ICRTouch

Reference Manual

March 2009

ICRTouch

Reference Manual

by ICRTouch LLP

This manual is designed as a reference guide to configuring the more complex parts of ICRTouch.

For exact flag settings the ICRTouch programming manual should be consulted.

For updates to this manual, and for further information please visit the dealer's page on our website, www.icrtouch.com
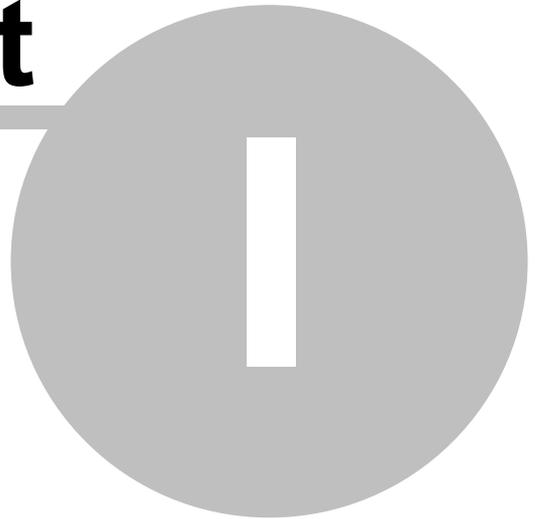
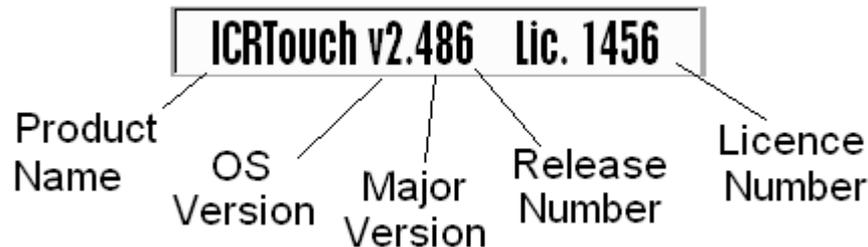# Table of Contents

ICRTouch Version Control

Part

I

1 ICRTouch Version Control

1.1 ICRTouch Version Control

The ICRTouch version number can be found by going to home mode **without** a clerk signed on. Version number information is then shown at the top of the screen where the clerk name would normally be displayed

Product Name
This identifies the ICRTouch product

OS Version
This represents the ICRTouch OS version. Version 2 is the 32bit Windows version and version 3 is Windows CE. Both versions are practically identical, will be totally compatible in a network and will maintain full file compatibility. At this time only v2 has support for chinese in the kitchen.

Major Version (2 digits)
This represents a new release of ICRTouch. Tills with different major version numbers should **never** be mixed in a network. The major version also indicates the type of release. Even numbers are official releases eg 2.48, 2.50 etc. Odd numbers are development releases, eg 2.47, 2.49. Development releases are currently in the development cycle, they are only released privately at specific dealer request. They will not have been subjected to the same rigorous testing phase as would an official release version.

Release Number
The final digit in the version number represents a release number, this is incremented each time a version undergoes a minor change. This will normally be bug fixes that have been detected after a release, occasionally features that were added after a version was released. Although it is advisable to ensure that all tills have the latest release number, no ill effects should be affected by having a network of mixed release numbers.

Licence Number
This is the licence number of ICRTouch. This licence number is used when payment codes are requested from ICR.
When hardware is deployed directly from ICR the network name of the unit is set as it's licence number. Also the ICRTouch installation CD gives the option for matching the network name with the till's licence number. This is good practice as it makes for very easy identification of tills on a Window's network. Till's drives can easily be accessed by going **Start | Run** and typing **\\LICENCENUMBER** eg **\\1456**

Customer loyalty

Part

II
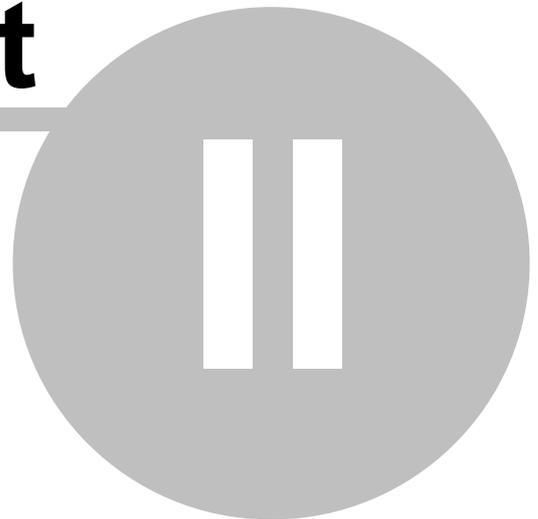
2   Customer loyalty

2.1   Overview

- Discounts by selective item Customers can have different discount rates for different types of product, eg drink could be given a 5% discount, food 10% and nothing on tobacco products.
- Customer groups Customers can belong to different groups, meaning different types of customers can be awarded different discount rates etc.
- Magnetic cards Cost effective magnetic cards can be used for logging on customers. Customers can also be logged on using a 15 digit code, eg a phone number.
- Data shared across the network A master holds sales information regarding the customers locally, all other program data regards customers are held on each terminal.
- Customer export facility The customer file can be exported with or without sales data, that can be used for mail merge in Microsoft Word.
- Prepaid/account Customer cards can be loaded with balances, and the transactions paid for using the card.
- Customer audit trail The system will maintain a journal roll for each customer. This can be printed or viewed a sale at a time on screen. Can be useful for settling disputes in a prepaid system.
- Address can be printed on receipt & kp Useful for takeaway/home delivery systems.
- Full reporting functions Full reporting on the customer file including spends, debtors, liability, blacklisted customers, debits, credits etc.
- Links to US Robotics modems for logging on customer by phone number Useful for takeaway/home delivery systems. New customers can also be also be generated at point of sale using this method.
- Account number can be used for logging on customers Account numbers can be used, including alpha numeric numbers entered via an on screen qwerty keyboard
- Customer Pictures Can be used to prompt with the picture of a customer at time of logging the customer on.

2.2 **Customers & customer groups**

Customer features

The customer features file contains all information specific to each customer, name address, lookup number etc. Each customer is linked to a customer group, the customer group file then contains programming for discount rates, loyalty types, whether the customer's are pre-paid or not etc. See customer programming earlier in the manual for more information.

Customer groups

The customer file contains information about how the customers work. This includes what type of loyalty scheme, ie discount, points. What discount rates are applied, whether they are prepaid or not. Whether they are allowed an overdraft, what is printed on their receipts etc. See customer group programming earlier in the manual for more information.

Example customer/customer group tree
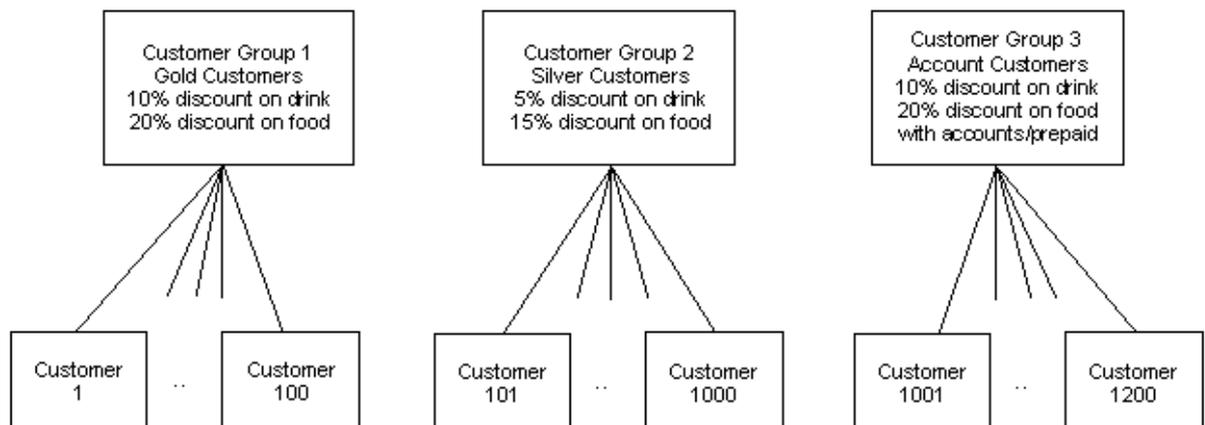
2.3   Customer related function keys

PGM3 | Function Keys | Status Keys

Customer number
Used to open a customer, using a number entered on the keyboard.

Customer inquiry
Used to print out details of a customer on the receipt printer. Will prompt for a customer memory number, but a customer card can be swiped at this point.

Customer hot card
Used to lock a customers card so that it can no longer be used at the tills. The hot card flag can be unprogrammed in PGM3 -> Customer Features. Will prompt for a customer memory number, but a customer card can be swiped at this point.

Customer transfer
Used to transfer the entire contents of one customer into another, including name, balance etc. Will prompt for a customer memory number to transfer from and to, a customer card could be swiped at these points.

View customer detail
Allows viewing of the individual customer electronic journal.

Customer CID logon
Used in conjunction with a US Robotics modem to log caller id info. When pressed a list of caller's numbers are shown, if the customer's exist in the customer file then the customer's name is shown next to it. Customers can also be logged on by typing in the phone number and pressing this key.

PGM3 | Function Keys | Transaction Keys

Pay account
Used to pay monies into a customer's account when using prepaid/account customers.

PGM3 | Function Keys | Finalise Keys

Account
Used to pay by account for account/prepaid customers.

2.4   Customer loyalty and the network

Overview

The ICRTouch customer loyalty network uses a master slave relationship, whereby the customer totals are held in a master and slaves poll the master for this information when the customer is logged on. Programming information, however, is held locally so all machines must have identical copies of the customer copy.

To configure a centralised customer file;

> **PGM3 | System Programming | System Configuration**

On all machines set **"Use centralised customer totals?"** to **Yes.**

And on one machine, the customer master, set **"This machine customer total master?"** to **Yes.**

You must perform an IRC Initialise after any changes to network configuration for the system to reconfigure itself correctly.

The customer audit trail

All transaction done with a customer are stored in the customer audit trail on the customer master. The file will store 2,000 customer transactions and up to 10,000 items of detail. The last 100 records of old data is purged when the file is full, so there is no need to do a file reset.

2.5   Creating new customers at point of sale

Overview

When new customers are logged onto the system for the first time, ICRTouch has the ability to walk the operator through filling in their details.

To configure for creation of customers at point of sale

PGM3 | Customers | Customer Control

Set **"Auto create new customers?"** to **Yes.**

If you require the user to be prompted for customer group, set **"AC prompt for group?"** to **Yes.**
If you require the user to be prompted for customer address, set **"AC prompt for address?"** to **Yes.**
If you require the user to be prompted for customer phone number, set **"AC prompt for phone number?"** to **Yes.**

Customers are determined to be *new customers* by setting the **"New customer?"** flag in customer programming to **Yes.**

This means whenever a customer with the new customer flag set is signed on, the user will be prompted for customer details, at which point these details will be recorded and the new customer flag deflagged.

Creating new customers when using account numbers

Customers can be created on the fly even when using account numbers. For this to work correctly customers must have both the "New customer?" flag set and must have an empty "Account number". When an unknown account number is entered, a new customer is created by searching for the first available customer matching this criteria. The account number, entered, at this point is added into the "Account number" field.

2.6   Using Caller ID for logging on customers

Overview

ICRTouch can interface with most modems that have caller id support in order to capture caller id information and enable customers to be logged on using their phone number. This is most useful for home delivery environments.

It is very important to understand that only *some* modems support Caller Id and of these only *some* of them support Caller Id on a UK BT line as this uses a different standard to the American standard that many others support. UK Cable uses the American CID standard so most modems with Caller Id support will work on one of these lines.

As from ICRTouch v2.525 we also have support for the Crucible Technologies Caller Id unit. This is a custom designed unit that connects between the phone line and the RS232 port of the till. It is designed only to do Caller Id and does it well. It's a little more expensive than a modem but we have been very pleased with this product,

To configure for caller id logging

1. Connect and configure a modem

> **PGM3 | System Programming | IO Parameter**
>
> For the Crucible Technologies device this **must** be set to Device Type: **Crucible Tech CID Unit**, baud rate **1200**, **No Parity**, **8** data bits and **1** stop bit.
> (For the Crucible Techonlogies Satellite 3 & 6 the settings are the same apart from baud rate which is **9600**)
>
> For modems we'd normally suggest a baud rate of **38400**. The device type must be set to **Modem**.

2. Set the initialisation string

> **PGM3 | System Programming | System Flags | Comms Control | Modem Init String**
>
> For US Robotics modems set the modem string to **AT&F#CID=1&Y0&W0**
> For Rockwell {inc USRobtics USB} modems set the modem string to **AT&F+VCID=1&Y0&W0**
> You can also try changing the **CID=1** to **CID=2** for RAW support in case the modem doesn't support interpreted mode.
>
> For other modems see the modem manual on how to turn on Caller ID. This can be tested in HyperTerminal, the expected format is NMBR = 01983822008 {inc the spaces} or for RAW format MESG = 80.............
>
> For the Crucilble Technologies device this step is unneccesary as the caller id is always on.

3. To log customers onto the system you require a **CUSTOMER CID LOGON** button

> **PGM3 | Function Keys | Status Keys**
>
> Once this button is configured, you can press it to give a list of the most recent phone numbers with customer name against them if they exist in the main file. You can also manually key in a phone number and press this button to log a customer on.

4. If you require the phone number to appear on screen when it first rings;

> **PGM3 | Customers | Customer Control**

Set **"Show CID info on display?"** to **Yes.**

Auto creation of customers at point of sale

Customers can be created automatically at point of sale as on the previous page. For this to work effectively customers must have the **"New customer?"** flag set to **Yes** and must have an empty phone number field.

Other notes

1. You must have a Caller ID enabled line, this is a in the case of BT it is a select service that must be paid for.
2. Multiple modems can be used on a single machine to govern multiple phone lines
3. New phone numbers are broadcast round the network, so only one machine needs to be connected to a phone line
4. If you also intend to use a modem for a connection to a back office PC then there are things you need to take into account.
>   i. You will have to use a separate modem for back office pc comms
>   i. The back office PC modem must be the first modem in the IO Parameter list
>   ii. You will not be able to use the init string to configure the modem. All modems will have to be programmed by hand using a modem programming utility, and they will have to be set on a fixed baud rate for them to be able to communicate with the till correctly.

Supported modems

At this time the only known external modem to fully support CID on a BT line is the Professional US Robotics Courier. The external US Robotics Fax Modem does support BT Caller ID however we have found that it sporadicly locks up for no real or apparent reason requiring a power cycle to bring it back to life.

Most modems that support Caller ID will usually work with UK Cable.

We have found with just about all modems that they do not store the setting for Caller Id in flash. Meaning if a modem is powered on and off it will stop sending caller id information. For this reason ICRTouch resends the caller id command to a modem once every minute to refresh this setting.

