

Bongo System Requirements

Bongo is designed to be compatible with many different computers, cameras, and internet browsers. You can use a Mac or PC and desktop or laptop. iPads and some mobile tablets do not have the operating system features to conduct all activity types in Bongo.

1. For video assignments, an internet connection with at least 1 Mbps upload and download speed is recommended. For virtual classroom sessions, there is an automatic download speed checker within the interface to help with network speed.
 - a. Green: > 8 Mbps. Good connection (all features will function as expected).
 - b. Yellow: 1 Mbps–8 Mbps. Poor connection (some features like audio will work, but video or desktop share could encounter problems).
 - c. Red: < 1 Mbps. Bad connection (audio might work, but video features will not be reliable).
 - d. Grey: No internet connection detected.

If you think your speed is low, you can check at a website such as [Speedtest.net](https://www.speedtest.net).

2. A wired internet connection is preferred. Most of the time, wireless connections are fine. But there may be times when a wireless connection can momentarily drop data in a connection. This will cause problems if you are uploading a video file or participating in an oral exam. If you find that your wireless connection is unstable, then use a wired connection or a stable wireless connection during upload or record.
3. Your internet browser must be up-to-date. You're OK if you have installed or updated the browser within the past six months. The recommended browsers for best performance are Chrome and Firefox. If you run into issues using Bongo, start by installing a new browser, as your current browser may have too many add-ons or restrictions.
4. You must have a webcam and microphone working with your computer. Most computers have "built in" webcams and mics, but if yours does not they can be purchased (under \$20) and added to your computer. Review your computer documentation to find the system settings for mic level and control of the webcam.
5. You may also use an external video camera or smartphone to record video for some assignment types. If using an external video camera, you'll need to be familiar with its record function and process for moving the video files from your camera to your computer for upload. Keep in mind you'll want to record in medium- to low-quality settings. You do not need high-quality or high-definition video. This will only increase the size of the file and require further editing.
6. If you are using a browser other than Chrome or Firefox, the in-browser recorder will require a current version of Adobe Flash.

Visit [Bongo's support site](#) for additional information, including the following:

- [How to Enable Cookies](#)
- [Common Troubleshooting Solutions](#)



Optional: If you are using Chrome and plan to share your desktop during a synchronous meeting, you will need to install the [Bongo Screenshare Extension](#). If you download this extension after entering the meeting room, you will need to exit the meeting room and relaunch it for desktop sharing to work properly.