

Oracle® Symphony Cloud Service Compatibility Matrix



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Preface

Purpose

This document provides details about the hardware, software, and features supported by the Oracle Symphony Cloud Service.

Audience

This document is intended for users of the Oracle Food and Beverage products.

Customer Support

To contact Oracle Customer Support, access the Customer Support Portal at <https://iccp.custhelp.com/>.

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screenshots of each step you take

Documentation

Product documentation is available on the Oracle Help Center at: <https://docs.oracle.com/en/industries/food-beverage/>

Revision History

| Date | Description of Change |
|----------------|---|
| September 2025 | Initial release for Symphony Cloud Service only. |
| February 2026 | Updated the operating system column headers in Device Specific Configuration Details. |

1 Property Device Technology

Operating Systems

Table 1-1 Supported On-Premises Device Operating Systems

| | 19.1 | 19.2 | 19.3 | 19.4 | 19.5 | 19.6 | 19.7 | 19.8 | 19.9 |
|--|------------------|------------------|----------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Oracle Linux for MICROS | Yes | | | | | | | | |
| Windows 11 | | | | | | | Yes | | |
| Windows 10 | Yes | | | | | | | | |
| Windows 10 – 2015 Windows 8.1 | Yes | | | | | | | | |
| Windows 7 | Yes | No (19.2.1+) | | | | | | | |
| Windows Server 2022 | | | | | | | | | Yes |
| Windows Server 2019 Windows Server 2016 | | | Yes (19.2.1+) | | | | | | |
| Windows Server 2012 | Yes | | | | | | | | |
| Android 15 | | | | | | | | | Yes ¹ |
| Android 14 | | | | | | | | Yes ¹ | |
| Android 13 | | | | | | | Yes ¹ | | |
| Android 12 | | | | | | Yes ¹ | | | |
| Android 11 | | | | | Yes ¹ | | | | |
| Android 10 | | | | Yes ¹ | | | Yes ² | | |
| Android 9 | | Yes ¹ | | | | | | | |
| Android 6, 7, 8 | Yes ¹ | | No Support (19.3.5+) | | | | | | |
| Windows CE | Yes ³ | | No Support (19.3.5+) | | | | | | |

1 – Android only supports the POS Client

2 – Only the Castles S1F2 device is supported with this operating system on versions 19.7+

3 – Kitchen Display Clients only

Databases

The following table contains information regarding the databases supported by the Check and Posting Service (CAPS).

Table 1-2 Supported Databases

| | 19.1 - 19.4 | 19.5 | 19.6 | 19.7 | 19.8+ |
|---|-------------|------|------------|------------|-------|
| Oracle Database 19c Standard Edition | CAPS Only | | | | |
| Oracle Database 18c Standard Edition | CAPS Only | | No Support | | |
| Oracle Database 12c Standard Edition | CAPS Only | | No Support | | |
| MySQL 5.7 (Oracle Linux for MICROS only) | Yes | | No Support | | |
| MySQL 8.0 | No Support | | Yes | | |
| SQL Server 2016 Enterprise, Standard, or Express Edition | Yes | | | | |
| SQL Server 2014 Express Edition | No Support | Yes | | | |
| SQL Server 2012 Enterprise, Standard, or Express Edition | Yes | | | No Support | |

2 Property Hardware

Validated Client Devices

The Symphony software has been validated on the following operating system and device combinations.

Table 2-1 Validated Windows devices

| | 19.1 | 19.2 | 19.3 | 19.4 | 19.5 | 19.6 | 19.7 | 19.8 | 19.9 |
|---------------------------------------|---------------------------|------|------|-----------------|------|-------------------|------------|--------------------------|------|
| Workstation 8 | Windows 10 | | | | | | | Windows 10 Windows 11 | |
| Express Station 4 series | Windows 10 | | | | | | | | |
| Workstation 6 series | Windows 10 | | | | | | | | |
| Workstation 610 | Windows 10 Windows 8.1 | | | | | Windows 10 only | | | |
| Compact Workstation 310 | Windows 10 Windows 8.1 | | | Windows 10 only | | | | | |
| Edge Controller 250 | No Support | | | Windows 10 | | | | | |
| Kitchen Display Controller 210 | Windows 10 | | | | | | | | |
| Tablet 721/721P | Windows 10 | | | | | | | | |
| Tablet 722P | No Support | | | | | | | Windows 10 | |
| Tablet 720 | Windows 10 Windows 8.1 | | | | | Win 10 only | No Support | | |
| Tablet E-Series | Windows 8.1 | | | | | No Support | | | |

Table 2-2 Validated Oracle Linux for MICROS devices

| | 19.1 | 19.2 | 19.3 | 19.4 | 19.5 | 19.6 | 19.7 | 19.8 | 19.9 |
|---------------------------------------|------------|------|------|------|------|-----------|------|------|------|
| Workstation 8 | No Support | | | | | Supported | | | |
| Express Station 4 series | Supported | | | | | | | | |
| Workstation 6 series | Supported | | | | | | | | |
| Workstation 610 | Supported | | | | | | | | |
| Compact Workstation 310 | Supported | | | | | | | | |
| Kitchen Display Controller 210 | Supported | | | | | | | | |

Table 2-3 Validated Android operating systems and device combinations

| | 19.1 | 19.2 | 19.3 | 19.4 | 19.5 | 19.6 | 19.7 | 19.8 | 19.9 |
|------------------------------|------------|------|------|------|--------------|------|------|------|------|
| Castles S1F2 | No Support | | | | 10.0 | | | | |
| Samsung Galaxy Tablet | 8.0 | 9.0 | 10.0 | 11.0 | 12.0 | 13.0 | 14.0 | 15.0 | |
| | 7.0 | 8.0 | 9.0 | 10.0 | 11.0 | 12.0 | 13.0 | 14.0 | |
| | 6.0 | 7.0 | 8.0 | 9.0 | 10.0 | 11.0 | 12.0 | 13.0 | |
| | | 6.0 | 7.0 | 6.0 | | | | | |
| Google Pixel | 8.0 | 9.0 | 10.0 | 11.0 | 12.0 | 13.0 | 14.0 | 15.0 | |
| | 7.0 | 8.0 | 9.0 | 10.0 | 11.0 | 12.0 | 13.0 | 14.0 | |
| | 6.0 | 7.0 | 8.0 | 9.0 | 10.0 | 11.0 | 12.0 | 13.0 | |
| | | 6.0 | 7.0 | 6.0 | | | | | |
| Lenovo Tab K10 | No Support | | | | 12.0 11.0 | | 12.0 | | |
| Handheld 500 | No Support | | | | 12.0 | | | | |

