

datanet

F.A.L Store Management Software



OPERATING INSTRUCTIONS FOR SYMBOL PTC-710

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**F.A.L. Store Management Software
Operating Instructions for Symbol PTC-710**



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1.0 GENERAL

If you are using the Symbol PTC-710 for the first time it is useful to understand the main keys and their function.



This key is used to turn the units power on or off. The PTC-710 will automatically switch itself off after approximately 2 minutes of inactivity. This is a battery saving facility and press the **ON/OFF** button will turn the unit back on and return to the screen last used.



The **END** key is used to exit a particular function or to “back out” of a mode of operation providing the operation is complete.



The arrow keys are used to scroll through menu options or to enter review mode and scan through memory



The **ENTER** key is used to place the displayed information into the unit. It is also used to answer **YES** to the various prompts.



The **NO** key is used to answer No to the displayed prompts.



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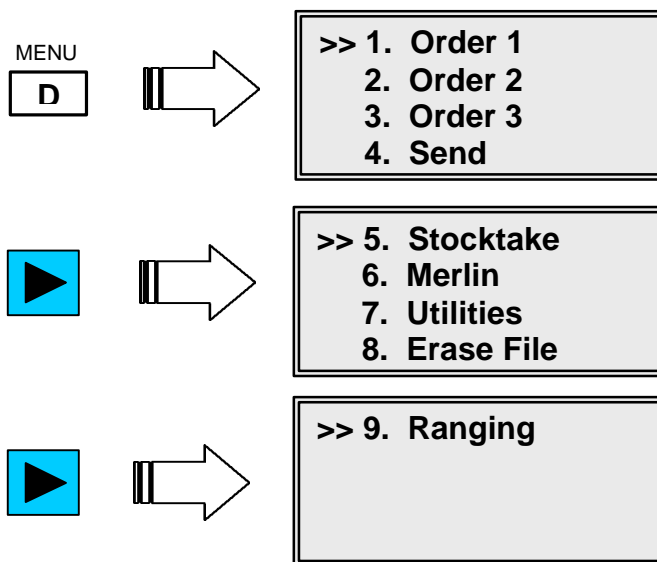


2.0 GETTING STARTED

When the unit is first powered on the following will be displayed.

**F.A.L
Store Management
Press MENU....
V x.xx DD/MM/YY**

The FAL Store Management System uses a menu system to provide access to each option. Pressing the **MENU (D)** key will display the first four menu options. By press the blue arrow keys you can scroll through the menu items



To select a particular menu press the relevant number or press **ENTER** with the selector >> pointing to it

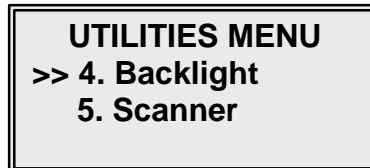


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3.0 SETTING UP THE UNIT

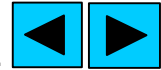
Before the unit is ready for use the device should be configured using the utilities menu. By selecting the utilities menu various options can be set.



DATE/TIME : Allows the user to set the date and time, which is stored in the unit.

VOLUME: Allows user to switch the buzzer ON or OFF

CONTRAST: Use the blue arrow keys to adjust the contrast of the display.



BACKLIGHT: Switches the display backlight ON or OFF (*Note: using backlight will reduce battery life*)

SCANNER: Selects between Pencil Wand and Laser scanner (if fitted).
(*NOTE: The correct device must be set to ensure correct operation*)

