



BillMatePOS

Installation & Setup Guide

For shop owners, managers and cashiers

BillMatePOS 1.0.0 · October 2026

Windows desktop software by SastiLab Technologies · support@sastilab.com

Download: sastilab.com/billmatepos

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How to read this guide

Keys you press look like **F4**. Menu paths look like **System → Settings**. Most screens list their keys at the bottom, and every screen has a built-in Help (**Menu → Help**) with pictures.

Who does what

Sections 1–6 are done once, by the shop owner or the person who installs BillMatePOS. Sections 7–11 are for everyday work at the counter. Keep sections 12–16 for when you need them.

1. Before you start

What you need

Item	Details
Computer for each counter	A 64-bit Windows PC with a screen of 1366 × 768 or larger. BillMatePOS is tested on Windows 7 SP1 (64-bit) and designed for Windows 10 and 11 (64-bit). 32-bit Windows is not supported.
Windows account	An administrator account to install. Daily billing does not need administrator rights.
BillMatePOS setup file	BillMatePOS-Setup.exe — one file for the Main PC and every counter. Download it from sastilab.com/billmatepos , or get it from SastiLab.
Barcode scanner	Any USB scanner that works like a keyboard (it types the code and presses Enter).
Receipt printer	An 80 mm thermal receipt printer, with its Windows driver installed.
Label printer (optional)	For printing barcode price labels.
Internet	Only once per counter, to activate its licence. Daily billing works without internet.
Shop network (2–3 counters)	All counter PCs connected to the same router or switch, by cable (best) or reliable Wi-Fi. A phone hotspot is not recommended (section 5).
Computer names (2–3 counters)	Each PC needs its own Windows name, chosen before installing and before activating licences (section 5).

Words used in this guide

Word	Meaning
Main PC	The computer that keeps the shop's database (all items, stock and bills). It is also Counter 1.
Counter	A computer where bills are made. A shop can have up to 3 counters. Counter 2 and Counter 3 use the Main PC's database.
Opening the day	Typing the cash in the drawer at the start of the day. Each counter opens its own day.
End of Day	Counting the drawer at closing time. BillMatePOS shows any shortage or excess.
Petty cash	Small amounts paid out or taken in without a bill (tea, transport, scrap sold).
Licence key	The code from SastiLab that activates BillMatePOS on one counter after the trial.

Keep the Main PC switched on

With 2 or 3 counters, the other counters need the Main PC while they bill. Switch it on first in the morning and off last at night. A UPS (power backup) for the Main PC is strongly recommended.

2. Download and install on the Main PC

Do this on the computer that will keep the shop's data. If the shop has only one counter, this is that computer.

1. Download **BillMatePOS-Setup.exe** (341 MB) from sastilab.com/billmatepos, or copy it from the USB drive SastiLab gave you.
2. Close all other programs.
3. Right-click the setup file → **Run as administrator** → **Yes**.
4. Click **Next**. Setup installs BillMatePOS and its database (PostgreSQL 11). This takes about 5 minutes — do not switch off the computer.
5. When it says BillMatePOS is installed, leave **Start BillMatePOS** ticked and click **Finish**.

Setup also creates a BillMatePOS icon on the desktop and in the Start menu, and prepares the Main PC so that Counter 2 and Counter 3 can connect to it later (only from your shop's own network).

Windows shows a warning before setup starts?

The setup file is not yet digitally signed, so Windows asks you to confirm. This is expected.

Windows 10 / 11: "Windows protected your PC" → click **More info** → **Run anyway**.

Windows 7: "Unknown publisher" or "Do you want to allow..." → click **Yes**.

Not sure the file is genuine? The download page shows its SHA-256 code, or email support@sastilab.com before installing.

