



# **Infinity Connect Web App**

## **User Guide**

**Software Version 33**

**Document Version 33.a**

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**]pexip[**

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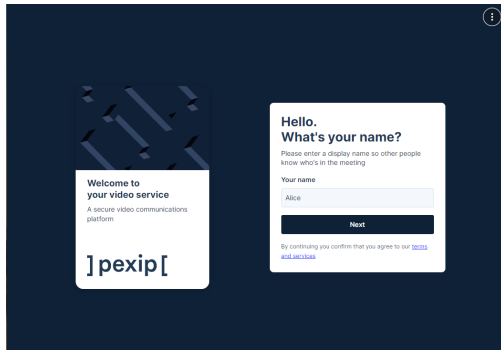
# Introduction

This guide describes how to use each of the Connect web apps available with Pexip Infinity:

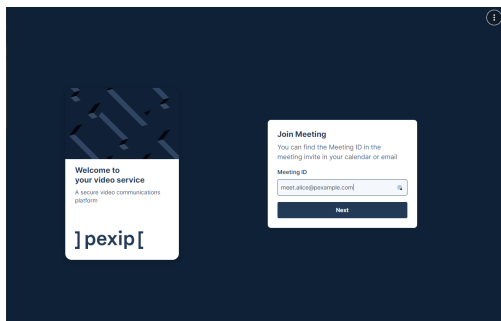
- [Webapp3](#), the latest version, which was released with Pexip Infinity v30.
- [Webapp2](#), the previous version, which was originally released with Pexip Infinity v18.

The two web apps use the same API to connect to the Pexip Infinity deployment, but they have a different user interfaces and offer a slightly different set of features:

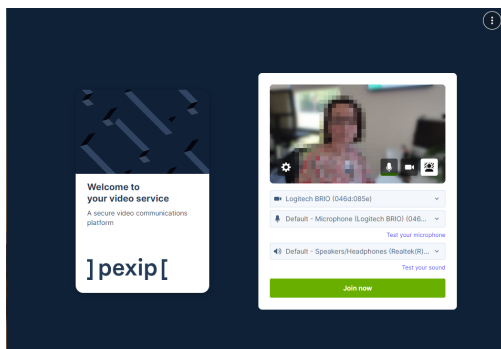
## Webapp3 user interface examples



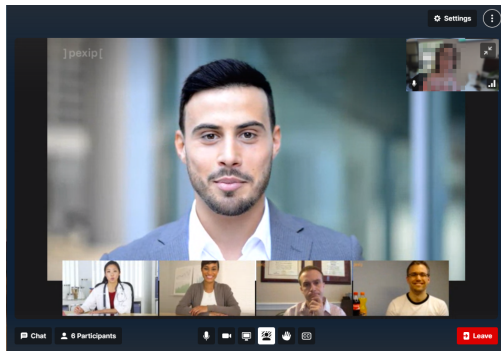
### Webapp3 — Before you join



### Webapp3 — Joining a meeting

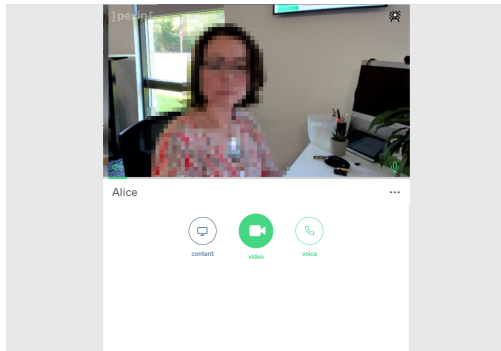


### Webapp3 — Checking your devices

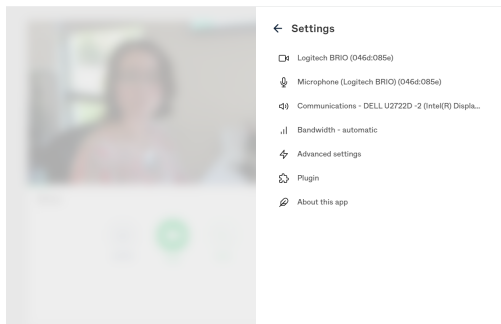


**Webapp3 — During the call**

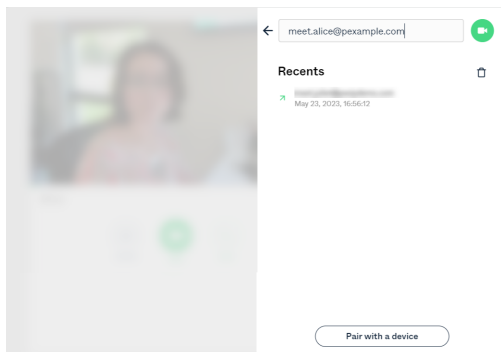
## Webapp2 user interface examples



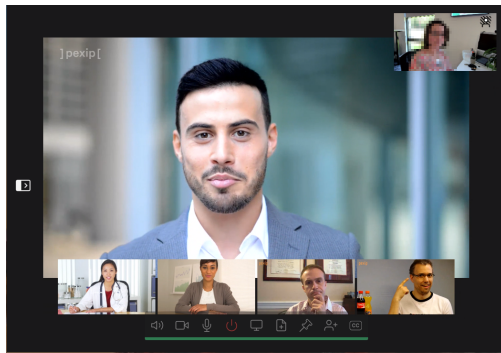
**Webapp2 — Before you join**



**Webapp2 — Checking your devices**



**Webapp2 — Joining a meeting**



Webapp2 — During the call

## Using Webapp3

### Setting your preferred language

Connect Webapp3 supports over 20 of the most popular languages. If your browser is set to use any one of these supported languages, Connect Webapp3 will use that automatically instead of the default English shown in this section. Alternatively, you can view Connect Webapp3 in any of the supported languages by appending the appropriate language code to the end of the URL.

### Joining a meeting

The first time you use the Connect web app, you are asked to provide your name. After that, we'll remember who you are and you just need to enter the address of the meeting you want to join, check everything is working as expected, and then join the meeting.

**i** There are [additional settings](#) you can configure at any point before or during a meeting.

To join a meeting quickly:

1. If prompted, enter your name:

**Hello.**  
**What's your name?**  
Please enter a display name so other people know who's in the meeting

Your name

By continuing you confirm that you agree to our [terms](#) and [services](#)

**i** We'll remember your name for next time, but you can change it before making a new call by refreshing your browser.

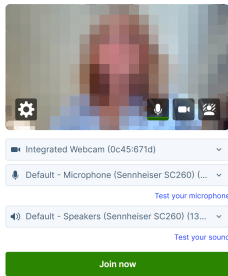
2. Enter the address of the meeting you want to join:




**Join Meeting**  
You can find the Meeting ID in the meeting invite in your calendar or email

Meeting ID

3. Check that your camera, microphone and speakers are working correctly, and enable any background effects:



- The video preview shows what your camera will send to other participants. To join without your video, select the camera icon; this will change to  to indicate that your camera is off.
- The microphone icon shows a green bar  to indicate the level of audio being detected. To join without your audio, select the microphone icon; this will change to  to indicate that your microphone is off.
- **i** 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.

#### 4. Select Join.

#### 5. Finally, there may be one or more security steps:

- If the meeting is set up to have different Host and Guest roles, you will be asked to select your role:

Are you a host?

- You may also be asked to enter a PIN to join the meeting:

**What's the PIN for this meeting?**  
You can find the PIN in the meeting invite in your calendar or email.

**Not** the host? Please [click here](#) to join as a guest.

Host PIN



- You may need to sign in with your organization's identity provider:

**Sign in**  
Please select your identity provider, this will open another window.





In each case, simply follow the on-screen prompts to verify your identity and join the meeting.

