

Installation Tutorial on Video Applications

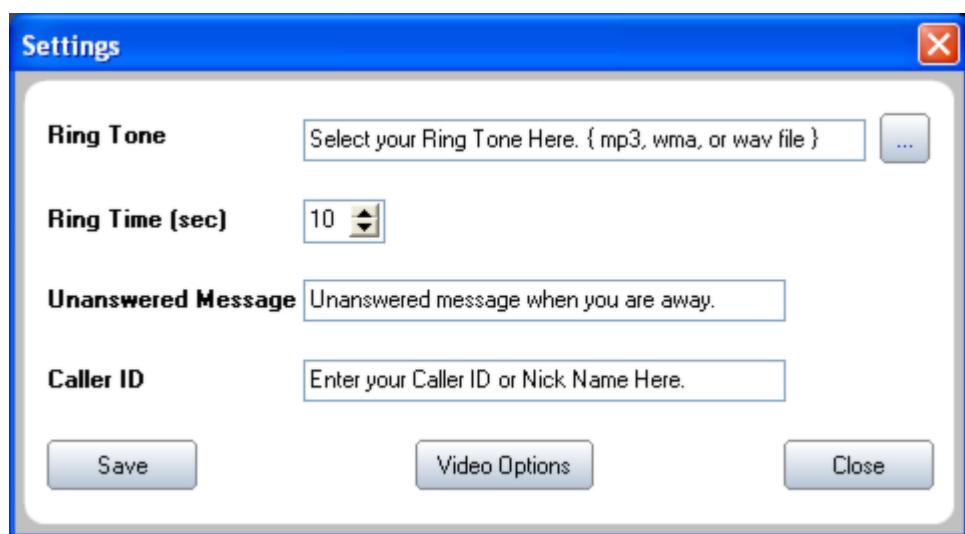
How to run our Video communications successfully on Windows.

1. Working on your local LAN / Wi-Fi network.

If both users are on the same LAN{local network - Wi-Fi or hard wired} then do the following:

Most Important:

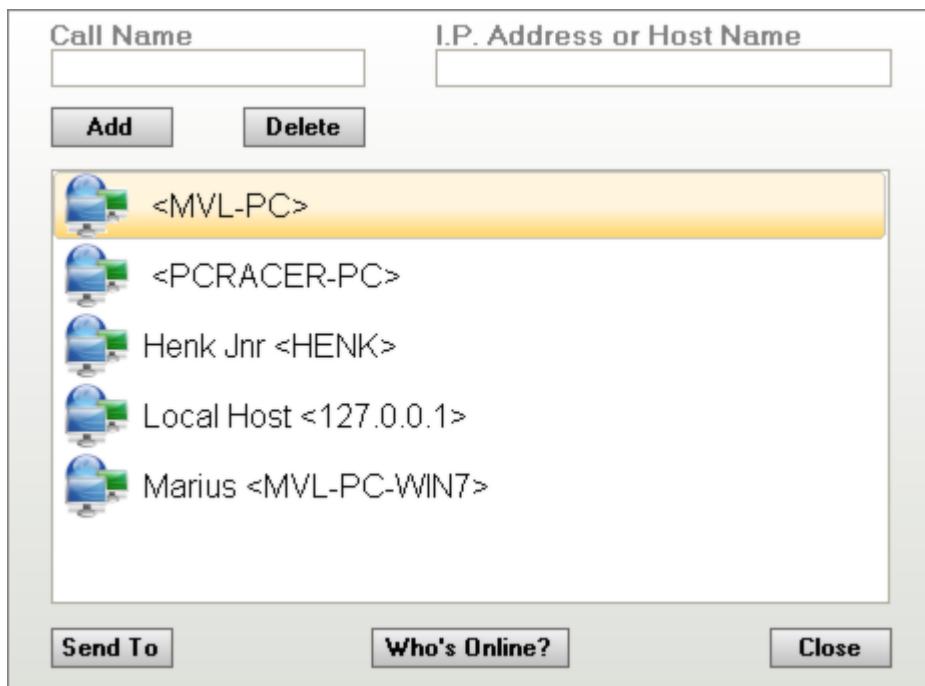
Make sure to install and run the video application on both computers with **administrator rights**. Before doing anything else, go to the settings window by clicking on the “Settings button”.



