



Downloading EMC Application

User Guide

EMC: Enterprise Manager Console

Dunkin'®

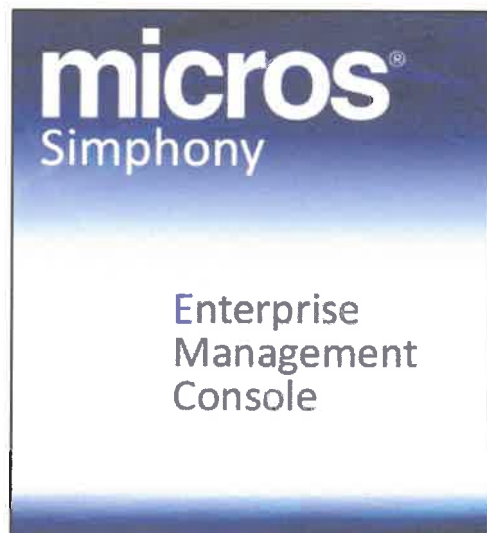


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OVERVIEW

EMC (Enterprise Management Console) is an application franchisees can use to:

- Update product prices
- Update tax settings to comply with applicable local, state, and federal laws
- Edit discounts

The application allows franchisees and their designated employees, if applicable, to edit prices remotely from a Windows based laptop or computer and provides franchisees with the date and time of all product price changes.

In order to download EMC you must have:

- Any PC that meets the minimum requirement for a supported Operating System
- Windows 7, 8 or 10
- .NET Framework 4.6 or higher(Microsoft)
- 1GHz Processor
- 1GB RAM
- Enough free hard drive space for installation

Notes:

- EMC only works on a computer that has the capability to run Windows based program
- EMC **does not** work on a **MAC** computer


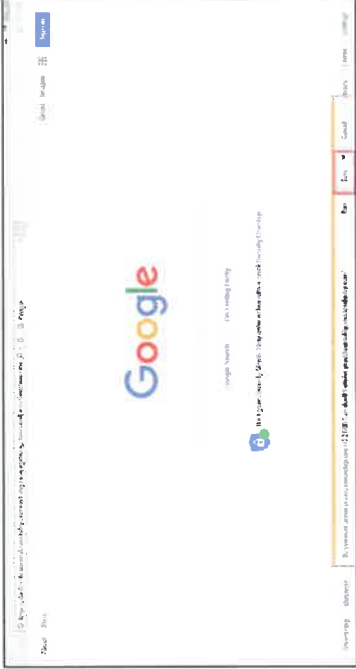

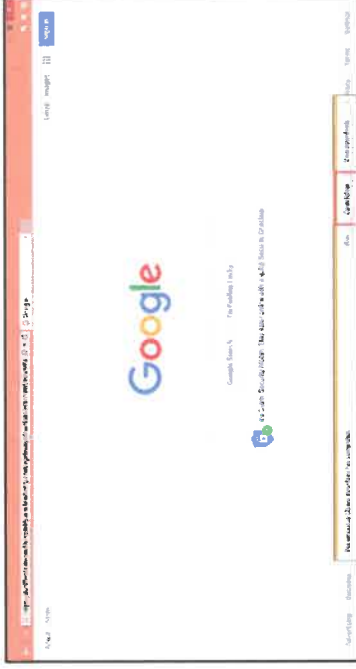
Please be reminded that franchisees are solely responsible for determining their own prices and for compliance with all applicable laws, included but not limited to tax laws.

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EMC APPLICATION

Installing EMC

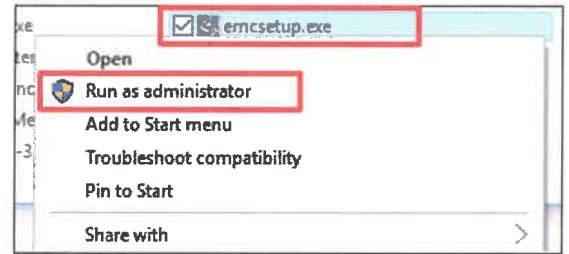
- Go to the following site:
<https://dun01-ohsim-prod.hospitality.oracleindustry.com:443/egateway/download/emcclient/emcsetup.exe>

