

PracticeWorks software strongly adheres to compliance with Microsoft® Windows® operating systems and hardware compatibility. Only operating systems and hardware listed below have been fully tested and certified on PracticeWorks software. System Requirements are updated regularly. Before purchasing any equipment, please review the latest requirements located at <http://www.carestreamdental.com/go/pwsystemReqs>.

<p><b>Server</b></p>	<p><b>Hardware</b></p> <ul style="list-style-type: none"> <li>Intel Pentium 4, Core Duo, Core 2 Duo, Xeon Dual-Core 1.83 GHz or faster</li> <li>1 GB RAM or higher</li> <li>4 GB available disk space without clinical imaging or 200 GB available disk space with clinical imaging</li> <li>CD/DVD-ROM drive</li> <li>Ethernet 10/100/1000 network card</li> <li>1024x768, 32 bit capable video card</li> <li>Standard CRT/LCD monitor with a minimum of 1024x768 screen resolution</li> <li>Mouse/keyboard (multimedia not supported)</li> <li>3.5" 1.44MB floppy drive</li> <li>UPS/Surge suppression hardware</li> <li>Anti-virus software</li> </ul>	<p><b>Database</b></p> <p>Pervasive PSQL Server for Windows<sup>[1]</sup></p>	<p><b>Supported Operating Systems</b></p> <p><b>With 2-5 Users</b>                  Windows XP Professional SP3 (32-bit)                  Windows 2000 Professional                  Windows XP Media Center (32-bit)                  Windows Vista Business SP1                  Windows 7 Professional (32-bit and 64-bit)</p> <p><b>With more than 5 users</b>                  Windows Server 2003 SP2 (32-bit)                  Windows 2000 Server                  Windows 2008 Server (32 and 64-bit)                  Windows 2008 R2</p> <p>*See footnotes <sup>[1]</sup> and <sup>[2]</sup> before deciding on any operating system</p>
<p><b>Workstation</b>                  (without clinical imaging)</p>	<p><b>Hardware</b></p> <ul style="list-style-type: none"> <li>Intel Pentium 4, Core Duo, Core 2 Duo, Xeon Dual-Core 1.3 GHz or faster</li> <li>512 MB RAM or higher</li> <li>4 GB available disk space</li> <li>CD/DVD-ROM drive</li> <li>Ethernet 10/100/1000 network card</li> <li>1024x768, 32 bit capable video card</li> <li>Standard CRT/LCD monitor with a minimum of 1024x768 screen resolution</li> <li>Mouse/keyboard (multimedia not supported)</li> <li>UPS/Surge suppression hardware</li> <li>Anti-virus software</li> </ul>		<p><b>Supported Operating System</b></p> <p>Windows XP Professional SP3 (32-bit)                  Windows 2000 Professional                  Windows XP Media Center (32-bit)                  Windows Vista Business (32-bit)                  Windows 7 Professional (32 and 64-bit)</p> <p>*See footnotes <sup>[1]</sup> and <sup>[2]</sup> before deciding on any operating system</p>
<p><b>Clinical Workstation</b>                  (with clinical imaging)</p>	<p><b>Hardware</b></p> <ul style="list-style-type: none"> <li>Intel Pentium 4, Core Duo, Core 2 Duo, Xeon Dual-Core 2.0 GHz or faster</li> <li>1 GB RAM or higher</li> <li>40 GB available disk space</li> <li>CD/DVD-ROM drive</li> <li>Ethernet 10/100/1000 network card</li> <li>1024x768, 32 bit capable video card</li> <li>Standard CRT/LCD monitor with a minimum of 1024x768 screen resolution</li> <li>Mouse/keyboard (multimedia not supported)</li> <li>USB chipset with 2 or more powered USB 2.0 ports</li> <li>Additional PCI Express, AGP, or USB 2.0 expansion slots may be required</li> <li>UPS/Surge suppression hardware</li> <li>Anti-virus software</li> </ul>		<p><b>Supported Operating Systems</b></p> <p>Windows XP Professional SP3 (32-bit)                  Windows 2000 Professional                  Windows XP Media Center (32-bit)                  Windows 7 Professional (32 and 64-bit)</p> <p>*See footnotes <sup>[1]</sup> and <sup>[2]</sup> before deciding on any operating system</p>
<p><b>System Requirements for Included or Add-on Features, Modules and Services</b></p>			
<p><b>Auto-Dialer</b></p>	<p>A 56K external modem is required on each PC using the Auto-Dialer. A dedicated phone line for the modem is recommended.</p>		
<p><b>Backing Up PracticeWorks Software and Data</b></p>	<p>A Windows-compatible backup system capable of backing up PracticeWorks software, data and images. We recommend that you perform a nightly backup on removable media that is stored in a fireproof safe offsite. In the event of data corruption, fire, theft or loss your backup may be the only way to restore your office records. Consult with your hardware representative or technical service provider to ensure that your data backup system is adequate, thoroughly tested, and guaranteed to function correctly.</p>		

