

LS Central

Web POS and Hardware Station Webinar Q&A April 27, 2020

Presenter: Olafur Jonsson, Product Owner, LS Central Devices

Q: What is the timescale for Dual Display?

A: The plan is to release Dual Display in Q4 this year.

Q: When would LS Pay be available for Saudi Arabia on the PSPs there?

A: This depends on the demand. Please reach out to Petur Sigurdsson (petur@lsretail.com) Product Director for LS Pay and Waddah Laham (waddah@lsretail.com) VP for MEA with your suggestions/requests.

Q: When you are creating your own custom EFT Solution, do you need to buy LS Pay licenses?

A: It is not necessary to buy additional licenses to create your own EFT implementation in HW station.

Q: When you have done the correct setup in Hardware Station for POS Printer/Scanner/Cash drawer and Line display and the devices are usable via the web POS client, can you use the same hardware profile in combination when running the Windows RTC POS so you can use the same devices?

A: Only the Printer (and EFT) would work on the Windows POS.

Q: Is it possible to use the Windows RTC POS in combination with LS Pay or is the web POS always mandatory? (So making use of Windows RTC POS OPOS Connection for POS Printer/Scanner/Cash drawer/Line display and LS Pay via Hardware Station setup)

A: Yes, you can use EFT (LS Pay) in and Printer through Hardware Station on Window POS. Scanner, Cash Drawer and Line Display would have to be connected the "old way" though (not using the Hardware Station).

Q: When using one Hardware Station with multiple devices (POSs), does it queue the scanned barcode and printing queues? How does this work practically?

A: The printing is queued up in the Hardware Station but the scanner exclusive use device so one POS has the scanner at each time.

Q: In what countries do you have already implemented 'Fiscalization using Hardware Station'?

A: LS Retail will have a Fiscal solution using Hardware Station ready for Sweden in 8 weeks' time. A number of partners are currently developing Fiscal implementations for their countries.

Q: If sharing a drawer, how do you do Tender Declaration, and are there changes to Statement Posting to support this?

A: The Tender declaration would be set to store.

Q: If sharing a cash drawer on multiple POSs how can you cash up? Assuming it will need to be by Store or will there be changes to the End of Day statement to support this?

A: It will need to be set to store.

Q: Failover for hardware station - how does it work? If I have an error with one hardware station during a started transaction, let us say no paper in printer... Is it possible to switch to another hardware station? (This relates to having Multiple POSs using a single cash drawer)

A: If an error occurs, it needs to be resolved on that device. There is no automatic failover to another printer for example. The POS user can switch to another Hardware Profile that uses another printer.

Q: Possibility for offline POS for slow connection? We need to work on own cloud and have slow connection

A: The architecture is the same as today. Either the POS is offline or online.

Q: Can I confirm that Hardware Station does currently not support dual display?

A: The Dual Display device is currently not supported

Q: Is there a plan to start releasing new versions of LS Retail as Docker images?

A: We are providing Docker images to mimic the cloud instances for development.

Q: Is there a list of recommended hardware peripherals that are compatible with the Hardware Station? Alternatively, can any Hardware brand and specification be used; printers, cash drawers, scanners, pole display?

A: We support the OPOS devices, and the situation is, as before, that we do not issue a list of specific brand names.

Q: Can the Hardware Station also be connected to a fingerprint scanner - Staff login and logout or Time Entries?

A: We do not support OPOS fingerprint scanner currently.

Q: Hardware Station supports OPOS and Windows printer. So, Can I print my customized report with windows print?

A: Report printing is currently not supported in the Hardware Station. Microsoft is planning a standard report printing support in Business Central that we are exploring, which might be a way to go forward.

Q: Which versions of BC are certified by the Swedish Tax Authorities?

A: We have LS Central registered for version 15 and are planning for 16.

Q: In the Web POS and Hardware Station, can every customer can do the payment transaction online?

A: EFT support in the Hardware Station is through an LS Pay component.

Q: What is the best approach for SSL security on the Hardware Station? (Self-signed certificates often cause errors in browsers that often show "NOT SECURE". Using public certificates on an internal network can sometimes be tricky - sometimes POS terminals are not internet connected.)

A: There is a page in the Online help on HTTPS in Hardware Station that discusses this topic. You can search for HTTPS in LS Hardware Station or go [here](#).

Q: Is LS Pay available here in Philippines to configure in EFT of our bank?

A: No, not yet, but this is on our roadmap.

Q: Is it possible to know which of your customers use the combination that was discussed in your webinar?

A: No, that information is privileged.

Q: Can hardware Station use Windows printers for normal reports/Documents i.e. A4 Invoice?

A: Report printing is currently not supported in Hardware Station. Microsoft is planning a standard report printing support in Business Central that we are exploring, which might be a way to go forward.

Q: Can support of LS Pay for Nets be used for the Singapore Nets terminal?

A: Nets support in LS Pay is currently limited to the Nordic region. We then have Nets in Singapore on our roadmap along with Wirecard.

Q: (From TCOG Belgium). I already created our own version of LS Pay to create a connection to the Atos payment terminal, but how could I read an eID with a USB card reader? Does the Hardware Station only support OPOS or could I also create a driver for that? If possible, how could I start, (is there a demo project as for LS Pay?)

A: The demo EFT project does show how you can use the DirectIO (generic) function to send and receive custom data. Maybe you can use that. If you require this to be a separate device, we have just added the Generic Serial Device to the Hardware Station in latest release and we can supply you with a DEMO project DLL for that as well.

Q: Where can partners access the serial starter pack?

A: By submitting a support request to the LS Retail Support Team.

Q: Can you not integrate Lets Encrypt instead of buying certs?

