CLEARSPAN® CLIENT APPLICATIONS

HOSTED THIN CALL CENTER (22)

HARDWARE REQUIREMENTS

Microsoft Windows or Mac OS X Platform

The hardware requirements for the Microsoft Windows platform include:

- 1.4 GHz or higher Intel Core 2 Duo processor or compatible CPU
- 2 gigabytes (GB) of RAM recommended minimum; more memory generally improves performance
- 60 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

The hardware requirements for the Citrix Presentation Server include:

- 2.0 GHz or higher Pentium 4 or compatible CPU
- Minimum 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

The hardware requirements for the Citrix ICA client workstation include:

- 1.2 GHz or higher Pentium 3 or compatible CPU
- 128 megabytes (MB) of RAM
- Video graphics card with 8 MB of RAM minimum
- 1024 x 768 minimum screen resolution
- Network connection of minimum 56KBps speed

SOFTWARE REQUIREMENTS

It is recommended to stay current with the latest available OS, Java, application and browser patches. The software requirements include:

- Windows, Mac OS X, or Citrix operating system
- Sun Microsystems Java, Runtime edition
- Outlook – Required for the Outlook contact directory
- Excel (optional)
- Web browser, such as Edge, Internet Explorer, Firefox, Chrome, or Safari

Citrix Server Impacts

- The application can be published on a Citrix server via the Management Console for MetaFrame.
- Sun Microsystems Java Runtime edition is required.

Citrix Workstation Impacts

The Java Virtual Machine is not required on the workstation in this deployment.

HOSTED THIN RECEPTIONIST (22)

HARDWARE REQUIREMENTS

Microsoft Windows Platform:

The hardware requirements for the Microsoft Windows platform include:

- 1.2 GHz or higher Pentium 3 or compatible CPU
- 512 megabytes (MB) of RAM recommended minimum; more memory generally improves performance
- 60 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:

The hardware requirements for the Citrix Presentation Server include:

- 2.0 GHz or higher Pentium 4 or compatible CPU
- Minimum 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:

The hardware requirements for the Citrix ICA client workstation include:

- 1.2 GHz or higher Pentium 3 or compatible CPU
- 128 megabytes (MB) of RAM
- Video graphics card with 8 MB of RAM minimum
- 1024 x 768 minimum screen resolution
- Network connection of minimum 56KBps speed

SOFTWARE REQUIREMENTS

It is recommended to stay current with the latest available OS, Java, application and browser patches. The software requirements include:

- Windows, Mac OS X, or Citrix operating system
- Sun Microsystems Java, Runtime edition
- Outlook – Required for the Outlook contact directory
- Excel (optional)
- Web browser, such as Edge, Internet Explorer, Firefox, Chrome, or Safari
- MS Exchange and Office for the Calendar Presence Integration feature

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

Citrix Server Impacts:

- The application can be published on a Citrix server via the Management Console for MetaFrame.
- Sun Microsystems Java Runtime edition is required.

Citrix Workstation Impacts:

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

MEET-ME CONFERENCE

It is recommended to stay current with the latest available OS, Java, application and browser patches. The software requirements include:

- Windows 7, Windows 8, Windows 8.1
- Internet Explorer 10 and 11
- Mozilla Firefox 34
- Apple Safari 7

COMMUNICATOR FOR DESKTOP (21.5.1)

System requirements for Desktop are as follows:

- Operating system: Mac OS 10.9 Mavericks, Mac OS 10.10 Yosemite, Mac OS, 10.11 El Capitan, Windows 7, or Windows 8/8.1, Windows 10 (Classic view only).
- The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.
- For voice calls, a sound card, speakers, and a microphone or a headset are required.
- For video calls, a web camera is required.

Minimum system requirements for respective operating systems must be fulfilled, with the following additions:

- A minimum 2 gigabyte (GB) random access memory (RAM) is required.
- Minimum 1.5 gigahertz (GHz) is recommended.Dual core central processing unit (CPU) is recommended for video calls (at a minimum).
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.

For HD video, the following is recommended:

- HD camera
- HD resolution support in display
- Quad Core x86 or equivalent at a minimum

COMMUNICATOR FOR IPHONE (21.3.2)

Clearspan Communicator Release 21.3.2 for iPhone supports devices with iOS 7, iOS 8, or iOS 9 running on iPhone 4S and later.

The client has been validated on the following reference devices:

- iPhone 4S—iOS 7.1.2
- iPhone 5S—iOS 8.4.1
- iPhone 6—iOS 9.1
- iPhone 6 plus—iOS 9.1
- iPhone 6s—iOS 9.1
- iPhone 6s Plus—iOS 9.1

Communicator Mobile for iOS has not been validated on iPods although these devices match the specifications above and the application should work with the exception of the telephony functions.

COMMUNICATOR FOR IOS TABLETS (20.1.1)

Clearspan Communicator Release 20.1.1 for iOS tablets supports devices with iOS 7 or iOS 8 on iPad2 and later.

The client has been validated on the following reference devices:

- iPad 2
- iPad 3
- iPad Air 2
- iPad Mini 3

COMMUNICATOR FOR ANDROID (21.3.2)

Clearspan Communicator Release 21.3.2 for Android supports devices with Android 4 OS or later that conform to the following requirements.

- Dual core CPU (or higher)
- 1 GB RAM (or higher)
- ARMv7 instruction set
- Minimum screen resolution 320 x 480

The client has been validated on the following reference devices:

- Samsung Galaxy S4(GT-I9505) – OS 4.4.2
- HTC One M8 – 4.4.4
- Motorola Moto G (XT1032) - OS 5.1
- Nexus 5X (LG) – OS 6
- Nexus 6P (Huawei) – OS 6