

# HARDWARE AND SOFTWARE GUIDE

## LEARNER SUPPORT CENTER (HELPDESK)

**632-3151**

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### FLORIDA COMMUNITY COLLEGE AT JACKSONVILLE HARDWARE AND SOFTWARE STANDARDS

*(Minimum for all new purchases)*

#### STANDARD HARDWARE CONFIGURATION\*

Pentium 4 Processor 2.4GHz  
533FSB (Front Side Bus)  
512 Cache  
512MB of RAM (Random Access Memory)  
80GB Hard Drive  
Sound Card (w-speakers)  
CDR/RW Combo  
17" Flat Panel Monitors  
Built-in 10/100 Ethernet adapter (network adapter)

\*For Apple and non-standard configurations please contact Technology Operations, (904) 997-2592 or [lhookfin@fccj.edu](mailto:lhookfin@fccj.edu) for assistance.

#### STANDARD SOFTWARE CONFIGURATION

Microsoft Windows XP Professional SP1 or above  
Microsoft Office XP Professional  
    Word (Word Processing)  
    Excel (Spreadsheet)  
    PowerPoint (Presentations)  
    Access (Database)  
    Photo Editor (Graphics)  
    Outlook (E-Mail)  
Norton Anti-Virus Software 8.6  
Internet Web Browsers  
    Netscape Communicator 7.1  
    Microsoft Internet Explorer 6.0  
Hummingbird Host Explorer (ORION 2)

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# **MINIMUM SUPPORTED HARDWARE AND SOFTWARE**

## **MINIMUM HARDWARE CONFIGURATION**

Pentium II 333mhz  
256 MB of RAM (for Windows XP)  
128 MB of RAM (for Windows 2000)  
6 GB Hard Drive  
15" CRT or Flat Panel Monitors  
10/100 Ethernet adapter

## **MINIMUM SOFTWARE CONFIGURATION\***

Microsoft Windows XP Professional SP1 or above  
Microsoft Office 2000 Professional  
    Word (Word Processing)  
    Excel (Spreadsheet)  
    PowerPoint (Presentations)  
    Access (Database)  
    Photo Editor (Graphics)  
    Outlook (E-Mail)  
Norton Anti-Virus Software (corporate version 8.1 or higher)  
Internet Web Browsers:  
    Netscape Communicator (version 7.1)  
    Microsoft Internet Explorer (version 6.0)  
Printer Drivers (when applicable)  
Hummingbird Host Explorer (ORION 2)

\*Faculty machines running approved lab/classroom instructional software will be supported to the level provided in the lab/classroom environment.

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## LEARNER SUPPORT CENTER

The **mission** of the Open Campus Learner Support Center is to serve the College community and meet the academic needs of distance learning students through:

- College-wide Information
- Admissions and Registration Assistance
- Academic Advising
- Technical Support Services

The **vision** for the Learner Support Center is to provide high quality response to the needs of distance learners that is focused on learner outcomes.

### Contact Information

Learner Support Center	Telephone	E-mail
Technical Help Desk Support	904.632.3151	<a href="mailto:helpdesk@fccj.edu">helpdesk@fccj.edu</a>
Distance Learner Advising	904.646.2300	<a href="mailto:advisor@fccj.edu">advisor@fccj.edu</a>
Information and Student Services	904.646.2300	<a href="mailto:info@fccj.edu">info@fccj.edu</a>
Toll-Free	1.877.633.5950	

### Normal Hours of Operation

Monday - Thursday	7 a.m. - 10 p.m.
Friday	7 a.m. - 5 p.m.
Saturday	9 a.m. - 1 p.m.
Sunday	1 - 5 p.m.

**Even if we are closed you can still: [Report a Problem](https://secure2.fccj.edu/lsc/sproblem.html)**

(<https://secure2.fccj.edu/lsc/sproblem.html>)

**Fax:** 904.633.5955

**Toll-Free Fax:** 1.877.633.5955