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eRetail3.2 App Manual

V1.0

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Version History

Version	Date	Summarize	Author	Approval
1.0	2024-07-24	Initial version		
1.0	2024-08-13	Translation Accuracy		

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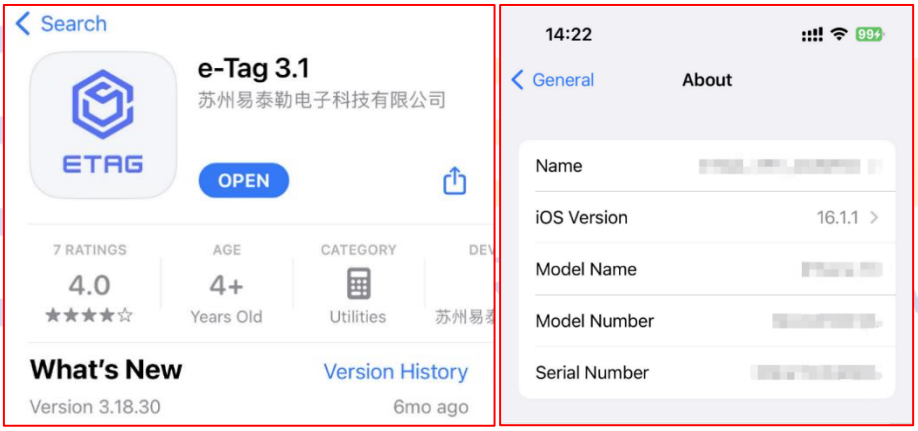
1 Summary

This article mainly introduces the use of eRetail3.2 App, which is a handheld application for the electronic label system eRetail3.2. It is divided into two operating system versions, Android and IOS. The App is mainly used to handle the binding and unbinding of goods and labels, product guidance, product query, label query, display management and display adjustment. Use the handheld device installed with the App to realize data interaction and application with the eRetail 3.2 system through the on-site business network.

2 Download and Installation of App

2.1 IOS version download

Search for e-tag 3.1 in the App Store and download it (left image below), it is not neutral and is available in other ESL versions by clicking on the "Developer" module. The IOS version requires a minimum of version 15 (below right).



2.2 Android Version Download

Most app shops don't have this app, but you can download it by scanning the QR code below through the top right corner of the eRetail 3.2 backend to view and monitor it. Android version requirement: 5.0 and above.

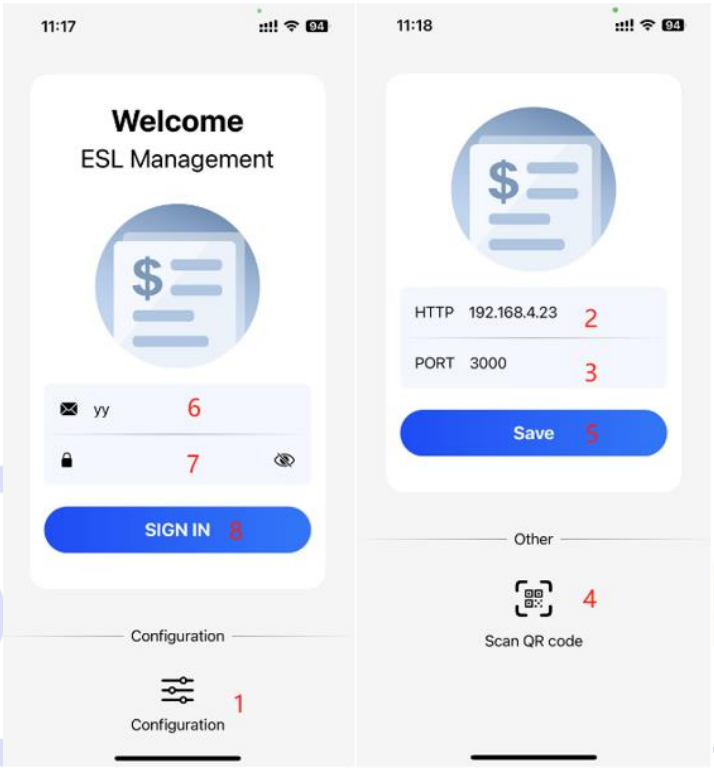
Download App

3 Instructions for the use of APP for IOS

3.1 App Sign-in

3.1.1 Sign-in Step

After downloading the app, tap the app icon to open the app as follows:



(1) Click here to jump to the server configuration page for configuration.

(2) HTTP Enter the IP address from the eRetail 3.2 system access address.

(3) Port Enter the port portion of the eRetail 3.2 system access address.

(4) Click "Scan QR Code" to scan the QR code of eRetail 3.2 App Configuration for quick server configuration.

(5) After clicking Save, it will access the current HTTP and PORT address, and after successful access, it will jump to the account login interface on the left.

(6) Enter your Sign-in account name.

(7) Enter your Sign-in password.

(8) Click the Sign-in button to enter the application.

3.1.2 Error Detection

There may be some problems when using the App that may cause the App to be unable to connect to the eRetail3.2 system. Here are some ways to check::

(1) Check whether there is any input error in HTTP, PORT, Sign-in account, and Sign-in password.

(2) Check the network connection, eRetail3.2 system, and App handheld in the same network environment, and the network can mutually access. The check method is to log in to the App terminal equipment browser and input the eRetail3.2 system background address, if it can open normally means that the network connection is normal.

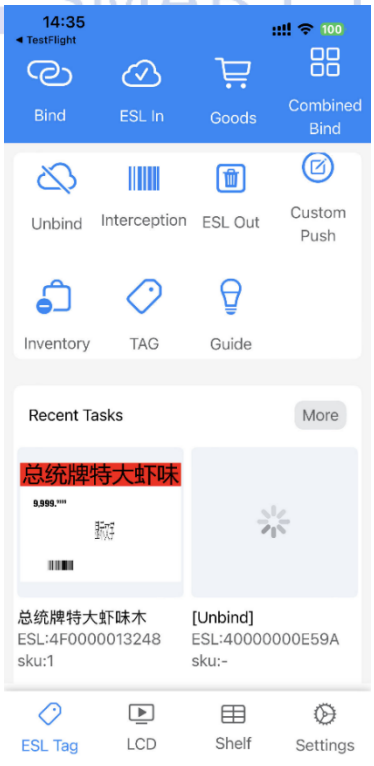
(3) Check whether the network access on the App side are turned on: Settings - Slide down to find the application and click - local network select the open state - wireless data - external network access to select wireless LAN and cellular data - internal network access to select wireless LAN.

(4) Check whether the background operation of the eRetail 3.2 system is normal, if it is not normal operation, then the App side cannot sign in.

(5) Check whether the corresponding port access privileges of the firewall of the system server are open.

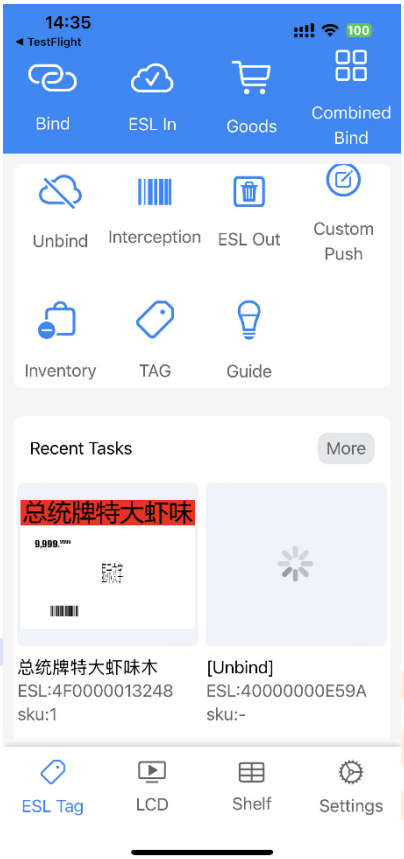
3.2 Introduction of App Operation Menu

The App has four main menus: ESL Price Tag, LCD Color Screen, Display Management, and Settings.



