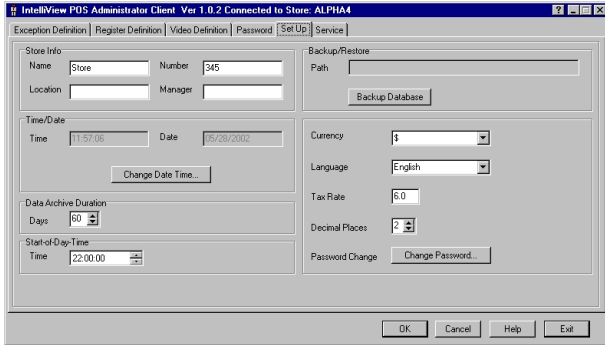


Getting Started with IntelleView POS Administrator Software

Administrator's Guide for Software Version 1.2



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About this Guide

This administrator's guide explains how to start using your IntelleView POS (IntelleView) Administrator software. It explains how to:

- Configure the software to connect to the IntelleView POS Server.
- Use the Administrator software.

If you need assistance...

Your software includes help files that explain the controls, fields and settings in your software. To access the help information:

- Press the **F1** button on your computer keyboard.
- Click the **Help** button in the Administrator software.
- Click the **?** button that appears in the corner of a dialog, then point and click to an area on the screen.

If you need service for your IntelleView system, contact your Sales Representative.

IMPORTANT!

Changes to your POS system will affect the IntelleView system's ability to capture transaction information. Discuss any changes to the POS system with your IntelleView representative prior to implementation. This will ensure proper system function when the changes are implemented.

What is the IntelView POS Surveillance System?

The IntelView POS Surveillance System (IntelView) is a point-of-sale (POS) monitoring/recording system, which performs the following functions:

- **Saves all POS Transaction Data.**

IntelView connects to the POS system network and captures all transaction data. The captured transaction data is stored in a relational database on the IntelView server.

- **Provides Real Time Exception Monitoring.**

IntelView compares the transaction data to “Exception Definitions”, which are entered using the Administrator software. Exception Definitions relate to POS system activities, such as Purchases, Voids, Returns, Price Adjustments, Item Numbers, Account Numbers, and Miscellaneous events. IntelView can also monitor all transactions from specific associates or registers.

- **Digital Video Recording.**

IntelView integrates with Sensormatic’s Intellex™ Digital Video Recorder to provide digital recording of POS activity. IntelView provides a separate network connection, which supports multiple Intellex recorders. Each Intellex recorder may have 8 or 16 video channels.

- **Data Mining with link to Digital Video.**

IntelView allows you to investigate (data mine) all POS transaction data, up to 90 days. A Date Selection Control and Transaction Filter allow the user to enter specific criteria resulting in a list of suspicious transactions. Each transaction may have a link to associated video on an Intellex recorder.

- **Remote Access including Live Video.**

IntelView provides remote access, allowing for the administration, monitoring, and viewing of live transaction data and video from anywhere. Stored transaction data and video may also be reviewed remotely.

- **Easy to use Graphical Interface.**

IntelView provides a graphical user interface for simplified administration, control and monitoring of the system. View live transaction data in the Slip Panel. View live video in the Video Panel. See the results of a data mining operation in the DB Transaction list with color coded transaction types, or view it in a Bar or Pie Chart format. Identify problem Associates with the click of a few buttons. Click on the Video Icon to retrieve stored video instantly.

- **Real Time Exception List.**

IntelView provides a Real Time Exception list, which displays all POS exceptions (based on the defined Exception Definitions). While you are monitoring live video or reviewing transactions and stored video, the Real Time Exception list will continue to display all Exceptions from any register in the POS system.

Getting Started with the Administrator Software

The IntelView Administrator software allows you to configure your IntelView settings. Using this software, you can:

- Define exceptions
- Define register information
- Define video system information
- Set user passwords (restricted access)
- Setup the IntelView server
- Perform system maintenance functions (restricted access)

Each administrative function is found on a separate tab on the user interface. Clicking a tab displays the associated settings.

- To activate changes, click **OK**.
- To cancel changes, click **Cancel**.
- To get help, place the cursor in a field and press **F1**, or click the **Help** button.
- To close the Administrator software, click **Exit**.

Starting the Administrator Software

To start the Administrator software:

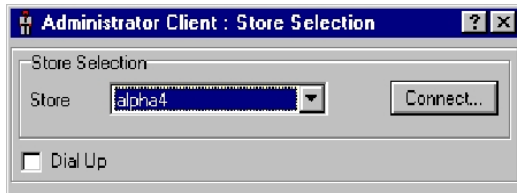
1. Double click the **IntelView Administrator** shortcut icon that appears on your operating system desktop.



OR

Click **Start, Programs, Sensormatic**, and then click **IntelView Administrator**.

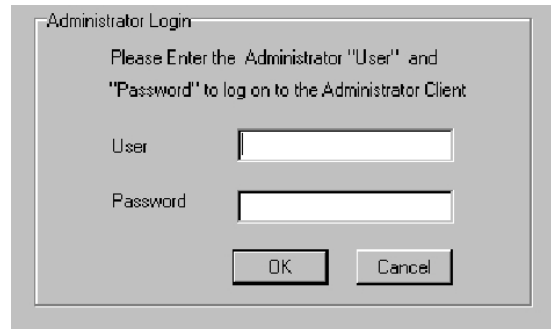
2. Select the store from the list of available stores. Click **Connect**.



Note: If you connect via modem, click the **Dial Up** checkbox and verify that the correct information is entered. Update if necessary and click **Connect**.



