

Usage Environment

Prime Connect operates in the following environment (Capable Spec).

Operating System	Microsoft® Windows® 10 (32 bit/64 bit)(English) Microsoft® Windows® 8.1 (32 bit/64 bit)(English) Microsoft® Windows® 7 SP1 or later(32 bit/64 bit)(English)
CPU *1	Intel® Core™2Duo Processor 1.86 GHz or higher
Memory *1	1 GB or higher
Hard disk	512 MB or higher free space (space is required for installation)
Camera , audio devices	Microsoft® DirectX® compliant camera , audio devices
Required software	Adobe® Reader® Windows Media® Player 9 or higher Microsoft® DirectX® 9 or later Microsoft® .NET Framework 3.5 or 4.5 or 4.6 Microsoft® Internet Explorer® 11. or Google Chrome(Lateset version) or Microsoft Edge™(Latest version) *2

*1 It is necessary to enhance the specifications to meet the application, Antivirus software, screen resolution (UXGA or higher) , function settings you use or concurrent use of each function.

*2 The use of “Back” button or “Reload” button on your browser may cause your screen display to appear incorrectly.

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- ComponentOne VS-VIEW is a registered trademarks or trademarks of the United States.
- Audio codec:G.7221 Annex C/Polycom® Siren 14th is used in this product.
- UNLHA32.DLL is used in this product.
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Network Environment

Network Conditions

Please use Prime Connect with the following network conditions.

Communication Protocol	http or https TCP/IP(IPv4)	
Communication band per site (full-duplex transfer)	256 Kbps or higher	*1 & *2

*1 Under the following conditions: Conferences are hold at 2 sites, supporting screen resolution no more than WXGA.

*2 The concurrent usage of the application and screen resolution changes might cause poor quality services.

In this case, optimize the communication bandwidth. 2048kbps or higher is ideal for comfortable use.

Use Conditions

PC Environment

- A user who qualifies as an administrator is allowed to install software.
- When a conference is hold with the resolution sets higher than UXGA, make sure to have at least 2GB or more of memory.
- It is necessary to enhance the memory capability to meet the application or Antivirus software you use.
- Volume could not be changed depending on which sound card you have.
- Do not click Switch User (log off and log on to another account).
- We recommend user to use Prime after closing all unnecessary applications for a conference.

That will affect the operation of Prime even if your PC meets the recommended spec.

- Do not run Server application/Web server (such as IIS and Apache) using http (port 80) or https (port 443) on PC.

That will cause a PC to fail to connect to Conference controller.

- Operation with functions such as system suspend, sleep and hibernation cannot be guaranteed for all PCs.
- If PC's monitor settings are changed while the conference is in progress, restart either the application or the PC.
- When using Windows® 8.1, we recommend that you do not launch the Windows® Store application, and use Prime instead.

Network/Connection

- We do not guarantee the damage caused by using wireless LAN.
- When Prime Connect is used in more than one network environment, that might fail to connect to Conference controller.
- It is not supported in an IPv6 environment.
- When "Standard" is selected, the connection might be disconnected due to the type of security software or its setting on PC at your site. In that case, select "Security" for the communication type.

Use Conditions

Conference

- Maximum time limit for Conference is 24 hours.
Warning dialog appear/popup 5 minutes before reaching the max and the conference will be terminated/closed automatically.
- If PC's monitor settings are changed while the conference is in progress, restart either the application or the PC.
- Settings Tool->"Data Conference Settings"->"6.2 Show/Hide Desktop" It is likely to show Desktop when "Hide" is selected.
 - The Desktop will be saved automatically as you save the screen.
 - It is likely to show Desktop while operating the remote control.
- Please change the following settings if the moving image (requires Windows Media Player) cannot be viewed on the other sites while sharing Data.
 - Settings Tool->"Data Conference Settings"->"6.3 Overlay Effects"->"Invalid"
Once the setting has been changed, restart Windows Media Player while sharing the screen.
However, the data drawn in pen might be displayed with flicker.
- If the moving image (requires Windows Media Player) cannot be recorded correctly (showing a black screen), uncheck "Use overlays" option in Windows Media Player. Once the setting has been changed, restart Windows Media Player.
However, the data drawn in pen might be displayed with flicker.
- Image can be captured up to 21 million pixels (5328 × 4000) and sent to the whiteboard.
- When you save the whiteboard data in PDF format, it is unlikely to save it due to the high resolution background. If "cannot be saved" warning message appears, either select low image quality (in PDF format) or save the data in other file format.
- Note that the whiteboard might not function properly if any touch panel other than the one our company specifies is used.
- Audio sound that generated by the speech made in a conference is only intended for recording. Therefore, the audio from a movie file is Not intended.
- Please do not change any settings with Audio/Video Check tool while Video Screen (Split-Screen) Arrangement is in progress. That makes your PC suddenly run into a high load and might cause the delay in responding temporarily.

Video Conference

- Maximum camera frame rate is 30 frames per second.
 - * Frame rate is changeable for "Bandwidth used for Video Conference", "Camera capture size" and "the number of the speech sites and displayed cameras in Conference".
- We recommend user to mute the microphone if you don't speech during the conference.
- Auto Gain Control adjusts the amplitude of the signal input. It is capable of amplifying signals, especially the low level one from the microphone. Noise Suppressor eliminates unwanted noise and will deliver high performance in the surrounding loud noise. With either functions, incoming sounds are changed by the software, therefore, the sound is different from the original one. This is recommended when the tone and volume are not adjustable. The function mentioned above enables to amplify a signal input/eliminate undesired noise so sound is audible but is slightly different.