

Group Video Visits using Pexip Infinity Connect

In an OTNinvite event, if you join the event as a host using Pexip Infinity Connect, you have access to several [group controls](#) in addition to the standard [guest controls](#).

You can access the video visit as a host, in two ways:

- Log in at otnhub.ca, locate the event in your OTNhub calendar and in the Event Details, click the "Host URL";
or
- Open the event's OTNinvite email, click the "Start eVisit" and when the "Waiting for the host..." screen appears, enter the Host PIN.

Table of Contents

Screen Layout.....	1
Host Group Controls.....	2
Controlling individual participants.....	2
Controlling all participants in a group.....	3
Standard Guest Controls.....	3

Screen Layout

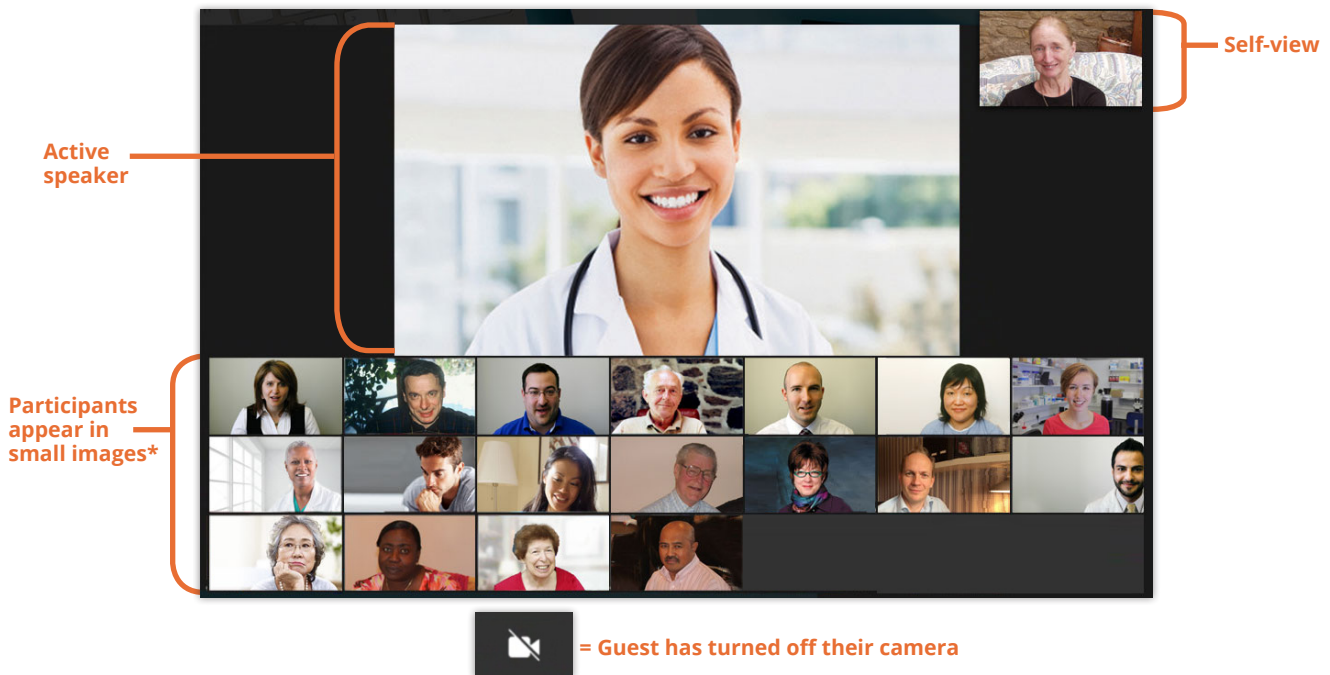
While in a group video visit, the screen appears with one large panel, one self-view picture-in-picture at the top right, and small images along the bottom.

The video visit host and all guests see the same layout.

You cannot change the screen layout.

The standard layout shows the active speaker in the largest panel, a maximum 21 participants in the bottom rows, and your self view at the top right. As people speak they rotate into the large panel as the 'active speaker'.

- Guests initially see the host in the large panel.
- The host initially sees the most recent participant to have joined the call in the large panel.
- When a participant unmutes their microphone and speaks, that person appears in the large panel.
- The active speaker sees the previous speaker in their large panel. For example, if the health care provider is actively speaking, the health care provider will see the last person who spoke in their large panel.



* **Note:** If you created the event with less than 8 guests, the videoconference screen will show a maximum of seven small images in the bottom row.

Host Group Controls

To access the video visit as a host, using the Pexip Infinity Connect app, join via the event's "Host URL" in OTNhub or via the "Start eVisit" link in an OTNinvite email and enter the Host PIN.

