

Hardware and Software System Requirements

For maximEyes 10.0 and higher

First Insight Corporation
 22845 NW Bennett Street, Suite 200, Building B, Hillsboro, OR 97124
 Customer Support: 800.920.1940, Option 2 • Fax: 503.707.8188 • Email: maximEyes@first-insight.com



MaximEyes® by First Insight®
 Paperless Practice Management and
 Electronic Medical Records Software

The hardware and software listed within this document has been tested and is supported by maximEyes versions 10.0 and higher. To ensure optimum software performance and data integrity, First Insight requires that you use only tested and supported hardware and software.

When you purchase new hardware, First Insight highly recommends that you **exceed hardware minimum requirements** (processor speed, RAM, etc.) to stay ahead of advancing technology. It is very important to use high quality hardware where high performance is necessary.

We highly recommend that you hire a certified hardware and networking technician to assist you with installations, networking, and upgrades. We highly recommend that you use Microsoft® certified MCSE technicians and always follow-up with references.

Wireless Networking: MaximEyes will work on a wireless network; however, wireless networking offers significantly lower performance and reliability than hard-wired networks. Therefore, First Insight highly recommends that you install hard-wired networks where high performance is necessary for business critical applications. Consult with your certified hardware and networking technician to ensure that your system is properly configured. First Insight does not provide technical and hardware support for networking your office.

Notebooks and Tablet PCs: MaximEyes is compatible with many Notebooks and Tablet PCs, as long as your server and workstations meet maximEyes server and workstation requirements. MaximEyes is best viewed at 800 by 600

MaximEyes® Server – Cannot Be Used as a Workstation

Your server acts as a file cabinet that stores data files. Data is accessible from other computers on the network.

➔ **Dedicated Server:** For optimal performance, First Insight highly recommends that you have a dedicated network server to operate maximEyes and that no other applications are shared or run from the server.

➔ **Renaming Your Server:** If you replace your server and want to view any images that are attached to a maximEyes patient record and Exam Manager, you must rename the new server with the **exact name** of the one that you replaced.

Item	Strongly Recommend	Minimum Requirements	Additional Information
Processor	AMD® -or- Intel® Quad-Core at 2 GHz or faster	AMD® -or- Intel® Dual-Core at 2 GHz or faster	
Operating System	<p>For Domains: Windows® Server 2008 Standard (x86) -or- Enterprise (x86) editions with Service Pack 1 or 2 (supports any number of workstations); or</p> <p>Windows® Server 2003 (x86) with Service Pack 1 or 2 (supports any number of workstations)</p> <p>For Workgroups: Windows® Vista Ultimate (x86) -or- Business (x86) editions with Service Pack 1 or 2 (supports up to 10 workstations)</p>	<p>For Domains: Windows® Server 2003 (x86) with Service Pack 1 or 2 (supports any number of workstations)</p> <p>For Workgroups: Windows® Vista Ultimate (x86) -or- Business (x86) editions with Service Pack 1 or 2 (supports up to 10 workstations)</p>	<ul style="list-style-type: none"> MaximEyes requires that all operating systems be 32-bit versions only; MaximEyes does not support any 64-bit operating system. MaximEyes is not compatible on the Windows® Small Business Server 2008 (x86-64), as there is no 32-bit version. Domain configurations are required for networks of 10 or more workstations. Consult a certified hardware/networking technician for more information. First Insight requires Microsoft .NET Framework 2.0 (and available security updates for 2.0) for all maximEyes installations. First Insight highly recommends that all available security updates from the Microsoft® update site be applied to all machines that use maximEyes. First Insight highly recommends that you consult a certified hardware/networking technician regarding the requirement for Client Access License (CAL) from Microsoft. Microsoft® requires that Windows Server 2003 Small Business be on a Domain per EULA. First Insight requires that User Account Control (UAC) be turned <u>off</u> on Vista machines.
Memory (RAM)	4 GB RAM	2 GB -or- higher RAM	

MaximEyes® Server – Cannot Be Used as a Workstation

Your server acts as a file cabinet that stores data files. Data is accessible from other computers on the network.

➔ **Dedicated Server:** For optimal performance, First Insight highly recommends that you have a dedicated network server to operate maximEyes and that no other applications are shared or run from the server.

➔ **Renaming Your Server:** If you replace your server and want to view any images that are attached to a maximEyes patient record and Exam Manager, you must rename the new server with the **exact name** of the one that you replaced.

