



Hosted VoIP Phone System Call Center & Receptionist



Software Requirements for Call Center and Receptionist Clients

Software Requirements:

- Windows XP with SP3 (or higher), Windows Vista, Windows 7, Windows 8, Mac OS X 10.5 or 10.6, or Citrix XenApp 4 or 5.
- 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.
- Outlook 2003, 2007, 2010, or 2013 (32-bit or 64-bit edition) – Required for Outlook contact directory.
- Microsoft Exchange 2007 SP3 or Microsoft Exchange 2010 SP1 – Required for Calendar Presence Integration
- Microsoft Excel (Optional, for report export).
- Flash Player 9 or 10.X Runtime (ActiveX Control).
- Internet Explorer 8.0, 9.0, or 10.0 (Compatibility View enabled); Firefox 3.6 and higher; Google Chrome 17.0.963.64 or later, or Safari 5 or later.

Browser Javascript Requirements:

Javascript must be enabled on Internet Explorer.

- 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, click 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: Telesystem recommends always using the latest available service pack/update for Windows, Max OS X, Internet Explorer, Firefox, Safari, and Outlook.

Internet Explorer 9.0 or higher (with Compatibility View enabled) is the recommended browser for best results.