

# System and Equipment Policy



# SYSTEM AND EQUIPMENT POLICY



## Having the right equipment is a critical component for successful and efficient use of the Arise® Platform.

We have put this policy together to help ensure Service Partners and their agents are set up to effectively service one, or more, of the great client programs on our platform.

To use the Arise® Platform, the system and equipment requirements on the following pages must be met. It is important to remember these are the minimum requirements needed to use the Arise® Platform only.

Certain client programs may have additional requirements above and beyond the ones listed in this policy. All Service Partners should review the Opportunity Announcement for the client program they are interested in servicing - in addition to this policy - prior to enrolling in a certification course.

Also included is information regarding where the equipment can be purchased.

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## PC Requirements

MINIMUM/RECOMMENDED		
<b>CPU Speed</b>	Intel i class or better, or AMD APU class or better, clocked at Dual-core 1.4 GHz or better  NOTE: Atom, Celeron, Pentium, and Opteron processors are not permitted	
	MINIMUM	RECOMMENDED
<b>Hard Drive</b>	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
<b>Memory</b>	4 GB of RAM	8 GB of RAM
<b>Operating System</b> (Non-Beta)  Note: Windows 11 is not supported at this time	Windows 10 Window 8.1 (NOTE: this operating system is not supported by some client programs)	Windows 10
<b>Standard Connection and Speed*</b>  <b>Wi-Fi connections are NOT Supported</b>	Hard-wired connection (No wireless) Minimum 10 mbps download / Minimum 3 mbps upload	Hard-wired connection (No wireless) Minimum 30 mbps download / Minimum 10 mbps upload
<b>Maximum Latency Threshold</b>	120 milliseconds (ms)	50 milliseconds (ms)
<b>Monitor Recommendations</b>	1280 x 1024 (SXGA) screen resolution	1920 x 1080 (Full HD or 1080p)
<b>Dual Monitor Capability</b>	May be required for some programs	Recommended
<b>USB 3.0 Port</b>	Required to be used with USB headsets and flash drives	

Please note: These are the basic requirements (both minimum and recommended) for use of the Arise® Platform ONLY. Certain client systems may necessitate higher or additional requirements. Please review all Opportunity Announcements carefully for details regarding such requirements.

Service Partners must service on the computer they use to perform the PC Scan at time of enrollment. If it is determined your computer is different than the one you used at time of enrollment and it is incompatible with the client program, you will not be permitted to service and no refund or voucher will be issued.

\* If you are using Spectrum® as your Internet Service Provider, you must have Spectrum® Business Class Plan. Click here for more details.



## Mac Requirements



	MINIMUM	RECOMMENDED
<b>CPU Speed</b>	iMac, Mac Mini, MacBook/MacBook Air/MacBook Pro, Mac Pro built in 2015 or later	iMac, Mac Mini, MacBook/MacBook Air/MacBook Pro, Mac Pro built in 2019 or later
<b>Hard Drive</b>	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
<b>Memory</b>	4 GB of RAM	8 GB of RAM
<b>Operating System</b>	Must be running MS Windows via Boot Camp.* See page 3 for acceptable Windows operating systems	Must be running MS Windows via Boot Camp.* See page 3 for acceptable Windows operating systems
<b>Standard Connection and Speed**</b>  <b>Wi-Fi connections are NOT Supported</b>	Hard-wired connection (No wireless) Minimum 10 mbps download / Minimum 3 mbps upload	Hard-wired connection (No wireless) Minimum 30 mbps download / Minimum 10 mbps upload
<b>Maximum Latency Threshold</b>	120 milliseconds (ms)	50 milliseconds (ms)
<b>Monitor Recommendations</b>	1280 x 1024 (SXGA) screen resolution	1920 x 1080 (Full HD or 1080p)
<b>Dual Monitor Capability</b>	May be required for some programs	Recommended
<b>USB 3.0 Port</b>	Required to be used with USB headsets and flash drives	

- Macs must have an Ethernet port or an USB Ethernet adapter in order to maintain a hardwired internet connection

Please note: These are the basic requirements (both minimum and recommended) for use of the Arise® Platform ONLY. Certain client systems may necessitate higher or additional requirements. Please review all Opportunity Announcements carefully for details regarding such requirements.

