



Getting Started

Getting Started: Introduction

Welcome to STX

Thank you for purchasing STX, the most intuitive, user-friendly management software available anywhere.

Please take the time to review the items in this Getting Started section to get the maximum benefit from your STX experience.

STX Software Commitment

1. Provide you with a complete, fully functional, working copy of our software. This includes a complete, comprehensive and easy to read Manual, which is available for you to print from the **STX** software CD or download from our website, www.STXSoftware.com.

PERMISSION: STX Software, LLC gives permission to print the manual from a downloaded file and/or the STX software CD. Reprinting or copying of the manual is permitted and is for use by the owner of the software license only.

2. Correct legitimate software bugs when they are found and documented and make the corrected software available to you.

3. Provide prompt and professional technical support for STX at a reasonable fee. It is our obligation to provide technical support for any software created and/or written by **STX Software, LLC**. Please see the **Limited Software Support** section for important information.

Owner's Commitment

1. Learn to use and properly maintain your computer system. This includes making sure you have enough memory installed, your network is working properly at all times, and your OS X software is always upgraded to the most current version, as well as any other third party software applications you may be using on your computer(s).

2. Take the time to learn STX yourself and personally train your key employees.

3. Designate only experienced employees to request technical support.

4. Keep your STX software updated to the most current version and keep the latest version readily accessible to employees who request technical support in the event they may need to reload the software.

5. Perform daily backups of your STX data to an external source in order to protect from accidental loss of data – use a CD, USB drive, etc., that can be removed and kept off-site in the event the company or company's property is stolen, damaged or destroyed.

Your STX data contains extremely important information that is vital to the success of your business. Always safeguard your STX data by routinely doing daily backups at the end of each and every business day. Failure to properly back up your data may result in lost or corrupted data.

STX Software can provide only limited data recovery (for a fee) should your data be compromised and you have no recent backups. This could result in your business being "down" for several days without access to your STX program.

6. Review your STX data on a regular basis to determine that the computer policies you have in place are being followed and to check the integrity of your data.

7. Document and report all software problems to **STX Software** Technical Support department by calling 800.766.4778 ext. 2 or email support@STXSoftware.com.

8. Document and forward any ideas for additions or enhancements to STX to the Technical Support department by calling 800.766.4778 ext. 2 or email support@STXSoftware.com.

9. Find a local Apple dealer/distributor/specialist who can help you with any hardware needs and/or challenges.

10. Find a local Network Technician who specializes in networking with Apple computers. While the **STX Software** Support technicians know how a local and/or remote network should be set up, they cannot help troubleshoot problems with a network.

Limited Software Support

Documentation

STX Software offers a wide array of documentation in order to help you accomplish and understand the functions of STX. This documentation includes the STX Manual, STX Help found within STX, instructional documents contained on the STX installation CD, as well as STX FAQ/Info documents also found on the STX installation CD. These are designed as tutorials to promote a better understanding of how STX works, why some functions are designed the way they are, and to walk you through setting up your information. Although the STX Manual is very detailed and contains many examples, we cannot include every scenario since each business is unique unto itself.

Software Support

Technical support is available for currently supported software created or written by **STX Software**. The technical support department is not obligated to help with any of the following areas: STX Training, hardware, peripheral hardware, third party software, Mac OS X functions, or networking. Once our support technician determines that the challenges you are experiencing lie outside the **STX Software** platform, they will offer advice and/or instruction on what you should do next. Because the STX support technicians are only versed in the operations and functionality of the **STX Software** platform, it is not the responsibility of the support technician to offer any further troubleshooting relating to the challenges outside of the **STX Software** platform.

STX Training

Technical support is not intended to take the place of receiving formal training for your STX software. Although our technical support team is qualified to answer all of your questions, we like to reserve their time for our clients who are experiencing technical difficulties. The Education Department is available for all of your training needs through phone training and webinars. The per hour rates for phone training and/or webinar are significantly less than the technical support rates, so it is to your advantage to schedule phone training with a member of the Education Department. We believe that knowledge is power, and that having the knowledge on how STX works will give you the power to run your business successfully. Training on STX is an investment in your business and in your future. The more you know about STX and what it can do for you, the better it can help you grow your business. If you desire on-site training, please contact your **STX Software** Sales representative for pricing.

Hardware

Although **STX Software** makes recommendations as to what hardware you should use with STX, we are not responsible for the use and/or maintenance of any hardware and are not obligated to support or troubleshoot any hardware related challenges you may be experiencing.

Peripheral Hardware

Peripheral hardware is defined as, but not limited to, any piece of equipment that connects to the computer, such as a printer, receipt printer, label printer, cash drawer, barcode scanner, magnetic card swipe, as well as any type of removable media including backup drives and external hard drives. It is not necessary to have any of these in order for STX to function properly, however, STX is designed to work with these types of peripheral hardware. If you choose to purchase one or more pieces of peripheral hardware, it is not the responsibility of **STX Software** to maintain, support, or troubleshoot challenges related to them. **STX Software** may recommend specific brands for selected types of peripheral hardware when we find they work best with Apple products as a whole.

Third Party Software

Third Party Software is any software package other than that created or written by **STX Software**. Some examples of Third Party Software include Mac OS X, TreAura, Word, Excel, MYOB Accounting, CheckMark Payroll, just to name a few. **STX Software** may suggest the use of one or more of these software packages when we find they work best with Apple products as a whole, but can in no way be held accountable for the use, maintenance, support or troubleshooting of any challenges you may be experiencing.

Networking & Remote Access

STX Software can offer guidelines for you to follow when setting up and using a local network and/or gaining access to your STX data from a remote location. However, **STX Software** is under no obligation to help with the actual setting up, maintaining, supporting or troubleshooting of any challenges you may be experiencing with your network, whether local or remote.

Automation Schedule

Taking the time to learn and properly set-up STX will pay huge dividends in the efficient and comprehensive use of your software. Understanding all of the features that are available in STX and giving some thought to how you may use them will allow you to collect complete and usable data from Day One.

After acquainting yourself with these features, set aside the appropriate amount of time to write down or accumulate all of the data you will need to complete the set-up portions of STX. After entering your data, print and review reports to make sure everything was entered correctly.

Start using STX right away, but don't try to implement all parts of the program at once. Make sure you and your key employees are comfortable with a new feature before moving on and review any data entered to make sure it serves your needs.

Do not attempt to move your entire manual (paper) appointment book to STX at one time. Choose a "target" date, perhaps when your manual book ends, and start booking new appointments after that date in STX. This allows you to start slow and increase your automated booking experience as the designated date approaches.

If you feel comfortable with booking through STX, you may want to move the target date forward as many days as desired. This procedure will allow you to go live with automated booking sooner, while at the same time feeling comfortable with the switch.

Getting Started: Networking

Introduction to Networking

Networking allows your data to be shared by multiple computers running STX at the same time. Each computer can be used to simultaneously add, change and delete information and these changes will appear on all of the computers.

Networking significantly increases the volume of data that can be entered and viewed at any one time and allows STX to operate efficiently in even the largest of companies. Networking also allows an owner or manager to work with STX from an office or remote location.

Connecting Your Computers

Your computers can be connected using Ethernet cables that plug into an Ethernet port on each computer (recommended) or by wireless connections using radio waves (not recommended).

Using a special crossover cable, Ethernet cables can run directly between 2 computers if you only have a 2-computer network. Otherwise, each Ethernet patch cable will connect to a hub, switch or router. A hub or switch works fine if you are only connecting computers in your local network. A router is needed if you also want to connect your network to other networks or to the Internet.

While a wireless network is not recommended, it requires that each computer have a wireless card and, in the case of more than 2 computers, you will also need a wireless access point which functions much like a router. We do NOT recommend wireless networking for computers that are booking appointments and processing transactions because of potential speed and connection issues. These computers should be connected to the server by Ethernet cables and a hub, switch or router. If additional computers are to be connected via wireless, the access point should be connected to the hub, switch or router.

Client-Server

Server refers to the computer on which you have installed STX and "houses" the data files. This computer is responsible for sharing the data files with other computers on the network. If you have only a single computer running STX, this is also considered the Server, or may be called a Stand-Alone computer. Client refers to the computer where only the STX application is installed. This computer accesses the data files that are stored on the Server.

A server that only "houses" the data files and does not run the STX application is called a Dedicated Server. This is the most efficient server configuration and should be considered for larger networks.

STX Networking

STX is a true client-server application that takes full advantage of the power and security built into the client-server architecture. It will work equally well on one computer or on a large network of computers. **Note: There can only be ONE server with STX data on your network.**

While STX works well over a local or remote network, it is very important you contact a network technician who specializes in Mac computers to help you get it set up. **STX Software** representatives are certified and knowledgeable with every aspect of the actual STX software itself, however, setting up a network involves areas outside the STX software and should be handled by a network professional.

When you purchased STX you were licensed for a certain number of seats. A seat is defined as a computer running STX and accessing the STX data files. If you are licensed for 4 seats and have a total of 6 computers (including the server), only 4 of the 6 computers can be running STX and accessing the STX data files at the same time. To find the number of seats you are licensed for, see STX: Registration. If you wish to purchase additional seats, please contact **STX Software** or your local **STX Software** distributor.