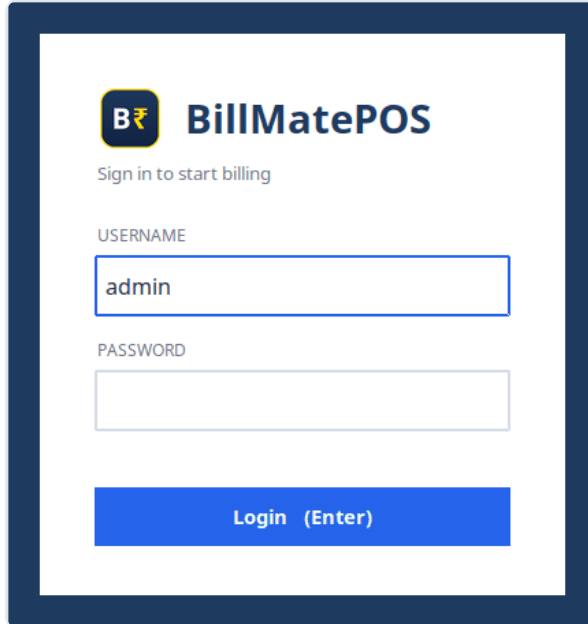
Setup stops with a message?

Setup checks the computer first: it needs 64-bit Windows 7 Service Pack 1 or newer. If a message about the database appears, write it down and see section 15. Messages that say "Nothing was changed" mean no data was lost.

3. First login and shop setup

First login

1. Start BillMatePOS. Type user name **admin**, press **Enter**, type password **admin123**, press **Enter**.
2. BillMatePOS asks you to choose a new password (at least 6 characters, typed twice). Press **Ctrl** + **S**.
3. Write the new password down and keep it in a safe place. **admin123** no longer works.



The login screen

Your shop details and printers

1. Open **System** → **Settings** and press **Ctrl** + **E** (Edit settings).
2. Type your shop name, address, GSTIN and the message for the bottom of receipts.
3. Choose the Receipt printer and the Label printer, and the label size.
4. Keep **Backup automatically at End of Day** ticked. Press **Ctrl** + **S**.

Receipts only “saved to file”?

Printing to the receipt printer is switched on once by the person who installs BillMatePOS (Appendix A).

Cashier logins

1. Open **System** → **Masters**. Press **Ctrl** + **Tab** until you see Users.
2. Press **Ctrl** + **N**. Type a user name and password, and choose the type: Administrator (owner / manager — every screen) or Limited (cashier — billing only). Press **Ctrl** + **S**.
3. Give each cashier their own login. To stop a user, edit it and untick Active.

4. Add your products and stock

Products

1. (Optional) **Inventory → Item Groups**: add groups such as Grocery, Men's Wear, Mobile Accessories.
2. **Inventory → Items** → **Ctrl** + **N**: type the item name and price, choose the group and the GST (Tax).
For loose items sold by weight (rice, vegetables) tick **Allow decimal quantity**. Press **Ctrl** + **S**.
3. In the left menu, click **Barcodes** under the INVENTORY heading. Then click **New** (or press **Ctrl** + **N**).
Choose the item. If the product has a readable barcode printed on it (manufacturer barcode), **scan** it — do not type it. If it has no usable barcode (loose or unlabelled goods), leave * and BillMatePOS makes a shop barcode. Check the selling price. Press **Ctrl** + **S**.
If the menu is hidden: on the New Bill screen, press **Ctrl** + **M** to show the left menu.

New Item
Enter = next · Ctrl+S = save · Esc = cancel

ITEM NAME *	ITEM CODE
Toned Milk 500ml	
PRICE *	ITEM GROUP
24	— none —
CATEGORY	TAX
— none —	— none —
ITEM TYPE *	TAX CALCULATION *
Item	Inclusive (price includes tax)

☐ Allow decimal quantity (loose items, e.g. 1.250 kg) ☒ Active

Cancel (Esc) Save (Ctrl+S)

New Item

One barcode for each pack

Stock and selling price belong to the barcode. If the same pack gets both its manufacturer barcode and a shop barcode, its stock is split between the two and stock figures or prices can be wrong. A barcode saved for the wrong item cannot be moved. To read more, click **Help** at the bottom of the left menu. In the Help Center, click **Barcodes and selling price** under the Inventory section. Alternatively, type *barcode* in the Help search box.

Sizes, packs and labels

Give each size, colour or pack (for example 500 g and 1 kg) its own barcode, so the stock of each is counted separately. Products with a readable manufacturer barcode need no label. Print labels for shop barcodes: in the left menu, click **Barcodes** under the INVENTORY heading, highlight the barcodes, press **F9**. A label's bars may look different from the pack's barcode, but the number is the same.

