

# Technical Support

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## Minimum specification for desktop computers and laptops

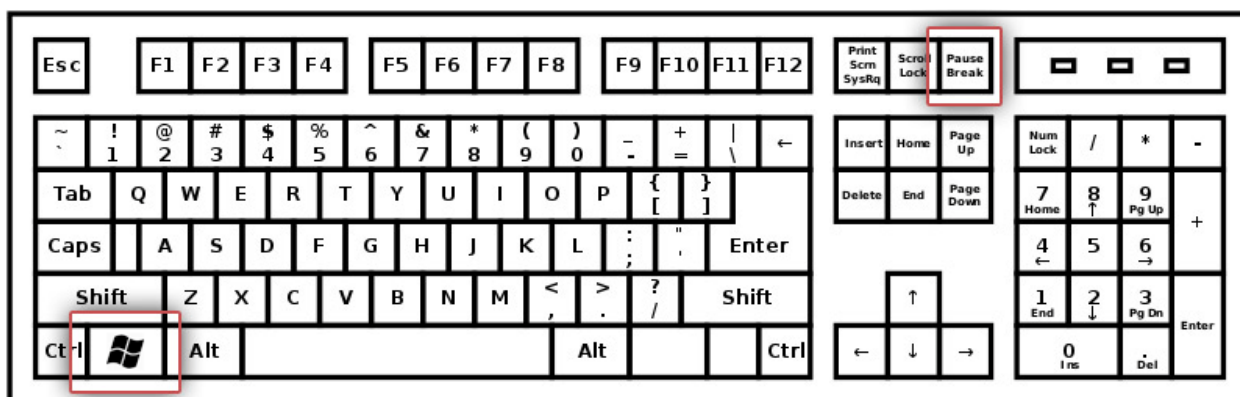
Oxford Reading Buddy is accessible online, and can be accessed on a desktop computer or laptop with internet access. Oxford Reading Buddy requires the minimum specifications below for desktop computer access.

### Your computer

Wireless (for laptops) - 802.11g/n (WPA2 support required)

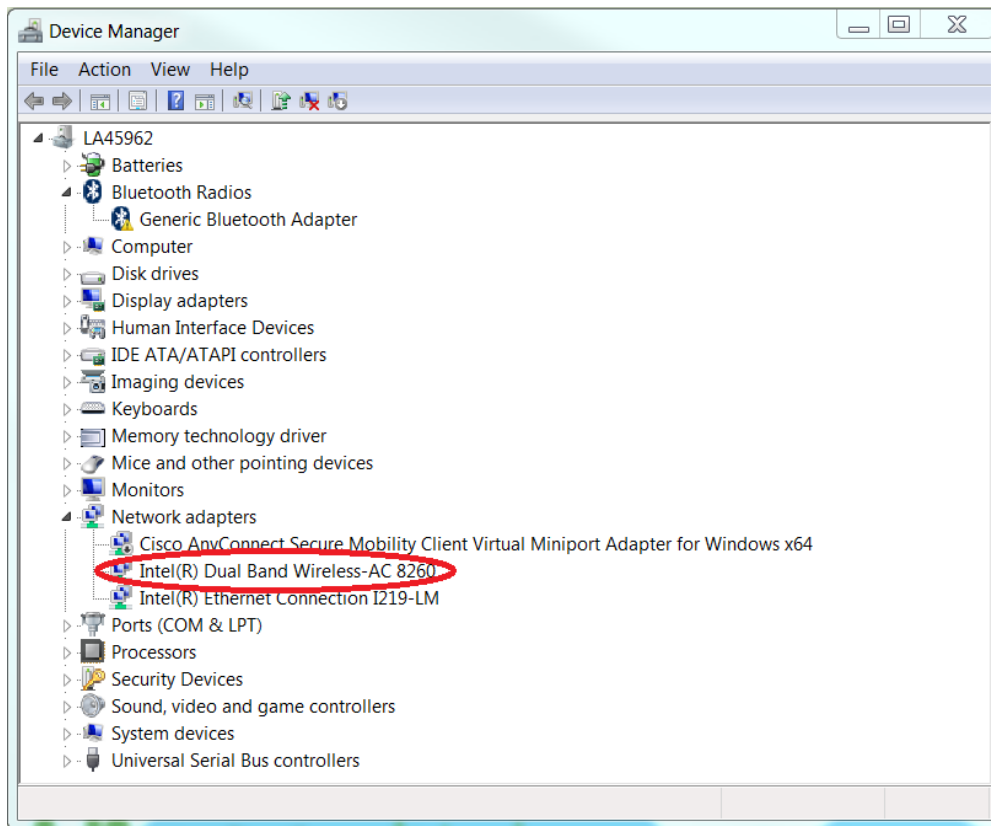
### How to check your network adapter for wireless connection (Windows)

**Step 1.** Click the **Windows** button and the **Pause/Break** button simultaneously to open the technical specifications of your computer.

