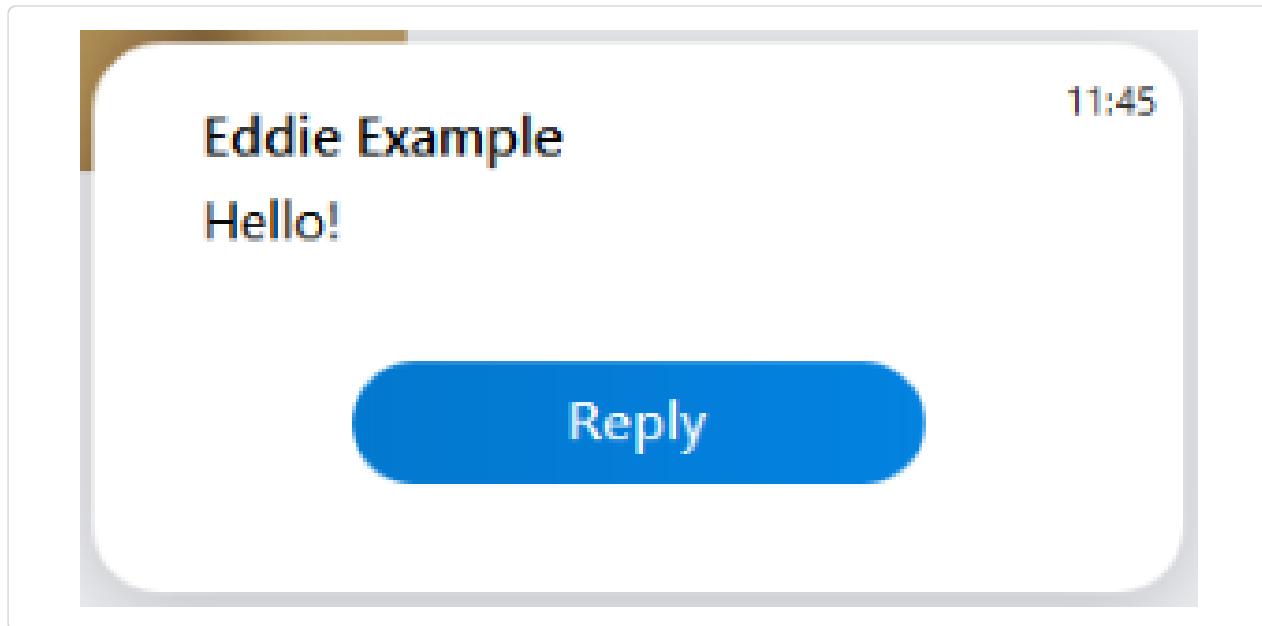
Short message received

Reply to short message

- In order to reply to a short message, click on it so that the (Reply) button appears.
- By clicking (Reply) a text box will appear where you can enter the text.
- Clicking (Send Reply) will send the message.
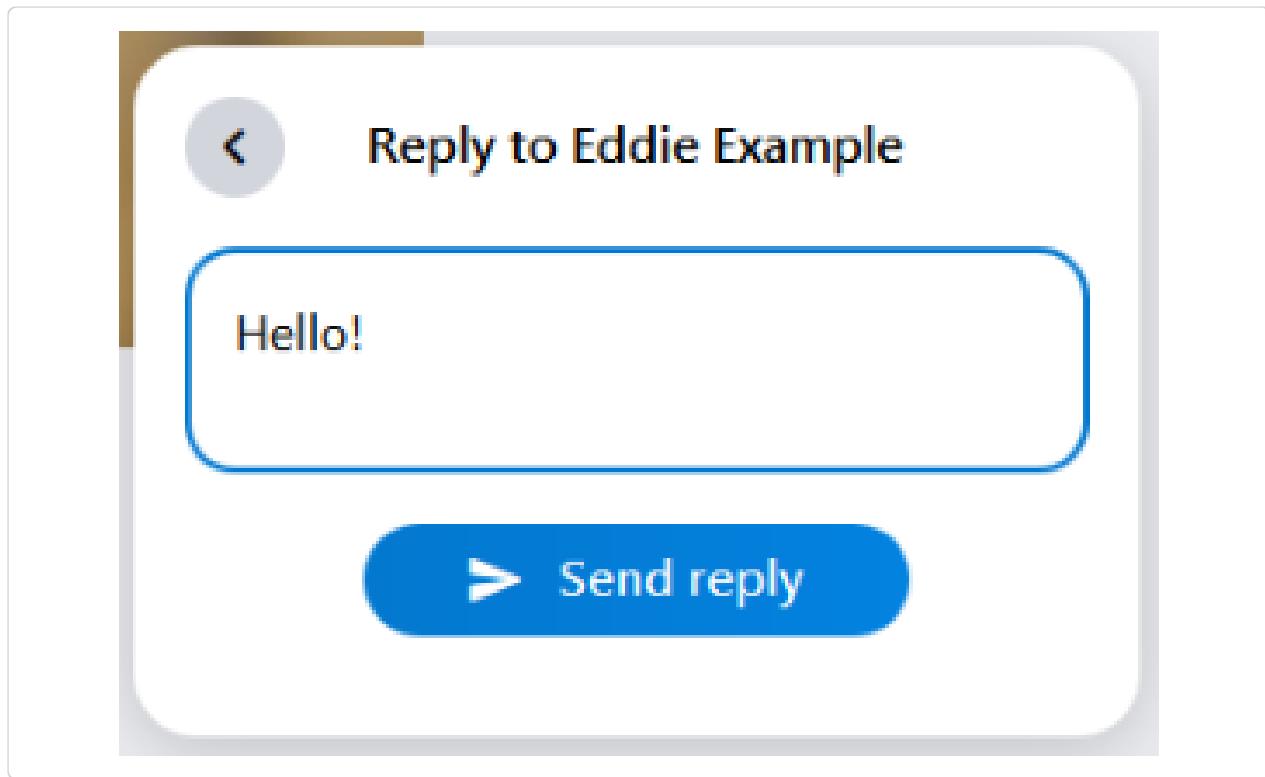
Reply to short message

> To be able to reply to short messages you need the *Allow chat* permission otherwise the (Reply) button will not be displayed.

Write short message to group

- Open the **participants list** 👥. - Click the **context menu** ⋮ or right-click the group you want to send the message to.
- Then select *Short message to this group*.
- Enter the desired message in the new text box.
- Send the message by clicking Send .
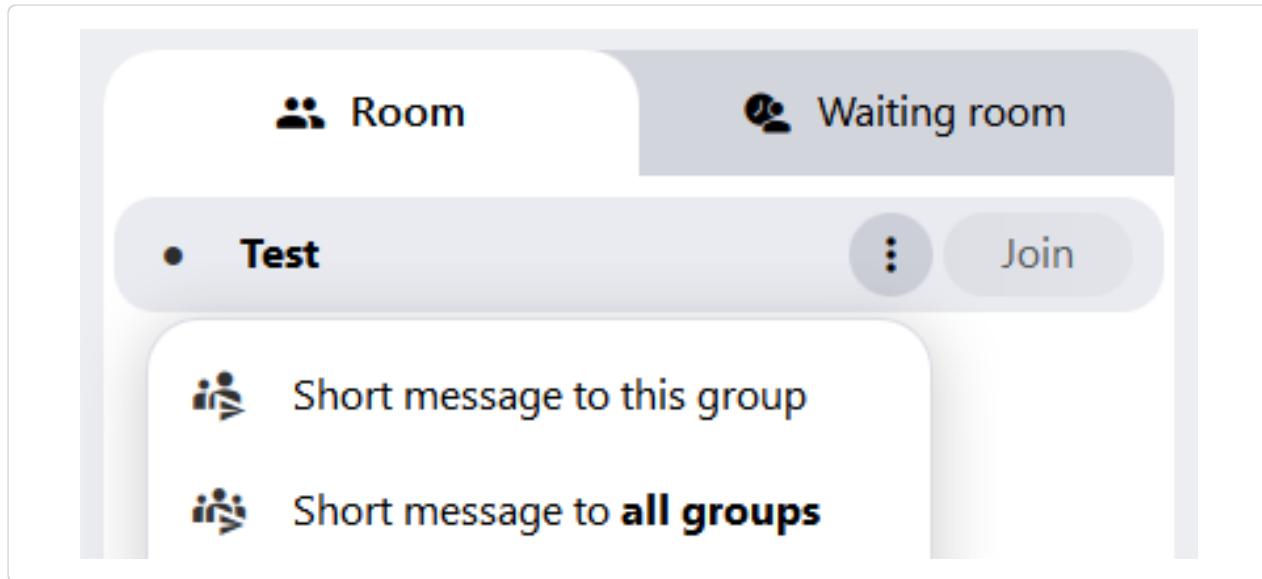
Short message to group

Write a short message to all groups/participants

- Open the **participants list** 👥. - Click the **context menu** ⋮ next to the room name or right-click on the room name.
- Then select *Short message to all groups*.
- Enter the desired message in the new text box.
- Send the message by clicking Send .

Last updated on November 18th, 2025, 12:52 pm

Live Transcription, Translation and Digital Interpreter

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/primary-and-secondary-controls/live-transcription-and-digital-interpreter/

alfaview offers you different types of transcription for better communication. As a moderator, you can choose the type that best suits your participants and purpose each time.

- Live Transcription
- Digital Interpreter
- Translation

> In order for live transcription and translation to be available to the participants in the alfaview room, room administrators with **full room admin** permission must activate the function and select which translation languages should be available in their alfaview room.
> Instructions on how to do this can be found on the Edit room page.

Live Transcription

🔅 Live transcription automatically converts participants' spoken language into text (speech to text). It is then displayed as a chat message. The Live Transcription can also be translated into various other languages.

Enable and manage Live Transcription

⋮

Use Live Transcription as participant

- Open the **Live Transcription** tab in the Secondary menu. - The **Live Transcription** tab now displays the spoken word in the room as a transcription.

The following functions are available for live transcription:

🔤 **Font size** You can change the font size of the live transaction by clicking the icon. Several font sizes are available.

📋 **Copy text** You can copy the live transcription or translation. To do this, click the copy icon. The text will be saved in your clipboard. Paste it into a text program of your choice.

📋 **Hide your own text** You have the option to hide your own comments in the transcript. When the icon is blue, the feature is enabled. Clicking the icon again will make your comments visible again.

> You will be shown a running live transcription from the time you joined the meeting room. This means that you can only copy the part of the live transcription for which you were present in the alfaview room.

Live Translation

You can also have the live transcription translated using live translation. The transcription will be translated into your desired language and displayed as text.

> Administrators can set the available translation languages by clicking on **Translation options** at the bottom of the **Translation** tab. The **Translation menu** will open. Click on **Update available languages** and select the translation languages from the list. A maximum of 3 languages can be selected.

For more information, please refer to [Translation ↗](#).

Digital Interpreter

The Digital Interpreter helps participants who speak different languages to communicate with each other. All participants decide for themselves which language they speak. The digital interpreter automatically translates what is said into the chosen language.

> The **Digital Interpreter** Feature must be enabled by moderators or room administrators in order to be available to participants.

If the participants are speaking in a language other than the language you are using, their spoken words will be displayed in the language you have selected.

Settings

You can adjust the following settings for the **Digital Interpreter**:

Font size Click on the icon to adjust the font size of the text. Each click increases the font size by one size.

Copy to clipboard You can copy the text from the Digital Interpreter. To do this, click on the icon. The text will be copied to your clipboard. Paste it into a text program of your choice.

Hide own text You can hide your own spoken text. To do this, click on the icon. The transcription of your own spoken word will no longer be visible in the Digital Interpreter tab. Instead, you can only see the text of the other participants' spoken word.

Live Translation

The digital interpreter currently supports eight languages. The spoken word can therefore be translated into this languages.

For more information, please refer to Translation ↗.

Settings for moderators

Moderators can start and stop the Digital Interpreter and can choose between the transcription types Digital Interpreter and Live-Transcription. While the Live-Transcription is limited to one spoken language in the room, the Digital Interpreter allows participants to choose their individual preferred spoken language.

Selecting a transcription type. Select the transcription type as the first step:

- Open the settings by clicking on the ⋮ **Transcription options** icon at the bottom of the tab. - Then click on the **Digital Interpreter** option. - Close the menu with a second click on the ⋮ **Transcription options** icon.

You are now ready to start the Digital Interpreter in your alfaview room.
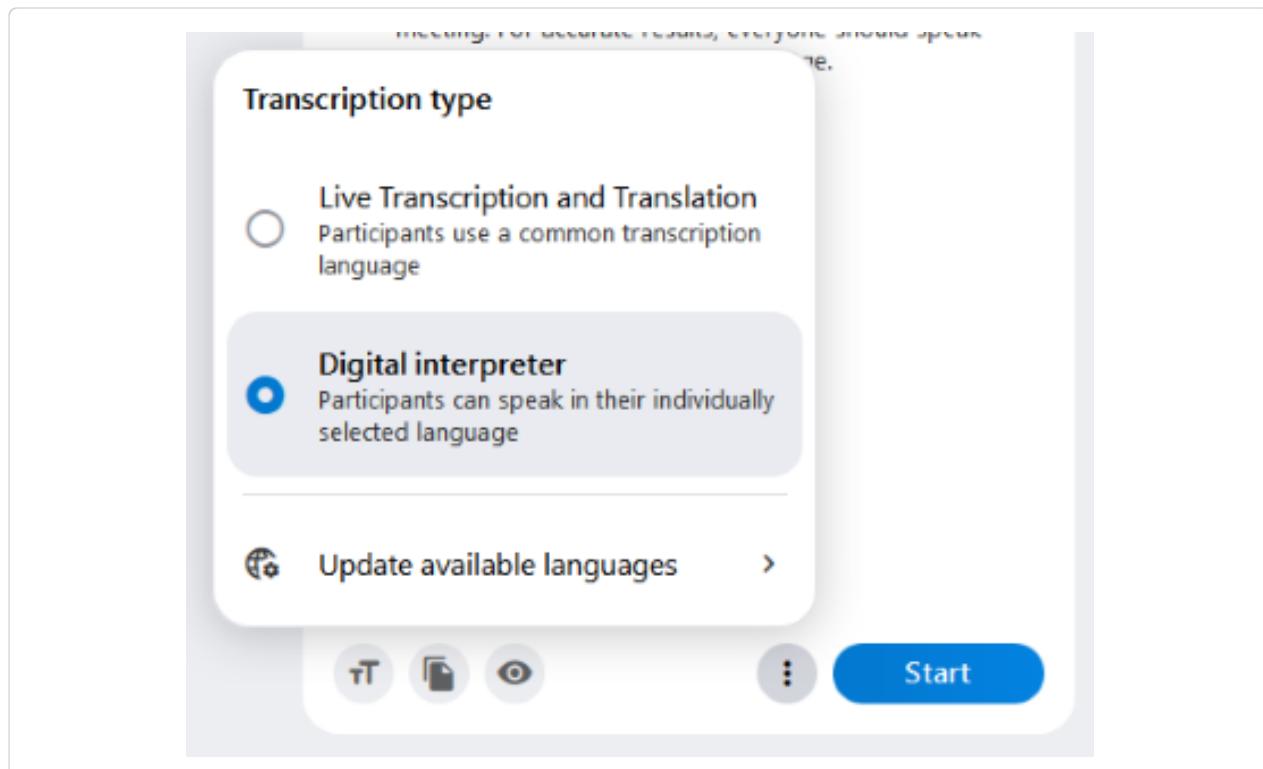
The transcription types

Starting the Digital Interpreter. Click on the `Start` button, to start the Digital Interpreter. Once activated, every word spoken in the room will be logged and translated.

Stopping the Digital Interpreter. Click on the `Stop` button, to stop the Digital Interpreter. Once the feature is disabled, logging and translation will stop.

Settings for room administrators

Room administrators can also control which languages participants can choose from.

Selecting spoken languages.

- Open the **Live-Transcription** tab in the Secondary menu. - Click on the **Transcription options** icon next to `Start` in the **Digital Interpreter** tab. - Click on **Update available languages**.
- The meeting language menu offers you the following languages:

    - Chinese (Simplified)
    - English
    - French
    - German
    - Italian
    - Portugese
    - Russian
    - Spanish

- Tick the box of each language you wish to activate in your alfaview room.
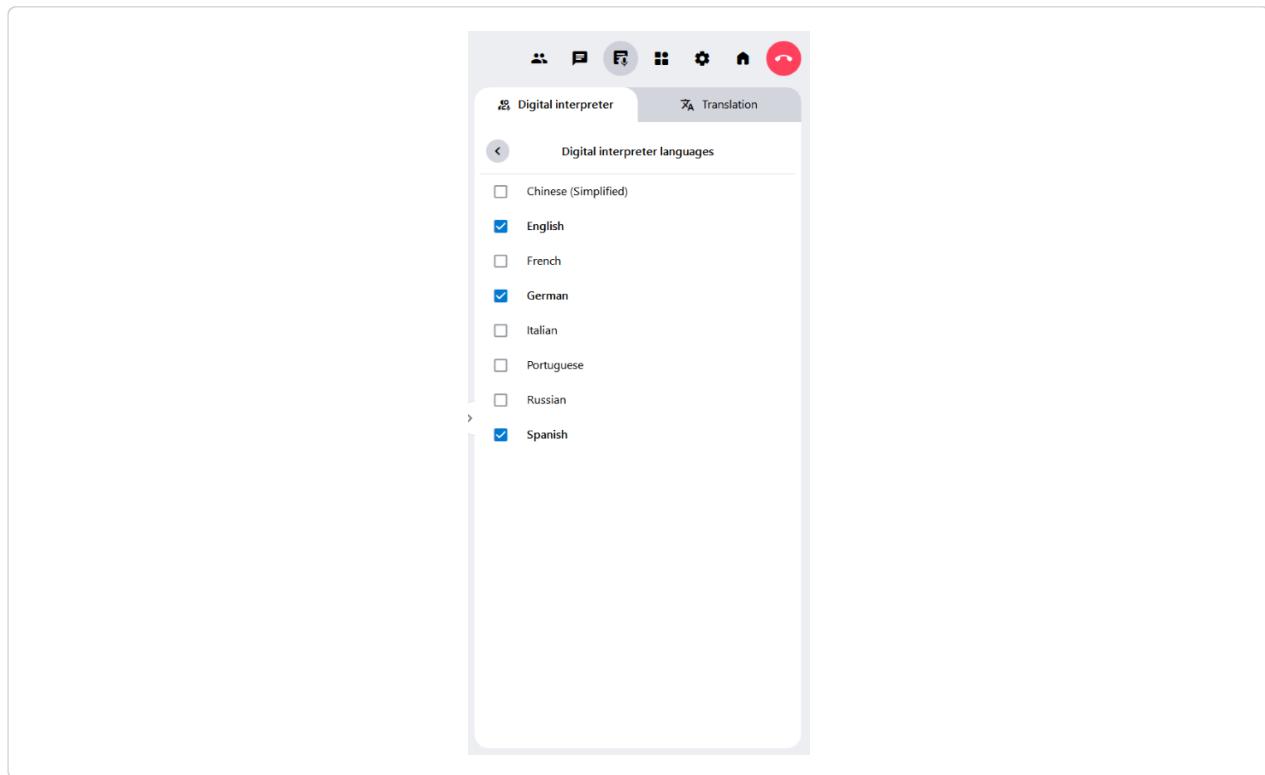
Language selection menu for the interpreter

Translation

The **Translation** feature offers participants to follow conversations in the alfaview room without language barriers. Both, the Digital Interpreter and the Live transcription can be translated with this feature.

> The Translation feature must be enabled by a room moderator in order to be available in the alfaview room.

Settings for participants

The Translation feature translates the spoken word from the Digital Interpreter or Live Transcription into various other languages to minimize language barriers.

You can find the translation in the Secondary menu under Live Transcription. Click on the **Translation** tab to access the translation.

Selecting a translation language.

- Click on the `Select` button at the top of the **Translation** tab.
- Select the language you want the spoken word to be translated into.

The translation will now appear in the sidebar in your selected language. You can change the selected language at any time. The conversation will be translated retroactively into the new language.

> Tip: View the Digital Interpreter or Live Transcription and translation at the same time:
>
> - Move your mouse over the left edge of the **Live Transcription** tab. The pointer will change to a double-headed arrow.
> - Hold the left mouse button and drag the tab to the left until the Digital Interpreter / Live Transcription and Translation tabs are displayed side by side.
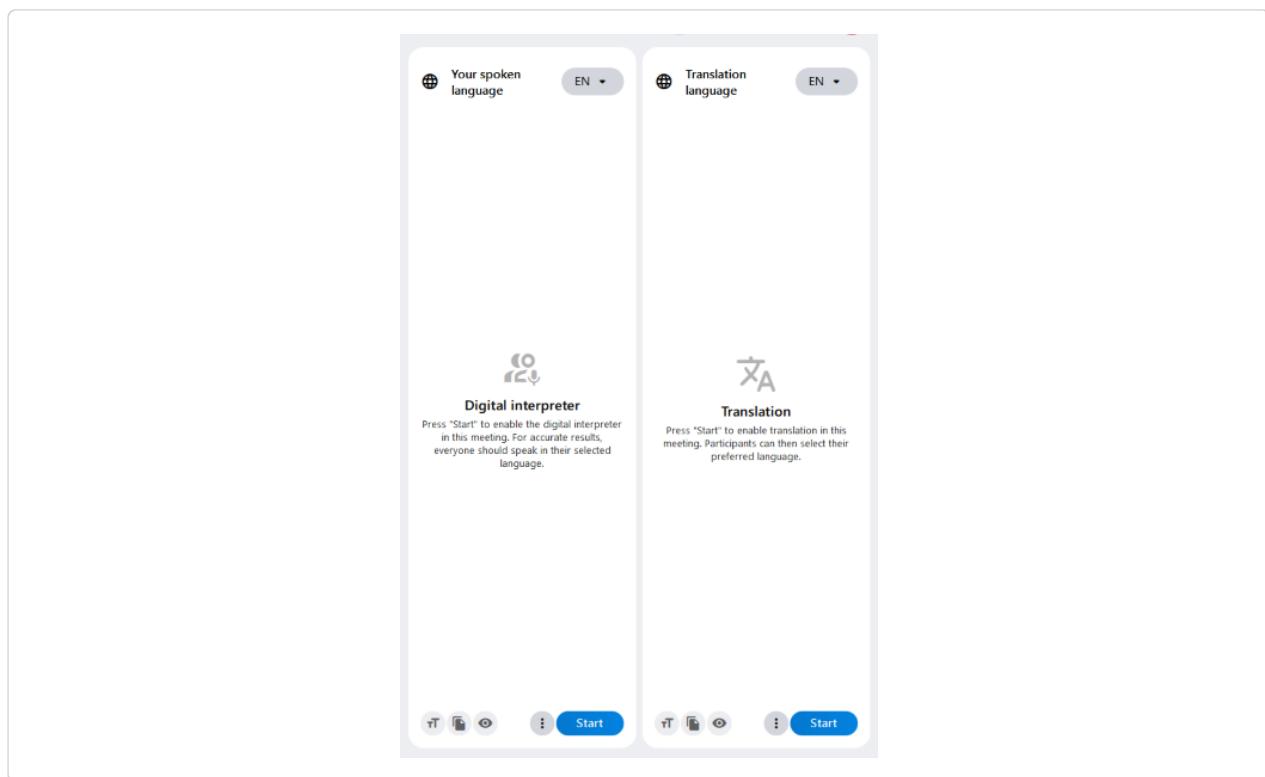
Language selection menu for the translation

Settings for room administrators

Enabling translation. The Translation feature must be enabled on the alfaview administration page by a room administrator.

- Log in to the alfaview administration page.
- Click on **Rooms** in the menu on the left side. - Click on the ⚙ **Settings** icon of the room you want to enable the Translation feature. - Go to the **Transcription** tab in the Room Features. - Click on the switch next to **Transcription and Translation availability**. If the switch is blue and on the right side, the feature is enabled.

Language selection. As a room administrator, you can select up to three translation languages at the same time. These languages will be available for all participants in your room.

> Selecting multiple languages will result in faster consumption of your transcription quota.

In the alfaview administration.

- Click on the drop-down menu next to **Available translation languages**.
- Check the boxes for the languages you want to be available for translation in the room. A maximum of three languages can be selected at a time. You can choose from 31 languages.

The changes will be immediately be implemented in your room.

In the alfaview app. You can select the translation languages in the alfaview app if you are a room administrator.

- Open the **Transcription** tab in the Secondary menu. - Click on the **Translation** tab. - Click on the **Translation options** menu at the bottom. - Click on the option **Update available languages.**
- Tick the box of each language you wish to activate in your alfaview room (a maximum of three translation languages at the same time). There are 31 different languages to choose from.

The changes will be immediately be implemented in your room.
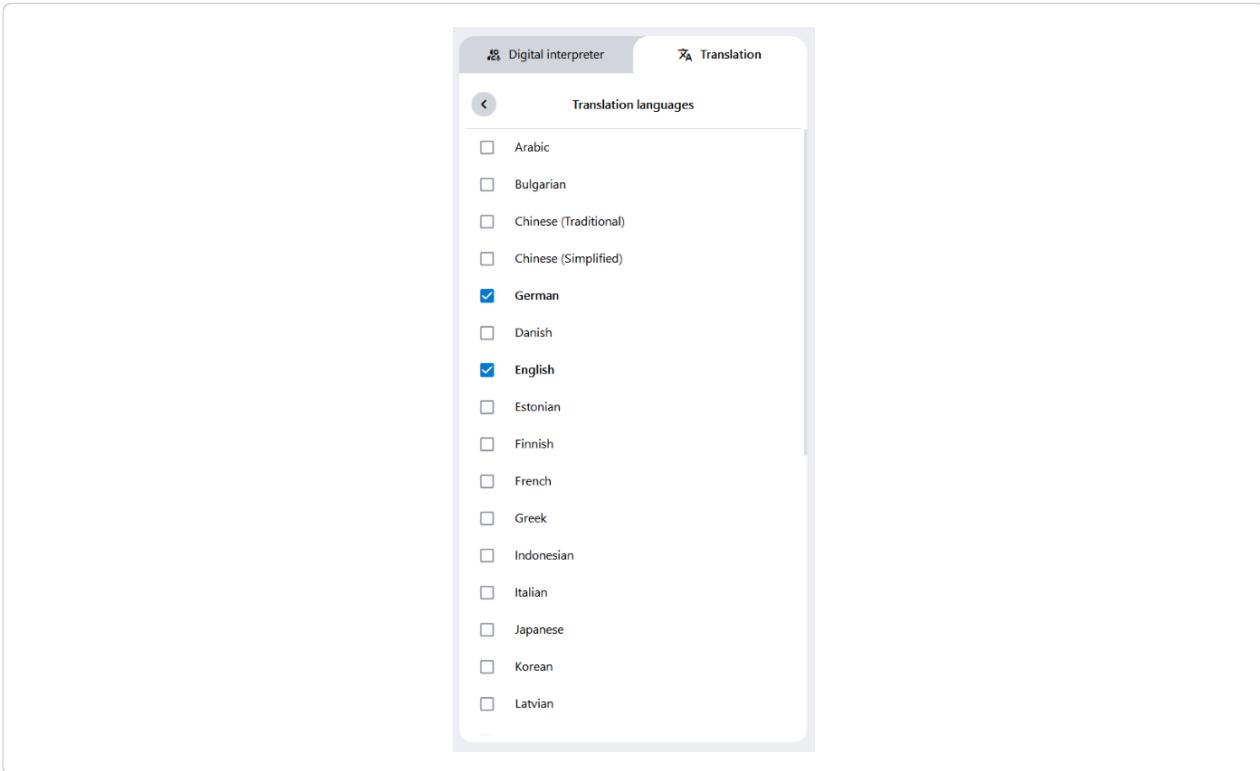
Language selection menu for the translation

Last updated on February 3rd, 2026, 07:07 am

Toolbox

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/primary-and-secondary-controls/toolbox/

External tool

As administrator or moderator, you can link external websites or apps from third-party providers as External tools in your Toolbox. Everyone in your alfaview room can access these links.

Create an External tool

- Click on the Create button in the Tool manager.
- Enter the following information:

  – **Link title:** Enter a title for your link. - **Details:** Add a short description for your link to provide further information to participants in your alfaview room. This entry is **optional**. - **Address:** Enter the web address (URL) of your link. Please ensure that the address you enter is a valid HTTP/S link.

- After clicking on the Create button, all individuals in your alfaview room will be able to access the link in the Toolbox.
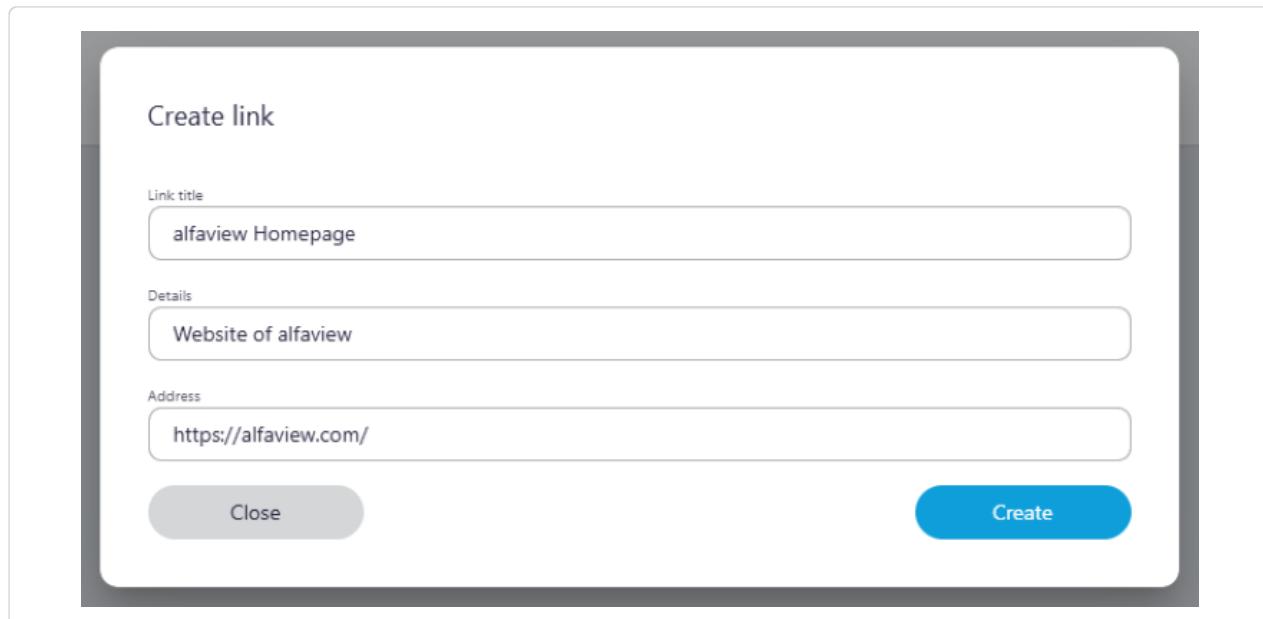
Create an External tool

Update an External tool

- In the Toolbox in the alfaview app, click on the context menu ⋮ next to the link you want to edit.

- To edit a tool, click on ✎ **Edit**. You will now be redirected to the Tool manager in your Internet browser. If you have already accessed the Tool manager, you can select the link to be edited directly from the list of all links. Then click on the ✎

- You can now change the link title, the details and the web address. Confirm the changes by clicking on the Save button.
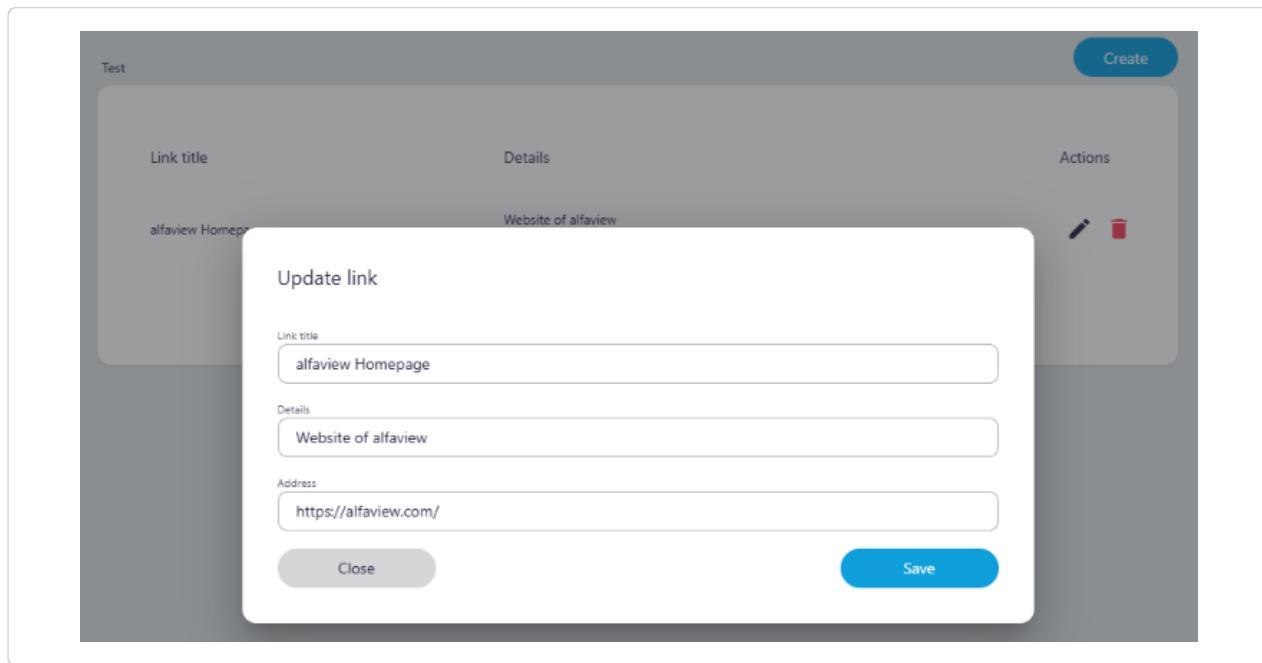
Update an External tool

Delete an External tool

> **Note**: The External tool will be deleted immediately as soon as you click on 🗑️ **Delete** in the Toolbox of the alfaview app.

In the alfaview app:

- Open the ⬛ **Toolbox** in the alfaview app.
- Click on the context menu ⋮ next to the link you want to delete.
- Click on 🗑️ **Delete**. The external tool will be deleted immediately.

In the Tool manager:

- Open the External link's Tool manager in the ⬛ **Toolbox**.
- Select the link you want to delete from the list of all links.
- Click on the 🗑️ **Delete** icon.
- Confirm the deletion by clicking on Yes button.

Whiteboard

The whiteboard is available in the alfaview toolbox. All participants in an alfaview room can work on it together and download the results. The whiteboard is automatically deleted after a week.

> You can create only one whiteboard per alfaview room. Only participants with the room permission "Allow screen sharing" can actively work on the whiteboard. Participants without this permission can open the whiteboard in "view only" mode.

Create the whiteboard

- Open the ⬛ Toolbox in the main menu.
- Click on the Tool-Manager button.
- Then, click on the Whiteboard button.
- The whiteboard link now appears in the toolbox list.

Open the whiteboard

- Open the [icon] Toolbox in the main menu.
- Select the whiteboard from the links list. Click on the [Open] button to go to the whiteboard.

Delete the whiteboard

> **Note:** The whiteboard is deleted immediately when you click [icon] **Delete**.

- Open the [icon] Toolbox in the main menu.
- Click on the [icon] context menu of the whiteboard.
- Then click on [icon] **Delete**.

Poll / Quick vote / Star rating

As moderator or administrator, you can create three different queries via the Toolbox:

- **Poll** A poll contains a question with up to ten answer options defined by you during creation. You can decide whether the participants in your alfaview room can vote for one or multiple answers.
- **Quick vote** If you want to get a quick insight into what the participants in your alfaview room think, the quick vote is most suitable. The answers **Yes**, **No** and **Abstain** are already set. You can add further answer options. - **Star rating** The star rating allows participants to rate a question, item or suggestion by awarding between one and five stars. The result shows the average of the stars given.

> You can display the result of the Poll, Quick vote and Star rating to the participants in the alfaview room.

- Create a Poll
- Create a Quick vote
- Create a Star rating
- Status and actions
- Functions in the context menu

Create a Poll

- Click the Create button at the top right corner of the Tool manager website.
- Select the **Poll** template from the drop-down menu.
- Fill in the following fields:

    – **Title:** Enter a title or a description to be voted on. - **Options:** You can add up to ten answer options. To do this, enter an option and confirm by either clicking on the plus icon or by pressing the Enter key. You can change the order of the answer options by clicking on the arrow icons. Delete an answer you have entered by clicking on the **Delete** 🗑 icon. - Click the drop-down menu under **Number of selectable options**. Now, select whether the participants in your alfaview room can vote for one or more answers. - Then click on the Create poll button. You will now return to the list of all polls and your poll will have the status **Draft**.

> **Publish and start:** The **Publish and start** function allows you to open the poll for voting directly.
>
> - **Please note that once the poll has been published, it will no longer be possible to edit it.** - Therefore, only tick the box next to **Publish and start**, if you do not wish to make any more changes. - After direct publication, the poll has the status **Published**.

You can find a detailed explanation on each status and the corresponding action in the section Status and actions.

Create a Quick vote

- Click the Create button at the top right corner of the Tool manager website.
- Select the **Quick vote** template from the drop-down menu.
- Fill in the following fields:

  – **Title:** Enter a title or a description to be voted on. - **Options:** The options **Yes**, **No**, and **Abstain** are already set. You can add up to seven more answer options. To do this, enter an option and confirm by either clicking on the plus icon or by pressing the Enter key. You can change the order of the answer options by clicking on the arrow icons. Delete an answer by clicking on the **Delete** 🗑 icon. - Click the drop-down menu under **Number of selectable options**. Now, select whether the participants in your alfaview room can vote for one or more answers. - Click the Create vote button. This will create the poll and take you back to the list with all queries. Your quick vote will have the status **Draft.**

> **Publish and start:** The **Publish and start** function allows you to open the quick vote for voting directly.
>
> - **Please note that once the quick vote has been published, it will no longer be possible to edit it.** - Therefore, only tick the box next to **Publish and start**, if you do not wish to make any more changes. - After direct publication, the quick vote has the status **Published**.

You can find a detailed explanation on each status and the corresponding action in the section Status and actions.

Create a Star rating

- Click the Create button at the top right corner of the Tool manager website.
- Select the **Star rating** template from the drop-down menu. - **Title:** Enter a question, statement or description that the participants should evaluate. - Click the Create star rating button. This will create the star rating and take you back to the list with all queries. Your star rating will have the status **Draft.**

> **Publish and start:** The **Publish and start** function allows you to open the Star rating for evaluation directly.
>
> - **Please note that once the star rating has been published, it will no longer be possible to edit it.** - Therefore, only tick the box next to **Publish and start**, if you do not wish to make any more changes. - After direct publication, the star rating has the status **Published**.

You can find a detailed explanation on each status and the corresponding action in the section Status and actions.

Status and actions

Polls, quick votings and star ratings always have a status after they have been created. You can use actions to switch from one status to another. In every status, different functions are available in the context menu.

Status	Action
Draft	You can edit polls, quick votes and star ratings via the context menu Context menu Toolbox icon while they have the **Draft** status. You can also preview each query. Click the Publish button to display the query in the alfaview room. Confirm the publication in the new window by clicking the Yes button.

> As long as you do not delete the poll, quick vote or star rating, you can toggle between **Voting ended** and **Results visible** as many times as you like. To do this, click on the corresponding action.

Functions in the context menu

In addition to changing the status via the **Actions** button, you can also access various functions via the context menu ⦙ . These are used to manage polls, quick votes and star ratings.

🖊 **Edit:** You can edit the title , answer options and number of selectable options when the query has the status Draft . This function is no longer available in later statuses.

➡ **Action:** This function allows you to switch from one status to the next. Actions are also displayed as a button in the list of polls, quick votes and star ratings allowing you to switch statuses more quickly.

👁 **Preview:** The preview allows you to view the poll, quick vote or star rating before you publish it. This allows you to see how it will appear to participants.

⬇ **CSV export:** The function CSV export allows you to download the result as a CSV file.

🔄 **Duplicate:** Create an identical copy of your query. The duplicated query will have the status Draft .

🗑 **Delete** Delete your poll, quick vote or star rating by clicking on this function. Confirm the deletion in the new window by clicking the Yes button. The result will then no longer be available.

Last updated on February 2nd, 2026, 01:49 pm

Settings

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/primary-and-secondary-controls/settings/

⚙ **Settings** The can be found in the secondary menu . Here you can change your audio and video settings. In addition, you can adjust accessibility settings and find out about the latest updates. Further settings can be found on the General settings page.

> Setting changes are automatically applied, saved and applied again upon next application launch.

Click on the ⚙ **Settings** icon in the secondary menu to access all available settings.

Audio

The **Audio** tab allows you to make various changes to your audio settings. Here you can select your preferred microphone, speaker or headset or activate / deactivate the options Echo cancellation and Noise cancellation. The advanced settings include the features Push-to-talk and microphone optimization.

To learn more about all the features and settings available for audio, please refer to the Audio settings page.

Video

The **Video** tab offers various options for your video settings. In addition to your camera, you can also select virtual backgrounds or adjust the bandwidth usage for screen sharing and the quality of your secondary camera.

To learn more about all the features and settings available for video, please refer to the Video settings page.
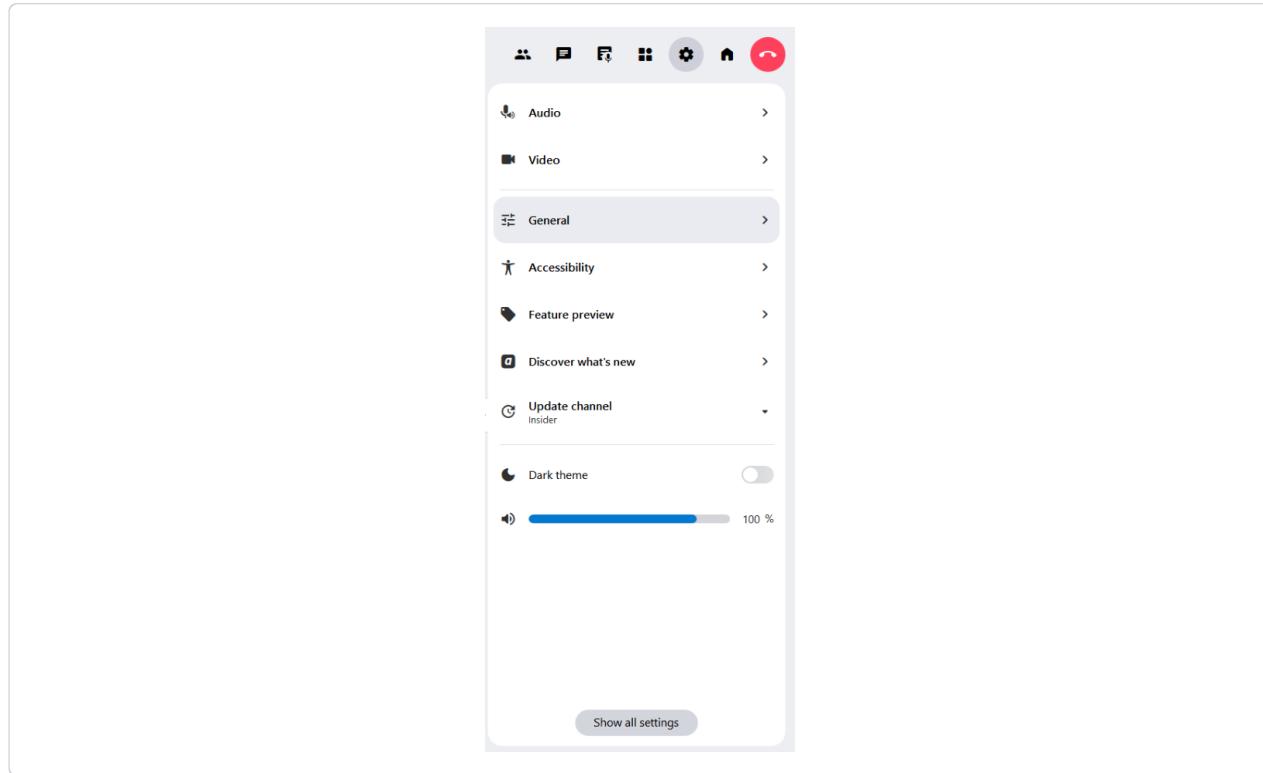
Settings in the secondary menu

Volume

Adjust the volume of alfaview using the slider.

Show all settings

To access all available settings ↗, click on the Show all settings button.

Last updated on November 18th, 2025, 02:18 pm

Audio settings

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/primary-and-secondary-controls/settings/audio-settings/

The ⚙ **Settings** tab in the secondary menu allows you to make various changes to your audio settings. You can find the menus to select your preferred microphone, speaker or headset as well as the advanced settings including the features Push-to-talk and microphone optimization. The **Quick settings** in the main menu offer you a condensed selection of settings with which you can select your microphone or speaker.

