

Search...

TECHNICAL SUPPORT  
(/S/TOPIC/0TO5F000001HP2ZGA...

🕒 Apr 19, 2024 Knowledge

Summary📄

Article Body

Check these system requirements and whitelists and share them with your IT team

The Amira System Requirements below lists system and device requirements to run Amira, including:

- Device and Browser Versions
- Headsets
- Browser Settings
- Network Requirements
- Firewall and Content Filter Requirements

Device and Browser Versions

To use Amira, you need to use an up-to-date web browser. For best results Amira works best using Google Chrome, or Safari on iPad.

Amira supports the latest two versions of all major browsers, unless otherwise noted. If your browser displays a message that you need to update your browser, then update your browser by following the prompts on the screen. If the message is still displayed after you update the browser, try [clearing your browser cache and cookies \(https://support.amiralearning.com/s/article/How-do-I-clear-the-cookies-and-cache\)](https://support.amiralearning.com/s/article/How-do-I-clear-the-cookies-and-cache).

Devices	Specs	Operating System	Browser	Device Setup
Desktop or Laptop with Windows	Minimum 4GB of RAM	Windows 8+	Chrome, Microsoft Edge, or Firefox	<a href="https://amira-learning.force.com/s/article/How-do-I-set-up-a-Windows-PC">Windows-Based PC Setup (https://amira-learning.force.com/s/article/How-do-I-set-up-a-Windows-PC)</a>
Chromebook	Minimum 4GB of RAM	Chrome OS 59+	Chrome, or Firefox	<a href="https://amira-learning.force.com/s/article/How-do-I-set-up-a-Chromebook">Chromebook Setup (https://amira-learning.force.com/s/article/How-do-I-set-up-a-Chromebook)</a>
iMac	Minimum 4GB of RAM	macOS X 10+	Chrome or Safari	<a href="https://amira-learning.force.com/s/article/How-do-I-set-up-a-Mac">Mac Setup (https://amira-learning.force.com/s/article/How-do-I-set-up-a-Mac)</a>
iPad	3 LDDPR4 RAM	iOS 16+	Safari Only	<a href="https://amira-learning.force.com/s/article/How-do-I-set-up-an-iPad">iPad Setup (https://amira-learning.force.com/s/article/How-do-I-set-up-an-iPad)</a>

**NOTE:** iPads are compatible ONLY with student users. Teachers and Admins must login to Amira on another device type.

Headsets

Headsets are not required. However, if headsets are being used, we recommend headsets without a mute button, and with a USB connector such as the Logitech Education Headset. For iPads, the Logitech 3.5mm Headset for the classroom works well. If the 3.5mm headset needs an adapter, we strongly recommend an Apple brand lightning adapter or USB-C adapter.

Tips for headsets

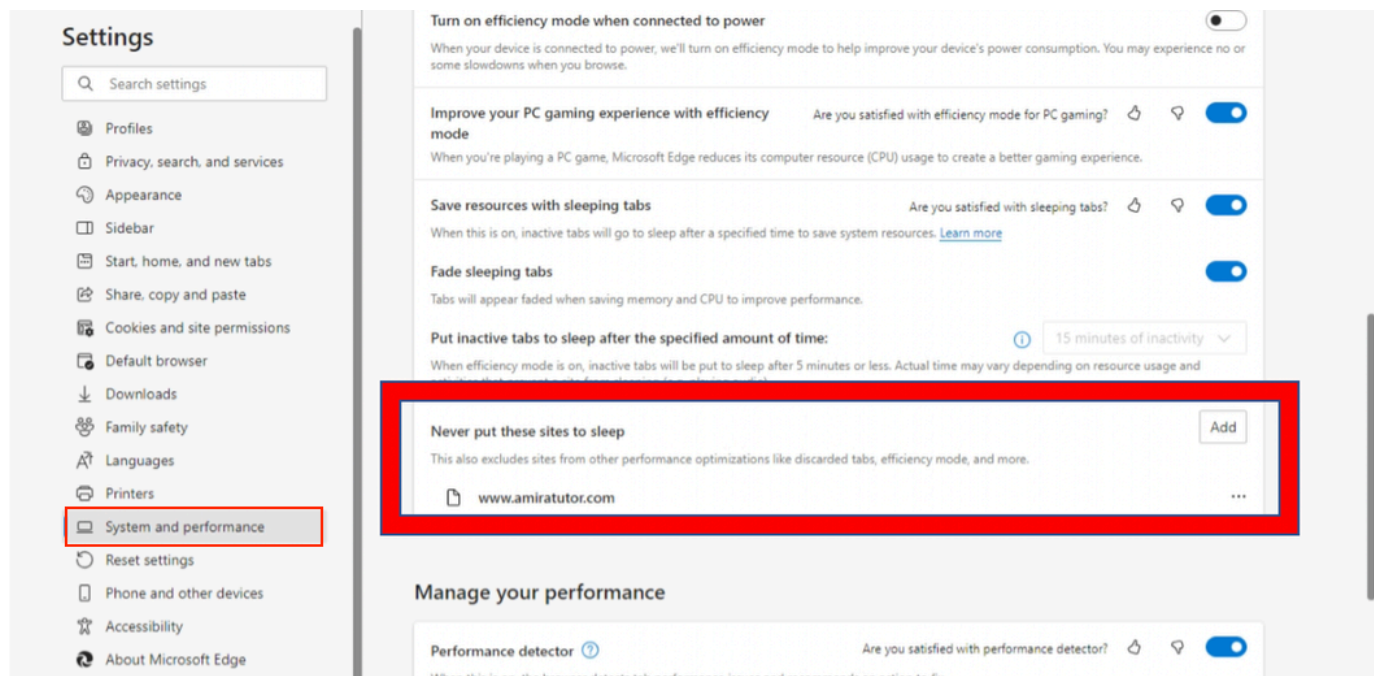
- Noise cancelling microphone, ideally optimized for dictation software.
- Dual, over-ear or on-ear earphones.
- No controls - avoid headsets with accessible mute or volume controls.
- Choose a microphone with a long enough boom (arm) to extend in front of a student's mouth.
- Connector - A USB analog connection is preferred for non-iOS devices.
- Choose a headset that can hold up to repeated student use.

