



Hardware Requirements

Hardware Requirements Date 01/14/2020

Computer

Operating system:	Windows 10*: Windows 10 Professional is recommended. Windows 8.1*: Windows 8.1 Professional. <i>*Please consult the Windows Lifecycle Fact Sheet regarding support status of your Windows version https://bit.ly/2SLGSsH. It is important that current Windows updates are installed to maintain support status. Customers who do not keep current with updates may be required to update before we assist.</i>
Processor:	Recommended: Current Generation Dual or Quad Core: 8th and 9th Generation Intel Core i3, i5, or i7(iX-8xxx or higher) ; Current Generation AMD Ryzen 5, 7, or Threadripper (model number 2xxx or 3xxx) Processor Minimum: 4th through 7th generation Dual Core Processor (Intel: Core i3,i5,i7); AMD: Phenom, FX, APU A8, APU A10, Ryzen 3, Previous generation Ryzen 5, 7, or Threadripper The following processors may result in reduced performance and are not recommended: Pentium Dual Core, Atom, Celeron, Athlon, Sempron, Turion, APU A4/ A6, or, 1st through 3rd generation Dual Core Processor (Intel: Core i3, i5, i7)
Memory:	8 GB or higher recommended for optimal performance, minimum 4 GB
Free disk space:	5 GB or more recommended; 1 GB minimum
Video card:	256MB or more video card recommended; 128 MB minimum Dual Video Output required for use with Twinview (Customer facing monitor)
Ethernet card :	Gigabit with RJ45 connection. Fast Ethernet (100 Mbps) not recommended.
CD/DVD-ROM drive:	Optional
Backup drive:	One of the following: CD-RW; DVD-RW; flash drive; portable hard drive; or cloud space backup system. Do not store PostalMate backups on the same computer as your data resides, in case of a hard drive or other computer malfunction. Complete system backups are a good idea, however a PostalMate backup is necessary to restore PostalMate data.
Ports:	Number and type of ports depends on devices (see page 2)

Subject to change without notice. End user is responsible for maintenance and repair of all hardware. PC Synergy Support: 760.410.1677 or fax 760.410.1696.



Printers and Equipment

Device	Port Type	Supported Models	Requirement/Usage
Label printer (4" x 6")	USB or parallel, depending on model	Zebra GK420D, GC420D, LP 2844 and most Zebra ZP-series. *UPS Bixelon 4x6 label printer is not supported. It is designed to only work with UPS.	Required on each computer used for shipping. Prints shipping labels.
Label printer (2" x 2.25")		Zebra LP 2824, LP 2722	Legacy. Several non-required labels are this size.
Dymo Label Printer		Dymo 400, 450 LabelWriter Dymo 400, 450 Twin Turbo (USB only)	Optional. Used for Printable Postage Interface. (NetStamps rolls)
Receipt printer		CT-S351, CT-S751, CT-S310II, CT-S300, and CT-S2000	Required on each computer using POS features.
Report/document printer		Any inkjet, laser, or multi-function copier	Required. Networked computers can share one.
Electronic scale	USB or serial, depending on model. Avoid serial adapters if possible.	Mettler-Toledo PS6L, PS60, BC-6L, BC-60; Toledo 8213 (RAM 25 or 40); and Detecto AS-350D	Optional but strongly recommend for each shipping computer. Eliminates manual weight entry
Pole Display	USB	Logic Controls LD-9900 (pole) or Logic Controls LT-9900 (desktop)	Required in some states.
Barcode scanner	USB or PS2, depending on model	Honeywell/MetroLogic MS9520, MS9535, MS9540 POSX EVO Laser, POSX ION Linear, POSX ION	Optional. For scanning tracking number and product SKUs.
Cubetape dimensioning tool	USB	Cubetape, shipper model C190-SHP (includes Cube POS and cradle)	Optional. For wireless entry of dimensions, and also used as a barcode scanner.
Touch screen monitor	USB or serial, depending on model	Any	Optional. Eliminates keyboard use for many transactions.
Fingerprint Reader	USB	DigitalPersona 4500	Optional. Use for security and log-on features.
Signature Capture device	USB	Topaz Systems Standard pads and LCD pads	Optional. Used for package receiving.
Cash drawer	No computer port needed; connects to receipt printer	Any MMF model; most other manufacturers. (MUST be compatible with your receipt printer)	Required on each computer using POS features.

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Networking

- Router or switch capable 1000 Mbps
- 1000 Base T network cabling (CAT 5e/6/7)
- Wireless networks are not supported

Internet connection

- Required on each computer; networked computers can share via router
- Hi-speed DSL or cable. Cellular 4G or 3G connections also work and are a good option for backup internet

Hardware Requirements

Computing technology is an ever changing world. As a store owner, it is your responsibility to maintain your hardware to ensure smooth operations. We recommend that when you purchase a new computer, that you make the newest computer your master, as more power is needed on a master system than an auxiliary. As we add features to PostalMate, it becomes increasingly important to ensure that your workstations meet these hardware requirements.

Our recommendations

When purchasing a new computer, we recommend Windows 10 Professional with a current generation dual or quad core Intel processor, and 8GB of RAM. Solid state drives (SSD) will significantly improve performance. Please be sure to check compatibility with other software vendors before making a purchase. If you use peripherals such as scales, barcode scanners, or card readers, please be sure to check which ports are available, as many computers will not have parallel or serial ports (***make sure you have enough ports for each of your devices***). We do not recommend USB to parallel or USB to serial adapters as they have proven problematic in our experience. USB hubs are a good way to gain additional USB ports, however we do recommend “powered” USB hubs.

Note on Windows 10 Updates

Microsoft publishes a Lifecycle Fact Sheet (<https://bit.ly/2SLGSsH>) with detailed support status of each semi-annual Feature Update. It is important to keep Windows Updated for security as Microsoft may not release security updates to unsupported versions. Each version has its own end of service—make sure to check that you are up to date. To see your Windows version, choose the Windows key + R on your keyboard to open the run command. Type in **winver** and click **OK**. You should see a dialog screen revealing the OS build and registration information.