Domain Entertainment™

Domain Point of Sale™ Program Installation Guide

for Windows® Versions

Intended for Distributors and Resellers

Table of Contents

Preface

This guide is intended for use by resellers and distributors of the Domain Point of Sale™ and related products who are assisting customers in the setup, installation, and troubleshooting process. Because of the similarites between the Windows® 3.xx and Windows® 95/98/NT®/2000 systems the installation information for both platforms has been combined in this manual.

Because of the many differences between the Windows® versions and the DOS version of the program, and because of the declining popularity of DOS based programs in general, the DOS version of the program is not covered in this guide. Please refer to the program Owner's Manual for information regarding the DOS version of the program.

For best results follow the steps and sections in this guide in the order that they appear (Pre-Installation -> Software Installation -> Locating the Modem Port -> Program Setup -> Printer Setup -> Transaction Processing) unless otherwise required.

Pre-Installation Customer Questionnaire

Asking and making notes of the answers to the following questions will assist in troubleshooting any problems that may occur during or after the installation process.

Q: Did your modem come with your computer or was it added later?

If the modem came with the computer: What is the brand and model number of the computer?

If the modem was added later: What is the brand and model number of the modem?

If the customer does not have a modem they must first obtain a modem prior to being able to use this software.

Q: Have you ever used this modem before? Does it work properly?

Q: Do you know which port your modem is installed on? If so, what is that port number?

Q: Does your modem have it's own phone line or does it use the phone line we are currently talking on?

If they are using the same phone line for their modem you will be required to hang up with the customer prior to performing a test transaction and either call them back or have them call you back for the result of the transaction.

Q: Are there any programs, such as a FAX program, that might be using the modem at this time or are you currently connected to the internet?

Any programs which are utilizing the modem must be disabled or shut-down prior to using this software.

This section is now complete, proceed to the next section entitled Software Installation.

Software Installation

All Windows® Versions

 1) Power on the computer. Windows® 3.xx users will need to start windows after the computer starts.

 2) After Windows® has finished loading insert the program diskette into the floppy drive.

 3) **Windows® 95/98/NT®/2000 users:** Click on the Windows® Start button and select the Run... option.

   Windows® 3.xx: From the Program Manager select the File menu and click on the Run... option.

 4) Type in A:\SETUP and click the OK button.

 5) If the setup program reports an error at this point resolve the matter as follows:

  a) **Could not open ID file** indicates that the merchant number was not encrypted onto the disk prior to shipping. The disk must be returned for encryption.

  b) **A device in the system is not functioning properly** or the inability to find program files usually indicates that the diskette is bad or was damaged in shipping. The disk must be replaced.

 6) Follow the on screen instructions selecting Next at the bottom of each page to continue on and selecting Finish at the bottom of the final page.

 7) Setup will now install the program icons and display the README.TXT file which contains any last minute information about the program. Select File and then Close to close the viewer.

 8) **Windows® 95/98/NT®/2000 users:** Proceed to the section entitled Locating the Modem Port.

   Windows® 3.xx users: Proceed to the section entitled Program Setup.

Locating the Modem Port in Windows® 95/98/NT®/2000

Skip this section if the customer is not running the Windows® 95, 98, NT®, or 2000 version of the program. Prior to setting up the software you should guide any customers through this process to determine the port that their modem is installed on and to insure that the modem is functional.

1) Click on the Windows® Start button and select Settings and then click on Control Panel.

2) When the Control Panel opens double click on the icon labeled Modems.

3) Select the Diagnostics tab located at the top of the window.

4) In the center of the screen there will be a list of available comports and the devices attached to them. Ask and make a note of the port the modem is connected to and the description of the modem given.

5) Click once on the comport the modem is connected to so that it is highlighted.

6) Click on the button marked More Info.

7) If a More Info... window appears containing the Port Information the modem is ready to be configured.
   a) Click the OK button and then the Cancel button and select File->Close from the control panel window.
   b) Proceed to the section entitled Program Setup.

8) If an error box appears with a message such as Port in Use or Port Already Open this means that the modem is currently unavailable for use. Click the OK button in ther error box.
   a) Shut down or disable any programs which might currently be using the modem such as any FAX programs or internet dialers.
   b) After shutting down any FAX, Internet, or other programs that may have been using the modem go back to step 7 to insure that the modem is ready.
   c) It may be necessary to turn the computer off and back on after disabling these modem programs.

