Infinity Connect Mobile App Quick Guide

All you need to do to make a call into a Pexip Infinity environment using the Infinity Connect mobile 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.

Installing the Infinity Connect mobile client

Android

The Infinity Connect mobile client for Android is available for free from the Google Play store at https://play.google.com/store/apps/details?id=com.pexip.infinityconnect. Follow the instructions to download and install the Infinity Connect mobile client on your device.

Versions 1.0 and later of the next-generation Infinity Connect mobile client for Android requires **Android 5.0** or later.

iOS

The Infinity Connect mobile client for iOS is available for free from the Apple Store at https://itunes.apple.com/us/app/pexip/id1195088102. Follow the instructions to download and install the client on your device.

Versions 1.0 and later of the next-generation Infinity Connect mobile client for iOS is compatible with any iOS device running **iOS 10.x** or later.

Allowing Infinity Connect to access your device

When you use the Infinity Connect mobile client, it will request permission to access the camera, microphone and certain applications on your device. The following permission are required:
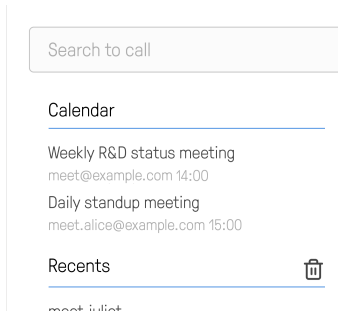
Permission/Description	Use
Camera / Take pictures and record video	Access is required if you want to send video.

Permission/Description	Use
Microphone / Record audio	Access is required if you want to send audio.
Calendar	Allows you to integrate your meeting invitations with Infinity Connect.

If you deny any of these requests, you can change the permissions at a later time by going to your device's permissions settings for the **Pexip** app.

Integrating with your Calendar

The Infinity Connect mobile client for Android and iOS automatically integrates with your calendar. Any appointments with a **Location** in the form of a URI (for example **meet.sales@example.com**) will automatically appear as an upcoming event on the Call page. Simply select the event to join the conference:

> Search to call
>
> Calendar
>
> Weekly R&D status meeting
> meet@example.com 14:00
> Daily standup meeting
> meet.alice@example.com 15:00
>
> Recents 🗑
>
> meet.juliet

Getting started

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

> Welcome
>
> Type your name here
>
> OK
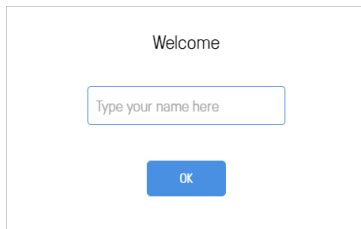
Enter your name (this will be seen by all the other meeting participants) and select **OK**.

Configuring your client

Setting	Description
Home page	
Name	The name that will appear to other conference participants.
	You'll be asked to enter your name the first time you use the client, but you can change your name from the home page by clicking on it.
⚪⚪⚪ **Settings**	

