



Client PC Specification

Minimum specs for a client PC accessing Quantify using Microsoft Edge:

OS	 Microsoft Windows 8/10/11 with: Microsoft .NET Framework 3.5 (Quantify 5B and below) Microsoft .NET Framework 4.5.2 (Quantify 5C and above) 	
Processor	Intel Dual Core Pentium 2 GHz or higher	
Memory	4 GB RAM or higher	
Network	LAN/WAN access to Recorder Server with 100MB NIC or higher	
HDD/SSD	50GB Free Space and access to C: drive	
Browser	Microsoft Edge Version 93 or above	
Screen Resolution	Screen resolution 1280x1024 or higher	
Misc	Sound card, plus speakers or headphones. Permissions to the " Users " area of the HDD and C:\Quantify folder(s).	

Also, you should review the system requirements for using Microsoft Edge in IE mode from the Microsoft documentation – <u>https://docs.microsoft.com/en-us/deployedge/edge-ie-mode</u> – notably, Internet Explorer 11 must remain enabled in Windows Features.

Install Microsoft .NET Framework

Microsoft .NET Framework is essential for using the Media Player in Quantify Search & Replay. Verify the appropriate Microsoft .NET Framework version is installed on the computer you are configuring Microsoft Edge/Internet Explorer for use with Quantify. You may need to consult your IT Help Desk to install or verify this.

- Quantify 5B and below requires Microsoft .NET Framework 3.5.
- Quantify 5C and above requires Microsoft .NET Framework 4.5.2.
- Chrome and Firefox require Microsoft .NET Framework 4.6.2. If you use either of these browsers as well as Edge, you will need to install both .NET 3.5/4.5.2 and .NET 4.6.2.

Quantify Media Player Plugin

Note that the first time you replay a call, the Media Player plugin will be downloaded from the recorder. This can delay the playback a little, but is only done once. However, using a proxy server **may** prevent the plugin from being downloaded — you can either:

- Temporarily disable use of the proxy: Windows Control Panel > Internet Options > Connections > LAN Settings and untick Use a Proxy server.
- Add the recorder IP address to the proxy exceptions list: Windows Control Panel > Internet Options > Connections > LAN Settings > Advanced, and add the recorder IP address to the Exceptions list.



Configure Microsoft Edge Browser for Internet Explorer Mode

٥

Ctrl+T

Ctrl+N

Ctrl+Shift+N

Ctrl+Shift+O

Ctrl+Shift+Y

Ctrl+H

Ctrl+J

Ctrl+P

Ctrl+F

Ctrl+Shift+S

Ctrl+Shift+U

- 100% +

...

2

>

>

>

合 企 角

🖻 New tab

New window

Zoom

S_≡ Favorites

3 History

B Apps

Bhare
 Find on page

G Collections

C ExtensionsPrint

🚱 Web capture

A[®] Read aloud

Settings
 Help and feedback

Exit Internet Explorer mode
 More tools

Close Microsoft Edge

Rew InPrivate window

Open Microsoft Edge Browser and go to Settings by choosing the three dots in the upper right and selecting Settings.

× In Settings configure these items:

- 1. Select Default browser from left hand menu.
- 2. Under Allow sites to be reloaded in Internet Explorer mode, select Allow from the drop down box.
- 3. Under Internet Explorer mode pages, click the Add button and add the website to your Red Box Quantify server. For example, <u>http://192.168.1.100</u> or <u>http://redboxserver</u>

Note you'll have to do this every 30 days from the date you add the page here or optionally for more permanent setting, your IT Dept can follow the instructions located at this website <u>here</u> to do this through Group Policy.

