



# Hardware & Software Requirements

**MaximEyes 6.1 Practice Management Software**

**MaximEyes SQL Electronic Health Records Software**

The hardware and software listed within this document has been tested and is supported by MaximEyes SQL Electronic Health Records Software (versions 1.0 and higher) and MaximEyes Practice Management Software (versions 6.1 and higher). To ensure optimum software performance and data integrity, First Insight requires that you use only tested and supported hardware and software.

## Exceed Hardware Minimum Requirements

When you purchase new hardware, First Insight highly recommends that you exceed hardware 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.

## Hire a Certified Hardware and Networking Technician

First Insight highly recommends 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 operate on a wireless network; however, wireless networking can provide lower performance and reliability than hard-wired networks. Therefore, First Insight highly recommends that you install hard-wired networks in your office 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.

## Compatible with 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 1024 by 768 pixels; however, it can be viewed at higher screen resolutions.

### MaximEyes® Server (6.1 and SQL)

Server cannot be used as a workstation for MaximEyes 6.1 practice management software. It is possible to use the SQL server machine as a workstation for MaximEyes electronic health records; however, First Insight does not recommend this for performance reasons.

➔ **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.

Item	Strongly Recommend	Additional Information and Recommendations
Processor	<ul style="list-style-type: none"> <li>AMD® Phenom™ II X6 or Opteron™ 4000 &amp; 6000 Series; or</li> <li>Intel® Core™ i7 Quad/Six-Core or Xeon® Quad-Core or higher with L3 Cache (VT-x required for Virtualization)</li> </ul>	Minimum Processor Requirements include: <ul style="list-style-type: none"> <li>AMD® Phenom™ II X4 with L3 Cache; or</li> <li>Intel® Core™ i5 Quad Core</li> </ul>
Operating System	<b>For Domains:</b> <ul style="list-style-type: none"> <li>Windows® Server 2008 Small Business Server, Standard or Enterprise (x86) or (x64) editions; or</li> <li>Windows® Server 2003 (x86) or (x64)</li> </ul>	<ul style="list-style-type: none"> <li>Windows® 7 Professional or Ultimate – maximEyes 6.1 does not support Windows 7 as a FileServer.</li> <li>Domain configurations are required for networks of 10 or more workstations. Consult your certified hardware/networking technician.</li> <li>MaximEyes requires Microsoft .NET Framework 2.0 or above (and available security updates for the framework) for all installations. Download free software at <a href="http://www.microsoft.com/downloads">www.microsoft.com/downloads</a>.</li> </ul>

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Page 1 of 5 – Hardware and Software System Requirements for MaximEyes 6.1 and MaximEyes SQL. First Insight® and MaximEyes® are registered trademarks of First Insight. Other product and company names listed may be the trademarks of their respective owners. **Hardware requirements are subject to revisions or updates.** Contact your First Insight sales representative for the latest requirements. Revised 12/2/10

## MaximEyes® Server (6.1 and SQL)

Server cannot be used as a workstation for MaximEyes 6.1 practice management software. It is possible to use the SQL server machine as a workstation for MaximEyes electronic health records; however, First Insight does not recommend this for performance reasons.

➔ **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.