Setting	Description
(Camera)	Shows the currently selected camera. Select this option to change the camera to use.
	When the selected camera is working properly, the user's self view will be shown in the main video window.
(Microphone)	Shows the currently selected microphone. Select this option to change the microphone to use.
	When the selected microphone is working properly, a green bar will appear under the main video window when audio is detected.
(Speakers)	Shows the currently selected speakers or headset. Select this option to change the speakers to use.
	To check that the selected speakers are working properly, select the speaker icon from the bottom left of the main video window and then select the speaker to use. A tone will be played from that speaker.
Bandwidth	The maximum bandwidth for the call, and the bandwidth at which the initial call attempt will be made. Note that calls may be temporarily downspeeded due to network conditions.
	The default is *Medium (576kbps)*, but if you are on a cellular connection or slow Wi-Fi connection you may wish to reduce this to *Low (256kbps)*.
	You should also reconnect using a lower bandwidth if you experience slow or low-quality video.
Advanced settings	
Confirm when disconnecting	When this option is selected, users must confirm each time they wish to disconnect from a conference. This prevents users from accidentally disconnecting themselves. This is on by default.
View full motion presentation	This setting determines how presentations from other participants are initially received by this user.
	Presentations can be received in two formats:
	- A lower-bandwidth series of **still images** (suitable for documents and screens being shared). With this option, Pexip Infinity periodically takes a snapshot of the presentation and converts it to JPG format, and sends that to the Infinity Connect client at between 0.5 to 1 fps. For this reason, presentations that contain a lot of movement may appear jerky to clients using this option. - A higher-bandwidth **full motion** stream (suitable for presentations with a lot of movement). With this option, Pexip Infinity sends the presentation to the Infinity Connect client as a video stream at up to 30 fps, so movement will appear smooth. (Infinity Connect clients can send presentation at up to 5 fps, but other clients may send at a higher frame rate.)
	This setting is off by default: presentations are initially received as still images, and users can subsequently elect to view them in full motion by selecting the HD button. However, when View full motion presentation is selected, presentations received by this user will always be shown in full motion by default, and the user can then elect to view them as still images.
Send anonymous statistics	When this option is selected, anonymous information about how the client is being used is sent to Pexip. This is on by default.
High contrast	When this option is enabled, there is a higher contrast between foreground and background elements of the user interface, making them more legible. This is off by default.
Screen sharing quality	This setting determines the frame rate used when you share your screen with other participants. A lower frame rate will result in images with more *Sharpness* and is best for static presentations; a higher frame rate will be less sharp and is best for content where there is more *Motion*. The default is 2 frames per second.
Reset	The reset option, which is under the **About this app** setting, clears the app storage.

Making a call

What	How
Joining a call with audio and video	1. Ensure that your camera and microphone are enabled and working correctly: ○ The video icon should be green 🎥 and you should see your own image in the video window. ○ The microphone icon should be green 🎤 and you should see a green bar under the video image indicating the level of audio being detected. 2. Select **Call** to enter the address of the person or meeting you wish to call.
Joining a call with audio only	1. Ensure that your microphone icon is green 🎤 and you see a green bar under the video image indicating the level of audio being detected. 2. Select **Call** to enter the address of the person or meeting you wish to call. When you have joined the call, you will be able to hear other participants and they will be able to hear you, and you will be able to send and receive content, but you will not send or receive any video. Instead, in the main video window you will see an infographic of the participants in the call:
Joining a meeting as a control-only participant	1. Disable your camera and microphone: 🚫🎥 🚫🎤 2. Select **Present** to enter the address of the meeting you wish to call. You will join the meeting as a presentation-only participant - you will not be sending any audio or video, and you will not receive any audio or video from other participants.
Enter the address	Enter the address of the person or meeting you wish to call in the box at the top right of the screen: `Search to call` You can also select from the list of recently called addresses.
Entering the PIN	For some meetings, you will be asked to enter a PIN: ✕ Welcome to the meeting `Enter your PIN here` or just **Join** The PIN will determine whether you join the meeting as a Host or Guest. Hosts can control the meeting and the other participants; Guests can't control the meeting but can still see and hear the other participants, and share content. If this is your VMR, enter your Host PIN. If not, the meeting organizer should have told you the PIN to use. If you haven't been given a PIN, select **Join** to join as a Guest.

Switching between the loudspeaker and a headset

The Infinity Connect mobile client for Android and iOS will automatically use a headset if one is plugged in to your device. Otherwise, your device's loudspeaker is used.

Using in-call controls

What	How
Enter Host PIN (if joined as Guest)	From the toolbar at the bottom of the window, select **Enter host PIN**.
Change your camera, microphone or speakers during a call	1. From the top right of the side panel, select **Control ● ● ●**. 2. Select **Select media devices**. 3. Select the camera, microphone or speakers/headset, and then choose a new one from the list of available options.
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. You can also click and drag this window to move it.
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 **Start Video**.
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 **Start audio**.
Stop/start sending your video to other participants	From the toolbar at the bottom of the window, select **Turn my camera off** or **Turn my camera on**. Other participants will no longer be able to see you, but you will be able to see them.

