

Volume



AGKSOFT

Ruby VeriFone ® Back Office Software

Ruby VeriFone ® Guide

Introduction

The Ruby VeriFone ® can be connected to your Windows PC using an RJ45 cable and a 9-pin connector included in your package. Your Ruby VeriFone ® is a Point-of-sale system with the built-in ability to talk to your Back-Office Software.

GemCom runs on your PC to communicate with the Ruby VeriFone ®. AGKSoft uses GemCom or Ruby Link for all communication to the Ruby VeriFone ®. GemCom is used when you have GEMCOM installed/configured on your Ruby and GemCom32 is used when you have Ruby Link installed/configured on your Ruby.

Software Requirements

- Windows NT, 2000, XP, Me, Vista or Windows 7.
- Windows Vista will work only if the User Account Control (UAC) is disabled. To disable UAC, open the Control Panel, open User Accounts, click [Turn User Account Control on or off] and make sure the [Use User Account Control] checkbox is unchecked and click OK.
- Windows 7 will work only when it is set not to notify, in the user account control. To do this, Click Start, Control Panel, "Add or Remove User Accounts", Go to the Main User Accounts Page, Change User Account Control Settings, Drag the slider to "Never Notify", click OK.

Installing GemCom ®

Ruby VeriFone ® Console

From your Ruby Console, we need to create Department # 98 as an "Unknown Dept":

- Press Exit until [SALES] shows on the screen
- Arrow [Ticket Print/Right Arrow] over to [MANAGER]
- Arrow [Ticket Print/Right Arrow] over to [12. DEPT FILE]
- Type "98", press [Enter], type "Unknown Dept.", keep hitting [Enter] until you finish.

From your Ruby Console, we need to assign the "PLU not found Department" to Dept. # 98:

- Press Exit until [SALES] shows on the screen
- Arrow [Ticket Print/Right Arrow] over to [MANAGER]
- Arrow [Ticket Print/Right Arrow] over to [3. CONFIGURATION]

- Arrow [Ticket Print/Right Arrow] over to [2. SALES CONFIG]
- You should now see “01 PLU not found dept. # 0014”, change it to “0098”

From your Ruby Console, we need to figure out if you are using **GemCom** or **RubyLink**:

- Press Exit until [SALES] shows on the screen
- Arrow [Ticket Print/Right Arrow] over to [MAINTENANCE]
- Press ENTER, enter ID (Default is 1) and then Password (Default is 123)
- Press ENTER and you should see “1. VERSION INFORMATION”
- Arrow [Ticket Print/Right Arrow] over to “12. FILE INFORMATION”
- Press ENTER and press the Arrow key [Ticket Print/Right Arrow] until you see “gcomm.ldm”. Look for the file size on the right, if it is 187118 (180K or so), you are using Ruby Link. If the file size is 192.5K or so, you are using GemCom.
- If you are using the CITPAK (CITGO’s software), you will see “Ruby Link” or “GemCom”.

From your Ruby Console, we need figure out which COM PORT GemCom or RubyLink is using:

- Press Exit until [SALES] shows on the screen
- Arrow [Ticket Print/Right Arrow] over to [MAINTENANCE]
- Press ENTER, enter ID (Default is 1) and then Password (Default is 123)
- Press ENTER and you should see “1. VERSION INFORMATION”
- Arrow [Ticket Print/Right Arrow] over until you see “3.DISPLAY I/O CONFIGURATION”
- Press ENTER and Arrow [Ticket Print/Right Arrow] over until you see the following:

“gcomms.ldm /dev/com5 19200 n 8 1”

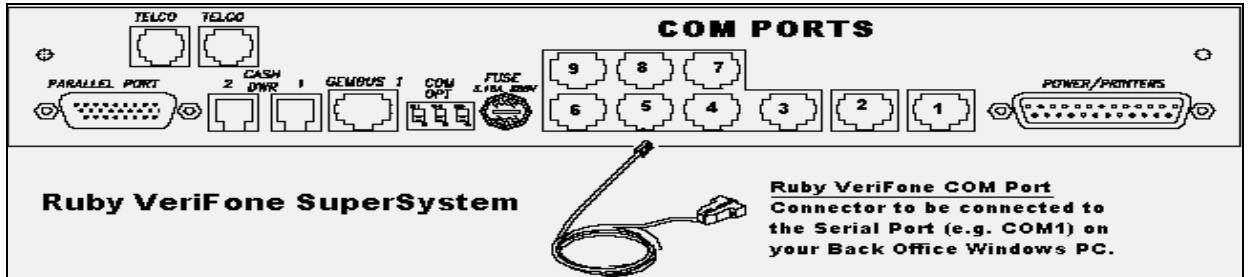
THE COM PORT IS WHERE YOU NEED TO PLUG THE CABLE INTO THE BACK OF YOUR RUBY REGISTER

If you did not see a gcomms.ldm line, you will not be able to connect to the Back Office PC until you contact your VeriFone Authorized Distributor to turn it on. Note that the COM5 in the example shown above tells you that you can connect the Back Office PC to COM5 on the back of the Ruby.

You can set your GemCom password by selecting “**Set GemCom Pwd**” in the **Configuration > GemCom Config** screen in Manager Mode. The password is a nine-digit numeric value. The password is either 0 or 1234567890. If you use Ruby Manager, make sure you may have to set the password to zero. In general, you should connect to the Master Ruby VeriFone (in case you have multiple). You can tell the master by looking at port 9, which controls the Fuel.

Plug your RJ45 cable into COM 5 on the back of your Ruby VeriFone.

If **COM 5** does not work, see the previous section on how to figure out the COM PORT to use.