Working from a Remote Location

Because STX uses IP sharing, you can connect from a remote location by entering the IP address of the server as long as both the server and remote computer are using a broadband Internet connection. If your STX server is behind a firewall via a router, you will need to open ports 9090 and 20260 and forward these ports to the server's internal IP address using TCP/IP protocol. You will use the external IP address assigned by your Internet Service Provider when connecting from your remote computer. To obtain the external IP address on the server, go to www.whatsmyipaddress.com from the server computer. The external IP address of the computer will be shown to you on the screen. You will need to license sufficient seats to include your remote connection.

If you do not have a broadband connection at both ends, you will need to purchase remote access software such as Apple Remote Desktop Server, or Timbuktu Pro. Please note that this type of access takes control of the server and it cannot be used until the remote session has ended.

Getting Started: Menus & Toolbars

In STX, you have the choice of using pull down menus, visual toolbars, or a combination of the two.

Menu Bar



Click on any item in the menu bar to pull down additional menu choices.

Note: If menu bar items or menu items are not highlighted (dark) they are not available for use. This may be because of password permission or because the item is not currently applicable.

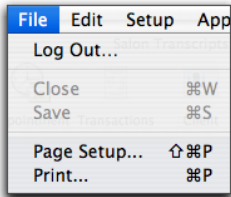
STX Menu



Click on any item in the menu to perform the associated function or to bring up the associated window. Click on Preferences to edit STX preferences. Click on Registration to enter new registration numbers (license key). Click on Quit STX to exit the program.

Note: Keyboard shortcuts, such as Command-H, allow you to choose certain menu items without actually pulling down a menu. These shortcuts, if available, are listed in the menus to the right of the menu item text. You may enter these shortcuts by holding down the Command (Apple) key while pressing the other key(s).

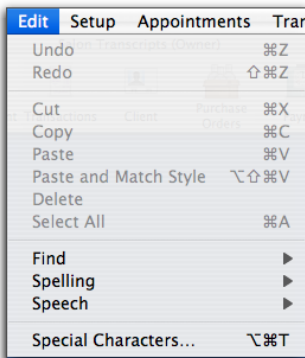
File Menu



Click on any item in the menu to perform the associated function or to bring up the associated window. Click on Log Out to bring up the Log In window to log in another employee.

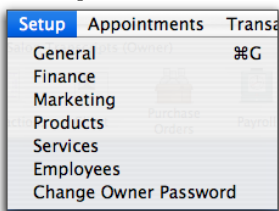
Click on Print to bring up the Reports window.

Edit Menu



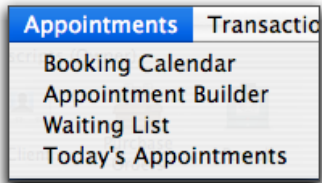
Click on any item in the menu to perform the associated function. These menu items allow you to edit text in fields. *Cut* removes the selected text from a field, *Copy* leaves the selected text in a field and *Paste* copies the cut or copied text to another field. *Undo*, if active, will return a changed field to its original unedited content. *Clear* removes the selected text from a field.

Setup Menu



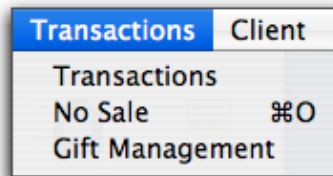
Click on any item in the menu to bring up the associated window. NOTE: The menu item *Change Owner Password* is only activated when you are logged into STX as the OWNER. You must know the current OWNER password in order to change it to a new password. It is extremely important that no member of your staff know what the OWNER password is since they could come to this area and change the password without your knowledge, thus blocking you from your access to the program.

Appointments Menu



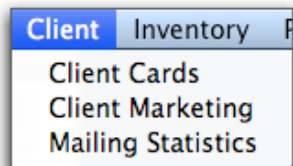
Click on any item in the menu to bring up the associated window.

Transactions Menu



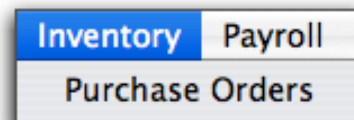
Click on **Transactions** in the menu to bring up the transactions window. Click on **No Sale** to open the cash drawer. Notice the keyboard command of Apple-O to opening the drawer without having to use the menu. Click on **Gift Management** to bring up the gift management window.

Client Menu



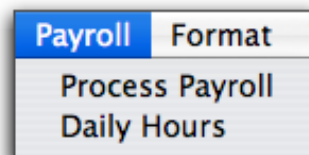
Click on any item in the menu to bring up the associated window.

Inventory Menu



Click on **Purchase Orders** in the menu to bring up the purchase order window.

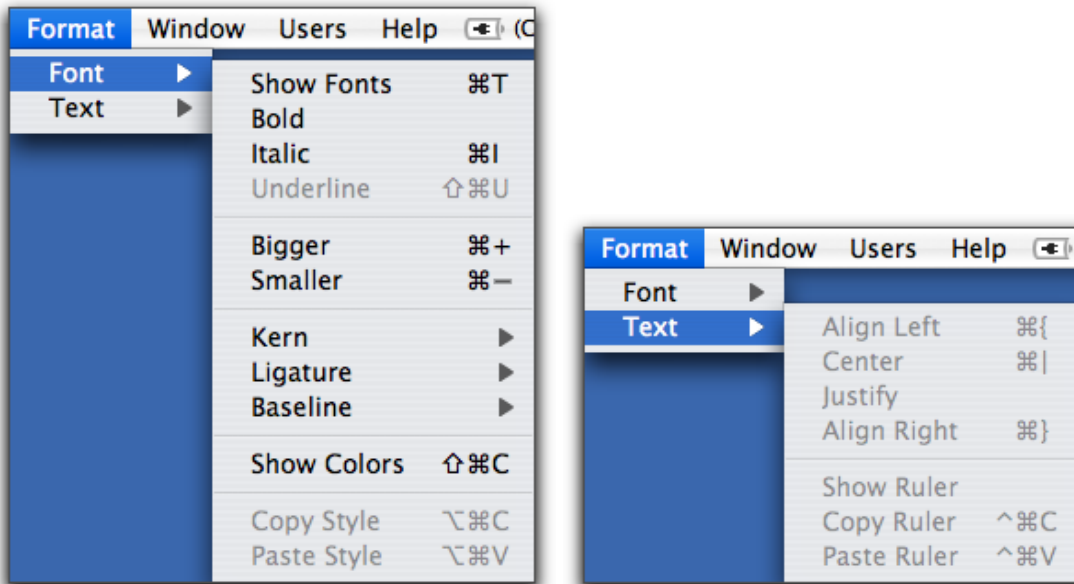
Payroll Menu



Click on either item in the menu to bring up the associated window.

Format Menu

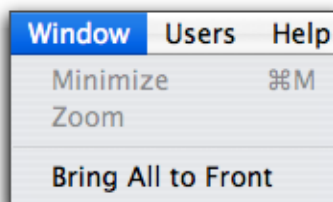
Click on any item in the menu to perform the associated function. These text formatting menu items are only active when text is highlighted in certain areas of the program, namely when customizing a Gift Certificate template in Setup: General.



The **Font** menu allows you to choose the font, font size, and text color and to format text as bold, italic, underlined or other available format.

The **Text** menu allows you to align the text to the left, right, or center in the text field, or to justify the text so it expands to fill the line.

Window Menu



Click on any item in the menu to perform the associated function.

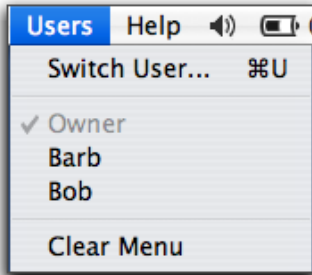
Minimize Window will shrink the active window and place it into the Dock. To bring the window back, click its icon in the dock and it will appear in full view.

Zoom Window will enlarge the active window so it will fill the entire screen.

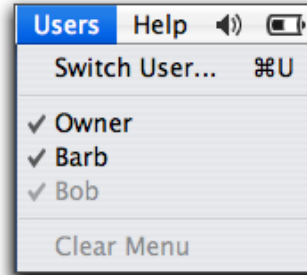
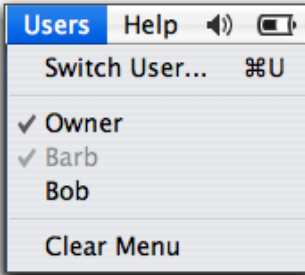
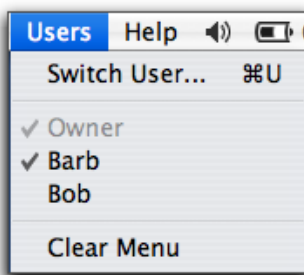
Bring All to Front item will bring all program related windows to the front, so they will no longer be overlapped by other windows from different programs.

