



Infinity Connect Desktop Client

Quick Guide

Software Version 1.3

Document Version 1.3.a

October 2018

pexip

Introduction

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 1.1 was released in June 2018. This guide describes how to use v1.1 of the desktop client with version 1.3 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 the [Pexip support site](#) and download and install the appropriate file for your operating system as described below.

Note that 32-bit operating systems are not supported with the next-generation Infinity Connect desktop client.

Windows

(Supported on Windows 7 and later.)

Download the `pexip-infinity-connect_<release>_win-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
```

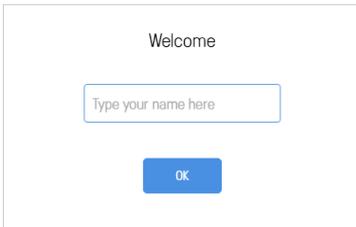
Note that if you want to install the application for all users (rather than just a single user), follow the same instructions but instead copy the .desktop file into the `/usr/share/applications` directory (you may need root privileges to do this).

Getting started

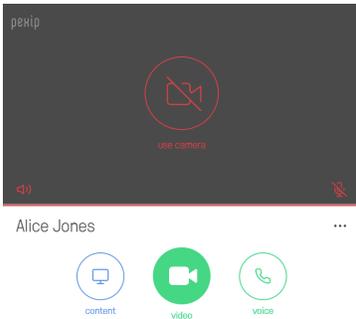
Your administrator may have provided you with a link that will automatically configure your Infinity Connect client with your personalized details (such as your name and registration settings). Otherwise, the first time you use your Infinity Connect desktop client, you'll be asked to provide your name. 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.

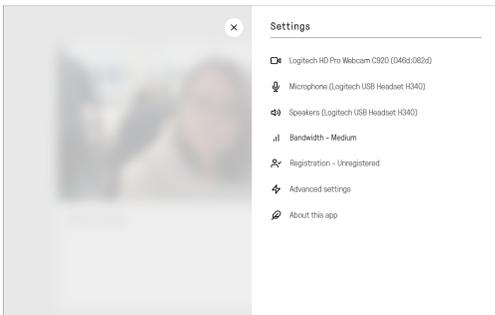
1. If prompted, enter your name:



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



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



Registering your client to receive calls and use the directory

When your 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.

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 Infinity Connect home screen, under the main video window, 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, your 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>
 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>

Setting	Description
 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 your Infinity Connect client.</p> <p>i If your browser or device's default language is supported by the Infinity Connect client, that language will be used automatically. Alternatively, your administrator may have specified a default language to use.</p>
 Registration	
Registration Host *	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.
Username / 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>i 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 Username / 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, you must confirm each time you wish to disconnect from a meeting. This prevents you from accidentally disconnecting yourself. This is on by default.
View full motion presentation *	<p>This setting determines how presentations from other participants are initially received by you.</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. <p>i The actual frame rate used will depend on the capabilities of the endpoint that is sending the presentation. Infinity Connect clients can send presentations at up to 15 fps; other clients may send at a higher frame rate.</p> <p>This setting is off by default: presentations are initially received as still images, and you can subsequently elect to view them in full motion by selecting the HD button at any time during the call. However, when View full motion presentation is selected, presentations received by you will always be shown in full motion by default, and you 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 you do not want to hear the default ringtone when you are receiving an incoming call, you can de-select this option.

Setting	Description
Start application in background *	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. This is off by default.
High contrast *	When this option is enabled, there is a higher contrast between foreground and background elements of the user interface, making them more legible. This is off by default.
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.

 About this app	
Reset app	The Reset option clears the app storage and any registration settings.
Logs	If you are having issues with your Infinity Connect client, your administrator may ask you to use the Copy to clipboard button 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"> Ensure that your camera and microphone are enabled and working correctly: <ul style="list-style-type: none"> 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  . In the box at the top right of the window, enter the address of the person or meeting you wish to join: <div style="border: 1px solid #ccc; border-radius: 10px; padding: 10px; display: inline-block; margin: 10px 0;"> meet.alice@example.com </div>  Either click on the icon to the right of the box, or press enter.

