

Minimum System Requirements for MarketTime Web App, and mtPro

NOTE: MarketTime does not support hardware or peripherals such as keyboards, barcode scanners, or printers.

Regarding barcode scanners, we typically see users have success with Symcode 1D/2D barcode scanners.

MarketTime Web App

- As MarketTime is a website, there is no need to download or install anything to access MarketTime.
- The latest version of the following web browser is fully supported by MarketTime on desktop devices such as Windows PCs and Mac/Apple desktops:
 - Google Chrome (Recommended)
 - Mozilla Firefox
 - Microsoft Edge
 - Safari

Recommended Settings/Things to Know:

- Enable pop-ups and JavaScript
- MarketTime uses pop-ups and JavaScript to display previews, error alerts, and in-app training material. Make sure pop-ups and JavaScript are enabled in your web browser.
- Check your screen resolution
- We recommend a minimum screen resolution of your computer monitor to 1920 x 1080 pixels. This resolution or higher is preferred to ensure proper navigation and visibility of features within MarketTime.
- Check your web browser add-ons
- Sometimes, browser add-ons, extensions, ad blockers, or plugins can interfere with MarketTime's functionality. If you encounter unexpected behavior in MarketTime, you may want to disable these extras or try a browser without them.
- Check your network speed
- Run a network speed test if you experience issues using MarketTime and suspect your connection may be the problem. If your connection speed is lower than 1,000 kbps, your experience with MarketTime may be slow.

MarketTime Web App on Mobile Devices (Phone and Tablet Browsers)

- While the MarketTime Web App is designed to be responsive on mobile devices (fitting and resizing to most screen sizes), the system has some limitations when utilizing a mobile browser, and it is not the recommended way to access MarketTime.
- Depending on the device, you will find intentionally omitted features such as writing orders, running reports, viewing history, etc. It's only intended to view certain pieces of data when a larger device is unavailable.

MarketTime Pro for iPads

- The MarketTime Pro app is our modern, robust mobile order-writing app, available only for iPads and can be used online or offline.
- This app must be downloaded from the App Store and installed on an iPad, and data must be synced to it for it to function.
- We recommend using the MarketTime Pro app on a device that has at least 64GB of storage capacity. The size requirements will vary based on the company using the application. The biggest determinant of the capacity size required is the volume of catalogs that your company utilizes. For a user connected to a large agency with numerous brands, each of which have numerous catalogs, we recommend using a device with 128GB or more of storage capacity.
- The latest model of iPad supporting iPadOS 18* or later are fully supported by the MarketTime Pro app.

More information about compatible devices can be found in the Support Center (supportcenter.com), by picking your desired iPadOS version.

*While available on earlier iPadOS versions, we recommend iPadOS 18 or later for best performance and feature availability.

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