



At Home Professional System Requirements

Operating System:

- Windows 7 Professional, Home Premium, Enterprise, or Ultimate 32 or 64-bit.
 - most recent service packs should be installed
- Windows 8 or 8.1 Core, Professional, Enterprise, 32 or 64-bit.

Minimum Machine Requirements:

- Minimum CPU Clock Speed – 1.5 GHz (1500mhz)
- Minimum Memory – 4 GB RAM
- Storage – Hard drive must have at least 10 GB of free space
- Ports – Minimum 1 USB 2.0 port
- Processor – 2 Cores or higher

Other requirements:

- Desktop/Laptop computer (No netbooks, tablets)
- A subscription to a hardwired DSL or Cable high speed internet service (no WiFi, WiMax, Satellite or wireless connections)
- **Internet speeds** – minimum download speed 1000 KBps – upload speed 512 KBps
- Wired USB headset (agent responsibility)

Antivirus:

Antivirus must be installed on your PC and virus definitions must be up to date. We recommend the following Antivirus software:

- McAfee
- Avast!
- Microsoft Security Essentials (Known as Windows Defender on Windows 8)

NOTE: We do not support Operating Systems that are already running within a virtual pc environment, for example running VMware solutions (cannot be installed), Virtual PC, Windows Virtual PC, Virtual Box.