

/learnship™/

Virtual Classroom

System Requirements



Document Scope

Learnship is a leading provider of online Face-To-Face training. This document helps end users of the Learnship Platform to get started with technology.

It covers the technical requirements when using the Learnship Platform with WebRTC technology.

If you are using Learnship for the first time or if you're experiencing issues using Learnship's services, please contact Learnship Support.

Basic Technical Requirements

This chapter covers the basic communication setup for a standard Learnship Classroom session. Please ensure that the following prerequisites are met:

- You have a **PC or notebook running Windows 7 or later or Mac OS X** which is powerful enough to display videos without problems.
- Your mobile device (only tablet) will work with the following compatible browsers on Android and iOS:
 - Google Chrome for Android (latest release version)
 - Safari for iOS (latest release version)
- See below for a full list of supported web browsers
- If you have any **firewall** or security appliances, they are configured to **allow outgoing HTTP and HTTPS connections to *.opentok.com, *.tokbox.com, *.learnship.com and *.learnship.de**
- You have a **stable broadband internet connection**
 - (As a rule of thumb, ≥ 3 Mbit/s download and ≥ 2 Mbit/s upload should work for all regular training sessions with video. For the best user experience in the Learnship Classroom, we advise to use a cable connection (with e.g. DSL internet connection) instead of WiFi or mobile hotspots as drops in the connection strength may degrade the live connection quality.)

- For mobile networks the minimum requirements are met with a stable WIFI or 4G (LTE or equivalent).

The audio and video conference

Recommendations

- Upon entering the classroom, please **grant access** to your microphone and webcam and make sure to select your favorite device if there is more than one available.
- For best audio quality, we recommend using a headset.
- For mobile devices (Tablet) a bluetooth or corded headphone is recommended.
- Making use of a webcam will greatly enhance your learning experience.

Your options

- **Computer audio** (Premium Quality)
You can join the audio conference simply with your computer or tablet.
- **Dial-in**
You can call via landline or mobile phone to a variety of international numbers (Please consider that local phone charges might apply).
- **Video**
You can activate or de-activate your own webcam at any point in the course of your session.

Web Browser






Supported: Every software release is tested with and approved for these browsers.



Unsupported: The classroom can be used, but video connection might not work. Audio connection can be established via telephone dial-in.



Blocked: Due to known incompatibilities, these browsers are blocked from access to the Learnship Classroom 2.x.

Category / Browser		Supported	Blocked	Unsupported
				
Personal Computer (Desktop or Laptop)	Chrome	Latest release version **	-	All others
	Edge	Latest release version	-	All others (incl. v.44 and below)
	Firefox	Latest release version & latest ESR *	-	All others
	Safari	13+ ***	7,8	All others
	Internet Explorer		All versions	
Apple iPad	Safari	Latest release version (13.6+)	-	Latest release version
	Other browsers (Chrome, Firefox, etc.)		All versions	
Android Tablets (Samsung, Huawei, etc.)	Chrome	Latest release version	-	All others
	Edge	Latest release version	-	All others
	Other browsers (Opera, Firefox, etc.)		All versions	
Microsoft Surface	Chrome	Latest release version	-	All others
	Edge	Latest release version	-	All others
	Other browsers (Opera, Firefox, etc.)		All versions	

As a general requirement, Learnship uses Server Name Indication (SNI) to provide services under different names over the same IP address (s. https://en.wikipedia.org/wiki/Server_Name_Indication). The web browser must support SNI which all current browsers do.

* Firefox follows the concept of providing a so called Extended Support Release (ESR) which is kept stable over a longer period of time. The current and previous ESR and the latest release are supported. You can find the current ESR at <https://www.mozilla.org/en-US/firefox/organizations/all/>.

** Chrome should be used with auto-updates. Learnship only supports the latest release officially. However, backwards compatibility is internally tested with the 10th major release before the current major release. This means, that if 84 is the current major release, Learnship Classroom is tested with release 84 and release 74. Only older version that are known to have issues will be blacklisted and can't be used.

Operating Systems

PC and Notebook:

We test all our releases on Windows 7,8 and 10 as well as on Mac OS X. The aforementioned Browser versions might continue to work on Windows XP and be functional on Linux Operating systems. However, both operating systems are not tested and not officially supported by Learnship.

iPad: All iPads with OS 13+ are supported (iPadOS)

Android Tablets: Latest OS versions are supported.

Microsoft Surface: Windows 10 / Windows 10 lite is supported

Other devices: Other tablets or phones (Amazon fire, iPhone, etc.) are not tested and officially supported by Learnship. Still some of them will work with the Learnship Classroom.

Screen Resolution

For PC and notebook:

The classroom is only correctly displayed on screens and with a viewport of at least 1024 x 768 px. Browser windows should be maximized.

Tablets:

Tablets are supported in landscape mode. The viewport must have at least 1024 x 768 px. Browser windows should be maximized.

Viewport vs. Physical resolution for mobile devices

Please consider that even if mobile devices support a high physical resolution, browser viewports can be much lower. To verify the viewport size of a mobile device please check <https://www.mydevice.io/> or a similar page.