Users Menu

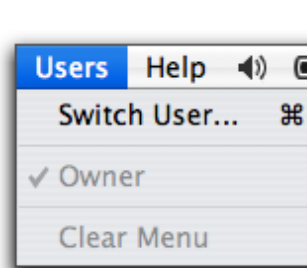
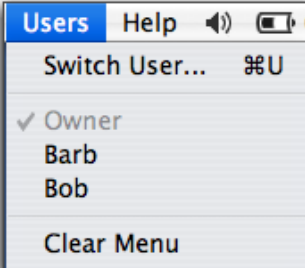
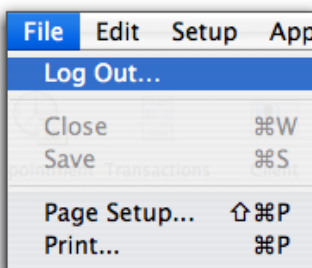
You must have each employee and the password security access already set up in order to benefit from the **Users** menu features.



Click on **Switch User** (or use the keyboard command of Apple-U) to switch between the currently logged in user and a different user. The user currently logged in will show in gray and will have a checkmark next to their name. In the picture above, the **Owner** is the currently logged in user. All employees with a password will be listed for you.

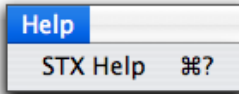


If an employee has a checkmark next to their name, that employee is also logged in as a user, but is not the Current logged in user. The user appearing in Gray text and a checkmark is always going to be the most current logged in user.

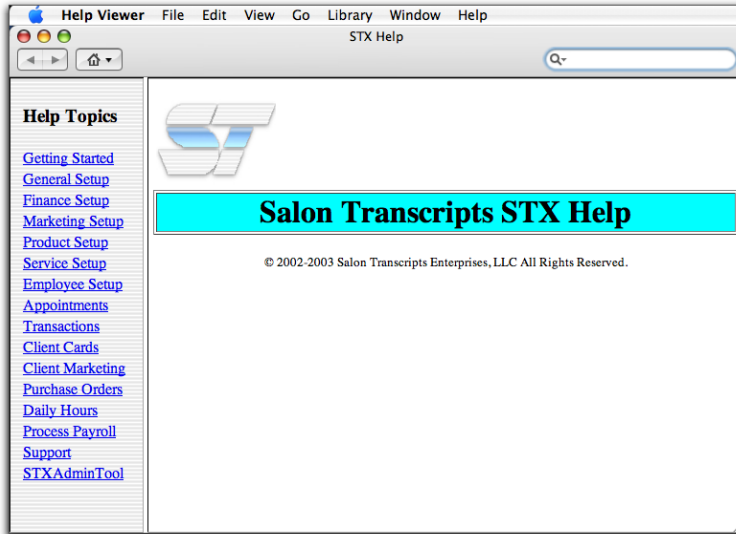


After each user has logged out by going to the **File** menu to **LogOut**, the **OWNER** can select the **Clear Menu** option to remove all employee names from the list, leaving only the **OWNER** remaining.

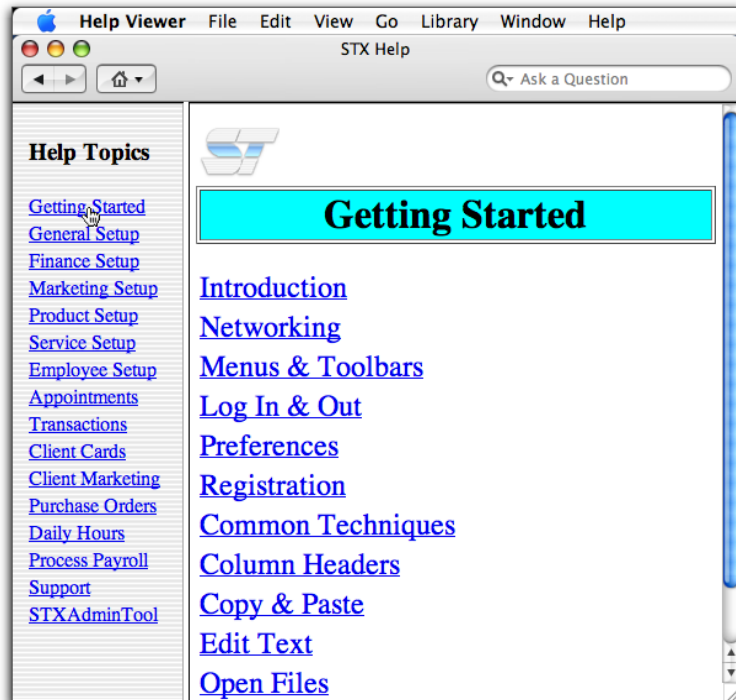
Help Menu



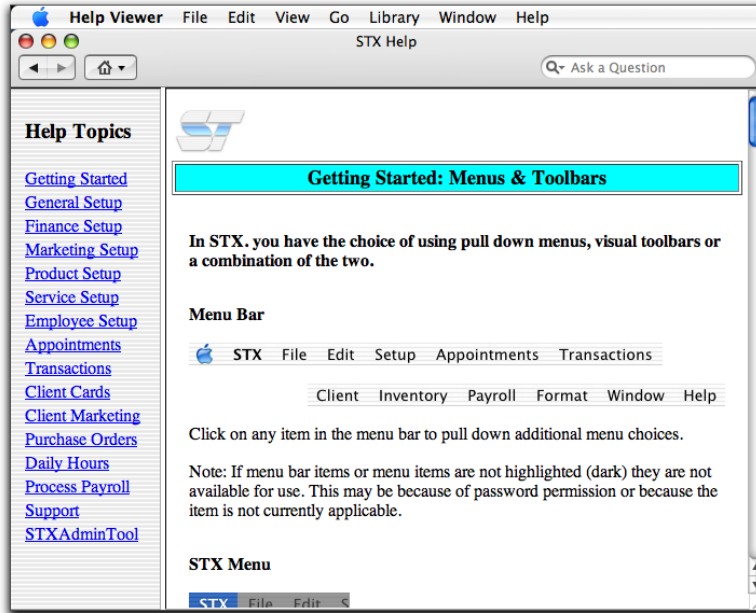
Click on **STX Help** in the menu to bring up this on-line help system. The following screen will appear.



Once the **STX Help** screen appears, click on one of the **Help Topics** listed on the left side of the screen. In the following example, Getting Started was clicked.

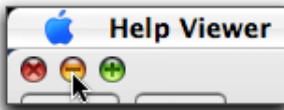


On the right, a list of areas pertaining to the **Help Topic** chosen will appear. Click an area on the right to see the information regarding the area chosen. In the following example, Menus & Toolbars was clicked.

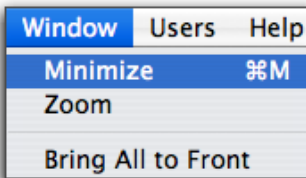


As you can see, the information contained in the **STX Help** screen is much like it is here in this section of the STX Manual. All information is available to you in either location.

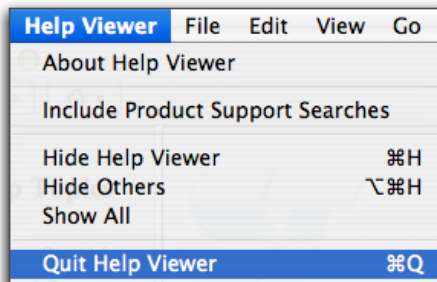
It is recommended you keep the **STX Help** minimized in your dock for easy access throughout the day.



To minimize the **STX Help**, click the yellow gumdrop in the upper left corner...

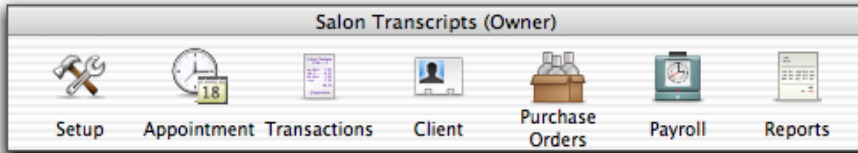


...or use the **Window** menu and select the Minimize option.



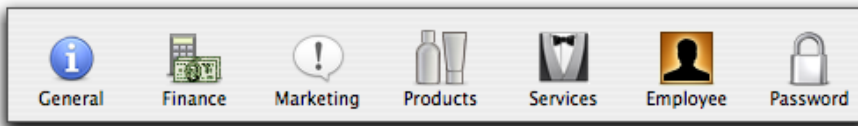
When you are finished with the **STX Help**, go to the **Help Viewer** menu and select *Quit Help Viewer*.

Main Toolbar



Click on the Setup icon to reveal the setup toolbar, the Appointment icon to reveal the appointment toolbar, the Client icon to reveal the client toolbar, the Payroll icon to reveal the payroll toolbar or any other icon to bring up the associated window. The setup, client, and payroll toolbars will disappear after the associated window is opened.

Setup Toolbar



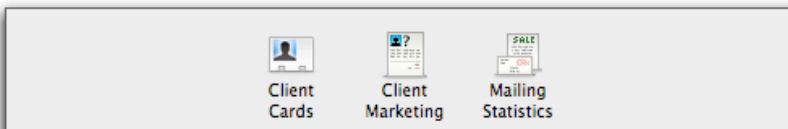
Click on any icon to bring up the associated window. NOTE: The item *Password* is only activated when logged into STX as the OWNER. You must know the current OWNER password in order to change it to a new password. It is extremely important that no member of your staff know what the OWNER password is since they could come to this area and change the password without your knowledge, thus blocking you from access to the program.