Opening stock

1. **Inventory → Inward** → **Ctrl** + **N**. Type "Opening stock" in Description.
2. Scan each product (or type its name) and press **Enter**, type the quantity and press **Enter**.
3. Press **F4** to save. The stock goes up at once. Check it with Inventory (**F4** from the menu).

Record every new delivery the same way with Inward. An item with no stock cannot be billed. A quantity of 10,000,000 or more is refused — that is a barcode scanned into the Quantity box by mistake.

5. Add Counter 2 and Counter 3

Skip this section if the shop has only one counter. All counters share the same items, prices, customers and stock; bill numbers never repeat; each counter keeps its own cash drawer.

Before adding a counter

- **Every PC has its own name.** Two PCs with the same Windows name (for example both “Home-PC”) cannot find each other correctly. To see a PC's name: Start → right-click **Computer (This PC)** on Windows 10/11) → **Properties**.
- **The names are final.** The licence recognises each PC partly by its Windows name, so renaming a PC after activation can affect its licence and may need help from SastiLab. Rename first, then install and activate.
- **Router or switch, not a phone hotspot.** A phone hotspot can give the PCs new addresses each time it is switched on. If you use one, repeat the login test (step 6) after switching the hotspot off and on.

1. Connect the new counter PC to the same router or switch as the Main PC. Switch the Main PC on. Check that the new counter's computer name is different from the Main PC's (section 1).
2. On the Main PC: **System → Settings → Add counter...** Check the name (for example **Counter 2**) and press **Ctrl** + **S**. Choose your USB drive. BillMatePOS saves the file **BillMatePOS-counter.ini** there.
3. Copy the BillMatePOS setup file onto the same USB drive, next to that file.
4. On the new counter: right-click the setup file on the USB drive → **Run as administrator**. Answer **Yes** to “Install this PC as an additional counter”. (No database is installed on a counter.)
5. Delete **BillMatePOS-counter.ini** from the USB drive — it contains the database password.
6. On the new counter, log in with an existing user name and password. **This also tests the connection to the Main PC.**
 - Login works → activate this counter's own licence key (section 6).
 - A message starting “Cannot connect to the database” → do not activate the licence yet. Ask the person who installs to follow Appendix A.

Good to know

Every counter needs its own licence key — activating one counter never affects another. Each counter opens and closes its own day. The billing screen shows which counter you are on (for example “Counter 2 · Cashier: cashier1”).

6. Trial, licence and renewal

Stage	What happens
30-day trial	Starts at the first use, for the whole shop. Every feature works on all counters. A bar shows "Trial version — N day(s) left".
Buying	Email support@sastilab.com with your shop name and how many counters to license. SastiLab sends the amount and payment details, then one licence key for each counter.
Activating a counter	On that counter: System → Settings → Activate license (Ctrl + K). Type the licence key from SastiLab (and the shop name), press Ctrl + S . Internet is needed for this one step. Settings then shows "Activated for ...".
Every day	No internet needed. When the counter is online, BillMatePOS quietly checks for renewals by itself.
Renewing	BillMatePOS reminds you 30 days before a licence ends. Contact SastiLab before the year ends: your keys are extended — no new key and no reinstall. The renewal reaches each counter by itself the next time it is online.
When a trial or licence ends	New bills stop on that counter until it is activated or renewed. After a licence (not the trial) ends, the counter can still bill for 14 more days. Your bills, items, stock and reports are always kept.
New computer	A licence belongs to one counter's PC. To move it to a new PC, contact SastiLab. Renaming the PC can also affect the licence, because the computer name may be part of how the PC is recognised — choose the final name before activating, and contact SastiLab if a licensed PC must be renamed.

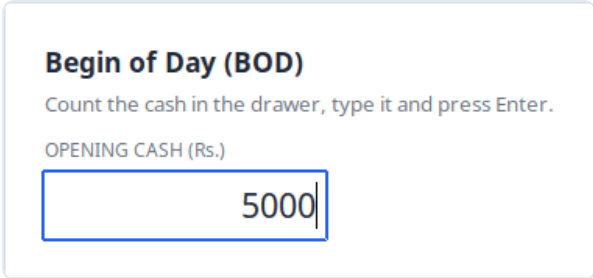
Messages you may see

"This license key is already used on another computer (counter)" — each counter needs its own key.

