Volume

V

AGKSOFT

Ruby VeriFone ® Back Office Software

Ruby VeriFone ® Guide

Introduction

The Ruby VeriFone ® can be connected to your Windows PC using an RJ45 cable and a 9-pin connector included in your package. Your Ruby VeriFone ® is a Point-of-sale system with the built-in ability to talk to your Back-Office Software.

GemCom runs on your PC to communicate with the Ruby VeriFone ®. AGKSoft uses GemCom or RubyLink for all communication to the Ruby VeriFone®. GemCom is used when you have GEMCOM installed/configured on your Ruby and GemCom32 is used when you have RubyLink installed/configured on your Ruby.

Software Requirements

- Windows 2000, XP, Me, Vista, Windows 7 and Windows 8. **For GemCom, Windows must be 32-bits.**

Installing GemCom/RubyLink®

Ruby VeriFone ® Console

From your Ruby Console, we need to figure out which ComPort you need to plug the RJ45 cable into:

- Press **Exit** until [SALES] is shows on the screen
- Arrow [Ticket Print/Right] over to [**MAINTENANCE**]
- Press ENTER, enter ID (Default is 1) and then Password (Default is 123)
- Press ENTER and you should see **"1. VERSION INFORMATION"**
- Arrow [Ticket Print/Right Arrow] over until you see "**3.DISPLAY I/O CONFIGURATION**"
- Press ENTER and tap the Right Arrow [Ticket Print/Right] about 16 times until you see the following:

"gcomms.ldm /dev/com5 19200 n 8 1"

THE COMPORT IS WHERE YOU NEED TO PLUG THE CABLE INTO THE BACK OF YOUR RUBY

If you did not see a ComPort # in the gcomms.ldm line, you will not be able to connect to the Back Office PC until you contact your VeriFone Authorized Distributor to turn it on. COM5 in the example shown above tells you that you can connect the Back Office PC to COM5 on the back of the Ruby.

Plug your RJ45 cable into the COM port on the back of your Ruby.

From your Ruby Console, we need to create Department # 98 as an “Unknown Dept”:

- Press Exit until [SALES] shows on the screen
- Arrow [Ticket Print/Right Arrow] over to [**MANAGER**]
- Arrow [Ticket Print/Right Arrow] over to [**12. DEPT FILE**]
- Type “98”, press [Enter], type “Unknown Dept.”, keep hitting [Enter] until you finish.

From your Ruby Console, we need to assign the “PLU not found Department” to Dept. # 98:

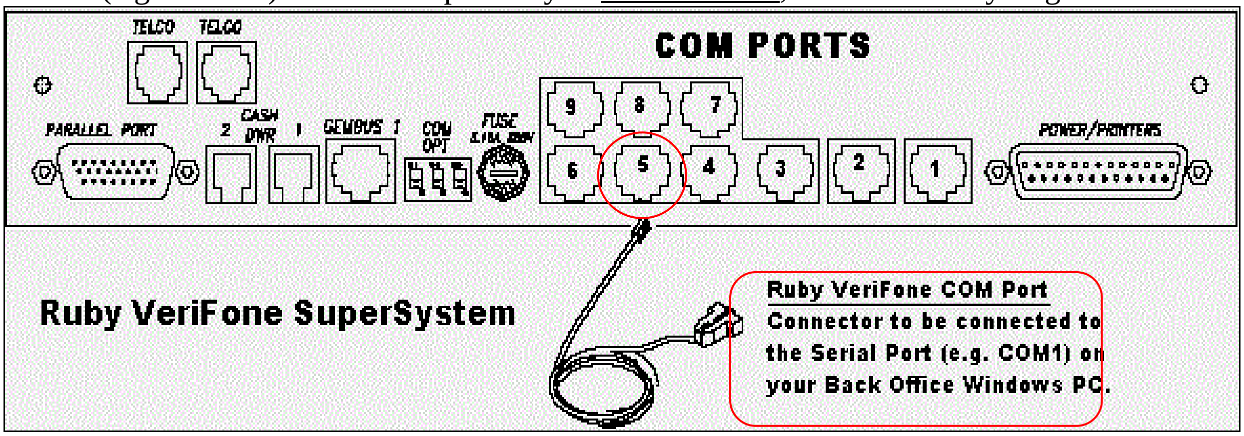
- Press Exit until [SALES] shows on the screen
- Arrow [Ticket Print/Right Arrow] over to [**MANAGER**]
- Arrow [Ticket Print/Right Arrow] over to [**3. CONFIGURATION**]
- Arrow [Ticket Print/Right Arrow] over to [2**. SALES CONFIG**]
- You should now see “01 PLU not found dept. # 0014”, change it to “0098”

