DentiMax Practice Management and Add-On Modules

Software Technical Specifications and Details

Please contact your sales rep if you have any questions @ 800-704-8494

Dedicated Data Server

System Requirement	Optimal	Minimum	Additional Details
Operating System*	Windows Server 2012, Windows Server 2012 R2	Windows Server 2012, Windows Server 2012 R2, or Windows 7, 8, or 10 Professional	-Windows Server 2008 R2 is NOT supported. We have observed significant slowness stemming from its data management process. -Windows Server 2016 is still in testing, but we expect it to join our recommended list.
Processor	Intel Core Xeon 3.00 GHz+	Intel Core-i7 2.4Ghz or equivalent	Minimum specs should be suitable for up to 8 workstations. Beyond that, a high end Server class processor (like the Xeon) highly recommended for best performance.
RAM	16GB DDR4	8GB DDR3	
Hard Drive	500GB+ SSD (RAID1 Recommended)	250GB+	-A Solid-State hard drive is strongly recommended for increased reliability and speed. -Space requirements vary greatly based on work-load.
Monitor	1920x1080	1024x768	-Lower resolutions and increased text size (as set in Windows display settings) will result in parts of the program being cut off of the screen.
Local Network	Wired Gigabit Switch	Wired Professional Router	-Wired connections strongly recommended for reliability and speed. -We recommend setting server to a static local IP.
Internet Connection	High speed internet (12mbps or higher)	DentiMax does not require an internet connection for *most* functionality	Required for electronic claims and other internet-based functions, remote support, and software downloads.
Firewall Configuration	Inbound TCP ports 12005, 12006	Inbound TCP ports 12005, 12006	Install will usually open ports automatically, but they may need to be opened manually depending on security.
Other Security Configurations	-Full Access to data and DentiMax program folders folder to server software	Modify (read/write) to data and DentiMax folders folder to server software	-Server must be able to read/write to data folder and to logs in Client and Server program folders. -Restrictive security settings are a common cause of technical complications.

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Practice Management Client

System Requirement	Optimal	Minimum	Additional Details
Operating System*	Windows 7 or 10	Windows 7 or newer	
Processor	3Ghz quad-core processor	2.4Ghz dual-core processor	
RAM	16GB DDR4	8GB	
Hard Drive	256GB+ SSD	250GB	
Monitor	1920x1080 or greater	1024x768	-Lower resolutions and increased text size (as set in Windows display settings) will result in parts of the program being cut off of the screen.
Local Network	Gigabit wired ethernet LAN	Wired Ethernet LAN	-Wired connections strongly recommended for reliability and speed.
Internet Connection	High speed internet (12mbps or higher)	DentiMax does not require an internet connection for most functions	Internet required for electronic claims and other internet-based functions, remote support, and software downloads.

Practice Management Single User

System Requirement	Optimal	Minimum	Additional Details
Operating System*	Windows 7 or 10	Windows 7, 8, or 10	
Processor	3Ghz 6-8 core processor	2.4Ghz dual-core processor	
RAM	16GB DDR4	8GB	
Hard Drive	500GB+ SSD	250GB+	-A Solid-State hard drive is strongly recommended for increased reliability and speed. -Space requirements vary greatly by practice. Larger patient loads, imaging, and electronic medical records will significantly increase the drive space required.
Monitor	1920x1080 or greater	1024x768	-Lower resolutions and increased text size (as set in Windows display settings) will result in parts of the program being cut off of the screen.
Internet Connection	High speed internet (12mbps or higher)	DentiMax does not require an internet connection for *most* functionality	Required for electronic claims and other internet-based functions, remote support, and software downloads.
Local Network	n/a	n/a	Not required for single workstation use.

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DentiMax Online Cloud

System Requirement	Optimal	Minimum	Additional Details
Operating System*	Windows 7 or 10 Apple iOS	*Any device with support for Microsoft Remote Desktop (RDP) including:* Windows 7+ Apple OS X Android, iOS, Windows Phone Chrome OS†	-Linux currently requires an unsupported 3rd party RDP client. †As of 2017, Google states that most new Chromebook devices are being released with support for Android applications. Only devices with this functionality enabled will be able to use DentiMax Online at this time.
Processor	2Ghz dual-core processor	any modern processor 1.4GHz or greater	AMD equivalent is acceptable. Most current mobile processors should be powerful enough to handle the cloud software reasonably well.
Hard Drive	32GB available	2GB available	
RAM	6GB+	4GB+	
Monitor	1920x1080 or greater	1024x768	Mobile devices such as phones and tablets have relatively small screens and touch-only functionality that may cause an unpleasant user experience. Larger screens with traditional mouse & keyboard are recommended for everyday use.
Internet Connection	20Mb/s down, 10Mb/s up *For Cloud Imaging:* 100Mb/s down for every 5 simultaneous connections 25Mb/s upload	*1-4 computers*: 7Mb/s down, 2.5Mb/s up *5+ computers*: 10Mb/s down, 5Mb/s up *For Cloud Imaging:* At least 10Mb/s down for every 5 simultaneous connections At least 10Mb/s upload	A consistent, reliable internet connection is required to access the Cloud Software.
Browser	Internet Explorer 11/Edge	Internet Explorer 10, Chrome, Firefox, Safari	Internet Explorer allows for ActiveX controls for integrated Remote Desktop functionality. It will work with other browsers but will involve a few extra steps.

