

VFPnext® Network, OS, Browser, and Device Recommendations

Contact support@vfp.us for technical questions/assistance.

To implement the VFPnext® Digital Suite: Guest Register, Tour, and Digital Enrollment, VFPnext® recommends a high quality, site-specific network design and quality hardware. Please be sure to review carefully, the following information is important.

Networking Quality and Capacity Recommendations

VFPnext® recommends full bars of signal quality and an absolute **minimum of three (3) consistent Mbps of network bandwidth per device**. For systems running a tour that may or may not include videos, we recommend a **minimum of ten (10) consistent Mbps per device**. Use the services of a networking specialist for a site-specific network design that can provide these values through every location in your club.

Quality flows from network infrastructure (routers, access points, signal enhancers, etc).

- ❑ VFPnext® recommends business-class networking hardware (routers, access points, etc).
- ❑ A minimum of two (2) or more extenders or access points depending on club configuration to eliminate packet loss, minimize latency, and ensure data integrity.
- ❑ VFPnext® can provide you with a solution for implementing a business-class network - contact us at network@vfp.us for more information.

Capacity relates to internet service provider and network infrastructure

- ❑ VFPnext® strongly recommends a minimum of 10 Mbps, no less than 3Mbps (if not using a Tour or videos) of network bandwidth **per device** in use on a single network connection.
- ❑ **Ideal:** Apple iPad network connectivity should be prioritized/dedicated (see also Connectivity below).

Quality and capacity will also be influenced by connectivity choice (see below).

iPad Count, Connectivity, and Specifications Recommendations

- ❑ VFPnext® recommends three to five (3-5*) 9.7"+ Apple iPad Air 2 (produced 2-3 years ago or later) tablets (with 4G/LTE wireless or WiFi). Certified refurbished OK!
**Normal traffic clubs. Higher traffic clubs will likely require more devices.*

Connectivity can be:

- ❑ High-speed WiFi secured network (Recommended: 10-20Mbps or greater per device).
- ❑ **Remote/Presale Option:** Devices with 4G/LTE connected to a wireless provider (e.g. Sprint, Verizon, AT&T, etc.)
Mobile HotSpots **not recommended for high-traffic events.*

Device Specifications:

- ❑ **Device:** Apple iPad (produced within 2-3 years or newer) with iOS 11 (or newer) preferred.
Non-iOS (Apple) devices are **not recommended and are not fully supported.*
- ❑ **Screen Size:** 9.7"+ (Apple iPad Mini supported, but not recommended)

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- ❑ **Memory:** Any; since VFPnext® is web based, storage/memory does not have a guideline.

Operating Systems & Browsers (for: CRM/STM on desktops/laptops, DGR/DE on iPads):

Google Chrome on Desktop/Laptop Computers:

Windows: To use Chrome Browser on Windows, you'll need:

- ❑ Windows 8, Windows 8.1, Windows 10 or later

Mac: To use Chrome Browser on Mac, you'll need:

- ❑ OS X Yosemite 10.10 or later

Safari on iPads:

Windows: Not recommended.

Mac: *Recommended* To run Safari 6.0, you'll need:

- ❑ a Mac running Mac OS X v10.7.4 or later.

To run Safari 5.1.7, you'll need:

- ❑ a Mac running Mac OS X v10.6.8

To run Safari 5.0.6, you'll need:

- ❑ a Mac running on Mac OS X 10.5.8.

64-bit builds

- ❑ The version of Safari included in Mac OS X v10.6 (and later versions) is compiled for 64-bit architecture. Apple claims that running Safari in 64-bit mode will increase rendering speeds by up to 50%.
- ❑ On 64-bit devices, iOS and its stock apps are 64-bit builds including Safari.

Required (prior to Go-Live Date) Network and Apple iPad Testing

1. **Connect your Apple iPad to the WiFi** network designated for the iPads to use in-club (this network should not be shared by guests and/or staff devices)
2. **Open Safari** on the device you're testing
3. Navigate to <http://speed.vfpnext.com>
4. **Tap "GO"** and let the speed test run
5. Once the test is complete, **tap the "Copy Link"** button
6. **Send the link to us** via the Support Chat anywhere in vfpnext.com, or:
Please mention the **area the test was run when delivering the link via support chat.
7. **Send the link to support@vfp.us**
Edit the Subject line of the email to include your **brand, location and **area the test was run**. (e.g. front desk, reception area, women's locker room, group-x room, front desk, free-weight room, pre-sale location, off-site location, etc.)

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Repeat the process, performing several tests around all areas and along the route the team will take when using the VFPnext® Digital Suite.

For Presales: This test series (above) should be run again just prior to go-live date to confirm any network changes made are sufficient to support the VFPnext® Digital Suite. Instructions will be available in the [Apple iPad Setup](#) presentation.

Digital Suite site whitelist & Training video library:
NETWORK TECHNICIAN: PLEASE INCLUDE THE ASTERISKS ()*

Web Applications

- *.vfpnext.com
- *.digitalsdk.com
- *.cloudfront.net
- *.mivfp.com
- *.myvfp.com

Reporting and Support

- *.gravatar.com
- *.newrelic.com
- *.nr-data.net
- *.atlassian.net
- *.jivosite.com

Integrations

-Motionsoft only

- *.mosopay.com

-ABC Financial only

- *.abcfinancial.net
- *.abcfinancial.com

Video

- *.vimeocdn.com
- *.vimeo.com
- *.akamaized.net

Training (optional)

- *.google.com
- *.join.me
- *.useloom.com