3. If passwords are enabled, you must enter your user name and password. Click **OK**.



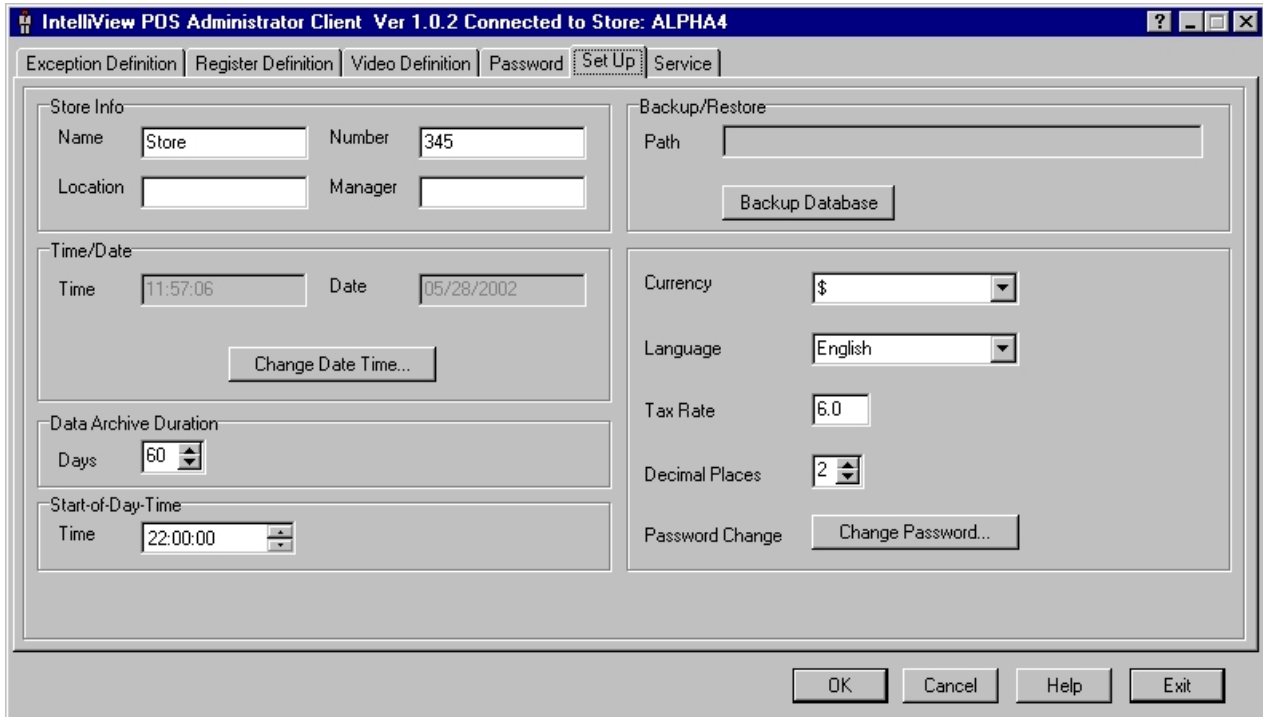
The software starts.

Continue with **“Administrator Software Overview”** on page 4 to learn how to use the software.

Administrator Software Overview

Figure 1 illustrates the IntelView Administrator software. The software consists of tabbed pages, grid controls, and buttons, allowing you to configure your IntelView software settings.

Figure 1: IntelView Administrator Client software



Tab Control: Click on a tab name to display the associated settings. The following pages are available:

Exception Definition: Use this page to establish the criteria that identifies a POS transaction or activity as suspicious and warranting further investigation. See **Using the Exception Definition Page** on page 5 for more information.

Register Definition: Use this page to configure information about the registers in your store. See **Using the Register Definition Page** on page 7 for more information.

Video Definition: Use this page to setup the Video System, Video Recorders (Intellex systems), and recording channels. See **Using the Video Definition Page** on page 9 for more information.

Passwords: Use this page to setup authorized users and passwords for the system. This page has restricted access. See **Creating Users and Passwords** on page 12 for more information.

Setup: Use this page to define system information about the IntelView server. See **Using the Setup Page** on page 14 for more information.

Service: Use this page to access utilities for service personnel. This page has restricted access. See **Overview of the Service Page** on page 17 for more information.

Grid Control: Clicking on this type of control enables you to modify information in the IntelView database. Depending on the screen displayed, you can add/remove exceptions, registers, video devices, or user definitions.

OK button: Click this button to save the changes that you make to all tabs.

Cancel button: Click this button to cancel the changes that you make to all tabs. This only applies to changes made before the OK button is pressed.

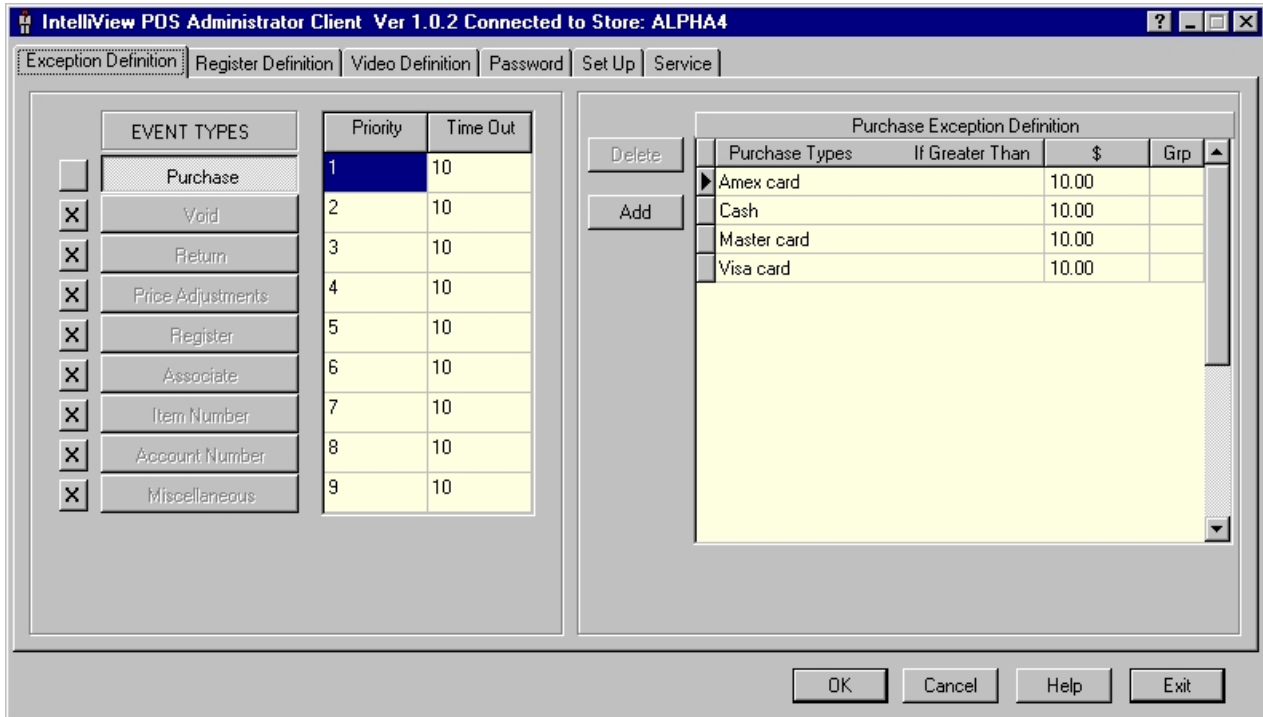
Help button: Click this button to open the Administrator help file.

