

Troubleshooting Guide

Applies to SAM4s SAM4POS

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Introduction

Overview

This guide discusses some of the issues that have previously been experienced and the resolution to correct the issue.

CAUTION: Before performing any of the troubleshooting operations described here, the best practice is to back up the current database whenever possible.

- Perform a Database Backup to USB
 - * *Program Mode > System > Database Backup*

Sync Data Information

IRC network issues can cause trouble with running reports or syncing data. As a first step you will want to verify that all stations are communicating properly in the system. Specific issues are noted here for reference.

When Sam4POS terminals are connected in an IRC system:

- * All configuration data (*programming changes*) is synchronized to all stations in the system when changes are made at any station in the IRC system. When a new station is added to the IRC system, the new station will synchronize with the POS-Main to load the configuration data and report data.
- * All sales and report data is synchronized to all terminals in the system. We can set the sync type for report data in the IRC system to be Real-Time or to Synchronize Before Report Operation.

The number of stations in the system and the amount of sales data being stored on the terminals can greatly affect the speed and synchronization between terminals. The greater the number of stations there are in an IRC system, the busier the system will be. Therefore, managing memory storage becomes even more critical.

NOTES:

- **Please Note:** Reports are not cleared when generated from the report mode or when the EOD is performed. Report data will remain in the terminal until deleted using the Storage Management operation.
- **Caution:** Not clearing out old sales history will eventually fill up the available memory and cause the terminal to slow down and/or create Data Sync issues.
 - Old Data files can be deleted manually using Storage Management. See page 76 for details.
 - You may also want to Delete Files from Internal Storage. See page 83 for details.
 - You can also set up the Device Self-Storage Management to remove these data files automatically. Refer to page 78 for details.

Refer to the Sam4POS Operator's Manual or the Sam4POS Programming Manual for details about generating the EOD and running reports.

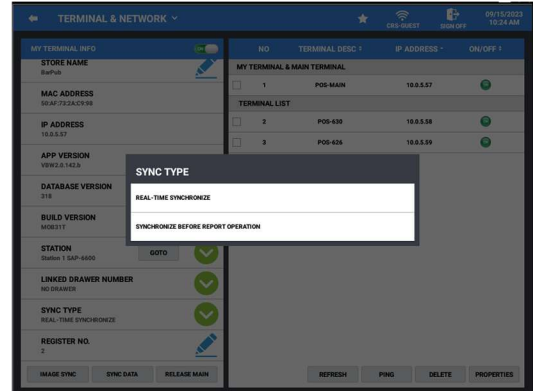
Terminal & Network Sync Type

The Sync Type setting is available on the POS-Main terminal and can be set for 'Real-Time Synchronize' or for 'Synchronize Before Report Operation'. This setting determines how the synchronization of sales data and report data is handled by the station in an IRC system.

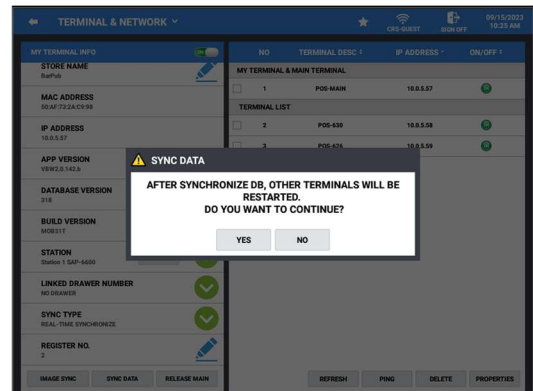
1. On the POS-Main terminal go to **PROGRAM MODE > NETWORK & REVENUE > TERMINAL & NETWORK** screen.
2. At the bottom of the **MY TERMINAL INFO** column (the left column), Press the **SYNC TYPE** button to choose the Sync Type.

Note: (Sync Type setting only appears on the POS-Main terminal.)

- **REAL-TIME SYNCHRONIZE** - All transaction and report data is synchronized to all terminals when sale transactions are performed.
- **SYNCHRONIZE BEFORE REPORT OPERATION** – Synchronizes the transaction and report data for all terminals before report operation is performed on the POS-Main terminal. (EOD, Report Mode, Calendar etc.)

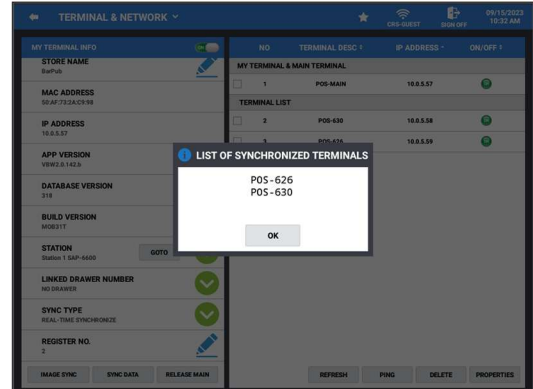


3. When you press the **SYNC DATA** button at the POS-Main station, the **SYNC DATA** notification dialog displays.
4. Press **YES** to proceed with the synchronization. Pressing **NO** will close the dialog without synchronizing data.



5. After the data has synchronized the **LIST OF SYNCHRONIZED TERMINALS** notification displays. Press **OK** to confirm.

Note: Program data is real-time sync for all terminals.



Regarding Sync Type Setting

The Sync Type setting is available on the POS-Main terminal and can be set for Real-Time Synchronize or for Synchronize Before Report Operation. This determines how the synchronization of sale \ transaction data and report data is managed by the station in an IRC system. (*Program Data is always synchronized in Real-Time.*)

Sync Type: Real Time Synchronize

Synchronizes the result of every sale \ transaction \ report data to all terminals in real time.

Note: The greater the number of stations there are in an IRC system, the busier the system will be.

Sync Type: Synchronize Before Report Operation

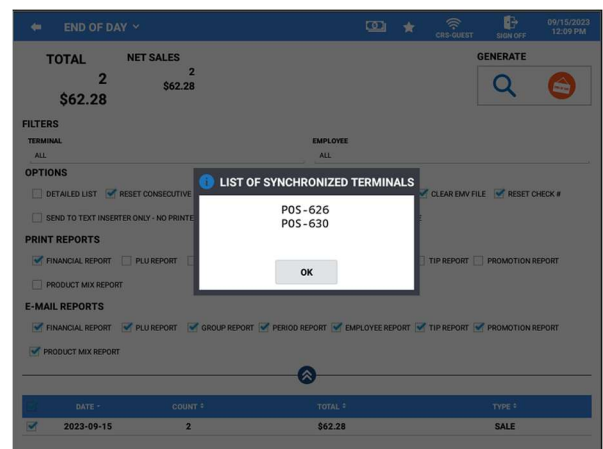
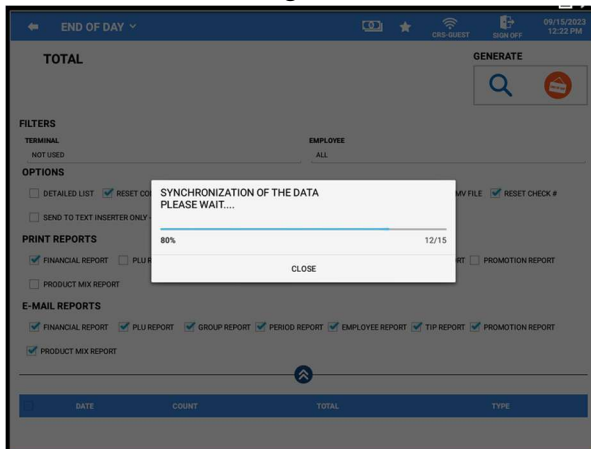
All sale transaction data is synchronized before reports are performed on the POS-Main terminal. Only the Program Data changes are synchronized Real-Time Sync for all stations.

- Sale & transaction data is saved to each individual stations database only.
- Guest Check operations will be available only at the station they are registered on.
- Sale & transaction data is synchronized to all stations only when a report is generated (*EOD, Report Mode Summary or Detailed Report, Calendar Report*) at the POS-Main terminal.

At the Satellite station, when the report data (*EOD, Report Mode Summary or Detail report or Calendar report*) is loaded, only the sales data for that station will be seen.

Only when the report data (*EOD, Report Mode Summary or Detail report or Calendar report*) is searched for & loaded at the POS-Main, will the Sale\Transaction report data be Synchronized between all stations in the system.

When the **Synchronization Of The Data** is completed, the **List Of Synchronized Terminals** displays. Press **OK** to close the notification dialog; then Generate the EOD.



* Sync Type Recommendation

Real Time Sync:

- Multiple terminals in system and/or using floating clerk (Clerk Interrupt) system.

Synchronize Before Report Operation:

- Multiple terminals in system and **not using** check tracking system.
- Multiple terminals using a check tracking system but **not using** a floating clerk (Clerk Interrupt) system.

Sync Data Issues

Not Able To Sync Data

IRC network issues can cause trouble with running reports or syncing data. As a first step you will want to verify that all stations are communicating properly in the system.

The remote support tool 'Any Desk' may be causing the issue if installed on the terminals. We have heard from other dealers of issues with this utility causing trouble obtaining IP's. If 'Any Desk' is installed, uninstall the Any Desk app and attempt to Sync Data again.

Otherwise Check for IRC issues:

- ⇒ Cables \ Switch \ Router, etc.
- ⇒ Reboot All Machines \ Reboot Switch \ Reboot Router.

If the system been installed for a Long Time, it is possible the Memory is filling up, check Storage Management. You can also set up the Device Self-Storage Management in System Option programming. See page 78 for details.

IRC Issue: Turn **IRC OFF** at all Satellite stations. At POS-MAIN: **Delete** Satellite Stations. Turn **IRC ON** at Satellite stations. It may be necessary to uninstall \ reinstall Sam4POS. Refer to page 92 for complete details.

Satellite Hangs On Synchronizing or Initializing

You can wait for the synchronization to complete or reboot the terminals. If the issue remains here are a few things to look for.

Are they able to manually perform the Sync . . .

At the main terminal go to Program Mode > Network & Revenue > Terminal & Network:
The Sync Type should be set for Real-Time Synchronize. Press the Sync Data button.

Are there terminals listed in the Terminal & Network that are not connected . . .

At the main terminal go to Program Mode > Network & Revenue > Terminal & Network:
Delete these terminals.

Are all stations communicating . . .

Generate EOD (all stations)
Turn IRC OFF at satellite stations > Delete Satellite stations from POS-Main > Turn IRC ON at satellite stations.

What firmware version is installed . . .

Some older versions had an issue with the sync status bar and at times it needed to be manually closed.
* Upgrade to current firmware.

Do they perform the EOD every day . . .

Generate the EOD, verify in storage Management that the Database Split occurs properly.

Are the terminals connected by Ethernet to a switch/router . . .

This would be the preferred method. Terminals should use DHCP when connected to a router to obtain an IP automatically. If the Terminals are set to a static IP – make sure the IP address is outside the DHCP Scope if connected to a Router. When the terminals are not connected to a router, configure with static IP addresses.

Check for IRC issues – (cables, switch, router, etc.) Reboot All Machines, Reboot Switch / Router.

Power off terminal for 5~10 minutes - power on again to see if it boots normally - if not:

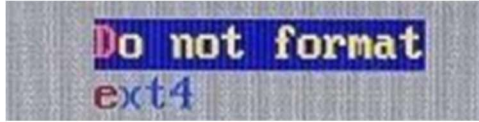
Boot to Safe Mode - Uninstall\Reinstall Sam4POS.

****Try OS Reload on terminal –**

You can order a USB reload flash drive for your terminal: **CRS P/N 703155**.

Alternatively, you can make your own USB OS Reload drive, this requires a bootable USB. Contact CRS Support for the current OS Reload files. Links to the OS Reload files are available on page 84.

Note: Please reload OS without formatting the drive to preserve the Sam4POS data.



If a terminal is **Factory Data Reset** or the if the drive formatted when the OS Reload is performed, you must reinstall the Sam4POS application, request a New License (*Service Swap*) for the station and Restore the customers Database.

Sync Data Takes Long Time \ Synchronizing Please Wait

Depending on the number of stations in the system and the condition of the IRC at the site, you may be able to speed up the process by the following procedure.

- ⇒ **Generate EOD** reports, verify at each station.
- ⇒ **Verify the IP addressing**. The first 3 octets must be the same on all stations, only the last octet will be unique.
- ⇒ **Delete IRC Sync Data**, old Sale Data, Open Sales Data, etc. from the Storage Management.

1. At each **Satellite Terminal**:

- a. Sign in as admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
- b. Go to: **Program mode > Network & Revenue > Terminal & Network**
- c. Turn **IRC OFF** on the My Terminal Info header bar at each satellite station.

2. At **Main Terminal**:

- a. Sign in as admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
- b. Go to: **Program mode > Network & Revenue > Terminal & Network**
- c. Press **Release Main** at the bottom of the My Terminal Info header column to turn **IRC OFF**.

3. At **ALL Terminals**:

- a. Sign in as admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
- b. Go to: **Program mode > SYSTEM > DATABASE > STORAGE MANAGEMENT**
- c. Choose **IRC SYNC DATA**
- d. Select **DATES = ALL**; Press **DELETE** button.
- e. Choose additional files for deletion as necessary.

See the Storage Management chapter on page 76 for details.

You can also set up the Device Self-Storage Management in System Option programming. See page 78 for details.

4. At **ALL Terminals**: Setup the IRC again. Program mode > Network & Revenue > Terminal & Network

- a. At the POS-Main station press the **SET TO MAIN** button.
- b. At the Satellite stations turn the **IRC ON**. (Satellite stations will sync with POS-Main & Reboot.)

5. At **ALL Terminals**: Sign ON and register a sale at each station to test.

Exception Error When Sync Data:

Generating reports from Report Mode or Generate EOD results in Unexpected Exception Error.

Trying to Sync a Tablet to POS-Main results in an Exception error.

First: Attempt to **Generate EOD**, verify the database splits as necessary.

Secondly: **Delete IRC Sync Data** from the Storage Management:

1. At each **Satellite Terminal**:

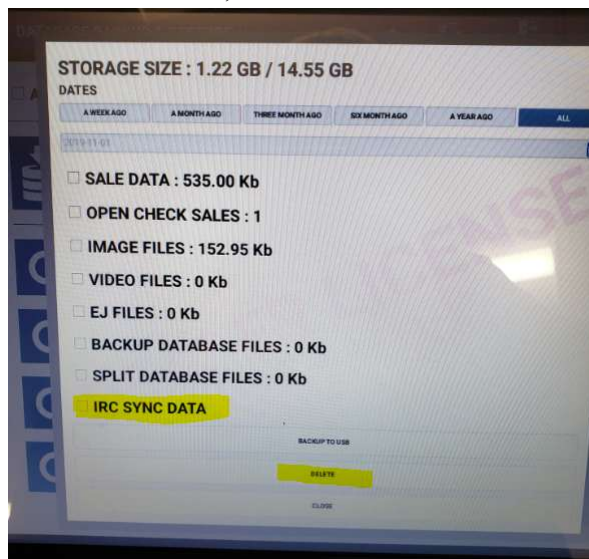
- Sign in as admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
- Go to: **Program mode > Network & Revenue > Terminal & Network**
- Turn **IRC OFF** on the My Terminal Info header bar at each satellite station.

2. At **Main Terminal**:

- Sign in as admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
- Go to: **Program mode > Network & Revenue > Terminal & Network**
- Press **Release Main** at the bottom of the My Terminal Info header column to turn **IRC OFF**.

3. At **ALL** Terminals:

- Sign in as admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
- Go to: **Program mode > SYSTEM > DATABASE > STORAGE MANAGEMENT**
- Choose: **IRC SYNC DATA**
- Select: **DATES = ALL**; Press **DELETE** button



4. Choose additional files for deletion as necessary. See Storage Management chapter on page 76 for details. You can also set up the Device Self-Storage Management in System Option programming. See page 78 for details.

5. At **ALL** Terminals Setup the IRC again. **Program mode > Network & Revenue > Terminal & Network**

- At the **POS-Main** station press the **SET TO MAIN** button.
- At the **Satellite** stations turn the **IRC ON**. (Satellite stations will sync with POS-Main & Reboot.)
- Sign ON** and register sales at each station to test. Then generate a report.

Offline Error

Device is Offline

If the station is offline, not available in the IRC, the sales \ transaction data will not be updated at the other stations in the system. There are several Offline Error Messages with Sam4POS.

Error Message # 122 DEVICE IS OFFLINE

A connected device used for the current operation is not being seen by the station.

Error Message # 258 TERMINAL OFFLINE CAN NOT ADD ITEMS TO OFFLINE TERMINAL

This indicates that the satellite station you are currently on is not being seen on the IRC network or cannot communicate with the POS-Main terminal. Therefore, you cannot add items at this station.

Error Message # 276 TERMINAL OFFLINE SALE IS NOT ALLOWED AT SUB TERMINAL

This message occurs when the System Option Allow Sales At Satellite Terminal If Offline is not selected, and the current station is not being seen on the IRC network.

Offline Option Settings

If the station is offline, not available in the IRC, you will not be able to add new items at the satellite station and sales transaction data will not be updated at the other stations in the system.

To notify the cashier that the station is offline we can set the system option to display when the terminal is offline and in the **Program Mode > Options > Options > System Option:**

DISPLAY LARGE WHEN TERMINAL IS OFFLINE

When setting up stations in an IRC network you can select this option to display a warning message: "NOT ON WIFI/ETHERNET" is displayed on all screens when the on the terminal is not connected.

If the merchant wants to be able to register transactions at the satellite station even if it is offline, we can set the general option to allow or not allow sale when offline. Go to: **Program Mode > Options > Options > General Option:**

ALLOW SALES AT SATELLITE TERMINAL IF OFFLINE

When setting up stations in an IRC network, checking this option will allow transactions to be registered at the satellite station even when the terminal is offline.

Troubleshooting Offline Error

If the Sam4POS system is not synchronizing properly we can perform the operations explained here to attempt to resolve the issue.

- ⇒ **Verify the IRC** (See operation page 52.)
- ⇒ **Reset the IRC** (See operation on page 52.)
- ⇒ **PING the IRC** (See operation on page 53.)
- ⇒ **Uninstall\Reinstall Sam4POS** (See operation on page 56.)

IRC Errors

Verify the IRC

There are multiple Error Messages concerning IRC Errors, these IRC errors are described here. Anytime you receive an IRC error message, you would first want to verify the IRC setup and/or reset the IRC.

From POS-Main Go to: **Program Mode > Network & Revenue > Terminal & Network**

- Do all stations show Green?
- At the POS-Main; Delete all satellite terminals, press **Refresh**
- Do all stations still populate the list and Show Green?
 - If **Yes**; Press **Sync Data**
- If the station(s) shows Red – Unavailable?
 - Check: Cables \ Switch \ Router \ Network Settings (DHCP?)
 - Reboot: Terminals \ Switch \ Router
 - Connect Main with Satellite station using crossover cable & Static IP at stations.
- If OK, reconnect to router Set Ethernet back to DHCP – test again.

Refer to page 52 for Verifying the IRC details.

Reset the IRC

Be sure to generate the EOD (*generate at each station if necessary*) before turning the IRC OFF.

When turning the IRC OFF, you will see the information dialog:

INFORMATION

SALES DATA IS EXIST BEFORE THE IRC MODE. EXIST SALES DATA WILL BE DELETE.

DO YOU WANT TO CONTINUE?

YES NO

Select **YES** to continue. Refer to page 52 for Resetting the IRC details.

PING IRC System

Bring a laptop onsite, connect to the same switch, start the PING on all terminals continuously to see which station drops packets or has slow response. If you haven't already, reboot the gateway (typically router/firewall) too.

Refer to page 53 for details about how to PING the IRC System.

Continuous ping test from a laptop (wired) to all 3 terminals same time all day to see if there are drops.

- ping -t 172.16.1.252 >> c:\temp\ping_log.txt
- ping -t 172.16.1.250 >> c:\temp\ping_log.txt
- ping -t 172.16.1.244 >> c:\temp\ping_log.txt

Uninstall\ Reinstall Sam4POS

In some cases resetting the IRC does not resolve the issue at the station getting the IRC error message and it may be necessary to uninstall then reinstall the Sam4POS application. The Logs and License file will not be lost but be sure you have a current backup of the database before performing the uninstall procedure. You will need to reinstall Sam4POS and Restore the Database after performing this operation.

- Generate EOD
- Backup current Database (*May want to backup each station.*)
- **Program Mode > System > Database > Database Backup**
- Uninstall Sam4POS – Reinstall Sam4POS (*See page 56 for this procedure.*)
- Restore Database (*See page 69 for the Restore Database procedure.*)

Fail To Connect IRC!

ERROR MESSAGE #183

FAIL TO CONNECT IRC! PLEASE CHECK THE MAIN TERMINAL NETWORK CONNECTION. IF YOU WANT TO INACTIVATE THE IRC MODE, CLICK "INACTIVE" BUTTON.



This indicates that the station lost connection to the POS-Main terminal.

- Select **YES** to reactivate the IRC, check Network & Revenue/Terminal & Networks settings on all terminals.
- You can also choose **INACTIVATE** to not reconnect to the PLO-Main, then go to Program Mode > Network & Revenue > Terminal & Network and turn the IRC OFF.

If the station fails to connect:

- Swap out cables, switch, turn off IRC at Satellite, delete satellite from POS Main, turn on IRC at satellite.
- Check Android settings, turn off WiFi, turn on Ethernet Activate IRC at Satellite in Terminal & Network.

When the LAN cable is removed, a notification indicating “IRC is Inactive; Activate IRC Mode” displays.

- Select **YES**, then ring a test transaction. If it is OK, go to Program Mode > Network & Revenue > Terminal & Network, then Plug the LAN cable back in while on the Terminal and Network screen. The notification “Activate IRC Mode” displays. Select **YES**, the terminal should synchronize.

Not Connect To Network

Went to Terminal & Network - tried turning IRC OFF - error: 'Main Terminal Cannot Turn Off The IRC Mode'. Pressed Release Main & got error: 'Not connect To The Network, Please Check Your Network Connection.

- Make sure the LAN cable is connected to the station and the system switch.
- Delete any/all satellite stations listed on the Terminal & Network screen, then press Release Main.
- Then try setting up IRC again.

ERROR MESSAGE #187

NOT CONNECT TO THE NETWORK! PLEASE CHECK YOUR NETWORK CONNECTION.
IF YOU WANT TO INACTIVATE THE IRC MODE, CLICK “INACTIVE” BUTTON.

ERROR MESSAGE #188

NOT CONNECT TO THE NETWORK! PLEASE CHECK YOUR NETWORK CONNECTION.

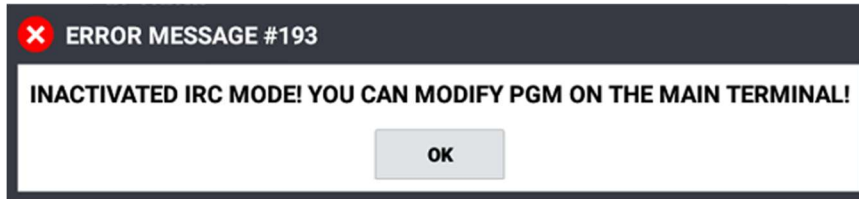
Message received when attempting to set the Station as the MAIN.

- Verify there is a LAN cable connected to the station. Check the **Terminal & Network** settings, verify the station has an **IP Address**. If the station doesn't have an IP Address, Check the Wireless & Network settings. Verify WiFi is OFF and Ethernet is ON.

Inactivated IRC Mode!

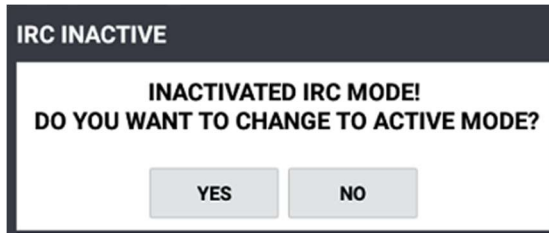
ERROR MESSAGE #193

INACTIVATED IRC MODE! YOU CAN MODIFY THE PROGRAM ON THE MAIN TERMINAL!



This error results when attempting to edit programming at an inactive satellite station.

When you **ACTIVATE** the satellite station, it will attempt to Synchronize with the main terminal, the notification **INACTIVATED IRC MODE! DO YOU WANT TO CHANGE TO ACTIVE MODE?** displays.



- Press **YES** to set the satellite station active again. The station will Synchronize with the Main Terminal, the terminal will initialize and load to the main sign on screen.
- Pressing **NO** will exit the dialog and not activate the IRC for the station.

ERROR MESSAGE # 194

INACTIVATED IRC MODE! YOU CANNOT USE THE CHECK OPERATION

ERROR MESSAGE #247

INACTIVATED IRC MODE! YOU CANNOT USE THE CLERK INTERRUPT

- Select **NO** to not activate the IRC
- Turn **OFF IRC** on Satellite station - OS Reload on POS-Main.
- In Android Settings, make sure **Wi-Fi** is **OFF** and turn **Ethernet ON** (DHCP).
- Verify the IRC – Refer to page 13 for details.

Terminal IRC Messages

ERROR MESSAGE #190

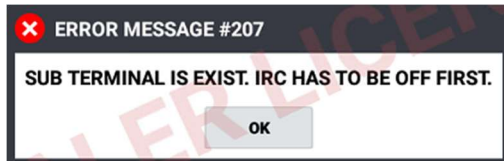
MAIN TERMINAL CANNOT TURN OFF THE IRC MODE

Need to press the 'Release Main' button on the POS-Main terminal to turn off the IRC.

- Turn the IRC OFF at all Satellite stations, then delete any/all satellite stations at the POS-Main before pressing the Release Main button.

ERROR MESSAGE #207

SUB TERMINAL IS EXIST. IRC HAS TO BE OFF FIRST



This error is received when the RELEASE MAIN button is pressed while there are active terminals in the IRC list.

- Turn the IRC OFF at all Satellite stations, then delete any/all satellite stations at the POS-Main before pressing the Release Main button.

ERROR MESSAGE #217

TERMINAL IN USE CANNOT BE DELETED. IF YOU WANT TO DELETE, TURN OFF THE IRC MODE.

Additional IRC Errors

ERROR MESSAGE #189

CHECK IRC DEVICE

ERROR MESSAGE #219

IF THE IRC MODE IS ON CANNOT CHANGE STORE NAME.

PLEASE TURN OFF THE IRC MODE THEN CHANGE THE STORE NAME



ERROR MESSAGE #239

TURN OFF THE IRC MODE!

Data Creation Fail

Troubleshooting Data Creation Fail

Data Creation Fail Error indicates that Sam4POS cannot write to the Database. Most common causes for this are:

- IRC Issues: Satellite station(s) and the POS-MAIN cannot communicate
- Terminals are Offline or out of Sync
- Database or Reports have become corrupted

Some Data Creation Fail issues have been addressed in current firmware. Refer to the Sam4POS Version History documentation for details.

