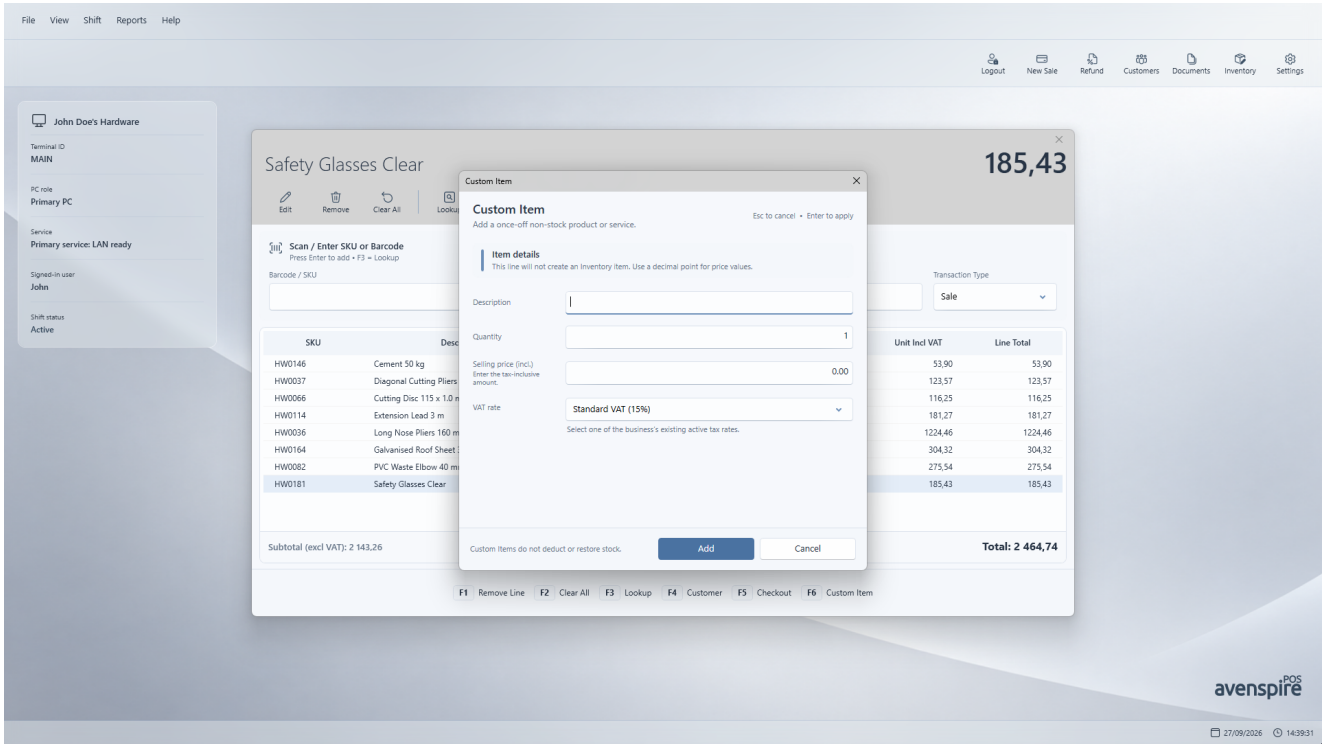
USER GUIDE

A practical guide to setting up your system, serving customers and running your shop.

Written for shop owners, managers and cashiers.



Covers: installation • sales • stock • customer accounts • reports • extra tills and licensing

Based on release 1.1.0 | October 2026

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Finding your way around

This guide is arranged around jobs you want to do, rather than technical features. You can read it from beginning to end or go straight to the part you need.

Starting from scratch	Read Part 1 to install the application, create your first login and set up your business.
Serving a customer	Go to Part 2 for sales, payments, refunds, quotations and document copies.
Managing stock	Part 3 explains products, prices, imports, adjustments, labels and stock takes.
Managing accounts	Part 4 covers customers, statements, payments and overdue interest.
Checking the business	Part 5 covers reports, monthly totals, backups, closing and updates.
Adding more tills	Part 6 takes you from Windows networking to pairing and activating a Sales PC licence.
Something is not working	Part 7 has daily checklists, troubleshooting and useful shortcuts.

How the instructions work

Menu choices appear like **File > Settings > Printing**. Click each item in order. Bold names such as **Save** or **Activate Licence** are the buttons or fields to look for.

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PART 01 / GET SET UP

Get set up

01 Welcome to Avenspire POS

Avenspire POS helps you handle everyday sales, keep track of stock, manage customer accounts and see how your shop is doing. This guide starts with setting up your first computer, then shows you how to use the system at the counter and behind the scenes.

You do not need to learn everything at once. Start with Part 1, then go to the task you need. The names shown in bold are the buttons and menu options to look for in Avenspire POS.

Three things to know first

- **Primary PC:** Your main computer. It keeps the shop's information, including stock, sales, customers, settings and backups. You can run Avenspire POS on this computer without buying an extra Sales PC licence.
- **Sales PC:** Another checkout computer connected to your Primary PC. Every additional Sales PC needs to be paired and have its own active licence.
- **Shift:** The period during which a cashier records sales and cash movements, from opening the till to closing it and checking the totals.

HELPFUL TIP If your shop has just one computer, you only need the Primary PC sections. The network and Sales PC chapters are for shops using more than one checkout computer.

02 Before you install

A few preparations now will make your first day of trading much easier.

