

Dialler Network / System Requirements

System Requirements

- **Device Setup:**
 - Use wired internet connections when possible to reduce latency and packet loss.
 - Close unnecessary applications to free up system resources.

Minimum Required Specifications

- **Operating System:**
 - Windows 10 or 11
 - macOS 11 (Big Sur) or later
 - Android
 - iOS
 - Linux
- **Hardware:**
 - Dual-core 2GHz CPU
 - 4 GB RAM
- **Audio/Video:**
 - Microphone and speakers
- **Browser:**
 - Google Chrome (latest three versions)
 - Mozilla Firefox (latest three versions)
 - Microsoft Edge (Chromium-based, latest three versions)
 - Safari (latest three versions)
 - HotDoc Sidebar (latest version)

Recommended Specifications

- **Operating System:**
 - Windows 11
 - macOS 12 (Monterey) or later
- **Hardware:**
 - Quad-core CPU
 - 8 GB RAM or more
- **Audio/Video:**

- High-quality microphone and speakers
- **Browser:**
 - Latest version of Google Chrome or Microsoft Edge
 - HotDoc Sidebar (latest version)

Network Requirements

Required Domains and Ports

Ensure the following domains and ports are accessible:

- **Domains:**
 - *.hotdoc.com.au
 - *.chime.aws
 - **Subnets:**
 - ipv4: 99.77.128.0/18 ipv6:2600:f0f0:4100::/40
 - UDP: 3478 (for media, STUN/TURN)
 - TCP: 443 (for signaling and control)
 - ipv4: 99.77.239.0/24
 - UDP/5000:65000
 - *.amazonaws.com
 - *.pubnub.com, *.pndsn.com, *.pubnub.net and *.pubnubapi.com

Firewall and Proxy Settings

- Ensure that UDP port 3478 on IP range 99.77.128.0/18 is enabled.
- Ensure that an anti-virus browser extension isn't preventing resources from loading. UDP 3478 is for TURN and needs to be unblocked either on local computer firewalls or on the corporate network firewall.
- Connection retry falls back to TLS over port 443, so ensure that the domain or subnet are not blocked.
- Allow outbound traffic to the above domains and ports.
- If using a proxy, ensure it supports WebSocket connections over HTTPS (also known as wss).

Minimum Bandwidth

- Upstream: 1 mbps
- Downstream: 1 mbps

Recommended Bandwidth

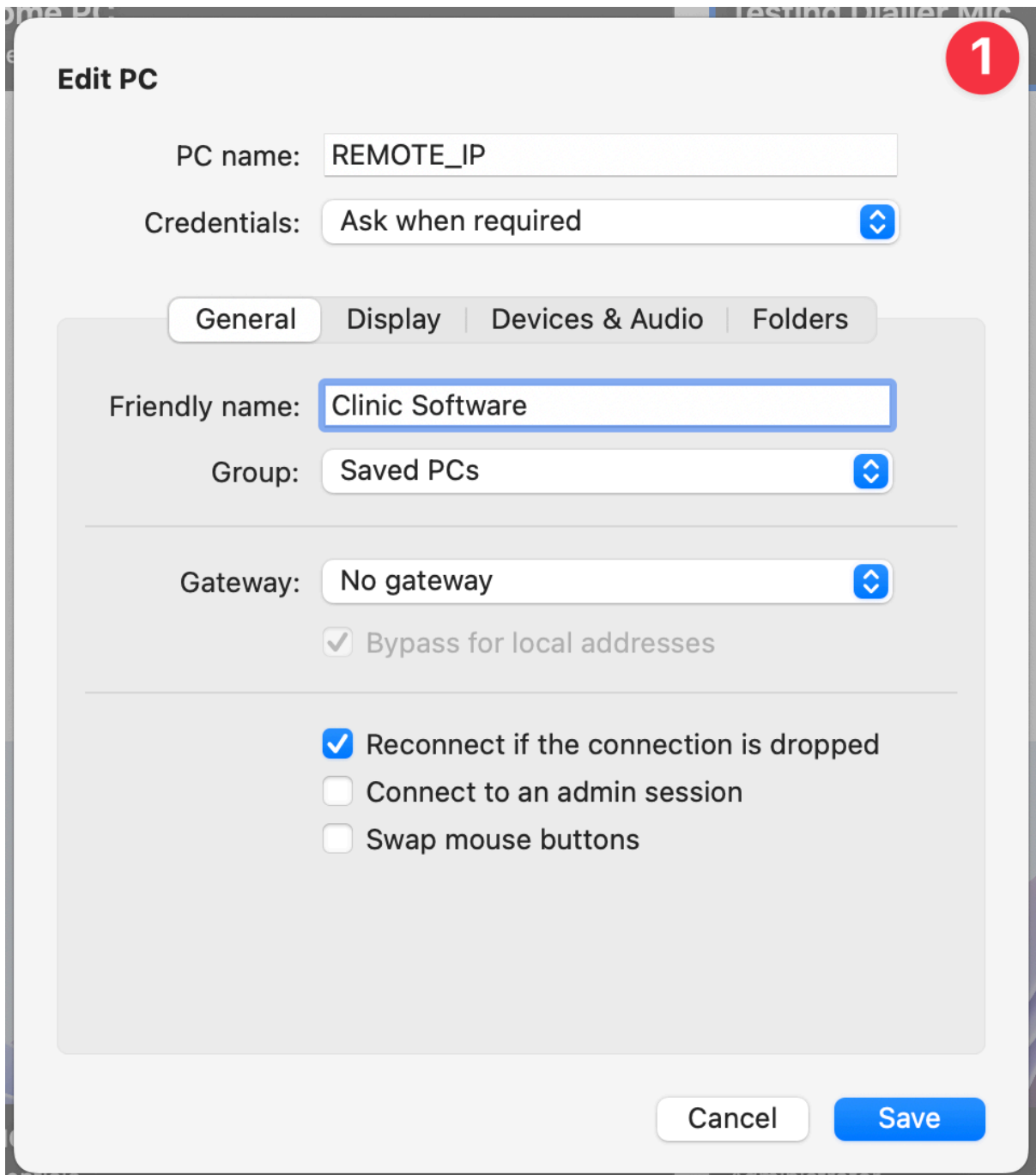
- Upstream: 10 Mbps
- Downstream: 10 Mbps