Point of Sale Client Peripheral Support

Table 2-4 Supported Peripheral Devices

| Device Category | Device Name | Windows | Linux | Android |
|---|---|---------|------------|------------|
| Magnetic Card Reader - Integrated | Oracle Workstation 8, 6, 3 series | Yes | Yes | N/A |
| | Tablet 720, 721 and 721P | Yes | N/A | N/A |
| Magnetic Stripe Reader - Serial | Generic Serial Magnetic Card reader | Yes | No Support | No Support |
| Magnetic Stripe Reader - OPOS | OPOS Magnetic Stripe Reader | Yes | No Support | No Support |
| Printer – Serial | Integrated Mini Printer Epson TM-T88 (II, III, IV, V, VI) Epson TM-U220B Epson TM-P80II Plus Bixolon SRP-S300 Bixolon SRP-350III Bixolon SRP-350plusIII Bixolon SRP-F310II | Yes | Yes | No Support |
| | Epson TM-U295 (Slip Printer) Epson TM-P60 | Yes | No Support | No Support |
| Printer - Network | Bixolon SRP-350plusIII Bixolon SRP-F310II Bixolon SRP-Q302 Epson TM-T88 (II, III, IV, V, VI) Epson TM-T88 ML (II, III, IV, V, VI) Epson TM-U220B Epson TM-U220B ML | Yes | Yes | No Support |
| Printer – IDN (Including Multilingual) | Epson TM-T88 (II, III, IV, V, VI) Epson TM-T88 ML (II, III, IV, V, VI) Epson TM-U220B Epson TM-U220B ML | Yes | Yes | No Support |

| Device Category | Device Name | Windows | Linux | Android |
|-------------------------------------|---|---------|------------|------------|
| Printer - Bluetooth | Epson TM-P60 Epson TM-P60II Epson TM-P80II Plus Bixolon SPP-R300 Bixolon R310iK | Yes | No Support | No Support |
| Printer - OPOS | OPOS Printer | Yes | No Support | No Support |
| Printer – Local Disk File | Local Disk File | Yes | No Support | No Support |
| Cash Drawer - Traditional | Series 1 Cash Drawers Series 2 Cash Drawers | Yes | Yes | No Support |
| Cash Drawer - OPOS | OPOS Cash Drawer | Yes | No Support | No Support |
| LCD Customer Displays | Workstation 3 Series Integrated Customer Display 240x64 LCD Customer Displays R-Series 2x20 Customer Display | Yes | Yes | N/A |
| Customer Facing Display | CFD (7in Customer Facing Display) | Yes | Yes | N/A |
| Customer Display – OPOS | OPOS Customer Display | Yes | No Support | No Support |
| Barcode Scanner - Serial | Motorola Symbol LS2208, LS4208, DS2208, DS9208 Zebra DS9308 Tablet 7 Series Integrated Scanners 1D/2D Imager Scanner | Yes | Yes | No Support |
| Barcode Scanner – Integrated | Tablet 720, 721 and 721P | Yes | No Support | No Support |
| Barcode Reader – OPOS | OPOS Barcode Reader | Yes | No Support | No Support |
| Coin Changer - Serial | Telequip T-Flex | Yes | No Support | No Support |
| Coin Changer - USB | Telequip T-Flex | Yes | No Support | No Support |
| Sales Recording Module (SRM) | Quebec Sales Recording Module | Yes | Yes | No Support |
| Scale (US) - Serial | Mettler Toledo Ariva Mettler Toledo Viva | Yes | Yes | No Support |

| Device Category | Device Name | Windows | Linux | Android |
|--------------------|--|---------|------------|------------|
| Scale – OPOS | OPOS Scale | Yes | No Support | No Support |
| Fingerprint Reader | All Integrated Fingerprint Readers All External Fingerprint Readers | Yes | Yes | No Support |

Device Specific Configuration Details

This section provides information regarding the supported services, operating systems, and configuration limitations for each device.

Use the following legend to interpret values that appear in the Supported Services by Device Type and Operating System table. The area at the bottom of the Supported Services by Device Type and Operating System table labeled *See Table* refers to the *Hardware Specifications and Transaction Details by Service Type* table at the bottom of this section.

Table 2-1 Services Table Legend

| Legend | Description |
|--------|---|
| Y | The service is supported on this type of hardware. |
| N | The service is not supported on this type of hardware. |
| NA | The service should not be configured on this type of hardware in combination with other services. |
| Any | Any combination of shared services can be run, no limit on the number. |
| U | Unique – This is the only service which can run on this hardware type. |

Workstation 820

Table 2-2 Supported Services for WS 820

| Service | Windows | Oracle Linux |
|---|-------------------|-------------------|
| Service Host (POS Client) | Y | Y |
| Service Host (Windows Service) | NA | NA |
| CAPS on IIS | NA | NA |
| Print Controller Maximum Number of Printers | 15 | 15 |
| Maximum Shared Services | 2 | 2 |
| Check and Posting | Y | Y |
| CAPS Peak Transactions Per Hour | 2,500 | 3,500 |
| CAPS Maximum Workstations | 20 | 20 |
| Backup Check and Posting | Y | Y |
| Kitchen Display System | 15 Client Maximum | 15 Client Maximum |
| Backup KDS Controller | Y | Y |
| KDS Display | Y | N |
| Oracle Payment Interface | U | N |
| Interface | Y | Y |
| Transaction Services | Y | Y |
| Cash Management | Y | Y |
| Labor Management | Y | Y |
| Table Management | Y | N |

