



Windows 7 Hula POS Server Installation Guide

Step-by-step instructions for installing the Hula POS Server on a PC running Microsoft Windows 7



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Introduction

Before running the Hula Server installation we strongly recommend that you temporarily disable any firewall and/or anti-virus software. Also, it is required that you are logged into Windows using an account with Administrator privileges and that you are part of a Workgroup network. Installations while connected to a domain network are currently not supported and will result in the installation being unsuccessful.

Getting Started

This guide has been written assuming that you have already registered for an eAppCloud account. If you have not done so yet, please visit <http://www.eAppCloud.com> and follow the links to sign up for an account, as it is required for installation.

Signing into your eAppCloud Account:

1. Type <http://www.eAppCloud.com> into your internet browser, once the page has loaded click the **Login** option.

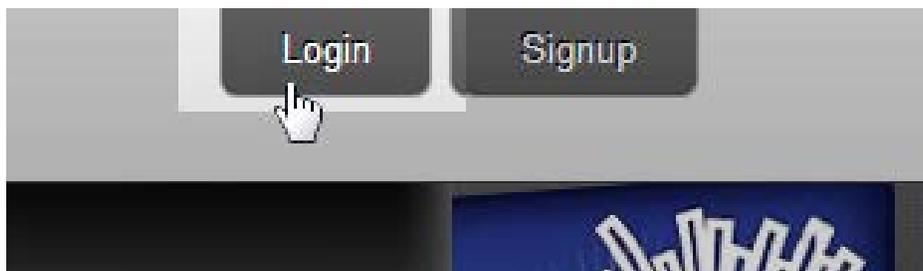


Figure 1-1: Logging into eAppCloud

2. Sign in with your registered Altametrics ID and password. If this is your first installation, upon successful login you will receive a message that you do not have any applications installed yet.

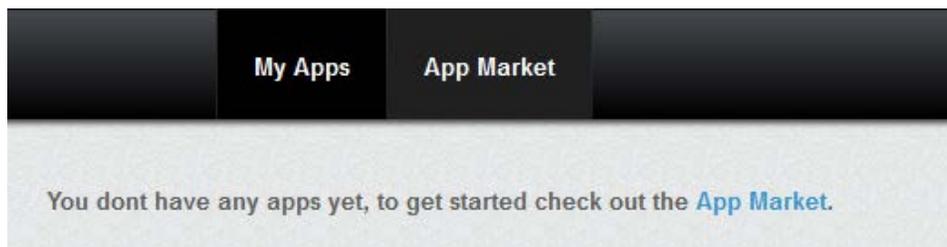


Figure 1-2: Message that displays when first logging in to your eAppCloud account

Downloading the Installer:

After successfully logging in, you now have the ability to download and install Hula POS. Follow the steps below for downloading the installer executable file.

1. Click on the **App Market** tab near the top of the page.

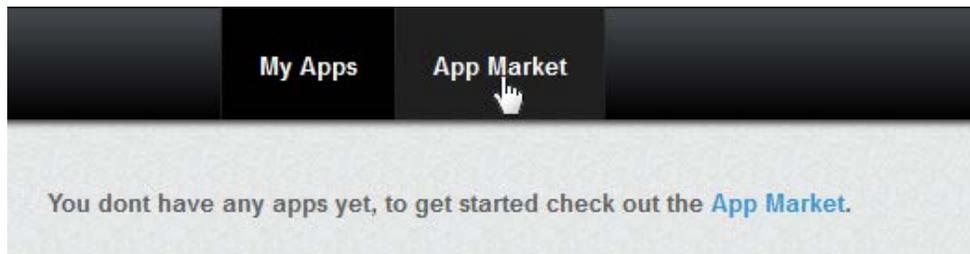


Figure 1-3: Navigating to the App Market

2. The App Market page will display with all of the available applications compatible with Hula. Click the **Point of Sale** tab on the left hand side of the page

