

Index:

1. Eficiem Cybercafe SurfShop Pro Features.....	2
2. Basic software and hardware requirements.....	3
2.1. In terms of hardware	3
2.2. In terms of software	3
3. English Manual.....	3
3.1. How to install Cybercafe SurfShop	3
3.1.1. Before installing	3
3.1.2. Installing the Server	4
3.1.3. Installing the Clients	4
3.1.4. After the installation	5
3.1.5. Notes and Troubleshooting	5
3.1.6. Summary	6
3.2 Quick Start Guide	7
3.3. How to use Cybercafe SurfShop	7
3.3.1. Running of the programme using a Windows user account	7
3.3.2. Eficiem Cybercafe SurfShop Server	8
3.3.2.1. Operator logon window.....	8
3.3.2.2. Main Interface.....	8
3.3.2.3. Customer accounts.....	9
3.3.2.4. Reports by email.....	10
3.3.2.5. Screensaver.....	10
3.3.2.6. Operator accounts.....	11
3.3.2.7. User charges and System options.....	11
3.3.2.8. Blocking Options.....	13
3.3.2.9. Sending of Messages to Users.....	14
3.3.2.10. Print Manager.....	14
3.3.2.11. Canteen.....	14
3.3.2.12. Orders at the Canteen.....	15
3.3.2.13. Add items to the canteen manually.....	16
3.3.2.14. See screenshot of client pc.....	16
3.3.2.15. Refresh Network.....	16
3.3.2.16. Income File.....	17
3.3.2.17. Licence.....	18
3.3.2.18. Client PC Tools.....	19
3.3.2.19. Other Surf Stations.....	19
3.3.2.20. Skin Loader.....	20
3.3.2.21. Content.....	20
3.3.2.22. Support.....	20
3.3.2.23. New licence request form.....	21
3.3.2.24. Choose language.....	21
3.3.2.25. About.....	21
3.3.3. Eficiem Cybercafe SurfShop Client	22
3.3.3.1. Server Selection.....	22
3.3.3.2. Tracker Form.....	22
3.3.3.3. Canteen Orders.....	23
3.3.3.4. Screensaver.....	23

1. Eficium Cybercafe SurfShop Pro Features

Eficium Cybercafe SurfShop is a new generation of Cyber Café software packed not only with all the standard features you expect from such a package, but also with powerful security features you will find nowhere else. **Eficium Cybercafe SurfShop** is the market leading and definitive cyber café management software in continental Europe. **Eficium Cybercafe SurfShop** was developed to finally empower the Cyber Café owner with a precise and robust tool to administer his business. You will be up-and-running in minutes, thanks to the easy-to-use installation package, set of tools, and interface.

Eficium Cybercafe SurfShop has all the standard features you expect in a Cyber Café software:

- Up to **250 pc's** configurable.
- **20 user-blocking options.**
- Choice of **three charging systems**: Set fee, decreasing cost or fixed rate.
- Choose between **on-the-spot prepay** and **post pay** billing or sell **prepaid accounts** through the use of a login and password or a single pin code to your customers.
- **Canteen**: get your customers to order drinks and food directly through the **Eficium Cybercafe SurfShop** client.
- Customized screensaver to personalise the computers of your Cyber Café.
- Eficium Cybercafe SurfShop is fully **crash tolerant** preventing all loss of session duration and cost.
- Server **access with different levels**: owner, administrator, and operator.
- **Automatic live update built in** (valid for minor updates) and **Wake On LAN**.
- **Very competitively priced.**

Powerful features you will only get with Eficium Cybercafe SurfShop:

- **Eficium Cybercafe SurfShop, security, and user peace of mind - Exclusive features:**
 - **All personal data is wiped clean between sessions**: including passwords, login names, auto-complete entries, temporary Internet files, and all MSN, Yahoo, AOL Messenger, ICQ Pro 2003a and Lite user account data.
 - **All network data is encrypted.**
 - **Customer passwords are only visible by them.**
 - **Don't loose any sleep over a system crash.** We will send you a copy of your database by email so you can be up and running fast. It's as easy as that.
 - **Eficium Cybercafe SurfShop** does not corrupt your pc's: uninstall the programme easily, **install all Internet utilities** you will ever need, back up all critical data, and **roll-back all blocking options** on each pc to its original state, all using our special Installer programme.
 - **Check what sites or URL your customers are viewing** and create a screenshot of their pc's at the click of the mouse.
 - **Manage all customer downloads accurately** by specifying the type of files, customers are allowed to save and where to save them on their pc.
- **Ease of use:**
 - **Simply use it as if you were using a VCR** by starting, stopping and resetting sessions at the click of a mouse. Access of all 250 PC's is done in 2 clicks or fewer. An important advantage of **Eficium Cybercafe SurfShop** is its simple interface. It is devoid of useless 'value added' features that bloat software, make it hard to work with, difficult to learn and slow it down.
 - **Blocking options and client configuration are set centrally from the server.** This will save you running round your Café trying to change configurations or blocking options, passwords or customisable features on each pc.
 - **Install Eficium Cybercafe SurfShop on all versions of MS Windows:** From Windows 95/NT to XP and Server 2003, on any PC machine, under any Windows user account, alongside any other software, and regardless how the Internet connection is shared (MS ICS, NAT, Routers...) or accessed (modem, broadband,...), all **in minutes**.
 - **Full graphical statistics and sales reporting** either via the programme itself or via **e-mail**, using our stand-alone secure **DB viewer**.
- **Make more money with your cybercafé:**
 - **Differentiate between four groups of programs:** Internet, Games, Multimedia and Office, and set different rates for each one! Limit access to each group whether by pc number or by customer. **Eficium Cybercafe SurfShop** supports sessions on non-pc stations like the **X-Box, PlayStation, GameCube, and Dreamcast**.
 - **Game consoles fully supported:** Track time usage on any game console (Xbox, Playstation, Gamecube,...).
 - **Turn your cybercafe into a training centre:** integrated chat, whiteboard and remote desktop so client pc's can view the server's desktop area.
 - **Print manager:** have your customers print from their pc's, and track all pages printed into a single bill that aggregates all costs: Internet sessions, print jobs, and orders from the canteen.

- **Be more in control:**

- In account or pre-pay mode, **all sessions clock down** and **pc's lock up when they hit zero**. A warning is flagged up to users two minutes before sessions end.
- Customers can **top up their account while in session**, or **change pc**.
- **Sales taxes** fully supported.
- **Sessions** can be **paused** and **resumed** at any time.
- **Import** any existing **list of customers** directly into Eficiem CybercafeSurfShop.

2. Basic software and hardware requirements

2.1. In terms of hardware

Common to Client and Server:

- For optimum performance: 866 MHz processor or better
- 64MB of RAM (128MB recommended)
- 245MB of available hard-disk space

Server:

- Cybercafe SurfShop server requires 24MB of RAM
- 1024x768 screen resolution or better

Client:

- Cybercafe SurfShop client requires 12MB of RAM
- 800x600 screen resolution or better

2.2. In terms of software

- Microsoft Windows 95 SP1 with Winsock 2, 98 SE, ME, NT 4.0 SP6. All have to have MDAC 2.8 & SP2 & Jet 4.0 SP3, Windows Management Instrumentation and Windows Installer 2.0 installed, or
- Microsoft Windows 2000 Professional with Service Pack 3, Windows XP Professional or Home Edition, or
- Microsoft Windows XP Tablet PC Edition, or
- Microsoft Server 2003
- Microsoft Internet Explorer 5.01 or later

3. English Manual

3.1. How to install Cybercafe SurfShop

3.1.1. Before installing

*****VERY IMPORTANT***:** Before you install the software, make sure all the following elements are installed or have been configured:

1. **Registering your licence (SS Pro):** You have two methods at your disposal to activate Cybercafe SurfShop. Go to the licence form (Ctrl+D) on the server programme and perform the following steps:
 - a. Internet: Go to www.eficiem.com/surfshop/ and order an activation key. Once you have received the key, press on 'Activation Request' in the licence screen. Paste the key in the dialog box and press '>Verification<'. This method requires a permanent connection to the Internet.
 - b. Dongle: Insert an Eficiem dongle into an available USB port, install the drivers located in the directory 'All > Extras > DongleDrivers' in the installed package (CD or download from our website). The dongle will be correctly installed if a green LED light appears on the inside of the key ring hole of the dongle. If the LED does not light up, go to the Control Panel > System > Hardware > Device Manager and make sure that there are no exclamation marks for the entries for the USB ports on your system. Should there be some and the dongle does not light up, re-install the drivers for the port by pointing to the USBKEY.INF file in the directory windows > system/system32. To request more client licences (i.e. you currently have 10 client pc's say and wish to upgrade to 20), get in touch with us to let us know you wish to upgrade the number of client pc's. In the licence menu, press '1. Create user key', generate your current user key, and send it to us. Wait until you receive an upgrade key from us then copy it in the large box at the bottom of the licence form. Write the number of client pc's wanted in the smaller box above and press '>Verification<'. No permanent connection to the net required here. *If you make this request for more client licences, very important: don't change the client data you entered between the moment you send us the key and the moment you enter the new key in.*
 - c. You may switch from the dongle to the Internet-based system by sending the dongle back to us (postal address at bottom of manual) and we will send you an activation key by email. In order to go over to the dongle from an Internet-based licence, you will have to delete all configuration files as explained in point b above. After this, restart the programme, using the dongle correctly inserted and installed.
2. **System date:** That the system date on the server is correctly set.
3. **Connection to the Internet:** That the server programme is on a pc that is connected to the Internet if you seek to activate the user licence for it through the Internet;
4. **Domain/Workgroup:** That the network is under a unique domain name or workgroup. To configure this, click on the My Computer icon on the desktop, then Properties, and change the name of the pc as needed. Ensure all pc's see each other and that you are able to ping them both using their names and IP addresses. Failure to run a network properly configured can cause client pc's and the server not to connect;
5. **Connecting a printer:** If you want to follow and bill your customers for pages printed, make sure you connect a printer to the server station and not to any other machine. Other printers for printing receipts can be network printers.

