vendolink

Hardware Policy

2023-04-05

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Support Responsibility

Vendolink will support systems containing:
- HW delivered and certified by Vendolink
- HW certified by Vendolink but delivered by Partner or third party.

Non-certified hardware: responsibility for issues with non-certified hardware rests with Partner that sold the POS subscription. Such responsibility may further rest with End Customer as per agreement between Partner and End Customer. In either case, it is the strong recommendation of Vendolink to adhere to the "Recommendations for non-certified hardware" found in this document.

Vendolink's certification of hardware does not extend or imply any warranty obligations for Vendolink regarding such hardware and/or any software associated with such hardware (for example drivers). The support responsibility for certified hardware only means that Vendolink will extend appropriate and reasonable effort to identify the source of any issues as it pertains to both Hardware and Software. Warranty terms for any Vendolink supplied Hardware are separate and specific to each Hardware product and is separately specified for each product supplied and delivered by Vendolink. Warranty terms for certified hardware not supplied by Vendolink are the responsibility of the supplier of such hardware and not of Vendolink. Vendolink does not warrant or guarantee that certified hardware and associated software will function or meet customer requirements beyond the explicit terms stipulated by Vendolink for hardware supplied by Vendolink.

When Vendolink Support is contacted by End Customer and issues or faults with non-certified hardware are identified, Vendolink will inform Partner. Partner may in such cases request additional support by Vendolink at time/material cost.

Vendolink does not take responsibility for the Norwegian POS law when not using certified hardware. Note! It's very important that partner verifies that the cashdrawer works as the fiscal law requires, meaning if the cashdrawer is in open position, the POS must be locked until it is in closed position again.

Certification Procedure

Vendolink acknowledges that the current list of certified hardware components is not exhaustive and that many other components may satisfy our requirements. If Partner wants to ensure that a particular component and model will be supported, Vendolink will, when possible, to so remotely, engage in a remote certification procedure for a fee. New certified components will then be added to this document. When ordering remote certification, Partner agrees to assist in the remote certification process as required, and that the fee applies also when certification fails.

Weight scale
Certification one time fee 10.000 SEK and 1500kr/hour for development.
One time fee is the cost for the certification procedure at SP (Statens Provningsanstalt) for each new model.

Credit payment terminal
Offered separately. An assessment is made as to whether it should be integrated and included in our offer or not.

Certified POS HW   SKU#

POS-Terminal-402   RZE402
POS-Terminal-501
POS-Terminal-RZ-X700-Serien
POS-Terminal-RZ-X850
POS-Terminal-RZ-E601   RZE601
POS-Terminal-RZ-E701
POS-Terminal-RZ-E3-Serien-J1900-i3-och-i5   RZE3Cxxx / 343
Toshiba 4852-E80
VendoPOS-1 series   343-VendoPOS-1 / L87RZ-J4125-15,6
POS-Terminal Capture Swordfish CA-SY-211220

Certified Receipt Printers

Citizen-CT-E351 (USB / Ethernet)   L20CTE351xx, L87CTE351xx / 322, 323, 317
Citizen-CTS-851 II (USB / Ethernet)
Citizen-CT-S310 (USB / Ethernet)*
Citizen-CT-S310 II (USB / Ethernet)*   L87CTS310LAN / 319
Citizen-CT-S2000 (USB / Ethernet)*
VendoPRINT-8330 (USB / Ethernet)*   322-VendoPRINT
VendoPRINT XP-R330H "XPRINT" (USB / Ethernet)   323-VendoPRINT / L87XPRINTER
Capture AP3E USB

* Norway: Do NOT support sensor detection (open or closed) via OPOS.
   Cash drawer must be connected directly to POS (USB) and POS must support sensor detection.

Certified Cash drawers

K-1 BIG / Black / Pos RZE-series   ER05MPK1
K-2 Black POS RZE-series   ER05MPK2B
K-2 White POS RZE-series   ER05MPK2W
APG
3S-460   360
RZE501/730/850   ER03DWBE, RZMK410

Certified Payment Terminals

Red = Models no longer sold but certified and supported (Nets ICT250 may remain in Sharp stock and be sold)
Black = Models currently sold and certified.
All models supported by PP can be used in Multipay, except Verifone VIM models.

Sweden

Nets (via PP)
1. LANE/3000 (Ethernet / USB)   L20LANE3000
2. MOVE/3500 (Ethernet / wifi)   L20MOVE3500
3. IPP350 (Ethernet / USB / RS232)
4. ICT250E (Ethernet / USB / RS232)
5. IWL250B (Ethernet) (incl. Pay@Table)
(LANE/3000 (via Vbox, USB) and ICT250E (USB / RS232) used with multiple companies and older Nets Baxi).