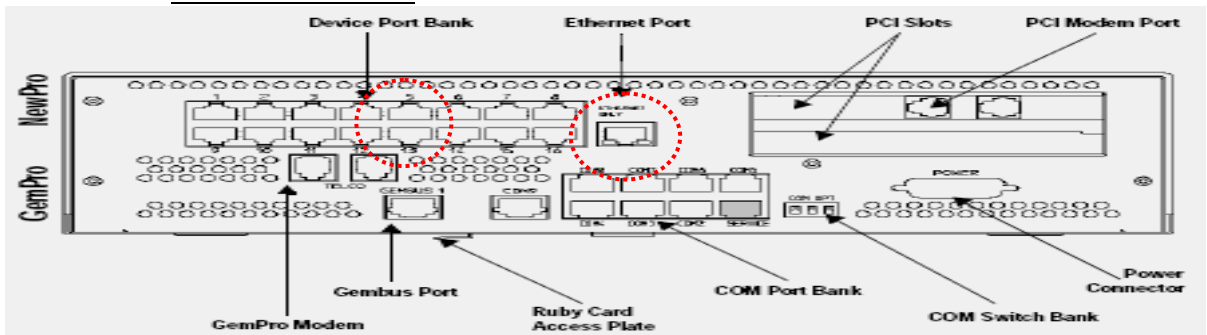
Plug the other end of your RJ45 connector to the 9-pin connector included in your package and plug the 9-pin connector to your Serial Port (e.g. **COM 1**). This is the port on your Windows PC, not on the Ruby Register.



How to connect using a Sapphire Mini Server

If you haven't connected to the Sapphire Comm Port please do so now by plugging your RJ45 cable into the Ruby link Comport (e.g. **COM 5**) on the back of your Sapphire Mini Server. Plug the other end of your RJ45 cable to the 9-pin connector included in your package and plug the 9-pin connector to your Serial Port (e.g. **COM 1**). This is the port on your Windows PC, not on the Sapphire or Ruby.

On the **Sapphire Mini Server** plug an RJ45 cable into the Sapphire Ethernet Port and plug the other end into the Sapphire Router. Plug another RJ45 cable into the same Sapphire Router and plug the other end into the Ethernet port on the back of Your Windows PC.



For the Sapphire to work on Ethernet, you need a 2nd network card.

Set the TCP/IP properties to use this IP address 192.168.31.50 as follows:

- Click the **Start** menu and select “**Control Panel**”
- Open “**Network Connections**”

- Locate the “**Local Area Connection**” icon for the 2nd network card that you added (If you are not sure which one it is, right click on “Local Area Connection”, select “**Properties**” and look under “Connect using” to see the name of the network card you are using).
- Right click on the Icon and select “**Properties**”
- Select **Internet Protocol (TCP/IP)** and then **Properties**
- Select “**Use the following IP address**” and enter 192.168.31.50
- Under “**Default Gateway**”, enter 192.168.31.31

If you cannot connect try to Ping the Sapphire’s IP address **192.168.31.11**. If you cannot Ping the Sapphire you might have a configuration problem. You may want to contact Verifone to find out the Sapphire’s IP address, the username and password.

To test the communication with the Sapphire, you can use the Sapphire’s Comm. Options as shown below on page 5. Please Note: This method is to be used ONLY with the Sapphire not with the Ruby.

Configuring Your Back Office PC

The Back Office PC requires 2 network cards in order to connect to the Sapphire and the internet at the same time.

On some PCs, the 2 Network cards may conflict causing only one network connection to work and the other one not to.

Please follow the steps below to fix this.

On the Internet’s Network Card:

1. Click on the Windows “**Start**” menu, select “**My Network Places**” and finally “**View Network Connections**”.
2. Right click on the “**Local Internet Connection**” (the one you are using for the internet). Select “**Properties**”.
3. You will now see the “**Local Area Connection Properties**”. Right click on “**Internet Protocol (TCP/IP)**” and then select “**Properties**”
4. You will now be in the “**Internet Protocol (TCP/IP) Properties**” window, click on “**Advanced**”.
5. You will see the “**Advanced TCP/IP Settings**” window, uncheck where it says “**Interface Metric**” and enter the number 1. Press “**OK**” 2 times and then close.
 - a. For Windows Vista: Open the “**Control Panel**” and select the “**Network and Center Sharing**”
 - b. Select “**View Status**” and then “**Properties**” select “**Internet Protocol version 4 (TCP/IPv4)**” and click “**Properties**” and then “**Advanced**”.

On the Sapphire’s Network Card

1. Follow the above steps (1-4) if the Network Connections window was closed.

2. In the “**Advanced TCP/IP Settings**” window, uncheck where it says “**Interface Metric**” and enter the number 2. Press “OK” 2 times and then close.
 - a. For Windows Vista: Select “**View Status**” and then “**Properties**” select “**Internet Protocol version 4 (TCP/IPv4)**” and click “**Properties**” and then “**Advanced**”.

Configuring AGKSoft

From your Windows PC


Insert the AGKSoft CD and it should Auto-Run allowing you to install the Java 2 Runtime Environment. Click next until you are finished.

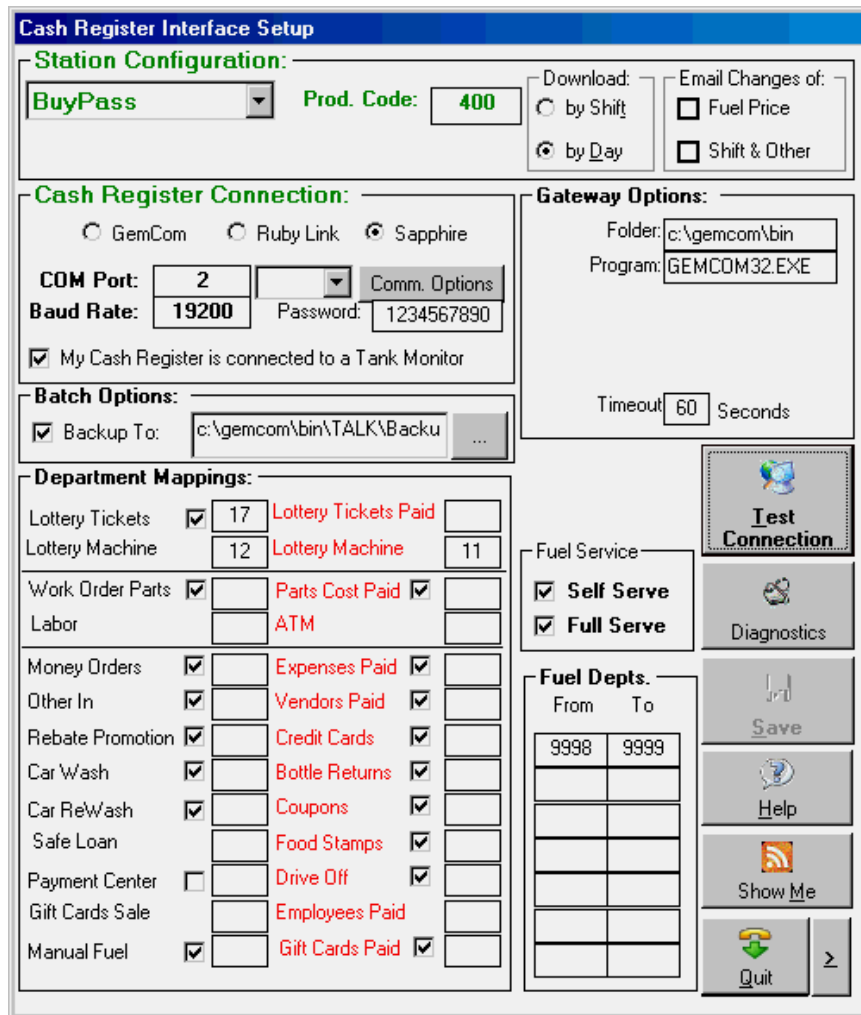
Now you will see the Install Shield Wizard for GemCom32, click next until you are finished.

