Part 1:
Software Installation
Installing on a Server 
or 
Stand Alone System

Step 1: Insert the installation CD into your CD ROM drive.

If a screen like the one below displays, click on Run SETUP.EXE and if prompted, tell Windows to Continue.

You should see the following screen:
Step 2: When the above screen displays, click the “Install Firebird Database Server” button.

Step 3: Follow the prompts on the screens. Make sure to read and accept the license agreement. For ALL of the screens except for the last one, just accept the default options and click “Next”. Do not change any of the options during installation. On the last screen as shown below:

![Completing the Firebird Setup Wizard](image)

Uncheck the box that says “After Installation – What Next?” and then click “Finish”.

Step 4: On the TRS Install Launcher, click the button that says: “Install Total Retail Solution 11”.

Step 5: Follow the prompts on the screen. Make sure to read and accept the license agreement. For ALL of the screens, accept the default options and click “Next”. Do not change any of the options during installation. On the last screen click “Finish” to exit the installation.

Step 6: If running on a Windows 7 or Vista Operating System, click the “Install DHTML Editing Control (Vista/Windows 7 only)” button.

If running on a Windows XP system, skip to Step 7.

Follow the prompts on the screen. Make sure to read and accept the license agreement. For ALL of the screens, just accept the default options and click “Next”. Do not change any of the options during installation. On the last screen click “Close” to finish.

Step 7: Click the button labeled “Install SIM module”.

Step 8: Follow the prompts on the screen. For ALL of the screens, just accept the default options and click “Next”. Do not change any of the options during installation.

If you are not running the latest version of Microsoft.net Framework, it will be installed during this installation process. The latest version will be downloaded and the installation will begin. This may take a while and it may seem like the computer is locked up. Let it
continue to run – it is not locked up. It can take 5 – 30 minutes to install. When that step is complete, it will continue with the SIM module installation. Click “Exit” on the TRS11 Installation Menu.

Step 9: Start TRS from the Start menu by selecting:

Start | Programs | Total Retail Solution 11 | TRS11

Step 10: The following screen will appear:

Click “OK”.

Step 11: The following login screen should appear:

When this screen displays, enter the word “masterkey” (without the quotes) as the password and click “OK”. Make sure “masterkey” is entered in lower case and Caps Lock is OFF. To protect the privacy of passwords, you will only see asterisks when entering the password. **Note**: Leave the “SQL Role” field blank.

When TRS finishes loading and opening the database tables, the Configuration Wizard will start next allowing you to set certain program options. You can complete the wizard at this time or simply cancel out of it (you can always complete it later.).
If you are installing TRS as a demo you are finished!
If you have purchased TRS and have internet access to this computer, continue with step 12.
If you do not have internet access to this computer, skip to step 15.

Step 12: After you have finished or cancelled the Configuration Wizard, select File->Register TRS->Register Online from the TRS menu. The following prompt will appear:

In this field enter “admin-5555” (without the quotes). Security codes are case-sensitive, so be sure the Caps Lock key is off.

Step 13: The following screen will appear:

Enter the 9-digit license key and click “OK”. The license key is on an 8.5” x 5.5” card included with the software.
When you see the above screen, click “OK”.

Step 14: Start TRS again and log in (see steps 9 and 11). The program should start up with your store’s name and address across the top of the TRS screen. Congratulations! TRS is now installed and registered!

If this is a stand-alone installation, continue to Hardware Installation.

If you are running in a networked environment, continue to the next section (Installing on a Client for a Networked Installation) to install TRS on each additional computer.

Step 15: On a computer with internet access, go to http://www.jmmsoftware.com/getkey/ to download your registration file. The following displays:

```
Please enter the license key number from your registration card.
```

Enter the 9-digit license key that was provided to you and then click ”Download Registration File”. Save the file to your computer and then write it to a CD or save it to a flash drive. Take the CD or memory stick to your computer and put it in the appropriate drive. In TRS, select File->Register TRS->From File from the TRS menu. The following prompt appears:

```
Security Dialog

Enter Security Code (ClerkID-Password)
example: JoeN-my2pass
Entry is case sensitive
```

In this field, enter “admin-5555” (in lower case without the quotes).

Step 16: The following screen will appear:
Browse to the drive and folder where you saved the key file. Double-click on the file. You will see the following screen.

Click “OK”.

**Step 17:** Start TRS again and log in (see steps 9 and 11). The program should start with your store’s name and address across the top of the TRS screen.

Congratulations! TRS is now installed and registered! If this is a stand-alone installation, continue to Hardware Installation.

When running TRS in a networked environment, continue to the next section (Installing on a Client for a Networked Installation) to install TRS on each additional computer.
Installing on a Client for a Networked Installation

If you will be installing TRS on several computers in your store there are a few more things you need to know and do.

When running TRS on multiple computers, one computer will house the database (referred to as the Server Computer) while the other computers on your network (referred to as Client Computers) will read and write data to the database over your network.