Item	Strongly Recommend	Additional Information and Recommendations
	<p><b>For Workgroups:</b></p> <ul style="list-style-type: none"> <li>Windows® Vista Ultimate (x86) -or- Business (x86) editions with Service Pack 1 or 2 (supports up to 10 workstations); or</li> <li>Windows® XP Professional (x86) with Service Pack 2 or 3 (supports up to 10 workstations)</li> </ul>	<ul style="list-style-type: none"> <li>First Insight highly recommends all <b>available security updates and service packs</b> from the Microsoft® update site be applied to all machines that use MaximEyes.</li> <li>First Insight highly recommends that you consult a certified hardware/networking technician regarding the requirement for Client Access License (CAL) from Microsoft.</li> <li>Microsoft requires that Windows Small Business Server be on a Domain per EULA.</li> <li>First Insight requires that the logged in user must be a local Administrator on that workstation.</li> </ul>
Memory (RAM)	8 GB or higher RAM	Minimum memory: 4 GB or higher RAM
Hard Drive(s)	A dedicated partition with 80 GB or more FREE SPACE	Scanning features may require additional storage space.
Database	<p><b>MaximEyes SQL EHR:</b></p> <ul style="list-style-type: none"> <li>Microsoft SQL Server Standard 2008 R2 or Microsoft SQL Server Express 2008 R2; or</li> <li>Microsoft SQL Server Standard 2005 or Microsoft SQL Server Express 2005</li> </ul>	<p><b>MaximEyes SQL EHR:</b></p> <ul style="list-style-type: none"> <li>Microsoft SQL Server Express: First Insight recommends no more than 5 users due to performance limitations.</li> <li>First Insight highly recommends that you consult a certified hardware/networking technician regarding the requirement for SQL Client Access License (CAL) from Microsoft when using the Standard Edition of Microsoft SQL Server 2005 or 2008.</li> </ul>
Optical Drive	DVD-R/W Drive	Refer to "Backup media" in this document for more information.
Monitor	17" SVGA color monitor	MaximEyes SQL is best viewed with display set to 1024 by 768 pixels; however, it can be displayed at higher screen resolutions.
Internet Access	Broadband Internet connection is required. Internet Explorer 8.0 and higher is required.	<ul style="list-style-type: none"> <li>Additional Internet bandwidth may be required for remote locations. Contact a First Insight representative for more details.</li> <li>To fax documents from MaximEyes, a fax modem must be installed on the server. Please check with your modem manual that it is capable with sending faxes.</li> </ul>
Network Adapter	100/1000 Mbps Ethernet	
Uninterruptible Power Supply (UPS)	UPS on server	<ul style="list-style-type: none"> <li>Loss of power can damage your system.</li> <li>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.</li> </ul>
Backup media	Any high-density removable storage media: DVD-RW, flash drive or portable hard drive. Consult with your hardware/networking technician.	<ul style="list-style-type: none"> <li>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.</li> <li>For more information about online data backup, storage and recovery, contact DataHEALTH at 888.656.3282, Option 1 or visit <a href="http://www.datahealthfic.com">www.datahealthfic.com</a>. Evaluate the service with a 30-day no obligation free trial. Ask DataHEALTH about special pricing for First Insight customers.</li> </ul>
Remote Support	GoToAssist® and GoToMyPC® by Citrix Online. 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 (6.1 and SQL)

Item	Strongly Recommend	Additional Information and Recommendations
Processor	<ul style="list-style-type: none"> <li>AMD® Athlon™ II X4 2.6GHz or higher or Phenom™ II X4; or</li> <li>Intel® Core™ i5 Quad-Core</li> </ul>	<p>Minimum Processor Requirements include:</p> <ul style="list-style-type: none"> <li>AMD® Athlon™/Phenom™ II X2, X3 2.6GHz or higher; or</li> <li>Intel® Core™ i3 or i5</li> </ul>

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Page 2 of 5 – Hardware and Software System Requirements for MaximEyes 6.1 and MaximEyes SQL. First Insight® and MaximEyes® are registered trademarks of First Insight. Other product and company names listed may be the trademarks of their respective owners. **Hardware requirements are subject to revisions or updates.** Contact your First Insight sales representative for the latest requirements. *Revised 12/2/10*

## MaximEyes® Workstations (6.1 and SQL)

Item	Strongly Recommend	Additional Information and Recommendations
Operating System	<ul style="list-style-type: none"> <li>Windows® 7 Professional (x86) -or- Ultimate (x86) ; or</li> <li>Windows® Vista Ultimate (x86) -or- Business (x86) editions; or</li> <li>Windows® XP Professional</li> </ul>	<ul style="list-style-type: none"> <li>MaximEyes 6.1 requires that all workstation operating systems be <b>32-bit</b> versions only; MaximEyes 6.1 does not support any 64-bit operating system on workstations.</li> <li>MaximEyes requires Microsoft® <b>.NET Framework 1.1 and 2.0 or above</b> (and available security updates for both) for all MaximEyes installations. Download free software at <a href="http://www.microsoft.com/downloads">www.microsoft.com/downloads</a>.</li> <li>First Insight highly recommends all <b>available security updates and service packs</b> from the Microsoft® update site be applied to all machines that use MaximEyes.</li> <li>MaximEyes requires that User Account Control (UAC) be turned off on Vista and Windows 7 machines.</li> <li>MaximEyes <b>does not support</b> Windows® XP Home Edition or Windows® Vista Home Premium, or Home Basic Editions or Windows 7 Starter and Windows 7 Home Basic and Premium. All Operating Systems must be Professional or Ultimate versions only.</li> <li>Logged in user must be a local administrator on that workstation.</li> <li>For any workstation connected to a scanner, MaximEyes requires that the operating systems be <b>32-bit versions</b> only. MaximEyes does not support scanner integration on a 64-bit operating system.</li> </ul>
Memory (RAM)	4 GB or higher RAM	
Hard Drive(s)	A dedicated partition with 40 GB or more of free space	
Drive(s)	DVD drive	
Monitor	17" SVGA color monitor	<ul style="list-style-type: none"> <li>MaximEyes is best viewed with display set to 1024 by 768 pixels; however, it can be displayed at higher screen resolutions.</li> <li>MaximEyes also works with touch screens. If a touch screen is used then the built-in "Tablet PC Input Panel" can be used as a virtual keyboard on Windows 7 workstations. Alternatively, a wireless keyboard can be used to type in data.</li> </ul>
Internet Access and Modem	<ul style="list-style-type: none"> <li>Broadband Internet connections are required on each workstation.</li> <li>Internet Explorer 8.0 and higher is required on each workstation.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>If you use Ingenix® to file your insurance claims, an analog modem is NOT required.</li> </ul>
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 (6.1 and SQL)

