

User Manual — StartMediaPOS (Windows/Linux)

Sep 25, 2026 · @Joao Silva

The screenshots show the Portuguese interface. With the application language set to English, the same buttons appear with the English labels used in this manual.

1. Introduction and installation

StartMediaPOS (pos-qt) is the point-of-sale program that runs on the store terminal, on Windows or Linux. It works with a local database and syncs sales, till and catalog with the central server (web back office) of your installation.

Requirements

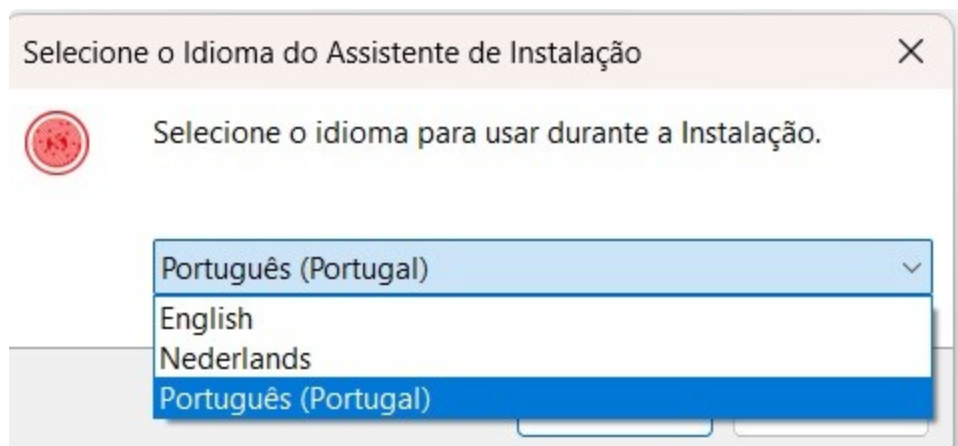
- PC with Windows 10/11 (64-bit) or Linux Ubuntu/Debian (64-bit).
- Touch screen recommended; keyboard and mouse also work.
- Internet connection to sync (selling keeps working without Internet).
- Optional: ESC/POS receipt printer (network, USB or serial), cash drawer, barcode scanner.

Installing on Windows

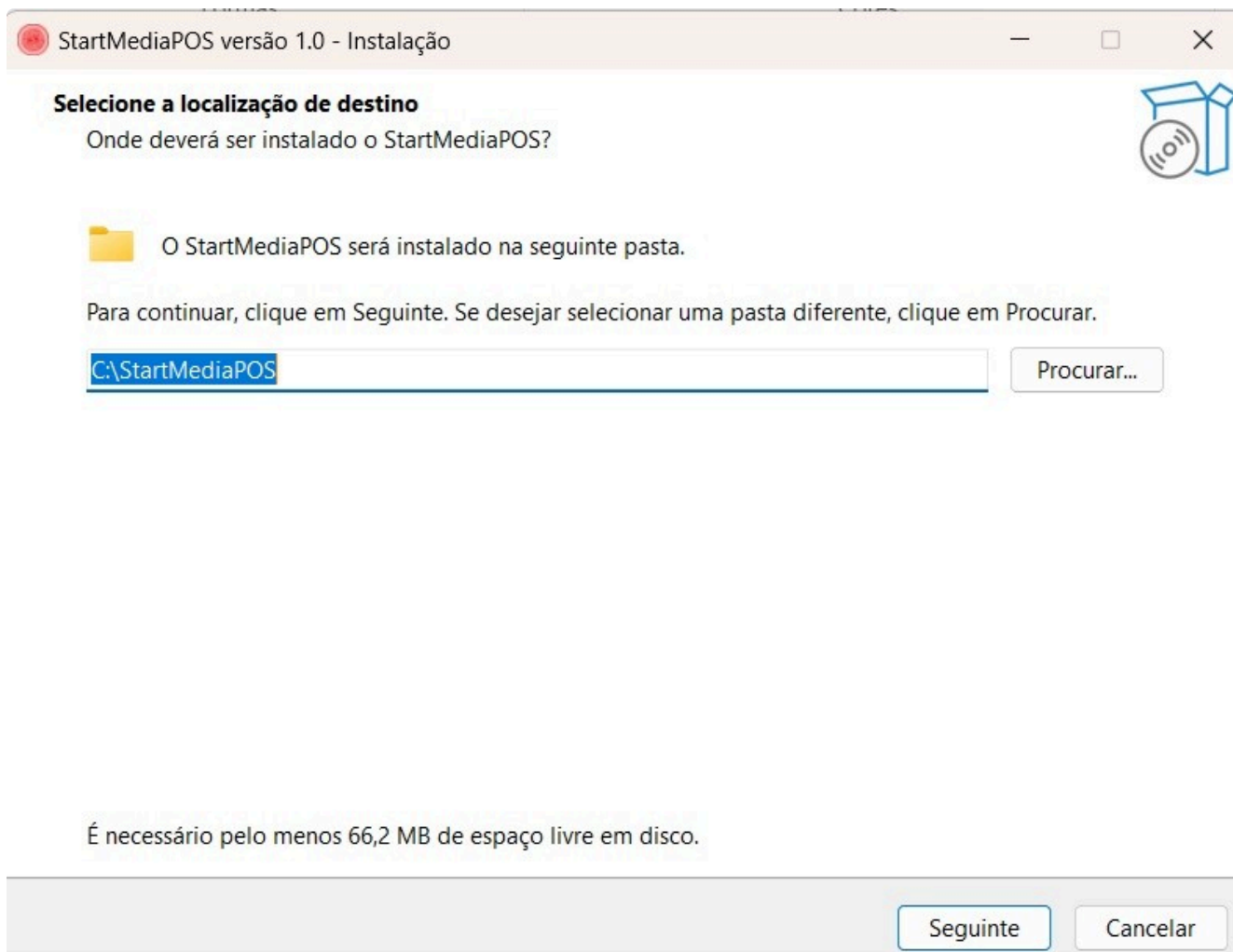
1. Double-click the installer `StartMediaPOS_Setup.exe`.



