



Infinity Connect Desktop Client Quick Guide

Installing the Infinity Connect desktop client

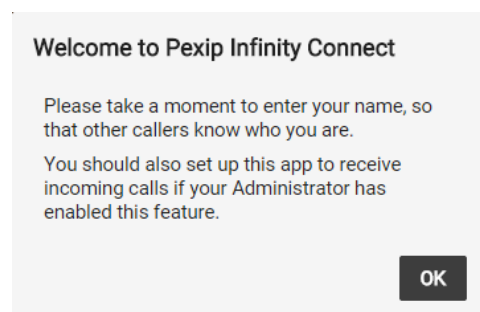
To install the Infinity Connect desktop client, go to www.pexip.com/software-download and download and install the appropriate file for your OS:

- Windows: `pexip-infinity-connect_windows-ia32_<release>.msi`. Click on this file to install the Infinity Connect desktop client automatically. During the installation process the Infinity Connect icon will be added to the desktop, and an entry will be added to the Windows registry to allow links prefixed with `pexip:` to open automatically in the Infinity Connect desktop client.
- OS X: `pexip-infinity-connect_osx-ia32_<release>.dmg`. Unzip this file and move it to the **Applications** folder.
- Linux 32-bit: `pexip-infinity-connect_linux-ia32_<release>.tar.gz`. Unzip this file and move it to the desired folder.
- Linux 64-bit: `pexip-infinity-connect_linux-x64_<release>.tar.gz`. Unzip this file and move it to the desired folder.

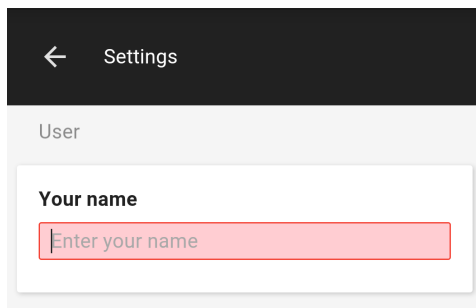
Initial configuration

Entering your name

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



Select **OK**. This will take you to the Settings screen:




Enter your name as you wish it to appear to other conference participants.

Selecting your camera and microphone


From the **Settings** screen, in the **Media** section, use the drop-down menus to select the microphone and camera you wish to use, and check that they are working as expected.


i You will be asked to select and check your microphone and camera each time you make a call. If you don't want to do this, clear the **Show camera/microphone options when connecting** checkbox; the devices you select here will then be used automatically.

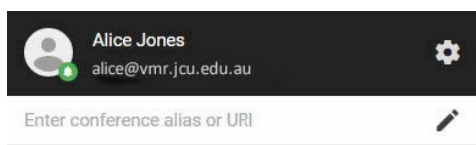
To save your settings and return to the home screen, select .



Registering your device to receive calls

To register your Infinity Connect client to receive calls (if this is supported in your deployment):

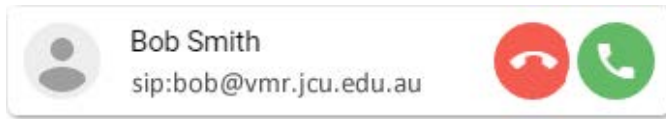
1. Go to the **Settings** screen (from the top right of the Infinity Connect home screen, select **Settings** .
2. In the **Registration** section of the **Settings** screen, enter the **Alias** and **Password** provided to you by your administrator. Be aware that the username and password are case-sensitive, and some devices will default to uppercase for the first character of the user name.
3. Select **Remember password**.
4. Select **Register**.

When you have successfully registered, the button will change to **Unregister**, and when you return to the home screen (by selecting ) there will be a green icon next to your name and your registered alias will be shown underneath:



The notification icon for Infinity Connect will also have a green dot on it: . This dot will change to red if you become unregistered: .

