Restaurant Enterprise Solution (RES) Version 4.10 Read Me First

About This Document

ReadMe First is a comprehensive guide to the new features, enhancements, and revisions added since the Version 4.10 release of the MICROS Restaurant Enterprise Solution (RES) software.

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

In RES 4.10 there is a dependency on the file WinHTTP.dll. This file is not included in the Windows NT operating system. Consequently, RES 4.7 and higher will not run on Windows NT. Windows NT clients are not supported.

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 *****************************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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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.

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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	Feature	CR ID/ SCR	Page
3700 - CA/EDC	Added support for Google Wallet with the ViVOtech 4800 device	N/A/ 38848, 39017	5
	Added support for TransactionShield Credit Card Authorization Feature	N/A/ 38863	11

New Features Detailed

3700 - CA/EDC

Added support for Google Wallet with the ViVOtech 4800 device
CR ID #: N/A
SCR #: 38848, 39017

With this release, support has been added for Google Wallet with the ViVOtech 4800 device. The Google Wallet is an application that customers may use on their smart phone to submit coupons and payments to a RES Point-of-Sale system.

Hardware

A ViVOtech 4800 payment terminal attaches to the serial port of the MICROS workstation. Only one payment terminal may be configured for each workstation. The 4800 is an RFID reader and supports contactless credit cards as well as Near Field Communication (NFC) capable smart phones (e.g. Samsung NEXUS).

In order to accept offers (discounts) from Google Wallet, the terminal must be injected with the merchant's MID key and Secret key. This injection is typically performed by ViVOtech. Customers may use one of several Google Wallet capable smart phones. The phone must support NFC. Refer to the Google Wallet web site for more information.

POS

During a transaction, a customer may tap their Google Wallet enabled phone to the ViVOpay 4800 to redeem a discount stored in the Wallet and pay a check. A single tap of the phone may contain one or more discounts, credit card account information, or both discounts and account information.

The discount is applied immediately to the check without interrupting the cashier. When tapped, the ViVOpay 4800 will beep and its lights will flash indicating a receipt from the phone. After accepting the discount, OPS will display 'Discount sent by customer' in the POS.

When tapped, the reader will sound a single beep along with flashing four lights to indicate a good receipt from the phone; two beeps with one light indicates a failure reading from the phone and the customer should retry.

If the customer chooses an inappropriate discount or if the system is not properly configured to accept the discount, an error will be displayed in the POS. Additional information will appear in the 3700d.log about the failed discount. After completing the authorization, a credit card payment is added to the check.

Configuration

1. **Devices** | **User Workstations**

The ViVOpay 4800 peripheral device is configured through the POS Configurator. By default, the device is configured with a baud rate of 19,200 but other baud rates are supported. The ViVOpay terminal may not be used on the same workstation as a Protégé. After configuring the peripheral, the RES database must be reloaded and the workstation must be restarted.
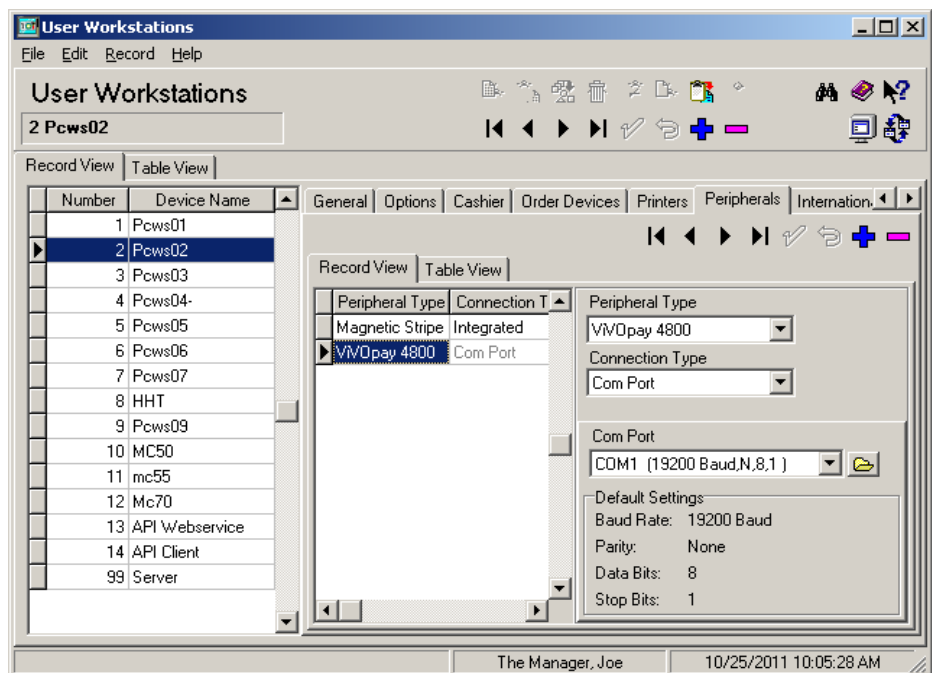
Note: For Win32 Clients, set the Windows® corresponding Com Port to the same Baud Rate and Parity settings as the POS Configurator Com Port settings (19,200/N/8/1). From the Win32 client, in Windows navigate to: My Computer | Properties | Hardware | Device Manager | Ports. Reboot the PCWS after making any changes to re-initialize the Com Port.

2. **Sales** | **Discounts**

Each Google Wallet discount must be programmed in the RES application. The discount number must correspond to the number that will be supplied to the POS by the Google Wallet. The Google Wallet may submit one or more discounts during a single tap.

*Important Note: Google Wallet Discounts are designed for speed of service. The attributes of discounts should allow for it to be applied to a check without restrictions. Therefore, discounts **cannot** prompt for Reference entries nor require any Manager approval.*

