TECHNICAL   REQUIREMENTS

1. REQUIREMENTS

This section contains a list of technical requirements for your Primus business system solution.

    a. Primus is a hosted web-based business system solution that provides rich and interactive experiences via the web, regardless of the target browser or computing device. Devices and browsers should use the most recent versions made available.

    b. Primus uses cookies and popups to ensure you get the best experience on our website. Cookies store useful information on our computers to help us improve the efficiency and relevance to Primus for functionality and personal experience. Please ensure cookies and popups are allowed in the browsers for all devices.

    c. Devices, operating systems, and browsers should use the most recent versions made available.

    d. Please notify Basic Software Systems with any questions. We must work together to plan for a stable and reliable technical environment for your business system solution.

    e. RECOMMENDED PLATFORMS:

DESKTOP BROWSERS	MOBILE OS & INTEGRATED BROWSERS
Google Chrome	Chrome for Mobile
Microsoft Edge	Android
Safari	iOS
Firefox	Windows Phone

    f. HIGH-SPEED INTERNET CONNECTIVITY REQUIRED

        i. Internet speed refers to the amount of data transmitted in a fixed amount of time between your device and the hosted sites. Consider both the download and upload speed when selecting your business internet provider. Both are essential. The higher these speeds are, the better the experience.

        ii. Download speed represents the speed at which information travels from the internet to your internet-connected device. To download a web page and supporting data, the computer first sends a request to download. The website processes the request and sends the page for view and the required data.

        iii. Upload speed represents the speed at which information travels from your internet-connected device to the internet. Upload speed is important for an optimal business system experience. A less than optimal upload speed can cause an overall slowdown when using the internet.

        iv. Work with your local IT and communication professionals to complete a speed test to determine current internet speed. We advise you do this on a wired network device as well as a WIFI device.

        v. Keep in mind the quality of your internet experience also relies on your firewall, switches, and modem/router and the age of your computers and devices. These can significantly affect what speed you experience. Ensure your local IT also checks for supporting cables as well as network and communication devices.

        vi. Work with your local IT, communication professionals, and your internet service provider to select the internet plan that best suits your needs. A few things to consider while determining your internet service include:

            1. Determine the number of connected users/devices.

            2. Considering the use of websites and applications in your business that uses the internet. It is important to keep these factors in mind.

            3. Determine how much online activity your business uses for all internet activity.

            4. Do you have a VOIP phone system? This needs to be factored in when selecting your internet speed.

            5. A minimum of 50 Mbps download AND upload is recommended as optimal.

CONNECTED USERS/DEVICES	SUGGESTED INTERNET SPEED
1 – 10	100 Mbps
10 - 25	100 - 250 Mbps
25 - 50	250 - 500 Mbps
50 - 100	500 - 1000 Mbps (1 Gbps)
100+	1000 s (1 Gbps) +

    g. NETWORK AND CABLING

        i. A minimum of manufacturer-certified Category 5e or 6 twisted pair network cabling is required. Local building codes should be followed to ensure the safety of your company.

        ii. If running new cabling, a minimum of Category 6a is recommended. Review with our local IT to ensure the right choice for your network demands.

        iii. All wired-connected computers should have a cable connected from the network switch directly to the computer. It is not recommended you connect from a VOIP phone.

        iv. All wired-connected computers should be getting 1 Gbps network speed or better.

        v. Wi-Fi connection speeds should be considered and upgrade devices and access points for optimal connectivity.

    h. COMPUTERS AND DEVICES

        i. Windows computers and devices should maintain the latest supported operating systems by Microsoft.

            1. A minimum of an Intel Core i5 processor with 8 GB of RAM (memory) is recommended. Keep in mind that there are many generations of i5 processors, and we recommend these be a minimum of three years old. Consider how the computers are used. Upgrading to 16GB of Ram can improve the end user's experience.

            2. When purchasing a new computer, we recommend a minimum of an Intel i9 processor, 16GB of RAM (memory), and

SSD (Sold State Drives) Hard Drives, with the latest operating system available from Microsoft.

    3.   Network connectivity should be always maintained on your computers and devices. Sleep settings for the device and network card should be disabled.

    4.   When purchasing tablets for use with the business system, we recommend a minimum of of 128GB Storage, 8GB Ram (memory), WiFi Connectivity, latest OS (Windows, Android, iOS), size according to personal preference. Suggested brands: Android (Samsung Galaxy Tab, Lenovo Tab), Windows (Microsoft Go 3, Microsoft Surface), iOS (Apple iPad). Please note: these tablet recommendations are for use with the business system. These are not to be gotten for the purposes of scanning into the business system. For tablets to be used for scanning purposes, see the Data Collector devices in the Point-of-Sale Devices below.

i.   BACKUP POWER SUPPLY

    i.   It is your company's responsibility to maintain adequate backup power and surge protection for all technology devices used for your business system. Please ensure the electrical outlets used are not shared with equipment from the service shop and are grounded properly.

j.   BACKUPS

    i.   Basic Software Systems provides backup & recovery service as part of your hosted solution for your business-critical data.

k.   PRINTERS

    i.   Basic Software Systems requires the use of laser printers for all your business system printing for 8.5 x 11 documents.

l.   POINT-OF-SALE DEVICES

    i.   Primus uses specific Point-of-Sale devices. If you plan to use Point-of-Sale devices, you must purchase the exact models listed.

    ii.   These devices should be purchased from Basic Software Systems to ensure proper configuration.

    iii.   If purchased elsewhere, installation assistance fees will be applicable.

    iv.   Products Currently Selling:

        1.   Bar Code Printer

            a.   Bixolon TX223 Bar Code Label Printer

        2.   Receipt Printer

            a.   Receipt Printer USB - BTP-R880NP

        3.   Cash Drawer

            a.   M-S Cash Drawer with Star Receipt Printer Interface - EP-127NK-B w/cable CD9-EPSON- NCMS

        4.   Data Collector

            a.   Honeywell® EDA10 Mobile Computer Android 12, WLAN, 8GB, 10 in.

            b.   Honeywell® EDA52 Mobile Computer Android 11, WLAN, 4GB, 5.5 in.

        5.   Bar Code Scanner - Corded

            a.   Symbol LI2208 Scanner USB – (a Zebra brand)

        6.   Bar Code Scanner – Cordless

            a.   Datalogic Powerscan PBT9600 USB

        7.   Signature Capture Pad

            a.   Topaz® SigLite Color 4.3 Signature Pad (USB) (as a stand-alone connection on any pc)

        8.   Credit Card Devices (*must* be purchased from Basic Software Systems)

            a.   Ingenico Smart Payment Terminals – Lane and Link Series

    v.   Retired Products Still Supported (dependent on current environment compatibility):

        1.   Data Collector

            a.   ZEB-TC700K02B22B0US Zebra TC70X Mobile Computer Android 7.0

        2.   Bar Code Scanner – Corded

            a.   Metrologic MS9590 VoyagerGS Scanner USB - MK9590-61A38-A

            b.   Honeywell Voyager 1450G1D Kit USB

        3.   Bar Code Scanner – Cordless

            a.   Datalogic Powerscan PBT9500 and PBT 9501 USB

        4.   Credit Card Devices

            a.   Most Ingenico brand devices purchased from Basic Software Systems (check current EOL notices)