



This document will provide recommendations on the minimum requirements for successfully accessing the Avaya Learning Center and the platforms that are used to deliver training to our students.

- [Avaya Learning Center](#)
- [Jigsaw Interactive \(Virtual Classroom Platform\)](#)
- [eVantage \(eBook Digital Content\)](#)
- [Remote Lab Sessions \(Avaya Learning Private Cloud\)](#)

### **Avaya Learning Center**

The Avaya Learning Center URL is [www.avaya-learning.com](http://www.avaya-learning.com). It is recommended that you add this URL to your browser and network “trusted” websites. The following minimum guidelines are recommended when viewing the website or participating in training through this website. This includes self-paced content (WBT, remote labs, tests), instructor led, or virtual instructor led training.

Minimum / Recommended hardware requirements for website access:

- Processor: 800 MHZ processor / 1.2 GHz or equivalent
- RAM: 4GM / 8GM
- Monitor Resolution: 1024x768, 16-bit color / 1280 x 768, 32-bit color
  - A second monitor is recommended when attending a virtual classroom training session
- Sound card/speakers
- USB Headset with noise cancelation recommended

Recommended (Modern) Browsers for viewing the website:

- Google Chrome <https://www.google.com/chrome/>
- Microsoft Edge <https://www.microsoft.com/en-us/windows/microsoft-edge>
- Mozilla Firefox <https://www.mozilla.org/en-US/firefox/>

### **GO TO Training (Virtual Classroom Platform)**

Go To Training is an online training software to engage learners before, during and after sessions.

To better enhance your learning experience, we recommend that you test your system access to the platform from where you will attend the training course at least 24 hours prior to the start of your session.

- [System Requirements](#)
- [Joining Methods](#)
- [Firewall Configuration](#)

## ***eVantage (eBook Digital Content)***

It is recommended you access your eBook using the [Bookshelf App](#) and here are the requirements for the PC and MAC with additional platforms also supported. Should a student not be able to install the Bookshelf App to the business or personal device they can use the online portal to view the eBook.

### About Bookshelf for Mac

- Latest Mac Version of Bookshelf App - 9.2
- System Requirements - Mac OS X 10.12 or later
- Internet connection for registration and downloading of eTextbook

### About Bookshelf for PC

- Latest Windows Version of Bookshelf App - 9.2.1
- File Size (PC) - 133.36 MB
- System Requirements - Windows 10 version 16299.0 or higher - 64bit
- x64 Chip
- Access to the Microsoft Store or ability to run MS Application Installer
- DirectX version 10
- Internet connection for registration and downloading of eTextbook

## ***Remote Lab Session (Avaya Learning Private Cloud)***

### ***The access to Avaya Learning labs uses HTML5***

- Most modern browsers support HTML5 canvassing. This is a significant benefit to remote access since it means that you can utilize the “canvas” functionality that is built in to see and control a remote desktop in the Avaya Learning Training labs.
  - Although it is possible to use a HTML5 browser on a tablet or phone, the screens are considered too small, and the controls are not conducive to completing the lab exercises in a timely manner due to numerous keyboard interactions. Small mobile devices will not be supported for that reason.
  - Avaya Learning Labs run with Html WebSockets, Canvas 2d graphics and JavaScript over an SSL (port 443 https) session. Please ensure any pop-up blockers are disabled for the sites.

### ***The access uses per session cookies***

- These cookies are necessary to provide you with services available through our website and to use some of its features.
  - These cookies are required to deliver full website functionality. The cookies are only stored temporarily in the browser's memory and are destroyed when it is closed. However, they will survive navigating away from the website they came from until the browser is closed.
  - The login into the learning environment is a lab login provided by the instructor and is not personal to the user - the cookie references the lab login credentials.

### ***It is essential that you use a reliable connection to the internet.***

**Without a reliable connection, you may need to re-connect and possibly re-authenticate many times during the day as the access is via a live data stream.**

- Use a wired network connection instead of a wireless, wireless may cause dropouts.
- Some VPNs and Proxies, due to their nature, may also cause performance issues or occasional dropouts on the data stream, if you experience issues with either of these please work with your local IT team.
- Ensure at least 256kbps of stable network bandwidth is available to you, Insufficient bandwidth may cause the display to be delayed or corrupted.
- If you have issues, please work with your local IT team to enable the relevant access.