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Jim2.Cloud
Version 4.1 Release (all editions)

Technical Requirements

Workstation Requirements

- Windows 8 or later (Windows 10 recommended)
- Intel i3 or greater
- 1280 x 1024 minimum resolution (1920 x1080 preferred)
- 2GB RAM or greater
- 300MB free space on HDD
- Microsoft .NET 4.6.2 or greater

Internet

To ensure a quality Jim2.Cloud experience, reliable high speed internet access is required.

When used in an office environment of up to 10 users, an ADSL2+ Broadband connection should be adequate, provided the download speed is above approximately 10,000 Mbps.

For a larger quantity of users, an understanding of your current internet speeds and other local internet usage factors should be discussed with your IT provider, and a Happen technical representative.

Cloud Install

For PC users, we provide you with the Jim2.Cloud RemoteApp Client.
For Mac/iOS users, install Microsoft Remote Desktop available at the App Store.

Network

A stable network is required by Jim2.

Jim2 Mobile App

iOS 7.1 or later

EFTPOS (Optional with Retail)

Tyro EFTPOS

Peripherals

It is recommended that every workstation has access to a printer (shared through network or locally installed), as a printer is required to generate and preview reports from Jim2.

Label Printer (Job/Stock Stickers)

- Zebra GK420T USB Direct Thermal/Thermal Transfer Label Printer (4 inch) with EPL Drivers
- Labels – 40mm x 28mm
- Ribbons (if applicable)

Docket/Thermal Receipt Printer

- Citizen CTS-651 80mm Thermal Receipt Printer (USB interface).

Cash Drawer

- GC36 Cash Drawer

Note: Without a receipt printer, you will require a generic USB cash drawer trigger to open the cash drawer.

Barcode Scanner

- Any generic handheld scanner should work with Jim2 Editions.

Configuration

RemoteApp Installation

Full instructions to install Jim2.Cloud RemoteApp Client or Microsoft Remote Desktop will be provided by Happen Business at implementation.

Licence Key Installation

Happen Business will supply a unique key file which will be applied to your cloud server by Happen Business at implementation.

Maintenance

Software Updates

Happen Business releases updates and new versions to Jim2 throughout the year which include enhancements, bug fixes and new features.

You will be notified in advance of any pending maintenance windows to perform this work. These updates will be applied to your environment by Happen Business.

Backup and Restore options

Backups are configured to run once a day, with copies held within the Jim2.Cloud in separate geo-located Azure datacentres.

Help File

The online Jim2 Help File can be accessed at any time from the Jim2 menu, via shortcut key F1, or at <http://jim2help.happen.biz/index.html>

Key Contacts

As Jim2.Cloud related alerts are sent via email, it is important that you update Happen Business with any changes to current staff contact details as they occur. We recommend that you appoint one or more accounts, licensing, and software updates contacts to receive correspondence from Happen Business.

Contact us to resend any correspondence outlined within this document.

For further assistance or information, please contact Happen Support on 02 9570 4696 or support@happen.biz