Value-Added Reseller (VAR) Language

Oracle Retail VAR Applications

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(ii) the Wavelink component developed and licensed by Wavelink Corporation (Wavelink) of Kirkland, Washington, to Oracle and imbedded in Oracle Retail Mobile Store Inventory Management.

(iii) the software component known as Access Via™ licensed by Access Via of Seattle, Washington, and imbedded in Oracle Retail Signs and Oracle Retail Labels and Tags.

(iv) the software component known as Adobe Flex™ licensed by Adobe Systems Incorporated of San Jose, California, and imbedded in Oracle Retail Promotion Planning & Optimization application.

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Send Us Your Comments

Oracle Retail Xstore 486 NetPro Cash Drawer Setup Guide, Release 16.0

Oracle welcomes customers’ comments and suggestions on the quality and usefulness of this document.
Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

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If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at www.oracle.com.
Preface

This document describes how to set up the 486 NetPro Cash Drawer.

Audience

This document is intended for Implementation Consultants, Support, and POS owners who want to set up the 486 NetPro Cash Drawer.

Documentation Accessibility

For information about Oracle’s commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Documents

For more information, see the Oracle Retail Xstore Point of Service documentation set: https://docs.oracle.com/cd/E62106_01/xpos/index.html

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screenshots of each step you take

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 16.0) or a later patch release (for example, 16.0.1). If you are installing the base release or additional patch releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.
Improved Process for Oracle Retail Documentation

Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times not be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available on the Oracle Technology Network at the following URL: http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of a document with part number E123456-01.

If a more recent version of a document is available, that version supersedes all previous versions.

Oracle Retail Documentation on the Oracle Technology Network

Oracle Retail product documentation is available on the following web site: http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

(Data Model documents are not available through Oracle Technology Network. You can obtain them through My Oracle Support.)
1 486 NetPro Cash Drawer Features and Specifications

Dimensions

Figure 1 – Cash Drawer Dimensions

Figure 2 – Cash Drawer Bottom Panel with Dimensions
Bottom Panel Input/Output Ports and Buttons

![Diagram of Bottom Panel Input/Output Ports and Buttons]

**Figure 3 – Bottom Panel Input/Output Ports and Buttons**

<table>
<thead>
<tr>
<th>Input/Output Ports</th>
<th>Button Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Ethernet Port</td>
<td>1. Reset Button</td>
</tr>
<tr>
<td>B. Power Connector</td>
<td></td>
</tr>
</tbody>
</table>
2  What’s in the Box

486 NetPro Cash Drawer with basic operating and maintenance instructions. This cash drawer is a Series 100 Cash Drawer with the 486 Ethernet Interface.

Table 1 – 486 NetPro Cash Drawer Included Items

<table>
<thead>
<tr>
<th>Item</th>
<th>Item Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Power adapter" /></td>
<td>Power adapter with 4 country/region snap-in plugs.</td>
</tr>
<tr>
<td><img src="image2.png" alt="Divider kit" /></td>
<td>Divider kit with installation instructions. When installed into the compartment of the sliding tray beneath the till, the divider kit creates one or two media compartments and a compartment capable of holding a bundled stack of cash.</td>
</tr>
<tr>
<td><img src="image3.png" alt="Power extension cord" /></td>
<td>Power extension cord (1ft).</td>
</tr>
<tr>
<td><img src="image4.png" alt="Ethernet Cat5E patch cable" /></td>
<td>Ethernet Cat5E patch cable (3ft).</td>
</tr>
<tr>
<td><img src="image5.png" alt="Two keys" /></td>
<td>Two keys.</td>
</tr>
</tbody>
</table>
486 NetPro Cash Drawer Features

- Ethernet Interface Cash Drawer for the In-Store Network (no printer needed)
- Wired-LAN Ethernet Network Connection (+24VDC included, non-PoE)
- Option available for In-Store Power-Over-Ethernet (PoE) Network (49x)
- Two-Level TLS-PSK Encryption and Authentication (UDP Discovery and Configuration; TCP Configuration and Use; Client Configured)
- Drawer Kick and Drawer Status Reporting
- Barcode Label to Claim the Cash Drawer, assures Clerk Proximity when In Use
- Configurable Audible Alert Signals Drawer Opened Activity
3 Installing the Cash Drawer

Note: Technicians must work with someone at the store who has the proper security privileges to access the Back Office options and has knowledge of the store's network configurations prior to arriving at the store.

