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# Chapter 1: Introduction

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CLINCK is a Cyber Café Security Management and Accounting application of Ideacts. Cyber Café owners get this free of cost. CLINCK consists of CLINCK Cyber Café Manager on the server side and CLINCK Desktop on the client side.

CLINCK Cyber Café Manager helps the Café owner, in managing the Café efficiently. While, CLINCK Desktop is a navigational tool which provides the Café customers with an interactive desktop, to Search and access contents.

CLINCK is operational in more than 250 cities. It follows the Security rules of the Law Enforcement Agencies with the motive to provide national security.

## 1.1 About the Manual

---

This manual provides detailed instructions on how to use CLINCK to secure the Café. The manual explains further in detail the installation steps to install both CLINCK Desktop and CLINCK Cyber Café Manager, to add rate plans, to add customers, to provide services to the customers like print, scan, selling of pen drives, CDs etc, to assign permissions to employees, to take backup and restore the system. The various tabs, their purpose, usage and examples are explained in detail to help the user efficiently use CLINCK.



## 1.2 Intended Audience

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This guide is intended for a person with minimal knowledge of computers, who will allow customers to log in, purchase a product or service, maintain reports, generate bills, and log out the customers.

## 1.3 Conventions Used

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Convention	Explanation
<b>Bold</b>	For field, menu, option and window names.
Arial	For commands as you should type them.
Arial	For output as generated by the system.
Italics	For note and URLs.
 Note	The note icon indicates information that is of special interest or importance, for example, an additional action required only in certain circumstances.
 Caution	The Caution icon along with the text indicates actions that can lead to damage if the instructions are not followed properly.

**Table 1.1: Conventions Used in the User Guide**

## 1.4 Revision History

This is the first version of the CLINCK Cyber Café Manager user guide.

## 1.5 Introduction to CLINCK Cyber Café Manager

The CLINCK Cyber Café Manager application is made up of two parts – the server and the client. While the application is managed from the server, the cyber café’s services such as internet usage and printing are provided at the client terminals.

### 1.5.1 CLINCK Server

All the features and functions of the CLINCK Cyber Café Manager are available under the different tabs that appear on the CLINCK server screen. Each of these tabs is explained briefly here.

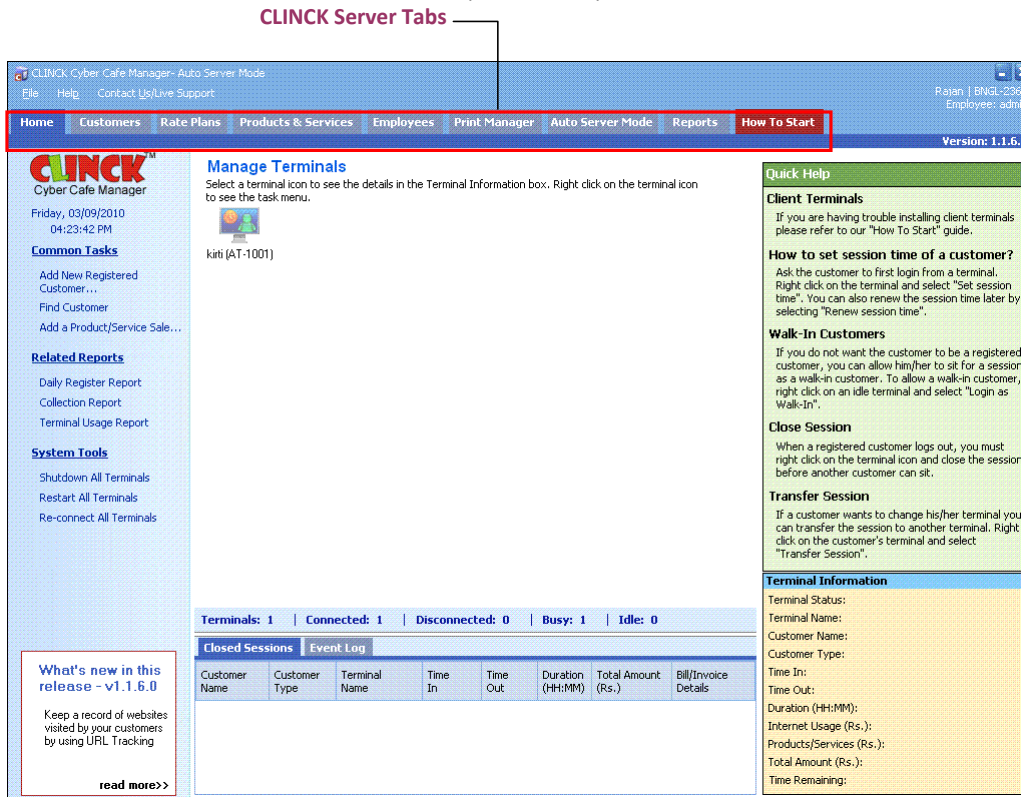


Figure 1.1: Tabs on the CLINCK Server screen





**Note:** In addition to a brief introduction here, all these tabs are discussed in detail in other chapters of this user guide.

## ■ Home

The **Home** tab takes you to the home page. It mainly consists of the Quick Access Menu, the Terminals Pane, the Updates Pane, Quick Help, and Terminal Information.

The following tasks are available under this tab:

- Add or find a customer in the CLINCK database.
- Add a product or service sale to the database.
- Shutdown, restart, or re-connect all terminals.
- Generate the Daily Register, Collection, and Terminal Usage reports.



**Note:** For more information on the home page, see Chapter 4.

## ■ Customers

In the **Customers** tab, you can manage your cyber café's customer details and create customer-related reports.

The following tasks are available under this tab:

- Add, view, edit, or delete a customer's details in your cyber café's CLINCK database.
- Find an existing customer in your cyber café's CLINCK database or in the online CLINCK database.
- Import a customer from the online CLINCK database to your cyber café's CLINCK database.
- Convert a customer to a member and view a customer's membership details.
- Generate the Daily Register, Customer List, Customer History, Member List, and Member History reports.



**Note:** For more information on customer-related tasks, see Section 5.3.

## ■ Rate Plans

In the **Rate Plans** tab, you can manage your cyber café's rate plans and membership packages and create related reports.

The following tasks are available under this tab:

- Add, edit, or delete a rate plan in your cyber café's CLINCK database.
- Add, edit, or delete a membership package in the database.
- Generate the Member List and Member History reports.



**Note:** For more information on rate plans, see Section 5.1, and for more information on membership packages, see Section 5.2.

## ■ Products & Services

In the **Products & Services** tab, you can manage your cyber café's product and service details and create related reports.

The following tasks are available under this tab:

- Add, edit, or delete the details of a product or service in your cyber café's CLINCK database.
- Add a product or service sale in the database.
- Generate the Product List, Purchase, as well as Product and Service Consumption reports.



**Note:** For more information on tasks related to products and services, see Chapter 6.

## ■ Employees

In the **Employees** tab, you can manage your cyber café's employee details and create employee-related reports.

The following tasks are available under this tab:

- Add, edit, or delete an employee's details in your cyber café's CLINCK database.
- Generate the Close Café Client report.



**Note:** For more information on employee-related tasks, see Chapter 12.

## ■ Print Manager

In the **Print Manager** tab, you can manage printer settings and create printer-related reports.

The following tasks are available under this tab:

- Change printer settings.
- Generate the Printer Usage and Printer Summary reports.



**Note:** For more information on printer-related tasks, see Chapter 9.

## ■ Auto Server Mode

In the **Auto Server Mode** tab, you can set the CLINCK Cyber Café Server to take your place in your absence. When the **Auto Server Mode** is on, a walk-in customer can directly login from an idle terminal and start a session even without registering in the CLINCK database. When the customer logs out, the server automatically closes the session and the billing information of the session is displayed in the tab.

The following tasks are available under this tab:

- Change auto server mode settings.
- Add a customer's details to your cyber café's CLINCK database.
- Add a product or service sale to the database.
- Add or edit a rate plan in the database.
- Generate the Daily Register, Collection, and Terminal Usage reports.



**Note:** For more information on auto server mode settings, see Chapter 10.

## ■ Reports

In the **Reports** tab, you can generate and view many different reports that fall in the following categories:

- General Reports
- Financial Reports
- Customer Reports
- Café Management Reports
- Product & Service Reports
- Printer Reports



**Note:** For more information on reports, see Chapter 11.

## ■ How To Start

The **How To Start** tab has a 3-step guide that shows how to start using the CLINCK Cyber Café Manager.

The following help options are also available under this tab:

- Online Help
- FAQ
- Contact Us/Live Support



**Note:** For more information on the 3-step guide and other help options, see Chapter 13.

## **1.5.2 CLINCK Client**

The CLINCK Client screen is called the CLINCK Desktop. In addition to the regular desktop, it has internet shortcuts, content, Google search, and brand promotions to make the customer's internet session easy and interesting.



## Chapter 2: Installation

---

### 2.1 System Requirements

---

CLINCK Cyber Café Manager is an easily installable software which does not require major changes to your hardware or software. Your present network setup is just fine to run CLINCK. CLINCK utilizes system to a minimum, to ensure that the clients are not overburdened. CLINCK installation (both server and client) is a simple process.

The basic system requirement to install CLINCK is as shown in **Table 2.1**:

Specifications	Server	Client
Installer Size	27.6 MB	5.51MB
Operating System	Windows XP(SP2)	Windows XP/2000
Internet connection	Required	Required
Processor(minimum)	1.5 GHz and above	800 MHz
Hard Disk	290 MB	5 MB
RAM(minimum)	512 MB	128 MB
Internet Explorer Version	IE 6.0 onwards	IE 5.5 onwards
Deep Freeze compatibility	Yes	Yes
Time to install	15 minutes	1 minute

**Table 2.1: Basic System Requirement**

The server and client screen, a customer can view are as shown in **Figure 2.1** and **Figure 2.2**.

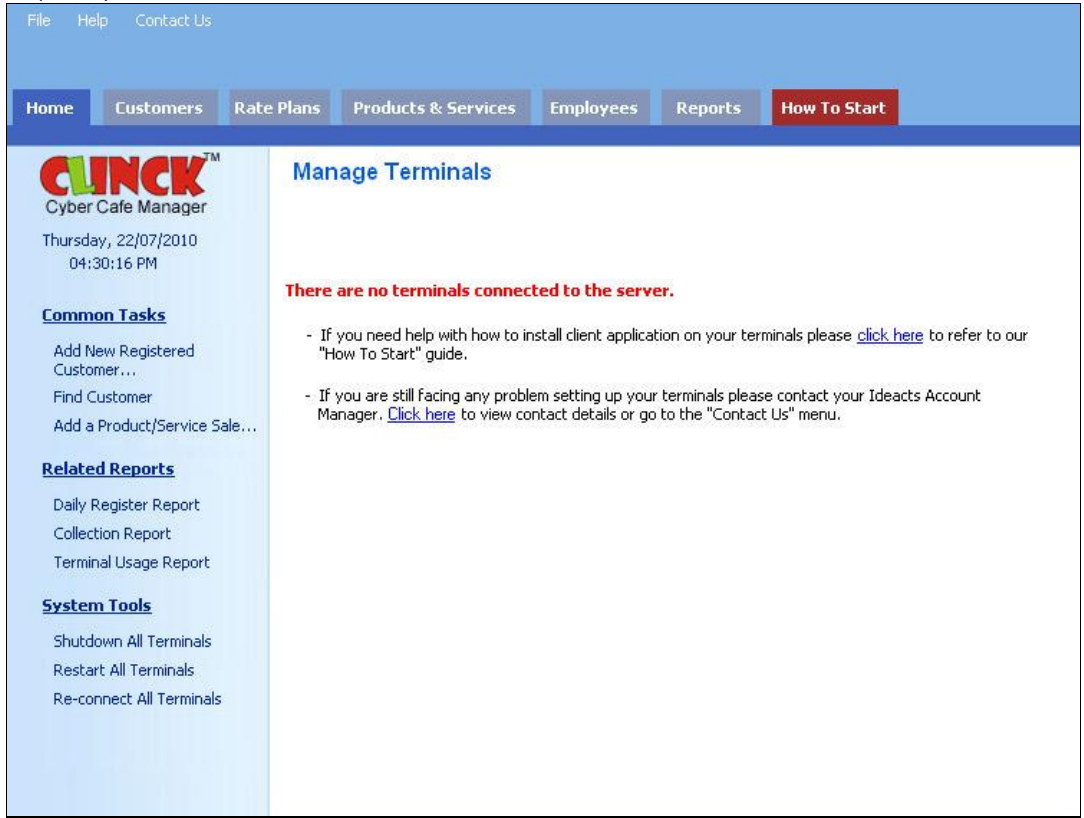


Figure 2.1: CLINCK Cyber Café Manager

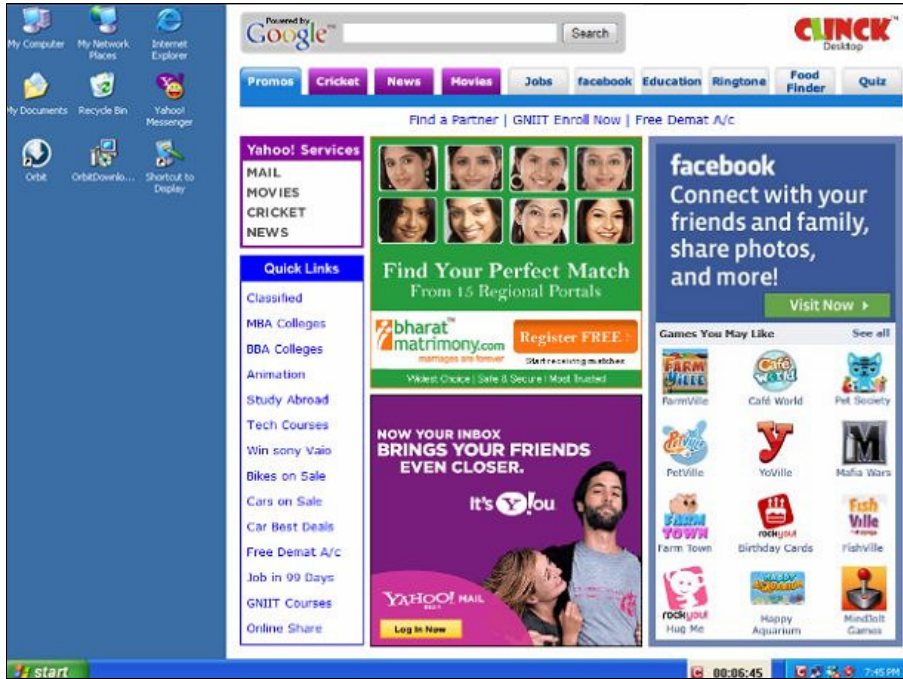


Figure 2.2: CLINCK Cyber Café Client

### 2.1.1 Additional Important Requirements

■ **Firewall:**

Firewall is software that runs on a computer and inspects network traffic passing through it. It is located at the Gateway Server and protects the private network resources from the users of the other networks. A firewall’s basic task is to regulate the flow between computer networks of different levels.

- If you have Windows Firewall installed in your network, you may see the following dialog box on starting CLINCK Cyber Café Manager.



Figure 2.3: Windows Security Alert

**Result:** When **Unblock** is selected, you can proceed with the installation of **CLINCK Client**.

- If you use any other firewall in your network, then you must manually add CLINCK Cyber Café to the exception list. To do so, first locate the file - CCMUI.exe from the folder where source files of CLINCK Cyber Café Manager is stored.
  - CCMUI.exe

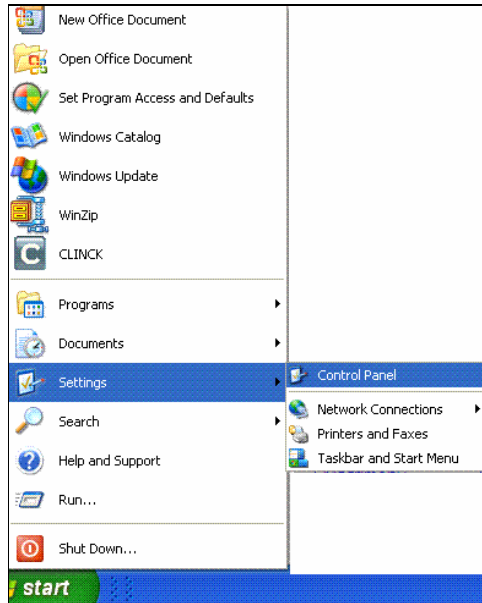
■ **Regional and language setting:**

Set the regional setting of your system to **English (United States)**.

In Windows, this is the default setting but you must check and confirm.

To set the regional settings for your system, follow the steps given below:

- 1) Select **Start > Settings > Control Panel**.



**Figure 2.4: Select Control Panel**

The **Control Panel** window appears as shown in **Figure 2.5**.



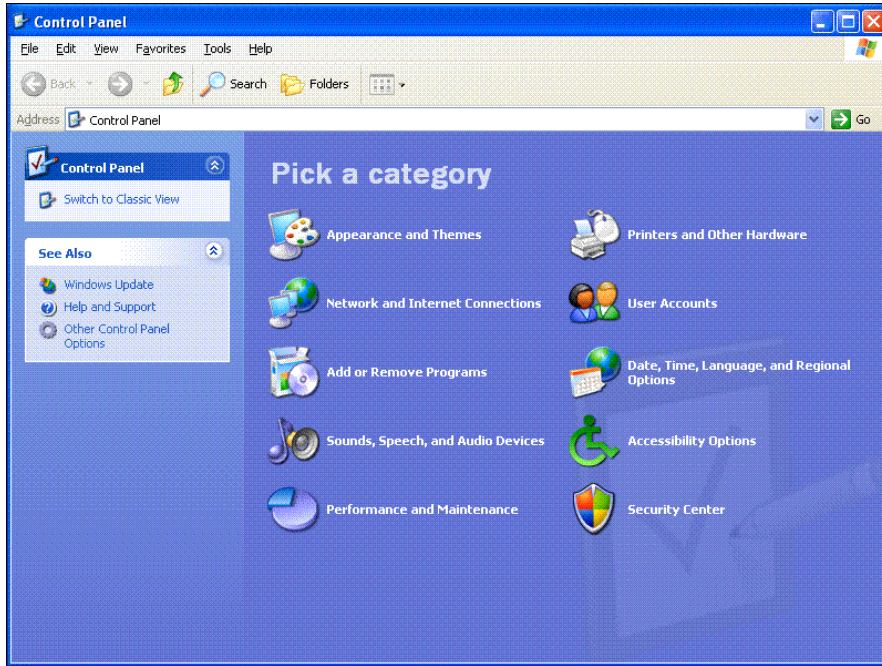


Figure 2.5: Control Panel

- 2) In the **Control Panel**, select **Date, Time, Language, and Regional Options**.  
 The **Date, Time, Language, and Regional Options** window appears.

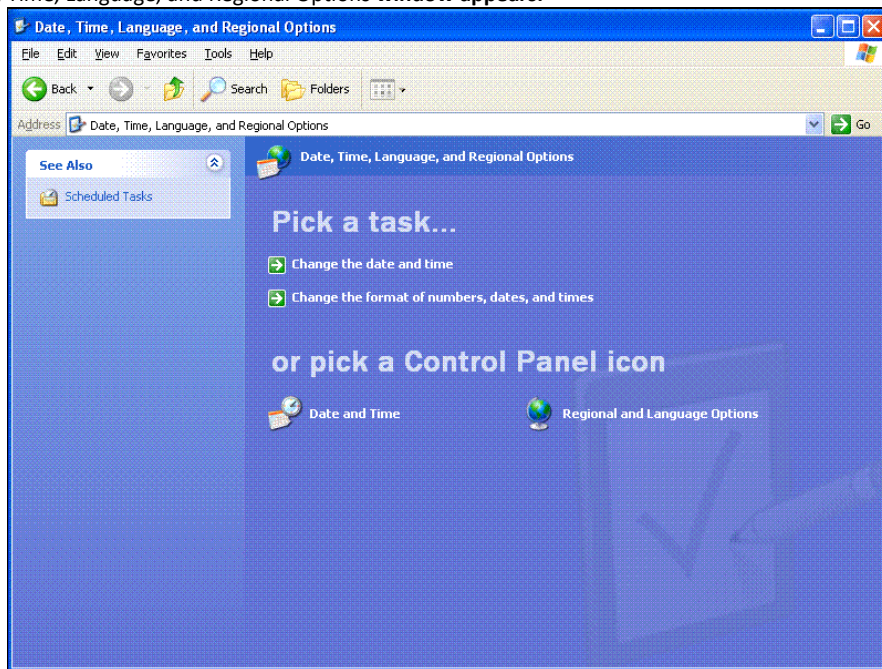


Figure 2.6: Date, Time, Language, and Regional Options

- 3) In the **Date, Time, Language, and Regional Options** window, select **Regional and Language Options**.  
The **Regional and Language Options** dialog box appears.

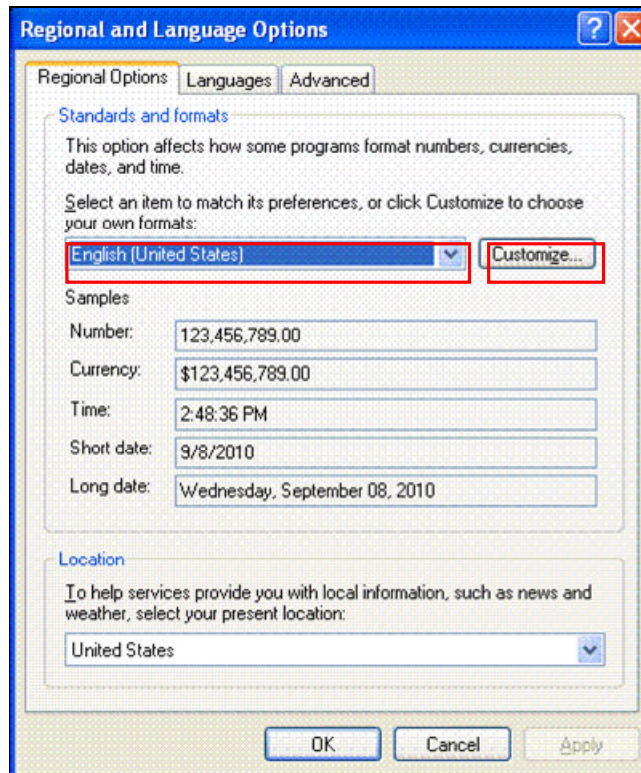


Figure 2.7: Regional and Language Options

- 4) In the **Regional Options** tab, do the following:
- In the **Standards and formats** box, select **English (United States)**.
  - Click **Customize**.
- The **Customize Regional Options** dialog box appears.

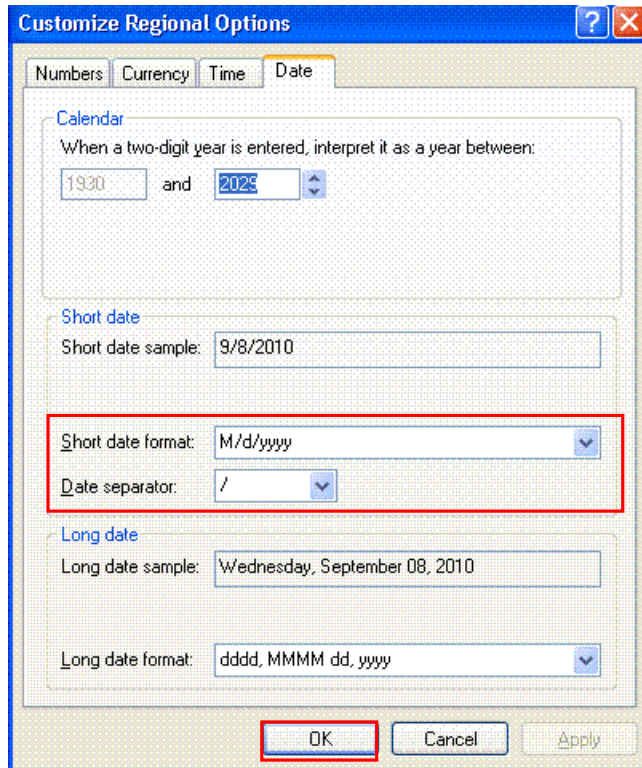


Figure 2.8: Customize Regional Options

- 5) Click the **Date** tab. The **Date** tab opens.
  - In the **Short date format** box, select MM/dd/yyyy.
  - In the **Date separator** box, select "/".
  - Click **OK**.
 The **Customize Regional Options** dialog box closes and the **Regional and Language Options** dialog box opens.
- 6) Click **OK**.

**Result:** The Regional Language is set to **English** and the Date Format is set to **mm/dd/yyyy**.

## 2.2 Setup

---

### 2.2.1 To Install CLINCK Cyber Café Manager

CLINCK Cyber Café Manager helps in better Café Management and Accounting.

The minimal hardware requirements to install CLINCK Cyber Café Manager are:

- 512 MB RAM
- 1.5 GHz Processor

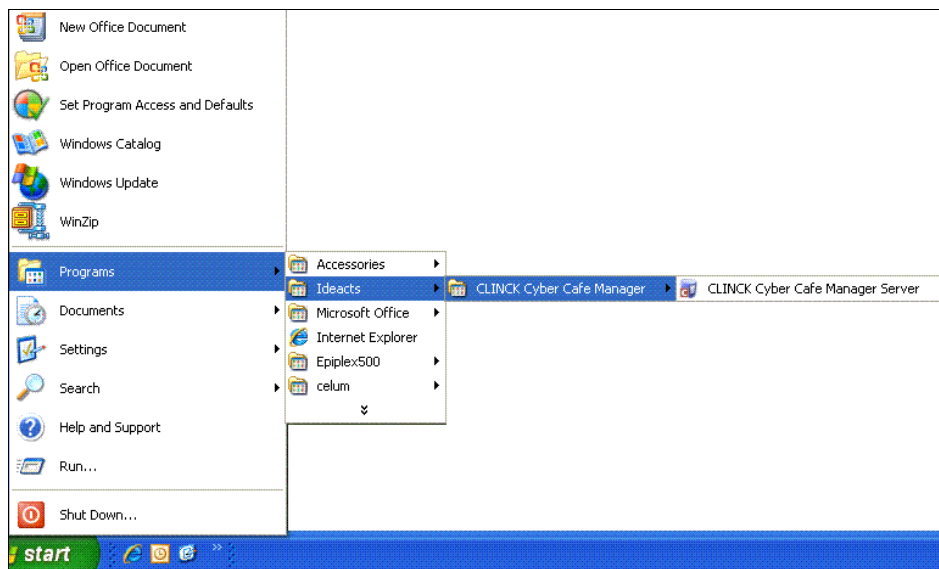
The minimal software requirements to install CLINCK Cyber Café Manager are:

- Internet Explorer version 6
- Service Pack 2 of Windows XP

To install CLINCK Cyber Café Manager, do the following:

- 1) Register as a partner with Ideacts, <http://www.ideacts.com/cms/partner/NewCafeRegistration.aspx>
- 2) Ideacts mails you the **Café code** and **Password** to activate the café.
- 3) After activating the cafe, login to Ideacts with <http://www.ideacts.com/CMS/partner/Login.aspx>
- 4) Download the **Installation Manuals** for both **CLINCK Cyber Café Manager** and **CLINCK Cyber Café Client**.
- 5) Download **Installers** for Server Copy and Client Copy.
- 6) Install CLINCK Cyber Café Manager using Server Copy.
- 7) To open CLINCK Cyber Café Manager Server, do the following:

- Click **Start > Programs > Ideacts > CLINCK Cyber Café Manager Server**.



**Figure 2.9: To open CLINCK Cyber Café Manager Server**

The **CLINCK Cyber Café Manager Server** opens.

When CLINCK is installed for the first time, a **Setup Wizard – Welcome Screen** is displayed as shown in **Figure 2.10**.

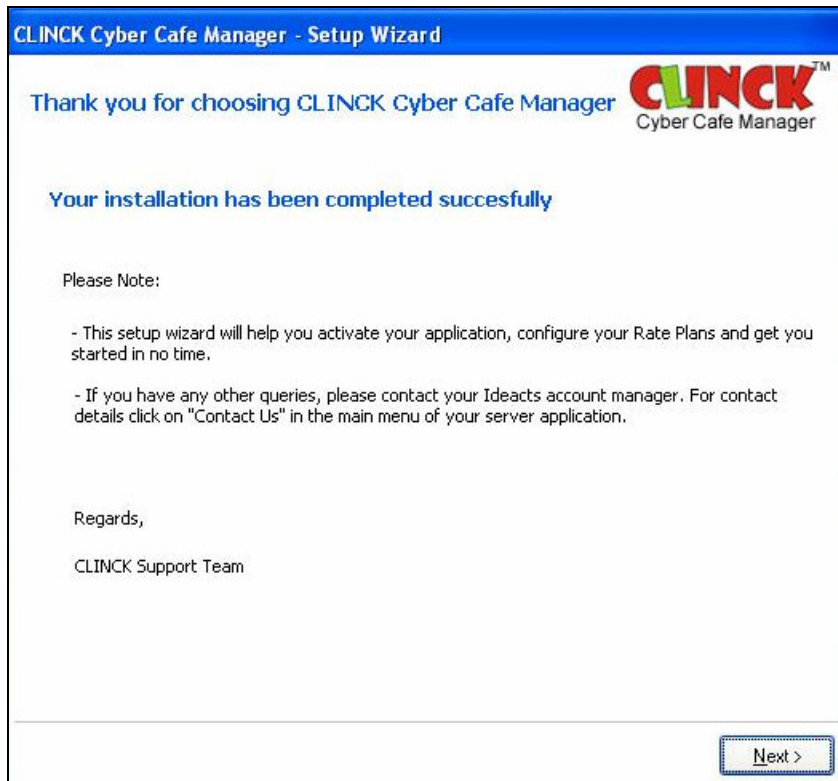


Figure 2.10: Setup Wizard - Welcome Screen

- 8) The Setup wizard comprises of three steps:
1. Activating the CLINCK Cyber Café Manager.
  2. Creating Rate Plans.
  3. Setting the Café Terminals.

On the **Setup Wizard - Welcome Screen**, click **Next**.  
The **Setup Wizard [Step 1] - Activation** screen opens.



**CLINCK Cyber Cafe Manager - Setup Wizard [Step 1] - Activation**

All fields marked(\*) are mandatory

### Activate CLINCK Cyber Cafe Manager

Before you can start using the application you must activate it. Please make sure that the machine is connected to the internet.

Please provide your cafe code and click Verify

Cafe Code\*:  Example: PUNE-0000

Your Cafe Code is mailed to you when you registered with Ideacts. If you do not remember your cafe code, please check your email.

Please verify the details of your cafe and click Next button


Cafe Name:

Cafe Address:

IIPL Employee No.(Optional) :

Figure 2.11: Setup Wizard [Step 1] - Activation

1. Activating the CLINCK Cyber Café Manager:

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ Café code is required for activation.</li> <li>▪ If you do not have a Café Code, <b>register as a partner with Ideacts</b>, to get the <b>Café Code</b> and <b>Password</b>.</li> </ul>
---	--

- Register as a partner with Ideacts, <http://www.ideacts.com/cms/partner/NewCafeRegistration.aspx>
- Ideacts mails you the **Café code** and **Password** to activate the café.
  - a. Enter the **Café Code** and click **Verify**.  
On Verification, **Café Name** and **Café Address** are displayed on the screen.

**CLINCK Cyber Cafe Manager - Setup Wizard [Step 1] - Activation**

All fields marked(\*) are mandatory

**Activate CLINCK Cyber Cafe Manager**

Before you can start using the application you must activate it. Please make sure that the machine is connected to the internet.

Please provide your cafe code and click Verify

Cafe Code\*:  Example: PUNE-0000

Your Cafe Code is mailed to you when you registered with Ideacts. If you do not remember your cafe code, please check your email.

Please verify the details of your cafe and click Next button

Cafe Name: Friends

Cafe Address: Bangalore  
PinCode:560075

IIPL Employee No.(Optional) :

Figure 2.12: Setup Wizard - Activation

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ <b>IIPL Employee No.</b> is left blank, for a café owner.</li> <li>▪ <b>IIPL Employee No.</b> is filled, when the installation is done by an Ideacts employee.</li> </ul>
--	--

- b. Click **Next** to proceed with activation.  
When the activation is done successfully, a dialog box opens, informing about the successful activation.



Figure 2.13: Setup Wizard – Successful activation

- c. Click **OK**.

**Result:** The window for **Rate Plan** creation opens.

CLINCK Cyber Cafe Manager - Setup Wizard [Step 2] - Rate Plan

All fields marked(\*) are mandatory

### Create your rate plan

Duration (From):  minutes

Duration (To)\*:  minutes

Price\*: Rs.

From	To	Price(Rs.)

**Quick Help**

**How to create the rate plan?**

1. Rate plans are based on time slots. Example: 0-15 minutes, 0-30 minutes.
2. Start by selecting the minimum time slot that you charge for, enter the price and click the "Add" button to add the rate plan to the table.
3. Similarly add all the time slots that have different rates.

Sample Rate Plan

From(minutes)	To(minutes)	Price(Rs.)
0	15	5
0	30	10
0	60	15

Please Note: You can change this rate plan later also.

Figure 2.14: Setup Wizard [Step 2] - Rate Plan

2. Creating a Rate Plan:

To create a Rate Plan, do the following:

- a. **Duration (From)**, the default is zero minutes.
- b. In the **Duration (To)** box, select the minimum duration that you want to set. For Example: 30 minutes.
- c. Enter **Price** based on duration.



**CLINCK Cyber Cafe Manager - Setup Wizard [Step 2] - Rate Plan**

All fields marked(\*) are mandatory

**Create your rate plan**

Duration (From):  minutes

Duration (To)\*:  minutes

Price\*: Rs.

From	To	Price(Rs.)

**Quick Help**

**How to create the rate plan?**

1. Rate plans are based on time slots. Example: 0-15 minutes, 0-30 minutes.
2. Start by selecting the minimum time slot that you charge for, enter the price and click the "Add" button to add the rate plan to the table.
3. Similarly add all the time slots that have different rates.

Sample Rate Plan

From(minutes)	To(minutes)	Price(Rs.)
0	15	5
0	30	10
0	60	15

Please Note: You can change this rate plan later also.

**Figure 2.15: Setup Wizard - Adding a Rate Plan**

- d. Click **Add**.  
The Rate Plan is added as shown in **Figure 2.16**.

**CLINCK Cyber Cafe Manager - Setup Wizard [Step 2] - Rate Plan**

All fields marked(\*) are mandatory

**Create your rate plan**

Duration (From):  minutes

Duration (To)\*:  minutes

Price\*: Rs.

From	To	Price(Rs.)
0	30	10.00

**Quick Help**

**How to create the rate plan?**

1. Rate plans are based on time slots. Example: 0-15 minutes, 0-30 minutes.
2. Start by selecting the minimum time slot that you charge for, enter the price and click the "Add" button to add the rate plan to the table.
3. Similarly add all the time slots that have different rates.

Sample Rate Plan

From(minutes)	To(minutes)	Price(Rs.)
0	15	5
0	30	10
0	60	15

Please Note: You can change this rate plan later also.

Figure 2.16: Setup Wizard - Rate Plan

e. Click **Next**.

**Result:** The **Client setup** screen opens.

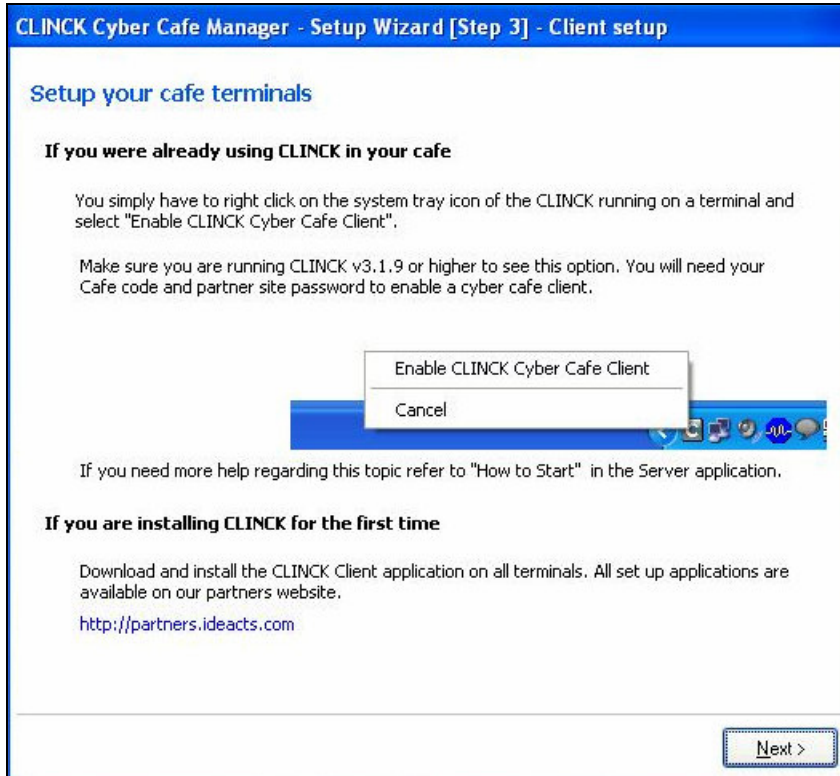



Figure 2.17: Setup Wizard - Client Setup

### 3. Setting the Café terminals:

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ When CLINCK is installed for the first time, download and install CLINCK Cyber Café Client on all the terminals, from <a href="http://partners.ideacts.com">http://partners.ideacts.com</a>.</li> <li>▪ When you are already using CLINCK in your Café, then on the Client terminal, right-click on CLINCK icon found on the system tray, and select <b>“Enable CLINCK Cyber Café Client”</b>.</li> </ul>
---	--

- Click **Next**.

**Result:** Setup Wizard – Finish screen opens.

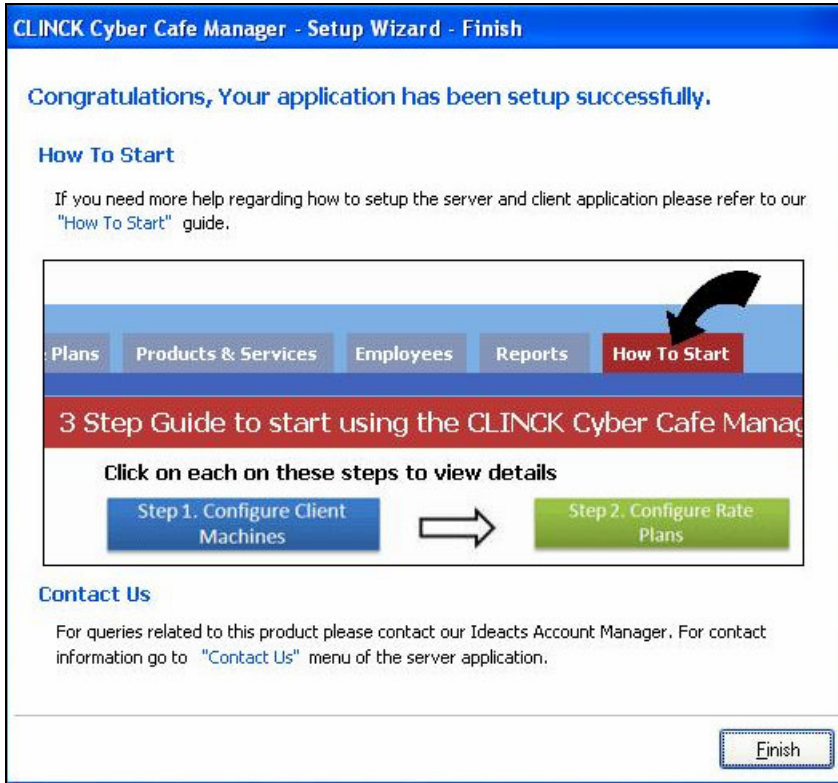


Figure 2.18: Setup Wizard – Finish

4. Click **Finish**.  
The **Server Login** dialog box opens.



Figure 2.19: Server Login

5. Enter default login details for **Employee Name** as “admin” and **Password** as “password”.



CLINCK Cyber Cafe Manager - Server Login

**CLINCK™**  
Cyber Cafe Manager

Enter an employee name and password to login into the server

Employee Name: admin

Password: \*\*\*\*\*

Login Cancel

Figure 2.20: Server Login with default values

6. Click **Login**.

**Result:** The **How To Start** tab opens as shown in **Figure 2.21**.

CLINCK Cyber Cafe Manager - Auto Server Mode

File Help Contact Us/Live Support

Home Customers Rate Plans Products & Services Employees Print Manager Auto Server Mode Reports **How To Start**

Version: 1.1.6.0

**CLINCK™**  
Cyber Cafe Manager

Saturday, 04/09/2010  
10:51:40 AM

**Common Tasks**

Online Help  
FAQ  
Contact Us/Live Support

**3 Step Guide to start using the CLINCK Cyber Cafe Manager**

Click on each on these steps to view details

Step 1. Configure Client Machines → Step 2. Configure Rate Plans → Step 3. Add Customers

**Step 1. Configure Client Machine**

**Already using CLINCK**

If you were already using CLINCK in your cafe, you DO NOT need to install any application on your terminals. Just follow these steps to enable the Cyber Cafe Client:

1. Make sure you are using CLINCK version 3.1.9 or above. To check the version of CLINCK on a machine move your mouse over the system tray icon.

CLINCK (v3.1.9)  
Cafe Code: MOHA-0005  
Terminal Code: 15  
DF: No  
C3M: No  
9:15 PM CLINCK Version

**Not using CLINCK**

If you are installing CLINCK for the first time, follow these steps

1. First make sure that your CLINCK Cyber cafe server is running.
2. Download the CLINCK Desktop setup from the partner site and install it on the terminal. During the setup select the option of Enabling the CLINCK Cyber Cafe Client.  
Partner site URL: <http://partners.ideacts.com>

You will need to enter your cafe code (Example: PUNE-0666) during installation.

Please provide your cafe code and click Verify

Cafe Code\*: PUNE-0666 Example: PUNE-0000 Verify

Your Cafe Code is mailed to you when you registered with Ideacts. If you do not remember your cafe code, please check your email.

3. When you start CLINCK it will automatically connect to the server and display the customer login screen. If your cafe name appears on top of the login dialog your installation has been successful.

[Click Here](#) to download the CLINCK Cyber Cafe Manager Client setup manual.

Next →

If your terminals are not able to connect to server [click here](#) to read more about how to configure your network.

**Figure 2.21: Setup Wizard - How To Start**

7. To view each step in detail, refer to **Figure 2.21**:

- Click Step1
- Click Step2
- Click Step3

8. Click **Home**.

Manage Terminals screen appears.

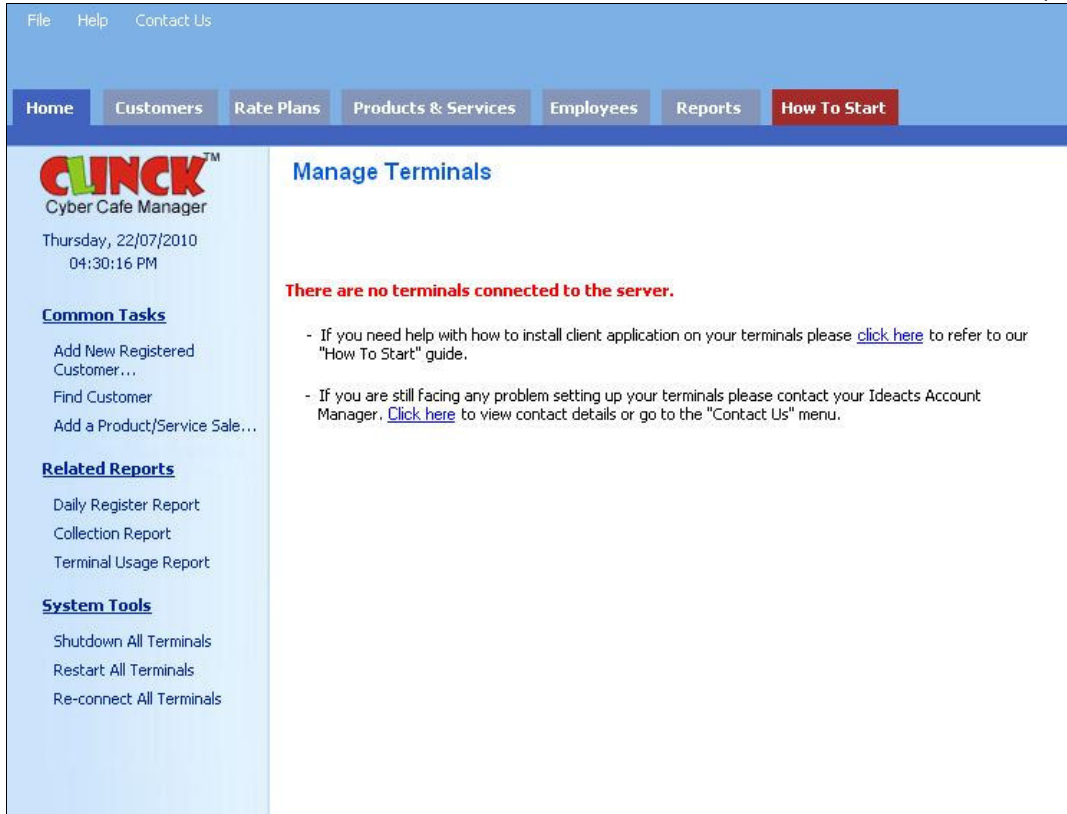


Figure 2.22: Home – Manage Terminals

**Result:** CLINCK Cyber Café Manager is installed successfully.

## 2.2.2 To Install CLINCK Client

There are two flows to install CLINCK Cyber Café Client:

- For users who directly **download** CLINCK with the Cyber Café Client. It is done by using the Wizard setup application.
- For users who were using old version of **CLINCK**, installation is done by "Enable CLINCK Café Client" on the same system.
- Minimum Software Requirements:
  - Microsoft Windows 2000 and Windows XP
  - Internet Explorer 5.5
- Minimum Hardware Requirements:
  - RAM 128 MB
  - Processor 800 MHz

### Downloading the CLINCK Installer:



- 1) Log on to <http://partners.ideacts.com>
- 2) Enter **Username** and **Password**
- 3) Download the latest CLINCK Installer from the **Installers** Section in the website and extract the CLINCK Installer.

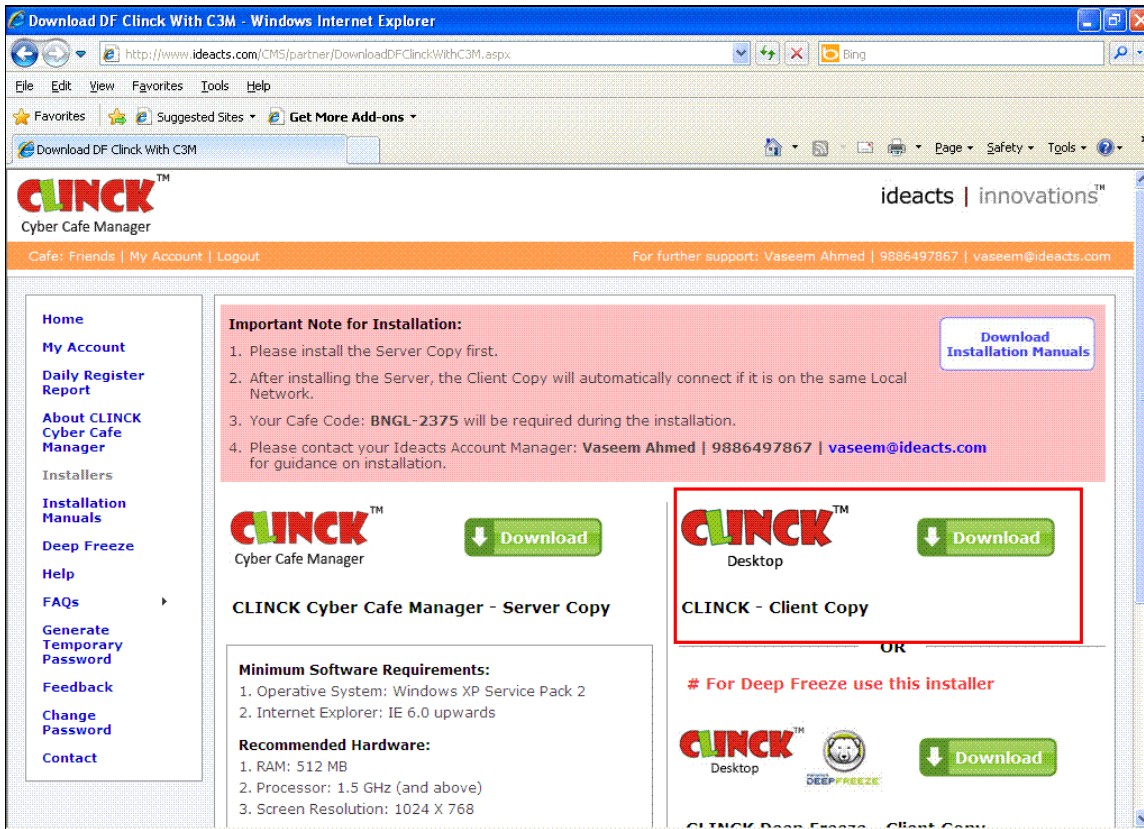


Figure 2.23: CLINCK – Client Installer

**Preparing to run CLINCK Client:**

- 1) Connect the machine to the internet, to activate the terminal during setup.
- 2) Select the drive that has sufficient free space.
- 3) To install CLINCK you need the following disk space:
  - Minimum 5 MB free space on the System drive. In a default Windows Setup, the system drive is C:
  - 5 MB free space on the drive, where you choose to install CLINCK

**Installing CLINCK Client:**

- 1) Run the setup from the location you extracted it.



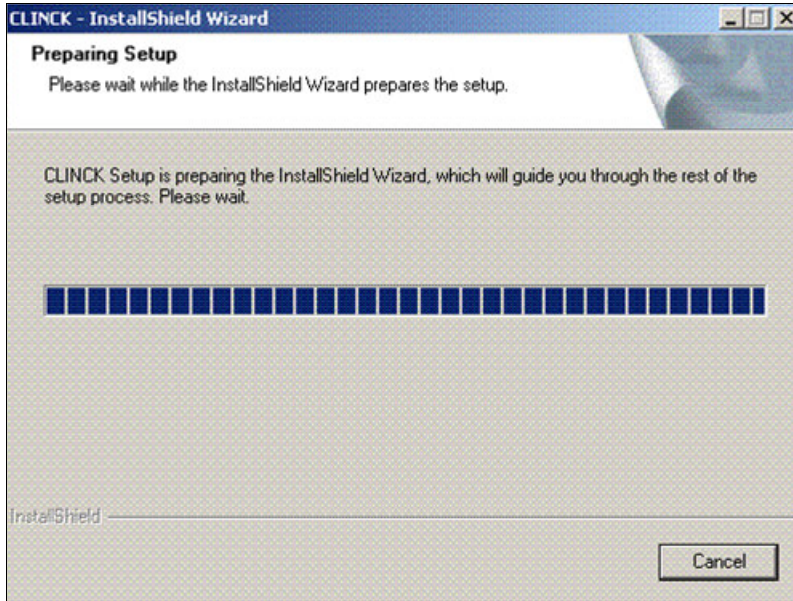


Figure 2.24: Preparing Setup

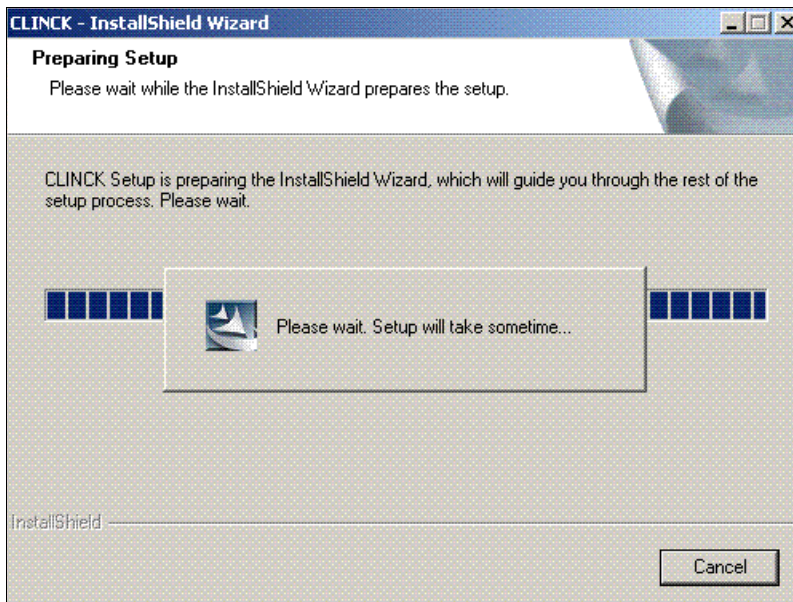


Figure 2.25: Preparing setup final stage

As the Wizard prepares for the setup, the Welcome screen opens.