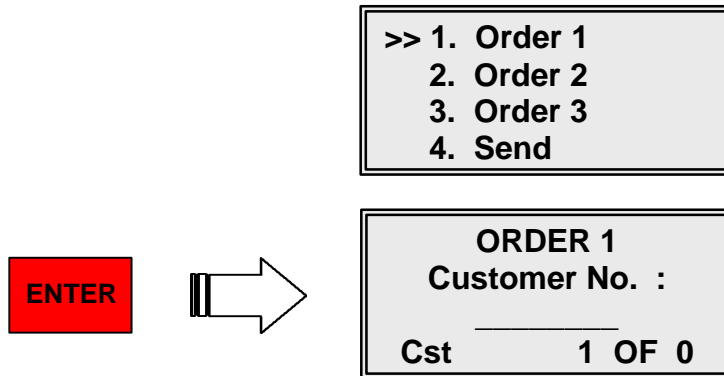


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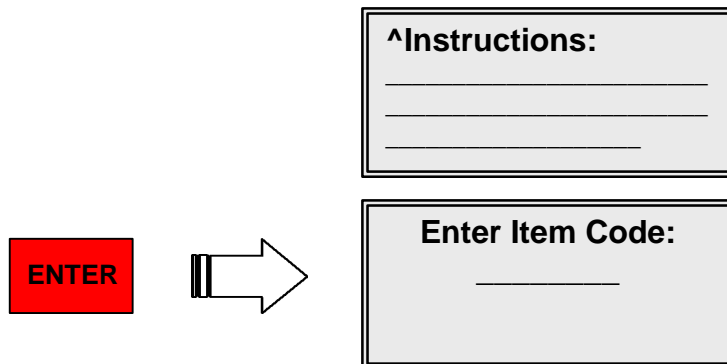


4.0 CREATING AN ORDER

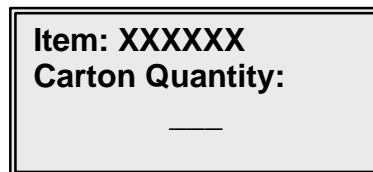
Select the order option from the main menu and press **ENTER**.



Enter your FAL customer number and press **ENTER**. Next the instruction screen appears. If you wish you could enter any special instructions you may have in reference to your order. When completed or if you have no instructions press **ENTER**.



Key in or scan the item number. Once the number is entered the quantity screen is displayed.



Enter the quantity required and press **ENTER**.

Repeat the above procedure until the order is complete.

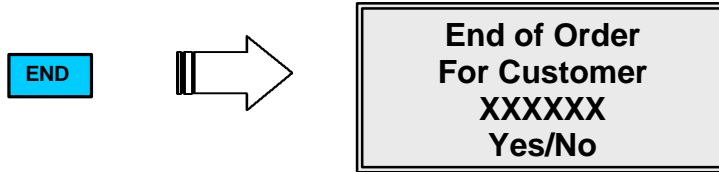


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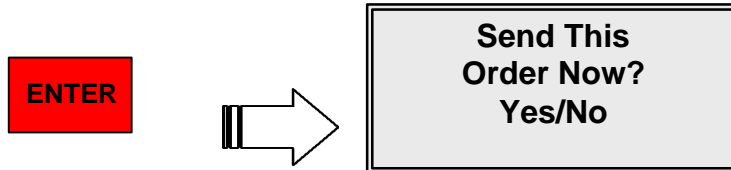


5.0 SENDING AN ORDER

Once the order is complete press the **END** key.



Press the **ENTER** key to proceed.

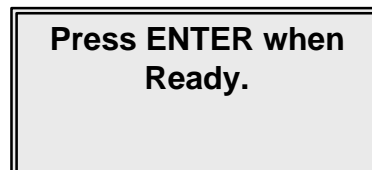


Use the blue arrow keys to select the desire method of communication.



5.1 PHONE

This method uses acoustic tones to transmit the order. Selecting **PHONE** will display the following screen.



Dial the FAL telephone order number and listen to the voice prompts. When prompted to transmit your order hold the telephone mouthpiece against the speaker of the PTC-710 and press **ENTER**. Once the unit has ceased transmitting, remove the telephone and listen for the response. You will be given a call number etc.



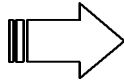
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The PTC will display a summary of the order on the screen. Press **ENTER** to proceed.

