Ascend Minimum Specification Requirements

Computer and Device Requirements

Windows 11 Pro, MAC OS, IOS, Chrome OS and Android (with the latest OS releases.)
Any modern device (e.g. Tablet, PC, mobile, Laptop) with the above operating systems can be used.

Terminal (minimum)

- Min 16 GB RAM
- Windows 11 Pro
- 256ssd
- Intel Core i5 processor

Note: if you are a clinic streaming or have multiple tabs open on a device, you may need to increase to 32 GB RAM to reduce the impact on performance.

One dedicated Windows PC is required per clinic location for printing and importing lab results into the cloud environment. We refer to this as the Lynk machine, and we recommend MS Office for each Lynk device. This would be used for editing Word documents and if you want to work in MS Excel outside of the Ascend program.

Lynk Machine

- 16 GB RAM
- Windows 11 Pro
- 256ssd
- Intel Core i5 processor

Printer
Star TSP743E Label Printer (Recommended and Supported)
HP Printer - including Ethernet port
Document Printer (A4 only)
Note: All the printers need to be on static Ip's. Also, if a client is using multiple types of papers such as Plain and pre-printed letterhead, the technician will need to add a separate printer in the printers list.

Internet requirements

- NBN
- For small practices (e.g. up to 5 users), you'll need a minimum Downstream Speed of 12 megabits.
- For large practices (e.g. up to 20 users), you'll need a minimum Downstream Speed of 32 megabits.
- Minimum Upstream Speed requirements are 1.5 megabits for small practices and 4 megabits for large practices.
- 5G
- 4G

On-Premise

- Lynk machine ethernet connection (Recommended)
- Ethernet connection in office (Recommended)
- Wifi (higher auth, not single password)

Off-Premise

- 4G or 5G dongle for laptops (Recommended)
- Hotspot from mobile
- Use a device with a SIM card, like Tablet (Recommended)

Contact us

AU / 07 3018 8666 NZ / 0800 847 876
marketing.apac@covetrus.com

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If your devices lose connection to the internet, you will also lose access to Ascend. If you have multiple branches, those sites will not be impacted. Through the presales process, we recommend different continuity options, i.e. secondary circuits and routers with 3G or 4G failover. A cable connection, if available, will also be stronger.

Thin Clients/Dumb Terminals

Unlike a computer, thin clients do not have the processing power (also known as dumb terminals) and are not setup to run applications, save files locally or process tasks. This means that they do not have an internet browser that can access Ascend. If you have these terminals in your clinic, you will need to replace them with computers that can open an internet browser. These terminals are usually small boxes that have a monitor, keyboard and mouse attached.

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