Release Notes

RetailManager v12.5

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

Want to learn about the **new features**? Read .

MYOB®

Step 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.

Step 2. Back up your shopfront

It's good practice to back up your shopfront before installing a new version of RetailManager. If you have customised bar code labels, you should back up these to.

We recommend that you save your back up in a location that you can easily find, such as a folder called RMSAFETY. If you need more information about backing up, see the 'Administration' chapter of the *User Guide*.

Do the following to back up your shopfront:

Step	Task	See
1	Create the RMSAFETY folder	page 3
2	Back up your shopfront	page 3
3	Back up your custom settings	page 4
4	Back up your custom bar code files	page 4

To create the RMSAFETY folder

1   Open **Windows** Explorer.

2   In the left pane of Windows Explorer, click the icon of the drive on which you previously installed MYOB RetailManager (usually the C:\ drive). A list of folders is displayed in the right pane. If you already have an **RMSAFETY** folder, go to 'To back up your shopfront' below.

3   Right-click in the right pane of Windows Explorer, choose **New,** and then choose **Folder**. A new folder is created in the right pane.

4   Type **RMSAFETY** as the name of the new folder and then press ENTER.
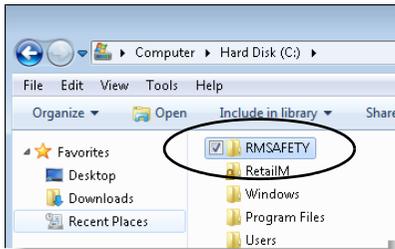
To back up your shopfront

1   Start your previous version of RetailManager.

2   Go to the **File** menu and choose **Configuration**. A message appears asking if you want to close your current shopfront.

3   Click **Yes**. The **Shopfront Configuration** window appears.

4   Click the **Maintenance** tab.

5   Select the shopfront to be backed up and click **Backup**. The **Save As** window appears.

6   Click **Save in**, and locate and open the **RMSAFETY** folder.

7   If you have:
    - only one shopfront to back up, accept the file name and click **Save** (or **OK**).
    - more than one shopfront to back up, type in a different file name and click **Save** (or **OK**).

    A message appears informing you that the backup was successful.

8   Click **OK**.

9   Repeat step 5 to step 8 for each shopfront.

10 Close the **Shopfront Configuration** window. The **About MYOB RetailManager** window appears.

11 Click **OK** and close RetailManager.

To back up your custom settings

1 In Windows Explorer, open the folder in which your current version of MYOB RetailManager is installed (usually C:\RetailM).

2 Right-click the 'config.mdb' file and choose **Copy**.
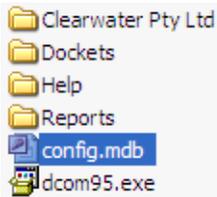
3 In the left pane of Windows Explorer, right-click the **RMSAFETY** folder and choose **Paste**.

4 You should now have two files in the **RMSAFETY** folder—'config.mdb' and the RetailManager backup zip file.

To back up your custom bar code files

❖ If you have created customised bar codes, you will have a 'customlabel.def' file in the folder in which MYOB RetailManager is installed (usually C:\RetailM). Copy this file from the RetailManager folder to your newly created **RMSAFETY** folder.

Step 3: Uninstall your previous version

You must uninstall your current version before you install RetailManager v12.5.

To uninstall your previous version

1   Open the Windows **Programs and Features** Control Panel and display the list of installed programs.

2   From the list of installed programs, select MYOB RetailManager v*x.x* (where v*x.x* is the version number of your RetailManager software).

> **Contact us**   If you cannot see MYOB RetailManager vx.x in the list of installed programs, contact MYOB Technical Support on **1300 555 115**

3   Click **Uninstall** to begin the uninstall process. The **MYOB RetailManager Setup** window appears.

4   Choose **Remove** and click **Next**. A confirmation message appears.

5   Click **OK**. The uninstall process begins.

Information messages may appear during the uninstall process.

If this message appears...	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 **Do not display this message again** option and click **Reboot**. You computer will restart after the uninstall process is complete.
Files failing to Self-Register	Click **OK**. This warning does not affect the installation.

