Basic System Requirements for Bongo

This document outlines requirements and recommendations for your browser, internet connection, and devices when using Bongo.

- **Note: The maximum video file size is 20GB**. Please note that the larger your file size, the longer uploading and processing times will take - especially if you have a poor internet connection.
- If you need to reduce the file size or trim the starting/ending points, use a standard program like Microsoft Movie Maker or iMovie. These programs should be on your computer, or be easy to add.

Contents

Browser

- The supported browsers are Chrome and Firefox. The new version of Edge (**Chromium**) is also supported. When using Video Assignments (Bongo), you must be using one of these browsers on a desktop computer or laptop for full functionality. Your Internet browser must be up-to-date.

- Most browsers will update automatically (or have an option to do so). To check for pending updates, view Chrome instructions or Firefox instructions. If you run into issues using Bongo, try (re)installing Chrome or Firefox, as your current browser may have too many add-ons or restrictions.

- Find specific information about which browsers support which features, check browser compatibility.

- **Note:** Desktop share within Virtual Classroom meetings is only fully supported within **Chrome or Edge (Chromium)** on a desktop computer or laptop. In Firefox, you can share a **single** application window.

Internet Connection

- **Video Assignments:** You will need at least **1Mbps** upload/download speed. As a general rule, the better your internet connection, the better experience you will have. For more information, check out How to Check Your System before Completing a Video Assignment.

- **Virtual Classroom Meetings:** Speed requirements within Virtual Classroom depend on the features used during the meeting. Please review Virtual Classroom Bandwidth Requirements to calculate the speed needed for your session.

- If you want to check your network speed independently of a Video Assignment or Virtual Classroom Meeting, you can check here: Test My Speed.

- **Helpful Tip:** If your connection is unstable/below the speeds recommended above, then use a wired connection or a stable wireless connection while uploading/recording.

Devices

Recommended Devices

- Mac/PC
- Desktop/Laptop

Supported Devices

- iPhone/iPad (Note: iOS devices will not work with Virtual Classroom unless you are running the very newest OS. You will also need to use the most recent version of Safari; however, you may not have access to all features, such as desktop sharing.)
- Android/Tablet (Use the most recent version of Chrome, Microsoft Edge (Chromium) or Firefox; however, you may not have access to all features, such as desktop sharing.)

Learn more about [device compatibility](#) to see which features are compatible with your device(s).

Desktop

- You must have a webcam and microphone working with your computer (most are built-in). If you don't have a built-in webcam/mic, they can be purchased and plugged into your computer.
- To find your mic/webcam settings, review your computer documentation.

Mobile

- On a mobile device, you can access your Video Assignment through a browser.
- At this time, desktop share when recording videos is **not supported** on mobile.
- iOS devices will not work with Virtual Classroom unless you are running the very newest OS.

External Recorders

You can also use an external video camera or mobile device to record and upload videos for [Individual Projects](#).

Troubleshooting

- [Common Troubleshooting Solutions](#)
- [Virtual Classroom Troubleshooting](#)