Infinity Connect Mobile App

User Guide

Software Version 1.10

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Contents

Introduction

All you need to do to make a call into a Pexip Infinity environment using the Infinity Connect mobile 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.

Installing the Infinity Connect mobile client

Android

The Infinity Connect mobile client for Android is available for free from the Google Play store at https://play.google.com/store/apps/details?id=com.pexip.infinityconnect. Follow the instructions to download and install the Infinity Connect mobile client on your device.

ℹ️ If you search for "Pexip" in the Google Play store, you will see two apps. The version labeled **Pexip Infinity Connect** with the][icon is the one you should download for use with Pexip Infinity deployments. You will also see an app called **Pexip (My Meeting Video)**; this is for use by customers of the Pexip Service and **should not be used** in Pexip Infinity deployments.

The Infinity Connect mobile client for Android requires **Android 7.0** or later.

iOS

The Infinity Connect mobile client for iOS is available for free from the Apple Store at https://itunes.apple.com/us/app/pexip/id1195088102. Follow the instructions to download and install the client on your device.

ℹ️ If you search for "Pexip" in the Apple Store, you will see both the legacy and the latest versions of the app. The version labeled **Pexip Infinity Connect** with the][icon is the latest version and the one you should download. You will also see an app called **Pexip (My Meeting Video)**; this is for use by customers of the Pexip Service and **should not be used** in Pexip Infinity deployments.

The latest version of the Infinity Connect mobile client for iOS, v1.9, is compatible with any iOS device running **iOS 15.2** or later.

Allowing Infinity Connect to access your device

When you use the Infinity Connect mobile client, it will request permission to access the camera, microphone and certain applications on your device. The following permission are required:

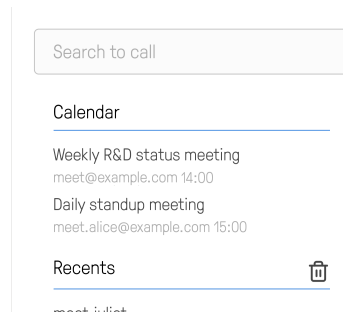| Permission/Description	Use
Camera / Take pictures and record video	Access is required if you want to send video.
Microphone / Record audio	Access is required if you want to send audio.
Calendar	Allows you to integrate your meeting invitations with Infinity Connect.

If you deny any of these requests, you can change the permissions at a later time by going to your device's permissions settings for the **Pexip Infinity Connect** app.

Integrating with your Calendar

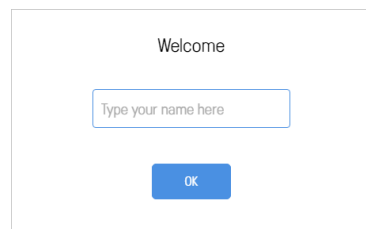The Infinity Connect mobile client for Android and iOS automatically integrates with your calendar:

- Any appointments with a **Location** in the form of a URI (for example **meet.sales@example.com**) will automatically appear as an upcoming event on the Call page.
- If the location URI is followed by the word **PIN** and then the meeting PIN, this will be used automatically when you join the meeting.

To join the conference, simply select the event from the Call page:

Search to call
Calendar
Weekly R&D status meeting meet@example.com 14:00
Daily standup meeting meet.alice@example.com 15:00
Recents   🗑
meet juliet

Getting started

When you open Infinity Connect for the first time, you are presented with a Welcome screen:

Welcome
Type your name here
OK

Enter your name (this will be seen by all the other meeting participants) and select **OK**.

Configuring your client

Setting	Description
Home page	
Name	The name that appears to other conference participants.
	You're asked to enter your name the first time you use the client, but you can change your name from the home page by clicking on it.
● ● ● Settings	
▢◁ (Camera)	Shows the currently selected camera. Select this option to change the camera to use.
	When the selected camera is working properly, your self view is shown in the main video window.
	ⓘ If you select *None* you will join the meeting without a camera, but you can still see everyone else's video. (This option is not available to iOS users.)

