Hardware Specifications

PULSE®

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Introduction

Pulse system requirements are determined by evaluating currently available hardware. Covetrus® reserves the right to modify or change the recommended hardware specifications at any time without prior notice.

Covetrus recommends business-class computers and printers. Discount store, home quality and (non-professional) custom-built machines are not recommended. Before making the decision to buy a custom-built machine from a non-commercial company, please ensure they are properly certified and that they use only the highest quality, business class components.

Using home based components is highly discouraged. Purchasing business-class machines will increase reliability, performance, and productivity within your office. Covetrus cannot reasonably guarantee compatibility with every printer brand and model. Please consult with our Hardware Sales Team for information.

System Requirements

To access Pulse, you need Internet access and a device with one of the following browsers:

- **Chrome™** - We support the current version and one version previous

- **Firefox®** - We support the current version and one version previous

- **Safari® for iOS** - released within the last 2 years

- **Safari for macOS** - released within the last 2 years

- **Edge®** - We support the current version and one version previous

*NOTE: We **do not** support any other browsers not on this list, which includes Internet Explorer, Brave, Waterfox, Silk, etc. Using any of these browsers will not guarantee full functionality for Pulse.*

If you receive a message stating 'unsupported browser' when logging in to Pulse, it's highly likely that your browser is either unsupported or not updated. If you are sure that it is a supported browser that is up to date, contact Support.

Updating Browser

We recommend that you keep your browser up to date to receive the latest enhancements and security updates from your browser. If you are accessing Pulse from an unsupported browser or version, you may not be able to use all features of Pulse and some areas may behave in unexpected ways. Also, consider if your operating system will support the latest version of your preferred browser.

Please refer to the support site of your browser for instructions on how to get the latest version installed. If you don't have one of the supported browsers installed, they can be downloaded from the links below.

- **Chrome** - **https://www.google.com/chrome/**

- **Firefox** - **https://www.mozilla.org/en-US/firefox/**

- **Edge** - **https://www.microsoft.com/en-us/edge**

- **Safari** - **https://www.apple.com/safari/**

Internet Speeds

At the very least we ask that clinics have a 30mbps download connection speed. More is always better. Anything less than this and your experience with Pulse can suffer.

Other factors in your speed are how many devices you plan on connecting at the same time in your practice. Devices being anything from desktops, laptops, tablets, even cell phones. Be aware that other programs, such as streaming video, audio or VOIP applications, may utilize significant bandwidth, and therefore, may impact your Pulse performance if your speed and bandwidth is too low.

- **Four or less devices** - 30mbps recommended

- **More than four devices** - 50mbps recommended

To determine what speed you are currently running at your practice, please visit **https://www.speedtest.net/** and run the test located there by clicking the **GO** circle in the middle.

If your speed is too low, we advise speaking to your local Internet service provider or local IT on possible solutions.

Hardware

Ready to bring the power of Covetrus hardware solutions to your practice? If yes, you can speak with an experienced hardware specialist today and they will be able to assist you in your hardware purchase needs or learn more by reviewing the **Computer Hardware** web page.

You and your team can select the type of hardware you prefer. Many practices do this based on the responsibilities of the "individual" team member. For example, your receptionist may prefer a desktop computer, the veterinary technicians a laptop or tablet for ease of data entry in the office, and a mobile phone may also be used while you are away from the office. Tablets can be either Mac-based or Windows because both work with your practice management software.

Hardware Requirements

The following hardware requirements are needed for a positive experience with Pulse.

- Internet capable.

- Windows-based if used for your in-house lab equipment and lab integrations.

Operating Systems

We adhere to the supported operating systems set forth by Microsoft® and Apple®.

- **Microsoft** - **https://learn.microsoft.com/en-us/lifecycle/faq/windows**

- **Apple** - **https://endoflife.date/macos***

*The operating systems highlighted in green are the ones supported by Covetrus.

ChromeOS and iOS will function with Pulse, but it has many challenges with integration compatibility, including signature gems, lab integrations, and DYMO label printer integrations. We recommend currently supported Microsoft-supported operating systems, specifically Windows 11, at this time.

