Technical Requirements
for Berlitz Online Instruction

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Technical Requirements Overview

Berlitz Online Classroom (Kaltura)

Information for user

Hardware		**Computer:** • Video display: 1024 x 768 minimum resolution • Sound card: Required • Speakers: Required (headsets can be used) • Microphone: Required (headset with integrated close-talk microphone recommended) CPU: 2 GHz or faster Memory: 2 GB minimum
Operating system		Windows 10, or 8.1
		Mac OS X, macOS 10.9 or later, iPad OS 13
Browser		Mozilla Firefox (latest version)
		Recommended: Google Chrome (latest version) → Note for configuration
		Microsoft Edge Chromium (latest version)
		Recommended: Safari (latest version) → Note for configuration When using the Safari web browser on Mac, you are required to install the desktop client. For additional information, please see Kaltura Meetings Desktop Client for Mac.
App		When using Kaltura Meetings on iOS devices, please download the Kaltura Video Conferencing app for iOS.
		When using Kaltura Meetings on Android devices, please download the Kaltura Video Conferencing app for Android.
System Preferences		Devices settings • In web browsers site settings menu allow access to your microphone and webcam. Screen Sharing

		• Under system preferences' "security & Privacy" settings allow screen sharing sometimes referred to as "screen recording". Cookies • Cookies must be enabled in order to use the Kaltura Meetings web platform and to join Berlitz Live Online Session. Third-party cookies should also be enabled to allow access to rooms running on inline frames (<iframe>).
Network		2 Mbps upload, 2 Mbps download minimum For best performance, 5Mbps upload and 5 Mbps download are recommended Broadband (wired connection recommended such as ADSL, Fiber optic cable or cable TV) If on a company network: • Internet connection 512 Kbits/s or faster • Network ports: TCP/IP

Our Berlitz instructors will use a camera during your lesson; however, you do not need to prepare a camera. However, we kindly ask you to turn your camera on during the whole training to ensure an active and practically oriented learning environment.

Depending on your system's environment and line status, you may experience limitations other than the matters described above.

Cookies must be enabled in order to use the web platform. Extensions or browser configurations that block or disable cookies may prevent participants from joining a Berlitz Live Online Session.

Tech-Check with your PC

Before starting your Berlitz language instruction or when you change your settings or PC, please check that your PC works well for Berlitz Live Online classes. If there are any problems, please use the service are in your MyBerlitz portal to contact us.
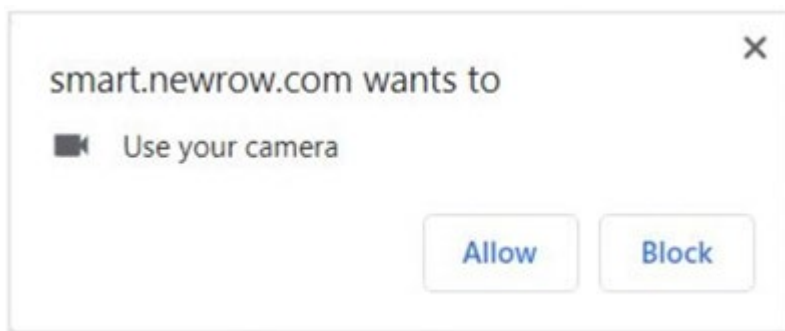
Technical Check

1. Please click here to perform the Technical Check:

Perform a Technical Check
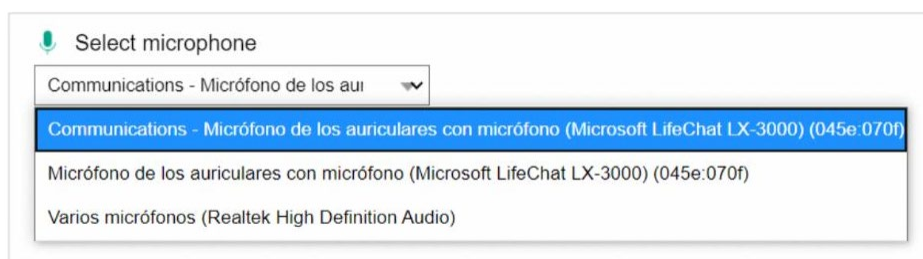
2. Click "Start Test" to begin.
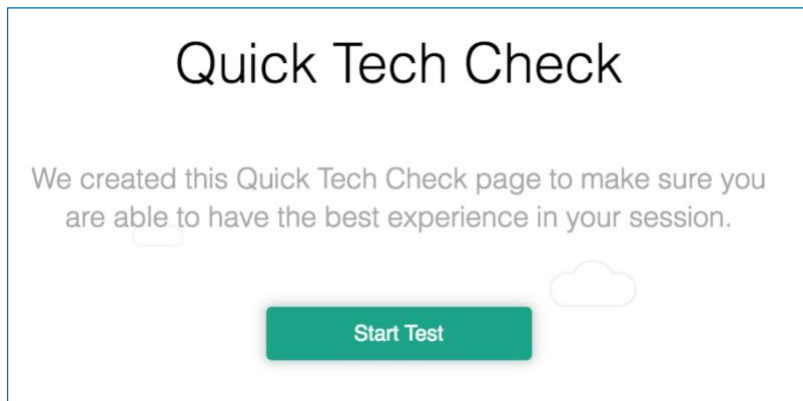
3. You will be prompted to allow access to your camera. You can choose to "Allow" or "Block" this action during the technical check.