From your Ruby Console, we need to figure out if you are using **GemCom** or **RubyLink**:

- Press Exit until [SALES] shows on the screen
- Arrow [Ticket Print/Right Arrow] over to [**MAINTENANCE**]
- Press ENTER, enter ID (Default is 1) and then Password (Default is 123)
- Press ENTER and you should see **“1. VERSION INFORMATION”**
- Arrow [Ticket Print/Right Arrow] over to “**12. FILE INFORMATION**”
- Press ENTER and press the Arrow key [Ticket Print/Right Arrow] until you see “**gcomm.ldm**”. Look for the file size on the right, if it is 187118 (180K or so), you are using Ruby Link. If the file size is 192.5K or so, you are using GemCom.
- If you are using the CITPAK (CITGO’s software), you will see “RubyLink” or “GemCom”.

How to connect to a Ruby VeriFone Terminal

Plug one end of your RJ45 connector to the back of your Ruby Terminal's COM Port. Plug the other end of your RJ45 connector to the 9-pin connector included in your package and plug the 9-pin connector to your Serial Port (e.g. **COM 1**). This is the port on your Windows PC, not on the Ruby Register.



Installing the AGKSoft Software

From your Windows PC

Download the "Ruby VeriFone Installation" from the following address:

http://www.agksoft.com/images/setupruby.exe

!!! WARNING !!! Please wait until you see "Java 2 Runtime Environment", select "I accept…." And click "Next", select "Typical" and click "Next". When the installation is finished, click "Finished".

!!! WARNING !!! When the "Java 2 Runtime Environment" installation prompts to restart, select "**NO**"

Now, you have the option to install **Ruby Sapphire Templates** in **c:\gemcom\bin**, click OK.

Next you have the option to install **Ruby Verifone Templates** in **c:\gemcom**, click OK.

Now, you will see "**Please finish the Gemcom & Java Installation before hitting OK**", click OK.

You should now see the Install Shield Wizard for GemCom32 and click "**Next**" a few times.

You should see a "**Certificate**" dialog box, click "**Install Certificate**", "**Next**", "**Next**". "**Finish**" and then click "OK" twice. When you see the "**Settings - RubyLink Comm Options**" dialog, click "Exit". You will get a dialog "Do you want to save the settings anyway", click "Yes" and then "Finish".

Now, you will see the "**Please finish the Gemcom32 Installation before hitting OK**", now you can click OK.

Click "Next", then "Install Software" in order to install AGKSoft.

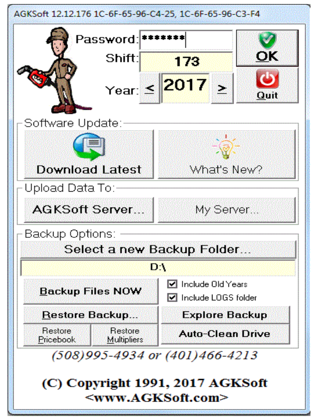
When prompted for the installation password, enter the password found on your CD and CD Cover.

Follow the installation instruction until it's finished.

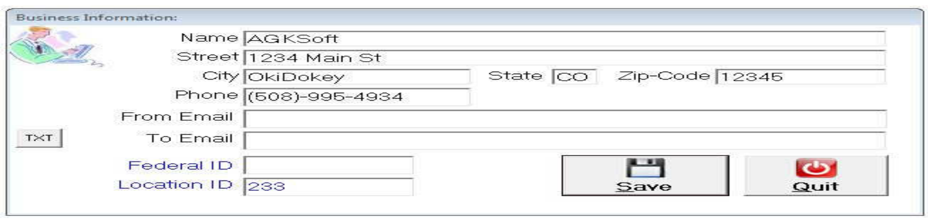
When the installation is finished, restart your PC.

