



## Working with Stores in the DMB Application

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**First Published: August 2, 2012**

This module provides an overview of stores and describes the tasks for configuring and updating store content in Cisco StadiumVision Director for use in menus. Users who are defined with administrator or concessionaire roles in Cisco StadiumVision Director can perform store-related tasks within the DMB application. However, only administrators can configure Point of Sale (PoS)-based stores from the Control Panel.

This module includes the following topics:

- [Information About Stores in Cisco StadiumVision Director, page 19](#)
- [How to Configure Stores in Cisco StadiumVision Director, page 21](#)
- [How to Update PoS Server Information and Menu Content, page 38](#)

## Information About Stores in Cisco StadiumVision Director

Cisco StadiumVision Director makes content available for dynamic menus through the configuration of stores, which are collections of items available for sale that can be linked to appear on one or more menu boards.

Menu content for the Dynamic Menu Board (DMB) application in Cisco StadiumVision Director can come from integration with external PoS systems, or it can be built manually within the Cisco StadiumVision Director software by defining what's referred to as a *Cisco store*.

Cisco stores are used when you do not have a PoS system to integrate with, or when you want to populate menus with different items from a single data source. Only Cisco stores are defined within the DMB application. However, use of Cisco stores do not support live in-suite ordering using an IP phone.

Stores are based on certain supported vendor installation types. [Table 1](#) describes the different vendor installation types that are supported by the DMB application to populate menu content and some of their characteristics.

**Table 1** Vendor Installation Types for DMB Stores

Vendor Type	Where Configured	By Role	PoS-Based <sup>1</sup>	Menu Board Population	Active In-Suite Transactions	Demo In-Suite Transactions
Cisco	DMB Application	Administrator or Concessionaire		✓		
Demo	Control Panel / Point of Sale	Administrator	✓	✓		✓
MicrosStands	Control Panel / Point of Sale	Administrator	✓	✓		
MicroSuites	Control Panel / Point of Sale	Administrator	✓	✓	✓	
Quest	Control Panel / Point of Sale	Administrator	✓	✓	✓	

1. All PoS-based installations are configured by a Cisco StadiumVision Director Administrator in coordination with the PoS vendor installer to obtain PoS system-specific information for that venue.

## Cisco Store Configuration

Cisco Stores have hierarchical groupings of items:

- Family Groups—*Family Groups* in the Cisco Store correspond to the top-level options on the menu such as Food, Beverages, Merchandise.
- Major Groups—*Major Groups* correspond to the sub-menus for family groups, such as Snacks, Meals, Non-Alcoholic Beverages.
- Items—*Items* correspond to the individual items and prices for the items under each sub-menu such as Shrimp Salad, Hotdog, Cisco Cola.

Images can be added to menus, sub-menus, and items, and must be available in the Image Gallery to be used. For more information, see the [“Working with Images in the DMB Application”](#).

The groups, items, and images for Cisco stores are configured through the Dynamic Menu Board application interface.

## PoS Store Synchronization

When a PoS vendor is first installed, and when certain PoS server information or menu content is changed in the PoS system, the information needs to be updated in Cisco StadiumVision Director. This can be done by Cisco StadiumVision Director using a periodically-scheduled update, or it can be done manually (on demand) for an immediate synchronization.

There are some differences in how menu content can be updated based on your PoS vendor installation:

- Micros systems—Support one-way content synchronization. PoS server updates must be initiated by Cisco StadiumVision Director for retrieval of owner/customer information and menu item changes from the PoS server.
- Quest systems—Support two-way content synchronization. Updates of Quest stock items can trigger a notification to the Cisco StadiumVision Director server, which results in an update to the Theme and transmission to the DMP. Menu content updates can also be initiated by Cisco StadiumVision Director.

By default, PoS store synchronization is scheduled to run by Cisco StadiumVision Director once every 24 hours for all stores. Beginning in Cisco StadiumVision Director Release 3.0, the store synchronization interval is configurable from the Dynamic Menu Board (DMB) application by an administrator or concessionaire.

A task in the Management Dashboard called “PosGetMenuTask” runs a process that checks when the last store updates were made in Cisco StadiumVision Director, and compares that timestamp with the scheduled synchronization interval for the store and the elapsed time. The PosGetMenu task runs by default once every 5 minutes using a value of “periodic-300-seconds,” where “300” is a value in seconds.

There are three areas where related configuration for PoS server synchronization can be performed by different roles in Cisco StadiumVision Director:

- Control Panel—By an administrator in the **Point of Sale > Stores** panel using the Synchronize icon to do an immediate update.
- Management Dashboard—By an administrator in the **Tools > Advanced > Run a Task** panel to run the PosGetMenuTask immediately to verify if a PoS server update should be performed. An advantage of this method is that all stores for Quest are automatically updated in the Control Panel.



**Note** It is important to understand that the PosGetMenuTask initiates a process to verify when the last synchronization was performed by Cisco StadiumVision Director according to the synchronization interval. It does not necessarily mean that an immediate store update will occur with the PoS server unless the interval conditions have been reached.

- Dynamic Menu Board Application—(Preferred method) By a concessionaire or administrator, who can configure the store synchronization interval from 1 to 24 hours, and also manually run a synchronization for immediate update.

