TouchOffice Web

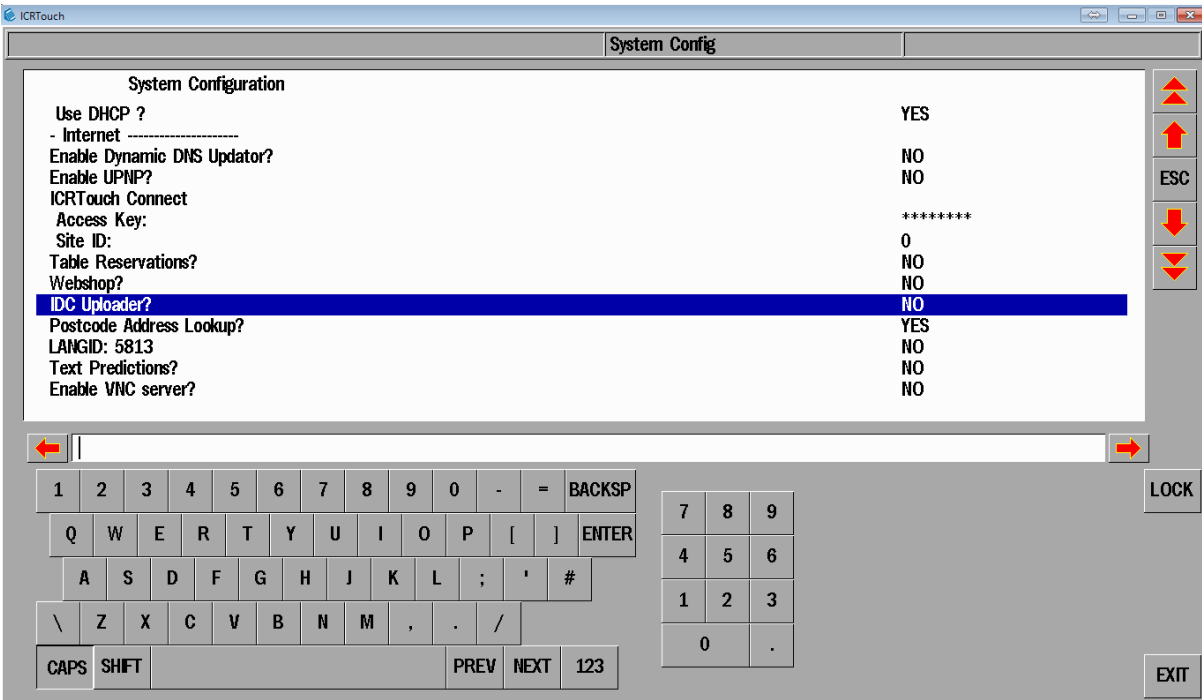## Terminal Configuration

TouchPoint 2013 or newer is required.The Terminal Access Key will be provided when you sign up to the service and will need to be configured into the till.

Terminal Access Key - ABCDEFGH

Entered in **Pgm3**->**System Programming**->**System Configuration**
ICRTouch Connect
    Access Key:

Set the "IDC Uploader?" to Yes

Then set the site number to the site number of that site (e.g. 1) this will be used in TouchOffice Web to determine which site the till's data will be uploaded to.

Make Sure that the **IDC Header** file size is set to something sensible e.g. 1000 in **Pgm5**->**File Sizes**

