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.
- 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.