# Using Infinity Connect via Firefox

The Infinity Connect Web App allows you to make calls into a Pexip Infinity environment using a browser, without any downloads or plugins.

## 1.1.    Making a call

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.

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 **Skype for Business / LyncConference ID**. This should have been provided to you in the meeting invitation. When you have entered it, select **Connect**.

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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**.

7.   The first time you use Infinity Connect, you will be asked to select your camera, microphone and speakers from the drop-down lists:



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:



8.   Select **Start**.

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

## 1.2.    Sharing content

To share PDFs and images from your computer with other conference participants,

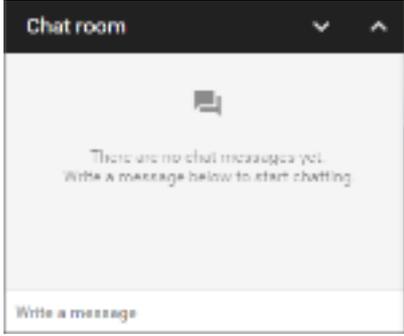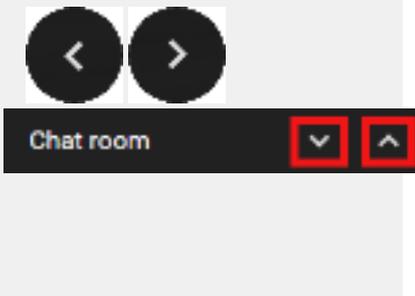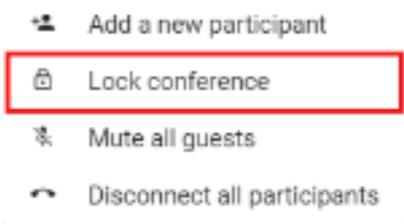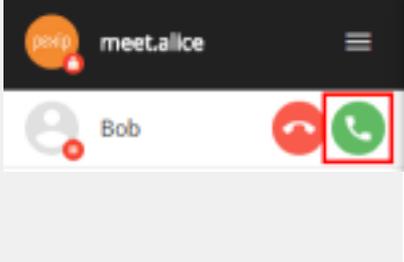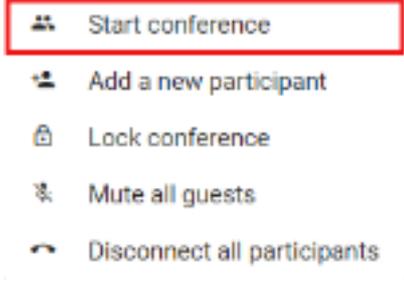select  and then select the files you want to share.

To share your entire screen, select .
You can set the frame rate to use when sharing your screen. A lower frame rate will result in sharper images and is best for static presentations; a higher frame rate will be less sharp and is best for content where there is more motion. When using the Web App, prior to joining a conference you can use the Screensharing quality option (Settings > Advanced) to set the frame rate.

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## 1.3. Using in-call controls

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| Share your screen with all other participants | From the toolbar at the bottom of the window, select **Share screen**. Select the 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 and share your screen. Note that the ability to present into a conference may have been restricted to Hosts only. | |
| Share images or PDFs with all other participants | 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 > on-screen controls, or the arrow keys on your keyboard, 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. 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. | |
| 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 Open presentation in new window. To close the window, from the bottom right of the screen select Close. | |
| View a presentation at a higher (or lower) | 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 | |

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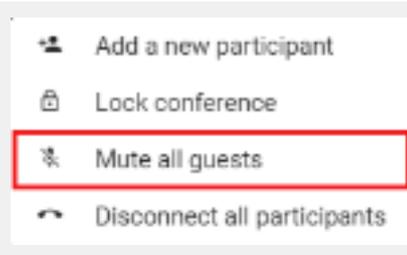| | | |
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| refresh rate | if the presentation contains a lot of movement it may appear jerky. If this is the case, you can elect to receive the presentation in full motion as HD video. To do this, from the bottom right of the screen select View full motion presentation. To return to the default view, select View still image presentation. | |
| 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 Connect with audio and video. Select the camera and microphone you wish to use, and then select Start. | |
| 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 Connect with audio only. | |
| Stop/start sending your video to other participants | From the toolbar at the bottom of the window, select Disable my camera or Enable my camera. | |
| Stop/start sending your audio to other participants | From the toolbar at the bottom of the window, select Mute my microphone or Unmute my microphone. | |
| View the video image full screen/exit full screen | From the toolbar at the bottom of the window, select Go full screen or Exit full screen. | |
| 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, 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. | |
| View a list of other conference participants | 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. 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. | |

