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Welcome to Cafezee 3.9

Introducing Cafezee

Cafezee is comprehensive cyber cafe management software that not only manages the customers and employees of the cyber cafe, but also secures the computers by restricting access to sensitive elements.

Prepaid Codes

The customers can unlock the client computers and start using them after entering a code purchased from the cash counter. These codes can be pre-printed or packaged or displayed as and when needed.

Prepaid Members

- The customers have their own login and password that they can use to unlock the client computers and start using them.

Postpaid Schemes

Multiple postpaid schemes can be defined to setup different rates for different type of users. A client computer can be remotely unlocked from the server and given to a customer.

Other Sales, Purchases and Expenses

Sales of type other than the ones from PC usage like sale of sodas, Coke, Pepsi, printouts and scanning etc., can be added. A consolidated sales report can be printed. Purchases and other expenses can also be entered and accounted.

Happy hours, Transfer session, custom backgrounds, print monitoring and a bunch of other features make Cafezee - a complete cyber cafe management software and the most affordable one.

System Security

The control panel, network neighborhood, display and other sensitive Windows settings can all be hidden to prevent authorized access. Some of the Internet Explorer settings can also be hidden.

What's new in version 3.9?

- Capture all the websites or webpages visited by a customer.
- Specify a time duration to restrict a prepaid member or a prepaid code account. The account can login only in this specified time range.
- Control the printouts given by the users, Allow/Cancel a print job.
- Automatically charge for the printouts.
- Allow and ban applications by their path, window title.
- Allow and ban websites by their site address, and website titile.
- Providing the Last login information for prepaid member and prepaid code accounts.
- Accept the customer details before starting a post-paid session.
- Exit the selected cafezee client(s) from the server.
- Get selected reports, automatically emailed to your email id.
- Allows the option to display the Customer Details at server side and client side.
- Attach a cash drawer to Cafezee.
- Display the Information about the different icons used in the control Demo.
- Checking the Firewall Blocking at server and client side.
- Providing the Extra Information when the Client is in system tray.
- Allowing the option to display the Cyber Cafe Name at client side.
- New **reports** and more **configuration options**.

Other Features

- **Custom Language Settings**

  Allows changing of the text displayed on the buttons, labels, and on all other controls in all Cafezee screens using Custom Language Settings.

- **Auto Detection of Clients**

  Allows detecting of the laptop clients connected to the same network as of the cafezee server using the auto-detection of clients feature.

- **Grouping of Security Clients**

  Allows grouping of the clients and applying of different security settings to different groups directly from the server.

- **Wake On LAN**

  Invoke/Switch on the client computers that were earlier connected to the Cafezee server computer from the Cafezee server program using the Wake on LAN feature.

- **System Tray**

  Display the Cafezee server and the client program in the System Tray and providing some extra Information by clicking on the Client icon.

- **Bandwidth Monitoring**

  Monitors the Bandwidth used by clients and warn the user of excess bandwidth usage.

- **Event Logger**

  Logs events of the server and client in a separate data file.

- **Print Codes using MS Word template**

  Supports printing of code using a word template, which can be redesigned by the user.

- **Unlimited Slots in Postpaid schemes**

  Supports creation of unlimited slots in the Post-Paid schemes.

- **Security levels**

  Selection of Security settings using security levels High, Low and No security.

- **Round-off Amount**

  Amount Paid entry to allow rounding of the Total Amount or enter desired amount.

- **Export prepaid member details**

  Option to export the prepaid member details to excel.

- **Monitor XBoxes, Laptops**

  Supports manual billing in the form of **dummy clients** to time Xbox, Laptops, Pool Tables or anything else in your cafe.

- **Chat with your customers**

  Chatting between the server and client computers now enable the customers to request services without ever getting out of their chairs.

- **Supports sending a common message to all the customers**

  The Send message to all feature enables the operator to broadcast announcements to all users in the cyber cafe simultaneously.

- **Support to add minutes remotely**

  Remotely extend prepaid sessions by right clicking on the corresponding client icons in the main server screen and selecting Add Minutes.

- **Supports prepaid codes/tickets/coupons**

  Prepaid Code functionality allows customers to unlock and use any computer by specifying a CODE, which they have to purchase from the cyber cafe. The code once purchased can be used until the minutes in the code expires.

- **Supports prepaid customers**

  Prepaid members of the cafe have their own login and password, which they can use to unlock the computers and start using them. They can renew their accounts by paying the staff. Various prepaid packages can be designed with fixed number of minutes and validity periods. The members can avail their usage and renewal reports when desired.

- **Supports postpaid customers**

  Various postpaid pricing schemes can be designed for various categories of customers. The staff selects the appropriate scheme to unlock the computer, and the customer gets charged according to the pricing defined for that particular postpaid scheme. Summarized information can be obtained from the Cafezee reports on the performance of each such scheme.

- **Records all other transactions**

  All sales, purchases and expenses can be recorded.

- **Inventory management**

  Cafezee now allows to maintain stock details. All the purchases or sales made will now affect the quantity of products sold in the cyber cafe, and one can view the updated stock position at any time by using the Inventory report.

- **Account Settlement Shift Management and Day-Close Operations**

  A very useful feature of Cafezee is its ability to mark all the records up to a period in time as "accounted", which means that the cafe owner has already collected the amount for those records from the staff. A cafe owner can choose to perform the settlement once in many days or many times in one day.

- **Control clients from server**

  All the client computers can be unlocked/locked/restarted/shutdown from the server.

- **Save Clients Arrangement**

  This feature allows the staff/Admin to save the positions of the client icons in the server main screen. The staff can use this option to arrange the client icons in a manner, which resembles physical position of the client machines

- **Server can be operated as a client**

  If the customers occupy all the client computers, then the server machine can be switched to the CLIENT-MODE and given to a customer. All the clients keep functioning even if the server goes down for a long period of time.

- **Happy-hours**

  Discount percentages can be defined for non-peak hours of the day and for different days of the week. Price is calculated considering both the pricing scheme and the happy hour.

- **Transfer session (switch PC's)**

  Sometimes, some applications may not be present in some computers but may be present in others. And if the customer wants to switch to a different computer in the middle of his session, the staff can then use the transfer session feature of Cafezee to shift the user from one computer to the other.

- **Staff restrictions and rights**

  Different staff members can be given different access rights with regards to the operation of Cafezee. For instance, some may be given a right to unlock the server and work on it, some may be given a right to modify client security settings etc.,

- **Customizable Sales bill and Purchase bill**

  Bills can be printed showing the PC usage amount and the amount from other services after a customer session.

- **Extensive reporting**

  - Transactions on a particular day
  - Daily collections over a period
  - Monthly collections over a period
  - List of prepaid members
  - Adjustments/Discounts given
  - Printer usage summary

- Member renewals and usage history
- Code renewals and usage history
- Settlement details
- Amount paid differences report
- Internet connection graph
- Server ON/OFF graph
- Illegal Client usage graph

- **Print-monitoring**

  Cafezee monitors all the printer queues available on the Cafezee server machine and stores the document names and other details of all the documents printed. This feature has certain limitations.

- **Internet connection monitoring**

  The connectivity to the Internet is monitored and the data is presented in the form of a graph.

- **Customizable screens**

  The Customer Login and Logout screens can have a background designed by you.

- **Check status from anywhere on web**

  Figures like the number of clients in session, the total number of clients connected, the total amount collected after the last settlement etc., can be availed online from anywhere in the world from our web site.

- **Standard time maintenance**

  The Cafezee server time is synchronized with our main Server and all the Cafezee clients get synchronized with the Cafezee server, thus ensuring that the records are time stamped accurately.

- **Your own currency and date settings**

  Cafezee reads the currency and the date settings from the Windows Regional Settings, which can be modified according to your region.

- **Restricted Windows access and Internet Explorer options**

  The Windows Control Panel, Network Neighborhood, Display settings etc., can all be locked away from customer or staff access, thus reducing the maintenance costs drastically. Even the Internet Explorer settings can be restricted so as to prevent unauthorized alteration to its interface. Disk drives can be hidden and downloads disabled.

- **Auto-Closes applications and active-downloads when customer leaves**

  Cafezee can automatically close all the applications and downloads started by a customer once he logs out. This helps avoid embarrassing moments from objectionable sites left behind by the previous customer. Also, this helps in optimizing the available bandwidth by stopping all the downloads started by the customer.

- **Allowed Applications**

  Cafezee allows the users to use some applications without starting their sessions. These applications can be specified using the Allowed Applications feature.

- **Banned Applications**

  You can use this option to restrict users from accessing specified applications and web sites.

- **Automatic database backups**

  Cafezee regularly makes backup copies of its database in the local drive by itself, and also automatically repairs any errors in the database. The print monitoring and connectivity data is cleaned up at regular intervals.

- **Database is encrypted and protected**

  The Cafezee database is encrypted and password protected so that nobody can tamper the data records.

- **Discounting and Adjustments**

  Cash discounts can be given to postpaid customers in case there was a lapse in the service provided by the cafe (typically, a break in the Internet connection etc.,) and for the prepaid customers, their minutes can be adjusted. A report showing all the records where adjustments were made can be availed to query the staff on each adjustment given.

Transactions

Cafezee views all transactions as a sale, purchase or an expense.

Sales

Sales are further categorized as:

Product: Products are physical items whose quantity is to be tracked when they are sold. The stock available for these type of items can be checked from the Inventory Report. E.g.: Coke, CDs, etc.

Service: Cyber cafes normally offer other **services** like printing and scanning for which the quantity remaining or tracking inventory does not apply.

Code: A code type sale has to be made before the code is given to the customer, who wants to use a computer by typing the code. Codes are capable of unlocking the client computers for usage.

PC-Usage: A PC Usage sale is made every time a post-paid session is closed. This sale type is not added for the prepaid users because the amount will always be zero. All the PC-Usage sales contain the scheme name as the item.

Package: A package type sale is made when a prepaid member account is renewed using a prepaid package. A prepaid package is nothing but a set of {minutes, validity period and amount}.

Others: Allows adding of a custom service which is not defined in the Products and Services list and allows entering of the desired amount for the entered service.

Go to Add Sales screen to learn how to add a sale.

Purchases & Expenses

Purchase of products to be sold from the cyber cafe (example: purchasing 100 Coke cans from a vendor and selling it to the customers).

Other expenses (Salaries to staff, PC repairs...)

Charging for PC Usage

Some cyber cafes have 'Pay and Use' or PREPAID type of pricing, where the customer commits on certain duration, pays for it and then starts using the computer. Some cyber cafes have 'Use and Pay' or POSTPAID type of pricing, where the customer first uses the computer and then pays for the time of usage. But most cyber cafes support both the above types of PC access and Cafezee supports all the above types in a very versatile manner.

There are two PREPAID schemes:

Prepaid Code

The customer buys a prepaid coupon or a code from the employee of the cyber cafe that can be used to unlock one of the computers in the cyber cafe. Typically, the codes are used in the following manner:

Administrator generate codes of multiple duration

Staff sells the code to a customer.

Customer uses the code to unlock the client computers and start using them.

Repeat steps 2 and 3 for each customer who wants to use a computer.

Go to Code Generation page for more details on using Prepaid Codes.

Prepaid Member

In this type of access, the customer is a member of the cyber cafe having his/her own login and password, which can be used to unlock the computers in the cyber cafe. The member needs to maintain a balance of MINUTES in his account and these MINUTES can be added to his account on purchase of Prepaid Packages. Using the prepaid members scheme is typically done as follows:

Create a prepaid member

Add minutes to his account

The prepaid member uses his login and password to unlock the client computers in the cyber cafe and starts using them, until his prepaid time expires.

Postpaid Schemes

As for the POSTPAID schemes, one can create as many as one need. For example, one can create a scheme called 'Regular' that charges $2 per hour of PC access and a scheme called 'Students' that charges a only $1 per hour. The following steps are involved in creating and using postpaid schemes.

The administrator creates postpaid schemes applicable in his cyber cafe.

When a customer wants to use a computer in the cyber café, the staff right clicks on an Idle client computer Icon and starts a session after selecting the appropriate scheme from a list of schemes defined in step 1 above.

The customer pays after he has finished using the computer.

How to use Cafezee?

Downloading Cafezee

Cafezee can be downloaded from www.cafezee.com\download.htm; Both the server and the client can be installed from a single file. The downloaded program is a fully featured program, but restricts the number of clients that can connect to the server to a maximum of two. This limitation is removed once a valid registration number is entered in the Cafezee server program.

Installing Cafezee server and the clients

Copy the downloaded file to a shared folder so that you can install all the clients and the server.

Double click the downloaded ".exe" file to start installation. Install the server by selecting the corresponding option. Cafezee is installed in the Windows\System folder by default where it is more secure.

Install the client program in all the other computers.

Starting Cafezee for the first time

After installation, start the Cafezee server program from the Windows Start menu. The Admin password is required to access the main screen, which is set to india by default. It is recommended to change the admin password from the File menu of the main screen before you start the server configuration.

- **Configuring server**

Configuring Cafezee involves providing Cafezee with your café specific information. This includes staff, PC usage prices, prepaid members, happy hours and products and services sold. All the Cafezee configuration screens are accessible from the Settings menu of Cafezee server's main screen. These include:

- Staff Setup (Employees or operators)
- Prepaid Packages
- Prepaid Members
- Prepaid Codes
- Postpaid Schemes
- Happy Hours
- Products and Services
- Security
- Other Settings

Configuring clients

Once the Cafezee server is configured with all the café specific information, the clients automatically receive these settings after they connect to the server.

The client configuration involves specifying the server's IP address or name, security settings and some other session related settings individual to each client. Click here for more details.

Controlling the clients from the server

Once the server and the clients are configured properly, you will be able to see the icons corresponding to each client computer in the main screen of the Cafezee server program. You can remotely administer the clients from the server using these icons.

The following operations can be performed remotely on any client machine:

- Start Session
- Close Session
- Transfer Session
- Continue Session
- Cabin Sales
- Adding Minutes to prepaid/auto-logout sessions
- Send Message
- Send Message to All

In addition, Cafezee supports manual billing in the form of dummy clients to time Xbox, Laptops, Pool Tables or anything else in your cafe.

Using Prepaid Codes

The administrator generates the codes of different values using the Generate Codes screen.