## How to Configure Stores in Cisco StadiumVision Director

This section includes the following tasks:

- [Before You Begin, page 22](#)
- [Configuring PoS Stores From the Control Panel, page 24](#)
- [Configuring Cisco Stores From the DMB Application, page 35](#)

## Before You Begin



### Note

The configuration of PoS stores in Cisco StadiumVision Director must be carefully planned and coordinated with the PoS system installer to ensure that the dependent information between the PoS system and the Cisco StadiumVision Director store is properly correlated.

Before you configure stores in Cisco StadiumVision Director, be sure that the following requirements are met:

- [Prerequisites for Configuring Micros Stores in Cisco StadiumVision Director, page 22](#)
- [Prerequisites for Configuring Quest Stores in Cisco StadiumVision Director, page 23](#)

## Prerequisites for Configuring Micros Stores in Cisco StadiumVision Director

Before you configure a Micros store in Cisco StadiumVision Director, be sure that the following requirements are met:

- The required Cisco StadiumVision Director server hardware is installed and running Cisco StadiumVision Release 2.4 or later.
- The required Micros 9700 hardware and software versions are installed. For the latest information on supported hardware and software versions, see the “Commerce Integration Systems Support” section of the [Release Notes for Cisco StadiumVision Director Release 3.0](#).



### Note

For more detailed information about integrating Micros or Quest PoS systems in Cisco StadiumVision Director, contact your Cisco Systems representative to obtain an integration planning guide with site planning worksheets.

- The following information has been configured in the Micros PoS system by the vendor:
  - Menus, sub-menus, and items with descriptions and images.
  - Store Identifiers—Identifies the location where the order of items for sale from a suite will be received, which corresponds to a PoS terminal or printer. The PoS system can have one store to service all suites at a venue, or multiple stores to service different areas of suites.
  - Suite Identifiers—Identifies the supported suites in the venue for PoS orders, and is also used to correlate customers that are permitted to make charges in those suites.



### Note

The Suite Identifiers in the PoS system should include the suites that are configured in Cisco StadiumVision Director at the venue for proper delivery information. The suite identifiers are automatically inherited from integration with the Micros system in the Cisco StadiumVision Director **Control Panel > Setup > Luxury Suite > Commerce** panel for configuration.

- Customer Credentials—Used to validate permission for a customer to charge orders from a suite. This information is set in the Micros system’s Owners pages.



### Note

The customer credentials are automatically inherited in Cisco StadiumVision Director from integration with the Micros system.

- The Micros installer has provided the following information to the Cisco StadiumVision Director administrator for the Micros store configuration:
  - IP address of the Micros server.
  - Port used to connect to the Micros server, typically 8080.
  - Order type number (Identifies whether orders are for suites or concessions stands).
  - Price level number (Identifies whether orders are event day or advance orders).
  - Menu family group number (Identifies starting number of graphics for sub-menu categories).
  - Menu major group number (Identifies starting number of graphics for menu categories).
  - Client Names.

## Prerequisites for Configuring Quest Stores in Cisco StadiumVision Director

Before you configure a Quest store in Cisco StadiumVision Director, be sure that the following requirements are met:

- The required Cisco StadiumVision Director server hardware is installed and running Cisco StadiumVision Release 2.4 or later.
- The required Quest hardware and software versions are installed. For the latest information on supported hardware and software versions, see the “Commerce Integration Systems Support” section of the [Release Notes for Cisco StadiumVision Director Release 3.0](#).
- The following information has been configured in the Quest PoS system by the vendor:
  - Menus, sub-menus, and items with descriptions and images.
  - Store Identifiers—Identifies the location where the order of items for sale from a suite will be received, which corresponds to a PoS terminal or printer. The PoS system can have one store to service all suites at a venue, or multiple stores to service different areas of suites.
  - Suite Identifiers—Identifies the supported suites in the venue for PoS orders, and is also used to correlate customers that are permitted to make charges in those suites.



### Note

The Suite Identifiers in the Quest system are defined using the logical ID parameter. This logical ID must match the “External suite id” that is manually configured for suites in the Cisco StadiumVision Director **Control Panel > Setup > Luxury Suite > Commerce** panel.

- Customer Credentials—Used to validate permission for a customer to charge orders from a suite.



### Note

The customer credentials must match between the Quest system and Cisco StadiumVision Director. However, the information is not automatically retrieved and must be manually configured and correlated.

- The Quest installer has provided the following information to the Cisco StadiumVision Director administrator for the Quest store configuration:
  - IP address of the Quest server.
  - Port used to connect to the Quest server, typically 8080.
  - Order type string (Identifies the type of order, and must be EDO for Event Day Order. Advance Day Order [ADO] is not supported).

- User Name for login to the Quest server.
- Password for the Quest server user.
- Terminal ID, typically 999.
- Customer ID/password credentials configured in the Quest system.
- Suite-to-store mapping to correlate which suites are served by which Quest stores.
- Customer-to-suite mapping to correlate which customers are allowed to place orders in suites.