6   If the **MYOB RetailManager Maintenance Complete** window appears, click **Finish**. The window closes. Your previous version has been removed.

Step 4: Install 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, or contact the MYOB support team. See Technical support, page 13.

Task 5: Upgrade your shopfront

Now that you have installedRetailManager v12, you can upgrade your shopfront.

If you have...	Follow this procedure...
Only one shopfront	'To upgrade a single shopfront database' below
More than one shopfront	'To upgrade if you have more than one shopfront database' on page 8

To upgrade a single shopfront database

1   Start MYOB RetailManager. If a message appears asking if you want to back up now, click **No**. The following message appears.
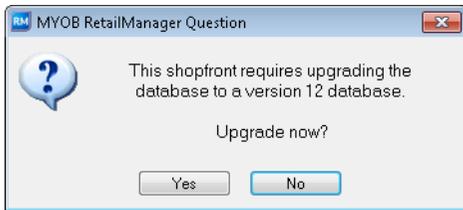
2   Click **Yes**. The **MYOB RetailManager Upgrader** window appears.
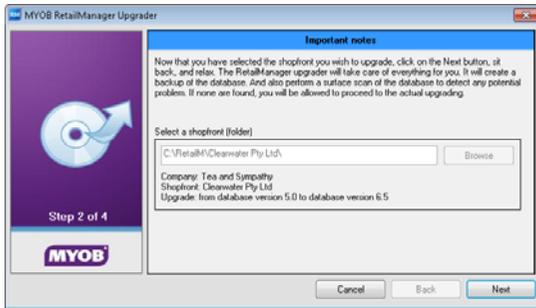
Click **Next**. The upgrade process begins. During this process, do not turn off your computer or close the upgrader.

3   When the **Upgrade Completed** window appears, click **Finish**. A message appears asking if you want to upgrade another shopfront.

4   Click **No**. You have finished upgrading your database.

To upgrade if you have more than one shopfront database

1   Start MYOB RetailManager. The **Shopfront Selection** window appears.
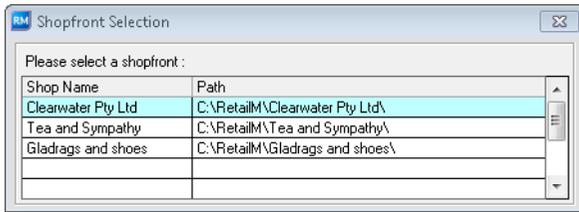
2   Open a shopfront. The **About RetailManager** window appears.

3   Click **OK**. If a message appears asking if you want to back up now, click **No**. The following message appears.
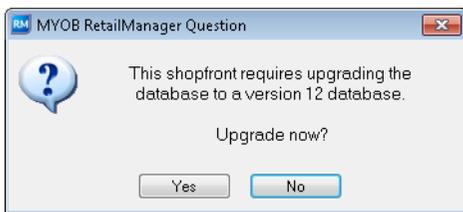
4   Click **Yes**. The **MYOB RetailManager Upgrader** window appears.
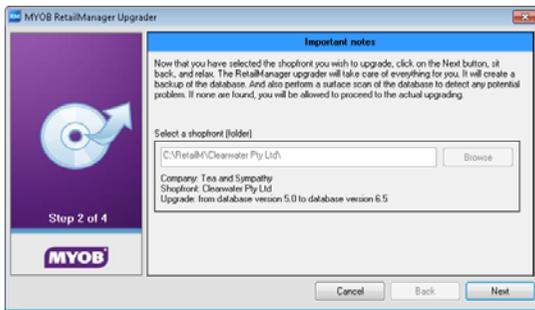
5   Click **Next**.

    The upgrade process begins. During this process, do not turn off your computer or close the upgrader.

6   When the **Upgrade Completed** window appears, click **Finish**. A message appears asking if you want to upgrade another shopfront.

7   If you want to upgrade another shopfront, click **Yes**. The **Welcome to the MYOB RetailManager Upgrader** window appears.

