

## **CPU Speed**

# **PC Requirements**

# MINIMUM / RECOMMENDED

INTEL Core processors: I3-9000, I5-7000, I7-5000, I9 series or better PENTIUM G5400/N6400 series or better XEON E CLASS series or better CELERON J4000/N5000 series or better AMD RYZEN 3 series or better ATHLON 3000 series or better

#### NOTE

macOS (Mac OS X)

ARM based processors are not supported. Examples: Microsoft Surface and Chrome OS based PCs.

MINIMUM	RECOMMENDED		
20 GB or more of available space 60 GB or more of total space	30 GB or more of available space 60 GB or more of total space		
4 GB of RAM	8 GB of RAM		
Windows 10	Windows 11		
Hard-wired connection (Not wireless)	Hard-wired connection (Not wireless)		
Minimum 10 mbps download Minimum 3 mbps upload	Minimum 30 mbps download Minimum 10 mbps upload		
120 milliseconds (ms)	50 milliseconds (ms)		
1280 x 1024 (SXGA) screen resolutions	1920 x 1080 (Full HD or 1080p)		
May be required for some programs	Recommended		
Required to for use with USB headset	s and flash drives		
Netbooks, Chromebooks, tablets and oth	er mobile devices		

#### **Hard Drive**

## Memory

### **Operating System**

Windows needs to be a Genuine Licensed Copy with all updates and patches installed. (Beta and Developer versions will not be supported.)

# Standard Connection and Speed

PC MUST be hard-wired via Ethernet connection and cannot be connected to Wi-Fi.

### Maximum Latency Threshold

Monitor Recommendations

Dual Monitor Capability

**USB 3.0 Port** 

**UNSUPPORTED ITEMS** 

**NO LONGER SUPPORTED** 

# Other Requirements and Recommendations

Mobile Devices, Accessories, and Software

# **Mobile Devices**

### A smartphone or other mobile devices used for multifactor authentication and other security verification processes only

**REQUIREMENT** 

Note: : Mobile phones CANNOT be used to attend class or to service

### **RECOMMENDED**





Any iOS or Android-based mobile device (e.g. smartphone or tablet) with a working camera

### Headset

\*Accessories may vary by Customer Program. Please review the applicable Opportunity Announcement for additional details

### A hardwired USB headset with phone quality audio

(required for class and to service most programs)

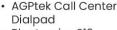
Logitech, Plantronics, Microsoft, or similar brands are popular with Service Partners

- Plantronics Blackwire 3320
- Logitech USB H570e
- Jabra UC VOICE

### **Telephone**

(required for servicing on some programs, review the Opportunity Announcement for details)

A hard-wired telephone and



Plantronics S12



**Keyboard &** Mouse

A hardwired keyboard and mouse

headset

· Logitech Media Combo MK200 is a good example





# Software Requirements

- Windows Firewall must be enabled.
- Updated Web Browser: Edge, Mozilla Firefox, or Chrome for Windows.
  - · Most recent update must be installed in order to maintain the security of your device and your data.
- Windows Security Real-Time Protection MUST be enabled and up to date.
  - Other security software may be incompatible and should be avoided. Technical support may not be available if your software configuration is not compatible with the Arise® Platform or customer-required servicing software.
  - · Service Partners and their agents are responsible for maintaining the security and reliability of their equipment.