



Utah Telehealth Network

Polycom ViaVideo Videoconferencing Units

Overview:

The quality of a ViaVideo videoconferencing session is highly dependent on two things:

1. **The PC:**
 - The better the PC, the better the picture.
2. **The network:**
 - Videoconferencing works better in a private network instead of across the public internet.
 - Good videoconferencing requires a bandwidth of 384 Kbps upload and 384 Kbps download with 25% overhead.

PC System Minimum Requirements:

- Windows® XP with SP2, Windows 2000 with SP4
- Intel® Pentium® III 800MHz processor or equivalent processor
- 256 MB RAM (512 MB recommended)
- 100 MB available hard disk space
- SVGA display (800 x 600 pixels)
- 16-bit color or higher
- IP network access: Cable, DSL, or LAN
- Microsoft DirectX® Software Version 9.0b or later
- NIC (Network interface card) that can run at 100 Mbps full duplex
- Desktop PC with headphones, headset or external speakers
- Laptop PC with headphones, headset or internal speakers
- Microsoft® Internet Explorer Version 6.0 or later
- Windows Media® Player Version 10 or later
- Microsoft DirectX® Software Version 9.0c or later
- Microsoft NetMeeting® Version 3.01 or later
- ViaVideo does not run on Macintoshes

Security:

- Turn off Microsoft Internet Firewall.
- Absolutely, positively must have antivirus software loaded onto the pc.
- Must have signed the UUHSC's security agreement forms. Call 1-801-585-2426 to obtain copies.





Installing the ViaVideo II: Software

After receiving your ViaVideo and reviewing the preliminary steps, follow these instructions to install the software:

1. Download and install DirectX 9.0c Run time End User. This will force a reboot.
DirectX 9.0c Run time End User
<http://www.microsoft.com/downloads/search.aspx?displaylang=en&categoryid=2>
2. Update Windows Media Player for your operating system. This will force a reboot.
Windows Media Player
<http://www.microsoft.com/downloads/search.aspx?displaylang=en&categoryid=4>
3. Download and Install Polycom ViaVideo Software. You may have to first register with the Polycom web site.
Polycom ViaVideo Software
http://www.polycom.com/resource_center/0,,pw-493,FF.html



PC Setup

1. NIC Card - PC's NIC should be set and running at 100 Mbps full duplex.
2. User Name - Enter your name.
 - a.  > General > Enter your name
3. Audio - Select which speaker setup you are currently using.
 - a.  > Audio > I am using... [Most people use USB audio. If speakers are plugged directly into the ViaVideo, then check Headset and Speakers.
4. Data - Enable or disable NetMeeting as needed.
 - a.  > Data > Auto-start Data Share, Auto-Accept NetMeeting calls.
5. Internal IP or WAN – Set ViaVideo to use automatically use the external WAN address.
 - a.  > Network > Check “Use External WAN” and Check “Automatically discover the NAT address

Network Setup:

1. Firewall Ports - Most sites have firewall protections. Work with your network team to open the following H.323 videoconferencing network ports in the firewall:
 - TCP 1720, 1731, 1503, 3603
 - TCP 3230-3253 (bidirectional)
 - UDP 3230-3235 (bidirectional)
2. Public IP address – Most sites need the network team to assign a “public” IP address. It allows the world to dial your machine. Without it, only people inside your network may call you. Work with your network team to be assigned a publicly accessible IP address. PC should have a “static” or “reserved DHCP” IP address.