

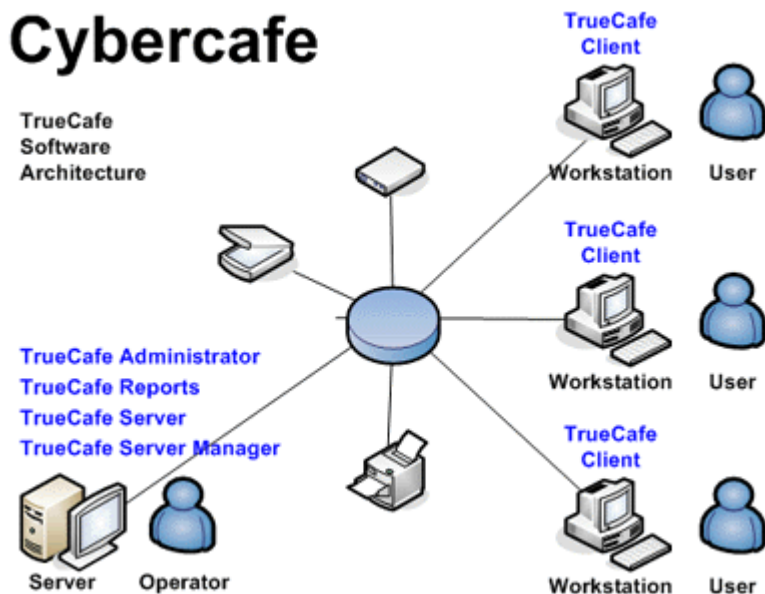
TrueCafé Friendly Cyber Cafe Software Documentation



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Features

TrueCafe is a distributed system. It consists of server and client software.



Server software is a center of cyber cafe maintenance. It provides pricing, customer and session management, payments, reporting and so on.

Client software blocks unauthorized access to terminals, displays statistics of a user's session and a list of applications a user can start after a terminal is unlocked.

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Control a cyber cafe with ease

All important information is displayed on one screen: the list of customers that you can create, edit, sell products to, drag-n-drop them on a terminal to start a session; the list/icons of workstations you can arrange according to the real location of terminals in the club; session summary for a selected terminal; the list of active sessions. While managing a session, you can set/extend a time limit or pre-paid, add any product (printing, scanning, etc.), give a discount, print a receipt when a session is finished.

[Read more](#)

Utilize pre-paid tickets (time codes)

Create, print, sell, delete or recover pre-paid tickets. Distribute tickets among your employees (agents). Keep track of a ticket status. Delete all unused tickets. Use a ticket to top-up a customer session. Create promotional tickets.

Create tickets which your customer can only use on either Wi-Fi terminals or desktop PCs. This is useful when you provide different charge rates for Wi-Fi and desktop sessions.

[Read more](#)

Provide Wi-Fi hotspot support (wireless billing)

Charge the customers of your cafe, club, shop, hotel, etc. when they connect their laptops, PDAs or any other mobile devices to your access point (Wi-Fi hotspot) and use the Internet to surf the web, read emails or chat via an instant messenger. Customize your Wi-Fi billing login and session info pages (show your cafe logo, etc.). Use white list feature to specify Wi-Fi billing exceptions.

[Read more](#)

Use license key (CD-key) management

Cut down your game licensing expenses using the CD-key management system. Purchase a quantity of licenses to cover a simultaneous gameplay vs. purchasing a license for every terminal where a game is installed. Valve Steam accounts integration is supported.

[Read more](#)

Install on NComputing and Terminal Server

Install TrueCafe on a multi-session platform such as NComputing host (www.ncomputing.com) or Windows Terminal Server. In this case a number of user sessions run on a host computer simultaneously. Each session is considered by TrueCafe as a separate virtual terminal with TrueCafe Client running. TrueCafe Server can be installed on either the same shared computer or a detached

one.

[Read more](#)

Automatically charge a customer for printing

TrueCafe Printer Watcher software let you automatically charge a customer for printing on any printer in your cyber cafe, using a very precise method of calculating the exact number of document pages and copies. Use the print confirmation feature which notifies your customers how many pages they print and how much they are charged for the printing. You can also turn on the print control feature which means a customer can only print if he has enough money on his balance.

[Read more](#)

Setup any complicated pricing

Maybe the most flexible and convenient pricing setup you have ever seen. Configure pricing per minute, hour, an item or setup a table of fixed sums that are added to a bill; round amount of a service; setup taxing (included in or excluded of the price). Create a number of time zones with distinct pricing for each one. Setup amount-dependent pricing (e.g. 1 hour = \$5, 2 hours = \$7, etc.). Create service packages for each type of customers you have (standard customers, students, employees, VIP, etc.). Assign a package to a customer or select one while starting a session. Let your customers select pricing they prefer by providing them with "public" packages. Define a system of discounts that you can use from time to time.

[Read more](#)

Protect terminals

TrueCafe Client software locks a terminal until a customer logins to the system using his name/password or a cyber cafe administrator unlocks a terminal remotely. TrueCafe Client can be configured to auto-start when a computer starts, disable the Task Manager, hide the standard Desktop and Start Menu. You can setup a restricted set of applications a user can start from the TrueCafe Client (e.g. computer games). Also, TrueCafe Client displays session statistics (time, total sum, etc.) and allows a user to end his session. A user is warned via a message or custom sound file when critical amount of time/money is left. A user can order services/products such as drinks, snacks, etc. from his/her place. Restart a terminal when a session ends to rollback any changes made by a customer (providing that [DeepFreeze](#) software is installed). TrueCafe Server monitors every computer in a cyber cafe, keeps track of computers' state and saves changes into a system log.

[Read more](#)

Control terminals remotely

Get a terminal screenshot and the list of running processes. Terminate any process, start an application remotely. Control terminal sound volume, mute sound. Monitor your Internet cafe terminals state and get a notification when a terminal is off or TrueCafe Client is not running.

[Read more](#)

Chat with a customer

Use a build-in instant messenger to organize a chat between operator and a customer on any terminal. Send a text message to a terminal in order to notify your customers about an important event or provide them with any other information.

[Read more](#)

Manage terminals

Setup a terminal profile for any type of terminal (e.g. Internet station, game station, etc.). A terminal profile is a set of applications (the name and path on the disk) which are displayed in the TrueCafe Client and can be started by a user. You can remotely shutdown or restart any terminal, start any application on a remote terminal (enter the path on the disk or choose the application from a pre-defined list). Also, you can remotely change the TrueCafe Client security level (none, auto-start, disable Task Manager, hide Desktop and Start Menu).

[Read more](#)

Setup a point-of-sale

Sell products in your cyber cafe. Make a walk-in (guest) and member sales, select multiple items into a bill, add/remove items from a bill. Print a receipt on the receipt printer or any other printer. Make your unique receipt design.

[Read more](#)

Use inventory system

Control available amount of your items in the stock. Use your barcode scanner when you sell the items.

[Read more](#)

Game console billing

Use TrueCafe with your game consoles such as XBox, PlayStation, etc. (X10 modules are required).

[Read more](#)

Save power in your cyber cafe

Shutdown idle or all terminals by one click. Shutdown an idle terminal automatically after a few minutes of inactivity. Turn on a terminal remotely before starting a customer session.

[Read more](#)

Calculate Internet traffic and browse URL log

TrueCafe calculates amount of Internet traffic for a user's session. You can use this simultaneously with your current Windows or Linux Internet (proxy) server. The cost of internal cyber cafe traffic is not included into a user's bill. You can change incoming/outgoing traffic coefficients, configure the list of ports that are used for filtering or setup any complicated traffic filter. URL log: keep track of the Internet websites and pages which a customer opens on your cyber cafe terminal.

[Read more](#)

Limit Internet bandwidth

You can specify some Internet bandwidth usage limit for every customer terminal. Depending on a pricing package, a bandwidth limit can be 64, 96, 128, etc. kbps or unlimited.

[Read more](#)

Use shifts to control your operators

Control your operators and cash flow using the shift management feature.

Every operator computer is considered as a cash desk so that each shift is linked to the corresponding cash desk. When an operator starts working with the program collecting any payment, starting/stopping customer sessions, etc., he has to start a shift. When he finishes working with the software, he stops his shift.

[Read more](#)

Analyze the business data

Use TrueCafe Reports to analyze your business data: the list of customers detailed by sessions and services provided; the list of services detailed by customers; the list of sessions; the list of system events (changes in the state of computers, the start/stop of the server, etc.).

[Read more](#)

Get online/email reports (Web Reports)

Analyze your business data in your web browser. Get access to your cyber cafe activity information outside the cafe from the Internet. Browse session, customer, service, terminal, etc. data for any period of time. View the diagrams which represent your business growth. Print any report on your printer for further analysis. Receive your Internet cafe reports automatically by email every day, every Monday or every 1st day of month.

[Read more](#)

Backup your data and settings

Backup and restore TrueCafe database and all system files. Configure a backup schedule to backup your data and settings automatically. Clean up the database.

[Read more](#)

Web Access

Sell tickets and top-up customer accounts remotely from your web browser. This is useful when you have an operator who sells tickets/tops up accounts from a separate computer (e.g. hotel reception) and doesn't have access to your TrueCafe Server computer.

Club map feature: setup the info display at your shop or cafe reception so that an incoming customer can locate an available terminal himself.

[Read more](#)

System Requirements

Operating system:

- Windows XP
- Windows Vista
- Windows 7
- Windows 2003 Server
- Windows 2008 Server

Server requirements:

- Processor: Intel Pentium 100 MHz or higher (P4 is recommended)
- Memory: minimum 32 MB of RAM (512 MB is recommended)
- Disk usage: 10 MB of hard disk space + about 30 MB space for database is recommended
- Video: VGA or higher resolution monitor
- Mouse is required

Client requirements:

- Processor: Intel Pentium 100 MHz or higher (PI4 is recommended)
- Memory: minimum 32 MB of RAM
- Disk usage: about 2 MB of hard disk space

It is **recommended** to install Microsoft Data Access Components (MDAC) version 2.7 or later versions. Otherwise, the [database upgrade](#) might not work properly. MDAC is available for downloading from Microsoft web site:

[Download MDAC 2.8](#)

History

Version 4.6 (Apr 2011)

Key new features:

- [Advertisement](#)
- Print options screen
- Export to CSV
- Custom ticket layout
- Wi-Fi/Desktop customers
- Cut tickets
- Terminal security

Minor improvements:

- Print monitor: correct copies number calculation
- New operator access options: top-up customer accounts, start/extend sessions
- No need to restart server any more when new tickets created
- "Run as Administrator" not required to register the software
- Sell items: fractional quantities
- Daily report. An operator only sees his/her sales
- WebReports. Printer friendly pages
- Options value field size increased
- Program error reports by email

Bugs fixed:

- TrueCafe Client sometimes doesn't lock the terminal screen
- "List index..." error when adding inventories

Version 4.5 (Jul 2010)

Key new features:

- [Web Access](#)
- [Web Reports by email](#)
- Ping monitor
- [Scan customer documents](#)
- Club map
- Session rounding
- Ticket printer
- Auto-login when Windows login = TrueCafe login
- Lock screen when disconnected
- Web Reports: Payload report

Minor improvements:

- Tickets are available on the expiry date and disabled the next day
- Ticket expiry date "today": sale/login date + 0 days
- Auto-close pre-paid sessions stopped from the server side
- Security options: change time/money and paid amounts
- TrueCafe Client. Press Shift when you double click on a program icon to start it via "Run as... (administrator)"
- Log outs list performance improvement
- Wi-Fi billing: proxy 8080 and 3128 ports are supported
- Copy application profiles
- Web Reports. URL log

Bugs fixed:

- Network driver can't be installed on Windows Vista/7/2008 64-bit versions
- TrueCafe Client session window doesn't show up sometimes
- Wi-Fi billing traffic counter resets when the info page refreshes
- Ticket login mask isn't applied to "login = ID" tickets
- Incorrect 1-minute rounding
- "User not found" error when customer types extra spaces before/after login
- Program registration on Windows 7 and Vista
- Duplicated Wi-Fi sessions when a terminal IP is changed
- Incorrect pre-paid amount starting a session for a terminal with the pricing coeff more than 1
- Printing tickets on some receipt printer models ("division by zero" error)

Version 4.4 (Jul 2009)

Key new features:

- [Bandwidth management](#)
- [Valve Steam support](#)
- [Wi-Fi white list](#)
- [Wi-Fi/Desktop tickets](#)
- Close programs delay
- Top-up and ticket receipts

Minor improvements:

- Auto connect terminals with TrueCafe Client installed, which haven't been added on the server side
- Options. Change currency sign
- Start session window. Select customer
- Logouts list (instead of open sessions list)
- Client. Locate TrueCafe Server

- Client. Prevent starting a few Clients under the same Windows user account
- Client. Network communication improvements
- CD-Key management. Don't run program when no license available
- Taxes. All prices and amounts include taxes
- Receipt. Sale date section
- Client. Reconnect to server (button)
- Separate network channel for terminal data (screenshots / process list / etc.)
- Performance improvements
- Sales. Allow negative quantity
- Don't ask the password starting a session from the server side (option)
- Ticket top-up. Display customer as transaction owner
- Tickets recover: administrator only
- Wi-Fi. Display full redirect (domain + document + params) on the status page
- Sale window. Display prices + tax
- Sales report. Display shift operator
- Rename main menu > View > Shift report -> Daily report
- Client. Windows user name on the login window caption
- Discount column in Web Reports, Sales report and Daily report
- Hide private pricing packages on the customer window from non-Admin users
- Display pricing package ID (main menu > Setup > Pricing)
- Session & New session windows. Display terminal name in caption
- Auto-close sessions option: any pre-paid by default

Bugs fixed:

- Move session applies minimal charge more than once
- Add time/money doesn't work well with decreasing pricing table
- Server doesn't delete a wi-fi terminal when a session ends
- Shift end_fact becomes NULL. Causes startup exception
- Chat doesn't work well with dynamic IP terminals
- Pause session doesn't work well with post-paid time limited sessions
- URL log. URLs with more than 1024 characters corrupt the database
- Client. Program shortcuts mix up when a few shortcuts have the same CD-key group (useful for Steam applaunch)
- Client. Vista. Session info window isn't displayed sometimes
- Client. Default app icon is not displayed on Vista
- Client. Display "search path" programs icons (e.g. calc.exe, notepad.exe)
- Client. Connection lost switching unlock > lock
- Thin client terminals screenshots mix-up
- Start/stop session sometimes fails when using remote screenshot
- Setup fails on 64-bit Windows versions
- Setup doesn't add firewalls exceptions on Vista
- Vista. Restart server doesn't work

Version 4.3 (Sep 2008)

- [Shift management](#)
- [Customer programs](#)
- TrueCafe Client connection wizard
- Wi-Fi session timeout
- Create promotional tickets
- Get original website redirect link on the Wi-Fi login page
- [Sales report](#)
- View customer sessions from the customer window
- Security. Hide logical drives on your terminals
- [Clean-up. Delete sales data](#)
- Select data folder when you install TrueCafe
- Scripts. Run external programs when TrueCafe Client logs on/off

Version 4.2 (Apr 2008)

- [Wi-Fi hotspot support \(wireless billing\)](#)
- [Terminal-dependent pricing](#)
- Ticket pricing wizard
- [Refunds](#)
- TrueCafe Client continues a session when terminal starts
- Enable/disable TrueCafe Client buttons
- Minimize TrueCafe Client session window
- Time left warnings on the server side
- Terminal screenshot security

Version 4.1 (Nov 2007)

- [Inventory](#)
- [TrueCafe Client security](#)
- [Printing confirmation](#)
- Ticket expiry date: fixed, sale + X days, login + X days
- Ticket login mask
- Terminal max sound volume
- [Keyboard shortcuts](#)
- Windows Vista support

Version 4.0 (Jun 2007)

- [License key \(CD-key\) management](#)
- [NComputing and Terminal Server support](#): use TrueCafe on thin-client platforms
- [Web Reports](#): analyze your cyber cafe business data in your web browser
- [Instant Messenger](#): chat with a customer and send notification messages to a terminal

- [URL Log](#): keep track of the Internet websites and pages a customer opens on a terminal
- [Printer Watcher](#): block printing if not enough money left on a customer balance
- [Customer](#): assign a customer photo
- [Customer](#): credit limit
- [Administrator](#): pause/resume a customer session
- [Tickets](#): password options (length, numbers, letters)
- [Printer Watcher](#): session ID, print job status in log
- [Terminals](#): dynamic IP (DHCP) support
- [Sessions](#): session list, re-print a receipt
- [Database Cleanup](#): delete unused records of print, CD-key reservation or URL log
- Restart a terminal when a session ends

Version 3.2 (Nov 2006)

- [Administrator](#): remote terminal screenshot, task manager, volume control
- [Administrator](#): ticket face value in the customer/ticket list
- [Administrator](#): terminal ping status in the list
- [TrueCafe Client](#): log off a customer session when a screensaver starts
- [TrueCafe Client](#): log off a customer session when Windows logoff/shutdown
- [TrueCafe Client](#): clear Internet Explorer History and Temporary Internet Files when log off
- [TrueCafe Client](#): connect/disconnect a dial-up connection when logon/logoff
- [TrueCafe Client](#): protect options with an unlocking code in registered version
- [Tickets](#): expiration date
- [Printer Watcher](#): distinct charge rates for monochrome and colour printing
- [Printer Watcher](#): extended terminal match: name -> ip -> name in LAN
- [Power Management](#): shutdown idle or all terminals in your cyber cafe, turn on a terminal remotely, automatically shutdown an idle terminal
- [Point-of-sale](#): check the customer balance before making a sale
- [Pricing](#): minimal charge, calculation improvements
- [Customer](#): user access improvements
- [Customer](#): highlight an account in the list with a background colour
- [Database Workshop](#): backup schedule
- Cash and credit card payments accepted
- Set default ticket name in options
- Disable simultaneous login for any customer/ticket
- Receipt: customer name section is added
- Setup: add TrueCafe Windows Firewall exceptions
- Language Editor is disabled in TrueCafe Client
- Precise terminal icons movement

Version 3.1 (Aug 2006)

- [Tickets \(time codes\)](#)

- [Point-of-sale](#): walk-in and member sales
- [TrueCafe Client](#): a customer can top-up his balance
- [TrueCafe Client](#): a customer can change his password
- [TrueCafe Client](#): perfect terminal locking
- [TrueCafe Client](#): set a background picture
- [TrueCafe Client](#): end running applications
- [Sessions](#): close sessions automatically
- [Sessions](#): pre-paid and post-paid sessions
- [Customer](#): specify pre-paid or post-paid method explicitly
- [Customer](#): calculate pre-paid account time left
- [Customer](#): top-up a balance
- [Customer](#): virtual cash
- [Daily report](#)
- Interface improvements: XP-styled icons
- "Switch user" in main menu
- Session list: customer age is displayed

Version 3.0 (Mar 2006)

- [Sessions](#): pre-paid and timers improvements
- [Pricing](#) improvements. Time zones, rounding, taxing, etc.
- [Traffic calculation](#)
- [POS. Receipt printing](#): Customized receipt (fonts, graphics, etc.)
- [Printer Watcher](#): automatically charge customers for printing
- [TrueCafe Client](#): order services/products remotely
- [TrueCafe Client](#): warn a customer when minimal time/money is left
- [TrueCafe Client](#): (demo version), unlock password (**closetruecafe**)
- Main window interface improvements
- Session summary: time, taxes, totals
- Time/money left columns in the terminal list
- Active sessions in the session list are highlighted
- Move a customer from one terminal to another
- Session dialog is displayed when session is stopped
- Setup Wizard: helps you to configure TrueCafe at the first time
- [Database Workshop](#): system backup/restore
- TrueCafe Server Manager is displayed if server is not running

Version 2.2 (Jul 2005)

- [Terminal remote shutdown, restart, application start](#)
- [Terminal profiles, application management](#)
- [TrueCafe Client](#): the application list
- TrueCafe Client: security levels. Auto-start, disable Task Manager, hide Desktop and Start Menu.

- "Snap to grid" when arranging terminals

Version 2.1 (Apr 2005)

- [New XP-styled interface](#)
- [Pricing](#): public & private services
- [Pricing](#): discount for service packages
- [Pricing](#): service packages order
- [Pricing](#): services initial values
- [Language Editor](#)
- [Database Workshop](#)

Technical support

We provide full technical support on TrueCafe. If you have any questions, suggestions or comments on the system, please contact us by e-mail:

support@truecafe.net

For latest news and downloads related to our products please visit our website:

<http://www.truecafe.net>

Post your feedbacks to our forum:

<http://www.truecafe.net/forum/>

Contact us via MSN or Yahoo Messenger:

support@truecafe.net

Read TrueCafe RSS feed:

<http://www.truecafe.net/rss.xml>

Licensing

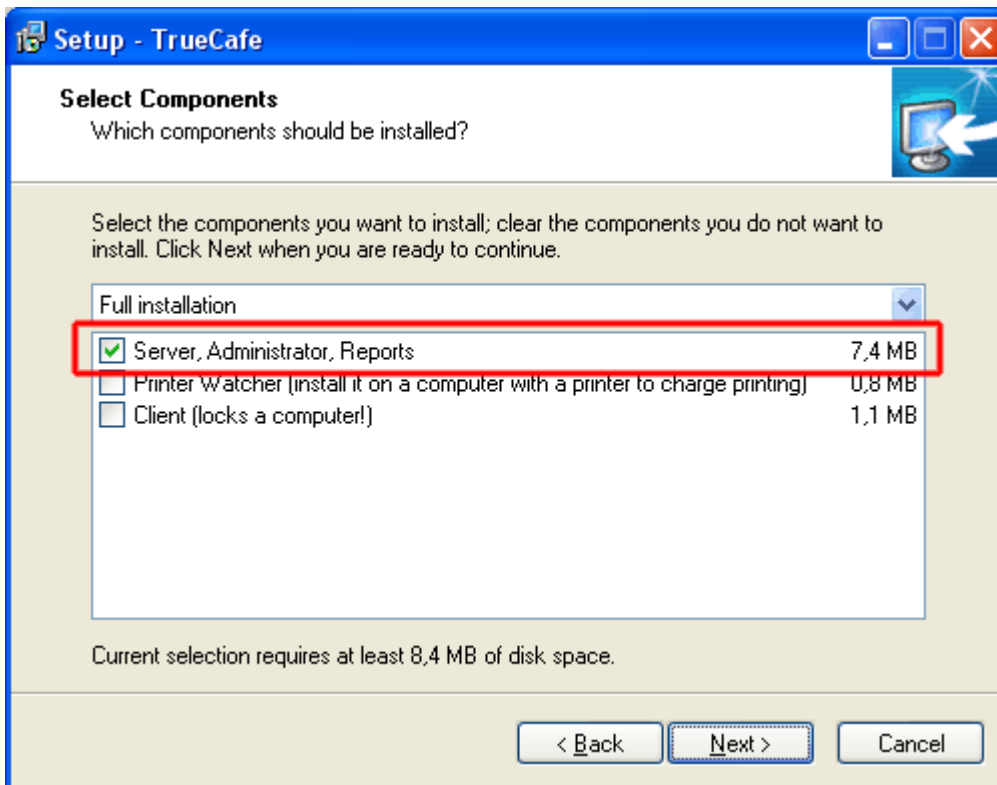
Demo version of TrueCafe allows to work with 4 terminals maximum.

To purchase a registered version please visit the [order](#) page.

Setup. Step-by-step Guide

1. Install Server

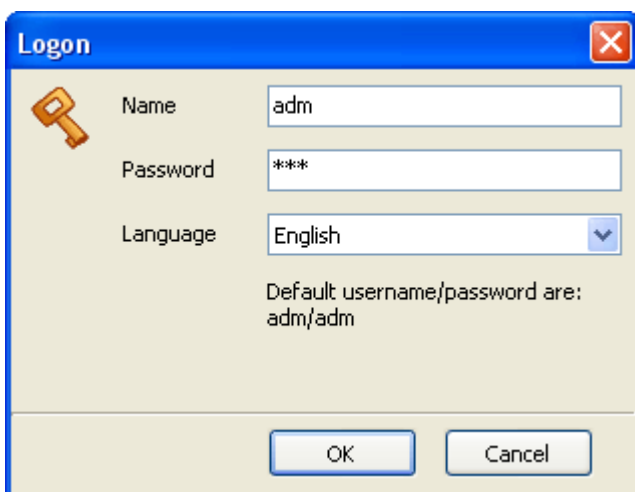
Run TrueCafe installation program on your server/operator computer. Select the **Server** option to install the server components:



2. Run TrueCafe

Start TrueCafe: Windows Start > TrueCafe > TrueCafe

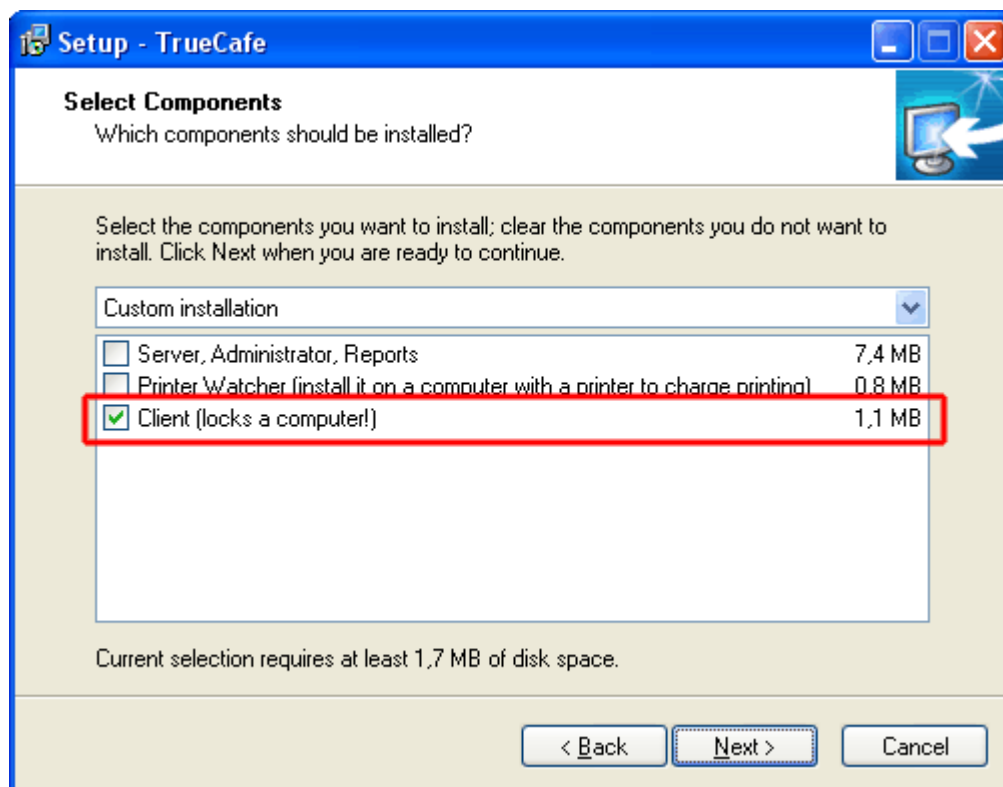
Use the default login/password = adm/adm:



3. Install Client

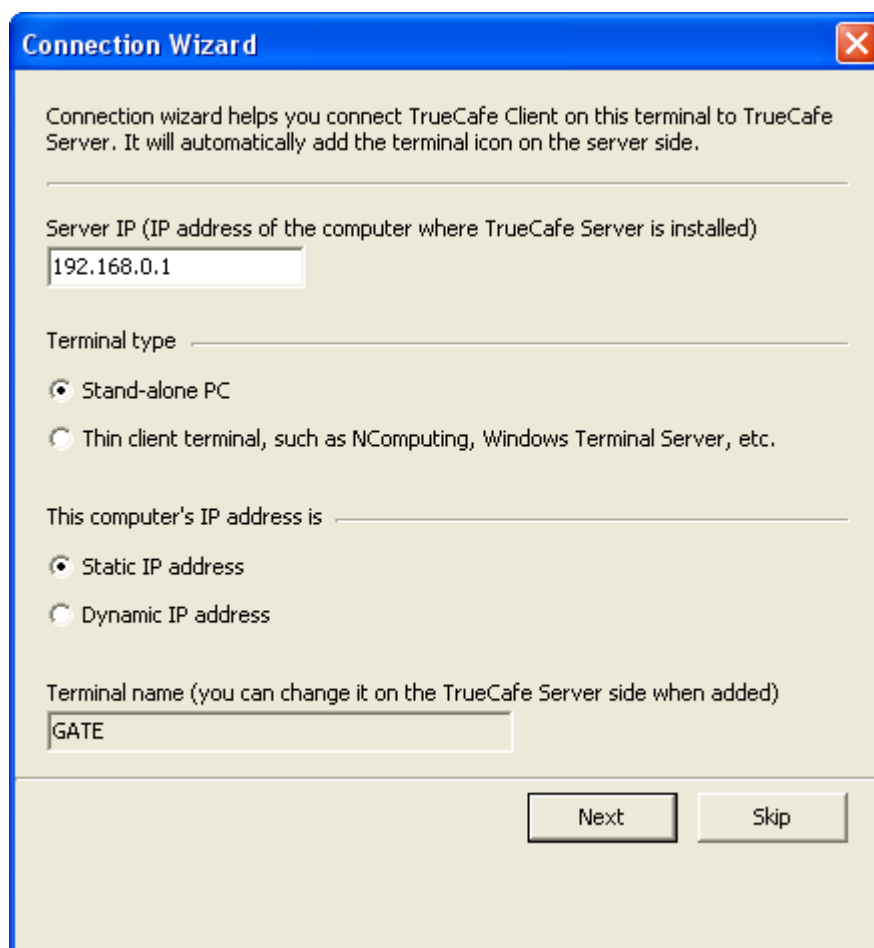
Run TrueCafe installation program on your terminal computer(s). Select the **Client** option to install the

client components:



4. Connect Client to Server

Run TrueCafe Client when the installation ends or restart your computer and TrueCafe Client will start automatically. The first time it starts it displays the **Connection wizard** window:



Server IP: type IP address or host name of your server computer (a computer where TrueCafe Server software is installed).

Terminal type: select whether it's a desktop PC or a thin-client terminal (NComputing, Windows Terminal Service client, etc.)

Press the **Next** button and if you have specified your Server IP address correctly, TrueCafe adds the terminal icon on your server side.

If you get **Network error 10061**, try disabling your firewalls on both server and terminal sides, or add TrueCafeServer.exe program to your firewall exception list on the server side.

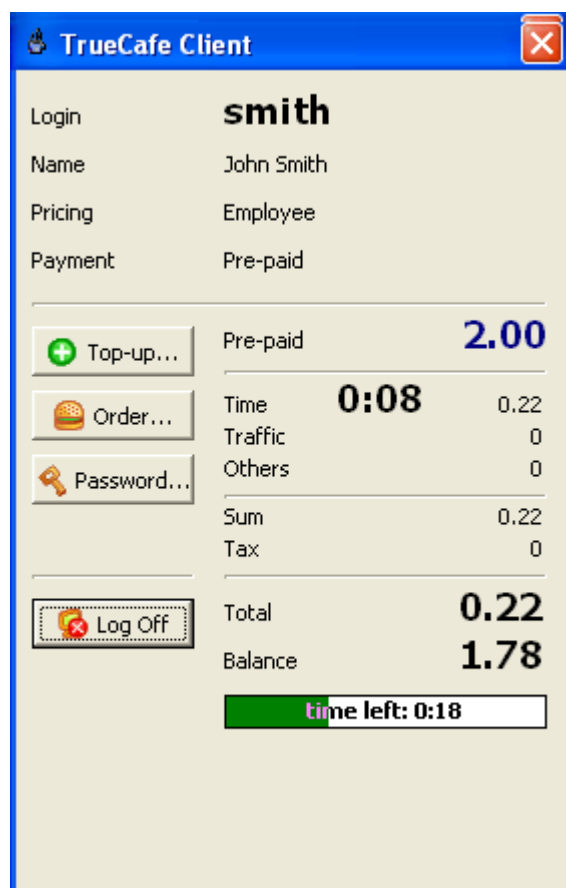
5. Login on Terminal

When you start your terminal computer, TrueCafe Client automatically starts, locks the terminal screen and displays the login window:



The image shows a login window titled "TrueCafe 4.3.810.14 DEMO. Logon". It features a key icon on the left. The login fields are: Login (text box with "adm"), Password (text box with "****"), and Language (dropdown menu with "English" selected). At the bottom, there are three buttons: "Options >>", "Enter", and "Cancel".


Use a customer login/password to start a session, e.g. your default administrative account - login/password = adm/adm. TrueCafe Client unlocks the screen and displays the session info window:



The image shows the "TrueCafe Client" session info window. It displays the following information:

Login	smith		
Name	John Smith		
Pricing	Employee		
Payment	Pre-paid		
Pre-paid		2.00	
Time		0:08	0.22
Traffic			0
Others			0
Sum			0.22
Tax			0
Total		0.22	
Balance		1.78	
time left: 0:18			

On the left side, there are buttons: "Top-up...", "Order...", "Password...", and "Log Off".



If you need to unlock your terminal screen (close down TrueCafe Client program), you have to leave login empty, type password = **closetruecafe** and press Enter.

What's next?

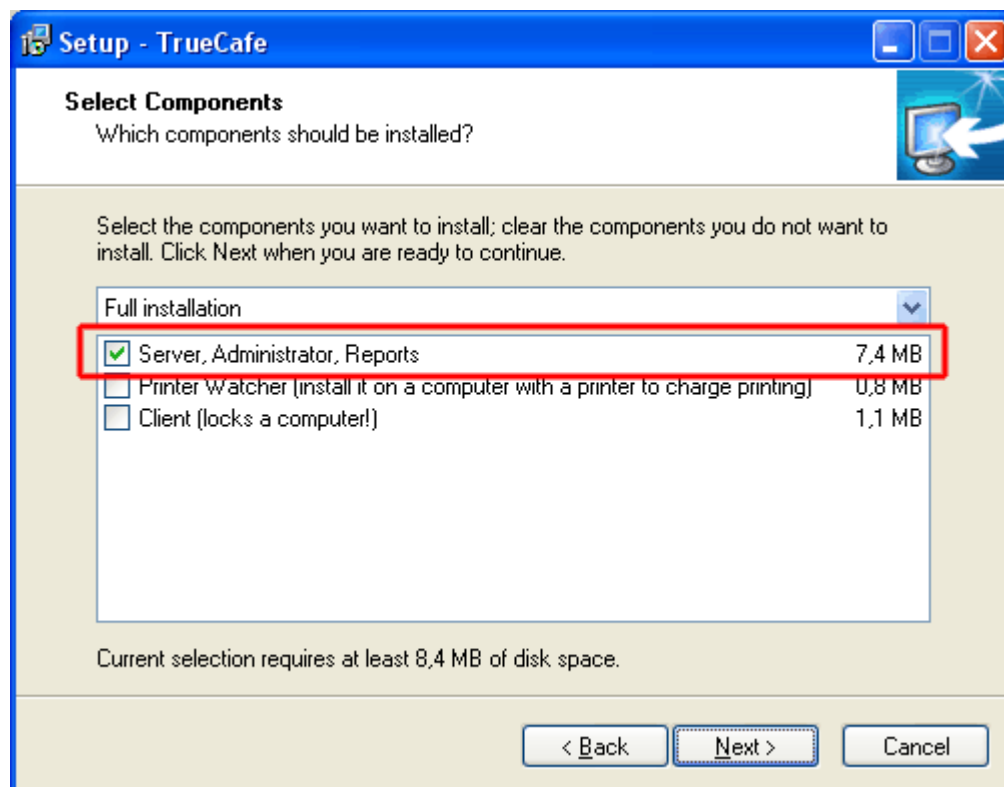
You could also [create pre-paid tickets](#) or [setup your pricing](#) or get to know more about [pre-paid and post-paid customer sessions](#)

Setup. Step-by-step Guide for Thin Clients

...such as NComputing (L130, L230, X300, etc.), Windows Terminal Server, etc.

1. Install Server

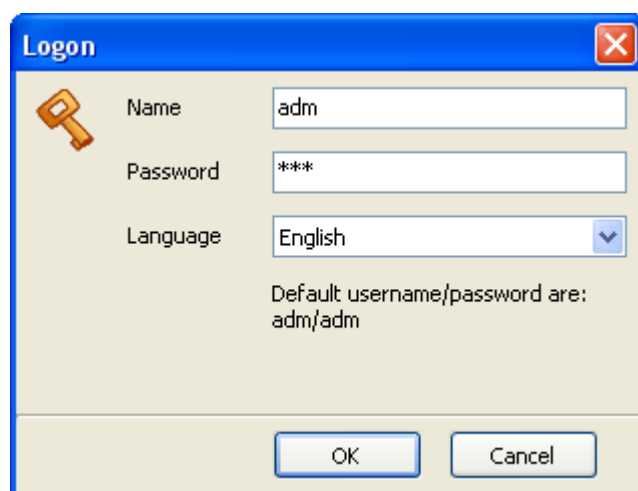
Run TrueCafe installation program on your server/operator computer. Select the **Server** option to install the server components:



2. Run TrueCafe

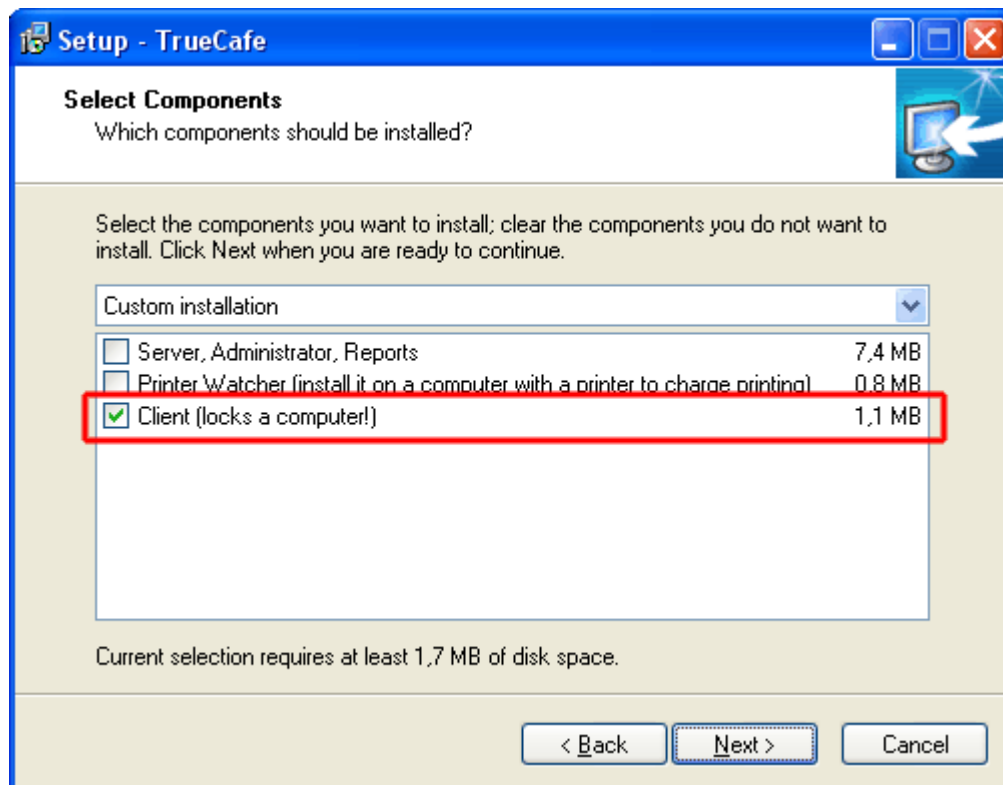
Start TrueCafe: Windows Start > TrueCafe > TrueCafe

Use the default login/password = adm/adm:



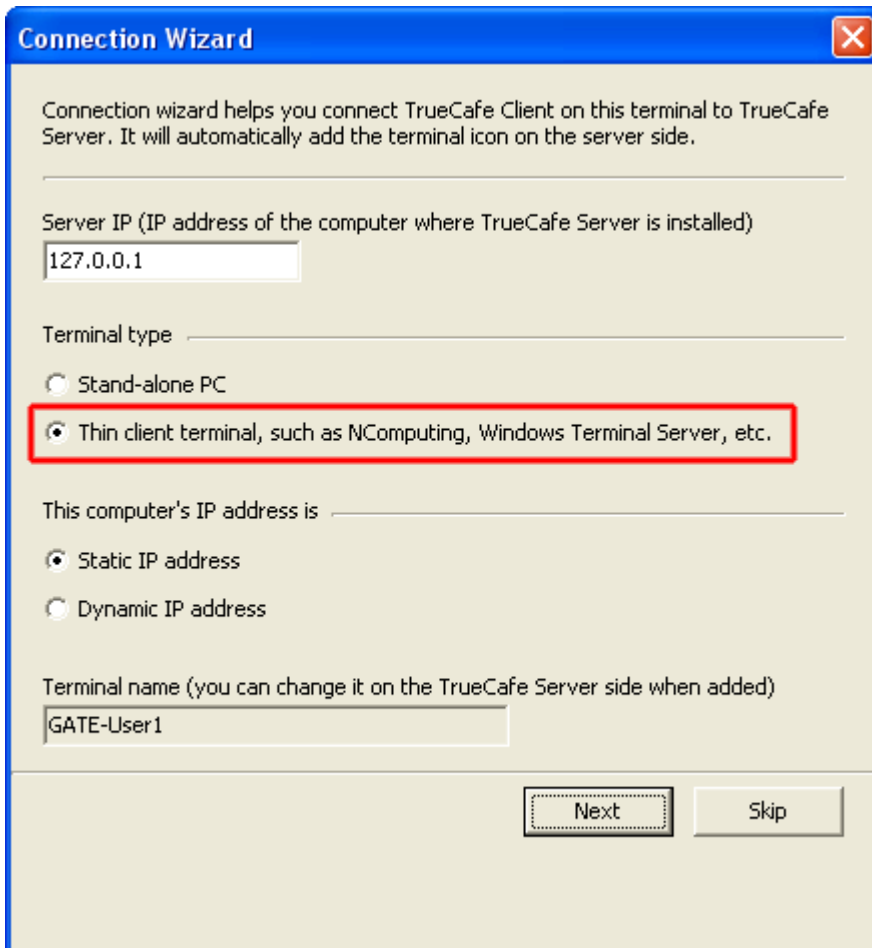
3. Install Client

Run TrueCafe installation program on your terminal **host** computer under administrative Windows account. Select the **Client** option to install the client components:



4. Connect Client to Server

Run TrueCafe Client when the installation ends or restart your computer and TrueCafe Client will start automatically. The first time it starts it displays the **Connection wizard** window:



The Connection Wizard dialog box has a blue title bar with the text "Connection Wizard" and a close button. The main area is light beige. It contains the following fields and options:

- Server IP (IP address of the computer where TrueCafe Server is installed): 127.0.0.1
- Terminal type:
 - ☐ Stand-alone PC
 - ☒ Thin client terminal, such as NComputing, Windows Terminal Server, etc. (highlighted with a red rectangle)
- This computer's IP address is:
 - ☒ Static IP address
 - ☐ Dynamic IP address
- Terminal name (you can change it on the TrueCafe Server side when added): GATE-User1

At the bottom right are two buttons: "Next" and "Skip".

Server IP: type IP address or host name of your server computer (a computer where TrueCafe Server software is installed). If you install TrueCafe Server and Client on the same host computer, you can use Server IP = 127.0.0.1.

Terminal type: select thin-client terminal.

Press the **Next** button and if you have specified your Server IP address correctly, TrueCafe adds the terminal icon on your server side.

If you get **Network error 10061**, try disabling your firewalls on both server and terminal sides, or add TrueCafeServer.exe program to your firewall exception list on the server side.

5. Login on Terminal

When you start your terminal computer, TrueCafe Client automatically starts, locks the terminal screen and displays the login window:



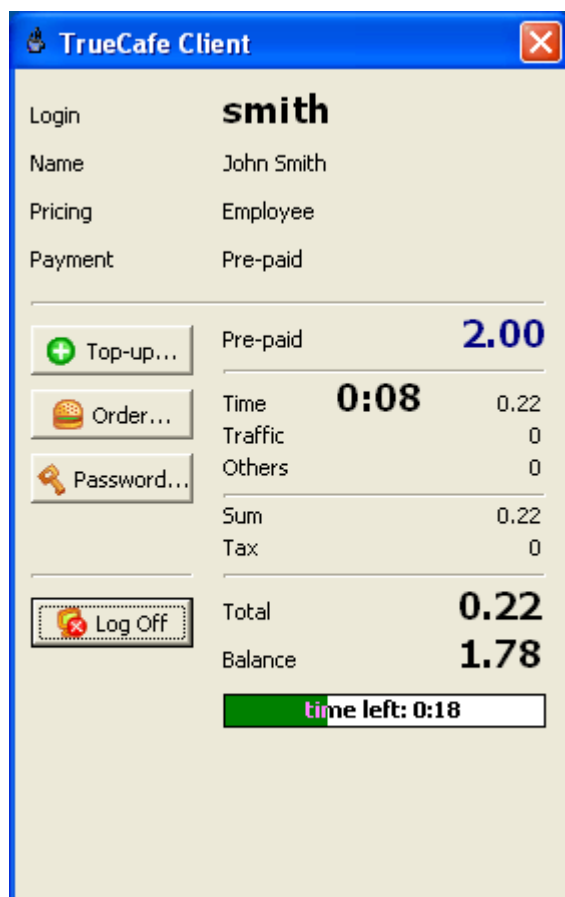
The TrueCafe 4.3.810.14 DEMO. Logon dialog box has a blue title bar with the text "TrueCafe 4.3.810.14 DEMO. Logon". The main area is light beige. It contains the following fields and options:

- Login: adm
- Password: ***
- Language: English (dropdown menu)

At the bottom are three buttons: "Options >>", "Enter", and "Cancel".

