



# Hardware Requirements

## Hardware Requirements Date 12.11.2023

### Computer

<b>Operating system:</b>	<b>Windows 11*:</b> Windows 11 Professional is recommended. <b>Windows 10*:</b> Windows 10 Professional (End of Life 2025)  <i>*Please consult the Windows Lifecycle Fact Sheet regarding support status of your Windows version <a href="https://bit.ly/2SLGSsH">https://bit.ly/2SLGSsH</a>. 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>
<b>Processor:</b>	<b>Recommended:</b> Current Generation Dual or Quad Core: 10th Generation or higher Intel Core i3, i5, or i7(iX-10xxx or higher) ; Current Generation AMD Ryzen 5, 7, or Threadripper (model number 6xxx or similar) Processor  <a href="#">Click here to learn about how to identify your Intel Processor</a>  <b>Minimum:</b> 7th through 9th 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 (model number 4xxx, 5xxx or similar)
<b>Memory:</b>	8 GB minimum; 16 GB or higher recommended for optimal performance
<b>Hard Drive:</b>	Solid State Drives (SSD) recommended. 10 GB or more free disk space required
<b>Video card:</b>	256MB or more video card recommended Dual Video Output required for use with Twinview (Customer facing monitor)
<b>Ethernet card :</b>	Gigabit with RJ45 connection.
<b>CD/DVD-ROM drive:</b>	Optional
<b>Backup drive:</b>	One of the following: 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.
<b>Ports:</b>	Number and type of ports depends on devices (see page 2)

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### Printers and Equipment

Device	Port Type	Supported Models	Requirement/Usage
<b>Label printer (4" x 6")</b>	USB	Zebra ZD220d, ZD420d, ZD421, GK420D, GC420D, and most Zebra ZP-series.  <i>UPS Bixolon 4x6 label printer is <b>NOT</b> supported. It is designed to only work with UPS. EPL printers such as LP2844 are <b>NOT</b> supported.</i>	Required on each computer used for shipping. Prints shipping labels.
<b>Dymo Label Printer</b>		Dymo 400, 450 LabelWriter; Dymo 400, 450 Twin Turbo (USB only), ProLabel Express, ONYX ProLabel II.  <i>Dymo LabelWriter 550 not supported</i>	Optional. Used for Printable Postage Interface. (NetStamps or DYMO 30915 stamp rolls.)
<b>Receipt printer</b>		Citizen CT-S751, CT-S651, CT-S351, CT-S310II, CT-S300, and CT-2000	Required on each computer using POS features.
<b>Report/document printer</b>		Any inkjet, laser, or multi-function copier	Required. Networked computers can share.
<b>Electronic scale</b>	USB	Mettler-Toledo BC-6L, BC-60, PS6L, PS60 Detecto AS-350D (not recommended)	Optional but strongly recommend for each shipping computer. Eliminates manual weight entry.
<b>Pole Display</b>	USB	Logic Controls LD-9900 (pole) or Logic Controls LT-9900 (desktop)	Required in some states.
<b>Barcode scanner</b>	USB	<b>2D:</b> Honeywell 1472g 2D, DataLogic Quickscan QD2590, Honeywell Genesis 7580g, Pos-X ION (2D)  <b>1D:</b> MS9520, MS9535, MS9540, POSX EVO Laser (1D or 2D), POSX ION Linear, POSX Ion BlueTooth Wireless	Required for some features: For scanning tracking number and product SKUs.  <a href="#">Click Here for more info regarding barcode scanners.</a>
<b>Cubetape dimensioning tool</b>	USB	Cubetape, shipper model C190-SHP and C200L (includes Cube POS and cradle)	Optional. For wireless entry of dimensions, and also used as a barcode scanner.
<b>Touch screen monitor</b>	USB	Any	Optional. Eliminates keyboard use for many transactions.
<b>Fingerprint Reader</b>	USB	DigitalPersona 4500	Optional. Use for security and log-on features.
<b>Signature Capture device</b>	USB	Topaz Systems Standard pads and LCD pads	Optional. Used for package receiving.
<b>Cash drawer</b>	Compatible with 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 11 Professional with a current generation dual or quad core Intel processor, and 16GB 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 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.

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