

Topic: UNDERSTANDING HX-SERIES POS TERMINAL COMMUNICATION - BASICS

This tutorial provides an overview of the typical communication functions between Uniwell Lynx and Uniwell HX POS terminals.

FAQ: How do I retrieve sales data from the POS terminal?

- Use the **Collect Sales (Z)** function in Uniwell Lynx – this feature retrieves the information from the POS terminal and clears it ready for the next day's sales
 - Note: For this process to succeed, the POS terminals must be turned on, in Sales mode or the Sign-on screen
- If POS terminal communication fails while Uniwell Lynx is attempting to retrieve sales data, a "Communications Failed" error will appear
 - Check the Communications Log (select 'Include detailed error messages') to troubleshoot

FAQ: What is the purpose of the "Sales Date" on the Collect Sales screen?

- POS terminals typically do not associate some sales data with a particular date – they simply accumulate totals
- When Uniwell Lynx extracts sales figures from the POS terminal, by default it associates the data it collects with the date that the collection takes place
- However, if the sales are being collected on a different day, such as prior to start of trade the following morning, you can adjust the "Sales Date" to the previous day so that the data is correctly assigned to that day

FAQ: Should I process the batches?

- A Sales Batch is the collected sales information from one Sales Terminal for each occasion a Collect Sales is performed – please see the tutorial "Understanding Sales Batches"
- Generally, the end-user would process sales batches at the time of collecting sales

FAQ: Can I view progressive sales figures in the middle of the day without resetting the POS terminal?

- Yes - use the **Read Sales (X)** function in Uniwell Lynx – this will not clear sales data from the POS terminal.
- To select the typical information you want to check during a Read Sales, go to Data > Sales Terminals and modify the 'Read Sales Options' on the 'Other' tab
- You can perform as many Read Sales as you like during the day, but will need to perform a Collect Sales at the end of trade to ensure that the POS is cleared, ready for the next day

FAQ: How do I send price changes or new items I have added in Uniwell Lynx down to the POS terminal?

- Use the **Send Program** function in Uniwell Lynx – select the terminals and what data you would like to send

FAQ: What is the 'Time Zone 1 Setup' option on the Send Program screen, and when should I select it?

- When this setting is selected, Uniwell Lynx configures the 'Time Zone 1' program in the POS terminal so that it is evenly divided into 15 minute increments across 24 hours – making it suitable for Hourly Sales Reports
- If you use Hourly Sales Reports in Uniwell Lynx, you can select this option on the Send Program screen at any time to ensure that the 'Time Zone 1' programming in the POS terminal is correct
 - Note: Do not manually modify Time Zone 1 settings in the POS terminal if using Hourly Sales reports Uniwell Lynx, as this will result in inaccurate data on your report

FAQ: What are the Options at the bottom of the Send Program screen?

- **Send updated records only** – this option is good for transferring a few price changes to the POS terminal – it compares what was sent last time and what is being sent this time, and simply sends the adjustments.
- **Delete unknown PLUs/Clerks/Customers** – this option deletes PLUs, Clerks and/or Customers from your POS terminals that do not exist in your Uniwell Lynx database
 - The delete function only applies to program data that has been enabled and selected to be sent to the POS (eg. Unknown Clerks will only be deleted if sending the Clerk program has been enabled in the Data > Sales Terminal screen, and if Clerks is ticked in the Program Selection of the Send Program screen)
 - Note: It is generally recommended that users not perform this function during trade. If the POS is operational, enable this option only after a 'Collect Sales (Z)' has successfully been performed