



Infinity Connect Web App via Firefox

Quick Guide

Making a call


i We recommend using a headset when using the Infinity Connect Web App.

To make a call to a conference in a Virtual Meeting Room or Virtual Auditorium, or to call another person directly:




1. Open the link that was provided to you by the conference organizer or your system administrator. This link may simply take you to the Infinity Connect home page, or it may automatically provide some of the conference information (such as the alias, and whether you are a Host or Guest).

You will be prompted to enter any information not provided by the link.

2. In the **Person or conference to call** field, enter the alias of the conference you wish to join, or the address of the person you wish to call directly.

You can click on **History**  to select from a list of previous calls.

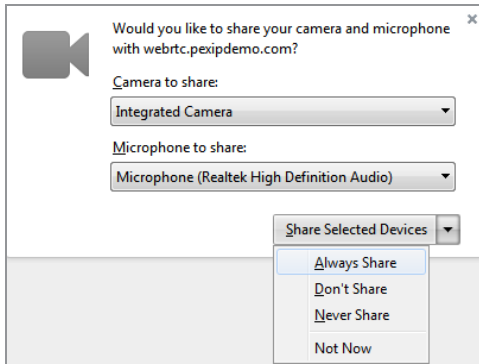
3. Enter **Your name**. When you join the conference, this name will be visible to everyone else. It will appear in the participant list on the left of the screen - this is a roster of all participants, and appears in all Infinity Connect clients.

4. Select **Connect** . By default this will make a call with video and audio, but you can also use the drop-down menu to **Connect with audio only** , or join in **Conference control and receive/send presentation only**  mode (i.e. without audio or video).

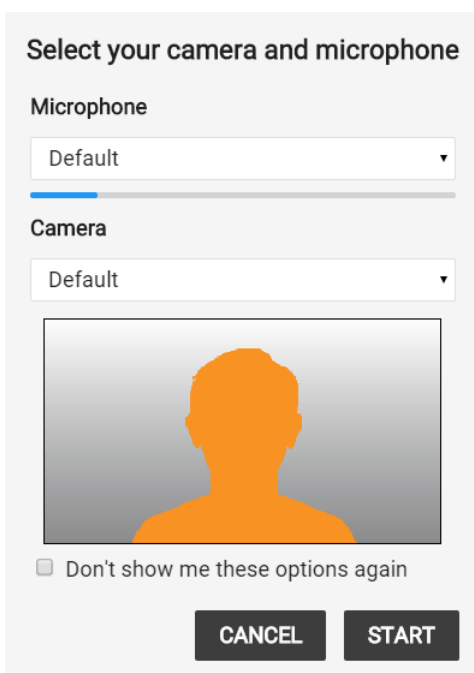
Each time you make a call, Infinity Connect will remember your most recent connection choice.

- i** If you get an **Invalid conference** message, this is most likely because the **Person or conference to call** text was entered incorrectly.
5. If the address you have been given is for an IVR/reception service, you will be asked to enter the **Extension** or **Lync conference ID**. This should have been provided to you in the meeting invitation. When you have entered it, select **Connect**.
6. 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**.

- The first time you use Infinity Connect, you will be asked to share your camera and microphone:



Select the devices you wish to use, then from the **Share Selected Devices** menu, select **Always Share**. You will then be asked to select your camera and microphone from the drop-down lists:



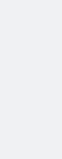









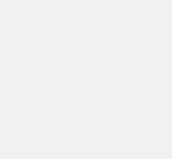

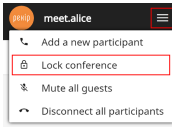



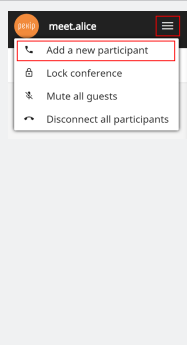


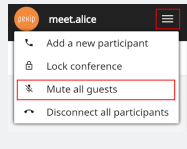
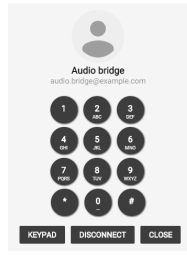
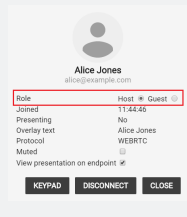
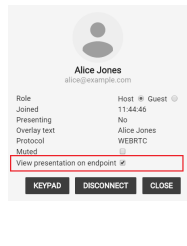
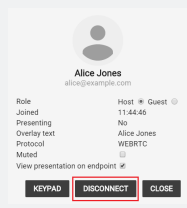
If you always use the same camera and microphone, and you always connect with video, you can skip this step in future by selecting **Don't show me these options again**.


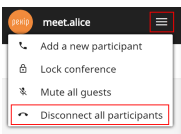


- Select **Start**.

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

Using in-call controls






Share images or PDFs with all other participants	<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. 	 
View a presentation being shown by another participant	<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>	
Stop/start sending your video to other participants	<p>From the toolbar at the bottom of the window, select Disable my camera or Enable my camera.</p>	 
Stop/start sending your audio to other participants	<p>From the toolbar at the bottom of the window, select Mute my microphone or Unmute my microphone.</p>	 
View the video image full screen/exit fullscreen	<p>From the toolbar at the bottom of the window, select Go full screen or Exit full screen.</p>	 
Stop/start viewing the video of yourself	<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>	
Send and receive chat messages, and share online videos and images	<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>	
View a list of other conference participants	<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>	
Prevent/allow others from joining the conference	<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) 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</p>	<p>From the bottom right of the screen, select Call statistics.</p>	

Participant icons

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

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