



Infinity Connect Desktop Client Quick Guide

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

The next-generation Infinity Connect desktop client version 1.0 was released in May 2018. This guide describes how to use v1.0 of the desktop client with version 18 of Pexip Infinity.

Installing the Infinity Connect desktop client

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

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

Windows

(Supported on Windows 7 and later.)

Download the `(pexip-infinity-connect_<release>_win32-x64.msi)` file for Windows.

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

OS X

(Supported on Mac OS X 10.11 and later.)

Download the `pexip-infinity-connect_<release>_darwin-x64.dmg` file for OS X.

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

Linux

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 Infinity Connect desktop client `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
```

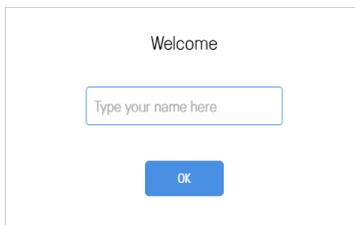
Note that if you want to install the application for all users (rather than just a single user), follow the same instructions but instead copy the `.desktop` file into the `/usr/share/applications` directory (you may need root privileges to do this).

Getting started

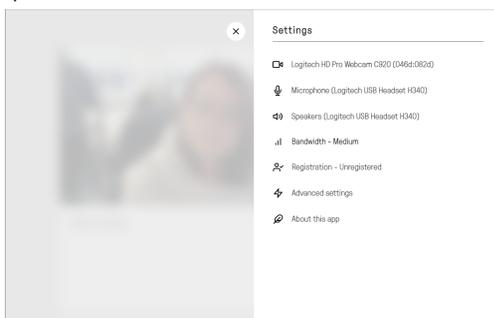
Your administrator may have provided you with a link that will automatically configure your Infinity Connect client with your personalized details (such as your name and registration settings). Otherwise, the first time you use your Infinity Connect desktop client, you'll be asked to provide your name. The desktop client 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, select the **Settings** icon  at the top right of the video window to select which camera, microphone and speakers to use:



Registering your client to receive calls and use the directory

When an Infinity Connect client 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, by typing in part of the address of the person or the name of the VMR you want to call.

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

If you need to manually configure your Infinity Connect client:

1. Go to the **Settings** screen (from the top right of the Infinity Connect home screen, select **Settings** ).
2. Select  **Registration**.
3. Enter the **Server address**, **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 client

Setting	Description
Home page	
Name	<p>The name that will appear to other conference participants.</p> <p>You'll be asked to enter your name the first time you use the client, but you can change your name from the home page by clicking on it.</p> <p>Your name may already have been pre-filled if your administrator has sent you a link that automatically applies your personalized settings to your client, but it can still be overwritten.</p>
 Settings	
 (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, the user's self view will be shown in the main video 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 will appear under the main video window when audio is detected.</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>

Setting	Description
 Bandwidth	<p>The maximum bandwidth for the call, and the bandwidth at which the initial call attempt will be made. Note that calls may be temporarily downspeeded due to network conditions.</p> <p>The default is <i>Medium (576kbps)</i>, but if you are on a cellular connection or slow Wi-Fi connection you may wish to reduce this to <i>Low (256kbps)</i>.</p> <p>You should also reconnect using a lower bandwidth if you experience slow or low-quality video.</p>
 Registration	
Server address	The 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 client will register with. This is the alias that other users will dial when they want to call this client.
User name / Password	<p>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.</p> <p>If the client is configured for SSO, you will be asked to sign in to an alternative authentication service.</p>
<p> The registration fields are read-only when the client is successfully registered — you must Unregister if you want to change them. When a client has been configured (provisioned) with SSO registration information, the user name / password fields are blank and the registration settings can only be modified by resetting the app.</p>	
 Advanced settings	
