Infinity Connect Desktop Client

User Guide

Software Version 1.12

Document Version 1.12.a

May 2023

]pexip[

Contents

Introduction

All you need to do to make a call into a Pexip Infinity environment using the Connect desktop app 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 Connect desktop app

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

To install the Connect desktop app, go to the Pexip App download page and download and install the appropriate file for your operating system as described below.

Note that 32-bit operating systems are not supported with the Connect desktop app.

Windows

(Supported on Windows 10.)

Download the **pexip-infinity-connect_<release>_win-x64.msi** file for Windows.

Double-click on the **.msi** file to install the Connect desktop app and then follow the instructions in the installation wizard. During the installation process the Connect app 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 Connect desktop app.

macOS

(Supported on macOS 10.11 and later.)

Download the **pexip-infinity-connect_<release>_darwin-x64.dmg** file for macOS.

To install the macOS client, open this file and drag the **Pexip Infinity Connect.app** into the **Applications** folder.

Linux

Download the **pexip-infinity-connect_<release>_linux-x64.tgz** file 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 Connect desktop app tgz file to that directory and extract the archive. For example:
   ```
   tar -xzf pexip-infinity-connect_<release>_linux-x64.tgz
   ```
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).

Virtual environments

We do not recommend installing Connect desktop app on a virtual environment (Windows or Linux) other than Citrix. In all cases when running in a virtual environment, you must disable hardware acceleration using either of the following methods:

- Set the **ELECTRON_DISABLE_HARDWARE_ACCEL** user environment variable to **1** before launching the Connect desktop app. For example, using the command prompt:

  `set ELECTRON_DISABLE_HARDWARE_ACCEL 1`

  Note that this is a one-time action.

- Launch the Connect desktop app with the command line switch `--disable-gpu`. For example:

  `C:\Users\alice\AppData\Local\Apps\Pexip-Infinity-Connect\pexip-infinity-connect.exe --citrix --disable-gpu`

  If you use this method, you must use it every time you launch the app. You may wish to create a shortcut that launches the Connect desktop app using the `--disable-gpu` switch, which you can then use every time you launch the app.

Citrix

Users can securely access the Connect desktop app via Citrix Virtual Desktops or via Citrix Virtual Apps using the Citrix Workspace app to join VMRs, call through the Pexip Gateway to Microsoft Teams, or simply place point-to-point calls.
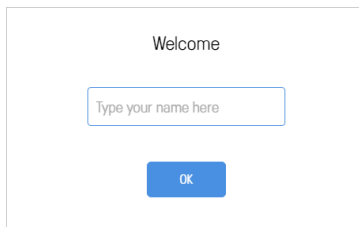
See Using the Infinity Connect desktop client for Citrix virtual desktops for more information on how to install the Connect desktop app in a Citrix environment.

Getting started

Your administrator may have provided you with a link that will automatically configure your Connect desktop app with your personalized details (such as your name and registration settings). Otherwise, the first time you use your Connect desktop app, you'll be asked to provide your name. The Connect app uses your default camera, microphone and speakers, but you can change these if required.

That's all you need to do before you make a call, but there are also some additional settings you can configure.

1. If prompted, enter your name:

2. If required, turn on your camera and microphone by clicking on the icons in the middle and bottom right of the video window:
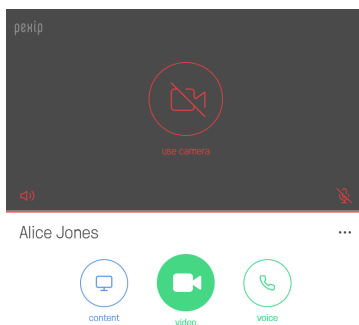
ℹ️   If you are joining a meeting where you might not be speaking often, or where there will be many other participants, it is good practice to turn off your microphone before placing the call, and turn it on only when you are in the meeting and wish to speak.

3.   If required, select the **Settings** icon ● ● ●underneath the video window to select which camera, microphone and speakers to use:
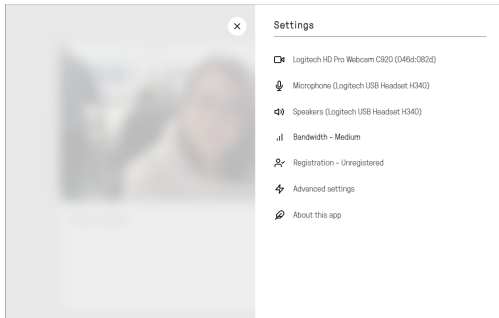
Registering your Connect desktop app to receive calls and use the directory

When your Connect app is registered, as well as being able to receive calls, you can filter and lookup the contact details (phone book / directory) of other devices or VMRs that are set up on the Pexip Infinity platform.

