



## Workstation Requirements

### Computer Hardware Requirements

Below are the minimum and recommended hardware requirements for servicing our clients.

	RAM	Hard Drive	CPU Unit	Other Devices
Minimum	2 Gigabytes (GB)	80 GB IDE	Single Core 1.4 GHz	48x CD ROM Drive 32 Bit Sound Card Speakers 17" or larger Monitor VoIP Headset Keyboard and Mouse
Recommended	4 Gigabytes	250 GB SATA II	Dual Core 1.6 GHz	24x CD/DVD Burner 32 Bit Sound Card Speakers 19" or larger Monitor USB VoIP Headset Keyboard and Mouse UPS Battery Backup
<b>The use of Wireless Connections to access ANY eOffice Solutions LLC resource is prohibited at all times. We do not permit any type of Wireless Connection even if it is secured via encryption.</b>				

### Internet Requirements

eOffice Solutions LLC **only** permits the use of High Speed Broadband internet providers (e.g., Cable or DSL). No dial-up, please!

	Internet Speed Download	Internet Speed Upload
Minimum	1.5 MBPS or greater	250 kbps or greater
Recommended	3.0 MBPS or greater	1.0 MBPS or greater

## Computer Software Requirements

Below are the minimum software requirements that must be in place to provide service to your clients and access our portal.

	Operating System	Productivity Suite	Other Applications
Minimum	Windows XP SP3 Windows 7 <sup>1</sup>	MS Office 2000 viewer MS Office 2003 viewer MS Office 2007 viewer	IE 7 or 8* Java 5.0 Update 10 Acrobat Reader
Recommended	Windows XP SP3 Windows 7 <sup>1</sup>	MS Office 2003 MS Office 2007	IE 7 or 8* Java 5.0 Update 10 Acrobat Reader

<sup>1</sup>The use of Windows 7 32 bit and 64 bit operating systems are permitted on approximately 75% of our clients' systems. Therefore, it's okay to have Windows 7, just know you will not be able to service *all* of our clients.

\*IE 9 is currently not working with our portal. Please use IE 7 or 8.

## Computer Security Requirements

All workstations that are used to connect to our client's network ***must be secured at all times***. Please see below a list of acceptable security applications. If you have an application that is not on this list, please remove it prior to installing any of these applications.

	Anit-Virus	Anti-Spyware	Firewall
Minimum	MS Security Essentials AVG 8.x or 9 only* Malwarebytes McAfee Internet Security (8.x-11.x) McAfee Virus Scan (8.x-11.x) Norton Anti-Virus (10.x-12.x) Norton Internet Security (7.x-8.x) Symantec Anti-Virus (9.x-10.x) Symantec Client Security (9.x-10.x)	MS Office 2000 viewer MS Office 2003 viewer MS Office 2007 viewer	IE 7 or 8* Java 5.0 Update 10 Acrobat Reader
Recommended	MS Security Essentials Malwarebytes McAfee Internet Security (8.x-11.x) McAfee Virus Scan (8.x-11.x) Norton Internet Security (7.x-8.x) Symantec Anti-Virus (9.x-10.x) Symantec Client Security (9.x-10.x)	MS Office 2003 MS Office 2007	IE 7 or 8* Java 5.0 Update 10 Acrobat Reader

\*Higher versions of AVG are not supported at this time

## Telephone Requirements

Of course, your phone is the backbone of your virtual business! It should be comfortable, easy to use, and affordable. We do not permit the use of digital or VoIP (Voice Over Internet Protocol) phones. Only single analog (or POTS line) telephone lines are permitted. In addition, no other services (long distance, voice mail, caller id, etc.) should be on this line.

	<b>Telephone</b>	<b>Telephone Service Provider</b>
Recommended	Smith Corona DA-202 AT&T Single Line Speaker Phone Plantronics S11 Enterprise Plantronics S12 Telephone/Headset System*	Major Telephone Company BT Virgin

### \*Headsets

A word about headsets: you will need to *have two different headsets*: one for your PC (VoIP) for certification classes, and one for your phone. The Plantronics phone/headset system listed here is for your phone. There are several different types of phone headsets, and even more pc headsets, with varying costs. Check Amazon, Walmart, or any office supply store to get the best price. Plantronics S12 is a very good phone system but you may choose any headset or phone of your choice.

## Email Requirements

All contractors are required to maintain and update your email address on file with eOffice Solutions LLC. Failure to do so may result in termination of your contract. All email addresses should be business appropriate nature and have the ability to mark emails from us as trusted. You may use the email address provided by your IP.

	<b>Email Application</b>	<b>Email Providers</b>
Minimum	MS Outlook Express	gMail
Recommended	MS Outlook 2003 MS Outlook 2007	gMail Broadband email

## Workstation Restrictions

The following are not permitted on any computer used to connect to our network.

### Hardware

#### Networking Hardware

- Wireless Networking Equipment
- 2-wire Branded Modems/Routers
- Satellite or Microwave IPs
- USB Connected Modems
- Routers: are permitted but not supported

#### Computer Hardware

- Dual Booting of the computer's Operating System
- PowerPC Based Processors

#### Telephone

- Durabrand or Lennox Providers
- 2-line Telephones
- Any phone with fax capabilities
- Any voicemail or answering machine services
- Caller ID
- Wireless Telephone Services

### Software

#### Operating Systems

- Windows 95, 98, ME
- Windows 2000
- Windows Vista
- MacOS Tiger

#### Security Applications

- Parental Monitoring applications
- Any internet security application not listed on software requirements

#### Other Software

- Skype
- Norton Sys Works
- Norton 360
- Norton go Back
- Netscape Browser
- Limewire
- Frostwire
- Morpheus
- Kazaa
- Bonzi Buddy
- Grokster
- iMesh
- ANY Pop-up Blockers
- 3<sup>rd</sup> party toolbars
- HotBars and web search bars
- BigFix
- Bonjour

### Vendors/ Providers

#### Telephone Service Providers

- Comcast or other digital phone service
- Vonage telephone service
- Magic Jack or other VoIP provider

#### Email Providers

- Juno
- LiveMail or HotMail
- Incredimail
- Yahoo
- AOL