IntPowers

PLATFORM · REAL-TIME VIDEO ENGINE

Video RTC

Real-time video, built into the core — not bolted on.

The SIP + WebRTC gateway that powers voice and video across the IntPowers suite — routed, recorded and reported like any other channel, deployed wherever your infrastructure has to live.

120–480
ports per server

v6.0.0
current release, 2024

Cloud / on-prem
deployment

10+ yrs
in production since 2016

2026 Product Brochure · Full edition

THE VIDEO MEDIA PLATFORM

What agents and customers can do once video starts.

Screen sharing

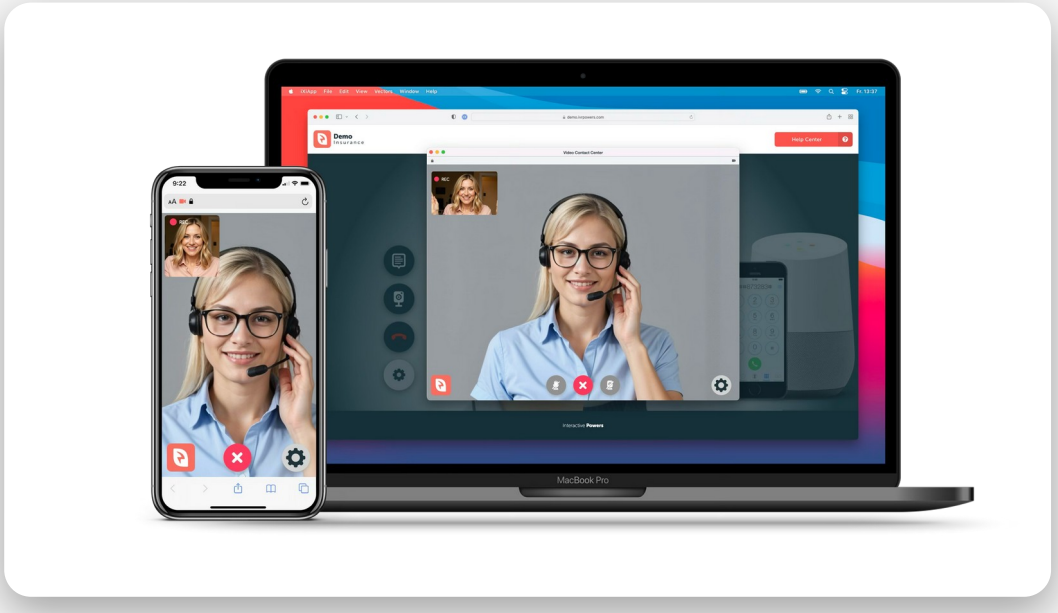
Bidirectional, right alongside the live video feed.

Live chat & files

Text and file transfer run in parallel with video and voice.

Picture-in-Picture

Keep sight of the customer while you work in another app.



THE GAP

Everyone sells video APIs. Nobody builds it in.

CPaaS video vendors ship real-time media as a raw building block. Making it behave like a routed, supervised contact-center channel is left as an integration project — every time.

Generic building blocks

Video arrives as raw SDK primitives — no queue, no skill-based routing, no agent desktop built in.

Cloud-only, no exceptions

Of the leading CPaaS video vendors reviewed, none documents a true on-premise core media layer.

Metered, unpredictable

Pricing is per participant-minute, so cost scales — and surprises — with call volume, not headcount.

Video RTC starts from the contact center, not the API console.

It pairs a SIP + WebRTC hybrid gateway with SPLIT, a proprietary architecture that separates agent and client media purpose-built for routing — so video behaves like a channel from day one, on infrastructure you control.

Positioning based on published capability, deployment and pricing pages of leading CPaaS video vendors, reviewed August 2026

THE PLATFORM

A SIP + WebRTC gateway built for contact centers, not chat

Video RTC pairs a carrier-grade telephony engine for SIP/PSTN signaling with a dedicated WebRTC media gateway, so a video session is a first-class telephony object — not a separate app bolted next to the phone system. It installs as a package on Debian 12 LTS, on your own hardware, on a hypervisor, or on AWS.