## Configuring PoS Stores From the Control Panel

If your site plans to use menu items that are defined in a Micros or Quest PoS system, an administrator must configure the PoS store in Cisco StadiumVision Director from the Point of Sale interface in the Control Panel before the DMB application can be used to add those items to a menu.

When you integrate Cisco StadiumVision Director with a PoS system, content from the PoS system is automatically made available to the DMB application for menu creation, and orders can be placed from an IP phone in suites when the Cisco StadiumVision Director services are configured in Cisco Unified Communications Manager (CUCM) for the phone.

A venue might support multiple PoS systems. Repeat this and the other related tasks for as many PoS vendors as your site plans to support.

This section includes the following tasks:

- [Accessing the Point of Sale Interface, page 24](#) (required)
- [Creating a New Vendor Installation and Type, page 25](#) (required)
- [Configuring the Vendor Installation Information, page 26](#) (required)
- [Configuring Stores, page 28](#) (required)
- [Configuring Customer Access, page 29](#) (required)
- [Assigning Stores to Luxury Suites, page 32](#) (required)
- [Verifying the PoS Store Configuration, page 34](#) (required)

## Accessing the Point of Sale Interface

To access the point of sale interface, complete the following steps:

- 
- Step 1** Log into Cisco StadiumVision Director as an administrator.
- Step 2** From the main menu, click **Control Panel**.
- Step 3** To access the external content integration interface, do one of the following:
- From the Setup screen, point your cursor to the blank tab on the far right end of the tab list.



The tab bar automatically scrolls horizontally to reveal the remaining tabs. Click **Point of Sale**.



- From the Setup screen, click the arrow to open the drop-down list of all tabs and click **Point of Sale**.



## Creating a New Vendor Installation and Type



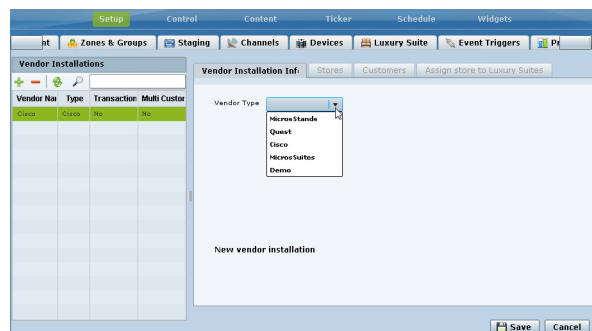
### Note

Cisco StadiumVision Director comes pre-configured with knowledge about the Cisco vendor installation. Therefore, no configuration of the Cisco vendor is required in the Control Panel.

To create a new vendor installation, complete the following steps:

- Step 1** In the Vendor Installations box on the left side of the screen, click the Plus (+) icon. The Vendor Type box appears in the Vendor Installation Info panel.
- Step 2** In the Vendor Type box, open the drop-down list and select the PoS vendor ([Figure 1](#)).

**Figure 1** Point of Sale Vendor Type Drop-Down List Box



- Step 3** Click **Save**.

## Configuring the Vendor Installation Information

The vendor installation information that you need to configure is dependent on the PoS system with which you are integrating.

This task describes the information to be configured for the MicroSuites or Quest vendor types as examples.



### Note

The Micros system does not have built-in support for images to be assigned to Major and Family Groups. To work around this, the Micros installer can create “dummy” placeholders for major groups and family groups that are assigned to a range of numbers that are not orderable in the Micros system. In this way, an image can be assigned to these groups in Micros. The starting number of these placeholders must be configured in the Cisco StadiumVision Director Vendor Installation Info panel under the “Menu family group number” and “Menu major group member” options in Step g and Step h.

For more information about how to add these images in the Micros system, see the Micros integration guide available from your Cisco Systems representative.

**To configure the vendor installation information, complete the following steps according to your vendor type:**

**Step 1** In the Vendor Installation Info panel, complete the following information:

**For MicroSuites Vendor Type (Figure 2):**

**Figure 2** *MicroSuites Vendor Installation Info Panel*

Vendor Name	Type	Transaction	Multi Customer
Cisco	Cisco	No	No

**Vendor Installation Info**

Vendor Type: **MicroSuites**

Name:

Description:

Server's IP Address:

Server's port number:

Order type:

Price Level:

Menu family group number:

Menu major group number:

Is multi customer system? ☒ Yes ☐ No

Can accept sale transactions? ☒ Yes ☐ No

Synchronize only the items with images: ☐

**Save** **Cancel**

- Name**—Any name that you want to use for the vendor installation.
- Description**—Any additional information to describe the installation.
- Server's IP Address**—IP address of the Micros server from the installer.
- Server's port number**—Port used to connect to the Micros server, typically **8080**.
- Order type**—Number from the installer that identifies whether orders are for suites or concessions stands.



- f. **Price Level**—Number from the installer that identifies whether orders are event day or advance orders.
- g. **Menu family group number**—Number from the installer that identifies the starting number of images for sub-menu categories in the Micros system.
- h. **Menu major group number**—Number from the installer that identifies starting number of images for menu categories in the Micros system.
- i. **Is multi customer system?**
  - **Yes**—An owner/customer can place orders from multiple suites with a username and password. Many venues also use multi-customer support to allow different customers to order from the same suite.
  - **No**—Orders are placed using the customer PIN that is configured in Cisco StadiumVision Director for a particular suite.
- j. **Can accept sales transactions?**
  - **Yes**—For concessions stands.
  - **No**—For suites.
- k. **Synchronize only the items with images**—When selected, retrieves only the data from the Micros server that corresponds to saleable menu items that have images associated with them.