Hardware or Misc. Item	Strongly Recommend	Additional Information
Internet Access	Broadband Internet Connection	Internet connections are required on all workstations to: <ul style="list-style-type: none"> <li>Use all Web-enabled MaximEyes modules, links and integrations.</li> <li>Access First Insight online technical support.</li> </ul>
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.

Other Requirements and Recommendations (6.1 and SQL)		
Hardware or Misc. Item	Strongly Recommend	Additional Information
Printers	<ul style="list-style-type: none"> <li>Contact Hewlett Packard, <a href="http://www.hp.com">www.hp.com</a> or 800.752.0900 for more information about HP printers.</li> <li>If you have additional questions about a specific printer, contact First Insight before you purchase a printer.</li> </ul>	<ul style="list-style-type: none"> <li>Printer <b>MUST</b> have postscript (PS) driver available. Do NOT install any other type of drivers due to possible incompatibility issues.</li> <li><b>The following printers may not operate properly and are not recommended:</b> Multi-function (all-in-one machine that faxes, prints and copies), bubble jet and inkjet printers.</li> <li><b>Networked printers (with more than one workstation):</b> 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.</li> <li>First Insight highly recommends 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.</li> </ul>
Anti-Virus Software	<ul style="list-style-type: none"> <li>Symantec AntiVirus™, <a href="http://www.symantec.com">www.symantec.com</a></li> <li>McAfee Virus Scan, <a href="http://www.mcafee.com">www.mcafee.com</a></li> <li>Microsoft® Security Essentials <a href="http://www.microsoft.com">www.microsoft.com</a></li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li><b>Important:</b> Always consult your certified hardware technician before selecting and configuring your anti-virus software. If your anti-virus software is not properly installed, you may experience performance problems.</li> </ul>
Firewall	Consult with your certified hardware technician to determine which firewall is best for your practice.	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.

Other Requirements and Recommendations (6.1 Only)		
Hardware or Misc. Item	Strongly Recommend	Additional Information
Firewall	Consult with your certified hardware technician to determine which firewall is best for your practice.	<b>Important networking configuration:</b> 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.
FRAMES Data	<ul style="list-style-type: none"> <li>SPEX UPC CD-ROM (monthly) from Frames Data</li> <li>Contact FRAMES Data, <a href="http://www.framesdata.com">www.framesdata.com</a> or 800.739.7555, ext. 0 for more information.</li> </ul>	<ul style="list-style-type: none"> <li>MaximEyes integrates with the monthly SPEX UPC CD-ROM from Frames Data (available from FRAMES Data through an annual subscription).</li> <li>Before you can use the monthly SPEX UPC CD-ROM from Frames Data, <b>you must purchase the Frame Data Link from First Insight.</b> For more information, contact First Insight at 800.920.1940.</li> <li>MaximEyes no longer integrates with the Quarterly Frames Data CD.</li> </ul>
Label Printers (Charts and Mailing)	Dymo® LabelWriter (all models)	Contact Dymo® at <a href="http://www.dymo.com">www.dymo.com</a> for more information.
Label Printers (Inventory Barcode)	<ul style="list-style-type: none"> <li>Datamax E4203, E4204 and E4205 Thermal Transfer Printers</li> <li>Datamax Tags: TT364 Mylar, TT307W Mylar, TT316 Piggyback label (all work with Datamax E4203, E4204 and E4205 Thermal Transfer Printer only)</li> </ul>	<ul style="list-style-type: none"> <li>MaximEyes will ONLY support the labels we've listed under "Strongly Recommend."</li> <li>MaximEyes cannot support TT304 or TT307.</li> <li>Contact Arch Crown®, <a href="http://www.archcrown.com">www.archcrown.com</a> or 800.526.8353 for more information.</li> </ul>