Confirm when disconnecting	When this option is selected, users must confirm each time they wish to disconnect from a conference. This prevents users from accidentally disconnecting themselves. This is on by default.
View full motion presentation	<p>This setting determines how presentations from other participants are initially received by this user.</p> <p>Presentations can be received in two formats:</p> <ul style="list-style-type: none"> A lower-bandwidth series of still images (suitable for documents and screens being shared). With this option, Pexip Infinity periodically takes a snapshot of the presentation and converts it to JPG format, and sends that to the Infinity Connect client at between 0.5 to 1 fps. For this reason, presentations that contain a lot of movement may appear jerky to clients using this option. A higher-bandwidth full motion stream (suitable for presentations with a lot of movement). With this option, Pexip Infinity sends the presentation to the Infinity Connect client as a video stream at up to 30 fps, so movement will appear smooth. (Infinity Connect clients can send presentation at up to 5 fps, but other clients may send at a higher frame rate.) <p>This setting is off by default: presentations are initially received as still images, and users can subsequently elect to view them in full motion by selecting the HD button. However, when View full motion presentation is selected, presentations received by this user will always be shown in full motion by default, and the user can then elect to view them as still images.</p>
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 users do not want to hear the default ringtone when they are receiving an incoming call, they can de-select this option.
Start application in background	<p>When this option is selected, the client will start automatically when you start your computer. If you have previously entered your registration details the client 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.</p> <p>This is off 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.
Screen sharing quality	This setting determines the frame rate used when you share your screen with other participants. A lower frame rate will result in images with more <i>Sharpness</i> and is best for static presentations; a higher frame rate will be less sharp and is best for content where there is more <i>Motion</i> . The default is 2 frames per second.
Reset	The reset option, which is under the About this app setting, clears the app storage and any registration settings.

Making a call

What	How
Joining a call with audio and video	<ol style="list-style-type: none"> Ensure that your camera and microphone are enabled and working correctly: <ul style="list-style-type: none"> The video icon should be green  and you should see your own image in the video window. The microphone icon should be green  and you should see a green bar under the video image indicating the level of audio being detected. Select  to enter the address of the person or meeting you wish to call.
Joining a call with audio only	<ol style="list-style-type: none"> Ensure that your microphone icon is green  and you see a green bar under the video image indicating the level of audio being detected. Select  to enter the address of the person or meeting you wish to call. <p>When you have joined the call, you will be able to hear other participants and they will be able to hear you, and you will be able to send and receive content, but you will not send or receive any video. Instead, in the main video window you will see an infographic of the participants in the call:</p> 
Joining a meeting as a control-only participant	<ol style="list-style-type: none"> Disable your camera and microphone:  Select  to enter the address of the meeting you wish to call. <p>You will join the meeting as a presentation-only participant - you will not be sending any audio or video, and you will not receive any audio or video from other participants.</p>

What	How
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Enter the address

Enter the address of the person or meeting you wish to call in the box at the top right of the screen:

You can also select from the list of recently called addresses.

When an Infinity Connect client 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, by typing in part of the address of the person or the name of the VMR you want to call.

