

iCafe User Guide



Please read the following instructions very carefully. It is important to become familiar with several settings and configurations before installing iCafe.

Introduction

iCafe is a complete internet access control system designed for cafés, copy stores, libraries and other public internet access environments. iCafe allows you to control, manage and meter internet/PC access by using smart cards and the iCafe software.

System Overview

The iCafe System includes two types of software, the iCafe Manager software and the iCafe PC Access software.

The iCafe Manager software (which is set up on the Administrator PC) is used to configure the cards for the system and to reload the cards for reuse. The iCafe Manager Software contains the following features:

- Management Console
 - System Configuration
 - Card Management
 - Client Configuration Settings
- Reports
 - Cards in Use and Demographic Information

The iCafe PC Access Software (which is set up on each individual PC) is used to secure access to each PC. The iCafe PC Access software contains the following features:

- System Configuration
- Smart Card Reader Installation



Note: You must install the iCafe Manager software first, before you install the iCafe PC Access software, so that you can set up the System Configuration Settings. The iCafe Manager software and iCafe PC Access software are designed to be installed and run on separate computers. However, if necessary, it is possible to use the same PC for both.

iCafe Manager Software

Installation



First you will need to install the iCafe Manager software and the smart card reader onto the Administrator PC. A log on window will appear prompting you to enter your username and password to access the software.

1. Leave Username blank
2. Enter 'iCafe' for the Password

Note: The username and password you use to log on to the iCafe Manager software is only for you to restrict access to this software application. Please note that these fields are case-sensitive (ex. "Admin" is not the same as "admin").

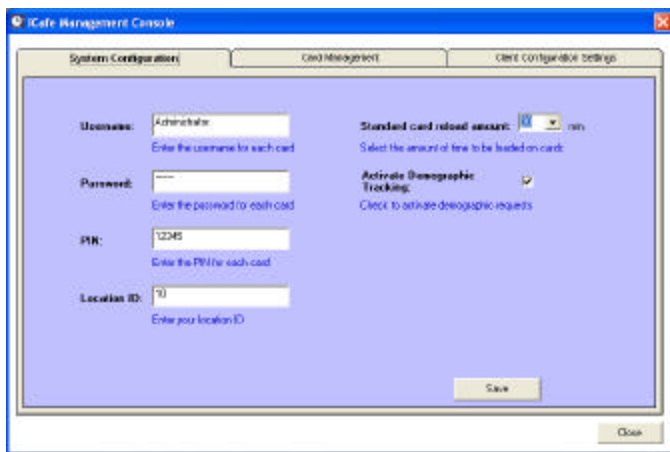
After installation is completed, you can start setting your System Configurations and loading the iCafe cards. The Configurations and iCafe cards are set up in the Management Console in three simple steps:

- Step # 1 System Configuration (input usernames, passwords, pins, and global card settings)
- Step # 2 Card Management (load cards)
- Step # 3 Client Configuration Settings (create personalized text messages)

To open up the iCafe Management Console, go to the menu bar, click “View” then click “Management Console.”

Step # 1 System Configuration

The System Configuration is used to set up the usernames, passwords, pin and other global settings for all of the iCafe cards that you will create.

The screenshot shows the 'iCafe Management Console' window with the 'System Configuration' tab selected. The window has a light blue background and contains several input fields and controls. On the left side, there are four rows of input fields: 'Username' (with a dropdown menu showing 'Administrator'), 'Password', 'PIN' (with '12345' entered), and 'Location ID' (with '1' entered). Each field has a small text prompt below it: 'Enter the username for each card', 'Enter the password for each card', 'Enter the PIN for each card', and 'Enter your location ID'. On the right side, there is a 'Standard card reload amount' dropdown menu set to '60' minutes, with a note 'Select the amount of time to be loaded on card'. Below that is a checkbox for 'Activate Demographic Tracking' which is checked, with a note 'Click to activate demographic requests'. At the bottom center is a 'Save' button, and at the bottom right is a 'Close' button.