The Crucible Technologies caller id unit is available from www.crucible-technologies.co.uk, the device is called the CTI Meteor Plus {hardware only} and can be purchased for about £90. Ensure you follow the link to the CTI Developers section as the unit on the front screen is more expensive and comes with bundled software,

2.7 Configuring 3rd party server for Fidelity Instant Loyalty

Overview

ICRTouch can interface with customer loyalty applications produced by 3rd party software vendors. Here is an overview of the interface with Instant Loyalty by Fidelity. This is a real time customer loyalty application that uses the ICRTouch front end for normal POS applications but seamlessly integrates with Fidelity Instant Loyalty on the back for processing of customer loyalty information. This system can even be used over a WAN, not only collecting customer sales information, but also allowing for real time account balances.

To configure for Fidelity Instant Loyalty

1. Configure main system flags

> **PGM3 | System Programming | System Flags | 3rd Party Customer Server**

> **Directory for server files**
> Set in here the location of the shared directory with the Fidelity server.
> UNCs are acceptable eg \\server\share

> **Site number**
> This is the site number for the tills. This is only necessary when using multi site connected to the server via a WAN.

> **Enclose fields using " in .csv export file?**
> Leave this as No.

> **Uses track 1 mag card swipes?**
> Leave this as No. Unless you are using loyalty cards with the number encoded on track 1.

> **Uses track 1 mag card swipes?**
> Leave this as No. Unless you are using loyalty cards with the number encoded on track 1.

> **Uses track 2 mag card swipes?**
> If you are using loyalty cards then they are usually encoded on track 2, set this to Yes.

> **Auto receipt when customer is used?**
> This is down to preference, but means that when a customer is logged onto a sale, a receipt will be issued regardless of the receipt switch setting.

2. Configure function keys

Fidelity Instant Loyalty uses standard ICRTouch customer loyalty keys, but they have a flag on them **"Use 3rd party customer server (NOT ICRTouch)?"**, this should be set to Yes to indicate that the loyalty system is being "outsourced".

> **PGM3 | Function Keys | Status Keys**

> **Customer Number**
> This key is used for logging on Fidelity customers

> **Customer Inquiry**
> This key is used for doing a customer balance enquiry

> **PGM3 | Function Keys | Transaction Keys**

Pay Account
When using account balances, this key is used to pay money into the account.
No additional programming is required on this key, as it will automatically work with whatever type customer is logged onto the system.

Exchange Points
When using points, this key can be used to pay off part of the balance using points.
No additional programming is required on this key, as it will automatically work with whatever type customer is logged onto the system.

PGM3 | Function Keys | Finalise Keys

Account
When using account balances, this key is used to pay for the current transaction using an account balance.
No additional programming is required on this key, as it will automatically work with whatever type customer is logged onto the system.

3. Configuring customer loyalty functionality

All functionality as regards customer loyalty is determined by settings in Instant Loyalty and the ICR Server both supplied by Fidelity. For further information on the functionality of the customer loyalty system please consult Fidelity.

Using magnetic cards with Fidelity Instant Loyalty

When a magnetic card is swiped it is first checked to see if it falls into one of the ICRTouch formats, {clerk, check, loyalty or employee}, if it does then the card is dealt with internally. If it does not then providing the appropriate flag for accepting magnetic card tracks is set to Yes then the entire contents of that track is passed to the Fidelity server for processing.

For magnetic card format please contact Fidelity.

ICRTouch format loyalty cards are not used with Instant Loyalty.

When using magnetic card readers with ICRTouch, they must be configured to send down start and end sentinel characters. ICRTouch uses this information to know that a magnetic card has been read, without this information the magnetic card will be ignored.

If photo's are being used for customer validation then you must ensure that you are using the Win32 version of ICRTouch (Version 2), the 16bit version (Version 1) does not support on screen photographs.

Other notes

Do not configure magnetic card format in **PGM3 | System Programming | System Flags | Fidelity** this is for interfacing ICRTouch to Total Control which has an off line customer loyalty system. Configuring magnetic card format in here for cards that are to be sent to Instant Loyalty will mean that they will be treated as Total Control cards and will not make it as far as Instant Loyalty.

2.8   CRB (Impact) coin & note reval unit

Overview

ICRTouch can now interface with the wall mountable coin and note revaluation unit supplied by CRB (Impact). The unit is used to customer account balances in an ICRTouch loyalty system in particular in a prepaid environment such as a golf club.

Configuration

The reval unit should be connected to the customer tracking master, although it can be connected to any unit in the system. Operation speed will be faster when connected to the master as will error handling.

The reval units communicate via RS485, however they are supplied with an RS232->RS485 converter that allows them to be connected directly to an RS232 port on ICRTouch.

The serial port parameters are;

Baud Rate:	**9600**	
Parity:	**None**	
Data Bits:	**8**	
Stop Bits:	**1**	
Connect Device:		**CRB Reval Unit**

This is the only configuration required for the unit, upon restarting ICRTouch (or if left for a period of time) the reval unit should display the welcome message. If it doesn't then it is not configured/connected correctly.

Note, at this time only one reval unit can be connected to any 1 terminal in the system. Multiple units can be used but must be connected on a per terminal basis.

Magnetic card format

Unfortunately the CRB reval unit will not accept track 1 magnetic cards, which means it will not accept standard ICRTouch customer cards. We have added support to ICRTouch for a second type of loyalty card that uses track 2, the format of this is; XXXXYYYYY (9 digits) where XXXX is the 4 digit site id (as set in Customer Control) and YYYYY is a 5 digit customer number. eg 106400156 would be customer 156 in site id 1064.

Track 2 custom format cards can also be accepted by both ICRTouch and the CRB reval unit.

Using the CRB reval unit

Operation is very simple and straight forward. The user swipes their magnetic card in the unit, they are then displayed with their customer name and current account balance. They then load money in to the unit, the display updates to show the money they have loaded into the unit and their new customer balance. When they have finished loading money into the unit they press the red button to log themselves off of the unit. If no money is inserted into the unit for a period of 25 seconds the customer is automatically logged off of the unit. 7 seconds prior to being logged off the unit will stop accepting money.

Log file

A text log file is generated in the ICRTouch directory of all operations performed on the reval unit, it's

filename is reval.log. The log file is generated at action level, in that it will display every action performed on the unit, such as card swiped, coin entered, button pressed etc.

Hardware connection note

We found when we connected up the unit we intergrated with that the RS232->RS485 converter didn't supply the appropriate hardware handshaking lines, accordingly the till believed the unit to be offline all the time. This is easily indicated by the "DEVICE ERROR" flashing in the bottom of the screen for the serial device that the reval unit was connected to. *Remeber that the 3 serial status indicators at the bottom of the screen are not Serial 1 to 3, but are instead Serial Device 1 to 3. Thus if you have a device programmed in IO Parameter on Serial 2 and another on Serial 4 and no other devices programmed, then the first status box would be used to indicate Serial 2 and the second for Serial 4.*

To make ICRTouch see the reval unit as being online (so that it can communicate with it) we found it necessary to short together pins 7 & 8 on the converter on the till side.

2.9   Customer Pictures

Customers can be attached to a picture, this allows a picture (full colour photo) to be attached to a customer that can prompt the user Yes/No when the user tries to log the customer on.

Location for Customer Pictures

Customer Control | Directory for Customer pictures

Enter in here the directory where your pictures are stored. This can be a local folder eg **c:\icrtouch\pictures** or a UNC eg **\\server\pictures**. If no directory is entered the root ICRTouch directory is used.

Filename Format

R{NUMBER}.jpg - Where **{NUMBER}** is the account number of the customer
or
M{NUMBER}.jpg - Where **{NUMBER}** is the memory number of the Customer (1-MAXCUSTOMER)

eg **RMN23.jpg** for Customer with the account number or **M56.jpg** for Customer 56.
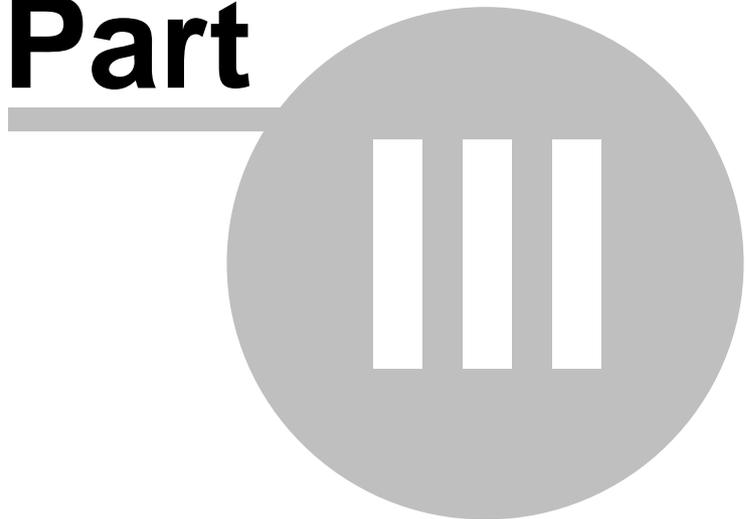
Either format can be used, but the system will always go for the account number format first.

File Format

Only jpgs are supported. The size of the dialog is 320x320 pixels, images smaller than this will be centred in the dialog, images larger will be cropped.

Part III

Hardware connection

3   Hardware connection

3.1   Connecting and configuring devices

In an ICRTouch network all terminals can print to any printer connected to any terminal. There are 2 parts to configuring ICRTouch for external devices such as printers etc.

1. IO Parameter file

The IO parameter file for a serial device needs to be setup on the terminal that the device is physically connected to only. The serial parameters for the device will need to be set up to match the device that is plugged into it, eg baud rate etc. The type of device connected to the port will also need to be set.

2. Device connection file & Kitchen printer connection file

The device connection file contains the location of each device. This needs to be set up on all terminals that are using the physical device. For each device in the table that is going to be used, you need to tell the system which machine the device is plugged into, and also which serial port the device is connected to, even if the device isn't physically connected to this machine, this is so that the system knows where to send the printed data A backup route can also be programmed for most devices, this is programmed in the same way as the primary connection, ie connected machine and port number. In the event of the primary device failing data will automatically be re-routed to the backup device without user intervention.

Customer displays, journal printers and cash drawers can only be connected locally to a machine.

3.2 Hardware connection

Connecting printers

Printers can be connected using standard 9 way to 25 way RS232 printer leads. Only RS232 printers are supported.

Alternatively you can make your own up;

```
         PC                                    Printer
    9 Way 'D' Female                       25 Way 'D' Male

    Tx    3 ──────────────────────────────── 3     Rx
    SG    5 ──────────────────────────────── 7     SG
    CTS   8 ──────────────────────────────── 20    DTR
```
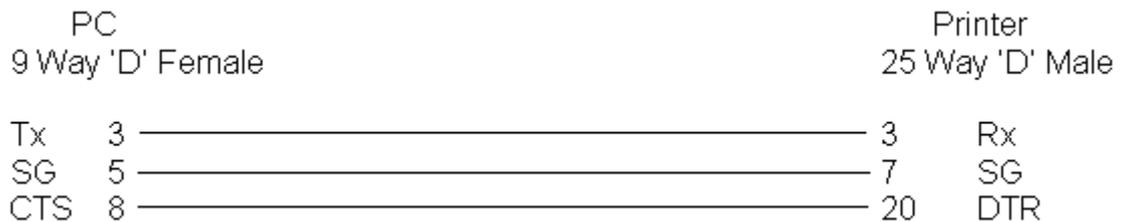
Connecting a barcode scanner

Barcode scanners can be connected either in the keyboard port, or via a serial port. The scanner should be set to send the barcode number only, followed by a carriage return. No other data should be sent. ICR recommend the use of keyboard wedge scanners wherever possible.

Connecting a magnetic card reader

Card readers can be either keyboard wedge or serial. The card reader should be set to send down both tracks 1 & 2, and to send start and end sentinels. Without sending of start and end sentinels, ICRTouch will not recognise that a card has been swiped. ICR recommend the use of keyboard wedge mag card readers wherever possible.

You can have multiple devices plugged into the keyboard port.

3.3   Network connection

Network cable specification

Pins facing foward
1   8

1	2	3	4	5	6	7	8
w/g	g	w/o	bl	w/bl	o	w/br	br

All RJ45 patch leads and wall ports are wired direct pin to pin, and the same colour configuration should be used through the s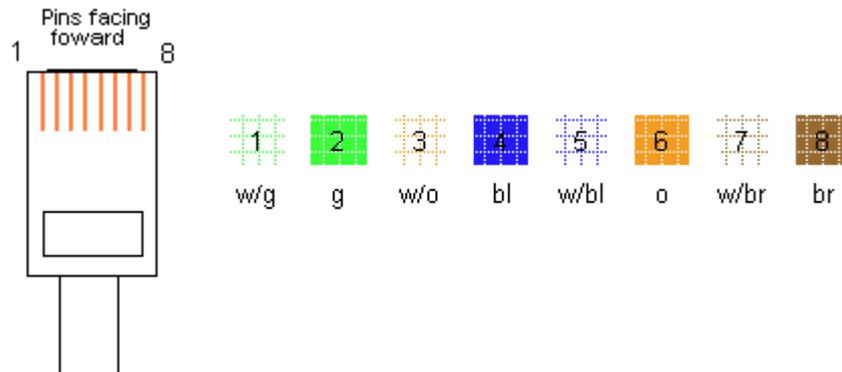ystem. Each till MUST go back to a port of it's own on a hub. RJ45 patch leads can be made up to go between RJ45 wall ports and the network port on the touch screen. Alternatively they can be bought pre-made from any computer supplier, they are exactly the same as standard office network patch leads.

In a PC network it is very important that the colour scheme as above is followed **exactly**. In PC networking 2 pairs of cables are used, one pair across pins 1 & 2 and another across 3 & 6. If these pairs are not configured correctly then the result **will** be poor network performance.

Connecting 2 tills directly without a hub

For a 2 till network they can be connected directly without the use of a hub, in order to do this you must crossover the network cable. The connections for one of the RJ45 plugs should be as above, the connection for the second should be as below.

1	2	3	4	5	6	7	8
w/o	o	w/g	bl	w/bl	g	w/br	br
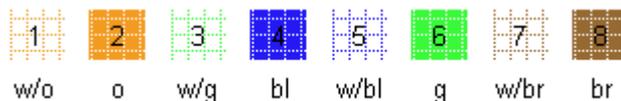
You'll notice that with this configuration the pair across pins 1 & 2 go to 3 & 6 and vice versa.

NOTE, this cable will only work connecting 2 tills directly together, it will not work when used with a hub. Likewise 2 tills CANNOT be connected together using a standard patch lead without a hub.