Next you have the option to install **Ruby Verifone** in the c:\gemcom folder, click OK.

Next you have the option to install **Ruby Sapphire Templates** in the c:\gemcom\bin folder, click OK.

If the above installs do not auto run, you can find it on the CD under the RUBY folder. Run the Sapphire.EXE program and follow the installation instructions. When the installation is finished, you will have the C:\GEMCOM\Bin folder on your hard disk.

- If you did not install AGKSoft, Install it from the CD and follow the instructions provided with your CD.
- When the AGKSoft installation is finished, click the  Icon on your desktop. Note that the default login password is lower case “s”.
- You should now be in the “**First Time User**” window. Under the “**1. Cash Register Interface**” section, select “**Ruby**”, click “**Configure**” and you should now see the window shown below on the next page.



- Enter the COM Port (e.g. COM1). This is your PC's COM Port (**NOT** the Ruby or Sapphire's COM PORT)

When connecting to a Ruby Verifone:

- Select "**GemCom**", and click Save
- Click "**Test Connection**"

If the connection fails, try the following:

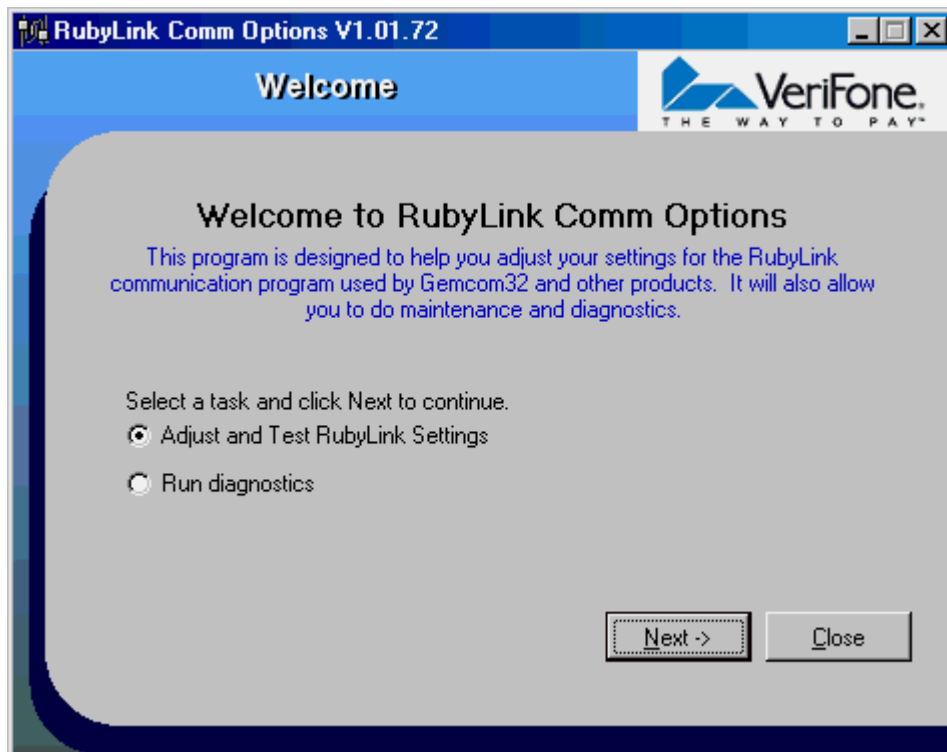
- Select "**Ruby Link**", and click Save
- Click "**Test Connection**"

When connecting to a Sapphire Mini Server:

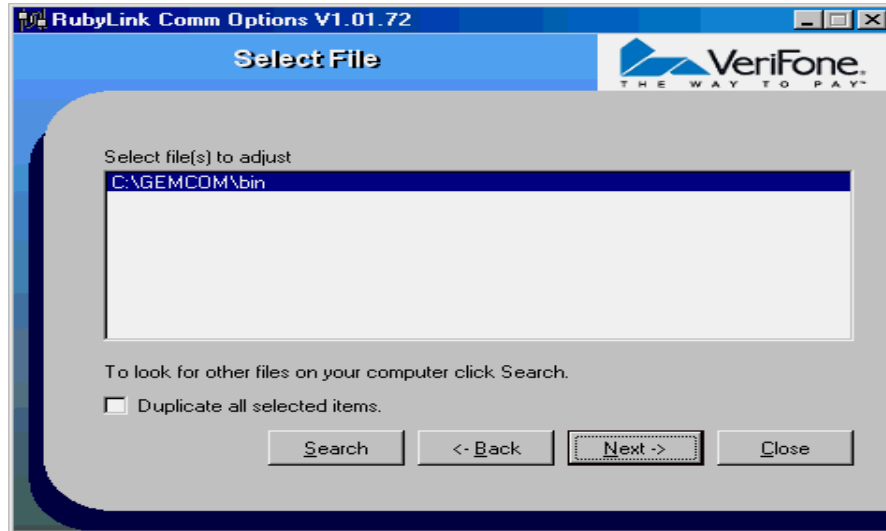
- Select "**Sapphire**", and click Save
- Click "**Test Connection**"