Workstation 650

Table 2-3 Supported Services for WS 650, 655X Series

| Service | WS 650 Windows | WS 650 Oracle Linux | WS 655X Windows |
|---|----------------------|------------------------|----------------------|
| Service Host (POS Client) | Y | Y | Y |
| Service Host (Windows Service) | NA | NA | NA |
| CAPS on IIS | NA | NA | NA |
| Print Controller Maximum Number of Printers | 15 | 15 | 15 |
| Maximum Shared Services | 3 | 3 | 3 |
| Check and Posting | Y | Y | Y |
| CAPS Peak Transactions Per Hour | 290 | 290 | 290 |
| CAPS Maximum Workstations | 60 | 60 | 60 |
| Backup Check and Posting | Y | Y | Y |
| Kitchen Display System | 15 Client Maximum | 15 Client Maximum | 15 Client Maximum |
| Backup KDS Controller | Y | Y | Y |
| KDS Display | Y | N | Y |
| Oracle Payment Interface | U | N | U |
| Interface | Y | Y | Y |
| Transaction Services | Y | Y | Y |
| Cash Management | Y | Y | Y |
| Labor Management | Y | Y | Y |
| Table Management | Y | N | Y |

Workstation 625 Series

Table 2-4 Supported Services for WS 625 Series

| Service | WS 625E (Windows) | WS 625X (Windows) |
|---|----------------------|----------------------|
| Service Host (POS Client) | Y | Y |
| Service Host (Windows Service) | NA | NA |
| CAPS on IIS | NA | NA |
| Print Controller Maximum Number of Printers | 15 | 15 |
| Maximum Shared Services | 2 | 2 |
| Check and Posting | Y | Y |
| CAPS Peak Transactions Per Hour | 290 | 290 |
| CAPS Maximum Workstations | 20 | 20 |
| Backup Check and Posting | Y | Y |
| Kitchen Display System | 15 Client Maximum | 15 Client Maximum |
| Backup KDS Controller | Y | Y |
| KDS Display | Y | Y |
| Oracle Payment Interface | Y | Y |
| Interface | Y | Y |
| Transaction Services | Y | Y |
| Cash Management | Y | Y |
| Labor Management | Y | Y |
| Table Management | Y | Y |

Workstation 620

Table 2-5 Supported Services for WS 620 Series

| Service | Windows | Oracle Linux |
|---|-------------------|-------------------|
| Service Host (POS Client) | Y | Y |
| Service Host (Windows Service) | NA | NA |
| CAPS on IIS | NA | NA |
| Print Controller Maximum Number of Printers | 6 | 6 |
| Maximum Shared Services | 2 | 2 |
| Check and Posting | Y | Y |
| CAPS Peak Transactions Per Hour | 290 | 290 |
| CAPS Maximum Workstations | 20 | 20 |
| Backup Check and Posting | Y | Y |
| Kitchen Display System | 15 Client Maximum | 15 Client Maximum |
| Backup KDS Controller | Y | Y |
| KDS Display | Y | N |
| Oracle Payment Interface | U | N |
| Interface | Y | Y |
| Transaction Services | Y | Y |
| Cash Management | Y | Y |
| Labor Management | Y | Y |
| Table Management | Y | N |

Workstation 610

Table 2-6 Supported Services for WS 610

| Service | Windows | Oracle Linux |
|---|-------------------|-------------------|
| Service Host (POS Client) | Y | Y |
| Service Host (Windows Service) | NA | NA |
| CAPS on IIS | NA | NA |
| Print Controller Maximum Number of Printers | 3 | 3 |
| Maximum Shared Services | 1 | 1 |
| Check and Posting | Y | Y |
| CAPS Peak Transactions Per Hour | 170 | 170 |
| CAPS Maximum Workstations | 15 | 20 |
| Backup Check and Posting | Y | Y |
| Kitchen Display System | 15 Client Maximum | 15 Client Maximum |
| Backup KDS Controller | Y | Y |
| KDS Display | Y | N |
| Oracle Payment Interface | U | N |
| Interface | Y | Y |
| Transaction Services | Y | Y |
| Cash Management | Y | Y |
| Labor Management | Y | Y |
| Table Management | Y | N |

Compact Workstation 310

Table 2-7 Compact WS 310 Series Supported Services

| Service | Windows | Oracle Linux |
|---|---------|--------------|
| Service Host (POS Client) | Y | Y |
| Service Host (Windows Service) | NA | NA |
| CAPS on IIS | NA | NA |
| Print Controller Maximum Number of Printers | 3 | 3 |
| Maximum Shared Services | 1 | 1 |
| Check and Posting | Y | Y |
| CAPS Peak Transactions Per Hour | 170 | 170 |
| CAPS Maximum Workstations | 3 | 6 |
| Backup Check and Posting | Y | Y |
| Kitchen Display System | Y | Y |
| Backup KDS Controller | Y | Y |
| Maximum number of KDS clients | 15 | 15 |
| KDS Display | Y | N |
| Oracle Payment Interface | U | N |
| Interface | Y | Y |
| Transaction Services | Y | Y |
| Cash Management | Y | Y |
| Labor Management | Y | Y |
| Table Management | Y | N |

Edge Controller 250

Table 2-8 Supported Services for Edge Controller 250

| Service | Windows |
|---|---------|
| Service Host (POS Client) | Y |
| Service Host (Windows Service) | Y |
| CAPS on IIS | Y |
| Print Controller Maximum Number of Printers | NA |
| Maximum Shared Services | NA |
| Check and Posting | U |
| CAPS Peak Transactions Per Hour | 10,000 |
| CAPS Maximum Workstations | 100 |
| Backup Check and Posting | NA |
| Kitchen Display System | N |
| Backup KDS Controller | N |
| KDS Display | N |
| Oracle Payment Interface | N |
| Interface | N |
| Transaction Services | N |
| Cash Management | N |
| Labor Management | N |
| Table Management | N |

Express Station 4 Series

Table 2-9 Supported Services for ES400, ES410

| Service | ES400 | ES410 |
|---|-------|-------|
| Service Host (POS Client) | NA | NA |
| Service Host (Windows Service) | NA | NA |
| CAPS on IIS | NA | NA |
| Print Controller Maximum Number of Printers | NA | NA |
| Maximum Shared Services | NA | NA |
| Check and Posting | NA | NA |
| CAPS Peak Transactions Per Hour | NA | NA |
| CAPS Maximum Workstations | NA | NA |
| Backup Check and Posting | NA | NA |
| Kitchen Display System | Y | Y |
| Backup KDS Controller | NA | NA |
| KDS Display | Y | Y |
| Oracle Payment Interface | NA | NA |
| Interface | NA | NA |
| Transaction Services | NA | NA |
| Cash Management | NA | NA |
| Labor Management | NA | NA |
| Table Management | NA | NA |

