Welcome to the new Vet-Exam Pro software!

We want to ensure you are set up for success with your new software and CR/DR device!
Below are a few important pieces of information on how to get your device and software set up correctly.

What's Included with the purchase of Vet-Exam Pro:

- o 10 PC licenses for Vet-Exam Pro Software to create, view, and store patient records and radiographs

Install and Setup:

- Simply click here to book an appointment to schedule your install of Vet-Exam Pro with our experienced support team on any system meeting the minimum software requirements outlined below

System Requirements:

Vet-Exam Pro can be installed on most any PC or full on premise server as long as they meet the requirements below.

- CPU: 3.4 GHz or Higher, Intel Core i5 5th gen or better
- RAM: Minimum 8GB, *Recommended 16 GB or greater*
- PC Operating System: Windows 10 and 11 **64 bit versions only**
    - o Highly recommend Windows Pro or Enterprise OS versions to Home (due to user permissions and other setting and feature accessibilities)
- Hard Drive: 500gb or larger (SSD **strongly** recommended for best performance)
    - o Larger patient databases will require larger storage capacity
- Graphics Card:
    - o Resolution: ≥ 1280x1024 [SXGA] (≥ 1920x1080 [FHD] Recommended)
    - o Monitor Size: ≥ 17" (≥ 24" Recommended)
    - o Color Depth: 24-bit [True Color] | 16.7 million colors
- Server Operating System: Windows Server 2019 or newer
    - o A server able to run Win Server 2019 or newer will be able to support Vet-Exam Pro with sufficient space on the server to store the database

Software Installation Information:

- Administrative account access to the computer being installed on is needed to complete the setup
- On average, the installation process takes between 10 and 15 minutes depending on your computer and network speed
    - When connecting your CR7 to the new Vet-Exam Pro your CR7 will need added acquisition modes and a possible firmware update however our support team will address that during the install appointment and those updates only take approximately an additional 5-10 minutes

- You will not have to remain on the phone the whole installation time, however you are welcome to. Typically, once remoted in, our techs will do all the work and call you back when the software is set up and ready to be registered
    - Registration typically will only take approximately 3-5 minutes after install is complete
- Your system and CR7 registration information will be sent to our reg team for license generation
    - A technician will follow up to complete your registration typically the next business day however, the application is functional and available for use once the install process is finished (prior to registration completion)

FAQ:

- ***What happens if I replace one of my dental computers that has Vet-Exam Pro installed?***
    - o Simply contact iM3 support and they will help you get your new computer set up and registered with Vet-Exam Pro!
- ***If I replace a computer, will the old computer still count against 1 of my 10 licenses?***
    - o No, as long as you notify iM3 and provide the station ID number, we can remove the license associated with your old computer so it no longer takes one of your 10 PC licenses.
- ***Does Vet-Exam Pro work with my practice management software?***
    - o Vet-Exam Pro is standalone software. However, you can export/auto-export files from Vet-Exam Pro to be accessible in other software.
    - o If you would like to set up an autoexport in DICOM format, a DICOM license can be obtained as a separate purchase and our support team will help you setup the connection.
- ***What do I do if I receive an error message in the software?***
    - o Call or email for support and our friendly and experienced technicians will provide assistance!

If you have any questions or need further technical support, you can call us at 1-800-664-6348, or email us at info@im3usa.com! Simply ask to speak with one of our experienced sales representatives or X-Ray technicians. We are happy to help!