RM Studios

Pennsylvania, USA

RM ACADEMY · THE COMPLETE GUIDE

The Complete Guide

User guide and staff training for every RM Studios product: installation, activation, daily operations, the RM network and support.

RM Pharma | RM Clinic | RM Vet | RM Lab | RM Business

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app.rmstudios.us

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1 Getting started

Installation, registration and activation

Getting started: download, register, activate

1. **Download:** install from the Microsoft Store (recommended, with automatic updates) or via direct download. Requires Windows 10 or 11 (64-bit).
2. **Register:** on first launch, enter your name, pharmacy or company name and mobile number, and, if you were referred, the referrer's name and number.
3. **Activate:** send a screenshot of the app via WhatsApp to any authorized distributor, specifying your plan (Gold monthly / Platinum yearly / Classic perpetual license). Activation is processed by company management.
4. **First sign-in:** create the pharmacy owner's account (username and password), then use “Settings” to configure country, currency and language, along with your pharmacy details and logo.

Language and dialect are set automatically by country (Egyptian, Saudi/Gulf, Modern Standard Arabic, English, French, Spanish) and can be changed under “Settings → App language”.

2 RM Pharma

For pharmacies — module by module

Desktop software that manages every aspect of pharmacy operations, complemented by an Android app for owners. Core operations run offline; advanced online features are included with the Gold and Platinum plans.

Comprehensive pharmacy operations

Sales

Barcode and DataMatrix scanning, sales by box, strip or tablet, multiple open invoices, hold, discounts, and cash, card, wallet or credit payments.

Inventory

Batch and expiry tracking, shortage and near-expiry alerts, stock counts and barcode printing.

Purchasing & suppliers

Bonuses, discounts and tax, and supplier accounts, with automatic data entry from a photo of the supplier invoice.

Customers & insurance

Individual customer profiles, credit, contracts, installments, refill reminders and ID-card scanning.

Pharmacist assistant

Drug interactions from official sources, dosage labels, counseling sheets and **lab and imaging report explanations**.

Staff management

Per-employee permissions, time clock and leave tracking, with profit figures protected by a PIN.

Suppliers and promotions, centralized

Supplier orders

- Connect to any supplier or warehouse using the invite code it provides.
- Place an order directly from your shortage list in one click.
- Track every stage: received, picking, ready (invoice), on the way, delivered.
- Post the supplier invoice to purchasing in one click.

Supplier promotions

Every offer published by a connected supplier, on any product from personal care to medicine bundles, appears in the **offers bar** at the bottom of the app and in the mobile app.

Al Nour Co.: 20% off hair-care shampoo through the end of the month

The RM Pharma mobile app

Today

Real-time sales, staff on shift and individual sales performance, shortages and expiry.

Orders & promotions

Track supplier orders and promotions, and contact a supplier with one tap.

Pharmacy location

Save your GPS location once so supplier drivers can navigate directly to your pharmacy.

The pharmacy app: screen by screen

Home

- A personalized greeting, a work tip, a light-hearted note and a word of encouragement, refreshed each shift.
- Daily alerts (expired items, items nearing expiry, shortages, customers due for refills) and shortcuts to every screen.
- Leave notices such as “You're off tomorrow” or “X days to go”, based on the schedule the owner sets for each employee.

Sales invoice F2

- Scan the barcode or enter the item name to add it to the invoice, then select the unit: box / strip / tablet.
- DataMatrix codes populate expiry and batch automatically.
- Multiple concurrent invoices, with hold and recall.
- Payment by cash, card, wallet, customer credit or delivery, with discounts capped by the owner.
- Per-item dosage entry generates the dosage label and patient counseling sheet.
- In Saudi Arabia: a simplified tax invoice with the ZATCA QR code.

Items F4 & inventory

- A comprehensive database of thousands of Egyptian and Saudi medicines, with a country filter on the Items page.
- For unregistered barcodes, the “Link it once” window searches the network and lets you select an existing item or add a new one.
- Batch and expiry inventory (first-expiry, first-out), shortage and near-expiry alerts, stock counts and adjustments.
- Barcode and label printing for items.

Purchasing & suppliers

- Purchase invoices with bonuses, two discount levels, tax, batch and expiry.
- "Snap supplier invoice" (Gold/Platinum): the app reads items and quantities for your review before saving; new items are highlighted in red.
- Supplier accounts, returns and supplier price comparison.