Use a customer login/password to start a session, e.g. your default administrative account -

login/password = adm/adm. TrueCafe Client unlocks the screen and displays the session info window:



If you need to unlock your terminal screen (close down TrueCafe Client program), you have to leave login empty, type password = **closetruecafe** and press Enter.

6. Optional: Unlock Server Screen

If you use your host computer for your administrator/operator, TrueCafe Client starts automatically when the user logs on and locks the screen so that an operator has to close TrueCafe Client every time. In order to stop TrueCafe Client from starting up automatically, you can apply a special registry file. Please [contact us](#) in order to get this file.

What's next?

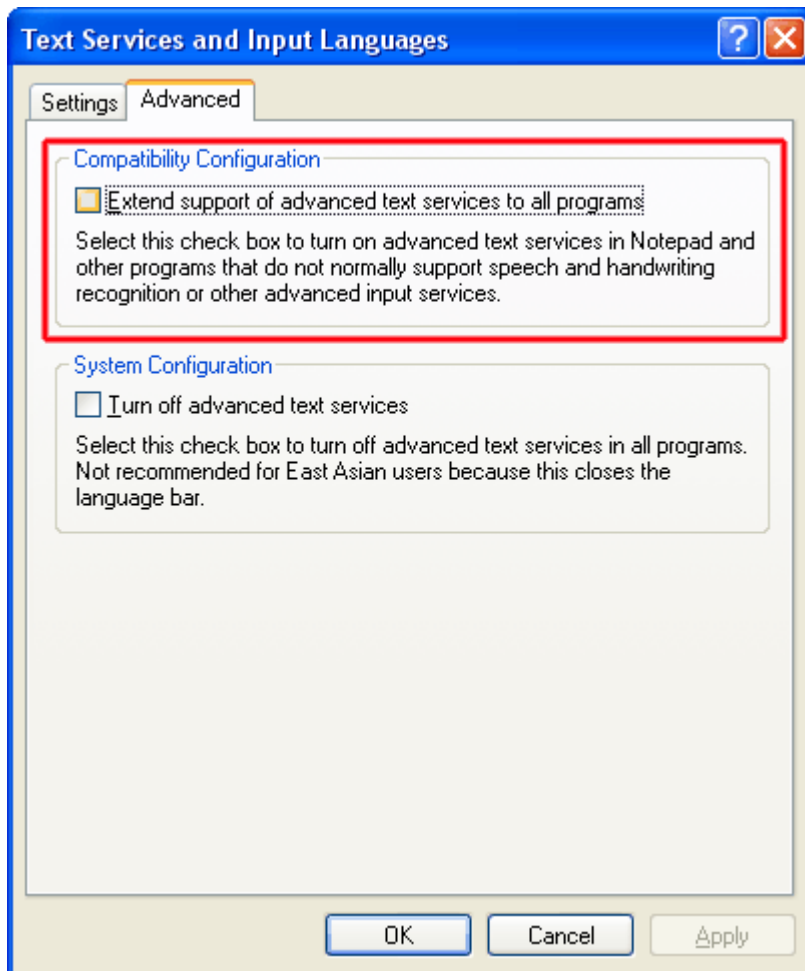
[More about thin client support](#)

You could also [create pre-paid tickets](#) or [setup your pricing](#) or get to know more about [pre-paid and post-paid customer sessions](#)

Known Issues

Windows XP

TrueCafe Client may conflict with your language settings. Please ensure that Windows Control Panel > Regional Options > Text Services and Input Languages > Advanced > Extend support of advance text services to all programs options is turned off:



Skype

If you use TrueCafe **Wi-Fi billing** feature, it may conflict with Skype installed on your server. Open Skype main menu > Tools > Options > Advanced > Connections , disable **Use port 80...** option, and restart your server computer:

Skype™ - Options

General

Privacy

Notifications

Calls

Chats & SMS

Advanced

Advanced Settings

Connection

Hotkeys

Connection: set up how Skype connects to the Internet

Use port for incoming connections

☐ Use port 80 and 443 as alternatives for incoming connections

☐ Allow Skype to modify my firewall settings

Automatic proxy detection

Host Port

☐ Enable proxy authentication

Username Password

☐ Display technical call info during calls

☐ Display Skype bandwidth usage

Other things you can do

[? Learn more about how Skype deals with proxies and firewalls](#)

Save Cancel

Upgrade to New Version

In order to upgrade your current version of TrueCafe, uninstall your current version and install a new one. You have to upgrade both server and client software.

When you uninstall TrueCafe, it doesn't delete you database and settings.

TrueCafe database is upgraded automatically by Database Workshop utility when the installation is over. In case you get an error message upgrading the database, please download and install the latest version of [Microsoft Data Access components](#)

If you upgrade from version 4.0 or earlier:

- 1) Stop all TrueCafe services: `Windows Control Panel > Administrative tools > Services`
- 2) Open your old TrueCafe data folder, usually `C:\Program Files\TrueCafe`
- 3) Open your new TrueCafe working folder: `TrueCafe main menu > Tools > Data Folder`
- 4) Copy (overwrite) **backup** and **db** folders and **.ini** files from your old TrueCafe folder into the new one.
- 5) Run TrueCafe Database Workshop and update your database: `Windows Start Menu > TrueCafe > Database Workshop`
- 6) Start all TrueCafe services: `Windows Control Panel > Administrative tools > Services`

TrueCafé **Friendly** Cyber Cafe Software Documentation



Info | **Setup** | **Details** | **How to**

Administrator

- [01. Terminals and Applications](#)
- [02. Pricing](#)
- [03. Customers](#)
- [04. Tickets \(Time Codes\)](#)
- [05. Pre-Paid and Post-Paid Sessions](#)
- [06. Shifts](#)
- [07. Point-of-Sale](#)
- [08. Inventory](#)
- [09. Instant Messenger \(Chat\)](#)
- [10. License Key Management](#)
- [11. Power Management](#)
- [12. Daily Report](#)
- [13. Sales Report](#)
- [14. Traffic Calculation and URL Log](#)
- [15. Point-of-Sale. Receipt](#)
- [16. Options](#)

Client

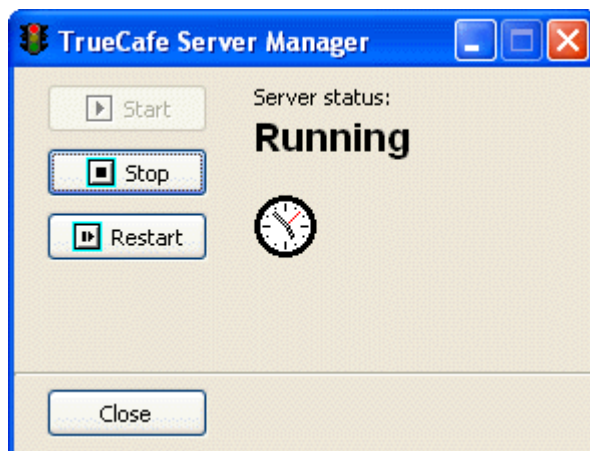
- [Reports](#)
- [Web Reports](#)
- [Web Reports by Email](#)
- [Printer Watcher](#)
- [Web Access](#)
- [NComputing and Terminal Server Support](#)
- [Wi-Fi Hotspot Support \(Wireless Billing\)](#)
- [Valve Steam](#)
- [Bandwidth Management](#)
- [Game Console Billing](#)
- [Advertisement](#)
- [Database Cleanup](#)
- [Language Editor](#)
- [Database Workshop](#)
- [Server Manager](#)

Server Manager

TrueCafé Server Manager indicates whether TrueCafé Server is running and provides start/stop/restart functions.



Closing Server Manger does not stop TrueCafé Server.



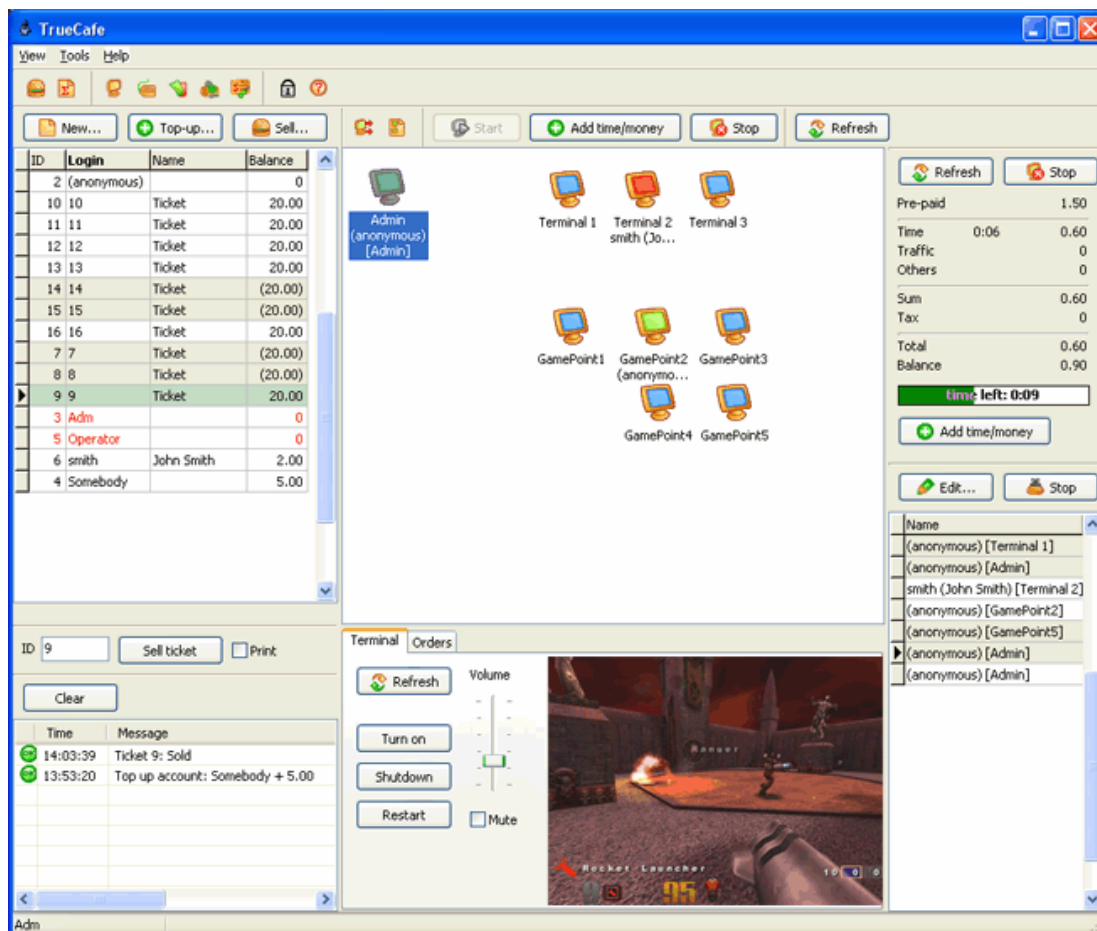
Administrator

The main window contains:

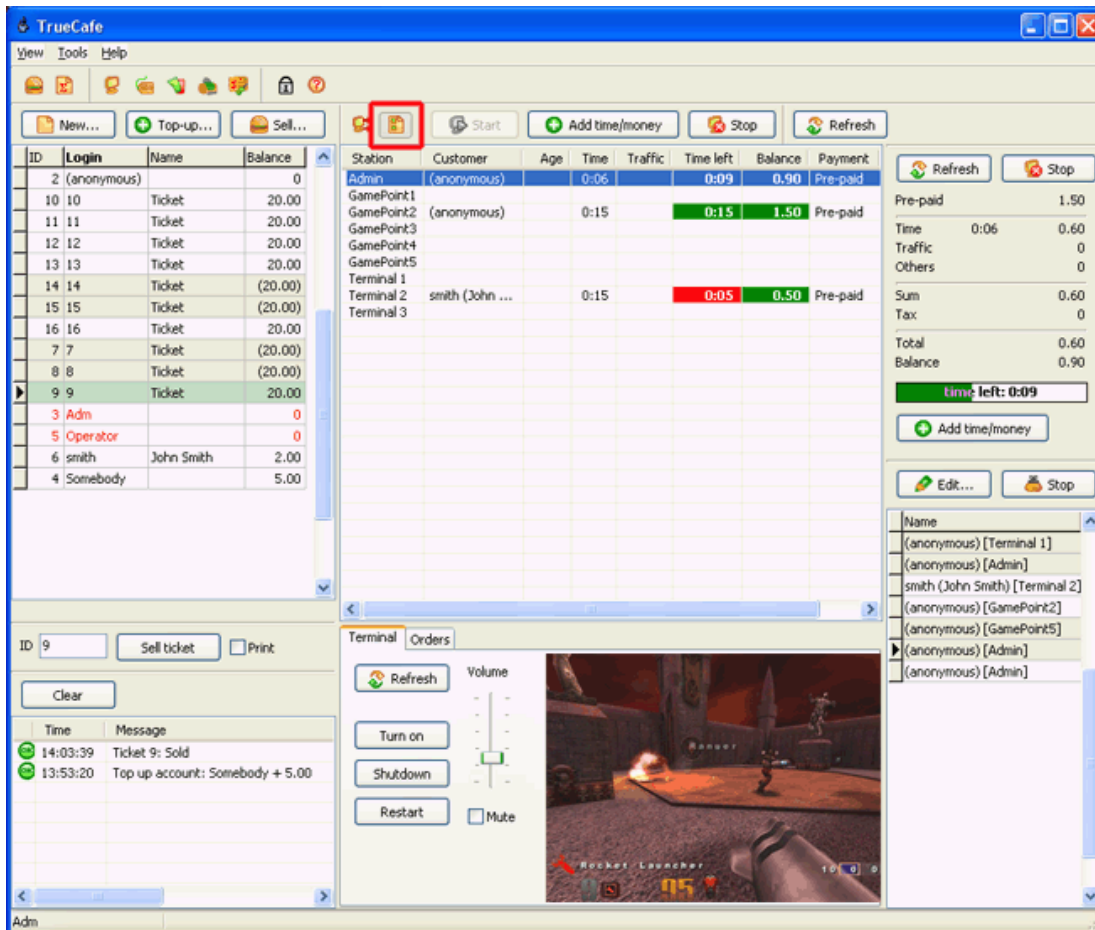
- main menu and toolbar
- cyber cafe customer list (top left)
- system log (bottom left)
- terminal icons/list (center)
- terminal toolbar with the "arrange terminals" and "list" buttons, start/stop/timer/refresh buttons
- session summary for a selected terminal) (top right)
- terminal screenshot, process list, volume control, etc. (bottom center)
- customers' orders (bottom center)
- log-outs (bottom right)

Terminal legend:

State	Icon	Meaning
Disabled		You can't start a session on this computer
Free		You can start a session on this computer
Occupied		A session is started
Warning		Minimal amount of time/money left



The "List" button switches main screen from terminal icons to the list:



Ping Monitor

Monitor your Internet cafe terminals state and get a notification when a terminal is off or TrueCafe Client is not running.

TrueCafe

SetupViewTasksToolsHelp

New...Top-up...Sell...

Add time/money Stop Refresh

ID	Login	Name	Balance
2	(anonymous)		0
10	10	Ticket	(20,00)
11	11	Ticket	(20,00)
12	12	Ticket	(20,00)
13	13	Ticket	(20,00)
14	14	Ticket	(20,00)
15	15	Ticket	(20,00)
16	16	Ticket	(20,00)
7	7	Ticket	(20,00)
8	8	Ticket	(20,00)
9	9	Ticket	(20,00)
3	Adm		0
5	Operator		0

ID

Sell ticket

Clear

Time

Message

Terminal 1

Terminal 2

Terminal 3

TerminalOrdersPing monitor

Date	Terminal	Ping
19.04.2010 11:52:13	Terminal 2	No Client (192.168.2.101:15925)
19.04.2010 11:52:18	Terminal 1	No (192.168.2.1:15925)
19.04.2010 11:52:18	Terminal 3	No (192.168.100.3:15925)
19.04.2010 11:54:57	Terminal 1	Yes (192.168.2.1:15925)
19.04.2010 11:55:33	Terminal 1	No (192.168.2.1:15925)
19.04.2010 11:57:15	Terminal 1	Yes (192.168.2.1:15925)

Refresh

Stop

Click on a busy terminal...

Log-outs

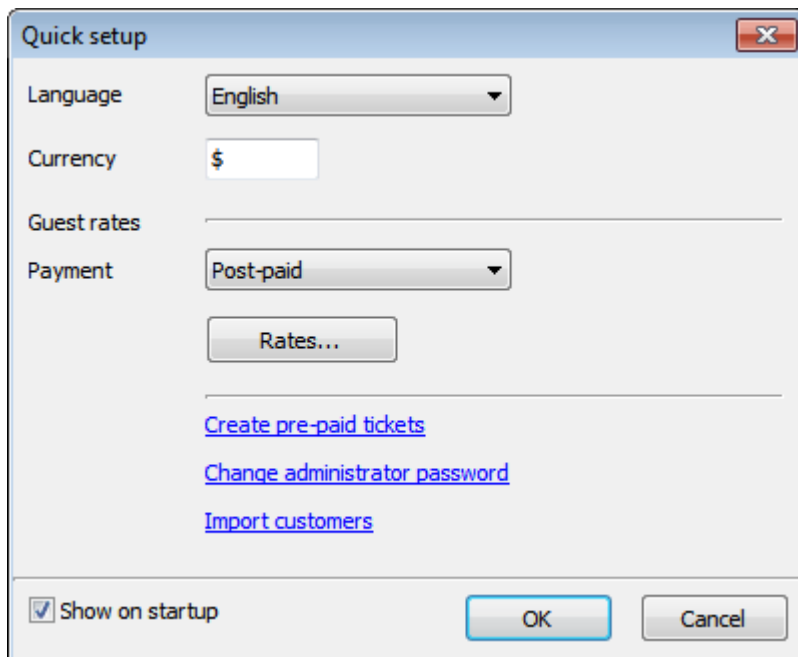
Paid

Name

Adm

Quick Setup

Open TrueCafe main menu > Setup > Quick setup

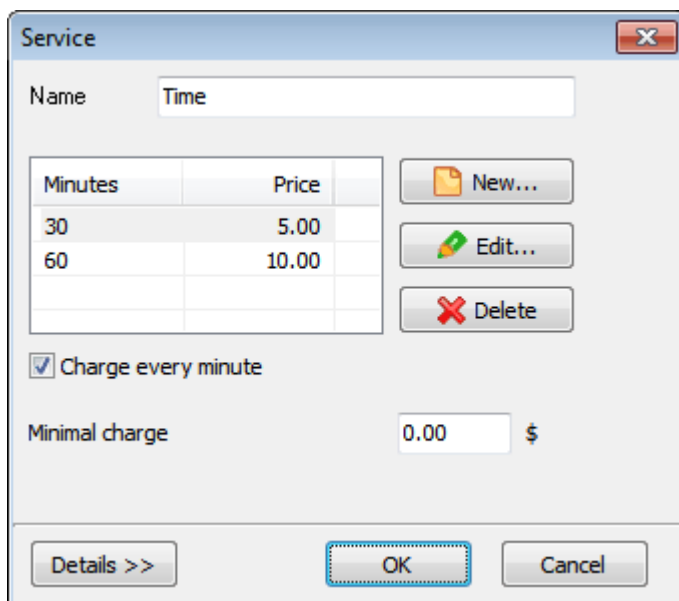


The 'Quick setup' dialog box contains the following elements:

- Language:** A dropdown menu currently set to 'English'.
- Currency:** A text input field containing the '\$' symbol.
- Guest rates:** A section containing:
 - Payment:** A dropdown menu set to 'Post-paid'.
 - Rates...:** A button to open a rates configuration window.
- Links:** Three underlined links: 'Create pre-paid tickets', 'Change administrator password', and 'Import customers'.
- Footer:** A checkbox labeled 'Show on startup' (checked), and 'OK' and 'Cancel' buttons.

1. Select language
2. Set currency symbol
3. Set guest rates

Select payment mode (pre-paid or post-paid) and specify rates for your quest customers.



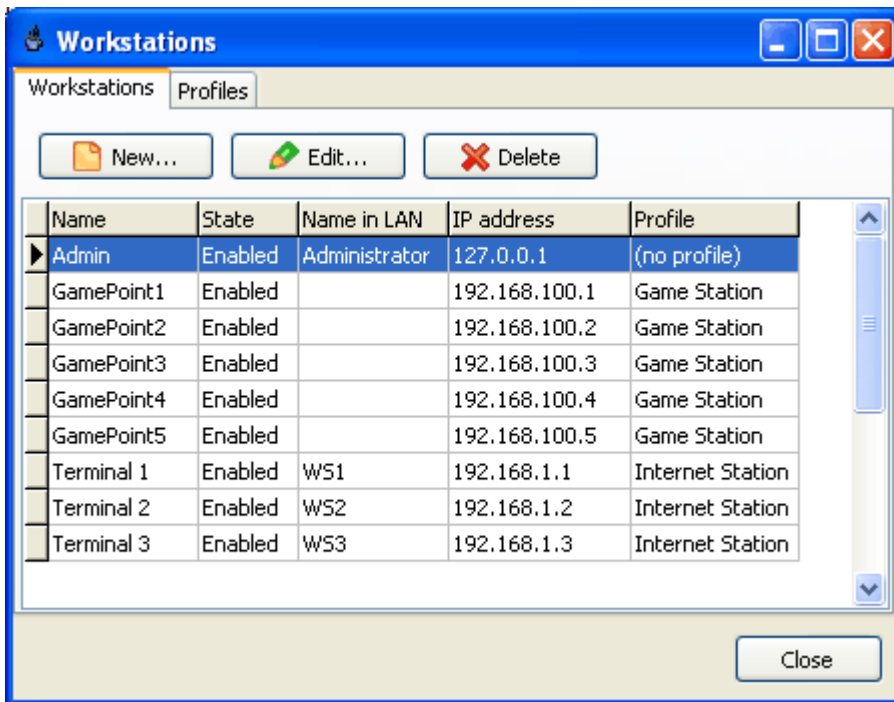
The 'Service' dialog box contains the following elements:

- Name:** A text input field containing 'Time'.
- Table:** A table with two columns: 'Minutes' and 'Price'.

Minutes	Price
30	5.00
60	10.00
- Buttons:** 'New...' (with a document icon), 'Edit...' (with a pencil icon), and 'Delete' (with a red X icon).
- Charge every minute:** A checked checkbox.
- Minimal charge:** A text input field containing '0.00' followed by a '\$' symbol.
- Footer:** 'Details >>' button, 'OK' button, and 'Cancel' button.

Terminals and Applications

Create, edit and delete terminals

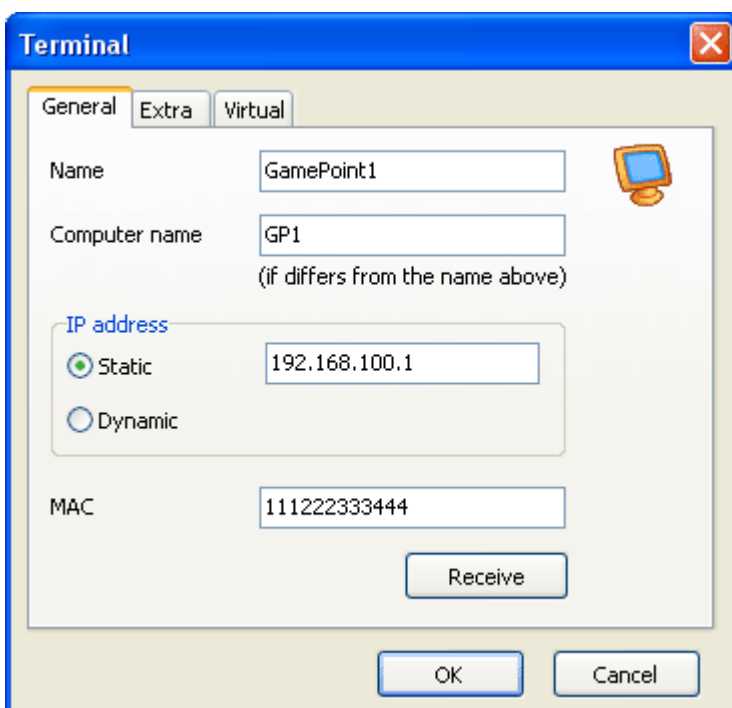


Name field value is up to you.

Computer name field is optional. Specify a computer name (UNC) there if it differs from the **Name** field.

Assign a terminal static IP address or select the **dynamic IP** option.

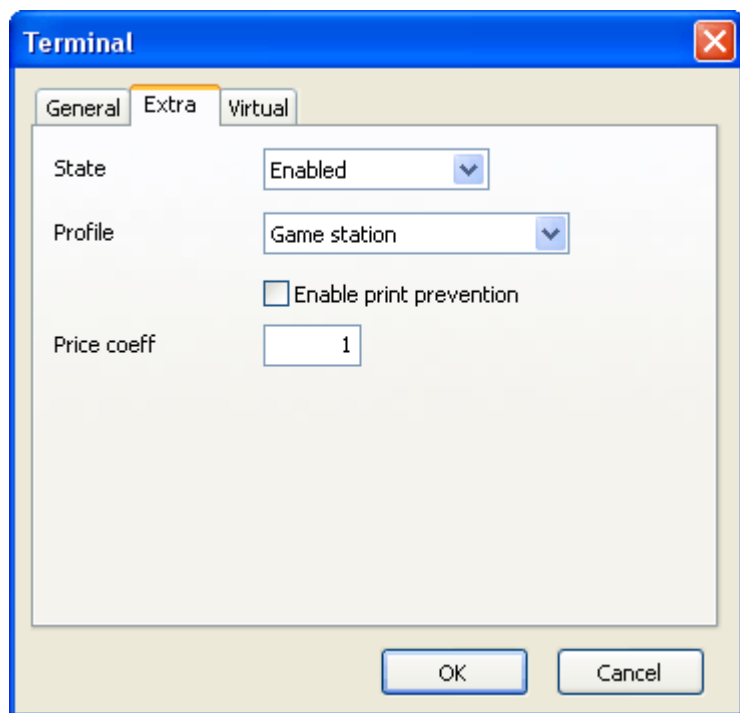
Press the **Receive MAC** button after IP address is assigned and the terminal is on. TrueCafe uses the received MAC address to turn on the terminal remotely.



State: enable / disable terminal for TrueCafe administration.

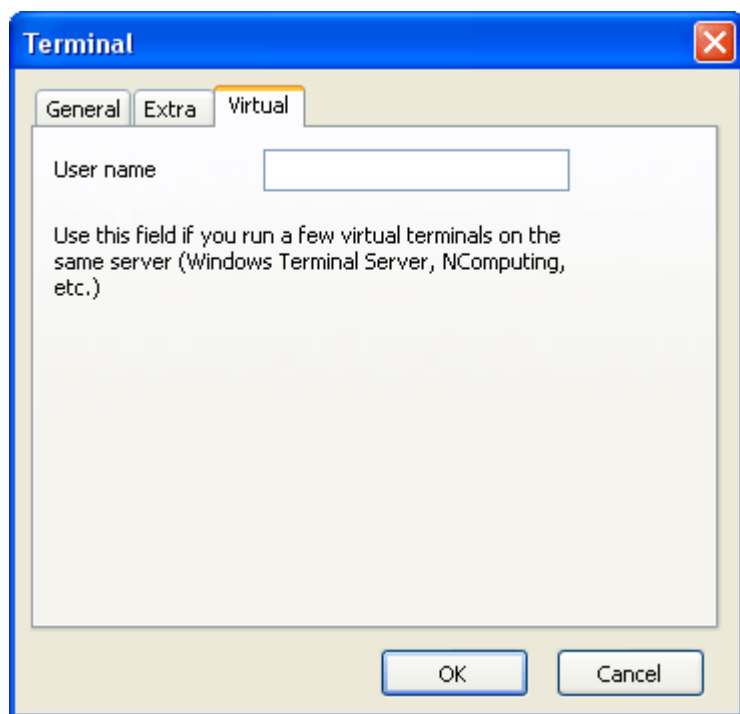
Profile: select a [pre-configured profile](#) to display application and game icons in TrueCafe Client.

Price coeff: if you use terminal-dependent pricing, specify the pricing multiplier for this terminal. Price coeff = 1 by default, which means the base pricing isn't changed for the terminal. [Read more](#)



The screenshot shows the 'Terminal' dialog box with the 'Extra' tab selected. The 'State' dropdown is set to 'Enabled'. The 'Profile' dropdown is set to 'Game station'. There is an unchecked checkbox for 'Enable print prevention'. The 'Price coeff' text box contains the value '1'. The 'OK' and 'Cancel' buttons are at the bottom right.

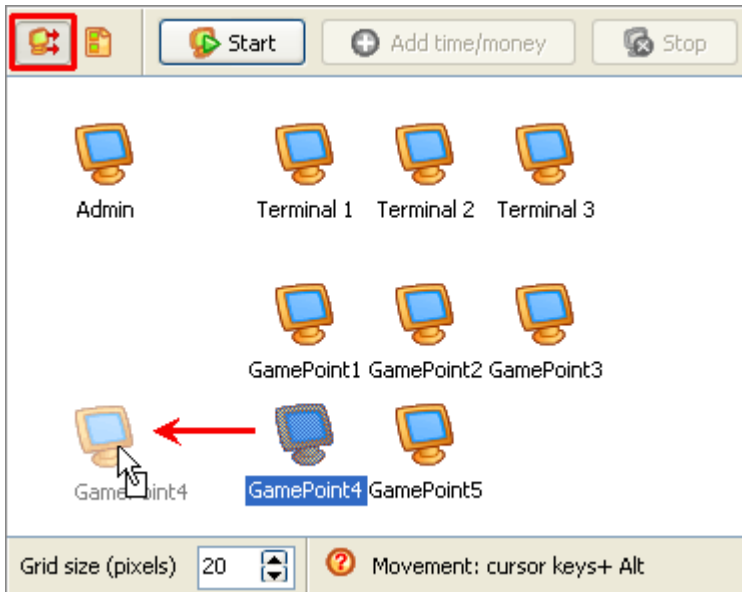
Use **Virtual** tab to configure a thin-client terminal such as NComputing or Windows Terminal Server one. [Read more](#).



The screenshot shows the 'Terminal' dialog box with the 'Virtual' tab selected. There is a text box for 'User name'. Below it, a note reads: 'Use this field if you run a few virtual terminals on the same server (Windows Terminal Server, NComputing, etc.)'. The 'OK' and 'Cancel' buttons are at the bottom right.

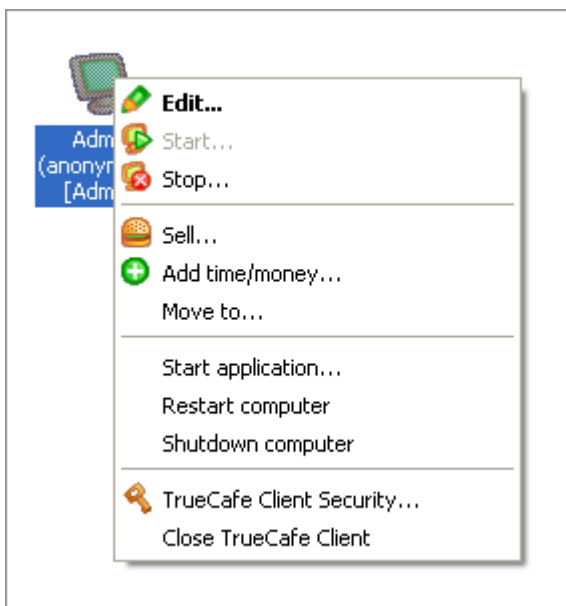
Arrange terminals

Move a terminal icon relatively to the real location of a terminal in your cyber cafe. Press the "Arrange terminals" button, drag and drop the terminal icons and press the "Arrange terminals" again to save the positions.

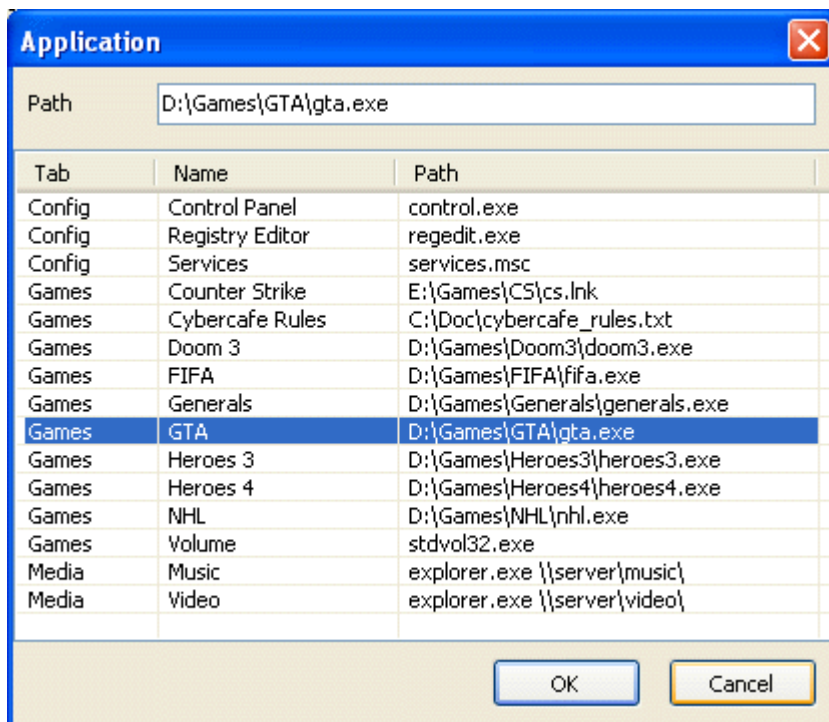


Shutdown or restart terminal. Start application

Use the terminal popup menu to remotely shutdown or restart terminals or start applications on a terminal:

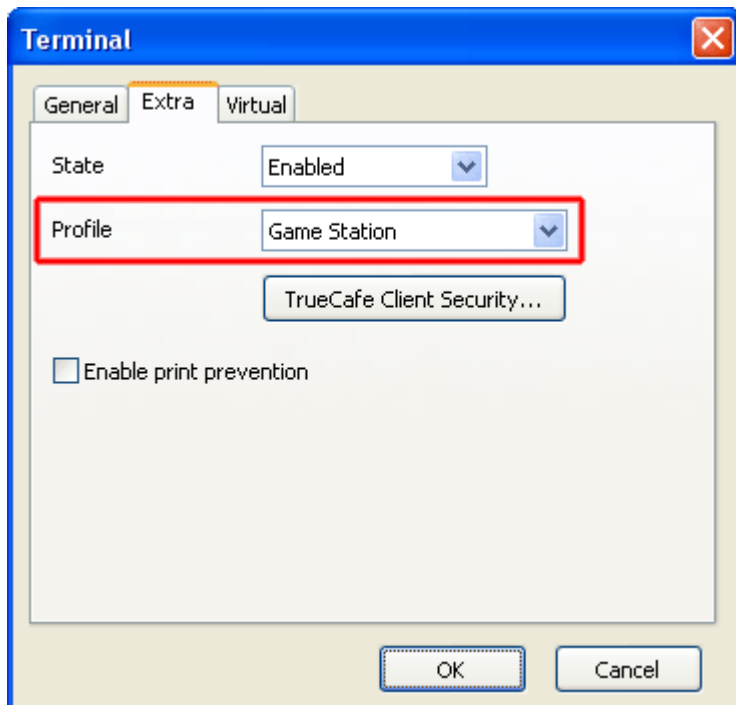


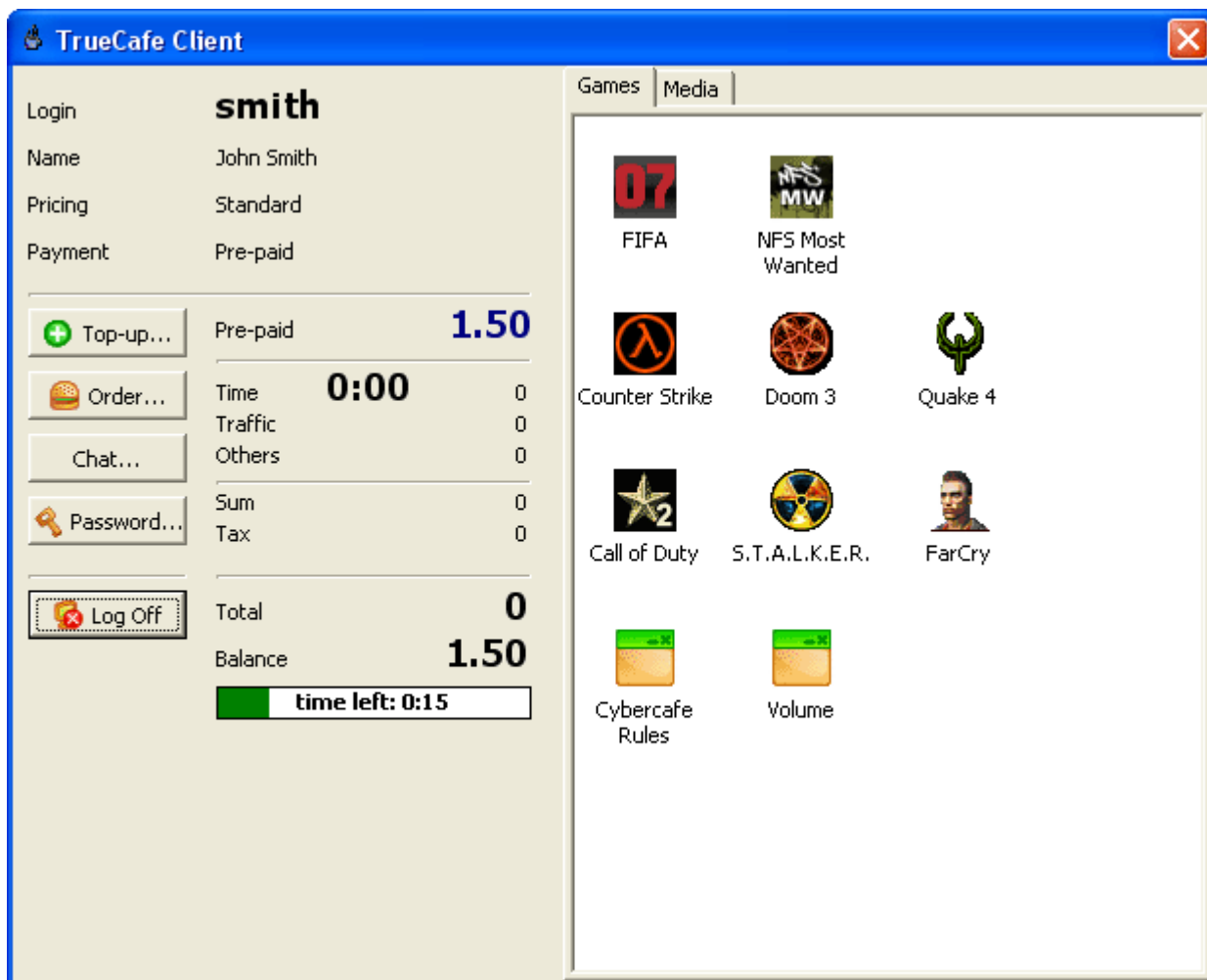
You can choose an application to start from the application list of a [terminal profile](#) or enter a path manually:



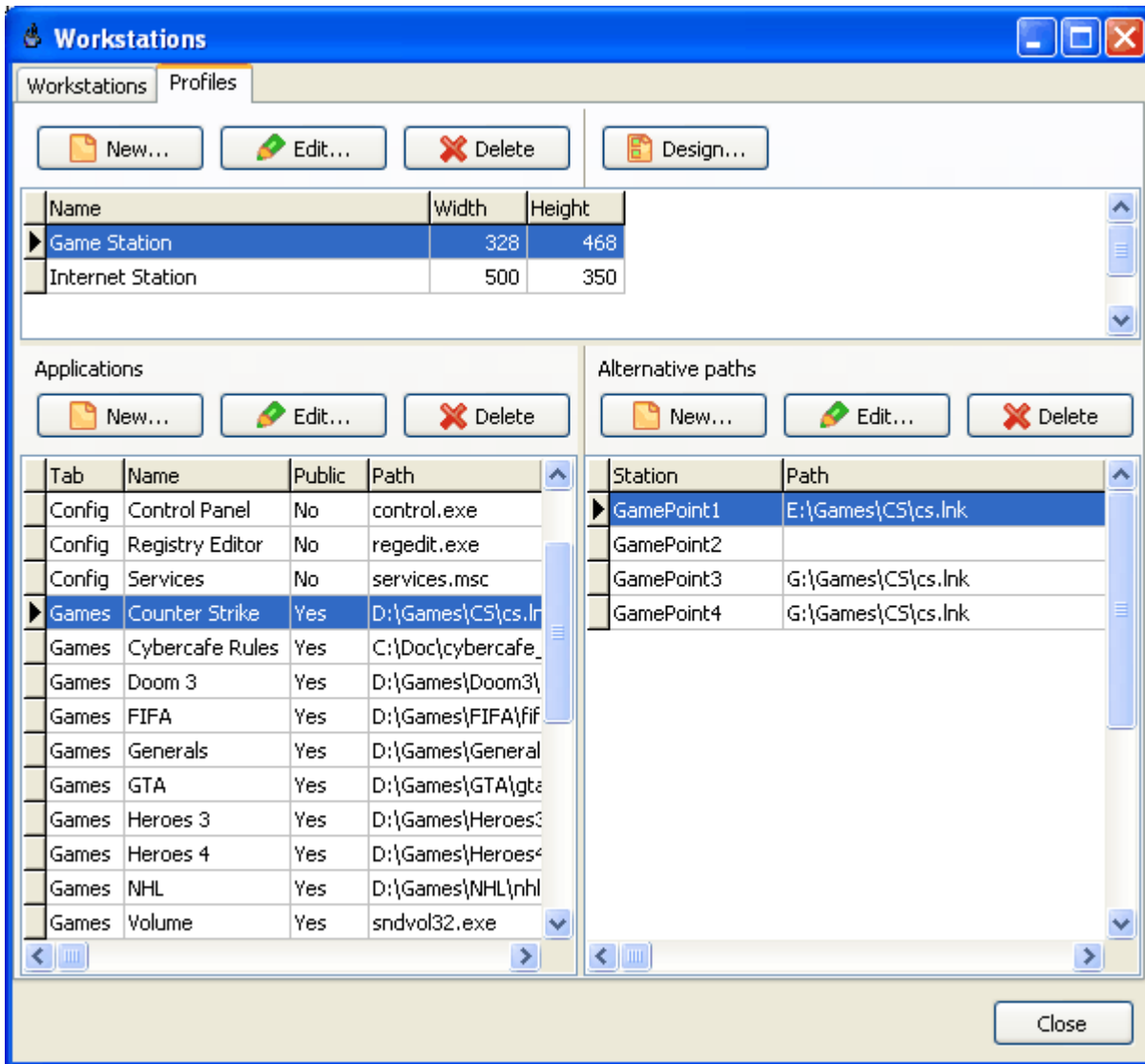
Setup applications

You can configure a set of terminal profiles. Each profile contains a number of applications that a user can start. One profile can be assigned to many terminals. When [TrueCafe Client](#) starts, it loads a terminal profile and displays a tab set with applications. A user can run any application by double-clicking on an application icon.





Use the "Profiles" tab of the "Terminals" window to configure terminal profiles:



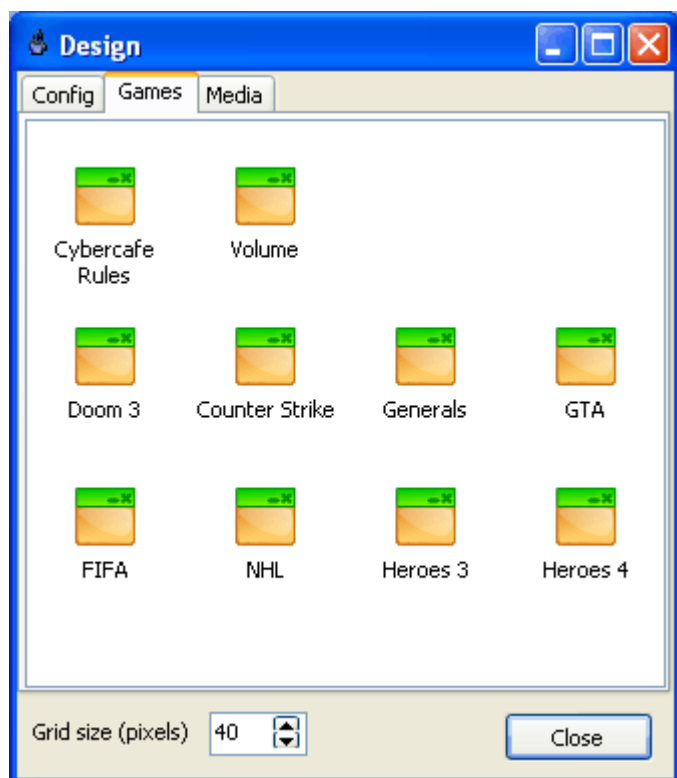
Set a tab name, a name and a start path (command line) for each application. You can use URL, email, shortcut (.lnk file), Internet-shortcut (.url file), document (.txt, .doc, .xls, etc. file) as an application path.

