



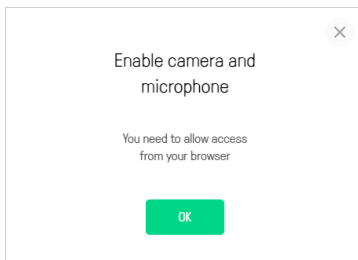
# Infinity Connect Web App Quick Guide

This guide describes how to use the next-generation web app, although not all features are available to all browsers.

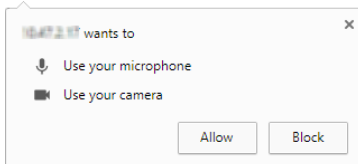
## Getting started

The first time you use your Infinity Connect client, you will be 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.

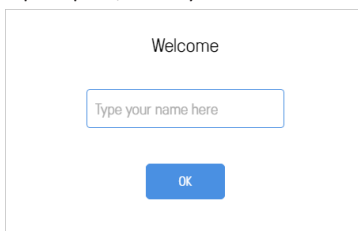
1. If prompted, allow access to your camera and microphone:




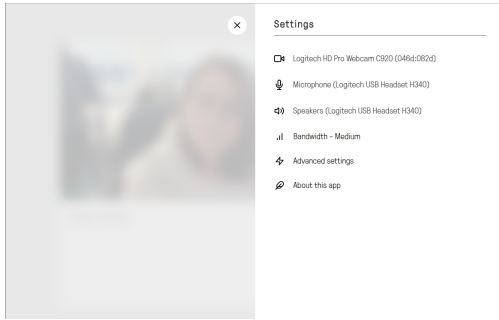
Allow the browser to use your camera and microphone:









2. If prompted, enter your name:



- if required, select the **Settings** icon  at the top right of the video window to select which camera, microphone and speakers to use:






## Configuring your client

Setting	Description
<b>Home page</b>	
Name	The name that will appear to other conference participants.  You'll be asked to enter your name the first time you use the client, but you can change your name from the home page by clicking on it.
 <b>Settings</b>	
 (Camera)	Shows the currently selected camera. Select this option to change the camera to use.  When the selected camera is working properly, the user's self view will be shown in the main video window.
 (Microphone)	Shows the currently selected microphone. Select this option to change the microphone to use.  When the selected microphone is working properly, a green bar will appear under the main video window when audio is detected.
 (Speakers)	Shows the currently selected speakers or headset. Select this option to change the speakers to use.  To check that the selected speakers are working properly, select the speaker icon from the bottom left of the main video window and then select the speaker to use. A tone will be played from that speaker.
 Bandwidth *	The maximum bandwidth for the call, and the bandwidth at which the initial call attempt will be made. Note that calls may be temporarily downspeeded due to network conditions.  The default is <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> .  You should also reconnect using a lower bandwidth if you experience slow or low-quality video.
 <b>Advanced settings</b>	
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.

Setting	Description
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"> <li>• A lower-bandwidth series of <b>still images</b> (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.</li> <li>• A higher-bandwidth <b>full motion</b> 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.)</li> </ul> <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 <b>HD</b> button. However, when <b>View full motion presentation</b> 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 *	<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>
High contrast *	<p>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.</p>
Screen sharing quality	<p>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.</p>



\* You can provide a first-time default for this option by Customizing the Infinity Connect web app.

## Making a call

What	How
Joining a call with audio and video	<ol style="list-style-type: none"> <li>1. Ensure that your camera and microphone are enabled and working correctly: <ul style="list-style-type: none"> <li>◦ The video icon should be green  and you should see your own image in the video window.</li> <li>◦ The microphone icon should be green  and you should see a green bar under the video image indicating the level of audio being detected.</li> </ul> </li> <li>2. Select  to enter the address of the person or meeting you wish to call.</li> </ol>

What	How
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Joining a call with audio only

1. Ensure that your microphone icon is green  and you see a green bar under the video image indicating the level of audio being detected.
2. Select  to enter the address of the person or meeting you wish to call.

When you have joined the call, you will be able to hear other participants and they will be able to hear you, and you will be able to send and receive content, but you will not send or receive any video. Instead, in the main video window you will see an infographic of the participants in the call:



Joining a meeting as a control-only participant

1. Disable your camera and microphone: 
2. Select  to enter the address of the meeting you wish to call.

You will join the meeting as a presentation-only participant - you will not be sending any audio or video, and you will not receive any audio or video from other participants.

Enter the address

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

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

Entering the PIN

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

×




Welcome to the meeting



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.