Hybrid by architecture

SIP and WebRTC meet in one gateway, so video can originate from a browser, a kiosk or a SIP endpoint alike.

Contact-center-native

The SPLIT protocol separates agent and client streams specifically for routing, not generic peer-to-peer chat.

Deploy anywhere

Debian 12 LTS package runs on bare metal, VMware, Proxmox, KVM, Xen, or AWS / GCP / Azure / OVH — same build.

Open and interoperable

Documented guides for Genesys PureCloud and GoContact, plus generic SIP trunking to whatever you run today.

VP8 codec

documented media codec

120–480

ports per server

TLS + SRTP

signaling & media encryption

Per port

subscription or license

Source: wiki.ivrpowers.com/en/videortc, /faq, /installation

DIFFERENTIATOR

The only gateway in its category with a real on-premise core

Not a hybrid meeting-app connector. The same media gateway, installed wherever your data is allowed to live.



Cloud

AWS-hosted and managed option, across 5+ regions, with the operational model of a service.



On-premises

A Debian 12 LTS package on your own hardware, inside your own network perimeter — nothing has to leave.



Virtualized

Certified for VMware, Proxmox, KVM and Xen, so it fits the virtualization estate you already operate.



Hybrid

Mix them — media gateway on-prem, control plane in the cloud, or the reverse, by jurisdiction.

Why it matters for video specifically

A recorded, transmitted face is biometric-adjacent personal data in most jurisdictions. Of the leading CPaaS video vendors reviewed in August 2026, none documents a true on-premise deployment of their core real-time media layer — the closest is a recording-only on-prem add-on from one vendor. A Debian package installed on infrastructure you control turns that gap into a checkbox.

Source: wiki.ivrpowers.com/en/videortc/faq, /videortc/installation



Did you know adding video calls to your Contact Center can boost your agents' productivity?



Interactive Powers

ARCHITECTURE

What's actually inside the gateway

Protocol stack

SIP · WebRTC · Telephony engine · SRTP / DTLS · STUN · TLS

SPLIT architecture

Separates agent and client media and data streams specifically for contact-center routing, not P2P chat.

Adaptive resolution

Requested presets from QVGA up to 8K, negotiated per session against the bandwidth actually available.

VP8 video codec

The documented codec for media negotiation — broader codec parity is not publicly itemized in the docs.

STUN built in, TURN external

STUN is configured on the gateway; TURN relays are supplied and configured per deployment, not bundled.

Encrypted transport

TLS secures signaling and SRTP / DTLS-SRTP secures media, end to end between browser and gateway.

Multi-tenant accounts

One licensed gateway splits into multiple accounts, each with its own channel count and feature toggles.

Source: wiki.ivrpowers.com/en/videortc/faq, /videortc/configuration/core-system-settings

USE CASES

One gateway, ten ways to start a video session

Webclient

Full agent-facing web app: video, chat, file sharing and DTMF in one browser tab.

SPLIT Agent

The contact-center use case — separates and routes agent/client media by design.

Remote Viewer

Screen-view collaboration alongside a live voice call, without switching channels.

Video Room

P2P conferencing for up to 6 participants — team huddles or multi-party support.

Video Call

Direct one-to-one peer video calling, browser to browser.

Video Mail

Asynchronous video messages for when a live session isn't possible.

Video Player

Playback surface for recorded or shared video content inside the session.

Tester

A self-service WebRTC compatibility check before a session ever starts.

SIP Client

A software SIP endpoint for voice, alongside the video use cases.

Video ID

Identity verification over live video, for onboarding and high-trust interactions.

Source: wiki.ivrpowers.com/en/videortc/use-cases, /extensions

IN THE SESSION

What agents and customers can do once video starts

Screen sharing

Bidirectional screen share in Chrome and Opera-family browsers, alongside the video feed.

Live chat & file sharing

Text chat and file transfer run in parallel with the video and voice stream.

Virtual backgrounds & blur

MediaPipe-powered background blur and replacement, added to the SPLIT Agent use case.

Picture-in-Picture

Pop the remote video into a floating window so agents keep sight of the customer while they work.

