

## System Requirements:

### OrthoTrac Hosted Version 15.6.2

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/orthotrac-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 10 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 reaches 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

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

### Notes

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.