Settings	Default browser			
Q Search settings	Microsoft Edge is your default browser		Make	default
Profiles				
Privacy, search, and services				
Appearance	Internet Explorer compatibility			
Start, home, and new tabs		~		
🖄 Share, copy and paste	Let Internet Explorer open sites in Microsoft Edg	ie 🕐	Ne	/er V
Cookies and site permissions	when browsing in internet explorer you can choose to au	contaucally open sites in Microsoft Edge		
Default browser				
	Allow sites to be reloaded in Internet Explorer m	Allow Allow Sites to be reloaded in Internet Explorer mode (3)		
😵 Family	Explorer mode	a expert for companying, you can choose to reto	ad te in internet	
A ² t Languages	Internet Explorer mode pages			Add
Printers	These pages will open in Internet Explorer mode for 30 da	These pages will open in Internet Explorer mode for 30 days from the date you add the page. You have 1 page that'll automatically open in		
😐 System	Internet Explorer mode.			
O Reset settings	Page	Date added	Expires	
Phone and other devices	http://localhost/	2/24/2022	3/26/2022	⑩
☆ Accessibility				
About Microsoft Edge				

Configure Internet Options

From Windows Start menu, type Internet Options and hit enter to open Internet Options Control panel.

𝒫 Internet Options	
All Apps Documents Web More ~ -	운
Best match	
Internet Options Control panel	
Search the web	Internet Options





Add Recorder to Trusted Sites

Adding the recorder to the list of trusted sites allows you to lower the security settings and use Quantify without having to constantly deal with security alerts.

To add the recorder to the trusted sites list:

- Select the Security tab, then select Trusted Sites and click the Sites button.
- In the Trusted Sites dialog, enter http:// and the IP address or hostname you use to access recorder in the Add this website to the zone field and click Add. For example, <u>http://192.168.1.100</u> or <u>http://redboxserver</u>

Note that if you access the recorder using https instead, make sure that the **Require server verification** option is ticked. Otherwise, uncheck this option if you access the recorder using http. Most users only use https o typically this option should be unchecked.

dect a zone to view or change security settings.	9	You can add and remove website this zone will use the zone's secu	es from this zone. All websites i rity settings.
Internet Local intranet Trusted sites Restr sit	ricted es	Add this website to the zone:	Add
Trusted sites	Sites	Websites:	
 trust not to damage your computer or your files, You have websites in this zone. Security level for this zone 		http://localhost	Remove
Custom Custom settings. - To change the settings, dick Custom I	evel.	Require server verification (https:) for	all sites in this zone
- To use the recommended settings, clic	ik Default level.		Close
Custom level	Default level	Custom	level Default level
Reset all zones	to default level	Re	eset all zones to default level





Enable Active X Scripts

Enabling Active X Scripts is essential for using the Media Player in Quantify Search & Replay.

To enable Active X Scripts:

1. From the same Security tab and Trusted Sites, click the Custom level button.

2. Scroll down to the Active X Controls and Plugins section, find Initialize and script Active X controls not marked as safe for scripting and select Enable. Note that this setting is only applied to trusted sites, so security is maintained.

General Security Privacy Content Connections Programs Advanced	Security Settings - Trusted Sites Zone	Security Settings - Trusted Sites Zone X
Select a zone to view or change security settings. Internet Local intranet TURENGI BIBBS Arrestored Sizes Tursted sizes Tu	Settings	Settings

Install Media Player Certificate

Installing the Red Box Media Player certificate is essential for using the Media Player in Quantify Search & Replay.

To install the Media Player certificate:

- 1. Login to Quantify as usual and click link in upper right for **Options > Support Centre > Downloads**.
- 2. Click the Media Player install certificate link to download the Media Player certificate and save the redboxrecorders.p7b file to an easy to find location.
- 3. In Windows explorer, locate the redboxrecorders.p7b certificate file you saved.
- 4. Right click the redboxrecorders.p7b file, and select Install Certificate.
- 5. Follow the on-screen instructions to install the certificate. On the Certificate Store screen, click Place all certificates in the following store, then click Browse and select Trusted Publishers.
- 6. Click Next to finish installing certificate.



Once all the above has been successfully completed, refresh or close and restart Microsoft Edge Browser and attempt to replay calls.

Install Quantify Media Player Replay Plugin

If a Pop Up window appears when you login to Quantify asking if you want to run this application, click **Run** to install the required Media Player Replay Plugin.



Next Cancel