



## 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 (Professional Version recommended)
  - Windows Phone
  - iOS\*
  - Android\*
  - Mac\*

\*See limitations below for these platforms

### Telehealth Requirements

- HD Video (1280x720) + HD Audio: 1,500 Kbps VP8/H.264 (2,500 Kbps Simulcast)
- SD Video (640x480) + HD Audio: 540 Kbps VP8/H.264 (865 Kbps Simulcast)
- Lo-res Video (240x180) + HD Audio: 150 Kbps VP8/H.264 (240 Kbps Simulcast)
- HD Audio only (no video): 40 Kbps

## 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 Home versions not supported
- **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 13.0 and Higher 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.

## 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

### Topaz Signature Pads

- **NexCloud Compatible Models:** T-LBK462-BSB-R is the only compatible model.

### Credit Card Readers

- Credit card readers must be purchased through Nextech. Please contact your ISM for pricing

## Supported File Types

### Windows Photo Viewer

- .bmp, .dib
- .jpg, .jpeg, .jpe
- .tif, .tiff
- .gif
- \*Note: photos taken from Google Pixel phones are not supported

### 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 via File Drop/SFTP (**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.
  - For files < 5MB Nextech will provide a stream service (**Windows PC required**)
  - For files > 5 MB transfer an SFTP account may be required.
- Integrations through Nextech APIs (visit us at [code.nextexch.com](http://code.nextexch.com)). See our partner list for available API interfaces <https://www.nextech.com/about/partners>.

## 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.”