managedIP HOSTED

Receptionist & Call Center Compatibility

HARDWARE AND SOFTWARE REQUIREMENTS

The requirements listed are the minimum requirements for proper managedIP client behavior. However, TDS strongly recommends that computer systems used to run web client have capabilities that exceed these.

OPERATING SYSTEM
- managedIP clients are deployed on a Microsoft Windows platform, Mac OS X platform, and/or Citrix Presentation Server platform.

CLIENT LOGIN RESTRICTIONS
- The Receptionist and Call Center consoles are TDS applications that provide a user interface to managed and monitor users calls. TDS provides a web-based hosted client interface that runs on a web browser for these applications. Users of the Call Center and Receptionist client applications are not allowed to log in from more than one location. A location is defined as a single instance of a user agent, that is, a browser.

HARDWARE REQUIREMENTS

MICROSOFT WINDOWS OR MAC OS X PLATFORM:
- 1.4 gigahertz (GHz) or higher Intel Core 2 Duo processor or compatible CPU
- 2 gigabytes (GB) of RAM recommended minimum; more memory generally improves performance
- 60 megabytes (MB) available hard disk space
- Video graphics card with minimum of 8 MB of RAM
- Super VGA monitor (15 inches or larger)
- 1024 x 768 minimum screen resolution
- HTTP(s) connectivity to the BroadWorks Xtended Services Platform

CITRIX PRESENTATION SERVER:
- 2.0 GHz or higher Pentium 4 or compatible CPU
- Minimum of 2 GB of RAM
- 60 MB free disk space per application installation
- HTTP(s) connectivity to the BroadWorks Xtended Services Platform

CITRIX ICA CLIENT WORKSTATION:
- 1.2 GHz or higher Pentium 3 or compatible CPU
- 128 MB of RAM
- Video graphics card with 8 MB of RAM minimum
- 1024 x 768 minimum screen resolution
- Network connection of minimum 56 KBps speed

managedIP HOSTED

Receptionist & Call Center Compatibility

SOFTWARE REQUIREMENTS (Note, newer versions may work.)

- Windows Vista, 7, 8, 8.1, 10, Mac OS 10.8/10.9 or Citrix XenApp 6
- Outlook through version 2013 (32-bit or 64-bit) – Required for Outlook contact directory
- Microsoft Exchange 2007 SP3 or Microsoft Exchange 2010 SP1 – Required for Calendar Presence Integration
- Internet Explorer 10, 11, Edge, Firefox 34 & Google Chrome (43 Plugin supported, 45 plugin not supported)
- Safari 6, 7 (Mac OSX may not support some integration options: Screen pop, Notification, Call event & Program Shortcut links)
- Java Runtime: (supports 32/64-bit): Version 6 (1.6.45), Version 7 (1.0.7_71), or Version 8 (1.0.8_71)

FEATURES THAT REQUIRE JAVA PLUG-IN

- LDAP integration (Searches and displays results from a LDAP directory)
- Outlook Integration (Search and display results, caller ID and number from Outlook Contacts.)
- Call Notification Pop-up toast (Display a call notification pop-up whenever a call is received.)
- Call Statistics Archival (Store call event logs on the local computer.)
- Create desktop shortcut

NOTE: The desktop integration features for thin clients previously accessed the desktop integration through a Java applet; however these features can no longer be supported through Java plug-ins for security reasons. In the current version of the client, a local HTTPS server is downloaded in the user's machine at run time and this is used to interact with the desktop integration features, therefore a user may need to run the Java Network Launching Protocol (JNLP) frequently.

BROWSER JAVASCRIPT REQUIREMENTS

Java must be enabled on Internet Explorer for report viewing. Instructions are for IE 7-8.

1. Open Internet Explorer.
2. Click the **Tools** button.
3. From the drop-down list, select **Internet Options**.
4. Select the Security tab.
5. Select the Internet Zone.
6. Click the **Custom Level** button.
7. In the Scripting category, select the **Enable** button for the Active Scripting subcategory.
8. In the Scripting category, click the **Enable** button for the Allow status bar updates via script subcategory.
9. Click the **Yes** button when prompted with a message box asking, Are you sure you want to change the settings for this zone?
10. Click **OK** in the Internet options dialog security tab.
11. Close and restart Internet Explorer.

NOTE: TDS recommends always using the latest available service pack/update for Windows, MAC OS X, Internet Explorer, Firefox, Safari and Outlook.

managedIP HOSTED

Receptionist & Call Center Compatibility

CITRIX SERVER IMPACTS
- The application can be published on a Citrix server via the Management Console for MetaFrame.
- Sun Microsystems Java 5 Update 11 or Java 6 Update 2 (or higher maintenance updates) Runtime editions

CITRIX WORKSTATION IMPACTS
- The Java Virtual Machine is not required on the workstation in this deployment.

RESTRICTIONS
- A 32-bit web browser is required to launch the client from the managedIP web portal.