<p>If using Google Chrome... <i>Result: The installation files automatically downloads, and an icon and the file name emcsetup.exe appear at the bottom of your browser window.</i></p> 	<p>If using Internet Explorer... <i>Result: A pop-up box appears at the bottom.</i></p> 
<p>A. Click the drop-down arrow and select Show in folder. <i>Result: The installation files automatically downloads, and an icon and the file name emcsetup.exe appear at the bottom of your browser window.</i></p> 	<p>A. Select Save. <i>Result: A pop-up box appears at the bottom.</i></p> <p>B. Select Open Folder.</p> 
<p><i>Result: The installation files automatically download. An icon and the file name emcsetup.exe appear at the bottom of your browser window.</i></p>	

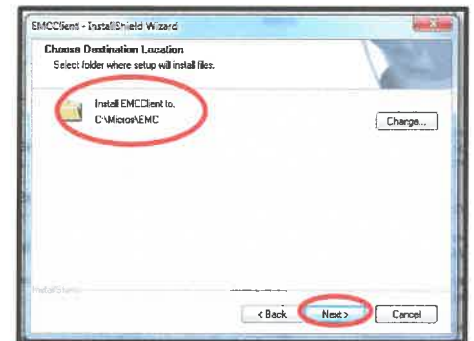
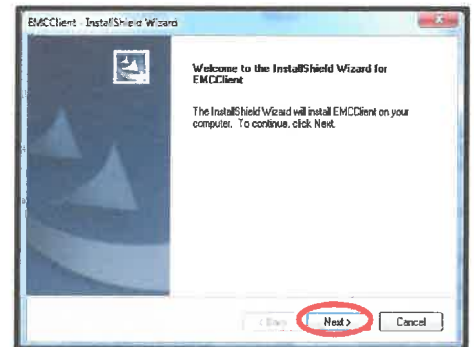
2. Right-mouse click on emcsetup.exe.
3. Select **Run as administrator**.
 - a. If a User Account Control pop-up box appears asking if you want to allow the program to make changes to your device, select **Yes**.

Result: EMCClient – Install Shield Wizard opens.

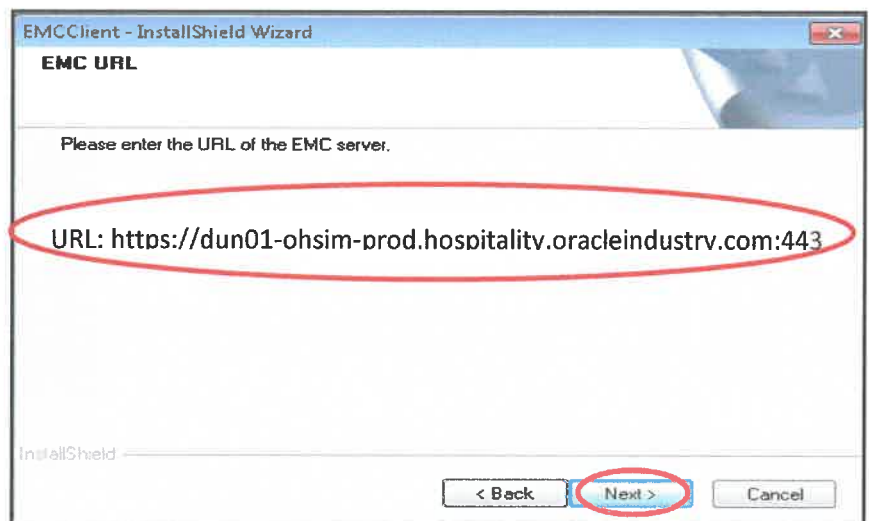
4. Select **Next** when the Install Wizard appears.



