

Important -

READ THIS FIRST

before installing or upgrading
your software



Retail Point of Sale 2012/13
Lite and Professional

Installation and Upgrade Guide

Reckon

This booklet explains what you need to know to set up and run Retail Point of Sale 2012/13.

The Retail Point of Sale range consists of Retail Point of Sale Enterprise, Retail Point of Sale Professional and Retail Point of Sale Lite. (Please note that Retail Point of Sale Enterprise has a separate Installation and Upgrade Guide which can be found on the POS Enterprise DVD.)

We strongly recommend that you follow these instructions so that you can be sure of a smooth installation.

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System Requirements

To install and use Retail Point of Sale 2012/13, you need at least:

- 1.0 GHz Intel® Pentium® IV (or equivalent) processor, with 512 MB of RAM
- For Windows Vista and Windows 7 users: 2.0 GHz Intel Pentium IV or equivalent with 2GB of RAM
- Microsoft® Windows XP/Vista/7*
- 500 MB of disk space for Retail Point of Sale installation
- QuickBooks® Accounting, Plus, Pro, Premier or Enterprise 2012/13 pre-installed**
- 1GB of disk space for QuickBooks installation
- Microsoft® Internet Explorer 7.0 or higher (can be downloaded from <http://www.microsoft.com/ie>)
- Super VGA or higher resolution: at least 1024x768 pixel resolution
- 50 x CD-ROM
- All online features/services require High speed Internet connection

Note: *Although Retail Point of Sale operates within a Windows XP Home/Vista Home Basic/Vista Home Premium/7 Home Premium single machine environment, it does not operate within a Windows XP Home/Vista Home Basic/Vista Home Premium/7 Home Premium networked environment.*

Retail Point of Sale 2012/13 functions with QuickBooks 2012/13 Accounting, Plus, Pro, Premier, or Enterprise levels. You must install/upgrade QuickBooks first before installing/upgrading to Retail Point of Sale. The QuickBooks 2012/13 Installation and Upgrade Guide document provides details on installing QuickBooks and upgrading your QuickBooks data file.

System Requirements, cont.

For help with upgrading to Retail Point of Sale, you can contact a Retail Point of Sale Accredited Professional Partner. To find a partner in your area, visit www.quicken.com.au, click the **Services** tab, then select **Find an Accredited Partner** from the menu at the left.

Note: *Make sure that your hardware/peripherals are compatible with Windows Vista or Windows 7 before upgrading to a Windows Vista or Windows 7 environment.*

* 64-bit is only supported with Windows 7.

**QuickBooks system requirements are higher than POS. Please ensure that you make a note of these prior to installing your software. The system requirements for QuickBooks® can be found in the QuickBooks 2012/13 StartUp Guide.

Information for
existing users of
Retail Point of Sale

Changes to Retail POS 2012/13

The following are the changes to Retail POS 2012/13, for more information please refer to the User Guide and the in-product Help.

Snap to grid

Any buttons you add or move can be snapped to a grid type layout. This feature is for both the touch keyboard layout and the Table Manager Designer.

Log off/Change user option in POS Administrator

You can log off POS Administrator and therefore change the POS Administrator user. This is only available when you have enabled security.

PDB location (POS Database)

In POS Administrator on the General tab in the Options window, you can now see the location of your PDB file.

Appointment Manager Enhancements

Note: *Appointment Manager is only available in Retail POS Enterprise and Retail POS Professional.*

Waitlist

You can waitlist customers/contacts so if there is an appointment cancellation you can view the customers/contacts on the waitlist and give them an available booking.

SMS

Send SMS alerts to customers/contacts from Appointment Manager. Reckon SMS value-add service attracts an additional charge and is available to subscribe at Reckon Online at <http://online.reckon.com.au>.

Things to note when using SMS alerts:

- The Australian version of POS only works with Australian mobile numbers and the New Zealand version of POS only works with New Zealand mobile numbers. Therefore you do not need to enter any country or area codes, for example in Australia you would enter the number as 0412345678.
- POS Administrator requires Internet access so it can send SMS to recipients.
- We recommend that POS Administrator is open when making appointments when you require an instant SMS to be sent at the time of making/updating the appointment.

Table Manager Enhancements

Note: *Table Manager is only available in Retail POS Enterprise and Retail POS Professional.*

Layout Image

Save or print your table layout from the Table Manager Layout Designer. When you click the Layout Image button, your Table Manager Layout will be saved as a *.bmp file and opened in MS Paint where you can alter or print it.

Images on icons

You can now change the icons for the Table and Misc objects in Table Manager. There are many images available on the Retail POS 2012/13 CD in \Support\Table Manager Images.

Table Indicators

Indicators will appear on table objects to show special notes on a table, for example special dietary requirement and also an indicator for table objects containing held transactions.

EOD files

Retail POS creates/saves EOD files to the same location as the Retail POS database (QBPOS.PDB). The default database location is the Retail POS Administrator installation directory. After successfully posting EOD files to QuickBooks, EOD files are moved to the Recycle Bin. If you restore an EOD file from the Recycle Bin it will restore to the Retail POS Administrator installation directory regardless if your database is located in a in a different location.

Upgrading from a previous version

Important: *If running Retail POS on Windows Vista you need to ensure that your Retail POS database file is not located in a restricted location. Restricted locations in Windows Vista are:*

- *C: (root directory only. i.e: you need to specify a sub-directory)*
- *C:\Program Files & its sub-directories*
- *C:\Windows & its sub-directories.*

If you are using Windows 7, we also recommend you do not store your Retail POS database file in the above locations.

