

Box Labs Official Hardware Support List

Note: Any Box Labs provided barcode scanners, custom built computers, and accessories will always be guaranteed compatible with our software. Aside from that, here is a list of accessories we know work based on experience:

Paper Scanners:

Brother ADS-1300 - Requires 15w USB C connection (USB C High Power) or a 5v 3A power adapter paired with USB C or USB C to USB A connection (More reliable with high powered USB C connection only)

Epson ES-500W II - Comes with power adapter and USB cable, works fine out of the box

Plustek MobileOffice D28 Corporate - Older hardware but works

Futjitsu Fi-6130 - No issues, works great. Uses power adapter + USB connection to PC.

Epson DS-410

Plustek SmartOffice PS283

SCANNERS THAT DON'T WORK:

Canon ImageFormula P-215ii - Uses TWAIN but has to go through Canon's software.

Label Printers:

Any Zebra label printer should work as long as it meets the following specs:

203 DPI or higher resolution

Supports two label sizes: 4.61" × 2.13" (vial labels) and 3.35" × 4.25" (receipt/privacy labels)

At this time we do not support any other label printers besides Zebra

Laser Printers:

Any wired or network printer should work great but commonly we see the Lexmark MS series printers in pharmacies. Brother is another common brand. Avoid inkjet, laser is better in cost and reliability.

Barcode Scanners:

Any barcode scanner will work as long as it scans ALL digits of a UPC. A good way to test is to open a notepad file on your computer and scan the UPC of a product into it. You can then check all the digits show up. Most scanners allow for config sheets to change settings related to this if you find your scanner does not scan all digits in its current state.

Your barcode scanner should also support PDF 417 for Driver's License scanning and Data Matrix + QR Code scanning for drug bottles and vial label QRs. The scanners that we sell support all of this.

Recommended Computer Specifications:

CPU - Intel, AMD, or Apple Silicon CPU with at least 4 cores

RAM - 16 - 32GB recommended (32 if you open lots of apps / tabs)

SSD - Solid State Drive recommended for faster speeds

Internet - 50mbps minimum (slower speeds will work, but expect loading occasionally)

OS - macOS or Windows 11

Monitors - We recommend a 27" monitor for the best experience using Box Labs but the app will scale to your monitor, even a laptop

We are constantly expanding our list of supported hardware in order to best service your pharmacy. If you have hardware that is not on this list and want to know if it is supported, please reach out to us and we can verify it for you!

Tablets:

At this point in time, a Microsoft Surface Pro would be the best option to use Box on a tablet. The Surface Pro runs Windows operating system, so you may use Box fine.

Note: Box does not work on iPads, as iPads do not use MacOS and use iPadOS.