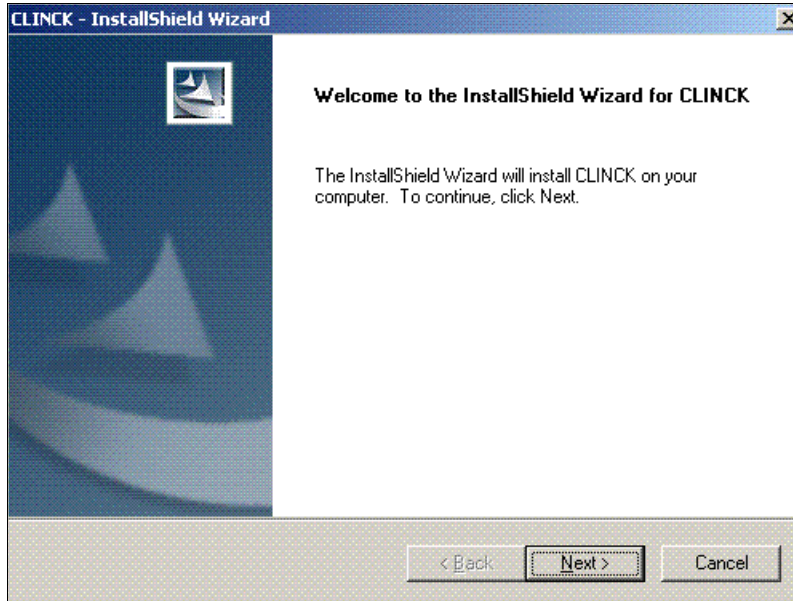


Figure 2.26: Welcome Screen

2) Click **Next**

**Choose Destination Location** dialog box appears.

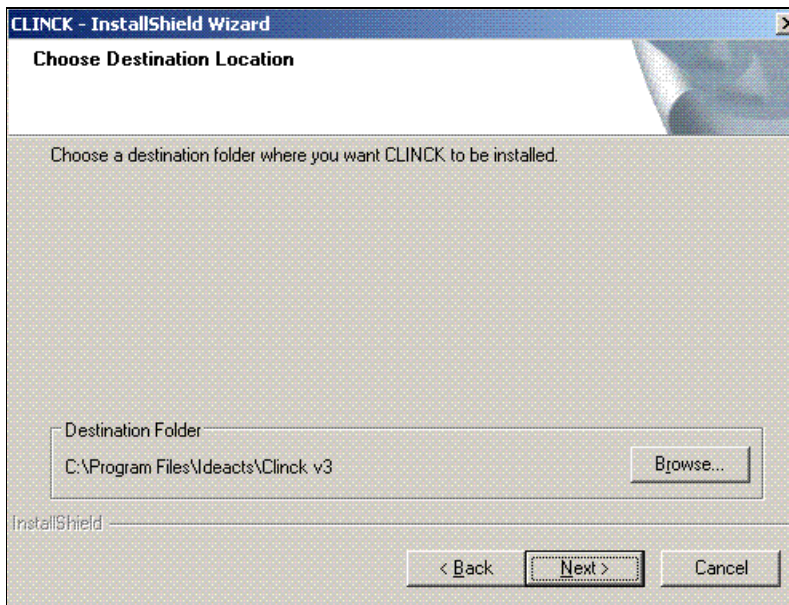


Figure 2.27: Choose Destination Folder

- 3) Click **Browse**, to install CLINCK in a different folder apart from the default **C:** drive.
  - 4) Click **Next**.
- The Setup will copy all required files for installation.

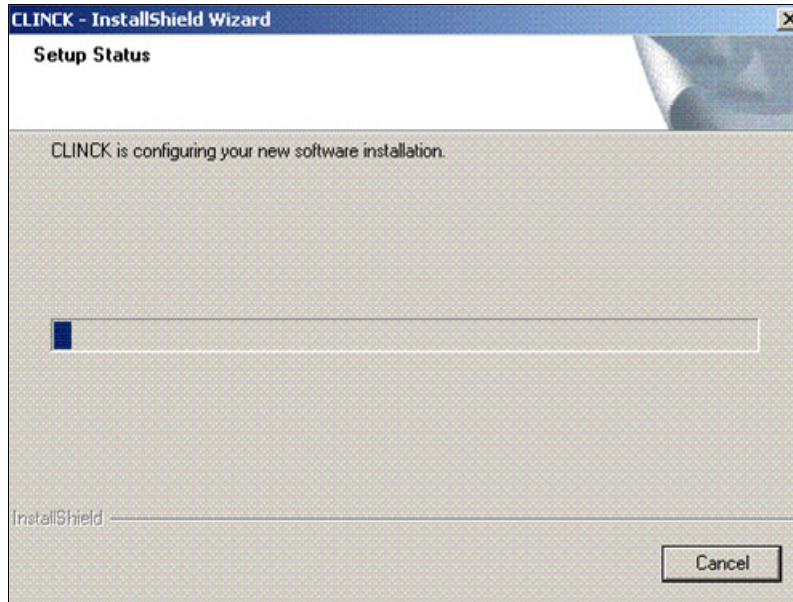


Figure 2.28: CLINCK InstallShield Wizard

- 5) Select **Yes** to **Enable CLINCK Cyber Café Client**, after the setup finishes copying the files.

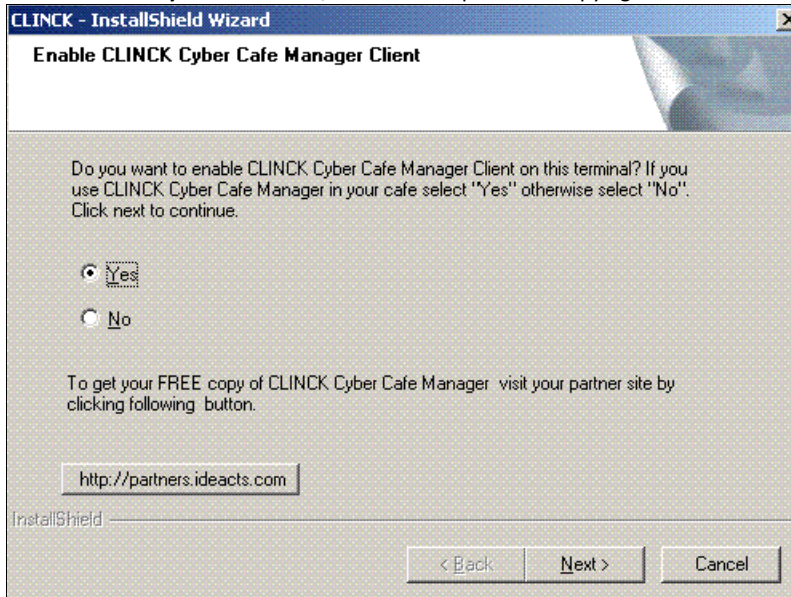


Figure 2.29: CLINCK – InstallShield Wizard

6) Click **Next** to complete the installation.

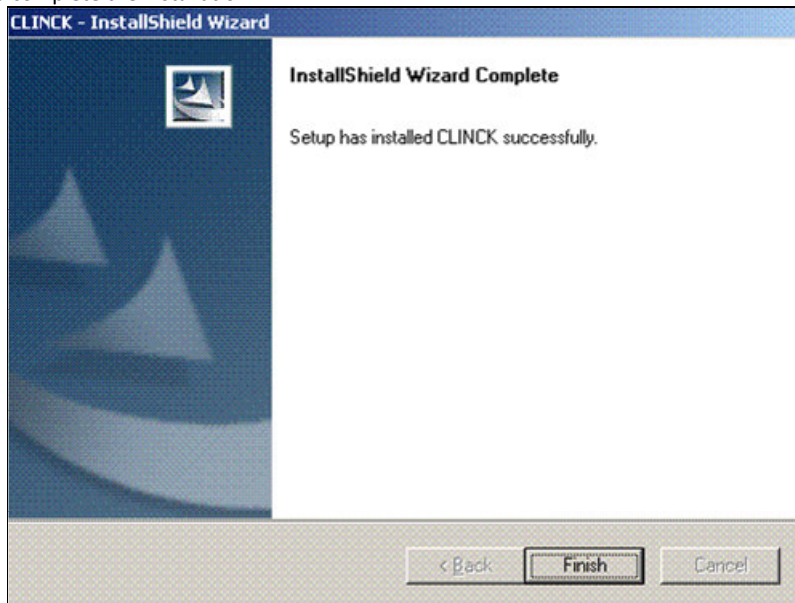


Figure 2.30: CLINCK – InstallShield Wizard

7) Click **Finish**.

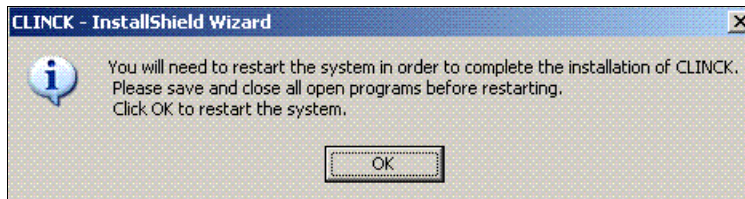



Figure 2.31: CLINCK – InstallShield Wizard

	<p><b>Note:</b></p> <ul style="list-style-type: none"><li>▪ <i>Reboot the system for the setup to complete the installation process.</i></li><li>▪ <i>Login as an Administrator to activate the terminal before you start using CLINCK.</i></li></ul>
---	---

**Result:** CLINCK Cyber Café Client installation is complete.

### 2.2.2.1 Activating CLINCK Client Terminal

As you complete the Installation, each terminal must be activated. Each terminal is given a unique code, which you can use to identify the terminal in your partner account reports.

The steps to activate your terminal are as follows:

- 1) Enter Cyber **Café Code**.
- 2) Click **Verify**.

The system will fetch your café details (name and address) from the CLINCK server and displays it in the section below. Verify that your café name and address is correct.

**CLINCK - Activate Terminal**

**Thank you for installing**

Please take a few moments to activate this terminal and inform the CLINCK server that your installation was successful.

You must make sure that all terminals running CLINCK must stay activated at all times.

Please enter your Cyber Cafe Code and click Verify:

BNGL-2375

Please verify the details of your cyber cafe and click Activate:

Name : Friends  
Address : Bangalore  
560075

IPL Employee No. (Optional) :

Figure 2.32: CLINCK Activate Terminal

- 3) Click **Next** to activate the terminal.

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ <b>IPL Employee No.</b> is left blank, for a café owner.</li> <li>▪ <b>IPL Employee No.</b> is filled, when the installation is done by an Ideacts employee.</li> </ul>
--	--

**Result:** The activation is complete and CLINCK will start automatically displaying the Café Name, towards the left top of the screen.



At this point, the client application starts, and looks forward for the server on the network. If it finds the server, it connects to it and displays the café name and other information on the left top of the following window. And if it does not find the server, it will remain in the disconnected state and connects to the server automatically when it starts.

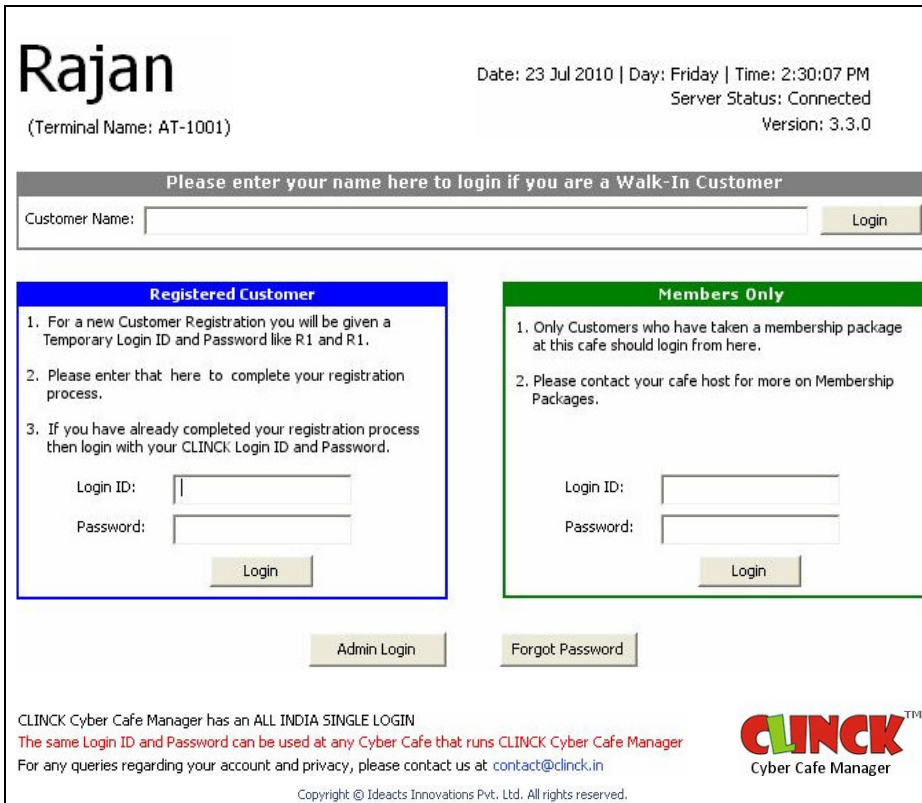


Figure 2.33: CLINCK Activate Terminal

**Result:** The CLINCK Cyber Café Client is automatically enabled.



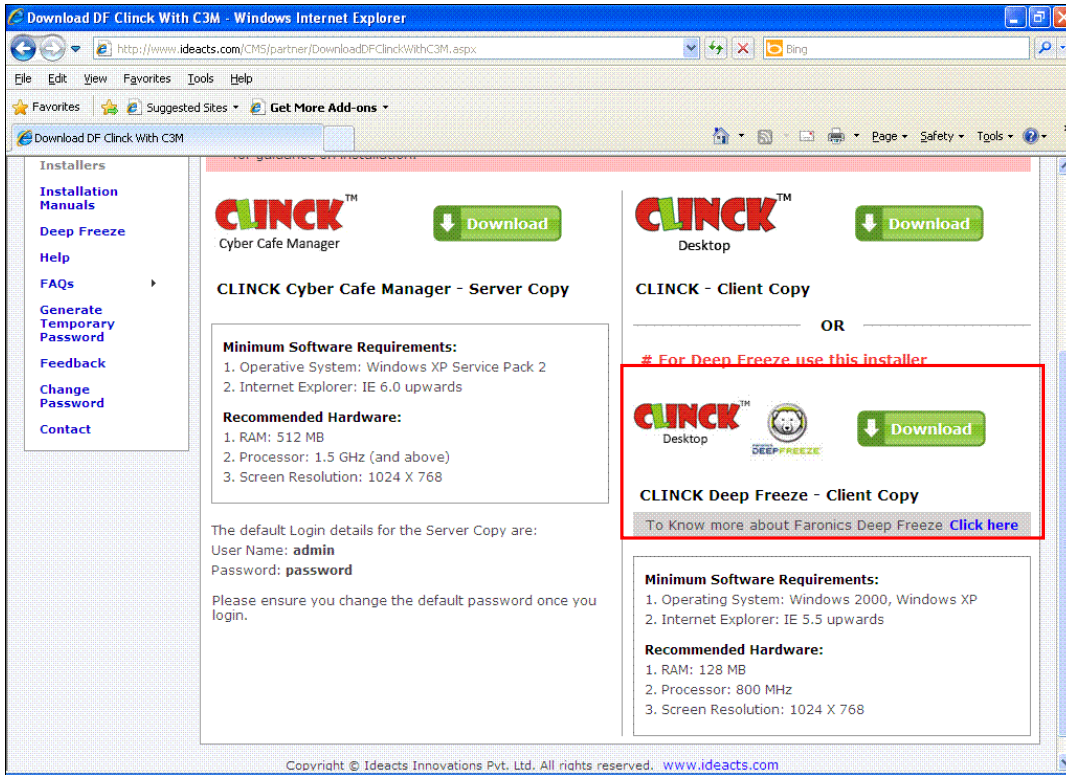
### 2.2.3 To Install CLINCK Client with Deep Freeze

Faronics' Deep Freeze is a software application which freezes your system so that any changes made will not be permanent. It provides immediate immunity from many of the problems that affect computers today. When the system becomes unstable for reasons like virus, driver misconfigurations, then you simply need to reboot it. Deep

Freeze restores the system to the state; it was in when last frozen within a few seconds.

**Downloading CLINCK Client with Deep Freeze Installer:**

- 1) Log on to <http://partners.ideacts.com>
- 2) Enter your Username and Password.
- 3) Download the latest CLINCK with Deep Freeze Installer from the "Downloads" section in the website.




**Figure 2.34: CLINCK Deep Freeze Installer**

Now, Deep Freeze is part of your CLINCK with Deep Freeze Installer, and if you choose to install / uninstall CLINCK on a terminal, Deep Freeze will also automatically get installed / uninstalled.

**Preparing to run CLINCK Client with Deep Freeze Setup Application:**

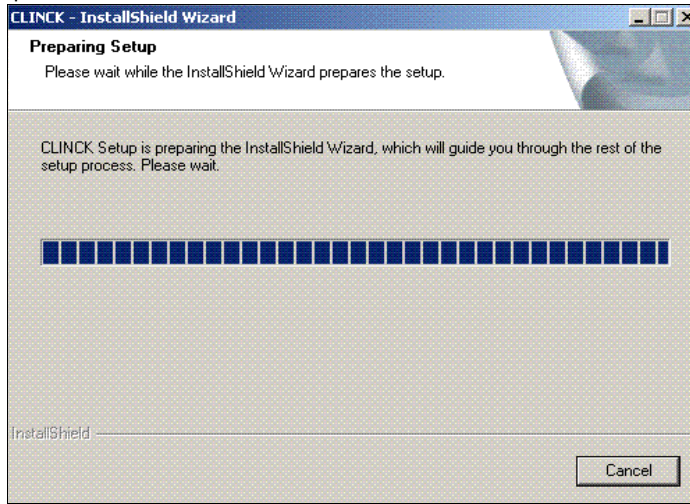
- 1) Connect the machine to the internet to activate the terminal during setup.
- 2) Select the drive that has sufficient free space. To install CLINCK Client with Deep Freeze you need the following disk space:
  - Minimum 5 MB free space on the system drive. In a default Windows setup, the system drive is C:
  - 5 MB free space on the drive, where you choose to install CLINCK Client with Deep Freeze.
- 3) Uninstall any previous version of Deep Freeze that may be installed on the machine.

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ It is strongly recommended that you install CLINCK Client with Deep Freeze on a formatted</li> </ul>
---	---

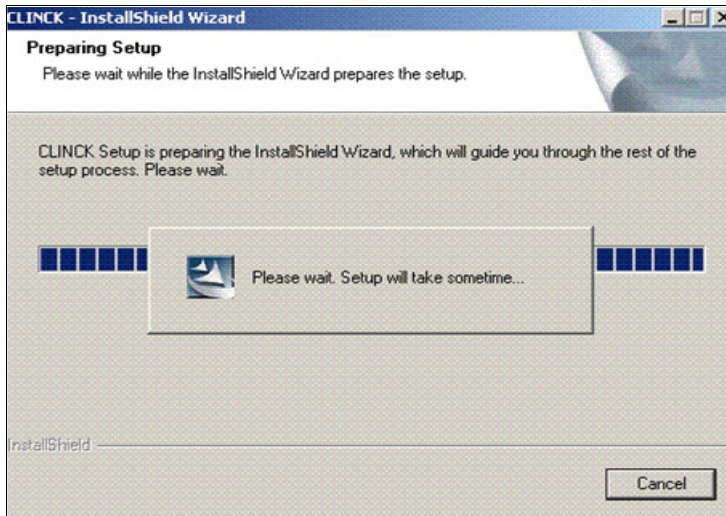
- *machine, because the system will return to a clean state each time it is restarted.*
- *Do not install Deep Freeze on a machine that is virus infected or has disk problems because it will result in an issue after every start.*

**Installing CLINCK Client with Deep Freeze:**

1) Run the CLINCK set up from the location where it is extracted.



**Figure 2.35: Preparing Setup**



**Figure 2.36: Preparing setup - Final stage**

As the Wizard prepares for the setup, the Welcome screen appears.



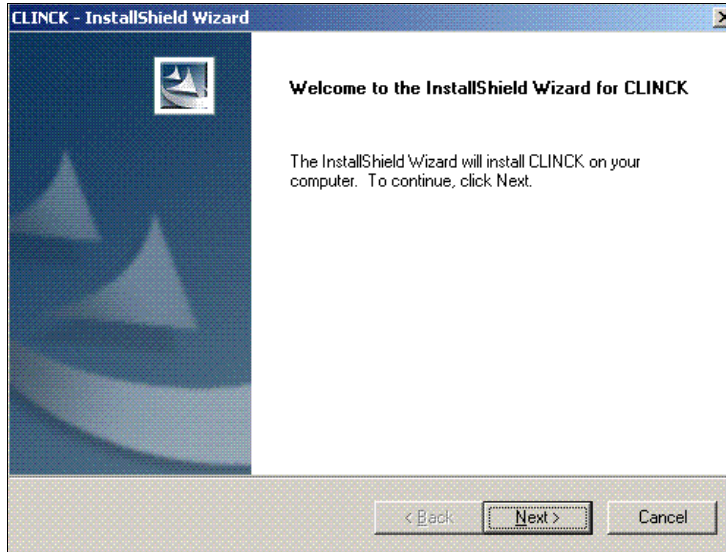


Figure 2.37: Welcome screen

2) Click **Next**.

The folder selection dialog box appears.

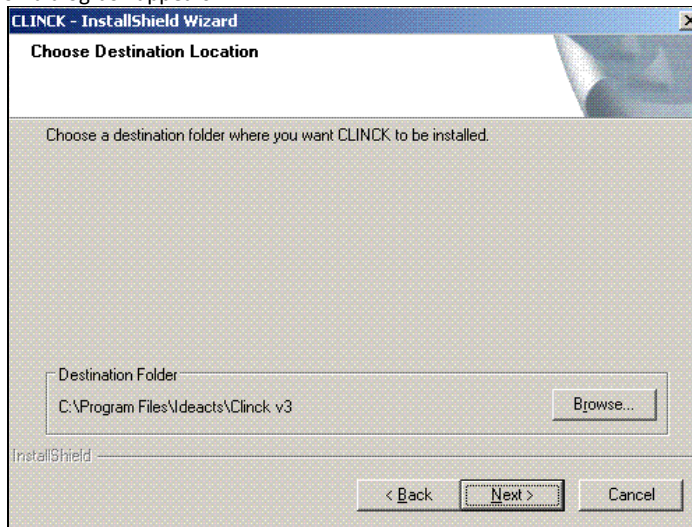


Figure 2.38: Choose Destination Location

3) Select the folder location where you want to install CLINCK.

4) Click **Next** in the **Choose Destination Location** dialog box.

The Deep Freeze drive selection dialog box appears.

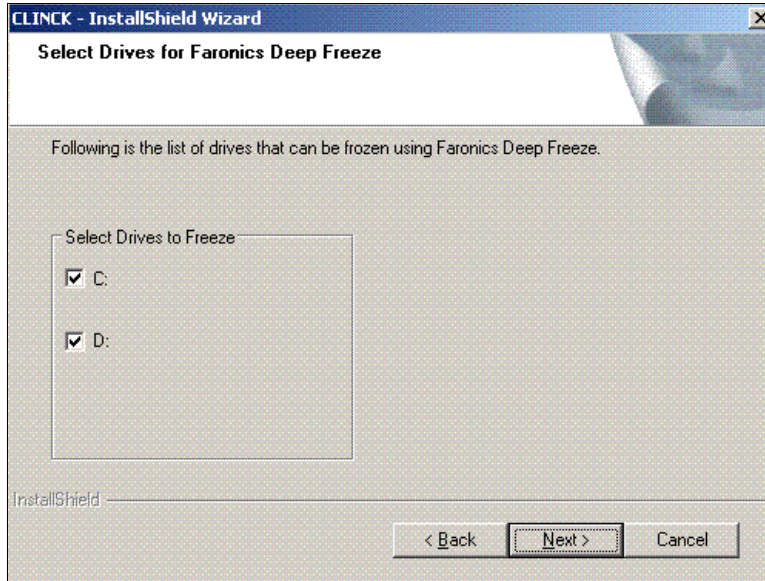


Figure 2.39: List of Fixed Drives that user can select

- 5) Select drives that you want to keep frozen while installing Faronics Deep Freeze. The Setup will copy all the required files.

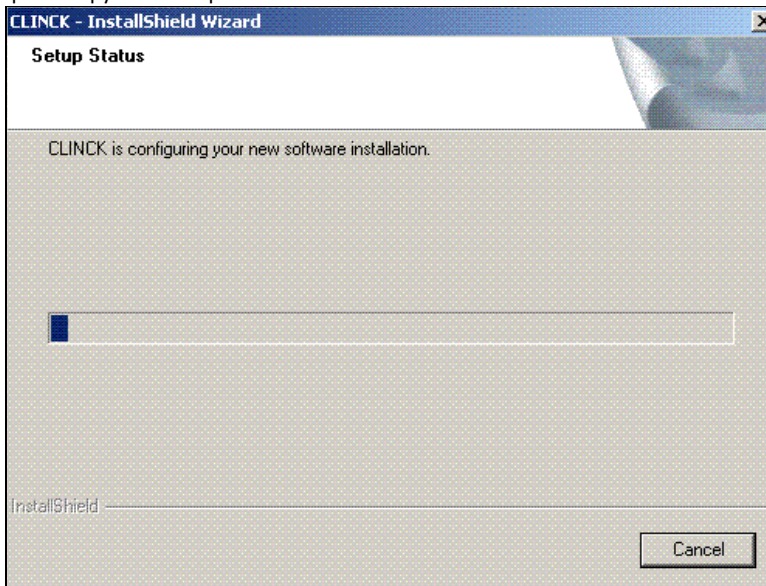


Figure 2.40: Installing files required to run CLINCK

- 6) Select **Yes** to Enable CLINCK Cyber Café Client, after the setup finishes copying the files. If you use CLINCK Cyber Café Manager in your café, choose the option provided here.

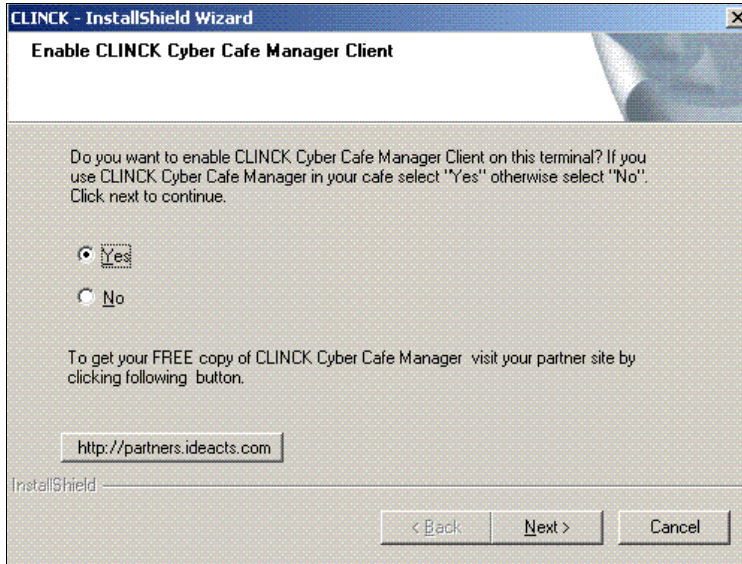


Figure 2.41: Enable CLINCK Cyber Café Client

- 7) Click **Next** to complete the installation.
- 8) Activate the terminal before Faronics Deep Freeze is installed.
- 9) Click **Next**.

The activation screen appears.

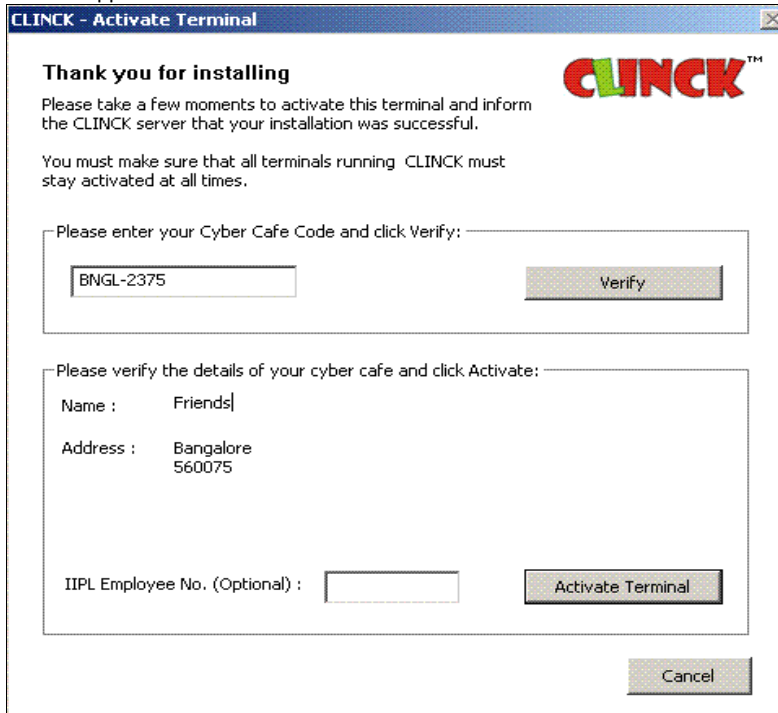



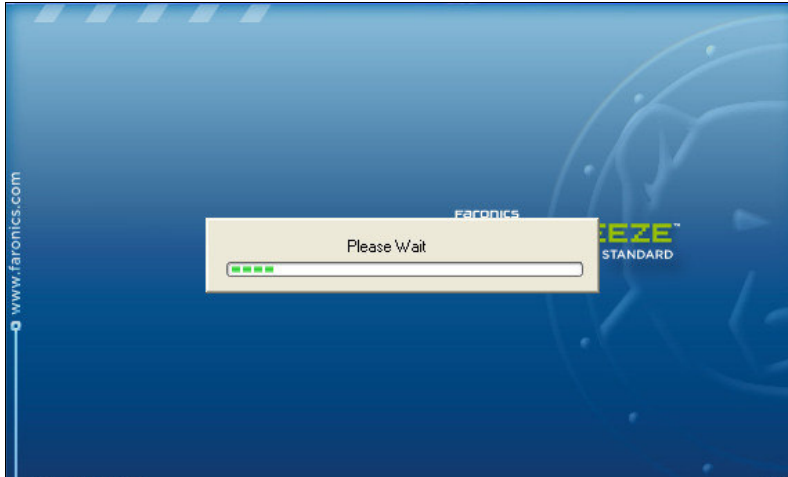
Figure 2.42: Terminal Activation Screen

10) Enter your café code that was mailed to you during café registration for activating the terminal and registering with the CLINCK server.

The CLINCK Client with Deep Freeze installation is complete after the activation is completed. The setup now installs Faronics Deep Freeze.

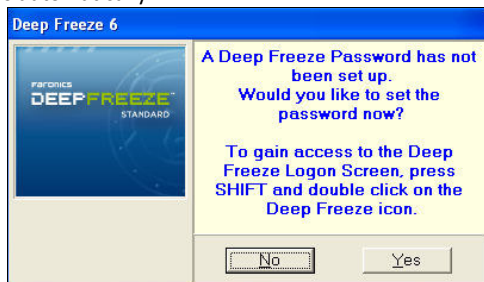
	<p><b>Note:</b> You must close all applications and save all work before you click <b>FINISH</b> button because the install automatically restarts the machine after Deep Freeze installation is complete.</p>
---	--

Deep freeze setup starts automatically after the CLINCK setup has finished.



**Figure 2.43: Deep Freeze Setup**


11) Set a Deep Freeze password after the machine restarts. The following screen appears automatically.



**Figure 2.44: Deep Freeze Set Password**

After setting the Deep Freeze password you will gain access to the Deep Freeze.

**Result:** The CLINCK Cyber Café Client is installed with Deep Freeze.

	<p><b>Note:</b> Save your Deep Freeze password in a safe location where you can find it easily. The password is set only once and your machine cannot be unlocked without it.</p>
---	---

## Chapter 3: Configuration

---

### 3.1 To Configure the Server

---

#### 3.1.1 To Configure the Network



**Note:** Please read this section only if you use a dual LAN configuration.

If the network has a dual LAN configuration, after the installation of the CLINCK Cyber Café Server and Client, the following screen appears with only one or no client terminals connected.

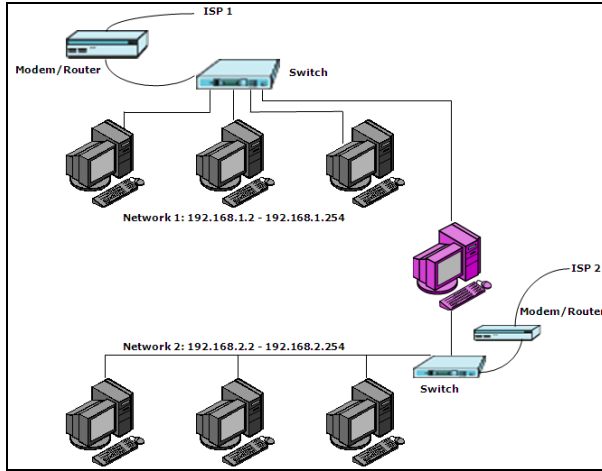
The screenshot shows the CLINCK Cyber Café Manager web interface. The top navigation bar includes 'File', 'Help', and 'Contact Us'. Below this is a menu with 'Home', 'Customers', 'Rate Plans', 'Products & Services', 'Employees', 'Reports', and 'How To Start'. The main content area is titled 'Manage Terminals' and displays the message: 'There are no terminals connected to the server.' Below this message are two bullet points providing instructions on how to install the client application and how to contact support. The left sidebar contains sections for 'Common Tasks', 'Related Reports', and 'System Tools'.

Figure 3.1: Home - No terminals connected

CLINCK Cyber Café Manager cannot work with a dual LAN network. As a dual LAN network configuration has the following:

- Two different networks
- Two different IP ranges
- Two switches not connected to each other
- Two different Internet Service Providers (ISPs)
- One Server

This is as shown in **Figure 3.2**.

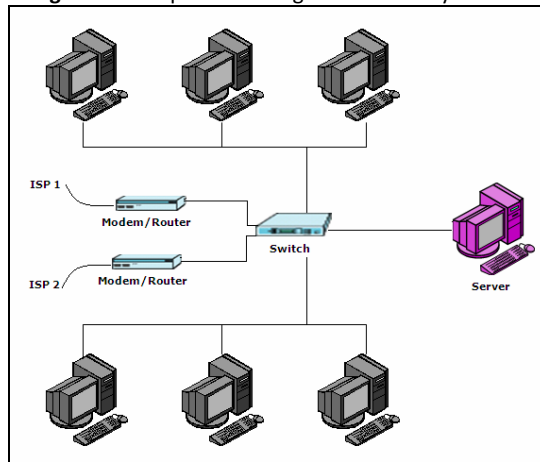


**Figure 3.2: A dual LAN network**

An application like CLINCK Cyber Café Manager, works on a single network, by using one IP range. This is as shown in **Figure 3.3** and **Figure 3.4**. Such a network has the following configuration:

- All the terminals must be of the same IP range.
- All the terminals must be connected to a common switch, as shown in **Figure 3.3**.
- All switches in a large network must be connected to each other, as shown in **Figure 3.4**.

Both the figures, **Figure 3.3** and **Figure 3.4** are perfect enough for CLINCK Cyber Café Manager to work successfully.



**Figure 3.3: Small network with only one switch**

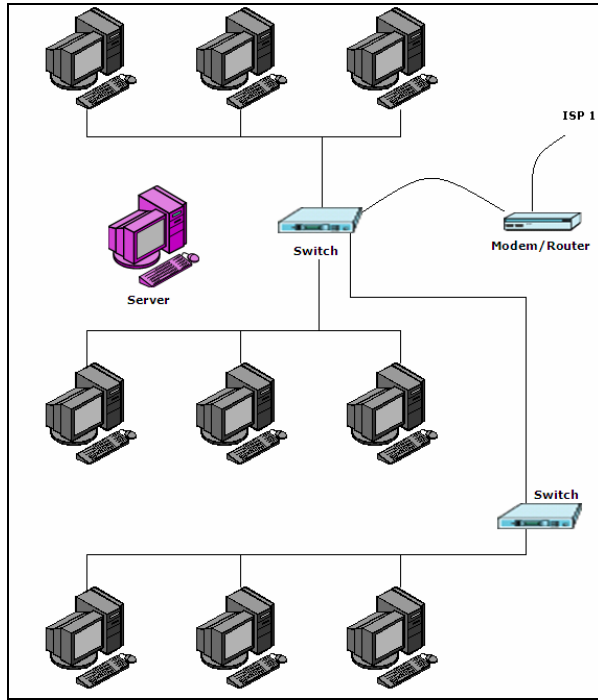


Figure 3.4: Large network with several switches

**Result:** The network is configured.

## 3.2 To Configure CLINCK Client

1) Click **Start > All Programs > CLINCK > Start CLINCK Cyber Café Client.**

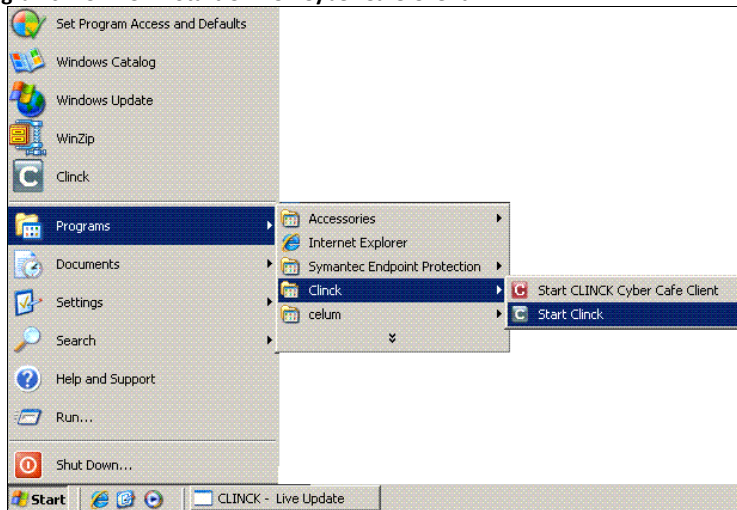


Figure 3.5: CLINCK - CLINCK Cyber Café Client

The CLINCK Client login screen opens.

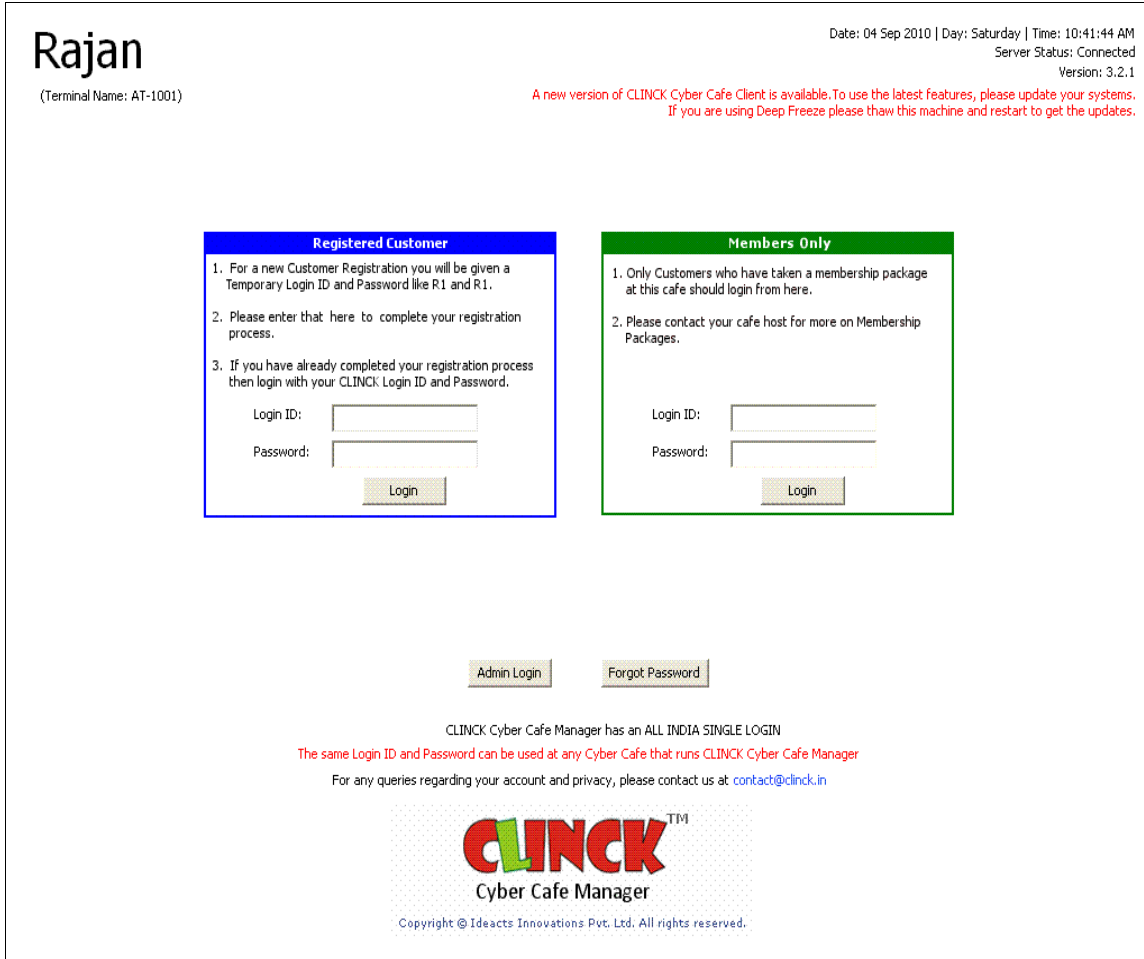


Figure 3.6: CLINCK Client Login

**Result:** CLINCK Cyber Café Client is configured successfully.



## Chapter 4: Home Page

---

The home page of the CLINCK Cyber Café Server helps the user to quickly perform his day to day tasks. All the frequently used options are provided in the home page. The home page is divided in to the following panels as shown in **Figure 4.2**:

- Terminals Pane
- Updates Pane
- Terminal Information
- Quick Access Menu
- Quick Help

Each of these panels is discussed further in this chapter.

In addition to the five main sections listed above, the following two sections provide some additional information on the home page:

- Login Details

This section displays the CLINCK server's login information, including the cyber café's name, the café code, and the logged in employee's name.

- Date & Time

This section displays the current date, day, and time.

When no terminals are set up as a CLINCK client, the home page appears as follows:

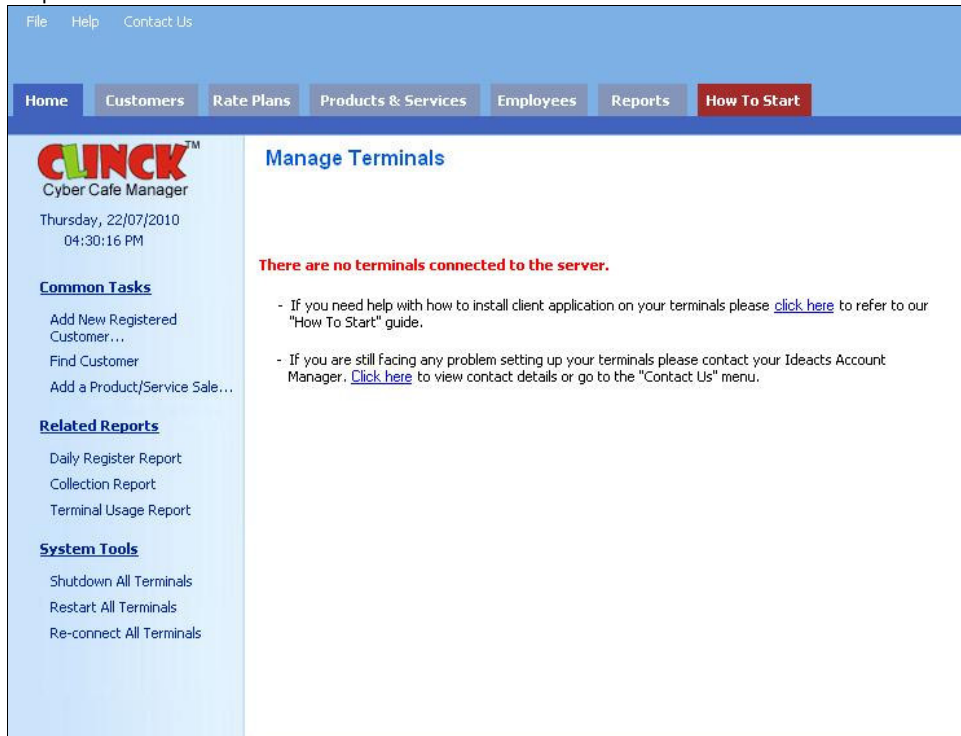


Figure 4.1: Home page, without terminals

When the CLINCK client application is installed on any terminal in your cyber café's computer network, the home page appears as follows:

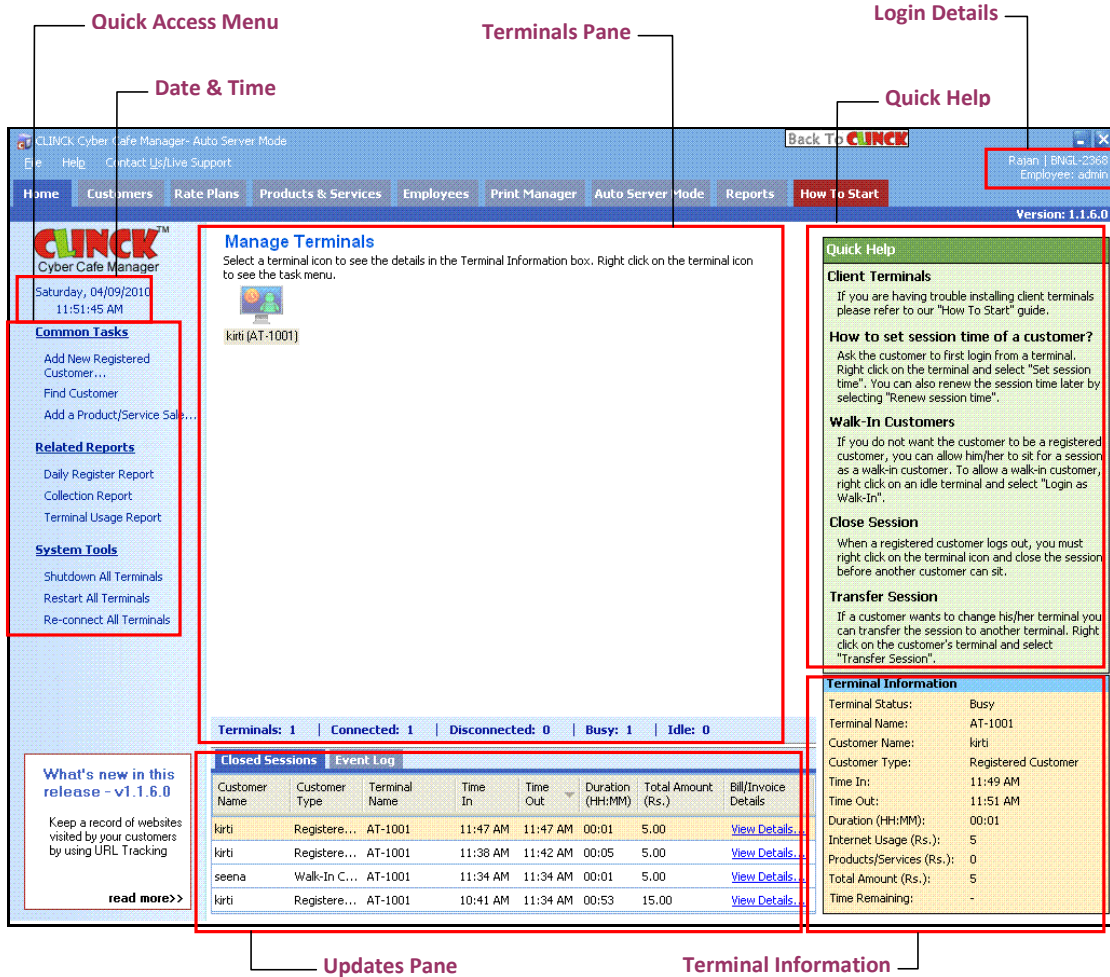


Figure 4.2: Home page, with terminals

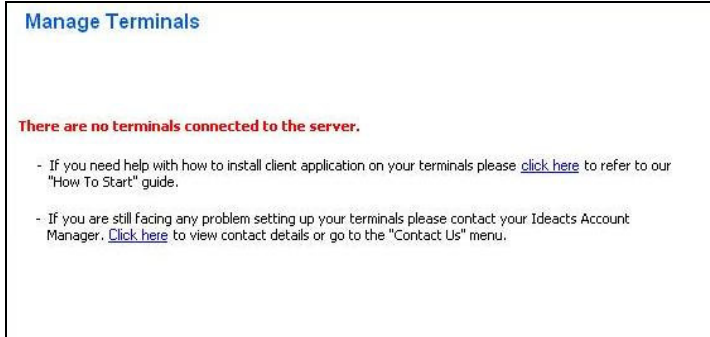
The rest of the chapter discusses the five main sections of the home page in detail.

## 4.1 Terminals Pane

The Terminals Pane displays all terminals serving as a CLINCK Cyber Café Client on your computer network and allows you to manage them. It also shows the following information related to the terminals in a summary section at the bottom:

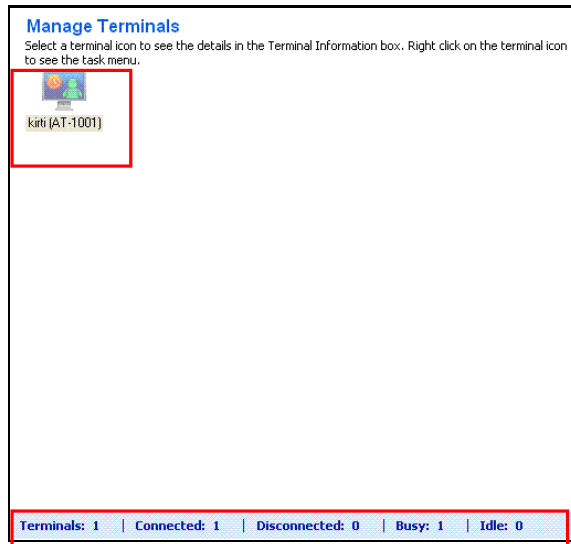
- Total number of terminals
- Number of connected terminals
- Number of disconnected terminals
- Number of busy terminals
- Number of idle terminals

If no terminals are connected to the CLINCK Cyber Café Server, the Terminals Pane appears as follows:



**Figure 4.3: Terminals Pane, without terminals**

After terminals on your computer network are set up as CLINCK clients, they are displayed in the Terminals Pane and a summary section shows information about them at the bottom.



**Figure 4.4: Terminals Pane, with terminals**

## 4.2 Updates Pane

The Updates Pane has two tabs:


- Closed Sessions
- Event Log

### 4.2.1 Closed Sessions

The **Closed Sessions** tab is updated whenever a customer logs out from a terminal and the session is closed.

The following information is displayed in the tab every time a session is closed on a client terminal:

- Customer Name – Name of customer who logged out
- Customer Type – Type of customer
- Terminal Name – Name of terminal
- Time In – Login time (or session start time)
- Time Out – Logout time (or session end time)
- Duration – Duration of session
- Total Amount – Total amount charged to the customer for the internet session
- Bill/Invoice Details – Link to detailed invoice for the internet usage



**Note:**

- A bill/invoice is automatically generated when a customer logs out and a session is closed at a terminal. In the **Closed Sessions** tab, click **View Details...** to see the bill details.
- In the **Closed Sessions** tab, click the down arrow next to **Time Out** to change the order of the closed sessions to ascending or descending.

Closed Sessions		Event Log					
Customer Name	Customer Type	Terminal Name	Time In	Time Out	Duration (HH:MM)	Total Amount (Rs.)	Bill/Invoice Details
kirti	Registere...	AT-1001	05:40 PM	09:54 AM	00:22	10.00	<a href="#">View Details...</a>

Figure 4.5: Closed Sessions tab

### 4.2.2 Event Log

The **Event Log** tab displays a record of events that occur on the terminals, such as when a customer logs in or logs out on a terminal. The following information is displayed in the tab every time an event takes place:

- Terminal Name – Name of the terminal where the event took place
- Date Time – Date and time of the event
- Message – Message describing the event

Closed Sessions		Event Log					
Terminal Name	Date Time	Message					
AT-1001	19/08/2010 09:55:33 AM	A customer is logged into the system - Name: kirti - Type: ...					
AT-1001	19/08/2010 09:54:58 AM	A customer is logged out from the system - Name: kirti - T...					

Figure 4.6: Event Log tab

## 4.3 Terminal Information

The Terminal Information section of the home page displays information related to a terminal selected in the terminals pane. This includes the following:

- Status of the terminal (connected/disconnected)
- Name of the terminal
- Name and type of customer using the terminal
- Login and logout time of the customer at the terminal
- Duration of terminal usage
- Internet usage charges
- Charges for any other products or services purchased
- Total amount charged to the customer
- Time remaining for the terminal session to end

Terminal Information	
Terminal Status:	Abnormal Off
Terminal Name:	AT-1001
Customer Name:	kirti
Customer Type:	Registered Customer
Time In:	03:29 PM
Time Out:	06:14 PM
Duration (HH:MM):	00:40
Internet Usage (Rs.):	15
Products/Services (Rs.):	0
Total Amount (Rs.):	15
Time Remaining:	-

Figure 4.7: Terminal Information

## 4.4 Quick Access Menu

---

The Quick Access Menu gives you the most frequently needed features of the CLINCK Cyber Café Manager from the home page itself. The user does not have to navigate to other Menu Bar tabs under which these features are also available. The Quick Access Menu is divided into the following three categories:

- Common Tasks
  - Add New Registered Customer
  - Find Customer
  - Add a Product/Service Sale
- Related Reports
  - Daily Register Report
  - Collection Report
  - Terminal Usage Report
- System Tools
  - Shutdown All Terminals
  - Restart All Terminals
  - Re-connect All Terminals

Common Tasks
Add New Registered Customer...
Find Customer
Add a Product/Service Sale...
Related Reports
Daily Register Report
Collection Report
Terminal Usage Report
System Tools
Shutdown All Terminals
Restart All Terminals
Re-connect All Terminals

Figure 4.8: Quick Access Menu

Each of the Quick Access Menu options is explained briefly in this section.

### 4.4.1 Common Tasks

This section of the Quick Access Menu provides links to the most commonly used tasks of the CLINCK Cyber Café Manager.

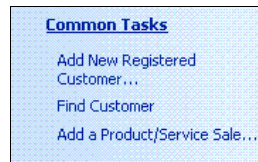


Figure 4.9: Common Tasks on the Quick Access Menu

#### 4.4.1.1 Adding a New Registered Customer

This option allows you to add a new registered customer to your cyber café's CLINCK database.



**Note:** For a detailed explanation on how to add a new registered customer, see Section 5.3.1.2 of this user guide.

#### 4.4.1.2 Finding a Customer

This option allows you to find an existing customer in your cyber café's CLINCK database or in the online CLINCK database. It also lets you view, edit, and delete customer details, as well as convert customers to members and view their membership details.