Lines	:	XX
Cartons	:	XX
Units	:	XX

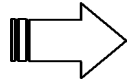
ENTER



Good Send? Yes/No

If the order was successfully transmitted press **ENTER**. If the transmission was unsuccessful press **NO** to re-transmit.

ENTER



Delete Order? Yes/No

If you wish to erase the order press **ENTER**. If you wish to keep the order on file select **NO**. The unit will return to the Main Menu screen

5.2 MODEM

This method uses the PTC-710 internal modem (where fitted) to transmit data. Selecting **MODEM** will display the following screen.

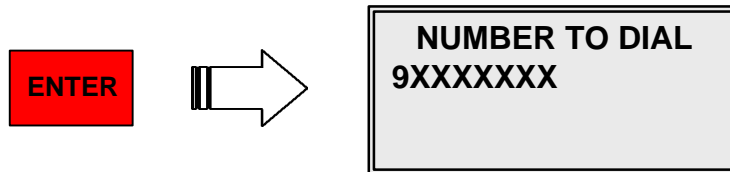
Modem Type >> 1. Internal 2. External
--



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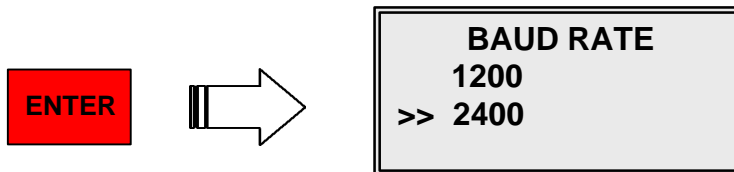


Select the option for your modem and press **ENTER**. The following screen is displayed.

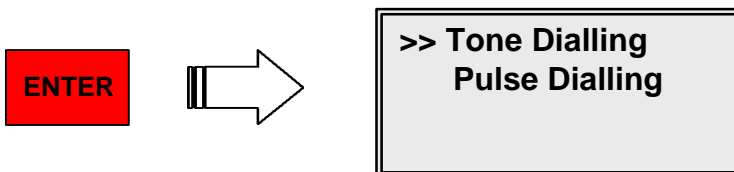


*(If "NO DIAL NUMBER" is displayed, press **CLEAR** and enter the FAL modem ordering number followed by the **ENTER** key)*

Press **ENTER** to continue



Select **2400** using the blue arrow keys and press **ENTER**.



Select **Tone Dialling** and press **ENTER**.

The modem will now connect through to FAL and transmit the order. A summary will be displayed after the order has been sent.

Memb No :	XXXXXX
Call No :	XXXX
Item Cnt :	XXX
Crtn Cnt :	XX



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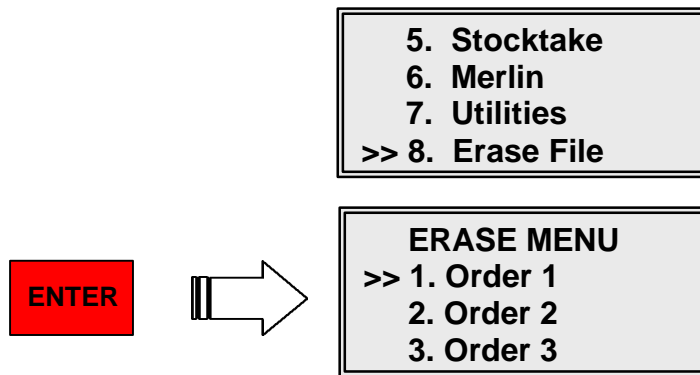


5.3 SCOM

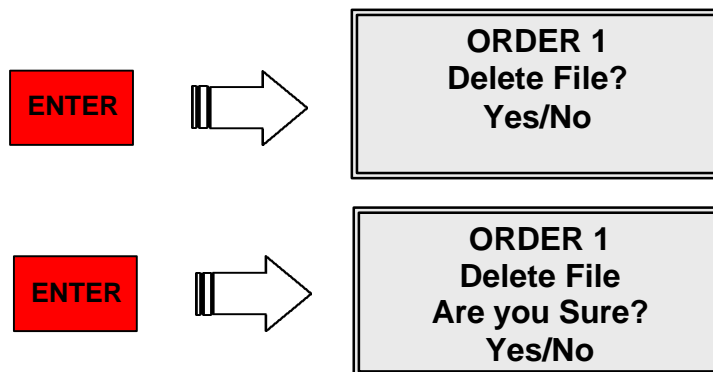
This method is reserved for Merlin software users only. Please refer to additional instructions from Palm Computing

