

AcuSport® V6

Software Update Instructions

The AcuSport® Retail Technology Group (RTG) recommends completing the procedures in this guide to update an existing AcuSport V6 system and all its components with an updated version of software.

Contents

Contact Information	2
Prepare for a Software Update	3
Manually Back Up the System	4
Download the Update for the IMS	6
Download the Update for the Point of Sale (POS).....	7
Update the IMS and POS	8
Build POS Data.....	10
Update the Register(s).....	11

Contact Information

For assistance with technical issues and questions, contact **RTG Support Line** at 1-800-547-7120.

Prepare for a Software Update

RTG recommends completing the following procedures as part of the software update process.

1. An update should be scheduled for and done **ONLY** at the beginning of the workweek, (i.e., Monday, Tuesday, or Wednesday). Should a problem occur with the upgrade, the RTG staff will have adequate opportunity to resolve the issue and get the system back up and running.
2. During the update procedures:
 - The FOM should remain off until update procedures are completed.
 - All workstations should remain out of the IMS until all procedures are completed.
 - Sales Orders and Receiving of Inventory should not be performed until the update procedures are completed.
 - Registers can ring up sales, but they will be offline and unable to recall special orders or layaways until update procedures are completed and the FOM is reconnected.
3. [Manually Back Up the System](#)
4. [Download the Update for the IMS](#)
5. [Download the Update for the Point of Sale \(POS\)](#)
6. [Update the IMS and POS](#)
7. [Build POS Data](#)
8. [Update the Register\(s\)](#)
9. After completing all procedures, restart and reopen system applications to resume normal operations.

Manually Back Up the System

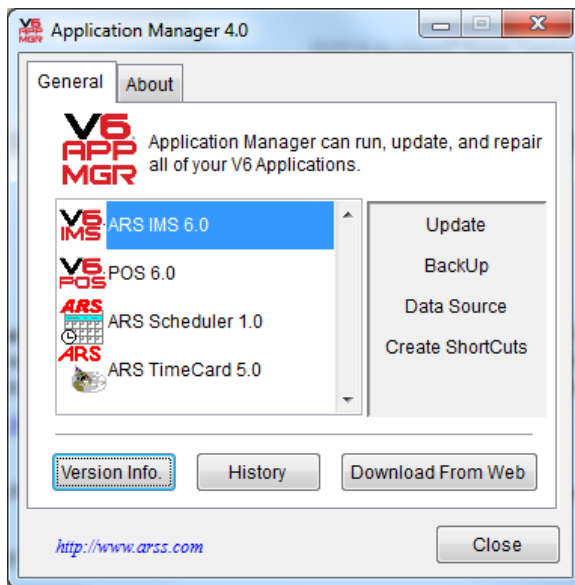
Complete the following procedure to perform a manual backup of the system.

Note: A manual backup is recommended even if a third-party backup service (e.g., DataSafe) is in use.

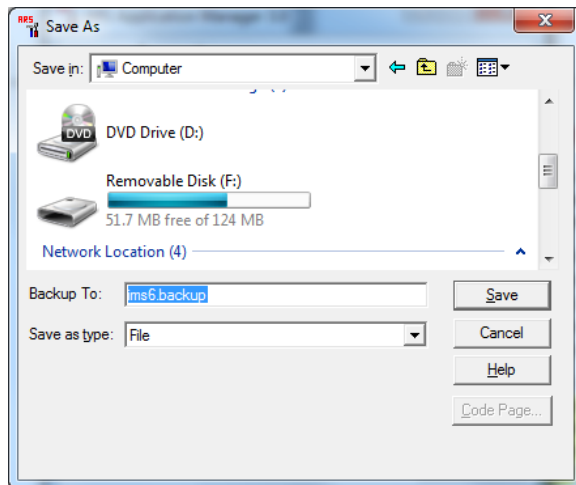
1. Insert a portable USB drive in a USB port.



2. Click the **V6 AppManager** icon on the desktop to display the **Application Manager** window.



3. Select the **ARS IMS 6.0** option.
4. Click the **BackUp** button to display a **Save As** window.

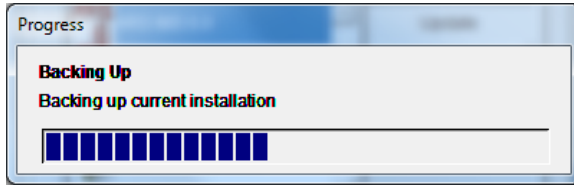


5. Navigate to and click the portable USB drive (**Removable Disk**).

6. Enter a distinctive name for the backup file in the **Backup To** field.

Note: To avoid overwriting files, give the file a unique name (e.g., 2014_February_18_ims6.backup) rather than the default (im6.backup) name.