You can setup the alternative paths if the application has different paths on different terminals. Leave the path empty to hide the application on a particular terminal.



Note that only administrator or users with "Applications" [security option](#) checked can configure terminal profiles and start "Public" applications from TrueCafe Client.

Use the "Designer" window to change the positions of application icons on the screen and the size of application pane.



Pricing

Pricing packages

You can setup individual time/traffic pricing for each type of your customers (general, students, VIPs, etc.). Create as many **pricing packages** as many types of customers you have.

Pricing

Packages

New... Edit... Delete

Name	Public	Discounts	Order
Standard	Yes	(no discount)	1
Employee	No	(no discount)	99
Student	Yes	(no discount)	100

Computer rental (time) pricing...

Internet traffic pricing... ☒ Count traffic

Discounts

New... Edit... Delete

Name	Total	Percent
Time & printing -50%		0
VIP (90% for all)	Yes	90

New... Edit... Delete

Service	Percent
Printing	50
Time	50

Services

New... Edit... Delete

Name	Public	Order
CD-R burning	Yes	No
Coffee	Yes	Yes
Juice	Yes	Yes
Printing	Yes	No
Scanning	Yes	No
Snack	Yes	Yes

Print charges

New... Edit... Delete

Printer	Service
SERVER\HP LaserJet 5L	Printing

Print Jobs...

Restart TrueCafe Server after you make any changes.
[Server Manager](#)

Help Close

Pricing properties

Simple mode:

Service

Name

Time

Minutes	Price
30	5.00
60	10.00

New...

Edit...

Delete

☒ Charge every minute

Minimal charge

0.00

\$

Details >>

OK

Cancel

Extended mode:

- **name on receipt**, if different from the base name
- **taxing** value and type: included in or excluded from the price
- **time zones** with individual pricing for each zone
- **minimal charge**
- **test** your pricing

Service

Name

Time

Name on receipt

☐ Public
☒ Continuous
☐ Order

Tax, %

0

None

Time Zones

Color	Name
	Default

New

Delete

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00							
04:00							
08:00							
12:00							
16:00							
20:00							

Price

Minutes	Price
30	5.00
60	10.00

New...

Edit...

Delete

☐ White

Begin

00:00

End

23:59

☒ Enabled

☒ Sun
☒ Mon
☒ Tue
☒ Wed
☒ Thu
☒ Fri
☒ Sat

☒ Charge every minute

Minimal charge

0.00

\$

Test

Begin

09.12.2011

13:10

Calculate >

Sum

0

End

09.12.2011

13:10

Tax

0

Amount

0

Minutes

Total

0

Details <<

Help

OK

Cancel

Customer default pricing

You can assign a default pricing package to any customer:

Customer

Main Access

6 ☒ Enabled

Login Password...

Name

Balance

+ 50.00 \$ + 10.00 \$

+ 5.00 \$ + 1.00 \$

Pricing

Payment

Time left 6:50

Date of birth 19

Description

OK Cancel

If pricing isn't assigned, an operator chooses the package starting a session in TrueCafe Administrator, or a customer chooses the package starting a session in TrueCafe Client:

Logon

Login

Password

Language

Pricing

Options >>

OK Cancel

Choose package...

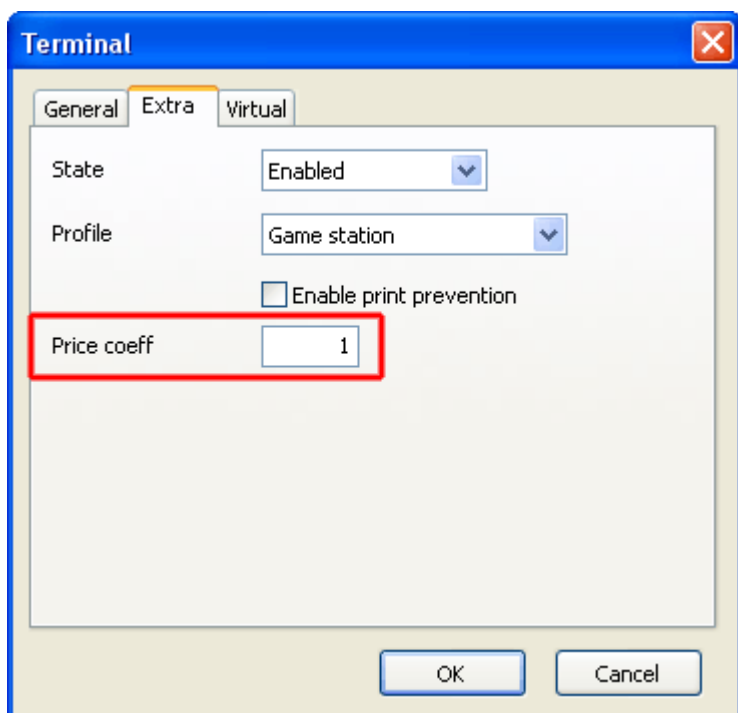
Only the "Public" packages are available for choosing.

Terminal pricing

You can use the terminal-dependent pricing feature if you need to change your base rate depending on the terminal type, e.g. general Internet terminal or fast gaming terminal.

Use the terminal settings to specify the price coeff of a terminal. Price coeff = 1 by default, which means the base pricing isn't changed for the terminal.

For example, if your basic rate is \$5 per hour and the price rate of a terminal is 1.2, a customer is charged $\$5 * 1.2 = \6 per hour.



The image shows a Windows-style dialog box titled "Terminal". It has three tabs: "General", "Extra", and "Virtual". The "Extra" tab is selected. Inside the dialog, there are several settings:

- "State" is set to "Enabled" (dropdown menu).
- "Profile" is set to "Game station" (dropdown menu).
- There is an unchecked checkbox labeled "Enable print prevention".
- The "Price coeff" field is a text box containing the number "1". This field is highlighted with a red rectangular border.

At the bottom of the dialog are "OK" and "Cancel" buttons.

Discounts

You can use discounts to lower the price of any package. TrueCafe provides two types of discounts:

- total - decreases the price of any service
- service specific - decreases the price of the specified services only

Public services

A service marked as "Public", such as printing, scanning, etc., can be added to a customer session (terminal popup menu, the "Sell" item):

Item

Client

(anonymous)

Service

Name	Price	
CD-R burning	1.00	
Coffee	1.00	
Juice	1.00	
Printing	0.05	
Scanning	0.05	
Snack	3.00	

Item(s)

3

9.00

OK

Cancel

Customers

There are three types of customer accounts in TrueCafe:

1. Guest. This is a customer account which you can use for any customer.
2. Member. Any customer which has balance in your cyber cafe. You create member accounts manually.
3. Ticket (time code). Pre-generated account which can be sold to any customer. You generate a number of tickets for further use.

Customer account

Property	Meaning
Enabled	Whether this account can be used to login to cyber cafe terminal
Balance	Amount of money that is left on the account
Credit	Maximum amount (negative) which a customer owes your cyber cafe (negative). When a customer balance exceeds credit amount, neither a session can be started nor an item can be sold to the customer.
Pricing	Pricing package. If assigned, the customer can't select another one when logging in. Read more about pricing
Payment	Pre-paid or post-paid method Read more
Time left	Approximate amount of time left based on customer balance and selected pricing current rate
Colour box	Highlight a customer account in the customers list and the sessions list

Customer


Main Access

☒ Enabled

Login: Joconde Password...

Name:

Expire date: . . 15

Member:  Clear

Payment: Pre-paid

Balance: ☒ Credit -100,00

+ 50,00 p. + 10,00 p.

+ 5,00 p. + 1,00 p.

Pricing: (no package)

Time left: 0:00

Date of birth: . . 15 ☐ Default

Description:

OK Cancel

Top-up (put some money) account

Select a customer in the list and press the "Top-up" button:

New... **+ Top-up...** Sell...

ID	Login	Name	Balance
2	(anonymous)		0
3	Adm		0
4	Somebody		0
5	Operator		0
6	smith	John Smith	5.00
7	7	Ticket	20.00

Enter amount of money to put onto account and amount of cash received (if differs), select the method of payment (cash, credit card):

Top-up

Customer: smith (John Smith)

Current balance: **5,00**

Add: 10,00

+ 50,00 p. + 10,00 p.

+ 5,00 p. + 1,00 p.

New balance: **15,00**

☐ Virtual cash

Received: 10,00 Cash

Change: 0

Comments:

OK Cancel

Virtual cash

You can use the "virtual cash" concept to top-up an account without putting real money onto it. Virtual cash doesn't impact your financial reports.

Programs

Create a list of programs which a customer can start from TrueCafe Client. Use a customer pricing to select a program list for the corresponding customer type (main menu > Setup > Pricing > Pricing packages):

Service package

Name: OnLine-Gamers

Profile: games on-line

Description:

☒ Public

Discounts: (no discount)

Order: 100

OK Cancel

Security



Only a supervisor account (**Adm**) or a "User access administrator" can change user security settings.

Option	Meaning
Login	Can login into TrueCafe Administrator. Such users are highlighted by red in the customer list
Reports	Can login into TrueCafe Reports
User access administrator	Can change user security settings
Applications	Can configure terminal profiles and use "private" applications in TrueCafe Client
Terminal screenshot	View remote terminal screenshots
TrueCafe Client Management	Can close TrueCafe Client remotely
Max number of occupied terminals	How many terminals can be occupied using this account simultaneously
Inventory administrator	Configure inventory, add and remove items
Refunds	Make refunds
Change paid amount	Change the "Paid" amount value closing a session
Change time/money values	Specify custom time/money amounts starting/extending a customer session

The other options are:

- Top-up customer accounts
- Start sessions
- Extend sessions

Terminal type: Specify whether a customer is allowed to log in to desktop or Wi-Fi or any terminals.

Adm account rule. Administrator account (Adm) security settings can be changed only by Adm himself. Administrator can change the security settings for any user account.

Login name rule. An operator can set an account login name when he creates a new user account. An operator can't change his own login name. An administrator and user security administrators can change any login name.

Password rule. An operator can set a password when he creates a new user account. Any user can change his password. An administrator and user security administrators can change any password.

Enable/disable account rule. Only administrator and user security administrators can enable/disable a user account.

Customer

Main Documents Access

☒ Logon ☐ Reports

	Create	Edit	Delete
Customers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tickets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Terminals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- ☐ Can sell tickets
- ☐ Can sell items
- ☐ User access administrator
- ☐ Applications
- ☐ Terminal screenshot
- ☐ TrueCafe Client Management
- ☐ Inventory administrator
- ☐ Refunds
- ☒ Change paid amount
- ☒ Change time/money values
- ☒ Top-up customer accounts
- ☒ Start sessions
- ☒ Extend sessions

Max number of occupied terminals 2

Terminal

Any

Any

Desktop PC

Wireless (Wi-Fi)

Sessions...

OK Cancel

Scan customer documents

Scan customer documents such as a photo, passport, driving license, etc. Click on the customer icon to scan a photo or use the Documents tab to scan any other documents.

Customer

MainDocumentsAccess

Scan


Add...

Delete

Document 1

jpg

NEW YORK STATE


Commissioner of Motor Vehicles


Sample License Document

ENHANCED

DRIVER LICENSE

ID: 012 345 678 CLASS D

DOCUMENT

SAMPLE, LICENSE

2345 ANYPLACE AVE

ANYTOWN NY 12345

DOB: 06-09-85

SEX: F EYES: BR HT: 5-09

E: NONE

R: NONE

ISSUED: 09-30-08 EXPIRES: 10-01-16


EXCELSIOR

AAJ1120T021

 Sessions...

OK

Cancel

Tickets (Time Codes)

A ticket is a pre-generated customer account that can be printed, distributed, sold to a customer and then used by a customer to log in to a cyber cafe terminal or top-up his current balance.

Any ticket has one of the next state at any moment: created, printed, sold, in use, used up, deleted. A customer can log in to a terminal using a ticket which state is "sold" or "in use" only.

Open the ticket desktop for main ticket management operations. Use the state filter to display the tickets in particular state only.

Tickets

Display (All) Export to MS-Excel

New...PrintSellDeleteRecover

id	State	Login	Password	Face value	Balance	Pricing	Owner	Expire date
7	Created	7	o5pxpt9m	20.00	0	Standard	(anonymous)	
8	Created	8	mmi8j4f0	20.00	0	Standard	(anonymous)	
9	Created	9	v6x10el3	20.00	0	Standard	(anonymous)	
10	Sold	10	1rlcsvrj	20.00	20.00	Standard	(anonymous)	
11	Sold	11	9ld3uz4j	20.00	20.00	Standard	(anonymous)	
14	Sold	14	gak7xy2e	20.00	20.00	Standard	(anonymous)	
15	In use	15	0q20nhhe	20.00	19.80	Standard	(anonymous)	
16	Created	16	9uezic1q	20.00	0	Standard	(anonymous)	
17	Created	klfi986e	45jkl3xx	50.00	0	Standard	(anonymous)	01.01.2007
18	Created	aane9ibq	yzs7qzd8	50.00	0	Standard	(anonymous)	01.01.2007
19	Created	h4l0xue6	ul1kdzng	50.00	0	Standard	(anonymous)	01.01.2007
20	Created	6eab5xjk	b9p5z2p4	50.00	0	Standard	(anonymous)	01.01.2007
21	Created	s37hb887	idrnjwet	50.00	0	Standard	(anonymous)	01.01.2007
22	Created	f37gwe4e	nkgur7av	50.00	0	Standard	(anonymous)	01.01.2007
23	Created	hafqt73c	eye1pqn3	50.00	0	Standard	(anonymous)	01.01.2007
24	Created	xv9vsv0l	gcjzylcf	50.00	0	Standard	(anonymous)	01.01.2007
25	Created	xf9ex8vz	r9yebftj	50.00	0	Standard	(anonymous)	01.01.2007
26	Created	161h4wl3	5fun1k2n	50.00	0	Standard	(anonymous)	01.01.2007

Used up tickets0Delete used up tickets

Clear

OK

20 tickets have been created

Help

Close

Ticket ownership

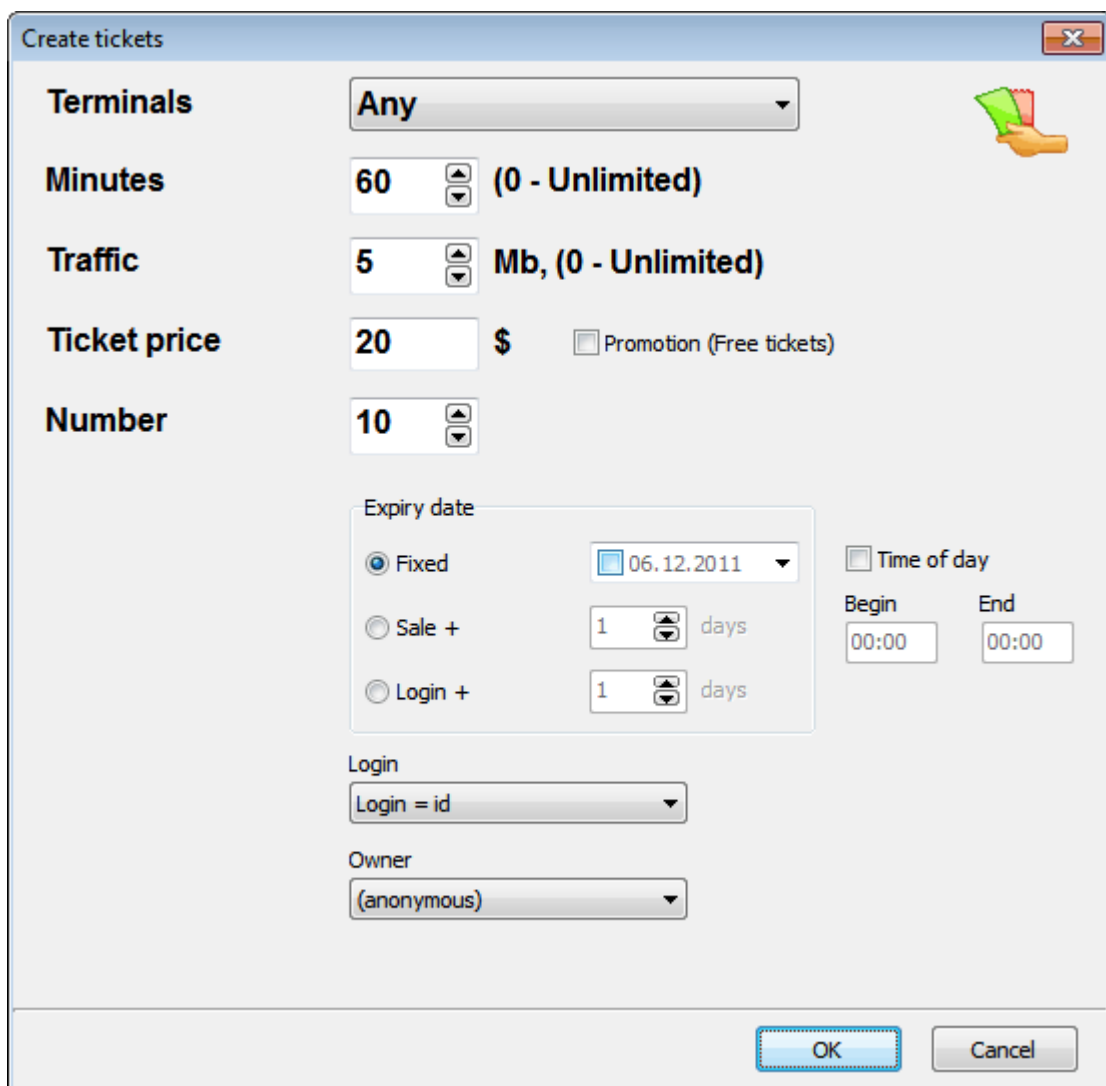
Any ticket belongs to an employee, who only can sell it. You can generate tickets for each of your employee to let them distribute/sell tickets. If you set "guest" as a ticket owner, then a ticket is shared for all employees.

Create tickets

Press the "New" button to display "Create tickets" dialog.

1. Specify whether the tickets can be used on PC, Wi-Fi or any terminals.

2. Enter the tickets minutes.
3. Enter the bandwidth limit in Mbytes.
4. Enter the tickets price.
5. Enter the number of tickets to create.
6. Set the expiry date (optional). You can select a fixed date, or a sale date + X days, or a first login date + X days.
7. Set time of day limit. If time of day is specified, customers can't log at the other time using these tickets.
8. Choose a login generation method: login = ticket id or login = random.
9. Select an owner from the list of cyber cafe employees.



Create tickets

Terminals Any

Minutes 60 (0 - Unlimited)

Traffic 5 Mb, (0 - Unlimited)

Ticket price 20 \$ ☐ Promotion (Free tickets)

Number 10

Expiry date

☒ Fixed 06.12.2011

☐ Sale + 1 days

☐ Login + 1 days

☐ Time of day

Begin 00:00 **End** 00:00

Login Login = id

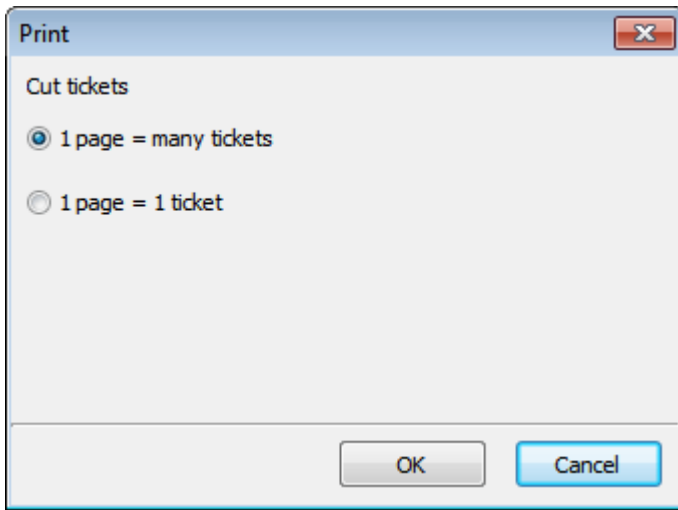
Owner (anonymous)

OK Cancel

Print tickets

Select a number or tickets in the list and press the "Print" button.

Specify whether you want to print a number of tickets on the same page (e.g. A4) or cut every ticket (1 page = 1 ticket). The latter approach is useful when you print tickets on the receipt printer.



You can put the printed tickets in your cash drawer and sell them to your customers.

You can also export the list of tickets to Microsoft Excel or CSV for further external professional design/printing.

Sell tickets online

Online sale means you register the sale at the same time as you give a ticket to a customer.

Select a ticket in the list on the main TrueCafe screen and press the "Sell" button. If "Print" is checked, the ticket is printed when the sale is made.

If you keep your tickets pre-printed (e.g. in a cash drawer), you can just enter a ticket number in the edit box and press the "Sell" button.

17	oyll71wq	Ticket	0
6	smith	John Smith	0
4	Somebody		0
22	u0xakmwt	Ticket	0
26	ulc7mcxv	Ticket	0
19	uta9ph4j	Ticket	0
24	vk5iq42c	Ticket	0
▶ 21	wa30z3t4	Ticket	0

ID 21

Sell ticket

☒ Print

Sell tickets offline

Offline sale implies that you provide a customer with a ticket and register the sale a few later. For example, your agents may distribute printed tickets during a day and register all the sales in the evening.

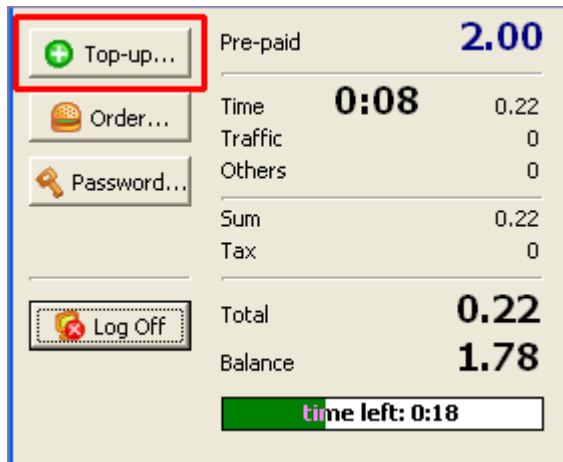
Open the ticket desktop, select the sold tickets in the list and press the "Sell" button.

Use tickets to log in

Enter the login/password printed on a ticket on the TrueCafe Client Login dialog.

Use tickets to top-up balance

When a session is started, a customer can use a purchased ticket to top-up his balance in the TrueCafe Client:



Delete and recover tickets

Select tickets you want to delete and press the "Delete" button. If you need to recover a previously deleted ticket, select it and press the "Recover" button.

Use the "Delete all used up tickets" button to delete all tickets which have been completely used.

Promotional tickets

Use promo tickets to provide limited access for free in order to promote your shop, cafe, etc. When you sell a promo ticket, you don't actually collect any cash and the corresponding amount is only added to the promo totals (not cash totals) in the reports.

Wi-Fi/Desktop tickets

Create tickets which your customer can only use on either Wi-Fi terminals or desktop PCs. This is useful when you provide different charge rates for Wi-Fi and dekstop sessions.

Create tickets

☒ Simple pricing

Minutes: 60

☐ Advanced pricing

Pricing: (no package)

Ticket price: 20 \$ Number: 10

Expiry date

☒ Fixed: 09.06.2009

☐ Sale +: 1 days

☐ Login +: 1 days

Login: Login = id

Owner: (anonymous)

☐ Promotion (virtual cash)

Terminal: Any, Desktop PC, **Wireless (Wi-Fi)**

OK Cancel

Expiry date

When you create tickets you can specify an expiry date, e.g. a fixed date, sale + X days, login + X days. Tickets works on the date they expire, for example if the expiry date = 01 Jan, the ticket works on the 1st of Jan, but isn't available any more on the 2nd of Jan.

If you want to create a 1-day tickets, specify expiry date = login/sale date + 0 days.

Custom ticket layout

Customize your ticket print layout, add/remove captions, add your cafe logo, etc. Edit **tickets.layout** file in the TrueCafe folder. Preview ticket layouts.

Options

General

Design

Buttons

TrueCafe Client

Tickets

CD-keys

Keyboard

Scripts

Printer

Microsoft XPS Document Writer

Ticket name by default

Ticket

Login mask

Ticket terminal count limit by default

0

Design

Custom demo layout (see tickets.layout file)

Preview

Preview

myCyberCafe

10,00 p.


Login: test

Password: test

id 999

Expiry date: 06.04.2011

Terminal: Any

 myCafe

Password

Length

☒ Letters and numbers

☐ Letters only

☐ Numbers only

Example:

Help

OK

Cancel

Pre-Paid and Post-Paid Sessions

Pre-paid session has a time limit, based on a customer balance value and pricing current rate. Server automatically stop a pre-paid session when time is over.

Post-paid session doesn't have a time limit. A customer charged after he ends his session.

Customer starts session from terminal

Use a customer login/password to login. Only member sessions with positive balance can be started in this way. Guest sessions must be started on the server.

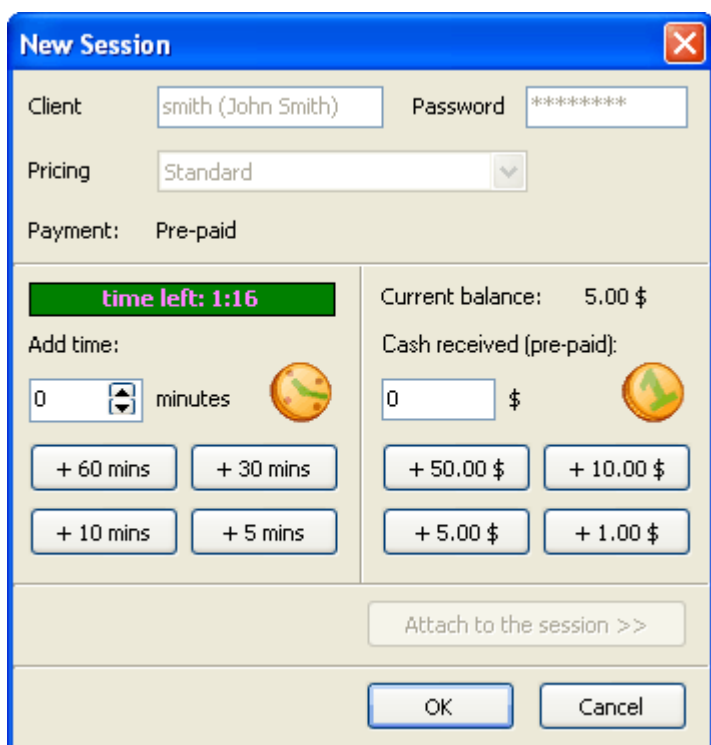
[Read more about TrueCafe Client](#)

Operator starts session from server

1. Guest session: double-click on a terminal icon.
2. Member session: drag-n-drop a customer from the customer list onto a terminal icon.

Select a pricing if none is set by default for the customer and enter a customer password if account is password-protected

1) Pre-paid. Add time if needed and collect corresponding amount of cash:



The 'New Session' dialog box is shown with the following fields and controls:

- Client:** Text field containing 'smith (John Smith)'
- Password:** Password field with masked characters '*****'
- Pricing:** Dropdown menu set to 'Standard'
- Payment:** Radio button selected for 'Pre-paid'
- time left: 1:16** (displayed in a green box)
- Add time:** Section with a spinner set to '0' minutes and a green plus icon. Below are buttons for '+ 60 mins', '+ 30 mins', '+ 10 mins', and '+ 5 mins'.
- Current balance:** 5.00 \$
- Cash received (pre-paid):** Section with a spinner set to '0' \$ and a green plus icon. Below are buttons for '+ 50.00 \$', '+ 10.00 \$', '+ 5.00 \$', and '+ 1.00 \$'.
- Attach to the session >>** (disabled button)
- OK** and **Cancel** buttons at the bottom.

2) Post-paid. Set time limit if needed. No cash is collected:

New Session

Client

smith (John Smith)

Password

Pricing

Standard

Payment:

Post-paid

time: unlimited

Add time:

0

minutes

+ 60 mins

+ 30 mins

+ 10 mins

+ 5 mins

Current balance:

5.00 \$

Cash received (pre-paid):

0

\$

+ 50.00 \$

+ 10.00 \$

+ 5.00 \$

+ 1.00 \$

Attach to the session >>

OK

Cancel

You can customize time/money buttons in [options](#).

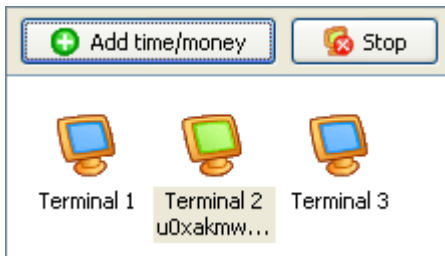
Monitor sessions

Press the "List" button to switch between terminal icons and the session list:

[illegible]

Extend session (add time/money)

Press the "Add time/money" button to extend a session:



1) Pre-paid. Add time and collect corresponding amount of cash:

The 'Add time/money' dialog box is shown with the 'Payment' dropdown set to 'Pre-paid'. On the left, a red box displays 'time left: 0:04'. Below it, the 'Add time:' section has a spinner set to '10' minutes, with buttons for '+ 60 mins', '+ 30 mins', '+ 10 mins', and '+ 5 mins'. On the right, the 'Current balance:' is '0.13 \$' and 'Cash received (pre-paid):' is '0.33 \$'. Below these are buttons for '+ 50.00 \$', '+ 10.00 \$', '+ 5.00 \$', and '+ 1.00 \$'. At the bottom are 'OK' and 'Cancel' buttons.

2) Post-paid. Set/extend time limit. No cash is collected:

The 'Add time/money' dialog box is shown with the 'Payment' dropdown set to 'Post-paid'. On the left, a box displays 'time: unlimited'. Below it, the 'Add time:' section has a spinner set to '10' minutes, with buttons for '+ 60 mins', '+ 30 mins', '+ 10 mins', and '+ 5 mins'. On the right, the 'Current balance:' is '0.10 \$' and 'Cash received (pre-paid):' is '0 \$'. Below these are buttons for '+ 50.00 \$', '+ 10.00 \$', '+ 5.00 \$', and '+ 1.00 \$'. At the bottom are 'OK' and 'Cancel' buttons.

Sell item (drink, snack, etc.)

Use the "Sell" terminal popup menu to add any service/product to a session:

Customer stops session

Use the "Log off" button in TrueCafe Client to stop your session.

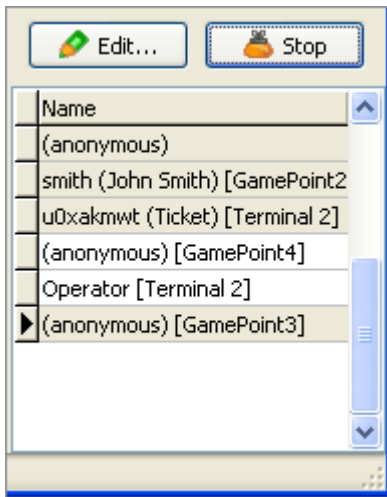
[Read more about TrueCafe Client](#)

Operator stops session

Select terminal icon or session in the list and press the "Stop" button:

Close session

Opened sessions are displayed in the session list. Stopped sessions, which don't occupy the terminals, are highlighted in grey:



Double-click on a session, collect required cash (or accept a credit card), give change (or put it on the customer balance) and press the "Paid" button. Select the "Print receipt" before if needed:

Session

New...

Edit...

Finish

Delete

Service	Terminal	Units	Type	Discount	Amount	Tax
Time	GamePoint1	0:07	minute		0,70	
Traffic (Standard)	GamePoint1	0	Kbyte		0	

Balance

5,00

Money

0

Pre-paid

5,00

Start

07.11.2006 18:40:49

Time

0:07

Traffic

0

Name

smith (John Smith) [GamePoint1]

Others

0

Customer

smith (John Smith)

Sum

0,70

Discount

(no discount)

Tax

0

Total

0,70

Refresh

Cash

Received

0

Change

4,30

☒ Put change into balance
 ☒ Print receipt

OK

Paid

A session can be closed automatically if:

- there is enough money on a customer balance and
- there are not any open orders

Use the ["Close sessions" option](#) to enable this feature.

Pause/resume session

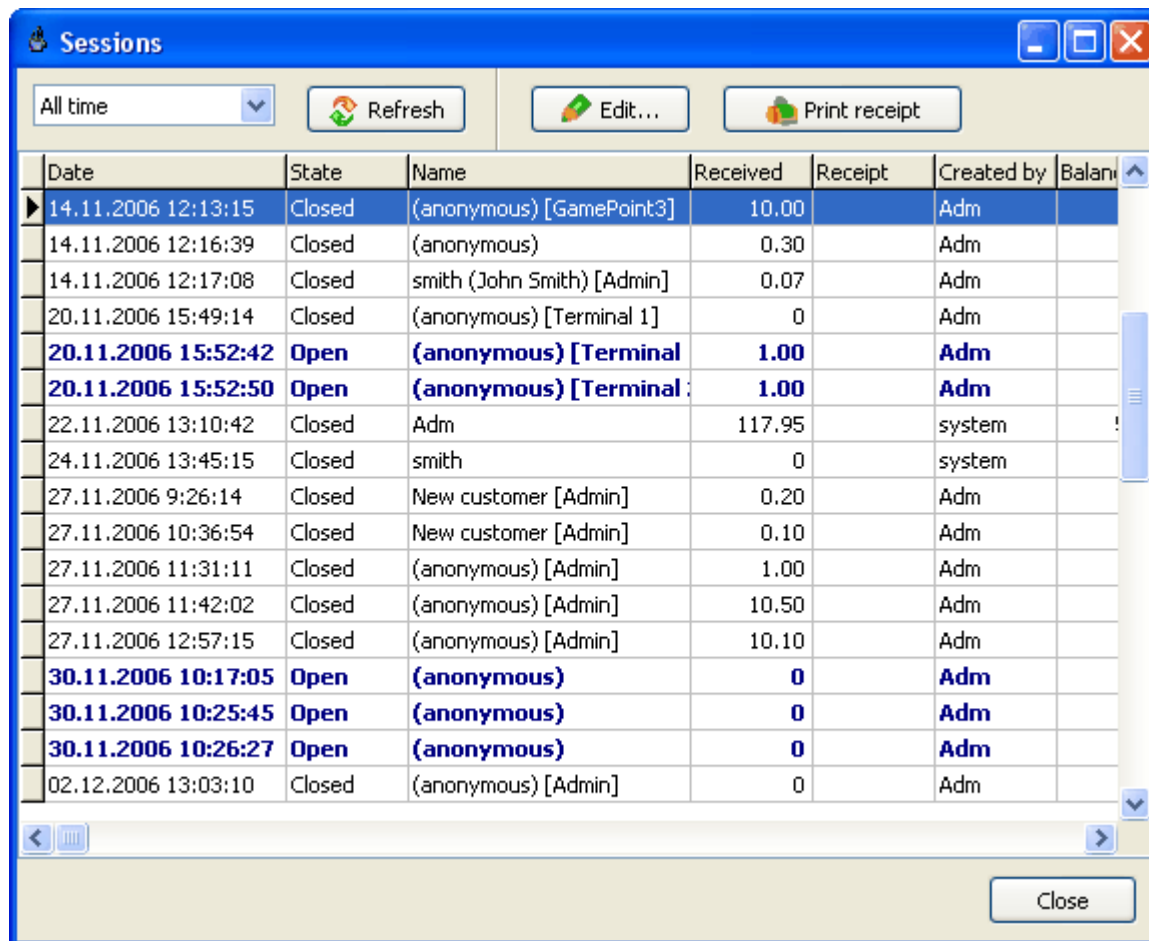
You can pause any running customer session. A corresponding terminal is locked and a customer can't login via TrueCafe Client on this terminal until you resume the session.

You can also pause all active sessions or resume all paused sessions using TrueCafe main menu -> Tasks.

Browse sessions

Sessions window displays today/yesterday/this week/etc. customer sessions. Open sessions are marked with bold navy font.

You can use sessions window to print a receipt after a session has been closed and disappeared from the list of active sessions on the main screen.



Date	State	Name	Received	Receipt	Created by	Balance
14.11.2006 12:13:15	Closed	(anonymous) [GamePoint3]	10.00		Adm	
14.11.2006 12:16:39	Closed	(anonymous)	0.30		Adm	
14.11.2006 12:17:08	Closed	smith (John Smith) [Admin]	0.07		Adm	
20.11.2006 15:49:14	Closed	(anonymous) [Terminal 1]	0		Adm	
20.11.2006 15:52:42	Open	(anonymous) [Terminal	1.00		Adm	
20.11.2006 15:52:50	Open	(anonymous) [Terminal	1.00		Adm	
22.11.2006 13:10:42	Closed	Adm	117.95		system	
24.11.2006 13:45:15	Closed	smith	0		system	
27.11.2006 9:26:14	Closed	New customer [Admin]	0.20		Adm	
27.11.2006 10:36:54	Closed	New customer [Admin]	0.10		Adm	
27.11.2006 11:31:11	Closed	(anonymous) [Admin]	1.00		Adm	
27.11.2006 11:42:02	Closed	(anonymous) [Admin]	10.50		Adm	
27.11.2006 12:57:15	Closed	(anonymous) [Admin]	10.10		Adm	
30.11.2006 10:17:05	Open	(anonymous)	0		Adm	
30.11.2006 10:25:45	Open	(anonymous)	0		Adm	
30.11.2006 10:26:27	Open	(anonymous)	0		Adm	
02.12.2006 13:03:10	Closed	(anonymous) [Admin]	0		Adm	

Refunds

Use refunds when your customer returns you some purchased items or you have to rollback an entire customer session.

Refund feature is available on the sessions window (main menu > View > Sessions). You can only refund closed sessions. When a refund session is created, use the **Delete** button to leave the refund items only. Refund sessions are highlighted with red color in the list.

Sessions

All time

Refresh

Edit...

Print receipt

Refund

ID	Date	State	Name	Received	Receipt	Created
50	13.12.2007 13:17:08	Closed	Adm	1.20		system
51	13.12.2007 20:25:49	Closed	(anonymous) [Terminal 1]	0.30		Adm
70	14.12.2007 17:54:27	Closed	Somebody [Terminal 1]	0		Adm
71	14.12.2007 18:09:55	Closed	Somebody [Terminal 1]	0		Adm

Session

New...

Edit...

Finish

Delete

Service	Terminal	Units	Type	Discount	Amount	Tax	S
CD-R burning		-3	item		-3.00	-0.60	F

Balance

15.45

Money

0

Pre-paid

0

Start

14.12.2007 18:09:55

Time

0:00

0

Name

Somebody [Terminal 1]

Traffic

0

Customer

Somebody

Others

-3.00

Discount

(no discount)

Sum

-3.00

Tax

-0.60

Total

-3.60

Refresh

Cash

Received

0

Change

3.60

☒ Put change into balance

☐ Print receipt

Refund

OK

Shifts

Control your operators and cash flow using the shift management feature.

Every operator computer is considered as a cash desk so that each shift is linked to the corresponding cash desk. When an operator starts working with the program collecting any payment, starting/stopping customer sessions, etc., he has to start a shift. When he finishes working with the software, he stops his shift.

When an operator starts a shift, he types in the program the cash amount he has in the cash desk for the moment. When he stops the shift, he types the final cash amount for the time.

Any differences between actual and calculated amount are highlighted with red in the shift report. Use **View > Shifts** report to browse the shifts.

You can start a shift manually (main menu **Setup > Start / Stop shift**) or automatically. Enable the **shift control** feature (main menu > Options > Shift control) so that an operator can't collect any payment unless his shift is started.

The screenshot displays the 'Shifts' window with a table of shift records and a 'Shift' dialog box for editing a specific shift.

Shifts Window:

- Buttons: All time, Refresh, Export to MS-Excel, Edit...
- Table columns: ID, Begin, End, Cash desk, Operator 1, Operator 2, Begin. Calc, Begin. Fact, Paid, End. Calc, End. Fact.
- Table data (rows 6-24):

ID	Begin	End	Cash desk	Operator 1	Operator 2	Begin. Calc	Begin. Fact	Paid	End. Calc	End. Fact
6	26.08.2008 20:09:16	27.08.2008 7:59:13	ADMIN1	Oper3	Oper3	885.93	885.93	197.88	1083.81	1083.81
7	27.08.2008 7:59:33	27.08.2008 19:42:31	ADMIN1	Oper1	Oper1	1083.81		923.52	923.52	923.52
8	27.08.2008 9:28:49	27.08.2008 18:10:24	ADMIN2	Admin2	Admin2	17.00	0	11.63	11.63	11.63
9	27.08.2008 19:45:06	28.08.2008 8:00:45	ADMIN1	Oper3	Oper3	923.52	0	148.34	148.34	148.34
10	28.08.2008 8:06:25	28.08.2008 10:47:27	ADMIN1	Oper2	Oper2	148.34	0	62.96	62.96	62.96
11	28.08.2008 10:47:43	28.08.2008 10:48:45	ADMIN1	test	Oper2	62.96	62.96	0	62.96	62.96
12	28.08.2008 10:48:46	28.08.2008 10:52:36	ADMIN1	Oper2	Admin	62.96	62.96	9.00	71.96	71.96
13	28.08.2008 10:52:36	28.08.2008 10:52:36	ADMIN1	Oper2	Admin	62.96	62.96	9.00	71.96	71.96
14	28.08.2008 10:52:36	28.08.2008 10:52:36	ADMIN1	Oper2	Admin	62.96	62.96	9.00	71.96	71.96
15	28.08.2008 10:52:36	28.08.2008 10:52:36	ADMIN1	Oper2	Admin	62.96	62.96	9.00	71.96	71.96
16	28.08.2008 10:52:36	28.08.2008 10:52:36	ADMIN1	Oper2	Admin	62.96	62.96	9.00	71.96	71.96
17	29.08.2008 8:00:45	29.08.2008 8:00:45	ADMIN1	Oper3	Oper3	923.52	0	148.34	148.34	148.34
18	29.08.2008 8:00:45	29.08.2008 8:00:45	ADMIN1	Oper3	Oper3	923.52	0	148.34	148.34	148.34
19	29.08.2008 8:00:45	29.08.2008 8:00:45	ADMIN1	Oper3	Oper3	923.52	0	148.34	148.34	148.34
20	30.08.2008 8:00:45	30.08.2008 8:00:45	ADMIN1	Oper3	Oper3	923.52	0	148.34	148.34	148.34
21	30.08.2008 8:00:45	30.08.2008 8:00:45	ADMIN1	Oper3	Oper3	923.52	0	148.34	148.34	148.34
22	31.08.2008 8:00:45	31.08.2008 8:00:45	ADMIN1	Oper3	Oper3	923.52	0	148.34	148.34	148.34
23	31.08.2008 8:00:45	31.08.2008 8:00:45	ADMIN1	Oper3	Oper3	923.52	0	148.34	148.34	148.34
24	01.09.2008 8:00:45	01.09.2008 8:00:45	ADMIN1	Oper3	Oper3	923.52	0	148.34	148.34	148.34

Shift Dialog Box:

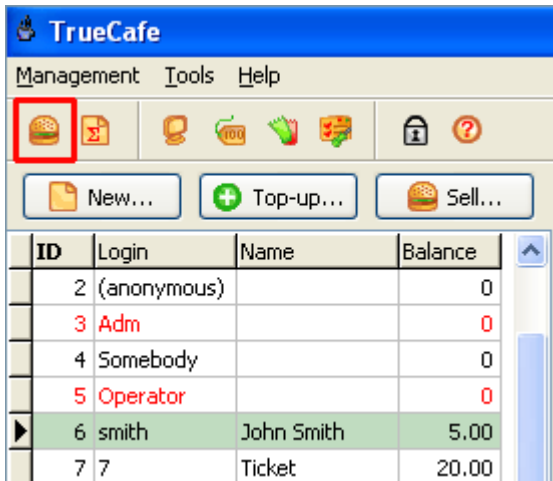
- Cash desk: ADMIN1
- Begin: 27.08.2008 19:45:06
- Oper3: 923.52 \$
- Begin. Fact: 0 \$
- Paid: 148.34 \$
- Buttons: Top-up..., Paid...
- End: 28.08.2008 8:00:45
- Oper3: 148.34 \$
- Buttons: Stop..., OK, Cancel

Point of Sale, Cash Drawer

You can sell drinks, snacks and other products to your cyber cafe customers.