4. Your technical check process will begin automatically, and you will be redirected to the next page.
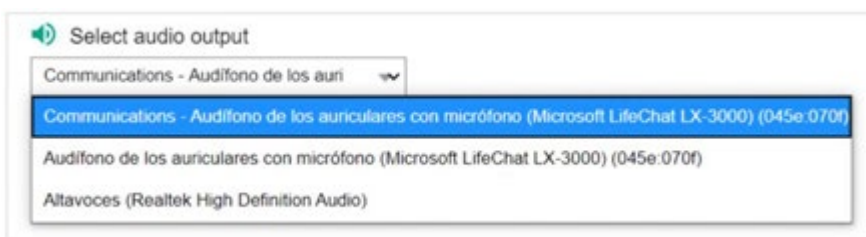

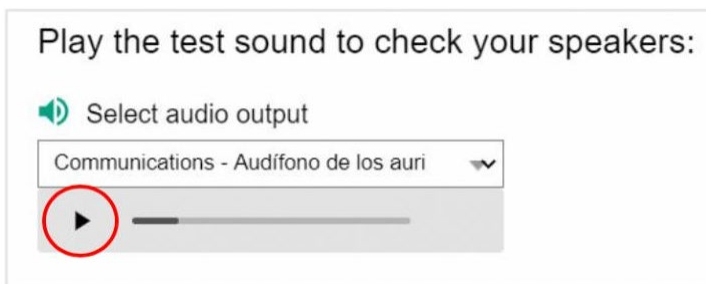5. To set up your microphone, select it from the dropdown list.

6. To test your microphone, fill the lines below.

7. To set up your audio, select the according one from the dropdown list.

8. To test your audio, play the test sound by clicking on the "Play" button.

9. Verify your connection quality in the chart below.

10. Your technical check is complete!

Technical requirements for company IT department

Ports	UDP: 80, 443 TCP: 80, 443 HTTP: 80,443 **Note:** Your organization will need to ensure that the network allows for the streaming and downloading of real time video/audio and enable the above-mentioned ports and protocols in the firewall.
Camera and microphone	Need access/permission in browser at all times
Sites/URLs to be whitelisted	*.smart.newrow.com *newrow.com. *.kaltura.com *.firebaseio.com *.kaltura.com.cn *.kme.kaltura.com.cn www.googleapis.com klive-a.akamaihd.net kalsegsec-a.akamaihd.net kms.a.akamaihd.net frp.newrow.com frp.smart.newrow.com KAF: 172.kaf.eu.kaltura.com
IP addresses	Newrow uses dynamic IP, so no IP to unblock.
WebRTC	Needs to be enabled.
Zscaler	If Zscaler is in use, then proxy needs to be enabled, or all the above in Zscaler.
Pop-up blockers	Disable pop-up blockers that prevent the student from being able to enter the classroom through the MyBerlitz student portal.
Citrix environment	Allow use of microphone and camera for students.
VPN usage	Can cause connection issues. Please review your company's privacy policy.
Supported browser	Google Chrome, Mozilla Firefox, Microsoft Edge Chromium, Safari
Operating system	Windows 11, 10, or 8 MacOS 11, iOS 11, or later

	Additional information: • iPhone 5S or later
Kaltura requirements:	https://knowledge.kaltura.com/help/kaltura-meeting-recommended-system-requirements-nr2

Note: A connection via remote desktop will not work.

If your organization is using Firewall or VPN, to configure your firewall to best work with Kaltura's Real Time Communication solutions, please follow the guidelines below.

