



# 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:

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

