

SYSTEM REQUIREMENTS

This page has been formulated for the sole purpose of general specifications only and is NOT to be used as a final hardware consultation. Please consult with the ChiroTouch sales and/or installation department for a personal and final hardware consultation for your specific office details and application.

ChiroTouch is a client/server application. All of your patients' data is stored on a single computer designated as the main computer (for small offices with 1–4 computers) or a "server" (for offices with 5+ computers) and is accessed by multiple computers called "workstations". This design allows for better performance and a more reliable system that is able to grow with your office.



TECHNICAL NOTE:

Windows® XP, Vista, 8.0, Windows® Server 2003, and Windows® Server 2008 are no longer supported by Microsoft®, effectively making them non-compliant with modern HIPAA regulations. We do not recommend using Windows® XP or Vista on any machine in your office.

Microsoft Office (specifically, Word and Excel) is required for opening, exporting, and printing forms and reports. You must have a 32-bit version licensed for commercial use (i.e., not a "Student" version). 64-bit versions of Microsoft Office are NOT compatible with ChiroTouch.

The following software systems are incompatible with ChiroTouch and cannot be installed concurrently on any systems running the ChiroTouch software:

**ACOM
Seamless**

Chiro8000

**QuickCharts
MyoVision**

IMPORTANT NOTES ABOUT CHIROTOUCH



IMPORTANT:

ChiroTouch Versions 6.0 and higher do not support Microsoft SQL Server 2000. In order to provide enhanced software functionality and performance, we are using the latest database technologies available. Microsoft SQL Server 2008 or later is required.

- Windows® 10 is supported with ChiroTouch version 6.3.29 or newer and SQL 2012 or higher.
- MS Office 2003 applications will not work on Windows 8 and above.
- We do not support wireless connections to the main computer or server. The main computer or server must be connected through a wired connection. Wireless connections to the main computer or server can cause data loss.
- We recommend that you hire a certified professional with small business networking experience to set up your network.
- Home Premium versions of Windows 7 or newer are only supported in a workgroup or peer-to-peer network.

They are NOT supported on a domain.

- We strongly recommend that you disable User Account Control settings in the Control Panel as this will facilitate ease of support by ChiroTouch.

NETWORKING YOUR OFFICE

Use these guidelines for choosing equipment that can handle the workload your clinic will generate. Then, refer to the sections below for specific requirements based on your network's size.

	Server	Network
Small Office (1–4 workstations)	No dedicated server required	Hardwired peer-to-peer network w/ Microsoft SQL Server® Express (2008 or later)
Mid-size Office (5–9 workstations)	Dedicated server required	SQL Server Express (2008 or higher)
Large Office (10+ workstations)	Dedicated server required	Full version of Microsoft SQL Server (2008 or higher)

MAIN COMPUTER REQUIREMENTS: 1–4 WORKSTATIONS

	Minimum	Recommended
Windows edition	Windows 7 or later *Windows 8.0 is not supported	Windows 7 or 8.1 or later
Processor(s)	2.33 GHz	2.8 GHz
Memory (RAM)	4 GB	6 or more GB
Hard drive capacity	60 GB	250+ GB (for scanning x-rays and documents)
Network card	10/100 (Not wireless)	100/1000 (Not wireless)
Video resolution	1280x1024	(see Minimum)
System backup	External hard drive or offsite backup	(see Minimum)
Microsoft SQL Server	SQL Server Express (2008 or higher)	(see Minimum)
Accessories	Keyboard/mouse/monitor	(see Minimum)
Internet	High-speed Internet connection if available	(see Minimum)

SERVER REQUIREMENTS: 5–9 WORKSTATIONS

	Minimum	Recommended
Windows edition	Windows Server 2008 R2 Standard (Service Pack 2) or later (Windows 10 requires SQL 2012 or higher)	Windows Server 2008 R2 or later SQL 2012 or higher if running Windows 10
Processor(s)	2.3 GHz	2.8 GHz or higher
Memory (RAM)	4 GB	8 or more GB (ECC preferred, 12 GB for server 2011)
Hard drive capacity	80 GB w/ RAID 1	250 GB w/ RAID 5
Network card	10/100 (Not wireless)	100/1000 (Not wireless)
Video resolution	1280x1024	(see Minimum)
System backup	External hard drive or offsite backup	(see Minimum)
Microsoft SQL Server	SQL Server Express (2008 or higher)	(see Minimum)
Accessories	Keyboard/mouse/monitor	(see Minimum)
Internet	High-speed Internet connection if available	(see Minimum)

