



Browser and Device Support

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1 OVERVIEW

Web evolutions (including the rise of smartphones and tablets) have promoted the adoption of HTML5 and pushed developers to create website layouts that are responsive or scalable to different screen sizes and device types. Web browsers and devices need to update and evolve rapidly to keep up with this changing landscape. The following sections explain how these evolutions affect Revolution Viewing products and the devices we support.

Solutions delivered by Revolution Viewing are subject to the standards raised in this document for solutions delivered between the date stated above and the start date of a newer version of this document. If no newer version of the Browser Support document exists, this document is still active and valid.

2 BROWSER SUPPORT

2.1 DESKTOP BROWSERS

BROWSER	VERSION SUPPORTED	DATE OF RELEASE
Internet Explorer	11	17/10/2013
Microsoft Edge	44, 79, 80	21/05/2019, 15/01/2020, 07/03/2020
Mozilla Firefox	72, 73	08/01/2020, 18/02/2020
Google Chrome	79, 80	10/12/2019, 04/02/2020
Safari (OSX)	12, 13	30/10/2018, 24/09/2019

2.2 TOUCH BROWSERS

BROWSER	VERSION SUPPORTED	DATE OF RELEASE
Safari (iOS)	12, 13	30/10/2018, 24/09/2019
Google Chrome (Android)	79, 80	10/12/2019, 04/02/2020

2.3 DISCREPANCIES / “BUGS”

Due to the nature of browser software, browsers may contain small visual discrepancies that could impact on content produced by Revolution Viewing.

Many of these discrepancies are minor and may result in almost imperceptible visual differences between browsers. However, some can be more detrimental - an example of this is seen in the bug where an iPhone 4S running iOS8 displays a large blank space above the page content when a new tab is opened (Figure 1). In this case, the bug happens on all websites, and is outside the control of Revolution Viewing.

Should any of these issues occur, while Revolution Viewing will attempt to minimise their impact, some elements may prove to be outside of our control.

Whilst external forces may sometimes offer obstacles to development, one thing our clients can always be sure of is that Revolution Viewing takes its position of leading the market very seriously and will always invest the required amount of time and money to ensure our clients always receive the best product possible.

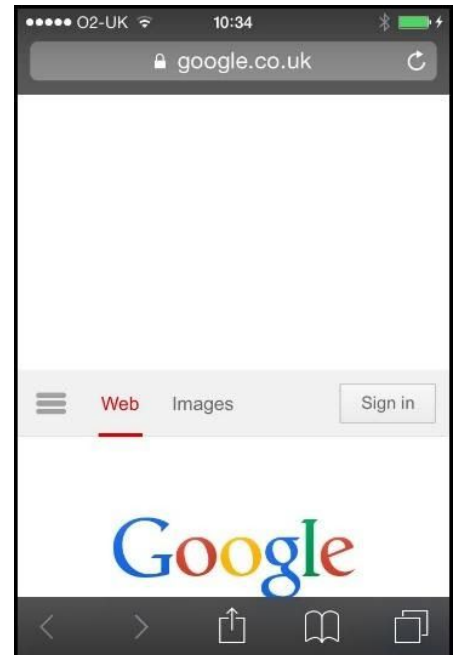


Figure 1. A browser glitch found in iOS8

Please email hello@revolutionviewing.com if you would like to receive compatibility test files.

3 MINIMUM SYSTEM REQUIREMENTS

The capabilities of websites have grown significantly in recent years, as a result, the system requirements of a user's system have also grown. These advancements have allowed us to create more immersive virtual experiences. To ensure that our solutions perform at an acceptable level, we recommend the following minimum specifications:

- Operating System:
 - Windows: 7
 - OSX/macOS: OSX 10.8+
- Processor: 2.8 GHz dual-core processor
- Memory: 2 GB RAM

If you have any questions about system requirements, please feel free to contact us

4 GLOSSARY

We've put together this 'mini glossary' to help demystify some of the common technical jargon that you may have discovered whilst carrying out research into virtual tours.

- **Android** – A mobile and tablet operating system developed by Google.
- **Browser** - The program used to access web content. It interprets HTML code, images and JavaScript. The four most widely used browsers are Microsoft Internet Explorer, Mozilla Firefox, Google Chrome and Apple Safari.
- **Cross-browser functionality** – A generic term used when a piece of software works across all major web browsers.

- **HTML5** - HTML is the 'language' that web pages are written in and they must conform to the rules of HTML in order to be displayed correctly in a web browser. HTML5 is the next-generation: it reduces the need to install third-party browser plug-ins such as Flash, and provides support for graphics, document editing, drag and drop, video playback and local file storage.
- **iOS** - An operating system developed by Apple, primarily for iPhone and iPad devices.
- **iPhone** - A smartphone developed by Apple, which has a touch screen interface.
- **iPad** - A tablet computer developed by Apple which is smaller than a typical laptop, but larger than the average smartphone. The iPad has a 'touch screen interface', which is used to control the device.
- **JavaScript** - A programming / scripting language that can be integrated into HTML pages, used to create dynamic, interactive web pages.
- **Non-compatible & Semi-compatible Touch Devices** - Android, Windows or BlackBerry phones and tablets. RV cannot currently guarantee full compatibility on any of these devices, although users may have a close to perfect experience on some of the most recently launched devices within this category.
- **Operating System ('OS')** - Software that communicates with computer hardware on a basic level and serves as a user interface. Examples include Microsoft Windows, Mac OS and Linux.
- **Plug-in** - Adds functionality to a program; a browser plug-in (such as Adobe Flash or Microsoft Silverlight) allows you to play certain multimedia files within your web browser.
- **Smartphone** - A mobile phone that includes advanced functionality - beyond making phone calls or sending texts - such as photos, videos, e-mail, web browsing. Examples include the iPhone and Samsung Galaxy.
- **Tablet** - A flat, portable computer with a battery, screen and hardware built into a single unit. Tablets almost always use a touchscreen as their primary user input instead of a keyboard and mouse.
- **Touchscreen** - A display that detects touch (such as fingers or a stylus), allowing the user to interact directly with the screen rather than through a keyboard and mouse.