Example System

Each till must go back to a port of it's own on the hub

EFT Servers sit on the network with the tills

Back office PC's sit on the network with the tills

Hubs can be linked together via the Uplink port on the first hub, and a standard port on the other hub, this can also be useful if you have tills in separate parts of a building, in which case you'd only need to run one piece of cable between the two areas

Access points for wireless networking should be plugged into a hub.
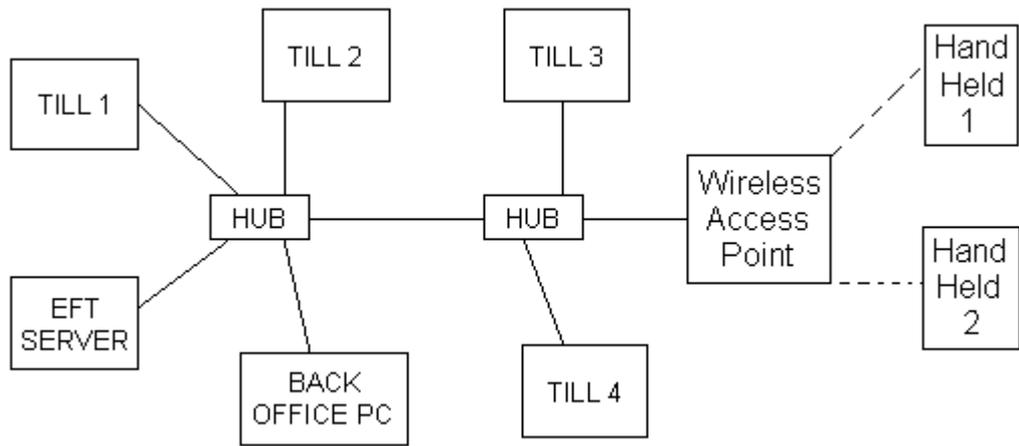
3.4 Connecting a back office PC

There are 2 methods of connecting a back office PC to an ICRTouch tills system. Direct network connection or remote connection via modem.

Direct network connection

This method should always be used when the back office PC is local to the ICRTouch till system. Connection is via standard network cable with the PC connected to the hub with the tills just like the tills. It is also possible to connect a PC to a till directly using a "cross-over" network cable.

For network connection the backoffice PC you may use either TCP/IP or IPX/SPX. ICRTouch side does not require to know which protocol the back office PC is set to communicate with as it will simply respond with the same protocol. If you use IPX/SPX then you must have to protocol installed at both ends. To check this;

> On Win98, **Control Panel | Network** and check that the **"IPX/SPX-Compatible protocol"** is loaded.
> If it is not, select **Add | Protocol | Microsoft | IPX/SPX-Compatible protocol**

> On WinXP, **Control Panel | Network Connections**, right click on **Local Area Connection** and select **Properties**. Check that **"NWLINK IPX/SPX/NetBIOS Compatible Transport Protocol"** is installed.
> If it is not, select **Install | Protocol | NWLINK IPX/SPX/NetBIOS Compatible Transport Protocol**

There are no other settings required for IPX networking.

If you are using TCP/IP then you must have the proctocol installed and a valid IP Address configured at both ends.

Remote modem connection

Till side configuration

1. Connect and configure a modem

> **PGM3 | System Programming | IO Parameter**

> ICR recommend using a baud rate of 38400 as overall this seems to give the best speed. At faster speeds more retries happen, causing comms speed to be slower.

2. Set the modem initialisation string

> **PGM3 | System Programming | Comms Control | Modem Init String**

> The recommended init string is **AT&FS0=1&Y0&W0**

> **S0=1** tells it how many rings to answer after, 1-9 are valid values. 0 means do not answer

When the till boots it should acknowledge with an ok each initialisation command one at a time. If the till responds "Timeout" then the till is not communicating with the modem. If the till responds "Error" then one of the commands is written incorrectly.

All communications are dealt with the modem internally, ICRTouch does not use dial up networking or anything else for communications.

PC Side configuration

Modem communications at PC side should be dealt with internally by the software application. There is no need to have IPX loaded for modem comms, nor is it necessary to configure dial up networking. If you are having trouble communicating via modem then there is an application developed by ICR, File Editor, that can be downloaded from our website, www.icrtouch.com, this has modem communications built in and is a good test of the underlying set without any 3rd party software involvement.

Multi till communications via modem

For multi till networks polled by a back office PC there is no extra configuration required for a multi till setup. ICRTouch will automatically gateway all PC communications through modem directly to the relevant till. For example if the modem is connected to till 2 and the PC wants to communicate with till 1, then all data is forwarded directly to till 1 as if the PC were directly connected to it.

3.5   Connecting an Avery FX120 Scale

UK Weights and Measures Approval

ICRTouch has UK approval for an interface with an Avery FX120 scale. Our approval number is **GB-1208** and can be used with any CE marked pos hardware with a customer display.

Connecting the scale

IO Parameter settings are; **2400 baud, EVEN Parity, 7 data bits and 1 stop bit**. Connected device is **Avery Scale**. There is no route to setup in Device Connection.

```
        ICRTouch                                    Scale
     9 Way 'D' Female                            9 Way 'D' Male

   Rx    2 ──────────────────────────────────── 2    Tx
   Tx    3 ──────────────────────────────────── 3    Rx
   SG    5 ──────────────────────────────────── 5    SG
   RTS   7 ─┐                                 ┌─ 7    CTS
   CTS   8 ─┘                                 └─ 8    RTS
```
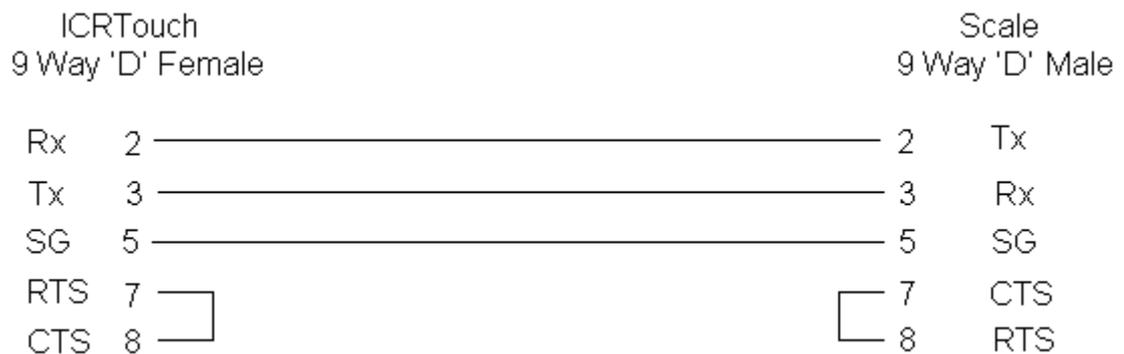
You will also require the dll file Scale.dll available from ICR which adds scale communications functionality to ICRTouch, this must be placed in the ICRTouch folder of each till.

Programming

You will need to allocate a weight key to the keyboard, this is a Status Key.
There is a flag on the PLU to indicate that it is a weight PLU, when set registering th PLU will cause it to fetch the weight from the scale.

Manual weight entry is possible by entering the weight first, then pressing the weight key followed by the PLU. The PLU must be configured to allow keyed weight entry.

It is not possible to change the Kg symbol when interfaced with a scale.

3.6 Using the USB MS Cash Drawer

For Windows XP

If you plan to use the USB MS Cash Drawer supplied by International Cash Drawer in Ireland you will need to install the driver first, otherwise ICRTouch will complain "Unable to find MSPOS_USB.DLL".

This can be downloaded from http://www.mscashdrawer.com/tech_info_3.php

There are 2 types, the older type {item 3.} and the newer HID Type {Item 4.} These have been HID now for some 6 months so the latter is most likely the driver you will require.

It should be easy to tell, as the HID wont ask for a driver when it is plugged in as XP has built in generic support for HID equipment, whereas the former will.

Run the install then copy the MSPOS_USB.DLL file from the it's install directory {probably Program Files\M-S Cash Drawer} into the System32 directory so that all applications can see it {*ICRTouch included*}

The dipswitches on the back of the drawer determine which drawer number it is, ICRTouch supports up to 2 - see MS Cash Drawer instructions for this.

There is also a test utility in the MS Cash Drawer folder that enables you to test whether the drawer works or not on the machine.

=======

Please note none of the above applies to Windows CE {*except the dipswitch/drawer number bit*} All Windows CE images supplied by ICR v1.14 onwards contain built in driver support for the HID type cash drawer - the older type is **not** supported.

3.7   Connecting a Coin Dispenser

ICRTouch interfaces with the Telequip T-Flex coin dispenser.

Connecting the dispenser

The device must be connected using the supplied RS232 cable. ICRTouch communicates directly with the device, no 3rd party software or OPOS drivers should be installed as these may interfere with ICRTouch's ability to communicate.

IO Parameter settings are; **9600 baud, EVEN Parity, 7 data bits and 1 stop bit**. Connected device is **Telequip T-Flex**. There is no route to setup in Device Connection.

Programming

Once the coin dispenser device is setup in IO Parameter ICRTouch will automatically push change amounts through it.

There are some additional settings that can be found in **PGM3 | System Programming | System Flags | Comms Control**

Limit dispensed coins to:
Whole numbers above this amount are not dispensed as change eg if you had 5.00 set and £17.50 change were to be awarded then only £2.50 will be dispensed.
0 means this setting has no effect.

Do not dispense if change is more than:
If the change amount is equal to or exceeds this value then no change will be dispensed.
0 means this setting has no effect.

Also display total change in input window?
When set the total change is displayed in brackets in the input window

Additional Notes

Only change for the first currency is dispensed.

Euro/Sub currency

Part

IV

4 Euro/Sub currency

4.1 Overview

ICRTouch allows use of a sub-currency, typically used in the UK to cover the Euro.

4.2 Sub currency main flag settings

PGM3 | System Flags | Currency Exchange

Local to EURO(sub) exchange rate
The exchange rate to 6 decimal places for the conversion from the local currency to the sub currency. Any amounts in local currency will be multiplied by this value to arrive at the sub currency equivalent.

EURO(sub) decimal places
Number of decimal places used for the sub currency.

Show EURO(sub) total in REG window?
The sub currency total is always displayed at the bottom of the REG window with the local currency.

Show EURO(sub) total on receipt/journal?
The sub currency total is always printed on the bottom of receipts, the journal and bills with the local currency.

Show EURO(sub) total on cust display?
The sub currency total is always displayed on the customer display with the local currency.

Change in EURO(sub) (No, local)?
When set, the change is always in EURO's. When set to no the change is always the local currency.

EURO(sub) uses 2nd drawer?
The 2nd cash drawer is fired to store EURO tenders/change.

Show change in both currencies?
The change amount is printed in the 'other' currency as well on the receipt, journal and registration window.

4.3 Sub currency change over function

PGM3 | System Flags | Currency Exchange | **Run EURO(sub) change over function**

This converts all preset prices AND sales data from the local currency to the sub currency, using the currently programmed exchange rate. Currency symbols and decimals places are also copied across. The sub currency function will then be turned off, and the system will function as a Euro, single currency system.

Preset tenders and discount button are left at the same value, although their decimal place will be converted if necessary. Ie a £10 preset tender key would remain as a €10 preset tender key. Keyboard text however, will need to be updated manually.

This function needs to be run on each till in a system.

The function will only take about a minute to complete.

Once run this process can only be reset by manually changing back.

4.4   Sub currency function keys

PGM3 | Function Keys | Status Keys | Subtotal

Subtotal is EURO(sub)?
The displayed subtotal will always be shown in the sub currency. If used in conjunction with the toggle flag below, then the first currency to be displayed will be the EURO currency.

Toggles between EURO(sub) and local?
Each time the subtotal button is pressed it will switch between showing the local subtotal and the EURO subtotal.

PGM3 | Function Keys | Status Keys | Euro Shift

The Euro shift function is used to specify that the next tender is going to be in sub-currency.
Press the Euro shift button, then enter the amount to be tendered in Euro's, then press a standard cash button.
The Euro shift function only works with finalise keys of type 'cash'. The function also works with preset tender buttons. All tenders go into the Euro in drawer totals, instead of the local currency totals. The Euro shift is reset for the next tender operation.

PGM3 | Function Keys | Finalise Keys | Cash

Tendered amounts in EUROs(sub)?
This finalise key is then a EURO only finalise key. All tendered amounts are in Euro's. All tenders go into   the Euro in drawer totals, instead of the local currency totals. There is no need to use the Euro shift button when the Euro flag is set.

4.5   Sub currency texts

PGM3 | System Programming | Fixed totalizers

New in drawer totals added at records 31 to 39 for Euro in drawer. All Euro tender amounts whether tendered through a Euro flagged cash button, or by using the Euro shift button will go into their Euro in drawer totals. All Euro change amounts will come out of their equivalent Euro in drawer total.

PGM2 | Fixed characters

The currency symbol for the Euro is the second currency symbol and can be up to 4 digits in fixed character record 6. ICRTouch fully supports the Euro symbol (€), and with all *compatible* external devices.

