



## How to Configure Edge Browser for Quantify

### Client PC Specification

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

<b>OS</b>	Microsoft Windows 8/10/11 with: <ul style="list-style-type: none"><li>• Microsoft .NET Framework 3.5 (Quantify 5B and below)</li><li>• Microsoft .NET Framework 4.5.2 (Quantify 5C and above)</li></ul>
<b>Processor</b>	Intel Dual Core Pentium 2 GHz or higher
<b>Memory</b>	4 GB RAM or higher
<b>Network</b>	LAN/WAN access to Recorder Server with 100MB NIC or higher
<b>HDD/SSD</b>	50GB Free Space and access to C: drive
<b>Browser</b>	Microsoft Edge Version 93 or above
<b>Screen Resolution</b>	Screen resolution 1280x1024 or higher
<b>Misc</b>	Sound card, plus speakers or headphones. Permissions to the “ <b>Users</b> ” area of the HDD and <b>C:\Quantify</b> folder(s).

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

### Install Microsoft .NET Framework

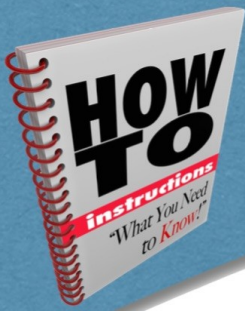
Microsoft .NET Framework is essential for using the Media Player in Quantify Search & Replay. Verify the appropriate Microsoft .NET Framework version is installed on the computer you are configuring Microsoft Edge/Internet Explorer for use with Quantify. You may need to consult your IT Help Desk to install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

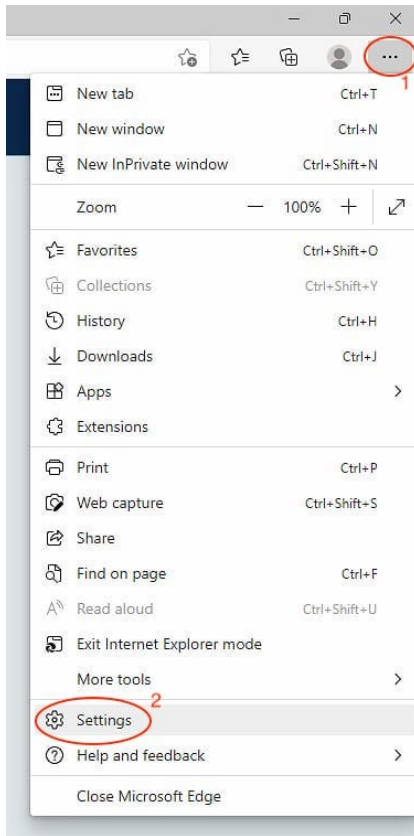
- Temporarily disable use of the proxy: **Windows Control Panel > Internet Options > Connections > LAN Settings** and untick **Use a Proxy server**.
- Add the recorder IP address to the proxy exceptions list: **Windows Control Panel > Internet Options > Connections > LAN Settings > Advanced**, and add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



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## Configure Microsoft Edge Browser for Internet Explorer Mode

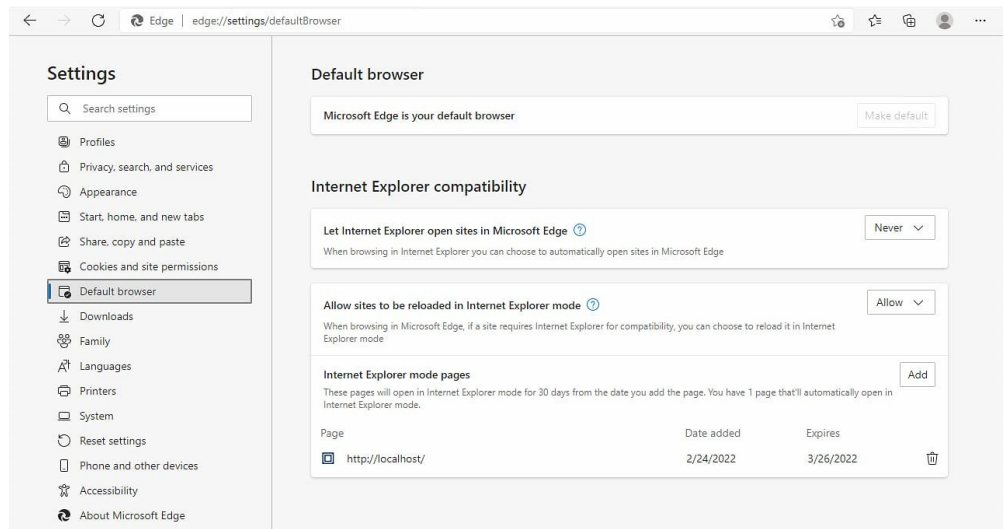
Open Microsoft Edge Browser and go to **Settings** by choosing the three dots in the upper right and selecting **Settings**.