Exit button: Click this button to close the Administrator software.

Using the Exception Definition Page

The **Exception Definition** page is used to establish criteria that identify POS transactions or activities as suspicious and warranting further investigation.

Figure 2: Exception Definition page.



From this page, you can:

- Enable or disable event types
- Set event priorities
- Establish recording time-out values
- Define exception criteria

Enabling / Disabling Event Types

The box located to the left of the Event Type name is used to enable or disable the event types used for establishing exception criteria. An Event Type must be enabled before it can be tested for exceptions.

Enabling an Event Type means that IntelliView will recognize that Event Type when detecting and processing exceptions. When transactions that meet the Exception Criteria occur, an exception is logged and the exception information is added to the Operator Client Real Time Exceptions list.

When the box is empty () , the Event Type is enabled (active).

Disabling an Event Type means that IntelliView will ignore that Event Type when detecting and processing exceptions. This is a convenient way to temporarily prevent an Event Type from generating an exception.

When the box is selected () , the Event Type is disabled (not active), and the Event Type name appears grayed out.

Setting Event Priorities

To ensure that the highest priority exceptions are recorded, each Event Type has an assigned priority from 1 to 9. “1” is the highest priority, and “9” is the lowest priority. When multiple exceptions occur simultaneously, the event type priorities determine which exceptions are recorded based on the number of available recording channels (where dedicated fixed cameras for each register are not available).

Use the **Priority** column to change the priority for an event type.

1. Click the **Priority** number.
2. Type in a number from 1 to 9.

The priorities of the other event types automatically update based on the change in priority of the selected event type.

Establishing Recording Time Out Values

Whenever an exception occurs, a digital recording is made for the recording time specified for each Event Type if a recording channel is available. By default, an exception times out after 30 seconds if no further exceptions occur at the register. Each Event Type may have different time out settings. You may prefer to have longer time out periods for higher priority exceptions.

Use the **Time Out** column to set the amount of time (in seconds) video is recorded after an exception is detected.

1. Click the **Time Out** value for the Event Type.
2. Enter the number in seconds that you would like to continue recording video after the exception occurs.

The Time Out value ranges from 5 to 99 seconds (1 minute, 39 seconds).


Working with the Exception Definition Grid

Each Event Type provides criteria in the grid specifically related to that Event Type. Depending on the Event Type, you may need to select from a drop down list of options, or manually enter the information.

Use the **Exception Definitions grid** for each Event Type to set the criteria used to determine what events should be considered exceptions.

Note: The Administrator help file (AdminClient.HLP) provides detailed instructions for generating exception definitions for each Event Type. See the following topic: **Using the Exceptions Definition Page—Creating Exception Definitions.**

Adding Exception Definitions

1. Click the **Exception Definition** tab (if it is not currently active).
2. Click on an **Event Type**. The Definition Grid control updates to reflect exceptions associated with the event type.
3. To add a new row, click the **Add** button.
4. Select the Exception Type:
 - a. Click on the down arrow () to display the exception types.
 - b. Scroll through the list until the exception type to be monitored is displayed.
 - c. Select the exception type, and continue with step 5.
5. Enter the relevant exception information. This may be the monetary amount, item number, account number, associate number, register number, or miscellaneous events. You may also enter register group information where this is applicable.
6. Click **OK** to save the changes.

