

# Avaya Learning Center



## System Requirements Guide

This document will provide recommendations on the minimum requirements for successfully accessing Avaya.

Learning Center and the platforms that are used to deliver training to our students.

- [Avaya Learning Center](#)
- Jigsaw Interactive (Virtual Classroom Platform)
- 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), and 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
- A USB Headset with noise cancelation is 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/>

## 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 an HTML5 browser on a tablet or phone, the screens are considered too small, and the controls are not conducive to completing the lab exercises promptly 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.

### ***You must 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 one, 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.