TRS utilizes TCP port 3050 on your network for communication. You will need to open TCP port 3050 on your firewall in order for TRS to work properly over your network.

When running multiple computers with TRS, JMM recommends all computers be wired to your network and not wireless. While wireless connections to your network are convenient and fine for surfing the web, they don't work well with database applications like TRS. The issue with wireless connections is that the signal runs through the air. Many environmental factors like cordless phones, other wireless routers, walls and various other things can interfere with these signals.

It is not uncommon for a computer connected wirelessly to your network to drop its signal from the network for a brief moment and then reconnect. When this happens with a database application like TRS it breaks the connection to the database. The next time you try to do something on the client computer that has broken the connection, even just briefly, you will get an error message that says the connection to the server has been forcibly terminated.

This will not hurt TRS or the database, but you will have to exit TRS and start it again. It can get annoying if this happens frequently. For these reasons JMM Software recommends that all computers be wired to your router.

When TCP/IP does not appear to be set up properly or if you are not sure if your computers are wired or wireless on your network, please contact the person who set up your network or your local network expert to get this set up correctly.

Follow the steps in this section to install TRS on your “client” computers.

Step 1: Follow steps 1-3 in the previous “server / stand alone” installation instructions, except when you get to the following Firebird setup screen:
Change the selection in the drop-down to “Minimal Client install – no server, no tools” (as shown in the following screen).

Step 2: Follow steps 4 – 8 in the previous “Server / Stand Alone” installation instructions.

Step 3: Start the Database Administrator by selecting Start | Programs | Total Retail Solution 11 | Database Administrator. The following screen displays.
Step 4: Click the “Add New Database Connection” button. The following screen will appear:

Step 5: Enter Main in the “Alias Name” field.

Enter the name of the server in the “Server Name” field.

Verify the “Path to Data File” is correct.

If the server computer is running on a 32-bit operating system the path is typically the one shown in the screen above. If the server is running on a 64-bit operating system, the path is most likely C:\Program Files (x86)\TRS11\Data\data1100.fdb. (If you are not sure whether your operating system is 32 or 64-bit, you can typically use the following as a reasonable
guideline: Windows XP or Vista are 32 bit operating systems and Windows 7 is most often a 64-bit operating system.

No changes are necessary for the other fields.

Click “OK”.

When the main Database Administrator screen displays again, click the “Save and Exit” button.

Step 6: Follow steps 9 – 17 in the previous “Server / Stand Alone” installation instructions.

Software Installation Complete!
Part 2: Hardware Installation

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Barcode Scanner / POS Keyboard

The USB Scanner very simply plugs into a standard USB port, and should work immediately on most computers.

The USB Keyboard also connects to a standard USB port and should work immediately as well.

When connecting both devices you should see a balloon message in the lower right hand corner of your screen, next to the time. The message should tell you that the new computer is detecting your new hardware and after about 30 seconds it should tell you the hardware is installed and ready to use.

There are no drivers to install for either the barcode scanner or the keyboard.
The Logic Controls pole display connects to your computer via a USB port.

**Stop!**

If you have Logic Controls USB interface pole display, **DO NOT connect it to your computer without following the instructions below!**

**NOTE:** If using Windows 98/ME call JMM’s support line for help installing the drivers.

Windows 7/ Vista/XP/2000 users, install the Logic Controls USB Driver by following the steps below.

**Step 1:** Insert the Logic Controls CD that came with your pole display into your CD-ROM Drive. If the files do not automatically open on your computer open My Computer and open your CD-ROM Drive from the Windows Start menu.

**Step 2:** Double-click to open the folder labeled USB Driver. Double-click to open the folder labeled Windows. Double-click to run the file called Setup. (Vista users will have to click on “Allow” when prompted.)

**Step 3:** **IMPORTANT:** The Setup program defaults to Device Name Driver, click the dot next to “Virtual COM Port Driver”, as shown below.
Step 4: Click the “Install” button. Windows 7 and Vista users will receive the warning window below several times during install. Each time, click on “Install this driver software anyway”.

![Window Security Warning]

Step 5: When the window displays “Installation successful!” click “OK” and close all open windows.

![Setup Window]

Windows 7 and Vista Users will receive the message below. Click on “This program installed correctly”.

![Program Compatibility Assistant]

Step 6: Plug the pole into the power connector.
Step 7: Plug the pole into an available USB port on the computer. The pole will show a message and then show a dash on the display. Windows 7 and Vista Users will see a balloon message on the screen, near the time, stating the new hardware was found. After about 30 seconds it will display the Hardware was successfully installed. Windows 7 and Vista Users skip to Step 11. For Windows XP/2000 users you will see the following screen:

Click the dot next to “No, not this time” and click “Next”.

Step 8: On the next screen leave the dot next to “Install the software automatically” (Recommended) and click “Next”.
Step 9: When you see the following window click on “Continue Anyway”.

![Hardware Installation Window]

Step 10: Click “Finish” to complete the Found New Hardware Wizard.

Step 11: Windows XP/2000 users, right-click on “My Computer” and then left-click on “Properties”. Click on the “Hardware” tab and then click on the “Device Manager” button.

