

TIR v6.1 Minimum System Requirements

Local Area Network	Computers will need to be connected to a LAN via wired or wireless network with the ability to support at least 100MBPS of LAN connectivity. Note: If your site is using a wireless network, then please be sure your wireless access point is within optimal distance to provide the best bandwidth to your computers. Limited wireless connectivity can cause problems when using TUNEin™ TO READING and in this instance, computers should then be used on wired LAN.
Internet Access	A high speed internet connection to the website http://tir.elpcorp.com is required. A minimal bandwidth of at least 1.5 megabits per second. Each exercise is generally 3 - 6 megabytes in size (20 exercises per grade level). (Slower Internet connections may limit the amount of users who may be able to use TIR at a given time).
Application URL	http://tir.elpcorp.com/
Proxy / Cache	All network proxy and cache devices should be configured for passive traffic to allow workstations to receive most recent content and updates.
Antivirus/Security/Content Filters	If your site is using a web proxy or cache server, please exclude the URL http://tir.elpcorp.com/ to avoid filtering and possibly slowing down the user experience. Please consult your network security / IT department for more information.

Windows System Requirements	
Operating System	Microsoft Windows Vista, 7, 8 or 8.1
CPU	Intel Pentium or AMD Athlon class 1.8GHz or higher recommended
Memory	2 gigabytes (2048MB) of RAM or greater is recommended.
Video Resolution	1024x768 is the desired minimal required resolution to correctly display TIR.
Video Memory	At least 64MB video RAM
Sound Card	USB headsets are recommended for the best classroom experience and require an available USB port. For analog headsets, a sound card with a dedicated analog input port for microphone and dedicated analog output port for playback are required.
Hard Drive Space	300 MB of available disk space
Java Runtime	Java Runtime Environment 7 Update 71 (download at http://www.java.com/download/) *Note - Not compatible with Java 6 or 8 at this time.
Web Browser	Internet Explorer 8+, Mozilla Firefox 6+, Google Chrome, or any other browser which supports Java required
Application Directories:	For Windows Vista, 7, 8, 8.x: Read / write access to the following: "C:\ProgramData\Electronic Learning Products*.*)" and "C:\Users\%CURRENT USER%\AppData\Local\Electronic Learning Products*.*)"

We are always available to help you. Should you need technical assistance, one of our technicians will be more than glad to assist you with our remote support portal. Our remote support portal will require one of our support technicians to remotely connect to a local client workstation to help with technical issues with the aid of a teacher or technician on your end. We use a state-of-the-art support portal located at the web URL '<http://support.elpcorp.com>'. Our support technicians are certified and trained and therefore will not make changes to defect your system. For more information, please contact Technical Support via email at support@elpcorp.com or by calling 1-888-357-8863.

Before contacting our support technicians, please ensure that your local area network is operational and has Internet access. Any technical issues should first be reported to your local IT technician first to ensure that your problems are not due to a problem at your site.

For all other inquiries for TUNEin™ TO READING, please contact Electronic Learning Products using the provided contact information below:

Contact Information

Electronic Learning Products, Inc.

5401 Hangar Court

Tampa, FL 33634

Phone: 1-888-357-8863

Fax: 813-830-6100

Hours of Operation – Monday – Friday 8:30am – 4:30pm Eastern Standard Time

Departments

Product Information and Licensing – 1-888-357-8863, option '1' or email 'sales@elpcorp.com'

Professional Services – 1-888-357-8863, option '2' or email 'psa@elpcorp.com'

Technical Support – 1-888-357-8863, option '3' or email 'support@elpcorp.com'