6. **Running the programme under a Windows user:** The client programme can run under any Windows user account, including an XP guest account for instance. It is nevertheless advised that the server part run under the network administrator account, but is not absolutely necessary. See point 2.1.4, 3., below for more information on this aspect of the installation.
7. **Sending sales reports by email (SS Pro):** That Microsoft Outlook or Microsoft Outlook Express has been installed and configured correctly if you wish to use the sending of sales report by email.
8. **Name of PC's:** That all pc's have meaningful names with no unwanted characters such as dots, hyphens...
9. **Networks of 40 PC's or more (SS Pro):** For networks with 40 client pc's or more, we recommend using Windows 2000 or XP for the server side of the software as their memory management is better suited for such large networks. Windows 9x will quickly run out of memory.
10. **Size of customer receipts:** The size of the customer receipts is given as follows: width (margin included): 88mm. Width (margin not included): 70mm.
11. **Adult sites:** To restrict the viewing of sensitive sites, use Internet Explorer's built-in feature: Go to Tools > Internet Options > Content > Content Advisor and set up a password and the level of offensive material wanted.
12. **Anti-virus:** *It is highly recommended that you carry out a thorough anti-virus scan of ALL pc's on your network.* Once this is done, the script-blocking feature should be deactivated to avoid any blocking of the normal running of Cybercafe SurfShop. *Ensure you run the anti-virus at least once a week and that all virus definitions are up to date.*
13. **Contacting us for support (SS Pro):** If you wish to contact us for support, please be ready to install VNC (realvnc.com) on the server and/or client pc's so as to make identifying any potential problem easier for us.
14. **Screen resolution:** The server programme requires a screen resolution of 1024 * 768 minimum.
15. **Microsoft Service packs and Windows updates:** Finally, make sure all OS's have the latest Service Packs and all the utilities located in 'Extras' on your installation CD or downloaded package. For instance:
 - B. Macromedia Shockwave is needed to run a Flash film that runs on the Screensaver on the client pc's.
 - C. That under all versions of Windows, you have installed all the required Microsoft files and utilities, such as MDAC, MS WMI, Windows Installer. More information on www.eficiu.com/smbconnect/downloads.html.
 - D. Make sure Internet Explorer 5.01 SP2 or later is installed.

3.1.2. Installing the Server

1. If you get messages during the installation of the setup package, simply click Yes, OK or Continue until the end of the installation.
2. Place the CD-Rom in the CD drive or download the programme from www.eficiu.com/surfshop/downloads.html. On our website, the server part is included as part of the full installation package;
3. Depending on how you obtained the files:
 - a. CD Rom: Click twice on the 'CybercafeSurfShopProServer.msi' file in 'Server', or on the server icon from within the SurfShop Installer utility (installer.exe file);
 - b. Downloaded files: Click twice on the 'SurfShopPro_FullPackage.exe' file where you downloaded it. Extract the files in this zipped file to a location on your pc, and run the installation as explained in a.;
4. You may install the programme from within a different Windows user account (Windows 2000 and XP only) by right clicking over the setup.exe file provided with the installation files. Choose Install as, and specify the network administrator's login details.
5. Follow these steps to install the server programme:
 - a. Setup programme: follow the steps as instructed and click OK or Continue if dialogue boxes appear;
 - b. Cybercafe SurfShop programme:
 - i. Choose a system language;
 - ii. Licence menu (Trial Demo mode): Enter your details, and press OK. You have 30 days to try the product. Enter a valid activation key at any time by going to System > Licence and then click on Activation of Cybercafe SurfShop to unlock the programme. To unlock it, press Activation of Cybercafe SurfShop if you have a valid key or obtain an Activation Key and fill in your order on our webpage if you do not have a key. Paste the key in the large box and then press 'Verification' to activate your programme. Make sure you have an Internet connection active (and after activation also) whenever you try to activate the programme, as it will not work without one.
 - iii. Owner password menu: Enter the owner names (first, last and user names) and password to activate the programme;
 - iv. Enter a valid email address **(SS Pro)**;
 - v. User costs menu: Determine the type of charging system you want to use for your customers, the different programme groups available to the client pc's, and the various system options given to personalise the behaviour of the programme. More information on this in paragraph 2.2.2.7.
 - vi. Selecting your client PC's menu: Choose the stations (pc's and consoles) you want to follow and bill. More information on this in paragraph 2.2.2.15.
 - vii. Once the installation has finished, you will find a link to Cybercafe SurfShop in 'Start' > 'Programs' > 'Cybercafe SurfShop'. Launch the programme to end the configuration of your programme by navigating through the different screens. All these are explained in details in this manual.
6. Move on to the installation of the client programme on each client pc.

3.1.3. Installing the Clients

1. If you get messages during the installation of the setup package, simply click Yes, OK or Continue to the end of the installation.
2. Place the CD-Rom in the CD drive or download the programme from www.eficiu.com/surfshop/downloads.html;
3. Depending on how you obtained the files:
 - a. CD Rom: Click twice on the 'CybercafeSurfShopProClient.msi' file in 'Client', or on the client icon from within the SurfShop Installer utility (installer.exe file);

- b. Downloaded files: Click twice on the 'SurfShopPro_Client.exe' file where you downloaded it. Extract the files in this zipped file to a location, and run the installation as explained in a.;
4. You may install the programme from within a different Windows user account (Windows 2000 and XP only) by right clicking over the setup.exe file provided with the installation files. Choose Install as, and specify the network administrator's login details.
5. Start the application and identify your server, i.e. the station that will follow and bill each user session;
6. You are ready to use Cybercafe SurfShop.

3.1.4. After the installation

1. **Cleaning up of MSN Messenger:** If you are running Windows XP and wish to prevent automatic sign-ins into a .net Passport (MSN Messenger,...) and prevent the storing of your users' credentials, make sure you do the following task to disable it: Go to Control Panel > Administrative Tools > Local Security Policy > Local Policies > select Security Options > look for NETWORK ACCESS: DO NOT ALLOW STORAGE OF CREDENTIALS OR .NET PASSPORTS FOR NETWORK AUTHENTICATION > Click Enabled.
2. **Oriental language pack:** The programme was extensively tested under these regional settings and should give little problems.
3. **Running the programme under a Windows user:** Under Windows XP and 2000, when the programme starts up for the first time and if you do not use the programme under the main network administrator account, you will be requested to enter his/her login details. Please note that under Windows 2000, you might need to change the current user's rights so the programme can run using that account. To do this, and from within the network administrator's account, go to Control Panel > Administrative tools > Local Security Policy > Local Policies > User Rights Assignment. Under there, you'll see 'Act as part of the Operating system'. Double click on it and add the Windows user account that will run the Cybercafe SurfShop programme. Reboot the machine afterwards. Doing this, is especially required if you wish to use the blocking options on the client pc's. To install the installation package under a different windows account, right-click over the setup.exe file and choose install as and enter the administrator login details.
4. **Re-installing the programme (SS Pro):** You may choose to either keep the configuration files that hold your licence data and the layout of your network and uninstall the programme or choose to delete them and uninstall the programme. To achieve this, use the SurfShop Installer utility provided (drop-down menu at bottom of Installer screen).
 - a. Internet-based licence key: If you wish to re-install the programme, you will have to obtain a new licence key from our Website by going to http://www.eficiun.com/smbconnect/customer_area_logon.html. Enter the login details you received when you purchased the programme. Don't forget to keep these login details, so that you can log back into our site. Changing your key on our site only works once you have activated the key you were sent in the programme. You can't cancel and get a new key if the key you have is valid and was not entered first in the programme.
 - b. Dongle key: See paragraph 3.1.1, 1., b. above.
5. **System date:** Do not attempt to tamper with your pc's system date as this may cause errors in the normal running of the programme.