Item	Strongly Recommend	Minimum Requirements	Additional Information
Hard Drive(s)	A dedicated partition with 80 GB or more FREE SPACE	A dedicated partition with 80 GB or more FREE SPACE	Scanning features may require additional storage space.
Database	FileMaker Server 10 Basic and FileMaker Pro 10 Contact a FileMaker licensing specialist at 800.725.2747 or visit www.filemaker.com .		One FileMaker Server 10 Basic license and one FileMaker Pro 10 license is required to operate maximEyes 10.0.
Optical Drive	DVD-R/W Drive		Refer to "Backup Media" (shown below) for more information.
Monitor	SVGA color monitor; best viewed with display set to 800 by 600 pixels	SVGA color monitor; best viewed with display set to 800 by 600 pixels	MaximEyes is best viewed at 800 by 600 pixels; however, it can be displayed at higher screen resolutions.
Internet Access	Broadband Internet connection is required.		Additional Internet bandwidth may be required for remote locations. Contact a First Insight sales representative for more details.
Network Adapter	100/1000 Mbps Ethernet		
Uninterruptible Power Supply (UPS)	UPS on server		Loss of power can damage your system. A UPS can help control the level of electric power coming into your system and it provides a back up battery to keep your system running long enough to safely shut the system down.
Backup Media	<ul style="list-style-type: none"> Any high-density removable storage media: tape, CD/DVD-RW, Flash drive or portable hard drive. Please consult with your hardware/networking technician. For more information about online data backup, storage and recovery, contact DataHEALTH at 888 656.3282, Option 1 or visit www.datahealthfic.com; 30-day no obligation free trial. Ask DataHEALTH about special pricing for First Insight customers. 		<ul style="list-style-type: none"> First Insight recommends that you arrange for offsite storage of your backup media files. Consult a certified hardware/networking technician about the backup data size you will need and how to arrange for backup/disaster recovery BEFORE you select the media.
Remote Support	GoToAssist® and GoToMyPC® First Insight will use these utilities to provide remote technical support.		First Insight uses HIPAA-compliant GoToAssist® GoToMyPC® technology for all remote access. For other remote access, consult a certified hardware/networking technician.

MaximEyes® Workstations

Item	Strongly Recommend	Minimum Requirements	Additional Information
Processor	Pentium® 4 at 3 GHz or faster		Pentium® 3 at 1 GHz or faster
Operating System	<p>Windows® 7 Professional (x86) -or- Ultimate (x86); or</p> <p>Windows® Vista Ultimate (x86) -or- Business (x86) editions with Service Pack 1 or 2; or</p> <p>Windows® XP Professional with Service Pack 2 or 3</p>	<p>Windows® 7 Professional (x86) -or- Ultimate (x86); or</p> <p>Windows® Vista Ultimate (x86) -or- Business (x86) editions with Service Pack 1 or 2; or</p> <p>Windows® XP Professional with Service Pack 2 or 3</p>	<ul style="list-style-type: none"> MaximEyes requires that all operating systems be 32-bit versions only; MaximEyes does not support any 64-bit operating system. MaximEyes does not support any Windows® Home Premium -or- Home Editions for: XP, Vista, & Windows 7. All Operating Systems must be Professional -or- Ultimate version only. First Insight requires Microsoft® .NET Framework 1.1 and 2.0 (and available security updates for both) for all maximEyes installations. First Insight highly recommends that all available security updates from the Microsoft® update site be applied to all machines that use maximEyes. First Insight requires that User Account

MaximEyes® Workstations			
Item	Strongly Recommend	Minimum Requirements	Additional Information
			Control (UAC) be turned <u>off</u> on Vista and Windows 7 machines.
Memory (RAM)	4 GB RAM	2 GB or higher RAM	
Hard Drive(s)	40 GB or more of FREE SPACE	20 GB or more of FREE SPACE	
Database	FileMaker Pro 10 – Contact a FileMaker licensing specialist at 800.725.2747 about volume licensing or visit www.filemaker.com .		One FileMaker Pro 10 license is required for each workstation where you install maximEyes.
Drive(s)	DVD drive		
Monitor	17" SVGA color monitor; best viewed with display set to 800 by 600 pixels.	15" SVGA color monitor; best viewed with display set to 800 by 600 pixels.	MaximEyes is best viewed at 800 by 600 pixels; however, it can be displayed at higher screen resolutions.
Internet Access and Modem	Broadband Internet connections are required on each workstation.		Many electronic claim carriers will NOT accept claims sent via the Internet and they require an analog modem (56 Kbps) for transmission on a single workstation.
Network Adapter	100/1000 Mbps Ethernet		
Uninterruptible Power Supply (UPS)	UPS on each workstation		Loss of power can damage your system. A UPS can help control the level of electric power coming into your system and it provides a back up battery to keep your system running long enough to safely shut the system down.

