Hardware Requirements Date 05.01.2025

Computer

Operating system:	**Windows 11:** Windows 11 Professional for optimal performance and compatibility. **Windows 10 support ends on October 14, 2025**, as Microsoft will no longer provide updates or security fixes. This may impact system performance and security. To check the support status of your Windows version, please refer to the Windows Lifecycle Fact Sheet. It is essential to stay current with Windows updates. If your system is not up to date, you may be required to update before we can provide support.
Processor:	**Recommended:** **Current Generation 4-, 6-, or 8-Core Processor** • Intel: 12th Generation or newer Core i3, i5, or i7 (model numbers like iX-12xxx or higher) • AMD (AM5 platform): Ryzen 5, Ryzen 7, or Threadripper (model numbers like 7xxx) Click here to learn how to identify how old your computer is. **Minimum:** 10th or 11th Generation Quad-Core Processor • Intel: Core i3, i5, or i7 • AMD (AM4 platform): Ryzen 5, Ryzen 7, or Threadripper (model numbers like 5xxx)
Memory:	16 GB minimum; 32 GB or higher recommended for optimal performance
Hard Drive:	Solid State Drives (SSD) recommended. 10 GB or more free disk space required
Video card:	256MB or more video card recommended Dual Video Output required for use with Twinview (Customer facing monitor)
Ethernet card :	Gigabit with RJ45 connection.
CD/DVD-ROM drive:	Optional
Backup drive:	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.
Ports:	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
Label printer (4" x 6")	USB	Zebra ZD220d, ZD420d, ZD421, GK420D, GC420D, and most Zebra ZP-series. Not Supported: UPS Bixolon and EPL Only label printers	Required on each computer used for to print shipping labels, or print drop-olff labels from QR codes.
Stamp Label Printer		Dymo 400, 450 LabelWriter; Dymo 400, 450 Twin Turbo (USB only), ProLabel Express, ONYX ProLabel II. Dymo LabelWriter 550 not supported	Optional. Used for Printable Postage Interface. (NetStamps or DYMO 30915 stamp rolls.)
Receipt printer		**Citizen:** CT-E301, CT-E351, CT-S300, CT-S310II, CT-S351, CT-S651, CT-S751	Required on each computer using POS features.
Report/document printer		Any inkjet, laser, or multi-function copier	Required. Networked computers can share.
Electronic scale	USB	**Mettler-Toledo Pounds/Ounces Scales:** BC-6L, PS6L	Optional but strongly recommend for each shipping computer. Eliminates manual weight entry.
Pole Display	USB	Logic Controls LDX9900	Required in some states.
Barcode scanner	USB	**2D Barcode Scanners:** Honeywell 1472g 2D, Honeywell 1400g, Honeywell XP 1400g, Honeywell 7680g, Honeywell Genesis 7580g, Datalogic QuickScan QD2590, Datalogic Gryphon GD4590, POS-X EVO 2D, POS-X ION 2D, Zebra DS2278	Required for some features: For scanning tracking number and product SKUs. Click Here for more info regarding barcode scanners.
Cubetape dimensioning tool	USB	Cubetape, shipper model C200L (includes Cube POS and cradle)	Optional. For wireless entry of dimensions, and also used as a barcode scanner.
Touch screen monitor	USB	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 HSB Systems Standard pads and LCD pads	Optional. Used for package receiving.
Cash drawer	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	Internet connection
• Router or switch capable 1000 Mbps	• Required on each computer; networked computers can share via router
• 1000 Base T network cabling (CAT 5e/6/7)	
• Wireless networks are not supported	• Hi-speed fiber, cable, or DSL connection. Cellular 5G or 4G LTE connections also work and are a good option for backup internet

Hardware Requirements

Computing technology is constantly evolving. As a store owner, it is your responsibility to maintain your hardware to ensure smooth operations. We recommend that when purchasing a new computer, you designate the newest system as your master workstation, as more power is needed on a master system than on an auxiliary station. As we continue to add features to PostalMate, it becomes increasingly important to ensure that all workstations meet these hardware requirements.

Our recommendations

When purchasing a new computer, we recommend Windows 11 Professional with a current generation quad-core or higher Intel processor and 16GB of RAM. A solid-state drive (SSD) will significantly improve performance. Before purchasing, please check compatibility with any other software vendors you use. If you rely on peripherals such as scales, barcode scanners, or card readers, verify that the computer has the necessary ports available — many newer computers no longer include parallel or serial ports. (Make sure you have enough ports to connect all your devices.) We do not recommend using USB-to-parallel or USB-to-serial adapters, as they have proven problematic in our experience. If additional USB ports are needed, we recommend using a powered USB hub.

Note on Windows Updates

Microsoft publishes a Windows Lifecycle Fact Sheet detailing the support status for each semi-annual Feature Update. It is important to keep Windows updated, as Microsoft may not release security updates for unsupported versions. Each version has its own end-of-service date, so be sure to verify that your system is up to date.

To check your Windows version:

- Press the **Windows key + R** on your keyboard to open the Run command.
- Type **winver** and click **OK**.
- A dialog box will appear displaying your OS version and registration information.

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