

# Merlin Minimum Software, Hardware & Network Specification

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Listed below is the minimum and recommended specification required to run Merlin. If you are in any doubt, please contact our MWI Animal Health sales team on 03300 947 587 or your assigned Customer Product Consultant who will be able to assist.

## MWI Supported Hardware – Supplied by MWI Animal Health

| Minimum Specification                 | Recommended Specification             |
|---------------------------------------|---------------------------------------|
| Windows 11                            | Windows 11                            |
| i3 or Ryzen 3 or equivalent Processor | i5 or Ryzen 5 or equivalent processor |
| 8GB RAM                               | 8GB RAM                               |
| 120GB HDD                             | 256GB HDD                             |

This specification is based upon average reception or consult room usage.

Increased RAM and HDD is recommended for workstations which will also be running other applications besides Merlin, such as accounting packages, xray software etc.

The Operating System must be within the Microsoft support dates to receive the latest security updates. Windows 11 is the minimum spec. Earlier versions such as Windows 8, 7, XP or Vista are no longer supported.

Support for Windows 10 will end 14th October 2025. Microsoft will no longer provide free software updates from Windows Update, technical assistance, or security fixes for Windows 10.

## Merlin Application

|                    | Recommended                      |
|--------------------|----------------------------------|
| Devices            | Mouse & Keyboard Pointer Devices |
| Display Resolution | 1920 x 1080                      |

Merlin is a browser-based system which will work on an Apple Mac system; however, these cannot be supported by MWI Technical Support. Other operating systems such as Chromebooks and tablets are not tested and may not perform as expected.

Remote Desktop to a Windows Server from a terminal or PC is not a supported configuration. The local PC must be running the Chrome browser with Merlin.

## Browser

| Support         | Description  | Browsers   |
|-----------------|--|--|
| Fully Supported | All functional and visual bugs are addressed as part of support.   | Google Chrome  |
| Supported       | Core functionality should work however differences can be present which will not be addressed unless deemed critical and detrimental to a practice's use of Merlin. It is recommended that a fully supported browser is used as an alternative when breaking issues occur. | Microsoft Edge   |
| Not Supported   | Core functionality should work however this will not be supported. Any use is at the practice's discretion and at their own risk.  | Other browsers include: - Firefox, - All Internet Explorer versions - Opera - Safari |

## Hyperion (Printing/labs) Host

| Required Specification |
|------------------------|
| Windows 11             |

Hyperion will normally be hosted on a User Workstation, however if this is not possible a dedicated machine may be used for this purpose. In this case the same specification of User Workstation is required.

Windows is a requirement for the machine(s) running Hyperion.

Hyperion is used for printing medication labels, receipts, the triggering of tills, integration with lab equipment and the upload of files to patient histories (File Watcher Service). A Hyperion host is required in each physical location to serve local printers and integrations. It is recommended to always leave this machine on during Merlin usage or for Hyperion to be hosted on a machine used every day to ensure no disruption to this service

## Laser Printer

Most Windows Compatible Laser printers. A4 printing is printed directly from the browser to a locally installed printer on the User Workstation. MWI do not support laser printers.

## Label Printer

| Printer Model | Connection         | Warranty     | Supported |
|---------------|--------------------|--------------|-----------|
| Zebra ZD421   | Network (Ethernet) | Available    | ✓         |
| Zebra GK420d  | Network (Ethernet) | Discontinued | ✓         |
| Zebra ZQ521   | Network (Wireless) | Available    | ✓         |
| Zebra ZQ520   | Network (Wireless) | Discontinued | ✓         |

Merlin uses the following size labels:

| Label Sizes | Recommended |
|-------------|-------------|
| 3" x 1.5"   | ✓           |
| 3" x 2"     | ✓           |

These can be purchased through MWI Animal Health Sales Team. Only thermal label rolls are compatible with these printers.

## Receipt Printer

| Printer Model | Connection         | Warranty     | Supported |
|---------------|--------------------|--------------|-----------|
| Star TSP143IV | Network (Ethernet) | Available    | ✓         |
| Star TSP654ii | Network (Ethernet) | Discontinued | ✓         |
| Star TSP654   | Network (Ethernet) | Discontinued | ✓         |

These can be purchased through MWI Animal Health Sales Team. Only thermal rolls are compatible with these printers.

## Cash Drawer

The cash drawer is installed as a Windows Printer (on Hyperion Host) with a USB trigger device to open the

Till.

Check with MWI Animal Health Sales Team.

| <b>Model</b>                            | <b>Connection</b>           | <b>Warranty</b> | <b>Supported</b> |
|---|-----------------------------|-----------------|------------------|
| Capture 410mm cash drawer A-CD410 4B/8C | USB - Promag DT105U Trigger | Available       | ✓                |

## Handheld Scanners

These are plug and play USB devices. They can be used in Merlin to dispense out stock with barcodes.

Note: This requires setting up for each code within code entry by scanning the barcode and saving.

| <b>Scanner Model</b> | <b>Connection</b> | <b>Warranty</b> | <b>Supported</b> |
|----------------------|-------------------|-----------------|------------------|
| Zebra DS8108-SR      | USB               | Available       | ✓                |

## Network Speed

Gigabit physical network connection for best connectivity reliability, ensure Switches and Network cards in PC's are Gigabit speeds.

10/100 network connections may not support all your network activity causing delays with system use.

## Broadband Guidance

The following speeds are per concurrent user:

Download Speed: 0.6Mbit

Average usage is 0.25Mbit without document usage.

The above is indicative of normal usage after initial caching. Minimum Upload: 0.5Mbit

2Mbit will handle most document upload peaks.

A higher speed will always provide a better user experience, e.g., having to wait less time to upload or download a document.

If your broadband line is used for other purposes such as social media, private browsing, Guest Wifi and other cloud services such as PACs and VOiP then you must also add the effect of these to the required line speed or consult with suppliers to split services/add restrictions/traffic priorities.

## **Support from MWI Animal Health**

Hardware purchased & supplied by MWI Animal Health can be supported by MWI for the duration of the hardware manufacturer warranty period. Note that this only covers the hardware faults and does not include any assistance with setup, configuration or usage of applications, networking or peripherals.

Software support by MWI Animal Health only covers the Merlin PMS application, Hyperion agent and related integrations. Additional software used by the practice is not supported by MWI Animal Health.