What How

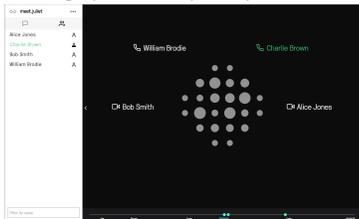
Joining a call with audio only

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  .
3. In the box at the top right of the window, enter the address of the person or meeting you wish to join:



4. Either click on the icon to the right of the box, or press enter.

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 content and control-only participant

1. Select  .
2. In the box at the top right of the window, enter the address of the meeting you wish to join:

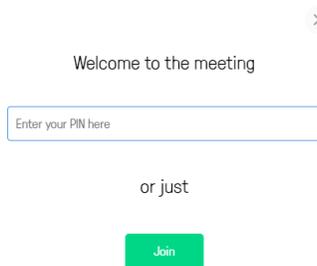


3. Either click on the icon to the right of the box, or press enter.

You will join the meeting as a content and control-only participant - you will not be sending any audio or video, and you will not receive any audio or video from other participants. However, you will be able to view content that others are sharing, and share content with others. You will also have access to the participant list and events, and be able to control the conference (if you are a Host).

Entering the PIN

For some meetings, you will be offered the ability to enter a PIN. If this is your VMR, enter your Host PIN. If not, the meeting organizer should have told you the PIN to use. If you haven't been given a PIN, select Join to join as a Guest:

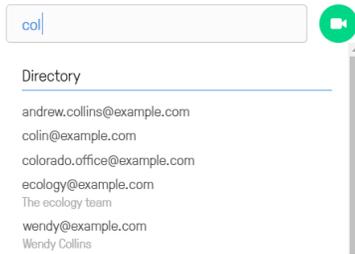


The PIN determines whether you join the meeting as a Host or Guest. Hosts can control the meeting and the other participants; Guests can't control the meeting but can still see and hear the other participants, and share content.

Other ways to select the person or meeting to call

What How

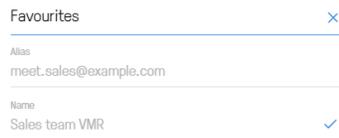
Directory When your Infinity Connect client is registered, as well as being able to receive calls, you can filter and lookup the contact details (phone book / directory) of other devices or VMRs that are set up on the Pexip Infinity platform. You do this by typing part of the address of the person or the name of the VMR you want to call; everything that contains the letters you've typed will appear in the **Directory** section beneath.



Favorites You can add the addresses of people or meetings you call frequently to your **Favorites** list.

To do this:

1. Select the add icon  to the right of the Favorites section.
2. Enter the address of the person or meeting room, and the name you want to remember it by:



3. Select the  icon or press enter.

You can also add a favorite from the **Recents** list (see below).

Recents The addresses of any people or meetings you have previously called, or received calls from, will appear in the **Recents** list.

- To call anyone in this list again, simply click on the address.
- 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 will appear in the box at the top of the list; from here you can edit it before placing the call.
- To add an address in the list to your **Favorites** (see above), select the star icon  to the right of the address.

Advanced options

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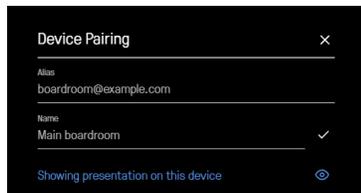
<p>Pairing with an alternative video/audio device</p>	<p>You can use your Infinity Connect client to pair with another video (or audio) device. When paired, your Infinity Connect client will join the meeting as a control-only participant, and the paired device will join with video (or audio). Paired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

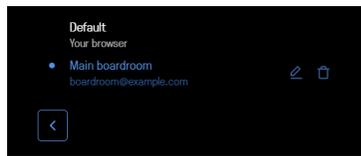
To pair with an alternative device:

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

i By default, the paired device will be set to **Showing presentation on this device**, meaning that any content being shared, as well as the main video, will be shown. If you don't want content to be sent to the device (for example, if you intend to view content on your Infinity Connect client), click on the option; it will change to **Presentation hidden on this device**, meaning that the device will only show the main video stream. Click the option again to toggle back to showing content.

