

**Important -**

# **READ THIS FIRST**

before installing or upgrading  
your software



Retail Point of Sale 2010/11  
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 2010/11.

The Retail Point of Sale range consists of Retail Point of Sale Professional and Retail Point of Sale Lite.

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 2010/11, you need at least:

- 500 MHz Intel® Pentium® III (or equivalent) processor, with 128 MB of RAM; (1.0 GHz Intel Pentium IV or equivalent with 256 MB RAM recommended)
- Microsoft® Windows® XP, Windows Vista™ or Windows 7\* operating system
- 500 MB disk space for the Retail Point of Sale installation
- QuickBooks® Accounting, Plus, Pro, Premier or Enterprise 2010/11 QB<sup>i</sup> series pre-installed\*\*
- 1 GB disk space for QuickBooks QB<sup>i</sup> series installation
- Microsoft® Internet Explorer 6.0 or later required (Internet Explorer can be downloaded at <http://www.microsoft.com/ie.>)
- 256 colour SVGA video
- 800 x 600 resolution with small fonts; (1024 x 768 resolution recommended)
- 24X CD-ROM
- All online features/services require Internet access with at least a 56 Kbps modem; (high speed Internet connection recommended)

Although Retail Point of Sale operates within the Windows XP Home, Windows Vista Home Basic, Vista Home Premium and Windows 7 Home Premium single machine environments. It does not operate within the Windows XP Home, Windows Vista Home Basic, Vista Home Premium and Windows 7 Home Premium networked environments.

Retail Point of Sale 2010/11 functions with QuickBooks 2010/11 Accounting, Plus, Pro, Premier, or Enterprise levels.

You must upgrade QuickBooks first before upgrading to Retail Point of Sale. The QuickBooks 2010/11 Installation and Upgrade Guide document provides details on 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](http://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 on Windows 7.

\*\*QB<sup>i</sup> 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® QB<sup>i</sup> series can be found in the QuickBooks 2010/11 Installation and Upgrade Guide.

Information for  
existing users of  
Retail Point of Sale

# Changes to Retail POS 2010/11

## Training Mode

A number of enhancements have been made to Training Mode in Retail Point of Sale 2010/11. When training mode is enabled, a red bar appears at the top of the window with the text “Training Mode” and a message is sent to Retail Point of Sale Administrator.

A new report has also been added to show which transactions have been performed while in Training Mode.

## Activation System

Retail Point of Sale 2010/11 introduces a new activation system. As your installation of Retail POS gets closer to the scheduled expiry date, messages appear informing you to re-activate by calling Reckon Customer Service on 1300 784 253. The time length of the original licence is determined by whether you have purchased a subscription based product (12 months) or full product/upgrade (3 years). There is no fee for re-activating a full/upgrade product.

## Activation by phone

Retail Point of Sale 2010/11 cannot be activated by the Reckon IVR (Interactive Voice Recognition) system. To activate Retail Point of Sale 2010/11, please contact Reckon Customer Service on 1300 784 253.

## Table Manager (Retail POS Professional only)

Retail Point of Sale 2010/11 introduces a new graphical Table Manager - you can also still use the existing table management. To use the new Table Manager functionality you have to enable it. To enable Table Manager in Retail POS Administrator, go to the **Tools** menu, click **Options**, click the **Table Manager** tab and click to select **Enable Table Manager**. After you enable Table Manager you have

to add several function keys to your keyboard in Retail POS Terminal, for instructions on how to do this refer to the POS Terminal user guide.

## Recent versions of Windows and User Access Control

If you are using Retail Point of Sale 2010/11 on Windows Vista or Windows 7 it is recommended that you leave the default setting for User Access Control (UAC) during installation and use.

Reckon does not support Retail Point of Sale in a non-UAC Windows Vista or Windows 7 configuration.

## 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.*

To upgrade from QuickPOS, QuickBooks Point of Sale or a previous version of Retail Point of Sale to Retail Point of Sale 2010/11, 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 a Retail Point of Sale database to Retail Point of Sale Professional 2010/11. In other words, you cannot upgrade a Point of Sale database to a Retail Point of Sale Lite 2010/11 database.