3. **Devices** | **Touchscreen Designer**

A 'Pickup Payment' touchscreen key should be added to the POS payment screen. The 'Pickup Payment' key is used to retrieve account information that has been supplied to the workstation through an external device (such as the ViVOpay 4800).
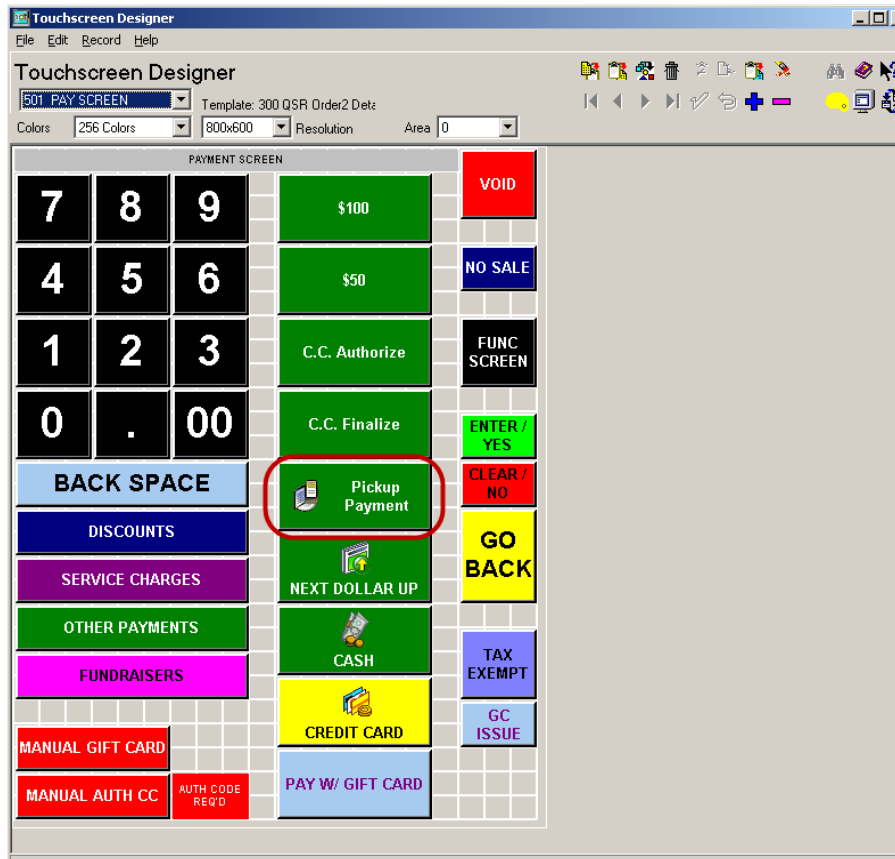
The 'Pickup Payment' key is similar to 'Auth and Pay' and is used for a cashier environment; Google Wallet support is not recommended in a full service restaurant.
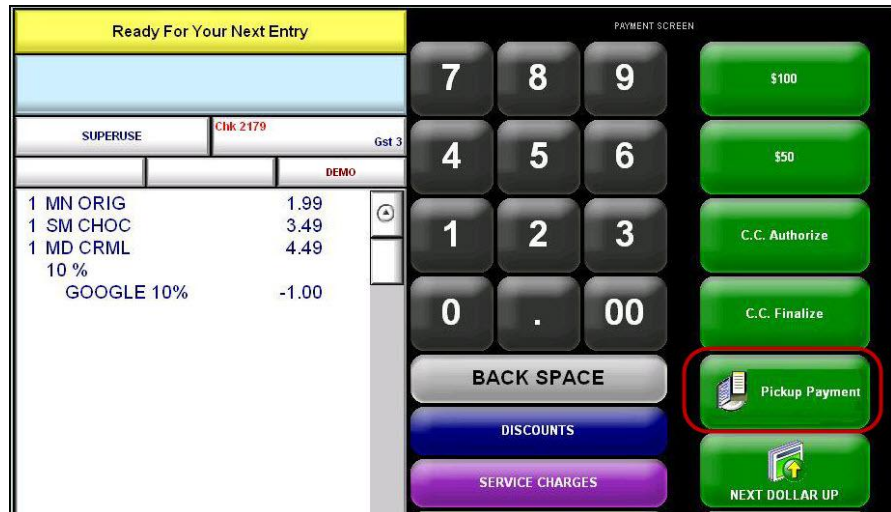
Added support for TransactionShield Credit Card Authorization Feature
CR ID #: N/A
SCR #: 38863

RES v4.10 supports the new TransactionShield Credit Card Feature. This feature requires enabling a new option to engage Encrypted Magnetic Card Mode (EMSR), when the new MagTek IPAD PINpad devices are used. TransactionShield ™ provides a means to eliminate cardholder data at the customer system level and now encrypts the data as the card is swiped through the external MagTek IPAD device. The data is then stored in a secure, hosted 'vault' via transmission to Merchant Link. This feature utilizes cloud-based decryption, so the merchant no longer has decrypted data on site and protects the cardholder's personal information.

For more information about the MagTek IPAD device, see the **Appendix: MagTek® IPAD Reader Installation**

Feature Requirements:

- RES v 4.10

- MagTek® IPAD Secure Card Reader[1]

- Transaction Vault Credit Card Driver (CaTVCA v4.10.21.2365 or higher)

Refer to page **16** for more details on Encrypted Magnetic Stripe Reader (EMSR) Mode configuration and Device installation.

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1. The MagTek® IPAD Secure Card Reader can be ordered using the following Part Number information: PN# 700293-570 - MagTek IPAD Encrypting MSR/Keypad, Featuring Merchant Link Key Injection, USB HID Interface.

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

Module	Feature	CR ID/ SCR	Page
3700 - Delivery Dispatch Dll	The Delivery Dispatch module has been modified	N/A/ 38804, 39005	14
3700 - Ops	Added support for Point-to-Point (PtP) Encryption with the MagTek® IPAD device	N/A/ 38645, 38646	16
	The Gram unit of measure is supported for weighed menu items	N/A/ 38856, 38938	19
	Dashboard hourly Sales and Labor reports are available	N/A/ 39084	20

**Enhancements
Detailed**

3700 - Delivery Dispatch Dll

The Delivery Dispatch module has been modified
CR ID #: N/A
SCR #: 38804, 39005

The Delivery Dispatch module has been enhanced to have the ability to prevent an order from being dispatched prior to being bumped from the KDS. This feature is optional and is not enabled by default.

Configuration

There are a few new considerations and settings that must be configured in order to implement this feature.

1. Navigate to the Delivery Dispatch Configuration Utility | Display Options, (just above 'Use Enhanced Delivery Logic') will be a '**Transferable**' dropdown box with 3 available options;

   ◆ **Always** - default setting. The Delivery Dispatch behavior won't change from the current behavior. All orders despite their status will be selectable and transferable to a driver.

   ◆ **After Prep Done** - orders that have not been bumped from at least one KDS Prep screen won't be transferable (they will appear as non-transferable orders in the list), i.e. the user won't be able to select those orders. After the order is bumped from at least one Prep screen, it will become available for transfer (it will be selectable).

   ◆ **After Expo Done** - orders that have not been bumped from the KDS Expo won't be transferable. After the order is bumped from the Expo, it will become available for transfer.

The current method of color coding delivery orders will be maintained.

◆ Normal orders show Black type on a white back ground.

◆ Non-transferable orders show White type on a RED background by default, but this color is configurable in the Delivery Dispatch Configuration | Display options.

◆ PAID orders show Blue type on a white back ground.

