

# EASY DENTAL 11

## System Requirements

The System Requirements describe minimum and recommended standards for using Easy Dental 11. Exceeding the minimum standards may result in better system performance.

### Other Software

- Microsoft Word 2007 or 2010 32-bit are required for full letter merge functionality. (Microsoft Word 2003 supports some letter merge functionality.) Word 2010 64-bit is not compatible with the letter merge functionality.
- EZPort is compatible with QuickBooks 2009 or higher.
- EZMobile is compatible with Palm OS 6.2. EZMobile running on Windows 64-bit operating systems requires Bluetooth technology for syncing to the Palm. It is not compatible with Windows® Mobile or Windows® CE operating systems.

**Note:** Easy Dental 11 is 64-bit compatible on Windows XP, Windows Vista, and Windows 7 workstations and Windows 2003 and 2008 servers.

**Note:** Windows Vista and Windows 7 can be used as server operating systems but are not recommended due to security and scalability issues that may require special server configuration. Windows Small Business Server 2008/2011 are not supported server operating systems.

**PLEASE NOTE:** System requirements are subject to change. Visit [www.easydental.com](http://www.easydental.com) for the latest updates.

### Server Requirements

#### Minimum Hardware

- Intel® Pentium® IV 2.4 GHz processor
- 1 GB RAM
- 7200 RPM Hard Drive
- 40 GB available disk space
- CD-ROM or DVD drive
- 100 Mbps Ethernet card
- Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1024 x 768
- USB chipset with two or more powered USB 2.0 ports
- Additional PCI Express, AGP, PCI, or USB 2.0 expansion slots may be required

#### Recommended Hardware

- Intel® Core™ i5 processor or faster
- 4 GB RAM
- 10000 RPM hard drive
- 40 GB available disk space
- DVD drive
- 1 Gbps Ethernet card
- Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1280 x 1024
- USB chipset with two or more powered USB 2.0 ports
- Additional PCI Express, AGP, PCI, or USB 2.0 expansion slots may be required

#### Supported Operating Systems

Windows® Server 2008 R1 (32- and 64-bit) and R2, Windows® Server 2003 (32- and 64-bit)

### Workstation Requirements

#### Minimum Hardware

- Intel® Pentium® IV 2.4 GHz processor
- 1 GB RAM
- 4 GB available disk space
- CD-ROM drive
- 100 Mbps Ethernet card
- Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1024 x 768
- USB chipset with two or more powered USB 2.0 ports
- Additional PCI Express, AGP, PCI, or USB 2.0 expansion slots may be required

#### Recommended Hardware

- Intel® Core™ i5 processor or faster
- 2 GB RAM (4 GB if using Windows® Vista or Windows 7)
- 4 GB available disk space
- DVD drive
- 1 Gbps Ethernet card
- Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1280 x 1024
- USB chipset with two or more powered USB 2.0 ports
- Additional PCI Express, AGP, PCI, or USB 2.0 expansion slots may be required

#### Supported 32-Bit Operating Systems

Windows® XP Professional  
 Windows® XP Tablet PC Edition  
 Windows® Vista Business  
 Windows® Vista Ultimate  
 Windows® 7 Professional  
 Windows® 7 Ultimate

#### Supported 64-Bit Operating Systems

Windows® XP Professional  
 Windows® Vista Business  
 Windows® Vista Ultimate  
 Windows® 7 Professional  
 Windows® 7 Ultimate

**Note:** Easy Dental system requirements are based on a network consisting of 10 computers or less. If you have more than 10 computers, you may need faster/better computers and networking infrastructure.

## Notes & Additional Recommendations

**1. Server:** Henry Schein recommends running Easy Dental on a dedicated server. A dedicated server is a computer which has a server version of Microsoft Windows (Server 2008 R1/R2 or Server 2003) installed on it. In an Easy Dental system, its primary function is to serve as a database server for all of the Easy Dental workstations but should not be used as an Easy Dental workstation itself. It can also provide other server related functions like DHCP, Internet connectivity, or file sharing services. An Easy Dental workstation can be installed and run on an Easy Dental server, but disk space, memory, and networking throughput requirements should be evaluated and optimized to ensure that the overall response to the workstations is acceptable. Non-dedicated servers (servers that are also used as workstations) will require an additional 512 MB of memory and preferably have a faster processor than the one listed to help reduce any latency/performance issues. Running Easy Dental on a non-dedicated server could impact the performance of the entire network.

**2. Hardware Certification:** Make sure that all servers and workstations are Microsoft Certified for their respective operating systems. Each operating system should have the latest service packs and critical updates installed. Hardware upgrades (processor, disk, memory, graphics and/or network) may be required in order to take full advantage of the new features in Easy Dental. Hardware requirements can vary significantly depending on several factors including: the size and configuration of the network; make, model, configuration and speed of the workstations; size and complexity of the practice; other vendor's applications; and many more. It is recommended that dental offices contact Henry Schein TechCentral (800-288-7691) or other qualified integration specialists who offer help with installation and ongoing service and support.

**3. RAM:** The amount of memory (RAM) needed on a particular workstation can depend on several factors, including but not limited to the number of Easy Dental modules being used at one time, other programs and processes that are running simultaneously on the computer, and the type and speed of the memory being used. As a general rule, Henry Schein recommends that systems have memory amounts much higher than those listed in the system requirements to allow for variability from computer to computer, to better position each computer for a successful Easy Dental upgrade, and to minimize the number of times the computer hardware needs to be upgraded.

