



AVImark Hardware Specifications



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Introduction

AVImark hardware standards are determined by evaluating currently available hardware. The standards listed on the following pages are accurate on the date this document was last published. Covetrus reserves the right to modify or change the recommended hardware specifications at any time without prior notice.

Covetrus recommends business-class computers and printers. Covetrus Hardware offers approved and tested models. Discount store, home quality and (non-professional) custom built machines are not recommended. Before making the decision to buy a custom built machine from a non-commercial company, please ensure they are properly certified and that they use only the highest quality business class components.


Using home based components is highly discouraged. Purchasing business class machines will increase reliability, performance and productivity within your office. Covetrus cannot reasonably guarantee compatibility with every printer brand and model. Please consult with our Hardware Sales Team for information.

Paperless Practices

The hardware specifications for new servers and workstations, as outlined in this document, provides enough space to store attachments and photos for those practices who are paperless or plan to go paperless in the near future.

Workstation Operating Systems

Windows 10 Professional (64-bit) is the operating system for new workstations. If installing AVImark on an existing workstation, AVImark can run on Windows 7 Professional, Windows 8.1 Professional, and Windows 10 Professional for either 32-bit or 64-bit computers. For more information about Workstation Specifications, refer to [page 6](#).

 **Any operating system, such as Windows XP, or any product not supported by Microsoft is not supported by Covetrus. To find out if your operating system is supported by Microsoft, visit: <https://support.microsoft.com/en-us/lifecycle/search>.**

AVImark Site

The Site feature using Terminal Services will require the use of TCP/IP network ready printers or TCP/IP Print Server devices. AVImark Support does not provide technical support for Microsoft products. Setup and troubleshooting of Terminal Services is the sole responsibility of the installing technician or the clinic that chooses to use Terminal Services. The total number of workstations (at all sites) connecting to the terminal server will determine the total amount of installed RAM.

Please consult with a reputable Certified Terminal Server technician in your area. When using any Windows Server version, please ensure the DNS Service is set up correctly. Failure to do so will result in SEVERE performance loss on your network.

AVImark Hardware Specifications

Dedicated 15+ Workstation Server or Site Server Specifications	
Processor	QC Xeon 3GHz RAID1
RAM	32 GB
Hard Disk	2 x 1 TB SATA Solid State HD (RAID1)
Optical Drive	DVD RW
Network Adapter	Ethernet 100/1000
Monitor	19 LCD/LED (or larger)
Video Adapter	32-bit, 1024 x 768 or higher resolution capable
Sound	Standard sound card
USB	6 available USB 2.0 Ports
Operating Systems	Windows® Server 2016 or 2019 Standard Edition
Input Devices	USB Keyboard and Mouse

Dedicated 8 - 14 Workstation Server Specifications	
Processor	QC Xeon 3GHz RAID1
RAM	16 GB
Hard Disk	2 x 1 TB SATA Solid State HD RAID1
Optical Drive	DVD RW
Network Adapter	Ethernet 100/1000
Monitor	19 LCD/LED (or larger)
Video Adapter	32-bit, 1024 x 768 or higher resolution capable
Sound	Standard sound card
USB	6 available USB 2.0 Ports
Operating Systems	Windows® Server 2016 or 2019 Standard Edition
Input Devices	USB Keyboard and Mouse

Non-Dedicated 1 - 7 Workstation Server Specifications

Processor	i7 3.6 RAID1
RAM	16 GB
Hard Disk	2 x 500 GB SATA Sold State HD (RAID1)
Optical Drive	DVD RW
Network Adapter	Ethernet 100/1000
Monitor	19 LCD/LED (or larger)
Video Adapter	32-bit, 1024 x 768 or higher resolution capable
Sound	Standard sound card
USB	6 available USB 2.0 Ports
Operating Systems	Windows® 10 Professional
Input Devices	USB Keyboard and Mouse

Dragonfly Server

Processor	i7 3.6 RAID1
RAM	16 GB
Hard Disk	2 x 1 TB SATA Sold State HD (RAID1)
Optical Drive	DVD RW
Network Adapter	Ethernet 100/1000
Monitor	19 LCD/LED (or larger)
Video Adapter	32-bit, 1024 x 768 or higher resolution capable
Sound	Standard sound card
USB	6 available USB 2.0 Ports
Operating Systems	Windows® 10 Professional
Input Devices	USB Keyboard and Mouse

Standard Workstation Specifications

Processor	i3 3.9 Minitower
RAM	8 GB
Hard Disk	250 GB SATA Solid State HD
Optical Drive	DVD RW
Network Adapter	Ethernet 100/1000
Monitor	19 LCD/LED (or larger)
Video Adapter	32-bit, 1024 x 768 or higher resolution capable
Sound	Standard sound card
USB	6 available USB 2.0 Ports
Operating Systems	Windows® 10 Professional
Input Devices	USB Keyboard and Mouse

