

# RM Photo

## Customer Photo Viewer for ASI Restaurant Manager POS from Club Data Corporation



### Overview

RM Photo Viewer is a standalone 32-bit module that adds customer photo viewing capability to Restaurant Manager POS systems that currently do not have it. The viewer can display BMP, JPG or GIF photos types. The suggested photo aspect ratio is a standard 2:3 horizontal format, such as a photo that might be taken with a standard digital camera when held horizontally. Photos that are not in this format (such as a photo taken in a vertical orientation) may appear skewed or distorted when displayed in the viewer.

The module imports a list of customer numbers and names and maintains these in memory as long as the module is running. The maximum number of names the viewer can import is unknown although it has been tested with up to 100,000. A user can recall a customer photo either by entering the customer number into the viewer or by typing one or more characters of the customer's last name and selecting LOOKUP to display a list of possible customers in a list box on the left side of the screen. Selecting the customer out of the list box then displays the customer's photo if it is available or a "photo not available" message if it is not. The module can either hide itself automatically after a few seconds or the user can click on either the customer's photo or a QUIT button to hide the module until it is needed again. The module automatically refreshes its list of customer numbers and names daily at a user-chosen time and thereby requires virtually no maintenance. The viewer's screen is also designed for easy touch-screen use.

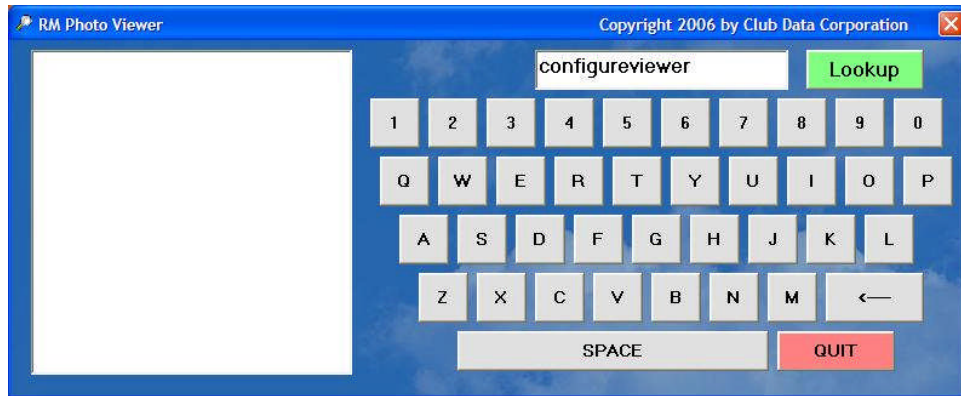
By the use of the "run external program" option in Restaurant Manager, the user can access the photo viewer directly from within Restaurant Manager itself.

### Installation

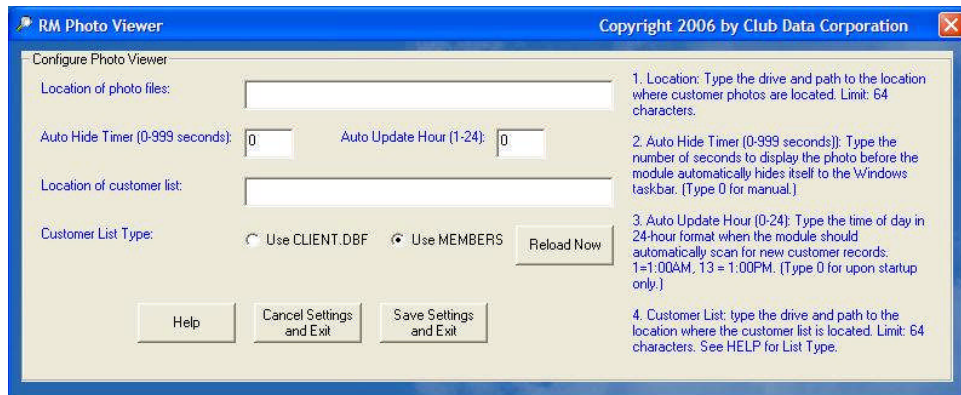
The default installation folder is C:\RMPHOTO although the user can specify where the module should be installed. It is suggested that it should NOT be installed into the same folder location as the Restaurant Manager system itself. It is quite possible that the viewer can be run in a client-server scenario with all POS terminals accessing a single copy of RMPHOTO.EXE on a server. However, because the RMPHOTO program uses a single configuration INI file, this would require that all terminals have exactly the same drive mapping so that the relative location of the photos and customer list of names to the terminals is identical. It is for this reason that Club Data provides a site license so that the photo viewer can be installed and configured on each terminal for (1) faster response and (2) the option for individual network connection mapping.

