



WriteToLearn[®] *Technical Support*

Clicking the  symbol located throughout **WriteToLearn** provides teachers and students with quick, online access to interpretive and navigational assistance at any time. Teachers can also access assistance by clicking the **Help** link when it appears in the teacher interface.

If you require support, please contact our customer support line at 1-888-977-7100 between the hours of 8:00 AM to 8:00 PM Eastern Time, Monday - Friday. Also, e-mail, chat, and other product support are available at <http://support.pearsonschool.com>.

WriteToLearn supports a variety of configurations. While other combinations of settings and software versions may also function, the following are the **recommended configurations** for optimal use:

Windows

- Windows XP, Windows 7, Windows 8
- 512 MB RAM (minimum)
- Microsoft Internet Explorer 8, 9 and 10 (Compatibility View off); Firefox 21; Chrome 28

Macintosh

- OS X 10.6, OS X 10.7, OS X 10.8
- 512 MB RAM (minimum)
- Safari 5 or 6; Chrome 28

Other Devices/Tablets

- iPad, iOS 6.1x
- Android 4.1 with Chrome 28 (limited functionality for Texthelp tools)
- Chromebook (Chrome 28)

Additional Requirements

- JavaScript enabled
- Current version of Adobe Flash plug-in is required for Microsoft Internet Explorer and Firefox
- Current version of QuickTime player (needed for some embedded content)

Bandwidth

- If using the text-to-speech feature: 30 kbps (kilobits per second) per student required, 1024 kbps per class of 30 students recommended
- If not using text-to-speech: 512 kbps per class of 30 students recommended