To set up the System Configuration:

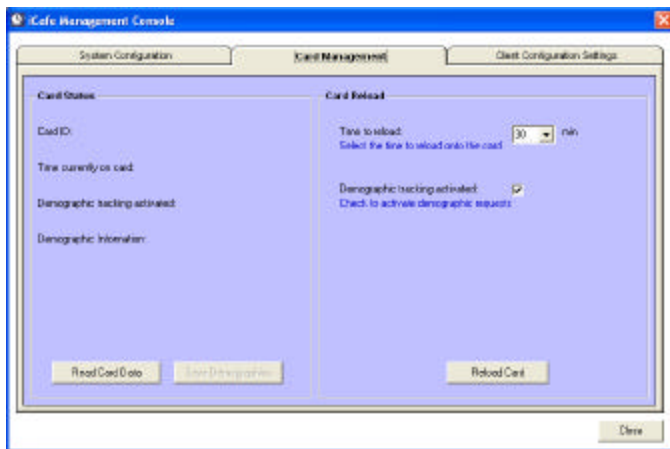
1. Click on the tab “System Configuration”
2. Enter in a Username. Your username should be at least 5 characters and no more than 15. **(See Note Below)**
3. Enter in a Password. Your password should be at least 5 characters and no more than 15. **(See Note Below)**
4. Enter in a PIN Number. Your PIN should be at least 5 characters and no more than 10.



Note: The username and password you set up in the System Configuration are stored on each card and used to log users into the PC’s as “Guest” accounts that have limited user privileges. Again, all cards you set up will have the exact same Username, Password and Pin number. Once you have set up the System Configurations with your selected Username Password and PIN number, you do not want to change them.

5. The Location ID feature in the System Configuration is designed for owners with more than one store location. The Location ID allows you to track which iCafe cards were operated in which store. For example, if you have only one store location, enter “1.”
6. Set the Standard Card Reload amount. This is the standard amount of time you want your iCafe cards to be loaded with each time they are reloaded by the iCafe Manager Software. The reload card amount is set up in increments of 15 minutes with a default of 60 minutes. You can change this at anytime or when you reload each iCafe card.
7. To activate user demographic tracking, check the box next to “Activate Demographic Tracking.” By checking the demographic tracking box, a window will appear everytime a new customer logs onto your PCs prompting them to enter in demographic information (name and e-mail address). If the user has already input his/her demographic information, the iCafe software will not ask the user to do so again. (The demographic window text can be customized in Step #3 of the Manager software)
8. Click “Save” to save the settings to the iCafe Manager software.

Step # 2 Card Management



The iCafe Card Manager is used to read and recharge the iCafe cards based on the settings in the System Configuration. The screen is divided into two sections Card Status (which displays the data that is on the card that is currently inserted into the smart card reader) and Card Reload (which shows the data that will be reloaded onto the cards).

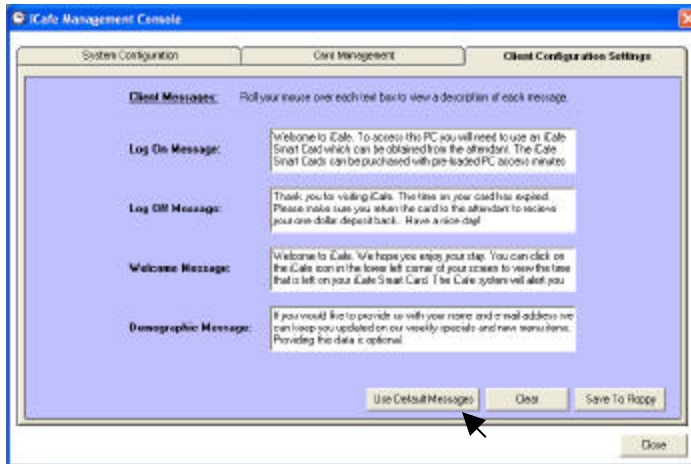
To Reload the iCafe Card:

1. Click on the tab “Card Management.”
2. Select the amount of time to reload onto the iCafe card. (15 minutes to 6 hours)
*Note: The default setting is based on the time you set up in System Configuration tab. If you are reloading several different cards with different amounts of time, you can directly modify the amount of reload time in the Card Management screen without changing the global settings in System Configuration tab.
3. If you choose to activate or deactivate the user demographic feature, check the box next to “Activate Demographic Tracking.” If you selected to activate this feature in the System Configuration tab this box will automatically be checked. By checking the demographic tracking box, a window will appear every time a customer logs onto your PCs prompting them to enter in demographic information. (If the user has already input his/her demographic information, the iCafe software will not ask the user to do so again.)
4. Insert the iCafe card face-up (chip up) into the smart card reader.
5. Click “Reload Card” to save the reload amount and settings to the card.
6. When the light on the reader goes off, remove the iCafe card from the smart card reader. The iCafe card is now ready to be used. (If you remove the card before the light goes off, the settings and reload amount may not be completely written to the card.)

