micros ®
RES

Restaurant Enterprise Solution (RES) Version 5.2
Read Me First

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 5.1 release of the MICROS Restaurant Enterprise Solution (RES) software.

This document contains updates for the Version 5.2 release of the MICROS Restaurant Enterprise Solution (RES) software.

***************************REMINDER*****************************

It is recommended that custom applications be re-installed and tested after applying any upgrade to a RES system. This includes SQL scripts that add or alter custom stored procedures.

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**************************IMPORTANT*****************************

Occasionally, report requests from AutoSequence & Reports and Report Viewer may be slow to display a report (i.e., between 40 to 90 seconds). This does not occur on all systems. If this problem is encountered, refer to Clarify Change Request number 31114 for a solution. This solution provides instructions on how to load a configuration file (that works in conjunction with 'ReportExporter.exe') to address this report speed issue.

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Upgrading RES

The following versions of RES databases can be upgraded to RES v5.2.

- 3.2 ***

- 4.3 HF1, 4.3 HF2, and 4.3 MR3 ***

- 4.4 ***

- 4.5 and 4.5 MR1 ***

- 4.6 and 4.6 MR1 ***

- 4.7 and 4.7 MR1 through MR4 ***

- 4.8 and 4.8 MR1 through MR7 (4.8 MR3 and lower ***)

- 4.9 and 4.9 MR1 through MR10 (4.9 GR ***)

- 4.10 and 4.10 MR1, MR2

- 4.11 and 4.11 MR1 through MR5

- 4.12

- 5.0 and 5.0 MR1 through MR4

- 5.1 and 5.1 MR1, MR2

Warning   *Any RES version not listed here cannot be upgraded to RES v5.2.*

*** These databases must have a pre-convert script run against them prior to upgrading to v5.2.

All Enterprise Management databases not already at RES v5.x must run the pre-convert script.

> **Note**
>
> *For known limitations, please refer to the RES Version 5.2 Installation Guide in the Before You Begin: Tips, Traps, and Precautions section.*

Document Organization

For clarity, information is divided into self-contained chapters, reflecting the additions and modifications made to the following RES products:

- 3700 Point-of-Sale (POS) System

- Kitchen Display System (KDS)

- Guest Service Solutions (GSS)

- Cash Management (CM)

- Labor Management (LM)

- Product Management (PM)

- Financial Management (FM)

- RES Platform

Within each section, product information is organized as follows:

- What's New

- What's Enhanced

- What's Revised

Each section begins with an introduction and includes a table that summarizes the features and functionality incorporated in this version of the software. The table provides hypertext links to supplementary text and graphics about the selected topics.

For more information on these features and step-by-step instructions for configuring them, refer to the product's Online Reference Manual, available from the MICROS website.

Declarations

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3700 POS

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

The table below summarizes the new features included in this version.

Module	Revision	CR ID/ SCR	Page
POS Configurator	Added Option bit for 'Printer Destination Selection Only when Undocked'	N/A/ 40154	6
	"Fixed Orientation" by Touchscreen and by Workstation	N/A/ 40183	8
POS Operations	Added Battery and Radio Frequency Display Elements and Warnings for mTablet	N/A/ 40192	9
	Added New Columns to MICROS Database for mTablet	N/A/ 40158	10
	Associate/Disassociate mTablet from mStation(s)	N/A/ 40151	10
Setup	Added Support for mTablet / mStation	N/A/ 39950	13

New Features Detailed

POS Configurator

Added Option bit for 'Printer Destination Selection Only when Undocked'
CR ID #: N/A
SCR #: 40154

With this release, a new User Workstation option has been added to work in conjunction with the existing 'Enable Printer Destination Selection' option bit.

Configuration

Existing Option 'Enable Printer Destination Selection'

1. Navigate to *POS Configurator | Devices | Devices | Printer Definition.*

   • **Printer destination selection** (must be enabled for each printer desired for selection list)

2. Navigate to *POS Configurator | Devices | User Workstations | Options | General.*

   • **Enable Printer Destination Selection**

   This option allows the user to override the default printer linked to the workstation. 'Enable Printer Destination Selection' must be enabled to use this new option with the mTablet.