SERVER REQUIREMENTS: 10+ WORKSTATIONS

	Minimum	Recommended
Windows edition	Windows 2008 R2/2012 Foundation or Essentials or later (Windows 10 requires SQL 2012 or newer)	Windows 2008 R2 or later SQL 2012 if running Windows 10
Processor(s)	2.5 GHz	3.0 GHz or higher
Memory (RAM)	6 GB	12 or more GB
Hard drive capacity	250 GB w/ RAID 5	500 GB w/ RAID 5
Network card	10/100 (Not wireless)	100/1000 (Not wireless)
Video resolution	1280x1024	(see Minimum)
System backup	External hard drive or offsite backup	(see Minimum)
Microsoft SQL Server	SQL Server Standard (2008 or higher)	(see Minimum)
Accessories	Keyboard/mouse/monitor	(see Minimum)
Internet	High-speed Internet connection if available	(see Minimum)

The server must be connected to the network router/hub with a physical (not wireless) connection. If you choose Windows Server 2008 R2, each client/workstation must have a client license from Microsoft. You may need to purchase additional licenses.

WORKSTATION REQUIREMENTS

Use these guidelines to choose individual workstations that will provide superior performance for your staff.

	Minimum	Recommended
Windows edition	Windows 7 Home or later	Windows 7 or 8.1 or later
Processor	2.0 GHz or higher	2.8 GHz or higher
Memory (RAM)	2 GB (+2 GB for voice dictation software)	4+ GB
Hard drive capacity	80+ GB	250+ GB
Network card	10/100 or wireless G LAN	1 gigabit or wireless N LAN
Video resolution	1280x1024	(see Minimum)
Accessories	Keyboard/mouse/monitor/printer	(see Minimum)
Internet	High-speed Internet connection if available	(see Minimum)
Microsoft Office	System Requirements below	System Requirements below
PDF Software	A PDF reader is needed to <i>view</i> PDFs	A PDF editor is needed to <i>modify</i> PDFs

IPAD® APPS

ChiroTouch iPad apps are available on the Apple® App StoreSM and are compatible with the iPad 3 and later models. All storage sizes are sufficient, as no patient data is stored on the iPad itself.

MAC OS®

Integration

The ChiroTouch software *must* be installed on a Windows operating system. Although ChiroTouch iPad apps are fully integrated with the ChiroTouch system, the ChiroTouch program is not Mac-compatible. To access ChiroTouch from a Mac workstation, ChiroTouch must be installed on Windows and run on a Mac using either Parallels® Desktop for

Mac or Boot Camp. **The main computer or server running ChiroTouch cannot be a Mac under any circumstance.**

MICROSOFT®

Updates

Your system must have the latest Microsoft updates installed, including the latest version of Microsoft .NET framework and PowerShell. To learn how to check for updates, go to <http://www.update.microsoft.com>.

Microsoft® Office® Integration

ChiroTouch supports Microsoft Office version 2013 or later. When using Microsoft 365, it must be installed locally on the computer and cannot be accessed via the cloud.

INTEGRATED TECHNOLOGIES

Bar code scanners, card readers, keypads, signature pads, and document scanners are compatible with ChiroTouch. See below for details.

Document Scanners

TWAIN-compliant document scanners are compatible with ChiroTouch and can be purchased from a separate vendor. Fujitsu has ended support for ScanSnap S500, and it will not work with Windows 8.1. We recommend replacing this scanner with a ScanSnap ix500.

Signature Pads

Signature pad models ePad® and ePad II™ are supported. Download the latest drivers from www.epadlink.com.

Biometric Fingerprint Scanners

Biometric fingerprint scanners are compatible with ChiroTouch on both 32-bit and 64-bit operating systems. These devices must be purchased from ChiroTouch. If you are currently using a fingerprint scanner on a 32-bit operating system and you migrate to a 64-bit operating system, you will lose all existing fingerprints in your system and you will have to recapture them in the new environment.

EXTENDED SUPPORT PLANS WITH YOUR HARDWARE VENDOR

We recommend the highest level of support you can afford. At the very least, look into extended support plans for your server, as it holds all critical information that your ChiroTouch workstations and devices use. A good warranty and extended support plan can save you from days of system downtime.

TECHNICAL SUPPORT

See Checking System Requirements for more information. If you need further assistance, please contact our IT department at info@chirotouch.com.

Disclaimer : We are not liable for system problems that occur from your use of unsupported or third-party hardware or software. Hardware requirements are subject to change without notice. The specifications in this document are simply guidelines, and we do not guarantee that ChiroTouch will work with all server/workstation configurations or scenarios. You are also responsible for backing up your information. We are not liable for your lost, corrupted, or otherwise unusable information. Visit www.mychirotouch.com for more information about our CT Secure reliable online backup service.