Infinity Connect Web App via Opera Quick Guide

The Infinity Connect Web App allows you to make calls into a Pexip Infinity environment using a browser, without any downloads or plugins.

Making a call

ℹ️ We recommend using a headset when using the Infinity Connect Web App.

To make a call to a conference in a Virtual Meeting Room or Virtual Auditorium, or to call another person directly:

1. Open the link that was provided to you by the conference organizer or your system administrator. This link may simply take you to the Infinity Connect home page, or it may automatically provide some of the conference information (such as the alias, and whether you are a Host or Guest).
   You will be prompted to enter any information not provided by the link.

2. In the **Person or conference to call** field, enter the alias of the conference you wish to join, or the address of the person you wish to call directly.

   You can click on **History** 🕐 to select from a list of previous calls.

3. Enter **Your name**. When you join the conference, this name will be visible to everyone else. It will appear in the participant list on the left of the screen - this is a roster of all participants, and appears in all Infinity Connect clients.

4. Select **Connect** 📞📹 . By default this will make a call with video and audio, but you can also use the drop-down menu to **Connect with audio only** 📞🚫, or join in **Conference control and receive/send presentation only** 🚫🚫 mode (i.e. without audio or video).
   Each time you make a call, Infinity Connect will remember your most recent connection choice.
   ℹ️ If you get an **Invalid conference** message, this is most likely because the **Person or conference to call** text was entered incorrectly.

5. If the address you have been given is for an IVR/reception service, you will be asked to enter the **Extension** or **Lync / Skype for Business Conference ID**. This should have been provided to you in the meeting invitation. When you have entered it, select **Connect**.

6. If the conference is PIN-protected, you may be prompted to select whether to join as a **Host** or **Guest**, or asked to enter an appropriate **PIN**. When you have done so, select **Connect**.

7. The first time you use Infinity Connect, you will be asked to select your camera and microphone from the drop-down lists:
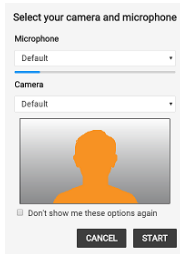
If you always use the same camera and microphone, and you always connect with video, you can skip this step in future by selecting **Don't show me these options again**.
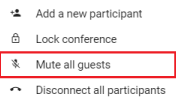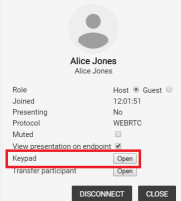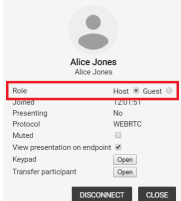
8. Select **Start**.
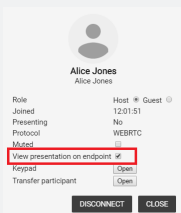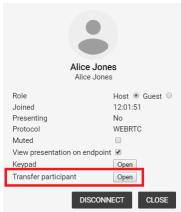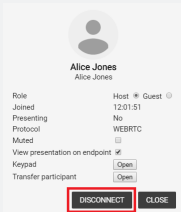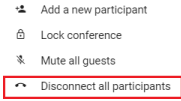
After a few moments you will be connected to the conference.

