



User Guide

For Version 1.0.1.0

Token-based Customer Registration and
Cafe Accounting Software
by

ideacts | innovationsTM

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Chapter 1: Introduction

The CLINCK Cafe Register is a token-based customer registration and accounting application for cyber cafes. It has a simple user interface that makes it easy to register customers, manage their sessions, maintain basic accounting, and view related reports. Although the application has a client–server architecture, the server can also be used alone to only register customers without installing the client on any machine.

1.1 About the User Manual

The purpose of this manual is to help you use the CLINCK Cafe Register effectively. It provides detailed instructions on how to install the CLINCK Cafe Register, register customers, manage sessions, view reports, and use other features of the application.

1.2 Intended Audience

This user manual is intended for a person with minimal knowledge of computers, who will install the CLINCK Cafe Register, define rate plans and other settings, register customers, manage sessions, and view reports.

1.3 Conventions Used

The following table explains the conventions used to indicate specific content in this manual:


Convention	Explanation
Bold	For field, menu, option, and window names.
<i>Italics</i>	For notes and URLs.
 Note	The Note icon indicates information that is of special interest or importance. For example, an additional action required only in certain circumstances.

Table 1: Conventions Used

1.4 Revision History

This is the first version of the CLINCK Cafe Register user manual.

1.5 Overview of the CLINCK Cafe Register

A product of Ideacts Innovations, the CLINCK Cafe Register uses a feature called the token number to track the browsing activity and billing of a customer. A customer cannot login to a terminal of your cafe for a browsing session without a token number. The CLINCK Cafe Register provides the basic functions of a cyber cafe management system, including the following:

- Registering customers.
- Managing browsing sessions from the time a token number is created to the time when it is closed.
- Basic accounting for internet usage and other products or services purchased.
- Cafe reports related to sessions, customers, products, and accounting.

The CLINCK Cafe Register is a client–server application. Both the server and the client have a simple user interface. The server interface provides the above mentioned functions. On the client side, the interface is called the CLINCK Desktop, which is a navigational tool that provides an interactive desktop to your cafe’s customers for searching and accessing content.

The main advantages of the CLINCK Cafe Register are as follows:

- If the cafe wants to use only the customer registration feature of the application and not accounting, it can choose to install only the server and not the client. Note: Such an installation has limited features and does not provide complete accounting.
- As the customer can keep using the same token number to re-login to the same or another terminal, there is no need to re-login the customer. Moreover, transferring the customer from one terminal to another is easy. This also makes accounting simple because the total session time is calculated for the all the different sessions that take place using the token number, and not for a session on a particular terminal alone.

Cyber cafe owners can obtain the CLINCK Cafe Register free of cost at <http://clinck.in/caferregister>.

Chapter 2: Installation and Configuration

The CLINCK Cafe Register application has a client–server architecture. It is easy to install both the server and client components of the software. The system requirements and installation procedures for both are explained in this chapter.

2.1 System Requirements

The system requirements for installing the CLINCK Cafe Register’s server and client are indicated in Table 2.1.

Specifications	Server	Client
Installer size	28.1 MB	5.67 MB
Operating system	Windows XP(SP2), Windows 7	Windows XP, Windows 7
Internet connection	Required	Required
Processor(minimum)	1.5 GHz and above	800 MHz
Hard Disk	290 MB	5 MB
RAM(minimum)	512 MB	128 MB
Internet Explorer version	IE 6.0 upwards	IE 6.0 upwards
Screen resolution	1024 x 768	1024 x 768
Deep Freeze compatibility	Yes	Yes
Time to install	15 minutes	1 minute

Table 2.1: System Requirements

Additional System Requirements

Please ensure that the computer on which the CLINCK Cafe Register will be installed also meets the following additional requirements:

■ Firewall

- If you have **Windows Firewall** installed on your computer network, you may see the following dialog box when you start installing the CLINCK Cyber Register.



Figure 2.1: Windows Security Alert

Click **Unblock** to proceed with the installation.

- If you use any other firewall in your network, then you must manually add the CLINCK Cafe Register to its exception list. To do so, first locate the file **C2RServer.exe** in the folder where the source files of the CLINCK Cafe Register are stored.

■ Regional and language setting

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

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

To set the regional settings for your system, do the following:

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

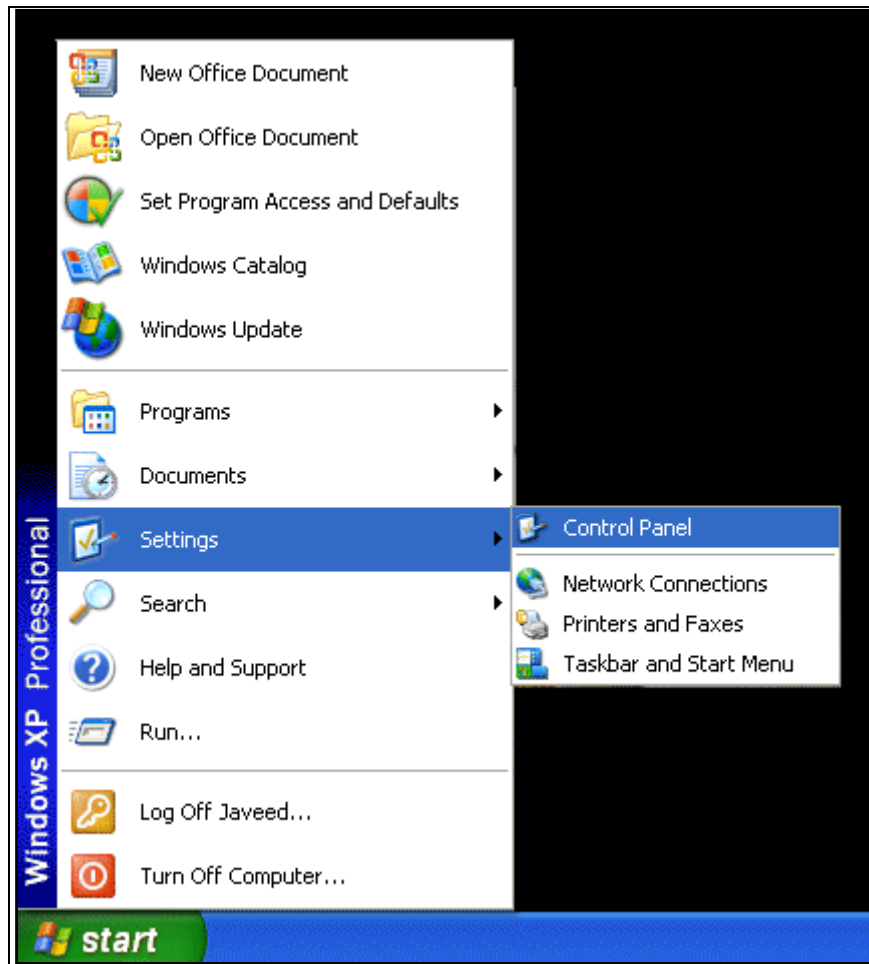


Figure 2.2: Select Control Panel

The **Control Panel** window appears.

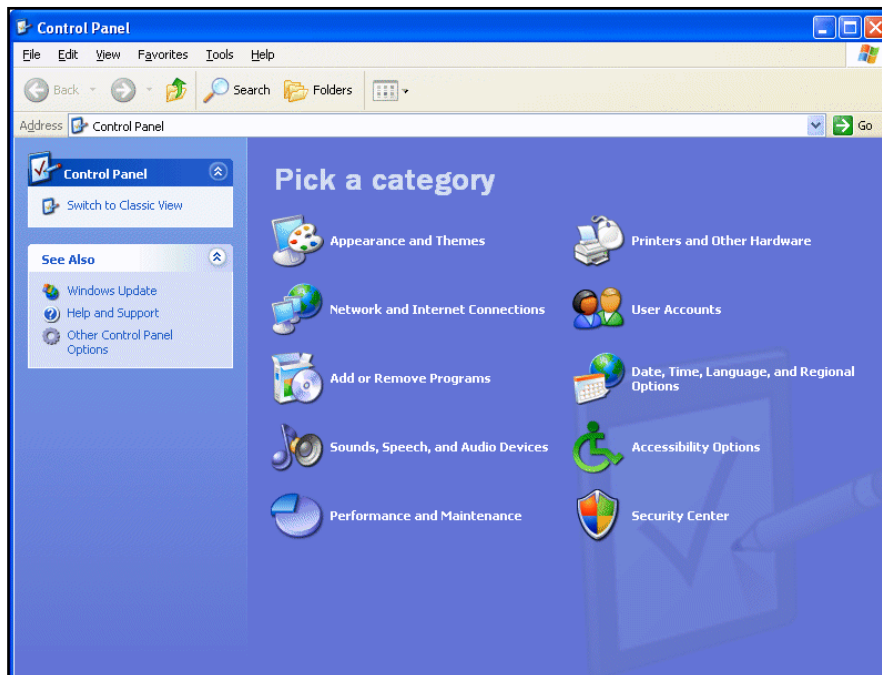


Figure 2.3: Control Panel

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

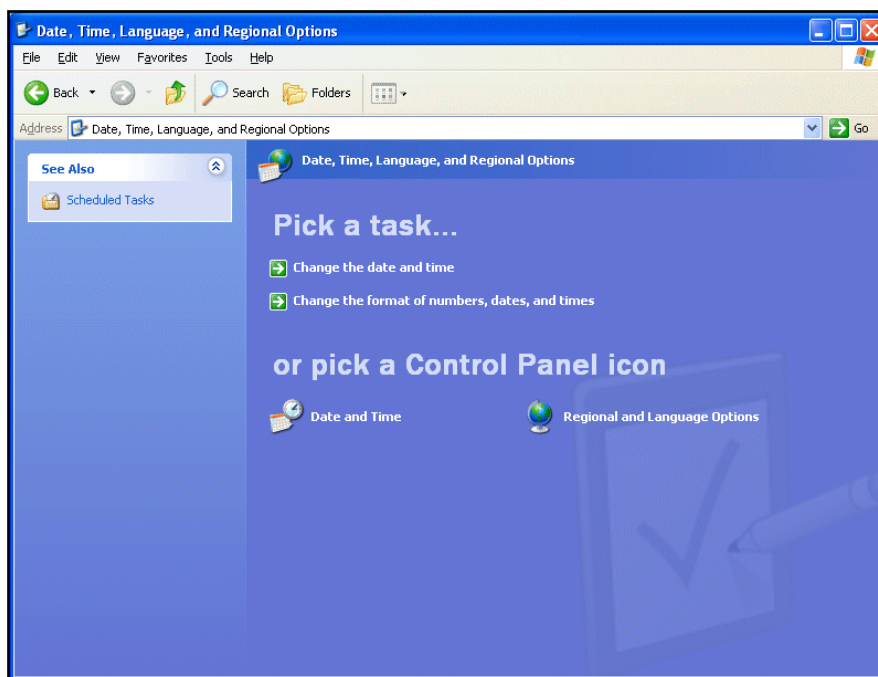


Figure 2.4: Date, Time, Language, and Regional Options

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

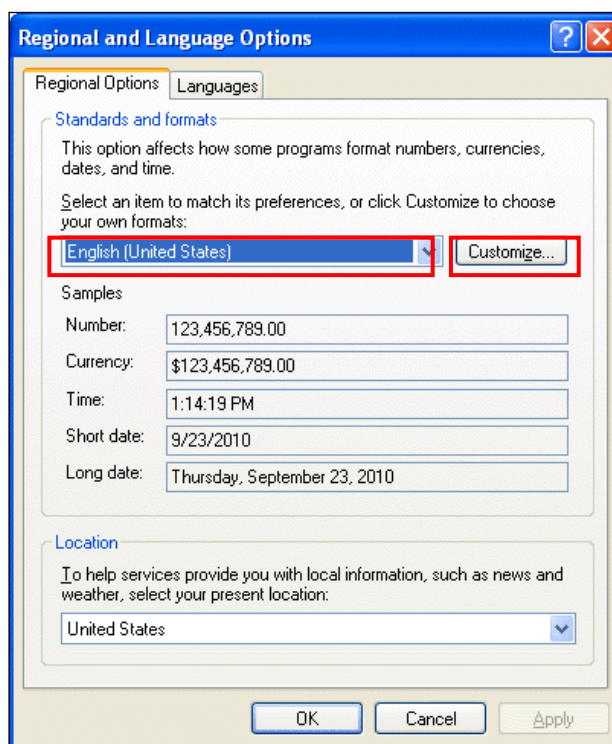


Figure 2.5: Regional and Language Options

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

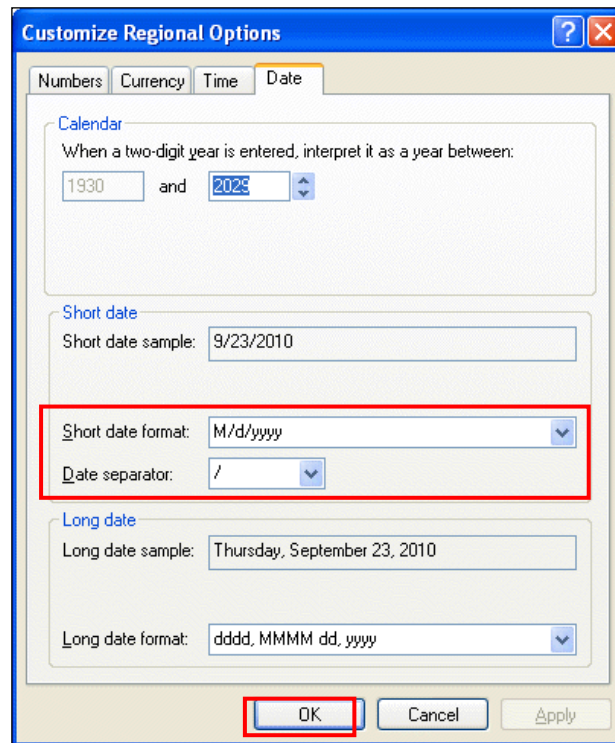


Figure 2.6: Customize Regional Options

5) Click the **Date** tab.

- In the **Short date format** box, select "M/d/yyyy".
- In the **Date separator** box, select "/".
- Click **OK**.

The **Customize Regional Options** dialog box closes and the **Regional and Language Options** dialog box appears.


6) Click **OK**.

Result: The regional language is set to English and the date format is set to M/d/yyyy.

2.2 Installation and Setup


To download the CLINCK Cafe Register's server and client installers, do the following:

- 1) In the computer's internet browser, open the link <http://clinck.in/caferegister>.
The CLINCK Cafe Register product page appears.




cafe.clinck.in


Cafe – Products & Download - CLINCK Cafe Register




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Installers: [Download Server](#) | [Download Client](#)

Back


A Simple Security Management Accounting Software given to the cyber cafes with a unique use of Token Numbers and also stores all the Data digitally as per the IT Act.




- Customer Registration as per the Government Rules (IT Act)
- Terminal Lock Down Screen Prevents unauthorized access to Terminals




- Clear and Accurate records for billing and audit
- Flexible Rate Plans
- Inventory management and scope for addition of new products.




- Option to backup on every shutdown of application
- 2 Step Restore Data




- Set Pre-defined time for a Customer
- Session will logout automatically after the set time




- Revenue Reports to view Billing
- Admin Session Report
- Daily & Monthly report



- Storage of Customer Data, Photo ID and Photo
- Customer Detail Report



- Easy Re-Login Option
- Easy Transfer of session from One Terminal to Another Terminal



- Provide Discounts to your Customers
- Tracking of Credit given to a customer.

Help Kit

[Starter Kit \(918 KB\)](#)
Easy Steps on how to Use CLINCK Cafe Register

[Product Presentation \(3.8 MB\)](#)
Screen by Screen explanation of the Product

[Product Manual](#)
Complete Document from Installation to Backups

[Online Help](#)
Step by Step Articles on all Topics and Features

[FAQ](#)
Frequently asked questions on Installation and Usage

Recommended Hardware for Server


1. RAM: 512 MB
2. Processor: 1.5 GHz
3. Screen resolution: 1024 x 768

Recommended Hardware for Client

1. RAM: 128 MB
2. Processor: 800 MHz
3. Screen resolution: 1024 x 768

Minimum Software Requirement

1. Operating System: Windows XP
2. Service Pack: SP2
3. Internet Explorer: IE 6 upwards



Call us on the CLINCK HELPLINE Number

Toll Free, No Call Charges

1800 209 1911 – Mon to Sat – 9 AM to 8 PM

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Figure 2.7: CLINCK Cafe Register Product Page

- 2) On the product page, click the text **Download Server** to download the installer for CLINCK Cafe Register's server application to the desired location on the computer.
- 3) Click the text **Download Client** to download the installer for CLINCK Cafe Register's client application.

2.2.1 Installing the CLINCK Cafe Register Server

To install the CLINCK Cafe Register's server, do the following:

- 1) Extract and run the CLINCK Cafe Register server installer file that you downloaded.
The **InstallShield Wizard** starts installing the server on the computer.

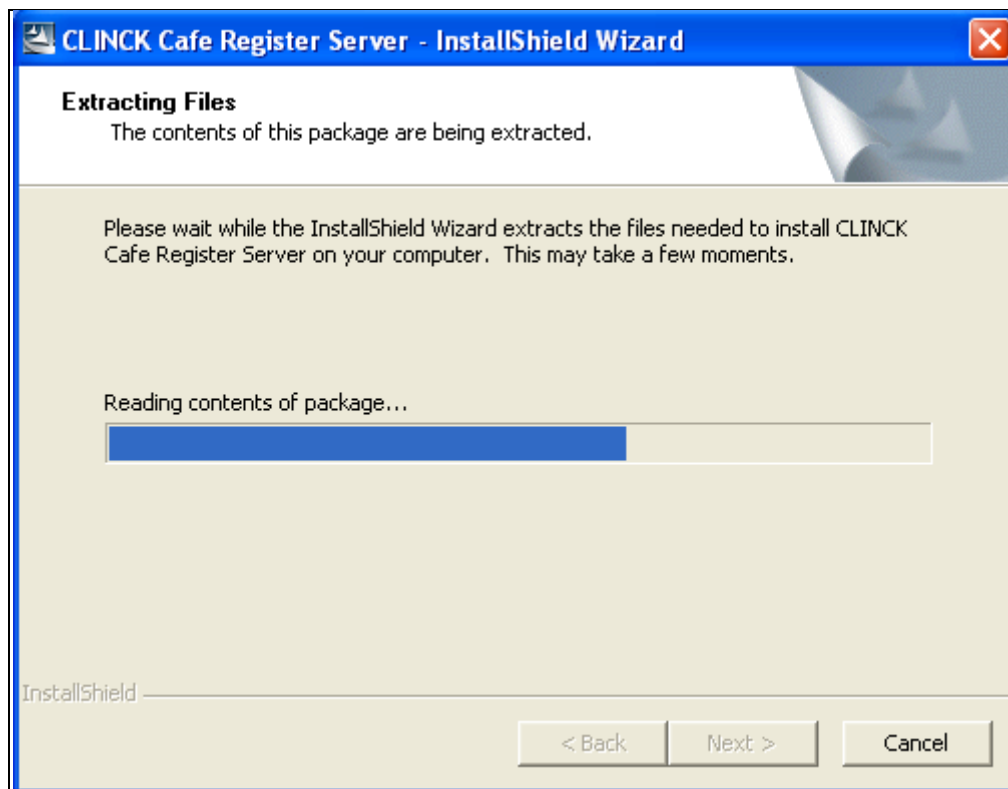


Figure 2.8: InstallShield Wizard - Extracting Files

The **InstallShield Wizard - Preparing Setup** dialog box appears.

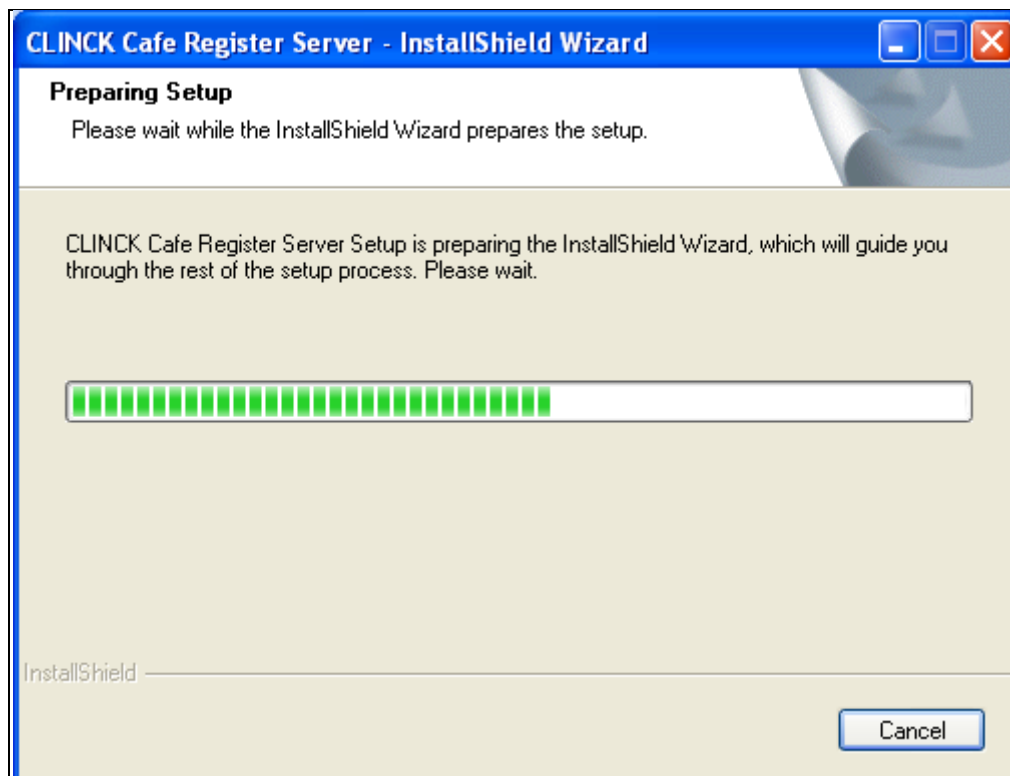


Figure 2.9: InstallShield Wizard - Preparing Setup

As the wizard prepares for the setup, the welcome message appears.

