



Pexip app for Windows

User Guide

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Pexip app for Windows user guide

The Pexip app for Windows is an installable software client that provides access to Pexip Infinity conferencing services, allowing users to join conferences and make calls. It is currently supported on Microsoft Windows 10 or later.



In-meeting experience on the Pexip app for Windows.

Hardware requirements

The performance of the app typically depends on a combination of factors such as the other applications that are currently running on the device, and the device's GPU and CPU specifications.

We recommend that your client device has a minimum of 8 GB of RAM in addition to that required by other applications.

Prerequisites

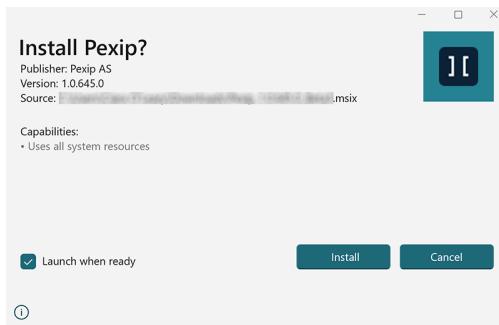
- Pexip app users who want to join meetings must be part of an organization that has a Pexip meeting solution.
- Microsoft Windows 10 or later.

32-bit operating systems are not supported with the Pexip app for Windows.

Installing

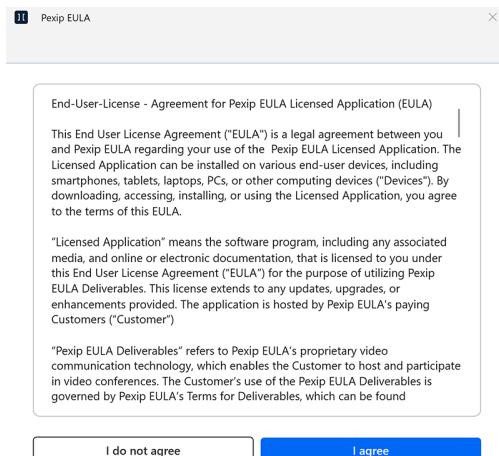
To install the Pexip app for Windows:

1. Go to www.pexip.com/help-center/app-download and from the Pexip Secure Meetings section, download Pexip app for Windows.
2. Open the downloaded file in your browser to start the installer.
3. Select **Install**.



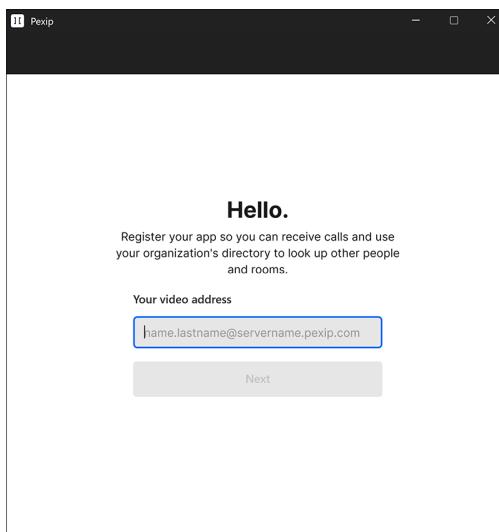
When the app is installed, the End-User License Agreement opens.

4. Select I agree, if you agree with the End-User License Agreement.



5. Enter your video address and select Next to authenticate register your app. Your video address (alias) can be found in the provisioning email sent to you which contains your app and registration settings. Registering your app allows you to use your organization's directory to easily find other people and meeting rooms in your organization.

Your video address is verified via the authentication method set up by your admin. A new window or browser tab may appear during the authentication process. Follow the authentication provider's instructions if this happens. When authentication is complete, you may be asked to reopen the Pexip app for Windows.



6. Select Done to complete the registration and installation.

Camera and microphone permissions

The first time you make a call or go to your **Video and sound settings**, the app will request access to your camera and microphone. To hear and see people in video calls, and to be able to configure your video and sound settings, select **Yes**.

Let Pexip access your microphone?

Let Pexip access your microphone?

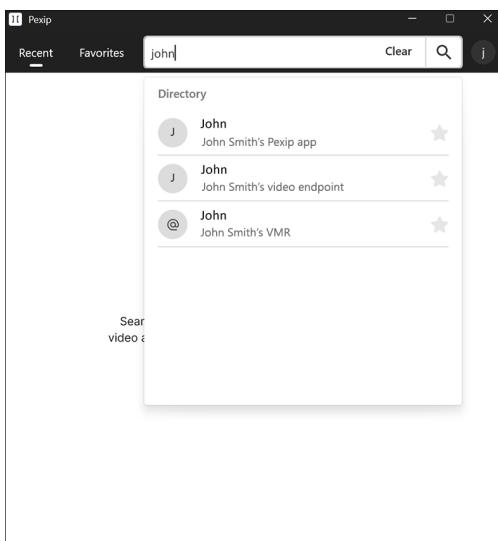
To change this later, go to the Settings app.