3.1.5. Notes and Troubleshooting

1. **Installer.exe:** The customer has at his disposal a utility called '**SurfShop Installer**' (located in Start > Programs > Cybercafe SurfShop and also available from our website) to remove any reference to our programme (deletion of all configuration files and/or the programme itself), make back up copies of all sensitive data, and install Internet utilities. Use the current operator login to access this installer utility.
2. **Database viewer (SS Pro):** You also have on the CD or from our Website a **DBViewer** programme to help you access all sales statistics from a different location than the actual server pc. This is useful if you activate the email reports and wish to view the sales data that are stored in your Cybercafe SurfShop database. Copy the database in the windows directory of your pc.
3. **Locking up of keyboard and mouse:** The mouse and keyboard on client pc's can lock up depending on the blocking options you have activated. Locking up the keyboard and mouse was designed to make tempering with the pc's impossible from the user's point of view. To access the client pc's, go to the customer accounts on the server, and activate them by ticking the tick box under the main controls to the right of the screen. Start a session and the dialog boxes for customer logon will then show. Mouse and keyboard are now ready to be used. Most features of the programme have to be activated in their respective forms for these to work. To access the pc without activating the customer accounts, press F8 when the pc starts, and go into safe mode.
4. **Database:** The SurfShop database is compacted and its data optimised every 2 days automatically.
5. **Starting and stopping sessions:** It is normal for the play command on the client pc's to take some time to kick in. A lot of instructions are sent to each client, most notably the blocking options which can take a few seconds to be correctly activated. We recommend you periodically remove any traffic intensive programme you might have running on the client pc's or the network generally so as to improve latency.
6. **Server port:** Server and clients use ports 1001, 1002 and 1003. Avoid having programmes that listen to or communicate with these ports as critical errors can result.
7. **Ghost images:** We highly recommend using ghost images (Symantec Ghost - <http://enterprisesecurity.symantec.com/products/products.cfm?ProductID=3>) to periodically re-install all machines quickly and easily, and more importantly to avoid accumulating potentially serious problems (viruses, scum-ware programmes,...) that can wreak havoc on your network.
8. **Client PC errors:** If an error has occurred between the server and a client, it is possible to view the nature of the error by passing with the mouse over the icon featuring a disconnected drive and a question mark located on the screensaver when a disconnection has occurred.
9. **Virtual memory:** If you need to increase your virtual memory, check that your memory modules are of quality and in quantity. You may also increase this virtual memory like so (W2K/WXP): MY COMPUTER > RIGHT CLICK > PROPERTIES > ADVANCED > PERFORMANCES OPTIONS > ADVANCED > VIRTUAL MEMORY / MODIFY > MODIFY SIZE > SPECIFY 384MB OR MORE AS LOWER AND UPPER SIZE.

- 10. Server PC and Cybercafe SurfShop dongle:** Running the programme with a Cybercafe SurfShop dongle when the licence you have is an Internet-based one, might generate errors. If this is the case follow the instructions given in 3.1.1, 1., above.
- 11. Wake On LAN (WOL) (SS Pro):** Client pc's equipped with the right hardware (WOL LAN card, LAN/mother board with WOL and if WOL is activated in the BIOS) may be started up from cold thanks to the WOL capability integrated in Cybercafe SurfShop. No configuration is needed in your programme. This feature will activate on the client pc's, the first time a client pc connects to the server. Shut the pc's down, and start the server. On the logon box on the server, make sure you tick the box 'Start up all pc's'.
- 12.** For additional information on using the programme, read the information provided on each screen of the programme and in the Cybercafe SurfShop online assistant (see 3.3.2.21)
- 13. Trouble shooting:**
 - a. **Client PC's don't connect:** The client pc has a label where error information appears whenever there is a fault. Go over the disconnected icon when the pc is in idle mode (no session active) with the mouse and read what is on there. Send the text to us if you decide to get in touch with us. This can be due to any one of the following things:
 - i. Your network is infected with viruses that have damaged critical system files, like DCOM or mswsock.dll.
 - ii. The client pc does not point to the correct server pc. If the logon boxes show on the client pc's, enter your operator details, click OK. The screen will minimize. Click twice on the bar and close the programme. The operator will only be able to log into a client pc if the programme has connected previously with the server. Launch the SurfShop Installer (Start > Programmes > Cybercafe SurfShop), and choose delete all configuration files in the drop-down menu at the bottom. If the client pc logon box does not show, restart in safe mode (press F8 before the Windows picture logo shows), locate the file 'shopservdata.txt' in the windows directory and delete it. Restart the machine and complete the server identification again. Use this Installer utility as explained here every time you have problems with your programme. It will then be reset. For SurfShop Pro and to register your licence again, go to our customer logon area and generate a new key as explained in paragraph 3.1.4, 4.
 - iii. Make sure you can ping all pc's on your network (names and IP addresses), and that they all have the same subnet mask. Bad switching of packets between pc's and bad configuration of the IP stack can cause the pc's not to connect as Cybercafe SurfShop uses the IP addresses to establish communications. We have found that some routers, hubs or switches can have faulty switching modules and that some cards do not relay the ICMP protocol (used when ping) correctly (especially VIA Rhine II cards). Replace the faulty switch, hub, router or LAN card with ones that work.
 - iv. Multiplying the connections can cause the networking of Windows not to work correctly. Especially running a router-based connection on the back of an Internet Connection Sharing (ICS) connection can cause the networking in Windows to stop responding to ping between stations.
 - v. Make sure all the Microsoft updates and service packs, and utilities are correctly installed as explained in point 15 above. This is especially true for Windows 95, 98, ME and 2000.
 - b. **Error messages appear on the client or server programme:** Use the drop-down menu at the bottom of the SurfShop Installer to reset your programme. Use the option 'Delete all configuration files'. Restart the programme up again after and complete the different screens. For SurfShop Pro users, you might have to regenerate a new licence key as explained in paragraph 3.1.4, 4.
 - c. **The running of the server is slow:** This programme was tested extensively in many real-life environments and will work fine provided your network is correctly configured:
 - i. e.g., NetBEUI should be installed as a protocol;
 - ii. Remove all other non-essential protocols and services from all your systems,...);
 - iii. All pc's should be 'pingable' by their net bios names and IP addresses;
 - iv. No unnecessary resource-hogging programmes should be running on on your systems (spyware, scumware and too many peer-to-peer programmes will slow the network, and the normal running of the programme);
 - v. Also, check that the machines installed fits within the minimum requirements laid out in this manual in paragraph 2 above;
 - vi. Every now and then the SurfShop Free programme will appear to be slow. This is normal and will only happen every other day, the first time you end sessions at the start of a new day.
 - vii. If after you started a session, the station's play and stop on the server grey out and the stop button never appears again, simply close the server programme and restart it. The programme will detect the live sessions again.
 - d. **The client programme disconnects often at the end of sessions (SS Free only):** This behaviour is normal as it is required that client programmes be restarted when problems are detected by SurfShop. Simply carry on with the next session when the client programme reconnects.
 - e. **The play button is pressed for a client session but no time shows:** You might have to simply restart the server programme and let the client pc's connect again.
 - f. **An error 10048 is produced on starting up the server:** simply reboot the server pc and the problem should go away.
 - g. **The server PC is behaving erratically, or is not receiving connections:** We have found that this can be due any one of the following things:
 - i. Make sure all the Microsoft updates and service packs, and utilities are correctly installed as explained in point 15 above. This is especially true for Windows 95, 98, ME and 2000.
 - ii. Follow step ii. in point a. above
 - iii. Make sure no programme on the server pc uses port 1001, 1002, or 1003 as the Cybercafe SurfShop uses these ports.

3.1.6. Summary

>>Important considerations for any successful installation and use:

- Deactivate script blocking on your anti-virus and ensure it is running at all times and is up-to-date in terms of version and virus definitions;
- Check that the cabling is UTP Cat V and was installed by a professional;
- Make sure the client pc names are the same as the DNS name when you run 'winipcfg' (Win 9x) or 'ipconfig' (WinNT/2k) at the command prompt. Check the IP stack. Make sure all pc's can ping themselves by name *and* IP address;
- Remove any reference in the name of the pc's to a domain name and make sure names do not contain any dots;
- We recommend installing Cybercafe SurfShop on a newly installed pc with as few programmes as possible;
- Internet Explorer has to be version 5.01 SP2 or more recent;
- Install all Microsoft Service Packs and security updates for your OS;
- Avoid accumulating too many print jobs in the Print Manager as this can result in Windows becoming unstable due to a high demand on system memory;
- Even though Cybercafe SurfShop can be used within any Windows user, it is preferable to install and the programme from within the Windows administrator account.

3.2 Quick Start Guide

Once the setup has been successful, launching and getting Eficiu Cybercafe SurfShop to work is very simple. The programme uses two types of users: the occasional user in either prepaid or postpaid mode, and the regular customer with an account. The latter type can access the Internet through a pincode or a login name.

- Identify the server pc on each client pc and connect them to the server by making sure the button on the server's main interface turns green. This indicates the client pc is connected.
- For the occasional customer (i.e. someone who does not need to set up an account) use the play and stop buttons on the server's main interface for opening and closing sessions. Pressing the stop button will display a form so that you can decide to apply the following action to the session:
 - Stop it
 - Stop it and print a receipt
 - Pause it so you can carry it on later
 - Transfer the session to a different pc, one that is not already in session
 - Top up the session if in prepaid mode with more money

To set up a prepaid session, simply click on the drop-down menu right of the display of time and money for the pc you wish to allocate to the user, and click on prepaid for the required rate (Standard, Reduced A, reduced B –see 3.3.2.7). A form will appear. Enter a time (in minutes) or money value and click OK. Click on the play button to start the prepaid session.

- For the regular customer, create an account for him/her by following these simple steps:
 - Go to menu > services or click on the Customer Accounts button in the shortcut menu at bottom right of the main interface
 - Decide if you want to give the user a login name or a pin-code (called auto-codes) by clicking the wide button at centre of screen ("See and activate Auto-codes/User Accounts")
 - Login names:
 - Enter at least a first name, last name and user name
 - Click on the time or money radio button at centre of screen
 - Enter the time they wish to spend in hours and minutes or a money value
 - Choose the rate you wish to apply to this purchase in the framed radio buttons at top right
 - Click Insert and confirm (and print a receipt if required) the sale
 - Finally ask your customer to go to an available pc and enter their newly created login name. They will have to create their password the first time they connect. This is done only once.
 - Pin codes:
 - Click generate pin-code
 - Enter the time they wish to spend in hours and minutes or a money value
 - Choose the rate you wish to apply to this purchase in the framed radio buttons at top right
 - Click Insert and confirm (and print a receipt if required) the sale
 - Finally ask your customer to go to an available pc and enter their newly created pin-code.