4.6   Sub currency samples

Registration window showing totals in both currencies

Sample receipt showing totals and change in both currencies

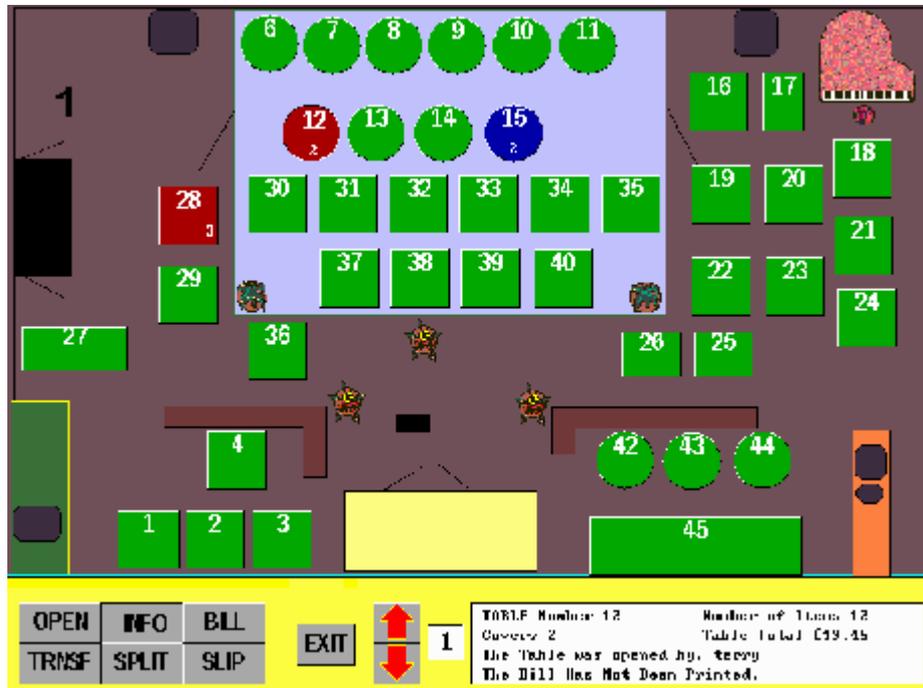Registration window showing total and change in both currencies

Floor plan

Part V

5 Floor plan

5.1 Sales mode usage

Green table, the table is free
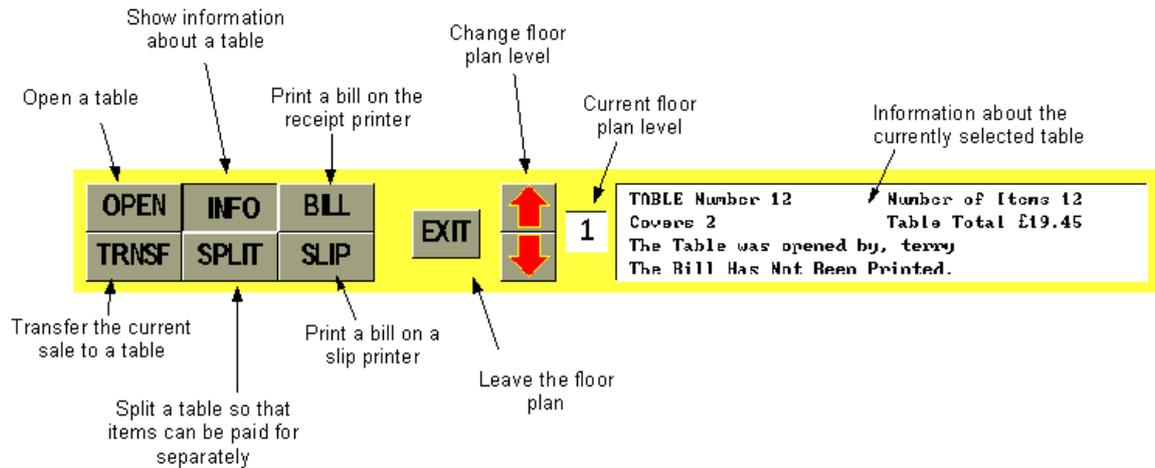
Red table, the table is occupied

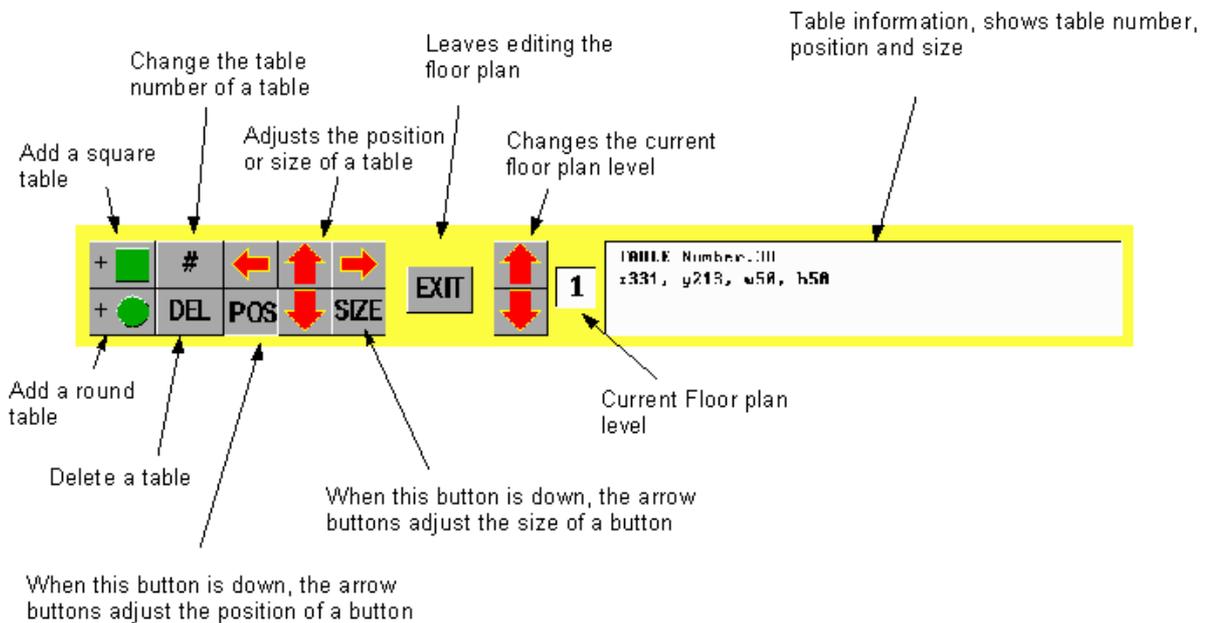Blue table, means the table is occupied, but a bill has been printed

Table number

Number of covers

- Individual clerks can be set to default to the floor plan at sign on, **PGM3 | Clerk | Clerk Features**.
- Individual terminals are set as to which floor plan level they default to, **PGM3 | Machine Features | General Feature | Check Tracking**.
- The background images for the floor plans can be changed, *see manager mode floor plan*.
- Tables can be transferred from 1 table to another, by first opening the table that you wish to transfer from, and then using the table transfer function to transfer to the new table.
- The split table function can be used to 'split' items out of a table, these can then be paid for separately, or can be transferred to another table or check.
- In a centralised check system, all of the table information is retrieved from the check tracking master. At the point of going into the floor plan, all table information is up to date. If the floor plan is left on the screen, then the data could become out of date as other tills use tables, table information will be updated approximately once a minute. Even if table information is out of date on a satellite, the system will not allow a table to be opened that is currently open on another terminal, as the master is always enquired before any operation on a table is performed.
- Check number busy messages will occur if another clerk has a table open and you attempt to open that table, also remember that you can have clerk interrupt and table/check tracking at the same time, so an interrupted clerk can still have a table open. This option can be turned off, by turning on the auto new balance flag in **PGM3 | Machine Features | General Feature | Check Tracking**. However if you have auto new balance turned on and have a table open with KP items in it and you are interrupted these items will at that point go to the kitchen, and the table stored away.

- Number of covers and table number being shown on the floor plan can be changed in **PGM3 | Machine Features | General Feature | Check Tracking**.

5.2   Modifying the floor plan

Change the table number of a table

Add a square table

Adjusts the position or size of a table

Leaves editing the floor plan

Changes the current floor plan level

Table information, shows table number, position and size

Add a round table

Delete a table

Current Floor plan level

When this button is down, the arrow buttons adjust the size of a button

When this button is down, the arrow buttons adjust the position of a button

- The floor plan supports up to 10 floor plan levels.
- The floor plan background images are standard 256 colour 800x600 Windows .bmp files. They must be saved with the file name FLOORPLN.BMP for floor plan level , or FLOORP?.BMP for levels 2 to 10, eg FLOORP3.BMP for level 3. A package such as Ms paint can be used to create a floor plan image. To add/change a floor plan image, a recommended method is to copy the floor plan image with the appropriate filename to a floppy, and then use the backup/restore function in manager mode to 'load' the floor plan image in. *NOTE if you are adding an extra level to the floor plan the new level will not normally become active until the system is restarted.*
- The number of floor plan levels available to the system is controlled by the image files available, ie if floor plan images up to FLOORP4.BMP exist, then there will be 4 floor plan levels available. *NOTE floor plan levels must be contiguous.*
- Holding down the arrow buttons whilst resizing/moving a table causes it to be resized/moved faster.
-

Hairdressing Specification

Part

VI

6   Hairdressing Specification

6.1   Overview

- The ability to change stylist mid transaction The enables the system to deal with transactions whereby multiple stylists have dealt with a single customer.
- Cashier commission The system will automatically calculate commission due to each stylist. Commission rates can be different for each stylist with up to commissions available for different types of product/service.
- Individual totals for each stylist End of day reports can show totals for each stylist, for services, product sales etc.
- Different pricing structures for each stylist More experienced stylists can have a different pricing structures than less.
- Customer loyalty The customer loyalty system can be used to track when customers last visited, what products they regularly purchase. This information can also be exported for Microsoft Word mail merge.
- Discounts Discounts can be given either manually or as part of the customer loyalty, this can be preset to only discount services and not products.

6.2   Configuration

Configuration for hairdressing spec

Clerk Configuration

PGM3 | Clerk | Clerk Features | Price level at sign on
You can set a preset price level per clerk, this enables a sperate pricing structure per clerk to be available.

PGM3 | Clerk | Clerk Features | Commission rate 1 - 4
Up to 4 commission rates per clerk can be configured in here. Each PLU has a flag to say which commission rate it is linked to.

Function Key Configuration

PGM3 | Function Keys | Status Keys - Clerk Change
The clerk change key works exactly like a normal sign on key except that it allows the clerk of the current sale to be changed without interfering with the sale. This way 2 cashiers can have dealt with a single customer, whereby cashier 1 sign's on, registers the business that they have done, then cashier 2 uses the Clerk Change key to take over the sale and register the work that they have done.

PLU Configuration

PGM3 | PLU | PLU | Commission 1- 4
If cashiers are to be awarded commission on services then the appropriate commission rate flags can be set.

Commission Text

PGM3 | System Programming | Fixed Totalizors - Records 44 to 47
The text for Commission 1 - 4 can be changed here

Time & Attendance

Part VII

7 Time & Attendance

7.1 Overview

ICRTouch has a fully comprehensive Time & Attendance management system.

This effectively has 2 levels of operation;

Strict

If you configure shift patterns and job functions and then assign these to operators then the system will calculate exact work time, based on the times they are meant to start and finish work, allowed grace time (lateness before being penalised) and break times.

The system will deduct work time based on lateness outside of the grace time and round up to the next time slot based on the rounding setting.

Open

If you configure no job functions or shift patterns then purely clock in and clock out times are recorded with no adjustments made for lateness etc.

Clocking in/out can be performed using magnetic cards, secret numbers or iButtons.

7.2 Configuration

Configuration settings in ICRTouch

Employee Shifts

PGM3 | Clerk | Employee Shifts

Within here shift times are setup, eg morning shift, afternoon shift etc. You can also set the time period during which breaks can be taken, and how long they can be late before incurring a penalty.

Employee Jobs

PGM3 | Clerk | Employee Jobs

Job functions can bet set in here, eg chef, cleaner etc. Each job can have up to 5 shift times set per each day of the week.

Linking clerks to Jobs

PGM3 | Clerk | Clerk Features

Each clerk can be linked to up to 4 job functions.

Main status flags

PGM3 | System Programming | System Flags | Time & Attendance

The rounding time can be set in here as well as whether the system will log time changes and flag that an employees work time could have been affected by the time change or not.

Master/Satelite configuration

PGM3 | System Programming | System Configuration

You must setup one time and attendance master and all the unit must be satelites, this way clocking in and out operations can be performed on any terminal in the system.

7.3   Reporting functions

The following Time & Attendance reports are available, these can be found in X/Z Mode | Period 1 Reports | Time & Attendance

Clocked In

This is a simple report that lists all employees that are clocked in, it also shows if they are on a break.

Hours Worked

This lists each employee in turn, followed by each day they have worked showing there start and end times for that day including breaks (denoted by a 'b'). Infringements, lateness etc, is denoted by an 'i' next to the time.

A worked time is given for each day with a total at the bottom.

Audit Trail

This allows access to the raw clocking in and clocking out data, showing each time & attendance operation as it is performed.

The time & attendance file is 10,000 items long, either the Hours Worked report or the Audit Trail report should be performed as a Z on a periodical basis to clear the file down. Performing the Hours Worked report as a Z will only clear down work times that have been clocked out, anybody currently in the middle of a work day will not be cleared down.

Hotel PMS Systems

Part VIII

8   Hotel PMS Systems

8.1   Overview

From version 2.52 ICRTouch has 6 options for posting to hotel PMS systems.

These are;

ICRTouch Specification

A shared text file interface using our own protocol. You can also set up a demonstration interface using this specification.

Remote Audit Printing

A simple system that prints hotel postings to a remote audit usually in the front desk. For hotels who do not have or require a direct link to a PMS system.

Micros 4700 Emulation

Emulates the RS232 interface of the Micros 4700.

Casio QT2000 Emulation - IPL v4.00

Emulates the shared text file interface of the Casio QT2000 without the need for IOPB12 or VHS.

Guestline

A direct interface into Guestline using their OCX.

RezLynx

A direct interface into RezLynx over the internet.

GuestMaster

 A shared text file interface into Guestmaster using their protocol.

In order to post to a hotel PMS system you will need to configure the following;

A **Hotel Transfer Finalise Key**, this is used to initiate the post to the PMS.

System Flags | Hotel Posting, in here you need to configure the PMS type and other configurable settings

System Programming | Device Connection & **System Programming | IO Parameter**, for the RS232 based systems you will need to configure a device and a route.

8.2   ICRTouch Hotel Server Spec

Overview

ICRTouch Hotel Server Specification is our own interface developed by ICRTouch, when used with an appropriately configured PMS system it will offer the greatest level of functionality. The interface functions through shared text files, stored in a common directory {*normally on the hotel server*} that both the hotel software and all the ICRTouch terminals have full read/write access to.

How it works

The file **RoomFile.Txt** is generated by the PMS system and contains all the details of the rooms that are valid. ICRTouch will look for the presence of this file in the location as specified in the setting **Directory of hotel server**, if it is unable to see/access this file then ICRTouch will through the error **UNABLE TO OPEN ROOM ACCOUNT FILE**. Errors such as **ROOM NUMBER NOT FOUND** and **NO FOLIOS FOR THIS ROOM FOUND** would indicate that ICRTouch has successfully seen the file and that the rooms are not populated correctly in the file by the PMS.

Each time ICRTouch performs a posting to a room it appends details of the posting to the file **Postings.Txt**. The method of posting is offline, in that the hotel PMS software does not need to be running and will process all posts in the **Postings.Txt** file when it starts.

If ICRTouch throws the error **Unable to Create Output file**, this would imply that the till running ICRTouch does not have write permissions to the share where the hotel data is being performed.

Both RoomFile.Txt and Postings.Txt are text files and can be examined with a text editor {eg notepad} during testing to ensure that the correct information is present.

Settings specific to ICRTouch Spec

Under **System Flags | Hotel Posting**

Set **Hotel System** to **ICRTouch Server Spec**
Set **Directory of hotel server** to a UNC or if preferred map network drive of where the **RoomFile.Txt** file is created by the PMS. eg \\SERVERNAME\HOTELSHARE
Set **Allow Alpha Room Numbers** to **Yes** if the connected PMS can accept alpha numeric room numbers.
Set **Post Group Totals (No, dept)** to **Yes** if you wish PLU Group totals to be used, leave as no otherwise.
Set **Use shift allowances** to **Yes** if you wish ICRTouch to prompt with a shift each time a posting is made, eg Breakfast, Lunch etc. This information is passed in the posting.
Set **Enclose Fields with " in .CSV file** to **Yes** if you wish the exported Postings.Txt to have all fields wrapped in quote marks, this is dependant on the PMS system

Other Information

Using this method ICRTouch posts the entire sale at PLU level. Each PLU is sent with either it's Dept or PLU Group number based on the flag setting. A document detailing the protocol of our hotel server spec is downloadable from the developers section on our dealers page. This is freely available and we are happy for any PMS provider to have this in order to integrate.

