



# Infinity Connect Desktop Client Quick Guide

All you need to do to make a call into a Pexip Infinity environment using the Infinity Connect desktop client is [install it](#), [enter your name](#), and then [enter the alias](#) of the person or conference you want to call. This guide tells you how to do this, as well as providing information on using all the other available features.

Infinity Connect desktop client version 2.6 was released in April 2017. This guide describes how to use v2.6 of the desktop client with version 17 of Pexip Infinity.

## Installing the Infinity Connect desktop client

**i** No special privileges are required to install the Infinity Connect desktop client, as it is installed in a per-user context.

To install the Infinity Connect desktop client, go to [www.pexip.com/software-download](http://www.pexip.com/software-download) and download and install the appropriate file for your operating system as described below.

### Windows

(Supported on Windows 7 and later.)

You can download either a 32-bit (`pexip-infinity-connect_win-ia32_<release>.msi`) or 64-bit (`pexip-infinity-connect_win-x64_<release>.msi`) version of the Infinity Connect desktop client for Windows.

Double-click on the `.msi` file to install the Infinity Connect desktop client and then follow the instructions in the installation wizard. During the installation process the Infinity Connect icon is added to the desktop, and entries are added to the Windows registry to allow links prefixed with `pexip:` and `pexip-provision:` to open automatically in the Infinity Connect desktop client.

### OS X

(Supported on Mac OS X 10.11 and later.)

You can download the `pexip-infinity-connect_osx-x64_<release>.dmg` file for OS X.

To install the OS X client, open this file and drag the `Pexip Infinity Connect.app` into the `Applications` folder.

### Linux

You can download either a 32-bit (`pexip-infinity-connect_linux-ia32_<release>.tar.gz`) or 64-bit (`pexip-infinity-connect_linux-x64_<release>.tar.gz`) version of the Infinity Connect desktop client for Linux.

To install the Linux client:

1. Create a new directory. For example, to install the client for a single user "alice":  

```
mkdir /home/alice/pexapp  
cd /home/alice/pexapp
```
2. Download the Infinity Connect desktop client tar file to that directory and extract the archive. For example, for the v2.6 64-bit client:

```
tar -xzf pexip-infinity-connect_linux-x64_2.6.0-35658.0.0.tar.gz
```

3. Copy the `.desktop` file to the appropriate location for making the application available for this user as per freedesktop.org-compliant desktop guidelines (see <https://developer.gnome.org/integration-guide/stable/desktop-files.html.en> for more information). For example:

```
cp pexip-infinity-connect_linux-x64/pexip-infinity-connect.desktop  
/home/alice/.local/share/applications/pexip-infinity-connect.desktop
```

4. Using your preferred text editor, modify the `Exec` line to point to the location of the `pexip-infinity-connect` binary on your system. For example:

```
emacs /home/alice/.local/share/applications/pexip-infinity-connect.desktop
```

and make it look something like this:

```
[Desktop Entry]  
Name=Pexip Infinity Connect  
Exec=/home/alice/pexapp/pexip-infinity-connect_linux-x64/pexip-infinity-connect  
Terminal=false  
Type=Application  
Icon=application-x-executable
```

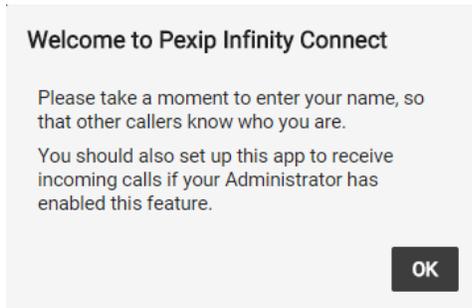
Note that if you want to install the application for all users (rather than just a single user), follow the same instructions but instead copy the `.desktop` file into the `/usr/share/applications` directory (you may need root privileges to do this).