The Staff/Employee sells a CODE to a customer using the Add Sales screen, selecting the Sale Type as Code. If the Display Code option in Codes Settings screen is set, then the code is displayed on the screen and can also be printed and given to the customer.

The customer uses the CODE to unlock any one of the client machines and start using it. The customer will be logged out automatically when the duration of the CODE expires.

The time remaining on a prepaid code session can be extended by adding more time to the CODE. This can be achieved in 2 ways:

Clicking on the RENEW button in the client program's logout screen.

Right clicking on the corresponding client icon and selecting Add Minutes menu option.

Tracking CODE usage:

Information relating to sessions in which a particular CODE is used can be obtained from the Prepaid Code Usage report. For any other information on codes the administrator can use the View Codes screen.

Managing Shifts (Cash Settlements between the staff and the admin)

Step 1: When the server starts up, the staff-1 logs into the server by supplying his/her password. He/she is responsible for all transactions carried out in the Café as long as he/she is logged in.

Step 2: Staff -1 logs out of the server at the end of his/her shift and staff-2 logs into the server at the start of the second shift.

Step 3: Any number of shifts can start /end before the admin decides to collect the cash collected by the staff. View the summary view of the Settlements screen to verify the cash to be collected from each of the staff members. The details view can be used in case of any discrepancy.

Step 4: After verification of the accounts, the admin clicks on Perform Settlement button so that the accounts start afresh, and a new settlement period begins.

Login

Purpose:

The login screen is used to allow a staff member or the administrator gain access to the Cafezee server's main screen (Control Centre), from where all the client computers can be controlled and all transactions entered.

Description:

When the server software is run for the first time, access can be gained into the Control Centre by entering the password=india. The administrator can change the password from india to any other password of his choice by selecting Change Password menu option from the File menu in the Control Centre Screen.

In the subsequent uses of the software, one of the staff members enters his password to gain access to the Control Centre. This staff member is now responsible for all the transactions done from the Control Centre and the cash collected in this shift. Various options of Cafezee are enabled/disabled depending on the rights given to the staff member by the administrator.

Notes:

In most cafes, the owner or administrator himself manages the café, in such case, he has to enter the admin password to gain access to the Control Centre of Cafezee.

How to access:

```
File -> Login
      Or
Use the shortcut key Ctrl + l
      Or
Login button on the Server toolbar
```

Change Password

Purpose:

This screen allows anybody who has logged into the main screen or the control center of Cafezee to change his/her password. Both the staff and the admin can change their password using this option.

Notes:

- It is advisable for the staff or the admin to change their passwords from time to time for security reasons.

- The admin can reset/set any password for the staff members from the Staff screen.

How to access:

```
File -> Change Password
      Or
Use shortcut key Ctrl + P
```

Import database

Purpose:

Used to import data from older versions of Cafezee. Use this feature when you desire to upgrade your version of Cafezee.

Notes:

Import database feature overwrites any existing Cafezee data with the older version data, so be very careful when using this feature.

How to access:

`File -> Import Database`

Switch To Client Mode

Purpose:

This screen allows staff to start a session on server machine after switching it to the client mode. This option is useful for the administrators who do not want to dedicate a separate machine to act as the Cafezee server. If all the client computers of the cyber café are busy, then the staff can switch the server to client mode and give the computer to the customer for usage. The server functions normally in the background.

Notes:

- If a customer is using the server, the staff has to manually login/logout the client computers. This is the reason that Cafezee clients are provided with complete user interface and functionality to function normally without the server.
- To change the mode to server again, the staff has to click on the **Cancel** button, which prompts for staff's login and displays the server screen on entering the correct staff/admin password.
- The login screen is displayed as soon as a client's session is closed, unlike in the older versions where the Staff had to close even the prepaid sessions.

How to access:

```
File -> Switch to Client Mode
      Or
Use shortcut key F2
```

Start Session

Purpose:

Starts a session in the selected client computer by starting the timer and removing the lock on the screen.

Notes:

- Only post-paid sessions can be started remotely from the server.

Validations:

If the **Make sold to compulsory** setting in the Sales Settings screen is selected the Customer name cannot be left blank.

How to access:

```
Clients -> Start Session
      Or
Use the shortcut key F6
      Or
Start Session button on the client toolbar
```

Close Session

Purpose:

Allows closing of the selected busy/finished/abnormal client session, also allows to change the tax percentage.

Description:

Staff can close any running/finished/abnormal off sessions from the server. Ideally the staff is supposed to close all the finished/expired sessions and collect the appropriate amount from the customer. The staff must close all the postpaid sessions as these sessions include PC usage amount, which needs to be collected from the customer. The prepaid sessions where no services are used can be directly closed by the prepaid users without the intervention of the staff, as there is no amount to be paid.

If a client computer cannot communicate to the server when the session is running, then this client is considered as abnormally closed. A staff cannot control abnormally closed client system from the server except for closing the session at the server. If the client session is allowed to run in this disconnected state and if the same session is closed at the server, then this would generate a Duplicate PC Usage log.

The client goes to abnormal state for the following reasons

1. the network link is broken
2. the client program is terminated in the middle of a session.

The session details are saved as the PC usage details.

How to access:

```
Clients -> Close Session
      Or
Use the shortcut key F7
      Or
Close Session button on the client toolbar
```

Exit Cafezee Client

Purpose:

Allows exiting the Selected Cafezee client from the control Demo which is in the idle state only.

Notes:

- Here we can exit the cafezee clients which are only postpaid and prepaid clients only.

Validations:

Here we can exit the select cafezee client which is in idle state only.

How to access:

```
Clients -> Exit Cafezee Client
```

Adjustments

Purpose:

Allows adjusting of the minutes/amount to a session.

Description:

Use this screen to give discount to a customer. A staff may give discount/adjust the amount if the Internet connection was not proper or there was any disturbance while the customer was using the system.

Only minutes can be adjusted for prepaid sessions and only the amount can be adjusted for post-paid sessions.

Notes:

- Adjustment must be done prior to the closing of session. Adjustment is lost if the session is continued i.e., the staff clicked on continue button or cancelled the close session process.

How to access:

`From Close Session screen-> Adjustments button`

Transfer Session

Purpose:

Allows transferring of client session from one computer to another.

Notes:

- The staff can also initiate a transfer from within a client computer.
- The client computer to which the client has to be transferred must be in idle state.
- Expired sessions cannot be transferred.
- A client session cannot be transferred to the Client mode of the server.
- The transfer fails if the destination/source client computer is not communicating with the server.
- The server must be running to transfer a session.

How to access:

```
Clients -> Transfer Session
      Or
Use the shortcut key Ctrl + T
      Or
Transfer Session button on the client toolbar
```

Continue Session

Purpose:

Allows continuing of a finished or expired auto-logout session.

Description:

Use this option if the customer wants to continue the auto-logout type of session after the prepaid time has expired.

Notes:

- Prepaid member and Prepaid Code type of sessions, once finished or expired cannot be continued using this option.
- Only the postpaid sessions finished by the staff/client or expired auto-logout sessions can be continued.
- When a session which was an expired auto-logout session is continued, using this option the session will continue until the customer clicks on the finish button, i.e., the auto-logout session once continue will now be no more an auto-logout session. To extend an auto-logout session by specified minutes use the Add Minutes option.

How to access:

```
Clients -> Continue Session
      Or
Use the shortcut key F4
      Or
Continue Session button on the client toolbar
```

Add Sales

Purpose:

Allows adding/removing of other sales and services provided to a customer who is using a computer. All the services availed by this type of customer can be billed finally at the end of the session.

Notes:

- The final amount billed is accounted to the staff member who closes the session.

How to access:

```
Clients -> Add Sales
      Or
Use the shortcut key F8
      Or
Add Sales button on the client toolbar
```

Add Minutes

Purpose:

Allows adding of minutes to busy prepaid or auto-logout postpaid sessions.

Description:

Unlike the account renewal for prepaid sessions, wherein the user must start the renewal process from the client computer, Add Minutes allows the staff to directly renew a prepaid account from the server without disturbing the client session.

Add Minutes also adds minutes to an auto-logout postpaid session. Use this when a customer requests to extend session by a specified number of minutes e.g. say 30 minutes, so the staff has to enter 30 in the 'minutes to be extended' text box. The added Minutes are not updated to a prepaid session at client if the *Disable Renew* option is selected in the Preferences screen.

Notes:

- Add minutes can be used only if the client session is in busy state.
- For prepaid sessions, when Add Minutes is used to renew the account, a new "Package" type sale is added to the services list of the current session.

How to access:

```
Clients -> Add Minutes
      Or
Use the shortcut key Ctrl + A
```

Add Dummy Client

Purpose:

Allows adding of a Dummy Client to the clients' collection.

Description:

A dummy client icon is added to the clients' collection with idle status. The client is named as "Client" followed by the serial no, which can be edited using the **Rename Dummy Client** menu item. The regular clients as opposed to the dummy clients are created whenever a new client computer is connected or the client name of an existing computer is changed to a new name.

Notes:

- There is no limit on the number of dummy clients created.
- Only an administrator can add the dummy clients

How to access:

```
Clients -> Add Dummy Client
      Or
Use the shortcut key Ctrl + Insert
```

Send Message

Purpose:

Allows two-way communication between the staff and the customers using the computers. The customers can use this feature to request adding of more minutes to their session or any other service. The staff can use this feature to confirm the services rendered or to be rendered. Many other applications are possible using this chat feature.

Description:

Minimize the screen if you want the message window to popup whenever a message is received. If the "send message" window is closed then the incoming message would be displayed as an icon with the client name in the messages window of the main screen. Use the screen as a chat window to send and receive the messages instantly.

This window is also displayed whenever a client requests for services. A different icon indicates a "service request" type of message. When the staff selects a "service request" message then the "Add to Services" button is enabled. The staff can add the requested services to the client session by clicking on this button, which opens the Add Sales screen with the requested items already added to the bill. The staff now only has to click on the OK button to add the sale.

The staff can see the history for a chat session using the Chat History screen.

Notes:

- Messages can be sent only to busy client sessions.
- Press the enter key to send the message immediately.
- Press the Ctrl + Enter key combinations to insert a new line.
- Cannot view a message, which was sent by the customer if the session from which the message was sent is finished/closed/abnormally switched off.
- The chat session ends if the client computer is not accessible to the server
- The chat window is closed automatically if the client session is closed.

How to access:

```
Clients -> Send Message
      Or
Use the shortcut key Ctrl + F5
```

Send Message to All

Purpose:

Broadcast a message to all the customers who are using computers.

Notes:

- The message is sent only to the busy clients.

How to access:

```
Clients -> Send Message to All
      Or
Use the shortcut key Ctrl + Shift + F5
```

Rename Dummy Client

Purpose:

Allows renaming of a Dummy Client name.

Description:

Use this option to rename a dummy client name to a name like system name so that staff can easily identify it. The dummy clients can be renamed only if they are in 'Idle' state. Use this feature to rename the clients as "Table 1", "Table 2", etc., to handle the sales of the restaurant section.

Notes:

- Only an administrator can rename the clients.
- The system does not allow renaming of a clients name to an existing client's name.

How to access:

`Clients -> Rename Dummy Client`

Delete Client

Purpose:

Allows deleting of a Client icon from the clients collection.

Description:

Use this option to delete the non-usable client icons from the list. Along with dummy client icons the Admin can also delete the session client icons. The dummy clients can be deleted only if they are in 'Idle' state and the session clients can be deleted only if they are in Switched off state.

Notes:

- Only an administrator can delete clients.

How to access:

```
Clients -> Delete Client
      Or
Use the shortcut key Shift + Delete
```

View Client Desktop

Purpose:

Allows remote viewing of the client desktop by taking screenshots.

Description:

This command can be used to monitor the clients. Every time this command is executed; a screenshot of the desktop is taken and is sent to the server. The sent screen shot can be saved using the Save option in the file menu.

The remote client has to either in the Busy or in Idle state for Cafezee to take the snapshots.

Notes:

- The *Disable View Client Desktop* option must be unchecked for the staff/administrator to use this command.
- As this operation includes the image transfer from the client to the server, this may take time for the image transfer.
- The Firewall software and other security applications must be configured so that they do not block the Cafezee program both at the server and at the client end.
- Excessive using of this option causes *Abnormal Off* and *Other* states at the server.

How to access:

```
Clients -> View Desktop
      Or
Right click on the Client -> View Desktop
```

Wake on LAN

Purpose:

Allows starting of the system that was shutdown.

Description:

All the client computers that are listed in the Client Security Screen (i.e., which have synchronized the settings from the server at least once) can be Switched On by using the *Wake* option in the Clients menu when they are Switched Off.

The Client computers must have compatible hardware, which allows waking of the systems. The Wake on LAN option must be enabled in the BIOS setup.

Following is the configuration, which we have done in our lab

Intel Motherboard:

Power Menu
    Wake on PCI PME: Power On
Boot Menu
    Boot from Network: Enabled

AMD Motherboard:

Boot Menu
    Boot from Network: Enabled
Power Menu
    Restore on AC/Power Loss: Power On
    Ring-In- Power on: Enabled
    PCI Devices Power on: Enabled
Advanced Menu
    Peripheral Configuration
        Onboard LAN: Enabled

The configuration at your end may differ from the above; you can find the details about the hardware configuration for the Wake On LAN from the motherboard manual of the client computer.

How to access:

```
Clients -> Wake
      Or
Right Click on the client in shutdown state -> Wake
```

View Purchases

Purpose:

Display all the purchases/expenses made in the Current Settlement period.

Description:

In addition to displaying the purchases/expenses, this screen also allows adding of new purchases/expenses, editing and deleting existing purchases/expenses (if the staff has the necessary permissions), and finally, printing of the purchase bill.

Notes:

- This screen displays only the purchases/expenses belonging to the current settlement period. The older purchases/expenses records can be viewed from the Settlements screen.

How to access:

```
Accounts -> View Purchases
      Or
Use shortcut key Shift + F8
```

View Sales

Purpose:

Display all the sales made in the Current Settlement period.

Description:

In addition to displaying the sales, this screen also allows adding of new sales, editing and deleting existing sales (if the staff has the necessary permissions), and finally, printing of the sales bill.