## During the call

What	How
<p>Enter Host PIN (if joined as Guest)</p> 	<p>From the toolbar at the bottom of the window, select <b>Enter host PIN</b>.</p>
<p>Change your camera, microphone or speakers during a call</p> 	<ol style="list-style-type: none"> <li>From the top right 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>
<p>Share your screen with all other participants</p> 	<p>(Available to Chrome or Firefox users only.)</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>For Chrome users, if this is the first time you have shared your screen, enable screen sharing.</li> <li>Select the window or screen you want to share.</li> </ol> <p>When you are sharing, the icon changes to blue. To stop sharing, select the <b>Stop presenting</b> button.</p> <p><b>i</b> The best way to share a PowerPoint presentation is to start the Slide Show from within PowerPoint first, and then tab to Infinity Connect, share your screen, and select the Slide Show window.</p> <p>Note that the ability to present into a conference may have been restricted to Hosts only.</p>

What	How
<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 will appear:</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 and PDFs (if supported by your device). Each image will be converted into an individual slide, as will each page of each PDF.</li> <li>By default, every slide will be 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 a 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 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 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 new window</b>. To close the window, from the bottom right of the screen select <b>Close separate presentation window</b>.</p>
<p>View a presentation at a higher (or lower) refresh rate</p>  	<p>When a participant is showing a presentation, by default you receive it as a series of still images. This is suitable for documents and screens being shared, but if the presentation contains a lot of movement it may appear jerky. If this is the case, you can elect to receive the presentation in full motion as HD video.</p> <p>To do this, from the bottom right of the screen select <b>View full motion presentation</b>. To return to the default view, select <b>View still image presentation</b>.</p>

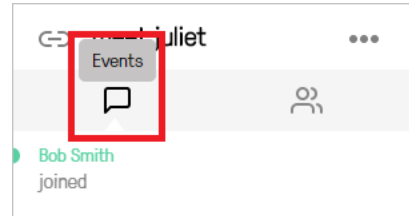
What	How
<p>Start sending and receiving video</p> 	<p>(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select <b>Start Video</b>.</p>
<p>Start sending and receiving audio</p> 	<p>(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select <b>Start audio</b>.</p>
<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>. 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 <b>Turn my microphone off</b> or <b>Turn my microphone on</b>. 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 <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 will be at the middle left or bottom of the screen, depending on your device and screen width.</p>

What	How
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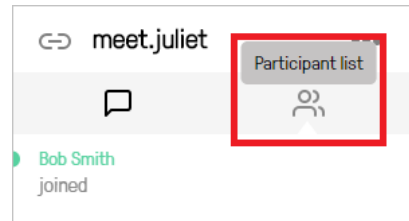
View details of events	The timeline at the bottom of the screen gives a visual overview of the events during the course of the call. You can click on any of the events for more information about it:
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For a complete list and details of each of the events, from the top of the side panel select the Events tab:



View a list of other conference participants	When using Infinity Connect, a list of all other conference participants will be shown in the  Participant list tab of the control panel (which is to the left of or at the bottom of the screen, depending on the screen width). You can scroll through this list, or use the search box at the top of the list, to view the names of other participants or select a particular participant to control. You can show and hide the side panel by clicking on the Hide side panel < and Show side panel > icons.
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View an individual participant's role	Each person in the Participant list has an icon next to their name, representing their role:
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Hosts, who can control the meeting and other participants

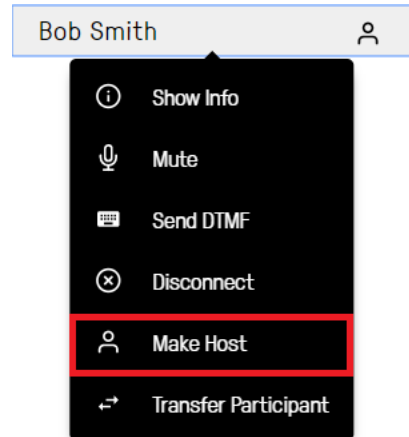


Guests

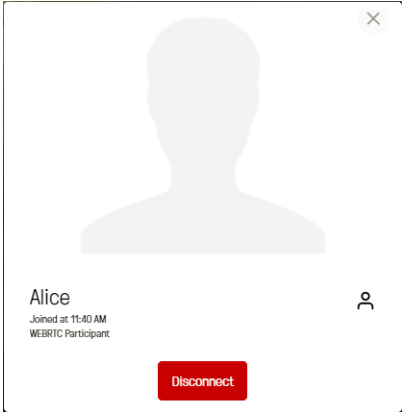

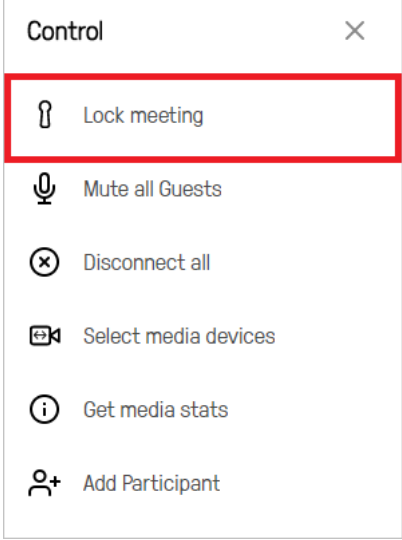
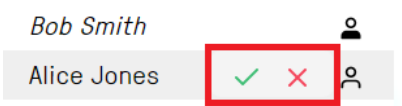