Configuring the AGKSoft Software

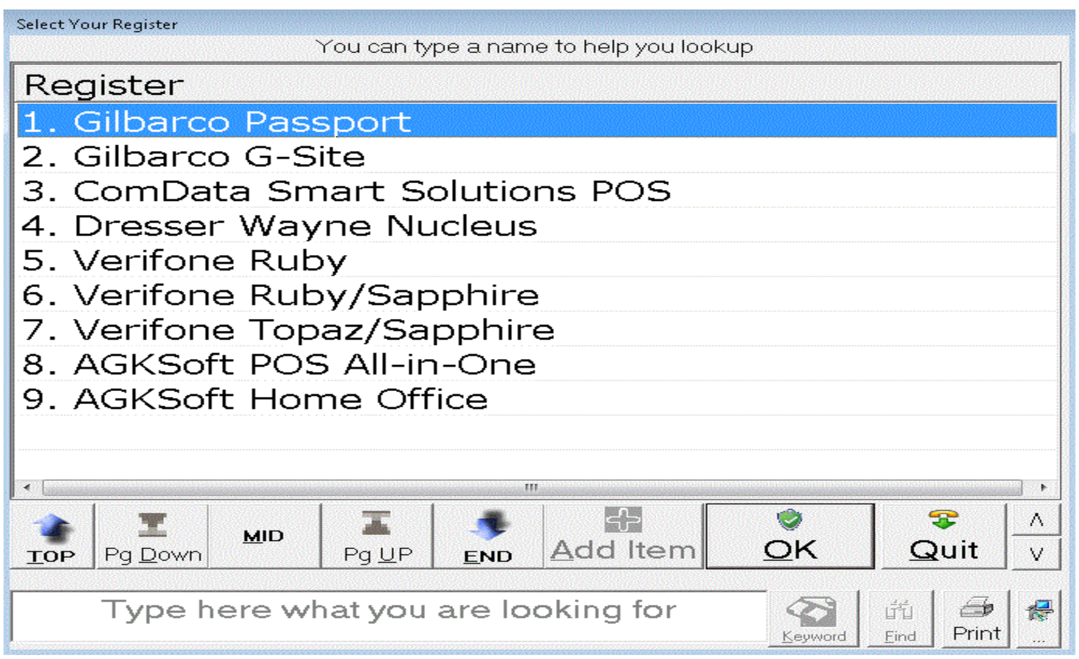
Open AGKSoft by clicking the  Icon on your desktop. Note the default login password is lower case “s”.



You should now be in the “**Business Information**” window. Enter your info. and click Save.

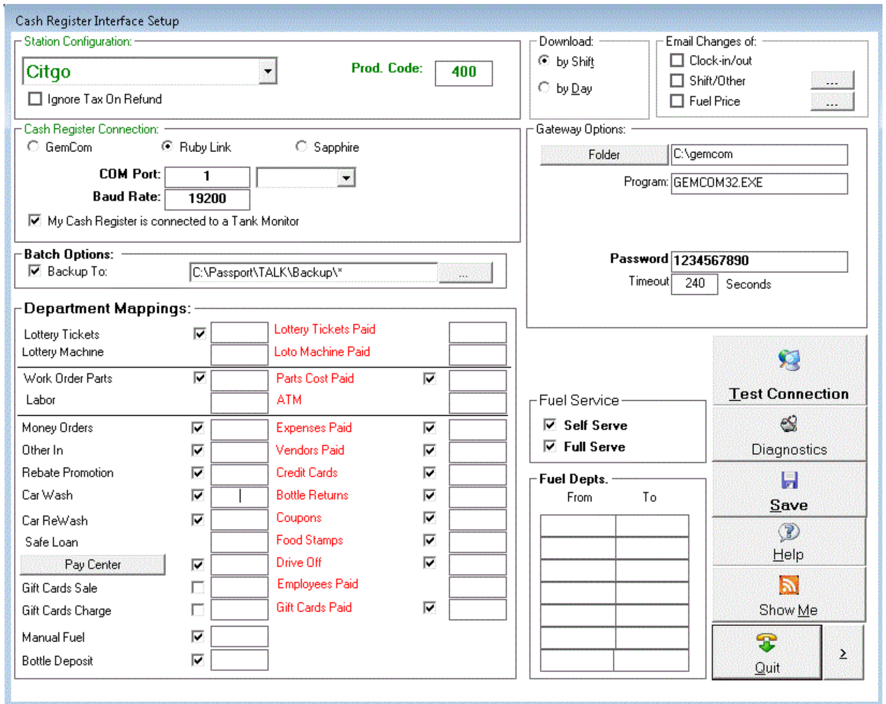


Select #5 “**Verifone Ruby**” and click OK.



Answer all other questions as best you can.

You should now see the “**Cash Register Interface Setup**” window.



- Enter the COM Port (e.g. COM1). This is your PC's COM Port (**NOT** the Ruby's COM PORT)

- Select "**GemCom**" or "**Ruby Link**" and click "**Save**". **(For Gemcom, windows must be 32-bits)**

- Click "Test Connection" and make sure the connection is working.

- Click the "**Diagnostics**" button; this should inform you if you selected the proper Station Configuration. This may also change some settings to match your version. Click the Save button when finished.

- Under the "**Cash Register Connection**" section, if your cash register is connected to a tank monitor check the "My Cash Register is connected to a Tank Monitor"

- Click the right arrow [>] button (located near the Quit button) and click [**Configure**]. This process is used to properly map your Ruby's "Method of Payments" (MOP).

