Device Compatibility and Browser Requirements

Updated; 10th January 2024

Below is a device compatibility chart for the CrowdComms platform.

State	Meaning
NOT SUPPORTED	The platform may work but we do not actively focus on supporting this device or operating system. The app may suffer from glitches, poor performance or not run altogether. Often these are devices that have reached their vendor EOL (End of Life). We highly suggest upgrading as these devices are often prone to security exploits.
SUPPORTED	CrowdComms actively attempts to keep the platform running smoothly on these devices. You are always welcome to report any issues to a member of support and we will do our best to resolve these problems.

Apple device & iOS

Device	Support	Notes
iPhone 5 and below	NOT SUPPORTED	
iPhone 6, 7, 8, X, 11, 12 & 13 running iOS 12+	SUPPORTED	Devices with notches will be accounted for correctly.
iPad running iOS 11 and below	NOT SUPPORTED	
iPad running iOS 12+	SUPPORTED	

Android device

Device	Support	Notes
ALL	(Please click here or open the attachment to view the extensive list of supported devices)	Android devices without Adobe PDF Reader or Chrome will not be able to open PDF Files.
Android version 4 and below	NOT SUPPORTED	
Android version 5 and above	SUPPORTED	We recommend Android 7 and above. Versions 5 and 6 will run noticeable slower due to falling back to a legacy webview technology.

Windows Phone

We are **no longer** supporting any Windows phones and won't in the future.

Web

Device	Support	Notes
Google Chrome (All Chromium based browsers)	SUPPORTED	
Firefox 5 and above	SUPPORTED	
Safari 5.1 and above	SUPPORTED	
Microsoft Edge	SUPPORTED	Microsoft Edge version 83 (released May, 2020) and later is supported.
Internet Explorer	NOT SUPPORTED	
Firefox 4 and below	NOT SUPPORTED	

1-2-1 Video Calls and Breakout Video Meeting - User Requirements

- Users will need to be using up to date version of their browser

- Users should ensure that they have applications such as Teams and Zoom closed, they could stop the 1-2-1 calls or breakouts launching correctly within the platform
- Latest versions of Chrome, FireFox, Chromium and Safari 14+ are supported
- On IOS devices, Safari is the only supported browser
- Older browsers including Internet Explorer are not supported

Smart Sessions

Browsers must support WebGL. Browsers supported by the WebGLRenderer are:

- Firefox 15+,
- Chrome 11+,
- Opera 19+
- Microsoft Edge 83+

If you find that you still have trouble after checking the above then please check here to see if your browser settings are also compatible.

Note: We do not support Internet Explorer or Safari for Smart Sessions

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Revision #23
Created 11 February 2019 14:14:41 by CrowdComms Admin
Updated 31 January 2024 08:35:55 by Steven Slesser