- Check LAN\Ethernet Cables & Ethernet Setting
- Verify the IRC
- Reset the IRC
- Delete IRC Sync Data
- Uninstall & Reinstall Sam4POS

LAN\Ethernet Cable & Ethernet Settings

- Verify LAN\Ethernet cable connected, no loose connections on either end of cable.
(Always want to use ethernet for IRC.)
- ECR shows connection light on LAN port, Cable connected to switch shows connection light.
- Verify WiFi is turned **OFF** at all stations.
Program Mode > System > Settings > Wireless & Networks: WiFi = OFF
- Verify the Ethernet settings are correct. (DHCP recommended if switch connects to router.)
Program Mode > System > Settings > Wireless & Networks > Ethernet: Ethernet Setting = ON & set for DHCP
- Reboot equipment: Router \ Switch \ Terminals

Verify the IRC

From POS-Main Go to: **Program Mode > Network & Revenue > Terminal & Network**

- Do all stations show Green?
- At the POS-Main; Delete all satellite terminals, press **Refresh**
- Do all stations still populate the list and Show Green?
 - If **Yes**; Press **Sync Data**
- If the station(s) shows Red – Unavailable?
 - Check: Cables \ Switch \ Router \ Network Settings (DHCP?)
 - Reboot: Terminals \ Switch \ Router
 - Connect Main with Satellite station using crossover cable & Static IP at stations.
- If OK, reconnect to router Set Ethernet back to DHCP – test again.

Reset the IRC

Be sure to generate the EOD (*generate at each station if necessary*) before turning the IRC OFF.

When turning the IRC OFF, you will see the information dialog:

INFORMATION

SALES DATA IS EXIST BEFORE THE IRC MODE. EXIST SALES DATA WILL BE DELETE.

DO YOU WANT TO CONTINUE?

YES NO

Select **YES** to continue. Refer to page 44 for Resetting the IRC details.

PING IRC System

Bring a laptop onsite, connect to the same switch, start the PING on all terminals continuously to see which station drops packets or has slow response. If you haven't already, reboot the gateway (typically router/firewall) too.

Refer to page 53 for details about how to PING the IRC System.

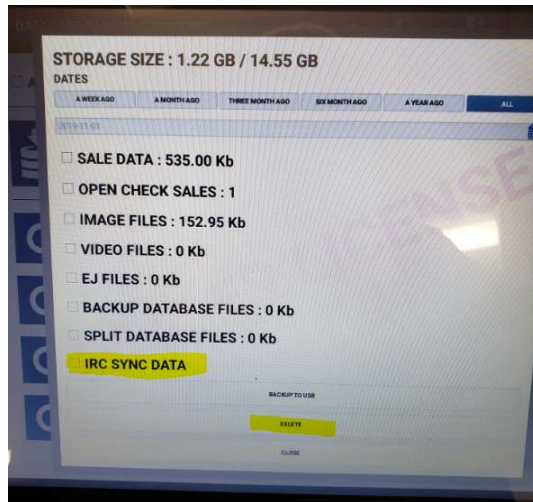
Continuous ping test from a laptop (wired) to all 3 terminals same time all day to see if there are drops

- ping -t 172.16.1.252 >>> c:\temp\ping_log.txt
- ping -t 172.16.1.250 >>> c:\temp\ping_log.txt
- ping -t 172.16.1.244 >>> c:\temp\ping_log.txt

Delete IRC Sync Data

After verifying the LAN, Ethernet settings and IRC are correct we will Turn OFF\ON the IRC and perform the Sync Data operation.

1. At each **Satellite Terminal**
 - a. Sign in as the system admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
 - b. **Program mode > Network & Revenue > Terminal & Network**
 - c. Turn the **IRC OFF** at each station
2. At the **POS-Main Terminal**
 - a. Sign in as the system admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
 - b. **Program mode > Network & Revenue > Terminal & Network**
 - c. **Release Main** to Turn OFF the IRC
3. At **ALL Terminals**
 - a. Sign in as the system admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
 - b. **Program mode > SYSTEM > DATABASE > STORAGE MANAGEMENT > IRC SYNC DATA**
 - c. Select **DATES = ALL**; Press **DELETE** button



4. At **ALL Terminals** Setup the IRC again. **Program mode > Network & Revenue > Terminal & Network**
 - a. At the POS-Main station press the **Set To Main** button.
 - b. At the Satellite stations turn the **IRC ON**. (*Satellite stations will sync with POS-Main & Reboot.*)
 - c. **Sign ON** to station; Register sale at each station to test.

Uninstall \ Reinstall Sam4POS

If the LAN, Ethernet settings, resetting the IRC & Sync Data does not resolve the Data Creation Fail, we would Uninstall & Reinstall the Sam4POS application at the station getting the Data Creation Fail message. See page 56.

- Generate EOD
- Backup current Database (*May want to backup each station.*)
 - **Program Mode > System > Database > Database Backup** (*Saves reporting with database.*)
 - **Program Mode > System > Program Backup & Restore > .CSV Backup** (*Saves database only.*)
- Uninstall Sam4POS – Reinstall Sam4POS (*See page 56 for procedure.*)
- Restore Database (*See page 69 for procedure.*)
- Some Data Creation Fail issues have been addressed in current firmware. Refer to the Sam4POS Version History documentation for details.

Database Split Errors

Sale Data Split

Split Database automatically occurs when generating the EOD and the Sales Data Size limit as set in the System Option programming is reached. The default Sale Data Split setting is 30MB.

Important! If there are any OPEN CHECKS in the system, the Split Database will not perform.

- Close all open checks then use Storage Management to see if there is any open check sales remaining. Delete the open check sales from the storage management screen if necessary.
- It may be necessary to split the database manually.
 - Generate the EOD report.
 - Sign On as the System Admin (*default is 4 5 6 8 5 3 2 7 5 3 9 5 1*).
 - Go to: ***Program Mode > System > Database > Storage Management***
 - **Delete: Open Check Sales**
 - Go to: ***Program Mode > System > Database > Sale Data Split***

Database Split Notes:

Android OS cannot allow access normally by anyone on each APK internal space. The internal storage of an Android app is a dedicated space for the app, a secure area inaccessible to other apps or direct user access.

Security: The system protects files in the internal storage, and they cannot be accessed by typical file explorers.

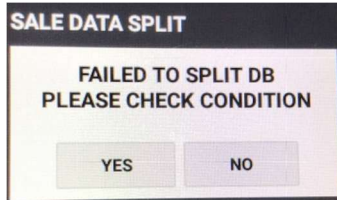
As you know, SAM4POS provides functions to back up the DB or to split the DB.

("DATABASE BACKUP" – can backup Split DB, "STORAGE MANAGEMENT" – can erase Split DB.)

Failed To Split DB

Please Check Condition

There was a bug that caused the split DB issue, this bug was causing the register to check IRC or internet. This issue was fixed with v2.0.162.

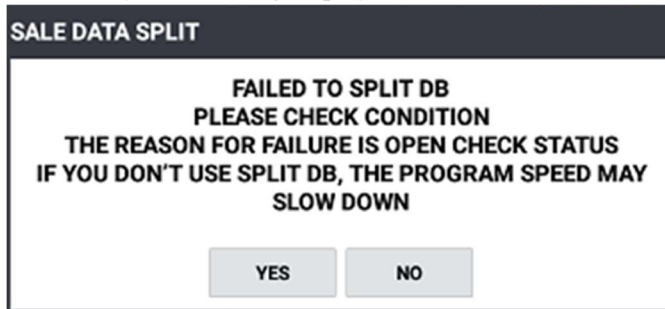


- To get around this issue, connect the Sam4POS System to the internet; Ethernet (LAN) or WiFi should allow it to run. Otherwise upgrade to current firmware (*v2.0.162 or later*).

Reason For Failure

Indicates within the error notification message what is causing the Sale Data Split failure.

- The reason why this warning displays is that there is data that has not completed the EOD.



- In the case above, you can clear the Open Check Sales in storage management at all stations.
- Then generate another EOD.

If you restore a backed-up DB, you must turn off TERMINAL in the EOD FILTERS to check the data from the previous terminal. (*This is because the backed-up DB contains DATA for the previous terminal.*)

After the EOD is generated, the SPLIT DB occurs normally.

Corrupt Database

It is possible that the Database is corrupt and causing the Sale Data Split failure as well.

- You can attempt the Sale Data Split operation or delete Sale Data from Storage Management.

Cannot Manually Generate Sale Data Split.

- Use Storage Management to delete Open Check Sales, Open Sales Data, IRC Sync Data, etc.
- Generate EOD then Turn IRC OFF at all satellite stations
- Delete Satellite stations from POS-Main - Release Main
- Set To Main - Turn IRC ON at Satellite stations.
- Do not reboot the terminals if the size of the DB is very big, (large databases can take about 4 to 5 hours to complete the EOD). When the EOD is completed, the database split will proceed normally.

Database Not Splitting

If the Database is not splitting and you have verified there are no open checks in the system or you have backed up the Database on a terminal that has not finished the END OF DAY and then restored it to another terminal; The following process is required for the EOD of the previous terminal.

End Of Day

1. Go to: **END OF DAY > FILTERS > TERMINAL**

END OF DAY > FILTERS > TERMINAL

TOTAL

GENERATE

FILTERS

TERMINAL: NOT USED

EMPLOYEE: ALL

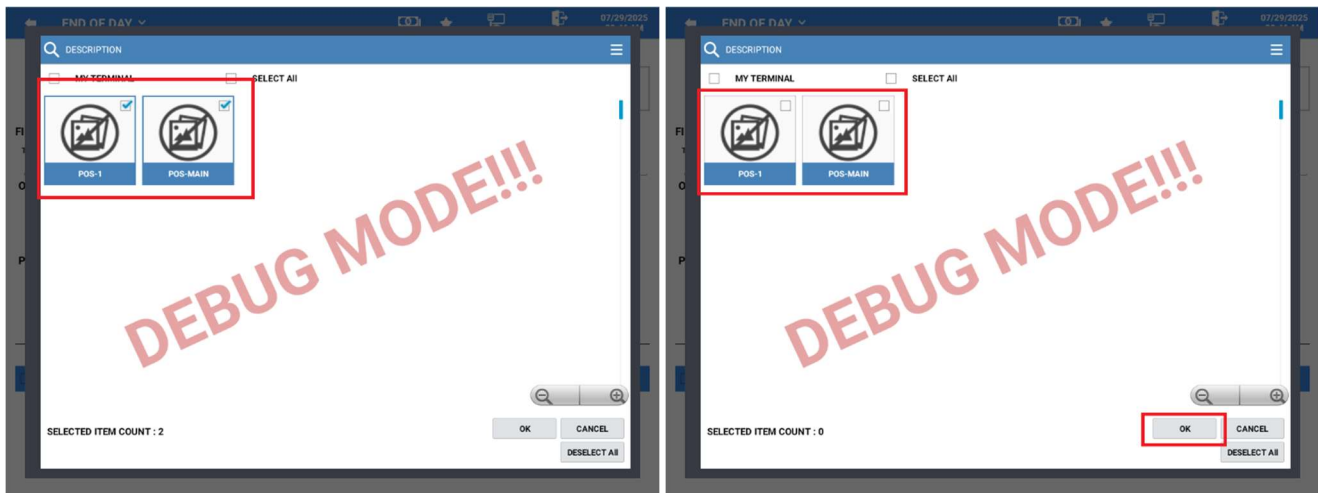
OPTIONS

PRINT REPORTS

DATE	COUNT	TOTAL	TYPE
------	-------	-------	------



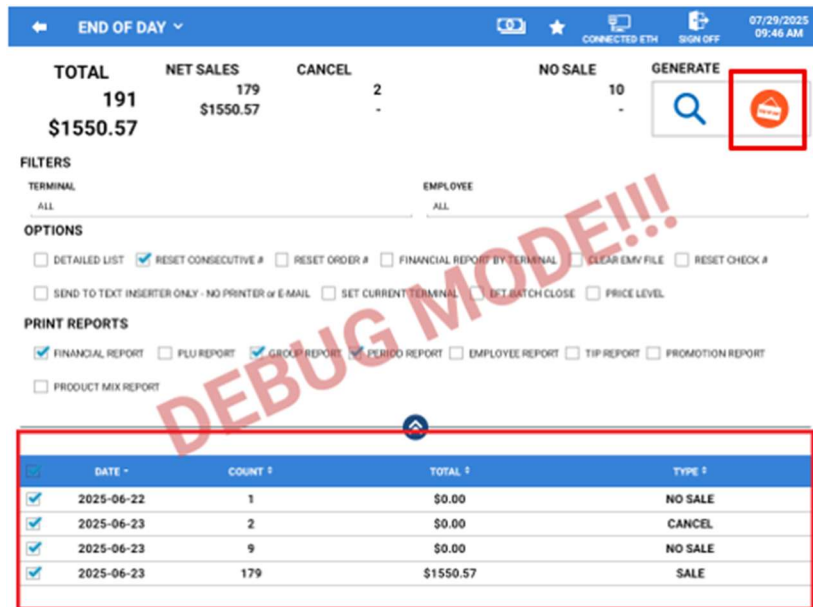
2. Unselect all terminals; Touch the **SELECT ALL** twice or until all stations are not selected.

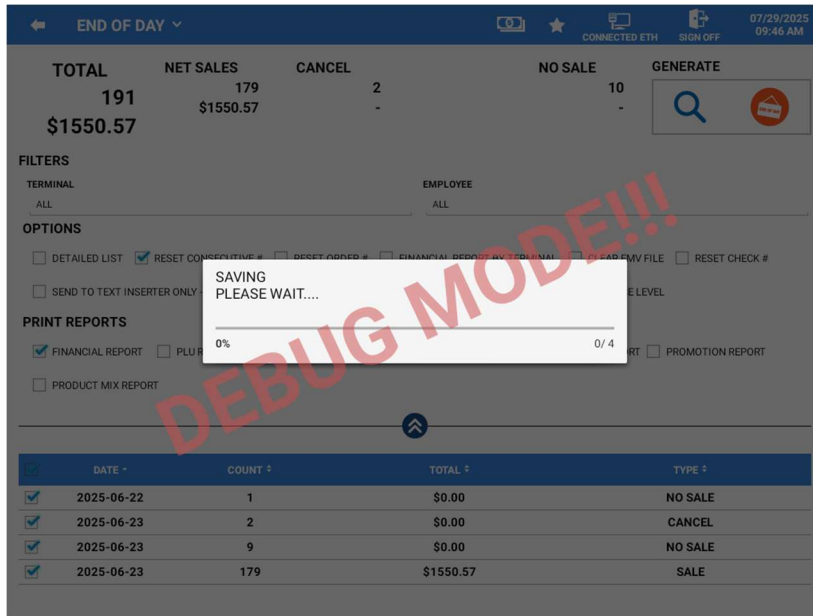


3. Touch the **OK** button when all the check marks for all stations are removed as shown in the picture.
4. **TERMINAL = ALL** and turn off/uncheck the “**SET CURRENT TERMINAL**” option.
5. Click the **Search Button** to load the unfinished **EOD** list as shown in the picture.

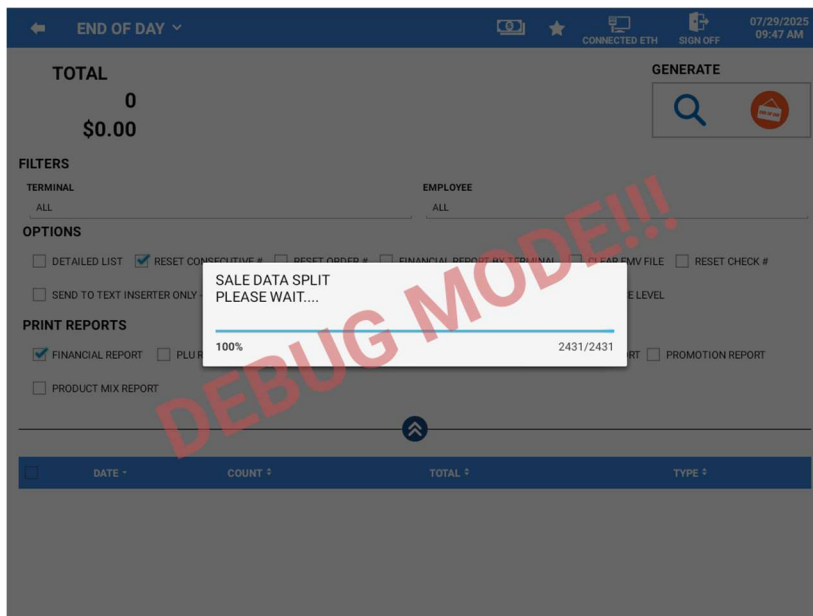


- You will see the list of all unfinished **EOD** list as shown in the picture. Touch the **Generate** button to generate the selected EOD's.





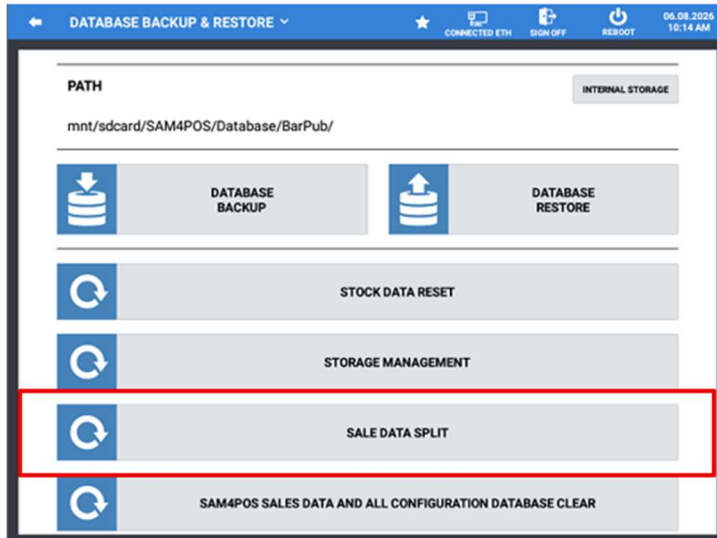
7. After that, when EOD generates, the Split DB occurs normally.



Manually Generate Split Database

If you need to manually perform the Sale Data Split you will need to sign on using the ADMIN Sing-On code.

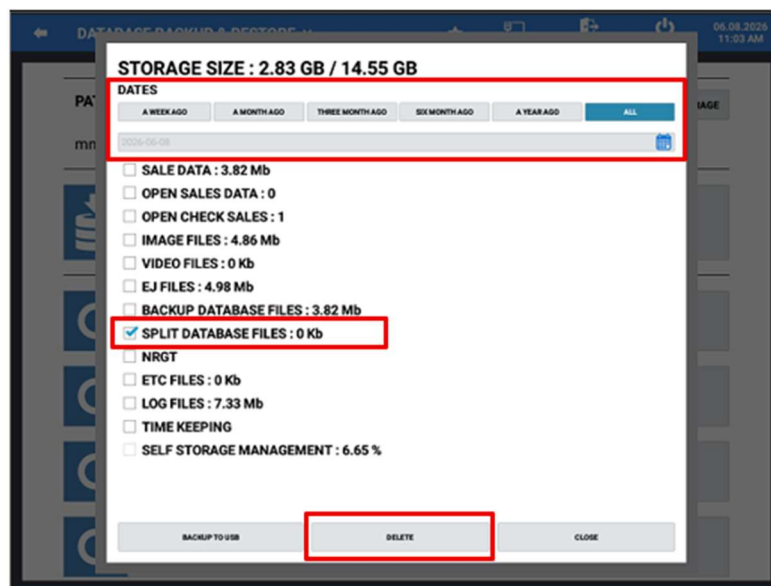
1. Generate the **End Of Day**.
2. **Sign OFF** the current employee and **Sign On** using the **ADMIN** sign on code.
3. Go to: **Program Mode > System > Database > SALES DATA SPLIT**.



Manually Delete Split Database Files

If you need to delete Split Database Files from memory storage you will need to sign on to the station using the ADMIN sign on code.

1. Sign OFF the current employee and **Sign On** using the **ADMIN** sign on code.
2. Go to: **Program Mode > System > Database > Storage Management**.
3. Choose the appropriate **DATES** selection.
4. Select **SPLIT DATABASE FILES** from the menu selections.
5. Then **Touch** the **DELETE** button.



Unreachable Terminal

Generating EOD

Generating an EOD report clears the current data on the terminal and updates the report data, this operation must be performed daily. If the manually generated EOD fails, you will see the **Unreachable Terminal Check Network Status** error message.

- Verify the IRC is setup and all stations are communicating. See page 52 for details.

The End Of Day reporting can be set to automatically generate at a specified time on specific days to ensure it is generated daily. Reports will be printed and emailed as defined in the **End Of Day (EOD)** screen the same as if they were executed from the EOD screen.

For Auto EOD to work correctly in an IRC environment, all terminals must be connected to the network. If a SUB terminal is OFF or has an unstable network connection, the **“Synchronizing Please Wait...”** message appears. This message appears when EOD checks the connection status of the SUB terminals during execution. If a SUB terminal is OFF or the network is unstable, the system waits for a response and the “Synchronizing Please Wait...” message displays. If Auto EOD fails, it retries again every time an employee logs on.

- Beginning at v2.0.213, if the Auto EOD fails, we print the message to the receipt printer **Auto EOD Sync Failed, Unreachable Terminal(s): and which terminal failed.**



Running Slow

EOD Running Slow:

The EOD should be generated every day. In some cases the terminals operate normally but the EOD report runs slower than normal. This can happen if the terminal is the only station in a system but is set as the Main station – (POS-Main & IRC on).

Program Mode > Network & Revenue > Terminal & Network

The Sam4POS terminal should only be set as the MAIN if there is more than one station connected in an IRC system. If the standalone station is set as the Main, press Release Main and reports should run fine.

Reports Running Slow

Data Sync issue can cause slow response when generating reports in Sam4pos. Sam4s added a DB Integrity Verification function at v2.0.98 to Sync the Open Sale Data whenever the user enters the Report Mode or EOD or uses List Paid. However when the DB to sub-terminal is overridden un-synched open sale data is included which can cause the terminal to be slow to check the DB Integrity Verification when generating reports.

In v2.0.98 Sam4s added the ability to manually clear out Open Sales Data from the Storage Management screen to allow manually deleting the un-synched open sale data, see Storage Management on page 76.

Please upgrade the terminals to v2.0.98 or later firmware, then delete the Open Sales Data.

Beginning at v2.0.146 the Open Sales Data will be reset when the EOD is generated.

Troubleshooting Steps:

- ***Verify IRC:***
All Stations available In IRC & can communicate OK. See page 44 for details.
- ***Close Open Checks → Sync Data → Generate EOD:***
EOD needs to be generated daily.
- ***Use Storage Management to Delete:***
Refer to the “Storage Management” chapter on page 76 for details.
 - ***IRC Sync Data***
See page 28 for this operation.
 - ***Open Sales Data***
See page 29 for this operation.
Beginning at v2.0.146 the Open Sales Data will be reset when the EOD is generated.
- ***If necessary, Delete files from internal storage***
See the chapter “Deleting Files From Internal Storage” on page 83 for details.

Verify the IRC

From POS-Main Go to: **Program Mode > Network & Revenue > Terminal & Network**

- Do all stations show Green?
- At the POS-Main; Delete all satellite terminals, press **Refresh**
- Do all stations still populate the list and Show Green?
 - If **Yes**; Press **Sync Data**
- If the station(s) shows Red – Unavailable?
 - Check: Cables \ Switch \ Router \ Network Settings (DHCP?)
 - Reboot: Terminals \ Switch \ Router
 - Connect Main with Satellite station using crossover cable & Static IP at stations.
- If OK, reconnect to router Set Ethernet back to DHCP – test again.

Reset the IRC

Be sure to generate the EOD (*generate at each station if necessary*) before turning the IRC OFF.

When turning the IRC OFF, you will see the information dialog:

INFORMATION

SALES DATA IS EXIST BEFORE THE IRC MODE. EXIST SALES DATA WILL BE DELETE.

DO YOU WANT TO CONTINUE?

YES NO

Select **YES** to continue. Refer to page 44 for Resetting the IRC details.

PING the IRC System

Bring a laptop onsite, connect to the same switch, start the PING on all terminals continuously to see which station drops packets or has slow response. If you haven't already, reboot the gateway (typically router/firewall) too.

Refer to page 44 for details about how to PING the IRC System.

Delete IRC Sync Data

Delete the IRC Sync Data when having trouble with Database Sync Issues. We can check the Storage Management to see if there may be IRC Sync Data in the terminal and if there is, delete the IRC Sync Data.

1. At each **Satellite Terminal**
 - a. Sign in as the system admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
 - b. Go to: **Program mode > Network & Revenue > Terminal & Network**
 - c. Turn **IRC OFF** on the My Terminal Info header bar at each satellite station.
2. At the **POS-Main Terminal**
 - a. Sign in as the system admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
 - b. Go to: **Program mode > Network & Revenue > Terminal & Network**
 - c. Press **Release Main** at the bottom of the My Terminal Info header column to turn **IRC OFF**.
3. At **ALL Terminals**
 - a. Sign in as the system admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
 - b. **Program mode > SYSTEM > DATABASE > STORAGE MANAGEMENT > IRC SYNC DATA**
 - c. Select **DATES = ALL**; Press **DELETE** button.
4. At **ALL Terminals** Setup the IRC again. **Program mode > Network & Revenue > Terminal & Network**
 - a. At the POS-Main station press **Set To Main**
 - b. At the Satellite stations turn the **IRC ON**. (Satellite stations will sync with POS-Main & Reboot.)
 - c. Sign ON and register sales at each station to test.

Delete Opens Sales Data

Make sure the terminals are on current firmware (*v2.0.98 or later*), then delete the Open Sales Data. Beginning at v2.0.146 the Open Sales Data will be reset when the EOD is generated.

1. Log on with the System Admin Password (*4 5 6 8 5 2 7 5 3 9 5 1*).
2. Move to: **Program Mode > Network & Revenue > TERMINAL & NETWORK**
 - Press the **SYNC DATA** button.
3. Go to: **Program Mode > System > Database > STORAGE MANAGEMENT**
 - Set **DATES** selection to **ALL**
4. Select the **OPEN SALES DATA**
 - Press the **DELETE** button.
5. Move to: **Program Mode > Network & Revenue > TERMINAL & NETWORK**
 - Press the **SYNC DATA** button.
6. After the Sync Data is complete check the **STORAGE MANAGEMENT > OPEN SALES DATA** at all stations again.
 - If the **OPEN SALES DATA** is still not zero, Repeat steps 3 ~ 8.

Terminal Running Slow

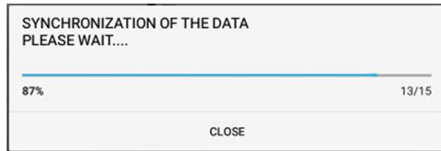
There are many issues that can affect the speed of operation of the terminal\system and cause the terminal\system to slow down. Verify these settings.

Not generating the EOD every day can cause the terminal\system to slow down. Generating the EOD report will clear the current data on the terminal and update the report data. This operation can be set up to automatically generate as well. Report totals are not deleted only the current data (since last EOD) is cleared.

- **The EOD should be Performed daily.** The Sam4POS will perform an automatic sales data split when the EOD is performed. The Sales Data Split is performed to speed up normal transaction speed by making the working DB smaller, not necessarily the EOD process. The working DB is split when the DB size gets over the System Option setting: Sale Data Split Size (MB), 30MB is the default setting. However, if there are open checks in the system the Sales Data will not split. This can potentially cause the system to slow down.
- **Close any open checks and/or delete the Open Check Sales.** If there are open checks in the system, the Sales Data will not split. This can potentially cause the system to slow down. Use the Storage Management to delete open checks not needed or checks that cannot be closed.
- **SALE DATA SPLIT SIZE (MB)** Set the database size in Megabytes from 0 – 99 (default is 30 MB) that will trigger the database split operation when the EOD is generated.
 - All Open Checks must be closed before performing the ‘Sale Data Split’ operation.
 - Sale Data will not split with open checks in the system.
- **The Device Self-Storage Management** feature was added at v2.0.147 to allow merchants more control over how much data is held (saved / stored) on the terminal. You can enable the Device Self-Storage Management to reduce the amount of data stored on the terminal. Refer to the ‘Device Self-Storage Management’ chapter on page 78 for details.
- **Promotions like Mix & Match** can cause speed issues as the PLUs are constantly having to be scanned to verify if there are promotions associated with them. If they are not using promotions you can set the General Option: Promotion Refresh to NONE.
- **If the Report Option: EJ Report is enabled**, make sure the EJ Report Path is set to USB and not to Internal Storage – If Auto backups are setup and they are sending to the internal storage, the terminals memory will fill up causing the terminal\system to slow down.
- **Verify the APK version** they are running as if they are extremely old, there were issues with logs files filling up storage space and causing issues. Update the terminal(s) to the current Sam4POS APK version.