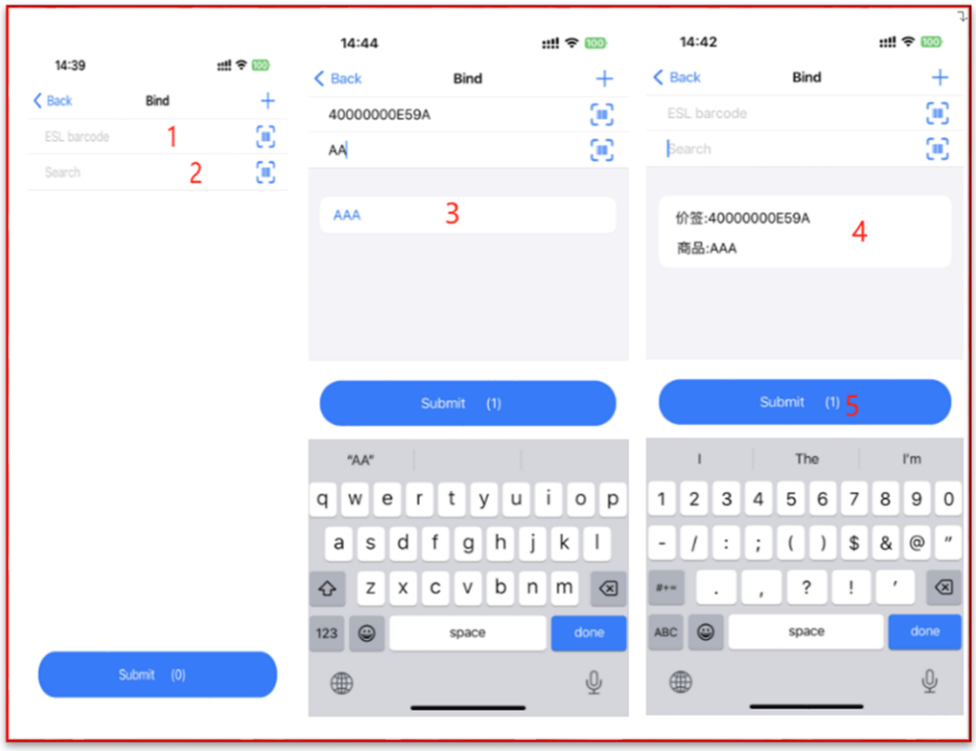
3.3 2.4G Retail ESL Price Tag

The ESL price tag menu function modules are as follows:



3.3.1 Price tag bind

Click the Price Tag bind button at the top of the ESL Price Tag menu page to bind a tag to an item so that the tag displays information about the item to which it is bind.

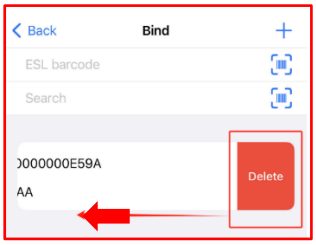


(1) Enter the label ID in "Price Tag Number", or click " " to scan the label ID barcode with the camera, which is usually at the bottom of the label. When scanning with a handheld, check the input box and use the infrared gun to scan.

(2) Enter the code, barcode, or name of the product in the "Product Code/Name" field;

(3) After entering the commodity code or name, the query commodity will be retrieved automatically;

(4) Select the specified goods to form a binding relationship status as shown in the figure above can submit to a single binding relationship, you can also submit some binding relationships together. For the wrong binding relationship, you can slide this binding relationship to delete, as follows; select the binding relationship.



(5) Click Submit and a message will pop up saying "Submit Successfully". The number in the brackets after Submit is the total number of binding relationships:

If it pops up that the tag number does not exist, you need to put the tag into storage first. For details, see the introduction to putting price tags into storage below. If it pops up that the product does not exist, please check whether the system has the product information.

3.3.2 price tag unbind

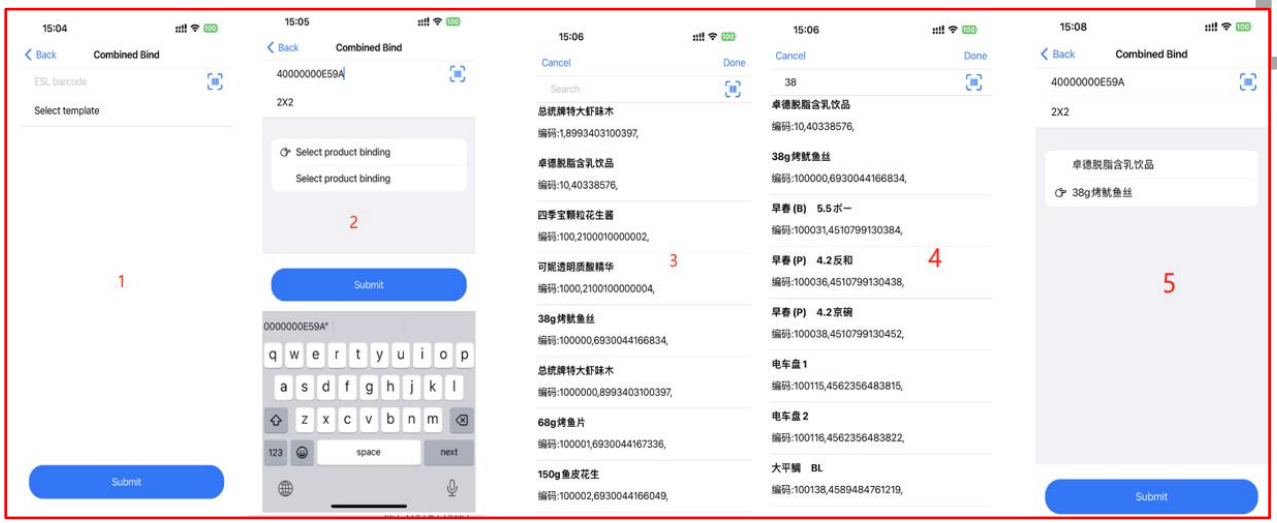
Click the Price Tag Unbind button in the ESL menu to enter the Unbind page, which unbinds the tag and the product that is already bound to the product, so that the tag does not display the information of the product, and customize the style of the tag unbind display.

Steps: Click the scan button of the price tag number (you can repeat scanning of different tag IDs many times), click submit, and the unbundling will be successful when it prompts successful submission.

3.3.3 Combine bind

Click the combine bind button under the ESL price tag menu to enter the related page, when a label needs to display multiple product information, need to use the combined template (need to pre-create the combined template in eRetail3.2).

The steps of Combine bind are as follows:

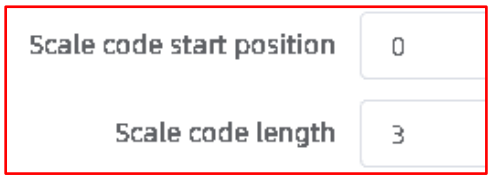


- Image 1 Enter or scan a price tag number.
- Image 1 Choose a combination of templates (product x 2 means display 2 products, product x 3 means display 3 products).
- Image 2 Click on the selection of goods binding after the appearance of image 3.
- By searching for the code, barcode, and name of the product, as in Image 4, click on the product that needs to bind.
- According to the number of goods in the select template binding multiple goods, as in Figure 5, click Submit, and prompt "Submit Successfully" after the system creates a task to make the label display the bindings of the content.

3.3.4 Intercept Bind

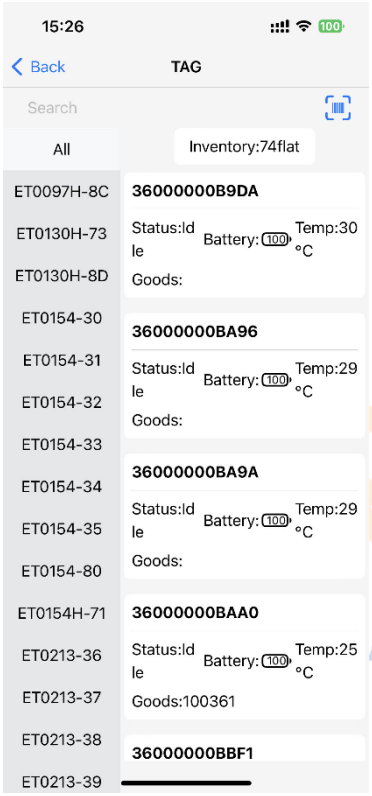
Click the interception binding button under the ESL price tag menu to enter the relevant page. The difference between interception binding and regular price tag binding is that the scanned product barcode content can be intercepted. The interception setting is set in the background of the eRetail3.2 system.

Example: If the paper barcode printed on the customer's product is 200981234, and the product code provided to the eRetail3.2 system is 981234, you can directly enter 981234 manually in the price tag binding. If scanning binding is required, you need to use interception binding. When scanning the barcode, 200981234 is recognized as 981234. The background setting format is that the scale code interception start position is 0 and the scale code interception length is 3, as shown in the figure:



3.3.5 Price Tag Enquiry

Click the Price Tag Inquiry button under the ESL Price Tag menu to enter the relevant page, where can view information such as tag inventory, item binding status, tag status, power, temperature, and so on.