Tablet 72x

Table 2-10 Supported Services for Tablet 72x

| Service | Windows |
|---|---------|
| Service Host (POS Client) | Y |
| Service Host (Windows Service) | NA |
| CAPS on IIS | NA |
| Print Controller Maximum Number of Printers | 1 |
| Maximum Shared Services | 1 |
| Check and Posting | Y |
| CAPS Peak Transactions Per Hour | 30 |
| CAPS Maximum Workstations | 1 |
| Backup Check and Posting | N |
| Kitchen Display System | N |
| Backup KDS Controller | N |
| KDS Display | Y |
| Oracle Payment Interface | N |
| Interface | N |
| Transaction Services | N |
| Cash Management | N |
| Labor Management | N |
| Table Management | N |

Castles S1F2

This device can only operate the Point-of-Sale (POS) client and process payments with the Oracle Payment Cloud Service.

Table 2-11 Castles S1F2 Supported Services

| Service | Android 10 |
|---|--------------------|
| Service Host (POS Client) | Y |
| Print Controller Maximum Number of Printers | Local Printer Only |
| Shared Services | None |

Configuration Considerations

Due to the Oracle Castles S1F2 memory size, it may be necessary to optimize the configuration data to avoid performance and stability issues.

If your Oracle Castles S1F2 exhibits performance or user interface display issues, reduce the amount of configuration data sent to the device. Use the following guidelines and suggestions:

- If the device is configured to operate in more than one revenue center, reduce the number of revenue centers.
- Simplify the user interface and reduce the number of touchscreen pages:
 - Remove images from the touchscreen pages (for example, buttons and screen backgrounds).
 - Use zones to separate out pages that are not needed.
 - Use features like Dynamic SLUs to reduce the number of pages required to display items in the revenue center.
 - Minimize the number of rows and columns in each button grid (do not use a 256 x 256 grid when a 1x1 grid will do).
- Reduce the amount of menu item data:
 - Use zones to reduce the number of menu times in the revenue center using Castles device.
 - Delete menu item definition and price records that are no longer needed.
- Only download extension applications the device needs to perform transactions:
 - Disable the supported platform option for this client type in Extension Applications.

Lenovo K10

Table 2-12 Supported Services for Lenovo K10

| Service | Android 11–12 |
|---|---------------|
| Service Host (POS Client) | Y |
| Service Host (Windows Service) | NA |
| CAPS on IIS | NA |
| Print Controller Maximum Number of Printers | 1 |
| Maximum Shared Services | 0 |
| Check and Posting | N |
| CAPS Peak Transactions Per Hour | NA |
| CAPS Maximum Workstations | NA |
| Backup Check and Posting | N |
| Kitchen Display System | N |
| Backup KDS Controller | N |
| KDS Display | N |
| Oracle Payment Interface | N |
| Interface | N |
| Transaction Services | N |
| Cash Management | N |
| Labor Management | N |
| Table Management | N |

Handheld 500

Table 2-13 Supported Services for Handheld 500

| Service | Android 12 |
|---|------------|
| Service Host (POS Client) | Y |
| Service Host (Windows Service) | NA |
| CAPS on IIS | NA |
| Print Controller Maximum Number of Printers | 1 |
| Maximum Shared Services | 0 |
| Check and Posting | N |
| CAPS Peak Transactions Per Hour | NA |
| CAPS Maximum Workstations | NA |
| Backup Check and Posting | N |
| Kitchen Display System | N |
| Backup KDS Controller | N |
| KDS Display | N |
| Oracle Payment Interface | N |
| Interface | N |
| Transaction Services | N |
| Cash Management | N |
| Labor Management | N |
| Table Management | N |

Generic Desktop

Table 2-14 Supported Services for Generic Desktops

| Service | Service Host POS Client | Service Host Windows Service | CAPS on IIS |
|--|----------------------------|---------------------------------|-------------|
| Print Controller Maximum Number of Printers | 30 | 30 | NA |
| Maximum Shared Services | Any | Any | 1 |
| Check and Posting | Y | Y | U |
| CAPS Peak Transactions Per Hour | 1,000 | 1,500 | 2,000 |
| CAPS Maximum Workstations | 60 | 80 | 100 |
| Backup Check and Posting | Y | Y | N |
| Kitchen Display System Controller | 15 Client Maximum | 15 Client Maximum | N |
| Backup KDS Controller | Y | Y | N |
| KDS Display | Y | Y | N |
| Oracle Payment Interface | U | U | N |
| Interface | Y | Y | N |
| Transaction Services | Y | Y | N |
| Cash Management | Y | Y | Y |
| Labor Management | Y | Y | Y |
| Table Management | Y | Y | Y |

Third-Party Tablets

Table 2-15 Supported Services for Third-Party Tablets

| Service | Android 13-15 |
|---|----------------------|
| Service Host (POS Client) | Y |
| Service Host (Windows Service) | NA |
| CAPS on IIS | NA |
| Print Controller Maximum Number of Printers | 1 |
| Maximum Shared Services | 0 |
| Check and Posting | N |
| CAPS Peak Transactions Per Hour | NA |
| CAPS Maximum Workstations | NA |
| Backup Check and Posting | N |
| Kitchen Display System | N |
| Backup KDS Controller | N |
| KDS Display | N |
| Oracle Payment Interface | N |
| Interface | N |
| Transaction Services | N |
| Cash Management | N |
| Labor Management | N |
| Table Management | N |

Microsoft Windows Servers

Table 2-16 Supported Services for all Microsoft Windows Servers

| Service | Service Host POS Client | Service Host Windows Service | CAPS on IIS |
|---|---|---------------------------------|-------------|
| Print Controller Maximum Number of Printers | 30 | 30 | NA |
| Maximum Shared Services | Any | Any | 1 |
| Check and Posting | Y | Y | U |
| CAPS Peak Transactions Per Hour | See Table 4-12 Hardware Specifications and Transaction Details by Service Type | | |
| CAPS Maximum Workstations | | | |
| Backup Check and Posting | Y | Y | N |
| Kitchen Display System | 15 Client Maximum | 15 Client Maximum | N |
| Backup KDS Controller | Y | Y | N |
| KDS Display | Y | Y | N |
| Oracle Payment Interface | U | U | N |
| Interface | Y | Y | N |
| Transaction Services | Y | Y | N |
| Cash Management | Y | Y | Y |
| Labor Management | Y | Y | Y |
| Table Management | Y | Y | Y |

The following table shows hardware specifications and transaction details by service type.

