

## EZBIS Office Version 12.1 System Requirements

	Minimum Requirements	Recommended
<b>Single PCs, clients/workstations</b>		
Windows Version	Windows 8.1 or Windows 10 Home <sup>1</sup> 32-bit	Windows 10 Professional or Enterprise, 64-bit
Computer Processor	1.8 GHz dual-core CPU	Intel 8 <sup>th</sup> Generation i5 CPU, or higher or AMD Ryzen 5 CPU, or higher
Total Memory	4 GB RAM	6 GB RAM or more
Storage	Hard Disk Drive (SATA)	SSD Drive
Network Card	Gigabit	Gigabit
Networking Hardware/Components	Gigabit switch and cabling. <b>No wireless</b>	Gigabit switch and cabling. <b>No wireless</b>
Screen Resolution	1024 x 768 at 100% scaling	1920 x 1080 or higher
Internet Connection	Not required <sup>3</sup>	Broadband Cable, DSL or Fiber
<b>Local Area Network File Servers</b>		
Windows Version	Windows 10 Professional or Enterprise, 64-bit <sup>2</sup> , Windows Server 2012 <sup>6</sup>	Windows Server 2016 <sup>6</sup> or higher
Computer Processor	1.8 GHz quad-core CPU	Intel Xeon or AMD EPYC or Opteron
Total Memory	4 GB RAM	8 GB or more
Storage	Hard Disk Drive (SATA)	Enterprise class hard drive, or Pro-level SSD
Network Card	Gigabit	Gigabit
Networking Hardware/Components	Gigabit switch and cabling. <b>No wireless.</b>	Gigabit switch and cabling. <b>No wireless.</b>
Screen Resolution	1024 x 768 at 100% scaling	1920 x 1080 or higher
Internet Connection	Not required	Broadband Cable, DSL or Fiber
<b>Remote Computing (RDP) Servers</b>		
Windows Version	Windows Server 2012 <sup>6</sup>	Windows Server 2016 <sup>6</sup> or higher
Computer Processor	Quad-core CPU, or one core for every two users.	Xeon E5-2650 v3 or better CPU, one core per user, up to 16 cores. Thereafter, minimum of one core for every two users.
Total Memory	4 GB RAM for OS plus 4 GB of ram for every 10 users	4 GB ram for OS plus 4 GB of RAM for every 10 users
Storage		Enterprise class hard drive, or Pro-level SSD
Network Card	Gigabit	Gigabit. If separate RDP and File Servers are used, 10-Gigabit network cards
Networking Hardware/Components	Gigabit switch and cabling.	Gigabit switch and cabling. If separate RDP and File Servers are used, 10-Gigabit switch or virtual switch and cabling.
Screen Resolution	1024 x 768 at 100% scaling	1980 x 1080 or higher
Internet Connection	Not required <sup>3</sup>	Broadband Cable, DSL or Fiber
<b>Remote Computing (RDP) Clients</b>		
Operating System	Windows 10, iPad, iOS, Mac OS or Android with Microsoft Remote Desktop App Note: EZBIS Cloud-hosted software does not support Chromebooks	Most Updated OS for Windows, Mac OS iOS, or Android with Microsoft Remote Desktop App Note: EZBIS Cloud-hosted software does not support Chromebooks

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Computer Processor	1.4 GHz single-core	2 GHz dual-core or better
Total Memory	1 GB	1 GB
Storage	4 GB	4 GB
Network Card	100 MB or 802.11ac wireless	Gigabit or 802.11ac wireless
Networking Hardware/Components	100 MB switch and cabling or 802.11ac (WiFi 5) router, access points and devices.	Gigabit switch and cabling or 802.11ac (WiFi 5) router, access points and devices.
Screen Resolution	1024 x 768 at 100% scaling	1920 x 1080 or higher
Internet Connection	Not required	Broadband Cable, DSL or Fiber

## Additional Requirements and Notes

### Additional Requirements

- Backup devices and/or service.
- Printer (laser or ink-jet.)
- SQL versions of EZBIS Office require Microsoft SQL Server Express 2014 or 2017 or Microsoft SQL Server Standard Edition versions 2014 or higher.
- EZBIS Waiting Room module requires a Windows computer with a touch-screen.

### Optional

- Internet Connection for downloading program updates, electronic claims, appointment reminders, credit and debit card processing and some other features.
- Document scanner for scanning photos, insurance cards, drivers' licenses and other documents. **Must be TWAIN compliant.**<sup>4</sup>
- Credit card stripe reader or EMV terminal, thermal credit card receipt printer. (for credit and debit card processing)
- Bar-code reader for Waiting Room patient check-in and retail point-of-sale.
- Topaz signature capture pad for Waiting Room, Front Desk sign-in.<sup>5</sup>

### Notes

Use of the custom panels for EHR, especially when viewing two panels, requires a high-resolution monitor. A minimum of **1920 x 1080** resolution **is strongly recommended**. Other screens in EZBIS Office also benefit from higher resolution monitors to see more information at once. However, **1024 x 768** resolution at **100% scaling** is supported as an absolute minimum resolution, but will not allow users to view or use all features available in EZBIS Office.

Windows operating system may be 64-bit or 32-bit. Professional or Enterprise versions of Windows are recommended for network workstations. Remote Desktop requires Professional or Enterprise versions of Windows for the host computer.

**Wireless networks not recommended** except for remote control sessions. Wireless connections are prone to interruptions due to interference and out-of-range situations, causing errors and data corruption.

For best local area network (LAN) performance, wired gigabit (1000 Mbps) network cards, network switches and routers are recommended.

Anti-virus software should be configured so that the EZBIS program and data folders are not scanned with auto-protect features.

PDF reader software is required for viewing PDF documents.

**For questions regarding the system requirements contact the EZBIS help desk at:**  
[help@ezbis.com](mailto:help@ezbis.com) or (800) 445-7816, option 5.

<sup>1</sup> Not recommended for network clients/workstations.

<sup>2</sup> With Windows 10 for a peer-to-peer server, maximum of 5 clients/workstations.

<sup>3</sup> Broadband internet connection strongly recommended. Some EZBIS features require internet.

<sup>4</sup> Scanners used in Remote Desktop environments must be TWAIN-compliant.

<sup>5</sup> Remote Desktop environments require Topaz "BSB" model signature pads.

<sup>6</sup> Windows Server Essentials NOT SUPPORTED.