Configuring a Test/Demonstration System

Create a text file Postings.Txt and copy the following into it;

        ROOM,1,ROOM 1

```
FOLIO,MR SMITH,0.00,1000.00
FOLIO,MRS SMITH,0.00,1000.00
ROOM,2,ROOM 2
FOLIO,MR A JONES,0.00,1000.00
ROOM,3,ROOM 3
FOLIO,MRS WALTERS,0.00,1000.00
```

Point the **Directory of hotel server** at the location of this file.

This will create 3 rooms the first of which will have 2 occupants. For more information on this specification see the document **Hotel PMS Link.pdf** in the developers section of our dealers page.

8.3   Remote Audit Printer

Overview

This is a very simple interface that allows hotels not running a PMS system or not having a PMS with an interface to ICRTouch to perform hotel posting operations from the till. The till(s) simply print the details of the posting on a remote audit roll printer normally sited at the front desk. This system is totally offline and has no checking of room occupants etc.

Settings specific to Remote Audit Printing

Under **System Flags | Hotel Posting**

Set **Hotel System** to **Remote Audit Printer**
Set **Allow Alpha Room Numbers** to **Yes** if you wish to us alpha numeric room numbers.
Set **Post Group Totals (No, dept)** to **Yes** if you wish PLU Group totals to be used, leave as no otherwise.
Set **Use shift allowances** to **Yes** if you wish ICRTouch to prompt with a shift each time a posting is made this will be printed on the ticket
Set **Print individual items** to **Yes** if you wish the PLU's to be printed on the ticket.
Set **Print Dept/Group Totals** to **Yes** if you wish the totals of the depts {or groups} to be printed on the ticket
Set **Cut ticket after each posting** to **Yes** if you want individual tickets to be printed, rather than a continuous trail on an audit printer.

Under **Device Connection | Hotel Printer/PMS**

Set the terminal and the serial port that the printer is connected to.

8.4   Micros 4700

Overview

ICRTouch emulates the Micros 4700 for PMS postings. This works through an RS232 serial based interface.

How it works

The protocol uses an RS232 connection to communicate fixed size messages between ICRTouch and the PMS.

Conection sould be resolved by running HyperTerminal or similar at the PMS end and testing for the communiction message from the POS.

Error **Communications error with the PMS server** would be an indication that the PMS server keeps responding **NAK** which would be an indiciation that it doesn't understand what it has received.

Error **No response from hotel server** would be an indication that the hotel server has taken too long to reply, meaning either the PMS hasn't received the request, or isn't monitoring for the request or isn't running even.

Settings specific to Micros 4700 Emulation

Under **System Flags | Hotel Posting**

Set **Hotel System** to **Micros 4700 Emulation**
Set **Allow Alpha Room Numbers** to **No**
Set **Post Group Totals (No, dept)** to **Yes** if you wish PLU Group totals to be used, leave as no otherwise.
Set **Use shift allowances** to **Yes** if you wish ICRTouch to prompt with a shift each time a posting is made, eg Breakfast, Lunch etc. This information is passed in the posting.

Under **Device Connection | Hotel Printer/PMS**

Set the terminal and the serial port that the hotel PMS is connected to. You should only have one ICRTouch terminal *physically* connected to the hotel PMS, all other terminals will route through this.

Under **IO Parameter**

Configure the appropriate serial port as **Connect Device: Hotel PMS**, configure the serial port speed etc to match that of the PMS system.

Other Information

Using this method ICRTouch posts sales as department {or PLU group} totals. Only the first 4 depts are passed, departments outside of this range are dropped.

Account Id field - This is soft configurable on the Micros 4700 to either 16 or 19 digits, this is fixed to 16 digits under ICRTouch.
Number of Covers field - This is soft configurable on the Micros 4700 to either 4 or 5 digits, this is fixed to 4 digits under ICRTouch.
Our entire message block length is 199 bytes.

8.5   Casio QT2000 Emulation

Overview

ICRTouch emulates the Casio QT2000, IPL version 4.00 and VHS system, there is no need for the IOPB12 or the VHS software, ICRTouch interfaces directly with the text files that are fed to the VHS software. The interface functions through shared text files, stored in a common directory {*normally on the hotel server*} that both the hotel software and all the ICRTouch terminals have full read/write access to.

How it works

The file **RoomGst.Txt** is generated by the PMS system and contains all the details of the rooms that are valid. ICRTouch will look for the presence of this file in the location as specified in the setting **Directory of hotel server**, if it is unable to see/access this file then ICRTouch will through the error **UNABLE TO OPEN ROOM ACCOUNT FILE**. Errors such as **ROOM NUMBER NOT FOUND** and **NO FOLIOS FOR THIS ROOM FOUND** would indicate that ICRTouch has successfully seen the file and that the rooms are not populated correctly in the file by the PMS.

Each time ICRTouch performs a posting to a room it appends details of the posting to the file **Hotel.Log**. The method of posting is offline, in that the hotel PMS software does not need to be running and will process all posts in the **Hotel.Log** file when it starts.

If ICRTouch throws the error **Unable to Create Output file**, this would imply that the till running ICRTouch does not have write permissions to the share where the hotel data is being performed.

Both RoomGst.Txt and Hotel.Log are text files and can be examined with a text editor {eg notepad} during testing to ensure that the correct information is present.

Settings specific to QT2000 Emulation

Under **System Flags | Hotel Posting**

Set **Hotel System** to **QT2000 Emulation (IPL v4.00)**
Set **Directory of hotel server** to a UNC or if preferred map network drive of where the **RoomGst.Txt** file is created by the PMS. eg \\SERVERNAME\HOTELSHARE
Set **Allow Alpha Room Numbers** to **No**
Set **Post Group Totals (No, dept)** to **Yes** if you wish PLU Group totals to be used, leave as no otherwise.

Other Information

Using this method ICRTouch posts sales as department {or PLU group} totals. Only the first 4 depts are passed, departments outside of this range are dropped.

8.6 Guestline Interface

Overview

ICRTouch interfaces to Guestline via the use of an OCX supplied by Guestline. There is an application available on ICRTouch's dealer website that can be download that acts as an interface between ICRTouch terminals and the Guestline hotel server - Guestline Server Interface. This typically is installed on the Guestline server itself and interfaces directly with the OCX, it is then able to receive data from the tills via the intertill network who can then communicate with the hotel database.

How it works

Guestline Server Interface must be installed somewhere on the network and be able to see the Guestline hotel server and also be visible to the tills. It can be installed on one of the tills but is typically installed on the Guestline hotel server itself and will reside in the Windows SysTray as a little ICR icon. In any case which ever piece of hardware it is installed on, it must also be installed with the Guestline OCX. The Server Interface will error on startup **Class not registered** if the Guestline OCX is not present - contact Guestline for getting this installed.

Once installed configuration of the Guestline Server Interface can be performed by either right clicking or double clicking on the icon in the SysTray. Instructions for configuring this interface can be found in the help menu, there is some test functionality built into the servlet that allows you to test for the presence of a room, a booking or a function without the need to do a posting using the point of sale. All errors during posting are added to a log file **ICRTouch.log**, the last 50 lines of which are displayed in the servlet.

All tills **must** be configured to communicate TCP/IP when using the Guestline Server, IPX is no longer supported by this interface. This means they **must** all have a valid IP Address set under Windows and **must** also have the **Use TCP/IP** flag set to **Yes** in **System Configuration**.

Settings specific to Guestline Interface

Under **System Flags | Hotel Posting**

Set **Hotel System** to **Guestline/RezLynx**
Set **Post Group Totals (No, dept)** to **Yes** if you wish PLU Group totals to be used, leave as no otherwise.
Set **Use shift allowances** to **Yes** if you wish ICRTouch to prompt with a shift each time a posting is made, eg Breakfast, Lunch etc.

Other Information

Using this method ICRTouch posts the entire sale at PLU level. Each PLU is sent with either it's Dept or PLU Group number based on the flag setting, these are matched to Guestline Charge Codes which can be configured in the **Guestline Interface Server**. +Amt and +% keys are passed across as dept 49 and -Amt and -% keys are passed across as dept 50, if you are using these then you should ensure that you have appropriate charge code links setup for them.

Guestline allows sales to be posted by Room number, Booking number or Function by Booking Number. There are flags on the hotel posting finalise key that determine which of these it works with.

8.7   Guestline RezLynx

Overview

ICRTouch interfaces to RezLynx via the internet. There is an application available on ICRTouch's dealer website that can be download that acts as an interface between ICRTouch terminals and the RezLynx web server - ICRTouch RezLynx Interface. This typically is installed on one of the computers at the front desk, but may be installed on one of the tills, it is then able to receive data from the tills via the intertill network who can then communicate with the hotel database over the internet.

How it works

ICRTouch RezLynx Interface must be installed somewhere on the network and have access to the internet and also be visible to the tills. It can be installed on one of the tills but is typically installed on the on the front desk computer for ease of configuration and access to the log files etc and will reside in the Windows SysTray as a little ICR icon.

Once installed configuration of the ICRTouch RezLynx Interface can be performed by either right clicking or double clicking on the icon in the SysTray. Instructions for configuring this interface can be found in the help menu, there is also a Test button on the ICRTouch RezLynx that tests the connection to the RezLynx web server and also tests which tills it can see through the network. If the system passes this test then all should function satisfactorily. All errors during posting are added to a log file **ICRTouchRezLynx.log**.

All tills **must** be configured to communicate TCP/IP when using the ICRTouch RezLynx Interface, IPX is not supported by this interface. This means they **must** all have a valid IP Address set under Windows and **must** also have the **Use TCP/IP** flag set to **Yes** in **System Configuration**.

Settings specific to ICRTouch RezLynx Interface

Under **System Flags | Hotel Posting**

Set **Hotel System** to **Guestline/RezLynx**
Set **Post Group Totals (No, dept)** to **Yes** if you wish PLU Group totals to be used, leave as no otherwise.
Set **Use shift allowances** to **Yes** if you wish ICRTouch to prompt with a shift each time a posting is made, eg Breakfast, Lunch etc.

Configuring the ICRTouch RezLynx Interface App

Under **Settings**

Configure **Site Id, Device Id, User name and Password** to connect to the RezLynx system.
Charge codes {**Analysis Codes**} will need to be mapped against depts, invalid charge codes will mean items will not be posted.

Use the Test Connection option to confirm access to the RezLynx system and the network of till.

For further info see the built in help page.

Other Information

Using this method ICRTouch posts the entire sale at PLU level. Each PLU is sent with either it's Dept or PLU Group number based on the flag setting, these are matched to RezLynx Charge Codes {Analysis Codes} which can be configured in the **RezLynx Interface Server**. +Amt and +% keys are passed across as dept 49 and -Amt and -% keys are passed across as dept 50, if you are using these

then you should ensure that you have appropriate charge code links setup for them.

There are 2 log files within the RezLynx Interface Server, one is a system log that logs all events. The other is a 'Not Posted' log that shows all items that have not been posted into the system and why. ICRTouch does warn the operator when not all items are posted to an account, though it is unaware of which items and why. The log file should be consulted for this information.

8.8   Guestmaster Protocol v1.0.4

Overview

This interface functions through shared text files, stored in a common directory {*normally on the hotel server*} that both the hotel software and all the ICRTouch terminals have full read/write access to.

How it works

The file **PMSData.Csv** is generated by the PMS system and contains all the details of the rooms that are valid. ICRTouch will look for the presence of this file in the location as specified in the setting **Directory of hotel server**, if it is unable to see/access this file then ICRTouch will throw the error **UNABLE TO OPEN ROOM ACCOUNT FILE**. Errors such as **ROOM NUMBER NOT FOUND** and **NO FOLIOS FOR THIS ROOM FOUND** would indicate that ICRTouch has successfully seen the file and that the rooms are not populated correctly in the file by the PMS. A Zero credit error would indicate that no credit limit has been set on the PMS.

Each time ICRTouch performs a posting to a room it appends details of the posting to the file **EPOSData.Csv**. The method of posting is offline, in that the hotel PMS software does not need to be running and will process all posts in the **EPOSData.Csv** file when it starts.

If ICRTouch throws the error **Unable to Create Output file**, this would imply that the till running ICRTouch does not have write permissions to the share where the hotel data is being performed.

Both PMSData.Csv and EPOSData.Csv are text files and can be examined with a text editor {eg notepad} during testing to ensure that the correct information is present.

Settings specific to ICRTouch Spec

Under **System Flags | Hotel Posting**

Set **Hotel System** to **Guestmaster Protocol**
Set **Directory of hotel server** to a UNC or if preferred map network drive of where the **PMSData.Csv** file is created by the PMS. eg \\SERVERNAME\HOTELSHARE
Set **Allow Alpha Room Numbers** to **Yes** if the connected PMS can accept alpha numeric room numbers.
Set **Post Group Totals (No, dept)** to **Yes** if you wish PLU Group totals to be used, leave as no otherwise.

Other Information

Using this method ICRTouch posts the entire sale at PLU level. Each PLU is sent with either it's Dept or PLU Group number based on the flag setting.

EFT - Electronic Funds Transfer

Part IX

9 EFT - Electronic Funds Transfer

9.1 Overview

ICRTouch has 4 different options for processing online credit card transactions, all of these require additional 3rd party software and/or hardware

Commidea provided solutions

WinTI

The traditional method of processing credit cards using a magnetic card reader at the till.

Ocius/ILink - Chip & Pin

Commidea's solution for taking Chip & Pin cards. Requires Commidea's Ocius software solution and additional devices for taking Chip & Pin cards.

Commidea Chip & Pin Terminal - Direct Integration

Slightly more compact system where ICRTouch sends EFT transactions directly to the Chip & Pin terminal, this is then configured to communicate directly to Commidea over a broadband internet connection, no additional on site software is required.

Yes Pay provided solution

YesEFT

Yes Pay integrated EFT software communicates directly to chip and pin terminals connected to the device and uses a broadband internet connection for authorisations.

Thyron provided solution

Thyron Paycell

This is a standalone Chip & Pin device, it is connected to one of the tills through an RS232 interface and can be shared by multiple tills. The device process transactions over a GPRS connection.

In order to configure an EFT system you will need to configure the following;

A **EFT Finalise Key**, this is used to initiate the EFT transaction.

System Flags | EFT Control, in here you need to configure the EFT System type and other configurable settings

System Programming | Device Connection & **System Programming | IO Parameter**, for the RS232 based systems you will need to configure a device and a route.

9.2   WinTI

WinTI is our traditional method of processing EFT transactions. A magnetic card reader is required on the POS, details of the credit card are passed to WinTI for processing. All voucher printing is handled by the POS.

We have 2 methods of communication between the POS and WinTI, Text Mode and Socket Mode. The recommended method is Socket Mode.