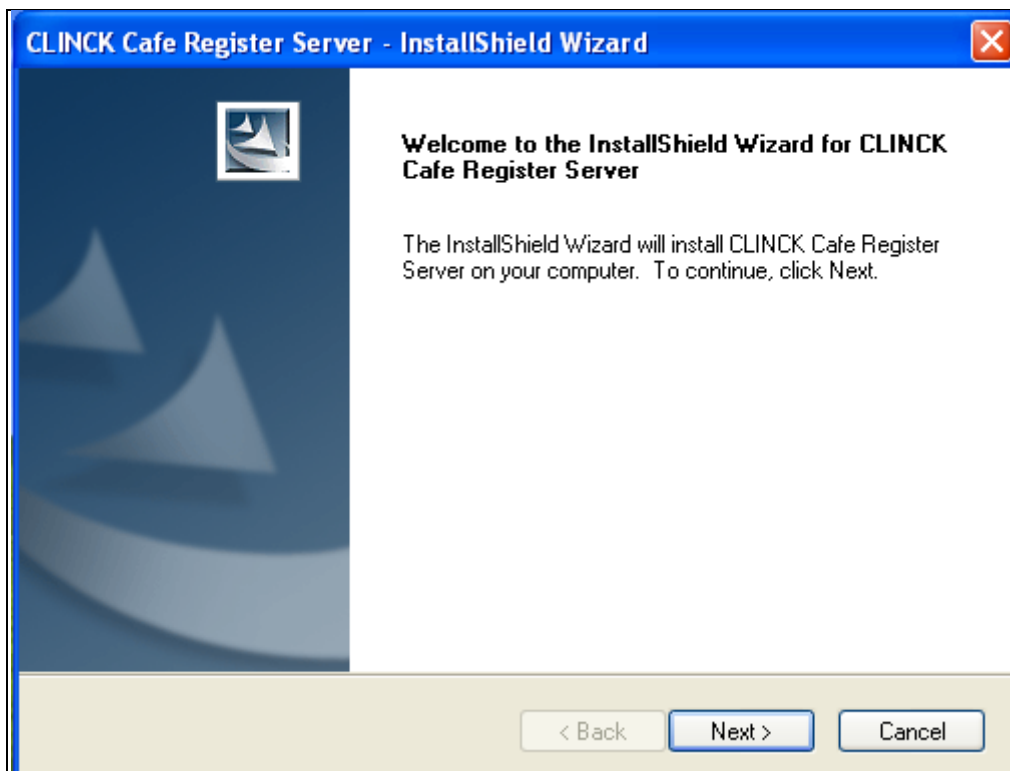


Figure 2.10: InstallShield Wizard - Welcome Message

2) Click **Next**

The **License Agreement** dialog box appears.

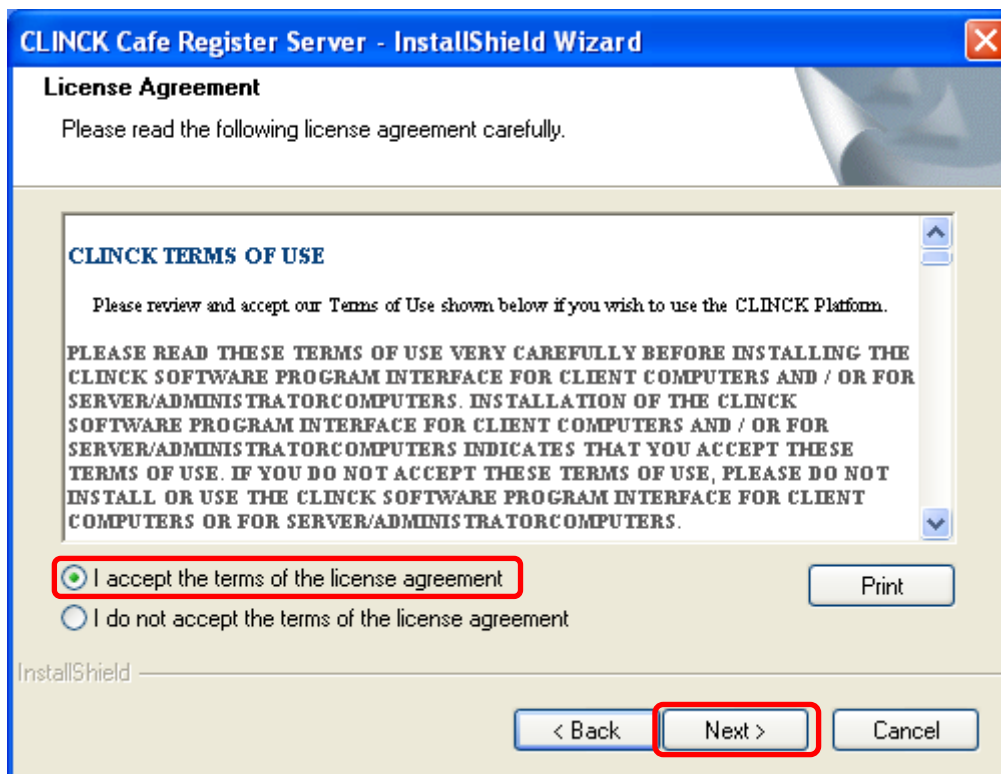


Figure 2.11: InstallShield Wizard - License Agreement

- 3) Click **I accept the terms of the license agreement**, and then click **Next**.

The **Choose Destination Location** dialog box appears.

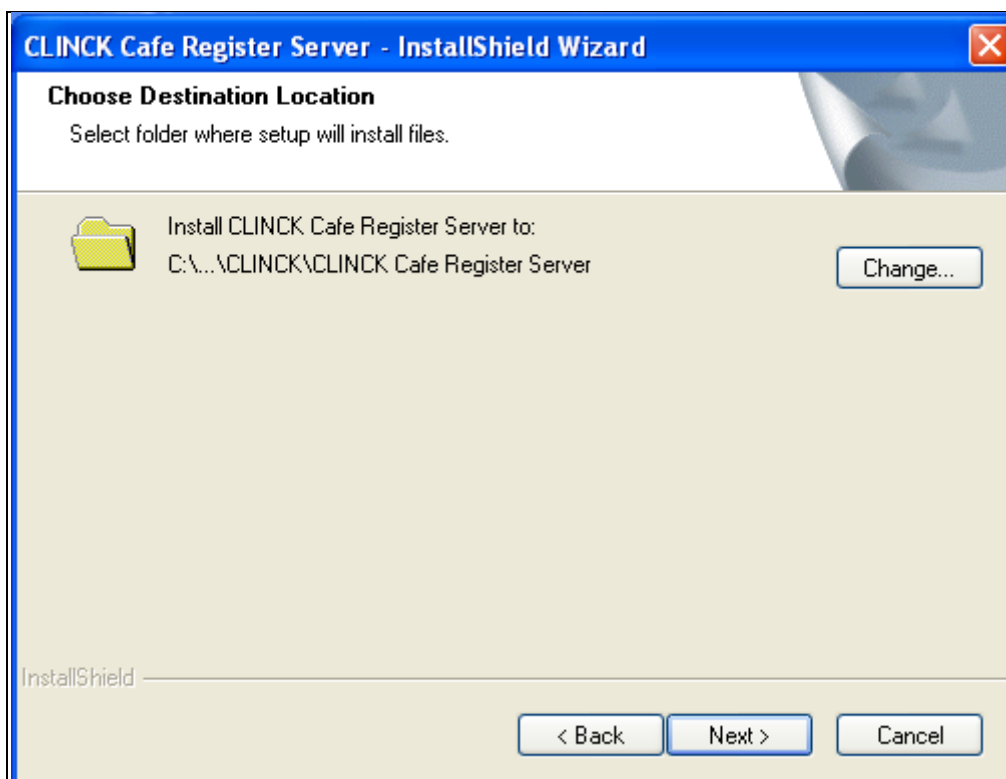


Figure 2.12: InstallShield Wizard - Choose Destination Folder

- 4) To install the CLINCK Cafe Register server in a folder different from the default folder displayed, click **Change**.

- 5) Click **Next**.

The wizard copies all the required files for installation.

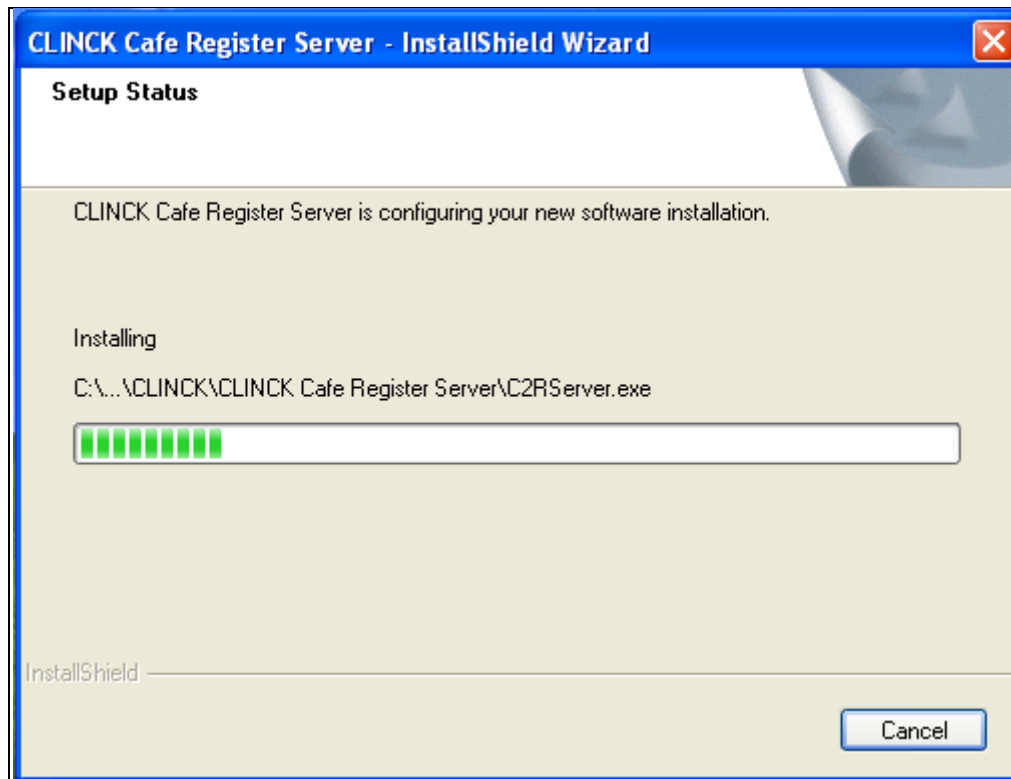


Figure 2.13: InstallShield Wizard - Setup Status

6) After the wizard finishes copying the files, the **Ready to Install the Program** dialog box appears.

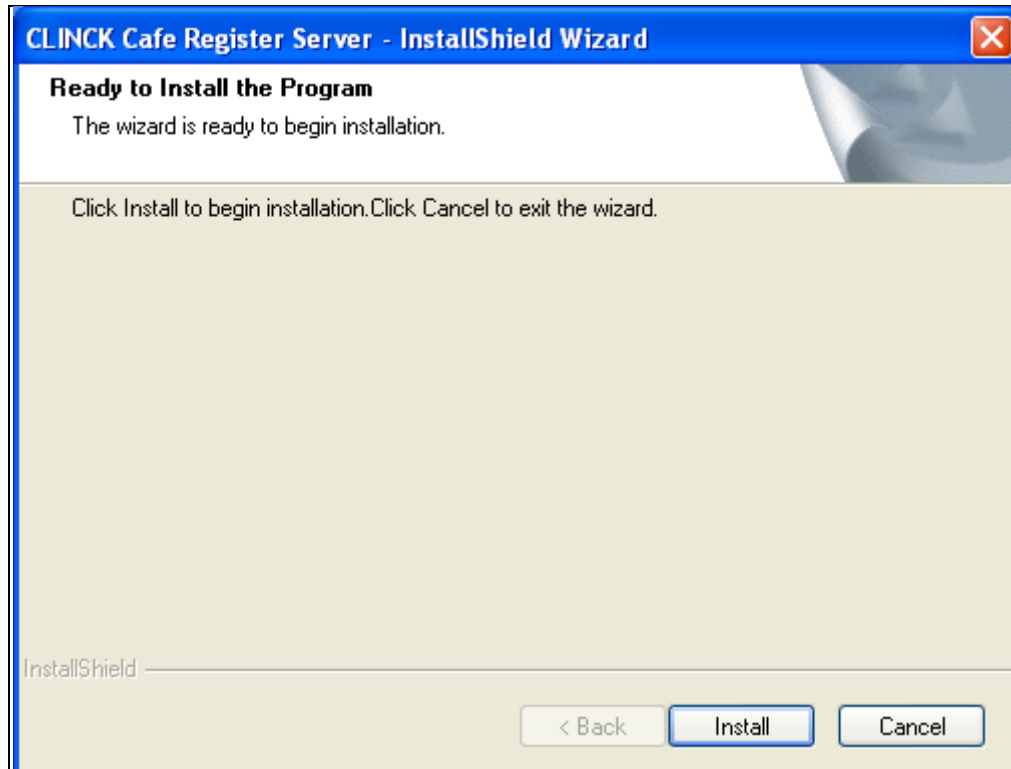


Figure 2.14: InstallShield Wizard - Ready to Install the Program

7) Click **Install**.

The **Install Shield Wizard Completed** dialog box appears.

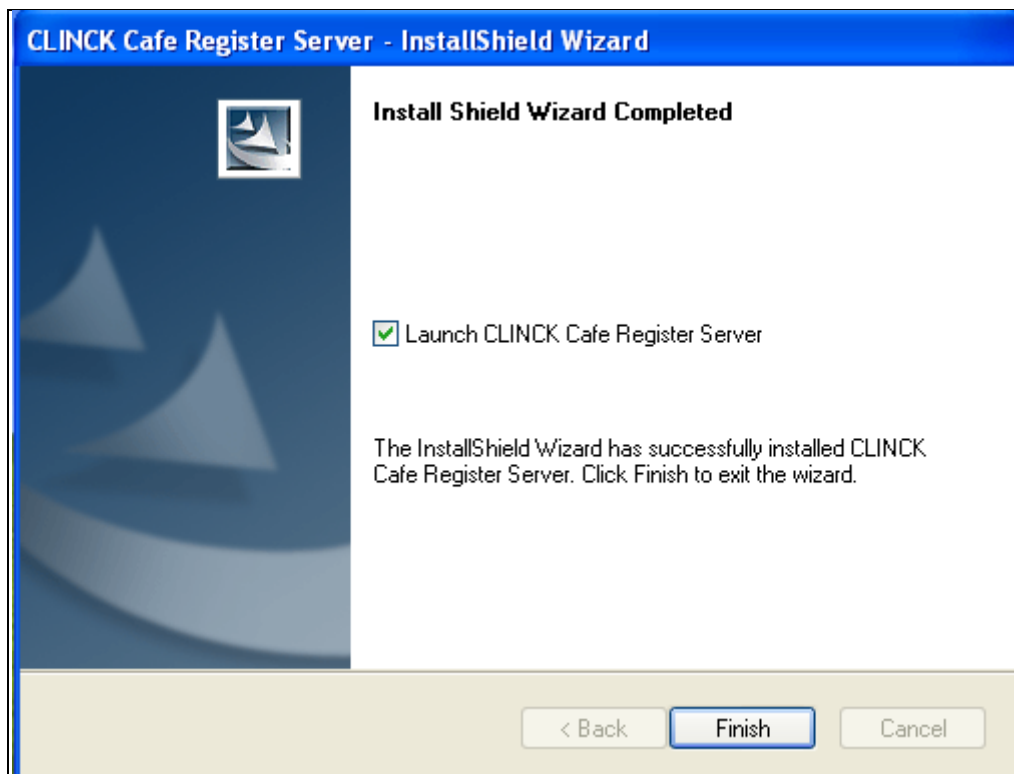


Figure 2.15: InstallShield Wizard - Install Shield Wizard Completed

8) Click **Finish**.

The **Setup Wizard** dialog box appears.




Figure 2.16: Setup Wizard Dialog Box

- 9) In the **Setup Wizard** dialog box, click **Next**.
The **Setup Wizard [Step 1] – Activation** dialog box appears.

Figure 2.17: Setup Wizard [Step 1] - Activation Dialog Box

The setup wizard comprises of two steps:

- 1) Activating the CLINCK Cafe Register.
 - 2) Creating rate plans.
- 1) To activate the CLINCK Cafe Register's server, do the following:

 Note	<p><i>The cafe code that was assigned to your cyber cafe when you registered it at the CLINCK website is required for activation. If you do not have a cafe code, register as a partner at the CLINCK website to receive one.</i></p>
--	---

- i) In the **Cafe Code** box of the **Setup Wizard [Step 1] – Activation** dialog box, type your cafe code, and then click **Verify**.
Upon verification, the cafe's **Owner Name** and **Cafe Address** provided at the time of registration appear.

CLINCK Cafe Register - Setup Wizard [Step 1] - Activation

Activate CLINCK Cafe Register

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

Please provide your cafe code and click Verify

Cafe Code*: Example: PUNE-0000

All fields marked (*) are mandatory.
Your Cafe Code is mailed to you when you registered with CLINCK. If you do not remember your cafe code, please check your email.
In case you are not registered with CLINCK, request you to please visit - www.clinck.in/register and complete the first time registration process and get your Cafe Code.

Please verify the details of your cafe and click Next button

Owner Name:

Cafe Address:

IIPL Identification No. (Optional):

Figure 2.18: Cafe's Owner Name and Address

ii) Click **Next**.

The **CLINCK Cafe Register Activation** dialog box appears informing that the application is successfully activated on the computer.

CLINCK Cafe Register - Setup Wizard [Step 1] - Activation

Activate CLINCK Cafe Register

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

Please provide your cafe code and click Verify

Cafe Code*: Example: PUNE-0000

All fields marked (*) are mandatory.
Your Cafe Code is mailed to you when you registered with CLINCK. If you do not remember your cafe code, please check your email.
In case you are not registered with CLINCK, request you to please visit - www.clinck.in/register and complete the first time registration process and get your Cafe Code.

Please verify the details of your cafe and click Next button

Owner Name:

Cafe Address:

IIPL Identification No. (Optional):

CLINCK Cafe Register Activation

Your CLINCK Cafe Register has been successfully activated.

Figure 2.19: CLINCK Cafe Register Activation Dialog Box

iii) In the dialog box, click **OK**.

Result: The CLINCK Cafe Register server is activated on the computer and the **Setup Wizard [Step 1] - Rate Plan** dialog box appears.

CLINCK Cafe Register - Setup Wizard [Step 2] - Rate Plan

Create your rate plan

Duration*:

-select duration-

 minutes

Rate*: Rs.

All fields marked (*) are mandatory.

Add

Duration (mins)	Rate (Rs.)

To remove rate plan from grid above, please select a record and click remove.

Remove

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

Next >

Quick Help

How to create the rate plan?

1. Rate plans are based on durations. Example: 15 minutes, 30 minutes.

2. Start by selecting the minimum duration that you charge for, enter the rate and click the "Add" button to add the rate plan to the table.

3. Similarly add all the durations that have different rates.

Sample Rate Plan

Duration (mins)	Rate (Rs.)
15	5
30	10
60	15

Figure 2.20: Setup Wizard [Step 2] - Rate Plan Dialog Box

2) To create a rate plan, do the following:

- i) In the **Duration** box of the **Setup Wizard [Step 1] - Rate Plan** dialog box, select the time duration in minutes that you wish to set for the rate plan. For example, 15 minutes.
- ii) In the **Rate** box, type the amount in rupees to be charged for a browsing session that is less than or equal to the specified duration. For example, 10 rupees.
- iii) Click **Add**.

The rate plan is added and it appears in the rate plan grid.

CLINCK Cafe Register - Setup Wizard [Step 2] - Rate Plan

Create your rate plan

Duration*: minutes

Rate*: Rs.

All fields marked (*) are mandatory.

Duration (mins)	Rate (Rs.)
15	10

To remove rate plan from grid above, please select a record and click remove.

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

Quick Help


How to create the rate plan?

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

Sample Rate Plan

Duration (mins)	Rate (Rs.)
15	5
30	10
60	15

Figure 2.21: New Rate Plan

 Note	<p>To remove the rate plan from the grid, select the plan and click Remove below the grid.</p>
--	---

iv) Click **Next**.

Result: The **Setup Wizard - Finish** dialog box appears informing that the application is successfully set up on the computer and how you can get more help about it.



Figure 2.22: Setup Wizard - Finish Dialog Box

3) In the dialog box, click **Finish**. The default CLINCK Cafe Register server screen appears.

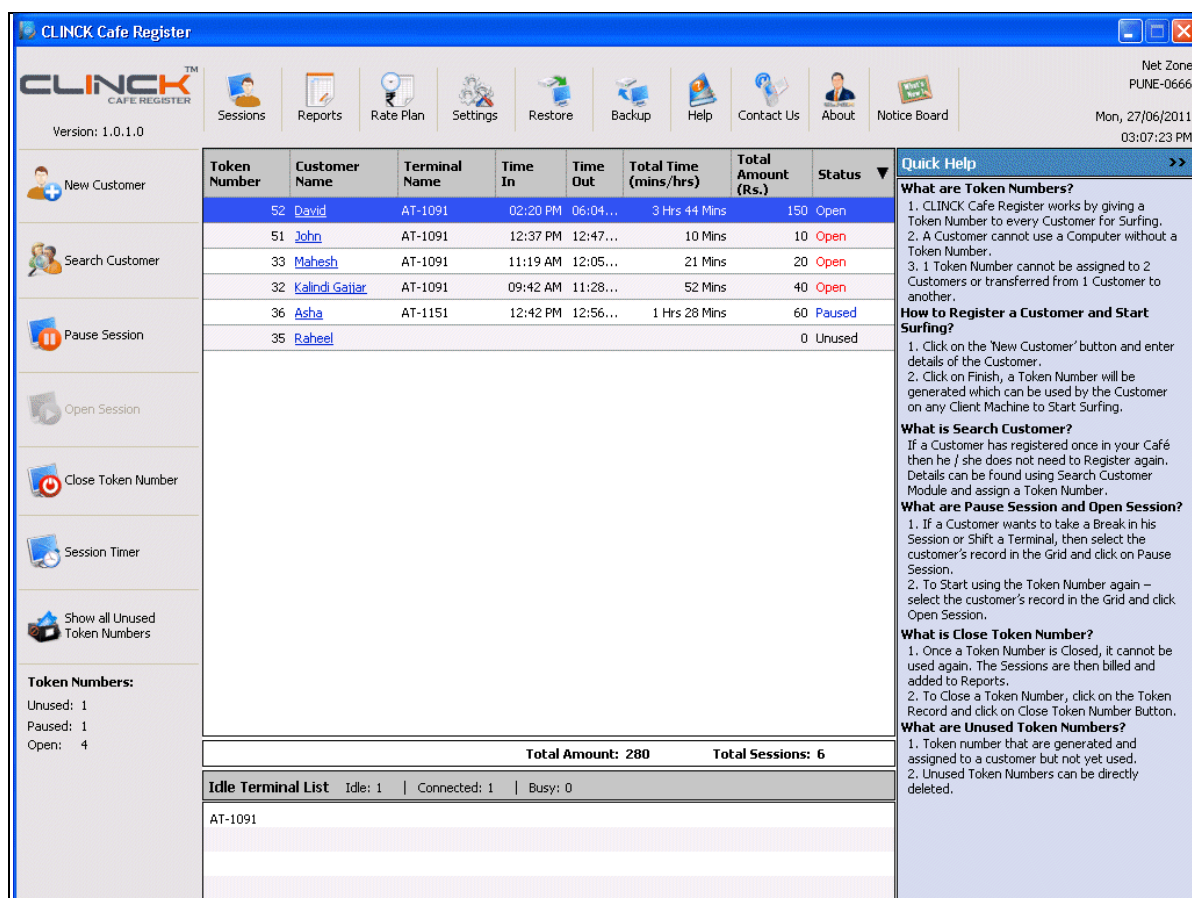


Figure 2.23: Default CLINCK Cafe Register Server Screen


Result: The CLINCK Cafe Register server is successfully installed and set up on the computer.

2.2.2 Installing the CLINCK Cafe Register Client

Before installing the CLINCK Cafe Register's client, ensure that the computer meets the following requirements:

- Minimum 5 MB free space on the system drive. In a default Windows setup, the system drive is **C:**.
- 5 MB free space on the drive where you will install the CLINCK Cafe Register client.
- An active internet connection on the computer. This is needed to activate the terminal during setup.