**Note:** For a detailed explanation on how to find a customer, see Section 5.3.2 of this user guide.

#### 4.4.1.3 Adding a Product/Service Sale

This option allows you to add a product or service sale to your cyber café's CLINCK database.



**Note:** For a detailed explanation on how to add a product or service sale, see Section 6.4 of this user guide.

### 4.4.2 Related Reports

This section of the Quick Access Menu provides links to the most commonly used reports of the CLINCK Cyber Café Manager.



Figure 4.10: Related Reports on the Quick Access Menu

#### 4.4.2.1 Daily Register Report

The Daily Register Report gives details of all the customers who visited your cyber cafe on a specific date.



**Note:** For more details on the Daily Register Report, see Section 11.1.1 of this user guide.

#### 4.4.2.2 Collection Report


The Collection Report gives details about the money earned on a specific date or during a longer time frame. It lists each financial transaction that took place within the given time range, including internet usage and the sale of products and services.



**Note:** For more details on the Collection Report, see Section 11.2.1 of this user guide.

#### 4.4.2.3 Terminal Usage Report

The Terminal Usage Report gives details about which terminal is being used how many time by customers.

 **Note:** For more details on the Terminal Usage Report, see Section 11.4.1 of this user guide.

### 4.4.3 System Tools


This section of the Quick Access Menu provides links to the most basic system tools needed to run the CLINCK Cyber Café Manager.



Figure 4.11: System Tools on the Quick Access Menu


#### 4.4.3.1 Shutdown All Terminals

This option allows you to shutdown all terminals together.

 **Note:** For more details on how to shutdown all terminals, see Section 7.11 of this user guide.


#### 4.4.3.2 Restart All Terminals

This option allows you to restart all terminals together.

 **Note:** For more details on how to restart all terminals, see Section 7.12 of this user guide.


#### 4.4.3.3 Re-connect All Terminals

This option allows you to re-connect all terminals together.

 **Note:** For more details on how to re-connect all terminals, see Section 7.13 of this user guide.

## 4.5 Quick Help

The Quick Help section of the home page provides explanations and instructions related to CLINCK Cyber Café Manager’s frequently used features and tasks appearing on that page.

 **Note:** Quick Help changes according to the screen. A different Quick Help section appears under every tab of the menu bar and offers guidance specifically related to the particular tab and its functions.

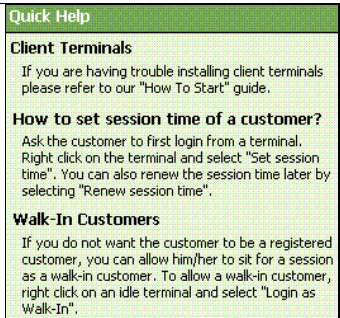


Figure 4.12: Quick Help on the home page



## Chapter 5: Rate Plans and Customers

---

### 5.1 Rate Plans

---

Rate Plan is a fixed amount which the café charges a customer for browsing the internet. The rate plan is set based on the time. For instance, Rate Plan can be set as Rs. 10 for 30 minutes and Rs. 15 for 60 minutes, and so on.

#### **5.1.1 To Create a Rate Plan**

You can create rate plans using the Rate Plan tab on the main menu.

To open the Rate Plan dialog box, do the following:

- 1) On the **Rate Plans** tab, click **Add/Edit Rate Plan**.

The **Rate Plan** dialog box opens as shown in **Figure 5.1**.

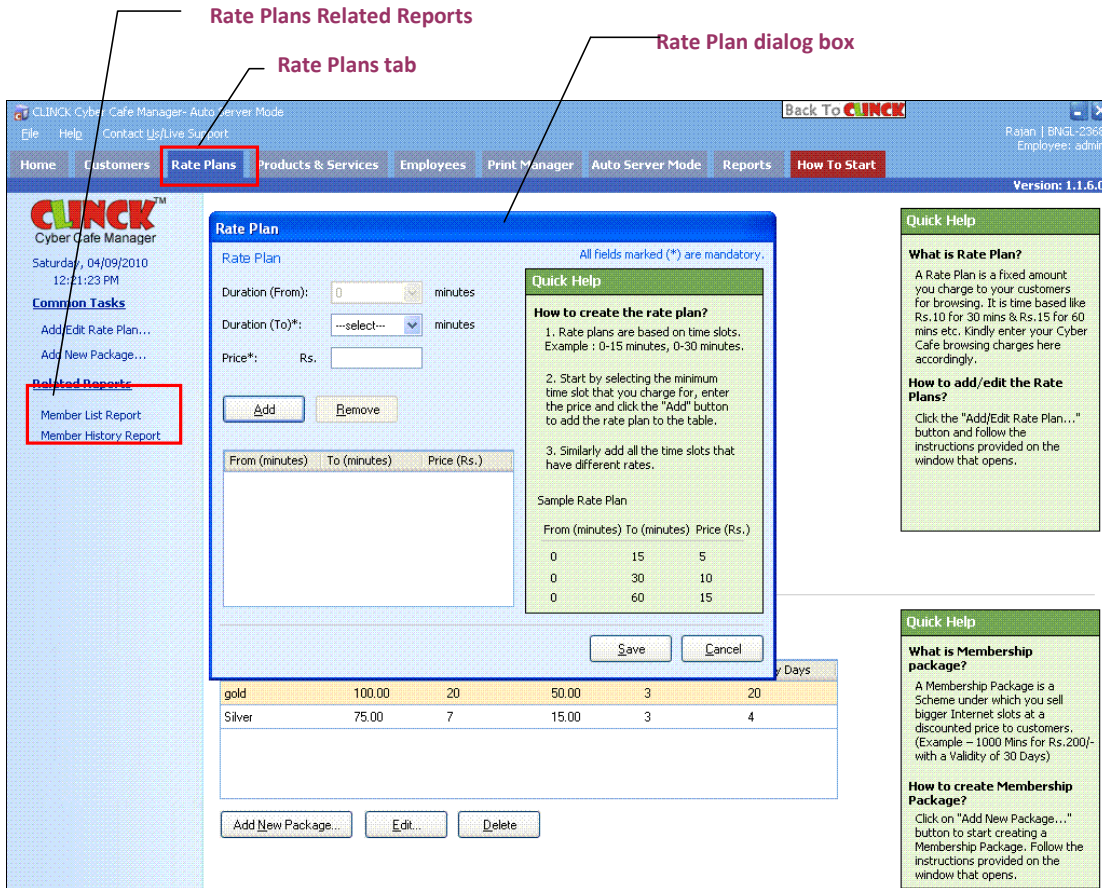


Figure 5.1: Rate Plans – Add/Edit Rate Plan

2) In the **Rate Plan** dialog box, do the following:

1. **Duration (From)**, the default is zero minutes.
2. In the **Duration (To)** box, select the minimum duration that you want to set. For example: 30 minutes.
3. Enter **Price** based on the duration.

**Rate Plan**

Rate Plan

Duration (From): 0 minutes

Duration (To)\*: 15 minutes

Price\*: Rs.

From (minutes)	To (minutes)	Price (Rs.)
0	15	5.00

*All fields marked (\*) are mandatory.*

**Quick Help**

**How to create the rate plan?**

1. Rate plans are based on time slots. Example : 0-15 minutes, 0-30 minutes.
2. Start by selecting the minimum time slot that you charge for, enter the price and click the "Add" button to add the rate plan to the table.
3. Similarly add all the time slots that have different rates.

Sample Rate Plan

From (minutes)	To (minutes)	Price (Rs.)
0	15	5
0	30	10
0	60	15

Figure 5.2: Rate Plan

- 3) Click **Add**.  
 The **Rate Plan** is added successfully as shown in **Figure 5.3**.

**Rate Plan**

Rate Plan

Duration (From): 0 minutes

Duration (To)\*: 15 minutes

Price\*: Rs.

From (minutes)	To (minutes)	Price (Rs.)
0	15	5.00
0	30	10.00
0	60	15.00

*All fields marked (\*) are mandatory.*

**Quick Help**

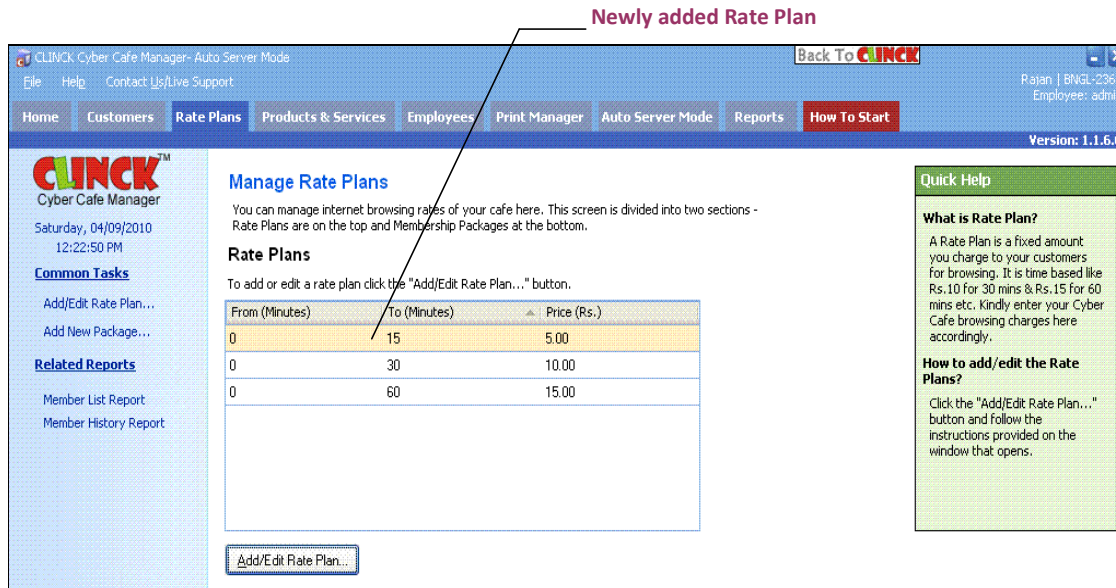
**How to create the rate plan?**


1. Rate plans are based on time slots. Example : 0-15 minutes, 0-30 minutes.
2. Start by selecting the minimum time slot that you charge for, enter the price and click the "Add" button to add the rate plan to the table.
3. Similarly add all the time slots that have different rates.

Sample Rate Plan

From (minutes)	To (minutes)	Price (Rs.)
0	15	5
0	30	10
0	60	15

Figure 5.3: Add/Edit Rate Plan

4) Click **Save**.**Rate Plan** is created as shown in **Figure 5.4**.**Figure 5.4: To view the added Rate Plan**



**Note:** Rate Plans tab has the following reports:

- Member List Report, see section 11.3.5
- Member History Report, see section 11.3.4

For more information on these reports, see Chapter 11.

**Result:** The Rate Plan is created successfully.

## 5.2 Membership Package

Membership Package is a scheme, which offers customers huge Internet minutes, for a specific discount. For example, the cost of internet usage is Rs. 15/Hr for a Walk-In Customer. But for a member, the cost is Rs. 95/10 Hrs, along with a validity of 30 days.

A customer becomes a member of the café by buying a Membership Package.

To create a Membership Package, do the following:

1) On the **Rate Plans** tab, click **Add New Package**.



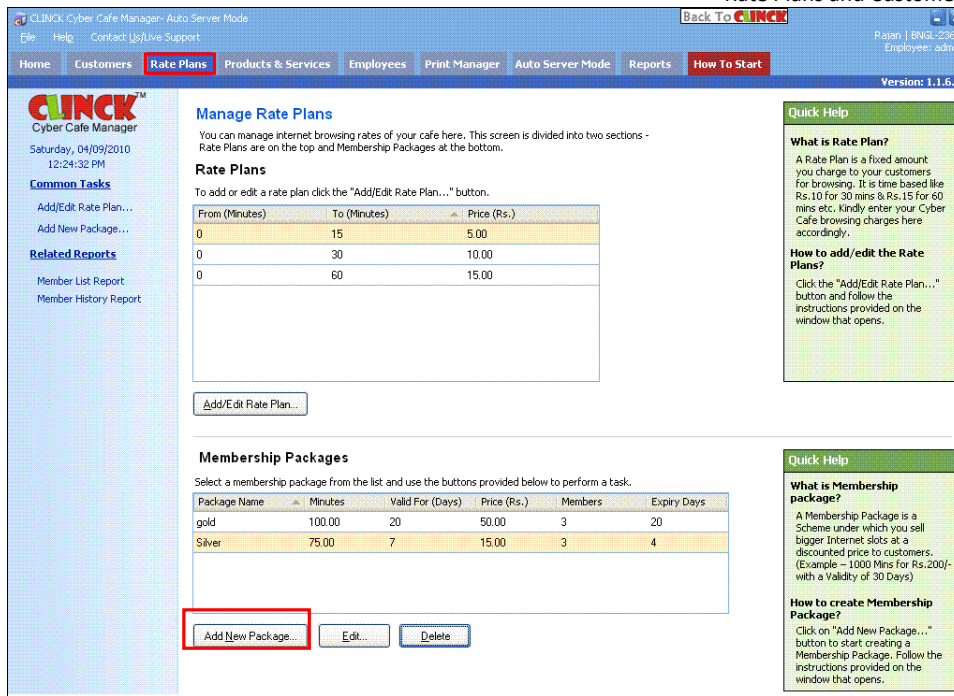


Figure 5.5: Rate Plans – Add New Package

Add/Edit Membership Package dialog box opens.

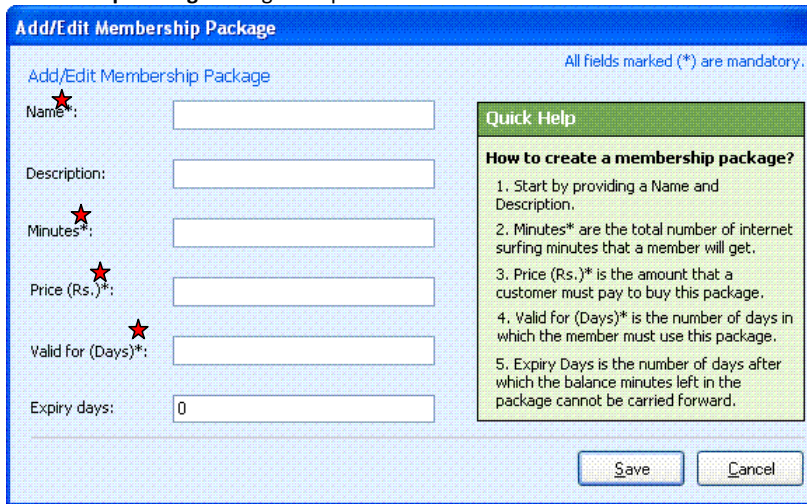


Figure 5.6: Add/Edit Membership Package

2) In the **Add/Edit Membership Package** dialog box, do the following:

- Enter **Name** and **Description** of the package.
- Enter **Minutes**, **Price (Rs.)** and **Valid for (Days)**.
- Enter **Expiry Days**.

**Add/Edit Membership Package**

All fields marked (\*) are mandatory.

Add/Edit Membership Package

Name\*: Platinum

Description:

Minutes\*: 200

Price (Rs.)\*: 175

Valid for (Days)\*: 30

Expiry days: 10

**Quick Help**

**How to create a membership package?**

1. Start by providing a Name and Description.
2. Minutes\* are the total number of internet surfing minutes that a member will get.
3. Price (Rs.)\* is the amount that a customer must pay to buy this package.
4. Valid for (Days)\* is the number of days in which the member must use this package.
5. Expiry Days is the number of days after which the balance minutes left in the package cannot be carried forward.

Save Cancel

Figure 5.7: Add Membership Package

3) Click **Save**.

**Result:** Membership Packages list opens as shown in **Figure 5.8**. **Rate Plans Related Reports**

CLINCK Cyber Cafe Manager - Auto Server Mode

Back To CLINCK

File Help Contact Us/Live Support

Rajan | BNGL-2368 Employee: admin

Home Customers **Rate Plans** Product's & Services Employees Print Manager Auto Server Mode Reports How To Start

Version: 1.1.5.0

**CLINCK™**  
Cyber Cafe Manager

Thursday, 09/09/2010  
03:04:09 PM

**Common Tasks**

- Add/Edit Rate Plan...
- Add New Package...

**Related Reports**

- Member List Report
- Member History Report

**Manage Rate Plans**

You can manage internet browsing rates of your cafe here. This screen is divided into two sections - Rate Plans are on the top and Membership Packages at the bottom.

**Rate Plans**

To add or edit a rate plan click the "Add/Edit Rate Plan..." button.

From (Minutes)	To (Minutes)	Price (Rs.)
0	15	5.00
0	30	10.00
0	60	15.00

Add/Edit Rate Plan...

**Membership Packages**

Select a membership package from the list and use the buttons provided below to perform a task.

Package Name	Minutes	Valid For (Days)	Price (Rs.)	Members	Expiry Days
gold	100.00	20	50.00	3	20
<b>Platinum</b>	<b>200.00</b>	<b>30</b>	<b>175.00</b>	<b>0</b>	<b>10</b>
Silver	75.00	7	15.00	3	4

Add New Package... Edit... Delete

**Quick Help**

**What is Rate Plan?**

A Rate Plan is a fixed amount you charge to your customers for browsing. It is time based like Rs.10 for 30 mins & Rs.15 for 60 mins etc. Kindly enter your Cyber Cafe browsing charges here accordingly.

**How to add/edit the Rate Plans?**

Click the "Add/Edit Rate Plan..." button and follow the instructions provided on the window that opens.

**Quick Help**


**What is Membership package?**

A Membership Package is a Scheme under which you sell bigger Internet slots at a discounted price to customers. (Example - 1000 Mins for Rs.200/- with a Validity of 30 Days)

**How to create Membership Package?**

Click on "Add New Package..." button to start creating a Membership Package. Follow the instructions provided on the window that opens.

Figure 5.8: Membership Packages

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ You can create any number of membership packages.</li> <li>▪ A plan cannot be deleted if a customer has already taken the plan.</li> <li>▪ If a member logs into a session, for each passing minute, he is charged.</li> <li>▪ After logout, the member is not charged.</li> <li>▪ Rate Plans tab has the following reports:             <ul style="list-style-type: none"> <li>▫ Member List Report</li> </ul> </li> </ul> <p>For more information on these reports, see Chapter 11.</p>
---	--

## 5.2.1 Pulse Based Membership

In a Pulse Based Membership, predefined minutes are reduced from the member's package. For example, if the pulse time entered is 5 minutes, this implies, 5 minutes is 1 pulse. For each pulse (every 5 minutes), deduction takes place in the member's package.

To activate **Pulse Based Membership**, do the following:

- 1) Click **File > Application Settings > Rate Plans**.  
The **Rate Plans** tab of **Application Settings** opens.

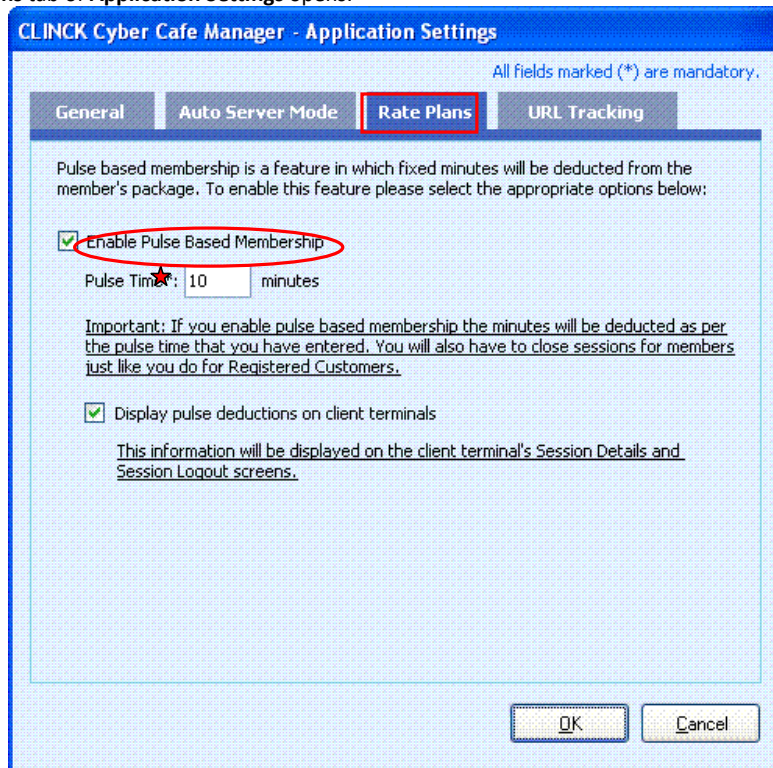



Figure 5.9: Application Settings – Rate Plans

- 2) In the **Rate Plans - Application Settings** dialog box, do the following:
  1. Select **Enable Pulse Based Membership**.

2. Enter the **Pulse Time**.
- 3) Click **OK**.

**Result:** Pulse Based Membership is activated.

	<p><b>Note:</b></p> <ul style="list-style-type: none"><li>▪ <i>When Pulse Based Membership is enabled, the café host performs “Close Session”, even for Registered Members.</i></li><li>▪ <i>Member Re-login is activated by selecting pulse based membership.</i></li></ul>
---	--

## 5.3 Customers

---

Customers of a cyber café are the public who visit the cafe to access Internet. Three types of customers can be created in CLINCK Cyber Café Manager, namely:

- Walk-In Customers
- Registered Customers
- Registered Members

### **5.3.1 To Register Customers**

#### **5.3.1.1 Walk-In Customers:**

A customer who directly walks into the cyber café without registering any details is a Walk-In customer.

To **Login as a Walk-In** customer, do the following:

- 1) On the CLINCK Cyber Café Manager **Home** page, select an idle terminal where you want the customer to sit and right click the mouse button.
- 2) Select **Login as Walk-In** as shown in **Figure 5.10**.



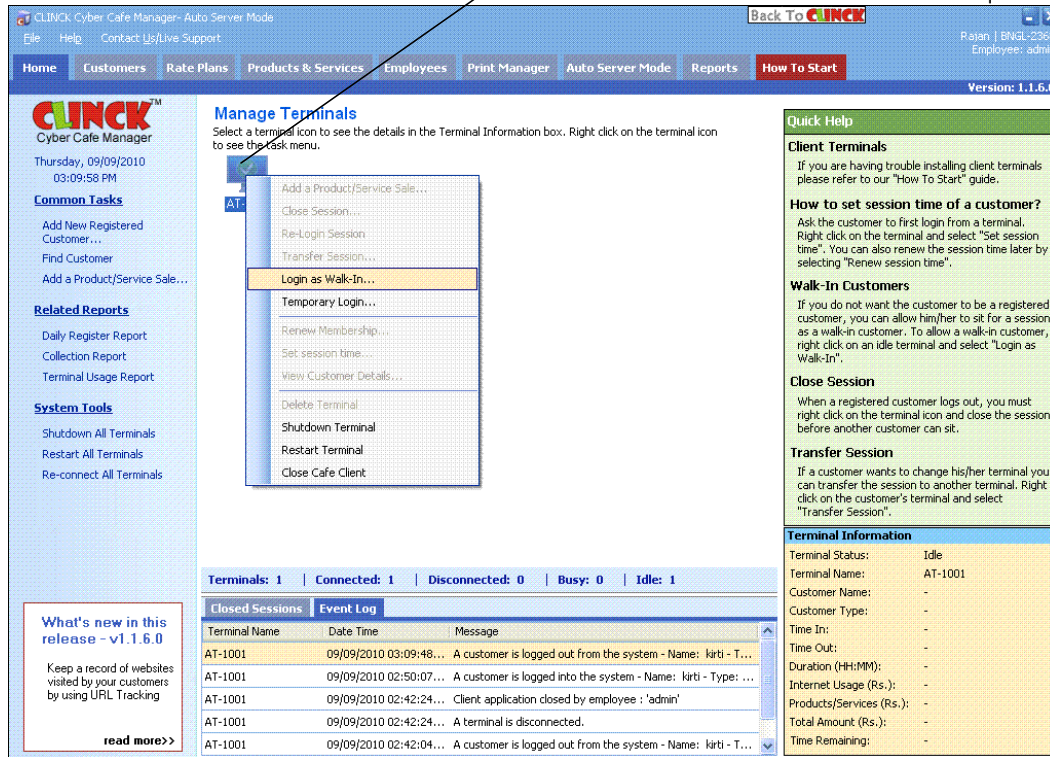


Figure 5.10: Login as Walk-In

The Walk-In Customer Login dialog box appears.

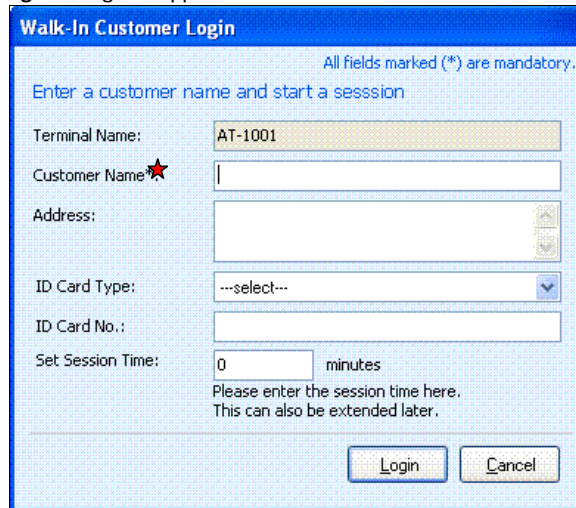


Figure 5.11: Login as Walk-In

- 3) On the **Walk-In Customer Login** dialog box, do the following:
  - Enter the **Customer Name** and **Address**.
  - Select the **ID Card Type**.

- Enter the **ID Card No.**
- Enter the **Set Session Time.**

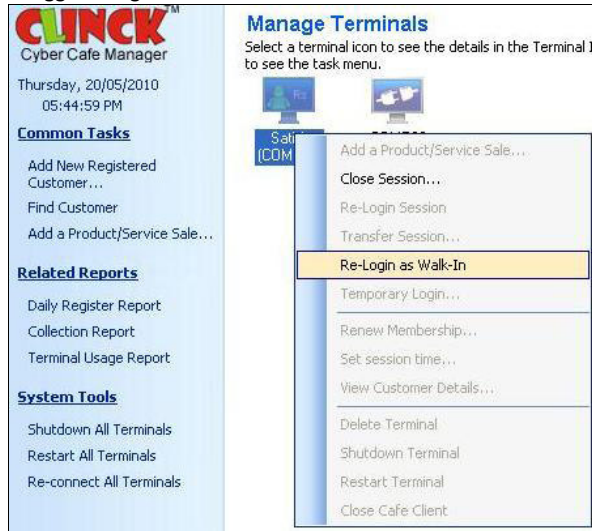
4) Click **Login**.

**Result:** The customer logs in as a **Walk-In Customer** on the selected terminal.

If a Walk-In customer logs out from the Client terminal, the café host can re-login the customer with the following steps:

- 1) Right click must be done on the terminal where the customer was sitting.
- 2) Click **Re-Login as Walk-In**, as shown in **Figure 5.12**.

**Result:** The customer is now logged in again.



**Figure 5.12: Re-Login as Walk-In**

### 5.3.1.2 Registered Customers:

A customer must register only once with the CLINCK Cyber Café Manager, by providing all the necessary details.

With the **Login ID** and **Password**, got from CLINCK Cyber Café Manager, the customer must login to CLINCK Cyber Café Client, to activate the account.

Once the activation is done, the customer can access CLINCK, using the **All-India single Login ID** from any of the CLINCK cafes.

To add a Registered Customer, do the following:

- 1) On the **Customers** tab, click **Add New Registered Customer** as shown in **Figure 5.13**.

Add New Registered Customer

The screenshot displays the CLINCK Cyber Cafe Manager software interface. At the top, there is a navigation menu with options: Home, Customers, Rate Plans, Products & Services, Employees, Print Manager, Auto Server Mode, Reports, and How To Start. The user is logged in as Rajan | ENGL-2368, Employee: admin, on Saturday, 04/09/2010 at 12:26:15 PM. The version is 1.1.6.0.

The main content area is titled "Add New Registered Customer..." and includes a "Click here to add a new registered customer" link. Below this is a "Find a Customer" section with input fields for Login ID, Customer Name, and Contact No. (with a note "Enter last 4 digits only"). There are buttons for "Find in My Cafe Database" and "Find in Online Database...".

A "Registered Customer List" is shown below, with a "Show All Customers of My Cafe" button. The list contains the following data:

Customer Name	Login ID	Customer Type	Contact No.
dgsdg	d1	Registered Customer	
kale preetam	preetamkale	Registered Customer	*****0301
kirti	kirti6362	Registered Customer	
Mallika	m1	Registered Customer	*****4646
Nandhini	nandhini8446	Registered Customer	*****8166
Niilin	n2	Registered Customer	*****2323
pooja	pooja7136	Registered Member	*****3812
preetagnan singh	bazza35	Registered Customer	*****2368
priya	gstnmithw	Registered Member	
Priya Raj	p2	Registered Member	*****7892

At the bottom of the list, there are buttons for "Edit Customer...", "View Customer Details...", "Delete Customer", "Convert to Member...", and "View Membership Details...".

On the right side, there is a "Quick Help" panel with sections: "How to Add New Registered Customer?", "Find a Customer", "Import Customer from online database", and "How to create members?".


Figure 5.13: Add New Registered Customer

Add /Edit Customer dialog box opens as shown in Figure 5.14.

Figure 5.14: Add or Edit Customer

2) To add a customer, do the following:

- Enter **Customer Name**.
- The **Temporary Login ID** is generated automatically.
- Click the appropriate **Gender**.
- Enter **Address** and numeric **Contact No.**
- For the **Customer Picture** or **Photo ID**, do the following:
  - a. Click **Start Webcam**.
  - b. Ask the customer to stand in front of the Webcam and focus to take a picture.
  - c. Click **Take Picture**, to capture the photograph.
  - d. Click **Browse**, to select the photograph that is saved as an image on the system.

	<p><b>Note:</b> Step 'd' is optional if a webcam is not available.</p>
---	--

So, the user needs to take a picture or select a picture already saved on the system.



Figure 5.15: Add a Registered Customer

3) Click **Finish**.

The customer is now added to the Café Database.

Now the system shows temporary login details of the customer, which is as shown in **Figure 5.16**.

Figure 5.16: Temporary login details of the Customer

4) **Automatic Customer Login:**

CLINCK Cyber Café Manager automatically assigns an idle terminal to the Customer.

Hence, the customer can directly login to the assigned terminal.

5) Click **OK**.

The **Manage Terminals** window opens, displaying the assigned terminal, along with the Customer Name.

**Customer Name and Terminal**

**Terminal Information**

Terminal Status:  
Terminal Name:  
Customer Name:  
Customer Type:  
Time In:  
Time Out:  
Duration (HH:MM):  
Internet Usage (Rs.):  
Products/Services (Rs.):  
Total Amount (Rs.):  
Time Remaining:

Customer Name	Customer Type	Terminal Name	Time In	Time Out	Duration (HH:MM)	Total Amount (Rs.)	Bill/Invoice Details
kirti	Registere...	AT-1001	11:47 AM	11:47 AM	00:01	5.00	<a href="#">View Details...</a>
kirti	Registere...	AT-1001	11:38 AM	11:42 AM	00:05	5.00	<a href="#">View Details...</a>
seena	Walk-In C...	AT-1001	11:34 AM	11:34 AM	00:01	5.00	<a href="#">View Details...</a>
kirti	Registere...	AT-1001	10:41 AM	11:34 AM	00:53	15.00	<a href="#">View Details...</a>

**Figure 5.17: Manage Terminals**

6) With the **temporary login details** as in **Figure 5.16**, customer must login CLINCK Cyber Café Client and complete the registration process, by providing the following details:

- Enter a valid **Email**.
- Enter the **Login ID**.
- Enter the **Password**.
- Retype the **Confirm Password**.
- Select a **Security Question**.
- Enter the **Security Answer**.
- Select **I agree to the terms and conditions**.

**CLINCK Cyber Cafe Manager: Customer Registration**

Dear Customer - Please complete your registration by filling in the details given below. The Login ID and Password that you create here can be used at any cyber cafe using CLINCK Cyber Cafe Manager.

All fields marked (\*) are mandatory.

Name: seema

★ Email\*:

Please ensure you enter correct Email ID. Your account details will be mailed to you.

★ Login ID\*:

★ Password\*:

★ Confirm Password\*:

★ Security Question\*: ---select---

★ Security Answer\*:

I agree to the [terms and conditions](#)

We care for your privacy, your details will not be shared for any kind of database or customer support. For any questions or concerns regarding your account and privacy, please contact us at: [contact@clink.in](mailto:contact@clink.in)

**Figure 5.18: Customer Registration**

7) Click **Submit**.

**Result:** Customer Registration is completed.

### 5.3.1.3 Members Only:

**To convert a Registered Customer to a Registered Member, do the following:**

- 1) On the **Customers** tab, click **Show All Customers Of My Cafe**.  
**Registered Customer List** opens as shown in **Figure 5.19**.



Registered Customer

CLINCK Cyber Cafe Manager - Auto Server Mode

Back To CLINCK

Rajan | BNGL-2368  
Employee: admin

Version: 1.1.6.0

Home **Customers** Rate Plans Products & Services Employees Print Manager Auto Server Mode Reports How To Start

**CLINCK™**  
Cyber Cafe Manager

Saturday, 04/09/2010  
12:31:29 PM

**Common Tasks**

- Add New Registered Customer...
- Show All Customers of My Cafe

**Related Reports**

- Daily Register Report
- Customer List Report
- Customer History Report
- Member List Report
- Member History Report

**Add New Registered Customer...** Click here to add a new registered customer

**Find a Customer**

Find a customer by providing any of the details given below. If you are not able to find a customer in your local database try finding a customer in our online database.

Login ID:

Customer Name:

Contact No.:

Enter last 4 digits only

**Registered Customer List**

Select a customer from the list and use the buttons provided below to perform a task.

Registered Customers: 15 | Registered Members: 3 | Total Customers: 18

Customer Name	Login ID	Customer Type	Contact No.
Priya Raj	p2	Registered Member	*****7892
Ravi preelam	rpreelam	Registered Customer	*****1426
Reeta	r5	Registered Customer	
REETA	reeta159	Registered Customer	*****6905
reta shenda	reeta	Registered Customer	*****9738
Rohit	r4	Registered Customer	*****1166
SANTOSH	kannadiga	Registered Customer	*****0023
sas	s1	Registered Customer	
Suresh	s2	Registered Customer	*****9876

**Quick Help**

**How to Add New Registered Customer?**

There are 3 types of customers you can have. Registered Customer, Registered Members and Walk-in Customers. [Click here](#) to read more.

**Find a Customer**

To search for a Customer who is registered in your cafe, enter the required details and click on "Find in My Cafe Database" button. For Customers who are registered with a cafe using CLINCK Cyber Cafe Manager Import the Customer from the online database.

**Import Customer from online database**

When a customer registers with any cafe using CLINCK Cyber Cafe Manager - he/she gets an All India Login ID. If a new customer in your cafe has completed the registration process in any other CLINCK Cafe - you can SAVE TIME by entering the required details and clicking on "Find in Online Database..." button.

**How to create members?**

Only Registered Customers can become a Member in your cafe. Please select the Customer from the list and click on "Convert to Member..." to add him/her as a Member.

Figure 5.19: Registered Customer List

- 2) Select the customer whom you want to sell the package to.
- 3) Click **Convert to Member**.

**CLINCK Cyber Cafe Manager - Auto Server Mode**

Back To CLINCK

Rajan | BNGL-2368  
Employee: admin

Home Customers Rate Plans Products & Services Employees Print Manager Auto Server Mode Reports How To Start

Version: 1.1.6.0

**CLINCK™**  
Cyber Cafe Manager

Saturday, 04/09/2010  
12:31:29 PM

**Common Tasks**

- Add New Registered Customer...
- Show All Customers of My Cafe

**Related Reports**

- Daily Register Report
- Customer List Report
- Customer History Report
- Member List Report
- Member History Report

**Add New Registered Customer...** Click here to add a new registered customer

**Find a Customer**

Find a customer by providing any of the details given below. If you are not able to find a customer in your local database try finding a customer in our online database.

Login ID:

Customer Name:

Contact No.:

Enter last 4 digits only

**Registered Customer List**

Select a customer from the list and use the buttons provided below to perform a task.

Customer Name	Login ID	Customer Type	Contact No.
Priya Raj	p2	Registered Member	*****7892
Ravi preetam	rpreetam	Registered Customer	*****1426
Reeta	r5	Registered Customer	
REETA	reeta159	Registered Customer	*****6905
reta shenda	reeta	Registered Customer	*****9738
Rohit	r4	Registered Customer	*****1166
SANTOSH	kannadiga	Registered Customer	*****0023
sas	s1	Registered Customer	
Suresh	s2	Registered Customer	*****9876

**Quick Help**

**How to Add New Registered Customer?**

There are 3 types of customers you can have. Registered Customer, Registered Members and Walk-in Customers. [Click here](#) to read more.

**Find a Customer**

To search for a Customer who is registered in your cafe, enter the required details and click on "Find in My Cafe Database" button. For Customers who are registered with a cafe using CLINCK Cyber Cafe Manager Import the Customer from the online database.

**Import Customer from online database**

When a customer registers with any cafe using CLINCK Cyber Cafe Manager - he/she gets an All India Login ID. If a new customer in your cafe has completed the registration process in any other CLINCK Cafe - you can SAVE TIME by entering the required details and clicking on "Find in Online Database..." button.


**How to create members?**

Only Registered Customers can become a Member in your cafe. Please select the Customer from the list and click on "Convert to Member..." to add him/her as a Member.

Figure 5.20: Registered Customer List – Convert to Member


Convert To Member dialog box opens.

Figure 5.21: Convert to Member


 **Note:** If no membership packages are defined, then create a new membership package by referring to Section 5.2 Membership Package.

4) To change a customer to a member, do the following:


- **Customer Name**, the default is the customer name.
- **Select Membership Package.**

 **Note:** If a **Membership Package** is not selected, then **Minutes**, **Valid For (Days)**, **Price** and **Expiry Days** fields cannot be edited.

- Enter **Minutes**, **Valid For (Days)**, **Price** and **Expiry Days**.

 **Note:** **Carry forward existing minutes** can be used when a member is unable to use the remaining minutes of the package within its validity period. These remaining minutes can be carried forward to the new package.

- Select **Carry forward existing minutes**.
- Enter **Minutes to carry forward**.

 **Note:** For a customer who becomes a member for the first time, **Carry forward existing minutes** is not selected.

**Convert To Member**

All fields marked (\*) are mandatory.

**Buy/Renew Membership Package**

Customer Name:

Membership Package\*:

Minutes:

Valid For (Days):

Price:

Expiry Days:

**Details of existing membership package**

Membership Package: -

Minutes Remaining: -

Valid For (Days): -

Expires in (Days): -

Carry forward existing minutes

Minutes to carry forward:

**Quick Help**

**Buy/Renew membership package**

The top half of this window displays the details of the package that will select. The lower half displays the details of the package the member is already using. To assign a package simply select one from the list.

**What is carry forward existing minutes?**

Carry forward is used when a member was not able to use the minutes for a package within the validity period of a package. If you want, you can carry forward some or all of the remaining time into the new package.

To carry forward select the "Carry forward existing minutes" and enter the number of minutes you want to carry forward in the box below.

Figure 5.22: Convert to Member

5) Click **Pay**.

**Registered Customer List** opens as shown in **Figure 5.23**.



**CLINCK Cyber Cafe Manager - Auto Server Mode**

File Help Contact Us/Live Support

Home Customers Rate Plans Products & Services Employees Print Manager Auto Server Mode Reports **How To Start**

Version: 1.1.6.0

Rajan | BNGL:2368  
Employee: admin

**CLINCK™**  
Cyber Cafe Manager

Saturday, 04/09/2010  
12:37:43 PM

**Common Tasks**

- Add New Registered Customer...
- Show All Customers of My Cafe

**Related Reports**

- Daily Register Report
- Customer List Report
- Customer History Report
- Member List Report
- Member History Report

**Add New Registered Customer...** Click here to add a new registered customer

**Find a Customer**

Find a customer by providing any of the details given below. If you are not able to find a customer in your local database try finding a customer in our online database.

Login ID:

Customer Name:

Contact No.:

Enter last 4 digits only

**Registered Customer List**

Select a customer from the list and use the buttons provided below to perform a task.

**Registered Customers: 14** | **Registered Members: 4** | **Total Customers: 18**

Customer Name	Login ID	Customer Type	Contact No.
Priya Raj	p2	Registered Member	*****7892
Ravi preetam	rpreetam	Registered Customer	*****1426
Reeta	r5	Registered Member	
REETA	reeta159	Registered Customer	*****6905
rela shenda	reeta	Registered Customer	*****9738
Rohit	r4	Registered Customer	*****1166
SANTOSH	kannadiga	Registered Customer	*****0023
sas	s1	Registered Customer	
Suresh	s2	Registered Customer	*****9876

**Quick Help**

**How to Add New Registered Customer?**

There are 3 types of customers you can have. Registered Customer, Registered Members and Walk-in Customers. [Click here](#) to read more.

**Find a Customer**

To search for a Customer who is registered in your cafe, enter the required details and click on "Find in My Cafe Database" button. For Customers who are registered with a cafe using CLINCK Cyber Cafe Manager Import the Customer from the online database.

**Import Customer from online database**

When a customer registers with any cafe using CLINCK Cyber Cafe Manager - he/she gets an All India Login ID. If a new customer in your cafe has completed the registration process in any other CLINCK Cafe - you can SAVE TIME by entering the required details and clicking on "Find in Online Database..." button.

**How to create members?**

Only Registered Customers can become a Member in your cafe. Please select the Customer from the list and click on "Convert to Member..." to add him/her as a Member.

**Figure 5.23: Registered Customer List – Registered Member**

**Result:** Now the Registered Customer becomes the Registered Member of the Café.

### **5.3.2 To Locate a Customer**

The customers registered with the café, can be searched in the café database.

To locate customers in a **Café Database**, do the following:

- 1) On the **Customers** tab, enter **Customer Name**.
- 2) Click **Find In My Café Database**.

**Registered Customer List** opens as shown in **Figure 5.24**.

**CLINCK Cyber Cafe Manager - Auto Server Mode**

Back To CLINCK

Rajan | ENGL-2368  
Employee: admin

Home **Customers** Rate Plans Products & Services Employees Print Manager Auto Server Mode Reports How To Start

Version: 1.1.6.0

**CLINCK Cyber Cafe Manager**

Friday, 10/09/2010  
10:51:39 AM

**Common Tasks**

- Add New Registered Customer...
- Show All Customers of My Cafe

**Related Reports**

- Daily Register Report
- Customer List Report
- Customer History Report
- Member List Report
- Member History Report

**Add New Registered Customer...** Click here to add a new registered customer

**Find a Customer**

Find a customer by providing any of the details given below. If you are not able to find a customer in your local database try finding a customer in our online database.

Login ID:

Customer Name:

Contact No.:

Enter last 4 digits only

**Find in My Café Database** **Find in Online Database...**

**Registered Customer List**

Select a customer from the list and use the buttons provided below to perform a task.

**Registered Customers: 14** | **Registered Members: 3** | **Total Customers: 17**

Customer Name	Login ID	Customer Type	Contact No.
dgsdg	d1	Registered Customer	
kale preetam	preetamkale	Registered Customer	*****0301
kirti	kirt6362	Registered Customer	
Mallika	m1	Registered Customer	*****4646
Nandhini	nandhini8446	Registered Customer	*****8166
Nitin	n2	Registered Customer	*****2323
pooja	pooja7136	Registered Member	*****3812
preetagan singh	bazza35	Registered Customer	*****2368
priya	gstnithw	Registered Member	
Priya Raj	p2	Registered Member	*****7892

**Quick Help**

**How to Add New Registered Customer?**

There are 3 types of customers you can have. Registered Customer, Registered Members and Walk-in Customers. [Click here](#) to read more.

**Find a Customer**

To search for a Customer who is registered in your cafe, enter the required details and click on "Find in My Cafe Database" button. For Customers who are registered with a cafe using CLINCK Cyber Cafe Manager Import the Customer from the online database.

**Import Customer from online database**

When a customer registers with any cafe using CLINCK Cyber Cafe Manager - he/she gets an All India Login ID. If a new customer in your cafe has completed the registration process in any other CLINCK Cafe - you can SAVE TIME by entering the required details and clicking on "Find in Online Database..." button.

**How to create members?**

Only Registered Customers can become a Member in your cafe. Please select the Customer from the list and click on "Convert to Member..." to add him/her as a Member.

Figure 5.24: Registered Customer List – Find in My Café Database

When the customer is not found in the Café Database, the system gives the choice to search in Online Database as shown in Figure 5.25.

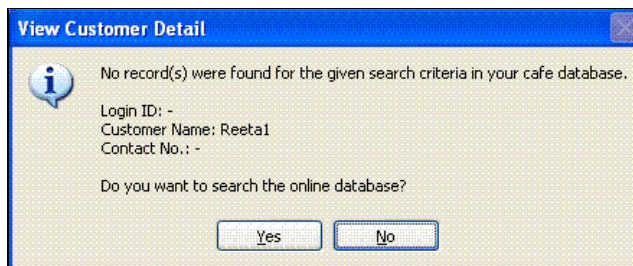


Figure 5.25: Find Customer in Online Database

To locate customers in **Online Database**, do the following:

- 1) On **Customers** tab, enter the **Customer Name**.
- 2) Click **Find in Online Database**.  
**Search Customer Online** list opens as shown in Figure 5.26.

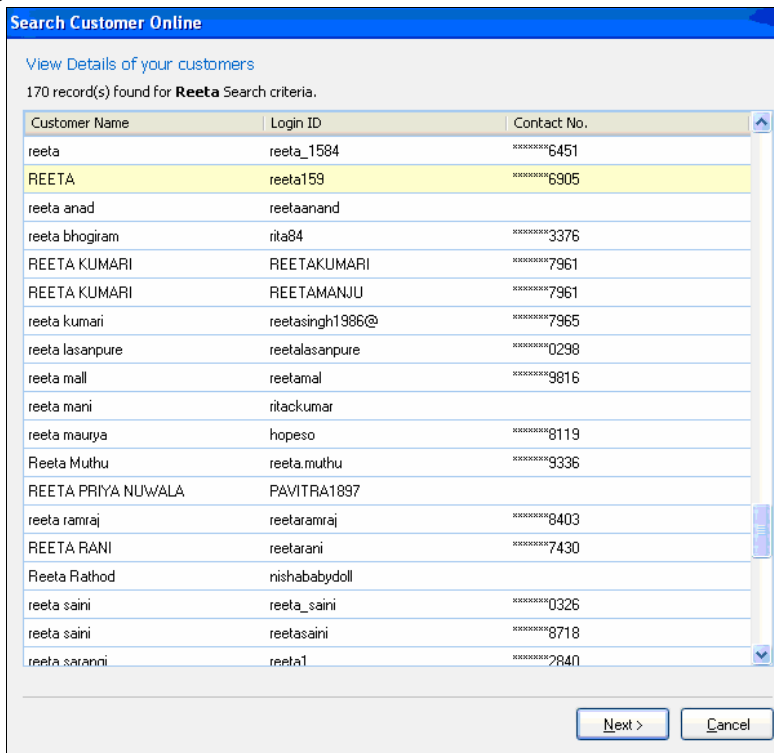


Figure 5.26: Search Customer Online

- 3) If the customer is located in the list, select the customer.
- 4) Click **Next**.

The **Add/Edit Customer** dialog box opens as shown in **Figure 5.27**.



**Search Customer Online**

Add/Edit Customer details All fields marked (\*) are mandatory.

Customer Name\*: REETA

Login ID: reeta159

Gender:  Male  Female

Address: 4B-159 AWAS VIKAS HANSPURAM  
NAUBASTA KANPUR


Contact No.: 9838806905

ID Card Type: PAN Card

ID Card No.: ANDPG7956Q


Other Information: C/O AMIT GAUTAM

Customer Picture



Browse Take Picture Start Webcam

Photo ID



Browse Take Picture Start Webcam

< Previous Finish Cancel

Figure 5.27: Add/Edit Customer

5) Click **Finish**.

**Result:** The customer details are found and saved in the local database as shown in **Figure 5.28**

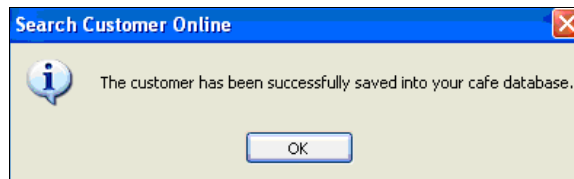


Figure 5.28: Customer is saved in the Café Database



**Note:** Online search is done when CLINCK Cyber Cafe Manager has Internet connection.

### 5.3.3 To Block a Customer

If the Café host does not want a particular customer to use the terminal, then the customer can be blocked from logging on to any client terminal.

To block a customer, do the following:

1) On the **Customers** tab, select the customer to be blocked.

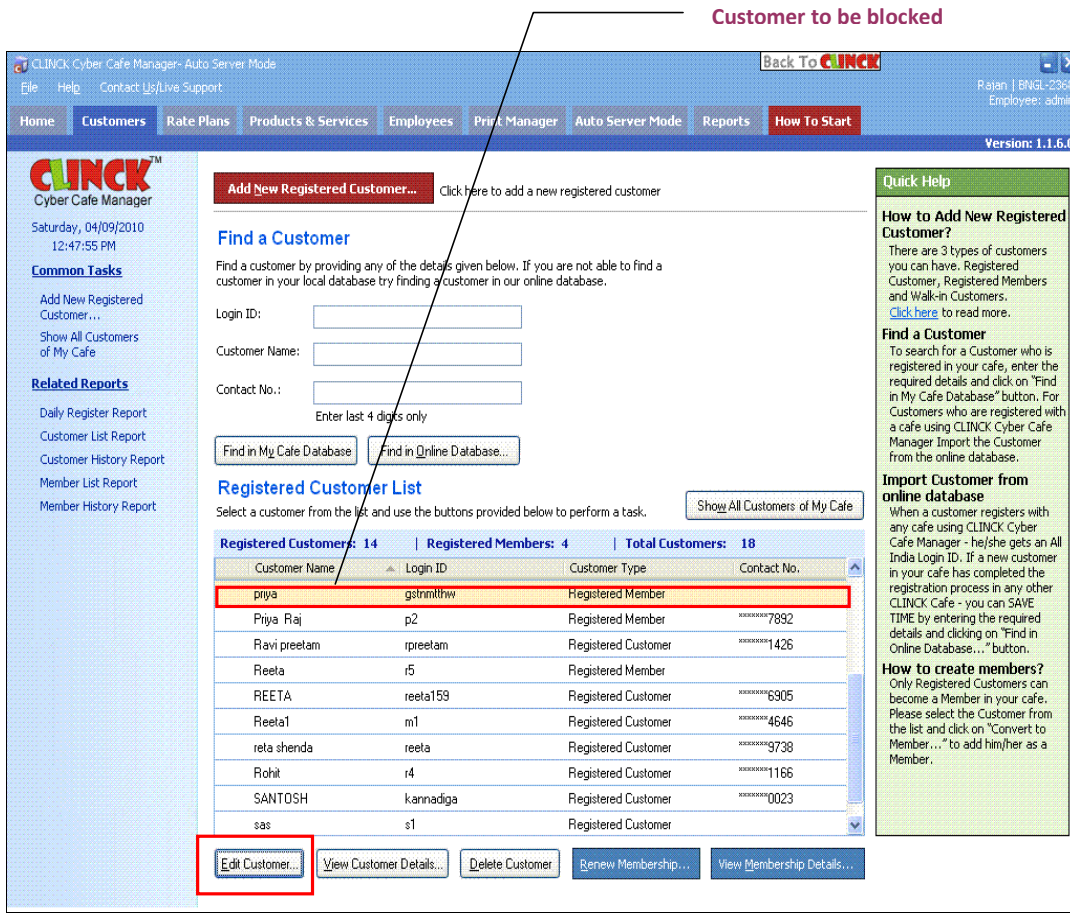


Figure 5.29: Customers – Registered Customer List

2) Click **Edit Customer**.

Add/Edit Customer dialog box opens as shown in Figure 5.30.

**Add/Edit Customer**

Add/Edit Customer details All fields marked (\*) are mandatory.

Customer Name\*:

Login ID:

Gender:  Male  Female

Address:

Contact No.:

ID Card Type:

ID Card No.:

Other Information:

**Block Customer:**

**Customer Picture**

No Image

To take a picture, first click "Start Webcam" button. Once you have the desired picture in this box - click "Take Picture" button to save the image.

**Photo ID**

No Image

To take a picture, first click "Start Webcam" button. Once you have the desired picture in this box - click "Take Picture" button to save the image.

Figure 5.30: Add/Edit Customer

3) Select **Block Customer**.

**Result:** The customer is blocked, as shown in Figure 5.31.

Blocked Customer

The screenshot shows the CLINCK Cyber Cafe Manager interface. The top navigation bar includes Home, Customers, Rate Plans, Products & Services, Employees, Print Manager, Auto Server Mode, Reports, and How To Start. The left sidebar contains sections for Common Tasks, Related Reports, and Quick Help. The main content area features a search section with fields for Login ID, Customer Name, and Contact No., and buttons for finding customers in the local or online database. Below this is a table titled 'Registered Customer List' with columns for Customer Name, Login ID, Customer Type, and Contact No. The first row, 'priya', is highlighted in yellow and has a red 'X' icon next to her name. Below the table are buttons for editing, deleting, and renewing membership for customers.

