

Requirements



The following is a list of requirements needed at your location to support a Beam®. Ensuring that these items are addressed will result in an optimal Beam experience.

High Speed Internet Connection	<p>You'll need broadband internet service that supports at least 1Mbps up and down, for each Beam, to ensure they can send and receive crisp audio and fluid video (For best results, we recommend 3Mbps Up and Down).</p> <p>The Beam must allow outgoing UDP traffic to ports 6868-6871 and return traffic from those ports. In general, the default settings on most routers and modems already accommodate this setting. For more information on this and other networking considerations, please read our Network Administrator's Guide.</p> <p>Your router needs to have DHCP enabled, or a separate DHCP server is required on your network for professional enterprise installations.</p> <p>A wireless router or system that supports 802.11 a/g/n. *5Ghz is highly recommended, and using (n) is preferred. *The use of 2.4Ghz is supported, but not recommended due to interference from other devices.</p> <p>Wireless Security (Wi-Fi Password) We support the use of WEP, WPA, WPA/WPA2 Personal, and some versions of WPA/WPA2 Enterprise.</p>
Dock Space and Voltage	<p>For the Beam Docks, you'll need an area of space on the floor that allows enough clearance for the Beam to park. (2 feet square for BeamPro, and 1.5 feet square for Beam+)</p> <p>The Beam Dock requires access to a grounded electrical outlet (120v /220v / 240v) to charge the Beam battery while parked.</p>
Beam App	<p>Any computer that controls a Beam using our Beam App will need the following:</p> <ul style="list-style-type: none">Microsoft Windows 7 or higher OR Macintosh OSX 10.9 or higherAn Intel i3 2Ghz or higher processorAt least 2 GB of RAMDirectX 9 compatible graphics card on Windows or an OpenGL 2.0 compatible graphics card for MacMouse or trackpad (wired is recommended)Keyboard (wired is recommended)High quality HD web-cam (for best video, we suggest avoiding the use of built-in cameras)High quality microphone (for best audio, we suggest avoiding the use of built-in microphones)External speakers or headphones <p>Email addresses are used as the username to access our website and Beam App.</p>