SYSTEM REQUIREMENTS

1.1 To access the SalesITV Training Materials you require, and are entirely responsible for, the equipment, system requirements and connections specified under this clause which are necessary to access the World Wide Web.

1.2 Network and Internet Access Requirements

NETWORK AND INTERNET ACCESS REQUIREMENTS

Broadband/4g Internet connection recommended. Minimum download speed should be greater than approx. 300kbp/s to stream the training materials without additional buffering required during playback.

For browser which require flash player support to render the video (see software/browser requirements), videos are streamed using RTMP protocol, and therefore port 1935 traffic must be allowed through any network firewalls.

1.3 Hardware Requirements

HARDWARE REQUIREMENTS*

User should have access to Laptop/System with:

• OS: Windows, Mac, Ubuntu.
• Sound card - minimum 16bit, speakers/headphones

* Information give here is intended as a guide only. With the potential for so many different combinations of hardware, software and network configurations. We cannot guarantee the validity of the minimum recommendation with your exact setup without prior consultation.

** Operating systems not listed here may work reliably and acceptably, and while users are welcome to attempt usage of the system on any operating system and software combination, active testing of any new features, and any support required will only be given for the operating systems listed here. For optimal performance, or it having issues it is recommended to close down all other running applications, browser tabs and background process while competing training materials in order to dedicate as much system resources as available to the web browser rendering the training materials. It is expected that the operating system will be running on the local machine used to view the training materials – access via desktop streaming including but not limited to "citrix", "remote desktop" or "VNC" may work but is not supported. Hard disk space is not specifically listed – this should be determined be your OS and web browser of choice's minimum requirements.

SYSTEM REQUIREMENTS

OTHER REQUIREMENTS

^ If no dedicated video RAM is available, most devices will dedicate a portion of the system ram for video usage. To determine if your device meets our minimum specifications, your minimum RAM Calculations must take this into account if dedicated video RAM is not available. Where no video RAM minimum is specified, it's expected that the system will be able to run acceptably with only the minimum system RAM available under default settings a portion of system RAM would be reserved for video usage.

1.4 Software/ Web Browser Requirements

SOFTWARE / WEB BROWSER REQUIREMENTS*		
Legend	-	Not available
	P	Probable support. New features may not be 100% tested, any bugs found and reported may or may not be fixed at SalesITV's discretion. May require adobe flash player.
	S	Supported - should require no additional browser plugins
	Swf	Supported (may require Adobe flash player installed)

Desktops / Laptops

	IE11	Microsoft edge	Firefox 4.5+	Chrome Latest	Safari Latest
Windows 8, 8.1 & 10	S	S	Swf	S	-
Windows 7	S	S	Swf	S	-
Windows Vista	S	S	Swf	S	-
Mac OS X 10.5 +	-	-	P	S	S
Ubuntu 14.04+	-	-	P	P	-

** Chrome has pledged to drop support for h. 264 encoded mp4 files with html5 video API. If support for this is eventually dropped from Chrome, Chrome may require adobe flash player installed in future.

Smartphones/tablets

	Stock system browser	Third party / optional browsers
iOS 9+	S	-
Android 4.0+	S	P
Windows 8+	-	-

1.5 Mobile Application

HARDWARE REQUIREMENTS

Useability on mobile hardware devices depends largely on the software/operating system used. For this reason we are unable to recommend specific hardware.   However, as a general rule, when your hardware uses the supported software, we would expect that in most cases it would be able to run our mobile application.

SOFTWARE/OPERATING SYSTEM REQUIREMENTS

Operating System	Supported
Android 4.0+	S
iOS 9+	S

1.6 Support for Beta Features

Beta features refer to functionality that is made available to customers while it is still in a development phase. We do this to help get new functionality to customers faster, while also giving customers a chance to provide feedback and improvement ideas.

While we make every effort to ensure our Beta features are of high quality, and work well in all supported browsers, they are not officially supported. Neither design nor functionality during a beta phase should be considered guaranteed or final, and use of these features is optional, and outside the scope of Service Level Agreements.

All beta features can be identified by the label "Beta".

Bug reports (including browser support issues with officially supported browsers), and suggestions for improvements for Beta features are appreciated, however we cannot guarantee any timeframe for action of any support request or bugs reported which are related to a current Beta feature.

1.7 Known Issues

Functionality	Environment	Issue
Voice/audio input	ie Safari iOS	User cannot input/edit voice feed when application is opened using these browsers/OS , as these browsers do not support the technology SalesITV used to build this functionality. However, they can listen to already recorded inputs on these browsers.
Video upload	-	Limit for video upload is 50 mb, but while using device cameras, user will not be notified when the limit is exceeded. This can result in the user losing the recording. (Duration of recording is dependent on length of time it was done and the mode of video making (HD, UHD) Rough estimates : SD 480p can make upto 1 min video HD 720p can make upto 30 sec
Team meeting	Safari iOS Firefox	User cannot use team meeting audio conferencing functionality using these browsers as they do not support flash. However, video sync will work fine.