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Category Technical
 Course POS Config.
 Version 1.0
 Client Generic
 Software 2.14.105


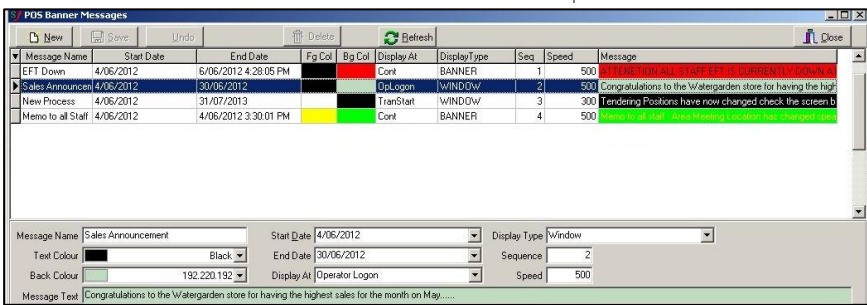





Configure Operator Messages at POS

You can configure the SUREfire POS to display a message/communication on the operators screen. This is an efficient way to communicate changes to process, alerts, or reminders to all staff.

Hints and Tips

- ✓ This function is only available to Head Office (HOS) managed environments:
 - Messages are can only be set up at your head office
 - You can isolate a message to only display at certain stores (at step 5).
- ✓ Operator messages only display at POS if this option is enabled in POS Config.; refer to **Procedure to Enable Operator Messages at POS** on page 3.

Procedure to Add/Delete a Banner Message

<p>1. From the HOS System menu, select Location Setup.</p>	
<p>2. Select Locations (top most level). <i>*You will select the store/s the message will display in when you create the message.*</i></p>	
<p>3. Double-click POS Banner Messages.</p>	
<p>4. To: add a new message stop a message from displaying POS (but keep available for future use) edit an existing message delete an existing message</p>	<p>then: go to step 5. click the cursor in the applicable row. Select the Display At option: Never. Click . End of procedure. <i>*The date range is now irrelevant.*</i> click the cursor in the applicable row. Edit the text and any other settings. Click . End of procedure. click the cursor in the applicable row. Click . Click Yes to confirm. End of procedure.</p> <div style="display: flex; justify-content: space-around;">   </div>

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Hints and Tips

- ✓ You can configure a message to display:
 - once when the operator **logs on**; if they're already logged on it displays immediately
 - once when the operator **logs off**
 - once before the **start of the transaction**
 - once at the **end of the transaction**
 - **continually**, even when no-one is logged in; usually only selected for banner type messages.

 - ✓ **Display Type** determines how the message is displayed on the screen, either:
 - as a pop-up dialog **window**; the operator must press any key to clear the message.
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- as a **banner** that displays or scrolls across the bottom of the screen (or under the **Sub Total** on Dynakey solutions).
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- ✓ If **several messages are active at the same time**, they display in the **sequence order** saved against each message.
 - ✓ The configuration is sent to the BOS when HOS Scheduled Transfer next runs (automatically overnight, or manually run HOS export and HOS import for 'POS Banner Messages' to activate immediately).
 - ✓ The settings are transferred to POS when **File Transfer/POS Import** next runs at the store/s.

5. Complete the following steps to add a new message:

- a. Click **New**.
- b. In the **Message Name** field, type the category the message belongs to.
 - *It's recommended you use naming conventions, to make it easier to review the messages created.*
- c. Select the **Text Colour** and the **Background Colour**.
 - *You preview how this looks when you type the **Message Text**.*
- d. In the **Message Text** field, type the information you need to communicate to operators.
 - *There's no limit to the message size.*
- e. Select the **Start Date** and **End Date** to set the duration the message will display.
 - *The **Start Date** defaults to the current date.*
 - *The **time** defaults to midnight, but you can change this to a specific time.*
- f. Select the **Display At** option to set the action that will trigger the message to display at POS.
 - *See Hints and Tips.*
- g. Select the **Display Type** to set how the message will appear on the screen.
 - *See Hints and Tips.*
- h. In the **Sequence** field, type the order you want this message to display at POS.
 - *This is only applicable if more than one message is active at the same time; otherwise leave it as the default of [0].*
- i. In the **Speed** field, type the number of milliseconds it takes for each character to display; this determines how fast the message scrolls.
 - *Defaults to 300; this is ignored for **Window** type messages.*
- j. Select the stores the message applies to.
- k. Click **Save**.

6. Click **Close**.

Hints and Tips

- ✓ Operator messages only display at POS if this option is enabled in POS Config.

Procedure to Enable Operator Messages at POS

<p>1. From the HOS System menu, select Location Setup.</p>	
<p>2. Select the Location that you want to define. <i>*You'll be defining the configuration for all stores at and below the level that you select.*</i></p>	
<p>3. Double-click Configure. <i>*Click Yes to continue.*</i></p>	
<p>4. From the POS Configuration screen, select the Messages -> Messages tabs.</p>	
<p>5. Select the Enable POS Banner Messages check box.</p>	
<p>6. Click .</p>	
<p>7. Click Yes to continue. <i>*Or Cancel to return to the settings.*</i></p>	
<p>8. Click OK.</p>	
<p>9. Click to exit Location Setup screen.</p>	