◆ By design, if an order is both PAID and non-transferable, it will display as a PAID order (Blue type on a white back ground). Users will still *not* be able to select it or transfer it.

A built in safeguard has also been introduced in the event that the KDS goes down for whatever reason. A new Employee Class | Delivery option has been added (SCR #39005) that allows privileged users to make an order transferable.

Configuration

1. Access the POS Configurator | Employee | Employee Classes | under the 'Delivery' tab | 'Make Order Transferable' option.

2. A new configurable button was added to the main Delivery Dispatch dialog and labeled '**Make Transferable**'.

   • By default it is a hidden button. To show the button, access the Delivery Dispatch Configuration | Display Fields | Screen Design and right-click on the 'Make Transferable' button and select 'Show'.

   • It is a push button, i.e. it will remember its state (pushed or not pushed).

   • Each time a user presses the button, it will require the user to have the new 'Make Order Transferable' privilege.

If a user *has* the 'Make Order Transferable' privilege assigned, then they will be *not* be prompted to enter an authorization code. If the user does *not* have the privilege, the authorization code entry box will display. Either a magnetic card or a manual entry will work.

   • If pressed and the user has the required privilege, the state of the 'Transferable' setting will be overridden locally to be Always (make all orders transferable regardless of their status). Locally means 'only at this Workstation'.

The Delivery Dispatch Configuration Utility option value won't change. This applies to all current and future delivery orders.

- If the user deselects the 'Make Transferable' button, the orders will be treated according to the configured '**Transferable**' option.

- By design, when the Delivery Dispatch Configuration | Display Options | 'Transferable' value is changed; Ops must be restarted in order for the change to take effect.

Examples

- If currently using the transferable 'After Prep Done' setting and there are 4 Prep Done orders in Delivery dispatch, they will all show as transferable.

- If the transferable value is then changed to 'After Expo Done' and Ops is restarted, those 4 pre-existing Prep Done orders will now be non-transferable and un-selectable.

- However, if the 'Make Transferable' button was already selected and then Ops was re-started, all of the orders would still be transferable.

3700 - Ops

Added support for Point-to-Point (PtP) Encryption with the MagTek® IPAD device
CR ID #: N/A
SCR #: 38645, 38646

MICROS workstations will be enhanced to replace its current Magnetic Stripe Reader (MSR) with one that provides encrypted and masked Credit Card (CC) information to the POS. In order to continue to process CC transactions, RES was enhanced to interact with the Encrypted MSR (EMSR) and process transactions using the encrypted account information provided by the EMSR. Currently, only the MagTek IPAD device is supported for this feature.

Connection

◆ When Ops is loading, the PINpad device gets initialized. It will first check for the presence of a MagTek IPAD device and will try to open it. If it is successful, then it will ignore any other PINpad device that may be configured in POS Configurator.

◆ The connection of the MagTek IPAD device may be tested using the MICROS Confidence Test by navigating to the MICROS Confidence Test | PINpad | MagTek IPAD section.

Configuration

1. Navigate to the POS Configurator | SYSTEM | Restaurant | Security |'Encrypted MSR Mode'. By default, this option is disabled.

2. Prior to enabling this feature, users will receive the following confirmation prompt. Select 'Yes' to continue or 'No' to close the prompt.

Confirm	×
? Once Encrypted MSR Mode is enabled, it cannot be disabled. Do you want to continue?	
Yes No	
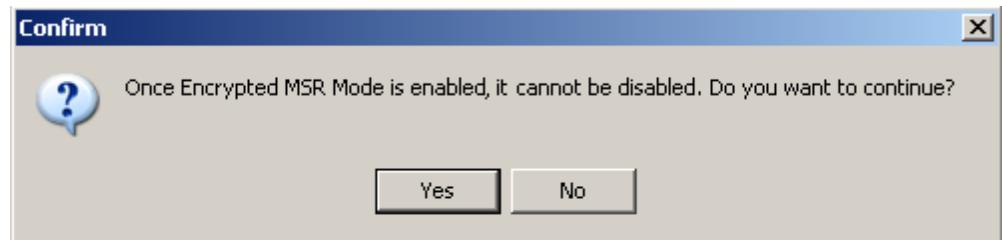
3. A new function key was added (Functions: Non-Sales/Sign in PINpad swipe) to allow prompting the EMSR to swipe an Employee ID card for sign in purposes. If desired, the Mag Card Reader on the workstation may still be used for Employee ID cards only.

> **Note:** *Once the 'Encrypted MSR Mode' option is enabled, the option is grayed out and out of focus so that a user cannot change or reverse it. If accidentally enabled, users should be directed to contact their MICROS support representative. The only way to change it, is with DBA authority in the database.*

Functionality

◆ Bank card data will not be accepted on anything else except the MagTek IPAD EMSR device if the system is running EMSR mode.

◆ Ops has been enhanced to accept card swipes on the MagTek IPAD for not only Bank-issued cards, but for Employee ID cards as well.

Ops

◆ OPS will error if an attempt is made to swipe a card for a CC Authorization on the integrated PCWS MSR. It displays a 'Not Allowed, Please Use Encrypting Mag Reader' message.

Known limitations

◆ GSS support - when EMSR mode is enabled, it will no longer allow GSS Function keys that require a card swipe. By design, if an attempt is made to use GSS Credit Card related Touch Screen function keys (i.e. - GSS Auth Card and GSS Store Credit Card); users will receive an error message 'Not available with EMSR mode enabled.'

The Gram unit of measure is supported for weighed menu items
CR ID #: N/A
SCR #: 38856, 38938

With this release, weight in grams may now be applied to weighed menu items. Gram weight entries may be entered using up to three decimal places. As with all other units of measure, the description may be changed in the OPSTEXT files; the default description is '**g**'. Currently, the Gram unit of measure works only in conjunction with Manual Scale Weight Entry. It also functions with Tare Weight settings, printing and is written to transaction journals. The maximum allowable weight entry is 99999 grams.

Configuration

Navigate to the POS Configurator | System | Restaurant | Options | Weight - 'Grams (g)'.

Dashboard hourly Sales and Labor reports are available
CR ID #: N/A
SCR #: 39084

With this release, the Dashboard Sales and Labor totals can be set to report in either 15 or 60 minute intervals. Previously, Dashboard reporting would only show in 15 minute increments. If the new option is enabled, reporting will be by the hour. By default, the option is disabled whereby reporting will remain in 15 minute increments.

Configuration

Navigate to the POS Configurator | System | Dashboard | General | 'Dashboard totals by hour' option.

