



Infinity Web App

User Guide

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Introduction

This guide describes how to use the latest default web app, "Webapp3", released with Pexip Infinity.

Quick guide to joining a meeting

The first time you use the web app, you are asked to provide your name. After that, we'll remember who you are and you just need to enter the address of the meeting you want to join, check everything is working as expected, and then join the meeting.

- i** The **Settings *** menu at the top right of the screen offers some [additional settings](#) you can configure at any point before or during a meeting.

To join a meeting quickly:

1. If prompted, enter your name:

Hello.
What's your name?

Please enter a display name so other people know who's in the meeting

Your name

Next

By continuing you confirm that you agree to our [terms and services](#)

- i** We'll remember your name for next time, but you can change it before making a new call by refreshing your browser.

2. Enter the address of the meeting you want to join:

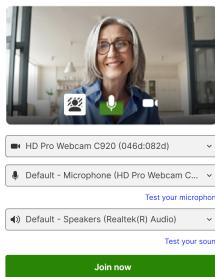
Join Meeting

You can find the Meeting ID in the meeting invite in your calendar or email

Meeting ID

Next

3. Check that your camera, microphone and speakers are working correctly, and enable any [background effects](#):



- The video preview shows what your camera will send to other participants. To join without your video, select the camera icon; this will change to  to indicate that your camera is off.
 - The microphone icon shows a green bar  to indicate the level of audio being detected. To join without your audio, select the microphone icon; this will change to  to indicate that your microphone is off.
- i** 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. Select **Join now**.
 5. Finally, there may be one or more security steps:

- If the meeting is set up to have different Host and Guest roles, you are asked to select your role:

Are you a Host?

- You may also be asked to enter a PIN to join the meeting:

What's the PIN for this meeting?

You can find the PIN in the meeting invite in your calendar or email.

Host PIN

e.g. '1234'

Next

Not the host? Please [click here](#) to join as a guest.

- You may need to sign in with your organization's identity provider:

Sign in

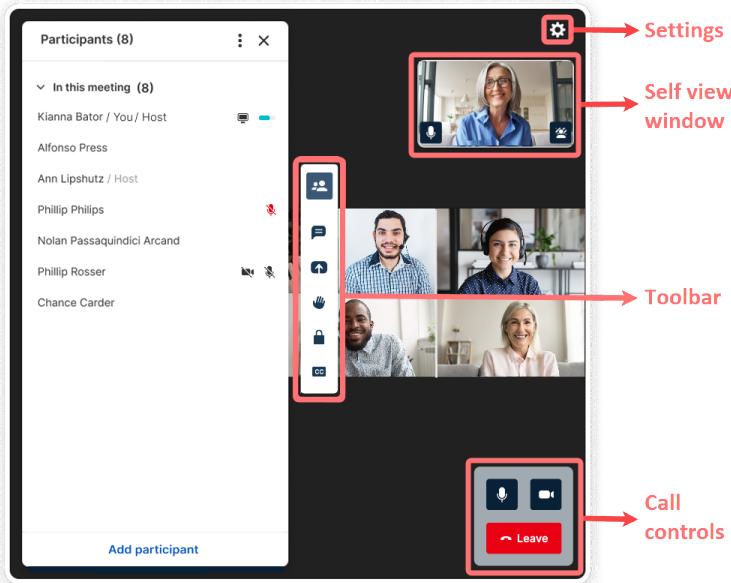
You will be redirected to the selected Identity Provider.

[Sign in with Azure AD](#)

In each case, simply follow the on-screen prompts to verify your identity and join the meeting.

Meeting settings and controls

Before and during a meeting, you have various sets of controls:

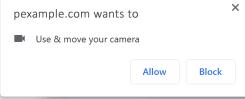


- The **Settings** menu at the top right of the screen lets you configure your personal settings (such as selecting your camera, microphone and speakers, changing the language, and enabling optional features) and configure the meeting settings (such as enabling name labels and changing the layout). For a full list of options, see [Settings menu](#).
- The **self view window** shows what you're currently sending to other participants in the meeting. You can shrink or expand this window, and enable and disable background effects. For a full list of options, see [Self view window](#).
- The **call control** panel at the bottom right of the screen lets you toggle your camera and mic on and off, and leave the meeting. For a full list of options, see [Call controls panel](#).