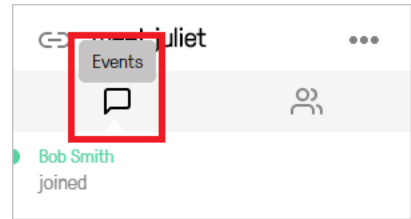| What	How
Stop/start sending your audio to other participants	From the toolbar at the bottom of the window, select **Turn my microphone off** or **Turn my microphone on**.
	Other participants will no longer be able to hear you, but you will be able to hear them.
Stop/start viewing the video of yourself	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, click on the image. It will be replaced by a small **Show self view** icon; select this to view your image again.
View details of events	The timeline at the bottom of the screen gives a visual overview of the events during the course of the call. You can click on any of the events for more information about it:

	For a complete list and details of each of the events, from the top of the side panel select the **Events** tab:

| View a list of other conference participants | When using Infinity Connect, a list of all other conference participants will be shown in the 🔗 **Participant list** tab of the control panel (which is to the left of or at the bottom of the screen, depending on the screen width). You can scroll through this list, or use the search box at the top of the list, to view the names of other participants or select a particular participant to control. |

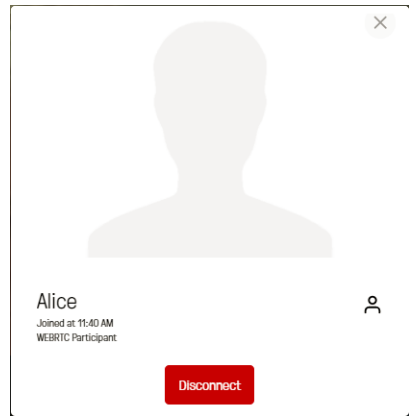| View an individual participant's role	Each person in the **Participant list** has an icon next to their name, representing their role:
	👤 Hosts, who can control the meeting and other participants
	👤 Guests
	🌐 External guests, who have joined via a meeting hosted on an external platform such as a Skype for Business / Lync meeting.
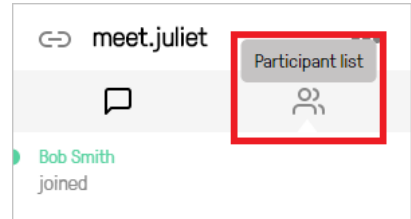
What	How
Change a participant's role	(Requires Host privileges; you cannot change your own role to Guest.) From the **Participant list**, select the participant and then select **Make Host** or **Make Guest**. You cannot change the role of **External guest** participants (those who have joined via a meeting hosted on an external platform such as a Skype for Business / Lync meeting).
View individual participant's details	From the **Participant list**, select the participant and then select **Show Info**. This brings up an overlay dialog containing details of the participant, including their avatar or image if available (otherwise a placeholder image is shown).
Send and receive chat messages, and share online videos and images	(Available when chat has been enabled by the administrator) All events, including chat messages, are shown in the ☐ **Events** tab of the side panel (which is to the left of or at the bottom of the screen, depending on the screen width). To send a message, type it in the text box at the bottom of the panel:
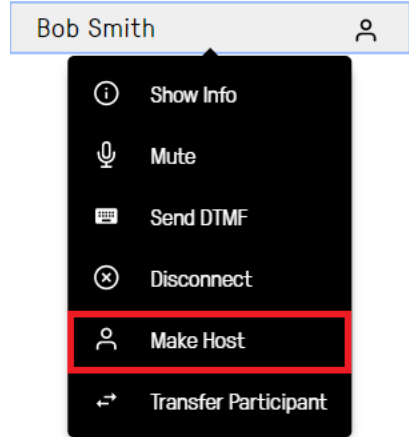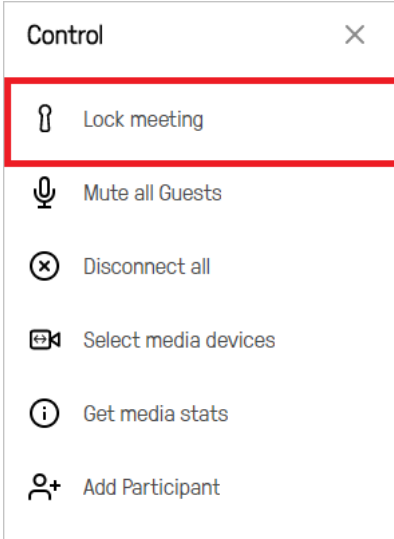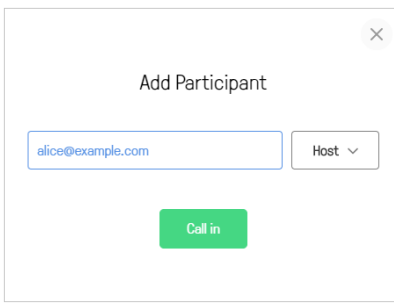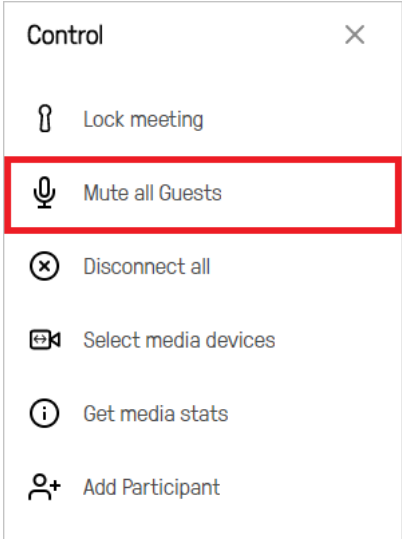
For the "Change a participant's role" row:

Bob Smith 👤

- ⓘ Show Info
- 🎤 Mute
- ⌨ Send DTMF
- ⊗ Disconnect
- 👤 **Make Host**
- ⇄ Transfer Participant

For the "View individual participant's details" row:

×

Alice
Joined at 11:40 AM
WEBRTC Participant   👤

Disconnect

For the "Send and receive chat messages" row:

Write a message

Messages are visible to everyone else in the conference with a chat-capable client (such as Skype for Business / Lync or Infinity Connect).

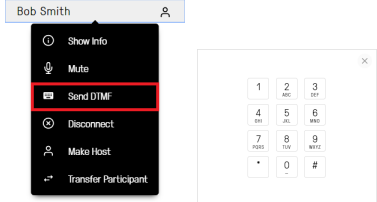You can also share videos and images by pasting their URL into the text box.

What	How
Prevent/allow others from joining the meeting	(Requires Host privileges) From the top left of the screen, select **Control** ● ● ● and then select **Lock meeting** or **Unlock meeting**: The impact of locking depends on whether or not the meeting has a Host PIN.

Control ✕

🔓 Lock meeting

🎤 Mute all Guests

⊗ Disconnect all

📷 Select media devices

ⓘ Get media stats

👤+ Add Participant

What	How
Allow a participant to join a locked conference	(Requires Host privileges) Participants who are waiting to join a locked conference are shown in the **Participant list** with a tick and cross next to their names. To allow these participants to join the conference, select the green tick. If you do not want them to join, select the red cross.

Bob Smith   👤

Alice Jones   ✓   ✕   👤

| Add a participant to the conference

👤+ | (Requires Host privileges)

1. From the toolbar at the bottom of the screen, select **Add participant**.
2. At the prompt, enter the address of the person you want to dial.
3. Select whether you want the participant to have **Host** or **Guest** privileges.
4. Select **Call in**.