Walk-in sale

Use a walk-in sale for guest customers who don't use cyber cafe terminals. Click on the "Walk-in sale" button in the toolbar:



Select an item, enter quantity and press the "Add" button to add the item to bill. Double-click on a item to add it with quantity = 1. Double-click on an item in the bill or press the "Remove button to remote the item from the bill. Press "OK" when finished.

You can use the [inventory system](#) to control item **Available** amount or use your **barcode scanner** to sell the items.

Sale

Customer

(anonymous)

Pricing

Standard

Service

Name	Price	Available
CD-R burning	1.00	
Coffee	1.00	
DVD-R	0	
Juice	1.00	330
Printing (black and white)	0.05	
Printing (colour)	0.10	
Scanning	0.05	
Snack	3.00	50
USB Flash	0	

Barcode

Item(s)

1

1.00

+ Add

Bill

Name	Item(s)	Amount
Juice	1	1.00
Snack	2	6.00
Coffee	1	1.00

✖ Remove

Total

8.00

OK

Cancel

Close the sale. Collect cash, give change and print a receipt if needed. Press the "Paid" button when finished.

Member sale

Member sale is like a walk-in sale, which is made for a particular member.

Select a customer in the list and press the "Sell" button:

If the member account is pre-paid and there is not enough money left on the balance, you will not be able to make the sale.

Cash drawer

Use `TrueCafe main menu > Tools > POS. Cash drawer` to connect program to your cash drawer. Cash drawer opens when you change a customer balance or start/extend/stop customer sessions.

POS. Cash drawer ✕

☒ Use cash drawer

Port COM1 ▾

Baud rate 9600 ▾

Command #0 ▾

Test

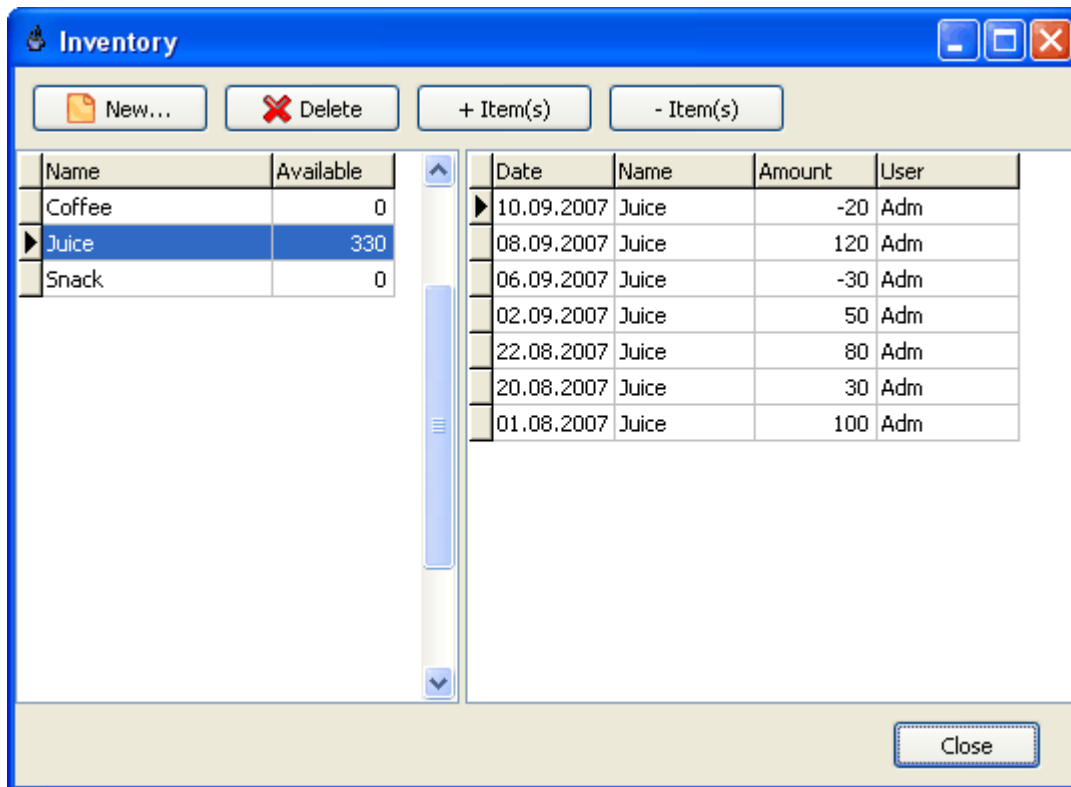
OK Cancel

Inventory

The inventory system helps you to...

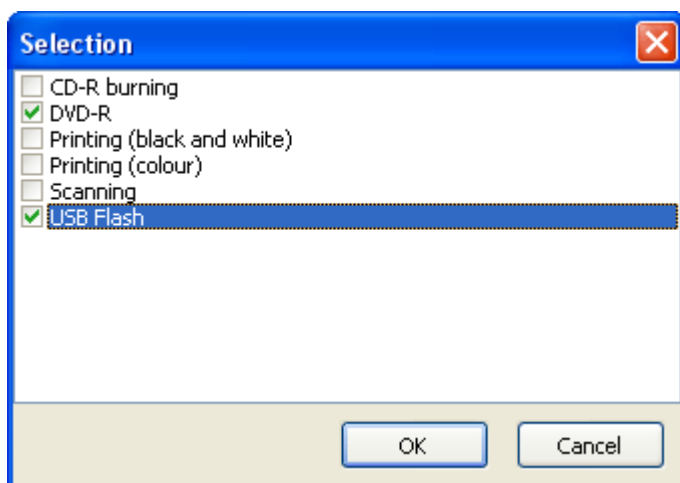
- Control available items in the stock
- Use your barcode scanner to sell the items

Use main menu > Setup > Inventory to open the Inventory management screen:



Create items

Click on the **New** button and select the new inventory items from the list of services:



+ Items (Increase Amount)

Increase amount of a particular item in the stock.

Enter the item amount manually or use your barcode scanner for each item:

The screenshot shows a software window titled "+ Item(s)" with a close button (X) in the top right corner. The window has a light beige background and a blue border. It contains the following elements:

- Name:** A text input field containing the word "Juice".
- Amount:** A numeric input field containing the number "4", with up and down arrow buttons to its right.
- Barcode:** A text input field that is currently empty.
- Barcode List:** A list box containing four barcode numbers:
 - 5423683210925
 - 4692567921589
 - 7416548529735
 - 8321964859271 (This item is highlighted with a blue background)
- Buttons:** "OK" and "Cancel" buttons located at the bottom right of the window.

- Items (Decrease Amount)

Decrease amounts of a few items in the stock.

Select an item and enter the amount manually or use a barcode scanner:

- Item(s)


Customer

Pricing

Standard

Service

Name	Price	Available
Coffee	1.00	0
Juice	1.00	330
Snack	3.00	0



Barcode

Item(s)

5

5.00

+ Add

Bill

Name	Item(s)	Amo...
Juice	5	5.00

✖ Remove

Total

5.00

OK

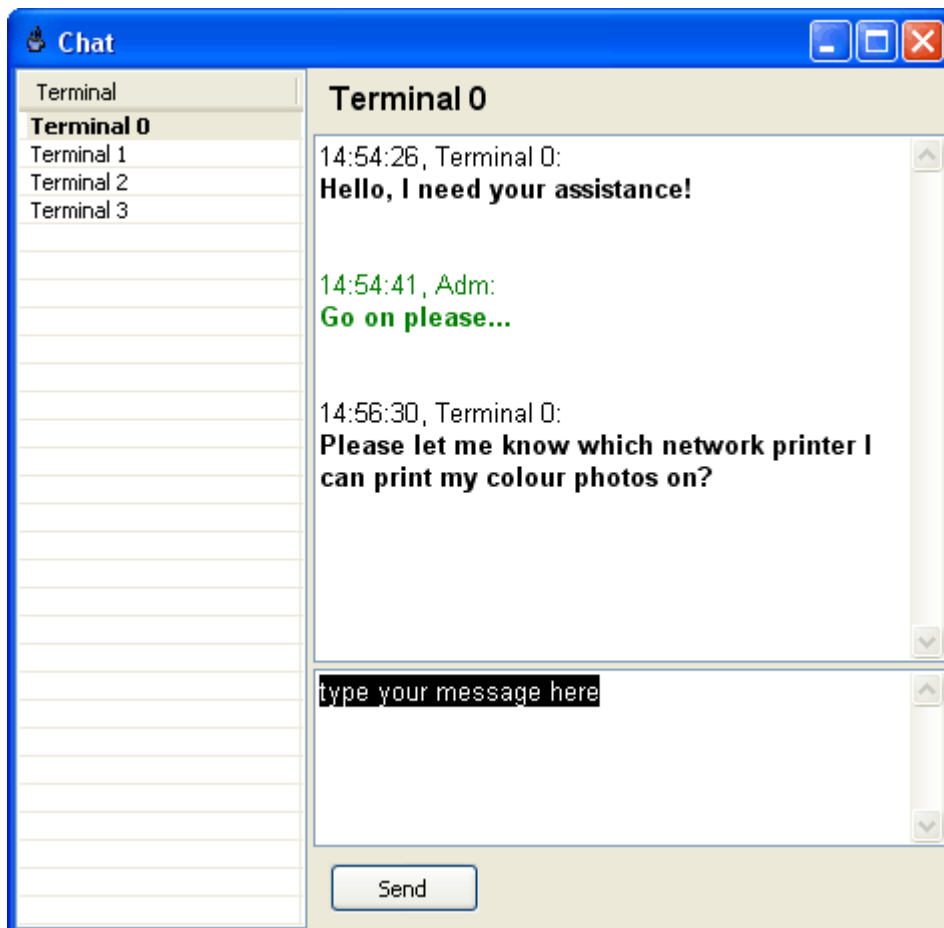
Cancel

Instant Messenger (Chat)

Organize a chat between operator and a customer on any terminal.

When a new message appears while the chat window is closed, the unread messages indicator is displayed in the toolbar.

Press Enter button to send a message. Press Esc button to close the chat window.

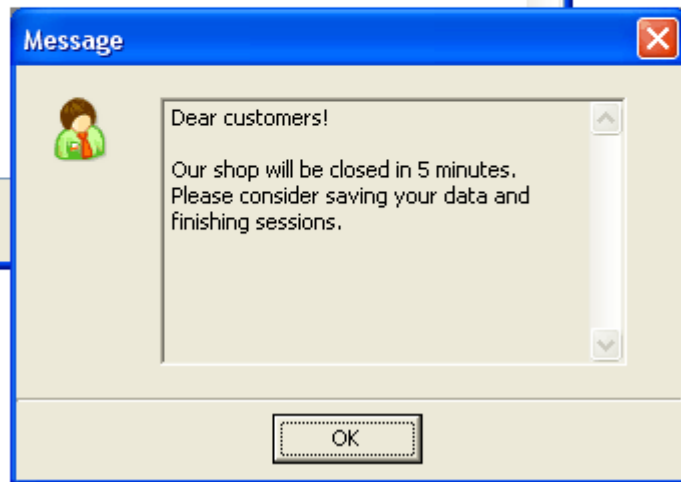
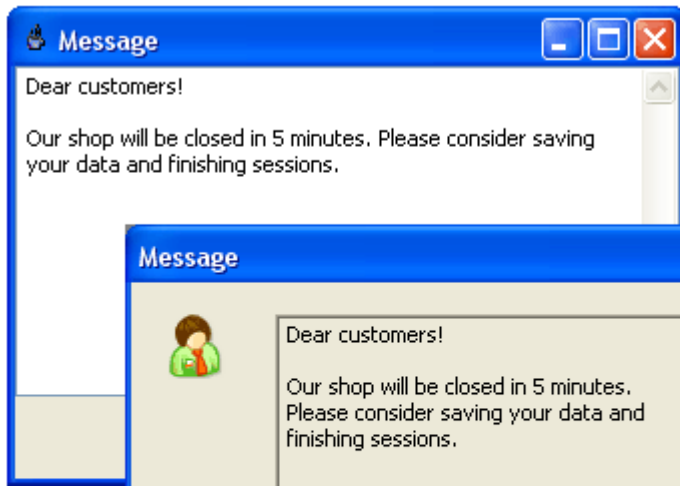


Send text message to terminal

Send a text message to a terminal in order to notify your customers about an important event or provide them with any other information.

Use a terminal popup menu -> Message if you want to send a message to a single terminal.

Use main menu -> Tasks -> Message to send the message to all terminals in your cyber cafe.



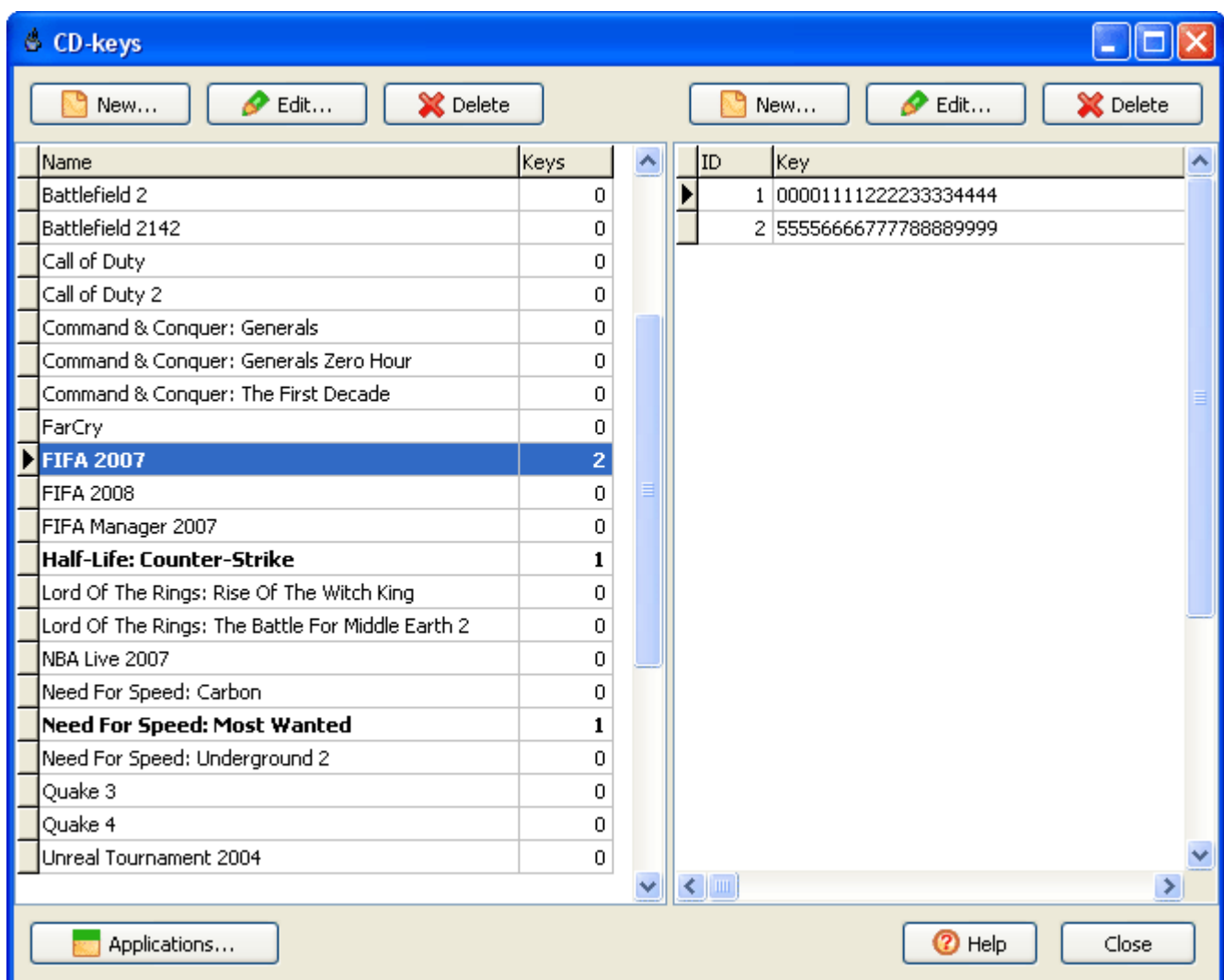
License Key (CD-Key) Management

Cut down your game licensing expenses using the CD-key management system. Purchase a quantity of licenses to cover simultaneous gameplay vs. purchasing a license for every terminal where a game is installed.

TrueCafe license key management works the following way. All your game keys are stored in the TrueCafe license key pool. When a customer starts a game on a terminal, TrueCafe dynamically reserves the next available key and send it to the terminal. When the game is ended, TrueCafe delete the reservation and returns the key to the pool.

Maintain license key list

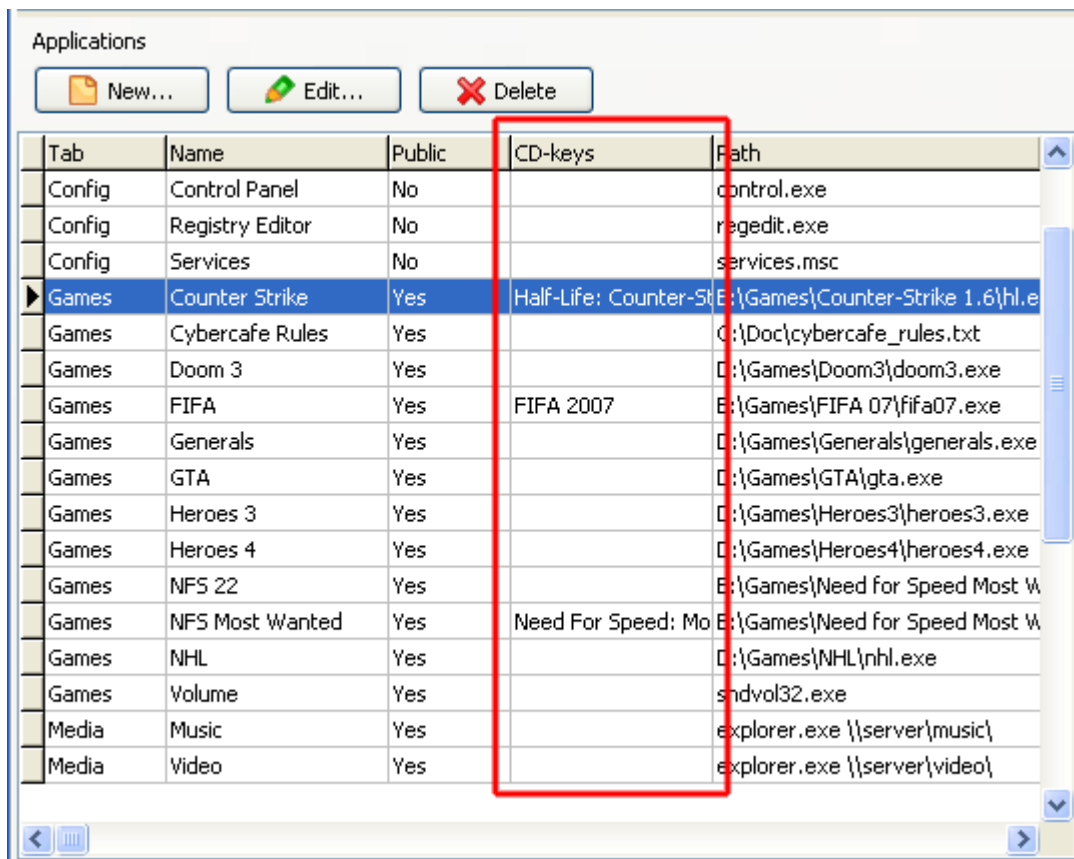
Use the CD-key list (main menu -> Setup -> CD-Keys) to maintain your license key pool. Add, edit or delete your games and license keys.



Configure game list

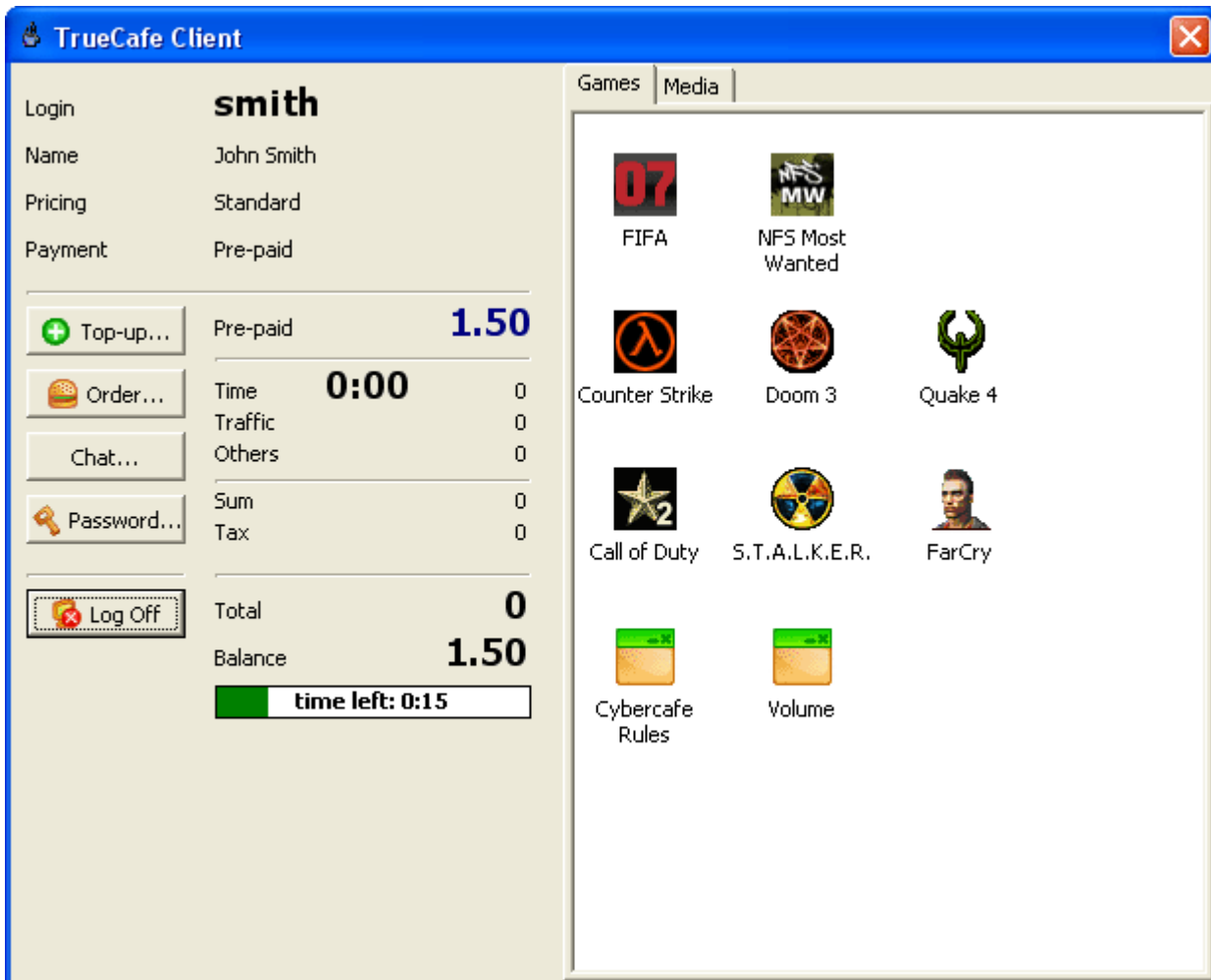
You provide your game license keys to a customer via game shortcuts on TrueCafe Client programs panel. Use application profiles (main menu -> Setup -> Terminals -> Application tab) in order to assign your game license keys to game shortcuts.

[Read more about application profiles](#)

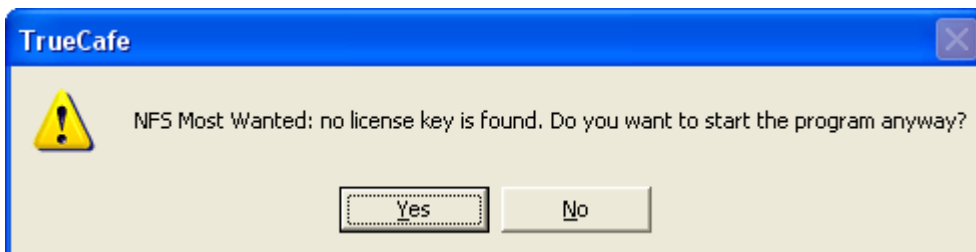


Use license keys

In order to request and apply a game license key, customers have to start the game from TrueCafe Client game panel:



If no available license key was found, a warning message is displayed to let a customer decide whether he is going to start the game anyway:

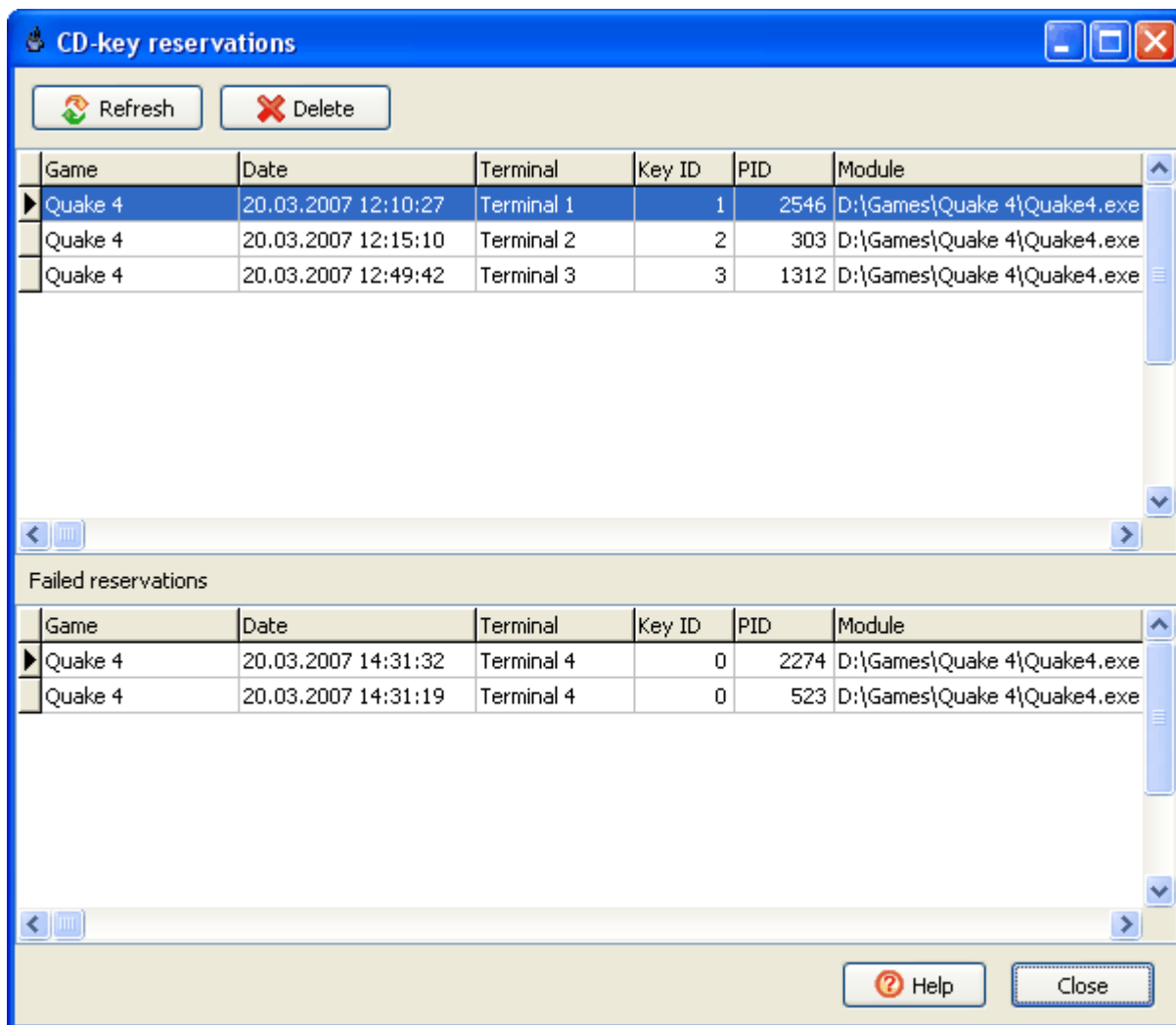


Browse and delete key reservations

To browse the currently reserved license keys and failed key reservations use main menu -> View -> CD-Key reservations.

You can manually delete any reservation if you have decided that the key should not be longer reserved by a particular terminal.

When deleting a reservation, a corresponding game process can be terminated as well. Use [options](#) to turn on this feature.



Steam by Valve Support

TrueCafe supports Steam game delivery system by Valve Corporation.

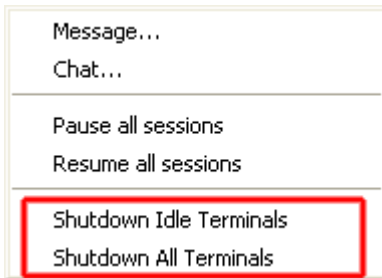
[Read more](#)

Power Management

TrueCafe power management features allow you to save power, which actually means to save money, in your cyber cafe.

Shutdown idle or all terminals

Shutdown idle or all terminals in your cyber cafe by one click in main menu (Tasks -> Shutdown...):

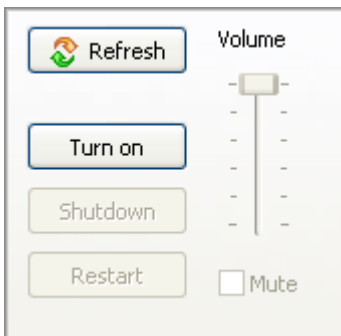


Shutdown idle terminals automatically

You can set a timer which turns off any idle terminal automatically after X minutes has gone. Use [options](#) to enable this feature.

Turn on terminal remotely

If a terminal is off and you need to start a customer session on it, you can turn it on remotely:



Daily Report

You can analyze your cyber cafe daily activity and financial information using a brief daily report. It displays top-ups, sales made, services provided, detailed log of actions and total cash received for selected period (today, yesterday, this week, last week, etc.). Also, you can export the data to MS-Excel or CSV for further analyzing.

Shift Report

Today

8/11/2006

8/11/2006

Refresh

Export to MS-Excel

Date	Login	Name	Type	Paid	Deduction	Service	Units	Pricing	Workstation
8/11/2006 ...	smith	John Smith	Top-up	5.00					
8/11/2006 ...	smith	John Smith	Sale		1.00	Coffee	1	Standard	
8/11/2006 ...	smith	John Smith	Sale		6.00	Snack	2	Standard	
8/11/2006 ...	smith	John Smith	Sale	2.10	0.10	Time	1	Standard	#Station 3
8/11/2006 ...	(anonym...		Sale	0.60	0.60	Time	6	Standard	#Station 1

Top-up

5.00

Sales

7.00

Services

0.70

Login	Amount	Name	Units	Amount	Name	Units	Amount
smith	5.00	Coffee	1	1.00	Time	7	0.70
		Snack	2	6.00			

Cash received

Top-up

5.00

Post paid

2.70

Total

7.70

Close

Daily report for operator

When an operator runs the daily report, he/she only gets his/her sales and totals.

Sales Report

Sales report (main menu > View > Sales) displays detailed sales records and allows you to filter the list by customer, service, terminal and operator values.

Sales

This week

Refresh

Export to MS-Excel

Customer

Service

Terminal

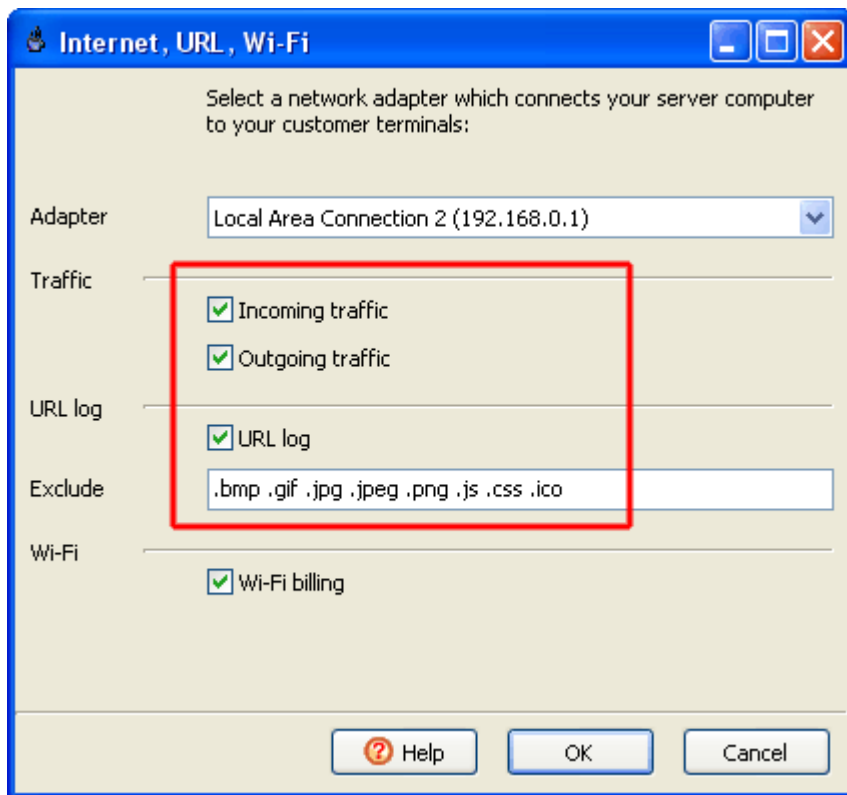
Operator

ID	Session	Begin	End	Customer	Service	Terminal	Units	Amount	Tax	Paid	Operator
18332	16686	22.09.2008 3:30:34	22.09.2008 3:50:00	Oper2	Time (Operators)	A-10	27	0	0	0	Oper2
18333	16687	22.09.2008 6:46:23	22.09.2008 8:00:00	(anonymous)	Time	C-03	79	3.03	0	3.03	Oper2
18334	16688	22.09.2008 7:11:44	22.09.2008 7:20:00	(anonymous)	Time	A-01	13	1.00	0	5.50	Oper2
18335	16688	22.09.2008 7:17:46		(anonymous)	Print b/w	A-01	15	4.50	0	5.50	Oper2
18336	16689	22.09.2008 7:19:57	22.09.2008 8:10:00	(anonymous)	Time	A-03	57	3.03	0	3.03	Oper2
18337	16690	22.09.2008 7:55:06	22.09.2008 8:00:00	(anonymous)	Time	A-10	6	1.00	0	1.00	Oper2
18338	16691	22.09.2008 7:56:02	22.09.2008 9:20:00	(anonymous)	Time	A-05	93	9.10	0	9.10	Oper2
18339	16692	22.09.2008 7:58:54	22.09.2008 9:00:00	(anonymous)	Time	A-18	67	6.63	0	6.63	Oper2
18340	16693	22.09.2008 8:06:18	22.09.2008 8:30:00	(anonymous)	Time	A-02	30	3.00	0	3.00	Oper2
18341	16694	22.09.2008 8:18:01	22.09.2008 8:40:00	lugakamen	Time (Users)	A-16	22	1.83	0	0	system
18342	16695	22.09.2008 8:19:09	22.09.2008 8:20:00	Oper2	Time (Operators)	A-10	2	0	0	0	system
18343	16696	22.09.2008 8:22:19	22.09.2008 8:20:00	(anonymous)	Time	A-12	7	1.00	0	1.00	Oper1
18344	16697	22.09.2008 8:27:42	22.09.2008 9:00:00	tu58	Time (Users)	A-03	40	3.33	0	2.00	system
18345	16698	22.09.2008 8:30:44	22.09.2008 9:00:00	(anonymous)	Time	A-10	30	3.00	0	3.00	Oper1
18346	16697	22.09.2008 8:44:30		tu58	Print b/w	A-03	7	2.10	0	2.00	system
18347	16699	22.09.2008 8:54:47	22.09.2008 10:00:00	(anonymous)	Time	A-14	67	6.70	0	6.70	Oper1
18348	16700	22.09.2008 9:01:26	22.09.2008 10:00:00	(anonymous)	Time	A-12	65	6.50	0	6.50	Oper1
18349	16701	22.09.2008 9:01:35	23.09.2008 14:00:00	(anonymous)	Time	A-09	1778	59.27	0	59.27	Oper1

Close

Traffic Calculation and URL Log

You can calculate and charge a customer session Internet traffic and monitor terminals' URLs. Use the TrueCafe Internet settings screen to turn on the traffic calculation or URL log features (main menu > Tools > Internet...):



URL Log

Keep track of the Internet websites and pages which a customer opens on your cyber cafe terminal. Use the terminal popup menu to browse the list of URLs for current session. Use main menu (View -> URL log) to display the total log.

URL log data is stored in a detached database (TrueCafeTraffic.mdb)

URL log				
Today		Refresh		Export to MS-Excel
Date	Source IP	Host	File	
22.02.2007 18:02:55	192.168.1.5	y.digg.com	/HGct?hc=&hb=DM5610162LBA38EN3&cd=1&hv=	
22.02.2007 18:02:54	192.168.1.5	y.digg.com	/HG?hc=&hb=DM5610162LBA38EN3&cd=1&hv=66	
22.02.2007 18:02:49	192.168.1.5	www.digg.com	/	
22.02.2007 18:02:33	192.168.1.5	www.youtube.com	/admp.swf?vids=H24V-u7fNJM&eurl=/index&iurl=f	
22.02.2007 18:02:26	192.168.1.5	www.youtube.com	/	
22.02.2007 18:02:25	192.168.1.5	www.yahoo.com	/p.gif?t=1172160116&_ylp=A9FJuuZ0vt1FaG0Ab>	
22.02.2007 18:02:16	192.168.1.5	srd.yahoo.com	/M=575194.10135569.10946482.7674020/D=yah	
22.02.2007 18:02:15	192.168.1.5	www.yahoo.com	/p.gif?t=1172160116&_ylp=A9FJuuZ0vt1FaG0Ab>	
22.02.2007 18:02:15	192.168.1.5	us.a2.yimg.com	/us.yimg.com/a/1-/java/promotions/gm/070222/s_	
22.02.2007 18:02:09	192.168.1.5	us.bc.yahoo.com	/b?P=dKHpn9FJuubj_iJdRdlUFCPCW3zR7kXdvnQA	
22.02.2007 18:02:08	192.168.1.5	www.yahoo.com	/_ylh=X3oDMTFmNGhtOWIxBF9TAzI3MTYxNDkEcG	
22.02.2007 18:02:00	192.168.1.5	us.i1.yimg.com	/us.yimg.com/i/mntl/www/06q3/yodel.swf	
22.02.2007 18:01:49	192.168.1.5	us.a2.yimg.com	/us.yimg.com/a/1-/java/promotions/gm/070222/s_	
22.02.2007 18:01:41	192.168.1.5	www.yahoo.com	/	
22.02.2007 18:01:10	192.168.1.5	c.microsoft.com	/trans_pixel.asp?source=www&TYPE=PV&P=en_u	
22.02.2007 18:01:10	192.168.1.5	m.webtrends.com	/dcs4f6vsz99k7mayiw2jzupyr_1s2e/dcs.gif?&dcsda	
Close				

Point-of-Sale. Receipt

Print a receipt when you close a session or sale, top-up a customer account, sell a ticket or extend a session.

A receipt consists of a number of sections. A section can be text, a picture (e.g. the cyber cafe logo), a service list, tax, sum total, etc. You can add, delete or modify any section, move a section up or down, change font and alignment, select a picture from disk to put on a receipt, underline a section.

Select a default printer for your receipts, setup a receipt position on paper (left, top), receipt width, section height and margins in millimetres, specify whether a receipt border is printed.

Also, you can modify a pre-defined labels such as "Total", "Tax", "Amount", etc., translating them into your own language (the "Labels" button), and print the test receipt.

Receipt



Printer

HP LaserJet 1100 (MS) ▼

- ☒ Print close session receipt
- ☒ Print top-up / ticket receipt
- ☒ Print extend session receipt

☒ Print border

Left 20

Margin 3

Section height 7

Top 20

Width 60

Section margin 1



myCafe

myCafe: address; phone: 333-222-333

Receipt 1

08.06.2009 11:43:21

Session -1

Name	Amount	Cost
1. Service 1	10	12.30 \$
2. Service 2	20	24.60 \$
3. Service 3	30	36.90 \$
4. Service 4	40	49.20 \$
Sum		123.00 \$
Tax		24.60 \$
Total		147.60 \$

Thank you!

New

Labels...

Delete

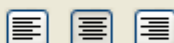
Print

Move Up

Move Down

Type

Text ▼



Font...

☒ Underline

Text

myCafe: address; phone: 333-222-333

OK

Cancel

Options

[General](#)

[Design](#)

[Buttons](#)

[TrueCafe Client](#)

[Tickets](#)

[CD-Keys](#)

[Keyboard](#)

[Scripts](#)

Option	Meaning
General	
Club name	Your cyber cafe club name
Language	TrueCafe interface language
Close sessions after log off	Automatically close a ticket- or any pre-paid sessions: update the customer balance and delete the session from the active sessions list
Disable multiple login	Don't allow simultaneous logins using a single account
Shift control	Enable shift control. Started shift is required to accomplish any transaction
Server. New session. Password required	A customer password is required to start a session from the server side
Rounding	Round total session amount. For example, if Rounding = 0.5 and the session total = 1.30, it's rounded to 1.50. Rounding disabled when = 0

Options

General | Design | Buttons | TrueCafe Client | Security | Tickets | CD-keys | Keyboard | Scripts

Club name: myCyberCafe

Language: English

Currency: = \$...

Close sessions after log off: Any pre-paid

☐ Disable multiple login

☐ Shift control

☒ Server, New session. Password required

Rounding: 0

Help OK Cancel

Design

Display log	Display the system log pane
Display bottom pane	Display the bottom pane (remote terminal screenshot, orders, etc.)
Display session	Display the brief session info pane
Display tickets	Display the sale ticket pane
Accept orders automatically	Display the "Accept order" dialog when a new order is received
Refresh terminal/screenshot every X sec	How often a selected terminal screenshot, task list, etc. is refreshed
Refresh session every X min	How often the sessions pane is refreshed
Don't refresh when a dialog is being displayed	Prevents the session pane from being refreshed when a dialog window (start session, add time/money, etc.) is being displayed
Ping terminals each X sec	How often TrueCafe pings terminals and displays a ping status. We recommend keeping this value about 60 seconds or higher in order to avoid system slowdown

Options [X]

General Design Buttons TrueCafe Client Tickets CD-keys

☒ Display log
☒ Display bottom pane
☒ Display session
☒ Display tickets
☐ Accept orders automatically

Refresh terminal/screenshot every sec

Refresh sessions every min

☒ Don't refresh when dialog is being displayed

Ping terminals each sec

Buttons

Time/money warn when left	Mimimal amount of time/money left when warnings (colours, dialogs, sounds, etc.) are displayed
Time/money button 1, button 2, etc.	Amount of time/money that is added to a session when you press the corresponding button on the "Add time/money" dialog
Show time left warnings on the server side	Display warnings on the server side as well as on the client side

Options [X]

General Design **Buttons** TrueCafe Client Security Tickets CD-keys Keyboard

Time		Money	
Warn when left	5 min	Warn when left	5.00 \$
Button 1	60 min	Button 1	50.00 \$
Button 2	30 min	Button 2	10.00 \$
Button 3	10 min	Button 3	5.00 \$
Button 4	5 min	Button 4	1.00 \$

☐ Show "time left" warnings on the server side

[?] Help [OK] [Cancel]

TrueCafe Client

Buttons	Enable/disable session screen buttons such as Chat, Order, Log Off, etc.
Login automatically when Windows login = TrueCafe login	Start TrueCafe customer session and unlock a terminal screen automatically when Windows user login is found in your TrueCafe customer list. This is helpful when all your customers have personal Windows user names so they don't need to login to TrueCafe when then login to Windows.
Minimize session window	Minimize the session window to the Windows taskbar when a customer logs on
Close running applications when a session ends	Automatically close all running applications on a terminal when a customer session ends
Close programs delay	When a customer session is stopped you can close running programs with some delay. Meanwhile the customer can add the extra time to his session and continue working with his programs
Clear History and Temporary Internet Files	Automatically clear Internet Explorer History and Internet Files folder on a terminal when a customer session ends
Log off when screensaver starts	Automatically log off a customer session when a screensaver starts on the terminal
Log off when Windows logs off or shutdown	Automatically log off a customer session when a customer logs off from Windows or shuts down the system
Restart terminal when session ends	Automatically restart a terminal when a customer session ends
Printing confirmation	Displays the pages/charge confirmation dialog when a customer prints a document
Lock screen when network disconnected	Lock a terminal screen when network disconnection detected
Show time/money left dialog	Display the warning dialog to a customer when his session has critical amount of time/money left

Time/money left sound file	A warning sound file that is played to a customer when his session has critical amount of time/money left. Please note that this must be either a local path to a file on a terminal computer or a network path to a shared file(e.g. \\SERVER\SHARE\warning.wav)
Shutdown an idle terminal after X min	Shutdown a terminal after period of inactivity

Options

General Design Buttons **TrueCafe Client** Security Tickets CD-keys Keyboard Scripts

Buttons

☒ Top-up ☒ Chat ☒ Log Off

☒ Order ☒ Password

☐ Login automatically when Windows login = TrueCafe login

☐ Minimize session window

☐ Close running applications when a session ends

Delay sec

☐ Clear History and Temporary Internet Files

☐ Log off when screensaver starts

☒ Log off when Windows logs off or shutdown

☐ Restart terminal when session ends

☐ Printing confirmation

☐ Lock screen when network disconnected

☒ Show time left dialog

Time left sound file
warning.wav

☐ Show money left dialog

Money left sound file
warning.wav

Shutdown an idle terminal after min

Help OK Cancel

Tickets

Printer	Ticket printer if not your Windows default one. For example, you can select your POS printer as your ticket printer
Ticket name by default	A name which is assigned to tickets when you create them
Login mask	Add prefix/postfix to a ticket login. When not empty, must contain %s (e.g. 200801%s). Login mask is used for login = random ticket generator option only.
Ticket terminal count limit by default	Default "Maximum number of occupied terminals" when you create tickets
Design	Ticket layout on a printed page
Password	Specify a password length, choose whether a password contains letters or numbers or both, select the upper or lower case and view an example

Options

General

Design

Buttons

TrueCafe Client

Security

Tickets

CD-keys

Keyboard

Scripts

Printer

Ticket name by default

Ticket

Login mask

Ticket terminal count limit by default

0

Design

Horizontal simple

Password

Length

8

☒ Letters and numbers

☐ Upper case

☐ Letters only

☒ Lower case

☐ Numbers only

Example:

7xuzt4sb

?