Windows 7 and Vista users, click on the Windows logo in the lower left hand corner of the screen, then right-click on “Computer” and left-click on “Properties”. Click on the “Device Manager” link on the left hand side of the window.

Windows 7/Vista/XP/2000 users, look for a listing that says Ports (COM & LPT) and click on the + sign to the left of it. You will see a screen that looks something similar to the following:

![Device Manager]

Write down the com port number from the line that reads “LCI USB Line Display PD3000 Comm Port”.

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Step 12: Close all open windows.

Install a Generic Printer for the Pole:

For Windows 7/Vista/XP/2000, you must add the pole display as a “Generic/Text Only” Windows printer first.

a) Depending on your operating system, either click on Start | Control Panel | Printers and Faxes (Or just Printers) or Click on Start | Settings | Printers.

b) Windows XP/2000, double-click the icon that says, “Add Printer”. Windows 7 and Vista, click on “Add a Printer”

c) Follow the screens. Select “Local Printer” for the type, make sure Automatically detect and install my Plug and Play printer is unchecked if shown, and select the correct port from the information you wrote down in the last step.

d) When you get to the screen that prompts you for the manufacturer and model of the printer (shown below):

```
Manufacturers:          Printers:
Fujitsu               Generic / Text Only
GCC                  Generic IBM Graphics Spin
Generic               Generic IBM Graphics Spin wide
Geisterler
HP
IBM

Windows Update       Have Disk...
```

Select “Generic” on the left, and “Generic / Text Only” on the right.

e) When it asked to choose a name, change the name from “Generic / Text Only” to the word “pole” in all lower case.

f) When it asked to make it the default printer, select “No” or uncheck Set as the default printer.

g) When it asked to print a test page, select “No”.

To set up the pole display in TRS, follow these steps:

Step 1: From the TRS menu, select POS->Options. Insert the security disk when prompted and click “Ok”.

Step 2: Check the box that says, “Pole Display Attached”.

Step 3: In the box labeled “Pole Display Port”, enter the word “pole” in lower case.

Step 4: Click “OK” to save the changes.
The Zebra label printer connects to the computer via the USB port with the provided cable.

**Note:** Please follow the installation instructions on the CD that came with the printer. Once the printer is loaded in Windows continue with the following steps in TRS.

**Step 1:** From the TRS menu, select POS->Options. When prompted, enter the security code “admin-5555”.

**Step 2:** Click the “Select” button next to the label printer option. Select the printer that you just installed and click “OK”.

**Step 3:** In the, “Label Printer Type” area, select the type of label printer you have. If you purchased the label printer from JMM Software, then it is “Eltron / Zebra”.

**Step 4:** Click “Ok” to save the changes.
Receipt Printer

The Epson label printer connects to the computer via the USB port with the provided cable.

**Note:** Please follow the installation instructions on the CD that came with the printer, once the printer is loaded in Windows then continue with the following steps in TRS.

To set up the printer in TRS, follow these steps:

**Step 1:** From the TRS menu, select POS->Options. When prompted enter the security code “admin-5555”.

**Step 2:** Check the box that says, “Receipt Printer Attached”.

**Step 3:** Click the “Select” button next to the label printer option. Select the printer that you just installed and click “OK”.

**Step 4:** In the “Receipt Printer Type” drop-down select the model of receipt printer that you have.

**Step 5:** Click “OK” to save the changes.
Cash Drawer

Installing the cash drawer is simple. All you need to do connect the supplied interface cable to the cash drawer and the receipt printer. The small round stereo-type connector connects to the back of the cash drawer. The telephone-type connector connects to the back of the receipt printer. There are no drivers to install. You just need to make sure that the receipt printer is installed correctly and working.

Caution!!!

Only plug and unplug the cash drawer cable from receipt printer when the printer is turned OFF! To do otherwise can damage the drawer kick port. Only connect the cash drawer to the receipt printer with the correct cable for your model of the receipt printer. Connecting it to any other connector could cause damage to the receipt printer and/or cash drawer.

If you purchased BOTH your receipt printer and cash drawer from JMM, they are meant to work together. If you purchased them somewhere else or if you purchased only a receipt printer or only a cash drawer from JMM, please call technical support and check with them before connecting the cash drawer to the receipt printer.

To enable the cash drawer in TRS, follow these steps:

Step 1: From the TRS menu, select POS->Options. When prompted enter the security code “admin-5555”.

![POS Options screenshot]
Step 2: Check the “Cash Drawer Attached” box.

Step 3: Click “OK” to save the changes.
Next Steps…

- Use the Getting Started Guide to start setting up your TRS system.
- Consult the User’s Guide for more in-depth information.
- “Like” us on Facebook for periodic announcements, offers and business tips.
- Join the TRS online Yahoo User Group (for details go to www.jmmsoftware.com/forum.html).
- Explore the online Knowledge Base at www.jmmsoftware.com/kb.
- Sign up for online training classes.