SmartOffice Hardware and Software Requirements

To ensure acceptable performance of SmartOffice, the hardware and software requirements listed in this document must be met. These requirements are based on a combination of software design and field performance tests. Computers configured to exceed the minimum hardware requirements may further enhance the overall performance of SmartOffice.

Hardware Requirements

- 1 GHz processor
- 512 MB of system memory (1 GB preferred)
- Cable modem, DSL or other broadband connection
- Monitor resolution 1024x768 or higher

Software Requirements

- Microsoft Internet Explorer version 6 or 7
  - 32-bit only; 64-bit versions are not supported.
  - Internet Explorer 7 is required for the following SmartLink integrations:
    - SmartLink for Laser App
    - SmartLink for Financial Profiles+
    - SmartLink for Quik! Forms
    - SmartLink for Labels (Dymo)
    - SmartLink for Jefferson Pilot
    - SmartLink for Licensing and Appointments
    - SmartLink for Mass Mutual PARR
    - SmartLink for DAZL
    - SmartLink for DST
    - SmartLink for Lincoln Investment Planning
    - SmartLink for LPL
    - SmartLink for National Financial/Fidelity
    - SmartLink for Pershing
    - SmartLink for Raymond James
    - SmartLink for Resources Trust IMS
    - SmartLink for Rydex
    - SmartLink for Stern Agee
    - SmartLink for TD Ameritrade
    - SmartLink for The Vanguard Group
    - SmartLink for Walnut Street Securities
  - Support for Internet Explorer 8, currently in beta testing, is planned for SmartOffice v6 only.

- Windows XP
  - 32-bit only; 64-bit versions are not supported.
  - Media Center Edition is not supported.
  - Support for Windows Vista 32-bit, as well as Windows Vista 64-bit Business and Home Premium, is available in SmartOffice v6.
  - Support for Windows 7, currently in beta testing, is planned for SmartOffice v6 only.

- Microsoft Office
  - o Microsoft Word 2003 is required for composing letters in Word. Word 2007 is supported in SmartOffice v6 only.
  - o Microsoft Outlook 2003 is required for Outlook e-mail posting and calendar/contact synchronization. Outlook 2007 is supported in SmartOffice v6 only.
  - o SmartOffice has not been tested or certified for use with Microsoft Office Home and Student 2007 or Microsoft Office Student and Teacher Edition 2003.
- Lotus Notes
  - o Lotus Notes 6.5.x is required for Lotus Notes e-mail posting.
  - o Lotus Notes 7.0.2 and 8 are supported in SmartOffice v6 only.
- Adobe Reader 6, 7, 8 or 9 is required for viewing and printing PDF files produced by SmartOffice. Adobe Reader 7, 8 or 9 is recommended.

Contact Information

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