

Learnship Platform Test

How to use the Technical Check of the Learnship Virtual Classroom

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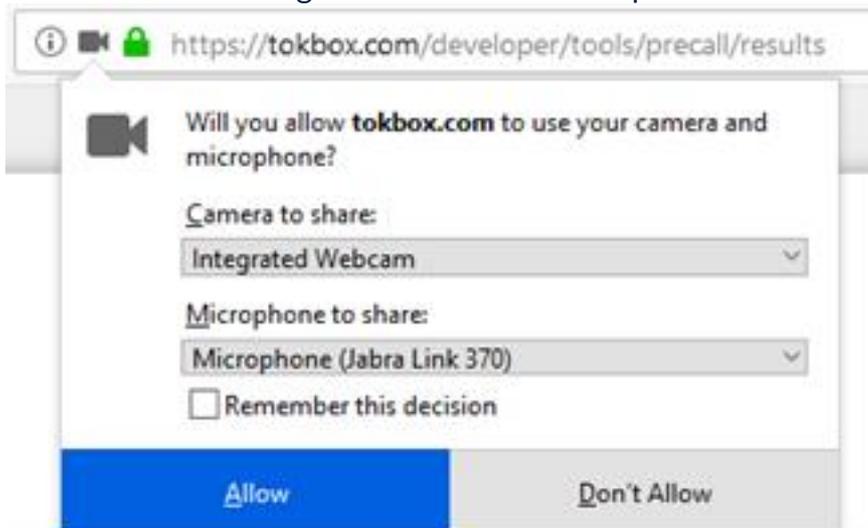
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Mozilla Firefox (latest version)

1. Visit the website: <https://tokbox.com/developer/tools/precall/>
2. Run the Test

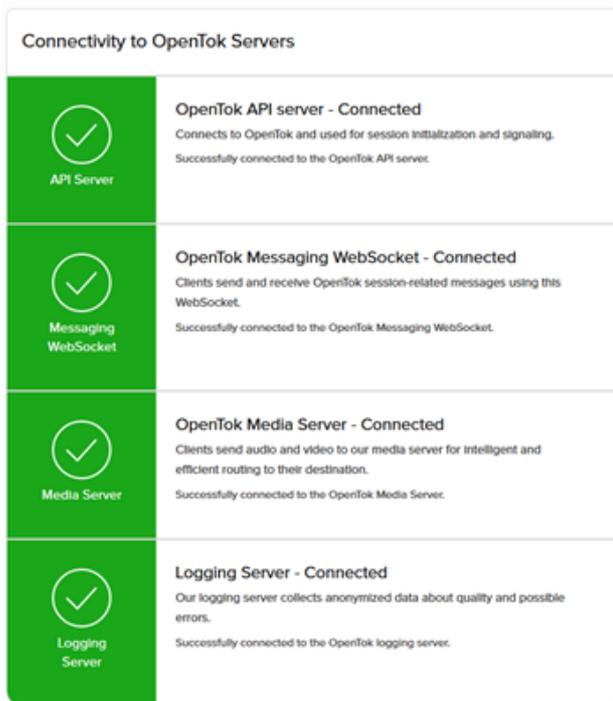


3. Allow the website to have access to your Microphone and Webcam
You are able to change the source in the drop-down menu.

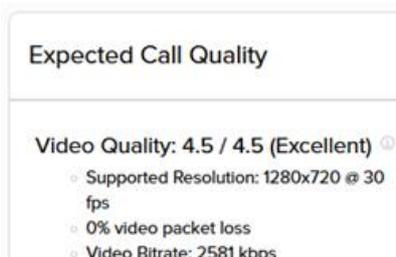


4. "Remember this decision" will save your selection for the future.

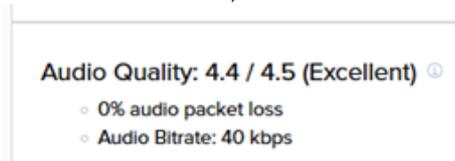
- a. To reset the settings (decision which input is selected) in the browser please delete your Cache:
<https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>
5. When the Firewall is open for the Webcam and Audio Stream the results will look like this screenshot:



6. Expected Call Quality should be over 2.5 / 4.5 Points
- a. Video: Excellent, Good and Fair



- b. Audio: Excellent, Good and Fair



7. If there is a problem – to share the results with the GlobalEnglish Customer Support, please click on “Save this data as simple text”





8. And mark, copy and send the details to the GlobalEnglish Support Example:

Precall Results Summary

Hardware Setup Results:
Video capture device successfully found.
Audio capture device successfully found.
Firefox is supported by OpenTok.