<p><b>Electronic Services</b></p> <p>E-Claim Service                  E-Statement Service                  Real Time Services                  E-Payment Service</p>	<p>High-speed broadband internet connection (recommended) and Internet Explorer 6.0 or higher, or a 56K external modem are required for e-claim, e-statement and e-payment services. E-payment service does not support modem connectivity in a Windows Terminal Services (WTS) environment. If using a modem one is required at each workstation performing electronic data transmissions and dedicated phone lines are recommended.</p> <p>Real time services require a high-speed broadband internet connection.</p> <p>All services have been tested under with IE 7.0.</p> <p>MagTek (USB or Serial) or Scan Technologies (PS/2) credit card reader for e-payment service available only from PracticeWorks, Inc.</p>				
<p><b>Emailing from PRACTICEWORKS Software</b></p>	<p>A MAPI-compatible email client must be installed and configured on each workstation used to send email. Microsoft Office Outlook or Outlook Express are recommended.</p>				
<p><b>General Printing</b></p>	<table border="0"> <tr> <td data-bbox="402 541 889 630"> <p><b>Laser Printers</b></p> <p>HP LaserJet 4250                      HP LaserJet P3005d</p> </td> <td data-bbox="889 541 1555 630"> <p><b>Color Printers</b></p> <p>HP OfficeJet Pro K550 or                      HP Color LaserJet 3600n</p> </td> </tr> <tr> <td data-bbox="402 630 889 714"> <p><b>Label Printers</b></p> <p>Dymo LabelWriter 400 or 400 Turbo printer</p> </td> <td data-bbox="889 630 1555 714"> <p>Using a color inkjet printer or multi-function printer as your primary printer is not recommended.                      Contact the manufacturer for information on print drivers compatible with your operating system.</p> </td> </tr> </table>	<p><b>Laser Printers</b></p> <p>HP LaserJet 4250                      HP LaserJet P3005d</p>	<p><b>Color Printers</b></p> <p>HP OfficeJet Pro K550 or                      HP Color LaserJet 3600n</p>	<p><b>Label Printers</b></p> <p>Dymo LabelWriter 400 or 400 Turbo printer</p>	<p>Using a color inkjet printer or multi-function printer as your primary printer is not recommended.                      Contact the manufacturer for information on print drivers compatible with your operating system.</p>
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<p><b>Label Printers</b></p> <p>Dymo LabelWriter 400 or 400 Turbo printer</p>	<p>Using a color inkjet printer or multi-function printer as your primary printer is not recommended.                      Contact the manufacturer for information on print drivers compatible with your operating system.</p>				
<p><b>Import Digital Camera Images</b></p>	<p>Digital camera memory card and USB 2.0 card reader                  The Canon EOS Rebel XSi is recommended. Any digital camera that can transfer images to a PC is acceptable.</p>				
<p><b>MasterWorks Interactive Web Training Courses</b></p>	<p>Sound card, speakers, headset with microphone                  Adobe Flash Player 9                  Java/JRE 5.0                  High-speed broadband internet connection is highly recommended.                  Internet Explorer 6.0 or higher</p>				
<p><b>PRACTICEWORKS Voice Activation Module</b></p>	<p>Audio card compatible with your operating system. Choose a wired close-talk headset computer microphone recommended for speech recognition such as Andrea Electronics NC-7100 or ANC-700. It should have a long, flexible noise-canceling microphone that can be positioned directly in front of your mouth. Limit background noise. Volume control and a mute button are an added convenience. Microsoft 8.0 Speech Recognizer (SR 8.0) is utilized by the Voice Activation Module.</p>				
<p><b>Online Resource Center</b></p>	<p>High-speed broadband internet connection                  Internet Explorer 6.0 or higher</p>				
<p><b>PracticeToGo</b></p>	<p>Data exports to Palm Desktop software versions 4.1.4 and 4.1.4e.                  PracticeToGo may synchronize with other Palm Desktop versions. Consult with Palm for requirements on hand-held device hardware and additional software that will synchronize with Palm Desktop.</p>				
<p><b>PRACTICEWORKS Support</b></p>	<p>High-speed broadband internet connection</p>				
<p><b>QuickBooks Integration</b></p>	<p>QuickBooks Pro Edition 2007 See <a href="http://www.intuit.com/">http://www.intuit.com/</a> for System Requirements.</p>				
<p><b>Scanning</b></p>	<p>Any TWAIN compliant scanner with a full-sized transparency adapter. The EPSON Perfection v700 PHOTO is recommended for image scanning. Contact the manufacturer for information on print drivers compatible with your operating system.</p>				
<p><b>Web Updates</b></p>	<p>High-speed broadband internet connection                  Internet Explorer 6.0 or higher                  Web Updates enables you to update your software version over the internet without the need for a CD. Go to the PracticeWorks software main window and select from the menu <i>Help &gt; Check for Updates</i>.</p>				
<p><b>Fingerprint Device</b></p>	<p>Required only if using the Fingerprint feature. Please contact your Sales representative for specifics.</p>				
<p><b>Kiosk</b></p>	<p>An optional Elo 1000 Series 1915L Touch Screen Monitor is supported for use with the Kiosk feature.</p>				

