

Support Station System Requirements

1 General

This document summarizes the system requirements and configurations that should be implemented in order to facilitate a *Remote Support Clinical Center*.

2 System configuration

The MediTutor professional edition can use a network SQL Server database.

The connection to this database can be inside a local network or connecting from external computer to the database using an internet connection.

The MediTutor professional has 3 main parts that defines the system.

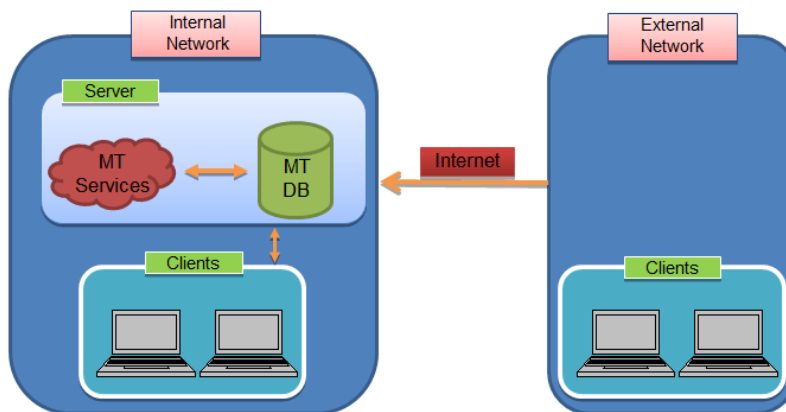
- Database Server
- Services Server
- Client machines

2.1 Configuration types

The system could be connected and constructed in two configurations:

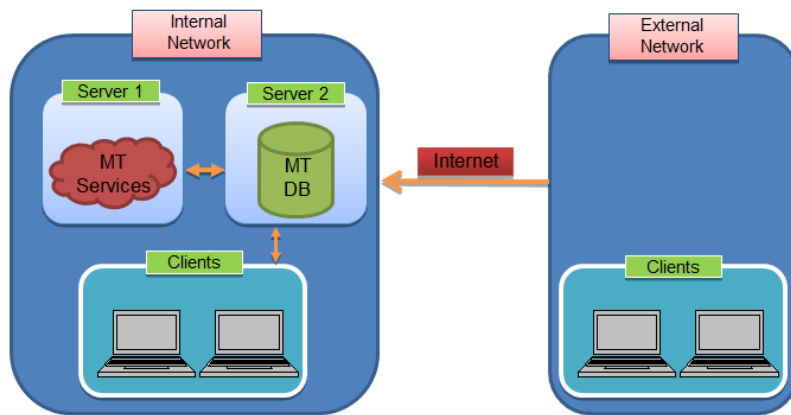
2.1.1 Configuration 1

Database & Service are on one server machine.



2.1.2 Configuration 2

Database & Service are separated to two different machines.



2.2 Port opening and routing

1. Database IP address must be exposed outside to the internet.
2. TeamViewer outgoing port 5938 TCP or 80 HTTP.
3. Skype outgoing port above 1024 TCP or 80 and 443 TCP

2.3 Internet connection

Fast internet connection has important influence to clinical remote session experience.

Recommended internet speed connection should be;

2.3.1 Internal network

- Connection Speed: 30MB Down / 2.5MB Up
- Quality of Service (QOS): 75%
- Network speed: 1GB

2.3.2 External network

- Connection Speed: 2.5MB Down / 0.8MB Up
- Quality of Service (QOS): 100%
- Network Speed: 100MB

3 Minimal computer requirements

Machine	OS	Processor	RAM	Storage	DB	Network Card	Graphic Card	Available USB Ports	Screen Size
Server	Windows Server 2008 or Server 2008 R2	Any	8GB	50GB	MS-SQL Server 2008	10/100/1000	Any	1	Any
Client at Support Station	Windows XP SP3 or Windows 7 32bit/64bit	Intel Core 2 Duo or equivalent	2GB	10GB	None	10/100/1000	support OpenGL v1.4	3	22"
Client at Home	Home Premium and above					10/100		2	19"

Note: Windows 8 is not supported with the current MediTutor version.

4 Support station software's

Following list of all required software's in a client machine inside the support station;

Software name	License Type	Link
TeamViewer	1. TeamViewer 8 Premium 2. AddOn Channel 8	www.teamviewer.com/en/licensing/order.aspx
Skype	Free	www.skype.com
MediTutor	1. Professional Edition 2. AddOn Patient Tracking	ww.meditouch.co.il
Microsoft excel	Office 2003 and above	
Adobe Reader	6.0 and above	
Patient Appointment Scheduler software	Built in the organization	

5 Client machines accessories

Each clinical support machine station and remote assisted machine will include the following accessories:

Site	Accessory
Home machine	- Web camera - Microphone - Speakers
Support machine	- HD Web camera - High quality Microphone + Headphone

6 Staff

Following a list of operational personnel authorized to support and manages the Support Station:

Role	Qualification and Skills	Training Type
Administrator	System Administrator	Administrator training by MediTouch
Clinical Manager	PT/OT	Clinical training
Clinician	Good computer orientation	Technical training