The Terminal must be able to resolve www.touchoffice.co.uk from the local network.
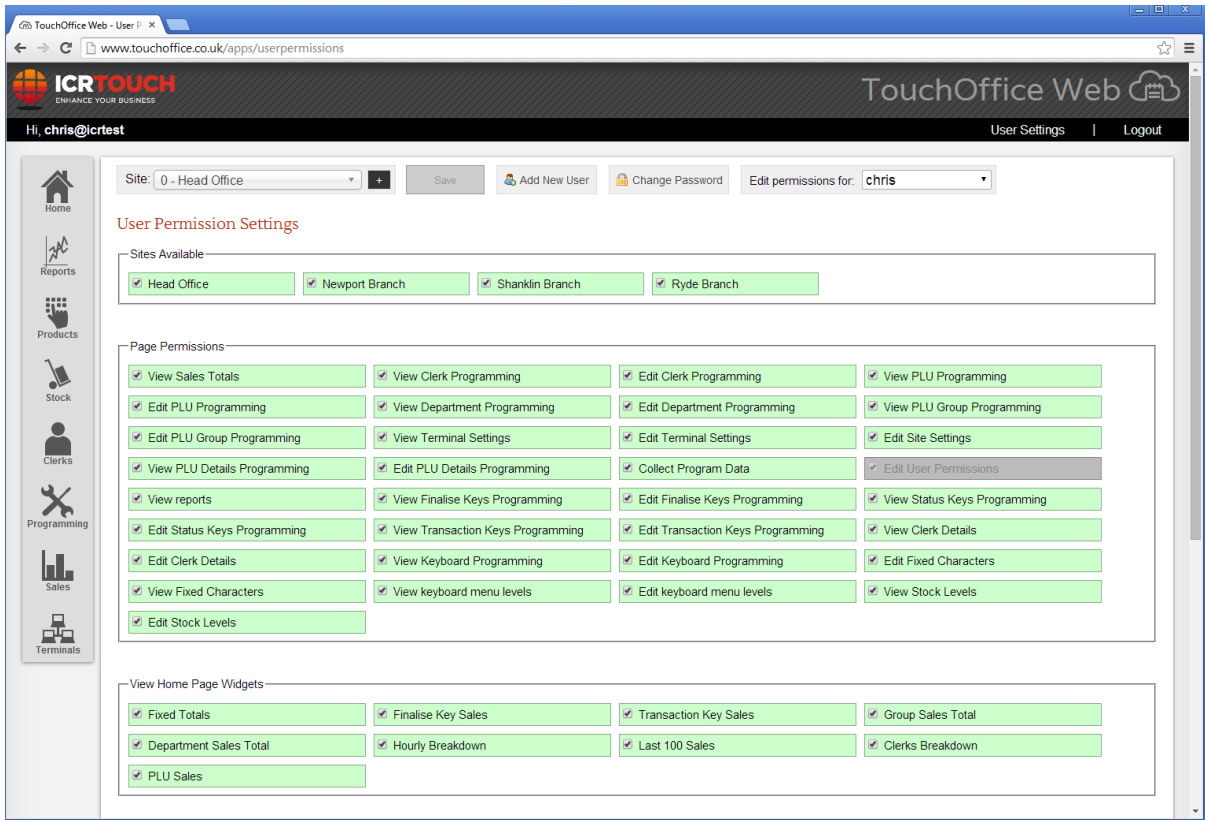
TouchOffice Web configuration

To manage the service login to the following web page
http://www.touchoffice.net

Username:
Pass:

ICRTOUCH
ENHANCE YOUR BUSINESS

Create a User for the Customer

Click User Settings on the top Right

When sites , reports or new features are added, the user permissions will need to be edited to give rights to the new items.

Create a Site

From the "Site" drop down menu at the top of the screen you start with a "Head Office" only.

Click the + button next to the menu to create a new site. The site number of this site will correspond to the site number entered into the till where the terminal access key is entered. Note... You do not need to enter IP addresses for the tills, the communication is in the direction from the till to the web.

Adding a Terminal to a Site

In order to retrieve/send program data and collect sales, till(s) need to be added to the site in TouchOffice Web. The number of tills and their IDs needs to correspond to the tills actually within that site, otherwise the Z readings from the till will not match the reports in the back office.

The terminals button brings up the screen to add terminals. First choose the required site in the site drop down list, and click the Add Terminal button to add or edit terminals.

Enter the terminal number, this corresponds to the ID of the till as in **PGM3->System Configuration->System Programming->Terminal ID**

The Terminal Location drop down allows selection of the locations as set in tillconfig.net. The

ICRTOUCH
ENHANCE YOUR BUSINESS

terminal name is a friendly name as seen on the reports, widgets and sales explorer. The terminal IP

The system will only allow terminals to be added until the subscription limit is reached. At which point additional terminal subscriptions need to be ordered.
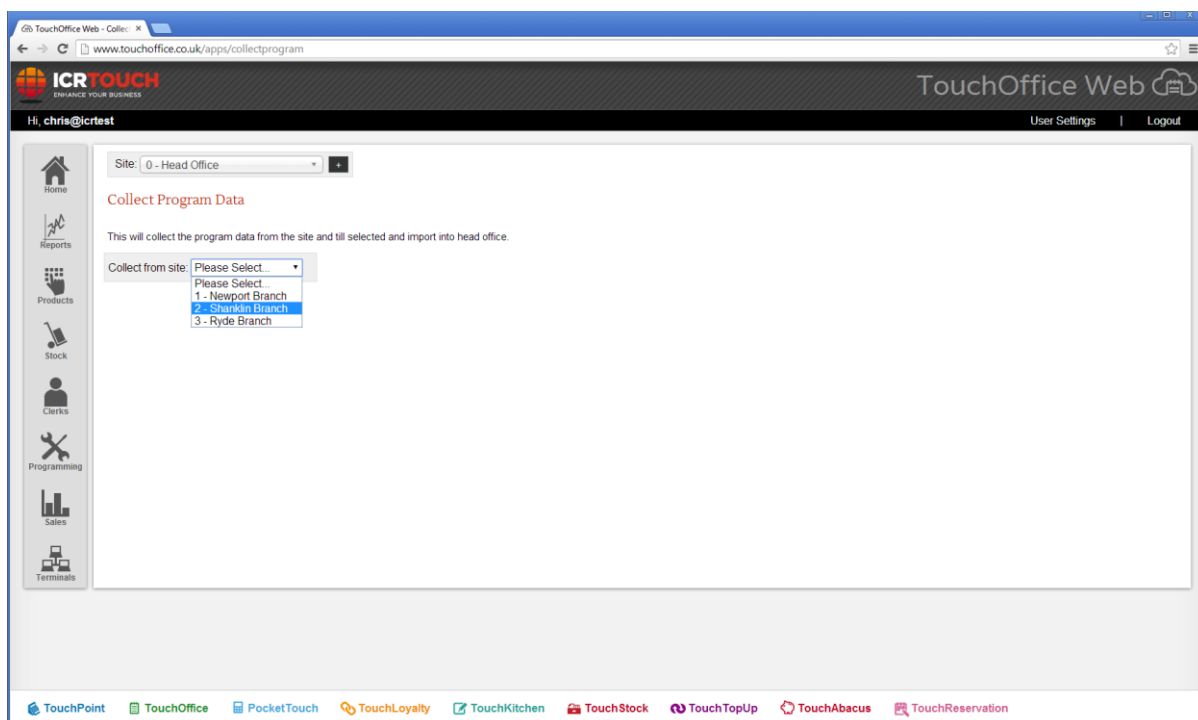
Program Data

