arise ®

SYSTEM AND EQUIPMENT
Policy

SYSTEM AND EQUIPMENT POLICY

Having the right equipment is a critical component of a successful business.

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 in our roster.

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 agents 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 where the equipment can be purchased and estimated costs.

Note: Service Partners and their agents servicing client programs that route calls through the AVG system will need to be able to dial long distance on their service lines (outside of the 786-area code) 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 review page 8 for all the details.

EQUIPMENT PURCHASE SUGGESTIONS*

Store	Item	Approximate Cost*
Desktop/Laptop** Computer (New and Refurbished Options)		
Amazon	HP refurbished with 2 monitor option	$260
Amazon	HP Laptop (New)	$550
USB Headset (Used during certification)		
Amazon	Logitech USB Headset H390	$25
Amazon	Logitech H540 Headset	$29
Amazon	Plantronics - Blackwire 3320	$50
Keypad/Headset Phone (Used to take calls)		
Amazon	AGPtek	$26
Amazon	Plantronics S12	$70

* 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 Requirements

- A desktop/tower computer with a separate monitor is recommended.

- Dual boot machines, Netbooks, and Tablets are prohibited from use.

- All-in-One computers are not currently compatible with any client programs.

- Depending on what client program an agent chooses to service, the use of the Arise Secure Desktop (ASD) may be required. Additional details on the ASD can be found on page 8 of this guide.

PC REQUIREMENTS

	MINIMUM	RECOMMENDED
CPU Speed	Dual-core 2.8 GHz or better or Intel i class or AMD Phenom X2 class or better Atom, Celeron, Pentium, and Opteron processors are not permitted	Dual-core 2.8 GHz or better or Intel i3 class or AMD Phenom X2 class or better Atom, Celeron, Pentium, and Opteron processors are not permitted
Hard Drive	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
Operating System	Windows 10 Window 8/8.1 not supported by some clients	Windows 10 Window 8/8.1 not supported by some clients
Standard Connection and Speed	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
Maximum Latency Threshold	120 milliseconds (ms)	50 milliseconds (ms)
Monitor Recommendations	1280 x 1024 (SXGA) screen resolution 1920 x 1080 (Full HD or 1080p) Dual monitors may be required on some client programs	1280 x 1024 (SXGA) screen resolution 1920 x 1080 (Full HD or 1080p) Dual monitors may be required on some client programs

Please note: These requirements are minimum requirements for use of the Arise® Platform only. Certain client programs may have increased, or additional, requirements. Please review all opportunity announcements carefully for details regarding such requirements.

Agents must service on the computer they use to perform the PC Scan at time of enrollment. If it is determined the computer is different than the one used at time of enrollment, and it is incompatible with the client program, neither a refund nor a voucher will be issued.

Mac Requirements

- Macs must have an Ethernet port

- MacBook Air and Mac USB-C ports will not be supported

- Boot Camp and a licensed version of Windows (please see page 4 for acceptable Windows operating systems) MUST be installed. Please note that Arise Technical Support WILL NOT be able to provide assistance with the installation of Boot Camp and/or Windows or any questions related to it.

MAC REQUIREMENTS

	MINIMUM	RECOMMENDED
CPU Speed	Intel Core i5 2.7 GHz processor or better	Apple M1 chip
Hard Drive	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
Operating System	MAC OS X Yosemite or higher See page 4 for acceptable Windows operating systems	MAC OS X Yosemite or higher See page 4 for acceptable Windows operating systems
Standard Connection and Speed	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
Maximum Latency Threshold	120 milliseconds (ms)	50 milliseconds (ms)
Monitor Recommendations	1280 x 1024 (SXGA) screen resolution 1920 x 1080 (Full HD or 1080p) Dual monitors may be required on some client programs	1280 x 1024 (SXGA) screen resolution 1920 x 1080 (Full HD or 1080p) Dual monitors may be required on some client programs

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

MOBILE DEVICES

Mobile Devices To be used for secondary code verification	An iOS or Android-based mobile device (e.g. smartphone or tablet)