3.3. How to use Cybercafe SurfShop

Eficiu Cybercafe SurfShop has a number of design considerations. These are:

- Many options have to be activated first by ticking a check box in the relevant screens (to activate the canteen so your customers can click on the canteen button on their interface, tick the checkbox in the canteen screen. The same goes for customer accounts for instance);
- When seeking to apply settings to your client pc's, Cybercafe SurfShop requires that a comma-separated string with the pc numbers be entered to assign the settings to specific pc numbers or a star (*) to apply these to all the pc's in the café. This applies to for instance sending a message to the screen of the client pc's (see 3.3.2.9). You would enter 1,2,3,4 to send the message to pc 1 to 4 or * to all pc's in the café.

3.3.1. Running of the programme using a Windows user account



Access: On first start-up

If you wish to run the programme using a different account than the network administrator account (Windows 2000 and XP), enter the administrator details so that the programme can run from within that account: Administrator user name, password, and workgroup or domain name. Only the programme and not the current user will benefit from the increased rights that are granted.

3.3.2. Efficium Cybercafe SurfShop Server

3.3.2.1. Operator logon window

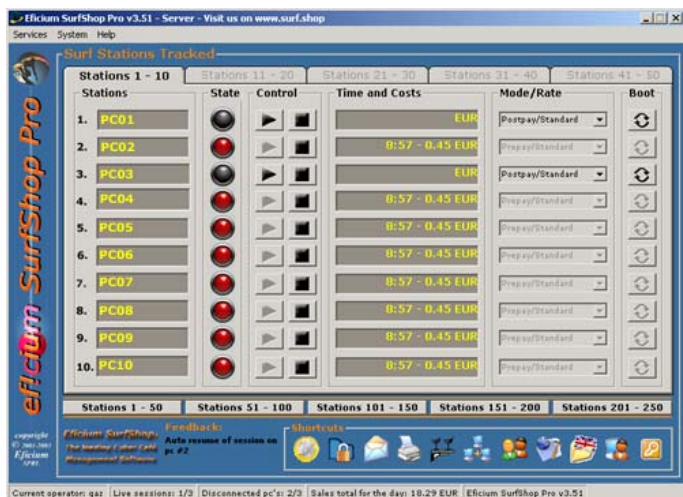


Access: On programme start-up

This window gives you access to the programme as an authorised operator. Access rights set when your account was created will be reflected as soon as you logon. The very first time you launch Cybercafe SurfShop, the screen is slightly different. This screen is for the owner operator. He has to enter a first, last and user name along with a password. His details will then appear in the operator accounts screen. All rights will be activated by default.

Tick the checkbox in the middle of the screen to enable Wake-on-LAN. This will only work if your pc's support this feature.

3.3.2.2. Main Interface



- You have 5 tabs for each group of 50-client pc's, and 5 such groups in total, thus representing 250 pc's that potentially can be configured.
- Access the main functions of the programme with the System, Services or Help menus at the top of the main interface. At the bottom you also have shortcuts to the main options, like the customer accounts,...
- Meaning of the column headings on each tab:
Stations:
 Number and name of each client pc
State:
 Meaning of icons:

Red: the station is in session. Click on the red icon with the mouse and see what is the URL of the page the customer is currently viewing (Cybercafe SurfShop Pro only). If an account-holding customer is in session, the name of the customer will show by clicking this button.

Green: the station is available, i.e. the station is not currently being used and is ready to be assigned to a user;

Black: the station is disconnected from the server;

Yellow: an operator is logged into the station;

Control:

Start a user session: Press on the 'Start' button for any of the station provided they State button is green.

Stopping a session: Press on the 'Stop' button matching the required station. You then are showed a screen that lets you stop the station session, stop and print a receipt, pause the session, change the session to a different station or resume a live session by topping it up with more credit. When the user stops his session on the client pc, the operator has to confirm this stop. During this time, the logon boxes on the client pc's are disabled until the confirmation has been done.

Time and Costs:

Display of the time and costs associated with live sessions.

Pay Mode:

Post-pay: The customer pays for time spent on the station after the session ends.

Pre-paid: The customer pays a fixed sum or wishes to determine the length of his session before he goes to sit at a station. Any orders from the canteen or pages printed will be aggregated with the Internet session at the end of the user's session.

In there you will see the types of rates that you activated in the Charges and Options screen explained in 3.3.2.7.

Boot:

Shutdown, start (Wake on LAN required) or reboot your pc.

- The status bar at the bottom of the form gives you instant access to all the basic information you will need at a glance: current sales for the day, current operator logged in, number of pc's currently with an active session, number of pc's that are not connected.
- All orders from your customers in session will get to you through the main interface. If someone orders from the client pc's canteen, this box will flash in red. The same goes if they send something to your printer. The box will flash in green if someone wants to send you a chat message. All these will only occur if you have activated the relevant options (network chat, canteen, and print manager).
- By pressing the stop button against each pc, the operator can confirm the stop, print a receipts for your customers, resume any session you or your customers wish to pause, whether they are working in 'prepaid' or 'post-paid' mode, and finally switch the customer to a different pc.
- The orange bar showing when you press the red button of a live session indicates: the name of the user currently logged in, the money total spent and the url of the page he's currently viewing.
- Right-click with the mouse over the name of a station shows a menu giving you access to all the most common tasks (stop or start a session, reboot a pc, add a canteen item to this user's session,...). The second item in the menu lets you start a session for a customer account, but only for consoles that are not pc's.
- *Any disconnections between the server and its client pc's are systematically grabbed and recorded by the programme. This includes a crash by the server or a client programme, a crash of the server pc itself, a disconnection of a possible network cable, or the sudden closure or crash of a client pc. In the latter two cases, the server might take up to 80 seconds to register the disconnection. It is advised to let the programme manage any disconnection during that time.*

3.3.2.3. Customer accounts

(Cybercafe SurfShop Free limited to 100 customers)

Access: Services Menu > Customer accounts

Two systems exist that are available to your customers for them to buy their packs of prepaid minutes:

- Auto-codes: These are like pin codes. Generate an auto-code from within the programme. Enter the number of minutes or the money they wish to spend, the programme groups allowed (Internet, Games, Multimedia or Other), and press Add to add the

newly created customer. The auto-codes are useful if you wish to sell prepaid tickets that print in advance and sell over the counter. You then simply sell the tickets with these codes on them and customers just enter them on the client pc's.

- Login names: Specify your customer's first and last name (at least), a user name, and the amount of money or number of minutes they wish to spend. Add the new customer in the system (Add button). Determine what programme groups they have access to. For added security, the password is never seen by anyone (not even the operator), but is created by the customer the first time he/she logs on. Likewise if a customer has forgotten his/her password, simply reset it and ask them to re-create a new one the next time they connect.

Customer accounts are not tied in with a particular pc, they can log into any one in your café once their account has been created.

Customers can be deleted provided the operator was granted such a right. You may enter negative values, in case a refund has to be given to a customer. Enter a negative amount of time to deduct time. Here, the money total does not change unless you specifically enter a negative value in money terms. So, it is possible to enter negative time or money values if a correction has to be done for a particular account. Entering a negative value for money credit will not affect the time the customer has left. To modify this, enter a negative value for the time as well.

By double clicking the name of a customer, you can view all the sessions and prepaid packs your customer has done and bought. In this screen, you may search sessions between two dates and print the results displayed in the tables. To view all sessions and packs bought by all customers, click on the button 'See all customer's sessions'.

By right clicking over a customer name with the mouse, you may unblock an account that might otherwise show as being used when in fact it is not.

Only available with Eficium Cybercafe SurfShop: Import an existing list of customers from another programme directly into Cybercafe SurfShop using the import facility provided on this form. Simply point the system to a CSV file that you created using your old programme.

3.3.2.4. Reports by email

(Cybercafe SurfShop Pro only)

Send reports by email

Email details*

Account user name: john

Account password: fsdfsdf

Recipient's email address #1: any@email.com

Recipient's email address #2:

Recipient's email address #3:

Subject line: report

* Please ensure you have a messaging program installed and configured correctly.

Report details

Send a periodic report: ☒ Frequency: Monthly From: 14/09/2002

☒ A copy of your database*: Weekly From: 14/09/2002

* Use the owner password to open it

OK

Access: System Menu > Email reports

As owner, you have at your disposal a window that enables you to send to any email address comprehensive sales reports of the activity in your Cyber Café. This includes either a copy of the Eficium Cybercafe SurfShop database or a sales report in Excel format. Microsoft Outlook or Outlook Express has to be correctly configured for the sending of the reports to work. You may have these reports sent every so often (monthly, weekly,...). Specify a date after which these reports will be sent.

Important: Use the DBViewer utility supplied with your programme to view the content of your database (sales,...) that you received on the email. Paste the database in the Windows directory on your system. This utility is not meant to be used in parallel with the Cybercafe SurfShop server but as a standalone programme to view your business data.

3.3.2.5. Screensaver

(Cybercafe SurfShop Pro only)

Eficium SurfShop® v3.0 - Screensaver

Screensaver

Elements on your banner

(Identification of image items on client pc's)

Top image*: D:\Documents and Settings\mike\My Doc...

Bottom image*: D:\Documents and Settings\mike\My Doc...

Frequency of rotation: 10 seconds

* Size of files: Top: 750x544px - Bottom: 750x544px. Give the path and name of the files on the remote pc's.