Have these ready

- A Windows computer to use as the Primary PC, with its date and time set correctly.
- Your business name, address, telephone number, tax registration details (if applicable) and logo (optional).
- Your product list, including prices and opening stock quantities. You can add products individually or import a CSV file.
- A receipt or A4 printer if you plan to print documents. Install and test it in Windows first.
- A safe place for backups, preferably an external drive or another protected location.
- If you will use extra tills, a reliable private network, the additional computers and a Sales PC licence for each one.

IMPORTANT When you use additional Sales PCs, leave the Primary PC switched on and Avenspire POS running during trading. Sales PCs do not keep a separate copy of your shop's database.

03 Install the application

Install Avenspire POS on the computer you want to use first. You can add other tills after the main computer is ready.

Install Avenspire POS

1. Download the installer from the official Val Microsystems website.

2. Open the downloaded installer and follow the on-screen instructions.
3. Approve the Windows prompt only if you trust the file and its download source.
4. When installation is finished, open **Avenspire POS**.
5. Follow the first-run screens to choose how this computer will be used.

HELPFUL TIP Install the same supported version of Avenspire POS on your Primary PC and each Sales PC. If a printer does not appear in Avenspire POS, check that it is installed in Windows first.

04 Set up your Primary PC

The Primary PC is the heart of your system. Set it up first, even if you plan to use several tills.

Complete the first-time setup

1. On the first-run screen, choose **Primary PC**.
2. Enter your store or business name, choose your country and enter a clear Terminal ID, such as **MAIN**.
3. Check the country and tax information shown on the screen.
4. Create your first **Administrator** login. Choose a password that staff will not use for ordinary cashier access.
5. Finish setup and sign in.
6. Open **File > Settings** to finish your business, tax, printer and backup settings before processing real sales.

IMPORTANT The **Restore Backup** option is for setting up from an existing Avenspire POS backup. Do not choose it when starting a completely new shop.

05 Enter your business details

Your business information appears on relevant receipts and documents. Enter it carefully before you start selling.

Set up your store information

1. On the Primary PC, open **File > Settings > General**.
2. Enter the business name, complete address and contact details.
3. Add your registration and tax numbers where applicable.
4. Add your logo, banking details or document footer wording if your business uses them.
5. Check the currency and country settings.
6. Open **Numbering Settings** to check document number prefixes, if required.
7. Review the other General settings, including credit limits, interest and low-stock notifications, only if you plan to use these features.
8. Click **Save**.

HELPFUL TIP Print a test document after making changes. It is the quickest way to confirm that your company information looks right.

06 Set up tax

Tax settings affect the amounts shown on receipts, invoices and reports. They should match how your business is registered in your country.

Check your tax settings

1. Open **File > Settings** on the Primary PC.
2. Make sure the selected country and tax registration status are correct.
3. Enter your registered business details and tax number if required.
4. Open the **Tax** tab and check the default rate.
5. Add other rates only when your business needs them.
6. Save the settings, then check a test document to make sure the tax labels and amounts look correct.

IMPORTANT Choose the correct tax rate or category for each product. Country-specific options, such as reduced rate, zero-rated, exempt or outside-scope, only apply where supported. Ask your accountant if you are unsure which category to use.

07 Set up printers and labels

Avenspire POS can use receipt printers, A4 document printers and, if needed, label printers. Each computer has its own printer selections.

Choose your printers

1. Connect and install each printer in Windows, then print a Windows test page.
2. In Avenspire POS, open **File > Settings > Printing**.
3. Choose the printer for **Thermal 80 mm** receipts or the receipt format you prefer, where available.
4. Choose the **Document printer** for A4 invoices, quotations, statements and other full-page documents.
5. Choose the **Thermal label printer** if you print roll labels.
6. Save the settings and print a test receipt or document.

HELPFUL TIP A Sales PC normally uses its own local receipt printer for counter sales. Check the printer settings separately on that Sales PC. If printouts are too small or misaligned, verify the paper size in Windows before changing Avenspire POS settings.

08 Set up email

To email customer statements and invoices, Avenspire POS needs the email server details for the address you want to send from.

Add your email account

1. Open **File > Settings > Email**.
2. Enter the SMTP server address and port supplied by your email provider.
3. Choose the required SSL/TLS security option.
4. Enter the sender name, sender email address, username and password or app password.

5. Enter an address for a test email and click **Send Test Email**.
6. Check that the test message arrives, then save your settings.

HELPFUL TIP Many email providers support port **587** with TLS, but use the settings supplied by your own provider. Keep email passwords private.

09 Set up backups

A backup is a spare copy of your shop's information. If the Primary PC fails, a recent backup can make recovery much easier.

Turn on backups

1. On the Primary PC, open **File > Settings > Backup**.
2. Choose a backup folder outside the Avenspire POS application folder.
3. Turn on **Automatic backup** and choose how many backup files to keep.
4. Set a backup warning period if the option is available.
5. Click **Create Backup Now**.
6. Check that the backup succeeded and that the file is in the folder you chose.

IMPORTANT Keep at least one recent backup on a separate drive or another secure location. A backup stored only on a failed computer may not be recoverable.

10 Create staff logins

Give each person their own login. That way, employees can use the features they need without having access to everything.