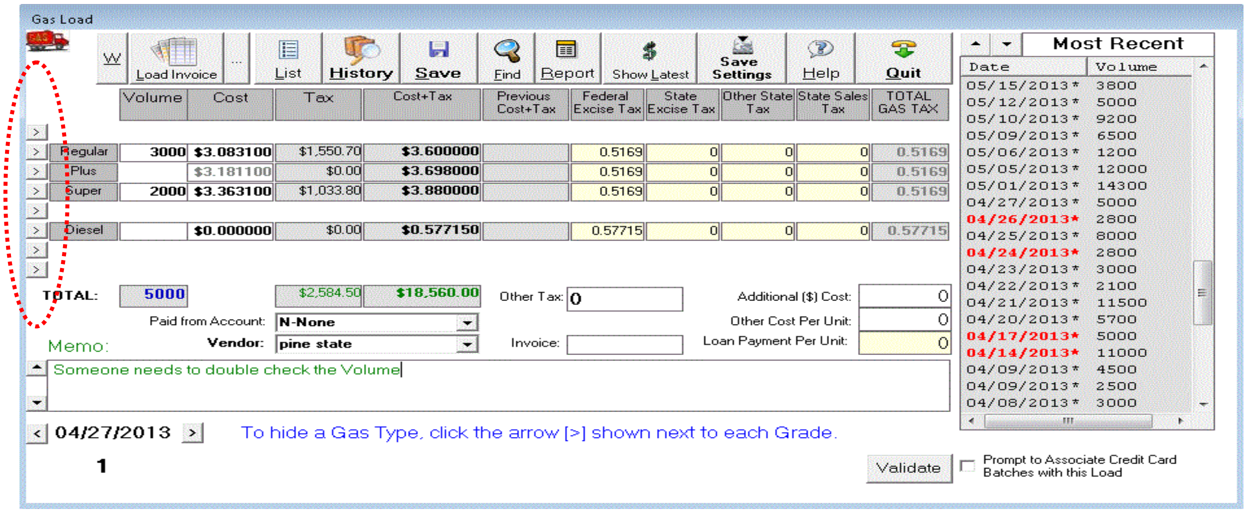
- Under "**Email Changes of**", you can e-mail changes in either Fuel prices or Shift and other information if either of these check boxes are checked. (Please fill in an e-mail address in "Setup" "Business Info")

- Under "**Download by**", select Shift if you want to download by Shift or Day if you want to download by Day.

- If your Ruby is using an Expanded PLU card, you have the option to save totals to Period 1 (Shift) or Period 2 (Day) but not both. This setting resides in Reports/PLU Total Configuration and is configurable. **Please Note** when using an Expanded PLU card the download selection has to match in both the Ruby and the BOS. So, if you choose to download by day on the Ruby you **must** select by day in the back office.

- Under "**Department Mappings**" select all the departments you would like mapped out of the sales room by simply entering the department number into the empty boxes next to the names. Click save and quit.

Open the "**Gas Load**" Window as shown below and do the following:



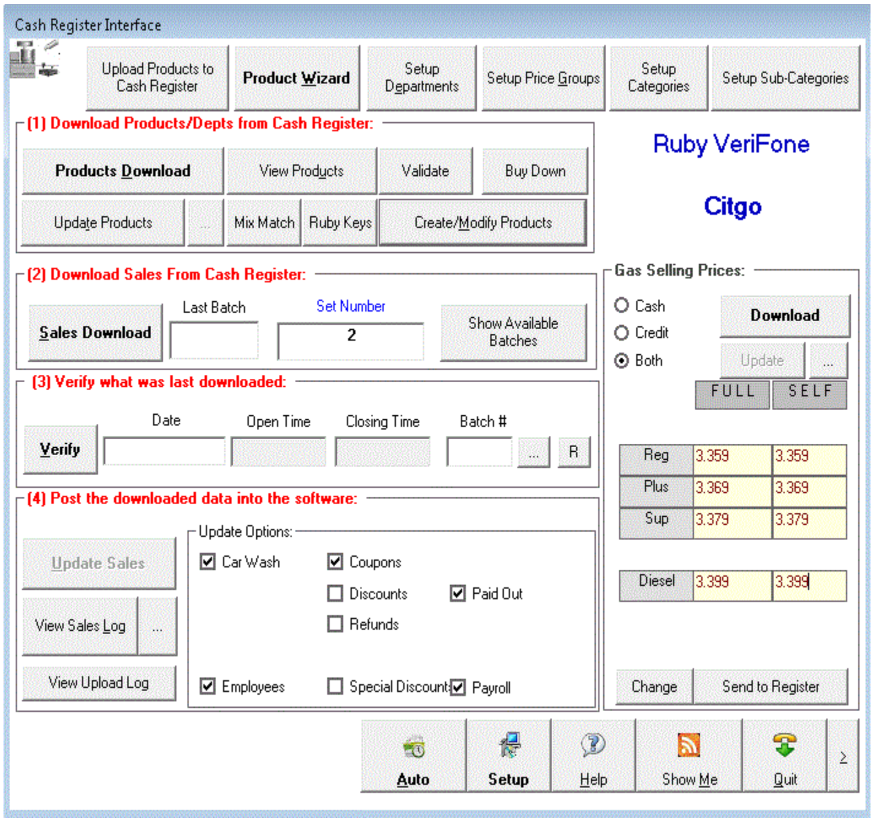
1. Click the left arrow **[>]** to hide any grade that you don't sell and enter your Gas Tax rates.