In addition to all system requirements, the following hardware and software has previously been certified for use with PracticeWorks software:

**Processor Families**  
 Intel Pentium III

**Internet Browser**  
 IE 5.5

**Printers**  
 HP LaserJet 1320 or 2420

**Monitors**  
 15", 800 x 600 resolution, 4MB video RAM, 256 color

**Digital Camera**  
 Kodak DX7590 dental digital photography system  
 Kodak DX6490 dental digital camera system  
 Kodak P712 dental digital photography system

**Scanners**  
 Epson Expression 1680 Professional

**Video Capture Card**

Required only if capturing images from an intraoral camera. Most video capture cards that meet Video for Windows driver standards are acceptable. Hauppauge WinTV-Radio model 401 is acceptable. Some video capture cards may not meet these standards (e.g., the ATI All-In-Wonder card).

**Notes and Recommendations:**

**1. Pervasive PSQL Server**

Please contact your Sales representative for details. The Pervasive PSQL install CD purchased from your sales representative has been specifically configured to work with PRACTICEWORKS Practice Management Software.

The following versions of Pervasive PSQL are needed depending on your operating system and PracticeWorks software version

Operating System	Pervasive PSQL Version
Windows Vista	PSQL v9.5 with PracticeWorks v7.0.7 or higher PSQL v10.10 with PracticeWorks 7.0.11 or higher PSQL v10 SP 3 (10.30) with PracticeWorks 7.0.13 or higher PSQL v11 SP 1 (11.10) with PracticeWorks 7.0.19 or higher
Windows 2008 Server (32-bit)	PSQL v 10.10 with PracticeWorks 7.0.11 or higher PSQL v 10 SP 3 (10.30) with PracticeWorks 7.0.13 or higher PSQL v11 SP 1 (11.10) with PracticeWorks 7.0.19 or higher
Windows 7 Professional (32-bit)	PSQL v10 SP 3 (10.30) with PracticeWorks 7.0.13 or higher PSQL v11 SP 1 (11.10) with PracticeWorks 7.0.19 or higher
Windows 7 Professional (64-bit) Windows 2008 (64-bit) Windows 2008 R2	PSQL v10 SP 3 (10.30) with PracticeWorks 7.0.14 or higher PSQL v11 SP 1 (11.10) with PracticeWorks 7.0.19 or higher
All other supported operating systems	PSQL v7.9 or v8.6 with PracticeWorks 7.0.0 or higher PSQL v9.5 with PracticeWorks 7.0.7 or higher PSQL v10.10 with PracticeWorks 7.0.11 or higher PSQL v10 SP 3 (10.30) with PracticeWorks 7.0.13 or higher PSQL v11 SP 1 (11.10) with PracticeWorks 7.0.19 or higher

**2. Operating Systems**

**A. Windows Vista Edition**

Business and Ultimate editions are supported. Business edition is recommended. Review system requirements on the Microsoft Windows Vista website for the edition you plan to purchase. Non-core Vista features available with the Ultimate edition are not necessary to run PracticeWorks software and may require hardware that exceeds our workstation and clinical workstation requirements.