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
EM - Configurator	Applications failed to Open on Client	N/A/ 38866	24
IFS	Service charges doubled when posted to a PMS	31192/ 38954	24
	SIM variables @TREMP_LNAME & @TREMP_FNAME not displaying outside of transaction	31303/ 39020	25
ISL	SIM scripts used to process Gift Cards on certain transactions were causing a 'Payment must exceed tip' message and deducting the full amount from the account	N/A/ 37415	25
	'Invalid UPC number' w/Extended Barcodes	30832/ 38768	25
Manager Procedures	Managers Procedures Contest did not allow edits on a WS5A when using Internet Explorer for access	30675/ 38690	26

Module	Feature	CR ID/ SCR	Page
Ops	An Autogratuity was lost if a Workstation was powered off before the order was Service Totalled	4503/ 12243	26
	Ordering Module | Conversational Ordering Mode (COM): Screen flow was not working correctly without a default	30708/ 38706	27
	Base Floor Limits Interfering with Second Floor Limit	30767/ 38740	27
	Tip TRAC was not enforcing the configured Minimum% for Cash and Credit for employee tip reporting on transactions closed with Cashier banking	30901/ 38766	27
	When splitting checks including Fixed Price Meals with priced condiments an Unhandled Exception error was received	31091/ 38891	28
	The 'Prompt for Check Employee' function was changed	31104/ 38901	29
	OPS closed unexpectedly when finalizing a Credit Card when using the Tendering Request Driver (CaTR)	31141/ 38924	29
	The 'Warning - Current Business Date Setting Is Incorrect' message was not appearing as expected	31226/ 38973	30
	Future Orders would not print the Check total, Tax or Summary lines when bumped from the KDS	31321/ 39080	30
	Direct Voids could cause Enhanced discounts with trigger items to not calculate correctly	30406/ 39083	31

Module	Feature	CR ID/ SCR	Page
OPS API	Check ID Less Than 16 Characters Would Produce Invalid Error in Web API Interface	N/A/ 38154	31
	API: Final tendering check with Auto Discount resulted in Internal Exception Error	30644/ 38682	32
	API | Check will not print if DOM is disabled on KDS expo done order bump	30842/ 38749	32
	Enhanced Discounts could not be applied to API orders	31215/ 38965	32
	API Orders Not Populating mi_dtl.obj_num	N/A/ 39101	32
	Order Device output contained extra blank lines when submitted from the API	N/A/ 39157	33
Ordering Module	There were order Consolidation issues using a quantity key in tandem with Auto Combo recognition	31349/ 39079	33
POS Configurator	The default Baud Rate of the ViVOpay 4800 peripheral device is 19,200	N/A/ 39028	33
	SSN Randomization Change: SSA Expands Valid SSN# Range	31361/ 39031	34
Printing	The 'Void Closed Check' function did not print the Net TTL amount and the VAT breakdown	30688/ 38695	35
	Sales Recording Module Printing Failures	N/A/ 38711, 38849	35
	Guest Check Consolidation was not consistent when utilizing the Ordering Module (OM)	30941/ 38792	35

Module	Feature	CR ID/ SCR	Page
TMS User Interface	Unable to Assign Tables to Sections Using Multiple Touchscreens if Host Mode was enabled	31172/ 38937	36
Setup - Enterprise Office 3700 Server	Upgrade patches were not stopping the MICROS Guest Survey Module service	N/A/ 39093	36
Setup - Other	Service Pack patches were scanning the entire MICROS drive rather than the MICROS tree (path)	N/A/ 38310	36

Revisions Detailed

EM - Configurator

Applications failed to Open on Client
CR ID #: N/A
SCR #: 38866

Previously, clients failed to open MICROS applications if the Database Administrator (DBA) or the MICROS passwords had been changed. This has been corrected.

IFS

Service charges doubled when posted to a PMS
CR ID #: 31192
SCR #: 38954

Previously, if the 'Prorate PMS Itemizers' option was enabled and then a charge tip added, by any means other than an overtender; then the posting amount would be doubled. This has been corrected.

The 'Prorate PMS Itemizers' option is located in RVC Interfaces | Property Management System (PMS).

SIM variables @TREMP_LNAME & @TREMP_FNAME not displaying outside of transaction

CR ID #: 31303
SCR #: 39020

Previously, ISL scripts utilizing the SIM variables @TREMP_LNAME & @TREMP_FNAME would not display when run outside of a transaction. This has been corrected. Now the employee's First and Last names will display both within a check or if a check has not yet been created.

ISL

SIM scripts used to process Gift Cards on certain transactions were causing a 'Payment must exceed tip' message and deducting the full amount from the account

CR ID #: N/A
SCR #: 37415

Previously, if a user attempted to overtender the payment of a gift card and the Total Due and Tip amount was more than the remaining balance on the card; a 'Payment must exceed tip' message displayed. This resulted in the full amount being deducted from the customer's card. This has been corrected.

'Invalid UPC number' w/Extended Barcodes

CR ID #: 30832
SCR #: 38768

POS operations now supports barcodes up to 19 characters in length, previously it was limited to 15.

3700 - Manager Procedures

Managers Procedures Contest did not allow edits on a WS5A when using Internet Explorer for access
CR ID #: 30675
SCR #: 38690

Previously, when running Manager Procedures on a WS5A, upon accessing the Dashboard and clicking on the Contest editing option, the contest grids were not properly displayed. It would show either a red 'X' or just a blank space where the grid should have been. This has been corrected. Accessing the Contest editing option directly from Internet Explorer instead of using Manager Procedures is *not* supported.

Ops

An Autogratuity was lost if a Workstation was powered off before the order was Service Totalled
CR ID #: 4503
SCR #: 12243

Previously, orders that had an Autogratuity applied and then the Workstation was powered off before being Service Totalled, would lose the Auto Gratuity, as well as the order detail. This problem occurred when a gratuity is programmed to be automatically applied to the transaction using options located in Revenue Center | RVC Discount/ Service | Auto Service Charge (or Auto Inclusive Service Charge). This has been corrected. Currently, upon the Workstation restarting and picking up the guest check, the auto gratuity is now recalculated and displayed in the check detail. Then the menu items may be re-rung for this check.

Ordering Module | Conversational Ordering Mode (COM): Screen flow was not working correctly without a default
CR ID #: 30708
SCR #: 38706

Previously, when using the Ordering Module in a COM enabled RVC, the user was being returned to the RVC's default transaction screen when no Default SLU was linked to the Touchscreen template. This occurred after 'accepting' a Pizza topping selection or voiding the item from the check detail. This has been corrected.

Base Floor Limits Interfering with Second Floor Limit
CR ID #: 30767
SCR #: 38740

When both a Base Floor limit and a Secondary Floor limit are defined, a secondary authorization would be performed even if the amount were below the secondary limit. This has been corrected.

