



## 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)

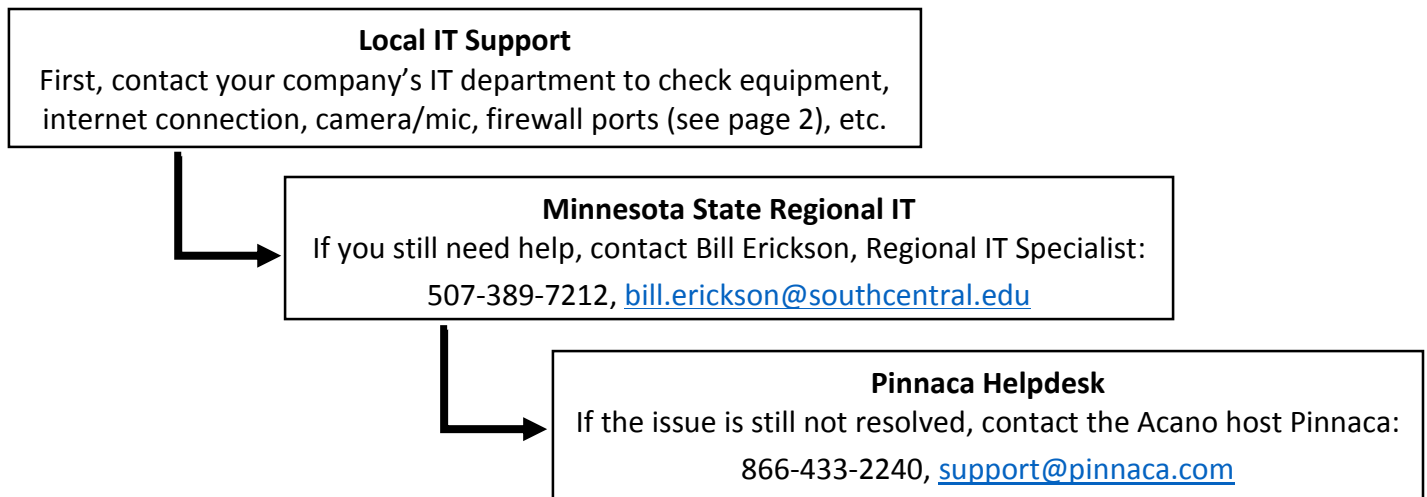
### Internet Recommendations

- Browser
  - Internet Explorer or Safari – Installs the Acano client with more controls and settings
  - Google Chrome – Provides a web-based version of the Acano 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 – Use these options to test your connection to Acano Telepresence

- Click the link below to connect via PC/Tablet/Mobile:  
<https://workspace.vgconnectus.com/invited.sf?secret=Qkx93WnNuNmmGVrzb6QLFg&id=619914273>
- OR-**
- Call this address to connect via ITV/Video System: [cmdln.test@vgconnectus.com](mailto:cmdln.test@vgconnectus.com)

### Technical Assistance – Chain of Command



## 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 **vgcuslynksip.vgconnectus.com**

#### Pinnaca Helpdesk

**Toll Free:** 866-433-2240

**Email:** [support@pinnaca.com](mailto:support@pinnaca.com)