

UPDATE GUIDE



POINT OF SALE

Update Guide

The purpose of this document is to define the steps required to update the RICS Point of Sale (POS).

POS UPDATE INSTRUCTIONS

STEP ONE – UPDATE INITIATION

POS MANUAL UPDATE

Click on the following link to begin downloading the POS: <u>http://downloads.ricssoftware.com/apps/pos.exe</u>

NOTE: A POS installation can take between 1 and 2 hours (times vary based on the size of RICS account data, computer hardware and Internet connection speed). After completing the POS update all printer and integrated gift card entries and settings will be removed, please retain a screenshot of these settings or write them down.

POS UPDATE

- Click on the RICS POS icon on your Windows Desktop
- The following message will appear (see below)



Click OK

STEP TWO – POS DOWNLOAD

• Your default browser will open the POS Installer (see below)

View Downloads - Internet Explorer 🛛 🗕 🗙			
View and track your downloads	Search	downloads	
Name	Location	Actions	
pos.exe 9.82 MB downloads.ricssoftware.com	Do you want to run or save this program?	Run Save V	
Options		Clear list Close	

• Click **Run**



STEP THREE – CONFIRM INSTALLATION

• The Application Install Security Window will appear (see below)



- Click Install
- Click Yes when asked if you will allow the program to make changes to your computer

NOTE: Click OK if a window appears stating a previous version of the POS was found (see below)



• If the RICS POS Maintenance window appears, verify the radio button is selected for the option "Remove the application from this computer" and click **OK**





STEP FOUR – POS INSTALLATION

• The POS installation Window will appear and display setup progress (see below)

RICS POS S	Getup	
RICS	RICS POS Setup Progress	
Brocorsing	RICS DOS	
Processing:	NICS POS	<u>C</u> ancel

STEP FIVE – POS DATA SYCHRONIZATION

• After POS install completes window will display setup successful (see below)

RCS	RICS POS Setup	-		Х
RICS	RICS POS Setup Successful			
	Laun	ch	Clos	e

- Click Launch
- The RICS POS Snap process will start

NOTE: Snapping requires 1 to 3 hours to complete. We highly recommend you install the updated POS the night before you intend on using it to ring sales.



• Window will appear stating, "Preparing your pos for snapping" (see below)



• Window will update and display snapping progress (see below)



STEP SIX – LOG INTO THE POS

• When installation completes, click on the RICS POS icon, and the login screen will appear (see below)

	RICS Software
Password	
Remember me next time	
Login	
Forgot (Jsername or Password?

- Enter your username and password
- Click Login



STEP SEVEN – CONFIGURE RECEIPT PRINTER

• Click on the POS **Options** tab, and the Options Window will appear (see below)

Receipts Tools Payn	eent Card Pole Display Dymo Printer Gift Card	
Receipt Printer	Star TSP100 Cutter (TSP143) ~	
Printer columns	40 ~	
Printer Type	Star Y	
Print Logo		
Princ Logo		
Lines Per Page	O Print Calibration Page	

- Click Receipts
- Select your receipt printer from the drop down list.
- Click Save.

STEP EIGHT – CONFIGURE GIFT CARD INTEGRATION (OPTIONAL)

NOTE: This step is only required if you are integrating with Profit Point.

• Click on the POS **Options** tab, and the Options Window will appear (see below)

Options			
Receipts Tools Paymer	nt Card Pole Display	Dymo Printer Gift Card	
Terminal ID:			
Initiator ID:			
Initiator Password:			
Save Cance	1		

- Click Gift Card
- Enter your Gift Card credentials provided by Clutch
- Click Save



STEP NINE – PERFORM TEST SALE

• Perform a test cash tender transaction on the POS to verify all hardware is operational.

NOTE: If you experience any issues/errors during the test transaction, contact RICS Support at support@ricssoftware.com.