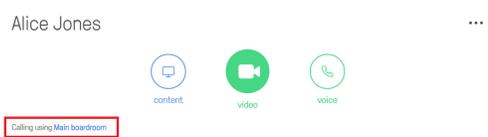


4. Select the ✓ icon or press Enter.
5. The new device will appear in the list. To use it for your next call, click on it - the selected device will appear in blue:



6. To return to the main call page, select the < icon at the bottom left of the panel.

Now, at the bottom left of the home screen you'll see **Calling using** followed by the name of the selected paired device:



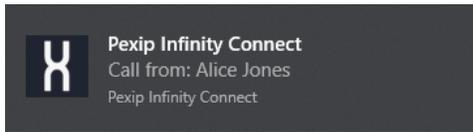
When a paired device is selected, whenever you place a video (or audio-only) call to a VMR, the selected device will be added to that VMR as a video (or audio-only) participant, and your connect client will join the VMR as a control-only participant. To stop using the additional device:

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

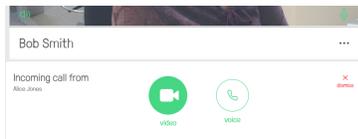
The button at the bottom of the call panel will change to **Pair with a device** — this means that only your connect client will be used the next time you place a call.

Receiving a call

When someone calls your 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 answer with video or audio only. You can also select the **Settings** (⚙️) icon to select the camera, microphone and speakers to you wish to use before you answer the call. Alternatively, to decline the call, select the Dismiss button at the top right of the alert:



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

Using in-call controls

What	How
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.
Pin a minimized version of the client to your screen 	From the toolbar at the bottom of the screen, select Open minimized view . The Infinity Connect window will shrink and be pinned on top of all your other application windows, and you can drag it to a suitable location. To return the window to its previous size, select Open maximized view .

What	How
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Share your screen with all other participants



1. From the toolbar at the bottom of the window, select **Share my screen**.
2. Select the window or screen you want to share.

When you are sharing, the icon changes to blue. To stop sharing, select the **Stop presenting** button.

-  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.

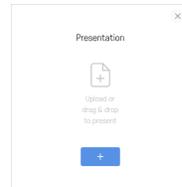
Note that the ability to present into a conference may have been restricted to Hosts only.

Share images or PDFs with all other participants

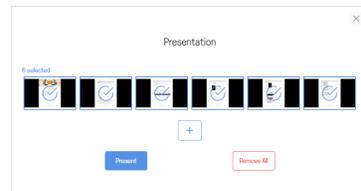


1. From the toolbar at the bottom of the screen, select **Present files**.

The Presentation screen will appear:



2. Select **+**, or drag and drop the file(s) you want to share into the **Presentation** window. You can add multiple files, and they can be a combination of images and PDFs (if supported by your device). Each image will be converted into an individual slide, as will each page of each PDF.
3. By default, every slide will be selected for presenting, but you can click on individual slides to select and deselect them:



4. When you have selected all the slides you want to share, select **Present**. Use the left **<** and right **>** on-screen controls, or the arrow keys on your keyboard, to scroll through the slides. You also have the option to  **View presentation in a separate window**.
5. To stop sharing the slides, from the toolbar select **Stop presenting**.

Note that the ability to present into a conference may have been restricted to Hosts only.

View a presentation being shown by another participant

When a participant starts a presentation, you will automatically see the content they are sharing as your main image, and the image of the participants will reduce to a small thumbnail at the top left corner.

You can toggle between viewing the presentation and viewing the participants by clicking on the thumbnail.

