

VCON vPoint HD Q&A

General vPoint FAQ

What is vPoint HD?

vPoint HD is VCON's latest high-definition software client for personal conferencing. vPoint HD offers high definition audio and video up to 720p and 1080p (incoming only – Executive Model), and includes features and functionality that move it beyond a desktop videoconferencing application. vPoint HD includes a streaming capability, using VCON's HD Simulcast™, that allows vPoint HD to chair or participate in corporate broadcasts. Additionally, vPoint HD includes VCON HD DualStream (with H.239 support), with the ability to view a data and video stream simultaneously.

How is vPoint HD distributed?

vPoint HD is distributed in two ways:

As a stand-alone software system (Standard, Professional, Executive or Broadcast model).

As a software-based client with VCON's Media Xchange Manager (MXM), free of charge.

Does vPoint HD support ViGO?

No, vPoint HD does not support ViGO. vPoint 5.1 supports ViGO and is the recommended software version for it.

Are all the VCON PacketAssist™ features available in vPoint HD?

Yes, the full range of QoS features and capabilities in PacketAssist are found in vPoint HD.

Does vPoint HD have the ability to broadcast videoconferences over the network?

Yes, vPoint HD clients can host or participate in broadcasts that are streamed over the corporate network. vPoint HD also lists all broadcasts being streamed over the corporate network and allows the user to join at the click of a button.

What audio algorithms are included in vPoint HD?

The audio algorithms that are included are: G.711, G.722, G.722.1, G.723.1, G.728, and G.729, G.722.1 Annex C, AAC-LD, AMR

G.722.1 is used from 96Kbps calls and up allowing wide -band 7 k Hz audio on low bit rate calls.

G.722 is used from 256Kbps calls and up allowing high end wide-band 7kHz audio from mid bit rates calls and up.

Does vPoint HD include acoustic echo cancellation and noise suppression?

Yes, acoustic echo cancellation and noise suppression are included. For users that have a single device for both audio input and output, AEC works on both Win 2000 and XP. For users that have separate devices for audio input and output (mic and speakers), AEC works only on Win XP.

What video algorithms are included in vPoint HD?

The video algorithms that are included are: H.261, H.263, H.263+/++ and H.264. H.264 is supported from 512kbps to 2Mbps in outgoing video and up to 4Mbps in incoming video.

By default, H.264 is supported on Core 2 Duo or Dual Core 3Ghz or faster CPU or AMD equal or faster than Athlon 64 x 2 Dual

What data sharing capabilities does vPoint HD have?

vPoint HD includes VCON's HD DualStream™ technology, with H.239 support. With vPoint HD, users can send and receive video and data streams direct from their desktop, allowing them to share any file on their PC with the other conference participants. For systems capable of running H.263+/++ or H.264, data will be viewed at XGA resolution. For systems running H.261 or H.263, data will be viewed at CIF resolution.

Does vPoint HD include encryption?

Yes, vPoint HD includes encryption using the H.235 standard for AES encryption. This means that when conferencing with another device that also uses this standard, the conference audio, video and data can be encrypted. H.235 is not supported during broadcast videoconferences.

Does vPoint HD ship with a video mail application?

Yes, vPoint HD includes vMail™ , a video email and recording application. vMail can be used to record live trainings that can be stored for later viewing on demand, or can be used to create short video email messages that can be emailed as small video clips.

What languages are supported with vPoint HD?

vPoint HD supports the following languages: English, French, German, Italian, Spanish (Spain and Latin), Polish, Turkish, Norwegian, Korean, Russian, Chinese

What data rates are supported with vPoint HD?

vPoint HD supports data rates up to 4Mbps.

What are the minimum PC specifications for vPoint HD?

Pentium IV 2.4 Ghz PC

H.264 4CIF and above requires Core 2 Duo or Dual Core 3Ghz or faster CPU or AMD equal or faster than Athlon 64x2 Dual

Windows 2000, XP (including SP3), Windows Vista

25MB available disk space

256MB 400 MHz RAM

Video device with DirectX 9.0 support

In addition, laptop users may find that when operating in battery-mode, they don't get the full performance of their CPU because CPU performance will be reduced in order to extend the battery life. Since this might affect the quality of video and audio during a videoconference, it is recommended that laptop users have their laptop plugged in during a videoconference.

What is the "multiple login profiles" feature used for?

vPoint HD allows users to define multiple login profiles that enable them to use the application in different locations such as the Office, Home, On-the-road. Each profile may be configured with different settings such as MXM-based or non-MXM-based, internal LAN address-based or SecureConnect VPN address-based and more.

vPoint HD software that ships as a stand-alone system - Questions

What models are available on vPoint HD?

There are four models that customers can choose from when purchasing vPoint HD as a stand-alone system.

vPoint HD Standard: includes USB authentication key/license key, software and documentation

vPoint HD Professional: adds a USB camera with a built in microphone and a headset

vPoint HD Executive: adds a Pan-Tilt-Zoom analog camera, USB 2.0 video adaptor, and tabletop microphone

vPoint HD Broadcast: adds broadcaster-specific software features

Does vPoint HD Executive video adaptor support USB1.1?

Yes but it is highly recommended to use this USB video adaptor only with USB 2.0 or else the video performance will not be optimal.

What H.323 gatekeeper can I use with vPoint HD?

The vPoint HD stand-alone software can register with any H.323 gatekeeper.

Are there USB cameras that VCON recommends?

VCON has tested several USB cameras and recommends using a camera out of the following list:

- ★★★★★ Logitech® 9000Pro
- ★★★★★ Logitech® ViewPort® AV 100 (*)
- ★★★★★ Logitech® QuickCam® Pro 5000
- ★★★★★ Logitech® QuickCam® Orbit/Sphere
- ★★★★★ Creative® WebCam® Pro eX

(*) vPoint HD includes special integration which is exposed once a Logitech ViewPort AV 100 camera is used. The integration includes full Call Flow support (using the camera's Bluetooth headset), including call initiation, answering incoming calls and call disconnection, Camera Buttons support, including the "Start" and "Pause" buttons, and Camera Control support, including Pan-Tilt-Zoom and Face Tracking.

vPoint HD software that installs from MXM CD - Questions

Is there anything unique about the vPoint HD software that installs from the MXM CD?

Yes. The vPoint HD software that installs from the MXM CD is a software-based application for the MXM. As such the MXM is the only gatekeeper and management system that this version can register to.

What version of the MXM do I need in order to run vPoint HD?

You must have version 4.7 and up of the MXM installed in order to run the latest version of vPoint HD.

Will online directories be available to me when I'm registered to the MXM?

Yes, the MXM has LDAP support, including H.350 support, and makes your organization's

online directories available to you.

How do I install the vPoint HD software?

The software is located on the MXM CD and therefore, can be installed onto PCs in several ways. The optimal way is for the administrator to centrally post the vPoint HD install file, send a URL link to the employees via e-mail, have each person install automatically the vPoint HD software (clicking on the URL link will start setup automatically) and register to the MXM.

Can I use vPoint HD both from my home PC and from my work PC?

You can work with vPoint HD from multiple locations as long as you are registered to MXM or you carry the USB license key. When registered to the MXM, you will be able to use the same username from a different computer. You will be asked if you wish to disconnect from the initial location and continue working from another location.