

# Minimum System Requirements for Hang Seng HSBCnet

To access Hang Seng HSBCnet, you will need the appropriate software (operating system and internet browser) and hardware (your computer's processing power).

## Software requirements

Hang Seng routinely reviews the status of software supported on Hang Seng HSBCnet to provide the best possible experience and the highest level of security on the internet. Hang Seng HSBCnet is designed to work with the following browser versions and operating systems as of 23 June 2010. Other software may work with Hang Seng HSBCnet, but you may experience problems that we may not be able to support.

Windows 7 has been officially approved for use with Hang Seng HSBCnet. A small number of vendor-specific tests are ongoing and we are unaware of any issues at this time. If customers experience any issues accessing Hang Seng HSBCnet through Windows 7, they are encouraged to contact our local HSBCnet customer service.

## Recommended software

Operating System	Browser
Windows XP	Internet Explorer 6, Internet Explorer 7, Internet Explorer 8
Windows Vista	Internet Explorer 7, Internet Explorer 8
Windows 7	Internet Explorer 7, Internet Explorer 8

Please note: all operating system and browser configurations should be kept up to date with the latest Service Packs and security patches as issued by the vendor.

All browser versions must be protected by 128-bit encryption. To check the level of security being used in Internet Explorer, click **Help** and then click **About Internet Explorer**. In the About Internet Explorer window, verify that Cipher Strength is 128-bit.



If your software meets the above-stated criteria, then you should have no problems in accessing Hang Seng HSBC*net*. However, if there are gaps in your software compatibility, you can try to:

- Download the latest browser from the Microsoft website ( [www.microsoft.com/windows/ie](http://www.microsoft.com/windows/ie) )
- Download additional patches required by certain versions of Microsoft Internet Explorer ( [www.microsoft.com/technet/security](http://www.microsoft.com/technet/security) )

**Hardware requirements:** Please refer to the Microsoft site for a list of hardware that meets the requirements of your operating system and Internet browser.

**Screen resolution:** 1024 x 768, 256 colours

**Network connection:** Recommended - High speed Internet or Broadband connection. Minimum for dial-up - 56kbps effective Internet connection

**Smart Card readers, if applicable:**

- Serial connection interface, USB port, or PCMCIA card slot
- CD-ROM drive