



AMCore – AMC Manager

Quick Start Guide · Version 1.6.0 · UAE Edition · From VRB Tech

AMCore manages annual maintenance contracts, service visits, quotations, invoices and payments for service companies. One Windows PC (the **master PC**) keeps the database. Other office PCs, tablets and phones can work through a web browser while they are on the same office Wi-Fi.

1 Install or Upgrade

- 1 Run **AMCore – AMC Manager_1.6.0_x64-setup.exe** on the master PC and accept the Windows prompt.
- 2 Version 1.6.0 installs over 1.5.x. Your data stays in place, and the installer closes the running app first.
- 3 AMCore starts with Windows and keeps running in the system tray (near the clock). Closing the window only hides it; use **Quit** in the tray menu to stop it.

2 First Start

- **Try the demo:** choose Demo Technical Services and enter PIN **1234**. The demo data is fictional and can be reset in Company Settings.
- **Start a 7-day free trial:** click Start 7-Day Free Trial, enter your company details and choose an **owner PIN** (at least 4 digits). An internet connection is needed.
- **Activate a paid plan:** contact support@vrtech.asia for a Company ID and private activation code, then use Register now on the sign-in screen.
- Sign in with your PIN each time. AMCore checks the licence online when you sign in and works offline for up to 7 days.

3 Everyday Work

Customers & Sites	Add a customer with its contact details and one or more service sites (address, Google Maps link, site contact). Add more sites later from Sites .
AMC Contracts	Create a contract for a customer: dates, value, planned visits, frequency, terms and covered sites. Status follows the dates automatically: Active , Expiring (within the reminder period) or Expired . Choose Draft if it is not yet signed. Use Renew to create the next year's contract, and the download button for a PDF.
Visit Planner	Plan a visit with a date, site, technician and visit type. Use Reschedule / Edit to change the date or person, or to cancel. Use Mark Completed with a remark and/or photos, videos or documents (up to 50 MB each). Visits past their date show as Overdue . WhatsApp and Email buttons prepare a message you can edit before sending.
Assets	Record equipment at each site (number, model, serial, warranty, condition) and link it to the contract that covers it.
Quotations	Click New quotation , add as many lines as needed (type them or pick from Products & Rates), check the live preview and save. Use Edit to change lines or status (Draft, Sent, Accepted, Rejected, Expired) and Export PDF to send it.
Invoices	Create an invoice from a quotation or contract with Generate invoice . Add the LPO number and an optional supporting file. The PDF is saved in the shared folder.

Payments	Record money received against a customer and, optionally, one of that customer's invoices. Use Edit to correct an entry.
Products & Rates	Keep your standard services, products and visit rates with price and VAT. Mark an item inactive to hide it from new quotations.
Dashboard	Active contracts and value, contracts expiring this month, today's and overdue visits, sales and technician activity. The bell icon lists renewals, overdue visits and backup reminders.

4 Team and User Accounts

- 1 Add your people in **Team** (salesperson, technician, supervisor and so on).
- 2 In **Company Settings** → **Users, Seats & Permissions**, invite a user, choose a role and link them to their Team member.
- 3 Give the one-time **invitation code** (valid 24 hours) to that person privately. They select their name at sign-in, enter the code and set their own PIN.

Owner	Everything, including Company Settings, backups and users.
Admin	All daily work and Edit History; no Company Settings.
Sales	Only their own customers and the related sites, contracts, quotations, visits, invoices and payments.
Technician	Only visits assigned to them and the related sites and assets. Prices are hidden.
Viewer	Read-only access to the areas you allow.

For each user you can choose which areas they see and whether they may see prices and values. Users without price access see a dash (—) instead of amounts.

5 Office Network (Browser Devices)

- 1 On the master PC, open **Company Settings**, choose a shared PDF & attachment folder and save the preferences.
- 2 In **Local Network Service**, click **Start Local Service** and copy the link shown (for example <http://192.168.1.10:8829>).
- 3 On the other device, connected to the same office Wi-Fi, open that link in Chrome, Edge or Safari, choose your account and enter your PIN. Use Add to Home Screen for app-like access.

Keep the master PC switched on while others are working. Use only on your private office network: never on public or guest Wi-Fi, and never forward port 8829 to the internet. If two people edit the same record, the second save is refused so nothing is overwritten. Reopen the record and enter the change again.

6 Backup and Restore

- **Company Settings** → **Create Backup Now** saves a **.db** file and a matching **.db.files** folder. Keep both together, preferably on another drive or a USB disk, and outside the shared folder.
- To restore, use **Restore From Backup**, then click **Restart Now**. The backup replaces the whole database on this PC, and the previous database is kept as a safety copy.
- On a new PC with no company yet, use **Restore company from backup** on the sign-in screen. The new PC may need its activation code from support.
- AMCore reminds you when a backup is due. Test a restore once in a while.

7 Settings and Appearance

- **Company Profile:** logo, legal name, TRN, default VAT rate and currency. Changes apply to new documents; existing contracts and quotations keep their own VAT and currency.
- **Preferences:** reminder days, WhatsApp/email buttons, default terms and the shared folder. **Bank details** can be shown on invoices and, optionally, on quotations.
- **Document Layout Editor:** change the quotation, contract and invoice templates and accent colour, with a full-size preview.
- **Light / dark mode:** use the sun/moon button at the top of the screen. Each device remembers its own choice.
- **Excel exports:** download customers and contracts as CSV files that open in Excel.

8 Quick Help

Forgot owner PIN	Use Reset owner PIN on the sign-in screen with your Company ID and the private reset code from VRB Tech.
"Trial or plan expired"	Connect the master PC to the internet and sign in again, or contact support to renew.
Phone cannot connect	Check that both devices are on the same Wi-Fi, the master PC is on, and the Local Network Service is running.
Attachment will not upload	Use PDF, image, video, Word, Excel or text files up to 50 MB, and make sure the shared folder is set on the master PC.
Need help	Email support@vrbratech.asia · Website vrbratech.asia