Getting Started

RetailManager v12.5

Ready to **get going** with RetailManager? This guide takes you through your next steps.

MYOB ®

Start here.

1. **Check** your system requirements

Check that each computer running RetailManager meets the minimum requirements.

Operating system	Works with Microsoft Windows 7 (SP1), 8 or 8.1
Processor	2.1 GHz Intel Pentium® Core 2 Duo processor or faster
Memory	2 GB RAM (recommended 4 GB)
Hard disk	15 GB or more of free disk space
Display	1024 x 768 dpi resolution
Printer	A local or network printer to print dockets, reports, etc. If you're printing bar code labels, a laser printer is recommended.
Network	Each computer running RetailManager should meet the system requirements listed above. For optimal performance, RetailManager should be used on a wired network.

Check your region settings

On each computer running RetailManager, open the **Region and Language** Control Panel and check that you have the following settings (you may need to open the **Additional settings** window).

Numbers	• Decimal symbol is set to a decimal point • Number of digits after decimal is set to 2 • Digit grouping symbol is set to a comma • Negative number format is set to -1.1
Currency	• Currency symbol is set to $ • Decimal symbol is set to a decimal point • Number of digits after decimal is set to 2 • Digit grouping symbol is set to a comma
Date	Short date style is set to dd/mm/yyyy

2. **Install** RetailManager

Install RetailManager on the computer you'll use to run your point-of-sale system. Go to 'Installing RetailManager' on page 4.

3. **Register** RetailManager

You can run RetailManager in evaluation mode 25 times or for a period of 30 days. Before the end of this period, you must register to continue using RetailManager. Go to 'Registering RetailManager' on page 5.

4. **Find out how** to set up and use RetailManager

Read the 'Setting Up' chapter of your *MYOB RetailManager User Guide* for important information about setting up RetailManager and creating your shopfront. The *User Guide* also contains detailed instructions on how to use RetailManager features.

For other ways in which MYOB can help you, see 'Technical support' on page 12. You might also consider consulting an MYOB RetailManager POS Consultant for on-site assistance. See 'MYOB RetailManager POS Consultants' on page 14 for more information.

Installing RetailManager

1   Before you start, close all open applications. You'll need to restart your computer when the installation is complete.

2   Log in as an Administrator.

3   Insert the MYOB RetailManager CD. A welcome window appears.

    If a welcome window doesn't appear automatically, go to the **Start** menu, click **Computers** and select your CD drive and double-click the **autorun.exe** file.

4   Click **Install RetailManager**. A set up window appears.

5   Follow the onscreen instructions.

6   When the **Installation Complete** window appears, click **Finish**.

    Your computer will restart automatically. If your computer does not restart automatically, you should restart it manually.

Troubleshooting your installation

If you see...	do this...
Read Only File Detected	Select the **Don't display this message again** option and click **Yes**. The application will continue to install.
Locked File Detected	Select the **Don't display this message again** option and click **Reboot**. The application will continue to install.
Files Failing to Self-Register	Click OK. This warning doesn't affect the installation of the software.

If you experience any other problems, visit the support page on the MYOB website. Go to myob.com.au/supportnotes (Australia) or myob.co.nz/supportnotes (NZ), or contact the MYOB support team. See Technical support, page 12.

Registering RetailManager

You need to register in order to:

- continue using MYOB RetailManager. RetailManager allows you to open your shopfront 25 times or for 30 days, before you must register it. If you still haven't registered, you will not be able to start the program until you enter your registration unlock code.

- purchase additional licences for RetailManager. See 'Additional licences' on page 9 for more information.

- receive information about RetailManager upgrades, new products, special offers and other services.
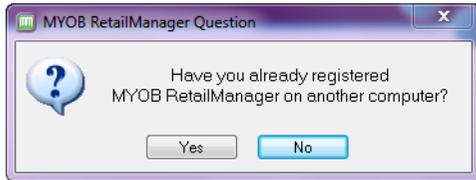
- upgrade RetailManager.