Directory

- andrew.collins@example.com
- colin@example.com
- colorado.office@example.com
- ecology@example.com
- The ecology team
- wendy@example.com
- Wendy Collins

Entering the PIN For some meetings, you will be asked to enter a PIN:

×

Welcome to the meeting

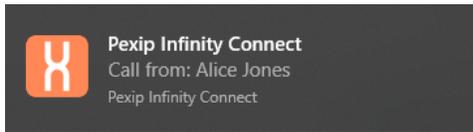
or just

The PIN will determine whether you join the meeting as a Host or Guest. Hosts can control the meeting and the other participants; Guests can't control the meeting but can still see and hear the other participants, and share content.

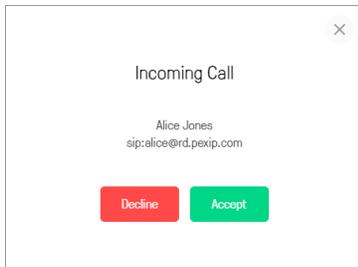
If this is your VMR, enter your Host PIN. If not, the meeting organizer should have told you the PIN to use. If you haven't been given a PIN, select **Join** to join as a Guest.

Receiving a call

When someone calls your endpoint 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:



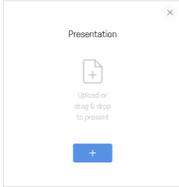
When you click on this alert or open your Infinity Connect client you get the option to accept or decline the call:

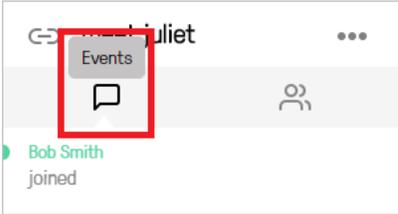


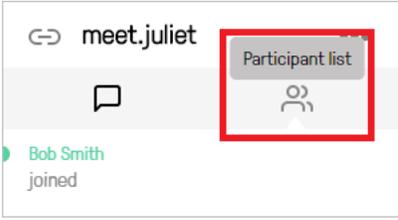
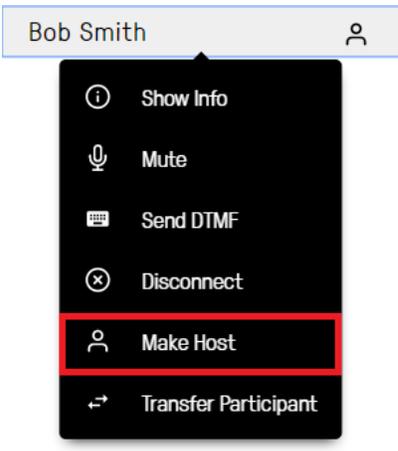
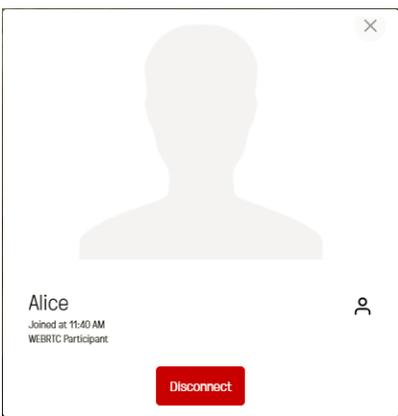
You also hear an audio alert; you can disable this by going to **Settings > Advanced Settings** and deselecting **Play ringtone on incoming calls**.

Using in-call controls

What	How
Enter Host PIN (if joined as Guest) 	From the toolbar at the bottom of the window, select Enter host PIN .
Change your camera, microphone or speakers during a call 	<ol style="list-style-type: none"> From the top right of the side panel, select Control ●●●. Select Select media devices. Select the camera, microphone or speakers/headset, and then choose a new one from the list of available options.
Share your screen with all other participants  	<ol style="list-style-type: none"> From the toolbar at the bottom of the window, select Share my screen. 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. ⓘ The best way to share a PowerPoint presentation is to start the Slide Show from within PowerPoint first, and then tab to Infinity Connect, share your screen, and select the Slide Show window. Note that the ability to present into a conference may have been restricted to Hosts only.

What	How
<p>Share images or PDFs with all other participants</p>  	<ol style="list-style-type: none"> From the toolbar at the bottom of the screen, select Present files. <p>The Presentation screen will appear:</p>  <ol style="list-style-type: none"> 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 and PDFs (if supported by your device). Each image will be converted into an individual slide, as will each page of each PDF. By default, every slide will be selected for presenting, but you can click on individual slides to select and deselect them:  <ol style="list-style-type: none"> 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 a separate window. To stop sharing the slides, from the toolbar select Stop presenting. <p>Note that the ability to present into a conference may have been restricted to Hosts only.</p>
<p>View a presentation being shown by another participant</p>	<p>When a participant starts a presentation, you will automatically see the content they are sharing as your main image, and the image of the participants will reduce to a small thumbnail at the top left corner.</p> <p>You can toggle between viewing the presentation and viewing the participants by clicking on the thumbnail.</p> <p>You can also click and drag this window to move it.</p>
<p>View a presentation at a higher (or lower) refresh rate</p>  	<p>When a participant is showing a presentation, by default you receive it as a series of still images. This is suitable for documents and screens being shared, but if the presentation contains a lot of movement it may appear jerky. If this is the case, you can elect to receive the presentation in full motion as HD video.</p> <p>To do this, from the bottom right of the screen select View full motion presentation. To return to the default view, select View still image presentation.</p>
<p>Start sending and receiving video</p> 	<p>(For users who have initially joined without audio and video)</p> <p>From the toolbar at the bottom of the window, select Start Video.</p>

What	How