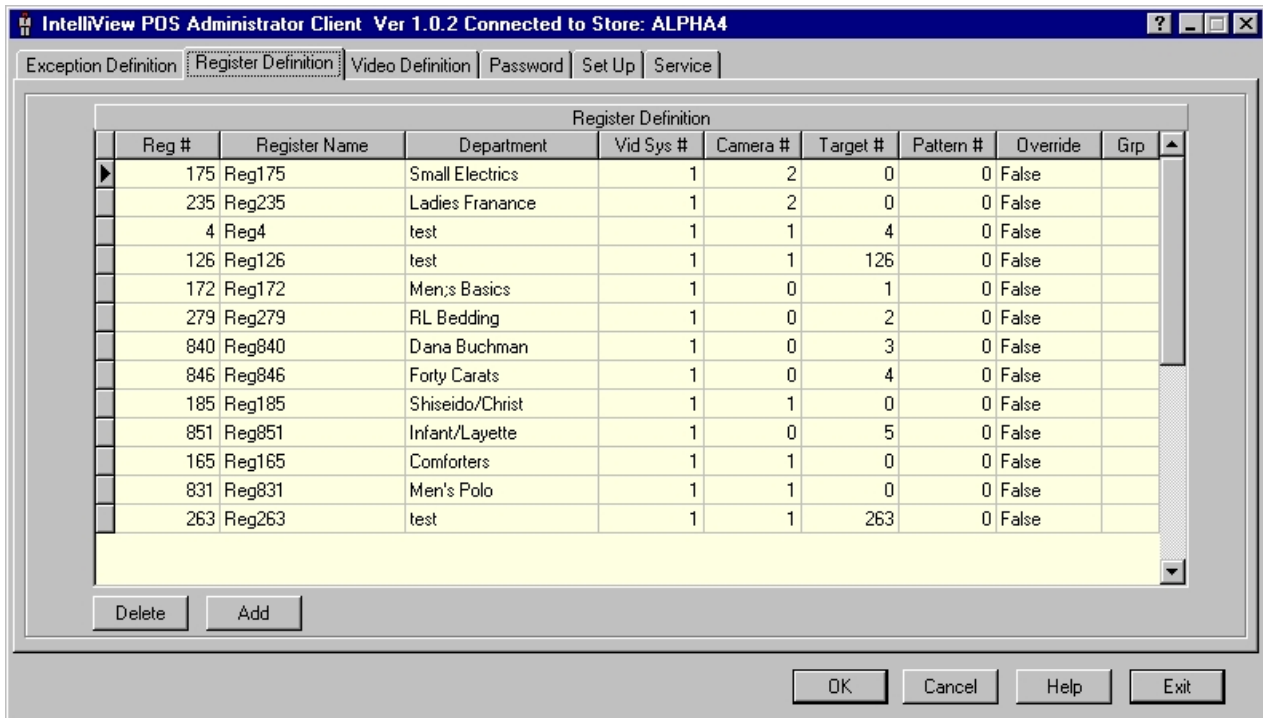
Removing Exception Definitions

1. Click the **Exception Definition** tab (if it is not currently active).
2. Click on an **Event Type** name. The list of Exception Definitions updates in the grid.
3. Click on the specific **Exception Definition** that you want to remove.
4. Click **Delete** (to the left of the grid).

Using the Register Definition Page

The **Register Definition** page is used to configure information about the registers in your store.

Figure 3: Register Definition page.



The information that you can configure includes:

Register Number: The number that identifies the register on the POS network. This information is manually entered.

Register Name: A descriptive name that identifies the register. Defaults to "Reg" plus the number but can be manually changed to be more meaningful.

Department: Optional information that describes the location of the register. For example: *Pharmacy, Deli, Customer Service, Toys, Electronics, and Sportswear*, among others. This information is manually entered.

Video System Number: This identifies the video system of the camera monitoring the register. This selection is made using a drop down list of video system numbers that have been configured for this system. See **Using the Video Definition Page** on page 9.

Camera Number: This is the number of the camera or dome that monitors the register. This information is manually entered.

Target Number: This is the number of the view or preset that points the dome to the register when an exception occurs. This information is manually entered.

Note: If fixed cameras are used, the Target Number is left blank.

Pattern Number: This is the number of the pattern that issues a series of dome commands when an exception occurs.


Override: This setting determines whether IntelliView exceptions have priority over video system functions when exceptions occur. Choose **True** if IntelliView takes priority over video system functions. Choose **False** if IntelliView does not take priority over video system functions. This selection is made using a drop down list.

Group: Use this setting to assign registers to groups based on function or location in store. This allows you to set different exception limits for specific registers or monitor only registers in a specific group. Any single character A-Z and 0-9 may be used in this setting.

Creating Register Definitions

The system requires the entry of register information so it can determine what camera and target to call-up whenever an exception occurs at a specific register. The *Register Names* also appear in some Operator software controls.

Follow this procedure to add Register Definitions to your IntelView system. This procedure must be performed for each register in your store.

1. Click the **Register Definition** tab (if it is not currently active).
2. To add a new row, click the **Add** button.
3. Enter the register number in the **Reg #** column.
4. The **Register Name** is automatically created from the information entered in the Reg # column. If necessary, modify this information by typing a new name.
5. Enter a department name in the **Department** column. This information is optional.
6. If the cameras are connected to a video switcher, select the **Video System** from the list.
 - a. Click on the down arrow () to display the list of configured video systems.
 - b. Scroll through the list until the correct video system is displayed.
 - c. Select the video system, and continue with step 7.Otherwise, leave this field blank.
7. Enter the **Camera Number** that will be used for visually monitoring the register.
8. If the camera is a programmable dome, enter the **Target Number** or **Pattern Number**. If the camera is a fixed camera, leave this field blank.
9. Set the **Override** function.
 - If you want IntelView exceptions to have priority over video system functions, select **True**.
 - If you want the video system to have priority over IntelView exceptions, select **False**.

The default Override setting is True.
10. Click **OK** to save the changes.

Note: Depending on the number of registers, several seconds may pass before the information saves.

Removing Register Definitions

Follow this procedure to remove Register Definitions.

1. Click the **Register Definition** tab (if it is not currently active).
2. Click on a **Register Number**.
3. Click **Delete** (below the grid).
4. Click **OK** to save the changes.

Note: Depending on the number of registers currently configured, several seconds may pass before the information saves.

Using the Video Definition Page

The **Video Definition** page is used to setup the Video System, Video Recorders (Intellex systems), and Recorder Channels. Three sections appear on the page. The top half contains the Video Recorder and Recorder Channels settings. The bottom half contains the Video System Definition settings. This page is normally configured by service personnel.

Figure 4: Video Definition page.

The screenshot shows the 'Video Definition' page in the IntelliView POS Administrator Client. The window title is 'IntelliView POS Administrator Client Ver 1.0.2 Connected to Store: ALPHA4'. The page has three main sections: Video Recorder Definition, Recorder Channel Definition, and Video System Definition. Each section contains a table with configuration data and 'Delete' and 'Add' buttons.

Video Recorder Definition			
#	Name	Channels	IP Address
1	recorder1	8	10.48.51.206

Recorder Channel Definition		
#	Video System #	Video System Output #
1	1	5
2	1	6
3	1	7
4	1	8

Video System Definition								
#	Name	Type	Port #	Baud Rate	Data Bits	Parity	Stop Bits	Flow Control
1	wwwwww	VM96	1	4800	8	none	2	none



CAUTION: Changing the settings on this page may result in performance problems with your IntelliView system. Do not make changes on this page without fully understanding the impact of the changes that you make.

Video Recorder: IntelliView supports the control of the Intellex Digital Video Recorder. Use these settings to configure the Intellex recorder used to record video from the registers. The following Video Recorder settings are available:

#: This value is automatically assigned by IntelliView when a new Intellex system is added.

Name: Manually enter a description of the Intellex unit. For example: "Intellex Unit 1".

Channel: Select the number of video channels available—either 8 or 16 channels—using the drop down list. The number of channels determines what information appears in the Recorder Channels section.

IP Address: Manually enter the Internet Protocol (IP) address for the Intellex Recorder.