"This license key belongs to a different SastiLab product" — the key is for another product.

7. A normal day: opening the day

1. Switch on the Main PC first, then the counters. Start BillMatePOS and log in. Cashiers go straight to New Bill.
2. A yellow bar says **Day not started**. Count the cash in the drawer (the float).
3. Press **F2**, type the opening cash and press **Enter**. Billing can start.



Begin of Day (BOD)
Count the cash in the drawer, type it and press Enter.
OPENING CASH (Rs.)
5000

Opening the day with the cash in the drawer

Every counter opens its own day with the cash in its own drawer. Type numbers only — letters are refused.

8. Billing

Menu Ctrl+M BillMatePOS Demo Store Counter: 1 · Cashier: cashier1 15/10/2026 01:45:01 PM Logout

Trial version — 30 day(s) left

SCAN BARCODE OR TYPE ITEM NAME, THEN ENTER

Added Loose Sugar (per kg) · Rs. 44.00 · stock 50

#	Item	Barcode	Qty	Rate	Amount
1	Wheat Atta 5kg	200000000001	1	285.00	285.00
2	Iodised Salt 1kg	200000000002	1	28.00	28.00
3	Glucose Biscuits 250g	200000000005	2	25.00	50.00
4	Toned Milk 1L	200000000004	1	58.00	58.00
5	Loose Sugar (per kg)	200000000007	1	44.00	44.00

Walk-in customer (F10 to choose)

BILL SUMMARY

Items 5

Gross 465.00

Discount 0.00

Tax 23.30

NET AMOUNT

Rs. 465.00

Discount % (F6)

Cash 1000

Card

Note

Change to give 535.00

Pay & Save F4

Hold F8 Recall F7 Find F5

Qty F3 Label F9 Clear Esc

Enter add · F3 qty/rate · Del remove · F4 pay · F5 find · F6 discount · F7 recall · F8 hold · F9 label · F10 customer · Esc clear

The New Bill screen

1. Add items: scan the barcode. Scanning the same item again adds 1 to its quantity. No barcode? Type part of the name and press **Enter**, or press **F5** to find the item.
2. Change quantity or price: press **F3** on the highlighted line. Loose items take decimals: 1.250 = 1 kg 250 g. **Del** removes the line.
3. Discount (optional): **F6**, type the percentage, **Enter**. Customer (optional): **F10**.
4. Take payment: press **F4**. The Cash box shows the bill amount.
 - Exact cash — press **Enter**.
 - Customer gives more (for example 500) — type 500; “Change to give” appears in green — press **Enter**.
 - Card only — clear the Cash box, press **Tab**, type the amount in the Card box, press **Enter**. The card amount cannot be more than the bill.
 - Cash + card — type the cash part in Cash, **Tab**, the rest in Card, **Enter**.
5. The Bill saved window shows the bill number and the change. Press **P** to print the receipt, then **Enter** for the next customer.

“Check the change”

If the change is as much as your biggest note (Rs. 2000 unless changed in **Masters → Denominations**), BillMatePOS asks before saving — usually an extra digit or a barcode scanned into the Cash box. **Enter** (No) goes back to the Cash box; Yes saves. Always check the “Change to give” amount before handing over change.

Hold and recall

Customer stepped away? Press **F8** to hold the bill and serve the next person. Press **F7** to bring it back, then take payment. Finish or discard held bills before closing the day.

Find an item

F5 opens Find item. Type a few letters of the name, choose with **Up** / **Down**, press **Enter**.

Keys at the counter

Key	What it does	Key	What it does
Enter	Add the scanned or typed item	F7	Recall a held bill
F2	Open the day (opening cash)	F8	Hold the bill
F3	Change quantity or price	F9	Print a barcode label
F4	Pay and save the bill	F10	Choose the customer
F5	Find an item by name	Esc	Clear the bill
F6	Discount	Ctrl + M	Open the menu

Laptop F-keys change the volume?

Press **Fn** + **Esc** once (Fn Lock), or hold **Fn** while pressing the F-key.

9. Returns and cancelled bills

Open the bill: **Menu** → **Bills List** (or **F2** from the Dashboard), highlight the bill and press **Enter** .

