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HOW TO SETUP RETAIL

Using this guide, you can setup a professional handPoint Retail process in just under an hour.

- 1 . ActiveSync is required** to push content onto the handheld device(s).
- 2 . handPoint Retail is required** to actualize operations on each handheld device.
- 3 . handPoint Interlink is required** for proper coupling between handhelds running hospitality and hospitality backend systems.
- 4 . A license for handPoint Retail** is required. First time install allows for 30 days of trial with two devices.
- 5 . A separate device license** is required for each device that runs handPoint Retail.

WHAT ELSE SHOULD I KNOW?

ActiveSync is available from Microsoft at <http://www.microsoft.com/windowsmobile/activesync/>

Latest version of handPoint Retail is available from <http://www.handpoint.com/>

Acquire a license from support@handpoint.com, make sure that you include the demo license in the mail.



HANDPOINT RETAIL QUICK START GUIDE

Retail Solutions in a Global Market



HOW TO SETUP HANDPOINT RETAIL

ACTIVESYNC

Microsoft ActiveSync, should be the first thing installed (handPoint Retail will not work correctly with out it).

HANDPOINT RETAIL

handPoint Retail, should only be installed after Microsoft ActiveSync.

Default installation options are ok.

If you need to change or create project be sure to select a full install, or in a Custom install to select the handPoint Retail Designer.

After the installation wizard completes you should cancel any attempts at automatic installation of devices through ActiveSync.

RETAIL PROJECTS

handPoint Retail, comes with three template projects for the Retail market.

handPoint Batch, is geared for the offline market and requires syncing data over Microsoft ActiveSync.

handPoint Online, is geared for the wireless market and allows syncing data over a wireless network.

handPoint Hospitality, is geared for point of sale solutions (in Outlets, Restaurants, general queue busting, etc.).

CREATING A PROJECT

handPoint Retail 5 Designer, in the designer select New from the File menu.

- 1 . For Retail Solutions you should select one of the following: “LSRetail Batch Template”, “LSRetail Smart Template”, “LSHospitality Smart POS Template”.
- 2 . Type in the name of the new project and hit Next.
- 3 . Select the job(s) that you want to have available on the handheld and hit Next.
- 4 . Browse to the location of where you want to store the project files (e.g. c:\handPoint\batch).
- 5 . Make sure that “Create demo input files” is checked or unchecked for your purpose (usually checked for demo) then hit Next.
- 6 . Confirm the configuration is as expected and hit Finish.

HANDPOINT INTERLINK

handPoint Interlink, is required for proper coupling of handhelds with the LS backend when running hospitality project.

Please refer to the handPoint Hospitality quick start guide for further information on how to install and configure handPoint Interlink.

HANDPOINT DESKTOP SERVER

handPoint Desktop Server, will be activated each time a recognized handheld is placed in the cradle.

When an unregistered handheld is detected you will have to configure the Desktop Server specifically for it:

- 1 . The Device Name should be the same as the one on the device.
- 2 . For project you should browse to the location of where you saved the project you just created (the name of the file will have a .hpr extension).
- 3 . The Batch and Smart project need to have the Master folder specifically selected in as Input, so you should also browse to that.
- 4 . The Batch project additionally needs an output folder so browse/create one.
- 5 . When done press OK and then hit the Close button (pressing X will not close the application).
- 6 . ActiveSync should now automatically sync your project over to the device.

PREPARING A HANDHELD DEVICE

HANDHELD DEVICE NAME

Handheld Device Name, before placing the handheld in the cradle make sure that it has been given a unique name (e.g. COMP01).

HANDPOINT RETAIL

handPoint Retail, should be installed onto a device from one of the shortcuts under Start → Programs → handPoint → Retail 5.

Before selecting a shortcut please examine the handheld device that you have.

Note down any manufacturer markings: e.g. Symbol, XPDA-S, etc.

Note down the handheld system type, from Start → Settings → Control Panel → System or Start → Settings → System → About

Note down if the handheld has a build-in scanner or not.

Use the noted down information to select the correct shortcut. Note that Windows Mobile handhelds should use a Pocket PC install.

HANDHELD DEVICE

Handheld device, select the appropriate shortcut for installation and then place the handheld into the cradle.

During installation make sure that any dialogs that appear on the handheld are dealt with.

After installation you will have to configure the device association with the handPoint Retail Desktop Server.

HANDPOINT DESKTOP SERVER

handPoint Desktop Server, should launch automatically after handPoint Retail has been installed on the device.

See setup page for handPoint Retail for further information.

HANDHELD NETWORKING

Handheld Networking, if you have a device with a wifi card then you may want to, at this point, take the time to setup wireless networking on the handheld device.

HANDHELD ACTIVATION

Handheld Activation, each new device needs to be activated specifically with an application on the device.

Use the registration key supplied and the ActivateDevice Application, which can be found in the installation folder on the device (typically \Program Files\handPoint\ Retail 5).

During activation the device needs to be connected to a network (e.g. in a cradle that is connected to a computer with a network access or over wifi).

Activation is also possible over the phone if no network connection is available.

Please contact technical support for further instructions in those cases.

TROUBLESHOOTING

Troubleshooting, some issues may require you to perform additional steps.

1 . handPoint Desktop Server doesn't start when I place the handheld in the cradle.

Either you have not installed handPoint Retail on the device or you need to activate handPoint Retail for the device in ActiveSync (Select Options from the Tools menu and make sure "handPoint Retail" is checked).

2 . I have a device connected over a serial cable and ActiveSync doesn't see it.

Make sure that COM ports are allowed under Connection Settings in the File Menu. Also, on some devices you may have to specifically set to connect over a serial port (Start → Settings → Control Panel → PC Connection, change from USB to 115 000 serial)..

SUPPORT

Should you require assistance or further information please contact handPoint support on:

+354 414 5600