Table 2-17 Hardware Specifications and Transaction Details by Service Type

| Service Type | CPU | CPU (Cores) | RAM (GB) | Storage (GB) | Max WS | Max Trans / Hour |
|-----------------|-----|-------------|----------|--------------|--------|------------------|
| CAPS + Ops | i5 | 2 | 4 | 256 | 60 | 208 |
| Windows Service | | | | | | 290 |
| CAPSonIIS | | | | | | 600 |
| CAPS + Ops | i5 | 2 | 8 | 256 | 100 | NA |
| Windows Service | | | | | | 170 |
| CAPSonIIS | | | | | | 2,000 |
| CAPS + Ops | i7 | 4 | 4 | 256 | 100 | NA |
| Windows Service | | | | | | 290 |
| CAPSonIIS | | | | | | 2,000 |
| CAPS + Ops | i7 | 4 | 8 | 256 | 100 | NA |
| Windows Service | | | | | | 290 |
| CAPSonIIS | | | | | | 5,000 |
| CAPSonIIS | i7 | 6 | 8 | 512 | 150 | 7,500 |
| CAPSonIIS | i7 | 6 | 16 | 512 | 200 | 10,000 |
| CAPSonIIS | i7 | 6 | 32 | 512 | 300 | 20,000 |
| CAPSonIIS | i7 | 12 | 16 | 1TB | 300 | 20,000 |
| CAPSonIIS | i7 | 12 | 32 | 1TB | 400 | 30,000 |
| CAPSonIIS | i7 | 12 | 48 | 1TB | 500 | 40,000 |
| CAPSonIIS | i7 | 12 | 64 | 1TB | 800 | 50,000 |
| CAPSonIIS | i7 | 16 | 32 | 1TB | 800 | 45,000 |
| CAPSonIIS | i7 | 16 | 48 | 1TB | 1,000 | 53,224 |
| CAPSonIIS | i7 | 16 | 64 | 1TB | 1,000 | 65,000 |

Discontinued Hardware

The following hardware is no longer supported.

1. PCWS 2015 - Support for this device was discontinued in Symphony 19.3
2. Tablet e-Series 8 - Support for this device was discontinued in Symphony 19.6
3. Tablet e-Series 11 - Support for this device was discontinued in Symphony 19.6
4. Workstation 5a - Support for this device was discontinued in Symphony 19.6
5. Workstation 610 (MW Win 8.1) - Support for this device was discontinued in Symphony 19.6

3 Point-of-Sale Client Features

Point-of-Sale Client Functionality

Table 3-1 Supported POS Client Functions

| Function | Windows | Linux | Android |
|--|---------|-------|------------|
| Add/Transfer by Number | Yes | Yes | Yes |
| Add/Transfer Check by Number RVC Index | Yes | Yes | Yes |
| Add/Transfer Check by Number Prompt RVC | Yes | Yes | Yes |
| Add/Transfer Check by Table | Yes | Yes | Yes |
| Add/Transfer Check by Table RVC Index | Yes | Yes | No Support |
| Add/Transfer Check by Table Prompt RVC | Yes | Yes | No Support |
| Add/Transfer Check From List Prompt RVC | Yes | Yes | Yes |
| Add/Transfer Check From List RVC Index | Yes | Yes | Yes |
| Add/Transfer Check SLU | Yes | Yes | No Support |
| Adjust Closed Check | Yes | Yes | Yes |
| Adjust Closed Check From List | Yes | Yes | Yes |
| Begin Autofire Check | Yes | Yes | Yes |
| Begin Check by Number | Yes | Yes | Yes |
| Begin Check by Name | Yes | Yes | Yes |
| Begin Check by Prompt | Yes | Yes | Yes |
| Begin Check by Table | Yes | Yes | Yes |
| Begin Check without Event | Yes | Yes | Yes |
| Begin Fast Transaction | Yes | Yes | Yes |
| Begin Team Check | Yes | Yes | Yes |
| Create Team Members or Add Team to Check | Yes | Yes | Yes |
| Edit Prompt Details | Yes | Yes | Yes |
| Find Check | Yes | Yes | Yes |
| Find Suspended Check | Yes | Yes | No Support |
| Guest Check ID | Yes | Yes | Yes |

| Function | Windows | Linux | Android |
|-----------------------------------|---------|-------|------------|
| Pickup Check by Number | Yes | Yes | Yes |
| Pickup Check by Number Prompt RVC | Yes | Yes | Yes |
| Pickup Check by Number RVC Index | Yes | Yes | Yes |
| Pickup Check by Table | Yes | Yes | Yes |
| Pickup Check by Table Prompt RVC | Yes | Yes | Yes |
| Pickup Check by Table RVC Index | Yes | Yes | Yes |
| Pickup Check From List | Yes | Yes | Yes |
| Pickup Check From List Prompt RVC | Yes | Yes | Yes |
| Pickup Check From List RVC Index | Yes | Yes | Yes |
| Pickup Next Check | Yes | Yes | Yes |
| Remove Team from Check | Yes | Yes | Yes |
| Reopen Closed Check | Yes | Yes | Yes |
| Reopen Closed Check From List | Yes | Yes | Yes |
| Edit Team | Yes | Yes | Yes |
| Transaction RVC | Yes | Yes | No Support |
| Transaction RVC Index | Yes | Yes | No Support |
| Auto Block Check Transfer | Yes | Yes | Yes |
| Exempt Auto Service Charge | Yes | Yes | Yes |
| Change WS Serving Period | Yes | Yes | Yes |
| Order Type | Yes | Yes | Yes |
| Touch Split | Yes | Yes | Yes |
| Touch Split By Seat | Yes | Yes | Yes |
| Table Number | Yes | Yes | Yes |
| Touch Reorder | Yes | Yes | Yes |
| Update Open Check SLU | Yes | Yes | Yes |
| Auto Combo | Yes | Yes | Yes |
| Combo | Yes | Yes | Yes |
| Combo Alternate Side | Yes | Yes | Yes |
| Combo Bulk Order | Yes | Yes | Yes |