Tip TRAC was not enforcing the configured Minimum% for Cash and Credit for employee tip reporting on transactions closed with Cashier banking
CR ID #: 30901
SCR #: 38766

Previously, when Tip TRAC was enabled and the Minimum% for Cash and Credit was configured, no enforcement was taking place when a check was tendered by a Cashier (who's considered a 'Transaction' employee as opposed to a 'Check' employee). This issue occurred regardless of whether the POS Configurator | RVC | RVC Posting | Restaurant | Options | 'Current round posts to transaction employee' option was enabled or not. This has been corrected. Basically, Tip TRAC now takes into account whether or not the 'Current round posts to transaction employee' option is enabled or not.

The definition of a 'Check employee' vs. a 'Transaction employee' is that a 'Check employee' is the employee that BEGINS a check. Additionally, if a check is transferred to an employee in the same or a different RVC, they also become the 'Check employee'. A 'Transaction employee' is the person who has picked up a check, or modified it last or Service Totalled or tendered it.

Theoretically, there could be multiple 'Transaction employees' that may each accumulate 'Net Sales' totals if the 'Current round posts to transaction employee' option is enabled, however it's the employee that tenders the check that will accumulate all of the 'Gross Receipts' and will be obligated to claim tips on the full check amount. If the 'Current round posts to transaction employee' option is disabled, then it is the employee that began the check (Check employee), or the current 'Check employee' if it has been transferred that will be credited for all of the 'Net Sales' and thus be responsible for reporting the tip amount on the full transaction's value for Tip TRAC purposes.

When splitting checks including Fixed Price Meals with priced condiments an Unhandled Exception error was received
CR ID #: 31091
SCR #: 38891

Previously, an 'Unhandled Exception Error' message was received by users who attempted to split checks with Fixed Price Meals that included priced condiments. This has been corrected.

The 'Prompt for Check Employee' function was changed
CR ID #: 31104
SCR #: 38901

The 'Prompt for check employee' function was changed in RES v4.9. In prior versions, when the POS Configurator | Employees | Employee Classes | Guest Check Control | 'Prompt for Check Employee' option, was enabled along with the RVC | RVC Transactions | Security option | 'Use Employee ID when beginning others' checks', the system prompted for the Check employee's security ID when their check was begun by another employee. When the 'Use Employee ID when beginning others' checks' option was disabled, the system prompted for the check employee's object number when a check was begun.

In RES v4.9 MR2, regardless if the RVC security option | 'Use Employee ID when beginning others' checks' was enabled or not, the system prompted for an employee's object number, and displayed a list of employees with object numbers alongside the keypad prompt. This has been corrected. Currently, the employee list will not display when being prompted for an Employee ID.

OPS closed unexpectedly when finalizing a Credit Card when using the Tendering Request Driver (CaTR)
CR ID #: 31141
SCR #: 38924

Previously, Ops closed unexpectedly if Credit Card transactions were finalized, when using the Canadian CaTR driver. This problem occurred when OPS tried to format a second voucher buffer in order to send it to remote Kitchen Display device. This has been corrected.

The 'Warning - Current Business Date Setting Is Incorrect' message was not appearing as expected

CR ID #: 31226
SCR #: 38973

Previously, POS Operations was not prompting users about being on an incorrect business date because it had not been incremented as part of the end of day. This caused issues as the sales totals wouldn't balance correctly for the current business date and users were not being made aware of the problem. This reported issue was reproducible in RES v4.9 MR2, MR3 and MR4. This has been corrected in v4.10.

> *Note: Be aware that (on any version of RES) if 'RecNPlay' is enabled in the registry on an Ops client, the incorrect business date warning message is disabled. This is by design as 'RecNPlay' is to be used for testing purposes only. The 'RecNPlay' registry setting should not exist in a live environment.*

Future Orders would not print the Check total, Tax or Summary lines when bumped from the KDS

CR ID #: 31321
SCR #: 39080

Previously, if the option 'Print check on Expo done' (Devices | Order Devices | KDS | Options) was enabled and the option 'Do not clear screen after transaction' (Devices | User Workstations | Options) was disabled, when future orders were bumped from KDS, they would print the check, but without summary totals, or the trailer.

With this release, this issue has been corrected in two ways.

1. A new tender option, 'Default service total for timed orders' can be enabled for one service total tender. The system will then automatically use that tender's print options when those Future or Delayed orders get printed.

2. If the new option bit is not enabled for any service total tender, then the system will automatically print the summary totals and trailer on Future and Delayed order checks.

Configuration

◆   Enable the new option bit for only *ONE* Service Total Tender.

◆   Navigate to the POS Configurator | Sales | Tender / Media | Service TTL | 'Default service total for timed orders' option.

Direct Voids could cause Enhanced discounts with trigger items to not calculate correctly
CR ID #: 30406
SCR #: 39083

Previously, Enhanced discounts could be calculated incorrectly if there were multiple menu items from the Award MI Set on the check and one of those was Direct voided. This has been corrected.

OPS API

Check ID Less Than 16 Characters Would Produce Invalid Error in Web API Interface
CR ID #: N/A
SCR #: 38154

Previously in the API Interface, the GetOpenChecks command would fail when the CheckID field was set to less than 16 characters. This has been corrected.

> **Note:** *This was only an issue with the Web interface, not while using the COM interface.*

API: Final tendering check with Auto Discount resulted in Internal Exception Error

CR ID #: 30644
SCR #: 38682

If a guest check was picked up for final tendering, through the API, that had an auto discount applied in the previous round; it failed with an Internal Exception Error (Calling AddToExistingCheck). This has been corrected.

API | Check will not print if DOM is disabled on KDS expo done order bump

CR ID #: 30842
SCR #: 38749

Previously, a check sent through the API would not print if Dynamic Order Mode (DOM) was not enabled on Expo Done. The same check would print though Ops regardless if DOM was enabled or not. The API check would only print when DOM was enabled. This has been corrected. Additionally, the POS API Journal file is now being created as well.

Enhanced Discounts could not be applied to API orders

CR ID #: 31215
SCR #: 38965

Previously, menu items rung up via the API could not get Enhanced discounts applied to them when the check was picked up in OPS. This has been corrected.

API Orders Not Populating mi_dtl.obj_num

CR ID #: N/A
SCR #: 39101

Previously, orders rung in through the API would not populate the obj_num column in mi_dtl. This caused an issue with a 3rd party interface. This has been corrected.

Order Device output contained extra blank lines when submitted from the API

CR ID #: N/A
SCR #: 39157

Previously, when orders were submitted via the API, Order Device output displayed extra blank lines after the chits Header. This has been corrected.