Add a user

1. On the Primary PC, open **File > Settings > Users**.
2. Click **Add User** and enter the employee's username.
3. Choose a role: **Admin**, **Manager** or **Cashier**.
4. Enter a password and confirm it.
5. Select the permissions that person needs, such as sales, checkout, reports or refunds.
6. Make sure the user is active, then save.
7. Sign in with the new login to make sure it works as expected.

Change or disable a user

1. Return to **Settings > Users** and select the user.
2. Click **Edit User** to change the role or permissions, or use **Reset Password** if needed.
3. Deactivate the user when they should no longer be able to sign in.

HELPFUL TIP Give cashiers only the permissions needed for their work. Fullscreen exit, user management, settings and stock administration are best restricted to trusted staff.

PART 02 / SELL AND TAKE PAYMENTS

Sell and take payments

11 Open a shift

A shift keeps track of a till's sales, payments and cash movements. Start a shift before taking payments.

Start your shift

1. Sign in and open **Shift > Start Shift**.
2. Check that the Terminal ID is correct.
3. Enter the opening float — the cash already in the drawer at the start of the shift.
4. Choose **Blind close** if your business wants cashiers to count the drawer without seeing the expected amount.
5. Add a note if needed, then click **Start**.

Record cash added to or removed from the drawer

1. Open **Shift > Cash Transaction**.
2. Choose **Drop** for cash taken out for safekeeping, **Pay-out** for business cash spent, or **Pay-in** for cash added outside a sale.
3. Enter the amount and a short reason.
4. Save the cash movement.

HELPFUL TIP Record cash movements when they happen. This makes the cash total much easier to explain when you close the shift.

12 Make a sale

This is the screen you will use most often. Scan items or look them up, check the total and then open Checkout.

Ring up a sale

1. Make sure a shift is open, then select **File > New Sale**.
2. Leave **Transaction Type** set to **Sale**.
3. Scan a barcode or enter the item's SKU and press **Enter**.
4. If you cannot find the code, press **F3** to search for the product.
5. Repeat until all items are in the sale.
6. Select a line if you need to change its quantity or apply a permitted discount.
7. To remove one selected line, press **F1**. To clear the entire sale, press **F2**.
8. Choose a customer with **F4** if needed.
9. Check the items, quantities, prices and total. Press **F5** to go to Checkout.

HELPFUL TIP Take a moment to check the total before accepting money. Once a sale is completed, use a refund or credit note for a correction rather than trying to change the original sale.

13 Take payment

In Checkout, choose how the customer is paying. Use the instructions for the payment type you need.

Cash

1. Select **Cash** (or press **F1** in Checkout).
2. Enter the amount the customer gives you.
3. Check the change shown by Avenspire POS.
4. Press **Ctrl+Enter** to finish the sale and give the customer their receipt.

Card

1. Select **Card** (or **F2** in Checkout).
2. Process the payment on your card terminal first.
3. Enter the card transaction reference if available.
4. Press **Ctrl+Enter** only after the card payment has succeeded.

Bank transfer

1. Select **Bank Transfer** (or **F4** in Checkout).
2. Confirm payment according to your business procedure and enter the transfer reference when available.
3. Press **Ctrl+Enter** to finish.

Split payment

1. Select **Split** (or **F5** in Checkout).
2. Enter the amount being paid by each method: cash, card, bank or customer account.
3. Select the customer if any amount is being charged to an account.
4. Check that the amounts add up to the total, then press **Ctrl+Enter**.

Email the invoice

1. After the sale is completed, wait for the invoice options window to open.
2. Enter the customer's email address in the Email invoice section.
3. Click Email invoice, or press Enter while the email address box is active.
4. Wait for the Invoice emailed successfully message before continuing.
5. On a Sales PC, keep the Primary PC connected; it sends the invoice using the email settings configured on the Primary PC.

IMPORTANT A card or bank reference records information; it does not confirm that money has arrived. Always check the payment using your normal banking or terminal process. If cash rounding is enabled, let Avenspire POS calculate it at Checkout.

14 Sell on a customer account

An account sale lets an approved customer buy now and pay later. The amount is added to that customer’s account balance.

Charge a sale to an account

1. Add the products to the sale.
2. Select the correct customer with **F4**, or choose them in Checkout.

3. Press **F5** to open Checkout, then choose **Account** (or **F3** in Checkout).
4. Check that the account is active and review the balance and credit limit.
5. If a warning appears, follow your store's credit policy. A blocked transaction may require a Manager or Administrator override where permitted.
6. Once everything is correct, press **Ctrl+Enter** and print the account document.

HELPFUL TIP If you cannot select a customer or the account is inactive, ask someone with customer-management permission to check their details on the Primary PC.

15 Create a quotation

A quotation is a price offer, not a completed sale. Saving a quote does not take payment or reduce stock.

Save a quotation

1. Open **New Sale** and change **Transaction Type** to **Quotation**.
2. Add the items, quantities and customer details if needed.
3. Check the quoted prices and choose **Save Quote** (using **F5** where shown).
4. Save, then preview or print the quotation for the customer.

Turn a quotation into a sale

1. Open **File > Documents** and find the quotation.
2. Select it and choose **Convert selected quotation to a sale**.
3. Check any stock or price-change warnings. Correct blocking issues before continuing.
4. Open Checkout, take payment and complete the sale.

IMPORTANT Quotation prices are not reserved. Stock may be unavailable or prices may have changed when the customer returns. The quotation stays in history; only the completed sale is included in sales reporting.

