

APPIA VIDEO COMMUNICATOR REQUIREMENTS

LAPTOPS AND DESKTOPS

Processor

- Sender video resolution of up to 1280x720 - Quad Core
- CPU clock speed 2.0 GHz or higher
- Sender video resolution of up to 640x480 - Dual Core
- CPU clock speed 2.0 GHz or higher

Operating System

- Windows XP (SP 3 or higher)
- Vista (SP 1 or higher)
- Windows 7

Memory

- 1 GB or higher for XP
- 2 GB or higher for Vista and Windows 7

Microsoft .NET Framework

- 2.0 or higher

Audio card

- Physical or onboard

Video card

- 256 MB with acceleration

Before you enter a video session, be sure to turn off any applications you will not need during the session.

NETWORK

If you are on a local area network (LAN), please see your network administrator to make sure these ports are not blocked on your firewall:

UDP Ports

- 20203
- 20210
- Range 10000-20000
- Range 20224-20240

TCP Ports

- 80
- 20202
- 3406
- 587

Set the MTU at 1,500 if possible; if not, at 1,420. (Lower MTUs increase overhead and therefore bandwidth requirements.)

Home/SOHO Routers

The best practice is to bypass your router and connect your cable or DSL line directly to the computer you will be using with AVC. If you must use a router, choose the factory default settings.

On some routers, the following settings must be disabled:

- Any SIP settings, including a SIP application layer gateway (ALG)
- Stateful packet inspection (SPI) firewall

If you are having problems and if you are an advanced user: Please ensure that the following ports are neither blocked nor forwarded to a specific destination:

UDP Ports

- 20203
- 20210
- Range 10000-20000
- Range 20224-20240

TCP Ports

- 80
- 20202
- 3406
- 587

Do not use AVC over a home/SOHO wireless connection as it usually results in much degraded audio.

CAMERAS

Desktop Camera

- Logitech or Microsoft webcams. Disable the Right Light feature on Logitech cameras

Conference Room Camera

- Sony EVI-HD1 (HD) or EVI-D70 (SD), with video capture card

Because of the limitations of USB, the higher the resolution you set your camera, the lower the frame rate. If you set the resolution at 1280x720 or higher, the actual frame rate drops to 2.5 frames per second, which is too slow for good quality video.

So it is best to set your camera at the lowest resolution possible consistent with the demands of your video session. Also, make sure that you reset the frame rate whether you move from a high resolution to a lower one or a low resolution to a higher one.

AUDIO DEVICES

Do not to use the microphone and speakers in your computer or to use the microphone in your webcam.

For the best experience, use a headset or a speakerphone, such as the ones recommended below. Also, make sure other audio devices are disabled.

Desktop Audio

- ClearOne Chat 50 speakerphone
- Headset with microphone; e.g., Logitech Wireless Headset H760

Conference Room Audio

- ClearOne Chat 150 speakerphone

These devices are USB and come with drivers. Once you have installed them:

1. Go to Start -> Control Panel
2. Open Sounds or Sounds and Audio Devices
3. Under 'Playback' make the device you have installed the 'Default'
4. Under 'Recording' make the device you installed the 'Default'

Audio with 64 bit

If your computer uses a 64-bit version of XP, Vista or Windows 7, you must choose the device and may not use the 'Default' option. See the AVC User Guide.