Recorder Channel Definition: These settings relate to the Intellex unit selected. First, select the Intellex Video Recorder in Video Recorder Definition grid. The number of Recorder Channels for the selected Video Recorder appears in the Recorder Channel Definition grid. The following settings are available:

#: This is automatically determined based on the number of Video Recorder Channels selected. Eight or 16 channels are available depending on the selected Video Recorder.

Video System #: Select the specific video system that interfaces with the selected channel using the drop down list.

Video System Output #: Enter the number of the specific video system output that is assigned to the recording channel.

Video System Definition: IntelView supports the control of multiple switching systems, such as Sensormatic's VM96 and AD switchers. The Video System Definition settings are used to configure the types of video systems used for switching cameras. The following settings are available:

#: The number assigned to the Video System. This value is automatically assigned by IntelView when a new video system is added.

Name: The description given to Video System. For example: VM96 Unit 1. This setting is optional.

Type: This is the video system type selected from the drop down list. Currently only VM96 is supported.

Port: This is the serial port on the IntelView computer to which the video system connects. This information is manually entered. The default setting is 1.

Baud Rate: This is number of signaling elements that occur each second. Select from **1200, 2400, 4800, 9600,** or **19200** baud using the drop down list. The default setting is 4800 baud.

Data Bits: Select from **2, 4,** or **8** bits using the drop down list. The default setting is 8.

Parity: Refers to the use of parity bits to check that data has been transmitted accurately. Select from **Odd, Even** or **None** using the drop down list. The default setting is None.

Stop Bits: The setting that indicates that a byte of information has been transmitted. Select from **1, 1.5** or **2** using the drop down list. The default setting is 2.

Flow Control: Refers to the process of adjusting the flow of data from one device to another to ensure that the receiving device can handle all of the incoming data. Select from **Xon-Xoff, Hardware,** or **None** using the drop down list. The default setting is None.

Adding Video Systems

Follow this procedure to add new video systems.

1. Click the **Video Definition** tab (if it is not currently active).
2. To add a new row, place the cursor in the last row of the **Video System Definition** grid and click the **Add** button.
3. The **#** column automatically updates.
4. Enter the video system name in the **Name** column. This information is optional.
5. Set the system **Type** by selecting a value from the drop down list.
6. Enter the serial port number where the video system connects to the IntelView computer in the **Port** column.
7. Set the **Baud Rate** by selecting the value from the drop down list.
8. Set the **Data Bits** by selecting the value from the drop down list.
9. Set the **Parity** by selecting the value from the drop down list.
10. Set the **Stop Bits** by selecting the value from the drop down list.
11. Set the **Flow Control** by selecting the value from the drop down list.
12. Click **OK** to save the changes.

Removing Video Systems

Follow this procedure to remove a video system from the configuration.

1. Click the **Video Definition** tab (if it is not currently active).
2. Select the row containing the video system you want to remove. Click **Delete** (located below the **Video System Definition** grid).
3. Click **OK** to save the changes.

Adding Intellex Digital Video Recorders

Follow this procedure to add new Intellex digital video recorders.

1. Click the **Video Definition** tab (if it is not currently active).
2. To add a new row, place the cursor in the last row of the **Video Recorder Definition** grid and click the **Add** button.
3. The **#** column automatically updates.
4. Enter the video recorder name in the **Name** column. This information is optional.
5. Select the number of recorder channels from the drop down list in the **Channels** column.
6. Enter the IP address of the Intellex unit in the **IP Address** column.
7. Click **OK** to save the changes.

Removing Intellex Digital Video Recorders

Follow this procedure to remove a video system from the configuration.

1. Click the **Video Definition** tab (if it is not currently active).
2. Select the row containing the video recorder you want to remove. Click **Delete** (located below the **Video Recorder Definition** grid).
3. Click **OK** to save the changes.