2. Find out what you last paid for Gas and enter the Buying Price for each grade.

3. Find out how much Gas you had in your tank at the end of the shift (The shift **before** the one you are about to download). You can get this information from your Tank Monitor or your shift printout. The numbers you enter should be the ones taken **before** the 1st shift you are about to download.

4. Enter your Tank readings under Volume, select "N-None" next to "Paid from Account", click "**Save**" and then "**Quit**".

- You should now be back in the "**Cash Register Interface**" window as shown below:



Under "**(1) Download Products/Depts. from Cash Register:**"

- Click "**Products Download**"

You should see a screen showing the progress. This should finish in a few minutes without errors.

A message box will prompt "**!!!Warning!!! Are you sure you really want to update your products from what was last downloaded?**", select Yes.

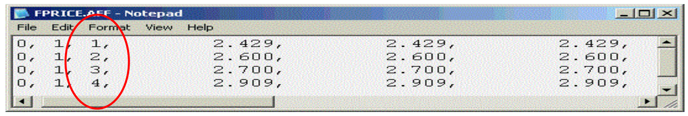
Another message box will prompt "**Would you like to download the Mix and Match Files**", select Yes.

Under "**Gas Selling Prices**" on the right

- Click "**Download**".

If the prices are not ok, follow the steps below:

- Click the button […] next to update and you will get a notepad as shown below.



- Click the **[>]** shown next to the **Quit** button.

You should now see the **Gas Map** group

1. Locate your current gas selling prices in the notepad shown above and change the mapping numbers. The mapping number are found in the 3rd column (Most common numbers are 1-Regular, 2-Plus, 3-Super and 4-Diesel)

2. Click "**Save Map**" and then "**Update**"

Repeat steps 1 to 3 until the grade prices are proper.

You may need to check the "**Switch Svc**".

Click "**Setup**" again and make sure the "Fuel Dept. Range" is properly set. Look under the "MOP (Method of Payment)" section and make sure it is filled in. If it is not, you can click "**Configure**" to automatically configure it based on your Ruby's MOP file.

Click "**Save**" and then "**Quit**" to get back to the "Cash Register Interface".

!!!WARNING!!! - Before downloading your shift for the first time, check the "**Keep Gas Sale Open**" checkbox. This will keep the Gas Sale form open, so you can validate the profit as well as your pool margin.

To download the latest closed shift or day, click "**Sales Download**"

You should see a **GemCom** or **Ruby Link** screen downloading.

To download older shifts or days change the Set Number to 3, 4, 5, etc and click "**Sales Download**"

If you see any errors while downloading older shifts or days, that's because the Ruby does not have it.

Most Ruby Systems have 4 Set Numbers (**1**-Current Open Day that you cannot download, **2**-Last night's closed shift or day, **3**-Two shift or days ago and **4**-Three shifts or days ago).

Some Ruby Systems may have up to Set Number 12.

When the download is finished

- Click "**Verify**" and then "**Update Sales**".

Now the "**Short/Over** (**End of Shift**)" window opens up for you to balance your shift.

Go ahead and balance your shift by validating your "**Cash & Checks**" and "**Safe Drops**". When you finish, click "**Close Shift/SAVE**".

If you need to make adjustments to the Sales Room, click the "**SALES ROOM**" button, select Find and make the adjustments you need to make. When you come back to the Short/Over, the amount gets adjusted automatically. You can make similar adjustments to most other fields. If you want to make quick adjustments, you can simply make your changes in the Short/Over window.

If you want to start all over and re-do **everything** since you started using the Software

- Open the "**First Time User**" window
- Click "**Delete All Data**".

Setup Employee's Clock in and Clock out

From the Cash Register Interface

- Open the Ruby Keys. Look for a [Clock in/out] key. If one does not exist, add it.

Downloading the Employee's Clock in and Clock out

From the Cash Register Interface

- Check the "Employees" and "Payroll" in section (4)

From your Ruby

- Login as Manager
- Go to the Employees File
- Make sure the Social Security Numbers are set up.