Notes:

- If the sale or service is rendered to a person using a PC, then the **Sold At** is set to the corresponding client machine's name. And if the sale is made over the counter (or reception), the **Sold At** is set to "Reception".
- This screen displays only the sales belonging to the current settlement period. The older sales records can be viewed from the settlements screen.
- Only sales made at the reception counter are allowed to be edited and that too if the necessary permissions are given to the staff.

How to access:

```
Accounts -> View Sales
      Or
Use shortcut key Shift + F7
```

Add Sales

Purpose:

This screen allows adding of sales at reception counter.

Description:

Follow the steps below to add a sale:

1. Select type from the drop down list
2. Select the item from the drop down list
3. Edit quantity
4. Click on "Add"
5. Repeat steps 1 to 4 to add more items.
6. Click on the Save button to confirm a sale.
7. To round off the Total Amount paid by a customer to a nearest allowed value, change the amount displayed in the Amount Paid text box. This amount is considered as the final amount that is used while making a settlement.
8. Select the Print Bill check box to print a bill after the sale is saved.

Notes:

- If the item sold is of the type "Code" then, the code is displayed after the sale is confirmed.
- If the item sold is of type "Code" or "Product" then the inventory is affected and the quantity remaining of the item is adjusted.
- If the item to be sold does not exist in the pre-defined list, then select the type as "Other" and then type the item name in the **Items** text box.
- To edit or remove the added sales, use the View Sales screen.

Validations

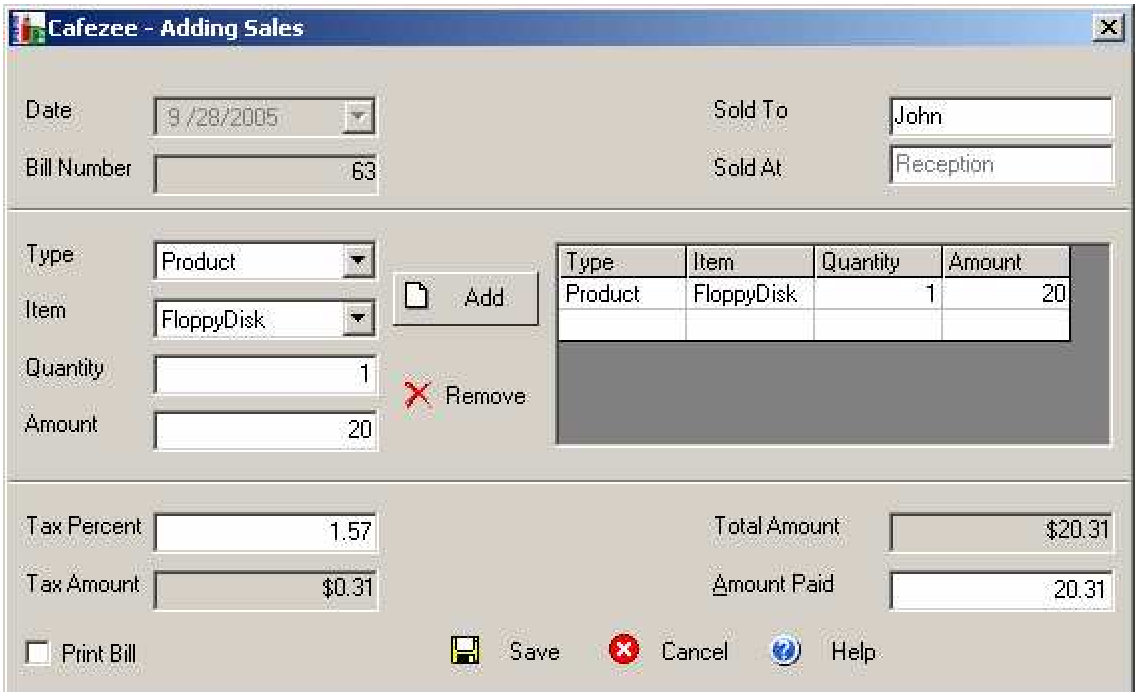
- While making a sale of particular item of particular type, Cafezee checks the quantity on hand and the warning level of that item. Cafezee does not allow the sale if the staff tries to sell more than the available quantity. After a sale, if the quantity falls below the warning level, then a warning message is displayed.

How to access:

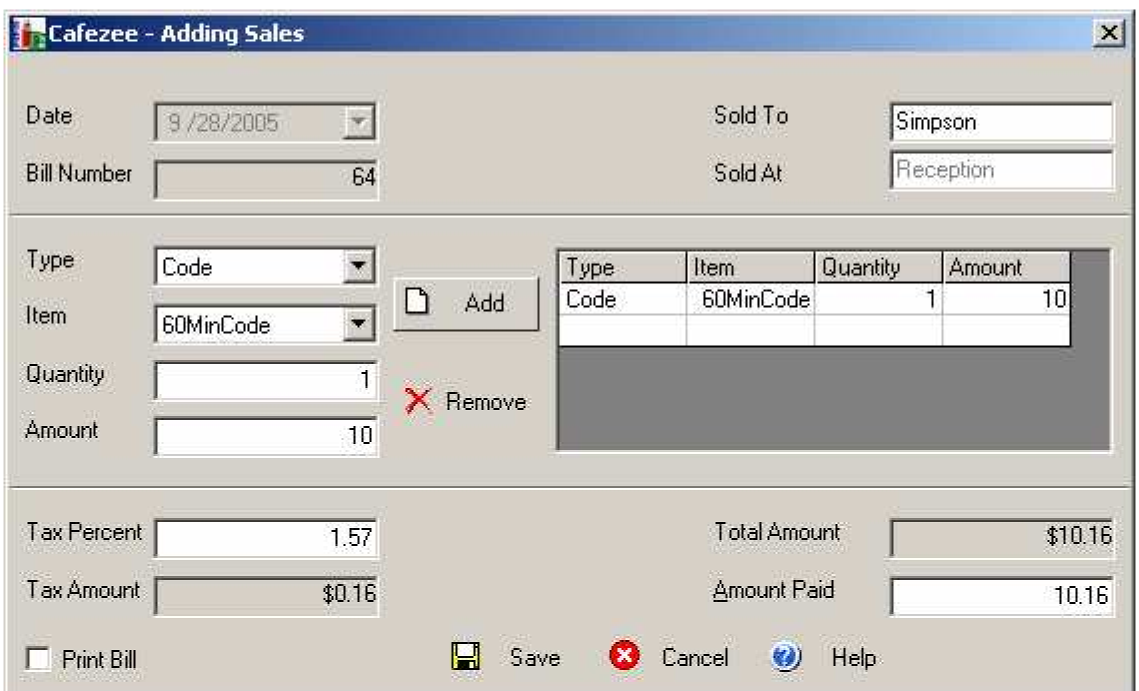
```
Accounts -> Add Sales
      Or
Add Sales button on the Server toolbar
```

Example

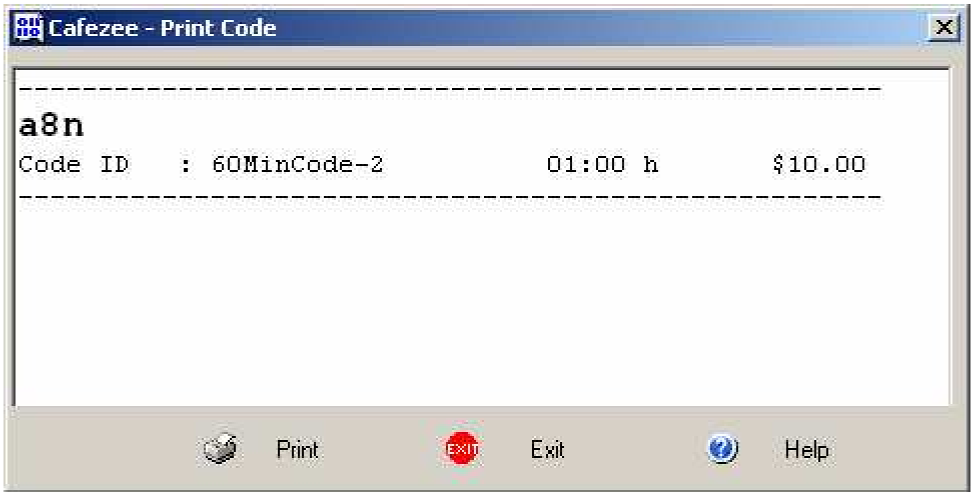
The Screen shows the product sale of item Floppy Disk.



The Screen shows the sale of a code.



The codes displayed when the Display Codes setting in the Code Settings is set.



Inventory

Purpose:

Displays the products, services and codes along with their remaining quantities.

Description:

The inventory of a product is affected in the following scenarios:

- Incremented when a product is purchased through Add Purchases screen.
- Decremented when a product is sold through the Add Sales screens.
- Incremented or decremented according to the editing operations performed on the sales and purchase records.

The inventory of a code type is affected in the following scenarios:

- Incremented when a new code type is generated using the Code Generation screen.
- Decremented when a code is sold through the Add Sales screen.
- Decremented when an unsold code is deleted from the View Codes screen.

Notes:

- This screen only displays the available stock. In order to add a new Product or Service use the Products and Services screen. To add to the quantity of an existing product, use the Add Purchases screen. To add new codes, open the Code Generation screen.
- Quantity on hand for service type cannot be defined.

How to access:

```
Accounts -> Inventory
      Or
Use shortcut key Ctrl + I
```

Add Purchases

Purpose:

Allows adding of purchases and expenses. Only products defined in the Product and Services screen can be purchased. Use the expense to record any other purchase type.

Description:

Steps to add a purchase:

1. Select option "Purchase"
2. Select item from the drop down list
3. Enter quantity
4. Enter total amount paid for the purchase
5. Check the "Pay Later" option if the purchase is made in credit
6. Enter the supplier details in case of a purchase, or the expense details when entering expenses.

Notes:

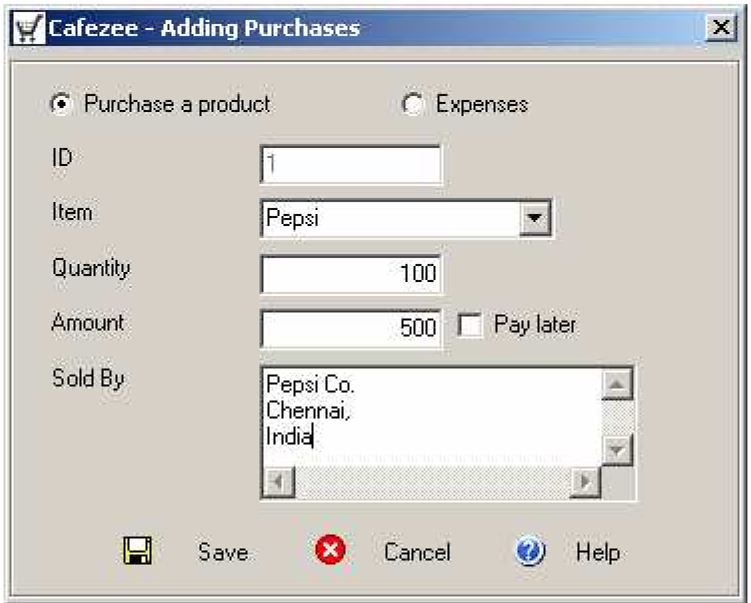
- Products purchased or expenses incurred but not paid for yet (pay later option is set) are not included in the Current Settlement. If a settlement is performed with some purchases marked **Pay Later**, these purchases will be carried forward to the next settlement period.
- This screen allows adding of existing products. In order to add a new product, open the Products and Services screen.

How to access:

```
Accounts -> Add Purchases
      Or
Add Purchases button on the Server toolbar
```

Example

The screen shows the product purchase of 100 Pepsi cool drinks.



The screen shows the expenses entry of salary paid to a staff member.

Settlements

Purpose:

Allows performing of settlements, add/edit purchases, and add/edit sales. It can also be used to view summary and details of all the transactions made in the Cyber café.

Description:

Checking and handing over of the cash incurred/spent over the transactions by the staff at the end of a day to the owner of the café is referred to as a Settlement.

Current Settlement

The settlement, which is not performed, is termed as Current Settlement. The Current Settlement exists if any new transactions are done by staff/admin after Performing the last settlement.

The cash expected is the Total of Sales minus Total of Purchases.

Perform the settlement to start afresh cash expected account every time.

Generally the owner of the café does the settlement.

The Settlement summary view provides amount expected from each staff.

Notes:

- If the cash present does not match with the cash expected value then the difference is displayed as Cash Deficit or Cash Excess.
- The transactions of a settlement cannot be edited once the settlement is performed.
- The current settlement screen is accessible to all the Staff.
- The staff can be allowed/ disallowed to perform the settlement by toggling the Allow account settlement staff security setting in the Staff screen.
- The staff can be allowed/ disallowed to view the old Settlements by toggling the Allow viewing previous settlements staff security setting in the Staff screen.

How to access:

```
Accounts -> Settlements
      Or
Use shortcut key F12
      Or
Settlements button on the server toolbar
```

Staff

Purpose:

This screen allows adding, editing or deleting a staff (employee or operator). Also allows granting or revoking of the staff permissions.

Description:

Allow Modification and deletion of purchases / sales

This setting allows staff to edit or delete the purchases and sales records. Note that any staff member can ADD the purchases or the sales. But cannot edit the purchase or sale records. Selecting this setting allows staff to edit and delete the Sales transactions. All purchase records can be edited but only those sales records can be edited which are performed at the Reception i.e. the Sale transaction was done using the Accounts->Add Sales option.

The *Allow viewing of Purchases screen* and *Allow viewing of Sales screen* right has to be selected for this staff to allow access to these screens for editing.

Allow viewing of reports

Selecting this setting enables the Reports menu to allow the staff to view reports. The Reports menu is disabled for all the staff members initially.

Allow Account Settlement

Normally, the café owner performs the settlement after collecting cash from all the staff members. Selecting this setting allows a staff member to perform settlement of account.

The *Allow access to settlement screen* right has to be selected for this staff to allow the account settlement.

Allow viewing previous settlements

Normally, the staff member is allowed to view the sales, purchases and PC-usage details of the Current Settlement period only. This setting allows staff to view data from the previous settlements also.