New RES 5.2 mTablet Only Option 'Enable only when undocked'

3. Navigate to *POS Configurator | Devices | User Workstations | Options | General.*

- **Enable only when undocked**

> ***Note:*** *If the client type is not an mTablet, the 'Enable only when undocked' option is hidden (grayed out and not in focus) and can only be enabled for a Tablet device.*

General Rules

When a user undocks the mTablet from the mStation, the following occurs:

1. A Printer Selection dialog displays in POS Operations showing the default printer.

2. All eligible printers are displayed (per device option), allowing an override of the default printer.

When a user properly re-docks the mTablet with the mStation, the following occurs:

1. The POS Operations splash screen displays "Reinitializing Peripherals".

2. The user is not allowed to override the default printer link, and POS Operations does not prompt for Printer Selection.

"Fixed Orientation" by Touchscreen and by Workstation

CR ID #: N/A
SCR #: 40183

The mTablet and individual touchscreen devices can be configured to be locked into a specific orientation.

> *Note: The specific orientation that is configured indicates which position on the mTablet will be the reference point (Left, Right, Top, or Bottom). The internal Magnetic Stripe Reader (MSR) is used as a reference point. For example, 'Landscape Left' means that the MSR is positioned on the left side when looking at the mTablet. If the user selects 'Portrait Top', the MSR is positioned at the top when looking at the mTablet.*

Configuration

1. Navigate to *POS Configurator | Devices | User Workstations | Options | Display | Orientation*.

2. The following types of orientation are available for selection:

    •   Automatic (default setting)

    •   Landscape Right

    •   Landscape Left

    •   Portrait Top

    •   Portrait Bottom

> *Note: With Portrait Bottom, where the MSR is at the bottom of the mTablet, the mTablet must be configured for Wireless and the mTablet must be undocked (floating).*

1. Navigate to *POS Configurator | Devices | Touchscreens | General | Orientation*.

2. The following types of orientation are available for selection:

   • Automatic (default setting)

   • Landscape Right

   • Landscape Left

   • Portrait Top

   • Portrait Bottom

POS Operations

Added Battery and Radio Frequency Display Elements and Warnings for mTablet
CR ID #: N/A
SCR #: 40192

Support was added for the display of battery and wireless radio frequency status on the mTablet. New information box elements display the battery level and radio frequency signal quality. These elements are currently populated only on the mTablet device.

An update occurs every 15 seconds. When the mTablet battery level drops below 30%, a popup warning message will display on the mTablet stating "Low Battery". The following table illustrates the frequency of these warning messages.

Battery Level Percentage	Warning Issue Frequency
10-30%	Every 5% drop in battery level
5-10%	Every 2% drop in battery level
0-5%	Every 1% drop in battery level

> ***Note:*** *The existing low signal warning for handhelds is also used for the mTablet with no changes made.*

When the wireless radio frequency signal weakens, a "No communications with Server..." error message displays on the mTablet.

At this time, only touch screen templates 1, 102, 103, 105, 108, 112, 115, 116, and 203 in the 1024x600 and 600x1024 resolutions have been updated in the Micros Sample Database to include these elements.

The 302 screen template resolution 1024x600 has also been updated to include these elements.

Added New Columns to MICROS Database for mTablet
CR ID #: N/A
SCR #: 40158

Two new columns have been added to the MICROS database and are used by the mTablet. This column data is available for users to query by writing SQL statements to gather the information.

TRANS_DTL table for new columns:

◆ rf_signal_strength

◆ battery_life

Associate/Disassociate mTablet from mStation(s)
CR ID #: N/A
SCR #: 40151

The ability to associate and disassociate an mTablet from an mStation was added with this release.