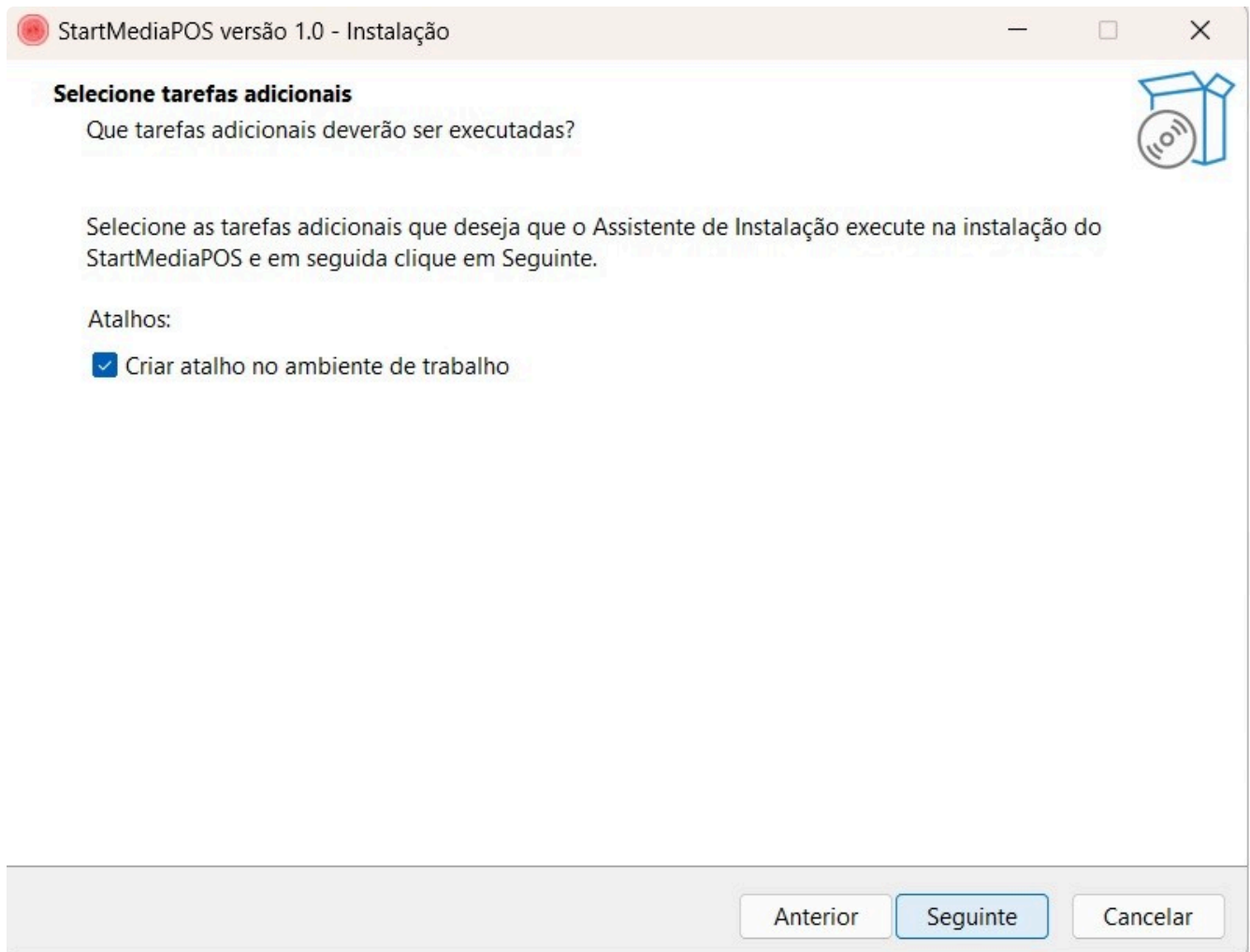
2. Choose the setup language (Português, English or Nederlands) and press OK.



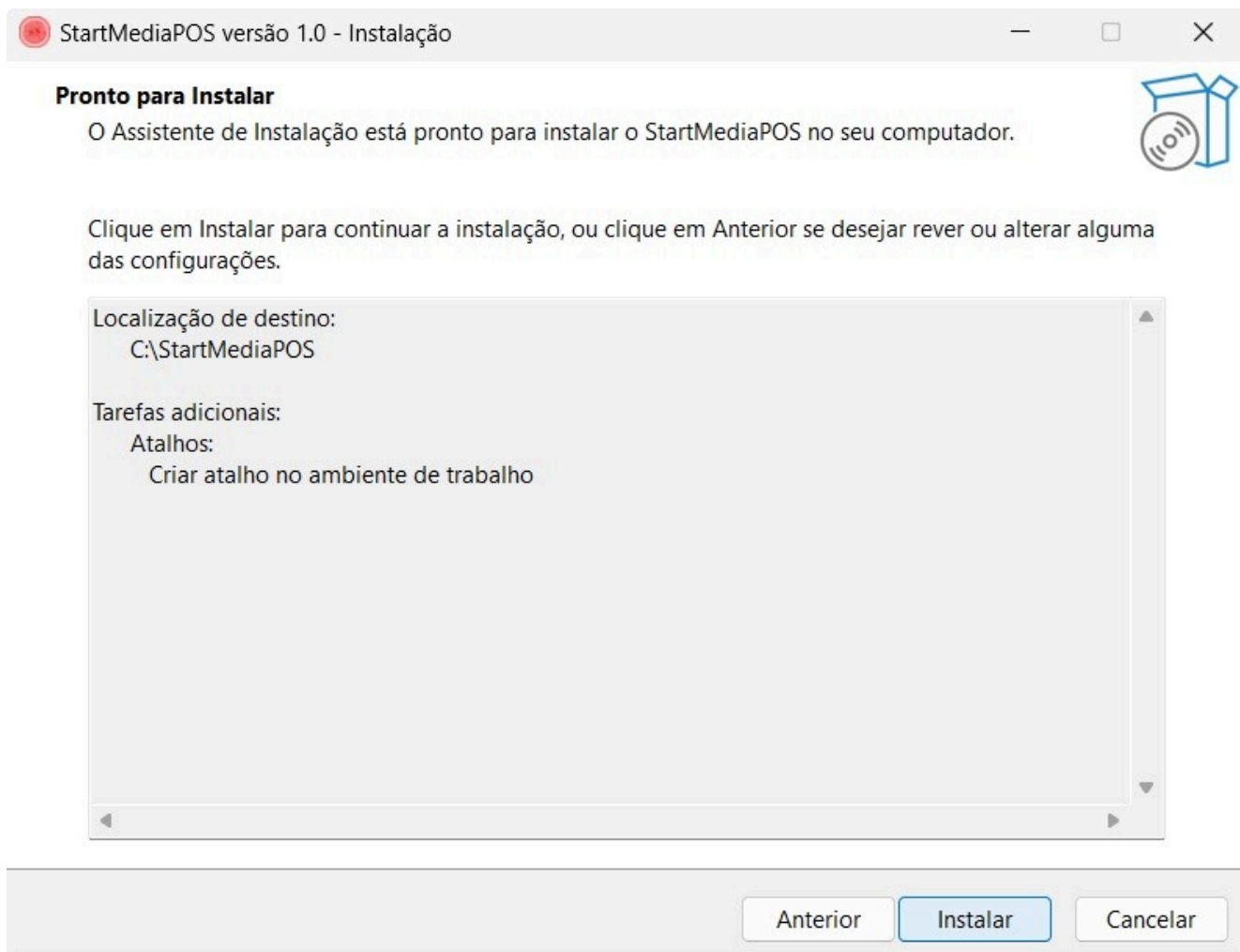
3. Confirm the destination folder. The default is `C:\StartMediaPOS` and about 70 MB of free space is needed. Press **Next**.



4. Leave **Create a desktop shortcut** ticked and press **Next**.



5. Review the summary and press **Install**.



6. At the end, leave **Launch StartMediaPOS** ticked and press **Finish**. The program opens in the first-run wizard (section 2).



Data is stored in the `data\` folder inside the installation folder (database `loja.sqlite` and images). This is the folder to copy for a manual backup.

