

System Requirements:

WinOMS Hosted, a Sensei product, Version 9.8

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 the WinOMS practice management software.

System Requirements are updated regularly. Before purchasing any equipment, review the latest System Requirements at <https://gosensei.com/product-resources/#winoms>.

WinOMS Hosted Workstation

Recommended

Hardware

- x86 or x64 CPU Core i5 Quad-Core or equivalent
- 8 GB RAM
- Ethernet 100/1000 network card

Supported Operating Systems

- Windows 11 Professional

Minimum Required

Hardware

- x86 or x64 CPU Core i3 Dual-Core or equivalent
- 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 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 support is provided through Citrix; the Citrix Workspace client is required. Macintosh computers cannot be used as Imaging Workstations or be used to process credit card payments with the ePayments Version 1 or ePayments Secure add-on eServices.

OMS Imaging Workstation / Clinical 3D Viewing Workstation

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

Tablets

Recommended

Hardware

- Apple iPad with the latest iOS version installed
- Apple iPad 2
- Apple iPad with Retina display
- Apple iPad Mini (iOS 5 or higher)

Minimum Required

Hardware

- Apple iPad with the latest iOS version installed
- Apple iPad 2
- Apple iPad with Retina display
- Apple iPad Mini (iOS 5 or higher)

Notes

Citrix Workspace client 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 at least 2 Mbps for each simultaneous user at a single location.

Down/Up

Wireless

- Speed requirements are the same as wired connections.
- Wi-Fi is the preferred wireless connection.
- For cellular access, use a 5G network.
- Sharing bandwidth with other internet-intensive services such as video streaming or VOIP could affect WinOMS Hosted performance.

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
- Mozilla Firefox

- Internet Explorer
- Safari

Notes

For desired performance, your browser must be on the latest available 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 effects 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 computers 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

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.

Automated Statements, eClaims, ePayments, ePrescriptions, eReminders, eVerifications

Recommended

- **ePayments Secure:** Ingenico iSC 250 payment terminal
- **ePayments v1:** MAGTEK credit card reader (USB or serial)
- Adobe Acrobat Reader DC
- Broadband internet connection
- Internet Explorer 11 or higher

Notes

Both the Ingenico iSC 250 and the MAGTEK card reader 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.

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.

QuickBooks

Recommended

- QuickBooks Pro 2022

Minimum Required

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

Notes

- QuickBooks Simple Start, Online, and Canadian versions are NOT approved for use with WinOMS.
- Previous Certified Versions: QuickBooks Pro 2018, 2017, 2016, and 2015

Anesthesia Records Module

Recommended

- Casmed PPM3, Zoe Nightingale PPM3 with DB9 to RJ45 adapter from manufacturer.
- Mindray monitors require a Serial to USB Adapter. Recommend Sabrent USB 2.0 to Serial (9-Pin) DB-9 RS-232 Converter Cable, Prolific Chipset.
Note: ECG features are not supported with Mindray.
- CUSP Compatible Criticare 8100E nCompass or 8100E nGenuity, 9-pin Male/Female Null-modem Serial cable no longer than 6 feet. (Contact manufacturer customer service to determine if your vitals monitor is CUSP compatible).

- Criticare DB-9 Bluetooth device is supported for some Criticare models. Contact manufacturer for Serial to USB Adapter solutions.
- Zoe Bluetooth Adapter functionality has been certified with the Zoe, Casmed and Mortara monitors.

Minimum Required

- Criticare 506 NT3 (not ECG compatible)
- These monitors, while discontinued by Criticare, are approved for use with WinOMS:
- Criticare Poet Plus 8100
- Criticare 507EL Scholar (not ECG compatible)