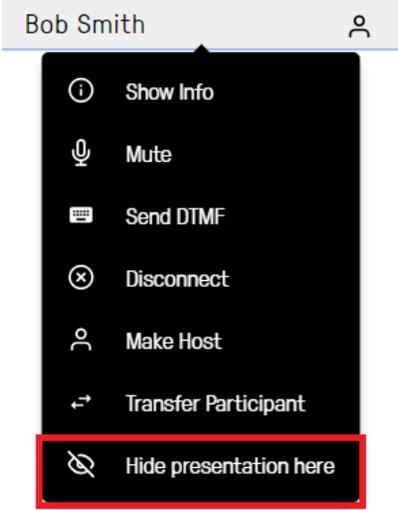
You can also click and drag this window to move it.

View a presentation in a separate window



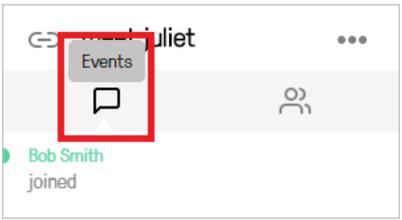
Whether you are the presenter or a participant, you can view the current presentation in a separate pop-out window.

To do this, from the bottom right of the screen select **View presentation in new window**. To close the window, from the bottom right of the screen select **Close separate presentation window**.

What	How
<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 normal presentation.</p>
<p>Stop/start sending presentation to a participant</p>	<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 Infinity Connect client, you could stop sending presentation to the meeting room system). To do this, From the Participant list, select the participant and then select Hide presentation here.</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>
<p>Start sending and receiving audio</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 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.</p> <p>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.</p> <p>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>

What	How
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<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>
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<p>View details of events</p>	<p>For a complete list and details of each of the events represented in the timeline at the bottom of the screen, from the top of the side panel select the Events tab:</p> 
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Timeline

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.

After you have been in the call for more than 10 minutes, you will see a clock icon at the far left of the timeline. To zoom in on any 10-minute period within the timeline, click on the clock icon. You'll see a shaded selector:

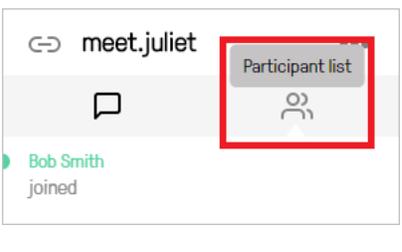


Drag the selector to the period you wish to zoom in on:



When you are zoomed in, you can again click on any of the events to view more information about them.

To return to the full timeline, click on the clock icon again.

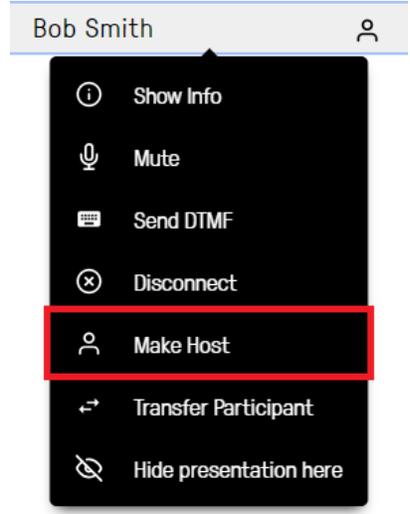
<p>View a list of other conference participants</p>	<p>When using Infinity Connect, a list of all other conference participants will be shown in the , Participant list tab of the control panel (which is to the left of or at the bottom of the screen, depending on the screen width). You can scroll through 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> 
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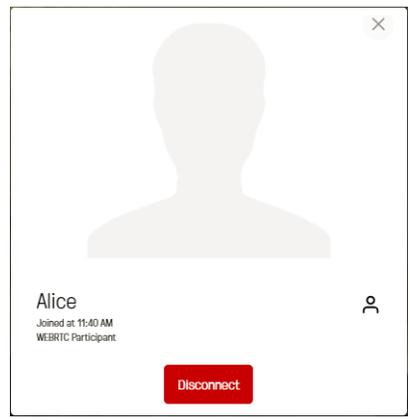