**4. Hard Drive:** The disk space needed for Easy Dental depends on the size of the practice and the amount of data that will be stored. For a dedicated Easy Dental server, 40 GB is listed as an estimate for the space that might be needed for patient images or patient records that are stored in the Easy Dental Document Center. Systems being upgraded from previous versions of Easy Dental should have at least 10 GB of free space. Customers should continually evaluate their disk space needs and plan accordingly. Henry Schein only recommends hardware RAID 1 or 5 for additional fault tolerance and does not recommend software RAID or dynamic drives. Implementing RAID is not a backup solution. Disk compression utilities should not be used.

**5. CD-ROM or DVD Drive:** Easy Dental 11 is available on a CD-ROM. For networks, at least one workstation needs to have a CD-ROM or DVD drive. The software can then be shared to the other workstations as needed.

**6. Networks:** Industry standard Ethernet network cards should be used that support the TCP/IP protocol. If a router is being used on the network, it is recommended that all computers be on a single subnet to ensure that all computer workstations receive the server broadcast.

**7. Note:** Roaming profiles are not supported with Easy Dental.

**8. Operating Systems:** Only the operating systems listed in the system requirements are supported with Easy Dental. Easy Dental is compatible with the following 64-bit operating systems: Windows XP Professional, Windows Vista (Business and Ultimate), Windows 7, Windows Server 2003, and Windows Server 2008. Terminal Services is not supported. For questions regarding Easy Dental compatibility with Windows 64-bit operating systems, please contact Easy Dental Customer Support at 1-800-824-6375. Please be aware that some software products and third-party hardware drivers you may be using with Easy Dental may not be 64-bit compatible. Some devices, such as printers, scanners, digital X-ray equipment, and intra-oral cameras, may not be 64-bit ready either. We strongly recommend that you verify that all software and hardware you use with Easy Dental is 64-bit compatible if you install Easy Dental in a 64-bit environment. The following eServices components have already been tested and found to be compatible with the Windows 7 64-bit operating system: eCentral,

eTrans 5.1 and later, QuickBill 3.0 and later, and PowerPay 5.0 and later. Ongoing testing and development is underway to ensure that other eServices products are 64-bit compatible. For questions, and the most up-to-date information regarding eServices compatibility with Windows 64-bit operating systems, please contact eServices Support at 1-800-734-5561.

**9. User Accounts:** In order to use the Easy Dental modules properly, all Easy Dental users should have a Windows user account with administrator rights (rather than the standard account type). For more information, see the Windows Help.

**10. Printers:** For the typical dental office, Henry Schein recommends installation of two printers on the network: a laser printer for all insurance forms, letters, cards, coupons, envelopes, statements, reports; and a color printer for tooth and perio chart printouts. Henry Schein does not recommend using an inkjet printer as your primary printer. Choose a printer based on your practice needs. Every printer has a "page-per-minute" speed and an approximate number of pages per month which should be evaluated, according to your practice's needs. Henry Schein has successfully tested the HP LaserJet P4014N, Dell 3130cn, Epson LQ 2090, DYMO LabelWriter 450 Turbo, and Seiko Label Printer 450. Henry Schein cannot guarantee that all printers will be completely compatible with Easy Dental. We recommend that you use PCL5 printer drivers with all printing equipment. For printing customer and merchant receipts in PowerPay, Henry Schein has successfully tested the Bixolon Samsung POS Printer SRP-350.

**11. Backup:** Henry Schein offers eBackUp, an online product and service that automates the process of backing up data. For information on backing up your Easy Dental system, refer to the eBackUp 12.0 for Easy Dental Recommendations document in the Easy Dental Resource Center at [www.easydental.com/resourcecenter](http://www.easydental.com/resourcecenter) or call Easy Dental Customer Support at 1-800-824-6375.

**12. Antivirus Software:** Antivirus software is recommended on all computers but can affect individual system performance. Please contact Henry Schein TechCentral (800-288-7691) or your hardware technician for recommended configuration options to ensure that the Easy Dental program directory is correctly excluded.

**13. Light Pens & CRT Monitors:** Light pens are only intended for CRT monitors. They can cause damage to LCD monitors.

**14. Digital Cameras:** Digital cameras without TWAIN support cannot be used with the Digital Camera feature on the Acquire menu in the Documents module or the Acquire New Image feature in the Patient Picture. Images must be retrieved or imported as graphic files into these modules.

**15. Cameras & Scanners:** The Documents module supports cameras and scanners that use TWAIN and WIA drivers. Cameras and scanners using DirectShow must use Import from File in the Documents module. Some scanners that claim to be 32-bit TWAIN-compliant are not. Henry Schein has successfully tested the HP ScanJet 5590c and Cannon DR-2010C scanners. Other scanners that claim to be TWAIN/WIA compliant will probably work also, but Henry Schein cannot guarantee that all cameras and scanners claiming to be TWAIN/WIA compliant will be completely compatible with Easy Dental. Multi-function print/scan/copy machines are not recommended. Recommended resolution for scanning documents into the Documents module should be kept to 600 DPI or less.

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