Other Requirements and Recommendations		
Hardware or Misc. Item	Strongly Recommend	Additional Information
Internet Access	Broadband Internet connections are required on all workstations to: <ul style="list-style-type: none"> Use all Web-enabled maximEyes modules, links and integrations. Access First Insight online technical support. 	
Switches or Routers	100/1000 Mbps Switch	Depending on your system requirements you may need to purchase higher quality switches to ensure maximum performance. We highly recommend that you consult your hardware/networking technician before you purchase any hardware.
Printers	<ul style="list-style-type: none"> Hewlett Packard (HP) LaserJet printers with a postscript (PS) driver are compatible with maximEyes. Contact Hewlett Packard, www.hp.com or 800.752.0900 for more information about HP printers. If you have additional questions about a specific printer, contact First Insight before you purchase a printer. 	<ul style="list-style-type: none"> Printer MUST have a postscript (PS) driver specifically designed for the printer you install. DO NOT install any other type of driver and DO NOT install a universal postscript driver due to possible incompatibility issues. Printer MUST have only one or two trays. The following printers may not operate properly and are not recommended: Multi-function (all-in-one machine that faxes, prints and copies), bubble jet and inkjet printers. Networked printers (with more than one workstation): First Insight highly recommends that you have one network interface card for printing capabilities to ensure more stable and quicker printing. If you will be sharing printers with other workstations, First Insight highly recommends that you consult your hardware/networking technician. We highly recommend that you check out the manufacturer website as you evaluate hardware and make your final decisions. You will always be able to get the most up-to-date information on printer limitations or new offerings.

Other Requirements and Recommendations		
Hardware or Misc. Item	Strongly Recommend	Additional Information
FRAMES Data	<ul style="list-style-type: none"> • SPEX UPC CD-ROM (monthly) from Frames Data • Contact FRAMES Data, www.framesdata.com or 800.739.7555, ext. 0 for more information. 	<ul style="list-style-type: none"> • MaximEyes integrates with the monthly SPEX UPC CD-ROM from Frames Data (available from FRAMES Data through an annual subscription). • Before you can use the monthly SPEX UPC CD-ROM from Frames Data, you must purchase the Frame Data Link from First Insight. For more information, contact First Insight at 800.920.1940. • MaximEyes no longer integrates with the Quarterly Frames Data CD.
Label Printers (charts and mailing labels)	<ul style="list-style-type: none"> • Dymo LabelWriter 400/400 Turbo • Contact www.dymo.com for more information. 	
Label Printers (inventory barcode tags)	<ul style="list-style-type: none"> • Datamax E4203 Thermal Transfer Printer • Datamax E4204 Thermal Transfer Printer • Datamax E4205 Thermal Transfer Printer • Tags: TT364 Mylar, TT307W Mylar, TT316 Piggyback label (all work with Datamax E4203 and E4204 printer with thermal transfer only). • Contact Arch Crown®, www.archcrown.com or 800.526.8353 for more information. 	<ul style="list-style-type: none"> • MaximEyes will ONLY support the labels we've listed under "Strongly Recommend." • MaximEyes cannot support TT304 or TT307.
Barcode Reader	<ul style="list-style-type: none"> • Metrologic Voyager®, www.metrologic.com or 856.228.8100; recommend Metrologic MS9540 and MS9520. • Arch Crown®, www.archcrown.com or 800.526.8353 for more information. 	<ul style="list-style-type: none"> • Metrologic Instruments, Inc. designs, manufactures and markets barcode scanning and high-speed automated data capture solutions using laser, holographic and vision-based technologies. • Arch Crown specializes in barcode products, including printers, scanners, and barcode tags. • First Insight only supports USB connections for the Metrologic Voyager MS9540 and MS9520. The following connections are not supported: PC Keyboard Wedge, RS232, OCIA, Light Pen Emulation, IBM 468X/469X, and Stand Alone Keyboard.
Scanners	<ul style="list-style-type: none"> • TWAIN compatible scanners (see additional information to right). • The following scanners are compatible with maximEyes: <ul style="list-style-type: none"> • Visioneer 9450 USB scanner, www.visioneer.com • HP Scanjet 5590, www.hp.com • Network attached scanners: Contact First Insight before you purchase a network scanner. 	<ul style="list-style-type: none"> • You must have a TWAIN compatible scanner to scan and link documents to a maximEyes patient/exam record. • First Insight recommends that you purchase a flatbed scanner and a separate medical insurance card scanner (see Medical Insurance Card Scanners below) to link documents to a maximEyes patient/exam record. • MaximEyes does NOT support Automatic Document Feeders. • First Insight highly recommends that you check out the manufacturer websites as you evaluate hardware and make your final decisions. You must always be able to get the most up-to-date information on hardware limitations or new offerings. Contact First Insight if you have additional questions. • Important: Do NOT install more than one scanner per workstation. • Renaming Your Server: If you replace your server and want to view any images that are attached to a maximEyes Patient Record and Exam Manager, you must rename the new server with the exact name of the one you replaced.