## Initial configuration

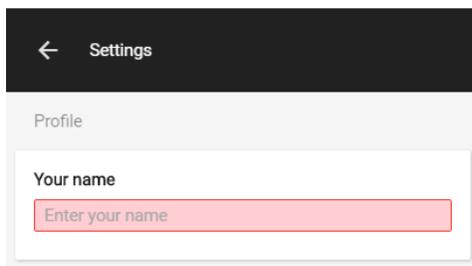
All you need to do before you can make a call using the Infinity Connect desktop client is provide your name.

### Entering your name

When you open Infinity Connect for the first time, you will be presented with a Welcome screen:



Select **OK**. This will take you to the Settings screen:



Enter your name as you wish it to appear to other conference participants.

### Selecting your camera, microphone and speakers

From the **Settings** screen, in the **Media** section, use the drop-down menus to select the **Camera**, **Microphone**, and **Audio Output** device (speakers) you wish to use, and check that they are working as expected.

**i** You will be asked to select and check your microphone, camera and speakers each time you make a call. If you don't want to do this, clear the **Show media options when connecting** checkbox; the devices you select here will then be used automatically.

To save your settings and return to the home screen, select **←**.

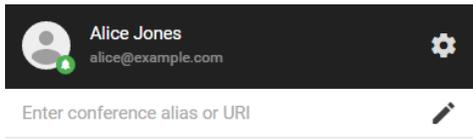
## Registering your client to receive calls

You don't need to register your client to make calls, only to receive them.

To register your Infinity Connect client to receive calls (if this is supported in your deployment):

1. Go to the **Settings** screen (from the top right of the Infinity Connect home screen, select **Settings** .
2. In the **Registration** section of the **Settings** screen, enter the **Alias** and **Password** provided to you by your administrator. Be aware that these fields are case-sensitive, and some devices will default to uppercase for the first character of the user name.
3. Select **Remember password**.
4. Select **Register**.

When you have successfully registered, the button will change to **Unregister**. When you return to the home screen (by selecting ) there will be a green icon next to your name and your registered alias will be shown underneath:



The notification icon for Infinity Connect will also have a green dot on it: . This dot will change to red if you become unregistered: .

Now, when someone calls your endpoint by dialing the **Alias** you have registered with, you will get an incoming call alert at the bottom right of your screen showing the name and address of the person or meeting room who is calling you:



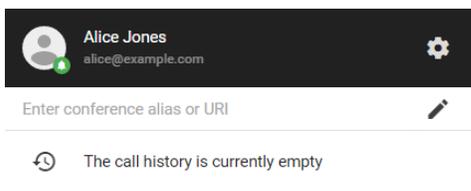
To answer, select . You will be connected using the camera and microphone you selected earlier on the **Settings** screen.

When an Infinity Connect client is registered, as well as being able to receive calls, the user can filter and lookup the contact details (phone book / directory) of other devices or VMRs that are set up on the Pexip Infinity platform, making it easier to call those devices or VMRs.

## Making a call using the Infinity Connect desktop client

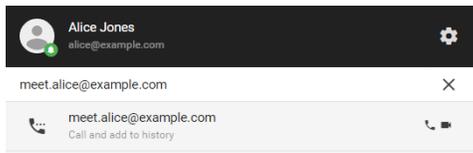
To make a call to a conference, or to call another person directly:

1. Go to the home screen:

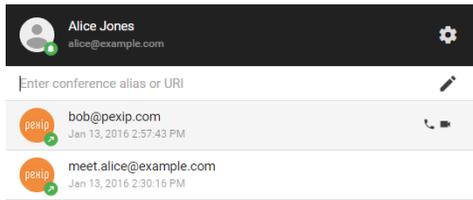


2. Either:

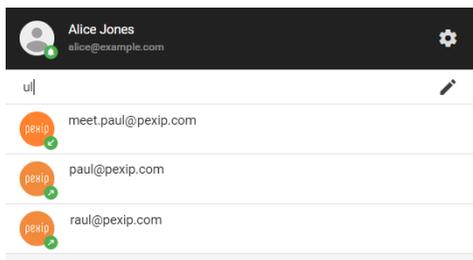
- o Enter the address of the conference you wish to join or the person you wish to call and then select it:



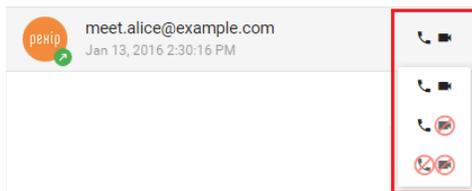
- o If you have previously made a call, select one of the addresses in the call history list:



- o If you are registered, you can filter and lookup the contact details of other devices or VMRs that are set up on your Pexip Infinity platform, by typing in part of the address of the person or the name of the VMR you want to call.



By default your call will be placed using your camera and microphone . However, if you hover to the right of the address you can select any one of the following options from the drop-down menu:



- o  **Connect with audio and video:** join with both your camera and microphone activated. You will be able to see and hear other participants, and they will see and hear you. You will also be able to view the roster, send and receive chat messages, and send and receive presentations. If you are a Host, you will have full conference control.
- o  **Connect with audio only:** join with only your microphone activated. You will be able to hear other participants, and they will hear you. You will also be able to view the roster, send and receive chat messages, send and receive presentations, and (if you are a Host) control the conference. However, you won't be able to see the other participants, and they won't be able to see you.
- o  **Conference control and receive/send presentation only:** join without your camera or microphone activated. You will still be able to view the roster, send and receive chat messages, and send and receive presentations, and (if you are a Host) control the conference. However you won't be able to see or hear other participants, and they won't be able to see or hear you. When using this mode you can activate your microphone or camera at any point after joining, by using the buttons at the bottom of the main window.

3. Check your microphone, camera and speakers and select **Start**:



**i** If you always use the same camera, microphone and speakers, and you always want to join calls in full audio and video mode, you can skip this step in future by either selecting **Don't show me these options again**, or going to the **Settings** page and clearing the **Show camera/microphone options when connecting** checkbox.

4. 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**.

After a few moments you will be connected to the conference.

## Sharing content

To share PDFs and images from your computer with other conference participants, select  and then select the files you want to share.

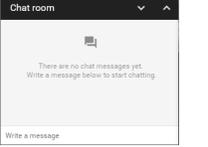
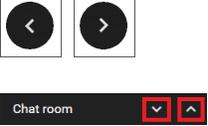
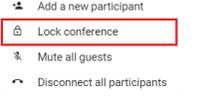
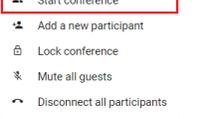
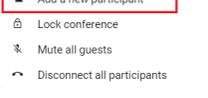
To share either your entire screen or a particular window, select .

You can set the frame rate to use when sharing your screen. A lower frame rate will result in *sharper* images and is best for static presentations; a higher frame rate will be less sharp and is best for content where there is more *motion*. When using the desktop client, you can set the framerate either before joining the conference or while in the conference (although if you are currently presenting you will have to stop and restart presenting for the change to take effect) by going to the **Settings** screen and using the **Screensharing quality** option.

## Using in-call controls

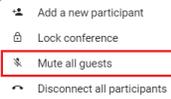
|  |   |   |
|--|---|---|
| <p>Change your camera and mic during a call</p>      | <ol style="list-style-type: none"> <li>1. From the toolbar at the bottom of the window, select <b>Change camera and microphone</b>.</li> <li>2. In the <b>Microphone</b> and <b>Camera</b> sections, select the desired devices from the drop-down menus.</li> <li>3. Select <b>Change camera/microphone</b>.</li> </ol>  |    |
| <p>Change your speakers during a call</p>            | <p>From the bottom right of the screen, select <b>Volume</b>. At the top of the volume control, select the settings icon, then from the drop-down menu select the device to use.</p>  |    |
| <p>Share your screen with all other participants</p> | <ol style="list-style-type: none"> <li>1. From the toolbar at the bottom of the window, select <b>Share screen</b>.</li> <li>2. Select the window or screen you want to share.</li> </ol> <p><b>i</b> The best way to share a PowerPoint presentation is to start the Slide Show from within PowerPoint first, and then tab to Infinity Connect, share your screen, and select the Slide Show window.</p> <p>Note that the ability to present into a conference may have been restricted to Hosts only.</p> |   |