Appointment Toolbar



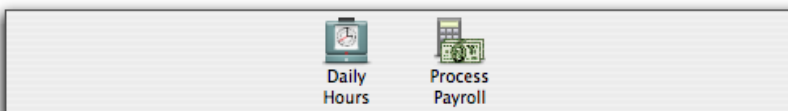
Click on any icon to bring up the associated window.

Client Toolbar



Click on either icon to bring up the associated window.

Payroll Toolbar



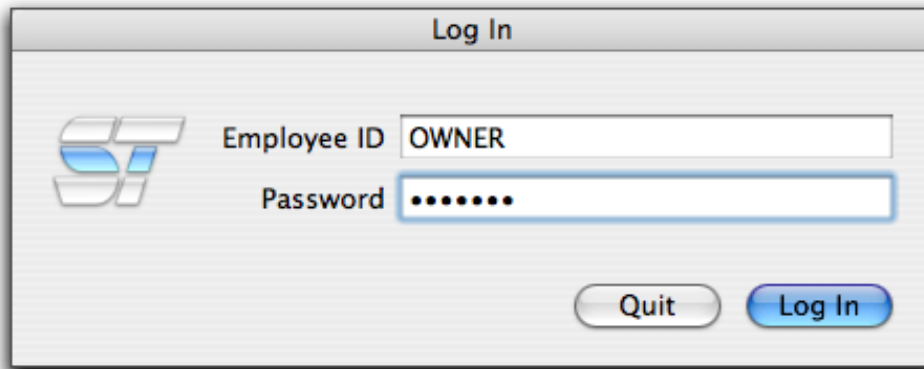
Click on either icon to bring up the associated window.

Getting Started: Logging In & Out

Purpose

Each person within your company, whether owner or staff member, must log in and out to preserve password permissions. Some areas of STX will actually track and show which person was logged in at the time a record was created and/or changed.

Logging In



The screenshot shows a 'Log In' dialog box with a light gray background. On the left is the STX logo, consisting of a stylized 'S' and 'T' in blue and white. To the right of the logo are two text input fields. The first is labeled 'Employee ID' and contains the text 'OWNER'. The second is labeled 'Password' and contains seven black dots. Below the input fields are two buttons: a light gray 'Quit' button and a blue 'Log In' button.

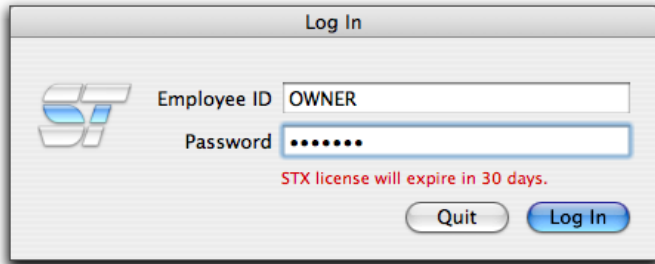
Type OWNER or your employee ID. Type your password, which is case sensitive, and click **Log In**.

Click **Quit** to quit STX.

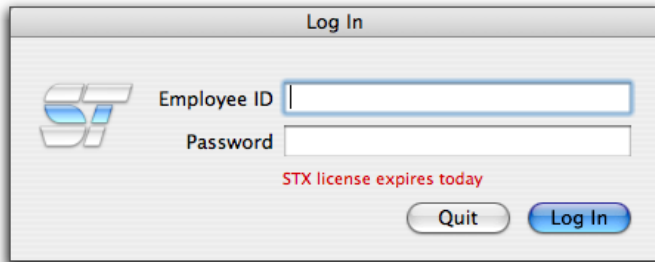
Your license to use STX has an expiration date based on your status. Rental licenses expire at the end of each rental period and all licenses expire on a periodic basis. This is done to ensure you are using a currently supported version of STX and that **STX Software** is maintaining updated information on your company.

As a client in good standing, **STX Software** will send you a new license before your current license expires, and once you notify us that the current license is about to expire. If you have any questions or wish to request a new license, please contact **STX Software** by calling 800.766.4778.

STX includes a built-in alert that informs you when the current license will expire. Each day that goes by without entering an updated license, the *license expiration* message will continue to appear, counting down how many days are left before expiration.



The license *expiration* message will start appearing at least 30 days before the current license expires.

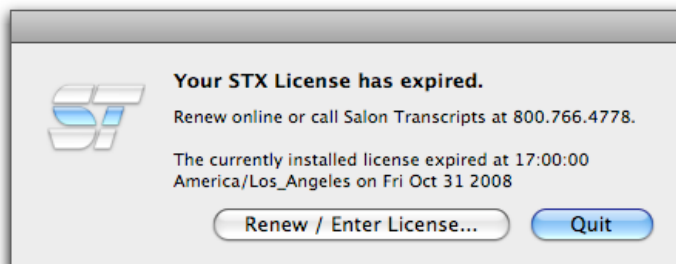


This *license expiration* message will appear on the day your current license expires.

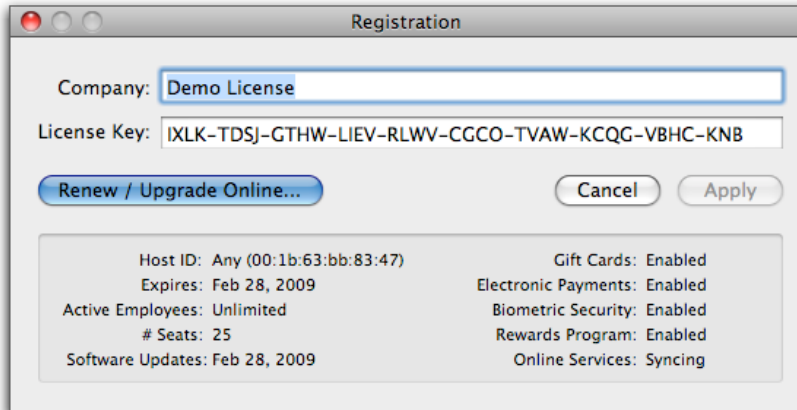


Beginning twenty-eight (28) days before your current license will expire, this sheet will appear each time you log in to STX. This sheet will appear each day until you either enter a new license, or the license expires. Click **Renew / Enter New License** to enter your new license manually or to renew the license online.

Click **OK** to start STX without entering a new license.



Once your current license has expired, you will not be able to use STX until a new license is entered. Click **Renew / Enter License** to enter your new license manually or to renew the license online. Click **Quit** to quit STX.



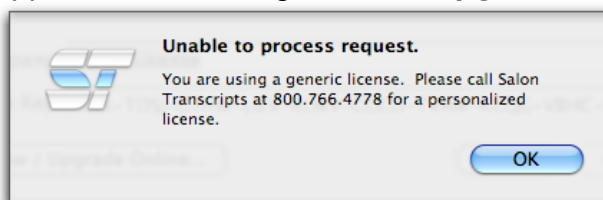
Renew / Upgrade Online... allows you to either renew your STX License online, or to purchase additional STX features via the STX Online Store.

Additional STX features include upgrades to licensed employee levels, additional seats for adding computers to a network, and STX Modules such as the Rewards Program and Biometric Security.

To purchase the STX modules, click **Renew / Upgrade Online...** or contact our sales department at 800.766.4778 and a member of our team will be happy to assist you.

Clicking **Renew / Upgrade Online...** will automatically update the **License Key** if the current license key is older than what our records show. Once the new license key has been updated, click **Apply**.

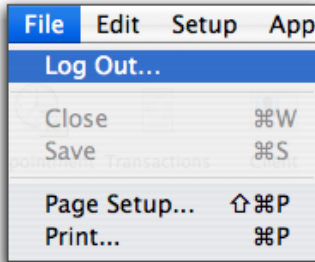
If you are currently using a temporary – or Demo – license, the following alert will appear when clicking **Renew / Upgrade Online...**



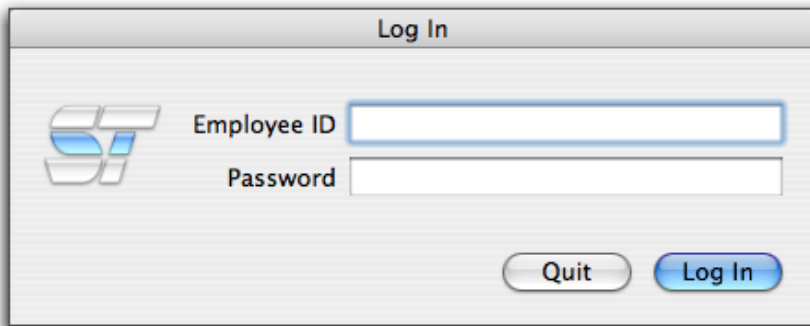
Follow the instructions on the alert and then Click **OK**. Once you receive your personalized license, you will need to enter the license information manually.

Logging Out

To quickly log out the employee currently logged in, without the ability to switch to the employee later, you will simply log the employee out of STX and log the next employee in.



To **Log Out** of STX, it is not necessary to actually *Quit* the program. Pull down the **File Menu** to **Log Out**.



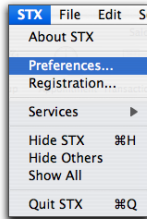
Once the **Log In** screen appears, type the next employee's ID code and password. Click **Log In** to log in the employee. Click **Quit** to quit STX.