In Settings configure these items:

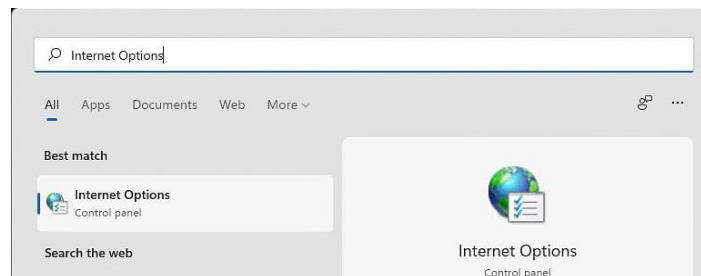
1. Select **Default browser** from left hand menu.
2. Under **Allow sites to be reloaded in Internet Explorer mode**, select **Allow** from the drop down box.
3. Under **Internet Explorer mode pages**, click the **Add** button and add the website to your Red Box Quantify server. For example, <http://192.168.1.100>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

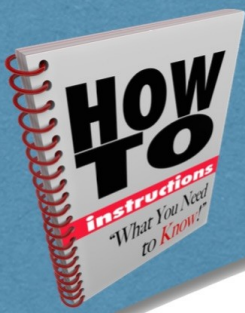
Note you'll have to do this every 30 days from the date you add the page here or optionally for more permanent setting, your IT Dept can follow the instructions located at this website [here](#) to do this through Group Policy.



## Configure Internet Options

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





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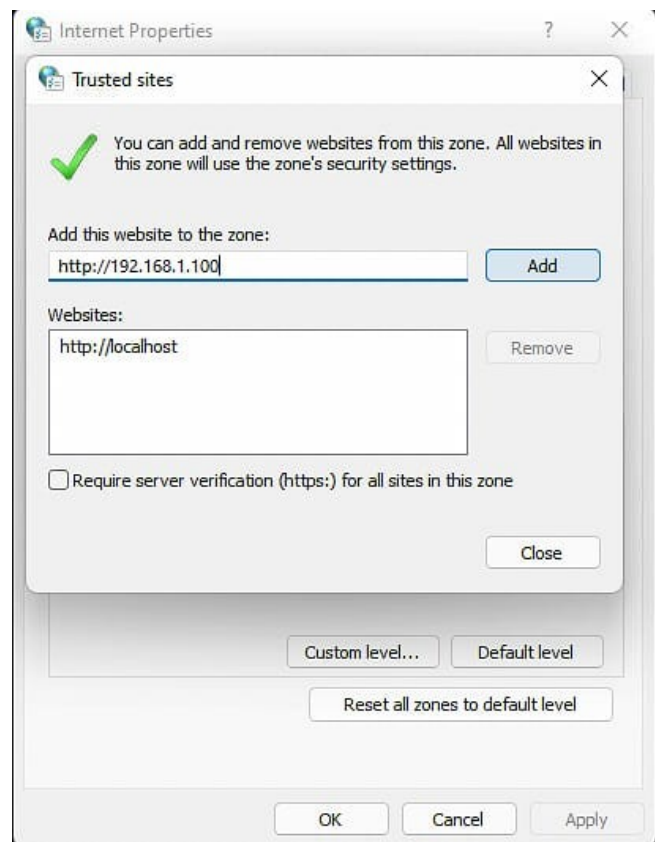
### Add Recorder to Trusted Sites

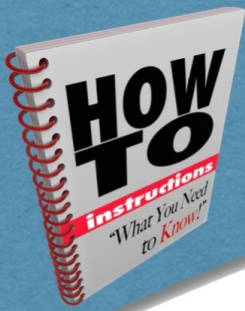
Adding the recorder to the list of trusted sites allows you to lower the security settings and use Quantify without having to constantly deal with security alerts.

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, <http://192.168.1.100> or <http://redboxserver>

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 http so typically this option should be unchecked.