Security Enhancement: Retail Point of Sale 2009-10 contained enhanced security features, available by turning on the security option on the Security tab in Retail Point of Sale Administrator. This may affect your use of Retail Point of Sale in the following ways:

- *Upgraders*

Passwords which have been set up within POS Administrator in pre POS 2009/10 versions will not be upgraded, apart from the Global Manager Override password.

If in your pre POS 2009/10 version the “Password required to start Retail Point of Sale Administrator” option was set and a corresponding password entered in the Options > Security tab of Point of Sale Administrator, then the new security feature will be enabled after upgrade. This means that a master user (i.e. Sales Person) will have been set up during the upgrade, with a User ID of “POSAdmin” and the password that had been entered in your previous version as mentioned above. During the upgrade process, you will have to log in using this User ID and password. Further information can be found in the User Guide.

- *All Users*

If you require sales people to log into the POS terminal at shift beginning, then these sales people need to have an ID. This can be set in the employee’s record Custom Field in QuickBooks, or from the User List if using the new security feature in Retail Point of Sale Administrator. It is also beneficial for the sales people to have an ID if you require them to log into the POS terminal before each transaction.

Make sure you install QuickBooks and upgrade your company file before upgrading to Retail Point of Sale.

To upgrade from QuickPOS, QuickBooks Point of Sale or a previous version of Retail Point of Sale to Retail Point of Sale 2012/13, you need to remove the earlier version and then install the new version. However, if running QuickPOS 5.0, you first need to upgrade it to QuickPOS 5.1 before removing it from your PC.

Note: *If you are currently running Retail Point of Sale 2007/08 or earlier versions, you are only able to upgrade to Retail Point of Sale Professional 2012/13 or Retail Point of Sale Enterprise 2012/13. In other words, you cannot upgrade a Point of Sale database to a Retail Point of Sale Lite 2012/13 database.*

Retail Point of Sale Lite 2012/13 can only upgrade previous Retail Point of Sale Lite files. Retail Point of Sale Lite was introduced into the Retail Point of Sale 2008/09 product range.

Planning your upgrade

Before starting your upgrade, it's important to understand the steps you'll need to follow. These steps depend on what version you are upgrading from.

If upgrading from QuickPOS 5.0

1. Prepare for the upgrade as described in *Before the upgrade* on page 13.
2. Upgrade to QuickPOS 5.1 as described in *Upgrading from QuickPOS 5.0 to 5.1* on page 14.
3. Remove QuickPOS 5.1 as described in *Removing QuickPOS, QuickBooks Point of Sale, or a previous version of Point of Sale* on page 16.
4. Rename your database file and install Retail Point of Sale 2012/13 as described in *Installing Retail Point of Sale* on page 16.

If upgrading from another version of QuickPOS, QuickBooks Point of Sale or Retail Point of Sale

1. Prepare for the upgrade as described in *Before the*

upgrade on this page.

2. Remove POS as described in *Removing QuickPOS, QuickBooks Point of Sale, or a previous version of Point of Sale* on page 15.
3. Install Retail Point of Sale 2012/13 as described in *Installing Retail Point of Sale* on page 15.

You can verify the software version you are running from within Point of Sale Terminal:

- Open Terminal. Go to the **Help** menu and click **About Retail Point of Sale**.

The product key and version number are displayed.

Before the upgrade

1. If your operating system is Windows XP Pro, Windows Vista or Windows 7, make sure you are logged in with Administrator rights.
2. Perform an End of Day process, and select **RESET the Sales Information (Z-Report)** in all sessions of Terminal that you are running.
3. Post the End of Day file(s) to QuickBooks from Point of Sale Administrator.
4. Use the Backup tool in Point of Sale Administrator to back up your Point of Sale database file.

QuickPOS, QuickBooks Point of Sale, Retail Point of Sale and QuickBooks have included changes over the years that affect how you should deal with data when upgrading. We recommend you follow the steps below, as applicable, to ensure data integrity.

If running QuickPOS 5.1

You may need to make changes to QuickBooks.

1. Open QuickBooks 2012/13.
2. Go to the **Lists** menu, then click on **Items List**.
3. Search for any payment items in this list that are

linked to an Undeposited Funds account.

4. Edit each item to make sure that **Group with other undeposited funds** is selected.

Upgrading from QuickPOS 5.0 to 5.1

You must upgrade QuickPOS Version 5.0 to Version 5.1 before removing it from your PC as described on page 15. After removing the software, you can install Retail Point of Sale 2012/13 as described on page 15.

You will need to upgrade QuickPOS Administrator and all instances of QuickPOS Terminal.

Upgrading QuickPOS Administrator

1. Close any programs you have running.
2. Insert the Retail Point of Sale 2012/13 Installation CD into the CD-ROM drive.

The Installer window opens automatically.

3. Click **Exit**.
4. Open the QuickPOS 5.1 Installer wizard.

To open the QuickPOS 5.1 Installer wizard:

If running Windows XP operating system:

- Click **Start** in the Windows taskbar, then click **Run**.
- Type `D:\POS51setup\QuickPOSAdmin\setup.exe` (where D: is your CD-ROM drive letter). Click **OK**.