16 Add a once-off item

A Custom Item is useful when you need to sell something that is not in your regular product list. It will not add a permanent stock item.

Add a Custom Item to a sale

1. Open **New Sale** and press **F6**.
2. Enter a clear description, quantity, price and the correct tax rate or category.
3. Click **Add**.
4. If the system asks for a Manager Override, ask an authorised Manager or Administrator to approve it.
5. Finish the sale as usual.

HELPFUL TIP Custom Items do not change the on-hand quantity of a stock item. Use the normal Inventory screen for products you sell regularly.

17 Refund a sale or issue a credit note

Use a refund when a customer returns goods or you need to reverse part or all of an earlier sale. The refund remains linked to the original transaction.

Process a refund

1. Make sure a shift is open and open the **Refund / Credit Note** option.
2. Enter the original invoice number or Sale ID, then click **Load**.
3. Check that you have the correct sale and customer.
4. Select the items being returned and enter the refund quantity for each one.
5. Select **Restock** only for goods that should go back into sellable stock.
6. Enter a clear refund reason.
7. Choose how the refund will be settled: customer account credit, cash, card or bank transfer, as applicable.
8. Add a card or bank reference when required, then click **Create**.
9. Preview or print the refund document and check the stock movement if you restocked items.

IMPORTANT Never mark damaged or unsellable goods as restocked. Make sure the refund method matches how the customer will actually receive the money.

18 Find and reprint a document

You can find old transactions without creating them again. This is useful when customers need another invoice, quotation, credit note or account payment receipt.

Find an existing document

1. Open **File > Documents**.
2. Choose the correct tab, such as invoices and quotations, refunds, or account payments.
3. Search by document number, customer or date range.
4. Select the result and choose **Preview**.
5. Click **Print** if a copy is needed.

HELPFUL TIP Reprinting a document is not the same as processing a new sale. Check that you are using the existing document rather than entering the sale again.

PART 03 / LOOK AFTER STOCK

Look after stock

19 Add or edit products

Keep your product details up to date so that prices, tax and stock levels are correct at checkout. Product maintenance is done on the Primary PC.

Add a product

1. Open **File > Inventory** on the Primary PC and click **New Item**.
2. Enter a unique **SKU** (your stock code), a barcode if used, and an easy-to-recognise description.
3. Choose a category and enter the cost price.
4. Enter the selling price or markup and check the tax-inclusive and tax-exclusive amounts.
5. Select the correct tax setting for the item.
6. Set a **Minimum Stock Level** if you want low-stock alerts.
7. Enter opening stock if the form offers that option, then click **Save**.

Change or archive a product

1. Find the product by name, SKU or barcode, then select it.
2. Click **Edit Selected Item** (or double-click the item), make your changes and save.
3. To remove an item from everyday use, use the available delete/archive action and confirm it. Historical sales records are preserved by archiving.

HELPFUL TIP Check price and tax changes carefully. If you need to correct a stock quantity, use a stock adjustment rather than editing past sales.

20 Import or export a product list

A CSV is a spreadsheet-style file that can hold many products. Importing saves time when setting up a large inventory.

Import a CSV file

1. On the Primary PC, open **Inventory** and choose **File > Import CSV**.
2. Select your prepared CSV file.
3. Review any column mapping, warnings or preview shown.
4. Correct invalid information before continuing, then confirm the import.
5. Search for a few imported items and check their prices, tax settings and stock quantities.

Export the inventory

1. In **Inventory**, choose **File > Export CSV**.
2. Choose where to save the file, then open it to make sure the item list looks correct.

IMPORTANT CSV import and export are Primary PC features. Keep a backup before making a large import or stock change.

21 Adjust stock and see stock history

Use a stock adjustment when you receive goods, find missing items or need to correct a quantity. The history helps you see why stock changed.

Make a stock adjustment

1. Open **Inventory**, select the product and open **Stock Levels**.
2. Click **Adjust Stock**.
3. Enter the quantity change and a short reason or reference.
4. Save, then check the new **On Hand** quantity.

See previous stock movements

1. Open the product's stock movement history.
2. Choose a date range or movement type if needed.
3. Review entries for sales, refunds, imports, stock takes and manual adjustments.

HELPFUL TIP Give useful reasons such as "Supplier delivery", "Damaged in store" or "Count correction". They are easier to understand later than a blank note.

22 Low-stock alerts

If an item drops to or below its minimum level, Avenspire POS can remind you to reorder it.

Switch on low-stock notifications

1. On the Primary PC, open **File > Settings > General**.
2. Enable low-stock startup notifications and save.
3. In Inventory, set a realistic **Min Stock Level** for each item you want to monitor.
4. When a low-stock notice appears after sign-in, review the items and reorder or adjust stock as needed.

HELPFUL TIP You can turn these notifications off again in General settings. Items without a useful minimum level may not give useful alerts.

23 Check how a product is selling

The Performance tab shows whether an item is selling well over time. You can look at quantities or sales value.

View item performance

1. Open **Inventory** and select the product.
2. Open the **Performance** tab.
3. Choose the period and select **Net units sold** or **Net revenue**.
4. Choose a daily, weekly or monthly view, then click **Refresh**.
5. Review the graph and recent activity.

24 Print shelf and barcode labels

You can print labels on A4 sheets or supported thermal label rolls.

