



## v 6.0 System Requirements

Revised 12/2024

**Please note, Windows XP, Windows 7, Windows 8 and Windows Server 2008 are no longer HIPAA compliant and may experience issues when installing or running Crystal. Support is no longer available for computers with these operating systems.**

### Workstation (Client) Computer Requirements

Tablets have the same requirements as listed below.

To install a new client computer or tablet, please see:

<http://crystalpm.proboards.com/thread/612/installing-crystal-on-work-station>

Hardware	Minimum	Recommended
Operating System	Windows 10 or 11 (not RT) (32- and 64- bit operating systems)	Windows 10 or newer Home, Pro or Ultimate
CPU / Processor Speed	Intel: i3 Dual Core or AMD equivalent	Intel: i5 Dual Core or <i>higher</i> or AMD equivalent
RAM	4GB	8GB or more
Hard Drive	5400 rpm 10GB free space	SSD 50GB free space
Monitor	Capable of 1024x768	Capable of 1280x1024 or greater
Network Card	Wired or wireless	Ethernet 100 Mbps or Gigabit
Printers	Any Windows Compatible Printer	Any Windows Compatible Printer
Uninterrupted Power Supply	20-minute or higher UPS with shutdown software	
Anti-Virus software	NOT AVG, Norton or McAfee	Avast, Webroot, anything your IT supports

### Server Computer Requirements

	Minimum	Recommended
Operating System	Windows 10 or 11 (not RT) (32- and 64- bit operating systems)	Windows 10 or newer Pro or Ultimate Windows Server 2012 thru 2022
CPU / Processor Speed	Intel: i5 Dual Core or AMD equivalent	Intel: i7-12700 or <i>higher</i> or AMD equivalent
RAM	4GB	16GB or more
Hard Drive	5400 rpm 100GB free space	SSD with at least 500GB free space
Monitor	Capable of 1024x768	Capable of 1280x1024 or greater
Network Card	Wired or wireless	Ethernet 100 Mbps or Gigabit
Printers	Any Windows Compatible Printer	Any Windows Compatible Printer
Uninterrupted Power Supply	20-minute or higher UPS with shutdown software	
Anti-Virus software	NOT AVG, Norton or McAfee	Avast, Webroot, anything your IT supports
Backup System	500GB External HDD	500GB or larger External HDD or Internal Slave AND Online Backup

To move your CrystalPM to a new server, please see:

<http://crystalpm.proboards.com/thread/621/moving-crystal-new-server>

## Cloud Server Requirements

Our cloud is hosted through [www.ThinkSmartInc.com](http://www.ThinkSmartInc.com). For questions or issues, they can be reached at 800-941-4913

Hardware/Network	Minimum	Recommended
Operating System	Windows 10 or 11 (not RT) (32- and 64- bit operating systems)	Windows 10 or newer Home, Pro or Ultimate
CPU / Processor Speed	Intel: i3 Dual Core or AMD equivalent	Intel: i5 Dual Core or <i>higher</i> or AMD equivalent
RAM	4GB	8GB or more
Hard Drive	Minimum 30GB free space	Minimum 30GB free space
Monitor	Capable of 1024x768	Capable of 1920x1080 HD or greater
Internet Speed	2 Mb/s Down & 1 Mb/s Up Per Active User	Ethernet 100 Mbps or Gigabit

## Peripheral Recommendations

### Scanners

Fujitsu ScanSnap iX1600, iX1400, iX1300, iX100, SV600

Xerox Documate D35

Brother ADS-4300N, ADS-4700W, ADS-4900W

### BUSINESS CARDS

Ambir ImageScan Pro PS667

Ambir ImageScan Pro DS687

BizCardReader DuplexScan 1210

While the above are the most recommended scanners, Crystal can integrate with most Twain compliant scanners

If you are connecting through a Remote Desktop Connection, we recommend TSScan by TerminalWorks to complete the connection

For additional ScanSnap information and driver downloads, please see the below link:

<https://www.pfu.ricoh.com/global/scanners/scansnap/dl/>

### Webcams

While Microsoft webcams are recommended for ease of connection, any Windows compliant webcam will work.