Customers & insurance

- Individual customer profiles with credit accounts and prescriptions.
- ID card capture with automatic population of customer details.
- Corporate and insurance contracts (company and patient shares) and installments.
- Customer medication schedules with refill reminders and WhatsApp messages.

Pharmacist assistant & lab results

- Drug-interaction checks from official sources, treatment protocols and alternatives with the same active ingredient.
- "Patient labs & imaging": capture the lab report (a scanner is recommended) or enter it manually. The app explains each result, marks high and low values, flags critical findings, clarifies imaging-report terminology and prints a patient summary.
- The owner controls which staff members can use the assistant.

Users, permissions & attendance

- Individual employee accounts with roles and permissions you define (profit visibility, purchasing rights and more).
- Deactivate departed employees while retaining their historical records in reports.
- Shift times, work days and leave, with clock-in and clock-out.
- PIN protection for monthly sales and profit figures.

Settings, printing & updates

- Country, currency and language; pharmacy details and logo; invoice layout.
- Receipt and label printer configuration, with a clear explanation whenever a print job fails.
- Daily local backup on your PC and encrypted cloud backup (Gold/Platinum).
- The update card at the top displays "Latest version" or a red "New update available" badge.
- "About → Request a feature" routes your request directly to the product team.

The owner mobile app

The RM Pharma app for pharmacy owners

1. On the pharmacy PC, select “Supplier orders” → “Pharmacy app” → “Generate pairing code”, then scan the pairing code with the app.
2. “Today”: sales, invoices, staff on shift, shortages and supplier promotions (real-time sales with Gold/Platinum).
3. “Supplier orders”: parcel-style tracking for every order.
4. “Pharmacy location”: save your location while on the pharmacy premises.

3 Supplier orders & the RM network

From order to delivery

Supplier orders (pharmacy)

1. Select “Supplier orders” → “Connect a supplier by code” and enter the invite code provided by your supplier (and the pharmacy location, if available).
2. Select “New order”, choose the supplier, then use “Add shortages” or search for items and quantities, and select “Send order”.
3. Track the order: each stage triggers a notification with the time, driver and carton count.
4. When the invoice arrives, select “Post invoice to purchasing” to add every item to the correct stock location.

Order workflow: from placement to delivery

Each stage triggers a notification to the pharmacy, in the software and on the owner's phone.

1

Order placement

Select items from the shortage list in one click, or by search or barcode scan, enter quantities and submit the order to the supplier.

Pharmacist / owner — PC

Notification to supplier: “New order from pharmacy …”

2

Supplier intake

The order appears under “Incoming orders” on the company PC and on employees' phones, with the pharmacy's full details and location.

Business

Notification to pharmacy: “Received by supplier”

3

Scan-based picking

The picker scans each item as it is packed. Completed lines turn green, and the app flags items that are not on the order or exceed the ordered quantity.

Order picker — PC or phone

Notification to pharmacy: “Picking started”

4

Invoice & cartons

“Order ready” generates the invoice at the company's prices and delivers it to the pharmacy instantly, and a label prints for each carton: “Carton 1 of 6 … 6 of 6” with the pharmacy's name, code and barcode.

Business — PC

Notification to pharmacy: “Order ready” with invoice

5

Loading

The driver scans each carton's barcode with the phone camera during loading, and the app confirms that every carton is on board.

Driver — phone

Notification to pharmacy: “Your order has shipped and is on the way”

6

GPS route

The app sequences the day's pharmacies from nearest to farthest from the driver and opens Google Maps for turn-by-turn guidance to each address.

Driver — phone

7

Delivery

On “Delivered”, the driver enters the recipient's name and photographs the invoice signed by the pharmacist; the photo is stored by the company as proof of delivery.

Driver — phone

Notification to pharmacy & business: “Delivered”

8

Stock posting

The pharmacy selects “Post invoice to purchasing”, and items, quantities and prices are added to stock in the correct locations with no manual entry.

Pharmacy — PC

Parcel-style order tracking for pharmacies

In the desktop software or the RM Pharma app, every order carries a tracking number and every stage is time-stamped.

Sent	9:12 AM
Received by supplier	9:15 AM
Picking started	9:40 AM
Order ready — invoice received · 4 cartons	10:05 AM
Shipped and on the way — driver: Sayed	10:30 AM
Delivered	—

4 RM Business

For pharmaceutical companies, warehouses & distributors

Desktop software and an Android app to manage your company, warehouse and drivers, connected to every pharmacy you serve. Orders arrive automatically, and your promotions reach your customers automatically.