## Configuring your settings

These are the options available to you:

- before a call, from the  icon within the preview window ([Personal settings](#) and [Effects](#))
- during a call, by selecting the User menu  at the top right of the screen and then selecting **Settings** ([Personal settings](#) and [Effects](#), and for Hosts, [Meeting layout](#) and [Meeting settings](#))

Setting	Description
<b>Personal settings</b>	

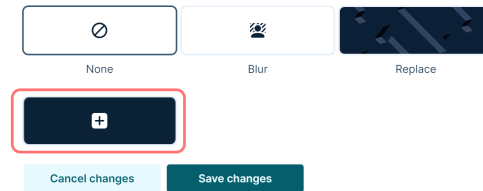
Setting	Description
<p>The <b>Devices</b> section provides drop-down options where you can select the camera, microphone and speakers you wish to use. You can change these during the call.</p>	
 (Camera)	<p>Shows the currently selected camera. Select this option to change the camera to use.</p> <p>When the selected camera is working properly, your self view (what you will be sending to other participants) is shown in the preview window.</p>
 (Microphone)	<p>Shows the currently selected microphone. Select this option to change the microphone to use.</p> <p>When the selected microphone is working properly, a green bar appears below the video preview which indicates the level of audio volume being picked up by the microphone.</p>
 (Speakers)	<p>Shows the currently selected speakers or headset. Select this option to change the speakers to use.</p> <p>To check that the selected speakers are working properly, select <b>Test your sound</b>. A tone will be played from that speaker.</p>
Connection quality	<p>Controls the amount of bandwidth you'll use for the meeting.</p> <p>If you are on a cellular connection or slow Wi-Fi connection, or if you experience slow, frozen or low-quality video, you may want to change this to a lower setting.</p> <p>Use <b>Auto</b> if you do not want to apply any bandwidth limitations to your call.</p>
Noise suppression	<p>Enables Pexip's noise suppression feature, which reduces the volume of non-speech background noise in the audio you are sending to the meeting.</p> <p> If this feature is disabled, your device may instead use its own noise suppression functionality, if available and compatible with your browser.</p>
<b>Effects</b>	

Setting	Description
Background blur or replace	Select whether you want to Blur your background, or Replace it. When replacing your background, you can choose from the default image(s) (if provided by your administrator), or you can upload your own image.

You can also select **None** to remove the currently selected effect.

To upload your own image:

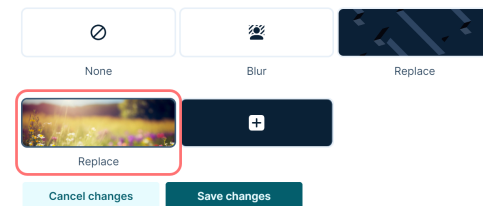
1. Select the + button:



2. In File Explorer, select the image to use and select Open.

- images must be at least 432 pixels high, and 768 pixels wide
- images must be 16/9 ratio or narrower
- supported formats are .JPG, .JPEG, .PNG and .WEBP
- maximum file size is 3 MB
- we recommend you use high-definition images

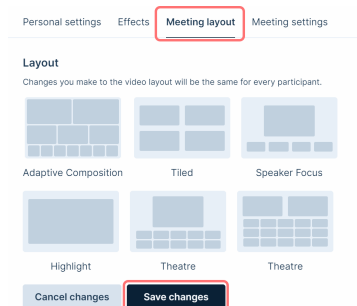
3. The image appears as a Replace option; click on the image to use it as your background:



Background effects are off by default.

### Meeting layout (available to Hosts only)

Change the layout

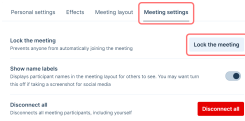
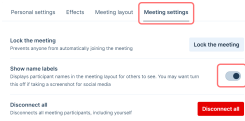
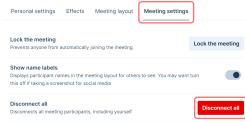


From the top right, select **Settings** and then select **Meeting layout**.

This opens an overlay dialog from where you can dynamically change the layout of the meeting — just select the layout you want to use.

### Meeting settings (available to Hosts only)












Setting	Description
Lock the meeting	<p>This prevents guest participant from joining the meeting. When a meeting has been locked, you can still <a href="#">admit them manually</a>.</p>  <p>The impact of locking depends on whether or not the meeting has a Host PIN. For full details, see <a href="#">Locking a conference and allowing participants to join a locked conference</a>.</p>
Show name labels	<p>When enabled, all participants in the meeting will see the names of all other participants as an overlay at the bottom of each participant's video image.</p> 
Disconnect all	<p>This option ends the meeting by disconnecting all participants, including yourself.</p>  <p>You are asked to confirm that you want to disconnect everyone.</p>



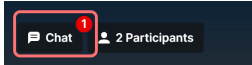
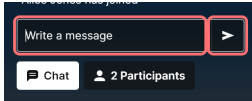
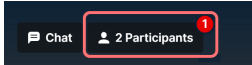
## During the meeting




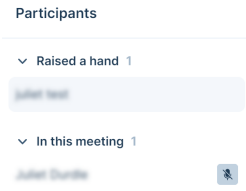

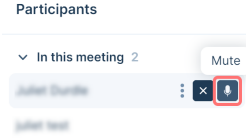

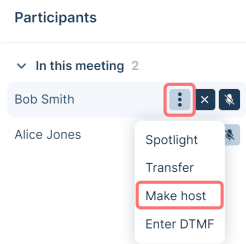
In addition to the [meeting settings and effects](#), other options are available to you during a call, including those that allow you to mute and unmute your devices, share your screen, send and receive chat messages, and (if you are a Host) control other participants.


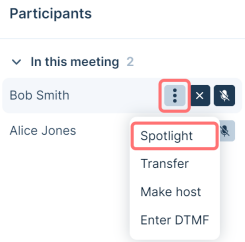

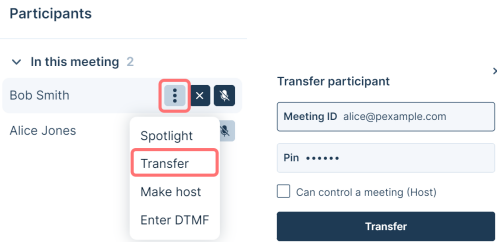

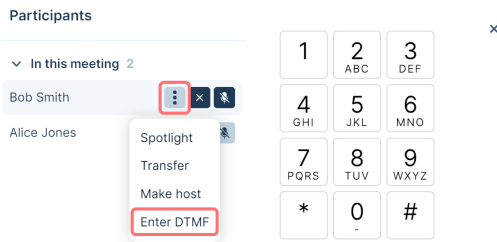
These options are available to you during a call, including those that allow you to mute and unmute your devices, share your screen, send and receive chat messages, and (if you are a Host) control other participants.