Customer returns some items

1. Press **R** (Return items).
2. Type how many of each item come back.
3. Type a reason in Remarks and press **Ctrl** + **S** .
4. Give the refund. The items go back into stock.

Cancel the whole bill

1. Click **Cancel bill** and answer Yes.
2. All items go back into stock; the full amount is recorded as a refund.

Exchange: return the old item first, then make a new bill.

Return items

Type the quantity to return for each item · Enter = next · Ctrl+S = save · Esc = close

ITEM	BILLED	CAN RETURN	RETURN QTY
Wheat Atta 5kg	1	1	
Iodised Salt 1kg	1	1	
Glucose Biscuits 250g	2	2	1
Loose Sugar (per kg)	1.500	1.500	

REMARKS

Packet torn

Save return (Ctrl+S)

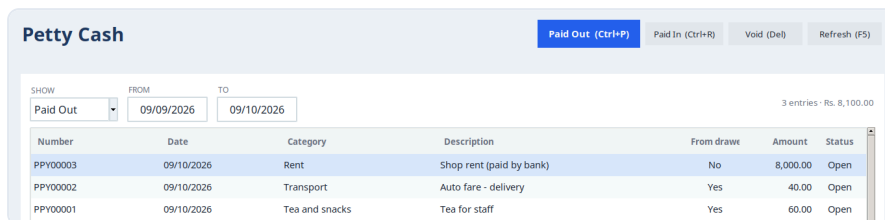
Return items

The refund counts at the counter that pays it out — also when the bill was made on another counter. **P** in a bill prints its receipt again.

10. Petty Cash: Paid Out and Paid In

Petty Cash records money that goes out or comes in **without a bill**. Open **Finance → Petty Cash**.

- **Paid Out** (**Ctrl** + **P**): money paid out — tea for staff, auto fare, a small purchase.
- **Paid In** (**Ctrl** + **R**): money taken in — for example cardboard scrap sold.



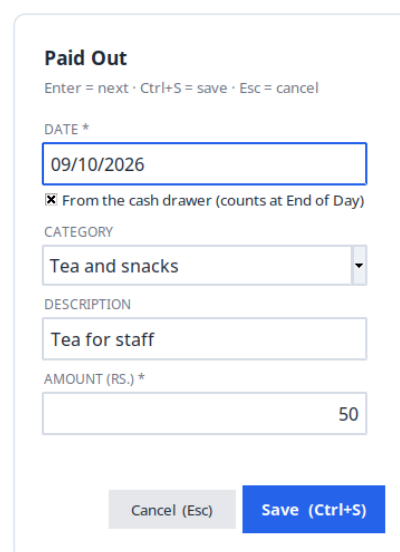
The screenshot shows the 'Petty Cash' window with a filter set to 'Paid Out' for the date range 09/09/2026 to 09/10/2026. It displays 3 entries totaling Rs. 8,100.00. The entries are:

Number	Date	Category	Description	From draw	Amount	Status
PPY0003	09/10/2026	Rent	Shop rent (paid by bank)	No	8,000.00	Open
PPY00002	09/10/2026	Transport	Auto fare - delivery	Yes	40.00	Open
PPY00001	09/10/2026	Tea and snacks	Tea for staff	Yes	60.00	Open

Finance → Petty Cash: the list of Paid Out entries

Record an entry

1. Press **Ctrl** + **P** (Paid Out) or **Ctrl** + **R** (Paid In).
2. Leave **From the cash drawer** ticked when the money goes out of, or into, this counter's drawer. Untick it for money paid another way — by bank, or from the owner's own pocket.
3. Choose the Category, type a Description and the Amount, and press **Ctrl** + **S**.



The 'Paid Out' form shows the following fields and values:

- DATE ***: 09/10/2026
- ☒ **From the cash drawer (counts at End of Day)**
- CATEGORY**: Tea and snacks
- DESCRIPTION**: Tea for staff
- AMOUNT (RS.) ***: 50
- Buttons: **Cancel (Esc)** and **Save (Ctrl+S)**

Paid Out: Rs. 50 for tea, from the cash drawer

Entry	Effect on End of Day
From the cash drawer	Counts in this counter's expected cash: Paid Out takes it off, Paid In adds it. The day must be opened first, and the date is always today.
Not from the drawer	Only recorded (for example rent paid by bank). The expected cash does not change. An earlier date can be used.
Every entry	Becomes "Posted" when the day is closed. A date in the future is not accepted.