- Quick settings
- All audio settings

Quick settings

🎤 **Open menu** Open the Quick settings by clicking on the small icon in the bottom right corner of the microphone icon in the main menu.

A window opens with the **Select headset, Select a microphone** and **Select a speaker** menus.

Headset & Microphone

- Select the headset or microphone you want to use.
- Drag the switches to enable or disable the **Echo cancellation** and **Noise reduction**. When the switch is blue and to the right of the toggle, the feature is enabled.

You can also test your microphone in the **Quick settings**.

- Click on the Test mic button at the bottom of the window.
- The button now displays the text Recording . Speak into your microphone. The circles next to the button should light up. This indicates that your microphone is working.
- After the recording of your voice is finished, it will be played back to you.
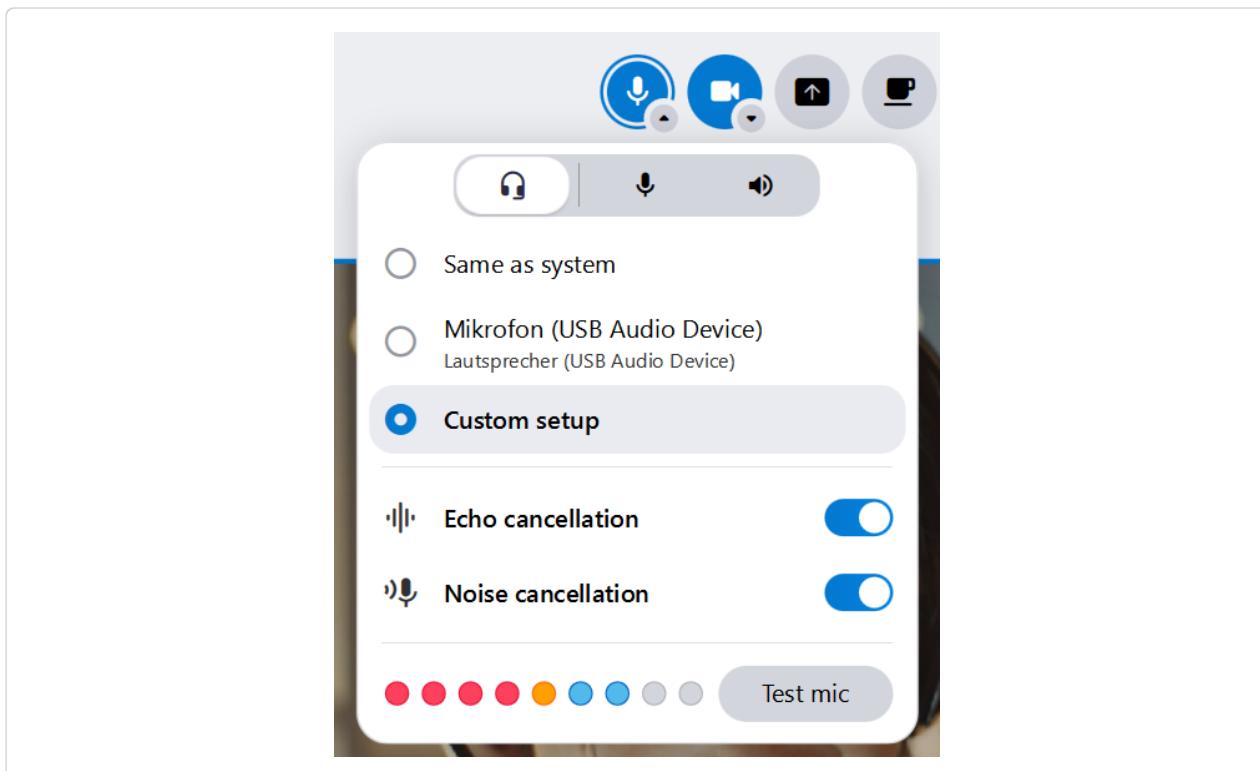
Speaker

- Select the speaker you want to use.
- Test the speaker by clicking on the **Test speaker** button. A sound is now played.
- Adjust the volume by dragging the slider to the left or right. The blue bar and the percentage indicates the current volume.
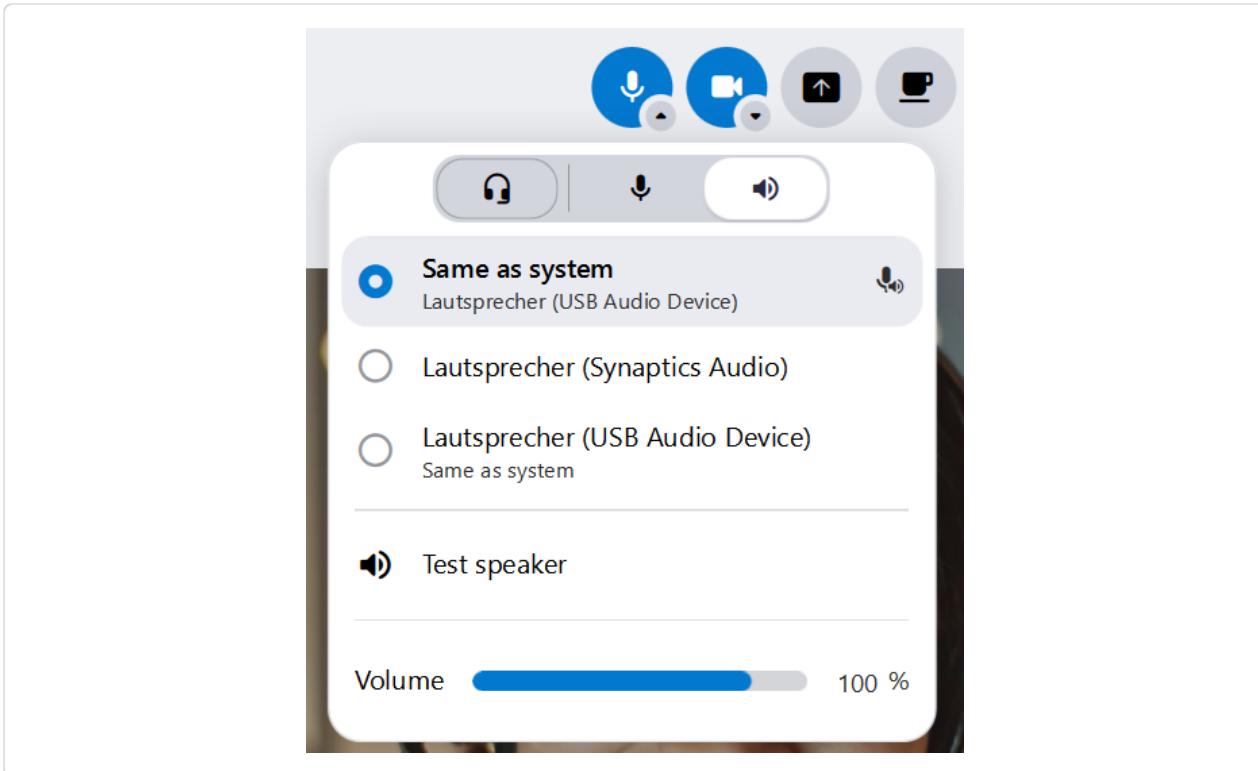
All audio settings

In addition to the Quick setup, the **Audio** menu offers additional settings to optimise your audio.

- Headset
- Microphone
- Speaker
- Echo cancellation
- Noise cancellation
- Advanced settings

    – Noise suppression
    – Microphone optimization
    – Signal processing
    – Turn on microphone on join
    – Enable Push-to-talk
    – Show speaker status
    – Treat current devices as a headset
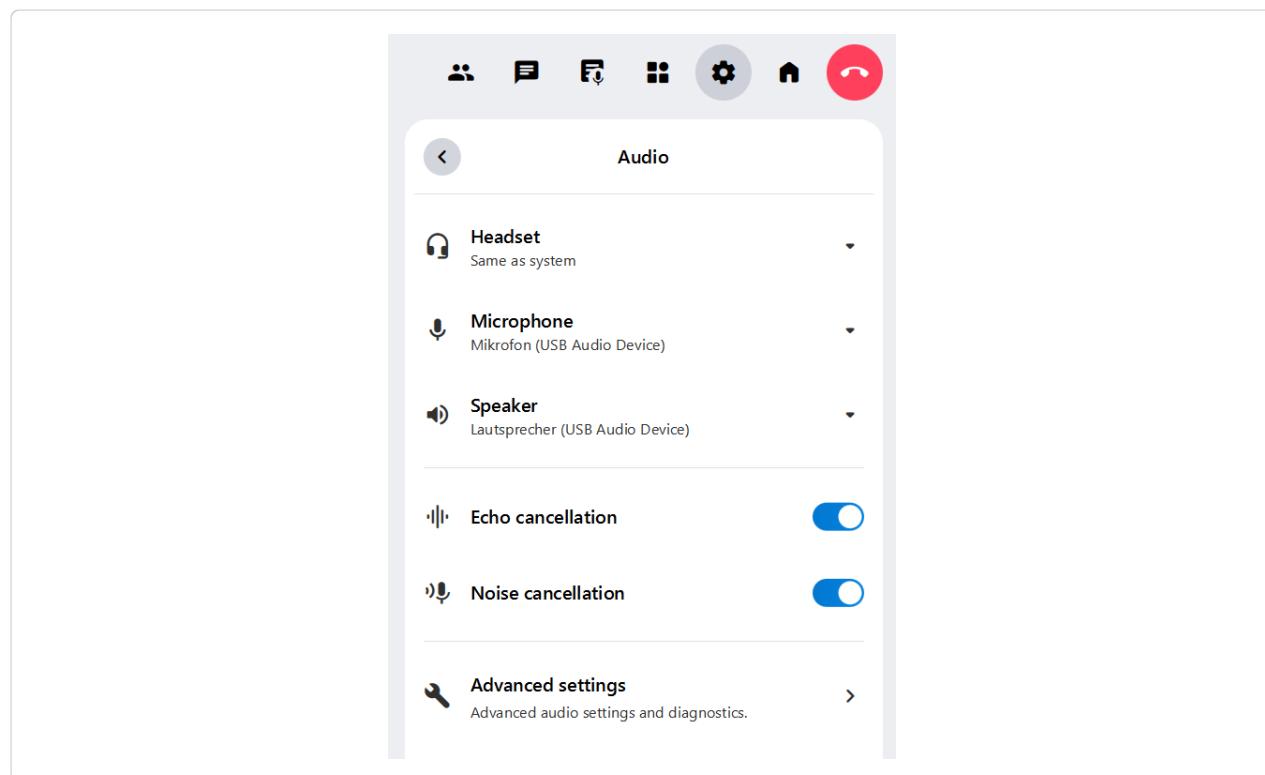
Audio settings

> The settings are applied automatically and do not need to be saved manually.

9 3 3 3 3 3 3 3

Headset

Click on the **Headset** menu item to open a selection list of all connected devices. Select the preferred device.

Microphone

Click on the **Microphone** menu item to open a selection list of all connected microphones. Select the microphone you want to use.

Speaker

Click on the **Speaker** menu item. In the section list, you can choose the speaker you want to use. Additionally, you can adjust your speaker volume by moving the slider. Click on the **Test speaker** button to to test the functionality of your speaker.

Echo cancellation

If you are using a separate microphone and loudspeaker instead of a headset, we recommend that you enable **Echo cancellation**. This setting prevents audio being picked up from your speaker and retransmitted by your microphone.

> If you are using a headset, **Echo cancellation** is automatically disabled.

Noise cancellation

Noise cancellation filters out unwanted background noise from microphone transmissions, improving your audio quality.

Advanced settings

Additional audio settings, such as **Noise suppression** or **Microphone optimization**, are available in the **Advanced settings**.

Noise suppression

Select the level of noise suppression to better filter background noises from your audio transmission.

Microphone optimization

We recommend the automatic Noise cancellation. If you want to optimize your microphone yourself, you can use our **Microphone optimization**. This feature allows you to adjust the input level at which the microphone picks up your voice.

- Speak in your microphone.
- Move the slider to adjust the microphone sensitivity. Make sure the indicator bar turns blue and moves beyond the slider to the right.
- When you are not speaking, the indicator bar should be orange or invisible. This means that your voice is not being transmitted.
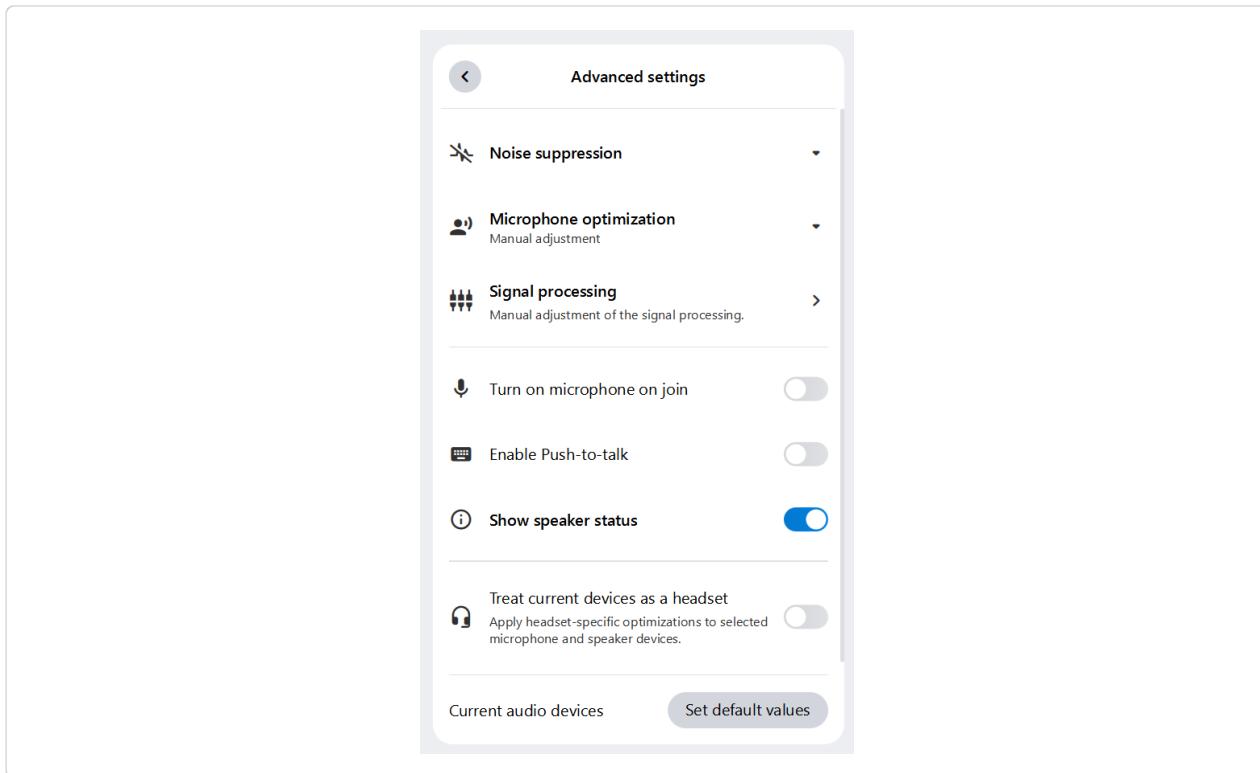
Advanced audio settings

> For the best transmission quality, we recommend that you maintain a constant distance from the microphone. You can also use the **Optimization wizard**. This will automatically adjust the level for you based on a short voice sample. To do this, click the Run button next to the Optimisation Wizard.

Signal processing

The signal processing offers various additional settings to advance your audio quality. These settings are automatically enabled.

Turn on microphone on join

When you enable this feature, your microphone is automatically turned on before joining an alfaview room. You can deactivate your microphone at all times in the quick settings before joining a room.

Enable Push-to-talk

> Push-to-talk can be helpful in noisy environments or when no headset is available.

The Push-to-talk feature allows you to activate the microphone manually by pressing a button. With this feature, your microphone only transmits sound when you press the `CTRL` key.

- Activate the push-to-talk feature by ticking the box.
- The 🎤 **Microphone** icon in the main menu is now displayed in orange and crossed out.
- To speak, press and hold the `CTRL` key on your keyboard.
- Release the `CTRL` key as soon as you have finished speaking.

> If you do not want to use the `CTRL` key for push to talk, you can define a custom key combination.
>
> - Activate push to talk by clicking the switch.
> - Click in the input field next to the `Edit` button.
> - Now press the key on your keyboard that you want to use to activate Push-To-Talk.
> - Then click the `Save` button.

Show speaker status

When you activate the speaker status, a small speaker icon appears in the status menu in the bottom left corner of your alfaview room. You can mute alfaview by clicking the icon. If the icon is displayed in orange and crossed out, alfaview is muted.

Treat current devices as a headset

When this feature is enabled, headset-specific optimizations are applied to the currently selected microphones and speaker devices.

> The settings are applied automatically and do not need to be saved manually.

Set default values

You can set all your audio settings back to default. To do so, simply click on the Set default values button.

> Please note that the defaults will be applied immediately. All previous settings will revert to the default settings without an opt-out option.

Last updated on November 19th, 2025, 07:46 am

Video settings

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/primary-and-secondary-controls/settings/video-settings/

The **Settings** tab provides various options for your video and camera settings. You can select your preferred camera, virtual backgrounds and the quality of your second camera.

Click on the ⚙ **Settings** icon in the secondary menu, then click on the menu item **Video** to access all available settings.

Camera

Click on the **Camera** menu item to select the camera from which you want to stream the video. You will also see a preview of what the video will look like when it is streamed.

Select the camera by clicking on its name.

Virtual backgrounds

Choose a coloured background or a pre-selected background from the menu item **Virtual backgrounds**. You can also blur your background here.
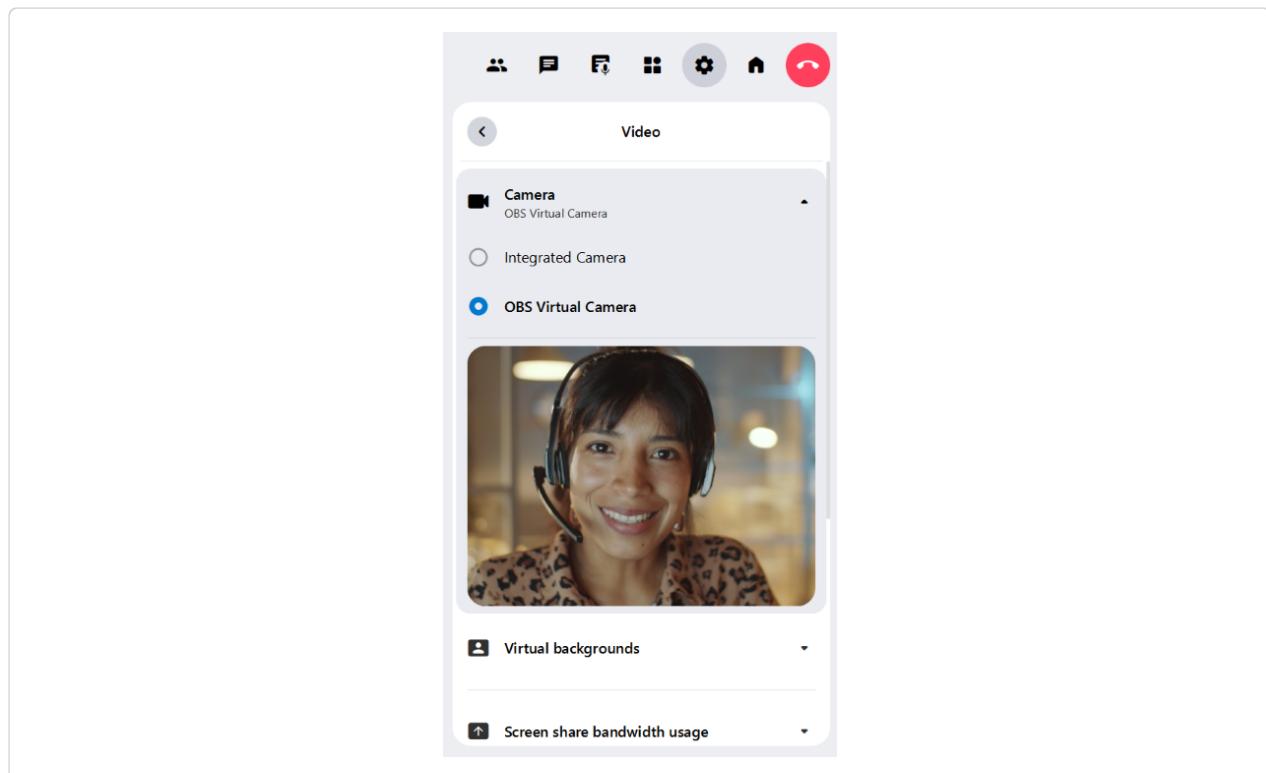
The camera selection menu

Colour backgrounds

In the **Colour backgrounds** tab, you can choose between single-coloured and colour gradient backgrounds. Click on the background you want to use.

Standard backgrounds

You can blur your background in the **Standard backgrounds** tab. To do this, click on the **Blur** preview image. Click on the **Blur strength** icon in the top right corner of the preview image to open the menu. Select your preferred blur level.

Click on one of the other preview images to use a default virtual background.

To disable the virtual background feature, click on the **None** menu item.

Study backgrounds

The **Study backgrounds** tab provides additional virtual backgrounds for you to choose from. Click on the preview image you want to use as your background.
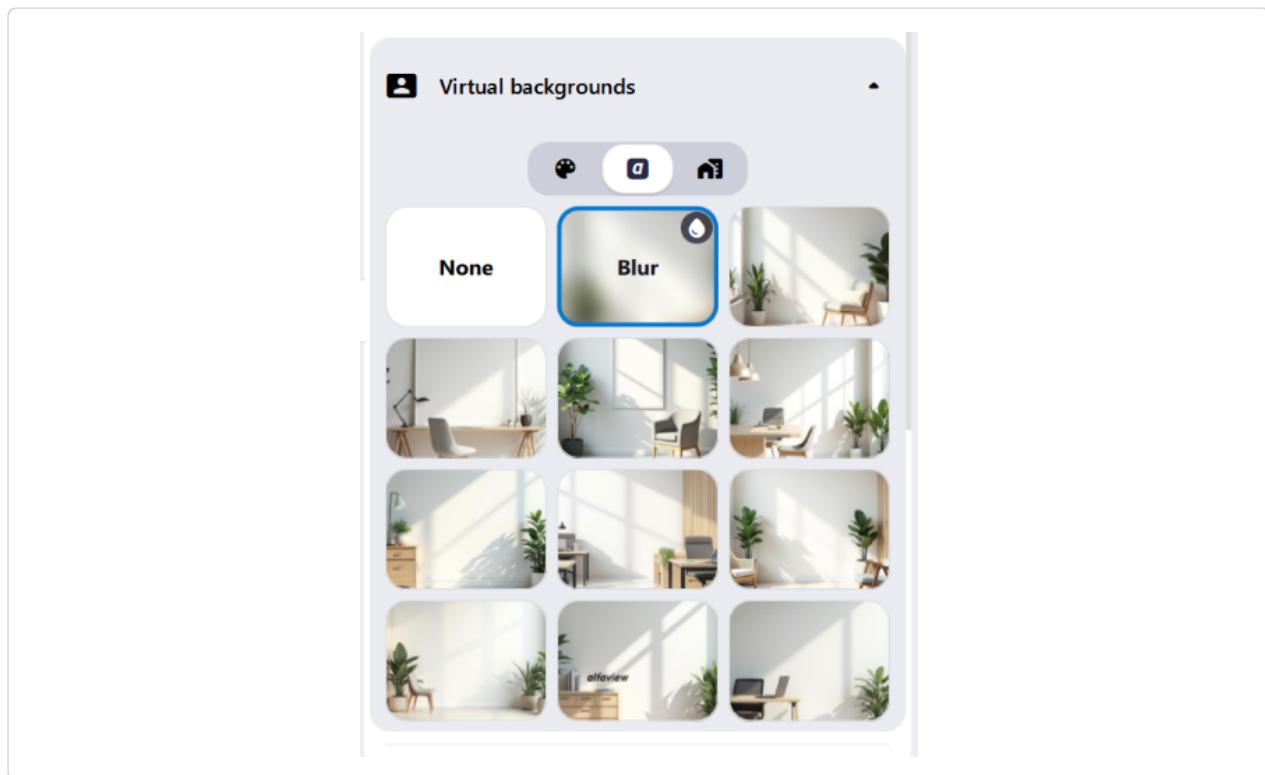
Select a virtual background

Screen share bandwidth usage

Decide whether you want to broadcast your screen sharing with **reduced** or **normal** bandwidth usage. Reduced bandwidth is useful if you have a poor internet connection, as your screen will still be shared.

Second camera quality

The **Second camera quality** menu allows you to choose between 480p, 720p and 1080p video resolutions for your second camera.

Improve video quality

Enable the **Improve video quality** feature by clicking on the switch. When this feature is enabled, the colour and depth of your video will be adjusted to improve the video quality.
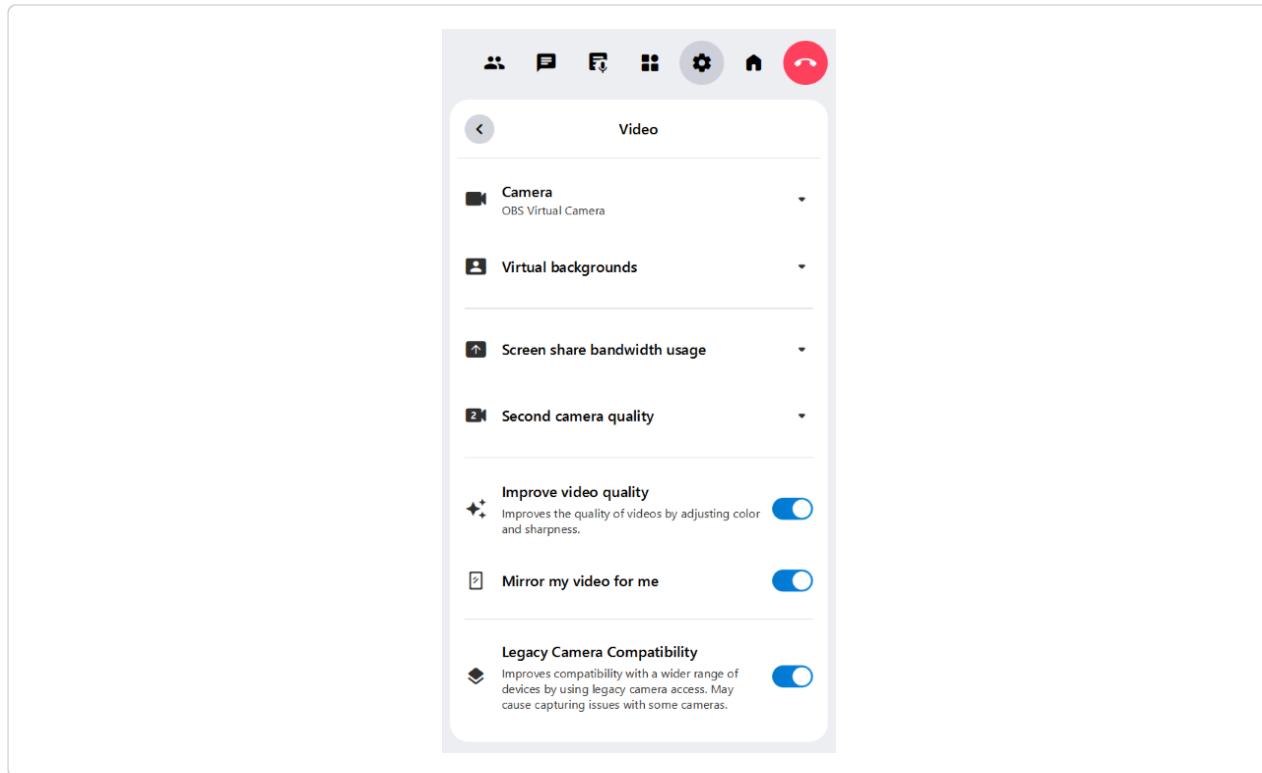
The video settings

Mirror my video for me

Mirror your video by clicking on the switch. Your video will not be mirrored for the other participants in the alfaview room.

Legacy Camera Compatibility

> This setting is only available on older devices or external cameras.

Improves compatibility by using legacy camera interfaces. Enable this option if your camera does not work with the default setting.

Last updated on November 19th, 2025, 08:24 am

General settings

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/primary-and-secondary-controls/settings/general-settings/

⚙ **All Settings** In addition to the settings in the secondary menu, the window provides further settings options that allow you to customise the alfaview app to your needs. In order to open the settings window, click the Settings icon in the sidebar to access the settings. Then click the button Show all settings to open the separate window with all settings. The settings are divided into the following sections:

- General ↗
- Audio ↗
- Video ↗
- Appearance ↗
- Accessibility ↗
- Network ↗
- Help ↗
- About alfaview ↗
- Reset all settings ↗

> Changes are automatically applied, saved and applied again upon next program start.

General

Language

This selection menu allows you to change the language of the user interface. Currently English and German are available.

Update channel

For interested users we offer the opportunity to choose from different update channels or versions of alfaview.
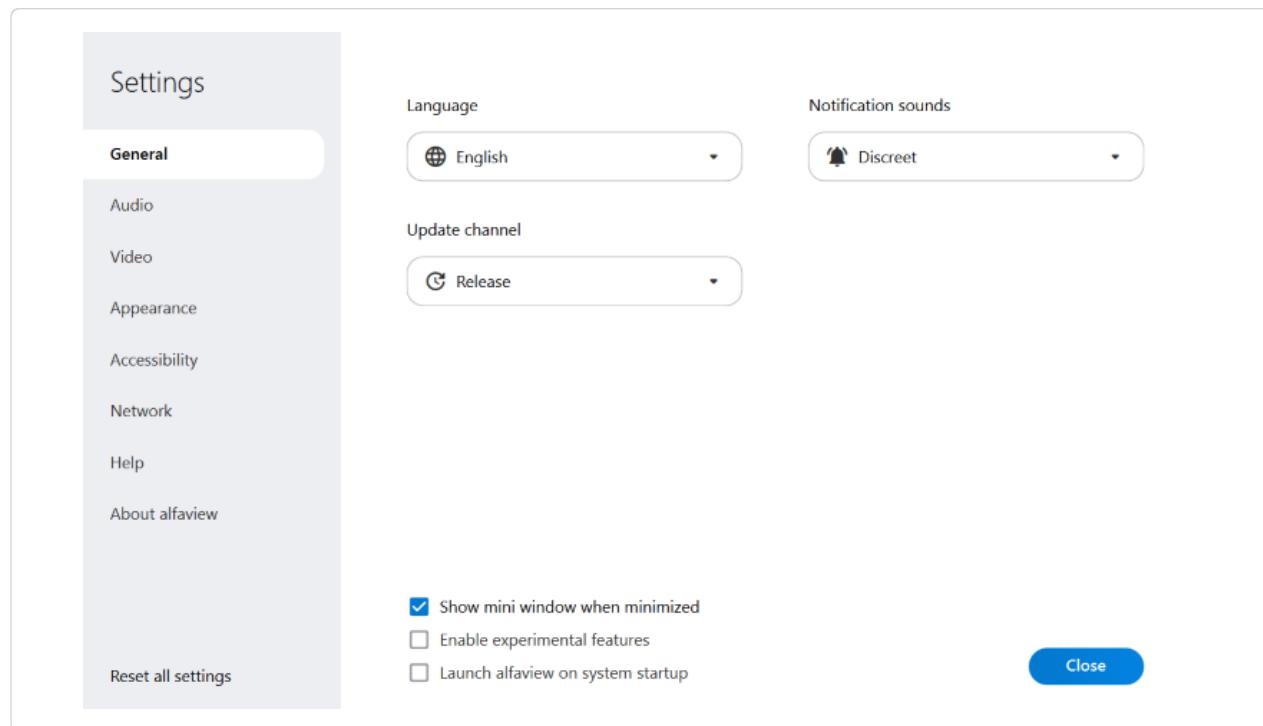
Settings – General

- **Release**: For regular updates and a stable, fully tested app version. (Default setting) - **Beta**: Select the Beta channel if you want to test new features early and support us with your feedback. - **Insider:** In the Insider channel, you will receive experimental updates that are still in development.

> After changing the update channel, alfaview must be restarted.

Notification sounds

Customise the app's notification sounds, which alert you to things like chat messages or people in the waiting room. Choose from the following options:

- **Off**: No notification sounds are used. - **Discreet**: Quieter notification sounds are used. - **Normal**: Normal notification sounds are used.

Show mini window when minimized

The [mini window ↗](#) allows you to follow conversations and events in the alfaview room when you have minimized the main window of the application. It provides you with the most important functions of the primary and secondary menus.

Enable experimental features

When activated you can select the additional option pixelate to blur the surroundings in the [settings ↗](#).

Launch alfaview on system startup

When activated, alfaview automatically starts when you start your computer.

Audio

The **Audio** tab allows you to set up your microphone and speakers.

> Newly connected devices are listed in the selection menu as soon as they are recognised by the operating system.
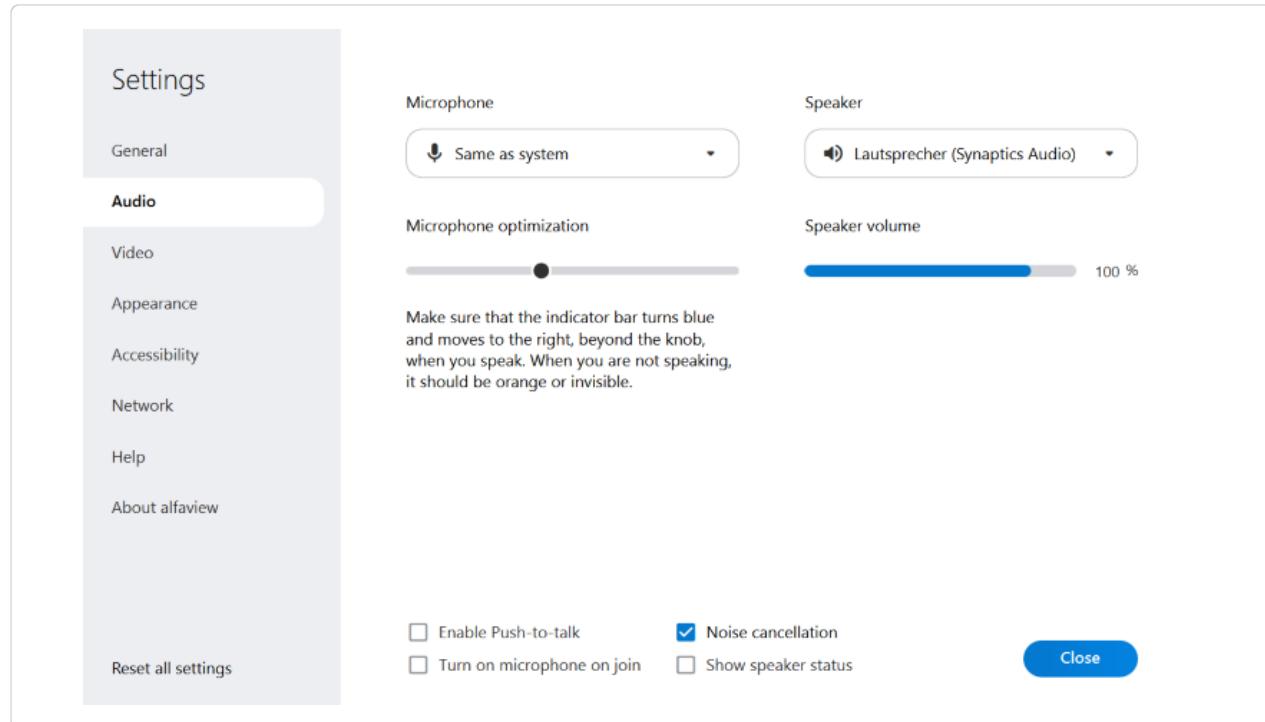
Settings – Audio

Microphone

Select the microphone you want to use from the drop-down menu.

Microphone optimization

> We recommend that you use the automatic **Noise cancellation** function. This effectively adjusts the sensitivity of your microphone so that unwanted background noise is filtered out of your microphone transmission.

You can also optimize the microphone yourself. You can manually adjust the input level at which the microphone picks up your voice.

- Speak into your microphone.
- Now move the slider to adjust the microphone sensitivity. Make sure the indicator bar turns blue and moves beyond the slider to the right.
- When you are not speaking, the indicator bar should be orange or invisible. This means that your voice is not being transmitted.

> For the best transmission quality, we recommend that you maintain a constant distance from the microphone. You can also use the Optimization wizard in the **Settings** tab in the secondary menu. This will automatically adjust the level for you based on a short voice sample.

Speaker

Select the speaker you want to use from the drop-down list.

Speaker volume

You can adjust the volume of alfaview using the slider below the speaker selection. Move the slider to adjust the volume.

Enable Push-To-talk

> Push-to-talk can be helpful if you are in a noisy environment or if you do not have a headset available.

The Push-to-talk feature allows you to activate the microphone manually by pressing a button. With this feature, your microphone only transmits sound when you press the `CTRL` key.

- Activate the push-to-talk switch.
- The 🔇 **microphone** icon in the main menu will now appear orange and crossed out.
- To speak, press and hold the `CTRL` key on your keyboard.
- Release the `CTRL` key as soon as you have finished speaking.

> If you do not want to use the `CTRL` key for push to talk, you can define a custom key combination.
>
> - Activate the Push-To-Talk function by checking the box.
> - Click the `Edit` button next to the Push-To-Talk option input field.
> - Press the key on your keyboard that you want to use to activate the Push-To-Talk function. As soon as alfaview recognizes your key selection, it will be displayed in the input field.
> - Then click the `Save` button.

Activate microphone before entering an alfaview room

If you activate this function, your microphone is automatically switched on before you enter an alfaview room. You can deactivate the microphone at any time in the quick settings before entering a room.

Noise cancellation

Noise cancellation filters out unwanted background noise from your microphone feed, improving your audio transmission. Tick the box to enable it.

Show speaker status

When you activate the speaker status, a small speaker icon appears in the bottom left corner of the status menu in the conference rooms. You can mute alfaview by clicking the icon. If the icon is displayed in orange, alfaview is muted.

> The settings are saved permanently and will be used again the next time you start alfaview.

Video

Camera

Determine the desired camera in the respective selection menu.

> - The selected camera will be applied instantly and trasmitted to the conference room.
> - Newly connected devices are listed in the selection menu as soon as they have been detected by the operating system.
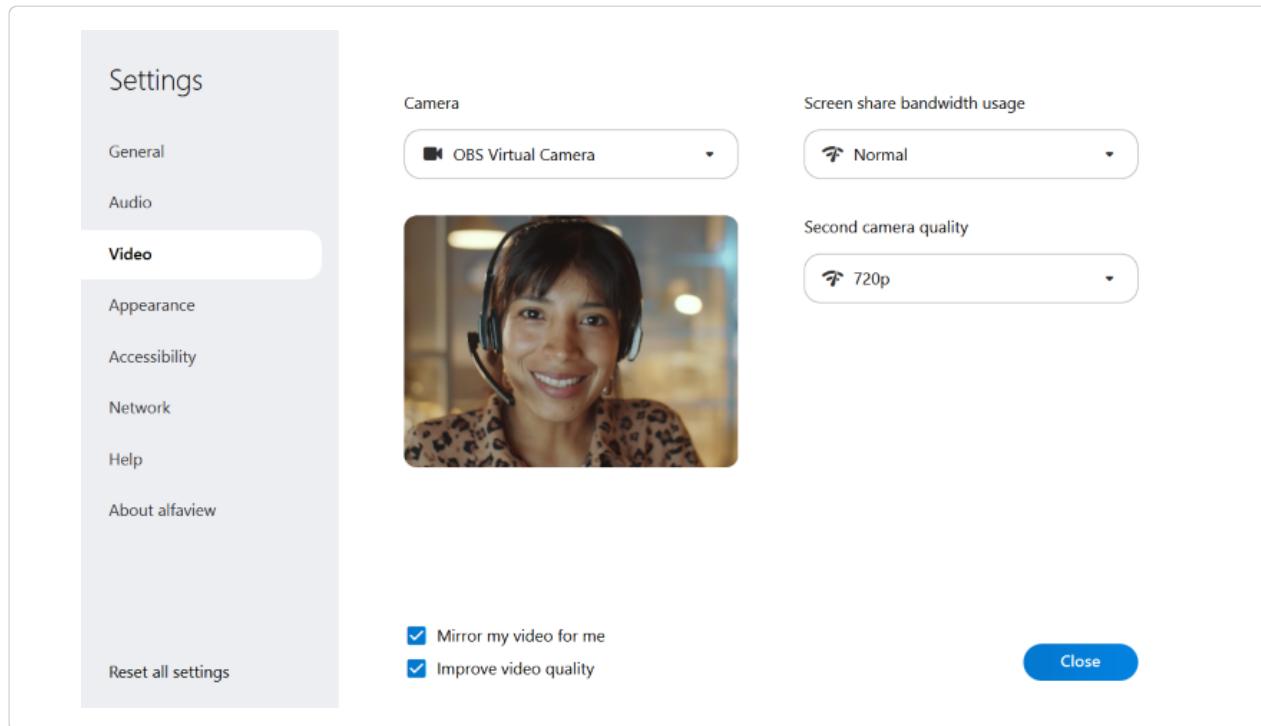
Settings – Video

Screen share bandwidth usage

This selection menu allows to reduce the amount of bandwidth used for screen sharing. There are two options to choose from:

- **Normal**: Screen share is transmitted in regular quality (default setting). - **Reduced**: Screen share is transmitted in reduced quality.

Second camera quality

This menu changes the video quality for the second camera.

Mirror my video locally

This setting is used to see your own video like in front of a mirror. The presentation of your video to other participants is not mirrored.

Improve video quality

Improves the appearance of all videos by adding a slight soft focus. Especially with skin tones this results in a smoother presentation.

Appearance

Design

Choose between a light and a dark color scheme. The dark color scheme relieves the eyes in dark environments.

Show spectators in user list

This setting is used to display participants in the user list with the Spectator permission group. Spectators can only passively participate in a meeting because of their permission, so they are hidden by default in the user list.
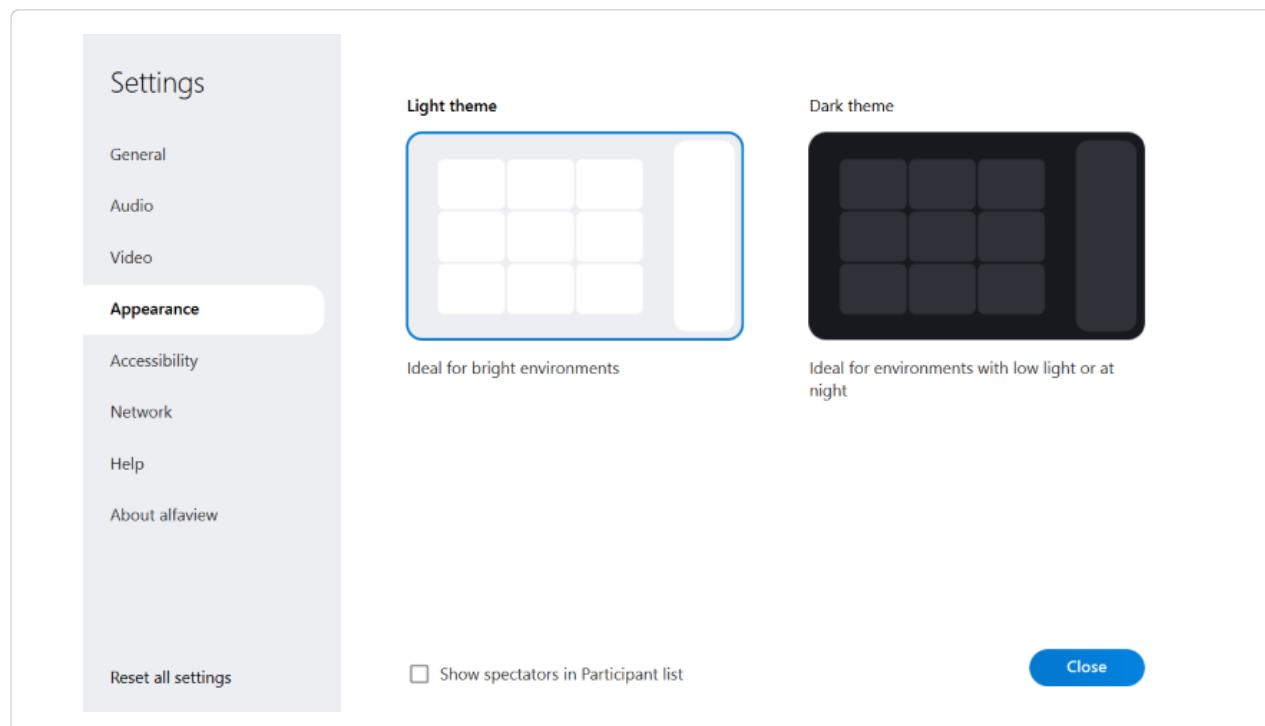
Settings – Appearance

Accessibility

Interface font size

Changes the font size of the alfaview interface.

