

INSTALLATION GUIDE

InfiniChat

Web App Installation

A quick guide to adding a one-tap home screen or desktop shortcut — for Android, iOS, Windows, and Mac.

Android

iOS

Windows

Mac

REQUIRED FOR FIELD ENGINEERS

What InfiniChat is – and why it's required

InfiniChat is the new, main chatroom platform used for communication between INFINIDAT and the Field Engineer during an onsite activity. It's required when going on site – not optional.

1

Arrival to completion

Fast, lightweight messaging with Field Support for the full onsite activity.

2

Replaces Rocket.Chat

Same support for message formatting, reactions, pictures, and attachments.

3

One login

Uses the same credentials as the Infinidat Training Portal.

4

No app store needed

Installed as a web app via browser – not from the App Store or Google Play.



Before you install

A TOTP authenticator app is required

Sign-in uses a time-based one-time passcode. Have an app like Google Authenticator, Microsoft Authenticator, or Authy installed and ready before you begin.

Review the [\[Guide\] Setting up a TOTP Authenticator](#) for more details

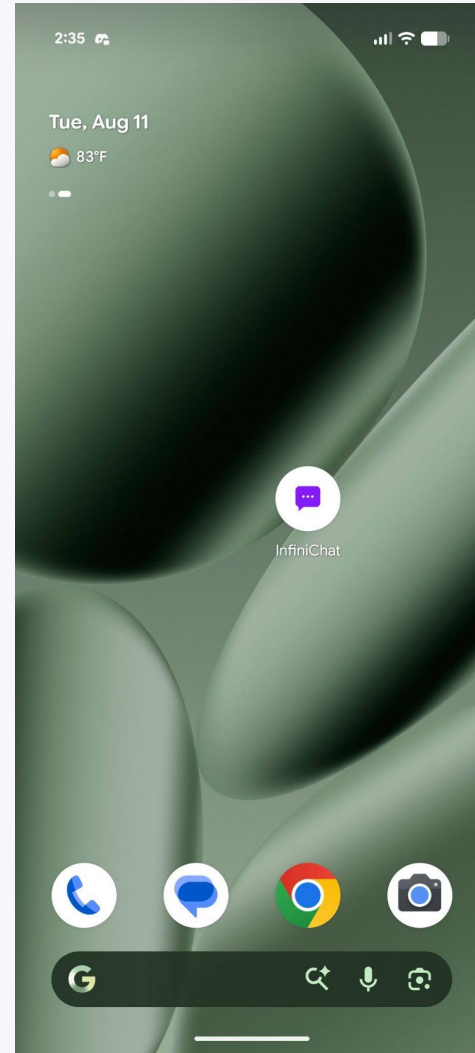
Required for all on-site activities

TOTP sign-in isn't optional — it applies every time you access InfiniChat, on every device you install it on.

ANDROID

Add to Home screen · Chrome

1. Open **chat.infinidat.com** in Chrome
2. Tap the **:** menu in the top-right corner
3. Tap **"Add to Home screen"** (or "Install app")
4. Confirm by tapping **Add / Install**
5. Find the InfiniChat icon on your home screen



