



Prerequisite Requirements

Hardware

Most modern hardware is supported on the Tethr 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 platform. However, there are some exceptions and some recommendations as described below:

Hardware Requirements		
	Minimum Hardware	Recommended minimum Hardware
Windows OS	Intel Core 2 Duo / AMD Athlon X2 with 1GB of RAM	Intel Core i5 3470 / AMD A8 6K series with 4GB of RAM
MacOS	2011	2013
Android	Any ARM-based phone/tablet	Late model year ARM-based device
iOS	iPhone 5, iPad 2	iPhone 5s, iPad 4

*Android devices with a non-NEON CPU are not compatible

Operating Systems

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

Operating Systems	
	OS requirements
Microsoft Windows	Windows 7, 8.x, 10+
MacOS	10.7+
Android	4.0.3+ (Device camera required)
Apple iOS	8+

Device Requirements

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

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



Network Requirements

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

Network Ports

Network Ports		
Using the RTCC Driver	TCP Port 80 (HTTP) TCP Port 443 (HTTPS)	TCP Port 80 (HTTP) TCP Port 443 (HTTPS) TCP Port 444 (SightCall™ communications)
Using the Web RTCC Driver		

Whitelist Network Locations

The following websites need to be whitelisted across your network infrastructure

Whitelist	
Source	Function
*.rtcccloud.net	Web plugin to connect to the cloud
*.SightCall.com	Access to agent console interface
*.mapbox.com	Library for geo-localization

Bandwidth Requirements

Please reference the charts below when properly planning the requirements for calls. Please note that screen sharing and multiparty have additional costs over the basic network requirements. For more information, please reach out to your Solution Engineer. As a rule of thumb, please note that a Tethr call can range from 100kb to over 500kb depending on multiple factors such as network capacity, movement, light, and the camera. It is strongly recommended to test your networks and configure appropriately.

Bandwidth Requirements				
Video Size	Audio Only	Thumbnail	Mid-Size	Full Screen
HD Resolution		320 x 180	640 x 360	1280 x 720
	30 Kbps	130 Kbps	280 Kbps	560 Kbps
SD Resolution		160 x 90	320 x 180	640 x 360
	30 Kbps	80 Kbps	130 Kbps	280 Kbps

Multi-Party Bandwidth Requirements

Video Size	Audio Only	Thumbnail	Mid-Size	Full Screen
HD Resolution		320 x 180	640 x 360	1280 x 720
<i>Active Speaker</i>	<i>30 Kbps</i>	<i>280 Kbps</i>	<i>280 Kbps</i>	<i>280 Kbps</i>
SD Resolution		160 x 90	320 x 180	640 x 360
<i>Active Speaker</i>	<i>30 Kbps</i>	<i>130 Kbps</i>	<i>130 Kbps</i>	<i>130 Kbps</i>
<i>Each Passive Speakers</i>	<i>+0 Kbps</i>	<i>+40 Kbps</i>	<i>+40 Kbps</i>	<i>+40 Kbps</i>

Screen Sharing

Max Resolution	2560 x 1600	2560 x 1600	2560 x 1600	2560 x 1600
<i>Additional Bandwidth</i>	<i>+20 Kbps</i>	<i>+20 Kbps</i>	<i>+20 Kbps</i>	<i>+20 Kbps</i>

SSL Interceptions

Tethr does not support SSL Interceptions. If your network has implemented or plans to implement SSL interceptions, the above URLs must be added to the whitelist/exception list for SSL interceptions