<p>Start sending and receiving audio</p> 	<p>(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select Start audio.</p>
<p>Stop/start sending your video to other participants</p> 	<p>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.</p>
<p>Stop/start sending your audio to other participants</p> 	<p>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.</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 image. It will be replaced by a small Show self view 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 Participant list tab and the Events tab, and the Control menu), select the Hide side panel < and Show side panel > icons. These will be at the middle left or bottom of the screen, depending on your device and screen width.</p>
<p>View details of events</p>	<p>The timeline at the bottom of the screen gives a visual overview of the events during the course of the call. You can click on any of the events for more information about it:</p>  <p>For a complete list and details of each of the events, from the top of the side panel select the Events tab:</p> 

What	How
View a list of other conference participants	<p>When using Infinity Connect, a list of all other conference participants will be shown in the  Participant list tab of the control panel (which is to the left of or at the bottom of the screen, depending on the screen width). You can scroll through this list, or use the search box at the top of the list, to view the names of other participants or select a particular participant to control. You can show and hide the side panel by clicking on the Hide side panel < and Show side panel > icons.</p> 
View an individual participant's role	<p>Each person in the Participant list has an icon next to their name, representing their role:</p> <ul style="list-style-type: none">  Hosts, who can control the meeting and other participants  Guests  External guests, who have joined via a meeting hosted on an external platform such as a Skype for Business / Lync meeting.
Change a participant's role	<p>(Requires Host privileges; you cannot change your own role to Guest.) From the Participant list, select the participant and then select Make Host or Make Guest. You cannot change the role of External guest participants (those who have joined via a meeting hosted on an external platform such as a Skype for Business / Lync meeting).</p> 
View individual participant's details	<p>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).</p> 

What	How
<p>Send and receive chat messages, and share online videos and images</p>	<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="344 373 896 453" style="border: 1px solid #ccc; border-radius: 5px; padding: 10px; margin: 10px 0;"> <p style="color: #888; font-style: italic;">Write a message</p> </div> <p>Messages are visible to everyone else in the conference with a chat-capable client (such as Skype for Business / Lync or Infinity Connect).</p> <p>You can also share videos and images by pasting their URL into the text box.</p>
<p>Prevent/allow others from joining the meeting</p>	<p>(Requires Host privileges)</p> <p>From the top left of the screen, select Control ●●● and then select Lock meeting or Unlock meeting:</p> <p>The impact of locking depends on whether or not the meeting has a Host PIN.</p> <div data-bbox="1031 598 1429 1134" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <div style="display: flex; justify-content: space-between; align-items: center;"> Control ✕ </div> <div style="margin-top: 10px;"> <div style="border: 2px solid red; padding: 5px; margin-bottom: 10px; display: flex; align-items: center;"> 🔒 Lock meeting </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> 🔇 Mute all Guests </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> ⊗ Disconnect all </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> 📺 Select media devices </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> ℹ️ Get media stats </div> <div style="display: flex; align-items: center;"> 👤+ Add Participant </div> </div> </div>
<p>Allow a participant to join a locked conference</p>	<p>(Requires Host privileges)</p> <p>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.</p> <div data-bbox="1031 1165 1429 1291" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <div style="display: flex; justify-content: space-between; align-items: center;"> Bob Smith 👤 </div> <div style="display: flex; align-items: center; margin-top: 5px;"> Alice Jones <div style="border: 2px solid red; padding: 2px 5px; display: flex; align-items: center; gap: 5px;"> ✔ ✖ </div> 👤 </div> </div>