The *Allow access to settlement screen* right has to be selected for this staff to allow viewing of the previous settlements.

Allow RESET of Prepaid Members IN-USE flag

This setting allows staff member to reset IN - USE state of prepaid member or prepaid code.

Allow Minimizing of Cafezee Server

This setting allows staff member to minimize Cafezee Server and access other applications. Cafezee does not allow other applications until they have been added to the free application's list.

Allow Exit Cafezee in Clients

This setting allows staff member to exit Cafezee client. Without this option, the staff cannot exit the client software.

Allow Client Mode operation in the server

This setting allows staff member to run server in client mode. If all the computers of the cyber café are busy then staff can give server machine to customer by switching the server into client mode.

Allow Client Configuration changes

This setting allows staff members to change Client Configuration Settings that include client security, and after close session options.

Allow edit/deletion of member records

Select this option to allow a staff to edit the member record, i.e. reset the password, change address, email, etc.,

A staff by default can only Renew the account but cannot edit or Reset the In-Use Flag.

Allow editing of the services amount

Select this option to allow a staff to edit the default service amount that is displayed when an item is selected in the Add Sales screen.

By default a staff cannot edit the Service amount.

Allow Code Generation

Only an administrator can generate the codes, selecting this setting allows even a staff to generate the codes.

Allow viewing of Codes

Selecting this setting allows staff to view the codes from the View Codes screen, cannot be accessed by the members of staff by default. This permission must be given only to the trusted staff member as the codes can be misused.

Allow access to Prepaid Packages Screen

Selecting this setting allows a staff member to add, edit or delete the Prepaid Packages. The Staff members cannot access this screen by default.

Allow viewing of Purchases screen

Staff can only add purchases using the Add Purchases screen but cannot view or edit the other purchases of the current settlement, selecting this option would enable them to view the old purchase records.

Allow viewing of sales screen

Staff can only add sales using the Add Sales screen but cannot view or edit the other sales of the current settlement, selecting this option would enable them to view the old sales records.

Allow access to settlement screen

Selecting this option would enable the staff to view the Cash On Hand and the settlements screen. Un check this option if you do not want how much money the café has made so far after the last settlement.

Allow access to Happy Hours screen

Selecting this option allows the staff to change the Happy Hours, which is by default is inaccessible to the staff.

Allow access to Post-Paid Schemes screen

Selecting this setting allows a staff member to add, edit or delete the Post-Paid Schemes. The Staff members cannot access this screen by default.

Allow access to Products and services screen

Staff can only add services to the client sessions, but cannot add a new product or service to this list, selecting this option allows the staff to add a new product or edit the price of existing item records. The staff can also delete the items when this permission is selected.

Allow to View Desktop

This setting allows the monitoring of the Clients. Note that any staff member can monitor the client by getting the screen shots of the client desktop by Enabling this option.

Allow Modification and deletion of Customer Details

This setting allows staff to edit or delete the Customer Details records. Note that any staff member can ADD the Customer Details, but cannot edit and delete the Customer Details records. Selecting this setting allows staff to edit and delete the Customer Details.

Notes:

- Only an Administrator has the rights to add, edit and delete the staff records.

Validations:

- Name or Password of staff members cannot be same.
- All fields are optional except Name and Password.
- The name of a staff cannot be "admin"
- Staff password is used for logging into the server, where all other transactions are recorded. The staff or admin password has to be provided before adding any transaction in the client software.

How to access:

```
Settings -> Staff
      Or
Use shortcut key Ctrl + S
```

Prepaid Members

Purpose:

Allows

- adding, editing and deleting of the prepaid member accounts.
- resetting of the In-Use flag and password of the Member's account.
- renewal and adjustment of prepaid members account.

Description:

In prepaid members there are two types of functionality. One is the prepaid member that allows to login at any time and the other where prepaid member can login between the specified periods of time.

In First type of functionality, the prepaid member or Dummy prepaid member can be allowed at any time of day and as many times as they wanted. Here we can renew the prepaid member after Minutes Remaining became Zero. Here the prepaid member can be renewed by any type of code.

In Second type of functionality, the prepaid member can be allowed to use his minutes remaining in the specified period only. In the prepaid Member or Dummy Prepaid Members if member minutes remaining are more than the specified period, and then the prepaid member can work only till the specified Period. The member cannot renew his prepaid account after the specified time. If the prepaid member has minutes less than minutes of the specified period, then the prepaid member can work only till the Minutes Remaining and it can be renewed. Here we can renew the prepaid member using the prepaid code of any type of functionality, which will be discussed in the prepaid code further.

When ever a particular prepaid member is login at the client side, then we can see the Last Login Details with the information of Name, Date, Time In and Time Out of the prepaid member.

Resetting the In-Use flag

Whenever a member logs in the Busy/In-Use flag is set to true, some times when system shutdown abnormally this flag is not reset to false, so the member may not be allowed to access. The member will get a 'Already in use' error to allow access to the member the administrator has to reset the In-Use flag.

Resetting member password

To reset the password of a member select the member and click on Edit button, now click on the Reset Password to make the member's password blank. Now the member can access the account without entering the password. The member must change the password as soon as he/she logs in to Cafezee.

Renewing prepaid member's account

When a member is created, he has zero minutes in his account. A Prepaid member's account can be renewed using

- Prepaid package
- Prepaid Code

To renew a prepaid member account, select the prepaid member whose account is to be renewed and click on the Renew button.

To renew a prepaid member using a package select the desired package from the Prepaid Packages list box and click on the renew button. The Minutes, Validity and Amount columns are not editable when a prepaid package is selected.

To renew a prepaid member using a code select the Prepaid Code as the option from the Prepaid Schemes list. The Code Validation screen opens.

To adjust a prepaid member's account select 'Adjustment' as the option from **Prepaid Packages** list. Now the values in the Minutes, **Validity** and **Amount** boxes can be edited. Enter the desired values in the text boxes and click on the renew button.

Select the **Print Receipt** option to print a bill for the renewal transaction. The 'Use Before/Account expiry' date of a member's account, changes depending on the **Compute validity from today** option. If the option is selected then the validity period is applied from today, otherwise the validity period is added to the old 'Use Before' date.

Notes:

- Quickly find a member's account by typing the first few letters of the login.

How to access:

```
Settings-> Prepaid Schemes -> Members
      Or
Use the shortcut key Ctrl + M
```

Prepaid Package

Purpose:

In the 'Pay and Use' or PREPAID type of pricing, the customer commits on certain duration (minutes of PC usage), pays for it and then starts using the computer. These minutes have to be used up in a certain time period. The prepaid packages are sets of (Minutes, Validity Period and Amount) that a prepaid customer can buy. This screen allows adding, editing or deleting such packages.

Description:

Prepaid package is used:

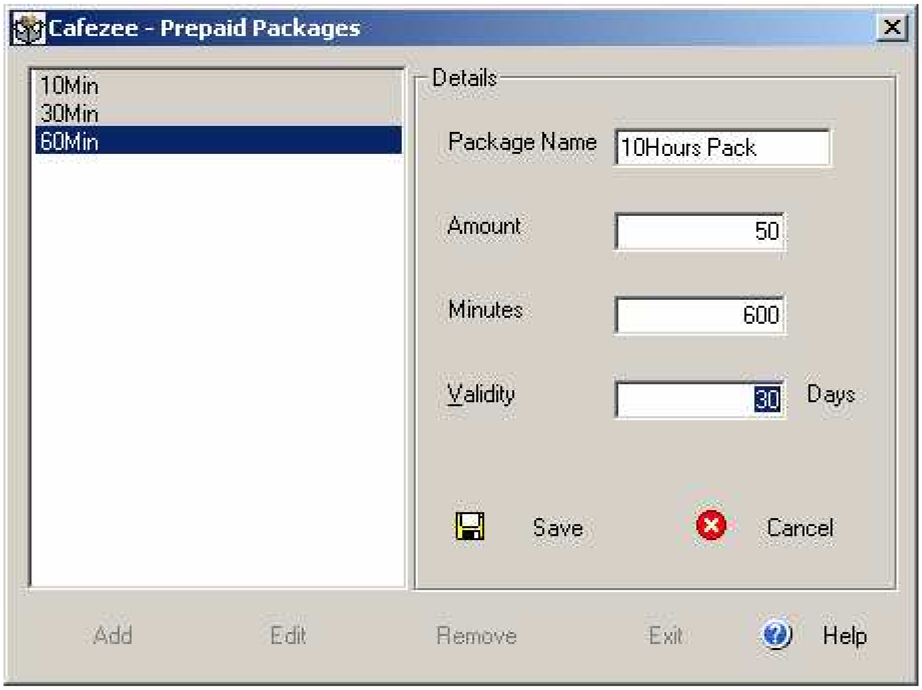
- To add minutes to Prepaid Member while renewing the account.
- To specify the nature of the codes before generating them.

How to access:

```
Settings -> Prepaid Schemes -> Packages
      Or
Use the shortcut key Ctrl + K
```

Example

Assuming that you want to create a 10 hours package of cost 50 $ with a validity period of 1 Month as shown in Screen Shot. Now you can add 10 hours to prepaid member account using this package.



Postpaid Schemes

Purpose:

Allows defining of the amount for usage of the system.

Description:

Some cyber cafes have 'Pay and Use' or PREPAID type of pricing, where the customer commits on certain duration, pays for it and then starts using the computer. Some cyber cafes have 'Use and Pay' or POSTPAID type of pricing, where the customer first uses the computer and then pays for the time of usage.

This screen allows adding, editing or deleting of POSTAID schemes. Any number of postpaid schemes can be defined in Cafezee, one for students, one for elderly, one for games etc.,

If the price is fixed for a particular duration of PC usage, then use the uniform type of postpaid schemes. Otherwise, use the non-uniform type.

Notes:

- Minimum amount cannot be less than increment amount, for uniform type of scheme.
- Minimum amount cannot be less than slot 1 amount, for non-uniform type of scheme. Similarly slot 2 amount cannot be less than slot 1 amount and so on.

How to access:

`Settings -> Postpaid Schemes`

Example

Example 1: The cafe charges $0.5 for every 30 minutes for all new customers.

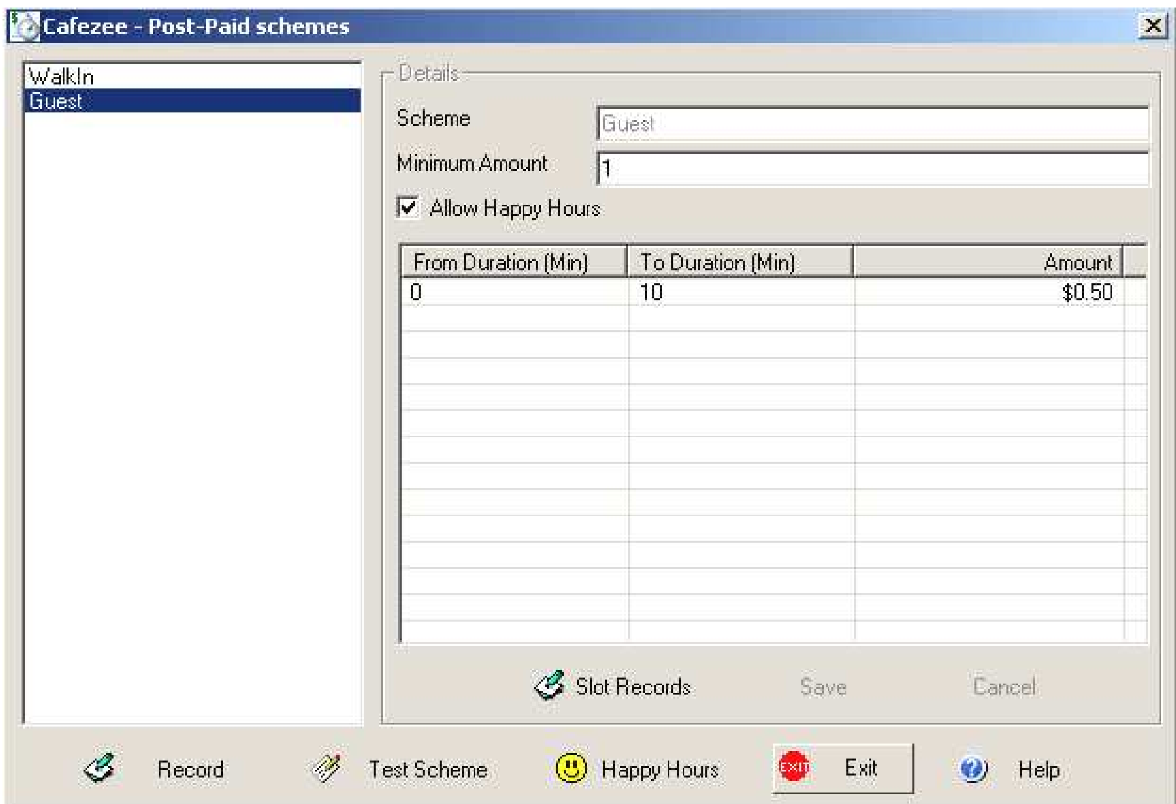
Step 1: Click on Add button to add a new scheme.

Step 2: Since the pricing is uniform with respect to time, we select the Postpaid Uniform scheme.

Step 3: Enter the name of the scheme as 'Guest' or 'Walk-In' or something of your choice.

Step 4: Enter the minimum amount chargeable. You may want to charge $1 as minimum amount, in which case you need to change the above amount to 1.

Step 5: Enter the uniform amount and the uniform duration and click on the Save button to save the scheme.



Example 2: The cafe charges $ 1.5 per hour, $ 1.0 for the first 30 minutes, and $0.5 for the next 30 minutes. It charges a minimum amount of $ 2.0.

Step 1: Click on Add button to add a new scheme.