View an individual participant's role

Each person in the **Participant list** has an icon next to their name, representing their role:

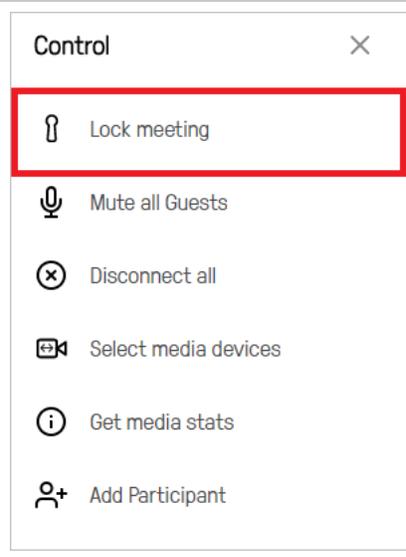
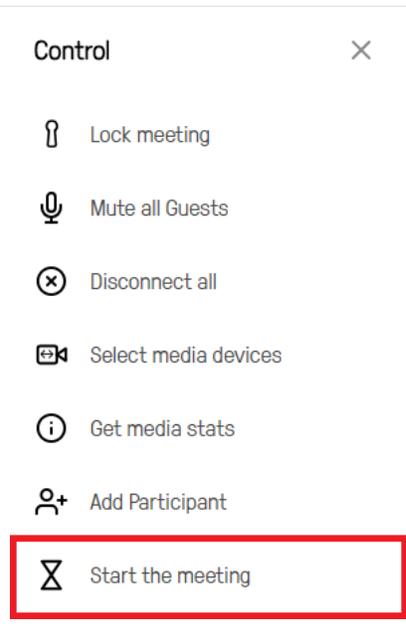
-  Hosts, who can control the meeting and other participants
-  Guests
-  External Guests, who connected directly to an externally-hosted conference, such as a Microsoft Teams or Skype for Business meeting, or Google Hangouts Meet.

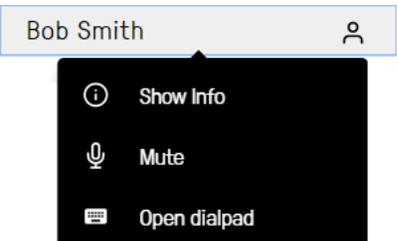
What	How
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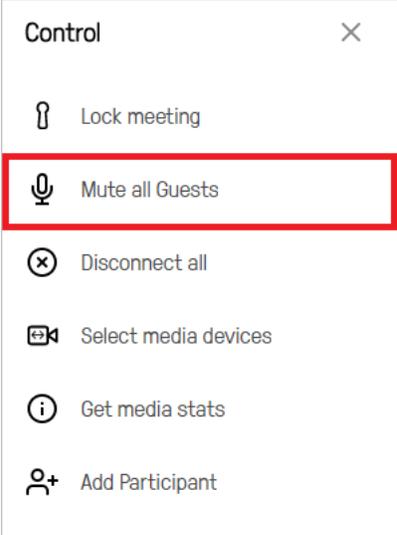
<p>Change a participant's role</p>	<p>(Requires Host privileges; you cannot change your own role to Guest.) From the Participant list, select the participant and then select Make Host or Make Guest. You cannot change the role of External Guest participants (those who are connected directly to an externally-hosted conference, such as a Microsoft Teams or Skype for Business meeting, or Google Hangouts Meet).</p>	 <p>Bob Smith</p> <ul style="list-style-type: none"> Show Info Mute Send DTMF Disconnect Make Host Transfer Participant Hide presentation here
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<p>View individual participant's details</p>	<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>	 <p>Alice</p> <p>Joined at 11:40 AM WEBRTC Participant</p> <p>Disconnect</p>
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<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="402 1354 954 1438" style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin: 10px 0;"> <p>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>
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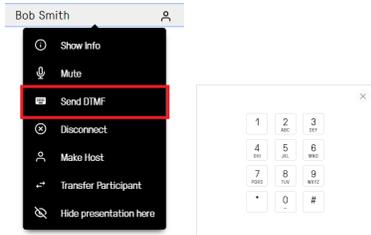
What	How	
<p>Prevent/allow others from joining the meeting</p>	<p>(Requires Host privileges) From the top left of the screen, select Control ●●● and then select Lock meeting or Unlock meeting: The impact of locking depends on whether or not the meeting has a Host PIN.</p>	 <p>The screenshot shows a 'Control' menu with a close button (X) in the top right. The menu items are: 'Lock meeting' (highlighted with a red box), 'Mute all Guests', 'Disconnect all', 'Select media devices', 'Get media stats', and 'Add Participant'.</p>
<p>Allow a participant to join a locked conference</p>	<p>(Requires Host privileges) Participants who are waiting to join a locked conference are shown in the Participant list with a tick and cross next to their names. To allow these participants to join the conference, select the green tick. If you do not want them to join, select the red cross.</p>	 <p>The screenshot shows a participant list with two entries: 'Bob Smith' and 'Alice Jones'. Next to 'Alice Jones' are a green checkmark and a red cross, both highlighted by a red box. To the right of the names is a 'Join' button icon.</p>
