

# Quick Reference Manual

POINT OF SALE

**posmaid**

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... After you have downloaded the executable file, hopefully you remember what location it is downloaded to. The file you have downloaded needs to be started (by simply double-clicking / clicking twice on it).

If you do not remember or paid attention to this, you can easily find the location of this now downloaded file on your PC. Simply go to Start > Search and doing 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 executable file, go to it through the “My Computer” menu or the File Explorer and once you can see this file, start it (by simply double-clicking / clicking twice on it). This will extract and install the program.**

**After this, our software will be installed on your PC completely and you can run it from “Start > All Programs > Alexandria Computers” and in addition to get to it faster you can drag it to the desktop, to make yourself a shortcut for future reference.**

**Now you are all set and ready to take your business to new heights, please view all of the video tutorials we provide for this software, to better understand it and learn it quicker.**

## Locating the Video Tutorials

You can locate the video tutorials by inserting your CD in the CD-ROM and exiting out of the software installation, which will start automatically (supposing you have already installed the software). You can exit out of the software installation by clicking “Exit Setup”.

After this, go to Windows Explorer or My Computer, than go to CD-ROM drive and they will be in the folder “PM Video Tutorials” (for POS MAID), “SM Video Tutorials” (for SALON MAID), and “RM Video Tutorials” (for RESTAURANT MAID).

# Possible START-UP Problems:

## Can't see the log-in button, just a logo/intro screen

You are not seeing the "Log-In" button that is located on this screen (the first screen when you start the software), simply because the whole and full screen is not shown on your monitor. Your resolution (screen graphics) is set too low (probably 800 X 600 pixels or lower). You need to go to "Start" on your windows, then "Control panel" > "Display Settings" and change your screen resolution (change it to 1024 x 768) and then click "Apply" for the changes to take affect. 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 1024 x 768 pixels. This is our recommended resolution or a higher one, and the reason for that is because this is the standard right now. 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 a computer in a com-

puter store today (and for the past 5-6 years or more) it will come set to this resolution or even higher, 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 advertised in our website and all of our web ads, our software is compatible only with certain, more recent versions of Windows.

This error can show up because of one or both of the following reasons:

- 1.) You are using an operating system older than the ones our software is compatible with, an operating system that is not listed in our "minimal software requirements". Please install and run our software on one of the compatible operating systems.

2.) You know how almost every software's installation says something like: "Make sure to close down all the programs you are running before continuing", our installation states the same as well. The reason being is that an error like this may occur if at the time of installation you are running other programs as well. Installation time is critical processing time where there is a need for changes and verification of system files and this could produce an unnecessary error if those system files are being used by another program running and using them as well at the moment of installation. So please make sure to close all of your programs and try the installation again.

To be absolutely sure all of your other programs are off, you can also run Windows in safe mode and try to install the software in safe mode. To learn how to activate Safe Mode in Windows, go to the following website: <http://www.pchell.com/support/safemode.shtml>

## 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 reinstall the software itself and it should go smooth 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:\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:\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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