



TeleOffice 3.7

TeleOffice Checklist

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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 device, Android device and Brower client from your corporate network.

3 System Requirements

As of June of 2017, 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 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	Recommended: Android OS Version 4.4 or higher *Device which is enable to use Google Play
	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

Item	Requirement
Web Browser	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. During the period of the number of Internet users increases, the proxy or NAT may become congested. This may result in deterioration in network conditions, causing TeleOffice to slow down.

All to "*.to.ideep.com" "*.vd.ideep.com" "*.kto.kddi.ne.jp" communication:

Required

Protocol	Port / Range	Direction	Type
TCP	443	Outbound	Required

* Some of TeleOffice communications connect to server 443 port using SSL tunnel. Ensure that your proxy servers, security devices, etc., does not block that communication.

3.6 Network Recommendations

In Internet environment without using Proxy, We recommend to enable the following communication when using TeleOffice.

All to "*.to.ideep.com" "*.vd.ideep.com" "*.kto.kddi.ne.jp" communication:

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: Menu- "Setting"- "Option"- "Video·Manual setting" of TeleOffice and turning ON the checkbox of "Manual setting", turning ON the checkbox of "Use TCP only", and pressing "Apply".

iOS: Meetings – Menu - "Setting"- turn on "Use TCP only"

Android: Meetings – Menu - "Setting"- turn on "Transmit conferencing data via TCP"

In the case of video 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
4	Required	When using a proxy server, SSL tunnel is available. (and not inspected)	OK/NG

	Required?	Item	Check Status
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 not connects to the Internet via a proxy server.</p> <p>iOS and Android applications does not support access 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</p> <ul style="list-style-type: none"> *.to.ideep.com:17990, 17992 *.vd.ideep.com:17990, 17992 *.kto.kddi.ne.jp:17990, 17992 <p>UDP</p> <ul style="list-style-type: none"> *.to.ideep.com:50000-65535 *.vd.ideep.com:50000-65535 *.kto.kddi.ne.jp:50000-65535 <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 videoconferencing will not work.</p>	OK/NG
8	Recommended	<p>Does not connect via VPN to connect to the internet connection in the Company's local area network.</p>	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 "3.1 Requirements for Windows PC" 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 4.5.2 is installed.</p> <p>For standard versions of Windows 8.1 and Windows 10 which are 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 or 4.6 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	Refer to the "3.1 Requirements for Windows PC" 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 "3.2 Requirements for Android Devices" and "3.3 Requirements for iOS Devices" section for the minimum specification for running TeleOffice on Mobile Device (iOS, Android) environment	OK/NG
2	Required	Does not connecting to the Internet via a Proxy Server. iOS and Android applications does not support access via a proxy server.	OK/NG
3	Recommended	Use a headset when joining the videoconference. This is to minimize noise or echo.	OK/NG

5 Appendix

5.1 Trademark

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