Money from a credit customer is not Paid In

Take it in **Customers** → highlight the customer → **F8** (Receive payment), so their balance goes down.

A mistake?

An administrator highlights the entry and presses **Delete** (Void), then types the reason (at least 3 letters). The entry stays in the list in grey, marked Voided, and counts nowhere. If the day was already closed, close it again so the expected cash is right.

11. End of Day

Each counter closes its own drawer. On the Main PC, close the day last.

1. Finish or discard any bills on hold (**F7**).
2. Open Day / EOD (**F3** from the menu).
3. Count the notes and coins: for each note type the number of pieces. **Enter** moves to the next box.
4. Leave Physical cash empty to use your count, or type the total counted (numbers only). Type any remarks and press **Enter**. Answer Yes.

Day / EOD: today's figures and the cash count

Figure	Meaning
Expected cash in drawer	Opening cash + cash from this counter's bills (change already taken off) + cash received from credit customers at this counter – refunds paid from this drawer – petty cash Paid Out from the drawer + Paid In to the drawer.
Short (red) / Excess (green)	Less / more cash than expected. Card payments are not part of the drawer.
Nothing counted yet	The screen says so: ending the day without a count closes at the expected cash (difference 0).

A day with Rs. 100 petty cash paid from the drawer: 1,000 opening + 275 cash – 100 = 1,175 expected

The lines "Petty cash paid out / paid in (drawer)" appear only on days with such entries. On the Main PC a backup is made automatically when its day closes.

12. Backup and restore

Backup

- The Main PC makes a backup at every End of Day (Settings: "Backup automatically at End of Day").
- To make one now: on the Main PC, **System** → **Settings** → **Backup now** (**Ctrl** + **B**).
- Backups are saved in **Documents\BillMatePOS\backups** on the Main PC.

Copy backups off the computer

A backup on the same computer does not help if that computer breaks. Copy the newest backup file to a USB drive at least once a week — better every day — and keep the USB drive away from the shop PC.

Restore (only when really needed)

Restore replaces all data with the backup: everything entered after that backup is lost. Ask SastiLab if you are not sure.

1. Close BillMatePOS on Counter 2 and Counter 3. (BillMatePOS refuses to restore while another counter is open.)
2. On the Main PC: **System** → **Settings** → **Restore...**, choose the backup file (.sql) and answer Yes.
3. BillMatePOS first saves a safety backup of the current data, then restores. If the file has a problem, nothing is changed.
4. Log in again on all counters.

13. Installing a new version

Always back up first

Before installing a new version, make a backup on the Main PC (**Ctrl** + **B** in **System → Settings**) and copy it to a USB drive.

1. Close BillMatePOS on **all** counters.
2. Install the new version on the **Main PC first** (Run as administrator). Your data, users and settings are kept.
3. Log in on the Main PC once. If the new version needs to update the database, it makes a backup and then updates it, and tells you.
4. Then install the new version on Counter 2 and Counter 3 and log in.

Message on a counter after an update?

"This version of BillMatePOS must update the database first" — install it on the Main PC and log in there once, then log in on this counter again. "This database was updated by a newer version of BillMatePOS" — install the same new version on this counter too.

Uninstalling BillMatePOS (**Start menu → BillMatePOS → Uninstall**) keeps the database and backups. Installing again later brings back the same data. Never delete the PostgreSQL folder or the BillMatePOS folder in Documents.

14. Mobile Scanner (optional)

The Mobile Scanner lets Android phones scan barcodes into BillMatePOS bills — useful when a counter has no barcode scanner. USB and Bluetooth barcode scanners do **not** need it.

What you need

Item	Details
BillMatePOS	Installed first on the Main PC (and on any counter that should receive phone scans). The Mobile Scanner setup stops if BillMatePOS is not installed.
Setup file	BillMatePOS-MobileScanner-Setup.exe (6.2 MB) from sastilab.com/billmatepos . Same Windows as BillMatePOS.
Phone app	The free BillMate Scanner app for Android 7.0 or newer (file BillMatePOS-Scanner.apk). Download it on the phone from sastilab.com/billmatepos/#android-app — or scan the QR code on that page with the phone's camera.
Wi-Fi	The phones must be on the shop's Wi-Fi — the same network as the Main PC.

