# Boxtop Recommendations & Best Practices for Home Setup

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*If you are experiencing connectivity or performance problems accessing Boxtop from home, please check that you meet the below recommendations*

## Supported Devices for Boxtop Access:

Any internet-connected device can be used to access Boxtop. For optimal performance, we recommend the following specifications::

- Computer: Windows (manufactured 2018 or after), running Windows 10 or 11, or Mac running macOS Big Sur or newer.
- RAM: 4 GB or more.
- VMware Horizon Client: Version 2209 or a more recent iteration.
- Zoom VDI Plugin: Check for the latest supported version at zoom.tabush.com.

*These recommendations aim to optimize your Boxtop experience, ensuring a seamless and efficient virtual desktop environment.*
*If you are experiencing connectivity or performance problems accessing Boxtop from home, please check that you meet the below recommendations*

## Network Requirements:

Most home internet connections are suitable for connectivity to Boxtop. Connection quality is more important than speed. For best performance, we recommend the following:

- Cable modem or fiber connection (avoid satellite) with minimum download speed of 50 Mbps.
- Jitter of 30ms or less
- Packet loss below 1%
- Prefer a hard-wired internet connection over WiFi to minimize potential interference that could affect Boxtop performance. Wired is always better-performing than Wifi for real-time traffic.

*Check the quality of your internet speed at https://speed.cloudflare.com/ from the computer that you use to access Boxtop (not within a Boxtop session). Look for "Great" results in the Online Gaming section. If the results are less than great, you should look to improve your home network or the connection to your computer.*

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