**Options & Enhancements**

Many businesses require advanced features that extend beyond the capabilities of the basic Keystroke POS system. Keystroke “Advanced POS” provides many such features as shown below-left. Other available add-on features are shown below-right.

- **Keystroke Advanced POS**
  - Navigation Menu - customizable menu system makes Keystroke even easier to operate.
  - Sales Scripting - powerful triggers for clerk reminders, up-sells, component builds, tagalong items, item substitutions, etc.
  - Inventory Matrix - efficiently track inventory with multiple sizes, colors, or other criteria.
  - Data Importer - quickly populate or update inventory, customer and other databases from external ASCII delimited data files.
  - Report Editor - edit or create custom reports (press *E* in form list).

Many of the above extended features can be accessed from the Navigation Menu in Keystroke Advanced POS, or via the Utilities-Extensions menu or the “Custom” option on the Exit menu. Features may not be accessible if not licensed for use in your Keystroke POS system.

For more information about these and other add-on solutions, please consult with your local Authorized Keystroke POS Dealer or visit [www.KeystrokePOS.com](http://www.KeystrokePOS.com).

- **Peripheral Hardware**
  - Keystroke POS supports and interfaces with many types of peripheral hardware devices, including most manufacturers and most types of connectivity.
    - Electronic cash drawers (basic, compulsive)
    - Receipt printers (thermal, inkjet, impact)
    - Barcode scanners (hand-held, in-counter)
    - Barcode label printers (thermal, laser)
    - Biometric fingerprint input devices
    - Programmable keyboards
    - Touch-screen monitors
    - Digital sign customer displays
    - Customer pole displays (LED, LCD)
    - Electronic change dispensers
    - MICR check readers
    - Magnetic credit card readers
    - ATM/debit PIN pads and signature capture devices (limited models)
    - Electronic scales (free standing, in-counter, large-scale truck)
    - Deli-scale labeling systems
    - Video monitoring security systems (DVR)
    - Portable data collectors - for physical inventory, purchase receiving, sales line busting

While some brands and models are certain to perform better than others, your local Authorized Keystroke POS Dealer is the best source for specific product recommendations.

Software configuration settings for most devices are located on the Hardware menu in the Configuration Manager module. Additional information is also available in the on-screen Help system. While SBS technical support services are also available to assist, an on-site technician is the best approach for installation and troubleshooting of many hardware related issues.

- **Custom Modules & Extensions**
  - Digital Sign Controller - full-screen customer display for real-time item and payment data, even paid advertisements.
  - Inventory Production - manage component items and finished goods for batch product assemblies.
  - Contract Pricing - unique customer price schedules for individual items.
  - MultiStore - data polling, consolidation, and management tools for businesses with multiple locations running Keystroke POS.
  - Enhanced touch screen capabilities, e-commerce integration, business intelligence, UPS Worldship integration, wine club billing, and many more.

- **Training and Technical Support Services**
  - While your local Authorized Dealer serves as your primary source for training and technical assistance, SBS offers these services to backup your dealer. SBS sponsored training seminars provide an excellent review of software capabilities, but are no match to personalized training your local dealer can provide. For plan options and pricing, please refer to the Support Services flyer or call SBS at 800-275-4727.
  - Our normal business hours are 8am – 6pm mountain time, weekdays.

- **Other Resources**
  - Development of the Keystroke POS system began over 20 years ago by the same three friends who own and operate Specialized Business Solutions today. For these guys, it’s more than a business, it’s a way of life. And SBS is more than a software company, we are a service company.
  - Whatever needs your business may have, please don’t hesitate to call us directly. If we can’t do it, we’ll try to steer you in the right direction. That said, please recognize that over the years, we’ve worked hard to develop solid business partners who share our interests and commitment to doing good business. Several of these partners are described below, along with other important resources we hope you will find useful.
  - Authorized Keystroke POS Dealer
    - Your local Authorized Dealer is perhaps the most important resource available to you. While every dealer’s individual knowledge and experience will vary, SBS works closely with our dealers to ensure your satisfaction. We strongly recommend you work with the Authorized Keystroke POS Dealer from whom you purchased the system.
  - MPS (Mercury Pay Systems)
    - SBS partners with MPS to provide reliable, secure, and fully integrated payment processing software with Keystroke POS. To obtain a merchant account for accepting credit cards, ATM/ debit cards, checks and gift cards through Keystroke POS, call MPS at 800-846-4472 ext.4165 or visit [www.MercuryPay.com](http://www.MercuryPay.com).
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Software Installation
The first step in getting started with Keystroke POS is to install the software.