For Quest Vendor Type (Figure 3):

**Figure 3** Quest Vendor Installation Info Panel

The screenshot shows the 'Vendor Installations' panel in the Cisco StadiumVision Director interface. On the left, there is a table with columns: Vendor Name, Type, Transaction, and Multi Customer. The first row shows 'Cisco' for Vendor Name, 'Cisco' for Type, 'No' for Transaction, and 'No' for Multi Customer. On the right, there is a 'Vendor Installation Info' form. The 'Vendor Type' is set to 'Quest'. The form includes fields for Name, Description, Server's IP Address, Server's port number, Order Type, Event Id, User Name, and Password. Below these fields are two radio button options: 'Is multi customer system?' (Yes is selected) and 'Can accept sale transactions?' (Yes is selected). At the bottom right of the form are 'Save' and 'Cancel' buttons.

- a. **Name**—Any name that you want to use for the vendor installation.
- b. **Description**—Any additional information to describe the installation.
- c. **Server's IP Address**—IP address of the Quest server from the installer.
- d. **Server's port number**—Port used to connect to the Quest server, typically **8080**.
- e. **Order Type**—Character string from the installer that identifies whether orders are for EDO (Event Day Order) or ADO (Advance Day Order).
- f. **Event Id**—Number from the installer, typically **999**.
- g. **User Name**—User account to login to the Quest server

- h. **Password**—Password for the Quest server user account.
- i. **Is multi customer system?**
  - **Yes**—An owner/customer can place orders from multiple suites with a username and password. Many venues also use multi-customer support to allow different customers to order from the same suite.
  - **No**—Orders are placed using the customer PIN that is configured in Cisco StadiumVision Director for a particular suite.
- j. **Can accept sales transactions?**
  - **Yes**—For concessions stands.
  - **No**—For suites.

**Step 2** Click **Save**.

## Configuring Stores

The store information that you need to configure is dependent on the PoS system with which you are integrating.

You might use different store identifiers for different areas or levels in a venue to identify the location of the store that services a given set of suites. For example, in a large stadium the PoS system might be configured with multiple pantries, each servicing a distinct area of the stadium. Each of these needs to be configured as a separate store in Cisco StadiumVision Director to enable assignment of the appropriate suites to the corresponding store/pantry/printer.



### Note

The store identifiers that are in the PoS system must match what is configured in Cisco StadiumVision Director in the **Control Panel > Setup > Point of Sale > Stores** panel for that vendor.

- Micros systems—Store identifiers are called “ClientName.” The value is typically “POSAPI” for a single Micros store (Figure 4).

**Figure 4** *Micros Stores Panel*

- Quest systems—Store identifiers are called “Terminal ID.” The value is typically “999” for a single Quest store (Figure 5).

**Figure 5**      **Quest Stores Panel**

The screenshot shows the 'Quest Stores Panel' with the 'Stores' tab selected. A table lists one store with the name '999'. To the right, the 'Store Details' section shows 'Terminal ID' as '999' and 'Description' as 'to .48'.

To configure a store, complete the following steps according to your vendor type:

- Step 1** In the Stores panel, click the Plus (+) icon to add a new store for the selected vendor installation.
- Step 2** Type the store identifier information according to the information from your PoS installer:
- Client Name (Micros)—**POSAPI**
  - Terminal ID (Quest)—**999**



**Note** If you have multiple stores at your venue, other Client Names or Terminal IDs might need to be configured.

- Step 3** (Optional) In the Description box, type a description to add more detail about this store identifier.

## Configuring Customer Access

How you configure PoS customer access depends on whether or not multi-customer support is enabled in the Vendor Installation Info panel in the Cisco StadiumVision Director Point of Sale interface.

- **Is multi customer system?** option is **No**—PoS username and password is configured in **Control Panel > Setup > Luxury Suites > Commerce** panel and must match the credential that is configured in the PoS system. For more information, see the [“Configuring Single Customer Access in Luxury Suites” section on page 29](#).
- **Is multi customer system?** option is **Yes**—Customer information is configured in the **Control Panel > Setup > Point of Sale > Customers** panel for Quest systems only, and must match the credentials that are configured in the PoS system. For more information, see the [“Configuring Multiple Customers for Quest Systems” section on page 31](#).



**Tip** In Micros systems, the information for multiple owners is automatically populated in Cisco StadiumVision Director after store synchronization is performed.

## Configuring Single Customer Access in Luxury Suites

Complete this task if your PoS vendor installation is not configured for multiple customers. [Figure 6](#) shows an example of the Commerce panel options for integration of PoS stores and customer information.

**Figure 6** Commerce Panel for Luxury Suite

**Prerequisites**

You have the PoS customer name and PIN from the PoS system installer.