Chat font size

Changes the font size of chat messages.
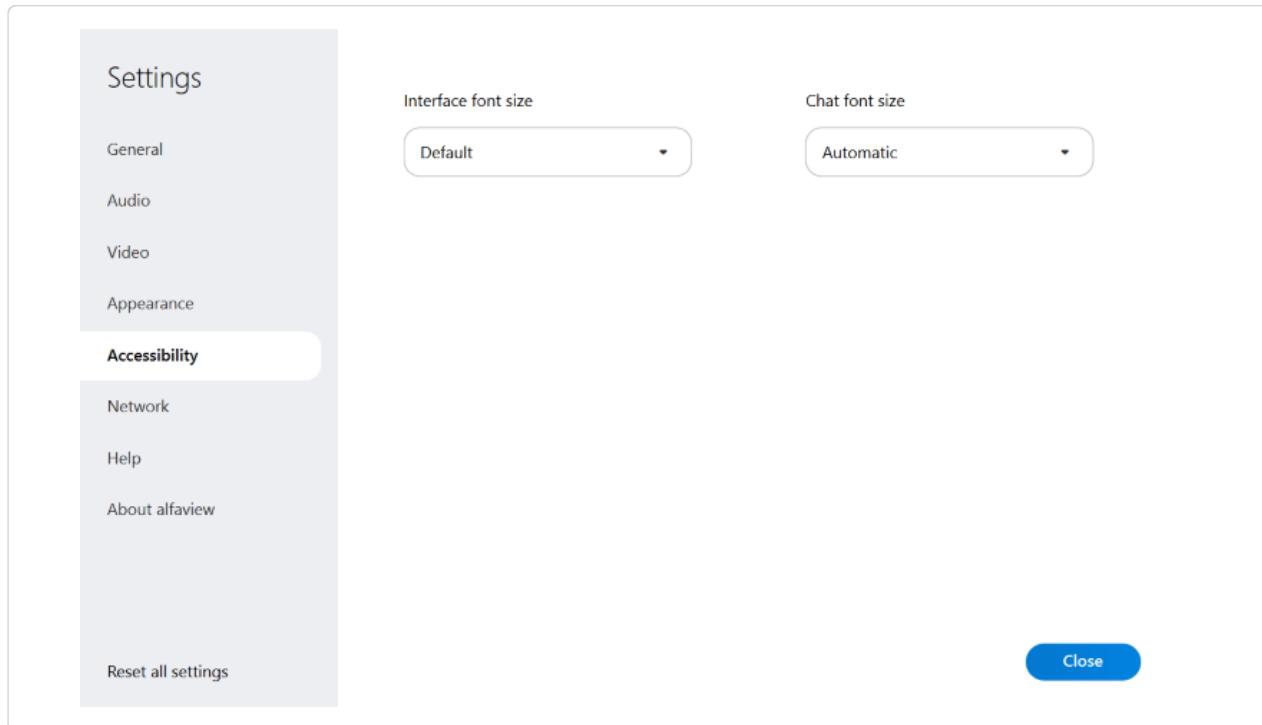
Settings – Accessibility

Network

If you connect to the Internet through a proxy server, you can configure it here. There are three configuration options to choose from:

- **Auto detect**: Automatically detects the best configuration (default setting) - **HTTP Proxy**: Manually provide an HTTP proxy configuration - **No Proxy**: Disable proxy support completely

Additional informationen can be found in the Proxy configuration ↗ article, as well as under system requirements & network settings ↗.
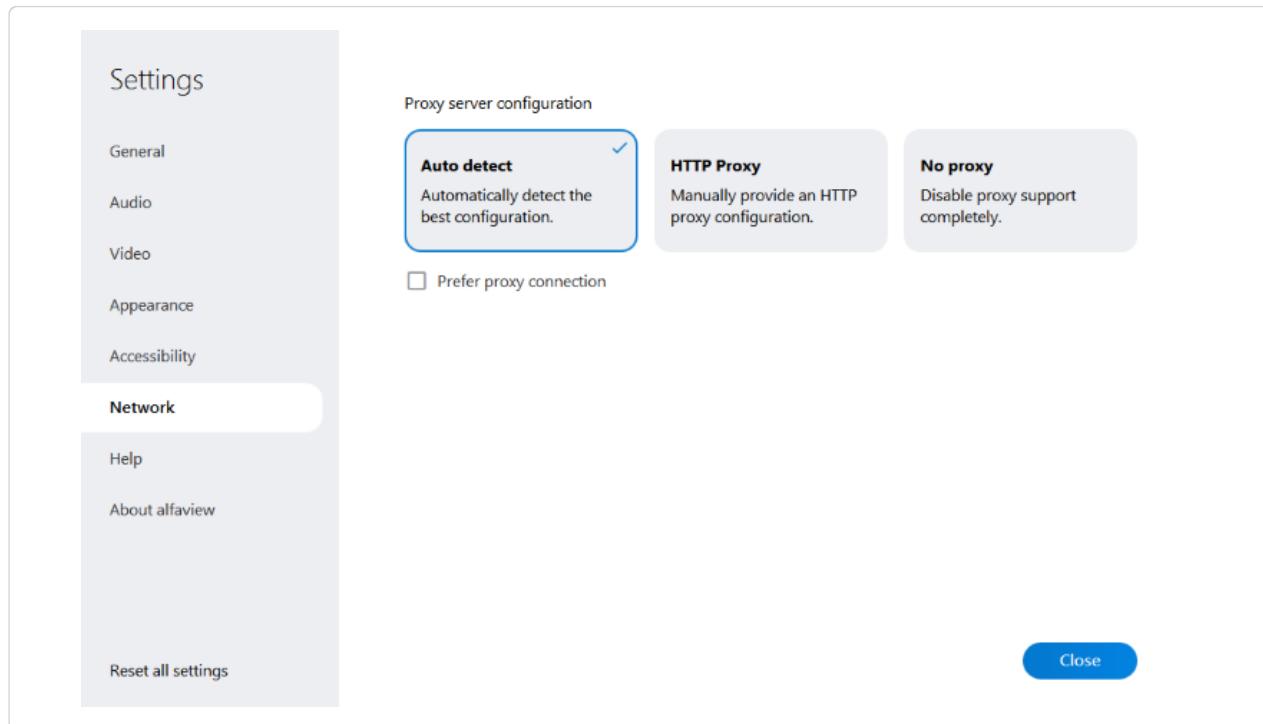
Settings – Network

Help

Knowledge base

The knowledge base contains detailed articles on features and usage of the software.

Technical support

Enable Debug logging when requested by our staff as part of support requests. Click on **Show log files** to view the log files stored on your machine.
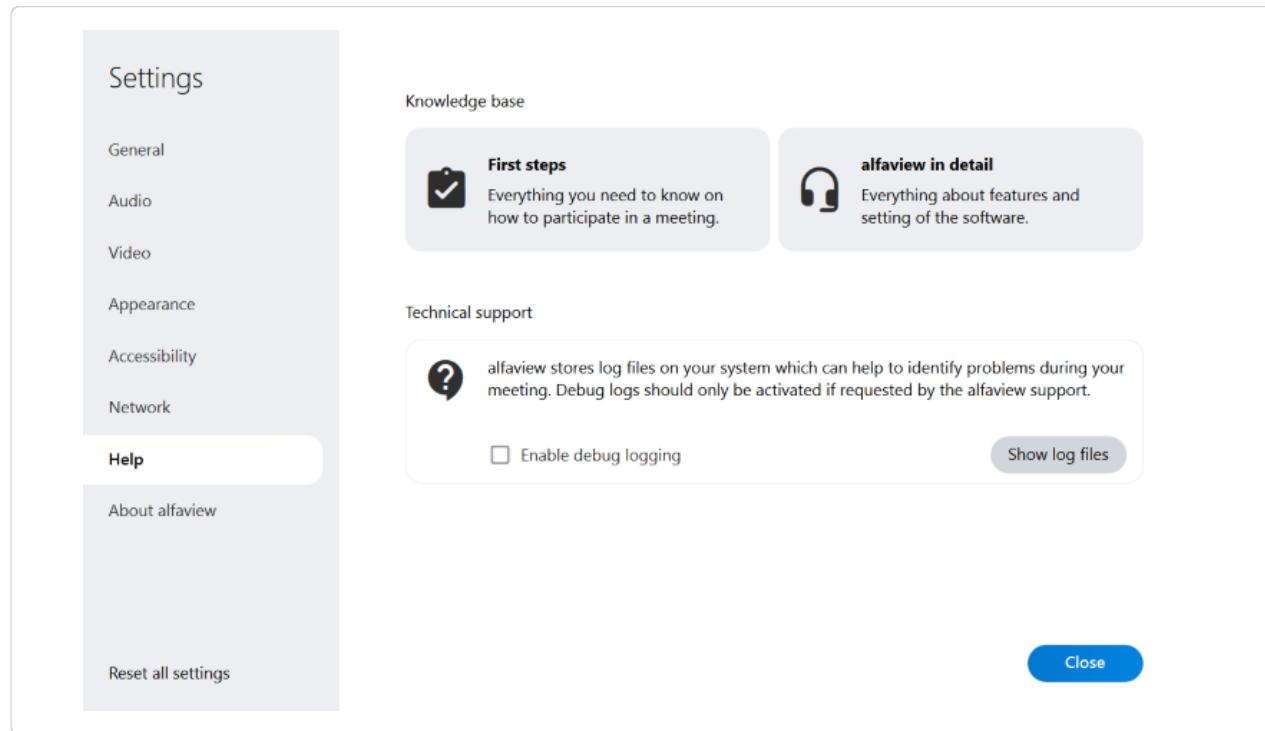
Settings – Help

About alfaview

You can find general information about alfaview here.

Reset all settings

All settings can be reset to the default values with this feature.

Last updated on November 18th, 2025, 02:33 pm

Proxy configuration

Source: https://support.alfaview.com/en/alfaview-app/alfaview-room/primary-and-secondary-controls/settings/proxy-configuration/

The proxy configuration is located in the settings dialog under *Settings > Network*.

> Further information on network requirements can be found in the article [system and network requirements ↗]().

Auto detect

Automatic proxy configuration is the default setting and recommended for most use cases.

- This setting tries to adopt an existing proxy configuration.
- It also attempts to establish the connection through bypassing the proxy configuration.
- The option *Prefer proxy connection* prevents bypassing the proxy configuration.
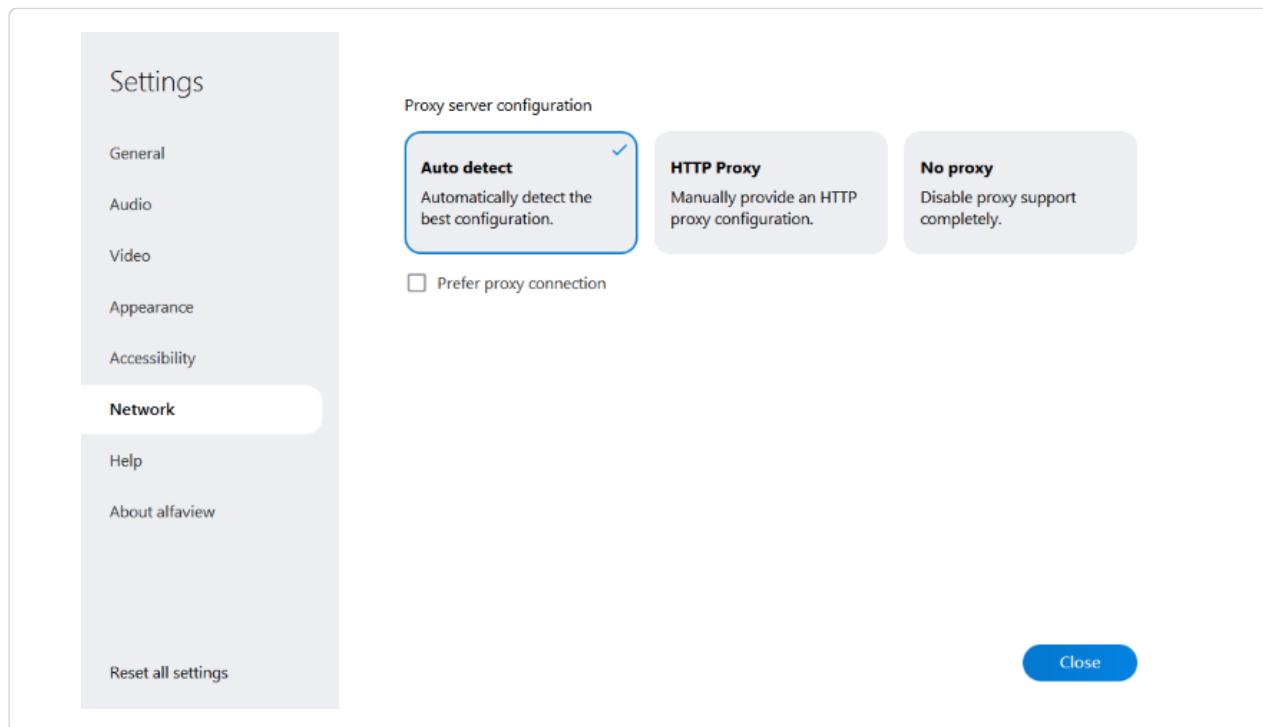
Automatic proxy configuration

HTTP proxy

This setting allows the manual configuration of an HTTP proxy. Enter the host and port, and optionally the user name and password for configuring the proxy server.
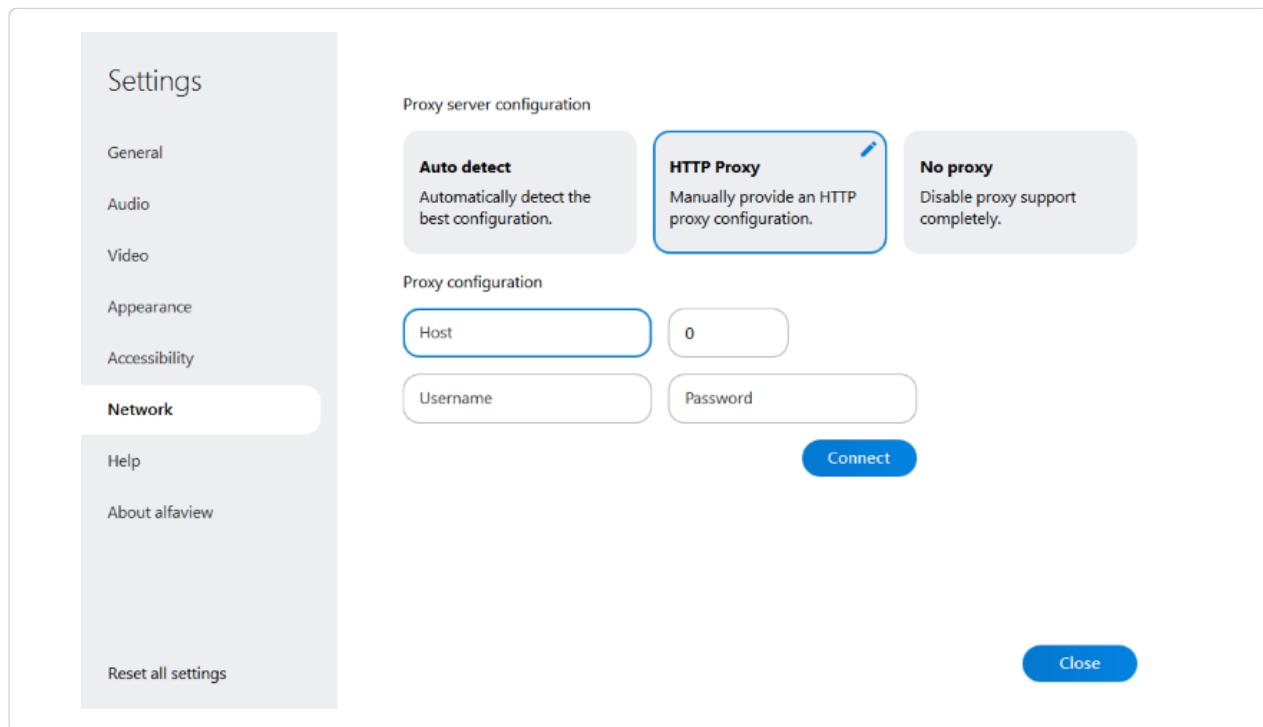
HTTP proxy configuration

No proxy

If no proxy configuration should be used, use this option.

Last updated on November 18th, 2025, 02:19 pm

Personal profile and security

Source: https://support.alfaview.com/en/administration/general/personal-profile/

The profile offers the possibility to view personal data and permissions. You can also change your password and manage the two-factor authentication.

- Log in to your alfaview account on the administration page ↗.
- Click on **Profile** in the menu bar on the left.
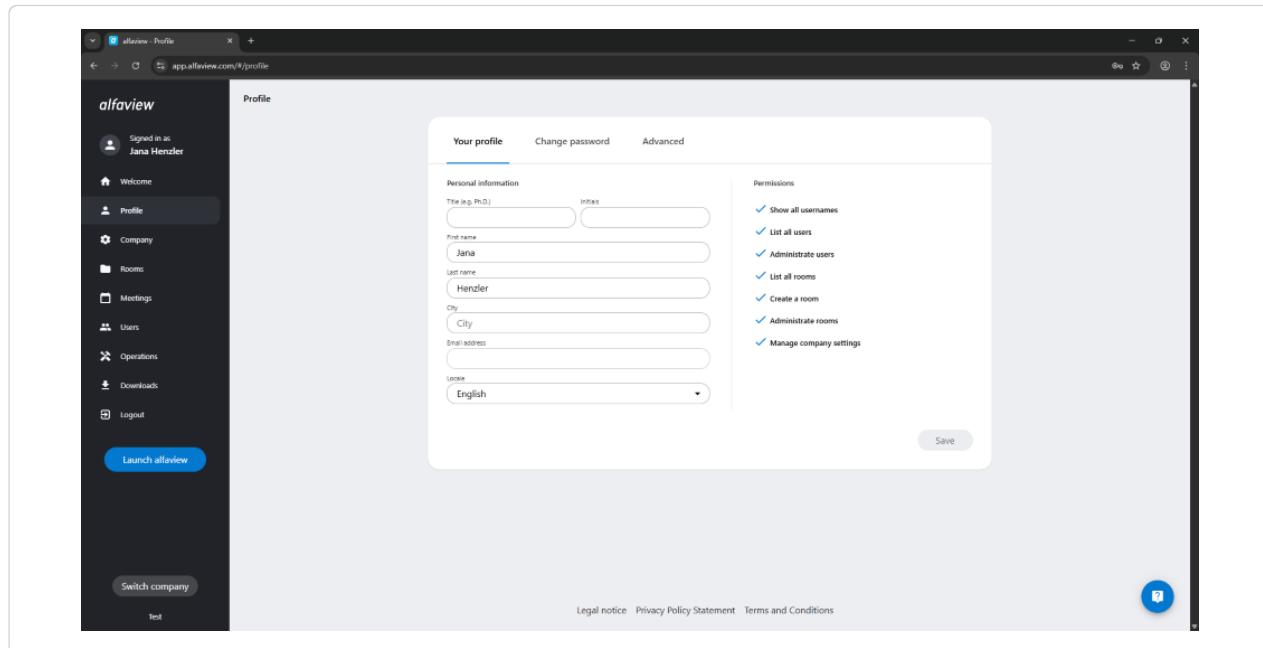
Personal Profile

Your profile

In the **Your profile** tab, you can see which user permissions you have in your company. You can also edit your personal data here.

- To update your title, initials, first and last name, and city, click on the input fields.
- Enter the new information.
- Save the changes by clicking the Save button.

In addition to the personal data, the language can also be adjusted. This influences the display language of the administration interface.

- Click the drop-down menu under Locale. Choose between **English** and **German** from the list.
- Click the Save button to apply your changes.

Change password

You can update your current password in the **Change password** tab.

- Enter your current password in the first input field.
- Then enter your new password in the second input field.
- Confirm your new password by entering it again in the third input field.
- Click the Save button to apply the changes to your password.
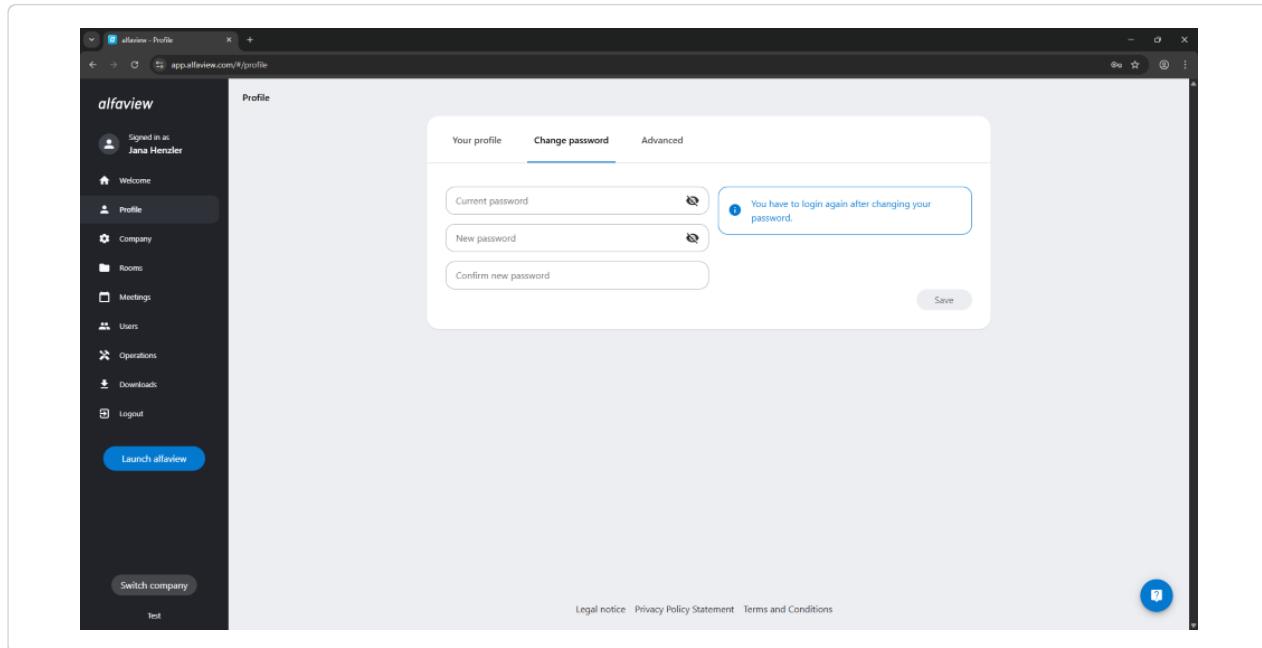
Change password

> Once you have changed your password, you will need to log in again. If you forgot your password, please use the function Reset Password ↗ to receive a new password by e-mail.

Two-factor authentication

With two-factor authentication, you can enhance the security of your account even further. When this option is enabled, an authentication code generated by an authentication app or software will be required for every login.

Refer to the page Two-factor authentication↗ for more information and a guide to activate the function.

Two-factor authentication

Please enter the 6-digit code displayed in your authentication app.

Verification code

Verify code

Use recovery code
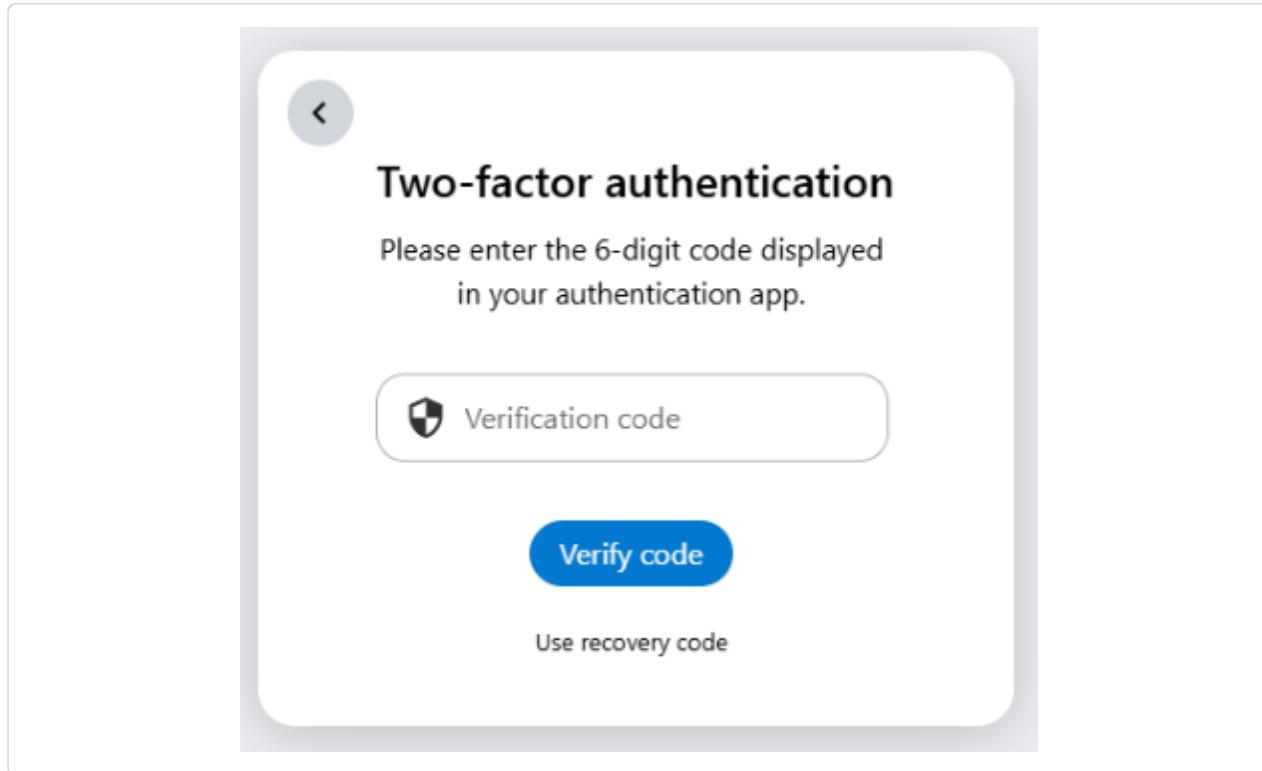
Authentication of the login

Last updated on November 19th, 2025, 02:16 pm

Two-factor authentication

Source: https://support.alfaview.com/en/administration/general/personal-profile/two-factor-authentication/

With two-factor authentication, you can enhance the security of your account even further. When this option is enabled, an authentication code generated by an authentication app or software will be required for every login.

> Please note that you need alfaview version 9.2.0 or higher to use this feature.
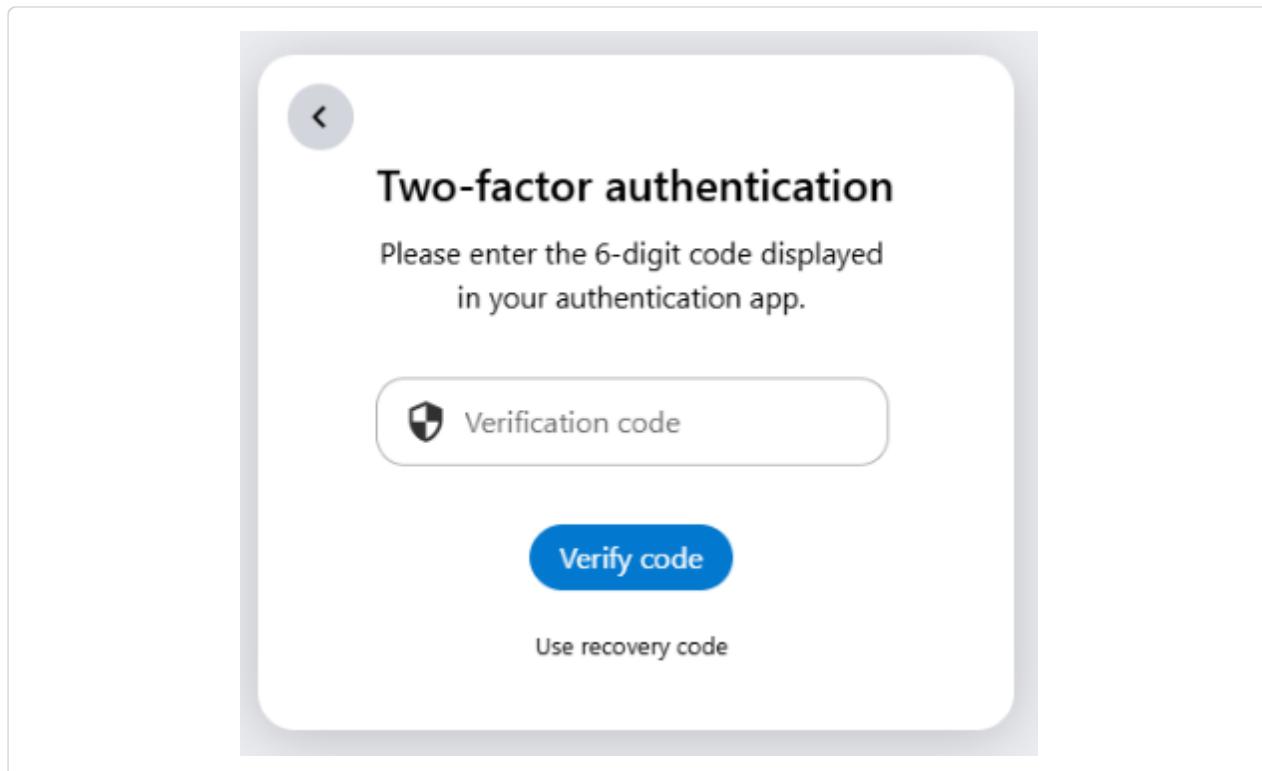
Authentication of the login

Activate the Two-factor authentication

- Log in to the [administration page ↗](#).
- Click on **Profile** in the menu bar on the left. - Go to the **Advanced** tab.
- Click on the switch located on the right to activate the function.
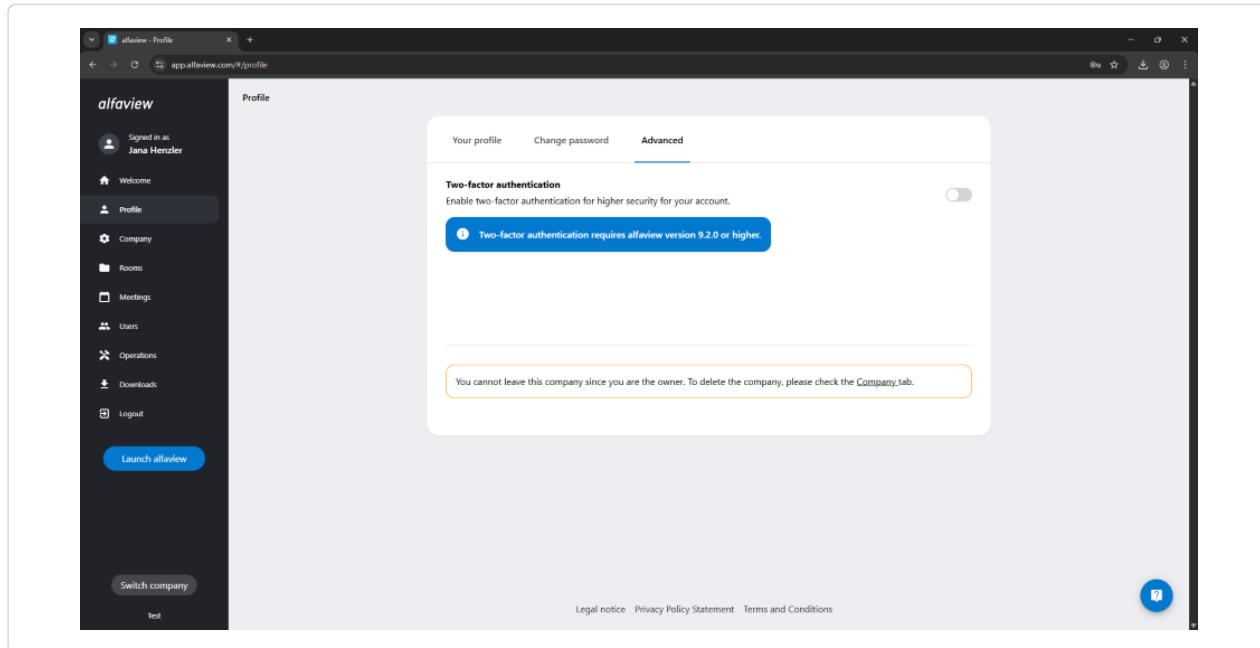
Overview of Two-Factor Authentication

> The software for the authentication can be freely chosen. A commonly used app, for example, is the Google Authenticator or the Microsoft Authenticator. Both apps are available for iOS and Android. If you prefer to authenticate via your computer, you can use programs like KeePass or 2fast – Two Factor Authenticator.

Set up the Two-factor authentication

- Scan the QR code generated after activation with your chosen authentication app. A new entry will be added for your alfaview user account, and the time-limited codes will be generated from this point onwards.
- If you are unable to scan the code, click on **I cannot scan this QR code**.
- Manually enter the code displayed in your app.
- On the alfaview administration page, you will be prompted to enter a confirmation code.
- You can find the code in your authentication app. Copy the code generated for alfaview.
- Enter the code on the alfaview administration page.
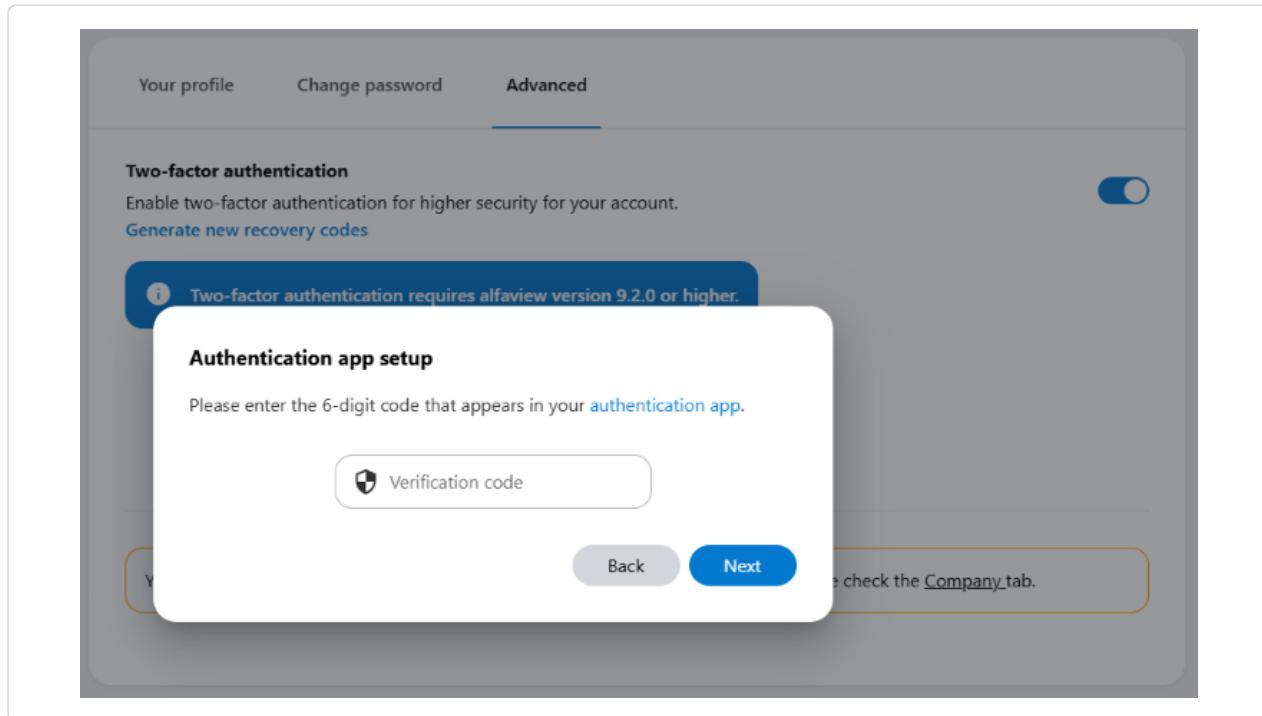
Verification of two-factor authentication by entering a confirmation code.

Recovery codes

Two-factor authentication is now activated. Afterward, you will receive recovery codes.

> Make sure to save these in a **secure place** or **print them out**. You will need these codes in case you lose access to your authentication app. The following scenarios can lead to this, among others:
>
> - Loss of your device/smartphone
> - Factory resetting your device/smartphone
> - Uninstalling the authentication app

Recovery codes are the only way to regain access to your account. Each recovery code can only be used once. Therefore, use the codes exclusively for account recovery and not for regular login to alfaview.

Recovering your account may require you to deactivate two-factor authentication if you no longer have access to your old authentication method. You can then set up the feature again.
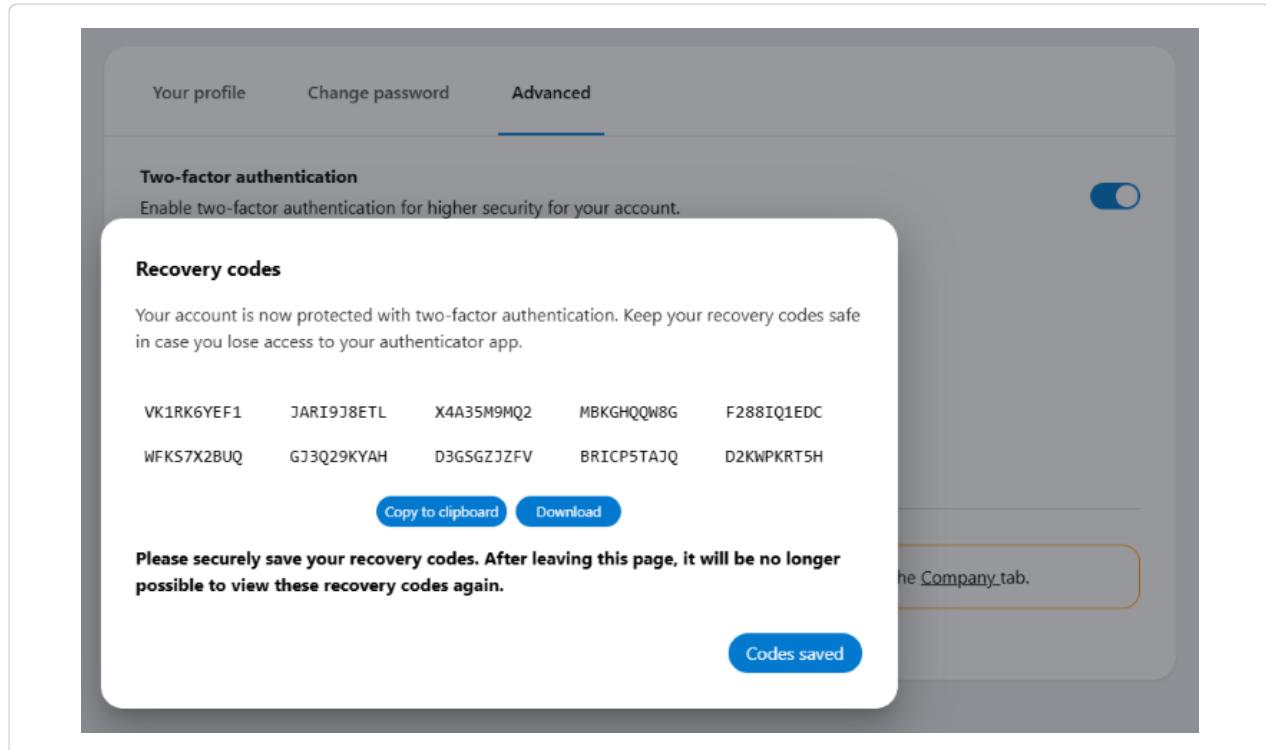
Overview of the recovery codes

Generate new recovery codes

You can generate new recovery codes in the advanced profile settings of the management interface. This may be necessary if you have lost or used up your existing recovery codes but still have access to your account through the authentication app. Generating new recovery codes will invalidate the old ones.

Click on the **Generate new recovery codes** button to recieve new recovery codes.
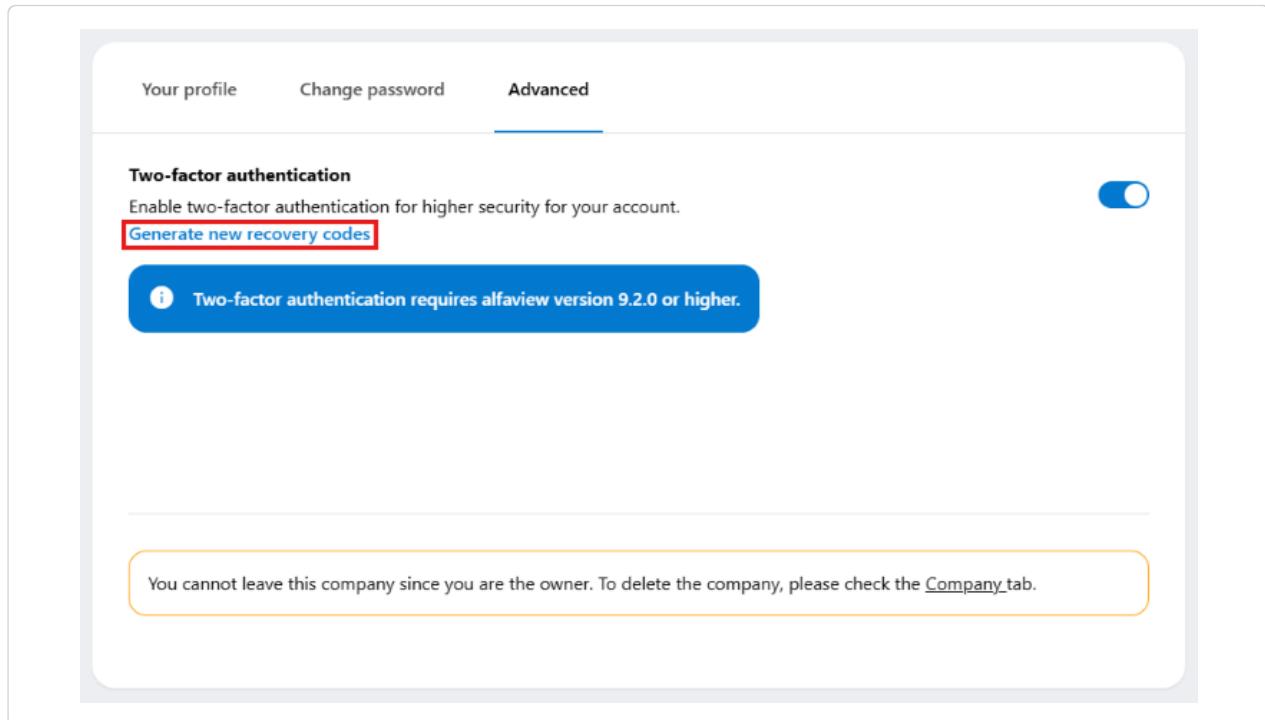
Generate new recovery codes

Question	Answer

Frequently asked questions

Question	Answer
Do I need a smartphone to set up two-factor authentication?	No, there are solutions like "2fast – Two Factor Authenticator" or "KeePass" that allow you to generate authentication codes on your PC.
Can I log in with enabled two-factor authentication in earlier versions of alfaview?	No, in older alfaview versions, you cannot log in.
How long is an authentication code valid?	An authentication code is valid for approximately 1 minute and 30 seconds.
What happens if I lose access to my authentication app and recovery codes?	You can ask the administrators of the companies where you are registered to delete your profile and invite you again (with the same email address).
What happens if I lose access to my authentication app and recovery codes but I am also the owner of an account?	If you have a paid subscription, we can verify your identity. Please contact our support and sales team by email or phone for this purpose. Once your identity has been verified, we can manually deactivate two-factor authentication for you.

Last updated on November 19th, 2025, 02:57 pm

Leave Company

Source: https://support.alfaview.com/en/administration/general/personal-profile/leave-company/

To leave a company you have previously been invited to, please login to the administration interface ↗ . Make sure that the company you want to leave is selected on the bottom of the black sidebar on the left.