Using the Pexip app for Windows

Making a call

To make outbound calls, join meetings, or to join your personal Virtual Meeting Room, use the **Search bar** in the app. Here you can enter the name of a person or meeting room in your organization and the directory will display all relevant results.



The directory shows other app users but also different types of video endpoints, office endpoints, and your personal Virtual Meeting Room. If the person, room, or scheduled meeting is not in your directory, you must manually enter the video address and press enter or select the Search icon.

Joining a call from a meeting invitation

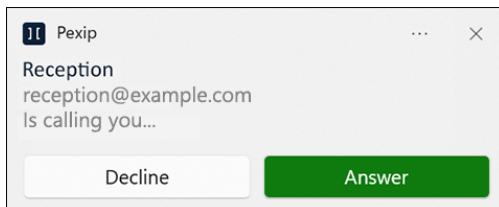
If you have received an invitation to a scheduled meeting, you can join the meeting via the Pexip app by selecting the link under **From a Pexip app**. You may need to select Ctrl and then click to launch the app.



Receiving an incoming call

If you have installed the app and are successfully registered, you can receive incoming calls in the app. If your app is open, the incoming call will appear within the app. If your app is minimized and in the background, you will see a Windows notification like the

example below. You can choose to **Decline** or **Answer**. Selecting the notification itself will open the app in the foreground and the incoming call will continue. Within the app, you must then choose to **Decline** or **Answer**.



Recent

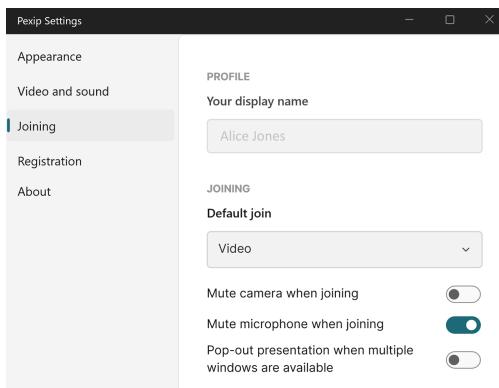
In Recent, you can see a scrollable list of the most recent calls that you have made and received. Select any recent call to redial this address.

Favorites

Favorite contacts appear here when you have select the star next to their name. You can remove the favorite status at any time by selecting the star again.

Settings

To open your app settings, select your profile icon in the top right-hand corner and select **Settings**. An overview of the different settings and preferences are outlined below.



Setting	Description
Appearance	Language: switch to a different language from the available languages in the dropdown.
Video and sound	Camera, microphone, and speaker preferences. Video quality: choose between low, medium, high and very high. You may want to reduce the video quality for a smoother call experience when you are experiencing a slow or unstable internet connection.

Joining	<ul style="list-style-type: none">• Your display name: you cannot edit or remove your display name as this is set during registration.• Default join: Set your default joining preference to:<ul style="list-style-type: none">◦ Video. You can send and receive both audio and video, and you can share content and view content that is being shared.◦ Audio. You will not send video or receive video of other participants.◦ Presentation. You will not send video or see other participants; you can only share and view content that is being shared.• Mute camera when joining: Your camera will be turned off by default as you join a meeting. You can turn it back on during the meeting if you need to.• Mute microphone when joining: Your microphone will be muted by default as you join a meeting. You can unmute it during the meeting if you need to.• Automatically open shared content in a new window: Enable this if you want shared content to open in a separate window to the meeting by default. This is useful if you are using two monitors and wish to view the meeting on one monitor and the shared content on another.
Registration	Displays the registration details you entered when setting up the app. A registered app allows you to: <ul style="list-style-type: none">• receive calls (as well as place them)• use your organization's directory to filter and lookup the contact details of other users. Unregistering your app will sign you out of the app entirely and you will not be able to make or receive calls.
Privacy and Analytics	Enable incident reports to create local incident files which you can send your admin or support team. Incident reports are useful when trying to understand an expected issue that might happen to your app while you are using it.
About	The information displayed in About tells you the app version that you are currently using and the license information.

Share content

In a meeting, you can share your screen or specific windows to other participants.

1. From the toolbar select the **Start Share** icon. 
2. Select the window or screen you want to share.
3. Optionally, select **Include computer sound** if you also want to share the audio from your computer to the meeting.
You must have joined the meeting with audio to be able to share computer sound. Muting your microphone does not also mute shared audio.
4. Select **Share**.
5. To stop sharing, select the **Stop sharing** button.

