Specifications for LanguageLine® InSight℠ Video/Audio Interpreting

SECURITY

- To maintain compliance with privacy regulations, all connections through InSight are encrypted end to end. The underlying technology uses Web Real-Time Communication (WebRTC) for video calls and secure VoIP for audio calls. With WebRTC, data and video streams are encrypted using industry standard encryption methods like HTTPS, DTLS, and SRTP.
- Endpoints use the AES cipher with 128-bit keys to encrypt audio and video, and HMAC-SHA1 to verify data integrity.

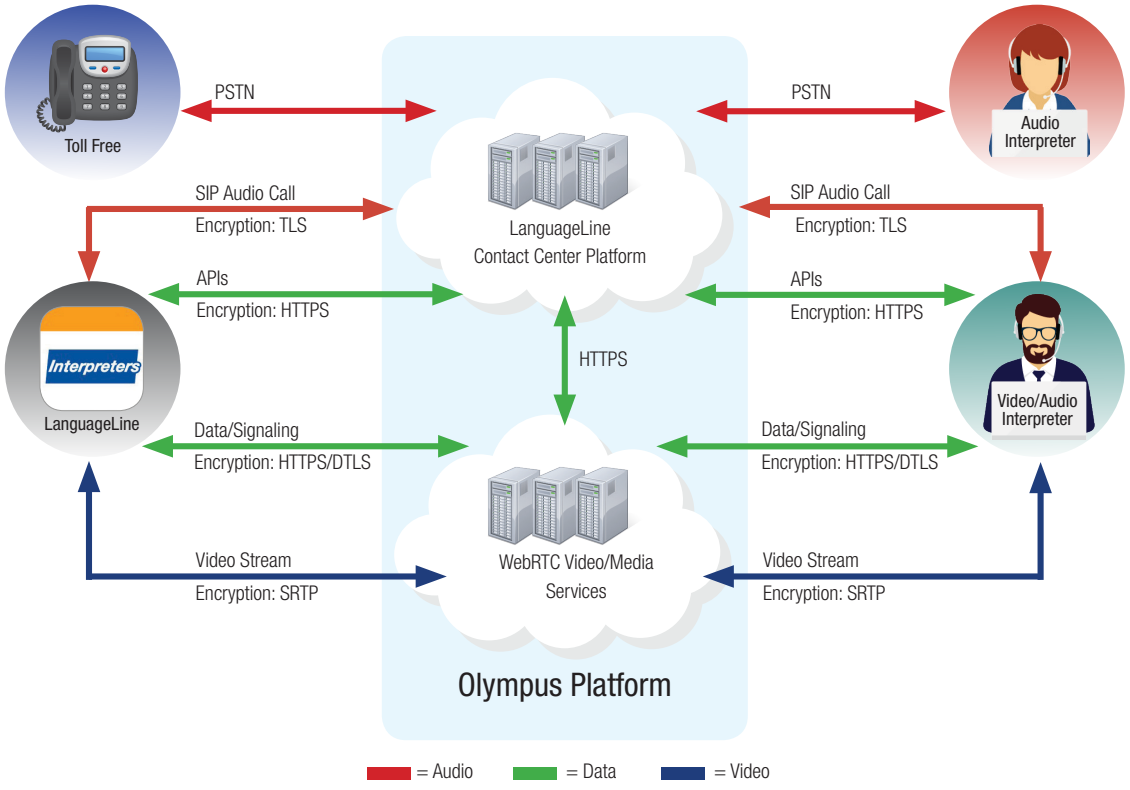
NETWORK REQUIREMENTS

- Each video call requires a minimum bandwidth of 384kbps.
- Each audio call requires a minimum bandwidth of 64kbps.
- LanguageLine requires the customer to have a non-saturated internet connection.

FIREWALL SETTINGS

- Running the InSight application may require access to specific ports in order to work. A network administrator in your organization can configure these firewall settings.
- Video Calls
  - *Minimum Requirement:* The minimum requirement is that outbound TCP port 443 is open. Most firewall/proxy rules allow Secure Sockets Layer (SSL) traffic over outbound port 443. Ensure that non-web traffic can also pass through outbound TCP 443.
- Audio Calls
  - *Minimum Requirement:* Audio calls use SIP over TLS. The minimum requirement is that outbound TCP port 5061 is open. In some cases, on iOS devices an additional small subnet of outbound UDP ports may need to be open as well. If you are experiencing difficulty connecting to audio, please contact Technical Support for assistance.

FOR TECHNICAL ASSISTANCE Contact your Account Executive or Call 1-844-373-1951



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