1. Place or mount the cash drawer in the desired location.
2. Remove the power adapter from inside the cash drawer and install the proper country/region-specific snap-in plug.
3. Connect an Ethernet patch cable to the bottom of unit to establish network connectivity.
4. Connect the power adapter to its mating connector. This can be found protruding from the bottom of the cash drawer. Plug the power adapter into an AC outlet.
5. Connect the cash drawer to the network by connecting the Ethernet cable to the cash drawer and plugging the power supply into an outlet.
6. With assistance from the onsite contact person, access the Manage Hardware Back Office Option, then access the Manage Networked Cash Drawers Back Office option. The new cash drawer should appear in the list with a status of New.
   Note: The location of the menu options are based on a default installation and may be in a different location based on client configurations.
7. If the new cash drawer has a status other than New, then you must reset the cash drawer. See Resetting Cash Drawer to Factory Settings. After a reset completes, press the Discover Devices button to re-discover all networked cash drawers. The cash drawer should be in a status of New if the reset was successful.
8. Highlight the new cash drawer and press the Configure Device button.
9. Enter the new configuration values with help from the onsite contact person and press the Save Configs button. The saving process may take a minute or two to complete. If the save completed successfully, you will be returned to the Manage Networked Cash Drawers screen again and the new cash drawer should be in a status of Configured.
10. Highlight the new cash drawer and press the Activate Device button to mark the device as Active. The drawer is now ready to be used within daily store operations.
Note: Technicians must work with someone at the store who has the proper security privileges to access the Back Office options and has knowledge of the store's network configurations prior to arriving at the store.

Managing Networked Cash Drawers

1. Select the Manage Hardware option from the Back Office Main Menu.
2. Select the Manage Networked Cash Drawers option from the list.

Upon navigating to the screen, a discovery process detects all cash drawers connected to the network.
3. A list of all discovered networked cash drawers appears.

Figure 5 - Example List of Discovered Networked Cash Drawers

The status of the cash drawer may be:

- **New**: Configuration has not been entered.
- **Configured**: The cash drawer has been successfully configured.
- **Active**: The cash drawer is available to use.
- **Inactive**: The cash drawer is not available to use.
- **Reset**: Resetting the cash drawer to factory settings and configuration needs to be entered. See section Resetting Cash Drawer to Factory Settings for more information.

**Note**: The Configure Device button will not be enabled when the device is in a Reset status. After a reset completes, press the Discover Devices button to re-discover all networked cash drawers. The cash drawer should be in a status of New if the reset was successful.

4. Select a cash drawer from the list.

You can Activate and Deactivate cash drawers by selecting the corresponding button. The Activate button changes the status to ACTIVE. The Deactivate button changes the status to INACTIVE.

You can delete the cash drawer from the Database by selecting the Delete Device button. Use the Discover Devices button to find new networked cash drawers on the network.

**Note**: The Activate, Deactivate, Delete and Configure activities are controlled by user security. An employee must have the proper security privileges to use these buttons.
Configuring Networked Cash Drawers

1. Select the **Configure Device** Button on the Manage Networked Cash Drawers screen.

2. Enter the required data to configure the screen.
   - **If the drawer is an existing drawer**: the configurable values will be shown with the option to change the values.
   - **If the drawer is a new drawer**: the values shown are prepopulated with information obtained from the drawer during the discovery process that occurred when entering the Manage Networked Cash Drawers screen with the option to change them. If the values need to be changed, the onsite contact person can provide the correct configuration values based on the store’s network configuration.

3. Press the **SaveConfigs** button to apply the changes to the Configure screen. The saving process may take a minute or two to complete. If the save completed successfully, you are returned to the Manage Networked Cash Drawers screen.
   
   **Note**: To clear all configurations, select the **ClearConfigs** button.
5  Xstore Cash Drawer Functions

Note: References to Back Office menu options are based on a default installation and may be in a different location based on client configurations.

Cash Drawer Open

1. In the Back Office menu, select Open/Close Options.
2. Select Cash Drawer Open.
3. A list of cash drawers is displayed.
4. Select the drawer to open.
   Select OK.
5. A confirmation prompt opens.
   Select Yes.
6. A list of tills opens.
7. Select the till to assign to the cash drawer.
   Select OK.
8. The Count Summary screen displays, select the tender type to be counted and then select the Count Selected button to display the tender group’s count screen.