Designed for

Every organization that supplies pharmacies and retail outlets.

Drug companies

Importers and distribution companies.

Drug warehouses

Wholesale operations: purchasing, inventory and sales to pharmacies.

Accessories & cosmetics

Shampoo, skin and hair care, and beauty tools.

Cleaning & medical supplies

Soap, disinfectants, gauze and basic medical devices.

Promotions delivered to every pharmacy simultaneously

In the app, go to **Incoming orders → Promotions**, enter the offer and its end date, then select “Publish”. The offer appears in the **offers bar** at the bottom of every connected pharmacy's software and in the RM Pharma app on the owner's phone.

Sample supplier promotions

Al Nour Accessories: 20% off hair-care shampoo through the end of the month

Nile Drug Warehouse: buy 10, get 1 free on medicine packs from …

Al Safa Cleaning Supplies: buy one carton of soap, get the second at half price

Medical supplies distributor: new blood-pressure monitor in stock — special pharmacy pricing

How it works

1. Create an offer on any product: shampoo, soap, medicine bundles, devices or other items.
2. Set an optional end date; the offer is removed automatically upon expiry.
3. The offer appears at **every connected pharmacy** in the offers bar and the mobile app, with a button to contact you.
4. Deactivate any offer in one click, and run up to 30 offers concurrently.

End-to-end order fulfillment

Order intake

Orders arrive automatically from pharmacies connected by invite code, with the pharmacy's name, code, phone number, address and map location.

Scan-based picking

Each item is scanned as it is packed, and the app flags any incorrect or surplus item. Pricing is drawn from your own catalog.

E-invoicing

"Order ready" generates the invoice and sends it to the pharmacy instantly, where it is added to stock in one click.

Carton labels

"Carton 1 of 6 … 6 of 6" labels with the pharmacy's name and code, order number and barcode, printed on the label printer.

GPS driver routing

Drivers load cartons by scan, follow a route sequenced from nearest to farthest, navigate with Google Maps and confirm delivery with a photo of the signed invoice.

Proactive pharmacy updates

Each stage is sent to the pharmacy as a notification, eliminating order-status inquiries.

Role-based team management

Business owner PC Android

Full access: orders, promotions, pharmacies, staff and permissions.

Warehouse keeper PC

Receiving from companies and manufacturers, inventory, expiry and stock counts.

Order picker PC Android

Scanning and picking, without access to profit or shipping data.

Driver Android

Carton loading, route navigation and delivery with photo proof.

Accountant / monitoring PC Android

Oversight of orders, invoices and accounts within assigned permissions.

Feature requests

Submit requirements from the desktop or mobile app for consideration in upcoming releases.

Getting started

1. Install the software on the company PC, then register and activate it.
2. Open “Incoming orders (Business)”, enter your company details and select “Enable Business mode” to receive your **invite code**.
3. Share the invite code with each pharmacy you serve; pharmacies connect via “Supplier orders → Connect a supplier by code”.
4. Install RM Business on your employees' and drivers' phones, and assign each device to its role via “Connect a phone”.
5. Publish your first offer from “Promotions”.

For guided onboarding or setup assistance, contact any authorized distributor on WhatsApp: +20 128 224 9678 · +20 127 355 1405

Business mode (drug companies, warehouses & distributors)

1. Open “Incoming orders (Business)”, enter company details and select “Enable Business mode” to receive your **invite code**, then share it with pharmacies.
2. New orders appear in the “New” tab. Open an order to view the pharmacy's details, map location, items and catalog pricing.
3. Picking: scan each item as it is packed (the row turns green), or select “Mark all as picked”.
4. Select “Order ready + invoice” and enter the carton count; “Carton 1 of N” labels print automatically.
5. Record “Shipped” (driver's name), then “Delivered” (recipient's name), or have the driver complete both steps from the phone.
6. “Find by order code / scan carton” opens any order instantly. “Pharmacies” lists every pharmacy with your private notes.

7. “Connect a phone” issues a QR code for each employee by role (Driver / Picking / Owner / Monitoring).

Supplier promotions

1. Open “Incoming orders” → “Promotions”.
2. Create an offer on any product, from shampoo and soap to medicine bundles, and optionally set “Valid until”, or start from a template.
3. Select “Publish”; within minutes the offer appears in the offers bar at **every connected pharmacy** and in the RM Pharma app.
4. “Stop” withdraws an offer immediately, and expired offers are removed automatically.