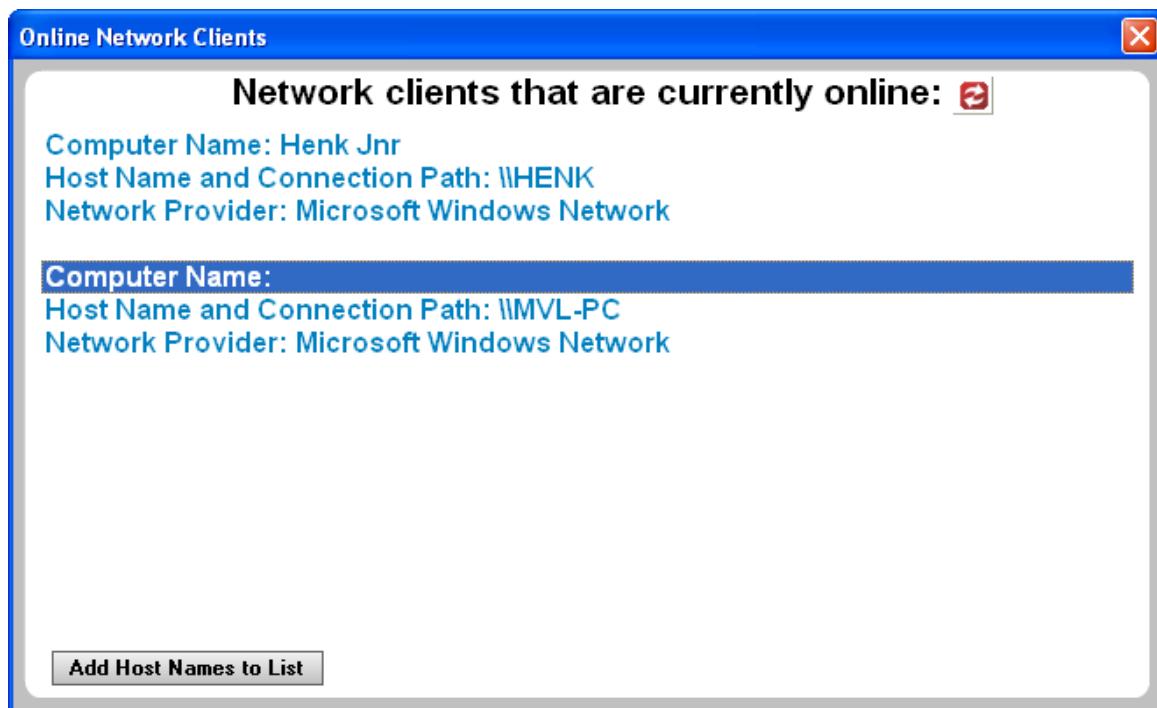
Now select your ringtone, set the ring time; your message when not being able to answer the call; and also your Caller ID. This will complete your initial setup.

To add everyone on your LAN network to your address book, click on the ellipses button next to the address edit box.





Now click on the "Who's Online?" button



When the list is complete, click on the "Add Host Names to List" to add all addresses to your address book. The above procedure only works with Windows XP / 7 / 8 but does not work in Windows 10, where you will need to add all the IP addresses and Computer names manually.

To start communications between computers do the following:

1. Now double-click on a name in the address book and the correct address/name will now be listed in the address edit box.
2. Just click on the "Answer/Call" button to start the process, now when the ringtone starts playing, answer the call by also clicking on the "Answer/Call".

Possible errors on startup:

Make sure you only have one video application open at a time. If you don't the following errors will occur:



Common Dell Laptop Problem:

If you are running a Dell laptop, the above errors may also occur as they only use mpeg codecs to run on your laptop machines. We don't support these codecs!

To fix this, simply open your laptop's "Webcam Utilities" application, and on the bottom right-hand side you will see a selection box called "Capture Mode". Now select the "IM Capture Mode" selection. Keep this utilities application open and now start the video application you wish to use. It will now successfully start up.

That's it for LAN communications.

2. Communications over the internet:

If you are trying to reach someone over the internet, then the process becomes a bit more difficult. If you are connected to the internet through a router, then your router will now have to be set up using what is called "Port Forwarding".

You need to go here: <https://www.portforward.com/routers.htm> to find your router and the setup process.

When the web page finished loading, just close the advert that pops-up.

Now find your router's name and model number and select the page where it is listed. Here they will explain on how to setup your router for internet communications.

- The address that the application is showing is your internet connection I.P. address.

Now when calling someone over the internet they simply need to enter the I.P. address shown on the application, meaning your internet address. The router will now automatically route the incoming call to your computer's LAN I.P. address shown as IPv4 - 192.168.1.101.

That is basically what you need to do to use the application successfully for the internet.

Direct from our Helpdesk page:

 How do I enable access on ports when I use your communication Apps with a LAN ,are behind a firewall, or use Port Forwarding?

You need to allow access on ports 8500 (UDP) and 6767 (UDP) to enable voice communications through a firewall, LAN, or Router.

As for the video communication apps, you need to allow access on port 8800(UDP).



If you need an application that will do port-forwarding for you in just a few easy steps:

https://www.majorgeeks.com/files/details/simple_port_forwarding.html

>> //www.majorgeeks.com/files/details/simple_port_forwarding.html

Please take note of the underscores!