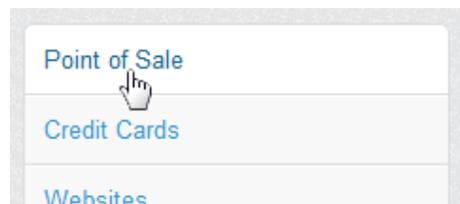


Figure 1-4: Selecting the Point of Sale category

3. Find Hula POS in the list of products and then select the **View More** button.

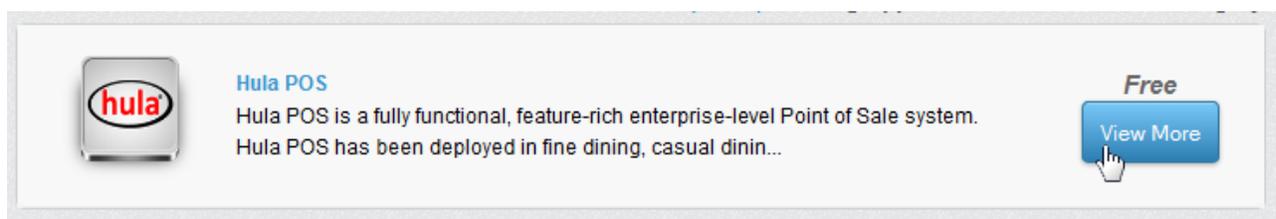


Figure 1-5: Navigating to the Hula download page

4. The main Hula download page will be displayed. Click the **Download Now** button to proceed.



Figure 1-6: Starting the Hula download

5. Depending on your browser's configuration your computer should ask you to specify whether you would like to save the file locally or run it from the web; if possible save the file to your computer, then note down the path that the file has been saved in.

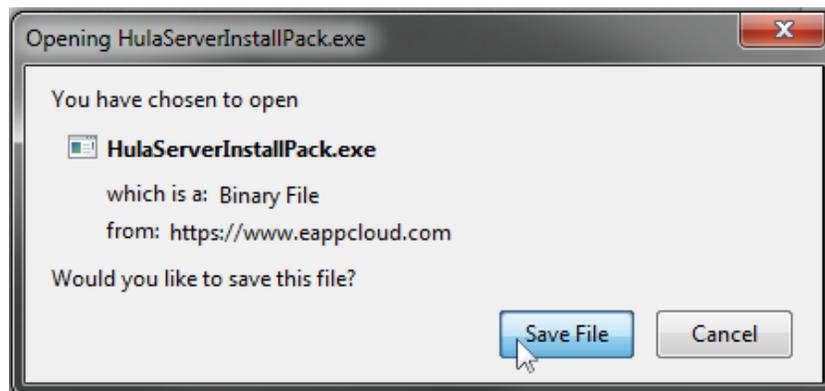


Figure 1-7: Saving the Hula installer

Installing Hula

The following section will walk you through the installation of the Hula Server.

Loading the Installer:

1. To begin, run the HulaServerInstallPack.exe installer file. **Note:** When running the Microsoft Windows 7 Operating System, in some cases it may be necessary to right click on the installer program and choose **Run as Administrator**, as seen below.