The host of a video visit has additional group controls along with the standard controls in the video screen.

Controlling individual participants

To access individual guest controls, view the **Participants Panel**.

- Notes:**
- (1) When the host mute a participant, they will remain muted until the host unmutes them. That is, they cannot unmute themselves.
 - (2) If a muted participant disconnects and then rejoins the call, they will not be muted when they rejoin.
 - (3) If you have [locked](#) the videoconference, participants cannot rejoin until you unlock it.

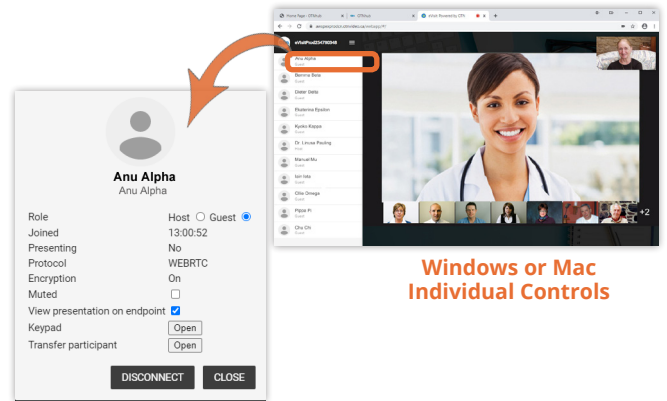
Windows (PC) & Mac:

To view the controls for a guest, click the participant's name.

A **Participant Details** panel appears.

To mute the participant, click the **Muted** check box ().

To disconnect the participant, click **DISCONNECT**.



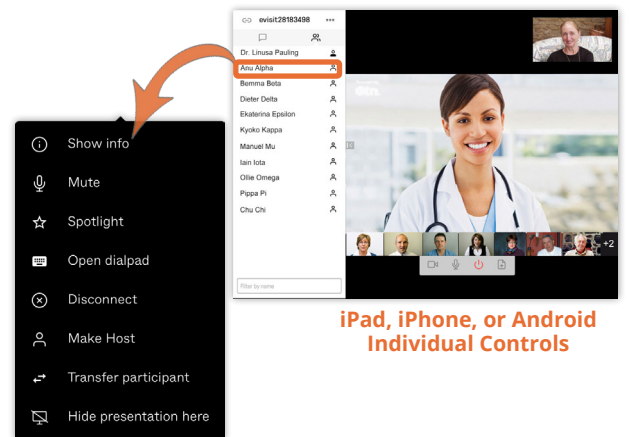
Windows or Mac Individual Controls

iPad / iPhone & Android

To view the controls for a guest, tap a participant's name.

An Action Menu appears.

To mute, disconnect, or perform another action on the participant, tap the desired menu item.




iPad, iPhone, or Android Individual Controls





Controlling all participants in a group

To apply an action to all participants in a group video visit, use the group controls. Which controls appear depends on what device you use.

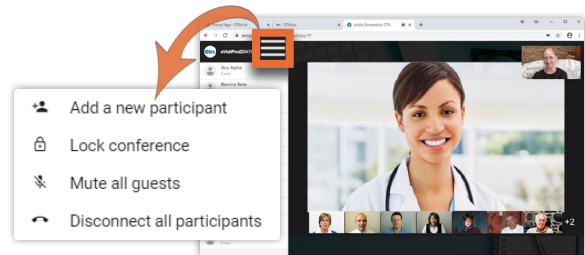
Windows (PC) & Mac:

To access group controls, click the **Menu** button  at the top left of the screen.

A menu appears with four options:

-  Add a new participant
-  Lock conference
-  Mute all guests
-  Disconnect all participants


Select an option to perform the listed action.








Windows or Mac Group Controls

iPad / iPhone & Android

To access group controls:

- i. View the **Participants Panel**.
- ii. Tap the **Menu** button () at the top of the panel.

A menu appears with five options:

-  Lock meeting
-  Mute all guests
-  Disconnect all
-  Select media devices
-  Add participant

Select an option to perform the listed action.



iPad, iPhone, or Android Group Controls

Standard Guest Controls

Guests in a video visit have access only to the standard controls within the video screen.

For more information about standard controls, see the following:

 **Windows (PC):** [Video Visit Help Centre](#)  [PDF guide](#) 

 **Mac:** [Video Visit Help Centre](#)  [PDF guide](#) 

 **iPad / iPhone:** [Video Visit Help Centre](#)  [PDF guide](#) 

 **Android:** [Video Visit Help Centre](#)  [PDF guide](#) 