Swissmeda Cloud Imaging requirements

Highlights

- The workstation or tablet must be connected to Internet
- The minimum internet connection to review 3D X-ray is 50 Mbps down link / 20 Mbps up link
- Each User must have a Carestream Dental account created via an invitation by your Admin user
- Each User must be logged with the Carestream Dental account
- Latest browser version of Microsoft Edge or Google Chrome are recommended for the Web viewer
- Optimal 3D rendering requires minimum CPU & RAM and specific browser configuration

See below more details that you may want to review with your IT professional.

Swissmeda Cloud Imaging Viewer Workstation requirements

- Latest versions of Google chrome, MS Edge, Firefox, Apple Safari

    Note: specific configuration may be required see Configure / Troubleshoot rendering problems section

- 3D Image viewing requirements
    - Intel i5 processor or higher / AMD Ryzen 7 With Radeon or higher
    - 8 GB RAM minimum
    - Ideally Graphics card

Workstation Internet Connection

Recommended for less than one minute download time of one exam

- 20 Mbps down / 10 Mbps up for 2D X-ray images
- 50 Mbps down / 20 Mbps up for CBCT (e.g: 5x5 to 8X9 standard resolution)
- 100Mbps down / 50 Mbps up for CBCT (e.g: 8x9 to 12x10 standard resolution)
- 200Mbps+ down / 100 Mbps up for CBCT (e.g: 12x10 to 16x17 standard resolution)

Click here to check the internet from each of your site from an acquisition workstation, from the CS Imaging server and from a review workstation.

Swissmeda Cloud Imaging Viewer Tablets requirements

- iPad Pro, Galaxy Tab S8+ with the latest Android or iOS version installed.
  Note: Only 2D images and small size 3D images (up to 20 Mb) can be reviewed

User requirements

- Customer must designate a portal administrator who invites and manages user accounts
- Each user must be **always** logged to Swissmeda Cloud Imaging Viewer or to CS Imaging

CS Imaging Workstation requirements

- CSI Suite 3.11.0.24 / CS Imaging 8.0.24 or above
- Actively supported version of Windows 11 or Windows 10
- See CS Imaging System Requirements at click here

A Service contract for Carestream Dental equipment, imaging software and DPMS

Configure / Troubleshoot rendering problems

- Make sure your graphics driver and browser are up to date
- In case of unresponsive Page or lack of performance of the viewer, see below
- if you have a Graphic Card (GPU), you may need to enable high performance for better rendering, see below

In case of Unresponsive Page or lack of performance of the Viewer in <u>Chrome or Edge</u>

Open Google Chrome or Microsoft Edge and in the address bar, enter:

- chrome://flags/#use-angle or edge://flags/#use-angle
- select D3D11onD12
- Relaunch button at bottom-right to apply the changes.

In case of Unresponsive Page or lack of performance of the Viewer in <u>Firefox</u>

- Open Firefox and in the address bar, enter "about:config".
- In the preference's search bar, enter "webgl.angle.forced3d11".
- Set the option to "true".

Only if you have a <u>workstation with a Graphic card (GPU)</u> for a better rendering

Open Google Chrome or Microsoft Edge and in the address bar, enter:

- chrome://flags/#ignore-gpu-blocklist or Edge://flags/#ignore-gpu-blocklist
- Enable

You may need to Select High-performance GPU for Microsoft Edge or Chrome in the Windows Graphics settings

Windows-Start-icon /Settings/System/Display/Graphics/Edge or Chrome/Options

- Change Graphic preference to **High performance for Chrome or Edge**
- **Restart** the browser to apply the changes.