

# Device Compatibility and Browser Requirements

Updated; 10th January 2024

Below is a device compatibility chart for the CrowdComms platform.

State	Meaning
NOT SUPPORTED	<p>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.</p> <p>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.</p>
SUPPORTED	<p>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.</p>

## 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 <a href="#">here</a> 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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