![Figure 7 - Begin Count Summary Screen](image)

9. Enter each value as required in the focus bar of the count screen and press [Enter]. Xstore will highlight the next denomination in the list.

Note: Depending upon the configuration of your system, you may be prompted to enter the total opening amount rather than prompted to count by denomination.
See **Tender Count Screen Xstore Base Examples** in the **Oracle Retail Xstore Point of Service User Guide**.

![Tender Count Screen Xstore Base Examples](image)

**Figure 8 - Denomination Count – Cash**

10. Select **Next Group** to display the next count screen.

    **Tip:** Select **Prior Group** to go back to the previous count screen.

11. Repeat steps 9-10 until all tenders are counted, and then select **Summary** to return to the Count Summary screen.

12. Review the amounts. If the totals are correct, select the **Counting Complete** button.

    **Tip:** Check the Over/Short column to see if the till is balanced with the system values for each tender type. To modify counts see **Editing Tender Group Counts** in the **Oracle Retail Xstore Point of Service User Guide**.

13. If the starting cash amount matches, the system prompts to confirm the amount for all cash currencies you entered and opens the cash drawer after you acknowledge the system amount.
If configured, the system prints a Begin Count receipt showing the amount of starting cash in the till and signature lines for the cashier and manager to sign confirming this open amount.

14. If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference:

Example:

```
You have entered the following starting cash amounts. Is this correct?

Cash $100.00  
Australian Cash $100.00  
Canada Cash $100.00  
Euro Cash €100.00
```

Press [Y] to accept the amount you counted and continue opening the cash drawer. You are prompted to enter/select the reason for the discrepancy between the counted
amount and the expected amount. You may be required to enter a comment and then press [Enter].

<OR>

Press [N] to recount the till.

15. Open the till to associate with the Cash Drawer. See section Attaching a Cash Drawer Till for more information.

16. If you counted the till from the Back Office, select the Register option to display the register screen. The register is now open and a till has been counted and attached to the current register. The system may print a receipt indicating the register number that is open and the cashier ID who is at the register.

Cash Drawer Close

Note: You must remove the till before closing the cash drawer. See Removing a Cash Drawer Till for more information.

1. In the Back Office menu, select Open/Close Options.

![Figure 11 - Open/Close Options Menu](image)

2. Select Cash Drawer Close.

3. A list of open cash drawers displays.

4. Select the drawer to close. Select OK.

5. A confirmation prompt opens. Select Yes.
The physical cash drawer opens and the system displays the Close Count Summary screen. Each count group (tender type) is counted individually. Specific groups require additional information as determined by the home office.

6. Select the tender type to be counted, and then select the **Count Selected** option to display the tender group’s count screen.

**Note:** Till reconciliation is done separately from the close process. See the *Reconcile a Till* section in the *Oracle Retail Xstore Point of Service User Guide* for more information.

![Close Count Summary Screen](image)

**Figure 12 - Close Count Summary Screen**

**Note:** Depending upon the configuration of your system and your store policy, the over/short amounts, as shown above, may not be displayed.
Attaching a Cash Drawer Till

Use this procedure to attach counted tills to the networked cash drawers in order to track money in the cash drawers.

1. From the Manage Tills menu, select the Till Maintenance option. Press [Enter] for Ok.

2. From the Till Maintenance menu, select the Attach Cash Drawer Till option. Press [Enter] for Ok.

3. The system displays a list of tills available to be attached.

4. Select a till from the list. Press [Enter] for Ok.

5. Scan the cash drawer. The cash drawer ID is verified to determine it is in the correct state.

   If the scanned drawer is not in the correct state, an error message is displayed. "Cash drawer is currently unavailable."
   Press [Enter] for Ok.

   If the scanned cash drawer barcode does not match the selected cash drawer, an error message is displayed "The scanned cash drawer does not match the selected cash drawer."
   Press [Enter] for Ok.

6. Confirm you want to attach the till to the cash drawer: "Are you sure you want to attach till to cash drawer <cash drawer id and name>?"

7. Select [Yes] to continue.

8. The cash drawer is opened and the till is attached to the cash drawer.
9. A confirmation message is displayed: "Till <insert till name> has been attached to cash drawer <Cash Drawer ID and name>.”