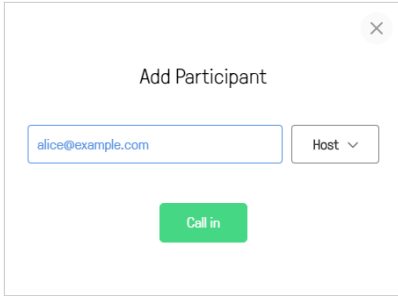



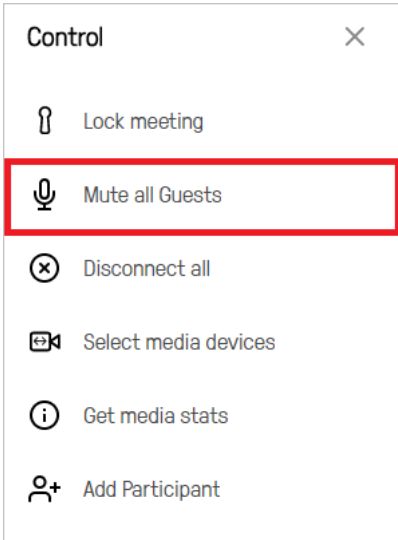
External guests, who have joined via a meeting hosted on an external platform such as a Skype for Business / Lync meeting.

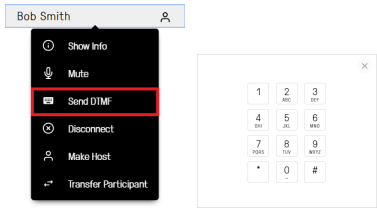

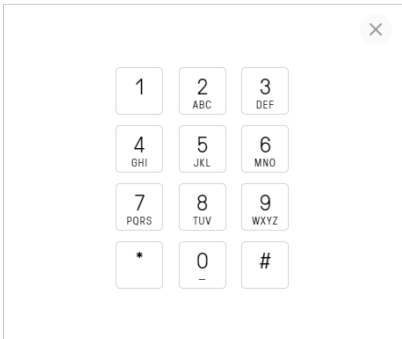
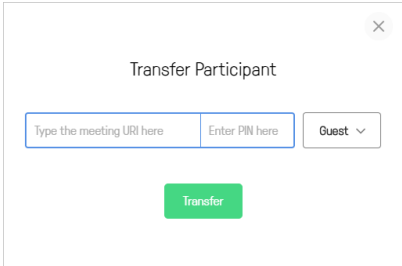
Change a participant's role	(Requires Host privileges; you cannot change your own role to Guest.) From the Participant list, select the participant and then select Make Host or Make Guest. You cannot change the role of External guest participants (those who have joined via a meeting hosted on an external platform such as a Skype for Business / Lync meeting).
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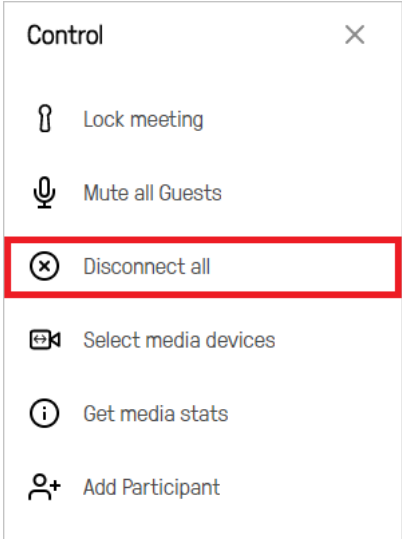








What	How
View individual participant's details	<p>From the <b>Participant list</b>, select the participant and then select <b>Show Info</b>. This brings up an overlay dialog containing details of the participant, including their avatar or image if available (otherwise a placeholder image is shown).</p> 
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  <b>Events</b> 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="344 808 896 886" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p style="color: #888;">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>
Prevent/allow others from joining the meeting	<p>(Requires Host privileges)</p> <p>From the top left of the screen, select <b>Control</b> ●●● and then select <b>Lock meeting</b> or <b>Unlock meeting</b>: The impact of locking depends on whether or not the meeting has a Host PIN.</p> 
Allow a participant to join a locked conference	<p>(Requires Host privileges)</p> <p>Participants who are waiting to join a locked conference are 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	
<p>Add a participant to the conference</p> 	<p>(Requires Host privileges)</p> <ol style="list-style-type: none"> <li>From the toolbar at the bottom of the screen, select <b>Add participant</b>.</li> <li>At the prompt, enter the address of the person you want to dial.</li> <li>Select whether you want the participant to have <b>Host</b> or <b>Guest</b> privileges.</li> <li>Select <b>Call in</b>.</li> </ol> <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>	
<p>Share a link to the meeting</p>	<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>. You can then send this link to other participants who can paste it into their browser to join the meeting.</p>	
<p>Mute/unmute another participant</p> 	<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>	
<p>Muting all Guests</p>	<p>(Requires Host privileges)</p> <p>From the top right of the side panel, select <b>Control</b> ●●● and then select <b>Mute all guests</b>.</p>	

