Operational Intelligence
Device Support Matrix

The Device Support Matrix provides guidance regarding devices supported by the following Operational Intelligence modules:

- Standard
- Professional
- Enterprise

DEVICE SUPPORT MATRIX

Brady Mobile Computers

Note: *Honeywell Productivity Solutions and Services is now part of Brady Corporation.*

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	CHECK-IN/ CHECK-OUT APP	DEVICE FINDER	DEVICE FINDER PLAY STORE QUALIFIED	ENTERPRISE PROVISIONER	SMART SYNC	OI AGENT PLAY STORE COMPATIBLE
Mobility Edge™	CT40	Yes	Yes	Yes	Yes	Yes	Yes	Yes[3]	Yes	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	Yes
	CT45	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	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	Yes
	CT70	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes[5]	Yes	Yes	Yes	Yes
	CT60	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CT60 XP	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CK62	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Pending	Yes	Yes	Yes	Yes	Yes
	CK65	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CK67	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CN80	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	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	Yes
	CS32	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Pending	Yes	No	Yes	Yes	No
	CT30 XP	Yes	Yes	Yes	Yes	Yes	Yes	Yes[3]	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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	CHECK-IN/ CHECK-OUT APP	DEVICE FINDER	DEVICE FINDER PLAY STORE QUALIFIED	ENTERPRISE PROVISIONER	SMART SYNC	OI AGENT PLAY STORE COMPATIBLE
	CT32	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CT37	Yes	Yes	Yes	Yes	Yes	Yes	Yes[3]	Yes	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No[4]
	CT47	Yes	Yes	Yes	Yes	Yes	Yes	Yes[3]	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CW45	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ScanPal™	EDA51/K	Partial[1]	Yes	Yes	Yes	Yes	Partial[1]	No	Yes	Partial[1]	Yes	Yes	Yes	Yes[2]	No	Yes	Yes	No
	EDA52	Partial[1]	Yes	Yes	Yes	Yes	Partial[1]	No	Yes	Partial[1]	Yes	Yes	Yes	Yes[2]	No	Yes	Yes	No
	EDA61K	Partial[1]	Yes	Yes	Yes	Yes	Partial[1]	No	Yes	Partial[1]	Yes	Yes	Yes	Yes[2]	No	Yes	Yes	No
	EDA71G	Partial[1]	Yes	Yes	Yes	Yes	Partial[1]	No	Yes	Partial[1]	Yes	Yes	Yes	Yes[2]	No	Yes	Yes	No
	EDA5S	Partial[1]	Yes	Yes	Yes	Yes	Partial[1]	No	Yes	Partial[1]	Yes	Yes	Yes	Yes[2]	No	Yes	Yes	No
	EDA56	Partial[1]	Yes	Yes	Yes	Yes	Partial[1]	No	Yes	Partial[1]	Yes	Yes	Yes	Pending	No	Yes	Yes	No
	EDA57	Partial[1]	Yes	Yes	Yes	Yes	Partial[1]	No	Yes	Partial[1]	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
VM	VM1A	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	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	Yes
Tablet	EDA10A	Partial[1]	Yes	Yes	Yes	Yes	Partial[1]	No	Yes	Partial[1]	Yes	Yes	Yes	Yes[2]	No	Yes	Yes	Yes
	RT10A	Yes	Yes	Yes	Yes	Yes	Yes	Yes[3]	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	RT710	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Pending	Yes	Pending	Pending	Yes	Pending
Talkman	A710x	Partial[1]	Yes	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No	NA
	A720x	Partial[1]	Yes	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No	NA
	A730x	Partial[1]	Yes	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No	NA
	A710XP	Partial[1]	Yes	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No	NA
	A720XP	Partial[1]	Yes	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No	NA
	A730XP	Partial[1]	Yes	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No	NA

1. Battery does not provide full smart battery telemetry.
2. Device Finder “Search Nearby” feature is not supported for EDA devices.
3. Drop Detection - Hard Impact is supported only on CT30 XP, CT40, CT47 and RT10A mobile computers with the latest OS and Op Intel Agent version 5.13.02.0176 or higher.
4. Not available on Play Store for CT37 due to an MR08 OS issue causing device boot loops. Use MR07 or earlier or MR09 as the recommended fix when using the latest SSClient version.