Setting	Description
(Microphone)	Shows the currently selected microphone. Select this option to change the microphone to use.
	When the selected microphone is working properly, a green bar appears under the main video window when audio is detected. The length of the bar represents the level of audio volume being picked up by the microphone.
	ⓘ If you select *None* you will join the meeting without a microphone, but you can still hear everyone else's audio. (This option is not available to iOS users.)
(Speakers)	Shows the currently selected speakers or headset. Select this option to change the speakers to use.
	To check that the selected speakers are working properly, select the speaker icon from the bottom left of the main video window and then select the speaker to use. A tone will be played from that speaker.
Bandwidth *	The maximum bandwidth for the call, and the bandwidth at which the initial call attempt is made. Note that calls may be temporarily downspeeded due to network conditions.
	The default is *Medium (up to 1264kbps)*, but if you are on a cellular connection or slow Wi-Fi connection you may want to reduce this to *Very Low (up to 256kbps)*.
	You should also reconnect using a lower bandwidth if you experience slow or low-quality video.
Languages *	(Only applies if additional languages have been enabled by your administrator.)
	Allows you to select from a drop-down menu the language to use in your Infinity Connect client.
	ⓘ If your browser or device's default language is supported by the Infinity Connect client, that language is used automatically. Alternatively, your administrator may have specified a default language to use.
⚡ **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.
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.
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.
Enable far-end camera control *	This setting controls whether the currently selected camera can be controlled (if it supports pan/tilt/zoom or zoom-only) by another participant.
	Far-end camera control (FECC) is off by default.
✒ **About this app**	
Reset app	The **Reset** option clears the app storage.
Logs	If you are having issues with your Infinity Connect client, your administrator may ask you to **Copy to clipboard** to obtain logging information about the last call.

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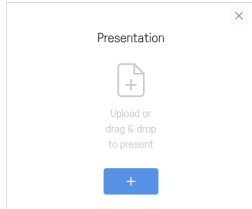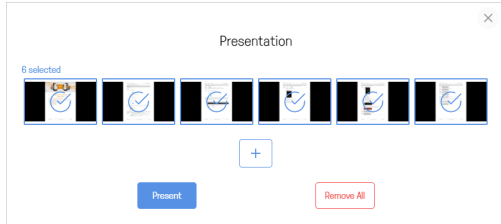
Making a call

What	How
Joining a call with audio and video	1. Ensure that your camera and microphone are enabled and working correctly: ◦ You should see your own image in the video window. ◦ The microphone icon should be green 🎤 and you should see a green bar under the video image indicating the volume of audio being detected. 2. Select 📹 video . 3. In the box at the top right of the window, enter the address of the person or meeting you wish to join: meet.alice@example.com 📹 4. Either click on the icon to the right of the box, or press enter.
Joining a call with audio only	1. Ensure that your microphone icon is green 🎤 and you see a green bar under the video image indicating the volume of audio being detected. 2. Select 📞 voice . 3. In the box at the top right of the window, enter the address of the person or meeting you wish to join: meet.alice@example.com 📞 4. Either click on the icon to the right of the box, or press enter. When you join the call, you'll be able to hear other participants and they'll be able to hear you, and you can send and receive content, but you can't send or receive any video. Instead, in the main video window there is an infographic of the participants in the call:

What	How
Joining a meeting as a presentation and control-only participant	1. Select 🖥 content . 2. In the box at the top right of the window, enter the address of the meeting you wish to join: meet.alice@example.com 🖥 3. Either click on the icon to the right of the box, or press enter. You'll join the meeting as a presentation and control-only participant - you won't send any audio or video, and you won't receive any audio or video from other participants. However, you'll be able to view content that others are sharing, and share content with others. You'll also have access to the participant list and events, and be able to control the conference (if you are a Host).
Entering the PIN	For some meetings, you are offered the ability to enter a PIN. If this is your VMR, enter your Host PIN. If not, the meeting organizer should have told you the PIN to use. If you haven't been given a PIN, select **Join** to join as a Guest: ✕ Welcome to the meeting [Enter your PIN here] or just [Join] The PIN determines whether you join the meeting as a Host or Guest. Hosts can control the meeting and the other participants; Guests can't control the meeting but can still see and hear the other participants, and share content.