(1) On the left side, can filter the price tag type to view;

(2) The upper part allows one to search for a specific price tag either by entering or scanning the price tag ID;

(3) Status: Display the current status of the price tag, including Initialize, Idle, Low Battery, Working, Fault, Lost,Blacklist, and Others;

(4) Power: remaining power of the price tag;

(5) The environment temperature at which the price tag is set;

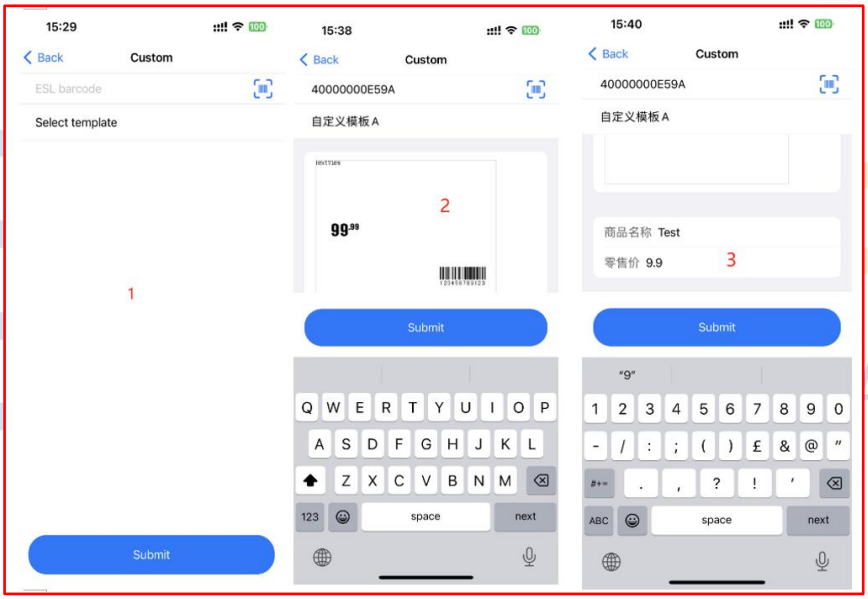
(6) Goods: The goods code to which the price tag is currently bound;

(7) Inventory: above the lists, the select number of all current price tags will display;

3.3.6 Custom Templates

Click the Customize Template button under the ESL menu to enter the page, the price tag can be no bind goods, the user only according to the manually entered goods information to make the label display the defined content of the goods. The operation steps are as follows:

- In image 1 price tag number enter the price tag ID or scan the price tag and select the template you want to use Enter the price tag ID or scan the price tag in Figure 1 Price Tag Number and select the template you want to use;
- In Image 2, it can see the preview of the selected template, enter the customized product information in the product form below as in Image 3;
- Click submit, prompt submit successfully, and then the price tag content will display per the settings just now.



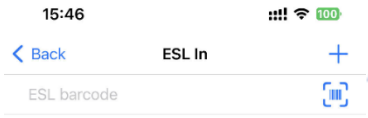
3.3.7 Inventory tags

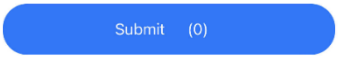
Click the Inventory Marking button under the ESL Price Tag menu to enter the relevant page, can manually adjust the label to out-of-stock status, and display the out-of-stock template in the case of marking out-of-stock (you need to make the template name out-of-stock template for OOS on the backstage of the eRetail 3.2 system in advance).

- Out-of-Stock Make: Scan the tag ID under this menu bar and submit, the tag will refresh the out-of-stock template to show the item is out of stock.
- Restore Inventory: scan the tag ID under this menu bar and submit, the tag will be restored from out of stock to the item sold, displaying the normal template.

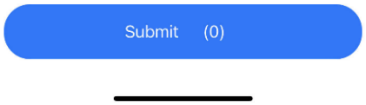
3.3.8 ESL In/out

ESL In: Click the Price Tag Inventory button under the ESL Price Tag menu to enter the relevant page, you can scan multiple price tag IDs at a time for batch submission. If the price tag is not in the database, the price tag cannot be bound normally.





ESL Out： Remove the price tag from this shop and the price tag can continue to be used in other shops after removal.



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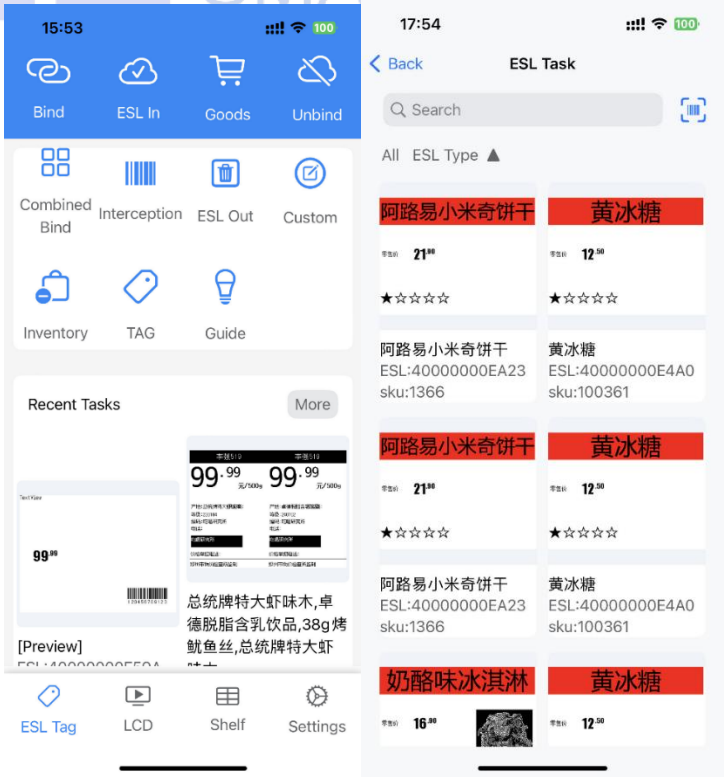
3.3.9 Goods Pick

Click the goods picking button under the ESL price tag menu to enter the relevant page. Can enter or scan the price tag ID and click the light button, the system will send a command to make the price tag bright, so that users can quickly find the price tag.

3.3.10 Records of Communication Task

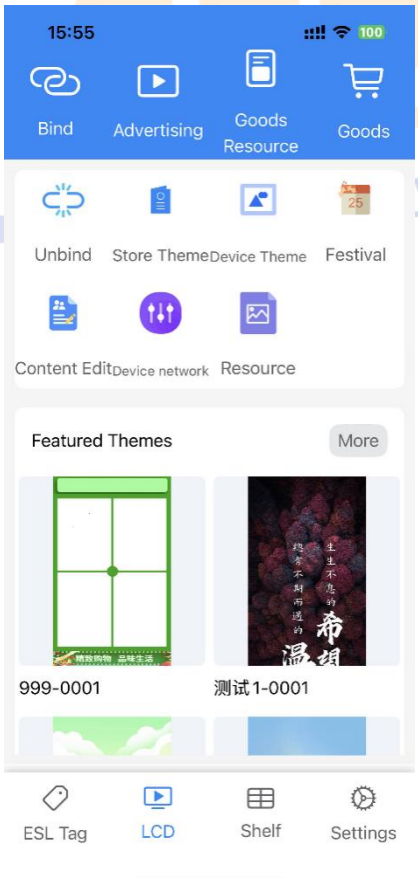
Click "Recent Tasks" to view the communication task records of the price tag, click "View All" to enter or scan the price tag ID to view the communication task records of a particular price tag, and also supports filtering according to the type of price tag.



3.4 LCD color screen

Mainly used for the operation of the color screen price tag, some of the price tag models such as image:

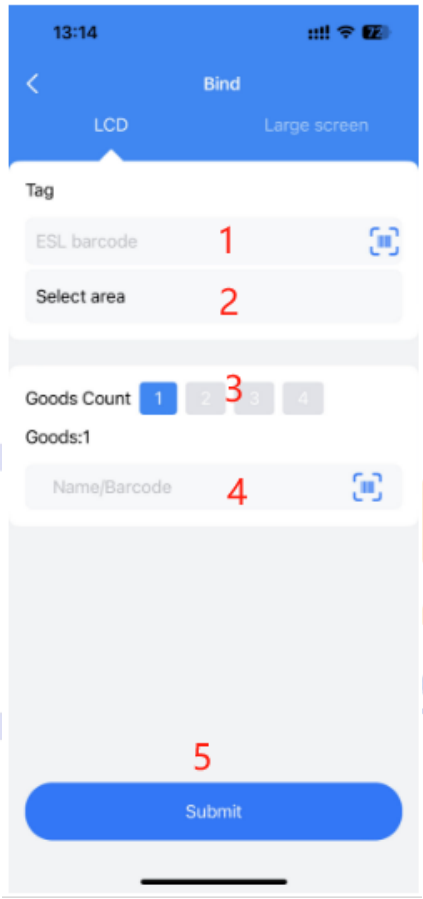
The menu function modules are as follows:



3.4.1 Goods Bind

Click the goods bind button under the menu of the LCD color screen to enter the relevant page, it can bind the color screen price tag and goods, so that the color screen label displays the bind goods information, before bind , needs to pre-produce the corresponding price tag template in the background of the eRetail3.2 system.

- The steps to bind the LCD color screen are as follows:



(1) Enter or scan the ID of the price tag you want to bond.