- Now click on **Profile** on the left side. - Select the **Advanced** tab.
- You can leave the selected company by clicking Leave company .
- Confirm the dialog by clicking Leave company again to permanently leave the selected company.
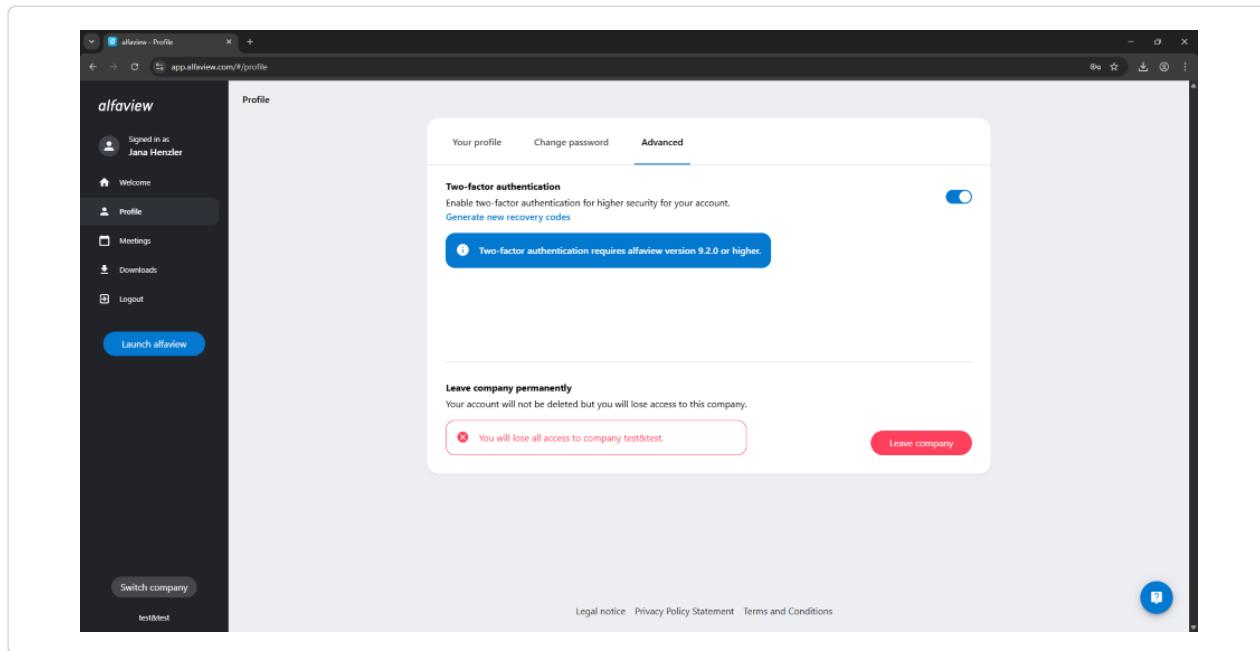
Leave company

> Please note that you can no longer access the company's meeting rooms after leaving. **If you need access to the meeting rooms again, you need a new invite by the organizer of the meetings.**

Last updated on November 19th, 2025, 02:39 pm

Room permissions

Source: https://support.alfaview.com/en/administration/general/room-permissions/

The following permission groups can be assigned to users and guests of an alfaview room:

Permission	Admin	Moderator	Participant	Guest	Spectator	No access*
Edit room	✓					
Join room	✓	✓	✓	✓	✓	
Send audio & video	✓	✓	✓	✓		
Receive audio & video	✓	✓	✓	✓	✓	
Moderator controls	✓	✓				
Screen sharing	✓	✓	✓			
Chat	✓	✓	✓	✓	✓	
VIP	✓	✓				

∗The permission group **No access** is designed to deny room access for specific users.

> Certain features (e. g. screen sharing) can be enabled by the moderator during an ongoing meeting. For more information, please refer to the page Moderator Controls↗.

Last updated on April 9th, 2025, 02:12 pm

User permissions

Source: https://support.alfaview.com/en/administration/general/user-permissions/

All users have specific permissions that can be defined when they are invited into a company and can be updated later. Only users with the **Administrate users** permission can grant or revoke permissions for other users. Only permissions that the user has can be granted to other users. It is not possible to revoke your own permissions.

> Please note that in order to grant or revoke the **Manage company settings** permission, you must have this permission yourself. The **Administrate users** permission alone is not sufficient.

Hierarchical structure of the permissions

Permissions are hierarchical and follow a tree structure. When a user is granted a parent privilege, the child privilege is automatically granted. Conversely, a child privilege can be granted without granting the parent privilege.

- Manage company settings

  – Show all usernames
  – Administrate users
  – List all users
  – Administrate rooms
  – List all rooms
  – Create a room

Structure of the permissions

> If you use API keys, we recommend that you create individual user profiles with limited permissions for the different API keys (e.g. create a room). This will provide your company with the best possible protection if the API key is stolen or compromised.

Permissions and their definitions

Permission	Definition
Manage company settings	Users with this permission can access the Company tab in the administration interface. The following settings can be managed: – Company name – Data protection information of the host – Delete company permanently – Insight into company quotas – Insight into company usage – API Keys – Add-Ins – Branding
Show all usernames	This permission allows the names of all other users to be displayed in the participant and room lists in the alfaview app and web client. Without this permission, the user can only see how many other users are currently online.
Administrate users ↗	This permission allows the user to access the Users tab in the administration interface and to grant or revoke permissions. The following settings can be managed: – Invite users – Edit users (adjust permissions, reset password by e-mail) – Delete users
List all users	Users with this permission can access the Users tab in the administration interface, which displays all current and pending users. This permission makes it easier for room administrators to grant users access to a room.
Administrate rooms ↗	This permission allows the user to access the Rooms tab in the administration interface. The following settings can be managed: – Create rooms and departments – Edit rooms and departments (including the Room Features, guest and group links and the attendance report) – Delete rooms and departments – Customise the room and department structure

| Permission	Definition
List all rooms	This permission allows users to view all rooms for which they have administrative rights in the administration section, the alfaview app, and the web client.
Create a room ↗	With the appropriate quota, users with this permission are able to create a new room.

Last updated on November 19th, 2025, 03:10 pm

Operations

Source: https://support.alfaview.com/en/administration/general/batch-operations/

As a **user administrator** or **room administrator**, you can use the administration tools to make changes to several users and rooms at the same time.

> All operations that you can manage and thus edit with your authorization are displayed in the list. **Caution: The operations cannot be undone!**

You can filter the operations by users, rooms and guests by clicking in the respective boxes. Select the operation you want to apply by clicking on the Select button. Enter the data in the form as described to perform the operation.

You can either enter the data manually or upload a CSV or XLSX file. Make sure you format the data correctly. This will prevent error messages and ensure that operations are processed correctly.
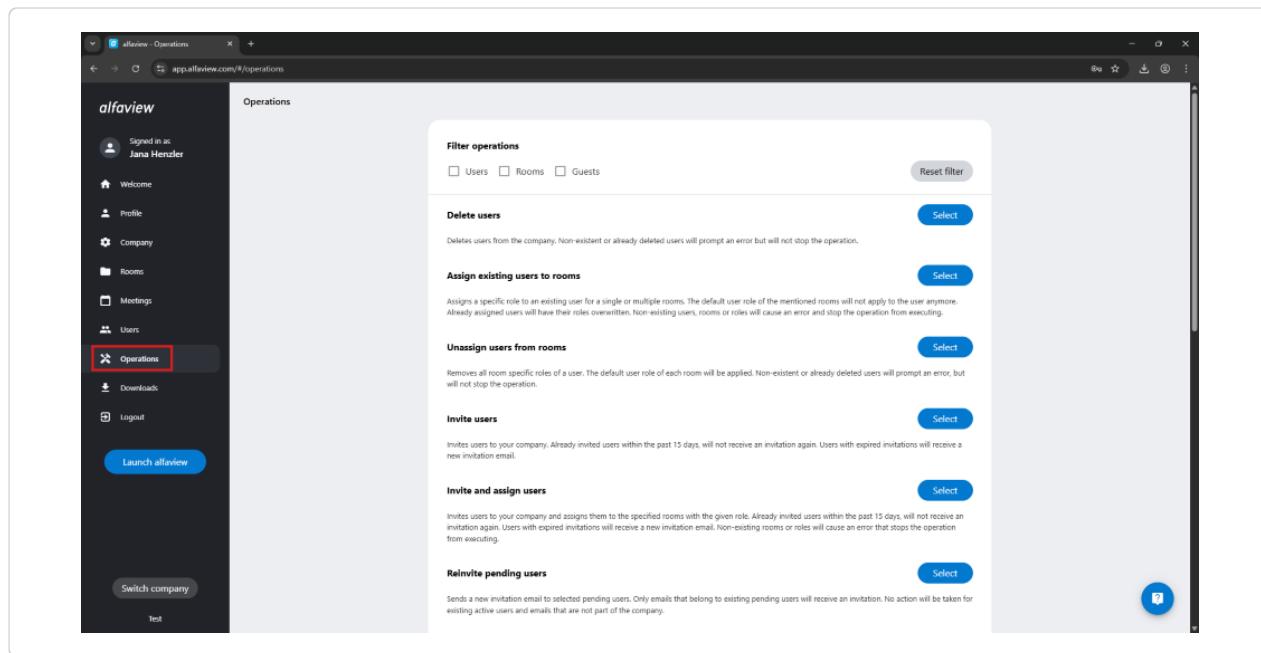
Batch Operations

Delete users

Delete multiple users from your company at the same time. If you enter users that do not exist or have already been deleted, an error message will be generated. The deletion process will still be performed.

Assign existing users to rooms and roles

Use this operation to assign a specific role to a user for one or more rooms. Previously assigned roles will be overwritten and the default user role of the room will not apply to these users. Pay attention to upper and lower case when entering room names to avoid errors. If the entries are incorrect, you will receive an error message and the operation will not be performed.

Unassign users from rooms

When you perform this operation, all specific user roles are removed from the users in the alfaview rooms to which they have access. Instead, they will be assigned the default user role.

Invite users

Invite multiple users to your company at once. If users have already been invited to your company within the last 15 days, they will not receive a new invitation. If the invitation was sent longer ago, a new invitation email will be sent to those users.

Invite and assign users

You can invite users to selected rooms in your organisation, rather than giving them access to all rooms. It is also possible to assign a single role for all assigned rooms. Pay attention to upper and lower case when entering room names to avoid errors. An error message will be displayed if an incorrect entry is made. This will stop the operation.

Reinvite pending users

You can resend invitations to your company. If the people you have invited have already accepted your invitation, they will not receive another invitation.

Invite guests

You can invite guests to a room of your choice. The guests will receive a link with which they can join the alfaview room. Your guests do not need their own alfaview account as they join your alfaview room via an invitation link. Guests who have already been invited will receive another invitation email. Pay attention to upper and lower case when entering room names to avoid errors. Rooms or roles that do not exist will result in an error message that will stop the operation process.

For more information on guest links, please visit the page Guest and group links.

Create group links

Create a group link for your alfaview rooms and share it with guests. You can select the role and the time frame in which your guests can access your room. Once a group link has been created, it can be downloaded or copied to a file.

For more information on group links, please visit the page Guest and group links.

Update room features

Update room features for multiple rooms at the same time. Room features allow you to customise the access, appearance, and moderation features of your room.

For a list of all features and their descriptions, see the Room features page.

Update room default permissions

You can assign a new default user role to a room. This role is assigned to all users when you invite them to your room. Existing specific user roles that you have previously assigned will not be updated.

Update room transcription settings

This operation allows you to change the settings of the transcription function. You can select the language that will be spoken in your alfaview room as well as the languages to be translated. You can also select the rooms where transcriptions will take place.

Create rooms

Create new rooms on the root level. This operation can only be performed if you have sufficient room quotas.

Create room structure

You can create your own room structure with departments and rooms. You can assign several rooms to a department or configure and adjust the order of rooms and departments. To be able to do this, you need sufficient room quotas. For more information on the room structure, see the Room Structure and Departments page.

Extract rooms structure

This operation allows you to download your company's room structure. This can be done either in plain text or as JSON.

Extract user list

Export a list of all the users in your company to get an overview. You can decide what information (email, first name, last name, role) to include in the list.

Last updated on November 19th, 2025, 03:29 pm

Company Management

Source: https://support.alfaview.com/en/administration/company/account-management/

As a company owner or manager of a company, you can access and edit information about your quotas, API keys and add-ins in alfaview. You can also change the company name or delete your company.

- General
- Quotas
- Usage
- API Keys
- Add-Ins

You can find your company management on the alfaview administration page.

- Login to the administration page↗ of your alfaview user account.
- Click on **Company** in the menu on the left side of the administration interface. - You can now make various changes and view information about your alfaview company in the **General, Quotas, API Keys**, **Add-ins** and **Branding** tabs.
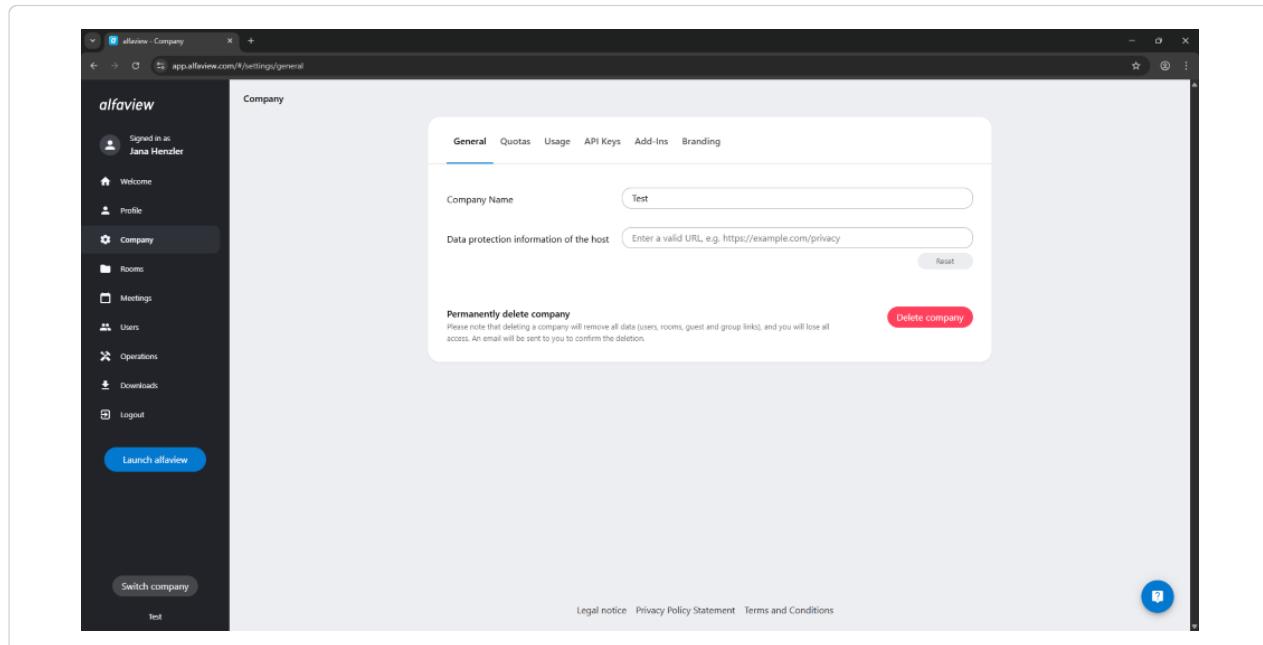
The company management in the administration interface

General

You can change the name of your company in the **General** tab. You can also link to your company's privacy information. This will be displayed to participants before they enter one of your alfaview rooms.

You can also permanently delete your company in this tab.

Manage the general settings of your company

Change company name

- To do this, click on the input field with the current name.
- Enter the new name.
- Confirm the changes by clicking the Save button.

Linking to privacy policy

- Click in the input box and enter the URL of your privacy policy.
- Confirm your entry by clicking the Save button.
- If you want to delete the previously entered privacy policy, click the Reset button.

Permanently delete a company

- Click on the Delete Company button.
- On the Delete Company ↗ page, you can find further information on deleting the company.

> Please note that when you delete a company, all of its data (users, rooms, guest links and group links) will be deleted and you will lose all your access rights.

Quotas

This tab shows the quotas for your **rooms** and **meetings**, as well as the quotas available to you for the **transcription** feature.

Various quotas of your company

Rooms

- **Room Type** The room types you have booked are displayed. You can also see how many rooms are available to you, how many you have already used, and how many rooms you have left to use.
- **Participants** This shows how many participants can join a room.
- **Spectators** This quota indicates how many spectators can join your alfaview rooms.
- **Groups** Here you can see how many groups you can create per alfaview room and how many groups are still available to you.

Meetings

- **Meeting Type** This shows the types of meetings you have. It also shows the limit of meetings you can hold simultaneously.
- **Participants** This quota indicates how many participants can join a meeting.
- **Spectators** This shows how many spectators can join your meeting.
- **Groups** This shows how many groups you can create per meeting.

Transcription

This quota shows you how many minutes and hours of transcription time you have used and how much time you have left.

It also shows you when your transcription quota is renewed.

Usage

The **Usage** tab allows you to view statistics on how long and how often your rooms and meetings have been accessed. The report can be generated and downloaded for up to 32 consecutive days and up to 45 days in the past.

Two different graphs, one for rooms and one for meetings, visualize the statistics.

Generate and download a report

- Click the calendar icon in the **"From"** line to set the start date.
- Select the day from which you want to generate the report. You can select a date from the last 45 days.
- Enter the start time. If you do not enter a start time, the default time will be midnight (00:00) on the selected day.
- Click the Set button to confirm.
- Repeat the steps for the end date and time by clicking on the calendar icon in the **"To"** line.
- Click on the Download CSV button to download your report as a CSV file.

Visualisation of room and meeting usage

> If you do not select a specific end date, the report will automatically be generated up to the current date and time.

Usage statistics

- **Used** This statistic shows you how many of your rooms or meetings were used during the selected period.
- **Online Hours** Online hours shows how many hours at least one person was in your rooms or meetings during the selected period.
- **User Hours** User hours add up the time spent by all participants in your rooms or meetings and display a total.
- **Joins** This statistic shows you the number of joins to your rooms or meetings during the selected period. Multiple joins by the same person are also counted individually.

Company usage statistics

API Keys

In the **API Keys** tab you can create your own API keys to integrate alfaview with third party software. Instructions on how to obtain your API credentials can be found on the [Request your API credentials ↗](#) page.

If you are already using one or more API keys, you can view them in the list. You can deactivate the API key by clicking on the `Deactivate` button. Confirm the deactivation in the new window by clicking on the `Deactivate` button.

You can find the most commonly used APIs by clicking on the Documentation button.

Manage your API Keys

Add-Ins

You can add alfaview as an **add-in** to Outlook. You can find installation instructions and information about using the add-in on the [Add-In for Microsoft Outlook 365 ↗](#) page.
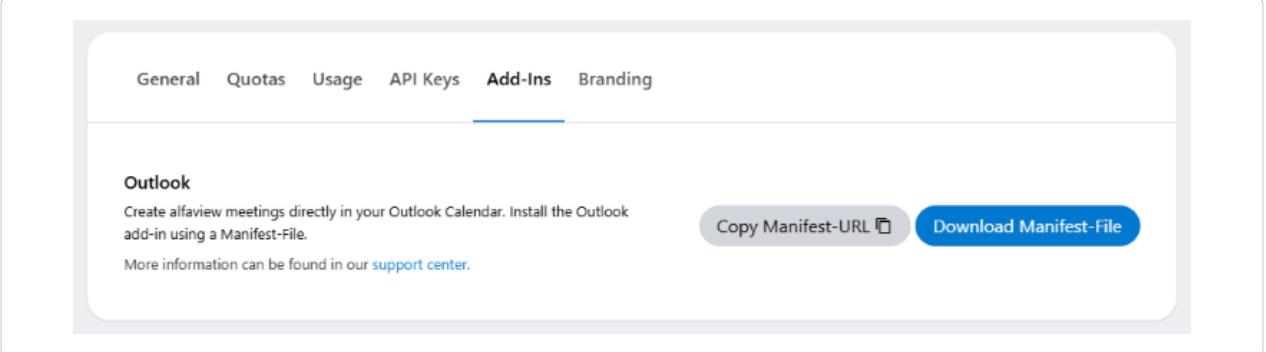
Manage your Add-Ins

Branding

As the owner or manager of a company, you can also customize the guest login with your logo.

- To do this, activate the slider next to **Enable branding**. The slider is activated when it is blue. - Now, the **Logo** settings tab and the two buttons `Remove logo` and `Upload image` appear.
- Click on `Upload image` to open the file storage. There you can select the desired logo.

General   Quotas   Usage   API Keys   Add-Ins   **Branding**

Enable branding
Display custom logo on join pages.

Logo
This logo is displayed on guest join pages.
No custom logo currently set.

[Remove logo] [Upload image]
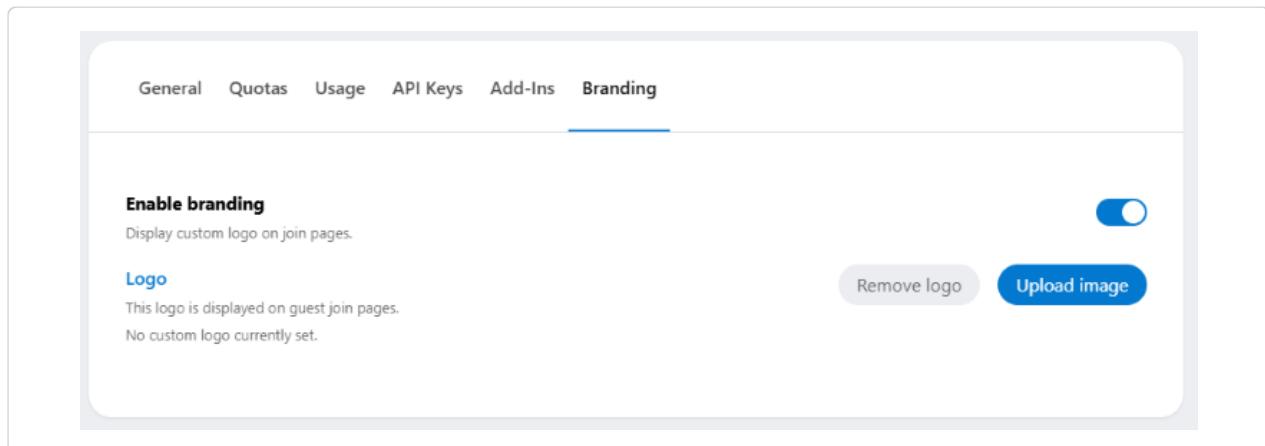
Branding for guest join pages

Last updated on November 21st, 2025, 09:01 am

Room structure and departments

Source: https://support.alfaview.com/en/administration/room-management/room-structure-and-departments/

Adjust the room structure to improve the overview of the rooms or to adapt the structure to personal preferences.

Create departments

Group rooms into departments to achieve a better overview.

- Click on **Rooms** in the menu on the left of the Administration interface ↗.
- Then click the New department button.
- Create a new department at the location to be placed by clicking on **Add here**.
- Enter the name of the new department and click the Create button.
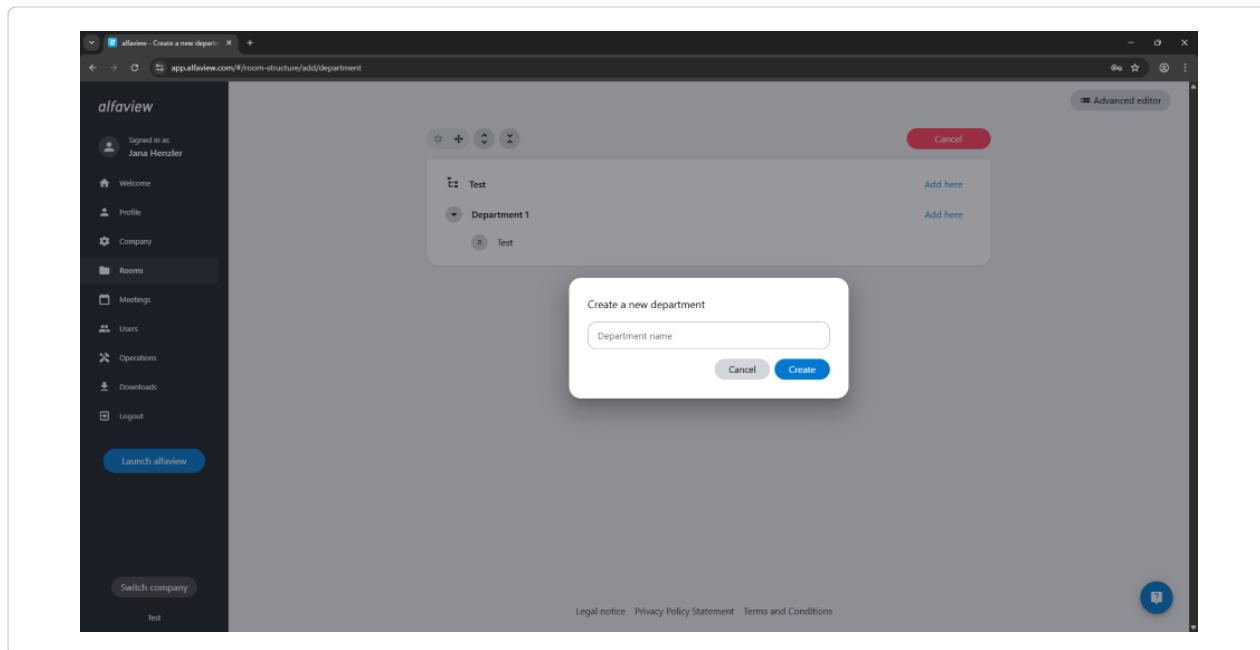
Create Department

To change the department name, click the ⚙ **Settings** icon. If there is no room in the department, you can also delete it.

Create rooms

Depending on your available room quota, you can create new rooms.

- Click on **Rooms** in the menu on the left of the [Administration interface](#)↗.
- Click the New room button.
- If you have several departments, select the location where you would like to insert the room. Then click on **Add here**.
- Enter the name of the new room and select the number of groups.
- Then click the Create button.
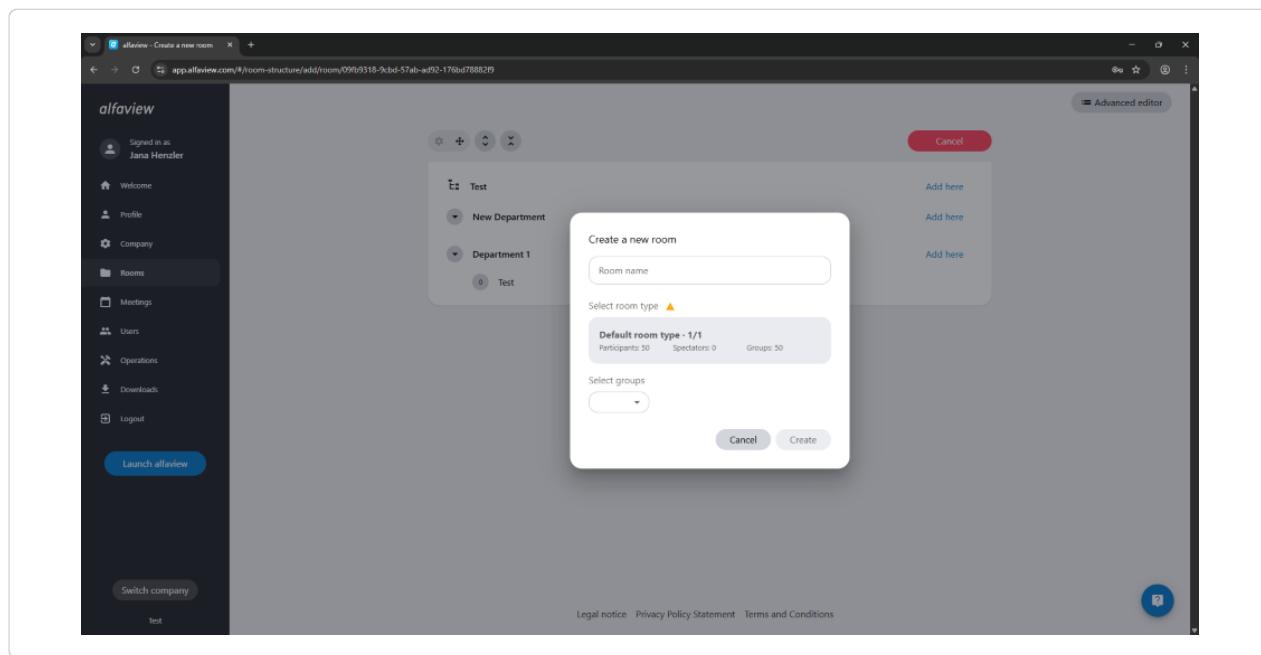
Create room

Adjust room structure

- Click on **Rooms** in the menu on the left of the [Administration interface ↗](#). - Now click on the ⊕ **Sort** icon. - You can arrange rooms by **Drag & Drop**.
- Finally, you must confirm the changes by clicking on the Save button.
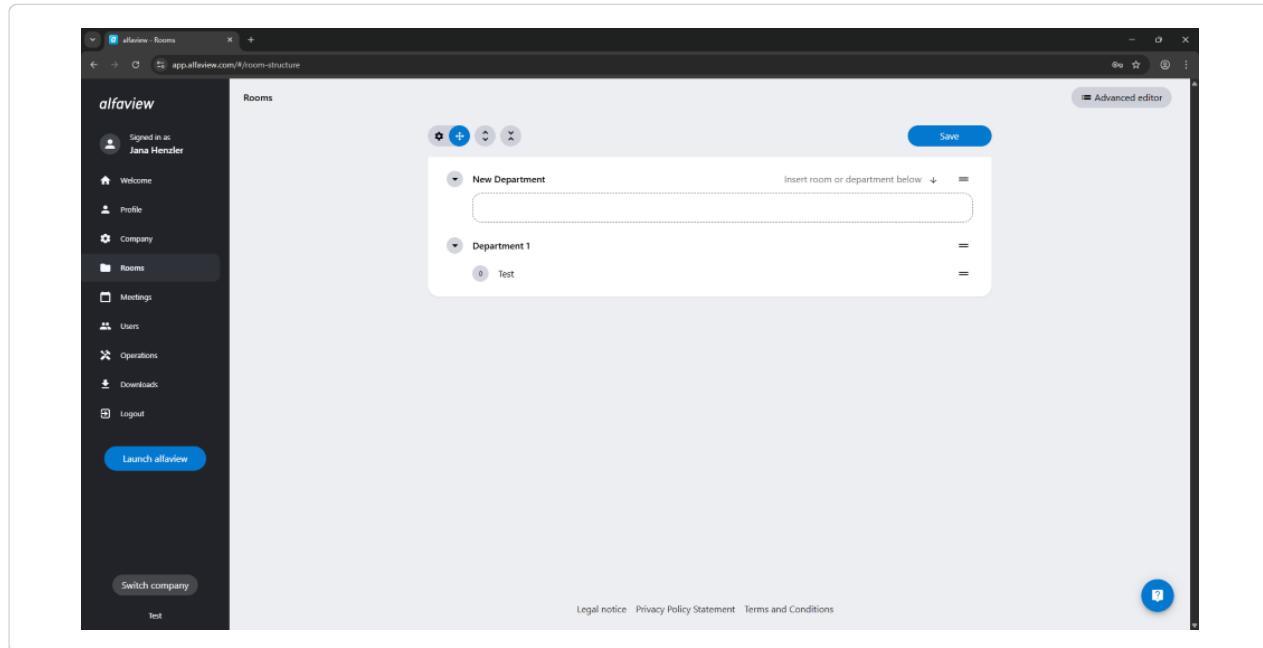
Arrange rooms

Last updated on November 20th, 2025, 08:57 am

Edit room

Source: https://support.alfaview.com/en/administration/room-management/edit-room/

Depending on the permissions, you can edit a room.

- In the menu of the administration interface, click **Rooms**.
- Select the room you want to edit.
- Click on the ⚙ **Settings** icon of a room to edit it.
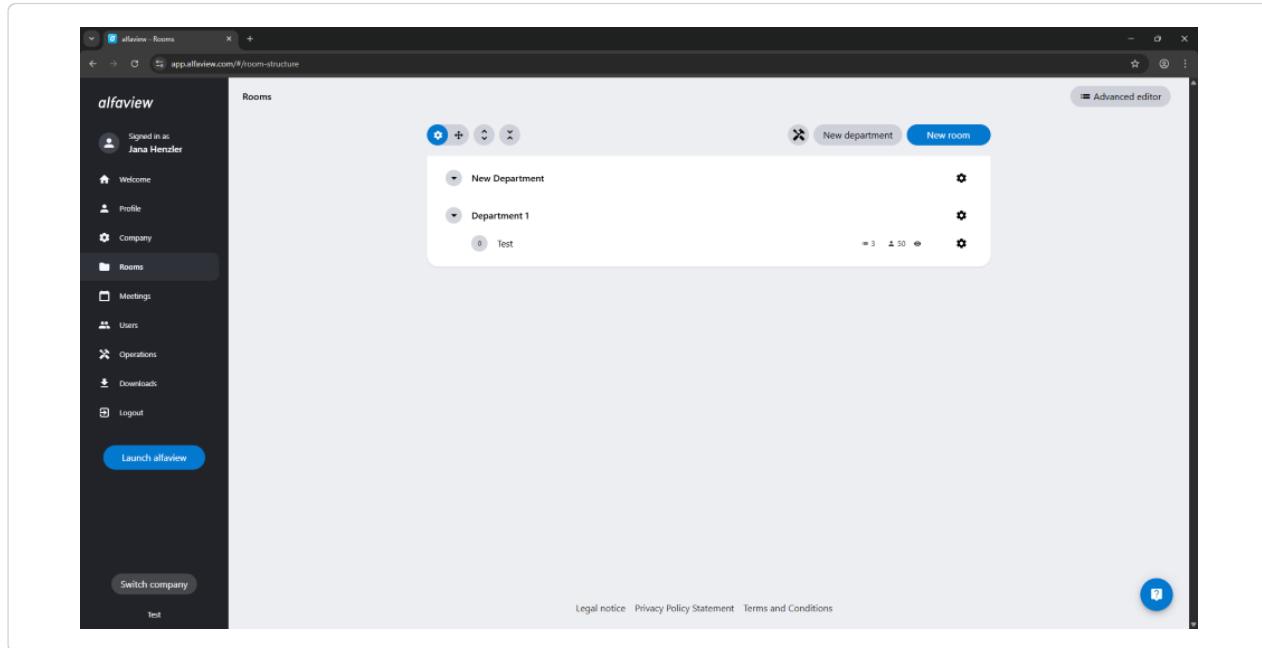
Room management: Edit room

The feature is divided into the following sections (tabs):

- Room
- Access
- Guest links
- Group links
- Group names
- Room features
- Live Transcription and Translation

> As a room administrator, you can switch directly to the administration interface if you are currently in an alfaview room.
>
> - Open the **Room list** by clicking on the 🏠 **Room list** icon in the secondary menu.
> - Click on the ⋮ context menu icon next to the name of the room you want to edit.
> - Click on the **Manage room** button, which will redirect you to the room management page.

Room

Here you can change the room name and the amount of breakout groups. Additionally you can [delete the room ↗]().
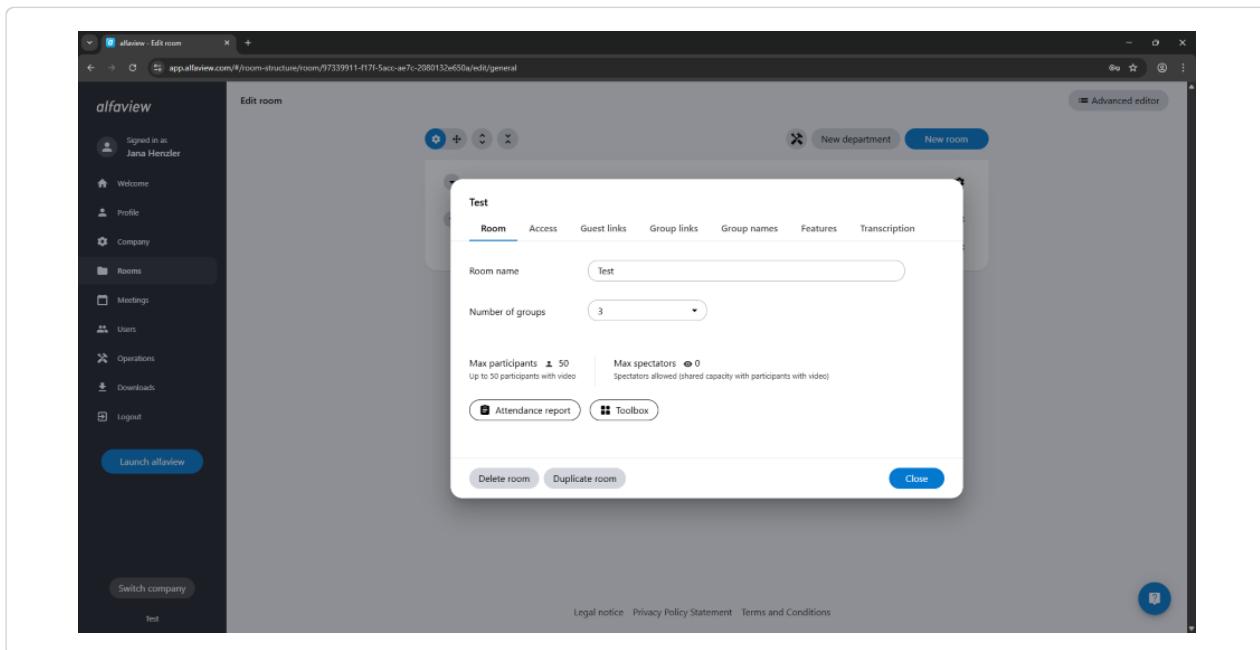
Edit Room

Access

The Access tab allows you to access the direct link, modify the default user role and add users from your company to the room.

Direct link

All users who have access to the selected room and who are members of your company can enter the room via the direct link. The user skips the start page and enters the room directly.
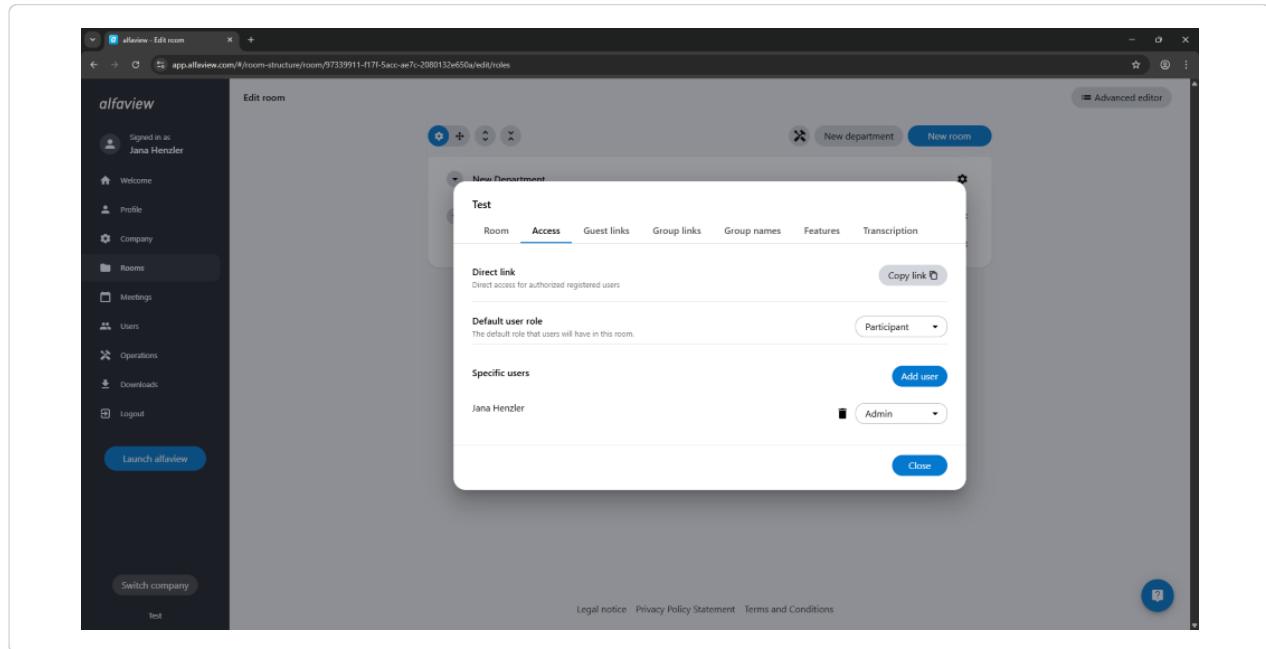
Access

- Click on the Copy link button.
- Send the link to the members of your company who you would like to join the room, using a communication medium of your choice.

> The direct links can only be used by users who are listed as active users in the **user management**. Users must log in with their account details to verify that they are authorised to access the room.

Default user role

If you grant users access to a room and do not select a specific role, they are automatically assigned the default user role.

- From the drop down menu, select **Admin, Moderator, Participant, Spectator** or **Guest** to specify which role should be used as the default user role.

Add users

You can add individual users from your Company to an alfaview room. You can either assign the default user role to the users or select a specific role. If no default user role is defined for the room, access or permissions must be defined individually for each user.

- Click on the Add user button.
- Find and select a user from the search box.
- Choose the permission group.
- Click on the Add button.

The user is now listed under **Specific users**.

> The user permissions override the default permissions. A typical application is to set the default permission **Participant** and define individual users as **Moderator** or **Admin**.

Guest and group links

You can use guest and group links to invite participants to your alfaview room. These participants do not need their own alfaview user account. You can find more information and instructions on how to create these links on the Guest and group links page.

Group names

In the Group Names tab, administrators can change the names of the subgroups as well as the order of the subgroups.

Rename Groups

- Click on the group whose name you want to change.
- Enter the desired name.
- Then click Save .
- For the changes to take effect, alfaview must be restarted.
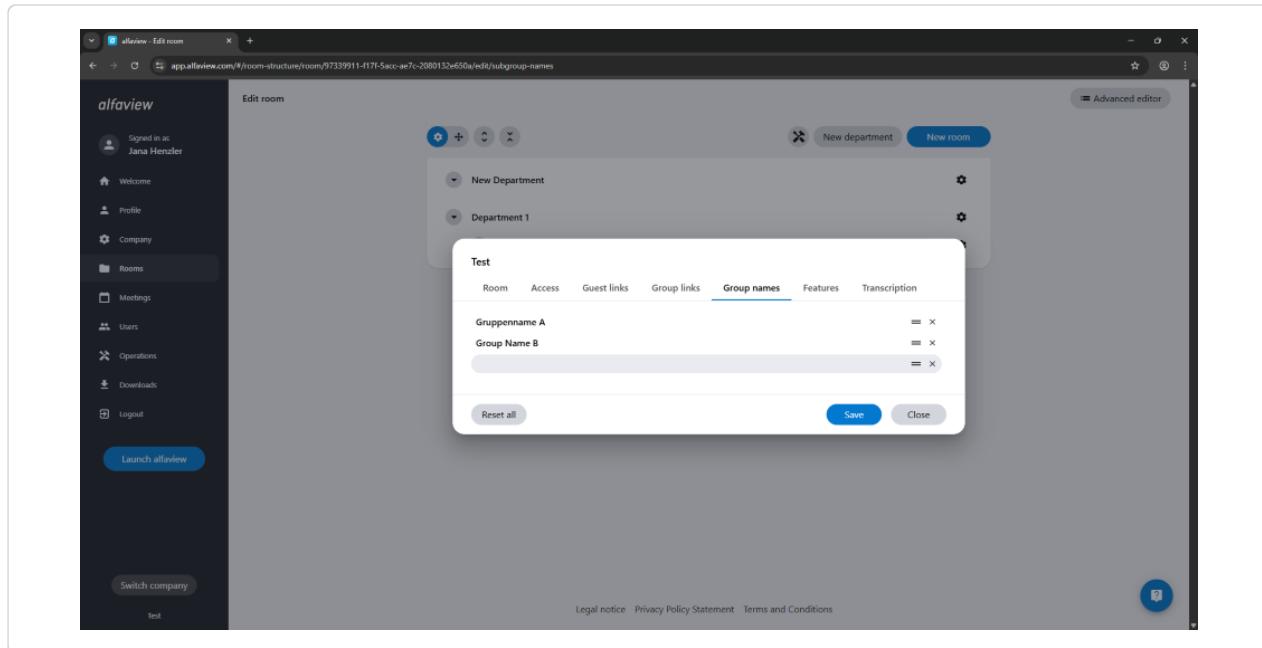
Group names

Organize groups

- Click on the icon with the two horizontal lines and hold down the mouse button.
- Drag the group to the location you want to move it to.
- Release the mouse button.

Room features

Customize your alfaview rooms with room features. You can set your room display preferences, such as alphabetical sorting of participants or displaying all videos in 16:9 aspect ratio. Help your moderators manage the room more easily by enabling the **Raise Hand** or **Copy Attendance List** features, or allow **recording and live streaming** ↗ in the room.

Visit the Room features page for an overview of all the features you can set for each alfaview room.

Transcription and Translation

alfaview helps you communicate more easily by offering two different transcription options:

- [Live Transcription ↗](#) transcribes the participants' spoken language into text. This feature is limited to one spoken language in the room.
- The [Digital Interpreter ↗](#) helps participants who speak different languages to communicate with each other. The Digital Interpreter automatically translates what is said into the chosen language.

The translation feature helps you get more people involved and breaks down language barriers.

> To change the transcription settings, you must have **full room admin** permission. This permission is granted via the [User management ↗](#).
> The room language and translation languages can be selected by all room administrators who have room admin permissions for the specific alfaview room.

