

ViewPoint Equipment Options and Specifications



The important thing to understand about equipment is that it isn't really about the equipment.

The effectiveness and stability of your network will be determined by the expertise and product knowledge of those who do the installation and provide your ongoing support. A local provider can be a good choice if we are consulted to supplement their lack of ViewPoint knowledge. But from a one-source standpoint, it is hard to beat the "mission appropriate" ViewPoint + equipment expertise of our Ortho2 technicians.

For your computer network, here are your choices and our recommendations:

- Option 1** – Have Ortho2 provide your equipment, system configuration, and ongoing support.
- Option 2** – Purchase approved 3rd party computers yourself, and have Ortho2 provide the system configuration and ongoing support.
- Option 3** – Use a local provider for equipment and ongoing support, and have the initial configuration done in collaboration with an Ortho2 technician.
- Option 4** – Use a local provider for equipment, configuration, and ongoing support without the benefit of an Ortho2 technician for installation and configuration assistance.

We recommend option 1 as it gives us the most control to assure your complete satisfaction. Options 2 & 3 are acceptable alternatives. We do not recommend option 4 as it gives us no input into a critical component of your success with ViewPoint.

With options 1 & 2, Ortho2 will provide your equipment installation and ongoing support.

Option 1 allows us to provide computer components that we are most familiar with. The Ortho2 equipment price includes the first year of all-inclusive support, which can optionally be renewed each year. With this approach, anytime you have a problem you call us and we take care of it!

Option 2 means we are working with less familiar computers and components, and we frequently can't open the case for support without voiding warranties. Support and loaners are available as requested at our standard rates. You are responsible for arranging computer repairs with the equipment provider.

With options 3 & 4, a third party will provide your equipment installation and ongoing support.

Option 3 involves having us consult with your local techs during the initial network configuration. This assures that your network is configured for optimal use with ViewPoint. It also gives your local tech a better understanding of ViewPoint and related hardware issues.

Option 4 may challenge even the most experienced technician due to the complexity of ViewPoint and the wide variety of software and hardware components involved. Before using this approach, make sure the tech doing your installation is experienced with SQL and is comfortable installing specialized hardware for the VP Extras (described on back) that you plan to use. Again, based on our experience with hundreds of ViewPoint installations, we do not recommend this approach.

This chart summarizes the services available with each option.

Ortho2 System Configuration and Ongoing Equipment Support	Ortho2 Equip.	Ortho2 Install & Config.	Equip. Repairs	Equip. Support	Loaners Available	All-Inclusive Equipment Support
Option 1: Purchase Ortho2 Equip.	YES	YES	YES	YES	YES	YES
Option 2: Purchase Approved 3rd Party Equip.	no	YES	no	YES (a)	YES	no
Local Technician System Configuration and Ongoing Equipment Support	Ortho2 Equip.	Ortho2 Install & Config.	Equip. Repairs	Equip. Support	Loaners Available	All-Inclusive Equipment Support
Option 3: Use Ortho2 Install & Config. Service	no	YES (b)	no	YES (b)	no	no
Option 4: Strictly 3rd Party Install & Support	no	no	no	no (c)	no	no

ViewPoint Hardware Requirements

Workstation Computers* — 1 GHz+, 512 MB+ RAM (XP) or 2 GB+ RAM (Vista or Windows 7), 1 GB+ free HD space required. Windows 7 Professional, 7 Ultimate, Vista Business, Vista Ultimate, or XP Pro (SP2+) recommended. Windows 2000 (SP4+) acceptable.

Small Server* (5 or Fewer Workstations) — 2 GHz+, 2 GB+ RAM, 5 GB+ free HD space required. Windows 7 Professional, 7 Ultimate, Vista Business, Vista Ultimate, XP Pro (SP2+), or 2000 (SP4+) required. Microsoft SQL Server is required: SQL 2008 Express or greater, SQL 2005 Express or greater, or SQL 2000 (SP3+). The server can be used as a workstation, but for best performance we do not recommend using it at the front desk or as the imaging machine.