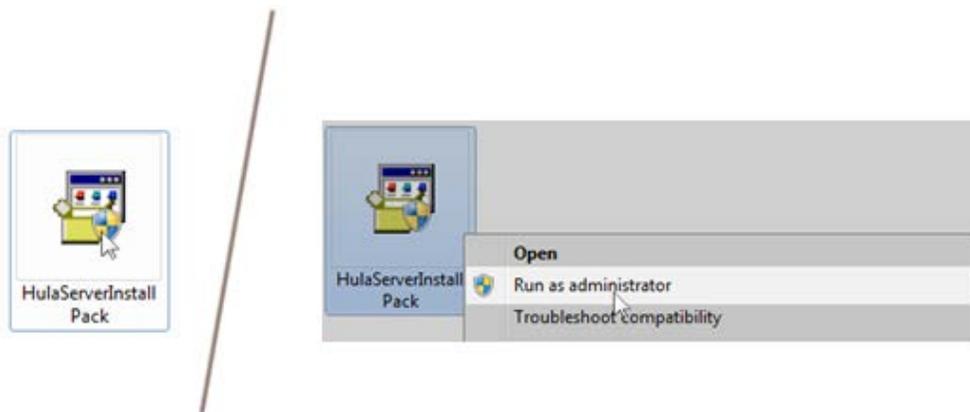


Figure 2-1: Running the Hula installer file

2. The **User Account Control** dialog box will appear, click **Yes** to continue.

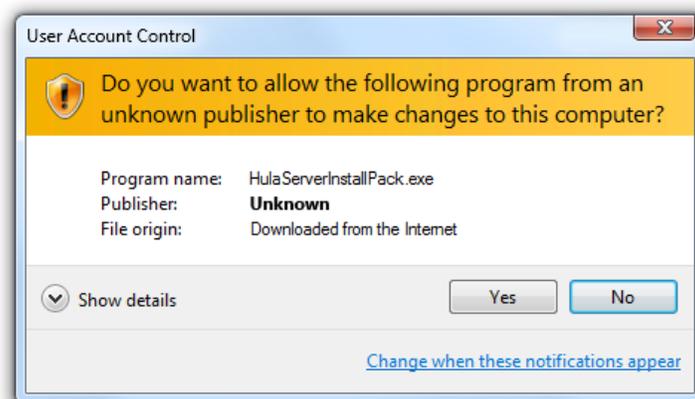


Figure 2-2: The User Account Control dialog box

3. The **Install** window will open. To begin the installation, click the **Install Hula Server** button.

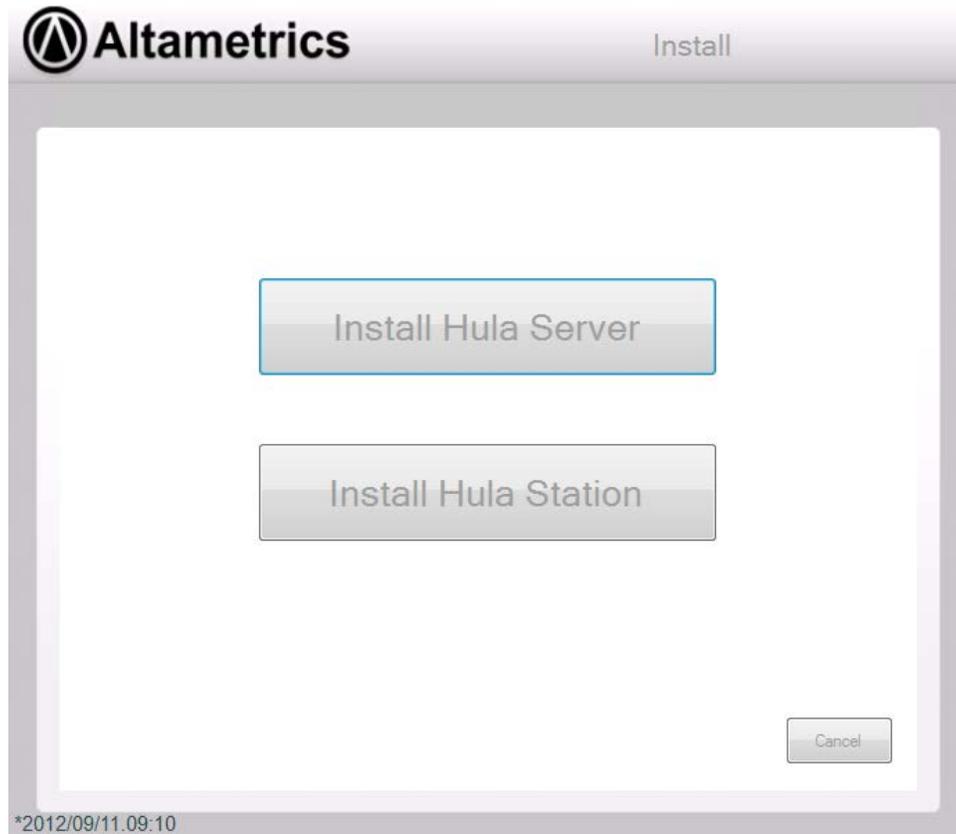


Figure 2-3: The Hula installer

4. The **Server Install** page will open; this is where you will enter your eAppCloud registration information along with other information about the server. Please see the next page for a detailed explanation of the fields available in the **Server Install** window.