If the connection fails, try the following:

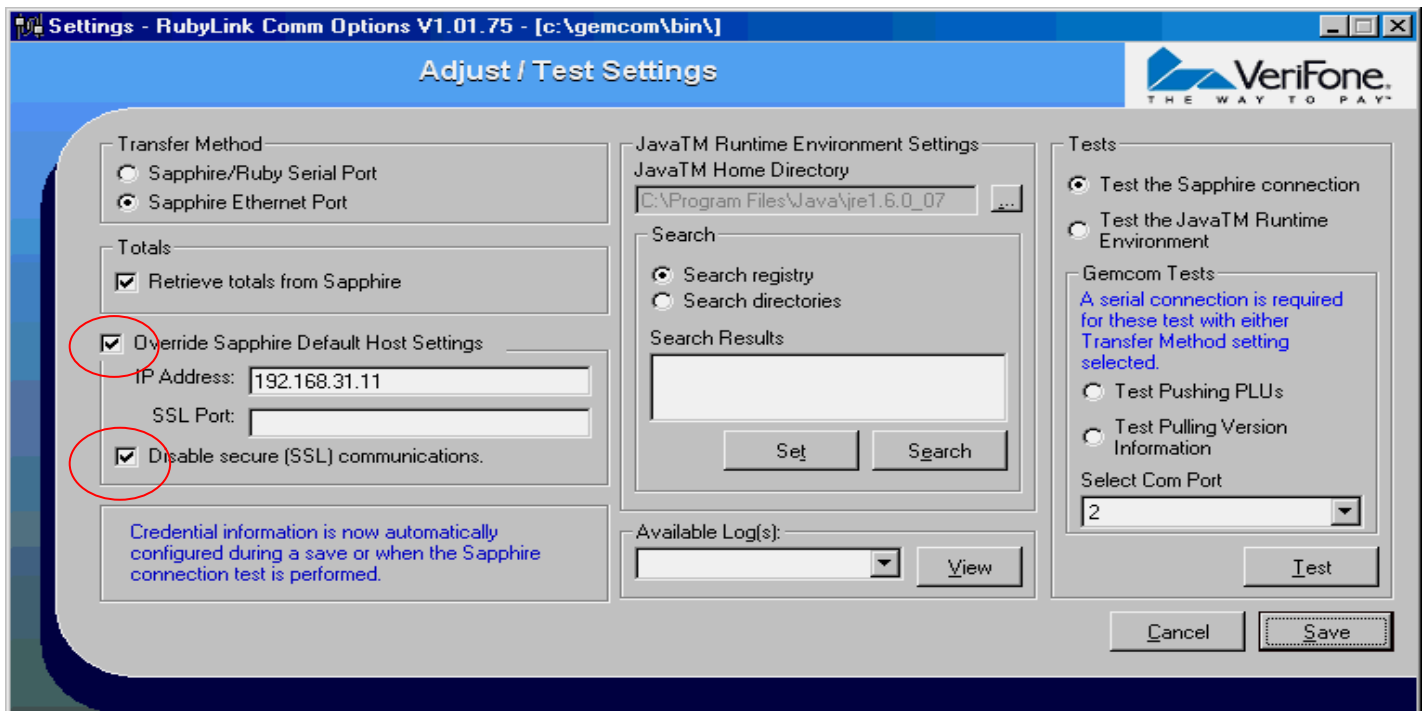
- Print your Ruby configuration and look for “**Back Office: GemCom com5**”. This indicates that the cable should be connected on the back of the Ruby to COM5. Note that it may not always be COM5, in some cases, COM5 may be defective and you would have to call the Ruby Help Desk to change the Gemcom port to another available port.
- If you are using COM2 on your Windows PC, you need to change the **COM Port** in the “Cash Register Interface Setup” to **2** click save and try again.
- Check the cable again; the most likely configuration would be COM1 on your PC and COM5 on the Ruby.
- If you cannot connect to the Sapphire try to Ping the Sapphire’s IP address **192.168.31.11**. If you cannot Ping the Sapphire you might have a configuration problem or your Sapphire may be using another IP Address. Please contact VeriFone if you are unsure about the Sapphire IP Address.
- To test the communication with the Sapphire, you can use the Ruby Link Comm. Options as follows:
 - Click the “**Setup**” button from the Cash Register Interface window.
 - Select Sapphire under “**Cash Register Connection**”
 - Click the “**Comm. Options**” button and you will see the screen shown below.
- Select “**Adjust and Test Ruby Link Settings**” and click “**Next**”.



- Under where it says Select file(s) to adjust select “C:\GEMCOM\bin and select Next.



You should now see the Ruby Comm Options Adjust/Test dialog screen as shown below.



To test the connection, select the Com Port you are using on your PC from the drop down box and click **Test** and save.

If you are using the newer version of Ruby Link Comm Options or the Sapphire is at Base 157 or higher and you get “Generate New Password”, enter “manager” and “123”. If it does not work the 1st time, try it again. From Internet Explorer, you can also enter 192.168.31.11 and try logging in with the same username and password.

If you get Error 511 downloading or uploading PLU's, check the Override IP Address, keep it as 192.168.31.11 and check the "SSL" checkbox.

Note: If the Sapphire is using Base 156 or lower it will use the built-in Sapphire username and Password and no action should be required.

On some PCs the 2 Network cards may conflict causing only one network connection to work and the other one not to. A good example of this would be, when the Sapphire is connected the internet does not work, and when the Sapphire is disconnected the internet now works.

Please follow the steps below to fix this.