Installing on Linux

1. Copy the package `startmediapos_<version>.deb` to the PC.
2. In a terminal: `sudo apt install ./startmediapos_<version>.deb`.
3. Open "StartMediaPOS" from the applications menu, or type `startmediapos` in the terminal.

On Linux the program is installed in `/opt/startmediapos/` and the data in `/opt/startmediapos/data/`.

The installers for Windows, Linux and Android can be downloaded from <https://startmedia.pt/pos-download.php>.

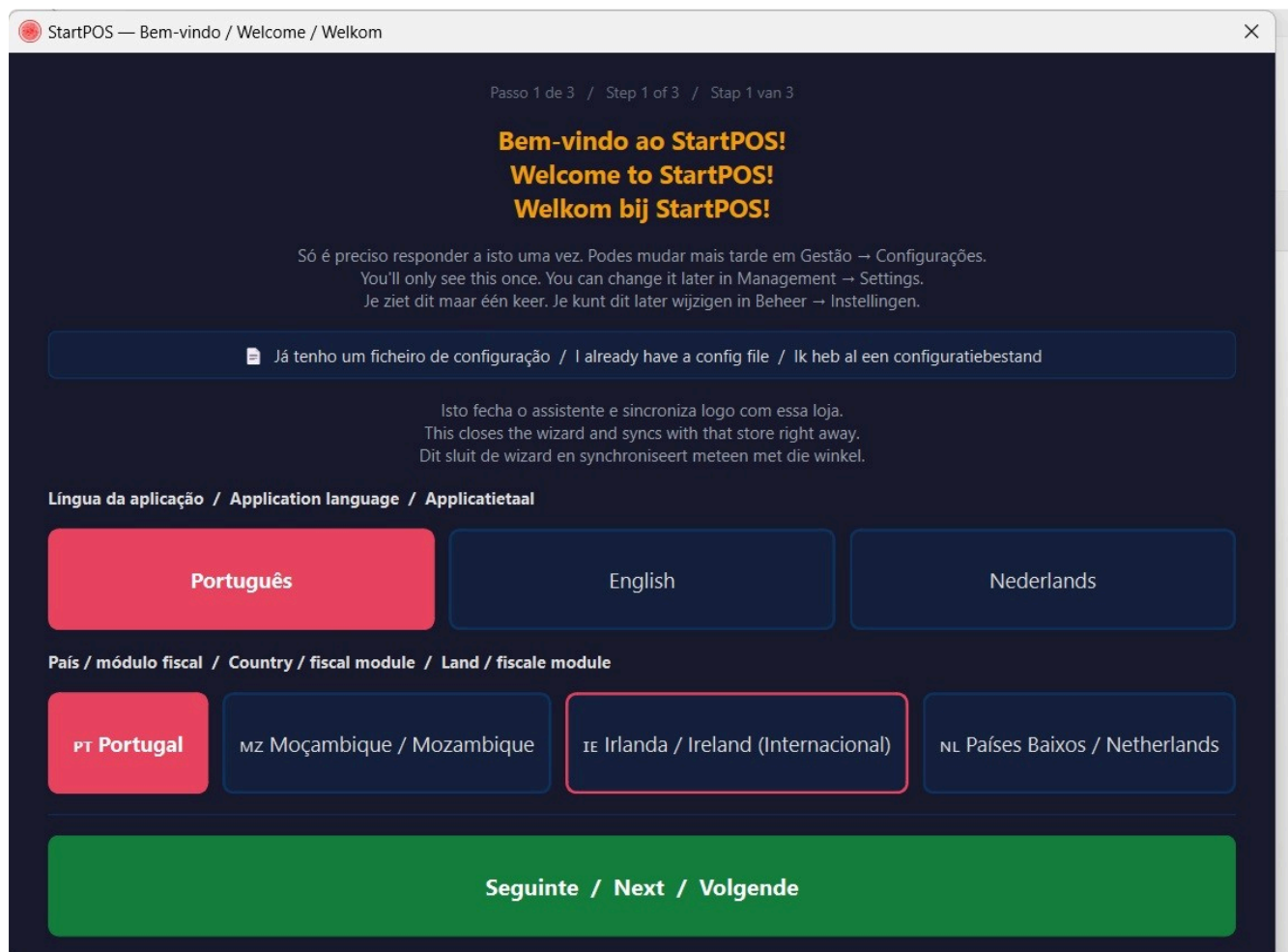
2. First run and login

On first run the "Welcome to StartPOS" wizard opens (its text is shown in Portuguese, English and Dutch at the same time). There are two paths:

A) Store already created on the central server (recommended) — press  **I already have a config file** and choose the store's `.json` file, downloaded from the back office (Stores). The terminal connects to the server and downloads the catalog, users, tables and history.

B) Manual setup, in 4 steps

- Step 1 — Language and country.** Choose the application language (Português, English, Nederlands) and the country/fiscal module (Portugal, Mozambique, Ireland or Netherlands). Press **Next**. You can change this later in Management > Settings.



StartPOS — Bem-vindo / Welcome / Welkom

Passo 1 de 3 / Step 1 of 3 / Stap 1 van 3

Bem-vindo ao StartPOS!
Welcome to StartPOS!
Welkom bij StartPOS!

Só é preciso responder a isto uma vez. Podes mudar mais tarde em Gestão → Configurações.
 You'll only see this once. You can change it later in Management → Settings.
 Je ziet dit maar één keer. Je kunt dit later wijzigen in Beheer → Instellingen.

 Já tenho um ficheiro de configuração / I already have a config file / Ik heb al een configuratiebestand

Isto fecha o assistente e sincroniza logo com essa loja.
 This closes the wizard and syncs with that store right away.
 Dit sluit de wizard en synchroniseert meteen met die winkel.

Língua da aplicação / Application language / Applicatietaal

Português English Nederlands

País / módulo fiscal / Country / fiscal module / Land / fiscale module

PT Portugal MZ Moçambique / Mozambique IE Irlanda / Ireland (Internacional) NL Países Baixos / Netherlands

Seguinte / Next / Volgende

- Step 2 — Company details.** Fill in the trade name, legal name, tax number (NIF/NUIT/VAT), phone, email, website, address, city, postcode and country. Fields marked with * are required. These details appear at the top of receipts and documents, and are sent to StartMedia to register the licence and for support. Press **Next**.
- Step 3 — Create the administrator user.** Type the name. Tap the **Access PIN** field: an on-screen keypad opens to enter the PIN (4 to 10 digits) and press  **Confirm**. Enter the same PIN in **Confirm PIN** and press **Next**. This user has full access; other users are created later in Catalog > Users.

StartPOS — Bem-vindo / Welcome / Welkom

Passo 2 de 3 / Step 2 of 3 / Stap 2 van 3

Criar utilizador administrador

PIN de acesso / Access PIN / Toegangs-PIN

Este vai ser o teu utilizador
This will be your
Dit wordt je hoofdgebruiker

Nome / Name / Naam

Joao Silva

PIN de acesso / Access PIN / Toegangs-PIN

Confirmar PIN / Confirm PIN / PIN bevestigen

em Gestão → Utilizadores.
Management → Users.
in Beheer → Gebruikers.