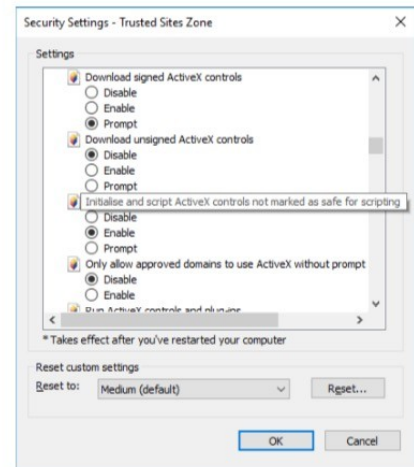
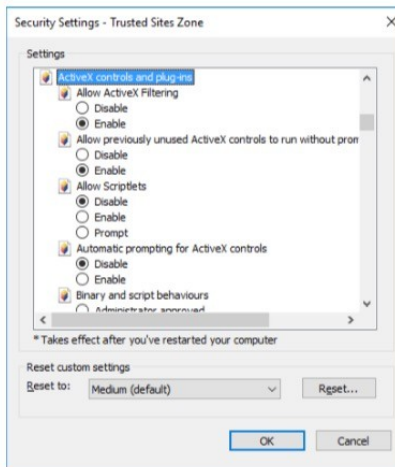
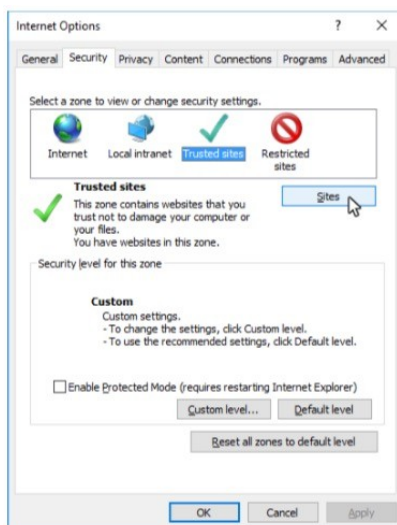
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### Enable Active X Scripts

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.



### Install Media Player Certificate

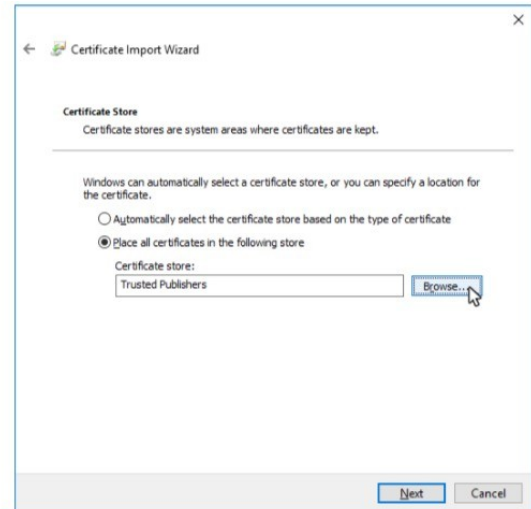
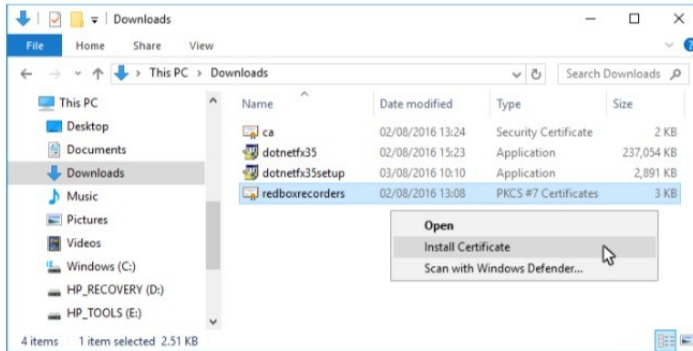
Installing the Red Box Media Player certificate is essential for using the Media Player in Quantify Search & Replay.

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.



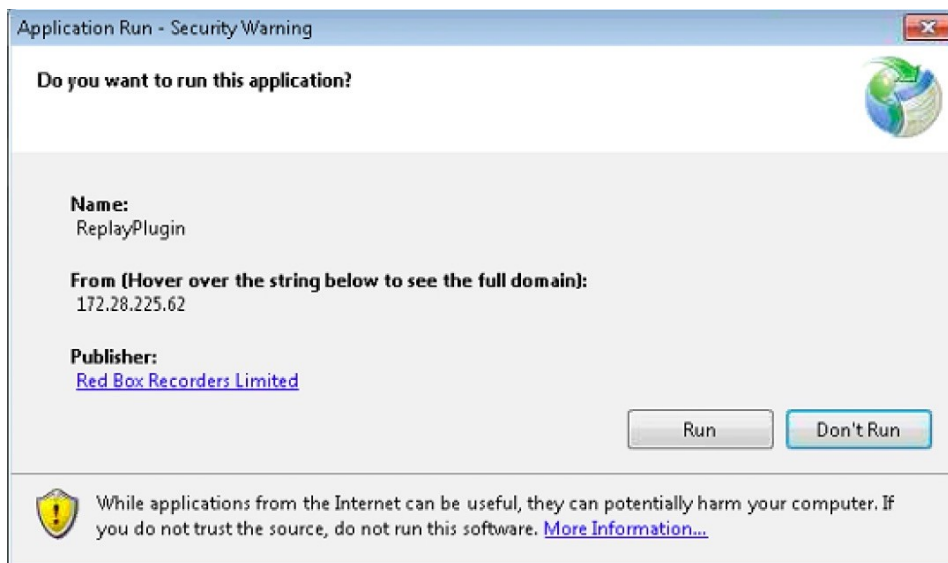
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Once all the above has been successfully completed, refresh or close and restart Microsoft Edge Browser and attempt to replay calls.

### 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.



For additional inquiries you can contact us at:  
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(800) 285-2950