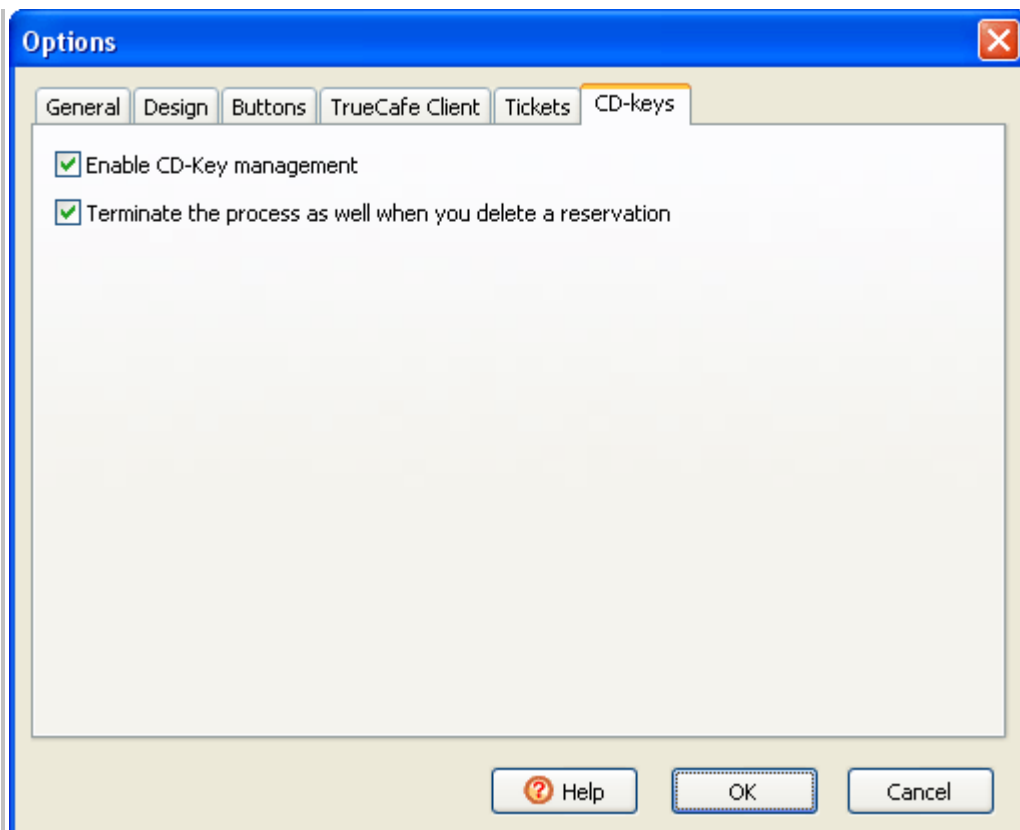
Help

OK

Cancel

CD-Keys

Enable CD-Key management	Enable or disable CD-Key management system
Terminate process when you delete a reservation	...



The image shows a Windows-style dialog box titled "Options" with a blue title bar and a close button (X) in the top right corner. The dialog has several tabs: "General", "Design", "Buttons", "TrueCafe Client", "Tickets", and "CD-keys". The "CD-keys" tab is currently selected and highlighted. Inside the dialog, there are two checked options, each with a green checkmark icon: "Enable CD-Key management" and "Terminate the process as well when you delete a reservation". At the bottom of the dialog, there are three buttons: "Help" (with a question mark icon), "OK", and "Cancel".

Options

General Design Buttons TrueCafe Client Tickets CD-keys

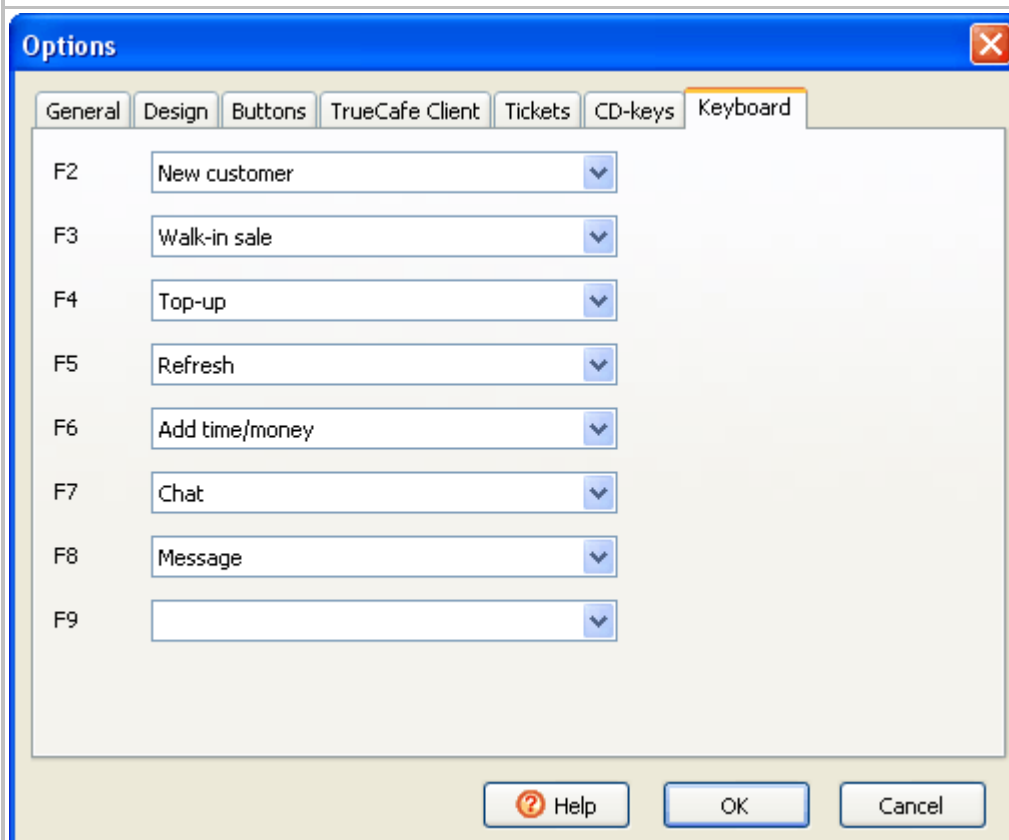
☒ Enable CD-Key management

☒ Terminate the process as well when you delete a reservation

Help OK Cancel

Keyboard

Specify the commands to run when you press F2..F9 keys



The image shows the same "Options" dialog box, but with the "Keyboard" tab selected. The "CD-keys" tab is now disabled. The "Keyboard" tab contains a list of function keys (F2 through F9) and a corresponding dropdown menu for each, allowing users to assign specific commands to these keys. The assignments are: F2: "New customer", F3: "Walk-in sale", F4: "Top-up", F5: "Refresh", F6: "Add time/money", F7: "Chat", F8: "Message", and F9: (empty). The "Help", "OK", and "Cancel" buttons are at the bottom.

Options

General Design Buttons TrueCafe Client Tickets CD-keys Keyboard

F2 New customer

F3 Walk-in sale

F4 Top-up

F5 Refresh

F6 Add time/money

F7 Chat

F8 Message

F9

Help OK Cancel

Scripts

Run external programs when TrueCafe Client logs on/off. You can use `customer_id`, `terminal_id`, `pricing_package_id` command line parameters, which are replaced with actual values when the script is called.

Options

General

Design

Buttons

TrueCafe Client

Security

Tickets

CD-keys

Keyboard

Scripts

TrueCafe Client. Log on

C:\Conf\logon.bat customer_id pricing_package_id

TrueCafe Client. Log off

C:\Conf\logoff.bat customer_id pricing_package_id

Help

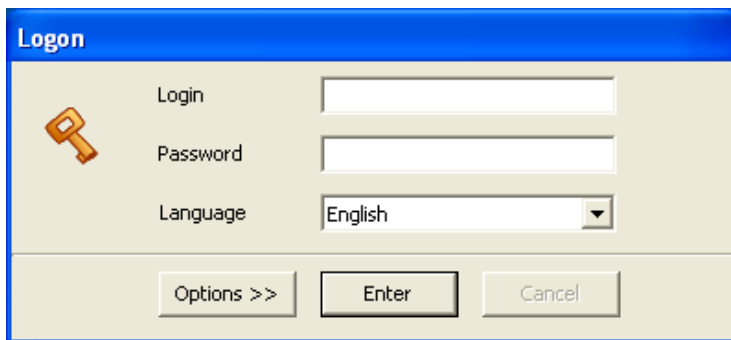
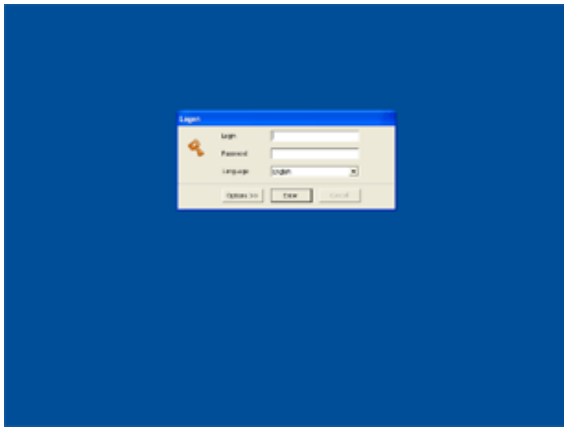
OK

Cancel

Client

Lock terminal

TrueCafe Client locks a cyber cafe terminal.



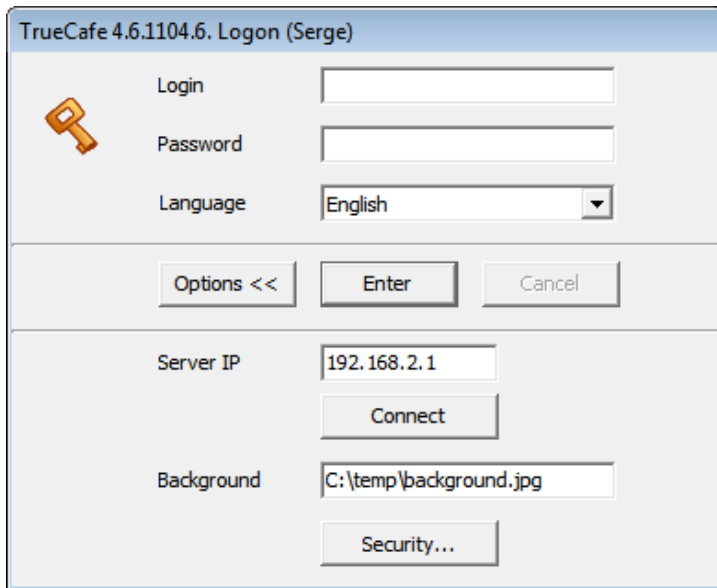
Configure

Press the "Options" button to display the configuration pane, enter an IP-address of the computer where TrueCafe Server is installed.

Enter a background picture file name.

Select a dial-up connection if you want to connect/disconnect it when a customer logs on/logs off. This is useful in case you have a remote terminal connected via GPRS, etc.

You can change options freely in the demo version TrueCafe. The options are protected with the unlocking code in the registered version.

The image shows a Windows-style dialog box titled "TrueCafe 4.6.1104.6. Logon (Serge)". On the left side, there is a yellow key icon. The dialog contains three input fields: "Login" (empty), "Password" (empty), and "Language" (set to "English" with a dropdown arrow). Below these fields are three buttons: "Options <<", "Enter", and "Cancel". A horizontal line separates this section from the bottom section. The bottom section contains two more input fields: "Server IP" (set to "192.168.2.1") and "Background" (set to "C:\\temp\\background.jpg"). Below the "Server IP" field is a "Connect" button. Below the "Background" field is a "Security..." button.

Background

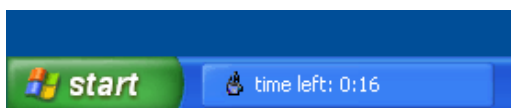
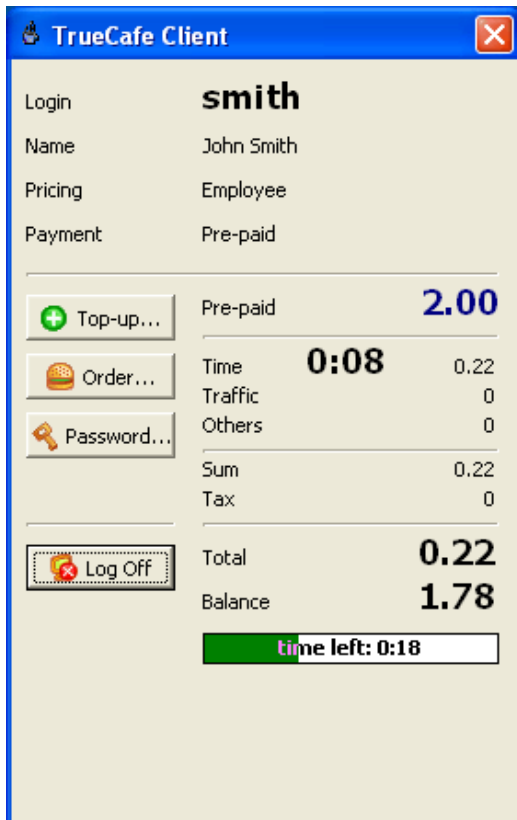
Use the **Background** option to specify either a picture or web page to be displayed on the TrueCafe Client background when the terminal screen is locked, e.g:

C:\\temp\\picture1.jpg (local path on the terminal computer)

<http://www.website.com> (don't forget to specify **http://**)

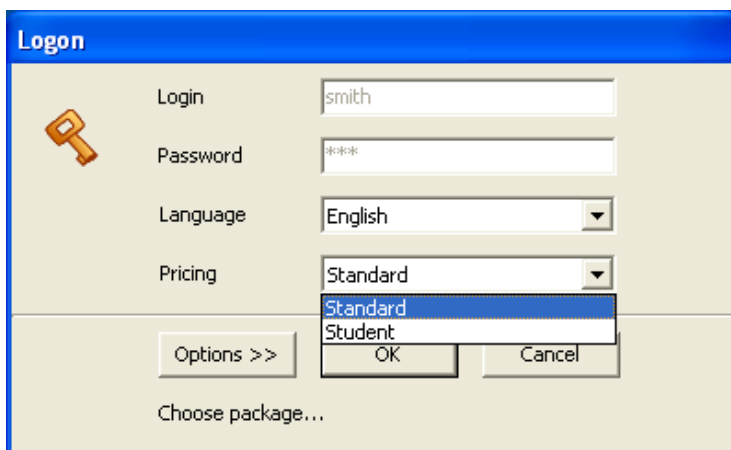
Display session info

A terminal is unlocked when a customer enters his name/password or a cyber cafe operator starts a customer session remotely. When the terminal is unlocked, the session information window appears. A customer can top-up his balance using a ticket, change his password, order a snack/drink or stop the session.



Select pricing while logging in

When a customer is logging in, the "Service package" list might appear. This depends on pricing configuration and happens if a customer doesn't have a default pricing package and there are more than one "Public" pricing packages. Please read the [Pricing](#) topic for more information.

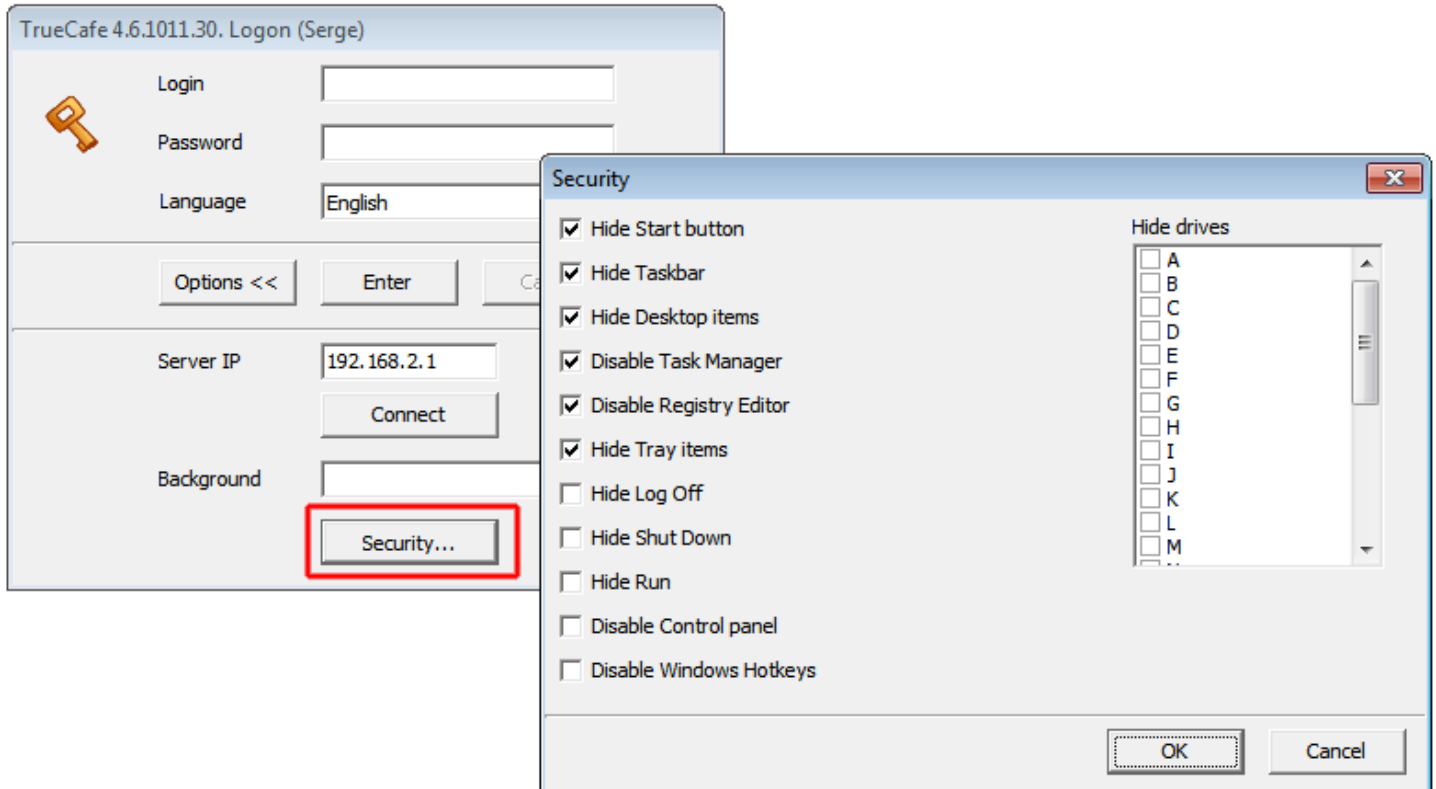


Protect terminal

You can use the following features to secure your terminals:

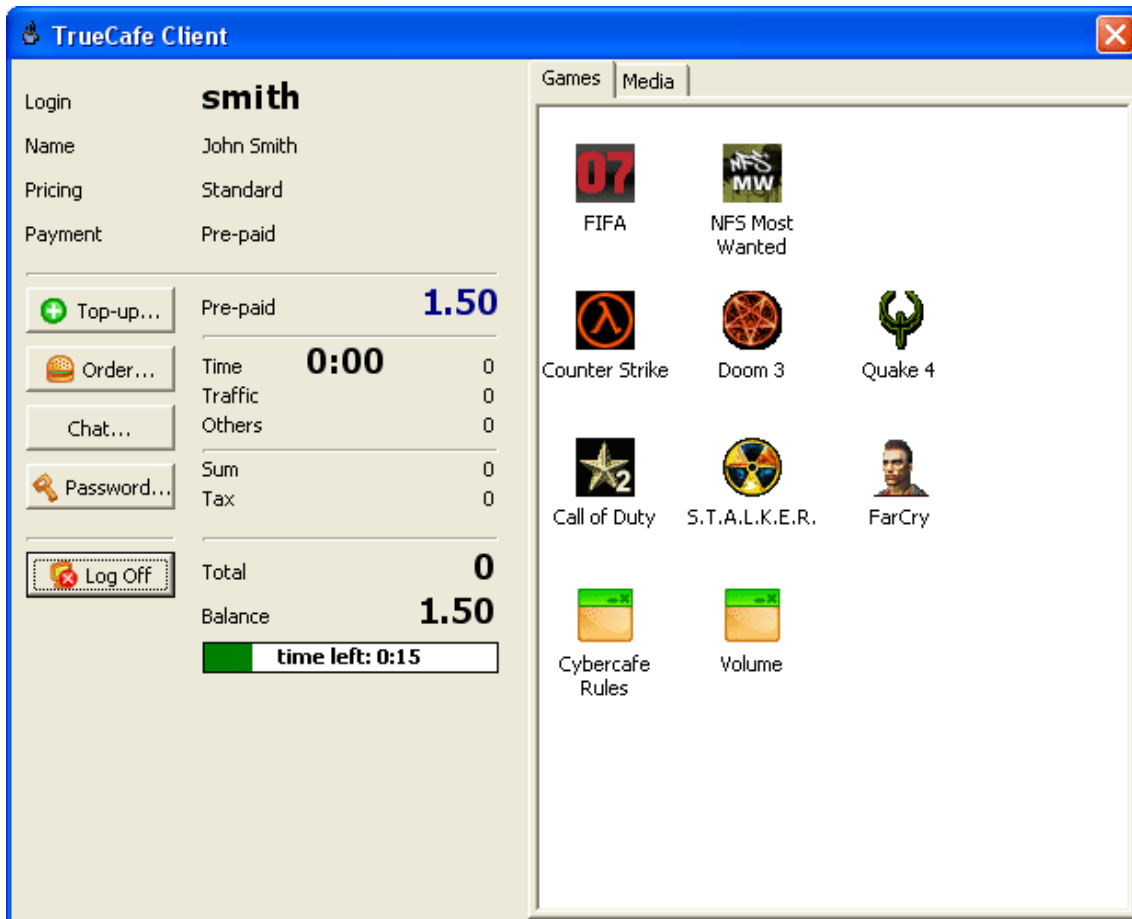
- Hide Windows Start button
- Hide Taskbar
- Hide Desktop items
- Disable Task Manager
- Disable Registry Editor

- Hide Tray items
- Hide Log Off
- Hide Shut Down
- Hide Run
- Disable Control Panel
- Disable Windows hotkeys



Programs

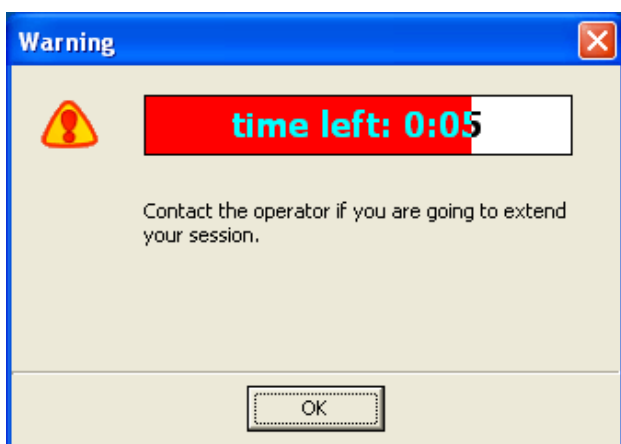
If you assign a [terminal profile](#) to a terminal, then a tab set with the applications is displayed. Double-click on any icon to start the application:



Hold Shift button when you double click on a program icon to start the program via "Run as... (administrator)".

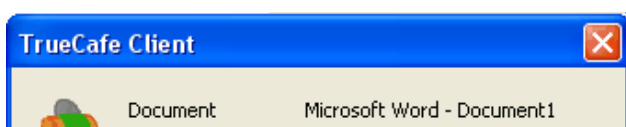
Warn before session is finished

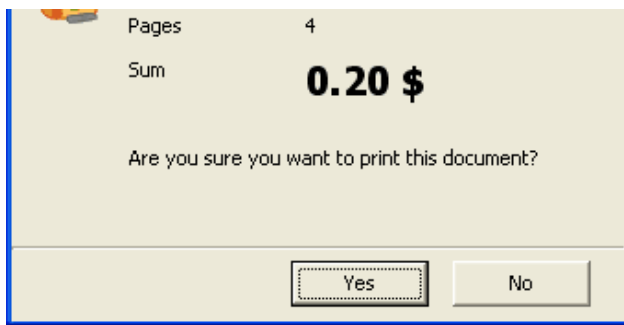
When a customer session has a critical amount of time/money left, a warning dialog is displayed and/or a warning sound file is played. Use [TrueCafe options](#) to select your sound files to be played or specify whether the warning dialog must be displayed.



Printing confirmation

If the corresponding option is enabled, the confirmation dialog with pages/charge information is displayed when a customer prints a document.

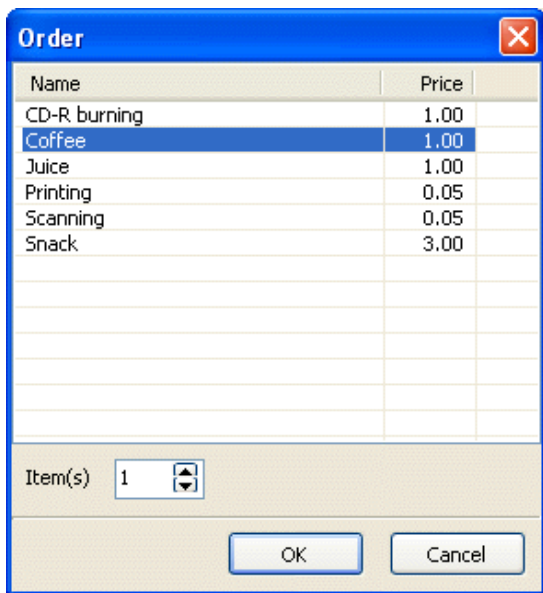




Order drinks/snacks

Customers can order goods, drinks, etc. from computers where they sit. They select an item in the list of services you configure in [pricing](#).

You can disable the "Order" button in [TrueCafe options](#).



End session (log off)

A customer can press the "Log Off" button to end his session and lock the terminal. The terminal is locked as well when a cyber cafe operator remotely ends the customer session in TrueCafe Administrator.

Use TrueCafe [options](#) to utilize the next log off features:

1. Close all running applications in order to prevent any private customer data from further browsing by the next user.
2. Clear Internet Explorer Temporary Internet Files and History.
3. Log off a session when a customer make Windows log off or shutdown.
4. Log off a session when a screensaver starts.

Run log on/off script

Run external programs when TrueCafe Client logs on/off. You can use **customer_id**, **terminal_id**, **pricing_package_id** command line parameters, which are replaced with actual values when the script is called.

Specify script command lines in the [options](#)

Reports

TrueCafe Reports provides 4 reports: customers, services, sessions and events. Each report is time-dependent, so you have to enter a start and stop dates (or check the "All time"). Press the "Refresh" button to run a report.

You can export any data table to Microsoft Excel for further analysis. by click on any data grid and pressing Ctrl-E hotkey.

Customers

- Customers (the main list).
- Balance operations (dependent).
- Services provided (dependent).
- Sessions and jobs (dependent).

TrueCafe Reports - [Clients]

Help

since 4/ 9/2005 until 4/ 9/2005 ☒ All Time Refresh

Search

Reg. Date	ID	Nick	Current balance	Last Name	First Name	Middle Name	Created by	Deleted?
1/1/2002	2	(anonymous)	0				system	
1/1/2002	3	Adm	0				system	
8/8/2002	5	Operator	200.00				Adm	
3/10/2005	6	Smith	0	Smith	John		Adm	
1/1/2002	4	Somebody	0				system	

Balance changes

Date	Change	Changed by

Visits

Date	Name	Balance	Paid money	Created by
3/24/2005 12:47:17	I (anonymous) [LOCAL	0	152.10	Adm
3/24/2005 2:53:34	Pl (anonymous) [Stator	0	133.40	Adm
3/24/2005 2:54:09	Pl (anonymous) [Stator	0	139.50	Adm
3/25/2005 1:17:12	Pl (anonymous) [Stator	0	15.62	Adm
3/25/2005 2:09:08	Pl (anonymous) [LOCAL	0	10.90	Adm
3/25/2005 3:09:07	Pl (anonymous) [Stator	0	0	Adm

Services

Name	Amount	Unit	Total Cost
Juice	40	glass	400.00
Printing	20	sheet	5.82
Time	37983	minute	3697.57
Traffic	500	Kbyte	0

Jobs

Service	Workstation	Amount	Unit	Discount	Total Cost	Start
Time	#Station 3	161	minute	3	15.62	3/25/2005 1:
Traffic	#Station 3	500	Kbyte	3	0	3/25/2005 1:

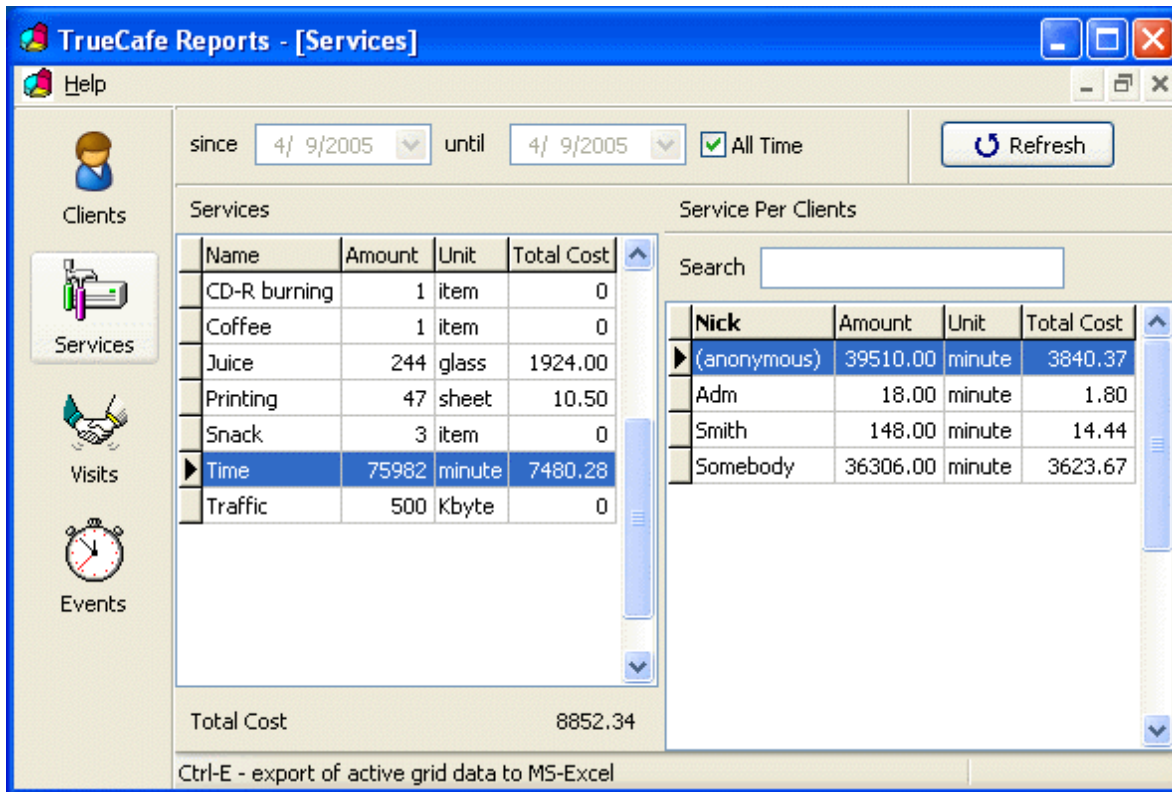
Total Visit Cost 15.62

Total money paid by client 4103.40

Ctrl-E - export of active grid data to MS-Excel

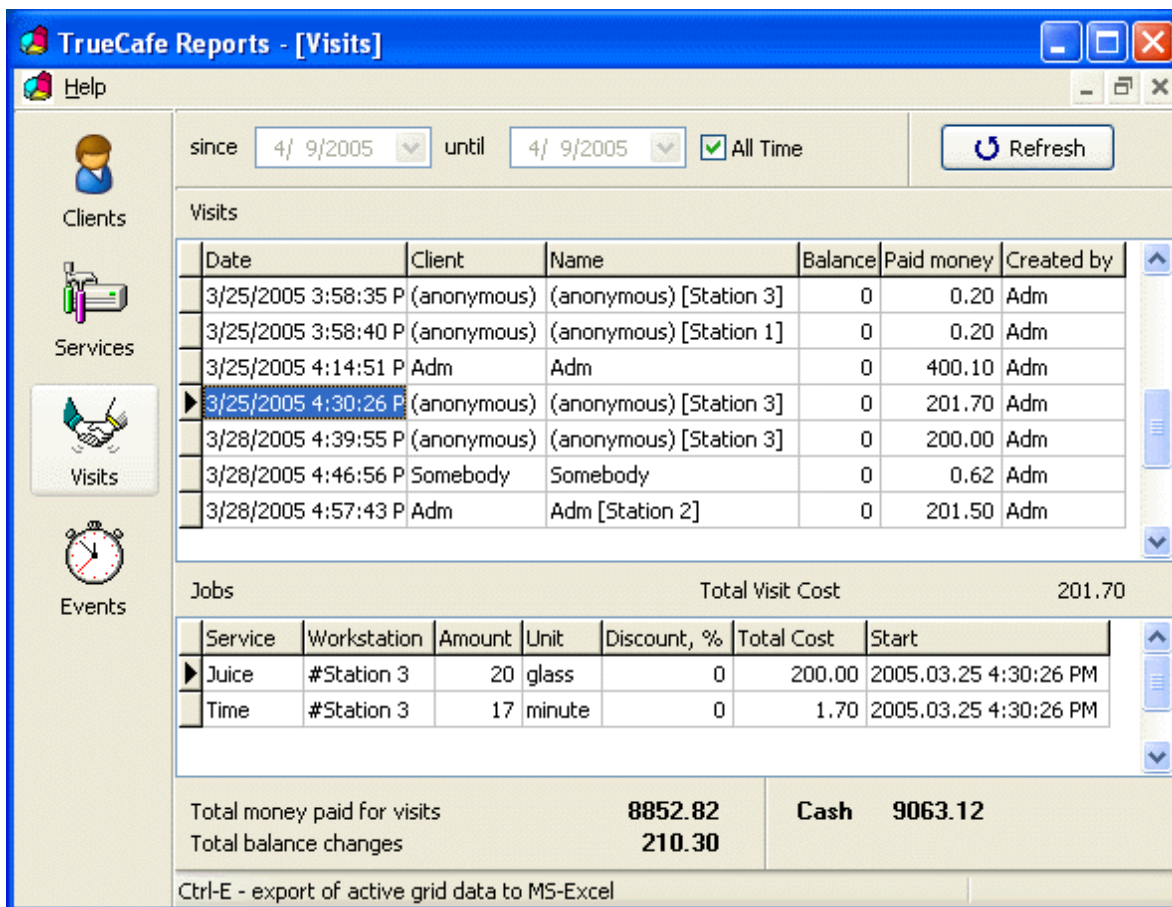
Services

Services (main) and customers (dependent).



Sessions

Sessions (main) and jobs (dependent).



Events

System events:

- Server state is changed.
- Terminal state is changed.

The screenshot shows the 'TrueCafe Reports - [Events]' window. It features a sidebar with navigation icons for Clients, Services, Visits, and Events (selected). The main area displays a table of events with columns for Date, Event, and Parameter. The table is filtered for the date 4/ 9/2005. A 'Refresh' button is located in the top right of the main area. At the bottom, a status bar indicates 'Ctrl-E - export of active grid data to MS-Excel'.

Date	Event	Parameter
1/24/2005 4:43:19 PM	not responding	127.0.0.1
1/24/2005 4:43:59 PM	not responding	192.168.0.3
1/25/2005 12:53:36 PM	server started	
1/25/2005 1:17:36 PM	working	127.0.0.1
1/25/2005 1:25:38 PM	not responding	127.0.0.1

Web Reports

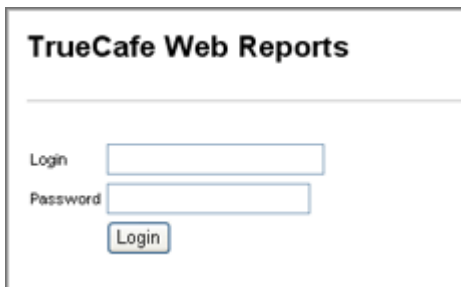
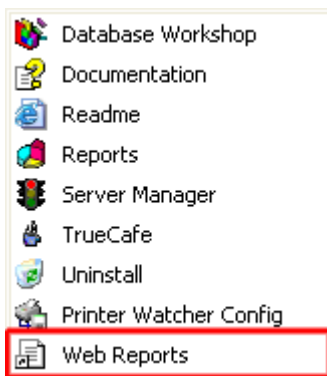
Analyze your business data in your web browser. Get access to your cyber cafe activity information outside the cafe from the Internet. Browse session, customer, service, terminal, etc. data for any period of time. View the diagrams which represent your business growth. Print any report on your printer for further analysis.

TrueCafe Web Reports is based on ASP.NET platform which means it requires Microsoft .NET framework 3.5 or later installed. Web Reports installs UltiDev Cassini Web Server which hosts Web Reports application.

[Download Microsoft .NET framework](#)

[Download TrueCafe Web Reports](#)

Start Web Reports from TrueCafe program group:

A screenshot of the TrueCafe Web Reports login page. The page has a title 'TrueCafe Web Reports' at the top. Below the title, there are two input fields: 'Login' and 'Password'. Below the 'Password' field is a 'Login' button.



Navigation

Each report contains the header navigation pane which allows you to switch back to the main menu page, log out from Web Reports or select a period (today, yesterday, this week, last week, etc.) to display.

The screenshot shows the 'TrueCafe Web Reports' header navigation pane. It includes a 'Menu Logout' link, a green plus icon, and a dropdown menu set to 'Today' with a 'Refresh' button.

TrueCafe Web Reports

[Menu Logout](#)

Top-up (Today - 5/28/2007)

Today

Report: Today

Displays today sessions, top-ups and services.

Top-up	\$82.00
Post paid	\$0.00
Total	\$82.00
Promotion	\$0.00

Sessions

ID	Open date	Close date	Name	Balance	Minutes	Amount	Paid	Receipt
88	5/28/2007 2:43:20 PM		(anonymous) [z-Admin]	\$0.00	0	\$0.00	\$0.00	
89	5/28/2007 3:48:18 PM	5/28/2007 3:54:21 PM	Customer 001 [Terminal 1]	\$15.00	5	\$0.50	\$0.00	
90	5/28/2007 3:48:24 PM	5/28/2007 3:54:24 PM	Customer 002 [Terminal 3]	\$30.00	5	\$0.50	\$0.00	
					10	\$1.00	\$0.00	

Top-up

ID	Date	Customer	Amount	Promotion	Comments
20	5/28/2007 3:47:16 PM	Customer 001	\$5.00		
21	5/28/2007 3:47:21 PM	Customer 001	\$10.00		
22	5/28/2007 3:47:28 PM	Customer 002	\$5.00		
23	5/28/2007 3:47:31 PM	Customer 002	\$5.00		
24	5/28/2007 3:47:34 PM	Customer 002	\$10.00		
25	5/28/2007 3:47:38 PM	Customer 002	\$10.00		
26	5/28/2007 3:47:44 PM	Customer 003	\$2.00		
27	5/28/2007 3:47:47 PM	Customer 003	\$5.00		
28	5/28/2007 3:47:50 PM	Customer 003	\$5.00		
29	5/28/2007 3:47:53 PM	Customer 003	\$10.00		
30	5/28/2007 3:47:57 PM	Customer 003	\$10.00		
31	5/28/2007 3:48:00 PM	Customer 003	\$5.00		
			\$82.00		

Services

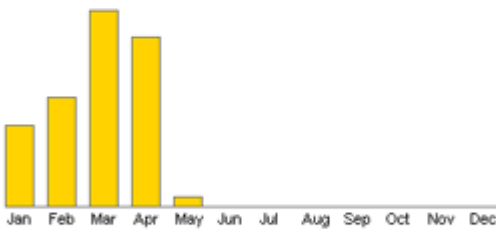
ID	Name	Units	Unit	Amount
1	Time	10	minute	\$1.00
				\$1.00

Report: Totals

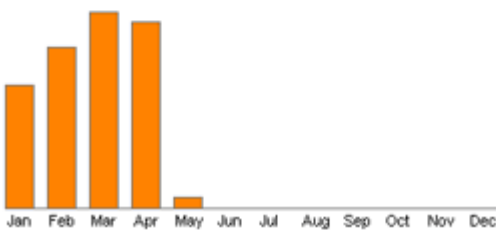
Displays sessions, top-ups, promotional top-ups, services, etc. for a selected period. Income = top-up + post-paid.

Span	Sessions	Services	Promotion	Top-up	Post-paid	Income
January	6036	\$8,740.10	\$961.17	\$7,414.16	\$601.09	\$8,015.25
February	8122	\$10,759.95	\$849.67	\$9,772.92	\$612.93	\$10,385.85
March	14522	\$13,832.41	\$898.75	\$11,761.51	\$881.51	\$12,643.02
April	12591	\$14,191.38	\$2,205.74	\$11,319.38	\$763.06	\$12,082.44
May	813	\$861.63	\$224.80	\$756.78	\$35.00	\$791.78
June	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
July	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
August	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
September	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
October	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
November	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
December	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	42684	\$48,385.47	\$5,140.13	\$41,024.75	\$2,893.59	\$43,918.34

Sessions



Income



Report: Customers

Displays customers with login, name, balance, etc.

ID	Date	Delete date	Login	Name	Payment	Pricing	Balance
17	5/28/2007 3:48:55 PM		Customer.001		post-paid	(no package)	\$14.50
18	5/28/2007 3:47:02 PM		Customer.002		post-paid	(no package)	\$29.50
19	5/28/2007 3:47:10 PM		Customer.003		post-paid	(no package)	\$37.00
							\$81.00

Report: Tickets

Displays tickets with login, face value, balance, etc.

ID	Date	Delete date	Login	Pricing	Face value	Balance	Owner	Expire date
10	7/20/2006 2:52:52 PM		10	Standard	\$20.00	\$0.00	(anonymous)	
11	7/20/2006 2:52:52 PM		11	Standard	\$20.00	\$0.00	(anonymous)	
12	7/20/2006 2:52:52 PM		12	Standard	\$20.00	\$0.00	(anonymous)	
13	7/20/2006 2:52:52 PM		13	Standard	\$20.00	\$0.00	(anonymous)	
14	7/20/2006 2:52:52 PM		14	Standard	\$20.00	\$0.00	(anonymous)	
15	7/20/2006 2:52:52 PM		15	Standard	\$20.00	\$0.00	(anonymous)	
16	7/20/2006 2:52:52 PM		16	Standard	\$20.00	\$0.00	(anonymous)	
7	7/20/2006 2:52:52 PM		7	Standard	\$20.00	\$0.00	(anonymous)	
8	7/20/2006 2:52:52 PM		8	Standard	\$20.00	\$0.00	(anonymous)	
9	7/20/2006 2:52:52 PM		9	Standard	\$20.00	\$0.00	(anonymous)	

Report: Top-up

Displays customer balance top-ups.