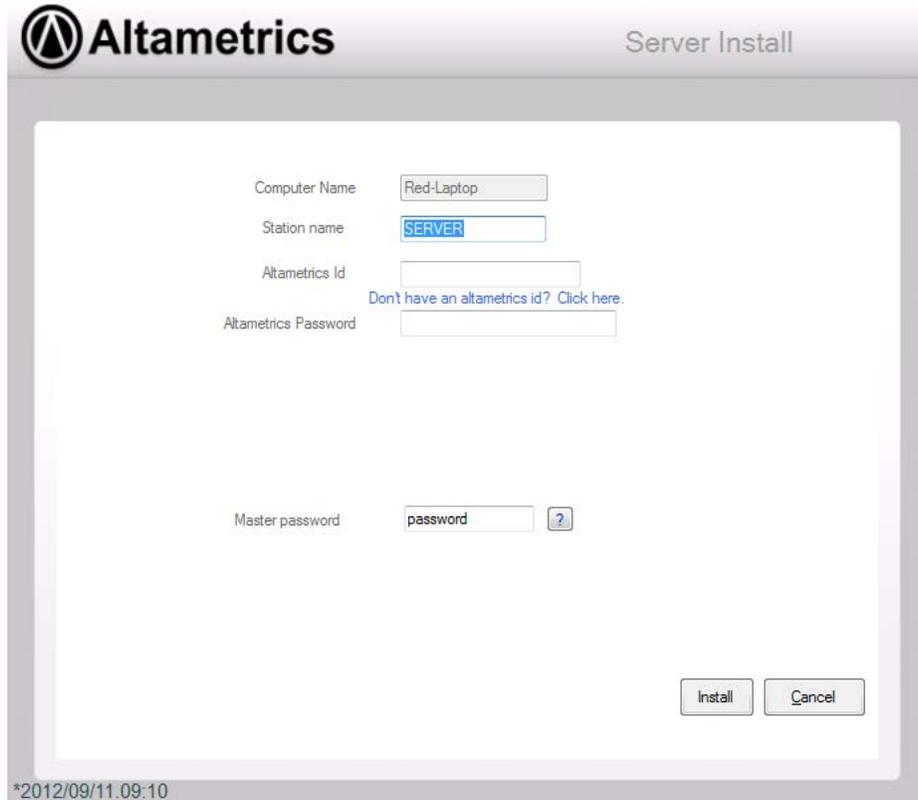


Figure 2-4: The Server Install window

Computer Name: This will be automatically detected and entered by Windows. **Note:** If the field is showing blank and you are unsure what your computer name is, in Windows 7 right click on **Computer** and then select **Properties**, the name will appear next to the **Computer name:** field.

Station Name: Choose a 'friendly' name for this computer. This is the name that will appear for this device in the Hardware Configuration sections of Hula.

Altametrics Id: Use the Altametrics ID that you registered upon sign up. If you do not have an ID, do not remember your ID or would like to create a new ID, click the '[Don't have an Altametrics Id? Click here](#)' link to be re-directed to the eAppCloud sign up page.

Altametrics Password: Your log in password for the Altametrics ID entered.

Master Password: Choose a secure password for the **HULAPOS** Windows user, which will be automatically created on your PC during installation. You will still log in with your normal Windows user on the Server PC, the HULAPOS user is simply created for file sharing purposes if and when additional Hula Stations are installed. **Note: It is very important to save this password for your records as you will need it for future installations as well as for other various functions within the system!**

5. Once all of your information has been entered correctly, click the **Install** button. The Hula installation will now begin.