Scrolling text

Home page on the browsers

http://www.eficium.com

☒ Activate your screensaver

OK Cancel

Access: System Menu > Screensaver

- Top frame: Enter the path to the two-image files that will appear in your personalised screensaver. This will appear in conjunction with the preset Eficium Cybercafe SurfShop screensaver and change at regular intervals from one to the other: Specify the number of seconds that will lapse between the two screensavers. Screensavers appear when pc's are idle, between sessions. The path must be a local path on the client and common to all client machines.
- Middle frame: Enter the scrolling text you want to appear on the screensavers when pc's are idle.
- Bottom frame: Enter the start or home page to appear on user browsers when sessions start.

3.3.2.6. Operator accounts

(Pre-set rights only for Cybercafe SurfShop Free)

Eficium SurfShop® v3.0 - Operator Accounts

Management of authorised operators and their access rights

Operator details

Last: qgsfd

First: sgsdf

Address:

Tel.:

Fax:

Email:

User name: qaz

User password: *****

Repeat password: *****

☒ Owner ☒ Administrator ☒ Operator

Access rights

☒ Email reports

☒ Screensaver

☒ Blocking options

☒ Operator accounts

☒ Refresh network

Add Update Delete Empty boxes

Last name	First name	Address	Tel.	Fax	Email	User name
qgsfd	sgsdf					qaz

OK

Access: System Menu > Operator accounts

Manage all personnel authorised to use the system from within this form. You can add, remove or modify all operators and grant them access rights to different parts of the programme. Operators with the relevant right granted to them can also log into each client pc. The Cybercafe SurfShop screensaver will then minimise. Simply double-click on the minimised screen to restore it.

Usage:

- Only operators with sufficient rights can modify or delete the owner operator.
- Operators cannot create accounts that have more rights than the ones they were originally given.
- They cannot delete their own accounts. Only someone with more rights can do that.

3.3.2.7. User charges and System options

(No programme groups with Cybercafe SurfShop Free and limited number of system options)

Access: *System Menu > Charges and options*

The billing model here is an uncomplicated one. Time sold is either to occasional customers or regular customers. You create accounts (see 3.3.2.3) for the latter type and activate sessions directly on the main interface for the former type (see 3.3.2.2). All your customers will use the charging systems you define here, whether they are account-holding customers, or occasional customers paying for prepaid or post-paid sessions.

You can create three levels of rates: standard, reduced A, or reduced B. Standard might be for adults, reduced A might be for students, and reduced B for OAP's or unemployed people, for instance. For each of these rates you can choose between three charging systems (see below). For each of these rates, associate the programme groups that will be linked to them. Generally the more expensive the rate (e.g., standard rate) the more expensive the type of programmes they are allowed to use will be (games, and multimedia are normally charged at a higher hourly rate than office programmes). These programme groups also appear in the customer account screen (see 3.3.2.3) where you can change the default settings you set here for each account you create.

A. First three tabs:

Choose between three charging systems for the end-customer. These charging systems are simply three models you can use to bill your customers. They are all based on the charge per hour spent principle.

- Flat-fee: Customer pays an amount based on the time he spends and an hourly charge that is evenly spread over each fraction of 60 minutes. No minimum usage charge is set. If you set it to 2€, say, and they leave after 30 minutes, they would then have to pay €1.
- Set-fee system: Determine a set-fee the user has to pay no matter how much time he spends. Set fees can be set for slots of 15, 30, 45 and 60 minutes and all increments of 15, 30 or 60 minutes after that. For instance if someone comes in and spends 30 minutes in prepaid mode and there he leaves after 5, the operator would bill him for the entire 30 minutes.
- Decreasing cost system: Same as previous system but monies apply to the full length of the increment with no set fee established. In short, you can make the user surf more and pay less. This is a combination of the first system and splitting each 60 minutes in slots of 15, 30 and 45 minutes. Instead of setting a cost for the whole 60 minutes, you set it for each such slot. This makes it possible to vary the rate as people spend time on the stations. Usually these rates go down over time.

Specify in Frame B. on the first tab, the discounts you will give to your account-holding customers. For so many hours bought, how much in money terms will they get as discount?

Write in C., how much you wish to charge for pages printed.

B. Fourth tab:

It is now possible to identify four main programme groups and determine what charges apply to these: Internet, Games, Multimedia and others (Office...). Enter a name, a path and a pc number for each programme, and press Add. The path for the programmes on each machine can easily be identified by going to 'Start' > 'Programmes' on each pc and right clicking over each programme and 'Properties'. Copy and paste the path into a text file that you can subsequently open on the server.

C. Last two tabs:

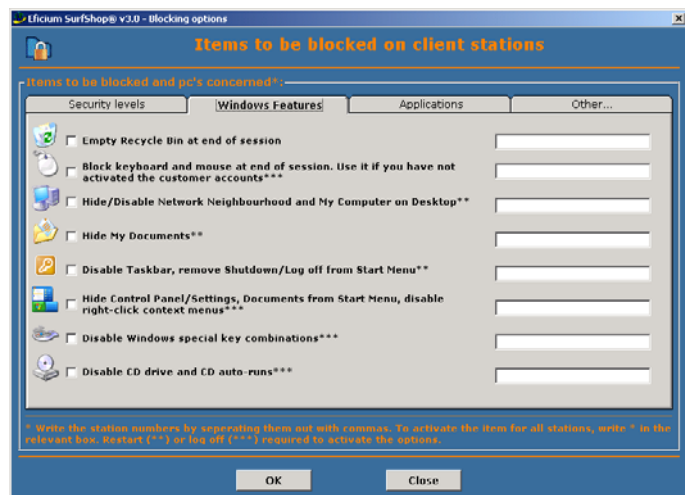
A number of system options enable you to configure the behaviour of your programme. Fill in the other options given as explained below:

- Customers have a stop button to end their session. If they close their browser, the session will end also. Activate this option or not.
- All systems: In prepay mode and without an account, if user does not go to the end of his session, I give him money back. The money to give back will appear on the main form for each pc at the end of the user's session, like so: duration of session and money for refund, e.g. 2:23 – 1,22 EUR. Any orders he placed in the intervening time will appear at the end along with the actual time he spent on the Internet and the money this represents. In the calculation of sums refunded, any chargeable increment is billed whether it was used or started by the user.

- Number of times the programme is tampered with by a customer before I get a warning message. Useful if you want to know who is tampering with the client application and be told about it.
- Number of days before which a purchased prepaid pack expires.
- Number of days after which any inactive customer will be deleted.
- Make the programme take main focus of your pc if an order is received, a prepaid session finishes or if a pc suddenly gets disconnected.
- Activate and identify a printer for all your customers print jobs. This printer has to be connected locally on the server.
- Activate and identify a printer for all your server system print jobs. This can be any printer on the network.
- Pause all print jobs by default as they come into the system. The operator will give each job the green light himself.
- Number of 'buffer' minutes during which the fee of the previous increment will be applied in the case of a set fee.
- Prepaid sessions: Make the time box on the server blink when the time for the customer hits (seconds).
- If a customer orders from the canteen or if his session ends, make the bell on the pc sound.
- Determine the basis of the numbering system for all customer receipts. The last character only has to be a number.
- Percentage tax to levy on all prices.
- Identify the types of stations that are not connected with the LAN but that you wish to bill.
- Activate the automatic update feature of your programme.
- When do sessions on consoles start: when the operator presses the play button or when they are switched on. And sessions will end when the console is switched off or when the stop button is pressed.
- Enter sessions that are interrupted suddenly in the income file.
- Let client pc's automatically reboot into a windows account when these reboot or start up.

3.3.2.8. Blocking Options

(Cybercafe SurfShop Free: Main security levels only, no management of downloads, hiding of drives and killing of certain windows.)



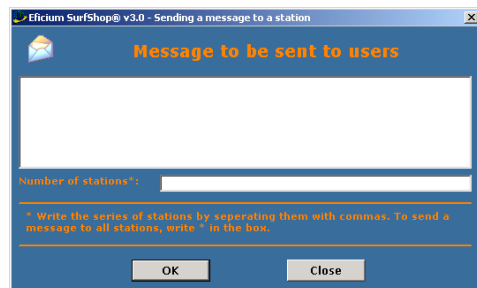
Access: System Menu > Blocking options

- First tab: Set the security level on all client pc's to either high, medium or low or choose custom to set all 19 options manually. Going from one level to another undoes the blocking items that were activated with the previous level. By clicking Custom, all blocking options will disappear on the client pc's and they will be restored to their original state.
- Other tabs: Activate 19 system-wide options if you want to protect the client pc's and avoid users from tampering with the machines. Enter a star to activate the relevant option for all pc's or a comma-separated character string with the pc numbers. You have at your disposal a very useful anti-download option at the top of the last tab, whereby you can set the types of files you wish to authorise or disallow and specify four different locations where users can save these files.