Disassociate

The Disassociate process will begin when either of the following events occurs:

- "Disassociate from mStation" key code is entered

- mTablet is docked with an mStation whose serial number differs from the one to which mTablet was previously connected

The following activities are performed by mTablet as part of the Disassociate process:

1. Verify (prompt if necessary) the user Transaction Privilege to Disassociate from the mStation.

2. Delete the "Cash Drawer Employee" links if the cash drawers are assigned by UWS option.

3. Shut down any peripherals residing on the mStation.

4. Reset the UWS status field storing the currently associated mStation.

Associate

The Associate process will begin when the following event occurs:

- mTablet is docked with an mStation whose serial number does not match the "currently associated mStation"

The following activities are performed by mTablet as part of the Associate process:

1. Verify (prompt if necessary) user Transaction Privilege to Associate with an mStation.

2. Re-initialize the mStation peripherals.

3. Save the new mStation serial number in the UWS Status field.

The following three (3) prompts may appear related to associating and disassociating an mTablet from an mStation:

1. Unlink from mStation

    *   This mTablet has changed mStations. In order to continue, this mTablet must be disconnected from the prior mStation. Doing so will remove any links to cash drawers and associated tills. All cash drawer/till links must be re-established. Are you sure you want to continue? (Yes or No).

        Note: Always say 'Yes' to this prompt.

2. Authorization is required for: Unlink mTablet from mStation.

    *   This prompt will appear when you un-dock the mTablet from the mStation.

        Note: This requires Employee Class Privilege option 'Dissassociate mTablet from mStation' to be enabled. Navigate to POS Configurator | Employees | Employee Classes |Privileges| Privilege Options.

3. Authorization is required for: Link mTablet to mStation.

    *   This prompt will appear when you re-dock the mTablet to the mStation.

        Note: This requires Employee Class Privilege option 'Associate mTablet with mStation' to be enabled. Navigate to POS Configurator | Employees | Employee Classes |Privileges | Privilege Options.

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Setup

Added Support for mTablet / mStation
CR ID #: N/A
SCR #: 39950

RES v5.2 supports the new mTablet / mStation, which is the latest generation of client workstations from MICROS. The mTablet can be used in a wireless/mobile configuration, or hard-wired via Ethernet connection to the mStation base unit. Using the mTablet as a wireless device allows users the flexibility of utilizing this new workstation, indoors or out.

mTablet / mStation General Information

- 10.1" Liquid Crystal Display (LCD)

- i.MX6 dual core processor

- Embedded Compact 7 (EC7) Operating System

- Integrated MSR

- Connectivity includes 802.11a/b/g/n dual band capable WiFi and Bluetooth 2.1

- The mStation provides full POS connectivity for Ethernet connectivity and peripheral devices, when the mTablet is docked.

◆ The mStation is also used to re-charge the mTablet (in a wireless configuration).

> *Note: Please refer to Appendix M: mTablet / mStation, in the RES 5.2 Installation Guide. Also refer to the hardware documentation "mTablet/mStation Setup Guide", posted on the Hardware Portal at http://portals.micros.com/hardware/ HSG/pages/mTablet%20mStation.aspx.*

Configuration

1. Navigate to *POS Configurator | Devices | Network Node | Network* tab.

   • The new 'Workstation Type' called '**mTablet**' is available from the drop-down list.

2. Navigate to *POS Configurator | Devices | Touchscreen Designer*.

   There are three (3) new function keys related to the mTablet. These are located under Category: 'Function: Non-Sales'.

   • Disassociate from mStation

   • Enable Screen Rotation

   • Disable Screen Rotation

3. Navigate to *POS Configurator | Employees | Employee Classes | Privileges*.

   • There are two (2) new privilege options related to docking and undocking the mTablet and associated cashier links and tills. These are located under *Privileges* tab/ *Privilege Options* tab, under *mTablet Configuration*.

     - Associate mTablet with mStation

- Disassociate mTablet from mStation

Important   *It is crucial that managers who undock and re-dock mTablets have both of these privileges set. Even if not configured for a wireless network, at least one or more main managers need to have these privileges enabled.*

4. The mTablet has a new CAL folder, located on the RES Server under: \RES\CAL\mTablet\Packages|mTabletRES.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 3700 POS application. To qualify as an enhancement, the change must satisfy the following criteria:

◆ The basic feature or functionality already exists in the previous release of the software.

◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

The table below summarizes the enhancements included in this version.

