

System Requirements:

SoftDent Practice Management Software Version 20.x

SoftDent Scheduler Practice Management Software Version 220.x

These system requirements are applicable for SoftDent, a Sensei product, version 20.0 and newer, and SoftDent Scheduler version 220.0 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-sysreqs>.

Server

Recommended

Hardware

- x64 CPU Core i7 Quad-Core or equivalent
- 16 GB RAM
- 500 GB available disk space
- DVD drive
- Gigabit Ethernet network card

Supported Operating Systems

- Windows Server 2022 Standard
- Windows Server 2019 Standard
- Windows Server 2016 Standard

Minimum Required

Hardware

- x86 or x64 CPU Core i5 Quad-Core or equivalent
- 4 GB RAM
- 100 GB available disk space
- DVD drive
- Gigabit Ethernet network card

Supported Operating Systems

- Windows Server 2016 Standard

Notes

Carestream Dental LLC recommends using a dedicated server to run SoftDent Server. Small Business Server or Windows Server Essentials are not supported.

Administrative Workstation

Recommended

Hardware

- x64 CPU Core i7 Quad-Core or equivalent
- 16 GB RAM
- 40 GB available disk space
- 3D accelerated video card
- DVD drive
- Gigabit Ethernet network card
- Standard LCD monitor capable of 1280 x 1024 screen resolution

Supported Operating Systems

- Windows 11 Professional
- Windows 10 Professional

Minimum Required

Hardware

- x86 or x64 CPU Core i5 Quad-Core or equivalent
- 4 GB RAM
- 40 GB available disk space
- 3D accelerated video card
- DVD drive
- Gigabit Ethernet network card
- Standard LCD monitor capable of 1280 x 1024 screen resolution

Supported Operating Systems

- Windows 10 Professional

Notes

Windows 8.1, Windows 7, and Windows XP are not supported. Home and Student Editions of Windows are not supported.

Imaging Workstation / Clinical 3D Viewing Workstation

Please review the CS Imaging System Requirements at <https://www.gosensei.com/product-resources/>. This will include 3D Viewing Workstation System Requirements.

Additional and Add-on Modules for SoftDent v20.x / 220.x

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.

Backup

- Carestream Dental recommends that you perform a nightly backup.
- SoftDent uses both SQL and non-SQL data. All data must be backed up together.

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.

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

Advanced Forms

Apple iPad with iOS versions between 8.0 and 14.0 are supported for form completion and signature. Please note that only major iOS releases (10.0, 11.0, etc.) are tested; subsequent minor releases (10.1, 10.2, 11.1, 11.2, etc.) are not tested and may introduce problems with eForms. Please contact Customer Support before accepting updates to your iPad.

Electronic Signature Pads

Recommended

Topaz Signature Pads

- SignatureGem LCD 4x3 models T-LBK755-HSB or T-LBK755-HSB-R
- SignatureGem LCD 1x5 Model: T-LBK462-HSB or T-LBK755SE-BHSB

Printers

Recommended

- HP printer using the HP PCL 6 or PCL 5E driver
- Label: Dymo LabelWriter 400 or LabelWriter TwinTurbo

Notes

- For chart labels, choose a Laser or Dot Matrix Label printer.
- Universal printer drivers are not supported; use printer-specific drivers.

Image, Document, and ID Card Scanning

Recommended

- TWAIN compliant scanner

Notes

- Network scanners are not supported.
- Duplex and multi-page features are supported for documents and ID cards.
- Neat brand scanners are not supported.

Microsoft Office Integration

32-bit Professional Versions 2019, 2016, 2013, 2010, and 2007 of Microsoft Office products are supported.

Required

- Email Integration: Microsoft Outlook
- Letter Expert: Microsoft Word
- PowerCase: Microsoft PowerPoint
- Printing Reports to Excel: Microsoft Excel

Notes

The 64-bit versions of any Microsoft Office product and Microsoft Office 365 are not supported.
POP3 is not supported for email integration.

SoftDent Voice Activation

Recommended

- Sound Card
- Wired close-talk headset computer microphone recommended for speech recognition. Volume control and a mute button are an added convenience.