Your administrator may have provided you with a link that will automatically configure your Connect app with your personalized registration details.

If you need to manually configure your Connect app:

1.   Go to the **Settings** screen (from the Connect app home screen, under the main video window, select **Settings** ● ● ●).
2.   Select 👤✓ **Registration**.
3.   Enter the **Registration Host**, **Alias**, **Username** and **Password** provided to you by your administrator. Be aware that these fields are case-sensitive, and some devices default to uppercase for the first character of the user name.
4.   Select **Register**.

When you have successfully registered, the button changes to **Unregister** and the icon at the top right of the **Registration** page appears green.

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

Configuring your Connect app

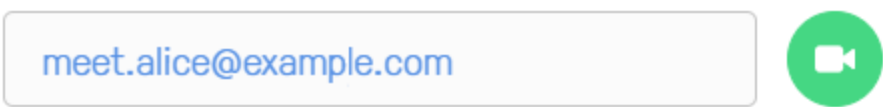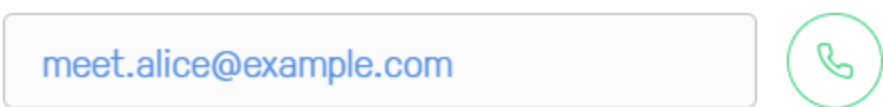| Setting	Description
Home page	
Name	The name that appears to other conference participants.
	You're asked to enter your name the first time you use the Connect app, but you can change your name from the home page by clicking on it.
	For Connect desktop app users, your name may already have been pre-filled if your administrator has sent you a link that automatically applies your personalized settings to your app, but it can still be overwritten.
● ● ● 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, your self view is shown in the main video window.
	i If you select *None* you will join the meeting without a camera, but you can still see everyone else's video.
(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 appears under the main video window when audio is detected. The length of the bar represents the level of audio volume being picked up by the microphone.
	i If you select *None* you will join the meeting without a microphone, but you can still hear everyone else's audio.
(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 is made. Note that calls may be temporarily downspeeded due to network conditions.
	The default is *Medium (up to 1264kbps)*, but if you are on a cellular connection or slow Wi-Fi connection you may want to reduce this to *Very Low (up to 256kbps)*.
	You should also reconnect using a lower bandwidth if you experience slow or low-quality video.
Languages *	(Only applies if additional languages have been enabled by your administrator.)
	Allows you to select from a drop-down menu the language to use in the Connect app.
	i If your browser or device's default language is supported by the Connect app, that language is used automatically. Alternatively, your administrator may have specified a default language to use.
Registration	
Registration Host *	The domain, FQDN or IP address of the server to which registration requests are sent. This should be the IP address or FQDN of a local Conferencing Node.
Alias	The alias that this Connect desktop app will register with. This is the alias that other users should dial when they want to call this app.
Username / Password	The username and password to use when this device registers to Pexip Infinity and is **not** using Single Sign-On (SSO) services, such as AD FS.
	If the Connect app is configured for SSO, you will be asked to sign in to an alternative authentication service.

i The registration fields are read-only when the app is successfully registered — you must **Unregister** if you want to change them. When the Connect app has been configured (provisioned) with SSO registration information, the Username / Password fields are blank and the registration settings can only be modified by resetting the app.

Advanced settings	
Confirm when disconnecting *	When this option is selected, you must confirm each time you wish to disconnect from a meeting. This prevents you from accidentally disconnecting yourself. This is on by default.