ID	Date	Customer	Amount	Promotion	Comments
20	5/28/2007 3:47:16 PM	Customer 001	\$5.00		
21	5/28/2007 3:47:21 PM	Customer 001	\$10.00		
22	5/28/2007 3:47:28 PM	Customer 002	\$5.00		
23	5/28/2007 3:47:31 PM	Customer 002	\$5.00		
24	5/28/2007 3:47:34 PM	Customer 002	\$10.00		
25	5/28/2007 3:47:38 PM	Customer 002	\$10.00		
26	5/28/2007 3:47:44 PM	Customer 003	\$2.00		
27	5/28/2007 3:47:47 PM	Customer 003	\$5.00		
28	5/28/2007 3:47:50 PM	Customer 003	\$5.00		
29	5/28/2007 3:47:53 PM	Customer 003	\$10.00		
30	5/28/2007 3:47:57 PM	Customer 003	\$10.00		
31	5/28/2007 3:48:00 PM	Customer 003	\$5.00		
32	5/28/2007 4:29:23 PM	Customer 003	\$5.00	Promotion	
33	5/28/2007 4:29:29 PM	Customer 002	\$10.00	Promotion	
			\$97.00		

Report: Sessions

Displays sessions: open / close dates, starting balance, minutes, amount, post-paid and whether a receipt was printed.

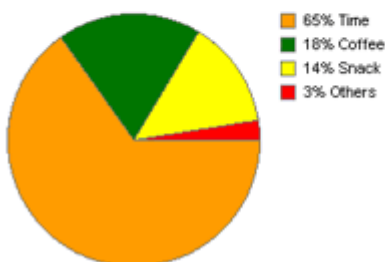
ID	Open date	Close date	Name	Balance	Minutes	Amount	Paid	Receipt
88	5/28/2007 2:43:20 PM		(anonymous) [z-Admin]	\$0.00	0	\$0.00	\$0.00	
89	5/28/2007 3:49:18 PM	5/28/2007 3:54:21 PM	Customer 001 [Terminal 1]	\$15.00	5	\$0.50	\$0.00	
90	5/28/2007 3:49:24 PM	5/28/2007 3:54:24 PM	Customer 002 [Terminal 3]	\$30.00	5	\$0.50	\$0.00	
					10	\$1.00	\$0.00	

Report: Services

Displays services: units and amount.

ID	Name	Units	Unit	Amount
8	Coffee	8	item	\$8.00
4	Juice	1	item	\$1.00
3	Printing (black and white)	1	item	\$0.05
6	Scanning	1	item	\$0.05
5	Snack	2	item	\$6.00
1	Time	327	minute	\$28.23
				\$43.33

Services



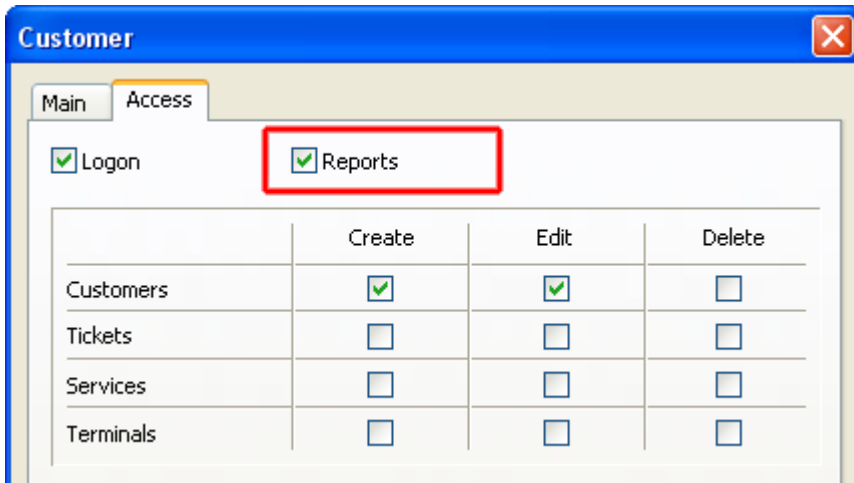
Report: Terminals

Displays terminals: name, IP-address, minutes and amount.

ID	Date	Delete date	Name	Ip	Minutes	Amount
1	3/1/2002 12:00:00 AM		Terminal 1	192.168.1.5	5	\$0.50
2	6/12/2002 11:13:56 AM		Terminal 2 (XP)	192.168.200.10	14	\$1.40
7	10/31/2002 10:42:34 AM		Terminal 3	192.168.1.3	5	\$0.50
6	6/12/2002 12:35:46 PM		z-Admin	192.168.1.6	303	\$25.83
					327	\$28.23

Web Reports Access

An operator has to have the "Reports" option enabled in order to login to Web Reports:



How to open Web Reports over the Internet

When you connect your TrueCafe Server computer with Web Reports installed to the Internet, the computer usually gets a public IP address (e.g. your ADSL or network router is assigned with a public IP by your Internet Service Provider, ISP).

There are 2 problems regarding this:

- 1) the IP address is dynamic so you don't know the exact current IP of your WAN router when you connect to your network from the Internet. You can either ask your ISP to give you a static IP, or use some service such as no-ip.org to use the computer host name instead of numeric IP.
- 2) your server computer is behind your router so you can only connect to your router from the Internet, not your TrueCafe Server computer. In such a case you need to setup port forwarding on your router to direct the corresponding requests to your TrueCafe Server computer.

Web Reports by Email

You can use free email providers such as Gmail, Hotmail or Yahoo Mail with your TrueCafe Web Reports.

Gmail

Set **Address** = **smtp.gmail.com**, **Port** = **587**, **Enable SSL** options:

Mail server

Address

Port(SMTP)

User

Password

Enable SSL ☒

Hotmail

Unfortunately you have to login to Hotmail website before sending any emails, which makes this inconvenient for any email subscription, but anyway...

Set **Address** = **smtp.live.com**, **Port** = **25**, **Enable SSL** options:

Mail server

Address

Port(SMTP)

User

Password

Enable SSL ☒

Yahoo Mail

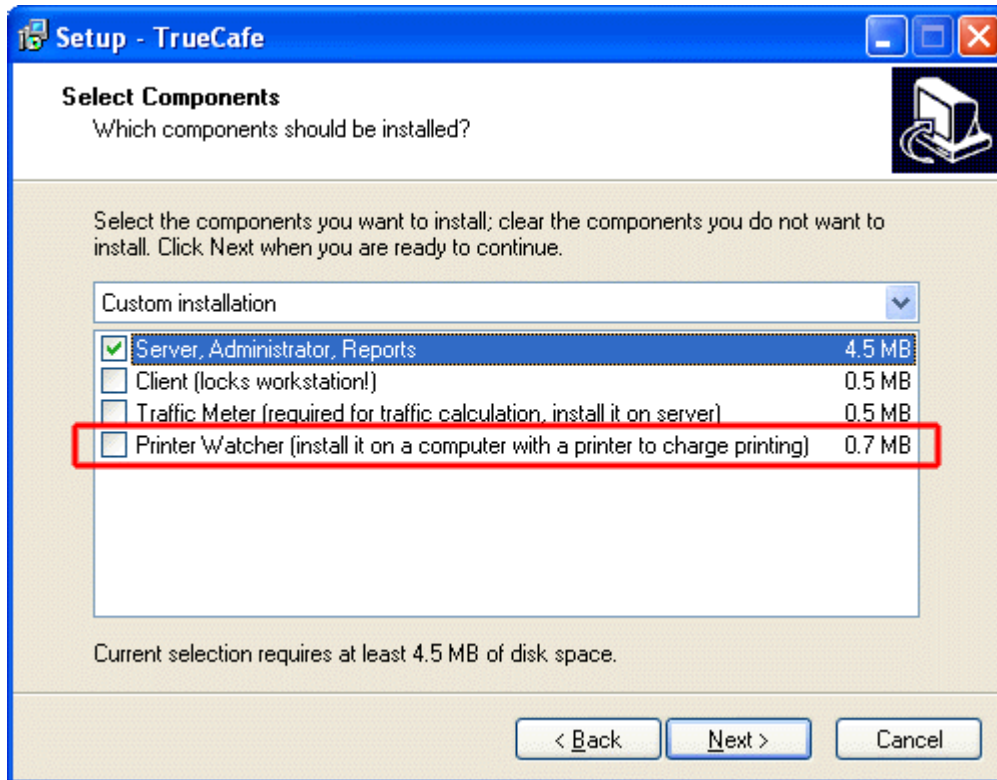
You have to sign up for Yahoo Mail Plus in order to be able to use their SMTP server. Unfortunately we don't have such a subscription at the moment so please let us know if you have a chance to try it out. Thank you in advance!

Printer Watcher

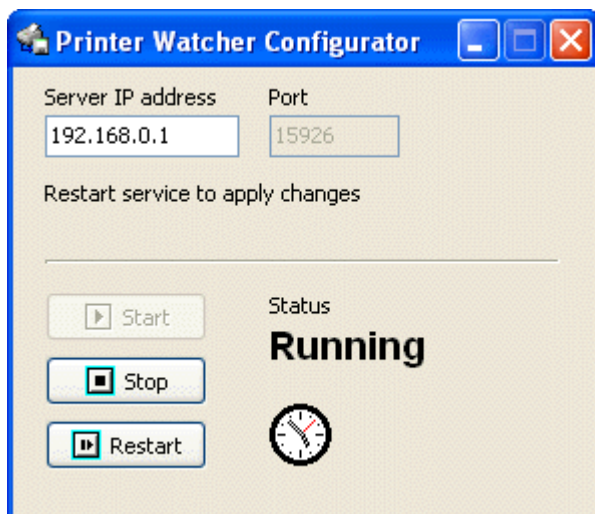
Printer Watcher automatically charges customers for printing on any printer in your cyber cafe. You can charge black-and-white and colour printing using different rates.

Install

Install Printer Watcher on a computer with a printer connected:



Start Printer Watcher Config application from TrueCafe Start Menu program group, enter TrueCafe server IP address and start service if it is stopped:



USB or Network printer?

USB printer: install TrueCafe Printer Watcher on the computer where your printer is connected to. Usually it makes sense to connect your printer to your TrueCafe Server computer.

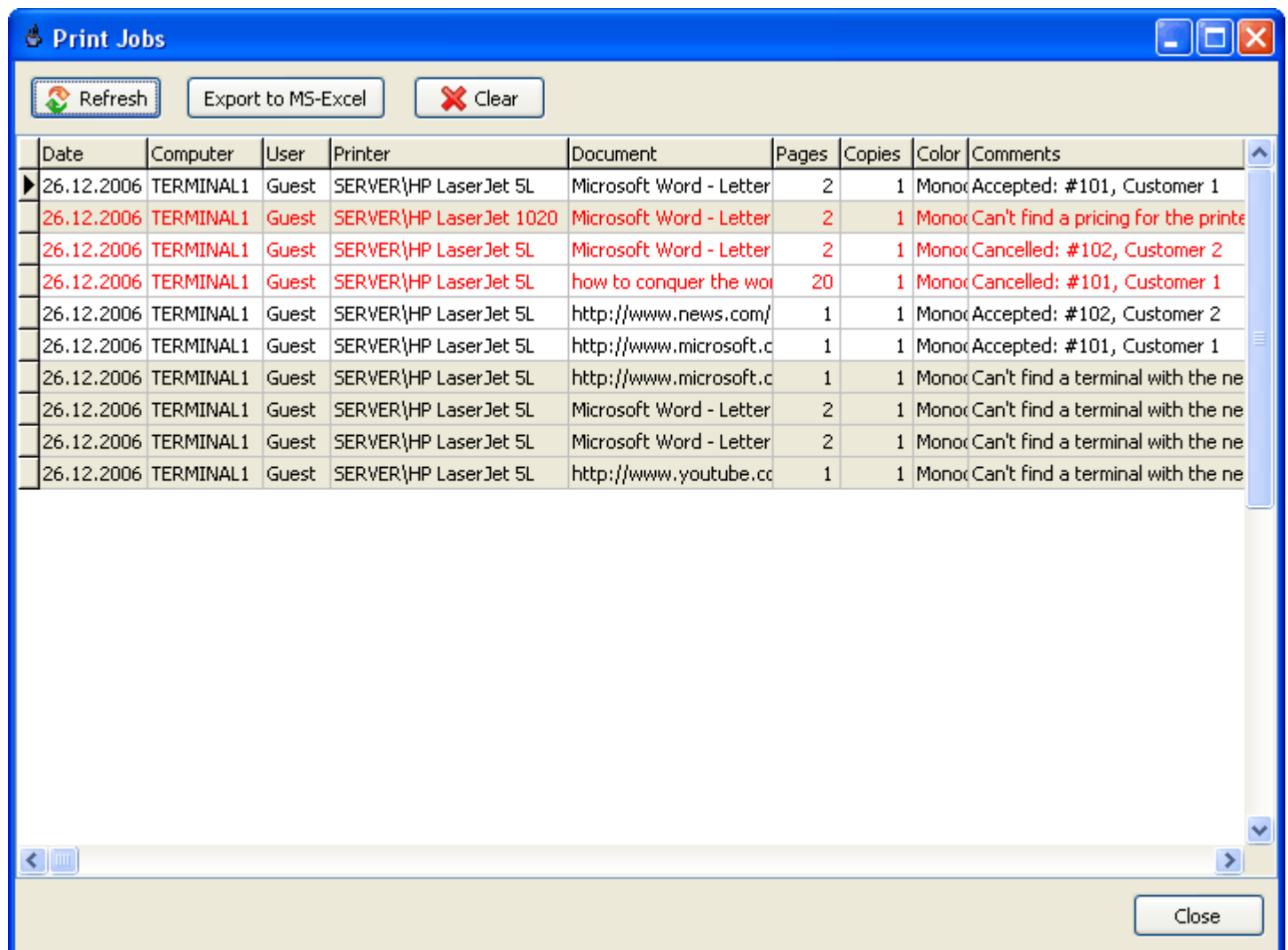
Network printer: install your printer as a local one on the TrueCafe Server computer with Printer Watcher installed. Specify the MS Standard TCP/IP port with the printer IP address as the port of the printer. Every computer should connect to the printer via your server, e.g.

\\ServerName\PrinterName.

Configure

1. TrueCafe main menu > View > Print Jobs : print a document on your printer and make sure that you see it in the list.

The documents are highlighted depending on the document's state: not charged document background is painted in grey, cancelled document font - in red.



Date	Computer	User	Printer	Document	Pages	Copies	Color	Comments
26.12.2006	TERMINAL1	Guest	SERVER\HP LaserJet 5L	Microsoft Word - Letter	2	1	Monoc	Accepted: #101, Customer 1
26.12.2006	TERMINAL1	Guest	SERVER\HP LaserJet 1020	Microsoft Word - Letter	2	1	Monoc	Can't find a pricing for the printe
26.12.2006	TERMINAL1	Guest	SERVER\HP LaserJet 5L	Microsoft Word - Letter	2	1	Monoc	Cancelled: #102, Customer 2
26.12.2006	TERMINAL1	Guest	SERVER\HP LaserJet 5L	how to conquer the wor	20	1	Monoc	Cancelled: #101, Customer 1
26.12.2006	TERMINAL1	Guest	SERVER\HP LaserJet 5L	http://www.news.com/	1	1	Monoc	Accepted: #102, Customer 2
26.12.2006	TERMINAL1	Guest	SERVER\HP LaserJet 5L	http://www.microsoft.c	1	1	Monoc	Accepted: #101, Customer 1
26.12.2006	TERMINAL1	Guest	SERVER\HP LaserJet 5L	http://www.microsoft.c	1	1	Monoc	Can't find a terminal with the ne
26.12.2006	TERMINAL1	Guest	SERVER\HP LaserJet 5L	Microsoft Word - Letter	2	1	Monoc	Can't find a terminal with the ne
26.12.2006	TERMINAL1	Guest	SERVER\HP LaserJet 5L	Microsoft Word - Letter	2	1	Monoc	Can't find a terminal with the ne
26.12.2006	TERMINAL1	Guest	SERVER\HP LaserJet 5L	http://www.youtube.cc	1	1	Monoc	Can't find a terminal with the ne

2. Make sure that the value in the "Computer" column in the "Print Jobs" list meets the ip address or name or "computer name" of any of your terminals.

Terminal

General Extra Virtual

Name

Computer name
(if differs from the name above)

IP address

☒ Static

☐ Dynamic

MAC

Receive

OK Cancel

3. Specify page prices, TrueCafe main menu > Setup > Print billing :

Print charge

Install PrinterWatcher on your print server and print a document to see your printer in the list

Edit... Delete

Printer	B/W page, \$	Colour page, \$
SERVER\HP LaserJet 5L	0.05	0.05

☒ Print firewall
Block printing if there is not enough money on the customer's balance

☒ Printing confirmation

Print Jobs... Help Close

Charge

When a customer prints on a printer that is being monitored by Printer Watcher, he/she is automatically charged for printing:

Session

New...

Edit...

Finish

Delete

Service	Workstation	Amount	Unit	Discount	Cost	Tax
Time	VIP 2	0:46	minute		1.53	0
Traffic (Standard)	VIP 2	0	Kbyte		0	0
Printing		10	item		0.50	0

Balance

0

Money

0

Pre-paid

0

Start

2/26/2006 12:09:38 PM

Time

0:46

1.53

Name

(anonymous) [VIP 2]

Traffic

0

Client

(anonymous)

Others

0.50

Discount

(no discount)

Sum

2.03

Tax

0

Total

2.03

Refresh

Stop

Close

To pay

2.03

Change

0

☐ Put change to client's balance
 ☐ Print receipt

Paid

Printing confirmation

When this option is enabled, TrueCafe Client displays the pages/charge information dialog when a customer prints a document. A customer can then accept or decline the printing.

Print firewall

Stop printing on any printer in your cyber cafe when not enough money left on a customer's balance.

When a customer sends a document to a printer, TrueCafe calculates the document pages/copies and amount charged. If the customer doesn't have enough amount on the balance, the printing is stopped and a warning message is displayed on the customer's terminal.

Web Access

Sell tickets and top-up customer accounts remotely from your web browser.

This is useful when you have an operator who sells tickets/tops up accounts from a separate computer (e.g. hotel reception) and doesn't have access to your TrueCafe Server computer.

TrueCafe Web Access must be installed on your TrueCafe Server computer. Use Web Access Windows Start menu shortcut to run Web Access. Copy the address to your remote computer and replace **127.0.0.1** in the address with your actual server IP address.

Setup - TrueCafe

Select Components
Which components should be installed?

Select the components you want to install; clear the components you do not want to install. Click Next when you are ready to continue.

Custom installation

☒ Server, Administrator, Reports
☐ Printer Watcher (install it on a computer with a printer to use the printer)
☐ Client (locks this computer!)
☒ Web Access

Current selection requires at least 9,9 MB of disk space.

[< Back](#)

TrueCafe Web Access - Windows Internet Explorer

http://127.0.0.1:15911/ClientDe

Google

TrueCafe Web Access

TrueCafe **Friendly Cyber Cafe Software**
TrueCafe Web Access
myCyberCafe

adm logout

Select ticket value

[All](#) [20](#)

Ticket ID [Sell ticket](#)

ID	Login	Name	Balance	Ticket	Action
(>) 3	Adm		\$0.00		
(>) 4	Somebody		\$0.00		
(>) 5	Operator		\$0.00		
(>) 6	smith	John Smith	\$20.00		
(>) 7	7	Ticket	\$20.00	\$20.00	
(>) 8	8	Ticket	\$20.00	\$20.00	
(>) 9	9	Ticket	\$20.00	\$20.00	
(>) 10	10	Ticket	\$0.00	\$20.00	Sell
(>) 11	11	Ticket	\$0.00	\$20.00	Sell
(>) 12	12	Ticket	\$20.00	\$20.00	
(>) 13	13	Ticket	\$20.00	\$20.00	
(>) 14	14	Ticket	\$20.00	\$20.00	
(>) 15	15	Ticket	\$20.00	\$20.00	
(>) 38	Operator 2		\$0.00		
(>) 39	test		\$50.00		

1 2

Customer
ID 6
Login smith
Name John Smith

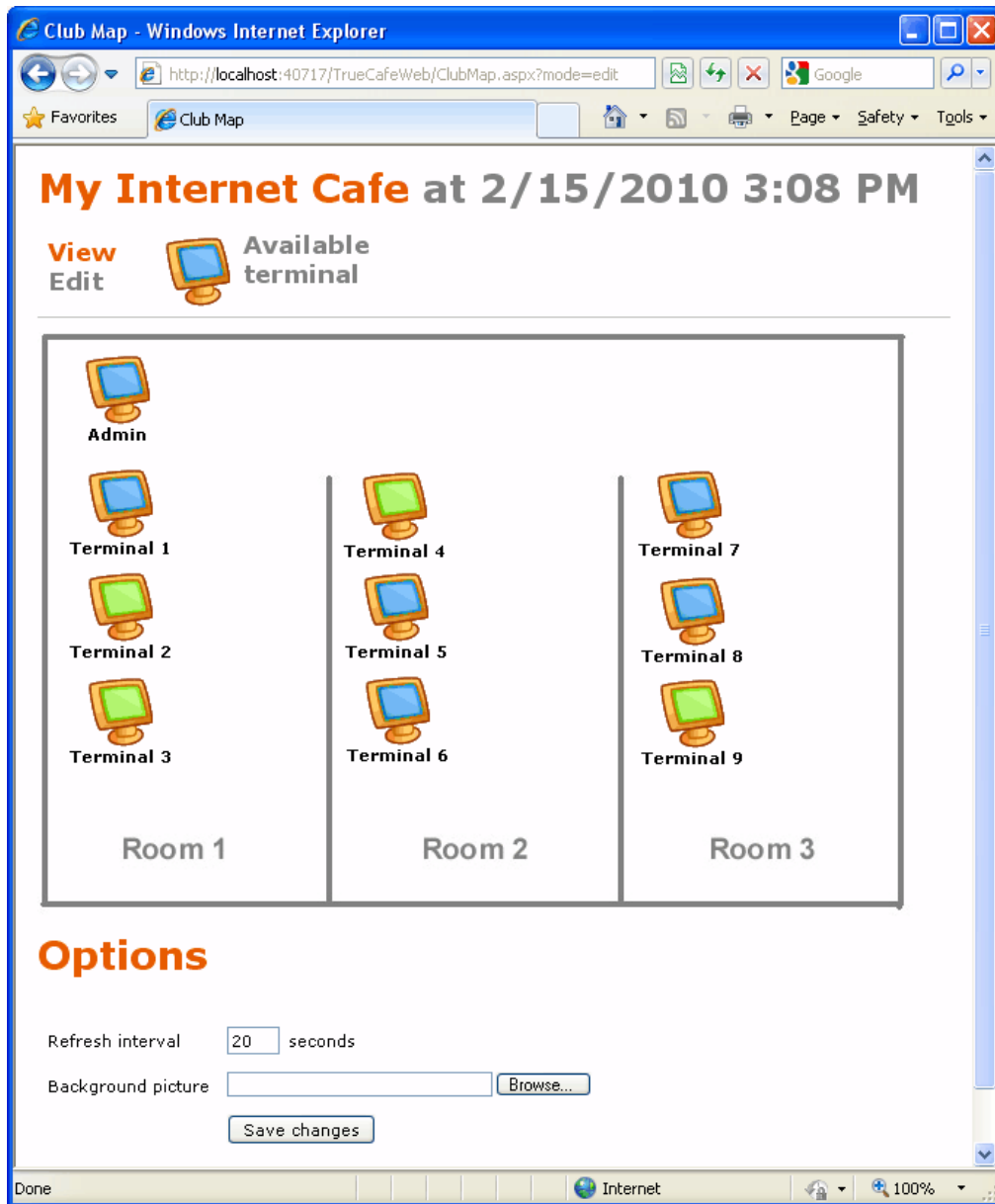
Add
 \$
[Top-up](#)

Internet 100%

Club map

Setup the info display at your shop or cafe reception so that an incoming customer can locate an available terminal himself.

Click the Edit link to change options and move the terminal icons on the map. Upload your club map layout picture.



Requirements

TrueCafe Web Access requires Microsoft .NET framework 2.0 or later installed. Web Access installs UltiDev Cassini Web Server which hosts Web Access application.

[Download Microsoft .NET framework](#)

Thin Clients. NComputing and Windows Terminal Server Support

You can setup TrueCafe on a **thin client** multi-session platform such as NComputing host (www.ncomputing.com) or Windows Terminal Server. In this case a number of user sessions run on a host computer simultaneously. Each session is considered by TrueCafe as a separate virtual terminal with TrueCafe Client running. TrueCafe Server can be installed on either the same shared computer or a detached one.

TrueCafe works well on NComputing, Windows Terminal Server, Elusiva, Sunde.

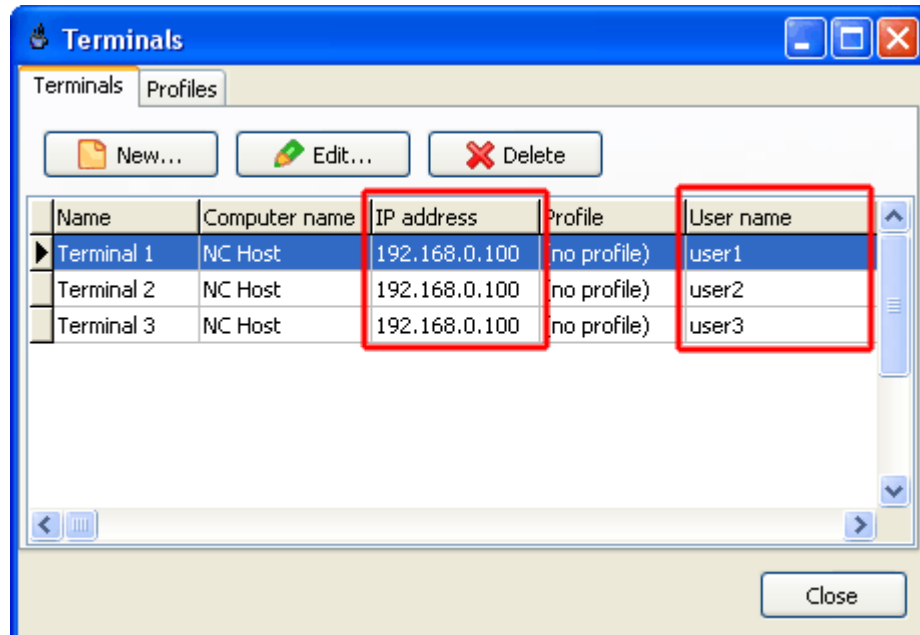
Setup

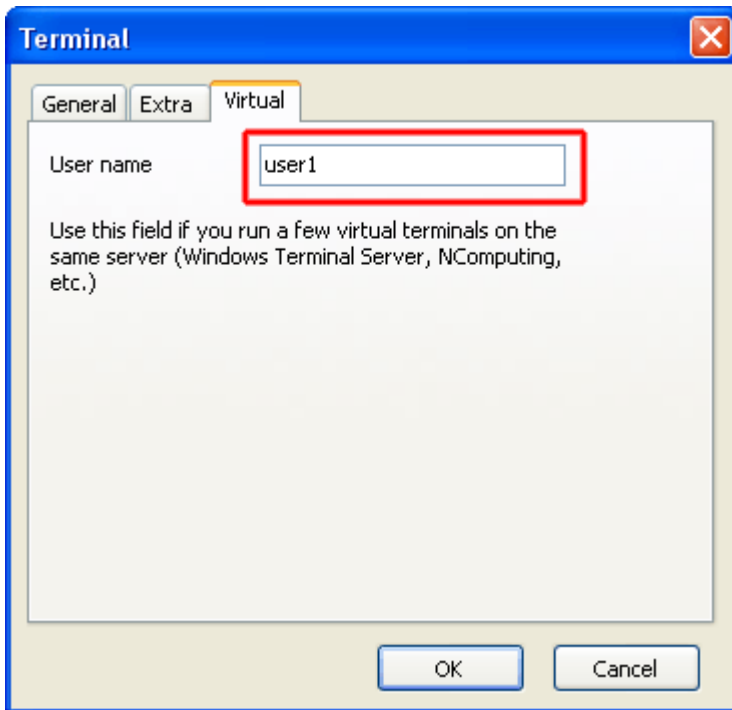
1. Install TrueCafe Server on a server computer. It can be your multi-session host computer.
2. Add virtual terminals (use main menu -> Terminals):

Name: it's up to you

IP address: IP address of your multi-session host computer. It should be the same for all virtual terminals.

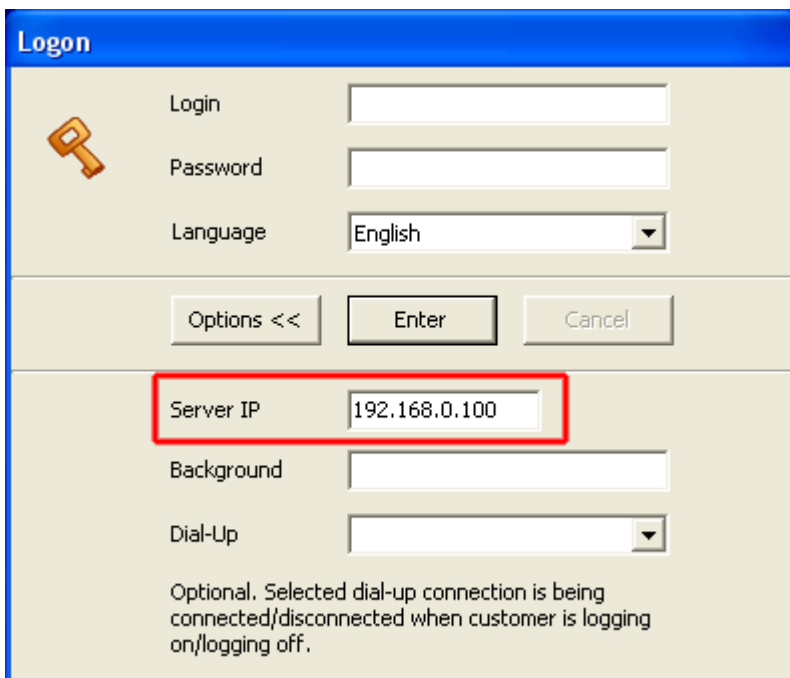
User name: user name which is used to logon to the terminal ("Terminal client login name" for NComputing setup). You can see user names in Task Manager -> "Process List" tab (Show processes from all users) -> "User name" column.





3. Install TrueCafe Client on your host computer. Logon to the host computer under your administrative user account. Run TrueCafe setup and install TrueCafe Client. Restart the host computer. This will automatically start TrueCafe Client for any terminal user session then.

4. Login on your terminal (e.g. NComputing box). Press the "Options" button on TrueCafe Client login window. Enter a valid server IP address (IP address of the computer where TrueCafe Server is running, it could be the same multi-session host computer where TrueCafe Clients are installed).



5. Enter a TrueCafe user name and password to logon. You can use default adm/adm user name/password after the first installation.

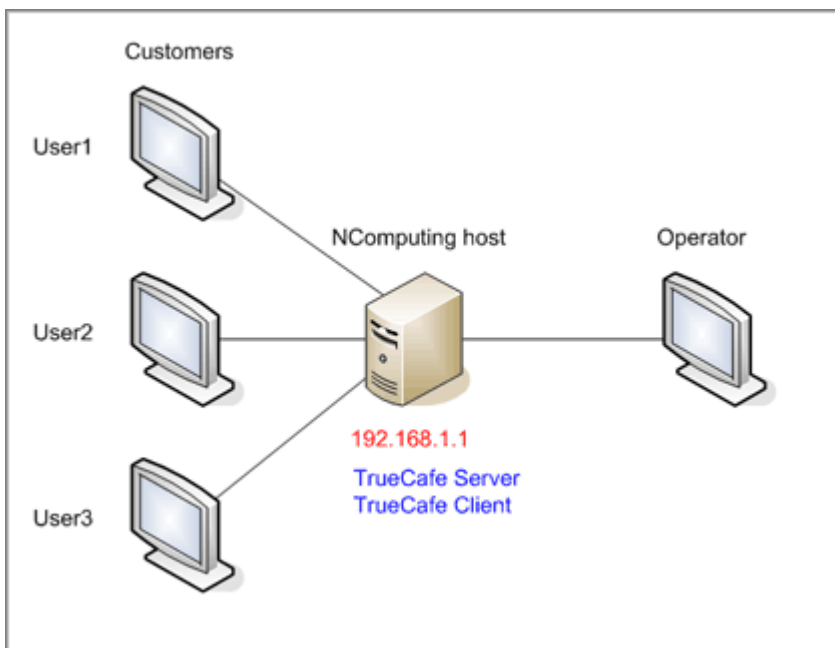
NComputing setup samples

1. All-in-one

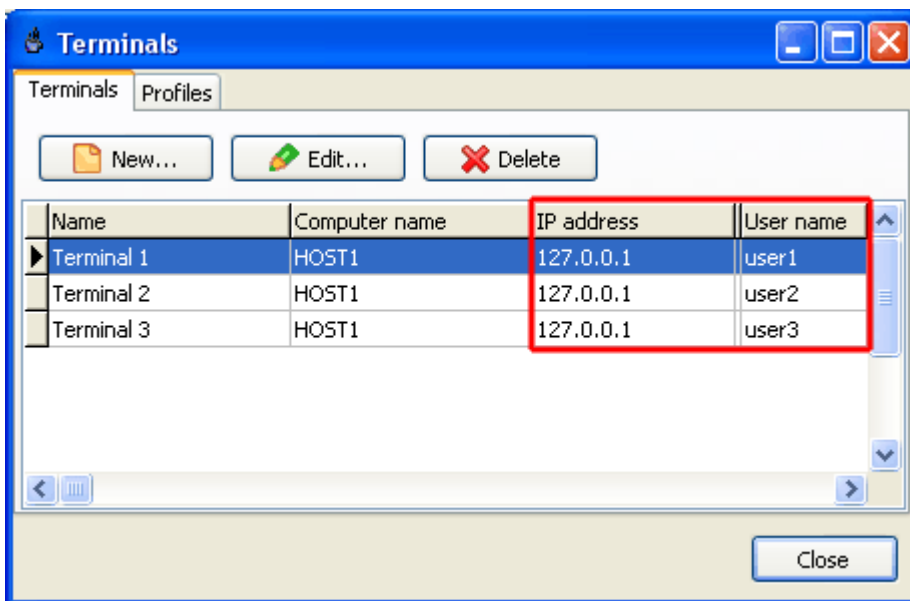
NComputing host is used for TrueCafe Server and Clients. Operator is working on the same host as

customers do.

Use 127.0.0.1 or host IP (e.g. 192.168.1.1) for all IP options on the server and client sides.




Server side settings:



Client side settings:

TrueCafe. Logon

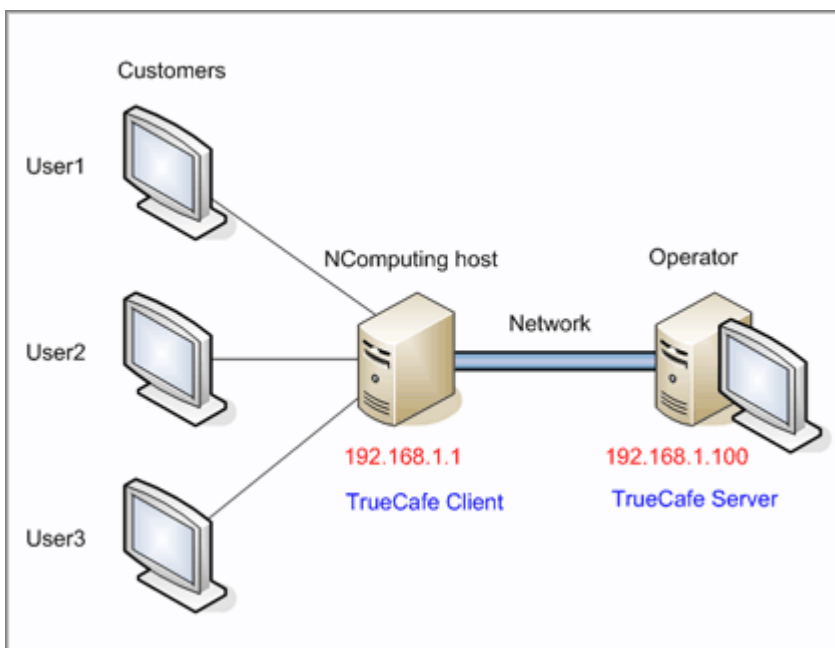

 Login:
 Password:
 Language:

Server IP:
 Background:
 Dial-Up:

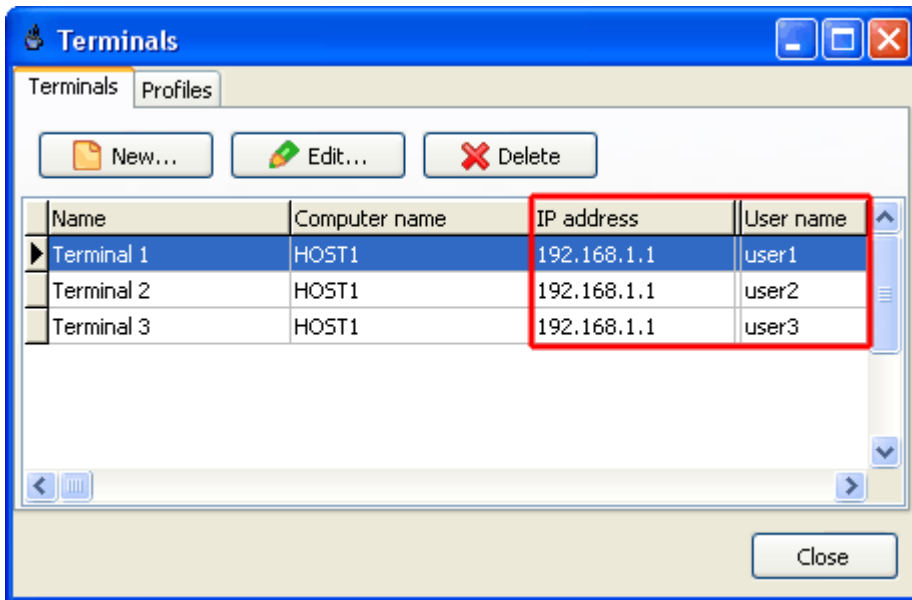
Optional. Selected dial-up connection is being connected/disconnected when customer is logging on/logging off.

2. Detached operator/server computer

A separate operator/server computer is used with TrueCafe Server installed. TrueCafe Client is installed on NComputing host.



Server side settings:



Client side settings:

The 'TrueCafe. Logon' dialog box contains the following fields and options:

- Login:** Text input field.
- Password:** Text input field.
- Language:** Dropdown menu set to 'English'.
- Options <<:** Button.
- Enter:** Button.
- Cancel:** Button.
- Server IP:** Text input field with value '192.168.1.100'.
- Background:** Text input field.
- Dial-Up:** Dropdown menu.
- Optional:** Text area with the message: 'Optional. Selected dial-up connection is being connected/disconnected when customer is logging on/logging off.'

Issues

Since TrueCafe Client auto-starts for each user on your thin client host, you may need to disable this for some users such as administrator. It can be accomplished by applying a special registry file which we send to our registered clients.

Wireless Billing

Simple Setup

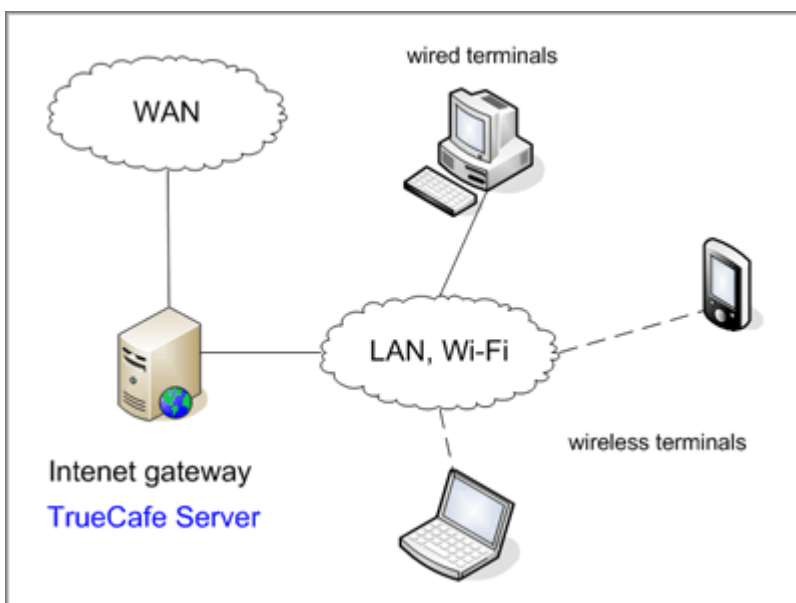
([Step-by-step simple Wi-Fi billing setup guide](#))

Introduction

Wireless billing allows you to charge the customers of your cafe, club, shop, hotel, etc. when they connect their laptops, PDAs or any other mobile devices to your access point (Wi-Fi hotspot) and use the Internet to surf the web, read emails or chat via an instant messenger.

When a customer first try to surf the web, TrueCafe detects the connection and redirects it to the TrueCafe Wi-Fi billing login page. The customer uses his or her login information (printed e.g. on a ticket you sell, on a receipt of your cafe, etc.) to start a session. When the balance is over, TrueCafe blocks any connection from the corresponding customer terminal.

In order to provide the wireless billing you have to install TrueCafe Server on your Internet gateway computer (Windows OS is only supported). The gateway handles all network connections from your customer terminals.



We recommend the following approach... There are 2 network cards (NICs) in your Internet gateway computer - NIC1 and NIC2. NIC1 is connected to the Internet (WAN) via xDSL/ADSL, Cable, etc. NIC2 is connected to your LAN: Wi-Fi access point, hub, switch, etc.

Use Windows [Internet Connection Sharing](#) feature in order to make a bridge between NIC1 and NIC2.

You can use direct Internet connections or proxy 8080 connections as well.

Setup

Setup Internet Connection Sharing between the network cards on your Internet gateway (server) computer. Your WAN-connected network card (NIC1) has IP address usually provided by your Internet Service Provider. Your LAN-connected network card (NIC2) obtains some internal IP address, most

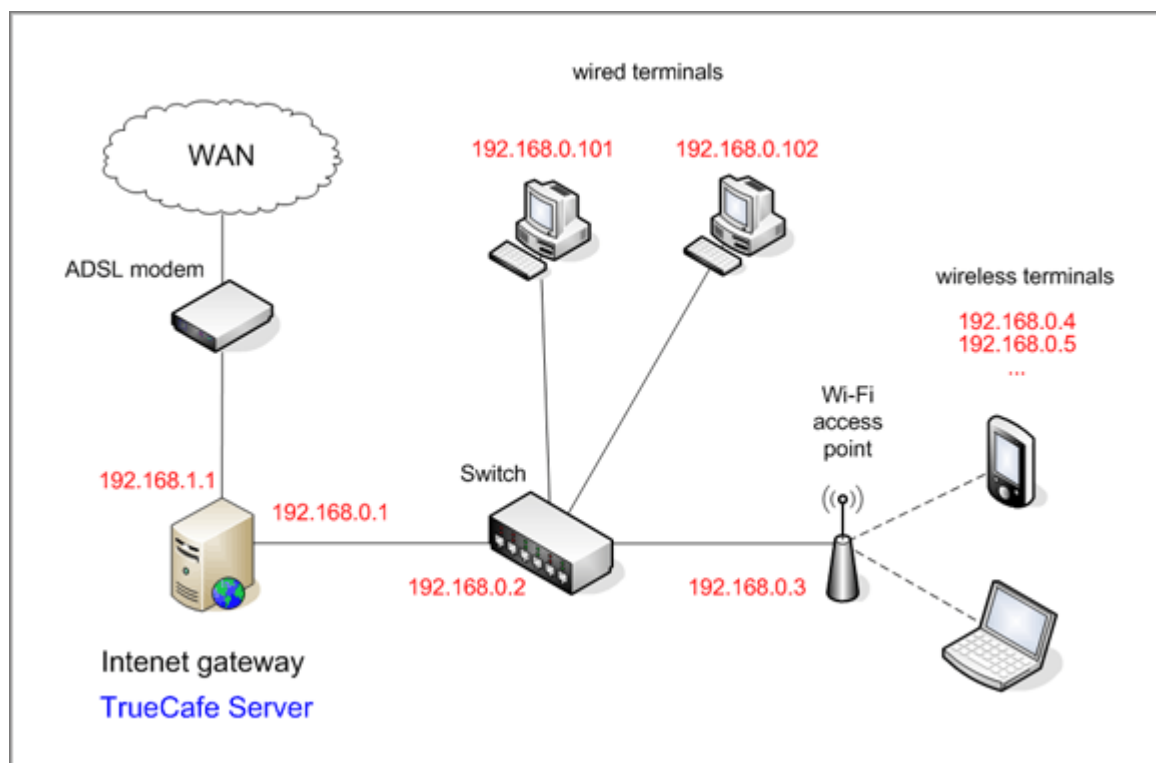
often 192.168.0.1.

[Read more about how to setup Internet Connection Sharing](#)

Your Wi-Fi access point uses DHCP to assign a dynamic IP to a customer's wireless laptop when it's connected. Access point gateway IP setting is your NIC2 IP address (192.168.0.1).