Text Mode works with shared text files in the format T00000XX.IN and T00000XX.OUT where XX is the terminal number, eg T0000002.IN would be the communications file for Till 2. The location of these files can be specified in **EFT Control | Server Directory** and should be pointed at a shared resource on the EFT server which is the Commidea data directory. UNC network paths should be used in the Server Directory eg \\Server\Data. You should also ensure that the tills all have write access to this share.

Socket Mode works using a TCP/IP socket connection to the EFT server. The IP Address of the server should be entered in **EFT Control | Server IP Address**. The default port for WinTI is 1024, you should ensure that this port is not firewalled on the server.

For either communication method it is important that you have a valid IP Address on both the POS terminal and the Commidea server and that they are on the same subnet.

Settings specific to WinTI

Under **System Flags | EFT Control**

Set **EFT SYSTEM** to **COMMIDEA WINTI**
Set **Use socket mode comms (if no, text)** to **Yes** if you wish to communicate over an IP socket or **No** if you wish to use shared text files.
Socket Mode - Set **Server IP Address** to be the IP Address of the server*, eg 192.168.0.1* - You can also specify a custom port if required, *eg 192.168.0.1:1024*
Text Mode - Set **Server Directory** to the UNC path of the share of the data directory of the Commidea server, *eg \\Server\Data*

EFT Account Number - this is the 3 digit account number as used in WinTI, normally 001 but maybe something else.

Prompt for cash back - The unit will prompt asking for a cash back amount when set.
Cash back adds to drawer totalizor - Determines whether cash back amounts used will add in to the credit card in drawer totalizor.
Cash back Out-drawer totalizor - Is the In Drawer totalizor that cash back monies are taken from, normally Cash in Drawer.
Prompt for gratuity - The unit will prompt asking for a gratuity amount when set.
Gratuity adds to drawer totalizor - Determines whether gratuity amounts taken will add in to the credit card in drawer totalizor.
Allow customer not present transactions - When set the unit will ask whether the customer is present or not.

9.3   Ocius/ILink - Chip & Pin

Ocius is Commidea's new solution for processing credit card transactions using Chip & Pin cards. CAM {Commidea Application Manager} is used for configuration of Ocius/ILink

We have 2 methods of communication between the POS and Ocius, Text Mode and Socket Mode. The recommended method is Socket Mode.

Text Mode works with shared text files in the format T00000XX.IN and T00000XX.OUT where XX is the terminal number, eg T0000002.IN would be the communications file for Till 2. The location of these files can be specified in **EFT Control | Server Directory** and should be pointed at a shared resource on the EFT server and will be the same location that is configured with CAM | ILink Settings. UNC network paths should be used in the Server Directory eg \\Server\EFT. You should also ensure that the tills all have write access to this share.

Socket Mode works using a TCP/IP socket connection to the EFT server. The IP Address of the server should be entered in **EFT Control | Server IP Address**. The default port for ILink is 29000, you should ensure that this port is not firewalled on the server.

For either communication method it is important that you have a valid IP Address on both the POS terminal and the Commidea server and that they are on the same subnet. IP Addresses will have to be assigned statically, there is no support for DHCP using this system as many of the configuration settings require an IP Address entered against them.

In order to process EFT transactions effectively ILink will need to have a POS Route configured within CAM. POS routes tell ILink which terminal to forward credit card transactions on to, if you do not have a POS route set then ILink will return the error UNKNOWNCLIENT when you attempt to process a credit card transaction.

If you are using socket mode then you configure the POS route with the IP address of the POS terminal and point it at which ever Chip & Pin terminal that that POS is to be using.

If you are using text mode then the POS route is the name of the text file that the target terminal is using, eg **T0000001** for till1, **T0000002** for till 2, **T0000015** for till 15 etc. If you are using Bill Lodging, you will also need to set up a POS route for this, this will be **T1000???**.

An additional POS route for Bill Lodging if you are using Socket Mode is not necessary.

Settings specific to Ocius/ILink

Under **System Flags | EFT Control**

Set **EFT SYSTEM** to **COMMIDEA Ocius/ILink**
Set **Use socket mode comms (if no, text)** to **Yes** if you wish to communicate over an IP socket or **No** if you wish to use shared text files.
Socket Mode - Set **Server IP Address** to be the IP Address of the server*, eg 192.168.0.1* - You can also specify a custom port if required, *eg 192.168.0.1:29000*
Text Mode - Set **Server Directory** to the UNC path of the share of the data directory of the Commidea server, *eg \\Server\EFT*

EFT Account Number - this is the 3 digit account number as used in WinTI, normally 001 but maybe something else.

Prompt for cash back - The unit will prompt asking for a cash back amount when set.
Cash back adds to drawer totalizor - Determines whether cash back amounts used will add in to the credit card in drawer totalizor.
Cash back Out-drawer totalizor - Is the In Drawer totalizor that cash back monies are taken from, normally Cash in Drawer.
Gratuity adds to drawer totalizor - Determines whether gratuity amounts taken will add in to the credit card in drawer totalizor.

Enable Bill Lodging - Table balances are sent from the POS to ILink for processing directly on the Chip & Pin terminal.
  Send Checks - When set, Checks are Sent.
  Send Tables - When set, Tables are Sent.
  Only send printed bills - When set, only tables/checks that have had bills printed are sent down to ILink.

Bill Lodging Information

The check master will resync all the checks/tables with Commidea ILink upon restart of ICRTouch. There is also a funciton in Inline Functions that allows this to be done manually - this can be done on any machine which will in turn instruct the check master to perform the op.

Before using the Bill Lodging functionality with Commidea and Ocius please read and understand the following;

If you begin a credit card transaction on an Ocius terminal using the Bill Lodging facility on a table and then during this time make changes to the same table on one of the tills then it is entirely possible to end up with 2 instances of the same table within the ILink system. Further to this payments made to the 1st instance will not be sent by ILink to the POS and will thus result in data loss. We also found it impossible to remove this first instance from ILink.

The Ocius terminals are only able to show 9 open bills. Setting the **Only send printed bills** flag means that only checks/tables that have had a bill printed will be sent to Bill Lodging is a good way to ensure that the checks/tabels pending is kept to a minimum. Further to this, the limit lies in the terminals themselves rather than ILink, Entering data when the unit prompts **ENTER POS REFERENCE** will only download bills that begin with the entered data. eg entering T1 would download only Table 1, Table 10, Table 11 .... Table 100, Table 101 ... etc.

Sadly these issues are outside of our control, it is important that you and your customer understand these implications before proceeding with an installation making use of the Bill Lodging facility.

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9.4   Commidea Chip & Pin Terminal - Direct integration

ICRTouch can be configured to directly communicate with Commidea's EFT terminal, this in turn is configured to communicate with Commidea over a broadband internet connection. None of the additional Ocius/CAM/ILink software is required for this interface.

Only Socket Mode communications works with this method.

The IP Address of the EFT device should be entered in **EFT Control | Server IP Address**. The default port for this is 25000.

It is important that you have a valid IP Address on both the POS terminal and the EFT device and that they are on the same subnet. IP Addresses will have to be assigned statically, there is no support for DHCP using this system as many of the configuration settings require an IP Address entered against them.

Settings specific to Direct Communications with the Commidea Terminal

Under **System Flags | EFT Control**

Set **EFT SYSTEM** to **COMMIDEA DRCT TO VERIFNE**
Set **Server IP Address** to be the IP Address of the device*, eg 192.168.0.1* - You can also specify a custom port if required, *eg 192.168.0.1:25000*

EFT Account Number - this is the 3 digit account number as used in WinTI, you need to get this information from Commidea.
Account ID - this is the Account ID attached to the WinTI EFT account, you need to get this information from Commidea.

Prompt for cash back - The unit will prompt asking for a cash back amount when set.
Cash back adds to drawer totalizor - Determines whether cash back amounts used will add in to the credit card in drawer totalizor.
Cash back Out-drawer totalizor - Is the In Drawer totalizor that cash back monies are taken from, normally Cash in Drawer.
Gratuity adds to drawer totalizor - Determines whether gratuity amounts taken will add in to the credit card in drawer totalizor.

9.5   Commidea Ocius for PC

Ocius for PC is an application written by Commidea that is desgined to run on the terminal in the background requiring only an RS232 pin pad for Chip & Pin authorisation. To all intense purposes the Ocius for PC application emulates a standalone Verifone terminal and to this end the configuration instructions in the previous section should be followed.

Set **System Flags | EFT Control | EFT SYSTEM** to **COMMIDEA DRCT TO VERIFNE**

You should use 127.0.0.1 as the IP address, this is a local loop back IP address and basically means 'me'.

Aside from the standard settings require for "Direct to Verifone" there is an additional flag that needs to be set;

System Flags | EFT Control | Constantly Monitor for Receipts

This tells ICRTouch to monitor for the files c:\receipt1.txt and c:\receipt2.txt which are copies of the EFT auth slips that are generated during the EFT transaction cycle and are copied by ICRTouch to it's local receipt printer.

9.6   Thyron Paycell

ICRTouch can be configured to directly communicate with Thyron's Paycell EFT terminal. This uses RS232 to communicate, the device can be shared between multiple pos terminals.

Settings specific to Thyron Paycell

Under **System Flags | EFT Control**

Set **EFT SYSTEM to THYRON PAYCELL**

Prompt for cash back - The unit will prompt asking for a cash back amount when set.
Cash back adds to drawer totalizor - Determines whether cash back amounts used will add in to the credit card in drawer totalizor.
Cash back Out-drawer totalizor - Is the In Drawer totalizor that cash back monies are taken from, normally Cash in Drawer.
Gratuity adds to drawer totalizor - Determines whether gratuity amounts taken will add in to the credit card in drawer totalizor.
Use Thyron in portable mode - When set the unit is 'assumed' to be in a cradle, cash back requests are prompted on the units screen instead of being requested at the pos.

Under **Device Connection | Thyron Paycell**

Set the terminal and the serial port that the Thyron device is connected to. This can be routed through other terminals.

Under **IO Parameter**

Configure the appropriate serial port as **Connect Device: Thyron Paycell**, configure the serial port settings to **19200, NONE, 8, 1**.

9.7 YESpay for WinCE

All hardware supplied by ICRTouch running Windows CE comes presinstalled with YESpay EFT, these instructions detail how to activate the product ready for use.

Check that your hardware has YESpay and java preinstalled

From within Windows CE double click on My Device followed by Hard Disk. You should see a CrEme folder and a YesEFT folder, if either of these are missing contact us and we can organise these for you. You will also need an active internet connection.

Connect and configure Yes EFT for your pin pad

From standard Yes EFT is configured to work with a VeriFone [Dione] Secura connected to Serial Port 2, the settings for this can be found in the file properties\terminal.properties file inside the yeseft folder. The serial port setting is **smartcardreader.port=COM2:**

For settings more advanced than this you should take advice directly from YESpay.

Configuring Yes EFT with your merchant id and terminal id

Run ConfigureYesEFT.exe inside the YES EFT folder.
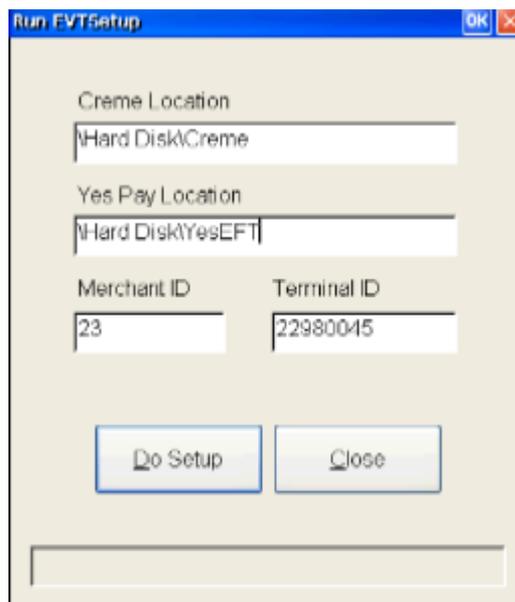
Unless told to do otherwise leave the Yes Pay and Creme locations as standard. Enter the Merchant ID and Terminal ID for your site as given to you by YESpay then run 'Do Setup'.

Merchant ID 23 and Terminal ID 22980045 are for a test account.

Yes EFT can now be launched by running the LaunchYesEFT.exe application found in the YesEFT folder. After a few seconds the pin pad should acknowledge that everything is working by showing YES EFT on it's display. To configure Yespay to launch automatically everytime the terminal is started copy 'Launch Yes EFT (Shortcut)' shortcut into the StartUp folder found on the Hard Disk, do not copy the application itself as it requires LaunchYesEFT.ini to be in the same folder.

Configure ICRTouch to work with YESpay

Set **System Flags | EFT Control | EFT SYSTEM** to **Yes Pay**

All other settings can be left empty in which case ICRTouch will use it's default configuration which is;

Server IP Addres: 127.0.0.1:10000
Message Port: 11000
Receipt Port: 12000
Interactive Port: 15000

Troubleshooting

Yes EFT outputs a log file to YesEFT\Logs\yescps.log. You will not be able to open this whilst Yes EFT is running, but you will be able to make a copy of it and view it that way. Enchanced logging information can also be acquired by setting **logging.level** to **3** in the terminal.properties file. In the standard install this is set to 2.

CreMe can be configured to dump it's output to a file in the root directory 'My Device' called jscpout.txt, this is decided when it is launched and depends on the settings in the batch file. There is an alternative launch batch file in YesEFT\Logs\ that launches YesEFT with this turned on. Make sure that YesEFT isn't running when you do this, so you may need to take the batch file out of the startup directory if it is there.

CreMe Java Runtime

Please note a 30 day trial version of the CreMe Java runtime is supplied as standard on these machines the 30 day trial begins from the first time that a Java application is run, after this period a full licence will need to be purchased. This can be purchased from ICRTouch at a price of £25 per POS. You will need to know the licence number of the terminal prior to purchasing this licence as product activation is encoded in with the ICRTouch licence file.

Quick Setup Guide

1. Connect Verifone Secura {or alternative compatible pin pad} to COM2
2. Copy the CrEme enabled ICRTouch licence {network.buf} into the \Hard Disk\ICRTouch folder - or use the 30 day evaluation period
3. Run ConfigureYesEFT.exe in the \Hard Disk\YesEFT folder and enter the terminal id and merchant id as supplied by Yes Pay
4. Copy the 'Launch Yes EFT (Shortcut)' shortcut into the \Hard Disk\StartUp folder and run it
5. In ICRTouch configure EFT Type to YesPay
6. Create a new Finalise Key, keytype EFT and allocate it to the keyboard.

9.8   Ocius for WinCE

All hardware supplied by ICRTouch running Windows CE comes presinstalled with Commidea Ocius for CE, these instructions detail how to activate the product ready for use.

Check that your hardware has Ocius for CE installed

From within Windows CE double click on My Device followed by Hard Disk. You should see a Ocuis4CE, if this is missing contact us and we can organise it for you. You will also need an active internet connection.

