

Operational Intelligence

Device Support Matrix

This guide provides guidance regarding devices supported by the following Operational Intelligence modules:

- Basic
- Professional
- Enterprise

DEVICE SUPPORT MATRIX

Mobile Computers

DEVICE FAMILY	DEVICE	BASIC-DEVICE TELEMETRY DATA	EVENT LOG	SOFTWARE/ CONFIG UPDATE	REMOTE CONTROL	REMOTE FILE EXPLORER	SMART BATTERY	DROP DETECTION - HARD IMPACT	WIFI/GPS LOCATIONING	BAD BATTERY ALERT DEVICE RULE ENGINE	ON DEMAND TELEMETRY	REMOTE WIPE	CHECKOUT/ CHECK-IN APP	DEVICE FINDER	ENTERPRISE PROVISIONER	PROXIMITY DETECTION	CLEANING ALERTS
Mobility Edge™	CT40	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CT40 XP	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CT45	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CT45 XP	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CT70	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Pending	Pending	Yes	No	No
	CT60	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CK62	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Pending	Pending	Yes	No	No
	CK65	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CK67	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes
	CN80	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CN85	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
	CS32	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Pending	Pending	Yes	No	No
	CT30 XP	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CT32	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Pending	Yes	No	No
	CT37	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes
	CT47	Yes	Yes	Yes	Yes	Yes	Yes	Yes ^B	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CW45	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	EDA10A	Partial ¹	Yes	Yes	Yes	Yes	Partial ¹	No	Yes	Partial ¹	Yes	Yes	Yes	Yes	Yes ⁷	Yes	Yes
ScanPa™	EDA51/K	Partial ¹	Yes	Yes	Yes	Yes	Partial ¹	No	Yes	Partial ¹	Yes	Yes	Yes	Yes ⁷	Yes	Yes	Yes
	EDA52	Partial ¹	Yes	Yes	Yes	Yes	Partial ¹	No	Yes	Partial ¹	Yes	Yes	Yes	Yes ⁷	Yes	Yes	Yes
	EDA61K	Partial ¹	Yes	Yes	Yes	Yes	Partial ¹	No	Yes	Partial ¹	Yes	Yes	Yes	Yes ⁷	Yes	Yes	Yes
	EDA71G	Partial ¹	Yes	Yes	Yes	Yes	Partial ¹	No	Yes	Partial ¹	Yes	Yes	Yes	Yes ⁷	Yes	Yes	Yes
	EDA5S	Partial ¹	Yes	Yes	Yes	Yes	Partial ¹	No	Yes	Partial ¹	Yes	Yes	Yes	Yes ⁷	Yes	Yes	Yes
	EDA56	Partial ¹	Yes	Yes	Yes	Yes	Partial ¹	No	Yes	Partial ¹	Yes	Yes	Yes	Pending	Yes	Yes	Yes
	EDA57	Partial ¹	Yes	Yes	Yes	Yes	Partial ¹	No	Yes	Partial ¹	Yes	Yes	Yes	Pending	Yes	Yes	Yes
VM	VM1A	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	VM3A	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Tablet	RT10A	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Talkman	A710x	Partial ¹	Yes	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No
	A720x	Partial ¹	Yes	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No
	A730x	Partial ¹	Yes	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No

Note: Operational Intelligence is supported on mobile computers running Android 9 or higher. Talkman is supported with Voice Catalyst 4.8 or higher.