Customer Name	Login ID	Customer Type	Contact No.
priya	gstnmlthw	Registered Member	
Priya Raj	p2	Registered Member	*****7892
Ravi preetam	rpreetam	Registered Customer	*****1426
Reeta	r5	Registered Member	
REETA	reeta159	Registered Customer	*****6905
Reeta1	m1	Registered Customer	*****4646
reeta shenda	reeta	Registered Customer	*****9738
Rohit	r4	Registered Customer	*****1166
SANTOSH	kannadiga	Registered Customer	*****0023
sas	s1	Registered Customer	

Figure 5.31: Registered Customer List – Block Customer

### 5.3.3.1 To Unblock a Customer

To Unblock a Customer, do the following:

- 1) Select the blocked customer.
- 2) Click **Edit Customer**, as shown in **Figure 5.31**.  
**Add/ Edit Customer** dialog box opens.



**Add/Edit Customer**

Add/Edit Customer details All fields marked (\*) are mandatory.

Customer Name\*:

Login ID:

Gender:  Male  Female

Address:

Contact No.:

ID Card Type:

ID Card No.:

Other Information:

**Block Customer:**

**Customer Picture**

No Image

To take a picture, first click "Start Webcam" button. Once you have the desired picture in this box - click "Take Picture" button to save the image.

**Photo ID**

No Image

To take a picture, first click "Start Webcam" button. Once you have the desired picture in this box - click "Take Picture" button to save the image.

Figure 5.32: Add/Edit Customer– Unblock Customer

- 3) Clear **Block Customer**.
- 4) Click **Finish**.

**Result:** The blocked customer is now unblocked, as shown in **Figure 5.33**.

Unblocked Customer

**CLINCK Cyber Cafe Manager - Auto Server Mode**

Home Customers Rate Plans Products & Services Employees Print Manager Auto Server Mode Reports How To Start

Version: 1.1.6.0

**CLINCK Cyber Cafe Manager**

Saturday, 04/09/2010 12:49:32 PM

**Common Tasks**

- Add New Registered Customer...
- Show All Customers of My Cafe

**Related Reports**

- Daily Register Report
- Customer List Report
- Customer History Report
- Member List Report
- Member History Report

**Add New Registered Customer...** Click here to add a new registered customer

**Find a Customer**

Find a customer by providing any of the details given below. If you are not able to find a customer in your local database try finding a customer in our online database.

Login ID:

Customer Name:

Contact No.:

Enter last 4 digits only

**Registered Customer List**

Select a customer from the list and use the buttons provided below to perform a task.

Registered Customers: 14 | Registered Members: 4 | Total Customers: 18

Customer Name	Login ID	Customer Type	Contact No.
priya	gstnmtlw	Registered Member	
Priya Raj	p2	Registered Member	*****7832
Ravi preetam	rpreetam	Registered Customer	*****1426
Reeta	r5	Registered Member	
REETA	reeta153	Registered Customer	*****6305
Reeta1	m1	Registered Customer	*****4646
reta shenda	reeta	Registered Customer	*****3738
Rohit	r4	Registered Customer	*****1166
SANTOSH	kannadiga	Registered Customer	*****0023
sas	s1	Registered Customer	

**Quick Help**

**How to Add New Registered Customer?**

There are 3 types of customers you can have, Registered Customer, Registered Members and Walk-in Customers. [Click here](#) to read more.

**Find a Customer**

To search for a Customer who is registered in your cafe, enter the required details and click on "Find in My Cafe Database" button. For Customers who are registered with a cafe using CLINCK Cyber Cafe Manager Import the Customer from the online database.

**Import Customer from online database**


When a customer registers with any cafe using CLINCK Cyber Cafe Manager - he/she gets an All India Login ID. If a new customer in your cafe has completed the registration process in any other CLINCK Cafe - you can SAVE TIME by entering the required details and clicking on "Find in Online Database..." button.

**How to create members?**

Only Registered Customers can become a Member in your cafe. Please select the Customer from the list and click on "Convert to Member..." to add him/her as a Member.

Customer Related Reports

Figure 5.33: Registered Customer List - Unblocked Customer

 **Note:** Customers tab has the following reports:

- Daily Register Report, see section 11.1.1
- Customer List Report, see section 11.3.1
- Customer History Report, see section 11.3.2
- Member List Report, see section 11.3.5
- Member History Report, see section 11.3.4

For more information on these reports, see Chapter 11.

## Chapter 6: Products and Services

---

Cyber cafés may also sell items or services at their cafe centers. Café owners maintain an inventory of the items that they sell. Services include printing, scanning, writing a CD/DVD, and products include selling CD's, pen drive, cold drinks, coffee and so on, the main objective is to manage all these things using the Cyber Café Manager.

### 6.1 To View Products and Services

---

You can view a list of products and services available in the system on the “**Products and Services**” tab. You can also do tasks like **Adding or Editing a Product or Service**. **Figure 6.1**, explains this in detail:



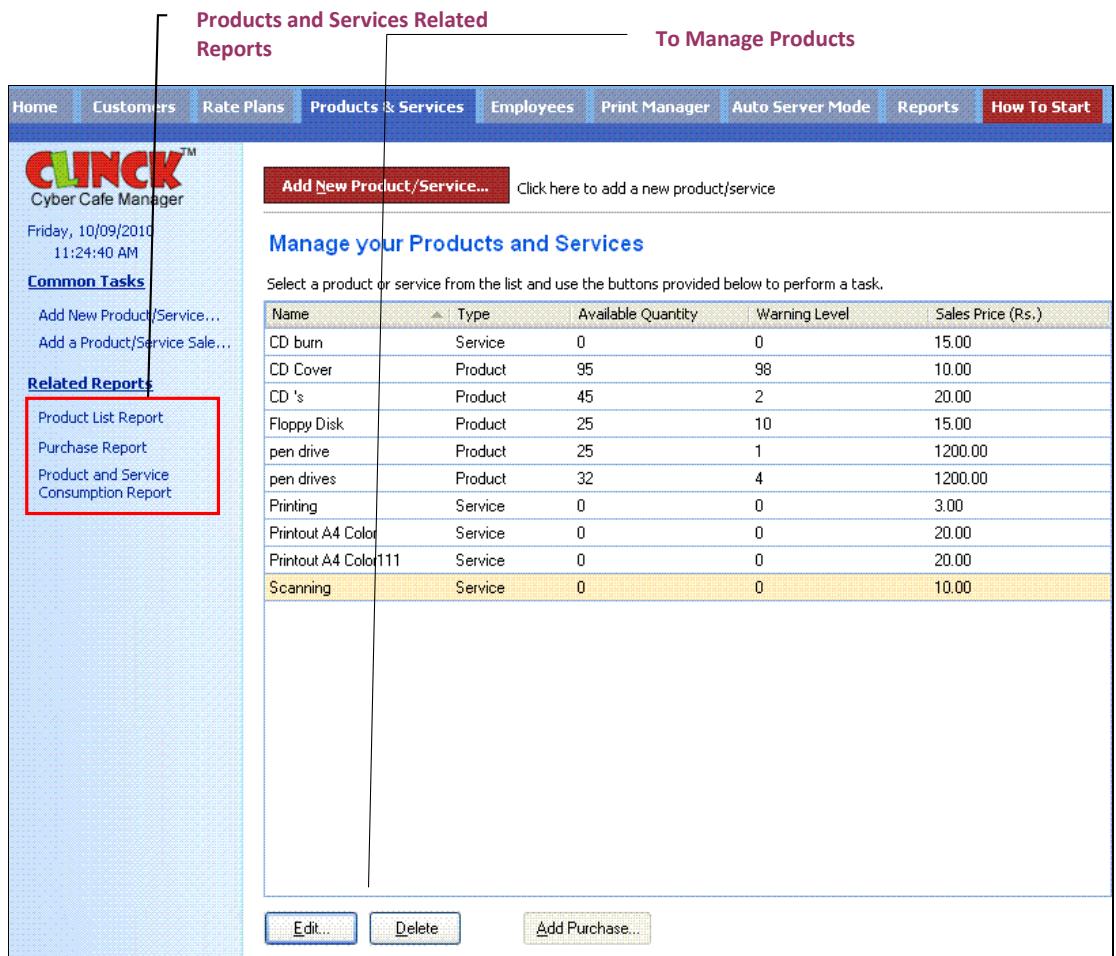


Figure 6.1: Manage your Product and Services

## 6.2 To Add a New Product / Service

### 6.2.1 To Add a New Service:

To add a New Product or Service to the customers, the steps are as follows:

- 1) Click **Products & Services** tab on the menu bar.

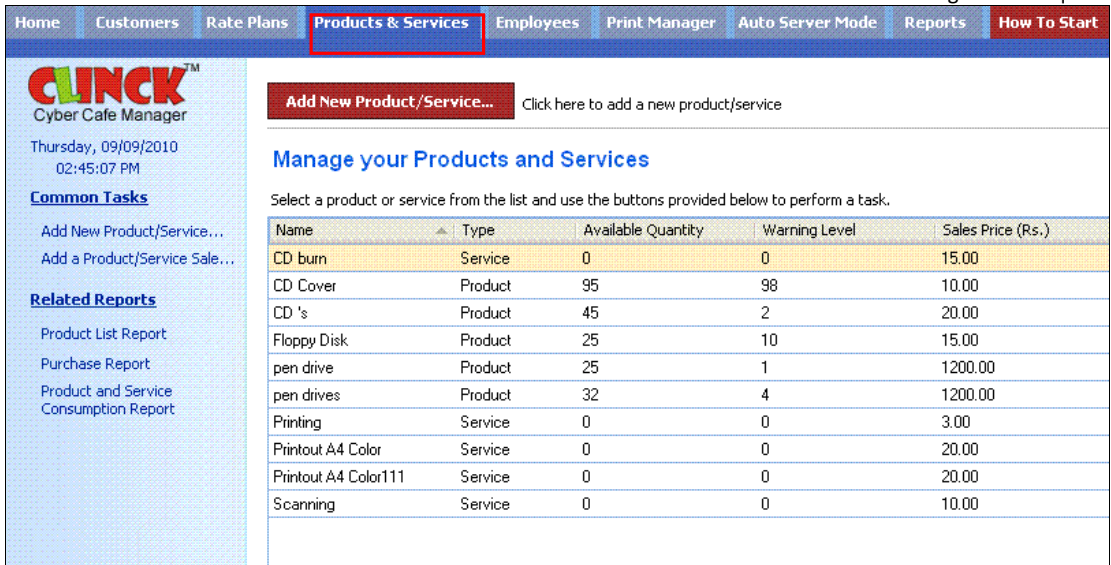


Figure 6.2: Manage your Product and Services

- 2) Click **Add New Product/Service**.  
**Add Product/Service** dialog box appears.

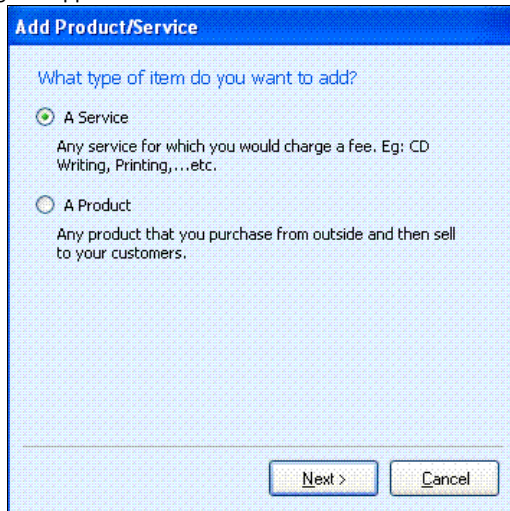


Figure 6.3: Add Product / Service

- 3) Select **A Service**.
- 4) Click **Next**.  
 The following dialog box appears.

Figure 6.4: Add Product / Service

5) In the **Add Product/Service** dialog box do the following:

- Enter **Name**.
- Enter **Description**.
- Enter **Rate/Price** you want customer to pay.

Figure 6.5: Add Product / Service

6) Click **Finish**.

**Products & Services** window appears.

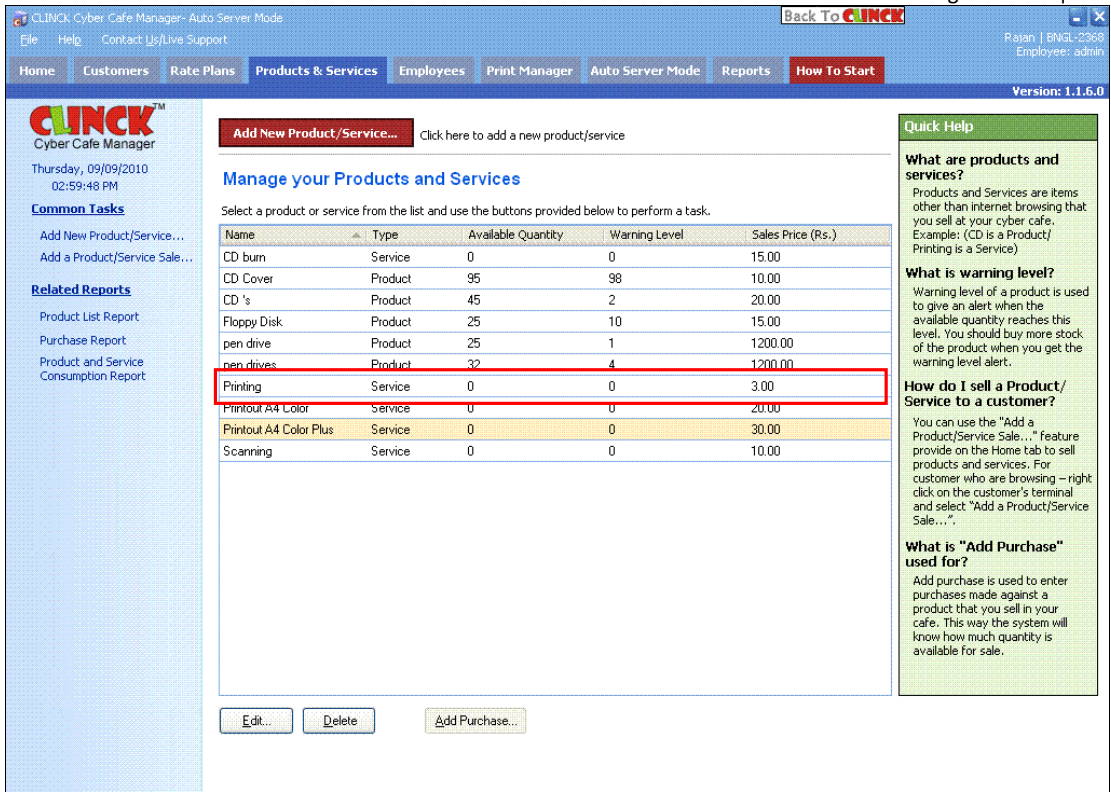


Figure 6.6: Manage your Product and Services

**Result:** A Service is added in to the list with the Sales Price.

### 6.2.2 To Add a New Product:

- 1) Select **A Product**.
- 2) Click **Next**.  
**Add Product/Service** dialog box opens.

Figure 6.7: Add Product / Service

3) In the **Add Product/Service** dialog box, do the following:

- Enter **Name**
- Enter **Description**
- Enter **Warning Level**
- Enter **Rate/Price you want customer to pay**

Figure 6.8: Add Product / Service



**Note:** Warning Level of the product raises an alert when the available quantity reaches the minimum level. This indicates that you should buy more of this product, when you get the warning level alert. In the above image when the pen drive stock reaches as low as 4, a warning comes up.

4) Click **Next**.



The following dialog box appears with the **Purchase Date** entered.

**Add Product/Service**

Details of Current stock All fields marked (\*) are mandatory.

Name: DVD set

Purchase Date: 09/09/2010

Quantity\*:

Cost (Rs.)\*:

Total Cost (Rs.):

Notes:

< Previous Finish Cancel

**Figure 6.9: Add Product / Service**

5) In **Add Product/Service** dialog box, enter the following details:

- Enter the **Purchase Date**
- Enter **Quantity**
- Enter **Cost (Rs.)**
- Enter **Total Cost (Rs.)**
- Enter **Notes**

**Add Product/Service**

Details of Current stock All fields marked (\*) are mandatory.

Name: DVD set

Purchase Date: 09/09/2010

Quantity\*: 40

Cost (Rs.)\*: 150

Total Cost (Rs.): 6000

Notes:

< Previous Finish Cancel

**Figure 6.10: Add Product / Service**

6) Click **Finish**.

The following window appears with the product added in the list.



**CLINCK Cyber Cafe Manager - Auto Server Mode**

Back To CLINCK

Rajan | ENGL-2368  
Employee: admin

Home Customers Rate Plans **Products & Services** Employees Print Manager Auto Server Mode Reports How To Start

Version: 1.1.6.0

**CLINCK™**  
Cyber Cafe Manager

Thursday, 09/09/2010  
03:19:19 PM

**Common Tasks**

- Add New Product/Service...
- Add a Product/Service Sale...

**Related Reports**

- Product List Report
- Purchase Report
- Product and Service Consumption Report

**Add New Product/Service...** Click here to add a new product/service

**Manage your Products and Services**

Select a product or service from the list and use the buttons provided below to perform a task.

Name	Type	Available Quantity	Warning Level	Sales Price (Rs.)
CD burn	Service	0	0	15.00
CD Cover	Product	95	98	10.00
CD 's	Product	45	2	20.00
DVD set	Product	40	20	300.00
Floppy Disk	Product	25	10	15.00
pen drive	Product	25	1	1200.00
pen drives	Product	32	4	1200.00
Printing	Service	0	0	3.00
Printout A4 Color	Service	0	0	20.00
Printout A4 Color Plus	Service	0	0	30.00
Scanning	Service	0	0	10.00

**Quick Help**

**What are products and services?**  
Products and Services are items other than internet browsing that you sell at your cyber cafe. Example: (CD is a Product/ Printing is a Service)

**What is warning level?**  
Warning level of a product is used to give an alert when the available quantity reaches this level. You should buy more stock of the product when you get the warning level alert.

**How do I sell a Product/ Service to a customer?**  
You can use the "Add a Product/Service Sale..." feature provide on the Home tab to sell products and services. For customer who are browsing – right click on the customer's terminal and select "Add a Product/Service Sale..."

**Figure 6.11: Manage your Product and Services**

**Result:** The Product Sale is added.

**Note:** You can add as many products and services.

### **6.2.3 To Edit a Product / Service:**

The Edit button is used to make changes to the **Product / Service** that is already added.

To Edit a Product/Service, do the following:

- 1) Select a Product /Service from the list.

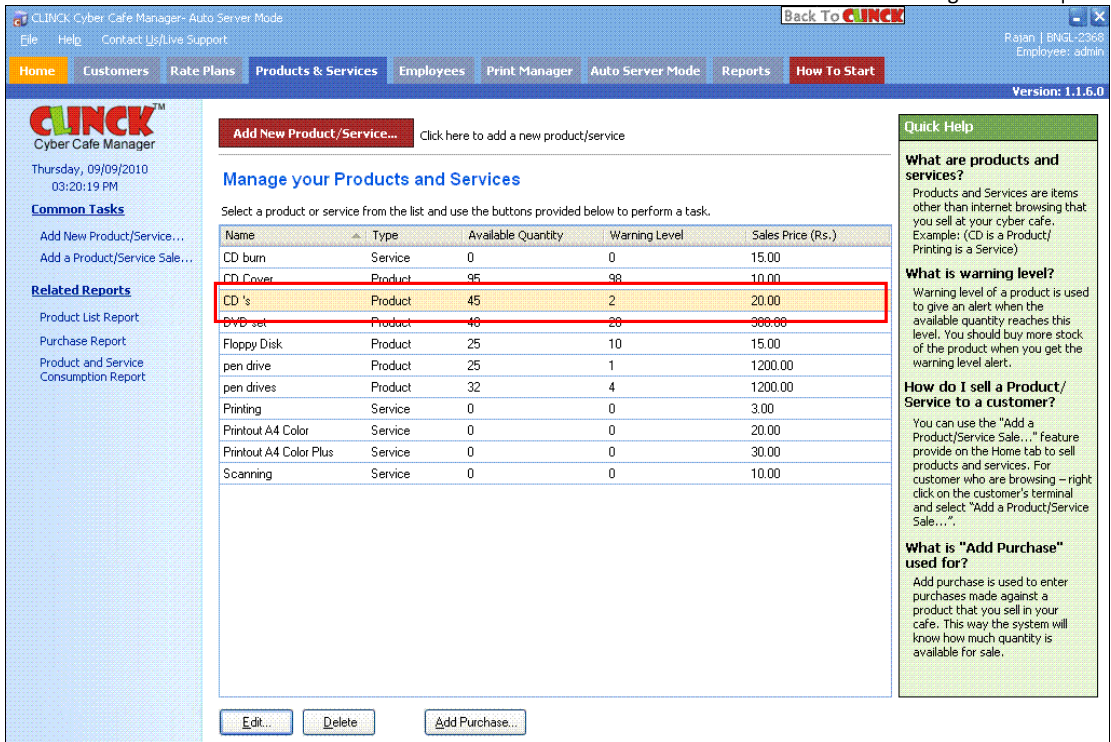


Figure 6.12: Manage your Product and Services

2) Click **Edit**

**Edit Product/Service** dialog box appears.

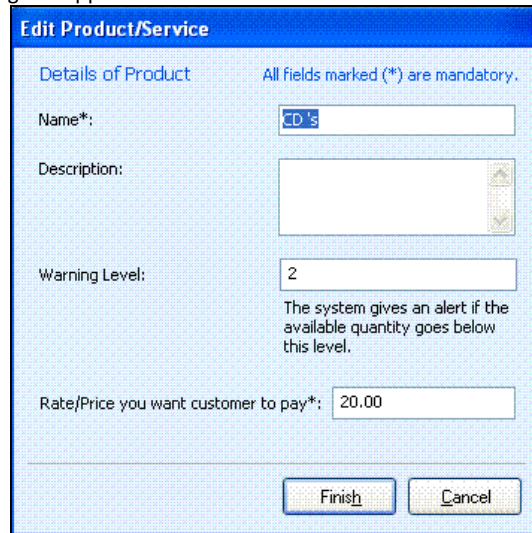


Figure 6.13: Edit a Product / Service Sale

3) Enter a new data in the text field which is to be edited in **Edit Product/Service** dialog box.

**Edit Product/Service**

Details of Product      All fields marked (\*) are mandatory.

Name\*:

Description:

Warning Level:   
The system gives an alert if the available quantity goes below this level.

Rate/Price you want customer to pay\*:

**Figure 6.14: Edit a Product / Service Sale**

- 4) Click **Finish**.  
The text field is edited.

The screenshot shows the CLINCK Cyber Cafe Manager software interface. The main content area is titled "Manage your Products and Services" and contains a table with the following data:

Name	Type	Available Quantity	Warning Level	Sales Price (Rs.)
CD	Product	45	2	20.00
CD burn	Service	0	0	15.00
CD Cover	Product	95	98	10.00
DVD set	Product	40	20	300.00
Floppy Disk	Product	25	10	15.00
pen drive	Product	25	1	1200.00
pen drives	Product	32	4	1200.00
Printing	Service	0	0	3.00
Printout A4 Color	Service	0	0	20.00
Printout A4 Color Plus	Service	0	0	30.00
Scanning	Service	0	0	10.00

Below the table are three buttons: "Edit...", "Delete", and "Add Purchase...". The "CD" row in the table is highlighted with a red border. The "Quick Help" sidebar on the right contains information about products and services, warning levels, and how to sell products to customers.

Figure 6.15: Manage your Product and Services

**Result:** The product detail is edited.

### 6.2.4 To Delete a Product / Service:

You can delete a Product or Service using the **Delete** tab. To delete an item, do the following:

- 1) Select an item that you want to delete from the list.

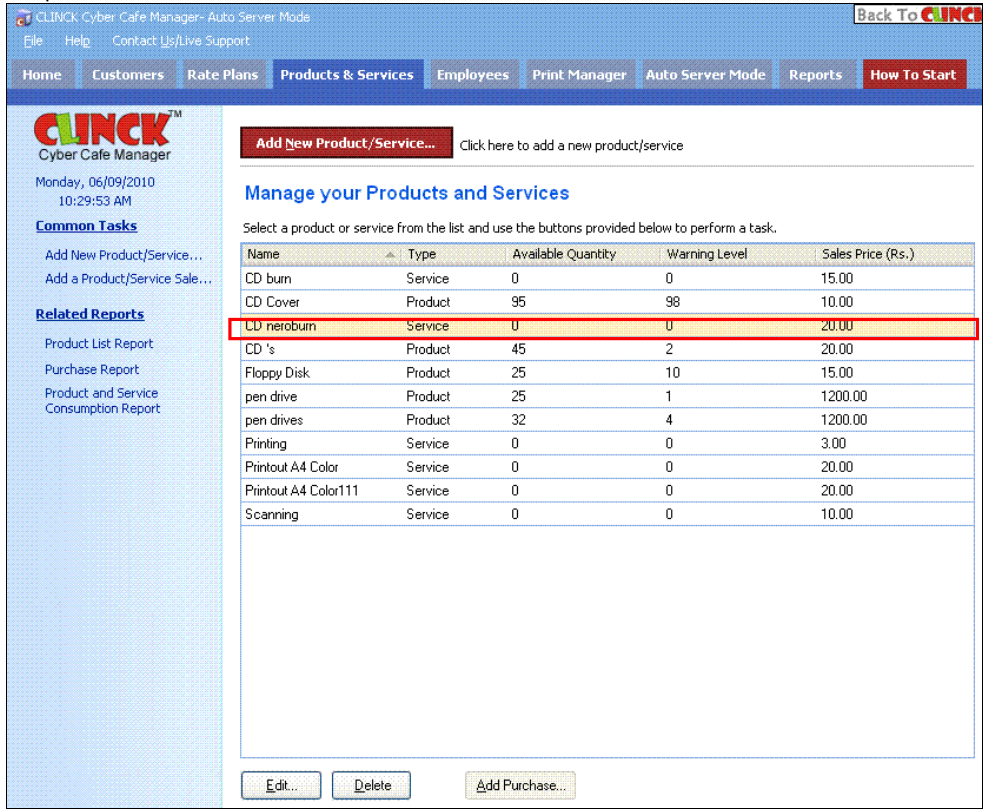


Figure 6.16: Manage your Product and Services

- 2) Click **Delete**.  
The following dialog box opens.

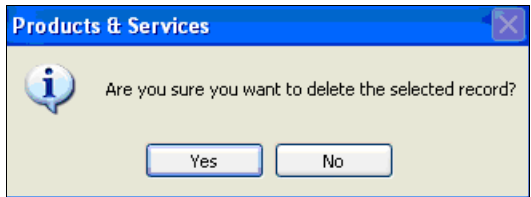


Figure 6.17: Product and Services deletion dialog box

- 3) Click **Yes**.  
The item selected is deleted from the list.



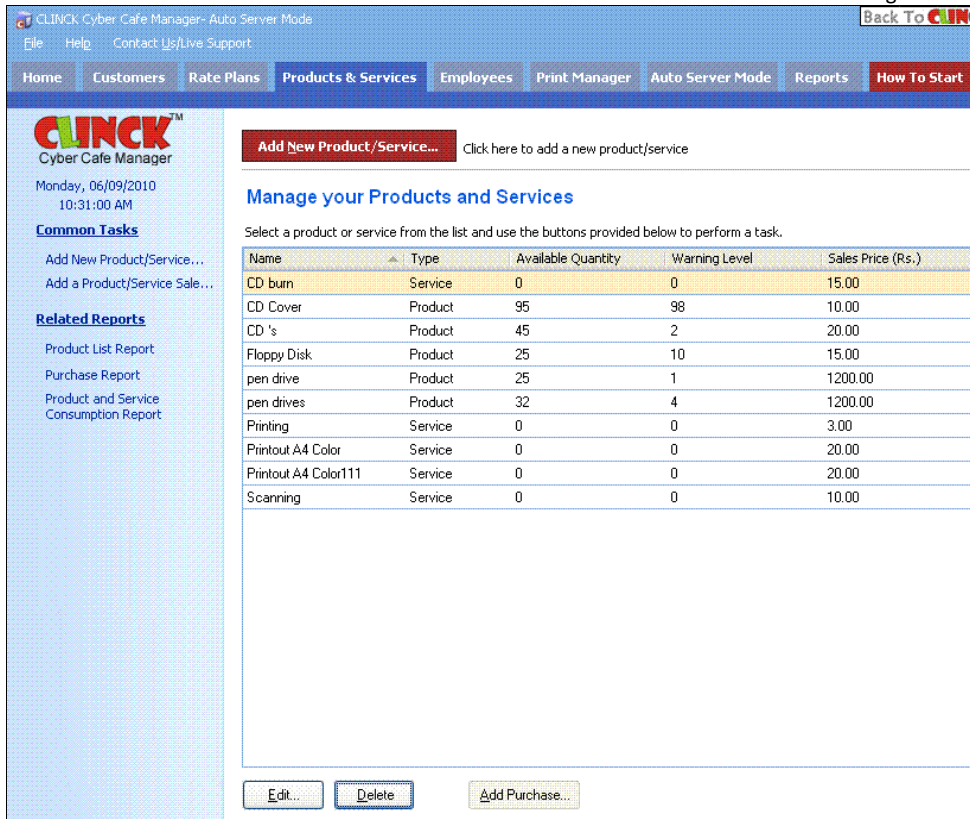


Figure 6.18: Manage your Product and Services

**Result:** The **Product / Service** is deleted.

**Note:** *The product or service sold to the customer cannot be deleted if the invoice is created for that item.*

## 6.3 To Add a Purchase:

**Add Purchase** is used to enter purchases of a product that you sell in your Cafe. When entering the product, provide warning level for the stock too.

**Note:** *Add Purchase is active, only when a product in the list is selected.*

### Adding Purchase:

The steps to **Add Purchase** are as follows:

- 1) Select a **Product** that you want to purchase.



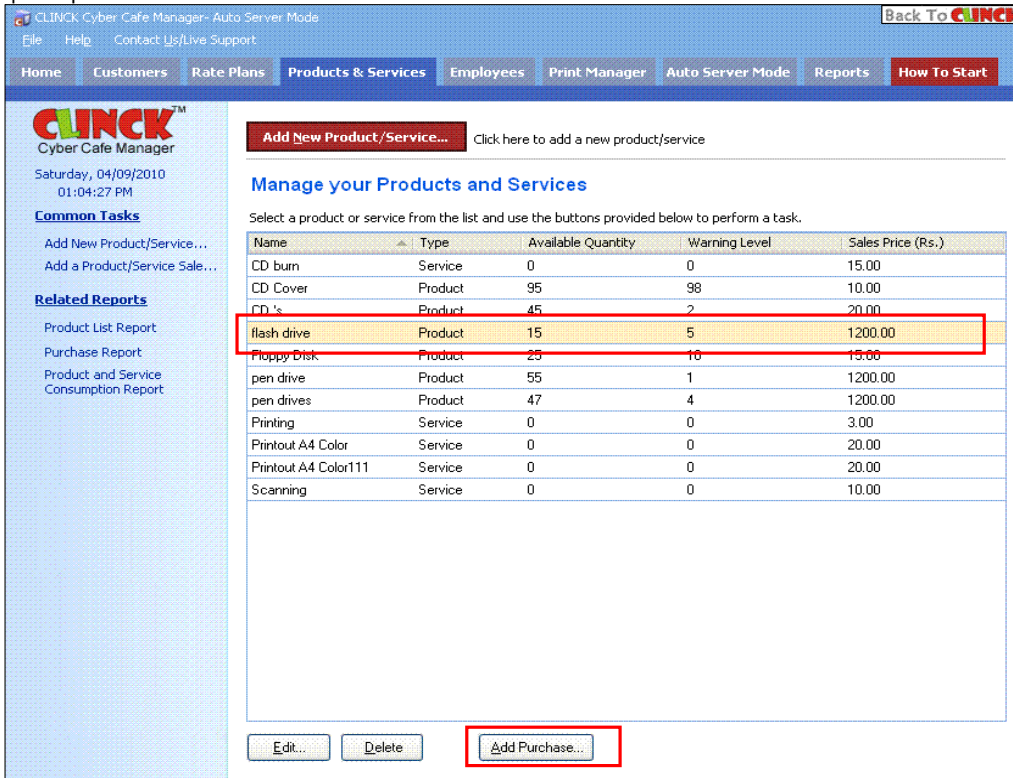


Figure 6.19: Manage your Product and Services

2) Click **Add Purchase**. **Add Purchase** dialog box opens.



Figure 6.20: Add Purchase

3) In the **Add Purchase** dialog box, do the following:

- Enter the **Purchase Date**
- Enter the **Quantity**
- Enter the **Cost (Rs.)**
- **Total Cost(Rs.)** updates automatically
- Enter **Notes**

The screenshot shows the 'Add Purchase' dialog box with the following details:

- Name:** flash drive
- Purchase Date:** 04/09/2010
- Quantity\*:** 5
- Cost (Rs.)\*:** 1000
- Total Cost (Rs.):** 5000 (highlighted with a red border)
- Notes:** (empty text area)
- Buttons:** Save, Cancel

**Figure 6.21: Details of the Purchase**

4) Click **Save**.

**Result:** Purchase is added to the product, and the Total Cost (Rs.) is generated in the Purchase Report as shown in **Figure 6.22**.

CLINCK Cyber Cafe Manager - Auto Server Mode

File Help Contact Us/Live Support

Home Customers Rate Plans **Products & Services** Employees Print Manager Auto Server Mode Reports How To Start

**CLINCK™**  
Cyber Cafe Manager

Saturday, 04/09/2010  
01:06:16 PM

**Common Tasks**

- Add New Product/Service...
- Add a Product/Service Sale...

**Related Reports**

- Product List Report
- Purchase Report
- Product and Service Consumption Report

**Add New Product/Service...** Click here to add a new product/service


**Manage your Products and Services**

Select a product or service from the list and use the buttons provided below to perform a task.

Name	Type	Available Quantity	Warning Level	Sales Price (Rs.)
CD burn	Service	0	0	15.00
CD Cover	Product	95	98	10.00
CD 's	Product	45	2	20.00
flash drive	Product	20	5	1200.00
Floppy Disk	Product	25	10	15.00
pen drive	Product	55	1	1200.00
pen drives	Product	47	4	1200.00
Printing	Service	0	0	3.00
Printout A4 Color	Service	0	0	20.00
Printout A4 Color111	Service	0	0	20.00
Scanning	Service	0	0	10.00

Edit... Delete Add Purchase...

Figure 6.22: Manage your Products and Services

 **Note:** Products & Services tab has the following reports:

- Product List Report, see section 11.5.1
- Purchase Report, see section 11.2.4
- Product and Service Consumption Report, see section 11.5.2

For more information on reports, see Chapter 11.

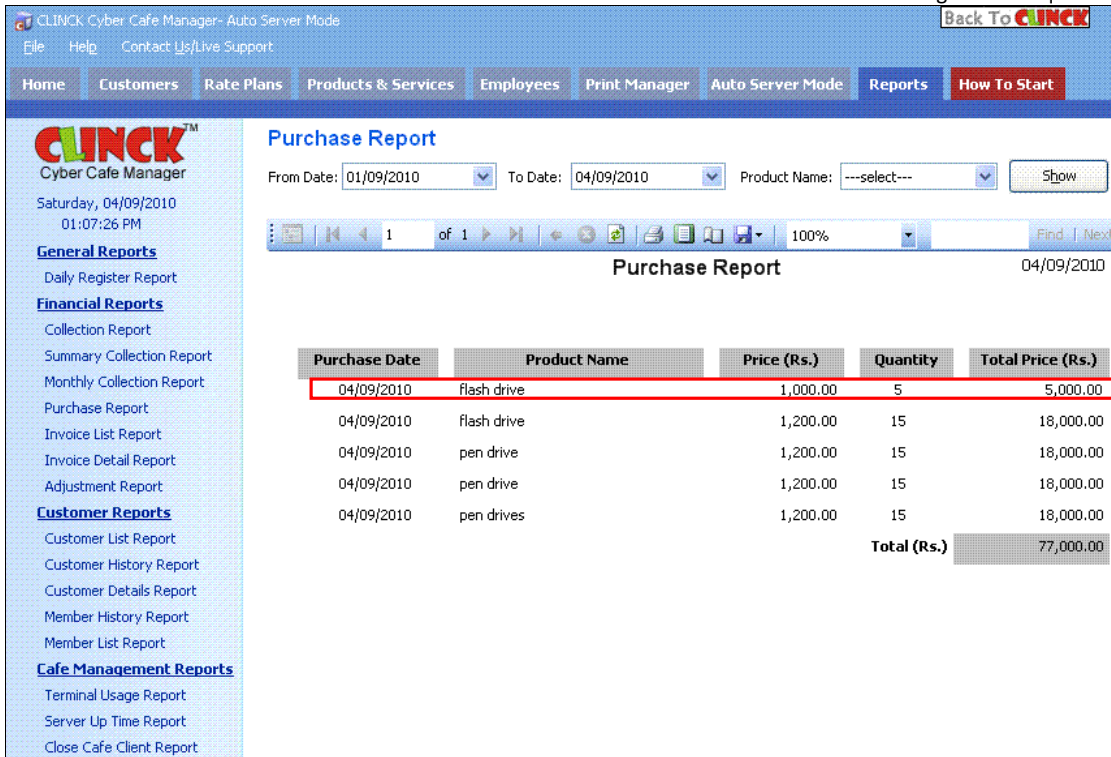


Figure 6.23: Purchase Report

## 6.4 To Sell an Item to the Customer

You can largely sell products in two ways:

- Sell a product to the customer who sits for an Internet connection
- Sell a product to a Walk-in Customer

### 6.4.1 Customer Accessing the Internet

- 1) Locate the terminal on which the customer is sitting, in the Terminal list window.

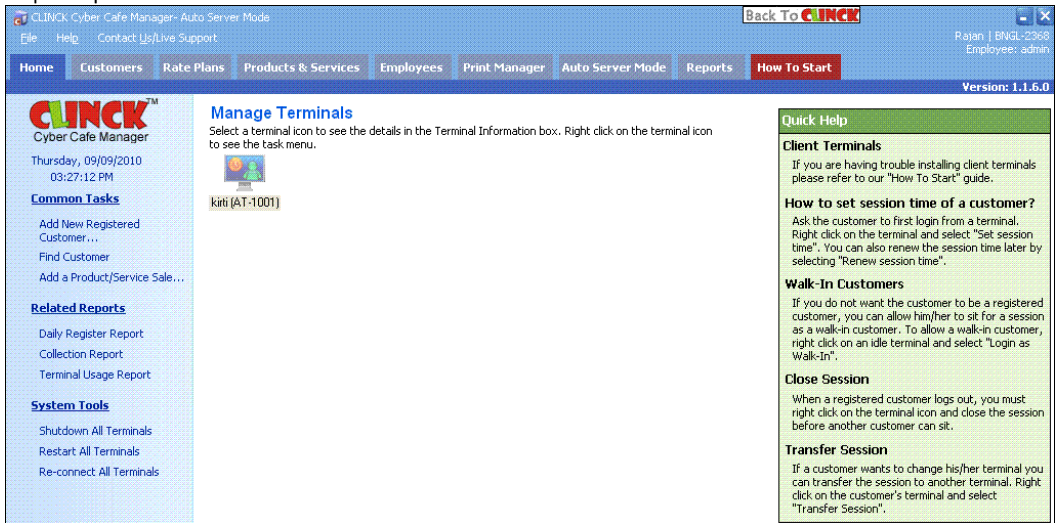


Figure 6.24: Manage Terminals

2) Right click on the terminal and select **Add a Product / Service Sale**.

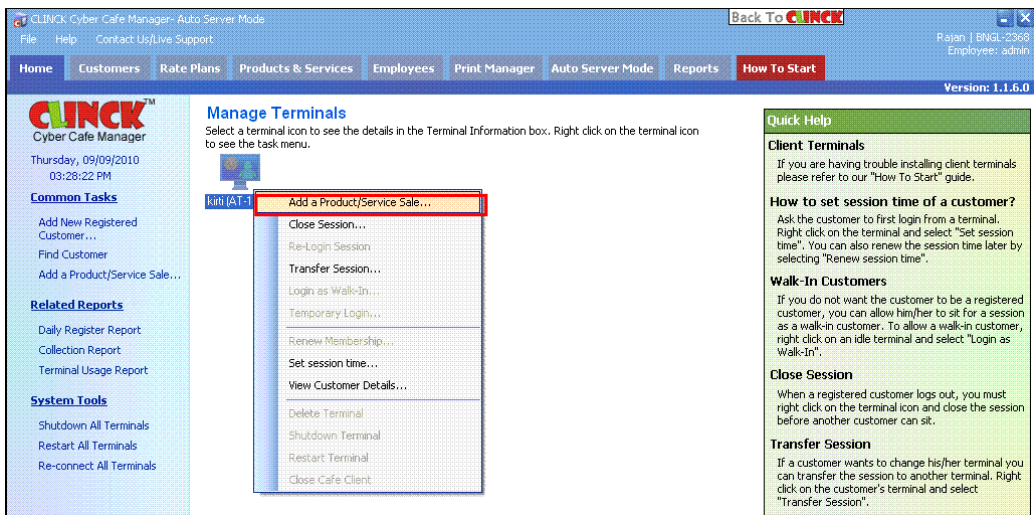


Figure 6.25: Manage Terminals

**Add a Product /Service Sale** window opens with the **Customer Name, Address, Bill/Invoice No., and Date** generated automatically.



**Add a Product/Service Sale**

Add a Product/Service Sale All fields marked (\*) are mandatory.

Customer:  Terminal:

Bill/Invoice No.:  Date:

Item\*:

Quantity\*:  Selling Price (Rs.): 1200.00

Item	Quantity	Total Price (Rs.)
flash drive	3	3600

Total (Rs.):

**Quick Help**

**General Description**  
Use this module to sell products and services to your customer. When using this to close a session "Internet Usage" is automatically added. You can add more items to the bill before closing the session.

**How to Add/Remove an item to the bill?**  
Select the product or service you want to sell from the "Item\*" drop down, enter the Quantity\* you wish to sell and click "Add Item" button. To remove, simply select the product or service from the list and click the "Remove Item" button.

**What is Discount Description?**  
Write why you are giving a discount. You can later see this data in the "Adjustment Report".

Figure 6.26: Add a Product / Service Sale

- 3) In the **Add a Product/Service Sale** dialog box, do the following:
  - Select **Item** from the dropdown list
  - Enter **Quantity**  
The **Selling Price** is generated automatically.
- 4) Click **Add Item**.  
The **Item Name** with the **Quantity** and **Total Price (Rs.)** is added.  
The **Total (Rs.)** is generated automatically, based on the added item.
- 5) Click **Add to Bill**.

**Result:** The Product / Service is sold to the customer.

## 6.4.2 Walk-in Customer

- 1) Click **Home > Add a Product / Service Sale**.



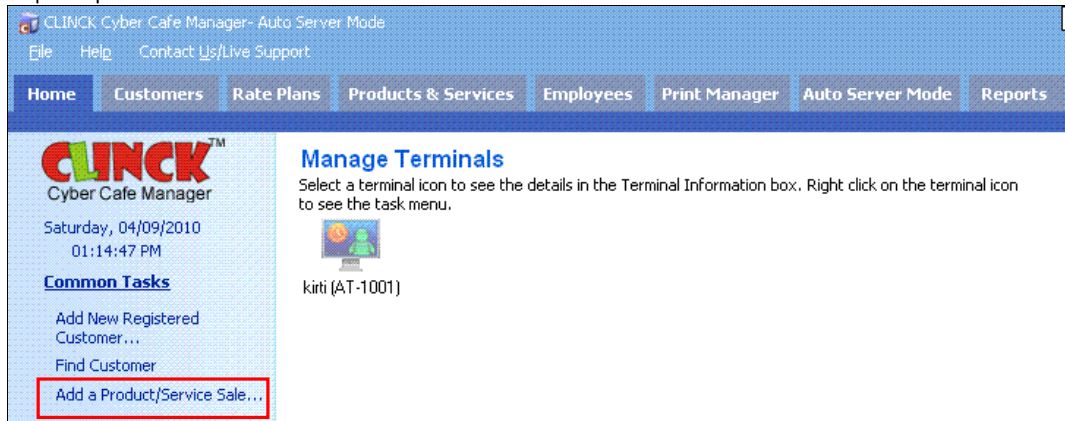


Figure 6.27: Home - Add a Product / Service Sale

The Add a Product/Service Sale dialog box appears.

Figure 6.28: Add a Product / Service Sale

- 2) To **Add a Product/Service Sale**, do the following:
  - Enter **Customer Name**
  - Enter **Address**
  - **Bill/Invoice No.** and **Date** gets generated automatically
  - Select **Item** from the dropdown list
  - Enter **Quantity**  
The **Selling Price** is generated automatically
- 3) Click **Add Item**.

The **Item Name** with the **Quantity** and **Total Price (Rs.)** is added.

- Enter **Discount amount**.
  - Enter **Discount Description**, if any discount is available
- The **Total (Rs.)** is generated automatically, based on the added item.
- Enter the **Amount Received (Rs.)** from the Customer,
- And the amount to **Return to Customer (Rs.)** is automatically generated.

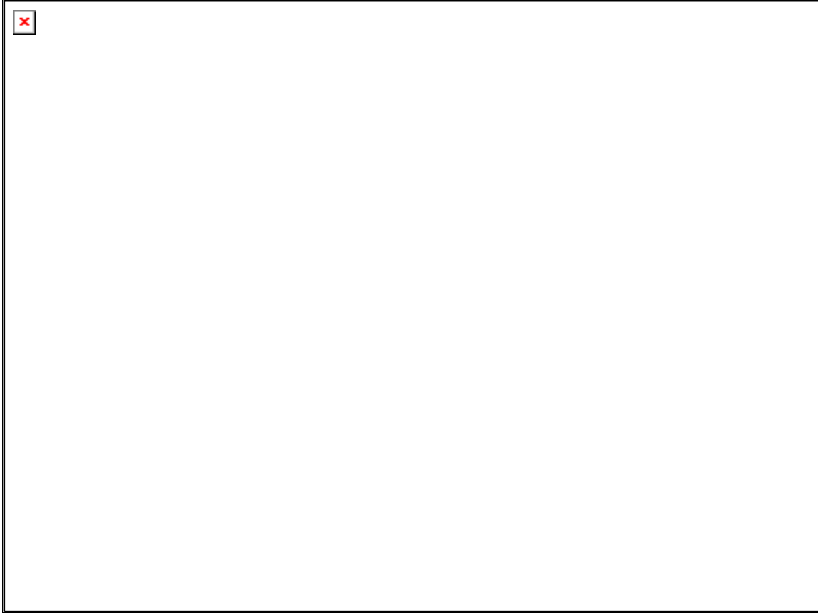


Figure 6.29: Add a Product / Service Sale

4) Click **Pay**.

**Result:** Either Product / Service is sold to the customer.

## 6.5 To Remove an Item

---

To remove an item, do the following:

- 1) Select an Item from the **Add a Product / Service Sale** dialog box.

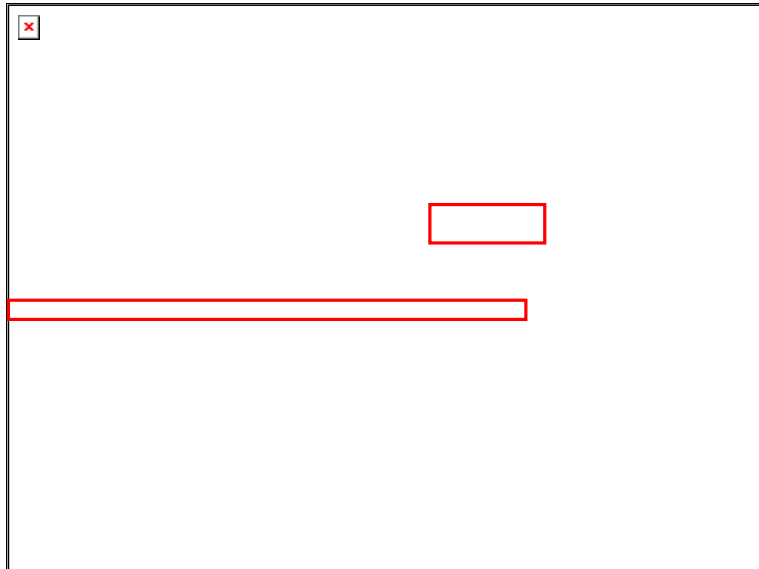


Figure 6.30: Add a Product / Service Sale

- 2) Click **Remove Item**.  
The following dialog box appears.



Figure 6.31: To remove the selected record

- 3) Click **Yes**.

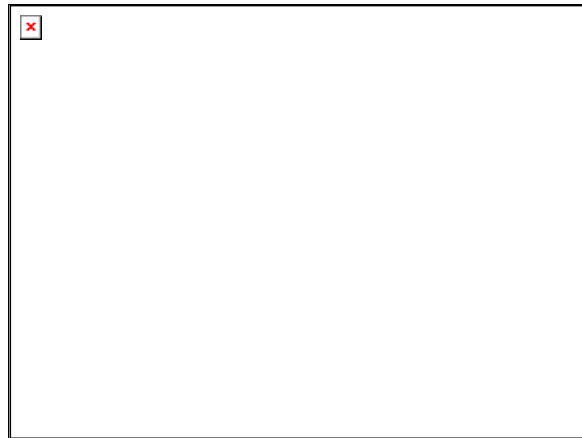


Figure 6.32: Add a Product / Service Sale

**Result:** The selected item is removed from **Product/Service Sale** list.

## Chapter 7: Managerial Tasks

---

This chapter describes all the tasks that a café owner/manager may have to perform to manage the café using CLINCK Cyber Café Manager.

CLINCK Cyber Café Manager provides the manager/admin with certain rights. These rights allow him to have better control than the employees of the café center.

The Managerial Tasks the manager/admin does are:

- To Re-login customer sessions
- To change the Printer Settings
- To set Schedule Backups
- To generate Temporary Password
- To change the Rate Plans
- To add/edit Customers
- To sell Membership Packages
- To add/edit new users
- To add/edit and sell Product and Services
- To shutdown/restart Terminals
- To close/transfer Customer Session
- To delete a Terminal
- To Carry Forward remaining minutes
- Backup and Restore
- Application Settings
- View all the Reports
- To close Café Management Client

Few of these tasks are discussed here in this chapter.

### 7.1 Admin Login on Client Side

---

Admin Login on the Client side is only for the employee with admin rights, so that he can login to the CLINCK Cyber Café Client, and then restart/logoff/shutdown the terminal, when the CLINCK Cyber Café Client is not able to connect to the CLINCK Cyber Café Server.

Two instances while closing the CLINCK Cyber Café Client are:

- When the Client machine is connected to CLINCK Cyber Café Manager Server.
- When the Client machine is not able to connect to CLINCK Cyber Café Manager Server.

When the Client machine is connected to CLINCK Cyber Café Manager Server, do the following:

1) Click the **Admin Login**.

Rajan

Date: 23 Jul 2010 | Day: Friday | Time: 2:30:07 PM  
 Server Status: Connected  
 Version: 3.3.0

(Terminal Name: AT-1001)

Please enter your name here to login if you are a Walk-In Customer

Customer Name:

Registered Customer

- For a new Customer Registration you will be given a Temporary Login ID and Password like R1 and R1.
- Please enter that here to complete your registration process.
- If you have already completed your registration process then login with your CLINCK Login ID and Password.

Login ID:

Password:

Members Only

- Only Customers who have taken a membership package at this cafe should login from here.
- Please contact your cafe host for more on Membership Packages.

Login ID:

Password:

CLINCK Cyber Cafe Manager has an ALL INDIA SINGLE LOGIN

The same Login ID and Password can be used at any Cyber Cafe that runs CLINCK Cyber Cafe Manager

For any queries regarding your account and privacy, please contact us at [contact@clnck.in](mailto:contact@clnck.in)

CLINCK™  
Cyber Cafe Manager

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**Figure 7.1: Admin Login when Local Server is available**

Employee Login dialog box opens.

Employee Login

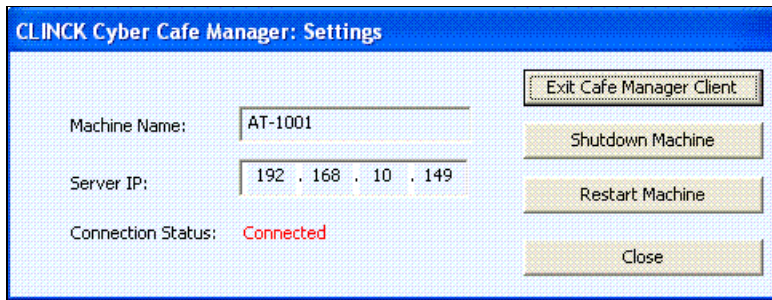
Provide your Employee Name and Password to login as an employee.

Employee Name:

Password:

**Figure 7.2: Employee Login**

- 2) In the **Employee Login** dialog box, do the following:
  - Enter **Employee Name**
  - Enter **Password**
- 3) Click **Login**  
The **CLINCK Cyber Café Manager: Settings** dialog box opens.



**Figure 7.3: CLINCK Cyber Café Manager: Settings**

- 4) Click **Exit Café Manager Client**.  
The Café Manager Client application is closed.

When the Client application is not able to connect to CLINCK Cyber Café Manager Server, do the following:

- 1) Click **Admin Login**.



Rajan Date: 23 Jul 2010 | Day: Friday | Time: 2:30:07 PM  
Server Status: Connected  
Version: 3.3.0

(Terminal Name: AT-1001)

### Registered Customer

1. For a new Customer Registration you will be given a Temporary Login ID and Password like R1 and R1.
2. Please enter that here to complete your registration process.
3. If you have already completed your registration process then login with your CLINCK Login ID and Password.

Login ID:

Password:

### Members Only


1. Only Customers who have taken a membership package at this cafe should login from here.
2. Please contact your cafe host for more on Membership Packages.

Login ID:

Password:

Admin Login

CLINCK Cyber Cafe Manager has an ALL INDIA SINGLE LOGIN  
The same Login ID and Password can be used at any Cyber Cafe that runs CLINCK Cyber Cafe Manager  
For any queries regarding your account and privacy, please contact us at [contact@clince.in](mailto:contact@clince.in)



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Figure 7.4: Admin Login when Local Server is not available

Online Verification window opens.

