



PC Requirements

MINIMUM / RECOMMENDED

CPU Speed

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

Hard Drive

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

Memory

4 GB of RAM	8 GB of RAM
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Operating System

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

Windows 10	Windows 11
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Standard Connection and Speed

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

Hard-wired connection (Not wireless) Minimum 10 mbps download Minimum 3 mbps upload	Hard-wired connection (Not wireless) Minimum 30 mbps download Minimum 10 mbps upload
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Maximum Latency Threshold

120 milliseconds (ms)	50 milliseconds (ms)
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Monitor Recommendations

1280 x 1024 (SXGA) screen resolutions	1920 x 1080 (Full HD or 1080p)
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Dual Monitor Capability

May be required for some programs	Recommended
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USB 3.0 Port

Required to for use with USB headsets and flash drives

UNSUPPORTED ITEMS





Netbooks, Chromebooks, tablets and other mobile devices

NO LONGER SUPPORTED

macOS (Mac OS X)

Other Requirements and Recommendations

Mobile Devices, Accessories, and Software

	REQUIREMENT	RECOMMENDED
Mobile Devices	<p>A smartphone or other mobile devices used for multifactor authentication and other security verification processes only</p> <p>Note: : Mobile phones CANNOT be used to attend class or to service</p>	 <p>Any iOS or Android-based mobile device (e.g. smartphone or tablet) with a working camera</p>
Headset <i>*Accessories may vary by Customer Program. Please review the applicable Opportunity Announcement for additional details</i>	<p>A hardwired USB headset with phone quality audio (required for class and to service most programs)</p>	<p>Logitech, Plantronics, Microsoft, or similar brands are popular with Service Partners</p> <ul style="list-style-type: none"> • Plantronics Blackwire 3320 • Logitech USB H570e • Jabra UC VOICE 
Telephone	<p>A hard-wired telephone and headset (required for servicing on some programs, review the Opportunity Announcement for details)</p>	<ul style="list-style-type: none"> • AGPtek Call Center Dialpad • Plantronics S12 
Keyboard & Mouse	<p>A hardwired keyboard and mouse</p>	<ul style="list-style-type: none"> • Logitech Media Combo MK200 is a good example 

Software Requirements	<ul style="list-style-type: none"> • Windows Firewall must be enabled. • Updated Web Browser: Edge, Mozilla Firefox, or Chrome for Windows. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • 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.
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