The QuickPOS 5.1 Installer wizard opens.

or

If running Windows Vista or Windows 7 operating system:

- Right-click the **Start** button in the Windows taskbar, then click **Explore**,
- Select **D:** (where D: is your CD-ROM drive letter), then navigate to `D:\POS51setup\QuickPOSAdmin\setup.exe`.

- Double-click **setup.exe**.

The Installer wizard opens.

5. Select **Modify**, then click **Next**.
6. Follow the prompts to install QuickPOS Administrator until you reach the last window of the wizard.
7. Click **Finish**.

Caution: Do not attempt to open QuickPOS Administrator at this time. Instead, upgrade all instances of QuickPOS 5.0 Terminal following the instructions below.

Upgrading QuickPOS Terminal

1. If QuickPOS Terminal is installed on another computer, close any programs that are running.
2. Insert the Retail Point of Sale 2012/13 Installation CD into the CD-ROM drive on the PC running the earlier version of QuickPOS Terminal.

The Installer window opens automatically.

3. Click **Exit**.
4. Open the QuickPOS 5.1 Installer wizard.

To open the QuickPOS 5.1 Installer wizard:

If running Windows XP operating system:

- Click **Start** in the Windows taskbar, then click **Run**.
- Type `D:\POS51setup\QuickPOS\setup.exe` (where D: is your CD-ROM drive letter). Click **OK**.

The QuickPOS 5.1 Installer wizard opens.

or

If running Windows Vista or Windows 7 operating system:

- Right-click the **Start** button in the Windows taskbar, then click **Explore**.

- Select **D:** (where D: is your CD-ROM drive letter), then navigate to D:\POS51setup\QuickPOS\setup.exe.
- Double-click **setup.exe**.

The Installer wizard opens.

Caution: *Do not attempt to open QuickPOS Terminal at this time. To continue the upgrade process, you need to remove Point of Sale from your PC following the instructions below.*

5. Select **Modify**, then click **Next**.
6. Follow the prompts to install QuickPOS Terminal until you reach the last window of the wizard.
7. Click **Finish**.

Removing QuickPOS, QuickBooks Point of Sale or a previous version of Retail Point of Sale

Remove all instances of earlier versions of Administrator and Terminal from each PC. (This will not affect your Retail Point of Sale database file or options setup).

1. Open the Control Panel on your PC.
2. Click **Add or Remove Programs**.
3. Select the program you want to remove, then click **Remove**.

The Remove wizard opens.

4. Select **Remove all installed features**, then click **Next**.
5. Click **OK**.

The program you selected will be uninstalled.

Installing Retail Point of Sale 2012/13

The Installation wizard gives you the choice of installing Administrator, Terminal, or Administrator *and* Terminal within the one installation process.

Your individual situation determines which method you choose.

If installing on a network, refer to page 18.

If you need additional assistance with software installation, contact the Reckon Technical Support Team. (Refer to the back cover of this document for contact details.)

1. If you are upgrading from QuickPOS 5.1, you need to rename your database file from **QuickPOS.PDB** to **QBPOS.PDB** so that it can be detected during the setup of Retail POS 2012/13.

Versions 5.1 and earlier used the default database file name **QuickPOS.PDB**. This was changed to **QBPOS.PDB** in Version 6 and all later versions, including Retail Point of Sale 2012/13.

2. Make sure you have QuickBooks 2012/13 installed on your PC with a working company file before installing Retail Point of Sale 2012/13.

Note: *If you should need to uninstall QuickBooks 2012/13 and reinstall with a different level, (e.g., Pro, Premier etc.) or edition (e.g. Retail, Contractor etc.) then you also need to uninstall and reinstall Retail Point of Sale Administrator and/or Terminal on that PC. Point of Sale installations on other PCs are not affected.*

3. Close any applications currently running on your PC, including anti-virus software or firewall. You can re-enable anti-virus software or firewall after the POS installation is complete.
We also advise that you disconnect from the Internet.
4. Insert the Retail Point of Sale 2012/13 Installation CD into the CD-ROM drive.

If the Installation window does not open automatically, then:

- Right-click the **Start** button in the Windows taskbar, then click **Explore**. Select **D:** (where D: is your CD-ROM drive letter), then navigate to D:\autorun.exe. Double-click **autorun.exe**.

The Installation window opens.

5. Enter your Installation Key Code (IKC), which is provided on the Retail Point of Sale 2012/13 Installation CD case, or the letter that came with your CD.
6. Click **Next**.
7. Select the Point of Sale program(s) to install:
 - Administrator
 - Terminal
 - Administrator and Terminal

You need to install Administrator on a PC that also has QuickBooks 2012/13 installed.

If installing Terminal on the same machine as Administrator, you must install both applications at the same time (i.e., choose the **Administrator and Terminal** option).

8. Click **Next**.
9. Follow the prompts to install your application(s) until you reach the last window of the wizard.

Important: *If you are installing Retail Point of Sale on a PC running Windows Vista or Windows 7 operating systems, do not install under C:\Program Files or C:\Windows directories or their sub-directories. Please ensure you use a sub-directory when installing Retail Point of Sale.*

The default installation location for POS Administrator is C:\Reckon\Retail Point of Sale Professional 2012-13 Administrator, (where C: is your default or preferred drive letter).

The default installation location for POS Terminal is C:\Reckon\Retail Point of Sale Professional 2012-13 Terminal, (where C: is your default or preferred drive letter).

