



SMRT Supported Hardware

Introduction

This document provides a list of minimum hardware requirements and usable hardware. If you have hardware that matches the requirements below but is not performing well (e.g. printers with issues printing barcodes, scanners that don't hold a charge), please let us know and plan to replace them.

Computers

SMRT supports both Windows and Mac at the Point of Sale. SMRT is web-based and can be accessed via any computer with a Chrome-based browser for viewing reports, printing statements, and other office-related tasks. To use SMRT, your computer should have at least 4GB of RAM and a dual-core 2.5 GHz CPU.

The minimum screen resolution is 1024x768, but we recommend using 1920x1280.

Windows

1. Windows 7 minimum, Windows 10+ recommended.
2. 32 and 64 bit supported
3. Laptops, Microsoft Surface Tablets and Desktops are supported

Mac

1. Mac OSX 10.11 (El Capitan) or higher.
2. Native support for both Apple Silicon and Intel 64 bit processors
3. MacBooks and Desktops supported

Internet Speed Requirements

SMRT recommends a minimum internet connection speed of 10 Mbps download and 5 Mbps upload for each store, regardless of the number of stations. Although SMRT can function with slower speeds, connections at these speeds are often unstable. While 4G and 5G routers are supported, their stability may depend on your environment and they may not be as reliable as cable connections.

Mobile Devices

For each delivery device, you'll need a phone or tablet with a cellular data plan. If you're only using the device for racking, a cellular plan is not necessary as long as there is wifi coverage in the store. The device must meet the following requirements.

iOS:

- iOS 15 minimum, iOS 16+ recommended.
- iPhone 8 minimum, iPhone 12 or newer recommended
- iPad (5th generation) minimum, iPad (9th generation) recommended
- iPad mini 4 minimum, iPad mini (6th generation) recommended
- iPad Air 2 minimum, iPad Air (5th generation) recommended
- Any version of iPad Pro supported, 3rd generation or newer recommended

Android:

- Android 8.0 minimum, Android 13+ recommended.
- The following android devices have been tested with SMRT, but most devices with a backwards facing camera should work (for racking and delivery):
 - Samsung Galaxy S22 5G
 - Google Pixel 6 Pro
 - OnePlus 10 Pro
 - Samsung Galaxy S22 Ultra.

- At least 8GB of storage on the device (and, it's assuming you don't start putting other big apps or media on the device).
- Galaxy A53 is explicitly not supported.

Scanners

Scanners with USB, Serial, Ethernet, or Bluetooth interfaces can operate effectively with the SMRT system provided that they are set to either HID or Keyboard emulation modes and have the carriage return setting enabled. However, please note that SMRT is not equipped to assist with connectivity problems specifically related to Ethernet or Bluetooth scanners.

The following models have been fully tested and confirmed to work with SMRT. However, most industry standard scanners should work.

- Honeywell 1200G, 1202G, 1250G, 1300G, 1452G, 3800G, 1472G
- Honeywell Orbit 7190G, MS7180
- Symbol/Zebra/Motorola LS2208, LS4278, LI2208, LI4278
- Zebra DS9908R
- Intermec Scanplus 1800VT
- Cino F680,780BT
- Cino A660 2D

Thermal Printers

We recommend using USB-connected printers for optimal performance, although serial and network printers are also compatible. Please note that we are unable to assist with connectivity issues related to networked printers.

The following printers are compatible with SMRT for printing thermal receipts and invoices. If you are purchasing new computers, your printers must be USB-compatible, as most new computers do not have serial or parallel ports.

- Epson TM-T88IV, TM-T88V, TM-T88VI, TM-T20, TM-T20II, TM-T20III

- Star TSP 100, TSP 143
- Zebra GC420d, GC420t, GX420d, GX420t, ZD420d, ZD420t

Temporary Tag Printers

Temporary tags can be printed on the following printers.

Name	With Cutter	Perforated Paper Tags	White woven paper	Wet strength paper
Zebra TLP 2824 Plus	Yes		Yes	
Zebra GX420t	Yes	Yes	Yes	
Zebra ZD420t	Yes	Yes	Yes	
Zebra GX420t	No	Yes		
Zebra ZD421T				
Zebra ZD411T				
Epson TM-U220B USB	Yes			Yes
Bixolon SRP-275III	Yes			Yes
Godex RT700I	Both	Yes	Yes*	
Godex RT700IW	Both	Yes	Yes*	
Brother TD-4420TNC	Yes	Yes	Yes*	

*Requires thicker white woven paper

Delivery Driver Printer

Printers to be used for the delivery drivers.

- Star T300i (Recommended, both iOS & android supported)
- Star T300 (Not recommended, Android only)

Conveyors

- All Metalprogetti Assembly, Storage, Uniform and 247 systems are supported.
- All QuickSort Assembly, QuickTag, and GMS 247 systems.
- Heimac 247 and Storage Systems
- SMRT also has its own assembly conveyor and can convert legacy conveyors to work with SMRT automatic assembly.

Other Peripherals

Credit Card Readers

Card readers must contain a Point-to-Point Encryption security protocol specific to the processing vendor. Card Readers from Open Edge, TSYS, or Clearent will not communicate. Specifically, we use the BBPOS WisePOS E which is fully integrated with SMRT and must be purchased from us.

Cash Drawers

Any cash drawer that connects via RJ12 cable to your Star or Epson printer can be opened via SMRT. USB or Serial connected Cash Drawers will not work, however manually opening the drawers is an option if you do not want to replace.

RFID Gates

Any RFID Reader supporting TCP/IP communication should work, all the below have been tested with SMRT:

- Impinj Speedway
- HID u-Door Cabinet
- Positek Cabinet with Stormwatch software

Web Cameras

Below cameras are tested by SMRT. Other web cameras will work, but some won't due to their protocols being unsupported by our automatic photo solution.

- Logitech C920
- Logitech C920e
- Logitech C930

Scales

- CAS PDII
- CAS PDN