

# CAFE SERVER – INTERNET CAFE MANAGEMENT SOFTWARE

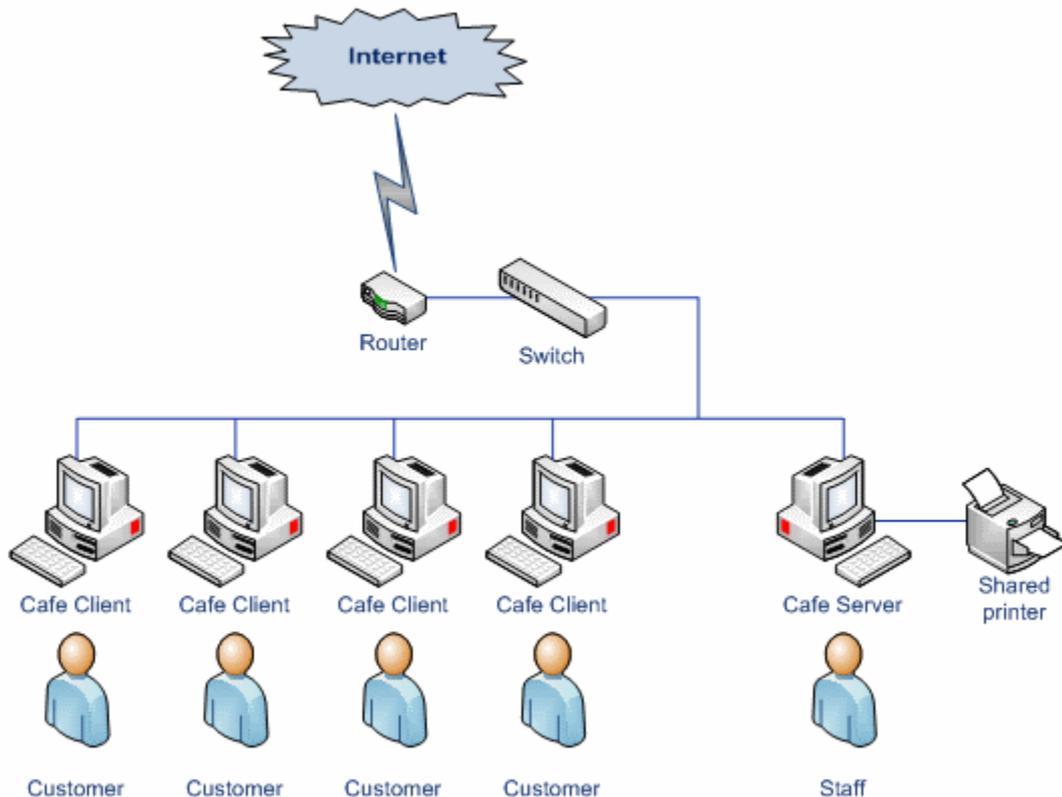
## USER'S MANUAL

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## Brief description

The software is designed for management and tariffication in internet cafes and at places, where computers are rented (computer gaming clubs, hotels, hostels, libraries, schools, internet points, info centers, etc.). The software has two parts – Cafe Server and Cafe Client. Cafe Server should be installed only on one computer, which is dedicated for staff (not for customers). This is a controlling computer for other client computers. The Cafe Client should be installed on all computers dedicated for customers. Next picture shows typical internet cafe installation – of course, your configuration may be very different – this is only an example.



The maximal number of the client computers, that you can use at the same time depends on the type of bought license (e.g. 1+5 PC, 1+10 PC, 1+20 PC...). You can buy a license for any number of computers. As well, it is possible to extend your license afterwards.

**⚠ Note:** DEMO version is limited for application 2x Cafe Client + 1x Cafe Server.

During operation the client computer is locked in the way, that nobody can use the computer (run programs, browse on the internet, etc.). The program allows lock the computer in the way, that it is not possible to use it. Cafe Client cannot be terminated by using the "Task Manager" or "Ctrl+Alt+Del" key combination.