10. Click **Finish**.

Installing Retail POS on a network

For Retail POS to perform on a network correctly, files must be shared between computers. This is a task for an expert. If you are an expert PC user then you will have no problem defining the network drives on each PC. If you are not an expert PC user, ask your network administrator to configure the network and software for you.

The following guidelines are for the network installer:

Important: *You must install QuickBooks and POS Administrator on the same machine. However, we recommend that you install the Retail POS database (named QBPOS.PDB) on a POS terminal.*

Two terminals

1. Set up your network and decide which folder on the store (front office) PC will hold the Retail POS database. On the back office PC map this folder as a network drive.

2. Install QuickBooks and POS Administrator on the back office PC. However, store the Retail POS database on the store (front office) PC in the pre-determined folder. This allows you to turn off the office computer without preventing the store PC's access to the database.
3. Install POS Terminal on the store (front office) PC.

Three terminals

Begin by setting up two terminals as described above.

For the third terminal:

Note: *You can purchase additional POS Terminal licences from your local retailer or Accredited Professional Partner or simply call Reckon Customer Service on 1300 784 253.*

1. Map a drive to the location on the store (front office) PC that is storing the Retail POS database.
2. Install POS Terminal.
3. When you first open POS Terminal on this third PC you are asked to provide the Retail POS database location. Select the mapped drive.
4. Repeat this for each POS terminal that you need to set up.

Note: *If you have a spare PC that is not being used, it would be ideal to keep a recent copy of your QBPOS.PDB in a mapped network drive on this PC. That way, if the terminal that you would normally store your QBPOS.PDB file should go down, other terminals can continue to access data from the spare machine.*

Information for
new users of
Retail Point of Sale

Installing Retail Point of Sale 2012/13

The Installation wizard gives you the choice of installing Administrator, Terminal, or Administrator *and* Terminal within the one installation process.

Your individual situation determines which method you choose.

If installing on a network, refer to page 18.

1. Make sure you have QuickBooks 2012/13 installed on your PC with a working company file before installing Retail Point of Sale 2012/13.

Note: *If you should need to uninstall QuickBooks 2012/13 and reinstall with a different level, (e.g., Pro, Premier etc.) or edition (e.g. Retail, Contractor etc.) then you also need to uninstall and reinstall Retail Point of Sale Administrator and/or Terminal on that PC. Point of Sale installations on other PCs are not affected.*

2. Close any applications currently running on your PC, including anti-virus software or firewall. You can re-enable anti-virus software or firewall after the POS installation is complete. We also advise that you disconnect from the Internet.
3. Insert the Retail Point of Sale 2012/13 CD into the CD-ROM drive.

If the Installation wizard does not start automatically, then:

- Right-click the **Start** button in the Windows taskbar, then click **Explore**. Select **D:** (where D: is your CD-ROM drive letter), then navigate to D:\autorun.exe. Double-click **autorun.exe**.

The Installation window opens.

4. Enter your Installation Key Code (IKC), which is provided on the Retail Point of Sale 2012/13 Installation CD case, or the letter that came with your CD.
5. Click **Next**.
6. Select the Point of Sale program(s) to install:
 - Administrator
 - Terminal
 - Administrator and Terminal

You need to install Administrator on a PC that also has QuickBooks 2012/13 installed.

If installing Terminal on the same machine as Administrator, you must install both applications at the same time (i.e., choose the **Administrator and Terminal** option).

7. Click **Next**.

The Installation wizard opens.

8. Follow the prompts to install your application(s) until you reach the last window of the wizard.

Important: *If you are installing Retail Point of Sale on a PC running Windows Vista or Windows 7 operating system, do not install under C:\Program Files or C:\Windows directories or their sub-directories. Please ensure you use a sub-directory when installing Retail Point of Sale.*

The default installation location is C:\Reckon\Retail Point of Sale Professional 2012-13 Administrator, (where C: is your default or preferred drive letter).

The default installation location for POS Terminal is C:\Reckon\Retail Point of Sale Professional 2012-13 Terminal, (where C: is your default or preferred drive letter).

9. Click **Finish**.

Add an exception to the Windows Firewall on all Retail Point of Sale machines

An exception to the Windows Firewall should be set up to allow Retail Point of Sale Administrator and Terminals to communicate with each other. If the exception is not set up, lists in Retail Point of Sale terminals may not update with changes made in QuickBooks or Retail Point of Sale Administrator, other changes made in Retail Point of Sale Administrator may not be seen in the terminals, and there is a risk of program errors occurring due to the lack of communication between Retail Point of Sale Administrator and the terminals. Set up the exception even if the firewall is off in case the firewall is later turned on.

On the Retail Point of Sale machines:

If running Windows XP or Windows Vista:

1. Go to the **Start** menu and click **Control Panel**.
2. In Control Panel double-click **Windows Firewall**.
3. If running Vista, in the Windows Firewall window click **Turn Windows Firewall on or off** on the left.
4. If the firewall is **On**, make sure the option **Don't allow exceptions** (XP) or **Block all incoming connections** (Vista) is unticked.
5. Click the **Exceptions** tab.
6. In the list of exceptions, make sure **File and Printer Sharing** is ticked.
7. If on XP, select this option and click **Edit**.
8. All four ports should be selected. Click **Change Scope** for each port.
9. If all of the Retail Point of Sale installations are on one sub-net, then you can select **My network (subnet) only**. Otherwise select **Any computer (including those on the internet)**, or select **Custom**

list and enter the list of machines or sub-nets.