REQUIRED ACCESSORIES

USB headset with microphone (required for Certification)	Logitech, Plantronics, Microsoft, or similar brands recommended. Suggestions: • Plantronics (Model 79730-01) • Logitech USB H570e • Jabra UC VOICE 150
Hard-wired Telephone and headset (required for Production/Servicing)	Suggestions • AGPtek Call Center Dialpad • Plantronics S12

SOFTWARE

Internet Explorer 11 on Windows 8 or 10 (Optional) Mozilla Firefox or Chrome for Windows	Certain client programs may require specific versions of Windows. Windows 8/8.1 are not supported by some clients. Please see the Client Opportunity Announcement for details. *Chrome is not compatible while registering to use the Arise Platform.
Windows Defender for Windows 8 or 10	Other security software may be incompatible and should be avoided. Technical support may be refused if your software configuration is not compatible with the Arise® Platform or is determined to cause incompatibilities with client required servicing software. Service Partners and their agents are responsible for maintaining the security and reliability of their equipment. The following items are considered security risks to the Arise® Platform and, upon detection, may subject your business to the suspension or termination of its MSA or SOW: • Malware infected software • Virtualized Operating Systems (i.e.: VMWare, Parallels, etc.) • Non-Arise provided VPN software or Proxy settings • TOR or other privacy software

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

INTERNET AND PHONE SERVICE PROVIDERS

Hard-Wired Broadband Internet service via DSL, Cable, or Fiber Optic connection	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.
Hard-Wired Land Line Telephone Service	Unless stated otherwise in the Opportunity Announcement, most client programs 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 wall to your telephone. Softphones (an application that is installed on your computer) and cell phones 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 – please see page 9 for details).

ASD (Arise Secure Desktop)

The Arise Secure Desktop (ASD) is a tool designed to temporarily convert a PC into a "servicing station" for the client program a business will be servicing. The ASD provides a secure and streamlined environment which is optimized to 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 an agent review the Opportunity Announcement in detail to see if an ASD will be needed.

• If the client program selected uses the ASD, all the information required for its use is contained within a USB flash drive and instructions that will be provided to the enrolled agent.

• Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to install the ASD.

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

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 and agents have the option to use either a POTS line (plain old telephone service) or VoIP (aka digital telephone or cable telephony – please see page 7 for details) to service a client program. However, call centers and agents servicing client programs that route calls through the AVG system will need to be able to dial into the AVG (786) number.

- Service Partners and agents who do not have Miami area code phone numbers (305 or 786) 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.

- A small number of client programs currently prohibit the use of VoIP while servicing and a POTS line will be required to service those programs. If the client program does not currently allow VoIP, agents will not be servicing on AVG.

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

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

What is a PC Scan?

This check determines if your computer meets the unique technical requirements that you must meet in order to use client-required software to service the opportunity you are enrolling in.

IMPORTANT: This check can be performed with only a computer running Microsoft Windows and either Microsoft Internet Explorer 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
- Try a different browser
- Reboot modem/router
- Ensure hard wired and network is not in use by other devices for best results
- 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.

Overall Result: **PASS**

Specification Name	Your Results	Requirement	Result
CPU	Intel(R) Core(TM) i7-8650U CPU @ 1.90GHz	[71061] INTEL CORE I5 (OR EQUIVALENT) OR BETTER. NO ATOM, CELERON, PENTIUM, OPTERON PROCESSORS.	PASS
Internet Download Speed	83.9 Mbps	5Mbs down speed minimum	PASS
Internet Upload Speed	10.3 Mbps	3Mbs up speed minimum	PASS
Network Latency Max	90 ms	250 MS latency max	PASS
OS	Windows 10	Win 8.1 (64bit), Win 10 (64bit)	PASS
RAM	16 GB	4GB minimum, 8GB recommended	PASS

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

- **CPU –** The PC's processor is not compatible and cannot be used to contract with Arise. 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.

  o 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.

  o 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 WiFi. Reboot the modem/router and try again.

  o 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 supported. The PC's RAM can be upgraded. (Additional RAM added to the system) without any issue. You may need to contact a local technician for upgrading your RAM.

  o   You will need a computer with additional RAM or reach out to a local computer technician for assistance with upgrading the RAM on your current PC.