Items secured	High Level	Medium Level	Low Level
Empty Recycle Bin at end of session	✓	✓	✓
Block keyboard and mouse at end of session. Use it if you have not activated the customer accounts.	✓		
Hide/Disable Network Neighbourhood and My Computer on Desktop**	✓	✓	✓
Hide My Documents	✓	✓	
Disable Task Manager, remove Shutdown/Log off from Start Menu	✓	✓	
Hide Control Panel/Settings	✓	✓	✓
Documents from the Start Menu	✓	✓	
Disable right-click context menus (right-clicking of the mouse)	✓	✓	
Disable Windows special key combinations (Win+F, Ctrl+Alt+Del, Alt+F4,...)	✓	✓	
Disable CD drive (a cd rom has to be in the drive) and CD auto-runs	✓	✓	

Empty all Internet-related history entries at end of sessions (Temporary folder, Internet temporary folder, cookies, auto-completes, passwords,...) (Cybercafe SurfShop Pro only)	✓	✓	✓
Restrict Internet Explorer options (Open file, Save As,...)	✓		
The use of Internet Explorer and any window as a browser	✓		
Stop Windows Explorer and Internet Explorer from acting as Windows Explorer	✓	✓	
Block MSN Instant Messenger	✓		
Restrict MSN Instant Messenger (stop downloads/auto update)	✓		
Block Windows Registry Editor	✓	✓	✓
Block Command Prompt (MS-DOS window)	✓	✓	✓
Downloads (Cybercafe SurfShop Pro only)	✓	✓	

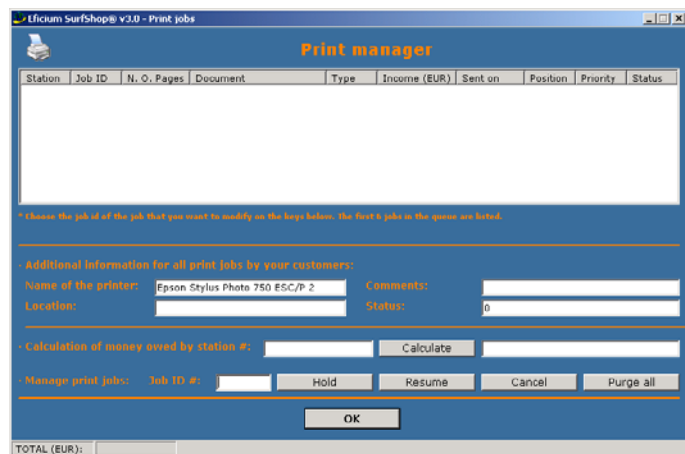
3.3.2.9. Sending of Messages to Users



Access: *Services Menu > Send messages*

Send a message to any station. Enter the text in the topmost box and the station numbers underneath and press OK.

3.3.2.10. Print Manager



Access: *Services Menu > Print manager*

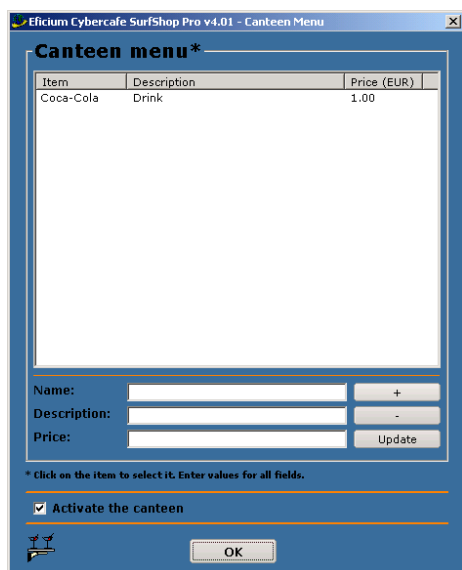
First time use: Determine the printer you want to activate by going to the system option window explained in 3.3.2.7. More information about the printer (location, name,...) is given in the print manager. Make sure the printer you want to activate is connected locally to the server station.

You can determine how much a station owes in terms of print jobs and manage these jobs, by entering the job id near the bottom of this screen. Hold, cancel, resume or purge any print job. Totals are given in the status bar at the bottom of the form. Call up this form and keep it in loaded and in focus whilst you manage the pc's on the main interface. If you activated the option (in 3.3.2.7) that says that the operator will authorise print jobs, each time one is received, will cause the box with the name of the pc to flash in red on the main interface. All print jobs are aggregated with the other items a customer orders and are totalled at the end of his session. You can also view the money users owe in terms of pages printed in the Orders at the Canteen screen (see 3.3.2.12).

3.3.2.11. Canteen

(Part of the Point of Sale system of your café)

(Limited to 5 items with Cybercafe SurfShop Free)



Access: *System Menu > Canteen*

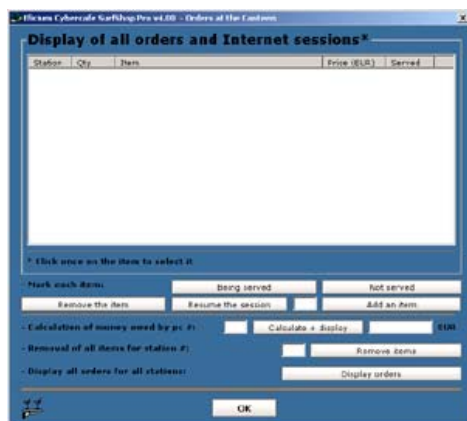
Activate or disable the canteen.

This is where you configure the items available to your customers, i.e. where you configure your point of sale. Add any canteen items or modify and delete existing ones. These items will appear on the client interface when they click on the canteen button on their time tracking form (3.3.3.2). Any new order placed by them will cause the name of the pc to flash in red on the main interface. Double-click inside the name to show the order that is being placed by the customer. All items have to be marked as either served or not served when orders are received. To finalise a session, these have to have been all served.

You may include any type of item that you have for sale in your business. This includes drinks, food, cameras, cd roms, tapes, ...

3.3.2.12. Orders at the Canteen

(Part of the Point of Sale system of your café)



Access: *Services Menu > Canteen orders*

This is where all orders in your point of sale system are viewed.

Any customer order the main server gets will make the box with the name of the pc flash. To access the details of the order, simply click on it when you see it flash.

The items you are likely to get as orders are then:

- All orders at the canteen for drinks and food or other;
- Print jobs;
- Internet sessions that were prepaid. All prepaid sessions will appear as a line in this point of sale viewer.

When this interface opens, you have to mark all items as 'served' if you accept the order. When a session is stopped, you have to mark all items as 'served'; otherwise you won't be able to end the current session. Only customers themselves can remove items from their list when their sessions are active. This is a security feature to avoid any accidental deletion of canteen items by the sales rep.

Any new session requires the removal of all items from previous session that were ordered for this station, unless this item is a paused session. All sessions that were cut or interrupted suddenly can be re-activated from within this form. If the disconnection originated on the server and no exit dialog box appeared, only prepaid sessions can be retrieved if the box for registering interrupted sessions was not ticked in the system options screen (3.3.2.7).

Summary of how the PoS system works:

- A customer sitting at a client pc, presses the canteen order button on his tracker form (3.3.3.2) and chooses the items he wants to order;
- On pressing 'Confirm', the name of the pc where he is sitting will flash in red on the server's main interface. Click on it and open the Orders at the Canteen screen as per 3.3.2.12;
- Mark the items ordered as served or otherwise. Close the form;
- When he finishes his session, a form will come up reminding you that he ordered from the canteen. This form is the one with the different stop buttons as explained in 3.3.2.2. Click on the 'See Canteen' button.
- The box on the server's main interface showing the money and time spent will then flash in red. Click inside it and a separate window will open giving you a summary of all the items ordered by the customer, including all prepaid Internet sessions. You would usually remove the items if you are happy the session finished. Close the form.

If the customer was an account-holding one, and he ordered from the canteen, you would not see any Internet session, but only the drinks, say, he ordered.

3.3.2.13. Add items to the canteen manually

(Part of the Point of Sale system of your café)



Access: *Services Menu > Canteen orders > Add item*

This is where the operator can add items that customers have ordered. As mentioned before they normally have a separate screen where they can order from (see 3.3.3.3), but the operator can also choose to add things himself by using this screen.

It is then possible to manually add items to the canteen. This is useful if your shop charges for scanning of documents, CDR burning, ... etc..., i.e. items that the customer can't readily order from the station he's working from.

For sales to a customer without associating the sale with a client pc, write 0 for the station number.

3.3.2.14. See screenshot of client pc

(Cybercafe SurfShop Pro only)

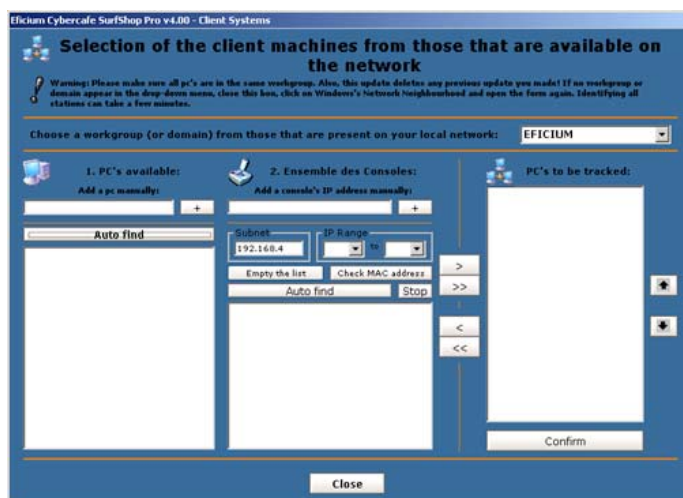


Access: *Services Menu > Screenshot client pc*

Use this box to see a screenshot of the client pc's work area. Use this facility with caution as it puts some strain on the network and server pc's resources.

3.3.2.15. Refresh Network

(Console feature on Cybercafe SurfShop Pro only – Number of pc's limited to 20 in Cybercafe SurfShop Free)



Access: System Menu > Refresh network

Use this screen to change the configuration of the network. Determine the domain name or workgroup your pc's belong to; in 1, the pc's on your network and in 2, the game consoles or non-pc stations connected to the network that you wish to bill. For consoles, specify the range of the stations' IP addresses. Press 'Auto find' to let the system find the stations. You may add these manually if they don't show automatically (Auto find buttons).