Setting	Description
View incoming presentation in full motion *	This setting determines how presentations from other participants are initially received. Presentations can be received in two formats: - A higher-bandwidth **full motion** HD stream (suitable for presentations with a lot of movement). With this option, Pexip Infinity sends the presentation to the Connect app as a video stream at up to 30 fps, so movement will appear smooth. <blockquote>ⓘ The actual frame rate used depends on the capabilities of the endpoint that is sending the presentation. The Connect app can send presentations at up to 30 fps; other clients may send at a higher or lower frame rate.</blockquote> - A lower-bandwidth series of **still images** (suitable when very sharp images are required). With this option, Pexip Infinity periodically takes a snapshot of the presentation and converts it to JPG format, and sends that to the Connect app 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. This setting is on by default: presentations are initially received as full motion video, and you can subsequently elect to view them as still images by selecting the ⓤ button on the toolbar at any time during the call. However, when **View incoming presentation in full motion** is not selected, presentations received by you are always shown as still images by default, and you can then elect to view them as full motion video by selecting the 🔲 button.
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.
Play ringtone on incoming calls *	This is on by default; if you do not want to hear the default ringtone when you are receiving an incoming call, you can de-select this option.
Start application in background *	The Connect app will always start automatically when the device it is installed on starts. This option allows you to select whether it starts minimized (in the background), or maximized (in the foreground). If you have previously entered your registration details the Connect app will also register on startup. If you are configured for SSO, you may be asked to sign in to your alternative authentication service, such as AD FS. This is off 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.
Device pairing	This setting toggles the availability of the option to pair with an alternative device when placing a call. This is on by default.
Enable far-end camera control *	This setting controls whether the currently selected camera can be controlled (if it supports pan/tilt/zoom or zoom-only) by another participant. Far-end camera control (FECC) is off by default.
Enable push to talk	This setting controls whether, when you have muted your microphone, you can unmute it temporarily by holding down the spacebar on your keyboard. Push to talk is on by default.
Background effects	This setting enables and disables the selected background effect (i.e. background blur or replacement). You can also toggle the selected effect on and off from a button in your self-view window at any time before or during a meeting.

Setting	Description
Background blur *	This setting controls whether your local background blur is enabled or not. This lets you obfuscate a distracting or sensitive background. Note that background blur incurs a significant local processing overhead which could affect the performance of your device. Background blur is off by default.
Background replacement	This setting allows you to replace your local background with either the default image (a grey gradient) or an image of your choice. • To upload your own image to use, select **Add new** and then select the image you wish to use. ○ supported formats are .JPG, .JPEG, .PNG and .WEBP ○ images must be between 240 and 2550 pixels high, and 352 and 4000 pixels wide ○ we recommend you use a high-definition image • To revert to the default image, select **Default**. Note that background replacement incurs a significant local processing overhead which could affect the performance of your device. Background replacement is off by default.
Screen sharing quality	This setting determines the maximum frame rate used when you share your screen with other participants. A lower frame rate results in images with more *Sharpness* and is best for static presentations; a higher frame rate is less sharp and is best for content where there is more *Motion*. The default is 2 frames per second; the maximum is 15fps for the Connect desktop app. Note that the actual frame rate at which a presentation is sent depends on the browser, computer, network quality, and nature of the presentation.
Import trusted key	If customized branding or configuration has been applied to the client, you have to load a trusted key and confirm that you want to apply the customizations before they can take effect. Your administrator needs to supply you with the appropriate key file.
🖋 **About this app**	
Reset app	The **Reset** option clears the app storage and any registration settings.
Logs	If you are having issues with your Connect app, your administrator may ask you to **Open log folder** to obtain logging information about the last call.

* The administrator can provide a first-time default for this option.

Making a call

What	How
Joining a call with audio and video	1. Ensure that your camera and microphone are enabled and working correctly: ○ You should see your own image in the video window. ○ If required, you can select ⌖ in the self-view window to enable background blur (or background replacement, if you have enabled it). ○ The microphone icon should be green 🎤 and you should see a green bar under the video image indicating the volume of audio being detected. 2. Select ▣ video . 3. In the box at the top right of the window, enter the address of the person or meeting you wish to join: meet.alice@example.com ⬤ 4. Either click on the icon to the right of the box, or press enter.
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 volume of audio being detected. 2. Select ☎ voice . 3. In the box at the top right of the window, enter the address of the person or meeting you wish to join: meet.alice@example.com ☎ 4. Either click on the icon to the right of the box, or press enter. When you join the call, you'll be able to hear other participants and they'll be able to hear you, and you can send and receive content, but you can't send or receive any video. Instead, in the main video window there is an infographic of the participants in the call:

What	How
Joining a meeting as a presentation and control-only participant	1. Select [content icon] content . 2. In the box at the top right of the window, enter the address of the meeting you wish to join: meet.alice@example.com [monitor icon] 3. Either click on the icon to the right of the box, or press enter. You'll join the meeting as a presentation and control-only participant - you won't send any audio or video, and you won't receive any audio or video from other participants. However, you'll be able to view content that others are sharing, and share content with others. You'll also have access to the participant list and events, and be able to control the conference (if you are a Host).
Entering the PIN	For some meetings, you are offered the ability to enter a PIN. 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: × Welcome to the meeting Enter your PIN here or just Join The PIN determines 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.