Connect and configure Ocius for your pin pad

From standard Ocius for CE is configured to work with a VeriFone [Dione] Secura connected to Serial Port 2, the settings for this can be found in the file PED.Settings.ccf file inside the Ocisu4CE folder. The serial port setting is **<COMPort>COM2</COMPort>**

For settings more advanced than this you should take advice directly from Commidea.

Ocius for CE can now be launched by running the LaunchOcius.exe application found in the Ocius4CE folder. The first time it is launched it will ask you to enter it's GUID, this is a 32 character string supplied by Commidea on the install advice for the site. Once you have entered this Ocius4CE will download updated software, accounts details, configuration settings etc. This process will take around 5 minutes.

To configure Ocius to launch automatically everytime the terminal is started copy 'Launch Ocius (Shortcut)' shortcut into the StartUp folder found on the Hard Disk, do not copy the application itself as it requires LaunchOcius4CE.ini to be in the same folder.

Configure ICRTouch to work with Ocius

Set **System Flags | EFT Control | EFT SYSTEM** to **COMMIDEA DRCT TO VERIFNE**

Server IP Addres: 127.0.0.1
EFT Account Number: *Enter Account code from Commidea install advice*
Account ID: *Enter Account ID from Commidea install advice*
Await EFT dockets: *Set to* **YES**
Use SaleID in Merchant Ref: *Set to* **NO** *if you want to manually specify a REF with each sale*

Accessing the Ocius setup menu

The ocius.ini file include with our installation of Ocius for CE instructs Ocius to start automatically without prompting to "*Start Communications*". This has the downside that it will will not be able to access the setup menu. In order to access this menu, rename ocius.ini to something else and then restart Ocius.

Quick Setup Guide

1. Connect Verifone Secura {or alternative compatible pin pad} to COM2
2. Copy the 'Launch Ocius (Shortcut)' shortcut into the \Hard Disk\StartUp folder and run it
3. Launch Ocius and enter your GUID
4. In ICRTouch configure EFT Type to COMMIDEA DIRECT TO VERIFONE
5. Server IP:127.0.0.1. Set EFT Acc Number and Account ID as per Commidea Install Advice. Set Await EFT Dockets and Use Sale ID to Yes.
6. Create a new Finalise Key, keytype EFT and allocate it to the keyboard.

Screen layouts

Part

X

10 Screen layouts

10.1 Sales mode

Current Price Level

Current Check, Table or
Customer Number

Currently Signed on Clerk

Current Register Mode

Current Date

Input Window. Numeric Inputs & last item registered.
Error messages will also
appear here.

Registration Window, all items
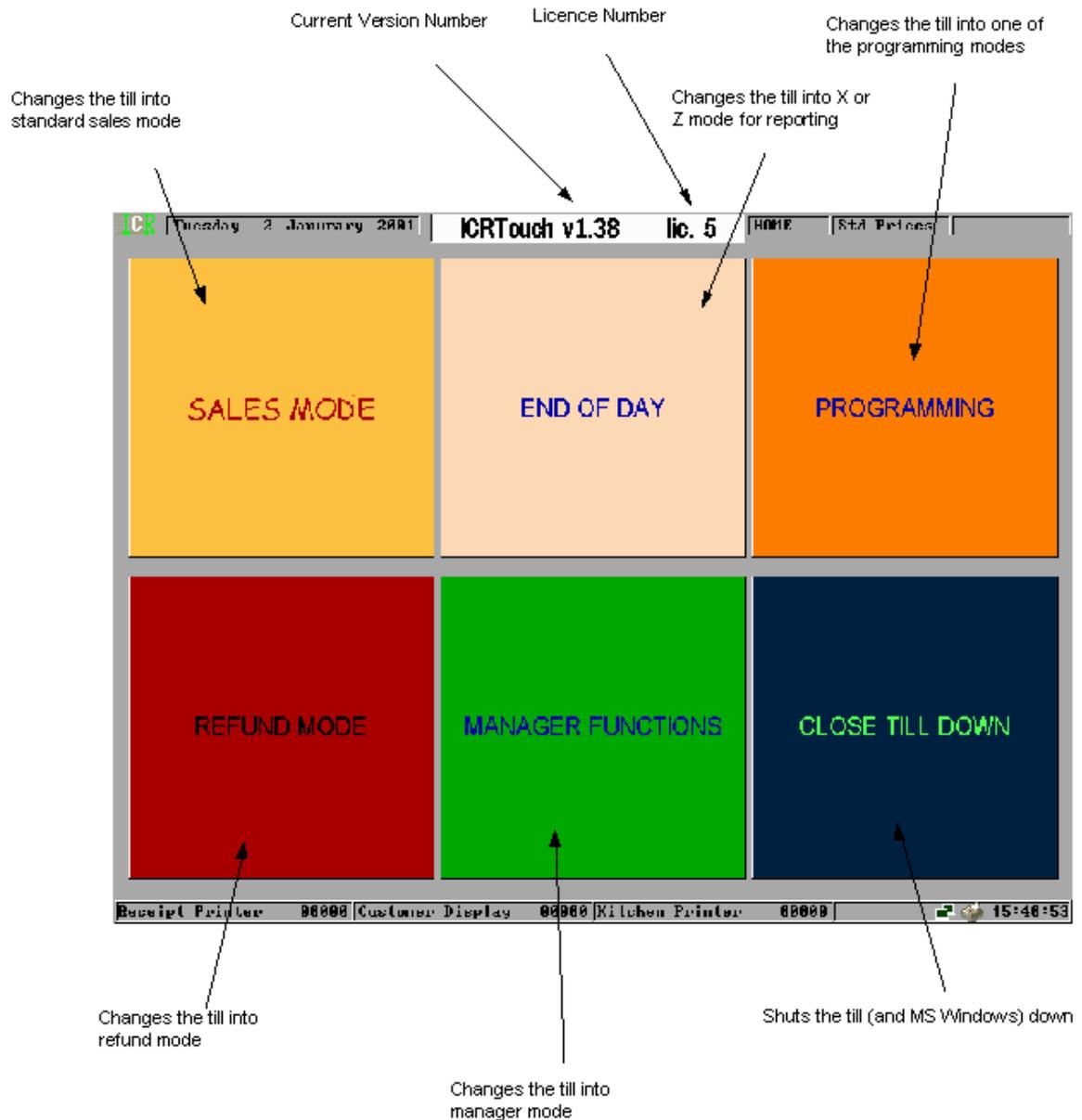registered appear here

Current sale subtotal

Current Time

Device status for 3 serial devices connected to this terminal.

The names can be changed in Fixed Character Programming.

The number on the left is the block counter, and indicates data
going out to the device.
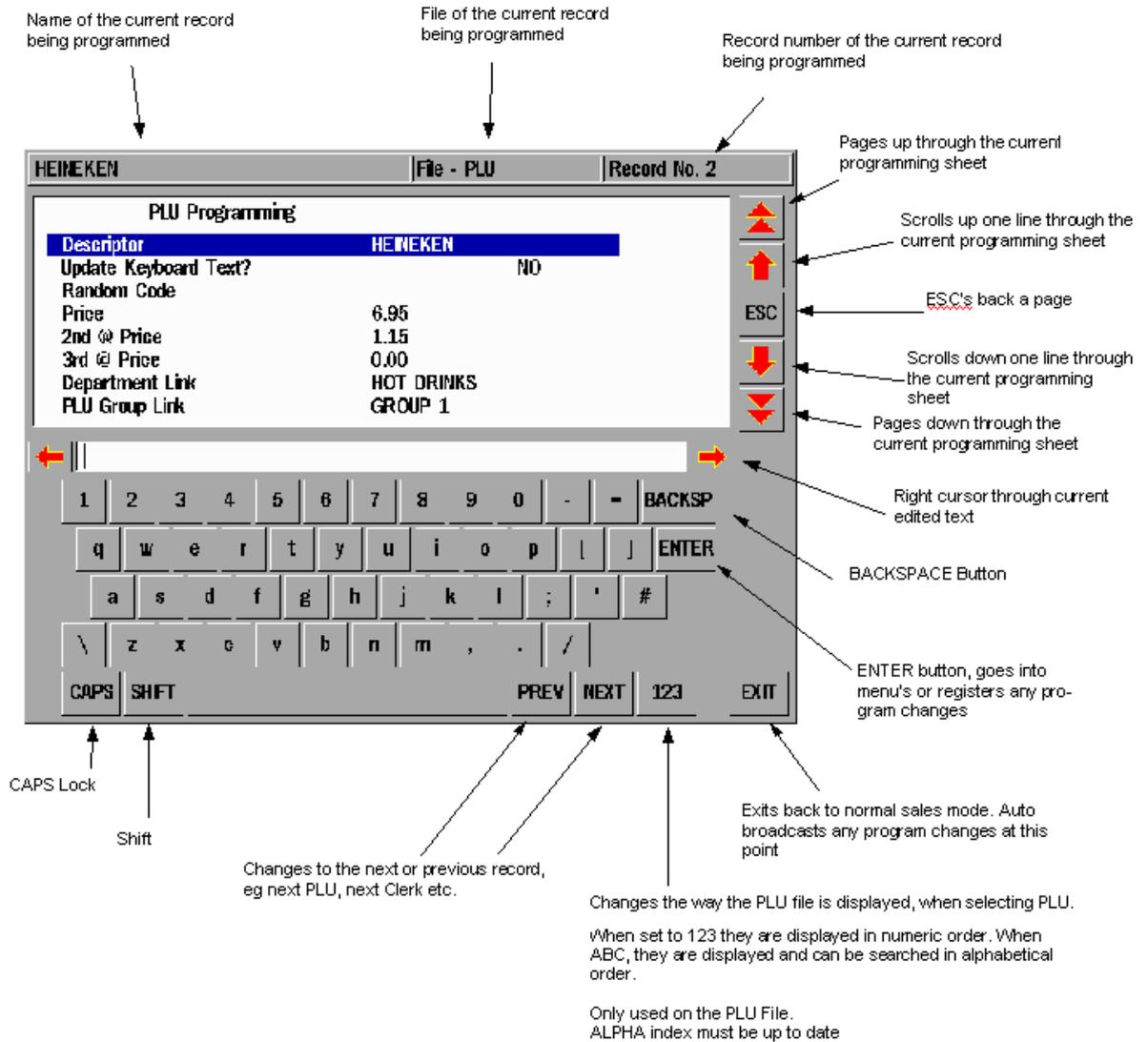
Flashes red "Device Error" if the device is off line.

Network status,

Rear 'screen' lights red for incoming network packets.

Foremost 'screen' lights red for outgoing network packets

Receipt Status, when icon
shows, receipt is on

10.2 Home mode

Current Version Number

Licence Number

Changes the till into one of the programming modes

Changes the till into standard sales mode

Changes the till into X or Z mode for reporting

| SALES MODE | END OF DAY | PROGRAMMING |
| REFUND MODE | MANAGER FUNCTIONS | CLOSE TILL DOWN |

Changes the till into refund mode

Changes the till into manager mode

Shuts the till (and MS Windows) down

10.3 Program mode

Name of the current record being programmed

File of the current record being programmed

Record number of the current record being programmed

Pages up through the current programming sheet

Scrolls up one line through the current programming sheet

ESC's back a page

Scrolls down one line through the current programming sheet

Pages down through the current programming sheet

Right cursor through current edited text

BACKSPACE Button

ENTER button, goes into menu's or registers any program changes

HEINEKEN	File - PLU	Record No. 2

PLU Programming

Descriptor	HEINEKEN
Update Keyboard Text?	NO
Random Code	
Price	6.95
2nd @ Price	1.15
3rd @ Price	0.00
Department Link	HOT DRINKS
PLU Group Link	GROUP 1

1	2	3	4	5	6	7	8	9	0	-	=	BACKSP
q	w	e	r	t	y	u	i	o	p	[	]	ENTER
a	s	d	f	g	h	j	k	l	;	'	#
\	z	x	c	v	b	n	m	,	.	/

| CAPS | SHIFT | | PREV | NEXT | 123 | EXIT |

CAPS Lock

Shift

Changes to the next or previous record, eg next PLU, next Clerk etc.

Exits back to normal sales mode. Auto broadcasts any program changes at this point

Changes the way the PLU file is displayed, when selecting PLU.

When set to 123 they are displayed in numeric order. When ABC, they are displayed and can be searched in alphabetical order.

Only used on the PLU File. ALPHA index must be up to date

Magnetic card format

Part XI

11   Magnetic card format

11.1   Magnetic card format

Customer loyalty cards

ICRTouch uses magnetic swipe cards for customer loyalty. There are now 3 formats of magnetic customer loyalty card that can be used by ICRTouch. The original ICRTouch specification that uses track 1, a new specification that has been added to support the CRB (Impact) reval unit that uses track 2 and the custom card format that allows magnetic cards from other systems (either track 1 or track 2) to be used with ICRTouch.

Format 1 - Track 1

The customer number must be stored in track 1 of the magnetic card, in the format ICRXXXXYYYY.

Where;
XXXX is the 4 digit site ID code. This must match the site ID set in PGM3, Customer Control. Ask ICR for a   site ID number.
YYYY is the customer record number.
eg ICR10010023 would open customer 23 at site ID 1001

The track must be 11 digits long, with no padding.

Format 2 - Track 2

Format 2 has been added to enable support with the CRB wall mountable reval unit.

The customer number must be stored in track 2 of the magnetic card, in the format XXXXYYYYY.

Where;
XXXX is the 4 digit site ID code. This must match the site ID set in PGM3, Customer Control. Ask ICR for a site ID number.
YYYYY is the customer record number.
eg 100100023 would open customer 23 at site ID 1001

The track must be 9 digits long, with no padding.

Please note that format 2 now has provision for 5 digits of customer number as opposed to 4 of format 1. This allows customer number's greater than 9999 to be used.

Format 3 (custom format cards) - Tracks 1 & 2

Custom format magnetic cards enables ICRTouch to accept loyalty cards that were originally developed for other systems. Encodings on both track 1 and track 2 are accepted.

Which tracks are accepted and the format of the layout is configured in **PGM3 | Customers | Customer Control | Custom format mag cards**

Custom card format contains the layout of the track data that represents a customer loyalty card. The card should be entered in it's entirety replacing the digits on the card that are to represent the customer number with X's.

You need to flag 1 of the tracks to yes to indicate which track of the magnetic card the data is coming from.

eg if you had a card that had track data 1056000145 and the portion of the card 0001 represented the customer number, then you would enter the data 1056XXXX45 into the Custom card format field.

From then on every time the system encountered a card that was 10 digits long, starting with 1056 and ending in 45, it would extract the number sitting behind the XXXX as being the intended customer number to be logged on.

Check cards

ICRTouch can use magnetic swipe cards to open checks. These cards are in the format CHKXXX.

Where;
      XXX is the number of the check. This can be any length up to 8 digits long.
      eg CHK1001 for Check number 1001.

If the card is swiped at the beginning of a sale, you are given the option to print a bill for the check, or open the check. If it is swiped at the end of a sale, then the sale balance will be transferred to the check.