The staff can remotely login a new customer to a client computer. Then it is possible to use the client computer without any limitation. Cafe Server measures elapsed time for the customer and calculates current price. The customer can see elapsed time and current price on the client computer screen, in the right bottom corner (information window). The computer is automatically locked after customer logout.

Cafe Server allows:

- Permanent monitoring of the current state of each computer.
- Remote control of computers from one place.
- Charging other products and services.
- Automatic counting and charging printed pages.
- Reviews for sales checking.

- Exports reviews to various formats.
- Statistical information about internet cafe visit rate.

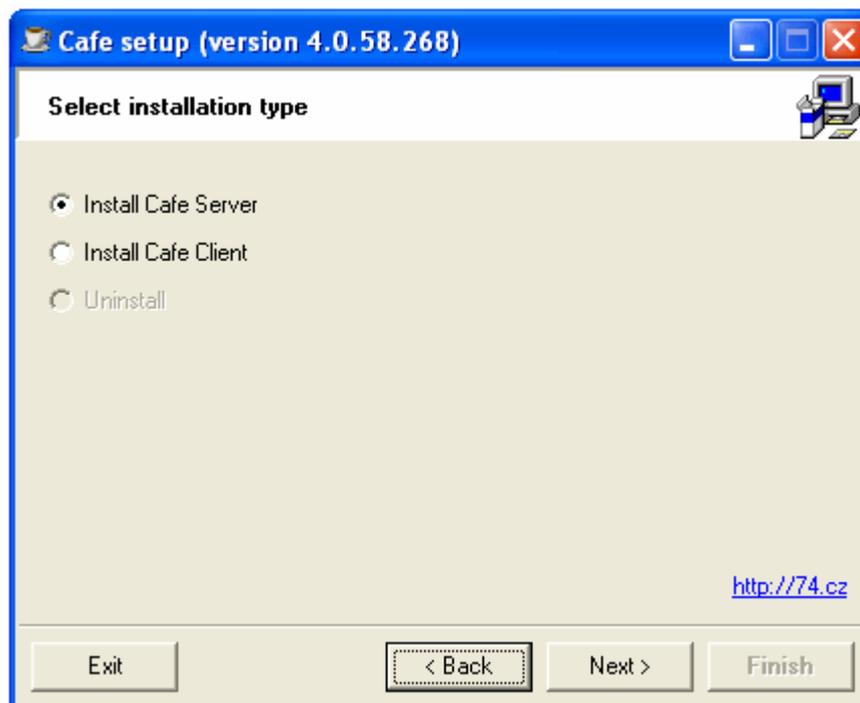
Installation requirements:

- Cafe Server – operating system MS Windows Vista, XP, 2000.
- Cafe Client – operating system MS Windows Vista, XP, 2000 or Linux.
- Local Area Network, protocol TCP/IP.
- Administrator's rights.

## Software installation and uninstallation

Because of security reasons you must have administrator's rights to installation and uninstallation of the software. You can install Cafe Server or Cafe Client and uninstall the software by the common installation program **CAFES SETUP.EXE**.

 **Note:** Do not use Windows Control panel for uninstallation of the software.



## Cafe Server installation

To finish installation of Cafe Server you must fill out a simple registration form.

**Company name** – fill in your company name.

**Serial number** – if you have bought a license, fill in the serial number. If you are going to install DEMO version of the software, left this field blank.

**Your password** – enter your password. This password is required for access into some important parts of Cafe Server, such as program configuration (price policy settings, price list settings, etc.). Because of this reason, keep this password in secure. Usually the password should not be shared with staff members.