5. Verify the destination and select **Next**.

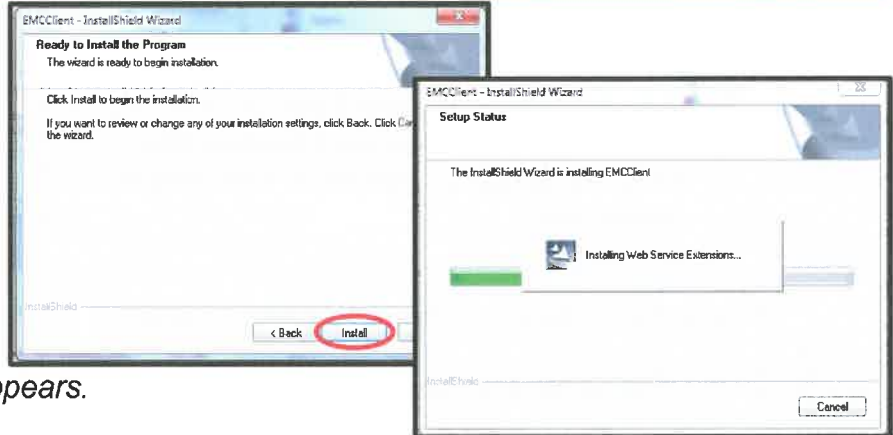


6. Enter <https://dun01-ohsim-prod.hospitality.oracleindustry.com:443> in the URL field.



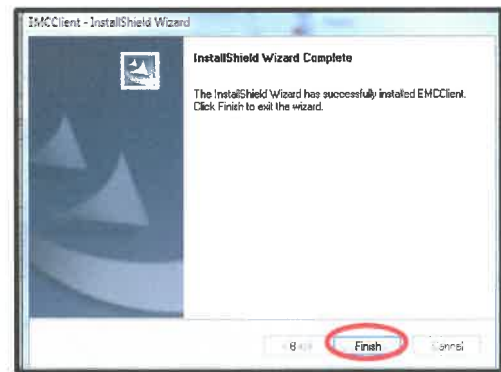
7. Select **Next**.

8. Select Install.



Result: Setup Status box appears.

9. Select Finish.



Result: EMC App Loader appears on your desktop.

10. Double click on the AppLoader.

Note: This could take up to 15 minutes to launch.



Result: The AppLoader box appears. This means the application is installing.



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Note: Once the AppLoader install is complete, the Micros Symphony Login screen appears.

11. Click on the **X**, in the upper right corner to close this screen.



Creating EMC Shortcut

Once you have successfully set up EMC and installed the AppLoader, it is recommended you create a shortcut for logging in to EMC.

Note: If you do not create the shortcut, you will have to log in via the AppLoader each time and it could take up to 15 minutes each time.

To create a shortcut:

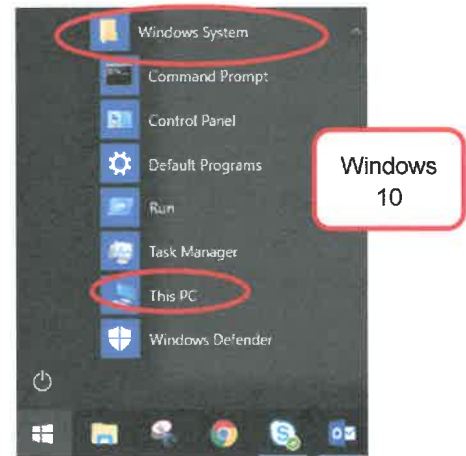
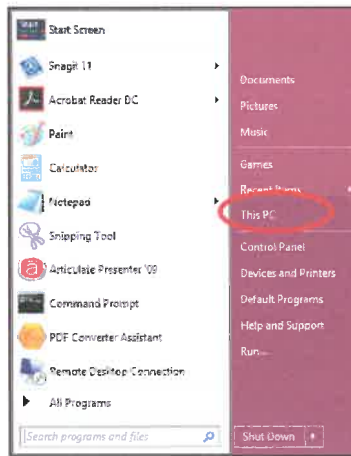
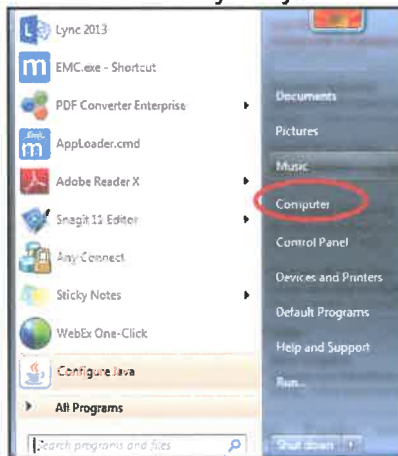
1. Select **Start** from your Desktop.
Note: This may look different depending on your computer.



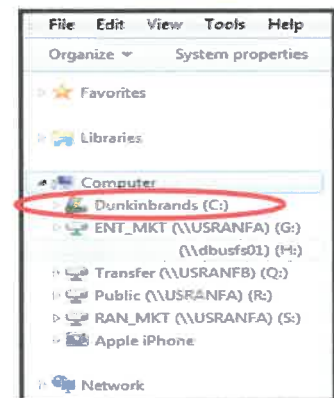
2. Select **Computer** or **This PC**.