Cybercafe SurfShop only serves as a timer for game consoles. To be able to turn them off or on would require a hardware switch and is outside the scope of what a software programme is able to achieve. Cybercafe SurfShop makes it possible to set the switching on and off of the consoles by your customer as the start and end point of sessions. This is set in the Charges and Options screen (last tab) in section 3.3.2.7. These can also simply be set to start when the operator uses the play and stop buttons on the server's main interface.

Press on the double arrow button pointing to the right to add these pc's and/or consoles to the group of stations that will be tracked and that will feature on the main interface.

Your current licence, will determine the number of pc's allowed.

The file that holds the configuration for the consoles is called ShopConsolesMAC.ini and is located in the windows directory of the server. A limited number of stations are preset in the file (e.g. X-box). If you wish to add another type of console not identified in the file, send us the console's MAC address by using the 'Check MAC address' button on the interface above. We will send you the new file which you can copy in the windows directory and overwrite the old one.

3.3.2.16. Income File

(No graphics display or detailed reporting with Cybercafe SurfShop Free)

Date and Time	Station	Qty	Item	Duration	Income (EUR)	Remarks	Operator
13-07-2003 22:11:22	2	1	Internet Session	0:36	0.08	Normal end of th...	qaz
13-07-2003 22:11:22	2	1	Internet Session	4:05	0.54	Normal end of th...	qaz
13-07-2003 22:11:22	2	1	Internet Session	0:25	0.06	Sudden stop of t...	qaz
13-07-2003 22:11:22	2	1	Internet Session	0:36	0.08	Normal end of th...	qaz
13-07-2003 22:11:22	2	1	Internet Session	5:35	0.74	Normal end of th...	qaz
13-07-2003 22:11:22	2	1	Internet Session	52:30	7.00	Normal start to t...	qaz
13-07-2003 22:11:22	2	1	Internet Session	0:16	0.04	Normal end of th...	qaz
13-07-2003 22:11:22	2	1	Internet Session	0:05	0.01	Normal end of th...	qaz
13-07-2003 22:11:22	2	1	Internet Session	0:06	0.01	Normal end of th...	qaz
13-07-2003 22:11:22	2	1	Internet Session	0:05	0.01	Normal end of th...	qaz
13-07-2003 22:11:22	2	1	Internet Session	6:55	0.92	Normal end of th...	qaz
13-07-2003 22:11:22	2	1	Internet Session	0:12	0.03	Normal end of th...	qaz
13-07-2003 22:11:22	2	1	Internet Session	0:30	0.08	Normal end of th...	qaz
13-07-2003 17:11:22	3	1	Internet Session	0:13	0.01	Sudden stop of t...	qaz
13-07-2003 16:11:22	2	1	Internet Session	5:27	0.34	Sudden stop of t...	qaz
13-07-2003 16:11:22	2	1	Internet Session	1:49	0.05	Sudden stop of t...	qaz
13-07-2003 16:11:22	2	1	Internet Session	0:08	0	Normal end of th...	qaz
13-07-2003 16:11:22	2	1	Internet Session	31:21	0.78	Normal end of th...	qaz
13-07-2003 16:11:22	2	1	Internet Session	27:06	0.68	Sudden stop of t...	qaz
13-07-2003 15:11:22	2	1	Internet Session	4:00:00	6.00	Normal start to t...	qaz
13-07-2003 15:11:22	2	1	Internet Session	0:09	0	Normal end of th...	qaz

TOTAL (EUR): 109.26

Access: System Menu > Income file

Check all your past sales using this interface. Enter a station number, a series of comma-separated numbers or a star for all pc's, and view, print (a sales report will show -see below) or save all results. You can set a date for all sales for a particular day or two dates for sales during a certain period. You may also see your sales in a graph either sorted by product, customer, station or operator, by day or

month in money terms of minutes sold. To switch to a monthly view or daily view, right click over the graph to see a menu. You can also change the type of graph. Press Ctrl+Shift-D to delete entries from this screen.

Efficiun Cybercafe SurfShop Pro v4.00 - Income Report

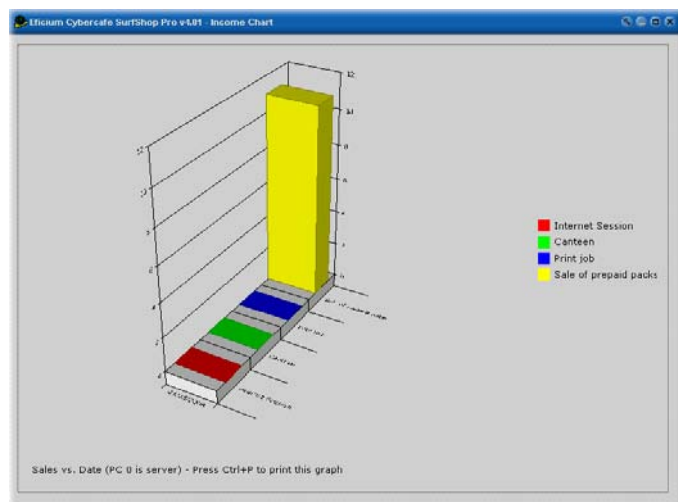
1 of 2

Efficiun Cybercafe SurfShop Pro - Income File The Complete Internet Cafe Solution 09/04/2004

Date and time	PC	Qty	Item	Duration	Notes	Operator	Notes	Sub-Total
Item type: Danone								
04/03/2004 18:19:31	4	5	Danone	0:00	Canteen	qas	4.01	20.05
Sub-Total (EUR):								20.05
Item type: Internet Session								
04/07/2004 19:40:40	3	1	Internet Session	1:32:57	Normal end of the session	qas	7.75	7.75
04/07/2004 20:11:15	3	1	Internet Session	20:22	Normal end of the session	qas	2.53	2.53
04/08/2004 15:32:54	3	1	Internet Session	3:32:59	Normal end of the session	qas	17.75	17.75
04/08/2004 15:34:22	3	1	Internet Session	0:03	Normal end of the session	qas	0.00	0.00
04/08/2004 15:36:21	3	1	Internet Session	1:37	Sudden stop of the session at 1:37	qas	0.13	0.13
04/03/2004 18:19:07	4	1	Internet Session	12:00	Normal start of the session	qas	1.00	1.00
04/03/2004 19:12:09	4	1	Internet Session	45:53	Sudden stop of the session at 45:53	qas	3.91	3.91
04/04/2004 17:59:04	4	1	Internet Session	0:09	Sudden stop of the session at 0:09	qas	0.01	0.01
04/04/2004 18:03:02	4	1	Internet Session	0:57	Sudden stop of the session at 0:57	qas	0.08	0.08
04/05/2004 09:53:56	4	1	Internet Session	14:31	Sudden stop of the session at 14:31	qas	1.21	1.21
04/05/2004 09:54:37	4	1	Internet Session	15:07	Sudden stop of the session at 15:07	qas	1.26	1.26
04/05/2004 09:56:31	4	1	Internet Session	17:00	Sudden stop of the session at 17:00	qas	1.42	1.42
04/05/2004 09:56:55	4	1	Internet Session	17:28	Sudden stop of the session at 17:28	qas	1.46	1.46
04/05/2004 09:58:27	4	1	Internet Session	19:02	Sudden stop of the session at 19:02	qas	1.59	1.59
04/05/2004 09:59:19	4	1	Internet Session	19:55	Sudden stop of the session at 19:55	qas	1.66	1.66

Printer setup

You may print your report or save it using 10 different file-formats with this screen. Use the Printer Setup button at the bottom of the screen to modify your printer settings.



3.3.2.17. Licence

(Cybercafe SurfShop Pro only)

Efficiun Cybercafe SurfShop Pro v4.02 - Product Licence

Help

Entry of the licence details and the user key

- Initial Startup: Enter your details in all fields, and press OK.
- Requests for additional licences: Go to www.efficiun.com/surfshop/home.html and place your order for the number of client licences required. Press the button 'Check client licences' once you have received confirmation from Efficiun that your new number has been activated.

Company/Shop:	1	Phone number:	6
Address:	2	Fax number:	7
Post Code:	3	Email:	8
City:	4	VAT/Fiscid:	9
Country:	5	Current licence:	0

Activation of Cybercafe SurfShop - Two alternatives

A. Internet:

B. Dongle:

3. Copy the key of the new SurfShop licence you got from Efficiun:

>4. Verification:

Access: System Menu > Licence

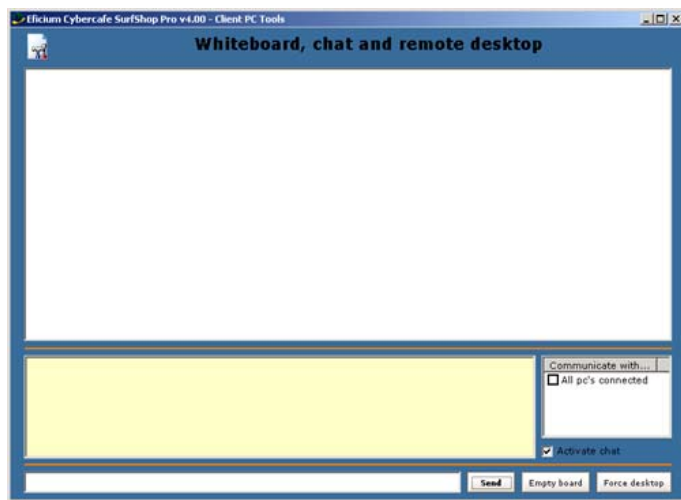
Go to this section to enter your personal details and to activate your programme. You have two methods of activation at your disposal to do this:

- Internet-based key: Go to www.eficiu.com/surfshop/ and order an activation key. Once you have received the key, press on 'Activation Request'. Paste the key in the dialog box that appears.
- Hardware dongle key: Insert an Eficium dongle into an available USB port, install the drivers located in the directory 'All > Extras > DongleDrivers' of your downloaded package or CD Rom. To request more client licences, press on '1. Create user key', send it to Eficium, and copy the key you will receive back from Eficium in the large box at the bottom. Write the new number of client pc's wanted in the smaller box above and press '>4. Verification<'.
- You may switch from the dongle to the Internet-based system by sending the dongle back to us (postal address at bottom of manual) and we will send you an activation key by email.