Rather than logging each employee in and out to switch who is logged in, an alternative would be to use the **Switch User** feature found in the *Users* menu, explained earlier in this chapter.

Getting Started: Preferences

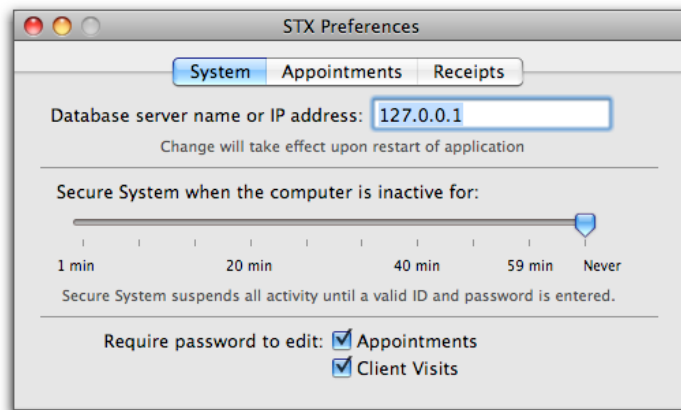
Purpose

Preferences tell STX how you wish to use the program. Based on your selections in this window, various parts of STX will function in different ways.



Pull down the **STX** menu to **Preferences**.

System



Database server name or IP address tells you which computer contains the STX databases, or where the data is located. It is entered when you first install STX and will not be modified unless you change your server computer, or the IP address of the server changes. Please note: A static IP address is recommended when using STX on a network. A *Static IP Address* never changes.

If you have a server with 1 or more workstation (client) computers, the IP address showing here on the server should be *127.0.0.1*. This tells STX to look at the "local" hard drive, meaning look at the computer we are using to look at this screen right now. If you have just a single, stand-alone, computer, the IP address showing here will also be *127.0.0.1* for the same reason. If you are currently looking at this screen from a workstation (client) computer, the IP address showing here will be the server's IP address.

Note: If you make any changes to the name or IP address in this screen, the change will not take effect until you exit and then restart STX.

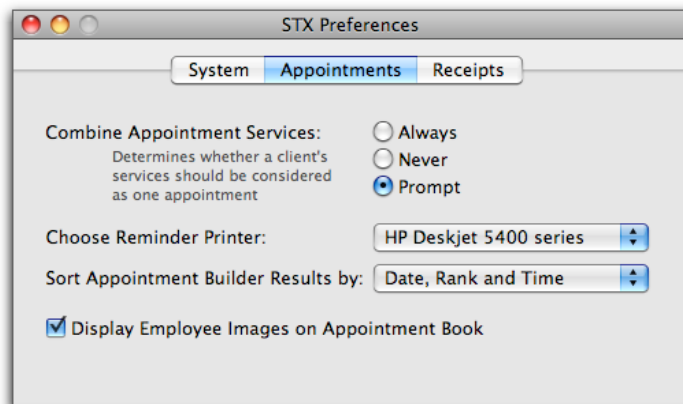
Secure System when the computer is inactive for:

When the Secure System option is set to come on, it will fade out the entire application and put up a log in window once the system is idle for the length of time specified. Anyone with a password may log in at this time.

Require password to edit: If **Appointments** is checked, the currently logged in employee will be forced to re-enter *Emp ID* and *password* to create or edit an appointment. If **Client Visits** is checked, the currently logged in employee will be forced to re-enter *Emp ID* and *password* to create or edit a client visit transaction.

NOTE: This feature stops other users from creating and entering transactions and/or appointments while logged in under someone else's password. It will require the user to Log In for each Client Visit transaction as well as each time an appointment is created. The Log In screen will only accept the employee ID and password of the user currently logged in. This is to 'prove' they are who they say they are.

Appointments



Combine Appointment Services:

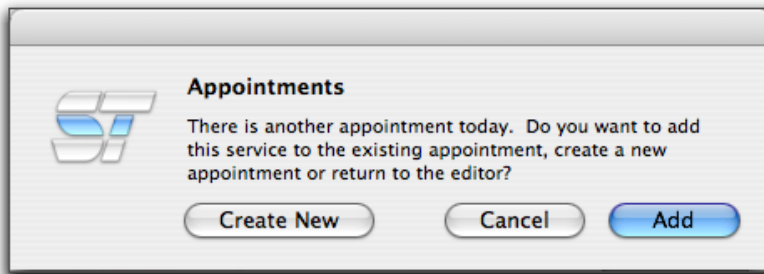
Determines whether a client's services should be considered as one multi-service appointment or not. This preferences option only affects services booked for the same client on the same day. You have 3 choices for combining appointment services or not.

- **Always:** Always combines client's services into one multi-service appointment regardless of how or when the separate services were booked for that day. Because the services are combined into one multi-service appointment, only one ticket transaction will be created for the client when the appointment is checked in. All services being performed will appear on the single ticket transaction.

- **Never:** Client's services are never combined into one multi-service appointment. This keeps each individual service as its own separate appointment, regardless of how or when the separate services were booked for that day.

Because the services are not being combined into one multi-service appointment, one ticket transaction will be created for each individual service when just one of the service appointments is checked in. However, each individual service appointment will be checked in at the same time because they are all for the same client, thus creating multiple ticket transactions.

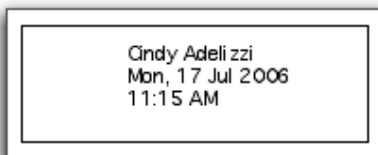
- **Prompt:** This will prompt you with a message screen when you are booking more than one of the same client's services as to whether you wish to combine each service into one multi-service appointment, or keep them separated into individual service appointments. The following example shows how to combine appointments when the STX Preferences is set to **Prompt**.



Click **Create New** to keep the services separated into individual service appointments. This will also keep the appointment note as well as the Visit Type separated. Click **Add** to combine the service you are currently booking with the service already booked to create one multi-service appointment. Click **Cancel** to return to the screen for booking the service/appointment.

Choose Reminder Printer:

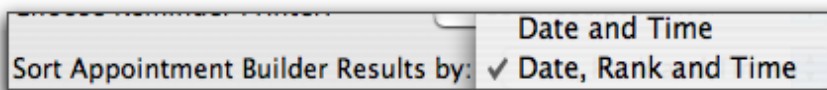
Use the popup menu to select which printer you would like Reminder labels printed from. A Reminder label is similar to the one pictured below.



The Reminder Labels can be printed from a DymoLabel Writer and fit perfectly on the back of a business card.

Sort Appointment Builder Results by:

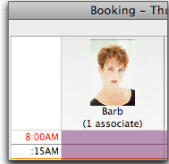
When using the Appointment Builder to book appointments, the search results will be sorted in the order you have chosen in this screen.



Sorting by **Date and Time** will sort the search results in chronological order.

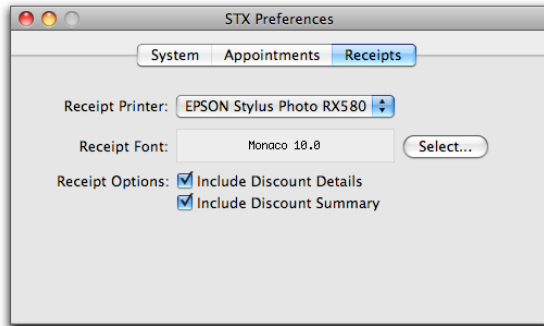
Sorting by **Date, Rank and Time** will sort the search results first by date, then by the rank, and lastly by time. The **Rank** of an appointment time indicates which time slots are the "best fit" on the appointment book for the appointment to take place. This helps to eliminate the "swiss cheese" effect by attempting to fill holes, touch existing appointments, or leave multiples of the service times above or below what you are adding to the book.

Display Employee Images on Appointment Book



When checked, the employee's picture will show at the top of the booking column. Employee pictures are set on the employee's record in *Setup: Employees*.

Receipts

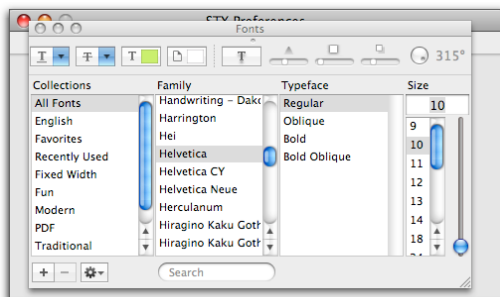


Receipt Printer:

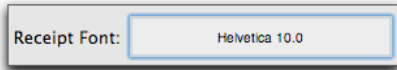
Allows you to select which printer you wish to have your Client Visit transaction receipts printed to.

Receipt Font:

Allows you to set the font used to print the receipts. To set the desired font, click the **Select...** button.



When the above screen appears, choose the font you wish to use for the receipts, then close the **Fonts** list window. The selected font will now appear in the **STX Preferences** screen.



Be sure to restrict yourself to fixed width fonts such as Courier, Courier New or Andale Mono or the receipt will not display properly. Additionally, since the receipts are scaled to fit the paper in the receipt printer, changing the font size will have no impact on the output.

Receipt Options:

Include Discount Details on Receipts will print the details of each discount taken for each service and/or product sold.