Using in-call controls

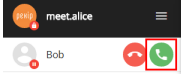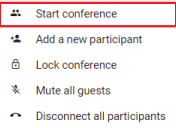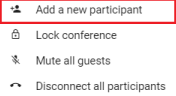|		
Change your camera and mic during a call	1. From the toolbar at the bottom of the window, select **Change camera and microphone**. 2. In the **Microphone** and **Camera** sections, select the desired devices from the drop-down menus. 3. Select **Change camera/microphone**.	
Change your speakers during a call	From the bottom right of the screen, select **Volume**. At the top of the volume control, select the settings icon, then from the drop-down menu select the device to use.	
Share images or PDFs with all other participants	1. From the toolbar at the bottom of the window, select **Share images or PDFs**. 2. Drag and drop the file(s) you want to share into the Infinity Connect window. You can add multiple files, and they can be a combination of images and PDFs. Each image will be converted into an individual slide, as will each page of each PDF. 3. Select **Start presenting**. The first slide will appear in a presentation thumbnail at the top left of the screen (or in the main video window if you are presentation-only). Use the left < and right > controls to scroll through the slides. You can make the slides appear in your main video window by clicking on the presentation thumbnail. 4. To stop sharing the slides, from the toolbar select **Stop presenting**.	
View a presentation being shown by another participant	When a participant starts a presentation, you will automatically see the content they are sharing as your main image, and the image of the participants will reduce to a small thumbnail at the top left corner. You can toggle between viewing the presentation and viewing the participants by clicking on the thumbnail.	
View a presentation in a separate window	Whether you are the presenter or a participant, you can view the current presentation in a separate pop-out window. To do this, from the bottom right of the screen select **Open presentation in new window**. To close the window, from the bottom right of the screen select **Close**.	
View a presentation at a higher (or lower) refresh rate	When a participant is showing a presentation, by default you receive it as a series of still images. This is suitable for documents and screens being shared, but if the presentation contains a lot of movement it may appear jerky. If this is the case, you can elect to receive the presentation in full motion as HD video. To do this, from the bottom right of the screen select **View full motion presentation**. To return to the default view, select **View still image presentation**.	

Start sending and receiving video	(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select **Connect with audio and video**. Select the camera and microphone you wish to use, and then select **Start**.	
Start sending and receiving audio	(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select **Connect with audio only**.	
Stop/start sending your video to other participants	From the toolbar at the bottom of the window, select **Disable my camera** or **Enable my camera**.	
Stop/start sending your audio to other participants	From the toolbar at the bottom of the window, select **Mute my microphone** or **Unmute my microphone**.	
View the video image full screen/exit full screen	From the toolbar at the bottom of the window, select **Go full screen** or **Exit full screen**.	
Stop/start viewing the video of yourself	The video of yourself that is being sent to other participants is shown in a thumbnail at the top right of the screen. To hide this, select the **Hide self view** icon at the top right of the image. It will be replaced by a small **Show self view** icon; select this to view your image again.	
View a list of other conference participants	When using Infinity Connect, a list of all other conference participants will be shown to the left of or at the bottom of the screen. You can scroll through this list, or use the search box at the top of the list, to view other participants. You can show and hide this participant list by clicking on the **Hide side bar <** and **Show side bar >** icons at the bottom right of the list.	
Send and receive chat messages, and share online videos and images	(Available when chat has been enabled by the administrator) At the bottom of the screen there is a **Chat room** area or tab, which shows the messages sent by participants in the conference. To send a message, type it in the text box. Messages are visible to everyone else in the conference with a chat-capable client (such as Lync / Skype for Business or Infinity Connect). You can also share videos and images by pasting their URL into the text box.	
Show or hide the roster or chat room	To hide or show the side panel (containing the list of participants and the chat room), select the arrows at the bottom left of the screen. To hide the chat room within the side panel so that only the roster is shown, or to expand it so that only the chat room is shown, select the arrows to the right of the chat room title bar.	Chat room
Prevent/allow others from joining the conference	(Requires Host privileges) From the top left of the screen, select the menu icon and then select **Lock conference** or **Unlock conference**. The impact of locking depends on whether or not the Virtual Meeting Room or Virtual Auditorium being used has a Host PIN.	Add a new participant Lock conference Mute all guests Disconnect all participants
Allow a participant to join a locked conference	(Requires Host privileges) Participants who are waiting to join a locked conference are indicated in the roster by a red "waiting" icon . To allow these participants to join the conference, click on the green telephone icon next to their name.	meet.alice Bob

Allow waiting guests to join a new conference without a Host	(Requires Host privileges) Normally, Guests can join a conference only after first Host has joined. However, this does not apply if the Host joins as control-only. If you have joined a conference as a control-only Host and want Guests to join, from the top left of the screen, select the menu ☰ icon and then select **Start conference**.	Start conference Add a new participant Lock conference Mute all guests Disconnect all participants

Add a participant to the conference	(Requires Host privileges)
	
	1. Select the menu ☰ icon and then select **Add a new participant**.
	2. At the prompt, enter the address of the person you want to dial.
	3. If you want to use a protocol other than *SIP* (the default) select either *Automatic*, *H.323*, *Lync/Skype* or *RTMP*.
	