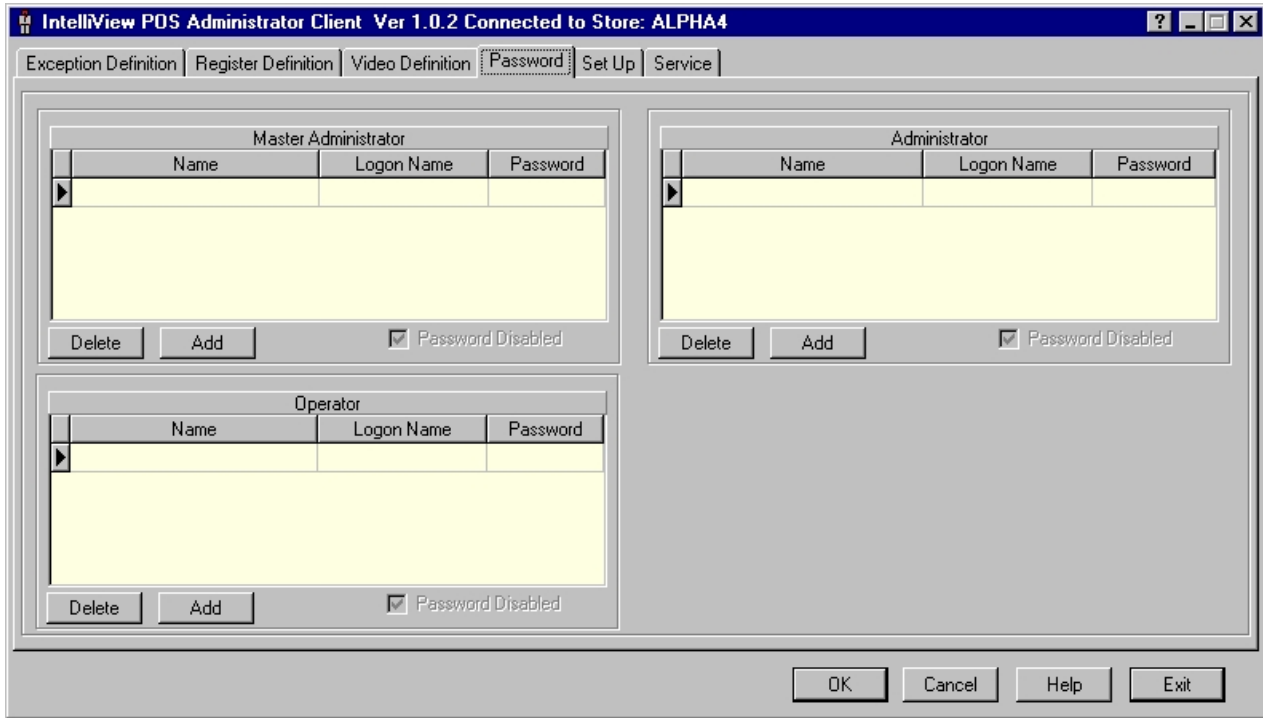
Configuring Recorder Channels

1. Click the **Video Definition** tab (if it is not currently active).
2. Select the **Video Recorder** requiring Recorder Channel configuration. The Recorder Channels automatically update.
3. Select a **Recorder Channel**.
4. Select the **Video System #** from the drop down list.
5. Enter the **Video System Output #**.
6. Repeat steps 3 through 5 for each channel that requires configuration.
7. Click **OK** to save the changes.

Creating Users and Passwords

The **Passwords** page is used to setup authorized users and passwords for the system.

Figure 5: Passwords page.



IntelleView supports three levels of users.

Master Administrator: This is the highest-level user. A Master Administrator can access all Administrator and Operator functions, as well as create and delete authorized users for the system and assign passwords.

Administrator: This is the second highest-level of user. An administrator can access all Administrator and Operator functions. However, Administrators cannot create or delete users or assign passwords.

Operator: This is the lowest-level user. An Operator can perform all Operator functions. Operators cannot perform any administration tasks. Refer to the Operator Client information for specific information about performing operator tasks.

Complete the following information to set up authorized users and passwords:

Name: Enter the name of the user. This is used for reference information only.

Logon Name: Enter the name that will be used for logging on. Logon Names may contain up to 12 alphanumeric characters and are case sensitive.

Password: Enter the password. Passwords may contain up to 8 alphanumeric characters and are case sensitive.

Disable Passwords: You can choose to have passwords disabled for each user level. Keep the box labeled **Disable Passwords** checked () for each level of user that does not require a logon. This eliminates the need to enter a user name and password to use the software.

Note: You may want to enable passwords for Master Administrators to prevent unauthorized access to the list of users.

Adding Users and Passwords

If passwords are active for any level, you must have Master Administrator authority to perform this task.

1. Click the **Password** tab (if it is not currently active).
2. Determine what type of user you are adding:
 - To add a new master administrator, click in the **Master Administrator** grid.
 - To add a new administrator, click in the **Administrator** grid.
 - To add a new operator, click in the **Operator** grid.
3. To add a new row, place the cursor in the last row of the grid and click the **Add** button.
4. Type the name of the authorized user in the **Name** column.
5. Type the logon name in the **User Name** column. User names may contain up to 12 alphanumeric characters and are case sensitive.
6. Type the password in the **Password** column. Passwords may contain up to 8 alphanumeric characters and are case sensitive.
7. Click **OK** to save the changes.

Removing Users

If passwords are active for any level, you must have Master Administrator authority to perform this task.

1. Click the **Password** tab (if it is not currently active).
2. Determine what type of user you are removing:
 - To remove a master administrator, click the name in the **Master Administrator** grid.
 - To remove an administrator, click the name in the **Administrator** grid.
 - To remove an operator, click the name in the **Operator** grid.
3. Click the **Delete** button (located below the appropriate user grid).

Enabling / Disabling Passwords

You may choose to have passwords enabled or disabled for any level of user.

- To enable passwords, deselect () the **Password Disabled** checkbox.
- To disable passwords, select () the **Password Disabled** checkbox.

Using the Setup Page

The **Setup** page is used to define information about the IntelView server.

Figure 6: Setup page.

The screenshot shows the 'Setup' page of the IntelliView POS Administrator Client. The window title is 'IntelliView POS Administrator Client Ver 1.0.2 Connected to Store: ALPHA4'. The 'Set Up' tab is selected. The page is divided into several sections: 'Store Info' with fields for Name (Store), Number (345), Location, and Manager; 'Backup/Restore' with a Path field and a 'Backup Database' button; 'Time/Date' with Time (11:57:06) and Date (05/28/2002) fields, and a 'Change Date Time...' button; 'Data Archive Duration' with a 'Days' spinner set to 60; 'Start-of-Day-Time' with a 'Time' spinner set to 22:00:00; 'Currency' with a dropdown set to '\$'; 'Language' with a dropdown set to 'English'; 'Tax Rate' with a text field set to 6.0; 'Decimal Places' with a spinner set to 2; and 'Password Change' with a 'Change Password...' button. At the bottom are 'OK', 'Cancel', 'Help', and 'Exit' buttons.

The following settings can be modified:

Store Information: Allows you to complete the *Store Name*, *Location*, *Number*, and *Manager* information.

Time/Date: Allows you to set the time and date information of IntelView server to match the Point-of-Sale (POS) system.

Data Archive Duration: Allows you to set the number of days that POS transaction information is maintained in the database. The duration range is 7 to 90 days.

Start-of-Day Time: This setting determines when database cleanup occurs. By default, the start-of-day setting is 11:00 PM (23:00:00). This setting must be entered in 24-hour format and should occur when minimal POS activity is taking place.

Backup/Restore: This function allows you save or restore emergency database information

Locale Preferences: This function allows you to set the currency symbol, language, tax rate, and number of currency decimal places. It also permits the administrator who is logged in to change his or her password.

Customizing Store Information

The **Store Information** displays in the **Slip Panel** of the Operator Client software. To customize store information:

1. Click the **Setup** tab (if it is not currently active).
2. Enter the **Store Name**.
3. Enter the **Store Number**.
4. Enter the **Store Location**.
5. Enter the **Manager** information.
6. Click **OK** to save the changes.

Setting the Date and Time


Click on the **Change Date Time** button to set the time and date of the IntelView system to match the time and date of the POS system and update the Intellex Time/Date stamp. This displays a Windows Date and Time control, where the time, date, and Time Zone information can be updated.

Note: If the Administrator Client is running on the same computer as IntelView, this changes the time and date setting of the IntelView computer. If the Administrator client is running on a different computer—such as a remote system—this does not change the time and date settings for the IntelView computer.

