

System Requirements:

SoftDent Hosted Practice Management Software Version 19.1.x

These system requirements are applicable for SoftDent, a Sensei product, version 19.1.3 and newer.

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 SoftDent, a Sensei product.

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

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.

SoftDent Hosted Workstation

Recommended

Hardware

- x86 or x64 CPU Quad-Core
- 8 GB RAM
- Gigabit Ethernet network card

Supported Operating Systems

- Windows 11 Professional
- Windows 10 Professional

Minimum Required

Hardware

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

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 Imaging Workstation for the appropriate specifications.

Windows 8.1, Windows 7, and Windows XP are not supported.

Macintosh Hosted 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.

Thin Client Workstations

Recommended

Hardware

- x86 or x64 CPU Quad-Core
- 4 GB RAM

Minimum Required

Hardware

- x86 or x64 CPU Dual-Core
- 2 GB RAM

Notes

Any device capable of running Microsoft RDP software and supports network connectivity using TCP/IP. The device should support 1280 x 1024 display resolution.

Imaging Workstation / Clinical 3D Viewing Workstation

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

Tablets

Recommended

Hardware

Apple devices that support the latest IOS version

Minimum Required

Hardware

Apple devices that support IOS v13 or higher

Notes

Citrix Workspace Application is required.

Bandwidth Requirements

Wired

- 1 - 5 users 10 Mbps
- 6 - 10 users 20 Mbps
- 11 - 20 users 40 Mbps
- 20+ users 40+ Mbps

As a rule, allocate 2 Mbps for each simultaneous user at a single location.

Wireless

- Speed requirements are the same as wired connections.
- Wi-Fi is the preferred wireless connection.
- For cellular access, use a 5G network.

Notes

A stable internet connection with network latency of 50ms or less provides the best user experience. 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

- Google Chrome, latest version
- Microsoft Edge, latest version

- Mozilla Firefox, latest version
- Safari, latest version

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

For optimal performance, we recommend a higher resolution monitor. Resolutions lower than 1440 x 900 affect performance.

Printers

Recommended

See <https://citrixready.citrix.com/> 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."

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.

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

Required

- **ePayments Secure:** Ingenico iSC 250 payment terminal
 - **ePayments v1:** MAGTEK credit card reader (USB or serial)
 - **Payment Manager:**
 - Verifone e285 payment terminal - Wi-Fi Only
 - Verifone P400 payment terminal - Ethernet Only
- Adobe Acrobat Reader DC
 - Broadband internet connection
 - Internet Explorer 11 or higher
 - Adobe Acrobat Reader DC
 - Broadband internet connection

Notes

Both the Ingenico iSC 250 and the MAGTEK card readers contain custom firmware and must be purchased from Carestream Dental or our payment processing partners. Since they require a locally installed Windows application, neither ePayments Version 1 nor ePayments Secure is supported in the Macintosh environment.

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

Image, Document, and ID Card Scanning

Recommended

- Any TWAIN compliant scanner is acceptable.
- See <https://citrixready.citrix.com/> for scanners known to work with Citrix.

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.
- Neat brand scanners are not supported.