## 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 11.
2. Upgrade to QuickPOS 5.1 as described in *Upgrading from QuickPOS 5.0 to 5.1* on page 12.
3. Remove QuickPOS 5.1 as described in *Removing QuickPOS, QuickBooks Point of Sale, or a previous version of Point of Sale* on page 14.
4. Rename your database file and install Retail Point of Sale 2010/11 as described in *Installing Retail Point of Sale* on page 14.

### 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 page 11.
2. Remove QuickPOS as described in *Removing QuickPOS, QuickBooks Point of Sale, or a previous version of Point of Sale* on page 14.
3. Install Retail Point of Sale 2010/11 as described in *Installing Retail Point of Sale* on page 14.

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 2010/11.
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 14. After removing the software, you can install Retail Point of Sale 2010/11 as described on page 14.

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 2010/11 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 2010/11 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 2010/11

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 16.

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 installation of Retail POS 2010/11.

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 2010/11.

2. Make sure you have QuickBooks 2010/11 installed on your PC with a working company file before installing Retail Point of Sale 2010/11.

**Note:** *If you should need to uninstall QuickBooks 2010/11 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.
4. Insert the Retail Point of Sale 2010/11 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. 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 2010/11 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).

6. Enter your Installation Key Code (IKC), which is provided on the Retail Point of Sale 2010/11 Installation CD case, or the letter that came with your CD.

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 systems, do not install under C:\Program Files or C:\Windows directories or their sub-directories.*

*The default installation location for POS Administrator is C:\Reckon\Retail Point of Sale Professional 2010-11 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 2010-11 Terminal, (where C: is your default or preferred drive letter).*

9. 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 supplier 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.*

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.*

The Retail Starter Kit  
and your PC  
(2009/10)

## Connecting the 2009/10 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).

Queries regarding your new point of sale hardware should be directed to DH Technology on 02 9477 1999.

### Datalogic Touch 65™ (USB) Barcode Scanner

1. Shut down your PC using the Windows **Start** menu.
2. Plug the barcode scanner cable into a spare USB port on your PC.
3. Start your PC again.
4. Use your new scanner to scan the following bar code.



\$+UA03FJ0EA017EEA110D\$-

This programs your scanner to work with Retail Point of Sale.

### Obvios ORP-800 (USB) Thermal Receipt Printer

1. Plug your receipt printer into a spare USB port.
2. Turn on the receipt printer and follow the instructions below for the operating system you are working with.

3. Plug your cash drawer into the back of the receipt printer.

### If running Windows XP, Vista or 7 operating system:

**Note:** Additional detailed illustrated instructions for installing the Obvios ORP-800 (USB) Thermal Receipt Printer are provided in the **Support** folder on the Retail Point of Sale 2010/11 Installation CD.

1. Wait for Windows to display the **Found new hardware** wizard.
2. Allow the wizard to install a virtual COM Port.

**Note:** The printer driver is available in the **Support** folder of the Retail Point of Sale 2010/11 Installation CD.

3. Wait for Windows to assign the next available number to your virtual COM port.
4. Write down your COM port number for later use.
5. Plug your cash drawer into the back of the receipt printer.

## Setting up hardware items in Retail Point of Sale

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

- Datalogic Touch 65™ (USB) Barcode Scanner
- Obvios ORP-800 (USB) Thermal Receipt Printer
- Cash Bases CDJ-400 Cash Drawer

### Datalogic Touch 65™ (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 **Datalogic Touch 65 (USB or PS2) Scanner**.
4. Click the **Connected to** drop-down arrow, then click **USB Port**.
5. Click **Apply** to save your changes.

## Obvios ORP-800 (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 **Obvios ORP-800 (Serial and USB)**.
4. Click the **Connected to** drop-down arrow, then click the virtual COM port that you created earlier.
5. Click **Apply** to save your changes.

## Cash Bases CDJ-400 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 **Cash Bases CDJ-400**.
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.

Information for  
new users of  
Retail Point of Sale

## Installing Retail Point of Sale 2010/11

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 16.

1. Make sure you have QuickBooks 2010/11 installed on your PC with a working company file before installing Retail Point of Sale 2010/11.

**Note:** *If you should need to uninstall QuickBooks 2010/11 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.
3. Insert the Retail Point of Sale 2010/11 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. 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 2010/11 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).

5. Enter your Installation Key Code (IKC), which is provided on the Retail Point of Sale 2010/11 Installation CD case, or the letter that came with your CD.
6. Click **Next**.