A: We have not tested Lets Encrypt. To enable SSL, the Hardware Station needs a valid certificate from a Certificate Authority (CA). Lets Encrypt is just non-profit CA and, as long as the web browsers and clients that use Hardware Station recognize it as a valid CA, everything should work fine.

Q: Is there any additional cost for the customer to combine using the Hardware Station and the LS Central AppShell?

A: There is no additional cost to use the Hardware Station or the LS Central AppShell.

Q: Is NavUserPass the only allowed credential type for the Web POS?

A: No, it uses the Credential Type you specify for your Dynamics Service Tier. We have used NavUserPass and Windows.

Q: Are you able to use the Windows POS so make use of OPOS printer / scanner and cash drawer and make use of LS Pay EFT integration via Hardware Station?

A: Yes, you can use EFT (LS Pay) in the Windows POS (depends on the version). You can also get a package with fob, Hardware Station and toolbox to use in some older versions. Other devices (Printer, Scanner, Cash Drawer etc. would work as before in the Windows POS).

Q: Can we get an URL for Go Current, to download and evaluate it? What will be the pricing of Go Current?

A: The Go Current page on the LS Retail Portal is here:
<https://portal.lsretail.com/Products/LS-Central-LS-Nav/Downloads/Go-Current>
There you find downloads, documentation and other useful material. Go Current is available free to our partners as is. Note also that Go Current was one of the topics in a recent webinar, *LS Central Implementation Guidelines*. Please find a list of our webinars and links to webinar recordings on the portal as well:
<https://portal.lsretail.com/Marketing/Webinars>

Q: What if we have a specific device (for example Fiscal Printer) which can be only driven by a DLL provided by the manufacturer, and this DLL is not an OPOS DLL, but has its own proprietary functions?

A: This is the scenario described in the webinar. We would recommend the custom serial device implementation, because it is intended for exactly this. When you look at the demo implementation that we have, you can see a possible way to call to your dll. Please look at this option but if you need further information, send an e-mail to olafur@lsretail.com and we could set up a meeting, or I could send the information.

Q: How will a fiscal printer work with the hardware station? (Today it is a customization based on a dll.)

A: Please refer to the answer to the above question, which describes the same scenario. The custom serial implementation is exactly for this, for communication with external fiscal devices like the printer.

Q: What data management software do you recommend or have used for sending the config xml documents?

A: We would advise consulting with the IT department in your company, as this would probably be the same solution that is used to distribute other software in your company.

Q: EFT, connected via RS232 to the POS. Does the Hardware Station only support LS Pay? What if LS Pay does not support the given EFT device?

A: The DLLs that the Hardware Station uses can be replaced by custom DLLs. We have a number of partners that have used this option to create their own custom EFT implementations. We have some documentation on customizing EFT solution in the Hardware Station. We can send this to you if you contact us via an e-mail to olafur@lsretail.com

Q: Is there any timeline on when the scale functionality will be available?

A: We plan to finish this in Q3 2020, and that would be the implementation without certification. The certification process is different from one country to another so it is out of our hands how long that process will take.

Q: How is data replicated in the Hybrid Cloud environment? Is it still going to be through the Data Director?

A: In short, yes, the Data Director will handle this replication. This topic will be covered in detail in next week's webinar, hosted by Matthias Matthiasson: See [LS Central SaaS - Offline POS in-cloud \(Hybrid Cloud\)](#) to register.

Q: Will your Hardware Station serial device implementation allow us to use proprietary fiscal printer DLLs?

A: Yes, see other answer in this document.

Q: I have a custom EFT Solution that I would like to integrate with LS Central - can I use LS Pay for that, or do I need to develop the whole integration with custom solutions?

A: See other answer in this document

Q: LS Central AppShell for Windows - which LS Central Versions do you support? LS Central 14.02, LS Central 15.x LS Central 16.x?

A: The LS Central AppShell will be released with LS Central 16.0 and it can run whatever version of LS Central that you have. However, some of the functionality is only in LS Central 16.0, for instance the functionality to close the POS etc. We would welcome input from you regarding this if you have.

Q: Is the POS - EFT communication one-way or can EFT ask for cashier confirmations on POS?

A: The communication is not one-way in the sense that there are some processes where the POS sends an EFT command to the PSP, which answers, and then the POS needs to reply before finalizing the transaction. So it is a two-way communication, the PED will not finish until the second reply has been received. An example: when you have a card that requires some confirmation like signature verification. Then the PED sends an answer back to the POS to ask for confirmation that the signature was OK. In such cases, the POS needs to answer back before the purchase is finalized in the PED.

Q: Hardware Station for Label printer - is this in scope for the future?

A: We have been looking at label printing and Microsoft has commented on looking into this. We will monitor how they approach this and then decide on our course of action.

Q: How many POSs can run on one Hardware Station?

A: We have not declared an upper limit, but this will depend on factors such as hardware used.

Q: What are the plans to support additional OPOS device classes like RFID, Keylock, SignatureCapture, etc.?

A: Our immediate plans are to provide support for dual display and scanner-scale, as I discussed. Some of these devices may be low-hanging fruit if they work similarly to the serial device or MSR, so we will look into it, but no date has been set. This will also be prioritized by demand, so please send me an e-mail if you need this so we can estimate the demand.

Q: Some PSP providers allow using the Pinpad as a survey or advisory screen for Customer interaction (for example, "How did we do today?" or "Would you like to donate \$1/\$2/\$5 to charity?" Does the Hardware Station support this kind of activity if the PSP supports it?

A: We have not implemented this and it would need to go through the LS Pay plugin. This will be looked into in more detail with the LS Pay team.

Q: Hardware Station: Can four Web POS share one Payment Terminal and one Printer on one Hardware Station?

A: Yes, they can.