To install the CLINCK Cafe Register client, do the following:

 Note	<ul style="list-style-type: none"> <i>The CLINCK Cafe Register client cannot be installed on the system drive. If the computer does not have another drive, please create one to install the client application.</i> <i>If Deep Freeze is already installed on the computer, before installing the CLINCK Cafe Register client, thaw the drive on which you will install it, otherwise the application might not function correctly.</i>
--	--

- 1) Extract and run the CLINCK Cafe Register client installer file that you downloaded.
The **InstallShield Wizard** starts installing the client on the computer.

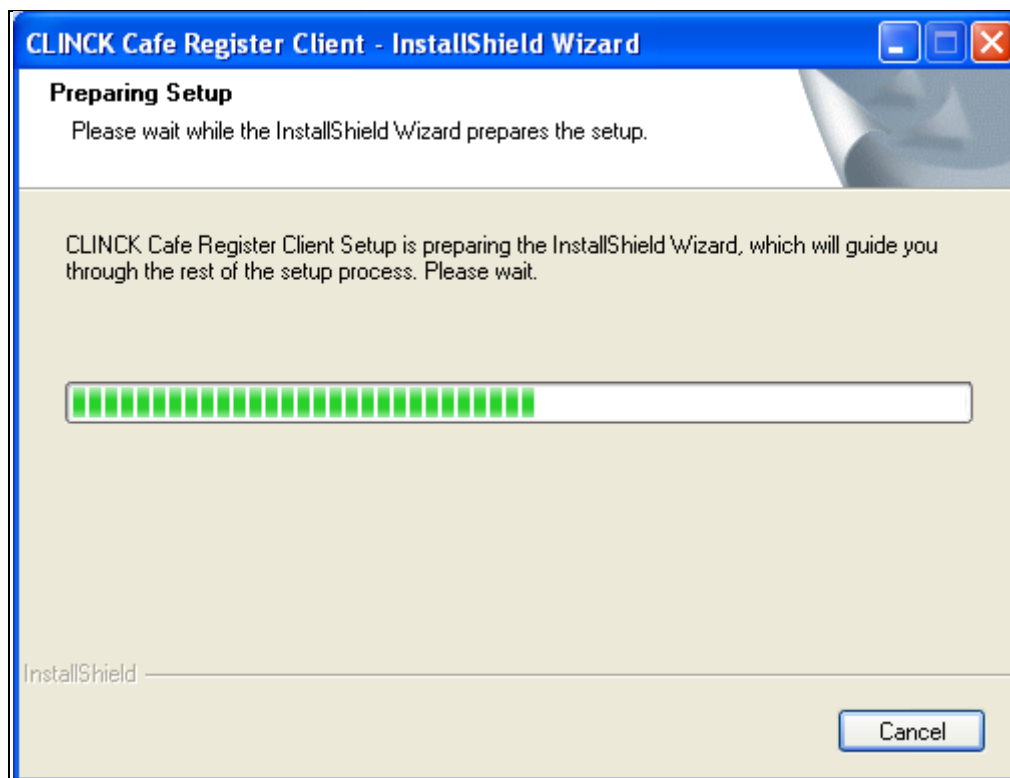


Figure 2.24: InstallShield Wizard - Preparing Setup

As the wizard prepares for the setup, the welcome message appears.

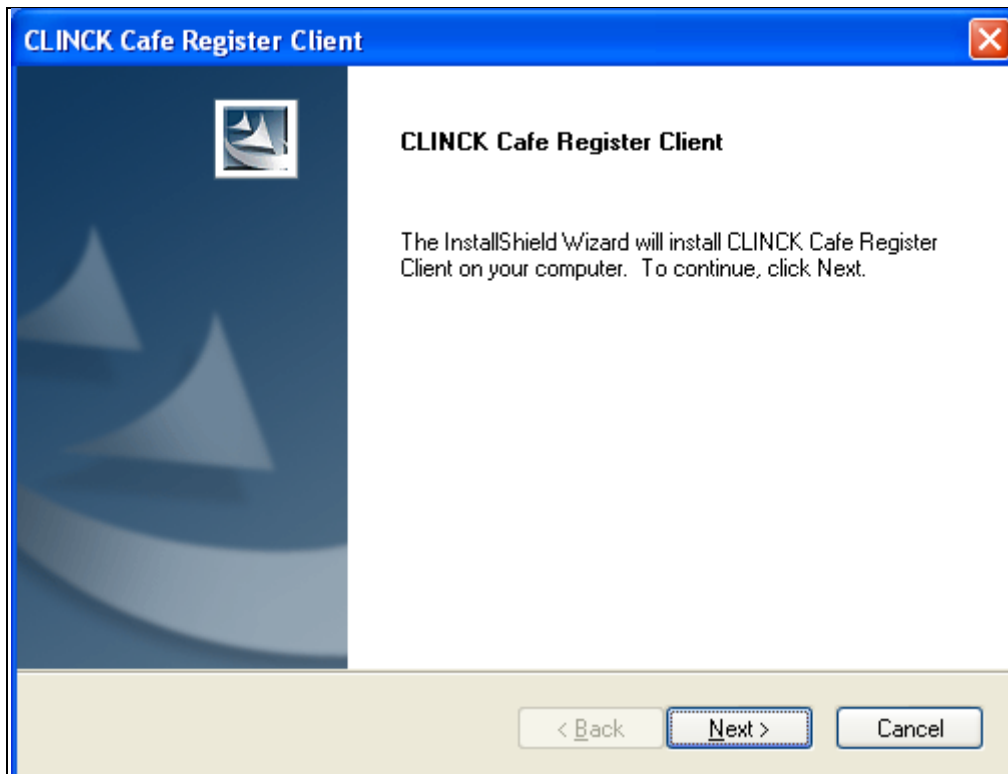


Figure 2.25: InstallShield Wizard - Welcome Message

2) Click **Next**.

The **Choose Destination Location** dialog box appears.

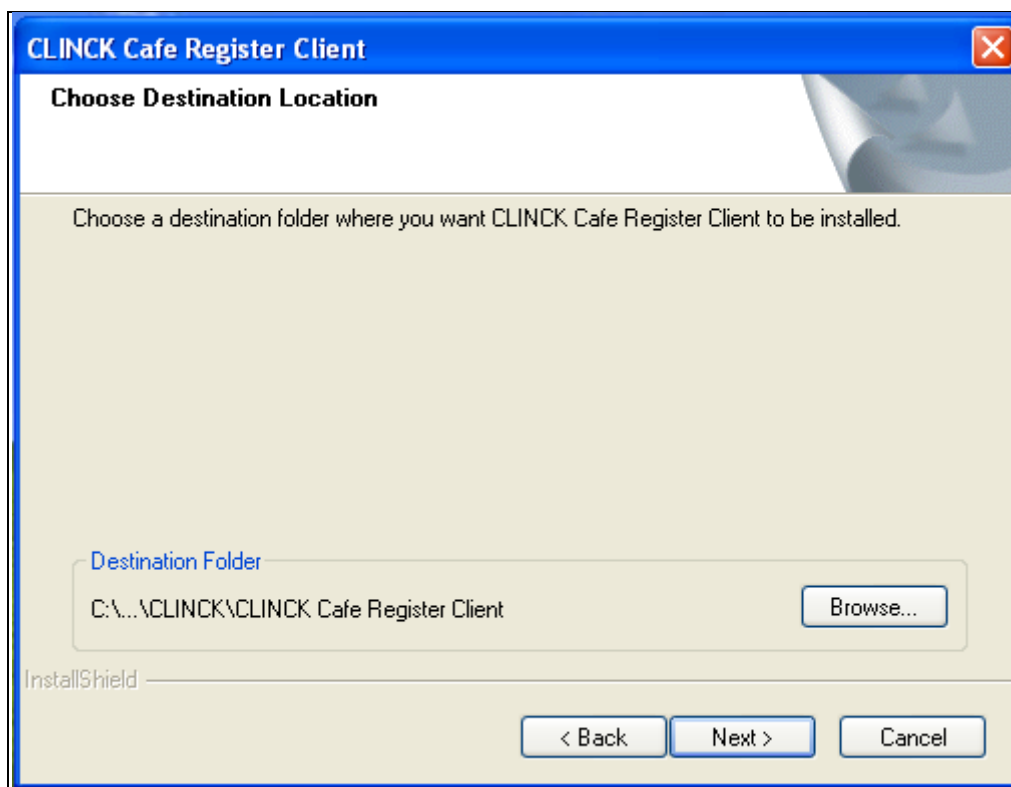



Figure 2.26: Choose Destination Folder Dialog Box

3) To install the CLINCK Cafe Register client in a folder different from the default folder displayed, click **Browse**.

 Note	<ul style="list-style-type: none"> • If the drive to install the CLINCK Cafe Register client is frozen by Deep Freeze, thaw it and then install the application. • If the computer has only a system drive, create or install another drive to install the client application. If Deep Freeze is installed on the computer, ensure that this drive is thawed before installation.
--	---

4) Click **Next**.

The wizard copies all the required files for installation.

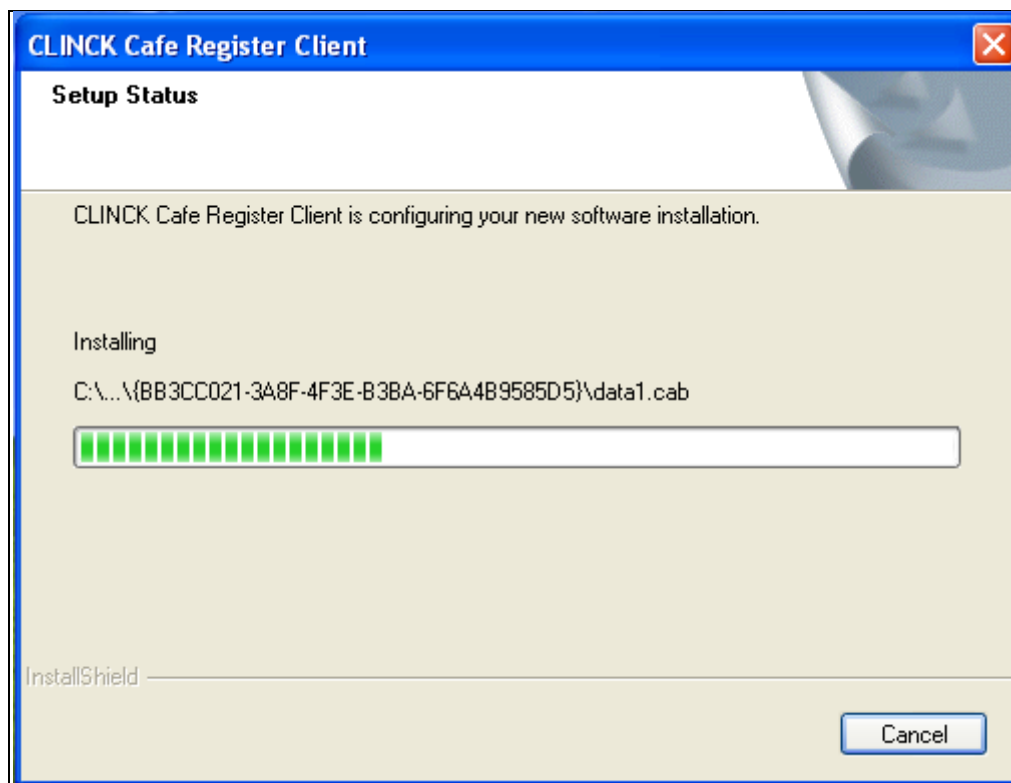


Figure 2.27: InstallShield Wizard - Setup Status

5) After the wizard finishes copying the files, the **InstallShield Wizard Complete** dialog box appears.

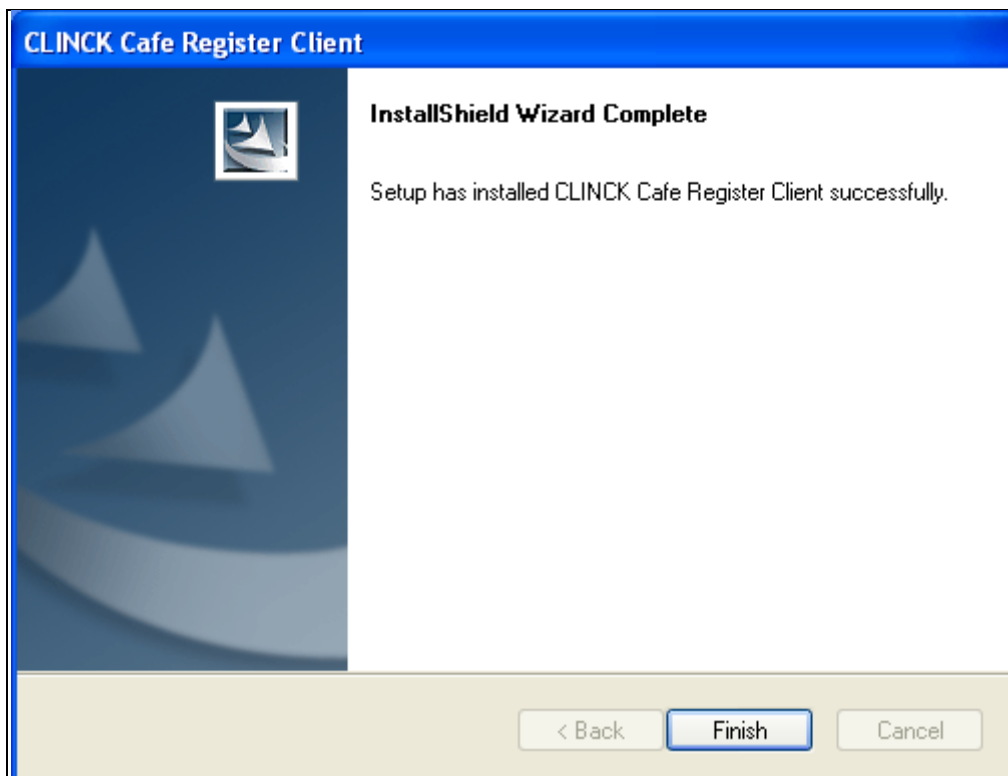


Figure 2.28: InstallShield Wizard Complete Dialog Box

6) Click **Finish**.

The **CLINCK Cafe Register Client** dialog box appears informing that you need to restart the computer in order to complete the client installation.

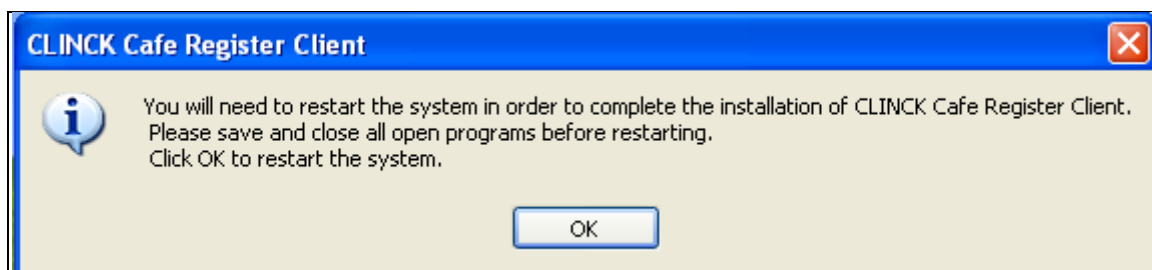
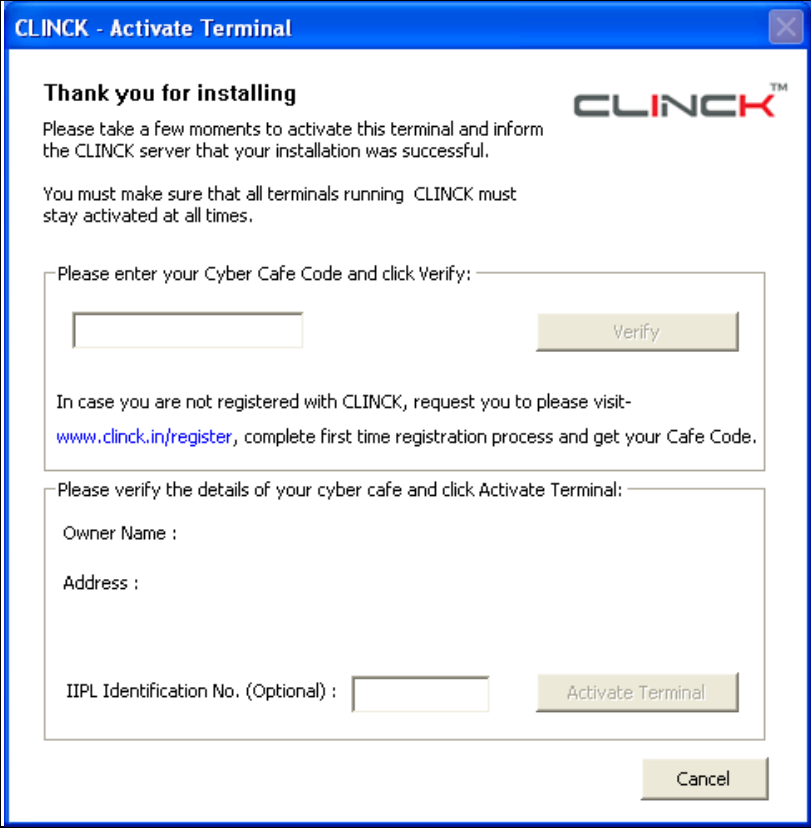


Figure 2.29: CLINCK Cafe Register Client Dialog Box

7) Reboot the computer for the CLINCK Cafe Register client installation to complete.

Result: Installation of the CLINCK Cafe Register client is complete.

After the CLINCK Cafe Register client is installed, the terminal must be activated. When the computer restarts after the installation, the **Activate Terminal** dialog box appears.



The dialog box has a blue title bar with the text "CLINCK - Activate Terminal". Inside, it says "Thank you for installing" and "Please take a few moments to activate this terminal and inform the CLINCK server that your installation was successful." It also includes the CLINCK logo and a note: "You must make sure that all terminals running CLINCK must stay activated at all times."


There are two main sections for input:

- Section 1:** "Please enter your Cyber Cafe Code and click Verify:". It contains a text input field and a "Verify" button.
- Section 2:** "Please verify the details of your cyber cafe and click Activate Terminal:". It contains three labels: "Owner Name :", "Address :", and "IIPL Identification No. (Optional) :". Each label is followed by a text input field. To the right of these fields is an "Activate Terminal" button.

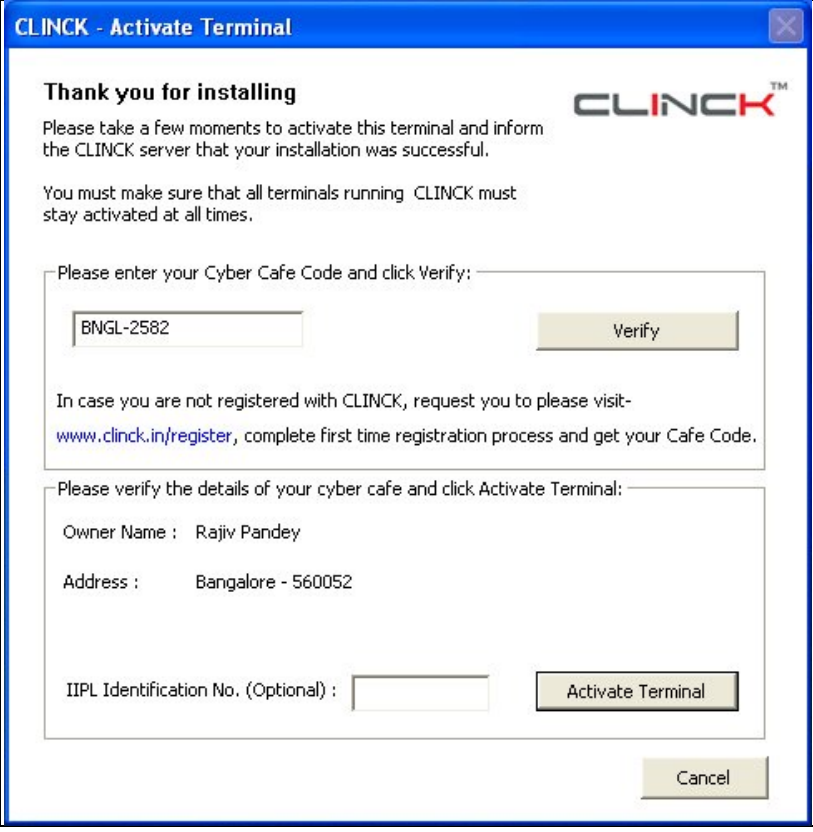
At the bottom right of the dialog box is a "Cancel" button.

Figure 2.30: Activate Terminal Dialog Box

To activate a CLINCK Cafe Register client terminal, do the following:

 Note	<p><i>The cafe code that was assigned to your cyber cafe when you registered it at the CLINCK website is required for activation. If you do not have a cafe code, register as a partner at the CLINCK website to receive one.</i></p>
--	---

- 1) In the **Cyber Cafe Code** box of the **Activate Terminal** dialog box, type the cafe code, and then click **Verify**.
Upon verification, the cafe's **Owner Name** and **Address** provided at the time of registration appear.



CLINCK - Activate Terminal

Thank you for installing

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

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

Please enter your Cyber Cafe Code and click Verify:

In case you are not registered with CLINCK, request you to please visit- www.clinck.in/register, complete first time registration process and get your Cafe Code.

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

Owner Name : Rajiv Pandey

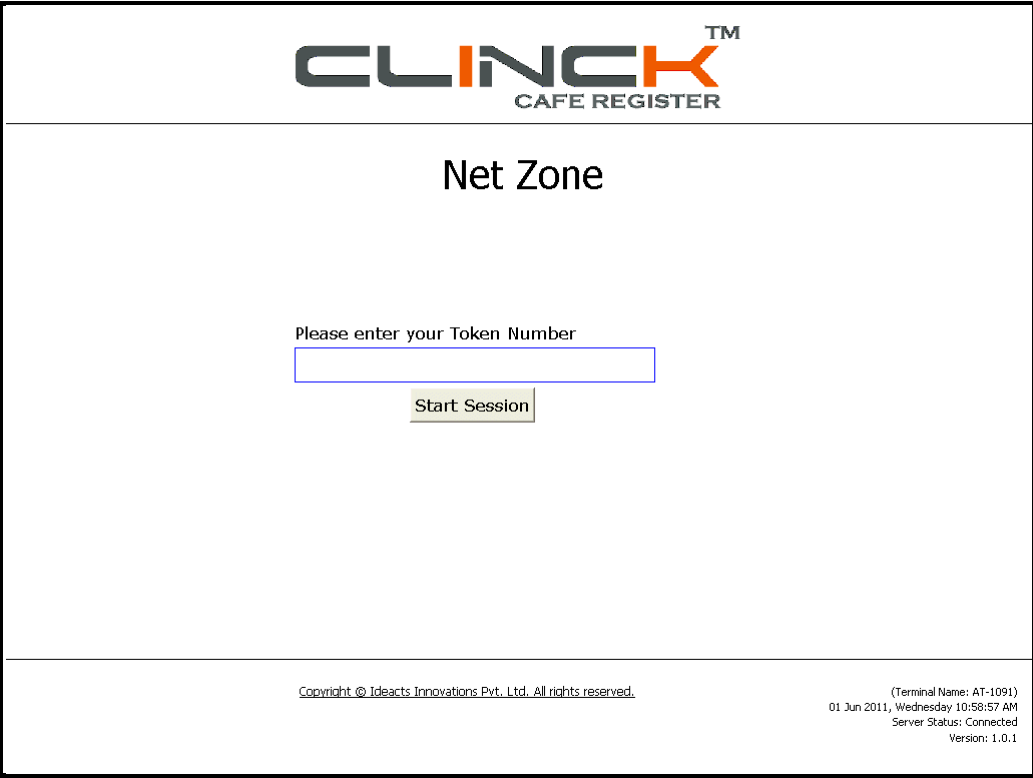
Address : Bangalore - 560052

IIPL Identification No. (Optional) :

Figure 2.31: Cafe's Owner Name and Address

2) Click **Activate Terminal**.

