ON SIGHT
CONNECT

TECHNICAL SETUP, CONFIGURATION, AND INSTALLATION
GUIDE

Librestream
Technical Setup, Configuration, & Installation Guide
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OVERVIEW

The purpose of this document is to provide an overview of the stages involved in a mid-to-large scale deployment of Onsight Connect.

The following Deployment stages will be discussed:

- Network Infrastructure
    - o Required infrastructure such as a Wireless Access Points, SIP server, and firewall considerations.
- Onsight Platform Manager
    - o Configuration
    - o Software Installation

Infrastructure Readiness

Confirm the exiting network infrastructure can support the Onsight Connect deployment:

- Onsight Connect for Windows requires Ethernet or Wireless connections. Ethernet is recommended.
- Onsight Devices require Wireless network connections for mobility.
- Wireless network coverage must provide reliable signal quality and bandwidth to support streaming Audio/Video. Adding extra Wireless Access Points in areas of little or no coverage may be required.
- A Wireless Site Survey will identify areas that require upgrades or additional Wireless network infrastructure.

STAGE 1: NETWORK INFRASTRUCTURE

Both the Wireless and Wired network infrastructure need to be configured to allow for and optimize continuously streaming video.

Network Infrastructure Checklist

- Wireless Infrastructure supports video streaming
- Network policy allows and is configured for the required network protocols
- Security policy is defined
- SIP Server is installed/configured
    - o Most Onsight Connect Customers will use Onsight SIP but the option exists to use existing SIP infrastructure.
- Proxy configuration
- Firewall ports have been configured to allow SIP and Media traffic
- Decisions made on Onsight security methods

Firewall and Proxy

The Firewall and Proxy must be configured to allow Onsight Services including SIP and media traffic.

Table: Onsight Required Port and Protocols

Transport	Protocol	Port
TCP	SIP	5060, 5061
TCP	HTTPS	443
UDP	RTP, RTCP	15000–65000
UDP	STUN	3478

Firewall/NAT Traversal - SIP Server

When the Onsight Endpoints are locatedt on different networks, SIP traffic must cross Firewall/NAT borders. A SIP Server is required to manage the traffic between the endpoints. The SIP Server also allows URI addressing (format: user@sipdomain.com) to simplify contact lists.

Each Onsight Connect User requires a unique SIP account on the SIP Server. This is configured automatically when using Onsight Hosted Services.

TeamLink can tunnel SIP and Media traffic through the Firewall using HTTPS port 443.

Librestream has tested Onsight Connect with the following SIP servers:

- Onsight SIP Service
- Cisco Video Communication Server (VCS)

Please refer to the Onsight Firewall Configuration Guide for details.

Security

Onsight Connect provides enterprise security options to safeguard the media and communication. These options include:

- Onsight Platform Manager (HTTPS TCP:443, AES-256)
- Wireless Security (802.11 a/b/g/n)
- Media Encryption (AES-128)
- SIP-TLS Encryption (AES-128)
- Proxy Authentication support
- Privacy (disables video and image saving)

These options should be reviewed by the stakeholders to confirm the features and options your Enterprise would utilize.

For more information see: **https://librestream.com/media/Security-Overview.pdf**

STAGE 2: ONSIGHT PLATFORM MANAGER

Onsight Platform Manager (OPM) is the central management system for configuring the Onsight Connect endpoints.

The Onsight Account Administrator is assigned by your organization and configures the settings using the Onsight Platform Manager Web interface located at **https://www.onsight.librestream.com**.

Group Client Policy, Security, and Endpoint Settings should be configured before adding users to the system.

For complete details on using Onsight Platform Manager, refer to the OPM Admin Guide at **https://librestream.com/onsight-support/**.

Configuring Onsight Connect for Windows

Onsight Connect for Windows Installation

When a user is added to the Onsight system, they receive a Welcome email from Onsight Platform Manager. Download, install and login information is included in the email.

The Onsight Connect for Windows software is also available for download from Librestream's Software download page. Enterprises typically store the Installation package on a network drive and distribute it to the appropriate staff via a link to this central storage location. The recipient would typically run the software install from the network folder in order to install it on their computer. Once installed, they login to Onsight Connect using the credentials received in the Welcome Email.

Configuring Onsight Connect for iOS and Android

Onsight Connect for Smartphones (iOS and Android) is controlled by configuring Group Client Policy using OPM. Users are free to download the app from the Apple App Store or Google Play Store; however, they must have a valid user account in order to login. Smartphone users can be configured to use the application in either Expert or Field mode. See the OPM User Manual for details.

Configuring Onsight Devices

All Onsight Devices must have a network connection in order to contact the Onsight Connect Service and place calls:

• Onsight Connect for Windows will use the PC's existing network connection.

• Onsight Connect for Smartphones will use the existing iOS or Android device's network connection. This will include Wi-Fi or Cellular networks.

• Onsight Devices, e.g. 5000HD, must be configured to connect to the network using either wireless or Ethernet connections. Wireless is the preferred method for mobility.

For complete details on using and configuring Onsight Devices refer to the Onsight Account Service Setup Guide at **https://librestream. com/onsight-support/**.

Onsight Platform Manager Checklist

• Your Onsight Administrator has been assigned and has received their Welcome email from Onsight Manager.

• You have obtained the required number of license subscriptions to support your deployment of Onsight Connect users.

• SIP Service arrangements have been made to provide SIP accounts to your Onsight Connect users.

• If downloading Onsight Connect for Windows directly from the Onsight Connect Server is not preferred, Set-up a central location for users to access the Onsight Connect for Windows installation.

• Perform test calls with a sample of the Onsight Connect for Windows users, a subset of users can be added initially to facilitate initial testing.

• Add all users to Onsight Platform Manager.

• Create Groups and Configure Client Policy for all Users based on Group membership.

Additional Resources

Refer to **http://librestream.com/onsight-support/** for more details.

CONTACT SUPPORT

If you need assistance, please contact **support@librestream.com** or call **1.800.849.5507** or **+1.204.487.0612.**