- The **toolbar** to the left of the screen gives you access to options, including those that allow you to control other participants (if you are a Host), send and receive chat messages, share your screen, raise and lower your hand, and enable live captions. For a full list of options, see [Toolbar](#).

Settings menu

The **Settings menu** * at the top right of the screen lets you configure your personal settings before and during a meeting, and the settings of a meeting after you have joined it.

Video and sound	
Enable or disable your camera or microphone	<ul style="list-style-type: none">To stop sending your video, select the camera icon; this will change to  to indicate that your camera is off. Select the icon again to turn your camera back on.The microphone icon shows a green bar  to indicate the level of audio being detected. To mute yourself, select the microphone icon; this will change to  to indicate that your microphone is off. Select the icon again to turn your microphone back on.
Blur or replace your background	Select the Background effects icon  to blur or replace your background .
Change your camera, microphone or speakers	<p>Use the drop-down options to select the camera, microphone and speakers you wish to use.</p> <ul style="list-style-type: none">The video preview shows the image that you'll send to other meeting participants from the selected camera.The green bar under the video window shows the sound level being detected by the selected microphone.The Test your sound option plays audio from the selected speakers.
Noise suppression	<p>Enable this option to use Pexip's noise suppression feature, which reduces the volume of non-speech background noise in the audio you are sending to the meeting.</p> <p>i If this feature is disabled, your device may instead use its own noise suppression functionality, if available and compatible with your browser.</p> <p>This option is disabled by default.</p>
Prioritize sharing motion	<p>Enable this option to prioritize motion over sharpness when sharing content with other participants. This is the best option when sharing video; the image will be less sharp, but the motion will be smoother.</p> <p>Leave disabled to prioritize sharpness. This is the best option when sharing static presentations and images.</p> <p>This option is disabled by default.</p>
Far-end camera control	<p>This setting controls whether the currently selected camera can be controlled (if it supports pan/tilt/zoom, or zoom-only) by another participant.</p> <p>The web app requires Chrome version 87 or later. You can go to chrome://media-internals/ to check if your device's camera supports pan/tilt/zoom. Your browser will also ask for permission to allow your camera to be controlled:</p> 
Prefer presentation in mix	<p>Enable this option to view shared presentation as part of the video mix whenever an Adaptive Composition layout is being used.</p> <p>When disabled, any presentation being shared by another participant is shown in a thumbnail at the top of the screen, and you can toggle between the presentation and the main video.</p> <p>This option is disabled by default.</p>

Quality

Connection quality	Controls the amount of bandwidth you'll use for the meeting. If you are on a cellular connection or slow Wi-Fi connection, or if you experience slow, frozen or low-quality video, you may want to change this to a lower setting. Use <i>Auto</i> if you do not want to apply any bandwidth limitations to your call.
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Meeting settings*

i Meeting settings are not applicable to direct media calls.	
Lock the meeting	This prevents guest participants from joining the meeting. When a meeting has been locked, you can still admit them manually . The impact of locking depends on whether or not the meeting has a Host PIN.
Show name labels	When enabled, all participants in the meeting see the names of all other participants as an overlay at the bottom of each participant's video image.
Start meeting	(Available to Hosts connected as control-only) In most cases, when a Host joins a meeting Guest participants can then join it. However, this does not apply to Hosts who have joined without audio or video (i.e. as control-only participants, using a callType of <i>none</i>). These Hosts must select the option to Start meeting to allow Guests to join.

Meeting layout* (Hosts only)

Meeting layout	This opens an overlay dialog from where you can dynamically change the conference-wide layout received by all participants — just select the layout you want to use.
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Additional settings

Browser close confirmation	(Not supported in Safari on iOS) Enable this option to be asked to confirm before closing the browser or tab in which the meeting is currently running. This stops you from accidentally leaving a meeting. This option is disabled by default.
Show authenticated participants	If your deployment uses SSO authentication for participants, you can enable this option to see which Pexip app participants joined the meeting via SSO authentication. You will also see what participants did not authenticate before joining, such as mobile app users or those using SIP or H.323 endpoints, who may have been manually admitted from the waiting room by a Pexip app user. When enabled, each participant's authentication status is indicated by a or next to their name in the Participants panel .
Camera off when joining	Enable this option to have your camera turned off by default when joining meetings.
Mute microphone when joining	Enable this option to have your microphone turned off by default when joining meetings.