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| Send and receive chat messages, and share online videos and images | (Available when chat has been enabled by the administrator)<br>At the bottom of the screen there is a Chat room area or tab, which shows the messages sent by participants in the conference. To send a message, type it in the text box. Messages are visible to everyone else in the conference with a chat-capable client (such as Skype for Business / Lyncor Infinity Connect).<br>You can also share videos and images by pasting their URL into the text box. |  |
| Show or hide the roster or chat room | 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.<br>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. |  |
| Prevent/allow others from joining the conference | (Requires Host privileges)<br>From the top left of the screen, select the menu ☰ icon and then select Lock conference or Unlock conference.<br>The impact of locking depends on whether or not the Virtual Meeting Room or Virtual Auditorium being used has a Host PIN. |  |
| Allow a participant to join a locked conference | (Requires Host privileges)<br>Participants who are waiting to join a locked conference are indicated in the roster by a red "waiting" icon        . To allow these participants to join the conference, click on the green telephone icon next to their name. |  |
| Allow waiting Guests to join a new conference without a Host | (Requires Host privileges)<br>Normally, Guests can join a conference only after first Host has joined. However, this does not apply if the Host joins as control-only.<br>If you have joined a conference as a control-only Host and want Guests to join, from the top left of the screen, select the menu        icon and then select Start conference. |  |
| Add a participant to the conference | (Requires Host privileges)<br>Select the menu ☰ icon and then select Add a new participant.<br>At the prompt, enter the address of the person you want to dial.<br>If you want to use a protocol other than SIP (the default) select either Automatic, H.323, Lync/Skype or RTMP. |  |

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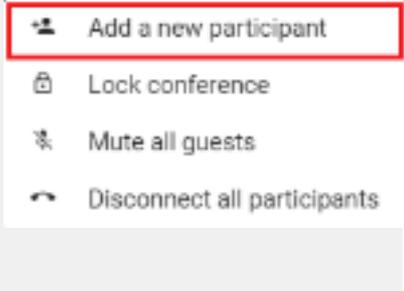
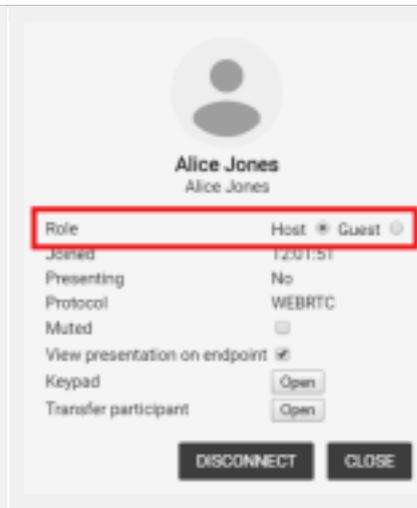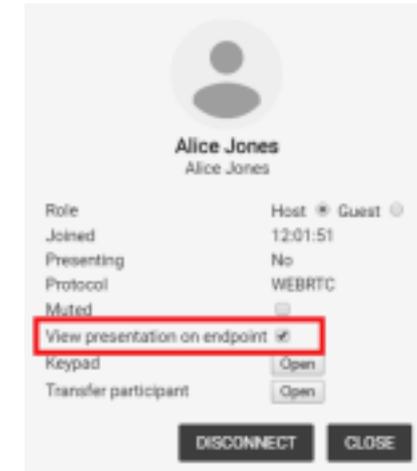|  | Automatic means that the protocol will be selected according to how your administrator or service provider has configured the system.<br>RTMP is typically used when connecting to a streaming or recording service.<br>Select whether you want the participant to have Host or Guest privileges.<br>Select OK.<br>A call will be placed from the Virtual Meeting Room or Virtual Auditorium to the participant and they will appear in the participant list with the "calling"<br><br>icon     next to their avatar 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. |  |
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| Mute/unmute another participant | (Requires Host privileges)<br>From the participant list, to the right of the participant's name select Mute participant or Unmute participant. |  |
| Muting all Guests | (Requires Host privileges)<br>From the top left of the screen, select the menu ☰ icon and then select Mute all guests. |  |
| Send DTMF tones | (Requires Host privileges; you must be joined over audio, or video and audio)<br>From the participant list, select the participant to whom you want to send DTMF tones, and then next to Keypad select Open.<br>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. |  |