Install

1. On the **Main PC**: right-click BillMatePOS-MobileScanner-Setup.exe → **Run as administrator** → Next. It starts with Windows by itself and allows phones from the shop's local network only. The last page lists this PC's addresses — note them.
2. Restart BillMatePOS on the Main PC.
3. Run the same setup on every other counter that should receive phone scans, then restart BillMatePOS there.

Install the app on each phone

1. On the phone, open sastilab.com/billmatepos/#android-app (or scan the QR code there) and tap **Download Android App**. If Chrome says the file might be harmful, tap **Download anyway**.
2. Open the downloaded file and tap **Install**. Asked to allow installing apps from this source? Tap **Settings**, turn on **Allow from this source**, go back and tap **Install**. If Google Play Protect shows a message, choose to install anyway — the app comes directly from SastiLab, not from Google Play.
3. Open **BillMate Scanner** and allow the camera when asked.

Connect a phone

1. Connect the phone to the shop's Wi-Fi and open the BillMate Scanner app. It finds the Main PC by itself. If it does not, type the address shown at the end of setup, for example **http://192.168.1.50:4001**.
2. Log in with the BillMatePOS user name and password of the cashier who works at the counter.
3. Scan: the items appear on the bill of the counter where that cashier is logged in.

Phones cannot connect?

Keep the Main PC switched on and the phone on the shop Wi-Fi. If the Mobile Scanner was just installed, restart the Main PC once. Still not working? Email support@sastilab.com the file **C:\BillMatePOS-MobileScanner\mobile-scanner.log**.

15. Solving common problems

Installing and connecting

Problem	What to do
"BillMatePOS needs 64-bit Windows" / "install Windows 7 Service Pack 1 first"	BillMatePOS needs 64-bit Windows 7 SP1 or newer. On Windows 7, install Service Pack 1 with Windows Update, then run setup again.
Setup stops with a database message	Read the message — "Nothing was changed" means no data was lost. Usually: restart the computer and run setup again as administrator. If it says port 5432 is used by another database program, or the problem comes back, email us C:\BillMatePOS\setup\setup_database.log .
Counter cannot connect to the database / "Lost connection to the database"	Check that the Main PC is switched on and BillMatePOS can start there, and that the network cable / Wi-Fi of both PCs works. Then start BillMatePOS on the counter again. A new counter that never connected: Appendix A.
Licence activation fails	Internet is needed once on that counter. Type the key exactly as you received it. Each key works on one counter's computer. Still failing: email us the message shown.

At the counter

Problem	What to do
"Day not started"	Press F2 on New Bill and type the opening cash.
Scanner does nothing	Click once in the scan box and scan again. Test the scanner in Notepad: the code must appear and the cursor move to the next line.
"Barcode not found"	Check the barcode in Barcodes (left menu, under the INVENTORY heading), or add it there. A deactivated barcode must be ticked Active again.
"Insufficient stock"	The computer has less stock than you are selling. Record the delivery with Inward, or correct the stock with Stock Audit.
Receipt not printed / "saved to file"	Check the printer is on, has paper and prints a Windows test page. Printing to the printer is switched on by the person who installs (Appendix A).
"Another counter is saving at the same moment"	Press the key again. Nothing was lost.
"Lost connection while saving"	Check Bills List before saving the bill again — it may already be saved.
Day close shows Short or Excess	Count again. Check that cash taken from the drawer for small expenses was entered in Petty Cash (Paid Out, From the cash drawer ticked), card payments typed in the Cash box, and refunds paid from this counter.
"Trial has ended" / "license has expired"	Activate or renew the licence (section 6). Your data is kept.
Too many login tries	Wait 15 minutes and try again.
Forgot a password	An administrator can set a new one in System → Masters → Users . Administrator password lost: contact SastiLab.
"Something went wrong and this action was not completed"	Try again. If it happens again, contact SastiLab and send the file C:\BillMatePOS\output\error-log.txt .

