





 <http://www.tmscallcenters.com>

 435 Northeast Casper Street  
Roseburg, Oregon 97470

 541.957.4700  
800.377.7995

## **Basic System Requirements**

Windows computer in good working order (all software and updates are current) to include the following:

- ✓ At least 5 GB of available hard disk space
- ✓ High Speed Internet access with wired router
- ✓ Windows 10 1903 or newer with all updates applied (*sorry, no MAC's or Linux systems*)
- ✓ Internet Explorer 11 and Google Chrome
- ✓ Microsoft .NET framework 4.5 or newer
- ✓ Visual C++ Redistributable for Visual Studio 2015 x86

<b>Application</b>	<b>Minimum</b>	<b>Recommended</b>
Processor	Intel Core i3 (4th Generation) at 3 GHz or higher	Intel Core i3 (5th Generation or later) at 3 GHz or higher
Memory	4 GB with at least 1 GB of available memory	8 GB with at least 2 GB of available memory
Screen Resolution	1024 x 768	1920 x 1080
Speed Test Results	Download $\geq$ 10 Mbps Upload $\geq$ 5 Mbps Latency $\leq$ 100 ms Jitter $\leq$ 30 ms	<a href="https://www.megapath.com/speedtestplus/">https://www.megapath.com/speedtestplus/</a>

In addition, a quality headset for taking calls. Recommendations for headset:

- ✓ Two ears instead of one
- ✓ A least a 6 foot cord (preferred)
- ✓ Inline audio controls (mute, volume)
- ✓ A noise cancelling microphone
- ✓ USB PnP capable (preferred) *Note: some agents in the past have used headsets with a 3.5 mm headphone jack type connector with success but TMS does not support these.*