

1 Clearspan Client Application Hardware and Software Requirements

Application	Hardware	OS	Browser	Outlook	Misc.
Hosted Thin Call Center	Windows Platform: <ul style="list-style-type: none"> 1.4 GHz or higher, Intel Core 2 Duo Processor or Compatible CPU Minimum 2 gigabytes (GB) RAM recommended; however, more memory improves performance 60 MB available hard disk space Video graphics card with a minimum of 8MB of RAM Super VGA Monitor (15 inches or larger) 1024x768 minimum screen resolution HTTP(s) connectivity to the Clearspan Xtended Services Platform 	<ul style="list-style-type: none"> Windows XP SP3 or higher Windows Vista Windows 7 Windows 8 Mac OS X, 10.5, 10.6 Citrix XenApp 4, 5 	<ul style="list-style-type: none"> Internet Explorer 8.0, 9.0, or 10.0 Firefox 17 or later Google Chrome 17.0.963.64 or later Safari 5 or 6 	Outlook 2003, 2007, 2010, or 2013 (32-bit or 64-bit edition) – Required for the Outlook Contact directory	<ul style="list-style-type: none"> Microsoft Excel (Optional) Flash Player 9, 10.X Runtime (ActiveX Control) – Required if using CCRS-based reporting Sun Microsystems 32-bit Java 6 Update 19 to Update 45, Runtime edition only Sun Microsystems 32-bit Java 7 Update 11 or later, Runtime edition only <p>NOTE: To view reports, Javascript must be enabled for Internet Explorer.</p>
Hosted Thin Receptionist	Windows Platform: <ul style="list-style-type: none"> 1.2 GHz or higher, Pentium 3 or compatible CPU Minimum 512 megabytes (MB) of RAM; however, more memory improves performance 60 MB available hard disk space Video graphics card with a minimum of 8MB of RAM Super VGA Monitor (15 inches or larger) Minimum 1024x768 screen resolution TCP/IP connectivity to the Clearspan Open Client Server on the port designated by the service provider (default port is 2208) 	<ul style="list-style-type: none"> Windows XP with SP3 (or higher) Windows Vista Windows 7 Windows 8 Mac OS X, 10.5, 10.6 Citrix XenApp 4, 5 	<ul style="list-style-type: none"> Internet Explorer 8.0, 9.0, or 10.0 Firefox 17 or later Google Chrome 17.0.963.64 or later Safari 5 or 6 	Outlook 2003, 2007, 2010, or 2013 (32-bit or 64-bit edition) – Required for Outlook Contact directory	<ul style="list-style-type: none"> Microsoft Exchange 2007 SP3 or Microsoft Exchange 2010 SP1 – Required for Calendar Presence Integration Microsoft Excel (Optional) Flash Player 9 or 10.X Runtime (ActiveX Control) Sun Microsystems 32-bit Java 6 Update 19 or later to Update 45, Runtime edition only Sun Microsystems 32-bit Java 7 Update 11 or later, Runtime edition only <p>NOTE: To view reports, Javascript must be enabled for Internet Explorer.</p>
Clearspan Assistant	Assistant-Enterprise is a toolbar within Microsoft's	<ul style="list-style-type: none"> Windows XP Windows 7 	<ul style="list-style-type: none"> Internet Explorer 8.0, 9.0, or 10.0 (required) 	<ul style="list-style-type: none"> Outlook 2007, 2010, or 2013 	Windows Installer 2.0 IIS web server (for silent updates)

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Enterprise	Outlook, Internet Explorer, and Mozilla's Firefox, and hardware requirements are determined by the needs of these products. •	<ul style="list-style-type: none"> Windows Vista Windows 8 Citrix Presentation Server 4.5 <p>Platform Requirements:</p> <ul style="list-style-type: none"> Windows user account with administrative rights Internet Explorer and Outlook COM-Add-in access Firefox Add-on access 	<p>for IE toolbar edition)</p> <ul style="list-style-type: none"> NOTE: Assistant–Enterprise works only with the 32-bit version of Internet Explorer 8.0. Mozilla Firefox 17 or later (required for Firefox toolbar edition) <p>NOTE: When Assistant–Enterprise runs on a 64-bit version of Windows 7 and uses a Firefox browser, <i>User Account Control (UAC)</i> must be set to “Never notify”. When Firefox is updated to version 21 or later, or from version 21 to an earlier version, Assistant Enterprise needs to be re-installed.</p>	<p>(required for Outlook toolbar edition)</p> <ul style="list-style-type: none"> 	
Meet-me Conference			<ul style="list-style-type: none"> Microsoft Internet Explorer 8 through 10 Mozilla Firefox 17 or later Apple Safari 5 or 6 	<p>Meet-Me Conferencing Add-in for Microsoft Outlook is compatible with Outlook 2003, 2007, and 2010.</p> <p>NOTE: The add-in is only supported in 32-bit versions of Outlook. Outlook 2010 64-bit is not a supported environment.</p>	



2 Clearspan Communicator

2.1 Communicator Mobile Device

Android Version	iOS Version
2.2 and later	4.3 and up
Device Type	Device Type
<ul style="list-style-type: none">• Samsung Galaxy SIII• Samsung Galaxy SII• Samsung Galaxy S• Samsung Galaxy S2• Samsung Galaxy Nexus• Samsung Nexus S• Motorola Droid Bionic• Motorola Droid RAZR• Motorola Droid X• Motorola Droid• Sony Xperia PLAY• Sony Xperia S• Huawei T20• HTC Thunderbolt• HTC Vivid• HTC Sensation	<ul style="list-style-type: none">• iPhone 4• iPhone 4s• iPhone 5• iPhone 5C• iPhone 5S

2.2 Communicator Desktop

Hardware	OS
<ul style="list-style-type: none">• For voice calls, a sound card, speakers and microphone, USB headset, or Bluetooth headset are required.• For video calls, a web cam is required.• A minimum of 1 GB RAM is required. The application requires 125 MB of disk space.• A minimum processor of 1 GHz is required; however, 1.5 GHz is recommended and a Pentium 4 at a minimum.• Open Graphics Library (OpenGL) 1.5 or higher is recommended. Calling may not be available in some rare older PC models with incompatible OpenGL graphics drivers.	<ul style="list-style-type: none">• Mac OS 10.8 Mountain Lion• Mac OS 10.6 Snow Leopard• Mac OS 10.7 Lion• Windows XP• Windows Vista• Windows 7• Windows 8 (Classic view only)