Program Setup

Now that the preliminary installation and gathering of information is complete follow the steps in this section to get the customer's modem working properly with the program.

1) Double click on the Domain Point of Sale icon found on the desktop.

2) When the program is run for the first time the customer will immediately be taken to the Modem Configuration screen. Should you need to get to this screen at a later time it is found under Configuration->Modem....

3) Click the button marked Advanced.

4) In the COM Port box select the port which the modem was previously found to be on. If this is unknown, skip this step.

5) Make sure the Dial Prefix box is empty except:

   a) If the customer has call waiting enter ***70,** in the box (the comma is required).

   b) If the customer must dial a 9 to call out enter ***9,** in the box (the comma is required)

.

6) Click the button marked Auto-Setup.

7) If the program asks to Use the Modem on the Current Port click the Yes button.

8) If you receive a Configuration Successful message, follow these steps:

   a) Click the OK buttons until you are back at the main Domain Point of Sale screen. Do NOT select a modem from the list of available modems.

   b) Under Transactions select System Check.

   c) If you receive a System is OK message the modem is properly configured to work with the software. Proceed to the section entitled Printer Setup.

Program Setup Continued

8) d) If you receive a No Dialtone message:

   i) Insure that the modem is properly connected to the phone outlet as per the manual that came with the modem or computer.

   ii) If the customer has a Message Center option from their phone company you will need to add an **X1** to the end of the modem special init string in Configuration->Modem...->Advanced.

   iii) If one of these steps solved the problem return to the System Check (step 8b).

   e) If you receive an Unable to Connect message go back to the Advanced Modem Setup (Configuration-> Modem...->Advanced) and:

   i) Insure that the Dial Prefix box is empty (or contains only necessary information).

   ii) Insure that the phone numbers shown are correct and that they will work from the customer's location (especially 950 numbers).

   iii) If one of these steps solved the problem return to the System Check (step 8b).

   f) If you receive an Unable to Negotiate message proceed to the Modem Troubleshooting section and return to the System Check (step 8b) when the problem has been corrected.

9) If you receive a message stating You may need to set up your modem manually, follow these steps:

   a) Determine if another program may be using the modem. If so, disable any such program and return to step 1. It may be necessary to turn the computer off and back on in this instance.

   b) If no other program is using the modem AND you do not know the port the modem is installed on, increment the com port (e.g. select 3 if you previously selected 2) and return to step 6.

Printer Setup

This section describes configuring the receipt information and setting the program to print receipts.

1)   Select Configuration->Receipt.

2)   In the Merchant Information section enter the company name, address, phone, fax and/or any other information and then click OK.

3)   Select Configuration->Printer.

4)   In the Print Receipts box select the time at which you would like the program to print receipts (never, on swiped transactions only, on all approved transactions, or ask after each transaction).

5)   If desired, a test receipt can be printed out by clicking on the Print Test button.

6)   Click OK.

7)   Proceed to the section entitled Transaction Processing.

Transaction Processing

When a customer uses the program to process transactions there are several items that they must be aware of to receive the best discount rate. Have the customer go to the Transactions menu and select Credit Card Purchase. Following is an explanation of each of the fields and information which can be typed in to perform a dummy transaction.

Items marked with an asterisk (*****) are fields which are required to receive the best possible discount rate on non-swiped transactions from the credit card companies, however transactions can be processed successfully without filling in those fields. Note that Purchase/Procurement cards have different requirements than normal credit cards.

Credit Card Number
> This is the credit card number for the transaction, numbers only, do not include any spaces or dashes. When the cursor is in this box, customers using cardswipers should swipe the credit card, this will fill in this field as well as the expiration date and cardholder name fields.
> Enter **4111111111111111** (four followed by 16 ones) for test purposes.

Exp.
> This is the 4 digit expiration date for the credit card, numbers only, do not include spaces, slashes, or dashes. For dates beyond the year 2000 enter the dates as normal (ie: for September 2002 you would enter 0902).
> Enter **1299** for test purposes.

Sale Amount
> This is the total amount of the sale including any taxes.
> Enter **1.00** for test purposes.