16. Getting help

- Inside BillMatePOS: **Menu → Help** — step-by-step guides with pictures, and the full list of keys.
- SastiLab support: **support@sastilab.com**
- Product page and downloads: **sastilab.com/billmatepos**

When you contact us, please send

1. The shop name and which computer it happens on (Main PC, Counter 2 or Counter 3).
2. A photo of the screen with the message.
3. The file **C:\BillMatePOS\output\error-log.txt**, if it exists.

Keep these safe — never share them in public

Your administrator password, your licence keys, the file BillMatePOS-counter.ini (delete it after adding a counter) and the file **C:\BillMatePOS\setup\database-credentials.txt** on the Main PC.

A. For the person who installs

These steps need a Windows administrator. Shop staff do not need them for daily work.

Switch on printing to the printers

1. Start → type **notepad** → right-click Notepad → **Run as administrator**.
2. File → Open **C:\BillMatePOS\config.ini** (choose "All Files").
3. In **[printing]** set **receipt_mode = printer** and **label_mode = gdi** (or **tspl** for TSC-type label printers). Save, then restart BillMatePOS. Do this on every counter that prints.

Counters cannot reach the Main PC

Do these checks in order; the first one that fails tells you what to fix. Open a Command Prompt with Start → type **cmd** → Enter. The checks only read information.

1. **Names.** On every PC type **hostname**. Each PC must show a different name. If two are the same, rename the **counter** (not the Main PC), restart it and start again from this check. Rename before activating the counter's licence (section 6).
2. **Finding the Main PC by name.** On the Main PC type **ipconfig** and note its **IPv4 Address**. On the counter type **ping -4** followed by the Main PC's name (the **host =** line in the counter's **C:\BillMatePOS\config.ini**). The replies must come from the Main PC's IPv4 address. Replies from another address, or "could not find host": the counter does not find the Main PC by name — see "Using the IP address" below.
3. **Database port.** On the counter type (one line; use the Main PC's IPv4 address from check 2):

```
powershell -Command "$c = New-Object Net.Sockets.TcpClient; $c.Connect('192.168.1.50', 5432); $c.Connected; $c.Close()"
```

(replace **192.168.1.50**). **True** means the Main PC accepts database connections. "actively refused", or "did not properly respond" after about 20 seconds, means it does not yet — see "Opening the Main PC for counters" below.
4. **Login (the final test).** Start BillMatePOS on the counter and log in. If this works, activate the counter's licence. If check 3 says **True** but the login message shows an address like **fe80::...**, the name points to an IPv6 address — use the IP address (below).

Opening the Main PC for counters — only when check 3 fails (the Main PC's IPv4 address answers **ping -4**, but not the database port). The setup normally does this already. First close BillMatePOS on every counter, then on the Main PC right-click **C:\BillMatePOS\setup\allow_counters.bat** → **Run as administrator**. It allows the BillMatePOS database user from the shop's local network only (one line in PostgreSQL's **pg_hba.conf**), lets the database listen on the network — restarting the database service once if that was not set — and opens Windows Firewall port 5432 for the local network only. It does not change any data. Then repeat checks 3 and 4.

Using the IP address — when check 3 says **True** but check 2 fails, or the login in check 4 shows an **fe80::...** address. On the counter open **C:\BillMatePOS\config.ini** (Notepad as administrator) and replace the **host =** name with the Main PC's IPv4 address. On a phone hotspot this address can change when the hotspot restarts, and the line must then be corrected again — a router or switch avoids this.

Security

Never forward port 5432 (database) or 4001 (Mobile Scanner) on the internet router. BillMatePOS only needs the shop's local network.

Database setup did not finish

Right-click **C:\BillMatePOS\setup\setup_database.bat** → **Run as administrator**. It finishes a half-made database; it never empties or deletes existing data. The database passwords are in **C:\BillMatePOS\setup\database-credentials.txt** (administrators only) — keep this file safe.

Where things are

Place	What it is
C:\BillMatePOS\	The program and config.ini (settings)
C:\BillMatePOS\output\	Saved receipts, labels, exports and error-log.txt
Documents\BillMatePOS\backups\ (Main PC)	Backups
C:\Program Files\PostgreSQL\11\ (Main PC)	The database program (Windows service postgresql-x64-11)
C:\BillMatePOS-MobileScanner\ (if installed)	The Mobile Scanner program and mobile-scanner.log