Stations In IRC

In Sam4POS after each sale is completed the data from that sale is then synced to all the other terminals in the network. This happens extremely fast and is usually behind the scenes (user would never notice). If all terminals are not available then the user may see a message popup Synchronization Of The Data: Please Wait . . .



Synchronization Of Data

All terminals configured in the system must be available for the Synchronization of the Data to operate properly.

- Verify that POS-Main in TERMINAL & NETWORK only shows terminals that are actually connected in the network and have the IRC turned ON.
 - o Delete any terminal that is not actually in the network
 - o All terminals that are in the network must be powered ON
 - o Check the network stability, verify communication with all stations in the system.
 - o Check STORAGE MANAGEMENT
 - IRC SYNC data (should be 0 at all terminals)
 - Delete Open Sales Data
- Verify Device Setting\Mapping, ensure only devices connected & being used are created & mapped.
 - o Delete any device not actually used in network.
 - o Delete Duplicate devices not in network.

Data Sync issues can cause slow response when generating reports in Sam4POS.

- Beginning at v2.0.146 the Open Sales Data will be reset when the EOD is generated.
- At v2.0.98 Sam4s added a DB Integrity Verification function to Sync the Open Sale Data whenever the user enters the Report Mode or EOD or uses List Paid. However when the DB to sub-terminal is overridden un-synced open sale data is included which can cause the terminal to be slow to check the DB Integrity Verification when generating reports.
- In v2.0.98 Sam4s added the ability to manually clear out Open Sales Data from the Storage Management screen to allow manually deleting the un-synced open sale data.

Promotions

Promotions can cause speed issues in an IRC system as the PLUs are constantly having to be scanned to verify if there are promotions associated with them.

If they are not using promotions you should set the:

Options > Options > General Option: Promotion Refresh to NONE.

If they are using promotions you can set the:

Options > Options > General Option: Promotion Refresh to PROMOTION REFRESH NEED SUBTOTAL.

Close Open Checks

If the terminal seems to be running slow and there are open checks in the system, Close all open checks in the system, Sync Data, run EOD Reports.

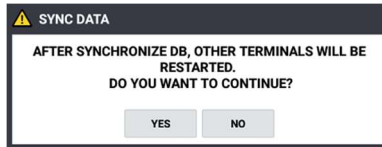
1. Use the **List Paid** key to view and open checks in the system.
2. Select a check in the list, **OPEN** the check, then tender the check.
3. Repeat the process for all open checks in the system.

Note: You can also clear 'Open Check Sales' and other areas from the Storage Management. Use this operation if the checks are no longer valid in the system.

Sync Data

After all checks are closed in an IRC system, you will want to Sync Data.

1. At the **POS-Main** station, go to the **Program Mode > Network & Revenue > Terminal & Network** (“**P**” position on the SAP-630)
2. Press the **SYNC DATA** button.
 - The **Sync Data** notification displays.



- All data will synchronize to all station in the IRC
- At the POS-Main, the **List Of Synchronized Terminals** is displayed.

Generate EOD

When all open checks are closed and the Synch Data operation has been performed, generate the EOD report.

1. Go to the **EOD** mode, **Generate the EOD** report list, press the **End Of Day** icon to generate the reports. (“**Z**” position on SAP-630)
2. The selected reports will print and current totals will be cleared. If the working DB size is over the System Option setting: Sale Data Split Size (MB), 30MB is the default setting., the database will be split.

Storage Management

Use the Storage Management to delete old, no longer needed, data. See page 76 for details.

1. Sign ON the terminal as the System Admin (**4 5 6 8 5 2 7 5 3 9 5 1**).
2. Go to: **Program Mode > System > Database > STORAGE MANAGEMENT:**
3. Set the **DATES** selection as desired.
 - **IRC SYNC Data:** If shown, this should be 0 (zero) at all terminals.
 - **Open Sales Data:** Delete this file if any value other than 0 (zero) appears.
 - **Open Check Sales:** Delete this file if any value other than 0 (zero) appears.
 - **ETC Files:** Delete this file if any value other than 0 (zero) appears.
 - **Log Files:** (deleting this file will delete the last 10 days log files saved for troubleshooting)
 - **Backup Database Files:** Any Database Backup files saved to internal storage will be deleted.
 - **EJ Files:** (Electronic Journal data files will be deleted)

Device Self-Storage Management

Note: The Device Self-Storage Management feature was added at v2.0.147 to allow merchants more control over how much data is held (*saved / stored*) on the terminal. You can enable Device Self-Storage Management to reduce the amount of data stored on the terminal.

Refer to the 'Device Self-Storage Management' chapter on page 78 for details.

Deleting Files From Internal Memory

If Sam4POS is set to send the EJ Report, Auto Database Backup to internal storage or Log Backup is routinely sent to internal storage, the Sam4pos may start to slow down over time as the internal storage fills up. We can delete these log files manually.

Refer to page 83 for the procedure to "Delete Files From Internal Memory".

Storage Errors

Over Storage Threshold

When the storage threshold is reached, the STORAGE THRESHOLD notification displays on the main sign on screen when employee signs off.



Check the setting in Options/Options/System Options(Etc.): STORAGE THRESHOLD %. The Default setting is 80%, this setting can be reset to any value from 0 to 100.

When the error is displayed, the dealer will need to figure out what is using up the memory and resolve it.

The Usual culprits are:

- Backing up the Database every day to internal storage
- Log Backup repeatedly saved to internal storage
- Storing EJ Report data to internal storage
- Not generating EOD every day

Generate EOD – Make sure there are no open checks in the system, then Generate the EOD.

If there are open checks when generating the EOD reports, the DB will not be split and will eventually reach the storage threshold.

Storage Management – Use Storage Management to Delete old historical sales data.

Refer to the “Storage Management” chapter on page 76 for details about managing storage.

Automatic Backup – Turn *off* Automatic Backup of the Database to Internal Storage if it is set.

Program Mode > System > Database: Automatic Backup. (*Not checked.*)

If you do choose to use this feature, be certain to also check the option to Overwrite New Database.

This will replace the previous backup with the new backup.

Log Backup – Do Not save the Log Backup to Internal Storage.

If you want to save Log & Database data, save it to a USB flash drive or to your FTP server.

Internal Memory – Delete files from Internal Memory.

Refer to the “Delete Files From Internal Memory” chapter on page 83 for details.

Device Self-Storage Management – Enable and set the Self-Storage Management Data Size.

Refer to the ‘Device Self-Storage Management’ chapter on page 78 for details.

The Device Self-Storage Management feature was added at v2.0.147 to allow merchants more control over how much data is held (*saved / stored*) on the terminal. You can enable the Device Self-Storage Management to reduce the amount of data stored on the terminal.

Storage Space Running Out

Storage Space Is Not Enough

(Added at v2.0.121) When the Sam4POS detects that the storage is over 90% the warning message: ***‘STORAGE SPACE RUNNING OUT: Storage Space is Not Enough Please Check Your Storage’*** will appear. This warning will continue to appear until there is space in the storage and the sale operation will not be available.

There are two action buttons in the STORAGE SPACE RUNNING OUT warning message dialog.

DELETE MANUAL – Will send you to the Storage Management Screen to delete old storage data.

NO – Will clear the screen but the operator will continue to see the Error Message #287.

Perform each of the steps below until the issue is resolved.

1. Choose **DELETE MANUAL** to delete old storage data or sign on as ADMIN to delete **Storage Management**. Refer to the “Storage Management” chapter on page 76 for details.
 - **Open Sales Data**
 - **Log Files**
 - **ETC Files**
 - **IRC Sync Data**

Note: The **Split DB** file is located in the Storage Management and is used to check previous/historical reports, it is necessary to have it on each terminal.

Do Not Delete this file unless you are sure you do not need historical report data.

2. **Delete Files From Internal Memory:**

Refer to the “Deleting Files From Internal Memory” chapter on page 83 for details.

- **Log.zip** (if this file appears, delete it)
- **\Log**
- **\VerboseLog**
- **\Database**
- **\Program**

3. **Uninstall\Reinstall Sam4POS**

Refer to the “Uninstall \ Reinstall Sam4POS” chapter on page 56 for details.

4. **Possible Hardware\RAM issue**

- Open the case and **Reseat the M.2 SSD** and RAM (SAP-6600II). If the issue persists it is likely a hardware issue, possibly the M.2 SSD storage on SAP-6600II.
 - Swap out the **M.2 SSD (SAP-6600II)** create the **M.2 Disk Partition & Reinstall OS** (SAP-6600II) See the YouTube Video for this procedure.
- **SAP-6600 – How To Create M.2 SSD Disk Partition and Install Android OS**
<https://youtu.be/vwS1bIH1UGY>
- The SAP-630 has 16 GB eMMC storage, it could be the storage is Full. Check Storage Size & use Storage Management to delete data as necessary. You can also delete data on Internal Storage.

5. **Factory Data Reset**

Refer to the “Factory Data Reset” chapter on page 85 for details.

Terminal Locked Up

Overview

If the terminal boots up and launches the Sam4POS application, but appears to be locked up, not responding, here are some things to look for.

Identify The Issue:

The Sam4POS application launches to the main sign on screen but you cannot sign on, touch is not responsive.

- **Cannot Sign On**, doesn't seem to respond to touch.
See 'Verify Internal Clock' on page 37.

A station in a system can get hung up on Initializing or Synchronizing if it is not being seen on the IRC or if the application has become corrupt. If you are experiencing this issue, follow the steps below to resolve the issue.

- **Sam4POS fails to start Hung** on 'Database Initialization' screen or 'Synchronization Of The Data' and/or 'Synchronizing Please Wait'.
See 'Stuck On Initializing' on page 38.

When the terminal is rebooted, it gets hung up on a black Screen with Android text in white.

- **Hung up on black Android Screen**, Sam4POS application doesn't load.
See 'Hung on Android Screen' on page 43.

If a notification appears indicating that Sam4POS has stopped responding. Do you want to close it?

- **Notification Sam4POS isn't responding**. Do you want to close it? WAIT OK.
See 'APP Not Responding' on page 39.

Attempt to sign on results in Employee Not Found error.

- The terminal boots up and launches the Sam4POS application, but you Cannot Sign On Employee – **Employee Not Found error**.
Refer to 'Sam4POS Corrupt' on page 40.

When you attempt to sign on you get a notification message: Main Terminal Is Existed.

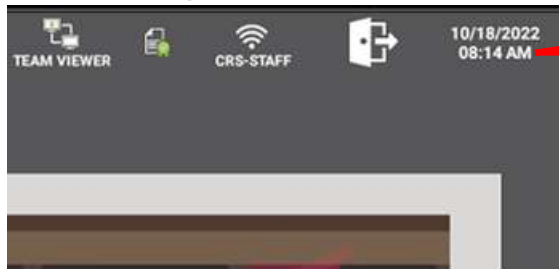
- **Main Terminal Is Existed**. Which Terminal Do You Want To Use Main Terminal?
Refer to 'Multiple Main Terminals' on page 41.

Terminal keeps rebooting when powered on.

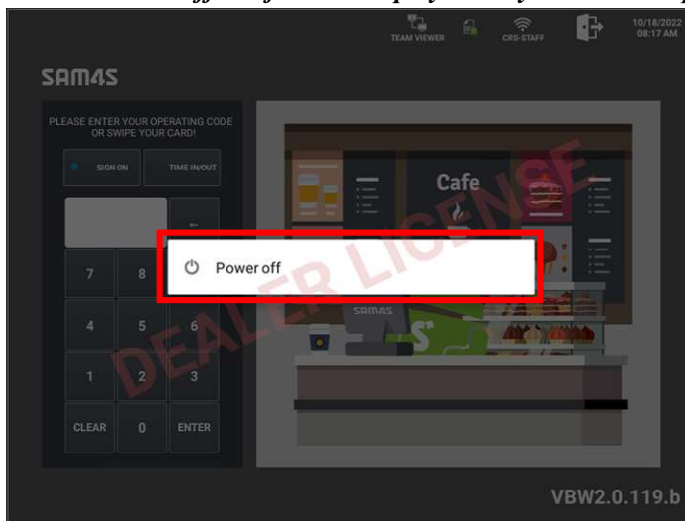
- **Terminal keeps rebooting**: Android -> Green desktop->Android->Green Desktop
See 'Sam4POS Rebooting Loop' on page 43.


Verify Internal Clock

1. *Is the time advancing?*



2. *Does the  Power Off notification display when you touch the physical power button?*



If **Time is not moving** and a single press of the power button does not bring up the  **Power Off notification**, then the Android OS has stopped. This could be an OS issue or a hardware issue but this is not a Sam4POS application software issue.

1. **Power off the terminal** (*Press & Hold the power button until the terminal powers off*).
2. **Unplug the terminal** from the power outlet for 5~10 minutes. **Plug back In & power on** the station.
3. If Sam4POS is still not responding It may be necessary to reload the Android OS for the terminal. You can order an OS Reload flash drive from your sales representative; **CRS Item # 703155**. If you choose to create your own OS Reload flash drive, the OS Reload requires a bootable USB. Contact CRS Support for the current OS Reload files. The OS reload procedure and links to the OS Reload files are available on page 84.

OS RELOAD NOTES:

- Before performing an OS Reload, open the case and reseat the M.2 SSD and RAM (SAP-6600II). If the issue persists it is likely a hardware issue, possibly the M.2 SSD storage on SAP-6600II.
 - Swap out the M.2 SSD, create the M.2 Disk Partition & Reinstall OS (SAP-6600II).
- The SAP-630 has 16 GB eMMC storage, it could be the storage is Full. Check Storage Size and use Storage Management to delete data as necessary. You can also delete data on Internal Storage.



If a terminal is **Factory Data Reset** or the if the drive formatted when the OS Reload is performed, you must reinstall the Sam4POS application, request a New License (*Service Swap*) for the station and Restore the customers Database.

Stuck On Initializing

A station in a system can get hung up on Initializing if it is not being seen on the IRC or if the application has become corrupt. If you are experiencing this issue, follow the steps below to resolve the issue.

Remove From Power

1. **Power OFF terminal & Unplug from Power** outlet for 5~10 minutes –
 - a. **Reconnect to power & Power ON** the terminal again to see if it boots normally.
- ⇒ If the issue is not resolved, go to the next step.

Reset IRC

2. **Turn Off IRC:** Go to the Program Mode \ Network & Revenue \ Terminal & Network.
 - a. Turn the **IRC OFF** on satellite station(s).
 - b. **Delete** the satellite station(s) at the POS-Main terminal.
 - c. Press **Release Main** on the POS-Main station.
 - d. Press **Set To Main** on the POS-Main station.
 - e. Turn the **IRC ON** at the satellite station(s).
- ⇒ If the issue is not resolved, go to the next step.

Uninstall and Reinstall Sam4POS

See page 43 for procedure details.

3. **Uninstall\Reinstall Sam4POS**
 - a. If necessary, Boot To **Safe Mode**. Press the **Power Button** once, the **Power Off** notification appears on the display
 - b. **Press & Hold** on the **Power Off** notification.
 - c. The dialog **Reboot To Safe Mode** appears.
 - d. Press **OK**; The terminal will reboot into Safe Mode.
 - e. Go to **Settings \ APP's \ Sam4POS**: Press **Uninstall**.
 - f. **Reinstall Sam4POS APK** using the APK Installer.
 - g. The procedure will be the same as the First Installation of Sam4POS.
 - h. Turn the **IRC ON** to Sync & Restore the Database.
- ⇒ If the issue is not resolved, go to the next step.

Reseat or Replace M.2 SSD

4. Open the case and **reseat** the **M.2 SSD** and **RAM** (SAP-6600II). See the (*We have seen instances where the M.2 SSD and RAM is not seated completely.*) If the issue persists it is likely a hardware issue, possibly the M.2 SSD storage on the SAP-6600II.
 - a. Swap out the M.2 SSD (SAP-6600II) create the M.2 Disk Partition & Reinstall OS (SAP-6600II).
 - b. The SAP-630 has 16 GB eMMC storage, it could be the storage being full.
 - c. Check Storage Size and use Storage Management to delete data as necessary.
 - d. You can also delete data on Internal Storage.

Factory Data Reset

5. Perform the **Factory Data Reset** operation. Terminal will require reinstalling the Sam4POS application, requesting new license and Restore the customers Database.

Android OS Reload

6. Try **OS Reload** on terminal or request an **RMA** for the terminal. Terminal may require reinstalling the Sam4POS application, requesting new license and Restore the customers Database.
 - a. You can order an OS Reload flash drive from your sales representative; **CRS Item # 703155**.



If a terminal is **Factory Data Reset** or the if the drive is formatted when the OS Reload is performed, you must reinstall the Sam4POS application, request a New License for the station (*Service Swap*) and Restore the customers Database.

CMOS Clock Stopped

If you experience this issue, follow the steps below until the issue is resolved.

1. Check **CMOS clock** to see if it stopped. (Is the Clock on main sign on screen advancing?)
 - a. **Power Off** the SAM4POS terminal and connect a USB keyboard.
 - b. **Power On** the SAM4POS terminal; press **Delete** when the terminal begins loading.
Alternatively, you can tap **SETUP** in the upper right of the screen while the terminal is booting.
 - c. Main tab \ System Time, should be counting up: [14:33:11]-[14:33:12]-[11:14:13]
2. If clock is OK, perform the **CMOS Jumper Reset**
 - a. **Power Off** the terminal and **Unplug terminal from power** outlet.
 - b. With no power to terminal, open the case.
 - c. Locate **JCOMS1**, move the Jumper **from pins 2 & 3 – to pins 1 & 2**
 - d. Wait for about **30 seconds . . .**
. . . **Replace the Jumper** back to **pins 2 & 3**.
3. **Reassemble** and **Power On** the terminal.
 - a. Go into **BIOS** again and press **F9** to optimize defaults.
 - b. Press **F10** to **Save and Exit**.
 - c. The SAM4POS application will boot normally to the main sign on screen.

⇒ If Sam4POS still doesn't launch, continue to the next step.

Please Note: The CMOS reset is typically not required if the system boots up, it is only required when the terminals blue power light comes on but nothing else (blank display).

4. (SAP-6600II) – Open the case and Reseat the M.2 SSD and RAM. If the issue persists it is likely a hardware issue, possibly the M.2 SSD storage on SAP-6600II.
 - a. On SAP-6600II Swap out the **M.2 SSD** create the **M.2 Disk Partition & Reinstall OS**.
 - b. The SAP-630 has 16 GB eMMC storage, the storage may be full. Check Storage Size & use Storage Management to delete data as necessary. You can also delete data on Internal Storage.

Factory Data Reset or OS Reload

5. If the terminal still hangs on Black Android screen, perform the **Factory Data Reset** operation as described on page 85 in the appendix, or perform an **OS Reload**. Refer to the separate OS Reload documentation for your specific terminal for this procedure.
 - a. You can order an OS Reload flash drive from your sales representative; **CRS Item # 703155**.
 - b. If you choose to create your own OS Reload flash drive, the OS Reload requires a bootable USB. Contact CRS Support for the current OS Reload files. The OS reload procedure and links to the OS Reload files are available on page 84.
6. Otherwise Request **RMA**






If a terminal is **Factory Data Reset** or the if the drive formatted when the OS Reload is performed, you must reinstall the Sam4POS application, request a New License (*Service Swap*) for the station and Restore the customers Database.

APP Not Responding

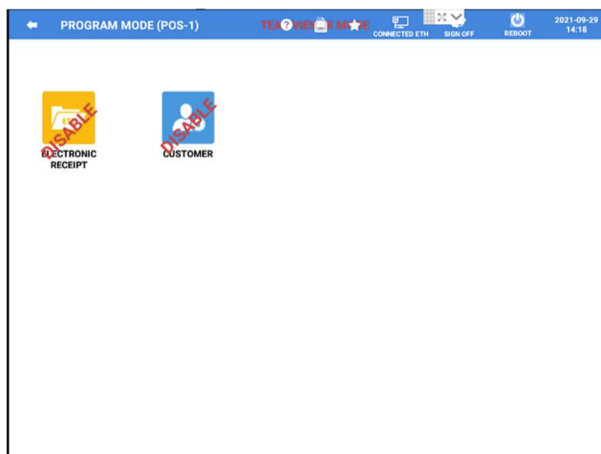
If the Sam4POS application APK file doesn't load properly or other issue with the application loading, the terminal may be able to be recovered by following the following procedure.

NOTE: This operation requires a current Database Backup.

1. **Power OFF** the terminal. (*Press & Hold the power button until the terminal powers off.*)
2. Connect a USB keyboard to terminal, then **Power ON** the terminal.
3. During the Sam4POS booting sequence press **ALT + ESC** to stop Sam4POS from launching, the terminal will load to the default green Android screen.
 - a. Press the Android APP's launcher icon 
4. From the **Main Android APP's** screen, go to **Settings**  → **Device** and select **APPS**.
 - a. Scroll down the APP's list and select the **SAM4POS** App
 - b. Press **Uninstall** to uninstall the **SAM4POS** application. See page 43 for procedure details.
 - c. Exit from the Settings back to the main APP's screen.
5. After the SAM4POS application has been uninstalled, use the APK Installer  to **Reinstall Sam4POS** application APK file. (*Make sure to install correct APK file for your model terminal.*)
6. When the SAM4POS application has been reinstalled, you will need to reload the customers database. (*The license for the terminal will not be affected; there is no need to relicense the station.*)
 - a. Sign on to the station using the 12-digit ADMIN Code.
 - b. Go to **Program Mode > System > Database > Restore Database** to restore the program.
7. You will still be able to Save\Upload log files if necessary.

Sam4POS Corrupt

If the terminal boots up and launches the Sam4POS application, but you Cannot Sign On Employee – Employee Not Found error. Sam4POS allows you to Sign on as System Admin but Only 2 icons appear in the Program Mode:



This would indicate the Sam4POS APK file has become corrupted. To resolve this issue, you will need to Uninstall & Reinstall the Sam4POS APK file. After reinstalling Sam4POS you will need to Restore the merchants program. (*Refer to page 69 for procedure.*)

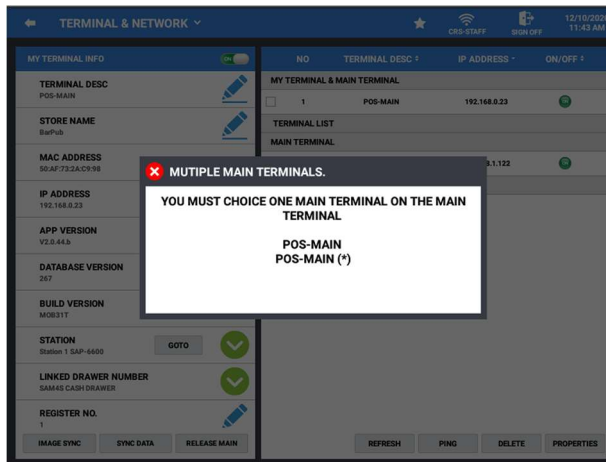
Multiple Main Terminals

There can only be one POS-MAIN terminal in the Sam4POS network. If you somehow have multiple main terminals, you will need to choose which station you want to be the POS-Main and rename the other terminal. The process is as described below. Go to: **Program Mode / Network & Revenue / Terminal & Network**

1. Decide which terminal in the system you want to use as the POS-MAIN database.

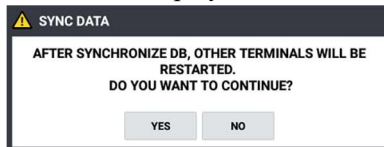
Then go to the Satellite station.

The **POS-MAIN (*)** with the asterisk indicates the local station (*the station you are currently on*). This is the station indicated as MY TERMINAL in the terminal list.

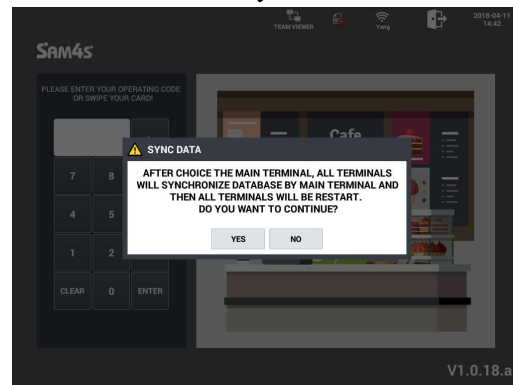
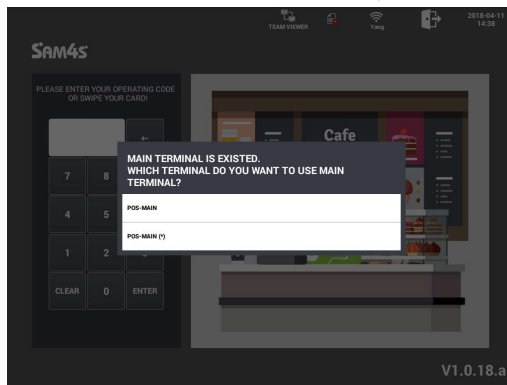


- Press **RELEASE MAIN** at the satellite terminal to turn OFF IRC.
- In the **TERMINAL DESC** type in a new Terminal Descriptor for this satellite station. Turn the **IRC ON** (*On the MY TERMINAL INFO header bar*).
- Press the **SYNCH DATA** button at the satellite station to synchronize the database with the current POS-MAIN terminal.

2. The station will display the **SYNC DATA** dialog:



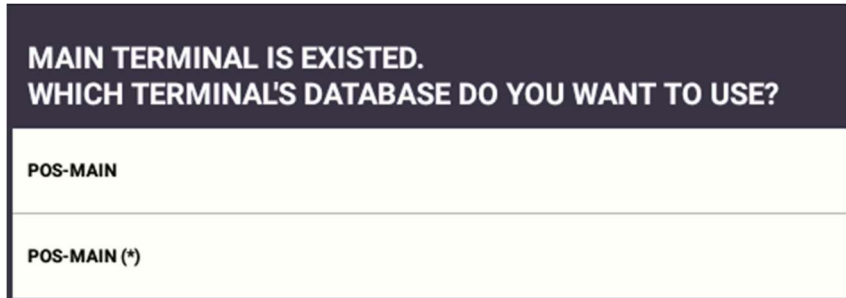
3. Press **YES** to confirm you want to synchronize with the POS-MAIN terminal. A dialog **LIST OF SYNCHRONIZED TERMINALS** displays. Press OK to close the dialog. All terminals will automatically synchronize with the **MAIN** terminal, then all terminals will automatically restart.



Main Terminal Is Existed

An issue was resolved at v2.0.212 with this error message.

On the main sign on screen you may get the notification message: MAIN TERMINAL IS EXISTED.
WHICH TERMINAL DO YOU WANT TO USE MAIN TERMINAL?



MAIN TERMINAL IS EXISTED. WHICH TERMINAL'S DATABASE DO YOU WANT TO USE?	
POS-MAIN	
POS-MAIN (*)	

- Select one of the stations to use as the POS-Main station (recommend the first POS-MAIN selection).
- When the notification that **All Will Be Synchronized**,
 - Press **YES** to accept the your selection.
 - Pressing **NO** will exit without making the selection.