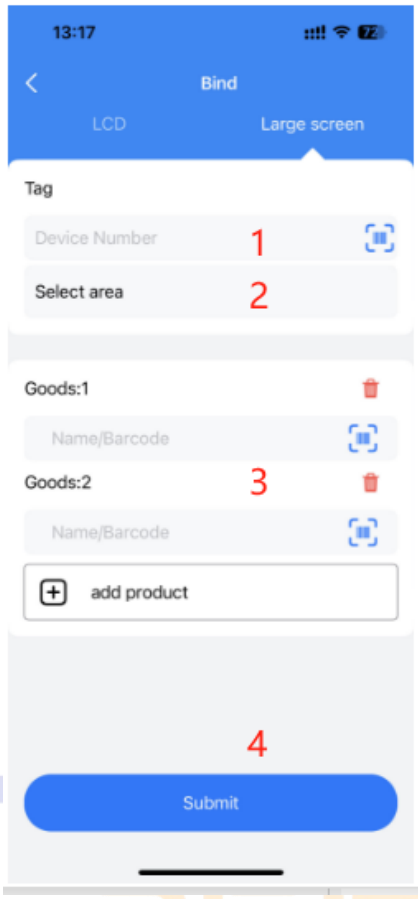
(2) Select the area where you want to bind the price tag.

(3) Select the number of goods to bind.

(4) Enter or scan the goods ID to bind the corresponding goods according to the quantity of the select goods.

(5) Click the submit button to bind successfully.

- The steps to bind the commercial display screen are as follows:



(1) Enter or scan the ID of the price tag you want to bond.

(2) Select the area where you want to bind the price tag.

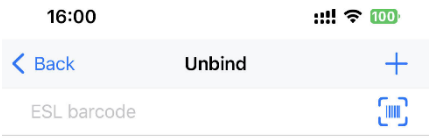
(3) Enter or scan the product you want to bind and click Add Product to continue adding bind.

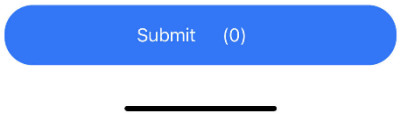
(4) Click the submit button to bind successfully.

3.4.2 Unbind

Click the Unbind Goods button under the LCD color screen menu to enter the relevant page, the price tag of the bind goods, and the goods' unbind relationship, so that the information of the goods is not displayed, can customize the unbind display style.

The unbundle page is shown as follows:



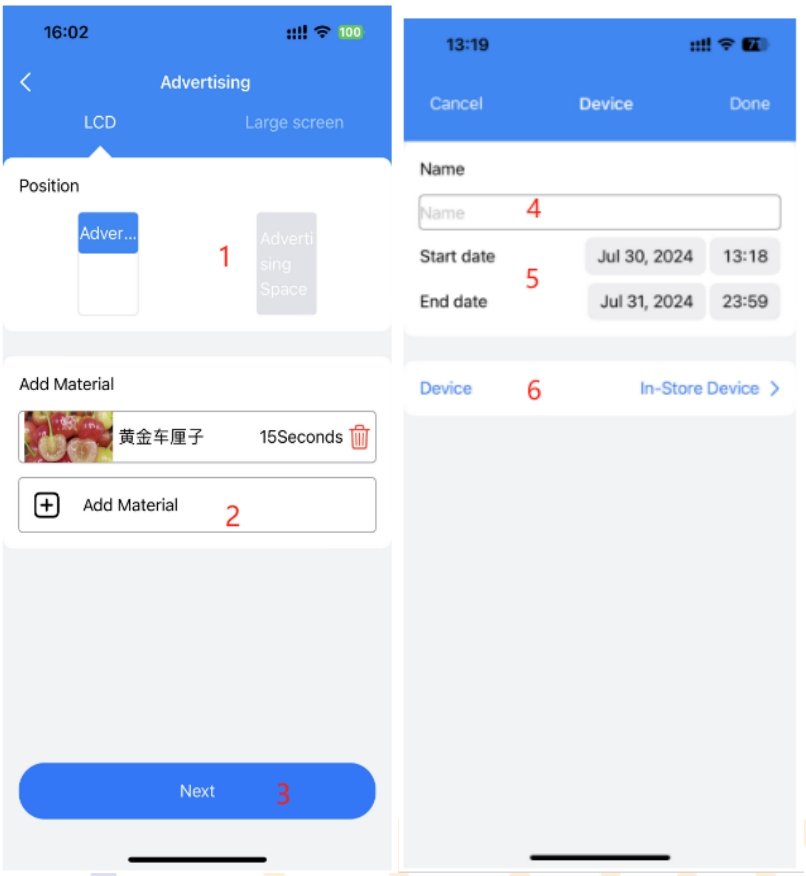


Enter or scan the price tag you want to unbundle and click the submit button to unbundle successfully, click the plus sign to add multiple price tags to unbundle at one time in bulk.

3.4.3 Advertising

Click the Ads Placement button under the LCD Color Screen menu to enter the relevant page, where it can place the specified advertisement resource for LCD Color Screen and Commercial Display Screen.

- LCD color screen placement (video footage only)



(1) Select the advert position you want to place.

(2) Add the resource you want to advertise.

(3) Click Next.

(4) Enter the name of the advert you want to place.

(5) Set the advertising time.

(6) Select the equipment for placing the advertisement, it can choose all the equipment in the shop or the equipment in the designated area.

(7) Click the Finish button to place the advert successfully.

- Commercial Display Placement

The process is the same as above, and the commercial display screen supports picture and video loop playback.

- Placement Task View

If there are currently active tasks, you can click the "Active" View All button under the LCD color menu as shown in the image to enter the relevant page. It also allows you to view the pending, in-progress, and down-posted tasks, which terminate by clicking the down-posted button of the "in-progress" task.

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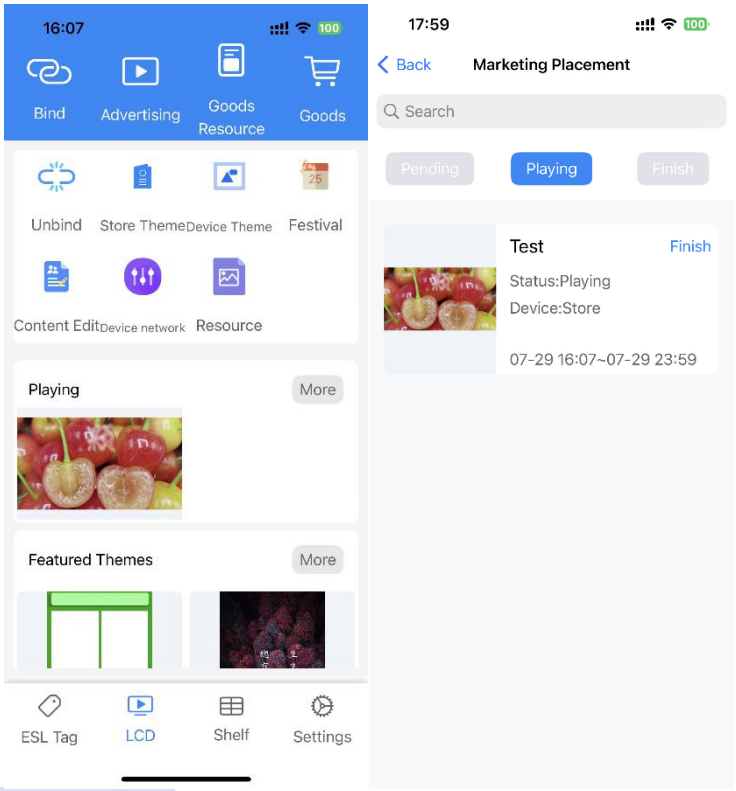
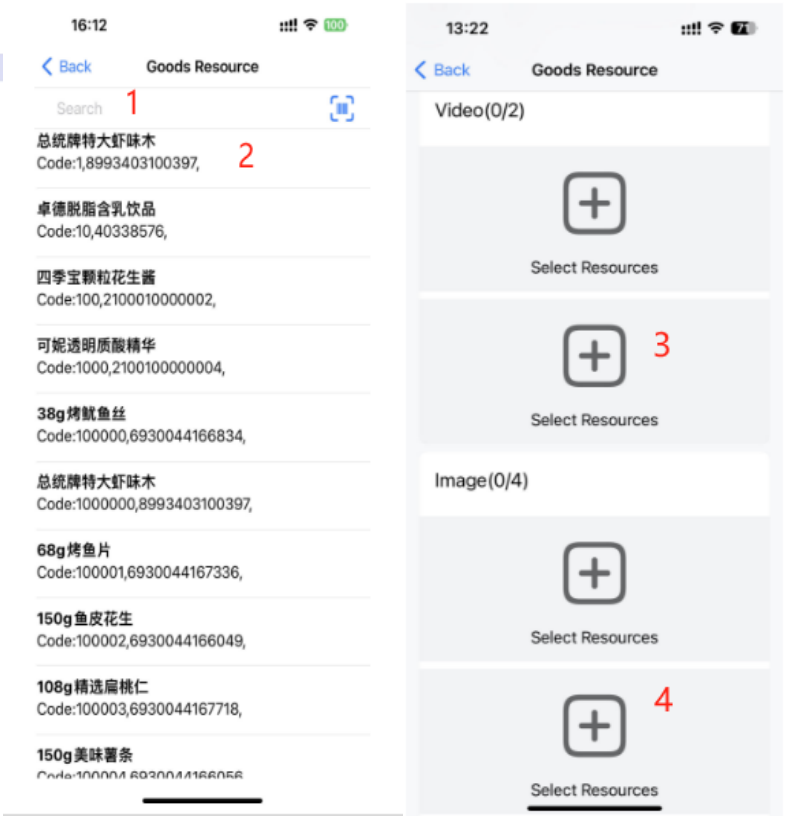


3.4.4 Goods Resource

Click the goods resource button under the menu of the LCD color screen to enter the relevant page, it can search the specified goods for resource-bind management. The steps are as follows:



(1) Enter or scan the product ID that want to bind.