Al Nour Accessories: 20% off hair-care shampoo through the end of the month

The RM Business app for drivers and staff

1. Install the app and use “Scan the code” on the “Connect a phone” screen of the company PC.
2. **Drivers:** the “Route” tab lists pharmacies from nearest to farthest with distances, and “Start navigation” opens Google Maps in sequence.
3. Open the order, use “Scan carton” for each carton during loading, then select “Cartons received — order on the way”.
4. At the pharmacy, use “Call” or “Directions”, then select “Delivered”, enter the recipient's name and photograph the signed invoice.
5. **Order pickers:** open the order and “Scan” each item with the phone camera; closing and invoicing are completed on the PC.
6. The scan button at the top opens the order for any scanned carton.

5 Team roles

Responsibilities and permissions

Staff roles and responsibilities

Each user has access only to the functions their role requires. The pharmacy or business owner assigns roles and permissions to each employee and links each employee's phone to the assigned role.

Pharmacy owner

Windows Android

RM Pharma on the PC and the RM Pharma app on the phone

- Connects the pharmacy to suppliers using the invite code each supplier provides.
- Places orders and monitors each one in real time with parcel-style tracking.
- Receives the supplier invoice as soon as it is issued and posts it to purchasing in one click.
- Monitors daily sales, staff on shift, shortages and supplier orders from the phone.
- Saves the pharmacy's GPS location from the phone for accurate driver navigation.
- Sets permissions for pharmacy staff (supplier ordering, profit visibility and more).

Pharmacist / pharmacy assistant

Windows

RM Pharma on the pharmacy PC, within assigned permissions

- Adds out-of-stock items to the shortage list during sales.
- With purchasing permission, prepares and submits orders to the supplier.
- Receives the order from the driver and signs the invoice.

Business / warehouse owner Windows Android

The software in “Business mode” and the RM Business app with the “Owner” role

- Enables Business mode, obtains the invite code and shares it with pharmacies.
- Views every order at every status and every connected pharmacy with its address and location, and maintains private notes on each pharmacy.
- Defines roles and links each employee's phone to the assigned role (Driver / Picker / Monitoring).
- Can perform any step directly: picking, invoicing, shipping and delivery.
- Submits a “Feature request” to the product team for additional capabilities.

Warehouse keeper Windows

The business software on the PC, in a role created by the owner with inventory and purchasing permissions

- Receives goods from drug companies and manufacturers and records them as purchase invoices (photo capture available).
- Monitors inventory, expiry and shortages, and performs stock counts and adjustments.
- Prints barcodes for items without one.

No access to company profit data unless authorized by the owner.

Order picker Windows Android

The business software or the RM Business app with the “Order picking” role

- Opens the new order; the pharmacy immediately receives a “Picking started” notification.
- Scans each item (with a scanner or the phone camera) as it is packed; completed lines turn green.
- The app flags any item that is not on the order or exceeds the requested quantity.
- On completion, selects “Order ready” on the PC (pricing and invoice) and records the carton count and labels.

Shipping and delivery are reserved for the driver role.

Driver Android

The RM Business app with the “Driver” role

- Views the day's orders ready for delivery.
- Scans each carton's barcode during loading, with alerts for any missing carton.
- Selects “Order on the way” to notify the pharmacy.
- “Route” tab: pharmacies sequenced from nearest to farthest by location, with “Start navigation” opening Google Maps.
- For each pharmacy: one-tap calling and GPS “Directions” to the address.
- Confirms “Delivered” with the recipient's name and a photo of the signed invoice.

No access to pricing or order editing.

Accountant / monitoring Windows Android

Permissions set by the owner and the RM Business app with the "Monitoring" role

- Monitors orders, order status and invoices in read-only mode.
- On the PC, within assigned permissions: suppliers, accounts, expenses and reports.

Drivers and intelligent routing

1. **Pharmacy locations are captured:** the owner saves the GPS location once from the phone on the pharmacy premises, and the supplier sees it on the map.
2. **The driver's position is tracked:** via GPS on the driver's Android phone.
3. **Stops are sequenced:** beginning with the pharmacy closest to the driver, then the next closest, with a final optimization pass to eliminate backtracking.
4. **Distances are displayed** between consecutive pharmacies, along with the carton count for each.
5. **"Start navigation"** opens Google Maps with every stop in sequence for door-to-door guidance.

6 RM Clinic

For physicians' clinics

Electronic patient records, structured visits and appointments, and e-prescriptions delivered to the patient's pharmacy in seconds, integrated with pharmacies and laboratories across the RM network.