How to register

Do the following	See
Task 1—Enter your registration details	page 6
Task 2—Get your unlock code	page 7
Task 3—Enter your unlock code	page 8

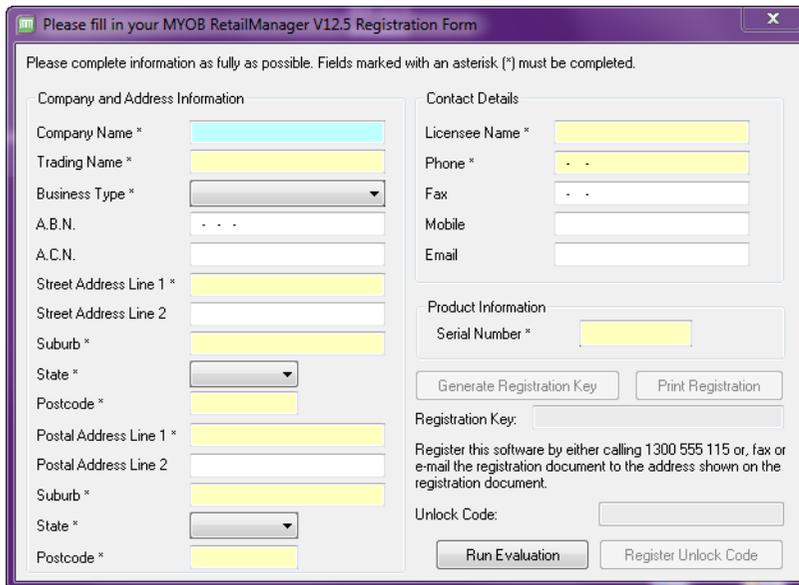# Task 1—Enter your registration details

1 Start RetailManager. The following message appears.
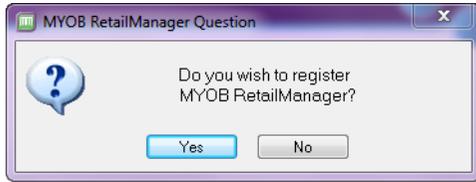
2 Click **Yes**. The following message appears.

3 Click **No**. An MYOB RetailManager registration form appears.

4   Complete the fields in this form. It's important to enter your email address so you can receive product updates and our regular e-newsletter.

- -

CAUTION : **Ensure your registration details are accurate**   The trading name, street address and telephone number you enter in the registration form are printed on all your sales dockets. Therefore, you should ensure that these details are accurate. If you need to change any details at a later stage, you will need to re-register your software.

- -

If you decide not to register now, you can run RetailManager in evaluation mode. To do this, click **Run Evaluation**. Note that any details you enter will be saved. When you are ready to register later, simply repeat this procedure.

5   In the **Serial Number** field, enter the number from your RetailManager box or card.

6   Click **Generate Registration Key**. A key appears in the **Registration Key** field.

7   Click **Print Registration** to print the registration details.

You're now ready to get your unlock code. Continue with tasks below.

Task 2—Get your unlock code

Once you've entered your registration details into RetailManager, and generated the registration key, you need to register these details with MYOB to get your unlock code.

| Get your code...	
Online	Go to: • my.myob.com.au (Australia) • my.myob.co.nz (New Zealand) Click **Register your software** and enter your registration information. We'll email you confirmation of your registration, including your unlock code.
By phone	Call: • **1300 555 115** (Australia) from 6am to midnight (AEST) • **0508 328 283** (New Zealand) from 8am to 2am (NZST) You'll need to quote the registration details that you entered in RetailManager. We will read out your unlock code.

Task 3—Enter your unlock code

1 Start RetailManager. A window appears asking if you want to register RetailManager.

2 Click **Yes**. The following message appears.
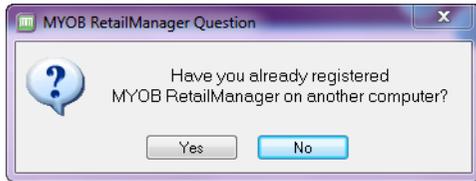
3 Click **No**. The MYOB RetailManager registration form window appears.