|   |  |   |
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| <p>Share images or PDFs with all other participants</p>   | <ol style="list-style-type: none"> <li>1. From the toolbar at the bottom of the window, select <b>Share images or PDFs</b>.</li> <li>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.</li> <li>3. Select <b>Start presenting</b>. 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 &lt; and right &gt; on-screen controls to scroll through the slides. You can make the slides appear in your main video window by clicking on the presentation thumbnail.</li> <li>4. To stop sharing the slides, from the toolbar select <b>Stop presenting</b>.</li> </ol> |       |
| <p>Note that the ability to present into a conference may have been restricted to Hosts only.</p> |  |   |
| <p>View a presentation being shown by another participant</p>                                     | <p>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.</p> <p>You can toggle between viewing the presentation and viewing the participants by clicking on the thumbnail.</p>  |   |
| <p>View a presentation in a separate window</p>   | <p>Whether you are the presenter or a participant, you can view the current presentation in a separate pop-out window.</p> <p>To do this, from the bottom right of the screen select <b>Open presentation in new window</b>. To close the window, from the bottom right of the screen select <b>Close</b>.</p>   |       |
| <p>View a presentation at a higher (or lower) refresh rate</p>                                    | <p>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.</p> <p>To do this, from the bottom right of the screen select <b>View full motion presentation</b>. To return to the default view, select <b>View still image presentation</b>.</p>  |       |
| <p>Start sending and receiving video</p>  | <p>(For users who have initially joined without audio and video)</p> <p>From the toolbar at the bottom of the window, select <b>Connect with audio and video</b>. Select the camera and microphone you wish to use, and then select <b>Start</b>.</p>  |    |
| <p>Start sending and receiving audio</p>  | <p>(For users who have initially joined without audio and video)</p> <p>From the toolbar at the bottom of the window, select <b>Connect with audio only</b>.</p>   |    |
| <p>Stop/start sending your video to other participants</p>  | <p>From the toolbar at the bottom of the window, select <b>Disable my camera</b> or <b>Enable my camera</b>.</p>   |   |
| <p>Stop/start sending your audio to other participants</p>  | <p>From the toolbar at the bottom of the window, select <b>Mute my microphone</b> or <b>Unmute my microphone</b>.</p>  |   |
| <p>View the video image full screen/exit full screen</p>  | <p>From the toolbar at the bottom of the window, select <b>Go full screen</b> or <b>Exit full screen</b>.</p>  |   |
| <p>Stop/start viewing the video of yourself</p>   | <p>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 <b>Hide self view</b>  icon at the top right of the image. It will be replaced by a small <b>Show self view</b> icon; select this to view your image again.</p>  |    |