Print A4 sheet labels

1. Open the product in **Inventory** and go to **Labels**.
2. Choose the details you want on the label, such as description, price and stock code.
3. Choose the A4 label sheet layout, number of labels and starting position if you are using part of a sheet.
4. Click **Preview**, check the alignment and print.
5. Use **Align Labels** if the print position needs adjusting.

Print thermal roll labels

1. Make sure the thermal label printer is selected under **Settings > Printing**.
2. Open the product's thermal roll label options and choose the label size or **Custom**.
3. Use **Calibrate** or **Print Test Label** to check the fit.
4. Adjust offsets or dimensions only when the test print shows a consistent error.
5. Save the calibration and print the quantity needed.

HELPFUL TIP When every part of a label is shifted in the same direction, adjust the horizontal or vertical offset. Avoid changing several settings at once.

25 Count stock (Stock Take)

A stock take compares the items physically on your shelves with the quantities recorded in Avenspire POS. Work through a count carefully, then finalise it once you are happy with the numbers.

Start a Stock Take

1. On the Primary PC, open **File > Inventory > Tools > Stock Take**.
2. Choose **New** and give the count a clear name, such as "October Store Count".
3. Choose the whole inventory or selected categories.
4. Choose whether to include zero-stock items and whether to print a blind count sheet.
5. Create the session.

Enter the counted quantities

1. Open the session and print a count sheet if you need one.
2. Physically count the goods and enter each quantity in the **Counted** column.
3. Add notes for damaged, missing or unusual stock.
4. Review the **Variance** column and save regularly, especially before changing sessions or closing the window.

Finalise the count

1. Check the entered quantities and look carefully at any uncounted lines. Uncounted items will not be adjusted to zero.
2. Click **Finalize**, read the confirmation and complete the process. Check the resulting stock adjustments; the finalised count remains in history.

PART 04 / CUSTOMERS AND ACCOUNTS

Customers and accounts

26 Add and maintain customers

Save customer details if you want to track account balances, issue documents to named customers or keep their contact information handy.

Add a customer

1. On the Primary PC, open **File > Customers** and click **Add**.
2. Enter the customer's name, phone number, email address and billing address as needed.
3. Enter business or tax registration details if applicable.
4. If the customer may buy on account, enable **Active Account** and set their **Credit Limit**.
5. Click **Save**.

Update customer information

1. Find the customer in **File > Customers** and click **Edit**.
2. Update the details, then save.

HELPFUL TIP An account should only be enabled for customers your business has approved for credit. Customer records are maintained on the Primary PC.

27 View, print or email a statement

A customer statement shows what has been charged, what has been paid and what balance remains.

Prepare a statement

1. Open **File > Customers** and select the customer.
2. Click **Statement**.
3. Choose the **From** and **To** dates, then click **Apply**.
4. Review invoices, payments, credit notes, interest and the balance.
5. Choose **Print**, **Export to PDF** or **Email**, as needed.

HELPFUL TIP Emailing a statement requires the email settings in Part 1 to be configured first.

28 Record a customer account payment

When an account customer pays money toward what they owe, record the payment against their account so the statement stays accurate.

Post an account payment

1. Make sure a shift is open and open the customer's **Statement**.

2. Click **Post account payment**.
3. Enter the amount and choose **Cash**, **Card** or **Bank Transfer**.
4. Enter the payment reference when required.
5. Review unpaid invoices and choose how to allocate the payment. Use **Auto Allocate** if you want the application to assign it for you.
6. Check the total allocated. Leave an amount unallocated only if it should remain as customer credit.
7. Click **Post**, check the refreshed statement and print the receipt if needed.

HELPFUL TIP You can allocate part of a payment to one invoice and the rest to another. Double-check the amounts before posting.

29 Charge overdue-account interest

Avenspire POS has an optional interest feature for overdue customer accounts. Leave it off unless your business uses interest, has agreed terms with customers and has checked the applicable requirements with its accountant or adviser.

Set up interest

1. On the Primary PC, open **File > Settings > General**.
2. Enable overdue-account interest.
3. Enter the annual interest rate, grace period and minimum overdue balance.
4. Save the settings.

Review and apply interest

1. Open the customer statement, choose the interest action and carefully review the date range and amount.
2. Post only when the result is correct, then review the updated statement.

PART 05 / REPORTS, CLOSING AND MAINTENANCE

Reports, closing and maintenance

30 Read your sales and stock reports

Reports help you see what sold, what changed in stock and how each completed shift performed. Some reports are available only to users with reporting permission.

Review a closed shift

1. Open **Reports > Closed Shift Reports**.
2. Select the shift you want to check.
3. Preview or print its **Z-report** (shift totals) or **Shift Sales Detail** (individual activity).

Find other useful reports

- **Sales Summary by Code:** Sales for selected products or stock codes over a date range.
- **Custom Item Sales Report:** Sales and returns involving Custom Items.
- **Stock Movements Report:** Stock added, removed or adjusted, with movement reasons and references.
- **Country tax or daily takings report:** Tax breakdowns where the selected country profile supports them; the UK profile includes a VAT / Daily Gross Takings report.

Open the report, set the date range or filters, click **Apply** or **Refresh** when shown, and then print or export using the available buttons.

HELPFUL TIP When comparing figures, use the same date range and make sure you understand whether the report includes only closed shifts or other transactions.

31 View the Monthly Summary

The Monthly Summary gives you a useful snapshot of trading for a chosen month. It is a report, not a separate month-end process.