Snapshot & QR join

Capture a still frame mid-session, or hand a customer a QR code to join instantly from their phone.

Flip camera & devices

Switch cameras and microphones mid-call without dropping the session.

Extensions add more: Web Panel Admin, Scheduler for time-limited links, and Tokenizer for token-gated rooms.

Source: wiki.ivrpowers.com/en/videortc/use-cases, /extensions, /changelog

RECORDING

Every session is capture-ready, out of the box

Video RTC doesn't just carry the session — it can capture it, then hand it off to the suite's compliance layer automatically.



Video RTC captures

Native .mjr raw recording, toggled per account, inside the Videocall use case — added v5.2.0, October 2023.





Video REC stores & indexes

Raw capture is transcoded to MP4 SD/HD, retained under policy, and available for compliance, quality and disputes.

One capture pipeline feeds one recording product — no third recorder to integrate, license or reconcile with the media gateway.

Source: wiki.ivrpowers.com/en/videortc/changelog (v5.2.0), wiki.ivrpowers.com/en/videorec/first-steps

SECURITY

Encrypted by default, hardened by operations

TLS signaling

Every signaling connection between browser and gateway runs over TLS.

SRTP media

Media streams are protected with SRTP / DTLS-SRTP, end to end.

Perimeter hardening guidance

Documented practice: long passwords, disabled root SSH, VPN instead of exposed port-forwarding.

License-gated features

Capacity and feature flags — recording, screen sharing, live chat — are enforced per license, per account.

Patched, actively maintained

A ten-year release history includes real fixes, including two SCTP (usrsctp) library patches in 2020.

Deployment is a privacy control

On-prem and virtualized installs keep video and signaling inside your own perimeter, by choice.

On-premises and virtualized installations keep signaling and media inside your own infrastructure — for regulated video, often the deciding factor.

Source: wiki.ivrpowers.com/en/videortc/troubleshooting, /first-steps

SCALE

Capacity that grows with hardware, not a re-platform

120–480 ports per server

Concurrent video sessions scale with the hardware and codecs configured on each node.

Load-balanced topology

Multi-server and load-balancer configurations distribute media load across gateways.

Multi-tenant accounts

Split one licensed gateway into multiple accounts, each with its own capacity and toggles.

One engine, two dependents

Web ACD's video channel and Video REC's recordings both run on the same gateway capacity.

Built for AWS scale-out

Packaged for deployment across AWS as well as private infrastructure and other public clouds.

Ten years of hardening

A steady release cadence since 2016 — the core stack was proven under production load long before this decade's video boom.

Video quality adapts per session — from QVGA up through HD — according to the bandwidth actually available to each participant.

Source: wiki.ivrpowers.com/en/videortc/faq, /videortc/changelog

COMPATIBILITY

Runs where your customers already are

Full feature parity — audio, video, live chat, file sharing, DTMF, screen sharing, snapshot, Picture-in-Picture, QR code join — across five major browser engines.

Chrome **Edge** **Firefox** **Safari ≥12.1** **Brave**

Desktop browsers

Windows, macOS and Linux, wherever Chrome, Edge, Firefox, Safari or Brave run.

Mobile browsers

iOS and Android phones and tablets join from the native browser — no app store required.

Self-service kiosks

Android, Linux and Windows kiosk deployments, per interactivepowers.com.

VideoRTC.js

The client-side library (v4.3.0) ships reference implementations for every use case.

Source: wiki.ivrpowers.com/en/videortc/troubleshooting, interactivepowers.com (device coverage)

EXTENSIONS

Optional modules that extend the gateway

Configuration is file-based by default. These extensions add a management layer and customer-facing controls on top, without changing the core.



Web Panel / Admin

A management UI for the gateway, beyond the file-based .jcfg configuration and service restarts.



Back+

Virtual background and blur effects for the SPLIT Agent use case, built on MediaPipe.



Scheduler

Time-limited, secure video appointment links issued to a customer and an agent.



Tokenizer

Token-gated session links, so a video room is only reachable by whoever holds the link.

