



Minimum criteria to qualify for Home IT Support

Introduction

Owning a laptop at home is no different to the work environment. **We recommend certain best practices as follows:**

Best Practices

Hardware and Software	To get the best performance out of your applications, you need a laptop that is powerful enough.
Antivirus and Antimalware (AV/AM)	Malicious cyber criminals use security flaws to lock you out of your PC, often demanding money in exchange for returning control. AV/AM software detects and removes known viruses.
Backup	Data loss is a reality. Hardware fails and cyber criminals are always stalking. Ensure you always have a copy of your data available.

Antivirus and Antimalware

To deliver Home IT Support, Vox installs remote management software. This includes World renowned AV/AM software from Bitdefender at no additional cost. If you choose not to install the Bitdefender component, then we'll still offer IT support, but strongly caution against taking this risk.

Hardware and Software

How do I know what the specifications are?

When we begin the onboarding process, a Vox engineer will do an assessment and advise.

Alternatively, **you can self-check by clicking:** Start > System > Setting > About

Specifications

Processor	i3, 4th generation or equivalent
System Memory	4GB RAM
Operating System	Windows 8.1 or higher
Line Speed	10 Mbps uncapped Fibre, DSL or LTE

Backup

Data loss is a reality. Hardware fails, cyber criminals steal and encrypt data and devices get lost or stolen.

Vox recommends that all hardware is backed up at least weekly or that an additional copy of files and folders are stored externally, for example, on an external hard drive, OneDrive, Dropbox, Google Drive etc.

If you're unable to do so, Vox offers a backup service at a reasonable price. If you choose not to backup, we'll still offer IT support, but strongly caution against taking this risk.

How do I buy backup?

Backups are sold in increments of storage. A Vox Engineer will do an assessment of your hardware and advise the correct tier based on the amount of data we need to backup and applicable cost.

What size backup does Vox offer?

Data Backup (GB)
Laptop Backup for Home 100GB
Laptop Backup for Home 200GB
Laptop Backup for Home 500GB
Laptop Backup for Home 1000GB

Is backup supported on all connectivity?

No. Please note that the minimum requirement for a backup service is a 20 Mbps uncapped link (Fibre, DSL or LTE).

How long will a backup take to complete?

The speed of a backup is dependent on the amount of data and the speed of the connectivity.

Based on these, approximate times are as follows:

Approximate Download Times

Data copied (GB)	Line Speed (Mbps)			
	10Mbps	20Mbps	50Mbps	100Mbps
100	20 Hrs	11 Hrs	4 Hrs	2 Hrs
200	44 Hrs	22 Hrs	8 Hrs	4 Hrs
500	111 Hrs	55 Hrs	22 Hrs	11Hrs
1000	222 Hrs	111 Hrs	44 Hrs	22 Hrs

Once your first backup is successful, subsequent backups will only be new data or data that has changed. This means your backup should only take a few minutes.

PLEASE NOTE: For your own protection, our engineers are not allowed to delete data, and will respectfully decline any request to do so.

