TIPT Clients Hardware and Software Requirements

Hardware Requirements

The recommendation for all desktop client software is below
• 1.2 GHz or higher, Pentium 3, or compatible CPU.
• 512 megabytes (MB) of RAM recommended minimum.
• 60 MB available hard disk space.
• Video Graphics Card with minimum of 8 MB RAM.
• Super VGA Monitor (15” or larger).
Note: 800 x 600 screen resolution minimum (1024 x 768 is recommended).

The recommendation for Hosted Thin Call Centre Agent/Supervisor client is below
• 1.4 GHz or higher Intel Core 2 Duo processor or compatible CPU.
• 2 gigabytes (GB) of RAM recommended minimum; more memory can help to improve performance.
• 60 MB available hard disk space.
• Video graphics card with minimum of 8 MB of RAM.
• Super VGA monitor (15 inches or larger).
• 800 x 600 screen resolution minimum.
Note: However, we strongly recommend that computer systems used to run Call Centre clients have capabilities exceeding these.

Software Requirements

Telstra has certification and provides support for the following:

<table>
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<tr>
<th>Client Application</th>
<th>Operating Systems</th>
<th>Supported Applications</th>
<th>Other Software requirements</th>
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<tbody>
<tr>
<td>miRECEPTION/Call Centre client</td>
<td>Windows 7,8,10</td>
<td>Google Chrome; Firefox; IE11; Outlook 2010, 2013</td>
<td>Java 6 Build 22 to 45, Java 7 Update 11 or later, Java 8 – recommend latest version</td>
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<tr>
<td>Telstra Business Connect Tablet</td>
<td>All IOS above 8 &amp; Android versions above 4.4</td>
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<tr>
<td>Telstra Business Connect Mobile</td>
<td>All IOS above 8 &amp; Android versions above 4.4</td>
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