# DENTRIX®

# G5

System Requirements

# System Requirements

The System Requirements describe minimum and recommended standards for using Dentrix G5.

Exceeding the minimum standards may result in better system performance.

**Note:** Dentrix G5 is 64-bit compatible on Windows XP, Windows Vista, and Windows 7 workstations and Windows 2003 and 2008 servers.

# Server Requirements

## Minimum Hardware

Intel ® Core™ 2 Duo processor

2 GB RAM

7200 RPM hard drive

40 GB available disk space

DVD drive (Dentrix G5 is not available on CD-ROM discs.)

100 Mbps Ethernet card

Wireless G device (optional; see note #6)

Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1024 x 768

USB chipset with two or more powered USB 2.0 ports

Additional PCI Express, AGP, PCI or USB 2.0 expansion slots may be required.

## Recommended Hardware

Intel® Core™ i5 processor or faster

4 GB RAM

10000 RPM hard drive

40 GB available disk space

DVD drive (Dentrix G5 is not available on CD-ROM discs.)

1 Gbps Ethernet card

Wireless N+ device (optional; see note #6)

Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1280 x 1024

USB 2.0 ports Additional PCI Express, AGP, PCI, or USB 2.0 expansion slots may be required.

## Supported Operating Systems

Windows® Server 2008 R1 (32- and 64-bit) and R2

Windows® Server 2003 (32- and 64-bit) USB chipset with two or more powered

**Note:** Windows Vista and Windows 7 can be used as server operating systems but are not recommended due to security and scalability issues that may require special server configuration. Windows Small Business Server 2008/2011 are not supported server operating systems.

# Workstation Requirements

## Minimum Hardware

Intel Pentium® IV 2.4 GHz processor

2 GB RAM

4 GB available disk space

DVD drive preferred. CD-ROM drives are acceptable on workstations if there is a DVD drive on the network to be used to install Dentrix G5

100 Mbps Ethernet card

Wireless G device (optional; see note #6)

Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1024 x 768

3D capable DirectX 9 compatible graphics card with 128 MB video memory (needed for advanced 3D modeling)

USB chipset with two or more powered USB 2.0 ports

Additional PCI Express, AGP, PCI or USB 2.0 expansion slots may be required

## Recommended Hardware

Intel® Core™ 2 Duo processor

2 GB RAM (4 GB if using Windows® Vista or Windows 7)

4 GB available disk space

DVD drive preferred. CD-ROM drives are acceptable on workstations as long as there is a DVD drive on the network to be used to install Dentrix G5

1 Gbps Ethernet card

Wireless N+ device (optional; see note #6)

Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1280 x 1024

3D capable DirectX10 compatible graphics card with 128 MB video memory (needed for advanced 3D modeling)

USB chipset with two or more powered USB 2.0 ports

Additional PCI Express, AGP, PCI, or USB 2.0 expansion slots may be required

## Supported 32-Bit Operating Systems

Windows® XP Professional

Windows® XP Tablet PC Edition

Windows® Vista Business

Windows® Vista Ultimate

Windows® 7 Professional

Windows® 7 Ultimate

# Supported 64-Bit Operating Systems

Windows® XP Professional

Windows® Vista Business

Windows® Vista Ultimate

Windows®7 Professional

Windows®7 Ultimate

# Other Software Compatibility

Microsoft Word 2007 or 2010 32-bit are required for full letter merge functionality. (Microsoft Word 2003 supports some letter merge functionality.) Word 2010 64-bit is not compatible with the letter merge functionality.

Dentrix G5 is compatible with VoicePro 5.0. Earlier versions of Dentrix Voice are not supported.

DXPort is compatible with QuickBooks 2009 or higher.

Note: Over time, system requirements change. For the latest system requirements, please visit www.dentrix.com.

Dentrix G5 system requirements are based on a network consisting of 10 computers or less. If you have more than 10 computers, you may need faster/better computers and networking infrastructure.