PIN de acesso / Access PIN / Toegangs-PIN

123456

1 2 3

4 5 6

7 8 9

C 0  Apagar

Cancelar  Confirmar

Voltar / Back / Terug

Seguinte / Next / Volgende

StartPOS — Bem-vindo / Welcome / Welkom

Passo 2 de 3 / Step 2 of 3 / Stap 2 van 3

Criar utilizador administrador

Create administrator user

Beheerder aanmaken

Este vai ser o teu utilizador principal, com acesso total à aplicação. Podes criar mais utilizadores depois em Gestão → Utilizadores.

This will be your main user, with full access to the app. You can create more users later in Management → Users.

Dit wordt je hoofdgebruiker, met volledige toegang tot de app. Je kunt later meer gebruikers aanmaken in Beheer → Gebruikers.

Nome / Name / Naam

Joao Silva

PIN de acesso / Access PIN / Toegangs-PIN

••••••

Confirmar PIN / Confirm PIN / PIN bevestigen

••••••

Voltar / Back / Terug

Seguinte / Next / Volgende

4. **Step 4 — Zones and tables.** Type the name of the first zone (e.g. Restaurant) and the number of tables. Use **+** **Add zone** for more zones (e.g. Terrace) and **×** to remove one. Press **Finish**.

StartPOS — Bem-vindo / Welcome / Welkom

Passo 3 de 3 / Step 3 of 3 / Stap 3 van 3

Zonas e mesas

Zones and tables

Zones en tafels

Estas zonas ficam só neste posto. Se mais tarde ligares esta loja a um servidor central (Gestão → Sincronismo), a primeira sincronização substitui-as pelas que estiverem lá.
These zones stay on this device only. If you later connect this store to a central server (Management → Sync), the first sync will replace them with what's there.
Deze zones blijven alleen op dit apparaat. Als je deze winkel later koppelt aan een centrale server (Beheer → Synchronisatie), vervangt de eerste synchronisatie ze door wat daar staat.

Zona / Zone

Mesas / Tables

Restaurante

6

Esplanada

4

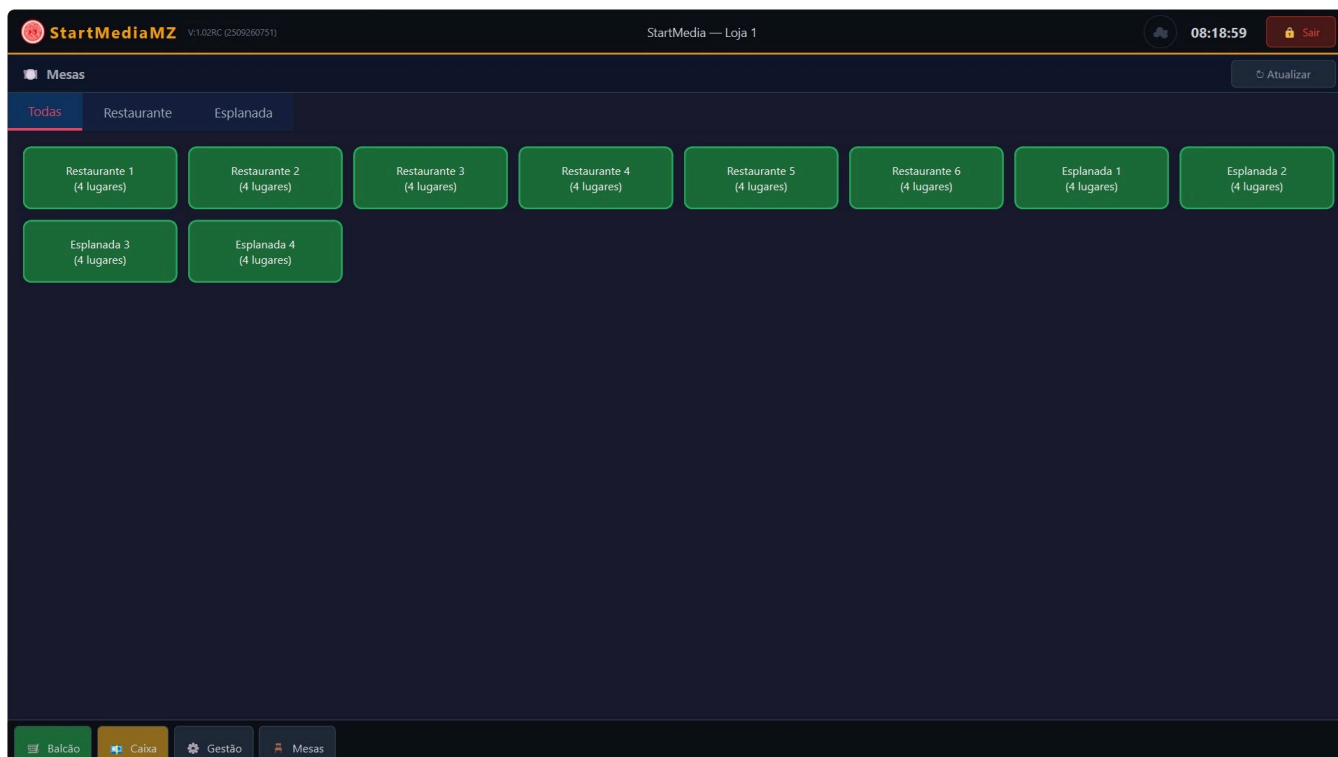
+ Adicionar zona / Add zone / Zone toevoegen

Voltar / Back / Terug

Concluir / Finish / Voltooien

Note: these zones stay on this terminal only. If you later connect the store to a central server (Management > Sync), the first sync replaces them with the zones on the central server.