Review a month

1. Open **Reports > Monthly Summary**.
2. Select the month and year.
3. Review the displayed totals and note the latest shift that has been closed.
4. Compare the figures with the relevant closed-shift reports when reconciling payments.
5. Print or keep the report if the screen offers that option.

IMPORTANT If shifts are still open, the month’s figures may not yet reflect all the trading you expect. Check which shifts are included before relying on totals.

32 Close your shift

Close the shift at the end of a cashier's trading period so that sales and cash movements are recorded together.

Finish and close the shift

1. Complete any open sales and record outstanding cash drops, pay-ins or pay-outs.
2. Open **Shift > Close Shift**.
3. Review the payment, refund and cash-movement summaries.
4. Count the cash in the drawer and enter the **Counted cash** amount.
5. Add a closing note if there is anything to explain.
6. Review the difference if the screen shows one, then click **Close Shift**.
7. Preview or print the **Z-report** and **Shift Sales Detail** if needed.

HELPFUL TIP A cash difference is easier to investigate while the events of the shift are still fresh. Record any explanation in the closing note.

33 Make a backup or restore one

Creating a backup is a routine safety measure. Restoring a backup is a recovery operation and replaces the current business database.

Make a manual backup

1. On the Primary PC, open **File > Settings > Backup**.
2. Check the backup folder, then click **Create Backup Now**.
3. Confirm that the backup succeeds and the latest backup details update.
4. Keep a separate copy of the backup in a safe location.

Restore from a backup

1. Stop trading and close Avenspire POS on all Sales PCs.
2. On the Primary PC, open **Settings > Backup**.
3. Click **Validate Backup File**, select your backup ZIP and wait for a successful validation result.
4. Click **Restore From Backup**, read the warning and confirm only if you intend to replace the current database.
5. Allow the safety backup and restart to finish.
6. Check recent sales, customers, products and users before reconnecting Sales PCs.

IMPORTANT A restore can replace transactions entered since the backup was created. Make sure you have chosen the correct file. If you are not sure, contact support before restoring.

34 Update Avenspire POS

Updates can bring improvements and fixes. Apply them when the tills are not busy and you can check that everything works afterwards.

Install an update

1. Finish open sales and follow any instructions about closing shifts.
2. Create a fresh backup on the Primary PC.
3. Close Avenspire POS on all Sales PCs.
4. Start the update from the application's update prompt or update option.
5. Follow the instructions and allow installation to finish.
6. Restart Avenspire POS and check the version and normal operation.
7. Update any Sales PCs to the matching supported release.
8. Test a checkout and printout before returning to normal trading.

IMPORTANT Do not switch off the computer partway through an update. Keep the latest successful backup until the updated system has been checked.

PART 06 / ADD AND LICENCE MORE TILLS

Add and licence more tills

35 How extra tills work

You can start with one Primary PC and add Sales PCs when your shop needs more checkout points. The extra computers use the same shop information over your local network.

What each computer can do

- **Primary PC:** Holds the shop data and is used for setup, stock maintenance, customers, reports, backups, Sales PC pairing and licence management.
- **Sales PC:** Used mainly for checkout, selecting existing customers, printing receipts and other activities allowed by the signed-in user's permissions.
- **Shared information:** Sales PCs use the Primary PC's data; do not try to open or copy the live database directly from another computer.

Adding a Sales PC involves three separate jobs: connect the computers, pair the Sales PC, and activate a licence for that Sales PC. Follow the next chapters in order.

IMPORTANT A single Primary PC can be used without an extra Sales PC licence. Each additional Sales PC needs its own licence. Pairing alone does not activate a licence.

36 Connect the computers in Windows

Before pairing, make sure your Primary PC and Sales PC can communicate over the same private network. A network cable is often the simplest option; reliable Wi-Fi can also be used.

Check both computers are on the same network

1. Connect both computers to the same trusted router or local network.
2. On each computer, open **Windows Settings > Network & internet**.
3. Open the active **Ethernet** or **Wi-Fi** connection.
4. Set **Network profile type** to **Private** for this trusted shop network.
5. Check that Windows shows the connection as active.

Find the Primary PC network address

1. On the Primary PC, press **Windows key + R**.
2. Type **cmd** and press **Enter**.
3. In the black window, type **ipconfig** and press **Enter**.
4. Under the active Ethernet or Wi-Fi connection, find **IPv4 Address**.
5. Write down the number, for example **192.168.1.25**. Your number will probably be different.
6. You will enter this address in the Sales PC connection screen.

Give computers clear names (optional)

1. In Windows, open **Settings > System > About > Rename this PC**.
2. Choose a simple name, such as **AVENSPIRE-MAIN** or **AVENSPIRE-TILL1**.
3. Restart Windows if asked.

HELPFUL TIP Ask whoever manages your router to reserve the Primary PC's IP address (a DHCP reservation). This reduces the chance of the address changing. Never use your public internet IP address in the Sales PC settings.

37 Allow the Primary PC connection through the firewall

Windows Firewall may prevent the Sales PC from reaching the Primary PC. Start with the built-in firewall setup option in Avenspire POS.

Set up firewall access

1. On the Primary PC, sign in as an authorised user.
2. Open **File > Settings > General**.
3. Click **Configure Firewall Access**.
4. Approve the Windows Administrator prompt if asked.
5. Allow the rule for a trusted **Private** network, then restart Avenspire POS if instructed.
6. Test the connection from the Sales PC again.