Complete clinical workflow management

Patient records

A numbered file for every patient with personal details, blood type, chronic conditions and current medications, consolidating every visit and prescription in one place.

Persistent drug allergy alerts

Recorded allergies are displayed in red at every visit and verified automatically during prescribing.

Visits & vital signs

Chief complaint, blood pressure, pulse, temperature, respiration, oxygen saturation, blood glucose, weight and height, examination, diagnosis and plan.

Appointments

Scheduling with “Arrived” and “In exam” status tracking, and follow-up visits booked automatically from the follow-up date.

Lab orders & results

Send lab orders to laboratories on RM Lab, with results returned directly to the patient's file. Capture an external report to receive a clear explanation with critical values flagged.

Billing

Visit fees, payments collected and outstanding balances, with daily reporting.

E-prescriptions delivered directly to the patient's pharmacy

1. Select **the patient's pharmacy** from participating pharmacies by name or area, sorted by proximity.
2. Prescribe from **items currently in stock** at that pharmacy, by brand name or active ingredient.
3. When an item is unavailable, view **in-stock alternatives with the same active ingredient** and substitute in one click.
4. **Real-time interaction alerts** based on official FDA labeling (red for severe, yellow for moderate, green for safe), together with allergy checks.
5. On submission, the pharmacy is notified and prepares the order, and the status updates to “Ready”, then “Dispensed”.
6. Print the prescription with your custom design, the pharmacy's address and phone number and a prescription QR code, or select “Print only” if the patient prefers another pharmacy.

Physicians see only “in stock / out of stock” status, never quantities or prices. Pharmacies control their visibility and may opt out at any time.

Prescription designer

- Your name, specialty and credentials; clinic name, address, phone numbers and hours.
- Logo, color, font and footer text.
- A5 (standard pad), A4 or receipt format, with a live preview before printing.

RM Doctor app for physicians and patients

- **For physicians:** the day's appointments and patient files on your phone.
- **For patients:** a personal patient code links them to your clinic, consolidating prescriptions, lab results and follow-up dates in one app.
- Patients may submit updates to their details, which you review before they are added to the record.
- **Record lock:** the patient's file remains locked, and every access or change request requires approval.

Getting started

1. Download the app from the Microsoft Store or via direct download.
2. Register, then send the activation-request screenshot to an authorized distributor via WhatsApp.
3. Under “Settings → Business type”, select **Medical clinic**, enter your clinic details and select “Save and register the clinic on the RM network”.
4. In “Prescription design”, add your name and logo to begin seeing patients.

7 RM Vet

For veterinary clinics

Comprehensive animal and owner records, vaccination schedules with automatic owner reminders, and e-prescriptions to veterinary pharmacies, purpose-built for veterinarians and integrated across the RM network.

Purpose-built for veterinary practice

Animal records

Species (dog, cat, poultry, cattle, sheep, horses and more), breed, weight, microchip and spay/neuter status, with every visit and prescription in the animal's file.

Owner profiles

The owner's mobile number and address, with all of the owner's animals in one place.

Vaccination schedules

Species-specific schedules, next-dose tracking and one-tap WhatsApp reminders to the owner.

Weight-based dosing

Weight is updated at every visit, so doses are always calculated from the current weight.

Veterinary drug catalog

A comprehensive veterinary drug database (Egypt and Saudi Arabia) with active ingredients and target species.

Veterinary lab orders

Send lab orders to a laboratory on RM Lab, with results returned directly to the animal's file.

E-prescriptions to veterinary pharmacies

1. Select the owner's veterinary pharmacy; only pharmacies that carry veterinary products are listed.
2. Prescribe from that pharmacy's in-stock items by brand name or active ingredient, with in-stock alternatives for any unavailable item.
3. On submission, the pharmacy is notified and prepares the order, and the status updates to “Ready”, then “Dispensed”.
4. Print the prescription with your clinic's design and a QR code, or select “Print only”.

Veterinarians see only “in stock / out of stock” status, never quantities or prices. Veterinary pharmacies maintain their veterinary catalog separately in sales and search.

Prescription designer

- Your name and credentials; clinic name, address, phone numbers and hours.
- Logo, color, font and footer text.
- A5, A4 or receipt format, with a preview before printing.

RM Vet app for veterinarians and pet owners

- **For veterinarians:** the day's appointments and animal files on your phone.
- **For pet owners:** each animal's vaccinations, upcoming doses, prescriptions and results in one app.
- Vaccination reminders are sent to the owner ahead of each due date.