Connectivity Test Results:
Successfully connected to the OpenTok API server.
Successfully connected to the OpenTok Messaging WebSocket.
Successfully connected to the OpenTok logging server.

Quality Test Results:
Video Quality: 4.5 / 4.5 (Excellent)
Recommended Resolution: 1280x720 @ 30 fps
0% video packet loss
Video Bitrate: 2581 kbps
Audio Quality: 4.4 / 4.5 (Excellent)
0% audio packet loss
Audio Bitrate: 40 kbps

General Statistics:
Session ID: 1_MX40NTYwNDg5Mn5-
MTU2OTgyNTc2MDI0N35tMUxoxZHhmSGf5TDZqVxZ1QjEw5mhVT3J-fg

Close

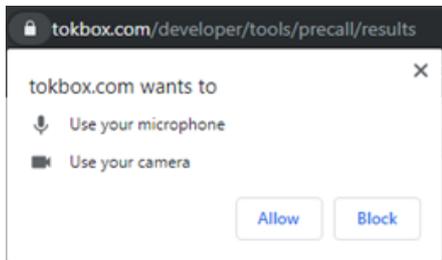
9. Test is complete!

NOTE: You can also watch this video guide - **Video-guide for Firefox:** [Link](#)

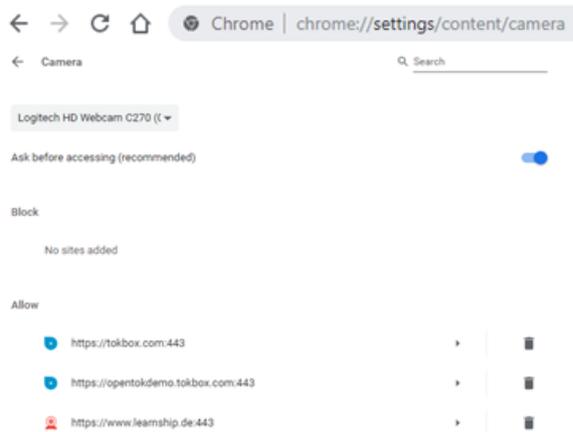
Google Chrome (latest version)

In Google Chrome Browser please follow the steps 1-9 which are explained above.

3. Allow the website to have access to your Microphone and Webcam



- a. You are able to change the Microphone and Webcam when go to this link: <chrome://settings/content/camera>



<chrome://settings/content/microphone>



4. To reset the settings (decision which input is selected) in the browser please delete your Cache: <https://support.google.com/accounts/answer/32050?hl=en>

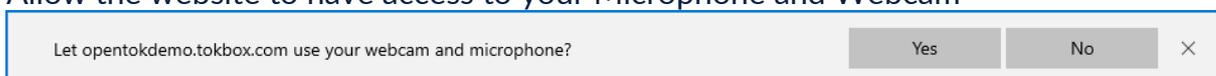
NOTE: You can also watch this video guide - **Video-guide for Chrome:** [Link](#)

Microsoft Edge (latest version)

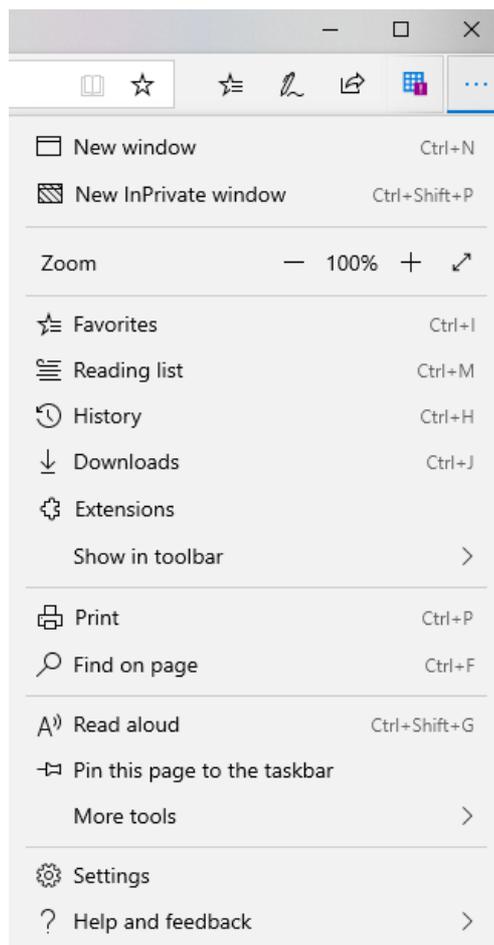
In Microsoft Edge Browser you will need to use another test-website. See points 1-4 below.