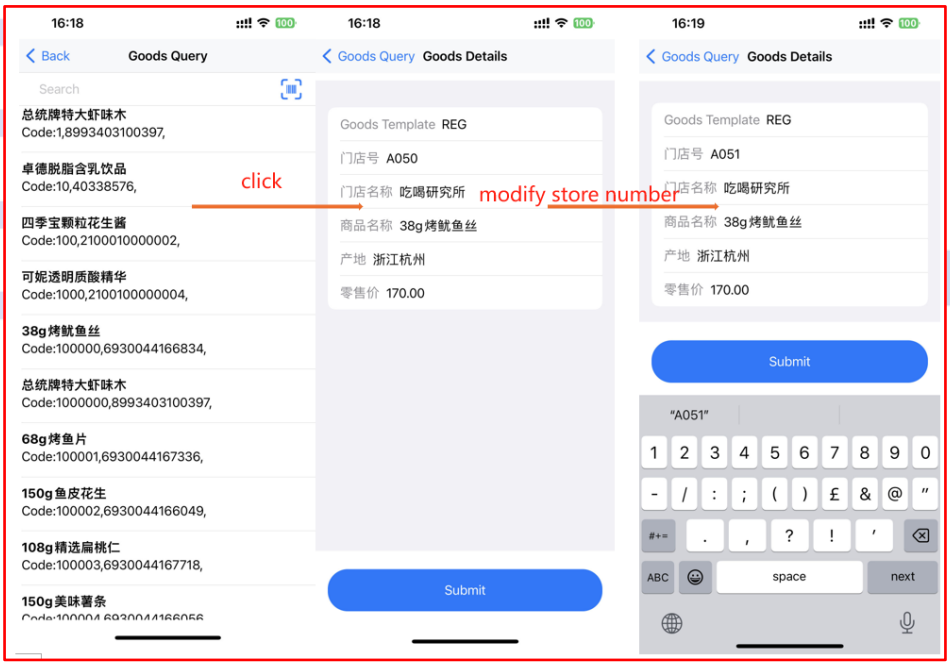
(2) Click on the goods.

(3) Select a video clip to bind to a product video.

(4) Select an Image Clip to bind the product image.

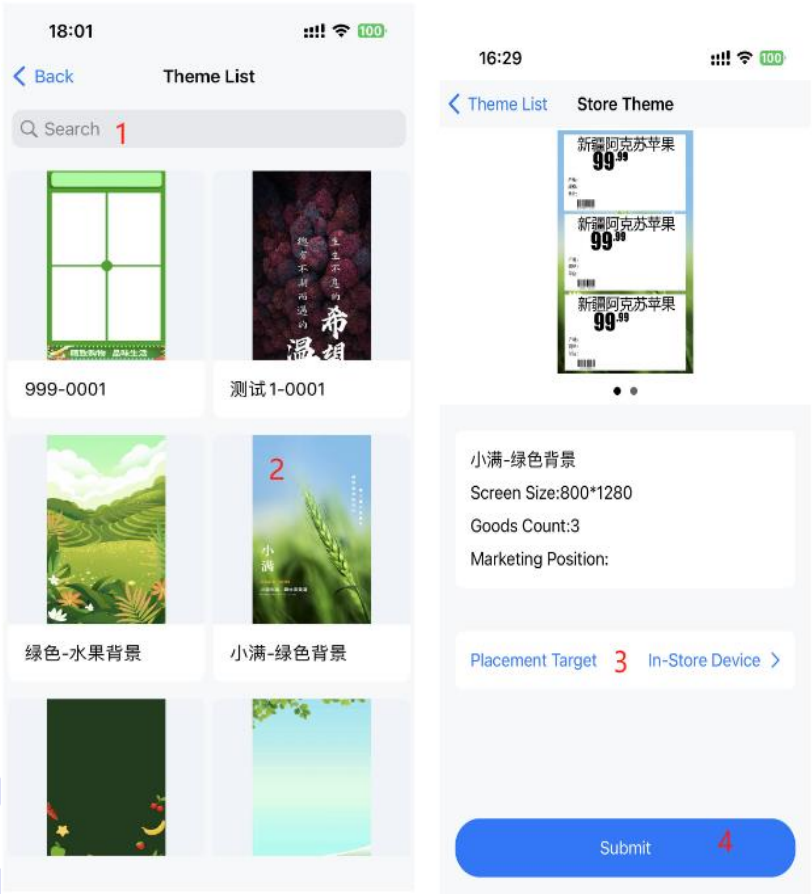
3.4.5 Goods Query

Modify the information of goods by clicking the Maintenance button under the menu of the LCD color screen to enter the relevant page. If the modified goods information is a field synchronously set in the database, the current modified information will be overwritten after the database content of the goods information is updated; if the goods information field is not synchronously set, the modified information will not change after the database data is in synchronized. The goods information field can also be set to hide or show. The steps are shown as followed:



3.4.6 Theme List

Click the Theme List button under the LCD color screen menu to enter the relevant page, it can set the device for theme placement so that the background of the device is displayed as the set theme image. The steps are as follows:



(1) Input the name of the theme background you want to place the enquiry on.

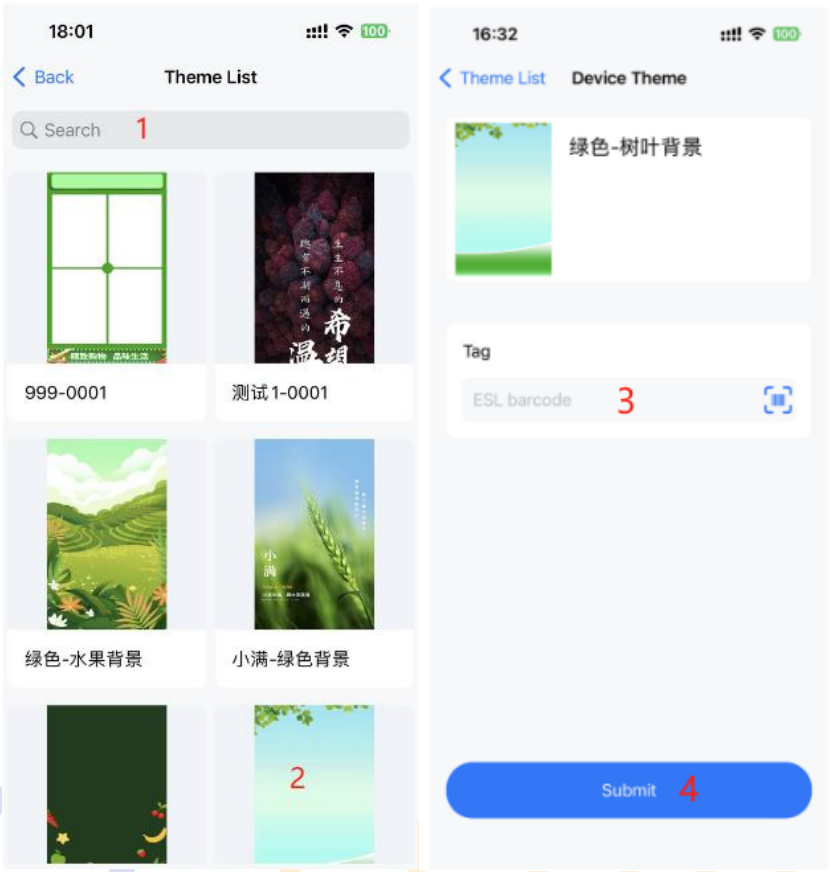
(2) Click the theme.

(3) Select the target of the theme, can choose all the equipment in the shop or the equipment in the designated area.

(4) Click submit to place the theme successfully.

3.4.7 Device theme

Click the Device Theme button under the LCD Color Screen menu to enter the relevant page, where you can specify the background display of a certain device to be the set theme image. The steps are as follows:



(1) Input the name of the theme background you want to place the enquiry on.

(2) Click the theme.

