Sorenson SignVideo

Device Support Information for SignVideo Mobile

SignVideo Mobile is the next-generation mobile app for iOS and Android from Sorenson VRS. This document provides information to assist with using SignVideo Mobile on various networks.

Required Network Speed

Sign language communication over video is greatly improved by using a fast and reliable network. We recommend 1500 kbps up/down for a seamless experience. The following are guidelines for improving levels of video quality:

- **Good-quality video:** 600kbps (up/down)
- **For 720p HD video:** 1.2Mbps (up/down)
- **For 1080p HD video:** 3.8Mbps/3.0Mbps (up/down)

Minimum Device Requirements

- iOS devices: iOS/iPadOS 17 or later
- Android: Android 8.0 (API level 24) or later
- A front-facing camera
- A built-in microphone
- WiFi or cellular data connection

Firewall and Network

Some corporate firewalls have rules that prevent SignVideo Mobile from accessing the required backend servers. For customers who have issues while using SignVideo Mobile from within a corporate network firewall, contact either of those two teams for the network firewall information to be added to the approved list of your corporate's firewall traversal.

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Security Information

Sorenson uses industry standard security protocols and certifications. SignVideo Mobile has the following security features:

- SOC 2 Type II Certificate for backend systems
- End to end encryption supported when calling Sorenson apps or videophones
- Data transfer using HTTP/TLS 1.2+

The device will store the following encrypted data:

- Login credentials, contacts, call history, block list, saved shared texts, SignMail metadata, and application settings

Device Permissions

The app requires you to enable certain permissions. It will prompt you to accept the following permissions (some mandatory, some optional):

- **Device camera** (to see the user, mandatory)
- **Device microphone** (to hear the user, optional)
- **Device location** (for E911 service & Google Places, optional)
- **Photo library** (for profile avatar, optional)
- **Phone Contacts** (optional)
- **Phone & Call Log** (Android only)

Scan the QR code to watch the ASL video