Service Partners must service on the computer they use to perform the PC Scan at time of enrollment. If it is determined your computer is different than the one you used at time of enrollment, and it is incompatible with the client program, you will not be permitted to service and no refund or voucher will be issued.

\*Boot Camp and a licensed version of Windows MUST be installed if the client program is a non-ASD program. (Please see page 3 for acceptable Windows operating systems).

\*\* If you are using Spectrum® as your Internet Service Provider, you must have Spectrum® Business Class Plan. Click here for more details.





## Other Requirements (Mobile Devices, Accessories, Software, and Internet/Phone Service Providers)

### Mobile Devices:

Smart Phone or other Mobile Device to be used for multifactor authentication and other security verification processes

**Note that Cell phones CANNOT be used to service and should not be used for any purpose while servicing.**

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



### Required Accessories\*:

Hardwired USB headset with phone quality audio (required for certification and to service some programs)

Logitech, Plantronics, Microsoft, or similar brands recommended.

**Suggestions:**

- Plantronics Blackwire 3320
- Logitech USB H570e
- Jabra UC VOICE 150



Hard-wired Telephone and headset (required for Production/ Servicing for some programs)

**Suggestions**

- AGPtek Call Center Dialpad
- Plantronics S12



Hardwired Keyboard and Mouse

Logitech Media Combo MK200



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

### Software

Updated Web Browser  
Mozilla Firefox or Chrome  
for Windows

Chrome may not be compatible with certain registration components of the Arise® Platform.

Windows Security

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 Client required servicing software. Service Partners and their agents are responsible for maintaining the security and reliability of their equipment.

## Accessories, Software, and Internet/Phone Service Providers (continued)

### Internet and Phone Service Providers

<p>Hard-Wired Broadband Internet service via DSL, Cable, or Fiber Optic connection</p> <p><b>Wi-Fi connections are NOT Supported</b></p>	<p>The use of wireless internet connections to access any Arise system at any time is prohibited, even if the connection is encrypted. Connectivity to the Arise® Platform through an unauthorized Proxy Service or unauthorized VPN Service is strictly prohibited. Additionally, Satellite, Microwave, and Cellular Hotspot Internet Services are not permitted. USB connected modems are not supported.</p>
<p>Arise and/or Client's VoIP System</p>	<p>Review the Opportunity Announcement to determine what is required to service individual programs. Client programs which require a hard-wired USB headset with phone quality audio do not require a dedicated phone to service.</p>
<p>Hard-Wired Telephone Service to the Router/Modem Device or Wall Outlet</p> <p><b>Review the Opportunity Announcement first to determine if a hard-wired telephone service is needed for the program selected.</b></p> <p><b>Cell phones CANNOT be used to service and should not be used for any purpose while servicing.</b></p>	<p>Review the Opportunity Announcement to determine what is required to service individual programs. Client programs which require a hard-wired telephone service are compatible with the following types of services: POTS (plain old telephone service), cable telephony, digital service, or VoIP through a physical hard phone, i.e. a tangible device that sits on your desktop. The service should be connected directly from the router/modem device or wall outlet to your telephone. Softphones (an application that is installed on your computer) are not permitted. The servicing telephone line should not interface at any point with the computer. All servicing telephone lines should not have voicemail, fax, or other features on the line (other than unlimited long distance, if necessary).*</p>

#### AVG (Arise Virtual Gateway)

AVG, the Arise Virtual Gateway, is a system that helps improve consistency and efficiency while centrally and seamlessly managing call routing.

\*Service Partners may need long distance service. If a Service Partner does not have a Miami area code phone number (305 or 786), they will need to be able to dial long distance on their service lines which may result in long distance charges. For that reason, bulk or unlimited long-distance service plans are recommended and available from most carriers to avoid per-minute charges.

Please be sure to review the Opportunity Announcement in detail to see if AVG (Arise Virtual Gateway) is required on the client program you select.

## ASD (Arise® Secure Desktop)

The Arise® Secure Desktop (ASD) is a tool designed to temporarily convert a PC into a “servicing station”. The ASD provides a secure and streamlined environment which is optimized to help you successfully access the Arise® Platform to service a client program.

Not all client programs require the use of an ASD so it is recommended that you review the Opportunity Announcement in detail to see if an ASD will be needed.

If your client program uses the ASD, instructions will be provided via email or other communication about how to install the ASD.