Source: wiki.ivrpowers.com/en/videortc/extensions

RELEASE TRACK

Ten years of steady releases — recent highlights

Fullscreen & smarter rendering

v6.0.0 · JUL 2024

browserEvents iframe API, fullscreen remote screen-share, and configurable video sizing across every use case.

Picture-in-Picture

v5.2.0 · OCT 2023

PiP added to Webclient and SplitAgent, plus a recording toggle inside the Videocall use case.

Virtual backgrounds

v5.1.0 · SEP 2022

QR code join and MediaPipe-powered virtual background / blur added to the SPLIT Agent use case.

Debian 11 core update

v5.0.0 · JAN 2022

Platform core updated to Debian 11 and PHP 8.0, plus a Flip Camera action.

Under the hood, the same decade

Two usrsctp (SCTP) library vulnerabilities patched in 2020 · web stack modernized to Webpack / Vue / Bulma.io in 2019 · Safari support added in 2019 and later hardened for Safari 17.2+ fullscreen behavior in 2024.

Source: wiki.ivrpowers.com/en/videortc/changelog (v1.0.0 – v6.0.0)

INTEROPERABILITY

Standards first, so it fits what you already run

Telephony

- Standard SIP trunking to any carrier or PBX
- Native core handles SIP / PSTN signaling
- STUN built in; TURN configured per deployment
- License-gated channel capacity, per account

Contact-center platforms

- Documented, step-by-step guides for Genesys PureCloud and GoContact
- Corporate site lists 18+ CCaaS integrations, incl. Talkdesk, Cisco, Avaya, Zendesk, Five9, Twilio
- A generic integration guide for platforms without a dedicated walkthrough
- SPLIT protocol purpose-built for agent/client separation

Developer surface

- VideoRTC.js client library, currently v4.3.0
- Reference implementations for every use case
- File-based .jcfg configuration, service-level restarts
- Multi-tenant "accounts" mode for per-project isolation

Because the gateway speaks standard SIP and WebRTC, Video RTC can be introduced next to an incumbent contact center and take on the video traffic first.

Source: wiki.ivrpowers.com/en/videortc/development/third-party-integrations, /development/videortcjs

THE SUITE

Video RTC is the media engine underneath three products

Each platform stands alone and speaks standard protocols — but bought together they behave as one system, with no integration project in between.



Smart IVR

AUTOMATION LAYER

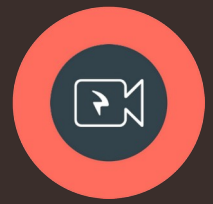
Carrier-grade VoiceXML IVR with speech engines, handling the call before a human is needed.



Web ACD

DISTRIBUTION LAYER

Queues, routes and distributes voice and video to the right agent, and runs their desktop.



Video RTC

MEDIA GATEWAY

Hybrid SIP + WebRTC gateway for browsers, mobile devices and kiosks, built for high availability.



Video REC

RECORDING LAYER

HD video recording, storage and archive, with export for analytics and compliance.

Video RTC also interoperates directly with contact centers you already run — Genesys PureCloud and GoContact today — which is how many organizations add video to a suite they've already standardized on.

Cloud Services · hosting, monitoring and managed operation across all four platforms

Source: wiki.ivrpowers.com/en (platform documentation)

WHY VIDEO RTC

Four reasons this is a different kind of video vendor

Deployment freedom

Cloud, on-prem or hybrid for the core media layer — a structurally rare deployment story in this category.

Contact-center-native

SPLIT was purpose-built to separate and route agent/client media, not adapted from generic video chat.

Predictable licensing

Per-port subscription plus maintenance — or a perpetual license where needed — versus metered per-minute billing that spikes with volume.

One engine, whole suite

The same media layer powers Web ACD's video channel and Video REC's recordings — one vendor, one architecture.

Twilio Video's own history makes the point

Twilio announced end-of-life for Programmable Video in December 2023, then reversed the decision in October 2024. Cloud-only video-API strategy carries platform risk that a self-hosted core does not.