6.0 DELETING AN ORDER

To delete data from a unit, select the Erase File option from the main menu and press **ENTER**.



Select the partition you wish to erase and press **ENTER**. A confirmation screen will appear. Press **ENTER** again to delete the data.



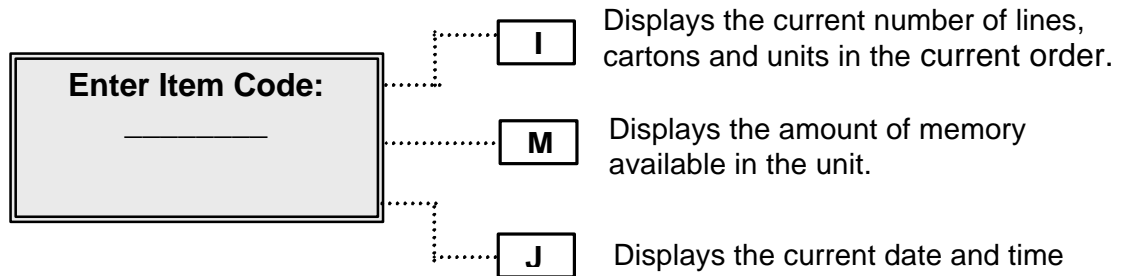


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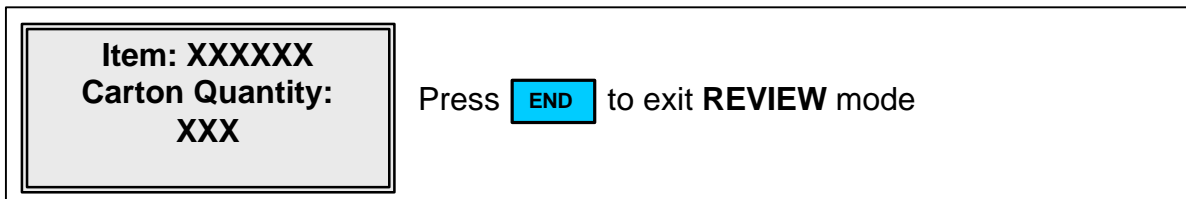
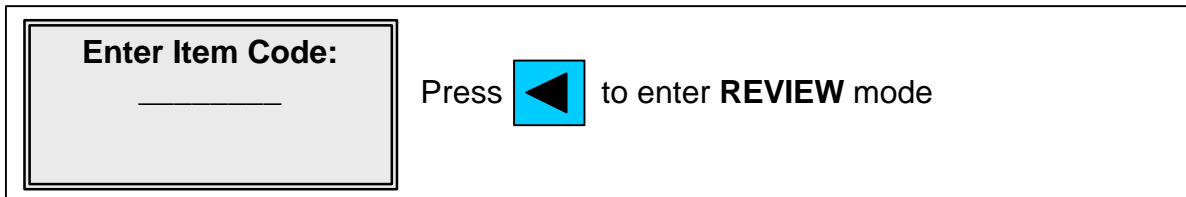
7.0 SPECIAL FUNCTIONS

Pressing the following keys whilst in **NORMAL ORDER** mode will provide various system information.



7.1 REVIEW MODE

In order to enter **REVIEW** mode press the blue arrow key whilst in the order entry mode. To exit press the **END** key.