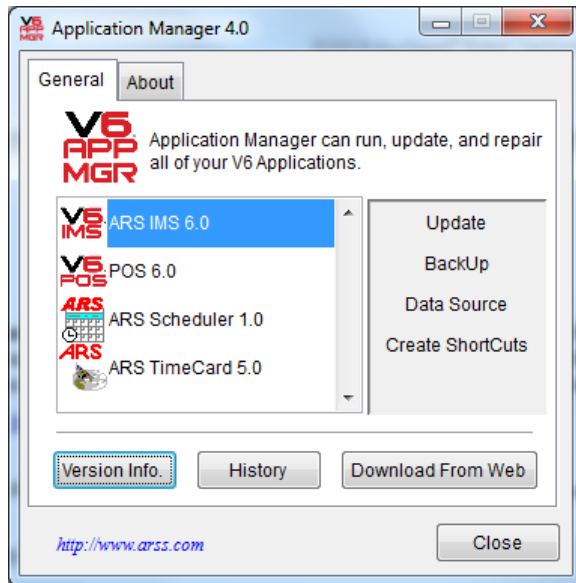
7. Click the **Save** button to display the **Progress** window.



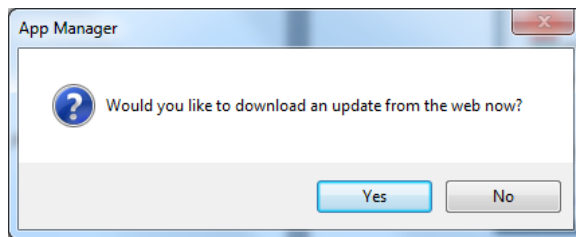
8. When the **Progress** window closes to indicate the backup procedure is complete, remove the USB drive and place it in a secure, preferably off-site location.

Download the Update for the IMS

1. Click the **V6 AppManager** icon on the desktop to display the **Application Manager** window.



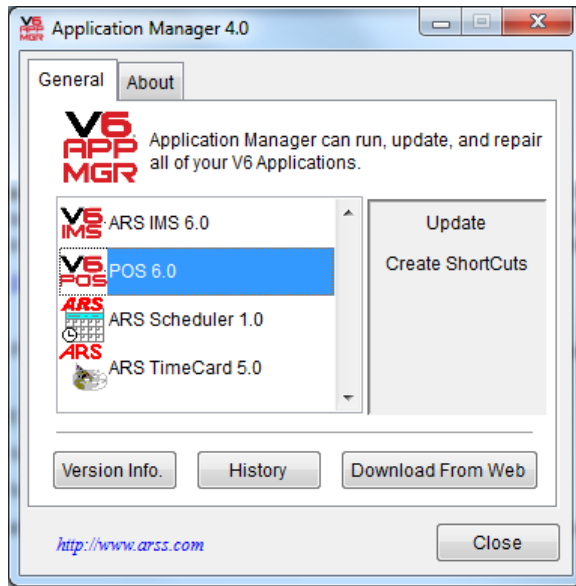
2. Click the **ARS IMS 6.0** option to select (highlight) it.
3. Click the **Download From Web** button to display the **App Manager** confirmation window.



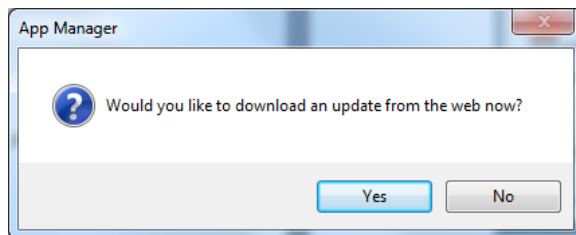
4. Click the **Yes** button to start the download process.
Depending upon variables such as the size of the update, your internet connection speed, computer settings, etc. the download can take a couple minutes to an hour.
If you experience any service interruptions during this process, whether it is power or internet related, your update will not be executed successfully. Please start the process over should that occur.
5. When the download is finished, click the **Version Info** button on the **Application Manager** window to ensure that the download was successful:
 - * If the **Package** and **Package Data** lines display higher values than the **Installed** and **Installed Data** lines, the download succeeded. Click the **Close** button to proceed.
 - * If the **Package** and **Package Data** lines display the same value as the **Installed** and **Installed Data** lines, the download was unsuccessful. Restart the procedure to reattempt the download. If the download is unsuccessful on repeated attempts, contact RTG Support for assistance.
6. To continue, [Download the Update for the Point of Sale \(POS\)](#).