Other ways to select the person or meeting to call

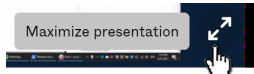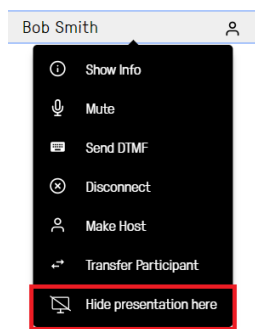| Favorites	You can add the addresses of people or meetings you call frequently to your **Favorites** list. To do this: 1. Select the add icon ✛ to the right of the Favorites section. 2. Enter the address of the person or meeting room, and the name you want to remember it by: Favourites ✕ Alias meet.sales@example.com Name Sales team VMR ✓ 3. Select the ✓ icon or press enter. You can also add a favorite from the **Recents** list (see below).
Recents	The addresses of any people or meetings you have previously called are shown 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 appears in the box at the top of the list; from here you can edit it before placing the call. • To add an address in the list to your **Favorites** (see above), select the star icon ☆ to the right of the address.

Switching between the loudspeaker and a headset
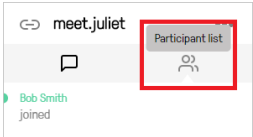
The Infinity Connect mobile client for Android and iOS will automatically use a headset if one is plugged in to your device. Otherwise, your device's loudspeaker is used.
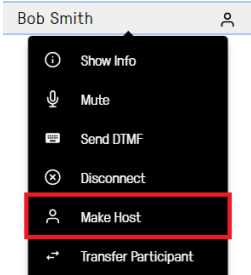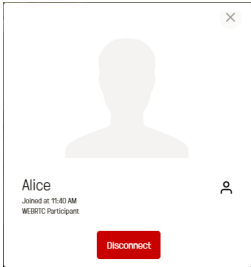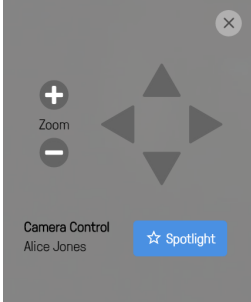
Using in-call controls
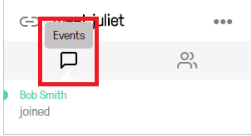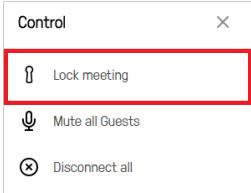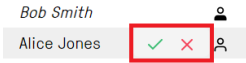
What	How
Enter Host PIN (if joined as Guest)	From the toolbar at the bottom of the screen, select **Enter Host PIN**.
Change your camera, microphone or speakers during a call	1. From the top of the side panel, select **Control**● ● ●. 2. Select **Select media devices**. 3. Select the camera, microphone or speakers/headset, and then choose a new one from the list of available options.
Share images or PDFs with all other participants	1. From the toolbar at the bottom of the screen, select **Present files**. The **Presentation** screen appears: 2. Select +, or drag and drop the file(s) you want to share into the **Presentation** window. You can add multiple files, and they can be a combination of images (JPEG, BMP, PNG or GIF) and PDFs (if supported by your device). Each image and PDF page is converted into an individual slide. 3. By default, every slide is selected for presenting, but you can click on individual slides to select and deselect them: 4. When you have selected all the slides you want to share, select **Present**. Use the left < and right > on-screen controls to scroll through the slides. You also have the option to ▭ **View presentation in separate window**. 5. To stop sharing the slides, from the toolbar select **Stop presenting**. Note that the ability to present into a conference may have been restricted to Hosts only.