<p>Allow waiting Guests to join a new meeting without a Host</p>	<p>(Requires Host privileges) If a Guest joins a meeting without a Host, they will be kept waiting to join until the first Host joins, at which point all waiting Guests will automatically be allowed in to the meeting. However, this only applies if the Host has joined with audio or video; presentation and control-only Hosts will 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 left of the screen, select the menu ●●● icon and then select Start the meeting.</p>	 <p>The screenshot shows a 'Control' menu with a close button (X) in the top right. The menu items are: 'Lock meeting', 'Mute all Guests', 'Disconnect all', 'Select media devices', 'Get media stats', 'Add Participant', and 'Start the meeting' (highlighted with a red box).</p>

What	How
<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> <p> Sometimes the address you have been given to dial will start with a prefix such as sip: or mssip: or h323: or rtmp: — if so, you should enter the prefix as well as the address. If you adding a streaming or recording service to the meeting, the address that you are dialing must start with rtmp: followed by the address of the service.</p>
<p>Cancel a call to a participant</p>	<p>(Requires Host privileges)</p> <p>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.</p> <p>To cancel an outbound call, from the Participant list, select the participant and then select Cancel Dialout.</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 Share icon at the top left of the screen and then select Copy meeting link.</p> <p>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 Participant list, select the participant and then select Mute or Unmute.</p> <p>When muted, a  icon is shown next to the participant's name.</p>

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

Send DTMF tones to another participant (when in a VMR) (Requires Host privileges; you must be joined over audio, or video and audio)

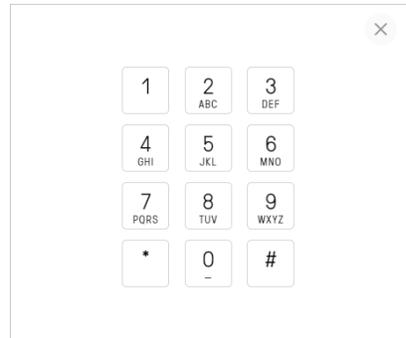
From the **Participant list**, select the participant to whom you want to send DTMF tones, and then select **Send DTMF**. This will open a keypad:

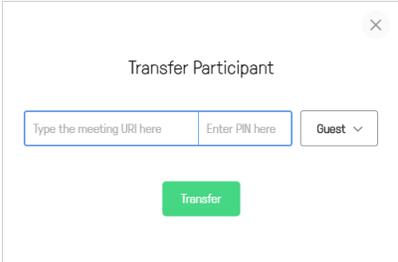
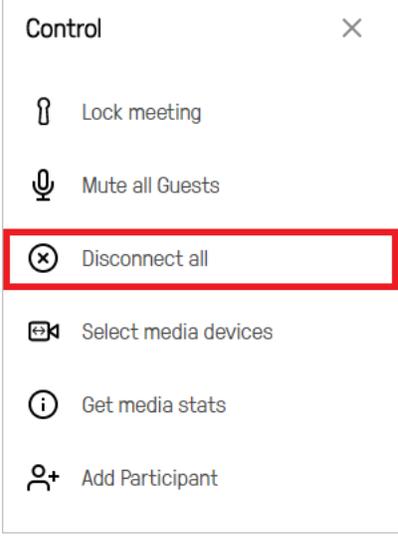
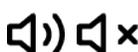


This feature is generally used to communicate with external systems (such as audio bridges, automated switchboards, and recording devices) after they have been added to the conference.