Notes:

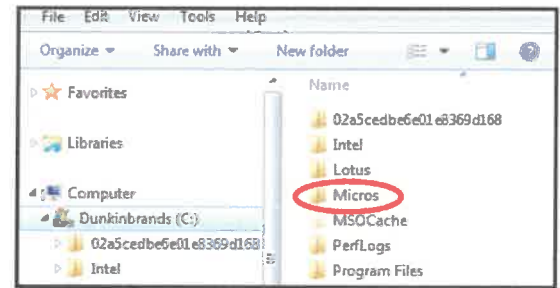
- For Windows 10, you may also need to go to **Windows System** first.
- The below images are examples of the more common computer setups. Images may vary.



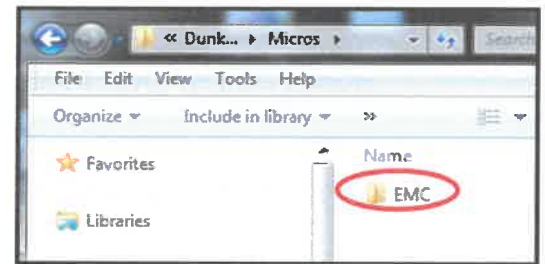
3. Select the local or **C: drive**.
Note: The **C: drive** will most likely say **This PC** on your computer.



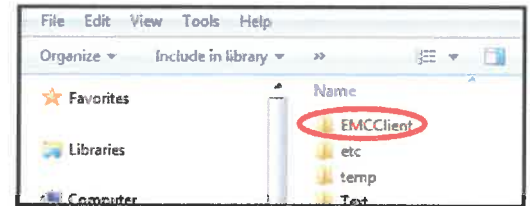
4. Double click on the **Micros** folder.



5. Double click on the **EMC** folder.

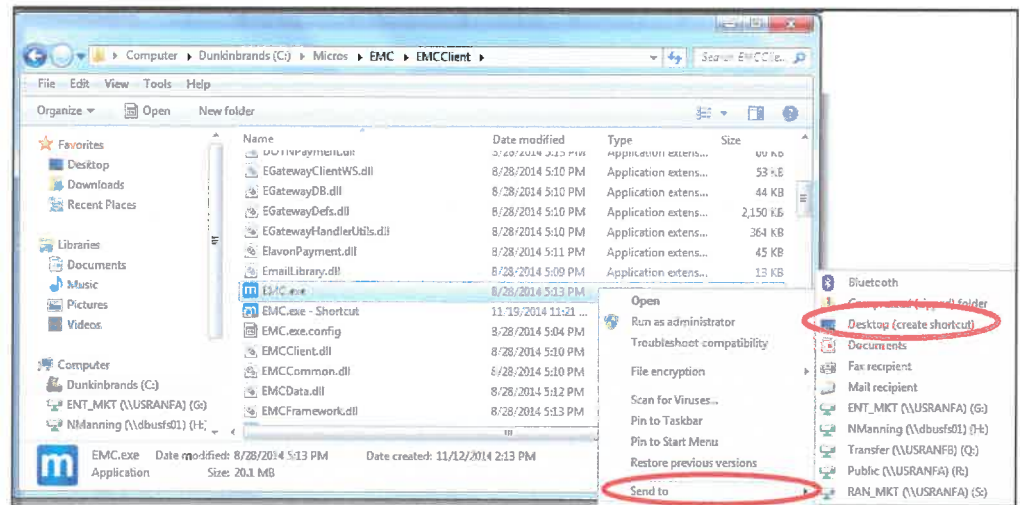


6. Double click **EMCClient** folder.



7. Locate and right-click on the **EMC.exe** or **EMC** icon.

8. Select **Send to** → **Desktop**.



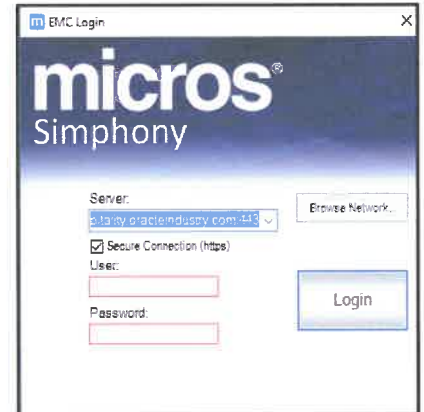
Result: The EMC shortcut appears on your Desktop.



