

System Requirements

Using the AdvancedMD system is easy, because all it requires is a typical PC and Internet access. For best results, we post the following PC and Internet requirements, which you should consider in establishing access for your office, home, and other locations. As with all software, these requirements will change periodically as technology advances. **AdvancedMD applications generally support the 2 most current desktop versions of Microsoft Windows, Internet Explorer, and Office (Word/Excel).** Please refer to this page at any time for a list of current requirements.

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PC Requirements

- **Workstation**
 - Pentium 4 class or better
 - 1 GB RAM or higher recommended
 - 800 x 600 screen resolution or better
 - Windows XP Professional or Vista business desktop operating system (Server editions not supported)
 - **Windows Vista note:** As has been widely reported in various media, this new version does have some quirky annoyances for running applications. Please see our [Vista FAQ](#) for details on configuring for AdvancedMD.
 - **Broadband Internet connection** (see specifications below)
 - User accounts: Administrator or Power User access level (*required for occasional ActiveX updates*)
- **Tablet PCs (for EMR)**
 - Above workstation requirements
 - Windows XP Tablet Edition SP2 only (**Vista Tablet still in testing**)
 - 1 GB RAM or higher recommended
- **Internet Explorer 6 or 7**
 - 128-bit encryption enabled
 - **.advancedmd.com* set as a Trusted Site
 - Configured to accept and use ActiveX controls
- **Additional Software**
 - [Adobe Acrobat Reader](#) for workstations printing reports
 - [Microsoft Word 2003 or 2007](#) for workstations printing HCFA claim forms, statements, and/or letters

- Microsoft Excel 2003 or 2007 for workstations exporting reports
- **Tablets:** Microsoft Word 2003 (Service Pack 1 or higher) or 2007 for ink support

To test your PC automatically, use our online **Workstation Test**.

For optimal performance, we suggest office machines run Microsoft Windows, Internet Explorer, and Office, and other purchased commercial software only. Avoid recreational downloads such as internet toolbars, popup blockers, etc.

Peripherals

- **Printers**
 - Windows compliant laser printer (recommend HP)
 - *Optional:* Label printer (recommend Seiko or Dymo)
 - Avoid all-in-one machines (print/fax/scan) and dot-matrix printers
- **Scanners**
 - TWAIN-compliant full-sheet scanner (recommend CanoScan)
 - *Optional:* Card scanner for insurance cards (recommend ScanShell 800N)
 - Should have a local connection to the PC (not network only)
 - Avoid all-in-one machines (print/fax/scan)
- **Handheld PDAs**
 - Microsoft PocketPC 2000 or Microsoft Windows Mobile 2003 (any edition)
 - Processor: Intel StrongARM or XScale
 - Memory: 32MB RAM (built-in, not add-on) - recommend 64MB RAM
 - Display: 240x320 or 480x640 (VGA)
 - Wi-fi (802.11b or g) wireless networking with continuous access
NOTE: Bluetooth and wireless cell phone Internet connectivity may also work well, but have not been tested and are not supported by AdvancedMD.
 - Dell Axim or HP iPAQ devices are supported by AdvancedMD

Internet Access Requirements

PCs will need access to the Internet either directly or through a local area network. Most business broadband accounts can service these needs very inexpensively; typical connection types include DSL, Cable, Wireless, or fractional T1 lines. (Note that Satellite service is not recommended, as latency is usually unacceptable.) Your connection should meet the following minimums:

Number of concurrent users (sharing this connection)	Recommended Tested Speed *	
	Download	Upload
1-5 concurrent users	512 Kb/s	256 Kb/s

6-10 concurrent users	768 Kb/s	384 Kb/s
11-20 concurrent users	1024 Kb/s	384 Kb/s
21-30 concurrent users	1.5 Mb/s	512 Kb/s
More than 30 concurrent users	T1 or higher	
Latency Test Average**	< 100 ms	

** This is the tested actual speed, not the speed listed by your Internet Service Provider. Much like automobile gas mileage ratings, your actual speed may vary from the listed speed. To verify actual speed, follow the instructions at <http://www.dslreports.com/speedtest>.*

*** From a command prompt, type "ping www.advancedmd.com". The result average time should be less than 100 milliseconds.*

Additional considerations

- **Heavy usage:** If you are a billing office, you should consider the next higher level of recommended speeds for your office size.
- **Other Internet traffic:** The speeds recommended pertain to the AdvancedMD applications only. If there is additional Internet traffic in the office (web browsing, etc.), you may wish to use higher speeds.
- **Multiple locations:** We strongly recommend an independent Internet connection for each location.

If you have any questions, please do not hesitate to contact us.

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