Other ways to select the person or meeting to call	
Directory	When your Connect app is registered, as well as being able to receive calls, you can filter and lookup the contact details (phone book / directory) of other devices or VMRs that are set up on the Pexip Infinity platform. You do this by typing part of the address of the person or the name of the VMR you want to call; everything that contains the letters you've typed will appear in the **Directory** section beneath. col [video call icon] Directory andrew.collins@example.com colin@example.com colorado.office@example.com ecology@example.com The ecology team wendy@example.com Wendy Collins

What	How
Favorites	You can add the addresses of people or meetings you call frequently to your **Favorites** list.
	To do this:
	1. Select the add icon ✛ to the right of the Favorites section.
	2. Enter the address of the person or meeting room, and the name you want to remember it by:
	Favourites ✕ Alias meet.sales@example.com Name Sales team VMR ✓
	3. Select the ✓ icon or press enter.
	You can also add a favorite from the **Recents** list (see below).
Recents	The addresses of any people or meetings you have previously called, or received calls from, are shown in the **Recents** list.
	• To call anyone in this list again, simply click on the address. You can't return a call received directly from another person. In this case, you'll see "No dial back" after their name.
	• To use an address in the list as a basis for a new address to call (for example if you have mis-typed an address), select the edit icon ✎ to the right of the address. The existing address appears in the box at the top of the list; from here you can edit it before placing the call.
	• To add an address in the list to your **Favorites** (see above), select the star icon ☆ to the right of the address.
Advanced options	

What	How
Pairing with an alternative video/audio device	You can use your Connect app to pair with another video (or audio) device. When paired, your Connect app will join the meeting as a presentation and control-only participant, and the paired device will join with video (or audio). Paired devices are added automatically to any Virtual Meeting Room or Virtual Auditorium you join as a Host from your Connect app. The paired device is disconnected automatically from the meeting when you disconnect your Connect app.

Pairing is useful if, for example, you often make calls from a dedicated meeting room with a videoconferencing endpoint that you use for the main video, but you also want to use your Connect app to control the meeting and view content.

To pair with an alternative device:

1. From the bottom of the call panel, select **Pair with a device**.
2. From the **Device Pairing** panel, select the **+** icon in the top right corner.
3. Enter the address of the device, and the name that you want to remember it by.

    ⓘ By default, the paired device is set to **Showing presentation on this device**, meaning that any content being shared, as well as the main video, is shown. If you don't want content to be sent to the device (for example, if you intend to view content on your Connect app), click on the option; it changes to **Presentation hidden on this device**, meaning that the device will only show the main video stream. Click the option again to toggle back to showing content.
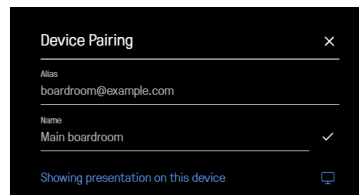
4. Select the ✓ icon or press Enter.
5. The new device appears in the list. To use it for your next call, click on it - the selected device appears in blue:
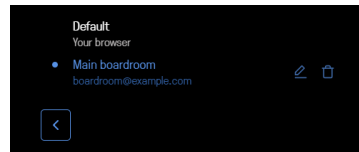
6. To return to the main call page, select the [<] icon at the bottom left of the panel.

Now, at the bottom left of the home screen you'll see **Calling using** followed by the name of the selected paired device:
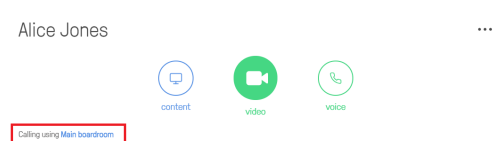
When a paired device is selected, whenever you place a video (or audio-only) call to a VMR, the selected device is added to that VMR as a video (or audio-only) participant, and your connect client joins the VMR as a presentation and control-only participant.

To stop using the additional device:

1. Click on the **Calling using ...** link at the bottom left of the home screen.
2. From the list of devices, select **Default**.