Download the Update for the Point of Sale (POS)

1. If needed, click the **V6 AppManager** icon on the desktop to display the **Application Manager** window.
2. Click the **POS 6.0** option to select (highlight) it.



3. Click the **Download From Web** button to display the **App Manager** confirmation window.

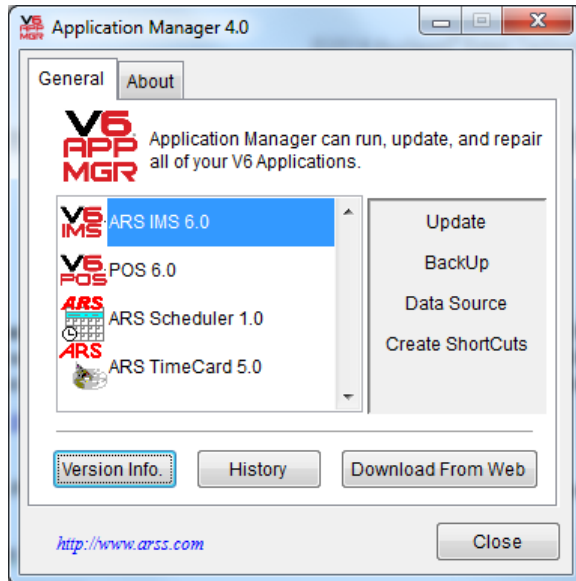


4. Click the **Yes** button to start the download process.
Depending upon variables such as the size of the update, your internet connection speed, computer settings, etc. the download can take a couple minutes to an hour.
If you experience any service interruptions during this process, whether it is power or internet related, your update will not be executed successfully. Please start the process over should that occur.
5. When the POS download is finished, [Update the IMS and POS.](#)

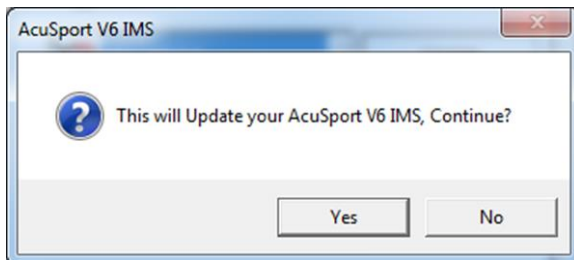
Update the IMS and POS

Before completing this procedure, be sure all users are out of the system and that the FOM has been exited. The update will not begin until everyone is out of the system.

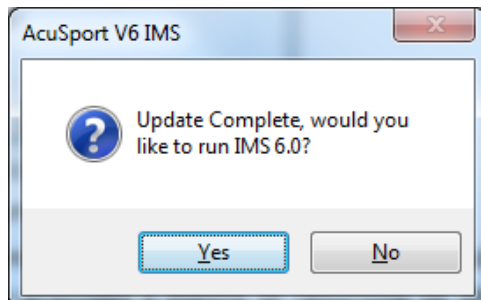
1. If needed, click the **V6 AppManager** icon on the desktop to display the **Application Manager** window.



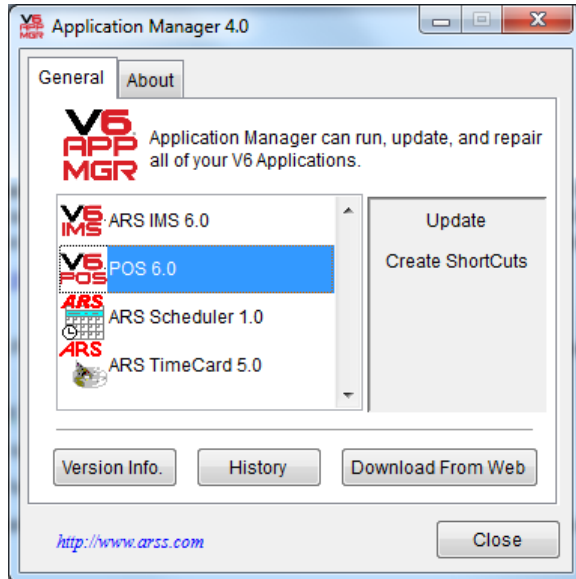
2. Click the **ARS IMS 6.0** option to select (highlight) it.
3. Click the **Update** option on the right to display the **AcuSport V6 IMS** confirmation window.



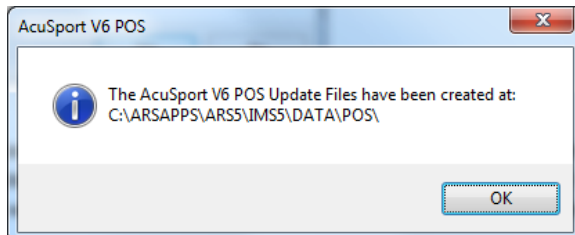
4. Click the **Yes** button to start the update process.
Note: During the update process, the current installation is backed up. In the event the update presents issues, the backup provides a means of returning to the current version. The IMS is disabled to prevent it from being opened during the update process.
5. When the update is complete, the system displays the **AcuSport V6 IMS** confirmation window.