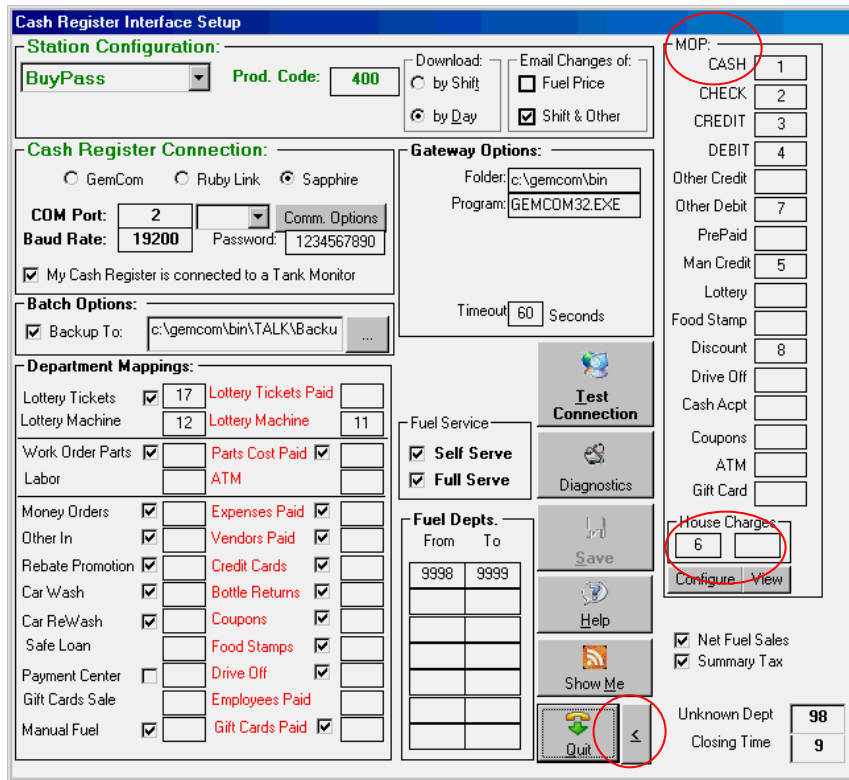
Starting on the Internet's Network Card:

6. Click on the Windows "**Start**" menu, select "**My Network Places**" and finally "**View Network Connections**".
7. Right click on the "**Local Internet Connection**" (the one you are using for the internet). Select "**Properties**".
8. You will now see the "**Local Area Connection Properties**". Right click on "**Internet Protocol (TCP/IP)**" and then select "**Properties**".
9. You will now be in the "**Internet Protocol (TCP/IP) Properties**" window, click on "**Advanced**".
10. You will see the "**Advanced TCP/IP Settings**" window, uncheck where it says "**Interface Metric**" and enter the number 1. Press "OK" 2 times and then close.
 - c. For Windows Vista: Open the "**Control Panel**" and select the "**Network and Center Sharing**"
 - d. Select "**View Status**" and then "**Properties**" select "**Internet Protocol version 4 (TCP/IPv4)**" and click "**Properties**" and then "**Advanced**".

On the Sapphire's Network Card

3. Follow the above steps (1-4) if the Network Connections window was closed.
4. In the "**Advanced TCP/IP Settings**" window, uncheck where it says "**Interface Metric**" and enter the number 2. Press "OK" 2 times and then close.
 - a. For Windows Vista: Select "**View Status**" and then "**Properties**" select "**Internet Protocol version 4 (TCP/IPv4)**" and click "**Properties**" and then "**Advanced**".

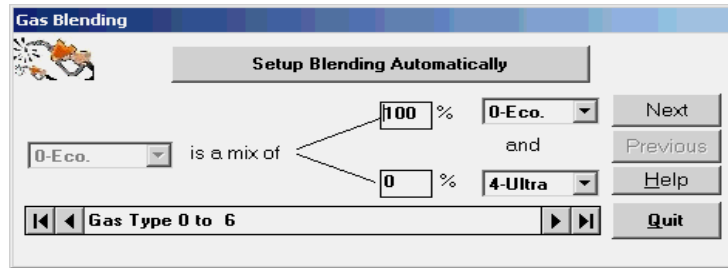
You should now be back in the Cash Register Interface, Setup as shown below:



- Under “**Station Configuration**”, choose the type of station you are.
- Click the “**Diagnostics**” button; this should inform you if you selected the proper Station Type. This may also change some settings to match your version. Click the Save button when finished.
- Under the “**Cash Register Connection**” section, if you cash register is connected to a tank monitor check the “My Cash Register is connected to a Tank Monitor”
- Click the right arrow [>] button (located near the Quit button) and click [Configure]. This process is used to properly map your Ruby’s “Method of Payments” (MOP).
- Under “**Email Changes of**” you can e-mail changes in either Fuel prices or Shift and other information if either of these check boxes are checked. (Please fill in an e-mail address in “Setup” “Business Info”)
- Under “**Download by**”, select Shift if you want to download by Shift or Day if you want to download by Day.
- If your Ruby is using an Expanded PLU card, you have the option to save totals to Period 1 (Shift) or Period 2 (Day) but not both. This setting resides in Reports/PLU Total Configuration and is configurable. **Please Note** when using an Expanded PLU card the download selection has to match in both the Ruby and the BOS. So, if you choose to download by day on the Ruby you **must** select by day in the back office.
- Under “**Department Mappings**” select all the departments you would like mapped out of the sales room by simply entering the department number into the empty boxes next to the names. Click save and quit.

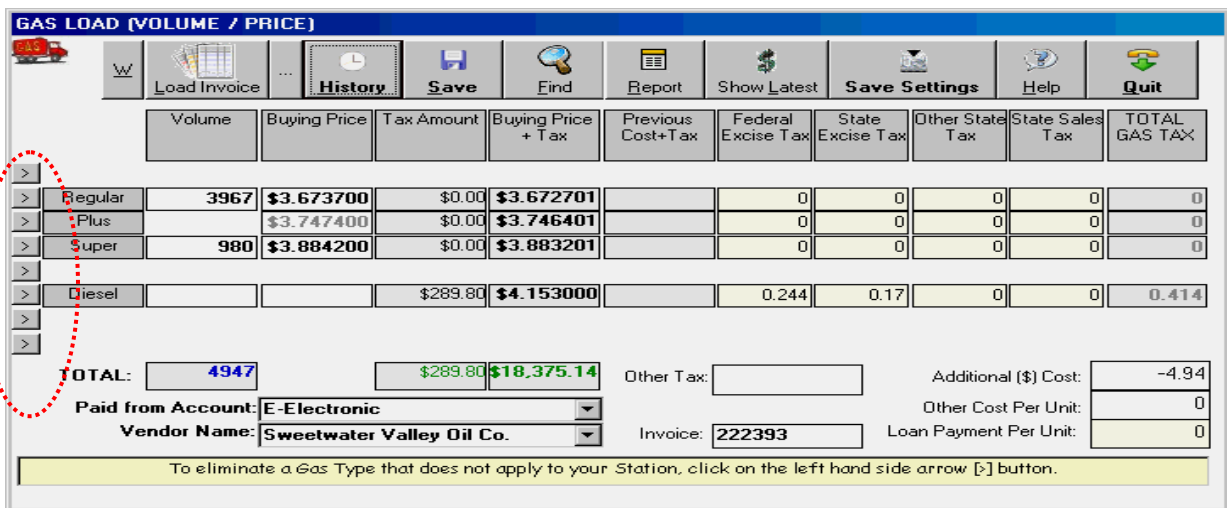
You should now be back in the First Time User Screen.