# Notes & Additional Recommendations

1   **Server:** In a Dentrix system, the Dentrix server is the computer that will act as a Dentrix database server for all of the Dentrix computer workstations. It can also provide other server related functions like DHCP, Internet connectivity, or file sharing services. The Dentrix server can be used as a Dentrix workstation, but disk space, memory, and networking throughput requirements should be evaluated and optimized to ensure that the overall response to the workstations is acceptable. Non-dedicated servers (servers that are also used as workstations) will require an additional 512MB of memory and preferably have a faster processor than the one listed to help reduce any latency/performance issues.

2   **Hardware Certification:** Make sure that all servers and workstations are Microsoft Certified for their respective operating systems. Each operating system should have the latest service packs and critical updates installed. Hardware upgrades (processor, disk, memory, graphics and/or network) may be required in order to take full advantage of the new features in Dentrix G5. Hardware requirements can vary significantly depending on several factors including: the size and configuration of the network; make, model, configuration and speed of the workstations; size and complexity of the practice; other vendor's applications; and many more. It is recommended that dental offices contact Henry Schein TechCentral (1-877-483-0382)  or other qualified integration specialists who offer help with installation and ongoing service and support.

3   **RAM:** The amount of memory (RAM) needed on a particular workstation can depend on several factors, including but not limited to the number of Dentrix modules being used at one time, other programs and processes that are running simultaneously on the computer, and the type and speed of the memory being used. As a general rule, Henry Schein recommends that systems have memory amounts much higher than the those listed in the system requirements to allow for variability from computer to computer, to better position each computer for a successful Dentrix upgrade, and to minimize the number of times the computer hardware needs to be upgraded.

4   **Hard Drive:** The disk space needed for Dentrix depends on the size of the practice and the amount of data that will be stored. For a dedicated Dentrix G5 server, 40 GB is listed as an estimate for the space that might be needed for patient images or patient records that are stored in the Dentrix Document Center. Systems being upgraded from previous versions of Dentrix should have at least 10 GB of free space. Customers should continually evaluate their disk space needs and plan accordingly. Henry Schein only recommends hardware RAID 1 or 5 for additional fault tolerance and does not

recommend software RAID or dynamic drives. Implementing RAID is not a backup solution. Disk compression utilities should not be used.

5   **DVD Drive:** Dentrix releases are now available only on DVD. For networks, only one workstation needs to have a DVD drive. The software can then be shared with the other workstations as needed.

6   **Networks:** Industry standard Ethernet network cards should be used that support the TCP/IP protocol. Wireless networks are to be used at your own risk due to the inherent nature of interference in dental offices from X-ray machines and other devices. Wireless networks require professional installation to ensure appropriate security and to provide a reliable signal in order for the Dentrix system to operate correctly. If a router is being used on the network, it is recommended that all computers be on a single subnet to ensure that all computer workstations receive the server broadcast.

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**Note:** Roaming profiles are not supported with Dentrix G5.

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7   **Sound Card:** If Dentrix VoicePro will be installed on a workstation, the workstation will require a sound card. Older computers, even if they have an integrated sound card, may require a newer, third-party add-in card. The Sound Blaster Live and Audigy sound cards provide exceptional performance.

8   **Graphics Card:** In order to use the 3D modeling capabilities of Dentrix, a 3D graphics adapter card capable of running DirectX 9 with at least 128 MB of RAM on the card is required. Cards with less memory might work, but can cause issues with graphic related performance. Computers will also require a good monitor capable of supporting 1280x1024 high-color resolution settings. Henry Schein has tested graphics cards from multiple vendors and has noticed a wide range of variability. Some on-board graphics cards use shared memory and might not work well (or at all) with the Dentrix 3D modeling features.

9   **USB:** Dentrix VoicePro requires a USB port. Henry Schein recommends a motherboard with built-in USB 2.0 ports. The USB ports need to be powered so as to provide adequate power to the devices being plugged into them.

10  **Operating Systems:** Only the operating systems listed in the system requirements are supported with Dentrix G5. Dentrix is compatible with the following 64-bit operating systems: Windows XP Professional, Windows Vista (Business and Ultimate), Windows 7, Windows Server 2003, and Windows Server 2008. Terminal Services is not supported. For questions regarding Dentrix

compatibility with Windows 64-bit operating systems, please contact Dentrix Support at 1-800-DENTRIX.

