



Home Office & Technology Setup Requirements

As a wahve, you are responsible for setting up your home office. It should be a comfortable, functional and distraction-free area, and should include:

- A desk large enough for dual monitors;
- A laptop or desktop PC in good working order with Windows 8.1 or above that is dual monitor capable;
- A current paid for Antivirus software program;
- A dependable high-speed Internet connection (10mbps or greater – 20mbps for some assignments);
- A router and cable modem from your Internet Service Provider (ISP) that are less than two years old; and
- An extra port in your router for a VOIP Phone (if required for your assignment).

Please do not invest in additional or replacement equipment until you have accepted an assignment.

Below are some specifics regarding equipment.

I. Hardware

Your Laptop or PC must be less than 5 years old, in good working order with a *minimum* of 4 GB RAM (higher is recommended and may be required for some assignments). An iMac, MacBook or other Apple devices may not be acceptable depending on whether the client's technology will support it. It is a best practice to limit access to this computer and not allow others (including family members) to use it.

II. Operating System

Your computer's operating system must be Windows 8.1 or above. Windows 10 is preferred. Please discuss the purchase of any new operating system with your WAHVE team prior to purchase.

III. Dual Monitor Capable

- A. Desktops:** Most current/up to date (within 5 years) desktops will handle a dual monitor setup and may already have ports available you can connect to. If not, you can order an adaptor to accommodate the second monitor. Once you have accepted an assignment, support@wahve.com can help you choose a method that will work for your equipment.
- B. Laptops:** Your second monitor will typically be VGA or HDMI connection depending on the connection port on your laptop. Your second monitor must run in the same resolution as your laptop. This can be checked by right clicking on the desktop and selection "Screen Resolution". The resolution will be listed there. You can then shop for a monitor that will run in the same resolution.
- C. All in One PCs:** Your All in One may be dual monitor capable. Check your product manual to see what it offers for available ports with which to connect a second monitor. Available ports may include DVI, HDMI or VGA ports. If none of these ports are found, your PC may be compatible with a USB monitor, or a monitor fitted with a USB adaptor. Specific information on your brand of All in One may be obtained by calling the manufacturer support

number or visiting their support site. Your monitor settings must be capable of running in the “Extend these displays” mode.

IV. High-Speed Internet

If your DL speed is less than 10mbps you may be required to upgrade. Internet speeds range from single digits all the way up to over 300mbps, depending on where you are located. Some assignments will require a more robust connection. We like to see the internet speed at 20mbps or higher. If you do not know your internet speed, it can be checked at <http://speedtest.net>. Once on the site, press the green “Begin Test” button. Depending on your area and provider, speed can typically be increased at a reasonable monthly charge. To increase your speed for a better connection and user experience, contact your ISP. You can also look at other providers in your area if you are not satisfied with your current internet offerings.

V. Cable Modem and Router

We recommend replacing the cable modem and router every two years as they begin to malfunction. Often your ISP provider will upgrade/replace your equipment at no charge. Some assignments will involve an internet phone setup known as VOIP. The phone plugs into an open port in your router with an Ethernet cable, so you will want your desk close to your router. You might need to use an extender or have a long internet cable that will reach from the phone to the router. Check your router to ensure there is an available port for an Ethernet cable for the IP Phone (if required for your assignment).

Up to date cable modem and router – some assignments will involve an internet phone setup known as VOIP. The phone will plug into an open port in your router with an Ethernet cable, so you will want your desk close to your router, use an extender or have a long internet cable that will reach from the phone to the router. Check your router to ensure there is an available port for an Ethernet cable for the IP Phone (if required for your assignment).

VI. Antivirus Protection

An up-to-date paid for Antivirus software for security protection is a must. We do not accept a free antivirus as they are not secure. WAHVE recommends [ESET](#), but you can choose your own paid program if you prefer. You must renew your Anti-Virus software every year when it expires.

VII. Maintaining a Well-Functioning Computer

You can and should restart your home network regularly, once per month, or whenever you find performance degrading. Rebooting (restarting) your modem can fix internet connection issues, improve slow connections and resolve issues with your wireless devices. Power down (unplug) your internet modem for ten seconds and plug it back in, do the same with your router, and then restart your PC. If your results were low on the speed test, you may be surprised at how much better they are after a restart.

If you need help finding equipment (monitor, extenders, cables, etc.) or have questions, please contact Support at 646-807-4372 option 2 or email support@wahve.com. WAHVE should also be your first call for technical support while on assignment – before contacting a client directly.

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