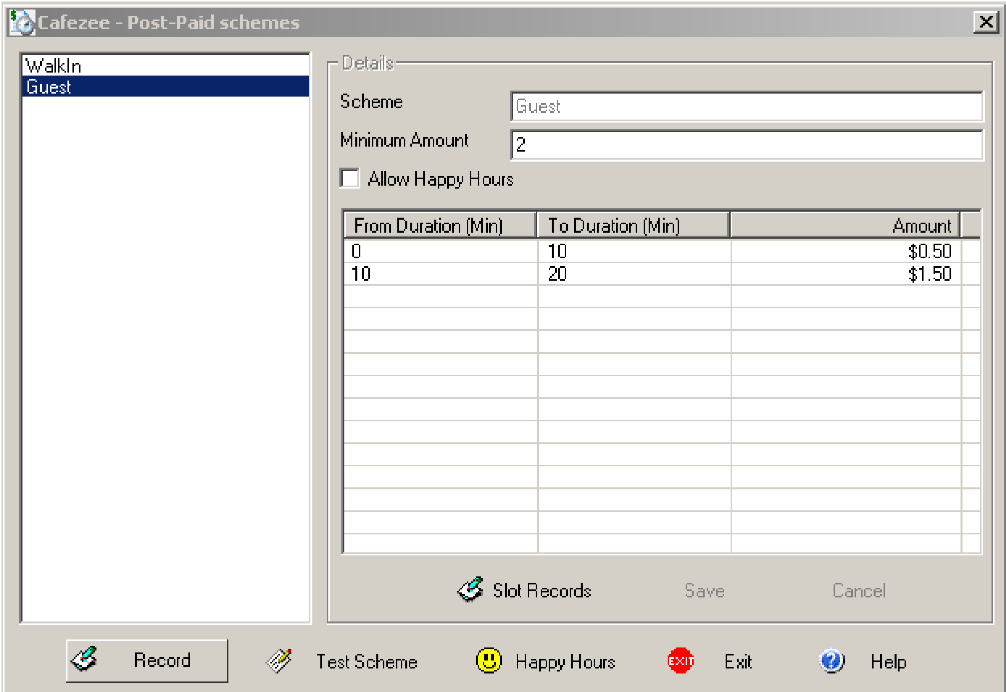
Step 2: Since the pricing is non-uniform with respect to time, we select the Postpaid Non-Uniform type of scheme.

Step 3: Enter the name of the scheme as 'Guest' or 'Walk-In' or something of your choice.

Step 4: Enter the minimum amount of $ 2.0.

Step 5: Enter the duration and the respective amounts as shown above and click on the Save button to save the scheme. You need not complete the other slots, since Cafezee takes care of them automatically. The table below shows the amounts that will be charged for various durations

Duration (in minutes)	**Amount**	**Comment**
25	$ 2.0	Minimum amount charged.
45	$ 2.0	Minimum amount charged.
65	$ 2.5	$1.5 for the first hour + $1.0 for the next 5 minutes that fall in the extended first slot.
85	$ 2.5	$1.5 for the first hour + $1.0 for the next 25 minutes that fall in the extended first slot.
105	$ 3.0	$1.5 for the first hour + $1.5 for the next 45 minutes that fall in the extended second slot.
125	$ 4.0	$3.0 for the first 2 hours + $1.0 for the next 5 minutes that fall in the extended first slot.
145	$ 4.0	$3.0 for the first 2 hours + $1.0 for the next 25 minutes that fall in the extended first slot.
165	$ 4.5	$3.0 for the first 2 hours + $1.5 for the next 45 minutes that fall in the extended second slot.
185	$ 5.5	$4.5 for the first 3 hours + $1.0 for the next 5 minutes that fall in the extended first slot.



Example 3: There are some regular customers to the cafe, who pay in advance and use the PCs.

See Prepaid Packages to setup prepaid packages of various duration with respective validity periods.

See Prepaid Member Setup to register new members and administer existing ones.

See Generate Codes screen to generate new codes.

Happy Hours

Purpose:

Allows setting of the percentage of the amount/minutes to be charged for specified hour ranges.

Description:

The default percentage is 100, which can be changed to any number between 1 and 999. When the percentage is set to 100, no changes are done to the scheme amount/used minutes is applied as is for the session running. Use this feature to allow Discount of X % if used in the night hours/any hour range, this can also be used to charge high or deduct more minutes by specifying a value greater than 100. For e.g. specifying the percentage as 50 allows a discount of 50% and specifying the percentage, as 200 would charge the user doubly.

For a postpaid scheme if the Scheme Amount calculated actually was 20 then the amount changes to 10 if Happy Hours is applied. For the same if a prepaid member used for 10 minutes actually, the used minutes would be 5 minutes if Happy Hours is applied.

Happy Hours Percentage	Scheme	Actual Value	Result after applying Happy Hours
50	Post-Paid	$2	$1 (Half of the actual value)
50	Prepaid	Used for 20 minutes	Only 10 minutes are deducted from the prepaid account
200	Post-Paid	$2	$4 (double the actual value)
200	Prepaid	Used for 20 minutes	40 minutes are deducted from the prepaid account

Notes:

'Happy Hours' is applicable to all schemes except Postpaid Non-Uniform Schemes.

The 'Happy Hours' is applied to Scheme Amount if the scheme is Postpaid Uniform and for prepaid sessions the 'Happy Hours' is applied to minutes, as the amount for PC Usage must not be calculated for prepaid sessions.

For postpaid sessions the Happy Hours will be applied only after the session minutes cross the minimum duration or the uniform duration.

How to access:

```
Settings -> Happy Hours
       Or
Use the shortcut key Ctrl + H
```

Remove old records

Purpose:

Allows deleting of the records older than the specified date.

Description:

Deletes records from PC Usage Details, Settlements, Purchases, Sales and clears the Server On/Off status, Illegal PC Usages, Internet Connectivity details and Visited sites of the customers older than the specified date.

Notes:

- A backup of the data must be taken before deleting the old records. The Data backup can be done using the Backup program.
- If the data was accidentally deleted and if the data is to be retrieved.
- It is recommended to overwrite/update all the entries if any exists in the Duplicates Log screen, before starting the process.

How to access:

```
Settings -> Remove Old Records
```

Code Generation

Purpose:
Codes, also referred as Time Codes, are used to sell computer time in cyber cafes. This screen allows creation and printing of various types of codes with varied duration and validity periods.

Description:

In Prepaid Codes there are two types of functionality. One is the prepaid code that allows to login at any time and the other where the prepaid code can be used to login between the specified periods of time only.

In First type of functionality, the prepaid code can be allowed at any time of day. Here we can renew the prepaid code after Minutes Remaining became Zero. Here the prepaid code can be renewed by any type of code.

In Second type of functionality, the prepaid code can be allowed to login in the specified period only. In the prepaid code if remaining minutes are more than the prepaid code specified period, then the prepaid code works only till the specified Period. The prepaid code cannot be renewed after the specified time. If the prepaid code has minutes remaining less than minutes of the specified period, then the prepaid code will work till the Minutes Remaining of the code and it can be renewed. Here we can renew the prepaid code using the prepaid code of any type of functionality.

When ever a particular prepaid Code is login at the client side, then we can see the Last Login Details with the information of Name, Date, Time In and Time Out of the prepaid code.

The codes can be used as prepaid accounts similar to the prepaid members, which can be used by customers to log into the system. Unlike the Prepaid Members where the Account is expected to be used for a long time, the codes are supposed to be used for a short time period for e.g. for a month or so once purchased by a customer. The admin has to generate the codes to allow staff to sell the codes as an inventory item. The customers then can use these codes to access the PC once sold. As the staff cannot generate codes, the admin has to always maintain a sufficient stock of Codes so as to avoid staff from running out of codes while sale.

Notes:

- Prior to generating codes for a package, create a package where the price, validity and minutes of the code are defined. Select the <New> option from Packages list to create a new package.
- The codes can be viewed, printed and managed from the View Prepaid Codes screen.
- The Code ID is used to identify a code. The customer can ask the staff to find the status of a code by just specifying the Code ID instead of revealing the Code itself.
- The maximum possible number of codes that can be generated for a product of code length 1 are 36P1 i.e., 36 when *Alpha Numeric characters* option is selected in the *For Code Generation use* section of the Preferences screen. This value is the difference of the number of characters of *From* and *To* when the *Character range* option is selected.

- The code generation will stop if the given number of codes cannot be generated using the specified code length after generating the possible codes.

Validations:

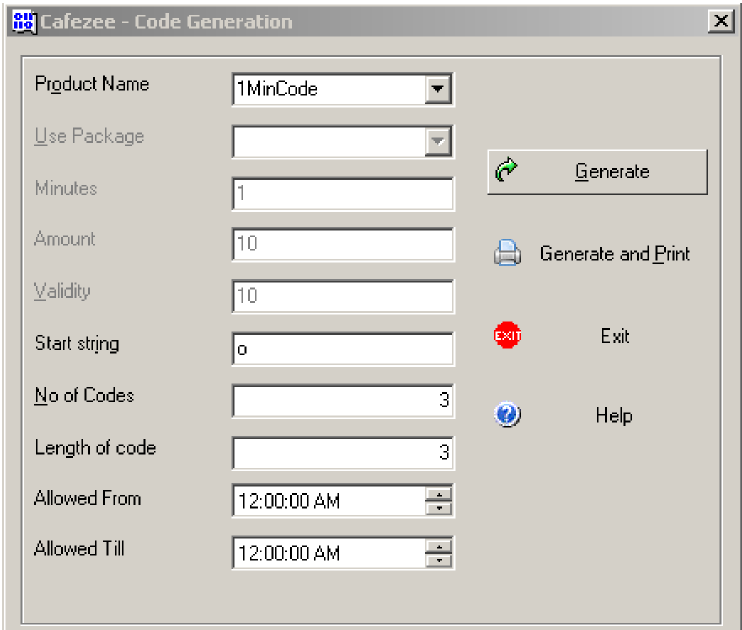
The code length must not exceed 10 characters. For e.g., if **Initial String** is 6 characters the **Length of Code** value must not exceed 4, so that the code length would be 6+4 i.e., 10.

How to access:

```
Settings -> Prepaid -> Generate Codes
      Or
Use the shortcut key Ctrl + J
```

Example

Assuming that you want to generate 100 codes of length 9, with "60M" as the common string to all the codes



- Enter the product name as 60MinCodes (Select from the drop down list if the product has been created earlier).
- Select the prepaid package whose validity and minutes is to be applied to the codes.
- Enter the Initial String as 60M
- Enter the No of Codes as 100.
- Enter the Code length as 6
- Now click on the Generate button to generate the codes. Select Generate and Print to print the codes after generating the codes.

Prepaid Code List

Purpose:

- Allows viewing the status, printing, and deleting of code/codes.
- Allows resetting of the 'In Session' flag for the Code accounts.
- Allows Editing of the Prepaid Code Times and Customer Details.

Description:

The screen displays details of codes for the selected product. To print the selected code, click on the Print Code button. To print all the codes of a product click on print product button. The expired codes are the code accounts whose remaining minutes is zero. The Delete Expired Codes button when clicked will delete the expired codes. If a prepaid code user is not able to login into the PC because of the error "Code already in use", the staff has to reset the In-Use flag of the user to enable the code to login. This situation will rarely happen and is because of the improper closing/shutting down of the server/client programs.

Notes:

- This screen is accessible only to the administrator.
- Deleting a code will remove the code account from the database and the user can no longer use it to login.
- Codes once deleted cannot be retrieved back.

How to access:

```
Settings-> Prepaid Schemes -> View Codes
      Or
Use the shortcut key Ctrl + W
```

Product and Services

Purpose:

This screen displays products, services and codes available for sale and also allows adding, editing or deleting of these items. Read the transaction types supported by Cafezee in order to understand the difference between a product and a service.

Description:

Adding to the quantity of a product involves purchasing the product through Purchases and Expenses screen.

Selling the product through the Add Sales screen will decrease the quantity on hand of the product.

Notes:

- Product name and amount cannot be edited, if there is a sale/purchase record of that particular product in the current settlement.
- Service cannot be edited, if there is a sale/purchase record of that particular service in the current settlement.
- Quantity on hand and warning level is applicable only to the products.

Validations:

- Quantity in hand must be greater than warning level.

How to access:

```
Settings -> Products & Services
      Or
Use shortcut key Ctrl + O
```

Security Settings

Purpose:

Allows to enabling/disabling of sensitive computer settings from customers and staff members.

Description:

High Security

Sets the security to the maximum.

Low Security

Sets the security to the minimum.

No Security

Disables the entire security.

Notes:

- Only administrator has rights to set the security settings.
- A part of (subset of) or the full title of the application that needs to be banned or allowed can be specified. The title is the text that appears in the blue bar on top of each Windows based application.
- Some of the security changes will be enable after restarting the computer.
- To hide drives you need to hide run command.
- It is very important to hide task manager, so that customers using this computer should not close the software.
- Customized settings will be overwritten if the High, Low or No security options are selected.
- The security settings can be synchronized to the clients by checking the **Synchronize security** setting in the Preferences -> Other Settings screen.

How to access:

```
Settings -> Security Settings
      Or
Use shortcut key Ctrl + E
```

Client Security Settings

Purpose:

Allows setting of different security settings to different Groups. The groups consist of the clients, which are running Cafezee client program. The security configured for a group applies to all the clients inside the group. The Allowed Applications and Banned Applications are also different for each group.

The entries in Allowed Applications and Banned Applications can be modified by selecting the Allowed Applications and Banned Applications checkboxes respectively.

Notes:

- Groups can be added/edited/deleted from the Group Settings screen.
- *Synchronize security settings to clients* option in the General Settings must be selected for this screen to be accessible from the Settings menu.
- This screen is accessible only to the Administrator.
- To add/edit/delete an Allowed or Banned Application select/check the Allowed or Banned Application checkboxes respectively.
- The client must be synchronized at least once with the settings at the server for it to be listed in this screen.

How to access:

```
Settings -> Client Security
```

Group Settings

Purpose:

Allows adding, renaming, and deleting of the groups, the clients can also be arranged in the groups.

Description:

All the clients are assembled under the default group *Un-Grouped Clients* initially. The clients can be moved individually from one group to another using the *Change Group* button.

The add, edit and delete operations can be performed on the groups either by clicking on the Group Operations button or by right clicking on the Groups window.

When a group with clients is deleted, the clients in that group are moved to the *Un-Grouped Clients* group.

Notes:

- Groups with the same group names must be avoided.
- The clients cannot be configured (add, edit or delete). They are added automatically to the Clients List whenever a client synchronizes with the server for the first time.

How to access:

From the Client Security Screen; Click on the *Group Settings* button.

