

TECHNICAL REQUIREMENTS



AKOYA.NET

SEPTEMBER 25, 2016

Akoya.net is a cloud database solution. While most of the key functionality will work in any computer, operating system, or browser, there are some system requirements and prerequisites to keep in mind. This document gives an overview of the compatibility of key CRM features with Windows OS and Mac OS.

BROWSER AND OPERATING SYSTEM REQUIREMENTS

Akoya.net is design to work best on networks with bandwidth greater than 50 KBps and Latency under 150 ms.

The following operating system and web browser combinations will support access to Akoya.net:

Windows 10:

- **Internet Explorer 11** on devices running Windows 10, Windows 8.1, or Windows 7
- **Mozilla Firefox** (latest publicly released version) on devices running Windows 10, Windows 8.1, or Windows 7
- **Google Chrome** (latest publicly released version) on devices running Windows 10, Windows 9.1, Windows 7, or Android 10 tablet
- **Apple Safari** (latest publicly released version) running on Mac OS X 10.8 (Mountain Lion), 10.9 (Mavericks), 10.10 (Yosemite), or Apple iPad
- **Microsoft Edge** running on Windows 10

Users who try to view Akoya.net in an unsupported browser configuration (e.g. using Chrome on Mac OS X) may be redirected to the mobile version of the site, which has limited functionality.

EMAIL TRACKING

Windows and Mac OS users will be able to send emails directly from Akoya.net in any browser. In addition, Windows users will be able to track incoming emails by installing Microsoft Outlook and the CRM for Outlook plugin. Mac OS users will be limited to sending emails directly from CRM.

STANDARD INTEGRATIONS

The following integrations included in Akoya.net are only available on Windows OS with Microsoft Office 365, Microsoft Office 2016, 2013, or 2010.

- Export data to Microsoft Excel, including dynamic worksheets
- Mail Merge to Microsoft Word, including merge to email
- Integration with for Microsoft Outlook, including track emails, create records from email messages, synchronize appointments and tasks, and work offline