|  |   |   |
|--|---|---|
| View a list of other conference participants                       | <p>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.</p> <p>You can show and hide this participant list by clicking on the <b>Hide side bar &lt;</b> and <b>Show side bar &gt;</b> icons at the bottom right of the list.</p>   |   |
| Send and receive chat messages, and share online videos and images | <p>(Available when chat has been enabled by the administrator)</p> <p>At the bottom of the screen there is a <b>Chat room</b> 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 Skype for Business / Lync or Infinity Connect).</p> <p>You can also share videos and images by pasting their URL into the text box.</p>   |    |
| Show or hide the roster or chat room                               | <p>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.</p> <p>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.</p>   |    |
| Prevent/allow others from joining the conference                   | <p>(Requires Host privileges)</p> <p>From the top left of the screen, select the menu  icon and then select <b>Lock conference</b> or <b>Unlock conference</b>.</p> <p>The impact of locking depends on whether or not the Virtual Meeting Room or Virtual Auditorium being used has a Host PIN.</p>   |    |
| Allow a participant to join a locked conference                    | <p>(Requires Host privileges)</p> <p>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.</p>  |   |
| Allow waiting Guests to join a new conference without a Host       | <p>(Requires Host privileges)</p> <p>Normally, Guests can join a conference only after first Host has joined. However, this does not apply if the Host joins as control-only.</p> <p>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 <b>Start conference</b>.</p>   |  |
| Add a participant to the conference                                | <p>(Requires Host privileges)</p> <ol style="list-style-type: none"> <li>Select the menu  icon and then select <b>Add a new participant</b>.</li> <li>At the prompt, enter the address of the person you want to dial.</li> <li>If you want to use a protocol other than <i>SIP</i> (the default) select either <b>Automatic</b>, <b>H.323</b>, <b>Lync/Skype</b> or <b>RTMP</b>. <ul style="list-style-type: none"> <li><b>Automatic</b> means that the protocol will be selected according to how your administrator or service provider has configured the system.</li> <li><b>RTMP</b> is typically used when connecting to a streaming or recording service.</li> </ul> </li> <li>Select whether you want the participant to have <b>Host</b> or <b>Guest</b> privileges.</li> <li>Select <b>OK</b>.</li> </ol> |  |
| Mute/unmute another participant                                    | <p>(Requires Host privileges)</p> <p>From the participant list, to the right of the participant's name select <b>Mute participant</b> or <b>Unmute participant</b>.</p>   |  |

**Muting all Guests** (Requires Host privileges)

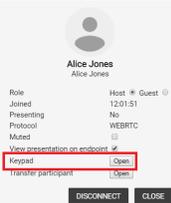
From the top left of the screen, select the menu  icon and then select **Mute all guests**.



**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**.

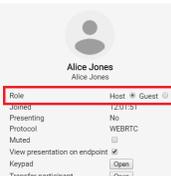
This feature is generally used to communicate with external systems (such as audio bridges, automated switchboards, and recording devices) after they have been added to the conference.




**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 Skype for Business / Lync meeting will have a role of **External**; their status cannot be changed.



**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**.

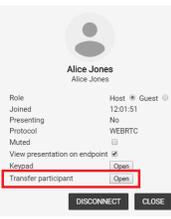


**Transfer a participant to another VMR** (Requires Host privileges)

From the participant list, select the participant's name and then next to **Transfer participant** select **Open**.

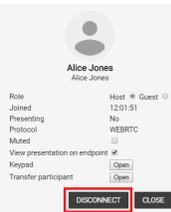
Enter the alias of the conference you wish to transfer the participant to, whether they should join as a Host or Guest, and the PIN if applicable, then select **OK**.

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**.



|   |   |   |
|---|---|---|
| <p>Disconnect all participants (including yourself)</p>                                 | <p>(Requires Host privileges)<br/>From the top left of the screen, select the menu  icon and then select <b>Disconnect all participants</b>.</p>   | <ul style="list-style-type: none"> <li> Add a new participant</li> <li> Lock conference</li> <li> Mute all guests</li> <li> <b>Disconnect all participants</b></li> </ul> |
| <p>Disconnect yourself from the conference</p>  | <p>From the toolbar at the bottom of the screen, select <b>Disconnect</b>.</p>  |    |
| <p>Mute or change the volume of the audio coming from the conference</p>                | <p>From the bottom right of the screen, select <b>Volume</b>.</p>   |    |
| <p>View diagnostic information about your call (when connected with audio or video)</p> | <p>From the bottom right of the screen, select <b>Call statistics</b>.<br/>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.</p> |    |

## Participant icons

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

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