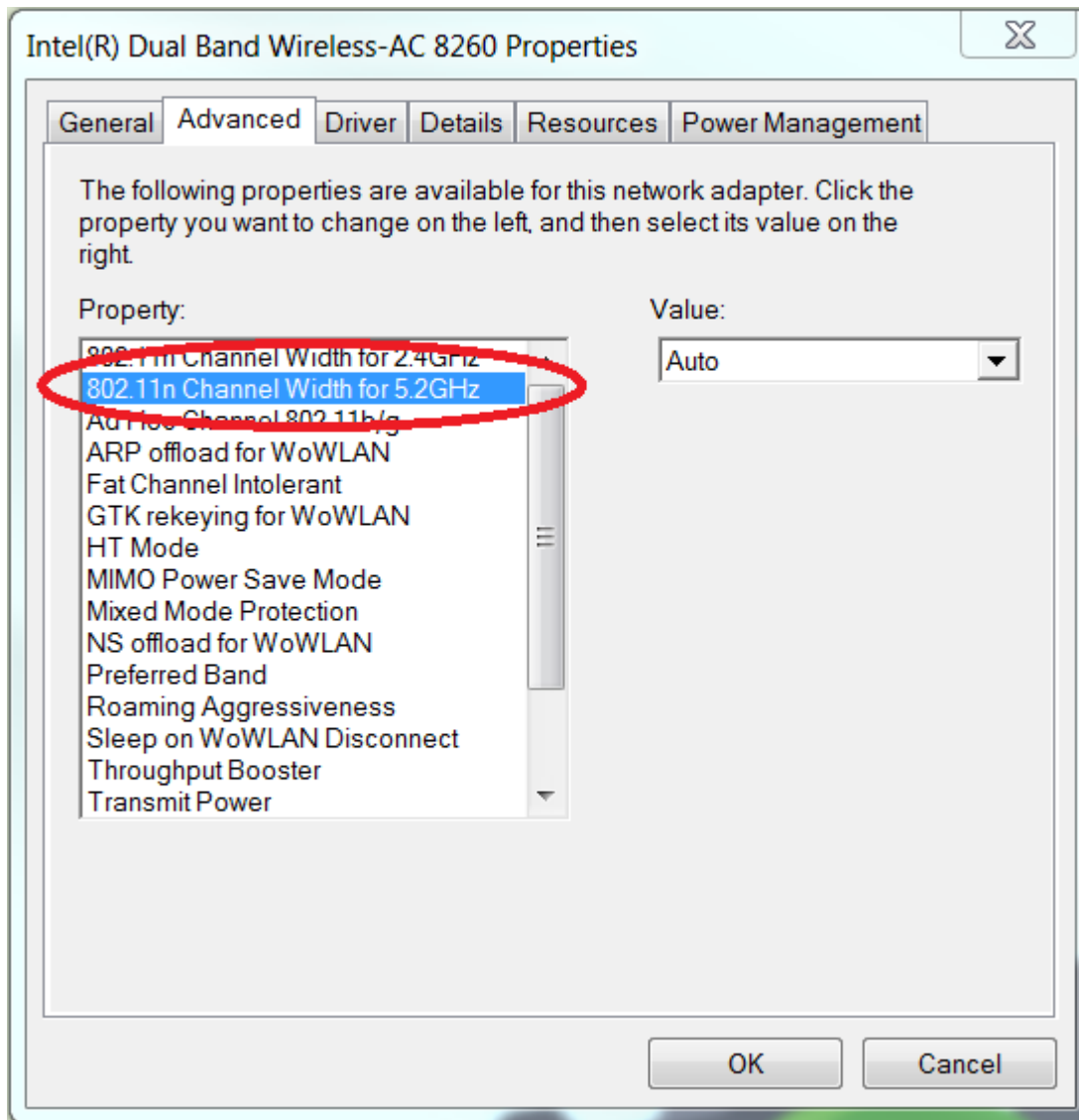


**Step 2.** On the window that appears, for Windows Vista, 7, 8 and 10, there will be a direct link to **Device Manager** which you should click. For Windows XP you will need to first click the **Hardware** tab and then click the **Device Manager**.