The button at the bottom of the call panel changes to **Pair with a device** — this means that only your connect client will be used the next time you place a call. |

Receiving a call

When someone calls your Connect app by dialing the **Alias** you have registered with, you 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:
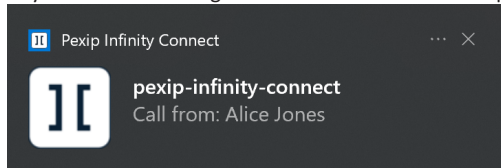
Click on the alert, or open the Connect desktop app. You get the option to answer with **video** or **voice** (audio only). You can also select the **Settings** ● ● ●) icon to select the camera, microphone and speakers to you wish to use before you answer the call.
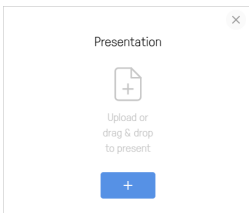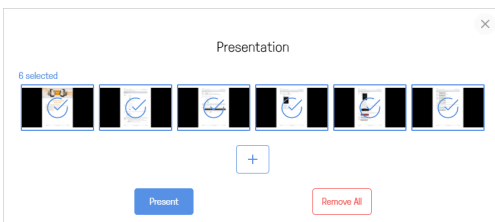
Alternatively, to decline the call, select the **Dismiss** button at the top right of the alert:
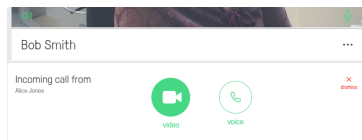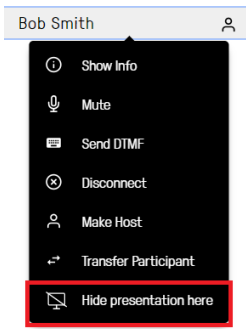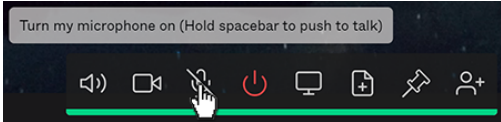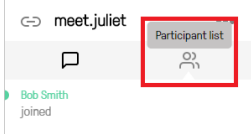
You also hear an audio alert; you can disable this by going to **Settings > Advanced Settings** and deselecting **Play ringtone on incoming calls**.

Using in-call controls

What	How	Keyboard shortcut
Enter Host PIN (if joined as Guest)	From the toolbar at the bottom of the screen, select **Enter Host PIN**.	
Change your camera, microphone or speakers during a call	1. From the top 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.	
Enable background effects	You can select 🚫 in the self-view window to enable the selected background effect (blur or replacement), or 👤 to remove the effect. Note that background effects (blur and replacement) incur a significant local processing overhead which could affect the performance of your device.	

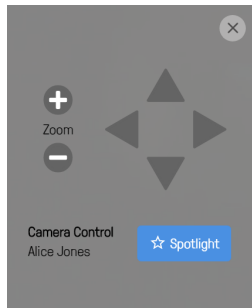| What	How	Keyboard shortcut
Pin a minimized version of the client to your screen	From the toolbar at the bottom of the screen, select **Open minimized view**. The Connect app window will shrink and be pinned on top of all your other application windows, and you can drag it to a suitable location. To return the window to its previous size, select **Open maximized view**.	
Share your screen with all other participants	1. From the toolbar at the bottom of the window, select **Share my screen**. 2. Select the window or screen you want to share. When you are sharing, the icon changes to blue. To stop sharing, select the **Stop presenting** button. ℹ The best way to share a PowerPoint presentation is to start the Slide Show from within PowerPoint first, and then tab to the Connect app, share your screen, and select the Slide Show window. Note that the ability to present into a meeting may have been restricted to Hosts only.	
Share images or PDFs with all other participants	1. From the toolbar at the bottom of the screen, select **Present files**. The **Presentation** screen appears: 2. Select **+**, or drag and drop the file(s) you want to share into the **Presentation** window. You can add multiple files, and they can be a combination of images (JPEG, BMP, PNG or GIF) and PDFs (if supported by your device). Each image and PDF page is converted into an individual slide. 3. By default, every slide is selected for presenting, but you can click on individual slides to select and deselect them: 4. When you have selected all the slides you want to share, select **Present**. Use the left < and right > on-screen controls, or the arrow keys on your keyboard, to scroll through the slides. You also have the option to ▭ **View presentation in separate window**. 5. To stop sharing the slides, from the toolbar select **Stop presenting**. Note that the ability to present into a meeting may have been restricted to Hosts only.	
View a presentation being shown by another participant	When a participant starts a presentation, you automatically see the content they are sharing as your main image, and the image of the participants reduces 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 the thumbnail to move it.	**p**