Now, when someone calls your endpoint by dialing the **Alias** you have registered with, you will 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:

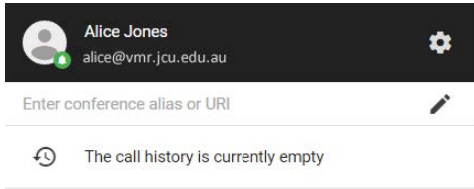


To answer, select . You will be connected using the camera and microphone you selected earlier on the Settings screen.

Making a call using the Infinity Connect desktop client

To make a call to a conference, or to call another person directly:

1. Go to the home screen:

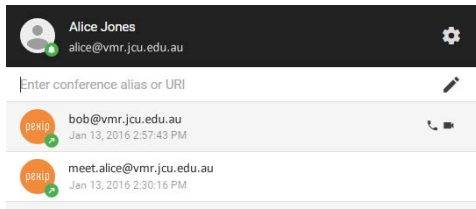


2. Either:

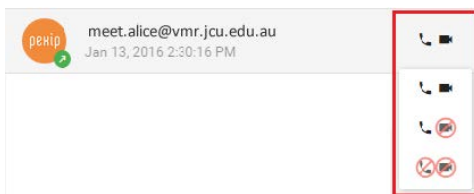
- o Enter the address of the conference you wish to join or the person you wish to call and then select it:




- o If you have previously made a call, select one of the addresses in the call history list:

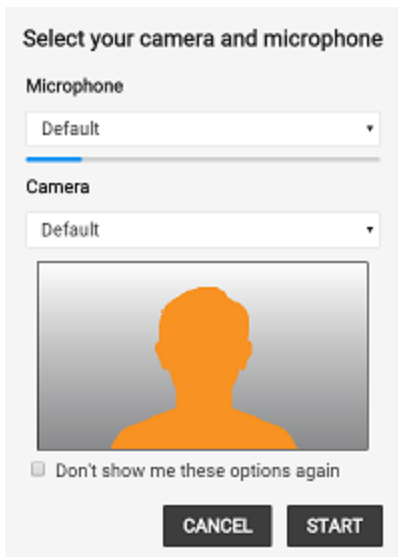



By default your call will be placed using your camera and microphone . However, if you hover to the right of the address you can select any one of the following options from the drop-down menu:



- o **Connect with audio and video:** join with both your camera and microphone activated. You will be able to see and hear other participants, and they will see and hear you. You will also be able to view the roster, send and receive chat messages, and send and receive presentations. If you are a Host, you will have full conference control.
- o **Connect with audio only:** join with only your microphone activated. You will be able to hear other participants, and they will hear you. You will also be able to view the roster, send and receive chat messages, send and receive presentations, and (if you are a Host) control the conference. However, you won't be able to see the other participants, and they won't be able to see you.


-  **Conference control and receive/send presentation only:** join without your camera or microphone activated. You will still be able to view the roster, send and receive chat messages, and send and receive presentations, and (if you are a Host) control the conference. However you won't be able to see or hear other participants, and they won't be able to see or hear you. When using this mode you can activate your microphone or camera at any point after joining, by using the buttons at the bottom of the screen.
3. Check your camera and microphone and select **Start**:




-  If you always use the same camera and microphone, and you always want to join calls in full audio and video mode, you can skip this step in future by either selecting **Don't show me these options again**, or going to the **Settings** page and clearing the **Show camera/microphone options when connecting** checkbox.
4. If the conference is PIN-protected, you may be prompted to select whether to join as a **Host** or **Guest**, or asked to enter an appropriate **PIN**. When you have done so, select **Connect**.

After a few moments you will be connected to the conference.

Sharing content

To share PDFs and images from your computer with other conference participants, select  and then select the files you want to share.


To share either your entire screen or a particular window, select .

