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Document Manager

System Requirement	Optimal	Minimum	Additional Details
Operating System*	Windows 7 or 10	Windows 7, 8, 10	
Scanner	TWAIN driver device	TWAIN driver device	
Signature Pad	Topaz Signature Pad	Topaz Signature Pad	Available for purchase
Tablet signing	Microsoft Surface Pro	Full version Windows 10 OS tablet	Apple devices will work for tablet signing when using DentiMax Cloud Practice Management
Internet Connection	High speed internet (12mbps or higher)	Not required for basic functionality	Required for remote support and software downloads only.

Kiosk Check-In

System Requirement	Optimal	Minimum	Additional Details
Operating System*	Windows 7 or 10 OR DentiMax Online compatible device	Windows 7, 8, or 10 OR DentiMax Online compatible device	
Screen Resolution	1280x720 or greater	900x600	Tablet or laptop dimensions is at your discretion, but device and screen size may affect user experience.
Web Kiosk (Beta)	Internet Browser	Internet Browser	For new patients only

Kiosk Manager

System Requirement	Optimal	Minimum	Additional Details
Operating System*	Windows 7 or 10 OR DentiMax Online compatible device	Windows 7, 8, or 10 OR DentiMax Online compatible device	
Screen Resolution	1600x900 or greater	1280x720	8 inch or greater screen size recomended

SMS Patient Messenger

System Requirement	Optimal	Minimum	Additional Details
Operating System*	Windows 7 or 10 OR DentiMax Online compatible device	Windows 7, 8, or 10 OR DentiMax Online compatible device	
Internet Connection	100mbps or more	High speed internet (6mbps or higher)	A persistent internet connection is required

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Available Modules

Module	Details
Front Office	Basic patient scheduling, demographic/record keeping, line item accounting ledger, recall management, reports, treatment planning, and claims.
Back Office	Clinical charting, perio charting, prescription writing, clinical notes, auto clinical notes/templates, image storage, treatment planning, track patient oral anatomy/history, view DentiMax Imaging X-Rays within charting screen, and more.
Appointment Book Pro	Advanced scheduler allows you to view day, week, or month at a glance of the schedule, create custom view of the schedule, template/block the schedule, color code the schedule, view month at a glance revenue screen, set daily/monthly goals for production, collection per provider, email appointment reminders, email recall reminders, interoffice messaging, and Schedule note for the day.
Document Center	Scan, store document and imaging files, electronically, create documents, consent forms, referral letters, consent forms, referral letters, electronically, sign consents, and treatment plans electronically.
ADA Service Codes	Instantly import the latest American Dental Association service codes.
ODA/ODHA Codes and Fee Guides (Canada)	Instantly import the latest Ontario Dental Association or Ontario Dental Hygiene Association Service Codes and Fee Guides.
DentiMax Imaging	DentiMax Basic or Advanced Imaging software to capture, view, and edit digital images, and intraoral photos as well as other capture devices. Detailed documentation available separately.
DentiMax Dream Sensor	Patented, award winning DentiMax Dream sensor, size 1 or 2 (adult or pedo), direct USB plug in for capturing oral radiographs.
DentiMax Texting (SMS)	Automated SMS texting of DentiMax appointments notifications, recall reminders, birthday messages, and direct messaging. Auto-confirm appointments when 'yes' response received.
DentiMax Kiosk	In-office patient registration with a tablet, laptop, or desktop PC. New or Existing Patients can fill out demographic info, Responsible party info, Insurance info, Medical history info, Dental/Health Questionnaire (customizable), Sign consent forms (ie: Hipaa, New patient consents, financial agreements, etc). Import into DentiMax instead of typing & electronic storage. *Works in conjunction with DentiMax Document Center*
DentiMax Kiosk Online	On-line web-based patient registration using any web-enabled device. New Patient can fill out demographic info, Responsible party info, Insurance info, Medical history info, and Dental/Health Questionnaire (customizable). Import into DentiMax instead of typing & electronic storage. (Currently only available for *New* patients.) *Works in conjunction with DentiMax Document Center*
DentiMax EHR (ONC Certified for Meaningful Use)	Create encounter summaries that can be sent electronically to the patient or other providers (with Patient Portal), create follow up orders, electronic referrals, decision support rules, and attest for Meaningful Use program.
EMRLink	Link DentiMax with 3rd party softwares using HL7 to transmit and receive data. (Included at no additional cost)