If you have an older operating system that is not supported, we recommend you contact your local IT company regarding this question for more information and a path forward for your clinic. Outdated and unsupported operating systems can cause compatibility issues with integrations, browsers, and hardware. They can also pose a security risk to your practice as they are no longer receiving any updates for flaws, bugs, or exploits.

Outdated Operating Systems

The following operating systems are currently outdated and not supported. For more information about what it means if Windows isn't supported, refer to this article: **What does it mean if Windows isn't supported?**

- **Windows XP**

- **Windows Vista**

- **Windows 7**

- **Windows 8** - **Windows 8.1 support ended on January 10, 2023**

- **Windows 10** is ending support after Q3 2025.

- **MacOS** - version 10.13 and prior are no longer receiving updates at this time according to Apple.

- **iOS** - iOS versions 11.4 and prior are no longer receiving updates at this time according to Apple.

- **Apple** maintains a list of all products they consider "obsolete" here - **https://endoflife.date/macos**

- With any hardware, we recommend you to discuss with your local IT whether it's better for you to update/upgrade your OS, or just outright replace the hardware with something that has the OS. This is not something Covetrus can advise on.

Printers

Document Printers

Pulse does not print directly to document printers. We push our print jobs to PDF files, which you then can push to any document printer of your choosing. Please consult your local IT person for printer and driver installations.

Label Printers

We have direct integration with DYMO® printers and are able to send print jobs directly to the DYMO printers in question, as long as you have the correct drivers and DYMO software installed (prerequisite). Also be aware that ChromeOS (Chromebooks) and iOS (iPads/iPhones) devices will not be able to install the software needed (DYMO Label) to have a direct to DYMO integration. This is due to restrictions on the DYMO side.

Supported DYMO Printers for Direct DYMO Integration

- DYMO LabelWriter 450

- DYMO LabelWriter 450 Turbo

- DYMO LabelWriter Wireless

Additional information on DYMO setup can be found here: **DYMO Label Writer Installation and Setup**.

⚠ **DYMO's latest software, DYMO Connect, is incompatible with Pulse. It causes formatting and alignment issues. For proper integration and functionality, this should not be installed on your computer at this time as it can override the DYMO Label software needed for Pulse integration. Download links for the DYMO Label software that's needed for Pulse can be found in the link above.**

PDFs for Label Printers

Pulse also offers the ability to generate PDF documents sized for label printers that cannot use the direct DYMO integration outlined above. While we are unable to test every label printer that is available on the market, the DYMO 550 series and Zebra ZD410 (203 dpi) printers have been tested. In general, for the PDF documents to look their best on your label printer, you'll want to ensure that the printer has a print resolution of 300 dpi and that the size of your labels has been configured in the driver settings for the printer.

More information on configuring PDF label templates is available here: **How do I create a label template**.

An example of configuring the Windows printer preferences for DYMO printers to use label templates is available. Similar options should be available on other printers but the steps to access those will vary. Please consult your local IT pro if you are unsure about how to do this. Refer to this article for more information: **Configure DYMO LabeWriter Printers**.

Ancillary Devices

Topaz Signature Pad Integration and Digital Signatures

Information about the Topaz Signature Pads integration can be found here: **Topaz Signature Pad Integration**.

Information about limitations to touch screen digital signatures can be found here: **Browser Updates and Digital Signatures**.

Barcode Scanners

We recognize that practices use different label printers and inventory scanners. The options are numerous so we advise you to verify integration between these devices.

Additional information about barcode scanners and their requirements to work with Pulse can be found here: **Barcode Integration**.

Network

Wired

Whenever possible, we recommend "wired" Cat5e/Cat6 network connections for optimal performance.

Wireless

Wireless performance depends on the practice environment (Wireless interference reference: **Interference Affecting Wireless Network**.

Please use the standards for an 802.11N network noted in the reference document. Minimum wireless access point/router standard is 802.11AC. We recommend 802.11 AX or Wi-Fi 6 capable wireless routers and devices.