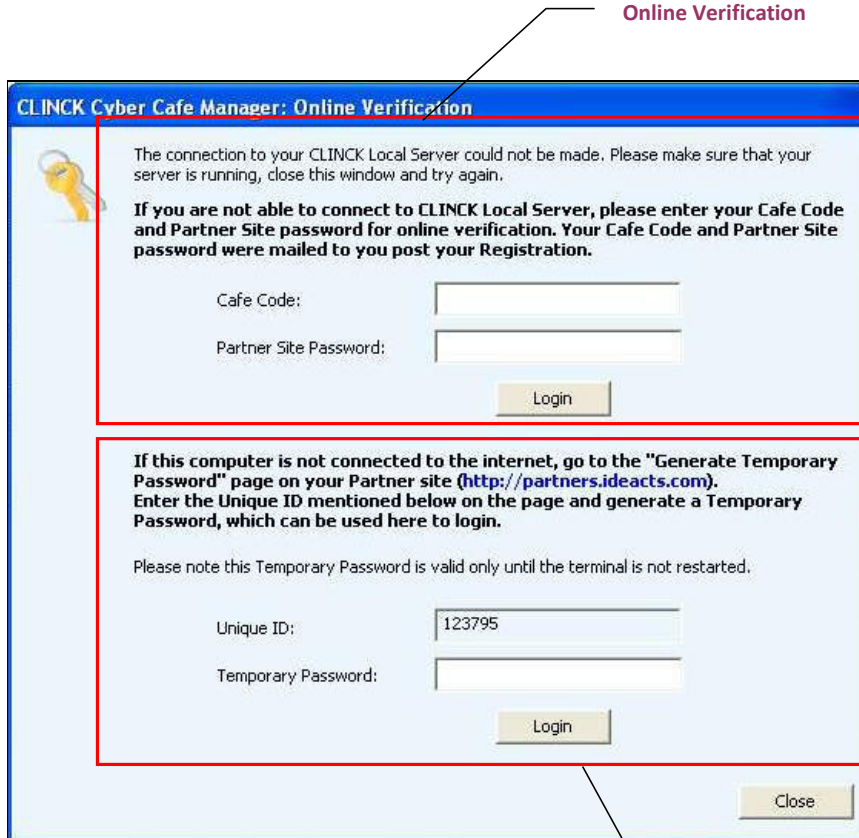


Figure 7.5: Online Verification

Generate Temporary Password

**Online Verification** window has two methods:

- If Internet is connected, the user must enter **Cafe Code** and **Partner Site Password** for **Online Verification**.
- If Internet is not connected, you must **generate temporary password**.

Two ways to generate temporary password:

- From **CLINCK Cyber Café Manager Server**
- From **Ideacts Partners Site**

■ To Generate Temporary Password from CLINCK Cyber Café Manager Server:

- a. On the **Help** menu, click **Generate Temporary Password**.

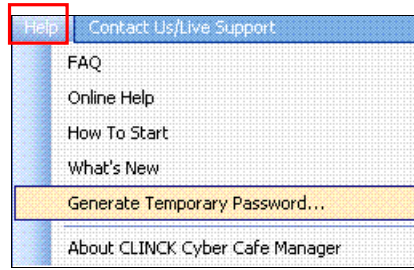



Figure 7.6: Help - Generate Temporary Password

**Generate Temporary Password** dialog box opens, as shown in **Figure 7.7**.

- b. In the **Generate Temporary Password** dialog box, do the following:
  - Enter **Unique ID**, got from the **Online Verification** window on the client machine.

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ See <i>Figure 7.5</i> for <b>Unique ID</b>.</li> <li>▪ <b>Café Code</b> need not be entered, as it is based on the particular cafe.</li> </ul>
---	---

- c. Click **Generate Temporary Password**.

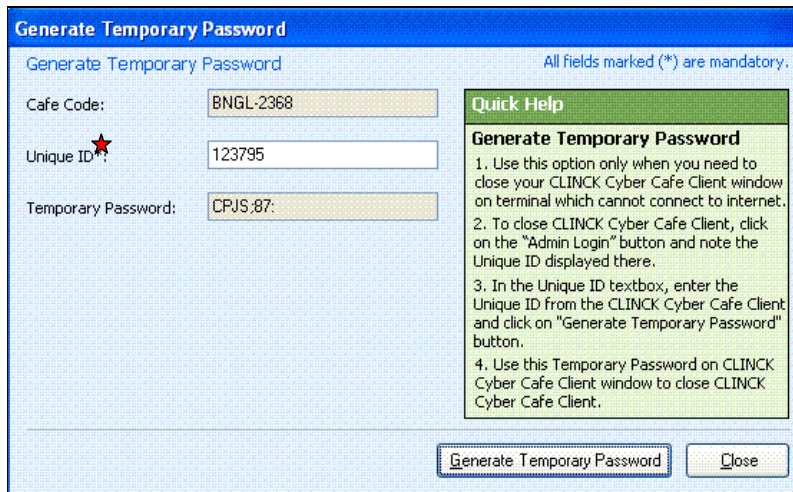


Figure 7.7: Generate Temporary Password

**Temporary Password** gets generated automatically.

■ To Generate Temporary Password from Ideacts Partner Site:

- a. In the Ideacts partner site, <http://www.ideacts.com/cms/partner/Login.aspx> :
  - Enter the **Café Code** and **Password**.
  - Click **Sign in**.

Partner Landing page opens.

CLINCK™  
Cyber Cafe Manager

ideacts | inno

Cafe: Friends | My Account | Logout For further support: Vaseem Ahmed | 9886497857 | vaseem

Home  
My Account  
Daily Register Report  
About CLINCK Cyber Cafe Manager  
Installers  
Installation Manuals  
Deep Freeze  
Help  
FAQs  
**Generate Temporary Password**  
Feedback  
Change Password  
Contact

**4 Step Guide to Setup your CLINCK Cyber Cafe Manager**  
608KB

Track client browsing history with **Monitoring**  
210KB

Manage Printing with CLINCK Cyber Cafe Manager  
150KB

Dear Partners,  
Based on the feedback we collate from the Cyber Cafes across India, we have come up with the following new features in our latest release:

1. Pulse Based Membership.
2. URL Monitoring.
3. Re-Login feature for Walk-In Customers.
4. Block Customer in your cafe.
5. Daily Register Report now available on Partners Site.

**Downloads**

- CLINCK Cyber Cafe Manager Installation Manuals
- CLINCK Cyber Cafe Manager & CLINCK Desktop Installers
- Help Document

Real life incidents of Terrorists have used Cafes in the past and you can secure your

Figure 7.8: Partner Landing

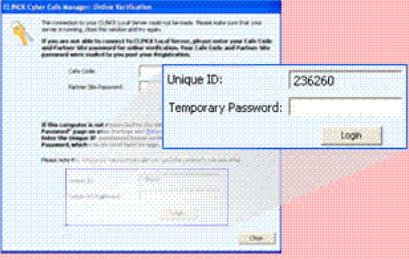
- b. In the **Partner Landing** page, click **Generate Temporary Password**.  
**Generate Temporary Password** window opens as shown in **Figure 7.9**.
- c. In the **Generate Temporary Password** window, do the following:

 **Note:** See Figure 7.5 for Unique ID.

- Enter the **Unique ID**, got from the Client terminal.
- d. Click **Generate Temporary Password**.

**Important Note for Generate Temporary Password:**

1. Use this option **only** when you need to close your CLINCK Cyber Cafe Client window on terminal which cannot connect to internet.
2. To close CLINCK Cyber Cafe Client, click on the "Admin Login" button and note the **Unique ID** displayed there (as shown in the adjacent screenshot).
3. In the text box below enter the Unique ID from the CLINCK Cyber Cafe Client and click on Generate Temporary Password. This option to generate Temporary Password is also available on your CLINCK Cyber Cafe Server.
4. Use this **Temporary Password** on CLINCK Cyber Cafe Client window to close CLINCK Cyber Cafe Client.



**CLINCK Cyber Cafe Manager**

Please note, this feature is available from CLINCK Cyber Cafe Client version 3.2.2 onwards.

Unique ID\* :

Temporary Password:

**Generate Temporary Password**

**Figure 7.9: Generate Temporary Password**

**Temporary Password** gets generated automatically.

2) Enter the **Temporary password** in **Figure 7.5**.



**Note:** This password can only be reused until the application is running. If the application stops and restarts a new Unique ID and password is required.

3) Click **Login**.

**Result:** The login to the terminal is successful.

## 7.2 To Switch an Employee



**Note:** *Switching an employee* is important, when more than one person manages a Café. Largely because the sales and collections are tracked separately for each employee.

Suppose an employee works for first half of the day, and another employee works for the second half and the first person finishes his work for the day, and returns his work to the second person. Then, the second person must login with his name and password, and manage the work for the remaining part of the day. This is done by **switching between employees**.

Before switching between employees, the actual screen is as shown in **Figure 7.10**.



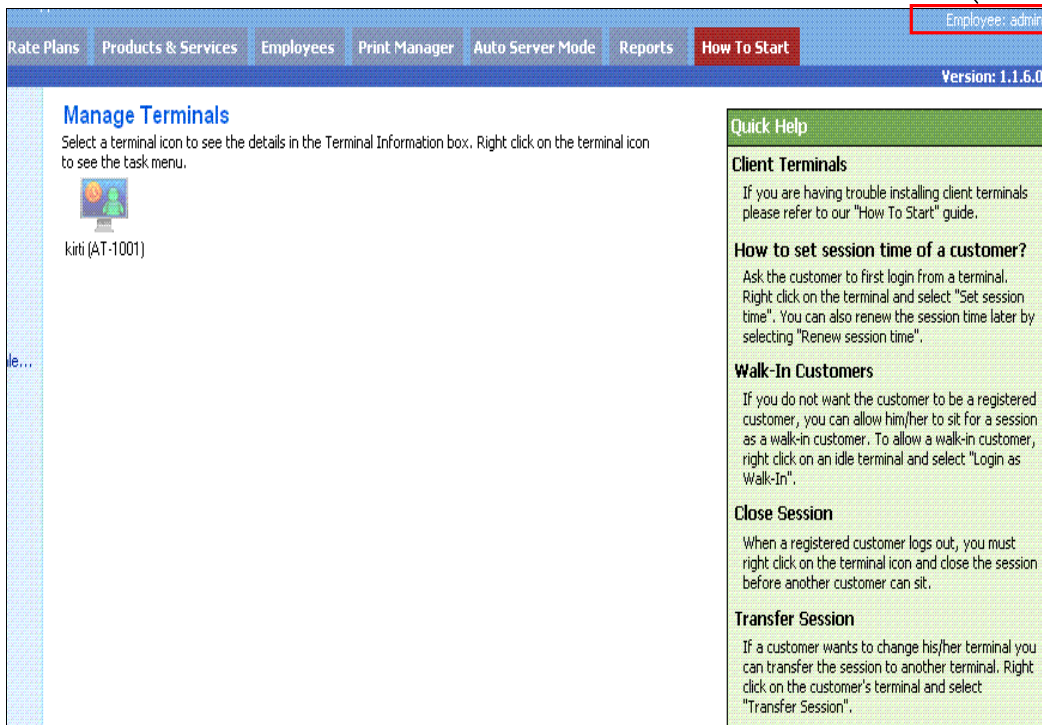


Figure 7.10: CLINCK Cyber Café Manager with the admin logged in

To switch between employees, do the following:

- 1) On the **File** menu, click **Switch Employee**.

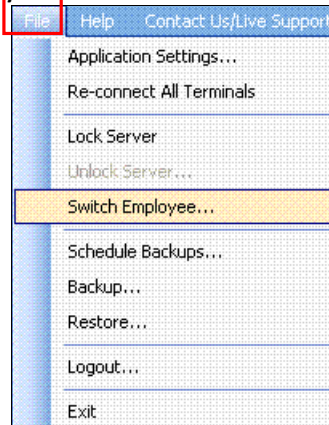


Figure 7.11: File – Switch Employee

Server Login dialog box opens as shown in Figure 7.12.



2) In the **Server Login** dialog box, do the following:

- Enter **Employee Name**
- Enter **Password**
- Click **Login**



**Figure 7.12: Server Login**

The Employee is now logged-in to the Server.

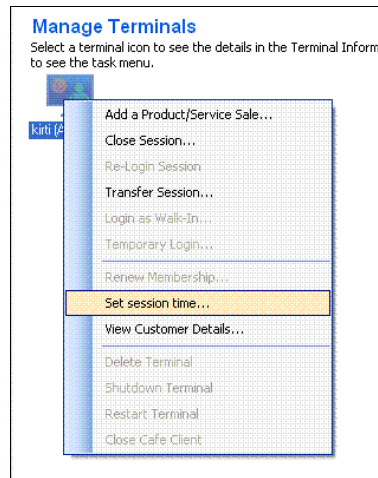
**Result:** Switching between employees is done successfully.

## 7.3 To Set Session Time

Set Session Time option is used to set time for customer’s session. By setting a session time, the customer is logged off, when the time expires after two warnings. The customer can also see the **Time Remaining** in the **Session** window.

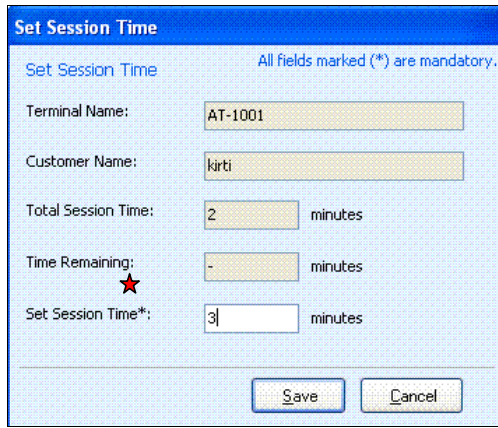
The steps to set session time are as follows:

- 1) On the **Home** tab, right click on the terminal where the customer is currently logged in.
- 2) Click **Set Session Time**.



**Figure 7.13: Manage Terminals**

**Set Session Time** dialog box opens.



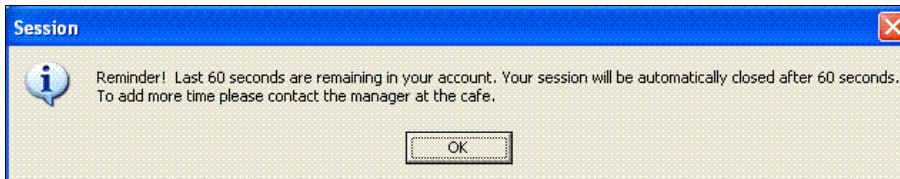
**Figure 7.14: Set Session Time**

3) In **Set Session Time** dialog box, do the following:


- Enter **Total Session Time**
- Enter **Time Remaining**
- Enter **Set Session Time**

4) Click **Save**.

Towards the end of the session, when 60 seconds is remaining, a **Session** dialog box pops up reminding the customer about session end time.



**Figure 7.15: Session**

	<p><b>Note:</b> This session time can be extended any time during the session.</p>
--	--

**Result:** The Session Time is set.

## 7.4 To Renew a Session

---

Renew session time option is used to renew time for a customer’s session. This will add on the new time duration to the existing one.

The steps to renew a session time are as follows:

- 1) On the **Home** tab, right click on the terminal where the Session time is already set. Select **Renew Session Time**.

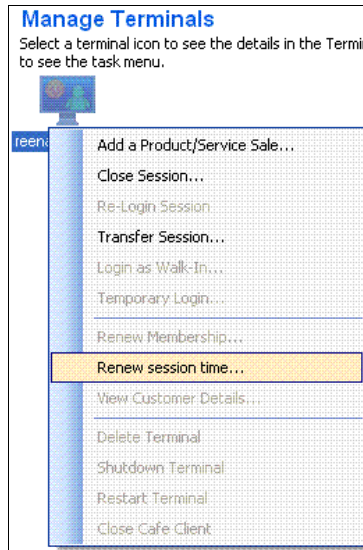


Figure 7.16: Manage Terminals – Renew session time

Renew Session Time dialog box opens.

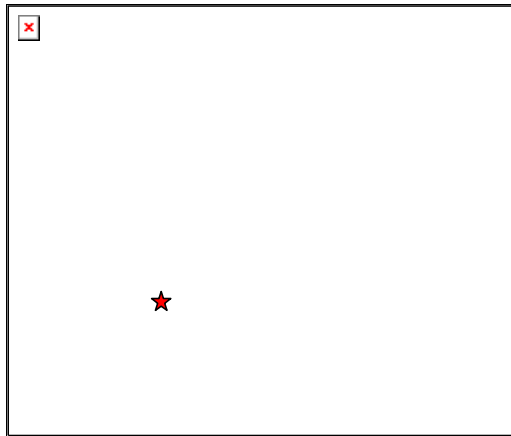


Figure 7.17: Renew Session Time

- 2) Enter **Renew Session Time**.
- 3) Click **Renew**.

**Result:** The Session time is renewed.

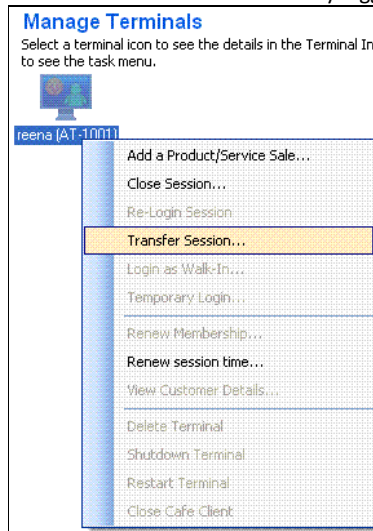
## 7.5 To Transfer a Session

---

A customer may sometimes ask for a transfer of session, when he/she is uncomfortable with the place or realizes that the webcam/headphone/microphone is not available on the terminal. If a customer wants to change his/her terminal you can transfer the session to another client terminal.

The steps to transfer a session are as follows:

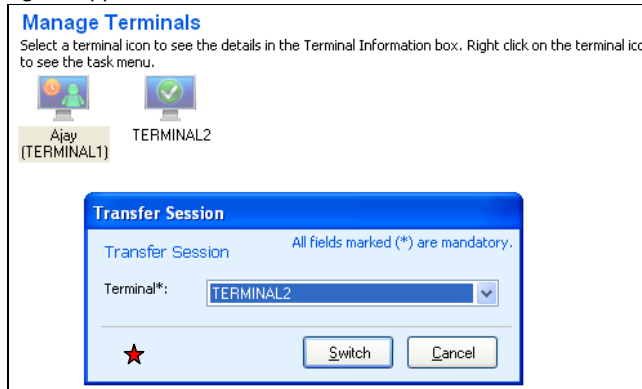
- 1) On the **Home** tab, right click on the terminal where the customer is currently logged in.



**Figure 7.18: Manage Terminals – Transfer Session**

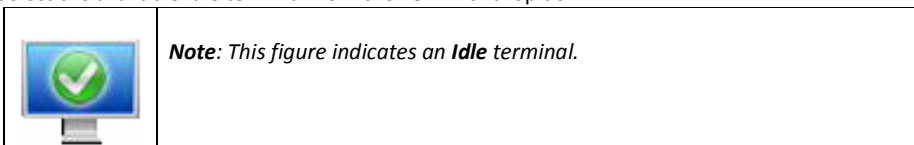
- 2) Select **Transfer Session**.

**Transfer Session** dialog box appears.



**Figure 7.19: Transfer Session**

- 3) Select the available idle terminal from the **Terminal** drop down.



- 4) Click **Switch**.

The customer session is transferred from **TERMINAL 1** to **TERMINAL 2**.

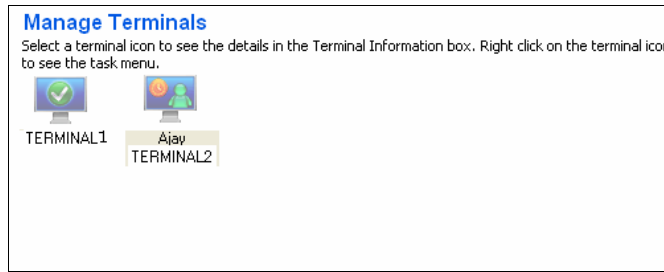


Figure 7.20: Manage Terminals

**Result:** The Session is transferred.

## 7.6 To Close a Session

When a customer logs out, you must close the session before giving the system for use to another customer. To close a session, do the following:

- 1) Right click the Terminal on the **Home** tab.
- 2) Select **Close Session**.

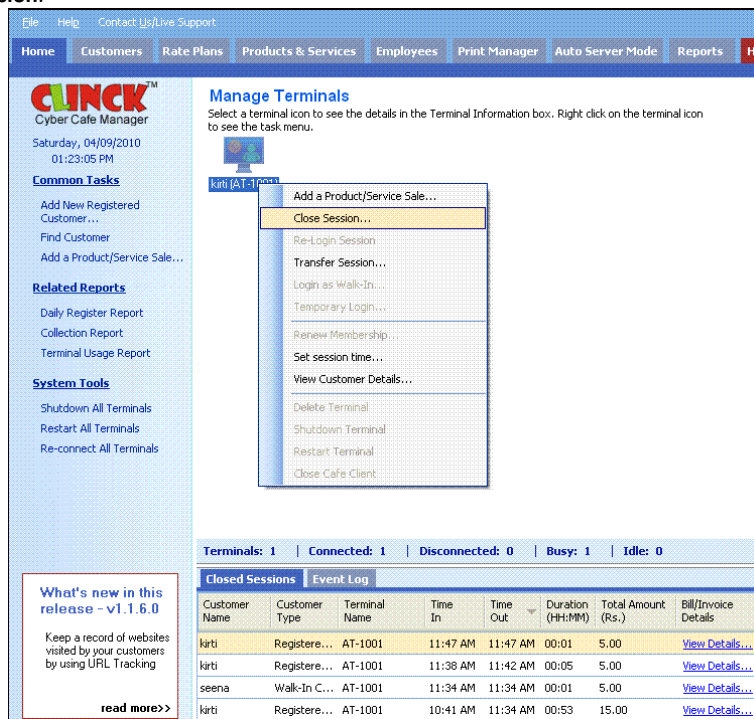


Figure 7.21: Manage Terminals – Close Session

Close Customer Session dialog box opens with the **Customer Name, Bill/Invoice No., Terminal, Date** and the

Total (Rs.) the customer has to pay.

Close Customer Session

All fields marked (\*) are mandatory.

Customer: kirti Terminal: AT-1001

Bill/Invoice No.: 114 Date: 04/09/2010

Item\*: flash drive

Quantity\*: Selling Price (Rs.): 1200.00 Add Item Remove Item

Item	Quantity	Total Price (Rs.)
Internet Usage	1	30
flash drive	1	1200

Discount: Rs. Discount Description:

Total (Rs.): 1230

Amount Received (Rs.): 1400

Return to Customer (Rs.): 170

Pay Cancel

**Quick Help**

**General Description**  
Use this module to sell products and services to your customer. When using this to close a session "Internet Usage" is automatically added. You can add more items to the bill before closing the session.

**How to Add/Remove an item to the bill?**  
Select the product or service you want to sell from the "Item\*" drop down, enter the Quantity\* you wish to sell and click "Add Item" button. To remove, simply select the product or service from the list and click the "Remove Item" button.

**What is Discount Description?**  
Write why you are giving a discount. You can later see this data in the "Adjustment Report".

Figure 7.22: Close Customer Session

**Note:** You can sell items to a customer while closing the session.

3) Click **Pay**.

**Result:** The customer session is closed.

## 7.7 To Renew Membership Package

When a customer asks to extend his/her membership, you can renew the existing membership package of the customer.

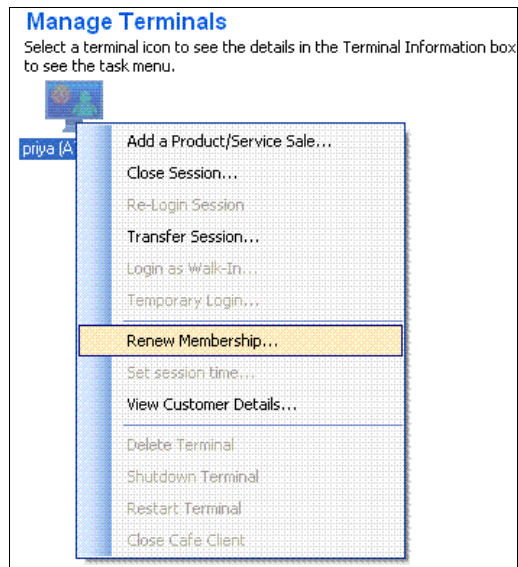
Membership Package can be renewed in two ways:

- Right-click on the terminal of the **Home** tab, where the customer is logged in, and then renew the membership package.
- To locate a customer and then renew the membership package.

To renew the membership package, do the following:

- 1) Right click on the terminal where the customer is logged in and select **Renew Membership**.





**Figure 7.23: Selected Terminal - Renew Membership**

2) To locate a customer and then renew the membership package, do the following:

1. **Find a Customer** from **Customers** tab.
2. Enter **Login ID**.
3. Click **Find in My Café Database**.

The customer is found, if his database exists.

The screenshot shows the CLINCK Cyber Cafe Manager interface. At the top, there's a navigation bar with options like Home, Customers, Rate Plans, Products & Services, Employees, Print Manager, Auto Server Mode, Reports, and How To Start. The main content area is titled 'Registered Customer List' and contains a table of customer information. A red box highlights the 'Renew Membership...' button at the bottom of the table.

Customer Name	Login ID	Customer Type	Contact No.
priya	gstnmlthw	Registered Member	
Priya Raj	p2	Registered Member	*****7892
Ravi preetam	rpreetam	Registered Customer	*****1426
REETA	reeta159	Registered Customer	*****9905
reta shenda	reeta	Registered Customer	*****9738
Rohit	r4	Registered Customer	*****1166
SANTOSH	kannadiga	Registered Customer	*****0023
sas	s1	Registered Customer	
Suresh	s2	Registered Customer	*****9876

Figure 7.24: Customer List

- 3) Click **Renew Membership**.  
**Renew Membership** dialog box opens with the **Details of existing membership package**.
- 4) Select the available **Membership Package**.

**Renew Membership**

All fields marked (\*) are mandatory.

**Buy/Renew Membership Package**

Customer Name: priya

Membership Package\*: ---select---

Minutes: gold

Valid For (Days):

Price:

Expiry Days:

**Details of existing membership package**

Membership Package: gold

Minutes Remaining: 5

Valid For (Days): 20

Expires in (Days): 29

Carry forward existing minutes

Minutes to carry forward:

**Quick Help**

**Buy/Renew membership package**

The top half of this window displays the details of the package that will select. The lower half displays the details of the package the member is already using. To assign a package simply select one from the list.

**What is carry forward existing minutes?**

Carry forward is used when a member was not able to use the minutes for a package within the validity period of a package. If you want, you can carry forward some or all of the remaining time into the new package.

To carry forward select the "Carry forward existing minutes" and enter the number of minutes you want to carry forward in the box below.

Pay Cancel

Figure 7.25: Renew Membership Package

**Renew Membership**

All fields marked (\*) are mandatory.

**Buy/Renew Membership Package**

Customer Name: priya

Membership Package\*: Silver

Minutes: 75

Valid For (Days): 7

Price: 15

Expiry Days: 4

**Details of existing membership package**

Membership Package: gold

Minutes Remaining: 5

Valid For (Days): 20

Expires in (Days): 29

Carry forward existing minutes

Minutes to carry forward:

**Quick Help**

**Buy/Renew membership package**

The top half of this window displays the details of the package that will select. The lower half displays the details of the package the member is already using. To assign a package simply select one from the list.

**What is carry forward existing minutes?**


Carry forward is used when a member was not able to use the minutes for a package within the validity period of a package. If you want, you can carry forward some or all of the remaining time into the new package.

To carry forward select the "Carry forward existing minutes" and enter the number of minutes you want to carry forward in the box below.

Pay Cancel

Figure 7.26: Renew Membership Package

- 5) Select **Carry forward existing minutes**.  
 The **Minutes to carry forward** is calculated automatically.



**Note:**

- **Carry forward existing minutes** can be used when a member is unable to use the remaining minutes of the package within its validity period. These remaining minutes can be carried forward to the new package.
- For a customer who becomes a member for the first time, **Carry forward existing minutes** is not selected.
- When the **Expires in (Days)** is **Expired**, then **Carry forward existing minutes** and **Minutes to carry forward** cannot be edited.

Figure 7.27: Renew Membership Package

- 6) Click **Pay**.  
 The membership is renewed with the existing package.

**Result:** The **Membership Package** is renewed.

## 7.8 To View the Membership Package Details

To view the membership package details, do the following:

- 1) Select the customer from the **Registered Customer List**.



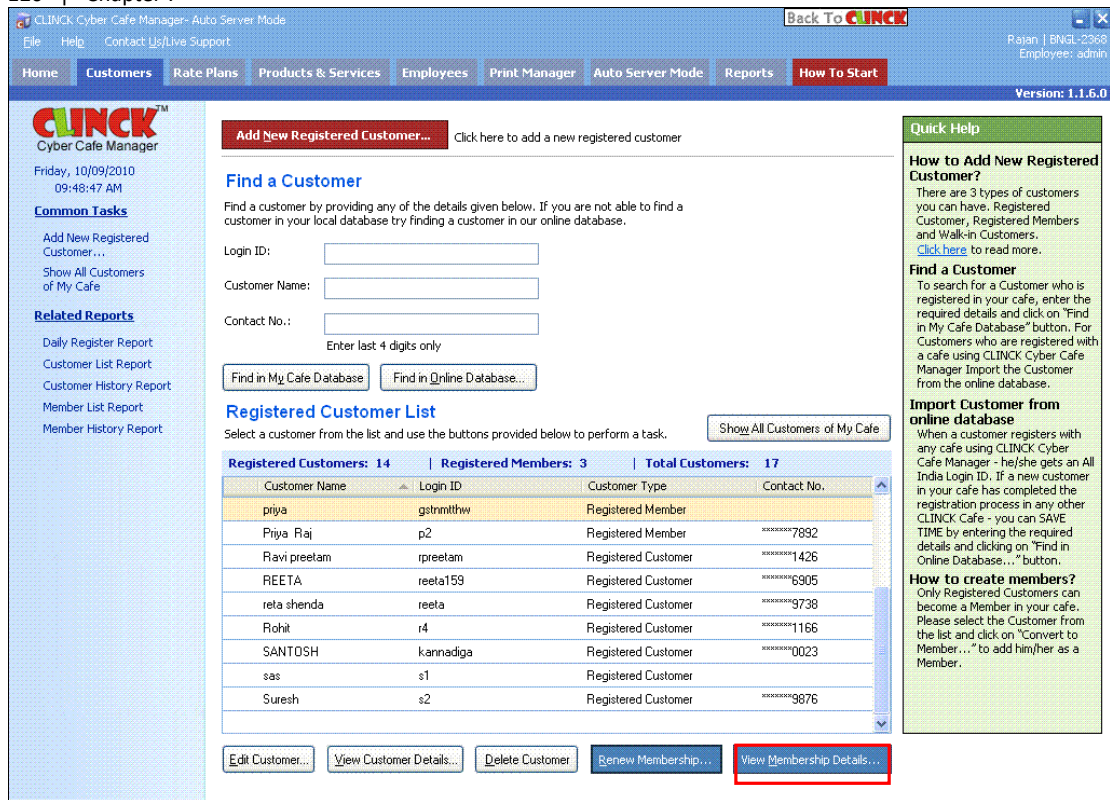


Figure 7.28: Customer List

- 2) Select the **View Membership Details** of the selected customer. **View Package** dialog box opens.

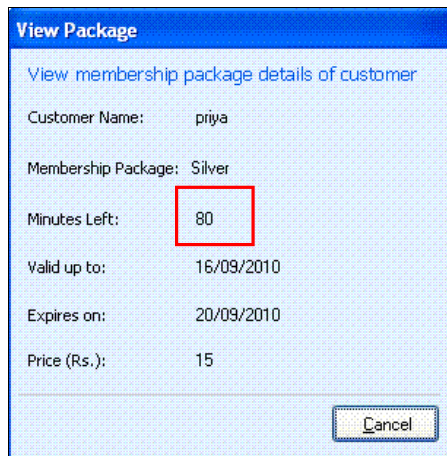


Figure 7.29: View Package

The membership is renewed along with the previously existing package.

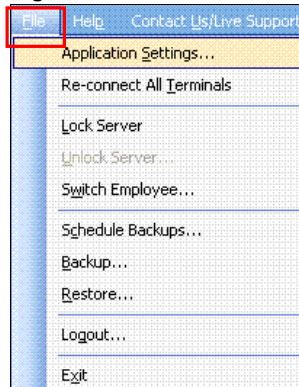
The Minutes Left in the membership package is renewed from 175 (in Figure 7.25) to 275 (in Figure 7.29).

**Result:** The membership is renewed and viewed.

## 7.9 To Change the Application Settings

To manage General, Auto Server Mode, Rate Plan, and URL Tracking settings, do the following:

1) On the **File** Menu, click **Application Settings**.

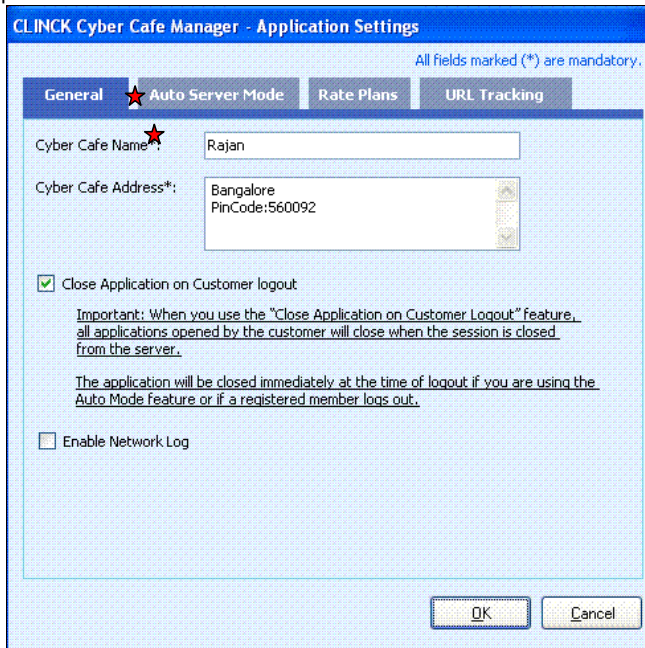


**Figure 7.30: File – Application Settings**

The **Application Settings** dialog box opens with the following tabs:

- General
- Auto Server Mode
- Rate Plans
- URL Tracking

Each of these tabs is explained below.



**Figure 7.31: Application Settings**



### General tab

The **General** tab allows you to manage general settings for the CLINCK Cyber Café Manager. You can view and edit your cyber café name and address, choose whether to close all applications on a terminal at the time of logout, and enable a network log.

- In the **Application Settings** dialog box, click the **General** tab.



**Note:**

- See Figure 7.32 for General tab.
- All fields marked (\*) in the General tab are mandatory. Cyber Café Name and Cyber Café Address are mandatory fields and should not be left blank.

- Type or edit the **Cyber Café Name**.
- Type or edit the **Cyber Café Address**.
- Select **Close Application on Customer logout**.  
With this feature, all the applications opened by the customer get closed, when the session is closed from the CLINCK server.
- Select the **Enable Network Log**, to enable the network log.



**Note:**

- The network log should be enabled to track network communication between the CLINCK client and server.
- It helps as a debugging tool and is mostly used by Ideacts engineers. You can enable the network log to record information if you are getting an error. This information may be useful when an engineer visits your cyber café to correct the problem.
- By default, the path for the network log is <Application Path>\Log\

CLINCK Cyber Cafe Manager - Application Settings

All fields marked (\*) are mandatory.

General Auto Server Mode Rate Plans URL Tracking

Cyber Cafe Name\*: Rajan

Cyber Cafe Address\*: Bangalore  
PinCode:560092

Close Application on Customer logout

Important: When you use the "Close Application on Customer Logout" feature, all applications opened by the customer will close when the session is closed from the server.

The application will be closed immediately at the time of logout if you are using the Auto Mode feature or if a registered member logs out.

Enable Network Log

OK Cancel


Figure 7.32: Application Settings – General

### Auto Server Mode tab


The Auto Server Mode lets you run the CLINCK Cyber Café Server independently. In other words, in the auto server mode, the CLINCK server does not need to be operated by a person. This feature allows a customer to directly login from a terminal (client machine) as a walk-in customer without registration. In this mode, the server also automatically closes the terminal's session when the client logs out.

In the **Auto Server Mode** tab, you can change the settings for CLINCK's auto server mode.


- In the Application Settings dialog box, click Auto Server Mode.

	<b>Note:</b> See Figure 7.33 for Auto Server Mode.
---	--

- Select **Allow customer to directly login as a Walk-in from the client machine.**  
With this feature, the customer is allowed to login directly from the client machine.
- Select **Automatically perform close session when a customer logout.**  
With this feature, the CLINCK server automatically closes the session on a terminal, when customer logs out.

	<b>Note:</b> <ul style="list-style-type: none"> <li>▪ When this feature is selected, the session will automatically close, and after that it will not be possible to change the customer's bill or use the <b>Re-login</b> feature.</li> <li>▪ When you select this feature, the <b>Show alert on customer logout</b> check box becomes enabled.</li> </ul>
---	---

- Select **Show alert on customer logout.**  
With this feature, an alert is displayed on the CLINCK server when a customer logs out.

	<b>Note:</b> <ul style="list-style-type: none"> <li>▪ In the <b>Auto Server Mode</b> tab, the customer's name moves from the <b>Active Customer Sessions</b> panel to the <b>Closed Customer Sessions</b> panel, where the logout time, duration and charges of internet usage, charges for any other products or services purchased, and the total amount to be paid by the customer are displayed. At the same time, the <b>Home</b> tab changes the color and blinks to indicate that some changes have taken place there.</li> <li>▪ In the <b>Home</b> tab, the customer's name disappears from the terminal in the <b>Terminals Pane</b> and details of the logout are added to the <b>Closed Sessions</b> tab of the Updates Pane.</li> <li>▪ Also if you have minimized the server window the tab in the task bar blinks. The Home tab in the application also blinks if you are on any other tab.</li> </ul>
---	---

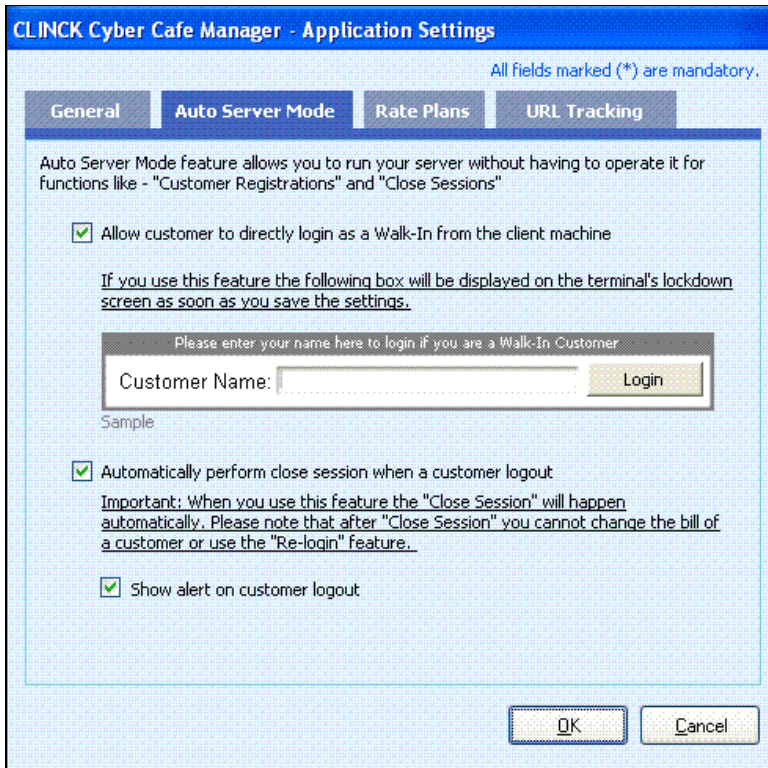


Figure 7.33: Application Settings - Auto Server Mode



**Note:** When the CLINCK server is in auto server mode, this status of the server is displayed on the top of the server screen as shown in Figure 7.34.



Figure 7.34: CLINCK Cyber Café Manager – Auto Server Mode

**Rate Plans tab**

In pulse-based membership, a fixed number of minutes are deducted from the member’s package.

Using the **Rate Plans** tab, you can enable pulse-based membership for your cyber café and manage its settings.

- In the **Application Settings** dialog box, click the **Rate Plans** tab.

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ See Figure 7.35 for Rate Plans.</li> <li>▪ All fields marked (*) in the <b>Rate Plans</b> tab are mandatory.</li> </ul>
--	--

- Select **Enable Pulse Based Membership**.  
With this feature, pulse-based membership is enabled.

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ When pulse-based membership is enabled, sessions for members will have to be closed in the same manner as closing sessions for registered customers.</li> <li>▪ When you select this feature, the <b>Pulse Time</b> field and the <b>Display pulse deductions on client terminals</b> check box are enabled.</li> </ul>
--	--

- Enter the **Pulse Time**, you want to set.

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ If pulse-based membership is enabled, this field is mandatory and should not be left blank.</li> <li>▪ When you select this feature, the number of minutes specified as pulse time will be deducted from the customer’s membership package.</li> </ul>
--	---

- Select **Display pulse deductions on client terminals**.  
With this feature, certain minutes that are deducted from the customer’s membership package are displayed on the client terminal.



**Note:** When this feature is selected, information regarding pulse deductions will be displayed on the **Session Details** and **Session Logout** screens of the client terminal.

CLINCK Cyber Cafe Manager - Application Settings

All fields marked (\*) are mandatory.

General Auto Server Mode Rate Plans URL Tracking

Pulse based membership is a feature in which fixed minutes will be deducted from the member's package. To enable this feature please select the appropriate options below:

Enable Pulse Based Membership

Pulse Time\*: 10 minutes

Important: If you enable pulse based membership the minutes will be deducted as per the pulse time that you have entered. You will also have to close sessions for members just like you do for Registered Customers.

Display pulse deductions on client terminals

This information will be displayed on the client terminal's Session Details and Session Logout screens.

OK Cancel

Figure 7.35: Rate Plans tab

### ■ URL Tracking tab

The URL Tracking feature of the CLINCK Cyber Café Manager is used to keep a record of the websites visited by customers.

When URL tracking is enabled on the CLINCK server, the customer's browsing history is stored at a chosen location on your computer as a text file (CSV format). The file stores the customer ID, customer name, terminal name, URL of visited website, and the date and time when the website was visited.



**Note:** The URL tracking data is not uploaded to Ideacts. It is stored only in your cyber café.

Using the **URL Tracking** tab, you can enable URL tracking for your cyber café and manage its settings.


- In the **Application Settings** dialog box, click the **URL Tracking** tab.




**Note:**

- See Figure 7.36 for URL Tracking.
- All fields marked (\*) in the **URL Tracking** tab are mandatory. **Folder Path** and **Keep only last** are mandatory fields and should not be left blank.

- Select **Enable URL Tracking**.  
With this feature, URL tracking is enabled in your cyber café.

	<b>Note:</b> Click <b>terms &amp; conditions</b> next to the <b>Enable URL Tracking</b> check box, to read the additional terms and conditions for enabling URL tracking.
---	---

- Click **Browse** and choose a folder path, where you want to create the text file that stores URL tracking data.

	<b>Note:</b> Click <b>Open this folder</b> to view the contents of the folder specified in the <b>Folder Path</b> box.
---	--

- Enter **Keep only last**.  
With this feature, the URL tracking data is kept for a minimum of 60 days.

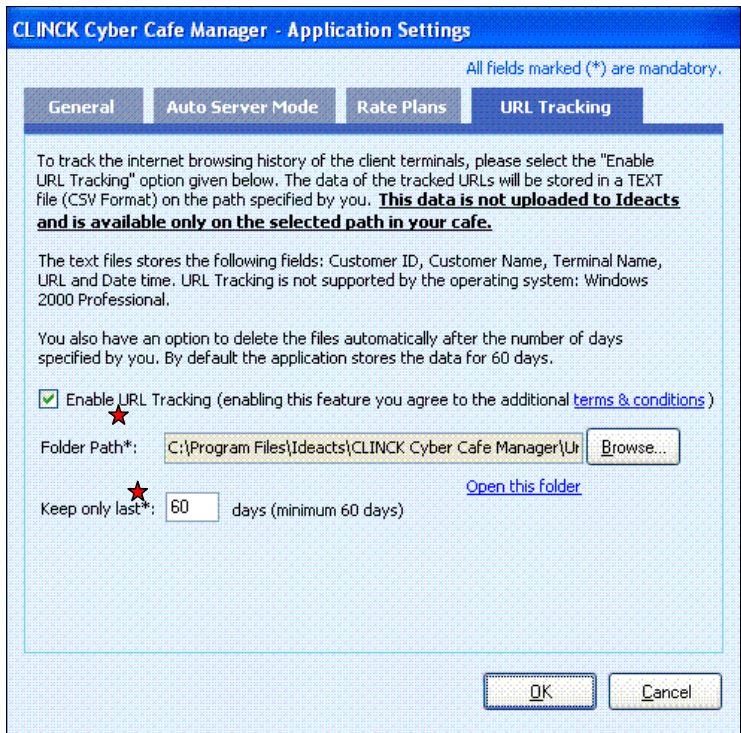


Figure 7.36: URL Tracking tab

- 2) After you have made the necessary changes in one or more tabs of the **Application Settings** dialog box, click **OK** to save your changes, or click **Cancel** to close the dialog box without saving the changes.

On the **URL Tracking** tab,

- Click **Cancel**.

The Application Settings confirmation dialog box appears.

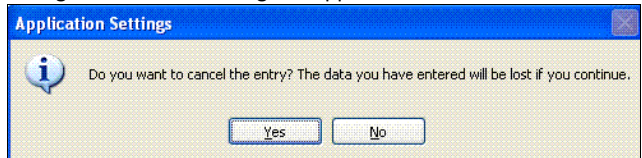


Figure 7.37: Application Settings confirmation dialog box



■ Click **Yes**.

With this option, the application settings entry gets cancelled and the dialog box closes without saving the changes that you made.

Or

Click **No**, to go back to the **Application Settings** dialog box.

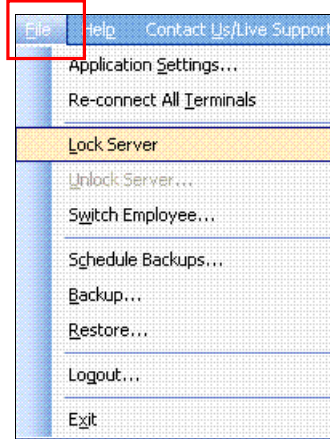
## 7.10 To Lock and Unlock Server

---

The **Lock Server** feature in the **File** menu locks the CLINCK server and disables all its options. In the locked state, it is not possible to perform any tasks on the server.

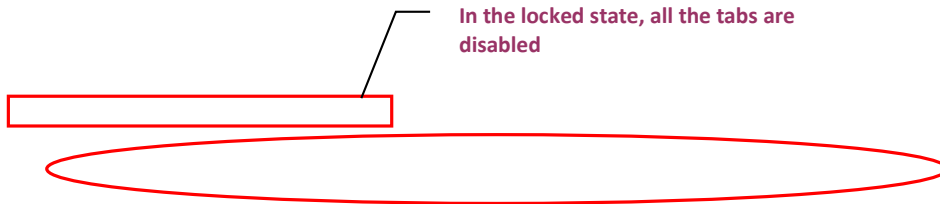
To lock the Server, do the following:

- 1) On the **File** menu, click **Lock Server**.



**Figure 7.38: File – Lock Server**

The CLINCK server becomes locked, with all options on the screen disabled and unavailable, as shown in **Figure 7.39**.



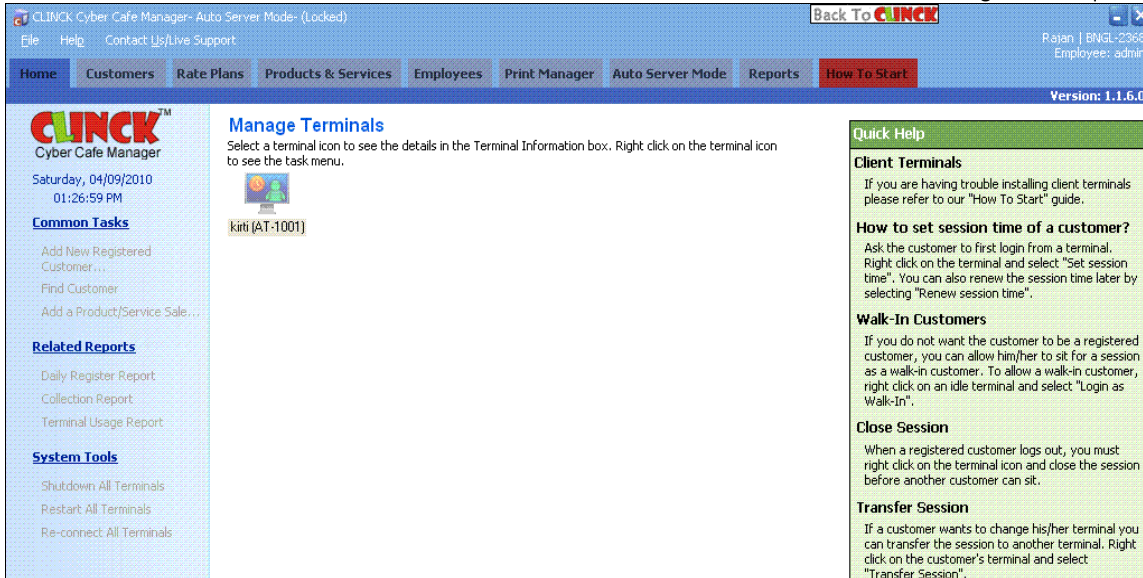



Figure 7.39: CLINCK Cyber Café Manager – Auto Server Mode - (Locked)



**Note:** You can select a terminal to view the terminal information even when the server is locked.

**Result:** The Server is locked.

Whereas, **Unlock Server** unlocks the server after it has been locked using **Lock Server**.

To unlock the Server, do the following:

- 1) On the **File** menu, click **Unlock Server**.

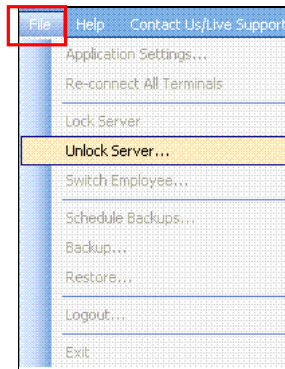


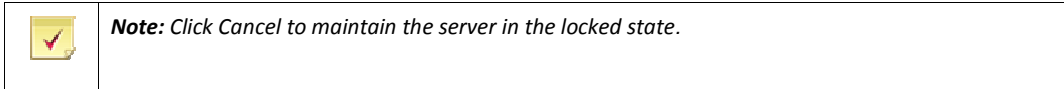
Figure 7.40: File – Unlock Server

The **Server Login** dialog box appears.



**Figure 7.41: Server Login**

- 2) Enter **Employee Name**.
  - 3) Enter **Password**.
  - 4) Click **Login**.
- Now, the locked server is unlocked.

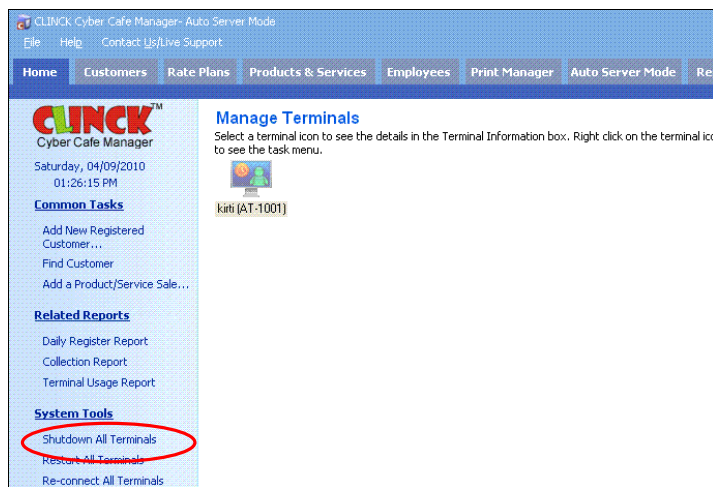


**Result:** The locked server is unlocked.

## 7.11 To Shutdown All Terminals

This option allows you to shutdown all terminals which are connected to the server using a single command. To shutdown all terminals, do the following:

- 1) On the **Home** page, under the **System Tools**, click **Shutdown All Terminals**.



**Figure 7.42: Home – Shutdown All Terminals**

**View Terminal** dialog box appears.

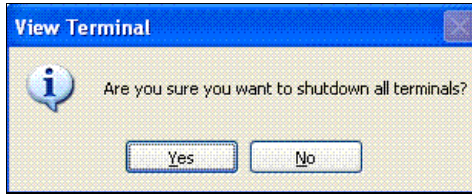


Figure 7.43: Shutdown All Terminals

2) Click **Yes**.

All the terminals are shutdown at the same time.

	<p><b>Note:</b> Click No to cancel the task.</p>
---	--

**Result:** All the terminals are shutdown at the same time.

## 7.12 To Restart All Terminals

This option allows you to restart all terminals which are connected to the server using a single command. To restart all the terminals, do the following:

1) On the **Home** page, under the **System Tools**, click **Restart All Terminals**.