Getting started

1. Download the app from the Microsoft Store or via direct download.
2. Register, then send the activation-request screenshot to an authorized distributor via WhatsApp.
3. Under “Settings → Business type”, select **Veterinary clinic**, enter your clinic details and select “Save and register the clinic on the RM network”.
4. In “Prescription design”, add your name and logo to begin seeing animal patients.

8 RM Lab

For medical laboratories

Manage your medical laboratory from order to report: track every sample by barcode, enter results against reference ranges, flag critical values instantly and deliver reports directly to the ordering physician and the patient, fully integrated with clinics and pharmacies on the RM network.

Complete laboratory workflow management

Sample accessioning & barcodes

Register the patient and order in seconds, print a barcode label for every tube and track each sample from collection to result.

Test catalog & panels

A configurable test menu with codes, sample types, panels and pricing, including fully editable templates for common tests.

Results entry

Fast, structured result entry by test and panel, with units, comments and independent second review before release.

Reference ranges & critical flags

Age- and sex-specific ranges, automatic high and low flagging, and critical-value highlighting for immediate notification of the responsible staff.

Professional reports

Branded reports with your laboratory's logo and details, delivered in print, as PDF or electronically, with a patient-friendly summary.

Billing & accounts

Per-visit invoicing, payments and balances, corporate and insurance contracts, and daily revenue reporting.

Electronic lab orders: physician, laboratory and patient in one closed loop

1. In RM Clinic, the physician selects the tests and **chooses the laboratory**; the order includes the patient's details, the requested tests and the laboratory's address for the patient.
2. The laboratory receives the order electronically, eliminating paper requisitions and manual re-entry.
3. The sample is collected and barcode-labeled, and the order status updates at each stage of processing.
4. Upon release, results are delivered automatically **to the ordering physician** and to the **patient** through the patient app.
5. The physician reviews the results in the patient's file and can send an e-prescription directly to the patient's pharmacy.

Key benefits

- Reduced errors: no handwritten orders and no re-entry of patient details.
- Faster care: results reach the physician the moment they are released.
- Informed patients: clear status updates and results on their phones.
- A unified network: clinics, laboratories and pharmacies on RM interoperate out of the box.

Laboratory data remains with the laboratory. Orders and results are exchanged only among the ordering physician, the selected laboratory and the patient.

9 Plans & pricing

Gold · Platinum · Classic

Plans & pricing

50% off every plan for a limited time in celebration of our official launch in Egypt. Standard pricing resumes when the promotion ends. Pricing in Egyptian pounds is available from our authorized distributors.

Gold

Monthly subscription — renews automatically; cancel anytime

-50%

~~$19.99~~ **$9.99** / month

- Full feature set
- Pharmacist assistant and lab report explanations
- Real-time mobile oversight
- Invoice and ID capture from photos
- Encrypted cloud backup
- Complimentary technical support

Subscribe through a distributor

Best value

Platinum

Annual subscription — a full year at a reduced rate

-50%

~~$199.99~~ **$99.99** / year

- Everything in Gold
- Save more than 15% compared with monthly billing
- Every new feature upon release
- Switch between Gold and Platinum at any time
- Priority complimentary technical support

Subscribe through a distributor

Classic

One-time purchase — perpetual license

-50%

~~$499.99~~ **$249.99** / one time

- All core features, fully offline
- Updates through the Microsoft Store
- Daily local backup on your PC
- Technical support on request

Purchase through a distributor

Payment: Vodafone Cash or InstaPay through our authorized distributors, or by card within the app.

10 Troubleshooting

Frequently asked questions

Troubleshooting

Windows displays “Windows protected your PC”

Select More info → Run anyway, or install from the Microsoft Store.

Printing is not working

In Settings → Printers, select the receipt printer and the label printer. The app displays the cause of any print failure. Confirm that the printer is powered on and connected.

No internet connection at the pharmacy

All core operations run offline. For online features, the “Internet” card at the top automatically connects the PC to your phone's mobile data (hotspot or cable).

Checking for updates

The update card at the top displays “Up to date” or a red “New update available” badge; select the badge to install.

The phone does not connect

Pairing codes are single-use and valid for 15 minutes; generate a new one on the PC. Confirm you are using the correct app (RM Business for businesses, RM Pharma for pharmacies).

An item barcode is not registered

The “Unregistered barcode” window first searches the network. If another pharmacy has already linked it, “Link in one click” is displayed; otherwise, select the item or add it as new.

11 Contacts

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