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|  | eCourses Technical Specifications |

EdisonLearning eCourses perform optimally when computers used to access the platform meet minimum hardware and software specifications. While eCourses may function properly on lesser hardware/software, EdisonLearning can only commit to support when eCourses are delivered via clients meeting minimum standards (see table below).

Student Technology

To use EdisonLearning eCourses, a student must have:

* A computer that meets or exceeds the minimum required specifications - see specific hardware and software requirements below. Please pay special attention to the browser, Flash, and Java requirements, as these applications are crucial to access the system.
* Access to a high-speed Internet connection
* The ability to record and save audio files for foreign language courses

Recommended, but not required, items:

* Headset with microphone
* Printer
* For PCs: Microsoft Office 2003 or newer or Apache Open Office
* For Macs: Microsoft Office 2004 or newer

Computer Specifications

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| --- | --- | --- | --- |
| Operating System Options | Required Applications | Supported Browsers | Minimum Hardware Specifications |
| **PC Users** |
| * Windows XP
* Windows 2003
* Windows Vista
* Windows 7
* Windows 8
 | * Apple QuickTime browser plug-in
* Adobe Flash Player 10
* Adobe Reader (or other PDF viewer)
* Java SDK required for Java course
 | * Firefox 4 .11 to Firefox 20
* Internet Explorer 9 and 10 (Must have Windows 7 or higher)
* Chrome 9 to Chrome 26
 | * 1.5 GHz CPU
* 512 MB RAM
* Monitor/screen with high-color (16 bit) display measuring 14.1” or larger, and at least 1024 x 768 resolution
* Disk space:100 MB
* Built-in microphone and speakers
* Integrated network card
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| **Mac Users** |
| * OSX 10.5, 10.6, or 10.7
 | * Apple QuickTime browser plug-in
* Adobe Flash Player 10
* Adobe Reader (or other PDF viewer)
* Java SDK required for Java course
 | * Safari 5 and Safari 6
* Chrome 9 to Chrome 26
 | * Intel-based Mac or Mac with a PowerPC G5, G4, or G3 processor and built-in FireWire
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Technology Assessment

Please perform an assessment of the computers that will be used with eCourses prior to implementation. This will confirm that they meet the above minimum requirements. If they do not meet these requirements, please update the hardware and/or software to meet these specifications.

Browser Refresh Settings

Users' Web browsers must be set to refresh every time a page is viewed (instead of loading a page from a stored cache) in order for the system to correctly display updated information.

Firewall IP Addresses and Ports

Your firewall must be open to the following Internet addresses in order to access our content:

* http://208.69.168.84
* http://208.69.168.86
* http://208.69.168.97
* http://208.69.168.98
* http://208.69.169.138
* http://208.95.242.6
* http://courseplayer.edisonlearning.com
* any domain ending in .edisonlearning.com

Your firewall must be open to the following TCP ports in order to access our content:

* port 80 for http
* port 443 for https
* port 9339 for Course Player software

Technology Support

EdisonLearning provides eCourses support through a dedicated service desk. Support for eCourses is available Monday through Friday, 7:30 AM to 9 PM ET by dialing 855-357-8776, option 1or by sending an email to **servicedesk\_online@edisonlearning.com**.