To configure single customer access in luxury suites, complete the following tasks:

- Step 1** In the **Control Panel > Setup > Point of Sale** panel, confirm that your vendor installation is disabled for multi-customer support (Figure 7).

**Figure 7** Multi-Customer Support is Disabled

Vendor Name	Type	Transaction	Multi Cus
Cisco	Cisco	No	No
Micros test	MicrosS	Yes	No
Quest	Quest	Yes	No
Quest	Quest	Yes	Yes
MicrosS	MicrosS	Yes	Yes

Is multi customer system? ☐ Yes ☒ No

- Step 2** Go to **Control Panel > Setup > Luxury Suite**.
- Step 3** Select an existing suite (or add a new suite as required).
- Step 4** Click **Commerce**.
- Step 5** In the Customer drop-down box, select the PoS customer (Figure 6).
- Step 6** In the Security Pin box, type the customer PIN.
- Step 7** Click **Save**.

## Configuring Multiple Customers for Quest Systems



### Note

Skip this task if you are configuring a Micros system with multiple customers. Micros owners are automatically populated in the Customers panel in Cisco StadiumVision Director once you synchronize the store.

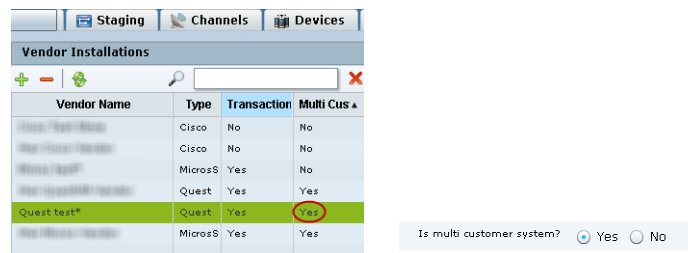
### Prerequisites

Before you configure multiple customers for Quest, be sure that the installer has provided the customer IDs and password credentials that are configured in the Quest system. The information that you configure in Cisco StadiumVision Director must match that information.

To configure multiple customers for Quest systems, complete the following steps:

- Step 1** In the **Control Panel > Setup > Point of Sale** screen, go to the **Vendor Installation Info** panel and confirm that your vendor installation is enabled for multi-customer support ([Figure 8](#)).

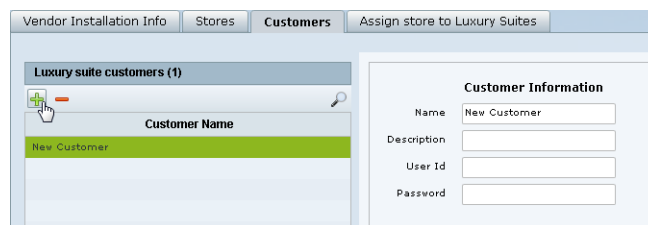
**Figure 8** Multi-Customer Support is Enabled



- Step 2** Click **Customers**.

- Step 3** Click the Plus (+) icon to add a new customer for the selected Quest vendor installation ([Figure 9](#)).

**Figure 9** Add New Customer for Quest



- Step 4** Using the information provided by the Quest installer, complete the Name, Description (optional), User Id, and Password fields.

- Step 5** Click **Update**.

- Step 6** Repeat from [Step 3](#) for each customer.

## Assigning Stores to Luxury Suites

There are two ways that you can assign stores to luxury suites in Cisco StadiumVision Director Control Panel Setup. In either interface, you can accomplish the same assignments, but each interface allows you to more easily assign either multiple stores or multiple suites.

- **Point of Sale > Stores** panel—Allows you to assign multiple suites to a particular store.
- **Luxury Suites > Commerce** panel—Allows you to assign multiple stores to a particular suite.

This section includes the following topics:

- [Prerequisites, page 32](#)
- [Assigning a Store to Multiple Suites, page 32](#)
- [Assigning a Suite to Multiple Stores, page 32](#)
- [Removing an Assigned Suite From a Store, page 33](#)

### Prerequisites

Before you can assign stores to luxury suites, the luxury suites must be configured in Cisco StadiumVision Director.

### Assigning a Store to Multiple Suites

To assign a store to multiple suites, complete the following tasks:

- 
- Step 1** Go to the **Control Panel > Setup > Luxury Suite** screen.
  - Step 2** Click **Commerce**.
  - Step 3** In the Luxury Suite List box, do one of the following:
    - To select a sequential range of suites, use the standard Click/Shift+Click key sequence.
    - To select a non-sequential list of suites, use the standard Click/Ctrl+Click key sequence.
  - Step 4** In the Select Store drop-down list on the Commerce panel, select the store identifier that you want to assign to the selected suites.
  - Step 5** Click **Save**.
- 

### Assigning a Suite to Multiple Stores

When you assign a suite to multiple stores you must individually select and add each store. Multi-selection of stores for suite assignment is not supported in the Stores panel.

