

System Requirements

Computer Hardware:

- Intel 1.8 GHz or faster (single/multiple cores)
- 1 GB RAM or more
- 128 MB video RAM or more

Peripheral Hardware:

- Webcam - 2 MP or better
 - Logitech WebCam Pro 9000
 - Microsoft LifeCam HD-5000
 - Logitech Webcam C510
 - Logitech Webcam C260
 - Philips Webcam SPC1300NC
- Headset and noise cancelling microphone
 - Plantronics C210M
 - Cyber Acoustics AC-850
 - GN Netcom GN 2025 NC

Wireless headsets allow a user to move around their work place without missing a call

- GN Netcom GN 9125Flex
- AT&T ATT-TL7610

Operating Systems:

- Microsoft Windows XP SP3 (32-bit/64-bit), Windows Vista SP1 (32-bit/64-bit), Windows 7 (32-bit/64-bit)

Software:

- Web browser (Microsoft Internet Explorer 7 and up; Mozilla Firefox 3.5 and up; Google Chrome 8 and up)
- Adobe Flash 10.1 or newer
- Browser cookies required

Network Requirements

Bandwidth:

- Recommended 512 kbps up/down or faster per video call;
- Minimum 256 kbps up/down per video call;

Communication Protocols and Ports:

- HTTP (port 80) and HTTPS (port 443)
- RTMP/RTMPE (TCP port 1935 outbound only)
- RTMFP (optional -- UDP outbound on all ports above 1023)
- Port 8080 (client/server communication port)

Wired Networks:

- Local admin password required to download and install VRI software

Wireless Networks:

- Wireless network availability requires network/admin password to connect to your wireless network.
- Wireless network connections are supported as long as the available bandwidth on the wireless network meets or exceeds the specifications outlined above

Security and Data

Encryption:

- Web traffic encrypted using SSL over HTTP (port 443)
- RTMPE: Audio and video streams encrypted using Diffie-Hellman key exchange and HMAC SHA-256 hash algorithm
- RTMFP: AES 128-bit cypher

Data Storage:

- Call detail records stored in HIPAA-compliant data centers
- Audio, video and text chat streams are not recorded or stored
- Information collected in form fields is stored in HIPAA-compliant data centers
- No personally identifiable information is stored at the endpoints
- Cookies persist until either the user logs out or the browser is closed