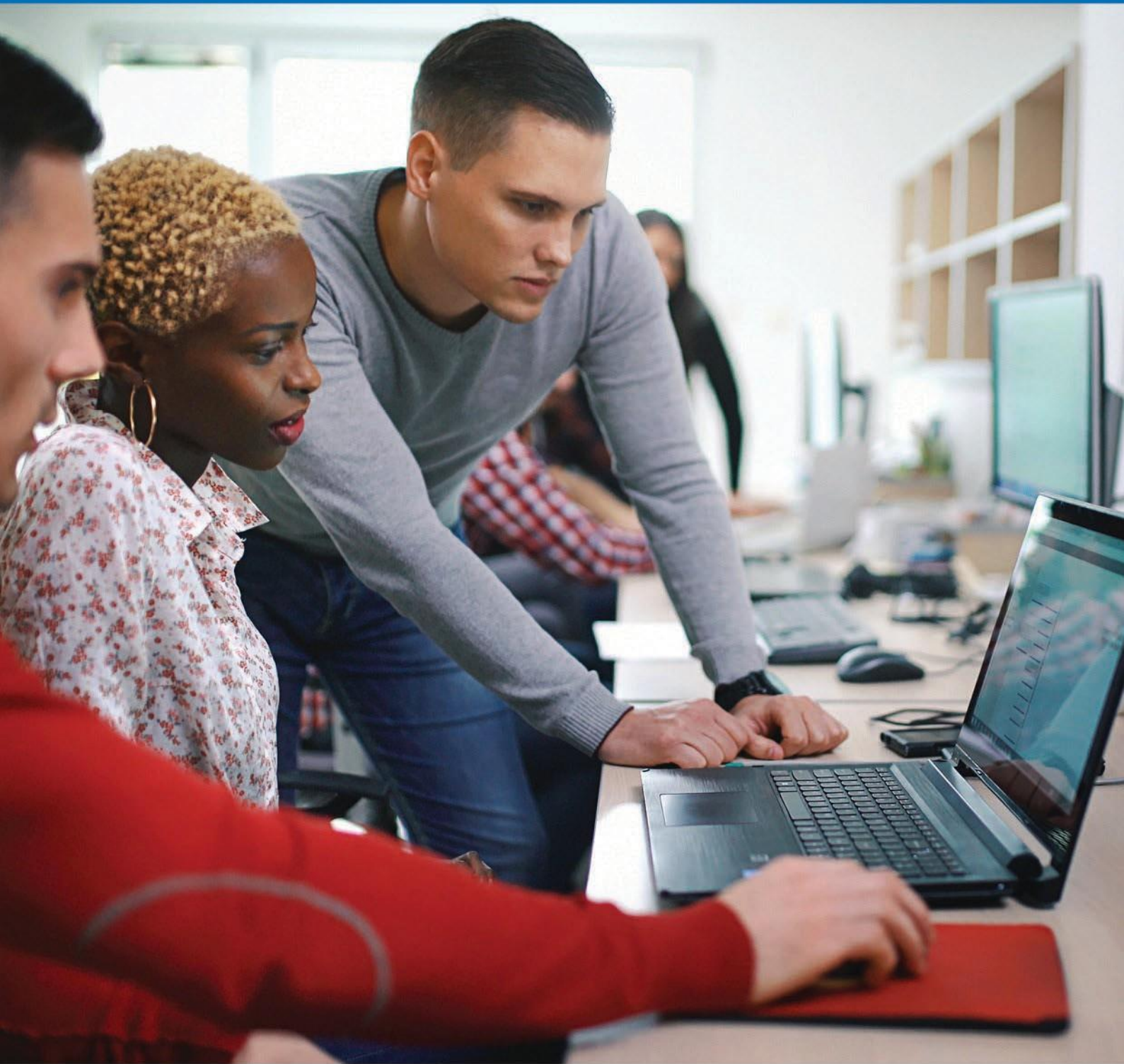



Technical Requirements for Berlitz Online Instruction



Technical Requirements Overview

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Berlitz Online Classroom

Hardware		<p>Computer:</p> <ul style="list-style-type: none"> • 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) <p>CPU: 2 GHz or faster Memory: 2 GB minimum</p>
Operating system		Windows 10, 8 or 8.1
		Mac OS X 10.9 or later
Browser		Mozilla Firefox (latest version)
		Google Chrome (latest version)
Network		<p>2 Mbps upload, 2 Mbps download Broadband (wired connection recommended such as ADSL, Fiber optic cable or cable TV)</p> <p>If on a company network:</p> <ul style="list-style-type: none"> • 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