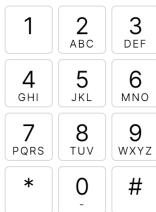
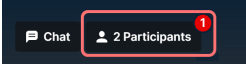
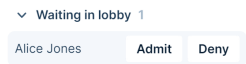
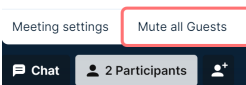
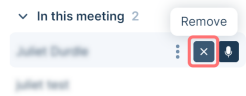
What	How
<p>Enter the Host PIN</p> 	<p>If you've joined a Virtual Meeting Room or Virtual Auditorium as a Guest participant and you are waiting for a Host to join to start the meeting, you can enter the Host PIN (if you know it). To do this, from the toolbar select Enter Host PIN.</p>
<p>Stop/start sending your audio to other participants</p> 	<p>From the toolbar at the bottom of the window, select <b>Mute microphone</b> or <b>Unmute microphone</b>. Alternatively, press <b>m</b> on your keyboard to toggle between these options.</p> <p>When you're muted, other participants will no longer be able to hear you, but you will be able to hear them.</p> <p>While your microphone is muted, you can press and hold down the keyboard spacebar to temporarily unmute yourself while you speak.</p> <p><b>i</b> If your microphone detects sound while muted, you will see a message saying "Trying to speak? Your microphone is muted".</p>

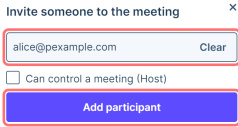

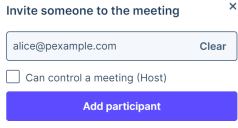


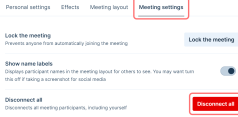
What	How
<p>Stop/start sending your video to other participants</p> 	<p>From the toolbar at the bottom of the window, select <b>Turn camera off</b> or <b>Turn camera on</b>. Alternatively, press <b>c</b> on your keyboard to toggle between these options.</p> <p>When your camera is off, other participants will no longer be able to see you, but you will be able to see them.</p>
<p>Share your screen with all other participants</p> 	<p>(Available on desktop browsers only; not available on mobile browsers.)</p> <ol style="list-style-type: none"> <li>From the toolbar at the bottom of the window, select <b>Share screen</b>.</li> <li>Select the window, screen or tab you want to share.</li> <li>Optionally, select whether you want to <b>Share system audio</b>, or <b>Share tab audio</b> if you are sharing a browser tab.</li> </ol> <p>Sharing audio when sharing your screen is supported on Chrome and Edge browsers only. On Windows you can share either system audio or browser tab audio. On Mac and Linux, you can only share audio from a browser tab.</p> <p>You must have joined the conference with audio to be able to share audio. Muting your microphone does not also mute shared audio.</p> <ol style="list-style-type: none"> <li>To stop sharing, select the <b>Stop sharing</b> button.</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 Connect Webapp3, share your screen, and select the Slide Show window.</p> <p>Note that the ability to present into a meeting may have been restricted to Hosts only.</p>
<p>Change your background</p> 	<p>From the toolbar, select <b>Change background effect</b>. From the <b>Effects</b> tab, select whether you want to <b>Blur</b> or <b>Replace</b> your background — or select <b>None</b> to remove the currently selected effect.</p> <p>For more information on these options, see <a href="#">Effects</a>.</p>
<p>Indicate that you wish to speak</p> 	<p>From the toolbar at the bottom of the screen, select <b>Raise hand</b>. The meeting Host is alerted that your hand is raised. If you no longer wish to speak, you can select the button again to <b>Lower hand</b>.</p>
<p>View a live transcription of the meeting</p> 	<p>(Available when live captions have been enabled by the administrator)</p> <p>Select <b>Show live captions</b> or <b>Hide live captions</b> 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).</p> <p><b>i</b> This is a tech preview feature and requires Pexip Infinity v30 or later.</p>
<p>View a presentation being shown by another participant</p>	<p>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 of your screen.</p> <p>You can toggle between viewing the presentation and viewing the participants by clicking on the thumbnail.</p> <p>You can also expand the size of the main window so that the thumbnail is overlaid on the main image, rather than sitting separately at the top of the screen, using the <b>Expand</b>  and <b>Collapse</b>  buttons which appear in the toolbar.</p>


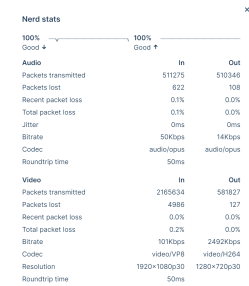
What	How
<p>View a presentation in a separate window</p> 	<p>Whether you are the presenter or a participant, you can view the current presentation in a separate browser window.</p> <p>To do this, from the top right of the screen select <b>Dual-screen mode</b>.</p> <p>To return to viewing the presentation in the same window, either close the separate window or select <b>Dual-screen mode</b> again.</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, click on the <b>Hide self-view</b> icon within the image. Your self-view is replaced by a small toolbar; to view it again, select <b>Show self-view</b>.</p>
<p>Send and receive chat messages, and share links</p>	<p>(Available when chat has been enabled by the administrator)</p> <p>When a new chat message is received, you'll see a notification at the bottom left of your screen:</p>  <p>To view the messages, select the Chat button. A side panel opens which shows all chat messages, along with events such as participants joining or leaving the meeting.</p> <p>Chat messages are visible to everyone else in the conference with a chat-capable client (such as Skype for Business or Connect app). Participants will only see messages sent after they joined the meeting.</p> <p>To send your own message, type it in the text box at the bottom of the panel and select Send:</p>  <p>You can also share videos and images by pasting their URL into the text box.</p>
<p>View a list of other conference participants</p>	<p>The number of other conference participants is shown on the <b>Participants</b> button at the bottom left of the screen. This button will also show a notification if there are any participants with raised hands or who are waiting to join the meeting.</p> <p>To open a panel showing the full list of participants, select the button.</p>  <p>Participants are sorted into groups, including:</p> <ul style="list-style-type: none"><li>• <b>Raised hand:</b> the participant has <b>indicated that they'd like to speak</b>.</li><li>• <b>Waiting in lobby:</b> the participant has not yet joined the meeting, for example because the meeting has been locked and they are waiting for a Host to admit them.</li><li>• <b>In this meeting:</b> the participant is connected to the meeting.</li><li>• <b>External:</b> the participant is connected to an externally-hosted conference, such as a Microsoft Teams or Skype for Business meeting, or Google Meet.</li></ul> <p>To hide the Participants panel, select the <b>Participants</b> button again.</p>

What	How
View a participant's status	<p>Participants may have one of the following icons next to their name:</p> <p> indicates that the participant has been muted by a Host</p> <p> indicates that the participant is sharing their screen</p> <p> indicates that the participant is currently sending audio.</p>
View all participants with raised hands	<p>(Virtual Auditoriums only by default; requires Host privileges)</p> <p>Open the <b>Participants</b> panel. At the top is a list of participants who have <b>Raised a hand</b>.</p> <p>Participants are listed in the order that they raised their hand.</p> 
Mute/unmute another participant	<p>(Requires Host privileges)</p> <p>From the <b>Participants</b> panel, hover over the participant's name; additional icons will appear.</p> <p>Select <b>Mute</b> or <b>Unmute</b>.</p> <p>When muted, a  icon is shown next to the participant's name.</p> 
Change a participant's role	<p>(Requires Host privileges; you cannot change your own role to Guest.)</p> <p>From the <b>Participant</b> panel, select the options button  next to the participant's name and then select <b>Make Host</b> or <b>Make Guest</b>.</p>  <p>You cannot change the role of <b>External Guest</b> participants (those who are connected directly to an externally-hosted conference, such as a Microsoft Teams or Skype for Business meeting, or Google Meet).</p>

What	How
Keep a participant in the main video	<p>(Requires Host privileges)</p> <p>From the <b>Participants</b> panel, hover over the participant's name; additional icons will appear. Select  and then select <b>Spotlight</b>.</p> 
Transfer a participant to another VMR	<p>(Requires Host privileges)</p> <p>From the <b>Participants</b> tab, hover over the participant's name; additional icons will appear. Select  and then select <b>Transfer</b>.</p> <p>Enter the alias of the conference you wish to transfer the participant to, the PIN (if applicable) and whether they should join as a Host, and then select <b>Transfer</b>.</p> 
Send DTMF tones to a participant	<p>(Requires Host privileges; applies to Virtual Meeting Rooms and Virtual Auditoriums only)</p> <p>From the <b>Participants</b> tab, hover over the participant's name; additional icons will appear. Select  and then select <b>Enter DTMF</b>. A DTMF keypad appears:</p> 