To assign a suite to multiple stores, complete the following tasks:

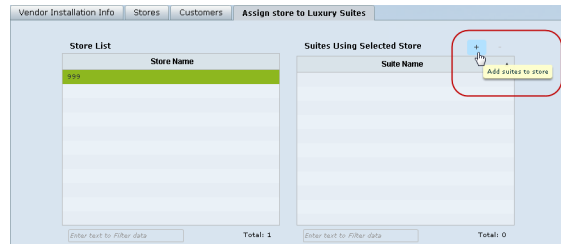
- 
- Step 1** Go to the **Control Panel > Setup > Point of Sale** screen.
  - Step 2** Click **Assign store to Luxury Suites**.
  - Step 3** In the Vendor Installations box, select the vendor whose stores you want to configure.
  - Step 4** In the Store List box, select the store that you want to assign to suites.

- Step 5** In the right corner above the Suites Using Selected Store box, click the Plus (+) icon to open a list of available suites.

**Tip**

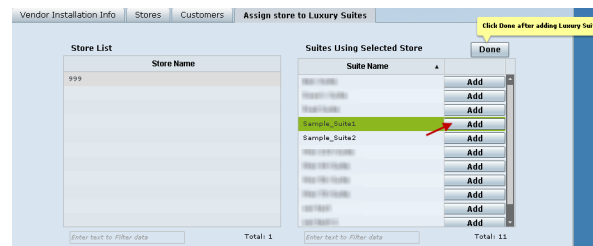
The Plus (+) and Minus (-) icons to add and remove suites can be difficult to see until you hover your mouse over the icon area and the balloon help appears as shown in [Figure 10](#).

**Figure 10** Add Suites to Store Icon



A list of the configured Luxury Suites in Cisco StadiumVision Director is displayed.

**Figure 11** Suite Selection List with Add Buttons



- Step 6** In the Suite Name box, select the suite that you want to assign to the selected store and click the **Add** button beside that suite ([Figure 11](#)).
- Step 7** Repeat Step 6 for as many suites as you want to assign to the store.
- Step 8** Click **Done**.

## Removing an Assigned Suite From a Store

To remove an assigned suite from a store, complete the following tasks:

- Step 1** Go to the **Control Panel > Setup > Point of Sale** screen.
- Step 2** Click **Assign store to Luxury Suites**.
- Step 3** In the Vendor Installations box, select the vendor whose stores you want to configure.
- Step 4** In the Store List box, select the store from which you want to remove a suite assignment.

- Step 5** In the Suites Using Selected Store box, select the suite that you want to remove.
- Step 6** In the right corner above the Suites Using Selected Store box, click the Minus (-) icon (Figure 12).

**Figure 12** Remove Suites From Store Icon



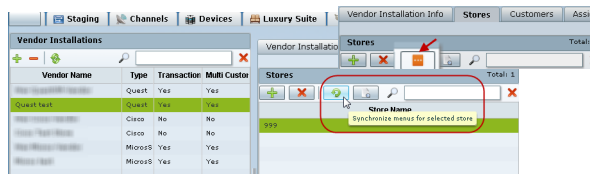
The selected store is removed immediately.

## Verifying the PoS Store Configuration

To verify the PoS store configuration, complete the following steps:

- Step 1** Go to the **Control Panel > Setup > Point of Sale** screen.
- Step 2** Click **Stores**.
- Step 3** In the Vendor Installations box, select the vendor whose store configuration you want to verify.
- Step 4** Select the store that you want to verify.
- Step 5** In the icon bar on the Stores box, click the Synchronize icon to manually start an update of data from the selected PoS system. The icon changes state while the update is in progress (Figure 13).

**Figure 13** Synchronize Icon



The update might take up to 15 seconds.

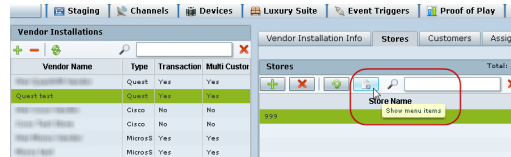
- Step 6** Confirm that the successful store reload message appears in the Control Panel (Figure 14).

**Figure 14** Successful Store Reload Message



- Step 7** To verify receipt of menu data from the PoS system, click the Show Menu Items icon (Figure 15).



**Figure 15** *Show Menu Items Icon*

**Step 8** In the Menu Items dialog box, click the arrows beside the menu groups to display successful retrieval of the PoS system menu items into Cisco StadiumVision Director ([Figure 16](#)).

**Figure 16** *Menu Item Dialog Box*

## Configuring Cisco Stores From the DMB Application



### Note

Although the Cisco store vendor installation type is available from the **Control Panel > Setup > Point of Sale** interface, Cisco stores must be created in the DMB application by either an administrator or concessionaire and should not be created from the Control Panel.

This section includes the following tasks:

- [Prerequisites, page 35](#)
- [Creating New Cisco Stores, page 35](#)
- [Adding Family Groups, Major Groups, and Items to a Cisco Store, page 36](#)

## Prerequisites

If you plan to use any images other than those already provided in the Dynamic Menu Board Image Gallery, then be sure that those images are created in the appropriate format and uploaded. For more information, see the [“Working with Images in the DMB Application”](#).

## Creating New Cisco Stores

To create a new Cisco store from the DMB application, complete the following steps:

- Step 1** Log into Cisco StadiumVision Director as an administrator or concessionaire.
- Step 2** From the main menu, click **Dynamic Menu Boards**.
- Step 3** Click **Stores**.
- Step 4** Click **New** (Plus (+) icon) to create a new Cisco store.