- If you are blending gas, click on **Gas Blending**, you will see the window shown below:

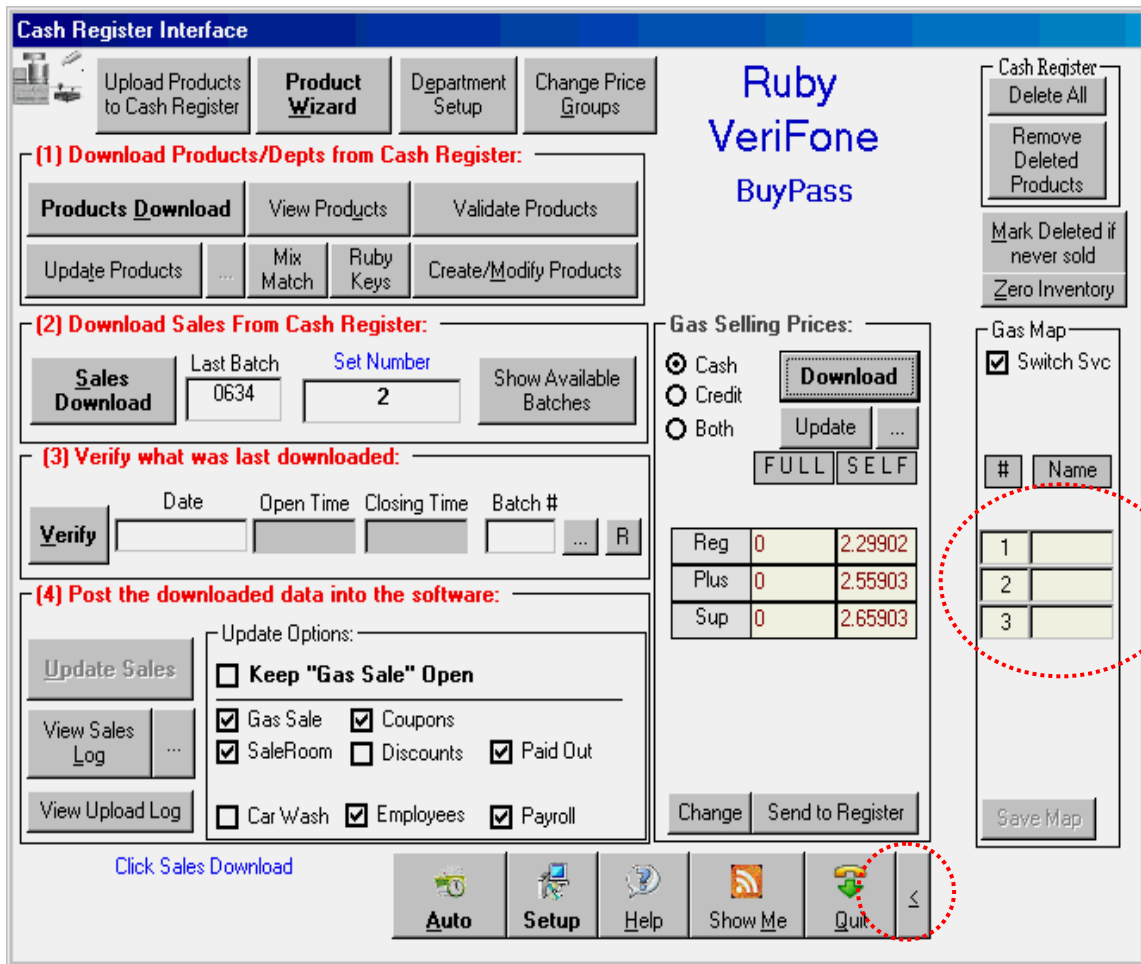


Click “**Setup Blending Automatically**”. You will be asked if you are blending gas. Select Yes or No and follow the instructions. If you select “Yes” you will be asked which grade you blend and what percent you blend. If you select No then you are finished. **Note:** the window will show 7 grades of gas even if you do not use them.

- Start the GAS LOAD Window as shown below and do the following:
 1. Click the left arrow [>] to hide any grade that you don’t sell and enter your Gas Tax rates.
 2. Find out what you last paid for Gas and enter the Buying Price for each grade.
 3. Find out how much Gas you had in your tank at the end of the shift (The shift **before** the one you are about to download). You can get this information from your Tank Monitor or your shift printout. The numbers you enter should be the ones taken **before** the 1st shift you are about to download.
 4. Enter your Tank readings under Volume, select “N-None” next to “Paid from Account”, click “**Save**” and then “**Quit**”.



- You should now be back in the “Cash Register Interface” window as shown below:



Under “(1) Download Products/Depts. from Cash Register:”

- Click “Products Download”

You should see a screen showing the progress. This should finish in a few minutes without errors.

A message box will prompt “!!!Warning!!! Are you sure you really want to update your products from what was last downloaded?” press Yes.

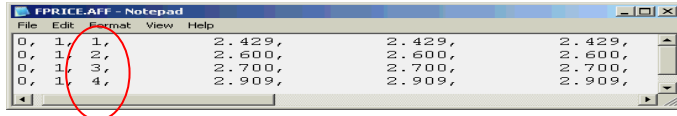
Another message box will prompt “Would you like to download the Mix and Match Files” Press Yes.

Under “Gas Selling Prices” on the right

- Click “Download”.