What	How
<p>Send DTMF tones to an external conference or device</p> 	<p>(Applies to gateway calls only)</p> <p>If you're in a gateway call to another device or to an externally-hosted conference such as Microsoft Teams or Google Meet, you can send DTMF tones to the device or meeting.</p> <p>From the toolbar, select <b>Enter DTMF</b>. A DTMF keypad appears:</p> 
<p>Allow a participant to join a locked conference</p>	<p>(Requires Host privileges)</p> <p>You'll receive a notification on the <b>Participants</b> button whenever any participants are waiting in the meeting lobby because they are:</p> <ul style="list-style-type: none"> <li>waiting to join a locked conference, or</li> <li>waiting to join a meeting that requires authentication, but they are using an endpoint that does not support authentication.</li> </ul>  <p>Select the button to open the <b>Participants</b> panel. You then have two options:</p> <ul style="list-style-type: none"> <li>To allow a participant to join the conference, select <b>Admit</b>.</li> <li>If you do not want them to join, select <b>Deny</b>. The participant will be disconnected from the meeting.</li> </ul> <p><b>Participants</b></p> 
<p>Mute all Guest participants</p>	<p>(Requires Host privileges)</p> <p>From the bottom of the <b>Participants</b> panel, select <b>Mute all Guests</b>.</p> 
<p>Disconnect another participant</p>	<p>(Requires Host privileges)</p> <p>From the <b>Participants</b> tab, hover over the participant's name; additional icons will appear. Select <b>Remove</b>. You'll be asked to confirm that you want to disconnect that participant.</p> <p><b>Participants</b></p>  <p>The participant who is removed sees a message saying that another participant disconnected them.</p>

What	How
Add a participant to the meeting	<p>(Requires Host privileges)</p> <ol style="list-style-type: none"><li>From the top right of the screen, select the <b>User</b> menu button and select <b>Add participant</b>.</li><li>Enter the address of the participant. This must be in the format <b>name@domain</b></li><li>Select whether you want the participant to have Host privileges.</li><li>Select <b>Add participant</b>.</li></ol>  <p>or send an invite link</p>  <p>The call is placed from the meeting to the participant and they appear in the participant list. If and when the participant answers the call they will join the meeting; if they do not answer, or do not accept the call, they will disappear from the participant list.</p>
Share a link to the meeting	<p>To send a link to the meeting to someone so that they can join you:</p> <ol style="list-style-type: none"><li>From the top right of the screen, select the <b>User</b> menu button and select <b>Add participant</b>.</li><li>Next to the meeting link, select <b>Copy</b>.</li></ol>  <p>or send an invite link</p>  <p>You can then send this link to other participants who can paste it into their browser to join the meeting.</p>
Disconnect yourself from the conference	<p>From the bottom right of the screen, select <b>Leave</b>.</p> 
Disconnect all participants, including yourself	<p>From the <b>User</b> menu at the top right of the screen select <b>Settings</b>. From the <b>Meeting settings</b> tab select <b>Disconnect all</b>.</p> <p>This option ends the meeting by disconnecting all participants, including yourself.</p>  <p>You are asked to confirm that you want to disconnect everyone.</p>

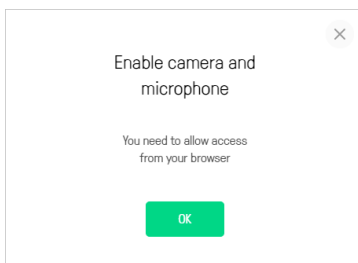
What	How																																																												
View diagnostic information about your call and client	<p>(Available when connected with audio or video)</p> <p>From within your self-view window, select <b>Connection quality</b>.</p>  <p>A dialog appears that displays statistics such as the codec being used, incoming and outgoing audio and video bitrates, and how many data packets have been lost and received.</p>  <table><thead><tr><th colspan="3">View stats</th></tr><tr><th></th><th>In</th><th>Out</th></tr></thead><tbody><tr><td><b>Audio</b></td><td></td><td></td></tr><tr><td>Packets transmitted</td><td>511275</td><td>510348</td></tr><tr><td>Packets lost</td><td>622</td><td>108</td></tr><tr><td>Recent packet loss</td><td>0.1%</td><td>0.0%</td></tr><tr><td>Total packet loss</td><td>0.1%</td><td>0.0%</td></tr><tr><td>Jitter</td><td>0ms</td><td>0ms</td></tr><tr><td>Bitrate</td><td>55Kbps</td><td>140Kbps</td></tr><tr><td>Codec</td><td>audio/opus</td><td>audio/opus</td></tr><tr><td>Roundtrip time</td><td>50ms</td><td></td></tr><tr><td><b>Video</b></td><td></td><td></td></tr><tr><td>Packets transmitted</td><td>2165634</td><td>581827</td></tr><tr><td>Packets lost</td><td>4986</td><td>127</td></tr><tr><td>Recent packet loss</td><td>0.0%</td><td>0.0%</td></tr><tr><td>Total packet loss</td><td>0.2%</td><td>0.0%</td></tr><tr><td>Bitrate</td><td>101Kbps</td><td>2492Kbps</td></tr><tr><td>Codec</td><td>video/VP8</td><td>video/H264</td></tr><tr><td>Resolution</td><td>1920x1080p30</td><td>1280x720p30</td></tr><tr><td>Roundtrip time</td><td>50ms</td><td></td></tr></tbody></table>	View stats				In	Out	<b>Audio</b>			Packets transmitted	511275	510348	Packets lost	622	108	Recent packet loss	0.1%	0.0%	Total packet loss	0.1%	0.0%	Jitter	0ms	0ms	Bitrate	55Kbps	140Kbps	Codec	audio/opus	audio/opus	Roundtrip time	50ms		<b>Video</b>			Packets transmitted	2165634	581827	Packets lost	4986	127	Recent packet loss	0.0%	0.0%	Total packet loss	0.2%	0.0%	Bitrate	101Kbps	2492Kbps	Codec	video/VP8	video/H264	Resolution	1920x1080p30	1280x720p30	Roundtrip time	50ms	
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Logs	If you are having issues with your Connect app, your administrator may ask you to open the User menu and select <b>Download log</b> to obtain logging information about the last call.																																																												
Breakout rooms	If breakout rooms are enabled, a <b>Breakout rooms</b> side panel lets Hosts set up and manage the breakout rooms.																																																												

## Using Webapp2

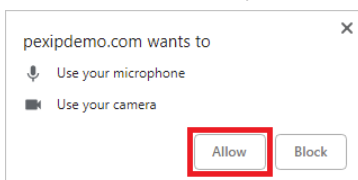
### Getting started

The first time you use your Connect web app, you are asked to allow access to your camera and microphone, and to provide your name. 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, allow access to your camera and microphone:

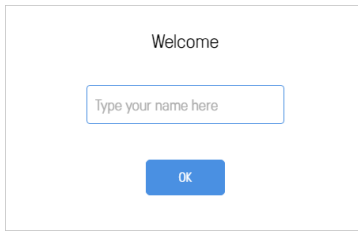


Allow the browser to use your camera and microphone:



2. If prompted, enter your name:



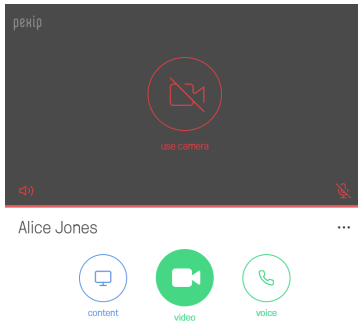


Welcome

Type your name here

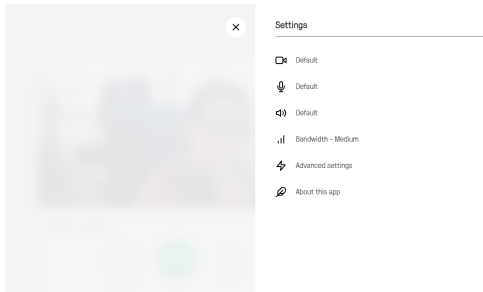
OK

3. If required, turn on your camera and microphone by clicking on the icons in the middle and bottom right of the video window:











- i** 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.