Server for 6 or More Workstations* — 2 GHz+, 3 GB+ RAM, 10 GB+ free HD space required. Microsoft Windows Server 2008 Standard, Windows Server 2003 Standard (or greater), Windows Small Business Server 2003 Premium, or Windows Server 2000 (SP4+) is required. Microsoft SQL Server is required: SQL 2008, SQL 2005, or SQL 2000 (SP3+). A dedicated server is required.

Internet Access is required. We strongly recommend the use of a *local* ISP. Using router assigned IPs or Proxy Server to provide access to all workstation is encouraged.

Wide Area Network — Terminal Server, Citrix, and other solutions work well with adequate connection speed.

* These specs are the *minimum* for existing computers. New computers should exceed these in terms of speed, memory, and storage.

VP Extras Hardware Requirements

Our VP Extras software features provide significant functionality at no additional software cost. However, several of them require special equipment components. We can provide these. The following lists provide purchasing information for those who prefer to purchase these items themselves.

VP Imaging — VP Imaging will typically be used with a digital camera, an image printer, and possibly a scanner. **Video Card:** A 256 MB minimum video card is required; 512 MB is recommended. **Digital Camera:** Cameras are available from a wide variety of vendors. We don't recommend any specific camera make or model, but www.photomed.net is an excellent provider of cameras and information on dental specific camera solutions. **Image Printer:** We recommend the HP Deskjet 6940. **Scanner:** We currently recommend the Epson GT-2500 for image and document scanning, or the Epson Perfection V-750M for use with X-rays. Any scanner you choose to use must be TWAIN-compliant.

VP Reminder — VP Reminder sends telephone, e-mail, and/or text reminders. **Telephony Device:** Required for phone reminders. We recommend the Way2call Hi-Phone Desktop USB (with TAPI10880 or 10882 drivers), an external USB device. If you prefer an internal computer card, get the Dialogic D/4PCI UF. **Voices:** The default Windows voices are very rudimentary and sound mechanical. We strongly recommend that you invest in AT&T voice files available at www.nextup.com. The required voice engine, "16khz (Professional) AT&T Natural Voices Engine," includes AT&T Mike 16 and Crystal 16 and has an approximate cost of \$35. Additional voices are also available. **Phone Line:** Telephone reminders will also require a dedicated analog telephone line. **Internet Connection:** Internet access is required for e-mail and text message reminders. **Operating System:** VP Reminder must be used on a Windows XP Pro machine.

VP Credit Card — VP Credit Card allows you to enter credit cards, PIN debits, and ACH electronic transfers directly into ViewPoint and process them through X-Charge. **X-Charge Software and Merchant Account:** Please contact Steve Hester at (800) 637-8268 x237 or stephen.hester@x-charge.com. **Card Reader (Swiper):** Recommended for credit card and required for PIN debit. For most systems, we recommend the MagTek USB Keyboard Emulation Mini Swipe Reader Tracks 1 & 2 (white: part #21040109, black: part #21040110). For terminal server systems we recommend the following PS/2 model: MagTek Mini Wedge Swipe Card Reader Tracks 1 & 2 (white: part #21080203, black: part #21080204). **PIN Pad:** Required for PIN debit. X-Charge can provide a properly encrypted Verifone PIN Pad. The PIN pad connects to a serial port on your computer; a port replicator is required for legacy free computers. X-Charge recommends ATEN UC-232A. **Internet Connection:** Internet access is required for VP Credit Card to authorize payments.

VP Fingerprint — One or more fingerprint scanners are required for the biometric features supported by VP Fingerprint. **Fingerprint Reader:** The DigitalPersona U.are.U 4000B or 4500 is required and connects to a USB port on your computer. If you use Windows Vista, note that the fingerprint reader requires a 32 bit, not 64 bit, version of Vista. **Fingerprint Recognition Software:** DigitalPersona Platinum Fingerprint Recognition Software 3.2.0 is required.

VP Signature — One or more ePad signature pads are required for VP Signature. Two versions are available. The low-end version provides a pad to sign, but the signature doesn't appear on the pad (only the computer screen). This is the ePadlink ePad VP9801. The high-end version is also a pad to sign, but you can see the signature on the pad (as well as the computer screen) as the signature takes place. This is the ePadlink ePad VP9805.