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Loyalty Card System – User Guide

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1 Overview

The loyalty card system (the System) is a system which allows customers (Users) to pre-pay for products/services. The System then allows Users to redeem their pre-paid value to purchase items using their designated card. Each card contains a unique identifier (account number) which represents that User's account.

1.1 Front Panel

Front panel
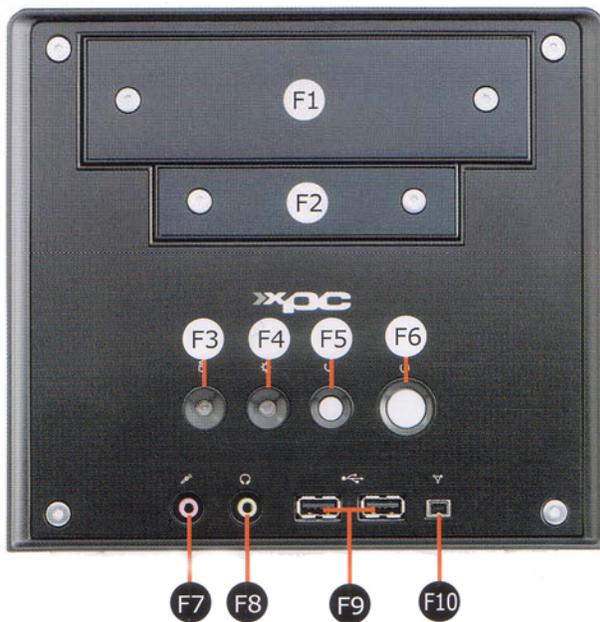
F1. 5.25" Bay
F2. 3.5" Bay
F3. HDD LED
F4. Power LED
F5. Reset
F6. Power switch
F7. Mic
F8. Headphone
F9. USB ports
F10. Mini IEEE1394

Figure 1 - Front Panel

1.2 Back Panel

Back panel

B1. AC Power Socket
B2. COM Port
B3. VGA Port
B4. IEEE1394 Port
B5. LAN Port
B6. USB Ports
B7. PS/2 Mouse Port
B8. PS/2 Keyboard Port
B9. Line-In Port
B10. Center/Bass Port
B11. Rear-Out (L/R) Port
B12. Front-Out (L/R) Port
B13. Clear CMOS Button
B14. Wireless LAN Perforation
B15. Parallel Port Perforation
B16. SPDIF In Port (Optical)
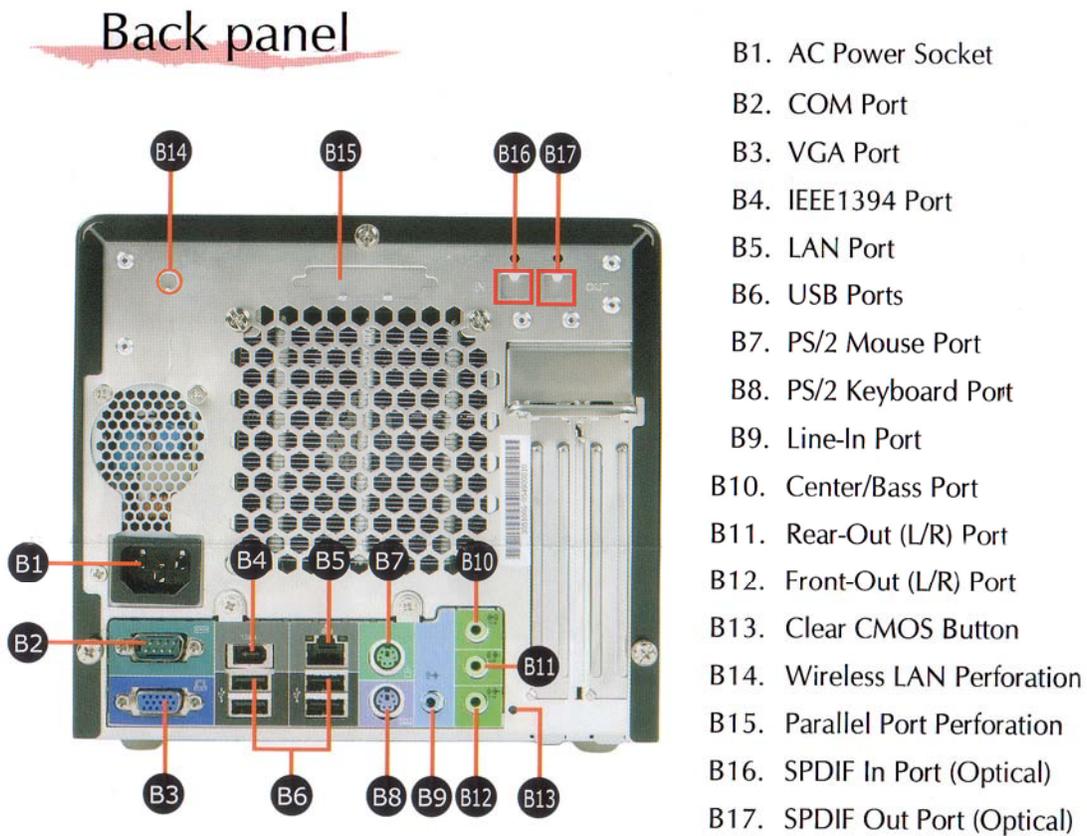B17. SPDIF Out Port (Optical)

Figure 2 - Back Panel

2 Getting Started

2.1 Connecting Devices

Before starting the Loyalty Card System for the first time, ensure that all peripheral devices are connected:

1. **Character LCD Display:** the LCD should be plugged into the top-right USB port on the back panel (Figure 2 - Back Panel/B6)
2. **Barcode Card Scanner:** the card scanner should be plugged into the bottom-right USB port on the back panel (Figure 2 - Back Panel/B6)
3. **Key Pad:** the key pad should be plugged into the top-left USB port on the back panel (Figure 2 - Back Panel/B6)
4. **Ethernet Cable:** the CAT5 Ethernet cable should be plugged into the LAN port on the back panel (Figure 2 - Back Panel/B5)

2.2 Connecting the Power

Once the steps in Section 2.1 (Connecting Devices) have been completed, you can then proceed with connecting the power and starting the system:

- **Power Cable**: the power cable should be plugged into the AC Power Socket on the back panel (Figure 2 - Back Panel/B1)

2.3 Starting the System

Once the steps in Section 2.2 (Connecting the Power) have been completed, you can then proceed to start the system:

- **Press the Power Switch**: Pressing the Power Switch on the front panel (Figure 1 - Front Panel/F6) will start the system.

After the Power Switch is pressed, the System will begin its startup sequence. Note that the LCD will only "Light Up" once the Card System software is about to start.

Once the LCD lights up, it will display square boxes in each character position – this behavior is normal.

A few seconds later, you should see the LCD begin to display some text.

Note: *If you hear 3 loud Beeps from the System, it means that the LCD is either not plugged in, or that it is plugged into the wrong USB port (see 2.1 Connecting Devices)*

Once the system is ready for use, you should see the following text displayed on the LCD:

```
\\ LoyaltyCard Read
\\ Press "Enter" to Start...
\\
\\ V.X.X.XXXX
```

2.4 Shutting Down the System

At any point, you can shutdown the system by pressing the Power Switch on the Front Panel (Figure 1 - Front Panel/F6). The system may take up to 20 seconds to respond to the request.

Once the system begins to shutdown, the LCD screen will display the following message before turning off:

```
\\
\\ Shutting Down...
\\
\\
```

3 Main Functions

At any point, you can press the "Cancel" key to return to the "Main Menu"

3.1 Sale Transaction

To conduct a sale, do the following:

1. From the main menu, Press "Enter" to select "Sale"
2. Enter the sale amount in dollars.
3. Press "Enter"
4. Verify the amount
    a. If the amount is correct, press "Enter"
    b. If the amount is in-correct, press "-" to re-enter, then go to Step 2
5. Swipe the card
6. The account balance is then show on the screen

3.2 Credit Transaction

To conduct a credit transaction, do the following:

1. From the main menu, Press "1" to select "Credit"
2. Enter the credit amount in dollars.
3. Press "Enter"
4. Choose if you would like to add a 10% bonus
    a. To apply a bonus, press "Enter"
    b. To continue without a bonus, press "0"
5. If the amount is in-correct, press "-" to re-enter, then go to Step 2
6. Swipe the card
7. The new account balance is then show on the screen

3.3 Activate Card

To activate a card, do the following:

1. From the main menu, Press "2" to select "Card Funcs"
2. Press "1" to select "Activate Card"
3. Swipe the card

3.4 De-Activate Card

To de-activate a card, do the following:

1. From the main menu, Press "2" to select "Card Funcs"
2. Press "2" to select "De-Activate Card"
3. Swipe the card

3.5 Check Balance/Other Info

To view a card's balance or other information (Balance, total credits/debits, Last Used (LU) and card state), do the following:

1. From the main menu, Press "2" to select "Card Funcs"
2. Press "3" to select "Card Info"
3. Swipe the card

3.6 View Message History

To view messages that have recently appeared on the LCD screen (view history), do the following:

1. From the main menu, Press "*" to select "History"
    Note: *When you see text on the LCD preceded by the "%" character, it indicates that you are in "History" mode*
2. Continue to press the "*" or "Enter" keys to view older history
3. Press "Cancel" to exit and return to the main menu

3.7 Create a Database Backup

To create a backup of the card/transaction database, do the following:

1. From within the main menu, Press "9" to select "Backup"
2. Select from the following:
    a. Press "Enter" to create the backup
    b. Press "Cancel" to return to the main menu
3. Once the backup is complete, press "Enter" to return to the main menu

4 Troubleshooting

- **The system does not start**
  - Check that the power cable is plugged in
  - Check that you are pressing the Power Switch (Figure 1 - Front Panel/F6) and not the Reset Switch (Figure 1 - Front Panel/F5)

- **When the system starts, I hear 3 beeps**
  - The LCD is not plugged in
  - The LCD is plugged into the wrong USB port *(see 2.1 Connecting Devices)*

- **After the system starts, it says "Error Connecting"**
  - The system is having troubles connecting to the database; it will retry an indefinite number of times to reconnect. If it tries more than 3 attempts and is still displaying the error, contact technical support

- **When the system is running, pressing keys on the keypad does not do anything or display strange text**
  - Check to make sure that the green light is active on the keypad, if it is not, it means that "Num Lock" is not enabled. To resolve this, press the "Num Lock" key on the top left of the keypad.
  - Check to make sure that the keypad is plugged in *(see 2.1 Connecting Devices)*

- **A strange error message appears on the LCD screen and the system does not respond**
  - This means that the system has encountered an unexpected error. If this happens, call technical support and explain what you did to receive this error.
  - Restart the system (*see 2.4 Shutting Down the System* then *2.3 Starting the System*)