

Infinity Connect Web App

User Guide

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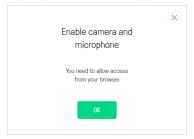
Introduction

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

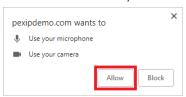
Getting started

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:



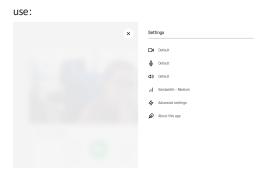
2. If prompted, enter your name:



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



- 1 If you are joining a meeting where you might not be speaking often, or where there will be many other participants, it is good practice to turn off your microphone before placing the call, and turn it on only when you are in the meeting and wish to speak.
- 4. If required, select the Settings icon ● underneath the video window to select which camera, microphone and speakers to



Configuring your client

Setting	Description
Home page	
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.
• • • Settings	
	Shows the currently selected camera. Select this option to change the camera to use.
(Camera)	When the selected camera is working properly, your self view will be shown in the main video window.
	(f) If you select <i>None</i> , you will join the meeting without a camera, but you will still be able to see everyone else's video.
.n.	Shows the currently selected microphone. Select this option to change the microphone to use.
(Microphone)	When the selected microphone is working properly, a green bar will appear 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.
	(f) If you select <i>None</i> , you will join the meeting without a microphone, but you will still be able to hear everyone else's audio.
ದು)	Shows the currently selected speakers or headset. Select this option to change the speakers to use.
(Speakers)	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.
Ш	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.
Bandwidth *	The default is <i>Medium (up to 576kbps)</i> , but if you are on a cellular connection or slow Wi-Fi connection you may wish to reduce this to <i>Low (up to 256kbps)</i> .
	You should also reconnect using a lower bandwidth if you experience slow or low-quality video.
P	(Only applies if additional languages have been enabled by your administrator.)
Languages *	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 will be used automatically. Alternatively, your administrator may have specified a default language to use.
Advanced settings	

Setting	Description
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 incoming presentation in full motion *	This setting determines how presentations from other participants are initially received by you.
	 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.
	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.
	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 incoming presentation in full motion 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.
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.
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 Download logs to obtain logging information about the last call.

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 Ψ 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 Ψ 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 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:



What How Joining a meeting as a presentation 1. Select content.

and controlonly
participant

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

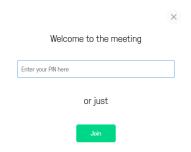


3. Either click on the icon to the right of the box, or press enter.

You will join the meeting as a presentation 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

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 \checkmark 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.

What How

Advanced options

Pairing with an alternative video/audio device 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 presentation and control-only participant, and the paired device will join with video (or audio). Paired devices are added automatically to any Virtual Meeting Room or Virtual Auditorium you join as a Host from your Infinity Connect client. The paired device will be disconnected automatically from the meeting when you disconnect your client.

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.
 - 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.

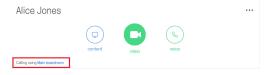


- 4. Select the ✓ icon or press Enter.
- 5. The new device will appear in the list. To use it for your next call, click on it the selected device will appear in blue:



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 presentation and 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.

During the call

What	How	Keyboard shortcut
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	 From the top 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 video window to your screen	From the toolbar at the bottom of the screen, select Float video window. The main video window (including thumbnails) will shrink and be pinned on top of all your other application windows. You can drag it to a suitable location. To return to the Chrome tab with the video window resized within it, from the pinned window select Back to tab. To close the pinned video window, from the toolbar select Reset video window.	
Share your screen with all other participants	 (Available to Chrome, Firefox, or Opera users.) From the toolbar at the bottom of the window, select Share my screen. Select the window, screen or tab you want to share. When you are sharing, the icon changes to blue. To stop sharing, select the Stop presenting button. The best way to share a PowerPoint presentation is to start the Slide Show from within PowerPoint first, and then tab to Infinity Connect, share your screen, and select the Slide Show window. Note that the ability to present into a conference may have been restricted to Hosts only. 	

What How Keyboard shortcut

Share images or PDFs with all other participants





 $1. \quad \text{From the toolbar at the bottom of the screen, select } \textbf{Present files}.$

The Presentation screen will appear:



- 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 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 p 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.

motion as HD video.

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.

Shift + P





View a presentation at a

higher (or lower) refresh rate

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.

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





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.