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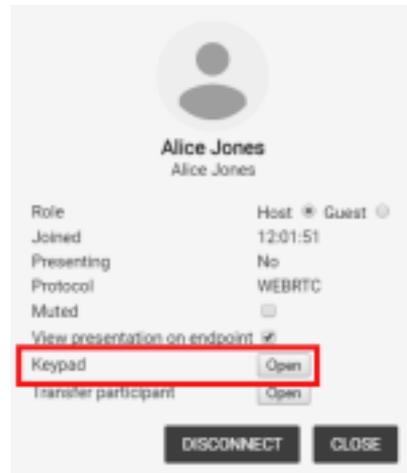
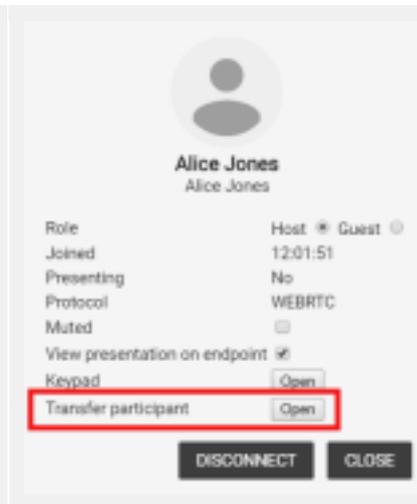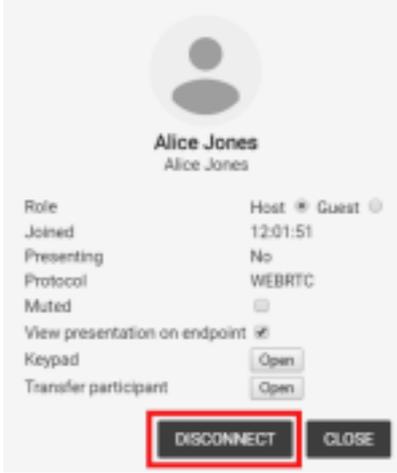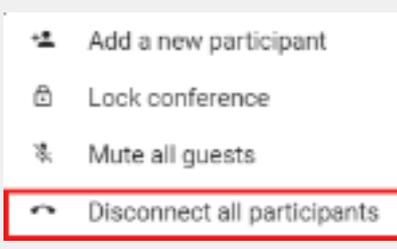| | | |
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| Change the role of a participant | (Requires Host privileges; you cannot change your own role to Guest.)<br>From the participant list, select the participant's name, and then use the radio buttons to select whether their role will be Host or Guest.<br>Participants who have joined via a Skype for Business / Lync meeting will have a role of External; their status cannot be changed. |  |
| Stop sending presentation to a participant | (Requires Host privileges)<br>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).<br>To do this, from the participant list, select the participant's name and then uncheck View presentation on endpoint. |  |
| Transfer a participant to another VMR | (Requires Host privileges)<br>From the participant list, select the participant's name and then next to Transfer participantselect Open.<br>Enter the alias of the conference you wish to transfer the participant to, whether they should join as a Host or Guest, and the PIN if applicable, then select OK.<br>You can transfer any participant, including yourself. |  |

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| Disconnect another participant | (Requires Host privileges) From the participant list, select the participant's name and then select Disconnect. |  |
| Disconnect all participants (including yourself) | (Requires Host privileges) From the top left of the screen, select the menu ☰ icon and then select Disconnect all participants. |  |
| Disconnect yourself from the conference | From the toolbar at the bottom of the screen, select Disconnect. |  |
| Mute or change the volume of the audio coming from the conference | From the bottom right of the screen, select Volume. |  |
| View diagnostic information about your call (when connected with audio or video) | From the bottom right of the screen, select Call statistics. 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. |  |

## 1.4.    Participant icons

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

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|  | A call is being placed to the participant and they have yet to answer. |

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|  | 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. |

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