Multiples Mode
> This is for entering many transactions at once so that they can be submitted in a single callout. This box will NOT normally be checked.
> This box should NOT be checked for this test.

Phone Order*
> This box should be checked for all transactions when the credit card is not actually present (normally checked for MOTO merchants).
> This box should be checked for this test.

Transaction Processing Continued

Tax Amount
>   This is the tax amount only of the sale. This box is
>   only enabled for Purchase/Procurement Cards and is not
>   normally enabled.
>   This box should be blank for testing purposes.

Customer Code*
>   This is where a code specific to the customer is entered
>   such as an invoice number or part of a phone number.
>   This field is required to receive the best discount on
>   non-swiped transactions. This field must be at least 2
>   digits in length and can consist only of numbers (no
>   spaces, slashes, dashes, letters, etc.)
>   Enter **12** for testing purposes.

Cardholder Name
>   This field should contain the cardholder name and is
>   entered automatically on swiped transactions. This field
>   is for reference purposes and is not required for the
>   transaction.

Street*
>   This is the numeric portion, up to 5 digits, of the
>   cardholder billing address. For example, if the address
>   is 1234 Park Place you would enter 1234, if the address
>   is 123 Park Place Apt.#45 you would enter 12345. This
>   field is required to receive the best discount on non-
>   swiped transactions.
>   Enter **1234** for testing purposes.

Zip Code*
>   This is the 5 or 9 digit zipcode of the cardholder
>   billing address. This field must be 5 or 9 digits in
>   length and can consist only of numbers.
>   Enter **12345** for testing purposes.

At this point all information should be entered for a test
transaction. You can have the customer click OK to run the test
transaction through, which should result in a result of Invald Card
Number, or you can have the customer select Cancel to abort the
process.

The software installation/setup process is now complete.

Modem Troubleshooting

    This section of this guide is intended to attempt to solve known modem problems and conflicts. Although this information is considered up to date at the time of the printing of this guide this information changes regularly. The most up to date and more detailed information regarding this subject can normally be found on the Domain Entertainment™ webiste at **http://www.dpos.com**.

    The following modems are not compatible with the software and will not normally work under any conditions:

    Compaq Speedpaq 192
    AT&T DSP and AT&T VCOS modems
    Accelerator Pro 56k modems

    In the following list the diagnosis of upgrade available or upgrade required indicates that the modem is flash upgradable and that this flash upgrade can or should be obtained from the manufacturer directly or through the manufacturer website.

Manufacturer	Model/Number	Diagnosis
Aopen (AcerOpen) http://www.aopen-usa.com	FM56??? 56k	Upgrade available unknown if working.
Best Data http://www.bestdata.com	56k	Upgrade available unknown if working.
BTC http://www.btc-corp.com	56k PCtel Chipset	Works w/out upgrade.
Cirrus Logic (chipset) http://www.cirrus.com	Various 56k	Perform auto-setup and then add **N1** to end of special init string and set baud rate to **57600**.
ESS (chipset) http://www.esstech.com	Various 56k	Change modem special init to **AT&F**.
Supra/Diamond http://www.supra.com	SupraExpress 56k	Upgrade required for models purchased prior to April 1998.
Fujitsu http://www.8fujitsu.com	56k DSVD	Upgrade required.
Motorola http://www.mot.com	Various 56k	Add ***FL3** to the end of the special init string after using auto-setup.

Modem Troubleshooting Continued

Manufacturer	Model/Number	Diagnosis
Newcom http://www.newcominc.com	56ifx??	Works without upgrade otherwise add **N1** to special init string and set baud rate to **57600**.
Phoebe Micro http://www.phoebemicro.com	CMV14??-VQH	Works w/out upgrade.
SMART Modular Tech http://www.smartm.com	Rapid Transit 56k	Upgrade available unknown if working.
ThunderMax http://www.thundermax.com	Thunderlink 56k	Upgrade available unknown if working.
USRobotics http://www.3com.com	some 56k models	Change modem special init to **AT&F1**. **Winmodem** models will NOT work.
Various Manufacturers	LT Winmodem 56k	Works w/out upgrade.
Zoltrix http://www.zoltrix.com	FMVSP56i/56e	Upgrade available unknown if working.
Zoom Telephonics http://www.zoomtel.com	56K	Upgrade required for models purchased in early 1998.