## Network Requirements

- Amira requires 10 mbps download and upload to run efficiently. The classrooms internet bandwidth should support every device running at 10mbps. If your students are having trouble with lagging or loading, we suggest running a speed test on the device; [speedtest.net](https://www.speedtest.net/) (<https://www.speedtest.net/>).
- Network Interface Cards supporting TCP/IP (wireless networks, including 802.11a, 802.11g, or 802.11n)
- For at home use, most standard internet plans provide the adequate bandwidth for Amira. However, internet speed may vary depending on at home use with other devices.

## Browser Settings

- Never remember credentials for [www.amiratutor.com](http://www.amiratutor.com) (<http://www.amiratutor.com>).
- Pop-up blockers must allow [www.amiratutor.com](http://www.amiratutor.com) (<http://www.amiratutor.com>).
- Siri and other voice recognition software should be disabled on all devices.
- When using Microsoft Edge ensure that Amira has been added to "Never put these sites to sleep" list.
  - Navigate to the settings menu
  - Select system and performance
  - Add [www.amiratutor.com](https://www.amiratutor.com) (<https://www.amiratutor.com>) to Never put these sites to sleep.



## Firewall and Content Filter Requirements

Firewalls, Content Filters, Proxy Servers, and Virus Protection can impact Amira's overall performance significantly, even in cases where bandwidth appears sufficient. Whenever possible, bypass content filters and proxy servers and ensure that the proxy server cache is properly configured.

Always allow (whitelist) the following domains in your school's firewall and allow for HTTP and HTTPS (SSL) connections.

[https://www.google.com:443/speech-api/\\*](https://www.google.com:443/speech-api/*) ([https://www.google.com/speech-api/\\*](https://www.google.com/speech-api/*)).

<https://sentry.io:443> (<https://sentry.io/>).

<https://www.amiratutor.com:443> (<https://www.amiratutor.com/>).

<https://api.getmagicbox.com> (<https://api.getmagicbox.com/>).

<https://googleapis.com> (<https://googleapis.com/>).

<https://www.google-analytics.com> (<https://www.google-analytics.com/>).

[https://\\*.cloudfront.net:443](https://*.cloudfront.net:443) (<https://%2A.cloudfront.net/>),  
[https://\\*.amazonaws.com:443](https://*.amazonaws.com:443) (<https://%2A.amazonaws.com/>),  
[https://\\*.amira.services](https://*.amira.services) (<https://%2A.amira.services/>),  
[wss://\\*.amira.services:443](wss://*.amira.services:443) (websocket for speech)

**Note:** Sometimes a more generic URL is needed to be added to the custom allow list...simply allowing \*amira.services\* (no wss, no http, no https) just the wildcards on both ends of amira.services, will work better for your firewall.

---

#### Title

What are the technical requirements for Amira?

#### URL Name

What-are-the-technical-requirements

Technical Support  
(/s/topic/OTO5f000001HP2ZGAW/t...

#### Trending Articles

[How do I always enable the microphone on Chrome?](#)  
(/s/article/How-do-I-always-enable-the-microphone-on-Chrome)

[How do I always enable the microphone on Safari?](#)  
(/s/article/How-do-I-always-enable-the-microphone-on-Safari)

[How do I always enable the microphone on Microsoft Edge?](#)  
(/s/article/How-do-I-always-enable-the-microphone-on-Microsoft-Edge)

[What do I do if Amira cannot hear a student?](#)  
(/s/article/What-do-I-do-if-Amira-cannot-hear-a-student)

[How do I use the Tracking Report?](#)  
(/s/article/How-do-I-use-the-Tracking-Report)

Contact Support

powered by salesforce