Include Discount Summary on Receipts will print the summary of all discounts taken for each service and/or product sold. The summary is a grand total of discounts taken and shows as a **Total Savings** amount.

Getting Started: Registration

Purpose

Registration gives the server, or stand-alone computer, the information necessary to run the STX software including your company name, number of active employees, number of seats, expiration date, and the host ID for the computer the license was generated for. You will enter this registration information when you first install your software or any time you need to change one or more of the registered items.

Renew / Upgrade Online... allows you to renew your STX License online or purchase additional STX features via our STX Online Store. Additional STX features include upgrades to licensed employee levels, additional seats for adding computers to a network, and STX Modules such as the Rewards Program and Biometric Security.

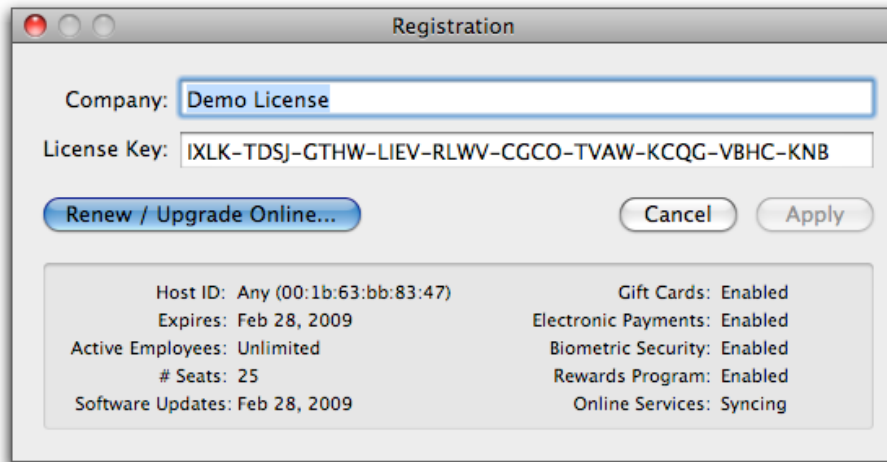
The screenshot shows a registration window with the following details:

- License Options:**
 - Active Employees: 25 Max
 - Seats (currently at 3): Add 1 at \$125 each [\$125]
 - Modules: Gift Cards, Electronic Payments, Biometric Security, Rewards Program (all checked)
 - Subscriptions: Updates through 12/31/2010 [\$120] (checked)
- Payment Information:**
 - Card Number: 4111111111111111
 - CVV: 111
 - Expiration: 12 / 2013
 - Name on Card: Joe Cardholder
 - Email Address for Receipt: joe@company.com
- Total:** \$245
- Buttons:** Cancel, Purchase Online

To purchase the STX modules, click **Renew / Upgrade Online...** or contact our sales department at 800.766.4778 and a member of our team will be happy to assist you.

Modules listed in **GRAY** are items you are currently registered to use. The STX Online Store will only allow you to purchase items you have not already purchased.

Clicking **Renew / Upgrade Online...** will automatically update the **License Key** if the current license key is older than what our records show. Once the new license key has been updated, click **Apply**.



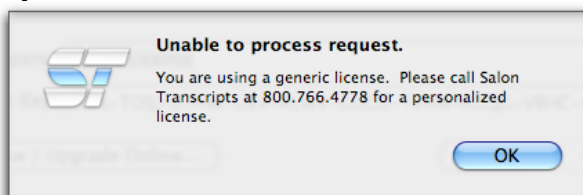
NOTE: This registration information is used by and entered only on the server, or stand-alone, computer. This information is never entered or used by the workstation (client) computers. If you are making changes to the registration information, you must first Quit STX on each workstation (client) computer and make changes on the server computer. Once all changes are made, you may launch STX on the workstation (client) computers again.

Entering a new license

If you are entering a new license manually, type or copy/paste your **Company** name and license **Key** exactly as shown or given to you by **STX Software**. Click **Apply** once the information is entered. Click **Cancel** if you make a mistake or wish to start over.

You may wish to renew the license online by clicking the **Renew Online** button. This will automatically update the **License Key** if the current license key is older than what our records show. Once the new license key has been updated, click **Apply**.

If your license cannot be renewed online, the following screen will appear.

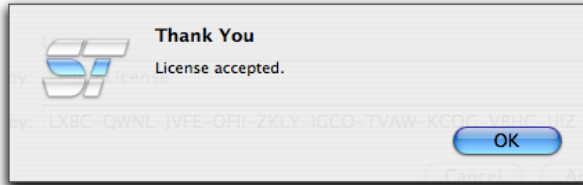


Click **OK** to manually enter the license information. If you entered the license information incorrectly, the following sheet will appear.



Click **OK**. Check the information at the bottom of the registration window to make sure it is correct. If it is not correct, try entering the company name and key again. If it is still not correct, please contact **STX Software**.

If you entered the license information correctly, the following sheet will appear.



Click **OK**. Close the **Preferences** screen when you are finished.

License Definitions

Host ID:

This is the unique ID of your server's (or stand alone) Ethernet adapter or built-in port. This ID is known as either the Ethernet ID or the Ethernet Address. All STX Licenses are based on the Ethernet ID of your server (or stand-alone) computer. Because of this, it is imperative you supply the correct Ethernet ID to **STX Software** when requesting your personalized STX License.

Expires:

This is the expiration date of your license to use STX. Normally used to enforce payment due dates in lease or rental contracts, all STX Licenses will have an expiration date. If you are not leasing or renting the software and are in good standing, **STX Software** will send you a new license before your current license expires. Please contact **STX Software** if you have questions or wish to request a new license.

Active Employees:

This is the maximum number of active, not terminated, employees you are licensed to have listed in STX. Contact **STX Software** or your local **STX Software** distributor if you wish to increase the maximum number of employees.

Seats:

The maximum number of computers you may have running STX at any one time. Any computer logged into the STX database is using a seat. You could have 20 computers, but if you are only licensed for 3 seats, only 3 of the 20 computers can be logged into STX at the same time.

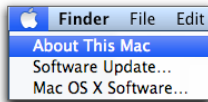
Software Updates:

STX Software is constantly improving STX and updates are made available for download, providing you access to new features and other improvements. In order to access these updates, a software subscription is required and can be purchased directly using your STX software, or by calling our corporate office at 800.766.4778.

Items Enabled

Once you have entered your license key, this screen will always show what modules you have purchased and are enabled. If you do not see the word **Enabled** next to Gift Cards, Electronic Payments, Biometric Security, or Rewards Program, you have not purchased those modules. Online Services will show the word **Syncing** if you are subscribing to the Online Services module. Please contact your **STX Software** Sales Account Manager for information regarding these modules.

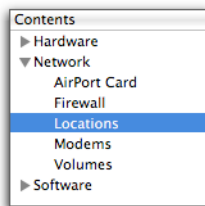
Finding the Ethernet ID (Address) to request a new license



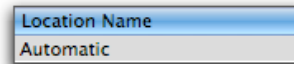
Pull down the *Apple* menu to **About This Mac**.



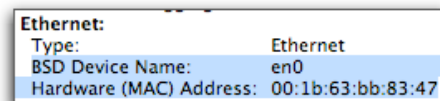
Click **More Info...**



On the left column under **Contents**, select **Network** and then highlight **Locations**.



On the right side at the top, highlight the **Automatic Location Name**.



In the right bottom area, scroll down and look for the **Ethernet** section. Search for the item **BSD Device Name: en0**. The **Hardware (MAC) Address** is the Ethernet ID of your server computer. This is the number needed for a new license key. Record the Hardware (MAC) Address. Quit System Profiler. Phone **STX Software** at 800.766.4778 to request your key.

Note: This address is unique to your server computer and must be recorded exactly as shown, 6 pairs of numbers and lower case letters separated by colons.

The **Ethernet ID** can change if you get a new server or have any work performed on your existing server. If you have to take your existing server in for repair, please be sure to verify the **Ethernet ID** and report any changes in the number to **STX Software**. We will generate a new license based on the different **Ethernet ID** as soon as possible.

Getting Started: Common Techniques

The following techniques are used throughout the STX program and are described here rather than duplicating this information in multiple sections of the STX Manual and/or STXHelp guide. While in the STXHelp guide, you will find links in several help sections that will bring you directly to the same information as in this section.

Automatic Capitalization

STX was designed with ease of use in mind. To that end, we feature automatic capitalization of the first letter of each word in text fields. In memo fields, where you will be typing complete sentences, this feature is disabled.

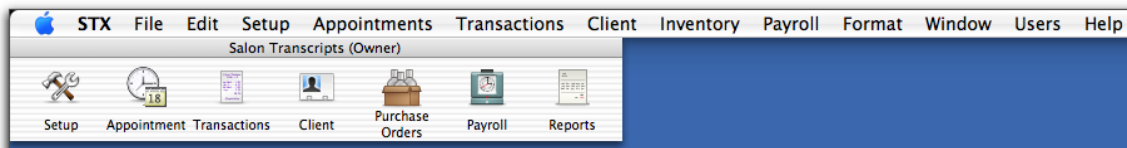
The first letter following any space will be capitalized automatically as you type in new data. You may also capitalize other letters by holding down the shift key before typing the letter as you normally would. Previously typed text may be edited and the program will remember the edited capitalization once the changes have been saved.

