



## HARDWARE REQUIREMENTS

- Hardware requirements – Testing PCs** – The *minimum* recommended hardware configuration for PC workstations is a Pentium processor running Windows 2000 SP2+ or Windows XP Professional with a clock speed of 800 MHz or faster, 512 Mb or more RAM, a VGA monitor or better (>256 colours recommended), a USB port (a 3½" floppy disk can be supplied for those without a modern PC), a DVD ROM drive for installation, and a Microsoft compatible Mouse.  
Some titles include audio components and thus a DVD ROM drive, PC sound capability and speakers and/ or headphones are required. Application software being tested upon (i.e. Word, Excel, PowerPoint, etc), is *not* required on the PC.  
**Important Note:** Compaq, Hewlett Packard, IBM, NEC (Packard Bell) and some Dell, ACER or LG PCs may require a patch to compensate for the version of Windows used by these manufacturers. This patch is available free of charge upon request. An Internet connection is required to download this patch.
- License Files** – License installation may be supplied as an archived file sent via the Internet. You must have an archiving utility software program such as WinZip to extract the files in the archive. A free trial version of WinZip is available from <http://www.winzip.com>. The PC on which SkillCheck is to be installed must have a USB port. You must have your own USB Flash drive onto which the installation files are to be extracted. The alternative for installation files is a USB Flash drive at an additional cost.
- Hardware Requirements – Printers** – Kyocera and some Xerox MFC printers may reject printing instructions and require user intervention to complete the printing of reports. For this reason, these printers are *not* recommended.
- Operating System environment** – SkillCheck operates within the Windows environment, including Windows 2000 SP2+, Windows XP Professional and Windows Vista.  
Windows 3.1x, Windows 95, Windows 98, Windows NT, Windows XP Home, Windows XP Tablet PC and Windows XP Media Center are *not supported*.
- Hard disk space requirements** – The system files for all SkillCheck systems require approximately 100 Mb of hard disk space, plus approximately 5 – 6 Mb per testing title included in a configuration.  
Additional hard disk space is required if audio (sound) files are installed on the hard disk rather than being run from a DVD drive. Up to 500-650 Mb of space will be used for all system and sound files.
- Product Activation** – Internet access from the testing PC is necessary to activate the installation.
- Installation** – Software installation requires a DVD drive in all cases. Installation of software is the responsibility of the end user. No technical expertise is required for standalone installations.  
Network installations should *only* be done by a qualified Network Administrator.  
A typical installation from DVD media will take 15 – 20 minutes, depending upon number of titles installed and processor speed of the PC. Full instructions are included in the User's Guide.  
**NOTE: Installation on Windows NT and above operating systems requires Windows login as "PC Administrator" with full rights. If unsure if you have access to "PC Administrator" rights, ask your IT Support for advice.**  
Onsite installation assistance (where available) is a chargeable extra service. There is no charge for telephone assistance, if required.
- End-User Training** – End-user training is not normally required as the SkillCheck products are very intuitive and comprehensive user documentation is provided.  
Training (where available) is a chargeable extra service.
- Product Support** – SkillCheck products enjoy high reliability. Support is provided at no cost by telephone and e-mail. Onsite support, where the problem is determined to be non-SkillCheck related, is chargeable.  
**Please Note:** - Citrix support cannot be provided locally. Where support for Citrix systems is required, it is available from the United States on a charge per incident basis.
- Product Upgrades** – There is no "automatic upgrade" program. New titles are offered at current prices.

11. **Guarantee** – Software media is guaranteed to be free from defects in materials and workmanship for a period of thirty (30) days from date of delivery to the end user.

Damaged or defective media is very rare, but can occur. Any claim for replacement of defective or damaged media must be pre-authorised.

**This guarantee does *not* cover operator error, hardware malfunction, virus infection or other events outside the control of the supplier of the software.**

12. **Returns** – Due copyright restrictions and potential virus infection, software is non-returnable.