**Step 3.** On the Device Manager window, open the **Network adapters** tab and double click the icon for the wireless adapter installed in your PC. See the example below.



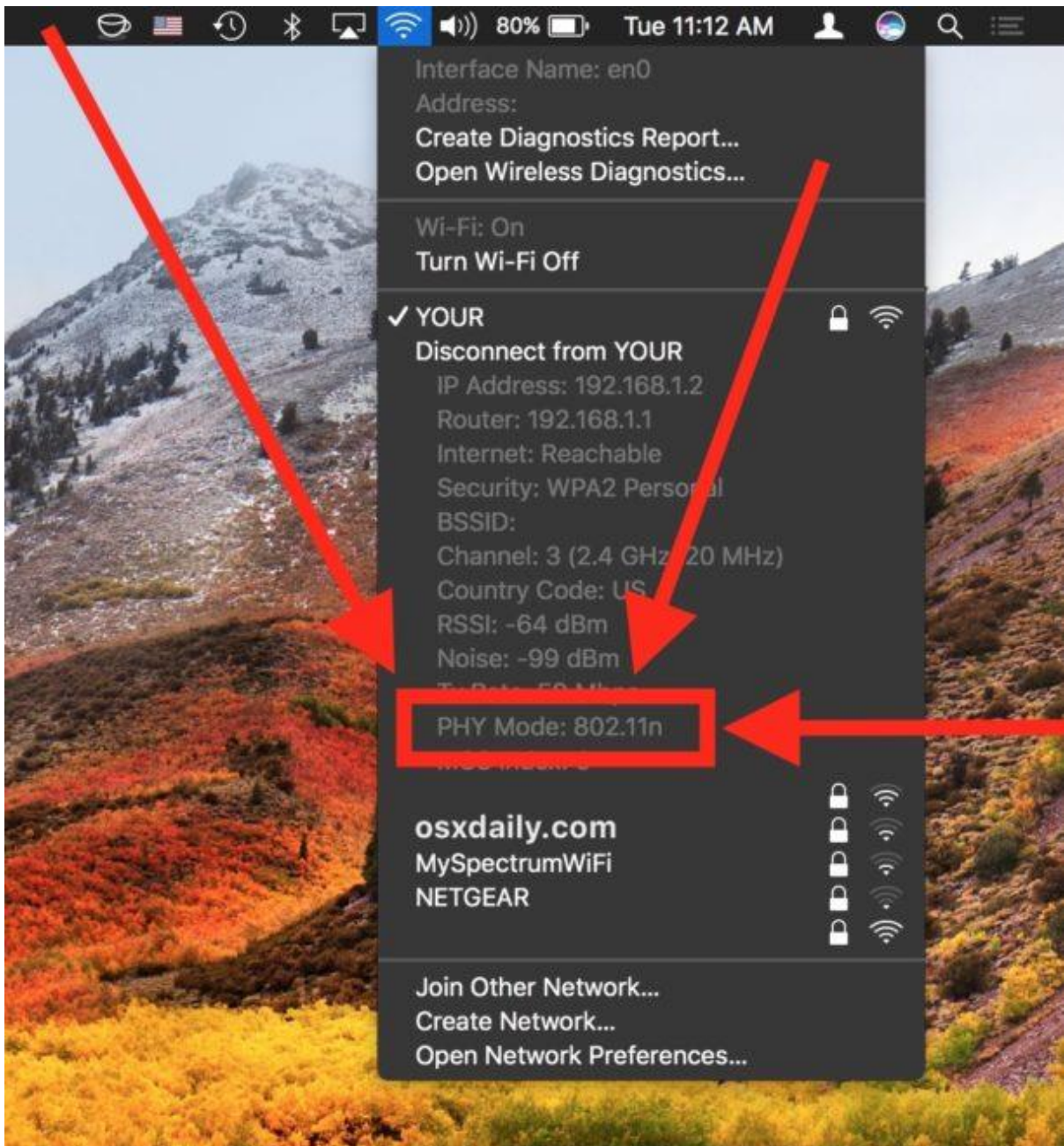
**Step 4.** In the new window, click the **Advanced** tab and check that "802.11n Channel Width for 5.2GHz" is displayed as below.