Result: The CLINCK Cafe Register client is activated on the terminal, and the client login screen appears displaying the cafe name.



CLINCKTM
CAFE REGISTER

Net Zone

Please enter your Token Number

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(Terminal Name: AT-1091)
01 Jun 2011, Wednesday 10:58:57 AM
Server Status: Connected
Version: 1.0.1

Figure 2.32: CLINCK Cafe Register Client Login Screen

2.3 Network Configuration

The CLINCK Cafe Register's server and client will not run successfully if your cyber cafe has a dual LAN network because such a network configuration has the following features:

- Two different networks.
- Two different IP ranges.
- Two switches not connected to each other.
- Two different internet service providers (ISPs).
- One server.

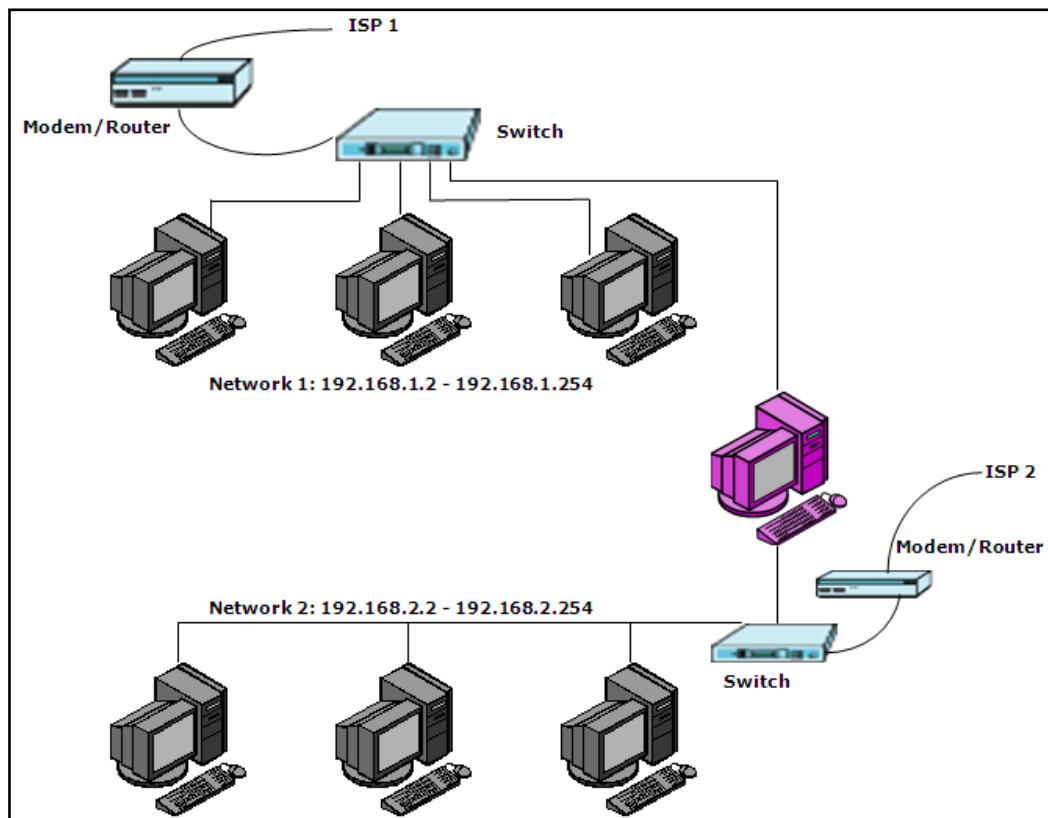


Figure 2.33: A Dual LAN Network

The CLINCK Cafe Register works on a single network by using one IP range. Such a network has the following configuration:

- All the terminals are of the same IP range.
- All the terminals are connected to a common switch (see [Figure 2.34](#)).
- All the switches in a large network are connected to each other (see [Figure 2.35](#)).

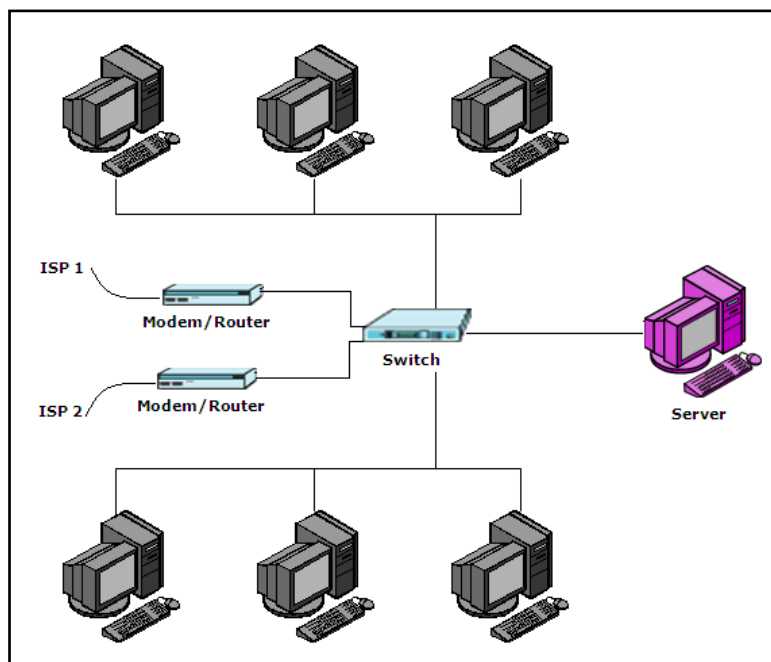


Figure 2.34: Small Network with Only One Switch

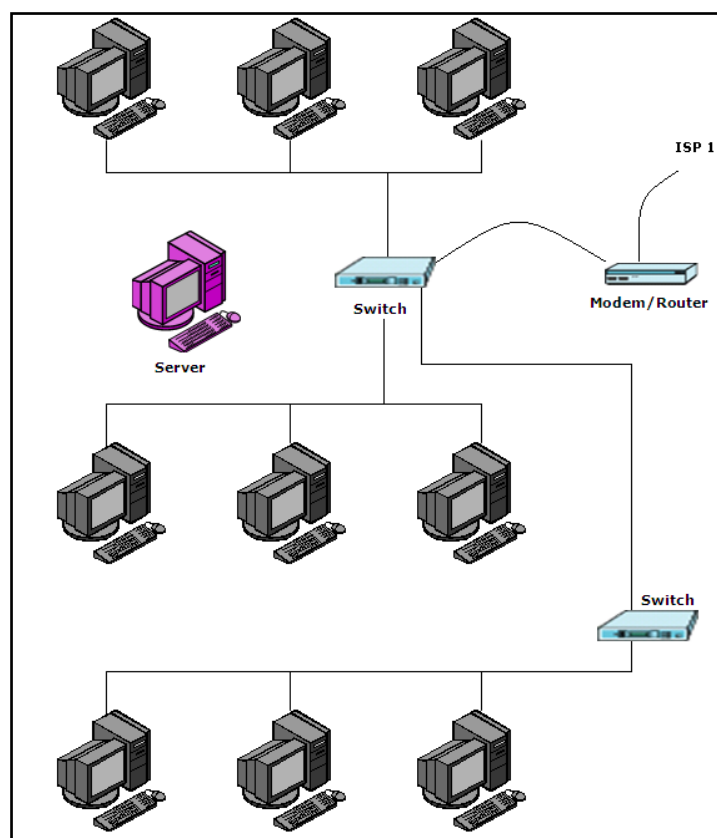


Figure 2.35: Large Network with Several Switches

Chapter 3: Customer Sessions

A **customer session** is the duration for which a customer browses the internet at a computer terminal of your cyber cafe. The CLINCK Cafe Register assigns a unique token number to the customer who registers at your cafe, either at the time of registration or anytime later when needed. The customer can then log in to a browsing sessions at a terminal of your cafe using this token number.

3.1 Introduction to Token Number

The **token number** is the main feature of the CLINCK Cafe Register. A customer session is not possible without it.

3.1.1 What is a Token Number

In the CLINCK Cafe Register, a **token number** is a unique number generated in an increasing order and assigned to a customer either at the time of registration or later, whenever the customer needs it to log in to a browsing session.

In order to access a computer terminal of your cafe for starting a browsing session, a customer has to type the assigned token number on the login screen of the machine.

Details of every session started with a token number are stored along with other information about the token number. The following information about a token number is recorded on the CLINCK Cafe Register's server:


■ Customer Details

- **Customer Name** – Name of the customer to whom the token number is assigned.
- **Gender** – Customer's gender.
- **Contact Number** – Customer's phone number.
- **Address** – Customer's address.
- **Email ID** – Customer's email ID.
- **ID Card Type** – Type of ID card provided by the customer.
- **ID Card No.** – Unique number of the ID card.
- **Other Information** – Other information about the customer.
- **Customer Picture** – Customer's picture.
- **Photo ID Picture** – Picture of the photo ID card provided by the customer.


■ Token Details

- **Status** – Current status of the token number.
- **Date & Time of Token Number Creation** – Date and time when the token number was created.
- **Total Time for the Token Number (mins/hrs)** – Total time of all the sessions for which the token number was used.
- **Total Amount (Rs.)** – Total amount in rupees earned through all the browsing sessions for which the token was used.
- **Other Products** – Other purchased products and services paid for by the customer using this token number.
- **Amount of Other Products (Rs.)** – Total amount in rupees earned for the other products and services purchased using the token number.
- **Discount (Rs.)** – Amount in rupees given as discount to the customer at the time of closing the token.
- **Credit (Rs.)** – Amount in rupees given as credit to the customer at the time of closing the token.
- **Notes** – Any notes about the token number.
- **Number of Logins** – Total number of times the token number was used to login to a browsing session.

■ Login Details

 Note	<i>Login details are stored for each time the token number is used to login to a session.</i>
--	---

- **Date** – Date when the customer logged in to a session using this token number.
- **Time In** – Time when the customer logged in.
- **Time Out** – Time when the customer logged out.
- **Total Time (mins/hrs)** – Total session time in minutes, from login to logout.
- **Terminal Name** – Name of the terminal where the customer logged in.

 Note	<i>All this information about a token number can be viewed using the Search Token Number option on the Reports screen of the server.</i>
--	--

Some more information about a token number:

- A token number can be assigned not only to a new registered customer but also to an existing customer.
- A token number is unique in a particular cyber cafe, but not throughout all the cyber cafes using the CLINCK Cafe Register.
- A token number can be used by the same customer on multiple computer terminals of your cafe on the same day or on different days.
- With a token number, re-login is not needed because the number can be used again on the same terminal to continue the same session.
- Transfer from one terminal to another is also made easy by simply using the same token number on the other terminal. In such as case, the session time is calculated for the entire session and not for a particular terminal.

3.1.2 Token Number Status

The present status of each token number that exists in the CLINCK Cafe Register on the current date is displayed along with its other details in the **Sessions Grid** on the server's **Sessions** screen (see [Section 3.4.1](#)). From the time when a token number is generated, its status can be one of the following:

■ **Unused**

A token number has this status when it has been created but not used even once. This status is displayed in black coloured text.

■ **Open**

A token number has this status after a customer has used it and logged out and it has not yet been closed. An Open token number can be reused. This status is displayed in red coloured text.

■ **Active**

A token number has this status when it is currently being used on a terminal of your cafe for a browsing session. This status is displayed in green coloured text.

■ **Paused**

A token number has this status when it is paused from the server and cannot be used again until it is opened from the server. This status is displayed in blue coloured text.

■ **Closed**

A token number has this status when it is closed from the server and cannot be used anymore. This status is displayed in grey coloured text.

3.1.2.1 Possible Changes in Token Number Status

- As soon as a token number is created, its default status is **Unused**. It remains in this state until it is used at a client terminal to log in to a session.
- When the token number is used at a client terminal, its status becomes **Active** and remains so until either the customer logs out from the terminal or the token number is **Paused** or **Closed** from the server.
- After logout from the client terminal, the status of the token number becomes **Open**.
- An **Open** or **Active** token number can be paused from the server and its status then becomes **Paused**. It remains in this state until it is **Opened** or **Closed** from the server. The status cannot be changed from **Paused** to **Active** from the client terminal. In fact, it is not possible to log in to a terminal using a **Paused** token number.
- When a **Paused** token number is **Opened** from the server, it remains in that state until it is **Paused** again or **Closed** from the server, or made **Active** from the client terminal.
- Once a token number is **Closed**, it cannot be made **Open**, **Active**, or **Paused**.

3.1.2.2 Status Sequences Possible for a Token Number

Figure 3.1 shows the different events that can take place involving a token number and the result of each event. The meaning of the different shapes used in the figure is as follows:

■ Line with arrow



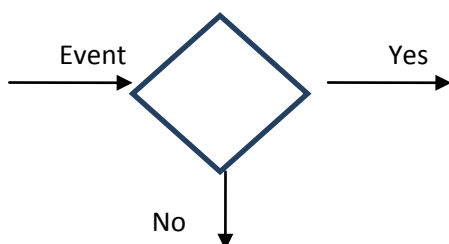
Lines with arrows indicate an event related to a token number. They also show the direction in which the event or process flows.

■ Round shape



Round shapes indicate the result of an event. A result can either be a token number status or a state such as an error.

■ Diamond shape



This shape indicates a condition related to the token number. When an event takes place, if the condition is met, the result is indicated by what comes after the **Yes** arrow, and if the condition is not met, the result is indicated by what comes after the **No** arrow.

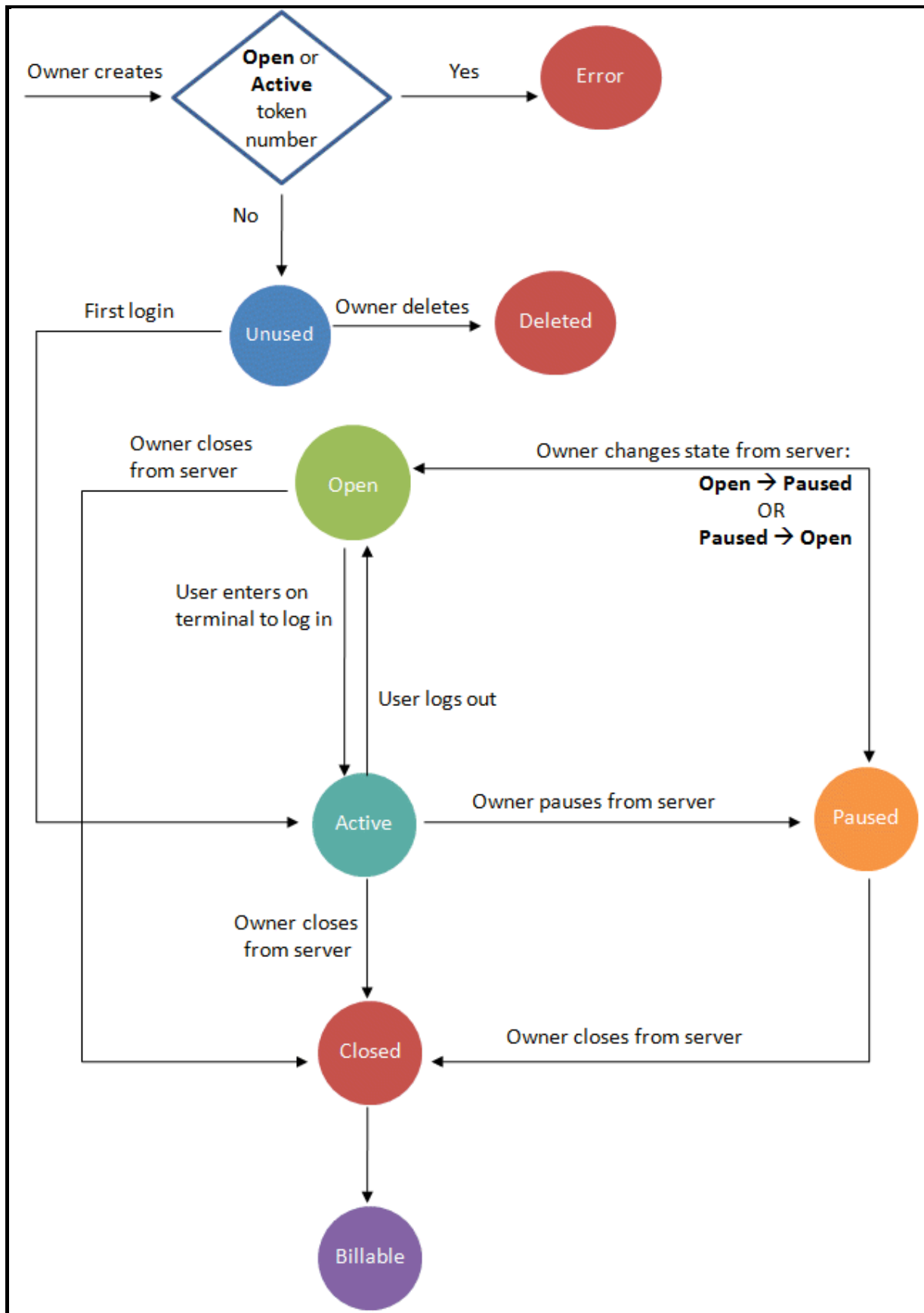


Figure 3.1: Token Status Diagram

3.1.3 Other Token Number Rules

It is important to understand some more rules regarding a token number.

3.1.3.1 Token Number and Customer

- A token number cannot be created by itself. It is only generated when it has to be assigned to a customer.
- A customer can be assigned multiple token numbers, however a new token number can be assigned only after all previous token numbers of the customer are **Closed**. In other words, at any given time a customer can have only one token number that is **Unused**, **Active**, **Open**, or **Paused**.
- When the customer logs out from a session, the token number will remain **Open** unless that particular session is **Paused** or **Closed** from the server. From the **Open** state it will resume the **Active** state only if the customer uses the token number on any terminal in the cafe.
- The same token number cannot be assigned to multiple customers.
- A token number cannot be transferred from one customer to another. Once it is assigned to a customer, it remains linked to that customer only.

3.1.3.2 Token Number and Terminal

- If a token number is **Active** on one terminal in the local computer network, then the same token number cannot be used to log in on another terminal on the network. In other words, a token number can be **Active** on only one terminal of the network at a time.
- A token number can be used to re-login to the same terminal or to transfer to another terminal after logging out from a session or after the token number is paused.
 - In the **Daily Register Report** (see [Section 5.1](#)) and the **Search Token Number** option (see [Section 5.9](#)) on the server's **Reports** screen, a separate record is displayed for each session that takes place using the token number until it is closed, including each session's specific **Time In**, **Time Out**, and **Total Time**. The **Amount** in rupees earned for each session or for all the sessions so far is not displayed in these reports until the token number is closed.
 - In the **Sessions Grid** on the server's **Sessions** screen (see [Section 3.4.1](#)), only one **Time In**, **Time Out**, **Total Time**, and **Total Amount** is displayed. The **Time In** displayed here is the first instance when the token number was used to log in to a session, the **Time Out** is the last time the customer logged out from a session of that token number, the **Total Time** is the total duration of all the sessions for which the token number was used, and the **Total Amount** is the sum of the amount in rupees earned for all the sessions.
- If a token number is used on a terminal and then paused, then another token number can be used on that terminal to log in.

3.1.3.3 Token Number and Time

- Session time is calculated for a token number only when it is in the **Active** state. Time is not calculated when the token number is **Unused**, **Open**, or **Paused**.

3.1.3.4 Miscellaneous Rules

- When an **Active** session is **Paused** or **Closed**, the customer is automatically and immediately logged out from the client terminal.
- A token number cannot be deleted once it is used. In other words, an **Open**, **Active**, **Paused**, or **Closed** token number cannot be deleted. However, an **Unused** token number can be deleted using the **Show All Unused Token Numbers** option on the **Sessions** screen (see [Section 3.3.7](#)).
- Details about a token number cannot be edited except information about the customer to whom it is assigned.
- Billing for a token number takes place only after it is **Closed**.
- In the **Sessions Grid** on the server's **Sessions** screen, records of only those **Closed** token numbers are displayed that were closed on the current day.

Table 3.1 explains the meaning and the possible results of the different states of a token number.

Token Number Status	Meaning	Billing	Reuse	Deletion
Unused	Not used even once.	Cannot be billed.	Can be used.	Can be deleted.
Open	Used at least once, but currently not in session.	Not to be billed.	Can be reused.	Cannot be deleted.
Active	Currently in session.	Not to be billed.	Cannot be reused.	Cannot be deleted.
Paused	Used at least once. Was open, but currently paused.	Not to be billed.	Cannot be reused unless opened.	Cannot be deleted.
Closed	Was used at least once. Now closed.	Has been billed.	Cannot be reused.	Cannot be deleted.


Table 3.1: Token Number Status

3.2 Login-Logout at Client Terminal Using Token Number

This section explains how a customer logs in and logs out at the CLINCK Cafe Register client terminal using a token number.

To log in to the CLINCK Cafe Register client, ask the customer to follow these steps:

- 1) On the client terminal’s login screen, type the assigned token number in the **Please enter your Token Number** box.

**Note**

Only **Unused** and **Open** token numbers are accepted.

- 2) Click **Start Session**.



Net Zone

Please enter your Token Number

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(Terminal Name: AT-1091)
 01 Jun 2011, Wednesday 10:58:57 AM
 Server Status: Connected
 Version: 1.0.1

Figure3.2: Logging in from the Client Terminal's Login Screen

Result: The customer is logged in to the client terminal, a browsing session starts, and the CLINCK Desktop appears along with the **Session Details** dialog box.


 Note	<p><i>The CLINCK Desktop is a simple desktop application with content, utilities, search, and brand offers for your cafe's customers</i></p>
--	--



Figure 3.3: CLINCK Desktop with Session Details Dialog Box

The customer can minimize the **Session Details** dialog box and start browsing the internet. When the dialog box is minimized, the CLINCK Cafe Register timer icon appears on the taskbar displaying a continuous calculation of the session time.



Figure 3.4: CLINCK Cafe Register Timer Icon on the Taskbar

The **Session Details** dialog box can be opened again at any time by clicking the CLINCK Cafe Register timer icon on the taskbar. The following details about the session are displayed in the dialog box:

- **Customer Name** - Name of the customer logged in to the terminal.
- **Terminal Name**- Name of the computer terminal fetched directly from the operating system.
- **Start Time** -The exact time when the session started.
- **Total Time** - The total duration of the session so far.
- **Total Internet Usage (Rs.)** - The total amount to be paid by the customer for the session time used so far, based on the applicable rate plan.
- **Time Remaining** - The time remaining for the session to end. This information appears only if the session timer has been activated for the token number used by the customer to log in.