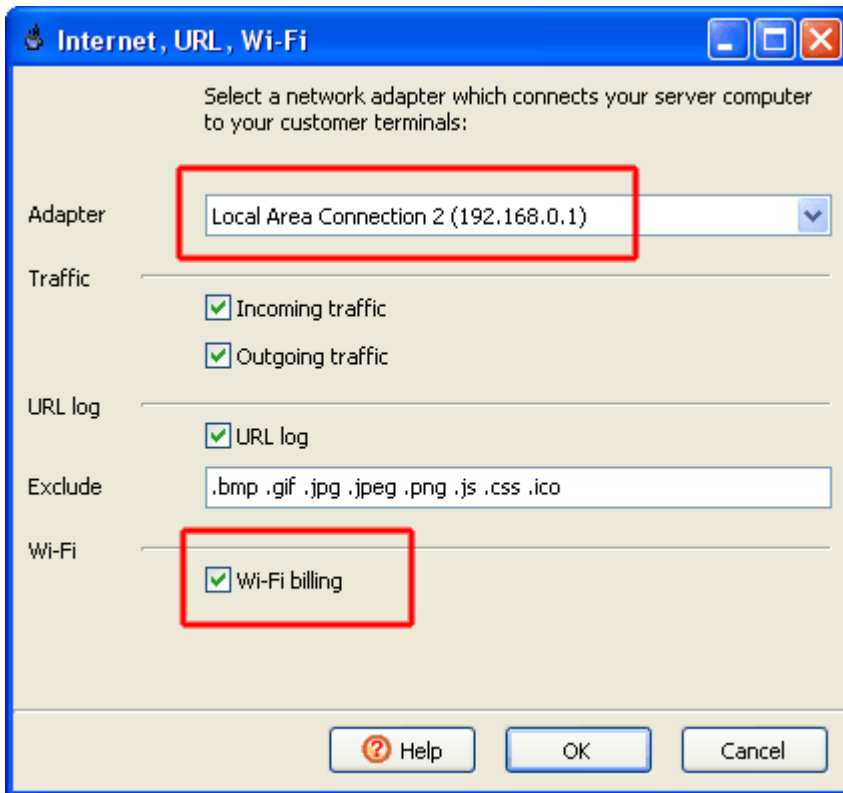
Please make sure that you have your wi-fi router **NAT feature disabled**. Otherwise all your wi-fi terminals IP addresses are translated into the single router IP address on the server side.

If you use a router in your LAN, it's gateway has to be your NIC2 IP address (192.168.0.1).



You don't have to add your wireless terminals on the TrueCafe server side manually. TrueCafe automatically adds a new terminal when a customer successfully logs in.

Use TrueCafe Wi-Fi options screen to select your NIC2 adapter and enable the Wi-Fi billing feature (main menu > Tools > Wi-Fi...):



Run!

When a customer comes to your cafe, shop, hotel, etc. and connects to your Wi-Fi access point, it assigns a new dynamic IP address to the customer's wireless laptop.

Then the customer tries to browse the web and since he or she hasn't been yet logged in, TrueCafe Server redirects him/her to the login page.

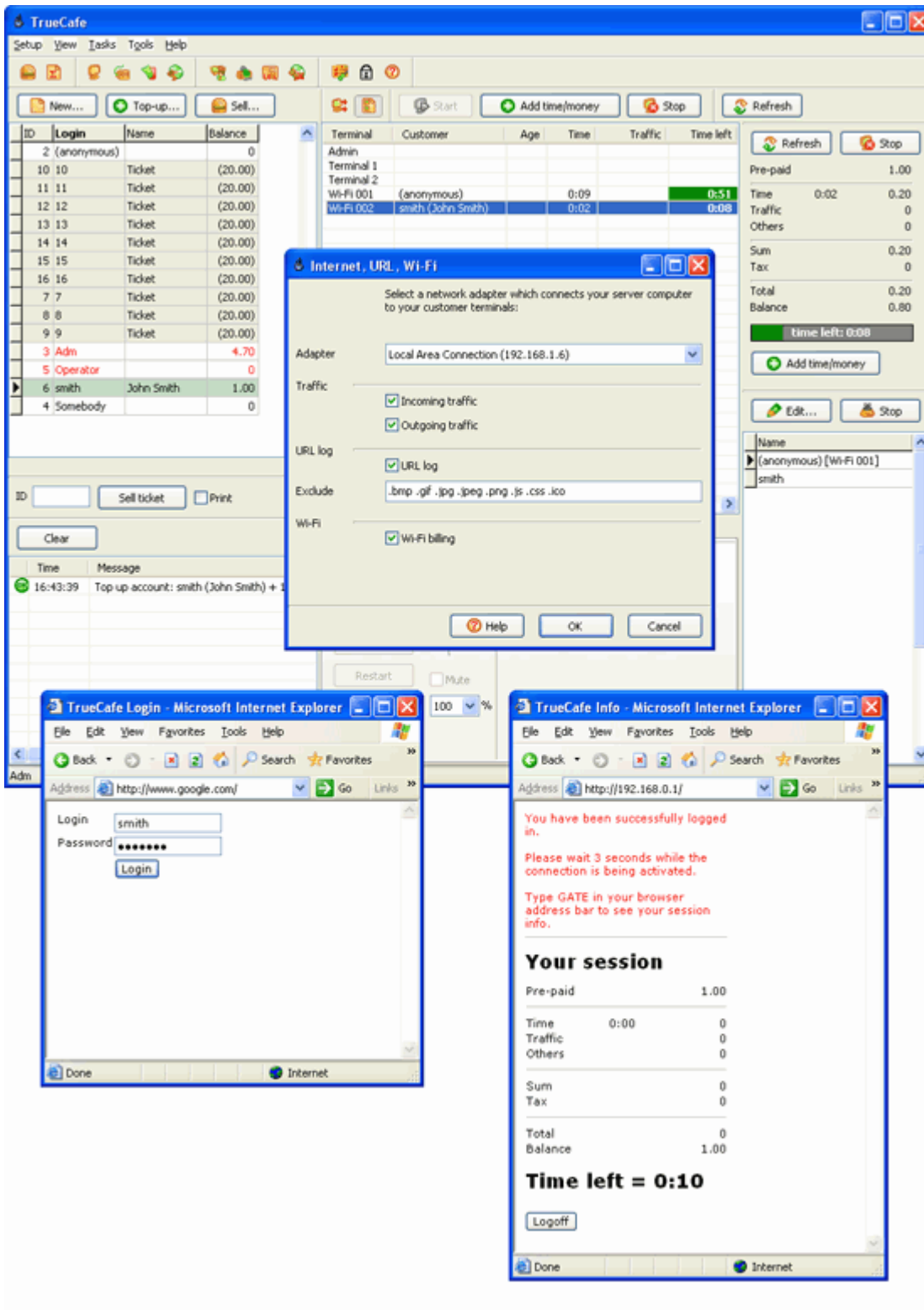
The customer logs in using a ticket purchased or a member account and then is able to surf the web.

On the TrueCafe server side you see that a new Wi-Fi terminal is added.

In order to view the session info such as the balance or time left in a web browser, the customer types your gateway computer name in the browser address bar (e.g. "gate" on the screenshot below).

The customer can log off from the session info page. You can also stop his session from the server side.

When the customer balance is over, TrueCafe automatically stops the customer session and blocks any connection from his wireless terminal.



Customize login page

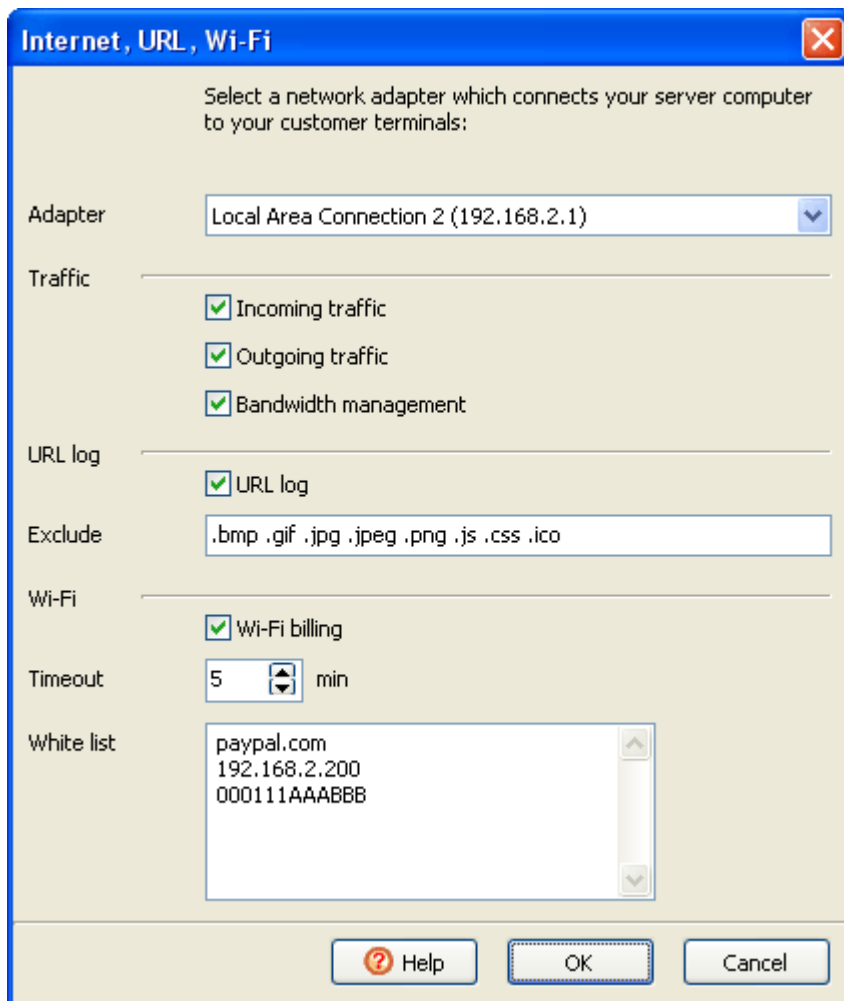
If you have some HTML experience, you can customize your Wi-Fi login and session info pages. Edit the login.html and info.html files which are located in the TrueCafe\web folder.

Wi-Fi session timeout

Stop a Wi-Fi session automatically when it's inactive for a few minutes or a customer leaves your shop not logging out.

Wi-Fi white list

Specify wireless billing exceptions: website names or terminal IP/MAC addresses. For example, you can add your employees' laptops addresses here so that they have free access to the Internet. It makes sense to specify your network printers IP addresses as well so that wireless billing doesn't stop printing.



The image shows a Windows-style configuration window titled "Internet, URL, Wi-Fi". It contains several sections for network settings:

- Adapter:** A dropdown menu showing "Local Area Connection 2 (192.168.2.1)".
- Traffic:** Three checked checkboxes: "Incoming traffic", "Outgoing traffic", and "Bandwidth management".
- URL log:** One checked checkbox: "URL log".
- Exclude:** A text box containing ".bmp .gif .jpg .jpeg .png .js .css .ico".
- Wi-Fi:** One checked checkbox: "Wi-Fi billing".
- Timeout:** A spin box set to "5" with "min" next to it.
- White list:** A list box containing "paypal.com", "192.168.2.200", and "000111AA BBB".

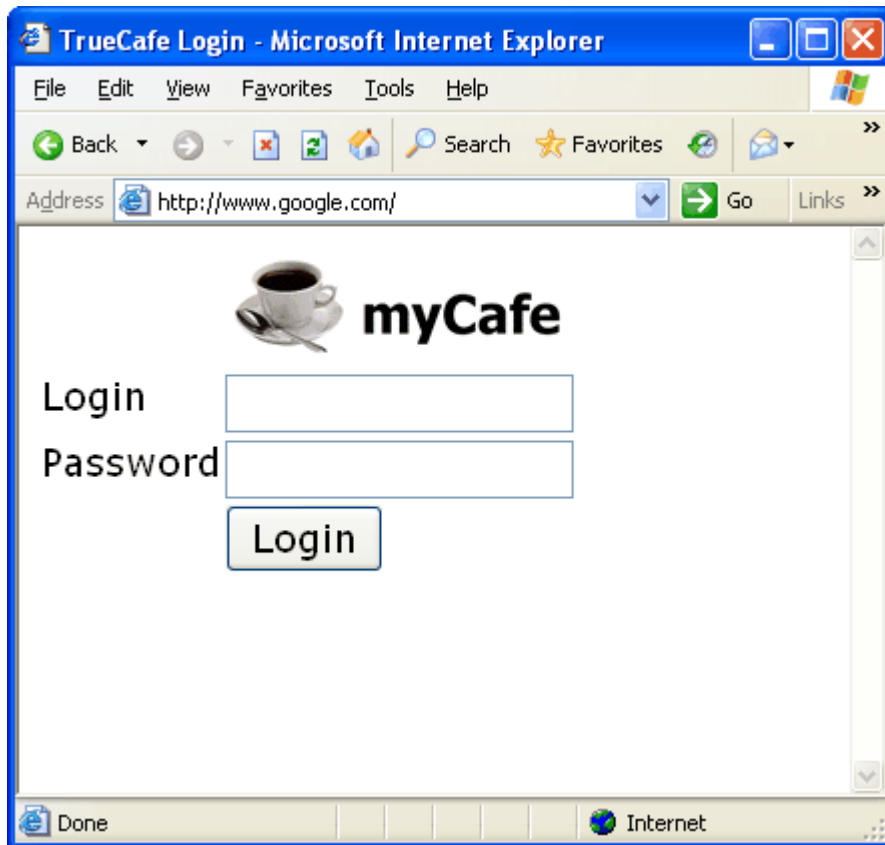
At the bottom are buttons for "Help", "OK", and "Cancel".

Proxy servers

You can use Wi-Fi billing with a proxy server. The following proxy ports are supported: 8080 and 3128.

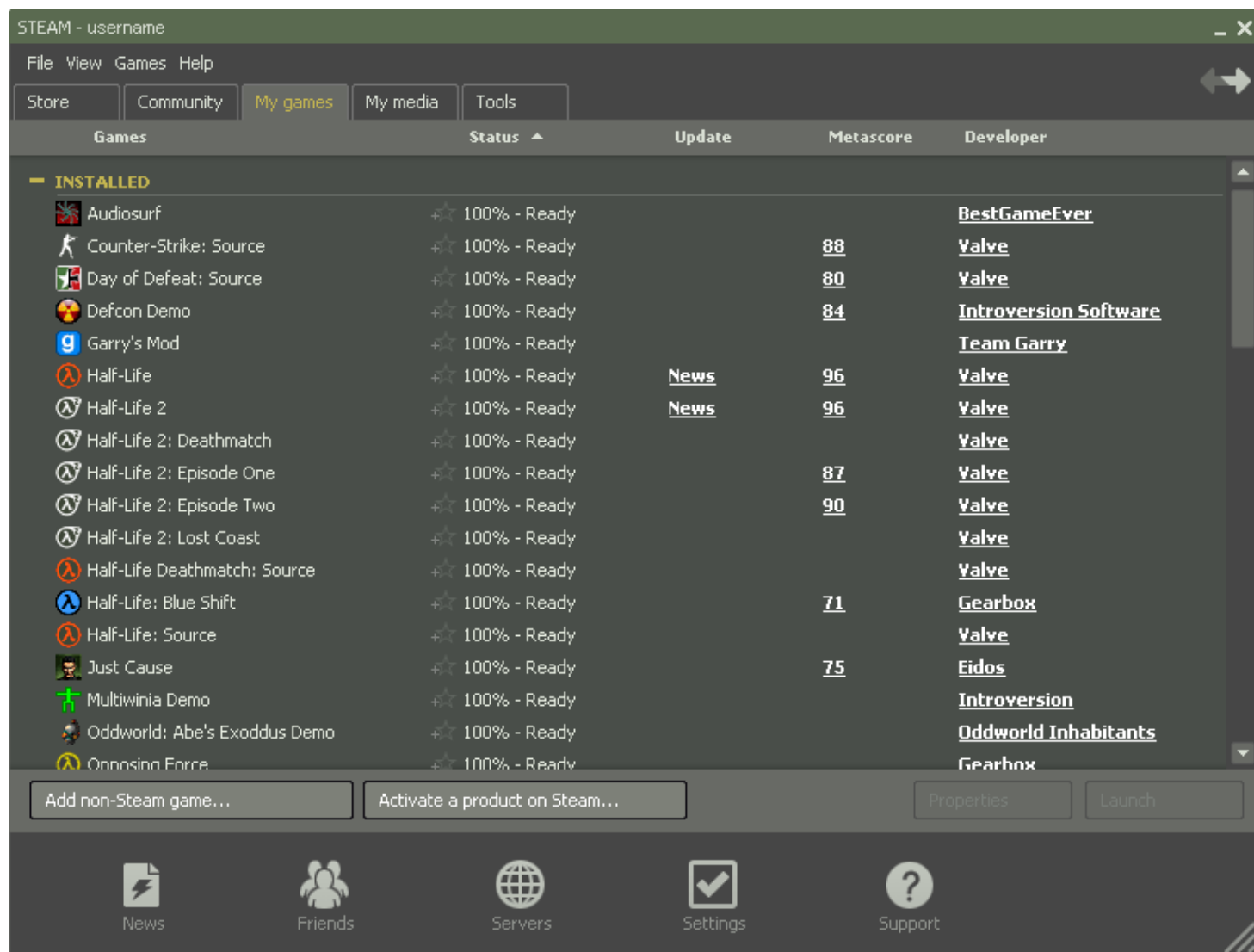
Login page: your cafe logo

Replace the **logo.gif** file in the `TrueCafe/web` installation folder with your cafe logo.



Valve Steam Support

TrueCafe supports [Steam](#) (Valve Corporation), which is a content distribution system often used by cyber cafes to play computer games:



[More about Steam in Wikipedia](#)

Setup

The most usual approach is to setup a **separate Steam account** for every game you provide for your customers in your Internet cafe.

Then you register your Steam accounts (login/password) in the TrueCafe CD-key management system and create a shortcut to your game on the TrueCafe Client program panel.

When a customer double clicks on a game shortcut, the CD-key management system takes an available Steam account from the stock and use it to start and login Steam.

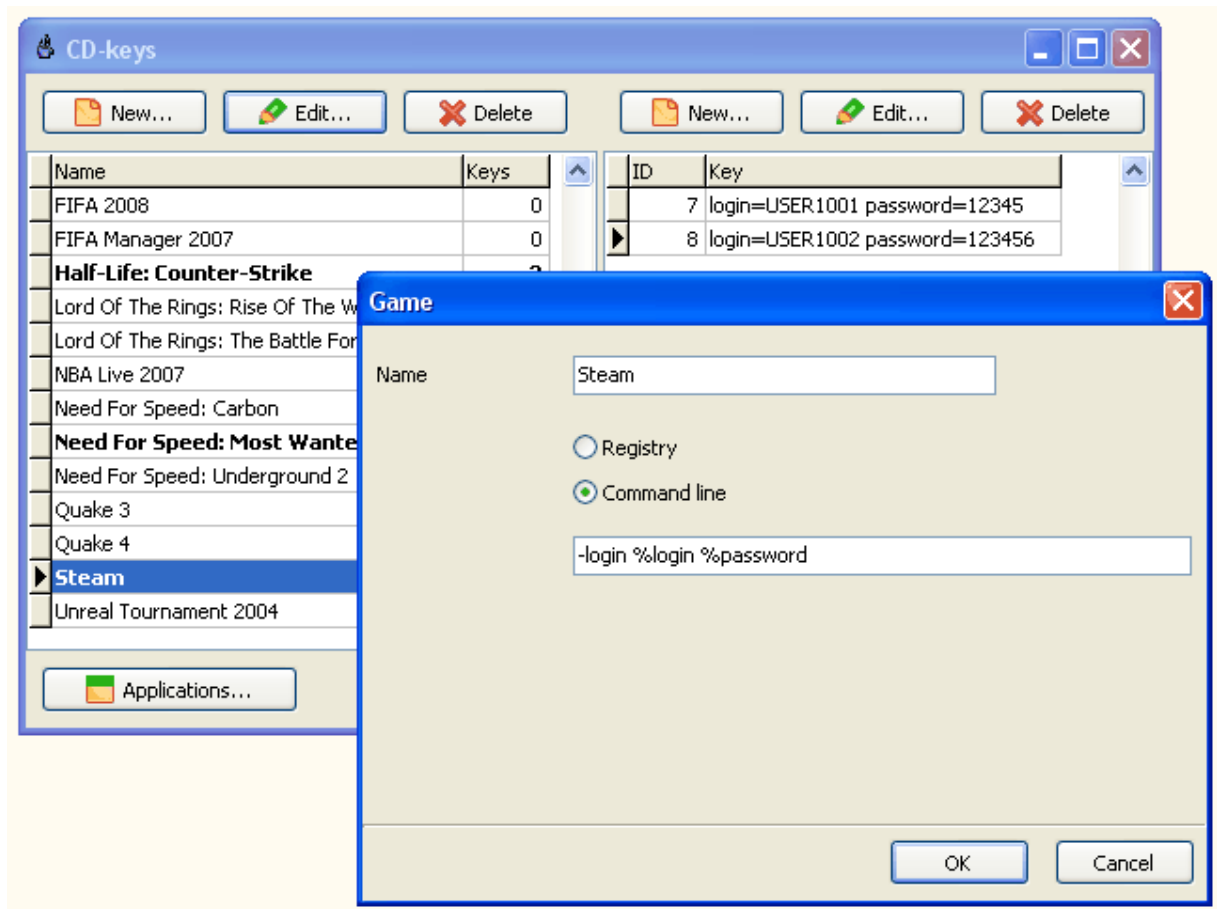
[More on the CD-Key management system](#)

1. Add Steam Accounts

Open **TrueCafe main menu > Setup > CD-keys** and add your Steam accounts to the list in the following format:

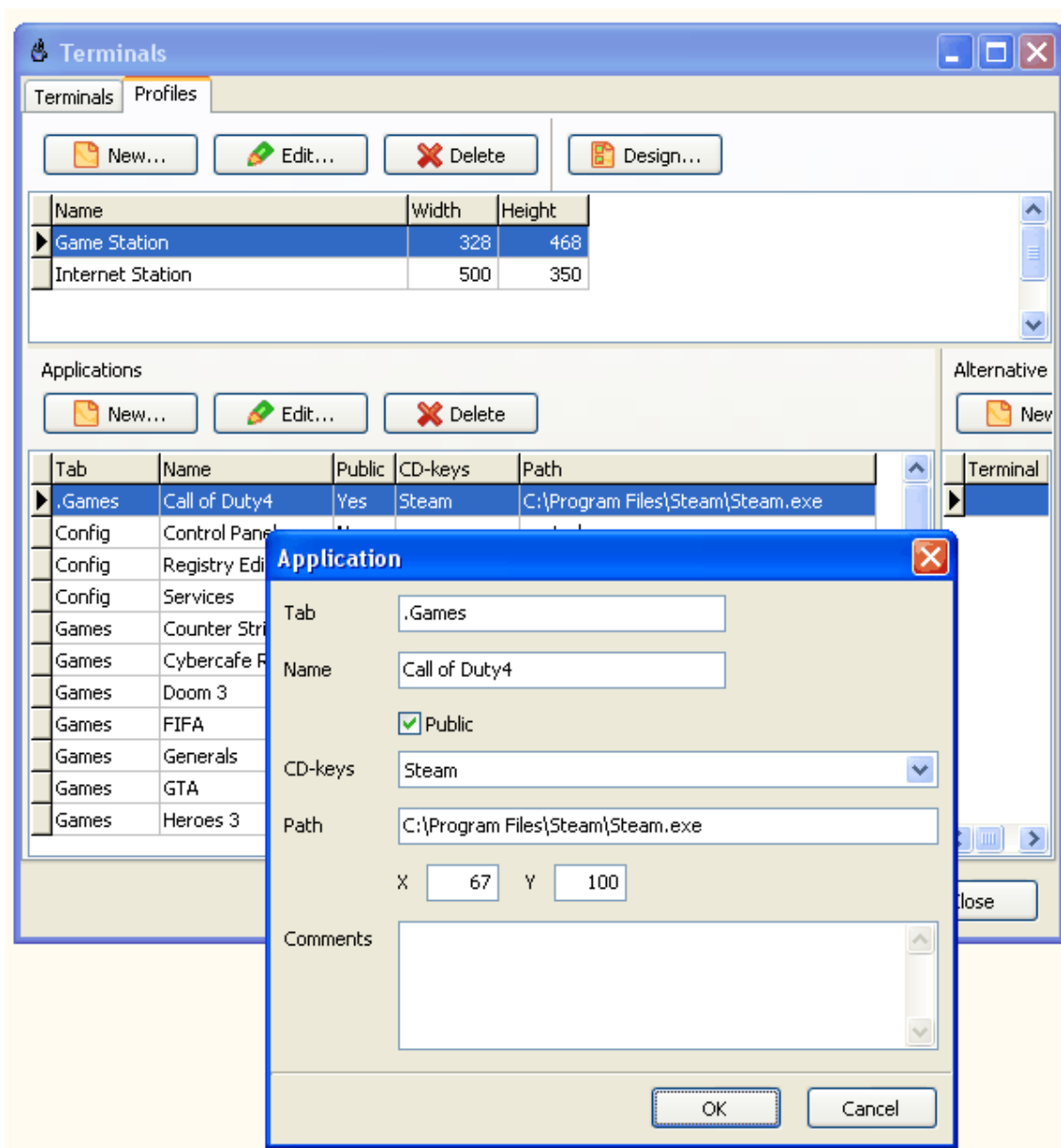
login=steam_login password=steam_password

(login and password must not contain spaces)



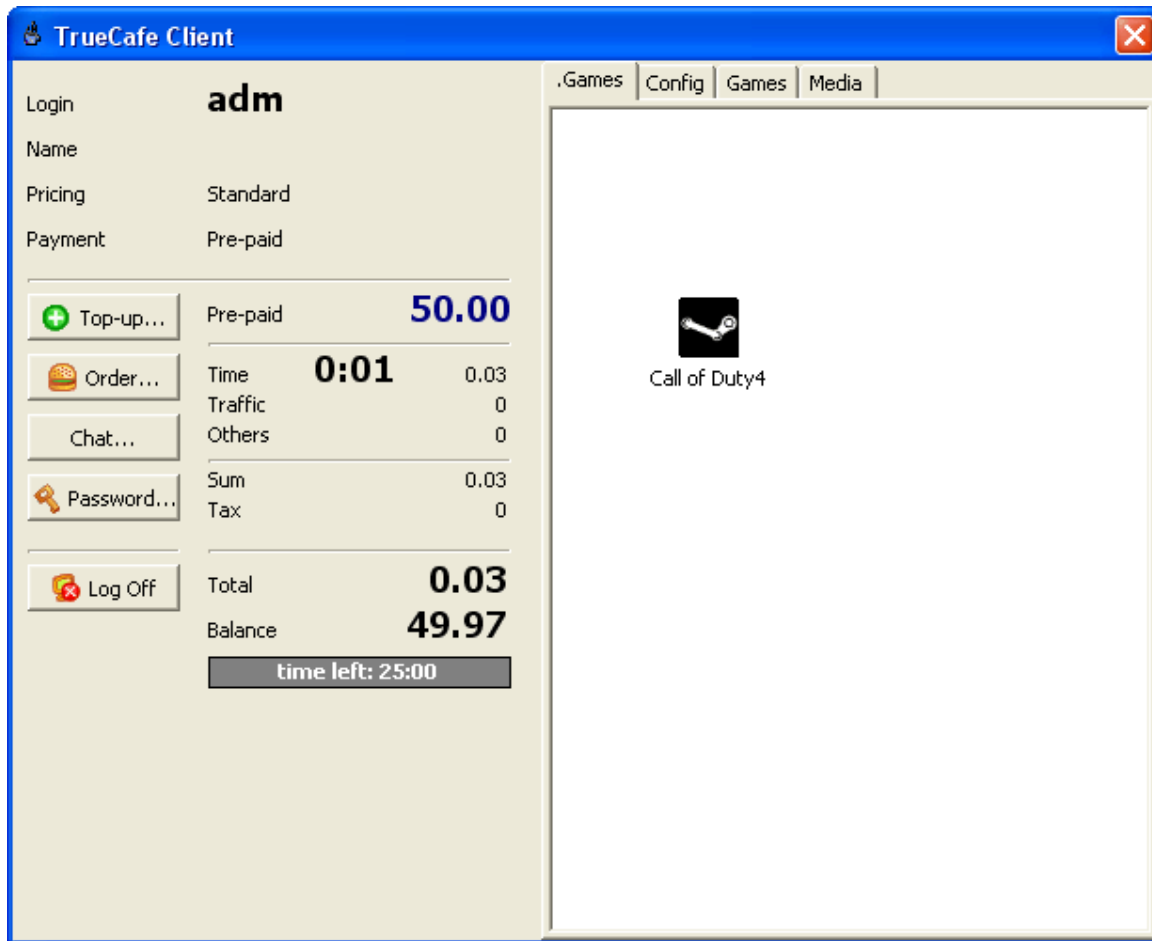
2. Add Game Shortcut

Add your game to the corresponding application profile `main menu > Setup > Terminals > Profiles tab`. Specify the path to Steam.exe (it's usually `C:\Program Files\Steam\Steam.exe`) and select CD-Keys = Steam:



3. Start Game

When you start a customer session on the terminal, TrueCafe Client displays your Steam game shortcut. Double click on it to login to the Steam account:



Create Steam Game Shortcut

If you don't want to let your customers select a game from the list, you can use the **applaunch** Steam parameter in your **Application > Path** field to run a game directly. For example, use the following command to run Counter-Strike:

```
Steam.exe -applaunch 10
```

Read more on the Steam command-line parameters on the following page:

http://developer.valvesoftware.com/wiki/Steam_Command_Line_Options

...and get the list of Steam application IDs here:

http://developer.valvesoftware.com/wiki/Steam_Application_IDs

Bandwidth Management

You can specify some Internet bandwidth usage limit for every customer terminal. Depending on a pricing package, a bandwidth limit can be 64, 96, 128, etc. kbps or unlimited.

Bandwidth limit > Download bandwidth + Upload bandwidth

Requirements

In order to guarantee that the bandwidth management feature actually handles all your terminal connections, you have to setup TrueCafe Server on your [Internet gateway computer](#)

Unfortunately, bandwidth management **won't work for thin clients** such as NComputing, Windows Terminal Server, etc., since they share the same host IP address.

Setup

1. Open your pricing settings: **main menu > Setup > Pricing** and set bandwidth limit for your pricing packages.
2. Activate the bandwidth management system: **main menu > Tools > Internet... > Bandwidth management**

Pricing

Service packages

Name	Profile	Bandwidth limit	Order
Standard	(no profile)	64 kbps	1
Employee	(no profile)	128 kbps	99
60 min = 20	(no profile)		100
Decreasing	(no profile)		100
Student	(no profile)		100

☐ Count customer sessions traffic

Server Manager

Internet, URL, Wi-Fi

Select a network adapter which connects your server computer to your customer terminals:

Adapter: Local Area Connection 2 (192.168.2.1)

Traffic:

- ☐ Incoming traffic
- ☐ Outgoing traffic
- ☒ Bandwidth management

URL log: ☒ URL log

Exclude: .bmp .gif .jpg .jpeg .png .js .css .ico

Wi-Fi: ☒ Wi-Fi billing

Timeout: 5 min

White list:

Help OK Cancel

Game Console Billing (XBox, Nintendo, Sony PlayStation)

TrueCafe supports billing of game consoles such as **XBox, Nintendo, Sony PlayStation, etc.**

The idea is to use X10 power devices such as **Insteon** or **Easy PC Control**. You install and connect such devices to your power line. Then you plug in your game console monitors to the X10 modules. You can turn on/off any X10 module from your server, which means a game console monitor turns on when a customer session is started and turns off when the session is stopped.

You can read more on X10 here:

[X10 industry standard](#)

[Insteon](#)

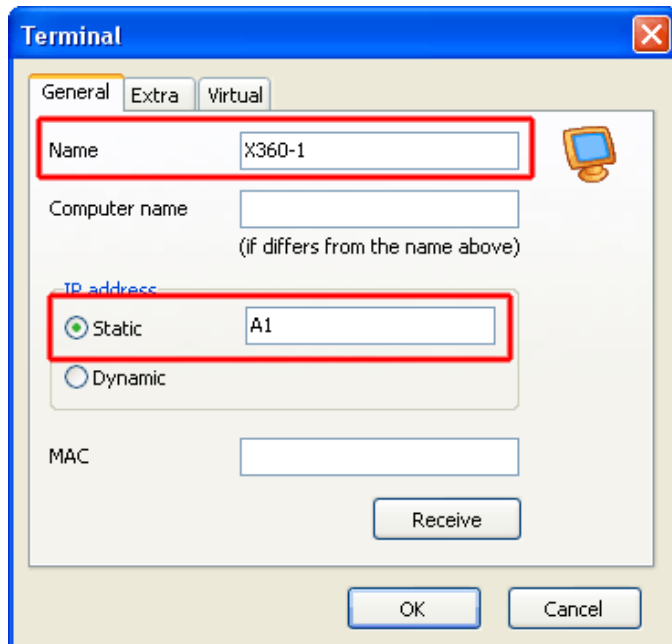
1. Install X10 modules

Setup X10 system in your cafe, plug in your game consoles monitors. Install X10 drivers on the server computer. Make sure that you can turn on/off any X10 (which means a console monitor) from the server.



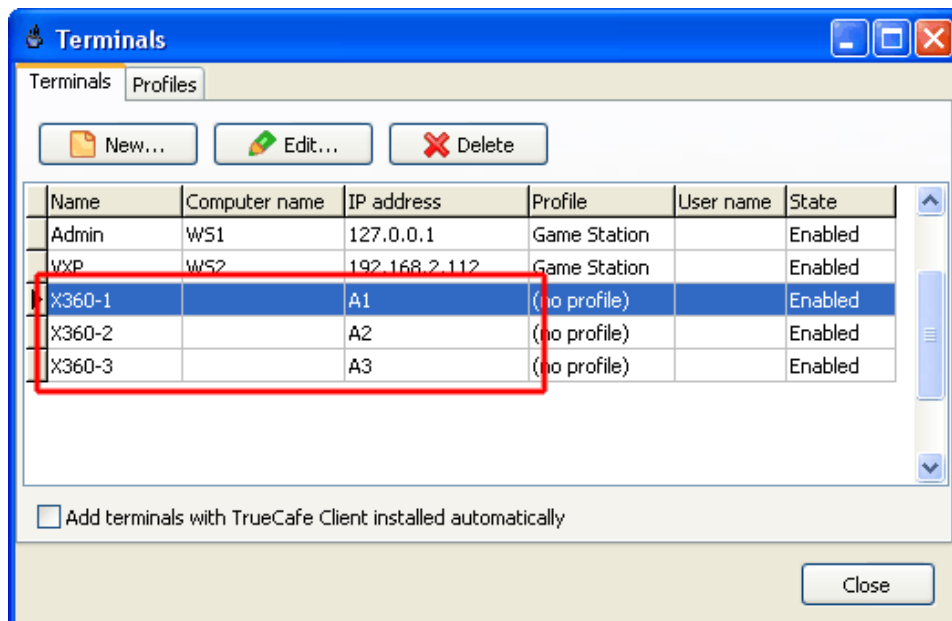
2. Add game consoles to TrueCafe

Open `TrueCafe main menu > Setup > Terminals` . Add your game consoles to the list specifying X10 devices addresses (A1, A2, etc.) in the **IP address** field:



The 'Terminal' dialog box has three tabs: 'General', 'Extra', and 'Virtual'. The 'General' tab is active. It contains the following fields and options:

- Name:** A text box containing 'X360-1'.
- Computer name:** An empty text box with the note '(if differs from the name above)' below it.
- IP address:** A section with two radio buttons: 'Static' (selected) and 'Dynamic'. Next to the 'Static' radio button is a text box containing 'A1'.
- MAC:** An empty text box.
- Buttons:** 'Receive', 'OK', and 'Cancel'.



The 'Terminals' window has two tabs: 'Terminals' and 'Profiles'. The 'Terminals' tab is active. It features buttons for 'New...', 'Edit...', and 'Delete'. Below these is a table listing terminals. A red box highlights the last three rows of the table.

Name	Computer name	IP address	Profile	User name	State
Admin	WS1	127.0.0.1	Game Station		Enabled
VXP	WS2	192.168.2.112	Game Station		Enabled
X360-1		A1	(no profile)		Enabled
X360-2		A2	(no profile)		Enabled
X360-3		A3	(no profile)		Enabled

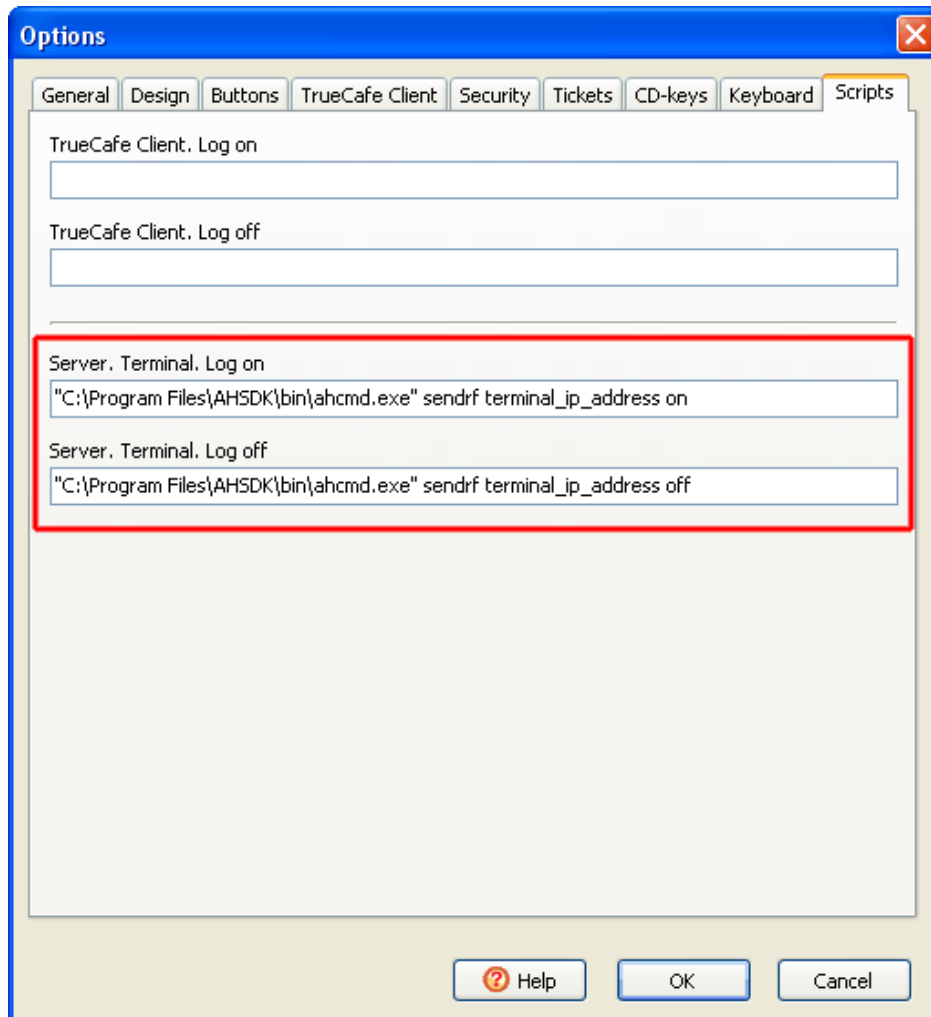
At the bottom of the window, there is a checkbox labeled 'Add terminals with TrueCafe Client installed automatically' and a 'Close' button.

3. Specify turn on/off commands

Open TrueCafe main menu > Tools > Options > Script tab . Specify turn on/off scripts:

"C:\Program Files\AHSDK\bin\ahcmd.exe" sendrf terminal_ip_address on

"C:\Program Files\AHSDK\bin\ahcmd.exe" sendrf terminal_ip_address off



How this works

When you start a customer session on a game console icon on the server, TrueCafe replaces the `terminal_ip_address` command param with your X10 device address and runs e.g. the following command:

```
"C:\Program Files\AHSDK\bin\ahcmd.exe" sendrf A1 on
```

...which turns on the corresponding game console monitor.

Similarly, when you stop a session, the "turn off" command is executed.

Advertisement

Display advertisement on your terminals on the TrueCafe Client background. An advertisement can be a web page or picture, e.g:

C:\temp\picture1.jpg (local path on the terminal computer)

<http://www.website.com> (don't forget to specify **http://**)

Use **TrueCafe main menu > Setup > Advertisement** to configure the ad list and display interval.



myCafe


Rates:

10 minutes = \$0.50

20 minutes = \$0.80

60 minutes = \$2.00

TrueCafe 4.6.1102.21 DEMO. Logon (Serge)


 Login

Password

Language

Advertisement

☒ Enabled

Period  sec

The list of web pages to display on the TrueCafe Client background

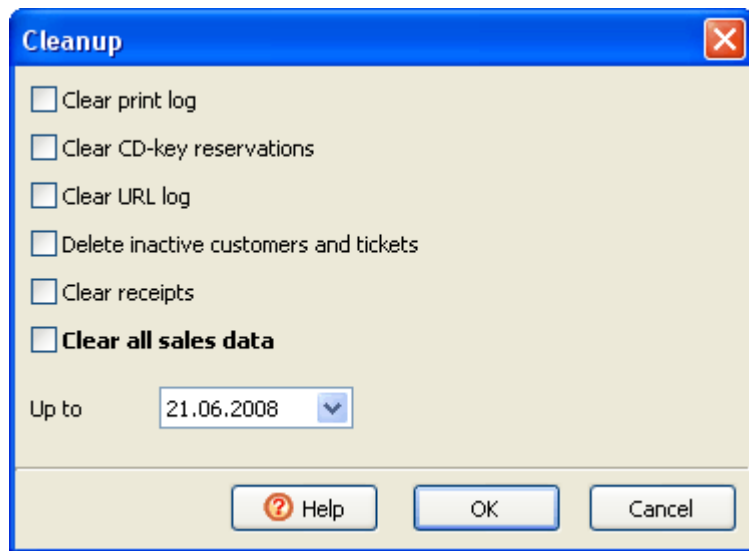
Database Cleanup

Use the database cleanup to delete unused print log, CD-key reservation log or URL log records.

Delete inactive customers doesn't delete system customers such as anonymous or administrator. It doesn't also delete your cyber cafe operators.

Clear all sales data irrevocably deletes unused customers, sales, customer sessions, top-ups and shifts. Use this option in order to optimize your database.

This feature is only available for an administrative user.



Cleanup

☐ Clear print log

☐ Clear CD-key reservations


☐ Clear URL log

☐ Delete inactive customers and tickets

☐ Clear receipts

☐ **Clear all sales data**

Up to ▼

 Help OK Cancel

Language Editor

TrueCafe interface supports unlimited number of languages. You can translate TrueCafe into your own language.

TrueCafe stores language settings in the **.tcl** files (eng.tcl for English, ger.tcl for German, etc.), that are located in the **lang** subfolder. Those are text files that contain "key = value" pairs. You can easily edit the language files in any text editor.

Moreover, TrueCafe provides an integrated tool called Language Editor. It help you directly edit the language settings from the running program. Press **Ctrl-F11** in either TrueCafe Administrator, Report or Client on any window to open the Language Editor. By default, Language Editor displays the text messages from the last active window, but you can switch it to the "show everything" mode. Edit the text and press "OK" to save the changes or "Cancel" to discard them.