To Check the Status of an iCafe Card:

1. Click on the tab “Card Management.”
2. Insert an iCafe card face-up (chip up) into the smart card reader.
3. Click “Read Card” to read the data from the card.
 - a. ‘Card ID’ shows the ID number on the iCafe cards.
 - b. ‘Time currently on card’ shows you how much time is currently on the card.
 - c. ‘Demographic tracking activated’ shows if there is or isn’t demographic information written to the card on the card.
4. If there is demographic information on the card, click “Save Demographic,” to store the data into a customer database found in the Reports section of the iCafe Manager software. When the card is reloaded the Demographic information is erased from the card and reset for the next user.

Step # 3 Client Configuration Settings



The Client Configuration Settings are used to create the text messages that the customer will view while using the iCafe system. The Client Configuration screen is divided into four text message boxes: Log On, Welcome, Demographic and Log Off.

Note: The Client Configuration screen provides you with the option of creating your own personal text messages or you can use or modify the iCafe default text messages by clicking “Use Default Messages.”

To Set Up the Text Messages:

1. In the text box labeled “Log On Message” type in the message you want the customer to view before inserting their iCafe card. You can either create your own personal text message or use/modify the provided iCafe default “Log On Message.”
2. In the text box labeled “Welcome Message” type in the message you want the customer to view after they are logged onto the PC. (Insert their card). You can either create your own personal message or use/modify the provided iCafe default “Welcome Message.”
3. In the text box labeled “Demographic Message” type in the message you want the customer to view prompting them to enter their demographic information. You can either create your own personal message or use/modify the provided iCafe default “Demographic Message.” (Remember that this feature can be turned on or off using the System Configuration Screen)
4. In the text box labeled “Log Off Message” type in the message you want the customer to view when their time has expired on the iCafe card. You can either create your own personal text message or use/modify the provided iCafe default “Log Off Message.”
5. Once the text messages are completed, Click “Save To Floppy,” to save your settings to a floppy disk. The Client Configuration Settings that are saved to the floppy disk, will be used when setting up the iCafe PC Access software. When you install the iCafe PC Access software the installer program will ask you to insert this floppy disk. This is a quick and easy way to configure each PC and it insures that all your PC’s are configured exactly the same. (You can also configure each PC manually if necessary.)

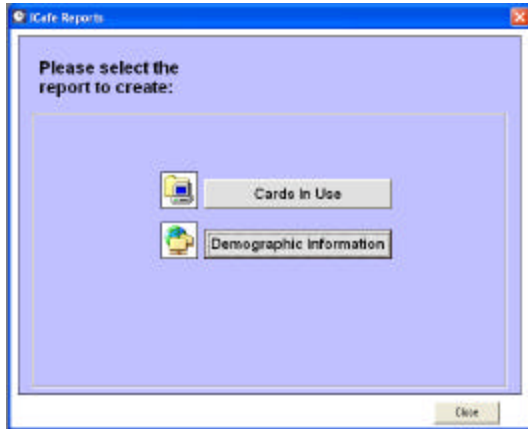
Message Tips for Creating Value:

You will want the cards to have your customers return the cards when they are finished or the cards have been depleted. This will enable you to reuse the cards again and again in your iCafe system. Here are 4 tips that might be helpful when setting up your text messages.

1. **Dollar Deposit:** “Thank you for visiting our Internet Coffeehouse! When the time on your iCafe card runs out, please return it to the attendant to receive your one dollar deposit back.”
2. **Give Coupons:** “Thank you for visiting Joe’s Coffee Shop. When your iCafe card runs out of time, please return it to the attendant to receive a \$1 off coupon on your next iCafe card purchase.
3. **Complementary Items:** “Thank you for visiting our Internet Café! When the time on your iCafe card runs out, please return it to the attendant for a free cup of coffee.
4. **List Specials:** “Thank you for stopping by Maria’s Cyber House. On special today, order any sandwich and receive a free beverage of your choice.”

Creating and Viewing Reports

The report feature in the iCafe Manager Software allows you to create and view two types of reports: Cards in Use and Demographic Information.