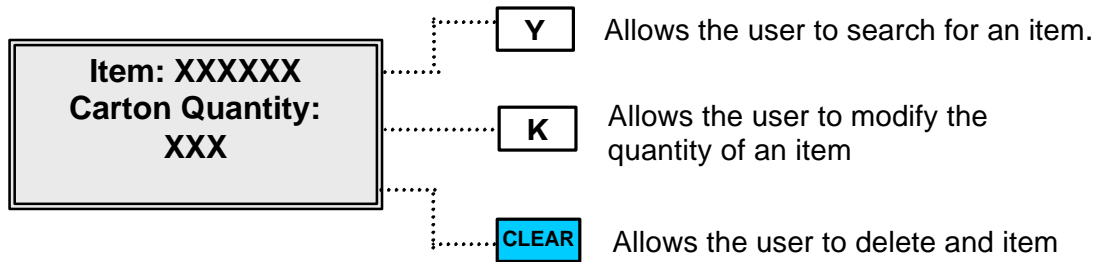




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7.2 REVIEW MODE FUNCTION KEYS

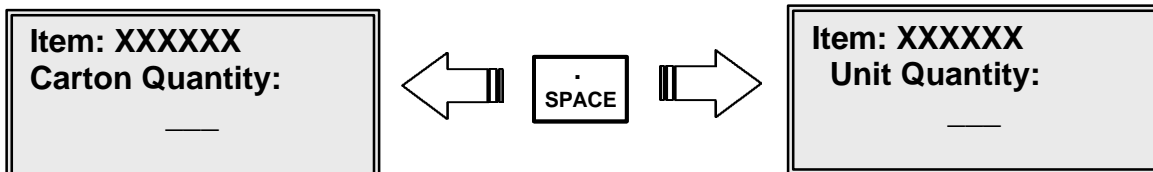
Pressing the following keys whilst at **REVIEW MODE** will perform various functions.



  The blue arrow keys will allow the user to scroll through each item in the order.

7.3 SWITCHING BETWEEN CARTONS AND UNITS

When entering order quantity information, the user may select either units or cartons. At the following screen press the **SPACE** key to alternate between cartons and units.





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8.0 EDITING EXISTING ORDERS

If you wish to edit an order stored in the unit, follow the procedure below.

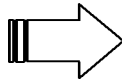
At the main menu select the desire partition and press **ENTER**.

>> 1. Order 1
2. Order 2
3. Order 3
4. Send

Delete Existing
Orders?
Yes/No

Select **NO** to this prompt. The screen will now prompt for a customer number.

NO



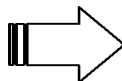
ORDER 1
Customer No. :
Cst _____ 1 OF 2

!!DO NOT ENTER YOUR CUSTOMER NUMBER AT THIS POINT!!

Press the blue arrow key to scroll through the current orders in the unit. Once the order you wish to edit is displayed press **ENTER**.

ORDER 1 REVIEW
Cust No.: XXXXXX
This is
Cst _____ 1 OF

ENTER



Continue with
this order ?

Press **ENTER** to continue with the order.



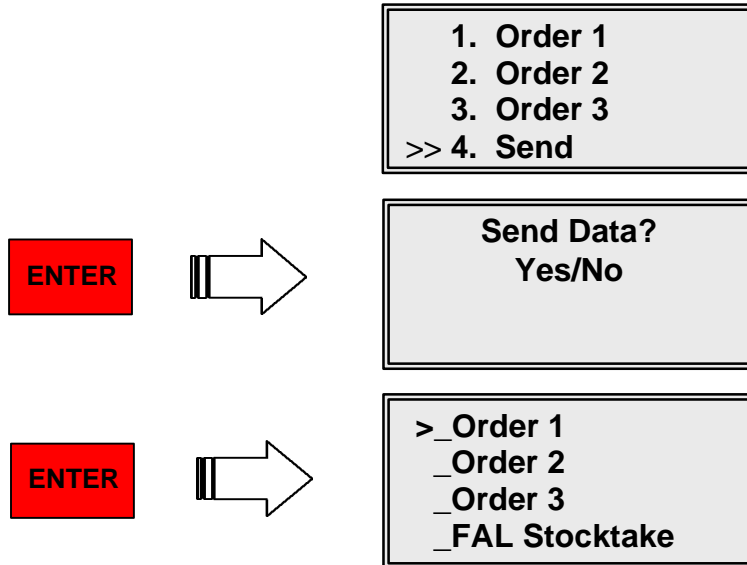
**F.A.L. Store Management Software
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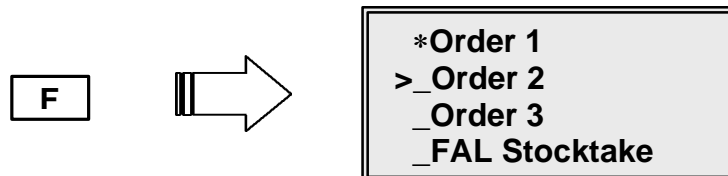
9.0 SENDING MULTIPLE ORDERS