5. CT70 mobile computers must be on Android 15 MR04 or higher to install Device Finder.

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

Mobile Computers - Other Manufacturers

The Operational Intelligence platform supports collecting and reporting data from the following non-Brady devices:

SUPPORTED ANDROID OS VERSIONS	AGENT EXTENSION VERSIONS
Android 8.1 (API/SDK Level 27) Android 9 (API/SDK Level 28) Android 10 (API/SDK Level 29) Android 11 (API/SDK Level 30) Android 12 (API/SDK Level 31/32) Android 13 (API/SDK Level 33) Android 14 (API/SDK Level 34) Android 15 (API/SDK Level 35)	Zebra: v177 Datalogic: v167 Panasonic: v167

MANUFACTURER	SERIAL NUMBER	DEVICE IMEI	SIM SERIAL #	BATTERY SERIAL #	BATTERY HEALTH	DEVICE LOCATION /WI-FI	DEVICE DATA USAGE	APPLICATION LIST	APPLICATION USAGE	APPLICATION DATA USAGE
Supported OEMs Android 8.1-9										
Zebra	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Datalogic	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Panasonic	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Getac	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Samsung	Yes	Yes	Yes	N/A	N/A	Yes	No	Yes	No	No
Supported OEMs Android 10+										
Zebra[1]	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Datalogic	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Panasonic	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Getac	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Samsung[2]	No	No	No	N/A	N/A	Yes	No	Yes	No	No
Supported OEMs Android 13+										
Zebra[1]	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Datalogic	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Panasonic	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

MANUFACTURER	SERIAL NUMBER	DEVICE IMEI	SIM SERIAL #	BATTERY SERIAL #	BATTERY HEALTH	DEVICE LOCATION /WI-FI	DEVICE DATA USAGE	APPLICATION LIST	APPLICATION USAGE	APPLICATION DATA USAGE
Getac	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Samsung[3]	No	No	No	N/A	N/A	Yes	Yes	Yes	Yes	Yes
Supported OEMs Android 15+										
Moto ThinkPhone[4]	No	No	No	N/A	N/A	Yes	Yes	Yes	Yes	Yes
Other OEMs Android 8.1-9										
Other[5]	Yes	Yes	Yes	No	No	Yes	No	Yes	No	No
Other OEMs Android 10+										
Other[6]	No	No	No	No	No	Yes	No	Yes	No	No

1. It is possible to read the SIM Serial Number on Zebra Android 10+ for firmware with MX 13.4+ only
2. Full Samsung support starts at Android 13. For A10+ you must provide the SN/IMEI to the device from the EMM.
3. Full Samsung support starts at Android 13. For A13+ you must provide the device SN/IMEI to the device from the EMM and use KSP to set the agent permissions from an Android Enterprise EMM.
4. You must provide the device SN/IMEI to the device from the EMM at install time. Some settings required via the Moto OEMConfig app.
5. Some OEMs may have a method to retrieve device data usage, app usage and app data usage via OEMConfig, but generally this will not be the case.
6. Some OEMs may have a method to retrieve device data usage, app usage and app data usage via OEMConfig, but generally this will not be the case. In all cases you must provide the device SN/IMEI to the device from the EMM.

Note: *The features matrix for non-Brady devices assumes permissions are correctly granted in all cases.*

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
Mobile Printer	LNX3	Yes	Yes	Yes	NA	NA	NA	Yes	No
	RP2	Yes	Yes	Yes	Yes	NA	NA	Yes	Yes
	RP2F	Yes	Yes	Yes	Yes	NA	NA	Yes	Yes
	RP4	Yes	Yes	Yes	Yes	NA	NA	Yes	Yes
	RP4F	Yes	Yes	Yes	Yes	NA	NA	Yes	Yes

DEVICE FAMILY	DEVICE	BASIC -DEVICE TELEMETRY DATA	EVENT LOG	SOFTWARE/ CONFIG UPDATE	SMART BATTERY	SECURITY SETTING ALERTS	REMOTE WIPE	DEVICE AUTO DISCOVERY	ENTERPRISE PROVISIONER
	RL3E (Wi-Fi only)[1]	Yes	Yes	Yes	NA	NA	NA	Yes	Yes
	RL4E (Wi-Fi only)[1]	Yes	Yes	Yes	NA	NA	NA	Yes	Yes
Desktop	PC43T	Yes	Yes	Partial[3]	NA	Yes	NA	Yes	Yes
	PC43D	Yes	Yes	Partial[3]	NA	Yes	NA	Yes	Yes
	PC23D	Yes	Yes	Partial[3]	NA	Yes	NA	Yes	Yes
	PC42T	Yes	Yes	Partial[2]	NA	Yes	NA	Yes	Yes
	PC42D	Yes	Yes	Partial[2]	NA	Yes	NA	Yes	Yes
	PC45D/T	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PC42E-T	Yes	Yes	Yes	NA	Yes	NA	Yes	No
	PC42E-D	Yes	Yes	Yes	NA	Yes	NA	Yes	No
Industrial	PM43/C	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PM42	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PM45	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PM45/C	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PM65	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PX4ie	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PX240/S	Yes	Yes	Partial[2]	NA	Yes	NA	Yes	Yes
	PX6ie	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PX940A	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PX940V	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PM23/C	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PX45	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes
	PD43/C	Yes	Yes	Partial[3]	NA	Yes	NA	Yes	Yes
	PD45/S	Yes	Yes	Partial[2]	NA	Yes	NA	Yes	Yes
	PX65	Yes	Yes	Yes	NA	Yes	NA	Yes	Yes

1. Bluetooth support in future release.
2. Software update is partial. Firmware update cannot be done on this device because of memory restrictions.
3. Firmware update may fail from MR17 to latest due to firmware file size increase.