- **A USB 3.0 Flash drive and a computer with a USB 3.0 port are required for use with the ASD (Arise® Secure Desktop)**
- VGA to HDMI display adapter is currently not supported for use with the ASD
- USB to HDMI Adapters or USB Docking Stations are currently not supported for use with the ASD
- PC Monitors and/or TVs larger than 27” are not recommended for use with the ASD
- MacOS devices running ARM Processors (Apple M1 chip) will not be supported for use with the ASD

The ASD only functions as an additional operating system on your computer system. It does not interact with the existing windows operating system. It is launched from the USB flash drive and does not install on your computer. Once the ASD is removed, no trace of it will be left on your computer.



## Prohibited

### Items NOT supported by the Arise® Platform

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Netbooks/Chromebooks, and Tablets

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All-in-One computers

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## Security Risks

The following items are considered security risks and are prohibited on all systems accessing the Arise® Platform:

- Software known to be malicious or carrying malware
- Virtualized Operating Systems (i.e.: VMWare, Parallels, etc.)
- Non-Arise provided VPN software or proxy settings
- TOR or other privacy software



## EQUIPMENT PURCHASE SUGGESTIONS\*

Store	Item	Approximate Cost*
<b>Desktop/Laptop** Computer (New and Refurbished Options)</b>		
Amazon	HP refurbished with 2 monitor option	\$290
Amazon	HP Laptop (New)	\$785 **
<b>USB Headset (Used during certification)</b>		
Amazon	Logitech USB Headset H390	\$25
Amazon	Logitech H540 Headset	\$35
Amazon	Plantronics - Blackwire 3320	\$55
<b>Keypad/Headset Phone (Used to take calls)</b>		
Amazon	AGPtek	\$26
Amazon	Plantronics S12	\$75

\* This list of equipment does not constitute an endorsement or recommendation by Arise but is provided for informational use and your convenience. It is your responsibility to decide what equipment you would like to use and which retailer from which to purchase such equipment. The retailers on this list are in no way affiliated with or controlled by Arise and the prices are estimates and in no way guaranteed. Arise encourages you to do your due diligence before you chose any particular equipment or retailer. Arise disclaims all liability to any person in respect of anything done or omitted to be done wholly or in part in reliance on the information contained herein.

\*\*Laptop must have an Ethernet port and meet all the requirements outlined on page 4 of this document.

## PC Scan – Passed/Failed...What does it mean?

A PC Scan is a check that helps determine if your computer meets the unique technical requirements that you must meet in order to use the Arise® Platform or any client-required software necessary to service the program you are interested in.

**IMPORTANT:** This check can be performed with only a computer running Microsoft Windows and either Mozilla Firefox or Google Chrome browser.

### What do you need to do before running the PC Scan?

- Close all other applications and start from a fresh system reboot
- Clear cache/cookies

### If you are having trouble with the PC Scan on your equipment:

- Try a different browser
- Reboot your modem/router
- Ensure your connection is hard wired and your network is not in use by other devices for best results
- Note: the PC Scan does not run on a Mac

### How do you run the PC Scan?

- **Step by step directions**

Once the scan is complete, your results will display and look similar to the image below.

What does it mean if you failed one or more of the specifications and what do you need to do to correct the failing results?

- **CPU** – Your PC's processor is not compatible and cannot be used on the Arise® Platform. You will need a computer with a supported processor (CPU), see page 4.
- **Internet Download Speed** – As speeds can fluctuate at times, please try to reboot your modem/router and test again.
  - If you are not getting the minimum required upload/download speeds, you will need to contact your Internet Service Provider to upgrade.
- **Internet Upload Speed** – As speeds can fluctuate at times, please try to reboot your modem/router and test again.
  - If you are not getting the minimum required upload/download speeds, you will need to contact your Internet Service Provider to upgrade.
- **Network Latency Max** – Ensure you are on a hard-wired connection via Ethernet and not Wi-Fi. Reboot the modem/router and try again.
  - Contact your Internet Service Provider for further assistance with latency.

- **OS** – Your operating system (OS) is not compatible with the Arise® Platform. You will need to update your computer with a supported OS, please see page 4 for supported operating systems.
- **RAM** – The RAM on your computer is not sufficient. Your PC's RAM can be upgraded (by adding additional RAM to the system) without any issue. You may need to contact a local technician for upgrading your RAM.