

# Technology Requirements

## 1. Check Network & Browser

| Network Requirements  | Browser Requirements   |
|---|--|
| <p>Internet Required</p> <ul style="list-style-type: none"> <li>• Run a <a href="#">Network Speed Test</a></li> <li>• Minimum Speed: 10 Mbps download/upload.</li> <li>• Recommended Speed: 20 Mbps+</li> </ul> | <p>BookNook's preferred web browser is Google Chrome. <a href="#">Consider downloading Google Chrome's most recent version.</a></p> <p>Supported Browsers:</p> <ul style="list-style-type: none"> <li>• Chrome v119+</li> <li>• Safari v17+</li> <li>• Edge v119+</li> </ul> |

## 2. Check Devices and Equipment

| Device Requirements  | Recommended Equipment   |
|--|---|
| <ul style="list-style-type: none"> <li>• Desktop / laptop / tablet with minimum screen size: 1024 x 728</li> <li>• Device audio (input and output)</li> <li>• Web browser installed</li> </ul> | <p>Over-ear headphones with built-in microphones improve audio clarity and minimize background noise.</p> <p>Recommended features:</p> <ul style="list-style-type: none"> <li>• Built-in microphone (not on the wire)</li> <li>• Reinforced audio jack for durability</li> </ul> <p>Schools have found success with models* such as:</p> <ul style="list-style-type: none"> <li>• <a href="#">Sonitum Headphones</a> (Amazon Link)</li> <li>• <a href="#">Logitech h390s</a> (Direct Link)</li> </ul> |

*Important: The Native BookNook app on Chromebooks, iPads, and Amazon Kindles is no longer supported and should not be used.*

## 3. Allow Listed Domains

To ensure optimal performance, BookNook customers must allow certain domains categorized as follows:

| Required for All Customers   | Recommended for All Customers  | Additional Requirements   |
|--|--|---|
| <p>These domains must be allowed by all BookNook users to ensure the software functions correctly.</p> | <p>These domains are recommended for all customers, but not mandatory. Allowing them will enhance your experience.</p> | <p>For Virtual Tutoring, subject-specific domains must be allowed, along with the all required and recommended domains.</p> |

Please review and allow the appropriate domains based on your use case described above to ensure the best BookNook experience.

## Allow List for All BookNook Customers

| Necessary Allow List  | Recommended Allow List  |
|---|---|
| <p>Please use any wildcard character that your system needs, represented here by the asterisks.</p> <ul style="list-style-type: none"><li>• *booknook.com</li><li>• *booknooklearning.com</li></ul> <p>Alternatively, customers can allow these specific domains, but changes may be required in the future:</p> <ul style="list-style-type: none"><li>• api.booknooklearning.com</li><li>• app.booknooklearning.com</li><li>• assets.booknooklearning.com</li><li>• booknook.com</li></ul> | <p>BookNook uses third-party services to detect and troubleshoot issues, improve the user experience, and gather usage statistics internally. These services are used purely for collecting data to further enhance our product. We adhere strictly to all federal and state laws, and never share or sell data. While these are optional, we recommend allowing them to be on a safe list to streamline student and tutor support. More information can be found in the <a href="#">BookNook Privacy Policy</a>.</p> <ul style="list-style-type: none"><li>• *.fullstory.com</li><li>• *.<a href="#">sentry.io</a></li><li>• cdn.growthbook.io</li></ul> <p>Our platform also utilizes a backup audio/video call system if needed. We recommend whitelisting the backup URL as well:</p> <ul style="list-style-type: none"><li>• *.rtc-web.com</li></ul> |

*After completing the Necessary Allow List for All BookNook Customers above, be sure to complete the next section if you are using BookNook Virtual Tutoring.*

## Additional Allow List for Virtual Tutoring Customers

*Specific domains must be allowed, depending on whether you're receiving BookNook Reading or Math Virtual Tutoring. In addition to the domains allowed in the section above, these domains are essential for seamless interaction and functionality during virtual tutoring sessions.*

### **Virtual Tutoring Reading Allow List**

Our reading platform utilizes two-way video communication between students and tutors, powered by <http://Dyte.io>. These URLs must be allowed by all reading customers:

\*.dyte.app  
\*.dyte.io

IP ranges & ports:

These servers are necessary for the initial handshake of the media layer for reading video calls and help us choose the most appropriate media servers to host new calls.

Ports: 443, 3478 (TCP and UDP), 5349 (TCP), 40,000-40,128 (UDP)  
IPs: 3.7.35.128 – 3.7.35.25

## **Virtual Tutoring Math Allow List**

Our math platform utilizes two-way video communication between students and tutors, powered by <https://www.thelessonspace.com/>.

These URLs must be allowed by all math customers:

wildcard domains for \*.room.sh and \*.thelessonspace.com  
api.thelessonspace.com  
www.thelessonspace.com  
go.room.sh  
{uw2}.room.sh  
stats.room.sh

### **Additional Recommended Allow List for Math customers:**

To ensure video traffic can flow freely, you'll need the following hosts allowed in your firewall, for UDP ports 30000 – 65000. If you know that you're only using spaces in a particular region, then you only need to add that one, but we strongly recommend adding them all: **uw2-video.firewall.room.sh**

In addition to the above, you will also need to allow traffic to our TURN servers, on TCP and UDP ports 443 & 3478. Here, you'll want to disable any form of Layer 7 filtering or traffic inspection: **turn.firewall.room.sh**

### **Deprecated**

BookNook **no longer uses these sites or services**, and thus they are no longer required to be used by our clients:

- booknook.zoom.us
- zoom.com
- .zoom.us
- app.zoom.us
- share.zoom.us
- .pusher.com
- \*.hilink.co
- \*.chime.aws
- \*.whiteboard.agora.io
- \*.[whiteboard.rtelink.com](https://www.whiteboard.rtelink.com/)
- api.raygun.io
- js-agent.newrelic.com