Protocol	Ports	URL	Addresses
TCP TCP/TLS UDP	443 443 80, 443	*-turn.newrow.com	3.70.195.32/27 44.199.182.96/27 3.99.123.208/28 15.228.143.96/28 35.86.65.48/28 13.214.124.16/28 3.110.59.16/28 3.38.131.128/28 3.26.132.224/28 35.76.250.144/28 16.163.33.96/28
TCP TCP/TLS UDP	443 443 80, 443	*-turn.kme.kaltura.com.cn	71.131.196.48/28

*TURN protocol messages should not be blocked to the above addresses.

Online Instruction via Zoom

Please visit the Help Center provided by Zoom for all technical requirements regarding our Online Instruction via Zoom:

Technical Requirements Zoom

Joy School English

	Chromebook/PC/ Mac OS	iOS	Android
Hardware	• At least 4 GB RAM • Microphone Access	• At least 4 GB RAM • 1,5 GB available disk space • Microphone Access	• At least 4 GB RAM • 1,5 GB available disk space • Microphone Access
Operating system	 Windows 10, 8, or 8.1	 Latest version of iOS	Android 8 (Oreo) or higher
Browser (latest version)	Google Chrome		
Network	Internet Connection 512 Kbits or faster Network ports: TCP 80, 443		

Joy School English

Berlitz Flex

	Windows	Mac	Mobile Devices
Hardware	**Computer or Laptop:** • Intel Pentium 4-Processor or higher • SSE2-capable • 512 MB RAM **Or:** Surface PRO 2 Surface PRO 3	**Computer:** • Intel-Processor 64-bit • 512 MB RAM	**iPhone 5S and higher iPad Mini 3, iPad Air, iPad Pro, iPad (2017) or higher**
Operating system	Windows 10, 8 or 8.1	Mac OS X 10.9 or higher	iPad OS 13, iOS 11 and higher Android 4.0 and higher
Browser (latest version each)	Microsoft Edge Chromium Mozilla Firefox Google Chrome	Microsoft Edge Chromium Mozilla Firefox Google Chrome	Safari Google Chrome
Network	**Broadband:** The broadband used by our Berlitz Live Online platform will be optimized to offer the best experience due to your network: • Webcam and microphone: 2 Mbit/s upload, 2 Mbit/s download • Microphone only: 1,5 Mbit/s upload, 2 Mbit/s download • No Webcam or microphone: 1 Mbit/s upload, 2 Mbit/s download **Firewall:** Our Berlitz Live Online platform requires that the location from where you connect allows streaming and downloading of videos in real-time. • UDP • TCP: 80, 443 • HTTP: 80, 443		

Cookies:

For the use of our Berlitz Live Online platform, you need to activate Cookies. Extensions or browser configurations that block or deactivate Cookies can prevent participating in a Live Coaching session. Please also take care of the technical requirements for the **Berlitz Online Classroom** (page 3).

Berlitz Connect

Hardware		**Computer:** • Video display: 1024 x 768 minimum resolution • Sound card: Required • Speakers: Required (headsets can be used) • Microphone: Required (headset with integrated close-talk microphone recommended) **Berlitz Connect e-Lessons:** Available on PC/Mac, tablets and mobile phone. **Berlitz Connect Live Classrooms and Live Coaching:** only available on PC/Mac.
Operating system		Windows 8 or later
		Mac OS 10.9 or later iPad OS 13, iOS 11 and later
		Android 5.0 and later
Browser		Microsoft Edge (latest version)
		Mozilla Firefox (latest version)
		Google Chrome (latest version)
		Safari (latest version)
Network		Internet Connection 512 Kbits or faster Network ports: TCP 80, 443

Individual Instruction via Phone/Skype

Country	Skype	Landline	Mobile Phone
Algeria	✓		
Argentina	✓	✓	
Australia	✓	✓	
Austria	✓	✓	✓
Bahamas	✓		
Bahrain	✓		
Belarus	✓		
Belgium	✓	✓	✓
Bolivia	✓		
Brazil	✓	✓	
Bulgaria	✓	✓	✓
Burkina Faso	✓		
Canada	✓	✓	✓
Chile	✓	✓	
China	✓	✓	✓
Colombia	✓	✓	
Comoros	✓		
Cook Islands	✓		
Costa Rica	✓		
Croatia	✓	✓	✓
Cypress	✓	✓	✓
Czech Republic	✓	✓	✓
Denmark	✓	✓	✓
Dominican Republic	✓		
Ecuador	✓		
Egypt	✓		
El Salvador	✓		
Finland	✓	✓	✓
France	✓	✓	✓
Georgia	✓		
Germany	✓	✓	✓
Greece	✓	✓	✓
Guatemala	✓		
Honduras	✓		
Hong Kong	✓	✓	
Hungary	✓	✓	✓
Iceland	✓	✓	
India	✓	✓	✓
Indonesia	✓		
Ireland	✓	✓	✓
Israel (except Palestine)	✓	✓	
Jamaica	✓		
Japan	✓	✓	
Kazakhstan	✓		