What	How
<p>Send DTMF tones to another participant (when in a VMR)</p>	<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 to whom you want to send DTMF tones, and then select <b>Send DTMF</b>. This will open 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>
<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 <b>Open dialpad</b>. This will open a keypad.</p> 
<p>Transfer a participant to another VMR</p>	<p>(Requires Host privileges)</p> <p>From the <b>Participant list</b>, select the participant and then select <b>Transfer Participant</b>. 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>. You can transfer any participant, including yourself.</p> 
<p>Disconnect another participant</p>	<p>(Requires Host privileges)</p> <p>From the participant list, select the participant's name and then select <b>Disconnect</b>.</p>

What	How
<p>Disconnect all participants (including yourself)</p>	<p>(Requires Host privileges) From the top right of the side panel, select <b>Control</b> ●●● and then select <b>Disconnect all</b>.</p> 
<p>Disconnect yourself from the conference</p> 	<p>From the toolbar at the bottom of the screen, select <b>Disconnect</b>.</p>
<p>Mute/unmute the audio coming from the conference</p>  	<p>From the toolbar at the bottom of the screen, select <b>Mute/Unmute incoming audio</b>.</p>
<p>Change the volume of the audio coming from the conference</p>	<p>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).</p> 

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

✕

### Media Statistics

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

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

## Sharing your screen

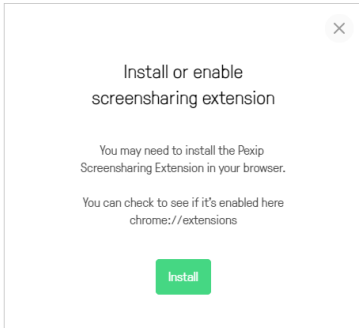
### Enabling screen sharing

Before you can use Infinity Connect via Google Chrome to share your computer screen with other conference participants, you must install the Pexip Screensharing Extension. To do this:

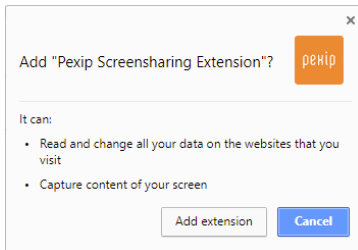
1. While in a meeting, from the toolbar at the bottom of the screen select **Share my screen**:



2. If the extension is not already installed, you will see the following message:



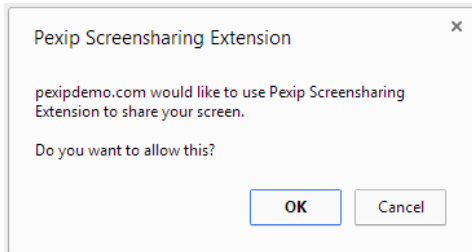
3. Select **Install**. This will take you to the Pexip Screensharing Extension on the Chrome web store.
4. Install the extension by clicking on the **+ ADD TO CHROME** button at the top right of the page. The following confirmation will appear:



##### 5. Select **Add extension**.

You are now ready to share your screen.

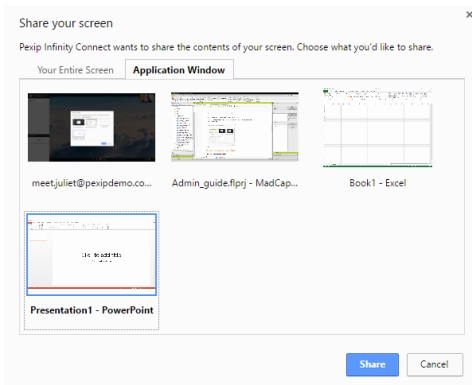
The first time that you use Infinity Connect via Chrome to share your screen from a conference hosted at a particular domain, a confirmation window will appear:



Select **OK** to confirm that you want to share your screen.

## Selecting what to share

From either the **Your Entire Screen** or the **Application Window** options, select what you want to share (any applications that are currently minimized won't appear on the list):



## Changing the frame rate

You can set the frame rate to use when sharing your screen. A lower frame rate will result in *sharper* images and is best for static presentations; a higher frame rate will be less sharp and is best for content where there is more *motion*. You must set the framerate to use before you join the conference via **Settings > Advanced Settings > Screen sharing quality**.