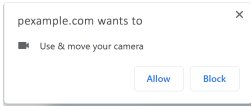
4. If required, select the **Settings** icon ●●● underneath the video window to select which camera, microphone and speakers to use:



## Configuring your client

Setting	Description
<b>Home page</b>	
Name	<p>The name that appears to other conference participants.</p> <p>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.</p>
<b>●●● Settings</b>	
 (Camera)	<p>Shows the currently selected camera. Select this option to change the camera to use.</p> <p>When the selected camera is working properly, your self view is shown in the main video window.</p> <p><b>i</b> If you select <i>None</i> you will join the meeting without a camera, but you can still see everyone else's video.</p>

Setting	Description
 (Microphone)	<p>Shows the currently selected microphone. Select this option to change the microphone to use.</p> <p>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.</p> <p><b>i</b> If you select <i>None</i> you will join the meeting without a microphone, but you can still hear everyone else's audio.</p>
 (Speakers)	<p>Shows the currently selected speakers or headset. Select this option to change the speakers to use.</p> <p>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.</p>
 Bandwidth *	<p>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.</p> <p>The default is <i>Medium (up to 1264kbps)</i>, but if you are on a cellular connection or slow Wi-Fi connection you may want to reduce this to <i>Very Low (up to 256kbps)</i>.</p> <p>You should also reconnect using a lower bandwidth if you experience slow or low-quality video.</p>
 Languages *	<p>(Only applies if additional languages have been enabled by your administrator.)</p> <p>Allows you to select from a drop-down menu the language to use in the Connect app.</p> <p><b>i</b> 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.</p>
 <b>Advanced settings</b>	
Confirm when disconnecting *	<p>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.</p>
View incoming presentation in full motion *	<p>This setting determines how presentations from other participants are initially received.</p> <p>Presentations can be received in two formats:</p> <ul style="list-style-type: none"> <li>A higher-bandwidth <b>full motion</b> 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.           <p><b>i</b> 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.</p> </li> <li>A lower-bandwidth series of <b>still images</b> (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.</li> </ul> <p>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 <b>View incoming presentation in full motion</b> 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.</p>
Send anonymous statistics *	<p>When this option is selected, anonymous information about how the client is being used is sent to Pexip. This is on by default.</p>

Setting	Description
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 *	<p>This setting controls whether the currently selected camera can be controlled (if it supports pan/tilt/zoom or zoom-only) by another participant.</p> <p>The Connect web app requires Chrome version 87 or later. You can go to <a href="chrome://media-internals/">chrome://media-internals/</a> to check if your device's camera supports pan/tilt/zoom. Your browser will also ask for permission to allow your camera to be controlled:</p>  <p>Far-end camera control (FECC) is off by default.</p>
Enable push to talk	<p>This setting controls whether, when you have muted your microphone, you can unmute it temporarily by holding down the spacebar on your keyboard.</p> <p>Push to talk is on by default.</p>
Background effects	<p>This setting enables and disables the selected background effect (i.e. background blur).</p> <p>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.</p>
Background blur *	<p>This setting controls whether your local background blur is enabled or not. This lets you obfuscate a distracting or sensitive background.</p> <p>Note that background blur is only available when using the web app via Chrome or Edge browsers on desktop devices with hardware acceleration enabled. It incurs a significant local processing overhead which could affect the performance of your device.</p> <p>Background blur is off by default.</p>
Screen sharing quality	<p>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 <i>Sharpness</i> and is best for static presentations; a higher frame rate is less sharp and is best for content where there is more <i>Motion</i>. The default is 2 frames per second; the maximum is 30fps for the Connect web app.</p> <p>Note that the actual frame rate at which a presentation is sent depends on the browser, computer, network quality, and nature of the presentation.</p>





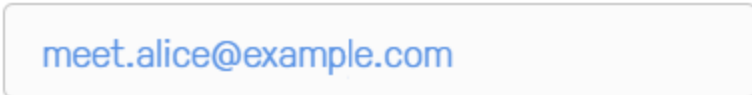



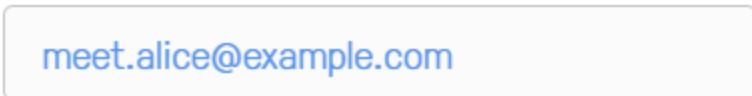



#### About this app





Reset app	The <b>Reset</b> option clears the app storage.
Logs	If you are having issues with your Connect app, your administrator may ask you to <b>Download logs</b> to obtain logging information about the last call.

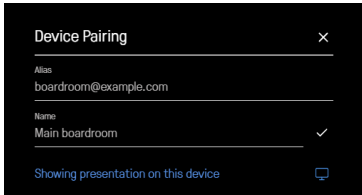
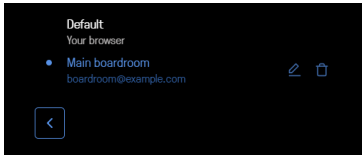
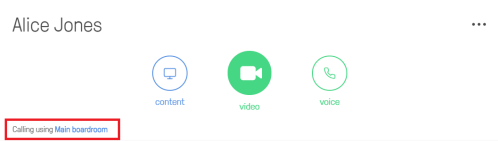
\* The administrator can provide a first-time default for this option.

## Making a call









What	How
Joining a call with audio and video	<ol style="list-style-type: none"><li>Ensure that you have selected the camera and microphone you wish to use, and they are working correctly:<ul style="list-style-type: none"><li>You should see your own image in the video window.</li><li>If required, and if you are using a Chrome or Edge browser on a desktop device with hardware acceleration enabled, you can select  in the self-view window to blur or replace your background.</li><li>The microphone icon should be green  and you should see a green bar under the video image indicating the volume of audio being detected.</li></ul></li><li> .</li><li>In the box at the top right of the window, enter the address of the person or meeting you wish to join:<div></div></li><li>Either click on the icon to the right of the box, or press enter.</li></ol>
Joining a call with audio only	<ol style="list-style-type: none"><li>Ensure that your microphone icon is green  and you see a green bar under the video image indicating the volume of audio being detected.</li><li> .</li><li>In the box at the top right of the window, enter the address of the person or meeting you wish to join:<div></div></li><li>Either click on the icon to the right of the box, or press enter.</li></ol> <p>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:</p> 

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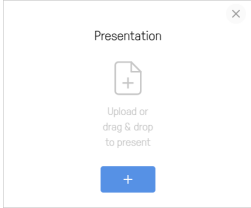
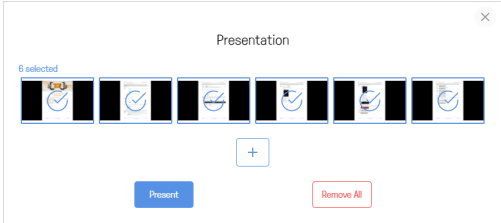