Media statistics*

View diagnostic information	(Available when connected with audio or video) This option displays diagnostic information about your call and client, such as the codec being used, incoming and outgoing audio and video bitrates, and how many data packets have been lost and received.
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Languages

Change your language	Lets you select the language used throughout the web app. Changing this affects your web app only. For more information, see Setting your preferred language .
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Accessibility

Always display call controls	By default, call controls fade away after a few seconds of inactivity, to avoid clutter on the screen. When this option is enabled, call controls remain on the screen at all times.
Disable app shortcuts	Some web app controls can be activated using keyboard shortcuts . However, these shortcuts may conflict with those used with some screen readers. We therefore recommend that if you are using a screen reader, you select the option to Disable app shortcuts.

Download log

This option downloads a file locally with information about the last call. Your administrator may ask you for this if you are having issues with your Pexip web app.

About

The About option provides links to Pexip's Terms of Service. It also shows the versions of the Webapp and Plugin API currently in use.

Send feedback

This option takes you to a link on Pexip's website where you can provide feedback on the web app directly to our development teams.

The link is also shown after you have left a meeting.

* These options are available after you have joined a meeting.

Toolbar

The following actions are available from the vertical toolbar at the left of your screen while you are in a meeting. The actual options that are available at any time will depend on your role, the type of meeting, and the options configured by your administrator.

(3) Participants panel	
Open the Participants panel to view and control other conference participants	The Participants panel button indicates how many participants are in the meeting (including yourself). Select the Participants panel button to open the list of all meeting participants. From here you can view and control individual participants.
	Within the Participants panel, participants are sorted into groups, including:
	<ul style="list-style-type: none">• Raised a hand: the participant has indicated that they'd like to speak.• Waiting in lobby: the participant has not yet joined the meeting, for example because the meeting has been locked and they are waiting for a Host to admit them.• In this meeting: the participant is connected to the meeting.• External: the participant is connected to an externally-hosted conference, such as a Microsoft Teams or Skype for Business meeting, or Google Meet.
	To hide the panel, select the Participants panel button again.

View a participant's status Within the Participants panel, participants may have any of the following icons next to their name:

 indicates that the participant has muted themselves

 indicates that the participant has been muted by a Host

 indicates that the participant is not sending any video

 indicates that the participant is sharing their screen

 indicates that the participant is currently speaking (or sending audio).

Additionally, if you have enabled the option to Show authenticated participants:

 indicates that the participant was required to authenticate, and did so successfully, before joining the meeting.

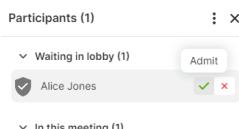
 indicates that the participant was not required to authenticate in order to join the meeting.

Allow a participant to join a locked conference

(Requires Host privileges)

-  The indicator on the Participants panel button changes to a red dot whenever any participants are waiting in the meeting lobby because they are:
- waiting to join a locked conference, or
 - waiting to join a meeting that requires authentication, but they are using an endpoint that does not support authentication.

Select the button to open the Participants panel, and locate the participant in the Waiting in lobby section.

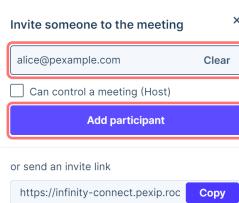


You then have two options:

- To allow a participant to join the conference, select  Admit.
- If you do not want them to join, select  Deny. The participant will be disconnected from the meeting.

Add a participant to the meeting

(Requires Host privileges)



1. From the bottom of the Participants panel select Add participant.

2. Enter the address of the participant. This must be in the format name@domain

3. Select whether you want the participant to have Host privileges.

4. Select Add participant.

The call is placed from the meeting to the participant and they appear in the participant list. If and when the participant answers the call they will join the meeting; if they do not answer, or do not accept the call, they are removed from the participant list.