<p>Add a participant to the conference</p> 	<p>(Requires Host privileges)</p> <ol style="list-style-type: none"> From the toolbar at the bottom of the screen, select Add participant. At the prompt, enter the address of the person you want to dial. Select whether you want the participant to have Host or Guest privileges. Select Call in. <p>The call is placed from the VMR to the participant and they will appear in the participant list with a green line under their name while their endpoint is ringing. If and when the participant answers the call they will join the conference; if they do not answer, or do not accept the call, they will disappear from the participant list.</p> <div data-bbox="1031 1333 1429 1627" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <div style="display: flex; justify-content: space-between; align-items: center;"> Add Participant ✕ </div> <div style="margin-top: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center; border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-bottom: 10px;"> alice@example.com Host ▾ </div> <div style="text-align: center; margin-top: 10px;"> <div style="background-color: #4CAF50; color: white; padding: 5px 15px; border-radius: 5px; display: inline-block;">Call in</div> </div> </div> </div>

What	How
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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.
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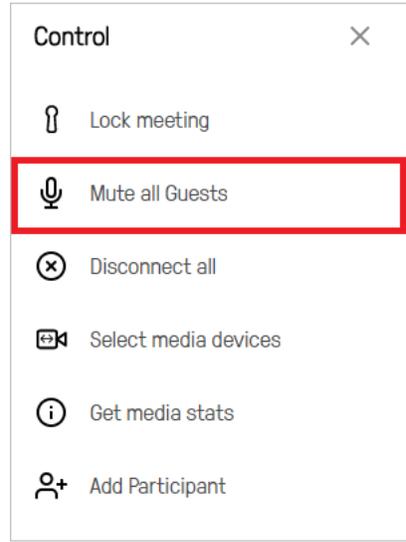


Mute/unmute another participant	(Requires Host privileges) From the Participant list , select the participant and then select Mute or Unmute .
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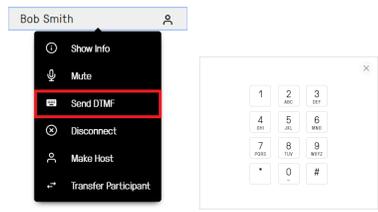
When muted, a  icon is shown next to the participant's name.



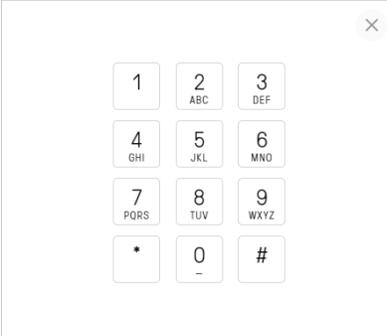
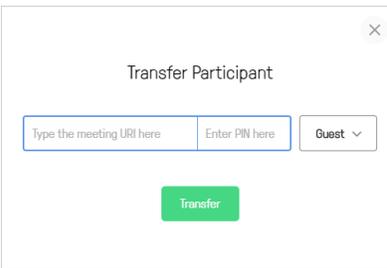
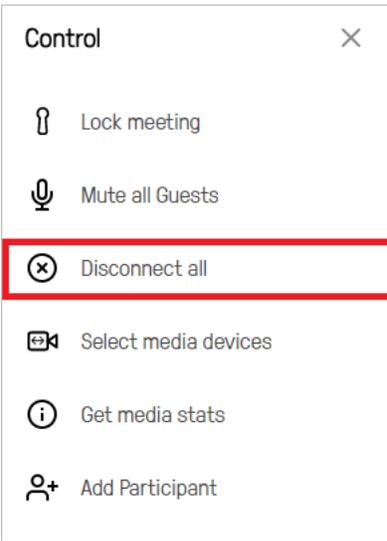
Muting all Guests	(Requires Host privileges) From the top right of the side panel, select Control ●●● and then select Mute all guests .
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Send DTMF tones to another participant (when in a VMR)	(Requires Host privileges; you must be joined over audio, or video and audio) From the Participant list , select the participant to whom you want to send DTMF tones, and then select Send DTMF . This will open a keypad:
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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	
<p>Send DTMF tones to the other participant (when in a person-to-person call)</p> 	<p>From the toolbar at the bottom of the window, select Open dialpad. This will open a keypad.</p>	
<p>Transfer a participant to another VMR</p>	<p>(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.</p>	
<p>Disconnect another participant</p>	<p>(Requires Host privileges) From the participant list, select the participant's name and then select Disconnect.</p>	
<p>Disconnect all participants (including yourself)</p>	<p>(Requires Host privileges) From the top right of the side panel, select Control ●●● and then select Disconnect all.</p>	
<p>Disconnect yourself from the conference</p> 	<p>From the toolbar at the bottom of the screen, select Disconnect.</p>	

What How

Mute/unmute the audio coming from the conference

From the toolbar at the bottom of the screen, select **Mute/Unmute incoming audio**.



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 (when connected with audio or video)

From the top right of the side panel, select **Control ●●●** and then select **Get media stats**. This brings up an overlay dialog that displays statistics such as the codec being used, incoming and outgoing audio and video bitrates, and how many data packets have been lost and received.

✕

Media Statistics

	In	Out
Audio		
Packets Transmitted	223346	197253
Packets Lost	0	0
Total Percentage Lost	0.0%	0.0%
Recent Percentage Lost	0.0%	0.0%
Bitrate	70kbps	19kbps
Codec	opus	opus
Video		
Packets Transmitted	294795	307518
Packets Lost	0	0
Total Percentage Lost	0.0%	0.0%
Recent Percentage Lost	0.0%	0.0%
Bitrate	503kbps	535kbps
Codec	VP9	VP9
Resolution	1024x576	1280x720
Configured Bitrate	N/A	512.0kbps
Decoder Delay	3ms	N/A