	   Automatic means that the protocol will be selected according to how your administrator or service provider has configured the system.
	
	   RTMP is typically used when connecting to a streaming or recording service.
	4. Select whether you want the participant to have **Host** or **Guest** privileges.
	5. Select **OK**.
		Add a new participant
		Lock conference
		Mute all guests
		Disconnect all participants

Mute/unmute another participant	(Requires Host privileges) From the participant list, to the right of the participant's name select **Mute participant** or **Unmute participant**.	
Muting all Guests	(Requires Host privileges) From the top left of the screen, select the menu ☰ icon and then select **Mute all guests**.	Add a new participant Lock conference Mute all guests Disconnect all participants
Send DTMF tones	(Requires Host privileges; you must be joined over audio, or video and audio) From the participant list, select the participant to whom you want to send DTMF tones, and then next to **Keypad** select **Open**. This feature is generally used to communicate with external systems (such as audio bridges, automated switchboards, and recording devices) after they have been added to the conference.	Alice Jones Alice Jones Role Host ⦿ Guest Joined 12:01:51 Presenting No Protocol WEBRTC Muted View presentation on endpoint Keypad Open Transfer participant Open DISCONNECT CLOSE
Change the role of a participant	(Requires Host privileges; you cannot change your own role to Guest.) From the participant list, select the participant's name, and then use the radio buttons to select whether their role will be **Host** or **Guest**. Participants who have joined via a Lync / Skype for Business meeting will have a role of **External**; their status cannot be changed.	Alice Jones Alice Jones Role Host ⦿ Guest Joined 12:01:51 Presenting No Protocol WEBRTC Muted View presentation on endpoint Keypad Open Transfer participant Open DISCONNECT CLOSE

Stop sending presentation to a participant	(Requires Host privileges) When a participant is sharing a presentation, other participants receive both the presentation and the main video. However, you may want to receive just the main video on a particular endpoint (for example, if you are using a meeting room system and you are already viewing the presentation on your mobile device). To do this, from the participant list, select the participant's name and then uncheck **View presentation on endpoint**.	
Transfer a participant to another VMR	(Requires Host privileges) From the participant list, select the participant's name and then next to **Transfer participant** select **Open**. Enter the alias of the conference you wish to transfer the participant to, whether they should join as a Host or Guest, and the PIN if applicable, then select **OK**. You can transfer any participant, including yourself.	
Disconnect another participant	(Requires Host privileges) From the participant list, select the participant's name and then select **Disconnect**.	
Disconnect all participants (including yourself)	(Requires Host privileges) From the top left of the screen, select the menu ☰ icon and then select **Disconnect all participants**.	Add a new participant Lock conference Mute all guests Disconnect all participants
Disconnect yourself from the conference	From the toolbar at the bottom of the screen, select **Disconnect**.	
Mute or change the volume of the audio coming from the conference	From the bottom right of the screen, select **Volume**.	
View diagnostic information about your call (when connected with audio or video)	From the bottom right of the screen, select **Call statistics**. This brings up an overlay dialog that displays the server version of the host system. Further statistics may also be displayed, if available, such as incoming and outgoing audio and video bitrates, and how many data packets have been lost and received etc.	

Participant icons

The table below shows the different icons or "badges" that can appear on participants' avatars, and their meanings.

	A call is being placed to the participant and they have yet to answer.
	The participant is waiting to join the conference.
	The participant is a streaming or recording device.
	The participant is currently speaking.
	The participant is muted.
	The participant is presenting content.