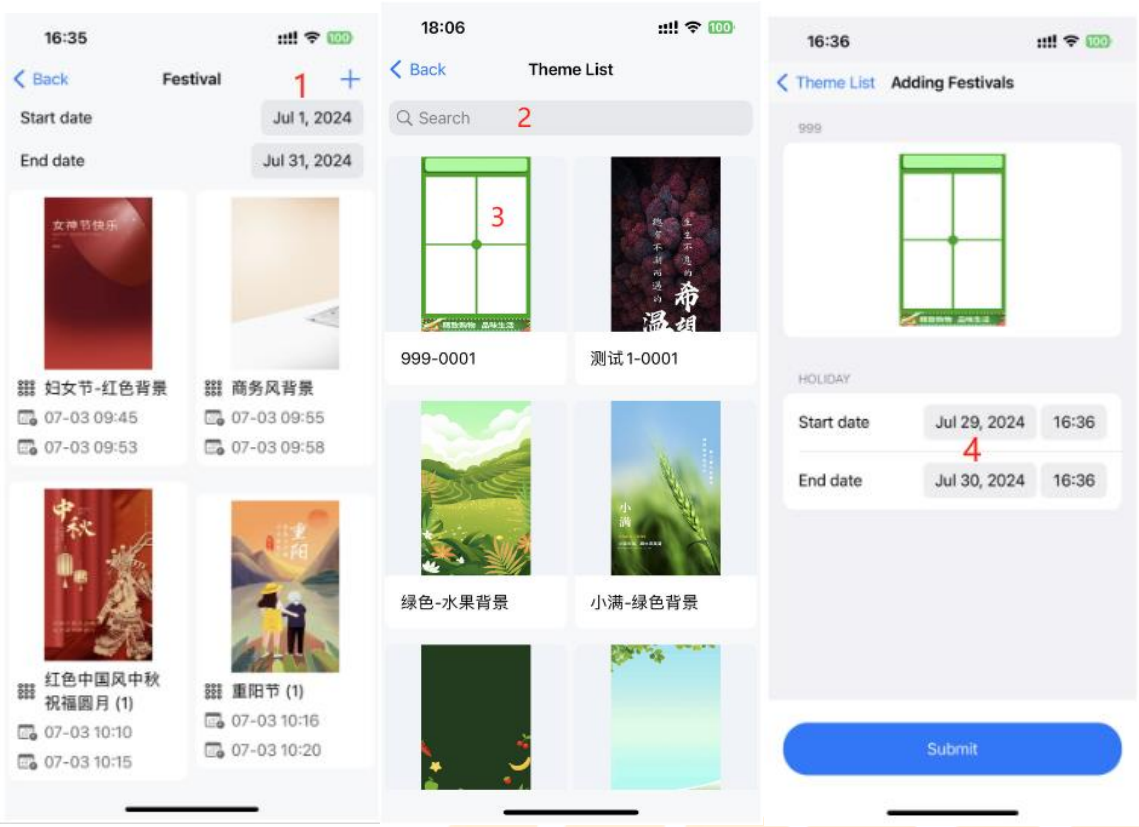
(3) Enter or scan the ID of the price tag you want to place.

(4) Click submit to place the theme successfully.

3.4.8 Festival management

Click the festival management button under the LCD color screen menu to enter the relevant page, the list can view all the festival theme settings within the currently selected time range and support for changing the specific template background display within the set time range of the festival or event.

For example, the National Day template displays the National Day background content, and the Membership Day displays the Membership Day background content. The steps are shown as follows:



(1) Click the Add button.

(2) Search for the name of the theme you want to use.

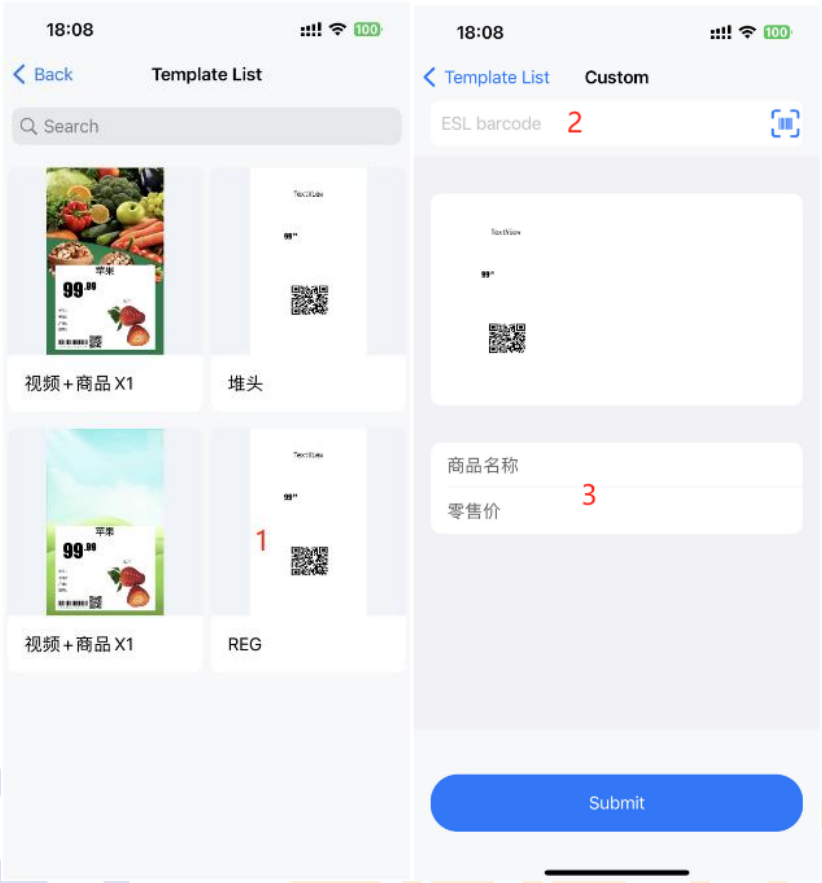
(3) Click on the theme image.

(4) Set the start and end times of the festival.

(5) Click submit to set up successfully.

3.4.9 Device Editor

Click the Device Edit button under the LCD color screen menu to enter the relevant page, can bind the specified template for the device, and if bind to a custom template can customize edit the display content. The steps are as follows:



(1) Select a template to which the device to bind and click.

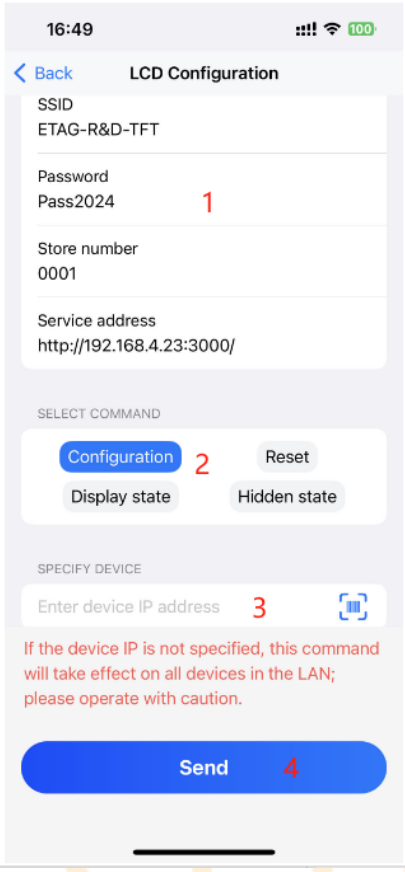
(2) Enter or scan the device ID.

(3) This is a customized template, you need to fill in the value of the product field in the template, if it is a regular template, you don't need to fill in the value.

(4) Click submit to get the bind successfully.

3.4.10 New Equipment Configuration

Click the New Device Configuration button under the LCD Color Screen menu to enter the relevant page, can send specific commands to configure the specified LCD device, such as Matching, Reset, Show, Hide, the steps are shown as follows:



(1) Input the basic information that needs to be configured for the device, SSID: the name of the WIFI used for communicating LCD color screen on the site, the WIFI must be 2.4G and] access mutually with eRetail3.2 backstage; Password: the password of the above WIFI; Store No.: the shop in which the device is located; Service Address: the address of the eRetail3.2 backstage to be accessed.

(2) Select the specified type to be sent.

(3) Enter or scan the IP of the device to be configured, if you do not specify the IP of the device, the command will take effect on all devices in the LAN, Careful handling is essential.

(4) Click the Send button to send the command task.