If automatic firewall setup does not work

1. On the Primary PC, open **Windows Security > Firewall & network protection > Advanced settings**.
2. Go to **Inbound Rules > New Rule**.
3. Choose **Port**, then **TCP**, and enter **17841** as the local port.
4. Choose **Allow the connection**, select the **Private** profile only, and leave Public unselected.
5. Name the rule **Avenspire POS Primary Service** and finish the wizard.
6. Restart Avenspire POS and test again.

IMPORTANT Never forward port 17841 from your router to the internet. The Sales PC connection is intended for your private shop network only. Leave Windows Firewall and antivirus protection enabled.

38 Set up and pair a Sales PC

Pairing tells the Primary PC that this particular checkout computer is allowed to connect. You only need a new pairing code when adding or re-pairing a device.

Start the Sales PC setup

1. Install and open Avenspire POS on the computer you want to use as an extra till.
2. Choose **Sales PC** during the first-run setup.
3. Give it a unique Terminal ID, such as **TILL-01**.
4. Enter the Primary PC's IPv4 address or computer name.
5. Click **Connect to Primary PC** or **Test Primary Connection**, as shown on your screen.
6. Confirm that the correct shop appears, then continue to the pairing screen.

Generate and enter a pairing code

1. Return to the **Primary PC** and sign in as a Manager or Administrator.
2. Open **File > Settings > General > Manage Sales PC Pairing**.

3. Click **Generate Pairing Code**.
4. Return to the **Sales PC**, enter that code and click **Pair This Sales PC**.
5. Complete pairing before the temporary code expires. A pairing code is for one use only.
6. Sign in on the Sales PC and check that its connection status says **Connected**.

Re-pair a previously connected computer

1. On the Primary PC, generate a new code in **Manage Sales PC Pairing**.
2. On the Sales PC, open its connection settings and choose **Pair / Re-pair This Sales PC**.
3. Enter the fresh code and test the connection.

IMPORTANT A paired Sales PC may still show that a licence is needed. Follow the next chapter to buy and activate a licence before using the new till for trading.

39 Buy a Sales PC licence

Each additional Sales PC needs its own annual licence. You can buy one from the licence window on the Primary PC.

Purchase a licence for your new till

1. First, pair the Sales PC using the previous chapter.
2. On the **Primary PC**, open **File > Settings > General > Manage Sales PC Pairing**.
3. Select the new device in the **Paired Sales PCs** list. Check its Terminal ID so you choose the correct till.
4. Click **Manage Licence**.
5. Click **Buy Sales PC Licence** to open the official purchase page.
6. Complete checkout for this additional Sales PC.
7. Keep the purchase email and licence key somewhere safe.

HELPFUL TIP You need one licence per additional Sales PC. You do not need to buy a licence simply to use Avenspire POS on the single Primary PC.

40 Activate and check a Sales PC licence

After purchasing, activate the key against the correct paired computer. This is done on the Primary PC, not inside the sales screen.

Activate the key

1. On the **Primary PC**, open **File > Settings > General > Manage Sales PC Pairing**.
2. Select the paired Sales PC. Double-check the name, Terminal ID and Device ID.
3. Click **Manage Licence** to open **Sales PC Licence**.
4. Paste or type the purchased key into **Licence key**.
5. Click **Activate Licence** and read the confirmation message. An internet connection may be needed.
6. Click **Validate Now** if you need to check the current status.
7. Close the licence window, sign in on the Sales PC and test the connection and a normal checkout workflow.

Check a licence later

1. On the Primary PC, select the paired device in **Manage Sales PC Pairing**.
2. Open **Manage Licence** and choose **Validate Now**.
3. Read the result. Use **Recover Licence Data** only when the stored licence information needs to be recovered.

If a licence is not accepted

1. Select the correct paired computer on the Primary PC and open **Manage Licence**.
2. Click **Validate Now** and read the message. Check whether the key has expired or belongs to a different device.
3. Renew an expired licence or contact Val Microsystems support if the key still cannot be activated.

IMPORTANT Keep the full key private. Do not send screenshots showing your licence key, or use the same licence on two tills at once.

41 Replace or remove a Sales PC

When a till is being replaced, move its licence carefully so you do not interrupt another working terminal.

Replace a computer

1. Finish trading on the old Sales PC and close its shift.
2. On the Primary PC, open **Manage Sales PC Pairing**, select the old device and click **Manage Licence**.
3. Choose **Deactivate Licence** if you intend to release its assignment, and confirm that deactivation succeeds.
4. Install Avenspire POS on the replacement computer and set it up as a Sales PC with its own Terminal ID.
5. Connect to the Primary PC and pair the replacement using a fresh code.
6. Select the new device on the Primary PC, open **Manage Licence** and activate the eligible licence.
7. Validate the licence and check that the replacement connects, signs in and prints correctly.
8. When the old device is no longer needed, revoke its pairing on the Primary PC.

If the old computer is broken

If you cannot deactivate the old device, record the exact error and keep your purchase details. Contact Val Microsystems support for advice on licence recovery or reassignment before purchasing another key.

HELPFUL TIP **Deactivate Licence** and **Revoke pairing** are different actions. The first releases a licence assignment; the second removes a device’s permission to connect. Do not revoke a working till by mistake.

42 Using your Sales PCs each day

After setup, a Sales PC is straightforward to use. It connects to the Primary PC and works with the same shop data and user logins.