Enabling transcription

- From the room list, select the conference room you want to enable the transcription feature. Click the ⚙ **Settings** icon. - In the new window, go to the **Transcription** tab. - Click the switch next to **Transcription and Translation availability**.
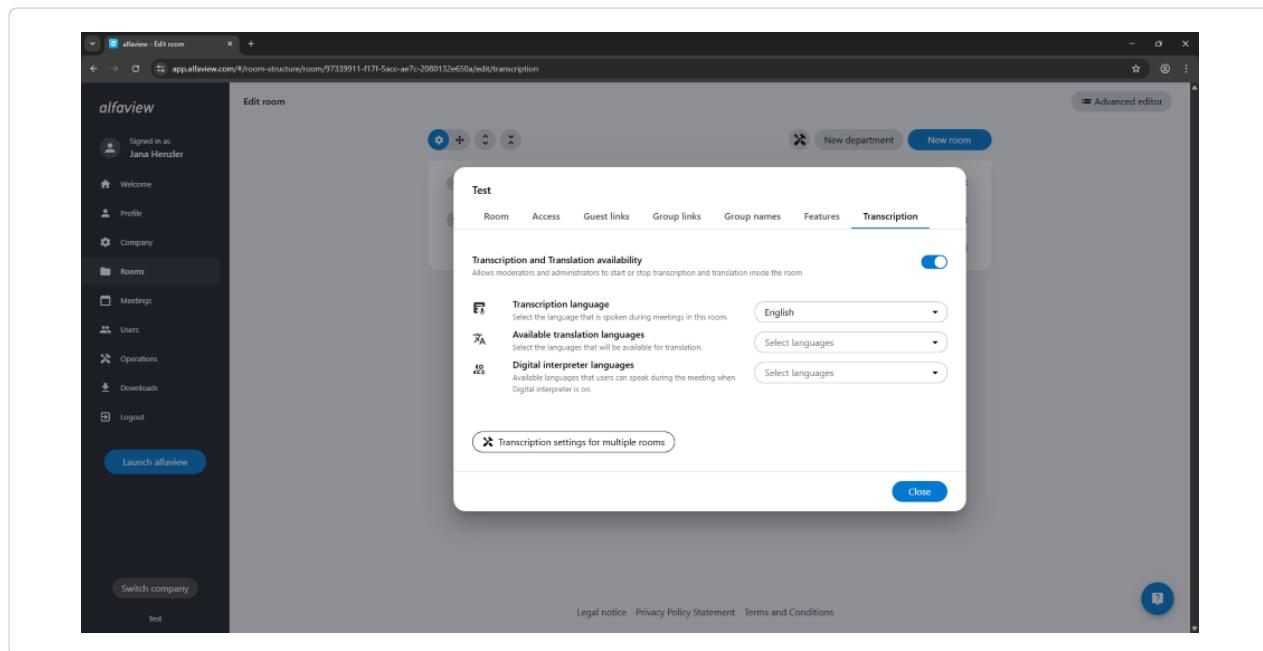
Transcription settings

Settings

> For an easier access, you can also adjust all settings in the alfaview app. For more information, see the articles Live Transcription and Translation ↗ and Digital Interpreter and Translation ↗.

Transcription language. You can select the language for the Live Transcription feature. The room admin must change the language each time a meeting is held in a different language. For a complete transcription, all participants in the room must speak in the selected language.

- Click on the drop-down menu next to **Transcription language**. - Select the language that will be spoken during meetings in this room. You can choose from **Chinese (simplified), English, French, German, Italian, Portuguese, Russian** and **Spanish.**

Available translation languages. You can select up to three translation languages at the same time. These translation languages can be used to translate both the live transcription and the Digital Interpreter.

- Click on the drop-down menu next to **Available translation language**.
- Tick the boxes infront of the languages you want to enable.

> Selecting more than one language means that the transcription quota is used up more quickly.

Digital Interpreter languages. With the Digital Interpreter, you can select multiple languages for the participants to choose from.

- Click on the drop-down menu next to **Digital interpreter language**. - Tick the boxes for the languages you want to enable. The languages currently available are **Chinese (simplified), English, French, German, Italian, Portuguese, Russian** and **Spanish.**

The changes will be saved automatically.

> In addition to the selected transcription language, you can choose up to three translation languages at the same time. Selecting multiple languages will result in faster consumption of your transcription quota.

Batch operations

You can also change the settings for multiple rooms at the same time.

- Click the Transcription settings for multiple rooms button.
- Click the switch next to **Transcription and Translation availability** to enable the feature.
- Select the Transcription language, available translation languages and the Digital interpreter languages.
- Tick the box for all rooms where you want the selected transcription settings to be enabled. If you want the transcription feature to be available in all rooms, tick the **Select all** box.
- Click the Execute operation to save your changes.
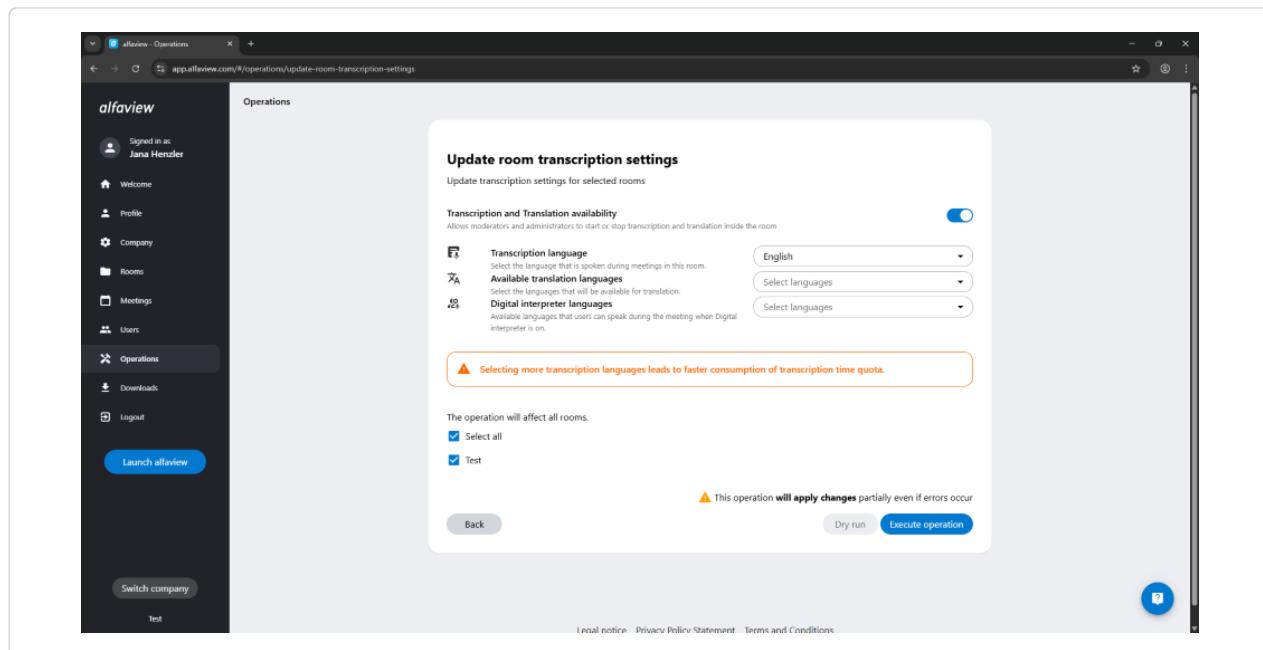
Edit transcription settings for multiple rooms

> If you want to activate the live transcription feature in your alfaview room, follow the instructions on the Live Transcription and Translation ↗ page.

Last updated on December 4th, 2025, 02:37 pm

Room features

Source: https://support.alfaview.com/en/administration/room-management/room-features/

🛡 Room features allow you to configure individual room settings. Use the Host Tools in the Status menu to configure the room settings within the alfaview room.

In the alfaview app

You can manage some selected Room features via the 🛡 Host Tools in the status menu.

- Join the room for which you want to customize the Room features.
- Click on the 🛡 **Host Tools** icon in the status menu at the bottom left.
- Tick the boxes for each Room feature that you want to enable for this room.

In the administration

- Open the menu item **Rooms** in the administration interface↗. - Click on the ⚙ **Settings** icon of the room whose features you want to set. - Then select the tab **Features**.

The features are grouped into four categories: **Access, Appearance**, **Moderation** and **Recording**. Use the search bar to find features.
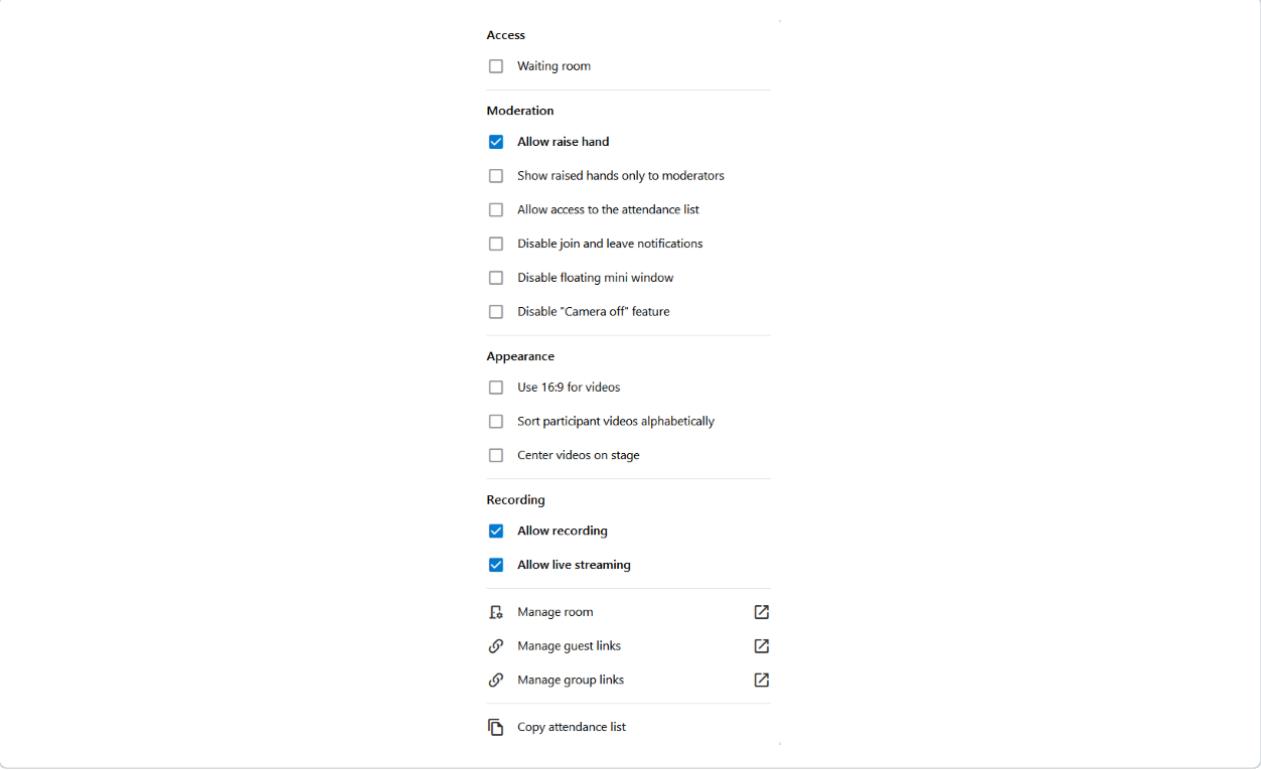
Host tools in the alfaview room

You can customize the following features:

Access

Appearance

Display participant videos in alphabetical order This overrides the default order-by-join-time behavior.

 Center participant videos on the stage This allows for a more balanced appearance, but increases movement in the video grid.

Use 16:9 video aspect ratio for participant videos The room will use the wider 16:9 aspect ratio for participant videos.

Moderation

Disable "Camera off" feature Prevents the camera from being turned off.

Share content only to moderators If this setting is activated only moderators can see active screen shares.

Disable join and leave notifications This setting disables notifications when users join or leave the room.

Disable floating mini window This setting prevents the displaying of the mini window when the alfaview window is minimized.

Allow raise hand This setting allows participants and spectators to raise their hand to indicate that they want to say something.

Show raised hands only to moderators If this setting is activated only moderators can see who is currently raising a hand.

Allow to access attendance list This setting allows moderators to copy the contents of the participant list to the clipboard. For more information, refer to page Attendance list and attendance report .

Recording

◉ **Allow recording** Moderators may record meetings in this room locally.

◉ **Allow live streaming** The moderators are allowed to stream the meeting live on external platforms.

Last updated on December 3rd, 2025, 02:58 pm

Attendance list and attendance report

Source: https://support.alfaview.com/en/administration/room-management/attendance-list-and-attendance-report/

As a room administrator ↗, you can keep track of who is or has been in your room. You can create an attendance list as a current snapshot. If you want information about past meetings you can create an attendance report. This report covers a period of up to 24 hours within the past 40 days.

> This feature is also available for meetings. For more information, see Attendance List and Attendance Report for Meetings.

Attendance list

As the room administrator, you can create a snapshot of the current participants by generating an attendance list in your room. It lists all participants who are currently in the main room or in the subgroups. The participants are listed with their names and roles.

Create an attendance list

- Join the alfaview room from which you want to create an attendance list via the App or Web Client.
- Click on the **Participant list** 👥 icon in the secondary menu in the top right corner.
- Click on the context menu ⋮ which appears when you hover over the room's name.
- Click on **Copy attendance list** to save the list of participants to the clipboard.
- Paste the list in your preferred text or data program.

Attendance report

You can create an attendance report for each room for which you have administration rights. Within a period of a maximum of 24 hours, this report analyzes your participants' room access information. You can generate a report up to 40 days in the past to analyze past conferences as well.

> You can generate multiple reports. They will be displayed in separate tabs and can be viewed and edited in parallel.

Create an attendance report

- Log in to your alfaview account on the administration page.
- Click on **Rooms** in the menu bar on the left.
- From the list of all accessible rooms, select the alfaview room for which you want to create an attendance report.
- Click on the ⚙ **Settings** icon. - In the **Room** tab, click the **Attendance report** button.

You can either generate the attendance report by using the quick settings or you customize the report on your own.

Generate report. If you want to generate an attendance report for a specific period of time, you can use the custom selection.

- Click the calendar icon next to "**From**" and today's date to set the start date.
- Select the day for which you want to generate the report. You can select a date from the last 40 days.
- Enter the start time. If you do not enter a start time, the default time will be midnight (00:00) on the selected day.
- Click the (Set) button to confirm.
- Repeat the steps for the end date and time by clicking on the calendar icon next to "**To**".

> If you do not enter a specific end date and time, the report will automatically be generated for 24 hours from your start date and time.

- Click the (Generate report) button to create your customized attendance report.

You will now see the following information about your report:

- **Title**If you used the quick settings, the title will be the same as the name of the quick setting. For a custom report, the title will include the name of your room and the start date.

> You can edit the title by clicking the **Edit** 🖉 icon. Enter the new title and save by clicking the (Save) button. If you want to discard the changes, click on the (Cancel) button.

- **From**Here, you can see the start date and time of your report. - **To**This line shows your report's the end date and time. - **One row per user**You can decide whether you want to display multiple entries from a single user in multiple rows or bundled together in one row. If you select a bundled display, the first room entry, the last room exit and the total time spent in the room will be displayed. Tick the box to enable this feature.

> Entries via group links cannot be aggregated. Each entry will be displayed in a separate line and therefore as an individual user.

You can display the attendance either as a table or as a diagram. Click on the corresponding button above the list of all entries to switch between the two options.

Generate quick reports. You can choose from three quick settings options. Click on the corresponding button to generate your report.

- **Today** Click the Today button to generate an attendance report starting from 0:00 tonight until the moment you press the button.
- **Yesterday** You can click the Yesterday button to create a report that covers 24 hours from yesterday (midnight to midnight).
- **Last 7 days** This quick setting generates seven reports simultaneously. Each report covers a full 24-hour day from the last seven days.

You can display the attendance either as a table or as a diagram. Click on the corresponding button above the list of all entries to switch between the two options.

Download the attendance report

- Go to the tab of the report you want to download.
- Click the Download report button.

The download will be saved as an Excel file by default. If you would prefer a PDF version of the report, please tick the **Print or save PDF** box.

- Select the information you want to include in your report by ticking the boxes labelled **Include report details** and/or **Include dates as UNIX**.

Include report details	Include dates as UNIX
Name of the participant	Time of entry in seconds in UNIX-format

Include report details	Include dates as UNIX
Time of entry	Time of exit in seconds in UNIX-format
Time of exit	
Period of attendance in hours and minutes	
Period of attendance in seconds	

> If you select the **Include dates as UNIX** option, all the general report details will also be included in your report.

- Select whether the data should be separated by a comma or semicolon.
- Click the <kbd>Download report</kbd> button.

You will find your report as an Excel or PDF file in your download folder.

Last updated on November 13th, 2025, 11:33 am

Guest and group links

Source: https://support.alfaview.com/en/administration/room-management/guest-link/

You can invite participants to join a conference in alfaview with a guest or group link. The participants with guest or group links do not need to create an alfaview account to join a conference. Invitees will be sent an e-mail with the invitation link and further instructions on how to use alfaview and how to join a conference.

- Guest links
- Group links

Guest links

Guest links are personalized, which means that each link can only be used by one person. You enter the name of the invited person when creating the link and the invited person cannot change their name themselves. The link can only be used by one person at a time.

Guest links can be created in the Room management↗. To create a guest link, please follow the instructions below:

- Log in to your alfaview account on the administration page.
- Click on **Rooms** in the menu bar on the left.
- From the list of all accessible rooms, select the alfaview room for which you want to create a guest link.
- Click on ⚙ **Settings**. - Click on the **Guest links** tab. In this tab, you can view existing links, edit existing links, and delete them.
- To create a new link, click on the Invite additional guests button.
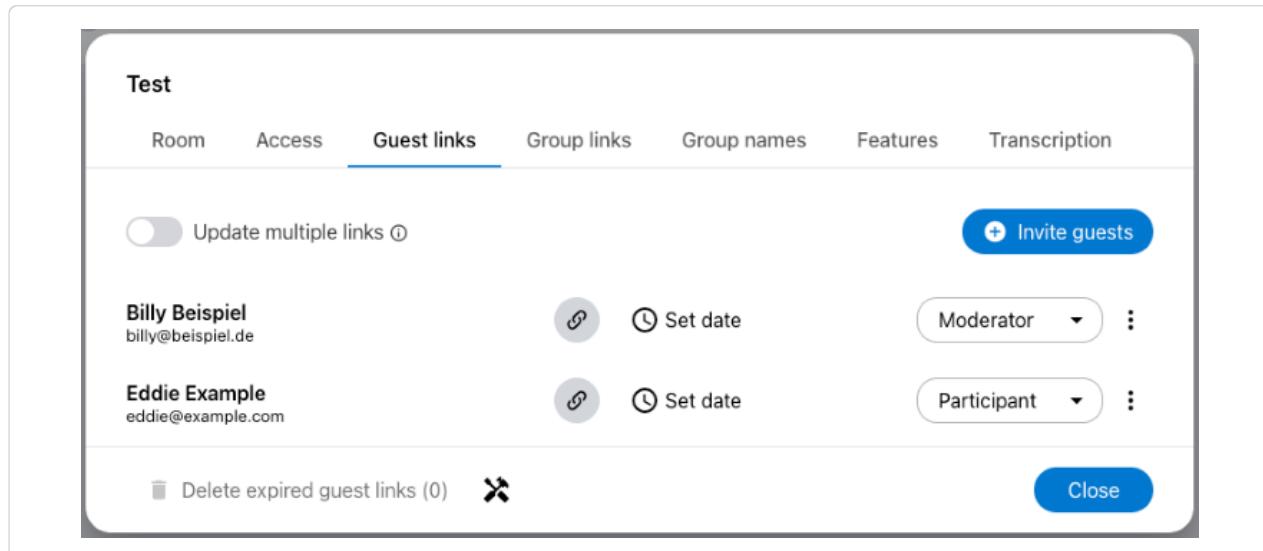
Guest links

> If you do not want the invitation link to be emailed automatically, uncheck the box next to the email address field. You can copy the invitation link later and send it to the invitee by using your preferred communication medium.

- Enter the email address and name of the person you want to invite. Select a role from the drop-down menu. You can select the preferred language from the drop-down menu next to the role menu.
- You can select a start and end date. If you do this, the guest link will only be valid for the selected period.
- To delete a guest link, click on the trash can icon.
- Click on the Invite button to create the guest link.

Create guest links by using CSV or XLSX file

If you are planning to invite multiple people at the same time using a CSV or XLSX file may be better for you.

- In the Invite guests window, click on **Upload CSV file**.
- You can now choose to enter the details manually or upload a CSV or XLSX file.

To ensure that the invitation links are created correctly, please ensure that you have the following details in your file:

- **E-mail address:** Enter only one valid email address per line. - **Name:** Enter the name of the person you are inviting. - **Role:** You must enter a role. The available roles are "Moderator, Participant, Spectator, Guest, No access". - **Send email:** If you want the invitation link to be emailed automatically, enter "**true**" in this field. Any other value will be ignored.


```
test@test.test;John Doe;Participant;true;14.05.2021 08:30;01.06.2021 19:00;en
```

Data entry for a CSV file

	A	B	C	D	E	F	G
1	test@test.test	John Doe	Participant	true	14.05.2021 08:30	01.06.2021 19:00	en

Data entry for a XSLX file

Optional entries:

- **Start date**: You can enter a start date. The link will only be valid from this date and time. Please enter the date in the format „**DD.MM.YYYY HH:mm**". This setting can be configured at a later stage. - **End date:** You can enter an end date. The link will only be valid until this date and time. Please enter the date in the format „**DD.MM.YYYY HH:mm**". This setting can be configured at a later stage. - **Locale:** You can choose between English and German and enter the language in this field.

Edit guest links

You can edit, re-send and delete previously created guest links. If you delete a link, it will change to inactive status and will no longer be valid. You can either edit the links individually or you can edit several links at the same time.

🕐 **Set date** You can edit the period during which the link is valid even after creating it. Alternatively, you can delete the period you set when creating the link. To do so, click the clock icon, select the date and time for either the start or end date or clear the selected date. You can deactivate the link by clicking on Expire link now .

🔗 **Copy link** You can copy the guest link by clicking the Copy link icon. You can then send the guest link via your preferred communication medium.

Role You can change the selected role of the participant. Select the new role from the drop-down menu. The changes are automatically saved and the link is updated accordingly.

⋮ **Resend invitation email / Delete guest link** There are two additional functions available in the context menu: Resend invitation email The guest link will be resent immediately after you click on this function. Delete guest link Clicking on this function allows you to delete the previously created guest link. Confirm the deletion by clicking the Delete button in the new window.

Update multiple links.

- If you want to edit several links at the same time, click on the switch next to **Update multiple links**. - Now select the links you want to update by clicking in the corresponding box. If you want to update all links, click in the box next to **Select all**.
- You can now set the time period, let the link expire or assign a new role and save the changes by clicking on the `Update links` button.
- If you want to delete the selected links, click on the `Delete selected` button. Then click on the `Confirm` button to delete the links.
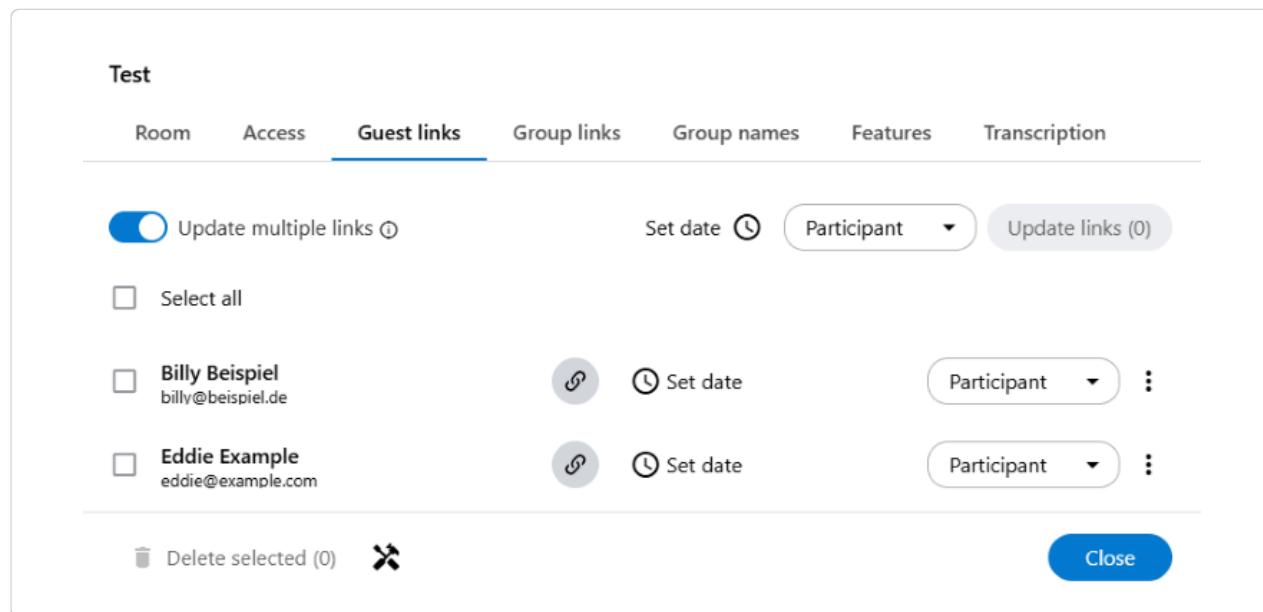
Update multiple links

Group links

Group links can be used by several people at the same time to enter an alfaview room. They are also useful if you want to assign a role to many people at the same time.

Group links can be created in the [Room management↗](). To create a group link, please follow the instructions below:

- Log in to your alfaview account on the administration page.
- Click on **Rooms** in the menu bar on the left.
- From the list of all accessible rooms, select the alfaview room for which you want to create a group link.
- Click on the ⚙ **Settings** icon. - Click on the **Group links** tab. In this tab, you can view existing links and delete them.
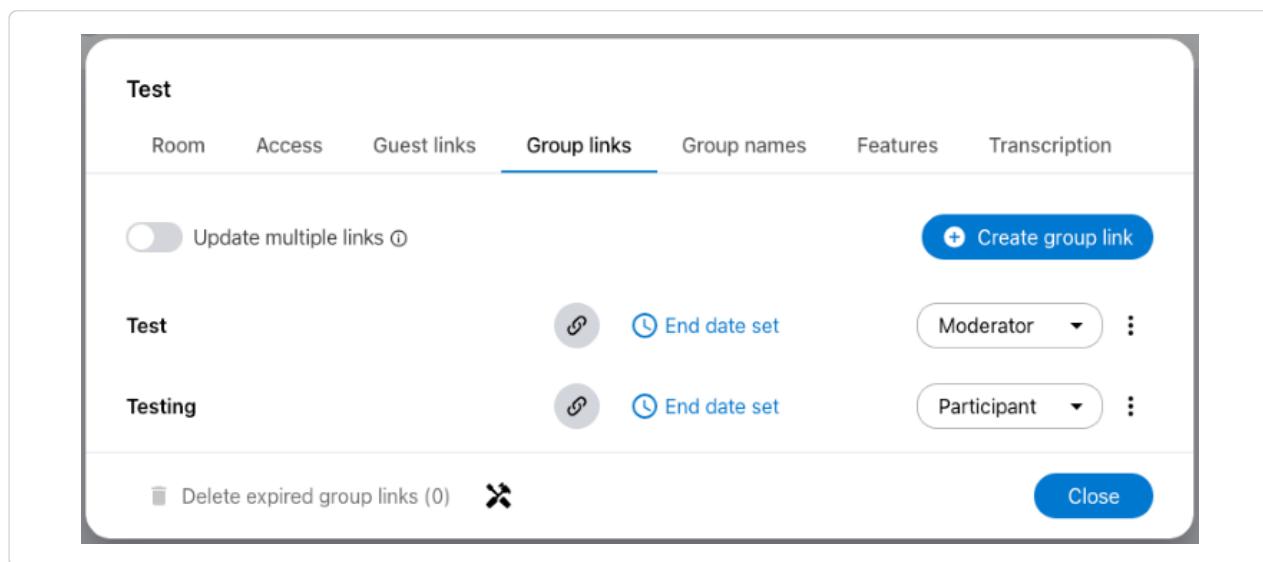
Group links

Create group links

You can create group links by clicking on the `Create group link` button.

- Enter a name for the link in the input box.
- From the drop-down menu, select the role that you want users to have when they join using this link.
- Click on the `Expires in 24h` button.
- To edit the end date, click on the ✏ **Edit** icon. - By clicking on the ✕ **Delete** icon, you can delete the end date. We recommend always setting an expiration date for your security. - The quick settings **Expire in 24h**, **Expire in a week** and **Expire in 30 days** are also available.
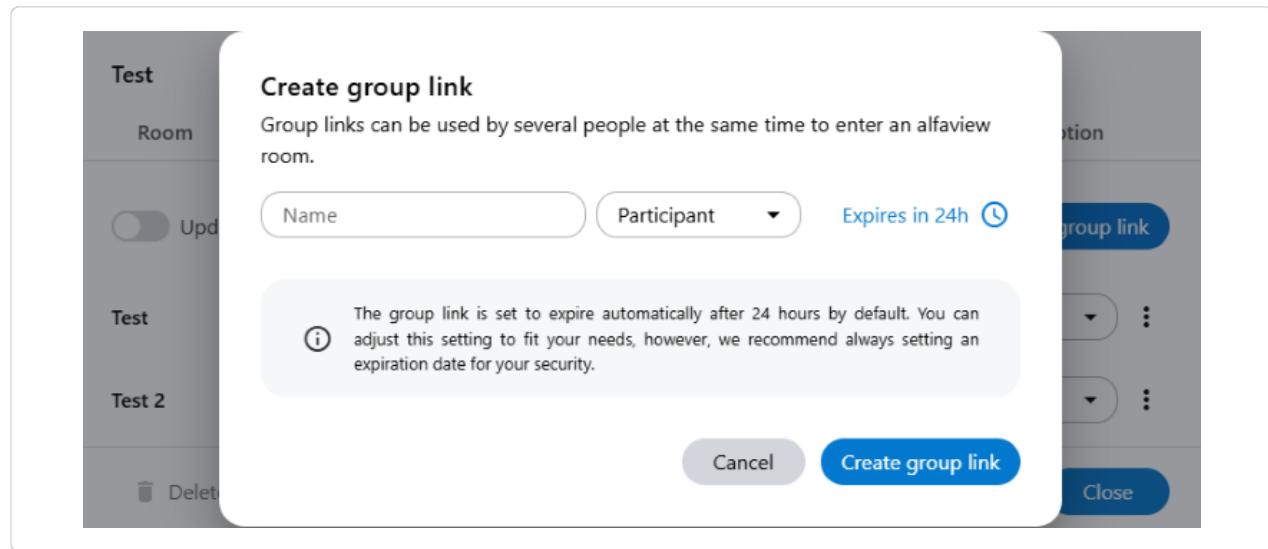
Create a group link

> The group link is set to expire automatically after 24 hours by default. You can customize the end date and time.

Once created, the group link will appear in the list below. You can copy the link by clicking the 🔗 **Copy link** icon and send it to the participants using your preferred communication medium.

Edit group links

Once you have created a group link you can edit it in the list. You can either edit the links individually or you can edit several links at the same time. The following settings are available:

🔗 **Copy link** You can copy the group link by clicking the Copy link icon. It is then saved to your temporary storage and you can send the group link via your preferred communication medium.

🕐 **Set date** You can edit the period during which the link is valid even after creating it. Alternatively, you can delete the period you set when creating the link. To do so, click the clock icon, select the date and time for either the start or end date or clear the selected date. You can deactivate the link by clicking on Expire link now .

> As soon as the link expires, it will no longer possible to enter an alfaview room using that link.

Role You can change the selected role of the participants. Select the new role from the drop-down menu. The changes are automatically saved and the link is updated accordingly.

> If you select **No access** as the role, all participants who have used this link to join an alfaview room will automatically lose access to the alfaview room and will be permanently removed. They can only join again with this link if you change the role.

⋮ **Rename group link / Delete group link** There are two additional functions available in the context menu: Rename group link Click on the context menu and then on Rename group link . You can now click on the field with the original group description. Enter the new description and save the changes by clicking the Save button. Delete group link Click on the context menu and then on Delete group link . Confirm the deletion by clicking the Delete button in the new window.

> Once the room has reached its allotted number of participants, each additional participant automatically becomes a spectator until the room reaches its maximum capacity.

Update multiple links.

- If you want to edit several links at the same time, click on the switch next to **Update multiple links**. - Now select the links you want to update by clicking in the corresponding box. If you want to update all links, click in the box next to **Select all**.
- You can now set the time period, let the link expire or assign a new role and save the changes by clicking on the `Update links` button.
- If you want to delete the selected links, click on the `Delete selected` button. Then click on the `Confirm` button to delete the links.

Test

Room   Access   Guest links   **Group links**   Group names   Features   Transcription

Update multiple links ⓘ   🕐 Set date   Participant ▾   Update links (0)

☐ Select all

☐ **Test**   🔗   🕐 End date set   Moderator ▾   ⋮

☐ **Test 2**   🔗   🕐 End date set   Participant ▾   ⋮

🗑 Delete selected (0)   ✖   Close

Update multiple links

Last updated on November 20th, 2025, 10:28 am

Meetings

Source: https://support.alfaview.com/en/administration/meetings/

You can hold confidential meetings outside your fixed alfaview rooms. People who are not invited to the meeting cannot see the meeting room or the participants in the room list. Meeting rooms can only be created for set periods of time. Once they have been held, they are automatically deleted again and are then no longer accessible.

Filter meetings

Filter your meetings in the administration interface according to three criteria: **Scheduled**, **Ongoing** and **Finished**. This feature makes it easier for you to edit meetings, send guest and group links or create an attendance report.

- Click on Meetings on the left side of the administration interface.
- The meeting calendar will open.
- Tick the corresponding boxes below the calendar.
- The meetings that meet the filter criteria are now visible in the meeting list.

Create a new meeting

Once a meeting has been created, it will be displayed on the start page of the alfaview app. Additionally, any meetings that have been created will be visible in both the meeting calendar and the meeting list within the administration interface.

Edit meeting

You can edit meetings that have not yet started. Adjust the agenda, title or time and date of the meeting as well as its duration. You can also create personalized guest links and group links after the creation of a meeting.

Cancel meeting

You can cancel meetings that have not yet started. All participants invited via the administration interface will receive an automatically generated email notifying them of the cancellation.

Attendance list and attendance report

Keep track of who is or was in your meetings. The attendance list gives you a snapshot of the attendees while the attendance report coversthe full meeting or a specific time period.

Last updated on November 12th, 2025, 10:24 am

Create meeting

Source: https://support.alfaview.com/en/administration/meetings/create-meeting/

Meetings are personal and time-limited rooms that all registered users can use to start a personal video conference. No special permissions are required to create a meeting. Each temporary meeting has its own title and agenda. Meetings are automatically deleted after they have been held and are no longer accessible.

> When you create a new meeting, the role of the moderator will automatically be assigned to you.

Creating a meeting

- Log in to the administration interface ↗.
- Click on **Meetings** in the menu on the left of the administration management interface.
- You can see meetings that have already been created in the calendar and in the list below.
- Click on the New meeting button above the calendar to create a new meeting.
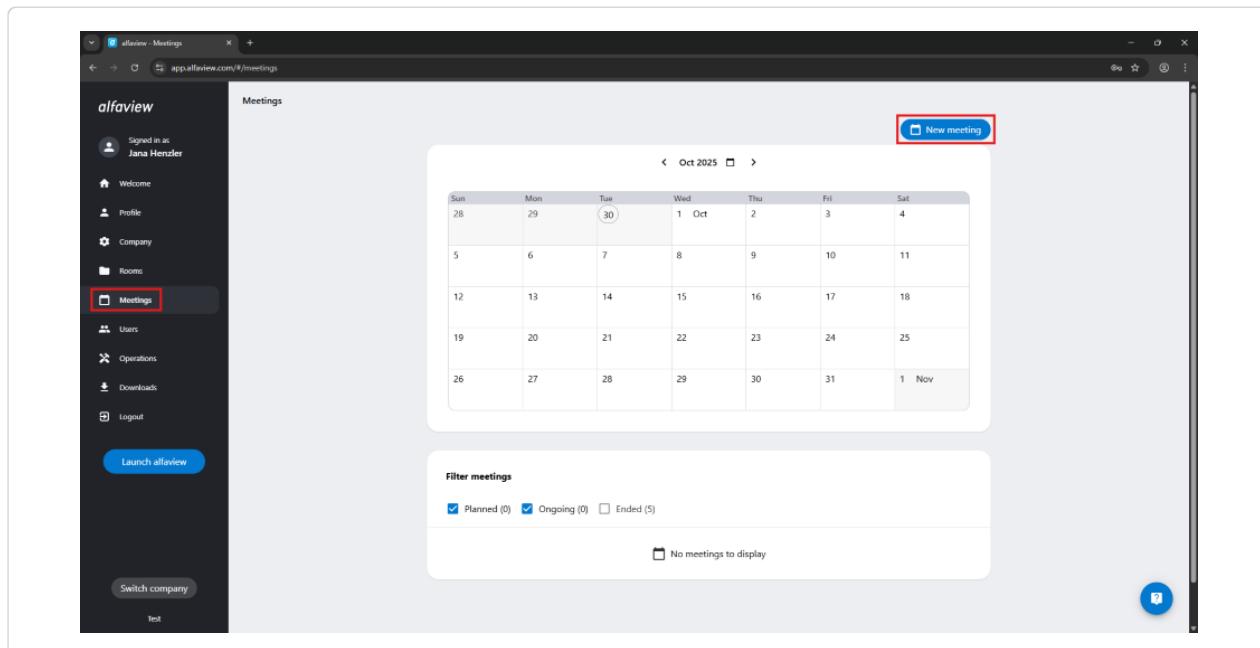
Calendar and list of all meetings

Specify your meeting

- Enter the title and agenda of your meeting in the input fields.
- You can adjust the following settings in the **General** tab: - **Starts:** Click on the Set date button to set the date and time of the meeting. If you do not change the default settings, the meeting will start immediately after being created. - **Time zone:** Select the time zone in which the meeting will take place. - **Duration:** Determine how long the meeting will last. - **Groups:** The number of the groups indicates how many subgroups are within your meeting. Click on the drop-down menu to select one or more subgroups. - **Early access:** You can allow participants to enter your room before the meeting starts. - **Waiting room:** You can activate or deactivate the meeting's waiting room. If you activate the waiting room, participants won't be able to enter your meeting until you or other the moderators give them permission.
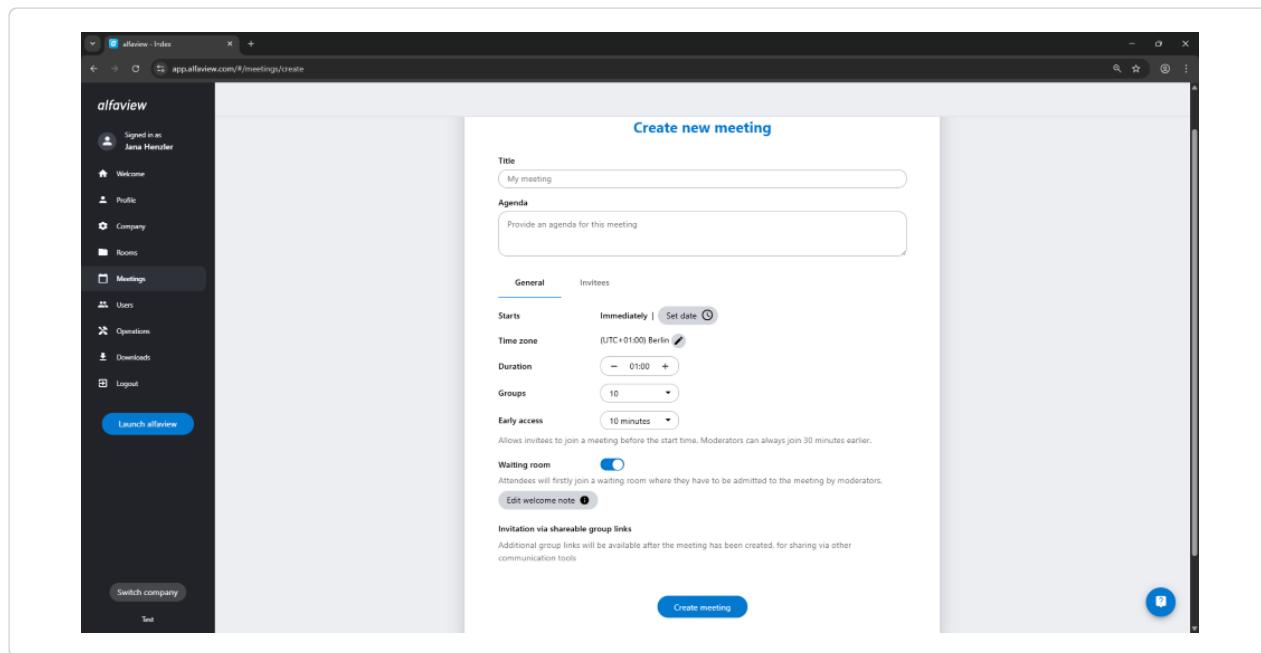
General settings of the meeting

If you do not change the starting time and date, the meeting will start immediately after being created. This also means that you won't be able to make any changes after creating the meeting.

Invite people to your meeting

Guest links. You can invite people to your meeting from the **Invitees** tab. These people will receive a personalised invitation email.

You can either invite them manually by entering the email address, name and role or you upload a CSV file. A CSV file is more convenient if you invite a lot of participants.
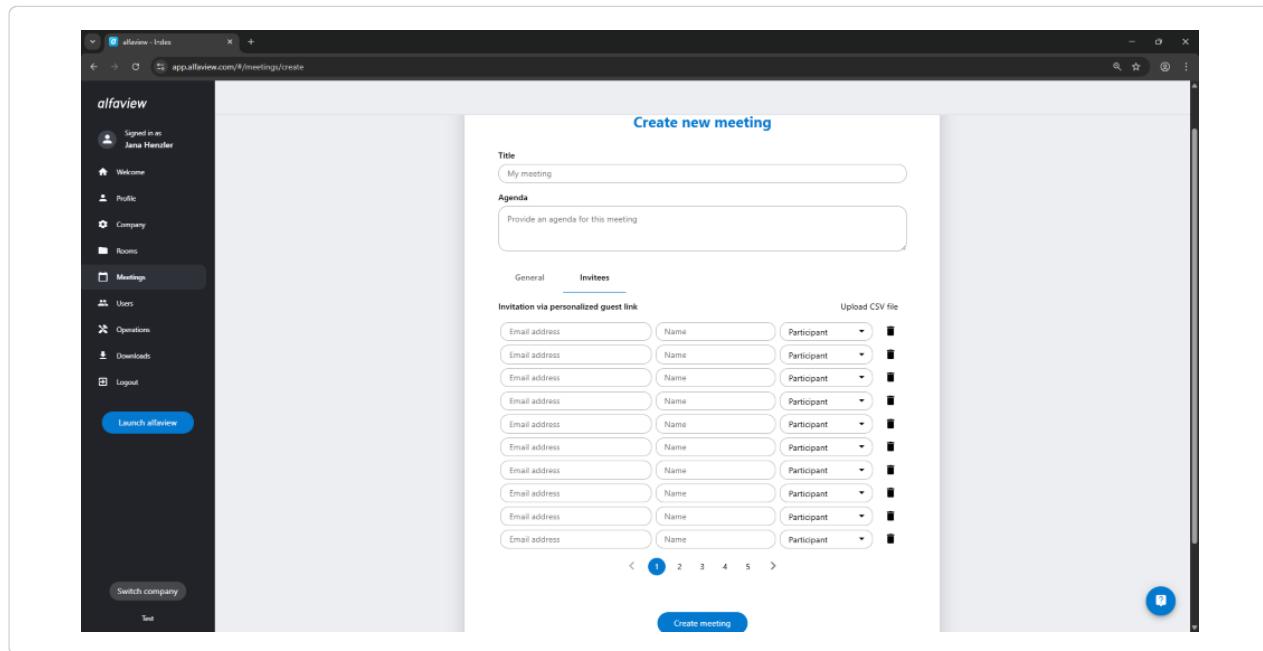
Invite participants

> The CSV file should be in UTF-8 format. Separate the email address, the name and the role (not mandatory) using a comma or semicolon. In each line, there should only be the information of one participant. This will help transferring the information correctly into the invitation mask.

Group links. Group links are generated after you create the meeting. These links allow you to invite multiple people with the same role at the same time.

- Click on the [Create meeting] button.
- After creating the meeting, you can copy group links with the different roles and send them to the participants via your preferred communication medium.