What	How
View a presentation being shown by another participant	When a participant starts a presentation, you automatically see the content they are sharing as your main image, and the image of the participants reduces to a small thumbnail at the top left corner. You can toggle between viewing the presentation and viewing the participants by clicking on the thumbnail. You can also click and drag the thumbnail to move it.
Expand the presentation window when it is displayed in the layout mix	When receiving presentation content in an Adaptive Composition layout, the presentation stream is shown as part of the layout mix (replacing some of the other video participants), providing the client is receiving video at a medium or higher bandwidth setting (otherwise it is displayed as one large separate stream). You can toggle the presentation content between the "in mix" and "separate" streams via the ⤢ maximize and ⤡ reset buttons in the bottom-right corner of the presentation.
Stop/start sending presentation to a participant	(Requires Host privileges) When a participant is sharing a presentation, other participants receive both the presentation and the main video. However, you may want to receive just the main video on a particular endpoint (for example, if you are using a meeting room system for audio and video, but you are already viewing the presentation on your 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**.
Start sending and receiving video	(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select **Start Video**.
Start sending and receiving audio	(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select **Start audio**.
Stop/start sending your video to other participants	From the toolbar at the bottom of the window, select **Turn my camera off** or **Turn my camera on**. Other participants will no longer be able to see you, but you will be able to see them.

What	How
Stop/start sending your audio to other participants	From the toolbar at the bottom of the window, select **Turn my microphone off** or **Turn my microphone on**.
	Other participants will no longer be able to hear you, but you will be able to hear them.
Stop/start viewing the video of yourself	The video of yourself that is being sent to other participants is shown in a thumbnail at the top right of the screen. To hide this, click on the image. It is replaced by a small **Show self view** icon; select this to view your image again.
View a list of other conference participants	
	When using Infinity Connect, a list of all other conference participants is shown in the 👥 **Participant list** tab of the control panel (which is to the left of or at the bottom of the screen, depending on the screen width). You can scroll through this list to view the names of other participants. You can also search for a particular participant using the **Filter by name** box at the bottom of the list.
	ⓘ The **/filter** command lets you filter the participant list based on certain criteria such as the participants' role.
View a participant's role and video status	Each person in the **Participant list** has an icon next to their name, representing their role:
	👤 Hosts, who can control the meeting and other participants
	👤 Guests
	🌐 External Guests, who connected directly to an externally-hosted conference, such as a Microsoft Teams or Skype for Business meeting, or Google Meet.
	Each participant also has an additional icon displayed if that participant is a streaming/recording participant, is connected as audio-only, is a video-muted Infinity Connect participant, or is inactive, for example, if they are away from the computer (and thus their face cannot be detected in their video stream):
	Alice 📹̸ 👤
	Bob 📞 👤
	Randolph 👤
	YouTube Stream ☁↑ 👤
	where the indicators represent:
	📹̸ Muted video or inactive (away)
	📞 Connected via audio only
	☁↑ Streaming/recording participant

What	How
Change a participant's role	(Requires Host privileges; you cannot change your own role to Guest.) From the **Participant list**, select the participant and then select **Make Host** or **Make Guest**. You cannot change the role of **External Guest** participants (those who are connected directly to an externally-hosted conference, such as a Microsoft Teams or Skype for Business meeting, or Google Meet).
View individual participant's details	From the **Participant list**, select the participant and then select **Show Info**. This brings up an overlay dialog containing details of the participant, including their avatar or image if available (otherwise a placeholder image is shown).
Control another participant's camera	(Requires Host privileges. This feature must be enabled by an Administrator; not all endpoints can be controlled remotely.) From the participant list, select the participant whose camera you want to control, and then select **Camera control** (for person-to-person calls, this option is also available via the **Camera control** button on the toolbar). The **Camera Control** overlay appears. Use the buttons on the overlay, or your keyboard arrow and + or - keys, to pan, tilt and zoom the camera at the far end. For calls in a Virtual Meeting Room or Virtual Auditorium you can also select **Spotlight** to bring the participant into the main video window for as long as the **Camera Control** overlay is open.