**Confirmation** – repeat password for verification.

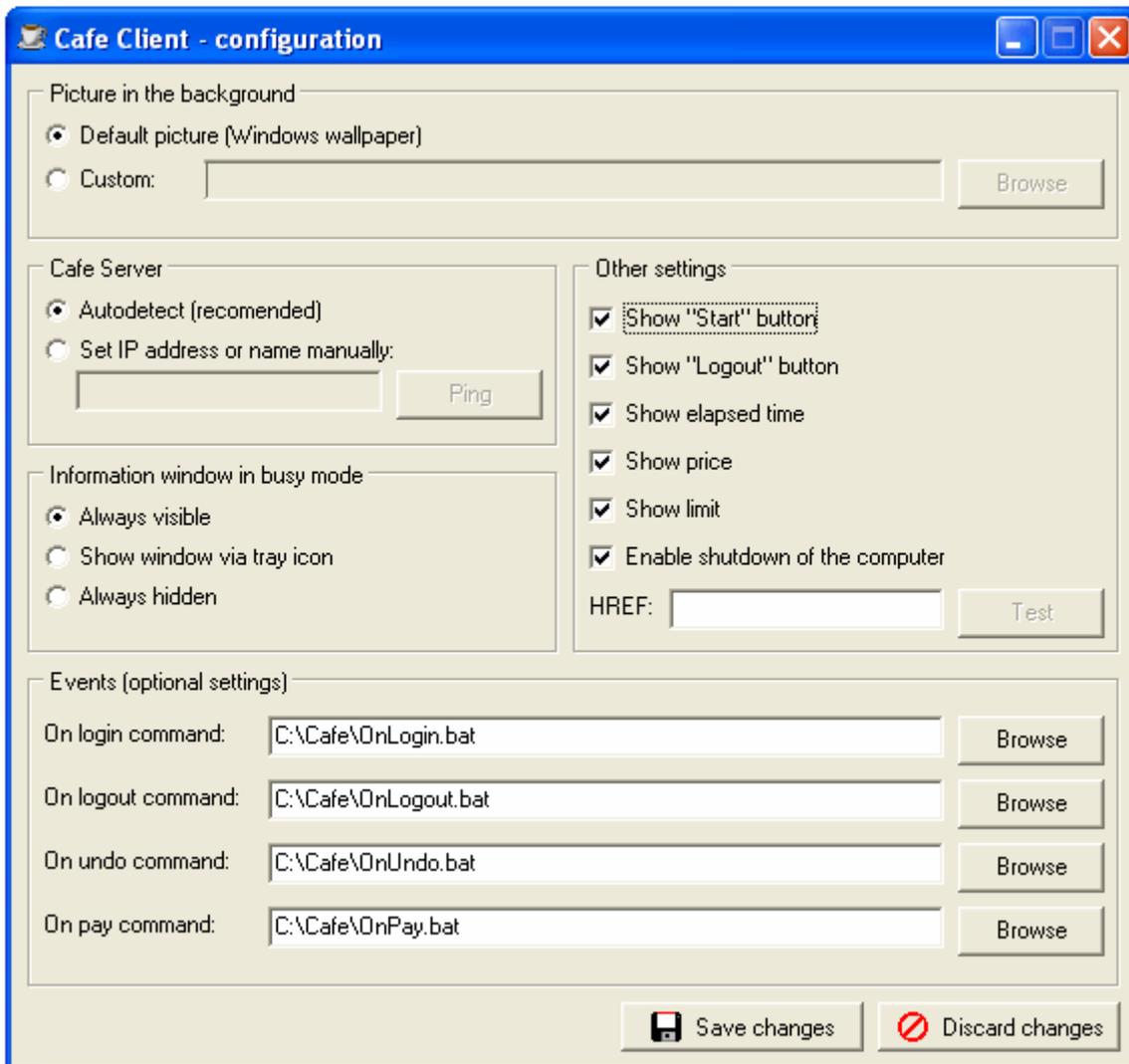
## Cafe Client installation

Installation of Cafe Client is absolutely easy and requires no registration. Simply finish installation and restart the computer. Optionally, you can set up a few parameters in the configuration dialog (see chapter “Cafe Client – Configuration”). Because of security reasons, you must have a non-administrator user account for using of Cafe Client.

 **Note:** If you use a firewall, allow communication on port 57577 (protocol TCP+UDP). Communication on this port must be allowed on all computers (on Cafe Client and Cafe Server).

## Cafe Client – Configuration

You can run configuration dialog only if you are logged in as an administrator.



