

# Units of Sound IT check

The following is a list of IT checks to ensure the smooth running of Units of Sound:

- Units of Sound needs to be used on a PC, Mac or Chromebook/. We don't currently recommend using UofS on an ipad. Due to ipad design, we cannot guarantee all the features of Units of Sound will work. The user experience may, therefore, be compromised.
- Units of Sound should be used with the latest version of Chrome or Edge browser.
- Units of Sound is an online program, so needs wifi and reliable internet connection. Network delays can cause issues such as screen freezing, records/work not saving and sound issues.
- Firewalls/netfilters must be set to trust: <https://online.unitsofsound.com>
- Make sure Windows settings allow mic and sound: Units of Sound requires the student to be able to hear audio clips and record their voice and listen back.
- This video shows how to check the mic settings are correct on your computer: [Mic settings](#)

## Good to know:

- We have a message box service for tutors when they are logged in to Units of Sound with their tutor login, so that tutors always have access to support using the programme with the students.
- For technical issues, our IT department can support customers remotely via Teamviewer upon request.

## For more information/demo

To request a recorded in-depth demo of Units of Sound, consultation and information on costs please [contact us](#).

## Request a student test login

If you'd like to request a student test login to test Units of Sound on your computers, please contact: [unitsofsound@nisai.com](mailto:unitsofsound@nisai.com)