The customer can view these details in the **Session Details** dialog box at any time during the session.

To log out from the CLINCK Cafe Register client, ask the customer to follow these steps:

- 1) On the taskbar, click on the CLINCK Cafe Register timer icon (see [Figure 3.4](#)).
The **Session Details** dialog box appears displaying information about the session.

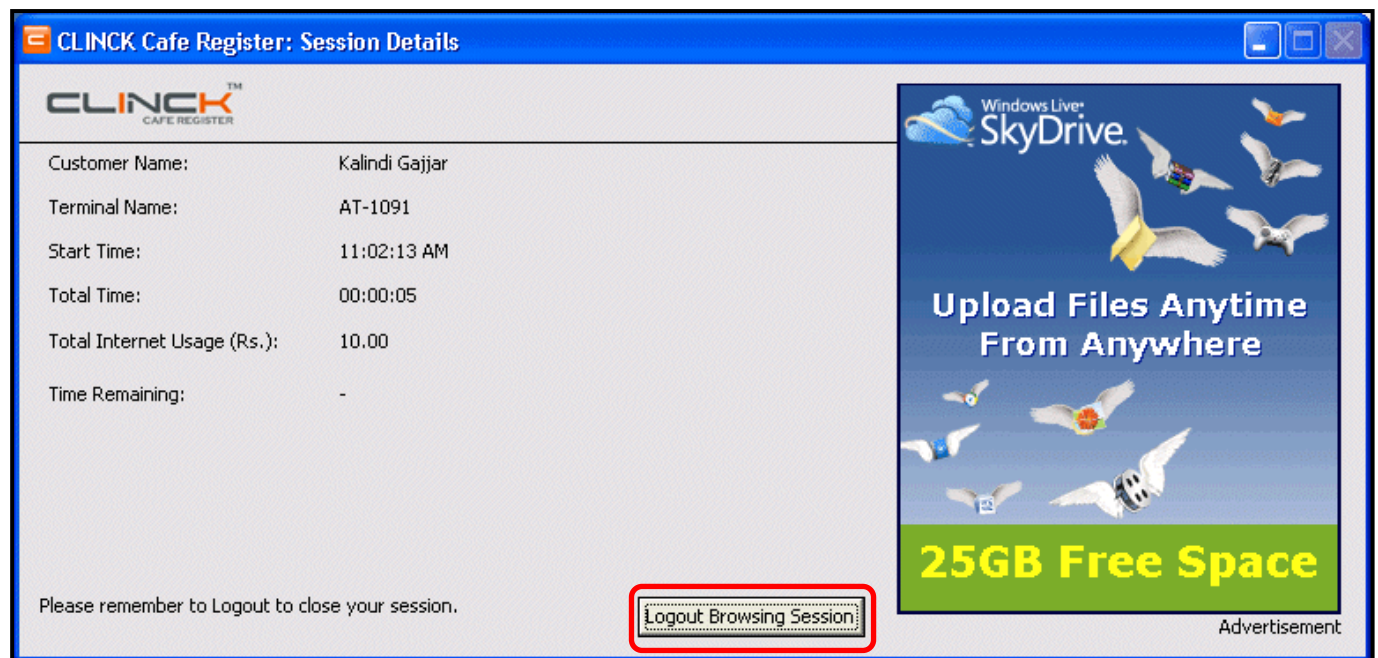


Figure 3.5: Logging out from the Client Terminal

- 2) Click **Logout Browsing Session**.
The **Session Logout** dialog box appears displaying the total session time so far and the amount in rupees to be paid for it.

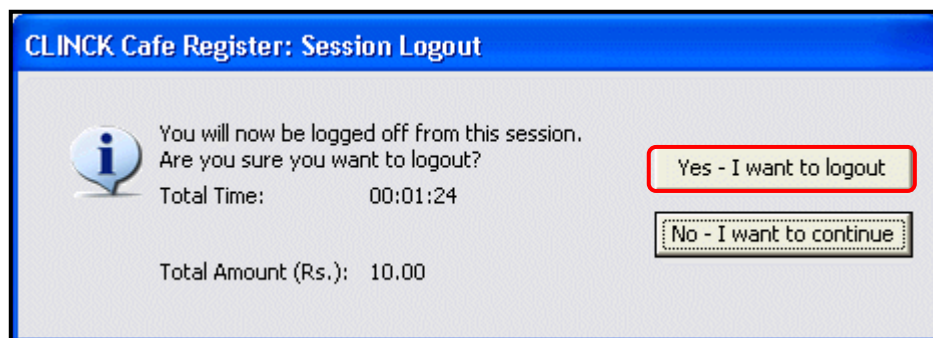


Figure 3.6: Session Logout Dialog Box

- 3) In the dialog box, click **Yes- I want to logout**.

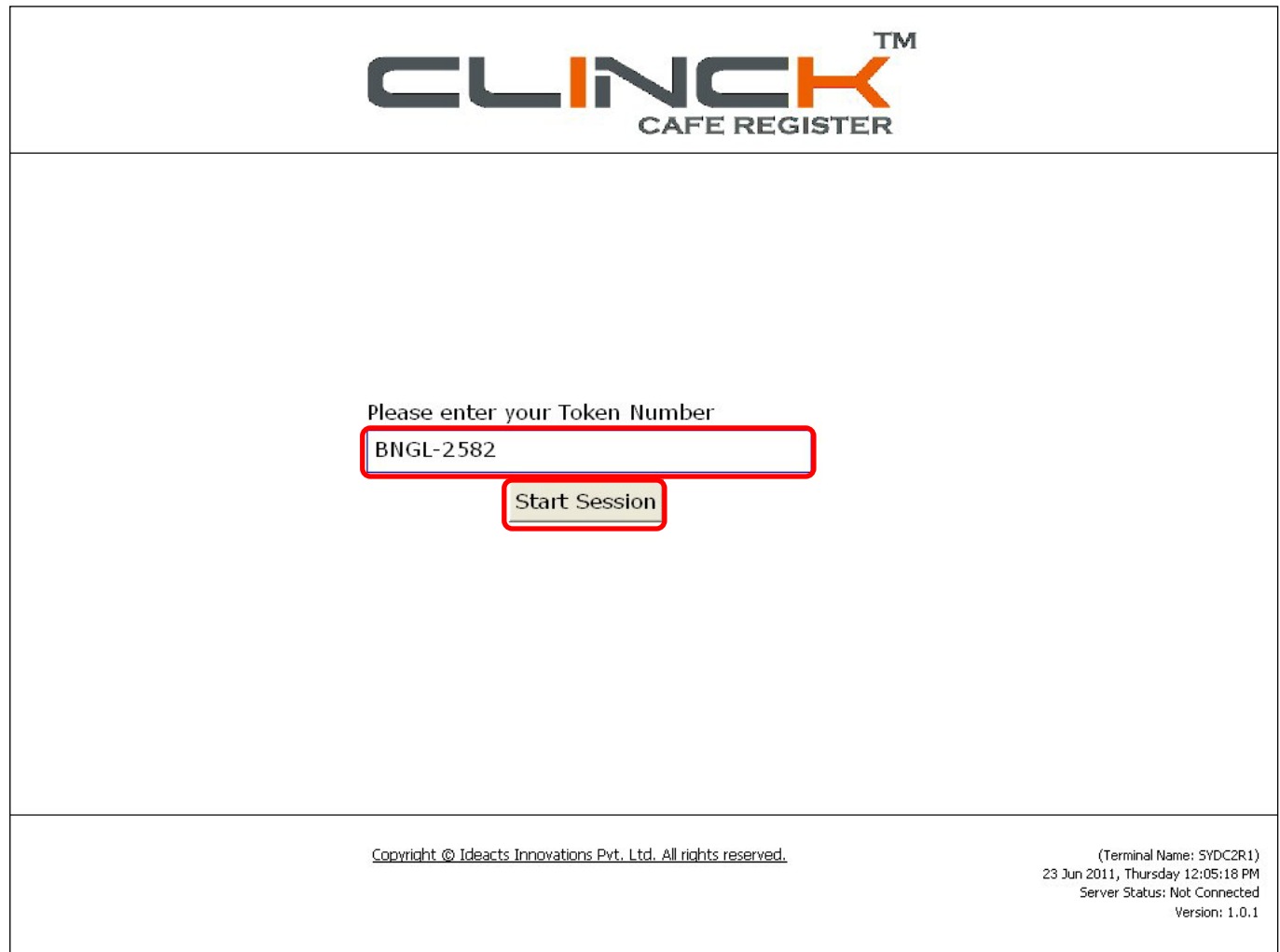
Result: The customer is logged out from the client terminal and the login screen appears once again.

Starting an admin session from the client terminal

When the CLINCK Cafe Register client is not connecting to the server, you need to log in to the terminal as admin to resolve the problem. This opens an admin session on the server, which is not billed.

To start an admin session from the client terminal, follow these steps:

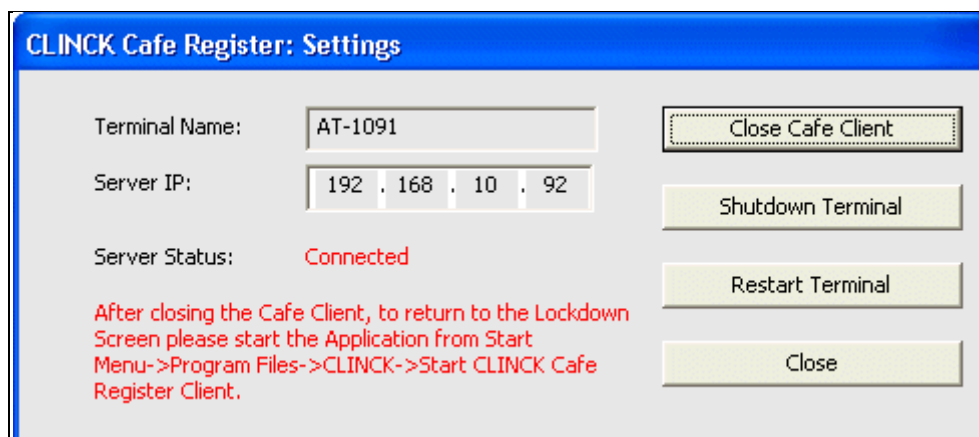
- 1) On the client terminal's login screen, type the cafe code assigned to your cyber cafe when you registered it at the CLINCK website.
- 2) Click **Start Session**.



The image shows the CLINCK CAFE REGISTER login screen. At the top is the CLINCK CAFE REGISTER logo. Below it, the text "Please enter your Token Number" is displayed. A text input field contains the token number "BNGL-2582". Below the input field is a button labeled "Start Session". At the bottom of the screen, there is a copyright notice: "Copyright © Ideacts Innovations Pvt. Ltd. All rights reserved." and terminal information: "(Terminal Name: SYDC2R1) 23 Jun 2011, Thursday 12:05:18 PM Server Status: Not Connected Version: 1.0.1".

Figure 3.7: Logging in to an Admin Session from the Client Terminal

The **Settings** dialog box appears.



The image shows the CLINCK Cafe Register: Settings dialog box. It has a blue title bar. Inside, there are several fields and buttons. The "Terminal Name" field contains "AT-1091". The "Server IP" field contains "192 . 168 . 10 . 92". The "Server Status" is "Connected". There are three buttons on the right: "Close Cafe Client", "Shutdown Terminal", and "Restart Terminal". At the bottom right is a "Close" button. A red text message at the bottom left reads: "After closing the Cafe Client, to return to the Lockdown Screen please start the Application from Start Menu->Program Files->CLINCK->Start CLINCK Cafe Register Client."

Figure 3.8: Settings Dialog Box

3) In the **Settings** dialog box, do any of the following as needed:

- To access the computer as admin, click **Close Cafe Client**.

On the client terminal, the CLINCK Desktop appears without a **Session Details** dialog box.



Figure 3.9: CLINCK Desktop with Admin Login

In the **Sessions Grid** on the server, an admin session is displayed for which the collection amount is zero.

CLINCK Cafe Register

Version: 1.0.1.0

Net Zone
PUNE-0666
Wed, 01/06/2011
12:54:57 PM

Token Number	Customer Name	Terminal Name	Time In	Time Out	Total Time (mins/hrs)	Total Amount (Rs.)	Status
50	David	AT-1091	02:35 PM	03:01...	20 Mins	20	Open
36	sachin	AT-1091	12:42 PM	11:29...	1 Hrs 28 Mins	60	Open
33	Mahesh	AT-1091	11:19 AM	12:05...	21 Mins	20	Open
32	Kalindi Gajjar	AT-1091	09:42 AM	11:28...	52 Mins	40	Open
0	Admin Login	AT-1091	12:54 PM			0	ADMIN
0	Admin Login	AT-1091	12:47 PM	12:51...	4 Mins	0	ADMIN
35	Raheel					0	Unused

Token Numbers:
Unused: 1
Paused: 0
Open: 4

Total Amount: 140 Total Sessions: 7

Idle Terminal List Idle: 0 | Connected: 0 | Busy: 0

Quick Help

What are Token Numbers?
1. CLINCK Cafe Register works by giving a Token Number to every Customer for Surfing.
2. A Customer cannot use a Computer without a Token Number.
3. 1 Token Number cannot be assigned to 2 Customers or transferred from 1 Customer to another.

How to Register a Customer and Start Surfing?
1. Click on the 'New Customer' button and enter details of the Customer.
2. Click on Finish, a Token Number will be generated which can be used by the Customer on any Client Machine to Start Surfing.

What is Search Customer?
If a Customer has registered once in your Café then he / she does not need to Register again. Details can be found using Search Customer Module and assign a Token Number.

What are Pause Session and Open Session?
1. If a Customer wants to take a Break in his Session or Shift a Terminal, then select the customer's record in the Grid and click on Pause Session.
2. To Start using the Token Number again – select the customer's record in the Grid and click Open Session.

What is Close Token Number?
1. Once a Token Number is Closed, it cannot be used again. The Sessions are then billed and added to Reports.
2. To Close a Token Number, click on the Token Record and click on Close Token Number Button.

What are Unused Token Numbers?
1. Token number that are generated and assigned to a customer but not yet used.
2. Unused Token Numbers can be directly deleted.

Figure 3.10: Admin Session on the Server

- To shutdown the terminal, click **Shutdown Terminal**.
- To restart the terminal, click **Restart Terminal**.
- To close the **Settings** dialog box, click **Close**.

Result: You are logged in to an admin session at the client terminal and can carry out admin tasks on it.

3.3 Session-related Tasks

You can perform the following session-related tasks on the **Sessions** screen of the CLINCK Cafe Register's server:

- Register a new customer and assign a token number.
- Search and edit the details of an existing customer and assign a token number.
- Pause a session.
- Open a session.
- Close a token number and calculate the total collection amount.
- Set the session timer.
- View and delete unused token numbers.

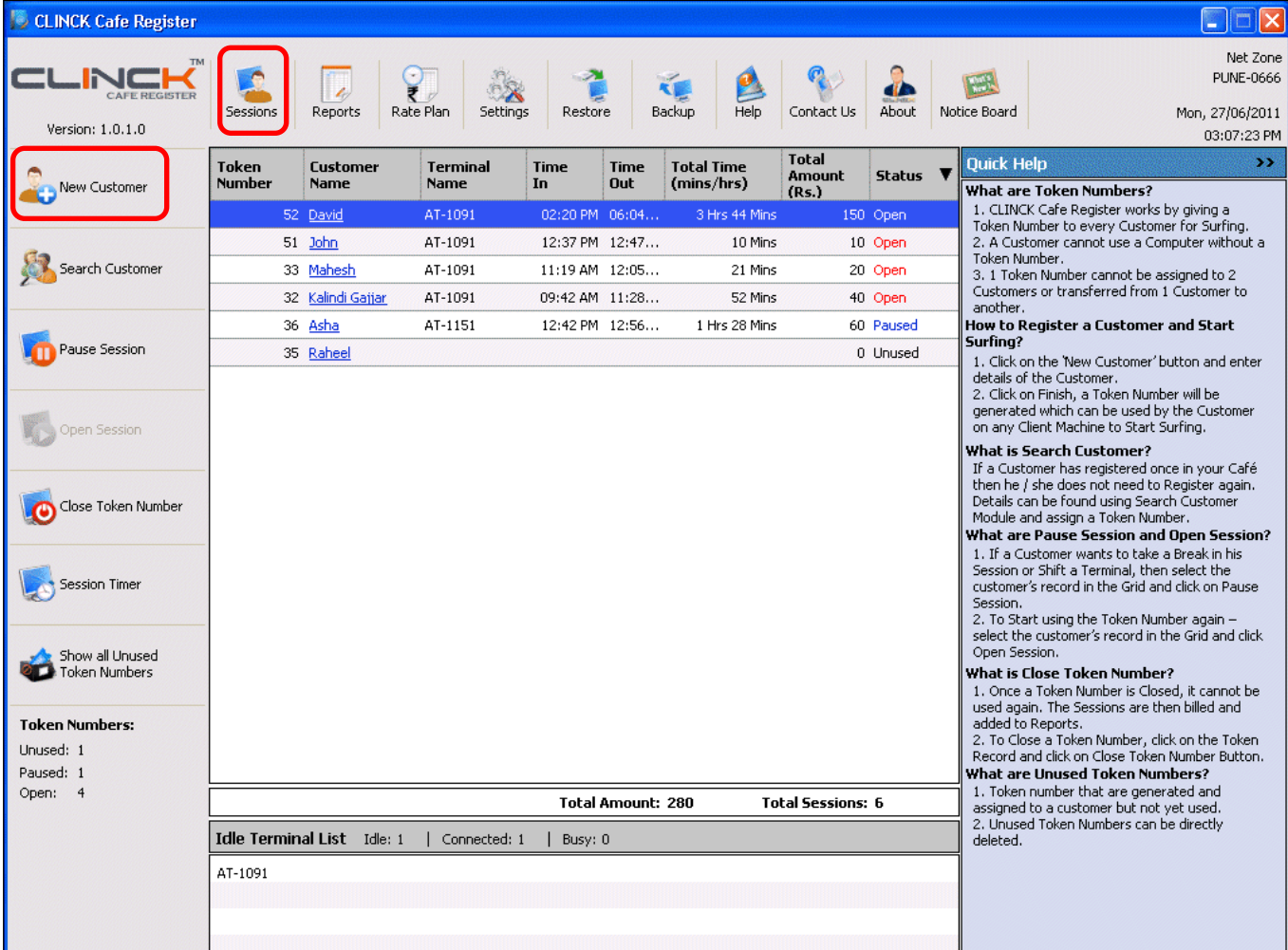
3.3.1 Registering a New Customer and Assigning a Token Number

A customer can be assigned a token number at the time of registering on the CLINCK Cafe Register at your cafe. For this, the server automatically generates a new token number as soon as the registration is complete.

To register a new customer and assign a token number, follow these steps:

 Note	<i>It is mandatory to fill the Customer Name field in this procedure.</i>
--	--

- 1) On the CLINCK Cafe Register's server screen, click **Sessions**.
The **Sessions** screen appears.
- 2) In the left panel of the **Sessions** screen, click **New Customer**.



CLINCK Cafe Register
Version: 1.0.1.0

Net Zone
PUNE-0666
Mon, 27/06/2011
03:07:23 PM

Sessions | Reports | Rate Plan | Settings | Restore | Backup | Help | Contact Us | About | Notice Board

New Customer | Search Customer | Pause Session | Open Session | Close Token Number | Session Timer | Show all Unused Token Numbers

Token Number	Customer Name	Terminal Name	Time In	Time Out	Total Time (mins/hrs)	Total Amount (Rs.)	Status
52	David	AT-1091	02:20 PM	06:04...	3 Hrs 44 Mins	150	Open
51	John	AT-1091	12:37 PM	12:47...	10 Mins	10	Open
33	Mahesh	AT-1091	11:19 AM	12:05...	21 Mins	20	Open
32	Kalindi Gajjar	AT-1091	09:42 AM	11:28...	52 Mins	40	Open
36	Asha	AT-1151	12:42 PM	12:56...	1 Hrs 28 Mins	60	Paused
35	Raheel					0	Unused

Token Numbers:
Unused: 1
Paused: 1
Open: 4

Total Amount: 280 Total Sessions: 6

Idle Terminal List Idle: 1 Connected: 1 Busy: 0

AT-1091

Quick Help

What are Token Numbers?
1. CLINCK Cafe Register works by giving a Token Number to every Customer for Surfing.
2. A Customer cannot use a Computer without a Token Number.
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How to Register a Customer and Start Surfing?
1. Click on the 'New Customer' button and enter details of the Customer.
2. Click on Finish, a Token Number will be generated which can be used by the Customer on any Client Machine to Start Surfing.

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If a Customer has registered once in your Café then he / she does not need to Register again. Details can be found using Search Customer Module and assign a Token Number.

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1. If a Customer wants to take a Break in his Session or Shift a Terminal, then select the customer's record in the Grid and click on Pause Session.
2. To Start using the Token Number again – select the customer's record in the Grid and click Open Session.

What is Close Token Number?
1. Once a Token Number is Closed, it cannot be used again. The Sessions are then billed and added to Reports.
2. To Close a Token Number, click on the Token Record and click on Close Token Number Button.

What are Unused Token Numbers?
1. Token number that are generated and assigned to a customer but not yet used.
2. Unused Token Numbers can be directly deleted.

Figure 3.11: New Customer Option on Sessions Screen

The **Add/Edit Customer** dialog box appears.

- 3) In the **Add/Edit Customer** dialog box, do the following:
 - i) In the **Customer Name** box, type the name of the customer. (Minimum 3 characters are required, and the following characters are not allowed: \$ ^ " # () < > | * & ? ; { } = %)
 - ii) In the **Gender** field, select the gender of the customer.
 - iii) In the **Address** box, type the address of the customer.
 - iv) In the **Contact No.** box, type the phone number of the customer.
 - v) In the **Email ID** box, type the email ID of the customer.
 - vi) In the **ID Card Type** box, select the type of ID card provided by the customer.
 - vii) In the **ID Card No.** box, type the ID card number.
 - viii) In the **Other Information** box, type any other information about the customer that needs to be saved.
 - ix) For **Customer Picture**, do the following:
 - a) If you have a webcam attached to your computer, under the **Customer Picture** box, click **Start Webcam**, and then focus the webcam towards the customer's face.

- b) When you see the picture of the customer in the box, click **Take Picture** to capture the image. The image appears in the box.

OR

- a) If you do not have a webcam, under the **Customer Picture** box, click **Browse**.
- b) In the **Open** dialog box that appears, select the customer's image file, and then click **OK**. The image appears in the box.
- x) For **Photo ID**, do the following:
- a) If you have a webcam attached to your computer, under the **Photo ID** box, click **Start Webcam**, and then focus the webcam towards the customer's photo ID.
- b) When you see the picture of the customer's photo ID in the box, click **Take Picture** to capture the image. The image appears in the box.

OR

- a) If you do not have a webcam, under the **Photo ID** box, click **Browse**.
- b) In the **Open** dialog box that appears, select the image file of the photo ID, and then click **OK**. The image appears in the box.

Add/Edit Customer

Customer Name*: David

Gender: ☒ Male ☐ Female

Address: #432, Church Street, Gandhi Nagar, Mumbai.