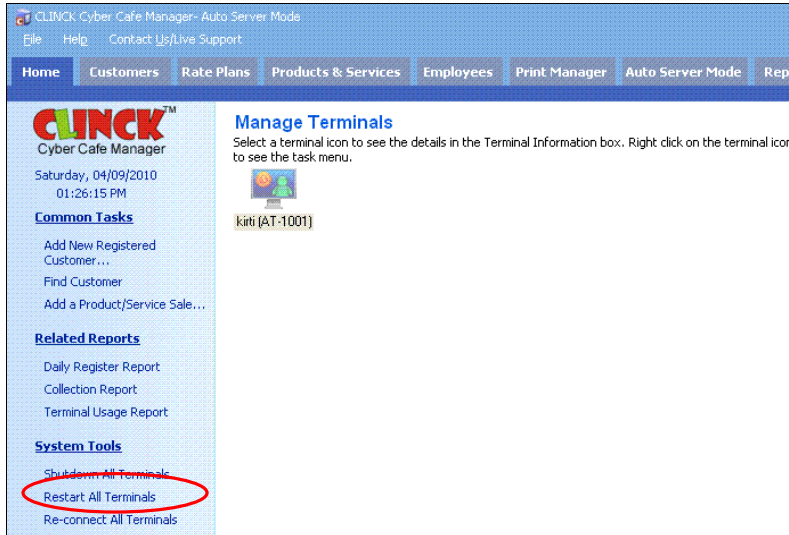
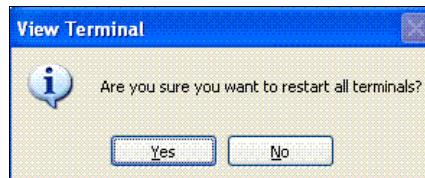


Figure 7.44: Home – Restart All Terminals

**View Terminal** dialog box appears.



**Figure 7.45: Restart All Terminals**

2) Click **Yes**

All the terminals are restarted at the same time.

	<p><b>Note:</b> Click No to cancel the task.</p>
---	--

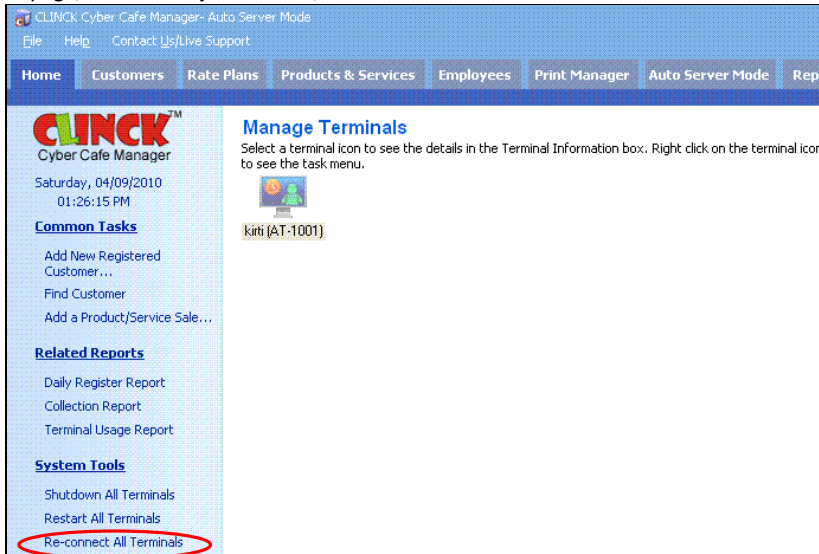
**Result:** All the terminals are restarted at the same time.

## 7.13 To Re-connect All Terminals

This option is used if you do not see some of the connected terminals on your Home page.

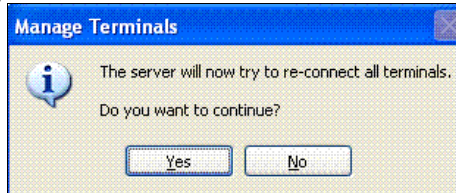
To reconnect all the terminals, do the following:

1) On the **Home** page, under the **System Tools**, click **Re-connect All Terminals**.



**Figure 7.46: Home – Re-connect All Terminals**

**Manage Terminals** dialog box appears.



**Figure 7.47: Re-connect All Terminals**

2) Click **Yes**

All the terminals are re-connected together at the same time.

	<p><b>Note:</b> Click No to cancel the task.</p>
---	--

**Result:** All the terminals are re-connected at the same time.

## 7.14 Managerial Reports

To manage the café, the café manger maintains the following reports:

- Terminal Usage Report
- Server Up Time Report
- Close Café Client Report

On the **Reports** tab, towards the left corner is the **Café Management Reports**.

This is as shown in the **Figure 7.48**.



**Figure 7.48: Café Management Reports**

■ **Terminal Usage Report:**

The Terminal Usage Report gives information about which terminal is being used how many time by customers. The **Terminal Usage Report** screen for the current date is as shown in **Figure 7.49**.

Date	Terminal Name	Customer Name	Customer Type	Time In	Time Out	Duration (HH:MM)
04/09/2010	AT-1001	kirti	Registered Customer	11:49 AM	-	00:00
04/09/2010	AT-1001	kirti	Registered Customer	11:47 AM	11:47 AM	00:01
04/09/2010	AT-1001	kirti	Registered Customer	11:38 AM	11:42 AM	00:05
04/09/2010	AT-1001	seena	Walk-In Customer	11:34 AM	11:34 AM	00:01
04/09/2010	AT-1001	kirti	Registered Customer	10:41 AM	11:34 AM	00:53

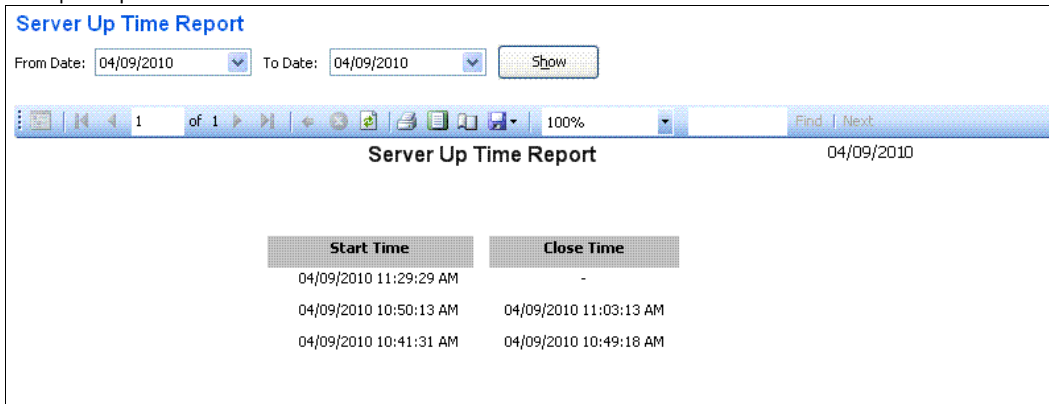
**Figure 7.49: Terminal Usage Report**

**Note:** For more information on Terminal Usage Report, see section 11.4.1.


■ **Server Up Time Report:**

The Server Uptime Report gives detailed information about the start and close of CLINCK server. The **Server Up Time Report** for the current date is as shown in **Figure 7.50**.



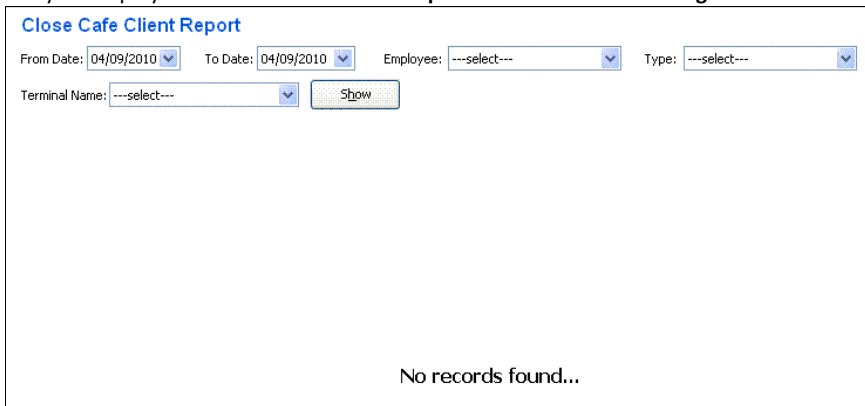


**Figure 7.50: Server Up Time Report**

 **Note:** For more information on Server Up Time Report, see section 11.4.2.

■ **Close Café Client Report:**

The Close Café Client Report gives information about how many times a terminal’s client application was closed by an employee. The **Close Café Client Report** screen is as shown in **Figure 7.51**.



**Figure 7.51: Close Cafe Client Report**

 **Note:** For more information on Close Cafe Client Report, see section 11.4.3.

## Chapter 8: URL Tracking

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URL Tracking is a feature which records and saves the website URL visited by a customer from a client terminal. The data is saved locally on the CLINCK Cyber Café Manager Server in your cafe.

The URL tracking feature is very useful to the café owner as you keep a check on which website your customers are visiting. This data is also critical to law and order enforcement authorities, to monitor and prevent illegal activities.



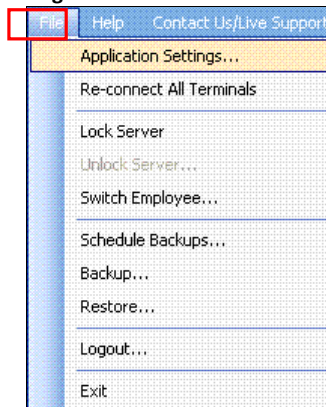
**Note:** *URL Tracking is an optional feature and is disabled by default.*

### 8.1 To Enable URL Tracking

---

To enable the URL Tracking feature, do the following:

- 1) On the **File** menu, click **Application Settings**.



**Figure 8.1: File – Application Settings**

**Application Settings** dialog box opens.

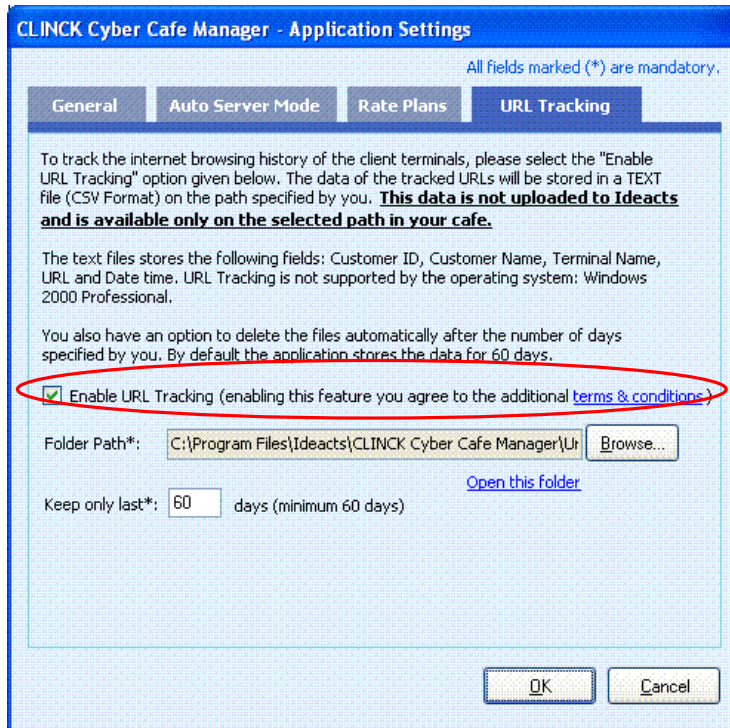


Figure 8.2: Application Settings – URL Tracking

- 2) In the **Application Settings** dialog box, click the **URL Tracking** tab.
- 3) In the **URL Tracking** dialog box, do the following:
  - Select **Enable URL Tracking**.
  - Click **Browse** and choose a folder path, to store the data of tracked URLs.
  - By default, the tracked data is saved in the folder path for 60 days. After completion of 60 days, the oldest files get deleted first, with the remaining files.
- 4) Click **OK**.




**Note:** URL Tracking is not supported by *Windows 2000 Professional* operating system.

**Result:** URL Tracking is enabled.

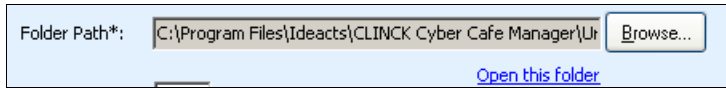
## 8.2 To View the Browsing History

The data of each of the tracked URLs is stored in the Comma-separated-value format (CSV format), in the **Folder Path** chosen by you.

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ The data based on the tracked URLs, is not loaded on <b>Ideacts</b> server. Rather, the data is available only in your café, at the specified path.</li> <li>▪ To save the “Text File” in CSV format, select a drive which has sufficient space.</li> <li>▪ The default path to save data is the <b>URL Tracking</b> folder, where <b>CLINCK Cyber Café Manager</b> is installed.</li> <li>▪ At least, one CSV file is created for each day.</li> <li>▪ <b>CSV format</b> is a text file format.</li> </ul>
---	--

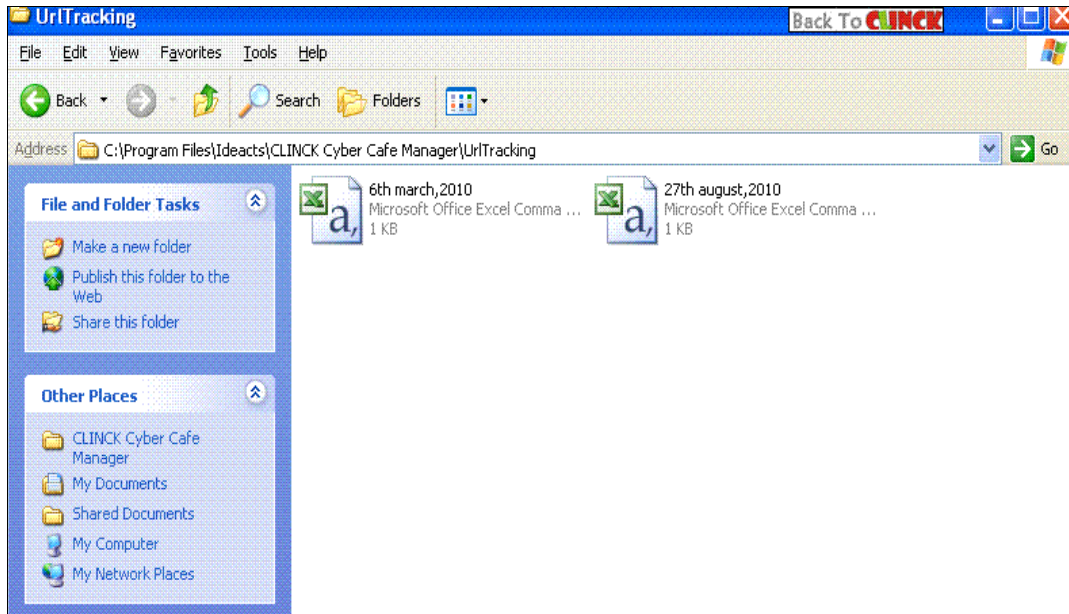
To view the browsing history, do the following:

- 1) On the **URL Tracking** tab, Click **Open this folder**.




**Figure 8.3: URL Tracking – Open this folder**

The folder opens as shown in **Figure 8.4**.



**Figure 8.4: Browsing History storage folder**

- 2) Double-click a given file from this folder.  
The **CSV file** opens in Excel format, as shown in **Figure 8.5**.

	<p><b>Note:</b> CSV files can be opened using Notepad and Excel.</p>
---	--

	A	B	C	D	E	F
1	CustomerId	CustomerName	TerminalName	URLId	URL	TimeStamp
2	satish1	Satish K	TERMINAL1	1	www.india-laws.com/	6/3/2010 16:00
3	satish1	Satish K	TERMINAL1	2	www.india-laws.com/top.php?d=india-laws.com	6/3/2010 16:00
4	satish1	Satish K	TERMINAL1	3	static1.lawinfo.com/min/?b=css&f=jquery.autocomplete.c	6/3/2010 16:00
5	vaibhav1981	Vaibhav Mane	TERMINAL1	1	www.lawsinindia.com/	6/3/2010 16:01
6	vaibhav1982	Vaibhav Mane	TERMINAL1	2	c.statcounter.com/t.php?sc_project=1821100&resolution=1	6/3/2010 16:01
7	vaibhav1983	Vaibhav Mane	TERMINAL1	3	www.indiapropertylaws.com/	6/3/2010 16:01
8	vaibhav1984	Vaibhav Mane	TERMINAL1	4	www.courtsjudgements.com/	6/3/2010 16:01
9	WALKIN	Venky	COMP06	1	www.lawsinindia.com/	6/3/2010 16:43
10	WALKIN	Venky	COMP06	2	c.statcounter.com/t.php?sc_project=1821100&resolution=1	6/3/2010 16:43
11	WALKIN	Venky	COMP06	3	www.indiapropertylaws.com/	6/3/2010 16:43
12	WALKIN	Venky	COMP06	4	www.courtsjudgements.com/	6/3/2010 16:44

Figure 8.5: CSV File

3) The CSV file contains the following fields:

- **Customer ID:** Login ID for Registered Customers. Else **WALKIN**, for a Walk-In Customer.
- **Customer Name:** Name of the Customer.
- **Terminal Name:** The Computer Name, which the customer used for browsing.
- **URLId:** Used for internal purpose only.
- **URL:** The browsed URL.
- **Date time:** Used to check the date and time, the URL is browsed.

**Result:** The browsing history is viewed.

# Chapter 9: Print Manager

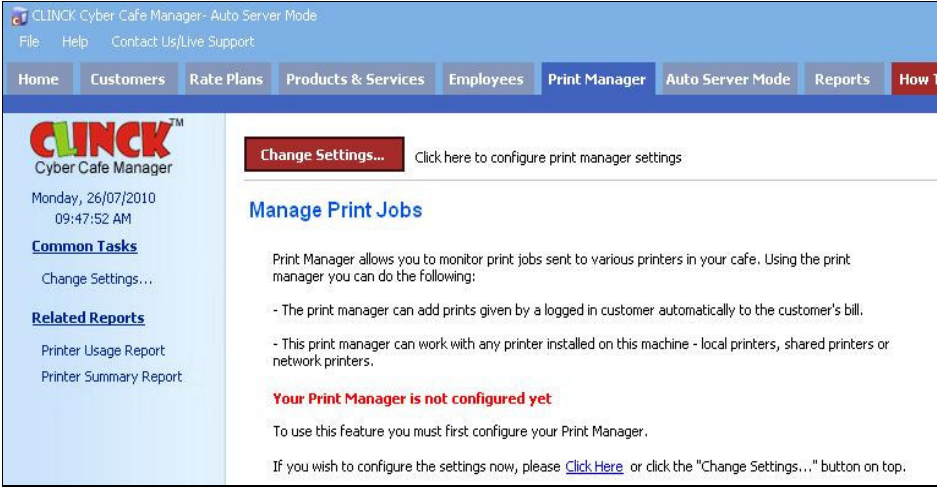
Print Manager helps you in monitoring printouts sent to different printers, within the Café. These printouts can be optionally added to the logged-in customer’s bill.

	<b>Note:</b> With <i>Print Manager</i> , multiple printers can also be monitored.
--	---

## 9.1 To Configure the Print Manager

For the Print Manager to work, you need to enable Print Manager on the printers to be monitored.

When printer is not configured on the server, the **Print Manager** tab, guides you in configuring the printer, as shown in **Figure 9.1**.



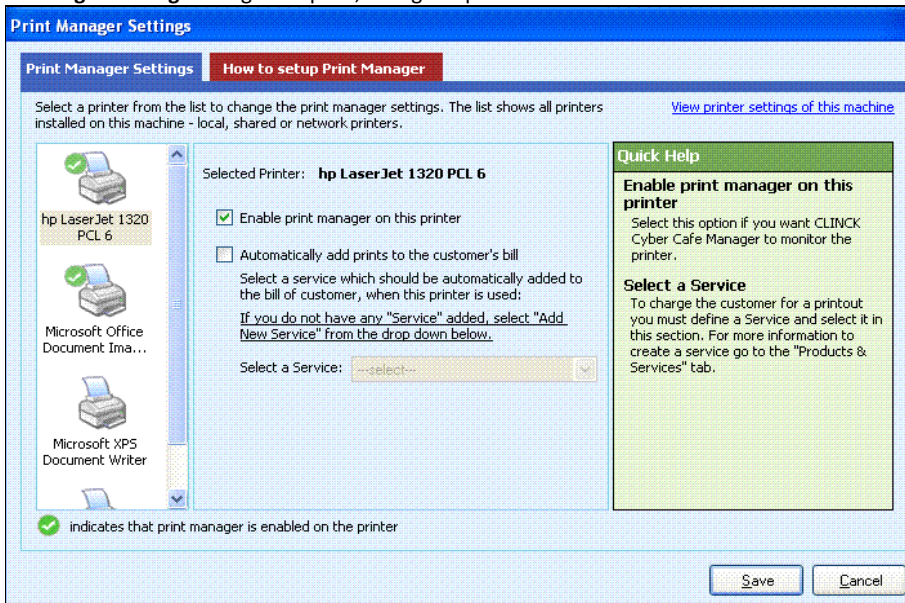
**Figure 9.1: Printer Manager is not configured**

To configure Print Manager, do the following:

- 1) On the **Print Manager** tab, click **Change Settings**.

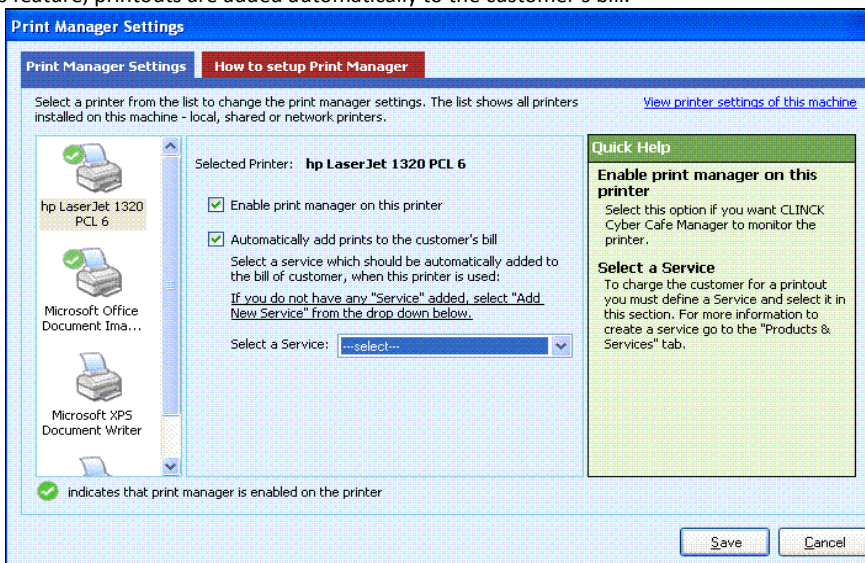


The **Print Manager Settings** dialog box opens, listing the printers installed.



**Figure 9.2: Print Manager Settings**


- 2) Select the printer that you wish to monitor.
- 3) Select **Enable print manager on this printer**, as shown in **Figure 9.2**.  
When this feature is checked, all the printouts taken from this printer is monitored.
- 4) Select **Automatically add prints to the customer's bill**, as shown in **Figure 9.3**.  
With this feature, printouts are added automatically to the customer's bill.



**Figure 9.3: Print Manager Settings**

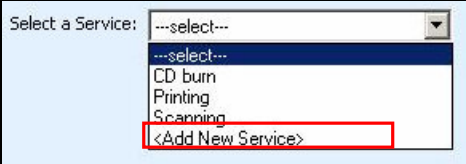
5) **Select a Service** for the selected printer.

When the selected printer is in use, the selected service is automatically added to the customer’s bill.

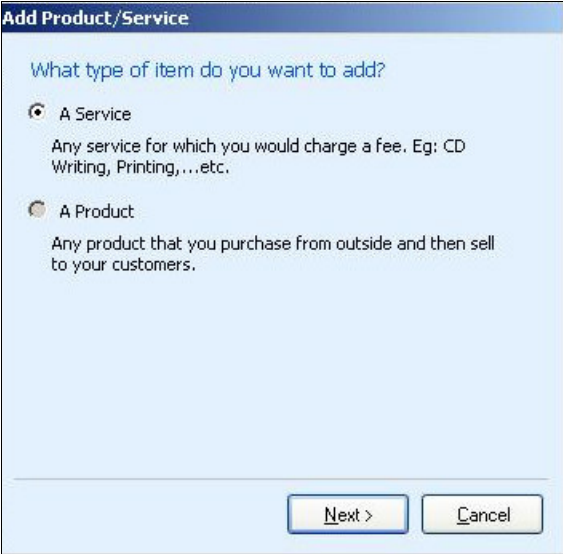
 **Note:**

- See Figure 9.3 to select a service or define new service.
- If no service is defined, then from the **Select a Service** dropdown, select **Add New Service**. (Refer to Figure 9.3)

▪ **Select A Service**



The screenshot shows a dropdown menu titled 'Select a Service:'. The menu is open, showing options: '---select---', 'CD burn', 'Printing', 'Scanning', and '<Add New Service>'. The '<Add New Service>' option is highlighted with a red rectangular box.



The screenshot shows a dialog box titled 'Add Product/Service'. The text inside asks 'What type of item do you want to add?'. There are two radio button options: 'A Service' (which is selected) and 'A Product'. Below 'A Service' is the text: 'Any service for which you would charge a fee. Eg: CD Writing, Printing,...etc.'. Below 'A Product' is the text: 'Any product that you purchase from outside and then sell to your customers.'. At the bottom right of the dialog box are two buttons: 'Next >' and 'Cancel'.

- Enter Name, Description and Rate/Price you want customer to pay.

**Add Product/Service**

Details of Service      All fields marked (\*) are mandatory.

Name\*:

Description:

Rate/Price you want customer to pay\*:

< Previous    Finish    Cancel

- Click **Finish**.  
Now the added service comes in the **Select a Service** dropdown.

**Print Manager Settings**

Print Manager Settings    How to setup Print Manager

Select a printer from the list to change the print manager settings. The list shows all printers installed on this machine - local, shared or network printers.      [View printer settings of this machine](#)

hp LaserJet 1320 PCL 6  
 Microsoft Office Document Ima...  
 Microsoft XPS Document Writer

Selected Printer: **hp LaserJet 1320 PCL 6**

Enable print manager on this printer

Automatically add prints to the customer's bill  
Select a service which should be automatically added to the bill of customer, when this printer is used:  
If you do not have any "Service" added, select "Add New Service" from the drop down below.

Select a Service:

indicates that print manager is enabled on the printer

**Quick Help**

**Enable print manager on this printer**  
Select this option if you want CLINCK Cyber Care Manager to monitor the printer.

**Select a Service**  
To charge the customer for a printout you must define a Service and select it in this section. For more information to create a service go to the "Products & Services" tab.

Save    Cancel

- 6) Click **Save**.  
**Manage Print Jobs** window opens as shown in **Figure 9.4**.

**Result:** Print Manager is configured on the system.

## 9.2 Print Manager Window

When the Print Manager is enabled the Print Manager Tab will start showing the following:

- a. Active Print Jobs
- b. Completed Print Jobs
- c. Common Tasks/ Related Reports

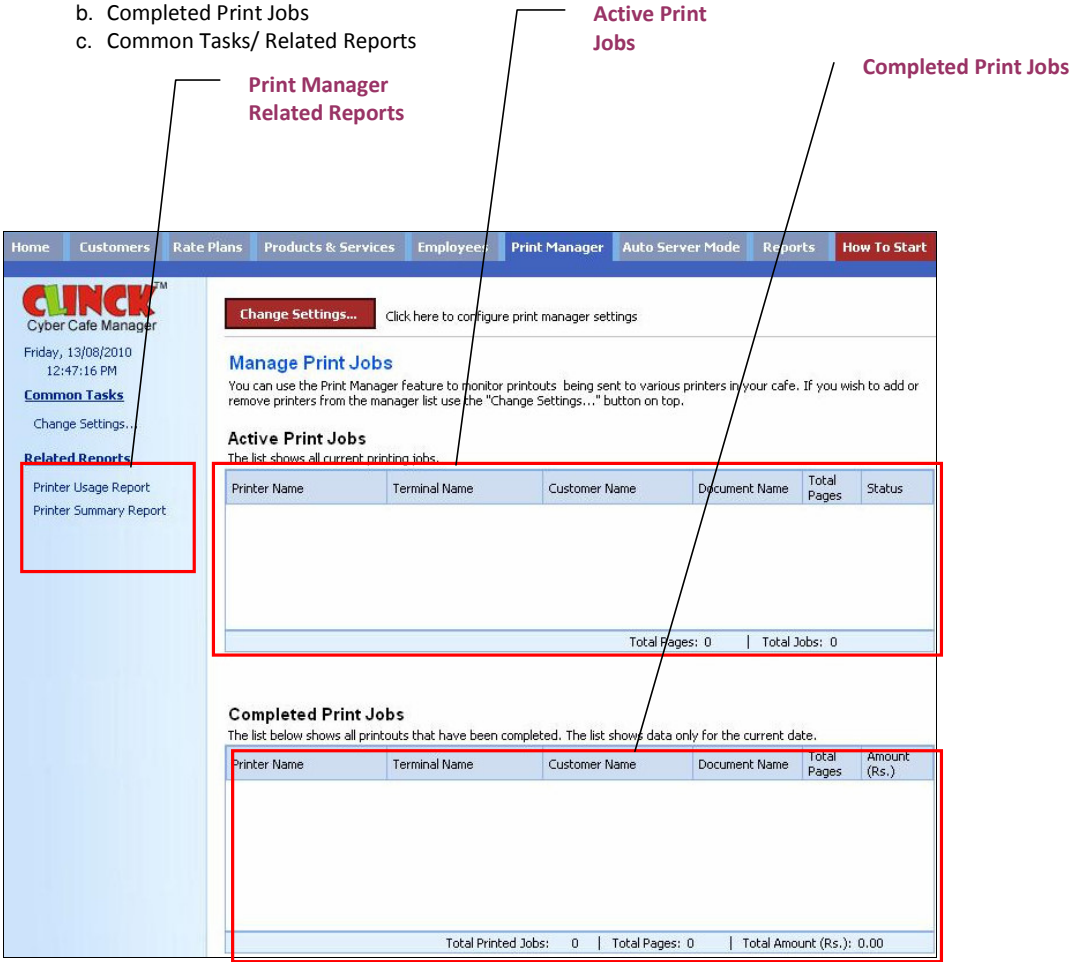


Figure 9.4: Manage Print Jobs

- a. Active Print Jobs: Lists the jobs currently being printed.


The following details are listed in an Active Print Job:

- **Printer Name:** Name of the printer in use.
- **Terminal Name:** Name of the Client terminal.
- **Customer Name:** Name of the Customer requesting for print.
- **Document Name:** Name of the document to be printed.
- **Total Pages:** Total number of pages sent for print.
- **Status:** Whether the service is In-progress/completed.


- b. Completed Print Jobs: Lists all the printouts that are completed.

Completed Print Job lists all the details of **Active Print Job**, with an additional detail, **Amount (Rs.)**.

- **Amount (Rs.):** The total amount the customer must pay the café for printouts.

	<p><b>Note:</b> <i>If print is done from a terminal that does not have CLINCK Cyber Café Client (or the terminal with CLINCK Cyber Café Client closed) or Server, the <b>Customer Name</b> displayed is “Unknown”.</i></p>
---	--

c. Common Tasks/ Related Reports:

	<p><b>Note:</b></p> <ul style="list-style-type: none"><li>▪ For information on Print Manager <b>Change Settings</b>, see section 9.1.</li><li>▪ For <b>Printer Usage Report</b>, see section 11.6.1.</li><li>▪ For <b>Printer Summary Report</b>, see section 11.6.2.</li></ul>
---	---

## Chapter 10: Auto Server Mode

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Auto Server Mode helps the Walk-In Customer to directly login and logout from the Clinck Cyber Café Client terminal, with no manual work to be done on the Clinck Cyber Café Manager Server as to, Registering Customers or Closing Customer Sessions.



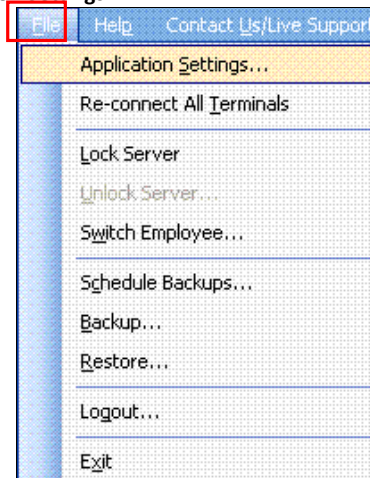
**Note:** *Auto Server Mode* is an optional feature.

### 10.1 To Enable the Auto Server Mode

---

To enable **Auto Server Mode**, do the following:

- 1) On the **File** menu, select **Application Settings**.



**Figure 10.1: File – Application Settings**

**Application Settings** dialog box opens as shown in **Figure 10.3**.

- 2) In the **Auto Server Mode** settings dialog box, do the following:
- 3)





**Note:** See Figure 10.3 for Auto Server Mode.

- Select **Allow customer to directly login as Walk-In from the client machine.**

With this feature, Walk-In customers can directly login to the client terminal.

**Figure 10.2: Login for a Walk-In Customer**

- Select **automatically perform close session when a customer logout.**

With this feature, the customer session gets closed automatically, on log out.



**Note:** Once the session is closed, neither the customer can **Re-login**, nor can the bill be changed.

**Figure 10.3: Application Settings – Auto Server Mode**

- Select Show alert on customer logout.

This feature alerts the CLINCK Cyber Café Manager, when the customer logs out.

4) Click **OK**.

**Result:** **Auto Server Mode** is enabled on the terminal, as shown in **Figure 10.4**.

## 10.2 To Manage Sessions in Auto Server Mode

---

When the Auto Server Mode is enabled you can manage all customer session using the Auto Server Tab

**Auto Server Mode** tab provides two lists:

1. Active Customer Sessions.
2. Closed Customer Sessions.

**CLINCK™ Cyber Cafe Manager**  
 Thursday, 12/08/2010 12:22:27 PM

**Common Tasks**  
 Change Settings...  
 Add New Registered Customer...  
 Add a Product/Service Sale...  
 Add/Edit Rate Plan...

**Related Reports**  
 Daily Register Report  
 Collection Report  
 Terminal Usage Report

**Auto Server Mode**  
 You can use the Auto Server Mode to allow customer to login and logout automatically without doing any manual work on the server. To know more about the auto server feature read the "Quick Help" section on this page.

**Active Customer sessions**  
 The list below show customers that are currently logged in.

Customer Name	Customer Type	Terminal Name	Time In	Internet Usage (Rs.)	Products/ Services (Rs.)	Total (Rs.)
kirti	Registere...	AT-1001	11:18 AM	20.00	0.00	20.00

Total Customers: 1 | Total Products & Services (Rs.): 0.00 | Total Amount (Rs.): 20.00

**Closed Customer Sessions**  
 The list below shows data for customer that have logged out in the current date.

Customer Name	Customer Type	Terminal Name	Time In	Time Out	Duration (HH:MM)	Internet Usage (Rs.)	Products/ Services (Rs.)	Total (Rs.)
kirti	Registere...	AT-1001	11:16 AM	11:17 AM	00:01	5.00	0.00	5.00
Kirti	Walk-In C...	AT-1001	11:12 AM	11:16 AM	00:05	5.00	0.00	5.00
kirti	Registere...	AT-1001	10:34 AM	11:11 AM	00:38	15.00	0.00	15.00
priya	Registere...	AT-1001	10:01 AM	10:31 AM	00:30	0.00	0.00	0.00
priya	Registere...	AT-1001	05:09 PM	10:01 AM	01:04	0.00	0.00	0.00

Total Customers: 5 | Total Products & Services (Rs.): 0.00 | Total Amount (Rs.): 25.00

**Figure 10.4: Auto Server Mode**

1. Active Customer Sessions:

**Note:** See Figure 10.4 for Active Customer Sessions.

Active Customer Sessions lists the Customers logged-in currently.

a. The **Active Customer Sessions** list has the following fields:

- **Customer Name:** Name of the customer.

- **Customer Type:** Walk-In Customer / Registered Customer/ Registered Member.
- **Terminal Name:** Client Terminal Name.
- **Time In:** The time the customer logged-in.
- **Internet Usage (Rs.):** Based on the Rate Plan set, the internet usage amount is displayed.
- **Products/Services (Rs.):** When the Café sells a Product/Service to the customer, the amount is displayed here.
- **Total (Rs.):** Total amount the customer must pay the Cafe.

- b. When you want to view the customer details, Click **View Customer Details**.  
**View details of your Customer** dialog box opens.

**View details of your Customer**

[View full Customer details](#)

Customer Name: kirti

Login ID: kirti6362

Gender: Female

Address:

Contact No.:

ID Card Type:

ID Card No.:

Blocked Customer: No

Other Information:

Customer Picture

No Image

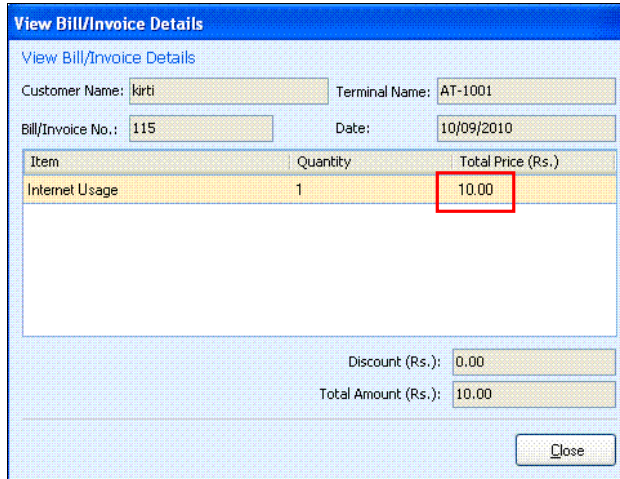
Photo ID

No Image

Cancel

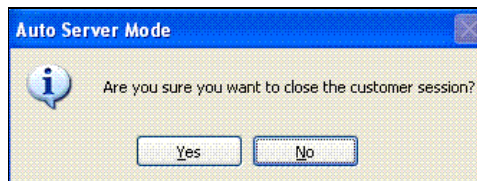
**Figure 10.5: View full Customer Details**

- c. When you want to view the bill/invoice details, Click **View Bill/Invoice Details**.  
 The billing detail for a particular customer is as shown in **Figure 10.6**.



**Figure 10.6: View Bill/Invoice Details**

- d. When you want to close an active customer session, Click **Customer Logout**. The **Auto Server Mode** dialog box appears.



**Figure 10.7: Auto Server Mode – Close Customer Session**

	<b>Note:</b> Close Customer Session is done automatically, as shown in <b>Figure 10.3</b> , by selecting <b>“Automatically perform close session when a customer logout”</b> in <b>Application Settings</b> .
--	---

2. Closed Customer Sessions:

	<b>Note:</b> See <b>Figure 10.4</b> for Closed Customer Sessions.
--	---

Closed Customer Sessions, lists the customers logged out for that particular day.

- a. The two additional fields in Closed Customer Sessions are:
  - **Time Out:** Log out time of a customer.
  - **Duration (HH:MM):** The overall time, the customer used the terminal.
- b. When you want to view the bill/invoice details, Click **View Bill/Invoice Details**.

The billing details for a particular customer are as shown in **Figure 10.6**.

	<b>Note:</b> Customer details cannot be viewed for a <b>Walk-In Customer</b> .
--	--

# Chapter 11: Reports

There are many types of reports that you can generate on the CLINCK Cyber Café Manager’s server to quickly view and understand useful information. All these reports are listed in the left panel of the **Reports** tab in the CLINCK server window. Some of these reports are also provided under the other tabs as needed.

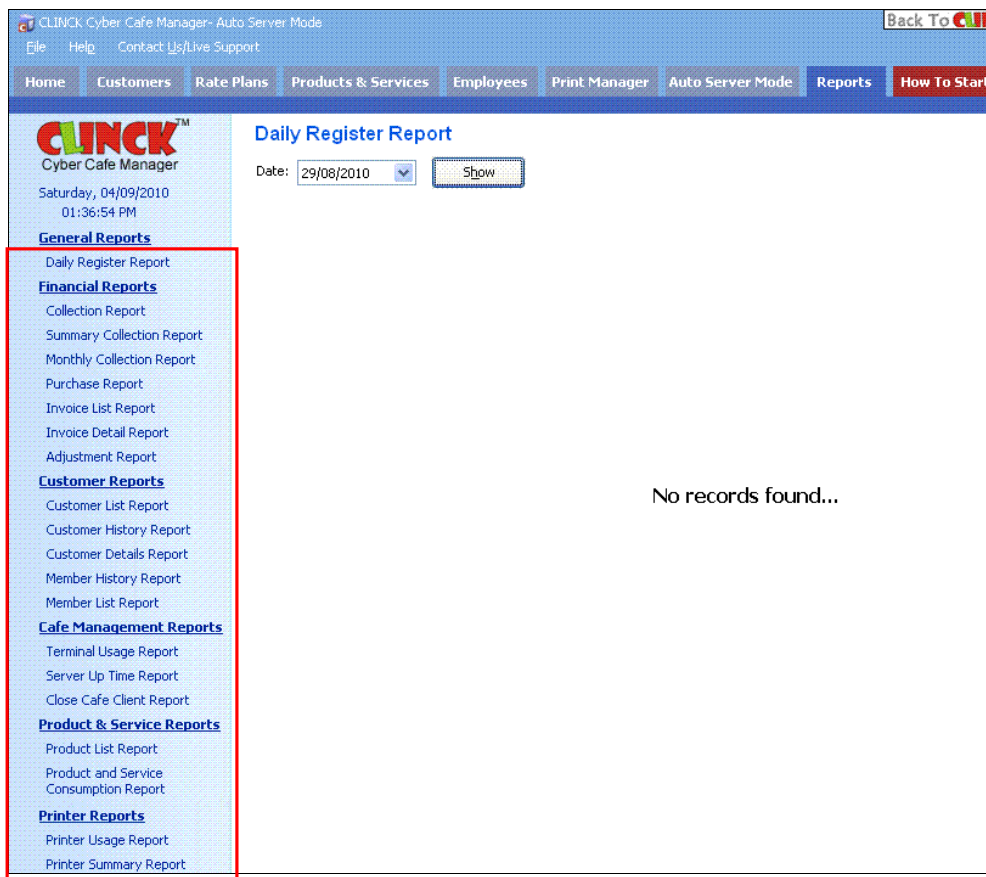


Figure 11.1: Reports tab



The CLINCK server's reports are classified into six categories:

- **General Reports** – This category has the following general purpose report:
  - Daily Register Report
  
- **Financial Reports** – This category has the following reports showing the cyber café's financial details:
  - Collection Report
  - Summary Collection Report
  - Monthly Collection Report
  - Purchase Report
  - Invoice List Report
  - Invoice Detail Report
  - Adjustment Report
  
- **Customer Reports** – This category has the following reports related to the cyber café's customers:
  - Customer List Report
  - Customer History Report
  - Customer Details Report
  - Member History Report
  - Member List Reports
  
- **Café Management Reports** – This category has the following reports related to managing the cyber café:
  - Terminal Usage Report
  - Server Up Time Report
  - Close Café Client Report
  
- **Product & Service Reports** – This category has the following reports related to the products and services provided by the cyber café:
  - Product List Report
  - Product and Service Consumption Report
  
- **Printer Reports** – This category has the following reports related to the printers used in the cyber café:
  - Printer Usage Report
  - Printer Summary Report

Before discussing each report in detail, let us understand a typical report screen.

On any report screen, you will always find the following two elements:

- **Report Filter:** It is a filter section where you can give one or more conditions for the report. It helps in getting customized or selected reports to suit your need. For example, you can specify the name of an employee in the **Employee** field of the report filter to generate a report for one particular user.

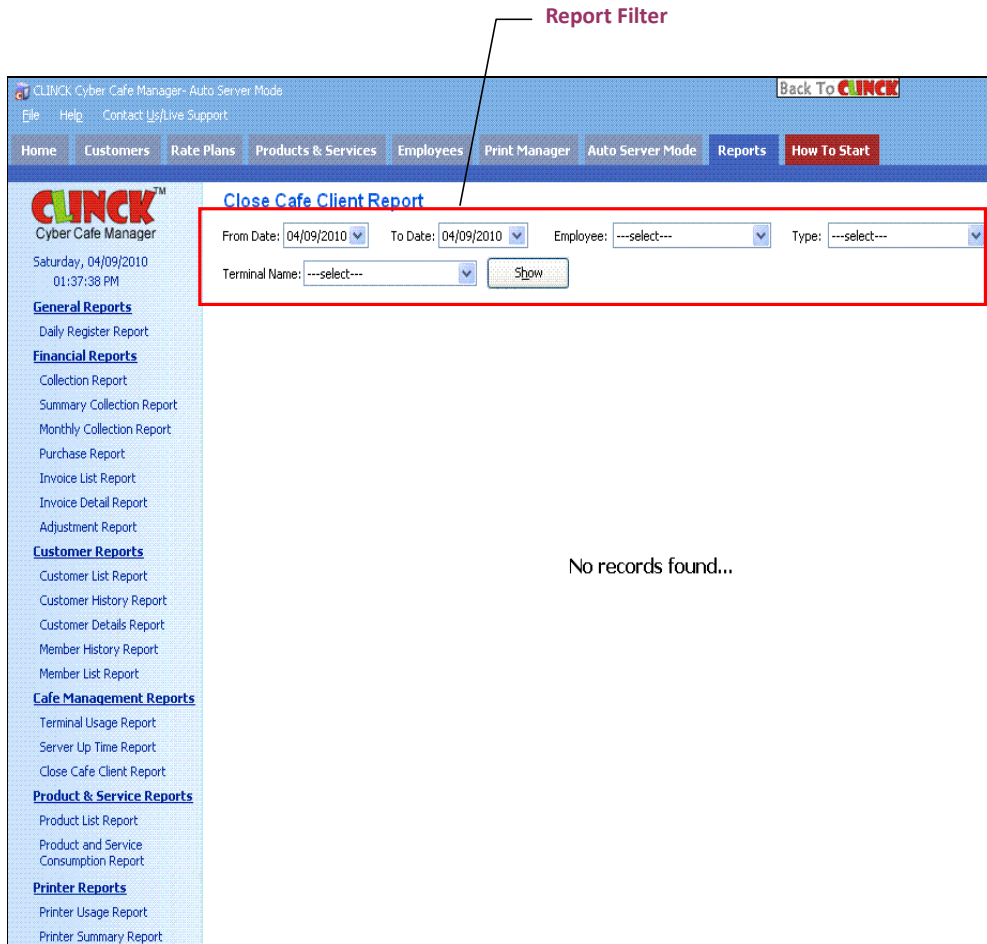


Figure 11.2: Example of a Report Filter

■ **Report Toolbar:** It is a toolbar with many features that can be used for a report. It appears above the report.

← Formatted: Bullets and Numbering

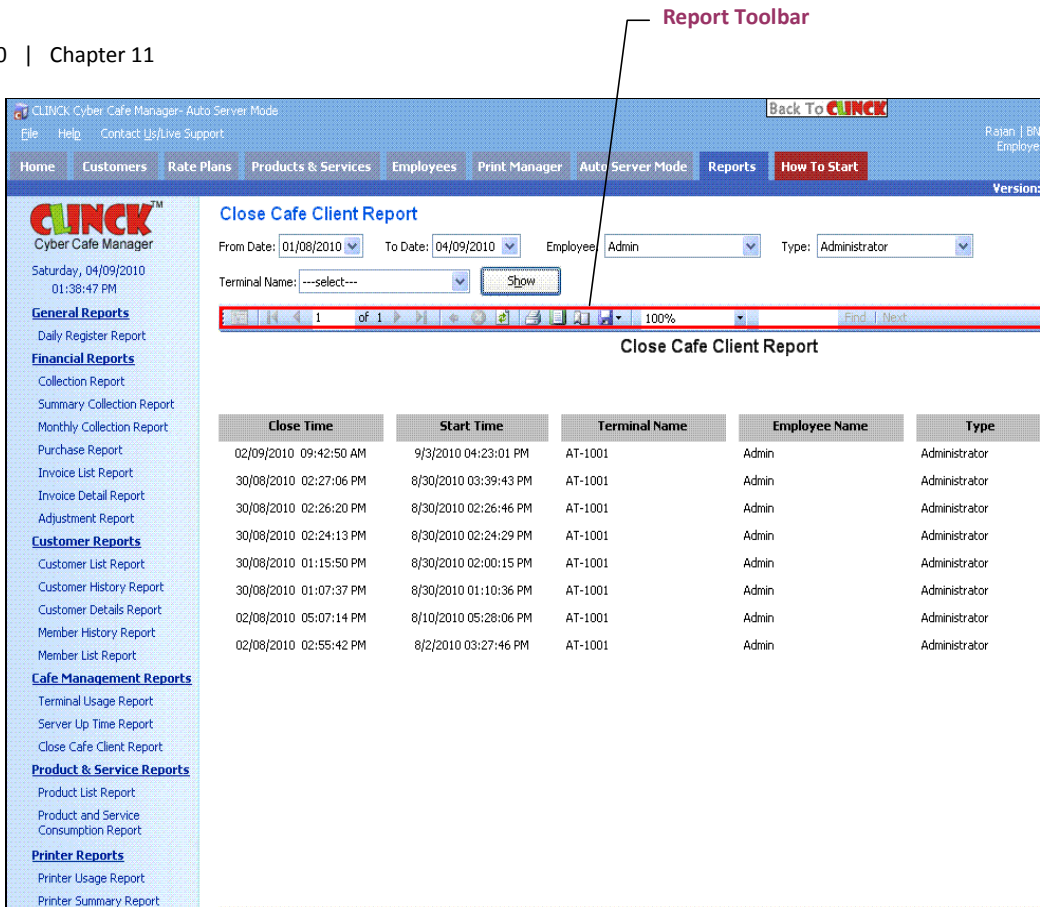


Figure 11.3: Report Toolbar

The icons on the report toolbar are explained in Table 11.1.

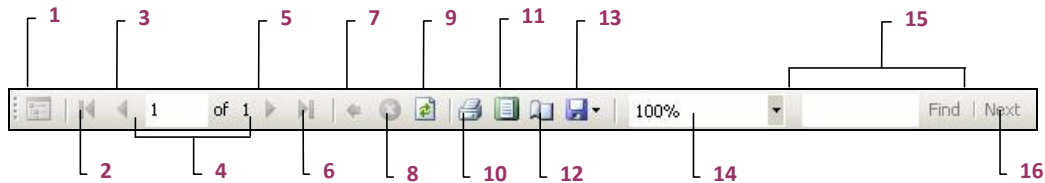



Figure 11.4: report toolbar icons

 **Note:** One or more of these buttons might be disabled depending on the report.














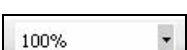



No.	Icon	Icon Name	Function
1		<b>Show or Hide Document Map</b>	Click to display or hide the document map for the report.
2		<b>First Page</b>	Click to go to the first page of the report.
3		<b>Previous Page</b>	Click to go to the previous page of the report.
4		<b>Current Page of Total Pages</b>	In the <b>Current Page</b> box, type the page number to go to directly, and then press <b>Enter</b> . The <b>Total Pages</b> field displays the total number of pages in the report.
5		<b>Next Page</b>	Click to go to the next page of the report.
6		<b>Last Page</b>	Click to go to the last page of the report.
7		<b>Back to Parent Report</b>	Click to go back to the parent report of the current report.
8		<b>Stop Rendering</b>	Click to stop the report generation process.
9		<b>Refresh</b>	Click to refresh or create the report again.
10		<b>Print</b>	Click to print the report on a printer connected to the CLINCK server.
11		<b>Print Layout</b>	Click to see a preview of how the report will look when printed.
12		<b>Page Setup</b>	Click to view and change the page setup of the report for a printout.
13		<b>Export</b>	Click the arrow next to the <b>Export</b> box to save the report in a Microsoft Excel sheet or as an Acrobat (PDF) file.
14		<b>Zoom</b>	Click the arrow next to the <b>Zoom</b> box and select a value to view the report in a different size.
15		<b>Search Text and Find</b>	In the <b>Search Text</b> box, type the search text that you want to find in the report, and then click <b>Find</b> .
16		<b>Find Next</b>	Click to find the next place where the search text appears in the report.

Table 11.1: Report Toolbar Icons

Each report available in the Reports tab is explained in the remaining chapter.

	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ You should be logged in to the CLINCK server to view the reports.</li> <li>▪ Mandatory fields for generating reports are marked with <i>in the figures</i>.</li> </ul>
---	---

## 11.1 General Reports


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### 11.1.1 Daily Register Report


The Daily Register Report gives the details of all the customers who visited your cyber cafe on the date that you provide in the report filter. The report includes all types of customers, that is, walk-in customers, registered customers, and registered members. The following information is displayed in the report:

- Customer Name – Name of the customer who logged into a terminal of the café on that date
- Address – Customer’s address
- Contact Number – Customer’s telephone number
- ID Card Type – Type of ID card provided by the customer
- ID Card No. – ID card number
- Terminal Name – Name of the terminal where the customer logged in
- Time In – Time when the customer logged in at the terminal
- Time Out – Time when the customer logged out from the terminal
- Employee Name – Name of the employee who was logged in at the CLINCK server when the customer visited

To generate a daily register report, follow these steps:

	<p><b>Note:</b> <i>The Date field in this report’s filter is mandatory.</i></p>
---	---

- 1) On the CLINCK server screen, click the Reports tab. The default Daily **Register Report** screen appears with the current date’s daily register report.

	<p><b>Note:</b> <i>If you are already in the <b>Reports</b> tab, in the left panel of the tab, click <b>Daily Register Report</b>.</i></p>
---	--

- 2) In the **Date** box of the report filter, select the date for which you want to view the daily register report.
- 3) Click **Show**.