What	How
Favorites	<p>You can add the addresses of people or meetings you call frequently to your <b>Favorites</b> list.</p> <p>To do this:</p> <ol style="list-style-type: none"><li>1. Select the add icon  to the right of the Favorites section.</li><li>2. Enter the address of the person or meeting room, and the name you want to remember it by:</li></ol> <div><div>Favourites</div><div><div>Alias</div><div>meet.sales@example.com</div></div><div><div>Name</div><div>Sales team VMIR</div></div></div> <ol style="list-style-type: none"><li>3. Select the  icon or press enter.</li></ol> <p>You can also add a favorite from the <b>Recents</b> list (see below).</p>
Recents	<p>The addresses of any people or meetings you have previously called are shown in the <b>Recents</b> list.</p> <ul style="list-style-type: none"><li>• To call anyone in this list again, simply click on the address.</li><li>• 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.</li><li>• To add an address in the list to your <b>Favorites</b> (see above), select the star icon  to the right of the address.</li></ul>
Advanced options	

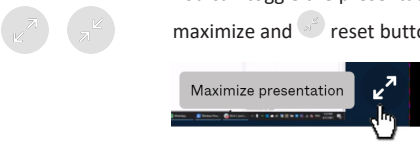

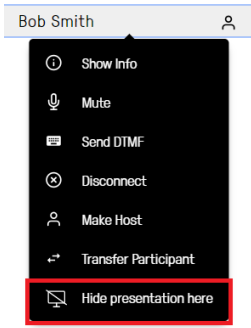


What	How
Pairing with an alternative video/audio device	<p>You can use your Connect app to pair with another video (or audio) device. When paired, your Connect app will join the meeting as a presentation and control-only participant, and the paired device will join with video (or audio). Paired devices 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.</p> <p>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.</p> <p>To pair with an alternative device:</p> <ol style="list-style-type: none"><li>From the bottom of the call panel, select <b>Pair with a device</b>.</li><li>From the <b>Device Pairing</b> panel, select the + icon in the top right corner.</li><li>Enter the address of the device, and the name that you want to remember it by.</li></ol> <p><b>i</b> By default, the paired device is set to <b>Showing presentation on this device</b>, 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 <b>Presentation hidden on this device</b>, meaning that the device will only show the main video stream. Click the option again to toggle back to showing content.</p>  <ol style="list-style-type: none"><li>Select the ✓ icon or press Enter.</li><li>The new device appears in the list. To use it for your next call, click on it - the selected device appears in blue:</li></ol>  <ol style="list-style-type: none"><li>To return to the main call page, select the &lt; icon at the bottom left of the panel.</li></ol> <p>Now, at the bottom left of the home screen you'll see <b>Calling</b> using followed by the name of the selected paired device:</p>  <p>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.</p> <p>To stop using the additional device:</p> <ol style="list-style-type: none"><li>Click on the <b>Calling using ...</b> link at the bottom left of the home screen.</li><li>From the list of devices, select <b>Default</b>.</li></ol> <p>The button at the bottom of the call panel changes to <b>Pair with a device</b> — this means that only your connect client will be used the next time you place a call.</p>



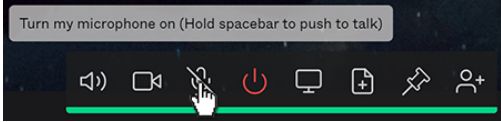


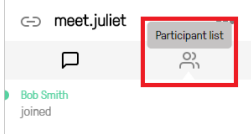
## During the call




























What	How	Keyboard shortcut
Enter Host PIN (if joined as Guest)	From the toolbar at the bottom of the screen, select <b>Enter Host PIN</b> .	
		
Change your camera, microphone or speakers during a call	<ol style="list-style-type: none"> <li>From the top of the side panel, select <b>Control</b> ● ● ●.</li> <li>Select <b>Select media devices</b>.</li> <li>Select the camera, microphone or speakers/headset, and then choose a new one from the list of available options.</li> </ol>	
		
Enable background effects	<p>You can select  in the self-view window to blur your local background, or  to remove the blur.</p> <p>Note that background blur incurs a significant local processing overhead which could affect the performance of your device.</p>	
		
Pin a minimized version of the video window to your screen	<p>From the toolbar at the bottom of the screen, select <b>Float video window</b>.</p> <p>The main video window (including thumbnails) shrinks and is pinned on top of all your other application windows. You can drag it to a suitable location.</p> <p>To return to the Chrome tab with the video window resized within it, from the pinned window select <b>Back to tab</b>.</p> <p>To close the pinned video window, from the toolbar select <b>Reset video window</b>.</p>	
		
Share your screen with all other participants	<p>(Available on desktop browsers only; not available on mobile browsers)</p> <ol style="list-style-type: none"> <li>From the toolbar at the bottom of the window, select <b>Share my screen</b>.</li> <li>Select the window, screen or tab you want to share.</li> <li>Optionally, select whether you want to <b>Share system audio</b>, or <b>Share tab audio</b> if you are sharing a browser tab.</li> </ol> <p>Sharing audio when sharing your screen is supported on Chrome and Edge browsers only. On Windows you can share either system audio or browser tab audio. On Mac and Linux, you can only share audio from a browser tab.</p> <p>You must have joined the conference with audio to be able to share audio. Muting your microphone does not also mute shared audio.</p> <p>When you are sharing, the icon changes to blue. To stop sharing, select the <b>Stop presenting</b> button.</p> <p> 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.</p> <p>Note that the ability to present into a meeting may have been restricted to Hosts only.</p>	
		



What	How	Keyboard shortcut
<p>Share images or PDFs with all other participants</p> 	<ol style="list-style-type: none"> <li>From the toolbar at the bottom of the screen, select <b>Present files</b>.</li> </ol> <p>The <b>Presentation</b> screen appears:</p>  <ol style="list-style-type: none"> <li>Select <b>+</b>, or drag and drop the file(s) you want to share into the <b>Presentation</b> 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.</li> <li>By default, every slide is selected for presenting, but you can click on individual slides to select and deselect them:</li> </ol>  <ol style="list-style-type: none"> <li>When you have selected all the slides you want to share, select <b>Present</b>. Use the left <b>&lt;</b> and right <b>&gt;</b> on-screen controls, or the arrow keys on your keyboard, to scroll through the slides. You also have the option to  <b>View presentation in separate window</b>.</li> <li>To stop sharing the slides, from the toolbar select <b>Stop presenting</b>.</li> </ol> <p>Note that the ability to present into a meeting 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 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.</p> <p>You can toggle between viewing the presentation and viewing the participants by clicking on the thumbnail.</p> <p>You can also click and drag the thumbnail to move it.</p>	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>View presentation in separate window</b>. To close the window, you can select <b>Close separate presentation window</b>.</p>	Shift + P

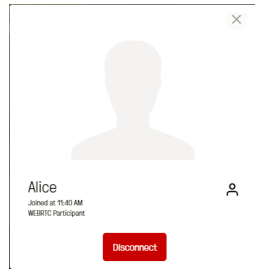
What	How	Keyboard shortcut
Expand the presentation window when it is displayed in the layout mix	<p>When receiving presentation content in an Adaptive Composition layout, the presentation stream is shown as part of the layout mix (replacing some of the other video participants), providing the client is receiving video at a medium or higher bandwidth setting (otherwise it is displayed as one large separate stream).</p> <p>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.</p> 	e
View a presentation at a lower (or higher) refresh rate	<p>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.</p> <p>To do this, from the bottom right of the screen select <b>View normal presentation</b>. To return to the default view, select <b>View full motion presentation</b>.</p> 	
Stop/start sending presentation to a participant	 <p>(Requires Host privileges)</p> <p>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 <b>Participant list</b>, select the participant and then select <b>Hide presentation here</b>.</p>	
Start sending and receiving video	<p>(For users who have initially joined without audio and video)</p> <p>From the toolbar at the bottom of the window, select <b>Start Video</b>.</p> 	
Start sending and receiving audio	<p>(For users who have initially joined without audio and video)</p> <p>From the toolbar at the bottom of the window, select <b>Start audio</b>.</p> 	

