



## NexCloud Technical Requirements

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## System Requirements

### Region and Location Support

- US Eastern Time Zone
- US Central Time Zone
- US Mountain Time Zone
- US Pacific Time Zone
- US Arizona Time Zone

### Workstation Requirements

- **Client Device and OS**
  - Windows-based PC Laptop or Tablet PC running Windows 10 or higher
- **Available Platforms**
  - Windows
  - Windows Phone
  - iOS\*
  - Android\*
  - Mac\*

\*See limitations below for these platforms

## Platform Limitations

### Limitations

- **Windows:** Camera functionality embedded within a physical PC (such as an embedded laptop camera) is not supported. Exporting photos via NexPhoto to Power Point is not supported. Windows S Mode must be disabled to install the NexCloud Launcher on Microsoft Mobile devices such as a Surface
- **Remote Desktop:** If you are accessing NexCloud via a remote desktop session users can print from Remote Desktop but no other peripherals are supported on this platform
- **Mac:** MSWord merge through Letter Writing/EMR does not work on Mac. While users can print from a Mac, no peripherals are supported on this platform. If a user desires to scan or merge letters, we do not recommend a Mac for that function. We recommend outfitting the office with at least one Windows PC for ease of use and optimal functionality and, if desired, utilize a Mac for viewing, inputting, and printing only.
- **iOS:**
  - No peripherals are supported on the iOS platform, such as printing, scanning, and camera functionality. However, this can be easily resolved by outfitting the office with at least one Windows PC to be used with peripherals.

- Files cannot currently be imported from the file system. While camera utilization is not available directly through iOS, if camera use is desired, this can be done via the Nextech EMR iPad Application. MSWord merge through Letter Writing/EMR is not available on iOS.
- iOS 9.0 and Lower required for iPad
- **Browser:** Users cannot print, scan, or use any peripheral device on this platform. MSWord merge through Letter Writing/EMR does not work on a browser. This platform is best for viewing and inputting data into the system but is not capable of merging letters, scanning, or printing.
- **Android:** This has the same limitations as the iOS and Browser platforms

## Network Connectivity

### Internet Access

# of Users Logged in at the Same Time	Minimum Bandwidth Down/Up*	Better Efficiency Down/Up*
1-10	30/10	75/20
10-30	50/20	100/50
30-60	100/50	100/100
60+	Fiber Connection	Fiber Connection

\*Minimum Bandwidth per Location for just Nextech Software

- Bandwidth needs are increased if other office applications are utilizing network resources (telephone services, internet radio, internet billing, users connected to WiFi, etc.)
- Redundant internet connections from different ISPs are strongly recommended to reduce downtime caused by internet providers. Premium routers with automatic fail-over to backup connections are a must for minimal disruption, e.g. BGP.
- Wired connections will provide a more reliable connection and are strongly recommended where applicable.

## Telehealth

### Requirements

- Mac/PC/Chromebook with camera, microphone, and speakers or a modern phone (iOS/Android) or an iPad.
- For a good experience in office, especially with multiple providers, you'll need at least 100/100 MBPS for your Internet connection.
- Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari (latest release versions)
- You'll need to have the latest operating systems such as Windows 10 or MacOS Catalina to obtain the latest versions of the browsers listed above
- JavaScript must be enabled (this is enabled by default in most browsers)

- Make sure TCP ports 80 and 443 are open (sometimes firewalls will block these ports, ask your IT team if you can't connect with someone if this is causing it)

**For iOS and Android:**

- Use Safari 11+ on your iOS devices (latest version of iOS)
- Google Chrome on your Android device

**Compatibility:**

- We are not compatible with Amazon Kindle and other e-readers.

## Peripheral Support

### Printers

- Windows-compatible LaserJet printers are recommended

### Barcode Scanners

- Nextech supports Serial Emulation USB barcode scanners. Tested models include Metrologic MK9520-72A38 or MK9520-32A38, & Honeywell Voyager
- 1200g (wired) or 1202g (wireless). [Keyboard wedge scanners are not supported]

### Document/Image Scanners

- Any TWAIN driver compatible scanner. \*\*
  - \*\*ScanSnap scanners do not include TWAIN drivers and are not supported by NexCloud

### Voice Dictation

- Dragon Naturally Speaking Medical Edition required for voice dictation on the PC [**the NexSpeak iPad voice dictation software, sold separately by Nextech, does not require Dragon Naturally Speaking**]

### Magnetic Stripe Readers

- **Tested models:** MSR – ID Tech Mini-Mag Model Number IDMB-355133B (64-bit compatible)

### Topaz Signature Pads

- **NexCloud Compatible Models:** T-LBK462-BSB-R is the only compatible model. Performs work over Terminal services.

### Credit Card Readers

- Card readers for Integrated Credit Card Processing must be purchased at <https://iccp.nextech.com/index.php/shop/> [**MAC hardware is not supported**]

## Supported File Types

### Windows Photo Viewer

- .bmp, .dib
- .jpg, .jpeg, .jpe
- .tif, .tiff
- .gif

### LibreOffice

- .xls, .xlsx
- .doc, .docx, .rtf
- .ppt, .pptx

### Adobe Reader

- .pdf

### Small Player (Windows Media Player is not supported for security reasons)

- .wav

## Supported Interfaces

- Standard HL7 interfaces are supported (**Windows PC required**)
- Device imports are supported one way only. Images can be received back from the device, but cannot launch device-specific software that has been installed locally (**Windows PC required**)
- TouchMD is supported (**HL7 only**) (**Windows PC required**)
- Integrations through Nextech APIs (visit us at [code.nextexch.com](http://code.nextexch.com)) are supported and other interfaces that use HL7 is **also supported (i.e. MyMedLeads, custom interfaces, etc.)**.
- The following common interfaces are **not** currently supported (support plans in place for later releases):
  - MediGain

## Multiple Databases

- Every “database” must be its own subscription, with its own license key and record in the Internal licensing system. For example, customers that run a medical clinic and an ASC must purchase two subscriptions—one will be set up as “Medical” and another for “ASC.”