

+CONNECT

A MINNESOTA STATE COLLABORATIVE TRAINING PROGRAM

EQUIPMENT AND SETUP MANUAL

Required Equipment

- Computer (Mac, PC, desktop, laptop) or Tablet (iPad, Kindle, etc.) or Mobile Phone
 - Webcam – Built-in or external, any brand/type (Logitech works well)
 - Microphone – Built-in or external, any brand/type
- OR-**
- Video Conferencing System (ITV)

Internet Recommendations

- Browser
 - Internet Explorer or Safari – Installs the conferencing client with more controls and settings
 - Google Chrome – Provides a web-based version of the conferencing client
 - Skype for Business (Office 365) – Allows connection via Skype for Business
- Upload Speed
 - At least 256K connection
 - Call and ask your internet provider to test your upload speed and turn it up if needed.

Test Connection

- View the **Connecting to Your Live Course tutorial** on pages 2-3 of this manual.
 - Then use the connections below to test your connection:
 - Click link to connect via PC: <https://workspace.pinnaca.com/index.html?id=176390500>
- OR-**
- Call this address to connect via ITV/Video System: train@vgconnectus.com

Troubleshooting

- Local IT Support
 - First, contact your company's IT department to check equipment, internet connection, camera/mic, firewall ports (see page 4), etc.
- Minnesota State Regional IT
 - If you still need help, contact Bill Erickson, Regional IT Specialist:
507-389-7212, bill.erickson@southcentral.edu
- Pinnaca Helpdesk
 - If the issue is still not resolved, contact the Acano platform host, Pinnaca:
866-433-2240, support@pinnaca.com

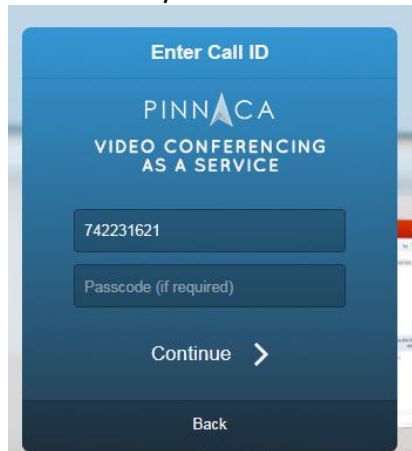


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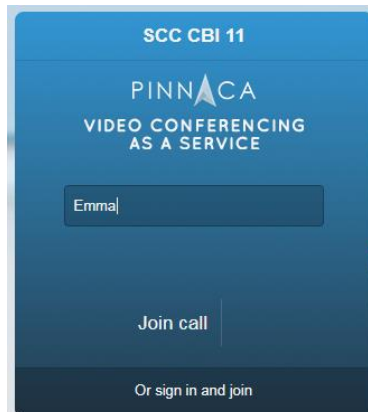
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Connecting to Your Live Course

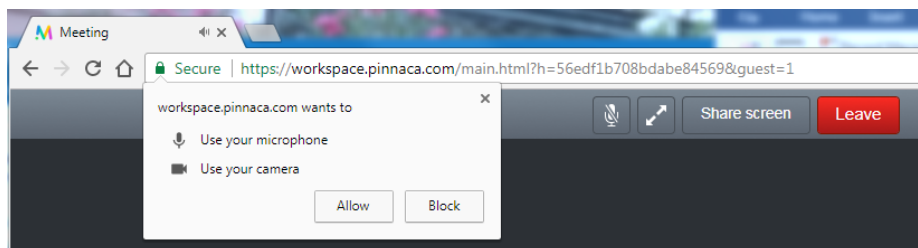
1. Upon registration, you should receive a Course Connections document from the +Connect Team. If you need it re-sent, please email Connect@southcentral.edu.
2. Click on the web link provided to connect to the virtual classroom using a PC or tablet with built-in or external webcam and microphone. (We recommend using Google Chrome.)
3. On first screen, click Continue - Do not enter any information.