| Function | Windows | Linux | Android |
|---------------------------------|---------|-------------|------------|
| Combo Multi Selection | Yes | Yes | Yes |
| Combo Order Size | Yes | Yes | Yes |
| Combo Size | Yes | Yes | Yes |
| Substitute | Yes | Yes | Yes |
| Un Combo | Yes | Yes | Yes |
| Recall Popup Condiment Orderer | Yes | Yes | Yes |
| Auto Discount Apply | Yes | Yes | Yes |
| Auto Discount Remove | Yes | Yes | Yes |
| Auto Discount Toggle | Yes | Yes | Yes |
| End Event | Yes | Yes | Yes |
| Select Event | Yes | Yes | Yes |
| Start Event | Yes | Yes | Yes |
| Run Extensibility App | Yes | Yes | No Support |
| Run Extensibility App From File | Yes | Yes | No Support |
| Sim Inquire | Yes | Yes | Yes |
| Quebec SRM Control | Yes | Yes (19.2+) | No Support |
| Start of Day | Yes | Yes | Yes |
| Add To Seat Filter | Yes | Yes | Yes |
| Clear Seat Filter | Yes | Yes | Yes |
| Number Of Guests | Yes | Yes | Yes |
| Remove From Seat Filter | Yes | Yes | Yes |
| Edit Seat | Yes | Yes | Yes |
| Manage Seat Filter | Yes | Yes | Yes |
| Seat #/Next Seat | Yes | Yes | Yes |
| Touch Edit Seats | Yes | Yes | Yes |
| Open New Receptacle | Yes | Yes | Yes |
| Open New Receptacle (Safe) | Yes | Yes | Yes |
| Add Funds (Safe) | Yes | Yes | Yes |
| Adjust Bank Deposit Reference | Yes | Yes | Yes |

| Function | Windows | Linux | Android |
|--------------------------------------|---------|-------|------------|
| Adjust Cash Deposit | Yes | Yes | Yes |
| Adjust Count (Petty Cash) | Yes | Yes | Yes |
| Adjust Count Sheet (Petty Cash) | Yes | Yes | Yes |
| Adjust Count (Safe) | Yes | Yes | Yes |
| Adjust Count Sheet (Safe) | Yes | Yes | Yes |
| Adjust Count (Server Bank) | Yes | Yes | Yes |
| Adjust Count Sheet (Server Bank) | Yes | Yes | Yes |
| Adjust Starting Amount (Server Bank) | Yes | Yes | Yes |
| Adjust Count (Till) | Yes | Yes | Yes |
| Adjust Count Sheet (Till) | Yes | Yes | Yes |
| Adjust Starting Amount (Till) | Yes | Yes | No Support |
| Assign Till To Cash Drawer | Yes | Yes | No Support |
| Assign User(s) to Till | Yes | Yes | No Support |
| Cash Management Dashboard | Yes | Yes | Yes |
| Cash Pull (Till) | Yes | Yes | No Support |
| Cash Pull (Server Bank) | Yes | Yes | Yes (19.4) |
| Open New Change Order Request | Yes | Yes | Yes |
| Close Receptacle (Server Bank) | Yes | Yes | Yes |
| Close Receptacle (Till) | Yes | Yes | Yes |
| Consolidate Server Bank Sessions | Yes | Yes | No Support |
| Count Receptacle (Petty Cash) | Yes | Yes | Yes |
| Count Receptacle (Safe) | Yes | Yes | Yes |
| Count Receptacle (Server Bank) | Yes | Yes | Yes |
| Count Receptacle (Till) | Yes | Yes | Yes |
| Close Receptacle (Petty Cash) | Yes | Yes | Yes |
| Close Receptacle (Safe) | Yes | Yes | Yes |
| Deposit Cash (Petty Cash) | Yes | Yes | Yes |
| Deposit Cash (Safe) | Yes | Yes | Yes |
| Deposit Cash (Server Bank) | Yes | Yes | Yes |

| Function | Windows | Linux | Android |
|--|---------|-------|------------|
| Deposit Cash (Till) | Yes | Yes | Yes |
| Open New Receptacle (Bank Deposit) | Yes | Yes | Yes |
| Open New Receptacle (Server Bank) | Yes | Yes | Yes |
| Paid-In (Petty Cash) | Yes | Yes | Yes |
| Paid-In (Safe) | Yes | Yes | Yes |
| Paid-In (Server Bank) | Yes | Yes | Yes |
| Paid-In (Till) | Yes | Yes | Yes |
| Paid-Out (Petty Cash) | Yes | Yes | Yes |
| Paid-Out (Safe) | Yes | Yes | Yes |
| Paid-Out (Server Bank) | Yes | Yes | Yes |
| Paid-Out (Till) | Yes | Yes | No Support |
| Quick Start Till | Yes | Yes | No Support |
| Reconcile Bank Deposit | Yes | Yes | Yes |
| Reconcile Change Order | Yes | Yes | Yes |
| Remove Funds (Safe) | Yes | Yes | Yes |
| Unassign Till from Cash Drawer | Yes | Yes | No Support |
| Reopen Session (Server Bank) | Yes | Yes | Yes |
| Reopen Session (Till) | Yes | Yes | Yes |
| Transfer Funds (Bank Deposit > Bank Deposit) | Yes | Yes | Yes |
| Transfer Funds (Petty Cash > Petty Cash) | Yes | Yes | Yes |
| Transfer Funds (Bank Deposit > Petty Cash) | Yes | Yes | Yes |
| Transfer Funds (Bank Deposit > Safe) | Yes | Yes | Yes |
| Transfer Funds (Bank Deposit > Server Bank) | Yes | Yes | Yes |
| Transfer Funds (Bank Deposit > Till) | Yes | Yes | Yes |
| Transfer Funds (Petty Cash > Safe) | Yes | Yes | Yes |
| Transfer Funds (Petty Cash > Server Bank) | Yes | Yes | Yes |
| Transfer Funds (Petty Cash > Till) | Yes | Yes | Yes |
| Transfer Funds (Safe > Petty Cash) | Yes | Yes | Yes |
| Transfer Funds (Safe > Safe) | Yes | Yes | Yes |