Share a link to the meeting

Invite someone to the meeting x

alice@pexample.com Clear

Can control a meeting (Host)

Add participant

or send an invite link <https://infinity-connect.pexip.ro> **Copy**

To send a link to the meeting to someone so that they can join you:

1. From the bottom of the Participants panel select **Add participant**.
2. Next to the meeting link, select **Copy**.

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)

Participants (3) ⋮ x

▼ In this meeting (3)

Alice Jones 🔇

Bob Smith

Edmund Percy / You / Host 🔇

Alice Jones

Mute microphone 🔇

Spotlight
Transfer
Make host
Enter DTMF
Camera control
Lower hand
Disconnect

From the Participants panel, hover over the participant's name, select 🔇 and then **Mute microphone** or **Unmute microphone**.

When muted by a Host, a 🔇 icon is shown next to the participant's name.

Mute all Guest participants

(Requires Host privileges)

Participants (2) ⋮ x

▼ In this room 🔇

Mute all guests 🔇

Disallow guests to unmute

Disconnect all

From the top of the Participants panel, select ⋮ and then **Mute all guests**.

For Webapp3 clients, local muting is synchronized with server-side muting.

Prevent guests from unmuting

(Requires Host privileges)

Participants (2) ⋮ x

▼ In this room 🔇

Disallow guests to unmute 🔇

Mute all guests

Disconnect all

From the top of the Participants panel, select ⋮ and then **Disallow guests to unmute**.

For Webapp3 clients, local muting is synchronized with server-side muting.

View all participants with raised hands (Requires Host privileges)

The Participants panel shows a list of 41 participants. A dropdown menu for Alice Jones indicates she has raised her hand. The list includes Alice Jones, Bob Smith, and Edmund Percy / You / Host.

Open the Participants panel. At the top is a list of participants who have Raised a hand. Participants are listed in the order that they raised their hand.

Lower a participant's raised hand

(Requires Host privileges)

The Participants panel shows a list of 3 participants. A dropdown menu for Alice Jones includes the 'Lower hand' option, which is highlighted with a red box.

From the Participants panel, hover over the participant's name, select and then Lower hand. A participant can also lower their own hand.

Change a participant's role

(Requires Host privileges; you cannot change your own role to Guest.)

The Participants panel shows a list of 3 participants. A dropdown menu for Alice Jones includes the 'Make host' option, which is highlighted with a red box.

From the Participants panel, hover over the participant's name, select and then 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).

Keep a participant in the main video

(Requires Host privileges)

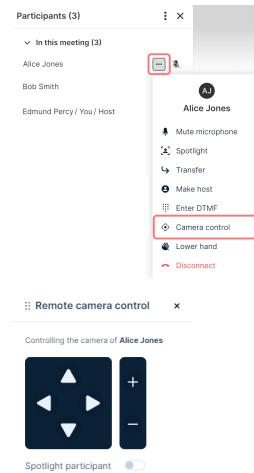
The Participants panel shows a list of 3 participants. A dropdown menu for Alice Jones includes the 'Spotlight' option, which is highlighted with a red box.

From the Participants panel, hover over the participant's name, select and then Spotlight.

Control another participant's camera

(Requires Host privileges. This feature must be enabled by an Administrator; not all endpoints can be controlled remotely.)

To control another participant's camera when you are in a Virtual Meeting Room or Virtual Auditorium:



1. From the Participants panel, hover over the participant's name, select  and then Camera control.

The Remote camera control overlay appears.

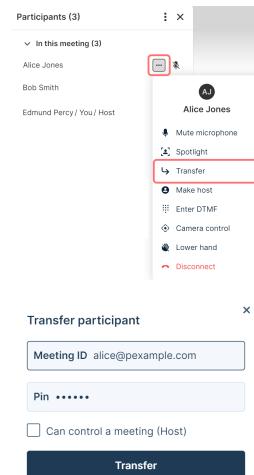
2. Use the buttons on the overlay, or your keyboard arrow and + or — keys, to pan, tilt and zoom the selected participant's camera.

You can also select Spotlight participant to bring the participant into the main video window for as long as the Remote camera control overlay is open.

- i** If you are in a direct person-to-person call, you can [control the other participant's camera using the toolbar option.](#)

Transfer a participant to another VMR

(Requires Host privileges)



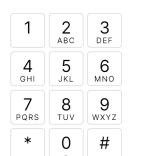
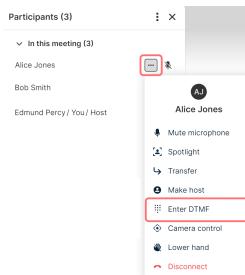
From the Participants panel, hover over the participant's name, select  and then Transfer.