The Installation wizard opens.

7. 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.*

*The default installation location is C:\Reckon\Retail Point of Sale Professional 2010-11 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 2010-11 Terminal, (where C: is your default or preferred drive letter).*

8. Click **Finish**.

Running Retail Point of  
Sale 2010/11 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 2010/11 data file. In addition, you'll need to indicate where your Retail Point of Sale 2010/11 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 2010/11, 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 2010/11 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 2010/11 database file default location:

- For all Windows operating systems:  
    C:\Reckon\Retail Point of Sale Professional 2010-11 Administrator\QBPOS.PDB, (where C: is your default or preferred drive letter).

or

- C:\Reckon\Retail Point of Sale Lite 2010-11 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 2010/11 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 27.*

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 2010/11 user guide for more details. (The User Guide is included on the Retail Point of Sale 2010/11 Installation CD.)

## Running Terminal for the first time

1. Open Retail Point of Sale Terminal 2010/11 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.

4. Specify the location of your Retail Point of Sale 2010/11 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 2010/11 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 2010/11 database file stores information that does not transfer across to QuickBooks. This includes:

- Layby customer details
- Layby sales
- Held transactions
- Customer loyalty points 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)

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

The Retail Starter Kit  
and your PC  
(2010/11)

## Connecting the 2010/11 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

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.

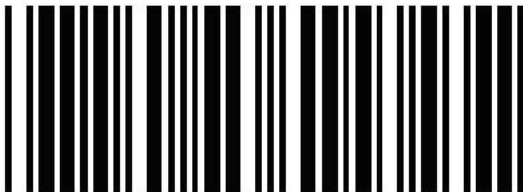
2. Use your new scanner to scan the following barcodes.

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 7<sup>th</sup> barcode (i.e. Reset barcode) unless you are having configuration issues.

Barcode one - Start of Configuration



Barcode two - Header



Barcode three - Tilde



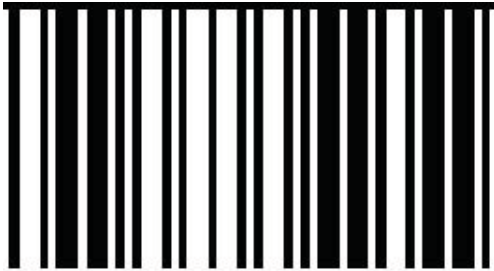
Barcode four - Set



Barcode five - Message terminator



## Barcode six - End of Configuration

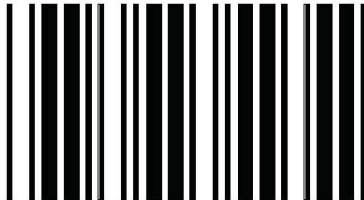


If you are having difficulty scanning the barcodes within this document, there is a soft copy available on the Retail Point of Sale 2010/11 Installation CD that you can use to print the relevant pages to scan.

## 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 2010/11 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 2010/11 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  
2010/11 and other  
POS hardware

## Retail Point of Sale 2010/11 can be used with a variety of POS devices

Retail Point of Sale 2010/11 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 2010/11 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 2010/11 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 2010/11 Installation CD contains drivers of the most commonly used devices that work with Retail Point of Sale 2010/11.

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.

Retail Point of  
Sale 2010/11  
End User Licence  
Agreement

# Retail Point of Sale 2010/11 End User Licence Agreement

THIS IS AN IMPORTANT DOCUMENT. PLEASE READ IT CAREFULLY.

By installing and activating the Retail Point of Sale software supplied with this document and the related user guides and materials (together the **Software**) you create, and agree to be bound by, a licence between Reckon Limited (ACN 003 348 730) (**Reckon**) and you. The full terms of the Licence are available on the disk on which the Software is located. 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. Important information relating to the Licence is summarised for your convenience below but you should review the full terms of the Licence.

**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. 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 verify your licence details or renew your subscription (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.

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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](http://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 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 Point of Sale CD.

# Your important reference numbers

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Customer ID:

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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](http://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](http://www.quicken.co.nz)

## Asia

Technical support is available Monday to Friday, from 9.00am – 5.00pm at US\$40 per incident support.



Singapore +65 6254 2322



[www.quicken-asia.com](http://www.quicken-asia.com)