4 Enter your unlock code in the **Unlock Code** field.

5 Click **Register Unlock Code**. Your registration is now complete.

You can now set up RetailManager. For more information, see the 'Setting Up' chapter of your *MYOB RetailManager User Guide*. If you need to purchase additional licences, see .

Frequently asked questions

Can I uninstall RetailManager on one computer and reinstall it on another computer?   Yes, you can do this up to five times. After this time, you'll need to re-reregister your software.

Can I create a shopfront in evaluation mode?   Yes, but you will need to register it within 30 days or 25 uses to continue using it.

Can I install RetailManager on my home computer?   A remote site licence is available for purchase for use with RetailManager. It's useful for doing shopfront maintenance from your home or back office. This licence includes all functionality excluding the **Sales** window and sales functions. For more details, see .

Additional licences

Many retail businesses need to run more than one point of sale in a store. MYOB RetailManager can be used over a local area network with additional computers at the one location using the same shopfront database. Note that you need to purchase a licence for each computer on which you want to run RetailManager.

You can also purchase a remote site licence that lets you perform administration tasks from a separate computer. For more information, see 'Remote site licences' on page 11.
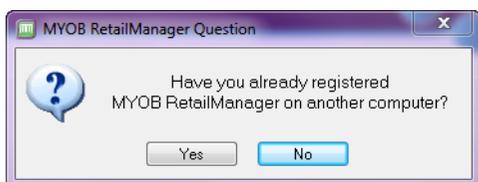
To purchase additional licences

You can purchase additional licences by calling MYOB on **1300 555 115** (Australia) or **0508 328 283** (New Zealand) and quoting your serial number. MYOB will provide an unlock code for each additional licence.
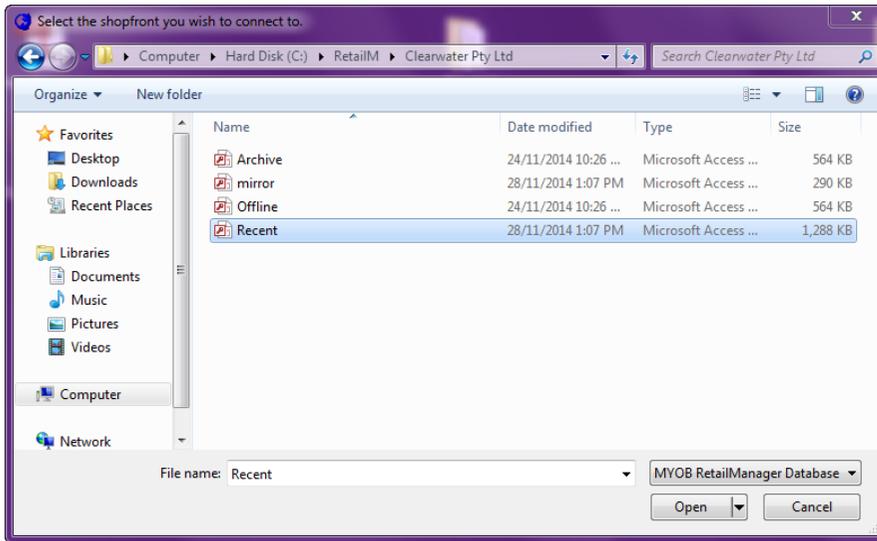
To enter the additional licence unlock codes

1 Install RetailManager on the computer from which you want to connect to your shopfront.

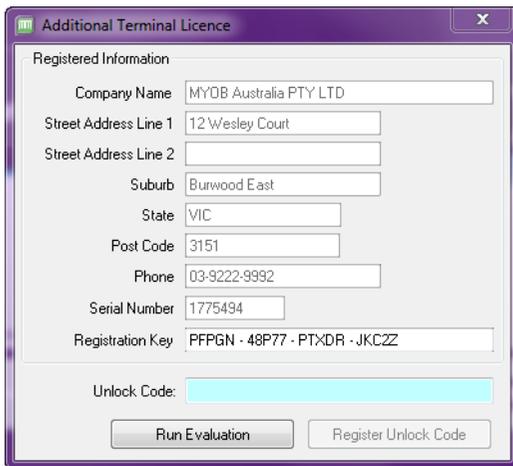2 Start RetailManager on the additional computer. The following message appears.