Enter the alias of the conference you wish to transfer the participant to, its PIN (if applicable) and if the participant should join as a Host, and then select Transfer.

You can transfer any participant, except yourself.

Send DTMF tones to a participant

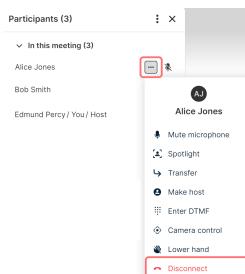
(Requires Host privileges; applies to Virtual Meeting Rooms and Virtual Auditoriums only)



From the Participants panel, hover over the participant's name, select ☰ and then Enter DTMF. A DTMF keypad appears.

Disconnect another participant

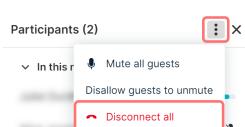
(Requires Host privileges)



From the Participants panel, hover over the participant's name, select ☰ and then Disconnect. You are asked to confirm that you want to remove the participant from the meeting.

The participant who is removed sees a message saying that another participant disconnected them.

Disconnect all participants, including yourself



From the top of the Participants panel select ☰ and then Disconnect all.

This option ends the meeting by disconnecting all participants, including yourself.

You are asked to confirm that you want to disconnect everyone.

Chat panel

Send and receive chat messages

(Available when chat has been enabled by the administrator)

- When a new chat message is received, a red dot notification appears on the Chat button.

To view messages or send a message, select the Chat button. The Chat panel opens which shows two tabs, Everyone and Direct.

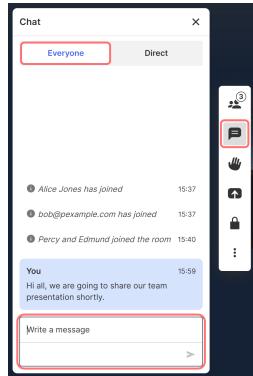
You can share chat messages with anyone else in the conference who has a chat-capable client (such as Skype for Business or Pexip web app).

Participants will only see messages sent after they joined the meeting.

When sending messages, to start a new line in the message, press Shift+Enter on your keyboard.

You can also share videos and images by pasting their URL into the text box.

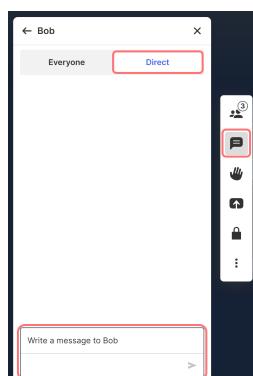
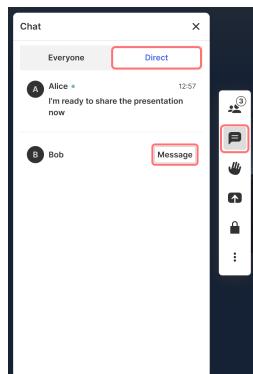
Everyone



The **Everyone** tab shows messages that have been sent to all participants. It also shows information about participants joining and leaving the meeting.

To send a message to everyone, type it in the text box at the bottom of the panel and select the **Send** button, or press **Enter** on your keyboard.

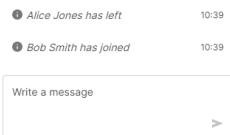
Direct



The **Direct** tab shows all participants who are using a client that is capable of sending and receiving chat messages.

- To send a direct message to a participant, select the **Message** button next to their name.
- If you have already started a message thread with another participant, the most recent message appears under their name. Click on the message to open the thread and to send a new message.

View information about participants joining and leaving the meeting



The **Everyone** tab of the chat panel shows information about the time at which each participant joined or left the meeting.

Share screen

Share your screen with all other participants

(Available on desktop browsers only; not available on mobile browsers.)

1. From the toolbar select **Share screen**.
2. Select the window, screen or tab you want to share.
3. Optionally, select whether you want to **Share system audio**, or **Share tab audio** if you are sharing a browser tab.

Sharing audio when sharing your screen is supported on Chrome and Edge browsers only. On Windows you can share either system audio or browser tab audio. On Mac and Linux, you can only share audio from a browser tab.

You must have joined the conference with audio to be able to share audio. Muting your microphone does not also mute shared audio.