You need to close the Payroll report on your Ruby register after closing every shift as follows:

- Select the Reports menu
- Login with your ID and Password
- Select option 15 (**PAYROLL REPORT**)
- Select option 2 (**CLOSE**)
- Enter an employee number or simply hit ENTER for all employees.

This closes the open Payroll period and implicitly opens a new period.

Note: The employee's SSN on the Ruby and in the BackOffice must match to get the employee's time card.

When printing checks from the back office we do support three types of checks Intuit, Cynaptics' LMC01, and Blank Checks. You can select which one by going to the "Setup" menu and selecting "Check Type"

House Charges

When you press a "House Charge" key on your Ruby Register, the Ruby can be set up to prompt for Account #. Unfortunately the Account # is discarded by the Ruby Software after the sale is finished. So how do we setup the software to handle House Charges? The Ruby is able to allow 20 Method of Payments (MOP), some are used for payments such as "CASH", "CHECK", "CREDIT", "DEBIT" and others are free for use.

You can use MOP # 6 through 20 to map to client account # 6 through 20. If MOP 6 is used for something important, go to 7, 8 or any other number as long as we keep it as a range of numbers.

First you need to create the MOP on the Ruby as follows:

- Press Exit until [SALES]shows on the screen
- Arrow [Ticket Print/Right Arrow] over to [**MANAGER**]
- Press ENTER and enter your ID, press ENTER and enter your Password
- Press the arrow key until you see "**7. MOP FILE**"
- Press ENTER, the Ruby will show you this:

  MP01 DSC CASH

- Press Right Arrow, you will see this:

  MP02 DSC CHECK

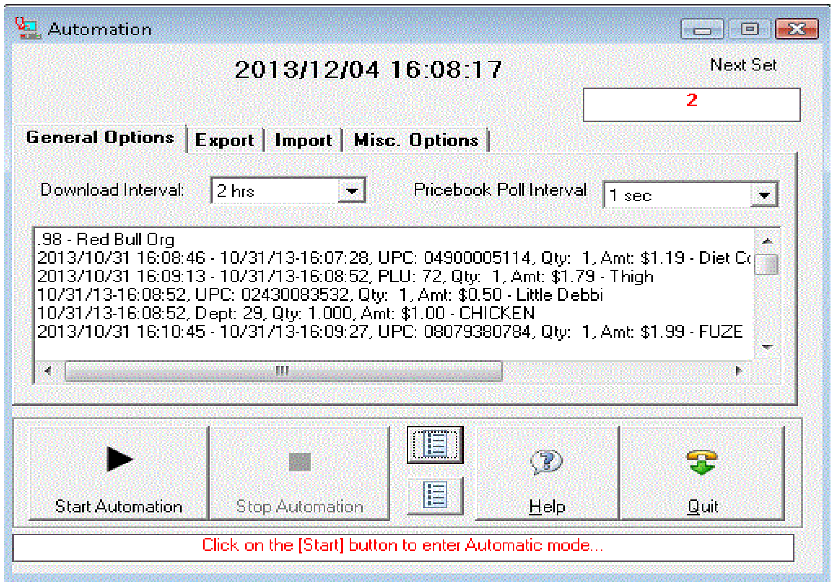
- Keep pressing the Right Arrow until you see **MP06** or what-ever your starting MOP # is you want to use for House Charges.
- Change the MOP Name to your client name and hit ENTER
- When the Ruby prompts for Code, enter the payment code for "IN-HOUSE" (e.g. 18) and hit ENTER. If you are not sure of your "Payment Codes", press "List" and your Ruby will print the list for you.
- Answer the rest of the questions however you would like.

Start the Cash Register Interface (F5) and click "Products Download". When the download is finished, click the "Setup" button at the bottom. Click the right arrow [>] button (located near the Quit button) and click [**Configure**]. This process is used to properly map your Ruby's "Method of Payments" (MOP).

Next to House Charges there are 2 boxes, enter the starting MOP # in the 1st box and the ending MOP # (20) in the 2nd box. Click "**Save**" and then "**Quit**".

Downloading Shifts Automatically

- If you want the shifts to automatically download from your register, click the "**Auto**" button in the "**Cash Register Interface**" window and you should see the following window.



1. Select how often you want the software to look for a new shift / day to download (Example: 2 hrs)

2. If you are importing prices from the Home Office or from another POS System, select the proper "Pricebook Poll Interval" (Example: 1 sec)

3. The "**Export**" tab would be used if you want to automatically export your data to another PC running AGKSoft's POS Software, AGKSoft's Back Office Software or AGKSoft's Home Office Software.

4. The "**Import**" tab would be used if you want to automatically import price changes or data from another PC running AGKSoft's POS Software, AGKSoft's Back Office Software or AGKSoft's Home Office Software.