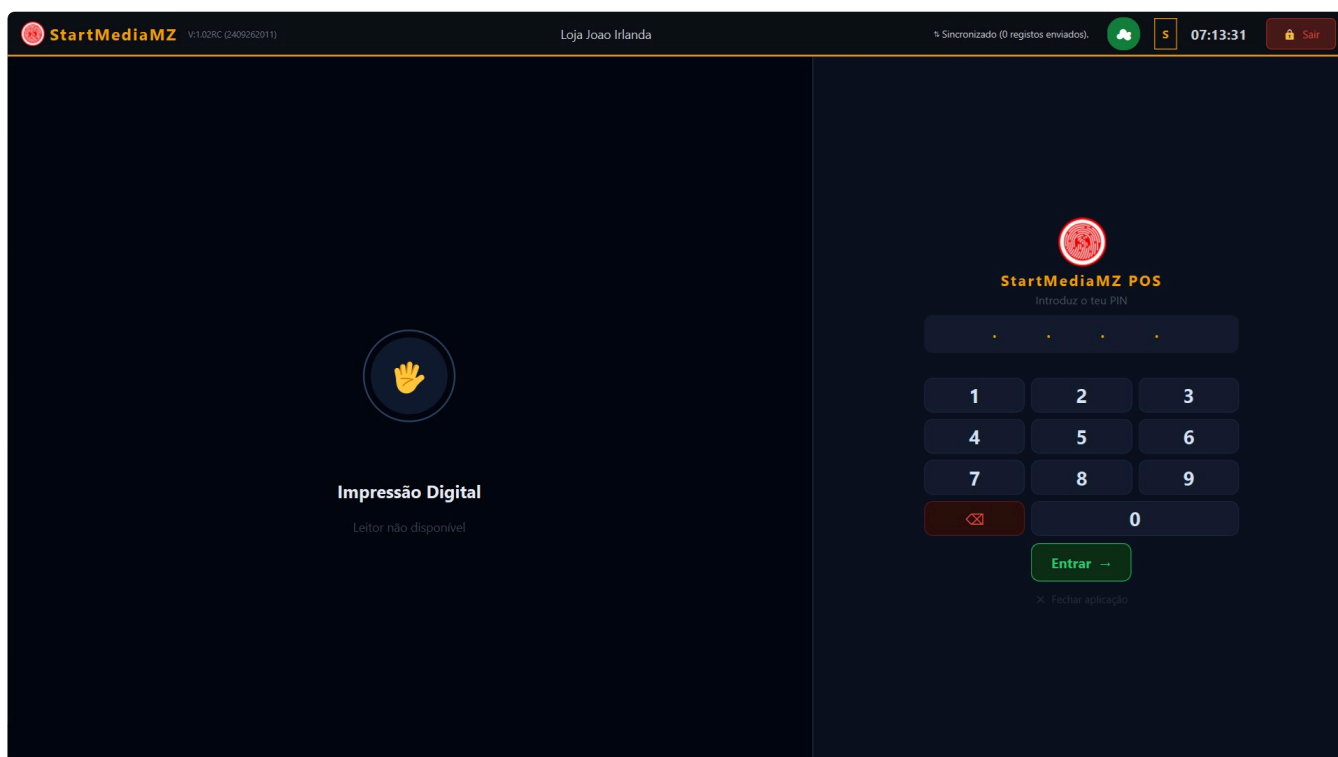
After finishing, the terminal opens on the Tables screen with the zones you created (e.g. Restaurant 1–6 and Terrace 1–4). The catalog is still empty: create categories, items and comments as explained in section 7.



The connection to the central server can be made later in Management > Settings > Store configuration > 📁 **Import configuration file**.

Logging in

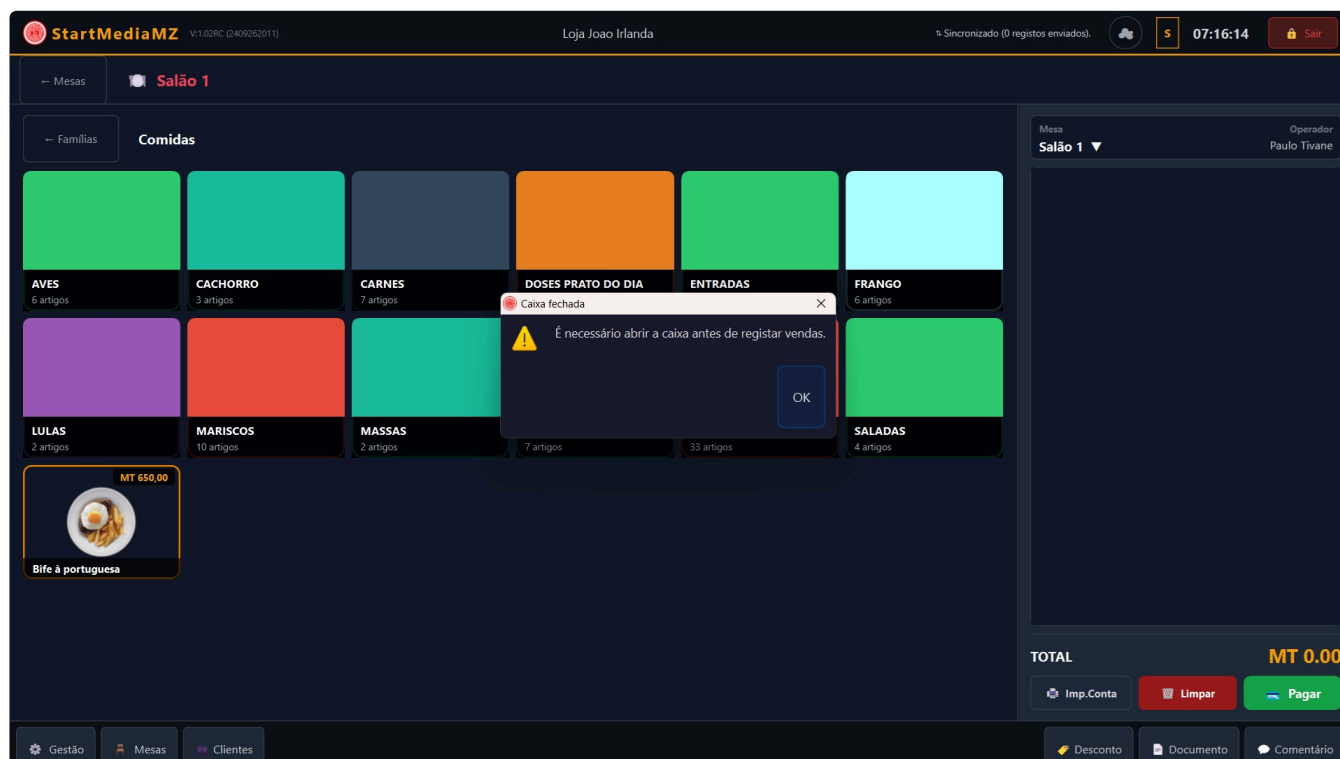
- Enter your PIN on the on-screen keypad and press **Enter** ➔.
- If the terminal has a fingerprint reader, you can log in with your fingerprint.
- To log the user out use 🔒 **Log out** in the header; to close the program, ✕ **Close application** on the login screen.



What each user can do depends on their role (Admin, Manager, Cashier, Tables, Trainee), set in Catalog > Users or in the back office.

