

Installing the Personal Video Conferencing Software Clearsea

For Staff in HYMS

For staff using a HYMS PC please request the software to be installed remotely via the IT Helpdesk. You will also need a web camera and speakers/headset.

For Staff installing on a personal PC or mobile device

For Staff installing on a personal PC or mobile device please go the website

<http://clearsea.hyms.ac.uk>

This website will allow you to download the software for Windows or Mac OS X. It will also take you to iOS and Android stores for tablet and phone video conferencing software.

Installing on Windows and OSX

You will need both a webcam and speakers/headset. The PC should be reasonably powerful and ideally have a good connection to the internet. Fibre rather than ADSL is recommended.

Apple OSX installation Note

To install the software on a Mac OSX device you may have to allow installation of software other than the Apple store. To do this go to:

System Preferences → Security & Privacy → Allow applications downloaded from.

You can then set the appropriate installation option.

Installing on Personal Devices e.g. iOS and Android

Clearsea works very well on iOS (from the iPhone 4/Ipad 2 or newer) devices as they incorporate high quality noise cancelling microphones.

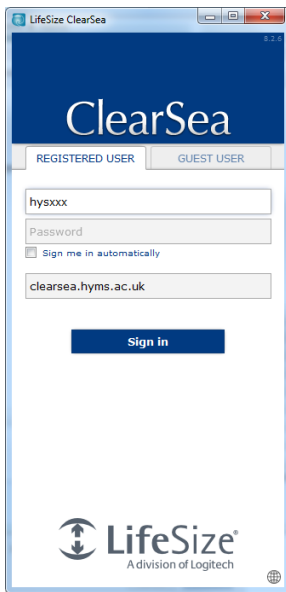
Please ensure you test Android devices first before using them as they can have the following problems due to the wide variety of available devices:

- Do not have front and rear facing video cameras
- Do not have a high enough specification to show video well
- Suffer from poor sound due poor microphone design or microphone speaker placement.

Installing at another workplace

You will need to have administrator rights to your PC. Follow the instructions for installing on a Personal PC above.