Using in-call controls

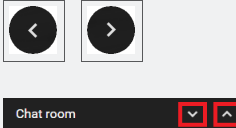

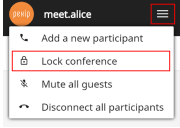

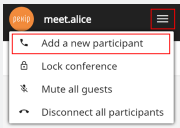


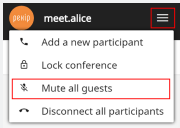
Share your screen with all other participants

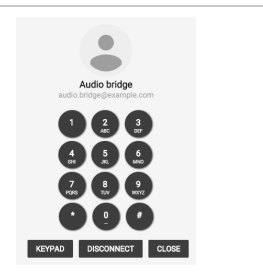
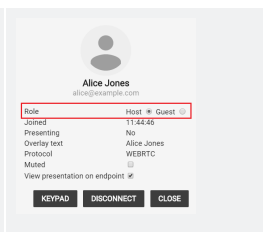
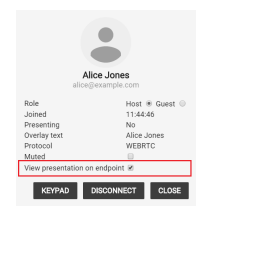
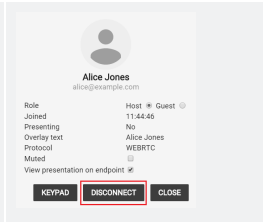

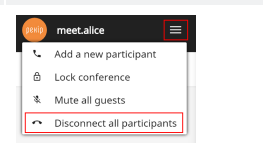
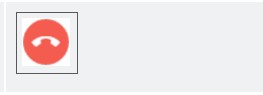
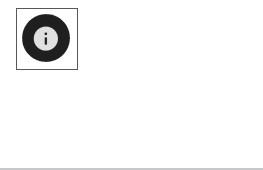
1. From the toolbar at the bottom of the window, select Share screen.
2. Select the window or screen you want to share.



-  The best way to share a PowerPoint presentation is to start the Slide Show from within PowerPoint first, and then tab to Infinity Connect, share your screen, and select the Slide Show window.







<p>Share images or PDFs with all other participants</p>	<ol style="list-style-type: none"> From the toolbar at the bottom of the window, select Share images or PDFs. Drag and drop the file(s) you want to share into the Infinity Connect window. You can add multiple files, and they can be a combination of images and PDFs. Each image will be converted into an individual slide, as will each page of each PDF. Select Start presenting. The first slide will appear in a presentation thumbnail at the top left of the screen (or in the main video window if you are presentation-only). Use the left < and right > controls to scroll through the slides. You can make the slides appear in your main video window by clicking on the presentation thumbnail. To stop sharing the slides, from the toolbar select Stop presenting. 	 
<p>View a presentation being shown by another participant</p>	<p>When a participant starts a presentation, you will automatically see the content they are sharing as your main image, and the image of the participants will reduce to a small thumbnail at the top left corner.</p> <p>You can toggle between viewing the presentation and viewing the participants by clicking on the thumbnail.</p>	
<p>View a presentation in a separate window</p>	<p>Whether you are the presenter or a participant, you can view the current presentation in a separate pop-out window.</p> <p>To do this, from the bottom right of the screen select Open presentation in new window. To close the window, from the bottom right of the screen select Close.</p>	 
<p>View a presentation at a higher (or lower) refresh rate</p>	<p>When a participant is showing a presentation, by default you receive it as a series of still images. This is suitable for documents and screens being shared, but if the presentation contains a lot of movement it may appear jerky. If this is the case, you can elect to receive the presentation in full motion.</p> <p>To do this, from the bottom right of the screen select View full motion presentation. To return to the default view, select View still image presentation.</p>	 
<p>Start sending and receiving video</p>	<p>(For users who have initially joined without audio and video)</p> <p>From the toolbar at the bottom of the window, select Connect with audio and video. Select the camera and microphone you wish to use, and then select Start.</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 Connect with audio only.</p>	
<p>Stop/start sending your video to other participants</p>	<p>From the toolbar at the bottom of the window, select Disable my camera or Enable my camera.</p>	 
<p>Stop/start sending your audio to other participants</p>	<p>From the toolbar at the bottom of the window, select Mute my microphone or Unmute my microphone.</p>	 
<p>View the video image full screen/exit fullscreen</p>	<p>From the toolbar at the bottom of the window, select Go full screen or Exit full screen.</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, select the Hide self view  icon at the top right of the image. It will be replaced by a small Show self view icon; select this to view your image again.</p>	