Module	Enhancement	CR ID/ SCR	Page
POS	Scripts	New OCBClient.isl File Needed for mTablet	N/A/ 40132	16

Enhancements Detailed

POS | Scripts

New OCBClient.isl File Needed for mTablet
CR ID #: N/A
SCR #: 40132

A new OCBClient.isl file is required for the mTablet to work properly with an Order Confirmation Board (OCB) device. Using the old 'PMSx.ISL' script will cause errors.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

The table below summarizes the revisions included in this version.

Module	Feature	CR ID/ SCR	Page
Common - Apps Starter	Ethernet Connection Get Encryption Initialization Failed	N/A/ 40199	18
Common - Database	RES Patches or DM | Update Deletes EM Stored Procedure spem_POS_tmed_def	N/A/ 40114	19
Credit Card Batch	Settlement Would Fail with Zero Dollar Auths	34276/ 40218	20
Menu Board	MBService Error When Two or More Devices Requested a Refresh	34269/ 40157	20
POS Operations	DT430 Split Check and Edit Seat Screen Missing Right Scroll Key	34321/ 40176	21
	mTablet Does Not Support EMSR Related Devices	N/A/ 40137	21
	mTablet Does Not Support Verifone PINpad 1000 Devices	N/A/ N/A	21

Module	Feature	CR ID/ SCR	Page
	mTablet Supports Virtual Keyboard	N/A/ 40127	22
	POS Operations Could Fail If Operator Prep Adjust for Delayed Order	34159/ 40139	22
	Template "410 HH Speed Pad4" does not Display Correctly on MC55A	34279/ 40161	22
Reports	System Balance Report Can Result in Error	N/A/ 40111	22
Setup	Service Pack Setup Can Leave Invalid Path for DB Engine	N/A/ 39903	23
Text Translator	Back Office Applications Unable to Translate "Please enter your ID"	34283/ 40162	24
Transaction Services	Unable to Tender an API Order with PMS Linked	34240/ 40153	24

Revisions Detailed

Common - Apps Starter

Ethernet Connection Get Encryption Initialization Failed
CR ID #: N/A
SCR #: 40199

Previously, if the wireless network adapter was not set as 'Disabled' in the mTablet workstation, an 'Encryption Initialization Failed' error displayed. Follow these instructions to disable the unused Network Adapter on the mTablet:

1. Navigate to *Start | Settings | Network and Dial-up Connections*.

2. The following two (2) adapters will be listed:

- • SDCSDC40N1 (Wireless Adapter)

- • ENET 1 (Ethernet Adapter)

3. Highlight the unused adapter, right-click and select "Disable".

> *Note: A keyboard and mouse will be needed to disable the unused adapter. Please refer to the hardware documentation "mTablet/mStation Setup Guide", posted on the Hardware Portal at http://portals.micros.com/hardware/HSG/pages/mTablet%20mStation.aspx.*

Common - Database

RES Patches or DM | Update Deletes EM Stored Procedure spem_POS_tmed_def
CR ID #: N/A
SCR #: 40114

In previous RES 5.x versions, running a RES 5.x Service Pack on an EM database could delete the EM Stored Procedure 'spem_POS_tmed_def'. The temporary workaround was to re-run EM Store Setup after the RES Service Pack, which would add this stored procedure back into the database. This issue has been corrected in RES 5.2.

Credit Card Batch

Settlement Would Fail with Zero Dollar Auths
CR ID #: 34276
SCR #: 40218

Previously, records for Zero Dollar Authorizations that did not have an Auth Code would cause the Credit Card Batch Utility to close during settlement. This occurred with or without omitting the records from the batch. This has been corrected.

Menu Board

MBService Error When Two or More Devices Requested a Refresh
CR ID #: 34269
SCR #: 40157

Previously, when two or more Menu Board devices requested a Refresh, the Menu Boards displayed an MBService related failure message (i.e., "Building HTML Properly Failed - MBService" error). This has been corrected.