More information on this in section 3.1.

3.3.2.18. Client PC Tools

(Cybercafe SurfShop Pro only)

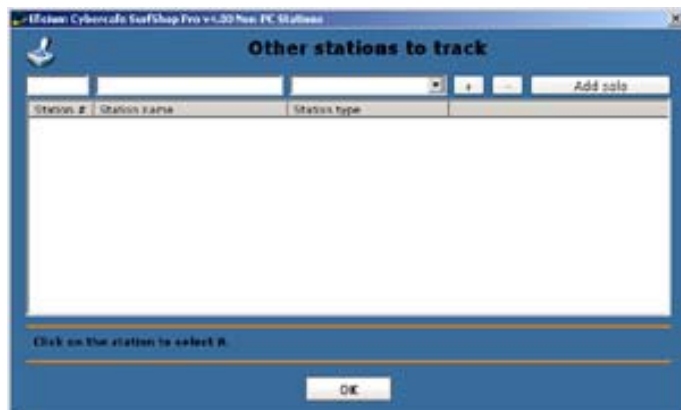


Access: Service Menu > Client PC Tools

Tools include a whiteboard, a local network chat and the possibility of forcing client pc's to see the server's desktop. These tools are useful if computer-based training is organised. Displaying the server's desktop enables pupils to follow what the teacher is doing on his/her machine. If someone wishes to communicate with you with the built-in chat, the name of the client pc will flash in green on the server's main interface. Double-click inside the pc's name to show the screen and to start chatting. Select the pc's you wish to communicate with in the table called 'Communicate with...'

3.3.2.19. Other Surf Stations

(Cybercafe SurfShop Pro only)

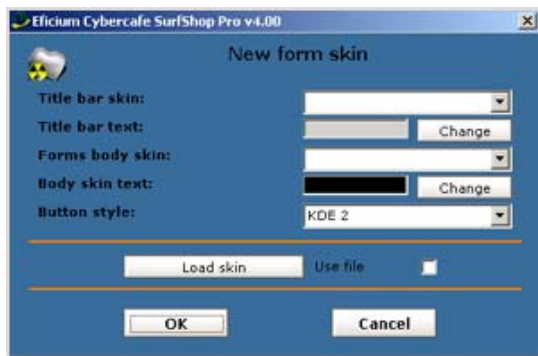


Access: System Menu > Other Surf Stations

Enter stations that are not either pc's or consoles connected to the local network. These could be standalone pc's, non-networked game stations, generally any machine you let to customers but that does not feature on your network. To add new types, open the Charges and Options screen (3.3.2.7) and go to the system options.

3.3.2.20. Skin Loader

(Cybercafe SurfShop Pro only)



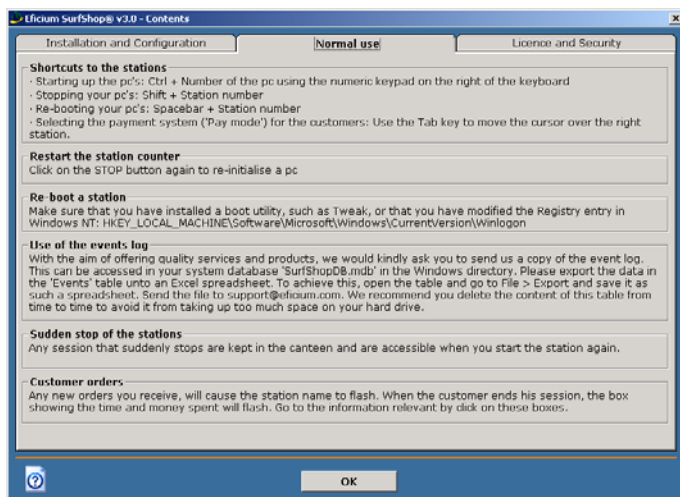
Access: *System Menu > Skin Loader*

With this screen it is possible to change:

- The colour of the title bar
- The colour of all captions in the title bars
- The skin and colour of all body part of all screens
- The colour of all captions in the bodies of the forms
- The type of buttons used and finally,
- Load fully designed skins from file.

All changes here will appear on all forms on the server programme. It's not currently possible to change the client pc's interfaces from the server.

3.3.2.21. Content



Access: *Help Menu > Contents*

Assistant for Eficiun Cybercafe SurfShop.

3.3.2.22. Support



Access: *Help Menu > Support*

Send us any question you might have about Eficium Cybercafe SurfShop or any other query or orders for Eficium products or services.

3.3.2.23. New licence request form

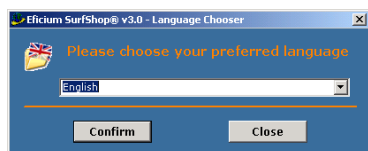
(Cybercafe SurfShop Pro only)



Access: *Help Menu > Licence request*

Order a new client licences or server licences required using this form directly linked to our Website.

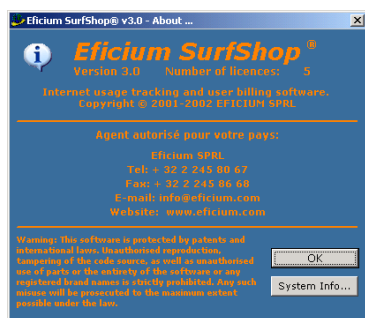
3.3.2.24. Choose language



Access: *Services Menu > Change language*

Choose the language you want by using this interface. All changes take effect immediately without having to restart the programme.

3.3.2.25. About...

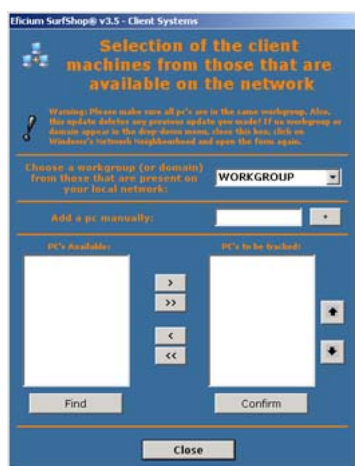


Access: Help Menu > Contents

More information about your product, Efficium Cybercafe SurfShop.

3.3.3. Efficium Cybercafe SurfShop Client

3.3.3.1. Server Selection



Access: On first start-up

As with the server when you identify the client stations, use this box to set and identify the server pc on your network. If you have to change the server, delete the file ShopServData.txt located in the Windows directory of your PC either manually or by using the SurfShop Installer. This is explained in the installation part of the manual.

3.3.3.2. Tracker Form

(Programme groups with Cybercafe SurfShop Pro only)



This box gives to the end-customer access to the canteen, the programmes allowed to him, and a means to stop his session. He can view also the time and money spent so far in his session. Customers can choose the language they wish to work with using this interface. All changes take effect immediately without having to restart the programme. Buttons available:

- Canteen: add or modify an order;
- A stop button to stop the active session;
- More: Information about how to stop or pause a session and drop-down menu to change the language;
- Five buttons for the four programme groups and to start a network chat session. The buttons for the programme groups will only be available if the programme paths exist, and if the programme groups were activated for the current customer's session.

Click on the x to close this form will make the form go to the system tray and does not cause the programme to exit. When the user stops his session on the client pc, the operator has to confirm this stop. During this time, the logon boxes on the client pc's are disabled until the confirmation of the stop has been done by the operator.

3.3.3.3. Canteen Orders

(Part of the Point of Sale system of your café)

Access: Canteen button

To the left, the end-customer has a box detailing the contents of the canteen. He can order new items, specify the quantity and send the order. As long as items are marked as not served, he is allowed to delete them. To the right is the list of items currently on order by him/her. To send his order, he has to press the 'confirm' button.

3.3.3.4. Screensaver



The Eficium screensaver tells users the pc is blocked with no session active. **Logon boxes appear at the top of the window depending on whether this feature was activated on the server-side.** All authorised operators have full access to the client pc's provided this right was activated in the operator account screen for the operator. They simply enter their login details. The current operator can even access the client pc's if the client is disconnected from the server. All blocking options get disabled whilst the operator is in the client pc. These reactivate themselves after the operator logs off.

Important: If you wish to modify the server to which the client pc is pointing, use the Installer utility supplied and delete all configuration files on the client pc (drop-down menu at the bottom of the installer utility). If the pc's keyboard and mouse lock up (which is normal as it is an additional security measure), each time you start the pc and wish to access the desktop area, restart in safe mode (press F8 before you see the Windows screen picture) and go the Windows directory and delete the file, shopservdata.txt. The programme will ask you to identify the server again the next time it starts up.

Eficium SPRL

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37 Rue Gustave Norga

1140 Evere, Bruxelles, Belgique

Téléphone/Phone: + (32) 2 245 80 67

Télécopie/Fax: + (32) 2 245 86 68
Courriel/Email: info@eficium.com