Kuwait	✔		
Kyrgystan	✔		
Latvia	✔	✔	✔
Lebanon	✔		
Lithuania	✔	✔	✔
Luxembourg	✔	✔	✔
Malaysia	✔	✔	
Malta	✔	✔	✔
Mexico	✔	✔	
Nepal	✔		
Netherlands	✔	✔	✔
New Zealand	✔	✔	
Norway	✔	✔	
Pakistan	✔		
Panama	✔	✔	
Paraguay	✔		
Peru	✔	✔	
Philippines	✔		
Poland	✔	✔	✔
Portugal	✔	✔	✔
Puerto Rico	✔	✔	
Qatar	✔		
Romania	✔	✔	✔
Russia	✔	✔	
Serbia	✔		
Singapore	✔	✔	✔
Slovakia	✔	✔	
Slovenia	✔		
South Africa	✔		
South Korea	✔	✔	
Spain	✔	✔	✔
Sweden	✔	✔	✔
Switzerland	✔	✔	
Taiwan	✔	✔	
Thailand	✔	✔	
Tunisia	✔		
Turkey	✔	✔	
Ukraine	✔		
United Kingdom	✔	✔	✔
United States	✔	✔	✔
Uruguay	✔		
Uzbekistan	✔		
Venezuela	✔		
Vietnam	✔		

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Online Self-Study platform for Exam preparation

Hardware		Computer, Tablet or Smartphone For Exam mode, a connection with a computer with the following functions is required. • Soundcard: required • Headset: required • Webcam: optional
Browser		**Recommended:** Google Chrome (latest version)
		Mozilla Firefox (latest version)

Berlitz Digital School Online Programming Classes & Digital Skills Workshops

Hardware		**Computer:** • Soundcard: required • Headset: required • Webcam: optional Memory: 8 GB RAM
Operating system		Windows 10, 8 or 8.1
		macOS (latest version)
Browser		Google Chrome (latest version)
Network		Internet connect with 5Mbit/s bandwidth

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Berlitz Online Business Seminars

Business Seminars via Zoom (Standard)		
Browser		**Recommended:** Google Chrome (latest version)
To make sure you have access to all the features in the meeting room, you can download the app: **Download App** Please test the compatibility of your device with the Technic check: **Perform Technic check** We recommend the use of headsets to ensure a better audio quality. Please also use the headset while performing the Technic check. By way of introduction, you can watch an English video on how to participate in meetings in Zoom and read the German description: **Watch video**		

Business Seminars via Cisco Webex		
Browser		Google Chrome (latest version)
		Mozilla Firefox (latest version)
Please avoid a participation via iPad and Citrix. To make sure you have access to all the features in the meeting room, you can download the app: **Download App** Please test the compatibility of your device with the Test Meeting: **Perform Test Meeting** On the website, enter a name and your email address to join the test meeting. In the meeting, you can open a menu via the microphone and camera icon respectively. Under the item "Settings" the test of camera and microphone is possible.		

Business Seminars via Kaltura		
Browser		Google Chrome (latest version)
		Mozilla Firefox (latest version)
		Microsoft Edge Chromium (latest version)
Kaltura is purely browser-based. Please test the compatibility of your device with the Tech-Check: **Perform Tech-Check**		

Tips if technique is not working with Zoom, Cisco Webex and Kaltura

1. Check if you are using the recommended browser.

2. Check if your WiFi connection is possibly unstable. If this is the case, use a LAN-cable if possible.

3. Download the app, don't only use the browser.

4. Contact your IT to check if your firewall is blocking the application.

Your advantages for all platforms

- Our Berlitz instructors are specially trained for the implementation of our seminars in virtual rooms. They are very experienced with all the above-mentioned platforms.

- Very good transmission quality

- Clearly arranged surface

- Simple handling for participants

- No installation necessary

- Virtual rooms for the seminars are provided by the Berlitz Team for all participants.

Berlitz Seminars E-Learnings

E-Learnings from Berlitz Business Seminars are cloud-based and only require internet access.

Privacy Statement for Video Conferencing Systems

Please find the privacy statement for video conferencing systems used at Berlitz here:

Privacy Statement for Video Conferencing Systems | Berlitz