POS Operations

DT430 Split Check and Edit Seat Screen Missing Right Scroll Key
CR ID #: 34321
SCR #: 40176

Previously, the right scroll key was not visible on the Split Check and Edit Seat screens. This limited the usability of each of these check functions. This has been corrected.

mTablet Does Not Support EMSR Related Devices
CR ID #: N/A
SCR #: 40137

The initial release of RES 5.2 with mTablet does not support EMSR mode related devices or integrated EMSR readers:

◆ Magtek IPAD

◆ Integrated EMSR Reader (for mTablet)

◆ Secure Key Pad (for keyed Acct entry)

Support for these devices will be added in a subsequent release.

mTablet Does Not Support Verifone PINpad 1000 Devices
CR ID #: N/A
SCR #: N/A

The initial release of RES 5.2 with mTablet does not support the Verifone PINpad 1000 debit related devices at this time. This will be added in a future version.

mTablet Supports Virtual Keyboard

CR ID #: N/A
SCR #: 40127

RES 5.2 with mTablet supports a Virtual Keyboard for: Reservations, Waitlist, and Seating Section Layout functions.

POS Operations Could Fail If Operator Prep Adjust for Delayed Order

CR ID #: 34159
SCR #: 40139

Previously, POS Operations could close unexpectedly if the Operator Prep Adjust in Promise Time dialog window was adjusted to a value higher than 60 for a Delayed Order. This has been corrected.

Template "410 HH Speed Pad4" does not Display Correctly on MC55A

CR ID #: 34279
SCR #: 40161

Previously, the template "410 HH Speed Pad4" did not display correctly on the MC55a device. This has been corrected.

Reports

System Balance Report Can Result in Error

CR ID #: N/A
SCR #: 40111

When attempting to run the System Balance Report, this report can result in a SQL error. For example: "Value 1000031 out of range for destination." This error occurs when an employee with an extremely large emp_seq value goes on break. This has been corrected.

Setup

Service Pack Setup Can Leave Invalid Path for DB Engine
CR ID #: N/A
SCR #: 39903

Previously, the Service Pack Setup could leave an invalid path for the DB Engine. Research determined that the backslashes were missing in the SQL Parameters Path for the database. This has been corrected.

Example Before Fix:

```
5.1 DB update Fails due to missing \ in microsMICROS (in 2
places):

-c 39p -gl all -gn 100 -ti 0 -gd all -gk all -gt 1 -sb 0 -x
tcpip -n sqlMICROS1-3700-OK
"E:\microsMICROS\Database\Data\micros.db"
@"E:\microsMICROS\Database\Data\dbc.dat"
```

Example After Fix:

The Update.bat file that determines the MICROS RES path was modified; now an appended backslash is returned for use when inserting the Server Name in the SQL service registry path.

```
-c 39p -gl all -gn 100 -ti 0 -gd all -gk all -gt 1 -sb 0 -x
tcpip -n sqlMICROS1-3700-OK
"E:\micros\MICROS\Database\Data\micros.db"
@"E:\micros\MICROS\Database\Data\dbc.dat"
```

Text Translator

Back Office Applications Unable to Translate "Please enter your ID"
CR ID #: 34283
SCR #: 40162

Previously, Back Office applications using microsaccess.dll were unable to translate "Please Enter Your ID" and "Please Enter Your Password". This has been corrected.

Transaction Services

Unable to Tender an API Order with PMS Linked
CR ID #: 34240
SCR #: 40153

Previously, when a check was paid via RES API (Transaction Services) with a PMS interface linked, the interface was ignored. The payment posted to the API but failed to post to the PMS system. This has been corrected and now the payment posts to both API and PMS.

Known Limitations

Known Limitations are defined as what needs to be addressed in a future version of RES.

Known Limitations Summarized

The table below summarizes Known Limitations in this version.

Module	Feature	CR ID/ SCR	Page
POS Operations	Get 'Ordering Module Failed To Initialize' (mTablet only)	N/A/ 40271	25
	Attempt to Take Report in SAR Results in *.TRN File Error (mTablet only)	N/A/ 40284	25

Known Limitations Detailed

POS Operations

Get 'Ordering Module Failed To Initialize' (mTablet only)
CR ID #: N/A
SCR #: 40271

The mTablet does not currently support the Ordering Module (OM) in RES 5.2. Any attempt to use OM on an mTablet will result in the following error: 'Ordering Module Failed To Initialize'. OM is still supported on previously released CE and Win32 workstations in RES 5.2. This issue will be corrected in a future version of RES 5.2.

