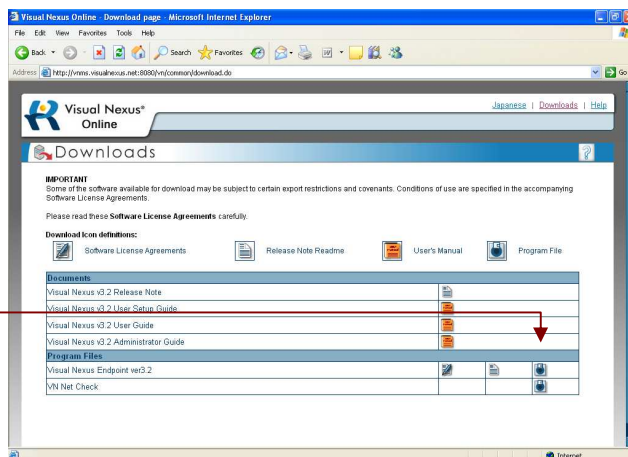


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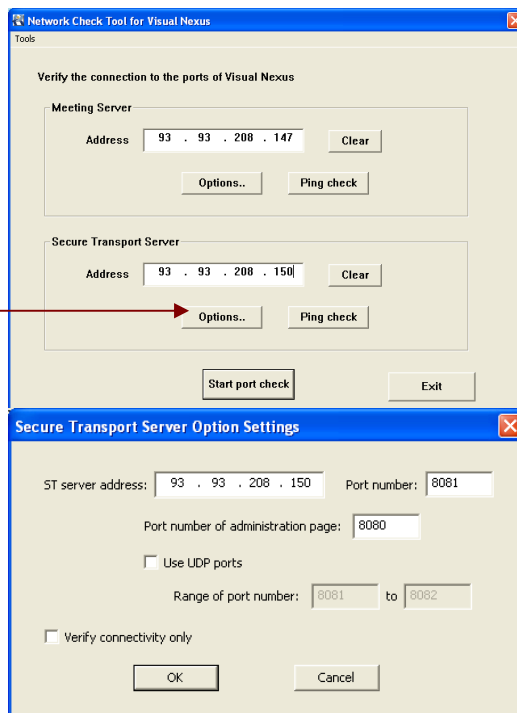
STEP 1 – DOWNLOAD AND RUN

- A. Browse to the Visual Nexus portal at your Visual Nexus Meeting Server and click on [Downloads](#).
- B. Click on the VN Net Check download icon. You may see a security warning window asking if you wish to run or save the application. Choose Save. Save it to an easily accessible folder.
- C. There is no installation required. Once the software is downloaded onto your computer, you can run it by clicking on the VnNetCheck.exe file.



STEP 2 – TEST CONNECTIVITY TO THE VISUAL NEXUS SERVICE

- A. Run the VnNetCheck.exe application as described in Step 1.
- B. Configure the IP addresses of both the Meeting Server and Secure Transport Server to your server addresses.
- C. Click on the **Options** button on the Secure Transport Server in order to access the Secure Transport Server Option settings.
- D. Change the Port number to **8081** and the Port number of administration page to **8080**, as shown. Click on **OK** to return to the main Network Check Tool panel



E. Now click on **Start port check** to test your connectivity to the service. The results will be displayed in **Check Result** panel shown.

Component	Address	Port	Result	Co...	Note
API server	93.93.208.147	8080	OK	OK	Return-code = 200 (VN Online); 200 (XML)
Document server	93.93.208.147	8080	OK	OK	Return-code = 200
Presence server	93.93.208.147	8081	OK	OK	
App. Sharing server (VN...	93.93.208.147	8079	OK	OK	Return-code = Vmins001.000
ST server (control port)	93.93.208.150	8081	OK	OK	Return-code = 403
ST server (admin port)	93.93.208.150	8080	OK	OK	Return-code = 302
ST server (UDP port)	-	-	N/A		

F. Look in the **Result** column. If you have all **OK** except the last line which is **N/A** (not applicable for this test), then you should have no problems accessing the service. Proceed to the next tests to check you have sufficient bandwidth and performance.

If any results are **NG** (no good) and you haven't mistyped the IP address of the servers, then contact your system administrator to investigate your connectivity issues.

STEP 3 – FIND OUT HOW MUCH BANDWIDTH YOU HAVE

A. Many commercial sites have a speed test which will provide you with an indication of how much bandwidth you really have to the Internet. A good example can be found at <http://www.thinkbroadband.com/speedtest.html>