Rebooting Loop Hung on Android Screen

Identify The Issue

Most commonly if the Sam4POS terminal gets hung up in a rebooting loop or hangs on the Android screen you will need to reload the OS for the terminal.

To check the current OS version on your terminal, go to the Android Settings:

Program Mode » System » Settings (enter manager password if necessary)

Scroll down to the bottom of the settings page to: **System » About Tablet**, Scroll down to the **Build Number**.

At the end of the Build number you will see the current OS version (**A12**) in the example below:

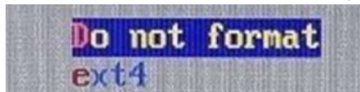
```
Build number  
android_x86_64-eng 6.0.1 MOB31T eng.root.20180510.145004 test-keys (A12)
```

1. What is the symptom? 2 typical symptoms are...
 - <https://youtu.be/BLzn1rU4zDg> : Android -> Green desktop->Android->Green Desktop ...
 - <https://youtu.be/RAYFMV-8d-E> : American Megatrends -> black screen -> American Megatrends -> black screen...
2. If stuck on “American Megatrends”, try to re-boot the POS after removing peripherals one by one starting with USB devices first.
 - The MB supplier said that it could be possible to be stuck on the BIOS screen due to peripherals’ compatibility.

Android OS Reload

1. Refer to the separate **OS Reload** documentation for your specific model terminal for this procedure. See page 84 for OS reload file links and procedure video links.
 - * The OS Reload requires a bootable USB. Contact CRS Support for the current OS Reload files.
 - * After reloading the OS, you will need to reinstall Sam4POS and request a new license. When the new license is installed, you will need to Restore your Database Backup.

Note: Please reload OS without formatting the drive to preserve the Sam4POS data.



If a terminal is **Factory Data Reset** or the if the drive is formatted when the OS Reload is performed, you must reinstall the Sam4POS application, request a New License (*Service Swap*) for the station and Restore the customers Database.

Appendix

FTP Log Backup

When reporting issues to CRS the Logs & Database files from all stations at the site are required for engineering to investigate. The log backup provides a means to save log data and database files to a USB flash drive, Internal Storage or to an FTP site if desired. The default FTP settings in Sam4POS are already setup to be sent to the CRS FTP site. No changes are required to send to CRS.

NOTES:

Log Backup to an FTP site requires access to an active internet connection.

Always upload the Log Backup With Database from ALL Stations at the site when uploading to FTP.

Log data for the last 10 days is stored in the terminal, in IRC systems, each station maintains its own log files.




When reporting an operation issue or if you experience a generic FAILURE error message, we may ask to receive the Log's with the Database files from all stations in the system.

Important! Before performing the Log Backup, be sure to verify\enter the appropriate Store Name & Terminal Descriptor in the Program Mode → Network & Revenue → Terminal & Network.

1. From the **PROGRAM MODE**, go to **SYSTEM** and select **LOG BACKUP**. The Log Backup dialog screen displays:

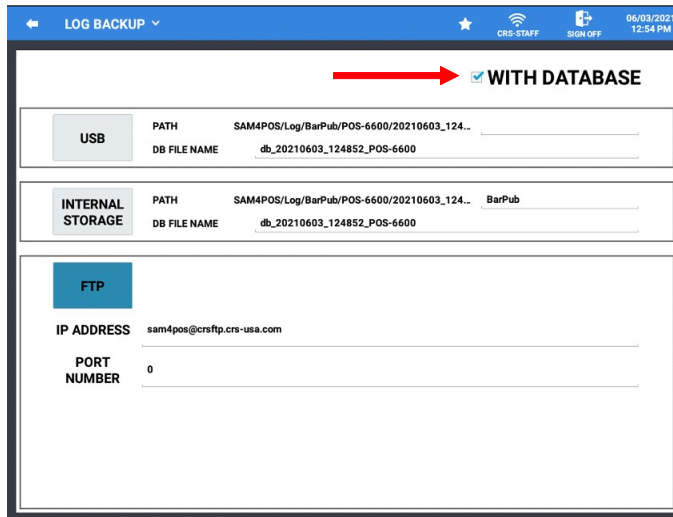
2. Check the **“WITH DATABASE”** selection to back up the database along with the Log Backup.

Note: PATH and DB FILE NAME are not used when backing up to FTP.

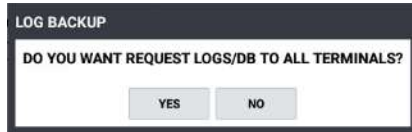
- Enter the **IP ADDRESS** or URL for the FTP site where you want to send the backup to.
Press **Next** (the  icon).
- Enter **0** for the **PORT NUMBER**; Press **Next** (the  icon).
- Enter a **‘Store Name’**; Then Press **Done** (the  icon).

Note: The default FTP settings are already setup to be sent to the CRS FTP site. When uploading to the CRS FTP, no changes are required.

3. Make sure the 'WITH DATABASE' option is checked; Press the FTP button to initiate the backup.



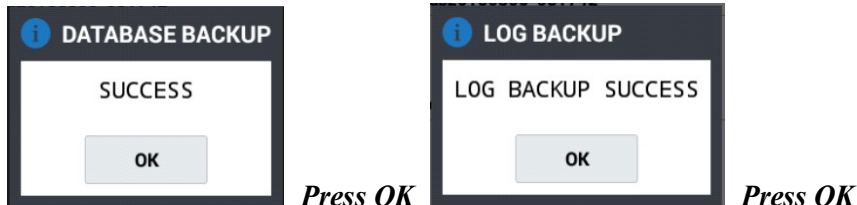
4. If you select to backup to FTP, you have the option to select all terminals in the IRC system:



5. Press **YES** to send the backup from all terminals in system, (*eliminates having to send from each terminal individually*); press **NO** if you want to send the backup from just the one station
6. The SAM4POS connects to the FTP Server, then the Backup begins, the progress dialog displays:



7. Each Log file currently available in the SAM4POS will be backed up to the FTP Site along with the database.
8. When the backup is complete, the confirmation messages will display briefly:



9. The data files are saved to the FTP site.
10. Press the back-arrow icon on the title bar to exit the log backup.
11. When Logs and Database from all stations have been uploaded; provide the following to CRS:
 - Dealer Name
 - Case# Reference
 - Site Name

If FTP Log Backup Fails

If uploading Logs & Database files directly to the CRS FTP fails, you will want to:

Verify Log Backup Settings & Storage

Program Mode → System → Log Backup

If uploading Logs & Database files directly to the CRS FTP still fails or if there is no internet connection at the site, save the Log Backup & Database files from Each station at the site to a USB flash drive.

The Log Backup/Database Backup files can then be uploaded to a File Hosting Service Such as:

Dropbox, Google Drive, or other file hosting & storage services.

CRS FTP Page Upload

From the CRS website\ Resources \ FTP Page: <https://www.crs-usa.com/resources/ftp-page>

Note: The File Size for uploading to the CRS FTP Page on the CRS website is limited to 2GB.

Verify Settings & Storage

If uploading Logs & Database files directly to the CRS FTP fails, some things to check would be:

1. **Verify the FTP** setting is correct.
 - a. Go to: ***Program Mode > System > Log Backup: FTP***
 - b. IP Address: **crsftp.crs-usa.com**
 - c. Port Number: **0**
2. Use the **WEB** View to try accessing a website.
 - a. Go to: ***Program Mode > ETC***
 - b. Type in a web address or select a website from the list. Example: **www.crs-usa.com**
3. Check for any **Zero (0) byte log files** on the terminal; delete them if there are:
 - a. Log in with Team Viewer
May need to install ES File Explorer (*Available on the Sam4POS page\CRS website*)
 - b. Exit Sam4POS, go to the main **Android APP's** Launcher screen; go to the **File Manager**.
 - c. Look for any **Zero (0) byte log files** in the **Sam4POS \ Log Folder**; delete the zero 0 kb files.
4. Use **Storage Management** to Delete old unneeded data (*Sign on with ADMIN code: 456852793951*)
 - a. Go to: ***Program Mode/System/Database/Storage Management***
 - b. Refer to the “**Storage Management**” chapter on page in the Admin Guide for details about managing storage.
5. Delete files from **Internal Memory**.
 - a. See the chapter “**Deleting Files From Internal Memory**” on page in the Admin Guide for details.
6. Check **STORAGE THRESHOLD %**
 - a. Go to: ***Options/Options/System Options (Etc.): STORAGE THRESHOLD %***.
 - b. Refer to the “**Over Storage Threshold**” chapter on page 34 for details.

Upload Backup Files to a File Hosting Service

If the merchant site does not have an active internet connection or for some other reason the logs & database files cannot be uploaded to the CRS FTP from the Log Backup, you can save the Logs & Database files from each station at the site to a USB flash drive then upload the Logs & Database files to your Dropbox or Google Drive or other file hosting & storage service.

When the upload is complete simply copy the link to the file (**make sure to set the link accessible to anyone**) and email the link to crssupport@crs-usa.com or to a specific support person.

Be sure to indicate in the Email the case# the linked file is for including the site name and specific issue support tech the file is intended for and any other pertinent information.

CRS Website FTP Page Upload

If the merchant site does not have an active internet connection or for some other reason the Logs & Database files cannot be uploaded in this manner, you can back up the Logs & Database files from each station in the system to a USB flash drive and upload them using the CRS website FTP Page at:

<https://www.crs-usa.com/resources/ftp-page>

Note: The File Size for uploading to the CRS FTP from the CRS website is limited to 2GB.

Be sure to indicate on the form what case# the linked file is for including the site name and specific issue, support tech the file is intended for and any other pertinent information.

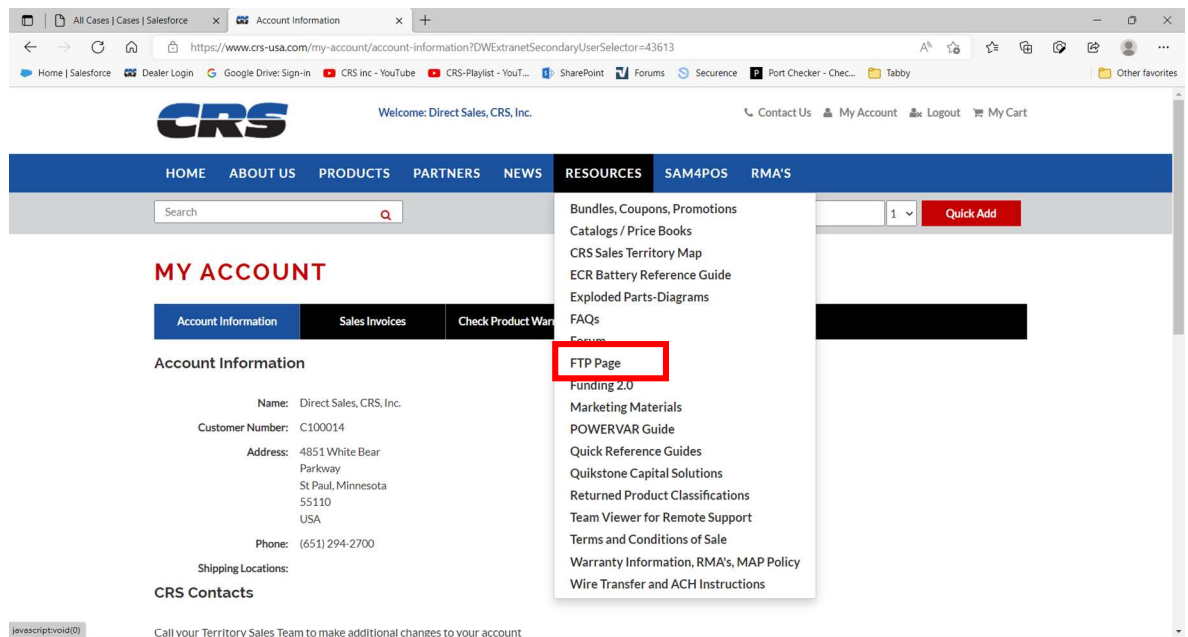
FTP Page Upload Procedure

This page is used for uploading files to CRS's File Transfer Protocol (FTP) Server. Files uploaded from this page will go directly to our Support Staff.

Please leave a message of what the file is in the "**Reason**" box, and any other supporting information.

Click "**Find**" to browse your computer for the file you would like to upload, select your file then click Send to upload. File size **limited to 2GB** per upload.

1. Login to the **CRS website** using your dealer credentials.
2. Go to **RESOURCES** on the main menu bar and select **FTP Page** from the menu selections.



The screenshot shows a web browser window displaying the CRS website. The user is logged in as 'Direct Sales, CRS, Inc.'. The main navigation bar includes 'HOME', 'ABOUT US', 'PRODUCTS', 'PARTNERS', 'NEWS', 'RESOURCES', 'SAM4POS', and 'RMA'S'. The 'RESOURCES' menu is open, showing a list of options: 'Bundles, Coupons, Promotions', 'Catalogs / Price Books', 'CRS Sales Territory Map', 'ECR Battery Reference Guide', 'Exploded Parts-Diagrams', 'FAQs', 'FTP Page' (highlighted with a red box), 'Funding 2.0', 'Marketing Materials', 'POWERVAR Guide', 'Quick Reference Guides', 'Quikstone Capital Solutions', 'Returned Product Classifications', 'Team Viewer for Remote Support', 'Terms and Conditions of Sale', 'Warranty Information, RMA's, MAP Policy', and 'Wire Transfer and ACH Instructions'. The 'MY ACCOUNT' section is visible, showing account information for 'Direct Sales, CRS, Inc.' with a customer number of C100014 and an address in St Paul, Minnesota. The 'CRS Contacts' section is also visible at the bottom.

3. The **FTP PAGE** is displayed:

Home > Resources > FTP Page

FTP PAGE

This page is used for uploading files to CRS's File Transfer Protocol (FTP) Server. Files uploaded from this page will go directly to our Support Staff. Please leave a message of what the file is in the "Reason" box, and any other supporting information. Click "Find" to browse your computer for the file you would like to upload, select your file then click Send to upload. File size limited to 2GB per upload.

Name

Email

Reason

File

File size is limited to 2GB per upload.

4. On the **FTP Page** enter details in the **Reason** box.
 - a. Site name where the file is from
 - b. Issue you are reporting
 - c. case # (*if known*)
 - d. Support tech you are sending the file to
 - e. Any other pertinent information, etc.
5. Click **Find** on the **File** line to browse to the Logs & Database files saved on your USB flash drive. You may need to upload station files individually; File size is limited to 2GB per upload.
6. Press **Send**. The Files uploaded from this page will go directly to the CRS Support Staff.

TeamViewer File Transfer

TeamViewer is a remote access utility that can be used to remotely support the SAM4POS application. TeamViewer allows dealers to connect remotely to Sam4POS to make program changes, review issues a merchant is having, upload Log files, etc. without having to drive to the site.

To be able to utilize this tool, a connection to the Internet is required. The TVQS (*TeamViewer Quick Support application*) is already installed on the SAM4POS terminals. (*In some cases, it may be necessary to upgrade this APP before it can be used.*)

The PC used to connect remotely to the Sam4POS ECR must have a premium (paid for) licensed version of TeamViewer. The TeamViewer license needs to include the Mobile Support module to be able to connect with Sam4POS terminals.

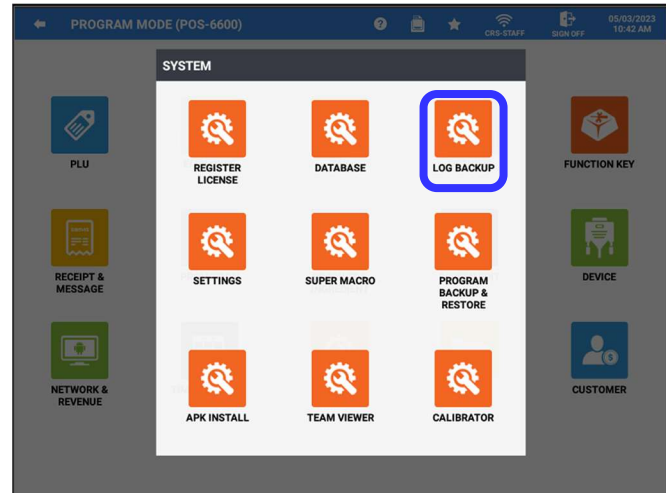
You can view a video here showing how to use TeamViewer remote access:

<https://www.youtube.com/watch?v=9k5LDpuHwqk&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=73>

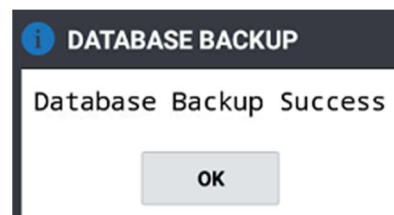
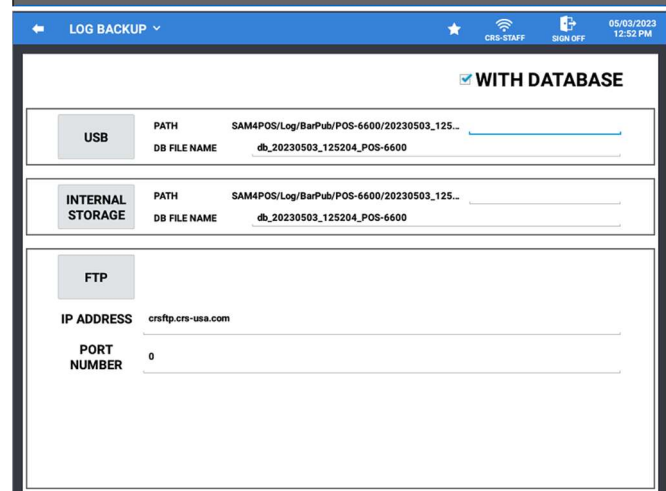
Log Backup – File Transfer

If the terminals at the site are online the dealer or support personnel can connect to the Sam4POS terminals using TeamViewer. Using the File Transfer feature in TeamViewer we can backup Log & Database files to the internal storage on the Sam4POS station, then transfer the Backup files directly to the dealer’s or support persons computer.

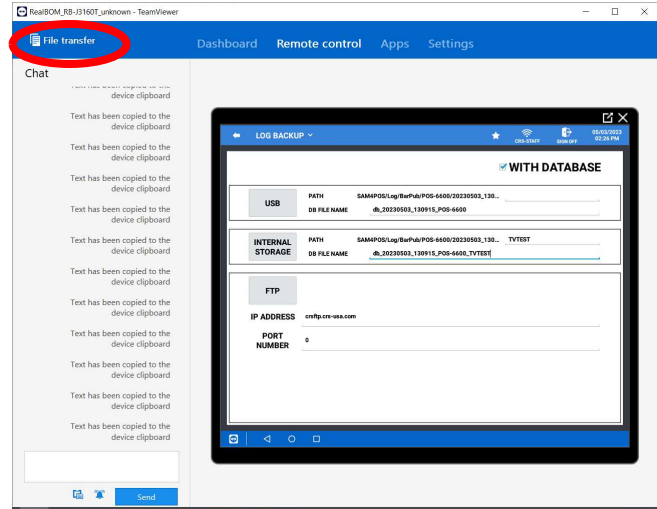
1. Connect to the Sam4POS terminal using TeamViewer.
2. Go to: **PROGRAM MODE \ SYSTEM \ LOG BACKUP.**



3. The **LOG BACKUP** screen displays. On The Log Backup screen, be sure to check the **WITH DATABASE** selection.
4. You can save the Log Backup to a **USB**, **Internal Storage** or **FTP**. For this example we will save files to the **INTERNAL STORAGE**.
5. In the Internal Storage area, you can append the **PATH & DB FILE NAME** if desired. We will use the default directory settings.
6. Press the **INTERNAL STORAGE** Button to save the Logs & Database files to the terminals internal storage.
7. When the database has finished backing up to the internal storage, the confirmation dialog: **‘Database Backup Success’** displays; Press **OK**.
8. When the Logs have finished backing up to the internal storage, the confirmation dialog: **‘Log Backup Success’** is displayed; Press **OK**.



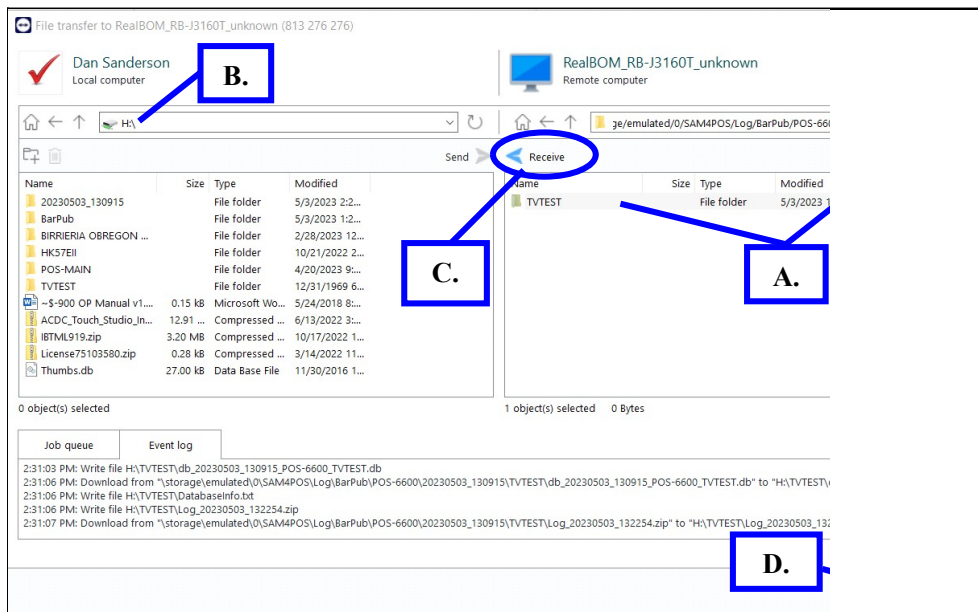
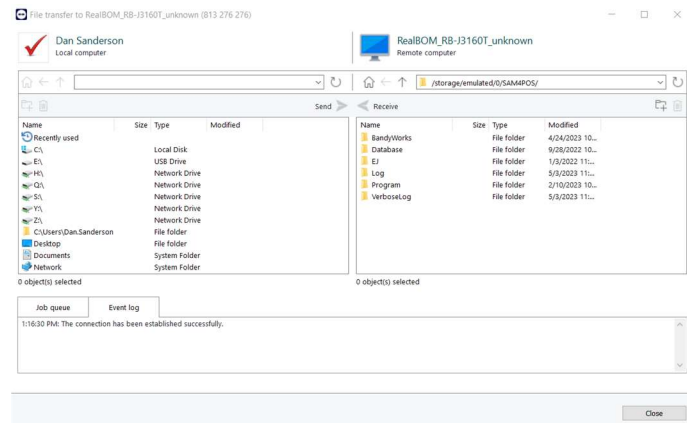
9. Choose **File Transfer** from the TeamViewer action bar.



10. The **File Transfer** screen displays.

11. On the file transfer screen:

- A. **Browse** to the file location on Sam4POS Terminal
- B. Choose **location on Local PC**
- C. Press **Receive**
- D. When finished press **Close**

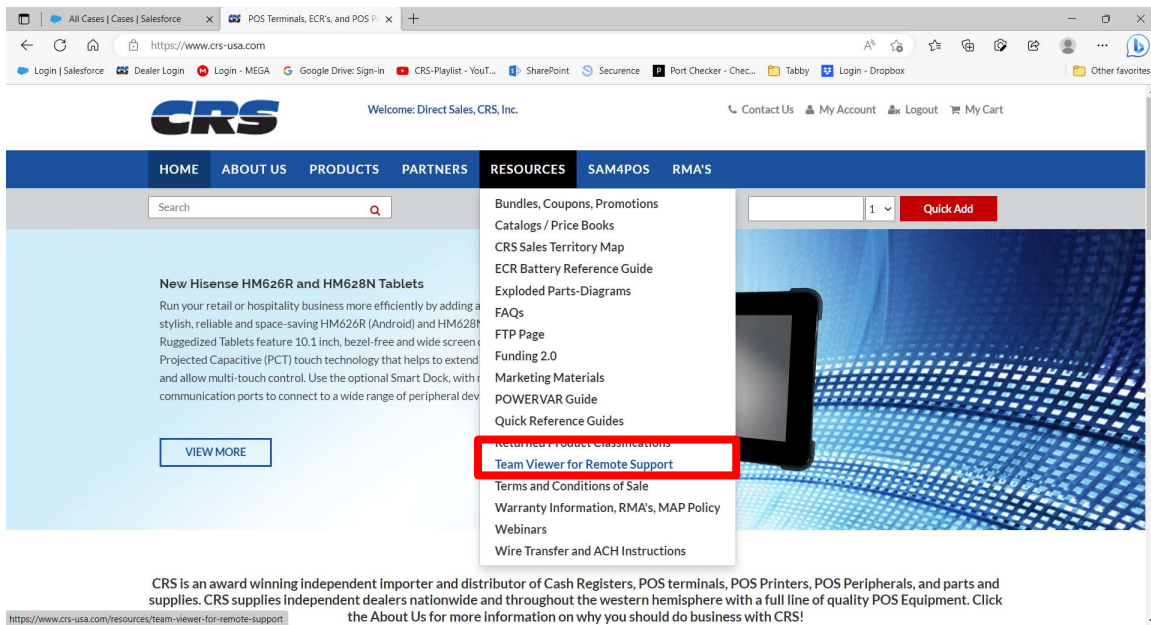


Log Backup to USB

If the site does not have a connection to the internet, the dealer can back up the Logs & Database files from each station at the site to a USB flash drive. Support personnel can then log on to the dealers PC to retrieve the Log Backup files from the dealers PC\USB flash drive.

Download Team Viewer Quick Support

If the dealer doesn't have TeamViewer on their PC, they can download the TeamViewer for Remote Support from the CRS website RESOURCES: <https://www.crs-usa.com/resources/team-viewer-for-remote-support>



The screenshot shows the CRS website interface. The top navigation bar includes links for HOME, ABOUT US, PRODUCTS, PARTNERS, RESOURCES, SAM4POS, and RMA'S. The RESOURCES dropdown menu is open, listing various support materials. The item 'Team Viewer for Remote Support' is highlighted with a red box. Below the menu, there is a promotional banner for 'New Hisense HM626R and HM628N Tablets' with a 'VIEW MORE' button. At the bottom, a footer text states: 'CRS is an award winning independent importer and distributor of Cash Registers, POS terminals, POS Printers, POS Peripherals, and parts and supplies. CRS supplies independent dealers nationwide and throughout the western hemisphere with a full line of quality POS Equipment. Click the About Us for more information on why you should do business with CRS!' A small URL is visible at the bottom left: <https://www.crs-usa.com/resources/team-viewer-for-remote-support>.

Verify IRC

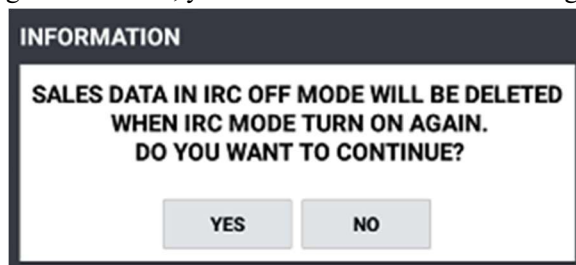
From POS-Main Go to: Program Mode > Network & Revenue > Terminal & Network

- Do all stations show Green?
- At the POS-Main; Delete all satellite terminals then press **Refresh**.
- Do all stations still populate in the list and show green?
 - If Yes; Press **Sync Data**
- If station(s) shows Red – Unavailable?
 - Check: Cables \ Switch \ Router \ Network Settings (DHCP?)
 - Reboot: Terminals \ Switch \ Router
 - Connect Main with Satellite station using crossover cable & Static IP at stations.
- If OK, reconnect to router Set Ethernet back to DHCP – test again.