10. Click **OK** on the windows to save the changes.

If running Windows 7:

1. Go to the **Start** menu and click **Control Panel**.
2. In Control Panel, click **System and Security**, then click **Windows Firewall**.
3. Make note of whether you are connected to a **Home or work (private) network** or a **Public network**.
4. Click **Turn Windows Firewall on or off** on the left.
5. For your network type, if the firewall is **On** make sure the option **Block all incoming connections...** is unticked.
6. Click **OK** to save any change and to return to the main Windows Firewall settings.
7. Click **Allow a program or feature through Windows Firewall** on the left.
8. In the list of allowed programs and features, make sure the tick box to the left of **File and Printer Sharing** is ticked. If the list options are inactive (greyed out), first click **Change Settings** at top right.
9. Click **OK** to save changes.

Note: *Other firewalls may also stop communications between Retail Point of Sale installations. If you have trouble with lists not updating and messages not being received from other machines, try temporarily disabling any other firewall(s) on all Retail Point of Sale machines and send a message to all terminals from Retail Point of Sale Administrator. If this allows the messages to be received, you may have to set up an exception to the firewall on each machine. Check with the firewall vendor for details on setting up exceptions.*

Running Retail Point of
Sale 2012/13 for the
first time

Performing essential setup tasks

When you first open Administrator, you need to perform some basic setup tasks, including transferring information between Administrator and QuickBooks. This enables Administrator to create or update the Retail Point of Sale database file so that it is ready for use by Terminal.

Once you've run Administrator for the first time and have a working database file, you can open Terminal and perform basic setup procedures. This includes linking the Retail Point of Sale database file and entering a licence key code.

Locating your data files

You need to specify the location of your QuickBooks 2012/13 data file. In addition, you'll need to indicate where your Retail Point of Sale 2012/13 database file is located (if you are upgrading), or where you want it to be located (if you are a new user).

In previous years, your QuickBooks and Retail Point of Sale data files were stored in your Program Files directory by default.

In QuickBooks 2012/13, however, the default location has been changed, primarily to accommodate the Windows Vista and Windows 7 operating systems. One result of this change is that you no longer need to have operating system administrator rights in order to access QuickBooks.

You can choose to store your data files in another location.

Important: *If running Retail POS on Windows Vista or Windows 7 you need to ensure that your Retail POS database file is not located in a restricted location. Restricted locations in Windows Vista and Windows 7 are:*

- C: (root directory only. i.e: you need to specify a sub-directory)
- C:\Program Files & its sub-directories
- C:\Windows & its sub-directories.

QuickBooks 2012/13 company file default location:

- If running Windows XP operating system:
 \Documents and Settings\All Users\Shared Documents\Intuit\QuickBooks\Company Files
- If running Windows Vista or Windows 7 operating systems:
 \Users\Public\Public Documents\Intuit\QuickBooks\Company Files

Retail Point of Sale 2012/13 database file default location:

- For all Windows operating systems:
 C:\Reckon\Retail Point of Sale Professional 2012-13 Administrator\QBPOS.PDB, (where C: is your default or preferred drive letter).

or

- C:\Reckon\Retail Point of Sale Lite 2012-13 Administrator\QBPOS.PDB, (where C: is your default or preferred drive letter).

Running Administrator for the first time

1. Open Retail Point of Sale Administrator 2012/13 by clicking on the new **Retail Point of Sale Administrator** desktop shortcut.

The **Administrator** wizard opens.

2. Specify a location to save the Retail Point of Sale PDB file; (this is the Retail Point of Sale database).

Note: *Windows Vista or Windows 7 users refer to the “Locating your data files” section on page 26.*

3. Specify the location of your QuickBooks company file (*.QBW).
4. If running Windows XP operating system - Make sure that the current QuickBooks user is logged on as the Admin user in single user mode, then follow the prompts to perform a QuickBooks transfer.

or

If running Windows Vista or Windows 7 operating system - Please ensure that QuickBooks is closed before following the prompts to perform the QuickBooks transfer.

You are now ready to use Point of Sale Administrator.

Refer to the Retail Point of Sale 2012/13 user guide for more details. (The User Guide is included on the Retail Point of Sale 2012/13 Installation CD.)

Running Terminal for the first time

1. Open Retail Point of Sale Terminal 2012/13 by clicking on the new **Retail Point of Sale Terminal** desktop shortcut.

The Terminal wizard opens.

2. Enter your licence key code in the **Licence Key** field. You can run the software for ten days without registering the software.
3. (New users) Change the default name in the **Terminal ID** field, if you want to.
(Existing users) Use the Terminal ID you used in your previous version of Retail Point of Sale. To locate your previous Terminal ID view the licence window in POS Administrator.

4. Specify the location of your Retail Point of Sale 2012/13 database.

After completing the wizard you will be ready to run Terminal.

Registering Retail Point of Sale Terminal

Register each installed copy of Retail Point of Sale Terminal

You need to register each installed copy of Terminal; i.e., you need to register each copy you have installed on a separate PC. Registration is completed by entering a unique licence key for each copy of Terminal that you have installed.

Call Reckon Customer Service to register. The Reckon operator will first ask you for a Customer ID, then a product key and the year version for each Point of Sale Terminal you are running.

You can view your product key and version number from within Terminal:

- Open Terminal. Go to the **Help** menu and click **About Retail Point of Sale**.

The product key and version number are displayed.

