



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** 18.4.1 +1 previous (minimum iOS 18.3.9)
- **IPAD iOS** 18.4.1 +1 previous (minimum iOS 18.3.9)



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
- ***.tokbox.com** via HTTPS
- ***.opentok.com** via HTTPS
- ***.vonage.com** via HTTPS
- **noreply@mail.propio.com**

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

Propio uses Twilio and Vonage for connecting end users with our Interpreters via voice and/or video. They provide 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>
- <https://www.twilio.com/docs/global-infrastructure/firewall-configurations/programmable-voice-sdks>
- <https://api.support.vonage.com/hc/en-us/articles/11117874324508-What-are-the-Vonage-Video-API-network-connectivity-requirements>

- Proxy Servers/SSL Decryption: Propio sites (***.propio-LS.com**) as well as Twilio and Vonage's sites (***.twilio.com** / ***.vonage.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.com**, ***.vonage.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.





- **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 video diagnostic test: <https://video-diagnostics.twilio.com/>
- Vonage video diagnostic test: <https://tokbox.com/developer/tools/precall/>
- **WebSockets** over **WSS**



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.