| Function | Windows | Linux | Android |
|--|---------|-------|---------|
| Transfer Funds (Safe > Server Bank) | Yes | Yes | Yes |
| Transfer Funds (Safe > Till) | Yes | Yes | Yes |
| Transfer Funds (Server Bank > Petty Cash) | Yes | Yes | Yes |
| Transfer Funds (Server Bank > Safe) | Yes | Yes | Yes |
| Transfer Funds (Server Bank > Server Bank) | Yes | Yes | Yes |
| Transfer Funds (Server Bank > Till) | Yes | Yes | Yes |
| Transfer Funds (Till > Petty Cash) | Yes | Yes | Yes |
| Transfer Funds (Till > Safe) | Yes | Yes | Yes |
| Transfer Funds (Till > Server Bank) | Yes | Yes | Yes |
| Transfer Funds (Till > Till) | Yes | Yes | No |
| Unassign User(s) from Till | Yes | Yes | No |
| View Receptacle Status | Yes | Yes | Yes |
| Barcode Entry | Yes | Yes | Yes |
| Copy Item | Yes | Yes | Yes |
| Edit Barcode | Yes | Yes | Yes |
| Edit Menu Item | Yes | Yes | Yes |
| Filter Menu Item By Family Group | Yes | Yes | Yes |
| Filter Menu Item By Major Group | Yes | Yes | Yes |
| Filter Menu Item By Menu Item Class | Yes | Yes | Yes |
| Item Done | Yes | Yes | Yes |
| Menu Item Availability | Yes | Yes | Yes |
| FamGrp Menu Item | Yes | Yes | Yes |
| MajGrp Menu Item | Yes | Yes | Yes |
| MI SKU Entry | Yes | Yes | Yes |
| Order Menu Item By Name 1 | Yes | Yes | Yes |
| Order Menu Item By Name 2 | Yes | Yes | Yes |
| Order Menu Item By Name 3 | Yes | Yes | Yes |
| Price Inquire | Yes | Yes | Yes |
| Split Off Item | Yes | Yes | Yes |

| Function | Windows | Linux | Android |
|-------------------------------------|---------|------------|------------|
| Update Selected Item Count | Yes | Yes | Yes |
| Screen Language 1 | Yes | Yes | Yes |
| Screen Language 2 | Yes | Yes | Yes |
| Screen Language 3 | Yes | Yes | Yes |
| Screen Language 4 | Yes | Yes | Yes |
| Print Language 1 | Yes | Yes | No Support |
| Print Language 2 | Yes | Yes | No Support |
| Print Language 3 | Yes | Yes | No Support |
| Print Language 4 | Yes | Yes | No Support |
| Enable/Disable Language Translation | Yes | Yes | Yes |
| Screen Language List | Yes | Yes | Yes |
| Print Language List | Yes | Yes | No Support |
| Shift Keyboard | Yes | Yes | No Support |
| Clock In | Yes | Yes | Yes |
| Clock In/Out | Yes | Yes | Yes |
| Clock Out | Yes | Yes | Yes |
| Reprint Time Card | Yes | No Support | Yes |
| Discount NLU | Yes | Yes | Yes |
| Main Level NLU | Yes | Yes | Yes |
| Menu Item NLU | Yes | Yes | No Support |
| Order Menu Items By NLU | Yes | Yes | Yes |
| Service Charge NLU | Yes | Yes | Yes |
| Sub Level NLU | Yes | Yes | Yes |
| Tender/Media NLU | Yes | Yes | Yes |
| Activate Backup KDS | Yes | Yes | No Support |
| Adjust Till Starting Amount | Yes | Yes | No Support |
| Assign Cash Drawer | Yes | Yes | No Support |
| Assign Employee ID | Yes | Yes | Yes |
| Assign Employee PIN | Yes | Yes | Yes |

| Function | Windows | Linux | Android |
|---|---------|------------|------------|
| Assign Cashier | Yes | Yes | No Support |
| Change Default Revenue Center | Yes | Yes | Yes |
| Change RVC Serving Period | Yes | Yes | Yes |
| Close Application | Yes | Yes | Yes |
| Declare Waste | Yes | Yes | Yes |
| Edit Employee Training Status | Yes | Yes | Yes |
| HUB / Engagement | Yes | No Support | No Support |
| Minimize POS Application | Yes | No Support | Yes |
| Mobile MICROS Diagnostics | Yes | Yes | Yes |
| No Sale | Yes | Yes | No Support |
| Enter Offline Mode | Yes | Yes | Yes |
| Exit Offline Mode | Yes | Yes | Yes |
| Launch PMC | Yes | Yes | Yes |
| Refresh CAPS | Yes | Yes | Yes |
| Refresh Database | Yes | Yes | Yes |
| Refresh Database Live | Yes | Yes | Yes |
| Reload CAPS | Yes | Yes | Yes |
| Reload Workstation Database | Yes | Yes | Yes |
| Restore Primary KDS | Yes | Yes | No Support |
| Show Database Provider | Yes | Yes | Yes |
| Sign In | Yes | Yes | Yes |
| Sign In RVC Index | Yes | Yes | Yes |
| Sign In RVC List | Yes | Yes | Yes |
| Sign Out | Yes | Yes | Yes |
| Unassign Cash Drawer | Yes | Yes | No Support |
| Update Database | Yes | Yes | Yes |
| Visual State | Yes | Yes | Yes |
| Show KDS Display (toggle between POS and KDS) | Yes | No Support | No Support |
| Workstation Control | Yes | Yes | Yes |