4. To stop sharing, select the **Stop sharing** button.
- i** The best way to share a PowerPoint presentation is to start the Slide Show from within PowerPoint first, and then tab to Webapp3, share your screen, and select the Slide Show window.

Note that the ability to present into a meeting may have been restricted to Hosts only.

Raise hand

Indicate that you wish to speak

From the toolbar, select **Raise 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 hand**.

i Host participants can also [lower your hand](#).

Lock the meeting

Lock the meeting

(Requires Host privileges; not available in direct media calls)

From the toolbar, select **Lock the meeting**. This prevents guest participants from joining the meeting. When a meeting has been locked, Hosts can still [admit them manually](#).

The impact of locking depends on whether or not the meeting has a Host PIN.

Show live captions

View a live transcription of the meeting

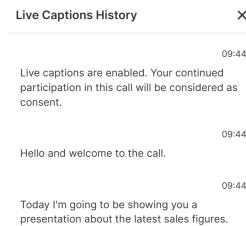
(Available when live captions have been enabled by the administrator)

Select **Show live captions** or **Hide live captions** to start or stop a live transcription of the meeting audio.

When live captions are enabled, the most recent caption appears in a text overlay at the bottom of the screen:

participation in this call will be considered as consent.

To view a full history of the captions that were visible to you while in the call, select the ^ at the top of the live captions overlay. The **Live Captions History** panel appears; new captions also appear here:



i If you leave and then rejoin a call, you'll only see the captions shown since you rejoined.

When you enable live captions, the transcription is shown only to you, but all other meeting participants are informed that transcriptions are enabled (or disabled).

⋮ Enter Host PIN

Enter the Host PIN

If you've joined a Virtual Meeting Room or Virtual Auditorium as a Guest participant and you are waiting for a Host to join to start the meeting, you can enter the Host PIN (if you know it). To do this, from the toolbar select **Enter Host PIN**.

⋮ Enter DTMF

Send DTMF tones to an external conference or device

(Applies to gateway calls only)



If you're in a gateway call to another device or to an externally-hosted conference such as Microsoft Teams or Google Meet, you can send DTMF tones to the device or meeting.

From the toolbar, select **Enter DTMF**. A DTMF keypad appears.

⌚ Control camera

Control another participant's camera	(Requires Host privileges. This feature must be enabled by an Administrator; not all endpoints can be controlled remotely.)
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To control the other participant's camera when you are in a direct person-to-person call, From the toolbar select Camera control. The Remote camera control overlay appears. Use the buttons on the overlay, or your keyboard arrow and + or - keys, to pan, tilt and zoom the selected participant's camera.

- If you are in a VMR or Virtual Auditorium, you can [control a participant's camera from the Participants panel](#).

Expand presentation

Expand 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 of your screen.
--	--

You can toggle between viewing the presentation and viewing the participants by clicking on the thumbnail.

You can expand the size of the main window so that the thumbnail is overlaid on the main image, rather than sitting separately at the top of the screen, using the Expand and Collapse buttons which appear in the toolbar.

- If [Prefer presentation in mix](#) is enabled, whenever an Adaptive Composition layout is being used the presentation stream is displayed as part of the layout mix (replacing some of the other video participants).

View a presentation in a separate window	Whether you are the presenter or a participant, you can view the current presentation in a separate browser window.
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To do this, from the top right of the screen select Dual-screen mode .

To return to viewing the presentation in the same window, either close the separate window or select Dual-screen mode again.

Breakout rooms

Enable breakout rooms	If breakout rooms are enabled for the meeting, a Breakout rooms side panel lets Hosts set up and manage the breakout rooms.
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Call controls panel

The following options are available from the call control panel at the bottom right of your screen.

Stop/start sending your video to other participants	From the panel at the bottom right of the screen, select Turn camera off or Turn camera on. Alternatively, press on your keyboard to toggle between these options.
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When your camera is off, other participants cannot see you, but you can see them.

Stop/start sending your audio to other participants From the panel at the bottom right of the screen, , select **Mute microphone** or **Unmute microphone**. Alternatively, press **m** on your keyboard to toggle between these options.



When you're muted, other participants cannot hear you, but you can hear them.

While your microphone is muted, you can press and hold down the keyboard **spacebar** to temporarily unmute yourself while you speak.