Start the extra till

1. Switch on the Primary PC and start Avenspire POS there first.
2. Switch on the Sales PC and open Avenspire POS.
3. Confirm that the status shows **Connected**.

4. Sign in and start a shift for that till if needed.
5. Check the local receipt printer before taking payments.

What to do if the connection is lost

1. Stop attempting new sales until the connection has been restored.
2. Check that the Primary PC is on and Avenspire POS is running there.
3. Check the network connection and the stored Primary PC address.
4. Use **Test Primary Connection** and follow the network troubleshooting chapter if necessary.

IMPORTANT Do not create a separate shop database on a Sales PC. Inventory changes, new customers, backups and other administration belong on the Primary PC. A cashier may also be prevented from leaving fullscreen mode.

PART 07 / EVERYDAY CHECKS AND HELP

Everyday checks and help

43 Opening the shop

A quick opening routine catches printer and network problems before the first customer arrives.

Morning checklist

1. Turn on the Primary PC, check its network connection and open Avenspire POS.
2. Turn on any Sales PCs and check that each one shows **Connected**.
3. Check receipt paper, labels and local printers.
4. Sign in and review any low-stock alert.
5. Start the shift, enter the opening float and check the Terminal ID.
6. Make sure the correct prices and dates are displayed before trading.

HELPFUL TIP Only make a test transaction if that is part of your store's procedure. Do not leave a test sale in your real financial records by accident.

44 Closing the shop

Closing properly helps you reconcile money and confirm that the store's information is protected.

End-of-day checklist

1. Finish sales, account payments and refunds.
2. Record outstanding cash drops, pay-ins or pay-outs.
3. Count the drawer and close each shift.
4. Review the Z-report and investigate any unexplained differences.
5. On the Primary PC, check that a recent backup completed and that the backup file is stored safely.
6. Close Avenspire POS on the Sales PCs, then the Primary PC.
7. Shut down Windows normally.

HELPFUL TIP Keep your Z-reports, statements and any supporting documents according to your business record-keeping requirements.

45 Fix connection problems

If a Sales PC says **Connection lost with Primary PC**, the cause is usually the network, the Primary PC being unavailable or a setting that has changed.

Check the connection in this order

1. Make sure the Primary PC is on, connected to the network and running Avenspire POS.
2. Check network cables or Wi-Fi on both computers.
3. On the Primary PC, run **ipconfig** again and confirm its IPv4 address.
4. On the Sales PC, check that the saved Primary PC address matches.

5. Use **Test Primary Connection**.
6. If it still fails, run **Configure Firewall Access** on the Primary PC and check that both Windows networks are **Private**.
7. Restart Avenspire POS on both machines, then re-pair only if the device's pairing has been revoked or changed.

If the computer name does not work

Enter the Primary PC's IPv4 address instead of its name. If the address keeps changing, ask for a router DHCP reservation.

HELPFUL TIP You can try **ping** from Windows Command Prompt, but a blocked ping reply does not always mean Avenspire POS cannot connect. The built-in Primary Connection test is the better final check.

46 Fix printing and label problems

If a receipt or label looks wrong, check the printer itself before changing application settings.

When nothing prints

1. Check that the printer has power, paper and a working cable or network connection.
2. Print a **Windows test page**.
3. Open **File > Settings > Printing** and make sure the correct printer is selected on this computer.
4. Check the printer's paper size and preferences in Windows.
5. If the print queue is stuck, clear the problem in Windows or restart the Windows Print Spooler, then test again.

When a label is misaligned

1. Confirm that the correct label size is loaded and selected.
2. Print a test label.
3. Adjust the horizontal or vertical offset if the whole label is shifted.
4. Adjust width or height only if the printed boundary is consistently the wrong size.
5. Save the calibration when the test print is correct.

IMPORTANT Before repeating a failed receipt print, check whether the sale itself completed. Printing the document again is safer than charging the customer a second time.

47 Useful keyboard shortcuts

You can use the mouse for everything, but these shortcuts help when you are busy at the counter. Shortcut keys depend on which window is open.

In the Sale window

- **F1:** Remove the selected sale line.
- **F2:** Clear the current sale lines.
- **F3:** Look up a product.
- **F4:** Select a customer.
- **F5:** Open Checkout (or Save Quote when making a quotation).
- **F6:** Add a Custom Item.

In Checkout

- **F1:** Cash.
- **F2:** Card.
- **F3:** Account.
- **F4:** Bank Transfer.
- **F5:** Split payment.
- **Ctrl+Enter:** Complete the transaction after checking the details.

HELPFUL TIP The meaning of **F3** or **F5** changes between the Sale and Checkout windows. Always check which screen you are working in.

48 Good habits and getting help

A few simple habits will keep your records accurate and reduce problems for staff and customers.

Protect your store information

- Give each employee their own user login and keep Administrator passwords private.
- Check the item, quantity, customer and payment amount before finishing a sale.
- Use refund documents for correcting completed sales, rather than changing past transactions.
- Keep the Primary PC running while Sales PCs are working, and check backups regularly.
- Do not store the live **POS.db** in a shared folder or sync the live database directly to cloud storage.
- Keep Windows security updates and antivirus protection enabled.
- Check tax settings, financial reports and customer interest policies with your accountant when necessary.

When contacting support

Have your Avenspire POS version, country, computer role (Primary PC or Sales PC), Terminal ID, a description of the problem and the exact error message ready. Tell support what you were doing just before the problem appeared. Do not send passwords, full licence keys or real customer payment details.