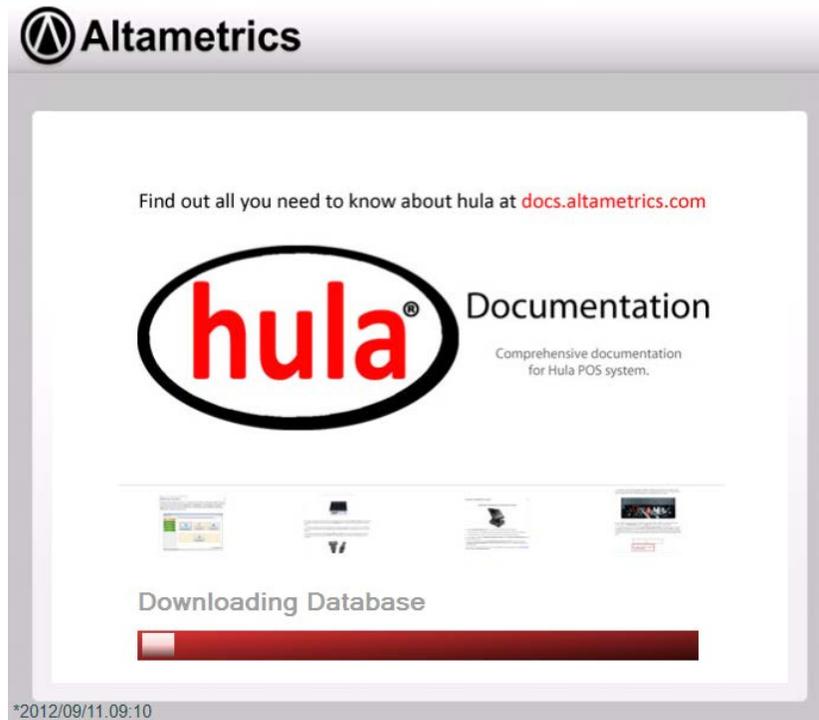


Figure 2-5: Installing Hula

6. If you have set up multiple locations under your account, the **Select Location** box will appear prompting you to choose your appropriate location. Choose the location you are installing the system under and press **Ok**.

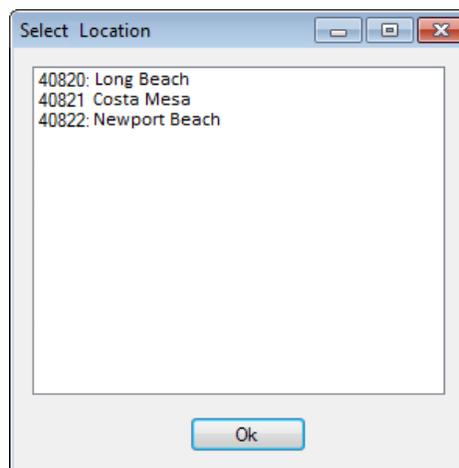


Figure 2-6: Choosing a location

If you do not have any locations configured, need to create a new location or you need to install under a location that is not listed, click the red **[X]** at the top right hand corner of the window; the **Enter a location name** window will appear. Input your desired location name and press **OK**.



Figure 2-7: Entering a location

The installer will now proceed and should take approximately 10-15 minutes depending on overall system speed as well as the speed of your internet connection. Once installation has completed, a window will appear confirming that installation was successful.