Contact No.: 9898986555

Email ID: david@msn.com

ID Card Type: PAN Card

ID Card No.: ACQPH4952P

Other Information:

All fields marked (*) are mandatory.

Customer Picture

Browse Take Picture Start Webcam

Photo ID

Browse Take Picture Start Webcam

Finish Cancel

Figure 3.12: Add/Edit Customer Dialog Box

- xi) Click **Finish**.

A confirmation box appears informing that the customer is now registered in your cafe's CLINCK database and asking whether you would like to assign a token number to the customer.

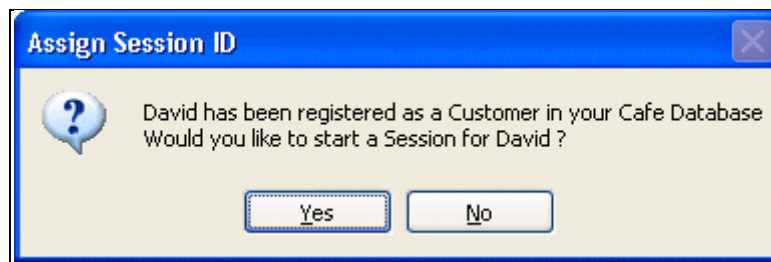


Figure 3.13: Confirmation Box for Assigning Token Number to New Customer

- 3) To assign a token number to the customer, in the confirmation box, click **Yes**.

A dialog box appears displaying the token number assigned to the customer and informing that the customer can now use it at a client terminal to start a session.

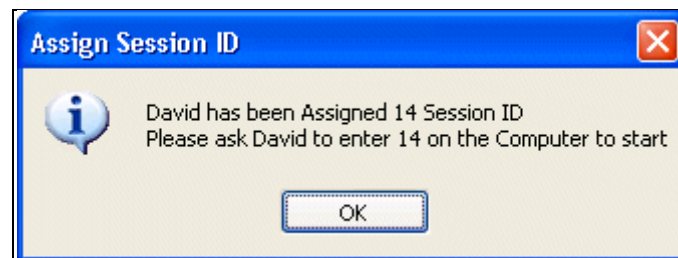


Figure 3.14: Dialog Box Displaying Token Number Assigned to Customer

- 4) Click **OK** and inform the customer which token number to use at your cafe's terminal to start a session.

Result: The customer is successfully registered in your cafe's CLINCK database and can use the assigned token number to log in to a session at any client terminal of your cafe.

3.3.2 Searching and Editing Customer Details and Assigning a Token Number

Using the **Search Customer** option on the **Sessions** screen, you can perform following tasks:

- Search for an existing customer.
- Edit the customer's details.
- Assign a token number to the customer.
- View the customer's details.

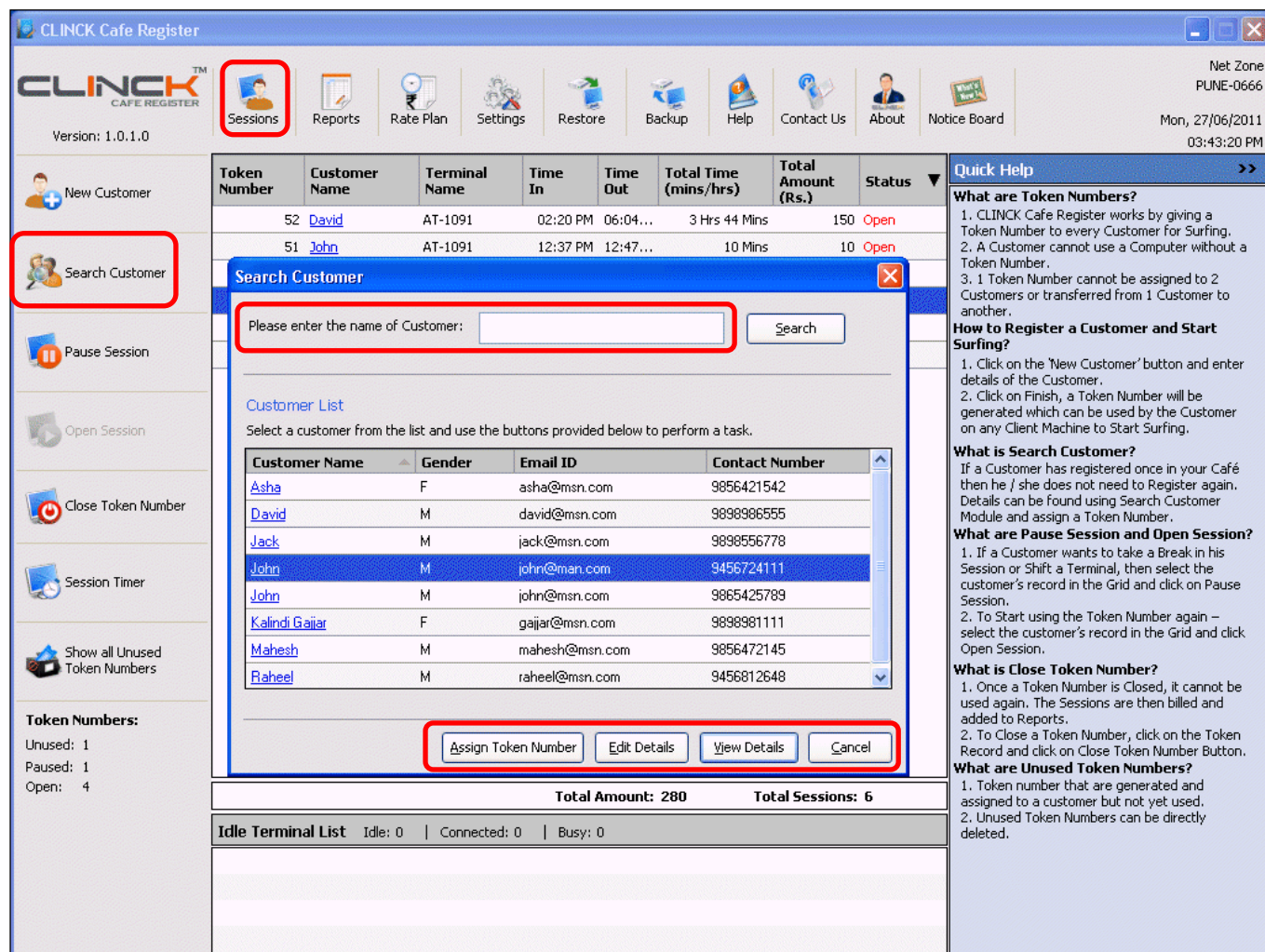


Figure 3.15: Different Tasks Under the Search Customer Option

■ Searching for a customer

You might need to search for a particular customer registered in your cafe in order to view or edit the customer's details or to assign a new token number if the client wishes to start a new browsing session in your cafe.

To search for an existing customer of the cafe, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Sessions**.
The **Sessions** screen appears.
- 2) In the left panel of the **Sessions** screen, click **Search Customer**.
The **Search Customer** dialog box appears with the **Registered Customer List** displaying all the customers registered with the cafe.
- 3) In the **Customer Name** box, type the name of the customer to be found. (Minimum 3 characters are required, and the following characters are not allowed: \$'^ " #(<>| * & ? ; { } = %)
- 4) Click **Find in My Cafe Database**.

Result: The record of the particular customer you searched for is displayed in the **Registered Customer List**.

Search Customer

Please enter the name of Customer: joh

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

Customer Name	Gender	Email ID	Contact Number
John	M	john@man.com	9456724111

John

Figure 3.16: Searching for a Customer

■ Editing the details of an existing customer

This option allows you to change the details of a customer already registered in your cafe.

To edit the details of an existing customer, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Sessions**.
The **Sessions** screen appears.
- 2) In the left panel of the **Sessions** screen, click **Search Customer**.
The **Search Customer** dialog box appears with the **Registered Customer List** displaying all the customers registered with the cafe.
- 3) Using one of the following methods, select the customer whose details you wish to edit:
 - Select from the **Registered Customer List** that is displayed.
 - Select using the previously explained procedure for searching for a customer.
- 4) Click **Edit Details**.

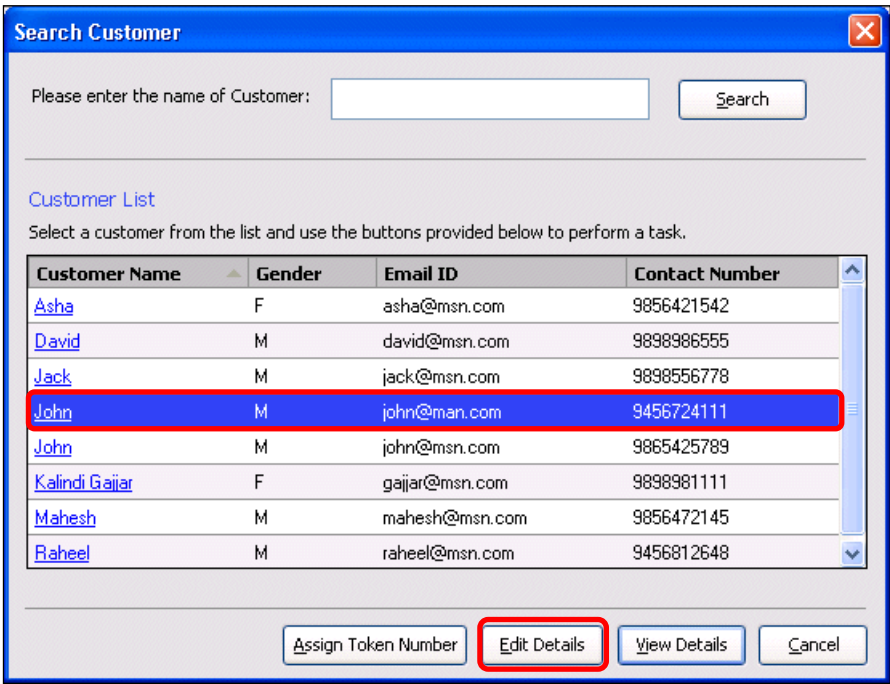


Figure 3.17: Editing a Customer’s Details

The **Add/Edit Customer** dialog box appears displaying the customer’s current details from the CLINCK database.

5) Edit the details as needed, and then click **Finish**.

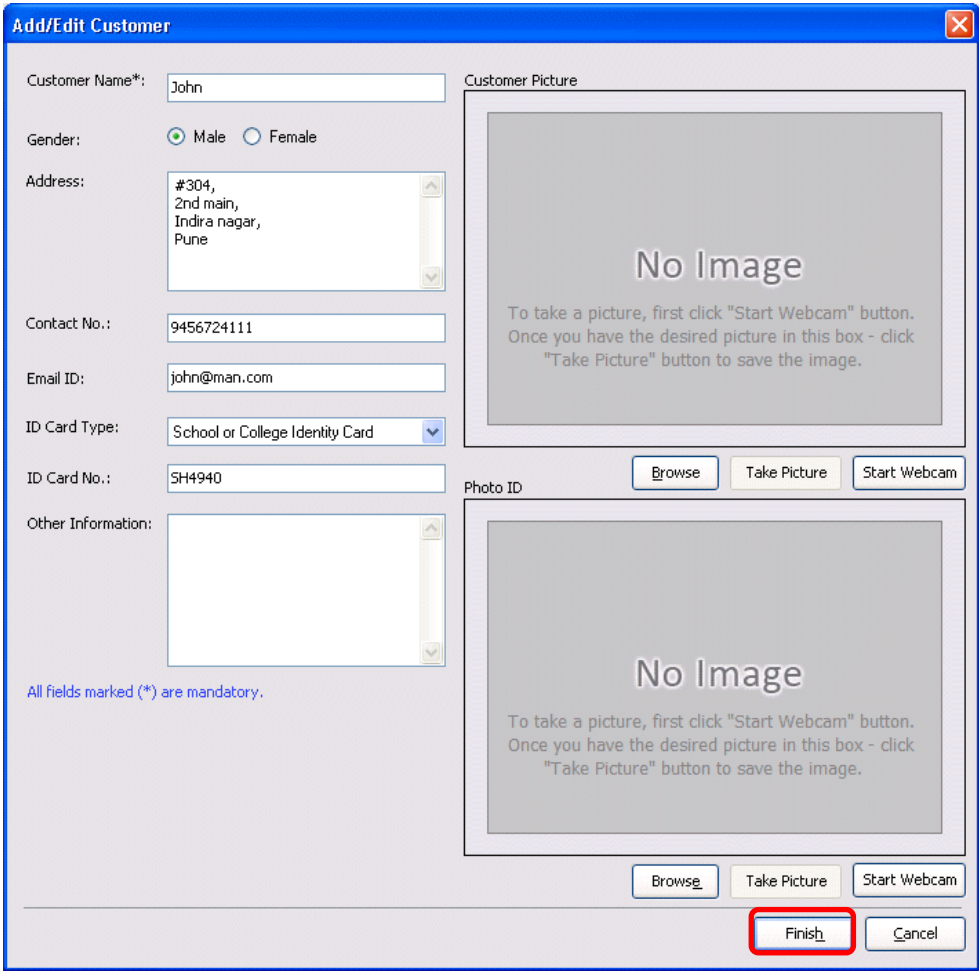


Figure 3.18: Add/Edit Customer Dialog Box

Result: The customer’s details are successfully edited and the changes are saved in the CLINCK database.

■ Assigning a token number to an existing customer

If a customer who registered in your cafe earlier needs a new token number to start a browsing session, you can assign one using this option.

To assign a token number to an existing customer, follow these steps:



Note

A new token number can be assigned to an existing customer only if all previously assigned token numbers are **Closed**. If an old token number is **Unused, Open, Active, or Paused** a new token number cannot be assigned.

- 1) On the CLINCK Cafe Register's server screen, click **Sessions**.
The **Sessions** screen appears.
- 2) In the left panel of the **Sessions** screen, click **Search Customer**.
The **Search Customer** dialog box appears with the **Registered Customer List** displaying all the customers registered with the cafe.
- 3) Using one of the following methods, select the customer to whom you wish to assign a new token number:
 - Select from the **Registered Customer List** that is displayed.
 - Select using the previously explained procedure for searching for a customer.
- 4) Click **Assign Token Number**.



Note

If an old token number of the customer is still **Unused, Open, Active, or Paused**, the **Assign Token Number** button is not displayed.

Search Customer

Please enter the name of Customer:

Customer List

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

Customer Name	Gender	Email ID	Contact Number
Asha	F	asha@msn.com	9856421542
David	M	david@msn.com	9898986555
Jack	M	jack@msn.com	9898556778
John	M	john@man.com	9456724111
John	M	john@msn.com	9865425789
Kalindi Gajjar	F	gajjar@msn.com	9898981111
Mahesh	M	mahesh@msn.com	9856472145
Raheel	M	raheel@msn.com	9456812648

Figure 3.19: Assigning a Token Number to an Existing Customer

A confirmation box appears asking whether you would like to assign a new token number to the customer.



Figure 3.20: Confirmation Box for Assigning Token Number to Existing Customer

5) Click **Yes**.

A dialog box appears displaying the token number assigned to the customer and informing that the customer can now use it at a client terminal to start a session.



Figure 3.21: Dialog Box Displaying Token Number Assigned to Customer

6) Click **OK** and inform the customer which token number to use at your cafe's terminal to start a session.

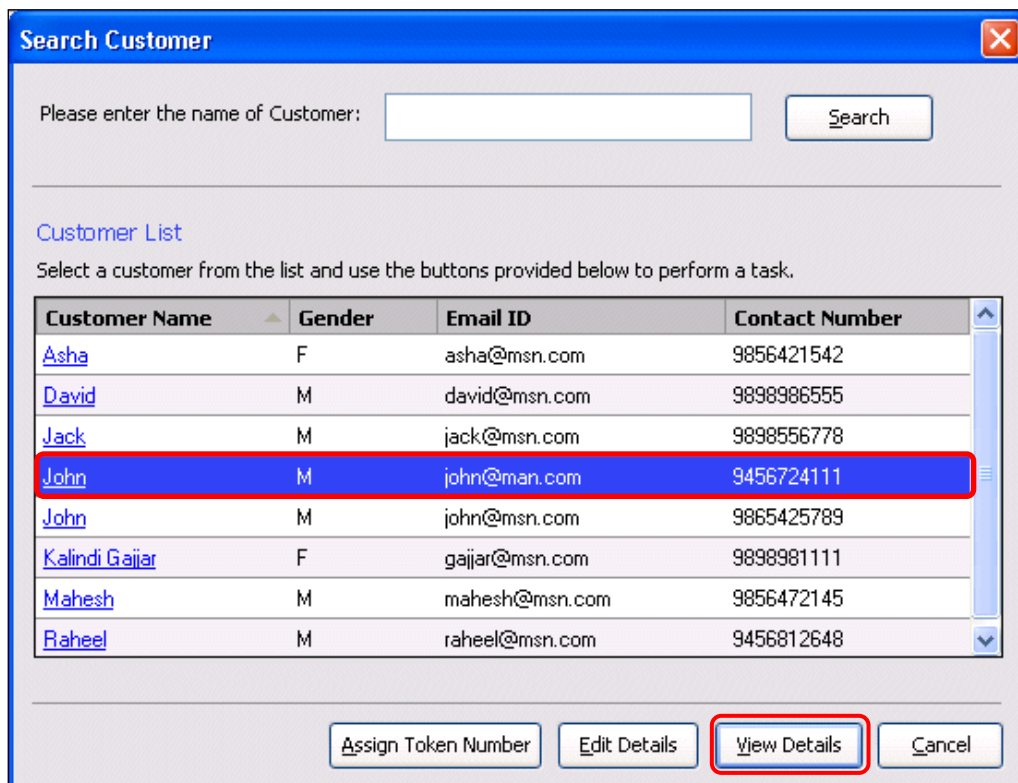
Result: A new token number is assigned to the selected customer that can be used to log in to a session at any client terminal of your cafe.

■ Viewing the details of an existing customer

This option allows you to view the details of a customer registered in your cafe.

To view an existing customer's details, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Sessions**.
The **Sessions** screen appears.
- 2) In the left panel of the **Sessions** screen, click **Search Customer**.
The **Search Customer** dialog box appears with the **Registered Customer List** displaying all the customers registered with the cafe.
- 3) Using one of the following methods, select the customer whose details you wish to view:
 - Select from the **Registered Customer List** that is displayed.
 - Select using the previously explained procedure for searching for a customer.
- 4) Click **View Details**.



Search Customer

Please enter the name of Customer:

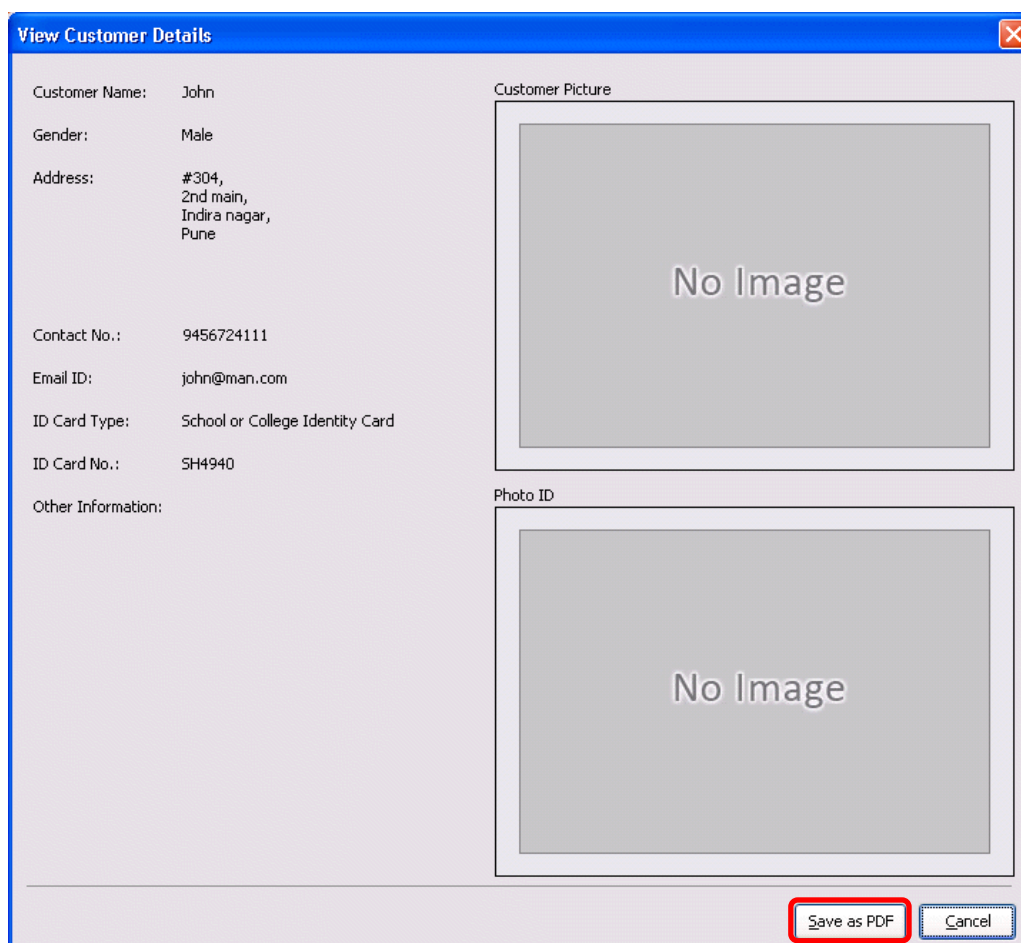
Customer List

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

Customer Name	Gender	Email ID	Contact Number
Asha	F	asha@msn.com	9856421542
David	M	david@msn.com	9898986555
Jack	M	jack@msn.com	9898556778
John	M	john@man.com	9456724111
John	M	john@msn.com	9865425789
Kalindi Gajjar	F	gajjar@msn.com	9898981111
Mahesh	M	mahesh@msn.com	9856472145
Raheel	M	raheel@msn.com	9456812648

Figure 3.22: Viewing Details of an Existing Customer

Result: The **View Customer Details** dialog box appears displaying the details of the selected customer.



View Customer Details

Customer Name: John

Gender: Male

Address: #304,
2nd main,
Indira nagar,
Pune

Contact No.: 9456724111

Email ID: john@man.com

ID Card Type: School or College Identity Card

ID Card No.: SH4940

Other Information:


Customer Picture

No Image

Photo ID


No Image

Figure 3.23: View Customer Details Dialog Box

 Note	<ul style="list-style-type: none"> • Customer details can also be viewed by clicking on the customer's name in one of the following: <ul style="list-style-type: none"> ○ Registered Customer List in the Search Customer dialog box. ○ Sessions Grid on the Sessions screen. (For more information about the Sessions Grid, see Section 3.4.1.) • In the CLINCK Cafe Register, a customer's details including pictures can be saved as a PDF file. To do so, click Save as PDF in the View Customer Details dialog box that displays the customer's details (see Figure 3.23). Then choose a location on the server machine or on an external storage device to save the file.
--	---

3.3.3 Pausing a Session

This option allows you to pause a session associated with a token number. When a session is paused, the token number cannot be used to log in to a terminal and start a session. In order to use the token number, the session needs to be opened from the server. Further, the session time is not recorded while a session is in the **Paused** state.

 Note	<p>Only Open and Active token numbers can be paused.</p>
--	--

To pause a session, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Sessions**.

The **Sessions** screen appears displaying the cafe's current token numbers in the **Sessions Grid**.