## Configuration

Following installation, start the viewer from the desktop shortcut the installer will create. Then configure the viewer by entering **configureviewer** into the box and clicking the lookup button:



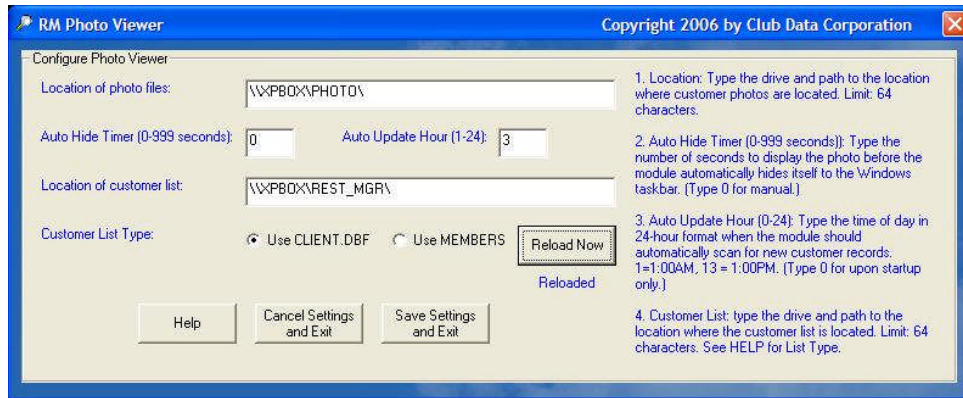
The configuration screen is quite simple – there are only a few items to set:



- Location of photo files
- Auto Hide Timer (0-999 seconds)
- Auto Update Hour of day (1-24)
- Location of customer list
- Customer List Type (client.dbf from Restaurant Manager or an ASCII file named MEMBERS)

### Location of photo files

This is the physical location on the network where the photo files are stored. This can be any valid local or mapped network drive letter (such as w:\shared\photo\) or mapped via UNC connection (such as \\servername\foldername). The latter is likely preferred if you're running the viewer remotely from the server (rmphoto.exe installed on the server itself) since the UNC connection would be the same for all POS workstations. The former might be preferred if the viewer is installed on the workstation itself and connects to a server via drive mapping. The photo folder can be anywhere on the network as long as the terminal has access to that folder and the users have suitable network access privileges. For safety, we suggest that photos NOT be kept inside the Restaurant Manager data folder but in another folder on the same server. Type the location into the appropriate box provided. The entry is limited to 64 characters. In the example below, the user has chosen to use the UNC name for the location of the photo folder:



### Photo File Naming Convention

The photo name must be numerical and must be followed by -00. and either BMP, JPG or GIF.

Examples: 12345-00.BMP 12345-00.JPG 12345-00.GIF

In the above example, the customer account number is 12345. Because the POS system incorporates a customer numbering system, using the customer number as the file name is a logical choice that will eliminate duplication. In order of searching for the photo, the viewer will first look for BMP file types, followed by JPG and GIF. Note that using the suggested numbering system will allow Restaurant Manager to use the same customer photos that may be used by Club Data Corporation's Club Office Accounting System.

### Auto Hide Timer (0-999 seconds)

The viewer can automatically minimize itself to the Windows taskbar after displaying the customer's photo for a desired number of seconds; the viewer actually continues to run, albeit on the taskbar. Type the number of seconds into the box provided. Type a zero to disable the auto hide feature and cause the user to manually close the viewer by clicking on the customer photo and then choosing the QUIT button. The manual setting does NOT hide the viewer to the Windows taskbar -- it closes it altogether. There is an interaction between Restaurant Manager and an external program (such as the viewer) that you should understand before setting auto hide, for it makes a difference in the operation of the viewer and how users will access it, and tradeoffs in terms of performance depending on whether you opt to use auto hide or whether to turn it off by setting auto hide to zero seconds.

Restaurant Manager's POS module is generally designed to utilize the entire screen as the "topmost" running application. This means that all other applications (including the Windows taskbar) are "beneath" it when POS is running. As a result, the user may be required to activate the taskbar prior to seeing any other running applications, including the viewer. The user can then click on the application name in the taskbar to bring it to the forefront.

Curiously, when Restaurant Manager runs an external application for the first time, the application does display on top of the POS screen. However, if such an application is already running on the taskbar, Restaurant Manager does not allow it to reappear in front, but only behind the POS screen. Therefore, to always show the viewer ahead of the POS screen, set auto hide to zero so that it closes after use instead of minimizing to the taskbar.