Verifone
1. P400 (Via PP, no multipay) (ethernet)
2. V400M (Via PP, no multipay) (ethernet / wifi)
3. Yomani (Via BPTI) (Ethernet)
4. VX820 (Via BPTI) (Ethernet)

Bambora (via PP)
1. LANE/3000 (Ethernet)
2. IPP350 (Ethernet / USB / RS232)
3. ICT250E (Ethernet / USB / RS232)
4. IWL250B (RS232)

Bambora (via PP)
1. LANE/3000 (Ethernet)

Westpay
1. xCL_AP-10   WPAYC10

Norway

Nets (via PP)
1. LANE/3000 (Ethernet / USB)   L20LANE3000NO
2. MOVE/3500 (Ethernet / wifi)
3. IPP350 (Ethernet / USB / RS232)
4. ICT250E (Ethernet / USB / RS232)
5. IWL250B (Ethernet) (incl. Pay@Table)

Verifone
1. P400 (Via PP, no multipay) (ethernet)
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3. Yomani (Via PP) (Ethernet / RS232)
4. VX820 (Via PP) (Ethernet / RS232)

Certified Card Readers

Magtek Track 1-3 USB Interface	L87MT320 / 320
Sharp certified POS Reader RZMCR1	L87RZ-J4125-MSR, RZX8MR1x, RZE1MR1, RZE2MR2, RZE2MR1
VendoPOS-1 Reader	343-VendoPOS-1-MSR / L87RZ-J4125-MSR

Certified Barcode Scanners

Datalogic - USB	
Symbol - USB	
MS3780 Fusion omni	332
Magellan 3410VSi 2D	326
MK5145	330
Voyager 1202g	331
Voyager 1400G 2D	L87VOYAGER1400G/ 329
Bar Code Reader RZE302/402	RZE2BR1

Certified Inventory Scanners

BCP-ONE / Vendo	L87BCP1 / BCP1
Scanpal 2	
BCP8000	

Certified Customer Displays

Sharp 2 Line LCD	RZE1DP1, RZE3DP1BK
Sharp VGA	RZE3L0EBK, RZE3L5EBK, RZE3L6EBK, RZE1DP2, RZE1DP3, RZE2DP1, RZX6DP2, RZX8DP2W, L87RZ-J4125-CD / 362
Epson Compatible 2 Line LCD	352
CD 7220	
VendoPRO-1 VGA Display	343-VendoPOS-1-DP3 / L87RZ-J4125-CD

Certified Label Printers

Zebra GK 420D (USB / Ethernet)	L87ZEBRAGK420D / 309, 311

Weight scale

Weight scale checksum / TC Number
9D2B214A2C7938A2104F5DAA1CFCE08C
S-TC-SC0816-14

Digi DS 781	389, 391, 389, 391
Digi / Nixdorf	
Stathmos protocol 13	
**CAS NCI General	
**Datalogic 300	

** Only valid in Norway, not certified in Sweden.

Recommendations for non-certified hardware

POS HW

Minimum configuration POS HW

CPU:
windows compatible x86 32/64 bit
CPU performance scores of at least 1135 CPU Mark
see https://www.cpubenchmark.net/CPU_mega_page.html
1135 CPU Mark represents the performance of the Intel J1900 processor commonly used in POS HW

RAM:
minimum 4GB, 8GB recommended

SSD:
Minimum 128 GB

OS: Win 10 only (11 coming but not yet certified)

Receipt Printer

Windows compatible
USB / Ethernet interface only

Norway: RJ11 cash drawer port and must support sensor detection (open or closed) via OPOS (if not on POS hw)

Not supported: RS232 / Parallel due to performance issues

Cash drawers

Cashdrawer can be opened via Printer (if printer supports cashdrawer thru RJ11) or via OPOS.
RJ11 connection can either be via POS or Printer.

For Norway cashdrawer must support sensor detection (open or closed) via OPOS and will also be opened via OPOS. Must also follow our installation instruction on how to setup and verify functionality.

Payment Terminals

Vendolink certification required.

Card Readers

General card reader that uses USB interface and emulates keyboard (Human Interface) in Windows will work.
It's important thou to make sure that the reader can read at least Track 1 and Track 2.
If system shall detect if the card was successfully read you need to configure the card reader to begin with prefix BEGIN and end with suffix END
or with prefix <KORT> and suffix <OK>
If using prefix and suffix the system can tell user that the card was not successfully read if expecting 2 tracks and only 1 track was read and perhaps that track was not successfully read neither.

Barcode Scanners

General Barcode scanner that uses USB interface and emulates keyboard (Human Interface) in Windows will work.
Some barcode scanner might need to be configured to support different charsets or special barcode types such as Code39, Code128, Interleaved.
VendoPro normally uses Code39 and EAN-13 barcode types.

Customer Displays

Epson Compatible 2 Line LCD via OPOS
VGA Display resolutions (640x480, 800x480, 800x600, 1024x600, 1280x800, 1920x1080)

Label printers

Our label printing functions are very general and one common thing is that it uses Windows Printing Spooler / printer handler to print all labels.
In general terms, any label printer that support Microsoft Windows and has a working driver should work.
Some configuration items may require modifications, such as label size, label mark type (gap / blackmark etc), orientation...

"If it can be printed from Windows, it should work in VendoPRO"

Weight scale

Vendolink certification required.

This policy can be found at vendolink.se/hwpolicy/