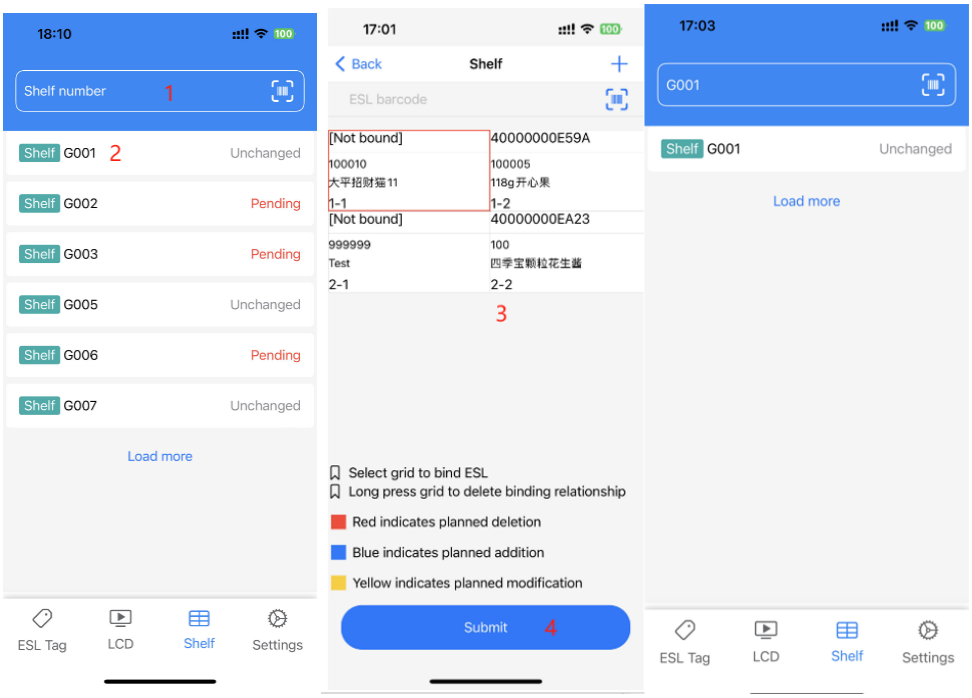
(5)

3.4.11 Resource

Click the resource management button under the LCD color screen menu to enter the relevant page, view the system resource, and upload the resource.

3.5 Display Management

Click on the display management menu to enter the corresponding module, and display shelf goods bind information by the eRetail3.2 system backstage management, The App terminal cannot manipulate directly, The App can only view and bind shelf locations to labels. The operation steps are shown as follows:



(1) Scan or enter the shelf number to find the shelf to manage.

(2) Click the shelf name to enter the display management.

(3) Select the square to bind or delete the price tag. For the shelf information that has been uploaded in the background of the eRetail3.2 system, if the shelf equipment is edited and then uploaded again, the white square in image 2 will turn into red, yellow, and blue squares.

- The red square means that delete the shelf upload information.
- The yellow squares represent that the original goods information was modified, such as the bindings of the goods, the depth and height parameters of the display surface, etc.
- The blue square means that there is new goods information in this space, and the new space after the red square is empty is shown in blue.
- If you need to unbind the shelf space from the label, press and hold the square until the square turns yellow and indicates that it is not binding.

(4) Click the submit button to set up successfully.

(5) In the list, you can check the status of shelves,

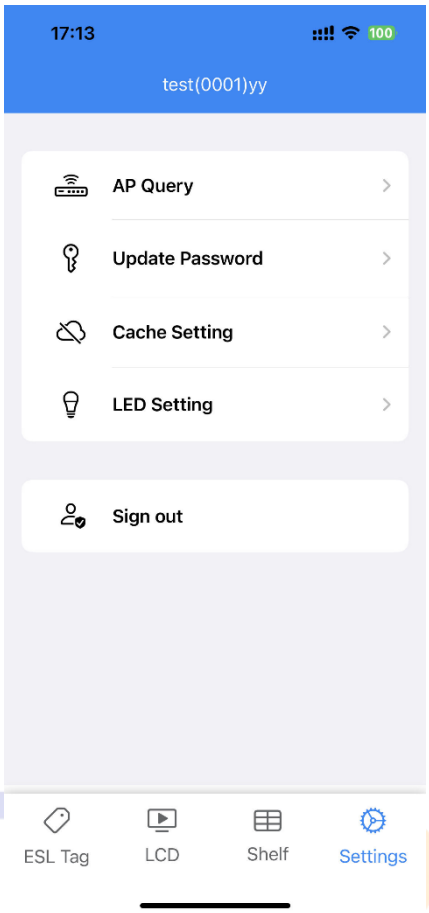
Pending execution: new shelves are added or shelf information is rewritten;

Without change: refers to shelves for which a listing adjustment is submitted and implemented.

SERTAG
SMART TAG LEADER

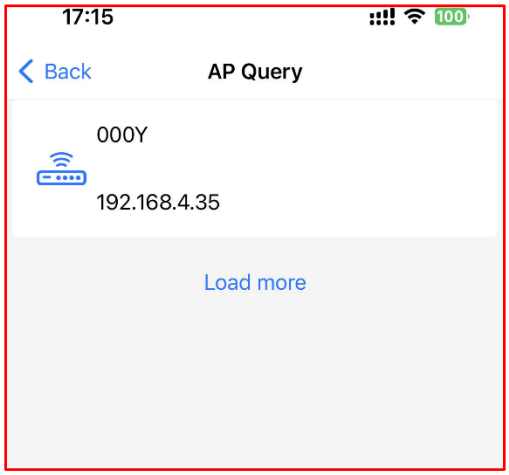
3.6 Settings

Menu function modules are as follows:



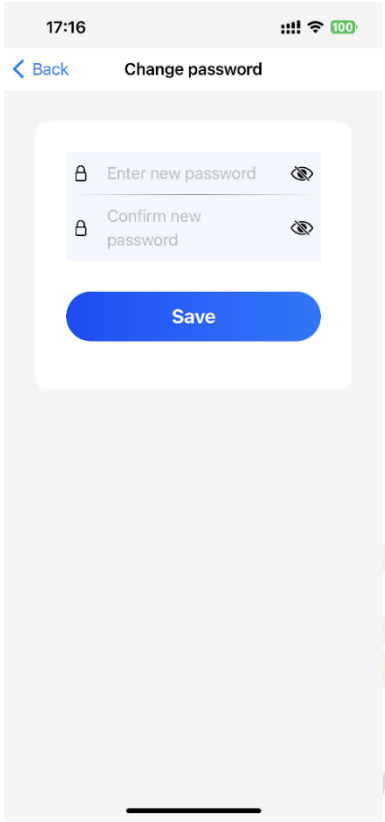
3.6.1 AP Query

Click AP Query under the Setting menu to enter the relevant page, can view the IP address assigned to the AP, the name of the AP, the number of the AP, and the online status of the AP (blue is online, grey is offline), can only view it and can't edit it.



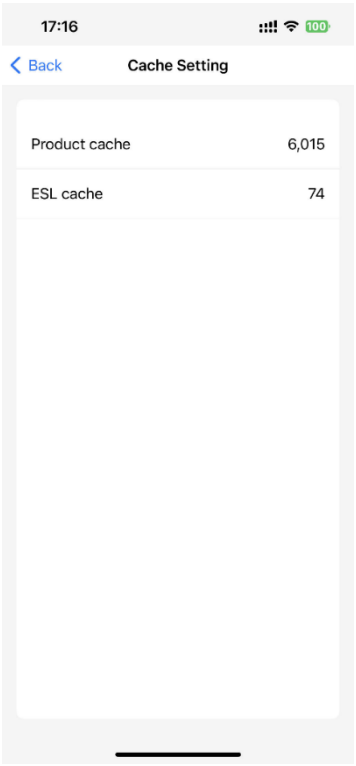
3.6.2 Update Password

Click the password change under the Settings menu to enter the relevant page, and change the password for logging in to the app, if the account is used by more than one person please do not change it privately, please remember your password after changing it.



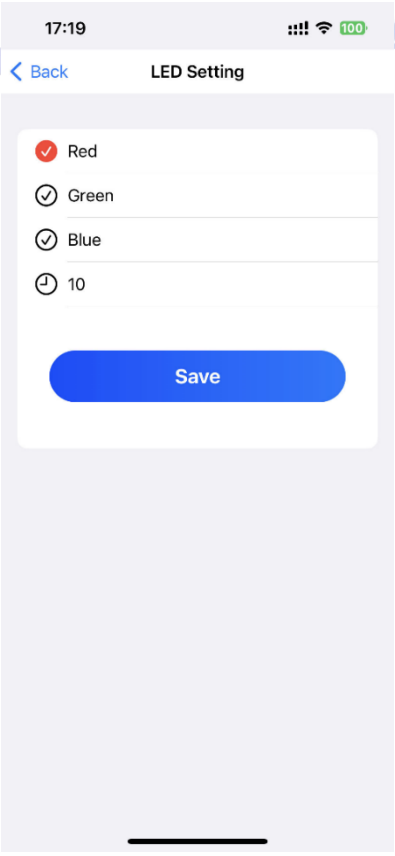
3.6.3 Cache Setting

Click Cache Settings under the Settings menu to enter the relevant page, can view the product data and the number of tags of this shop, automatic caching or cached data will be updated every time you Sign in.



