



TeleOffice 3.3

TeleOffice Checklist

Document Date: 2016.6.29

Document Version: 3.3.002

1 Table of Contents

1	Table of Contents	2
2	Introduction.....	2
3	System Requirements	3
3.1	Requirements for Windows PC.....	3
3.2	Requirements for Android Devices	3
3.3	Requirements for iOS Devices.....	3
3.4	Requirement for Brower Client.....	3
3.5	Network Requirements	4
4	Checklist	5
4.1	Network Environment.....	5
4.2	Windows desktop Environment.....	7
4.3	iOS, Android Device Environment.....	8
5	Appendix.....	8
5.1	Trademark.....	8

2 Introduction

This document is a document that summarizes the confirmation item to determine whether the environment available to prior to use TeleOffice. This document is about using Windows PC, iOS and Android device from your corporate network.

3 System Requirements

As of May of 2016, TeleOffice Application can be used only by devices meeting the following requirements.

3.1 Requirements for Windows PC

Item	Requirement
Operating System	Recommended: Windows 7 Supported: Windows Vista SP2, Windows 8, Windows 8.1, (Desktop Mode) Windows10 (Virtual environment is not supported.)
Web Browser	Google Chrome, Mozilla Firefox, Internet Explorer 11
Software	.Net Framework 4.5.2
CPU	Intel Core 2 Duo 2GHz (minimum); Intel Core i5 2.3 GHz (recommended)
Memory (RAM)	2 GB (minimum); 4GB (recommended)
Screen resolution	WXGA (1280 x 800) or higher
Peripheral Hardware	Webcam, USB headset (speaker/mic combination) recommended.

3.2 Requirements for Android Devices

Device Type	Item	Requirement
Tablet/Smartphone	Operating System	Android OS: Version 2.3 or higher *From TeleOffice3.4 Version 4 or higher
	CPU	ARM architecture CPU *Non ARM CPU(e.g. Intel Atom series) is not supported

3.3 Requirements for iOS Devices

Device Type	Item	Requirement
Tablet/ Smartphone	Operating System	iOS 7.0 or higher

3.4 Requirement for Brower Client *Function has been limited

Item	Requirement
Web Browser	Google Chrome, Mozilla Firefox, Internet Explorer 11 For Video Conference+ Google Chrome, Firefox On Mac OS, Google Chrome is recommended

3.5 Network Requirements

Because TeleOffice is a cloud-based service, service quality depends on the quality of the network. A stable network speed of 150 kbps is required during video conference use. Please ensure that your network meets this requirement.

Please be careful when using TeleOffice via a proxy or NAT in your corporate network. When the number of Internet users increases during periods such as when work starts in the morning, during lunch break, or in the evening, the proxy or NAT may become congested. This may result in deterioration in network conditions, causing TeleOffice to slow down.

All to *.vd.ideep.com communication

Required

Protocol	Port / Range	Direction	Type
TCP	443	Outbound	Required

- * Please check that the above network is permitted in an environment that uses a proxy. In an environment enabling connection to the Internet without using a proxy, we recommend using the following network during use of TeleOffice. Though not restricted in many home or public networks, use of TeleOffice may be restricted on your corporate network. If use of TeleOffice is restricted, please consult the network administrator.

Recommended

Protocol	Port / Range	Direction	Type
TCP	17990, 17992	Outbound	Recommended.
UDP	50000-65535	Inbound outbound	Recommended (in a network interface (NAT/NAPT), please set the UDP timeout value to be as long as possible. We recommend a setting of 1 hour or more at minimum.)

- * If network is not permitted at the UDP, please block network to TCP 17990 and 17992. If network to TCP 17990/17992 is available while the use of the UDP is not permitted, TeleOffice does not operate correctly under normal settings. In this case, please use following setting to limit TCP443 network only.

PC: "Setting" - "Video" - "Manual setting" of TeleOffice and turning ON the checkbox of "Manual setting", turning ON the checkbox of "Use TCP only", and pressing "Apply".
Android: Login screen - Tap "Other option" - check "Only TCP protocol at the video conference"

iOS: Home Screen - "Setting" - "TeleOffice" - turn on "Use TCP only"

Note: TeleOffice establishes SSL tunnels. Ensure that your web proxy does not block the network of TeleOffice application. Mobile connection via Proxy is not supported.

In the case of video/Vidyo band limitation was applied 250Kbps/500Kbps (Upload/Download), the number of video screens might not display with maximum number. Also, the actual number of displayed screens or screen resolution might decrease depends on network traffic or participant pc load status.

