

<u>WEB- BASED PLATFORM</u>	Learnship GlobalEnglish Standard	Learnship GlobalEnglish Coach, Executive Coach, Professional & SPRINT*	Learnship GlobalEnglish STEP/STEP+/ STEP+ Auto
Internet Connection	350 Kbps required. For optimum video content playback 1000 Kbps or higher strongly recommended.	350 Kbps required. For optimum video content playback 1000 Kbps or higher strongly recommended.	350 Kbps or higher required
Operating Systems and browsers supported Combinations IE stands for Internet Explorer and W for Windows	<ul style="list-style-type: none"> - IE 11: on W7 SP1 or W 8.1 or W10 - Microsoft Edge on W10. - Microsoft Edge Chromium on W 10 highly recommended. - Chrome and Firefox: latest versions on W7 SP1 or higher. - Latest Chrome version for Linux and Chrome OS. - Safari 11 or higher, Chrome 24 or higher, or Firefox 17 or higher on Mac OS 10.6 or higher. 	<ul style="list-style-type: none"> - * IE 11: on W7 SP1 or W 8.1 or W10 - Microsoft Edge on W10. - Microsoft Edge Chromium on W 10 highly recommended. - Chrome and Firefox: latest versions on W7 SP1 or higher. - Latest Chrome version for Linux and Chrome OS. - Latest version of Safari, Chrome or Firefox on Mac OS 10.6 or higher. 	<ul style="list-style-type: none"> - IE 11: on W7 SP1 or W 8.1 or W10 - Microsoft Edge on W10. - Microsoft Edge Chromium on W 10 - Chrome and Firefox: latest versions on W7 SP1 or higher. Remark: IE11 users are redirected to the 2017 version of the test. - Latest Chrome version for Linux and Chrome OS. - Latest versions recommended of Safari, Chrome, or Firefox on Mac.
Tablet and Mobile **	<ul style="list-style-type: none"> - Apple devices: IOS 11. x and above on Safari 11 or higher. - Android devices: Android 4.2 and above on Chrome and Firefox. Latest version recommended. - Windows Devices: Windows RT and above) on Internet Explorer 11 and above. 	<ul style="list-style-type: none"> - Apple devices: IOS 11. x and above on Safari 11.2 or higher. - Android devices: Android 4.2 and above on Chrome and Firefox. Latest version recommended. (For LS VC, Firefox is not compatible) - Windows Devices: Windows RT and above on Internet Explorer 11 and above. 	<ul style="list-style-type: none"> - Apple devices: iPhones and iPads on Safari. - Android devices: Android tablets and phones on Chrome. Latest version recommended. Windows Devices are not supported.

* **SPRINT product is not supported on IE11. Please see page 3 for more information.**

** Learnship GlobalEnglish One platform available on smartphones by typing edge.globalenglish.com in a mobile browser and by using usual credentials.
Screen Size: Landscape preferred and above 5.5" inches. For tablets, 9" inches and above.

For specifics on the Learnship Virtual Classroom, please check page 3.

Email	Optional; email clients should be configured to allow HTML emails from globalenglish.com , *Learnship.com and Learnship.de	Optional; email clients should be configured to allow HTML emails from globalenglish.com , *Learnship.com and Learnship.de	Optional; email clients should be configured to allow HTML emails from globalenglish.com , *Learnship.com and Learnship.de
Adobe Flash Player	Flash Player 32 or higher	Flash Player 32 or higher. Not required for Virtual Classroom or for tablets.	N/A as HTML5 format used
WebRTC	N/A	WebRTC / OpenTok protocol in use See additional requirements.	N/A
Microphone	Microphone required. Headset with integrated noise cancelling microphone highly recommended.	Microphone required. Headset with integrated noise cancelling microphone highly recommended.	Microphone required. Headset with integrated noise cancelling microphone highly recommended.
Webcam	Not Applicable	Optional for webchat	Not Applicable