To begin...
1. Insert the Keystroke POS CD into your computer’s CD drive and select Install Keystroke Point Of Sale.
2. Select the appropriate installation and follow the on-screen instructions.
3. After the installation is complete, launch Keystroke POS from the Windows® start menu.

That’s all there is to it!

Installing Keystroke POS on a stand-alone computer using default settings is simple. However, the Keystroke POS system offers many installation and configuration options to provide enhanced performance and security which may be needed in certain environments.

Some installations of Keystroke POS may require background knowledge and experience to optimize the system configuration. For example, there are multiple methods of installing and launching Keystroke POS on networked computers using multiple POS Workstation Licenses. The best method for your business will depend on the network technology and other criteria being used.

SBS strongly recommends the assistance of an Authorized Keystroke POS dealer to properly install the software, configure peripheral hardware devices, and provide initial training. This is especially important in networked or multi-location environments.

The Keystroke system is organized in seven main modules, accessible via the Main Menu in Keystroke POS, or the user-definable Navigation Menu in Keystroke Advanced POS.

- The System Overview section provides a historical Error Log, Status of your Keystroke installation, and System Information about your computer.

System Overview
Help your business get the most out of the Keystroke POS system by taking time to review the general setup of the software and the extent of what it offers. While some capabilities may not apply to your business, knowing what is available and how the system is designed is certainly important to help you make better use of the system and improve your long term experience.

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- A variety of common functions, such as the Calculator, Calendar and Time Clock, are also available on the Utilities menu within each module.

Finding Help
Keystroke POS includes a comprehensive on-screen Help system. The Help system provides context-sensitive Help from anywhere in the system. Once in the Help system, there are a variety of ways to locate the information you need.

- Access the Keystroke POS Help system, use the Help menu or press F1 for context-sensitive Help.
- Use the Contents or Index functions (select from the navigation bar)
- Use the Find feature to search for specific words (available in Contents and Index functions)

The Keystroke Help system is based on the Microsoft® Windows Help engine which offers a variety of useful features and options. Use Bookmark to mark pages for later reference, and Annotate to add your own personalized notes. See the Windows Help menus for additional options.

Customers, Contacts & Vendors
Your Authorized Keystroke POS Dealer is a great resource to help you with initial setup. Your dealer can enter your counts, use F2 to move to the Deposit Screen, then F5 again to Print & Save. You may contact your Authorized Keystroke POS Dealer to get setup. Or contact Mercury Payment Systems at 800-846-4472.

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Security Issues
Keystroke POS offers many ways to help you protect your business assets. Resources range from relatively obvious and proactive features such as Passwords and Security Levels, to less apparent features such as Wireless Networks and Monitoring/Recording Systems.

The About Keystroke function located on the Keystroke Help menu includes a variety of specific information about your system installation.

Database Setup
Having data properly organized is critical to how well your new POS system will work for your business. It is absolutely important that you take time to plan how your business will link up inventory items (and other data), and equally important how you will want to report on the data.

You don’t have to enter all of your inventory items (and other databases) before you can start using the Keystroke POS system to record sales. By setting up just a few inventory records to departmentalize your sales, you can begin using Keystroke to record sales almost immediately. However, if you take this approach, don’t lose sight of completing the work necessary to take full advantage of the system.

There are several methods of entering database information in Keystroke POS. If data such as inventory is available in a spreadsheet, a previous system or other computer file, speak to your Authorized Dealer about importing the data. However, this may be a good time to review how your data was previously organized, and how you might be able to improve how you use your data.

There are also numerous methods and tools available for manually entering database records. For example, some features worth looking into include Default data settings, Merge functions, and so on.

To Query the...