Language Editor

Language: English

Text contained

☒ On the last active window

☐ Anywhere

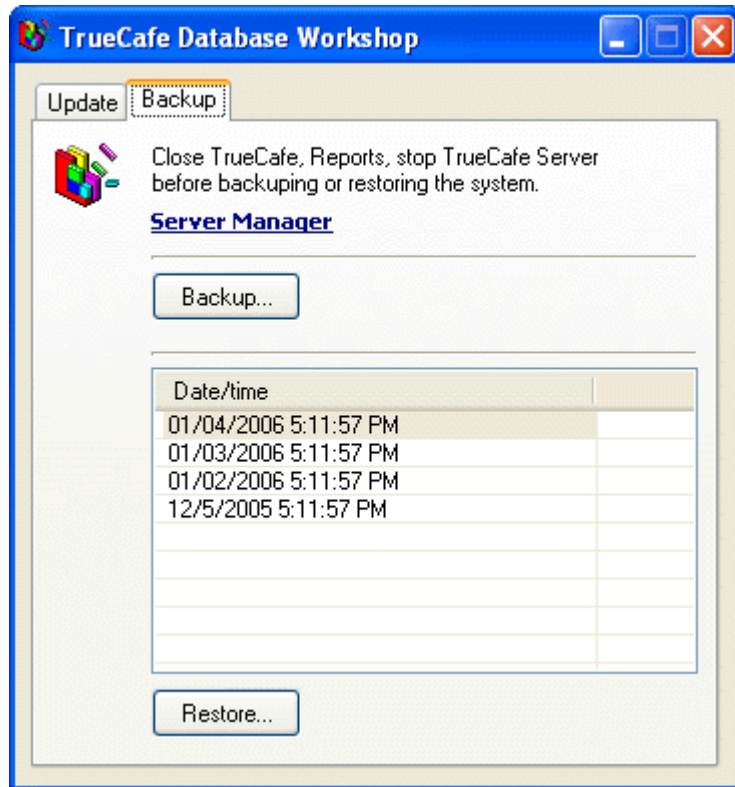
section	param	value
main	man	Management
main	tools	Tools
main	help	Help
client	station	Workstations
servicelist	caption	Pricing
main	options	Options
main	lock	Lock
main	action	Actions
about	caption	About
main	exit	Exit
main	reports	Reports
main	servermanag	Server Manager
global	add	New

OK Cancel

Database Workshop

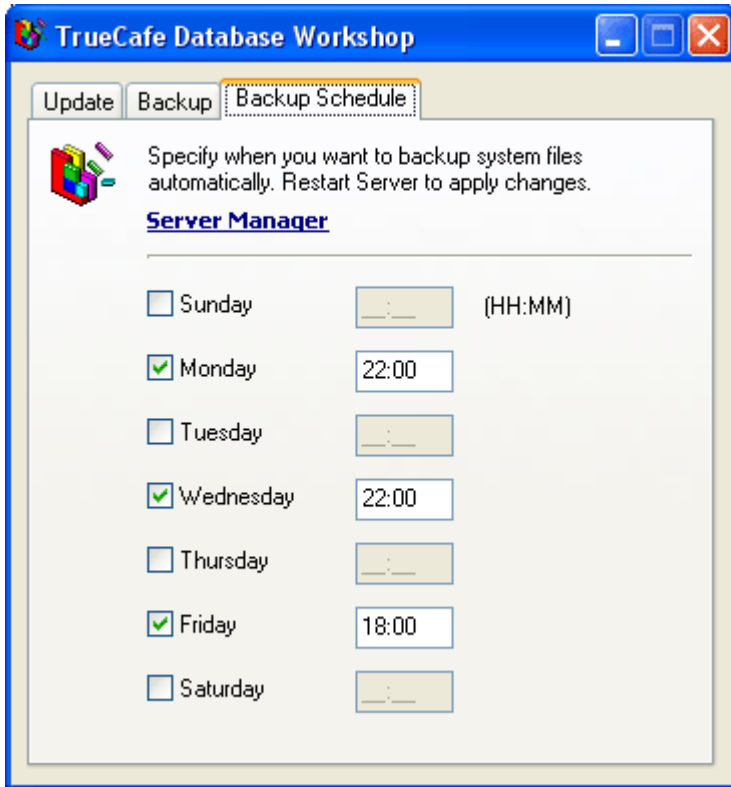
Use Database Workshop to update the TrueCafe database or make system backup/restore.

Before making backup/restore it is recommended to stop all TrueCafe applications and server, excluding TrueCafe Client. Backups are stored in the **backup** folder of TrueCafe data directory.



Backup schedule

Select the days of week and set the time when you want TrueCafe to make a backup of your database and settings automatically.



How to...

General

[How to contact TrueCafe team](#)

[How to purchase TrueCafe](#)

Installation

[How to setup TrueCafe](#)

[How to setup Wi-Fi billing](#)

Client

[How to lock a terminal](#)

[How to set server ip-address](#)

[How to set a background picture](#)

[How to utilize a dial-up connection \(GPRS, etc.\)](#)

Terminals

[How to setup TrueCafe on NComputing or Terminal Server platforms](#)

[How to arrange terminals](#)

[How to shutdown or restart a terminal](#)

[How to start an application on a terminal](#)

[How to disable TaskManger, hide Windows Desktop items, etc. on a terminal](#)

[How to configure the list of applications which a user can start on a terminal](#)

Pricing

[How to setup distinct pricing for each group of customers](#)

[How to setup a particular pricing](#)

[How to setup a terminal-dependent pricing](#)

[How to get pricing setup examples](#)

[How to set a default pricing for a customer](#)

[How to provide discounts](#)

Customers

[How to configure a customer account](#)

[How to top-up a customer balance](#)

[How to promote an account](#)

[How to configure user access](#)

[How to configure the list of programs a customer may start](#)

[How to scan customer's documents](#)

Tickets

[How to utilize pre-paid tickets \(time codes\)](#)

[How to distribute tickets among your agents/employees](#)

[How to create tickets](#)

[How to print tickets](#)

[How to sell tickets online](#)

[How to sell tickets offline](#)

[How to log in using a ticket](#)

[How to use a ticket to top-up a customer balance](#)

[How to delete and recover tickets](#)

[How to create tickets for only Wi-Fi or desktop terminals](#)

Sessions

[How to use pre-paid and post-paid sessions](#)

[How to start a session from a terminal](#)

[How to start a session from the server](#)

[How to monitor customer sessions](#)

[How to sell a product \(drink, snack, etc.\) during a session](#)

[How to stop a session from a terminal](#)

[How to stop a session from the server](#)

[How to close a session](#)

[How to pause/resume a session](#)

[How to make a refund](#)

[How to chat with a customer](#)

Internet

[How to calculate session Internet traffic/bandwidth](#)

[How to limit your terminals Internet bandwidth](#)

Wi-Fi billing

[How to add wi-fi billing exceptions so that some websites or terminals aren't blocked \(white list\)](#)

Games

[How to use license key management system](#)

[How to setup Valve Steam support](#)

Print monitoring

[How to automatically charge customers for printing](#)

[How to notify a customer about pages/charge information](#)

[How to block printing if not enough money left on a customer balance](#)

Point of sale

[How to make a walk-in \(guest customer\) sale](#)

[How to make a member sale](#)

[How to customize a receipt](#)

[How to control item available amount in the stock](#)

[How to use a barcode scanner to sale items](#)

Power management

[How shutdown idle or all terminals](#)

[How shutdown an idle terminal automatically](#)

[How turn on a terminal remotely](#)

Backup

[How to backup/restore TrueCafe database and system files](#)

[How to configure a backup schedule](#)

Others

[How to briefly view your cyber cafe daily activity and financial data](#)

[How to analyze your business data](#)

[How to use Web Reports](#)

[How to get reports by email](#)

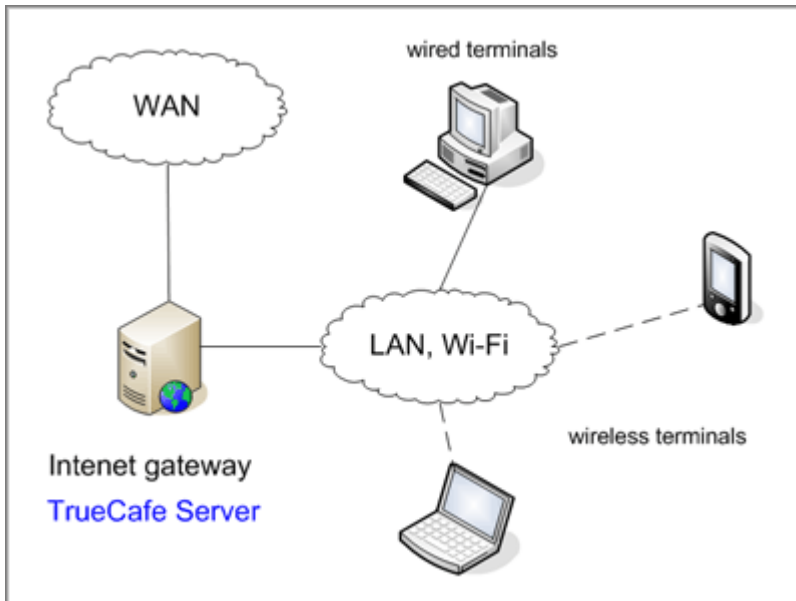
[How to sell tickets and top-up customer accounts remotely from your web browser](#)

[How to clean up the database](#)

[How to translate TrueCafe into your own language](#)

Internet Gateway

In order to provide wireless billing, calculate traffic or enable URL log or bandwidth management features, you have to install TrueCafe Server on your Internet gateway computer (Microsoft Windows is only supported). The gateway handles all network connections from your customer terminals.



We recommend the following approach... There are 2 network cards (NICs) in your Internet gateway computer - NIC1 and NIC2. NIC1 is connected to the Internet (WAN) via xDSL/ADSL, Cable, etc. NIC2 is connected to your LAN: Wi-Fi access point, hub, switch, etc.

Use Windows [Internet Connection Sharing](#) feature in order to make a bridge between NIC1 and NIC2.

You can use direct Internet connections or proxy 8080 connections as well.

Setup

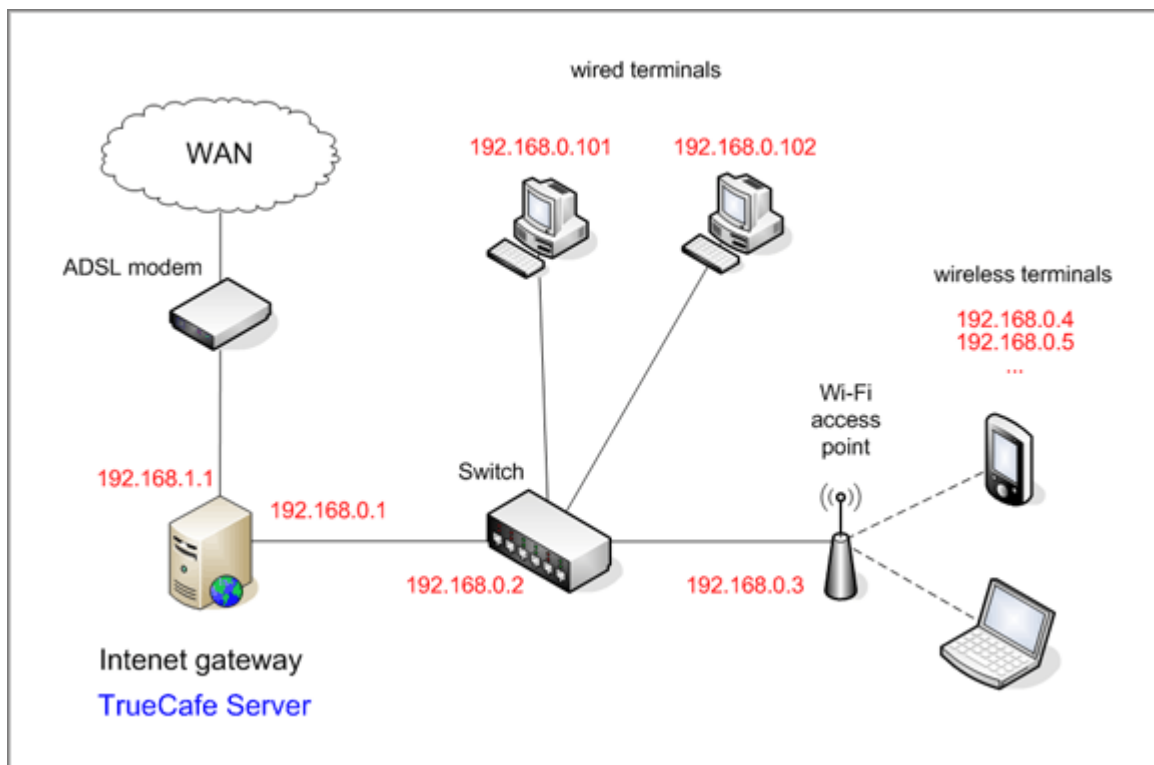
Setup Internet Connection Sharing between the network cards on your Internet gateway (server) computer. Your WAN-connected network card (NIC1) has IP address usually provided by your Internet Service Provider. Your LAN-connected network card (NIC2) obtains some internal IP address, most often 192.168.0.1.

[Read more about how to setup Internet Connection Sharing](#)

Your Wi-Fi access point uses DHCP to assign a dynamic IP to a customer's wireless laptop when it's connected. Access point gateway IP setting is your NIC2 IP address (192.168.0.1).

Please make sure that you have your wi-fi router **NAT feature disabled**. Otherwise all your wi-fi terminals IP addresses are translated into the single router IP address on the server side.

If you use a router in your LAN, it's gateway has to be your NIC2 IP address as well (192.168.0.1).



Step-by-step Wireless Billing Setup

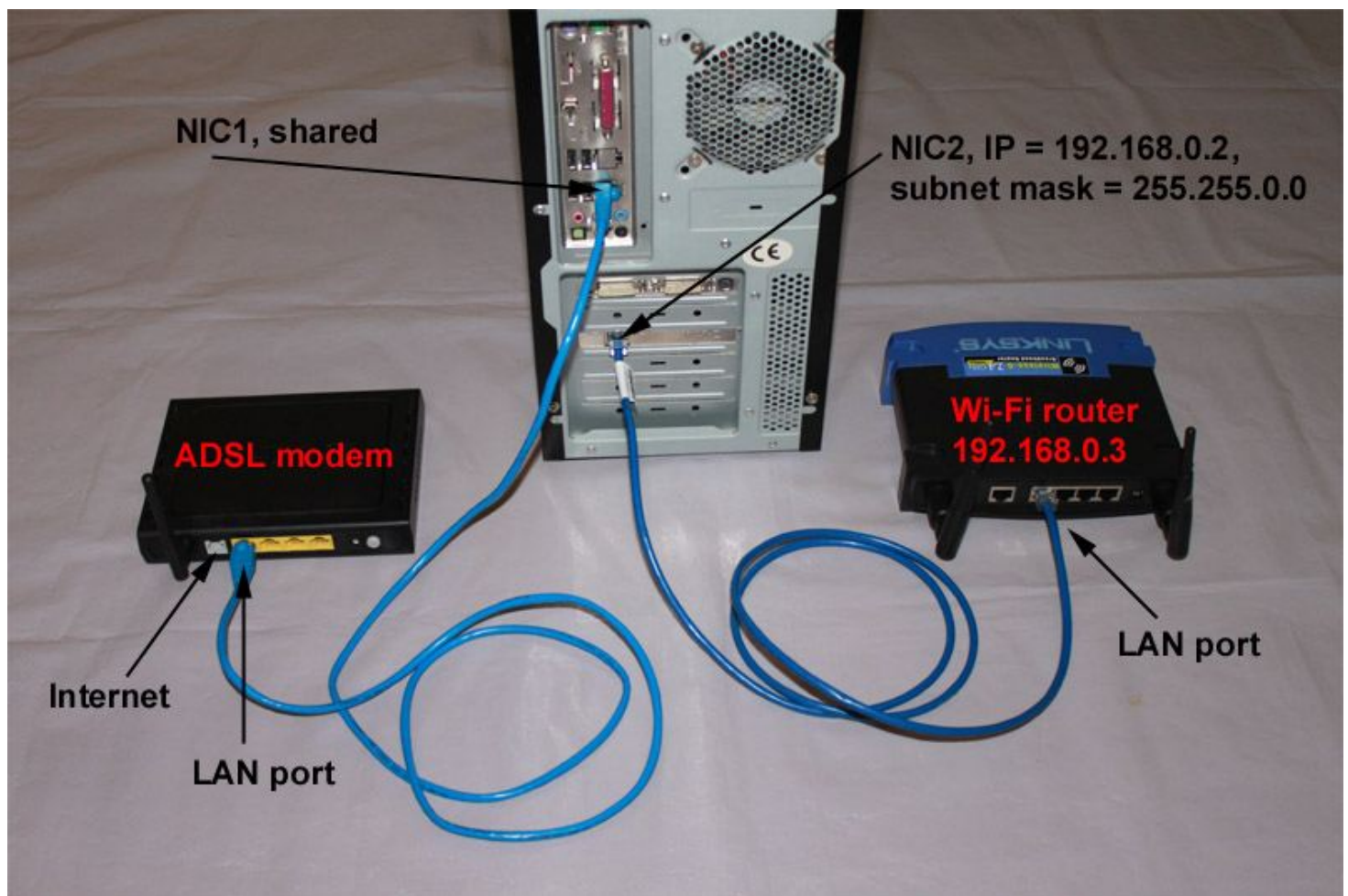
[Windows 7 Wi-Fi billing setup](#)

Introduction

This article demonstrates how to setup a very simple Wi-Fi billing approach. You need the following hardware:

1. A server computer which is connected to the Internet (e.g. via ADSL modem).
2. An extra LAN (Ethernet) card.
3. Wireless router (Linksys WRT54G, D-Link DIR-300, etc.)

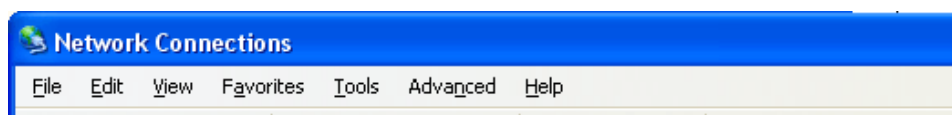
The idea is to make your server computer your Internet gateway computer, which means the computer with TrueCafe Server installed is located between your ADSL router and Wi-Fi router:

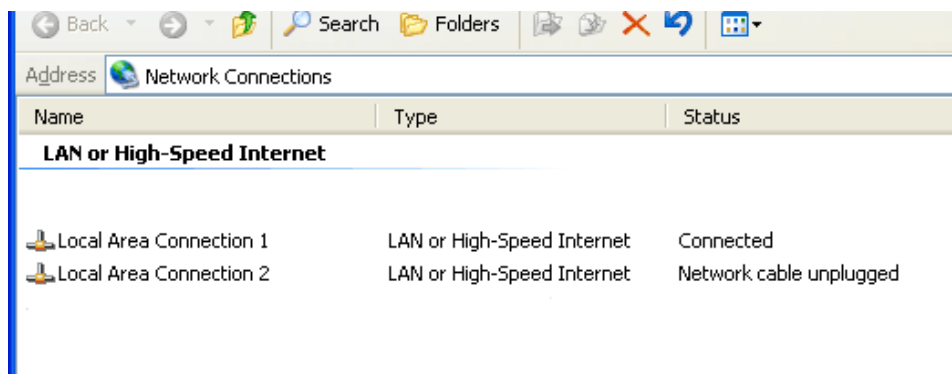


1. Plug in extra Ethernet card

Plug in your extra Ethernet card into your server PCI slot and let Windows detect the card and install the corresponding network card driver.

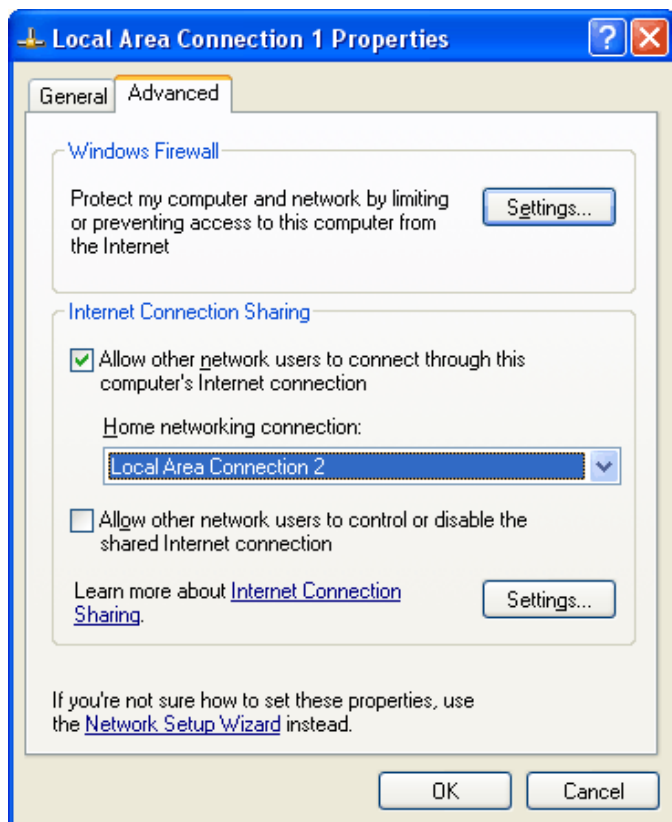
In this example **Local Area Connection 1** (NIC1) is a primary card connected to the ADSL modem and **Local Area Connection 2** (NIC2) is an extra network card:





2. Enable Internet Connection Sharing

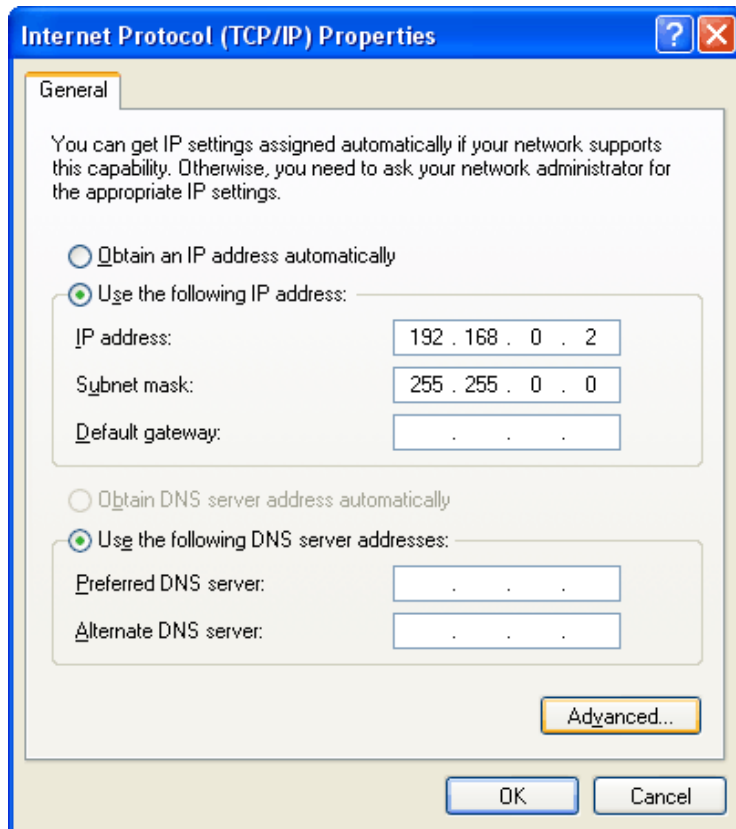
Open your **NIC1** properties and enable Internet Connection Sharing. If you have more than 2 cards enabled, you have to select your NIC2 in the list:



Open your **NIC2** properties and change default IP address and subnet mask to

IP address = **192.168.0.2**

Subnet mask = **255.255.0.0**



2.A. What if you don't like Internet Connection Sharing

If you think that Internet Connection Sharing is not OK for you, you could try some other alternative Windows routing software. We recommend using [NAT32](#) since many our clients use it and it proves to work well with TrueCafe.

3. Setup Wi-Fi router

Connect your **NIC2** with a cable to your **router LAN port** (not Internet port):



Set the router IP address = **192.168.0.3**. Switch the router into Access Point mode. Disable router DHCP.

Read more on how to setup your router model:

[Linksys router setup \(WRT54GL\)](#)

[D-Link router setup \(DIR-300\)](#)

4. Connect Wi-Fi laptop

Connect your Wi-Fi laptop to your wireless network and make sure that you can surf the web.

5. Setup TrueCafe Server

Install TrueCafe on your server computer.

Open `TrueCafe main menu > Tools > Internet...`, select your **NIC2** and enable the **Wi-Fi billing** option:

Internet, URL, Wi-Fi

Select a network adapter which connects your server computer to your customer terminals:

Adapter: Local Area Connection 2 (192.168.0.2)

Traffic

- ☐ Incoming traffic
- ☐ Outgoing traffic
- ☐ Bandwidth management

URL log

- ☐ URL log

Exclude: .bmp .gif .jpg .jpeg .png .js .css .ico

Wi-Fi

- ☒ Wi-Fi billing

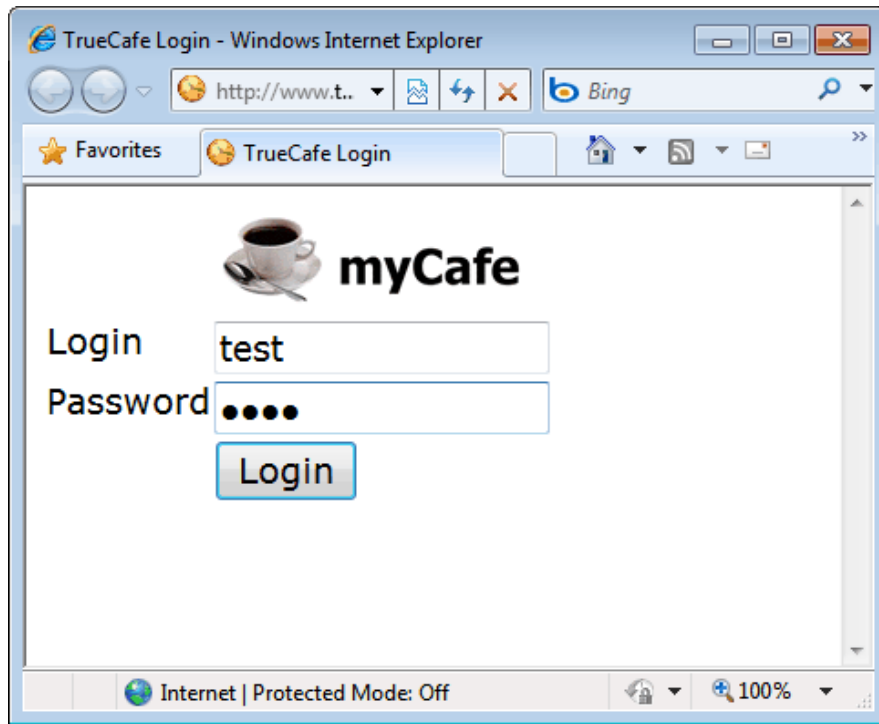
Timeout: 5 min

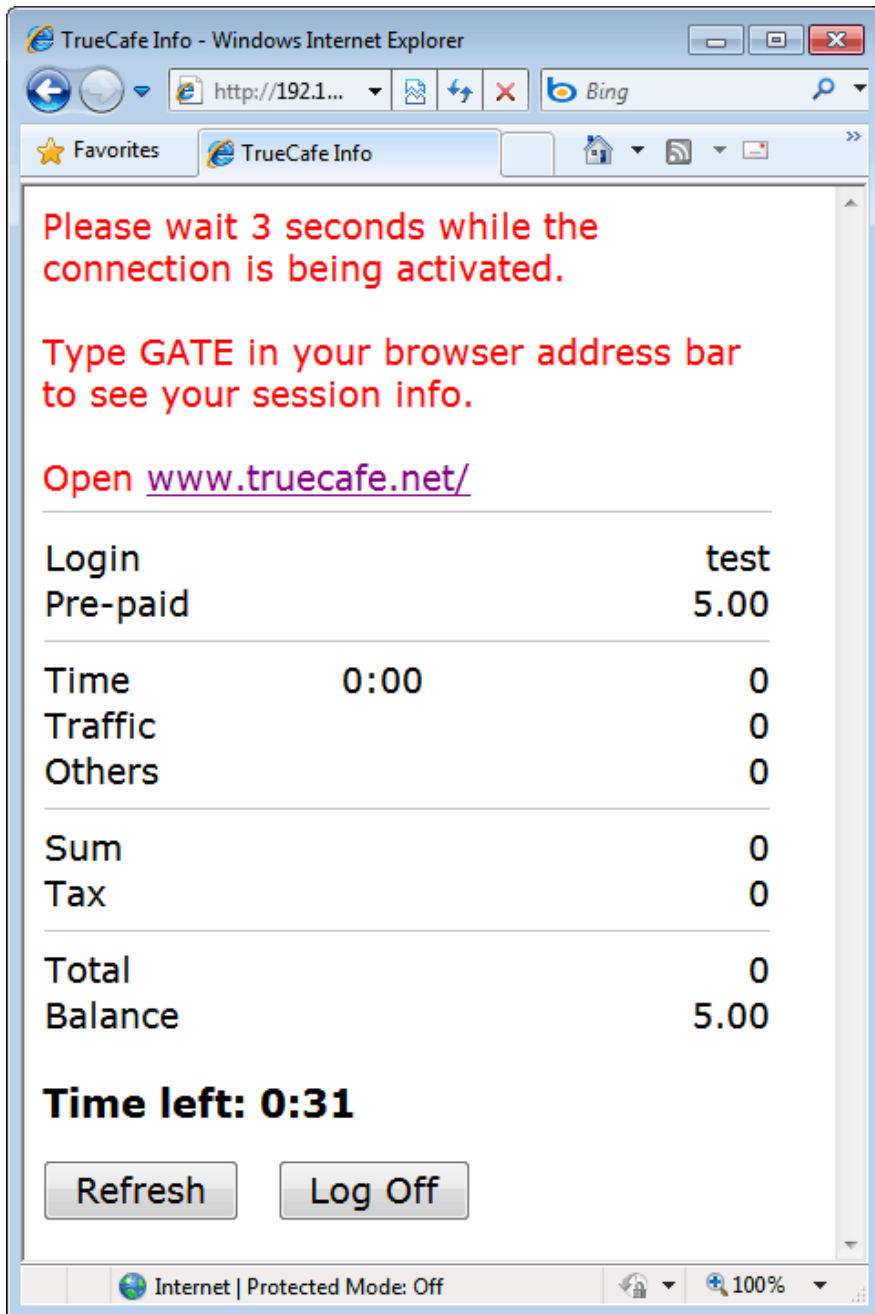
White list

Help OK Cancel

6. Login Wi-Fi laptop

Try opening any website from your Wi-Fi laptop and get TrueCafe login page. Type your customer/ticket login/password to start a session and continue browsing the web. Try login/password = **test/test** by default.





Setup D-Link DIR-300 Wi-Fi Router

Login to your router control panel. Open **Setup > LAN Setup** , change your router IP address if needed and disable DHCP server:

Product Page : DIR-300

Firmware Version : 1.03

DIR-300

Internet Setup

Wireless Setup

LAN Setup

Time and Date

Parental Control

Logout

Internet Offline

Reboot

SETUP

ADVANCED

MAINTENANCE

STATUS

HELP

NETWORK SETTING

Use this section to configure the internal network settings of your router and also to configure the built-in DHCP server to assign IP address to the computers on your network. The IP address that is configured here is the IP address that you use to access the Web-based management interface. If you change the IP address here, you may need to adjust your PC's network settings to access the network again.

Please note that this section is optional and you do not need to change any of the settings here to get your network up and running.

Save Settings

Don't Save Settings

ROUTER SETTINGS

Use this section to configure the internal network settings of your router. The IP address that is configured here is the IP address that you use to access the Web-based management interface. If you change the IP address here, you may need to adjust your PC's network settings to access the network again.

Router IP Address :192.168.0.3

Default Subnet Mask :255.255.255.0

Local Domain Name :

Enable DNS Relay :☒

DHCP SERVER SETTINGS

Use this section to configure the built-in DHCP server to assign IP address to the computers on your network.

Enable DHCP Server :☐

DHCP IP Address Range :100to199 (addresses within the LAN subnet)

DHCP Lease Time :10080 (minutes)

DHCP CLIENT LIST

Host Name	IP Address	MAC Address	Expired Time
-----------	------------	-------------	--------------

Helpful Hints..

- If you already have a DHCP server on your network or are using static IP addresses on all the devices on your network, uncheck **Enable DHCP Server** to disable this feature.

The Internet options **Setup > Internet Setup** remain default:



DIR-300

SETUP

ADVANCED

MAINTENANCE

STATUS

HELP

Internet Setup

Wireless Setup

LAN Setup

Time and Date

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Logout

Internet
Offline

Reboot

INTERNET CONNECTION

Use this section to configure your Internet Connection type. There are several connection types to choose from: Static IP, DHCP, PPPoE, PPTP, L2TP, and BigPond. If you are unsure of your connection method, please contact your Internet Service Provider.

Note: If using the PPPoE option, you will need to remove or disable any PPPoE client software on your computers.

Save Settings

Don't Save Settings

ACCESS POINT MODE

Use this to disable NAT on the router and turn it into an Access Point.

☐ Enable Access Point Mode**INTERNET CONNECTION TYPE**

Choose the mode to be used by the router to connect to the Internet.

My Internet Connection is : Dynamic IP (DHCP) ▼

DYNAMIC IP (DHCP) INTERNET CONNECTION TYPE

Use this Internet connection type if your Internet Service Provider (ISP) didn't provide you with IP Address information and/or a username and password.

Host Name : DIR-300

MAC Address : - - - - -
(optional) Primary DNS Address : Secondary DNS Address : (optional)MTU :

Save Settings

Don't Save Settings

Helpful Hints..

• **Internet Connection:**
When configuring the router to access the Internet, be sure to choose the correct **Internet Connection Type** from the drop down menu. If you are unsure of which option to choose, please contact your **Internet Service Provider (ISP)**.

• **Support:**
If you are having trouble accessing the Internet through the router, double check any settings you have entered on this page and verify them with your ISP if needed.

Setup Linksys WRT54GL Wi-Fi Router

Login to your router control panel. Open **Setup > Basic Setup**, change your router IP address if needed and disable DHCP server:

LINKSYS®
A Division of Cisco Systems, Inc.

Firmware Version: v4.30.7

Setup

Wireless-G Broadband Router

WRT54GL

Setup

Wireless

Security

Access Restrictions

Applications & Gaming

Administration

Status

Basic Setup

DDNS

MAC Address Clone

Advanced Routing

Internet Setup

Internet Connection Type

Optional Settings
(required by some ISPs)

Automatic Configuration - DHCP

Router Name: WRT54GL

Host Name:

Domain Name:

MTU: Auto

Size: 1500

Network Setup

Router IP

Network Address Server Settings (DHCP)

Local IP Address: 192.168.0.3

Subnet Mask: 255.255.255.0

DHCP Server: ☐ Enable ☒ Disable

Starting IP Address: 192.168.0.100

Maximum Number of DHCP Users: 50

Client Lease Time: 0 minutes (0 means one day)

Static DNS 1: 0.0.0.0

Static DNS 2: 0.0.0.0

Static DNS 3: 0.0.0.0

WINS: 0.0.0.0

Time Setting

Time Zone: (GMT-08:00) Pacific Time (USA & Canada)

☒ Automatically adjust clock for daylight saving changes

Save Settings

Cancel Changes

Automatic Configuration - DHCP

DHCP : This setting is most commonly used by Cable operators.

Host Name : Enter the host name provided by your ISP.

Domain Name : Enter the domain name provided by your ISP.

More...

Local IP Address : This is the address of the router.

Subnet Mask : This is the subnet mask of the router.

DHCP Server : Allows the router to manage your IP addresses.

Starting IP Address : The address you would like to start with.

Maximum number of DHCP Users : You may limit the number of addresses your router hands out.

More...

Time Setting : Choose the time zone you are in. The router can also adjust automatically for daylight savings time.

CISCO SYSTEMS

Open **Setup > Advanced routing** and set **Operating mode = Gateway**:

LINKSYS®
A Division of Cisco Systems, Inc.

Firmware Version: v4.30.7

Wireless-G Broadband Router

WRT54GL

Setup

Setup

Wireless

Security

Access Restrictions

Applications & Gaming

Administration

Status

Basic Setup

DDNS

MAC Address Clone

Advanced Routing

Advanced Routing

Operating Mode

Static Routing

Gateway

Select set number: 1 ()

Delete This Entry

Enter Route Name:

Destination LAN IP:

Subnet Mask:

Default Gateway:

Interface: LAN & Wireless

Show Routing Table

Save Settings

Cancel Changes

Operating Mode : If the router is hosting your Internet connection, select **Gateway** mode. If another router exists on your network, select **Router** mode.

Select Set Number : This is the unique route number, you may set up to 20 routes.

Route Name : Enter the name you would like to assign to this route.

Destination LAN IP : This is the remote host to which you would like to assign the static route.

Subnet Mask : Determines the host and the network portion.
More...



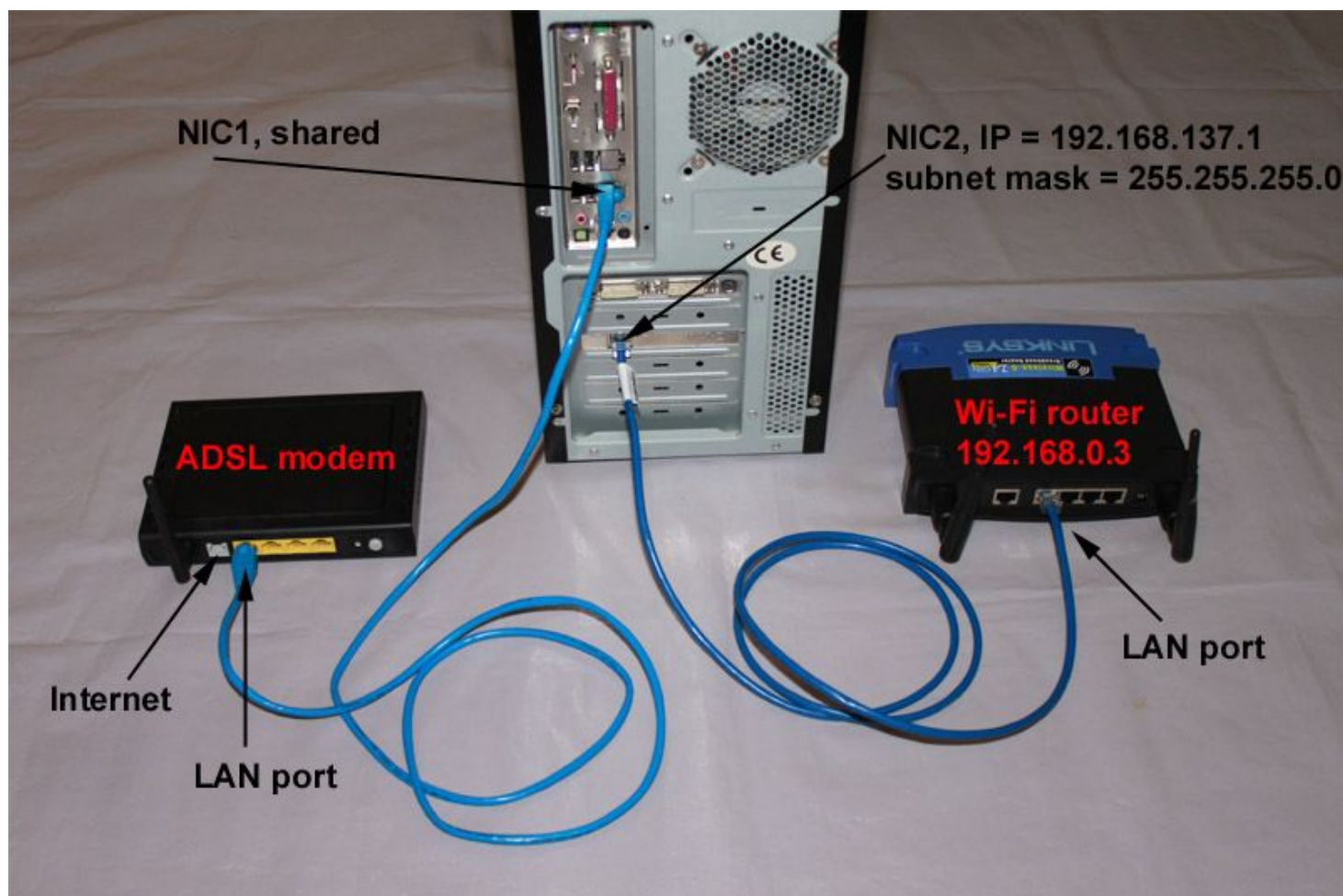
Step-by-step Wireless Billing Setup on Windows 7

Introduction

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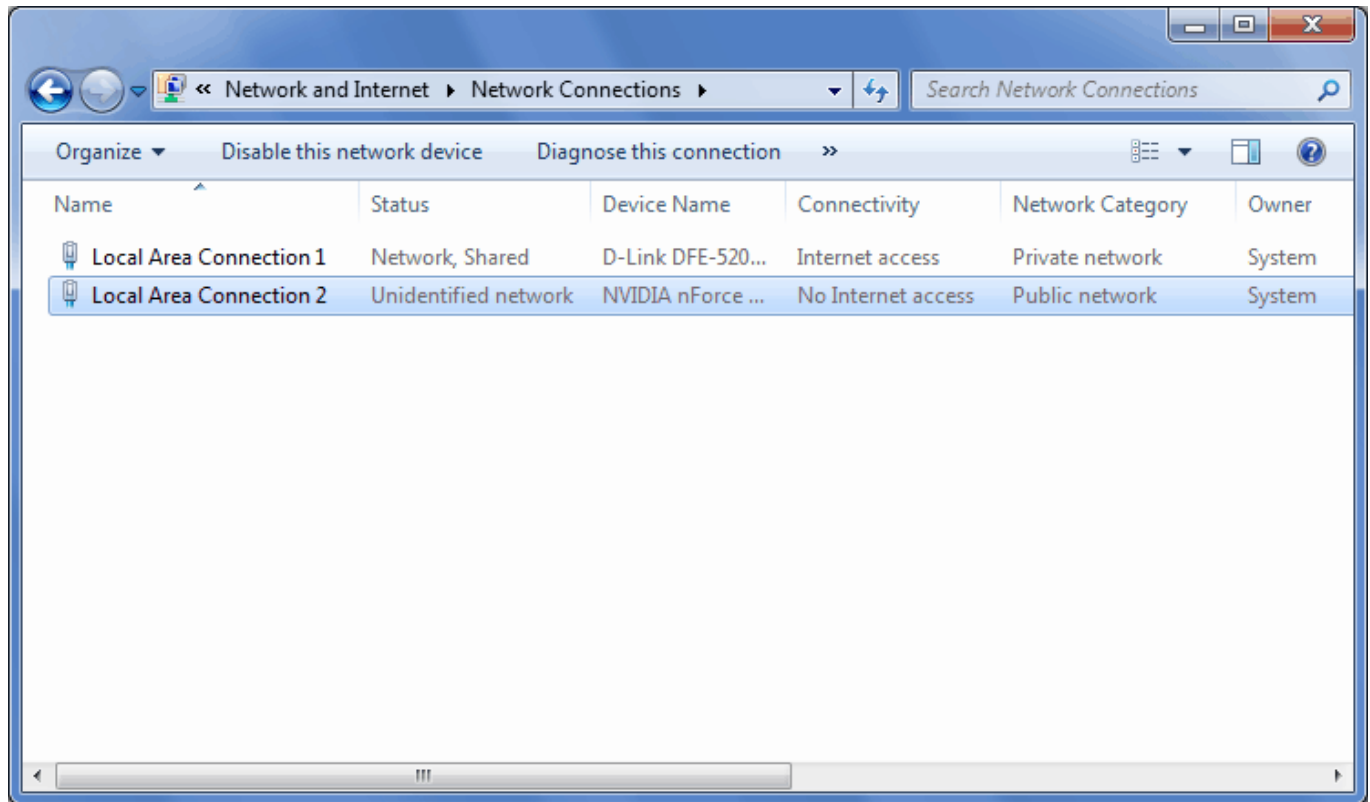


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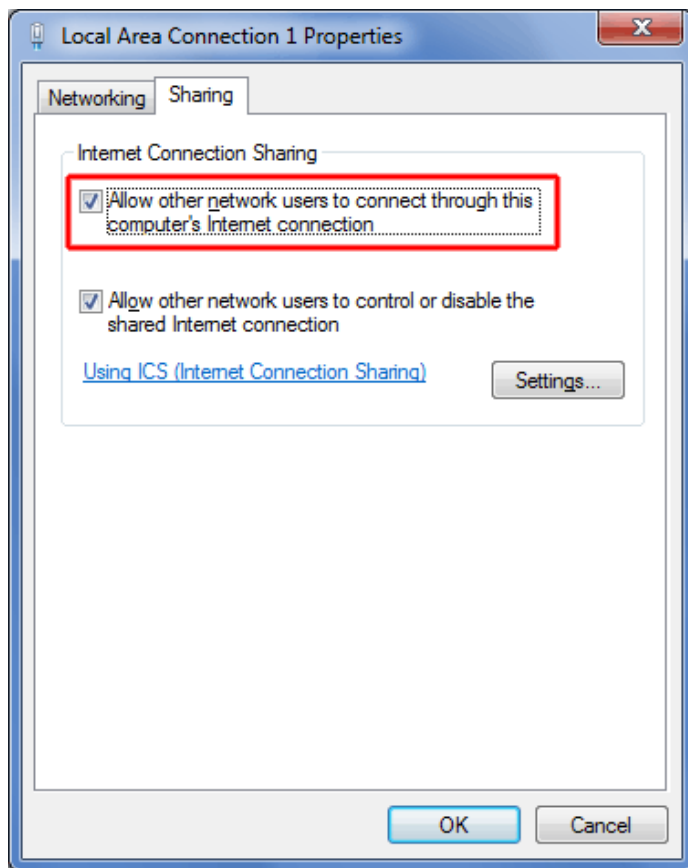
In this example **Local Area Connection 1** (NIC1) is a primary card connected to the ADSL modem and **Local Area Connection 2** (NIC2) is an extra network card:

Windows Control Panel > Network and Internet > Network and Sharing Center > Change adapter settings (on the left)



2. Enable Internet Connection Sharing

Open your **NIC1** properties and enable Internet Connection Sharing.



Windows setup the following **NIC2** properties:

IP address = **192.168.137.1**

Subnet mask = **255.255.255.0**

You should not change these values because Internet Connection Sharing may stop working.

2.A. What if you don't like Internet Connection Sharing

If you think that Internet Connection Sharing is not OK for you, you could try some other alternative Windows routing software. We recommend using [NAT32](#) since many our clients use it and it proves to work well with TrueCafe.

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- ☐ Outgoing traffic
- ☐ Bandwidth management

URL log

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Wi-Fi

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Timeout: 5 min

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