

System Requirements:

OrthoTrac Hosted Version 15.7

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 OrthoTrac, a Sensei product.

System Requirements are updated regularly. Before purchasing any equipment, review the latest System Requirements at <https://www.gosensei.com/orthotrak-hosted-sysreq/>.

It is the office's responsibility to check with any 3rd party application/software companies to ensure that their software is compatible with the new version of DPMS/SQL software being installed. Carestream Dental is not responsible for incompatibility issues with 3rd party vendors.

OrthoTrac Hosted Workstation

Recommended

Hardware

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

Supported Operating Systems

- Windows 11 Professional

Minimum Required

Hardware

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

Supported Operating Systems

- Windows 11 Professional

Notes

A Hosted 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 10 reached end-of-life on October 14, 2025 and practices should plan on updating their system.

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

Supported

Hardware

- 4 GB RAM

Supported Operating Systems

- Version of macOS compatible with current Citrix Workspace client.

Notes

Apple Macintosh computers cannot be used as Imaging Workstations.

Tablets

Recommended

Hardware

- Apple iPad 8
- Apple iPad with Retina display
- Apple iPad Mini (iOS 16 or higher)

Minimum Required

Hardware

- Apple iPad 6
- Apple iPad with Retina display
- Apple iPad Mini (iOS 14 or higher)

Notes

Citrix Workspace client 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 or higher network.

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

- Latest version of Google Chrome
- Latest version of Mozilla Firefox

- Latest version of Microsoft Edge
- Latest version of Apple Safari

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 Recommend 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 Hosted 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.

eClaims, Automated Statements, ePayments, Payment Manager, and eVerifications

Required

Notes

- High speed broadband internet connection
- Internet Explorer 11 or higher

MagTek (USB or Serial) or Scan Technologies (PS/2) credit card reader for ePayment service available only from Carestream Dental.

Payment Manager:

- Verifone e285 payment terminal- Wi-Fi Only
- Verifone P400 payment terminal- Ethernet Only
- Adobe Acrobat Reader DC
- Broadband internet connection

Both the Verifone e285 and the Verifone P400 payment terminals contain custom firmware and must be purchased from Global Payments, Inc.

eForms

Recommended

- Apple iPad with iOS 4.0 or higher is supported for form completion and signature.
- Supported Electronic Signature Pad

Notes

- eForms does not support connections to multiple databases or multiple practice management systems.
- CS Orthodontic Imaging software v10 or higher required to archive forms in OrthoTrac.

Electronic Signature Pads (Topaz Systems)

Supported

- SigLite LCD 1x5 TLBK460 HSXR

Notes

USB connections only; Serial connections are NOT supported (i.e., TLBK 462-B-R). HSB Series models of Topaz signature pads are incompatible with the current Hosted environment.

QuickBooks Software

Recommended

- QuickBooks Pro 2015

Minimum Required

- OrthoTrac supports QuickBooks Standard, Premier, Professional, and Enterprise editions.

Notes

QuickBooks Simple Start, Online, and Canadian versions are NOT approved for use with OrthoTrac.

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.