In the year 2020 Microsoft will release the new Edge Browser which is based on Chrome. This new Edge is available as [Edge-beta](#) starting October 2019. If you have Edge-beta you can follow the steps 1-9 which are explained above.

1. Visit the website: <https://opentokdemo.tokbox.com/room/learnship>
2. Allow the website to have access to your Microphone and Webcam

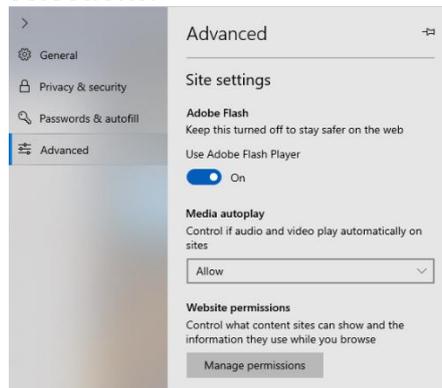


- a. You are able to delete your choice, please go to:
 - i. Launch Microsoft Edge.
 - ii. Click on the three dotted icon on the upper right side.
 - iii. Select "Settings"

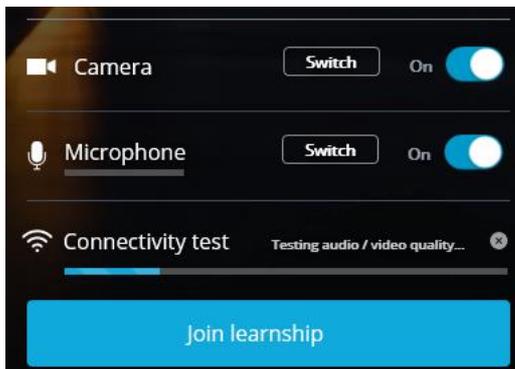


- iv. Click on "Advanced" Settings, scroll down to "Website permission".

- v. On "Manage permission" you can clear all the previously saved selections.



3. When you are able to see a webcam pictures and the "connectivity test" is successful, your Edge Browser is ready for WebRTC.



4. To reset the settings in the browser completely, please delete your Cache:
<https://support.microsoft.com/en-us/help/10607/microsoft-edge-view-delete-browser-history>

NOTE: You can also watch this video guide - **Video-guide for Edge:** [Link](#)

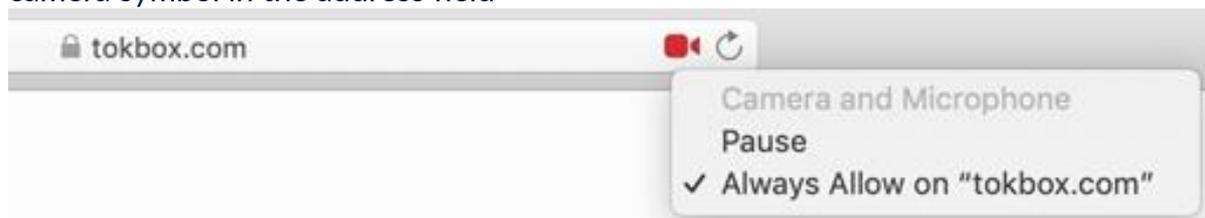
Apple Safari (latest version)

In Apple Safari please follow the steps 1-9 which are explained above.

3. Allow the website to have access to your Microphone and Webcam



- a. You can allow the access always when you click on the small red camera symbol in the address field



- b. To manage the access settings follow these steps:
<https://support.apple.com/en-gb/guide/safari/ibrwe2159f50/mac>

4. To reset the settings in the browser completely, please delete your Cache:
<https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>

NOTE: You can also watch this video guide - **Video-guide for Safari:** [Link](#)