

4Pos Questions and Answers

No	Questions	Answers	Flowchart NO
1	Queue	Queue Flowchart	1
2	Can't update Till	Till Flowchart	2
3	Saved Transactions	Saved transactions POS flowchart	3
4	Can't cash up due to open tables	Open tables flowchart	4
5	no permission to cash up in Pos and Touch	permissions, call supervisor If supervisor, refer to manual how to change permissions	
6	Open transaction on screen	Finalize the transaction or cancel it	
7	how do I exit pos?	Alt + x	
8	How do I repair my DB	DB repair flowchart	5
9	Still can't update Pos	Still cant update pos flowchart	6
10	Screen is squashed or cut off	the ideal resolution should be 1024x768	
11	How do I back up?	Double click PosBackup	
12	How do I delete a transaction in POS	press Ctrl + F8 to delete entire transaction, or to delete any line in the transaction press F8, highlight line then press enter.	
13	How do I upgrade my POS	Refer to documentation, in FAQs, How to upgrade my Pos	
14	Reports don't show correctly	Set your printer to A4, refer to documentation, getting started	
15	How do I give a Discount on transaction?	Click on Tender (F10) then press Ctrl + F9 and enter your discount percentage. Or another ctrl + F9 for rand value discount. Refer to documentation, 4Pos scan, Miscellaneous	
16	How do I delete a transaction in Touch	Press Revoke, highlight the line, press accept to delete/Cancel the transaction	
17	My cash draw does not open	Can't open Cash draw flowchart	7
18	There are no tables however Touch says there are tables open	Supervisor clicks on waitron, all open tables will be displayed. Cash out tables.	
19	Can't enter amounts over R1000	Can't enter amounts over R1000 flowchart	8
20	Unable to connect to server db?	Make sure C: is shared, if not share C: then refer to Db repair flowchart	5
21	How do I change the quantity and sales price in Pos scan	Press F9 to change Price then enter and the star button(*) to change quantity then enter	
22	How do I reverse a transaction	Press Shift + ctrl + alt, check command for reversal (Default Shift + R) then open the product you wish to reverse	

23	How do I reprint a previous sales slip?	Press Shift + ctrl + alt, check command for reprint (Default Alt + F12) and select print previous transactions.	
24	Slip printer options	Go to Back office, store setup and security, point of sale parameters.	
25	How do I do a price check?	Ctrl + F1, scan or enter Item Code	
26	How do I change sales channel	Alt + F9	
27	Reference numbers	On Pos, Alt+ O = Order reference, ALT + E = Serial number ALT + C = Card number if you need to have reference always on, Go to Back Office, store setup and security, Point of sale Parameters, tick required reference	
28	How do I backup to an external media?	right click start, click explore, go to 4PosUpgrades and copy the 4POSBackup to external media and execute the backup from there.	
29	How do I zeroise Stock	In Back office, utilities, zeroise stock quantity, Password is DD##MM	
30	How do I create a touch menu?	Open touch, press on cash, press c. Refer to documentation	
31	Where do I see my customer/ supplier outstanding amounts?	Go to Back office, reporting, miscellaneous reports, then customer outstanding balances or supplier outstanding balances	
32	Password not accepted	Are you putting in the correct password? Is your num lock on?	
33	Function greyed out?	Check your permissions if you're the supervisor, and if not call the supervisor	
34	I forgot my password?	Get staff member with access permission for Maintaining employee details. Select your name and create a new password or Scan your id	
35	I've installed 4pos touch and my touch is not working when I touch it?	Do you have a touch screen? If Yes call for technical support	
36	My keyboard buttons are not working	Ctrl + Shift + Alt to see the commands	
37	How to check stock quantity in Pos	Press F1 select your product, then press F3	