### How to check your network adapter for wireless connection (Mac)

Hold down the **Option** key and then click on the Wi-Fi icon in the Mac menu bar.

Find the currently connected wireless router and then look for the "PHY Mode" item in the menu and check that 802.11n is displayed as in the example below.



### Internet speed

At least 10 Mb per second is recommended. 3Mb per second (fast 3G) is the minimum required

### How to check the internet speed for your computer (Windows and Mac OS)

There are a number of internet speed tests available online. Search for one using search engine of your choice and run the speed test. You should ensure that your download speed is very close to, or preferably in excess of, 10 Mbps.

### Operating System

An operating system is the software that manages the hardware and all other software on your device.

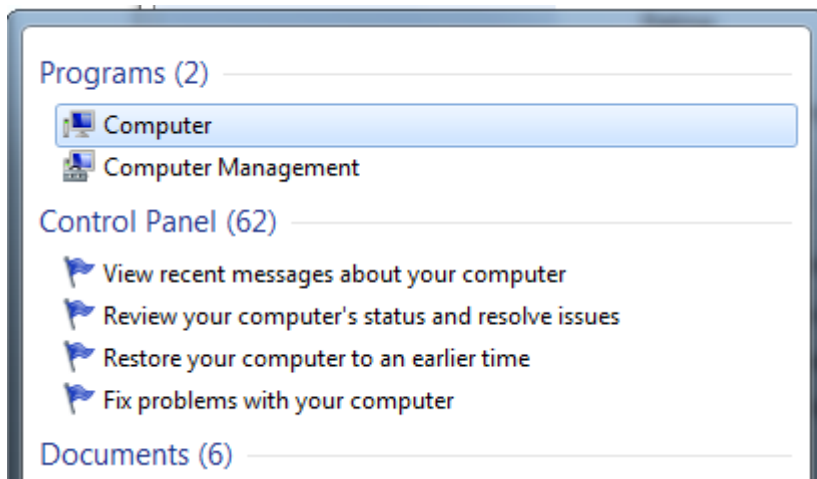
If you are using Windows, you will require Windows 7 with Service Pack 1 or a later version of Windows.

If you are using a Mac (Apple) computer, you will require OS X 10.11 or above.

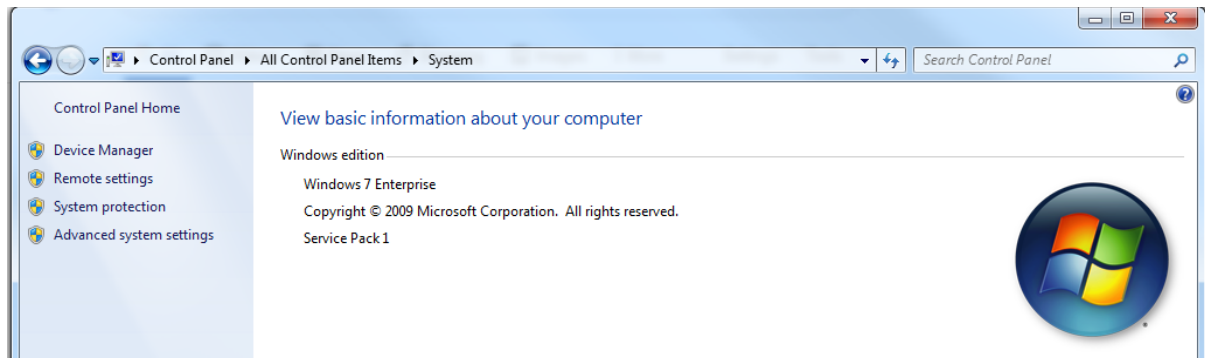
Please note that in order to use Oxford Reading Buddy on your computer, you will need to access it via a supposed browser using the url **www.oxfordreadingbuddy.com**. Please see the section on Supported Browsers below.

### How to check your operating system (Windows)

Click the **Start** button on screen and search for “Computer”. Click on Computer beneath the Programs header.



In the Window that appears, select **System properties**. You can find the operating system for your computer beneath the Windows edition heading.



### How to check your operating system (Mac OS)

From the Apple menu, select **About This Mac**. Information on your Mac’s operating system appears on the **Overview** tab.

## Minimum specification for mobile and tablet devices

Oxford Reading Buddy works on the tablets and mobile devices below.