- Step 5** In the Store information box, type a Name and Description for the store.
- Step 6** Click **Save**.

## Adding Family Groups, Major Groups, and Items to a Cisco Store

Cisco Stores have hierarchical groupings of items:

- Family Groups—Correspond to the top-level options on the menu such as Food, Beverages, Merchandise.
- Major Groups—Correspond to the sub-menus for the top-level family groups, such as Snacks, Meals, Non-Alcoholic Beverages.
- Items—Correspond to the individual items and prices for the items under each sub-menu such as Shrimp Salad, Hotdog, Cisco Cola.

This section includes the following tasks:

- [Adding Family Groups, page 36](#) (required)
- [Adding Major Groups Under a Family Group, page 37](#) (required)
- [Adding Items Under Major Groups, page 38](#) (required)

### Adding Family Groups

To add family groups, complete the following steps:

- Step 1** In the Stores panel, select the Cisco store where you want to add a family group.
- Step 2** Click **Family Group**.
- Step 3** Specify the Name, Description, and Display name fields ([Figure 17](#)).



**Note** The Name field is an internal identifier for use on the Theme, and must be unique within the Theme. The Display name is what is shown on the menu board and does not need to be unique on this theme.

**Figure 17** Family Group Configuration

**Step 4** (Optional) To assign an image to the group, do one of the following:

- In the drop-down list box, select an image name to assign.
- Click **Browse** to see thumbnails of available images.



**Tip**

The images shown are from the default mu\_img folder in the Image Gallery.

**Step 5** Click **Save**.



**Note**

You cannot save the group until you change at least one area of information from the defaults that were created.

## Adding Major Groups Under a Family Group

Major groups are added as sub-groups to family groups in a Cisco store to further organize items.

**To add a major group under a family group, complete the following steps:**

**Step 1** In the Cisco store, select the Family group level where you want to add a major group as a sub-group. The Major Group button is enabled.

**Step 2** Click **Major Group**.

**Step 3** Specify the Name, Description, and Display name fields.

**Step 4** (Optional) To assign an image to the group, do one of the following:

- In the drop-down list box, select an image name to assign.
- Click **Browse** to see thumbnails of available images.



**Tip**

The images shown are from the default mu\_img folder in the Image Gallery.

**Step 5** Click **Save**.



**Note**

You cannot save the group until you change at least one area of information from the defaults that were created.

## Adding Items Under Major Groups

Individual items are added under major groups in a Cisco store.

To add items under major groups, complete the following steps:

---

**Step 1** In the Cisco store, select the Major group level where you want to add individual items.

The Item button is enabled.

**Step 2** Click **Item**.

**Step 3** Specify the following fields:

- Name
- Description and Description2—optional.
- Display name—optional.
- Calories—optional.
- Price—optional.

**Step 4** (Optional) To hide a configured item from display on a menu board, select the **Hidden?** option.



**Tip**

This option allows you to remove a group or item from displaying on the menu board temporarily, perhaps for just the current event, but still retain it on the menu board for subsequent events by simply changing the hidden attribute again.

---

**Step 5** (Optional) To assign an image to the group, do one of the following:

- In the drop-down list box, select an image name to assign.
- Click **Browse** to see thumbnails of available images.



**Tip**

The images shown are from the default mu\_img folder in the Image Gallery.

---

**Step 6** Click **Save**.



**Note**

You cannot save the item until you change at least one area of information from the defaults that were created.

---

## How to Update PoS Server Information and Menu Content

This section includes the following tasks:

- [Modifying the Schedule of the PosGetMenuTask in the Management Dashboard, page 39](#) (optional)
- [Configuring the Synchronization Interval for Periodic Automatic Updates of PoS Stores in the DMB Application, page 39](#) (optional)
- [Synchronizing PoS Stores Manually in the DMB Application, page 40](#) (optional)

- [Synchronizing Stores Manually in the Control Panel, page 41](#) (optional)

## Modifying the Schedule of the PosGetMenuTask in the Management Dashboard

By default, the PosGetMenuTask is configured for a value of “periodic-300-seconds,” which means that a process in Cisco StadiumVision Director runs every 5 minutes to check if any PoS stores require an update based on the last update time and the synchronization interval for that store.

Be sure that the schedule for this task is sufficiently frequent to ensure that any configured synchronization intervals for stores in the system can be met. For example, if a PoS store is set to synchronize (update) every 30 minutes, but you set the PosGetMenuTask to run every hour in the Cisco StadiumVision Director system, then the PoS server update for that store cannot occur on a scheduled basis any faster than every hour.

**To modify the schedule of the PosGetMenuTask in the Management Dashboard, complete the following tasks:**

- 
- Step 1** Log into Cisco StadiumVision Director as an administrator.
  - Step 2** From the main menu, click **Management Dashboard**.
  - Step 3** Click **Tools > Advanced > Scheduled Tasks**.
  - Step 4** In the Scheduled Task box, scroll to find the PosGetMenuTask.
  - Step 5** In the Task Time field for the PosGetMenuTask, type **periodic-xxxx-seconds**, where *xxxx* is the number of seconds that specify the frequency with which you want to check if PoS server updates are due. The minimum frequency value is 5 seconds, and the maximum is the number of seconds in one day (24 hours).