5. Click "**Start Automation**" and make sure you leave your PC on and the software running.

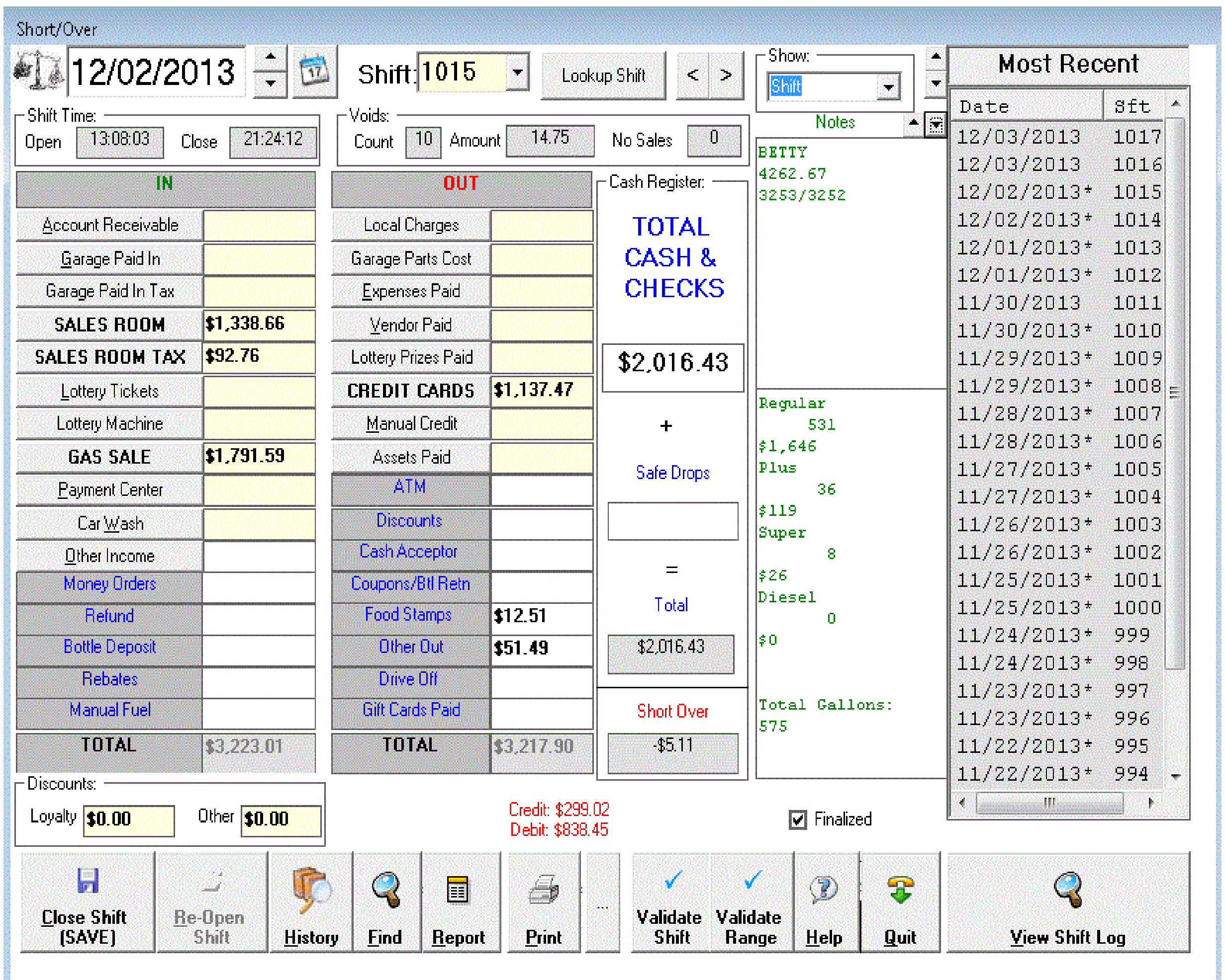
6. Clicking on the  will open up a notepad with detail information about the automation process, if it stopped, if there were errors etc.

Please note if you have an Expanded PLU card and you choose to download by day (Period 2) you must select download by day in the "**Cash Register Interface Setup**"

How to Review the Downloaded Shifts

1. Click “**Stop Automation**” to stop the automation process
2. Click “**Quit**” to close the automation window
3. Open the “**Short/Over**” window
4. Click “**History**”, select a date range and hit OK
5. You can now pick the shift /day you want to re-open and make changes to. The numbers will fill in as shown below.

Make sure you “Start Automation” when you are finished to begin the download process again.



Ruby Weighted Items

The Ruby does support weighted items, but does not directly interface to a Scale.

Make sure the Department you use is set to have "`Sold by Fractional Quantity`" to YES.