Ordering Module

There were order Consolidation issues using a quantity key in tandem with Auto Combo recognition

CR ID #: 31349
SCR #: 39079

Previously, when using the numeric keys within the Ordering Module, and then using the Auto combo recognition, the quantity of the specialty was not recorded correctly and sent additional items to the KDS. This has been corrected.

POS Configurator

The default Baud Rate of the ViVOpay 4800 peripheral device is 19,200

CR ID #: N/A
SCR #: 39028

When adding a new ViVOpay 4800 peripheral device to the POSCfg | Devices | User Workstations | Peripherals file, the current default Baud Rate setting is 19,200. The following settings should be used when configuring a ViVOpay 4800 device.

- Baud Rate - 19,200

- Parity - 8

- Bits - N

- Stop Bit - 1

At some point, newer ViVOpay 4800 devices may be shipped set to a higher default Baud Rate setting of 115,200. To accommodate newer devices in the future, the Devices | User Workstation | Peripherals settings will also support a Baud Rate up to 115,200. Check with your Micros Representative when receiving new devices to verify the recommended Baud Rate setting.

SSN Randomization Change: SSA Expands Valid SSN# Range
CR ID #: 31361
SCR #: 39031

Effective June 25, 2011, the Social Security Administration (SSA) changed the Social Security Number (SSN) assignment process to "SSN randomization". As of this date, the SSA now assigns Social Security Numbers randomly. This allows for the assignment of area code numbers (first 3 digits of SSN) between 734 and 749 and above 772 through the 800's. RES v4.10 has been updated to accommodate this change when new employees are added to the database in POS Configurator | Employees | Employees | General | SSN field.

The 'Area Code' represents the first 3 digits of a SSN. The middle 2 digits, or the 'Group Code', still ranges between '01' and '99'. Also the last 4 digits, or the 'Serial Number', must still be between '0001' and '9999'.

Note:

POS Only mode does NOT validate Social Security Numbers. A user must have full licensing for LM and HR to perform proper SSN validation checks.

Printing

The 'Void Closed Check' function did not print the Net TTL amount and the VAT breakdown
CR ID #: 30688
SCR #: 38695

Previously, the POS Configurator | RVC | RVC Taxes | Value Added Tax (VAT) | VAT Options | 'Print net VAT on check' option was not working as expected. This has been corrected. Currently, all Voided closed checks print all VAT and Net TTL lines as expected.

Sales Recording Module Printing Failures
CR ID #: N/A
SCR #: 38711, 38849

Previously, the Sales Recording Module (SRM) device could fail to print if it's configured to backup to a CE client when directed from a Win32 client. Also Win32 clients failed to auto-cut customer receipts and reports. Additionally 40-column reports as well as User Workstation (UWS) reports could fail to print. These issues have been corrected.

Guest Check Consolidation was not consistent when utilizing the Ordering Module (OM)
CR ID #: 30941
SCR #: 38792

Previously, menu items configured using the Pizza Ordering Module were not inheriting the guest check printing options from the RVC Print Design | Guest Checks for consolidation setting. With the option 'Consolidate like items' enabled, none of the items were consolidated and with 'Consolidate All Items' option enabled, the consolidation occurred only at the Parent menu item level. This has been corrected.

TMS User Interface

Unable to Assign Tables to Sections Using Multiple Touchscreens if Host Mode was enabled
CR ID #: 31172
SCR #: 38937

Previously, the user would only be allowed to assign tables to a section in multiple touchscreens if host mode was disabled. This has been corrected.

Setup - Enterprise Office 3700 Server

Upgrade patches were not stopping the MICROS Guest Survey Module service
CR ID #: N/A
SCR #: 39093

Previously, it was possible for RES patches to stop due to files that were locked by the still running MICROS Guest Survey Module service. Now all future patches will stop the MICROS Guest Survey Module service.

Setup - Other

Service Pack patches were scanning the entire MICROS drive rather than the MICROS tree (path)
CR ID #: N/A
SCR #: 38310

Previously, the PrePatchUpdate.bat file run by Major (Service Pack) patches parsed for the prepatchrestore files on the entire Micros Drive instead of the MICROS tree. This caused unnecessary delays before applying the patch. This has been corrected.

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 on this version of software.

New Features Detailed

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

Module	Feature	CR ID/ SCR	Page
KDS - Display APP	Modification to Void Functionality on KDS	N/A/ 38802	40

Enhancements
Detailed

KDS - Display APP

Modification to Void Functionality on KDS
CR ID #: N/A
SCR #: 38802

With this release, it was requested to provide an option so users could have the ability to have voided chits display directly in front of the order it relates to. Previously, the only option available was to sort voided items to the top of the KDS display. During peak business hours, scrolling through multiple pages looking for a void could take up a user's valuable time.

Configuration

Navigate to the POS Configurator | DEVICES | Order Device | KDS options tab | 'Match voids with order chits'. By default, this option is disabled.

If the 'Match voids with order chits' option is enabled, the void order will be placed immediately before the first chit with the same Order Number that contains a matching voided item. If no matching Order/Item combination is found (e.g., a Direct Void of an item NOT on the order), the Void Chit will be placed at the top of the display (current behavior).

See the following page for an example of the KDS display with this feature enabled.

Example

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
KDS - Controller	KDS Recall/Review Could Cause Grey Screen	30897/ 38762	43
KDS - Display APP	When in Dynamic Order Mode (DOM), the KDS Sorting Order would change after modifying or voiding items on	30539/ 38724	43
	After upgrading, the KDS Display was sorting orders by ZONES where it had sorted by PREP TIME previously	30854/ 38773	43

Revisions
Detailed

KDS - Controller

KDS Recall/Review Could Cause Grey Screen
CR ID #: 30897
SCR #: 38762

Previously when configuring KDS recall/review list column 1 as an item, the KDS could grey screen. This has been corrected.

KDS - Display APP

When in Dynamic Order Mode (DOM), the KDS Sorting Order would change after modifying or voiding items on
CR ID #: 30539
SCR #: 38724

Previously, when in DOM, after modifying open checks, the KDS sorting order brought the most recently edited check to the top of the list; making it appear to have been rung up before the first check. This has been corrected. Currently, the KDS sorting priority order will only change if all of the check's items are voided.

After upgrading, the KDS Display was sorting orders by ZONES where it had sorted by PREP TIME previously
CR ID #: 30854
SCR #: 38773

Previously, the orders were being sorted by the time the items were first added to the KDS system instead of the time that they were ready to be displayed at the Order Display devices. This has been corrected.

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 on this version of 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.

Enhancements Summarized

There are no enhancements in this version of 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 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 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 new enhancements on this version of 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

The table below summarizes the revisions included in this version.