What	How
View details of events	To see a list of conference events that have occurred during the course of the call (participants joining, leaving, presenting etc.), from the top of the side panel select the **Events** tab:
Send and receive chat messages, and share online videos and images	(Available when chat has been enabled by the administrator) All events, including chat messages, are shown in the 🗩 **Events** tab of the side panel (which is to the left of or at the bottom of the screen, depending on the screen width). To send a message, type it in the text box at the bottom of the panel: Messages are visible to everyone else in the conference with a chat-capable client (such as Skype for Business or Infinity Connect). You can also share videos and images by pasting their URL into the text box. A visual indicator is displayed when a new chat message is received. It is displayed against the Events tab If the side panel is open and showing the participant list, or above the button used to show the side panel if the side panel is closed. or
Prevent/allow others from joining the meeting	 (Requires Host privileges) From the top of the side panel, select **Control** ● ● ● and then select **Lock meeting** or **Unlock meeting**: The impact of locking depends on whether or not the meeting has a Host PIN.
Allow a participant to join a locked conference	 (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.

What	How
Allow waiting Guests to join a new meeting without a Host	 (Requires Host privileges) If a Guest joins a meeting without a Host, they are kept waiting to join until the first Host joins, at which point all waiting Guests are automatically allowed in to the meeting. However, this only applies if the Host has joined with audio or video; presentation and control-only Hosts do not automatically trigger Guests to join. If you have joined a meeting as a presentation and control-only Host and want Guests to join, from the top of the side panel, select **Control** ● ● ● and then select **Start the meeting**.
