

vCare app info

The vCare platform is designed to communicate with your local site equipment and cloud-based services in the simplest way possible. To accomplish the task of collecting the data, we use two simple methods.

vCare app

The vCare app is a Windows® based application built in C++ that collects the data from your local Polycom® and Cisco® video devices and pushes the data to the vCare cloud platform. One download/instance (data collector) per site is recommended.



vCare cloud platform

The vCare cloud platform is a cloud service used to receive data from the vCare app and to connect to other cloud services like zoom via API's. This allows for cloud to cloud communication and the collection of data from your service providers. The vCare cloud platform is hosted by us so there is nothing needed from your side except a browser to access your view. The vCare zoom room plugin adds additional capabilities to enhance you control and up time of your service.

vCare app requirements

The app is designed to run on a Windows® OS. The amount of memory, Hard Drive and CPU will vary depending on the number of devices the app is communicating with. But to get you started try...

OS: Windows® Server 2019, Windows® 10, Windows® Server 2012 r2

Memory: 4GB

Space: 10GB

CPU: 1.5 GHz quad core

Network: RJ-45 Gigabit

Network ports



The vCare app connects to the Polycom and Cisco equipment over HTTPS (TCP 443). The app pushes the collected data to the vCare cloud platform over HTTPS.

Other Info: The system you install the app on, must remain powered on and connected to the environment you are monitoring. After setup, you will access your monitoring view online. Also, you can always monitor the performance of the system your app is installed on in your online vCare dashboard under the subscriptions/vCare section.

To start your vCare 30 day trial, please visit <https://dash.vcareanz.com/registration>