Reset the IRC

Be sure to generate the EOD (*generate at each station if necessary*) before selecting YES to turn the IRC OFF.

When turning the IRC OFF, you will see the information dialog:



Select **YES** to continue. Pressing **NO** will close the dialog without turning the IRC OFF.

1. At each **Satellite Terminal**
 - a. Sign in as admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
 - b. Go to: **Program mode > Network & Revenue > Terminal & Network**
 - c. Turn **IRC OFF** at each satellite station
2. At **Main Terminal**
 - a. Sign in as admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
 - b. Go to: **Program mode > Network & Revenue > Terminal & Network**
 - c. **Release Main** to Turn off IRC
3. At **All Terminals**
 - a. Sign in as admin (*4 5 6 8 5 2 7 5 3 9 5 1*)
 - b. Go to: **Program mode > SYSTEM > DATABASE > STORAGE MANAGEMENT**
 - c. Choose **<IRC SYNC DATA>**
 - d. Select **DATES = ALL**; Press **DELETE** button
4. Choose additional files for deletion as necessary – See Storage Management on page 76 for details.
5. Select station to **SET TO MAIN**.
6. Turn **IRC ON** at all **Satellite** stations.

PING IRC System

Bring a laptop onsite, connect to the same switch, start the PING on all terminals continuously to see which station drops packets or has slow response. If you haven't already, reboot the gateway (typically router/firewall).

In the command prompt, type: **ping -t** then the **IP address** and press **ENTER**.

Example:

From 1st command prompt: **ping -t 192.168.1.252**

From 2nd command prompt: **ping -t 192.168.1.250**

From 3rd command prompt: **ping -t192.168.1.244**

Run a Continuous Ping

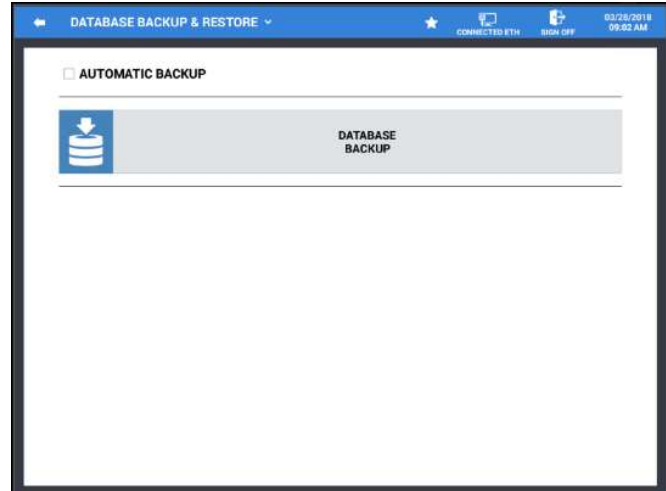
Continuous PING test from a laptop (wired) to all 3 terminals same time all day to see if there are drops:

1. Open the **Start Menu** or press **Windows key + R**
2. Type **cmd** and press **ENTER**.
3. In the command prompt, type the command as show below, then press **ENTER**.
 - `ping -t 172.16.1.252 >> c:\temp\ping_log.txt`
 - `ping -t 172.16.1.250 >> c:\temp\ping_log.txt`
 - `ping -t 172.16.1.244 >> c:\temp\ping_log.txt`

Database Backup

The Database Backup saves all the current programming configuration data and the sales data. Generate the EOD, then perform the database backup.

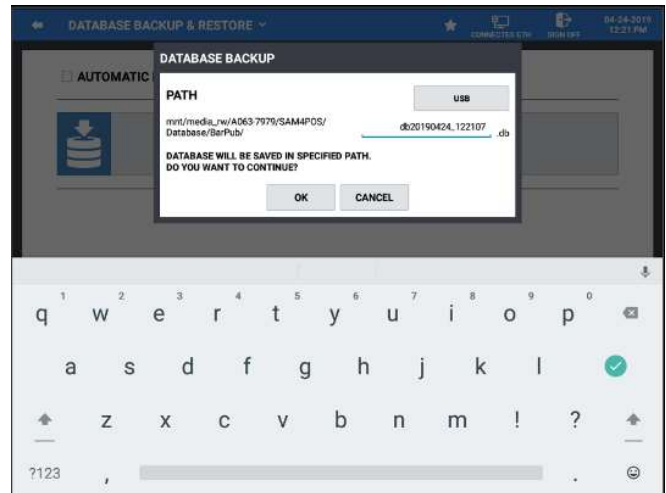
1. Touch **DATABASE** on the **SYSTEM** menu selection screen. The Database Backup & Restore screen displays.



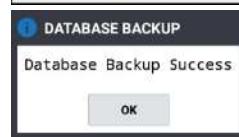
2. Press the **DATABASE BACKUP** to open the database backup dialog.
 - Select the device **PATH** you wish to back up to, PATH selections are **USB** or **Internal Storage**.

Note: If you have more than one terminal at an installation, to keep each register file separate, you can type in a description in the PATH, *i.e.* POS-1, POS-2, POS-3, etc.

3. Press **OK** to initiate the backup of the current database.



4. When the backup is completed, the confirmation, '**Database Backup Success**' displays, Press **OK**.



5. When the database has backed up successfully, two file folders are created on your memory device:
 - **LOST.DIR** – (D:\LOST.DIR)
 - **SAM4POS** – (D:\SAM4POS\Database\StoreName)
 - * **DatabaseInfo.txt** – contains terminal model / version information for the saved DB.
 - db20230508_094241.db : DEVICE TYPE SAP-630 / VERSION VBW2.0.134.b / TERMINAL INFO POS-MAIN
 - * Date_Time stamped format: dbYYYYMMDD_HHMMSS.db
 - Date_Time.db (i.e. db20190508_114632.db)
 - * Date_Time stamped format: dbYYYYMMDD_HHMMSS.txt
 - Date_Time.txt (i.e. db20190508_114632.txt)

DatabaseInfo.txt File Example:



6. As a Best Practice, when you save the Database files from the store, keep them in separate directories for each terminal in the system.

Automatic Backup

We can program the SAM4POS to perform a backup automatically on a specified date and time to USB or to Internal Storage. This backup will occur at the specified time and date as long as the automatic backup is checked. Be sure the EOD is performed before the automatic backup is generated.



Caution! Backing up to internal storage can potentially cause Sam4POS operation to slow down. If you choose to use the Automatic Backup, be sure to select the option: **Overwrite New Database**.

1. Check the **AUTOMATIC BACKUP** option at the top of the Database Backup & Restore screen to display the automatic backup settings.
 - OVERWRITE NEW DATABASE**
Check this option to overwrite any previously scheduled automatic DB backup files with the new DB backup file. Be sure to select this when saving to INTERNA STORAGE for the PATH selection.
 - REPEAT**
Select the individual Days you wish the automatic backup to occur or select the Weekdays and/or Weekend selection as desired. Then set the time you want the automatic backup to occur.
 - PATH**
Select where to save the backup to: USB or INTERNAL STORAGE.
2. You can press the **DATABASE BACKUP** to open the database backup dialog and run a backup manually if desired.
3. Press the **Back Arrow** ⇐ icon to exit out of the System \ Database menu screen. The backup will be initiated at the specified day & time.
4. After the Automatic backup runs, the Database Backup Success confirmation message displays briefly:

Database Backup Success

Uninstall \ Reinstall Sam4POS

In some cases it may be necessary to uninstall then reinstall the Sam4POS application. The Logs and License file will not be lost but be sure you have a current backup of the database before performing the uninstall procedure. You will need to reinstall Sam4POS and Restore the Database after performing this operation.

The **Sam4POS APK** files are specific to the type of terminal you have. When you download and unzip the file from the CRS web site, the APK files for all terminal types is included, **(a), (b), (c), (d), (e), (f)**.

Version (a) – Is used with the Sam4s SAP-530 and SAP-4800(II).

(4800_530)Sam4pos_Vx.x.xx .a

Version (b) – Is used with the Sam4s SAP-6600(II) and SAP-630 terminals.

(6600_630)Sam4pos_Vx.x.xx .b

Version (c) – Is used with the Hisense HM616 Tablet.

(HM-616)Sam4pos_Vx.x.xx .c

Version (d) – Is used with the Hisense HM626 Tablet. *(Requires v2.0.106 ~ v2.0.183.)*

(HM-626)Sam4pos_Vx.x.xx .d

Version (e) – Is used with the Sam4s Sapphire A60 and A70 terminals. *(Requires v2.0.161 or later.)*

(Sapphire)Sam4pos_Vx.x.xxx .e

Version “f” – Is a special firmware that installs on Hisense HM-626 tablets. *(Requires v2.0.184 or later.)*

(HM-626)Sam4pos_Vx.x.xx .f

* The “f” version takes care of duplicated license code issues with the HM-626. The “f” version uses the CPU serial number + Wi-Fi Mac address.

* ***You need to connect the tablet to the WiFi before you install SAM4POS.***



Note: When uninstalling the Sam4POS application you will need to have the same Sam4POS APK firmware to reinstall or download the current Sam4POS APK firmware from the CRS website.

Procedure

- Generate EOD
- Backup current Database *(May want to backup each station.)*
- Uninstall Sam4POS
- Reinstall Sam4POS
- Restore the Database *(Or turn on IRC to Sync Data with POS-Main.)*

Generate EOD

You may need to generate the EOD at each station.

1. From the **Main Menu** selections, press the **'END OF DAY'** icon (Z-position on the SAP-630 & SAP-530 terminals.)
2. Select the **Filters** and **Options** as desired for the report; Check or Uncheck Reports you want to be **Printed** and/or **E-Mailed** when the EOD report is generated. (To E-Mail reports, the Email settings must be set up in the Program Mode > Options > Options > Report Option.)
3. Press the  **Search** icon to show the available End of Day report list.
4. Press the **EOD icon**  in the Generate area to clear the current totals and issue your selected reports. Reports will be printed and emailed as selected.

Database Backup

Backup the current Database from each station in the IRC System.

5. From the **PROGRAM MODE** select **SYSTEM** from the menu selection screen, then choose **DATABASE**.
6. Press the **DATABASE BACKUP** to open the database backup dialog.
 - a. Select the device **PATH** you wish to back up to; PATH selections are **USB** or **Internal Storage**.
 - b. Press **OK** to initiate the backup of the current database.
 - c. When the backup has completed, the confirmation, **'Database Backup Success'** displays; Press **OK**.
 - d. The default **DATABASE BACKUP** file path is **USB:/SAM4POS/Database/<Store Name>**

Alternatively, You may want to back up the program as a CSV file incase the Report data is corrupt.

7. From the **PROGRAM MODE** select **SYSTEM** from the menu selection screen, then choose **PROGRAM BACKUP & RESTORE**.
8. Press **.CSV BACKUP** to open the database backup dialog.
 - a. Select the device **PATH** you wish to back up to; PATH selections are **USB** or **Internal Storage**.
 - b. Press **OK** to initiate the backup of the current database. The backup takes some time to complete. The backup will be compressed into a Zip file.
 - c. When the backup has completed, the confirmation, **"Success"** displays briefly.
 - d. The default **.CSV BACKUP** file path is **USB:/SAM4POS/Program/<Store Name>**

Note: If you have more than one terminal at an installation, to keep each register file separate, you can type in a description in the PATH, i.e. POS-1, POS-2, POS-3, etc.

Uninstall Sam4POS

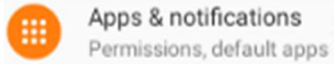
The Logs and License file will not be lost when you uninstall Sam4POS but be sure you have a current backup of the database before performing the uninstall procedure.

Sapphire A60/A70

1. Exit Sam4pos to the **Main Android screen**.
2. Select **Settings** from the available selections:

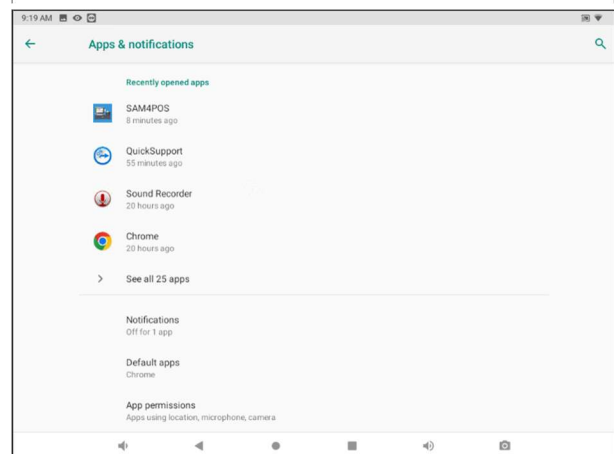
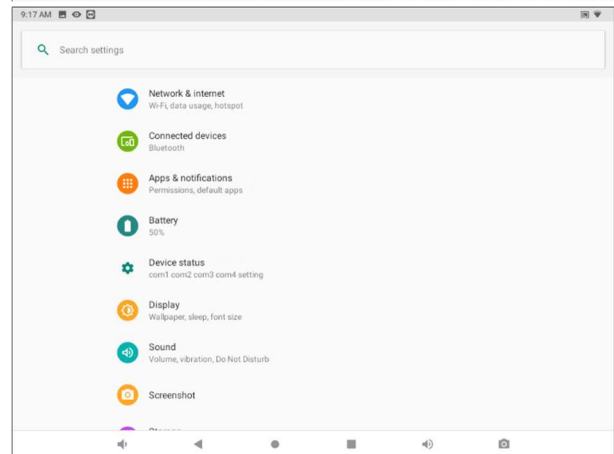
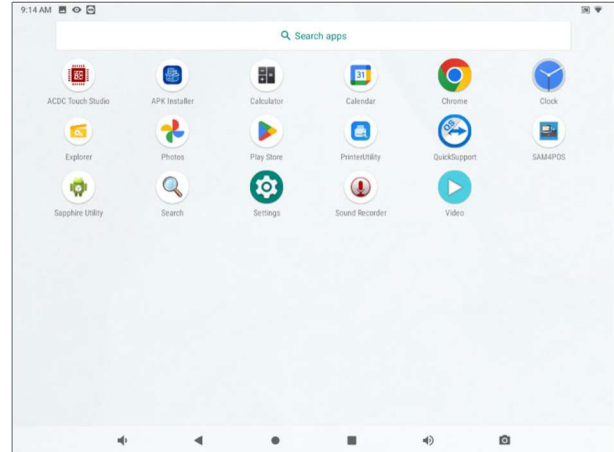


3. Choose **Apps & Notifications**



from the Settings menu:

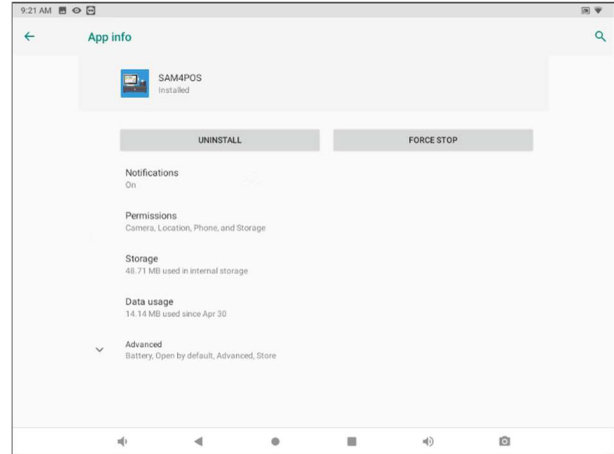
4. Scroll through the list of installed App's and select **SAM4POS**:




- When the **SAM4POS** App is selected the App Info dialog appears. Two option buttons are available; **UNINSTALL** & **FORCE STOP**:
- Select **UNINSTALL** to remove the Sam4POS application.

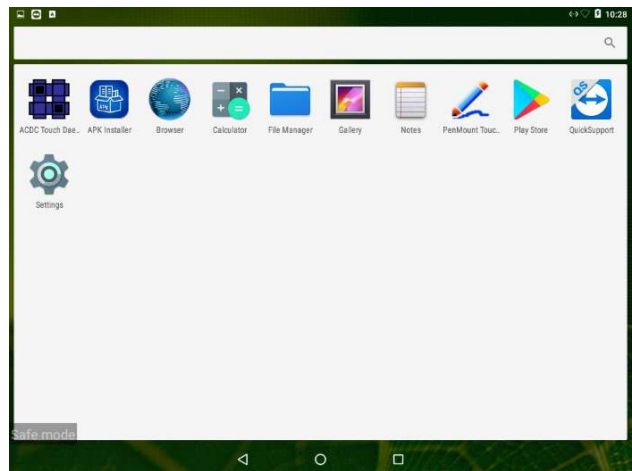


- After the Sam4POS application is removed, you can reinstall the Sam4POS APK again.
 - Follow the procedure for First Install.

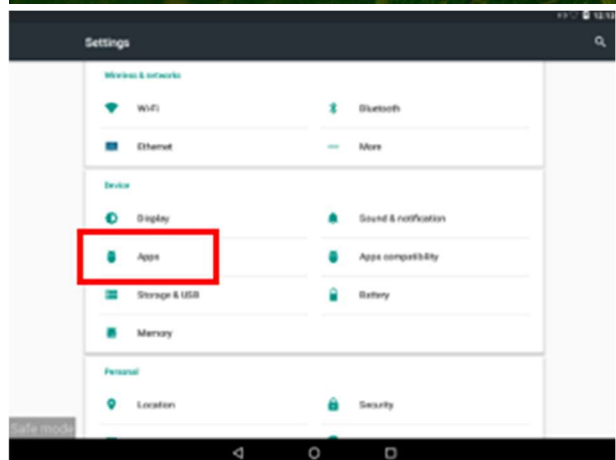


SAP-6600(II) & SAP-630

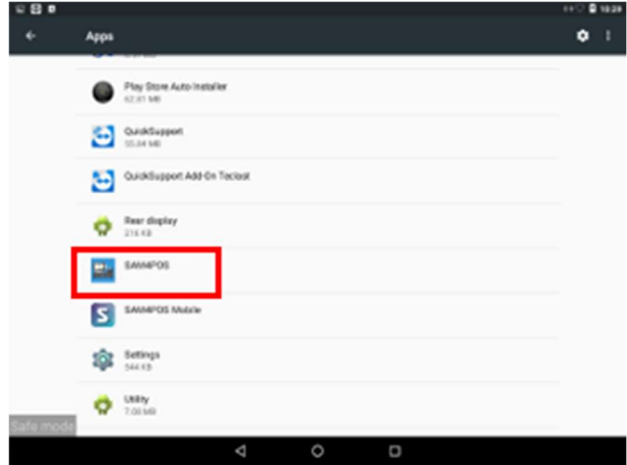
- Exit to the Main Android screen (or while in Safe Mode) press the Apps icon  on the main Android screen to view/access the installed Apps:
- Select **Settings** from the available selections:



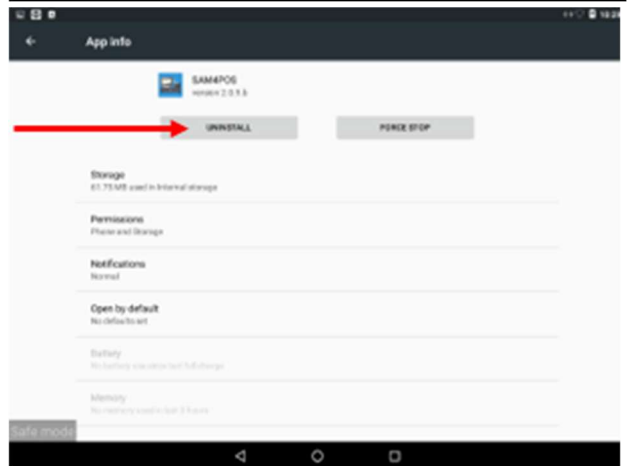
- Choose **Apps** from the Settings > Device area:



4. Scroll through the list of installed App's and select **SAM4POS**:



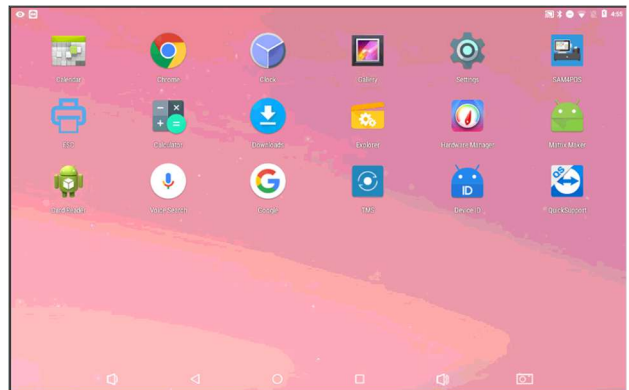
5. When the **SAM4POS** App is selected the App Info dialog appears. Two option buttons are available; **UNINSTALL** & **FORCE STOP**:
6. Select **UNINSTALL** to remove the Sam4POS application.



7. After the Sam4POS application is removed, you can reinstall the Sam4POS APK again.
 - a. Follow the procedure for First Install.

HM626

1. Exit Sam4POS, go to the **Main Android screen**.
2. **Press & Hold** on the SAM4POS icon:



- When you press & hold onto the SAM4POS icon, the **App info** notification displays:

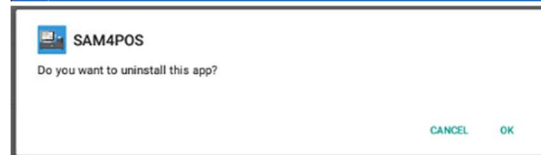
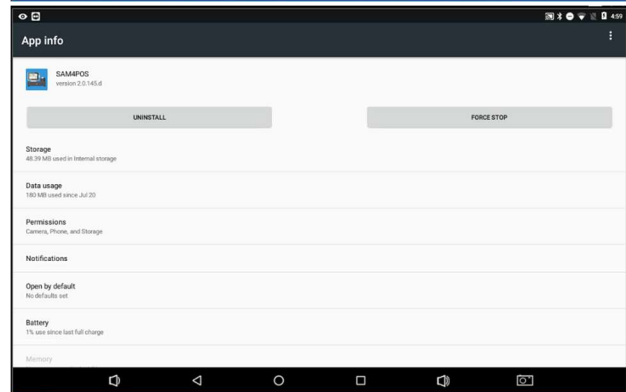
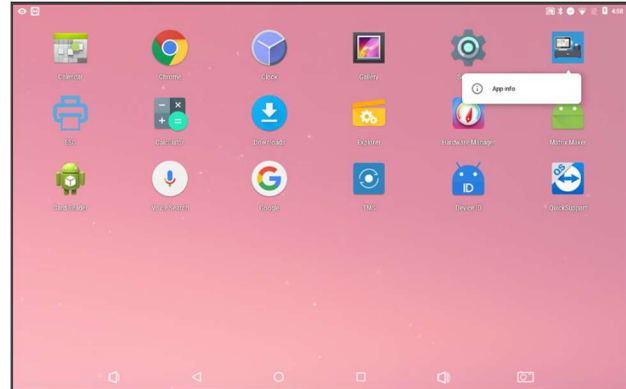


- Tap on the **App info** notification to open the App info dialog screen.

- On the App info dialog screen, Select **UNINSTALL** to remove the Sam4POS application.

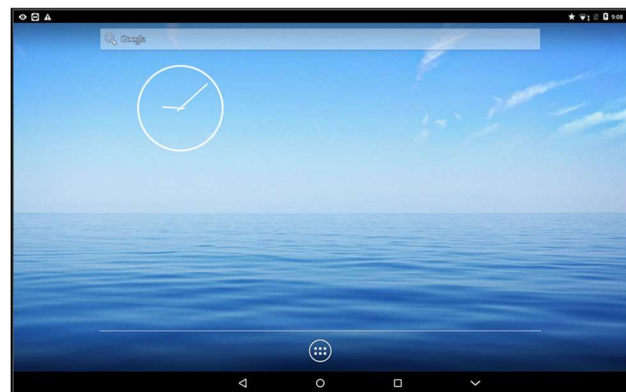



- The confirmation dialog **“Do you want to uninstall this app?”** is displayed: Press **OK** to confirm.
 - * Pressing **CANCEL** will exit back to the App info screen without uninstalling SAM4POS.
- After the Sam4POS application is removed, you can reinstall the Sam4POS APK again. Follow the procedure for First Install.

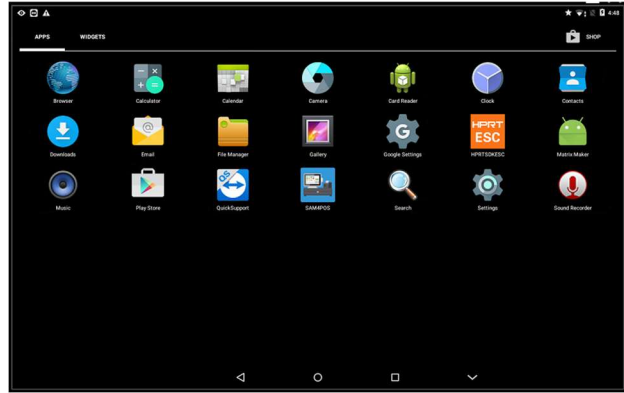


HM616

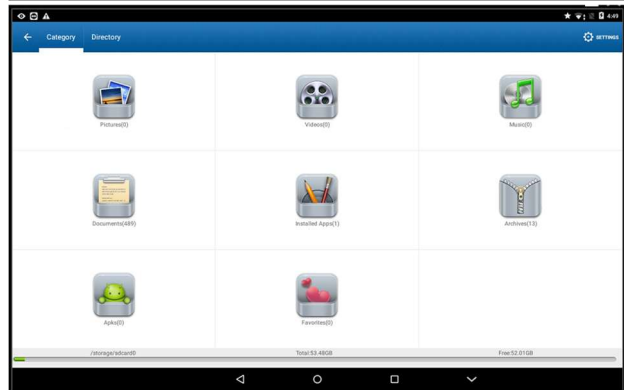
- Exit Sam4POS, go to the main **Android** screen.
- Press the **Apps Icon** (three dots) to view/access the installed apps.



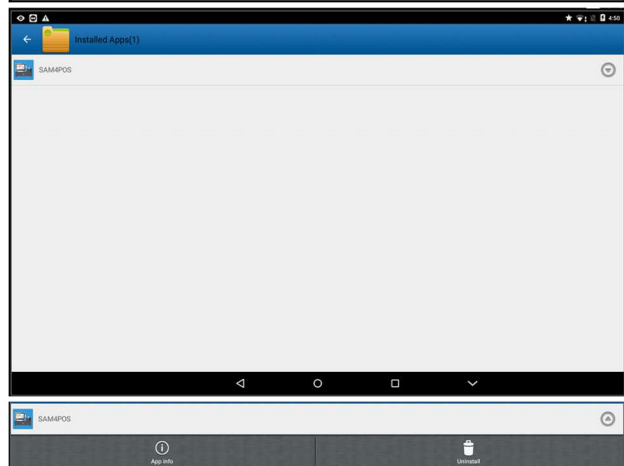
- On the Apps screen, tap on **File Manager**  to open the Category \ Directory \ Settings screen.