Add a participant to the conference 👤+	 (Requires Host privileges) 1. From the toolbar at the bottom of the screen, select **Add participant**. 2. At the prompt, enter the address of the person you want to dial. 3. Select whether you want the participant to have **Host** or **Guest** privileges. 4. Select **Call in**. The call is placed from the conference to the participant and they appear in the participant list with a green line under their name while their endpoint is ringing. If and when the participant answers the call they will join the conference; if they do not answer, or do not accept the call, they will disappear from the participant list.
Cancel a call to a participant	 (Requires Host privileges) Outbound calls are placed from a Virtual Meeting Room to a participant when a Host uses the Add participant option, or if the Virtual Meeting Room has an automatically dialed participant configured. To cancel an outbound call, from the **Participant list**, select the participant and then select **Cancel Dialout**.
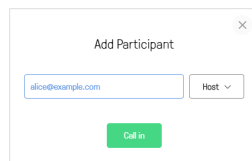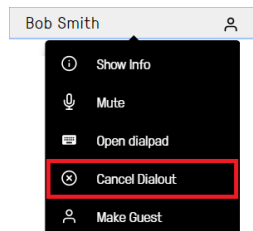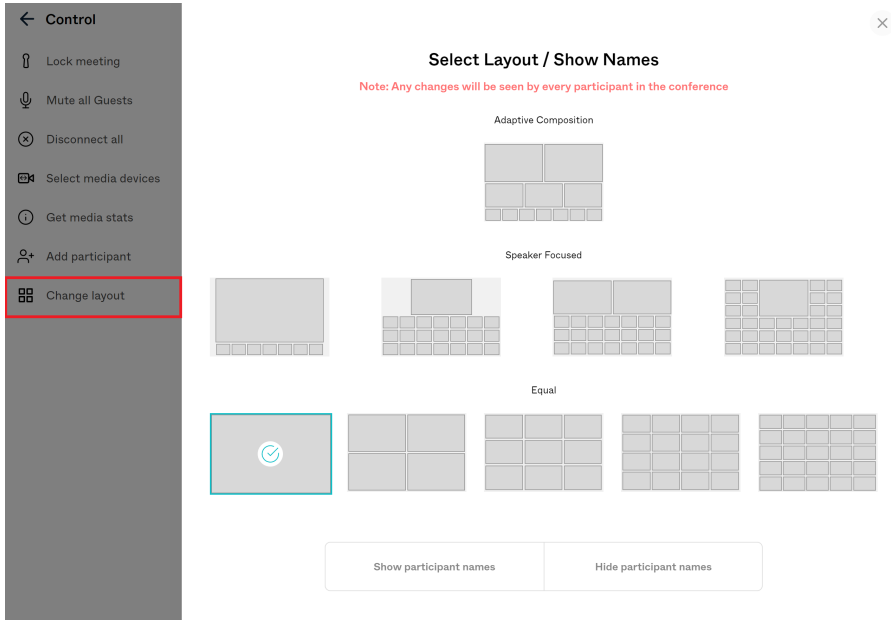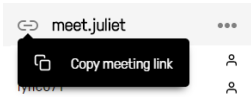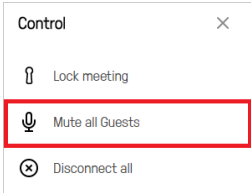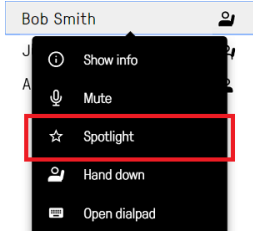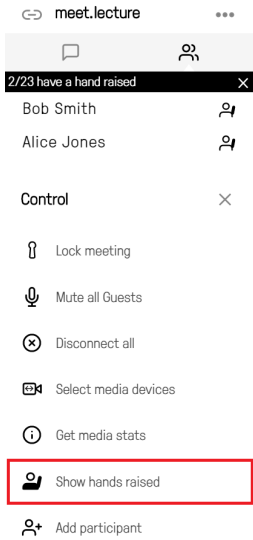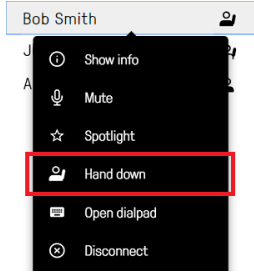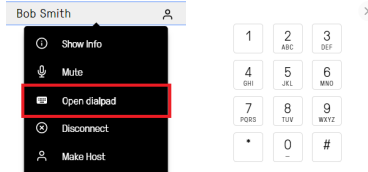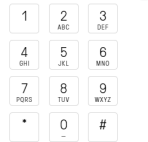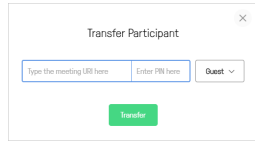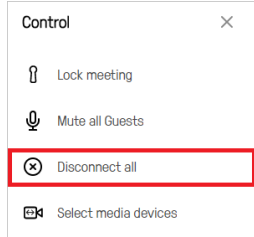
What	How
Change the layout and show/hide participant names	(Requires Host privileges) From the top of the side panel, select **Control** ● ● ● and then select **Change layout**. This opens an overlay dialog from where you can dynamically change the layout being used — just select the layout you want to use. You can also use the buttons at the bottom of the overlay to toggle the display of participant names on and off.
Share a link to the meeting	 If you want to send a link to the meeting to someone so that they can join you, select the **Share** icon at the top left of the screen and then select **Copy meeting link**. You can then send this link to other participants who can paste it into their browser to join the meeting.
Mute/unmute another participant 🎤 🎤̷	(Requires Host privileges) From the **Participant list**, select the participant and then select **Mute** or **Unmute**. When muted, a 🎤̷ icon is shown next to the participant's name.
Mute all Guest participants	 (Requires Host privileges) From the top of the side panel, select **Control** ● ● ● and then select **Mute all Guests**.

