Propio ONE Technical Requirements

Propio ONE does not require special equipment, but ensuring the following requirements are met will help optimize your experience with Propio ONE.

🍎 Apple Devices

- **iPHONE iOS** latest version + 1 previous (min of iOS 15)
- **iPAD: iOS** latest version + 1 previous (min of iOS 15)

🤖 Android Devices

- **Android OS** latest version +1 previous

🖥 Desktop

- **Web enabled and connected with Google Chrome browser**
- **Ensure the following URL/Web Filtering Allowed**

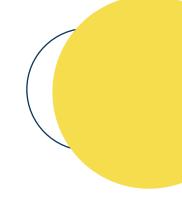 Allow the following URLs as an allowed/approved destination:

  - ***.propio-LS.com** via HTTPS
  - ***.twilio.com via HTTPS**
  - ***.launchdarkly.com** via HTTPS
  - ***.datadoghq.com** via HTTPS
  - **noreply@mail1.propio-LS.com**

- **Firewall IP/Ports/Hostnames to allow**

  - Propio uses Twilio for connecting end users with our Interpreters via voice and/or video. Twilio provides a detailed list of IPs and hostnames that are used in the communication traffic flow found on the following pages:

    https://www.twilio.com/docs/video/ip-addresses#signaling-communication

    https://www.twilio.com/docs/video/ip-addresses#additional-connectivity-requirements

    https://www.twilio.com/docs/sip-trunking/ip-addresses

  - Proxy Servers/SSL Decryption: Propio sites (***.propio-LS.com**) as well as Twilio's sites (***.twilio.com**) should be bypassed if organization has a proxy server as it can break the real-time encrypted traffic.

  - If the organization uses SSL decryption on the edge/firewall, Propio sites (***.propio-LS.com, api.PropioLS.com, one.propio-LS.com or *.twilio.com**) and the above IPs/Hostnames/Ports to be allowed should be bypassed from SSL decryption as this may break voice or video calls between end users and Propio's interpreters.

Minimum General Requirements

- **Camera** must be enabled for video communication
- **Mic and speakers enabled** for audio
- **Network:** A minimum bandwidth of 1 megabits per second (mbps) is required for each video session.
- **Network performance** requirements:
  - Average Jitter under **12ms**
  - Average Latency under **50ms**

Proactively Test and Verify Network Settings
- Twilio network compatibility and settings test: https://networktest.twilio.com/

- Twilio video diagnostic test: https://video-diagnostics.twilio.com/

- **WebSockets** over **WSS**
- **Network routes** for a dedicated connection:

  If a dedicated router exists on the client premise, the following network route will need to be configured to route data and video to the Propio environment: Destination Network Subnet **65.61.53.0/24.**

Other ways to connect:

🌐 URL to Authenticate

Bypass the access code by giving your users a custom URL to login to Propio ONE web. Contact your CSM to learn more.

🗄 MDM Support

Propio provides full scale MDM support through native integrations. You own and manage your devices directly out of your existing MDM, and Propio works directly with your team to ensure an out of the box configuration so devices can be used on day one when they arrive.

propio