

Computer and Hardware Requirements

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Table of Contents

1. Operating Systems	3
2. Hardware Requirements.....	3
3. Peripherals	3
4. Caller ID.....	4
5. Touch Screens	5
6. Connectivity	5
7. Configurations	5

1. Operating Systems

We recommend the following operating systems:

- **Windows 7 Professional (32 or 64 bit) – Recommended.**
- Windows Embedded POS Ready 7
- Windows XP (SP3)
- Windows Embedded POS Ready 2009

Note: Rameses may work on Windows VISTA, Windows 8 or Windows 10. However, since these are not officially supported some incompatibility issues may occur. In this case, Andromeda POS cannot be held responsible for errors, consequences, technical and other difficulties arising from the use of incompatible operating systems.

We do not support:

- Windows 3.1
- Windows 95
- Windows 98
- Windows 2000
- Windows Vista
- All Linux, Mac OS and Android based OS systems

2. Hardware Requirements

It is advisable that server machines be with hardware capabilities above the minimum requirements, which are:

CPU: Modern day dual or quad core Intel/AMD processors

RAM: 2 GB of RAM

HDD: 50 GB of free disk space

Display: Display capable to provide minimum resolution of 1024x768

Recommended:

- **CPU:** Modern day dual or quad core Intel/AMD processors
- **RAM:** 4 GB of RAM
- **HDD:** 100 GB of free disk space
- **Display:** Display capable to provide minimum resolution of 1024x768

Useful resources:

www.thebarcodewarehouse.co.uk- a UK leading solutions provider of computers, tablets, laptops, computer hardware and accessories.

www.dell.co.uk

3. Peripherals

Andromeda does not offer any support for the devices itself. In case of hardware and/or compatibility issues, please contact your hardware provider.

3.1. Keyboard and mouse

Having a quality USB/PS mouse and keyboard is highly recommended at least for the server machines.

3.2. A4 Printers

Any A4 Printer can be used. The Dell Laser Printer is highly recommended (www.dell.co.uk).

3.3. Receipt Printers

Printer Drivers must be installed in Windows and functionality confirmed with a Windows Test Print.

Recommended models:

- Epson TM-T88III
- Epson TM-T88IV
- Epson TM-T88V
- Star TSP 100

3.4. Label printers

Recommended models:

- Cognitive Advantage LX
- Cognitive Advantage DLX
- Zebra GK420d

Note: Please contact us directly to learn more about this.

Available Connection Types: Serial, USB and Ethernet (Network)

Useful resources:

www.thebarcodewarehouse.co.uk - a UK leading solutions provider of computers, tablets, laptops, computer hardware and accessories.

www.epson.co.uk

4. Caller ID

For standard BT lines or BT Feature line – 1 /one/ **CTI Meteor Caller ID Unit** is required per phone.

Note: You will need a Dual Socket Telephone Splitter per unit. If your computers do not have Serial Ports, you will also require a USB to Serial Converter per Caller ID unit. We can support Caller IDs **only if:**

- A BT line and BT service is available.
- Your PC(s) has a serial port.
- There is a Serial Converter device in case your computers do not have serial ports.
- The device is connected to the PC and phone line(s).

www.crucible-technologies.co.uk - Crucible Technologies supplies a range of innovative products, such as utility metering solutions, caller ID units and test instruments for telecom.

If a Digital TAPI telephone system is used then driver installation is required for each PC using a Caller ID.

The setup fee for this service is **£195.00** per machine.

Important Note:

If you want to use a hardware/peripheral device which is not recommended, please inform us well in advance so that we can test it before adding it to the supported configuration. Otherwise, such devices will be considered 'unsupported third party add-ons' and our Support Teams will provide support on a best effort basis.

Cash Drawer:

- Serial Connection

Hardware suppliers:

- Box Technologies - <http://boxtechnologies.com>
- NCR - <https://www.ncr.com>

5. Touch Screens

Any touch screen can be used. The recommended screen resolution is **1024x768**. Any drivers required for the touch screen to operate must be installed on the computer and the functionality must be tested prior to Rameses installation.

Useful resources:

www.thebarcodewarehouse.co.uk- a UK leading solutions provider of computers, tablets, laptops, computer hardware and accessories.

www.dell.co.uk

6. Connectivity

A broadband connection is required for remote installation and support. If you have a dynamic IP address, for support purposes, we cannot access your site using our standard connections. You will have to install and configure **TeamViewer** on each PC. This will require you to log into a website to allow access for the Technical Support Team.

TeamViewer focuses on cloud-based technologies to enable online support and collaborate in real time across the globe. It allows remote support, remote access, and online collaboration. Learn more here: www.teamviewer.com

7. Configurations

Please have in mind the following:

- Your Network should be on '**DHCP**' (Dynamic Host Configuration Protocol) - a protocol for assigning dynamic IP addresses to devices on a network.
- You need a **common** username and password on **ALL** machines.
- We will need remote access and administrator access on **ALL** machines.
- If you require more than 4 network devices, then a network **switch** will be required.