Logging into Clearsea

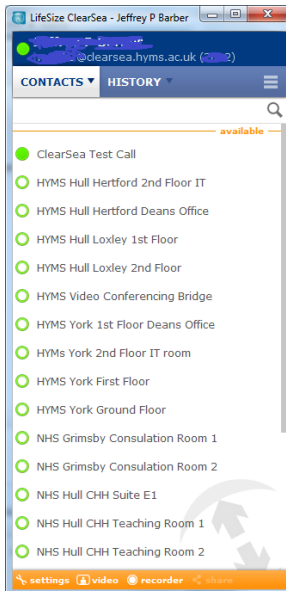


Login to the Clearsea client using the following settings

Username: HYMS userid

Password: HYMS Password

Server: Clearsea.hyms.ac.uk

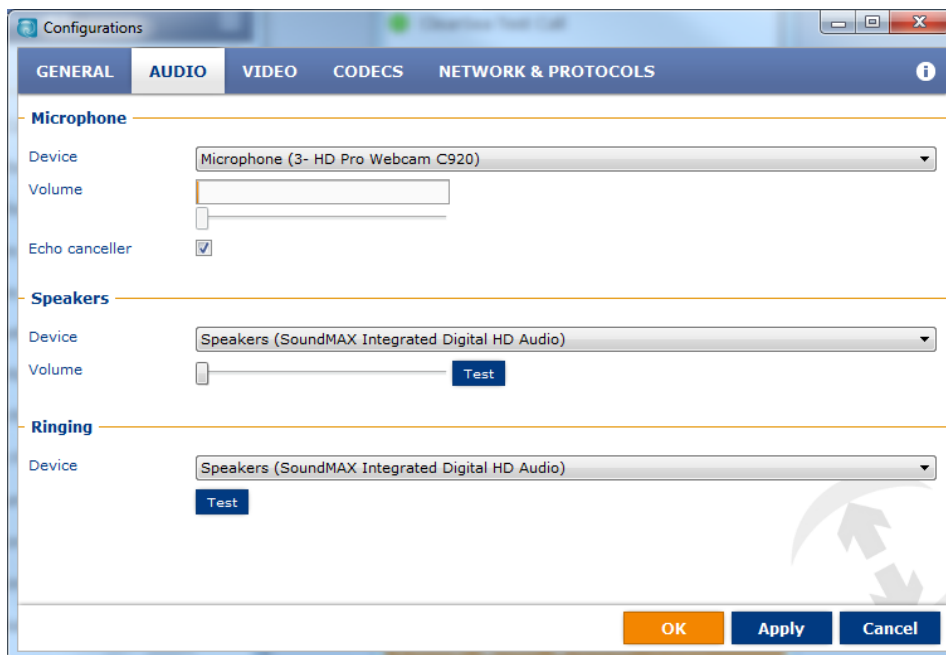


Click on the Settings Button at the bottom of the window

Configuring and testing the Clearsea Client

Audio

It is important check the Audio Tab to ensure the Microphone and Speakers are set to the correct device and that you test them. Also if you are using a headset you should not need the Echo Canceller checked.



Video

Again check the Video setting to make sure it is using the correct device for video and click on Show Local Video to make sure your video is working.

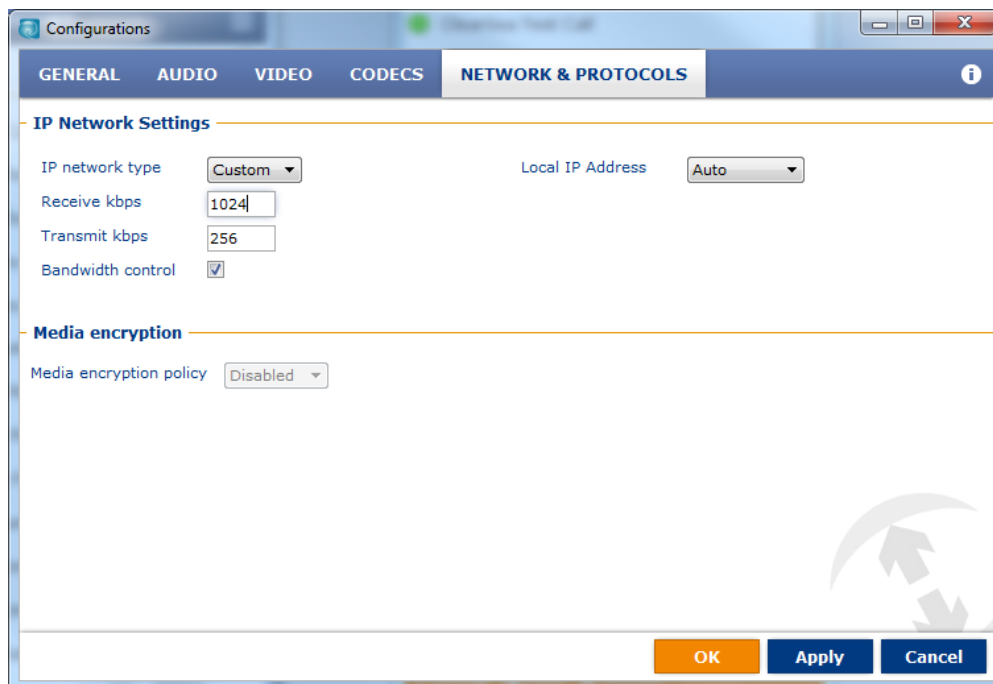


Network & Protocols

If you are using an ADSL or slow internet connection then you will need to modify the bandwidth used by the video to reduce them from the default of 2048 Receive and Transmit speed.

For ADSL I would recommend as a starting point using:

IP network type:	Custom
Receive kbps:	1024
Transmit kbps:	256



Test Call

Before you try using the software please make a Clearsea Test Call to ensure both sound and video work correctly.