**Note** Be sure that this value is less than the synchronization interval for stores, which is 24 hours by default. Otherwise, the PosGetMenuTask will not run regularly enough to ensure that the desired synchronization interval configured in the DMB application is met.

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- Step 6** Click **Apply**.
- 

## Configuring the Synchronization Interval for Periodic Automatic Updates of PoS Stores in the DMB Application

By default, Cisco StadiumVision Director synchronizes its stores with the PoS server once every 24 hours. You can configure the frequency of the scheduled update from 1 to 24 hours.



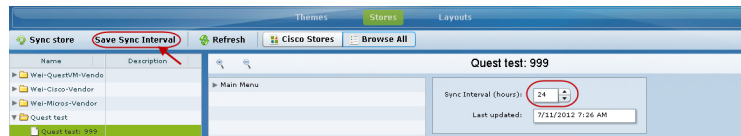
**Note** This interval works in conjunction with the PosGetMenuTask process that runs periodically in Cisco StadiumVision Director to verify the time of last update and check it against the configured synchronization interval for all stores. The PosGetMenuTask frequency should be set to ensure that the synchronization interval can be met.

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To configure the synchronization interval for periodic automatic updates of stores in the DMB application, complete the following steps:

- Step 1** Log into Cisco StadiumVision Director as an administrator or concessionaire.
- Step 2** From the main menu, click **Dynamic Menu Boards**.
- Step 3** Click **Stores**.
- Step 4** Click **Browse All**.
- Step 5** On the left side of the screen, select the name of the PoS store whose update interval you want to modify.
- Step 6** In the **Sync Interval (hours):** field, do one of the following:
  - Type a number from 1–24 in the box.
  - Use the up/down arrows to set the hour.
- Step 7** Click **Save Sync Interval** (Figure 18).

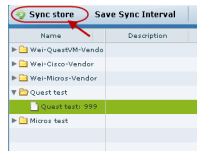
**Figure 18** Sync Interval Update



## Synchronizing PoS Stores Manually in the DMB Application

- Step 1** Log into Cisco StadiumVision Director as an administrator or concessionaire.
- Step 2** From the main menu, click **Dynamic Menu Boards**.
- Step 3** Click **Stores**.
- Step 4** Click **Browse All**.
- Step 5** On the left side of the screen, select the name of the PoS store that you want to update.
- Step 6** Click **Sync Store** (Figure 19).

**Figure 19** Manually Synchronizing a Store

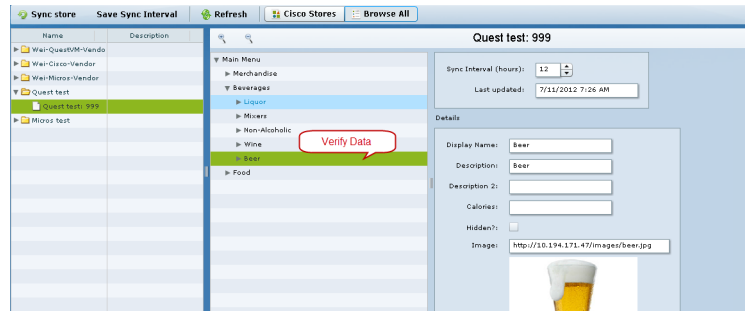


- Step 7** When a message box is displayed stating that the synchronize store was successful, click **Ok** (Figure 20). This may take several seconds as Cisco StadiumVision Director gets the data from the PoS system.

**Figure 20**      **Successful Store Synchronization Message Box**

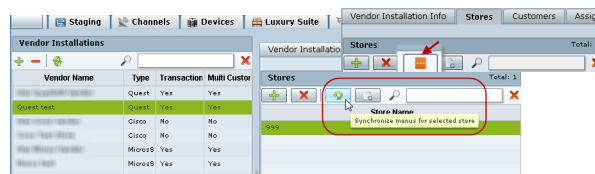
An update of content from the PoS server is immediately started and the Last updated field is modified.

- Step 8** In the middle of the screen, select the menu items to verify (as possible) that updated store data is received ([Figure 21](#)).

**Figure 21**      **Verify Store Data**

## Synchronizing Stores Manually in the Control Panel

- Step 1** Log into Cisco StadiumVision Director as an administrator.
- Step 2** From the main menu, click **Control Panel**.
- Step 3** Click **Setup > Point of Sale**.
- Step 4** Click **Stores**.
- Step 5** In the Vendor Installations box, select the vendor whose store configuration you want to verify.
- Step 6** Select the store that you want to verify.
- Step 7** In the icon bar on the Stores box, click the Synchronize icon to manually start an update of data from the selected PoS system. The icon changes state while the update is in progress ([Figure 13](#)).

**Figure 22**      **Synchronize Icon**

The update might take up to 15 seconds.

- Step 8** Confirm that the successful store reload message appears in the Control Panel ([Figure 14](#)).

**Figure 23**      *Successful Store Reload Message*



**Step 9**      To verify receipt of menu data from the PoS system, click the Show Menu Items icon.

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