What	How	Keyboard shortcut
<p>Stop/start sending your video to other participants</p> 	<p>From the toolbar at the bottom of the window, select <b>Turn my camera off</b> or <b>Turn my camera on</b>.</p> <p>Other participants will no longer be able to see you, but you will be able to see them.</p>	c
<p>Stop/start sending your audio to other participants</p> 	<p>From the toolbar at the bottom of the window, select <b>Turn my microphone off</b> or <b>Turn my microphone on</b>.</p> <p>Other participants will no longer be able to hear you, but you will be able to hear them.</p> <p>While your microphone is disabled, you can press and hold down the keyboard spacebar to talk.</p> 	m
<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, click on the image. It is replaced by a small <b>Show self view</b> icon; select this to view your image again.</p>	
<p>Show or hide the side panel</p> 	<p>To hide or show the side panel (containing the <b>Participant list</b> tab and the <b>Events</b> tab, and the <b>Control</b> menu), select the <b>Hide side panel &lt;</b> and <b>Show side panel &gt;</b> icons. These are at the middle left or bottom of the screen, depending on your device and screen width.</p>	s
<p>View a list of other conference participants</p>	 <p>When using the Connect app, a list of all other conference participants is shown in the <b>Participant list</b> 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 <b>Filter by name</b> box at the bottom of the list.</p> <p><b>i</b> The <b>/filter command</b> lets you filter the participant list based on certain criteria such as the participants' role.</p> <p>You can show and hide the side panel by clicking on the <b>Hide side panel &lt;</b> and <b>Show side panel &gt;</b> icons.</p>	

What	How	Keyboard shortcut								
View a participant's role and video status	<p>Each person in the <b>Participant list</b> has an icon next to their name, representing their role:</p> <ul style="list-style-type: none"><li> Hosts, who can control the meeting and other participants</li><li> Guests</li><li> External Guests, who connected directly to an externally-hosted conference, such as a Microsoft Teams or Skype for Business meeting, or Google Meet.</li></ul> <p>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):</p> <table><tr><td>Alice</td><td> </td></tr><tr><td>Bob</td><td> </td></tr><tr><td>Randolph</td><td></td></tr><tr><td>YouTube Stream</td><td> </td></tr></table> <p>where the indicators represent:</p> <ul style="list-style-type: none"><li> Muted video or inactive (away)</li><li> Connected via audio only</li><li> Streaming/recording participant</li></ul>	Alice	 	Bob	 	Randolph		YouTube Stream	 	
Alice	 									
Bob	 									
Randolph										
YouTube Stream	 									
Change a participant's role	<div><div>Bob Smith</div><div><div>Show Info</div><div>Mute</div><div>Send DTMF</div><div>Disconnect</div><div><b>Make Host</b></div><div>Transfer Participant</div></div></div>									
<p>(Requires Host privileges; you cannot change your own role to Guest.)</p> <p>From the <b>Participant list</b>, select the participant and then select <b>Make Host</b> or <b>Make Guest</b>.</p> <p>You cannot change the role of <b>External Guest</b> participants (those who are connected directly to an externally-hosted conference, such as a Microsoft Teams or Skype for Business meeting, or Google Meet).</p>										

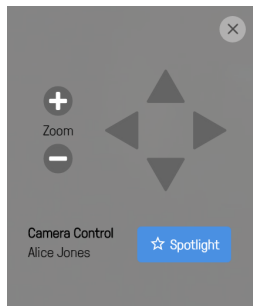
What	How	Keyboard shortcut
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View individual participant's details



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).

Control another participant's camera

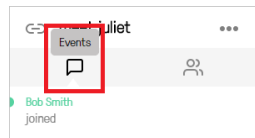


( Requires Host privileges. This feature must be enabled by an Administrator; not all endpoints can be controlled remotely.)

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



Shift + S

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:

What	How	Keyboard shortcut
Send and receive chat messages, and share online videos and images	<p>(Available when chat has been enabled by the administrator)</p> <p>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).</p> <p>To send a message, type it in the text box at the bottom of the panel:</p> <div data-bbox="370 394 922 474" data-label="Form"> <input type="text" value="Write a message"/> </div> <p>Messages are visible to everyone else in the conference with a chat-capable client (such as Skype for Business or Connect app).</p> <p>You can also share videos and images by pasting their URL into the text box.</p> <p>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.</p> <div data-bbox="370 722 737 789" data-label="Image"> </div>	
Prevent/allow others from joining the meeting	<div data-bbox="378 823 630 1014" data-label="Image"> </div> <p>(Requires Host privileges)</p> <p>From the top of the side panel, select <b>Control</b> ● ● ● and then select <b>Lock meeting</b> or <b>Unlock meeting</b>:</p> <p>The impact of locking depends on whether or not the meeting has a Host PIN.</p>	
Allow a participant to join a locked conference	<div data-bbox="378 1171 626 1230" data-label="Image"> </div> <p>(Requires Host privileges)</p> <p>Participants who are waiting to join a locked conference are shown in the <b>Participant list</b> 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.</p>	


What	How	Keyboard shortcut
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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**.

Add a participant to the conference



Add Participant
✕

a

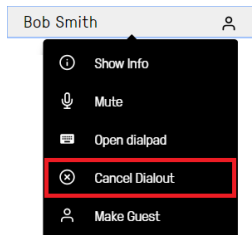
(Requires Host privileges)

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.

What	How	Keyboard shortcut
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Cancel a call to a participant



(

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.

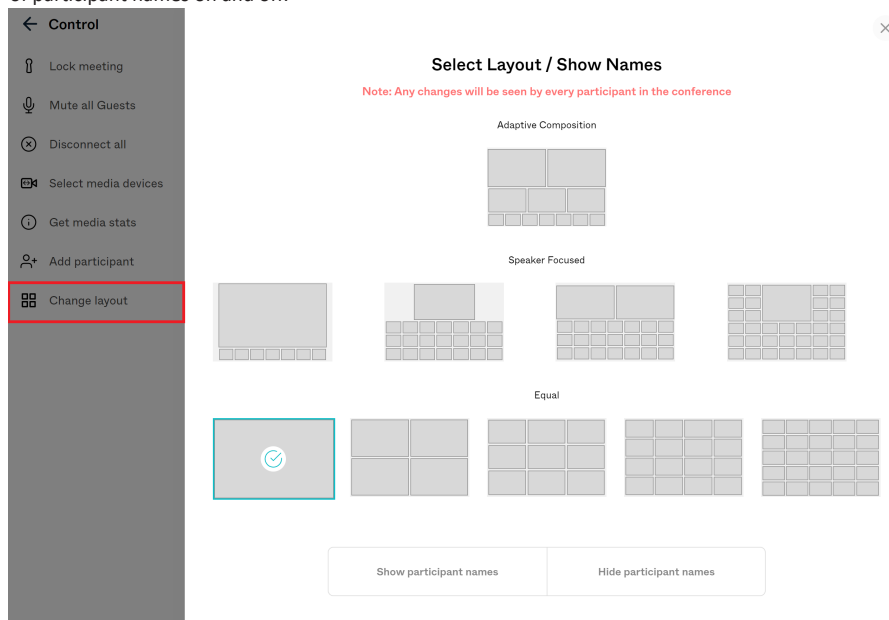
To cancel an outbound call, from the **Participant** list, select the participant and then select **Cancel Dialout**.