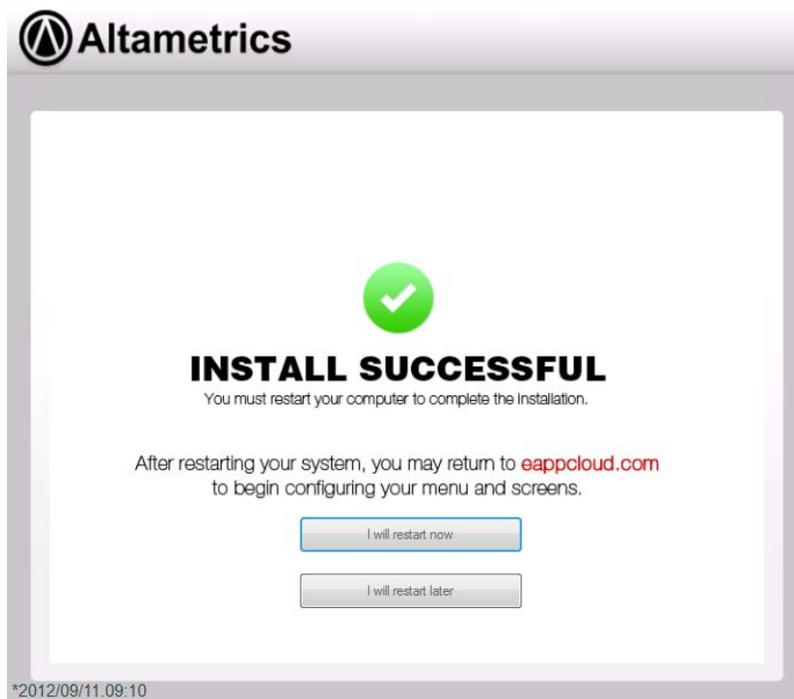


Figure 2-8: Installation succesful

7. Click the **I will restart now** button to restart Windows and complete your installation. If you have any unsaved work on your computer or do not want to restart right away, click the **I will restart later** button to resume working in Windows and then restart the system when convenient. **Note:** After restarting your Server computer you will see a new account has been created named **HULAPOS**, please do not edit this user or use the account to log in to the system! This user has been created for file sharing purposes with other Hula stations as discussed in Step 4, and can cause future conflicts if changed. Please continue to use your default Windows account when logging into Windows.



Figure 2-9: Logging in as the normal Windows user

You have completed the Hula Server installation! For more information on the Hula Server and the programs that have been installed, please refer to the next chapter **Loading the Hula POS Server**. To begin configuring your menu and other hardware devices for use with Hula, please refer to our **Getting Started Guide**.

Running Hula

The following section will review the files and programs included in the Hula Server installation.

Shortcuts:

The Hula Server is set to load automatically upon logging into your Windows user account. In addition to the startup files, the installation also creates a directory in the Windows Start Menu named **HulaPOS**. Here you will find shortcuts to the programs that have been included in the Hula installation.

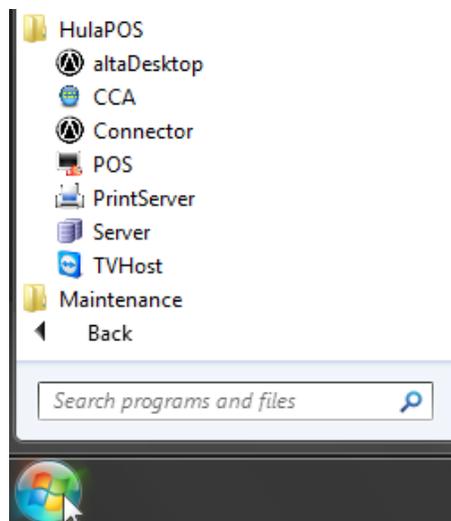


Figure 3-1: The HulaPOS folder in the Windows Start Menu

There are also shortcuts created on the desktop to the PrintServer and POS, these icons point to the same location as the shortcuts in the HulaPOS folder in the Start Menu. For more information on the installed programs and their functions please refer to the next section, **Hula POS Server Installed Programs**.

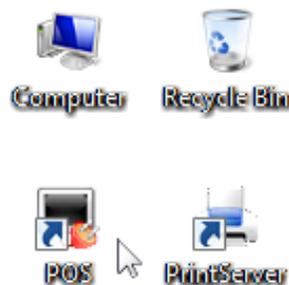
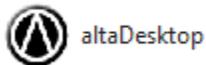


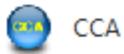
Figure 3-2: Desktop shortcuts to the POS and Print Server

Included Programs

The following programs are included in the Hula Server install and are present by default in the HulaPOS folder in the Windows Start Menu:



The Alta Desktop is configured to start automatically with Windows and is used to perform a number of different various functions, some of which include software updates and synchronizing configuration changes from the eAppCloud.



CCA, or CCA Server as it is also called, stands for "Credit Card Authorization" and is enabled when credit card processing through Hula is purchased.



The connector, or AltaConnector, is used for licensing purposes. It is important to have this program running at all times to ensure there are no errors validating your license with the Altametrics cloud.



This icon is used to load the POS program.



The PrintServer controls printing as well as compatible customer displays. This program must be running for printing to work on a Server and/or Station.



This is the main Hula POS server program. The server should start automatically with Windows, if you need to restart the program it may be found here.



TVHost

TVHost, or TeamViewer, is used for remote connection during technical support. If contacting Altametrics for technical support, you may be asked to run this program to enable our technicians to connect to your computer.