| Function | Windows | Linux | Android |
|--|---------|------------|------------|
| Edit Routing Groups | Yes | Yes | Yes |
| Redirect Order Device | Yes | Yes | Yes |
| KDS Rush Order | Yes | Yes | Yes |
| Set Active Kitchen Theme | Yes | Yes | Yes |
| Show Checks With Failed Prints To KDS/Order Device | Yes | Yes | No Support |
| Switch OCB | Yes | No Support | No Support |
| KDS VIP Check | Yes | Yes | Yes |
| Backspace | Yes | Yes | No Support |
| Clear/No | Yes | Yes | Yes |
| Dialog Cancel | Yes | Yes | Yes |
| Dialog No | Yes | Yes | Yes |
| Dialog Ok | Yes | Yes | Yes |
| Dialog Wait For Input | Yes | Yes | No Support |
| Enter/Yes | Yes | Yes | Yes |
| TS Label Only | Yes | Yes | No Support |
| Local Menu Popup | Yes | Yes | No Support |
| Macro | Yes | Yes | Yes |
| TS Next Screen | Yes | Yes | Yes |
| Popup Alpha Numeric Keyboard | Yes | Yes | Yes |
| Popup Numeric Keyboard | Yes | Yes | Yes |
| TS Previous Screen | Yes | Yes | Yes |
| Redraw Page Content | Yes | No Support | No Support |
| Smart Key | Yes | Yes | No Support |
| Tab Down | Yes | Yes | No Support |
| Tab Up | Yes | Yes | No Support |
| Change Default Printer Destination | Yes | Yes | Yes |
| Print Customer Receipt | Yes | Yes | Yes |
| Reprint Closed Check | Yes | Yes | Yes |

| Function | Windows | Linux | Android |
|---|------------|------------|------------|
| Reprint Previous Closed Check | Yes | Yes | Yes |
| Increment Cashier Shift for Another Employee | Yes | Yes | Yes |
| Increment Cashier Shift | Yes | Yes | No Support |
| Increment Employee Shift | Yes | Yes | Yes |
| Increment Employee Shift for Another Employee | Yes | Yes | Yes |
| Direct Tips | Yes | Yes | Yes |
| Direct Tips/Ask# | Yes | Yes | Yes |
| Indirect Tips | Yes | Yes | Yes |
| Indirect Tips/Ask# | Yes | Yes | Yes |
| Tip Track Claim | Yes | Yes | No Support |
| Tip Track Edit | Yes | Yes | Yes |
| Tip Track Edit My Tips | Yes | Yes | Yes |
| Tip Track Tip Out | Yes | Yes | Yes |
| TMS Interface Clean Table | Yes | No Support | No Support |
| TMS Interface Clear Table | Yes | No Support | No Support |
| TMS Interface Close Table | Yes | No Support | No Support |
| TMS Interface Transfer Table | Yes | No Support | No Support |
| Apply Deposit | Yes | Yes | No Support |
| @/For | Yes | Yes | Yes |
| Cancel Order | Yes | Yes | No Support |
| Consolidation Mode | Yes | Yes | Yes |
| CCard Finalize | Yes | Yes | Yes |
| Credit Voucher Reprint | Yes | Yes | No Support |
| Custom Menu Level | Yes | Yes | No Support |
| Display/Hide Fees | Yes | Yes | No Support |
| Edit Deposit | Yes | Yes | No Support |
| Equal Payment On/Off | Yes (19.2) | Yes (19.2) | Yes (19.2) |
| Fire Now | Yes | Yes | Yes |
| Flush Order | Yes | Yes | No Support |

| Function | Windows | Linux | Android |
|-----------------------------|-------------|------------|------------|
| Transaction Hold | Yes | Yes | Yes |
| Hold | Yes | Yes | Yes |
| Main Level 1 | Yes | Yes | Yes |
| Menu Item Order Type | Yes | Yes | Yes |
| Menu Item Price Override | Yes | Yes | Yes |
| OPERA Self-Pay | Yes | Yes | Yes |
| Refill Auto | Yes | Yes | Yes |
| Refill Interactive | Yes | Yes | Yes |
| Re-Fire | Yes | Yes | Yes |
| Repeat Round | Yes | Yes | Yes |
| Return | Yes | Yes | Yes |
| Save Order | Yes | Yes | No Support |
| Show Deposit | Yes | Yes | Yes |
| Sub Level 1 | Yes | Yes | Yes |
| Tax Exempt | Yes | Yes | Yes |
| Tax Exempt All | Yes | Yes | Yes |
| Tax Exempt Item | Yes | Yes | Yes |
| Tax Exempt Item All | Yes | Yes | Yes |
| Timed Fire Menu Item | Yes | Yes | Yes |
| Transaction Cancel | Yes | Yes | Yes |
| Transaction Order Type | Yes | Yes | Yes |
| Transaction Return | Yes | Yes | Yes |
| Transaction Void | Yes | Yes | Yes |
| View Fire Times | Yes | Yes | Yes |
| Void | Yes | Yes | Yes |
| Void Check | Yes | Yes | Yes |
| Void Closed Check | Yes | Yes | Yes |
| Void Closed Check From List | Yes | Yes | Yes |
| Custom Browser | Yes (19.8+) | No Support | No Support |

Oracle Linux for MICROS and Android Feature Availability

Table 3-2 Features that are not available on Oracle Linux for MICROS and Android

| Gap | Area | Comments |
|--|----------------------|--|
| Manual template sizing | Page Templates | Values are ignored |
| Table Management | OPS Feature | Android and Linux client can be used in Revenue Centers that use these features as order taking devices. |
| Waitlist | OPS Feature | |
| Reservations | OPS Feature | |
| Plating Mode | Check Detail Gesture | Plating mode table service feature |
| Banquet Check Printing | OPS Feature | Printing Banquet Checks |
| Distributed Client Application Loader (DCAL) | DCAL | Devices cannot communicate with or be the DCAL server |
| Wireless Signal Strength | OPS Feature | |
| Suites Management | Integration | |
| Engagement | OPS Feature | |
| Classic Templates | User Interface | |
| Custom HTML Content Loader | User Interface | |
| Custom XAML | User Interface | |
| CAPS on IIS | Check and Posting | |
| Media Viewer | Kitchen Display | |

4 Payment Interface Support

Payment Interfaces

Table 4-1 Supported Payment Interface Versions

| | 19.1 | 19.2 | 19.3 | 19.4 | 19.5 | 19.6 | 19.7 | 19.8 | 19.9 |
|---|------------|------------|------------|------------|------------|------|------|------|---------------|
| Simphony Payment Interface | 20.1 | 20.3 | 20.3 | 20.3.2 | 22.1 | 23.2 | 24.1 | 24.1 | 25.1 |
| Oracle Payment Interface¹ | 6.1 6.2 | 6.1 6.2 | 6.1 6.2 | 6.1 6.2 | 6.1 6.2 | 19.1 | 19.1 | 19.1 | Not Supported |

¹ Support for all Oracle Payment Interface versions ended on October 31, 2025. Refer to DOC13288 in the Oracle Support system for more details.