Logging into EMC

Below are the initial steps for all procedures within EMC.

1. Go to your desktop and double click on the **EMC.exe-shortcut** icon.
Result: EMC login window appears.
2. Verify the server name below; enter if not listed:
dun01-ohsim-prod.hospitality.oracleindustry.com:443
3. Ensure there is a check in the **Secure Connection** box.
4. Enter your user name and password:
 - a. **User name:** first initial last name
 - b. **Initial password:** Dunkin1!

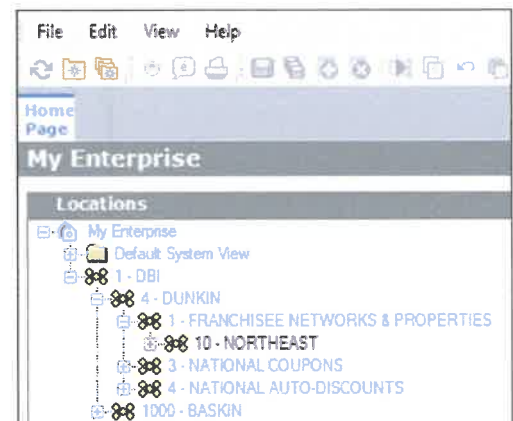


Notes:

- This password is only effective the first time you log in as you will be prompted to change it.
- Your new password will also be your password for the Reporting & Analytics (R&A) website.
- EMC passwords expire every 90 days.
- Each time you change your password in EMC, it also changes it in the R&A website.

5. Select **Login**.

Result: EMC home page appears.



Note: DO NOT attempt to change your pricing and tax settings until you have watched the Pricing Overview Webinar and reviewed the steps in the *Pricing & Taxes User Guide*, which has instructions on how to perform these tasks within the application. Otherwise you may make a mistake or set up inaccurate prices or tax settings

TROUBLESHOOTING

Computer Screen Resolution

You can adjust the screen resolution of your computer to control how sharp and detailed the images, words, and icons on your screen appear. This is particularly true when using EMC. There are three ways to check for screen resolution.

- Enable Display Scaling should be set in EMC.
- Size of text and other items should be set to 100% on the computer EMC is installed.
- Screen Resolution: Horizontal resolution must be 1280 or greater and vertical resolution must be 1024 or greater.

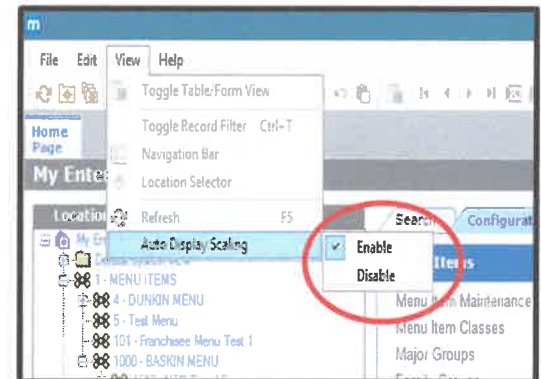
Note: The steps for setting the resolution will be different depending if you are using Windows 7 or Windows 10.

Enabling Display Scaling in EMC

Follow the steps below to set the resolution on your computer.

1. Log into EMC.
2. On the EMC Menu, select **View** → **Auto Display Scaling** → **Enable**.

Result: The Display Scaling is now enabled.