What	How	Keyboard shortcut
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 **View presentation in separate window**. To close the window, you can select **Close separate presentation window**.	**Shift + P**
Expand the presentation window when it is displayed in the layout mix	When receiving presentation content in an Adaptive Composition layout, the presentation stream is shown as part of the layout mix (replacing some of the other video participants), providing the client is receiving video at a medium or higher bandwidth setting (otherwise it is displayed as one large separate stream). You can toggle the presentation content between the "in mix" and "separate" streams via the ⤢ maximize and ⤡ reset buttons in the bottom-right corner of the presentation.	e
View a presentation at a lower (or higher) refresh rate	When a participant is showing a presentation, by default you receive it in full motion as HD video. However you may choose to receive it as a series of still images instead which may be more suitable if a very sharp image is required. To do this, from the bottom right of the screen select **View normal presentation**. To return to the default view, select **View full motion presentation**.	
Stop/start 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 for audio and video, but you are already viewing the presentation on your Connect app, you could stop sending presentation to the meeting room system). To do this, from the **Participant list**, select the participant and then select **Hide presentation here**.	
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**.	

What	How	Keyboard shortcut
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.	c
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. While your microphone is disabled, you can press and hold down the keyboard spacebar to talk. Turn my microphone on (Hold spacebar to push to talk)	m
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 is replaced by a small **Show self view** icon; select this to view your image again.	
Show or hide the side panel	To hide or show the side panel (containing the **Participant list** tab and the **Events** tab, and the **Control** menu), select the **Hide side panel <** and **Show side panel >** icons. These are at the middle left or bottom of the screen, depending on your device and screen width.	s
View a list of other conference participants	meet.juliet — Participant list Bob Smith joined When using the Connect app, a list of all other conference participants is 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 to view the names of other participants. You can also search for a particular participant using the **Filter by name** box at the bottom of the list. ⓘ The **/filter** command lets you filter the participant list based on certain criteria such as the participants' role. You can show and hide the side panel by clicking on the **Hide side panel <** and **Show side panel >** icons.	

What	How	Keyboard shortcut
View a participant's role and video status	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 connected directly to an externally-hosted conference, such as a Microsoft Teams or Skype for Business meeting, or Google Meet. Each participant also has an additional icon displayed if that participant is a streaming/recording participant, is connected as audio-only, is a video-muted Connect app participant, or is inactive, for example, if they are away from the computer (and thus their face cannot be detected in their video stream): Alice 🚫📹 👤 Bob 📞 👤 Randolph 👤 YouTube Stream ☁️ 👤 where the indicators represent: 🚫📹 Muted video or inactive (away) 📞 Connected via audio only ☁️⬆ Streaming/recording participant	
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 are connected directly to an externally-hosted conference, such as a Microsoft Teams or Skype for Business meeting, or Google Meet).	
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).	