4 Checklist

4.1 Network Environment

	Required?	Item	Check Status
1	Required	<p>Are the following servers are accessible from your network?</p> <p>http://*.to.ideep.com/ https://*.to.ideep.com/ https://*.vd.ideep.com/ http://*.kto.kddi.ne.jp/ https://*.kto.kddi.ne.jp/</p>	OK/NG
2	Required	<p>Are the following servers accessible from the device that runs TeleOffice?</p> <p>http://gn.symcb.com/gn.crl http://g1.symcb.com/crls/gtglobal.crl</p> <p>If the above servers are not accessible from the device, please follow the following steps:</p> <ol style="list-style-type: none"> 1. Open Internet Explorer. 2. In the Tools menu select Internet Options. 3. Pick the Advanced tab and then scroll down to the Security section. 4. Turn off or uncheck the following: <ul style="list-style-type: none"> - "Check for server certificate revocation" - "Check for publisher's certificate revocation" 5. Save and Restart Internet Explorer to apply your changes. 	OK/NG
3	Required	Proxy server setting for http and https should be the same	OK/NG

	Required?	Item	Check Status
4	Required	When using a proxy server, SSL tunnel is available. (and not inspected)	OK/NG
5	Required	<p>If an authentication process is needed in the proxy server to connect to the Internet, the following authentication methods are used:</p> <ul style="list-style-type: none"> - Basic - Digest - NTLM (v2) 	OK/NG
6	Required	<p>On iOS or Android devices that connects to the Internet via a proxy server,</p> <p>On iOS and Android devices, does not require authentication when connecting to the Internet via a Proxy Server</p>	OK/NG
7	Recommended	<p>On devices that runs TeleOffice, the following server and ports are available:</p> <p>TCP *.vd.ideep.com:17990, 17992</p> <p>UDP *.vd.ideep.com:50000-65535</p> <p>Note: Both TCP and UDP must be open to improve audio and video during videoconferencing. If user chooses not to use UDP ports (50000-65535), TCP ports 17990 and 17992 must also be closed (or vice versa) otherwise vidyo will not work.</p>	OK/NG
8	Recommended	Does not connect via VPN to connect to the internet connection in the Company's local area network.	OK/NG
9	Recommended	<p>For comfortably use of video conference, prepare the environment that is always able to reserve Communication band 1Mbps / 2Mbps (upload / download) per each device</p> <p>It's also necessary to meet No.7 at the same time.</p>	OK/NG

4.2 Windows desktop Environment

	Required?	Item	Check Status
1	Required	Refer to the System Requirements section for the minimum specification for running TeleOffice on Windows Desktop environment	OK/NG
2	Required	User profile is stored locally in the machine.	OK/NG
3	Required	OS is not running on a virtual machine	OK/NG
4	Required	<p>Microsoft .Net framework 4.5 is installed.</p> <p>For standard versions of Windows 8 /8.1 which is originally installed to OS, please follow the following steps to verify:</p> <ol style="list-style-type: none"> 1. Go to Control Panel -> Programs -> Turn Windows features on or off 2. Verify that “.Net Framework 4.5 Advanced Services” is checked 	OK/NG
5	Required	Firewall does not block the TeleOffice application - TeleOfficedesktop.exe	OK/NG
6	Required	When Proxy server authentication process is required with NTLM Authentication method, please input “Domain Name”¥“User name”. The user name in the UPN format cannot be used.	OK/NG
7	Recommended	Please refer to the System Requirement section for the recommended specification for running TeleOffice on a Windows Desktop environment for better performance.	OK/NG
8	Recommended	Does not connect via VPN to connect to the internet connection in the Company’s local area network.	OK/NG
9	Recommended	For videoconferencing, use headset or micspeaker which is listed on Guide for Audio Setting of Video Conference.	OK/NG

4.3 iOS, Android Device Environment

	Required?	Item	Check Status
1	Required	Refer to the System Requirements section for the minimum specification for running TeleOffice on Mobile Device (iOS, Android) environment	OK/NG
2	Required	Does not require connecting to the Internet via a Proxy Server	OK/NG
3	Recommended	Use a headset when joining the videoconference. This is to minimize if not prevent noise or echo.	OK/NG

5 Appendix

5.1 Trademark

Microsoft Windows is a trademark or registered trademark of Microsoft Corporation in the United States and/or other countries.

Apple, iOS, iPad, iPhone, iCal and Apple App Store are trademarks or registered trademarks of Apple Inc., registered in the United States and/or other countries.

Android and Google Play are trademarks or registered trademarks of Google Inc.

Vidyo and Vidyo logo are trademarks or registered trademarks of Vidyo, Inc

Other names of systems and products mentioned in these instructions are usually the registered trademarks or trademarks of the manufacturers who developed the system or product concerned.