Module	Feature	CR ID/ SCR	Page
CM - Backoffice GUI	In Cash Management	Deposits, it was not possible to input an amount using a comma when trying to verify the deposit (German)	30802/ 38731	49

Revisions Summarized

CM - Backoffice GUI

In Cash Management | Deposits, it was not possible to input an amount using a comma when trying to verify the deposit (German)
CR ID #: 30802
SCR #: 38731

Previously, comma input validation was not working correctly for the German locale. This has been corrected.

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 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

The table below summarizes the enhancements included in this version.

Module	Feature	CR ID/ SCR	Page
LM - Setup	Added support for New York Labor Laws	N/A/ 38669	51

Enhancements Detailed

LM - Setup

Added support for New York Labor Laws

CR ID #: N/A
SCR #: 38669

With this release, support was added for a specific section (146-1.6) of the New York Labor Laws that affects the state's Hospitality industry. There is a legal requirement that employers take into account the 'Spread of hours greater than 10 in restaurants and all-year hotels' and compensate those employee's whose workday 'spread of hours' exceeds 10 hours.

The 'spread of hours' is the length of the interval between the beginning and end of an employee's workday. The spread of hours for any day includes working time plus time off for meals plus intervals off duty.

Examples of a spread of hours greater than 10 are:

- 7 am - 10 am, 7 pm - 10pm = 6 hours worked, but a 15 hour spread

- 11:30 am - 3 pm, 4 pm - 10 pm = 9 ½ hours worked, but a 10 ½ hour spread

Additionally, if an employee's time card crosses the boundary of the workday, this time card will be counted as premium calculation. For example,

- 3 pm – 5:00 pm, 11 pm – 3:00 am next day = 6 hours worked, but a 12 hour spread; this employee will be qualified for premium pay, if their job(s) also qualify.

On each day on which the spread of hours exceeds 10, an employee shall receive one additional hour of pay at the basic minimum hourly rate. The additional hour of pay is not a payment for time worked or work performed and need not be included in the regular rate for purpose of calculating overtime pay.
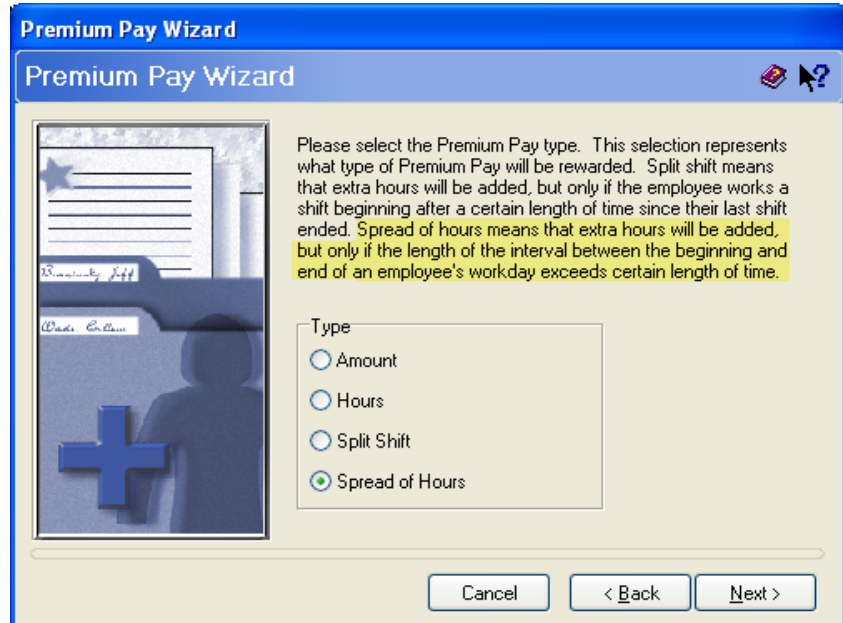
Configuration

Users can use LM to configure the new Premium Pay and use POS Configurator to assign the Premium Pay to the qualified jobs.
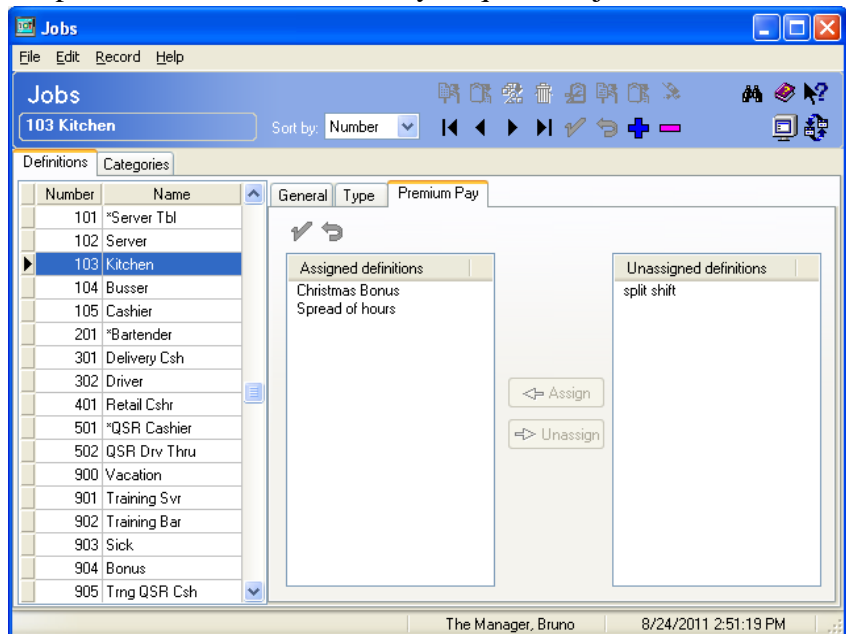
1. Navigate to LM | Premium Pay Maintenance to configure the 'Spread of Hours' as a Premium Pay.
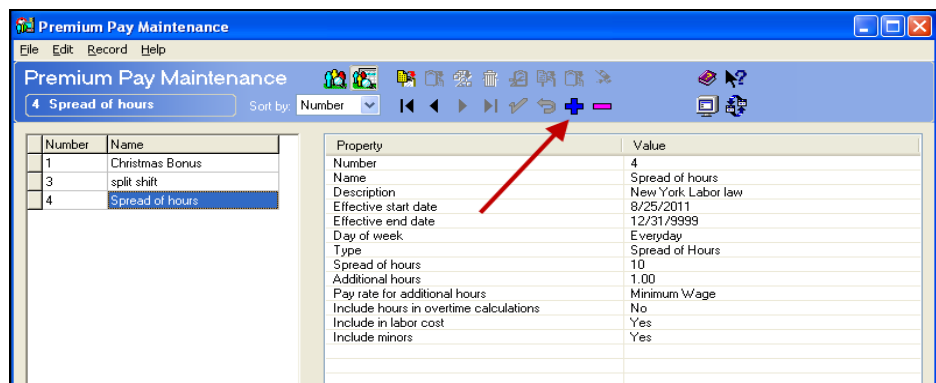
2. Click the '**+**' on the Premium Pay Maintenance toolbar to launch the
Premium Pay Wizard to create a new premium for this pay type.
Select 'Spread of Hours' and click '**Next**'.