Changing the Data Archive Duration


You can save transaction information in the database from 7 to 90 days. By default, 60 days of transactions are saved.

To change the number of days maintained in the database:

1. Click the **Setup** tab (if it is not currently active).
2. Enter the number of days in the **Archive Duration Days** field. Click on the **up-down arrow** controls () to the right of the number of days to scroll through the numbers.
3. Click **OK** to save the changes.

Changing Start Time for Database Cleanup

Use **Start-of-Day-Time** setting to modify when database maintenance is automatically performed. You normally want to perform this function when there is minimal or no POS activity. By default, the maintenance is performed at 11:00 PM. To change the setting:

1. Click the **Setup** tab (if it is not currently active).
2. Enter a time in the **Start of Day Time** field in 24-hour format (where 00:00:00 is midnight). Click on the **up-down arrow** controls () or enter the numbers manually.
3. Click **OK** to save the changes.

Creating an Emergency Backup Database

Use the **Backup Database** function to save database information for emergency purposes. This creates a folder where the emergency database is saved.

1. Click the **Setup** tab (if it is not currently active).
2. Enter the directory and file information where the backup will be saved in the **Backup/Restore Path** field.

Note: You may select the drive and directory where you want the database saved by clicking on the **Browse** button. You must specify the file name for the backup.

3. Click **Backup Database** to create the backup.

Restoring an Emergency Backup Database

Use the **Restore Database** function to recreate a saved database.

1. Click the **Setup** tab (if it is not currently active).
2. Enter the directory and file name information where the backup was saved in the **Backup/Restore Path** field.

Note: You may select the drive and directory where the database was saved by clicking on the **Browse** button. You must specify the file name for the restoration.


3. Click **Restore Database** to recreate the database. If necessary, select the .db file from the list displayed and click **Open**.

Setting Locale Preferences

The lower right area of the Setup page allows you to set the currency symbol, language, the number of decimal places displayed, and the local tax rate.

To change these settings:

1. Click the **Setup** tab (if it is not currently active).
2. Click the drop down list to display the available **Currency** symbols. Select the appropriate symbol. The default currency symbol is **\$**.
3. Click the drop down list to display the available **Languages**. Select the appropriate language. The default setting is **English**.
4. Enter the **Tax Rate** for the locale. This ensures that the correct tax information displays on the **Slip Panel** of the Operator Client.
5. Enter the number of **Decimal Places** that is used in the currency. This ensures that the Exception Definitions and **Slip Panel** display the correct monetary values. The default setting is **2**.

Note: You may also scroll through the number of Decimal Places using the **up-down arrow** controls (.

6. Click **OK** to save the changes.

Changing the Administrator Password

This feature is used to change the password of the user (Administrator or Master Administrator) currently logged on to the system. Passwords may include up to 8 alphanumeric characters.

1. Click the **Setup** tab (if it is not currently active).
2. Click **Change Password**.
3. Enter the current password in the **Old Password** field.
4. Enter the new password in the New Password field.
5. Enter the new password a second time in the **Re-enter Password** field.
6. Click **OK** to save the password.

Note: Passwords are case sensitive. If the same password is not entered twice, you will need to repeat steps 3 through 6.

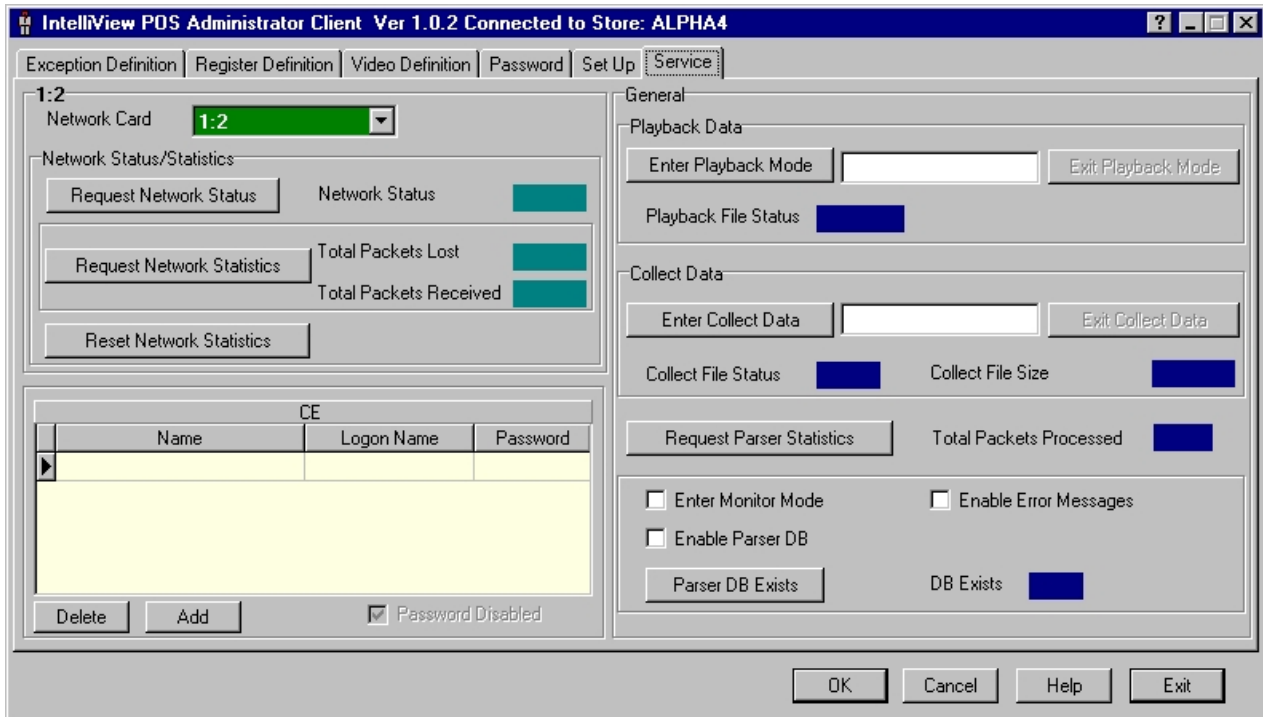
If you forget your password...