Standard Laptop Specifications

Processor	i3
RAM	8 GB
Hard Disk	180 GB Solid State HD
Optical Drive	DVD Burner
Network Adapter	GLAN/Wireless AC
Monitor	15.6" Widescreen
Video Adapter	32-bit, 1024 x 768 or higher resolution capable
Sound	Standard sound card
USB	4 USB 2.0 Ports 2 for tablets
Operating Systems	Windows® 10 Professional

Tablet Specifications	
Processor	i3
RAM	4 GB
Hard Disk	128 GB Solid State HD
Optical Drive	DVD-RW
Network Adapter	Wireless AC
Monitor	Touch Screen Tablet PC
Video Adapter	32-bit, 1024 x 768 or higher resolution capable
Sound	Standard sound card
USB	4 USB 2.0 Ports 2 for tablets
Operating Systems	Windows® 10 Professional
Input Devices	Keyboard / Stylus

Tablet Limitations

AVImark will run on tablets, however, please note their limitations:

- ✓ The tablet must be a Windows tablet.
- ✓ Tablets will not work with APS due to credit card machines.
- ✓ AVImark cannot be zoomed in to make it larger on the screen. Therefore, AVImark will appear very small on a tablet and this cannot be changed.

Printers

Monochrome and Color Laser Printers	Any laser printer that offers a PCL6 or PCL5E driver compatible with your operating system.
Label Printers	DYMO Label Writer 450 Standard

Additional Items

IP Printers	An IP printer is a standalone device that interfaces directly between a printer and the network.
Anti-virus	WE do NOT recommend any type of security suite or security package containing more than just anti-virus. We do not recommend ANY SPECIFIC anti-virus program. As long as the anti-virus you choose has the ability to add exceptions and does not contain a software firewall.
Digital Camera	Most digital cameras today use a WIA driver to allow interaction with the camera from third party software. The new Image Editor will now function with both Twain and WIA drivers, but WIA allows for a more detailed interaction with digital cameras from AVImark.
Scanner	With the enhanced Image Editor, Twain compliancy is not a mandatory requirement but is still an option.
Office Software	<p>Microsoft Office 2019, 2016, 2013 Home/Business Microsoft Word versions 2019, 2016, 2013, 2010 Microsoft Excel versions 2019, 2016, 2013, 2010</p> <p>Office 365 - Office 365 does work with AVImark; however, a copy of Word must be installed locally on the workstation and documents must reside in a shared location for all computers to access them.</p> <p>AVImark only supports versions of Microsoft Office licensed for commercial use. Libre Office offers very limited functionality with AVImark.</p> <p>Note: <i>Business Essentials does NOT allow a local installation of the Word app. Therefore, it cannot be used for this reason.</i></p> <p><i>Office 365 Home, Home/Student, and Office 365 Personal are NOT supported because they are not licensed for commercial use.</i></p>
Backup Software	<p>AVImark Data Backup, an automatic online backup service.</p> <p>Call (855) 838-7638 or email hardware.sales@avimark.net for more details.</p>
Backup Hardware	<p>DVD RW 22X or higher USB Pen Drive 8 GB or higher External USB 2.0 Hard Drive</p>
Uninterruptable Power Supply (UPS)	550 VA 300 Watts (or greater) 8 Outlets
Network-Wired	100/1000 Compatible Switch connected with CAT5E or CAT6 cable and patch cables. Network hubs are NOT recommended.
Network-Wireless	Wireless Standard IEEE 802.11 N/AC

Wireless and AVImark

AVImark now supports running its software on a wireless platform. When it comes to using wireless desktops, laptops, or tablets, there have been vast improvements in wireless technology making wireless networking a lot more stable and reliable. Although AVImark now supports a wireless platform, there are a few requirements for this to work:

1. You must run AVImark in Client/Server mode. This allows information to travel faster across the network and bypasses the traditional Microsoft data exchange. Smaller packets of information are sent over ensuring it is moving faster so you don't see a slowdown with the laptop or tablet.
2. We recommend that you have a good business-level router. Preferably a dual band Wireless AC router. These routers broadcast a strong signal and have the least amount of interference from office equipment and other wireless devices.
3. You will need a wireless N or wireless AC network card in the laptop, tablet, or workstation to ensure the greatest speed. Wireless AC Technology will transmit data at speeds of 600mbps or faster and is the preferred network card if you are using wireless desktops.
4. You will need to check all areas in the clinic where you plan to use the wireless and make sure you have a strong signal. The stronger the signal, the faster the performance. You can check this with any wireless device. In those areas where the signal isn't as strong, you can get the wireless AC dual band range extenders and strategically place them in the low signal areas.
5. Any components running wirelessly on the network must meet our hardware requirements for AVImark, whether it is a tablet (Windows® based), laptop or desktop.
6. Any wireless routers that are in use for the wireless network must meet our requirements for speed for AVImark.

If you have any questions concerning any of this information, please feel free to contact **Hardware Sales** at **(855) 838-7638** or email **hardware.sales@avimark.net**.