Microphone Redirection

When using software like Microsoft Remote Desktop to remotely access your clinical software (i.e. on a remote Windows machine), make sure Microphone redirection is enabled on the host machine (the computer you're using to access the remote server). This ensures your microphone inputs will appear in the Dialler.

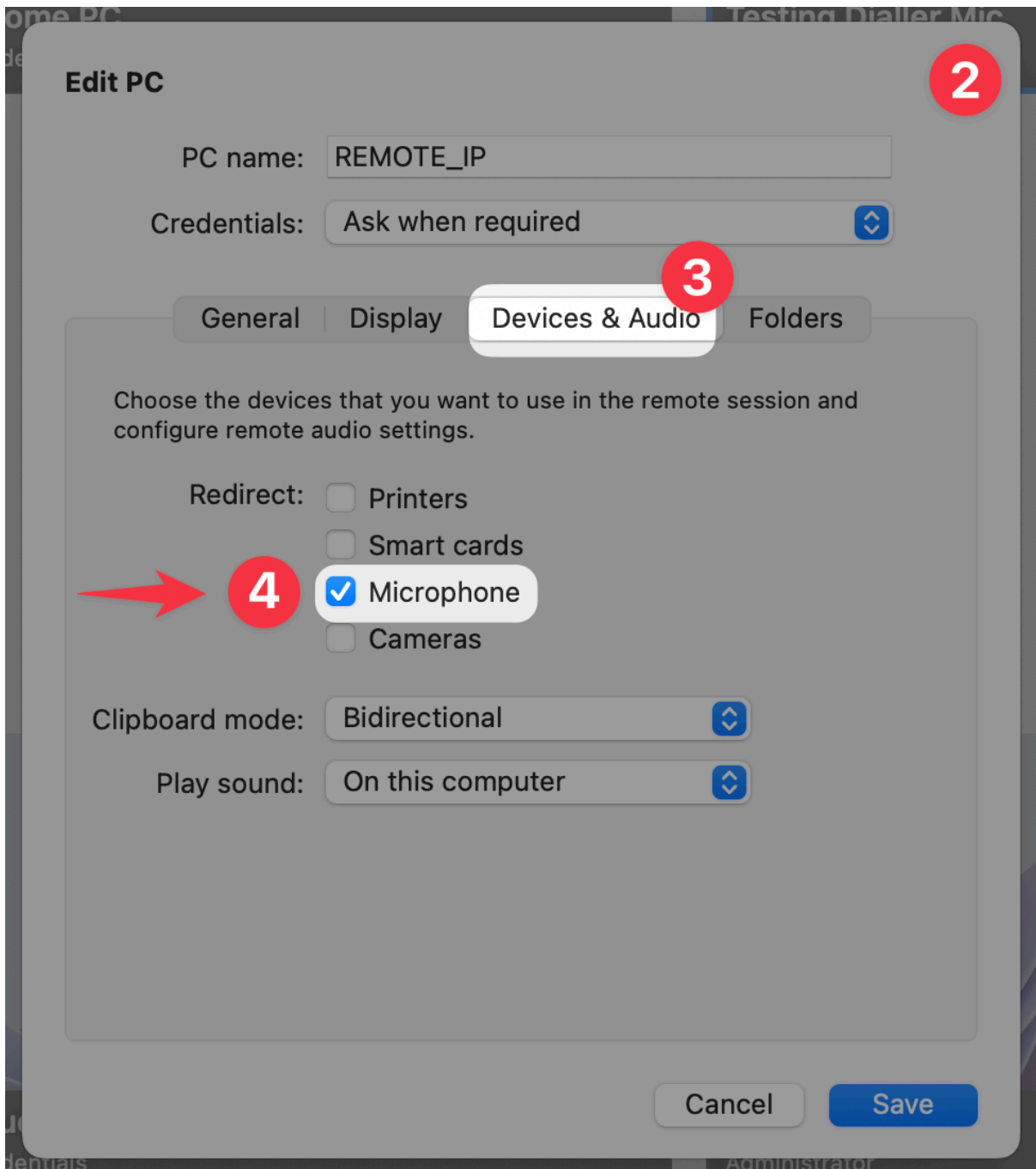
Microsoft Remote Desktop (Windows App)

1) Edit Remote PC configurations



2) Head to **Devices & Audio** tab

3) Enable **Microphone** redirect checkbox



4) Ensure Play sound is set to On this computed

Edit PC

5

PC name: REMOTE_IP

Credentials: Ask when required

General

Display

Devices & Audio

Folders

Choose the devices that you want to use in the remote session and configure remote audio settings.

- Redirect:
- Printers
 - Smart cards
 - Microphone
 - Cameras

Clipboard mode: Bidirectional

6

Play sound: On this computer

Cancel

Save