

System Requirements:

CS OrthoTrac Cloud Version 15.1

Carestream Dental complies with established Microsoft Windows compatibility standards. The operating systems and hardware listed below have been fully tested and certified for use with CS OrthoTrac.

System Requirements are updated regularly. Before purchasing any equipment, review the latest System Requirements at <http://www.carestreamdental.com/orthotracs-cloud-sysreqs/>.

OrthoTrac Cloud Workstation

Recommended

Hardware

- x86 or x64 CPU Quad-Core
- 8 GB RAM
- Ethernet 100/1000 network card

Supported Operating Systems

- Windows 10 Professional

Minimum Required

Hardware

- x86 or x64 CPU Dual-Core
- 4 GB RAM
- Ethernet 100/1000 network card

Supported Operating Systems

- Windows 8.1
- Windows 7 Professional SP1

Notes

A Cloud Workstation is typically a modestly-configured computer used to perform administrative functions (scheduling, billing, payment processing, etc.) for the office and/or practice. It is not suitable for image acquisition; see Orthodontic Imaging Workstation for the appropriate specifications.

Windows 7 Alert

Microsoft support for Windows 7 ended on January 14, 2020. To ensure security and compatibility, Carestream Dental recommends updating to a new version of Windows immediately.

Orthodontic Imaging Workstation / Clinical 3D Viewing Workstation

Please review the CS Orthodontic Imaging System Requirements at <https://www.carestreamdental.com/en-us/resource-library/>. This will include 3D Viewing Workstation System Requirements.

Macintosh Workstation

Recommended

Hardware

- 4 GB RAM

Supported Operating Systems

- Mac OS X 10.7 Lion or Higher

Minimum Required

Hardware

- 4 GB RAM

Supported Operating Systems

- Mac OS X 10.7 Lion or Higher

Notes

Apple Macintosh computers cannot be used as Imaging Workstations.

Tablets

Recommended

Hardware

- Apple iPad 2
- Apple iPad with Retina display
- Apple iPad Mini (iOS 5 or higher)

Minimum Required

Hardware

- Apple iPad 2
- Apple iPad with Retina display
- Apple iPad Mini (iOS 5 or higher)

Notes

Citrix Receiver Application is required.

Bandwidth Requirements

Wired

- 1 -5 users 15 Mbps
- 6 – 10 users 30 Mbps
- 11 – 20 users 60 Mbps
- 20+ users 80 Mbps

As a rule, allocate at least 1.5 Mbps for each simultaneous user at a single location

Notes

Wireless: Wi-Fi is the preferred wireless connection; for cellular access, use a 4G network.

Sharing bandwidth with other internet-intensive services such as video streaming or VOIP could affect OrthoTrac Cloud performance.

Due to the large size of dental images, Carestream Dental Imaging users should consider upgrading to a higher-speed service (download and upload). Check with your service provider for available options.

Browser Compatibility

Recommended

- Internet Explorer 11.0 (32-bit)
- Google Chrome 20.x or later
- Mozilla Firefox 30 or later
- Safari Version 5.x

Notes

Monitor

Recommended

- Plug and Play Monitor supporting 1920 x 1080 screen resolution

Minimum Required

- Plug and Play Monitor supporting 1440 x 900 screen resolution

Notes

To avoid display problems, your resolution settings should not be higher than Recommended or lower than Minimum Required.

Printers

Recommended

- See [HP Print and Scan Devices Supported in Citrix XenApp and XenDesktop Environments](#) for printers known to work with Citrix.

Minimum Required

- HP LaserJet Pro 200 color

Notes

Host-based printers are not compatible with our Cloud-based software; they use the computer's processor to generate print jobs. Host-based printers are often labeled as "GDI," "HOST only," or "LIDL".

Email Integration

- IMAP or Exchange email are supported

Electronic Signature

Recommended

Topaz Signature Pads

- SignatureGem LCD 4x3 model: T-LBK755-HSB or T_LBK755-HSB-R
- SignatureGem LCD 1x5 Model: T-LBK462-HSB, T-LBK755SE-BHSB.

Minimum Required

- See Recommended

Notes

USB connections. Serial connections are NOT supported (i.e. TLBK 462-B-R)

Image, Document, and ID Card Scanning

Recommended

- Any TWAIN compliant scanner is acceptable.

Notes

- Network scanners are not supported.
- Duplex and multi-page features are supported for documents and ID cards.
- Image scanning requires a flatbed scanner with a full-sized transparency adapter.