



# KOGNITIV SPARK

**PC Quick Start Guide**

*RemoteSpark 2.x*

# PC Preparation

Anyone using RemoteSpark on their PC will need to ensure that it is prepared and ready for use.

## Software Requirements

A Windows 10/11 PC or tablet is required to run RemoteSpark with Windows 10 version 1709 (build 16299) or later installed.

[More information](#)

## Hardware Requirements

Network connectivity (wireless or ethernet)  
Microphone

[More information](#)

## Corporate Policies

Corporate policies may prevent permissions for microphone use. Please ensure the microphone access is granted and the microphone is active as it is required to launch RemoteSpark.

## Install RemoteSpark Client from Microsoft Store

The latest version of RemoteSpark is available for download for free from the Microsoft Store. If corporate policies dictate that you are not able to access the Microsoft Store please contact Kognitiv Spark for the latest sideload package and install instructions.

[More information](#)

# User Accounts

Please determine which of the following authentication methods you will use accessing RemoteSpark.

## **Recommended for Production: Microsoft Accounts**

RemoteSpark's Microsoft authentication method works with Managed Service Accounts (MSA), Office 365 (O365) accounts, and Azure Active Directory (AAD) accounts. Users can create accounts and log in via their corporate or personal Microsoft accounts with a single click.

Corporate policies may require that our tenant be whitelisted by your corporate IT department. If this is the case, Kognitiv Spark will work with your IT department to provision that.

Note: we do not support Active Directory accounts.

## **RemoteSpark Accounts**

If a Microsoft account is not available or users choose not to use one, they're able to create a RemoteSpark account with any valid email address.

[\*\*More information\*\*](#)

# Network Setup

Please ensure that the following settings are in place on your network to begin your RemoteSpark rollout:

## Firewall Rules

Please ensure each location that RemoteSpark will be used has the following firewall configuration.

|                        |   |
|------------------------|---|
| Ports                  | 443 (TCP)<br>3478 (TCP/UDP)   |
| STUN/TURN IP addresses | 172.177.54.92<br>20.123.158.134   |
| Endpoints              | https://cloudv2030.kognitivspark.net/api/<br>GlobalRS2CDN.azureedge.net<br>https://cloudv2030northamerica.kognitivspark.net/api/<br>https://northamericarstorage2030.blob.core.windows.net<br>https://cloudv2030europe.kognitivspark.net/api/<br>https://europelocalstorage2030.blob.core.windows.net |
| STUN/TURN redundancies | global.turn.twilio.com<br>stun.google.com   |

### [More information](#)

## STUN/TURN Test Tool

After implementing the Firewall Rules detailed above, please ensure that everything is configured correctly with our STUN/TURN Test Tool. This tool needs to be run at each location.

### [More information](#)

## Bandwidth Requirements

The recommended minimum bandwidth requirement is at least 128 kbps. Video calls may be possible with upload or download speeds below 128 kbps, but you may experience feature degradation.

Where possible, when using RemoteSpark in low bandwidth environments, make sure to initiate RemoteSpark video calls with a low-bandwidth mode.

### [More information](#)