

# System Requirements



## PERSONAL DESKTOP COMPUTER

- A DESKTOP/TOWER COMPUTER WITH SEPARATE MONITORS 19" OR LARGER. (MOST CLIENT RECOMMENDS DUAL MONITORS)
- INTEL CORE I5 2.7 GHZ PROCESSOR OR BETTER
- 8 GB OF RAM OR BETTER IS PREFERABLE
- *ALL-IN-ONE COMPUTERS ARE NOT CURRENTLY COMPATIBLE WITH ANY CLIENT PROGRAMS.*



## MAC COMPUTER

- MACS MUST HAVE AN ETHERNET PORT.
- MAC OS X 10.0 OR HIGHER
- BOOT CAMP AND A LICENSED VERSION OF WINDOWS IS AN ACCEPTABLE WINDOWS OPERATING SYSTEMS
- *MACBOOK AIR AND MAC USB-C PORTS WILL NOT BE SUPPORTED*



## LAPTOP

- LAPTOP CAN BE USED IF IT MEETS ALL THE CLIENT EQUIPMENT REQUIREMENT POLICIES
- MUST HAVE AN ETHERNET PORT FOR HAREWIRE CONNECTIONS
- *DUAL BOOT MACHINES, NETBOOKS, AND TABLETS ARE PROHIBITED FROM USE*



## ***USB HEADSET WITH NOISE CANCELLING MICROPHONE***

USED FOR CLASS CERTIFICATION.

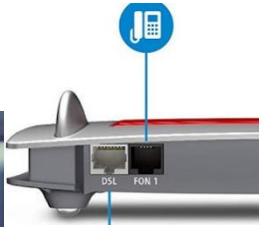
USED IF THE CLIENT OPPORTUNITY DOES NOT REQUIRE A LANDLINE SERVICE



## **\*\*A CALL CENTER DIALPAD WITH NOISE CANCELLING HEADSET**

THIS IS HARD-WIRED FOR LANDLINE CLIENT OPPORTUNITY

IT CONNECTS TO A TELEPHONE LINE JACK IN THE WALL



## **\*\*VOIP LINE (DIGITAL TELEPHONE OR CABLE)**

THIS IS A DIRECT CONNECTION FROM A MODEM TO A PHYSICAL HARD PHONE.

***\*\*ALL SERVICING TELEPHONE LINES SHOULD NOT HAVE VOICEMAIL, FAX, OR OTHER FEATURES ON THE LINE OTHER THAN AN UNLIMITED LONG DISTANCE TO DIAL INTO THE MIAMI AREA CODE FOR THE PARTNER SUPPORT.***

# High Speed Internet



WI-FI CONNECTION IS  
NOT ALLOWED



HARD - WIRED CONNECTION ONLY



THE INTERNET UPLOAD SPEED SHOULD BE 3  
MBPS AND YOUR DOWNLOAD SPEED 10 MBPS  
OR HIGHER TO PASS THE SUPPORT PARTNER  
REQUIREMENTS

ALL OTHER REQUIRED INFORMATION WILL BE LISTED ON EACH CLIENT OPPORTUNITY  
INFORMATION BOARD WHEN YOU SIGNUP ON THE PLATFORM.

# Supported System Software



Internet  
Explorer® 11



Windows  
Defender



THE FOLLOWING SYSTEM SOFTWARE ARE SUPPORTED AND IS A REQUIREMENT ON THE SERVICE PLATFORM. THESE SYSTEM, EQUIPMENT POLICY MUST BE MET, OR YOU WILL NOT BE ABLE TO USE THE PLATFORM TO SERVICE CLIENTS

*NOTE\*\*CHROME, IS NOT COMPATIBLE TO USE WHILE REGISTERING ON THE PLATFORM\*\**