Scanners

DEVICE FAMILY	DEVICE	BASIC -DEVICE TELEMETRY DATA	EVENT LOG	SOFTWARE/ CONFIG UPDATE	SMART BATTERY
Xenon	1900, 1900hc, 1900g, 1900E, 1950g, 1950h, 1952g[1]	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[2]	NA	NA	Yes	NA
Mini Mobile Computer	8680i (Wi-Fi only)	Yes	Yes	Yes	Yes
	8690i (Wi-Fi only)	Yes	Yes	Yes	Yes

1. Qualified with 1900, Windows attached host device only.
2. Qualified with 1200, Windows attached host device only.

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 APP SUPPORT VERIFICATION

DEVICE	ANDROID 9	ANDROID 10	ANDROID 11	ANDROID 12	ANDROID 13	ANDROID 14	ANDROID 15
CK65	Supported	Supported	NA	NA	NA	NA	NA
CK67	NA	NA	NA	NA	NA	Supported	NA
CN80	Supported	Supported	NA	NA	NA	NA	NA
CN85	NA	NA	NA	NA	NA	NA	NA
CT32	NA	NA	NA	NA	NA	Supported	NA
CT37	NA	NA	NA	NA	NA	Supported	NA
CT40	Supported	Supported	NA	NA	NA	NA	NA
CT40 XP	Supported	Supported	NA	NA	NA	NA	NA
CT45	NA	NA	NA	NA	NA	NA	NA
CT45 XP	NA	NA	Supported	NA	NA	NA	NA
CT47	NA	NA	NA	NA	Supported	NA	NA
CT60	Supported	Supported	Supported[1]	NA	NA	NA	NA
CT60 XP	Supported	Supported	Supported	NA	NA	NA	NA
CT70	NA	NA	NA	NA	NA	NA	Supported
CW45	NA	NA	NA	Supported[1]	NA	NA	NA
EDA51	NA	Supported[1]	NA	NA	NA	NA	NA
EDA51K	NA	Supported	NA	NA	NA	NA	NA
EDA52	NA	NA	NA	NA	NA	NA	NA
EDA5S	NA	NA	NA	NA	NA	NA	NA
EDA61K	Supported	NA	NA	NA	NA	NA	NA
EDA71	NA	Supported	NA	NA	NA	NA	NA
EDA71G	NA	Supported	NA	NA	NA	NA	NA
RT10A	NA	Supported	Supported	NA	NA	NA	NA
VM1A	Supported[2]	NA	NA	NA	NA	NA	NA
VM3A	NA	NA	NA	NA	NA	NA	NA

1. The 8675i scanner was used to qualify CW45, CT60, and EDA51 mobile computers.
2. 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	ANDROID 15
CK65	NA	NA	Supported	Supported	NA	NA
CK67	NA	NA	NA	NA	Supported	NA
CT30 XP	NA	Supported	Supported	Supported	Supported	NA
CT32	NA	NA	NA	NA	Supported	NA
CT37	NA	NA	NA	NA	Supported	NA
CT40	Supported	Supported	Supported	Supported	NA	NA
CT40 XP	Supported	Supported	Supported	Supported	NA	NA
CT45	NA	Supported	Supported	Supported	Supported	NA
CT45 XP	NA	Supported	Supported	Supported	Supported	NA
CT47	NA	NA	Supported	Supported	NA	NA
CT60	Supported	Supported	Supported	Supported	NA	NA
CT60 XP	Supported	Supported	Supported	Supported	NA	NA
CT70	NA	NA	NA	NA	NA	Supported
RT10A	NA	NA	Supported	Supported	NA	NA

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	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	1. Firmware update 2. Config update 3. Font update 4. Image update 5. Stored Label update (November 2020 release)	**Mobile Printer Firmware:** Refer to BradySoftware FTP site. **Note:** Latest version of firmware available with Bad Dot count telemetry support. **HCC:** Refer to Brady Software FTP site. Latest firmware with device discovery support.

DEVICE TYPE	SOFTWARE/CONFIG UPDATE DEFINITION	SOFTWARE AVAILABILITY
Industrial and Desktop Printer	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 Brady 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 Brady Software FTP site. Latest firmware available with device discovery support.
Scanner: Voyager and Xenon	1. Firmware update 2. Config update	**Scanner Firmware:** Refer to Brady Software FTP site. **Scanner Agent:** Refer to Brady Software FTP site. **HCC:** Refer to Brady Software FTP site.
Scanner: Mini Mobile Computer (8680i)	1. Firmware update 2. Config update 3. Plugins update	**Scanner Firmware:** Refer to Brady Software FTP site. **HCC:** Refer to Brady Software FTP site.

References

To learn more about Operational Intelligence, see the user guide available at www.bradycorp.com/productivity.

Patents

For patent information, see www.hsmpats.com.

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