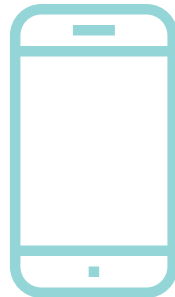


Hippo Virtual Care™ 2.0

IT GUIDELINES



1 System Requirements

At Hippo, we do our best to ensure that our software is easily accessible by all of our customers. As Hippo is a web-based platform, every effort has been made to remove as many constraints as possible in terms of the computer or device you use while accessing our system.

However, it is not feasible for us to support every operating system and browser combination that exists. To that end, you will be able to access our platform via a Windows or Mac OS using any of the following three popular browsers.

- Google Chrome – 63+ version
- Mozilla Firefox – 57+ version
- Microsoft IE/ EDGE*

*Edge version 107+ is supported

For an optimum user experience, we highly recommend that you use the following configurations while engaging with the headset:

1. Phone/Tablet

- Android – version 8+
- iOS – version 15.0+
- RAM – 2 GB minimum
- Internal memory – 16GB minimum

2. Computer

- Windows 10/Windows 11/Mac/Linux
- RAM – 8 GB minimum
- 4 CORE CPU

3. Camera

- 720P and above

2 Bandwidth Requirements

The minimum recommended internet connection speed to use Hippo Virtual Care is 500 Kilobits per second (Kbps) or greater. See below for performance levels at various bandwidth ranges:

- **Poor** – 500 Kbps
- **Moderate** – 1 Mbps
- **Good** – 2.5 Mbps
- **Excellent** – 5+ Mbps

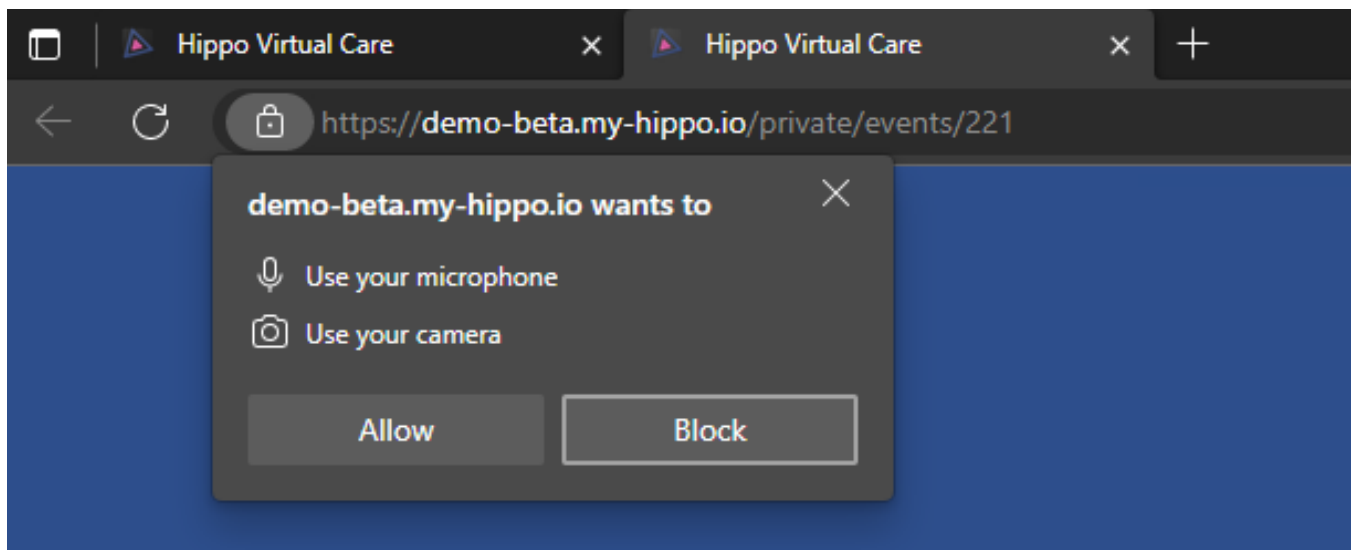
If the user has poor internet connection, Hippo Virtual Care will display a message indicating as such.

See below for various bandwidth minimums for various services:

SERVICE	BANDWIDTH (UP/DOWN)
Chat Collaboration	50 kbps minimum
Audio Call	50 kbps minimum
Video Call	100 kbps minimum
Service APIs	50 kbps minimum