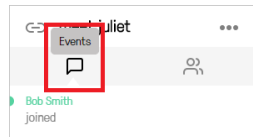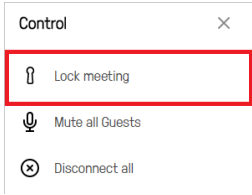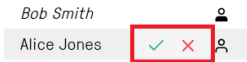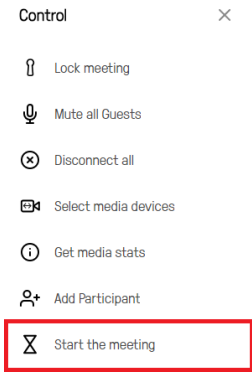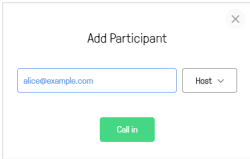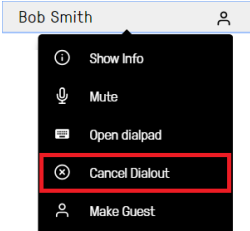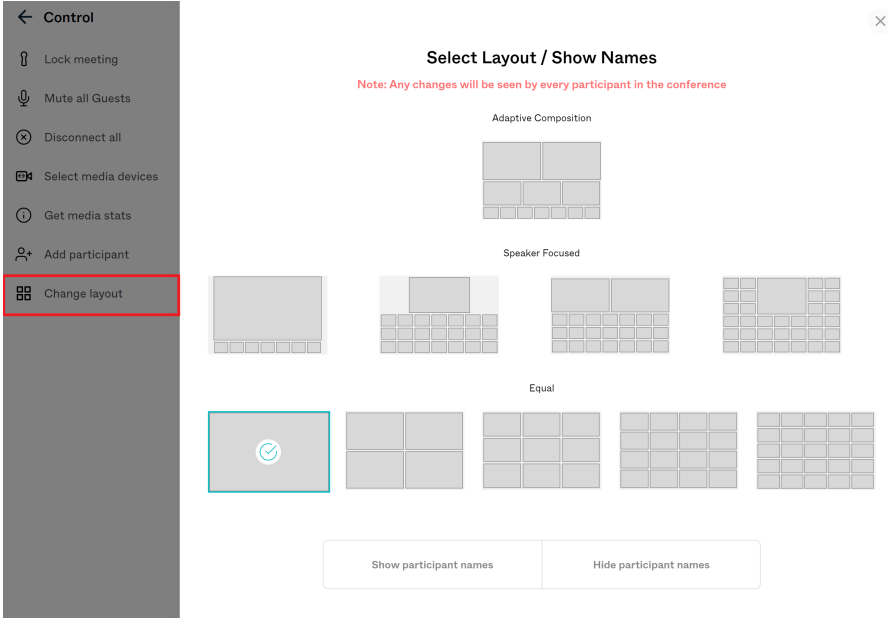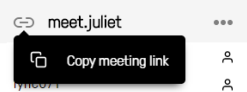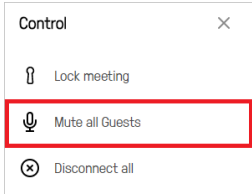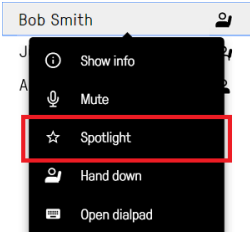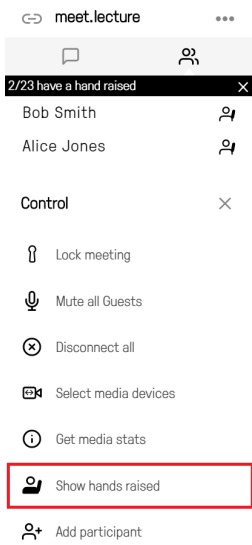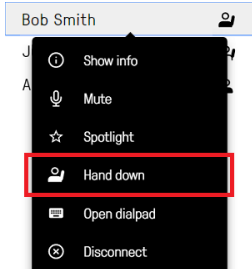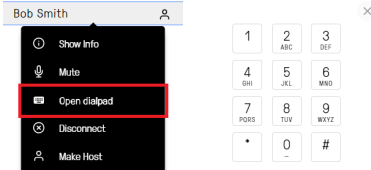| What	How	Keyboard shortcut
Control another participant's camera	 (Requires Host privileges. This feature must be enabled by an Administrator; not all endpoints can be controlled remotely.) From the participant list, select the participant whose camera you want to control, and then select **Camera control** (for person-to-person calls, this option is also available via the **Camera control** button on the toolbar). The **Camera Control** overlay appears. Use the buttons on the overlay, or your keyboard arrow and + or - keys, to pan, tilt and zoom the camera at the far end. For calls in a Virtual Meeting Room or Virtual Auditorium you can also select **Spotlight** to bring the participant into the main video window for as long as the **Camera Control** overlay is open.	
View details of events	 To see a list of conference events that have occurred during the course of the call (participants joining, leaving, presenting etc.), from the top of the side panel select the **Events** tab:	Shift + S
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: Messages are visible to everyone else in the conference with a chat-capable client (such as Skype for Business or Connect app). You can also share videos and images by pasting their URL into the text box. A visual indicator is displayed when a new chat message is received. It is displayed against the Events tab If the side panel is open and showing the participant list, or above the button used to show the side panel if the side panel is closed. or	
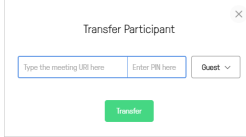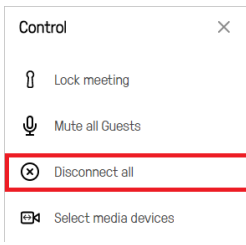
What	How	Keyboard shortcut
Prevent/allow others from joining the meeting	**Control** ✕ 🔒 Lock meeting 🎤 Mute all Guests ⊗ Disconnect all (Requires Host privileges) From the top of the side panel, select **Control** ● ● ● and then select **Lock meeting** or **Unlock meeting:** The impact of locking depends on whether or not the meeting has a Host PIN.	
Allow a participant to join a locked conference	*Bob Smith* 👤 Alice Jones ✓ ✕ 👤 (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.	
Allow waiting Guests to join a new meeting without a Host	**Control** ✕ 🔒 Lock meeting 🎤 Mute all Guests ⊗ Disconnect all 📹 Select media devices ⓘ Get media stats 👥 Add Participant ⏳ Start the meeting (Requires Host privileges) If a Guest joins a meeting without a Host, they are kept waiting to join until the first Host joins, at which point all waiting Guests are automatically allowed in to the meeting. However, this only applies if the Host has joined with audio or video; presentation and control-only Hosts do not automatically trigger Guests to join. If you have joined a meeting as a presentation and control-only Host and want Guests to join, from the top of the side panel, select **Control** ● ● ● and then select **Start the meeting**.	