### iPhone

iPhone 5s (released 2013)

iPhone SE (released 2016)

iPhone 6 and higher (released 2014)

### iPad

iPad 5th generation and higher (released 2017)

iPad mini 2 and higher (released 2013)

iPad Air and higher (released 2013)

## Operating system for iPhones and iPads

iOS 11 or above.

### Android devices

Any Android devices with the operating system Android 4 or above.

## How to check your operating system (iPhones and iPads)

An operating system is the software that manages the hardware and all other software on your device.

You can see which version you have by opening the Settings app on your device and navigating to **General** > **About**. The number displayed next to **Version** will tell you which operating system you have.

## How to check your operating system (Android)

For Android devices, you can view which operating system you have by opening the Settings app. Navigate to **About Phone** > **Software Info**. The operating system will be displayed beneath the heading **Android version**.

### Internet speed

At least 10 Mb per second is recommended but 3Mb per second (fast 3G) is the minimum required

## How to check the internet speed for your tablet or mobile device

There are a number of internet speed tests available online. Search for one using search engine of your choice and run the speed test. You should ensure that your download speed is very close to, or preferably in excess of, 10 Mbps.

## Supported browsers

An internet browser is a program that allows you to view web pages on your computer or device. You can access Oxford Reading Buddy via a computer, tablet or mobile device using any of the supported browsers or browser apps below.

### Windows

Internet Explorer 11 (latest 2 versions)

Edge (latest 2 versions)

Google Chrome (latest 2 versions)  
Mozilla Firefox (latest 2 versions)

### Apple OS

Safari (latest 2 versions)  
Google Chrome (latest 2 versions)  
Mozilla Firefox (latest 2 versions)

### Linux

Firefox (latest 2 versions)  
Google Chrome (latest 2 versions)

### iOS

Safari (latest 2 versions)  
Google Chrome (latest 2 versions)

### Android

Google Chrome (latest 2 versions)  
Firefox (latest 2 versions)

### Key browser settings

In Chrome, you will need to ensure that third-party cookies are not blocked. To do this, click on the three dots in the right hand corner of the browser window and click Settings > Advanced > Site settings > Cookies. Switch off “Block third-party cookies”.

### How to check your browser version (all computers and devices)

#### *Internet Explorer 11*

Search for the most up to date versions of this browser. You can do this using a search engine of your choice. As these change on a regular basis, the latest versions have not been included here due to the risk of this becoming outdated.

To check this on your computer, launch Internet Explorer and click the **Tools** menu in the menu bar. Alternatively select the cog icon near the top right hand corner of the window. Click **About Internet Explorer**. You will see the version number in the dialog that is displayed.

#### *Edge*

Search for the most up to date versions of this browser. You can do this using a search engine of your choice. As these change on a regular basis, the latest versions have not been included here due to the risk of this becoming outdated.

To check this on your computer, launch Edge and click the three dots to the top right hand side of the window. Scroll down and click **Settings**. Scroll to the bottom of the menu and you can find the browser version information in the **About this app** section.

#### *Google Chrome*

Search for the most up to date versions of this browser. You can do this using a search engine of your choice. As these change on a regular basis, the latest versions have not been included here due to the risk of this becoming outdated.



To check this on your device, launch Google Chrome and click the three dots in the top right hand corner of the window. Choose **Settings** from the menu. Select **About Chrome** from the left hand side of the screen to see details of the browser version on your device.

### *Firefox*

Search for the most up to date versions of this browser. You can do this using a search engine of your choice. As these change on a regular basis, the latest versions have not been included here due to the risk of this becoming outdated.

To check this on your device, launch Firefox and click the menu button (the three horizontal lines icon). Select **Help** and click **About Firefox**. The version number is shown beneath the heading of the window that appears.

### *Safari*

Search for the most up to date versions of this browser. You can do this using a search engine of your choice. As these change on a regular basis, the latest versions have not been included here due to the risk of this becoming outdated.

Launch Safari on your device and select the Safari menu from the menu bar in the top left hand corner. Select **About Safari**. The browser version number will be shown in the window that appears.

## **Need any help?**

If you need any assistance in the setup of your Oxford Reading Buddy subscription, please don't hesitate to contact us using the details below.

Phone: +44 (0) 1536 452610

Email: [support@oxfordreadingbuddy.com](mailto:support@oxfordreadingbuddy.com)

Our Customer Services team are available Monday to Friday, 8.00am to 5.00pm, and will be happy to help.

