

# BT Sales Centre Work From Home Setup Minimum Requirements

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## Internet Connection Requirements

Users will be wired in on the modem and they will own their own internet connection (not sharing off of someone i.e. an upstairs or next-door neighbour) and have access to the modem 24/7, to allow us to help troubleshoot if necessary.

If users are sharing an internet connection with other people in the home, their speed should be a minimum of

- 100Mb/s download speed and
- 15Mb/s upload speed
- no usage limits.

If it is a single person in the house, a stable internet connection with a minimum of

- 50Mb/s
- 10Mb/s
- no usage limits.

Users can test their existing internet connections by doing an online speed test. They can do this by going to [Speedtest.net](https://www.speedtest.net) or by [Googling Speed Test](#)

Below are some examples from [Bell](#) and [Rogers](#) of recommended plans;

### Bell

<b>Fibe 150</b> Fibre to your home <a href="#">View details</a>	 Up to <b>150 Mbps</b> Download speed	 Up to <b>150 Mbps</b> Upload speed	 <b>Unlimited</b> Monthly usage
<b>Fibe 50</b> <a href="#">View details</a>	 Up to <b>50 Mbps</b> Download speed	 Up to <b>10 Mbps</b> Upload speed	 <b>Unlimited</b> Monthly usage

### Rogers

<b>IGNITE INTERNET™ 150u</b> Connect 8 to 11 devices Details ▾	Monthly usage <b>Unlimited</b>	Download speed: up to <b>150 Mbps<sup>1</sup></b>
<b>IGNITE INTERNET™ 75u</b> Connect 4 to 7 devices Details ▲	Monthly usage <b>Unlimited</b>	Download speed: up to <b>75 Mbps<sup>1</sup></b>

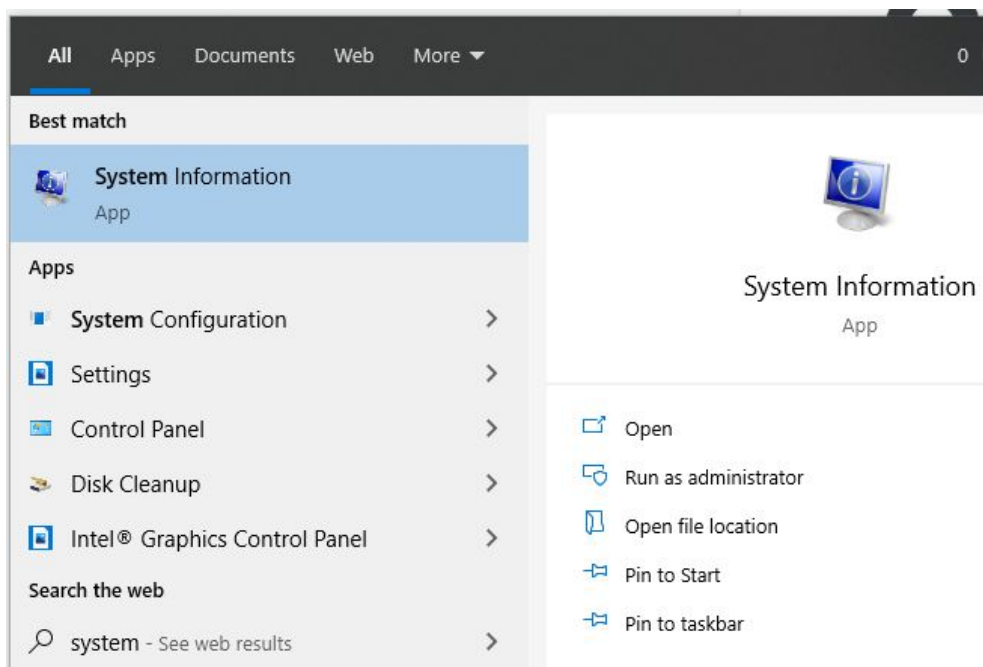
## Computer Requirements

### Windows

Users running windows computers must have a minimum of:

- Intel core i3 5th generation or newer
  - Or AMD FX 6300 or newer
- 8GB Ram or more
- Windows 10 version 1709 or newer
  - Or Windows 7 version 7.6.7600.256

Users can find all of this information by going to the start menu, and searching for **System Information**



## Macintosh

Users running Mac computers should have a minimum of:

- Intel core i3 5th generation or newer
- 8GB Ram
- OS X 10 version 10.11 or newer

User can find this information by clicking on the Apple logo in the top left corner, and clicking **About This Mac**



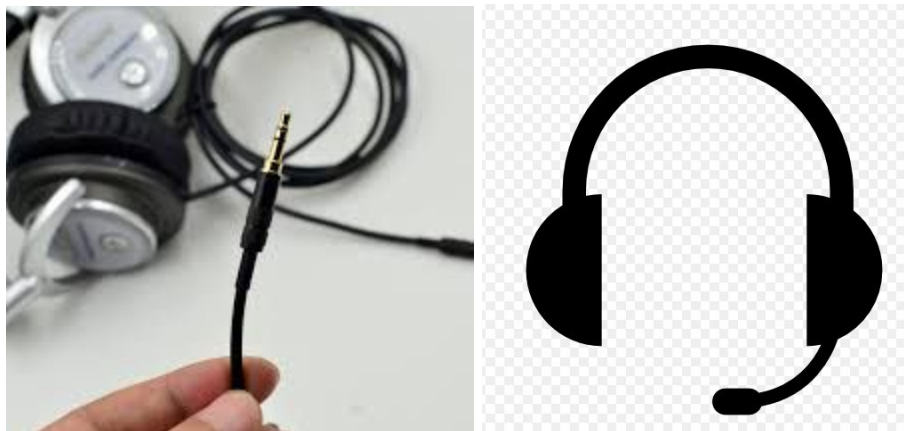
## Audio Requirements

Users will be required to have a headset to connect to their computer for audio.

The best option is a wired usb headset such as the one shown below



Another type of headset that works is a wired 3.5mm (or headphone jack) headset such as the one shown below. Users need to be careful when choosing to use this type of headset, because their PC must have a Headphone/Mic combo port in order for it to work. This type of port is identified by the logo below



Bluetooth headsets will work but can tend to cause issues.

Earbud style headphones (such as the ones included with your iPhone) may be used as a last resort, but are strongly recommended against.