Webcams are not compatible through a Remote Desktop Connection

### Signature Pads

CrystalPM iPad Signature App: <http://crystalpm.proboards.com/thread/1714/ipad-faq>

Topaz Signature Pad: <https://www.crystalpm.com/Topaz%20Signature%20Pad%20FAQ.pdf>

(PLEASE NOTE, THE TOPAZ PAD IS NOT COMPATIBLE WITH CLOUD VERSIONS OF CRYSTAL)

[TOPAZ INSTRUCTIONS](#)

### Refractors, phoroptors and other machines

<http://crystalpm.com/machine-integrations/>

## Barcode Scanners

The format for printing out the barcodes from crystal is UPCA – EAN13 which is the most common for product barcodes. If the barcode scanner is compatible with Windows, it will work with crystal. (Would recommend staying away from anything Bluetooth. Wireless is fine.) This recommended barcode scanner will only scan regular barcodes:

<https://a.co/d/0gvd4jeB>

## QR & Barcode Scanner

The format for scanning a QR code inside of Crystal requires a 2D scanner. If the barcode scanner is compatible with Windows, it will work with Crystal. (Would recommend staying away from anything Bluetooth. Wireless is fine.) This recommended barcode scanner will scan both normal barcodes and QR codes: <https://a.co/d/0ggWq2wF>

## Label Printers

Dymo 550/550 Turbo - [INSTRUCTIONS](#)

Dymo 450/450 Turbo & Dymo 400 (Though these are now discontinued, we will work with them.) - [INSTRUCTIONS](#)

Dymo 4XL

Sato WS408TT - [INSTRUCTIONS](#)

Zebra ZSB-DP12 & ZSB-DP14

## Barcode Labels by Printer

Dymo 550/550 Turbo:

Dymo Label 30373 (15/16" x 7/8"): [https://www.amazon.com/DYMO-Price-Labels-LabelWriter-Printers/dp/B00006B9CF/ref=sr\\_1\\_5?crd=2UOO10Q47SF9V&keywords=dymo+30373&qid=1654192947&prefixedx=%2Caps%2C66&sr=8-5](https://www.amazon.com/DYMO-Price-Labels-LabelWriter-Printers/dp/B00006B9CF/ref=sr_1_5?crd=2UOO10Q47SF9V&keywords=dymo+30373&qid=1654192947&prefixedx=%2Caps%2C66&sr=8-5)

\*The Dymo 550/550 Turbo will only print on Dymo labels. So, when looking for labels, do not try to use a 3<sup>rd</sup> party label unless it specifically says that it will work with that model.

Dymo 400, 450/450 Turbo & 4XL:

DT390 by Archcrown: <https://www.archcrown.com/productcategories.cfm?catalog=2&subcategory=12&rrl=1>

Rat Tail Style: <https://www.labelvalue.com/compulink-compatible-pricetag-labels-rat-tail-style-p-1235.html>

Sato WS408TT:

TT368 by Archcrown:

<https://www.archcrown.com/productcategories.cfm?subcategory=41&StartRow=25&PageNum=3&rrl=1>

Zebra ZSB-DP12 & ZSB-DP14:

ZSB-LC7 Multipurpose Labels (1.25" x 1.25"): [https://www.amazon.com/ZSB-Zebra-Recyclable-Cartridge-Multipurpose/dp/B0912VH4Q2?ref\\_=ast\\_sto\\_dp](https://www.amazon.com/ZSB-Zebra-Recyclable-Cartridge-Multipurpose/dp/B0912VH4Q2?ref_=ast_sto_dp)

ZSB-LC8 Jewelry Labels (2.25" x 0.5"): [https://www.amazon.com/ZSB-Zebra-Recyclable-Cartridge-ZSB-LC8/dp/B0912F8Z6V?ref\\_=ast\\_sto\\_dp&th=1](https://www.amazon.com/ZSB-Zebra-Recyclable-Cartridge-ZSB-LC8/dp/B0912F8Z6V?ref_=ast_sto_dp&th=1)

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