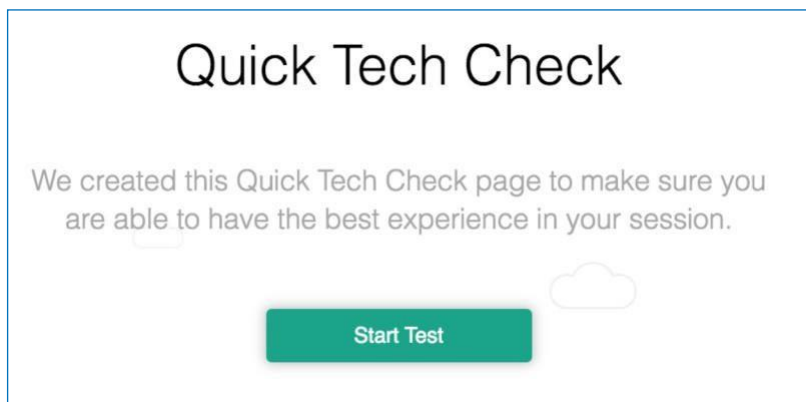
Before starting your Berlitz language instruction or when you change your settings or PC, please check that your PC works well for Berlitz Live Online classes. If there are any problems, please contact the Berlitz operation center prior to your next lesson(s) by mail bvtechsupport@berlitzeu.com.

Technical Check

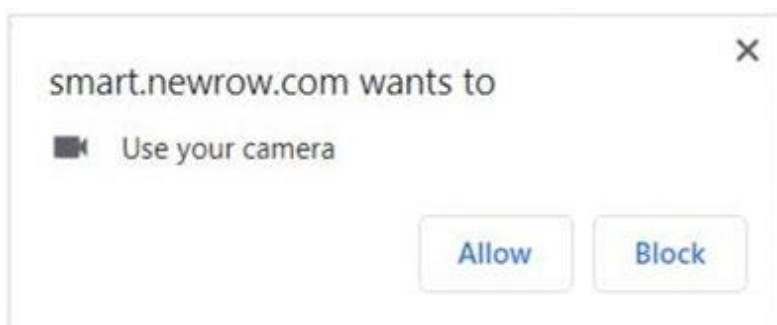
1. Please click here to perform the Technical Check:

[Perform a Technical Check](#)

2. Click “Start Test” to begin.



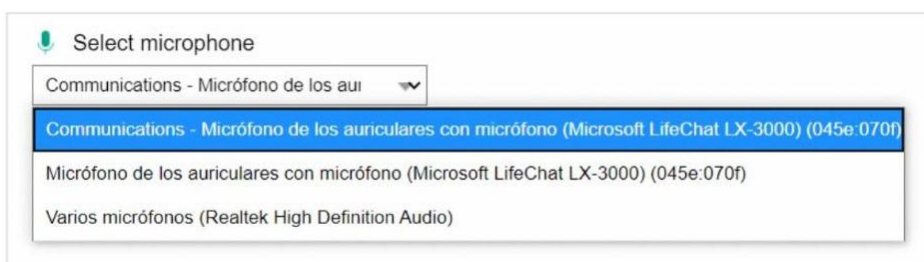
3. You will be prompted to allow access to your camera. You can choose to “Allow” or “Block” this action during the technical check.



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.