The call is placed from the VMR to the participant and they will appear in the participant list with a green line under their name while their endpoint is ringing. If and when the participant answers the call they will join the conference; if they do not answer, or do not accept the call, they will disappear from the participant list. |

✕

Add Participant

alice@example.com   Host ⌄

Call in

| Share a link to the meeting | If you want to send a link to the meeting to someone so that they can join you, select the **Share** icon at the top left of the screen and then select **Copy meeting link**.
You can then send this link to other participants who can paste it into their browser to join the meeting. |

🔗 meet.juliet   •••

⎘ Copy meeting link   👤

lync671   👤

| Mute/unmute another participant

🎤 🔇 | (Requires Host privileges)

From the **Participant list**, select the participant and then select **Mute** or **Unmute**.

When muted, a 🔇 icon is shown next to the participant's name. |

What	How
Muting all Guests	(Requires Host privileges) From the top right of the side panel, select **Control** ● ● ● and then select **Mute all guests**.

Control ✕

🔲 Lock meeting

🎤 Mute all Guests

⊗ Disconnect all

🎥 Select media devices

ⓘ Get media stats

👤+ Add Participant

Send DTMF tones to another participant (when in a VMR)	(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 select **Send DTMF**. This will open a keypad:
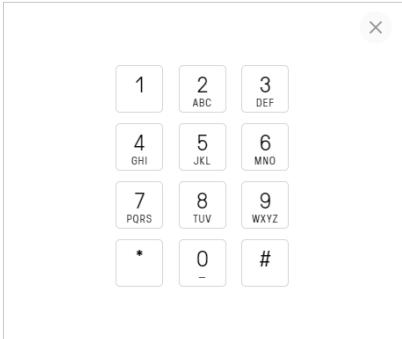
This feature is generally used to communicate with external systems (such as audio bridges, automated switchboards, and recording devices) after they have been added to the conference.
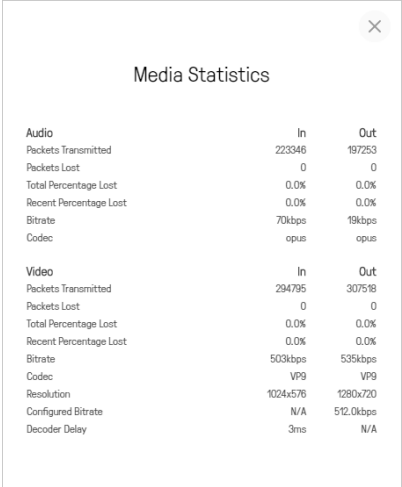
Send DTMF tones to the other participant (when in a person-to-person call)	From the toolbar at the bottom of the window, select **Open dialpad**. This will open a keypad.

What	How
Transfer a participant to another VMR	(Requires Host privileges) From the **Participant list**, select the participant and then select **Transfer Participant**. Enter the alias of the conference you wish to transfer the participant to, the PIN (if applicable) and whether they should join as a Guest or Host, and then select **Transfer**. 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 right of the side panel, select **Control** ● ● ● and then select **Disconnect all**.
Disconnect yourself from the conference	From the toolbar at the bottom of the screen, select **Disconnect**.
Change the volume of the audio coming from the conference	Use your device's volume controls.

Control

- Lock meeting
- Mute all Guests
- Disconnect all
- Select media devices
- Get media stats
- Add Participant

What	How
View diagnostic information about your call (when connected with audio or video)	From the top right of the side panel, select **Control ● ● ●** and then select **Get media stats**. This brings up an overlay dialog that displays statistics such as the codec being used, incoming and outgoing audio and video bitrates, and how many data packets have been lost and received.

Media Statistics

Audio	In	Out
Packets Transmitted	223346	197253
Packets Lost	0	0
Total Percentage Lost	0.0%	0.0%
Recent Percentage Lost	0.0%	0.0%
Bitrate	70kbps	19kbps
Codec	opus	opus

Video	In	Out
Packets Transmitted	294795	307518
Packets Lost	0	0
Total Percentage Lost	0.0%	0.0%
Recent Percentage Lost	0.0%	0.0%
Bitrate	503kbps	535kbps
Codec	VP9	VP9
Resolution	1024x576	1280x720
Configured Bitrate	N/A	512.0kbps
Decoder Delay	3ms	N/A