8   Click **Next**. The following window appears.
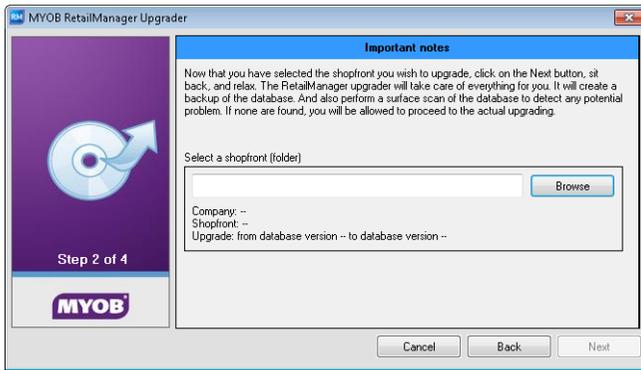
9   Click **Browse**. The **Browse for Folder** window appears.

10   Select the folder of the shopfront you want to upgrade and click **OK**.

11   Click **Next**. The upgrade process begins.

What's new?

The following new features have been included in RetailManager v12.5.

Feature		
Windows 8 compatibility	MYOB RetailManager now works with Windows 8 and Windows 8.1	
Link to an online MYOB AccountRight company file	If you store your AccountRight company file online, you can now use an API to connect your retail and accounting software. This makes it easier to keep your back office up to date.	below
Send email using SMTP email programs	You can now use RetailManager with email programs that use SMTP. This includes Yahoo, Hotmail and Gmail. If you've never had a compatible email service, you can now take advantage of the full range of email marketing tools available in RetailManager. See below for details on how to set it up.	page 12

Link to an online MYOB AccountRight company file

If you're using AccountRight and you store your company file online, you can use an application programming interface (API) to connect your RetailManager file and your AccountRight company file. All you need to do is select the **AccountRight Online API Package** and then configure some settings to get both programs to talk to each other. You only need to do this once.

After you've configured the API (it's really easy to do), your RetailManager data is exported directly to your AccountRight company file. You don't need to open your company file (or set an import preference) to complete the data transfer.

To link your RetailManager and AccountRight online files

1   Open RetailManager.

2   Go to the **Setup** menu and choose **Options**. The **General Options** window appears.

3   Select **Accounting**. The **Accounting Options** window appears.

4   Select the **AccountRight Online API** package. The **API Configuration** section appears at the bottom of the window.

Path is selected for you   If you're using the AccountRight Online API, the path is selected for you. As your retail data is sent directly to your AccountRight file, no export file is created or imported. However, if an error occurs when sending data, you'll find details of the error in a log file located in this folder.

5   Click **Configure**. A sign-on window appears.

6   Enter the MYOB account details you use to sign-in to your AccountRight company file. (These are also known as your my.MYOB account details.)

7   Select your online company file.
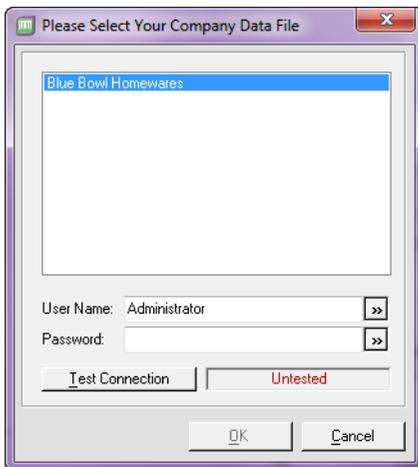
8   Enter your AccountRight company file **User Name** and **Password**.

9   Click **Test Connection** to check that the details have been entered correctly.

10   When the connection test is successful, click **OK**.

Your RetailManager and AccountRight software are now talking. Any exports you make from RetailManager will be sent directly to AccountRight and updated in your company file.

Send email using most email programs (SMTP email services)

RetailManager now works with email programs that use the Simple Mail Transfer Protocol (SMTP). This includes email programs like Yahoo, Hotmail and Gmail.

If you've never had a compatible email service, you can now take advantage of the full range of email marketing tools available in RetailManager.

To set up your SMTP email program

1   Go to the **Setup** menu and choose **Options**. The **General Options** window appears.

2   Select the SMTP email program option.

3   Enter the mail server details. You may need to contact your email provided for configuration details.

4   Click **OK**.

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
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.

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 support

You are entitled to one year of MYOB Cover, 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

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.

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 myob.com.au/possearch.