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Vertex Intuition Touch Requirements

Vertex Systems has certified many Apple and Android tablets that will work with Vertex Intuition Touch. The minimum requirements for the Apple and Android tablets are below to assist in your selection process. Please check with the Vertex Professional Services team or your Account Representative to verify that your tablet of choice has been certified prior to finalizing your selection.

In general, we have found that the 8" format are the most mobile and have proved to be easier for providers to hold and use while busy serving others. Smaller tablets with HD resolution can be difficult for some to see screen details and 10" are sometimes difficult to handle while working with persons served. However, the larger display may work better for those that may have difficulty with small type or those who may have difficulty selecting buttons.

Physical size, screen resolution, how and where the tablet is used must be considered when making a tablet choice. Intuition Touch only supports 1024x768 resolution. For example, tablets primarily using Touch on the workshop floor generally are better to be 8". If that use also accesses Intuition Case Management a lot, a different tablet could be more beneficial to the user.

Apple - iPad

- ✔ iPad2, iPad3, iPad4, iPad Air, & iPad Mini with the default Safari browser or Chrome
- ✔ iPad OS of 7.1.2 or higher (we have certified through to version 10)
- ✔ Screen size of 7.9" (iPad mini)
- ✔ No minimum RAM or processor requirements
- ✔ Wi-Fi

General Tablets

Vertex uses the following criteria to determine the suitability of mobile/tablet devices for Intuition Touch: battery life, touch sensitivity, screen size, and screen resolution.

- ✔ 6-hour battery life of full usage (vs. sitting unused on standby)
- ✔ Landscape mode only (portrait use not supported)
- ✔ HD screen resolution (1024 x 768 is the minimum and only recommended for Intuition Touch). Higher resolution is required to reduce scrolling and to maximize column visibility for Intuition Case Management.
- ✔ Tablets supporting Android, with OS 4.4 or higher required.
- ✔ Chrome browser required.
- ✔ No minimum RAM or processor requirements
- ✔ Wi-Fi
- ✔ **Not Supported**
 - Proprietary versions of Android (such as Nook, Kindle, etc.)
 - Screen size smaller than 7.9"



Desktop Version

- ✔ IE 10 or 11 for Intuition Service Billing may be used; however, we recommend Chrome.
- ✔ Chrome is required for Intuition Service Sessions (Part of Intuition Case Management).

Devices and Browsers not supported by Intuition Touch

- ✔ Android-based tablets that cannot upgrade to the most current version - at least Android 4.4 or screen size smaller than 7.9"

Wireless Access Points

An entire industrial sector has been built around wireless technology with many product selections available. Vertex recommends the following general considerations when evaluating existing or prospective wireless products. It is best practice to have a 3rd party professional scan of the environment to ensure optimal wireless performance and avoid potential conflicts with other businesses.

- ✔ Administrative console – A wireless product with an administrative console is highly recommended for the capability to customize the device to specific needs and address security measures.
- ✔ Signal Coverage – Radio waves emanate in all directions extending outward to floors above and below and adjacent offices. Wireless devices generally have a range of 100 meters with the signal strength reduced by physical obstacles such as walls and/or signal interference from other devices. Careful planning will ensure coverage in all areas needed while at the same time minimizing signals getting outside of the facility.
- ✔ Other considerations for wireless needs are: structural design of the building itself that may hinder wireless signal, radio frequency bands that are used by nearby businesses, transmit power settings that make the wireless signal available throughout the facility but do not leak outside, antenna strength capabilities, repeaters and amplifiers for boosting wireless signals to more remote areas within the facility, keeping the OS/Flash up to date, and data rate setting based on the amount of data being transferred over the network.
- ✔ Security – Steps taken to follow the administrative, technical, and physical requirements for HIPAA apply such as locking down the device to prevent outsiders from hijacking Wi-Fi signals, changing all default settings, use of most current wireless encryption protocols, requiring HTTPS connections, prevention of rogue access points, and separation public and private networks to prevent exposing ePHI.
- ✔ Common Wireless Threats – rogue access points set up by internal employees for easy access which bypasses security, denial of service attacks from purposefully flooding the network with traffic, default configurations or settings, passive capturing by listening or monitoring wireless signals outside of the facility.



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- ☑ Questions that should also be considered - Is the current system capable of existing requirements? Are all devices compatible?

This is not intended to be used as an all-inclusive resource and there are many available online that provide more specific guidance on how to deploy and secure a wireless network.