- On the **Category \ Directory \ Settings** selection screen, select the **Category** tab.
- On the **Category** selections, press the **Installed Apps** icon:



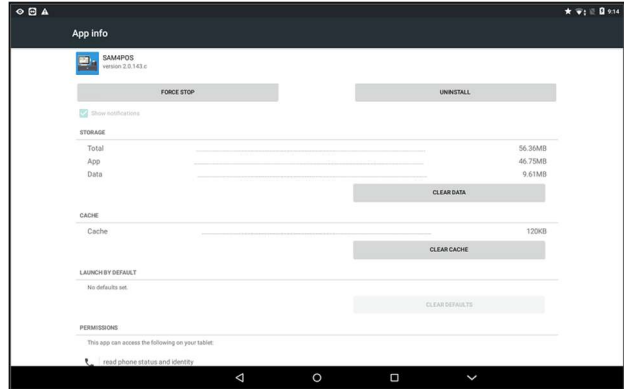
- The Apps that are installed will be displayed in the list. *(In this case, only the Sam4POS app is installed.)*



- Press the **drop-down arrow**  at the right of the SAM4POS App to display the selection buttons.
- Select **UNINSTALL** to remove the Sam4POS application.
- Alternately, you can select the **App Info** button to open the APP info dialog.

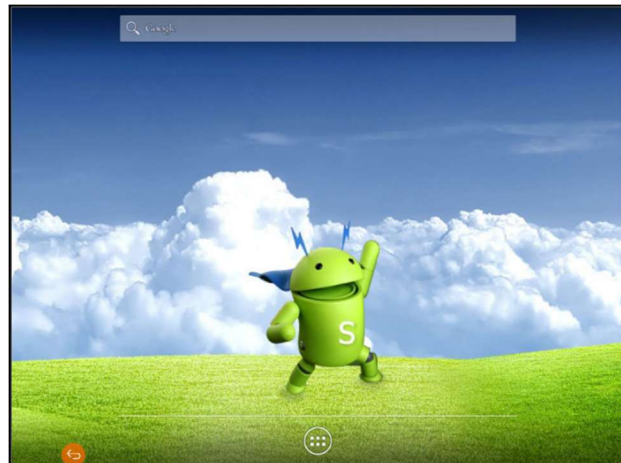


10. The App Info dialog also has a **UNINSTALL** button.
11. After the Sam4POS application is uninstalled, you can reinstall the Sam4POS APK again.
 - Follow the procedure for First Install.



SAP-4800II/SAP-530

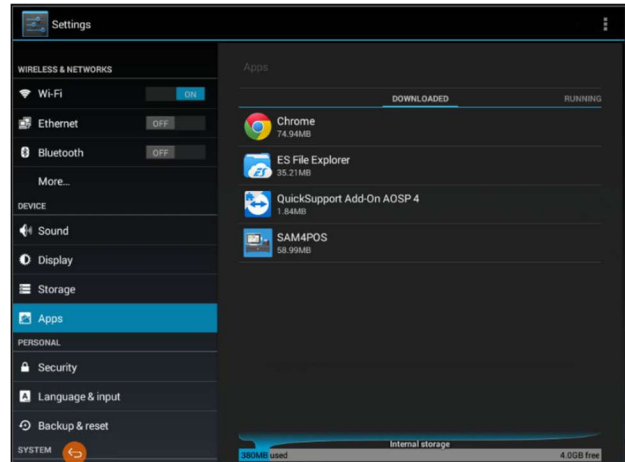
1. Exit Sam4POS, go to the main **Android screen**.
2. Press the **Apps Icon** to view/access the installed apps.



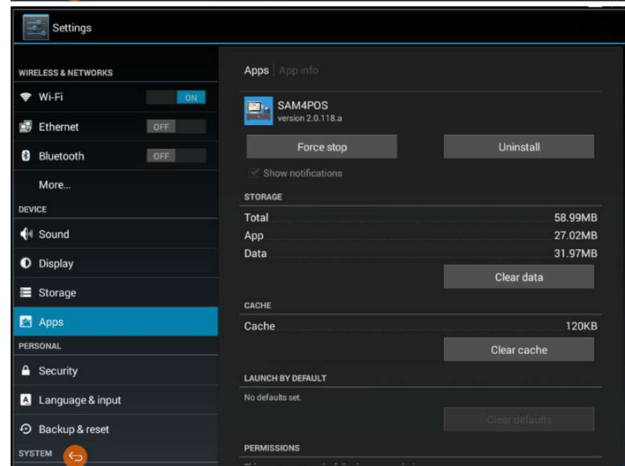
3. On the **Apps screen**, press the **Settings** icon.



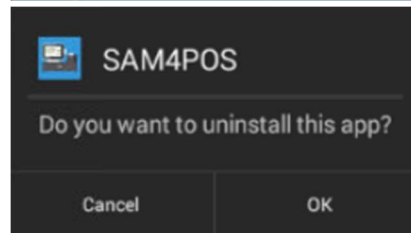
- The Android settings screen is displayed. Select **Apps** to display the installed apps.



- Select **SAM4POS** from the list of installed Apps.
- Press **UNINSTALL** to remove the Sam4POS application.



- The confirmation dialog **“Do you want to uninstall this app?”** displays; Press **OK** to proceed with the removal of Sam4POS.
- After the Sam4POS application is removed, you can reinstall the Sam4POS APK again. Follow the procedure for First Install.



Reinstall Sam4POS

The **Sam4POS APK files** are specific to the type of terminal you have. When you download and unzip the file from the CRS web site, the APK files for all terminal types is included, **(a), (b), (c), (d), (e), (f)**.

Version (a) – Is used with the Sam4s SAP-530 and SAP-4800(II).

(4800_530)Sam4pos_Vx.x.xx .a

Version (b) – Is used with the Sam4s SAP-6600(II) and SAP-630 terminals.

(6600_630)Sam4pos_Vx.x.xx .b

Version (c) – Is used with the Hisense HM616 Tablet.

(HM-616)Sam4pos_Vx.x.xx .c

Version (d) – Is used with the Hisense HM626 Tablet. *(Requires v2.0.106 ~ v2.0.183.)*

(HM-626)Sam4pos_Vx.x.xx .d

Version (e) – Is used with the Sam4s Sapphire A60 and A70 terminals. *(Requires v2.0.161 or later.)*

(Sapphire)Sam4pos_Vx.x.xxx .e

Version “f” – Is a special firmware that installs on Hisense HM-626 tablets. *(Requires v2.0.184 or later.)*

(HM-626)Sam4pos_Vx.x.xx .f

- * The “f” version takes care of duplicated license code issues with the HM-626. The “f” version uses the CPU serial number + Wi-Fi Mac address. ***You need to connect the tablet to the WiFi before you install SAM4POS.***

Follow the procedure for installing Sam4POS for the first time. You can view complete details\procedure in the separate supplement “Installing Sam4POS”. The steps are shown below.

Sapphire A60/A70

1. **Download, Unzip & Copy** the latest version APK file (*Sapphire*)**Sam4POS_Vx.x.xxx.e.apk** to the root of your **USB** flash drive.
2. Connect the USB drive to any available USB port on your terminal.
3. Go to the Android APP's screen. Select the **"APK Installer"**.
4. The **APK** files loaded on your USB drive are displayed:
 - Tap on the desired **Sam4pos_.apk** from the list.
5. The installation dialog is displayed: Tap **"INSTALL"** to install the application file.
 - The Sam4POS application will be installed.
6. When the Sam4POS App is finished installing, tap **"OPEN"** to launch the Sam4POS application.
 - The Database will initialize, then the **'Database Initial Successful!'** message displays.
7. When the database has initialized the **"Choose The Terminal Model!"** screen is displayed.
 - Select the appropriate model for your terminal.
8. After the terminal model selection, the **End Use License Agreement (EULA)** is displayed.
 - **Read the EULA** and then tap **"ACCEPT"** on the License Agreement.
9. The Sam4POS application installation is complete and the **Sam4POS Sign On** screen displays.

SAP-6600(II) \ SAP-630

1. Download, Unzip & Copy the (*6600 630*)**Sam4POS_Vx.x.xxx.b.apk** file to the root of your USB flash drive.
2. Connect the USB flash drive to any available USB port on your terminal.
3. When the SAP-630/6600(II) terminal is powered on, the main Android OS screen is displayed.
4. Tap the **Android Applications** icon: The applications screen displays.
 - Select the **APK Installer** from the APP's screen.
5. The **APK files** loaded on your USB flash drive are displayed:
 - Tap on the desired **Sam4pos_.apk** from the list.
6. The installation dialog is displayed. Tap **INSTALL** to install the selected application file.
 - The Sam4POS.APK Application firmware is installed.
7. When the Sam4POS.APK App is finished installing, tap **OPEN** to launch the Sam4POS Application.
 - The Database will be initialized.
8. The **Choose The Terminal Model!** screen will display: Select the appropriate model for your terminal.
 - SAP-630 or SAP-6XXX (*For the SAP-6600(II)*)
9. After the terminal model (*and keyboard selection if necessary*) is selected, the **End Use License Agreement (EULA)** is displayed.
 - **Read the EULA** then tap **ACCEPT** on the License Agreement.
10. The Sam4POS Application installation is complete and the Sam4POS Sign On screen displays.

HM626

Version (d) – Is used with the Hisense HM626 Tablet. (Requires v2.0.106 ~ v2.0.183.)

(HM-626)Sam4pos_Vx.x.xx.d

Version “f” – Is a special firmware that installs on Hisense HM-626 tablets. (Requires v2.0.184 or later.)

(HM-626)Sam4pos_Vx.x.xx.f

* The “f” version takes care of duplicated license code issues with the HM-626. The “f” version uses the CPU serial number + Wi-Fi Mac address. **You need to connect the tablet to the WiFi before you install SAM4POS.**

1. Connect the HM626 to your WiFi.
2. Download, Unzip & Copy the *(HM-626)Sam4pos.f.apk* to the root of your **USB** drive.
3. Connect the USB drive with the Sam4POS Application (APK file) into the USB port on the tablet.
4. Navigate to the main **APP** screen.
 - For the first installation of Sam4POS you will need to set the security setting to allow installation of apps from unknown sources.
5. Select the ‘**Settings**’ icon from the main APP’s screen.
6. On the Settings Screen, scroll down the page to the **Personal \ Security** selection.
7. Tap on the **Security** selection to open the security settings.
8. On the Security screen, Scroll down to the **Unknown Sources** setting and switch **ON** the setting: **Allow installation of apps from unknown sources.**
9. Exit out of the Security Settings to the main APP’s screen. From the **APP** screen,
 - tap on the ‘**Explorer**’ icon.
 - Tap on **USB** to open the files on your USB memory device.
10. Select the APK update file: *(HM-626)Sam4pos_Vx.x.xxx.f.apk* saved on the USB.
11. Press **Install** to install Sam4POS application on the HM626 Tablet.
 - The ‘Installing...’ dialog displays while the new application files are loaded.
12. When the installation is complete, the confirmation dialog **App Installed** appears. Press **OPEN** to launch the Sam4POS application.
 - The Sam4POS application Database will Initialize.
13. When the database has successfully initialized; the ‘**CHOOSE THE TERMINAL MODEL!**’ screen appears.
 - Tap the **HM-626** to complete the installation.
14. The Sam4POS installation is complete and the main Sign On screen is displayed.

Note: After installing the Sam4POS APK you may need to go into the Android settings and set the display size to small: *Device* → *Display* → *Display Size* = *Small*

HM616

1. Download, Unzip & Copy the **(HM-616)Sam4POS_Vx.x.xxx.c.apk** file to the root of your USB flash drive.
2. Connect a USB drive that has the Sam4POS Application (APK file) into the USB port on the tablet.
2. Navigate to the main **APP** screen. From the APP screen, tap on the **File Manager** icon.
3. Select **Directory** – Then press the **Storage List icon** in the upper left corner of the screen.
 - From the Storage List, select: **/storage/usbdisk:**
4. Select the **(HM-616)Sam4pos_V#.##.###.c.apk** file you want to load.
(There can be more than one APK file, be sure to select the correct file.)
5. Tap **INSTALL**. The selected Sam4pos APK file will be installed.
6. When the Sam4POS installation finishes, tap **'OPEN'** to launch the Sam4POS application.
7. When the Model Selection dialog **Choose The Terminal Model!** appears, choose the **Hisense Tablet**.
8. The **End User License Agreement (EULA)** is displayed.
 - Read the EULA and then tap **ACCEPT** on the License Agreement.
9. The Sam4POS application installation is complete and the Sam4POS Sign On screen displays.

SAP-4800(II)/SAP-530

The SAP-4800(II)/SAP-530 terminals are retired and were replaced with the SAP-6600(II)/SAP-630 terminals.

1. Download, **Unzip & Copy** the latest version **(4800_530)Sam4POS_Vx.x.xxx.a.apk** to the root of your USB flash drive.
2. Connect the USB drive to any available USB port on your terminal.
3. When the SAP-4800/530 terminal is powered on, the main Android OS screen is displayed.
4. Tap the **“Android Applications”** icon to view the APP’s screen.
5. On the APP’s screen, Select the **“APK Installer”** icon:
 - The APK files loaded on your USB flash drive are displayed: Tap on the desired **(4800_530)Sam4POS_Vx.x.xxx.a.apk** from the list.
6. The installation dialog is displayed:
 - Use the default selections in the dialog.
7. Tap **“INSTALL”** to install the Sam4POS application file. The Sam4POS application will be installed.
8. When the Sam4POS App has finished installing, tap **“OPEN”** to launch the Sam4POS application.
 - The Database will initialize
 - The ‘Database Initial Successful!’ message displays when initialization is complete.
9. The **“Choose Terminal Model!”** screen displays; Select the appropriate model for your terminal.
 - SAP-530 or SAP-4800
10. If you have the SAP-530, you will also need to **Select Real Keyboard Type**.
 - Flat Keyboard
 - Raised Keyboard
11. After the terminal model selection, the **End Use License Agreement (EULA)** is displayed.
 - Read the **EULA** and then tap **“ACCEPT”** on the License Agreement.
12. Enter the Manager Password at the prompt. *(The default manager password is 9999.)*
13. The Sam4POS application installation is complete and the Sam4POS Sign On screen displays.

Database Restore

This operation is used to restore the Database Backup file that was previously backed up. This operation requires the **DatabaseInfo.txt** file, the **dbYYYYMMDD_HHMMSS.db** file, and the **dbYYYYMMDD_HHMMSS*.txt** file.

All program data and report totals are saved when the Database Backup is performed, this data is restored when the Database Restore is performed.

The default **DATABASE BACKUP** path is **USB:/SAM4POS/Database/<Store Name>**

Here is a helpful video showing the Database Restore: <https://www.youtube.com/watch?v=kypDYMQDD70>

Security Note: Dealers are only able to restore their own programs onto their own terminals. The Dealer Name must match with the license of the machine the program was saved on and attempting to be loaded on. Dealers cannot backup the database from a different dealer's installation and restore that database onto one of their own terminals.

Additionally, a dealer cannot add a terminal licensed to them into a system installed by a different dealer.

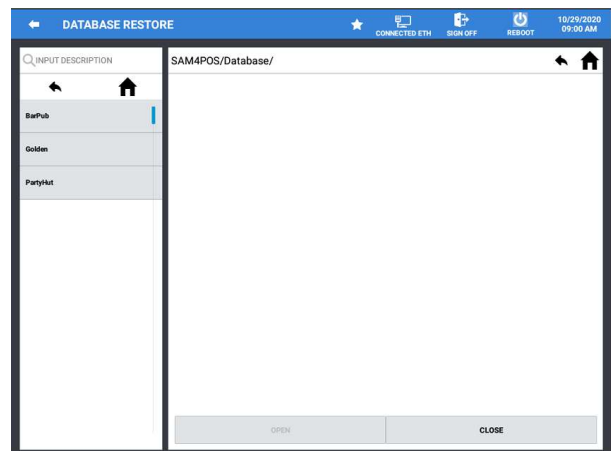
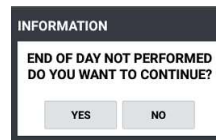
You cannot add a new terminal to a different dealer's IRC System installation.

Notes:

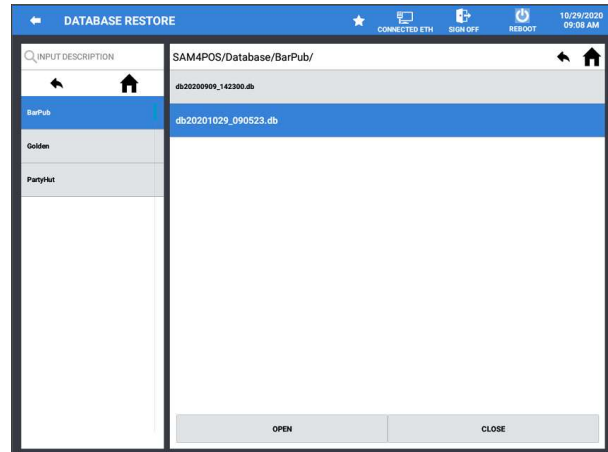
The Terminal must have an active license to allow this operation; Live-Site License, Dealer License or Database Maintenance License. If the Sam4POS ECR has not been licensed or the license has expired you cannot Restore a database file.

The Database Restore user interface was changed at firmware v2.0.39 and later. The screens shown below reflect those changes.

1. From the main **Sign On** screen, sign on with the System Admin Password: **(4 5 6 8 5 2 7 5 3 9 5 1)**
2. From the main **PROGRAM MODE** menu, press **SYSTEM**, select **DATABASE**, then touch **DATABASE RESTORE** on the menu selection screen.
 - An Information dialog appears: Press **YES** to continue. Pressing **NO** will exit the operation.
3. The Database Restore dialog screen displays the list of available Database backups in the left column.
 - Select the desired database backup from the list to restore.



4. When the store database is selected, a list of available backups is displayed in the right window.
 - Choose the desired backup to be restored. When selected, press the **OPEN** button to load the selected backup.

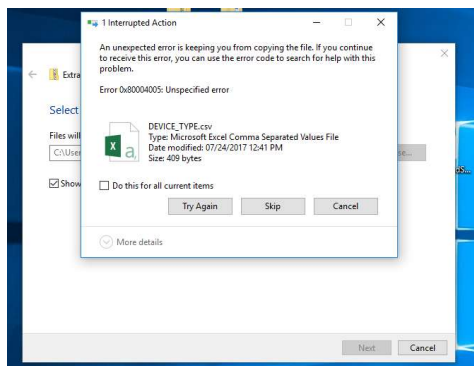


5. When the database you want to restore is opened, the Database Restore confirmation dialog displays:
 - Press **YES** to proceed with the database restore operation. Pressing **NO** will exit without restoring. Pressing the **DATABASE BACKUP** button will back up the DB again.

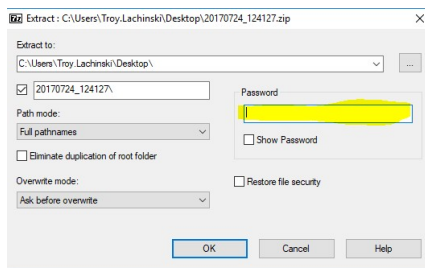


6. The selected database will be restored and the Sam4POS application will automatically reboot.
7. After the APP Reboot, you will need to sign back on to the terminal using an employee code associated with the restored database.

Note: Attempting to extract a program backup from a different dealers' installation will result in the following notification message:



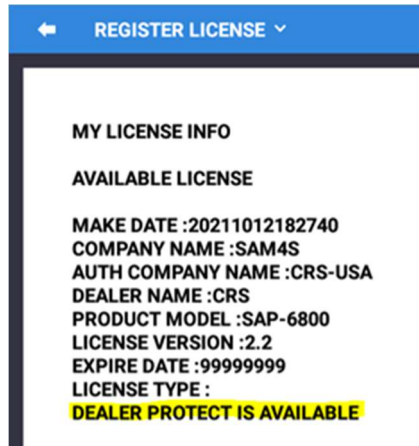
This is due to the “dealer protection” feature in Sam4POS. The zip file has a password (the password built into the Sam4POS license). You will need to extract the file with the appropriate password entered.



Different To Dealer Name

If you receive the message “Different To Dealer Name” when attempting to restore a Database Backup file there are several things you can check.

- You would get this error if the terminal you are loading the program on to doesn't have a valid license. The terminal must have a current Site license or Dealer license to be able to restore Database files and must match the original dealer license information.
- This error will result when loading a database that was saved on a license that is not yours.
 - Check the “Dealer Name” on the Register License screen to verify it is correct. This must match exactly with the dealer's name on the terminal the database was backed up from.
- When saving the DB from a site, the license screen should show “DEALER PROTECT IS AVAILABLE”.



- This error also results if any of the 3 database backup files that are created when you perform a database backup are missing.
 - DatabaseInfo.txt
 - db20210521_155448.txt
 - db20210521_155448.db

.CSV Restore (Overwrite) & (Append) Operation

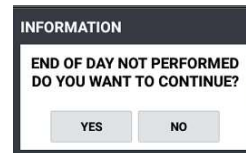
The .CSV BACKUP saves just the configuration program category data without any sales data into individual CSV files that can be opened and edited in Excel.

The .CSV BACKUP file must be in a **compressed file format** to be able to restore the file. If the .CSV BACKUP file has been unzipped and edited, you will need to compress (*zip up*) the .CSV BACKUP file again before restoring the .CSV Backup file, .CVS RESTORE (OVERWRITE or APPEND).

As a best practice in an IRC system, perform the .CSV Restore operation at the POS-Main station.

The default .CSV BACKUP path is **USB:/SAM4POS/Program/<Store Name>**

1. From the main **Sign On** screen, sign on to Sam4POS as the System Admin:
(4 5 6 8 5 2 7 5 3 9 5 1)
2. From the main **Program Mode** menu, press **System**, then select **PROGRAM BACKUP & RESTORE**. Choose **.CSV RESTORE (OVERWRITE)** or **.CSV RESTORE (APPEND)** from the menu selections.
3. The Information dialog below displays:



4. Press **YES** to proceed with the .CSV RESTORE process. The **.CSV RESTORE** dialog screen displays:
 - a. Select the appropriate **.CSV backup file** you want to restore.



8. The .CSV RESTORE confirmation dialog displays.
9. Press **YES** to proceed with the .CSV RESTORE operation.



10. There will be a pause before downloading begins. As the files are loading, the progress bar is displayed:



11. When the progress bar reaches 100% there will be a pause, then the operation will show **SUCCESS** briefly on the display.
12. When the restore has finished, you are returned to the Program Backup & Restore menu screen.

Safe Mode

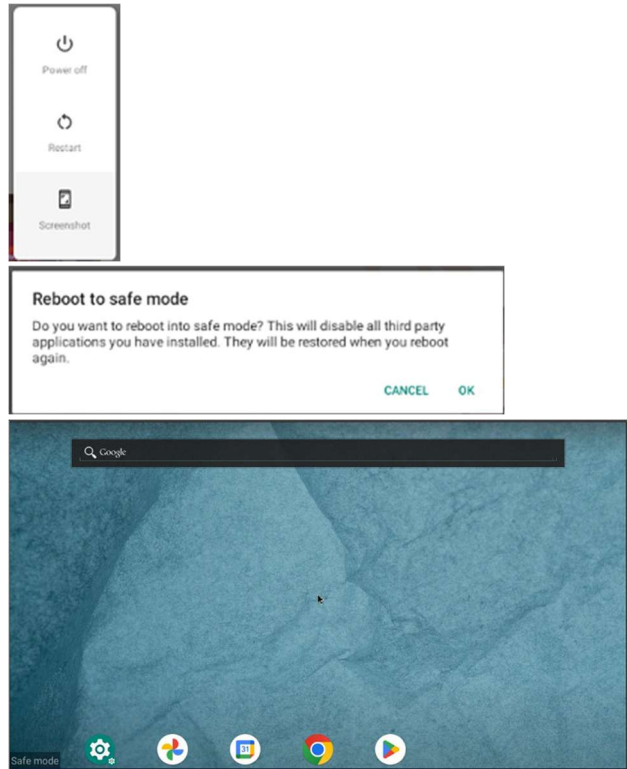
Safe mode is a diagnostic mode for the operating system and only allows essential system programs and services to start up at boot. Safe mode is intended to help fix most problems within the operating system.

If the Sam4POS application does not open properly, gets hung up on a specific screen, we can use Safe Mode to access the settings and uninstall Sam4POS. When booting into Safe-Mode, the terminal will boot to the main Android screen. The Sam4POS application does not automatically load and is not accessible from the APP's screen.

Sapphire A60 &A70

To enter Safe Mode on the Sapphire A60 & A70 terminals, follow the procedure below.

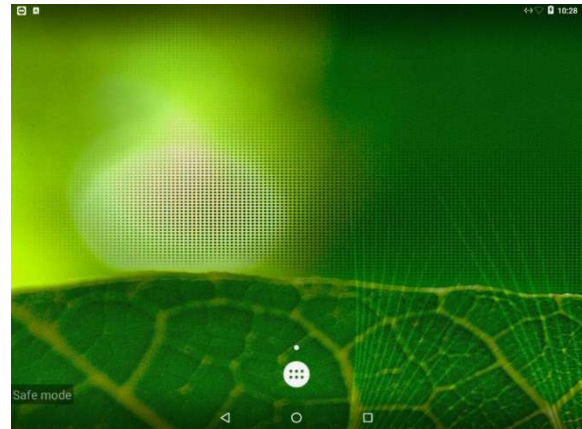
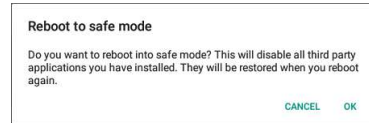
1. When the machine is up and running, on any screen, **Press & Hold** the **Power Button** until the **“Power Off”** & **“Restart”** notification appears.
2. If you *press and hold* on the “Power Off” & “Restart” notification on the screen it will ask you if you want to **“Reboot To Safe Mode”**.
3. Press **OK** to enter Safe Mode.
4. When the terminal boots up it will be in Safe Mode. **Safe mode** is indicated in the lower left corner of the display. Only critical APP's will be available.



SAP-6600(II) \ SAP-630

To enter Safe Mode on the SAP-6600(II) & SAP-630 terminals, follow the procedure below.

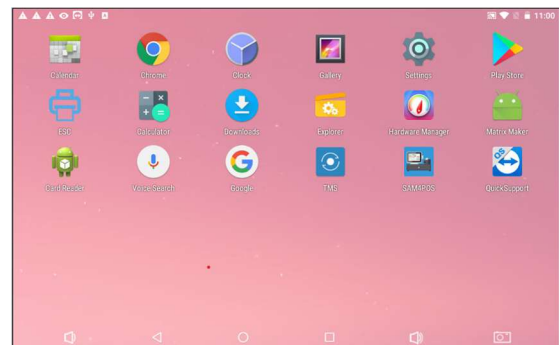
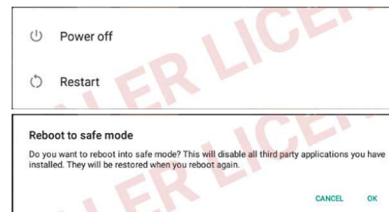
1. When the machine is up and running, on any screen, tap the power button once and it displays the “**Power Off**” notification.
2. If you **press and hold** on the “Power Off” notification on the screen, it will ask you if you want to “**Reboot To Safe Mode**”.
3. Press **OK** to enter Safe Mode.
4. When the terminal boots up it will be in Safe Mode. **Safe mode** is indicated in the lower left corner of the display. Only critical APP’s will be available.



HM626

To enter Safe Mode with the HM626 tablet, follow the procedure below.