Attempt to Take Report in SAR Results in *.TRN File Error (mTablet only)
CR ID #: N/A
SCR #: 40284

The mTablet does not currently support SAR Reporting in RES 5.2. Any attempt to take a report while in Standalone Mode (SAR) will result in: "Error opening .TRN file". This only affects the mTablet. Other CE and Win32 workstation types support SAR Reporting in RES 5.2. This issue will be corrected in a future version of RES 5.2.

Kitchen Display System (KDS)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

There are no new features in this version of the software

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current 3700 POS application. To qualify as an enhancement, the change must satisfy the following criteria:

◆ The basic feature or functionality already exists in the previous release of the software.

◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.What's Enhanced

Enhancements Summarized

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of the software.

Guest Service Solutions (GSS)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

There are no new features in this version of the software.

What's Enhanced

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◆ The basic feature or functionality already exists in the previous release of the software.

◆ The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of the software.

Cash Management (CM)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

There are no new features in this version of the software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Cash Management application. To qualify as an enhancement, the change must satisfy the following criteria:

◆ The basic feature or functionality already exists in the previous release of the software.

The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

There are no enhancements included in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of the software.

Labor Management (LM)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

There are no new features in this version of the software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Cash Management application. To qualify as an enhancement, the change must satisfy the following criteria:

◆ The basic feature or functionality already exists in the previous release of the software.

The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revision in this version of the software.

Product Management (PM)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

There are no new features in this version of the software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Cash Management application. To qualify as an enhancement, the change must satisfy the following criteria:

♦ The basic feature or functionality already exists in the previous release of the software.

The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of the software.

Financial Management (FM)

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

There are no new features in this version of the software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Cash Management application. To qualify as an enhancement, the change must satisfy the following criteria:

◆ The basic feature or functionality already exists in the previous release of the software.

The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- The basic form, feature, or functionality must be part of the previous version of the software.

- The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of the software.

RES Platform

Introduction

This chapter comprises changes made to the RES Platform, which includes the following applications:

- MICROS Desktop

- License Manager

- Reports Explorer

- Language Translation Utility

- System Security

- Database Manager

What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

There are no new features in this version of the software.

What's Enhanced

An enhancement is defined as a change made to improve or extend the functionality of the current Cash Management application. To qualify as an enhancement, the change must satisfy the following criteria:

- The basic feature or functionality already exists in the previous release of the software.

The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in the previous release of the software.

Enhancements Summarized

There are no enhancements in this version of the software.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

◆ The basic form, feature, or functionality must be part of the previous version of the software.

◆ The change must replace the current item or remove it from the application.

Additionally, all reported issues that are deemed to be BY DESIGN are included in this section as well. These issues will contain the preface **BY DESIGN** in front of the feature name.

Revisions Summarized

There are no revisions in this version of the software.

Appendix A: MagTek® IPAD Reader Installation

MagTek® IPAD Operations
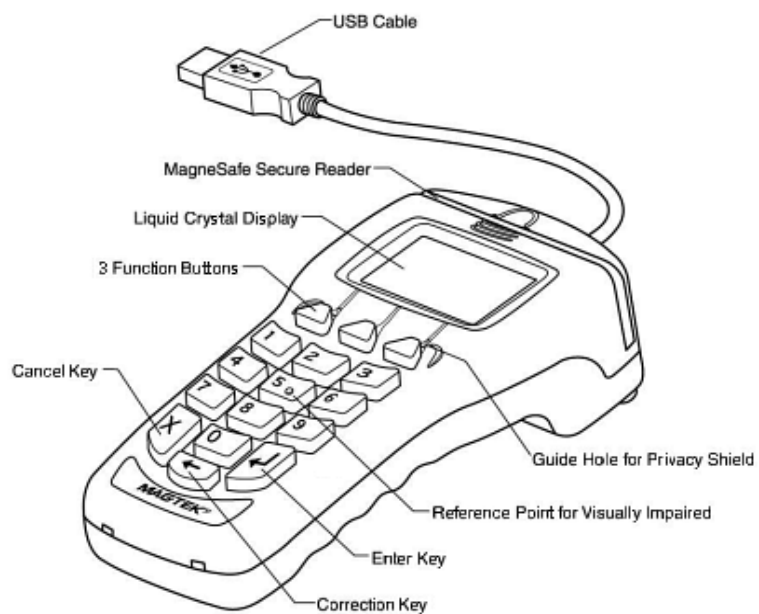
General Information about the MagTek IPAD Card Reading Device:

The IPAD contains a MagneSafe® reader that encrypts card data at the point of swipe to protect the cardholder's personal information. The MagTek card reader securely reads, decodes, and encrypts card data within the head of the device. This technology secures the magnetic stripe data at the earliest point in the transaction chain-the initial swipe. As a card is swiped through the reader, it can be authenticated immediately by the Merchant Link Host Processor, to determine whether the card is counterfeit or has been altered.

Sample screen showing the IPAD is ready for the next transaction:

For Credit or Gift Card Swipe:

Use the secure reader slot. After pressing the Credit Authorization or desired Gift Card/ Loyalty Card key, the IPAD will display the 'Please Swipe Card' prompt (per the example shown below).

◆ Make sure that the Magnetic Stripe on the card is facing you and the card can be swiped in either direction (i.e., left to right or right to left).

◆ After the card has been swiped on the IPAD device, the screen displays 'PROCESSING'.

◆ The display then changes to 'APPROVED', and the PC Workstation confirms 'Authorized'.

◆ You can then Service Total or Credit Card Finalize to close the guest check.

> ***Note:*** *The integrated Mag Card Reader on the Workstation*
> *itself can still be used for all kinds of employee card swipes.*
> *If desired, the MagTek IPAD can read employee cards for*
> *Clock-In or Manager Authorizations without any further*
> *configuration. In order to use the MagTek IPAD for employee*
> *Sign-Ins, a new touchscreen button can be added (Function:*
> *Non-Sales/Sign in PINpad swipe).*

Manually Keyed Card Entry:

If there is something wrong with the Magnetic Stripe on a card, to manually
enter the card number into the MagTek IPAD Device, press the 'Red X' key.
This will display the required data that needs to be entered from the card:

```
ACCOUNT NUMBER
 8888888888888888888
EXPIRATION DATE
 0813
CARD VERIFICATION CODE
 0358
```

- ◆ **Account Number** - press the 'Green' key to move down to the next line.

- ◆ **Expiration Dat**e - press the 'Green' key again.

- ◆ **CVV Number** - a 3 or 4 digit number on the back of the customer's
  card; press the 'Green' key again.

- ◆ The IPAD device will display 'Processing' and card will either be
  approved or declined.

> ***Note:*** *If a mistake is made while entering data, use the*
> *'Yellow' key to backspace and re-enter.*

Error Handling with a MagTek IPAD:

◆ If a 'Card Has Expired' message is received, the IPAD device will display 'CANCELLED' and then return to the 'Welcome' screen.

◆ If a '**∗** CHECK DIGIT ERR' message is received, this means that the manually entered card account number is invalid. Re-enter the card number again (per instructions above).

MagTek® IPAD Device Installation Instructions

From the Workstation(s) where the device(s) will be installed:

1. Stop POS Operations on the Workstation. You will need a keyboard or remote access (i.e., VNC) to do this.

2. Connect the MagTek device to one of the Workstation USB ports. **∗**Not all USB ports work. See diagrams on page **51**.

3. Start POS Operations.

4. The MagTek IPAD will say 'Initializing' and then display 'Welcome'.

5. To Test Device: Press the Clock-In Key and the MagTek device should sound a 'beep' tone, then prompt 'Please Swipe Card'.

6. Clear the 'Clock In' dialog box and the MagTek IPAD device is ready for use.

IMPORTANT:

When EMSR Mode is enabled, no other PINPad Payment device type will be allowed. In *POS Configurator | Devices | User Workstation | Peripherals*, make sure that none of the following devices are configured under any clients: PINpad, Mx870 Terminal, ViVOPay, or ViVOPay 4800.