Free Applications

Purpose:

Allows specifying of the applications list, which must be allowed even if the client is not logged in.

Description:

Use this screen to allow applications, which a customer would be able to run even if the session is not started. The Cafezee client program blocks other applications by setting the focus to the client program if the client did not login. At times the Staff may want a few applications to be accessible to the clients before starting of the session, these applications can be defined in the Free Applications screen. For example to allow access to Notepad application add an entry with the Application Title text as notepad. You can also enter the any part of the application title. For example, adding "notep" to the list, would also allow the Notepad application. You can also select the path of the "Notepad.Exe" from the option, and add it to the Allowed Applications list.

Notes:

- The Application Title entered need not be the exact title but must contain a sequence of characters, which matches with the Application's title.
- Ensure the Application title entered is not a common character sequence, which would be the title for other Applications. Referring to the above example do not enter only "Note" as the entry, which will however allow the Notepad application, but also allows other applications which contains 'Note'.
- This screen is accessible only to an Administrator at the Server.
- The Admin can allow a staff to access this screen at the Client side by setting the **Allow Client Configuration Changes** setting from the Staff screen
- The Application Title entered need not be the exact title but must contain a sequence of characters, which matches with the Application's title.
- The Allowed Application Path will be allowed only the executable files (*.exe).

How to access:

```
Settings -> Server Security -> Free Apps button
```

Banned Applications

Purpose:

Allows specifying of the applications, which a staff wants to restrict from being run by a customer.

Description:

Use this feature to close/restrict applications that staffs do not want the customers to access. If the client opened the application some how, the Cafezee program will automatically close the application as soon as it detects it. The staff can also use this screen to restrict the web sites, which contain obscene matter by specifying the title that would appear when accessed from the browser or by specifying the address of the web site. For example, if you want to close the browser (Internet Explorer) when the customer is trying to open a page that contains obscene matter, the staff can close such pages if opened, by entering the title that would be displayed when the page is opened. To avoid viewing of the page that contains abuse in their title or address, enter a banned application entry with abuse as the text. Here the staff can also use this screen to restrict some "exe" files to access or install into our system, by specifying the path of the executables (.exe) by the banned applications by there path. For example if the staff want to close the Notepad when the customer is trying to open the notepad for typing the obscene matter, then staff can close the notepad by specifying the path of the Notepad.exe in the Banned Applications by their path.

Notes:

- This screen is accessible only to an Administrator at the Server.
- The Admin can allow a staff to access this screen at the Client side by setting the **Allow Client Configuration Changes** setting from the Staff screen.
- The Application Title entered need not be the exact title but must contain a sequence of characters that matches with the Application's title.
- Ensure the Application title entered is not a common character sequence, which would be the title for other Applications.
- Here we should select the executables files (*.exes) only from the Banned Application Path.

How to access:

`Settings -> Server Security -> Banned Apps button`

Customer Details

Purpose:

Allows viewing the details of the Customers.

Description:

Allows specify/view the Customer Details for all Schemes. We can add, edit and delete the customer details accounts for various schemes at various places. For Example we can add or get customer details at the time of selling prepaid code and at Client side for the postpaid scheme. We can view the customer details in various states like Middle of Session, Abnormal state, finished state of the prepaid member and finished state of the post-paid, Prepaid Member and prepaid code at server side. We can edit or remove the customer details of the postpaid, prepaid member and prepaid code from here and the customer details of the prepaid members can also edit and delete from the Prepaid Members as well as the Customer details of the Prepaid code can only edit from the Prepaid code List. Here we can accept the customer details according to the customer view by choosing the option in the preferences named as the **Customer Details**.

Notes:

We can provide a detail report of PC usage details for a particular settlement period for the particular Customer Details.

How to access:

`Settings -> Customers`

Preferences

Purpose:

Allows Setting of common settings to Cafezee Server and client programs.

Description:

The settings are divided into the following categories

- General Settings
    - Registration Settings
- Prepaid
    - Prepaid Code
- Accounts
    - Bill Settings
- Other Settings
    - Language Settings
    - Bandwidth Settings

General Settings

Auto start Cafezee Server program every time this server starts

Starts Cafezee server program as soon as the system is switched on. Set this option to restrict the logged in staff from accessing other programs on the Server except the Cafezee program. These restrictions are based on the security settings applied on the staff.

Maintain standard date & time in synchronization with Cafezee timeserver

Updates the date & time setting of the Server with the date & time of the Cafezee timeserver. Use this option to restrict the change in date & time setting. Cafezee updates the date and time every half an hour.

Synchronize date & time of clients with this system's date & time (Always recommended)

Updates the date and time in client systems with the date and time of the server system. Use this option to maintain the same date & time in all the clients as that of the server. If a customer changes the date and time, it would be reset by Cafezee program. You can also restrict a client from accessing the date & time setting by hiding the Date and time control panel setting from the Security Settings screen.

Default Internet explorer home page for server and clients

Updates the default home page for the Internet explorer in the client and the server systems with the specified setting. Use this option to reset the home page back to the specified setting. The clients while browsing may set the home page to web sites, which is not desirable by the Administrator, so to reset the page to other web site use this setting. Turn this option off by setting the home page to blank text so that Cafezee does not reset the homepage.

Synchronize security settings to clients

Selecting this option allows access to the Client Security screen that allows setting of different security settings to different groups of clients. This screen cannot be accessed if the above setting is not selected.

Display Cafezee in Tray

Displays the Cafezee serve and the Client programs in the System tray whenever they are minimized. The user either has to double click on the Cafezee icon in the tray or Right Click to maximize the screen again. This setting is common both for the server and the client. And it can Display the Extra Information for the Client. When we click on the Icon When it's in System Tray, then it shows the information like Amount to be paid, Minutes remaining and Minutes used by the Client. This Information will be displayed at the Client side only when we select this option only.

Disabling the Cafezee Name

Disables the Cafezee Name option, i.e. the administrator would be able to disable the cafezee name at client desktop if the above option is selected.

Disable View client desktop

Disables the View Client Desktop option, i.e. neither the Administrator nor the Staff would be able to use this feature to see the snapshot of the client desktop if the above option is selected

Flash Client icons when time left is _____ minutes

Allows specifying of the duration in minutes before the session expires at which the client icons at the server starts blinking. This option is used to alert the staff of any sessions that are going to expire after the specified minutes.

Registration Settings

Allows entering of the Cyber Café Name, Cafezee Registration Number and the administrator's Email.

Registration Number is the license given by the Cafezee Support to use the Server program with a registered license. Any licensing problem must be communicated to Cafezee support. You can communicate to Cafezee support by sending a message from the Customer Support screen; you can also communicate by sending an email to admin@cafezee.com

Café owners email ID is the email address to which the Cafezee sends the replies to the queries sent using the Customer Support screen. This must be the same email id that was used for registering Cafezee. Any change in the administrator email id must be immediately communicated to Cafezee.

Prepaid

Minimum Prepaid Duration

Allows specifying of value in minutes that would be deducted from the Prepaid accounts (Prepaid Member and Prepaid Code accounts) automatically if the number of minutes used is less than the specified value.

Use this option in situation where you want to deduct 15 minutes every time a prepaid session is closed. Generally few of the clients visit cafés to check their mails, they would finish this within a minute and leave, and so no minutes are deducted from the user account, setting a minimum value here would ensure that the specified number of minutes are deducted from the user account every time the user closes the session.

The minutes does not enter into negative value, i.e. if the value is set to 15 and if a user has only 5 minutes left, then after using the 5 minutes, the remaining minutes would be zero and not 5 – 15.

Do not carry forward the Validity

Whenever a prepaid account is renewed, the validity (number of days) of the renewal is added to the existing Use Before date. Selecting this option would ensure that the validity is added from the current date instead of adding it to the existing value.

For example, assuming that the current date is 10 Jul 2006 and if a prepaid member's account A has 15 minutes remaining and Use Before is 25 Jul 2006, then if it is renewed using a package/code that has 60 minutes and 4 days as validity then

	Option if selected	**Option if not selected**
Remaining Minutes	15 + 60	15 + 60
Use Before	25 Jul 2006 + 4 days = 29 Jul 2006	25 Jul 2006

The validity is calculated in the following manner when the above option is selected
Use Before = 10 Jul 2006 (Current Date) + 4 days = 14 Jul 2006
As Use Before is less than the existing validity 25 Jul 2005 the resultant validity is set to 25 Jul 2006

Disable Renew at Client

Selecting this option will disable the Renew option in the client program and so a customer cannot renew the account from the client program. The account can still be renewed from the server, but the minutes renewed to the account would not be reflected immediately at the client. The client has to restart the session, by logging into Cafezee again to use the newly added minutes.

The renew option is also disabled automatically, if an expired prepaid session is not closed if the time exceeds the time specified in the Automatically Close the timed out session in ___ Minutes.

Automatically close the timed out sessions

Selecting this Option automatically closes the client session one or more minutes after the expiry of the prepaid time. Use this option to automatically close the prepaid sessions if their remaining minutes are expired. To turn off this feature enter 0 as the minutes.

Prepaid Code

Display codes when they are sold

There are two ways in which the codes can be sold:

A code is displayed and printed as soon as it is sold to a customer. The customer can then use the printed code to unlock any client computer and start using it. This option is the default option in Cafezee, but there is the risk of the staff misusing the codes. Select the above option (*Display codes when they are sold)* to use this type of code sale method.

The codes can be printed and packaged in sealed envelopes to hide the codes, and subsequently allow computer time to be sold as any other product. In this option the code is secured from the Staff. This option can be selected from the Settings/Code settings menu option. Un-select/un-check the above option (*Display codes when they are sold*) to use this type of code sale method.

Use for printing code

Selecting the above option allows codes to be printed on a printer other than the default printer.

Print code in customized format

Selecting the above option allows to print the codes in a format as designed in the CodesTemplate.doc word file. Cafezee uses the mail merge feature of MS Word for printing the codes in custom format. The active document of the word file can be customized as per the user requirement, but must not violate the following restrictions:

Must not delete all the mail merge fields <<Product>>, <<Code>>, <<Code_ID>>, <<Minutes>>, <<Validity>>

Must not change any of the mail merge options.

The user can hide a few fields by deleting the corresponding mail merge fields.

Click on the **Customize template** button to customize the word document.

Specify characters that must be used for code generation

The characters that must be used for code generation can be specified by selecting the *Character Range* option in the *For code Generation use* frame*.*

Cafezee by default generates the codes only in lower case by using both the numbers and lower case alphabets. This combination of characters can be restricted to only capital letters or only numbers, or can be extended to include also the upper case alphabets, etc. by selecting the range of characters from the "From" and "To" list boxes.

While deleting the codes delete also the Use Before expired codes

Allows deleting of the codes whose Use Before value is less than today's date, when the *Delete Expired codes* button in View Codes screen is clicked.

Cafezee initially treats only those codes, whose Remaining Minutes are zero and hence only those codes whose minutes are zero are deleted. Selecting the above option will also include Use Before expired codes as the expired codes.

Accounts

Tax Percentage

By entered would be applied to every transaction by default, which can be edited from the transaction window.

Make Customer Name mandatory

Makes the Customer Name in the Login screen, Sold To entry in the sales screen mandatory. Setting this option will also make the Client Name mandatory when starting a session from the client or the server.

Set Amount Paid to Bill Amount

Use this option to fill the Amount Paid field with the value of the Total Amount, which can be later edited by staff as required.

The Amount Paid field is set to 0, and the staff must enter a value to finish the transaction if the above option is not selected. Use this option to make the Staff explicitly enter a value.

Warn if Amount Paid exceeds Bill Amount

A warning message is displayed when the Amount Paid and the Total Amount difference exceeds this value.

These settings are used while adding/editing sales, closing sessions, renewing prepaid accounts.

The Amount Differences report displays all the transactions in which the Amount Paid was altered and was a value other than the Total Amount.

Select *Warn and continue* option, to allow Staff to continue if the Amount entered differs from the Original Amount by the specified Difference Amount.

Select *Warn and Stop* option to restrict the Staff from exceeding the specified difference value. This is the default setting.

Bill Settings

Use for Printing Bill

Allows setting of the bill printer. All the bill printouts printed from Cafezee server computer would be printed only on this specified printer. Other report printouts of Cafezee will be directed to the default printer.

Cash Drawer

It allows the command for opening the cash drawer which is connected either through the Printer or COM ports. If we select the COM port then select the corresponding port from the Available Ports option of the Cash drawer and write the command of the cash drawer to be opened, else write the command only if we choose the option of Connection to Printer. The command of the cash drawer follows the format of 11,12,13.

Other Settings

Monitor Printouts

Records the printouts taken from the server computer. Use this feature to record the printouts taken from the Server system. Print Monitor cannot track the printouts if the Cafezee Server program is closed. The exact number of pages is not always reported correctly, because of some limitations of the Windows spooler program. The print outs taken can be checked from the Printer Usage report.

Monitor Clients

Checks the systems connected to the network for the clients, which do not have Cafezee program running on them. It also detects these clients and puts them as Laptops in the Control Centre window so that sessions can be started/closed similar to the External (dummy) clients. The detected clients are named after their IP Address.

The usage of these systems is also treated as Illegal PC Usage. Use this option to identify the systems where Cafezee client is not running, which might have been turned off by the user/staff to misuse it.

The administrator must specify, the IP Pool. The IP Pool is the first three octets of the IP address. The list of Illegal PC Usage systems can be checked from the Illegal PC Usage Graph.

Monitor Connectivity to Internet

Updates the database to track how long the system was connected to the Internet. The administrator has to specify two popular web sites in the fields ***Site 1*** and ***Site 2*** to allow the program to check the connectivity. The connectivity duration can be checked using the Internet Connectivity Graph.

Language Settings

The client and server can have different language settings. The language settings at the client can be set from the Client Configuration screen.

The messages' text can be changed from the Customize language screen, which can be accessed by clicking on the Customize button.

The language information is stored in xml files, which helps easy transfer of information.

A new language when created will contain all the messages in the currently selected language, which needs to be translated to the desired language.