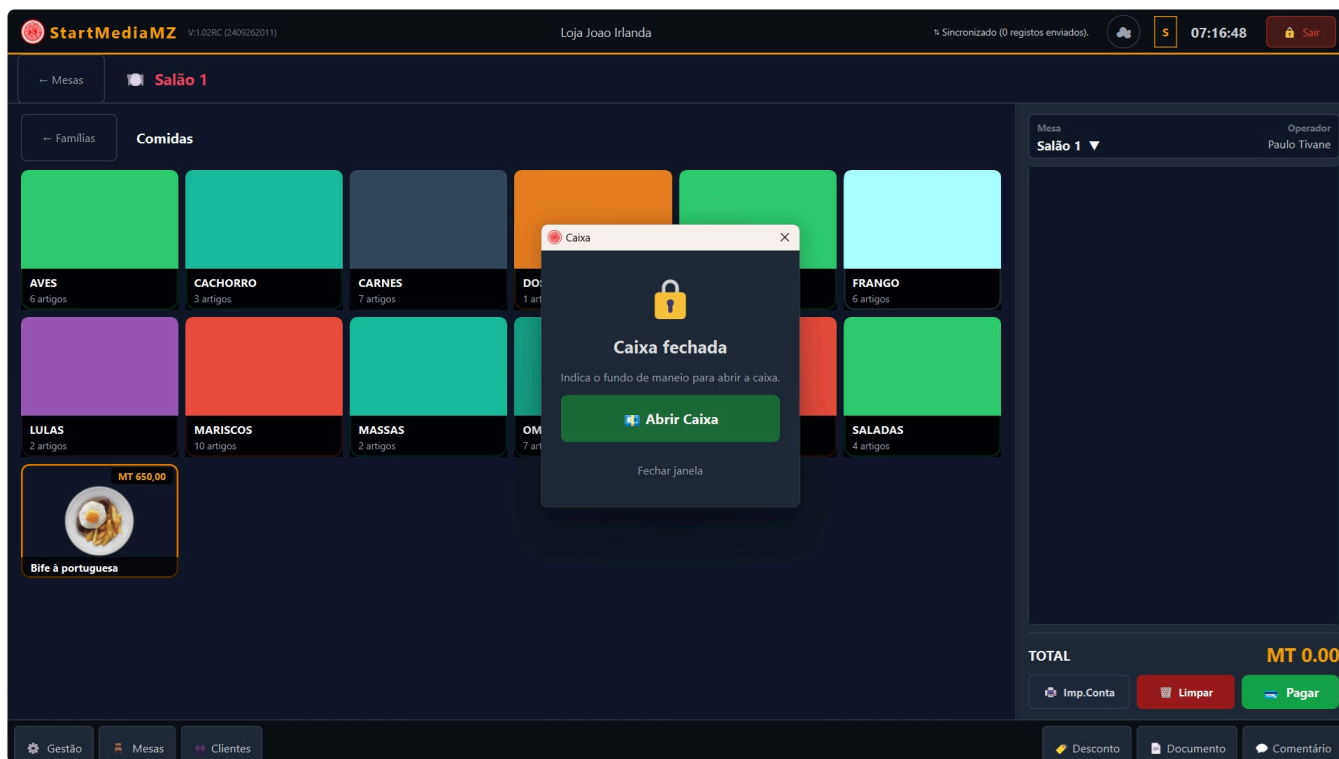
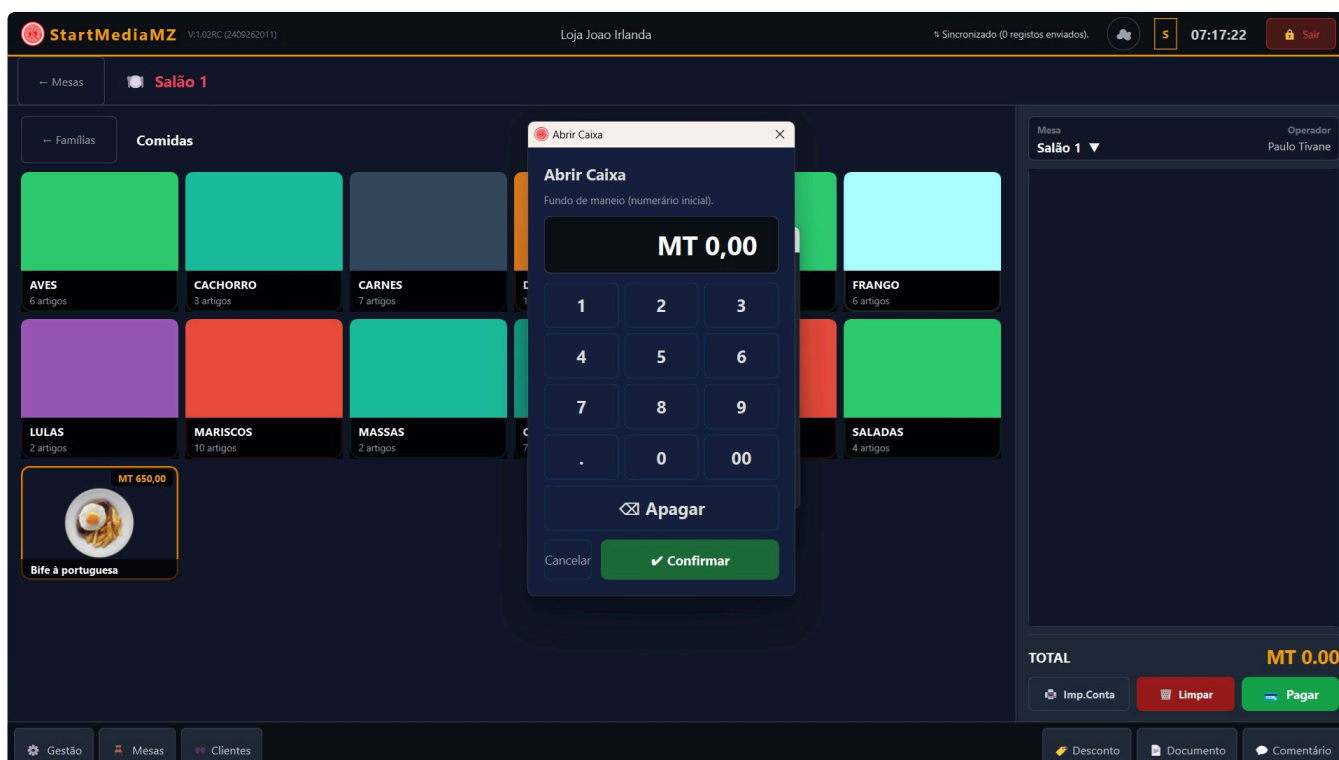
3. Opening the till and the main screen

Sales cannot be registered while the till is closed — open it at the start of each shift.