1. To open up Reports, go to the menu bar, click “Reports,” and then click “Create Reports.”
2. A window will appear prompting you to select the report you would like to create.
 - a. Click “Cards in Use” to view a list of cards that have been used in the system and how many times they have been reloaded.
 - b. Click “Demographic Information” to view customer demographic information. (Note: The demographic information report will only show the customers whose cards have been recharged since that is when the demographic information is captured.)
3. The first time you want to create or view a report, you will need to select a location to save the database table. (This will only happen the first time your create a report) Click “iCafe.mdb” and then press “OK.”
 - a. The ‘Cards in Use’ report shows the following information:
 - i. Location ID
 - ii. Card ID
 - iii. Activation Date
 - iv. Number of Times Card Has Been Recharge
 - b. The ‘Demographic Information’ report shows the following information:
 - i. Location ID
 - ii. Date
 - iii. Customer Name
 - iv. Customer E-mail Address
4. To Save the report, click the “Export” icon located in the upper left hand corner of the tool bar.
5. To Print the report, click the “Print” icon located in the upper left hand corner of the toolbar.

Instructions for the iCafe user:

1. Insert a valid iCafe card with time loaded onto it into the smart card reader.
2. Once the credentials and time on the card are verified, the system will log you in.
3. A Welcome dialog window will appear letting you know how much time is on the iCafe card. Click “OK.”
4. If demographic tracking is activated on the card, a dialog window will appear prompting you to enter in your name and e-mail address.
5. You can check the time on your iCafe card at anytime by clicking on the “iCafe icon” located in the lower right corner of the screen in the system tray.
6. When the time on the iCafe card has 60 seconds remaining, the system will display a warning dialog window and then will proceed to log you off the computer.
7. Return your used or empty card to the attendant.

iCafe PC Access Software

Once the iCafe Manager Software has been installed, you can install the iCafe PC Access software on the user PC's. This software will control the access to the PC when the cards are inserted into the reader that is attached to the PC.

Before installing the iCafe PC Access software, each of these PCs will already have a standard Username and Password set up on it for logging into Windows. This is set up when you first buy and set up the PC. This original Username and Password will remain on the PC for your Administrator account log on (for your use only). You will keep your Administrator account Usernames and Passwords for each PC secret and only use it yourself if you want to log on to the Client PCs to change configurations or add/remove software.



Note: You DO NOT want to use the same Username and Password on the cards that you use for the Administrator accounts otherwise your customers would be logging onto the PCs as the Administrator and would have full privileges to add/remove programs and change configurations. (The iCafe software does include security features to prevent you from using the same Usernames and Passwords for both accounts.)

Installation

When you install the iCafe PC Access software it will automatically set up a "Guest" account on each PC that will be used when your customer logs on using the iCafe cards. The Username and Password for the "Guest" account log on is the Username and Password that you set up on every card using the iCafe Manager software. (Step #1 of the iCafe Manager)



Note: All of the Usernames and Passwords are the same on every card and for the "Guest" accounts on every PC.

The screenshot shows the 'iCafe PC Software Setup' window. It has a title bar with a close button. The main area is titled 'Setup' and contains four text boxes: 'Username' with 'Guest', 'Password' with masked characters, 'PIN' with '12345', and 'Location ID' with '0001'. Below these is a 'Message Text' section with a preview of a message: 'Welcome to Tx Systems Internet Cafe. Relax with your favorite cup of coffee and surf the Internet. We are sincerely happy to have you here, and hope you'll visit often.' There are four buttons for message selection: 'Log On', 'Log Off', 'Welcome', and 'Demographic'. At the bottom are three buttons: 'Save', 'View Defaults', and 'Clear'.

After the iCafe PC Access software is installed, you will be prompted with an iCafe set up dialog window. If you saved the text messages that you created in the Client Configuration (Step#3 of the iCafe Manager) to a floppy disk, then all you will need to do is insert the floppy and the information will automatically be loaded onto the PC. If you did not save the text messages to a floppy disk, then you will need to manually enter in the following information. If you are using the floppy disk to configure each PC, insert it when prompted and skip to step # 4.

1. Enter the Username, Password and PIN number that will match the EXACT Username, Password and PIN number that you chose when setting up the iCafe cards in the iCafe Manager software.
2. Enter your Location ID. (optional)
3. Then you will need to set up the text messages the customer will view. For a description of each message, click "Use Default Messages" for an explanation of what the message should entail.
4. Click "Finish" to save your settings.