Bandwidth Settings

Bandwidth Adapter

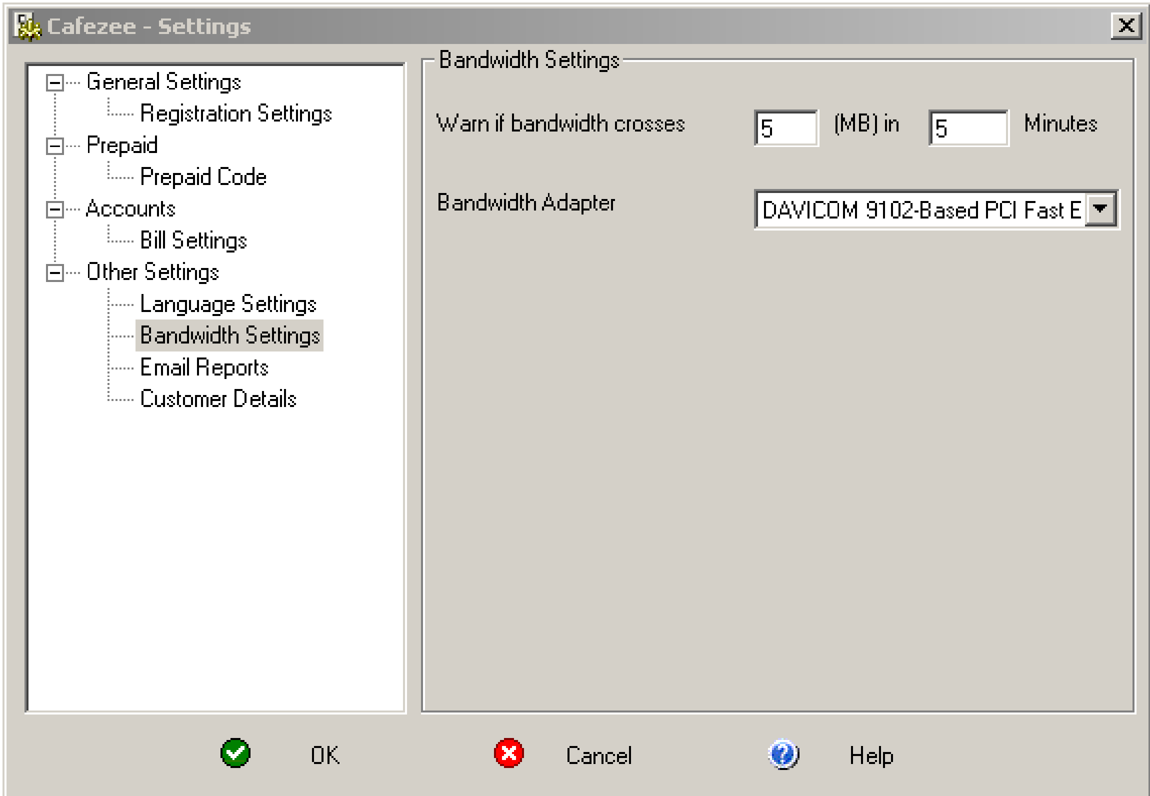
Select the LAN adapter, which Cafezee should monitor for tracking the bandwidth used. If you have more than one LAN cards then select the adapter with which the Internet is accessed.

Specify the bandwidth in Mega Bytes and the duration in minutes.

To set a limitation of bandwidth say 5 MB for an hour enter the values as 5 in Bandwidth text box and 60 in the minutes text box

Example

Assuming that you want to warn the customers of the excess bandwidth usage for 5 MB in 1 hour.



To check the bandwidth usage only once in 15 minutes:

Enter the Bandwidth that you want to warn in the first text box i.e., 1.25 MB

Enter the duration in minutes as 15 in the second text box.
Or
To check the bandwidth usage after an Hour:

Enter the Bandwidth as 5 MB

Enter the duration in minutes as 60.

Emailing Reports

Email Reports automatically

By using this option, the administrator can decide to send the reports automatically or not. Here administrator can send the selected reports automatically of the current day transactions for the given mail id at given time or when server exits. Here we can send the reports named as PC-Usage Details, Purchase/Expenses, Sales and Daily Collection over a period.

Customer Details Settings

Accept the Extra Customer Details at Client or Server Side

By using this option the administrator can decide whether to accept the extra customer details at server side and client side. Here the administrator can select two more options when they choose to accept the extra customer details. i.e. the administrator can view the select fields for visible or not and entering the values or null values of the selected fields manually.

Notes:

This screen is accessible only to the Administrator.

Synchronize settings with client machines to apply the changes made.

How to access:

`Settings -> Preferences`

Manage Laptops

Purpose:

Allows specifying of the IP Addresses, which must not be displayed as a detected Client (Restricted IPs). The Allowed IPs are the IP Addresses, which will be detected as a Laptop. The screen displays all the IP Addresses of the selected IP Pool. IP Pool can be altered by Un-checking and checking Monitor Clients option.

Notes:

- *Monitor Clients* option in the Other Settings must be selected for this screen to be accessible.
- This screen is accessible only to the Administrator.

How to access:

`Settings -> Manage Laptops`

Set Background

Purpose:

Allows setting of the Client's login and logout screen background with a picture or a color.

Description:

To set an image as the background, select **Image** as the option for the **Set background as**. Click on the **Set Image** button to choose a picture file. The Cafezee then transfers the picture file to all the clients. The background can also be set to a color by selecting the **Set Color** option.

Notes:

- The picture file is saved in the CZPics folder inside the Client Installation folder.
- If Cafezee fails to transfer a picture file the picture file can be manually copied to the CZPics folder to display it in the background. Cafezee does not overwrite the picture file if a different picture with the same file name is selected as the background.
- The background setting cannot be altered from the Client.
- The picture files over 1 MB in size cannot be set as background images.
- Clients must be synchronized with the server to apply the newly changed background.
- The login background image can also be used as an image for logout screen background.

How to access:

```
Settings -> Set Background
      Or
Use the shortcut key Ctrl + G
```

Currency & Date formats

Purpose:

Allows changing of the regional settings.

Description:

Displays the Regional Settings Control panel applet, which allows changing of Date, Time, Currency, Number, and Language Settings.

The computer must to be restarted if the operating system is Windows 98 or Windows ME after the regional settings are changed.

Notes:

- Cafezee program must be restarted if the settings are changed.
- The Currency & Date format settings of the server should match with those of the Client systems' settings.
- Refer to windows help on Regional Settings for a better understanding.

How to access:

`Settings -> Regional Settings -> Currency & Date Formats`

Synchronize changed settings only

Purpose:

Allows updating of the Client settings with the Server settings.

Description:

Updates the Cafezee clients with the settings changed in Server program. The clients must be in idle state to accept the changes from the server. Any changes in the screens accessible from the Settings menu will display the Synchronize button disabling the clients view. The staff cannot perform any operation on the clients while this button is displayed.

Notes:

- If a few of the clients were switched off when the staff/administrator password is changed at the server, and the synchronization did not take place for these switched off clients, then the staff/administrator must use their old passwords to access the client configuration screens.
- The clients must be allowed to synchronize (wait for a minute), after the Synchronize button is clicked on the server.

How to access:

```
Settings -> Synchronize Clients
      Or
Use the shortcut key Ctrl + F12
```

Synchronize all Settings to all Clients

Purpose:

Allows synchronization of all the settings (Schemes, Staff, Products and Services, Background Images, and other general settings) again.

Description:

Unlike the *Synchronize Changed Settings* option, which synchronizes only the changed settings to the clients that were not synchronized, this option starts the synchronization process of all the settings again for all the clients (even if they were fully synchronized earlier).

This option must be used mostly when the clients are in Idle state as it includes sending of all settings to all connected Idle clients and this might take longer time if there are a large number of records in the Staff, Products and Services, Schemes screens.

Also use this option if no settings were synchronized in spite of using the *Synchronize changed settings only*.

Notes:

- The synchronization may fail
- If there are is high network traffic.
- If a large number of records needs to be transferred from the server to the clients. (Reduce the number of records for a faster synchronization.)

How to access:

`Settings -> Synchronize all Settings to all Clients`

Backup

Purpose:

Allows backing of the Server's data to a specified backup file.

Description:

Cafezee automatically takes backup of the server data every time the Cafezee Server is started. Use this option to take a backup if data is to be deleted, new changes are to be done, or if you want to Remove Old Records. The file to which the data is backed up can be later used to retrieve the old data.

Notes:

- Ensure the Cafezee Server is not running while taking the backup.

How to access:

```
The Backup program can be accessed from the Server installation folder.
      Or
Start -> Programs -> (Cafezee) -> Backup
```

Event Logger

Purpose:

Displays the logged events.

Description:

The screen displays initially the events of the current date, which can be later changed using the Event Filter screen. All records in the log with all the filters removed can be displayed by using the All Records option accessible from the **Event** menu.
Cafezee uses a different data file ServerLogger.pra for logging the events of the server and uses ClientLogger.pra for logging client events.

Notes:

- The events older than the duration in the Event Logger Options screen would be deleted every time the Server program is started.
- ServerLogger.pra file must exist in the Server installation folder for the events to be logged at the server.

How to access:

```
View -> Event Logger
```

Event Finder

Purpose:

Allows finding of an event record in the currently displayed log records.

How to access:

From the Event Logger screen

Event -> Find

Event Filter

Purpose:

Allows filtering of the events that are displayed in the Event Logger screen. To display events that were logged between selected dates, select Event On as the option in the From and To list boxes and select the dates.

How to access:

```
From the Event Logger screen

Event -> Filter
```

Event Logger Options

Purpose:

Allows setting of the duration after which the events would be overwritten.

Notes:

The events older than the Duration value would be deleted every time the Server program is started.

How to access:

`From the Event Logger screen`

`Action -> Properties`

Inventory Report

Purpose:

This report displays all products with their quantities left and also tells you if a particular product needs to be ordered or purchased. Codes are also treated like products in Cafezee, and hence, check the Inventory report to find out whether any codes have to be re-generated.

How to access:

```
Reports -> Inventory
      Or
Select Inventory list item from the Reports Screen
```

Sales Report

Purpose:

Displays all the sales records between the dates specified or for the Current Settlement period. Records can be filtered according to the type of the sale (product, service, code, prepaid package and other). Records can further be filtered so that only a particular item's transactions are displayed.

Description:

Type Selection*:*

To view report for a specific sales type, select the required type from the drop down list. To view all types select "All" from the drop down list.

Item Selection:

To view report for a specific Item, select the required item from the drop down list. To view all items for the selected type select "All" from the drop down list.

How to access:

```
Reports -> Sales
      Or
Select Sales list item from the Reports Screen
```

Purchase/Expenses Report

Purpose:

Displays purchases and expenses made between the specified date range or for the current settlement period.

Description:

To view report for a selected item, enter the Item name in the Item Selection text box. To view the purchase report for all the items do not enter anything in the Item Selection text box.

How to access:

```
Reports -> Purchases/Expenses
      Or
Select Purchases/Expenses list item from the Reports Screen
```

PC-Usage Report

Purpose:

Display information relating to the usage of computers.

Description:

The PC usage information can be filtered and the records corresponding to the Current Settlement period can be viewed. Alternatively, all the PC usage records between two specified dates can also be viewed. Further filtering can be done depending on the option selected earlier.

Notes:

- The records belonging to the current settlement are grouped by cabin name.
- Grouping by staff name is possible when viewing the records between specified dates.

How to access:

```
Reports -> PC-Usage with filters
      Or
Select PC-Usage list item from the Reports Screen
      Or
Use the shortcut key Ctrl + F
```

Printer usage Report

Purpose:

This report displays detailed information about the documents printed from a printer connected to the Cafezee server machine. The information includes the name of the document, the machine from which document is printed, date, time and number of pages printed.

Notes:

- Cafezee gets the printouts information from the Windows spooler program, and the exact number of pages printed is not always reported correctly.
- Cafezee monitors printouts only if the **Monitor Printouts** option is enabled in the Other settings screen.

How to access:

```
Reports -> Printer Usage
      Or
Select Printer Usage list item from the Reports Screen
```

Records with Adjustments Report

Purpose:

Staff gives concessions or discounts to the customers in the form of adjustment in amount or minutes. This report displays all those records where adjustments were made.

How to access:

```
Reports -> Records with Adjustments with filters
      Or
Select Records with Adjustments (Discount) list item from the Reports
Screen
```

Amount Differences Report

Purpose:

This report displays all the Sales records whose Total Amount value differs from the Amount Paid value.

Description:

Use this report to know the discounts or the excess amount collected by Staff from the customers. The Settlement screen uses the Amount Paid value as the final value when performing the settlements.

You can filter the records based on the Date, further filtering can be done by specifying the Difference Amount.

How to access:

```
Reports -> Amount Differences
      Or
Select Amount Differences list item from the Reports Screen
```

Prepaid Member List

Purpose:

This report displays the list of all prepaid members along with the time left in their accounts and the date before which they have to use their balance minutes.

How to access:

```
Reports -> Prepaid members -> List
      Or
Select List of Prepaid members list item from the Reports Screen
```

Usage & Renewal of the Prepaid members Report

Purpose:

Display the PC-usage and renewal details of a prepaid member during the specified period.

Description:

Prepaid Member Selection

To view the report for a single prepaid member, enter the prepaid member's Login Name in 'For Members with Login' text box. To display report for all prepaid members do not enter any text in the 'For Members with Login' text box and leave it blank.

How to access:

```
Reports -> Prepaid members -> Renewals
      Or
Reports -> Prepaid members -> PC Usage
      Or
Select Usage & Renewal of the Prepaid members list item from the
Reports Screen
```

Prepaid Code Usage

Purpose:

Allows viewing of the PC Usage details of the Prepaid Code account.

Description:

Use this to track the PC usage of a given code for a specified period. The report does not display the Services taken by a user during the session.

Notes:

- The staff can retrieve the PC Usage for a code account either by entering the Code ID or by entering the Code.
- The Code ID is displayed in the Name column of the PC Usage details.

How to access:

```
Reports -> Prepaid Code Usage
      Or
Select PC Usage list item from the Reports Screen
```

Daily Collection Over a Period Report

Purpose:

This report displays daily sales, purchases, PC-usage sessions, PC-usage minutes and tax amount over a specified period.

How to access:

```
Reports -> Daily Collection Over a Period
      Or
Select Daily Collection Over a Period list item from the Reports Screen
```

Monthly Collection Over a Period Report

Purpose:

This report displays monthly sales, purchases, PC-usage sessions, PC-usage minutes and tax amount over a specified period.