 Note	<p>For more information about the Sessions Grid, see Section 3.4.1.</p>
--	--

- 2) In the **Sessions Grid**, select the token number whose session you wish to pause.

- 3) In the left panel of the **Sessions** screen, click **Pause Session**.

The **Pause Session** confirmation box appears asking whether you want to open the session for the selected token number.

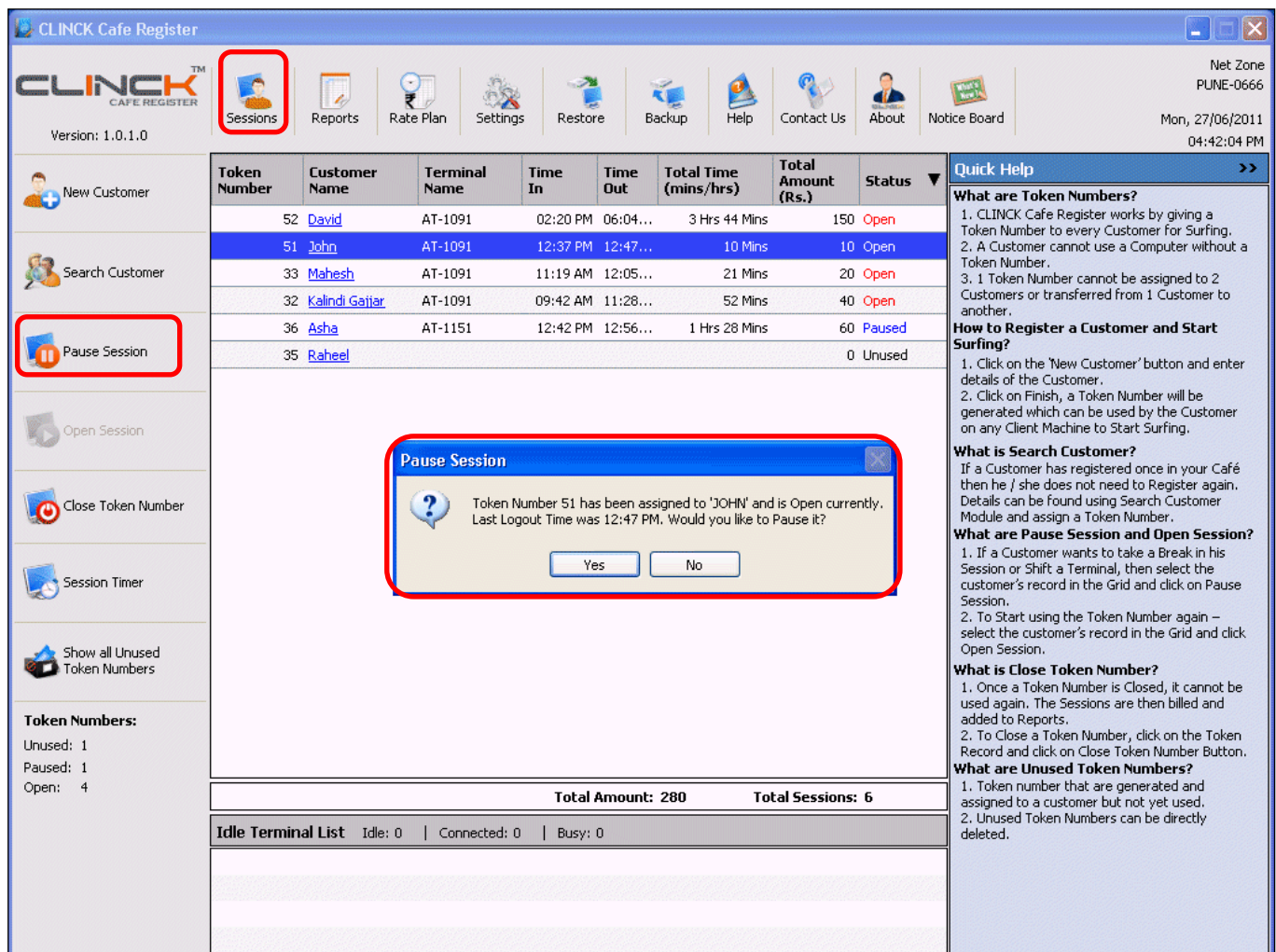


Figure 3.24: Pausing a Session

4) In the confirmation box, click **Yes**.

Result: The selected token number's session is paused.

Pausing an open session at the time of closing the CLINCK Cafe Register

An open session can also be paused at the time of closing the CLINCK Cafe Register's server. Every time the server is closed, you are given the option to pause the **Open** sessions present in the application at that time.

To pause an open session at the time of closing the server, follow these steps:

1) Close the CLINCK Cafe Register's server.

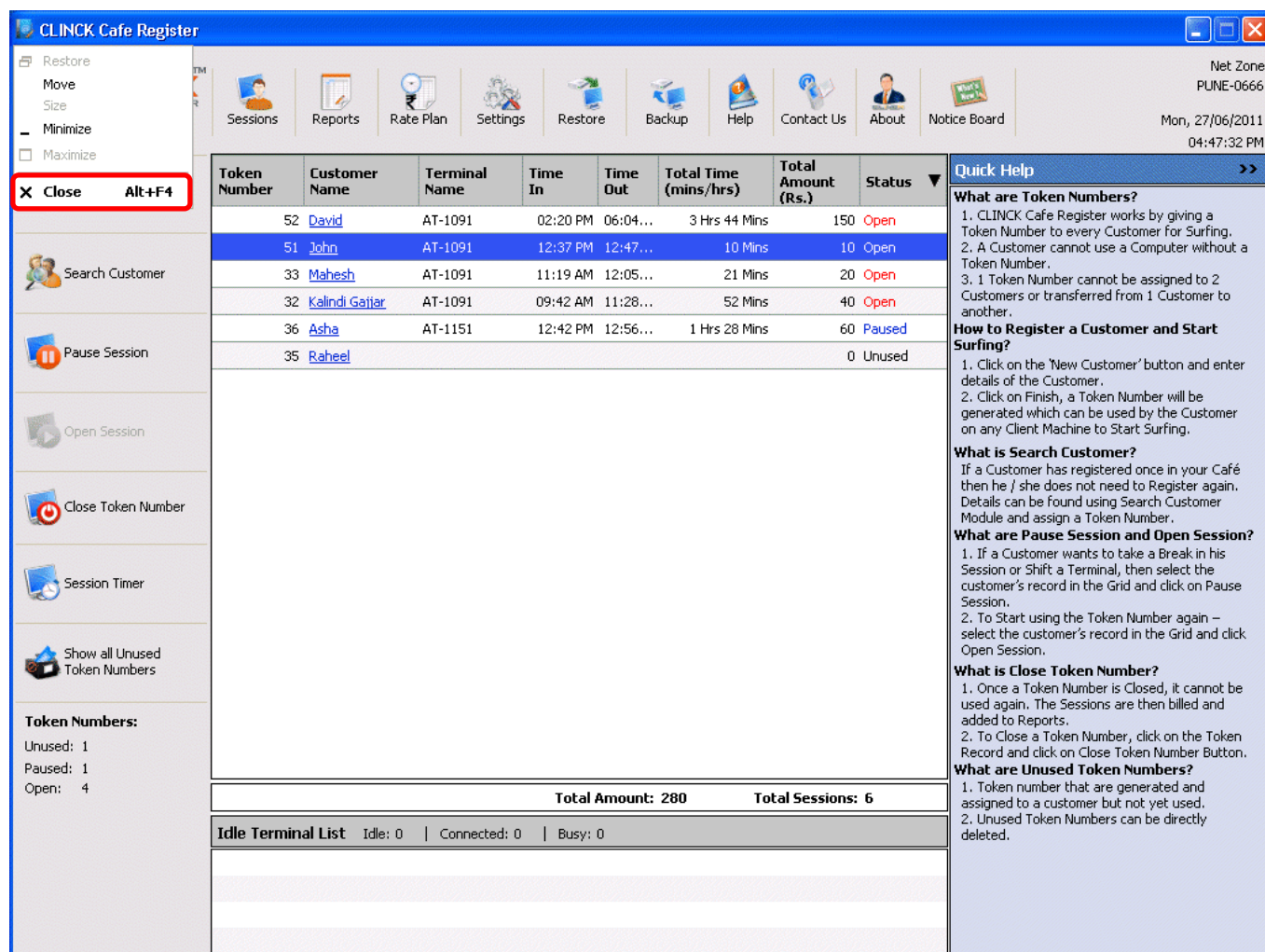


Figure 3.25: Closing the CLINCK Cafe Register's Server

The **Open Token Details** dialog box appears with a list of the **Open** token numbers and options to pause particular or all token numbers in the list.

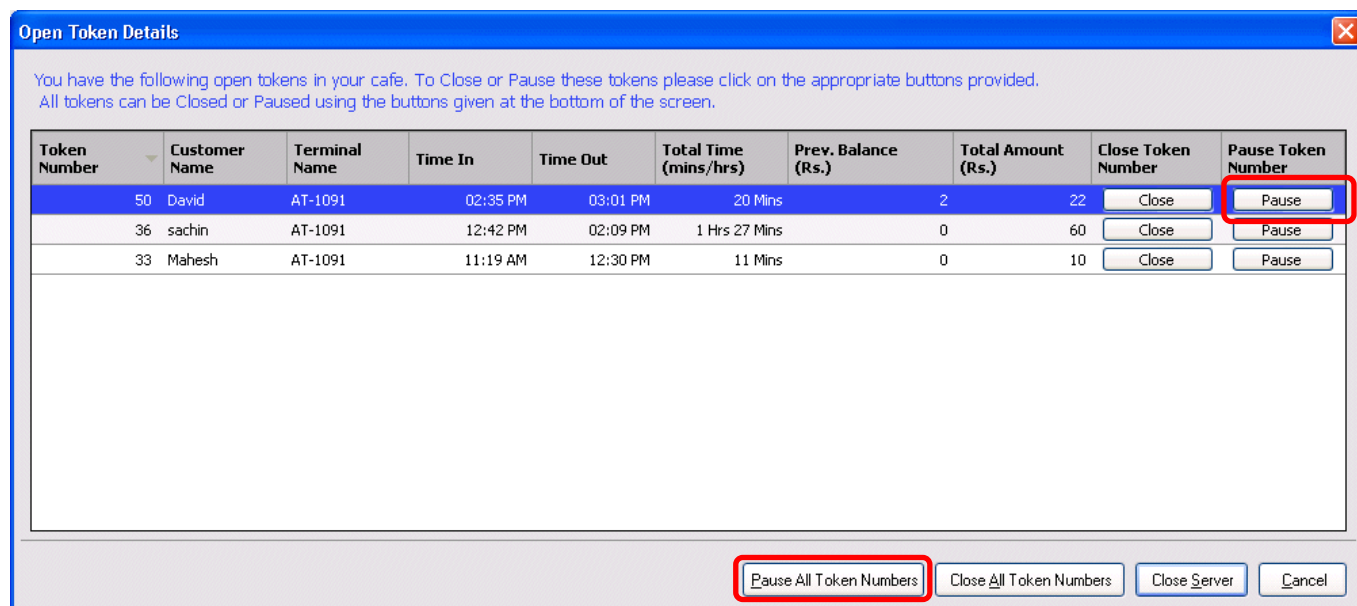


Figure 3.26: Open Token Details Dialog Box

2) To pause a particular token number, click **Pause** in the same row.

OR

To pause all the token numbers, click **Pause All Token Numbers**.

A confirmation box asking whether you wish to pause the token number(s) appears.

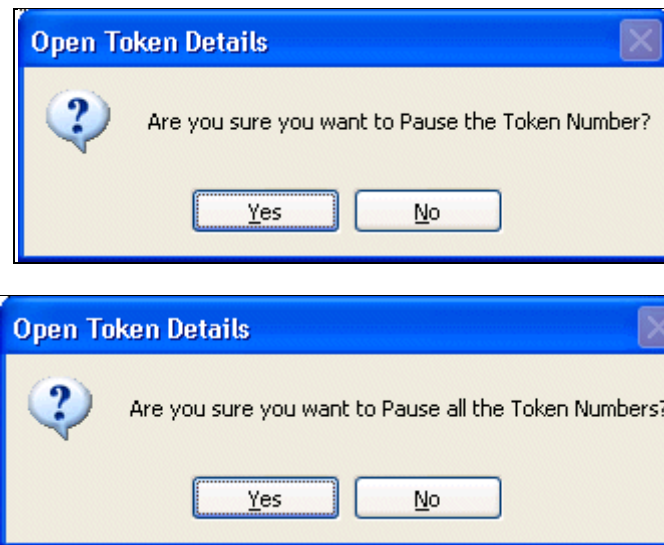


Figure 3.27: Confirmation for Pausing the Open Token Numbers


3) In the confirmation box, click **Yes**.

Result: The selected token number or all the open token numbers are paused.

3.3.4 Opening a Session

This option allows you to open a paused session so that it can again be used to log in to a terminal and start a session. Once the session is opened, the session time begins to be recorded again.

To open a session, follow these steps:

 Note	<p><i>Only Paused sessions can be opened.</i></p>
--	--

1) On the CLINCK Cafe Register's server screen, click **Sessions**.

The **Sessions** screen appears displaying the cafe's current token numbers in the **Sessions Grid**.

 Note	<p><i>For more information about the Sessions Grid, see Section 3.4.1.</i></p>
--	---

2) In the **Sessions Grid**, select the token number whose session you wish to open.

3) In the left panel of the **Sessions** screen, click **Open Session**.

4) The **Open Session** confirmation box appears asking whether you want to open the session for the selected token number.

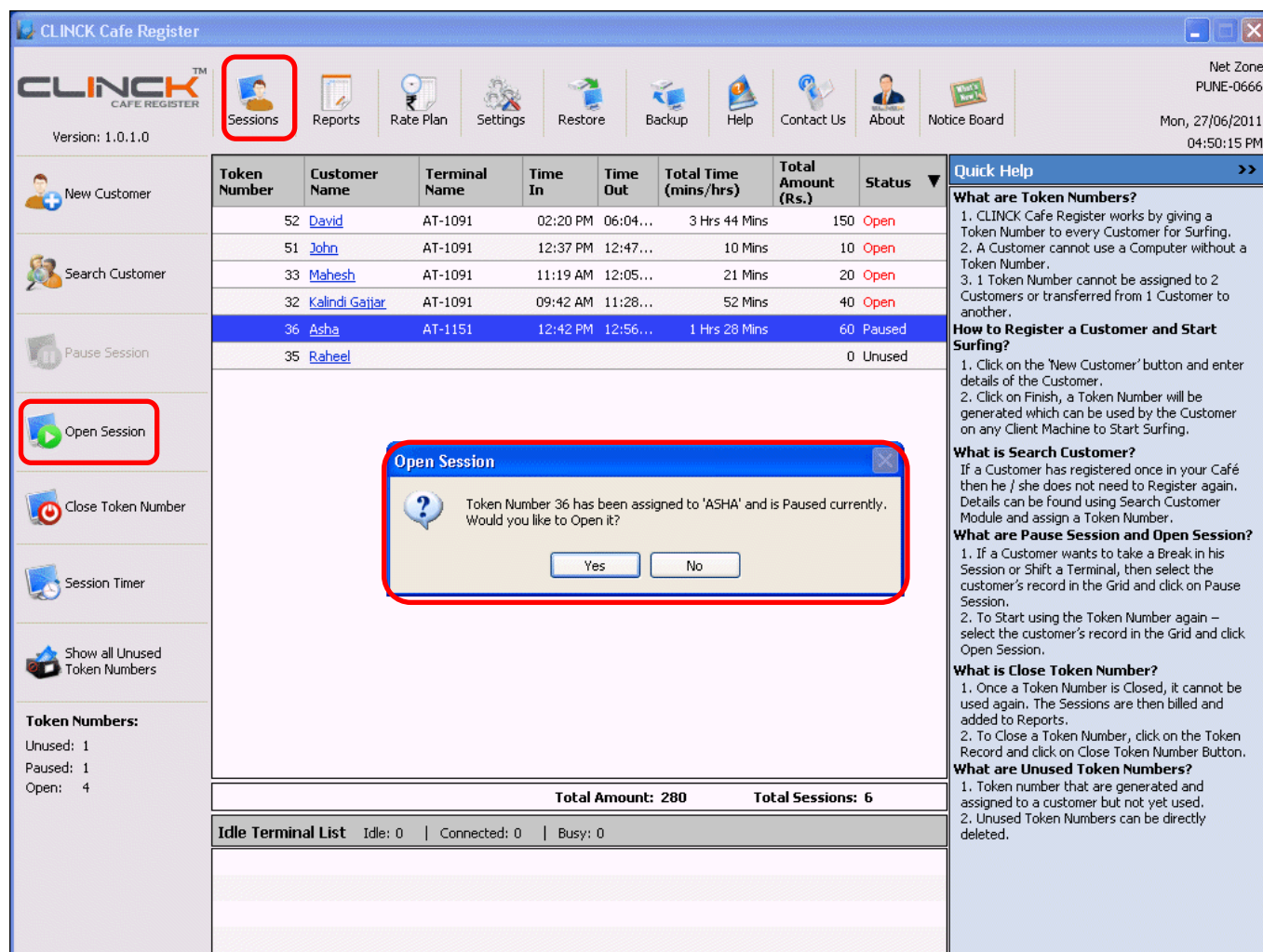


Figure 3.28: Opening a Session

5) In the confirmation box, click **Yes**.

Result: The selected token number's session is opened.

3.3.5 Closing a Token Number and Calculating the Total Collection Amount

A token number is closed when the customer doesn't need it any more for logging in to browsing sessions at your cafe and wishes to pay the amount due for the session time logged using the token as well as for other products and services purchased. When a token number is closed, the total collection amount for it is calculated and displayed.

To close a token number, follow these steps:

Note

*Only **Open**, **Active**, and **Paused** token numbers can be closed. An **Unused** token number can be deleted but not closed.*

1) On the CLINCK Cafe Register's server screen, click **Sessions**.

The **Sessions** screen appears displaying the cafe's current token numbers in the **Sessions Grid**.

Note

*For more information about the **Sessions Grid**, see [Section 3.4.1](#).*

2) In the **Sessions Grid**, select the token number you wish to close.

3) In the left panel of the **Sessions** screen, click **Close Token Number**.

A confirmation box appears asking whether you want to close the selected token number.

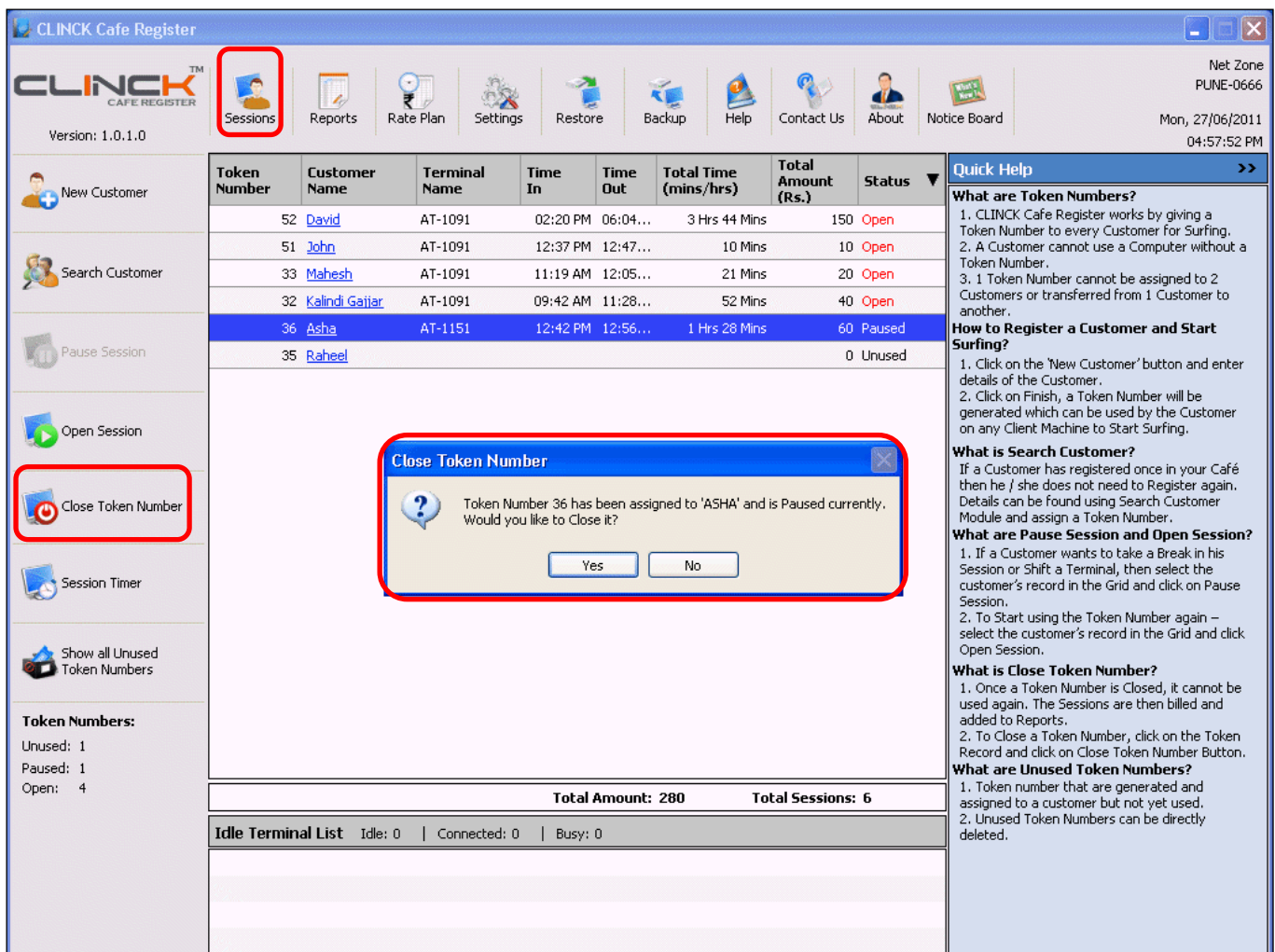


Figure 3.29: Closing a Token Number

4) In the confirmation box, click **Yes**.

The **Close Token** dialog box appears displaying the following information:

- **Customer Name** – Name of the customer to whom the token number is assigned.
- **Token Number** – The number of the token being closed.
- **Time In** – The time when the token number was first used to log in to a session.
- **Time Out** – The last time the customer logged out from a session that was started using this token number.
- **Total Time (mins/hrs)** – Total time for which the token number was in an **Active** state, that is, when it was being used for a session.
- **Total Amount** – Total amount in rupees to be paid by the customer for the total computer time logged on the token number.
- **Previous Balance** – Any credit amount carried forward from token numbers previously assigned to the customer.
- **Total Collection Amount** – Total amount to be collected from the customer. At this stage the amount is displayed as the sum of the **Total Amount** and the **Previous Balance**.


5) In the **Close Token** dialog box, do the following:

- i) In the **Other Products Purchased** box of the **Close Token** dialog box, select any other products and services that the customer wishes to purchase at this time.