**Result:** The daily register report for the selected date appears.

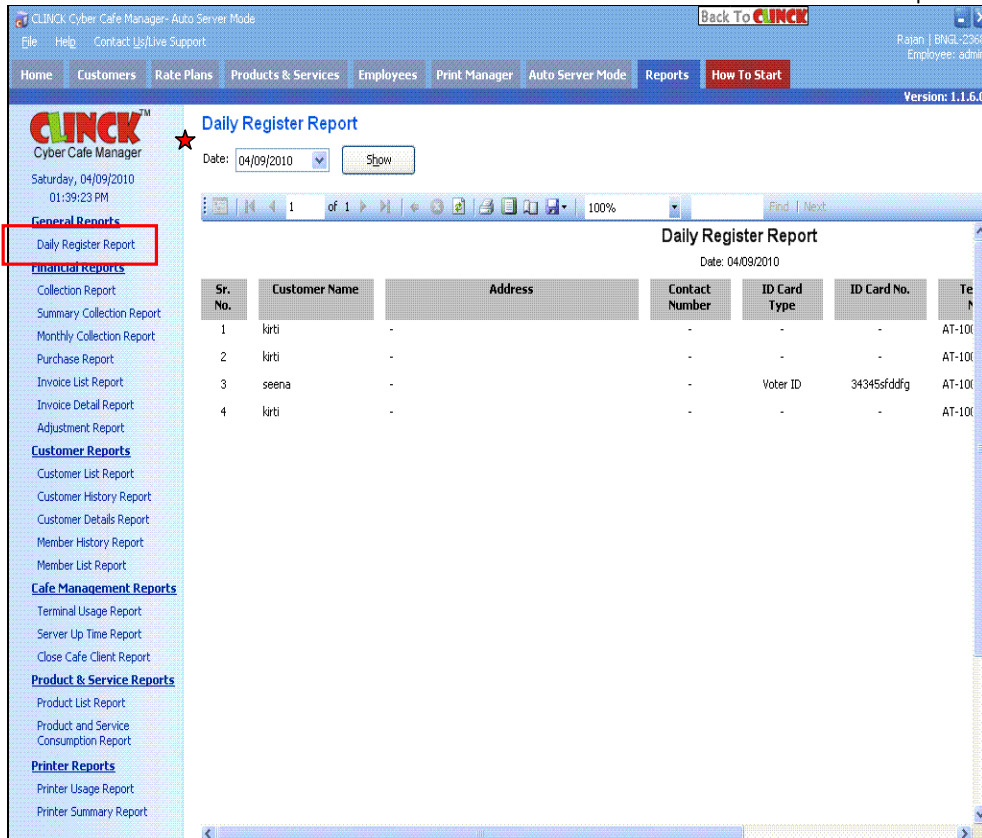


Figure 11.5: Daily Register Report

Scroll right to see the rest of the report.

## 11.2 Financial Reports

### 11.2.1 Collection Report


The Collection Report gives a list of each time money was collected from customers on a specific date or range of dates for any activity, including internet usage and the sale of products and services. The following information is displayed in the report:

- Date – Date on which the money was collected
- Time In – Time when the customer logged in at a terminal
- Time Out – Time when the customer logged out from the terminal
- Duration – Duration of the customer’s internet session at the terminal
- Type – Type of customer
- Customer Name – Name of the customer
- Internet Usage – Amount charged to the customer for using the internet
- Membership Package – Amount charged to the customer for a membership package




- Product Service – Amount charged for a product of service sold to the customer
- Discount – Amount of discount given to the customer, if any
- Total Amount – Total amount charged to the customer
- Employee Name – Name of the employee who was logged in at the CLINCK server when the customer visited the cyber cafe


To generate a collection report, follow these steps:

	<b>Note:</b> The <b>From Date</b> and <b>To Date</b> fields in this report's filter are mandatory. The remaining fields are optional.
---	---

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Collection Report**. The default **Collection Report** screen appears with the collection report for the current date.
- 3) In the **From Date** box of the report filter, select the start date for the collection report.
- 4) In the **To Date** box, select the end date for the report.
- 5) In the **Type** box, select the type of customer for which you want the report.

	<b>Note:</b> If this field is left blank, the report is generated for all the three types of customers of your cyber cafe, that is, <b>Registered Customers</b> , <b>Registered Members</b> , and <b>Walk-in Customers</b> .
---	--

- 6) In the **Employee** box, select the name of the employee whose collections you want view in the report.

	<b>Note:</b> If this field is left blank, the report is generated for all the employees of the cyber cafe.
---	--

- 7) Click **Show**.

**Result:** The collection report for the selected dates, customer type, and employee appears.

CLINCK Cyber Cafe Manager - Auto Server Mode

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File Help Contact Us/Live Support

Rejan | BNGL:2368  
Employee: admin

Home Customers Rate Plans Products & Services Employees Print Manager Auto Server Mode Reports How To Start

Version: 1.1.6.0

**Collection Report**

From Date: 02/08/2010 To Date: 11/08/2010 Type: Registered Customer Employee: Admin Show

1 of 1 Find | Next

**Collection Report**

Date	Time In	Time Out	Duration (HH:MM)	Type	Customer Name	Internet Usage (Rs.)	Membership Package (Rs.)	Product Service (Rs.)
10/08/2010	6:01 PM	6:11 PM	00:10	Registered Customer	pooja (pooja7136)	5.00	100.00	0.0
<b>Total (Rs.)</b>						<b>5.00</b>	<b>100.00</b>	<b>0.0</b>

**General Reports**

- Daily Register Report

**Financial Reports**

- Collection Report
- Summary Collection Report
- Monthly Collection Report
- Purchase Report
- Invoice List Report
- Invoice Detail Report
- Adjustment Report

**Customer Reports**

- Customer List Report
- Customer History Report
- Customer Details Report
- Member History Report
- Member List Report

**Cafe Management Reports**

- Terminal Usage Report
- Server Up Time Report
- Close Cafe Client Report

**Product & Service Reports**

- Product List Report
- Product and Service Consumption Report

**Printer Reports**

- Printer Usage Report
- Printer Summary Report

Figure 11.6: Collection Report


Scroll right to see the rest of the report.

### 11.2.2 Summary Collection Report

The Summary Collection Report sums up and gives the financial result of collections and expenses for each date in the specified duration of time. The collections include money earned from internet usage and the sale of products and services, and the expenses include the money spent in buying products and providing services. This report is generally used to see the collections and expenses for a given date. The following information is displayed in the report for each date in the time range that you provide:

- Date – Date on which the money was collected or spent
- Total Internet Usage – Total amount collected from customers for internet usage on that date
- Total Membership Package – Total amount earned by selling membership packages to customers on that date
- Total Sale – Total amount collected by selling products and services to customers on that date
- Total Purchase – Total amount spent on purchasing products and providing services to customers on that date
- Total Discount – Total amount of discount given to customers on that date
- Total Amount – Difference between the total collections and the total expenses of that date

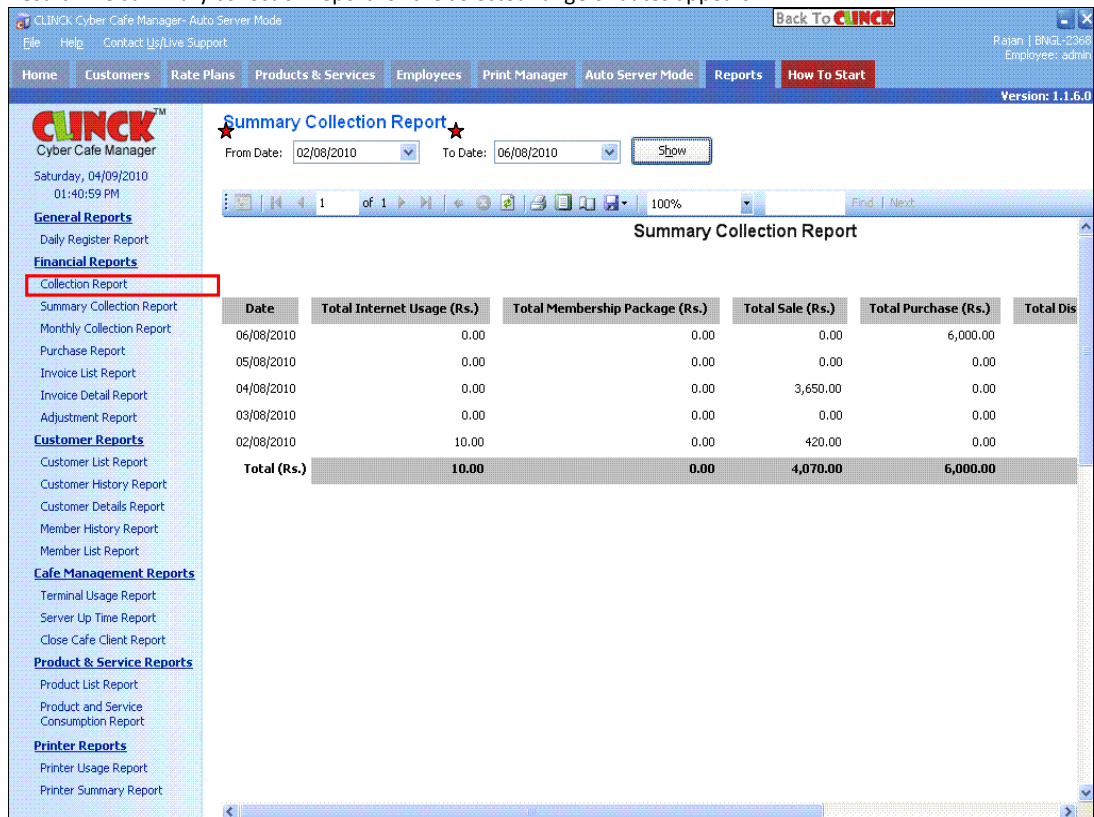
To generate a summary collection report, follow these steps:



**Note:** The **From Date** and **To Date** fields in this report's filter are mandatory.

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Summary Collection Report**. The default **Summary Collection Report** screen appears with the current month's summary collection report.
- 3) In the **From Date** box of the report filter, select the start date for the summary collection report.
- 4) In the **To Date** box, select the end date for the report.
- 5) Click **Show**.

**Result:** The summary collection report for the selected range of dates appears.



Date	Total Internet Usage (Rs.)	Total Membership Package (Rs.)	Total Sale (Rs.)	Total Purchase (Rs.)	Total Dis
06/08/2010	0.00	0.00	0.00	6,000.00	
05/08/2010	0.00	0.00	0.00	0.00	
04/08/2010	0.00	0.00	3,650.00	0.00	
03/08/2010	0.00	0.00	0.00	0.00	
02/08/2010	10.00	0.00	420.00	0.00	
<b>Total (Rs.)</b>	<b>10.00</b>	<b>0.00</b>	<b>4,070.00</b>	<b>6,000.00</b>	

Figure 11.7: Summary Collection Report

Scroll right to see the rest of the report.

### **11.2.3 Monthly Collection Report**

The Monthly Collection Report sums up and gives the financial result of collections and expenses for each month in the specified range of months. The collections include money earned from internet usage and the sale of products and services, and the expenses include the money spent in buying products and providing services. This report is generally used to see the collections and expenses for a given month. The following information is displayed in the report for each month in the range that you provide:

- Month – Month in which the money was collected or spent
- Total Internet Usage – Total amount collected from customers for internet usage in that month
- Total Membership Package – Total amount earned by selling membership packages to customers in that month
- Total Sales – Total amount collected by selling products and services to customers in that month
- Total Purchase – Total amount spent on purchasing products and providing services to customers in that month
- Total Discount – Total amount of discount given to customers in that month
- Total Amount – Difference between the total collections and the total expenses of that month

To generate a monthly collection report, follow these steps:



**Note:** *The **From Month** and **Year**, as well as **To Month** and **Year** fields in this report's filter are mandatory.*

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Monthly Collection Report**. The default **Monthly Collection Report** screen appears with the current month's monthly collection report.
- 3) In the **From Month** and **Year** boxes of the report filter, select the starting month and year for the monthly collection report.
- 4) In the **To Month** and **Year** boxes, select the ending month and year for the report.
- 5) Click **Show**.

**Result:** The monthly collection report for the selected range of months appears.

The screenshot shows the CLINCK Cyber Cafe Manager software interface. The main window displays the 'Monthly Collection Report' for the period from June 2009 to August 2010. The report is presented in a table format with the following data:

Month	Total Internet Usage (Rs.)	Total Membership Package (Rs.)	Total Sales (Rs.)	Total Purchase (Rs.)	Total Revenue (Rs.)
July-2010	1,240.00	50.00	20.00	40,250.00	
August-2010	1,430.00	510.00	5,491.00	49,500.00	
<b>Total (Rs.)</b>	<b>2,670.00</b>	<b>560.00</b>	<b>5,511.00</b>	<b>89,750.00</b>	

The interface includes a navigation menu on the left with categories such as General Reports, Financial Reports, Customer Reports, Cafe Management Reports, Product & Service Reports, and Printer Reports. The 'Monthly Collection Report' is highlighted in the Financial Reports section. The top of the window shows the software title, version (1.1.6.0), and user information (Rejan | BNGL-2368 | Employee: admin).

Figure 11.8: Monthly Collection Report


Scroll right to see the rest of the report.

## 11.2.4 Purchase Report


The Purchase Report gives details of the products bought during a specific period of time. It can be generated for a particular date range or a particular product. The following information is displayed in the report for the time range and/or product that you provide:

- Purchase Date – Date on which the product was purchased
- Product Name – Name of the product
- Price – Price of one unit of the product
- Quantity – Quantity of product purchased
- Total Price – Total price of product (That is, Price x Quantity)

To generate a purchase report, follow these steps:

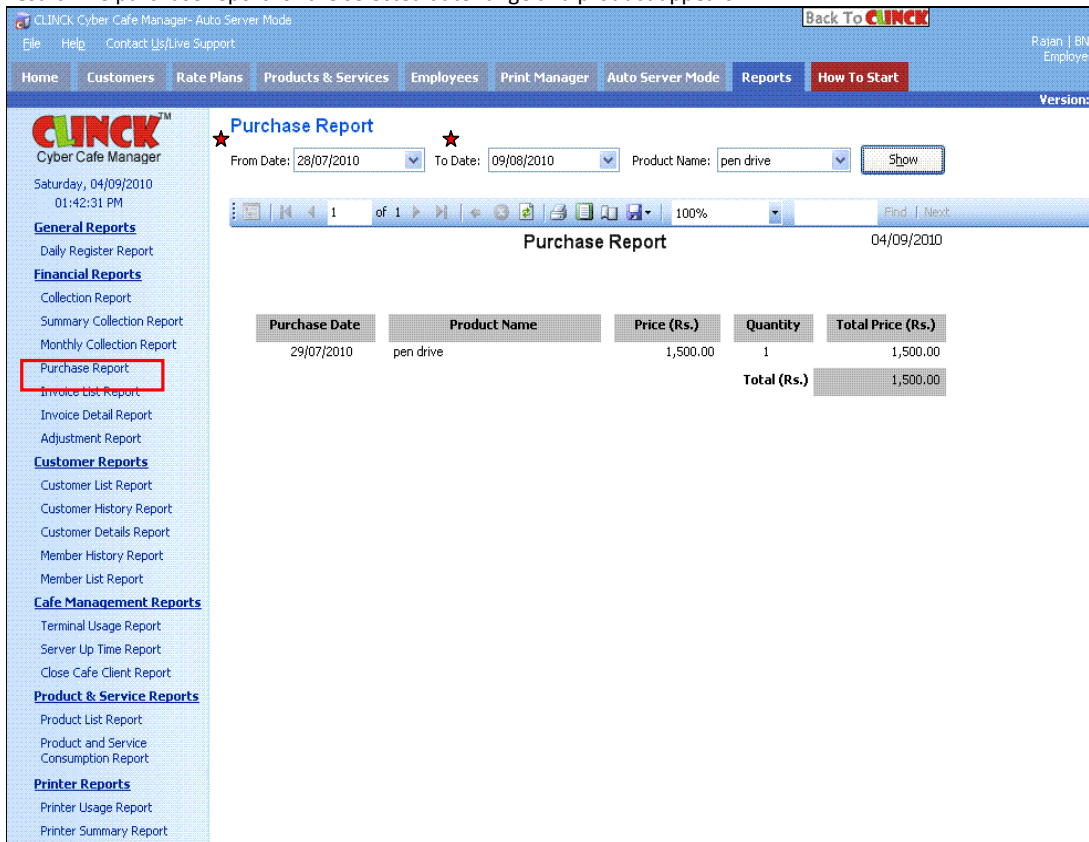
 **Note:** The **From Date** and **To Date** fields in this report's filter are mandatory. The remaining field is optional.

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Purchase Report**. The default **Purchase Report** screen appears with the current month's purchase report.
- 3) In the **From Date** box of the report filter, select the start date for the purchase report.
- 4) In the **To Date** box, select the end date for the report.
- 5) In the **Product Name** box, select the product for which you want the report.

 **Note:** If this field is left blank, the report is generated for all the products purchased during the specified date range.

- 6) Click **Show**.

**Result:** The purchase report for the selected date range and product appears.



The screenshot displays the CLINCK Cyber Cafe Manager software interface. The main window is titled "Purchase Report" and shows a table of purchase data. The filters are set to "From Date: 28/07/2010", "To Date: 09/08/2010", and "Product Name: pen drive". The "Show" button is visible. The table contains one row of data for a purchase on 29/07/2010 for a "pen drive" with a price of 1,500.00 and a quantity of 1. The total price is 1,500.00. The left sidebar lists various report categories, with "Purchase Report" highlighted in red.

Purchase Date	Product Name	Price (Rs.)	Quantity	Total Price (Rs.)
29/07/2010	pen drive	1,500.00	1	1,500.00
<b>Total (Rs.)</b>				<b>1,500.00</b>

**Figure 11.9: Purchase Report**



## **11.2.5 Invoice List Report**

The Invoice List Report gives details of all the invoices generated during a particular date range. The following information is displayed in the report for the range of dates that you provide:

- Date – Date of invoice
- Invoice No. – Invoice number
- Customer Name – Name of customer
- Customer Type – Type of customer
- Internet Usage – Amount charged to the customer for using the internet
- Membership Package – Amount charged to the customer for a membership package
- Product Service – Amount charged for a product of service sold to the customer
- Discount – Amount of discount given to the customer, if any
- Total Amount – Total amount charged to the customer

To generate an invoice list report, follow these steps:



**Note:** *The **From Date** and **To Date** fields in this report's filter are mandatory.*

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Invoice List Report**. The default **Invoice List Report** screen appears with the invoice list report for the current date.
- 3) In the **From Date** box of the report filter, select the start date for the invoice list report.
- 4) In the **To Date** box, select the end date for the report.
- 5) Click **Show**.

**Result:** The invoice list report for the selected date range appears.

**CLINCK Cyber Cafe Manager - Auto Server Mode**

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Rajan | BNGL- Employee: a

Home Customers Rate Plans Products & Services Employees Print Manager Auto Server Mode Reports How To Start

Version: 1.1

**CLINCK™ Cyber Cafe Manager**

Saturday, 04/09/2010 01:43:07 PM

**Invoice List Report**

From Date: 05/08/2010 To Date: 11/08/2010 Show

1 of 1 100% Find | Next

**Invoice List Report**

Date	Invoice No.	Customer Name	Customer Type	Internet Usage (Rs.)	Membership Package (Rs.)	Product Service (Rs.)	Discount (Rs.)
11/08/2010	53	priya	Registered Member	0.00	50.00	0.00	0.00
11/08/2010	52	priya	Registered Member	0.00	50.00	0.00	0.00
11/08/2010	51	priya	Registered Member	0.00	50.00	0.00	0.00
11/08/2010	50	priya	Registered Member	0.00	50.00	0.00	0.00
11/08/2010	49	pooja	Registered Customer	5.00	100.00	0.00	0.00
10/08/2010	48	priya	Registered Member	0.00	50.00	0.00	0.00
10/08/2010	47	Chinna	Walk-In Customer	0.00	0.00	15.00	3.00
09/08/2010	46	Priya Raj	Registered Member	0.00	50.00	0.00	0.00
09/08/2010	45	Kavitha	Walk-In Customer	0.00	0.00	15.00	5.00
05/08/2010	42	gayatri	Walk-In Customer	0.00	0.00	2,410.00	241.00
05/08/2010	41	Gagan	Walk-In Customer	0.00	0.00	1,220.00	61.00
<b>Total (Rs.)</b>				<b>5.00</b>	<b>400.00</b>	<b>3,660.00</b>	<b>310.00</b>

General Reports: Daily Register Report

Financial Reports: Collection Report, Summary Collection Report, Monthly Collection Report, Purchase Report, **Invoice List Report**, Invoice Detail Report, Adjustment Report

Customer Reports: Customer List Report, Customer History Report, Customer Details Report, Member History Report, Member List Report

Cafe Management Reports: Terminal Usage Report, Server Up Time Report, Close Cafe Client Report

Product & Service Reports: Product List Report, Product and Service Consumption Report

Printer Reports: Printer Usage Report, Printer Summary Report

Figure 11.10: Invoice List Report


Scroll right to see the rest of the report.

### 11.2.6 Invoice Detail Report

The Invoice Detail Report gives the details of a particular invoice. Since this is actually a bill of the cyber café, you can print this report to give to a customer as a bill. The following information is displayed in the report for the invoice number that you provide:

- Invoice No. – Invoice number
- Invoice Date – Date of invoice
- Customer Name – Name of customer
- Item Name – Name of item purchased (This could be internet usage, a product bought, or any other service taken from the cyber café)
- Quantity – Quantity of product or service purchased
- Price – Price of one unit of the product or service purchased
- Total – Total price of product (that is, Quantity x Price)

To generate an invoice detail report, follow these steps:



**Note:** The **Invoice No.** field in this report's filter is mandatory.

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Invoice Detail Report**. The default **Invoice Detail Report** screen appears with a report filter.
- 3) In the **Invoice No.** box of the report filter, type the invoice number for which you want to view the details.
- 4) Click **Show**.

**Result:** The invoice detail report for the given invoice number appears.

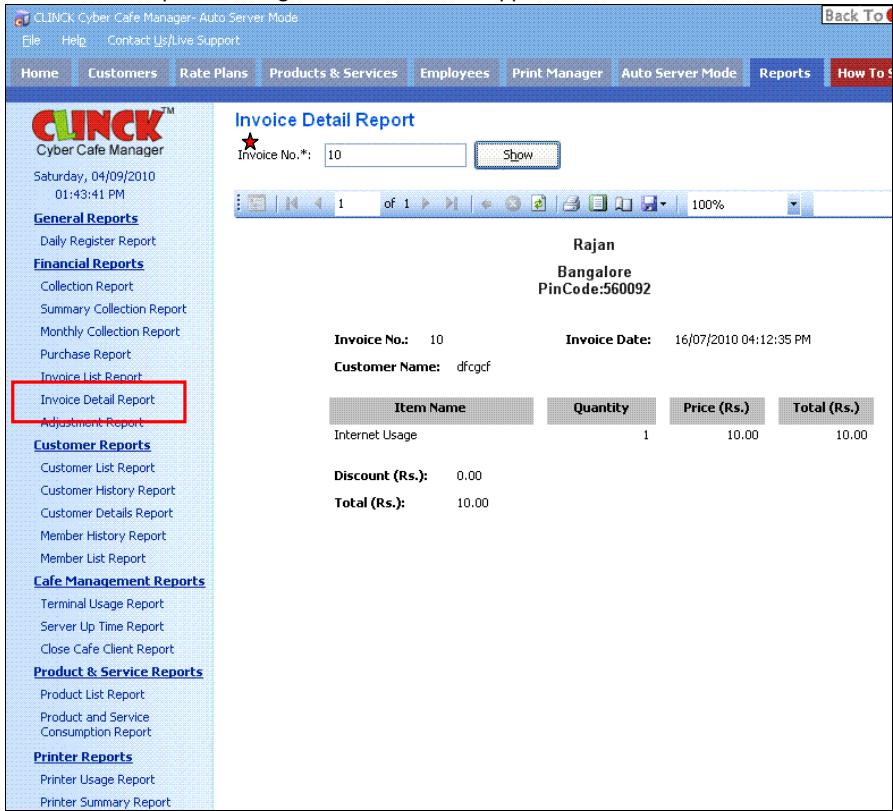


Figure 11.11: Invoice Detail Report


### 11.2.7 Adjustment Report

The Adjustment Report gives details of the discounts offered to customers by an employee. The following information is displayed in the report for the date range, employee, and customer that you specify:


- Date-Time – Date and time when the invoice was generated and the discount was given
- Customer Name – Name of customer

- Login Employee Name – Name of employee who logged in the customer
- Logout Employee Name – Name of employee who logged out the customer
- Discount Amount – Amount of discount given to the customer by the employee
- Discount Description – Description of the discount


To generate an adjustment report, follow these steps:

	<b>Note:</b> The <b>From Date</b> and <b>To Date</b> fields in this report's filter are mandatory. The remaining fields are optional.
---	---

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Adjustment Report**. The default **Adjustment Report** screen appears with a report filter.
- 3) In the **From Date** box of the report filter, select the start date for the adjustment report.
- 4) In the **To Date** box, select the end date for the report.
- 5) In the **Employee** box, select the employee whose discounts given you want to view.

	<b>Note:</b> If this field is left blank, the report is generated for all the employees who gave discounts during the specified date range.
---	---

- 6) In the **Customer Name** box, select the customer for whom you want to view the report.

	<b>Note:</b> If this field is left blank, the report is generated for all the customers to whom a discount was given during the specified date range.
---	---

- 7) Click **Show**.

**Result:** The adjustment report for the given date range, employee, and customer appears.

The screenshot shows the CLINCK Cyber Cafe Manager software interface. The main window displays an "Adjustment Report" for the date range 10/08/2010 to 12/08/2010, filtered by Employee: Admin. The report table is as follows:

Date-Time	Customer Name	Login Employee Name	Logout Employee Name	Discount Amount (Rs.)
12/08/2010 03:09:25 PM	Mallika	Admin	Admin	2.00
12/08/2010 03:07:54 PM	Ceeba	Admin	Admin	5.00
12/08/2010 03:06:15 PM	ceebea	Admin	Admin	5.00
12/08/2010 02:58:29 PM	ceebea	Admin	Admin	10.00
10/08/2010 10:21:01 AM	Chinna	Admin	Admin	3.00
<b>Total (Rs.)</b>				<b>25.00</b>

Figure 11.12: Adjustment Report

Scroll right to see the rest of the report.


## 11.3 Customer Reports

### 11.3.1 Customer List Report


The Customer List Report gives details of all the customers registered in your cyber café in a certain time range. A customer imported to the café's CLINCK database from the online CLINCK database also becomes a local customer and appears in the report. The following information is displayed in the report for the date range and customer type that you specify:

- Customer Name – Name of customer
- Registration Date – Date when the customer was registered in the your café's CLINCK database or imported to your database from the online CLINCK database
- Login ID – Customer's login ID
- Customer Type – Type of customer

To generate a customer list report, follow these steps:

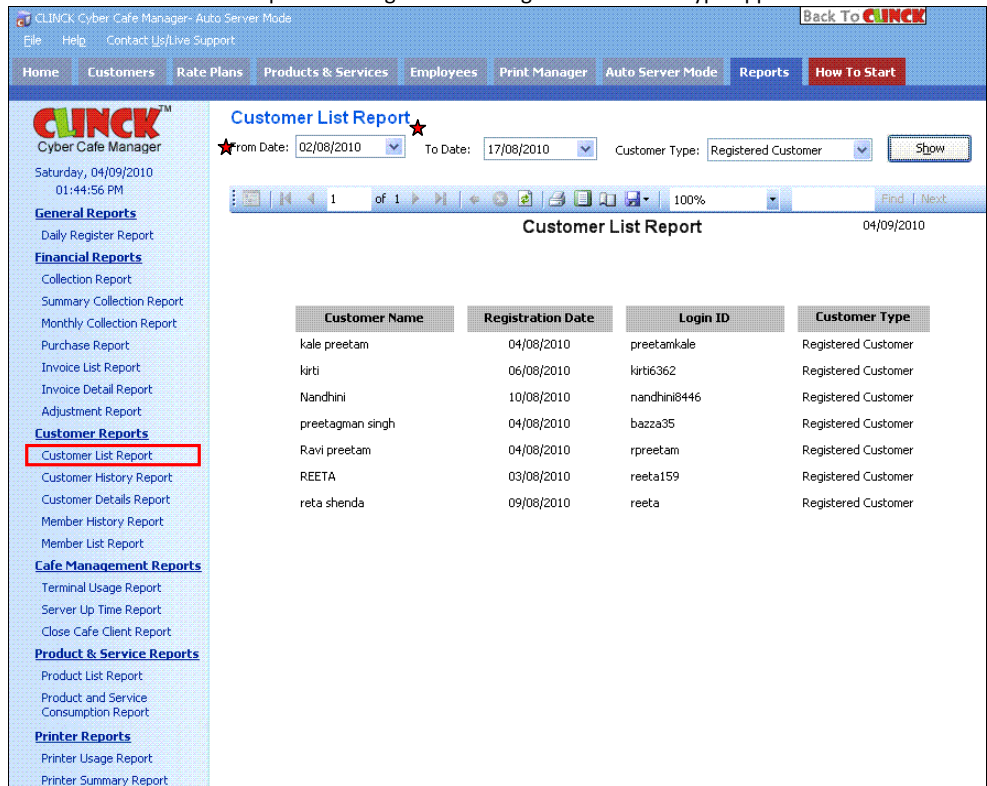
 **Note:** The **From Date** and **To Date** fields in this report's filter are mandatory. The remaining field is optional.

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Customer List Report**. The default **Customer List Report** screen appears with a report filter.
- 3) In the **From Date** box of the report filter, select the start date for the customer list report.
- 4) In the **To Date** box, select the end date for the report.
- 5) In the **Customer Type** box, select the type of customers for whom you want to view the report.

 **Note:** If this field is left blank, the report is generated for all three types of customers of your cyber cafe, that is, **Registered Customers**, **Registered Members**, and **Walk-in Customers**.

- 6) Click **Show**.

**Result:** The customer list report for the given date range and customer type appears.



Customer Name	Registration Date	Login ID	Customer Type
kale preetam	04/08/2010	preetamkale	Registered Customer
kirti	06/08/2010	kirti6362	Registered Customer
Nandhini	10/08/2010	nandhini8446	Registered Customer
preetagan singh	04/08/2010	bazza35	Registered Customer
Ravi preetam	04/08/2010	rpreetam	Registered Customer
REETA	03/08/2010	reeta159	Registered Customer
reta shenda	09/08/2010	reeta	Registered Customer


Figure 11.13: Customer List Report

### 11.3.2 Customer History Report


The Customer History Report gives a record of all or a particular customer's sessions at your cyber café in a given time range. The following information is displayed in the report for the specified date range and customer:




- Date – Date of session
- Customer Name – Name of customer
- Time In – Start time of session
- Time Out – End time of session
- Duration – Duration of session
- Terminal Name – Name of terminal where the session took place

	<b>Note:</b> <i>The Customer History Report does not give a record of the customer's sessions in cyber cafes other than your own.</i>
---	---

To generate a customer history report, follow these steps:

	<b>Note:</b> <i>The <b>From Date</b> and <b>To Date</b> fields in this report's filter are mandatory. The remaining field is optional.</i>
---	--

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Customer History Report**. The default **Customer History Report** screen appears with a record of all the internet sessions that took place at your cyber café on the current date.
- 3) In the **From Date** box of the report filter, select the start date for the customer history report.
- 4) In the **To Date** box, select the end date for the report.
- 5) In the **Customer Name** box, select the customer for whom you want to view the report.

	<b>Note:</b> <i>If this field is left blank, the report is generated for all the customers of your cyber cafe.</i>
---	--

- 6) Click **Show**.

**Result:** The customer history report for the given date range and customer appears.

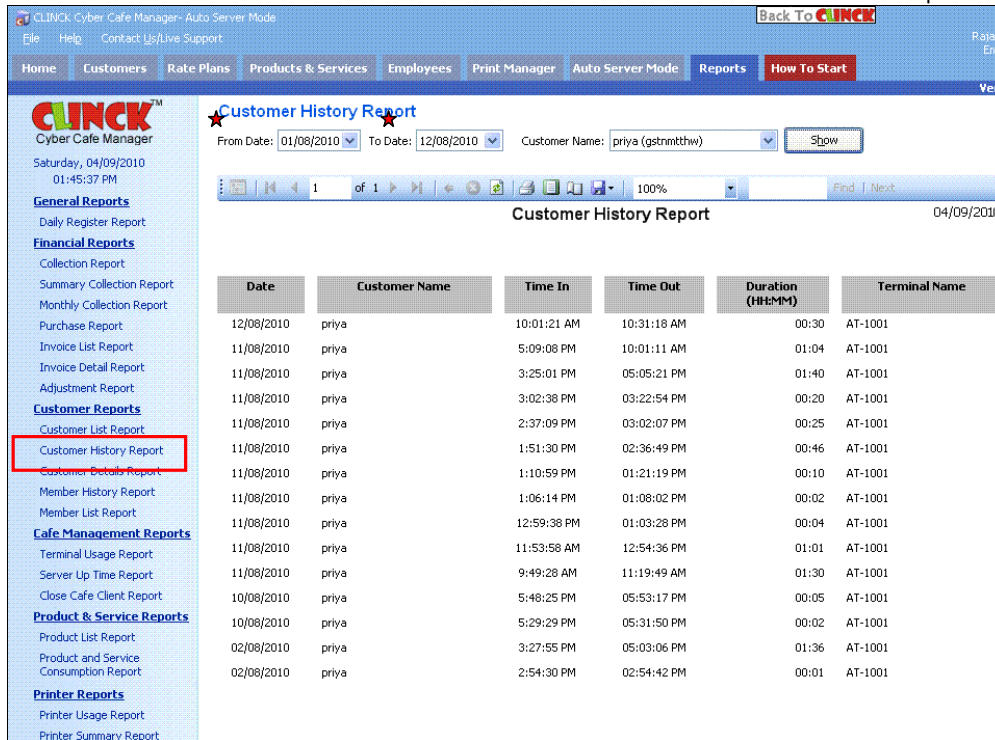


Figure 11.14: Customer History Report

### 11.3.3 Customer Details Report

The Customer Details Report gives all the details of a particular customer. You can select a customer from the list provided on top. The following information is displayed in the report for the selected customer:

- Customer Name – Name of customer
- Login ID – Customer’s login ID
- Address – Customer’s address
- ID Card Type – Type of ID card provided by the customer
- ID Card No. – ID card number
- Other Information – Other information saved about the customer
- Customer’s picture
- Picture of customer’s photo ID

To generate a customer details report, follow these steps:

**Note:** The **Customer Name** field in this report’s filter is mandatory.

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Customer Details Report**. The default **Customer Details Report** screen appears with a report filter.
- 3) In the **Customer Name** box, select the customer for whom you want to view the report.
- 4) Click **Show**.

**Result:** The customer details report for the given customer appears.

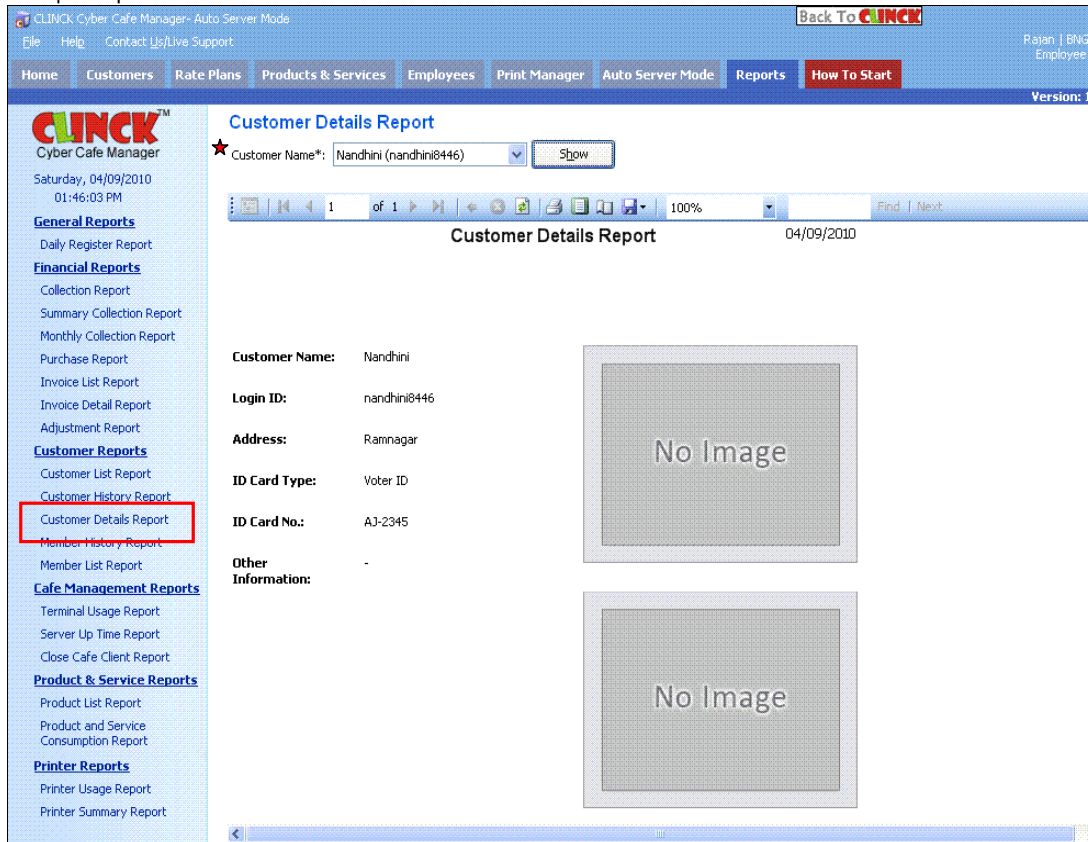



Figure 11.15: Customer Details Report

### 11.3.4 Member History Report

The Member History Report gives a record of how a member of your cyber café has used his/her membership package. This report is generally needed when a member asks for details about his/her membership usage. The following information is displayed in the report for the selected customer:

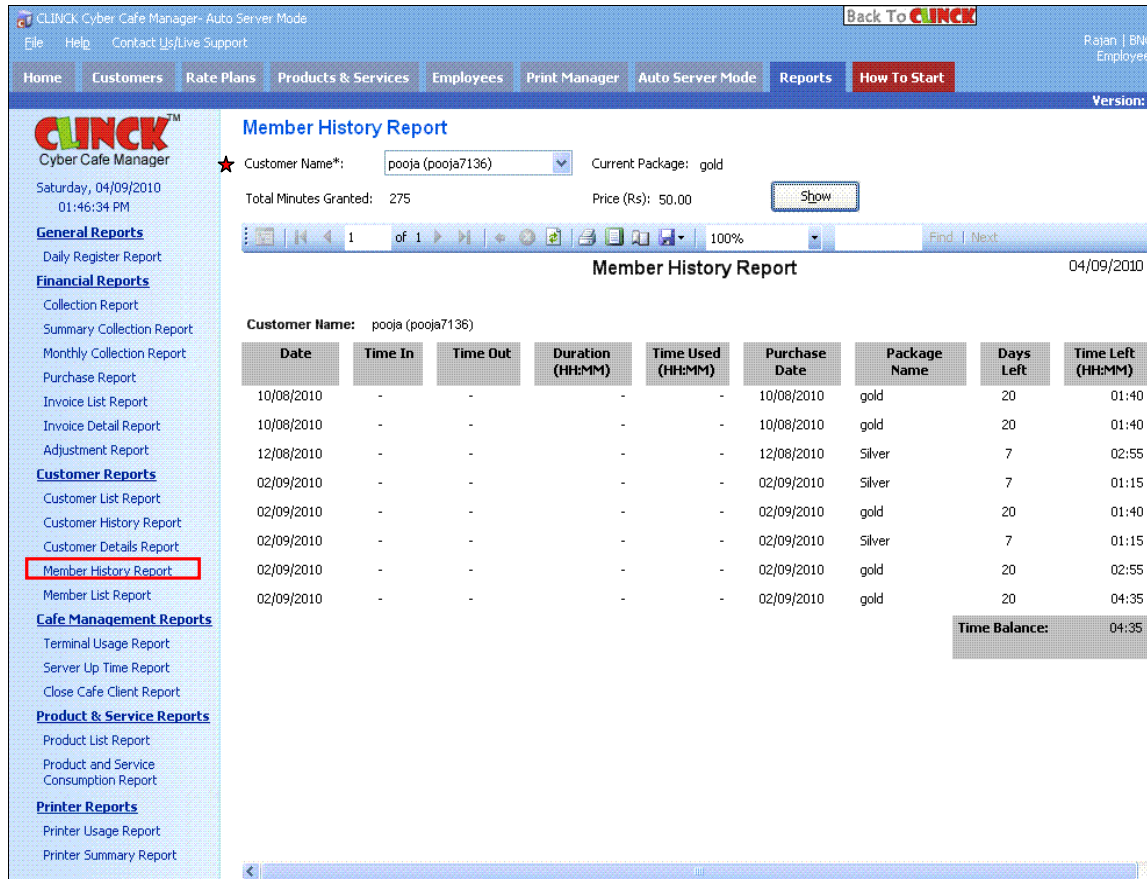
- Date – Date when a membership package was used
- Time In – Time when the customer logged in at a terminal
- Time Out – Time when the customer logged out from the terminal
- Duration – Duration of internet session
- Time Used – Time when the membership package was used
- Purchase Date – Date when the package was purchased
- Package Name – Name of the membership package
- Days Left – Days left till the package is valid
- Time Left – Time remaining to be used in the package

To generate a member history report, follow these steps:

	<p><b>Note:</b> The <b>Customer Name</b> field in this report's filter is mandatory.</p>
---	--

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Member History Report**. The default **Member History Report** screen appears with a report filter.
- 3) In the **Customer Name** box, select the customer for whom you want to view the report. The following details appear next to the customer's name:
  - **Current Package** – Name of the customer's current membership package
  - **Total Minutes Granted** – Total number of minutes granted in the membership package
  - **Price** – Price of the membership package
- 4) Click **Show**.

**Result:** The member history report for the given customer appears.



**Figure 11.16: Member History Report**


### 11.3.5 Member List Report

The Member List Report gives the package details of all the registered members of your cyber café. The following information is displayed in the report for the selected date range, customer, and membership package:


- **Customer Name** – Name of customer
- **Package Name** – Name of membership package

- Purchase Date – Date when the membership package was purchased
- Validity Date – Date by which the membership package must be used
- Expiry Date – Date after which balance minutes left in the package cannot be carried forward
- Carry Forward Time – Amount of time carried forward
- Total Time – Total time in the package including time carried forward
- Amount Paid – Amount paid for the package (or package price)
- Time Used – Amount of time used out of the total time
- Days Left – Days left till the package is valid


To generate a member list report, follow these steps:

	<b>Note:</b> The <b>Purchase Date (From)</b> and <b>Purchase Date (To)</b> fields in this report's filter are mandatory. The remaining fields are optional.
---	---

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Member List Report**. The default **Member List Report** screen appears with a report filter.
- 3) In the **Purchase Date (From)** box, select the start date for the member list report.
- 4) In the **Purchase Date (To)** box, select the end date for the report.
- 5) In the **Customer Name** box, select the customer for whom you want to view the report.

	<b>Note:</b> If this field is left blank, the report is generated for all the customers of your cyber cafe.
---	---

- 6) In the **Package Name** box, select the membership package for which you want the report.

	<b>Note:</b> If this field is left blank, the report is generated for all the types of membership packages offered by the cyber cafe.
---	---

- 7) Click **Show**.

**Result:** The member list report for the given date range, customer, and membership package appears.

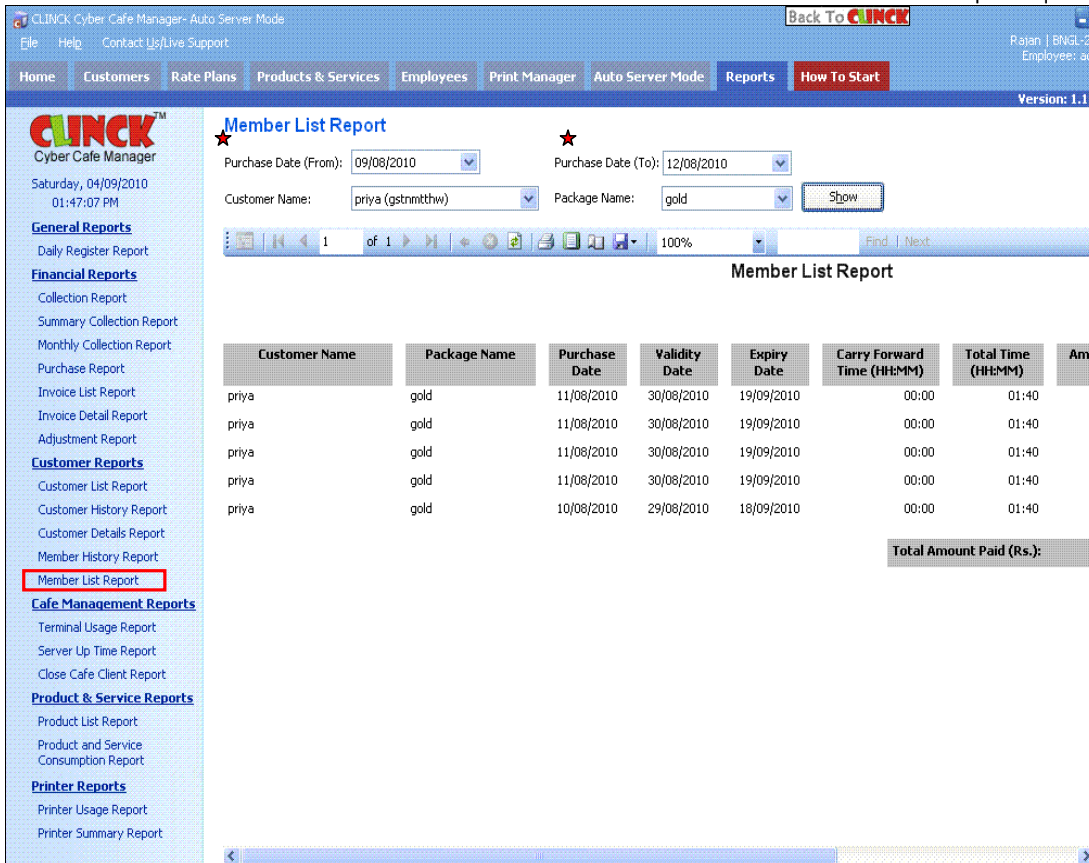


Figure 11.17: Member List Report

Scroll right to see the rest of the report.

## 11.4 Café Management Reports


### 11.4.1 Terminal Usage Report

The Terminal Usage Report gives details about which terminal is being used how many time by customers. The following information is displayed in the report for the selected date range, terminal, and customer type:


- Date – Date when the terminal was used
- Terminal Name – Name of the terminal
- Customer Name – Name of the customer who used the terminal
- Customer Type – Type of customer
- Time In – Time when the customer logged in at the terminal
- Time Out – Time when the customer logged out from the terminal
- Duration – Duration for which the customer was logged in at the terminal




To generate a terminal usage report, follow these steps:

	<b>Note:</b> The <b>From Date</b> and <b>To Date</b> fields in this report's filter are mandatory. The remaining fields are optional.
---	---

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Terminal Usage Report**. The default **Terminal Usage Report** screen appears with the terminal usage report for the current date.
- 3) In the **From Date** box, select the start date for the terminal usage report.
- 4) In the **To Date** box, select the end date for the report.
- 5) In the **Terminal Name** box, select the terminal for which you want to view the report.

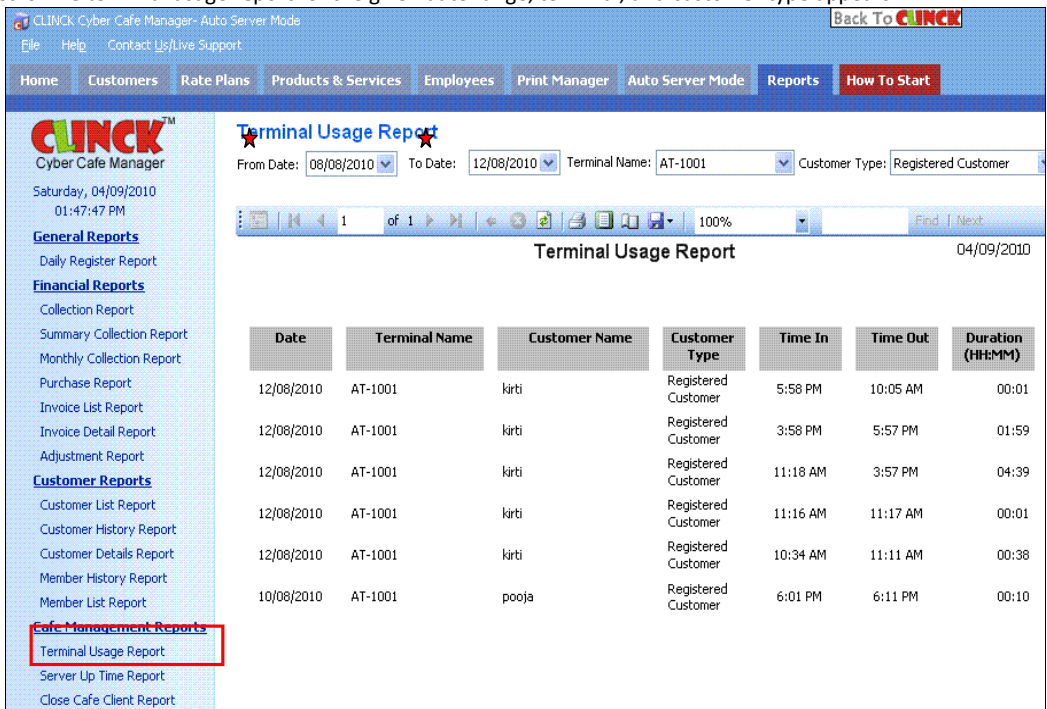
	<b>Note:</b> If this field is left blank, the report is generated for all the terminals in the cyber café that are connected to the CLINCK server.
---	--

- 6) In the **Customer Type** box, select the type of customer for which you want the report.

	<b>Note:</b> If this field is left blank, the report is generated for all three types of customers of your cyber cafe, that is, <b>Registered Customers, Registered Members, and Walk-in Customers</b> .
---	--

- 7) Click **Show**.

**Result:** The terminal usage report for the given date range, terminal, and customer type appears.



The screenshot shows the CLINCK Cyber Cafe Manager interface. The main window displays the 'Terminal Usage Report' for terminal AT-1001, filtered for Registered Customers between 08/08/2010 and 12/08/2010. The report table shows the following data:

Date	Terminal Name	Customer Name	Customer Type	Time In	Time Out	Duration (HH:MM)
12/08/2010	AT-1001	kirti	Registered Customer	5:58 PM	10:05 AM	00:01
12/08/2010	AT-1001	kirti	Registered Customer	3:58 PM	5:57 PM	01:59
12/08/2010	AT-1001	kirti	Registered Customer	11:18 AM	3:57 PM	04:39
12/08/2010	AT-1001	kirti	Registered Customer	11:16 AM	11:17 AM	00:01
12/08/2010	AT-1001	kirti	Registered Customer	10:34 AM	11:11 AM	00:38
10/08/2010	AT-1001	pooja	Registered Customer	6:01 PM	6:11 PM	00:10


**Figure 11.18: Terminal Usage Report**

## 11.4.2 Server Up Time Report

The Server Uptime Report gives a record of every time the CLINCK server was started and closed. The following information is displayed in the report for the selected date range:

- Start Time – Time when the CLINCK server was started
- Close Time – Time when the server was closed

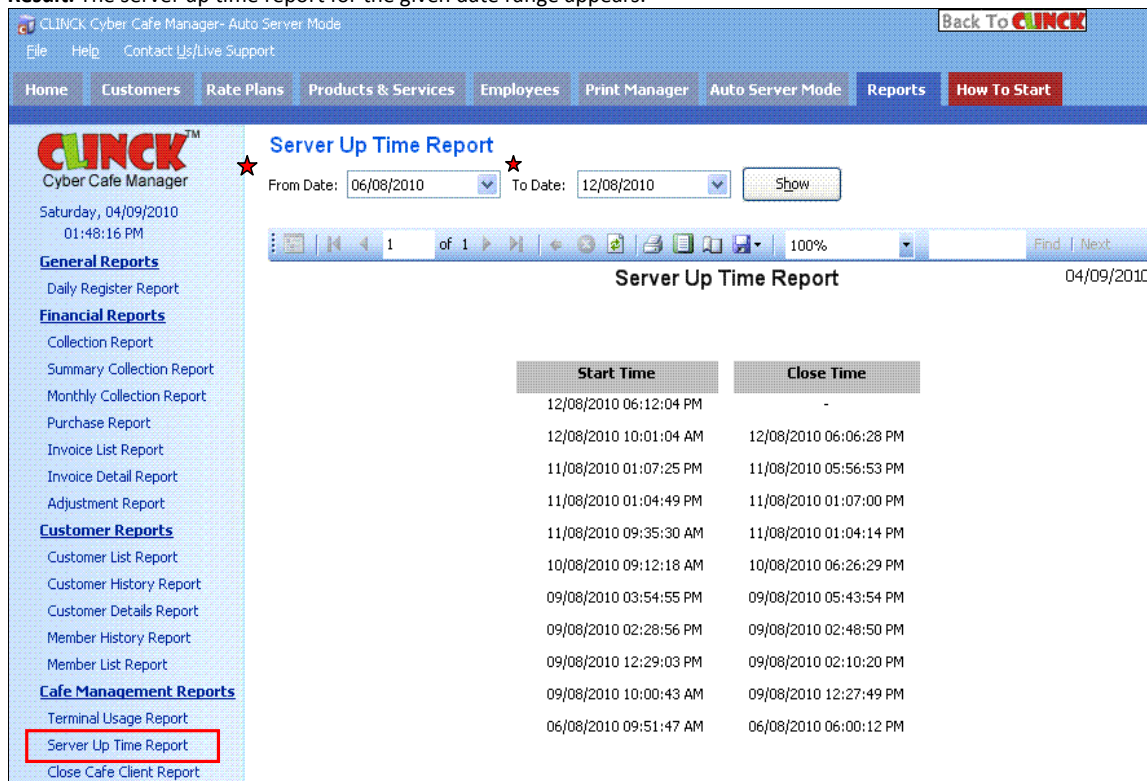
To generate a server up time report, follow these steps:



**Note:** The **From Date** and **To Date** fields in this report's filter are mandatory.

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Server Up Time Report**. The default **Server Up Time Report** screen appears with the server up time report for the current date.
- 3) In the **From Date** box, select the start date for the server up time report.
- 4) In the **To Date** box, select the end date for the report.
- 5) Click **Show**.