10. Press [Enter] for Ok and close the drawer.
    You are returned to the Xstore Home screen.

    **Note:** Repeat this procedure for additional cash drawers.

---

**Removing a Cash Drawer Till**

Oracle Retail Xstore Point-of-Service gives managers and associates the option to remove their own till from a register or remove a till assigned to someone else, depending on the option chosen in the Manage Tills menu. The ability to combine the cash drawer close and reconcile processes together is configurable.

To remove a till from a networked enabled cash drawer:

1. From the Manage Till menu, select the **Till Maintenance** option
    Press [Enter] for **Ok**.

2. From the Till Maintenance menu, select **Remove Cash Drawer Till**
    Press [Enter] for **Ok**.

3. The system displays a list of tills available to be removed.

4. Select the till you are removing
    Press [Enter] for **Ok**.
5. Scan the cash drawer.
   The cash drawer ID is verified to determine it is in the correct state.
   
   If the scanned drawer is not in the correct state, an error message is displayed. "Cash
drawer is currently unavailable."
Press [Enter] for Ok.

   If the scanned cash drawer barcode does not match to the selected cash drawer, an
error message is displayed “The scanned cash drawer does not match the selected
cash drawer.”
Press [Enter] for Ok.

6. Confirm you want to remove the till from the cash drawer: "Are you sure you want
to remove till from cash drawer <cash drawer id and name>?

7. Select [Yes] on to continue.

8. The cash drawer is opened and the till is removed from the cash drawer.

9. A confirmation message is displayed: "Till <insert till name> has been removed from
cash drawer <Cash Drawer ID and name>."

10. Press [Enter] for Ok and close the drawer.
     You are returned to the Xstore Home screen.

  **Note:** Repeat this procedure for additional cash drawers.

---

**Reconciling a Cash Drawer Till**

This procedure allows you to reconcile the transactions associated to a cash drawer. It
does not reconcile the register. You need to close the cash drawer first (at any time) and
then reconcile the cash drawer (at any time). The cash drawer does not have to be closed
before the End of Day Process. This is particularly applicable for 24/7 trading to minimize
downtime.

The ability to combine the Cash Drawer Close and Reconciliation Processes is
configurable (for register accountability in a normal store environment). Therefore, if
configured, the reconciliation process would begin directly after the Cash Drawer Close
flow. In 24/7 trading the cash drawer and reconciliation processes are separate.

Any register’s back office can be used to reconcile networked cash drawers.

1. From the Manage Tills menu, select the **Till Maintenance** option
   Press [Enter] for Ok.

2. From the Till Maintenance menu, select the **Reconcile Cash Drawer** option
   Press [Enter] for Ok.
The Reconcile Cash Drawer menu option is always available. If you attempt to access it and no cash drawers are available to reconcile, an error message “All closed cash drawers have been reconciled” is displayed.

3. Select the cash drawer to reconcile from a list of cash drawers available to reconcile.
available cash drawers to reconcile. The cash drawers do not have to be reconciled in a specific order. The cash drawers’ name, description and Session ID are listed.

4. Select the cash drawer to be reconciled
   Press [Enter] for Ok.

5. The system prompts you with the question: “Do you want to reconcile the following cash drawer? <Insert Cash Drawer Device Name>”.

![Confirm Cash Drawer Reconciliation](image)

**Figure 17 - Confirm Cash Drawer Reconciliation**


   The existing Xstore reconcile flow is followed for the limited tenders accepted on the networked cash drawer. Any transaction from any register completed on the cash drawer and has the selected networked cash drawer’s ID saved with the transaction should be reconciled at this time.

   **Note:** The cash drawer has been reconciled and the user is returned to the Xstore Home screen.
# 6 Troubleshooting and Repair

## Table 2 – 486 NetPro Cash Drawer Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drawer does not open</td>
<td>• Verify the drawer is powered on.</td>
</tr>
<tr>
<td></td>
<td>• Replace the power supply.</td>
</tr>
<tr>
<td></td>
<td>• Contact Oracle Customer Service if the drawer does not power on when using a replacement power supply.</td>
</tr>
<tr>
<td></td>
<td>• If powered on, release the cash drawer via Xstore.</td>
</tr>
<tr>
<td></td>
<td>• Reset the drawer to its factory settings by pressing the concealed Reset button.</td>
</tr>
<tr>
<td>Drawer cannot detect network or cannot connect to network</td>
<td>• Verify that the network cable is securely connected to the bottom of the cash drawer.</td>
</tr>
<tr>
<td></td>
<td>• Verify that the power supply is securely connected to the cash drawer and plugged in to an outlet.</td>
</tr>
</tbody>
</table>
**Resetting Cash Drawer to Factory Settings**

When needed, the 486 NetPro Cash Drawer can be reset to its factory default state.