<p>View a list of other conference participants</p>	<p>When using Infinity Connect, a list of all other conference participants will be shown to the left of or at the bottom of the screen. You can scroll through this list, or use the search box at the top of the list, to view other participants.</p> <p>You can show and hide this participant list by clicking on the Hide side bar < and Show side bar > icons at the bottom right of the list.</p>	
<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>At the bottom of the screen there is a Chat room area, which shows the messages sent by participants in the conference. To send a message, type it in the bottom window. Messages are visible to everyone else in the conference with a chat-capable client (such as Lync or Infinity Connect).</p> <p>You can also share videos and images by pasting their URL into the chat window.</p>	
<p>Show or hide the roster or chat room</p>	<p>To hide or show the side panel (containing the list of participants and the chat room), select the arrows at the bottom left of the screen.</p> <p>To hide the chat room within the side panel so that only the roster is shown, or to expand it so that only the chat room is shown, select the arrows to the right of the chat room title bar.</p>	
<p>Prevent/allow others from joining the conference</p>	<p>(Requires Host privileges)</p> <p>From the top left of the screen, select the menu  icon and then select Lock conference or Unlock conference.</p> <p>The impact of locking depends on whether or not the Virtual Meeting Room or Virtual Auditorium being used has a Host PIN.</p>	
<p>Add a participant to the conference</p>	<p>(Requires Host privileges)</p> <ol style="list-style-type: none"> At the top left of the screen, select the menu  icon and then select Add a new participant. At the prompt, enter the address of the person you want to dial. If you want to use a protocol other than SIP (the default) select either H.323 or Lync/Skype. RTMP is typically used when connecting to a streaming or recording service. Select whether you want the participant to have Host or Guest privileges. Select OK. 	
<p>Mute/unmute another participant</p>	<p>(Requires Host privileges)</p> <p>From the participant list, to the right of the participant's name select Mute participant or Unmute participant.</p>	
<p>Muting all Guests</p>	<p>(Requires Host privileges)</p> <p>From the top left of the screen, select the menu  icon and then select Mute all guests.</p>	

<p>Send DTMF tones</p>	<p>(Requires Host privileges; you must be joined over audio, or video and audio)</p> <p>From the participant list, select the participant to whom you want to send DTMF tones, and then select Keypad.</p> <p>This feature is generally used to communicate with external systems (such as audio bridges, automated switchboards, and recording devices) after they have been added to the conference.</p>	
<p>Change the role of a participant</p>	<p>(Requires Host privileges; you cannot change your own role to Guest.)</p> <p>From the participant list, select the participant's name, and then use the radio buttons to select whether their role will be Host or Guest.</p>	
<p>Stop 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 and you are already viewing the presentation on your mobile device).</p> <p>To do this, from the participant list, select the participant's name and then uncheck View presentation on endpoint.</p>	
<p>Disconnect another participant</p>	<p>(Requires Host privileges)</p> <p>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)</p> <p>From the top left of the screen, select the menu  icon and then select Disconnect all participants.</p>	
<p>Disconnect yourself from the conference</p>	<p>From the toolbar at the bottom of the screen, select Disconnect.</p>	
<p>View diagnostic information about your call (when connected with audio or video)</p>	<p>From the bottom right of the screen, select Call statistics.</p> <p>This brings up an overlay dialog that displays the server version of the host system. Further statistics may also be displayed, if available, such as incoming and outgoing audio and video bitrates, and how many data packets have been lost and received etc.</p>	

Participant icons

The table below shows the different icons or "badges" that can appear on participants' avatars, and their meanings.

	A call is being placed to the participant and they have yet to answer.
	The participant is waiting to join the conference.
	The participant is a streaming or recording device.
	The participant is currently speaking.
	The participant is muted.
	The participant is presenting content.