3 Click **Yes**. The following message appears.

4 Click **Yes,** and then locate and open the shopfront folder on your network.

5 Highlight the **Recent.mdb** file, and click **Open**. The **Additional Terminal Licence** window appears.

6 Register the additional licence with MYOB as you did your original licence. In the **Unlock Code** field, enter the unlock code that you received from MYOB for the additional licence. Then, click **Register Unlock Code**.

The additional licence has now been registered. You will now need to connect to the shopfront. For more information, see the 'Networking' chapter in the *User Guide*.

7 Repeat the above steps on each computer that you want to connect to your shopfront.

Remote site licences

A RetailManager remote site licence allows you to work on your shopfront database from a computer that is not connected to your RetailManager network, such as your home computer. The remote site licence incorporates all the functions of RetailManager, without point-of-sale functionality.

You will need to back up and transport copies of your shopfront database files from your point of sale to your additional computer, perform your administration tasks, and then return the updated shopfront to your point of sale.

You can purchase an additional licence by calling MYOB on:

- **1300 555 115** (Australia)
- **0508 328 283** (New Zealand).

You'll need to your serial number. MYOB will provide an unlock code for each additional licence.

Technical support

Our technical support team can offer assistance with installing, using and troubleshooting MYOB RetailManager. However, our team can't help with issues arising from hardware or operating system faults, or incompatible hardware or software. You may need to contact an MYOB RetailManager POS Consultant if these issues arise.

Retail technical support phone numbers

Support Plan	Phone number	Available times (EST)	Charges
Australia			
MYOB Cover	1300 555 115	We're open seven days (except national public holidays). Check our website for opening hours.	Local call
Pay-Per-Call Support: If your initial support period has expired and you are not subscribed to MYOB Cover.	1300 555 128		Local call and Pay-Per-Call charges.
New Zealand			
RetailManager businessSUPPORT By subscription only	0508 123 123	We're open seven days (except national public holidays). Check our website for opening hours.	Calls are free with subscription.

Before you call technical support

- Register your software. The technical support team will not be able to help you if you have not registered your software.

- Try to recall exactly what you did before the error occurred and note the *exact wording* of any messages that appear.

- Be ready to quote your serial number.

- Call while sitting at your computer with RetailManager running (if possible).

- Find out the version number of RetailManager. Start RetailManager, then go to the **Help** menu and choose **About MYOB RetailManager**.

- Find out your computer type, processor and model and the version number of the operating system you are running. Go to the **Start** menu, right-click **Computer** and choose **Properties**. The **System window** displays the hardware and operating system details.

Technical support options

Phone and live chat

You are entitled to one year of MYOB Cover (Australia) or MYOB businesSUPPORT (New Zealand), starting from the date you register MYOB RetailManager.

Extended support provides you with:

- technical support seven days a week (phone and live chat)

- exclusive discounts and special offers.

- automatic software upgrades—automatically upgrade to a new version of your MYOB RetailManager product when it is released during the course of your subscription.

Pay-Per-Call Support (Australia)   If you do not renew your MYOB Cover subscription, you can access MYOB technical support on a Pay-Per-Call basis. Pay-Per-Call Support is charged at a per-minute rate and a minimum charge applies. Prices and conditions are subject to change without notice and are available from MYOB by calling **1300 555 115**.

Support notes   You can access a wide range of technical support notes at myob.com.au/supportnotes (Australia) or myobnz.custhelp.com (NZ).

MYOB RetailManager POS Consultants

MYOB RetailManager POS Consultants provide independent on-site assistance with MYOB RetailManager and associated products and services, including:

- Retail business system needs and analysis
- RetailManager installation, setup and implementation
- Point-of-sale hardware and peripheral solutions
- On-site training and support for RetailManager
- RetailManager database maintenance
- Integration with MYOB accounting software.

As independent businesses, MYOB RetailManager POS Consultants offer a range of services. To discuss your retail needs with an MYOB RetailManager POS Consultant near you, go to:

- (Australia) myob.com.au/possearch
- (New Zealand) myob.co.nz and click **Partners**.