1. Remove power.

2. Press and hold the concealed Reset button, located underneath the cash drawer.

![Reset Button](image)

Figure 18 – 486 NetPro Cash Drawer Concealed Reset Button Location

3. Continue to hold in the concealed Reset button and apply power.

4. Continue to hold the concealed Reset button for five to ten seconds after the power has been re-applied.

Upon reset, all prior client-generated security credentials are removed and the default, pre-shared manufacturer’s security credentials are placed back in service.

When the manufacturer-assigned security credentials are in effect, the cash drawer provides limited functionality.
Releasing a Cash Drawer

On occasions when the cash drawer cannot be opened (maybe due to a network loss), you can manually release the cash drawer in-use and allow other users to use them.

**Note:** Ensure there is no current transaction taking place prior to using this process.

1. Navigate to the Manage Networked Cash Drawers screen.

   ![Figure 19 - Manage Network Cash Drawers Screen](image)

2. Select the in-use cash drawer from the list of cash drawers.

3. Select the **Release Device** button.

4. Confirm you want to release the cash drawer: "Are you sure you want to release the cash drawer <cash drawer id and name>?"

   ![Figure 20 - Release Device Confirmation](image)

5. Select [Yes] to continue.

**Note:** The Release Device button is controlled by user security. An employee must have the proper security privileges to release the cash drawer.

The cash drawer is manually released from being in-use and is available to use again.
Replacing a Networked Cash Drawer

Note: Technicians must work with someone at the store who has the proper security privileges to access the Back Office options and has knowledge of the store’s network configurations prior to arriving at the store.

1. Disconnect the cash drawer you want to replace by unplugging the power supply from the outlet and removing the Ethernet cable from the cash drawer.

2. Connect the new cash drawer to the network by connecting the Ethernet cable to the cash drawer and plugging the power supply into an outlet.

3. With assistance from the onsite contact person, access the Manage Hardware Back Office Option, then access the Manage Networked Cash Drawers Back Office option. Both the cash drawer you want to replace and the new cash drawer should appear in the list. You can identify the cash drawers by matching the barcode value in the list with the barcode value on the plate attached to the front of the cash drawer.

Note: The location of the menu options are based on a default installation and may be in a different location based on client configurations.

4. Highlight the cash drawer you want to replace, and then press the Configure Device button. This will show the currently configured values. Copy these values down so they are available if the new cash drawer is to use the same configurations.

5. Highlight the cash drawer you want to replace (if not already highlighted), and then press the Delete Device button to delete the configuration from the system.

6. If the new cash drawer has a status other than New, then you must reset the cash drawer. See Resetting Cash Drawer to Factory Settings.

   After the reset completes, press the Discover Devices button to re-discover all networked cash drawers. The cash drawer should be in a status of New if the reset was successful.

7. Highlight the new cash drawer and press the Configure Device button.

8. Enter the new configuration values with help from the onsite contact person and press the Save Configs button. The saving process may take a minute or two to complete. If the save completed successfully, you will be returned to the Manage Networked Cash Drawers screen again and the new cash drawer should be in a status of Configured.

9. Highlight the new cash drawer and press the Activate Device button to mark the device as Active. The drawer is now ready to be used within daily store operations.

Testing a Networked Cash Drawer

1. With the help of the onsite contact person, open an operating system command shell and ping the new configured cash drawer’s IP Address and verify that you receive a response from the cash drawer. This should be successful because you were previously able to successfully save the configuration.

2. Have the onsite contact person test the cash drawer within the application to verify it is working properly. This may consist of them opening a cash drawer, counting the money in the till insert, and then attaching the till insert to the networked cash drawer. These are all back office options that the onsite contact may have access to.
The process of attaching the till insert to the cash drawer will prompt to scan the cash drawer barcode, which then should cause the cash drawer to open so the insert can be put in the cash drawer.

3. If cash drawer opens, the system is successfully using the cash drawer.