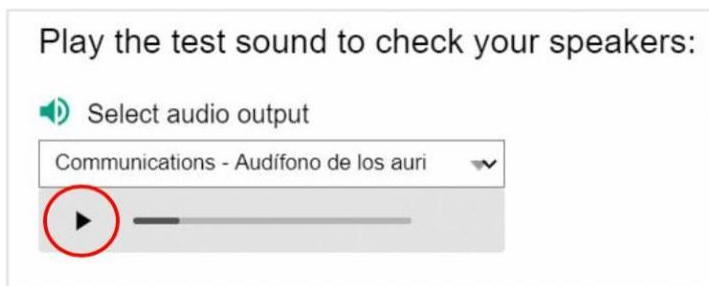
6. To test your microphone, fill the lines below.



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.

Test	Information	Status
Browser/OS Version Check	You are running Chrome version 83.0 on Windows version 10 . This browser/operating system combination is fully supported!	PASSED ✓
WebRTC Components Check	WebRTC is fully supported!	PASSED ✓
Ping/Jitter	Ping time: 94.49 ms / Jitter: 62.14 ms.	PASSED ✓
Download Speed	Download speed: 98.15 Mbps. Nice! This will do just fine.	PASSED ✓












10. Your technical check is complete!

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](#)










Berlitz Flex

	Windows	Mac	Mobile Devices
Hardware	Computer or Laptop: <ul style="list-style-type: none"> Intel Pentium 4-Processor or higher SSE2-capable 512 MB RAM Or: Surface PRO 2 Surface PRO 3	Computer: <ul style="list-style-type: none"> 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, 8.1 or 7	 Mac OS X 10.9 or higher	iOS 11 and higher Android 4.0 and higher
Browser (latest version each)	 Microsoft Edge Chromium	 Microsoft Edge Chromium	 Safari
	 Mozilla Firefox	 Mozilla Firefox	
	 Google Chrome	 Google Chrome	 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: <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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		<p>Computer:</p> <ul style="list-style-type: none"> • 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) <p>Berlitz Connect e-Lessons: Available on PC/Mac, tablets and mobile phone.</p> <p>Berlitz Connect Live Classrooms and Live Coaching: only available on PC/Mac.</p>
Operating system		Windows 7 or later
		Mac OS X 10.4 or later iOS 12 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	✓	✓	✓
Cyprus	✓	✓	✓
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	✓		



Country	Skype	Landline	Mobile Phone
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	✓		




Online Self-Study platform for Exam preparation


Hardware		Computer, Tablet or Smartphone For Exam mode, a connection with a computer is required.
Browser		Recommended: Google Chrome (latest version)
		Mozilla Firefox (latest version)

Berlitz Online Business Seminars

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

Business Seminars via Cisco Webex		
Browser		Google Chrome (latest version)
		Mozilla Firefox (latest version)
<p>Please avoid a participation via iPad and Citrix.</p> <p>To make sure you have access to all the features in the meeting room, you can download the app:</p> <p>Download App</p> <p>Please test the compatibility of your device with the Test Meeting:</p> <p>Perform Test Meeting</p> <p>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.</p>		

Business Seminars via Newrow		
Browser		Google Chrome (latest version)
		Mozilla Firefox (latest version)
		Microsoft Edge Chromium (latest version)
<p>Newrow is purely browser-based.</p> <p>Please test the compatibility of your device with the Tech-Check:</p> <p style="text-align: center;">Perform Tech-Check</p>		

Business Seminars via Adobe Connect		
Browser		Recommended: Google Chrome (latest version)
<p>Please avoid a participation via Citrix.</p> <p>To make sure you have access to all the features in the meeting room, you can download the app:</p> <p style="text-align: center;">Download App</p> <p>Please test the compatibility of your device with the Connectivity Test:</p> <p style="text-align: center;">Perform Connectivity Test</p> <p>If everything works, you will see four green check marks. If something is not working, please contact your IT directly for support.</p>		

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

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.