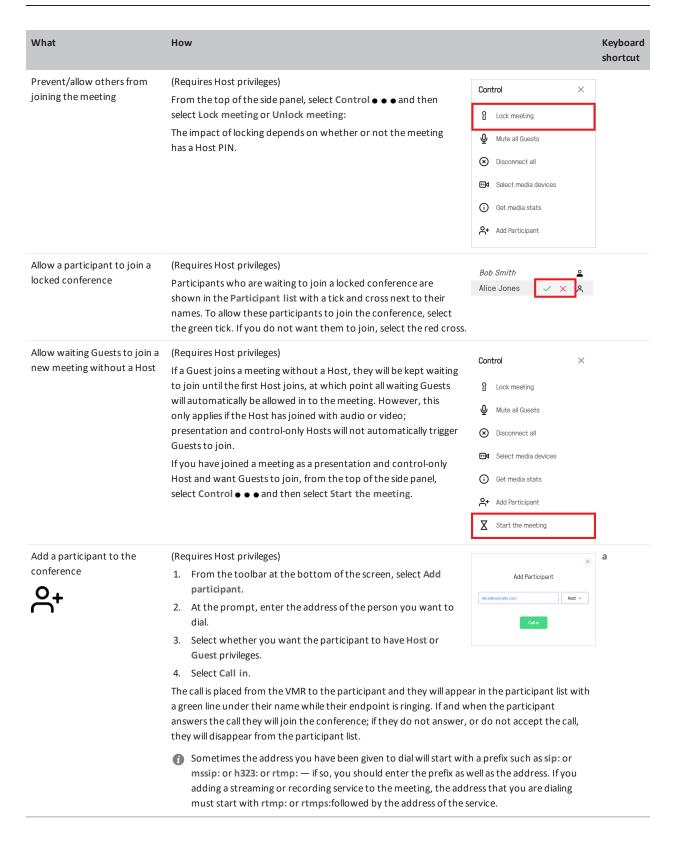
What	How		Keyboard shortcut
Stop/start sending presentation to a participant		MF ect	
Start sending and receiving video	(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select Start Video.		
Start sending and receiving audio	(For users who have 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 on. Other participants will no longer be able to see you, but you will be able to see them		С
Stop/start sending your audio to other participants	From the toolbar at the bottom of the window, select Turn my microphone off or microphone on. Other participants will no longer be able to hear you, but you will be able to hear the lift your microphone detects sound while turned off in this way, you will see a misselfview saying "You're muted".	em.	m
Stop/start viewing the video of yourself	The video of yourself that is being sent to other participants is shown in a thumbna right of the screen. To hide this, click on the image. It will be replaced by a small Sho icon; select this to view your image again.		
Show or hide the side panel	To hide or show the side panel (containing the Participant list tab and the Events to Control menu), select the Hide side panel < and Show side panel > icons. These will middle left or bottom of the screen, depending on your device and screen width.		s
View details of events	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:	°°°	Shift + S

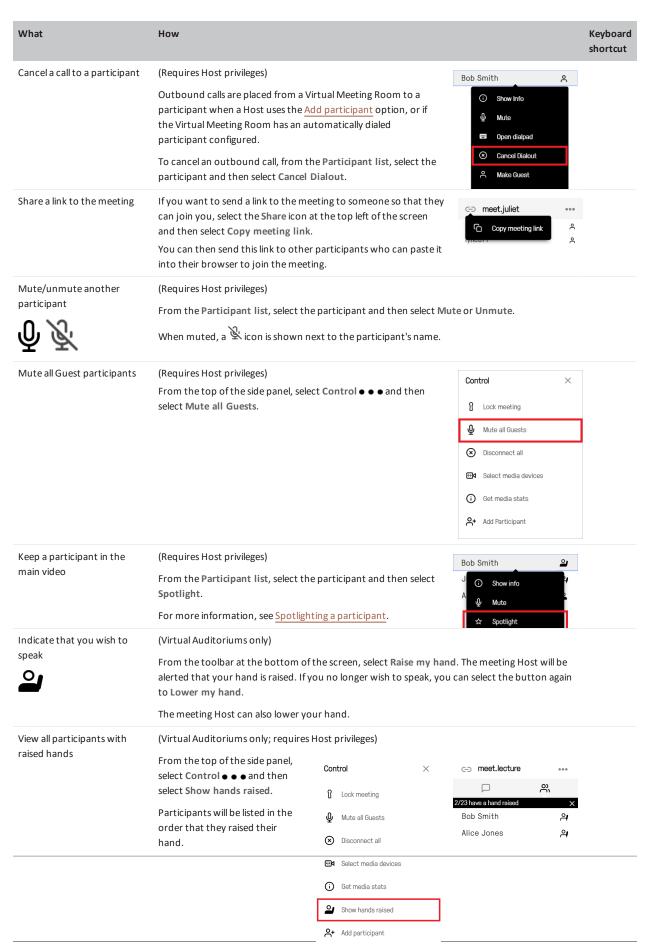
What How Keyboard shortcut Timeline The timeline shown at the bottom of the screen gives a visual overview of the events during the course of the call: You can click on any of the events for more information about it (note that this feature is not available if the desktop or web app window has been narrowed to the point where the control panel moves below the video window). 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. View a list of other When using Infinity Connect, a list of all other conference meet.juliet conference participants participants will be shown in the $\stackrel{\circ}{\cap}$ 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. You can show and hide the side panel by clicking on the Hide side panel < and Show side panel >icons. View an individual Each person in the Participant list has an icon next to their name, representing their role: participant's role O Hosts, who can control the meeting and other participants Guests igoplus External Guests, who connected directly to an externally-hosted conference, such as a