Program data can be collected from the till. Initially configure PLUs in the Till, or set the file size (pgm5) to the number of PLUs you will want before collecting program data.

Select "Terminals" button from the left hand menu. First choose "Head Office" and then "Collect Program".
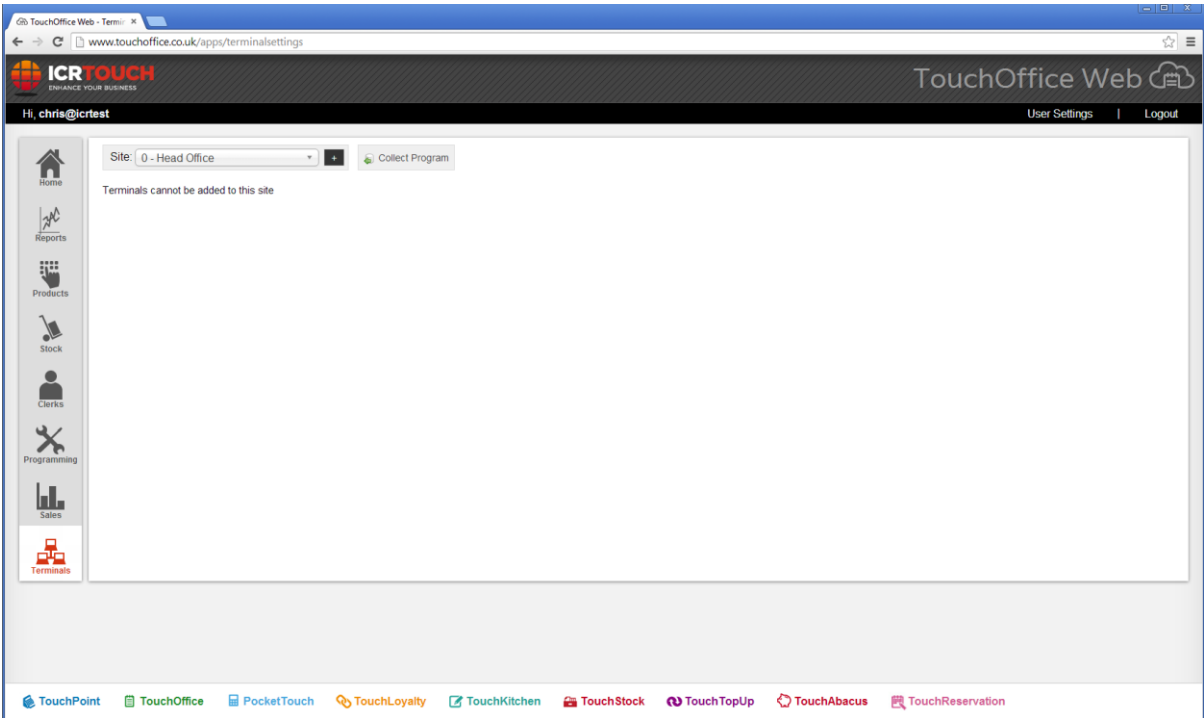
You will then be prompted for the site you want to collect data from. Choose the site you created earlier, this will then collect program data from the till.

TouchOffice Web

Once you have pulled back the data, you can now continue to edit program data. The till will collect new program data every 5 minutes.

Watch Out For...

If the Till has been in use prior to configuring TouchOffice Web, historical data in the till will be uploaded first. This may take some time, giving the impression that no data is being uploaded. This applies to **Sales Data** and the **Receipt Store**.

If the trading times go over midnight, ie the customer trading times span more than 1 day and the consecutive number is reset, you must run version 2.62.0 or newer of TouchPoint and must set the registry key in HKCU\Software\ICRTouch\TouchPoint as aString called UseGTConsecForSaleID and set to True.

This will avoid the reuse of the consecutive number within the same day, which will cause sales with repeated consecutive numbers not to be uploaded to TouchOffice Web.

If you require Time and Attendance reporting, the tills must run TouchPoint 2014 or newer.

ICRTOUCH
ENHANCE YOUR BUSINESS