**Vista Recommended Settings**

- User Account Control (UAC) can remain on. PracticeWorks software is fully Vista-compatible and can be run by a Vista Standard User.
- Change the power plan setting for *Put the computer to sleep* to 'Never'. Network connections are lost if PracticeWorks software is running when the PC goes into sleep power mode after a period of inactivity.
- To avoid repetitive warning messages from Windows Mail when using the bulk email feature, open Windows Mail> Tools > Options> Security. Uncheck "Warn me when other applications try to send mail as me."

**B. Windows 2008 Server**

PRACTICEWORKS Practice Management Software is supported under Windows 2008 Server with the exception of the voice module. If you use other products that integrate with PRACTICEWORKS Practice Management Software please refer to the system requirements for that software to determine the best operating system for your practice.

**C. Windows 7**

The following windows 7 versions are supported. Home versions are not supported.

- Windows 7 Professional
- Windows 7 Enterprise
- Windows 7 Ultimate (Non-core Windows features available with the Ultimate version of Windows 7 are not necessary to run PracticeWorks software and may require hardware that exceeds our workstation and clinical workstation requirements)

**Windows 7 Recommended Settings**

- User Account Control (UAC) can remain on. PracticeWorks software is fully Vista-compatible and can be run by a Standard User.
- Change the power plan setting for *Put the computer to sleep* to 'Never'. Network connections are lost if PracticeWorks software is running when the PC goes into sleep power mode after a period of inactivity.
- To avoid repetitive warning messages from Windows Mail when using the bulk email feature, open Windows Mail> Tools > Options> Security. Uncheck "Warn me when other applications try to send mail as me."

**D. Pervasive Version**

Please see the above note regarding Pervasive PSQL Server to determine the exact version of Pervasive PSQL you will need for your hardware configuration.

**E. Product Integration with PracticeWorks Software under Vista, Windows 2008, and Windows 7**

- Voice Activation Module is not 64-bit operating system compatible.
- PracticeWorks Lights is not Vista or Windows 7 or 64-bit operating system compatible.
- Fingerprint Scanner Interface is not compatible under Windows 7, Vista, or 64-bit operating systems.
- If you practice uses Housecalls™ -Televox ® please contact Televox [www.televox.com/support](http://www.televox.com/support) for further information on operating system compatibility..
- These products integrate successfully: Emdeon DDS v8.12, Televox ® T.Link, CareCredit version 4.3, QuickBooks Pro 2007, Trojan Benefit Service v1.0.6 and Managed Care Updates, printing to Moore Wallace Forms using supported printers, Adobe Reader 8.1.
- Contact the vendor for the current Vista/Windows 7-compatibility status of these products and recheck this document for PracticeWorks software integration readiness: MedVisor, NEA FastAttach, Emdeon XComm, Visa Easy Pay.

**3. Server and Workstation**

- A dedicated server that is not used as a workstation is strongly recommended.
- In general, performance can be improved by doing any or all of the following: increasing the amount of memory (RAM) on a workstation or server; replacing the hard drive with a newer, larger, faster model; upgrading the CPU to a faster speed.
- Disk compression or other utilities should not be used.

**4. NEA Integration Requirements**

- High-speed broadband internet connection. Modem connectivity is not supported for these services.

- Internet Explorer 6.0 or higher.
- A means of digitizing images - either digital radiography or a TWAIN compliant scanner with a transparency adapter.
- Electronic claim service is required.
- NEA FastAttach software version 2.76 or 2.77.
- Desktop computer running Windows XP Professional SP2, Windows XP Media Center, or Windows 2000 Professional without Terminal Services or Citrix. Running FastAttach 2.76 or 2.77 on Windows Server 2003 SP2 or Windows 2000 Server is supported but not recommended by NEA. FastAttach may work in other environments but is not guaranteed.
- See [www.nea-fast.com](http://www.nea-fast.com) for further information