## Other Requirements and Recommendations (6.1 Only)

Hardware or Misc. Item	Strongly Recommend	Additional Information
Barcode Scanner	<ul style="list-style-type: none"> <li>Metrologic Voyager® MS9540 and MS9520</li> <li>Datalogic™ GBT4100 (wireless)</li> </ul>	<ul style="list-style-type: none"> <li>First Insight only supports barcode scanners with USB connections. The following connections are not supported: PC Keyboard Wedge, RS232, OCIA, Light Pen Emulation, IBM 468X/469X, and Stand Alone Keyboard.</li> <li>First Insight does NOT support batch mode scanning.</li> <li>Metrologic: <a href="http://www.honeywellaidc.com">www.honeywellaidc.com</a> or 856.228.8100</li> <li>Datalogic: <a href="http://www.scanning.datalogic.com/sitefiles/grvphonigt4100.aspx">www.scanning.datalogic.com/sitefiles/grvphonigt4100.aspx</a> or 800.929.3221</li> </ul>
Scanners (Document)	<ul style="list-style-type: none"> <li>TWAIN compatible scanners (see additional information to right).</li> <li>The following scanners are compatible with MaximEyes: <ul style="list-style-type: none"> <li>Panasonic® KV-S1020C 25 ppm simplex color scanner</li> <li>Panasonic® KV-S1025C 26 ppm duplex color Scanner</li> <li>DocketPORT® 467 simplex card/document scanner</li> <li>DocketPORT® 487 duplex card/document scanner</li> <li>DocketPORT® 488 duplex card/document scanner</li> </ul> </li> <li>Network attached scanners: Contact First Insight before you purchase a network scanner.</li> </ul>	<ul style="list-style-type: none"> <li>You MUST have a TWAIN compatible scanner to scan and link documents to a MaximEyes patient/exam record.</li> <li>First Insight recommends that you purchase a document scanner and a medical insurance card scanner (see Medical Insurance Card Scanners below) to link documents to a MaximEyes patient/exam record.</li> <li>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.</li> <li>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.</li> <li>MaximEyes ONLY supports duplex scanning with the OCR integration. Additional software is required for this integration; ask your First Insight sales representative for more details.</li> </ul>
Scanners (Card)	<p>The following medical insurance card scanners will integrate with MaximEyes:</p> <ul style="list-style-type: none"> <li>DocketPORT® 667 simplex card scanner</li> <li>DocketPORT® 687 duplex card scanner</li> <li>DocketPORT® 467 simplex card/document scanner</li> <li>DocketPORT® 488 duplex card/document scanner</li> <li>Panasonic® KV-S1020C 25 ppm simplex color scanner</li> <li>Panasonic® KV-S1025C 26 ppm duplex color scanner</li> </ul>	<ul style="list-style-type: none"> <li>You do not need to purchase additional medical insurance scanning software from the manufacturer to use the MaximEyes scanning integration, unless you will be using the OCR integration.</li> <li>MaximEyes ONLY supports duplex scanning through the OCR integration. Additional OCR software is required; ask your First Insight representative for more details.</li> <li>Contact Innovative Card Scanning at <a href="http://www.scansharp.com">www.scansharp.com</a> or 800.291.1471 for more information about card scanners.</li> </ul>
Microsoft® (MS) Word Link	<p>The MaximEyes MicroSoft® Word Link requires Microsoft® Word 2000, 2002, 2003, 2007 or 2010.</p>	<p><b>Important:</b> Microsoft® Word must be installed on the workstation where you will use the MaximEyes Microsoft® Word Link.</p>
Automated Recall and Patient Communication Systems	<ul style="list-style-type: none"> <li>Televox (HouseCalls)</li> <li>AppointmentsPRO</li> <li>PhoneTree</li> <li>ReminderPro</li> <li>WebSystem2</li> <li>PatientRecall.Biz</li> </ul>	<p>MaximEyes integrates with the following HIPAA-compliant systems that deliver appointment reminders, no-shows, recalls, newsletters, and other types of informative communications to patients.</p> <ul style="list-style-type: none"> <li>Televox: <a href="http://www.televox.com">www.televox.com</a> or 251.633.9252</li> <li>AppointmentsPRO: <a href="http://www.spectrasoft.com">www.spectrasoft.com</a> or 800.889.0450</li> <li>PhoneTree: <a href="http://www.phonetree.com">www.phonetree.com</a> or 800.951.8733</li> <li>ReminderPro: <a href="http://www.inphonite.com">www.inphonite.com</a> or 800.350.7693</li> <li>WebSystem2: <a href="http://www.websystem2.com">www.websystem2.com</a> or 530.672.2892</li> </ul> <p><b>Personalized Recall Solutions</b></p> <ul style="list-style-type: none"> <li>PatientRecall.biz: <a href="http://www.patientrecall.biz">www.patientrecall.biz</a></li> </ul>