How to access:

```
Reports -> Monthly Collection Over a Period
      Or
Select Monthly Collection Over a Period list item from the Reports
Screen
```

Graphs - Internet Connection

Purpose:

Indicates the status of Internet connectivity. Cafezee determines Internet connectivity by pinging to the web sites listed in the Cafezee Other Settings screen.

Notes:

- Colors of graph can be changed by double clicking on the line whose color has to be changed, color dialog box is displayed select color for the line and click on 'OK' button.

How to access:

`Reports -> Graphs -> Internet Connection`

Graphs - Server ON/OFF

Purpose:

Used to determine whether the Cafezee server program was running or not at any given time on the selected date. The administrators must make sure that the Cafezee server is ON during the entire course of the day, and should question the staff if the server is found to be switched OFF for a significant time.

Notes:

- Colors of graph can be changed by double clicking on the line whose color as to be changed, color dialog box is displayed select color for the line and click on 'OK' button.

How to access:

`Reports -> Graphs -> Server ON/OFF`

Graphs - Illegal Client Computers

Purpose:

Any computer in the same network has the Cafezee server machine, which is not running the Cafezee client program is termed as an Illegal client. Illegal client computers can be a result of the staff or a customer of the cyber café somehow turning off the Cafezee client program.

Cafezee server program monitors the network for presence of illegal clients and the data is displayed graphically.

Notes:

- Colors of graph can be changed by double clicking on the line whose color has to be changed, color dialog box is displayed select color for the line and click on 'OK' button.

How to access:

`Reports -> Graphs -> Illegal Client Computers`

PC Usage Details

Purpose:

Allows viewing and printing of PC usage details for a particular settlement period.

Description:

When opened from the menu View -> PC Usage Details the screen displays the PC Usage details of the current settlement. The PC Usage details of earlier settlements can be accessed from the Sales View of the Settlements screen, by clicking on the View PC Usage details button.

The report printed for this screen contains the same details as displayed in the screen except for a few columns, which are not printed.

The screen allows sorting/ordering of the data when clicked on the column headers.

The PC usage details for Prepaid Code scheme displays the Pin no. of the code in the Name column.

Notes:

- The PC Usage details screen does not display Services details for the sessions, which contained sales, but the Services Amount for each session is displayed. It also does not display the Total amount receivable/payable for a session.
- Use the PC Usage with filters report for more detailed reporting.

How to access:

```
View -> PC Usage Details
      Or
Use the shortcut key Ctrl + F9
```

Duplicate PC Usage Details

Purpose:

Displays the records that were received more than once by the server from the clients for updating the PC Usage details.

Description:

If a session was closed from the server when the client program was abnormally closed and the same session was continued at client for some more time or used any extra services that were not logged in the closed PC usage details, then this kind of entries sent by the client program which does not contain the same usage minutes or the same services amount as reported earlier by the same session which was closed is called a Duplicate Log Record.

The Duplicate PC Usage details displays the Duplicate Log Records received from the clients, which will be rarely created because of abnormal closing of the server/client programs.

The screen displays the Actual PC Usage record in the first list and its corresponding Duplicate record in the next list. The administrator then has to compare the session details of the duplicate log record with actual PC usage record and perform either of the following operations to remove the entry from the Duplicate PC Usage details.

Delete the Duplicate record Use this option to discard the duplicate record if there is not much a difference between the actual and the duplicate record.

Overwrite the actual recor*d* Use this option to overwrite the actual log with the duplicate log record if the difference has to be updated to the PC Usage details.

Notes:

- The overwriting of the actual PC usage record with a duplicate record may result in discrepancy in the settlements calculation hence it is recommended that the entries in this screen must be cleared before performing a settlement or deleting the old records.

How to access:

```
View -> Duplicate PC Usage Details
      Or
Use the shortcut key Ctrl + D
```

Member History

Purpose:

Displays the Account, PC Usage and Renewal details of a selected member.

Description:

This screen is an extension of the Prepaid Member Usage and Renewals report and displays both the Renewal and Usage details in one single screen.

The PC Usage details also include the usage details of the member, when it is used in Prepaid Dummy scheme.

The Code ID is displayed instead of the actual code when the member account is renewed using a code.

Few of the records for a member may be missing, if older records were deleted using the Delete Old Records screen.

How to access:

`View -> Member History`

Code History

Purpose:

Displays the Account, PC Usage and Renewal details of a given code.

Description:

Accepts Code or Code ID as the input. It also displays the details of the prepaid account that has used this code for its renewal.

The Code ID is displayed instead of the actual code when the code is renewed using another code.

Few of the usage/renewal records may be missing, if older records were deleted using the Delete Old Records screen.

How to access:

`View -> Code History`

Save Clients Arrangement

Purpose:

Allows saving of the client icons displayed on the control centre screen at the server.

Description:

The client icons that are displayed in the control centre are added when a Cafezee Client computer is connected to the server. These icons will not re-appear when the Cafezee program is re-opened. The arrangement of these icons can be saved by using the Save clients arrangement command. It not only displays the client icons, but also saves the physical arrangement of the icons. The physical arrangement of the clients can be done when the view is selected as Small or Large from the **View** menu.

Notes:

- The client icons that are detected automatically cannot be saved, but the dummy clients created using the **Insert Cabin** command can be saved.

How to access:

```
View -> Save Clients Arrangement
      Or
Use shortcut key Ctrl + F11
```

Chat History

Purpose:

Allows viewing of the chat history that happened between the server and clients using the Send Message screen.

Description:

The chat sessions are grouped by Chat Date and later on cabin names as shown in the Screen shot. The chat sessions are numbered from 1 depending on there closing order. So to view the chat history for the first session on a date, select the date of the session and click on the Cabin on which the client session was running, and select the first child node under the Cabin.

Use this screen to verify any issues that the staff chatted with the clients and the customer not agreeing to that or use this also to monitor the staff's behavior with the clients while chatting.

Notes:

- The chat history text cannot be edited.

How to access:

`View -> Chat History`

Different Icon states

Purpose:

It allows viewing the different icons found in the server. We can see the different icons and its working nature of the icons which are used at server side. We can see the client icons in different styles namely Large, Small, List and Details.

How to access:

`View -> Different Icon state`

Unknown Prints

Description

Here we can view the details of the printer to which the customer had given print from the system he allowed. i.e. it will show the Machine Name (Computer Name) and Printer Name. From here we can allow the print, Cancel the particular print, canceling all the prints of all printers and by refreshing the print. We can provide the authentication for staff by choosing the option **Requires Staff authentication for Printing** in the preferences. By choosing this option, we can allow the print also from the server side. If at all any client gives a print, it will directly print to the printer and adds services at server for that particular client.

When the client is connected to the server and they give the print in busy state that is in the middle of the session then in the server that particular client's busy state icon will change to the Printer icon state and from there we can allow the print. From Unknown Prints we can allow the prints, cancel the prints or canceling all the prints in various cases. For example, if the client gives a print when the state is idle, switched off, abnormal state etc then print goes to the Unknown Prints. From there we can allow the print. Sharing the Printer with the Computer Name is not possible if the client gives any print and thus results in unknown Prints.

How to access:

`View -> Unknown Prints`

Refresh

Purpose:

Updates the session details of the clients.

Description:

The clients' session details are updated every minute; use this option to view the updated session details from the client system. It also updates clients' count details and the date & time, displayed on the status bar.

How to access:

```
View -> Refresh
      Or
Use the shortcut key F5
```

Firewall Blocking

Purpose

It will check the server and client communication, i.e. data transfer between server and client, Internet Connection are working.

Description

This option is provided at server side and client side. It will check the Internet connection is provided and data transfer is correctly done from the server side to client side or vice versa. By Entering the URL we find the Internet Connection is connected to the server and client. If the Internet is not connected that means some firewall is blocking that URL at Server side or Client side. Here the Default URL is www.google.com. By Entering the IP address of the client where the client is running. If we get a response then we can transfer the data otherwise some firewall is blocking the data transfer. In server we will show the default IP address which is one less than the server IP address, where as in the client we will show the default IP address as Gateway.

How to access:

Help -> Check Firewall Blocking

Send Email to Customer Support

Purpose:

Allows sending of support queries to Cafezee support.

Description:

Use this screen to communicate with Cafezee support for any queries or problems regarding the Cafezee program.

Send a message from this screen to Cafezee support if the administrator has forgotten the password.

Notes:

- Only the administrator can edit the Email id displayed in the screen. This is the same Email Id, which is entered in the General Settings screen.
- This screen is accessible even if the staff does not login.

How to access:

```
Help -> Send Email to Customer Support
      Or
Use the shortcut key Ctrl + F1
```

Software and Hardware Requirements

Operating System

Windows 98 (second edition recommended)
Windows NT 4.0 Server
Windows NT 4.0 Workstation
Windows 2000 (with service pack 2 recommended)
Windows XP

Computer

Intel® or compatible

Pentium 166 MHz or higher

Memory

64 MB minimum, 128 MB or more recommended

Hard disk Space

Minimum of 20 MB

Monitor

VGA or higher resolution

Color monitor recommended

Minimum 800x600 resolution recommended

Pointing device

Microsoft Mouse or compatible

CD-ROM drive

Required for installation.

Client Configuration

Purpose:

Allows setting up of various options individual to a particular client computer, which includes the client name, client computers security settings and behavior before and after a customer session.

Description:

Use the auto-detect server option so that the client can connect to the Cafezee server. In case the auto-detect server option does not work, then enter the IP address of the Server manually.

Select the appropriate login screen option depending on the security settings applicable for the client system must be defined from Security Settings screen.

Use the **After close session** options to close all the applications opened by a customer on logout or to Clear recycle bin, clear run history, etc.,

The **On session start** option can be used to display any terms and conditions screen before the customer starts using your café services.

Notes:

- Only the staff/administrator can access this screen after specifying the password.
- The security settings defined at the server will not be transferred to the client.
- For the smooth functioning of the software the Currency & Date formats of the client system must match with the Currency & Date formats of the Server system.
- A staff can be allowed/ disallowed to configure the client settings by setting the Allow client configuration changes setting in the Staff screen at the Server.
- The language in which all the control messages are displayed can be changed by changing the language to another available language from the Language Settings section.

How to access:

From the Customer Login screen click on the **Staff Options** icon or right click in the open space and enter the staff password to open the client configuration screen.

Customer Login

Purpose:

Allows starting of a client session.

Description:

The layout of the screen changes in accordance with the **Display Schemes** setting in the **Client Configuration** tab of the Client Configuration screen. Selecting the **Prepaid Member only** option displays the login options for a Prepaid Members, now a post-paid or a prepaid code session cannot be started. Use this option if only the prepaid members use the system, similarly selecting the **Prepaid Codes only** option allows only prepaid code users to login. The **All Schemes** option displays the login options for all the schemes thus by enabling logging of all scheme users.

Notes:

- While starting a post-paid session the Customer Name can be made mandatory by selecting the Make sold to compulsory setting in Sales Settings screen at the Server.
- The staff can remotely start a post-paid session but cannot start a prepaid session from the server. The prepaid users must use this screen to login.
- Right click on the open space or on the Staff/Admin Options icon at the left top most part of the Login screen to access the Staff/Admin login screen
- The customers can change the language to one of the other languages listed in the bottom left corner of the screen by selecting (English, Spanish or German). This language setting is temporary and changes back to the earlier set language when it synchronizes with the server again.
- The staff can change the language setting for the clients from the Language Settings section in the Client configuration screen.
- The client must be connected to the server computer to start the prepaid sessions, but the post-paid sessions can be started even if the client is not connected to the server.

How to access:

The default screen that appears when the client program is started is the Customer Login screen.

Client Logout

Purpose:

The logout screen is meant for the customers to access their options and also to finish their sessions.

Description:

The **Session Information** provides the details about the session that have been used till then.

Send Message option allows sending of a message to the Cafezee server computer.

The customer ask for services using the **Request Services** option, this service request is sent to the Server machine, the Staff/Admin at the server can add the request service by clicking on the **Add to Sales button**.

A prepaid customer can use the **Renew** option to extend his prepaid time and the Change Password option to change his password. The Renew option will be disabled if the *Disable renew at client* option in the Prepaid Settings of the Preferences screen at the server is selected.

The **Change Password** option is available only for the Prepaid Member sessions and is used to change the member password.

The client must be connected to the server computer for the customer to execute the options.

The staff can use the staff options, in case the server is down for some reason.

Staff Options -> Adjustments Allows the staff to provide a discount in amount to the customers for a lapse in service or for some other reason.

Transfer Session is used to transfer the session information from one computer to another.

The customers use the **Finish** button when they are done using the computer. In case of a prepaid session, the session is completely closed when the customer clicks on the finish button closing all the applications opened by him. But in case of a postpaid session, or when some amount is due from the customer, the session does not close completely and staff intervention is needed. The staff then collects the amount from the customer and finally closes the session completely.

The **Continue button** is used to minimize the screen and continue using the system.

How to access:

The screen after starting a session at client.

How to uninstall Cafezee

Uninstalling Cafezee Client

- Before you uninstall Cafezee program from your computer ensure that all the security settings are removed. To remove security settings enter the Staff Id or the Admin Password and click on the **Staff/Admin Options** in the Customer Login screen to go to Client Configuration screen.

- Click on **Shutdown Options** tab and click on **Remove Security** button, this will prompt you for restart, click on **Restart** button to restart the computer.

- The security settings are removed now, to uninstall Cafezee Client go to Control Panel, Add/Remove programs option. Click on Cafezee Client entry to select it. Click the 'Remove' button to uninstall Cafezee client.

Uninstalling Cafezee Server

- Before you uninstall the server, first remove all the security settings. To delete all the security settings open Security Settings screen and click on **Un Check All** button to remove all the settings and click on **OK** button to save the changes and close the form. Also delete the application titles entered in the Allowed Applications and Banned Applications screens. To effect the changes you must restart the system.

- Restart the computer, by selecting the **Restart Server** menu item in file menu.

- Go to Control Panel, Add/Remove programs option. Click on Cafezee Server entry to select it. Click the 'Remove' button to uninstall Cafezee Server.