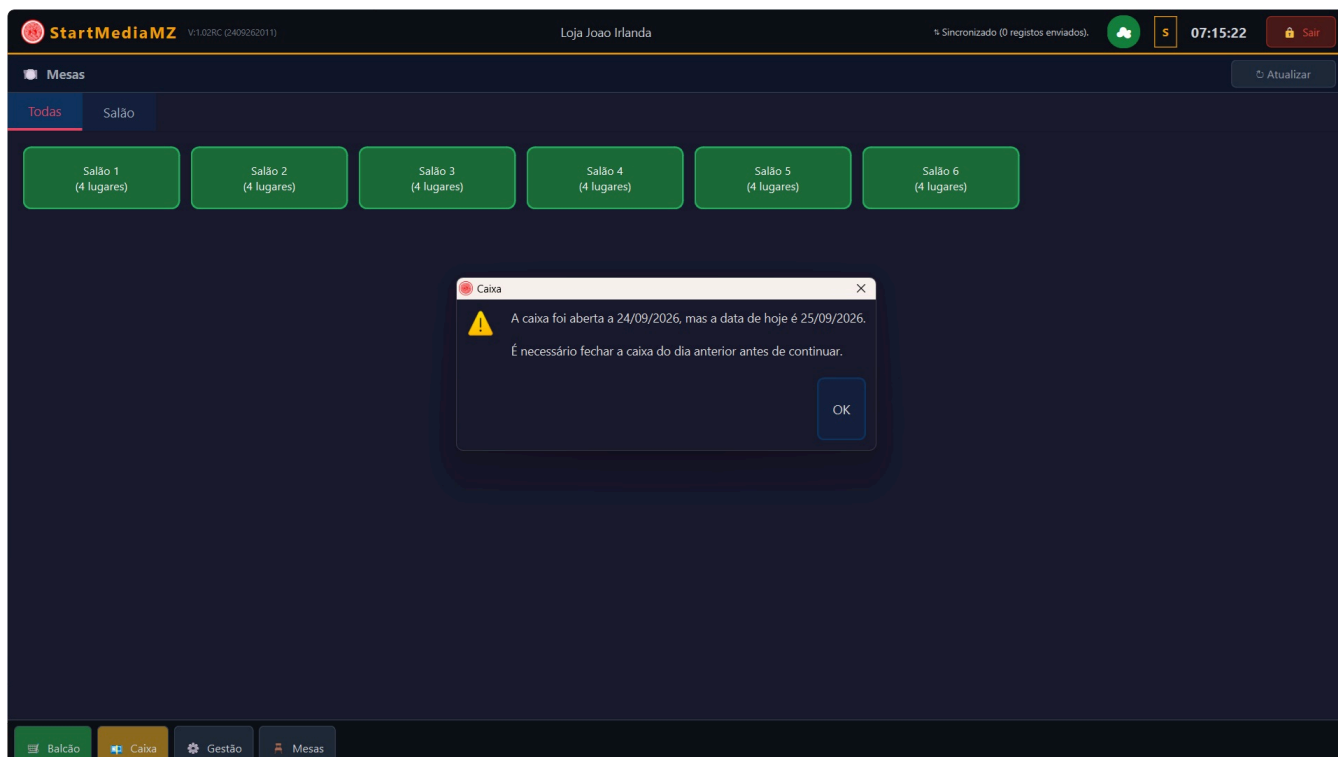


Opening the till

1. Press  **Till** in the menu.
2. Press  **Open Till** and enter the starting cash float (initial cash in the drawer).
3. Confirm. The Opening receipt is printed.



Till left open from a previous day — if the till stayed open overnight, the program warns you and requires you to close the previous day's till before continuing.



Main menu

Button	What it is for
 Tables	Sales per table (restaurants): the bill stays open until it is paid
 Counter	Quick sale without a table: add items and pay straight away
 Till	Open/close the till, cash outs and withdrawals
 Catalog	Items, categories, comments, customers and users
 Management	Dashboard, documents, reports, sync and settings

Tables screen — tables are grouped by zone; use the zone tabs (or **All**) to filter and  **Refresh** to reload. Tap a table to open the order screen for that table. Tables with an open bill are highlighted.

Header — shows the operator, the sync status ( button, green when everything has been sent) and, when several terminals are networked, the **SERVER** or **STATION n** badge.

4. Order screen (registering the order)

The **order screen** is the full screen that opens when you tap a table (or Counter). Categories and items are on the left. The **order grid** is on the right.

Image — Order screen: categories on the left, order grid on the right, button bar at th...

The **order grid** shows the table and the operator, the registered lines (item, quantity, unit price and amount), the TOTAL and the **Print Bill**, **Clear** and **Pay** buttons.

Image — Order grid with three lines and the total

Adding items

- Tap a category to see its items; if it has subcategories, you go down one level. ← **Categories** goes back.
- Tap an item to add it (each tap adds 1 unit). Newly added lines appear in the order grid marked as **new**.
- If the item has options (e.g. flavours, toppings), a window opens to choose between the minimum and maximum allowed.
- With a barcode scanner, scan the code or use  **Scan barcode**. If the code does not exist, you can create a new item or assign it to an existing one.

Changing a line

- In the order grid, tap the quantity to change it, or the price to change the unit price (if your role allows it).
-  **Comment** — adds notes to the selected line (e.g. Rare, No ice).
-  **Discount** — as a percentage or an amount; with a line selected it applies to that line, with no selection it applies to the whole bill. "Remove discount" cancels it.
- × **Remove item** removes the selected line;  **Clear** with no selection deletes every line in the order grid (asks for confirmation).

Image — Choosing comments for the line (e.g. Well done)

Sending to the kitchen/bar

At tables, the order is sent to production when you press ← **Tables**. Each item is printed on the printer of its section (kitchen, bar...). Items cancelled after being sent produce a  **CANCELLATION** ticket. At the Counter, the order is sent at the moment of payment.

Image — Order sent to production (Kitchen section), with the comment

Printing the bill —  **Print Bill** prints the table statement (a pro-forma for checking) so the customer can see it before paying.

Image — Table statement printed with Print Bill

Waste — in  **Document > Waste**, the registered items are written off stock with a reason (expired, damaged, theft/loss, other). No fiscal document is issued.

5. Payment and documents

Choosing the document — the  **Document** button sets what will be issued:

Option	When to use it
Automatic	Default: Simplified Invoice (FS) up to the legal limit, Invoice-Receipt (FR) above it
Simplified Invoice (FS)	End consumer, amounts below the limit
Invoice-Receipt (FR)	Customer asks for an invoice with tax number and address, or amount above the FS limit
Invoice (credit sale)	Customer with a current account — pays later
Waste	Stock write-off, not fiscal (see section 4)

Taking the payment

1. On the order screen, press  **Pay**.
2. Choose the method: Cash, Card (Multibanco), MB Way or Other.
3. Enter the amount received; the program calculates the **Change** or the amount **Missing**.
You can split the payment across several methods (e.g. part in cash, part by card).
4. Optional: fill in the customer's name and tax number. If left blank it is "End Consumer".
Under "Additional fields" you can add address, postcode and city.
5. Press  **Confirm Payment**. The document is saved and the receipt printed; the table becomes free.

Image — Payment screen: methods, quick notes and change

Image — Split payment: part by card, the rest by another method

Image — Customer tax details (name and NIF/NUIT) before finishing

Image — Receipt of the document issued after payment

Credit sale (current account) — choose 👤 **Customers** on the order screen and pick the customer (they must have name, tax number, address, postcode and city), then 📄 **Issue Invoice**. If the customer has a credit limit, the invoice is refused when it would exceed it. Later payments are recorded in Catalog > Customers > 📄 **Current account / Receipts** > **Issue receipt**.

Duplicate copy — in Management > 📄 **Documents**, choose the date, select the document and press 🖨️ **Duplicate** (or 👁️ **View details** to see its lines).

6. Cash movements, closing the till and reports

The 💶 **Till** screen shows who opened it, the time, the starting float and the **Cash balance**.

Image — Open till window: balance, Cash out, Withdrawal and Close Till

Movements during the shift

- 💵 **Cash out** — take money out of the drawer (e.g. to the safe).
- 🏠 **Withdrawal** — a payment made with money from the drawer (e.g. a supplier).

Both ask for an amount and a required reason, and print a Movement receipt.