Printers

DEVICE FAMILY	DEVICE	BASIC - DEVICE TELEMETRY DATA	EVENT LOG	SOFTWARE/ CONFIG UPDATE	SMART BATTERY	SECURITY SETTING ALERTS	REMOTE WIPE	DEVICE AUTO DISCOVERY	ENTERPRISE PROVISIONER	CLEANING ALERTS
Mobile Printer	LNX3	Yes	Yes	Yes	NA	NA	NA	Yes	No	NA
	RP2	Yes	Yes	Yes	Yes	NA	NA	Yes	Yes	NA
	RP2F	Yes	Yes	Yes	Yes	NA	NA	Yes	Yes	NA
	RP4	Yes	Yes	Yes	Yes	NA	NA	Yes	Yes	NA
	RP4F	Yes	Yes	Yes	Yes	NA	NA	Yes	Yes	NA
	RL3E (Wi-Fi only) ²	Yes	Yes	Yes	NA	NA	NA	Yes	Yes	NA
	RL4E (Wi-Fi only) ²	Yes	Yes	Yes	NA	NA	NA	Yes	Yes	NA
Industrial	PM43/C	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA
	PM42	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA
	PM45	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA
	PM45/C	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA
	PX4ie	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA
	PX240/S	Yes	Yes	Partial ³	NA	Yes	NA	Yes	Yes	NA
	PX6ie	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA
	PX940A	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA
	PX940V	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA
	PM23/C	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA
	PX45	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA
	PD43/C	Yes	Yes	Partial ⁶	NA	Yes	NA	Yes	Yes	NA
	PD45/S	Yes	Yes	Partial ³	NA	Yes	NA	Yes	Yes	NA
PX65	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA	
Desktop	PC43T	Yes	Yes	Partial ⁶	NA	Yes	NA	Yes	Yes	NA
	PC43D	Yes	Yes	Partial ⁶	NA	Yes	NA	Yes	Yes	NA
	PC23D	Yes	Yes	Partial ⁶	NA	Yes	NA	Yes	Yes	NA
	PC42T	Yes	Yes	Partial ³	NA	Yes	NA	Yes	Yes	NA
	PC42D	Yes	Yes	Partial ³	NA	Yes	NA	Yes	Yes	NA
	PC45D/T	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes	NA

Scanners

DEVICE FAMILY	DEVICE	BASIC-DEVICE TELEMETRY DATA	EVENT LOG	SOFTWARE/ CONFIG UPDATE	SMART BATTERY
Xenon	1900, 1900hc, 1900g, 1900E, 1950g, 1950h, 1952g ⁴	NA	NA	Yes	NA
Xenon	1962-HC,1962-GP,1962-BFHC,1962-BFGP	Yes	Yes	Yes	Pending
Xenon	Xenon Base (CCB-U00-G, CCB-U00-H)	NA	NA	Yes	NA
Voyager	1450g, 1400g, 1200, 1250, 1400g ⁵	NA	NA	Yes	NA
Mini Mobile Computer	8680i (Wi-Fi only)	Yes	Yes	Yes	Yes
	8690i (Wi-Fi only)	Yes	Yes	Yes	Yes

- Battery does not provide full smart battery telemetry.
- Bluetooth support in future release.
- Software update is partial. Firmware update cannot be done on this device because of memory restrictions.
- Qualified with 1900, Windows attached host device only.
- Qualified with 1200, Windows attached host device only.
- Firmware update may fail from MR17 to latest due to firmware file size increase.
- Device Finder "Search Nearby" feature is not supported for EDA devices.
- Drop Detection - Hard Impact is supported only on CT47 mobile computers with the latest OS and Op Intel Agent version 5.13.02.0176 or higher.

Note: Scanner Agent must be installed on the machine where the scanner is physically connected to the PC via a USB cable. Scanner Agent is compatible with Windows 10 and Windows 11 Pro operating systems only.

CHECK IN/CHECK OUT SUPPORT VERIFICATION

DEVICE	ANDROID 9	ANDROID 10	ANDROID 11	ANDROID 12	ANDROID 13	ANDROID 14
CK65	Supported	Supported	NA	NA	NA	NA
CK67	NA	NA	NA	NA	NA	Supported
CN80	Supported	Supported	NA	NA	NA	NA
CN85	NA	NA	NA	NA	NA	NA
CT32	NA	NA	NA	NA	NA	Supported
CT37	NA	NA	NA	NA	NA	Supported
CT40	Supported	Supported	NA	NA	NA	NA
CT40 XP	Supported	Supported	NA	NA	NA	NA
CT45	NA	NA	NA	NA	NA	NA
CT45 XP	NA	NA	Supported	NA	NA	NA
CT47	NA	NA	NA	NA	Supported	NA
CT60	Supported	Supported	Supported*	NA	NA	NA
CT60 XP	Supported	Supported	Supported	NA	NA	NA
CW45	NA	NA	NA	Supported*	NA	NA
EDA51	NA	Supported*	NA	NA	NA	NA
EDA51K	NA	Supported	NA	NA	NA	NA
EDA52	NA	NA	NA	NA	NA	NA
EDA5S	NA	NA	NA	NA	NA	NA
EDA61K	Supported	NA	NA	NA	NA	NA
EDA71	NA	Supported	NA	NA	NA	NA
EDA71G	NA	Supported	NA	NA	NA	NA
RT10A	NA	Supported	Supported	NA	NA	NA
VM1A	Supported**	NA	NA	NA	NA	NA
VM3A	NA	NA	NA	NA	NA	NA

