



Prerequisite Requirements

Hardware

Most modern hardware is supported on the Tethr It Now platform. As a rule of thumb, if the company that manufactures the device still has that device under support, the odds are high that it's supported on the Tethr It Now platform. However, there are some exceptions and some recommendations as described below:

Hardware Requirements for Expert Agent Console		
	Minimum Hardware	Recommended minimum Hardware
Windows/Linux OS	Intel Core i3 with 2GB of RAM	Intel Core i5 with 4GB of RAM
MacOS	macOS 10.12 Sierra (2016)	macOS 10.14 Catalina (2019)

Hardware Requirements for Guest Mobile User		
	Minimum Hardware	Recommended minimum Hardware
Android	Any ARM-based Phone/Tablet	Late model year ARM-based device
iOS	iPhone 6s / iPad 6	Latest iPhone/iPad Model

Browser

Browser Requirements for Expert Agent Console		
	Browser	Min. Version
Windows/Linux	Chrome	80.x
	Firefox	60.x
MacOS	Safari	11.0

Browser Requirements for Guest Mobile User		
	Browser	Min. Version
Android	Chrome	75.x
iOS	Safari	11.0

Operating Systems

Below is a chart of the supported operating systems from the Tethr It Now platform

Operating Systems	
	OS requirements
Microsoft Windows	Windows 7, 8.x, 10+
Linux	Ubuntu 14.x, 18.x
MacOS	12.0 +
Android	5.0 + (Device camera required)
Apple iOS	11.0 + (Device camera required)

Device Requirements

To fully utilize the Tethr It Now platform, we suggest the following requirements for optimal performance.

Device Requirements		
	Speakers & Microphone	Camera
Microsoft Windows	Any OS supported device	Built-in / OS supported
Linux	Any OS supported device	Built-in / OS supported
Android	Built-in/Headphones	Front/Back
Apple iOS	Built-in/Headphones	Front/Back

Network Requirements

Covered in this section will be ports, whitelisting, bandwidth, and all other network-based requirements for the successful implementation of Tethr It Now.

Network Ports	
Web App	TCP Port 80 (HTTP)
	TCP Port 443 (HTTPS)
Signaling Communication	TCP Port 8091 Domain: signaling.tethrit.com
Video Processing	TCP Port 8092 Domain: processing.tethrit.com
Call Routing Communication	TCP Port 9090 Domain: routing.tethrit.com
Command Ports (TCP and UDP)	3478 5349
Peer Ports (UDP only)	49152 - 65535

Whitelist Network Locations

If you are unable to use Tethr It Now, you may need to whitelist the following websites across your network infrastructure.

Whitelist	
Source	Function
*.tethrit.com	Access to agent console interface
tethr-lite.s3.amazonaws.com	Video Recording Path

Bandwidth Requirements

Bandwidth Requirements	
Resolution	Bandwidth
640 x 360 (SD)	280 Kbps
1280 x 720 (HD)	560 Kbps
Screen Sharing	+50 Kbps
Video Upload	+70 kbps