These will be used to generate a licence key that you need to enter in Terminal to complete the registration.

You can run Retail Point of Sale Terminal for ten days after installation before having to register the software.

Contact details for Reckon are provided on the back cover of this document.

Backing up your Retail
Point of Sale 2012/13
database file

Back up your database file regularly

We recommend that you back up your Retail Point of Sale database file at least once a week.

You can do this by clicking the **Backup** icon in Retail POS Administrator and choosing to save the file to a separate storage medium. We also recommend that you do not overwrite your previous backup file.

It's important to make backups regularly because the Retail Point of Sale 2012/13 database file stores information that does not transfer across to QuickBooks. This includes:

- Layby customer details
- Layby sales
- Held transactions
- Customer loyalty point information
- Customers' date of birth
- Transaction Information for the Transaction History List
- Settings made in the **Options** window in Administrator
- Settings made in the **Options** window in Terminal (although you can save keyboard layouts and table area layouts separately)
- Additional barcodes for items
- Currency list information
- Promotion setup and prices
- All product, customer and promotion product label layouts (although you can save these separately)
- Kitchen Print setting for all products
- Security settings
- Table Manager settings including reservations and layout (although the layout can be saved separately)
- Appointment Manager settings including appointments and reservations.

Note: *Additional barcodes, Customer Loyalty, Promotions, Kitchen Printing, Table Manager, Appointment Manager and Currency are features of Retail Point of Sale Professional.*

The Retail Starter Kit
and your PC
(2012/13)

Connecting the 2012/13 Retail Starter Kit to your PC

Any queries regarding your software should be raised with the Reckon Technical Support Team:

- Current Advantage members call the Advantage priority support line. Please refer to your Advantage pack for details.
- Non-Advantage members call 1902 223 101 (see call charge information on back cover of this document).

Senor GST-318BU (USB) Barcode Scanner

Note: *The following configuration also applies to the cordless Senor scanner that is supported by Retail Point of Sale.*

1. Plug the barcode scanner cable into a spare USB port on your PC.

You may see a message stating that Windows has auto-detected the device and is installing the device driver software.

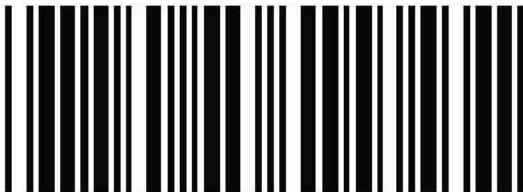
2. Use your new scanner to scan the following barcodes.

This programs your scanner to work with Retail Point of Sale. Simply scan the following SIX (6) barcodes one after the other. Do not scan the 7th barcode (i.e. Reset barcode) unless you are having configuration issues.

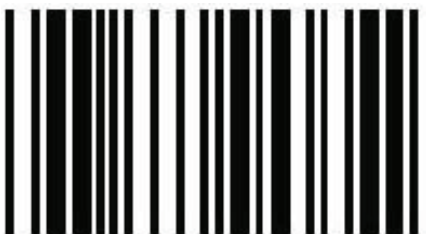
Barcode one - Start of Configuration



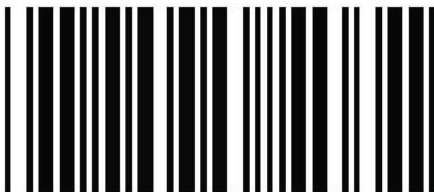
Barcode two - Header



Barcode three - Tilde



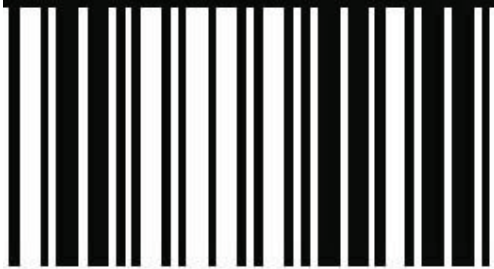
Barcode four - Set



Barcode five - Message terminator



Barcode six - End of Configuration

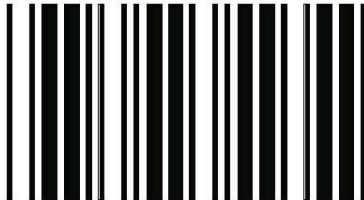


If you are having difficulty scanning the barcodes within this document, there is a soft copy of this document available on the Retail Point of Sale 2012/13 Installation CD that you can use to print the relevant pages to scan.

Barcode seven - Reset

Important: *Only use this barcode if you need to reset your scanner.*

To reset the scanner to its default configuration, scan Barcode one - start of configuration, then Barcode seven - Reset followed by Barcode six - end of configuration.



Senor GTP-290B3 (USB) Thermal Receipt Printer

1. Install the receipt printer driver, CDM 2.04.16.exe, (located on the Retail POS 2012/13 Installation CD).
 - Right-click the **Start** button in the Windows taskbar, then click **Explore**. Select **D:** (where D: is your CD-ROM drive letter), then navigate to D:\Support\RSK\CDM 2.04.16.exe. Double-click **CDM 2.04.16.exe**.

- You may briefly see a Windows DOS window appear and close automatically.
2. Restart your PC.
 3. Plug your receipt printer into a spare USB port on your PC.
 4. Turn on the receipt printer.
 5. You may see a message stating that Windows has auto-detected the device & is installing the device driver software.