What	How
Keep a participant in the main video	Bob Smith ⌗ Show info Mute **Spotlight** Hand down Open dialpad (Requires Host privileges) From the **Participant list**, select the participant and then select **Spotlight**. For more information, see Spotlighting a participant.
Indicate that you wish to speak	(Virtual Auditoriums only by default) From the toolbar at the bottom of the screen, select **Raise my hand**. The meeting Host is alerted that your hand is raised. If you no longer wish to speak, you can select the button again to **Lower my hand**. The meeting Host can also lower your hand.
View all participants with raised hands	(Virtual Auditoriums only by default; requires Host privileges) meet.lecture ... 2/23 have a hand raised ✕ Bob Smith Alice Jones **Control** ✕ Lock meeting Mute all Guests Disconnect all Select media devices Get media stats **Show hands raised** Add participant F rom the top of the side panel, select **Control** ● ● ● and then select **Show hands raised**. Participants are listed in the order that they raised their hand.

What	How
Lower a participant's raised hand	 (Virtual Auditoriums only by default; requires Host privileges) From the **Participant list**, select the participant and then select **Hand down**. A participant can also lower their own hand.
Send DTMF tones to another participant (when in a VMR)	(Requires Host privileges; you must be joined over audio, or video and audio) From the **Participant list**, select the participant and then select **Open dialpad**. This opens a keypad: This feature is generally used to communicate with external systems (such as audio bridges, automated switchboards, and recording devices) after they have been added to the conference.
Send DTMF tones to the other participant (when in a person-to-person call)	 From the toolbar at the bottom of the window, select **Open dialpad**. This opens a keypad.
Transfer a participant to another VMR	 (Requires Host privileges) From the **Participant list**, select the participant and then select **Transfer Participant**. Enter the alias of the conference you wish to transfer the participant to, the PIN (if applicable) and whether they should join as a Guest or Host, and then select **Transfer**. You can transfer any participant, including yourself.
Disconnect another participant	(Requires Host privileges) From the participant list, select the participant's name and then select **Disconnect**.

What	How
Disconnect all participants (including yourself)	**Control** ☐ Lock meeting 🎤 Mute all Guests ⊗ Disconnect all 📹 Select media devices (Requires Host privileges) From the top of the side panel, select **Control**● ● ● and then select **Disconnect all**.
Disconnect yourself from the conference	From the toolbar at the bottom of the screen, select **Disconnect**.
Change the volume of the audio coming from the conference	Use your device's volume controls.
View diagnostic information about your call and client	Media Statistics 	Audio	In	Out
Packets Transmitted	95293	95281
Packets Lost	0	0
Total Percentage Lost	0.0%	0.0%
Recent Percentage Lost	0.0%	0.0%
Bitrate	69kbps	19kbps
Codec	opus	opus | | Video	In	Out
Packets Transmitted	92714	131950
Packets Lost	35	0
Total Percentage Lost	0.0%	0.0%
Recent Percentage Lost	0.0%	0.0%
Bitrate	531kbps	436kbps
Codec	VP9	VP9
Resolution	1280x720	1280x720
Configured Bitrate	N/A	512.0kbps
Decoder Delay	5ms	N/A	 Software versions Client version 1.3.1 (chrome v69 on Win32) Server version v20 (45159.0.0) (Available when connected with audio or video) From the top of the side panel, select **Control**● ● ● and then select **Get media stats**. This brings up an overlay dialog that displays statistics such as the codec being used, incoming and outgoing audio and video bitrates, and how many data packets have been lost and received. It also shows the software version of the client and the Pexip Infinity deployment it is connected to.
Use a text-based interface to filter participants and control the conference	Some tasks can be performed using a command-line-style text input from within the **Filter by name** box at the bottom of the **Participant list**. Hosts and Guests can filter the list of participants based on criteria such as their role or who is currently speaking. Hosts can also perform other conference control functions such as muting and unmuting participants, spotlighting a participant, and turning the text overlay on and off. To view a full list of available commands, type / into the **Filter by name** box.