Clerk cards

ICRTouch can use magnetic swipe cards to sign on clerks. These cards are in the format CLKXXX.

Where;
      XXX is the number of the clerk.
      eg CLK23 for clerk number 23.

Time & attendance employee cards

ICRTouch can use magnetic swipe cards for clocking in and clocking out. These cards are in the format EMPXXX.

Where;
      XXX is the number of the employee.
      eg EMP23 for employee number 23.

Hotel Room Cards

Magnetic cards can be used for sending sales directly to the hotel server. These cards are in the format ROOMX

Where;
      X is the number that is posted to the hotel server.
      Alpha numeric room numbers are supported by the card system abd will be passed to the hotel server if the hotel server supports that format.
      Length limits will also be dictated by the hotel server that the system is connected to.
      eg ROOM11 for room number 11.
       ROOM11A for room number 11A.

Function Key Macro Cards

ICRTouch has the ability to read in a string of data on track 1 that represents a list of function keys to be pressed in the order that they appear on the card. Each function is proceeded by a 3 letter code to represent the function type followed by a numeric code that represents the record number.

There are 5 types of function code, these are;

FXD - Represents fixed keys, these are the numeric keys and decimal point on the keyboard
FIN - Finalise keys, cash keys etc
TRN - Transaction keys
STS - Status keys
PLU - PLUs

The number that follows the symbol is always function key record number {starting at 1} except in the case of the type FXD whereby the digits that follow are entered in this case a string of data containing the characters 0 - 9, C {clear} and . {decimal point} are accepted.

If dialogs requiring user input are encountered during the processing of the string then the function will stop, await for the input before proceeding to finish function execution.

Erroneous data in the string will cause the function to be halted at that point, eg having FXM instead of FXD

examples;

STS25

Would press Status key number 25.

FXD1.5STS10PLU12FIN1

Would enter 1.5 then press Status Key 10 then press PLU 12 followed by Finalise Key 1.

There are a maximum of 79 characters available to track 1 on a magnetic card.

Hidden functions menu

Part XII

12 Hidden functions menu

12.1 Hidden functions menu

When prompted for a clerk number when entering program mode, the clerk code 2552 can be used. This will always give access to all programming modes. This number cannot be used to sign on in any other mode.

When prompted for a clerk number when entering program mode, the clerk code 88888888 can be used, this will give access to the hidden functions menu. The following items can be found in the hidden functions menu;

Sales Data Reset
This resets all sales data on this terminal to zero.

Note if you are using customer loyalty, in order to keep the sales data for the loyalty file up to date you will need to send it in from another terminal afterwards.

Note that if the target machine is a check tracking master, the check file will be zeroed as well.

Enable Mouse/Remove Mouse
Turns on or off the mouse pointer, so that the terminal can be used with a mouse.

Enable NET Drivers/Remove NET Drivers
Turns on or off the networking of the till. Useful if you do not have a network card installed, as it will stop it from coming up with error messages. May need to set this to yes when installing a new terminal. The terminal will need rebooting after making a change here.

Turn Off Journal/Turn On Journal
Turns on or off the electronic journal. Note that the view journal button will no longer function if set to 'off'.

Master Reset
CLEARS OUT THE ENTIRE MEMORY CONTENTS OF THE TILL, and brings it back to a default, blank program. The till then determines which terminal ID it is by looking at others on the LAN, and then prompts to suck it's program from one of the other terminals on the LAN.

Exit to Windows
Leaves the application without shutting windows down.

Examination of NET & Gross totalizors

Part

XIII

13   Examination of NET & Gross totalizors

13.1   Examination of NET & Gross totalizors

The sales totalizors of ICRTouch fall loosely into 2 categories, those that are net and those that are gross. They are calculated at different times during a sale, sometimes across different terminals, in the case of floating clerks and centralised checks, and sometimes across different sales, in the case of check tracking. This can cause apparent differences in these 2 types of totalizors.

Gross totalizors

Gross totalizors are calculated as items are rung into the till. Gross Sales, Department totals, PLU Group totals and PLU totals are all gross totalizors. These are calculated at the till that they are rung into, regardless of whether the sale itself is cashed off on another. Gross totals are the total of all items sold on this till.

Net totalizors

Net totalizors are calculated when sales are cashed off at the till. Net Sales, the 'in-drawer' totalizors and finalise keys are all Net totalizors. These are calculated on the till that the sale is cashed off on, regardless of which till the items that are in the sale were actually rung in on. Net totals are the total of all sales paid for at this till.

Why are there often differences between these 2 type of totalizor?

This question always crops up when a new till system is installed. The 3 main causes for differences in these 2 types of total are floating clerks, check tracking and discounts/premiums.

Floating Clerks

As items are rung into a sale, the gross totals are calculated, depts, plu's etc. If the clerk's sale is now 'floated' to another terminal and cashed off, the net totals will now be calculated. The result is that the gross totals will stay on the terminal that the clerk was originally on, however the net totals will be on the terminal that the sale was cashed off. An X/Z report taken on till A will show gross totalizors, gross sales, dept sale, plu groups sales etc, but no net totalizors, net sales, cash in drawer etc. However till B will be the opposite of this showing net totalizors but no gross totalizors. An inline consolidated report between the 2 tills will show these 2 types of totals as being equal. If for any reason this clerk's sale is not 'cashed off' during that day, or the till powered down without it being cashed off, then the net totals for that sale will not be calculated, and may even be carried across to the next day.

Check Tracking

The rules that apply to check tracking are similar to floating clerks. When checks are stored, only their gross totals are calculated, much like if a sale is not cashed off with a clerk. The check's net totals will ONLY be calculated when that check is cashed off.

Many restaurants specify a terminal as being a waiter station, and as such used only for ringing items into checks/tables, they are often not equipped with a drawer, and sales are not cashed off at them. X/Z reports taken from a till like this will always show very high gross totalizors, but little or no net totalizors. The other side to this is that there is often a till where bills are paid at, but usually not used for ringing items into. X/Z reports taken from this till will usually show very high net totalizors, but little or no gross totalizors. However an inline consolidated report for these tills will shows these 2 types of total as being equal.

Note if checks/tables are not cashed off on one day, then their net totalizors WILL TILL NOT be calculated. This will give a difference on an X/Z report of all tills, in gross and net totalizors of the value of any check/table that has not been chased off. To compound the situation, when the check/table is noticed next day, and cashed off, it will have contributed to the net totalizors for that day, but not the gross totalizors. On the first day all of the gross totalizors will be higher than the net totalizors, but on the next it will be the other way around, by the same amount. This also will occur if temporary tabs are run up by staff and regular customers using checks.

With both floating clerks and check tracking the 2 types of totalizor will always end up being equal, across all tills, over a period, excluding exceptional circumstances, eg power failure in the middle of a sale, or Z clearing the check tracking file.

Discounts/Premiums, Service Charge etc

Any discounts or premium amounts applied will be added/subtracted from net totalizors. However they will not affect the gross sales totalizor and will only affect PLU, PLU Group & Dept totals when it is a % discount/premium and the 'NET Totalizing for PLU's and Depts' flag is set in;

> PGM3->Machine Features->General Feature->Machine Control 2.

Under most circumstances these totals appear in net totalizors but not in gross totalizors. The gross and net totalizors will normally be different by any discounts/

Check Backup Master

Part XIV

14   Check Backup Master

14.1   Check Backup Master

When using a centralised check system in a network of ICRTouch tills you can configure a check backup master to take over when the master breaks / goes offline.

How to Configure:

1) Within System Configuration (Program 3 ->System Flags ->System Configuration) there is a flag I am a backupmaster (only set one per till network) set to yes.

2) Manager Functions-> Inline Functions-> IRC initialize (on any till)

3) Manager Functions-> Inline Functions-> Send check file to backup (this needs to be done on the chk master) this sends the current chk indexes, chk details and reservation details to the backup master.

When the master goes wrong:

If the check master is offline then when trying to access the check file (through open check, floorplan or reservations) the tills on the network will error with check master offline

To convert over to the backup master
Manager Functions-> Inline Functions-> Switch to backup chk mst

When the master is put back onto the network it will display a message saying that the backup master has become the master and the master will now become a satellite. You will need to manually setup a new backup master and do an IRC initialize.

How it works:
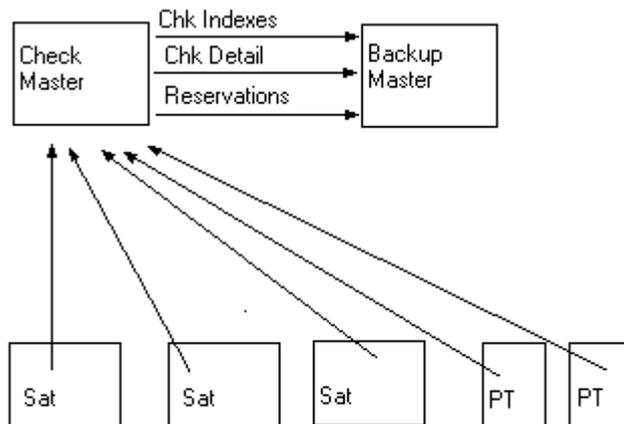
Misc

Part XV

15   Misc

15.1   PLU List Import Key

The PLU list import function allows a text file list of PLU's to be imported and registered at the till.

Function Key Programming - Status Key

Keytype: SALE ITEM LIST IMPORT
Item list number: determines it's file name
Use programmed dir location? Use the programmed 3 program location for the file location, see below
Delete file after use? This disposes of the import file after it has been read in

Import File

Filename: **SaleItemsX.lst** where **X** represents the number specified above.
Location should be in **ICRTouch\SaleItemList** or in the location in **System Flags | Comms Control** if "**Use Programmed Location is set?**"

File format

PLU number, Qty, Preset value override

If the PLU number is proceeded with an R then it's random code is used

If Qty is omitted a Qty of 1 is used, if value is omitted then it's normal price is used.

If a preset price is used the PLU must be set to be preset overridable

15.2 PLU Pictures

PLUs can be attached to a picture, this allows a picture (full colour photo) to be attached to a PLU, this can either be displayed through the use of a picture inquiry button, or even prompt the user Yes/No when the user tries to sell the product.

Location for PLU Pictures

System Flags | Comms Control | Directory for PLU pictures

Enter in here the directory where your pictures are stored. This can be a local folder eg **c:\icrtouch\pictures** or a UNC eg **\\server\pictures**. If no directory is entered then the root ICRTouch directory is used.

Filename Format

R{NUMBER}.jpg - Where **{NUMBER}** is the random code or barcode of the product
or
M{NUMBER}.jpg - Where **{NUMBER}** is the memory number of the PLU (1-MAXPLU)

eg **R12345670.jpg** for PLU with the barcode 12345670 or **M56.jpg** for PLU 56.

Either format can be used, but the system will always go for the random code format first.

File Format

Only jpgs are supported. The size of the dialog is 320x320 pixels, images smaller than this will be centred in the dialog, images larger will be cropped.

The **PLU PICTURE ENQUIRY** is a status key, this can be pressed prior to pressing a PLU to look up it's picture.

15.3 PLU Notes

PLUs can be attached to a text file of notes that can be called up on screen using the PLU notes inquiry key.

Location for PLU Notes

The location of PLU notes is fixed in the ICRTouch\PLUNotes directory.

Filename Format

R{NUMBER}.txt - Where **{NUMBER}** is the random code or barcode of the product
or
M{NUMBER}.txt - Where **{NUMBER}** is the memory number of the PLU (1-MAXPLU)

  eg **R12345670.txt** for PLU with the barcode 12345670 or **M56.txt** for PLU 56.

Either format can be used, but the system will always go for the random code format first.

File Format

The text file should be a standard ASCII text file, Multibyte Unicode files are not supported. Each line should be no more than 40 columns wide, anything over 40 columns will be truncated.

Double width can characters can be created by immediately preceding it with an underscore eg _W_I_D_E

The **PLU NOTES ENQUIRY** is a status key, this can be pressed prior to pressing a PLU to it's text file and display it on screen.

15.4   Launch Batch File Status Key

The Launch Batch File key enables external applications to be launched from a button on the sale mode screen.

Function Key Programming - Status Key

Keytype: Launch Batch File

Batch File number: This relates to the file name of the batch file, *see below*

Wait until completion? Determines whether ICRTouch waits until the batch file has finished before returning control to the user

Launch as minimized? Determines whether the batch file is hidden whilst it runs

Batch File

Filename: **batchXX.bat** where **XX** represents the number specified above. 2 digits are used to represent single digit numbers, eg batch01.bat, batch20.bat etc.

Location should be in **ICRTouch\batch** eg **ICRTouch\batch\batch01.bat** etc.

15.5   Picture Frame USB Drive

ICRTouch can be configured to display images placed on a removeable usb drive whilst the screen saver is running, much like a digital photo frame. This can be used to allow bar managers to easily ad or change current promotions or advertising material that are shown on the displays whilst ICRTouch is idle.

Take a USB Stick and create an ICRTouch folder in it

In the ICRTouch folder create the file RemovableDisk.xml - this can {should} be an empty file

In the ICRTouch folder create a folder "Picture Frame"

In the Picture Frame folder place whatever images you like {bmp/jpg/jpeg/png/gif are all supported}

The USB stick can be plugged/unplugged into the till at any time, but will only be detected by the screen saver if it is plugged in at the time when the screen saver starts. Whilst the screen saver is running at each 'image change' it will include images from the USB Stick.

The time between images changes is set in the ScreenSaver.xml file that can be found in the Skin folder of the skin you are using - look in PGM5 to determine which one you are using. This file can be edited in notepad;

<SCREENSAVER imagetime="100" ScreenOffFillColour="FFFFFF" >
...

From standard the image time is 100, this means that the current image will remain on screen for 100 seconds before being changed. ICRTouch will also wait until the current scrolling message has finished. You can set this to whatever you like, 5 seconds is quite good if you're planning on using lots of images.

15.6   Registry Settings

ICRTouch

ICRTouch's registry settings are all stored in: HKLM\Software\ICR\ICRTouch

Name	Type	
WindowedMode	String	Set to True to run in a Window
XResolution	Dword	Only applies when in Windowed mode
YResolution	Dword	
IgnoreUSB	String	When True doesn't attempt to look for the Blue usb dongles
IgnoreLPT	String	As above but for Parallel
IgnoreSer	String	As above but for Serial
NoOnlineUpdates	String	When True hides the online update menu in PGM5
NoCustBalOnRct	String	When True stops customer balances from being printed on customer receipts
TCPPort	Dword	Overides the standard port number (5555) for the back office TCP socket

ICRTouch Launcher

The ICRTouch Launcher's registry settings are all stored in: HKLM\Software\ICR\ICRTouch\Launcher

Name	Type	
Delay	Dword	Time delay in MS before ICRTouch is started. Increase this if you are having trouble with ICRTouch starting too early in the boot phase
LaunchApp	String	Targets ICRTouch
NoCancel	String	When set to True removes the Cancel button
StartDir	String	Working Directory for ICRTouch

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ICRTouch