If you have multiple orders stored in the unit, you can send all order simultaneously.

On the main menu select the **SEND** option.



Select the partitions you wish to send and press the **F** key.



Press the **ENTER** key to continue. Follow the instructions above for sending an order.






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10.0 DELETING ITEMS FROM AN ORDER

In order to delete items from an order, you must first enter **REVIEW** mode.

1. Whilst in an order press the blue arrow key. 
2. Press the **Y** key to enter the search mode. 
3. Enter the item code you wish to delete. And press **ENTER**.
4. Press the **CLEAR** key to delete the item. 

11.0 TROUBLESHOOTING

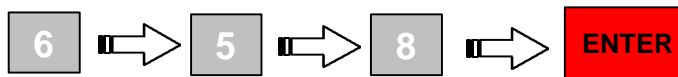
11.1 WHAT DOES 68> MEAN (AND HOW DO I FIX IT)?


A 68> or similar number followed by a > sign means that the unit has exited the program. This may be the result of the unit being dropped or some other malfunction during operation. If this occurs regularly it is highly recommended that an authorised Symbol Service Centre inspect the unit. Please see Datanet contact details below.

In order to re-enter the program the following procedure should be followed.
!! NOTE: There is a possibility of data loss if the above problem occurs.



Press the following keys in sequence. **6, 5, 8, ENTER**



Press the  key and hold for 3 beeps.



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11.2 RESETTING THE UNIT

In the event of a unit freezing i.e. no response from any keys, the following procedure can be followed.

- 1.) Check the batteries in the unit. The most likely cause of this problem is low battery voltage. Do not ignore the "LOW BATTERY" warning message.
- 2.) If the unit will still not function correctly, the following reset may be performed.

!!THIS CAN RESULT IN LOSS OF DATA!!

With the unit switched **OFF** press and hold down the **ENTER** and **NO** keys.

While keeping these keys depressed press the **ON/OFF** key once. After a few seconds the unit should display the 68> (or similar). Follow the procedure for re-booting the program above.



If the problem is not resolved by this method, please contact Datanet service to arrange repair. Details below



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12.0 QUICK REFERENCE GUIDE

1. **How do I delete an order?**
[*See page 10 – Deleting an Order*](#)
2. **How do I review an order?**
[*See page 11 – Review Mode*](#)
3. **How do I delete an item from an order?**
[*See page 15 – Deleting an item*](#)
4. **How do I check an item quantity?**
[*See page 11 – Review Mode*](#)
5. **How do I enter unit quantities?**
[*See page 12 – Switching Between Unit/Cartons*](#)
6. **I have a 68> on the screen. What do I do?**
[*See page 15 - Troubleshooting*](#)
7. **My unit has frozen. What should I do?**
[*See page 16 – Resetting the unit*](#)
8. **Where can I have my unit serviced?**
[*See page 18 – Contact Details*](#)



**F.A.L. Store Management Software
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13.0 CONTACT DETAILS

Datanet provide sales and service facilities in Western Australia and South Australia. For further information please contact us.

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