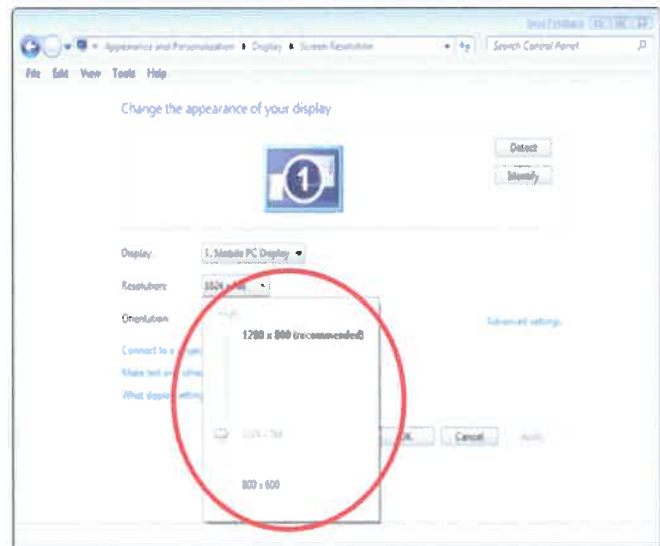


Setting the Resolution on Windows 7

You can adjust the screen resolution in Windows 7 to control how sharp and detailed the images, words, and icons on your screen appear. Follow the steps below to adjust your display to the proper resolution.

Note: Horizontal resolution must be 1280 or greater and vertical resolution must be 1024 or greater

1. In the bottom left hand corner of your screen, select **Start** → **Control Panel** → **Appearance and Personalization**.
2. Click the **Adjust Screen Resolution** link.
3. Click the **down arrow** to the right of the Resolution drop down box.
 - The Screen Resolution dialog box appears.
4. Slide the cursor to the desired **Resolution**.
5. Select the **Resolution**.
6. Select **Apply**.
7. Select **OK** to accept the new screen resolution or **Cancel** to go back to the previous setting.



Note: If you don't click **OK** within 15 seconds the previous setting will be restored automatically.

Setting the Resolution on Windows 10

You can adjust the screen resolution in Windows 10 to control how sharp and detailed the images, words, and icons on your screen appear. Follow the steps below to adjust your display to the proper resolution.

Option 1

Note: Horizontal resolution must be 1280 or greater and vertical resolution must be 1024 or greater.

1. In the bottom left hand corner of your screen, click the **Start ->Settings -> System**.
2. Select **Advanced Display Settings**.
3. Click the **Resolution** drop-down list and select your desired resolution.
4. View your display changes by clicking **Apply**.
5. Select **Keep Changes**
 - When Windows makes changes to your display, it gives you 15 seconds to approve the change by clicking **Keep Changes**.
6. Select **OK**.



Option 2

For Windows 10 only, you can also adjust the screen resolution by adjusting the DPI Scaling Behavior. Below are the steps:

1. Browse to **C:\Micros\EMC\EMCClient**
2. Right-click on the **EMC** icon.

Note: It might say EMC or EMC.exe depending on settings you have on your laptop. It will be the application file type.
3. Click on the **Compatibility** tab.
4. Check-off the **Override high DPI scaling behavior** option.
5. Select **Scaling performed by: System** from the drop down.
6. Open **EMC** again and you should see it display correctly.

Upgrading to the Latest Version of EMC

UPGRADING EMC

How to upgrade to the latest version of EMC

To upgrade to the latest version of EMC, follow the steps below.
Note: EMC should be closed during the upgrade.

1. Double Click the Apploader icon.



Note:

If...	Then...
You deleted the Apploader icon	<ol style="list-style-type: none"> 1. Open Windows Explorer 2. Go to C:\Micros\EMClapploader.cmd 3. Double click Apploader.cmd

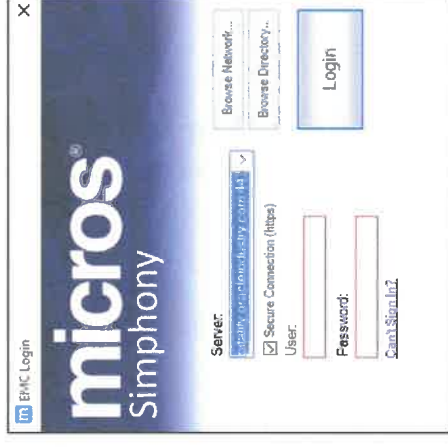
Result: A command window will appear while the application downloads the updated version of EMC. This will take approximately 5 minutes to complete depending on internet speed.



Result: When the upgrade is complete, you will be brought to the EMC log-on screen.

Logging In

1. Log into EMC with your existing credentials.



Notes:

- If you don't update the application, you will receive the below error each time you attempt to log in.



- You can bypass the error message by selecting **OK**, however it is recommended you update your EMC software to ensure you are using the current version and features to prevent confusion.

Support

For assistance upgrading or downloading EMC, contact the USD at 800-700-1225.