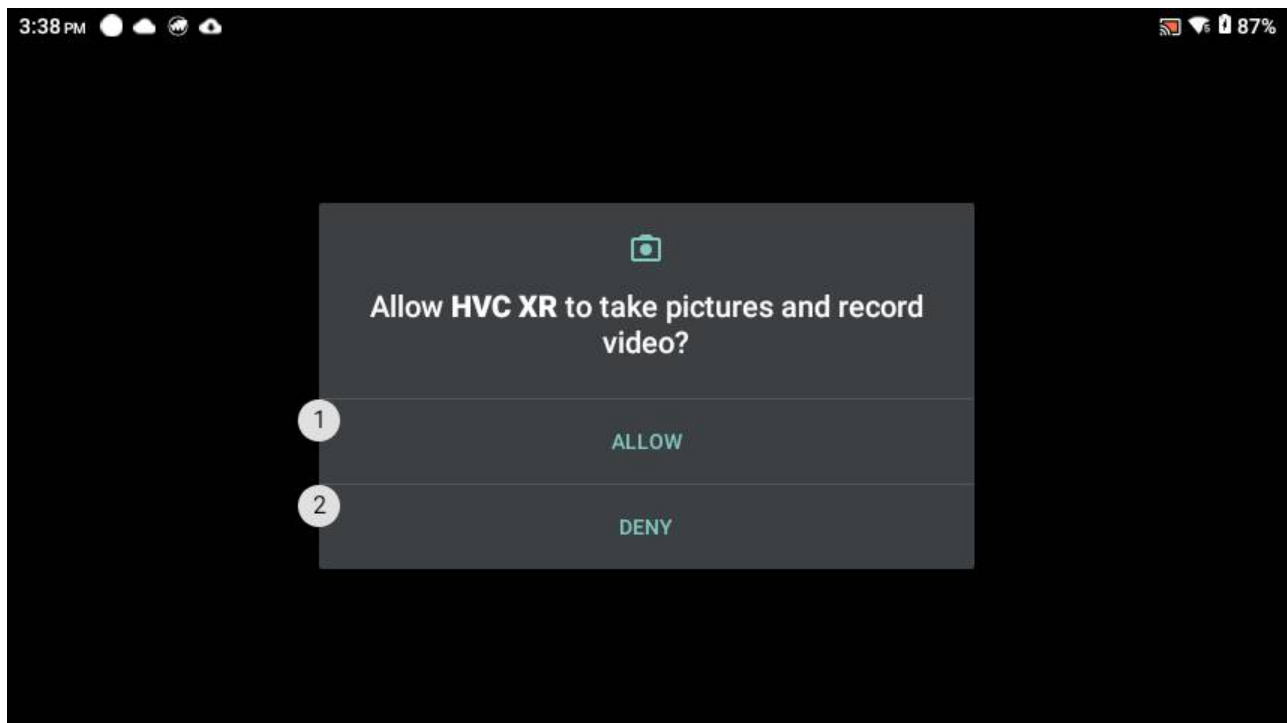
Other Recommendations:

- For an optimal user experience we suggest avoiding unknown or Guest networks.
- While using a Guest network, User will need to know “how to acknowledge, click through the terms and conditions and get the details of the Guest network” and then share with the Hippo team prior to operating.
- User will receive a pop-up message if there is “no internet” connectivity.
- Hippo strongly recommends a minimum 1 Mbps speed connectivity for Audio/Video calls.
- It is always advisable to be as close as possible to the nearest access point.
- If connectivity seems to be a challenge, it is recommended that you pair your headset with a MiFi from your telecom provider or the approved provider associated with the facility where the service is rendered.
- It is always advisable to carry a MiFi back-up while in the field.
- If possible, it is advised that you work with Hippo’s Support Team on connectivity support prior to events.
- The user must click “Allow” in the web browser to enable the camera and microphone during audio/video calls in order for the system to function. An example from the Edge browser is shown below [Screenshot 1.0]:



[Screenshot 1.0]

- Hippo Virtual Care is paired with the RealWear Navigator device and other wearable devices, so the user must click “Allow” for Hippo to be able to access media and files whenever you have installed the latest APK for a more seamless experience. An example from RealWear explorer is shown below [Screenshot 1.1]:



[Screenshot 1.1]

- We recommend rebooting your desktop at least once a week to avoid any inconsistency issues with updates.

3 Firewall Settings

In order for users on the network to be able to access HVC, all traffic directed to any subdomain of my-hippo.io will need to be whitelisted. In most firewall systems, this can be accomplished by whitelisting the domain *.my-hippo.io. This will also allow users to access our knowledgebase, which has step-by-step instructions for using HVC and accompanying wearable devices.


If you are having trouble placing calls in HVC, please ensure the following WebRTC ports are unblocked:

conf-prod.my-hippo.io ports 80, 443, 8443, 33000-49999

turn.my-hippo.io ports 80, 443, 3478, 5349, 10000-20000

Please ensure to whitelist domains instead of their resolved IP addresses wherever possible, as the IP address of our conferencing nodes will vary based on location, availability, and other factors.

If you are still unable to place calls within your firewall after enabling these ports, please contact support@myhippo.life.



Thank you for choosing Hippo.

For more information please visit our website

myhippo.life

Or contact us at

support@myhippo.life