4. On next screen, enter your name, then click Join.



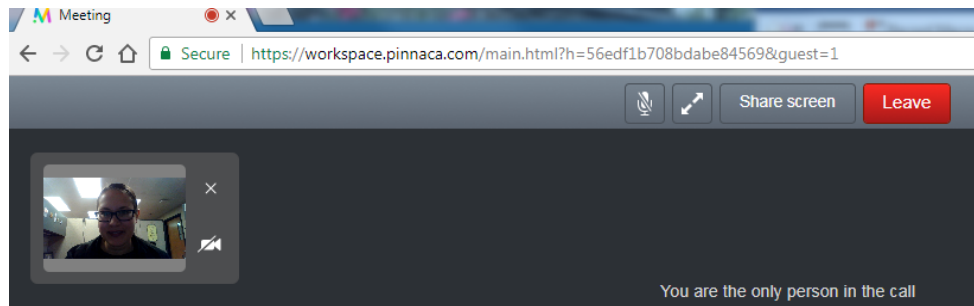
5. The first time you connect, a pop-up will ask to access your microphone and camera. Click Allow.




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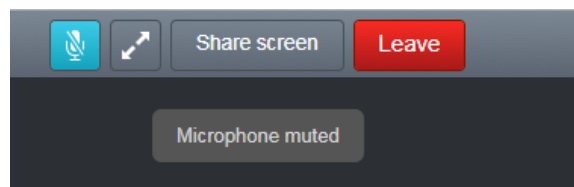
A MINNESOTA STATE COLLABORATIVE TRAINING PROGRAM

6. Once connected, your video camera should show you in a box in the upper left corner.

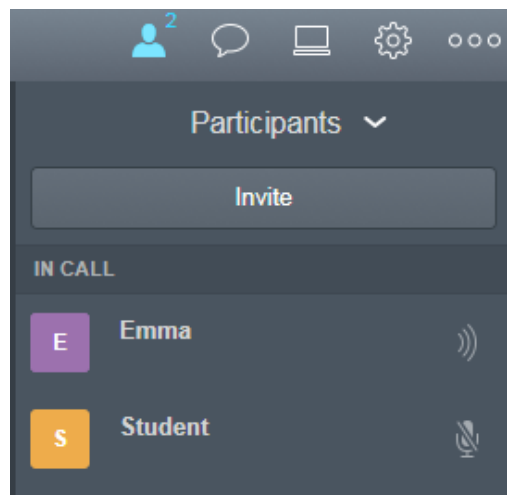


7. To view video camera and microphone settings, click the  symbol in the upper right.

8. To mute your microphone, click on the microphone button at the top of the screen.
a. We recommend that all students mute the microphone unless asking a question or participating in discussion.



9. To view participants, click on the  symbol in the upper right.



10. If you lose connection during class, simply try connecting again.
a. Weak internet connections or other network issues can cause this to happen.
b. If it happens often, refer to Troubleshooting on page 2.

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Firewall Port Information (for Local IT Support)

Ports needed for the Pinnaca Cloud Video Conferencing Service

In order to properly utilize the Video Conferencing Cloud technology on your network, open the following firewall ports to the Pinnaca Cloud network. This document covers four different use scenarios; WorkSpace clients (IOS and PC), WorkSpace WebRTC, existing videoconference room systems, and Skype for Business (Lync).

WorkSpace IOS and PC Clients

For the WorkSpace IOS and PC clients, the following ports need to allow OUTGOING only from your environment:

- XMPP/TURN Servers: **168.215.93.134** and **212.46.148.66**
5222 TCP - XMPP over TLS (Registration)
3478 UDP - STUN Signaling + Tunneled Media
32768 – 65535 UDP - Media (Optional for best performance)

WorkSpace WebRTC client

If you have a compatible WebRTC browser (Chrome or Firefox), allow the following outgoing ports:

- Web Servers: **168.215.93.134** and **212.46.148.66**
443 TCP - HTTPS
3478 UDP - STUN Signaling + Tunneled Media
32768 – 65535 UDP - Media (Optional for best performance)

Videoconference Room Systems

In order to use your H323/SIP videoconference devices as part of a demo you must allow calls to and from our Gateways. Call traffic will come from:

- Gateways: **168.215.93.135**
168.215.93.131
38.117.72.147

Skype for Business (Lync) Federation

In order to allow Skype for Business Federation, use:

- SIP domain: **pinnaca.com** or **vgconnectus.com**
- Access Edge: **pinnaca.com** or **vgcuslyncsip.vgconnectus.com**

Pinnaca Helpdesk

Toll Free: 866-433-2240

Email: support@pinnaca.com