### Basic configuration

**Show “Start” button** – show button, so that the customer can log in to Cafe Client, without assistance of staff.

**Show “Logout” button** – show button, so that the customer can log out from Cafe Client, without assistance of staff.

**Show elapsed time** – show or hide information to customer, about elapsed time.

**Show price** – show or hide information to customer, about current price.

**Show limit** – show or hide information to customer, about set limit.



**Enable shutdown of the computer** – enable or disable shutdown or restart of the computer.

### Special events

**On Login command** – execute a special action on log in of the customer (e.g. run BAT or EXE file...).

**On Logout command** – execute a special action on log out of the customer (e.g. run BAT or EXE file...).

**On Undo command** – execute a special action on undo operation (e.g. run BAT or EXE file...).

**On Pay command** – execute a special action when the customer has paid (e.g. run BAT or EXE file...).

 **Note:** You can find examples of use in the installation ZIP package, in the EXAMPLES folder.

## Cafe Server – Configuration

It is recommended to create separate Windows user accounts (non-administrator) for your staff members – do not use only one user account for whole staff. Cafe Server uses name of the currently logged user and stores this name on every transaction (record) in the database.

Before use of Cafe Server you should set up several things:

- **Price policy** for use of computers (e.g. price per hour or other way – there are a few possibilities).
- **Price list** for other products and services (e.g. coffee, tea, scanning, etc.) – *optional step*.
- **Prepaid cards** – *optional step*.
- **Discount rates** (e.g. 10% for students, etc.) – *optional step*.
- **Billing and receipt options** (e.g. VAT, appearance of receipt, dual currency feature, etc.).

### Price policy settings

Basically, there are three different possibilities (policies), how to calculate price for use of computers:

- **All day long the same price per hour** (e.g. 4.00 USD per hour) – this is the simplest way.
- **Price depends on elapsed time** – the price depends on the time period, that customer has spent at the computer. You can have different rates per hour according to the elapsed time.
- **Price depends on time of day** – the price depends on the current time of day. For example, you can have different rates per hour before midday, in the afternoon and at evening.



The screenshot shows the 'Configuration' dialog box with the 'Price policy' tab selected. The 'Price policy' section has three radio button options: 'All day long same price per hour' (selected), 'Price depends on elapsed time', and 'Price next to it is '4.00' USD. Below these are two checked checkboxes: 'Automatically charge for printed pages', with 'Price per page (B&W): 0.2 USD' and 'Price per page (Color): 1.0 USD'.

### Price depends on elapsed time

This option is applicable when the price depends on the time period, that customer has spent at the computer. For example, the price policy is can be as follows:

- From 0 to 30 minutes – rate 4 USD per hour,
- From 30 to 60 minutes – rate 3 USD per hour,
- From 60 minutes – rate 2 USD per hour.

Price by elapsed time:

From [min]	To [min]	Price [USD/h]
0	30	4
30	60	3
60	-	2

### Price depends on time of day

This option is applicable when the price depends on the current time of day. It means that you can have different rates per hour over the day. For example, the price policy can be as follows:

- From 12:00 to 18:00 – rate 3 USD per hour,
- From 18:00 to 06:00 – rate 4 USD per hour,
- From 06:00 to 12:00 – rate 2 USD per hour.

Price by daily hour:

From [h]	To [h]	Price [USD/h]
6	12	2
12	18	3
18	6	4

### Other parameters for price policy

**Configuration**

Common | Price policy | Discounts | Billing | Price list

Company:

Serial number:

Free minutes:

Minimum minutes:  and then count every  minutes

Rounding:

**Free minutes** – number of minutes, that customer never pay for. For example a customer will never pay for the first 5 minutes, etc. This parameter is optional, default value is 0 minutes – it means, that a customer pay for every minute spent at the computer.

**Minimum minutes** – minimum number of minutes that a customer will always pay for – this parameter has influence on initial price after login. For example, if you have the price policy 4 USD per hour and minimum 15 minutes, then initial (minimum) price immediately after login of a customer is 1 USD. This parameter is typically 10 minutes, 15 minutes, 20 minutes, 30 minutes, etc.

**...and then count every X minutes** – Cafe Server computes price every X minutes, after the minimum minutes has reached. For example, the parameter minimum minutes is 15 minutes and then computes price for every 5 minutes. The default value is 1 minute.