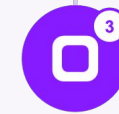
Tap the **: menu**

Top-right corner of Chrome



Add to Home screen

Or "Install app" if shown



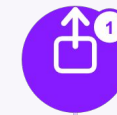
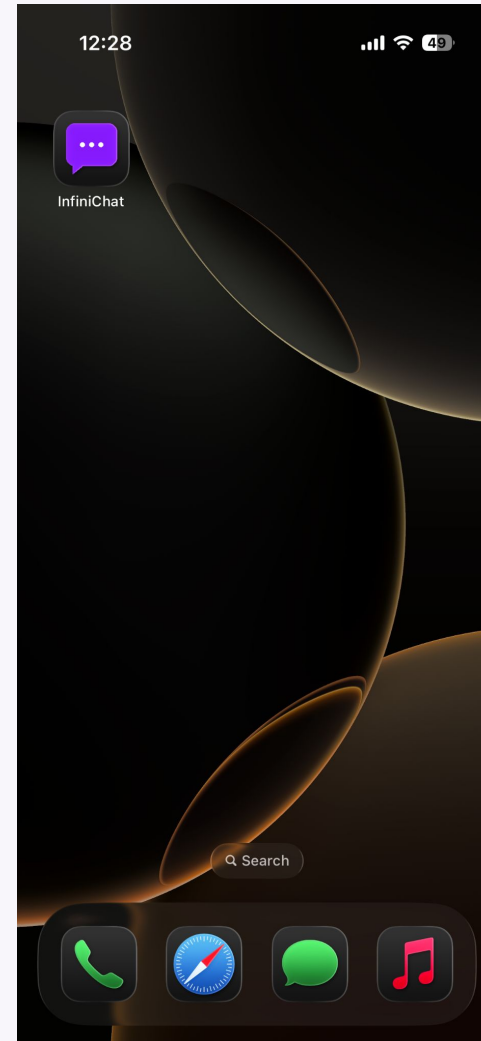
Confirm "Add"

Icon appears on your home screen

iOS

Add to Home Screen · Safari

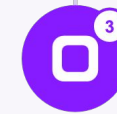
1. Open **chat.infinidat.com** in Safari
2. Tap the **Share** icon in the toolbar
3. Scroll down and tap "**Add to Home Screen**"
4. Tap **Add** in the top-right corner
5. Find the InfiniChat icon on your Home Screen



Tap the Share icon
Bottom toolbar in Safari



Add to Home Screen
Scroll down in the share sheet



Tap "Add"
Icon appears on your Home Screen

Install as an app · Edge / Chrome

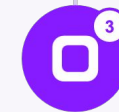
1. Open **chat.infinidat.com** in Edge or Chrome
2. Click the install icon on the right of the address bar
3. No icon? Open the ⋮ menu → **Apps** → **Install this site as an app**
4. Click **Install** in the dialog
5. Find InfiniChat on your Start menu or taskbar



Click the install icon
Right side of the address bar



Click "Install"
Confirm in the pop-up dialog

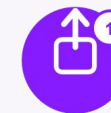
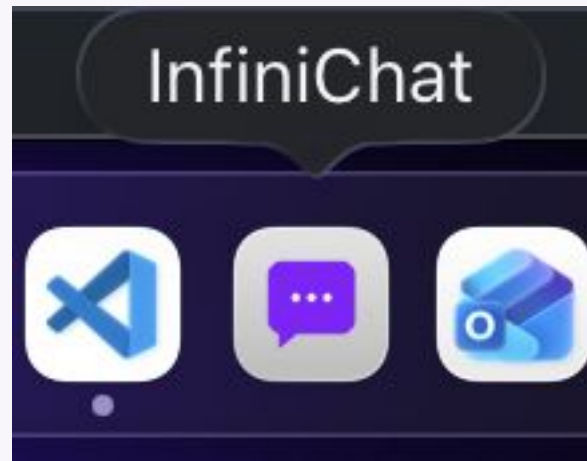


App opens on its own
Shortcut added to Start / taskbar

MAC

Add to Dock · Safari

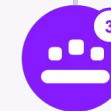
1. Open **chat.infinidat.com** in Safari
2. From the menu bar: **File** → "**Add to Dock...**" (or the Share icon)
3. Click **Add** in the dialog
4. Find InfiniChat in your Dock and Launchpad
5. Using Chrome/Edge instead? Same steps as Windows — install icon in the address bar



File → Add to Dock
Menu bar, or the Share icon



Click "Add"
Confirm in the dialog



Find it in your Dock
And in Launchpad

Troubleshooting

Don't see an install option?

Use Chrome (Android/Windows) or Safari (iOS/Mac) — not an in-app browser or a private/incognito window.

Icon looks like a generic globe?

Reload the page once, then try installing again so the browser can fetch the InfiniChat icon.

Opens in a regular browser tab?

Remove the shortcut and repeat the install steps — it should open in its own window.

Still stuck?

Reach out and we'll help you get set up on your device.