3.6.4 LED setting

Click on the Setup menu under the LED settings can enter the relevant page, mainly used for product picking price tag light color settings, there are a total of seven combinations (select the needs of the color to tick).



3.6.5 Sign out

Sign Out of your current account by clicking Sign Out under the Settings menu.

4 Instructions for using the App on the Android system

4.1 instruction

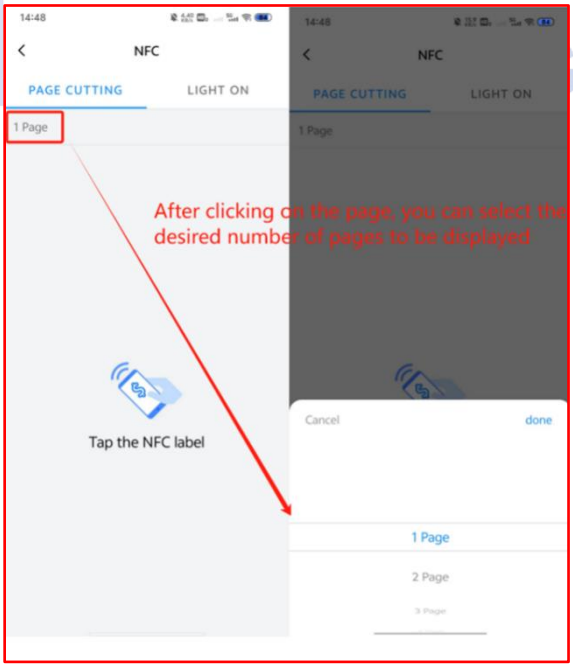
This only introduces the difference between Android and IOS system functions, if the same function, the interface layout is different and no longer repeats the instructions.

4.2 ESL price tag

4.2.1 NFC Control

It must use an NFC-enabled handheld device and make sure that the device's NFC function is turned on. Click the NFC control button under the ESL price tag menu to enter the related page, which supports NFC page cut and flash operation, the operation steps are as follows:

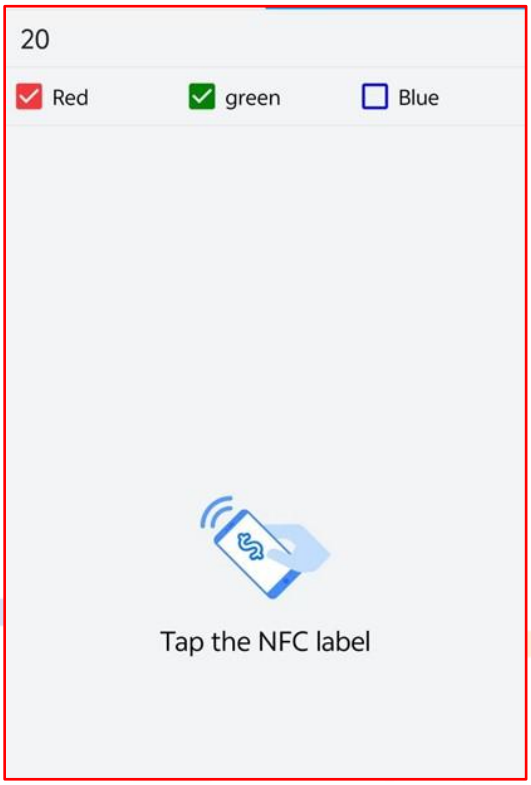
- NFC page cut:



Need to switch the price tag display page, click on the red box as shown in the figure, in the pop-up page, select the number of pages you want to switch to, the Handset NFC area close to the price tag, send commands, complete

the template switching, the template through the template tool to customize display the contents of the number of pages, up to a maximum of 8 pages of support.

- NFC light on:

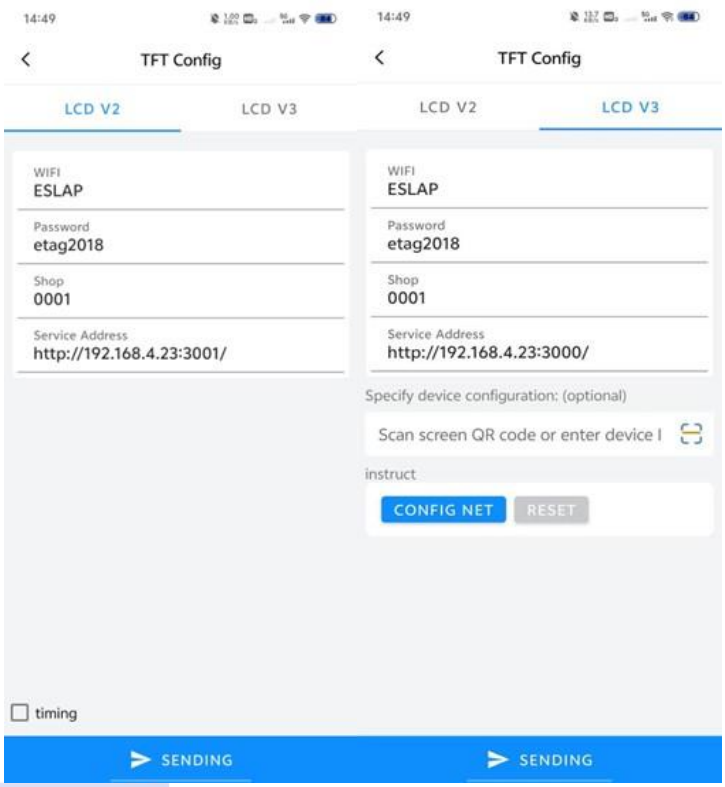


After sets the flash time and flash color, the handheld is close to the electronic tag, sends the command, and waits for the price tag to flash.

4.3 LCD color screen

4.3.1 Device config

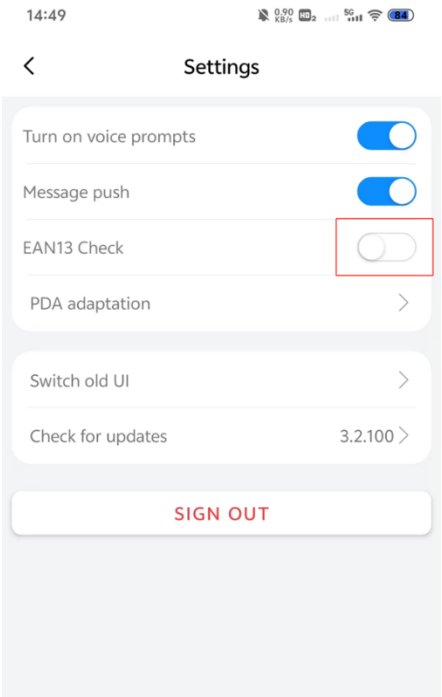
The device configuration of the Android terminal additionally supports the configuration of generation 2 devices, and the content of the generation 3 configuration is the same as that of the IOS terminal. When configuring 2 generation devices, if you click Send Configuration after the tick box is checked, it will automatically configure the new devices in the LAN every 3s, and clicking Stop will stop sending commands.

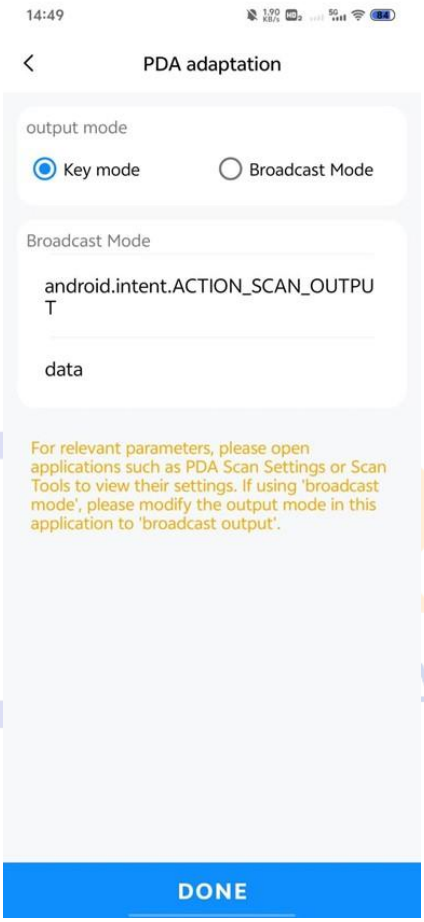


4.4 Settings

4.4.1 EAN13 Remove Parity Bit

After clicking Settings to enter the Settings page, can open the EAN13 Remove Parity Bit function, which can ignore the last parity bit when scanning barcodes with a PDA to ensure that the PDA device can scan normally to obtain information.



4.4.2 PDA Adaption

Some PDA models are not adapted and may not switch focus automatically after scanning. Therefore, it can set the broadcast mode to switch the focus automatically by the broadcast feature. For related parameters, please open the PAD "Scanning Settings" or "Scanning Tools" application to check the settings. If use "Broadcast Mode", change the output method in this application to "Broadcast Output".