Your Scale must print UPC-Codes using **6-Digits UPC** and **5-Digits Price**. From the example shown below, you can see the UPC is **200217** and the price is **00392**. The last digit "8" is the check-digit.

Let's say your scale printed the following UPC-Code (2**00217**00**392**8).

The first digit "2" indicates that this is a Weighted UPC-Code.

On the Back Office, you create **PLU# 217** (ID=9717), give it a price per pound (Example: $2.29). If you enter 200217003928 in Create/Modify and the number stays as 200217003928, that means the Remove check-digit is not turned on. If you see 20021700392, that means the "Handle Weight Items" is not checked in First Time User.

If scanned into the ruby, it will show a + sign at the end of the PLU number indicating you scanned a weighted UPC. The total price for this item is "$3.92" or "00392" (digits 7-11). This number will change based on the selling value.

The last digit "8" is a check digit (digit 12)

So how do you set it up?

1. The scale would need to be setup to generate a code like the one shown.
2. The PLU must be entered into the Back Office and uploaded to the Ruby.
3. To make sure the PLU was properly sent to the Ruby, try selling the PLU directly from the Ruby by typing 217 and pressing the ENTER or PLU key.

If you want to create the PLU from the Ruby, do the following:

Log into Manager.
Select the PLU file option.
Scan the Bar code. It will scan 00000000217+
Press enter. The display will show 000000000217.
Enter description, Department, Product code, etc.
Enter the Price per pound for the item (Example: $2.29)

How to Sell the Weighted UPC-Code?

In sales mode the operator scans the Item. The ruby display will show the weight of the item as 1.71 to the left of the description. If that does not work, try selling the PLU directly from the Ruby by typing 217 and pressing the ENTER or PLU key.

Ruby Modifiers

When you build your PLU/UPC records, chose your modifiers appropriately.
For example:

Description	Modifier
Single Beer	0
6 Pack Beer	6
12 Pack Beer	12

AGKSoft uses the modifier field for inventory calculations.

Click the **Setup** menu, select "**Products Multi-Pack Special**", you will see the ID (That's the PLU or UPC-Code), Quantity (How many units), Price, Desc and Modifier.

You can fix the Modifier to match the Quantity and click "**Send to Register**".

If you did not properly setup the Modifiers, when you download from the Ruby, we prompt you for the Quantity. This is because the Ruby has a Modifier field, but does not have a Quantity field.

Troubleshooting on the Ruby

1. RubyLink may fail to open, go into C:\GEMCOM or C:\GEMCOM\BIN and Right click on "RubyLink.exe" and select Properties, select the "Compatibility" tab. Under [Privilege Level], check "**Run this program as administrator**". Now right click on "RubyLink.exe" and select "**Run as administrator**".

2. Make sure you are using the connector that was sent to you in your package from AGKSoft.

3. If products ring up for one cent rather than their regular price. In the Department setup in AGKSoft Change the Fraction from Yes to No and upload to the Ruby and also upload all UPC's that ring up for one cent.

4. If you get an Error about not being able to open the COM Port, this means you may have some other software using that COM Port. Example: Microsoft Active Sync or the Palm Sync Software.

5. If you are not properly connected to the Ruby's port, you may get errors such as the following:

    160 - Error reading from communications port

    161 - Timeout error reading from communications port

    854 – Unable to start communications thread

6. Make sure to test GemCom as well as Ruby Link.

7. If you get Error 81 (Could not open file), check the password. Most sites set the password to 1234567890 or 0 (No Password). If you can communicate with the Ruby Manager software, then your password is most likely 0 (no password).

8. Check all cables and make sure all cables are properly connected and secure

9. Reboot your PC and check the BIOS COM port settings. You can remove the COM Port and reboot, Windows will automatically find it and add it.

10. If you are having trouble using your COM port (no communications), make sure you are not using a switch box and you may want to remove the COM port from the Control Panel and let windows automatically add it after you reboot. Make sure you are using the proper COM port number

11. Make sure the Ruby is not configured to share the same COM Port (e.g. COM5) with other devices. **Example: *If your Ruby is using COM5 for Ruby Link or GemCom, make sure COM5 is not used by another device such as the Coin Changer*.**

12. If you are having a problem uploading the mix and match to the Ruby, you may want to clear all the existing Mix & Match from the Ruby 1st. To do that, go to the Ruby's MAINTENANCE mode, login and look for "10. CREATE FILES", hit Enter and look for "091: /ram/mix.dat" and press "VOID LINE". Look for "092: /ram/match.dat" and press "VOID LINE". You can now re-upload the Mix/Match. Also, whatever products you added to the Mix, make sure these products already exist on your Ruby before sending the Mix and Match.