Entering Dates

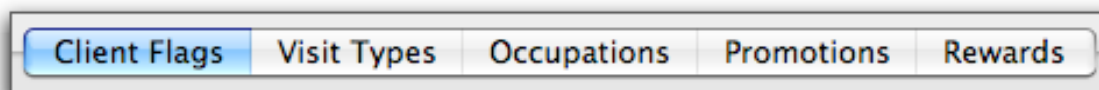
STX also features quick entry shortcuts in date fields. If the desired date is in the current month, just enter the day of the month (d). If the desired date is in the current year, just enter the month/day of the month (m/d).

Only if the desired date is in another year must you enter the complete date. Complete dates may be entered as m/d/yy or m/d/yyyy. It is not necessary to enter a zero in months or days if the month or day is less than 10. If you enter a two-digit year (yy) check to make sure the displayed date is in the correct century.

Navigation



Use menus or toolbars to open a particular window.



Click on tabs to change screens within a particular area of the program.



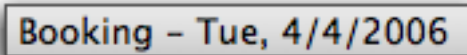
Click on the arrows in scroll bars to view more data by moving the data up, down, right or left.



Click on the gumdrop buttons on the left hand side of the title bar to control the window. The red button (or Command-W) closes the window, the yellow minimize button moves the window to the dock and the green expand button makes the window larger or smaller.



Click on the toolbar button on the right hand side of the title bar to hide or show the toolbar icons within a window.

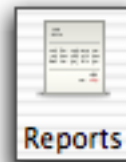
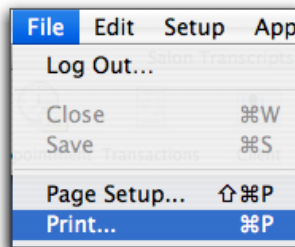
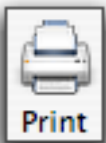


Click on the title bar of a window, hold down the mouse button and drag the window to a new location. Release the mouse button when the window is in the desired location.



Click on the resize lines, hold down the mouse button and drag to resize a window. Release the mouse button when the window is the desired size. Some windows can't be resized.

Printing

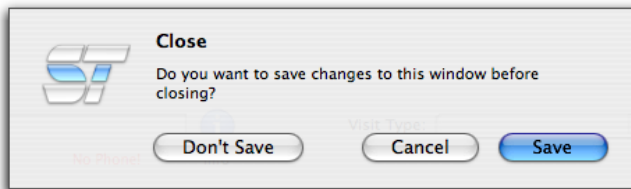


Click **Print**, pull down the *File* menu to **Print** (or Command-P), or click on **Reports** in the main toolbar to bring up the list of available reports in STX.

Saving Data



Click **Save** (or Command-S) to save changes you have made within a window.



This sheet will appear if you close a window with unsaved changes. Click **Save** (or press Return on your keyboard if the **Save** button is aqua in color) to save your changes. Click **Don't Save** to discard your changes or **Cancel** to keep the current window open.

Deleting Data



Click **Delete** to delete the currently selected item. The **Delete** icon will appear in the toolbar of virtually every screen within STX.



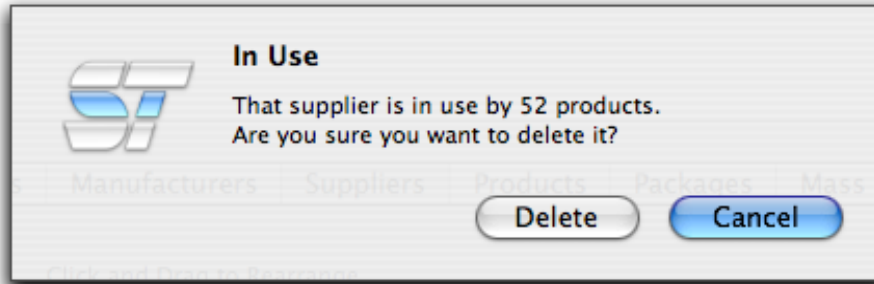
A *delete confirmation* sheet will appear. Each one will contain a message specific to the item you are trying to delete. If you wish to continue with the deletion, click the **Delete** button. Click **Cancel** to keep the current information intact.

The type of message you will receive is dependent on what item you are trying to delete. Deleting an appointment will yield a different type of message than deleting a product or service will. If the message says the item is in use, consider making the item **Inactive** instead. STX does not allow the deletion of items in use by other data. Please see information about making items **Inactive** found throughout the *Setup* chapters of this manual.

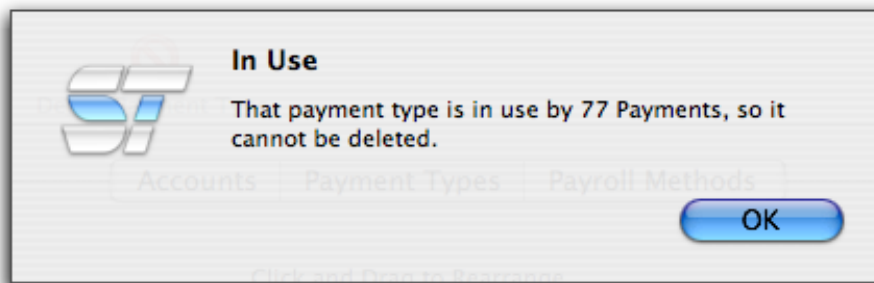
A few examples of the types of messages you might see in the *delete confirmation* sheets are below.

In Use

The following sheet will appear if the item you are deleting is in use by other data.

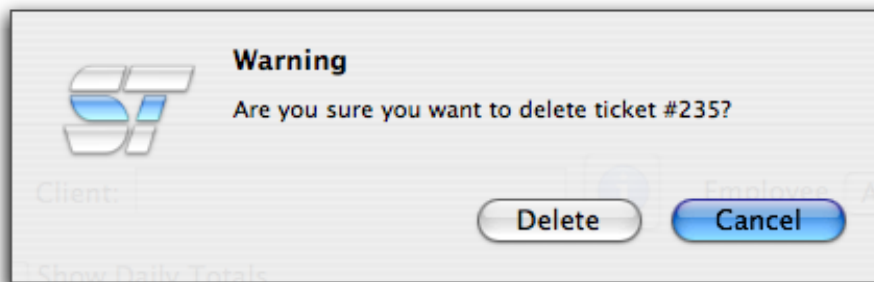


Always click **Cancel** to keep the current window open, to allow you to uncheck the *Active* checkbox instead of following through with the deletion.



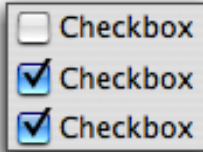
Are you sure... ?

The following sheet will appear if the item you are deleting is contributing to other data, such as client, appointment, and/or transaction history.



Using Objects

Buttons can be clicked to perform a programmed action. Any button that is aqua in color is automatically selected and will be activated by pressing the Return key on your keyboard.



Checkboxes are either checked or unchecked. Each checkbox is independent and multiple checkboxes may be checked together.



Fields may contain text, dates or numbers with the program determining the type of data that may be entered into a field.



Radio buttons allow for the selection of only one item from a group.



Popup menu lists allow you to choose one item from the list. Click on the popup menu to display the list of available choices and then click on the desired item to select it.

Column Headers

You may temporarily change the column order, column sort and/or column size of certain lists. Note: The list will return to its default format when the window is closed.

Active	Postal Code	City
<input checked="" type="checkbox"/>	90000	Los Angeles
<input checked="" type="checkbox"/>	90001	Firestone Park
<input checked="" type="checkbox"/>	90001	Los Angeles
<input checked="" type="checkbox"/>	90002	Los Angeles

The **Postal Codes** screen defaults itself to the above.

Moving Columns

Postal Code	Active	City
90000	<input checked="" type="checkbox"/>	Los Angeles
90001	<input checked="" type="checkbox"/>	Firestone Park
90001	<input checked="" type="checkbox"/>	Los Angeles
90002	<input checked="" type="checkbox"/>	Los Angeles

Click on a column header and drag the column to a new location. The column will turn dark when you click on the header and move to the desired position.

Sorting By Columns

Active	Postal Code	City
<input checked="" type="checkbox"/>	90000	Los Angeles
<input checked="" type="checkbox"/>	90001	Firestone Park
<input checked="" type="checkbox"/>	90001	Los Angeles
<input checked="" type="checkbox"/>	90002	Los Angeles

Click on a column header to sort the list in ascending order by that column. Notice the up arrow to the right of the Postal Code. NOTE: This feature is not available on lists that support drag and drop rearranging.

Active	Postal Code	City
<input checked="" type="checkbox"/>	96162	Truckee
<input checked="" type="checkbox"/>	96161	Truckee
<input checked="" type="checkbox"/>	96160	Truckee
<input checked="" type="checkbox"/>	96158	South Lake Tahoe

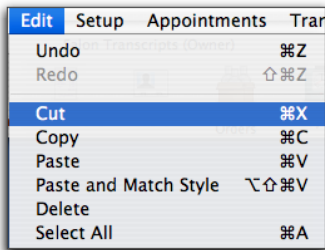
Click on the column header a second time to sort the list in descending order by that column. Notice the down arrow to the right of the Postal Code. Click on the column header again and the list will return to its original order with no arrow.

