

Quick Reference Manual

POINT OF SALE
restaurantmaid

Version 2.2

Developed by
Alexandria Computers, LLC.
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Note: This is just a Quick Reference Manual to help you install and get the software running. For more detailed and complete help reference, you can use the "Online-Help" - menu in the software itself and the VIDEO TUTORIALS included with the software.

Installation

Once you obtain this software either through our downloading sources or on a media such as a CD-ROM, you need to install it on the PC that will be used in the business.

1. If you have obtained a CD-ROM disk, just put the disk in the CD-ROM drive of your PC and the installation process will automatically start. If your system doesn't support this automatic start feature, the installation will not start automatically. You can manually start the installation process by going to **"My Computer"** and choosing the CD-ROM drive of your system by "double clicking" on it. Once inside the contents of the CD-ROM menu, you will see a file named **"Setup.exe"**, run this file by double clicking on it and it will start the installation process.

2. If you have obtained a download link and downloaded the file containing our software, the file you have downloaded is a compressed file containing the software in a ZIP or compressed form, which first before anything else must be uncompressed. After you have downloaded the **"RestaurantMaid_and_X-Charge.zip"** file, hopefully you remember what location it is downloaded to. If you do not remember or didn't pay attention to this, you can easily find the location of this now downloaded file on your PC. Simply go to **"Start" > "Search"** and do a search on your whole Computer (usually you designate **"My Computer"** as a search area). After you find and know the location folder of the downloaded file **"RestaurantMaid_and_X-Charge.zip"**

, go to it through the **“My Computer”** menu or the **“File Explorer”** and once you can see this file, right click on it and select **“Extract all”** from the small menu that will pop out. This will extract the two programs in this same folder where you found the downloaded file and create two new folders in here called **“Restaurant Maid 2.2”** & **“X-Charge_6.0.1”**. The **“Restaurant Maid 2.2”** folder contains the **Point of Sale** software you’ve purchased (the main software for running your business) and you install it by getting in to this folder and running or double-clicking the setup file and following through with the simple instructions. The **“X-Charge_6.0.1”** folder contains the **Credit Card processing** software you’ve purchased and you install it by getting in to this folder and running or double-clicking the only file located in this folder and following through with the simple instructions.

Once you start the installation of **Restaurant Maid**, it is very easy to go through it, there are almost no decisions to be made in this process and the results will not alter the functionality of the program in any way. One exception to this is that even though the standard installation gives you the option to change the default folder that the main program will be installed in (**“C:\Program Files\POS”**), you mustn’t change this default setting; this program must reside in **“C:\Program Files\POS”** in order to function properly.

After the **Restaurant Maid 2.2** is installed on your PC completely and you can run it from **Start > All Programs > Alexandria Computers > Restaurant Maid 2.2** and in addition to get to it faster you can drag it to the desktop to make yourself a shortcut for future reference.

Possible START-UP Problems:

Can't See full program Screen

Your resolution (screen graphics) is set too low (probably 800 X 600 pixels or lower). You need to go to Start on your windows, control panel, display, settings and change your screen resolution (change it to 1024 x 768) and then click apply for the changes to take effect. This will improve the graphics on everything on your PC. What you will be doing by this is just increasing the resolution.

As stated in our ads, the minimum recommended resolution for running our software is 1024X768 pixels. This is our recommended resolution or a higher one, and the reason for that is because this resolution is the standard in the industry right now, plus a lower resolution screen for our software would mean less space for options and most likely result in a software with less options. This is the standard in the PC industry and it has been the standard for a good 5-6 years or more. If your resolution is set to a lower one than this; you will just be improving the resolution by making these changes. You will make the screen show more items on it at once; that is all. You will be able to fit more on the screen, this is never bad, but it is an improvement and that is why it went to be the standard these days. What we mean by standard is... If you go and buy any kind of a computer in a computer store today (and for the past 5-6 years or more) it will come set to this resolution from the factory.

RUN-TIME ERROR 48

There is a **.dll** file conflict, which means that some other program is probably using the same file. Disable all other programs that may be running in the background (anti-virus, download managers, Instant Messengers, etc.), then reinstall the program.

SYSTEM FILES ARE OUT OF DATE

As we state in our ads, the minimum software requirements for this software is **Windows XP**, so please make sure you are using this operating system.

- Firstly, the computers operating system that the program is to be loaded onto, before it will work, it has to be Microsoft Validated, and up to date with all service packs 1 and 2 and up dated prior to trying to load the program. It will not load until that has been fully completed.

- On validating your version of windows via the Microsoft web site, this also includes registration i.e.: name & address of the individual or multi-user licenses for the use and to be used on various machines. Although if run via a network i.e.: 1 mainframe server then 1 license is sufficient.

vb6stkit.dll NOT A VALID WIN IMAGE

Setup fails with a 'vb6stkit.dll is not a valid Windows image' error

This is a documented Microsoft Windows bug. Here are some suggestions for addressing it:

1. On the target computer, search for a copy of your application's .cab file(s) in the Windows folder (or Winnt folder on NT). If found, delete the .cab file(s). Setup places the .cab file(s) in the Windows or Winnt folder and removes them at the end of a successful Setup. However, if the installation program exits abnormally, the .cab files may be left on the system. (In Space Watch pro v4 the CAB file is named 'swatch.CAB')

2. In the **Windows\Temp** folder (or the folder specified by the TEMP environment variable on NT), look for a subfolder named **Msftqws.pdw**. If found, delete the subfolder. (In Space Watch pro v4 this may also be a subfolder called '**Space Watch pro 4**')

3. On the target computer, locate the following files. If any of these files have a size of 0 bytes, delete the **file: \Windows\System\Vb6stkit.dll (or \Winnt\System32\Vb6stkit.dll), \Windows\St6unst.exe (or \Winnt\St6unst.exe)**

4. Run Setup again.

The system file is not suitable for running MS-DOS...

The following message represents a documented Microsoft Windows Bug...

The system file is not suitable for running MS-DOS and Microsoft Windows applications.

Based on the above message, Microsoft Support claims that a certain file on your Microsoft Windows operating system is either missing or damaged.

We will give you a link to the Microsoft Support web page; so that you can follow their instructions and fix this bug in your Windows (this will require your Windows CD-Rom at hand and require you to have a legally acquired copy of Windows).

After you fix your Windows file that is missing or damaged, following Microsoft's instructions, go ahead and re-install the software itself and it should go sooth from there on.

Here's the link to Microsoft's Support Web page that explains the resolution of the problem you are having with your Microsoft Windows Operating System:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;324767>

C:/Program/POS Cannot create directory

This error message, basically means that for whatever reason your system is not allowing our software to create the folder **C:/Program/POS**. This shouldn't be happening, in order for a new software to be installed, your system must allow creation of folders. This could be because of some user restrictions, if you are not logged in your system as an administrator, but as some other less privileged user, or it could be because of some other networking restrictions if you are in a network environment. Please check these possibilities.



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