The tradeoff to this in terms of performance is that each time the viewer starts up, it must load the entire customer list, causing a minor delay before the viewer is functional. The benefit in using auto hide is that the customer list is already in memory and its response is much faster, although using auto hide may cause the user to activate the taskbar before they can activate the viewer.

### **Auto Update Hour (1-24)**

The module can update its internal customer list automatically, thereby making it virtually maintenance free. Enter the hour of the day in 24-hour format where a 1 is 1:00 A.M. and a 13 is 1:00 P.M. It is suggested that the auto update time be one when Restaurant Manager is likely not busy -- loading thousands of names may take a few moments. Type a zero into the box to disable auto update and load the customer list only upon module startup.

### **Location of Customer List**

Type the drive and path to either the CLIENT.DBF file inside the Restaurant Manager system or to a MEMBERS list. The CLIENT.DBF data file is the standard, Restaurant Manager customer database that includes numbers and names as either added or imported via the "Add-Ons" menu for Guest Accounts.

The MEMBERS file is a specially formatted text file that can be imported into the Guest Accounts database for a Restaurant Manager system. The MEMBERS file is easily exported from Club Data's Club Office Accounting System or created manually with most any text editor. It has the following format: #####N\$ where # is the customer number (10-character alpha field, right justified and filled with spaces), N the customer name (25-character alpha field Lastname, firstname, left justified and filled with spaces) and \$ the credit limit for the account, a numeric field, right justified and filled with spaces. A sample file appears as follows:

109Carlson, Bob	99999.00
126O'Brien, Tommy	99999.00
155Davis, Lee	99999.00
240Fish, Charlie	99999.00
249Carlson, Mark	99999.00
259Emerson, Jim	99999.00
274Barnett, Charles	99999.00
356Ripley, Gordon	99999.00
429Gack, Bob	99999.00
443Sands, Lee	99999.00
1014Malloy, Ken	99999.00
1034Fenton, Steve	99999.00
1400Johnson, Dave	99999.00
5172Dobbs, Jimmy	99999.00

### **Use CLIENT.DBF or MEMBERS**

Depending on which customer list you have chosen to use, be sure to check the appropriate button here. CLIENT.DBF is Restaurant Manager's internal guest account database while MEMBERS is a specially-formatted text file. Using CLIENT.DBF will likely prove to be more convenient and maintenance-free as the viewer will pick up any customer database changes more automatically.

### **Reload Now**

This option provides a method to load the customer list immediately instead of waiting for an auto update to occur. When done, a "Reloaded" message appears beneath the button.

### **Save Settings and Exit**

Be sure to save your settings! This creates the RMPHOTO.INI file that has the proper configuration parameters for the viewer. The RMPHOTO.INI file is located in the same folder as the RMPHOTO.EXE program itself.

### **Changing the BackColor of the Viewer Screen**

The RMPHOTO.JPG graphic is installed when the viewer is installed. If you wish to change the viewer's backcolor to match your Restaurant Manager system, simply replace the RMPHOTO.JPG file with one of your own choosing and restart the viewer. The RMPHOTO.JPG file is located in the same folder as the RMPHOTO.EXE program.

### **Linking to the Viewer from Restaurant Manager**

Restaurant Manager includes a function for running external programs, and a button should be defined to run the RMPHOTO.EXE module, which is the name of the viewer's executable program file. A configuration box inside Restaurant Manager can be used to have Restaurant Manager "wait" until the external program is closed and this setting is dependent on the auto hide setting. If auto-hide is set to zero seconds, the viewer will close when the user has finished with it, and the Restaurant Manager checkbox can be checked. However, if the auto hide setting is set to 1 or more seconds, the viewer will NOT close but instead will hide itself to the Windows taskbar and remain running. This may cause Restaurant Manager to appear to "wait" forever if Restaurant Manager's "wait" box is enabled.

### **License**

The end user is granted a site-license by Club Data Corporation for installing RM Photo Viewer on as many terminals as are connected to the local network either by wired or wireless connection. The license does not extend to other terminals connected via WAN or Internet or to multiple locations or franchises, each of which must have its own license.

### **Disclaimer/Copyright**

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### **Support Contact Information**

Support for this software product is provided by Club Data Corporation *only*. ASI, Incorporated, its affiliates and resellers have no responsibility whatsoever in support of this software product. Club Data Corporation reserves the right to provide customer support for RM Photo Viewer with or without cost to the customer.

For support information, contact:  
Club Data Corporation  
6440 Flying Cloud Drive  
Eden Prairie, MN 55344  
952-941-0855 Fax: 952-941-7514  
[www.clubdata.com](http://www.clubdata.com)