Please be aware that some software products and third-party hardware drivers you may be using with Dentrix may not be 64-bit compatible. Some devices, such as printers, scanners, digital X-ray equipment, and intra-oral cameras, may not be 64-bit ready either. We strongly recommend that you verify that all software and hardware you use with Dentrix is 64-bit compatible if you install Dentrix in a 64-bit environment. The following eServices components have already been tested and found to be compatible with the Windows 7 64-bit operating system: eCentral, eTrans 5.1 and later, QuickBill 3.0 and later, and PowerPay 5.0 and later. Ongoing testing and development is underway to ensure that other eServices products are 64-bit compatible. For questions, and the most up-to-date information regarding eServices compatibility with Windows 64-bit operating systems, please contact eServices Support at 1-800-734-5561.

11 **User Accounts:** In order to use the Dentrix modules properly, all Dentrix users should have a Windows user account with administrator rights (rather than the standard account type). For more information, see the Windows Help.

12 **Printers:** For the typical dental office, Henry Schein recommends installation of two printers on the network: a laser printer for all insurance forms, letters, cards, coupons, envelopes, statements, reports; and a color printer for tooth and perio chart printouts. Henry Schein does not recommend using an inkjet printer as your primary printer. Choose a printer based on your practice needs. Every printer has a "page-per-minute" speed and an approximate number of pages per month which should be evaluated, according to your practice's needs. Henry Schein has successfully tested the HP LaserJet P4014N, Dell 3130cn, Epson LQ 2090, DYMO LabelWriter 450 Turbo, and Seiko Label Printer 450. Henry Schein cannot guarantee that all printers will be completely compatibile with Dentrix. We recommend that you use PCL5 printer drivers with all printing equipment. For printing customer and merchant receipts in PowerPay 4.75, Henry Schein has successfully tested the Bixolon Samsung POS Printer SRP-350.

13 **Backup:** Henry Schein offers eBackUp, an online product and service that automates the process of backing up data. For information on backing up your Dentrix system, call Dentrix Support at 1-800-DENTRIX.

14 **Antivirus Software:** Antivirus software is recommended on all computers but can affect individual system performance. Please contact Henry Schein TechCentral 1-877-483-0382, or your hardware technician for recommended configuration options to ensure that the Dentrix program directory is correctly excluded.

15 **Light Pens & CRT Monitors:** Light pens are only intended for CRT monitors. They can cause damage to LCD monitors.

16 **Digital Cameras:** Digital cameras without TWAIN support cannot be used with the Digital Camera feature on the Acquire menu in the Document Center or the Acquire New Image feature in the Patient Picture. Images must be retrieved or imported as graphic files into these modules.

17 **Cameras & Scanners:** The Dentrix Document Center supports cameras and scanners that use TWAIN and WIA drivers. Cameras and scanners using DirectShow must use Import from File in the Dentrix Document Center. Some scanners that claim to be 32-bit TWAIN-compliant are not. Henry Schein has successfully tested the HP ScanJet 5590c and Cannon DR-2010C scanners. Other scanners that claim to be TWAIN/WIA compliant will probably work also, but Henry Schein cannot guarantee that all cameras and scanners claiming to be TWAIN/WIA compliant will be completely compatible with Dentrix. Multi-function print/scan/copy machines are not recommended. Recommended resolution for scanning documents into the Document Center module should be kept to 600 DPI or less.

18 **Electronic Signature Capture Terminals:** Dentrix G5 supports the ePAD II and ePAD Vision signature devices for signing consents in the Treatment Planner and Questionnaires modules and clinical notes in the Patient Chart. All versions of PowerPay, including PowerPay LE (included with Dentrix), support the use of the magnetic stripe reader device to transmit the customer's payment card data into PowerPay. Dentrix does not support the use of the Ingenico 6550 or 6580 electronic signature terminals for signatures inside of Dentrix.

Please visit www.dentrix.com for the latest updates.

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For help planning, purchasing and supporting computer and network systems,, it is recommended that dental offices contact Henry Schein TechCentral (1-877-483-0382) or other qualified integration specialists who offer help with installation and ongoing service and support.

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