6. Click the **No** button to close the window.
7. Click the **Version Info** button on the **Application Manager** window to ensure that the update was successful:
 - * The **Package** and **Package Data** lines should display the same values as the **Installed** and **Installed Data** lines.
8. Click the **POS 6.0** option to select (highlight) it.



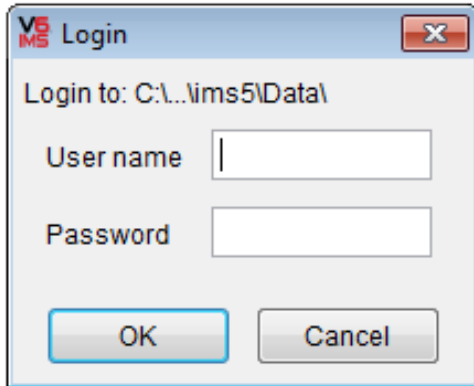
9. Click the **Update** option on the right to start the update process.
10. When the update is complete, the system displays the **AcuSport V6 POS** confirmation window.



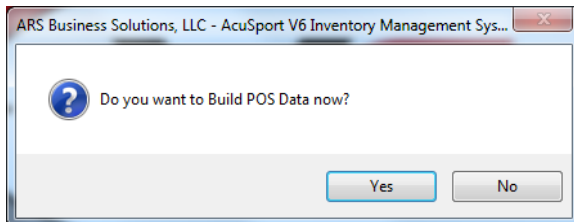
11. Click the **OK** button to close the window.
12. To continue, [Build POS Data](#).

Build POS Data

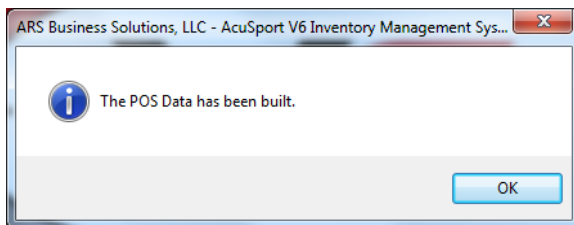
1. Click the **V6 IMS** icon on the desktop to display the **Login** window.



2. Complete the login procedure to display the **V6 IMS** home screen.
 1. Enter the user name in the **User name** field.
 2. Enter the password in the **Password** field.
 3. Click the **OK** button to display the **Version Information** window.
 4. Click the **OK** button to close the **Version Information** window.
3. Select **Utilities > Build POS Data** from the Main Menu Bar to display a confirmation window.



4. Click the **Yes** button to start the build process.
5. When the build process is complete, the system displays a confirmation window



6. Click the **OK** button to close the window.
7. To continue, [Update the Register\(s\)](#).

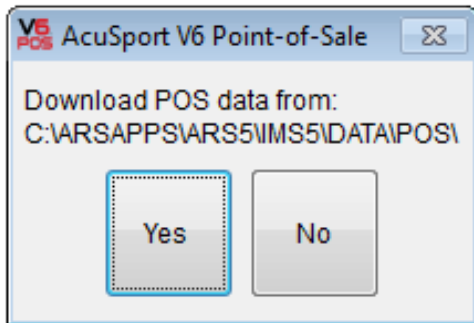
Update the Register(s)

Complete the following at each individual register using the AcuSport V6 system

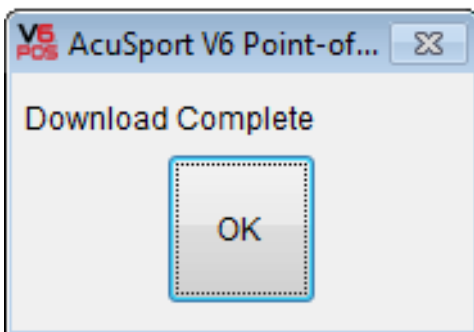
1. Close out of the POS at the register.
2. Click the **V6 POS** icon on the desktop to display the **Register Maintenance** window.



3. Click the **Yes** button to update the register.
4. When the update is finished, the **V6 Point-of-Sale** screen will display as normal.
5. Click the **Download (F6)** button to display a confirmation window.



6. Click the **Yes** button to download data and display a completed download confirmation window.



7. Click the **OK** button to close the window.
8. Be sure to complete this procedure for all other registers.