Send DTMF tones to the other participant (when in a person-to-person call)

From the toolbar at the bottom of the window, select **Open dialpad**. This will open a keypad.



What	How	
<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>	
<p>Mute/unmute the audio coming from the conference</p>	<p>From the toolbar at the bottom of the screen, select Mute/Unmute incoming audio.</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																																																						
<p>View diagnostic information about your call and client</p>	<p>(Available when connected with audio or video)</p> <p>From the top right of the side panel, select Control ● ● ● and then select Get media stats.</p> <p>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.</p> <div data-bbox="1039 210 1435 735" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <div style="text-align: right; margin-bottom: 5px;">✕</div> <h3 style="text-align: center; margin: 0;">Media Statistics</h3> <table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;"></th> <th style="width: 15%; text-align: center;">In</th> <th style="width: 15%; text-align: center;">Out</th> </tr> </thead> <tbody> <tr> <td colspan="3">Audio</td> </tr> <tr> <td>Packets Transmitted</td> <td style="text-align: right;">95293</td> <td style="text-align: right;">95281</td> </tr> <tr> <td>Packets Lost</td> <td style="text-align: right;">0</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Total Percentage Lost</td> <td style="text-align: right;">0.0%</td> <td style="text-align: right;">0.0%</td> </tr> <tr> <td>Recent Percentage Lost</td> <td style="text-align: right;">0.0%</td> <td style="text-align: right;">0.0%</td> </tr> <tr> <td>Bitrate</td> <td style="text-align: right;">69kbps</td> <td style="text-align: right;">19kbps</td> </tr> <tr> <td>Codec</td> <td style="text-align: right;">opus</td> <td style="text-align: right;">opus</td> </tr> <tr> <td colspan="3">Video</td> </tr> <tr> <td>Packets Transmitted</td> <td style="text-align: right;">92714</td> <td style="text-align: right;">131950</td> </tr> <tr> <td>Packets Lost</td> <td style="text-align: right;">35</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Total Percentage Lost</td> <td style="text-align: right;">0.0%</td> <td style="text-align: right;">0.0%</td> </tr> <tr> <td>Recent Percentage Lost</td> <td style="text-align: right;">0.0%</td> <td style="text-align: right;">0.0%</td> </tr> <tr> <td>Bitrate</td> <td style="text-align: right;">531kbps</td> <td style="text-align: right;">436kbps</td> </tr> <tr> <td>Codec</td> <td style="text-align: right;">VP9</td> <td style="text-align: right;">VP9</td> </tr> <tr> <td>Resolution</td> <td style="text-align: right;">1280x720</td> <td style="text-align: right;">1280x720</td> </tr> <tr> <td>Configured Bitrate</td> <td style="text-align: right;">N/A</td> <td style="text-align: right;">512.0kbps</td> </tr> <tr> <td>Decoder Delay</td> <td style="text-align: right;">5ms</td> <td style="text-align: right;">N/A</td> </tr> </tbody> </table> <p style="margin-top: 10px;">Software versions Client version 1.3.1 (chrome v69 on Win32) Server version v20 (45159.0.0)</p> </div>		In	Out	Audio			Packets Transmitted	95293	95281	Packets Lost	0	0	Total Percentage Lost	0.0%	0.0%	Recent Percentage Lost	0.0%	0.0%	Bitrate	69kbps	19kbps	Codec	opus	opus	Video			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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