**Result:** The server up time report for the given date range appears.



The screenshot shows the CLINCK Cyber Cafe Manager interface. The 'Reports' tab is selected, and the 'Server Up Time Report' is displayed. The report shows a list of server start and close times for the period from 06/08/2010 to 12/08/2010. The 'Server Up Time Report' option in the left-hand menu is highlighted with a red box.

Start Time	Close Time
12/08/2010 06:12:04 PM	-
12/08/2010 10:01:04 AM	12/08/2010 06:06:28 PM
11/08/2010 01:07:25 PM	11/08/2010 05:56:53 PM
11/08/2010 01:04:49 PM	11/08/2010 01:07:00 PM
11/08/2010 09:35:30 AM	11/08/2010 01:04:14 PM
10/08/2010 09:12:18 AM	10/08/2010 06:26:29 PM
09/08/2010 03:54:55 PM	09/08/2010 05:43:54 PM
09/08/2010 02:28:56 PM	09/08/2010 02:48:50 PM
09/08/2010 12:29:03 PM	09/08/2010 02:10:20 PM
09/08/2010 10:00:43 AM	09/08/2010 12:27:49 PM
06/08/2010 09:51:47 AM	06/08/2010 06:00:12 PM

Figure 11.19: Server Up Time Report

### **11.4.3 Close Café Client Report**

The Close Cafe Client Report gives details about how many times a terminal's client application was closed by an employee. The following information is displayed in the report for the selected date range:

- Close Time – Time when the CLINCK client was closed on a terminal
- Start Time – Time when the client was started on the terminal
- Terminal Name – Name of the terminal
- Employee Name – Name of employee who closed the client application
- Type – Type of employee
- From Server – Whether the client application on the terminal was closed from the CLINCK server

To generate a close café client report, follow these steps:



**Note:** The **From Date** and **To Date** fields in this report's filter are mandatory. The remaining fields are optional.

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Close Café Client Report**. The default **Close Café Client Report** screen appears with the report filter.
- 3) In the **From Date** box, select the start date for the close café client report.
- 4) In the **To Date** box, select the end date for the report.
- 5) In the **Employee** box, select the employee for whom you want to view the report.



**Note:** If this field is left blank, the report is generated for all the employees of the cyber café.

- 6) In the **Type** box, select the type of employee for which you want the report.



**Note:** If this field is left blank, the report is generated for all the types of employees in your cyber café, that is, **Online Verification, Administrator, and Employees**.

- 7) Click **Show**.

**Result:** The close café client report for the given date range, employee, and employee type appears.

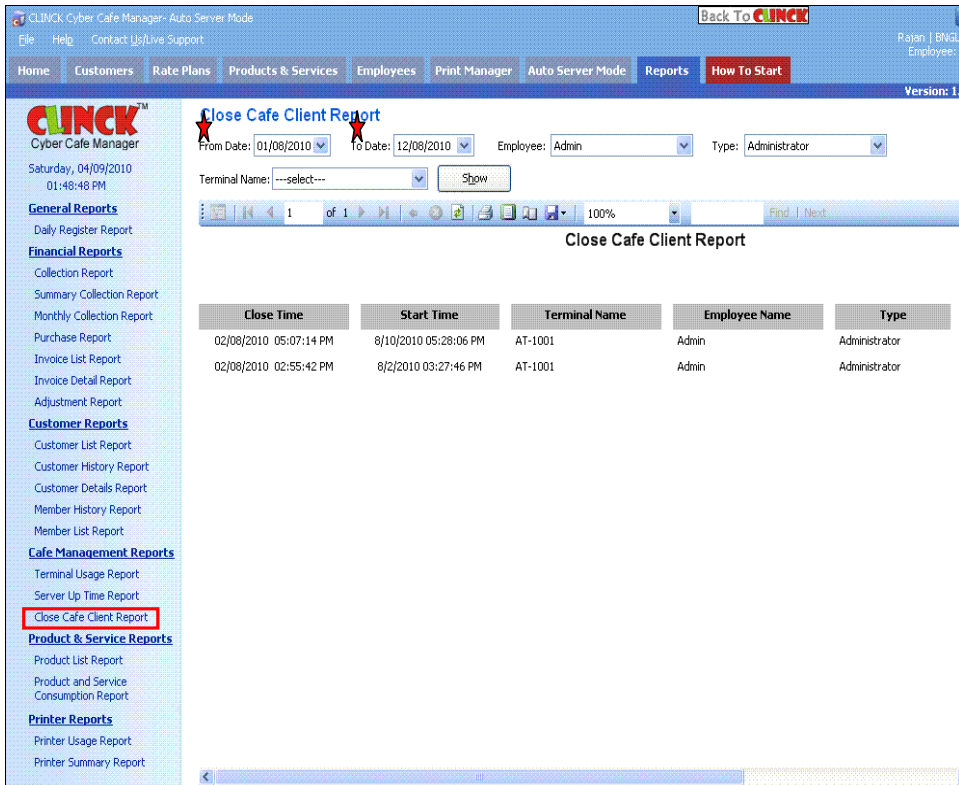


Figure 11.20: Close Café Client Report

Scroll right to see the rest of the report.

## 11.5 Product & Service Reports

### 11.5.1 Product List Report

The Product List Report gives details of all the products sold by the cyber café along with their available quantity. The following information is displayed in the report for the selected product:

- Product Name – Name of product
- Available Quantity – Quantity of product available in the cyber cafe
- Sales Price – Product’s selling price
- Average Purchase Price – Average price at which the product is purchased

To generate a product list report, follow these steps:

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Product List Report**. The default **Product List Report** screen appears with a list of all the products offered by the cyber cafe.
- 3) In the **Product Name** box, select the product whose details you want to view separately.
- 4) Click **Show**.

**Result:** The product list report for the given product name appears.

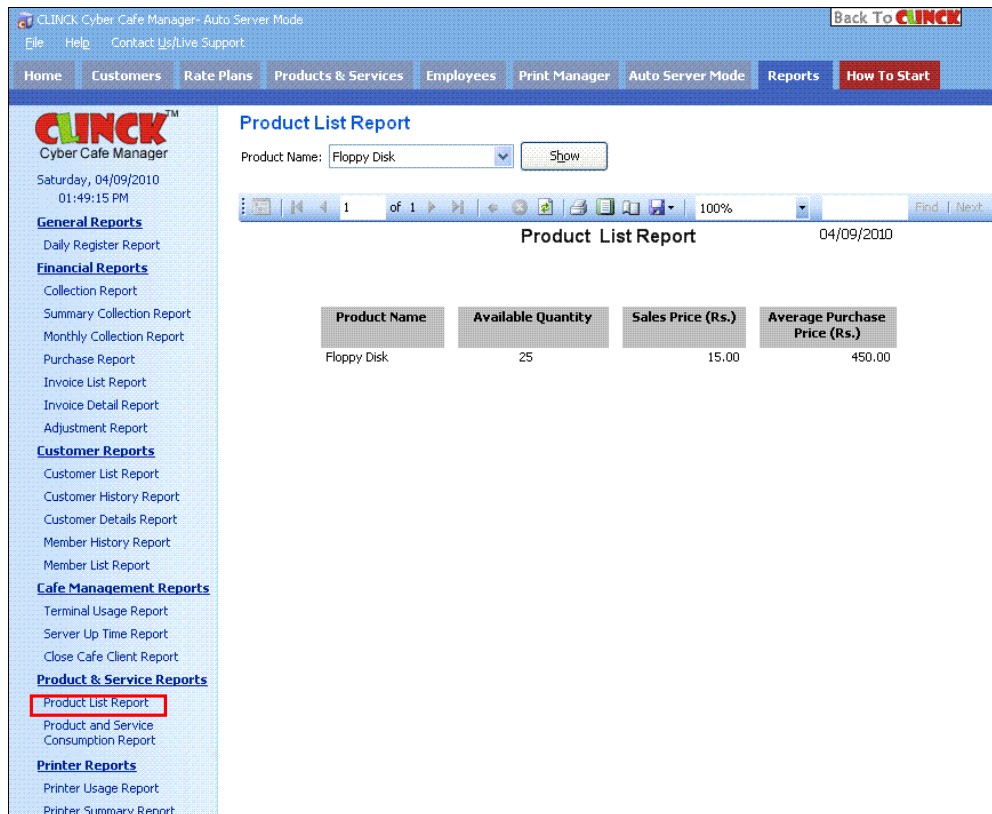



Figure 11.21: Product List Report

### 11.5.2 Product and Service Consumption Report

The Product and Service Consumption Report gives the details of products and services sold by your cyber café during a selected date range. The following information is displayed in the report for the date range and product that you specify:

- Item – Name of the product or service sold
- Quantity Sold – Total quantity of the product or service sold during the specified time period
- Price – Price of the product or service
- Total – Total price of the product or service sold (that is, Quantity Sold x Price)
- Quantity Balance – Quantity of the product or service remaining in the cyber cafe


To generate a product and service consumption report, follow these steps:



**Note:** The **From Date** and **To Date** fields in this report's filter are mandatory. The remaining field is optional.

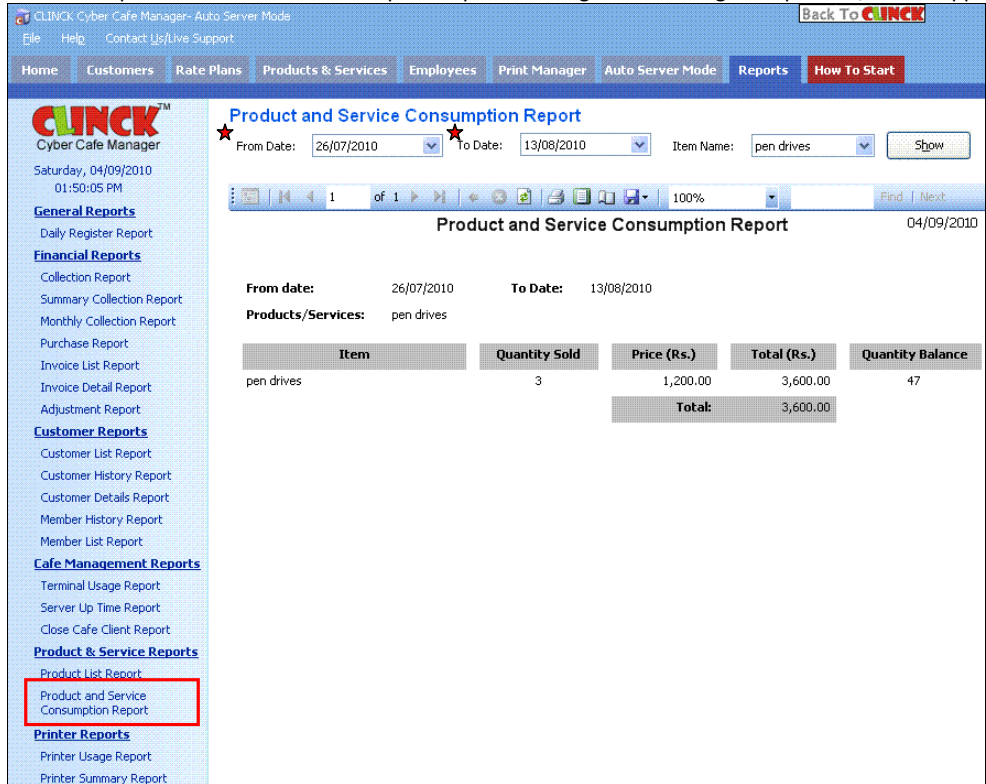
- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.

- 2) In the left panel of the **Reports** tab, click **Product and Service Consumption Report**. The default **Product and Service Consumption Report** screen appears with the report for the current date.
- 3) In the **From Date** box, select the start date for the report.
- 4) In the **To Date** box, select the end date for the report.
- 5) In the **Item Name** box, select the product or service for which you want to view the report.

 **Note:** If this field is left blank, the report is generated for all the products and services sold by the cyber café.

- 6) Click **Show**.

**Result:** The product and service consumption report for the given date range and product/service appears.



**Figure 11.22: Product and Service Consumption Report**

## 11.6 Printer Reports

### 11.6.1 Printer Usage Report

The Printer Usage Report gives details of all the print jobs that took place in a given date range. You can also select the printer, customer, terminal, and employee for which you want to see the report. The following information is displayed in the report for the date range and product that you specify:

- Date – Date of the print job
- Printer Name – Name of the printer where the print job took place
- Terminal Name – Name of the terminal from which the print job was requested



- Customer Name – Name of the customer who requested the print job
- Employee Name – Name of employee who was logged in at the CLINCK server at the time of the print job
- Document Name – Name of the document printed
- Total Pages – Total number of pages printed

To generate a printer usage report, follow these steps:



**Note:** The **From Date** and **To Date** fields in this report's filter are mandatory. The remaining fields are optional.

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Printer Usage Report**. The default **Printer Usage Report** screen appears with the printer usage report for the current date.
- 3) In the **From Date** box, select the start date for the report.
- 4) In the **To Date** box, select the end date for the report.
- 5) In the **Printer Name** box, select the printer for which you want to view the report.



**Note:** If this field is left blank, the report is generated for all the printers in the cyber café that are connected to the CLINCK server.

- 6) In the **Customer Name** box, select the customer for whom you want the report.



**Note:** If this field is left blank, the report is generated for all the customers of your cyber café.

- 7) In the **Terminal Name** box, select the terminal for which you want the report.



**Note:** If this field is left blank, the report is generated for all the terminals in the cyber café that are connected to the CLINCK server.

- 8) In the **Employee Name** box, select the employee for whom you want the report.



**Note:** If this field is left blank, the report is generated for all the employees of the cyber café.

- 9) Click **Show**.

**Result:** The printer usage report for the given date range, printer, customer, terminal, and employee appears.

The screenshot shows the CLINCK Cyber Cafe Manager software interface. The main window displays the 'Printer Usage Report' for the date range 18/08/2010 to 19/08/2010. The report is filtered for printer 'hp LaserJet 1320 PCL 6' at terminal 'AT-1037'. The data table shows 10 entries, all with 'Unknown' customer names and 'Admin' employee names.

Date	Printer Name	Terminal Name	Customer Name	Employee Name
19/08/2010	hp LaserJet 1320 PCL 6	AT-1037	Unknown	Admin
19/08/2010	hp LaserJet 1320 PCL 6	AT-1037	Unknown	Admin
19/08/2010	hp LaserJet 1320 PCL 6	AT-1037	Unknown	Admin
19/08/2010	hp LaserJet 1320 PCL 6	AT-1037	Unknown	Admin
18/08/2010	hp LaserJet 1320 PCL 6	AT-1037	Unknown	Admin
18/08/2010	hp LaserJet 1320 PCL 6	AT-1037	Unknown	Admin
18/08/2010	hp LaserJet 1320 PCL 6	AT-1037	Unknown	Admin
18/08/2010	hp LaserJet 1320 PCL 6	AT-1037	Unknown	Admin
18/08/2010	hp LaserJet 1320 PCL 6	AT-1037	Unknown	Admin
18/08/2010	hp LaserJet 1320 PCL 6	AT-1037	Unknown	Admin


Figure 11.23: Printer Usage Report

Scroll right to see the rest of the report.


### 11.6.2 Printer Summary Report

The Printer Summary Report gives a summary of the prints taken from a particular printer. The following information is displayed in the report for the date range and printer that you specify:


- Printer Name – Name of the printer
- Total Pages – Total number of pages printed
- Total Amount – Total amount charged to the customer for the pages printed

 **Note:** The amount is calculated using the rate of the service selected for each printer.

To generate a printer summary report, follow these steps:

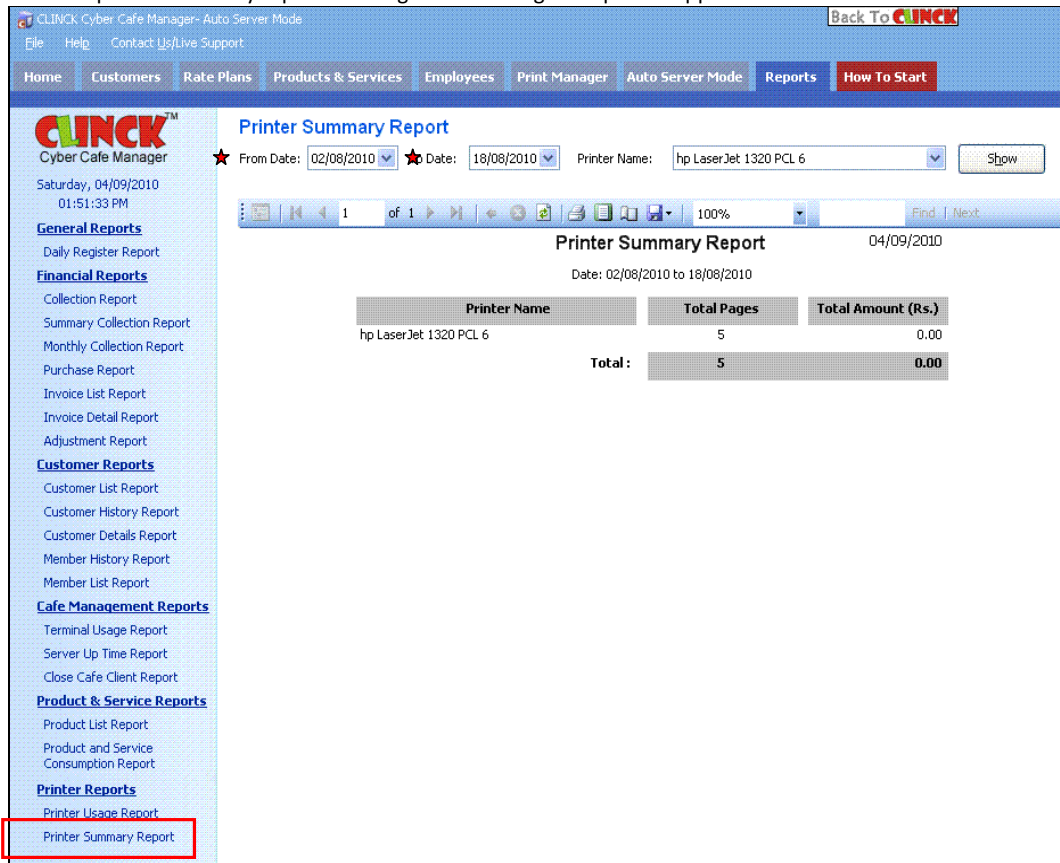
	<b>Note:</b> The <b>From Date</b> and <b>To Date</b> fields in this report's filter are mandatory. The remaining field is optional.
---	---

- 1) On the CLINCK server screen, click the **Reports** tab. The default **Daily Register Report** screen appears.
- 2) In the left panel of the **Reports** tab, click **Printer Summary Report**. The default **Printer Summary Report** screen appears with the printer summary report for the current date.
- 3) In the **From Date** box, select the start date for the printer summary report.
- 4) In the **To Date** box, select the end date for the report.
- 5) In the **Printer Name** box, select the printer for which you want to view the report.

	<b>Note:</b> If this field is left blank, the report is generated for all the printers in the cyber café that are connected to the CLINCK server.
---	---

- 6) Click **Show**.

**Result:** The printer summary report for the given date range and printer appears.



The screenshot displays the CLINCK Cyber Cafe Manager interface. The 'Reports' tab is active, and the 'Printer Summary Report' is selected in the left-hand menu. The main area shows the report configuration: From Date: 02/08/2010, To Date: 18/08/2010, and Printer Name: hp LaserJet 1320 PCL 6. A 'Show' button is visible. Below the configuration, the report title 'Printer Summary Report' is shown with the date 04/09/2010 and the date range 02/08/2010 to 18/08/2010. A table summarizes the printer's activity:

Printer Name	Total Pages	Total Amount (Rs.)
hp LaserJet 1320 PCL 6	5	0.00
<b>Total :</b>	<b>5</b>	<b>0.00</b>

**Figure 11.24: Printer Summary Report**

# Chapter 12: Backup and Restore

---

## 12.1 Backups

---

Taking regular backups is a part of the café manager's activity. Backup refers to maintaining a copy of database on a removable disk like CD/DVD or on a different machine, which is used in the event of system failure.

### 12.1.1 Database Backups

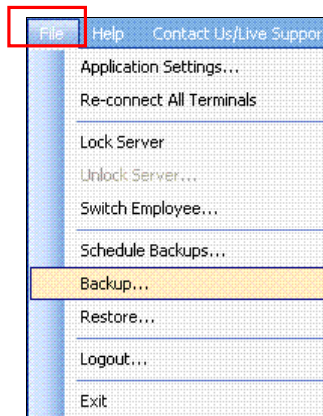
Database Backups allow you to maintain backups of database on a different system or removable disk.



**Note:** Create a database backup every 2 to 3 days.

To maintain **Backup** of files, do the following:

- 1) On the **File** menu, click **Backup**.



**Figure 12.1: File – Backup**

**Backup** dialog box opens.

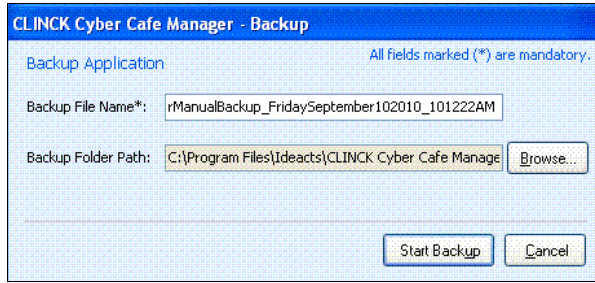


Figure 12.2: Backup Application

2) In the **Backup Application** dialog box, do the following:

	<p><b>Note:</b> See Figure 12.2 for Backup.</p>
---	---

- Enter **Backup File Name**
- Click **Browse** and select the folder path, to save the backup file.

3) Click **Start Backup**.

A dialog box confirming the successful completion of backup opens.

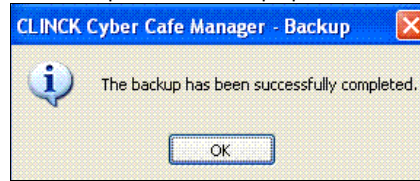



Figure 12.3: Backup

4) Click **OK**.

**Result:** Backup is done successfully.

### 12.1.1.2 Schedule Backups

For the safety of data, always take regular backups. With Schedule Backups, system takes automatic backups on regular intervals, during a particular time of the day.

	<p><b>Note:</b> The backup scheduler does not overwrite old backups. Each time the scheduler runs, a new backup file is created at the folder location specified.</p>
---	---

To maintain scheduled backups, do the following:

1) On the **File** menu, click **Schedule Backups**

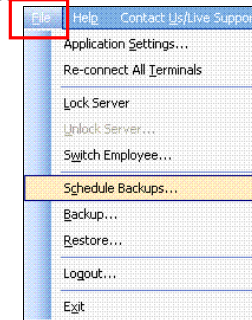
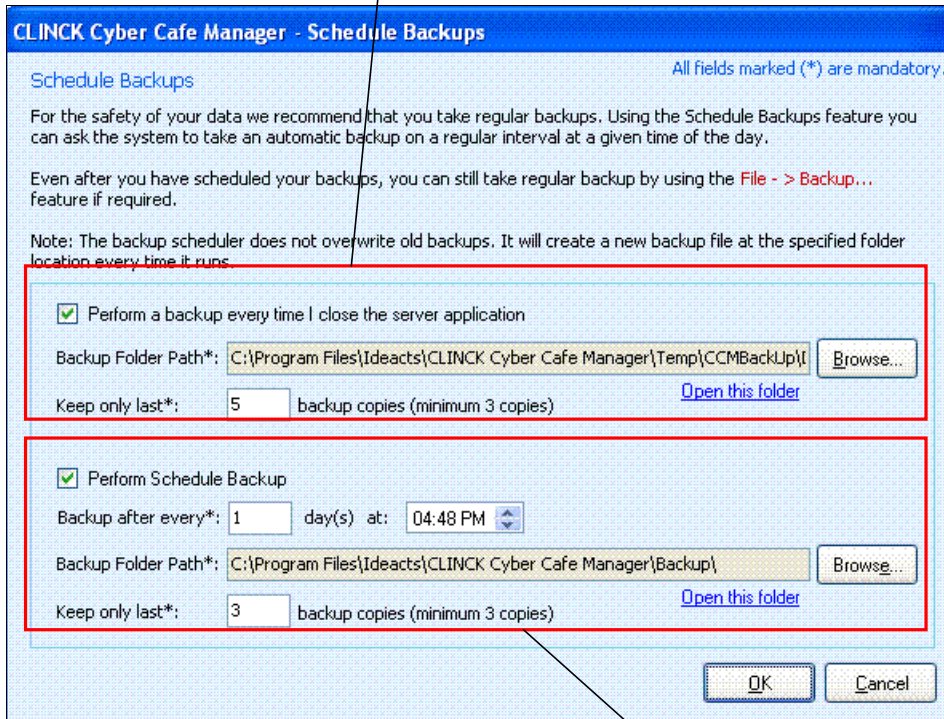


Figure 12.4: File - Schedule Backups

The **Schedule Backups** dialog box opens.

Performs backup, when the application is closed



**Figure 12.5: Schedule Backups**

Scheduled backups

2) In the **Schedule Backups** dialog box, do the following:

	<b>Note:</b> See Figure 12.5 for Schedule Backups.
--	--

a. To perform backups every time the server application is closed, do the following:

- Select **Perform a backup every time I close the server application**.  
With this feature, you will be prompted to take backups each time the CLINCK Cyber Café Manager Server closes, as shown in **Figure 12.6**.
- Click **Browse**.

With this option, you can choose a folder path, to maintain backup.

- Enter **Keep only last**.

With this feature, a minimum of three backup copies are maintained.

	<b>Note:</b> See Figure 12.6 for Auto Backup.
--	---



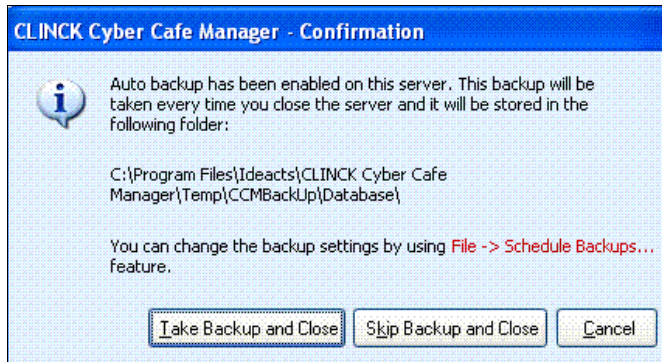




Figure 12.6: Auto Backup

- Click **Take Backup and Close**.  
With this option, a backup is taken before the CLINCK Cyber Café Manager Server closes.
- Click **Skip Backup and Close**.  
CLINCK Cyber Café Manager Server closes, without taking a backup.
- Click **Cancel**.  
With this option, the CLINCK Cyber Manager Server screen opens.

b. To perform schedule backups, do the following:


	<b>Note:</b> See Figure 12.5 for Schedule Backups.
---	--

- Select **Perform Schedule Backup**.  
With this feature, timely backups based on the schedule are taken.
- Enter **Backup after every** day(s)  
With this feature, backup is taken for the scheduled days.  
For example, for a daily backup, enter “1”.

	<b>Note:</b> <ul style="list-style-type: none"> <li>▪ Always select a time when the CLINCK Cyber Café Manager Server is running.</li> <li>▪ If the server application is closed at the specified time of the backup, backup is taken immediately after the server is executed.</li> </ul>
---	---

- Select the time at which the backup must be taken.
- Click **Browse**  
With this option, you can choose a folder path, to maintain backup.
- Enter **Keep only last**.  
With this feature, a minimum of three backup copies are maintained.

3) Click **OK**.

	<b>Note:</b> <ul style="list-style-type: none"> <li>▪ Even after scheduling the backups, still regular backups can be taken using <b>File &gt; Backup</b>.</li> <li>▪ See Figure 12.1 for Backup.</li> </ul>
---	--

**Result:** Scheduled Backups are taken successfully.

## 12.2 Database Restore

Database Restore helps in restoring the backed up files. To restore the database, do the following:

- a. On the **File** menu, select **Restore**.

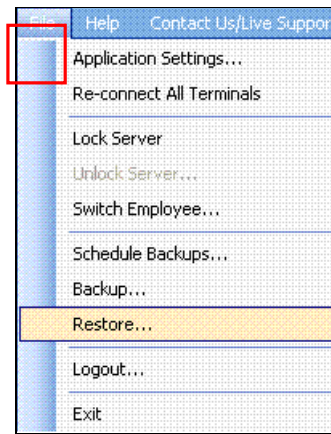


Figure 12.7: File – Restore

The **Restore** dialog box opens.

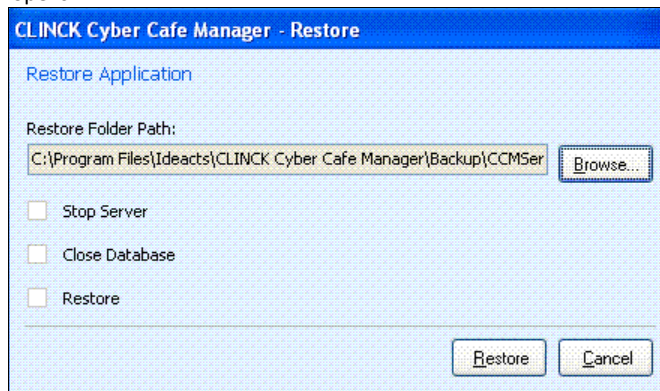


Figure 12.8: Database Restore

4) In the **Restore** dialog box, do the following:

■ Click **Browse**

With this option, choose the folder path, to restore the backup file.

5) Click **Restore**.

**Restore Backup** dialog box opens.

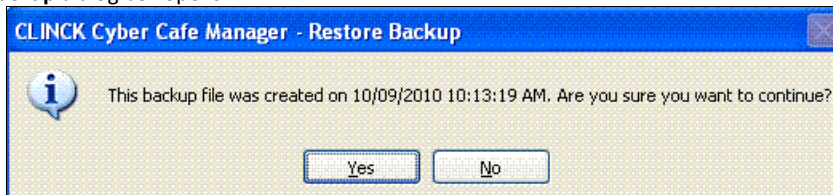


Figure 12.9: Restore Backup

6) Click **Yes**.

**Restore Backup** dialog box opens, informing you about the successful completion of the restore process. Now, the CLINCK Cyber Café Manager restarts.

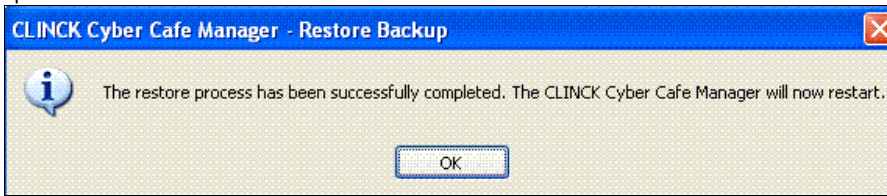


Figure 12.10: Successful Completion of Restore Backup

7) Click **OK**.

**CLINCK Cyber Café Manager Server** restarts and the **Server Login** dialog box opens.



Figure 12.11: Server Login

**Result:** The database backup is restored successfully.

## Chapter 13: User Accounts and Access Permissions

The person who administers the Café has full rights, compared to the employees, who work under him. The admin adds new employees to the Café and assigns only certain rights to them. This is discussed in detail in this chapter.

### 13.1 To Add a New Employee

**Employee** tab is used to create and manage employees accessing the CLINCK Cyber Café Manager. When many people work in the café, then this tab is used to create multiple employee logins. A separate login account must be created for everyone managing the Cyber Café Manager, so that it allows the manager to track the activities performed by each employee separately.



**Note:** A default user Admin is already present on the system, and as an Administrator only he can close the CLINCK Cyber Café application.



**Figure 13.1: Manage Employee Accounts**

To add a new employee, do the following:

- 1) Select **Employees > Add New Employee** on the **Home** page  
**Add / Edit Employee Details** dialog box opens.

**Add/Edit Employee Details**

Add/Edit Employee details All fields marked (\*) are mandatory.

Employee Name\*:

Employee Type\*:

Password\*:

Confirm Password\*:

**Quick Help**

**How to create an Employee?**

1. Start by providing the employee name.
2. Select an employee type. An "Administrator" has full rights in the system and an "Employees" has limited rights. Select "Employees" if you do not want the user to have right of changing rate plans, deleting customers etc. You will also be allowed to change the default permission set of an employee in the next step.
3. Provide a password and click the "Next" button.

**Figure 13.2: Add / Edit Employee Details**

2) In the **Add / Edit Employee Details** dialog box, do the following:

- Enter **Employee Name**
- Select **Employee Type**
- Enter **Password**
- Enter **Confirm Password**

**Note:** In selecting an Employee Type, an Administrator has full rights, but an Employee has only limited rights. If the user is selected as an employee, then he can be given rights to change the rate plans, to delete customers, etc.



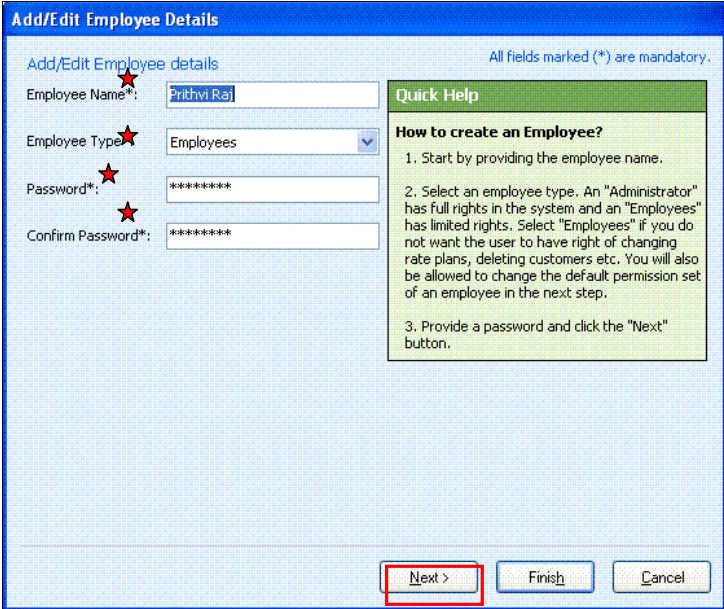


Figure 13.3: Add / Edit Employee Details

- 3) Click **Next**. **Add / Change Employee permissions** dialog box opens.
- 4) Select the permissions to be assigned to the employee.

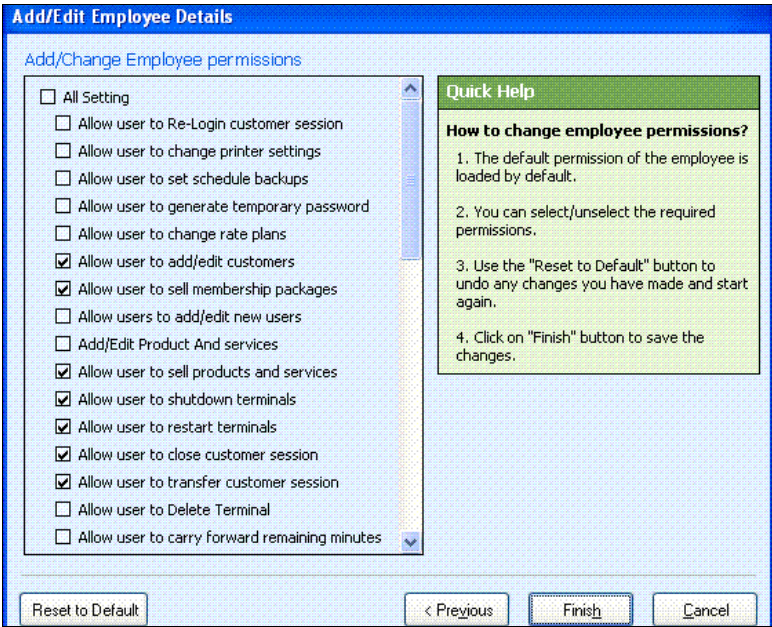


Figure 13.4: Add / Edit Employee Details

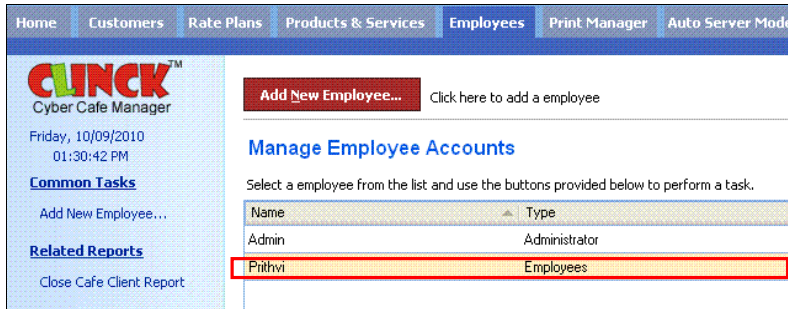




**Note:** *Reset to Default* button is used to undo any changes you have made and start again.

5) Click **Finish**.

In the example, an employee by name “Prithvi” is added as a New Employee.



**Figure 13.5: Manage Employee Accounts**



**Note:** *Employees* tab has the following report:

- *Close Café Client Report*, see section 11.4.3
- For more information on reports, see Chapter 11.

**Result:** A New Employee is added.

## 13.2 To Edit Employee Details

The **Edit** button in the **Manage Employee Accounts** is used to edit employee details such as his name, login id and so on.



**Note:** *Only employees with admin rights can edit employee details.*

1) The steps to edit the employee details are as follows:

- Select an **Employee**
- Click **Edit**

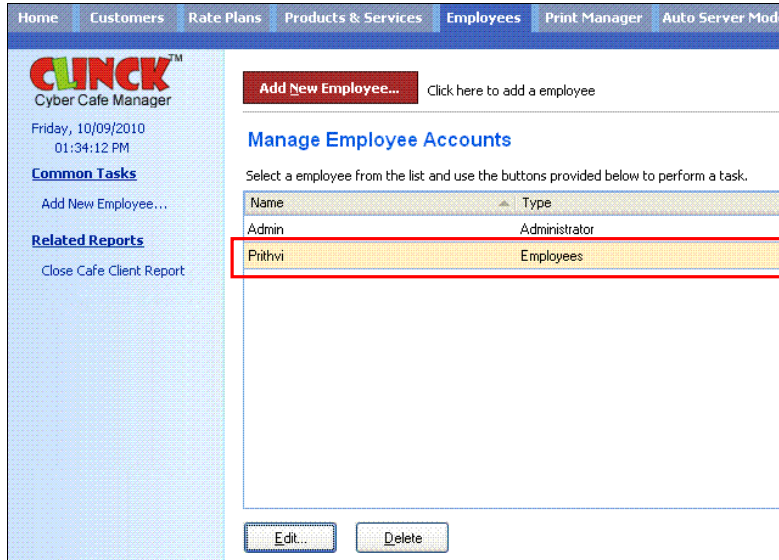


Figure 13.6: Manage Employee Accounts

Add/Edit Employee Details dialog box opens.

The screenshot shows the 'Add/Edit Employee Details' dialog box. The title bar reads 'Add/Edit Employee Details'. Below the title bar, there is a subtitle 'Add/Edit Employee details' and a note 'All fields marked (\*) are mandatory.'. The form contains four fields: 'Employee Name\*' (text input with 'Prithvi' entered and highlighted in red), 'Employee Type\*' (dropdown menu with 'Employees' selected), 'Password\*' (password input with asterisks), and 'Confirm Password\*' (password input with asterisks). On the right side, there is a 'Quick Help' section with the title 'How to create an Employee?' and three numbered steps: 1. Start by providing the employee name. 2. Select an employee type. An "Administrator" has full rights in the system and an "Employees" has limited rights. Select "Employees" if you do not want the user to have right of changing rate plans, deleting customers etc. You will also be allowed to change the default permission set of an employee in the next step. 3. Provide a password and click the "Next" button. At the bottom of the dialog box are three buttons: 'Next >', 'Finish', and 'Cancel'.

Figure 13.7: Add / Edit Employee Details

2) In the **Add/Edit Employee Details** dialog box, do the following:

- Enter **Employee Name**
- Enter **Password** and **Confirm Password**

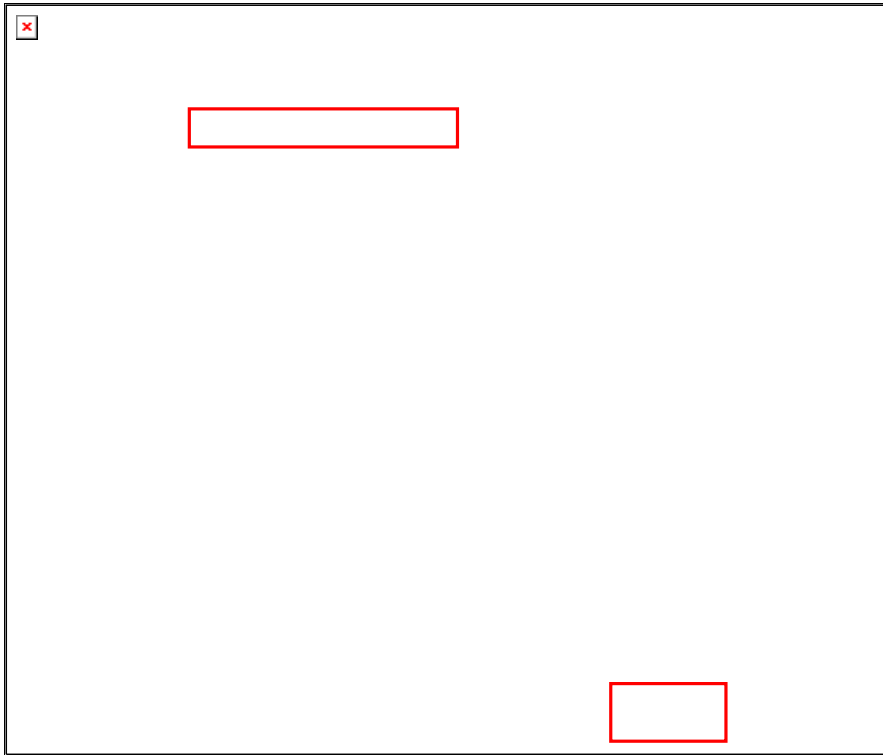


Figure 13.8: Add / Edit Employee Details

- 3) Click **Finish**.  
The **Employee Details** are edited.

**Result:** User Accounts are created with certain access rights.

## Chapter 14: Help

---

The CLINCK Cyber Café Manager provides different ways to get help related to the cyber café management. You can use one or more of the following help options:

- Quick Help
- FAQ
- Online Help
- How To Start
- Contact Us/Live Support

Each of these help options is explained in this chapter.

### 14.1 Quick Help

---

A different Quick Help section appears for every menu tab on the CLINCK server screen. It provides explanations and instructions related to the CLINCK Cyber Café Manager's frequently used features and tasks appearing under that particular tab. For example, the Quick Help section of the **Home** tab provides help on topics related to managing terminals and sessions.

**Quick Help**

**Client Terminals**  
If you are having trouble installing client terminals please refer to our "How To Start" guide.

**How to set session time of a customer?**  
Ask the customer to first login from a terminal. Right click on the terminal and select "Set session time". You can also renew the session time later by selecting "Renew session time".

**Walk-In Customers**  
If you do not want the customer to be a registered customer, you can allow him/her to sit for a session as a walk-in customer. To allow a walk-in customer, right click on an idle terminal and select "Login as Walk-In".

**Close Session**  
When a registered customer logs out, you must right click on the terminal icon and close the session before another customer can sit.

**Transfer Session**  
If a customer wants to change his/her terminal you can transfer the session to another terminal. Right click on the customer's terminal and select "Transfer Session".

**Terminal Information**

Terminal Status:  
Terminal Name:  
Customer Name:  
Customer Type:  
Time In:  
Time Out:  
Duration (HH:MM):  
Internet Usage (Rs.):  
Products/Services (Rs.):  
Total Amount (Rs.):  
Time Remaining:

**Manage Terminals**  
Select a terminal icon to see the details in the Terminal Information box. Right click on the terminal icon to see the task menu.

kirti (AT-1001)

Terminals: 1 | Connected: 1 | Disconnected: 0 | Busy: 1 | Idle: 0

Customer Name	Customer Type	Terminal Name	Time In	Time Out	Duration (HH:MM)	Total Amount (Rs.)	Bill/Invoice Details
kirti	Registere...	AT-1001	11:47 AM	11:47 AM	00:01	5.00	<a href="#">View Details...</a>
kirti	Registere...	AT-1001	11:38 AM	11:42 AM	00:05	5.00	<a href="#">View Details...</a>
seena	Walk-In C...	AT-1001	11:34 AM	11:34 AM	00:01	5.00	<a href="#">View Details...</a>
kirti	Registere...	AT-1001	10:41 AM	11:34 AM	00:53	15.00	<a href="#">View Details...</a>

**What's new in this release - v1.1.6.0**  
Keep a record of websites visited by your customers by using URL Tracking  
[read more >>](#)

Figure 14.1: Example of Quick Help

## 14.2 FAQ

The **FAQ** option takes you to a web page that provides answers to frequently asked questions related to the CLINCK Cyber Café Manager.

It is available under the CLINCK server's **Help** menu and under the **How To Start** tab. Moreover, you can also access the FAQs directly from the partners website - <http://partners.ideacts.com>

Cyber Cafe Manager - FAQ - Windows Internet Explorer

Back To **CLINCK**

http://www.ideacts.com/cms/partner/C3MFAQ.aspx

File Edit View Favorites Tools Help

CLINCK™ powered by Google™ Search

Favorites Suggested Sites Get More Add-ons

Cyber Cafe Manager-FAQ

ideacts | innovations

Cyber Cafe Manager

Cafe: Friends | My Account | Logout For further support: Vaseem Ahmed | 9886497867 | vaseem@ideacts.co

## CLINCK Cyber Cafe Manager FAQs

Following are some of the frequently asked questions about CLINCK Cyber Cafe Manager. Click on the question to read the answer.

1. [How does CLINCK Cyber Cafe Manager work?](#)
2. [Are CLINCK and CLINCK Cafe Client the same application?](#)
3. [If I am already using CLINCK in my cafe do I have to download any other application?](#)
4. [Can I install CLINCK and CLINCK Cyber Cafe Manager on the same machine?](#)
5. [How do I login into the CLINCK Cyber Cafe Manager server after installing it?](#)
6. [How many Rate Plan slots should I enter?](#)
7. [I have a member whose member account has expired but he still has some minutes left in his account – how can I allow him to use his pending minutes?](#)
8. [What is an Online Customer Database?](#)
9. [I sell other products like CD's, Printouts, Computer Hardware etc in my cafe. Can I use CLINCK Cyber Cafe Manager to keep track of that?](#)
10. [Can I stop the CLINCK Cyber Cafe Manager Server when customers are logged in?](#)
11. [Is Internet connection required for running CLINCK Cyber Cafe Manager?](#)
12. [In case of Power failure do I lose all the data related to current customer sessions?](#)
13. [What all financial reports does CLINCK Cyber Cafe Manager provide?](#)

Home  
My Account  
Daily Register Report  
About CLINCK Cyber Cafe Manager  
Installers  
Installation Manuals  
Deep Freeze  
Help  
FAQs  
Generate Temporary Password  
Feedback  
Change Password  
Contact

Figure 14.2: Frequently Asked Questions (FAQ)

## 14.3 Online Help

The **Online Help** option opens a user guide for the CLINCK Cyber Café Manager in PDF format. It is available under the CLINCK server's **Help** menu and under the **How To Start** tab. Moreover, you can also access the online help directly from the partners website - <http://partners.ideacts.com>



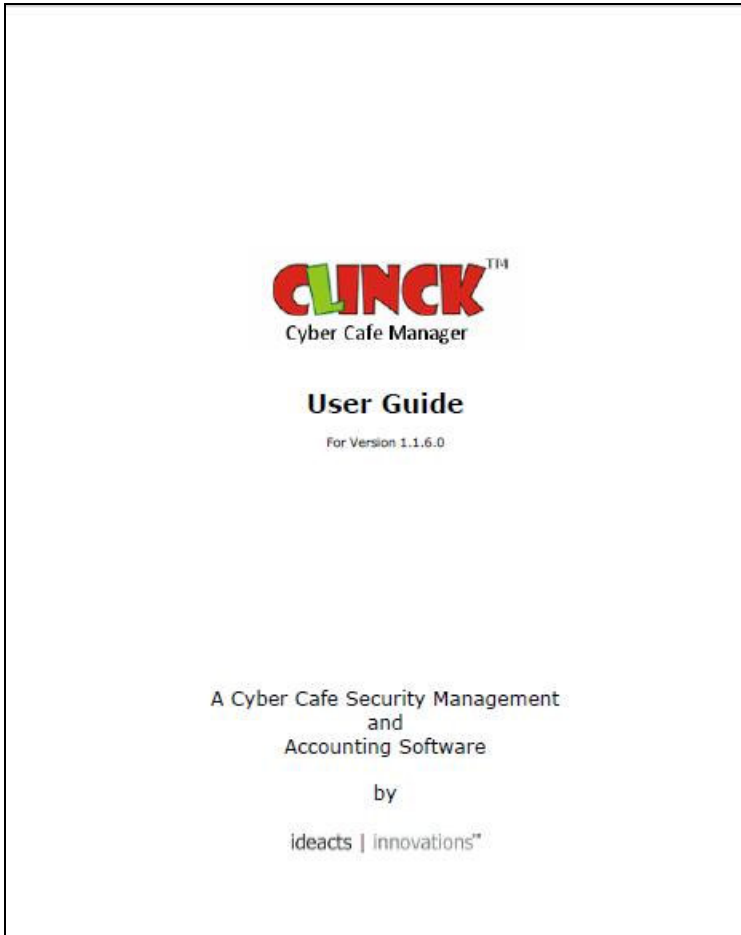


Figure 14.3: User guide to CLINCK Cyber Café Manager in PDF format

## 14.4 How To Start

---

**How To Start** is a 3-step guide on how to start using the CLINCK Cyber Café Manager. It is available under the CLINCK server's **Help** menu and also under the **How To Start** tab.

CLINCK Cyber Cafe Manager - Auto Server Mode

Back To CLINCK

File Help Contact Us/Live Support

Rajan | BNGL-2368  
Employee: admin

Home Customers Rate Plans Products & Services Employees Print Manager Auto Server Mode Reports **How To Start**

Version: 1.1.6.0

### 3 Step Guide to start using the CLINCK Cyber Cafe Manager

Click on each on these steps to view details

Step 1. Configure Client Machines → Step 2. Configure Rate Plans → Step 3. Add Customers

#### Step 1. Configure Client Machine

**Already using CLINCK**

If you were already using CLINCK in your cafe, you DO NOT need to install any application on your terminals. Just follow these steps to enable the Cyber Cafe Client:

- Make sure you are using CLINCK version 3.1.9 or above. To check the version of CLINCK on a machine move your mouse over the system tray icon.

CLINCK (v3.1.9)  
Cafe Code: MOHA-0005  
Terminal Code: 15  
DF: No  
C3M: No

CLINCK Version

**Not using CLINCK**

If you are installing CLINCK for the first time, follow these steps

- First make sure that your CLINCK Cyber cafe server is running.
- Download the CLINCK Desktop setup from the partner site and install it on the terminal. During the setup select the option of Enabling the CLINCK Cyber Cafe Client.  
Partner site URL: <http://partners.ideacts.com>

You will need to enter your cafe code (Example: PUNE-0666) during installation.

Please provide your cafe code and click Verify

Cafe Code\*: PUNE-0666 Example: PUNE-0000


Your Cafe Code is mailed to you when you registered with Ideacts. If you do not remember your cafe code, please check your email.

- When you start CLINCK it will automatically connect to the server and display the customer login screen. If your cafe name appears on top of the login dialog your installation has been successful.

[Click Here](#) to download the CLINCK Cyber Cafe Manager Client setup manual.

If your terminals are not able to connect to server [click here](#) to read more about how to configure your network.

Figure 14.4: How To Start tab

 **Note:** See Section 2.2.1 for more information on the 3-step guide on how to start the CLINCK Cyber Café Manager.

## 14.5 Contact Us/Live Support

The **Contact Us/Live Support** option is available in the CLINCK server’s main menu and also under the **How To Start** tab. It opens the **Contact Us** dialog box which has the contact details of the Ideacts Account Manager and a **Live Support** button to send your support request to Ideacts online. A support executive responds to the support request within four hours.

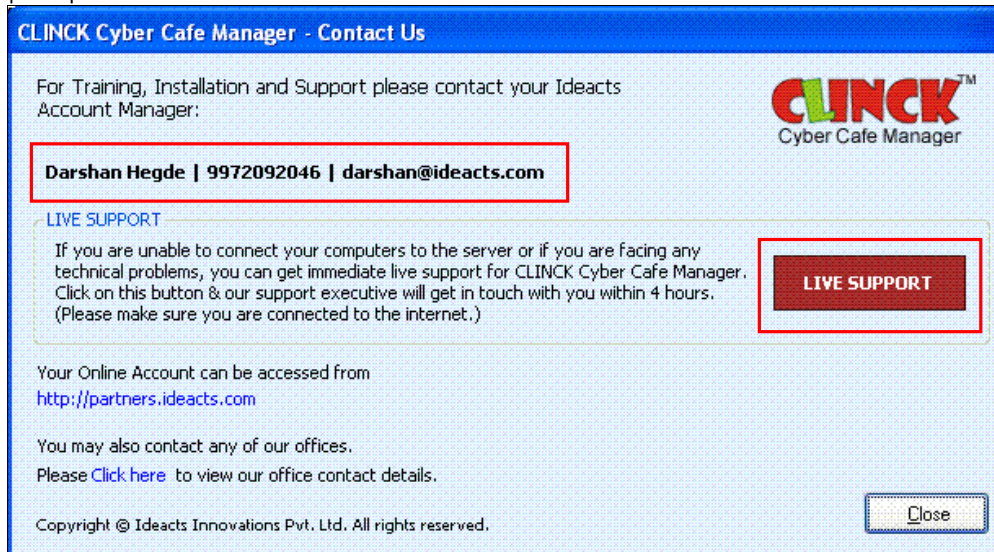


Figure 14.5: Contact Us/Live Support dialog box

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