

System Requirements

MOMENTUM MOBILITY FOR SMARTPHONE

MOMENTUM MOBILITY FOR DESKTOP

System requirements for native desktop are as follows:

- » Operating system (OS): Mac OS 10.10 Yosemite, Mac OS 10.11 El Capitan, Mac OS, 10.12 Sierra, Windows 7, Windows 8/8.1, or Windows 10 (Classical view only).
- » The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.
- » For voice calls, a sound card, speakers, and a microphone or a headset are required.
- » For video calls, a web cam is required.

Minimum system requirements for respective operating systems must be fulfilled, with the following additions:

- » A minimum of 4 GB random access memory (RAM) is required. In S4B (Skype for Business) integration, 6GB is recommended.
- » A minimum 1.5 GHz CPU is recommended. Dual-core CPU is recommended for video calls at a minimum.
- » In S4B integration, at least 2.0 GHz i7CPU or better is recommended.
- » Open Graphics Library (OpenGL) 1.5 or higher is recommended.

For HD video, the following is recommended:

- » HD camera
- » HD resolution support in display
- » Quad Core x86 or equivalent at a minimum

Virtual Desktop Infrastructure (VDI) environments are not fully supported.

System requirements for Mobile are as follows for Apple iOS and Android:

Communicator Release 22 for iOS supports devices with iOS 9 or iOS 10 running on iPhone 5 and later.

The client has been validated on the following reference devices:

- » iPhone 5S – iOS 10.3.2
- » iPhone 6 – iOS 9.3.5
- » iPhone 6S plus – iOS 10.3.2
- » iPhone 7 – iOS 10.3.2
- » iPhone 7 plus – iOS 10.3.2

Communicator Mobile for iOS has not been validated on iPods although these devices match the preceding specifications and the application should work with the exception of the telephony functions.

Communicator Mobile Release 22.1.1 for Android supports devices with Android OS 4.2 or later that conform to the following requirements:

- » Dual-core CPU (or higher)
- » 1 GB RAM (or higher)
- » ARMv7 instruction set
- » Minimum screen resolution 320 x 480

The client has been validated on the following reference devices:

- » Google Nexus 5 (LG) – OS 4.4.4
- » Google Nexus 6P (Huawei) – OS 7
- » Motorola Moto G (XT1032) – OS 5
- » Samsung Galaxy S7 (G930F) – OS 6
- » LG G5 – OS 6
- » Google Pixel XL 5.5" – OS 7.1

NOTE: Although Communicator may appear to function on lower performance Android devices that do not conform to the system requirements, such devices may experience issues with video calling or experience other functional limitations.

GUEST CLIENT REQUIREMENTS

Desktop PC and MAC

System requirements are as follows on native Desktop:

- » Operating system: Mac OS 10.10 Yosemite, Mac OS 10.11 El Capitan, Mac OS 10.12 Sierra, Windows 7 SP1, Windows 8/8.1, or Windows 10 (Classical view only).
- » The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.
- » For voice calls, a sound card, speakers, and a microphone or a headset are required.
- » For video calls, a web cam is required. Minimum system requirements for respective operating systems need to be fulfilled, with the following additions:
 - » A minimum of 2 GB random access memory (RAM) is required.
 - » A minimum 1.5 GHz CPU is recommended. A dual core CPU is recommended for video calls at a minimum.
 - » Open Graphics Library (OpenGL) 1.5 or higher is recommended. For high definition (HD) video, the following is recommended:
 - » HD camera
 - » HD resolution support in display
 - » Quad Core x86 or equivalent at a minimum
 - » 4 GB RAM
 - » VDI environments are not supported.

Guest Client WebRTC:

Audio/Video Conferencing requires Web Real-Time Communications (WebRTC) support on the browser. Multi-User Chat and screen share functionality do not require WebRTC support. The following lists describe the guest client browser requirements with and without WebRTC support.

WebRTC

WebRTC support is required for Audio / Video Collaboration.

- » Google Chrome (version 31 and above) –
 - » Windows (Windows 7, Windows 8 [Classic], Windows 8.1 [Classic] and Windows 10 –
 - » OS X (10.8, 10.9, 10.10, and 10.11)

No WebRTC

- » Google Chrome (version 31 and above) –
 - » Windows (Windows 7, Windows 8 [Classic], Windows 8.1 [Classic] and Windows 10 –
 - » OS X (10.8, 10.9, 10.10, and 10.11)
- » Internet Explorer 11 and Edge –
 - » Windows (Windows 7, Windows 8 [Classic], Windows 8.1 [Classic] and Windows 10
- » Safari 7 –
 - » OS X (10.8, 10.9, 10.10, and 10.11)

*Bridge extensions cannot overlap with a user extension in the same group. Fails if there is an overlap at the group level. This is by design and not a bug.