

WSI WORK FROM HOME EQUIPMENT REQUIREMENTS EFFECTIVE: 01/2021

COMPUTER AND SUPPORTED OPERATING SYSTEMS

You will supply your own computer. You need a computer with one of these operating systems: Windows 8.1 (or newer) or macOS 10.15 (or newer). The steps below explain how you can determine what operating system you have:

- **Windows 8.1 users:** To verify, right-click on the Metro screen, click on All Apps, under the Windows System grouping, locate and launch the Control Panel. Go to System and Security, System.
- **Windows 10 users:** To verify, within the Start menu, select "About PC." Within the About dialog, details on version and edition will be indicated.
- **Macintosh users:** To verify, from the Apple menu, choose About This Mac. The About This Mac window shows your macOS version number.

Operating systems you will not be able to use (examples): Windows 7; Windows 8 RT; Windows 10 S; Chromebook; Linux; any tablet; and any cell phone.

SOFTWARE AND HARDWARE

- Antivirus/Anti-malware solution must be installed, up to date, and permitted to scan regularly. If you do not have Antivirus/Anti-malware on your computer, consider the free download of Malwarebytes at www.malwarebytes.com.
- You will need 6 GB of RAM or higher.

HARDWARE AND EQUIPMENT

- **USB headset:** Your USB headset must be compatible with our systems. Headsets should be wired, not wireless. See page two (2) of this document for further details, including brands which are and are not acceptable.
- **Ethernet cable:** You are required to train and work hardwired; you may not use Wi-Fi. In order to be hardwired, you will need to connect your Ethernet cable as discussed in the section below.
- **USB to Ethernet Converter:** You will need this if your computer does not have an Ethernet port.
- **Monitor:** 15" or larger color monitor capable of displaying a minimum resolution of 1024 X 768
- **Mouse and Keyboard:** Wireless mouse or keyboard is allowed. If using a laptop computer, you can use either a regular desktop mouse or wireless mouse.
- **Webcam:** An integrated (built-in) or external (USB) webcam supporting a minimum resolution of 640 X 480 is required for training sessions and meetings.
- **A landline phone, an iOS device (tablet or cell phone) or an Android (tablet or cell phone) for multi-factor authentication:** Each day that you train or work at Williams-Sonoma, you will obtain a code or push to access our databases. You will use one of these devices to obtain that code or push.

HARDWIRED CONNECTION (ETHERNET CABLE) AND INTERNET SPEEDS/SYSTEM CHECK

- **NO WIFI:** Your computer must be connected directly to your modem, router, or gateway using an Ethernet cable. This means you must be hardwired.
 - o You cannot use your cell phone as a hot-spot.

- **Speed test:** You must take a speed test at a website hosted by Williams-Sonoma. We will not accept a speed test from any other source. Please take your speed test at <http://speedtest.wsgc.com>. The Internet speed your Internet provider advertises or lists on your bill may not be the same as the results of the speed test at our website.
- **Minimum internet speeds:** You are required to have Internet speeds of 6.0 mBps upload speed (or higher) and 10.0 mBps download speed (or higher).
 - o **Higher internet speeds are not required, but are recommended:** We recommend 10 mBps upload speed and 24 mBps download speed.
- **System check:** Once you complete the Williams-Sonoma speed test (using the link above), please also click on the System Check found in the lower left-hand corner of that webpage.
- **Network performance:** Speeds can be impacted by a variety of other factors in your home. For example, other individuals in your home could be using a lot of bandwidth. Please be sure you can meet and maintain the minimum performance required.

HEADSET RECOMMENDATIONS

It's important to ensure you are purchasing a headset that will work reliably with your computer and with our system. Because of this, we recommend selecting from one of several brands known to be compatible.

Additionally, headsets must be a **USB connection only**. Adapting a traditional headset jack to USB or connecting the headset through a USB hub or port-expander are not appropriate configurations.

A direct (one-to-one) USB-A to USB-C adapter may be required for some computers. If possible, use an adapter made by your computer's manufacturer (e.g., Apple branded adapters for USB-A to USB-C are preferred over generic adapters when connecting to some newer MacBooks).

See the table below for a list of headset brands that are known to work (in the left-hand column) and those which are not acceptable (in the right-hand column).

Compatible & Known to work	Incompatible or Poor quality control when used with our systems
Logitech	MPOW
Microsoft	Cyber Acoustics
Sennheiser	Generic/Unbranded
Turtle-Beach	
Apple	

WORK ENVIRONMENT

- Ergonomically correct workstation/desk
- Quiet, noise/distraction free workstation and work area

ERGONOMIC WORK STATION