Closing the till

1. Press 🔒 **Close Till**.
2. The program asks "Close the till with a balance of ...?" with the calculated cash balance. Check the cash in the drawer against that amount.
3. Press Yes. The till closes and the Closing receipt is shown/printed, with VAT per rate, total sales and totals per payment method.

Closing with a cash count (optional) — if Settings > Till > count at closing is enabled in the back office, the program first asks for the cash counted in the drawer, without showing the expected balance. Only then does it show the expected amount, the counted amount and the difference (over or short).

Image — Close confirmation with the cash balance

Image — Closing receipt: VAT per rate, total sales and totals per method

Reports — in Management >  **Reports**, choose the period (From/To) and the type:

Report	Shows
VAT summary	Base, VAT and total per rate
Payment	Total and number of documents per method
Items	Quantities and amounts sold per item
Employee	Sales per user

The **Print** button sends the report to the chosen printer. These reports only show data from this terminal; reports for all stores are in the back office.

The Management  **Dashboard** gives a quick summary: today's sales and documents, sales for the month, open tables and takings per method.

7. Catalog and settings

Catalog () — the store's catalog. Everything created here syncs with the central server.

- **Items** —  **New item**,  **Edit**,  **Activate/Deactivate**. Main fields: code, description, price, VAT, category, section (sets which production printer it goes to), unit, stock control and image.
- **Categories** — name, colour and parent category (maximum 2 levels). "Visible on the sales screen" lets you hide a category.
- **Comments** — list of quick notes for the kitchen (e.g. Rare/Medium/Well done).
- **Customers** — customer record, credit limit and current account.
- **Users** — name, PIN, role, language, and the Manager and Super User options.

Tip: on the order screen, pressing and holding an item or category opens its edit form straight away (enable it in Settings > Interface).

Building the catalog, step by step

In a new installation the catalog is empty: Management shows 0 active items. The right order is to create the categories first, then the items and finally the comments.

Image — Management dashboard in a new installation: 0 active items

1. Open the Catalog — in the menu, press  **Catalog**. The tabs are Items, Categories, Comments, Customers and Users.

Image — Catalog: item list still empty

2. Create a category — on the **Categories** tab, press **+ New category**:

- **Name** — as it appears on the sales screen (e.g. Food, Drinks).
- **Parent category** — leave "Top-level category"; choose another category only to create a subcategory.
- **Visible on the sales screen** — leave ticked.
- **Colour** and **Image** — optional, they set how the button looks on the order screen.

Press **Save**. Repeat for each category.

Image — New category: name, parent category, colour and image

3. Create an item — on the **Items** tab, press **+ New item**:

- **Code** and **Description** — e.g. 1, Portuguese-style steak.
- **Price** — selling price including VAT.
- **VAT** — applicable rate (e.g. 16% standard rate in Mozambique).
- **Category** — where the item appears on the order screen.
- **Section** — where the order goes (Kitchen, Bar, Pastry...). Leave "(no section)" for items that need no preparation.
- **Type** — Sold, Purchased, Active.
- **Unit** and **Control stock** — as appropriate for the item.

Image — New item: Portuguese-style steak, category Food, section Kitchen

Image — Choosing an item's production section

Press **Save**. The item appears in the list, with category, price, VAT and status.

Image — Item list with the first item created

4. Create comments — on the **Comments** tab, press **+ New comment**, type the description (e.g. Well done) and press **Save**. These comments become available on the  **Comment** button of the order screen.

Image — Comments tab still empty

Image — New comment: description

Image — Comments created: Well done, Rare, Medium

Settings (Management >  Settings, managers only)

Tab	What is configured
General settings	Company details, language, fiscal module and currency
Store configuration	Central server, API key and store ID
Configure peripherals	Sections, printers, COM ports and scales
Zones and Tables	Zones, tables, seats and "Allow several bills"
Interface	Press and hold to edit; barcode scanner
Network	Normal, Server or Terminal mode

Tab	What is configured
Utilities	Backup, restore backup, AT series, diagnostics, recalculate stock, logs

Printers — in Peripherals > Printers, create a printer of type **Network** (e.g. 192.168.1.50:9100), **Serial** (e.g. COM3), **Physical** (printer installed in Windows/Linux) or **Screen** (shows in the app only). Use  **Test** to print a test receipt. Then, in **Sections**, link each section (Kitchen, Bar...) to its printer.

Several terminals in the same store (Network) — one PC is set as **Server** (press **Start server** and note the IP and port). On the others choose **Terminal**, enter the server IP, the port and a station number, and press **Connect to server**. The terminals then share tables, open bills, till and catalog. The Server must be on for the Terminals to work.

8. Sync and troubleshooting

The terminal syncs with the central server on its own every few minutes. Without Internet it keeps selling normally; whatever is pending is sent when the connection comes back.

Connecting the terminal to the central server (configuration file)

After creating the store on the central server (back office, Stores menu), download that store's `.json` configuration file and take it to the terminal (USB stick, email or shared folder). This file contains the server address, the API key and the store ID.

1. On the terminal, open **Management > Settings > Store configuration**. While the terminal is not connected, Server and API key show "(not configured)". Press  **Import configuration file**.

Image — Store configuration not yet connected to the central server

2. Choose the store's `.json` file (e.g. `startpos_sync_loja_2 ....json`) and press **Open**.

Image — Choosing the store configuration file

3. The program confirms the store and the server (e.g. "Configuration imported: Loja 24 Julho (store 2)"). Press **OK**. The store name now appears in the header.

Image — Confirmation of the imported configuration

4. Open **Management >  Sync** and press **Sync now**. The connection status should become **Active** and the terminal sends what it had already created locally (items, categories, zones, tables).

Image — Sync panel after the first sync, with records still pending

5. If the header shows "left to send" or **Pending** is greater than 0, press **Sync now** again. Everything is fine when Pending shows **0 records** and the  button in the header turns green.

Image — Sync finished: 0 records pending and a green 

Management >  Sync shows the server, the connection status, the last sync and how many records are **Pending**. Useful buttons:

-  **Sync now** — forces an immediate send/receive (also via the  button in the header).
-  **Download images** — fetches the item images from the central server.
-  **Import configuration file** — found in Settings > Store configuration (see above).

Backups — in Settings > Utilities,  **Make backup** creates a copy of the local database. Restoring a backup is only available to Super Users.

Common problems

Symptom	What to do
"The till is closed" when selling	Open the till in  Till
"Wrong PIN"	Check the PIN; the user may be inactive or not set to "Uses the POS"
 does not turn green / records pending	Check the Internet and press Sync now; see Utilities > Sync log > View log
"Sync not configured"	Import the store configuration file in Settings > Store configuration

Symptom	What to do
"⚠ History to be confirmed" in the header	Open Management > Sync and follow the warning
Receipt does not print	Test the printer in Peripherals > Printers; check IP/port and that it is switched on
Order does not print in the kitchen	Check that the item has a section and that the section has a printer
"Connection to the Server lost" on a Terminal	Check that the Server PC is on and on the same network; press Try again
Items without images	Sync > Download images

If the problem persists, turn on **Detailed logs** in Utilities, repeat the operation and send the logs folder (**Open logs folder**) to StartMedia support, by WhatsApp on +353 87 143 3448.