**Price rounding** – specifies, how to round the price for use of a computer. For example, the price 6.73 USD can be rounded in several ways:

- 6.73 USD (0.01),
- 6.75 USD (0.05),
- 6.70 USD (0.10),
- 6.50 USD (0.50),
- 7.00 USD (1.00),
- etc.

### Automatically charge for printed pages

Cafe Server automatically counts total number of printed pages from all Cafe Client computers. Optionally you can define a price for one printed page – separately for “black and white” print and for “color” print. For example, you can set up:

- 0.20 USD per each BW printed page and
- 1.00 USD per each color printed page.

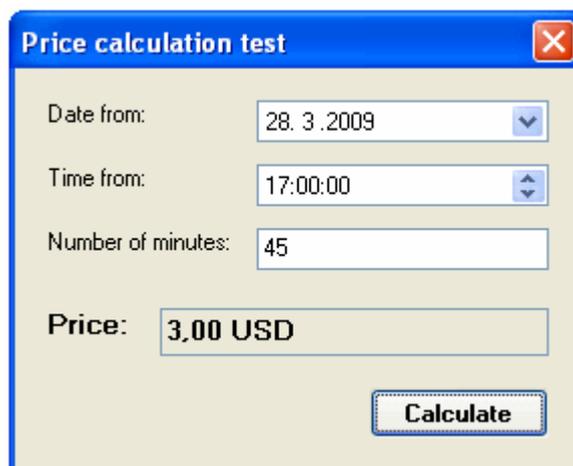
Cafe Server then automatically calculates price for all the printed pages and adds this price to the customer's bill.

 **Note:** Some printers and its printer drivers have problems with monitoring of printed pages.

### Price calculation test

To set up price policy properly might be sometimes a bit complicated. There are several parameters that have influence on final price. Therefore there is a function “Settings/Price calculation test”, which can help you verify your price policy settings. This function serves only for testing purposes.

Simply enter date and time of customer login and duration (number of minutes) that a customer uses a computer – Cafe Server calculates price for this parameters.



The screenshot shows a dialog box titled "Price calculation test" with a close button (X) in the top right corner. The dialog contains the following fields and values:

- Date from: 28.3.2009
- Time from: 17:00:00
- Number of minutes: 45
- Price: 3,00 USD

A "Calculate" button is located at the bottom right of the dialog.

### Prepaid cards

The software is primarily designed as “post pay” system – customers pay after use of computer. The Cafe Server also allows use “prepaid cards” – customers can buy a credit before use of computer. Prepaid cards are based on principle of prepaid minutes. First of all you should define one or more

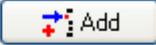
types of prepaid cards. This means, that you should define number of prepaid minutes and the price for this number.

An example:

- Prepaid card 1: 200 minutes 10,- USD
- Prepaid card 2: 500 minutes 20,- USD
- Prepaid card 3: 1000 minutes 35,- USD
- etc.

Prepaid cards

Description	Amount	Price
Prepaid card 1	200	10,00 USD
Prepaid card 2	500	20,00 USD
Prepaid card 3	1000	35,00 USD

 Add

 Delete

## Individual discounts

In Cafe Server you can use individual discounts, e.g. 10% for students, etc. This discount is applicable only for use of computers – it is not applicable as discount for other products and services.

Sole discounts

Description	Discount
Student	10%

 Add

 Delete

## Cafe Server – Reviews

Reviews are important for sales checking and for getting statistical information about internet cafe visit rate, etc. There are a few types of reviews:

- **Detailed review** – contains detailed information about each transaction;
- **Daily review** – contains aggregated information for whole day(s), each day is represented by one row in the table;
- **Chart** – a graphical representation of Daily review;
- **Summary** – contains information about each item (e.g. amount of sold items per shift).

Furthermore there are two different kinds of reviews:

- **Computers** – comprises information only about computers – does not comprise information about other products and services sales,
- **Sales** – comprises all sales: computers, printed pages, other products and services, etc.

You can print all reviews or export into different file formats (TXT, HTML, CSV, XLS...).