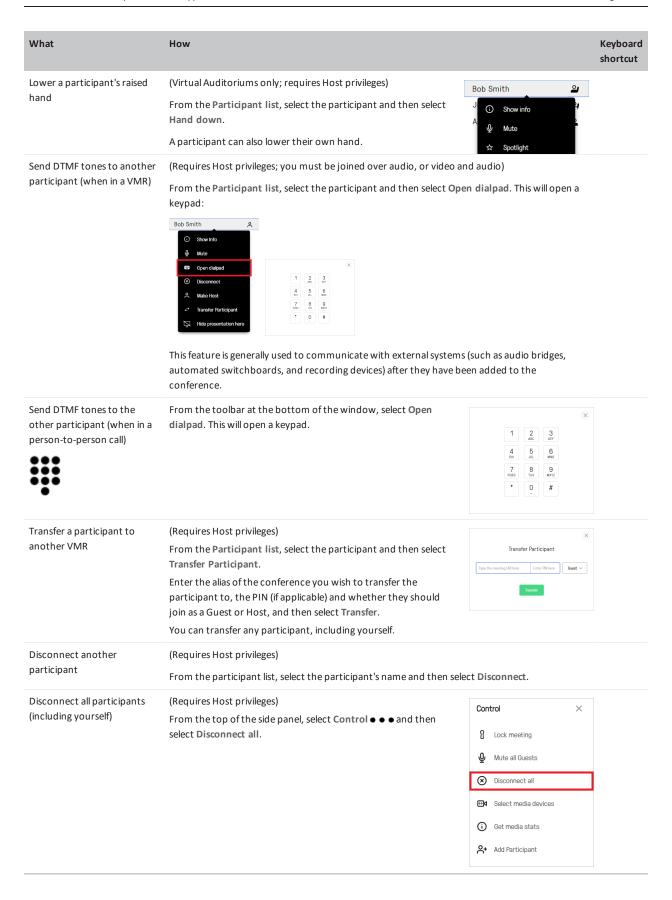
Microsoft Teams or Skype for Business meeting, or Google Hangouts Meet.

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What How Keyboard shortcut (Requires Host privileges; you cannot change your own role to Change a participant's role Bob Smith Guest.) (i) Show Info From the Participant list, select the participant and then select Mute Make Host or Make Guest. You cannot change the role of External Guest participants (those Send DTMF who are connected directly to an externally-hosted conference, Disconnect such as a Microsoft Teams or Skype for Business meeting, or Make Host Google Hangouts Meet). Transfer Participant Hide presentation here View individual participant's From the Participant list, select the participant and then select details 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 (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-toperson calls, this option is also available via the Camera control button on the toolbar). The Camera Control overlay will appear. Use the buttons to pan, Camera Contro 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. Send and receive chat (Available when chat has been enabled by the administrator) messages, and share online All events, including chat messages, are shown in the \square Events tab of the side panel (which is to videos and images 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: Write a message Messages are visible to everyone else in the conference with a chat-capable client (such as Skype for Business / Lync or Infinity Connect). You can also share videos and images by pasting their URL into the text box.







What	How			Keyboard shortcut	
Disconnect yourself from the conference	From the toolbar at the bottom of the screen, select Disconnect.				
山					
Mute/unmute the audio coming from the conference	From the toolbar at the bottom of the screen, select Mute/Unmute incoming audio.				
ロッロ×					
Change the volume of the audio coming from the conference	From the toolbar at the bottom of the screen, use the slider to adjuindicated by the green bar under the toolbar).	st the volume lev	el (which is		
View diagnostic information about your call and client	(Available when connected with audio or video) From the top of the side panel, select Control ● ● ● and then select Get media stats.	Media Stat	tistics		
	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	Audio Pecketo Frannisted Pecketo Lost Total Percentage Lost Recont Percentage Lost Bitmin Code: Video Video	In Out 95233 95281 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		
	received.	Packets Transmitted Packets Lost Total Percentage Lost Recent Percentage Lost Ritten	92794 13950 35 0 0.0% 0.0% 0.0% 0.0% 539kbps 439kbps		
	It also shows the software version of the client and the Pexip Infinity deployment it is connected to.	Codeo Resolution Configured Bitrate Decoder Delay	1280x720 1280x720 N/A 512,0kbps 5rrs N/A		
		Software versions Client version 1.3.1 (chrome v69 on Win32) Server version v20 (45150.0.0)			
Use a text-based interface to filter participants and control	Some tasks can be performed using a command-line-style text input name box at the bottom of the Participant list.	from within the	Filter by		
the conference	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 \slash into the Filter $\,$ by name box.