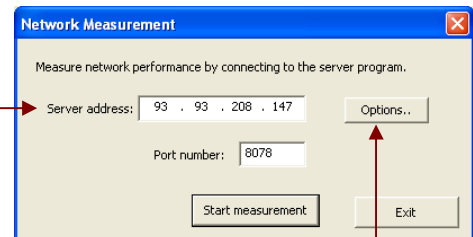
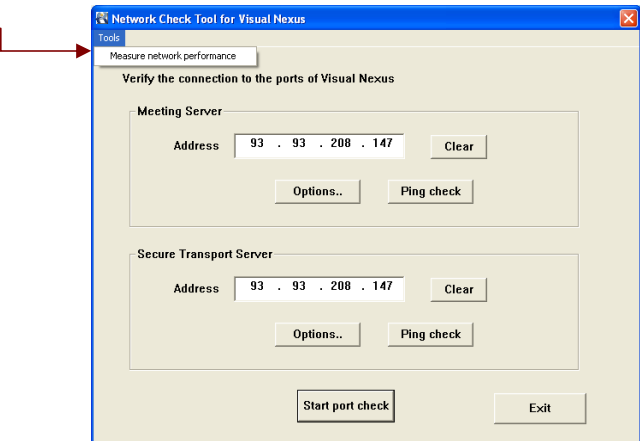
Note that this measurement is for the whole connection to the Internet which is shared by all computers and all applications.

The default setting for Visual Nexus requires at least 215kbps of available bandwidth up and downstream to perform properly.

STEP 4 – TEST PERFORMANCE TO THE VISUAL NEXUS SERVICE

B. Run the VnNetCheck.exe application as described in Step1. Click on **Tools** then click **Measure network performance**.

C. Check the Server address is set your server address.



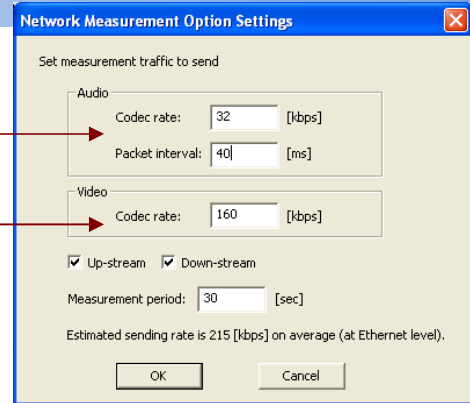
D. Select **Options** to set the desired bandwidth to test in the Network Measurement Option Settings.



- E. For the default bandwidth of 192kbps which is suitable for general broadband connections set the **Audio Codec rate** to **32** and the **Video Codec rate** to **160**. Note that this is equivalent to 215 kbps line speed.

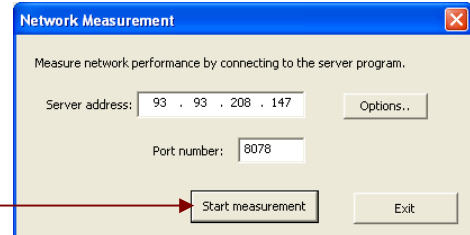
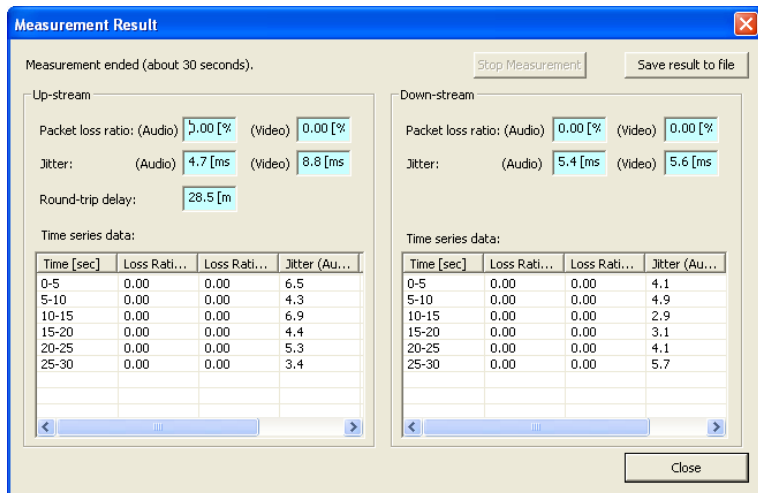
For connecting at a higher bandwidth of 384kbps which is suitable for faster broadband connections set the **Audio Codec rate** to **64** and the **Video Codec rate** to **320**. Note that this is equivalent to 420 kbps line speed

Click on **OK** to return to the Network Measurement Panel



- F. Run the performance network tests by clicking on the **Start measurement** button
- G. After a while the results are displayed in the **Measurement Result** panel as shown below.

Ideally the results should show at your chosen bandwidth 0.00% packet loss for both Up-stream and Down-stream on both audio and video with jitter of below 15ms.

Time [sec]	Loss Rati...	Loss Rati...	Jitter (Au...
0-5	0.00	0.00	6.5
5-10	0.00	0.00	4.3
10-15	0.00	0.00	6.9
15-20	0.00	0.00	4.4
20-25	0.00	0.00	5.3
25-30	0.00	0.00	3.4

Time [sec]	Loss Rati...	Loss Rati...	Jitter (Au...
0-5	0.00	0.00	4.1
5-10	0.00	0.00	4.9
10-15	0.00	0.00	2.9
15-20	0.00	0.00	3.1
20-25	0.00	0.00	4.1
25-30	0.00	0.00	5.7

NEED HELP?

In the first instance you should talk to your network administrator if you have any connectivity, bandwidth or performance issues. Your network administrator may contact your Visual Nexus representative for assistance in interpreting and resolving any issues.

