OnDemand System Requirements

To install our software, your computer should meet the specifications below. Our products have been tested using the recommended system requirements on this page. However, because computing environments and internet service vary so widely, these system requirements are provided without guarantee. Your computer performance will vary based on hardware configurations, network traffic, and local workstation settings.

Operating System: Windows® 10 or Mac OS X 10.12 or higher

Internet Connection: High speed

Screen Resolution: 1024 x 768

Applications: Adobe® Acrobat Reader® XI

Connecting to OnDemand

To connect to the OnDemand service, you must use the Windows or Mac program available for download.

Free OnDemand apps are available for iPad at the Apple Store and Android apps are available at the Google Play Store.

Use the iPad and Android OnDemand apps for simple tasks such as viewing information or looking up records. A traditional computer or laptop is better suited to handle OnDemand's administrative functions such as entering contributions, taking attendance, and entering records.

- **iOS Client for iPad:** Requires iOS 9.0 or later.
- **Android Client:** Requires Android 5.0 or later on ARM processors.

ACS Technologies does not support printing from the iPad or from Android devices within OnDemand.

Printers

- ACS Technologies recommends using a tray-fed laser or inkjet printer that is compatible with the system requirements provided above. Laser and inkjet printers are also suitable if driver support is available for the associated operating system.
- The latest version of Adobe Reader is required for use with the universal print driver in OnDemand.

Scanners

- The MICR Image Reader works only with the desktop version of ACS.
- The OnDemand service is not a bandwidth intensive application. For best results, we recommend a broadband connection to the Internet.

Speed and Bandwidth

OnDemand requires a response within 500 ms or 1/2 of a second. If the Internet lag time exceeds this limit, the connection can be lost, and the session will be disconnected. Below is a guide which outlines the number of concurrent users who can be supported at various broadband speeds when only OnDemand is running:

Users	1	10	25	50	100	200
Kbps Upload/Download	30	300	750	1500	3000	6000
Mbps Upload/Download	0.03	0.3	0.75	1.5	3.0	6.0

At the absolute minimum, the bandwidth for uploading and downloading must not be less than 30 Kbps per concurrent user. Ideally, your ISP's advertised connection speed should be significantly greater in order to keep users from being dropped during peak Internet times. Also, note that upload speed is equally important as download speed when using OnDemand.

We cannot guarantee that any particular DSL or cable connection to the Internet will perform satisfactorily due to the countless factors that may affect and degrade the performance of your connection.

ACS Technologies does not support OnDemand using a satellite broadband service. We have found that the latency in this service does not create a good experience.

Routers

We recommend a business-class router with Quality of Service ("QOS") Capability. This allows you to specify the priority of certain traffic to the Internet. For instance, all OnDemand traffic to the Internet for ACS, PDS, and HeadMaster uses port 491. Clients who have set priority for the required port for OnDemand traffic have found dramatic improvement in performance and reliability.

Your router needs to be able to handle a sufficient number of IP threads for the traffic generated by the maximum number of concurrent users. When calculating total Internet traffic, take into account: e-mail, Web browsing, uploading and downloading files, OnDemand, any video or audio streaming, and all other network use.

Microsoft End of Life Policy

ACS Technologies adheres to Microsoft's life-cycle policy for operating systems. As a system approaches its end-of-life date, ACS Technologies recommends upgrading your operating system. Once an operating system is no longer supported by Microsoft, we can no longer support that system. This does not mean that products will not work on a retired operating system, but it does mean that, should a problem occur that would require an update for a retired operating system, we cannot provide support assistance for clients using those operating systems.