



Hardware Requirements

This guide details the critical points of installing the [Dental.com](http://www.dental-com.com) software, from specific technology requirements to explicit hardware recommendations. **Please note that [Dental.com](http://www.dental-com.com) does not recommend or support the use of 'thin client' or 'dummy terminal' systems including Microsoft Terminal Servers or Citrix Metaframe systems for networking.** The following table lists our specific requirements:

Network Components

Network component	10 baseT technology	100base T technology	Laptop solution
NIC – Network Interface Card	3Com 3c509b-T or Intel EtherExpress PRO PILA8520	3c905b-TX, 3c905c-TX or Intel PRO\100 Management Adapter	3Com Megahertz series PC cards
Network Hub	3Com OfficeConnect Hub 8/TPO #3c16700 8/TPO	3Com 3c16753-US or 3c16754-US	

Note: Use of Category 5/5e Unshielded Twisted Pair (UTP) or Shielded Twisted Pair (STP) cabling is required for new installations.

Printers

Printer	Utilization	Notes
Hewlett Packard Laser Jet 4200	Office printer	HP LaserJet 4200 PCL 5e driver
Hewlett Packard Laser Jet 2300	Office printer	HP LaserJet 2300 PCL 5e driver
Hewlett Packard DeskJet 6122	Clinical image printer	
Seiko Smart Label Printer 200	Label Printer	Not Supported on Windows NT

NOTE: Dental.com's Client Service Department does NOT support any type of print server or jet direct technology.

Operating Systems

	Notes
	* Dental.com requires NTFS
Windows NT 4.0	requires the use of service pack 6 or higher
Windows 2000 Professional/ Server	* Clinical Note: Gendex users with Windows 2000 – require the additional installation of the aspi32.exe. Call Gendex support for this file. *PcAnywhere version 9.2 or higher is required. *For Networks of more than 10 computers 2000 Server is recommended.
Windows XP Professional	*PcAnywhere version 10.5 or higher is required. *Online Center not available in XP

The following is a list of the minimum hardware requirements for proper use of your **Dental.com** system. Deviation from this list will result in technical problems, errors and malfunctions. Please consult **Dental.com's** Installation Guide prior to configuring your hardware, network and software.

Minimum System Requirements

Hardware	Server	Front desk	Operatory	Notes
CPU	Pentium 400	Pentium 350	Pentium 350	Schick sensor users must have Intel USB chipset.
RAM	256 MB	128 MB	256 MB	
Hard Drive	4 Gigabytes	2 Gigabytes	2 Gigabytes	storage of images may require larger capacity hard drive.
Display Adapter	must support 24-bit at 800x600 resolution	must support 24-bit color at 800x600 resolution	<i>see video capture requirements.</i>	
Foot pedal	N/A	N/A	Contact your Patterson Technology Rep.	
Monitor	standard CRT monitor	standard CRT monitor	standard CRT monitor	15" minimum.
Sound Card	N/A	N/A	<i>See Sound Card list</i>	applies to voice users
Voice Head Set	N/A	N/A	Andrea Anti-Noise NC-61	applies to voice users only
CD-ROM	20X	20X	20X	
Modem – <i>Electronic claims must be sent over a dial-up modem connection only.</i>	optional	Creative Labs Modem Blaster 56K Flash PCI	optional	do not send claims from a modem on a dedicated server. *** US Robotics Modems are not supported.***
Battery Backup	Hardware device to protect from power outages	N/A	N/A	
Backup Device	Industry Standard	N/A	N/A	to be supported by a hardware provider
Scanner	N/A	N/A	any Twain compliant scanner with a native transparent media adapter	-Must use a 32-bit driver -Microtek Scanner not compatible with Windows 98
Communications	Optional	PcAnywhere32 v 7.5 or higher	optional	see notes on operating system requirements.

Please consult your Patterson Technology Representative or Dental.com's Client Service department if you have any questions or concerns prior to purchasing or installing hardware or software.

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Video Capture, Voice, Offsite, Signature Pad

Hardware not on this list is not supported

VIDEO CAPTURE SOLUTIONS

Note: "TV-out" functionality present on some cards is supported solely by the card manufacturer or a local hardware provider.

Hauppauge

- WinTV-Radio (Model 401)

eVGA

- nVidia Personal Cinema FX 5200

VOICE

Creative Labs

- Sound Blaster Live! (value Edition, MP3+, X-Gamer, Platinum)

OFFSITE

- Minimum of Windows CE 2.0 or greater
- Compaq lpaq 3630 or later model
- With Windows NT, serial to USB adapter for cradle required

SIGNATURE PAD

- SignatureGem LCD, Model #T-462