You can also access the group links at a later point of time by using the Edit meeting feature.
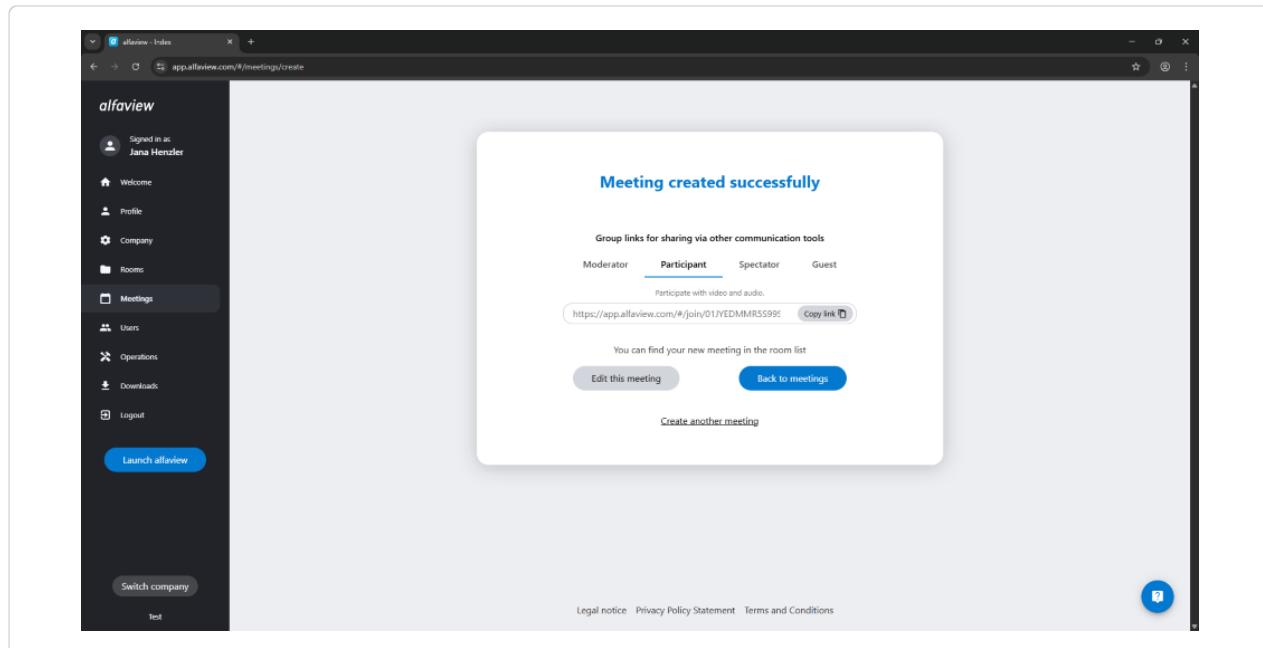
Group links for the meeting after the creation

> Your meeting will only show up in your own meeting list. All other participants need the invitation link to join a meeting. The participants aren't visible to other registered users and also can't be found using the search option.

Last updated on November 20th, 2025, 07:54 am

Edit meeting

Source: https://support.alfaview.com/en/administration/meetings/edit-meeting/

> You can edit meetings that have not yet started. You can also create personalized guest links and group links after the creation of a meeting.

Select the meeting you want to edit in the calendar or the meeting list below the calendar. Alternatively, you can filter the meeting list.

Filter meetings

The filter feature is located below the calendar. The default setting shows any meetings you have planned or already started.

Tick the **Planned** box to see all the meetings that you can still edit.

Filter meetings

☑ Planned (2)   ☑ Ongoing (0)   ☐ Ended (6)

Filter your meetings

> Please note that you can only edit meetings that have not yet started.

Edit meetings

- Select the meeting you want to edit in the meeting list below the calendar.
- Click on the ⋮ context menu and then click on **Edit meeting**. - Alternatively, click on the meeting in the calendar. Then, click on the ✏️ **Edit** icon.
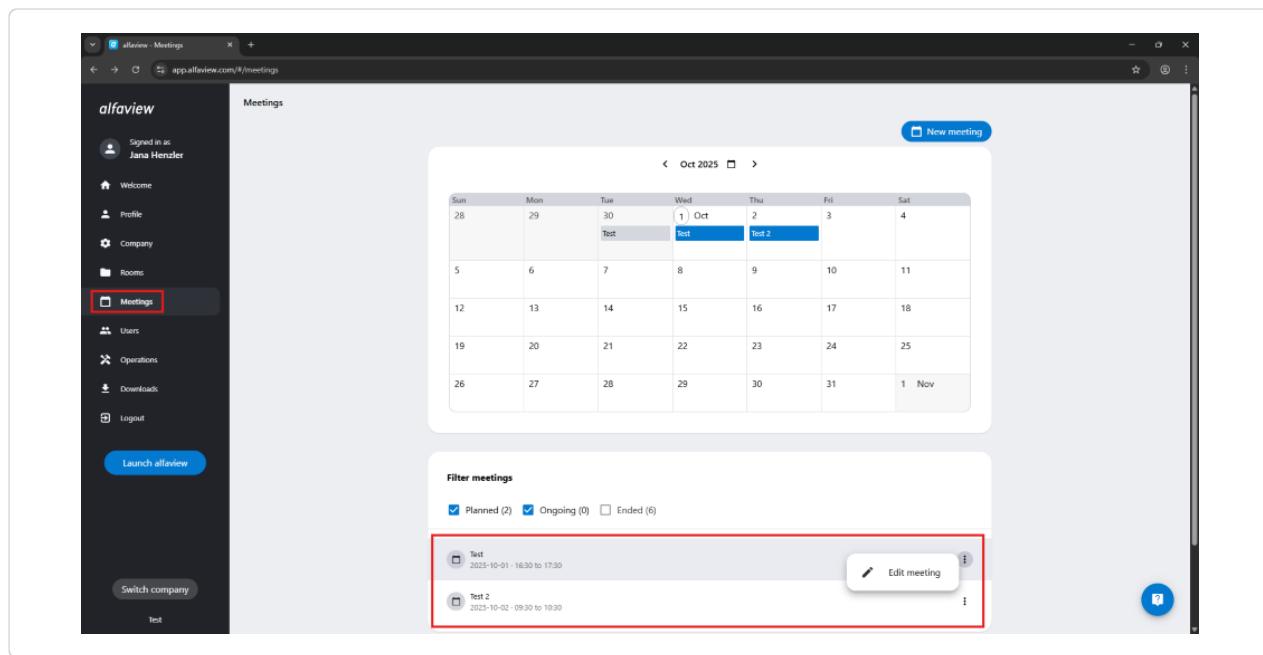
Edit meeting

You can edit the following settings in the **Meeting** tab:

- **Title:** Change the title of your meeting by clicking in the input field. Type in the new title. - **Agenda:** In this input field, you can adjust the agenda of your meeting. - **Starts**: Click on the Set date button to change the start date and time. Save changes by clicking on the Set button.

  - **Time zone:** Change the time zone by clicking the ✏️ **Edit** icon. Select the correct time zone from the drop-down menu. - **Duration**: Change the duration of your meeting here. - **Groups**: You can change the number of groups for your meeting in the drop-down menu. - **Early access:** Adjust the amount of time your participants can enter the room before the meeting starts.

Edit the meeting settings

Clicking on Attendance report takes you to the screen where you can create attendance reports for your meeting.

Clicking on Toolbox allows you to add an external tool ↗ or a poll ↗ to your meeting.

Click on the Update meeting button to save the changes. All previously invited participants will receive an email about the changes to your meeting.

Invite participants to your meeting

Personalized guest links

You can send personalized guest links for your meeting in the **Guest links** tab. Enter the name and e-mail address of the participant and select a role as well as a language from the drop-down menu. If you want to send personalized invitiations to multiple people at once, you can also update a CSV file.

When you click the Invite now button, both existing and new invitees will receive an e-mail with the updated meeting information.

> You can also delete previously invited participants by clicking the 🗑 **Delete** icon at the end of the row. They will receive an e-mail that the meeting has been canceled.

Edit invitations

Group links

Group links allow you to send an invitation to your meeting to several people with the same role, without having to invite each person individually.

In the **Group links** tab, you will find automatically generated links for each user role. Copy the link with the desired permission by clicking on the link icon. You can now send this link to participants via your preferred communication medium.

When you refresh a meeting, all the group links that you can send will be displayed again. Group links already sent for the meeting will remain valid and will be updated automatically.
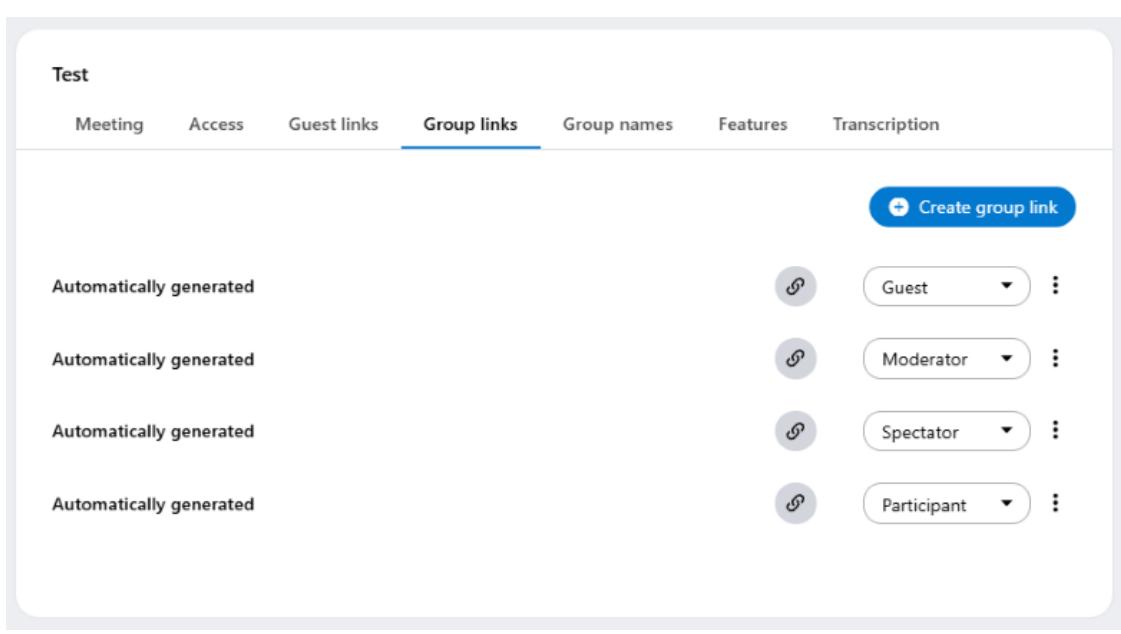
Group links in Meetings

> **Note: You must inform the recipients of the group links of the changes to the meeting yourself.**

Group names

In the Group Names tab, administrators can change the names of the subgroups as well as the order of the subgroups.

Rename Groups.

- Click on the group whose name you want to change.
- Enter the desired name.
- Then click Save .
- For the changes to take effect, alfaview must be restarted.
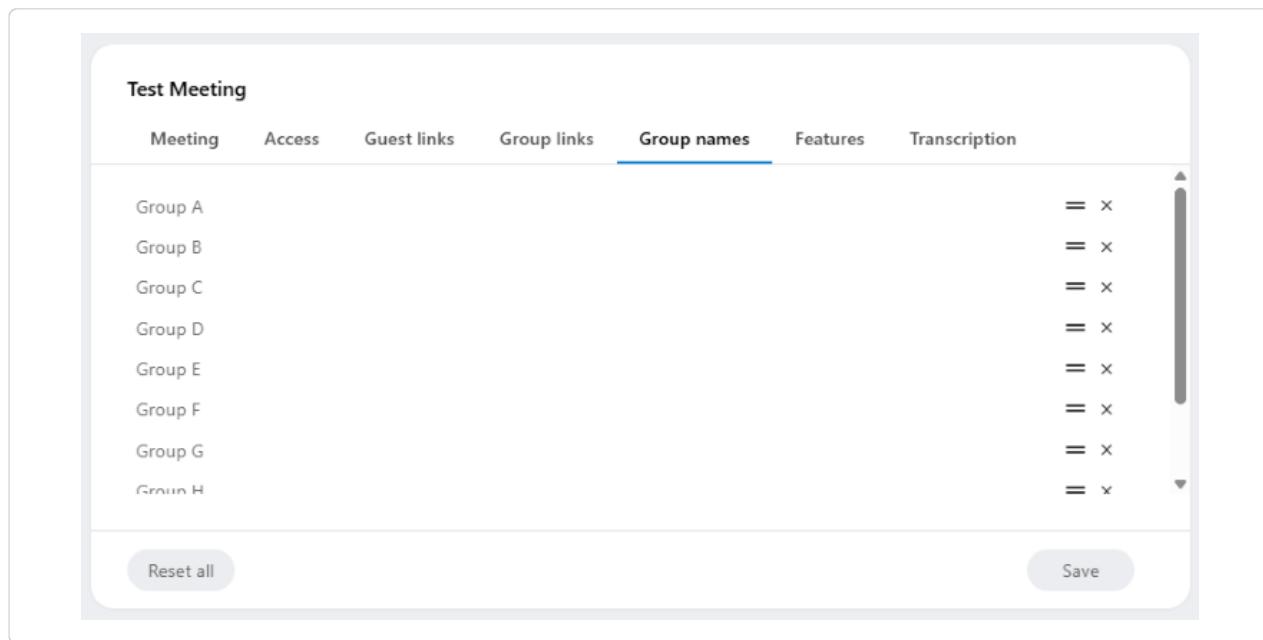
Group names

Organize groups.

- Click on the icon with the two horizontal lines and hold down the mouse button.
- Drag the group to the location you want to move it to.
- Release the mouse button.

Features

Appearance. Display participant videos in alphabetical order This overrides the default order-by-join-time behavior.

 Center participant videos on the stage This allows for a more balanced appearance, but increases movement in the video grid.

 Use 16:9 video aspect ratio for participant videos The room will use the wider 16:9 aspect ratio for participant videos.

Moderation. **Disable "Camera off" feature** Prevents the camera from being turned off.

 Share content only to moderators If this setting is activated only moderators can see active screen shares.

 Disable join and leave notifications This setting disables notifications when users join or leave the room.

 Disable floating mini window This setting prevents the displaying of the mini window when the alfaview window is minimized.

🖐 **Allow raise hand** This setting allows participants and spectators to raise their hand to indicate that they want to say something.

🖐 **Show raised hands only to moderators** If this setting is activated only moderators can see who is currently raising a hand.

🗐 **Allow to access attendance list** This setting allows moderators to copy the contents of the participant list to the clipboard. For more information, refer to page Attendance list and attendance report .

Recording. ◉ **Allow recording** Moderators may record meetings in this room locally.

◉ **Allow live streaming** The moderators are allowed to stream the meeting live on external platforms.

Transcription

In the **Transcription** tab, you can enable live transcription and translation as well as the Digital Interpreter for your meeting. For more information, see the Live Transcription and Digital Interpreter page.

Group links in Meetings

Last updated on December 4th, 2025, 02:36 pm

Cancel meeting

Source: https://support.alfaview.com/en/administration/meetings/cancel-meeting/

You can cancel a meeting by clicking on the context menu ⋮ next to the meeting in the room list and choose **Edit meeting**. After clicking on Cancel meeting your meeting gets deleted and all participants will be notified via email.

> Please note that you will need to notify participants who weren't invited via the administration interface yourself.
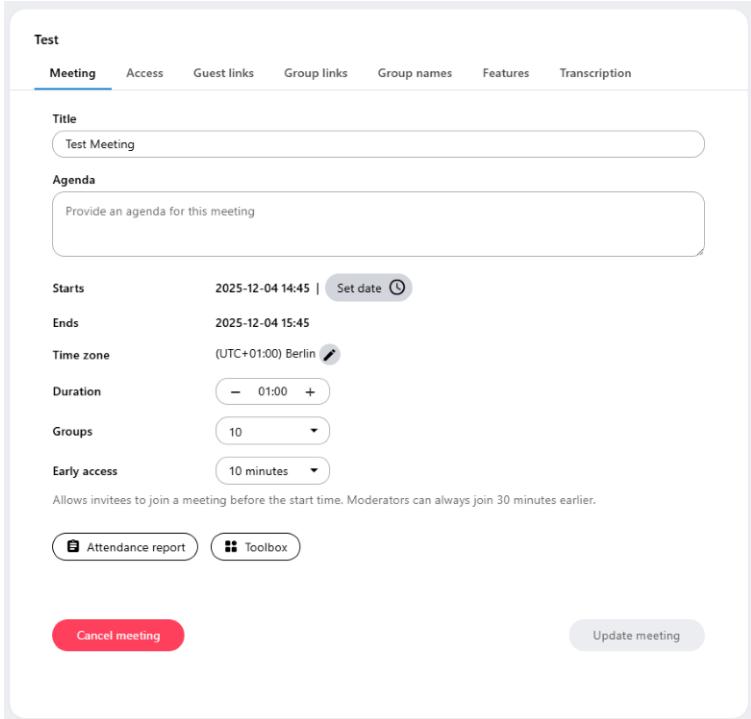
Cancel meeting

Last updated on December 3rd, 2025, 03:05 pm

Attendance list and attendance report (Meetings)

Source: https://support.alfaview.com/en/administration/meetings/attendance-list-and-attendance-report-meetings/

You can keep track of who is attending or has attended your meeting. As the meeting creator, you can create an attendance report if you want information about past meetings. This report lists everyone who has attended the meeting. If you are the meeting moderator, you can create an attendance list as a snapshot of the current meeting room.

Attendance list

As the meeting moderator, you can create a snapshot of the current participants by generating an attendance list in your meeting room. It lists all participants who are currently in the main room or in the subgroups. The participants are listed with their names and roles.

Create an attendance list

- Join the meeting room from which you want to create an attendance list via the App or Web Client.
- Click on the **Participant list** icon in the secondary menu in the top right corner. - Click on the **context menu** which appears when you hover over the room's name. - Click on **Copy attendance report** to save the list of participants to the clipboard.
- Paste the list in your preferred text or data program.

Attendance report

You can create an attendance report for each meeting you have created. This report analyzes your participants' meeting access information. You can generate a report up to 40 days in the past to analyze past meetings as well.

Create an attendance report

- Log in to your alfaview account on the administration page.
- Click on **Meetings** in the menu bar on the left. - Filter the meeting list with the filter **Ended** to display all previous meetings for which you can create an attendance report. - Click on the ⋮ **Context menu** icon. - Click on **Get report**. An automatically generated report is provided that covers the entire meeting duration and the time people can join before the meeting starts.
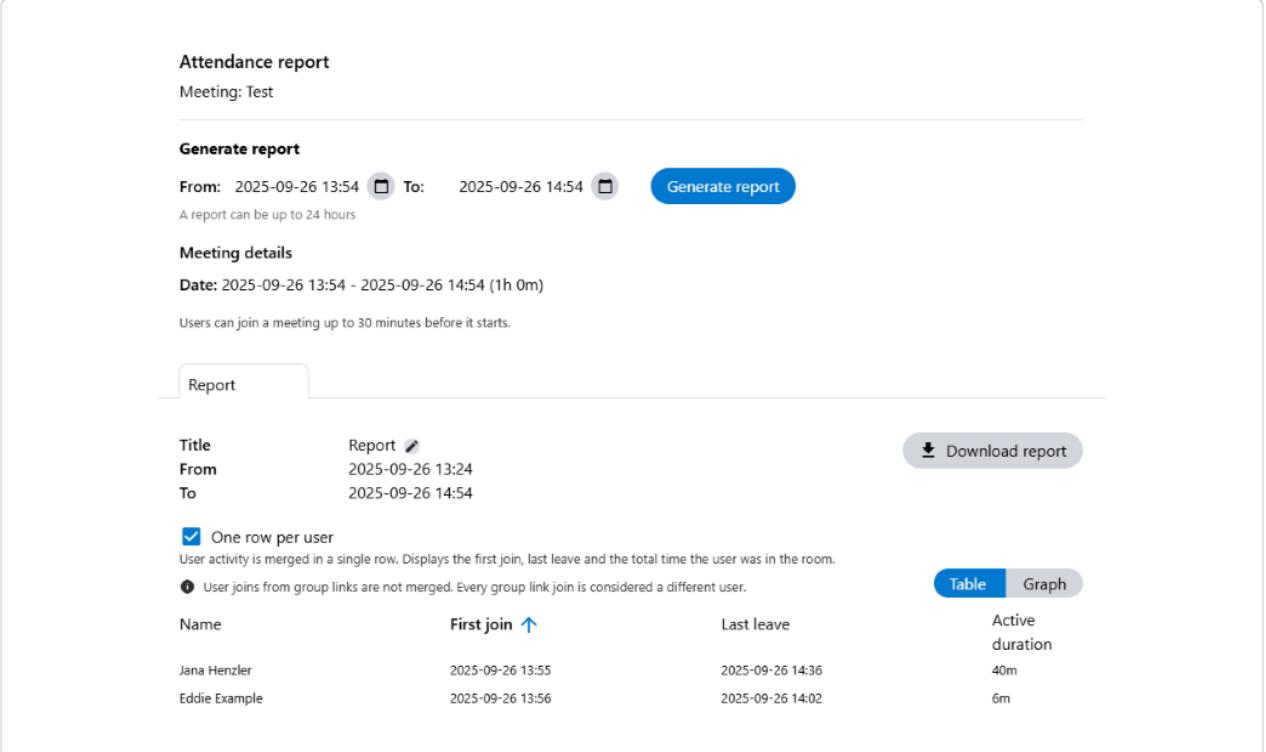
Attendance report
Meeting: Test

Generate report

From: 2025-09-26 13:54 📅 To: 2025-09-26 14:54 📅   Generate report
A report can be up to 24 hours

Meeting details

Date: 2025-09-26 13:54 - 2025-09-26 14:54 (1h 0m)

Users can join a meeting up to 30 minutes before it starts.

Report

Title	Report ✏		Download report
From	2025-09-26 13:24		
To	2025-09-26 14:54		

☑ One row per user
User activity is merged in a single row. Displays the first join, last leave and the total time the user was in the room.
ℹ User joins from group links are not merged. Every group link join is considered a different user.

Table   Graph

Name	First join ↑	Last leave	Active duration
Jana Henzler	2025-09-26 13:55	2025-09-26 14:36	40m
Eddie Example	2025-09-26 13:56	2025-09-26 14:02	6m

Create an attendance report for meetings

Generate a customised report. If you want to generate an attendance report for a specific period of time, you can use the custom selection.

- Click the calendar icon next to "**From**" and today's date to set the start date.
- Select the start time from which you want to generate the report. If you do not enter a start time, the default time will be the start of the meeting.
- Click the Set button to confirm.
- Repeat the steps for the end time by clicking on the calendar icon next to "**To**".
- Click the Generate report button to create your customized attendance report.

A new tab with the generated report will open at the bottom of the window. You will now see the following information about your report:

- **Title**The title includes the name of your meeting and the date the meeting took place.

> You can edit the title by clicking the ✏ **Edit** icon. Enter the new title. Then click the **Save** button. If you want to discard the changes, click on the Cancel button.

- **From**Here, you can see the start time of your report. - **To**This line shows your report's the end time. - **One row per user**You can decide whether you want to display multiple entries from a single user in multiple rows or bundled together in one row. If you select a bundled display, the first meeting entry, the last meeting exit and the total time spent in the meeting will be displayed. Tick the box to enable this feature.

> Entries via group links cannot be aggregated. Each entry will be displayed in a separate line and therefore as an individual user.

You can display the attendance either as a table or as a diagram. Klick on the corresponding button above the list of all entries to switch between the two options.

Download the attendance report

- Go to the tab of the report you want to download.
- Click the Download report button.

The download will be saved as an Excel file by default. If you would prefer a PDF version of the report, please tick the **Print or save PDF** box.

- Select the information you want to include in your report by ticking the boxes labelled **Include report details** and/or **Include dates as UNIX**.

Include report details	Include dates as UNIX
Name of the participant	Time of entry in seconds in UNIX-format
Time of entry	Time of exit in seconds in UNIX-format
Time of exit	
Period of attendance in hours and minutes	
Period of attendance in seconds	

If you select the **Include dates as UNIX** option, all the general report details will also be included in your report.

- Select whether the data should be separated by a comma or semicolon.
- Click the Download report button.

You will find your report as an Excel or PDF file in your download folder.

Last updated on November 20th, 2025, 08:40 am

Invite users

Source: https://support.alfaview.com/en/administration/user-management/invite-user/

Depending on the permissions, you can access the **Invite user** feature. Within an alfaview company several users can be invited. To invite a user, proceed as follows:

- Click on **Users** in the main menu of the administration interface.
- Now click on **Invite users**.
- You can add additional users by using the extra input line.
- Complete the form and hit the **Invite users** button.
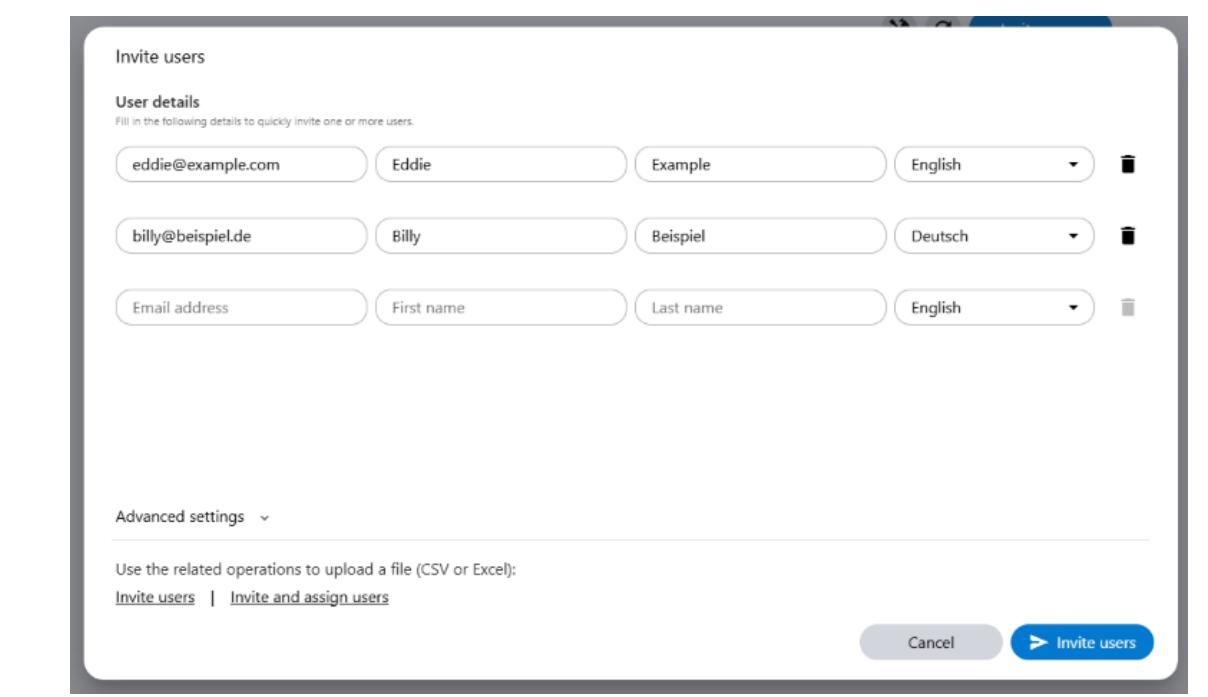
Invite users

As a result, all invited users receive a confirmation email. The contained link must be opened in the browser in order to activate the user account and set a password.

> - Users can only be invited or created by email.
> - It is not possible to specify a user with a predefined password.

Last updated on November 20th, 2025, 10:48 am

Delete user

Source: https://support.alfaview.com/en/administration/user-management/delete-user/

Depending on the permissions, you can delete a user. To delete a user, proceed as follows:

- Click on **Users** in the main menu.
- Find the user you want to delete in the list
- Click on the context menu ⋮ .
- Then click on **Delete**.
- To confirm the deletion of the user, click on Delete in the new dialog.
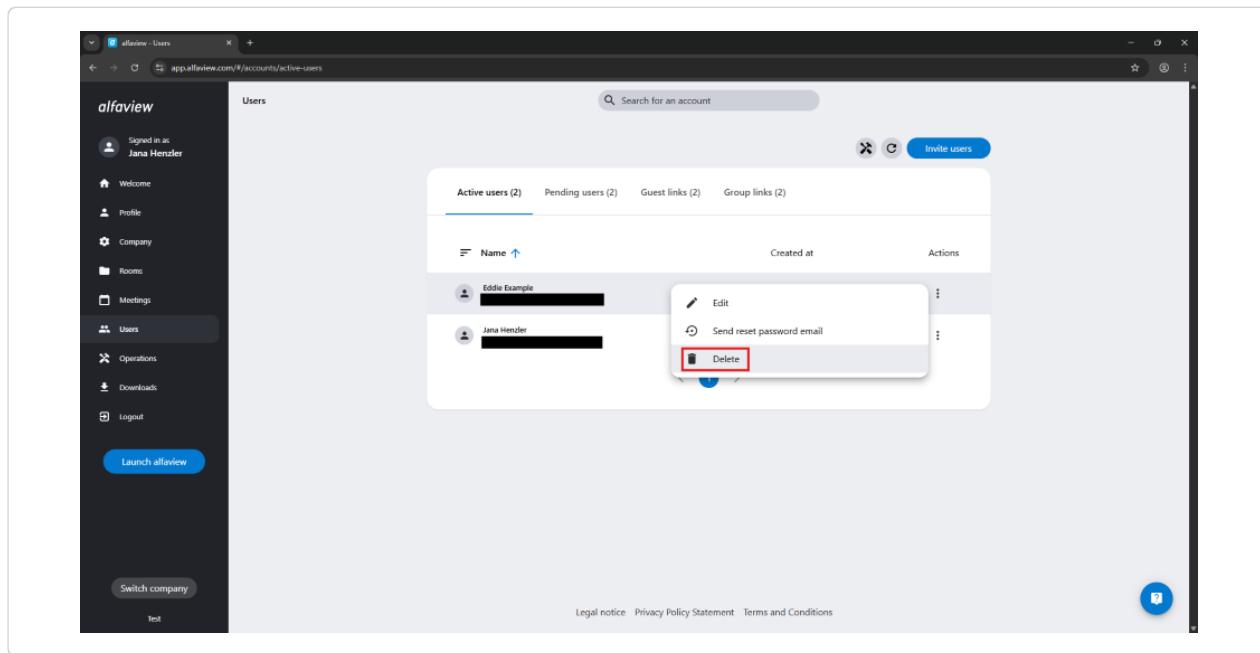
Delete user

Last updated on November 20th, 2025, 10:49 am

Notes on using the MSI package

Source: https://support.alfaview.com/en/miscellaneous/for-it-administrators/msi-package/

We provide alfaview as an MSI package for deployments in corporate networks through Group Policy Objects. The following points should be considered when using the MSI package:

- alfaview is available to all users on the system (unless otherwise limited by Group Policy Objects).
- There are no notifications about any existing updates within the application.
- The availability of updates must be checked independently by the responsible system administrator.
- Updates are installed by installing the latest MSI package.

> For the latest version of the alfaview MSI package, please visit the alfaview download page ↗.

Automate updates

- Under https://assets.alfaview.com/stable/win/msi_version.info we provide a check file in JSON format with version information.

Last updated on July 30th, 2024, 07:58 am

Add-In for Microsoft Outlook 365

Source: https://support.alfaview.com/en/miscellaneous/for-it-administrators/outlook-add-in/

Notes on installing the Outlook add-in

Go to the chapter Outlook Add-In Usage.

> The alfaview Outlook add-in is available for the following apps:
>
> - Outlook 2016 on Mac and Windows
> - Outlook 2019 on Mac and Windows
> - Outlook 2021 on Mac and Windows
> - Outlook on Mac and Windows (Microsoft 365)
> - Outlook on the web
>
> In order to use the alfaview Outlook add-in with an Exchange on-premise solution, **Exchange Server 2016** or later is required. Older versions are not supported.
> At the moment the Outlook add-in is not yet compatible with the mobile platforms (iOS/Android).

We provide an alfaview add-in for Microsoft Outlook 365. The add-in allows you to create alfaview meetings directly in your Microsoft Outlook 365 calendar and to send the meeting link to your participants. More information on the alfaview meeting function can be found here: Meetings.

Once you have logged in to the add-in, you will remain logged in for 30 days.

Installation via Microsoft AppSource

The alfaview Outlook add-in is available in Microsoft AppSource here: https://appsource.microsoft.com/product/office/WA200005288

Manual installation using the XML manifest file

To install the alfaview add-in manually you need the XML manifest file. The instructions below will guide you through the installation process.

- Log into the alfaview administration interface ↗ .
- Select the point **Company** from the menu.
- Select the add-ins tab.
- Click on the `Download Manifest-File` button to download it.

As an Outlook 365 user

Please note that the installation of add-ins must be approved by your administrator. You can find more information on installing Outlook add-ins in the **Microsoft Supportcenter** ↗.

- Open Microsoft Outlook 365.
- Click on **Get add-ins**. - Select **my add-ins** in the menu. - Scroll down to the **Custom add-ins** area. - Click on **add a custom add-in**. - Click on **add from file**.
- Select the previously downloaded xml file.
- Confirm the privacy warning by clicking on **install**. - The add-in is now installed and can be managed under the **my add-ins** tab.

As an Outlook 365 administrator

As an administrator of Microsoft Office 365, you can roll out the alfaview add-in for your users. More information on deploying Outlook add-ins can be found in the **Microsoft Supportcenter** ↗.

- Open the Microsoft Office 365 Admin Center.
- Go to **settings**. - Choose **integrated apps** from the menu. - Click on **deploy add-in**. - Choose the app-type **Office-Add-In** in the dropdown menu. - Choose **Deploy Manifest file (.xml)**. - Click on **add from file**. - Choose the previously downloaded xml file and click on **next**. - Assign the desired users or groups and click on **next**. - Accept the permissions requirements and click on **next**. - Review the details and click on **Finish Deployment**.
- The add-in is now available to your users.

Additional firewall and proxy configuration

When using a proxy or firewall, you may need to enable or configure certain Microsoft endpoints.

For more information, please refer to the web page Microsoft 365 URLs and IP address ranges ↗.

Exchange Server installation information

> Please note that it can take up to 72 hours for a new add-in deployment, add-in updates, changes from turn on or turn off, or add-in removals to reflect for users.

For more information, please refer to the following Microsoft support articles:

- Install or remove add-ins for Outlook for your Exchange 2013 organization ↗
- Add-ins for Outlook in Exchange Server ↗

Outlook add-in usage

We provide an alfaview add-in for Microsoft Outlook 365. The add-in allows you to create alfaview meetings directly in any Microsoft Outlook 365 calendar you manage and send the meeting link to the participants. More information on the alfaview meeting function can be found here: Meetings.

First login

- Open your Microsoft Outlook 365 calendar and create a new calendar event.
- Click on the alfaview symbol in the ribbon menu (you might have to expand the menu using the three dots to see the alfaview icon).
- When using the add-in for the first time you have to login first. Click on Sign In .
- Login with your alfaview account.
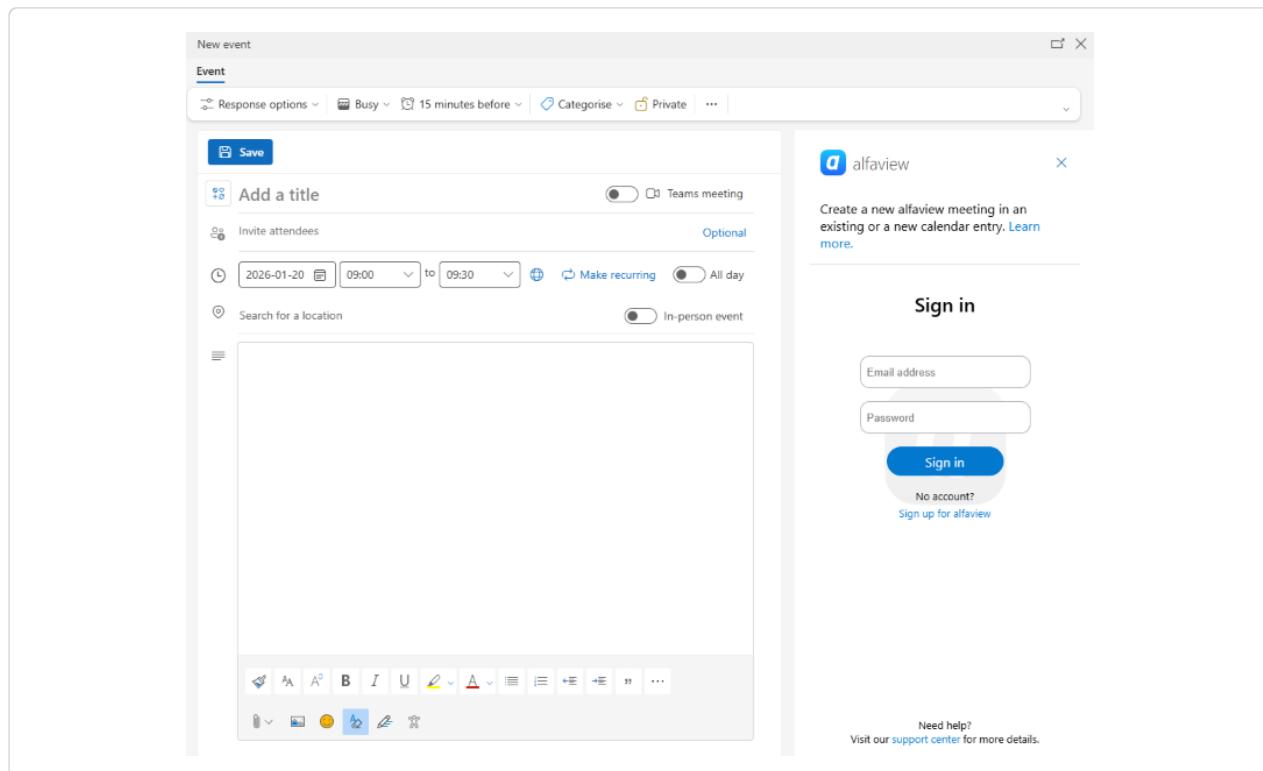
The first login

> Once you have logged in to the add-in, you will remain logged in for 30 days.

Create a meeting

- Open your Microsoft Outlook 365 calendar and create a new calendar event.
- Edit your meeting details and add your participants.
- Click on the alfaview symbol in the ribbon menu (you might have to expand the menu using the three dots to see the alfaview icon).
- Click on Add meeting .
- Your meeting will now be created and can be sent with your event details.
- You can now see your meeting in the alfaview room list.
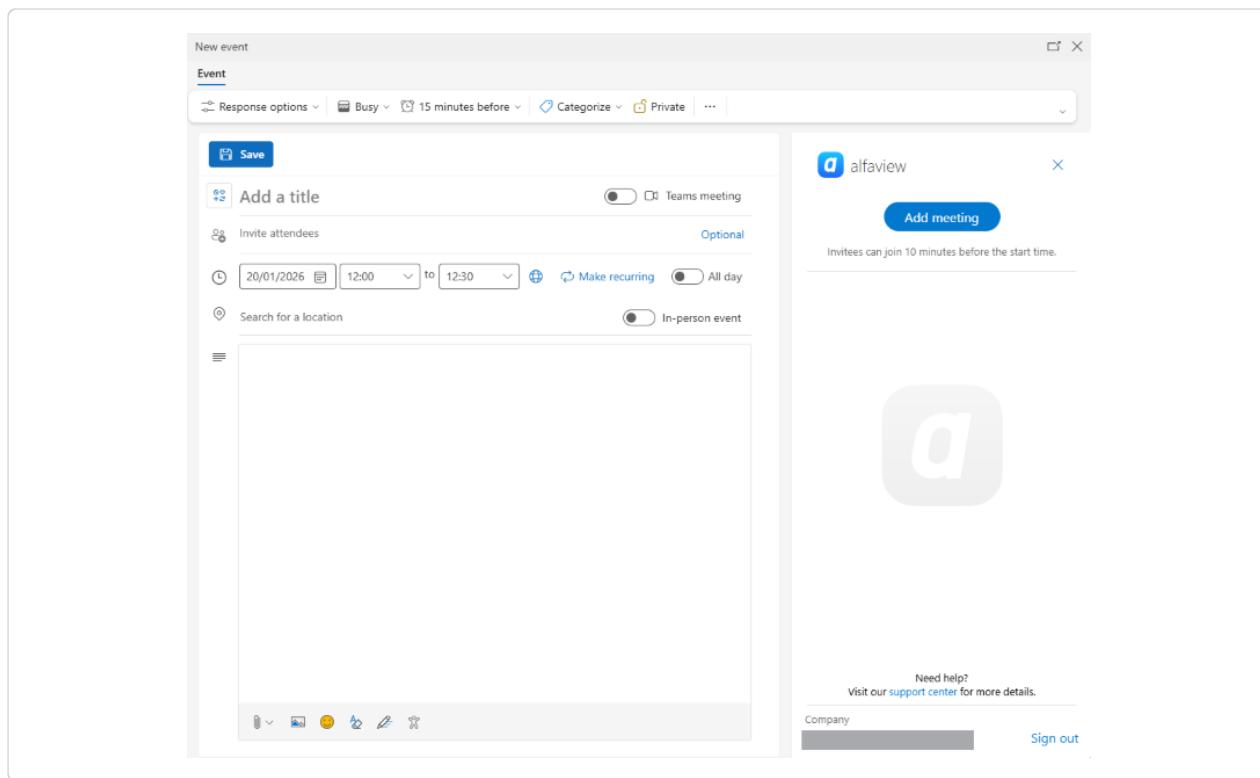
Create a meeting

> Do not remove the location from the event details or your participants will not be able to join your meeting.

Create recurring meetings

- Open your Microsoft Outlook 365 calendar and create a new calendar event.
- Edit your meeting details and click on "Make recurring". A window opens where you can set the recurrence rate for your meeting.
- Add your participants.
- Click on the alfaview symbol in the ribbon menu (you might have to expand the menu using the three dots to see the alfaview icon).
- Click on Add meeting .
- Your meeting series will now be created and can be sent with your event details.
- You can now see your meeting series in the alfaview room list.
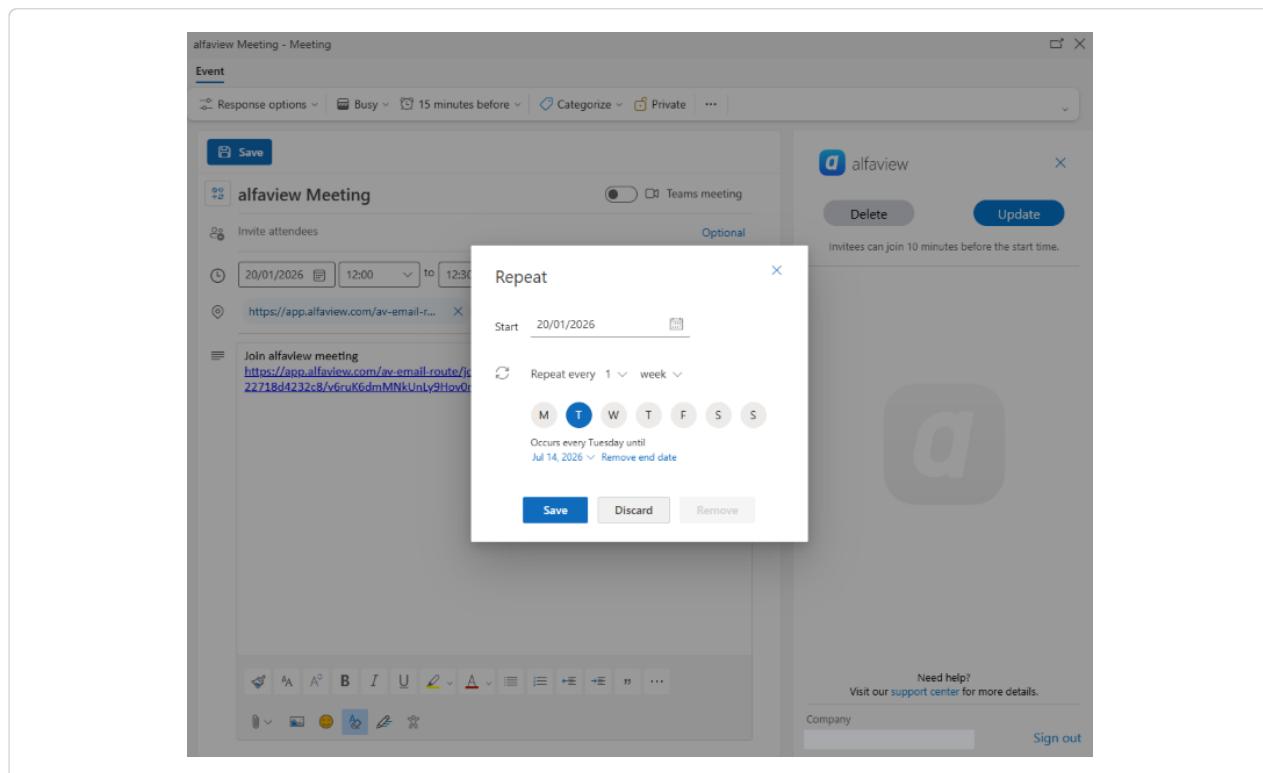
Create recurring meetings

> Recurring meetings always take place in the same meeting room.