Note: Additional detailed illustrated instructions for installing the Senor GTP-290B3 (USB) Thermal Receipt Printer are provided in the \\Support\RSK folder on the Retail Point of Sale 2012/13 Installation CD.

Senor GCDB424293MSA Cash Drawer

1. Plug your cash drawer into the cash drawer port on your receipt printer.

Setting up hardware items in Retail Point of Sale

You are now ready to set up the following hardware items in Retail Point of Sale:

- Senor GTP-290B3 (USB) Thermal Receipt Printer
- Senor GCDB424293MSA Cash Drawer
- Senor GST-318BU (USB) Barcode Scanner

Senor GST-318BU (USB) Barcode Scanner

1. Open Terminal. Go to the **Tools** menu and click **Options**.
2. Click the **Scanner** tab.
3. Click the **Type** drop-down arrow, then click **Senor GST-318BU (USB) Scanner**.
4. Click the **Connected to** drop-down arrow, then click **USB Port**.

5. Click **Apply** to save your changes.

Senor GTP-290B3 (USB) Thermal Receipt Printer

1. Open Terminal. Go to the **Tools** menu and click **Options**.
2. Click the **Receipt Printer** tab.
3. Click the **Type** drop-down arrow, then click **Senor GTP-290B3 (USB)**.
4. Click the **Connected to** drop-down arrow, then click the virtual COM port. (**Note:** *The virtual COM port is created when installing the receipt printer driver.*)
5. Click **Apply** to save your changes.

Note: *Retail Point of Sale can only see COM Ports 1-9 on the computer where Retail Point of Sale Terminal is installed. Please ensure once your receipt printer is installed it is using one of these COM Ports.*

Senor GCDB424293MSA Cash Drawer

1. Open Terminal. Go to the **Tools** menu and click **Options**.
2. Click the **Cash Drawer** tab.
3. Click the **Type** drop-down arrow, then click **Senor GCDB424293MSA**.
4. Click the **Connected to** drop-down arrow, then click **the Cash Drawer port on the receipt printer**.
5. Click **Apply** to save your changes.

Retail Point of Sale
2012/13 and other
POS hardware

Retail Point of Sale 2012/13 can be used with a variety of POS devices

Retail Point of Sale 2012/13 may be purchased as part of the Retail Starter Kit, which includes a bar code scanner, a thermal receipt printer, and a cash drawer.

However, Retail Point of Sale 2012/13 has been designed to work with a variety of Point of Sale devices. For a list of supported devices and more information about device compatibility, visit the Reckon website. (See <http://www.quicken.com.au/RetailSolutions/RetailPOS/supportedHardware.aspx>)

Some devices require the installation of a driver, i.e., device-specific interface software, which tells Retail Point of Sale 2012/13 how to interact with it. Generally, any required drivers and relevant documentation are distributed with the devices at the time of purchase.

For your convenience, the **Support** folder provided on the Retail Point of Sale 2012/13 Installation CD contains drivers of the most commonly used devices that work with Retail Point of Sale 2012/13.

Note: *The Epson TM Virtual Port Driver needs to be manually downloaded for EPSON TM-T88V Receipt Printer and EPSON TM-T20 Receipt Printer via <https://www.epson-pos.com>*

If you need more information about a particular device or driver, visit the Reckon website address provided above, or consult the device manufacturer's or distributor's website.

Notes

Notes

Retail Point of
Sale 2012/13
End User Licence
Agreement

Retail Point of Sale 2012/13 End User Licence Agreement

THIS IS AN IMPORTANT DOCUMENT. PLEASE READ IT CAREFULLY.

This is a contract between Reckon Limited (ACN 003 348 730) (Reckon) and you. By using the Software supplied with this document, and the related user guides and materials (together the Software), you agree to be bound by the terms of this Licence. This Licence covers copies of the Software provided for evaluation or trial purposes, subscription versions and non-subscription or full versions of the Software. Some Licence provisions may not be applicable to you, depending on the particular version of the Software you have purchased or if you are using the Software for evaluation purposes. The defined terms and the rules of interpretation in this Licence are set out in clause 13.

Important: There are a number of technical features within the Software that may affect your ability to continue to use the Software. These are outlined in more detail in the terms of the Licence, but in summary:

- you are purchasing the right to use the Software, not to own it;
- if you have been provided with a Trial Version, you may only use the Software on a temporary basis to evaluate the Software's functionality and suitability for your requirements;
- the Software contains registration and activation processes to guard against illegal copying;
- to continue using the Software, those processes require you to verify your compliance with the terms under which you are licensed to use the software (for example: the number of computers on which the software is installed) and to permit continued reactivation of the Software from time to time. This involves, in all versions, periodically verifying your licence details, and in the subscription version, renewing your subscription when it falls due. Reckon may also verify subscription customers during a subscription period and not only at renewal. You will also need to reactivate your Software if you want to reinstall it (for example, if you upgrade your computer or if you have a hard drive failure, and you may incur a technical support cost for this);