Other Requirements and Recommendations		
Hardware or Misc. Item	Strongly Recommend	Additional Information
Medical Insurance Card Scanners	<p>The following medical insurance card scanners will integrate with maximEyes:</p> <ul style="list-style-type: none"> • DS687-AS Duplex ID Card Scanner (see additional information to right) • PS667-AS Simplex A6 ID Card Scanner • DocketPORT 667 Card Scanner <p>For more information, contact the following card scanning companies:</p> <ul style="list-style-type: none"> • Innovative Card Scanning, www.scansharp.com or 800.291.1471 • Ambir Technology, www.ambir.com or 630.530.5400, Option 2 	<ul style="list-style-type: none"> • The medical insurance card scanner is easy to use and install. It is small and lightweight. The scanner does not need an external power plug because it acquires power from the USB cable that connects to the computer. It does not require any warm up time. • You do not need to purchase additional medical insurance scanning software from the manufacturer to use the maximEyes scanning integration. • MaximEyes does NOT support duplex scanning of the Ambir Technology DS687-AS.
Microsoft® (MS) Word Link	The maximEyes MS Word Link requires Microsoft® Word 2000, 2002, 2003 or 2007	Important: Microsoft® Word must be installed on the workstation where you will use the maximEyes MS Word Link.
Anti-Virus Software	<ul style="list-style-type: none"> • Symantec AntiVirus™, www.symantec.com • McAfee Virus Scan, www.mcafee.com 	AntiVirus programs are easy-to-use programs that scan and clean incoming and outgoing email, and stops viruses from infecting computers or spreading to others. AntiVirus software removes viruses automatically, without interrupting your work. It also can detect viruses in instant-message attachments.
Firewall	Consult with your certified hardware technician to determine which firewall is best for your practice.	<p>A firewall is a set of related programs located at a network gateway server, which protects the resources of a private network from users of other networks. This also includes the security policy that is used with the programs. A company with an Intranet, that allows its employees to access the Internet, should install a firewall to prevent outsiders from accessing the company's private data resources. A firewall will also control what outside resources a company's own users have access to.</p> <p>Important networking configuration: Special networking configurations may be needed on your system if you will be using the Eyefinity-VSP Link, VSP Calculator and/or EDI-Clearinghouse (Eyefinity) modules.</p>

Other Requirements and Recommendations		
Hardware or Misc. Item	Strongly Recommend	Additional Information
Automated Recall and Patient Communication Systems	<ul style="list-style-type: none"> • HouseCalls TeleVox Software, Inc. www.televox.com 251.633.9252 • AppointmentsPRO SpectraSoft www.spectrasoft.com 800.889.0450 • PhoneTree Personal Communication Systems, Inc. www.phonetree.com 800.951.8733 • ReminderPro Inphonite, LLC (formerly JulySoft) www.inphonite.com 800.350.7693 • WebSystem2 www.websystem2.com 530.672.2892 	<p>MaximEyes integrates with the following automated recall and patient communication systems. These HIPAA-compliant systems deliver appointment reminders, no-shows, recalls, newsletters, and other type of informative communications to patients, using the information you have stored in maximEyes.</p> <ul style="list-style-type: none"> • HouseCalls is an automated messaging system that delivers personalized messages (appointment reminders, no-shows, recalls, or any other type of informative messages) to patients, including name, date, time, location or any other variables. HouseCalls uses natural voices and can deliver messages at any time of the day, early evening or even weekends. HouseCalls also offers email and text messaging for those on the go. • AppointmentsPRO is an appointment management tool that simplifies every aspect of scheduling. Used in more than 4,000 facilities, AppointmentsPRO saves time, improves client satisfaction, reduces cancellations and no-shows, eliminates scheduling errors, and boosts your bottom line. • PhoneTree patient messaging specializes in the development and manufacture of automated telecommunication tools. PhoneTree designs, assembles, and markets its own proprietary telecommunication hardware and software. PhoneTree appointment reminder calls require virtually no staff interaction. • ReminderPro by Inphonite is a professional calling system that reduces appointment no-shows and delivers an unlimited range of messages day or evening. This friendly, interactive computer telephony calling system delivers telephone and email messages automatically. • Websystem2's Patient Communication Suite is easy-to-use and inexpensive. Patient data is exported from maximEyes to Websystem2 on a daily basis. Your patients automatically receive full-color, pre-written newsletters with professional graphics and videos, appointment reminders, thank you and recall letters, patient satisfaction surveys, dispensing notices, and more. The Eyemaginations 3D-Eye Home web-based patient education system is also included with Websystem2. View a demonstration and request a FREE 60-day trial at www.websystem2.com. <p>Personalized Recall Solutions</p> <ul style="list-style-type: none"> • PatientRecall.biz is personal recall solution for practices who want to add a "personal touch" instead of using automated calls and telemarketing. The company offers HIPAA-compliant scheduling, re-scheduling, yearly and routine exam calls, pre-appoints, appointment confirmations, updating patient files, and email confirmations.