If the prices are not ok follow the steps below on the next page:

- Click the button [...] next to update and you will get a notepad as shown below.



- Click the [>] shown next to the **Quit** button.

You should now see the **Gas Map** group

1. Locate your current gas selling prices in the notepad shown above and change the mapping numbers. The mapping numbers are found in the 3rd column (Most common numbers are 1-Regular, 2-Plus, 3-Super and 4-Diesel)
2. Click “**Save Map**”
3. Click “**Update**”

Repeat steps 1 to 3 until the grade prices are proper.

You may need to check the “**Switch Svc**”.

Click “**Setup**” again and make sure the “Fuel Dept. Range” is properly set. Look under the “MOP (Method of Payment)” section and make sure it is filled in. If it is not, you can click “**Configure**” to automatically configure it based on your Ruby’s MOP file.

Click “**Save**” and then “**Quit**” to get back to the “Cash Register Interface”.

!!!WARNING!!! - Before downloading your shift for the first time, check the “**Keep Gas Sale Open**” checkbox. This will keep the Gas Sale form open, so you can validate the profit as well as your pool margin.

To download the latest closed shift or day

- Click “**Sales Download**”

You should see a **GemCom** or **Ruby Link** screen downloading.

To download older shifts or days change the Set Number to 3, 4, 5, etc.

- Click “**Sales Download**”

If you see any errors while downloading older shifts or days, that’s because the Ruby does not have it.

Most Ruby Systems have 4 Set Numbers (**1**-Current Open Day that you cannot download, **2**-Last night’s closed shift or day, **3**-Two shift or days ago and **4**-Three shifts or days ago).

Some Ruby Systems may have up to Set Number 12.

When the download is finished

- Click “**Verify**”. This will let you confirm the Date as well as the Batch #.
- Click “**Update Sales**”.

If the “**Keep Gas Sale Open**” checkbox is checked, the “**Gas Sale**” window will stay open; make sure your data looks ok and click “**Save**”.

Now the “**Short/Over (End of Shift)**” window opens up for you to balance your shift.

Go ahead and balance your shift by validating your “**Cash & Checks**” and “**Safe Drops**”. When you finish, click “**Close Shift/SAVE**”.

If you need to make adjustments to the Sales Room, click the “**SALES ROOM**” button, select Find and make the adjustments you need to make. When you come back to the Short/Over, the amount gets adjusted automatically. You can make similar adjustments to most other fields. If you want to make quick adjustments, you can simply make your changes in the Short/Over window.

If you want to start all over and re-do **everything** since you started using the Software

- Open the “**First Time User**” window
- Click “**Delete All Records**”.

Downloading the Employee's check-in/out

From the Cash Register Interface

- Check the “Employees” checkbox in section (4)
- Check the “Payroll” checkbox in section (4)

From your Ruby

- Login as Manager
- Go to the Employees File
- Make sure the Social Security Numbers are set up.

You need to close the Payroll report on your Ruby register after closing every shift as follows:

- Select the Reports menu
- Login with your ID and Password
- Select option 15 (**PAYROLL REPORT**)
- Select option 2 (**CLOSE**)
- Enter an employee number or simply hit ENTER for all employees.

This closes the open Payroll period and implicitly opens a new period.

Note: The employee's SSN on the Ruby and in the BackOffice must match to get the employee's time card.

When printing checks from the back office we do support three types of checks Intuit, Cynaptics' LMC01, and Blank Checks. You can select which one by going to the “Setup” menu and selecting “Check Type”

House Charges

When you press a “House Charge” key on your Ruby Register, the Ruby can be set up to prompt for Account #. Unfortunately the Account # is discarded by the Ruby Software after the sale is finished. So how do we setup the software to handle House Charges? The Ruby is able to allow 20 Method of Payments (MOP), some are used for payments such as “CASH”, “CHECK”, “CREDIT”, “DEBIT” and others are free for use.

You can use MOP # 6 through 20 to map to client account # 6 through 20. If MOP 6 is used for something important, go to 7, 8 or any other number as long as we keep it as a range of numbers.

First you need to create the MOP on the Ruby as follows:

- Press Exit until [SALES] shows on the screen
- Arrow [Ticket Print/Right Arrow] over to [MANAGER]
- Press ENTER and enter your ID, press ENTER and enter your Password
- Press the arrow key until you see “**7. MOP FILE**”
- Press ENTER, the Ruby will show you this:

MP01 DSC CASH

- Press Right Arrow, you will see this:

MP02 DSC CHECK

- Keep pressing the Right Arrow until you see **MP06** or what-ever your starting MOP # is you want to use for House Charges.
- Change the MOP Name to your client name and hit ENTER
- When the Ruby prompts for Code, enter the payment code for “IN-HOUSE” (e.g. 18) and hit ENTER. If you are not sure of your “Payment Codes”, press “List” and your Ruby will print the list for you.
- Answer the rest of the questions however you would like.

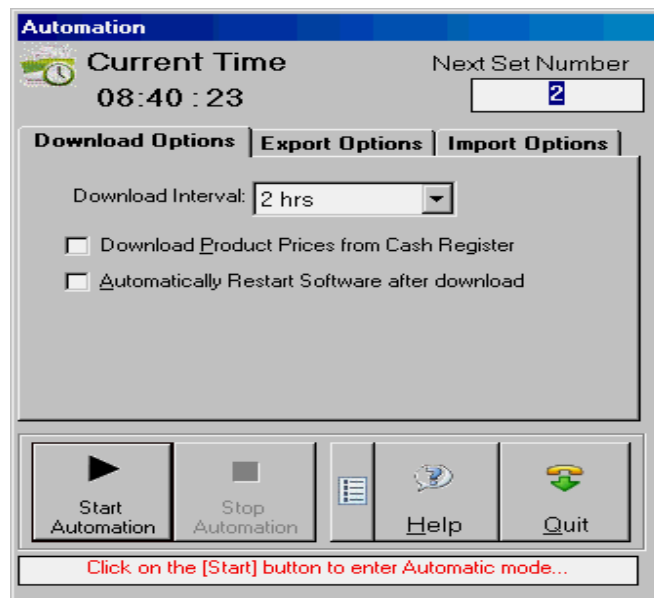
Start the Cash Register Interface (F5) and click “Products Download”. When the download is finished, click the “Setup” button at the bottom. Click the right arrow [≥] button (located near the Quit button) and click [Configure]. This process is used to properly map your Ruby’s “Method of Payments” (MOP).