The Magtek IPAD does not require any UWS Peripheral configuration.

The Protégé (since it is not a payment device), could be configured and run on a workstation that did ***not*** have an IPAD connected, but it would have to be a cash only terminal as it would not be able to accept any kind of electronic payments.

Important USB Connection Instructions

Question:

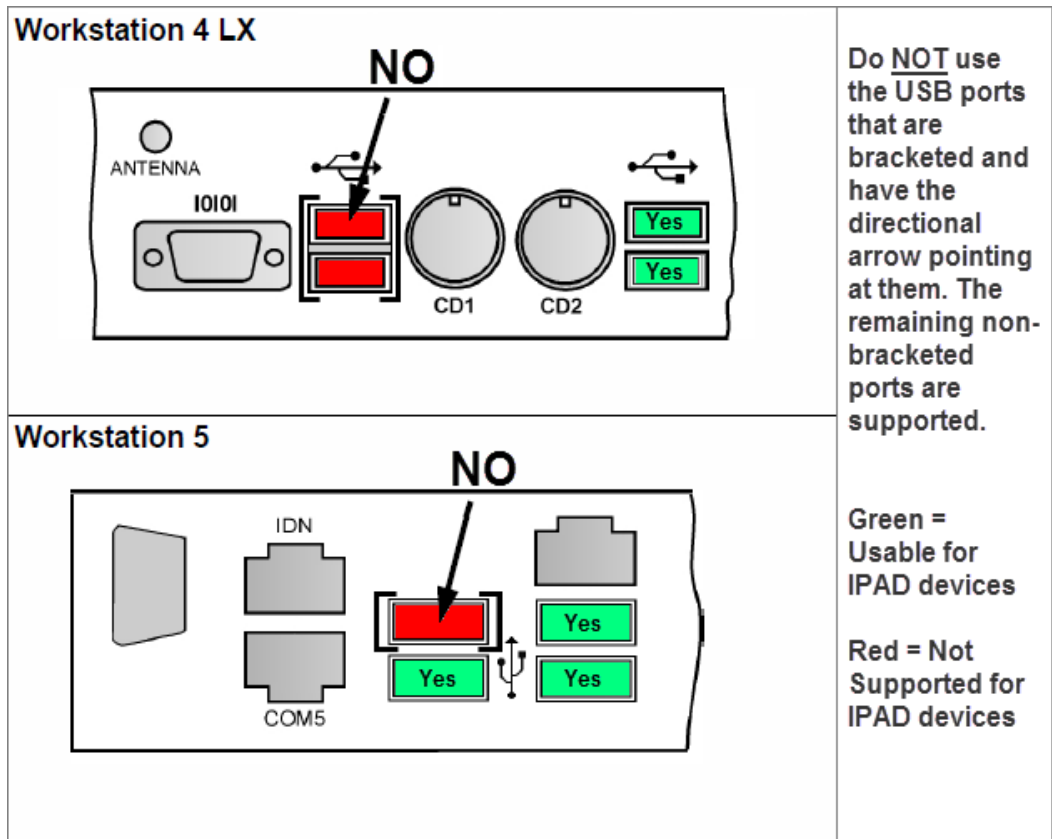What USB Ports can be used for connecting the MagTek IPAD device?

Answer:

PCWS 2010 - All USB Ports

PCWS 2015 - All USB Ports

WS5A - All USB Ports

WS4 - All USB Ports

WS4 LX & WS5 - An IPAD device will *not* work after a reboot on some USB Ports. Please see the diagram below.

Troubleshooting   If for any reason the device stops working:

1. Power off the client, and then power it back on.

2. Press the 'Clock-In' key and the MagTek IPAD device should sound a 'beep' tone, then prompt 'Please Swipe Card'.

3. If the device does not respond, then stop POS Operations on the Workstation. You will need keyboard or remote access (i.e., VNC) to do this.

4. Disconnect the MagTek's USB connection for 10 seconds.

5. Re-connect the MagTek device to one of the Workstation USB ports.

6. Start POS Operations.