

WINK SYSTEM REQUIREMENTS

Hardware/Software	Minimum	Recommended	Reason why
Operating System (OS)	Windows 10 (OS X 10.9 Mavericks or up)		AGE: Microsoft does not support Windows XP, Vista or Millenium. Neither does WINK. Computers that old lack the security essentials for HIPAA and PIPEDA Compliance.
Processor	2.0GHz (Ex: Intel Core i3) not AMD	2.4GHz or Faster (Ex: Intel Core i5/i7) not AMD	SPEED: The speed of your processor is one of the main factors that determines the speed of your computer and therefore the performance of WINK. The smaller the number, the slower the speed. Manufacturers publish a "speed range". Do not use WINK on a computer with a lower range below 1.8GHz.
Memory (RAM)	8GB Only if using one WINKSync Catalog	8GB+	MULTI-TASKING: The more RAM your system has, the more programs it can handle simultaneously without slowing down your computer. Windows OS, Anit-Virus, Microsoft Word/Excel are Programs. They all need RAM to run efficiently. More RAM is always better.
OS/CPU Architecture	64 bit		PERFORMANCE: A 32-bit OS will not allow a Program to take up more than 4GB RAM. 64-bit will allow WINK to take as much RAM as it wants. 64-bit always brings up the optimal performance of a Program such as WINK.
Screen Size	15" Display with native 1366 x 768 Resolution or more	21" Display with native 1440 x 900 resolution or more	SIZE: Smaller the screen or resolution you will have to spend time scrolling up/down a lot to view and use WINK's user interface. Bigger the better WINK experience.
Internet Connectivity	Hard wired Ethernet network connection		CONSISTENCY: Even though wifi is the modern and easy way to have internet connectivities the biggest drawback it has is the consistency of the connection. It is affected by other WIFI connection interferences (Especially in malls or the store is big) and instabilities of keeping the connection active. WINK Requires a stable internet connection to the server which can only be assured by hard wired cable network connections.
Internet Speed	10Mbps - Downlink 1Mbps - Uplink	20Mbps - Downlink 5Mbps - Uplink	SPEED: Faster internet connection always makes WINK work faster as all your data is stored in a cloud database. More the connection speed, less the time WINK will take to reflect the changes you make. Contact your ISP (Internet Service Provider) to check out faster internet connections. sometimes it would just cost \$5 for a way better connection.
Router	Consumer Grade Router (Less than 2 years old)	Commercial grade Router (Less than 5 years old)	RELIABILITY: The router emits a lot of heat which makes the hardware components of the router depreciate over time and usage (Especially in less expensive routers). Old routers may drop connections often. It does not always have to be the internet connection to be slow but the router itself can be a reason for making things slow.
WiFi connectivity	If not inbuilt then a WiFi Adaptor		PRECAUTION: When the internet service is down it means, technically WINK is also down as all your data is in the cloud servers. You should have an alternative solution to address these scenarios. Having a WiFi adaptor for your computer will fill this gap with connecting to the internet with a mobile phone hotspot. Of course it will be slow but it keeps your business for the day active flawlessly.
Anti-Virus Software	Anything EXCEPT Norton Antivirus	Kaspersky Antivirus/Avast Antivirus/Windows defender	PROTECTION: An active Anti-Virus will help protect your computer from most viruses and intended cyber attacks. WINK recommends Kaspersky or Avast. DO NOT install Norton/Symantec Antivirus. These items <u>MUST</u> be entered into the "EXCEPTIONS" or "EXCLUSIONS" list of any Anti-Virus Software: C:\pov C:\Program Files (86)\Wink Technologies Inc C:\Program Files (86)\Wink Technologies Inc\WINK 64bit\WINK.exe
Internet Security Software	NOT COMPATIBLE		OVER-PROTECTION: There's a difference between "Antivirus" and "Internet Security". Do not install Internet Security software unless you know how to "Whitelist" softwares like WINK that requires an open internet connection at all times.
PDF Creator	PDF Forge	Adobe Reader + Creator	USABILITY: A PDF creator is mandatory. We need it for training & support. Do NOT download PDF Architect. Always beware of third party toolbars and freeware that accompanies most free downloads.
Microsoft Excel	Microsoft Office Excel 2007	Microsoft Office Excel 2013 or Later	EXPORT: You might want to get some store data from WINK for your business purposes. WINK has the functionality to export certain reports and data for it's users. But in order to view that data in your computer you should have a spreadsheet program and WINK recommends Microsoft Office Excel to have the complete advantage of WINK generated report exports..
Firewall	Accessibility		SUPPORT: WINK requires a set of programs installed in the computer for the best of use and for better support. Also, WINK has a youtube page with "How to" Videos, a KBA site and a facebook page where we post news and new update information. Thus all the computers should allow access to certain websites and programs given below. KBA: https://downloadwink.zendesk.com/hc/en-us Youtube: https://www.youtube.com/user/WinkSoftware Facebook: https://www.facebook.com/winksoftware/ Other Important websites: OHIP, RAMQ, MSI, All WINK Sites & Servers Programs: logmein Rescue, Join.me, etc.
Video Conferencing Equipment	Speakers, Microphones, Webcam(Optional)		TRAINING: To benefit the full advantage of WINK you must know the way of WINK working. In depth training by our WINK expert trainers will make you get the ability to use WINK the way it gives you its full potential and advantage. We conduct not only onsite training but also remote training and webinars to have you always on top of all the updates.