1. When the machine is up and running, on any screen, **Press & Hold** the **Power Button** until the “**Power Off**” & “**Restart**” notification appears.
2. If you **press and hold** on the “Power Off” & “Restart” notification on the screen it will ask you if you want to “**Reboot To Safe Mode**”.
3. Press **OK** to enter Safe Mode.
4. When the terminal boots up it will be in Safe Mode. **Safe mode** is indicated in the lower left corner of the display. Only critical APP’s will be available.



HM616

To enter Safe Mode with the HM616 tablet, follow the procedure below.

1. **Power OFF** the HM616
2. Press the Power button to **Turn ON** the HM616
3. When the Screen display shows Android, **Press and Hold VOLUME DOWN** (⏮ minus) button until the Home screen loads.
4. The HM616 is now in **Safe Mode**. Safe mode is indicated in the lower left corner of the display. Only critical APP's will be available.

SAP-4800(II) \ SAP-530

To enter Safe Mode on the retired SAP-4800(II) \SAP-530 terminals, follow the procedure below.

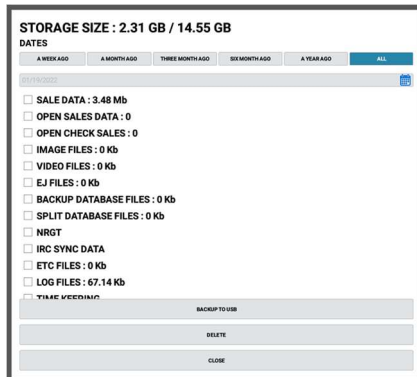
1. **Power OFF** the terminal. (Press & Hold power button until terminal shuts off.)
2. Connect an external **USB Keyboard**.
3. **Power ON** the terminal.
4. During the booting sequence press **ALT-ESC** on the external keyboard.
5. The terminal is now in **Safe Mode**; Only critical APP's will be available.

Storage Management

The Sam4POS Database holds both the configuration data and the report data. We can use the memory storage management to back up data to a USB device or delete data to free up memory resources to improve performance.

You can view a video showing Storage Management here: <https://www.youtube.com/watch?v=NmwXR4Ycnfl>

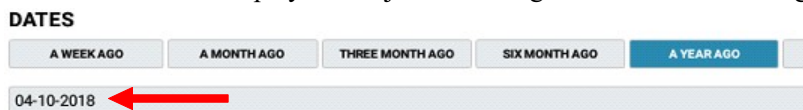
1. From the main sign on screen, sign on to Sam4POS as the System Admin. (4 5 6 8 5 2 7 5 3 9 5 1)
2. From the main **PROGRAM MODE** menu, press **SYSTEM**, select **DATABASE**, then touch **STORAGE MANAGEMENT** on the menu selection screen. The memory storage management dialog displays:



3. Choose the **DATES** selection button to clear the memory usage data for the desired time frame. When choosing a date range; a week, month, year, etc. the date shown is the date that will and everything previous to that date will be Backed up to USB or Deleted as selected.

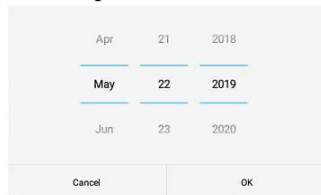
- **A Week Ago:** Deletes everything from the same date of previous week and earlier.
- **A Month Ago:** Deletes everything from the same date of previous month earlier.
- **Three Months Ago:** Deletes everything from the same date 3-months back and earlier.
- **Six Months Ago:** Deletes everything from the same date 6-months back and earlier.
- **A Year Ago:** Deletes everything from the same date of previous year and earlier.
- **ALL:** Clears all the data for the category selected, including current data (no data is saved).
- **Calendar:** Select a specific date to delete data from the selected date and earlier.

4. The Date shown on the display will adjust according to the chosen date range selection:



Note: The date shown is the date that will be deleted and everything previous to that date.

Use the calendar on the date-bar to select a specific date. Scroll through the columns to select the desired Month – Day – Year, all data prior to the selected date will be deleted.



5. Select the data **STORAGE CATEGORY** file from the list.

Storage Management Category Definitions

Storage Category	Definition
Sale Data	When a Time Frame is selected only sales data that has been stored after an EOD was generated will be deleted; Current Data will not be deleted. When ALL is selected for the Dates, ALL sales data including current data is deleted. **NOTE: Sale Data also includes configuration information so the Sale Data will never go to zero. Video Link: https://www.youtube.com/watch?v=7NLX2-8dHdU
Open Sales Data	<i>(Added at v2.0.98)</i> To allow deleting any unsynchronized open sales data.
Open Check Sales	Deletes all open checks (tables) in the terminal including table map.
Image Files	Image files stored in Sam4pos will be deleted.
Video Files	Deletes stored Video files.
EJ Files	Electronic Journal files will be deleted.
Backup Database Files	Any Database Backup files saved to internal storage will be deleted.
Split Database Files	Sale Data Split happens automatically when the EOD report is generated and the working DB is over 30MB. Splitting the data speeds up normal transaction speed by making the working Database smaller. Use this operation to delete old Sale Data Split Database files on this station.
NRGT	This will clear the <u>Non-Resettable Grand Total</u> for reports.
IRC Synch Data	Deletes the IRC Synch Data. (Should be 0 at all stations.)
ETC Files	This selection will allow for deleting of unneeded files in the Root directory.
Log Files	Logs are maintained in the root directory for 10 days on each station. This selection allows you to manually delete Log files in the Root directory.
Time Keeping	When selected, all time keeping data is deleted regardless of the date selection.

Storage Management Action Buttons



- Use the buttons at the bottom of the screen are used to
 - BACK UP USB** – Saves the selected data to the USB E:\SAM4POS\BACKUPFILES directory.
Backup File Example:

Name	Date modified	Type	Size
DatabaseInfo.txt	3/17/2023 8:39 AM	Text Document	1 KB
db20230317_083950.db	3/17/2023 8:39 AM	Data Base File	3,560 KB
db20230317_083950.txt	3/17/2023 8:39 AM	Text Document	1 KB

- DELETE** – Removes the selected data from memory.
- CLOSE** – Pressing CLOSE will exit the Storage Management screen.

****Note:** The Sam4POS DB holds both the configuration data and the report data.

Device Self-Storage Management

The Device Self-Storage Management feature was added at v2.0.147 to allow more control over how much data is held (*saved / stored*) in the memory on the terminal. When the Device Self-Storage Management is enabled, when the EOD is generated and the Database Split has finished, if the total storage on the terminal is over the SYSTEM OPTION → SELF-STORAGE MANAGEMENT DATA SIZE (MB), the Self-Storage Management process will initiate automatically.

Requirements

- USB Flash Drive
 - Insert a USB flash drive into any available USB port on all terminals in system.
- System Option
 - Enable Self-Storage Management
 - Self-Storage Management Data Size
- Optional System Option Settings:
 - Storage Threshold %
 - Sale Data Split Size
- Generate EOD

System Option

You must enable the Self-Storage Management before you can use the Self-Storage Management feature. Go to:

Program Mode > Options > Options > System Option

Device Self-Storage Management

The options below are used to enable the self-storage management feature and set the data size limit.

ENABLE SELF-STORAGE MANAGEMENT

Select this option if you wish to set a limit for the amount of storage to be held on the station.

SELF-STORAGE MANAGEMENT DATA SIZE LIMIT (MB)

Select from 300MB (*default setting*), 500MB, 1000MB.

Additional System Option Settings:

ETC

STORAGE THRESHOLD %

Set the threshold percentage value (from 0 to 100) for the memory storage area. When the storage threshold is reached, the notification “Over The Storage Threshold, Do You Want Management For Storage?” displays on the main sign on screen when employee signs off.

Important: Starting in version v2.0.122, when the Sam4POS detects that the storage is over 90% a warning pop-up will continue to appear and the sale function will not be available until there is space in the storage.

SALE DATA SPLIT SIZE (MB) (*Added in v2.0.115*)

Set the database size in Megabytes from 1 – 99 (*default is 30 MB*) that will trigger the database split when the EOD is performed.

- ⇒ All Open Checks must be closed before performing the ‘Sale Data Split’ operation.
 - * Sale Data will not split with open checks in the system.
- ⇒ When a Database Backup is performed on Sam4POS it does include the Split Database Files.
 - * SAM4POS saves the split Database to internal storage: /data/data/com.sam4s.atom/saledata/.
 - * The Android OS cannot allow access normally by anyone on each APK internal space. The internal storage of an Android app is a dedicated space for the app, a secure area inaccessible to other apps or direct user access. Security: The system protects files in the internal storage, and they cannot be accessed by typical file explorers."

USB Flash Dive

Insert a USB flash drive into any available USB port on all terminals in the system. To save your current database data go to: **Program Mode > System > Database > Database Backup**

Generate EOD

Generating an EOD report clears the current data on the terminal and updates the report data; this operation must be performed daily. Report totals are not deleted, only the current data (since last EOD) is cleared.

When the EOD is generated, Sam4POS will automatically split the sale data to internal memory if the working database is over the setting in SYSTEM OPTION: SALE DATA SPLIT SIZE (MB). The default setting is 30 MB.

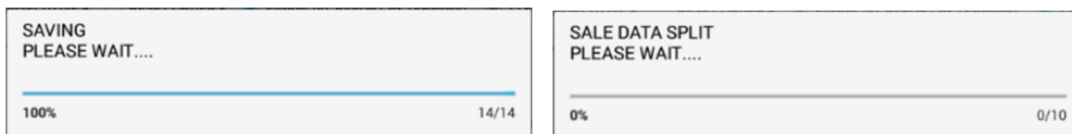
The sequence of events After End Of Day (EOD) is generated are:

- Check Storage Size
 - Total Memory Storage Size Used (Current DB, EJ Files, Backup DB, Split Sales DB, Log Files)
- Sale Data Split
 - Compare SYSTEM OPTION: SALE DATA SPLIT SIZE (MB) with the working database.
 - Split Sales Data if over this setting.
- Self-Storage Management Condition
 - Checks for Connected USB Storage device
 - Compares SYSTEM OPTION – SELF-STORAGE MANAGEMENT DATA SIZE (MB) setting with the Current Memory Storage Size Used.
 - Checks Storage Size up to 95%
- Data Backup To USB
 - The Current DB, EJ Files, Backup DB, Split Sales DB, Log Files will back up to the USB.
- Delete Self-Storage Management Data Files
 - Then the EJ Files, Backup DB, Split Sales DB, and Log Files are deleted from the terminal.

Sale Data Split

When the EOD is generated, Sam4POS will automatically split the sale data to internal memory if the working database is over the setting in SYSTEM OPTION: SALE DATA SPLIT SIZE (MB). The default setting is 30 MB. The sale data split is performed to speed up normal transaction entry by making the working Database smaller.

At the station that generates the EOD you may see the notifications: **Saving Please Wait . . .** then **Sale Data Split Please Wait . . .**



During the Sale Data Split operation, all other stations in an IRC System will display the notification message:

Database Split Please Wait . . .



Press **OK** to clear the notification. When the Database Split is completed, the notification Sale Data Split Success will appear on the display briefly.

Self-Storage Management

When the Device Self-Storage Management is enabled, when the EOD is generated and the Database Split has finished, If the total storage on the terminal is over the SYSTEM OPTION – SELF-STORAGE MANAGEMENT DATA SIZE (MB), the Self-Storage Management process will initiate automatically.

1. Data is backed up to the USB
 - A USB Flash Drive must be connected prior to generating the EOD.

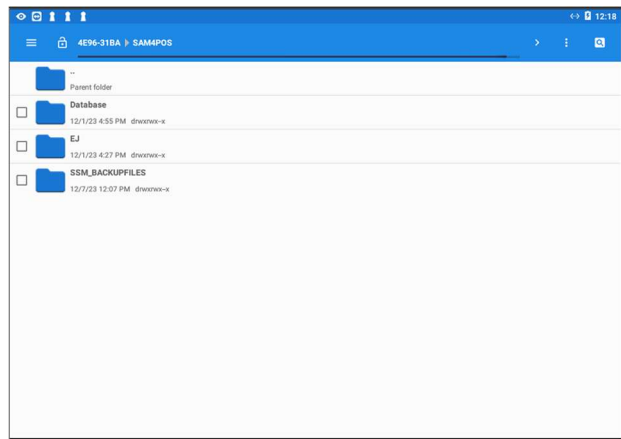


2. Self-Storage Management files are deleted.

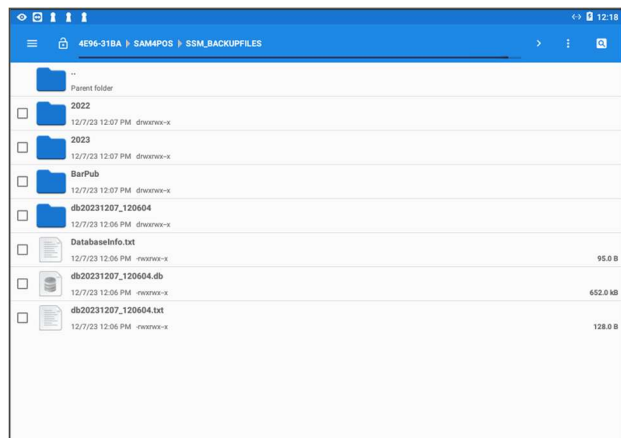


3. When storage management is complete, the data files are located on the USB:

USB:\SAM4POS\SSM_BACKUPFILES



4. Inside the **SSM_BACKUPFILES** directory you will see the EJ Files, Backup DB, Split Sales DB, and Log Files



If you do not have a USB Flash Drive installed on the terminal, the Self-Storage Management dialog “Failed To Backup Self-Storage Management Please Insert USB” will display.

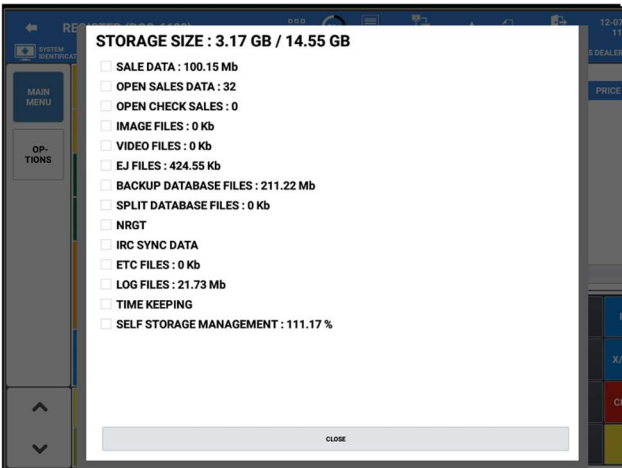


- **YES** : Will not show this message again.
- **NO** : The message will display again at the next Sign-On.

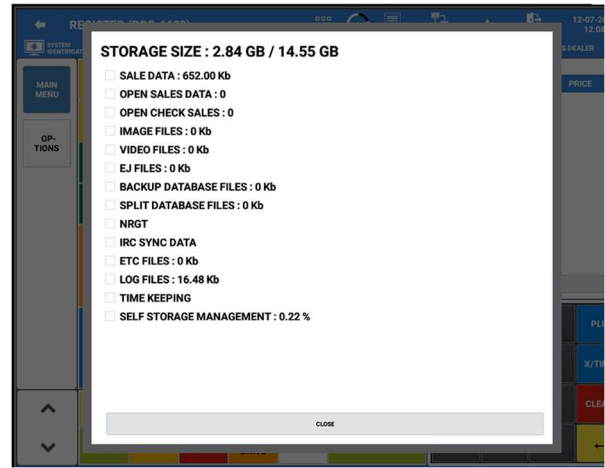
Checking Storage Size

The current Storage Size can be checked from the register mode.

1. From the register mode title bar, press the Utility Information icon.
2. The Storage Usage icon displays the current percentage of Memory Storage currently used.
3. If the percentage of total memory storage used is higher than the System Option: Storage Threshold % value, the Memory Storage percentage value will appear Red.
4. Tap the Memory Storage icon to show the total Memory Storage Size: Used Memory / Total Memory
5. The breakdown of memory used by category is also displayed.



Register Mode: Memory Storage Before EOD



Register Mode: Memory Storage After EOD

Sales Data Recovery

When the Device Self-Storage Management is enabled Sales Data is saved to a USB flash drive when the SYSTEM OPTION – SELF-STORAGE MANAGEMENT DATA SIZE (MB) setting is reached. The sales data from the backed up file is no longer available in the Report Mode.

The Sales Data is saved on the USB by Default in the database backup directory:

USB:\SAM4POS\SSM_BACKUPFILES\db20231207_120604\saledata

If a merchant wants to view this old sales data at the Sam4POS station, It is possible to recover old sales data if necessary. They would need to move the ***saledata*** directory so it is inside of the ***SSM_BACKUPFILES*** directory on the USB. Like this:

USB:\SAM4POS\SSM_BACKUPFILES\saledata

Insert the USB into the Sam4POS station, go to the Report Mode, then generate the desired Report.

Manually Edit Storage Management

The Sam4POS Database holds both configuration data and report data. Since there is a finite amount of memory available, eventually this memory will fill up and cause the terminal operations to slow down.

If you want to manually control the storage on the terminal, you can use storage management to backup historical data to a USB flash drive if desired, then delete the old data on the terminal to free up memory resources to improve performance.

Refer to the separate 'ADMIN GUIDE' supplement for complete details.

You can view a video showing Storage Management here: <https://www.youtube.com/watch?v=NmwXR4YcnfI>

Warning! This operation is not reversable, the selected totals will be cleared for ALL Stations in a system!

To manually delete Storage Management files from memory you will need to sign on to the station using the System ADMIN sign on code. Then go to:

Program Mode > System > Database > Storage Management




You can choose to 'Backup To USB' any Data that you want to save, for example:

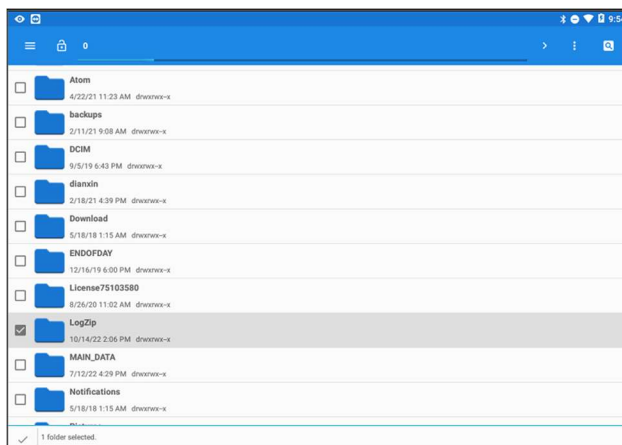
- EJ Files, Backup Database Files, Split Database Files, Log Files.


Then Delete selected Data from Storage Management. To Delete Data from Storage Management refer to page 76.

Delete Files From Internal Memory

If Sam4POS is set to send the EJ Report, Auto Database Backup to internal storage or Log Backup is routinely sent to internal storage, the Sam4pos may start to slow down over time as the internal storage fills up. We can delete these log files manually.

1. **Exit the Sam4POS application**
 - a. Press **Sign Off**
 - b. Press the **Exit icon** 
2. Open **Android APP's**, then open **File Manager**.
3. In File Manager, press the **Menu icon** ; Select **Internal Storage**.
 - a. If you see a **LogZip** directory, **Delete** the file:
(Delete files by pressing the **Actions icon** , choose **Delete Selection** from the Actions list.)



- The LogZip file is used to compress log files when backing up logs to the FTP, normally this file is deleted when the log backup to FTP completes. In some versions when log backup to the FTP failed this file was not deleted. **Select & Delete** this file.
4. Navigate to **SAM4POS**. **Select & Delete files** in the Directories:
(Delete files by pressing the **Actions icon** , choose **Delete Selection** from the Actions list.)
 - LOG** – Contains the current 10 days of log data stored.
 - Used for troubleshooting.
 - VerboseLog** – Contains the Super MACRO data.
 - For viewing from Sam4POS: PGM > System > Super Macro.
 - Database** – **Should be empty**
 - If the Database Backup is set to Automatic Backup, it should be set to USB, not set to backup to internal storage.
 - If the Database Backup is set to backup to internal storage, make sure to check the selection 'Overwrite New Database'. This will overwrite the previous database backup data with the new/current DB Backup data.
 - Program** – **Should be empty**
 - If the Database Backup is set to Automatic Backup, it should be set to USB, not set to backup to internal storage.
 - If the Database Backup is set to backup to internal storage, make sure to check the selection 'Overwrite New Database'. This will overwrite the previous database backup data with the new/current DB Backup data.

OS Reload

The OS Reload requires a bootable USB to install the reload files. OS reload files and instructions for creating a bootable USB and performing the OS Reload are included in the Links below. The sequence for this operation is:

- Backup the current Database (See “Database Backup on page 44 for details.)
- Reload/Update the Android OS

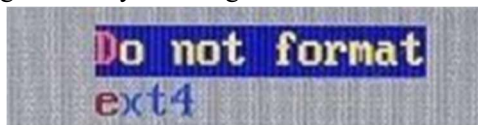
OS Reload Files

CRS has OS Reload flash drives available that can be ordered for your terminal from your sales representative:
CRS Item# 703155

If you would like to create your own OS Reload flash drive.

- The OS Reload requires a bootable USB, 2GB or larger & formatted for FAT32.
- OS reload files and instructions for creating a bootable USB and performing the OS Reload are included in the Links below.
- The sequence for this operation is:
 - Backup the current Database
 - Reload/Update the Android OS

Note: You can reload the OS without formatting the drive to preserve the Sam4POS data. You can also reformat when loading the OS by selecting the ext4 selection.



If a terminal is **Factory Data Reset** or the if the drive formatted when the OS Reload is performed, you must reinstall the Sam4POS application, request a New License (*Service Swap*) for the station and Restore the customers Database.

Use the links below to download the OS Reload files & Instructions or Contact CRS Support for the current OS Reload for your terminal.

- ⇒ Here is the link to the **Sapphire A60 15” OS reload:**
https://mega.nz/file/CpgBAZDJ#K_1XsZW6tGzrJ1CrRC6JX9XM_oXUeMxEn7ONMCPmUv4
- ⇒ Here is the link to the **Sapphire A70 15.6” OS reload:**
<https://mega.nz/file/Olw2lCDT#SZnc2Klnl9QEH8rks9WwbL3gR3180R87sU5XTtoAKVke>
- ⇒ Here is the link to the **SAP-630 A07 OS reload:**
https://mega.nz/file/Lk53EbjZ#DfFN4nWBxp3XlyKG_5SBj-jIxfPy9y1wQOq8hh_6PaA
- ⇒ Here is a link to the **SAP-6600 A23 OS reload:**
https://mega.nz/file/XhBiWSSD#Wt_IRJEj5akvA2VXzQvIVyzOBr-2OxXI5IAK93p3psY

OS Reload Procedure Videos

SAP-6600 – **OS Reload Process** YouTube tutorial video: <https://youtu.be/o5o7oVX9DFo>

SAP-630 – **OS Reload Process** YouTube tutorial video: https://www.youtube.com/watch?v=b_pyVtJOaEc
(Slightly different than SAP-6600.)

Factory Data Reset

The Factory Data Reset is accessible from the main Android Settings menu. This operation will reset the terminal to its default factory settings. ***ALL applications installed including the SAM4POS APPLICATION and the SAM4POS license information will be lost!***

You will be required to reinstall the SAM4POS APPLICATION; This will create a new license ID file for the terminal so you will be required to request a new license for the terminal, then restore the customers database.



This operation IS NOT Reversible!

This operation will completely remove the Sam4POS Application, All program data, All report data and the Sam4POS license file.

You will need to reinstall the Sam4POS Application, request a new license for the terminal, and restore the customer's database.

If you need to factory reset the terminal due to serious corruption, follow the procedure below.

Backup The Current Database

Back up the current program data so you can restore the data after the factory reset.

Go to: ***Program Mode*** → ***System*** → ***Database: Database Backup***

Current Terminal / License ID#

Make note of the current terminals license ID#. You will need this for the service swap license request.

Go to: ***Program Mode*** → ***System*** → ***Register License (Large Red Number)***

Factory Data Reset

Note: If the terminal that the Factory Data Reset or an OS reload is to be performed on is in an IRC system, be sure to delete that station from the POS-Main before reconnecting the station to the IRC.

Go to the ***Program Mode*** → ***System*** → ***Settings***

Reinstall the Sam4POS Application

See procedure on page 86

Request a New License for the Station

Request a Service Swap License Request on the CRS website:

<https://www2.crs-usa.com/l/565112/2022-01-11/2fh7jf>

Install the New License

See procedure on page 87

Restore the Database

See procedure on page 87

Factory Data Reset Procedure

Note: If the terminal that the Factory Data Reset or an OS reload is to be performed on is in an IRC system, be sure to delete that station from the POS-Main before reconnecting the station to the IRC.

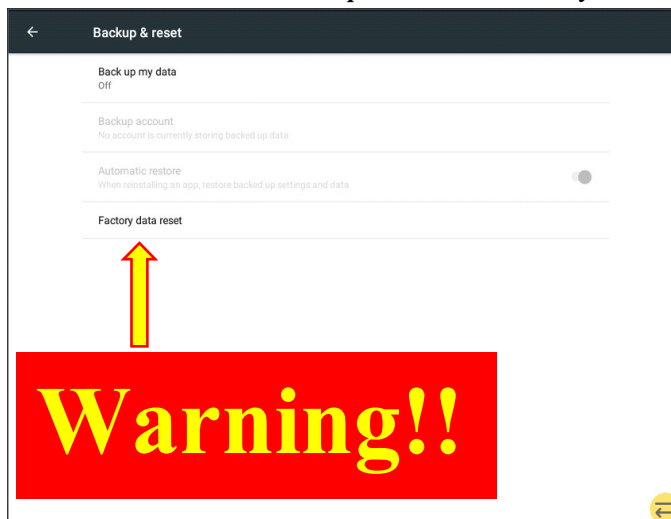
Sapphire A60 & A70

1. Go to: **Program Mode** → **System** → **Settings**
Enter the manager password at the prompt (*if required*).
2. Scroll down to: **System** → **Advanced** → **Reset Options** → **Erase All Data (Factory Reset)**



SAP-630 & SAP-6600(II)

1. Go to: **Program Mode** → **System** → **Settings**
Enter the manager password at the prompt (*if required*)
2. Scroll down to **Personal** → **Backup & Reset** → **Factory Data Reset**



HM626

Exit Sam4POS. From the main Android Apps screen, open the **Calculator App**
Enter: **sin cos tan 000.999** to set factory default.



Reinstall Sam4POS

After the device has been “Factory Data Reset” you will need to reinstall the Sam4POS application, relicense the terminal and restore your program.

See the “Reinstall Sam4POS” procedure on page 65 for details.

Note: If the terminal that the Factory Data Reset or an OS reload is to be performed on is in an IRC system, be sure to delete that station from the POS-Main before reconnecting the station to the IRC.

Service Swap License Request

Plan ahead when requesting licenses, it takes some time to complete the license generation process.

Important: Every effort will be made to immediately issue licenses but *please allow 24 hours*. . If you need an immediate license you can create & install the 15-Day Temporary License.

1. Get the new Serial Number – License ID#:Go to the **Program Mode** → **System** → **Register License: Note the Serial Number - License ID# (Large Red Number)**
2. Request a new license (*using the Service Swap license request form*)
 - a. Enter the original terminals serial number - license ID # in the notes area.

Install New License

Register License

1. When you receive the new license, **Unzip** and **copy** the **license.crt** file to your **USB flash drive**.
2. To install, go to: **Program Mode** → **System** → **Register License:**
3. Press the **License Registration** button.
4. Select the **License.crt** file to install the license.
5. **Reboot** the Sam4POS terminal when the license has been installed.