Edit a meeting

- Open your Microsoft Outlook 365 calendar and choose the calender event you want to change.
- Click on "Edit" to change your meeting details.
- Click on the alfaview symbol in the ribbon menu (you might have to expand the menu using the three dots to see the alfaview icon).
- Click on Update to apply your changes to your alfaview meeting.
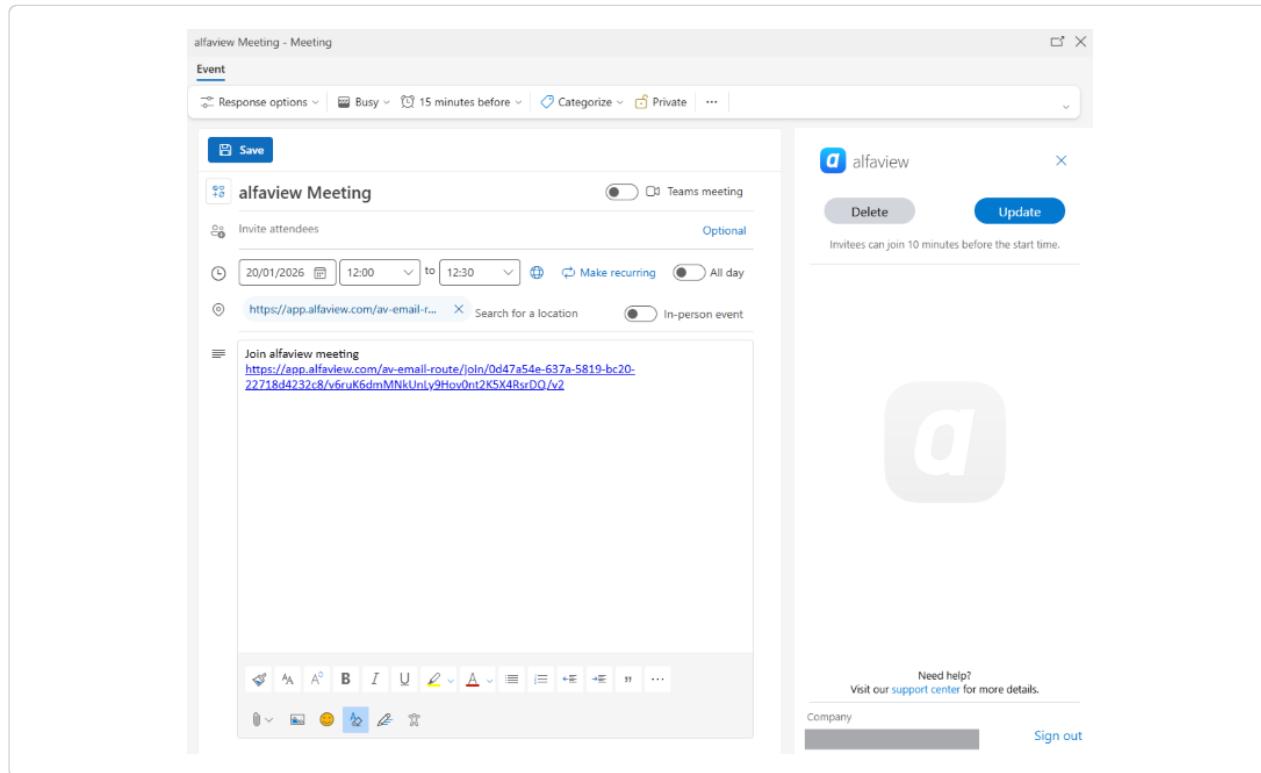
Edit or delete a meeting

Delete a meeting

- Open your Microsoft Outlook 365 calendar and choose the calender event your want to delete.
- Click on "Edit" to open the meeting details.
- Click on the alfaview symbol in the ribbon menu (you might have to expand the menu using the three dots to see the alfaview icon).
- Click on Delete .
- To confirm click on Delete .

Last updated on February 4th, 2026, 09:09 am

Single Sign-On

Source: https://support.alfaview.com/en/miscellaneous/for-it-administrators/single-sign-on/

With single sign-on you can use your existing identity provider to log in to alfaview.

- Requirements and Limitations
- Setup Process
- Manage groups for single sign-on authentication users

Requirements and Limitations

In order to setup single sign-on you have to have a working identity provider. It needs to comply to the either of the following standards:

- OpenID Connect
- SAML V2.0

Required Information

To configure our alfaview service provider we need the following information from you:

- the endpoint of your identity provider (e. g. `https://idp.example.com/redirect`)

  – if available: test accounts and an additional testing identity provider endpoint

- if you have a SAML-based identity provider: the URL to your identity provider's metadata XML file
- the identity claims or attribute mapping of your identity provider's SAML/OIDC response

  – required: user's first name, last name and display name
  – optional: user group attribute if you want to use group based permission management↗ in alfaview

- your desired login domain from where your users will start the single sign-on process (example: `my-company.alfaview.com`)

Limitations

- Your identity provider's SAML XML signature needs to be signed using the SHA256 algorithm. If you have no information about the signing algorithm used, we can try to help you finding it out.
- We do not support identity provider initiated SAML V2.0. But we can provide a start link that initiates the alfaview login by redirecting to your identity provider's login page
- The login domain will be hosted by alfaview.

Compatible Identity Providers

Here is a list of identity providers that were successfully configured and are proven to work with alfaview:

- GitLab – based on OpenID Connect
- Google Work – based on SAML V2.0
- Shibboleth – based on SAML V2.0

Setup Process

If you are interested in using Single Sign-On, use our contact form ↗ to get in touch with us.

- Contact form ↗

Manage groups for single sign-on authentication users

Users that use single sign-on (SSO) to authenticate with alfaview can be assigned to groups in the external Identity provider (IdP). These groups can be mapped to groups with specific permissions in alfaview and can be assigned to alfaview rooms and departments. This helps in managing large numbers of users in alfaview.

Manage groups

> To configure this setting, you will need the permission to **manage company settings**. Additionally, the company needs to have its own custom subdomain to access this feature.

Creating groups

In the administration interface ↗, navigate to account management > Manage groups. Click Add and fill in the required fields.

- **Name:** A name that will only be visible in this interface, an easy way to assign meaning to a group. (Example: Students, Teachers, etc) - **External ID:** A unique ID that is managed by the IdP and will be sent on each login. It must exactly match the group from the IdP response and cannot be empty. Also this value is unique: no two alfaview groups can have the same external ID. - **Access Level:** Decide whether and what type of profiles should be created for the group. - **No user profiles:** Group participants can join rooms but do not have their own profile. - **Create user profiles:** Participants receive their own user profile so that individual permissions can be assigned. - **Administration Page Access:** Participants receive a user profile and access to the alfaview administration interface. - **Permissions:** The selected permissions will be granted to all users belonging to this group.

Create group

> These permissions are **always granted globally** and cannot be restricted to a room or a department.

Editing groups

Existing groups can be edited via the group list on the main page. Click the triple dot menu for the related group, and select **Edit**. All options that are available in the Add dialog are also available in this dialog.

Deleting groups

Existing groups can be deleted via the group list in the main page. Click the triple dot menu of the related group, and select **Delete**. A confirmation dialog will be shown. The delete action cannot be reverted, and the group must be recreated from start if needed.

Edit group

Assigning groups to departments

Existing groups can be assigned to departments via the group list on the main page. Click the Assign button of the related group. The assign dialog will be displayed. All existing assignments can be edited or deleted on this page.
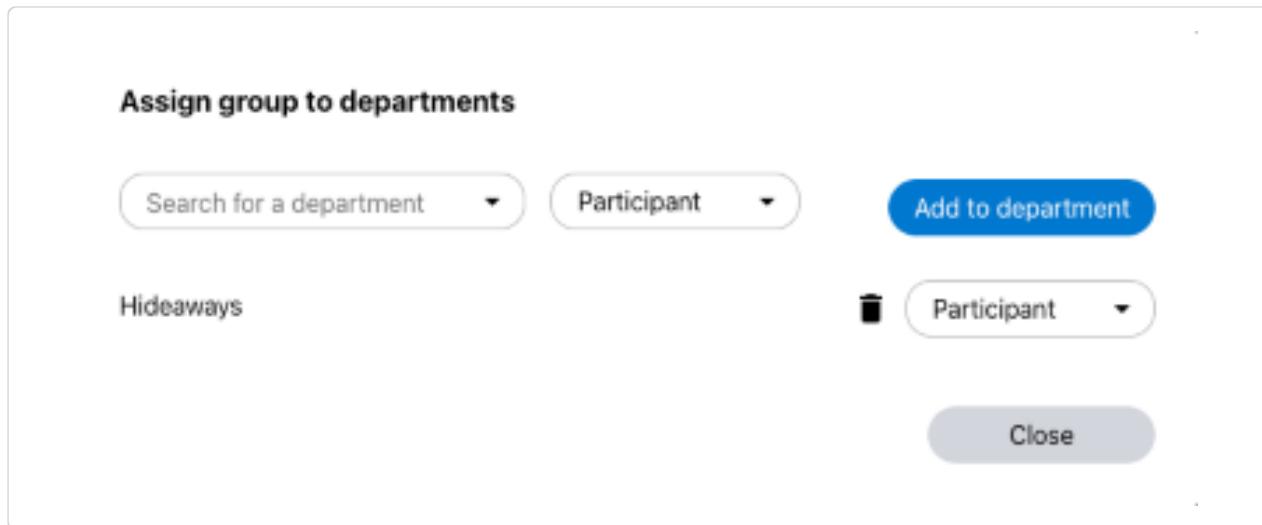
Assign group

- **To assign:** Select a department from the dropdown list, select the permission level for this department and click Add to department . - **To unassign:** Click the trashcan icon for the related department. - **To edit permission level:** Click the dropdown for the related department and select a new permission.

Last updated on February 4th, 2026, 09:22 am

Troubleshooting and log files

Source: https://support.alfaview.com/en/miscellaneous/troubleshooting-and-log-files/

If you visit this page, you probably have difficulties using alfaview. The following sections are intended to help you solve problems yourself or describe your concerns to us.

> You can check the alfaview status website ↗ to see if an incident has occurred.

- Best practices
- Common problems and their solutions
- I need support
- Log files

Best practices

- Use a headset to reduce feedback and background noise.
- Select your headset's microphone and speaker in Settings.
- Adjust the voice activation level to your microphone.
- If possible, use a network cable or optimize WiFi reception.
- Place your camera approximately at eye level and an arm's length away.
- Make sure the lighting conditions are pleasant and try to position yourself in the center of the camera image.

Common problems and their solutions

The following pages provide assistance and suggested solutions for installation issues, internet connection problems, guest link difficulties, and audio and video concerns.

Registration and installation

We have listed the most common issues related to registration and installation ↗. This list aims to assist you in resolving the problem independently.

Internet connection and network

If the alfaview app takes a long time to start, if your connection to the alfaview room is interrupted or an error message appears when starting the app, we have some solutions that may help you resolve the problems regarding Internet connection and network ↗.

Problems with guest links

If you have problems joining an alfaview room with a guest link, the Problems with guest links ↗ page will provide you with some assistance.

Audio and video

If you have issues with the audio output and microphone or with your video transmission while using alfaview, we have some solutions that may help you resolve your Audio and video issues ↗.

> If the solutions listed do not remedy the problem, restart the alfaview app. Restarting your computer can also help to resolve certain issues.

If you can't solve the problems yourself, please do not hesitate to contact our support team ↗.

I need support

> Contact us by phone at +49-711-758598-50 ↗, or send an email to support@alfaview.com ↗.

The following information helps us to process:

- Your contact details
- A precise description of the problem
- Screenshots
- Information on computer and operating system
- Log files (see section Log files ↗)

> As soon as you contact our support team, a ticket will be created for your issue in Zammad ↗. There, you can log in at any time to view the status of your ticket. Once your email has been received, your email address will be registered at Zammad ↗ and you can request a password ↗.

Log files

The alfaview app logs technical information and events in log files on your computer.

- The log files are only accessible to you.
- The log files are only meant to be used in case of technical support.
- No communication content is logged.
- These are pure text files.
- There is no way to access log files with mobile devices.

> The log files can be found in the alfaview app and in the web client at: *Settings > General > Technical support >* Show log files
> This opens the directory in which alfaview stores log files. Send us the latest file in order to help the technical support resolve the issue.
> Activate the **Enable debug logging** option to generate more detailed log files for technical support.
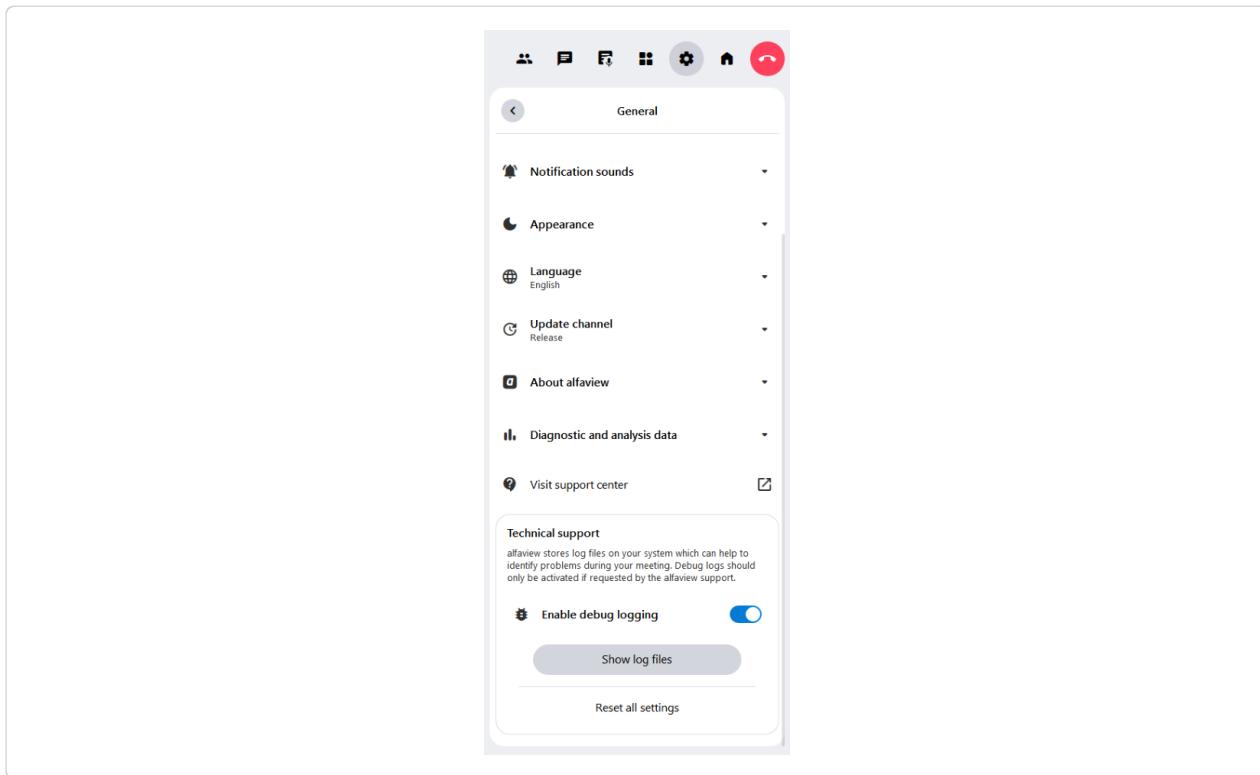
Show log files

Last updated on December 8th, 2025, 09:46 am

Registration and installation

Source: https : / / support . alfaview . com / en / miscellaneous / troubleshooting - and - log - files / registration-and-installation/

We have listed the most common issues related to registration and installation. This list aims to assist you in resolving the problem independently.

If you can't solve the problems yourself, please do not hesitate to contact our support team ↗.

Registration

> If you have received a guest link, there is no need to register an alfaview account. Simply click on the link to access your room.
> For more information, please refer to the page Join an alfaview room or meeting ↗.

If you have not received a confirmation email after registering your alfaview account, please check the following:

- Please check your email program's junk folder as the confirmation email may have been incorrectly classified.
- Have you entered your email address correctly? If you are unsure, please complete the registration process again.
- If you still don't receive a confirmation email, please contact our support team ↗.

Forgot password

If you have forgotten your password, you don't need to register again. Instead, please use the function Forgot password ↗ and follow the instructions.

Installation

If the installation fails to start, please check these possible solutions:

- **General solutions**

  - Please check if the installation dialog is running in the background.
  - Please check your computer's taskbar to see if the alfaview app is already running.

- **Microsoft Windows** alfaview needs a 64-bit operating system. Please check if your system meets the system requirements ↗ by navigating to **Control Panel > System > About > Device Specifications > System Type**.∗For an installation guide, please refer to page Installation on Windows.

> The alfaview app can only be installed under Microsoft Windows on **64-bit operating systems**.

- **Apple macOS**To run alfaview, your Mac must have at least a 10.13 operating system. Please check under **System Preferences > General > About** to see if your macOS meets the system requirements ↗. For an installation guide, please refer to page Installation on macOS.

> The alfaview app can only be installed under Apple macOS on a **10.13 (High Sierra) operating system or newer.**

- **Linux**Currently, alfaview can be installed on Debian/Ubuntu and Fedora/RedHat Linux systems. Please check whether your computer meets the system requirements ↗. You can find installation instructions on the Installation for Linux page.

> The alfaview app can be installed on Linux on **Debian/Ubuntu** or **Fedora/RedHat** systems.

alfaview App

If you start the alfaview app and cannot see the room and meeting list, it may be because you do not have access to any rooms yet. Please contact a room administrator to gain access.

If you are a room administrator and have any issues managing your alfaview room, please refer to the page Room management ↗ or contact our support team.

Last updated on November 21st, 2025, 11:16 am

Internet connection and network

Source: https://support.alfaview.com/en/miscellaneous/troubleshooting-and-log-files/internet-connection-and-network/

If the alfaview app takes a long time to start, if your connection to the alfaview room is interrupted or if an error message appears when starting the app, we have some solutions that may help you resolve the problems.

If you can't solve the problems yourself, please do not hesitate to contact our support team ↗.

Internet connection

- Please check if your internet connection is working.
- If you are using WLAN, ensure that the connection is stable and that you are connected to the WLAN.

> For an improved internet connection, we recommend using a **wired network connection**.

Network and VPN

General solutions

- Please ensure that the network requirements ↗ are met.
- Consider using a guest network to resolve any network issues.
- If a security or virus software reports alfaview as malicious, add an exception for it.

Corporate networks

Please ask your IT department, if the alfaview app and data traffic is authorized on the network.

VPN

- Please check if an active VPN connection is preventing the alfaview connection from being established.
- Disconnect the VPN connection and restart the connection.
- Check the connection again afterwards.

Proxy

Please verify the proxy configuration if a proxy is being used.

If the suggested solutions do not resolve your problem, try restarting the alfaview app. Restarting your computer may also resolve some issues.
Should you still encounter problems after this, please contact our support team.

Last updated on November 13th, 2025, 03:39 pm

Problems with guest links

Source: https://support.alfaview.com/en/miscellaneous/troubleshooting-and-log-files/problems-with-guest-links/

> If you have received a guest link, there is no need to register an alfaview account. Simply click on the link to access your room.
> For more information, please refer to the page Join an alfaview room or meeting ↗.

As room administrator

If you have problems creating or editing a guest link, please refer to the page Guest and group links for more information.

If a guest link you have sent has not been received, please check the following:

- Ensure that the recipient's email address is correct in the Room management ↗.
- Please ask your guest to check their email program's junk folder.
- Resend the invitation via the **Room management**.

As guest

With a guest link, you can enter an alfaview room via the alfaview app or the web client.

- Click on the invitation link.
- A browser window will now open. Click the Join with alfaview app button.
- If you have already installed the alfaview app, it will start automatically and you can join your room. For more detailed instructions, please refer to the page Join an alfaview room or meeting ↗.

> If you have not yet installed the alfaview app, you can download it for Windows ↗, Mac ↗ or Linux ↗. An installation on mobile devices ↗ is also possible.

Alternatively, you can join an alfaview room via the Webclient ↗. Please note that only Microsoft Edge, Google Chrome and Mozilla Firefox are currently supported.

- Click on the invitation link.
- A browser window will now open. Click the Join with browser button.
- This will take you to a new page where you can join the alfaview room. For more detailed instructions, please refer to the page Join an alfaview room or meeting ↗.

> If the room administration has deactivated the function to join via the Webclient, you can only join an alfaview room via the app.

Invalid link

If you receive an invalid link message after accessing the guest link, please contact the person who sent you the link for a new link.

Last updated on November 21st, 2025, 11:21 am

Audio and video

Source: https://support.alfaview.com/en/miscellaneous/troubleshooting-and-log-files/audio-and-video/

If you have issues with the audio output and microphone or with your video transmission while using alfaview, we have some solutions that may help you resolve your problems.

If you can't solve the problems yourself, please do not hesitate to contact our support↗ team.

- General audio issues
- My microphone is deactivated
- There are loud background noises
- There is an echo when I speak
- My volume is too low
- I have no audio output
- General video issues
- My camera is deactivated

> For general information and functions related to audio and video settings, please refer to the page Set up Camera and Microphone.

Audio

Microphone issues

If other participants are unable to hear you, the reason may be with your microphone.

- If you are using a headset or external microphone, please check if the microphone mute function is enabled on your device. You can disable this function on the device itself.
- Please check if any other program is currently using the microphone.

> To verify that it is not a hardware defect, please check if your microphone is properly connected to your computer or mobile device and test it in another application.

In the alfaview app. 🎤 Please check the main menu to see if the microphone is activated. If it is activated, the icon will be displayed in blue. If the icon is displayed grey, click on it to activate your microphone.

- Please check in the settings if the correct microphone is selected.
- Please check in the settings of the **Microphone optimization** is set too high. Use the **Optimization wizard** to manually optimize your microphone.

> We recommend using the automatic **Noise cancellation** instead of the manual **Microphone optimization**.

- Deactivate the **Echo cancellation** if you use a headset.

Operating systems and Webclient.

- Please check if your operating system or a security software is blocking the microphone usage. If so, add an exception for alfaview.
- If you use the browser version of alfaview, please check if you have granted permission to access the microphone.
- Please check your Internet connection and network you are connected with.

My microphone is deactivated

If you can't activate your microphone, please check the following:

- Please check your system settings to ensure that the microphone access is enabled for alfaview.
- If you use the Webclient of alfaview, please check if you have granted permission to access the microphone.
- Please check your Internet connection and network.

🎤 If you see a red, crossed-out microphone symbol next to your name in the participant list , it means that a moderator has deactivated your microphone. Please notify the moderator in the chat to have the deactivation cancelled.

Audio cut-off. Sometimes, microphones may cut-off your audio transmission right after joining a meeting. If this is the case, please adjust the system microphone level or gain. To do so, go to your system settings, then rejoin the meeting.

Loud background noises

If other participants draw attention on loud background noises being transmitted by your microphone when activated, please check the following settings:

- Open the **Audio** tab in the ⚙ **Settings** and check whether the options **Echo cancellation** and **Noise cancellation** are enabled. If the switch is blue, the option is enabled. - Activate the **Treat current devices as a headset** option in the advanced settings tab. Then, manually adjust the Microphone optimization. - Open the **Signal processing** in the advanced settings tab. If enabled, disable the **Extended voice detection**. Then, manually adjust the Microphone optimization.

Echo and feedback issues

When you use an open set-up like laptop microphones and speakers or hands-free meeting devices it is possible to experience echo and feedback issues. Please check the following settings and conditions to minimize potential error sources:

- Open the **Audio** tab in the ⚙ **Settings** and check whether the options **Echo cancellation** and **Noise cancellation** are enabled. If the switch is blue, the option is enabled.
- Ensure all participants are using the latest version of alfaview.
- Increase the distance between the speaker and microphone to prevent an unwanted audio pick-up through your microphone.
- Avoid subwoofers in hands-free setups.
- Lower the speaker volume.
- Check your microphone's position and adjust if necessary.
- Consider using a USB headset. The usage of a headset can prevent echo and feedback issues and enhances your audio quality.

Adjust the volume

If other participants can't hear you or if your audio is unclear the reason may be an insufficient audio volume.

- Adjust the system volume level in your system settings.
- Alternatively, adjust the volume output in the alfaview app directly. Open the ⚙ **Settings** in the function menu. Adjust the volume slider next to the **Sound** icon until the volume is comfortable for you.

No audio output.

> To verify that it is not a hardware defect, please check if your microphone is properly connected to your computer or mobile device and test it in another application.

If you are unable to hear the other participants, please check the following:

In the alfaview app.

- Please check in the audio settings under the **Speaker menu** item if the correct speaker is selected. You can also test the functionality of your speaker by clicking on **Test speaker**. - Right-click on the video of another participant and check if the **Mute for me** checkbox is ticked. If so, remove it to unmute them.

🔇 If the Mute audio output icon is displayed in orange at the bottom left in the status menu , all participants and notification sounds are muted. Please click the icon to unmute alfaview.

Microsoft Windows.

- Please check the volume output of your computer in the settings or taskbar.
- Please check the volume per application in the volume mixer.

    - Start the Run dialog (key combination WIN + r).
    - Enter the command **sndvol** and confirm by clicking on **OK**.
    - Adjust the volume in the volume mixer and make sure that the alfaview app is not muted.

- Please check the sound settings for communications activity.

    - Start the Run dialog (key combination WIN + r).
    - Enter the command **mmsys.cpl** and confirm by clicking on **OK**. - Switch to the **Communication** tab and tick the option **Do nothing**.

- Please check if your operating system or a security software is blocking the microphone usage. If so, add an exception for alfaview.

Video

If you can't see the videos of the other participants, please check the following:

⏸ **Pause** Please check if the -Mode is activated. If it is, the Pause icon in the main menu will be displayed in orange. Click the icon to end the pause. The participants' videos will be displayed again.

📷 **Camera on** Please check in the main menu if your camera is deactivated. If the camera icon is displayed in grey, your camera is not active. Click the icon and select .

> As alfaview follows the principle of **You see me, I see you**, you can only see the videos of other participants if your own camera is activated.

If there is no other video displayed but your own, it means that you are the only person in a main room or subgroup who has the permission to stream their video. There might be spectators in the room.

My camera is deactivated

If you can't see your own video in alfaview, it may be due to your camera or the settings on your computer or in alfaview.

> To verify that it is not a hardware defect, please test the camera in another application.

Hardware.

- Please check if your camera is properly connected to your computer.
- Please check if the camera lens is covered.

In the alfaview app. 📷 Please check in the main menu if the camera is activated. If it is, the camera icon will be displayed blue. If the icon is displayed grey, click on it to activate your camera.

- Please check in your Video settings if the correct camera is selected.

Operating systems and browser version.

- Please check if your operating system or a security software is blocking the camera usage. If so, add an exception for alfaview.
- If you use the browser version of alfaview, please check if you have granted permission to access the camera.
- Please check if any other program is currently using the camera.
- Please check the Internet connection and network ↗ you are connected with.

Last updated on November 21st, 2025, 11:27 am

Security guide

Source: https://support.alfaview.com/en/miscellaneous/security-guide/

Our goal is to provide you with a pleasant and secure experience while using our software. We want to help you connect with other people. We offer a DSGVO compliant video conferencing software and prioritize your protection while using alfaview. To further enhance your security, we have created a security guide that provides simple tips and tricks.

- Verify the authenticity of the alfaview app
- Update the alfaview app regularly
- Secure your password
- Activate the two-factor authentication
- Verify the authenticity of emails
- Join an alfaview room via an invitation link
- Security precautions for moderators
- Security precautions in your alfaview room

Verify the authenticity of the alfaview app

> Please download the app only from our own website↗ or the official app stores↗. After downloading, you can check the download file for authenticity.

Windows

- Open the download list. Right-click on the downloaded alfaview file.
- Click on **Properties**. - Switch to the **Digital Signatures** tab in the new window. - Select the name of the signer and click the **Details** button.
- You can now display the certificate to check the authenticity of the installation file.

> To verify the authenticity of the already downloaded alfaview app, locate the file on your computer and follow the aforementioned steps.

macOS

- Open the **Privacy & Security** section in the system settings. - Scroll to Security and choose **Allow applications from App Store & Known Developers**.
- These settings ensure you to install certified and secure software only.

Linux

The hash number is displayed on the alfaview download page. You can use this to check the authenticity of the installation file.

Update the alfaview app regularily

To ensure that you are using the software with the latest security measures and functions, update the app as soon as an update is displayed.

Secure your password

> **Do not disclose your password to third parties.**Our customer support team will never request your password – either by email or by phone.

When [registering an alfaview user account ↗](#) or when being invited to join an alfaview company, it is necessary to set a password. Ensure that the password meets the following requirements:

- The password must be **at least 8 characters**. - The password must contain **at least one number**. - The password must contain **at least one lowercase character**. - The password must contain **at least one uppercase character**. - The password must contain **at least one symbol**.

Do not use the same password more than once. If you have trouble remembering passwords, consider using a password manager like KeePass or Microsoft Authenticator. This can help you to use unique and complex passwords without losing track.

> To update your password, simply access the [administration page ↗](#) and navigate to **Profile** in the menu on the left. For more information, please refer to the page [Personal profile and security](#).

If you have forgotten your password, please use the [Reset password ↗](#) function.

Activate the two-factor authentication

Activate the two-factor authentication to protect your user account even better. An authentication code generated by an authentication app or software will be required for every login.

For more information and a guide on how to activate this feature, please refer to page Two-factor authentication ↗.

> Please note that you need alfaview version 9.2.0 or later to use this feature.

Verify the authenticity of emails

When you are invited to an alfaview room, meeting or alfaview company, or if you need to reset your password, you will receive an email from **support@alfaview.com**. Additionally, you will receive an email from this address if you have contacted our customer support or if we need to share important information with you, such as changes to the terms and conditions.

> Check the email address for spelling mistakes or incorrect characters to ensure that it is not a phishing email.

Invitation link received Invitation links can be created and sent directly through alfaview. Upon creation, you will receive an email from **support@alfaview.com** containing the invitation link.

Did you receive an email invitation from a different email address? Invitation links can also be sent via your (company's) own communication channels. It is important to verify the sender's identity before clicking on any links. If you are unsure, please contact your designated contact person.

Received email from an alfaview employee You will only be contacted by customer support or the sales team if you have previously submitted an enquiry.

- Did you receive an email from **support@alfaview.com**? Our customer support team only communicates through this e-mail address only when responding to queries.
- Did you receive an email from a different email with the domain **@alfaview.com**? in this case, it is an email from our sales team.

> The customer support team will never request your password, credit card number, or any other payment information.

Join an alfaview room via an invitation link

When you click on an invitation link that has been sent to you, you will be taken to the Join website. There, you can join the alfaview room ↗ you have been invited to.

- Check if the website address is **app.alfaview.com**.
- When using a Single sign-on to join, you will join the alfaview room through an alfaview subdomain.

  - The web address of a Single sign-on follows the following structure: **subdomain.alfaview.com**.
  - Please check if the web address structure is correct.

Security precautions for moderators

Limit the validity period of invitation links	When creating group or guest links, it is recommended to limit their validity period. This ensures that the invited individuals can only access your alfaview room for the specified duration. For more information, please refer to the page Guest and group links.

Security precautions in your alfaview room

You can make individual settings for all participants in the room. For information about these settings and instructions on how to change them, please refer to the page Moderator controls ↗.

Waiting room	Activate the waiting room for your alfaview room to ensure that only invited people or members of your alfaview company have access to your room. You can admit people in the waiting room individually. The **alfaview version 9.11.0 or later** allows you to join the waiting room and speak to people who are waiting before you admit them into your room. For more information, please refer to the page Waiting room ↗.

Last updated on November 14th, 2025, 12:58 pm

Webclient of alfaview

Source: https://support.alfaview.com/en/miscellaneous/webclient/

You can use the webclient of alfaview instead of installing the app, if the room administration has enabled this feature. The browsers **Google Chrome**, **Microsoft Edge** and **Firefox** are currently supported.

- Join with an invitation link
- Join with a user account
- Camera, microphone and screen share permissions in Google Chrome, Microsoft Edge and Firefox
- Camera, microphone and screen recording permissions on macOS

> The webclient of alfaview is not supported on mobile devices. Install the app↗ in the Play Store or App Store to use alfaview on your mobile device.

Join with an invitation link

- Please click on the invitation link you received. Alternatively, you can copy the full link and paste it into your web browser's address bar.
- Enter your name in the text field if it has not been predefined.
- Click the `Join with browser` button.
- Confirm the legal notices.
- Click the `Join` button. You will now be forwarded to your selected alfaview room.
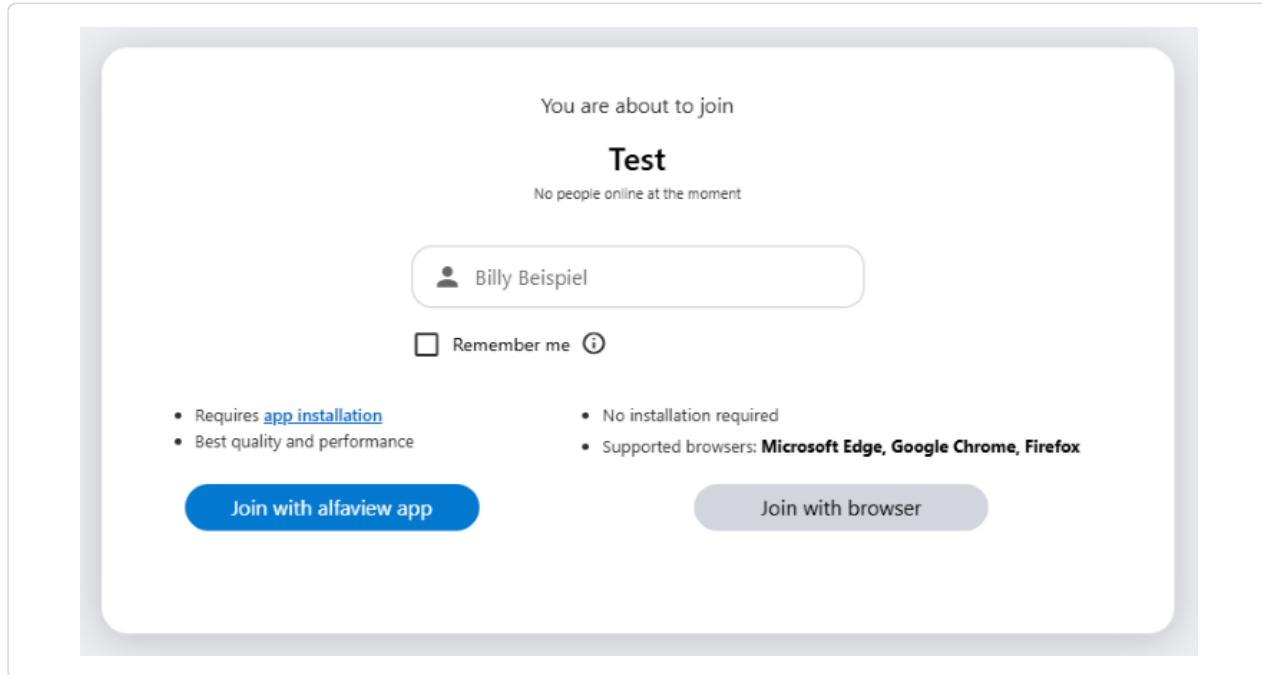
Join an alfaview room as a guest

> **When starting the Webclient for the first time, the following steps must also be observed:**
>
> - Please grant your browser permission to access your camera and microphone while using alfaview.
> - Additional permissions are required for screen share on Apple macOS devices. For more information and a guide on enabling permissions, please refer to the page Notes on the browser version of alfaview ↗.

Join with a user account

- Log in to the [web client page](#) ↗ using your email address and password.
- You can now see the start page. It displays a list of all alfaview rooms that you have access to, as well as a list of all meetings that you have created.
- To join an alfaview room or a meeting, click the Join button next to the room or meeting name.
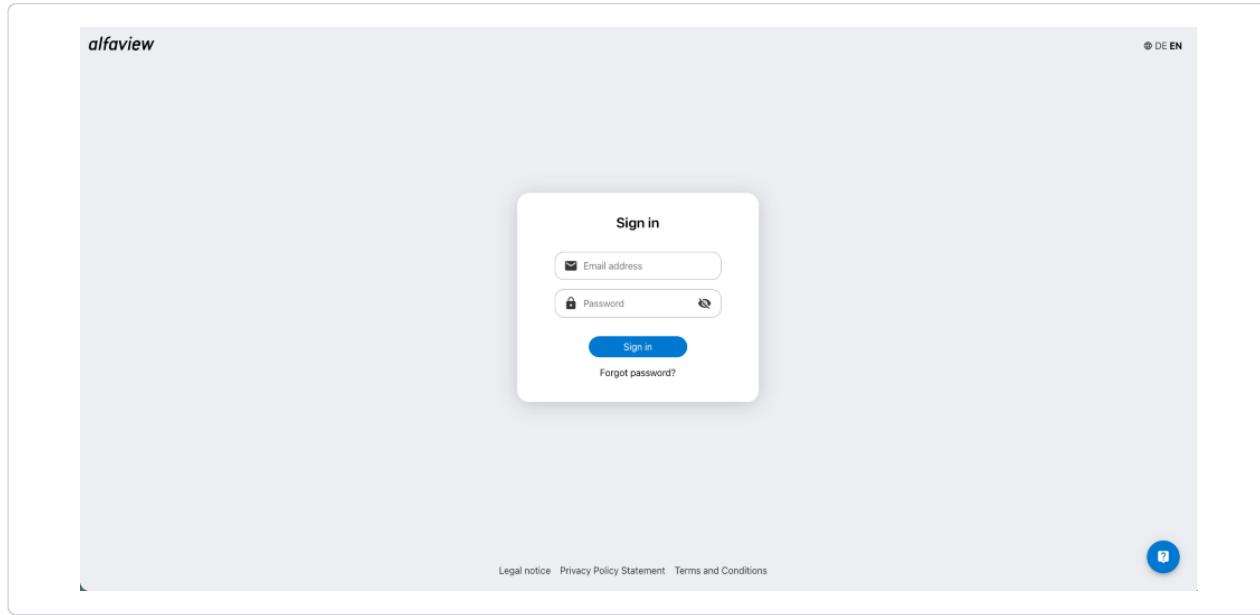

Login screen

> Alternatively, you can log in on the administration page. Click the grey Join with browser button on the start page to access the list of alfaview rooms and meetings in the Webclient.

Camera, microphone and screen share permissions in Google Chrome, Microsoft Edge and Firefox

When you start the Webclient for the first time, your browser will request access to the camera and microphone. Please confirm this request to be able to use all functions of alfaview.

With Google Chrome, Microsoft Edge and Firefox, no additional authorization is required to start a screen transfer.
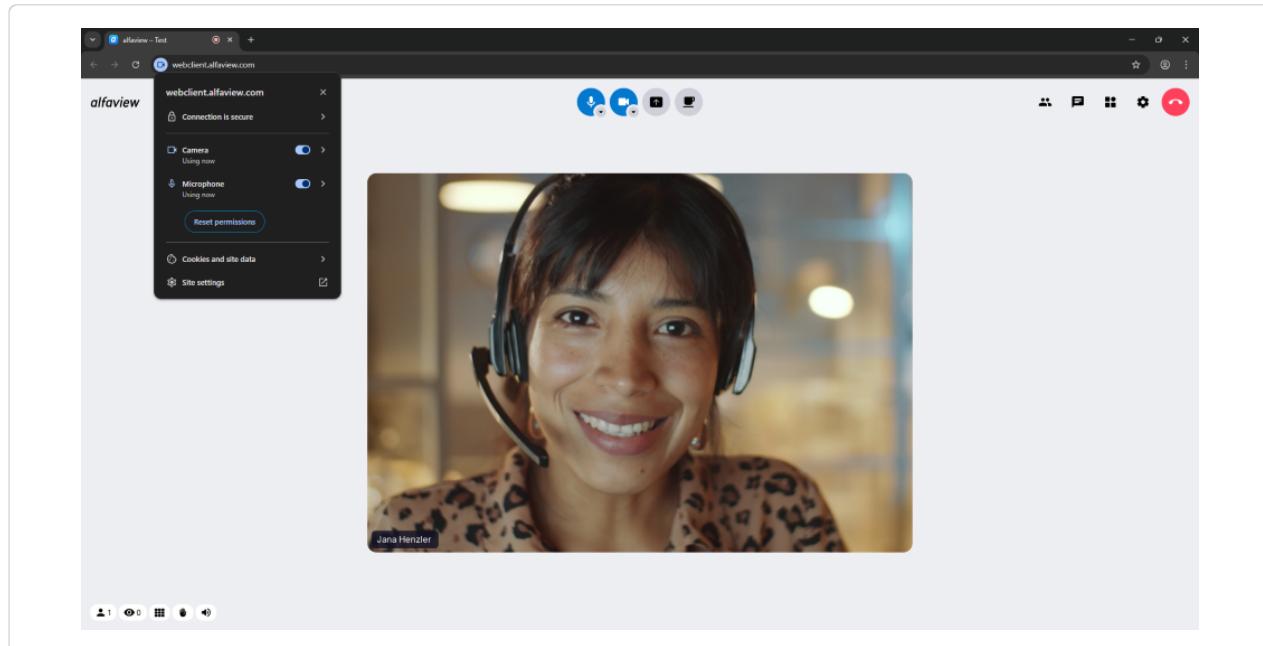

Browser permission for camera and microphone

Camera, microphone and screen recording permissions on macOS

When you launch the Webclient on macOS for the first time, you will be prompted to allow access to the camera and microphone. The approval is required in order to transfer video and sound to the other participants.

These approvals can be revoked at any time:

- To do this, go to the System Preferences, click on **Privacy & Security**. - Then click on either **Camera**, **Microphone** or **Screen & System Audio Recording**.
- To prevent access to the camera or microphone, the switch next to the icon of your preferred browser icon must be disabled.
- If access is denied, the prompt to allow access again will reappear every time your browser tries to use the camera or microphone.
- Approval of Accessibility is required if the Push-To-Talk (PTT) feature is used. Just like the approval for microphone and camera, this can also be revoked.
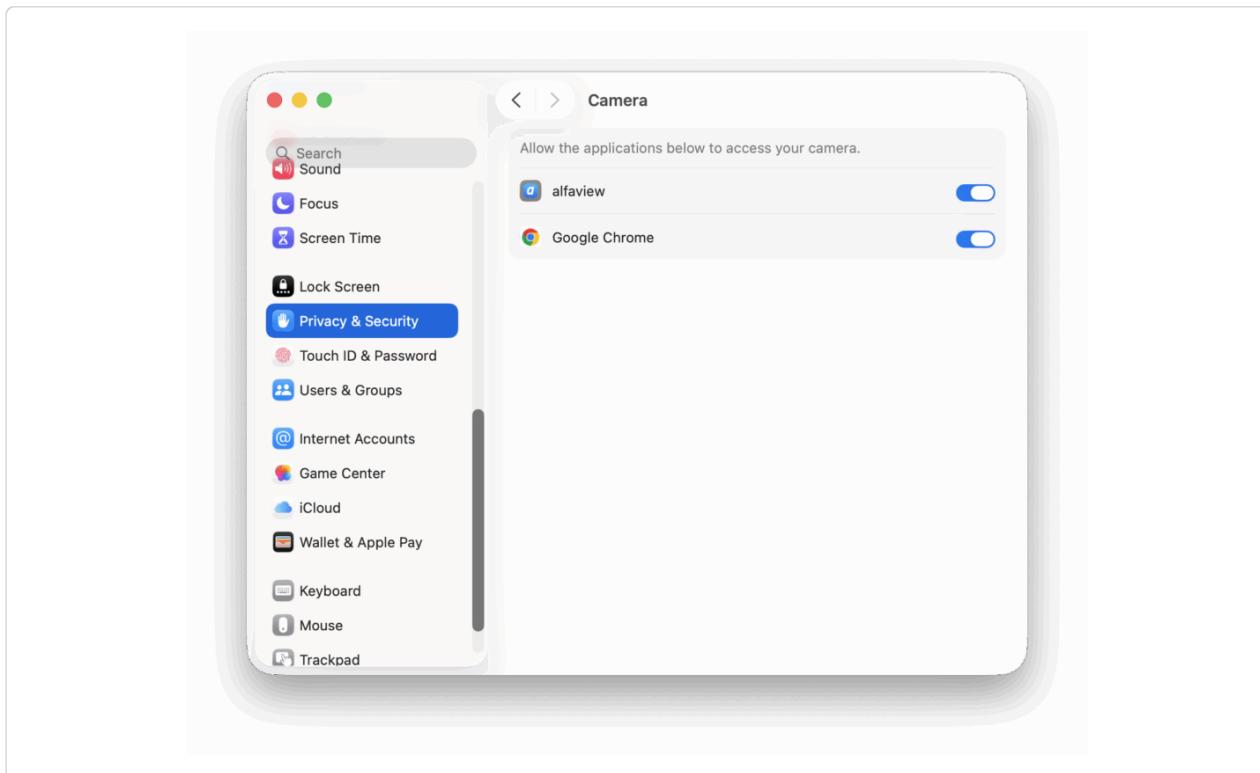
Allow camera access on macOS
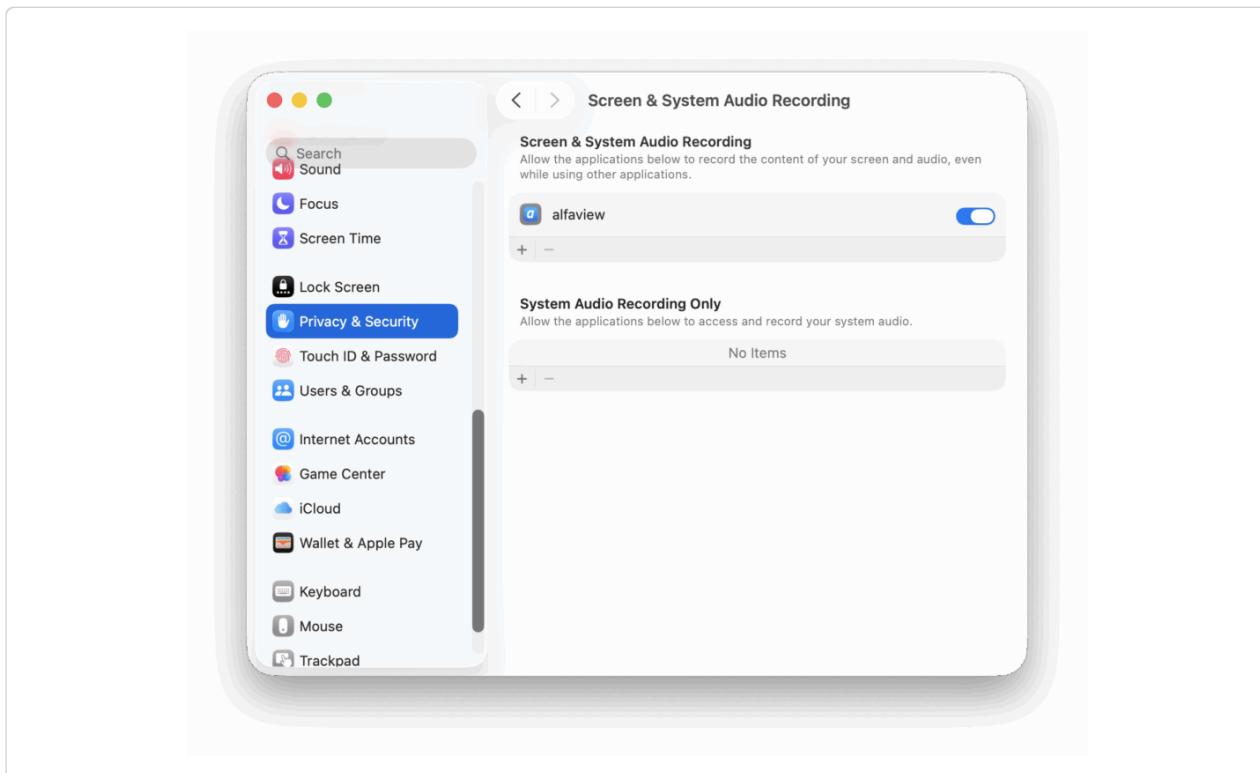
Allow screen share on macOS

Last updated on November 21st, 2025, 09:54 am

Phone dial-in

Source: https://support.alfaview.com/en/miscellaneous/phone-dial-in/

The Phone dial-in allows people to join an alfaview room or meeting via their phone. If you join via a guest link, the name that was entered when the link was created will be displayed in the alfaview room. If you join using a group link, your name consists of the last three digits of your telephone number.