Resizing Columns

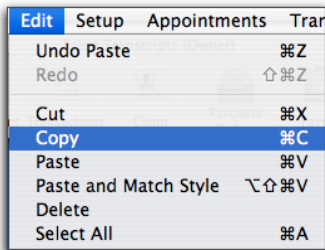
Active	Name	Department	Account
<input checked="" type="checkbox"/>	Body Care	Salon	Product Sales
<input checked="" type="checkbox"/>	Conditioners	Salon	Product Sales
<input checked="" type="checkbox"/>	Styling Aids	Salon	Product Sales

Certain columns can be resized by clicking on the line to the right of a column name and dragging right to increase and left to decrease column size. The cursor changes to a double arrow when placed over a column line if this feature is available for the screen you are working in.

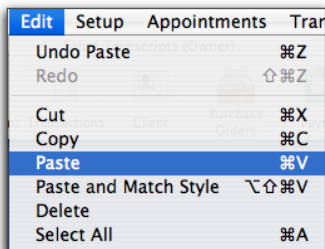
Copy & Paste



Highlight the item you wish to cut and pull down the Edit Menu to Cut or use the keyboard shortcut. Cutting will delete the selected item from its original location.



Highlight the item you wish to copy and pull down the Edit Menu to Copy or use the keyboard shortcut. Copying will leave the selected item in its original location.



Place the cursor where you wish the item to go and pull down the Edit Menu to Paste or use the keyboard shortcut. Pasting will place a copy of the selected item at the cursor position.

Editing Text

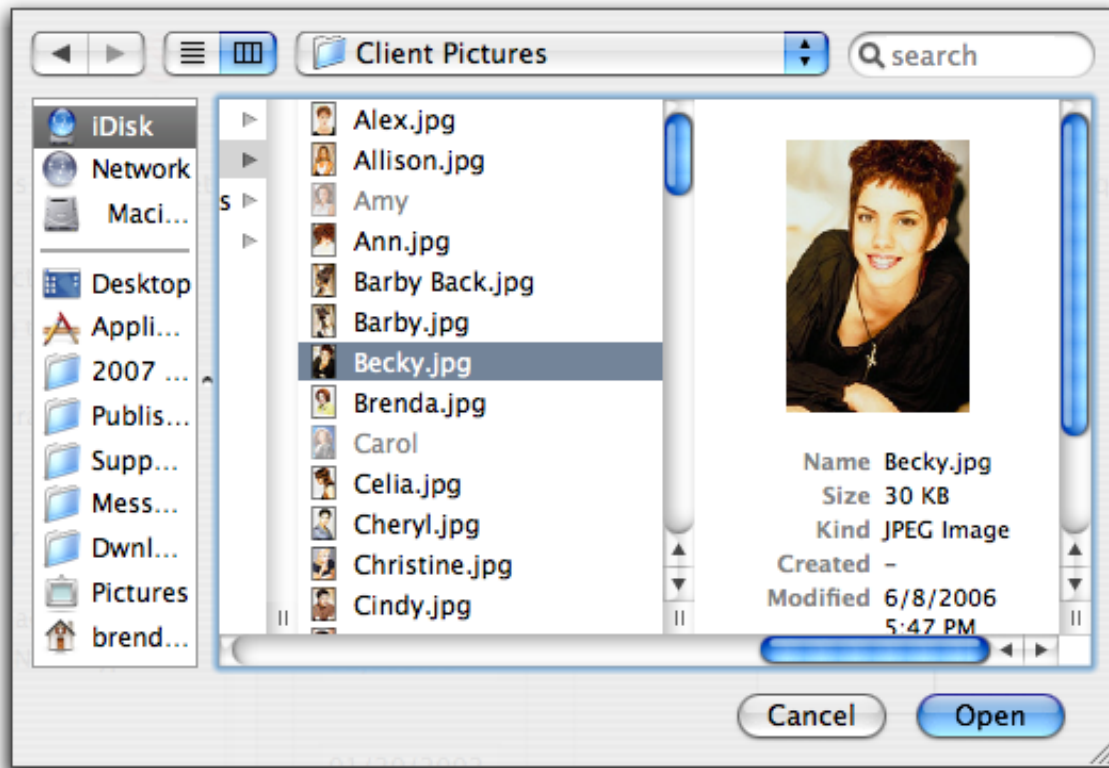
To insert characters, click where you want to start and type the characters. To delete characters, click to the right of the characters you want to delete and press Delete as many times as necessary.

To change a word, double-click the word to select it and type the new word. To delete a word, double-click the word to select it and press Delete.

To replace several words, click where you want to start and drag to highlight. Once the words are highlighted, type the new words. To delete several words, click where you want to start and drag to highlight. Once the words are highlighted, press Delete.

Opening Files

The open dialog sheet allows you to move to and select a file you wish to open. The sheet will appear any time you need to find an image or picture file in STX.



Clicking on the popup at the top of the sheet allows you to choose from a list of recent locations.

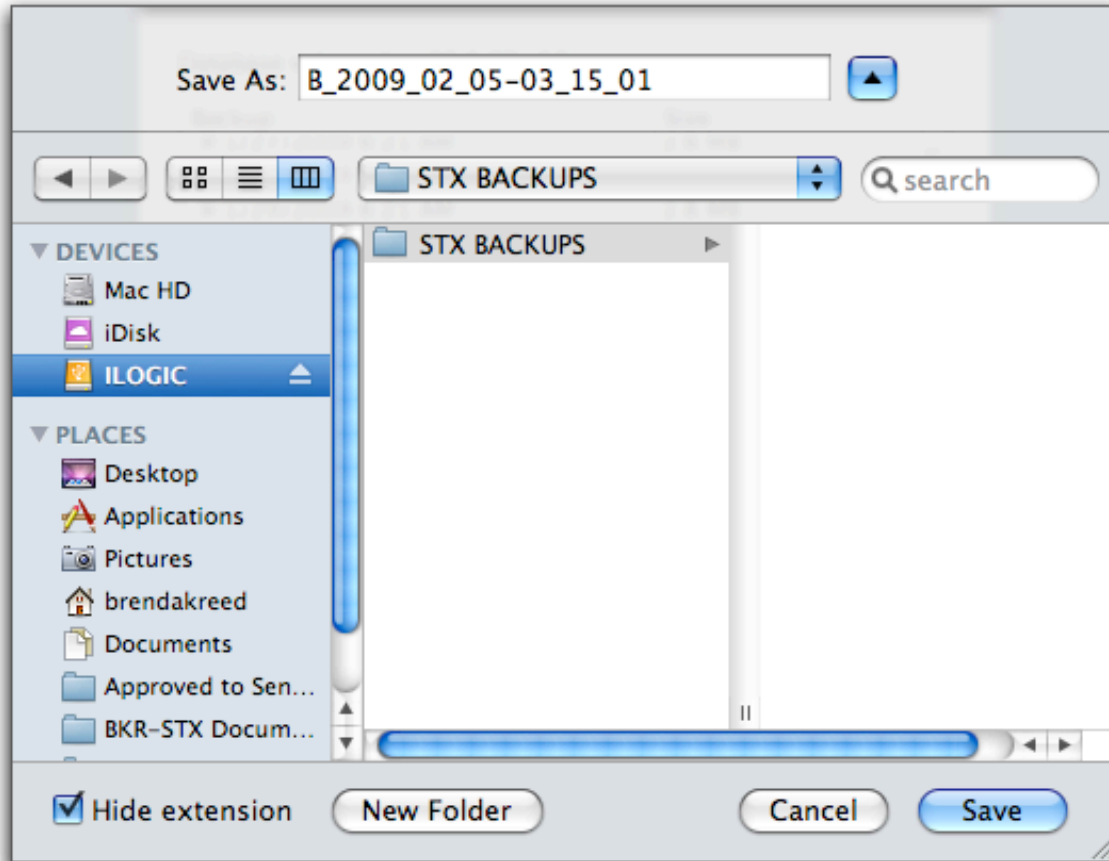
Clicking on a vertical scroll bar arrow moves you up or down within a level of the finder. You may also drag the scroll bar or click between the scroll bar and the top or bottom limits.

Clicking on a horizontal scroll bar arrow moves you left or right in the finder. You may also drag the scroll bar or click between the scroll bar and the left or right limits.

When you find your file, click to highlight its name and click **Open**. Click on **Cancel** if you want to quit without choosing a file.

Saving Files

The save dialog sheet allows you to move to and select a place you wish to save your file to. The sheet will appear any time you need to save a file from STX or STXAdminTool.



Clicking on the popup at the top of the sheet allows you to choose from a list of recent locations.

Clicking on a vertical scroll bar arrow moves you up or down within a level of the finder. You may also drag the scroll bar or click between the scroll bar and the top or bottom limits.

Clicking on a horizontal scroll bar arrow moves you left or right in the finder. You may also drag the scroll bar or click between the scroll bar and the left or right limits.

Click **New Folder** if you wish to create a new folder inside another folder/place to save the file(s) to. Make sure the popup menu is set to the desired folder/place for the item to be saved to. When you find the place you wish to save your file to, click to highlight its name and click **Save**. Click on **Cancel** if you want to quit without saving the file.