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

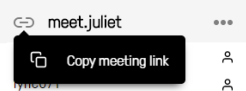


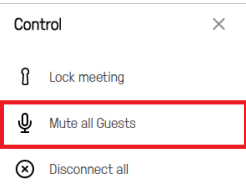
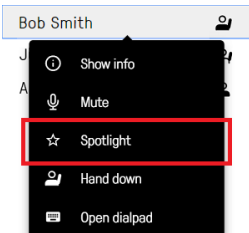



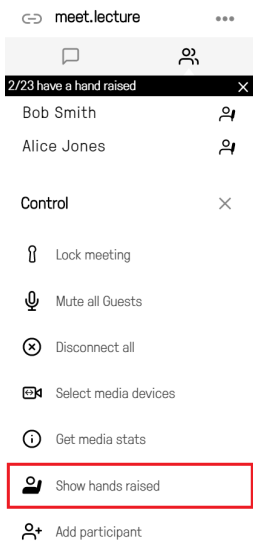
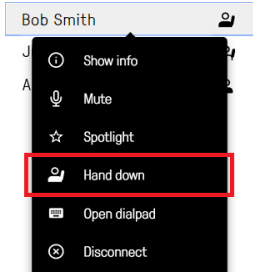
(Available when live captions have been enabled by the administrator)

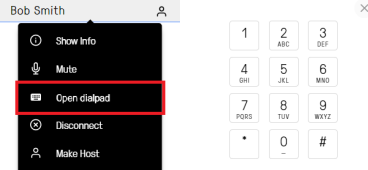

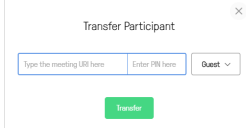
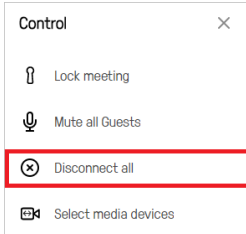
Select **Show live captions** or **Hide live captions** to start or stop a live transcription of the meeting audio. The transcription will be shown to you alone, but all the other meeting participants will be informed that transcriptions have been started (or stopped).


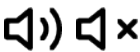
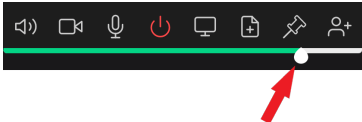
This is a tech preview feature and requires Pexip Infinity v30 or later.



What	How	Keyboard shortcut
Share a link to the meeting	 <p>If you want to send a link to the meeting to someone so that they can join you, select the <b>Share</b> icon at the top left of the screen and then select <b>Copy meeting link</b>.</p> <p>You can then send this link to other participants who can paste it into their browser to join the meeting.</p>	
Mute/unmute another participant	<p>(Requires Host privileges)</p> <p>From the <b>Participant list</b>, select the participant and then select <b>Mute</b> or <b>Unmute</b>.</p> <p>When muted, a  icon is shown next to the participant's name.</p> 	
Mute all Guest participants	 <p>(Requires Host privileges)</p> <p>From the top of the side panel, select <b>Control</b> ● ● ● and then select <b>Mute all Guests</b>.</p>	
Keep a participant in the main video	 <p>(Requires Host privileges)</p> <p>From the <b>Participant list</b>, select the participant and then select <b>Spotlight</b>.</p> <p>For more information, see <a href="#">Spotlighting a participant</a>.</p>	
Indicate that you wish to speak	<p>(Virtual Auditoriums only by default)</p> <p>From the toolbar at the bottom of the screen, select <b>Raise my hand</b>. The meeting Host is alerted that your hand is raised. If you no longer wish to speak, you can select the button again to <b>Lower my hand</b>.</p> <p>The meeting Host can also lower your hand.</p> 	

What	How	Keyboard shortcut
View all participants with raised hands	<p>(Virtual Auditoriums only by default; requires Host privileges)</p>  <p>The screenshot shows the Pexip Infinity Connect Web App interface. At the top, there is a header bar with 'meet.lecture' and a three-dot menu icon. Below this is a list of participants with their names and status icons. A 'Control' menu is open, showing various options. The 'Show hands raised' option is highlighted with a red box.</p>	
Lower a participant's raised hand	<p>(Virtual Auditoriums only by default; requires Host privileges)</p>  <p>The screenshot shows the Pexip Infinity Connect Web App interface. A participant's name 'Bob Smith' is selected, and a context menu is open. The 'Hand down' option is highlighted with a red box.</p> <p>From the <b>Participant list</b>, select the participant and then select <b>Hand down</b>.</p> <p>A participant can also lower their own hand.</p>	

What	How	Keyboard shortcut
Send DTMF tones to another participant (when in a VMR)	<p>(Requires Host privileges; you must be joined over audio, or video and audio)</p> <p>From the <b>Participant list</b>, select the participant and then select <b>Open dialpad</b>. This opens a keypad:</p>  <p>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.</p>	
Send DTMF tones to the other participant (when in a person-to-person call)	 <p>From the toolbar at the bottom of the window, select <b>Open dialpad</b>. This opens a keypad.</p>	
Transfer a participant to another VMR	 <p>(Requires Host privileges)</p> <p>From the <b>Participant list</b>, select the participant and then select <b>Transfer Participant</b>.</p> <p>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 <b>Transfer</b>.</p> <p>You can transfer any participant, including yourself.</p>	
Disconnect another participant	<p>(Requires Host privileges)</p> <p>From the participant list, select the participant's name and then select <b>Disconnect</b>.</p>	
Disconnect all participants (including yourself)	 <p>(Requires Host privileges)</p> <p>From the top of the side panel, select <b>Control</b> ● ● ● and then select <b>Disconnect all</b>.</p>	

What	How	Keyboard shortcut																																																						
Disconnect yourself from the conference	From the toolbar at the bottom of the screen, select <b>Disconnect</b> .																																																							
																																																								
Mute/unmute the audio coming from the conference	From the toolbar at the bottom of the screen, select <b>Mute/Unmute incoming audio</b> .																																																							
																																																								
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	<p>Media Statistics</p> <table> <thead> <tr> <th></th><th>In</th><th>Out</th></tr> </thead> <tbody> <tr> <td><b>Audio</b></td><td></td><td></td></tr> <tr> <td>Packets Transmitted</td><td>95293</td><td>95281</td></tr> <tr> <td>Packets Lost</td><td>0</td><td>0</td></tr> <tr> <td>Total Percentage Lost</td><td>0.0%</td><td>0.0%</td></tr> <tr> <td>Recent Percentage Lost</td><td>0.0%</td><td>0.0%</td></tr> <tr> <td>Bitrate</td><td>69kbps</td><td>19kbps</td></tr> <tr> <td>Codec</td><td>opus</td><td>opus</td></tr> <tr> <td><b>Video</b></td><td></td><td></td></tr> <tr> <td>Packets Transmitted</td><td>92714</td><td>131950</td></tr> <tr> <td>Packets Lost</td><td>35</td><td>0</td></tr> <tr> <td>Total Percentage Lost</td><td>0.0%</td><td>0.0%</td></tr> <tr> <td>Recent Percentage Lost</td><td>0.0%</td><td>0.0%</td></tr> <tr> <td>Bitrate</td><td>531kbps</td><td>436kbps</td></tr> <tr> <td>Codec</td><td>VP9</td><td>VP9</td></tr> <tr> <td>Resolution</td><td>1280x720</td><td>1280x720</td></tr> <tr> <td>Configured Bitrate</td><td>N/A</td><td>512.0kbps</td></tr> <tr> <td>Decoder Delay</td><td>5ms</td><td>N/A</td></tr> </tbody> </table> <p><b>Software versions</b>  Client version 1.3.1 (chrome v69 on Win32)  Server version v20 (45f59.0.0)</p>		In	Out	<b>Audio</b>			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	<b>Video</b>			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	
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	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	<p>Some tasks can be performed using a command-line-style text input from within the <b>Filter by name</b> box at the bottom of the Participant list.</p> <p>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.</p> <p>To view a full list of available commands, type <b>/</b> into the <b>Filter by name</b> box.</p>																																																							