- ⓘ If your microphone detects sound while muted, you are shown a message saying "Trying to speak? Your microphone is muted".
-

Disconnect yourself from the conference From the bottom right of the screen, select **Leave**.



Self view window

The self-view window shows the video image that you are sending to other conference participants. By default the window appears at the top right of your screen, but you can move it, or minimize it to hide the video.

The following options are available from within the self-view window.

Hide / show your self-view 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 from yourself, select the **Hide self-view** icon within the image. Your self-view is replaced by a small toolbar with just the microphone control, drag handle and **Show self-view** button:



Move your self view Select and drag the self-view window / toolbar to move it around your screen.

Expand your self-view (Available on mobile devices only) Double-tap the self-view window to maximize it. This option is particularly useful if you are using your rear camera to send an image and want to check that it can be seen clearly by other participants.

Change your background (Available only when the self-view window is expanded) From the self-view window, select **Change background effect**. From the Effects window, select whether you want to **Blur** or **Replace** your background — or select **None** to remove the currently selected effect.



For more information on these options, see [Blurring or replacing your background](#).

Mute and unmute yourself You can stop and start sending your audio to other participants by selecting the microphone icon from within the self-view window / toolbar.



Keyboard controls

When the web app is being used on a device with a keyboard, you can navigate within the web app UI and control components with keyboard input.

Navigation controls include:

- ESC** to close menus and modals
- TAB** to move between options
- ENTER** to toggle and select options.

Keyboard shortcuts include:

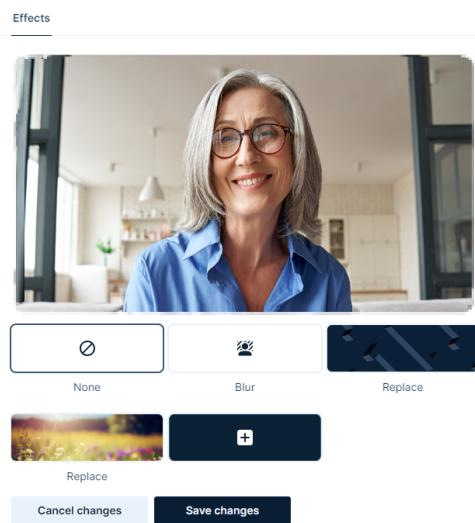
- **c** to toggle your camera on or off
- **m** to toggle your microphone on or off
- **spacebar** to enable your microphone while pressed.

i To avoid conflicts we recommend that if you are using a screen reader, you [disable these keyboard controls](#).

Blurring or replacing your background

You can blur your video background or replace it with an image, either before or during a meeting.

To do this, select the Background effects icon  which appears in the video preview window before you join a meeting, and in the self-view window during a meeting. This opens the Effects window:



Select whether you want to **Blur** your background, or **Replace** it. When replacing your background, you can choose from the default image(s) (if provided by your administrator), or you can upload your own image.

You can also select **None** to remove the currently selected effect.

To upload your own image:

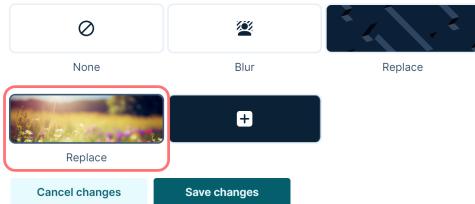
1. Select the + button:



2. In File Explorer, select the image to use and select **Open**.

- images must be at least 432 pixels high, and 768 pixels wide
- images must be 16/9 ratio or narrower
- supported formats are .JPG, .JPEG, .PNG and .WEBP
- maximum file size is 3 MB
- we recommend you use high-definition images

3. The image appears as a Replace option; click on the image to use it as your background:



Note that background blur and background replacement are available in Webapp3 via Chrome, Edge, Firefox or Safari browsers on desktop devices with hardware acceleration enabled. Both features incur a significant local processing overhead which could affect the performance of your device.

Background effects are off by default.

Setting your preferred language

Webapp3 natively supports over 20 of the most popular languages. If your browser is set to use any one of these supported languages, it will use that automatically instead of the default English. You can also change the language from within the **Settings > Languages** option in the web app itself. Alternatively, you can view the web app in any of the supported languages by appending the appropriate language code to the end of the URL.