Database Restore

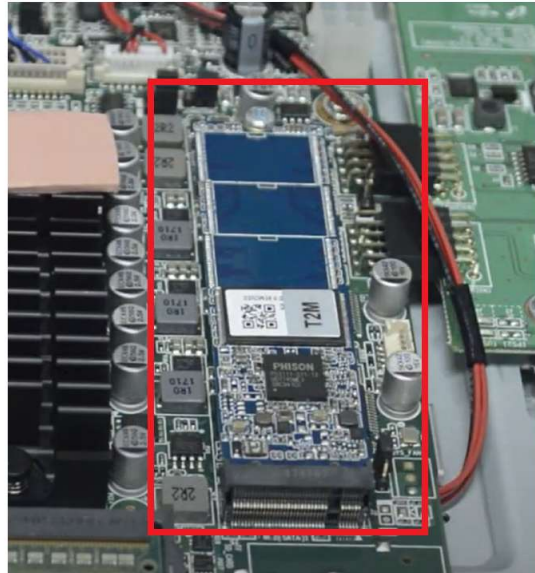
When the new license has been received and installed, restore the customers database. See page 69 for details.

1. Sign on to terminal using the 12-digit Admin Code (**4 5 6 8 5 2 7 5 3 9 5 1**)
2. Go to the **Program Mode** → **System** → **Database: Database Restore.**

Replace M.2 with 2.5” SSD on SAP-6600(II)

Procedure

1. Take the Cabinet Apart and remove the M.2 Storage.
 - a. Video Link with Instructions if needed. <https://youtu.be/cvRH5g7Jtf8>



2. Reassemble the Cabinet



3. Install the 2.5" SSD.
4. You will need to Reinstall Sam4POS and follow the procedure to request a new license.
 - a. Service Swap License Request
 - b. Install the SAM4POS License.
 - c. Restore your Database.



Service Swap License Request

Plan ahead when requesting licenses, it takes some time to complete the license generation process.

Important: Every effort will be made to immediately issue licenses but *please allow 24 hours*. . If you need an immediate license you can create & install the 15-Day Temporary License.

1. Get the new Serial Number – License ID#:Go to the **Program Mode** → **System** → **Register License: Note the Serial Number - License ID#** (*Large Red Number*)
2. Request a new license (*using the Service Swap license request form*)
 - a. Enter the original terminals serial number - license ID # in the notes area.

Install New License

Register License

1. When you receive the new license, **Unzip** and **copy** the **license.crt** file to your **USB flash drive**.
2. To install, go to: **Program Mode** → **System** → **Register License:**
3. Press the **License Registration** button.
4. Select the **License.crt** file to install the license.
5. **Reboot** the Sam4POS terminal when the license has been installed.

Reinstall Sam4POS

After the device has been “Factory Data Reset” you will need to reinstall the Sam4POS application, relicense the terminal and restore your program.

See the “Reinstall Sam4POS” procedure on page 65 for details.

Note: If the terminal that the Factory Data Reset or an OS reload is to be performed on is in an IRC system, be sure to delete that station from the POS-Main before reconnecting the station to the IRC.

Database Restore

When the new license has been received and installed, restore the customers database. See page 69 for details.

1. Sign on to terminal using the 12-digit Admin Code (**4 5 6 8 5 2 7 5 3 9 5 1**)
2. Go to the **Program Mode** → **System** → **Database: Database Restore**.

Replacing A Terminal In A System

If the terminal is damaged and must be replaced, the license for the station can be transferred to another terminal. You will need to fill out the online service swap license request form on the CRS website. When the terminal is licensed, you can add the station to the system.

Important: Every effort to immediately issue licenses will be made but *please allow up to 24 hours*. If you need an immediate license you can create & install the 15-Day Temporary License.

Swap out Station

Sam4POS makes it easy to swap out a station should it become necessary. For example, If POS-2 in an IRC system is damaged we can swap it out with a new terminal.

1. Disconnect & Remove the original POS-2 from the system.
2. Prepare the replacement terminal as necessary.
 - a. Install Sam4POS onto a new terminal.
 - b. Request a new license (Service Swap) for the new station.
3. When the station is licensed, you can bring the new station to the site and connect it to the network.
4. At the new station, go to the Terminal & Network and enter the site information.
 - a. The IP Address must be the same network scheme as existing system (use DHCP).
 - b. Enter the Store Name EXACTLY same as existing system.
 - c. Enter the Terminal Descriptor (*POS-2 in this example*).
 - d. Turn IRC ON. (*Button by the My Terminal Info.*)
5. The new POS-2 station will Synchronize with POS-Main and restore the database.

Historical Report Totals

1. If a terminal in an IRC system requires replacement what happens with the historical report totals?
 - ⇒ Report data is saved on all stations in a system, the report data for the damaged terminal is still available, but only when a consolidated report is generated.
2. When running historical reports, are the daily sales totals available for the missing register before the replacement?
 - ⇒ The Daily sales totals are available only with a consolidated report not for the individual missing register that is no longer connected.
3. Could the dealer read the missing registers daily sales data?
 - ⇒ Report data is only available with a consolidated report, not as a standalone, individual report.
4. What reports are available if a terminal is removed from the system?
 - ⇒ All reports are possible but only as consolidated data.
5. What happens when a new replacement SAP-6600(II) replaces the one that was removed from service?
 - ⇒ New register starts from initial total.

For Example :

POS-Main : \$1.00
 POS-1 : \$2.00
 POS-2 : \$3.00

When the POS-2 station is removed and a new POS-2 register is installed.

=====

If the New POS-2 register sells for \$1.50
The Total terminal consolidated reports will then be \$7.50
The New POS-2 register's report will be \$1.50

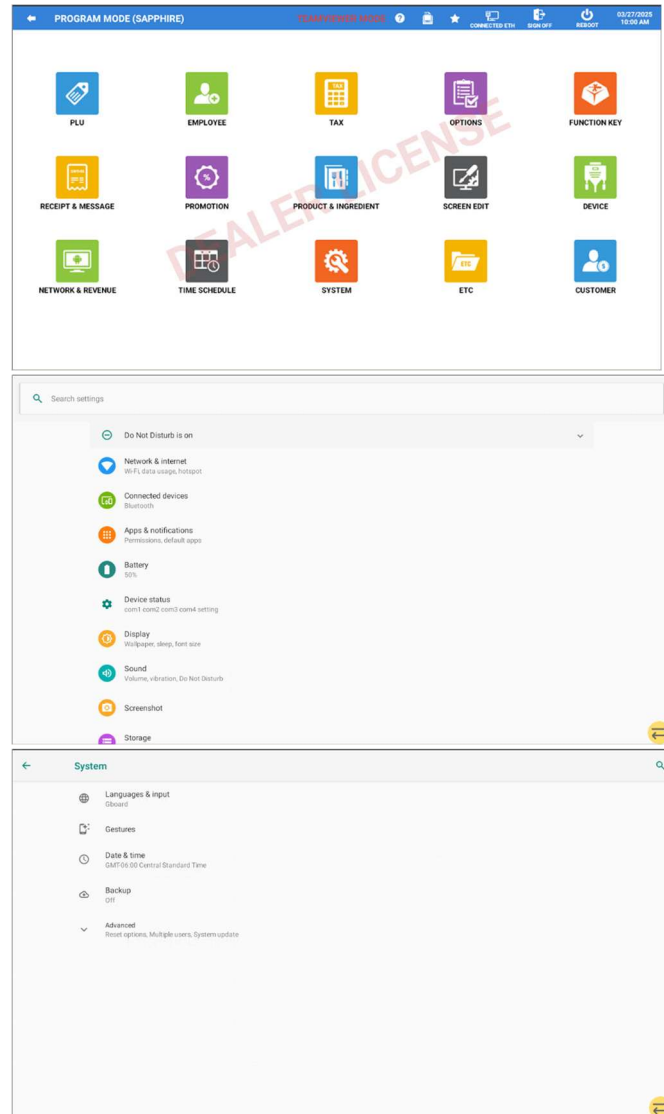
Enable Virtual Keyboard

When programming descriptors or attempting to enter a name or number for a Guest Check, if the virtual keyboard does not display, you can perform the operations described here to activate the virtual keyboard for your terminal.

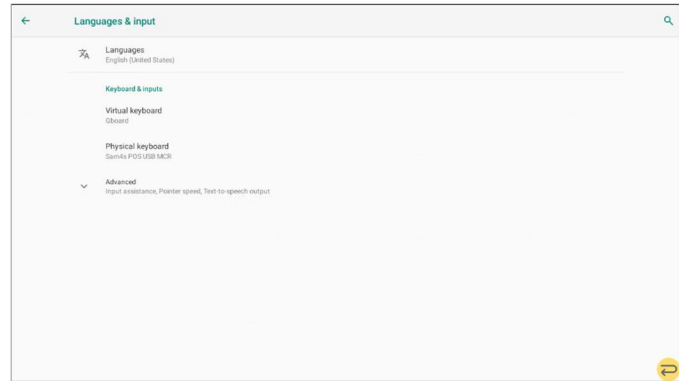
Sapphire A60 & A70

If you want the virtual keyboard to display automatically when using the Price Check & PLU Info keys in the register mode you will need to enable the Virtual Keyboard in the Android settings.

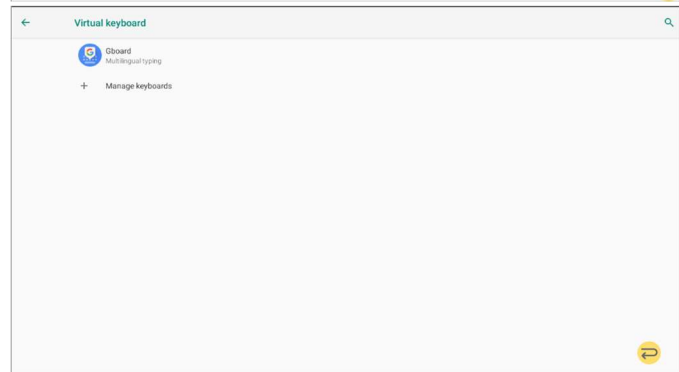
1. On the main **PROGRAM MODE** screen touch the **SYSTEM** icon to display all the program categories. The System menu displays.
2. From the **SYSTEM** menu touch **SETTINGS**. If necessary, enter the **MANAGER PASSWORD** at the prompt.
3. On the **Settings** menu, scroll down to and select the **System** category.
4. On the **System** screen, select **Language & Input**.



5. On the **Language & Input** screen, in the **Keyboards & Inputs** section, select **Virtual Keyboard**.



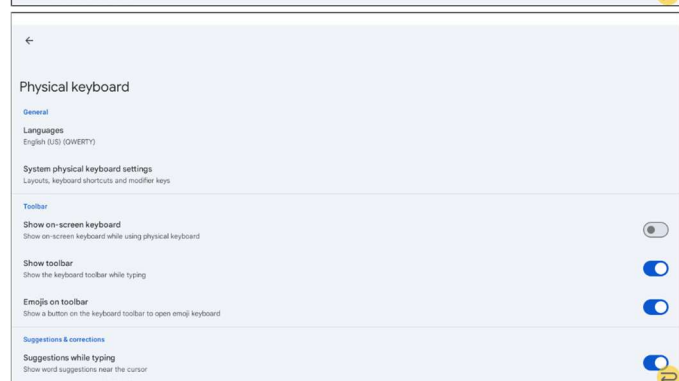
6. On the **Virtual Keyboard** screen, select **Gboard** to access the **Settings** screen.



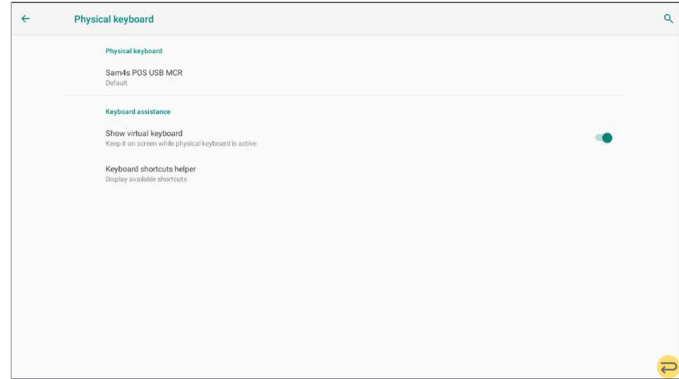
7. On the **Settings** screen, select **Physical Keyboard**.



8. On the **Physical Keyboard** screen, select **System Physical Keyboard Settings**.




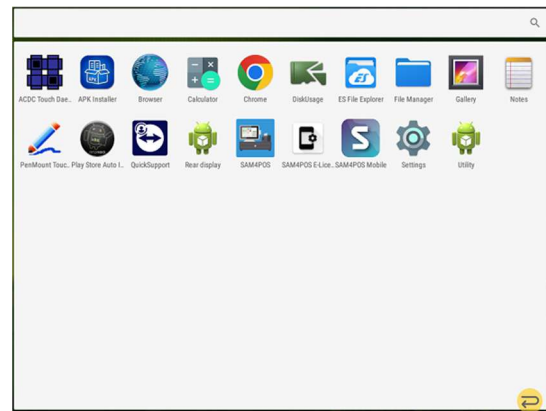
9. On the Physical Keyboard screen, in the **Keyboard assistance** category, enable the selection **Show virtual keyboard**.
10. Press the **back arrow** ← in the upper left of the screen to exit all the way out to the main settings screen. Press the **return icon** ↵ to exit back to Sam4POS.




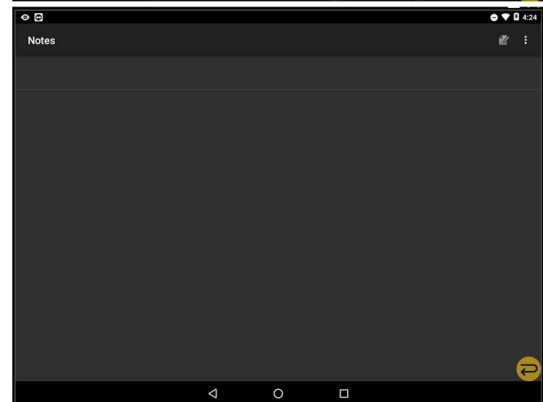
SAP-6600(II)/630 & HM616

Open the notepad app and at the bottom right corner click on keyboard icon to turn on the keyboard.

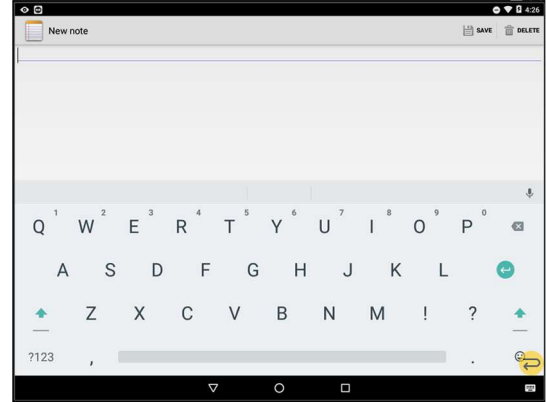
1. Exit out of the Sam4POS application and Go to the main Android APP's screen. Select the **Notes widget** 




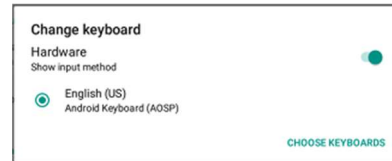
2. On the Note widget, Press the **New Note icon**  at the upper right of screen.



3. The **New Note** screen displays.



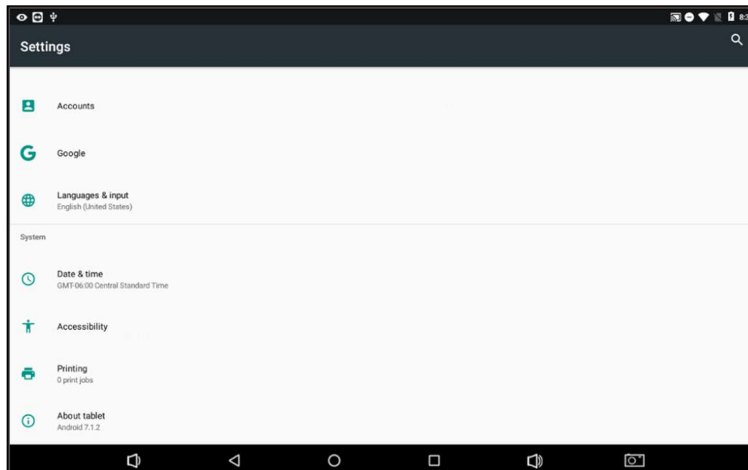
4. On the New Note screen, you will see the keyboard icon  at the lower right of the screen, tap on the keyboard icon. The Change Keyboard dialog appears; Turn on the selection: Hardware Show input method.



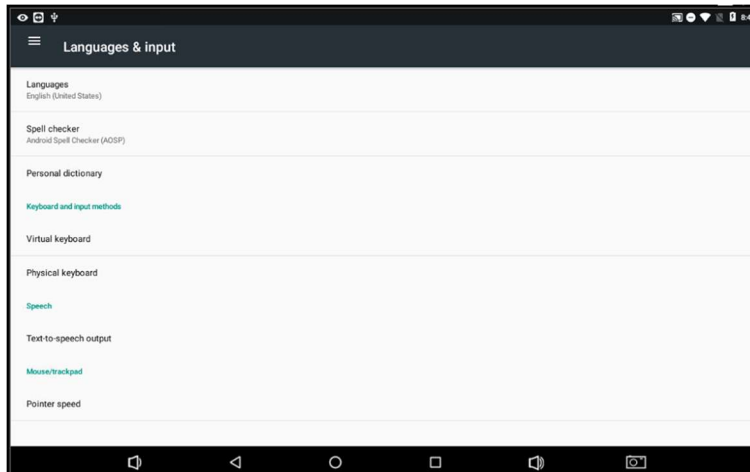
Virtual Keyboard HM626

If you want the virtual keyboard to display automatically when using the Price Check & PLU Info keys in the register mode you will need to enable the Virtual Keyboard in the Android settings.

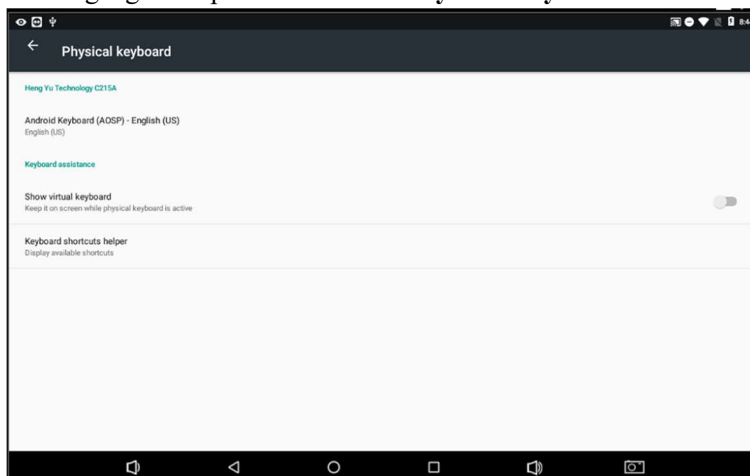
1. Touch the **SYSTEM** icon on the main **PROGRAM MODE** screen to display all the program categories. The System menu displays.
2. From the **SYSTEM** menu touch **SETTINGS**. Enter the **MANAGER PASSWORD** at the prompt.



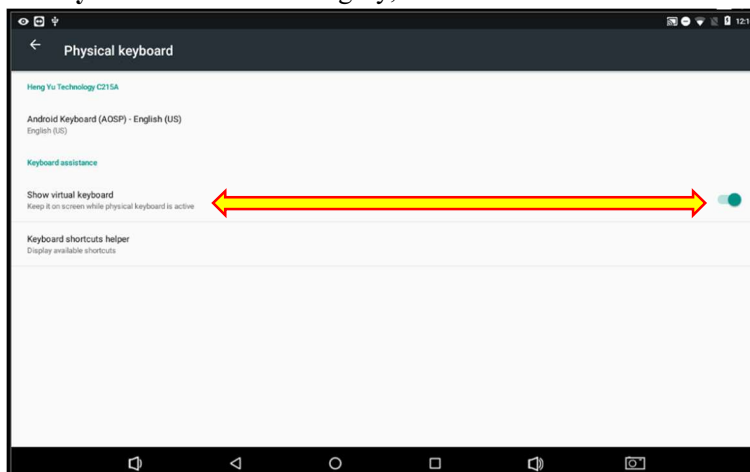
3. On the **Settings** menu, scroll down the **Personal** category list on the left-side menu and select **Language & Input**.






4. On the Language & Input screen select **Physical Keyboard**.



5. On the **Keyboard assistance** category, enable the selection **Show virtual keyboard**.

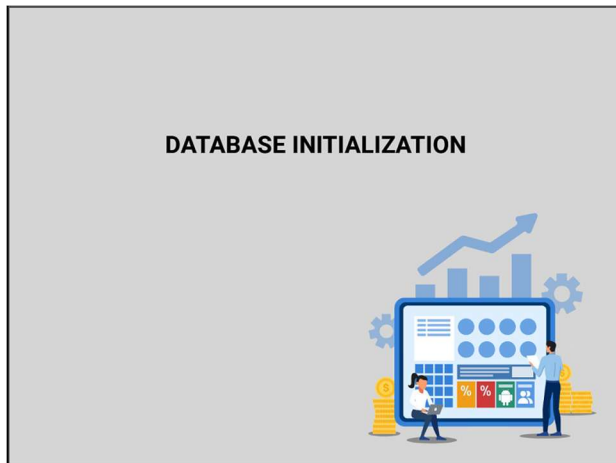



6. Press the Previous Screen icon  to return to the Language & Input screen, press the previous screen icon  again to return to the Settings screen.
7. Continue editing the Android settings as necessary or press the previous screen icon  again to return to the Sam4POS Application.

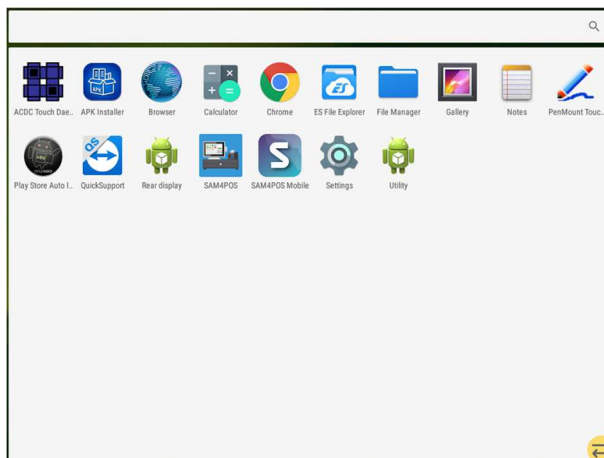
Stop Sam4POS From Loading

The Sam4POS application automatically starts when the terminal is rebooted. Sam4POS APK firmware version v2.0.80 Added the ability to stop SAM4POS from loading during the reboot process.

1. Connect an external **USB keyboard** to the terminal and power on the terminal.



2. When **DATABASE INITIALIZATION** is displayed, press the **DELETE** key on the keyboard.
3. The main **Android Screen** is loaded. Press the **APP's Launcher**  to view installed APP's.



Tutorial Videos

Admin\Dealer Operations Videos

The Sam4POS pages on the CRS website have a link to access many helpful tutorial videos for Sam4POS. Refer to the Sam4POS pages on the CRS website to view these videos. Some video links are available from the links below. New videos are added or videos are changed from time to time, refer to the CRS Inc. YouTube page for the most up to date Sam4POS videos. <https://www.youtube.com/playlist?list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29>

Upgrading SPS-500/2000 to Sam4POS

<https://www.youtube.com/watch?v=kM6bh3LJ3-o&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=2>

Upgrading SPS-2000/SPS-500 to Sam4POS v2.0.104+

<https://www.youtube.com/watch?v=kM6bh3LJ3-o&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=2&pp=iAQB>

Restoring SPS-500/2000 MLU Chains After Convert PGM to Sam4POS

https://www.youtube.com/watch?v=6g_2vw1a2m0&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=69

Importing PLUs Using Simple PLU.CSV

<https://www.youtube.com/watch?v=s2souo1SmNk&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=63>

https://www.youtube.com/watch?v=VhiC_7gRHPk&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=84

Import\Export CSV files With Sam4POS

<https://www.youtube.com/watch?v=8KTRByHr55o&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=94&t=109s>

Backup Database – Sam4POS

<https://www.youtube.com/watch?v=L7j5KEkEbUc&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=10>

Restore Database – Sam4POS

<https://www.youtube.com/watch?v=PacNxfYAgCs&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=9>

Resetting Sales Data – Sam4POS

<https://www.youtube.com/watch?v=7NLX2-8dHdU&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=16>

Backup Logs & Database Files – Sam4POS

<https://www.youtube.com/watch?v=b76kKEmOvjE&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=18>

Disabling Widgets (Program Categories) in Sam4POS

<https://www.youtube.com/watch?v=GKPfNgjtA6w&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=74>

Hiding Credit Interfaces in Sam4POS

<https://www.youtube.com/watch?v=3W9eIEgp7ug&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=40>

Adjusting HELP Menu in Sam4POS

<https://www.youtube.com/watch?v=dBj-rGp7jow&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=43>

Managing Storage in Sam4POS

<https://www.youtube.com/watch?v=NmwXR4YcnfI&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=64>

Troubleshooting Videos

SAP-6600 & Sam4POS Troubleshooting

<https://www.youtube.com/watch?v=29LqGPpdCo8&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=100&t=5s>

How To Disassemble SAP-6600/SPT-S260

https://www.youtube.com/watch?v=KOBSXEgzlM4&list=PLtF-h-a37jHlv_8N04Yj3HioCbcoq7mq2&index=40

SAP-6600 – Replace or Reseat the M.2 SSD and RAM

<https://youtu.be/gRsLwwOIVek>

How To Install Android OS on SAP 6600

<https://youtu.be/o5o7oVX9DFo>

How To Install Android OS on SAP-630

https://www.youtube.com/watch?v=b_pyVtJOaEc&list=PLtF-h-a37jHlv_8N04Yj3HioCbcoq7mq2&index=1

Installing Sam4POS on Different Devices

<https://www.youtube.com/watch?v=Jhhum0Kp03E&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=34&pp=iAQB>

Supplement Revision History

Edition	Date Published	Revision Contents
v1.0	3/25/2023	Preliminary release version
v1.1	4/4/2024	Added: Enable Virtual Keyboard, Replace M.2 with 2.5” SSD, Replacing a Terminal in a System, Stop Sam4POS from Loading
v1.2	11/4/2024	Removed BIOS Update
v1.3	3/8/2025	Updated FTP Log Backup; Removed duplicate information
v1.4	4/28/2025	Added version “f” information
v1.5	5/8/2025	Updated: HM626 “f” firmware version information
v1.6	6/10/2025	Updated: Failed To Split DB. Added .CSV Restore
v1.7	7/29/2025	Database Split Errors
v1.8	10/30/2025	OS Reload Files
v1.9	1/15/2026	Database Split Errors; Terminal Running Slow
v1.10	2/5/2026	IRC Errors; PING IRC System
v1.11	3/12/2026	Sync Data Issues
v1.12	5/18/2026	Terminal Running Slow\Promotions
v1.13	6/8/2026	Database Not Splitting
v1.14	6/19/2026	Main Terminal Is Existed
v1.15	6/30/2026	Unreachable Terminal