* The 8675i scanner was used to qualify CW45, CT60, and EDA51 mobile computers.
** An RS232 scanner was used to qualify the VM1A mobile computer connected in COM1 and/or COM2 ports. The Scanning SDK behavior is restricted by the fact that, for VM1A, the serial ports must be enabled from the device settings (Settings >Honeywell Settings >Scanner). If both ports are enabled, the first scanner in the list (COM1) will be considered.
NA indicates that the Android OS may not be available and/or verification has not been done.

Note: The Check-In/Check-Out app can be installed on other Op Intel compatible devices; however, it has only been qualified on the models and Android versions noted. If the app is installed on other mobile devices, you may see some screen resolution issues.

VIRTUAL LOCKER SUPPORT VERIFICATION

DEVICE	ANDROID 10	ANDROID 11	ANDROID 12	ANDROID 13	ANDROID 14
CT30 XP	NA	Supported	Supported	Supported	Pending
CT37	NA	NA	NA	NA	Supported
CT40	Supported	NA	NA	NA	NA
CT40 XP	Supported	NA	NA	NA	NA
CT47	NA	NA	Supported	Supported	Pending

Note: The Virtual Locker app can be installed on other Op Intel compatible devices; however, it has only been qualified on the models and Android versions noted.

ADDENDUM

DEVICE TYPE	SOFTWARE/CONFIG UPDATE DEFINITION	SOFTWARE AVAILABILITY
Mobile Computer	<ol style="list-style-type: none"> 1. MR download 2. Incremental download 3. APK download 4. SSClient Ddownload 5. CommonES download 6. Config update 7. Updates using Enterprise 8. Provisioner tasks 9. DCP file (Roadmap) 	SSClient Agent: In the Op Intel SW Update tab.
Mobile Printer	<ol style="list-style-type: none"> 1. Firmware update 2. Config update 3. Font update 4. Image update 5. Stored Label update (November 2020 release) 	Mobile Printer Firmware: Refer to Honeywell Software FTP site. Note: Latest version of firmware available with Bad Dot count telemetry support. HCC: Refer to Honeywell Software FTP site. Latest firmware with device discovery support.
Industrial and Desktop Printer	<ol style="list-style-type: none"> 1. Firmware update 2. Config update 3. Font 4. Image 5. Label Format 6. Bundle Support 7. Web forms 8. Smart Apps 9. Fingerprint Apps 	Printer Firmware: Refer to Honeywell Software FTP site. Note: Latest version of firmware available with Printer Alerts support and ability to configure alerts from Op Intel portal. HCC: Refer to Honeywell Software FTP site. Latest firmware available with device discovery support.
Scanner: Voyager and Xenon	<ol style="list-style-type: none"> 1. Firmware update 2. Config update 	Scanner Firmware: Refer to Honeywell Software FTP site. Scanner Agent: Refer to Honeywell Software FTP site. HCC: Refer to Honeywell Software FTP site.
Scanner: Mini Mobile Computer (8680i)	<ol style="list-style-type: none"> 1. Firmware update 2. Config update 3. Plugins update 	Scanner Firmware: Refer to Honeywell Software FTP site. HCC: Refer to Honeywell Software FTP site.

References

To learn more about Honeywell Operational Intelligence, see the user guide available at automation.honeywell.com.

Patents

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