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Third Party Modules *(All third party modules require a reliable internet connection)*

Module	Details
Dr First	Electronic Prescriptions can be sent and managed through close integration with Rcopia Dr First functionality. Supports EPCS (controlled substances).
DentalXChange	Provides integrated electronic claim processing and electronic eligibility.
Apex EDI	Provides integrated electronic claim processing and electronic eligibility.
NEA Fast Attach	Integrated electronic claim attachments. Does not integrate directly with DentiMax Online but can be used locally.
Bill Flash	Send electronic statements through integrated software.
Patient Communicator	Automated Voice, text, or email confirmations for appointments, recall reminders, automated sending of marketing materials and promos, personalized flyers, ability for patient to schedule appointments online, online reviews
Trojan	Automatically import insurance information based on employer and group id.
Updox	Integrated EHR Meaningful Use certified secure patient portal.
iTrans	Fully integrated dental electronic claim support for Canadian practices.
Instream	Fully integrated electronic claim support for Canadian hygienists.
CMS Credit Card Processing	Take credit card payments through an integrated credit card processing application. Also allows for online patient payment portal, secure credit card vault storage, auto debit based on arranged payment plans.

General Information

Feature	Details
Delivery & Implementation Models	Installation options: -Self Install using shipped CD-ROM disks -Self Install using downloaded software via internet -Tech install using DentiMax remote support tech (recommended for complex installations) All options come with full technical support included for 30 days.
Installation Prerequisites	In order to install the software efficiently and accurately, we request you prepare the following things ahead of time: -Meet all the recommended specs -For **remote installation**, reliable internet connection (least 12mbps) -Administrator access to all workstations including the server
Backup Options	Recommended Backup Solutions: -Backup function built into DentiMax -3rd Party dedicated backup software directed to dentimaxdata folder (recommended) -Manual copy of dentimaxdata practice folder Note: Backup software can potentially slow your DentiMax software or cause errors if running while the database is in active use. Set backups to occur during off hours.
Database Structure	Database and server are run in DBISAM SQL.
Data Conversions	Data conversions from many common practice management softwares are available. Conversions are done in-house in 3 steps: -Retrieve customer data -Create test conversion for user review -Final conversion Availability, scope, and pricing vary. Speak to your salesperson for details.
Websites	Marketing: http://dentimax.com

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	Remote Support: http://dentimaxsupport.com
	Cloud Access: http://www.dentimaxonline.com
Localization capabilities	-Any non-character based languages can be adapted with purchase of the DentiMax Translator tool.
	-International tooth systems are available
	-Monetary and Date localizations use Windows' built-in localization, and therefore will function automatically
Default Install Locations	**Server**: c:\program files\DentiMax\Server
	Client: c:\program files (x86)\DentiMax
	Data: c:\dentimaxdata
	Note: Program location can be changed during installation. Data can be redirected by (in the Network Edition) making a change in the Server Admin software, or (for Single User) in the Windows Registry.
Local Network Architecture	Central Server workstation containing data and running DBISAM software accessed via IP over local network.
Max concurrent Users	65
Support	DentiMax support consists of a team, located in the United States, of Tier 1 and Tier 2 agents in addition to a Quality Assurance team. Support is open from 7am to 5pm Mountain Standard Time (Arizona). Basic telephone support is free. A paid support plan is required for a technician to remote into the practice PCs for direct troubleshooting. Hourly, Monthly, and Annual plans are available. Call 800-704-8494 and follow the prompts to Practice Management support, or email support@dentimax.com
Remote Technical Support	Practice Management Technical Support is provided through a remote desktop tool called Splashtop. For ideal efficiency, in addition to the standard system specifications above, client will need:
	-Download privileges and Administrator rights
	-At least 256MB of video ram (This is common in modern computers)
	-Port 443 unblocked (usually only a concern under advanced security setups)
	For more, check http://www.splashtop.com

Business Information

	Details
Mission Statement	*Our end goal is to provide customers with an experience of such a nature that they love our products and services, while at the same time maintaining our focus on growing the company's revenue by at least 20% each year. We accomplish this by providing yearly releases of clean software for each product line, personalized training/support that far outweighs our customers' expectations, and continuing to provide superior technology and service to our digital sensor customers.*

Specifications Current as of: *July 31, 2017*

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Training Available

Title	Details

Contact Information

Contact	Name	Phone	Email

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