Participants who have joined the alfaview room via Phone dial-in will be indicated accordingly.
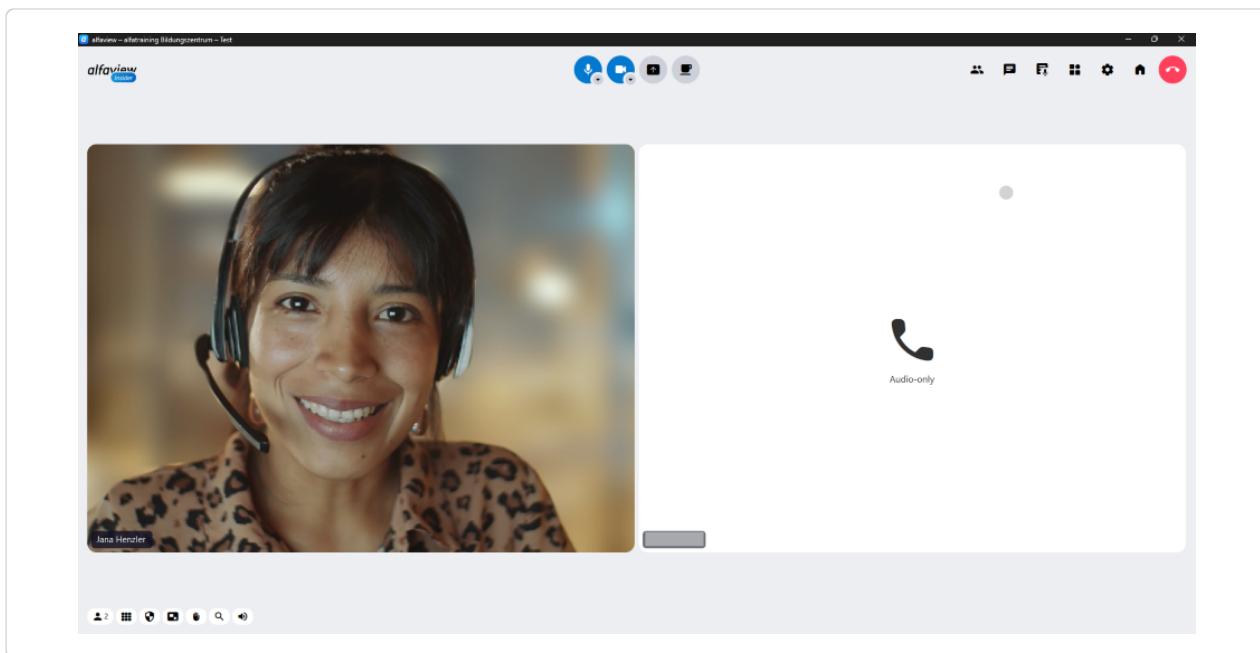
A participant who joined an alfaview room via Phone dial-in

> **Information for Company owner:**
> In order for invited people to be able to use telephone dial-in, you must have it enabled for your company. Contact our support or sales team ↗ if you would like to trial or book Phone dial-in.
> Phone dial-in can only be booked in conjunction with an alfaview pay plan ↗.

Join an alfaview room or meeting via Phone dial-in

If you have received an invitation email sent through the alfaview system, you will find the telephone numbers and dial-in code to join via phone at the end of the email.

> When using a guest link, note that you cannot simultaneously enter a room or meeting using the alfaview app and Phone dial-in.

- Two telephone numbers are provided for each room as standard: **English** and **German**. Call one of the two telephone numbers to hear the announcements in the desired language.
- Once connected to alfaview, you will be asked to enter the dial-in code. You will find this code below the phone numbers in the invitation email.
- Enter the 12-digit code into your telephone.
- Confirm the code by pressing the # button. You will now be connected to the alfaview room.
- If the waiting room is activated, you will be connected to it first. You will then have to wait until the room's moderator allows you into the room.
- Leave the alfaview room by ending the call.

Various actions are available in the alfaview room:

Action	Description
Enable/ disable microphone	Press **1** on your phone to activate or deactivate your microphone. Depending on the status of your microphone, you will either hear **"Your microphone is enabled"** or **"Your microphone is disabled"**.

Add Phone dial-in to your alfaview room or meeting

Once Phone dial-in has been enabled for your company, you can add the feature to your guest and group links.

- Create a group or guest link.
- Click on the **Enable dial-in** switch. Phone dial-in is enabled when the switch is blue.
- Now send the links via the alfaview system or a communication medium of your choice.
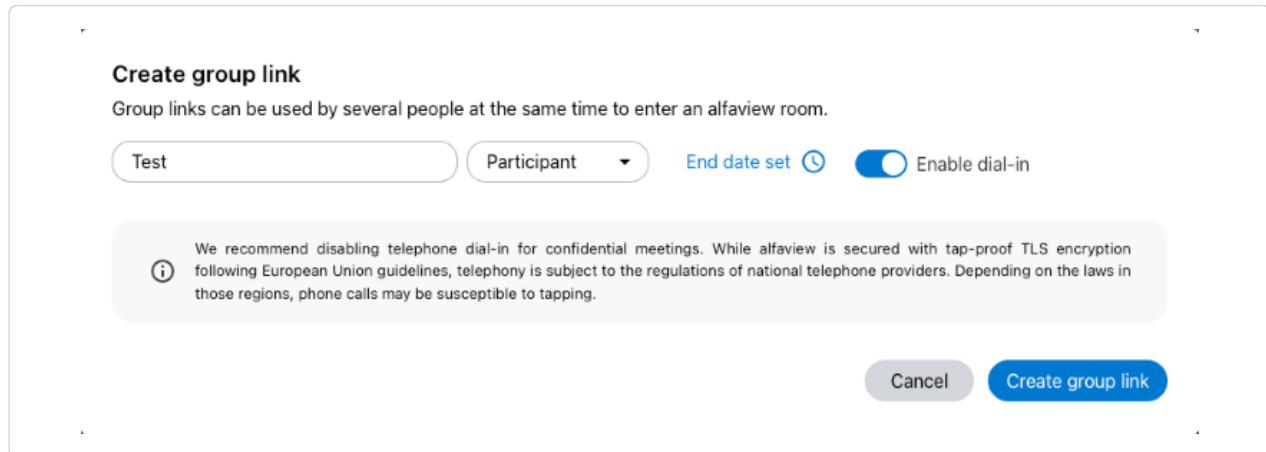
Enable Phone dial-in for group links

- You can also add or remove Phone dial-in to a link at a later time.
- Click the context menu ⋮ of the link to which you want to add or deactivate the feature.
- Select the **Enable / Disable dial-in** menu item.
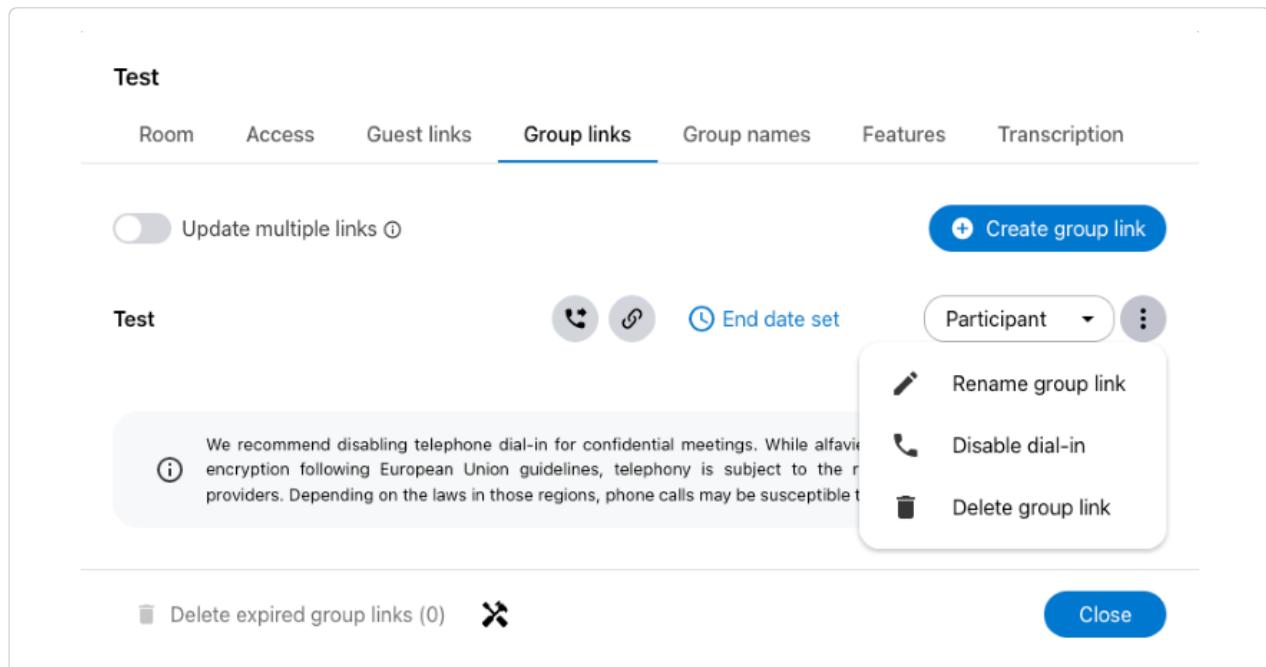
Change Phone dial-in for group links

Dial-in information

You can view the phone numbers and dial-in code of any group or guest link for which you have enabled Phone dial-in. You can copy the information to send to your guests.

- Click on the dial-in icon located to the right of the link.
- A new window with all the information will open.

Active Phone dial-in

You can now copy either a single phone number, the dial-in code or all the information to your clipboard.

- **Copy phone number** Click on the phone number you want to copy.
- **Copy dial-in code** Click on the dial-in code you want to copy.
- **Copy all the information** Click on the Copy all information button to copy both phone numbers and the dial-in code.

Dial-in information

> We recommend **disabling** telephone dial-in for confidential meetings. While alfaview is secured with tap-proof TLS encryption following European Union guidelines, telephony is subject to the regulations of national telephone providers. Depending on the laws in those regions, phone calls may be susceptible to tapping.

Last updated on November 21st, 2025, 01:15 pm

Simultaneous interpreting function

Source: https://support.alfaview.com/en/miscellaneous/simultaneous-interpreting-function/

The simultaneous interpreting function offers you the opportunity to follow multilingual meetings, conversations and events live without language barriers. Relay interpreting is possible as well, allowing you to offer the participants in your alfaview room as many different languages as possible.

The interpreter will be displayed next to the VIPs in the alfaview room and the participants decide whether they want to listen to the original audio or the interpreted version. If the participants activate the simultaneous interpreting function, the volume of the presenting speaker is reduced and the interpreter can be heard louder.

- Activation of the interpreting function for simultaneous interpreters
- Activation of the interpreting function for participants in an alfaview room

Activation of the interpreting function for simultaneous interpreters

> Simultaneous interpreters need their own user account in order to be assigned the interpreter role.

- Click on **Profile** in the left-hand menu of the administration interface. - In the tab **Your profile,** enter the word "**INTERPRETER**" in the input field of "City". Make sure the spelling is correct and the word is written in block letters.
- Then click on the Save button.
- You can deactivate the interpreter function by deleting the word "**INTERPRETER**" from the input field.
- Click on the Save button again to save the changes.

Your profile   Change password   Advanced
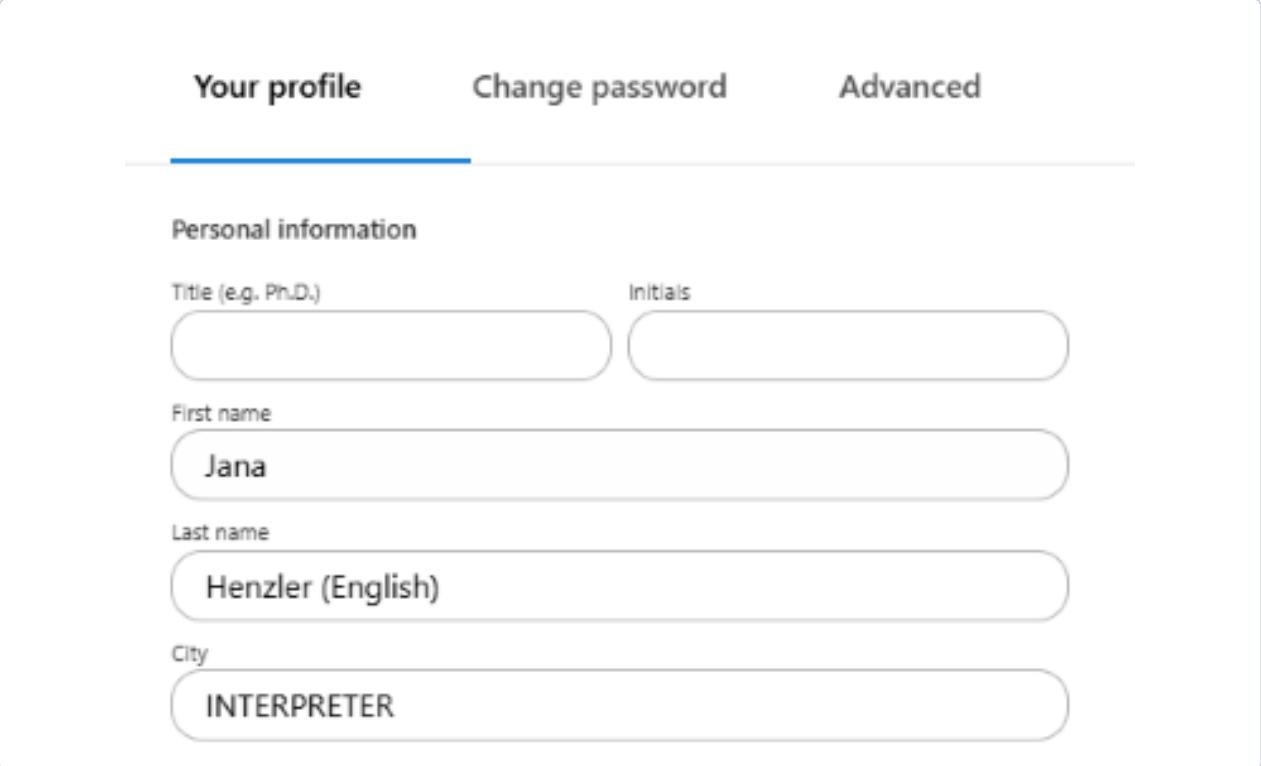
Personal information

Title (e.g. Ph.D.)   Initials

First name

Jana

Last name

Henzler (English)

City

INTERPRETER

> Our tip: Enter the language you interpret the spoken word to after your surname. This way, the participants can easily see which language you are interpreting into.

Activation of the interpreting function for participants in an alfaview room

If there are interpreters in an alfaview room, they will be displayed next to the VIPs in the top left-hand corner. You can also find interpreters at the top of the list of participants.

- You can activate the interpretation by moving your mouse over the video image of the interpreter.
- Then click on the Turn on button.
- If you join an alfaview room with a mobile device, you can activate the interpretation in the participant list. Click on the interpreter's name and then tick off the small box next to "Listen to this interpreter".
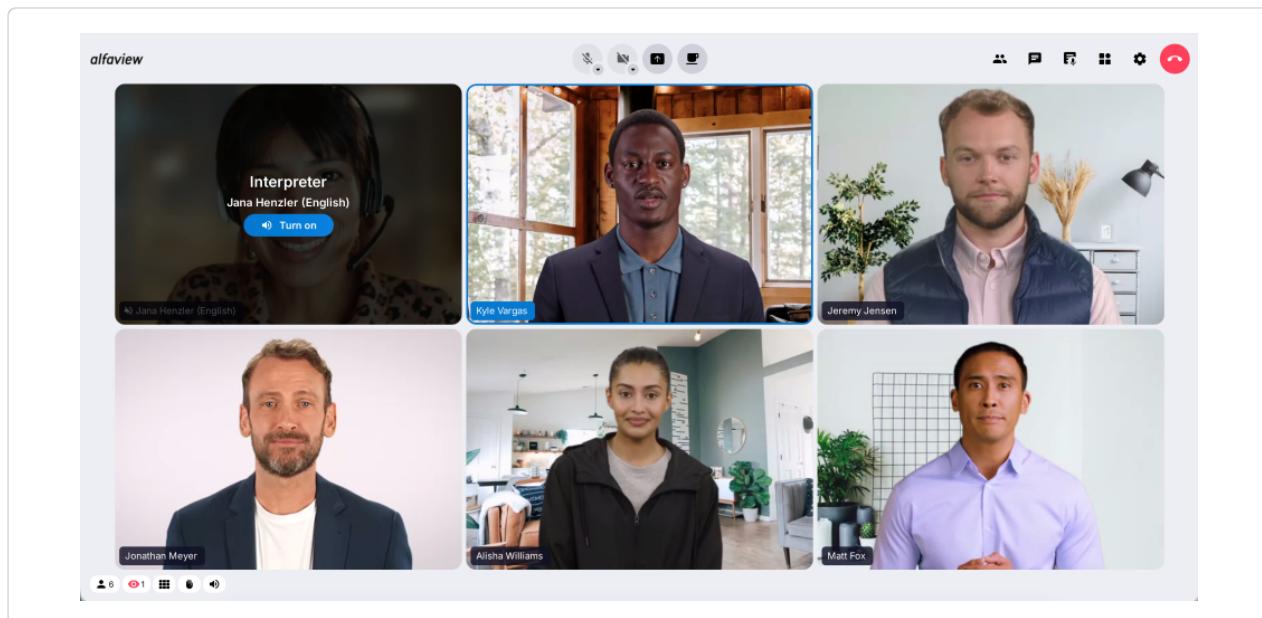
Activate the interpreting function

> When you activate the interpreting function, the volume of the presenting speaker is reduced and you hear the interpreter's voice louder.

- You can deactivate the interpretation by moving the mouse back over the video image of the interpreter.
- Click on the Turn off button.
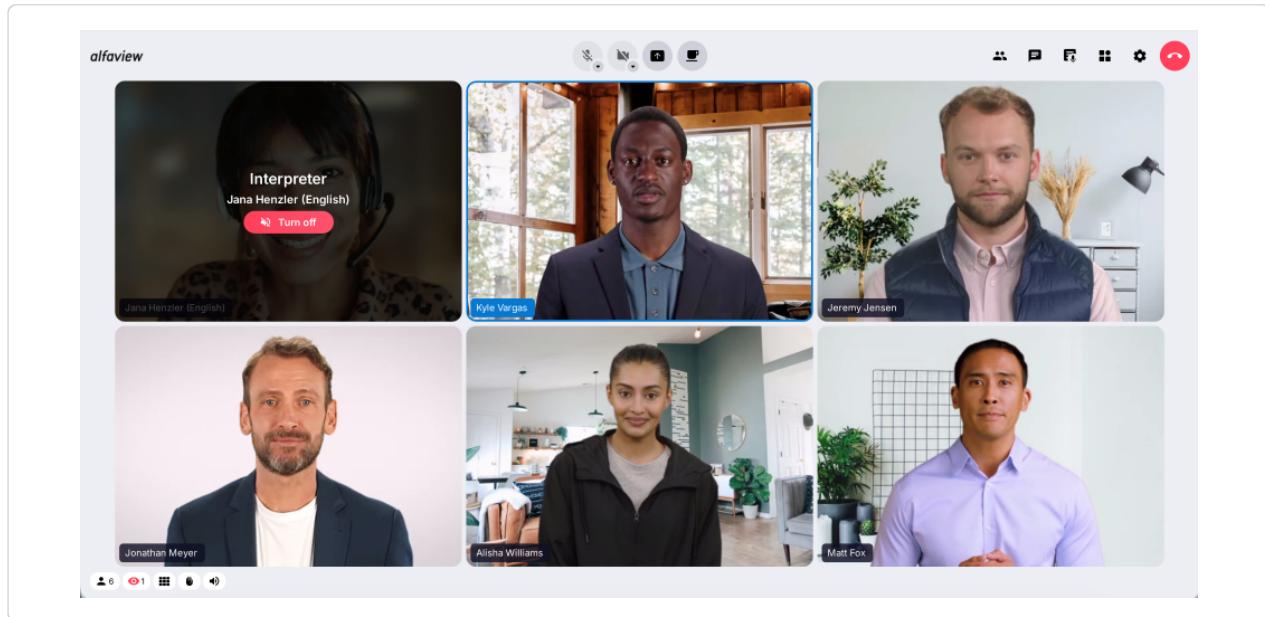
Deactivate the interpreting function

Last updated on November 21st, 2025, 11:46 am

Video and screen share resolutions

Source: https://support.alfaview.com/en/miscellaneous/technical-information/video-and-screen-share-resolutions/

Participant videos

The resolution of the video in a room varies depending on the role of the participant.

- In the default 4:3 aspect ratio, videos have a maximum resolution of **640x480p**. - If you have selected **Use 16:9 video aspect ratio for participant videos** room feature in the Room Management settings, a maximum video resolution of **1280x720p** is available for VIPs. Other participants' videos are limited to a maximum resolution of **1024x576p**.
- For both the 4:3 and the 16:9 video aspect ratios, the following number of frames per second (fps) will occur:
  - If there are between 1 and 12 people in a room, the videos will be displayed at 30 fps.
  - If there are 13 or more people in a room, the video will be displayed at 24 fps. Videos of VIPs and people who are currently speaking will still be displayed at 30 fps.

> Videos with a resolution higher than the maximum specified will be downscaled automatically.

Screen share

For screen share, the maximum resolution is **1920x1200p**. Sources with a higher resolution are downscaled automatically.

Second camera

If you want to use a second camera, you can choose between three resolutions in your alfaview room:

- 640x480p
- 1280x720p
- 1920x1080p

Open the **Settings** tab in the secondary menu. Click the Show all settings button. Go to the **Video** tab and select the resolution **(480p, 720p, 1080)** you want to use and which is supported by your camera.

> Videos with a resolution higher than the maximum specified will be downscaled automatically.

Last updated on June 16th, 2025, 01:13 pm

Authorize camera, microphone and accessibility features on Apple devices

Source: https://support.alfaview.com/en/miscellaneous/settings-for-apple-devices/authorize-camera-microphone-and-accessibility-feature-on-macos/

You have to grant alfaview access to your camera and microphone the first time you launch it. This is necessary for the video and sound to be transmitted in the app.

To proceed, please authorise access in the notification window that appears the first time you use the alfaview app. You can allow or deny access permission at any time in your **System Settings**:

- macOS 14.2 (Sonoma)
- macOS 10.14 (Mojave)
- macOS 26.0 (Tahoe)
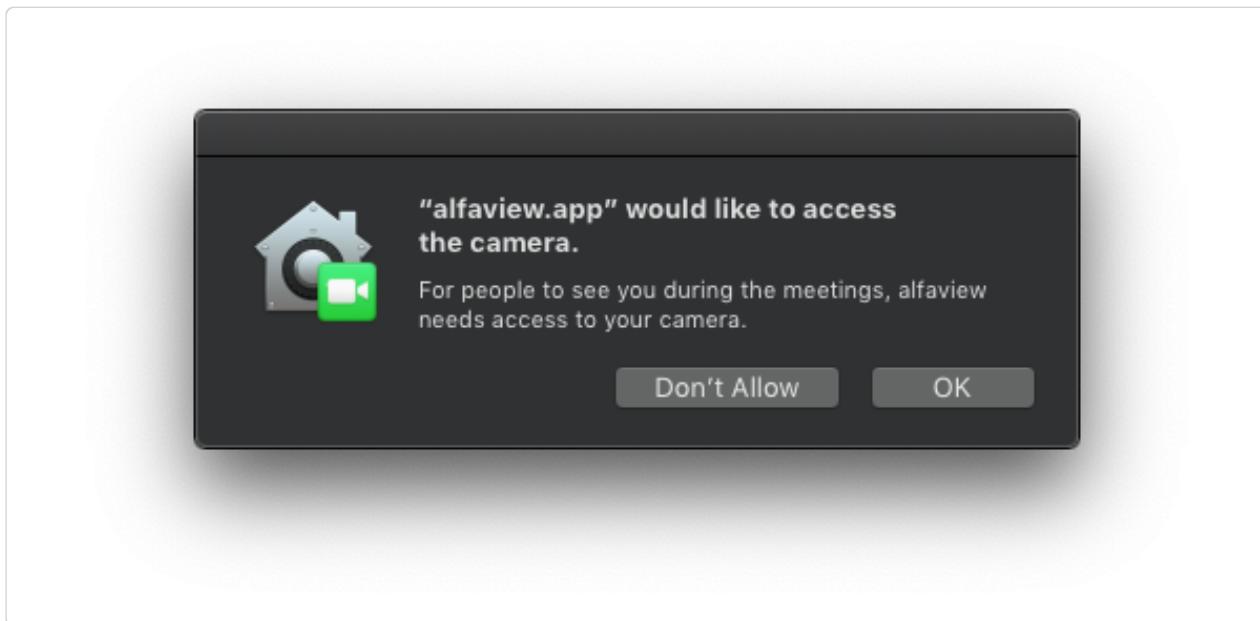
Allow camera access on macOS

macOS 14.2 (Sonoma)

If you did not initially grant access to your camera and microphone when you first used the alfaview app, you can do so again at any time in your system settings. You can also revoke access permission at any time.

- Open the **System Settings**. - Go to the **Privacy & Security** tab. - In the list, click either on **Camera** or **Microphone** depending on which permission you want to edit. - Click on the switch next to **alfaview**. The permission is granted when the switch is displayed in blue.
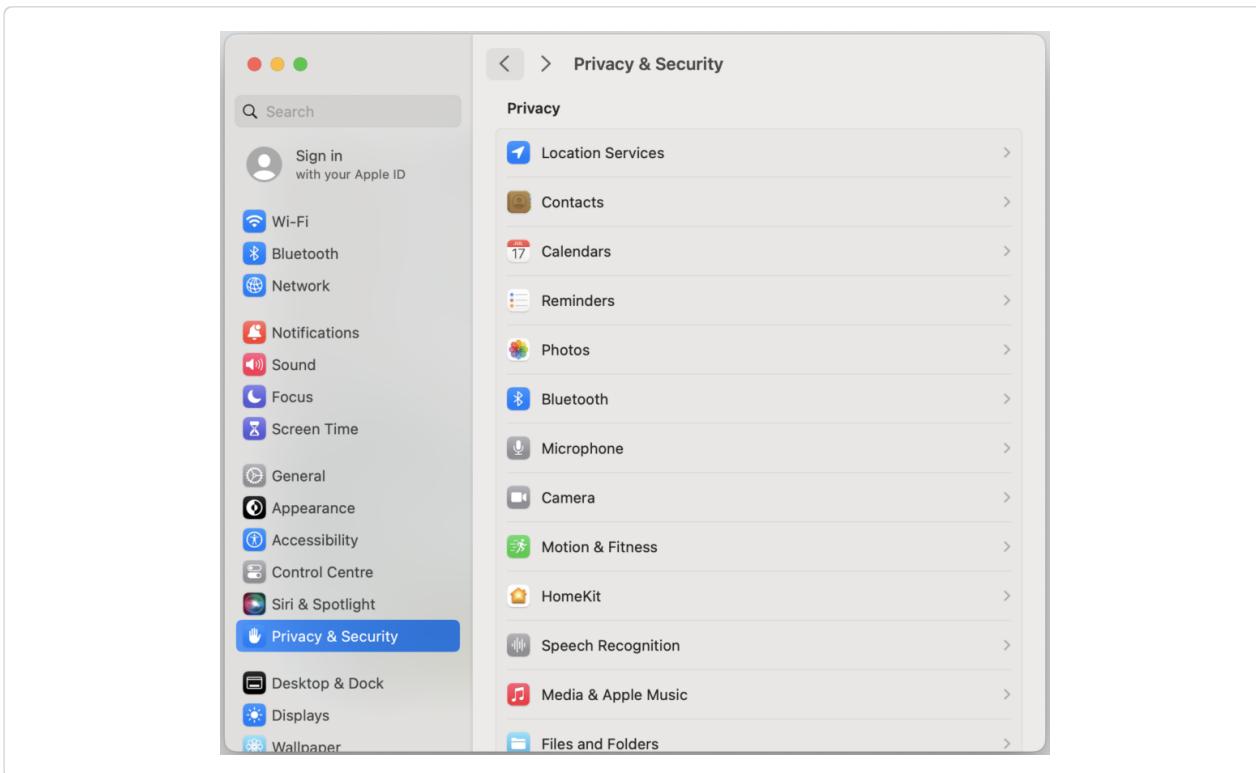
The Privacy & Security tab in the System Settings
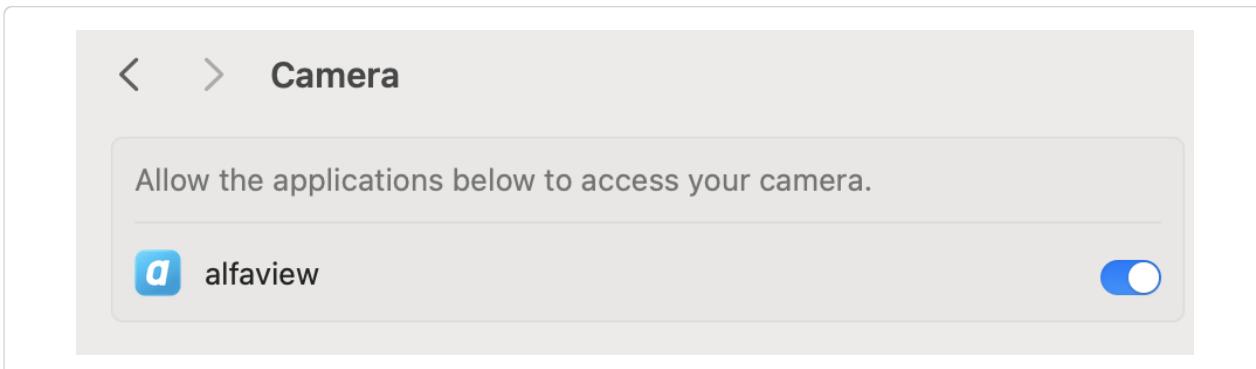
Grant camera access for alfaview

macOS 10.14 (Mojave)

When first launching the alfaview app, users must grant access to their camera, microphone and accessibility. This allows them to hear and see other users. Permissions can be adjusted at any time via the **System Settings**.

- Open your **System Settings**. - Click on **Security and Privacy**. - Then go to the **Privacy** tab. - In the list, click either on **Camera**, **Microphone** or **Accessibility** depending on which permission you want to edit. - Click in the check box next to the **alfaview logo.** Permission is granted when the box is checked. - Approval of **Accessibility** is required if the **Push-To-Talk (PTT)** feature is used. Just like the approval for microphone and camera, this can also be revoked.
- If access is denied, the prompt to allow access again will reappear every time alfaview tries to use the camera or microphone.
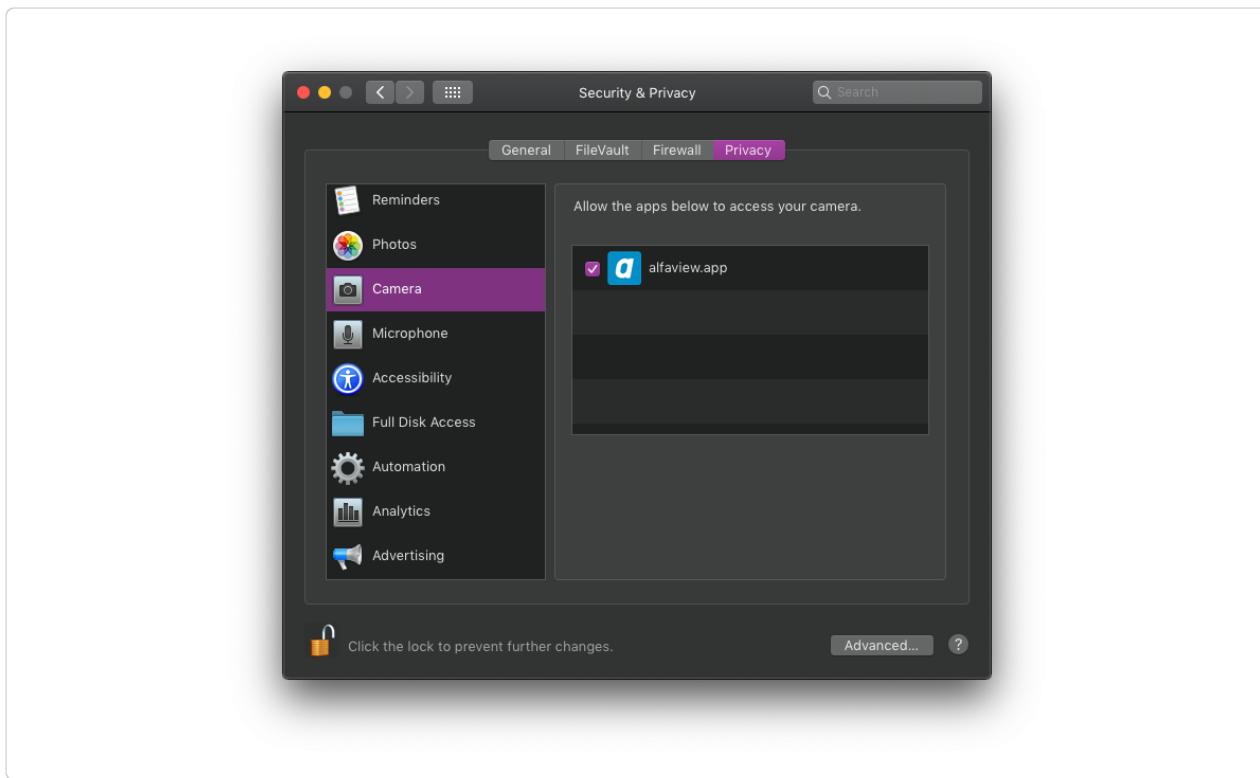

System preferences for camera access on macOS

macOS 26.0 (Tahoe)

If you did not grant permission to use your camera, microphone, or accessibility features when you started using alfaview for the first time, you can adjust the permissions later in your **System Settings**:

- Open your **System Settings**. - Go to the **Privacy & Security** tab. - Click on **Camera**, **Microphone**, or **Accessibility** in the list to edit the respective permissions. - Now activate the switch to the right of **alfaview**. Permission to use is granted when the slider is set to the right and is blue. - **Accessibility features** must be enabled when using the **Push-To-Talk (PTT)** function. Like microphone and camera access, access to accessibility features can be revoked at any time.
- If access is denied, you will be prompted to allow access again as soon as alfaview attempts to use the camera or microphone.
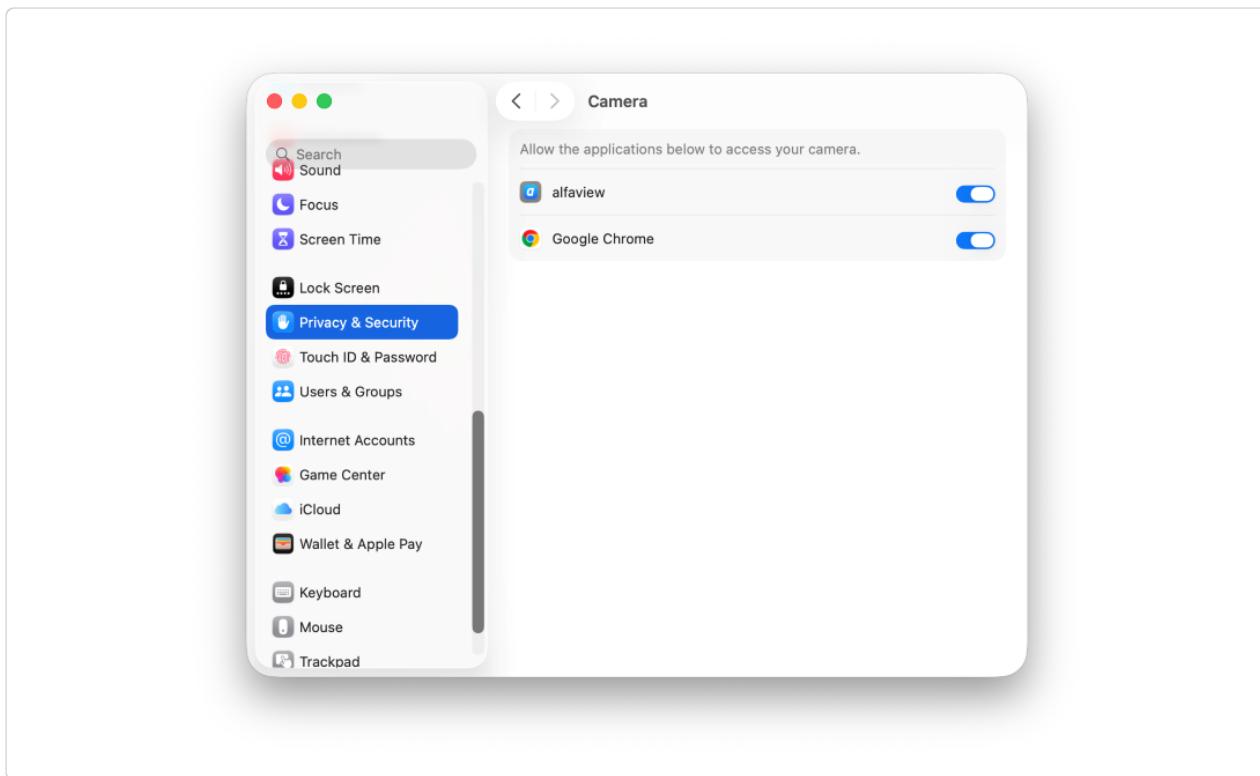
System preferences for camera access on macOS

*Last updated on November 21st, 2025, 01:48 pm*

Required permission for screen sharing on Apple devices

Source: https://support.alfaview.com/en/miscellaneous/settings-for-apple-devices/authorize-screen-recording-on-macos/

Required permission for screen sharing on macOS

For macOS screen recording has to be allowed in the system settings.

- Open the system settings.
- Select the item Security & Privacy. Here you will find Screen & System Audio Recording.
- Allow alfaview to share your screen by activating the switch next to the alfaview icon.
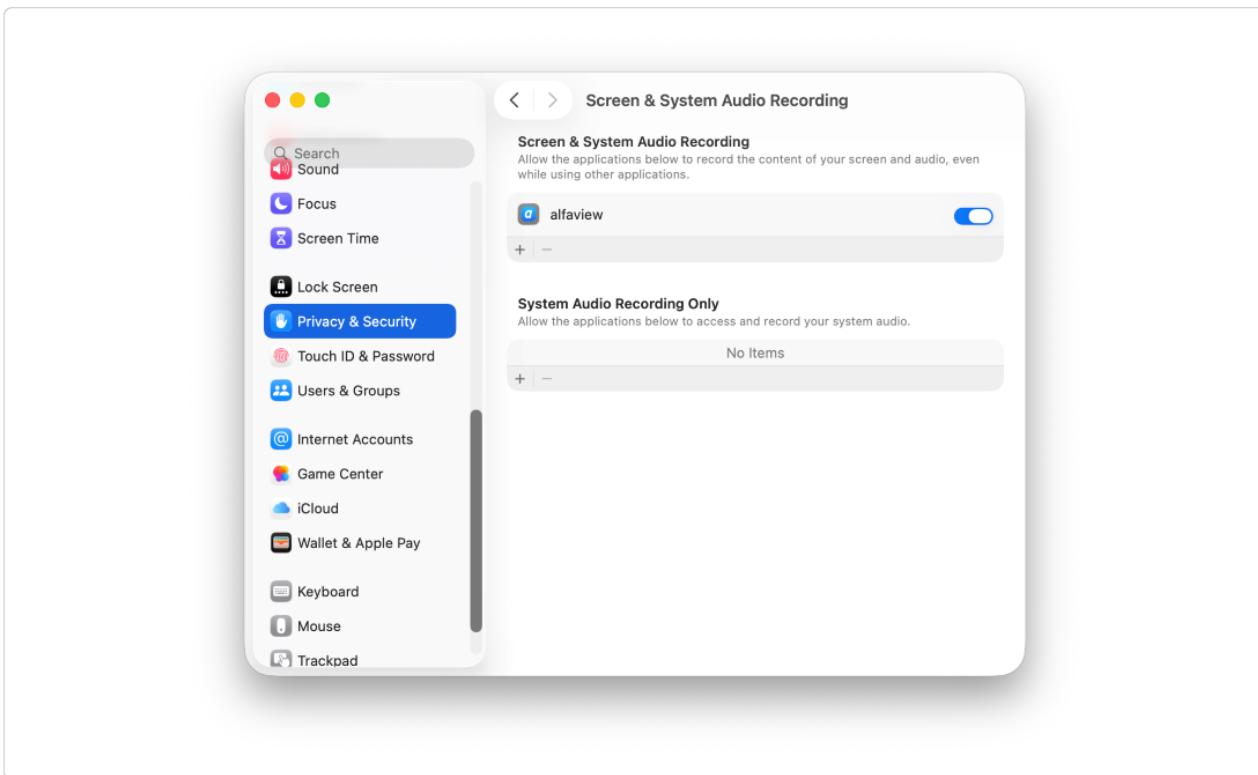
Screen recording settings macOS

You have to restart alfaview for the setting to take effect.

> If the alfaview icon is grayed out, you have to click on the lock. You will be asked to enter your password. Now you should be able to activate the switch next to the alfaview symbol.

Screen sharing on iPad or iPhone

You have to make some settings adjustments in order to share your screen on your iPad or iPhone. The reason for these adjustments is that the iOS operating system has its own function which records the screen of your device.

- Start the alfaview app and join an alfaview room.
- Open the Control Center of your device. alfaview has to run in the background. Follow the instructions for iPhone ↗ and iPad ↗ to open your Control Center.
- Press the **Screen Recording** button for a longer period of time (long press) to make adjustments. Select alfaview as the destination of the screen recording. You are now sharing your screen in alfaview.
- Close the Control Center and switch to the application you want to share with the other participants.
- To stop the screen sharing, re-open your Control Center and press the **Screen Recording** button.

> If the **Screen Recording** button is not available in your Control Center, go to your settings and add it to your Control Center.

Last updated on November 21st, 2025, 01:45 pm

Legal Notice

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