Contact your sales representative for assistance.

Overview of the Service Page

The **Service** page provides utilities for service personnel to test network communications. A special logon name and password must be entered in order to gain access to this screen. Although customers do not have access to this information, the following provides an overview of the functions available on the Service page.

Figure 7: Service page.



The following utilities are available.

- **Network:** This function allows service personnel to test the installed network cards (Token-Ring or Ethernet).
- **CE:** This function allows service personnel to add authorized users for system maintenance and troubleshooting purposes.
- **General:** This function provides troubleshooting utilities for the database.
- **Request Parser Statistics:** This function provides troubleshooting utilities for the POS parser.

Obtaining Specific Network Card Information

Use the **Network** section on the Service page to test network communications. When the Administrator Client is started, it requests the network card numbers and types from the parser, and populates this information in the Network Card list on the Service page. To obtain information about a specific network card:

1. Click the **Service** tab (if it is not currently active).
2. Select a **Network** card from the drop down list of installed cards.
3. Click **Request Network Status** to obtain information about the operating status of the selected network card.

The **Network Status** field displays information about the selected card's ability to initialize.

- If Failed appears, the selected card cannot capture packets from the POS system.
 - If OK appears, the selected card can capture packets from the POS.
4. Click **Request Network Statistics** to perform diagnostics for network traffic that has become lost, suspended or not processed. The information obtained will include **Total Packets Lost** and **Total Packets Received**.
 - For optimal network performance, the **Total Packets Lost** results should be very low (near zero).
 - The **Total Packets Received** information should match the **Total Packets Processed**. For additional information, see **Obtaining Parser Statistics** on page 19.
 5. To clear the network statistics, click **Reset Network Statistics**, and then click **Request Network Statistics**. This resets the **Total Packets Lost** and **Total Packets Received** information to zero.

Entering Service Personnel Information

Use this section of the **Service** page to add, update or remove Service information for maintenance purposes.

1. Click the **Service** tab (if it is not currently active).
2. Click in the area labeled **CE**.
3. To add a new row, place the cursor in the last row of the grid and click the **Add** button.
4. Type the name of the authorized service personnel in the **Name** column.
5. Type the logon name in the **Logon Name** column. Logon names may contain up to 12 alphanumeric characters and are case sensitive.
6. Type the password in the **Password** column. Passwords may contain up to 8 alphanumeric characters and are case sensitive.
7. Click **OK** to save the changes.

Note: To temporarily disable the use of the Service Password, verify that the **Password Disabled** checkbox is checked (). This box should be kept unchecked () to prevent customers from accessing this page.

Removing Service Personnel Information

1. Click the **Service** tab (if it is not currently active).
2. Click the name of the service personnel in the CE grid.
3. Click the **Delete** button (located below the CE grid).

Collecting Sample Data from the POS System

To obtain a sample of the data being supplied by the POS system, use the **Collect Data** feature. This generates a data collection file (DCF) from the system that can be reviewed at a later time.

To generate the DCF:

1. Click the **Service** tab (if it is not currently active).
2. Enter the full path information and file name in the **Collect Data** entry field. For example, C:\SampleFile.DAT
3. Press the **Enter Collect Data** button to start the collection process.
 - If the file created successfully, *OK* appears in the **Collect File Status** field. The Collect File Size information periodically updates as the file is created.
 - If the file was not created successfully (due to an invalid name or drive specification), *File Open Failed* appears in the **Collect File Status** field. Repeat step 2.
4. When you have collected enough transaction information, click **Exit Collect Data**. This stops the data collection and saves the file. The final file size appears in the **Collect File Size** field.

Playing Back a Data Collection File

IMPORTANT! Playing back a data collection file is processed like live POS activity. Information from the playback will be written to the store database.

To review the data collection file (DCF) from the POS system, use the **Playback Data** feature.

To playback the DCF:

1. Click the **Service** tab (if it is not currently active).
2. Enter the full path information and file name in the **Playback Data** entry field. For example, C:\SampleFile.DAT.
3. Press the **Enter Playback Mode** button to start the playback process.
 - If the file opened successfully, *OK* appears in the **Playback File Status** field.
 - If the file could not be opened, *File Open Failed* or *File Name Not Found* appears in the **Playback File Status** field. Verify the file name and location, and repeat step 2 and 3.
4. The playback information displays in the Operator Client transaction window. When you are finished reviewing the file, click **Exit Playback Mode**. This stops the playback of the file.

IMPORTANT! If playback mode is running, you cannot exit the Administrator Client. You must click **Exit Playback Mode** before exiting the Administrator Client.

Obtaining Parser Statistics

Use the **Parser Statistics** section of the Service page to troubleshoot the POS parser.

1. Click the **Service** tab (if it is not currently active).
2. Click **Request Parser Statistics** to obtain information about the total packets processed by the parser.

This information should match the **Total Packets Received** information from the **Network Card Statistics**. If these values do not match, there is a problem with the parser. Contact technical support for assistance.

Using Other Service Settings

Check **Enter Monitor Mode** to display the raw data dump of the data traffic. Information will be displayed in a separate window. This function can be used in *live data collection mode* or in *playback mode*.

Check **Enable Parser Database** to use a database of SKU numbers and descriptions to identify scanned products. To determine if the parser database exists, click the **Parser Database Exists** button.

Check **Enable Error Messages** to view the error messages received from the server. This setting is normally left unchecked to prevent messages from displaying to the customer.

Troubleshooting

If you experience either of the following problems, you will need to reset the Intellex Digital Video Recorder:

- Live streamed video appears OK, but an error message displays when attempting to retrieve saved video.
- Retrieved video does not match the transaction slip.

Note: Refer to your Intellex manual for information about the location of the reset switch.

To reset the Intellex recorder:

1. Insert a straightened paperclip into the Intellex reset switch and press. This will cause the Intellex recorder to power down.
2. Press the inserted paperclip a second time. The Intellex recorder will power up.

Specifications & Regulatory Compliance

Computer

See the documentation supplied with the Dell computer.

Intellex

See the documentation supplied with the Intellex.

UPS

See the documentation supplied with the UPS.

Other Declarations

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