What	How	Keyboard shortcut
Add a participant to the conference	(image of Add Participant dialog with alice@example.com field, Host dropdown, and green Call in button)	**a**

(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 conference to the participant and they 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.

| Cancel a call to a participant | (image of Bob Smith context menu showing Show Info, Mute, Open dialpad, Cancel Dialout (highlighted in red), Make Guest) | |

(
Requires Host privileges)

Outbound calls are placed from a Virtual Meeting Room to a participant when a Host uses the Add participant option, or if the Virtual Meeting Room has an automatically dialed participant configured.

To cancel an outbound call, from the **Participant list**, select the participant and then select **Cancel Dialout**.

What	How	Keyboard shortcut
Change the layout and show/hide participant names	(Requires Host privileges) From the top of the side panel, select **Control** ● ● ● and then select **Change layout**. This opens an overlay dialog from where you can dynamically change the layout being used — just select the layout you want to use. You can also use the buttons at the bottom of the overlay to toggle the display of participant names on and off. 	
View a live transcription of the meeting CC	(Available when live captions have been enabled by the administrator) Select **Show live captions** or **Hide live captions** to start or stop a live transcription of the meeting audio. The transcription will be shown to you alone, but all the other meeting participants will be informed that transcriptions have been started (or stopped). This is a tech preview feature and requires Pexip Infinity v30 or later.	
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.	
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	Keyboard shortcut
Mute all Guest participants	 (Requires Host privileges) From the top of the side panel, select **Control** ● ● ● and then select **Mute all Guests**.	
Keep a participant in the main video	 (Requires Host privileges) From the **Participant list**, select the participant and then select **Spotlight**. For more information, see Spotlighting a participant.	
Indicate that you wish to speak	(Virtual Auditoriums only by default) From the toolbar at the bottom of the screen, select **Raise my hand**. The meeting Host is alerted that your hand is raised. If you no longer wish to speak, you can select the button again to **Lower my hand**. The meeting Host can also lower your hand.	

What	How	Keyboard shortcut
View all participants with raised hands	(Virtual Auditoriums only by default; requires Host privileges) F rom the top of the side panel, select **Control** ● ● ● and then select **Show hands raised**. Participants are listed in the order that they raised their hand.	
Lower a participant's raised hand	(Virtual Auditoriums only by default; requires Host privileges) From the **Participant list**, select the participant and then select **Hand down**. A participant can also lower their own hand.	
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 and then select **Open dialpad**. This opens 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.	

What	How	Keyboard shortcut
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 opens a keypad.	
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 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**.	
Mute/unmute the audio coming from the conference	From the toolbar at the bottom of the screen, select **Mute/Unmute incoming audio**.	

What	How	Keyboard shortcut
Change the volume of the audio coming from the conference	From the toolbar at the bottom of the screen, use the slider to adjust the volume level (which is indicated by the green bar under the toolbar).	
View diagnostic information about your call and client	Media Statistics Audio / In / Out Packets Transmitted 95293 95281 Packets Lost 0 0 Total Percentage Lost 0.0% 0.0% Recent Percentage Lost 0.0% 0.0% Bitrate 69kbps 19kbps Codec opus opus Video / In / Out Packets Transmitted 92714 131950 Packets Lost 35 0 Total Percentage Lost 0.0% 0.0% Recent Percentage Lost 0.0% 0.0% Bitrate 531kbps 436kbps Codec VP9 VP9 Resolution 1280x720 1280x720 Configured Bitrate N/A 512.0kbps Decoder Delay 5ms N/A Software versions Client version 1.3.1 (chrome v69 on Win32) Server version v20 (45159.0.0) (Available when connected with audio or video) From the top 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. It also shows the software version of the client and the Pexip Infinity deployment it is connected to.	
Use a text-based interface to filter participants and control the conference	Some tasks can be performed using a command-line-style text input from within the **Filter by name** box at the bottom of the **Participant list**. Hosts and Guests can filter the list of participants based on criteria such as their role or who is currently speaking. Hosts can also perform other conference control functions such as muting and unmuting participants, spotlighting a participant, and turning the text overlay on and off. To view a full list of available commands, type / into the **Filter by name** box.	