MOBILE APP	Where to download	Log in	Supported OS	Screen size	Web browser	Internet connection
Reach: Learnship GlobalEnglish learning mobile application	* Available on Apple's App Store and Google Play by searching for "GlobalEnglish Reach".	** The Learnship GlobalEnglish Reach application includes a shared profile and common log-in with the GlobalEnglish One web-based platform.	- Apple devices: running iOS 9 or higher. Compatible with iPhone, iPad, and iPod touch. - Android devices: Android 5 or higher on smart phones and tablets. Windows devices are not currently supported.	Reach works on devices of all sizes. Portrait mode only.	Not applicable: Reach is only available as a mobile app.	Connection with a smartphone: data or Wi-Fi recommended.

* For users located in China: available in the Apple store. Android version available in Tencent or APK in <https://support.globalenglish.com/themes/gesupport/reach-marketing/>

** Users with test products are not allowed to use the Reach application.

If you have any questions about the requirements detailed in this document, we would be happy to arrange an in-depth discussion with our technical team.

Sprint and most **Coach** learners will be prompted to use the **Virtual Classroom** for their live sessions. The Virtual Classroom environment is very easy to use and offers two different means of communication with teachers during one to one sessions:

1. The first one is **computer audio**. With **Chrome, Firefox, Edge, Chromium or Safari** this option works fine. After clicking on **JOIN NOW** the learner will enter the session. **It is very important** to click **Allow** in the pop-up window asking to allow the access to the microphone. The screensharing will be on the computer and the sound will be through the computer as well.
2. The second option is the **dial-in** option. It is available on **Internet Explorer 11, Chrome, Firefox, Edge, Chromium or Safari**. If choosing this option, the learner will get to a screen asking to enter a **PIN** code. The learner will have to call the telephone number appearing on the screen and then will hear a four-number PIN that has to be inserted in the corresponding field on the screen. The screensharing will be on the computer but the sound (the teacher's voice) will be through the phone. In Internet Explorer 11, no webcam stream is available.

You can test if your network meets the connectivity requirements using the Pre-call test tool. The Pre-call test tool allows you to:

- Test connectivity to our servers
- Collect speed statistics
- Test if your system is ready for camera, microphone and browser.

To run this diagnosis, please open the Pre-call test tool: <https://tokbox.com/developer/tools/precall/>

This is a critical [test](#), and it must be successful for the Virtual Classroom to work properly. If it is not, please contact Learnship GlobalEnglish Support for more details.

Important remarks: Please note that the **Virtual Classroom** is supported on the latest versions of **Microsoft Edge, Chrome, Firefox and Safari**. **Internet Explorer 11 is not compatible with the Computer Audio option of the Virtual Classroom.**

The accepted operational systems are **Windows 7 or later versions, or Mac OS X**. Please note that **Linux or Chrome OS** are not supported in the **Virtual Classroom environment**.

Virtual Classroom is not available on smart phones. It is available on tablets: Apple iPad (latest version of Safari) ; Android : latest versions of Chrome and Edge. Microsoft Surface: latest versions of Chrome and Edge.

Talk with the Teacher (TWT) is an optional classroom feature that enables the learners to attend real-time, online conversation sessions with native-speaker teachers and other learners from the digital platform when this feature is enabled.

Talk with the Teacher is supported only on the latest versions of Microsoft Edge, Chrome and Firefox on desktops, Android tablets and mobiles.

Remark: TWT works fine on MAC operational systems + Chrome/Firefox/ Safari's last versions. TWT is also available on iOS devices (iPhones & iPads) on Safari version $\geq v13.6$.

For **Talk with the Teacher** sessions on mobile devices, please make sure to have a stable wireless internet connection:

- For an Android mobile device, please use Chrome by preference or the Android default browser.
- For iOS devices, please use Safari's last version.
- Mobile devices with Windows OS are not supported.