Next to House Charges there are 2 boxes, enter the starting MOP # in the 1st box and the ending MOP # (20) in the 2nd box. Click “Save” and then “Quit”.

Downloading Shifts Automatically

- If you want the shifts to automatically download from your register, click the “**Auto**” button in the “**Cash Register Interface**” window and you should see the following window.
1. Select how often you want the software to look for a new shift / day to download (Example: 3 hrs)
 - “**Product Prices**” should only be checked if you change your prices directly from your Ruby.
 - “**Automatically Restart Software after download**” will restart the software into the worker mode after automation downloads a new shift / day.
 2. The “**Export Options**” section would be used if you want to automatically publish your reports or data to your own FTP server.
 3. The “**Import Options**” section would be used if you want to automatically import price changes from your own FTP server or from your Home Office Software.
 4. Click “**Start Automation**” and make sure you leave your PC on and the software running.

Please note if you have an Expanded PLU card and you choose to download by day (Period 2) you must select download by day in the “**Cash Register Interface Setup**”



How to Review the Downloaded Shifts

1. Click “**Stop Automation**” to stop the automation process
2. Click “**Quit**” to close the automation window
3. Open the “**Short/Over**” window
4. Click “**History**”, select a date range and hit OK
5. You can now pick the shift /day you want to re-open and make changes to. The numbers will fill in as shown below.

Make sure you “Start Automation” when you are finished to begin the download process again.

Short/Over

06/10/2009

Shift Time:

Open
Close 14:07

Shift:

945

Lookup Shift

Show Daily

Voids:

Count 8
Amount \$51.25
No Sales 7

IN	
Account Receivable	
Garage Paid In	
Garage Paid In Tax	
SALES ROOM	\$1,081.86
SALES ROOM TAX	\$68.48
Lottery Tickets	
Lottery Machine	\$109.50
GAS SALE	\$6,988.20
Payment Center	
Car Wash	\$85.00
Other Income	
Money Orders	
Vendor Refund	
Bottle Deposit	
Rebates	
Manual Fuel	
TOTAL	\$8,333.04

OUT	
Local Charges	\$64.00
Garage Parts Cost	
Expenses Paid	\$37.00
Vendor Paid	
Assets Paid	
Lottery Prizes Paid	\$61.00
CREDIT CARDS	\$5,479.18
Manual Credit	
ATM	
Discounts	
Cash Acceptor	
Coupons	
Food Stamps	
Other Out	
Drive Off	
Gift Cards Paid	
TOTAL	\$8,333.04

Cash Register:

TOTAL
CASH &
CHECKS

1.86

+

Safe Drops

2690

=

Total

\$2,691.86

Short Over

\$0.00

Notes

Reg Diff=\$0.02

Pls Diff=\$0.02

Sup Diff=\$0.02

Starting Cash:

Ending Cash:

Total Cash:

Enter Shift #
and click the
[Lookup Shift]
button

Close Shift
(SAVE)

Re-Open
Shift

History

Find

Report

Print

Validate
Shift

Validate
Range

Help

Quit

Troubleshooting on the Ruby

1. Make sure you are using the connector that was sent to you in your package from AGKSoft.
2. If products ring up for one cent rather than their regular price. In the Department setup in AGKSoft Change the Fraction from Yes to No and upload to the Ruby and also upload all UPC's that ring up for one cent.
3. If you get an Error about not being able to open the COM Port, this means you may have some other software using that COM Port. Example: Microsoft Active Sync or the Palm Sync Software.
4. If you are not properly connected to the Ruby's port, you may get errors such as the following:
 - 160 - Error reading from communications port
 - 161 - Timeout error reading from communications port
 - 854 – Unable to start communications thread
5. Make sure to test GemCom as well as Ruby Link.
6. If you get Error 81 (Could not open file), check the password. Most sites set the password to 1234567890 or 0 (No Password). If you can communicate with the Ruby Manager software, then your password is most likely 0 (no password).
7. Check all cables and make sure all cables are properly connected and secure
8. Reboot your PC and check the BIOS COM port settings. You can remove the COM Port and reboot, Windows will automatically find it and add it.
9. If you are having trouble using your COM port (no communications), make sure you are not using a switch box and you may want to remove the COM port from the Control Panel and let windows automatically add it after you reboot. Make sure you are using the proper COM port number
10. Make sure the Ruby is not configured to share the same COM Port (e.g. COM5) with other devices.
Example: If your Ruby is using COM5 for Ruby Link or GemCom, make sure COM5 is not used by another device such as the Coin Changer.
11. If you are having a problem uploading the mix and match to the Ruby, you may want to clear all the existing Mix & Match from the Ruby 1st. To do that, go to the Ruby's MAINTENANCE mode, login and look for "10. CREATE FILES", hit Enter and look for "091: /ram/mix.dat" and press "VOID LINE". Look for "092: /ram/match.dat" and press "VOID LINE". You can now re-upload the Mix/Match. Also, whatever products you added to the Mix, make sure these products already exist on your Ruby before sending the Mix and Match.

Troubleshooting on the Sapphire

1. When you connect to a Ruby Sapphire and if you are using “Obtain automatically” for your IP Address, you should get 192.168.31.XXX with the Gateway being 192.168.31.31. If you do not get these numbers, try setting the IP Address manually to 192.168.31.205 with the Gateway being 192.168.31.31.
2. When connecting to a Sapphire make sure to check both cables running to the Ruby and to the Sapphire.
3. When testing or saving the Sapphire connection through the Ruby Comm Options, if you receive an error message referring to “Active X”, please install the MSXML 4.0 SP2.
4. If you cannot connect to the Sapphire try to Ping the IP address 192.168.31.11. If you cannot Ping the Sapphire you might have a configuration problem.
5. When you connect to a Ruby Sapphire, if you received "Generate New Password", try user: manager and password: 123. If it does not work, try it again few more times.
6. When you connect to a Ruby Sapphire, if you received Error 511, override the IP and disable SSL.