- when you purchase the Software or during the course of your subscription you will be provided with an installation key code (“IKC”). Please keep the installation key code in a safe place. You may need it when you first install or re-install (if permitted) the Software and to reactivate the Software. Please note if you lose your installation key code that it will not be replaced by Reckon and you will not be able to install or reactivate the Software;
- you also need a licence key to reactivate your Software. In addition, with some older versions of the Software, you will not be able to re-install or reactivate the Software if you do not have your installation key code - see details below on Reckon’s sunset policy;
- there will be no charge to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription, Reckon may charge you a fee for technical support if it needs to reissue a licence key provided also that the version of the Software you are using has not been ‘sunsetting’ as explained below. Reckon may also charge a fee if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software if you upgrade your computer or due to a hard drive failure);
- if you do not renew your subscription, which also requires you to install and use the updated Software or if you do not verify your licence details (as applicable) within the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records); and
- Reckon has a ‘sunset policy’ which means that technical support is not available for some older versions of the Software. This includes the ability to install or re-install that Software for any reason if you have lost your installation key code for those old versions. If you wish to continue using the Software in those circumstances, you will need to purchase a new copy of the current version of that Software.
- Use of Software is not provision of professional advice:
- The information contained in the Software may contain features designed to assist you in complying with the requirements of relevant legislation.
- In providing you with information which may relate to relevant legislation, Reckon is not engaged in rendering legal, accounting or other professional services and that nothing in the Software constitutes taxation, financial, wealth management, superannuation or other professional advice. Legal, accounting or other relevant professional advice should be obtained before taking any action in reliance on this Software.
- While relevant reports produced using the Software will be compliant with legal requirements at time of release, as these requirements may change from time to time, you should confirm compliance with your professional adviser before relying on any such reports.

- The help contained in this Software is not a substitute for obtaining the appropriate independent professional advice. If legal advice or other expert assistance is required, you should seek the service of the appropriate competent professional.
- Third Party Online Services: The Services may contain access to, or features that interface with, third party online services (“Third Party Online Services”). Where Third Party Online Services are available, separate terms and conditions with the provider of the Third Party Online Services may apply. Charges may apply for the use of Third Party Online Services including the cost of internet access. Except as required by the Consumer Guarantees, access to Third Party Online Services may be withdrawn by Reckon at any time. Reckon does not make any recommendations in relation to the Third Party Online Services or accept any liability or responsibility for any loss or damage relating to the Third Party Online Services except as required by the Consumer Guarantees.
- Back up & Data Retention: You should ensure you conduct regular backups of your data. Except as required by the Consumer Guarantees, Reckon on behalf of itself and/or any of its distributors and associates, does not assume any liability with regard to your use of the Software, including but not limited to, loss of data. In addition, you should confirm your data retention requirements for tax and compliance purposes with your professional adviser.
- Liability: To the maximum extent permitted by any law, including the Competition and Consumer Act 2010 (Cth) Consumer Guarantees, Reckon will not be liable responsible for delays, non-performance, failure to perform, processing errors nor will the liability of Reckon include or extend to any special or consequential loss or damage suffered by you, except where required by the Consumer Guarantees.
- Limitation of implied terms: In relation to goods or services not ordinarily acquired for personal, domestic or household use, Reckon’s (and its distributors’) liability for breach of any guarantees, implied conditions or warranties that cannot be excluded is limited, to the extent permitted by law and at the option of Reckon, to repair the goods, or the cost of repairing the goods, to replacing or re-supplying the goods or services or their equivalent again or the payment of the cost of having the goods or services or their equivalent replaced or supplied again. You acknowledge that this clause, and any reliance on it by Reckon, is fair and reasonable.
- Reckon’s Contact details:

Business address: Level 12, 65 Berry Street, North Sydney, NSW 2060

Contact number: 1300 784 253

Contact email: customerservice@reckon.com.au.

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Product updates available online

Reckon regularly posts product news, announcements, and other information of interest to Retail Point of Sale users on our website, www.quicken.com.au.

From the website, you can download product-related files, such as software service packs and product updates. To keep your software secure and up-to-date, visit the website regularly.

You must be a current Advantage or Subscription customer, using the latest version of the software in order to access these files. This also applies to replacement updates if they are lost, for example by a hardware failure. To avoid potential problems, be sure to keep your Annual Membership up to date.

Store your Retail Point of Sale products safely

Your unique Installation Key Code and Retail Point of Sale CD are extremely valuable and will be required to reactivate or reinstall the software. Please keep your key in a safe place with your Retail Point of Sale CD.

Your important reference numbers

Customer ID:

Customer PIN:

Installation	Computer/ User	Installation Key Code	Product Key	Licence Key
Example	Reception	1234-1234- 1234- 1234- 1234	1234- 1234- 1234- 1234- 1234 123456	5678- 5678- 5678- 5678
PC 1				
PC 2				
PC 3				
PC 4				

You will need these numbers for re-registration purposes. Please have these details on hand when contacting Reckon.

To find these details in Retail Point of Sale Terminal, go to the **Help** menu and click **About Retail Point of Sale**.

My original Retail Point of Sale CD is safely stored here:

Contacting Reckon Technical Support

Australia

For installation and software support, Technical Support is available Monday to Friday, 9.00am – 5.00pm AEST. Weekend support is also available, check website for opening hours. Extended hours are available to Reckon Advantage members.



Reckon Technical Support: 1902 223 101

Call costs \$4.90/min (incl GST).

- Charges are higher from public and mobile phones.
- Call costs and operating hours are subject to change.

Current Advantage members call the Advantage priority support line.



www.quicken.com.au/support

New Zealand

Technical support is available Monday to Friday, 9.00am – 5.00pm NZ.



Installation support 9414 3650

Per minute support 0900 33 609

- Call cost – \$4.95 /min (incl GST).
- Charges are higher from public and mobile phones.
- Call costs and operating hours are subject to change.



www.quicken.co.nz