Source: bloggeek.me, twilio.com/en-us/changelog, reviewed August 2026

SOLUTIONS

Every entry point runs on the same media engine



Remote Viewer

Collaboration on conventional telephone calls, adding a visual layer to a voice conversation already in progress.



CoBrowsing

Browse a website alongside the visitor during a chat, phone or video call, guiding rather than describing.



Web Caller

A browser-powered virtual phone embedded in any website, connected to your own telephony systems.



Field Service

Fast video calling for professionals in the field who need to collaborate and get connected with users.



Kiosk Manager

Self-service kiosks as a video entry point, with QR pairing, dynamic PIN and fleet management.

Every one of them is Video RTC underneath

A customer who starts on a website, in a mobile app, on a branch kiosk or from a field technician's phone is running on the same media gateway, the same encryption model and the same deployment options as the core Video RTC platform. The entry point changes; the engine underneath does not.

Source: interactivepowers.com/en (Solutions), wiki.ivrpowers.com/en

COMPARISON

Where Video RTC parts company with CPaaS video APIs

	A typical CPaaS video API	Video RTC
Core deployment	Cloud only, by architecture	**Cloud, on-premises, virtualized or hybrid**
Contact-center routing	Generic building block; integrate it yourself	**Native SIP bridge with SPLIT for agent/client routing**
Pricing model	Per-participant-minute, usage-metered	**Subscription or licenses**
Where video data lives	The vendor's region, by architecture	**Wherever you install the gateway**
Compliance certifications	Named certs published by most large vendors	**Not publicly documented for Video RTC today**
Sales motion	Self-serve signup, free-minutes tier	**Quote and POC-based, evaluation license**

"A typical CPaaS video API" summarizes patterns published on the capability and pricing pages of Twilio Video, Vonage Video API, Agora, Daily.co, Zoom Video SDK and Amazon Chime SDK, reviewed August 2026. Specific vendor comparisons available on request.

IN PRODUCTION

Running where the video actually matters

Video RTC carries voice and video traffic for banks, insurers, public agencies and utilities across Latin America and Europe — organizations for whom an interaction is a case file, not a ticket.

SNS24	**OTIS Elevators**	**Banmédica**	**AFP Capital**	**SII**
CDF	**MAPFRE**	**Banco del Pacífico**	**AENA**	**BCI**

"Video RTC is a great solution. Easily to implement, Multi-Channel, Secure and designed for Contact Center." — Javier S., Partner

Industries served

Financial Services	**Public Sector**	**Healthcare**	**Industry & Utilities**	**BPO & Services**

Suite-wide figures published by Interactive Powers (400K+ video calls/month, 300K+ recordings processed/month, 99.99% uptime, 5+ AWS regions) are not Video RTC-exclusive metrics. Named references available under NDA through your account team.

Source: interactivepowers.com/en/platforms/videortc (customer logos, stats)

COMMERCIALS

Port-based subscription, with a license available

Video RTC is contracted by subscription, per port — a port being one concurrent video session — on any deployment model. For the public sector and regulated environments that need to own the license, we still offer a perpetual per-port purchase plus annual maintenance, quoted after a proof of concept — not a self-serve, metered API console.



Per-port subscription

Capacity-based pricing, quoted on release of the binary package — no public per-minute meter.



Annual maintenance

Covers new versions, updates and support — the upgrade path is included, not re-sold.



Full-function evaluation

Complete, unrestricted functionality, with limited capacity and duration, for a proof of concept.



Quote and POC-based

A slower first call than self-serve CPaaS signup, in exchange for predictable cost at scale.

What this means over a five-year horizon

Port-based subscription means you pay for simultaneous session capacity, not consumed minutes. Cost tracks actual business usage instead of spiking with adoption — with a predictable support line. And where your organization needs to own the license, a perpetual per-port purchase is still available, with the same annual maintenance.

Source: wiki.ivrpowers.com/en/videortc/faq (licensing section)

VIDEO RTC · REAL-TIME VIDEO ENGINE

Give your platform a real video core.



Let us show you a session captured, routed and recorded end to end — on your own infrastructure if that's the requirement, with an evaluation license and no capacity games.

Talk to Sales Request a Demo

IntPowers interactivepowers.com