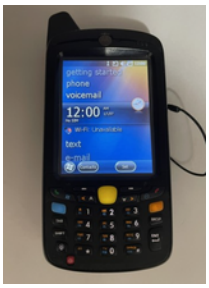
STOCK TAKE SETUP NOTES 2026

For your stocktake this year you have received [ ] devices in [ ] case/s

In order for the system to work you need to have:

- WIFI Access Point Connected to the network
- Devices Charged and connected to the WIFI
- Toniq Software Running either on Server for Honeywell Devices or any other PC for Windows Mobile machines.

As above there are two different models that may turn up to your pharmacy The older Windows Mobile units and the newer Android Scanners.





The older units require the **RetailPocketPCServer.exe** to be running on one machine and linked to that machines network address, and the Android devices connect to your server by its network address. Don't panic, I have set all that up already.

If you have the Windows Mobile units they can be split over a few computers to ease the load on the PCs.

GROUP ONE		DEVICES ARE SETUP ON THIS PC	
GROUP TWO		DEVICES ARE SETUP ON THIS PC	
GROUP THREE		DEVICES ARE SETUP ON THIS PC	

FAQ

Windows Mobile

- **Just one unit freezes,** reboot it. (take battery off back for a sec then reconnect
- **More than one unit in same GROUP freezes** restart all devices then restart the PC running the retailpocketpcserver.exe and then start exe again. Now run Toniq on the device.
- **ALL Devices freeze** - restart all devices, then restart PCs with the .exe running and finally restart Toniq server making sure all pcs are out of Toniq on site. Then start Toniq disp on the server, then start the .exe on the pcs needed for Toniq mobile and finally open Toniq mobile on the devices.
- **Can't open Toniq mobile on all devices or it freezes on all.** Check the WIFI paddle (white with Ubiquiti on it). On the back of it there are some lights. The ones lit should be Power, either lan 1 or lan 2 and the rest are strength of connection lights. More lights better connection.

Android Devices

- One or more units freezes, check server is running ok. Reboot if needed after making sure all PCs are out of Toniq. Restart Android Devices.
- Toniq Mobile won't start. Check the WIFI paddle (white with Ubiquiti on it). On the back of it there are some lights. the ones lit should be Power, either lan 1 or lan 2 and the rest are strength of connection lights. More lights better connection.

Last Resort call Paul on **029 874 5649**