3. Navigate to the POS Configurator | Employees | Job, and assign the
new 'Spread of hours' Premium Pay to qualified jobs.

_____

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
LM - Payroll Preprocessing	Sales and Tips were reported to the last shift/job worked for the day	N/A/ 23392	55

Revision Details

LM - Payroll Preprocessing

Sales and Tips were reported to the last shift/job worked for the day
CR ID #: N/A
SCR #: 23392

Previously, when an employee worked a split shift (i.e. as a Server and as a Cook); the Sales and declared Tips always got reported to the last job worked. This caused issues with Tip credits for specific jobs. This has been corrected. Currently, if the POS Configurator | Employees | Employee Classes | 'Increment employee shift before clock in' option is enabled, all Sales and Tips will post to the correct job (Server in this instance).

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 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 new enhancements on this version of 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

The table below summarizes the revisions included in this version.

Module	Feature	CR ID/ SCR	Page
PM - Set Up	Inventory Count Task Failed to Open on a Concept Database	30812/ 38912	58

Revision Detail

PM - Setup

Inventory Count Task Failed to Open on a Concept Database
CR ID #: 30812
SCR #: 38912

Previously, when opening the Inventory Count Tasks on a concept database, the application would error. This has been corrected.

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 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

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 PM 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.
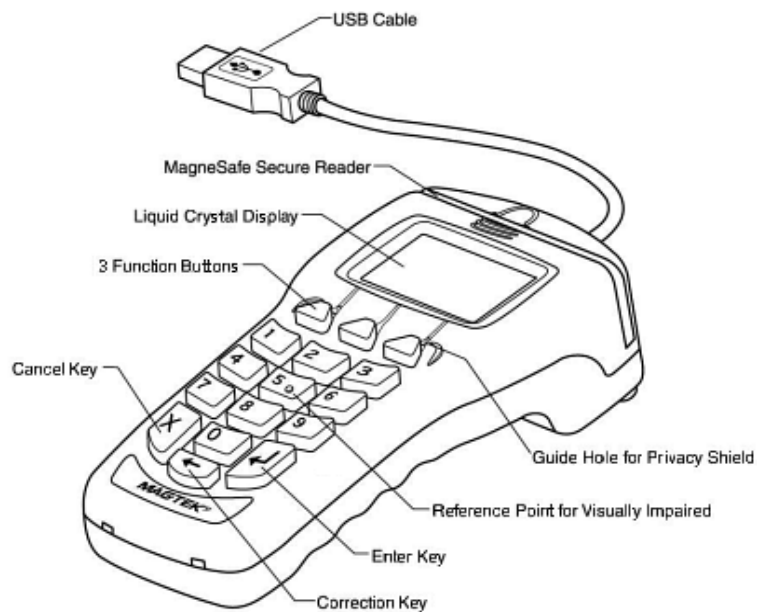
Revisions Summarized

There are no revisions in this version of the software.

Appendix: 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).*

<u>Manually Keyed Card Entry</u>:

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 the 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 Workstations USB ports. *Not all USB ports work. See diagrams on page **68**.

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 POSCfg | 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?
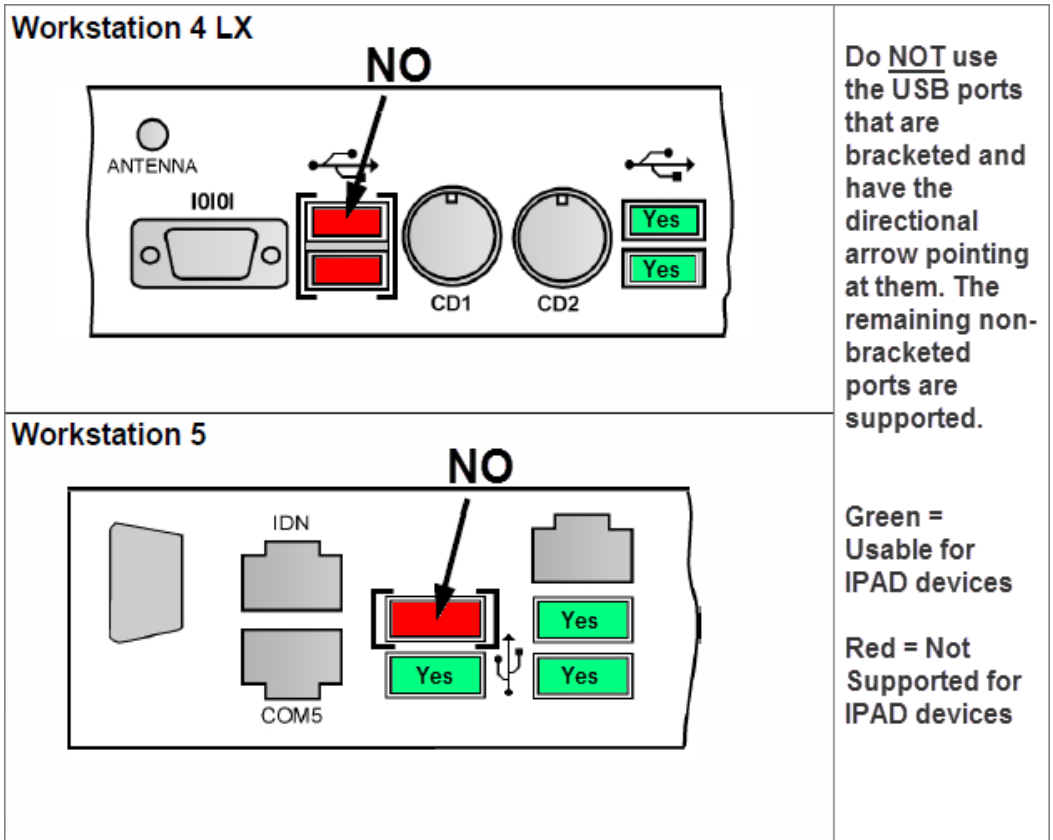
Answer:

PCWS 2010 - All USB Ports

PCWS 2015 - All USB Ports

WS5A - All USB Ports

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

WS4 - Not Supported

Troubleshooting   If for any reason the device stops working:

1. Power off the client, 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 Workstations USB ports.

6. Start POS Operations.