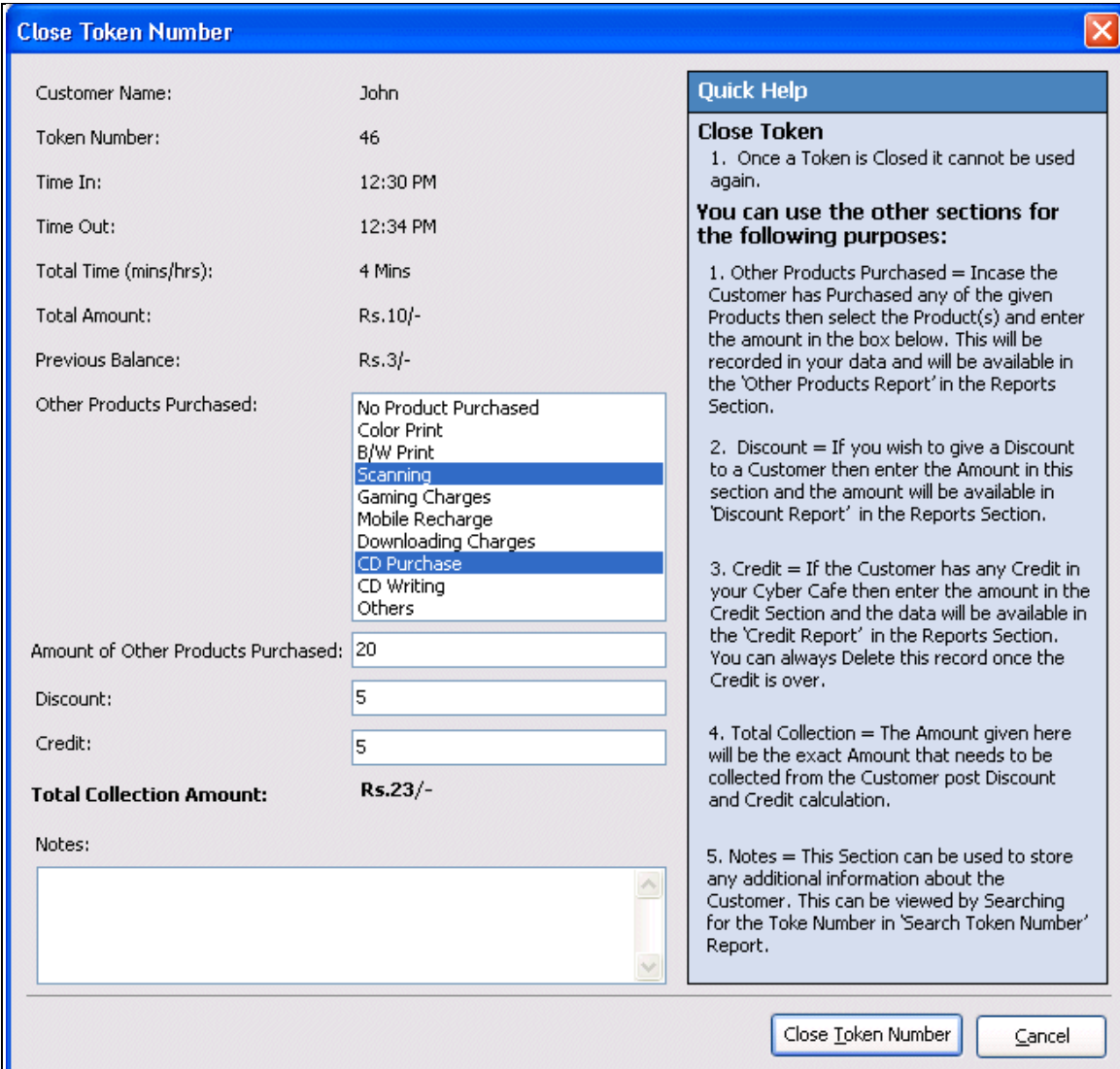
Note

To select more than one product or service, click on it while pressing the **Ctrl** key.

- ii) In the **Amount of Other Products Purchased** box, type the amount that the customer needs to pay for the other products and services purchased.
The **Amount of Other Products Purchased** is added to the value in the **Total Collection Amount** field.
- iii) In the **Discount** box, type the amount of discount that you wish to give the customer on the total collection amount.
The **Discount** amount is deducted from the value in the **Total Collection Amount** field.
- iv) In the **Credit** box, type the amount of credit that you wish to give the customer that can be paid later.
The **Credit** amount is deducted from the value in the **Total Collection Amount** field.

	<p>For more information on how credit is managed in the CLINCK Cafe Register, see Section 3.3.5.1.</p>
---	--

- v) In the **Notes** box, type any additional information that you wish to mention about the token number, the transaction, or the customer.
- vi) Click **Close Token**.



Close Token Number

Customer Name:	John
Token Number:	46
Time In:	12:30 PM
Time Out:	12:34 PM
Total Time (mins/hrs):	4 Mins
Total Amount:	Rs.10/-
Previous Balance:	Rs.3/-
Other Products Purchased:	<ul style="list-style-type: none"> No Product Purchased Color Print B/W Print Scanning Gaming Charges Mobile Recharge Downloading Charges CD Purchase CD Writing Others
Amount of Other Products Purchased:	20
Discount:	5
Credit:	5
Total Collection Amount:	Rs.23/-
Notes:	<div></div>

Quick Help

Close Token

- Once a Token is Closed it cannot be used again.
- You can use the other sections for the following purposes:**
 - Other Products Purchased = In case the Customer has Purchased any of the given Products then select the Product(s) and enter the amount in the box below. This will be recorded in your data and will be available in the 'Other Products Report' in the Reports Section.
 - Discount = If you wish to give a Discount to a Customer then enter the Amount in this section and the amount will be available in 'Discount Report' in the Reports Section.
 - Credit = If the Customer has any Credit in your Cyber Cafe then enter the amount in the Credit Section and the data will be available in the 'Credit Report' in the Reports Section. You can always Delete this record once the Credit is over.
 - Total Collection = The Amount given here will be the exact Amount that needs to be collected from the Customer post Discount and Credit calculation.
 - Notes = This Section can be used to store any additional information about the Customer. This can be viewed by Searching for the Token Number in 'Search Token Number' Report.

Figure 3.30: Close Token dialog Box

A confirmation box appears asking whether you want to close the token number.

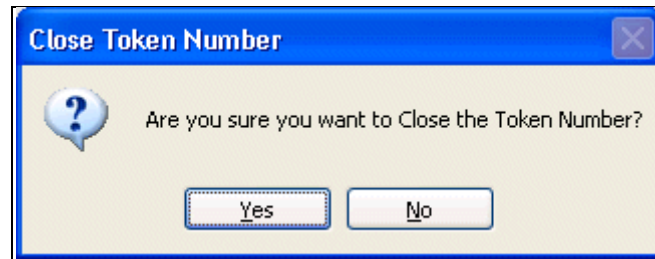


Figure 3.31: Confirmation Box for Closing a Token Number

5) Click **Yes**.

A dialog box that displays the total amount to be collected from the customer after deducting discount and credit appears.



Figure 3.32: Total Bill Amount to Collect

6) Click **OK**.

Result: The selected token number is closed and the total amount to be collected from the customer is displayed.

Closing an open session at the time of closing the CLINCK Cafe Register

An open session can also be closed at the time of closing the CLINCK Cafe Register's server. Every time the server is closed, you are given the option to close the Open sessions present in the application at that time.

To close an open session at the time of closing the server, follow these steps:

1) Close the CLINCK Cafe Register's server.

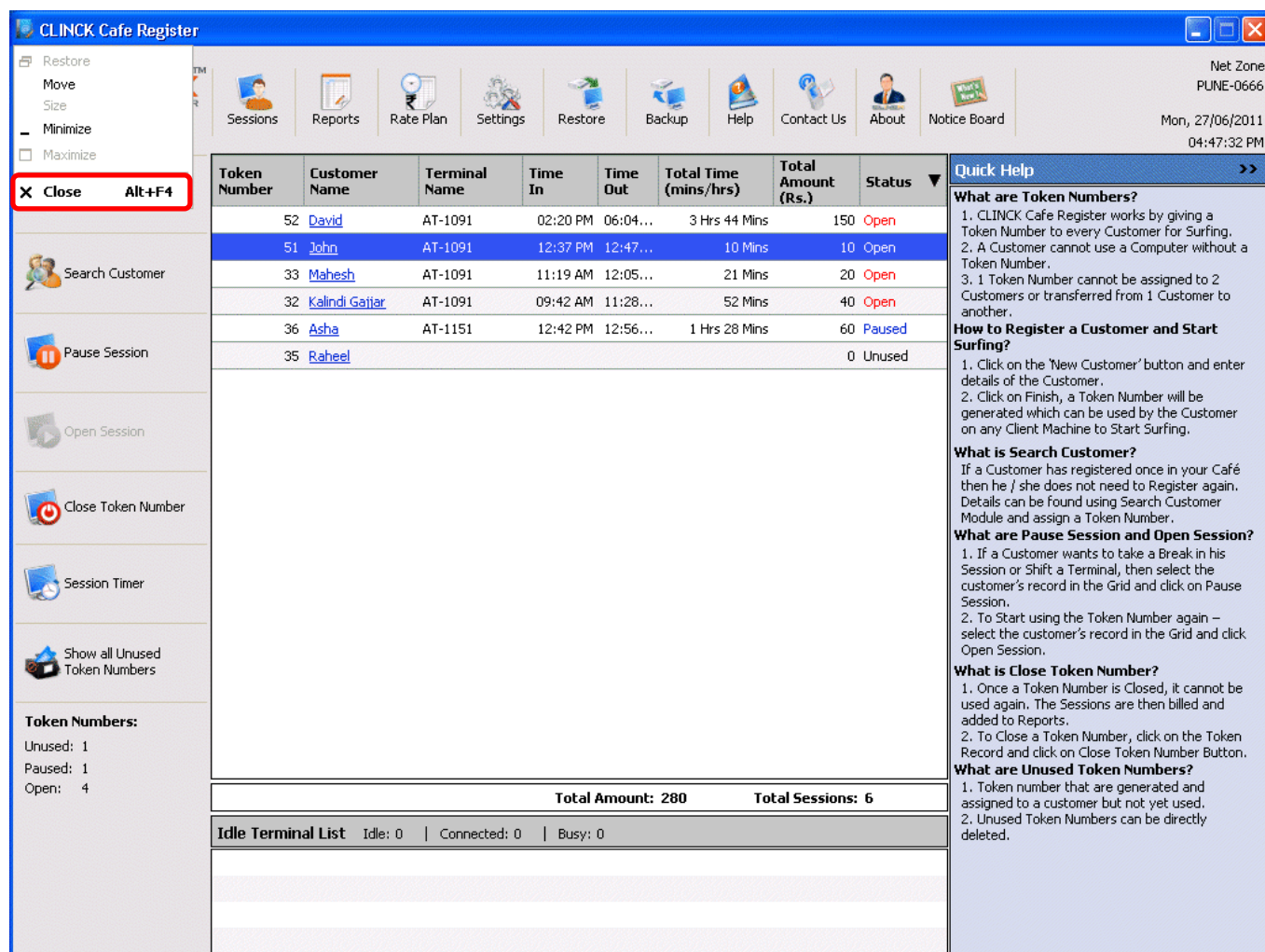


Figure 3.33: Closing the CLINCK Cafe Register's Server

The **Open Token Details** dialog box appears with a list of the **Open** token numbers and options to close particular or all token numbers in the list.

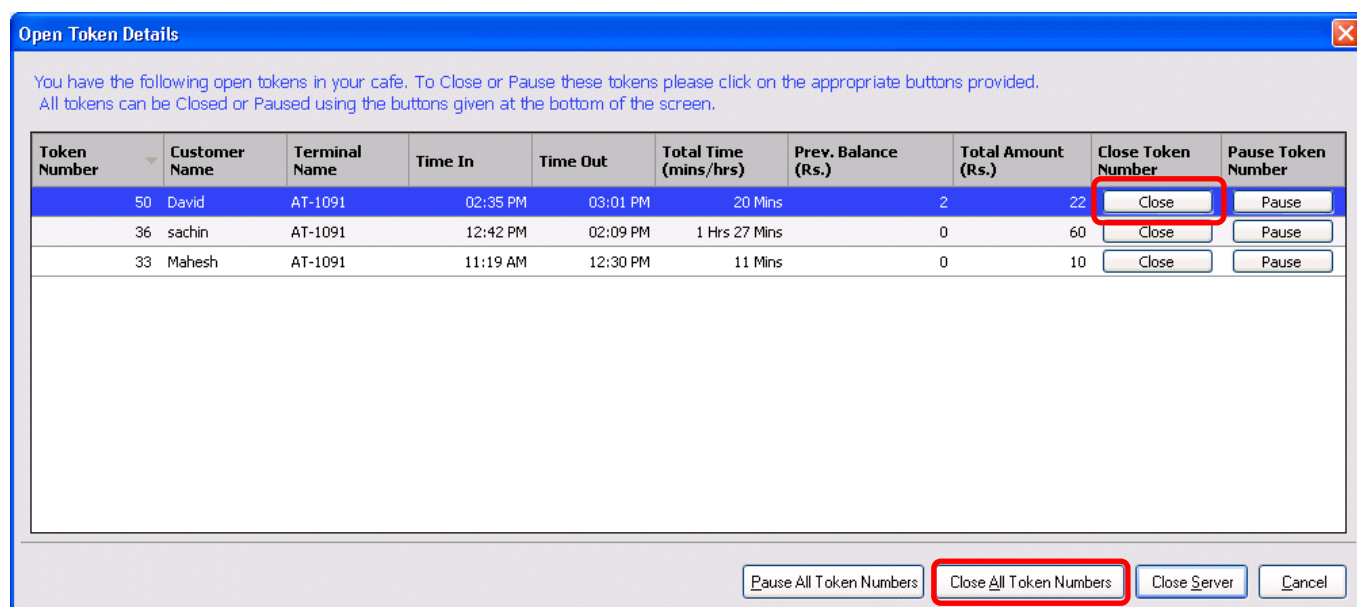


Figure 3.34: Open Token Details Dialog Box

- 2) To close a particular token number, click **Close** in the same row.
OR
To close all the token numbers, click **Close All Token Numbers**.
A confirmation box asking whether you wish to close the token number(s) appears.
- 3) Click **Close All Token Numbers**.
A dialog box which asks whether you want to close all the token numbers appears.

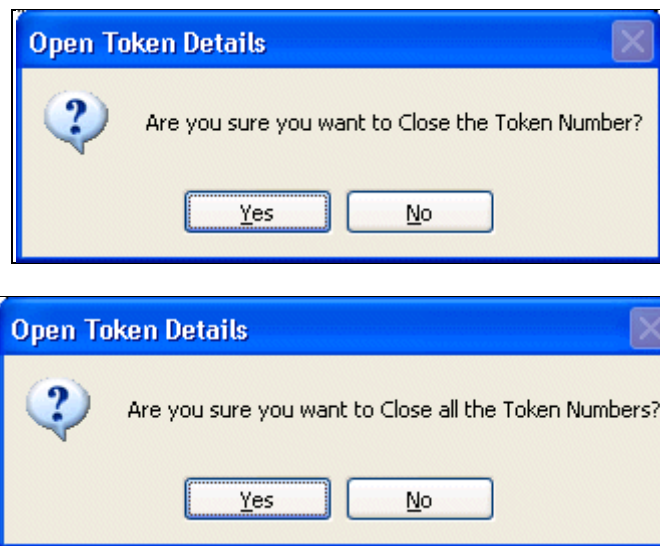


Figure 3.35: Confirmation for Closing the Open Token Numbers

- 4) In the confirmation box, click **Yes**.

Result: The selected token number or all the open token numbers are closed.

3.3.5.1 How Credit is Managed in the CLINCK Cafe Register

When a token is closed and the total collection amount for it is calculated, you can allow the customer to pay part of or the whole amount later by giving **credit** of that much amount to the customer. This credit amount is then recorded with the customer's details in the cafe's CLINCK database for future reference. The customer can clear the credit amount during the next visit to the cafe by paying it either separately or as payment for another token.

Credit is given to a customer through the following procedure:

- 1) From the **Sessions Grid** on the **Sessions** screen, select the token number to be closed, and then click **Close Token** in the left panel of the screen. The **Close Token** dialog box appears displaying the following information:
 - **Total Amount** – Amount to be paid by the customer for the total session time logged on the token number.
 - **Previous Balance** – Any credit carried forward from the customer's token numbers previously closed.
 - **Total Collection Amount** – Total amount to be collected from the customer. At this stage the amount is displayed as the sum of the **Total Amount** and the **Previous Balance**.
- 2) In the **Credit** box, type the amount of credit you wish to give to the customer. This amount is automatically deducted from the value in the **Total Collection Amount** field.

Close Token Number

Customer Name: John
 Token Number: 48
 Time In: 02:15 PM
 Time Out: 02:15 PM
 Total Time (mins/hrs): 0 Mins
 Total Amount: Rs.10/-
 Previous Balance: Rs.0/-
 Other Products Purchased:
 No Product Purchased
 Color Print
 B/W Print
 Scanning
 Gaming Charges
 Mobile Recharge
 Downloading Charges
 CD Purchase
 CD Writing
 Others

Amount of Other Products Purchased:
 Discount:
 Credit: 5
Total Collection Amount: Rs.5/-

Notes:

Quick Help

Close Token

1. Once a Token is Closed it cannot be used again.

You can use the other sections for the following purposes:

1. Other Products Purchased = In case the Customer has Purchased any of the given Products then select the Product(s) and enter the amount in the box below. This will be recorded in your data and will be available in the 'Other Products Report' in the Reports Section.

2. Discount = If you wish to give a Discount to a Customer then enter the Amount in this section and the amount will be available in 'Discount Report' in the Reports Section.

3. Credit = If the Customer has any Credit in your Cyber Cafe then enter the amount in the Credit Section and the data will be available in the 'Credit Report' in the Reports Section. You can always Delete this record once the Credit is over.

4. Total Collection = The Amount given here will be the exact Amount that needs to be collected from the Customer post Discount and Credit calculation.

5. Notes = This Section can be used to store any additional information about the Customer. This can be viewed by Searching for the Token Number in 'Search Token Number' Report.

Close Token Number Cancel

Figure 3.36: Credit Given to the Customer

3) Click **Close Token**.

Result:

- The credit details now appear in the **Credit Report**. (See [Section 5.7](#).)
- The credit amount is also added to the customer's database record. If another token number is assigned to the customer later, when it is being closed and the total collection amount is being calculated for it, this credit amount is displayed as **Previous Balance** in the **Close Token** dialog box and is included in the **Total Collection Amount** of that token.

Close Token Number

Customer Name: John

Token Number: 49

Time In: 02:20 PM

Time Out: 02:20 PM

Total Time (mins/hrs): 0 Mins

Total Amount: Rs.10/-

Previous Balance: Rs.5/-

Other Products Purchased:

No Product Purchased

Color Print

B/W Print

Scanning

Gaming Charges

Mobile Recharge

Downloading Charges

CD Purchase

CD Writing

Others

Amount of Other Products Purchased:

Discount:

Credit: 10

Total Collection Amount: Rs.5/-

Notes:

Close Token Number

Cancel

Quick Help

Close Token

1. Once a Token is Closed it cannot be used again.

You can use the other sections for the following purposes:

1. Other Products Purchased = Incase the Customer has Purchased any of the given Products then select the Product(s) and enter the amount in the box below. This will be recorded in your data and will be available in the 'Other Products Report' in the Reports Section.

2. Discount = If you wish to give a Discount to a Customer then enter the Amount in this section and the amount will be available in 'Discount Report' in the Reports Section.


3. Credit = If the Customer has any Credit in your Cyber Cafe then enter the amount in the Credit Section and the data will be available in the 'Credit Report' in the Reports Section. You can always Delete this record once the Credit is over.

4. Total Collection = The Amount given here will be the exact Amount that needs to be collected from the Customer post Discount and Credit calculation.

5. Notes = This Section can be used to store any additional information about the Customer. This can be viewed by Searching for the Toke Number in 'Search Token Number' Report.

Figure 3.37: Previous Credit Balance of the Customer

At this time, if the customer pays the total amount including the previous balance, the credit balance of the customer becomes zero.



Note

- You can continue giving credit to the same customer at the time of closing future tokens too. The credit will be carried forward to the next token as **Previous Balance**.
- When the credit amount becomes zero, it is not displayed in the **Credit Report**.
- If the customer pays the credit amount separately and not as payment for a token, the credit amount can be cleared by clicking **Delete** in the **Credit Report** (see [Figure 5.15](#)).

3.3.6 Setting the Session Timer

The **Session Timer** option is used to set a time for the session of a token number to automatically close when it is **Active**. When the session timer is activated and a session is in progress, a reminder is displayed for the customer 10 minutes before the specified session time is up. Once the time is up, the session closes automatically and the customer is logged out.

To set the session timer, follow these steps:



Note

The session timer can be set for only **Open, Active, and Paused** token numbers.

- 1) From the **Sessions Grid** on the **Sessions** screen, select the token number for which you wish to set the session timer.



Note

For more information about the **Sessions Grid**, see [Section 3.4.1](#).

- 2) In the left panel of the **Sessions** screen, click **Session Timer**.

A confirmation box appears informing about the status of the selected token number and asking whether you wish to set a session time for it.

The screenshot shows the CLINCK Cafe Register software interface. The top menu bar includes options like Sessions, Reports, Rate Plan, Settings, Restore, Backup, Help, Contact Us, About, and Notice Board. The left sidebar contains buttons for New Customer, Search Customer, Pause Session, Open Session, Close Token Number, and Session Timer (which is highlighted with a red box). The main area displays a table with session details. A dialog box titled 'Session Timer' is open, showing a confirmation message for Token Number 50, which is assigned to 'DAVID' and is currently Active. The dialog asks 'Would you like to set a session time for it?' with 'Yes' and 'No' buttons. The 'Sessions Grid' table has columns: Token Number, Customer Name, Terminal Name, Time In, Time Out, Total Time (mins/hrs), Total Amount (Rs.), and Status. The table lists several sessions, with Token Number 50 (David) highlighted in blue. The bottom status bar shows 'Total Amount: 188' and 'Total Sessions: 12'. The 'Idle Terminal List' shows 'Idle: 0', 'Connected: 1', and 'Busy: 1'.

Token Number	Customer Name	Terminal Name	Time In	Time Out	Total Time (mins/hrs)	Total Amount (Rs.)	Status
50	David	AT-1091	02:35 PM	02:39 PM	4 Mins	10	Active
36	sachin	AT-1091	12:42 PM	02:09 PM	1 Hrs 27 Mins	60	Open
33	Mahesh	AT-1091	11:19 AM	12:30 PM	11 Mins	10	Open
32	Kalindi Gajjar	AT-1091	09:42 AM	10:00 AM	25 Mins	20	Paused
49	John	AT-1091	02:20 PM	02:27 PM	8 Mins	5	Closed
48	John	AT-1091	02:15 PM	02:19 PM	5 Mins	5	Closed
47	John	AT-1091	02:09 PM	02:14 PM	6 Mins	15	Closed
46	John	AT-1091	12:30 PM	12:34 PM	4 Mins	23	Closed
45	John	AT-1091	12:30 PM	12:34 PM	4 Mins	23	Closed
44	David	AT-1091	12:30 PM	12:34 PM	4 Mins	23	Closed
34	asd	AT-1091	12:30 PM	12:34 PM	4 Mins	23	Closed
35	Raheel	AT-1091	12:30 PM	12:34 PM	4 Mins	23	Closed

Session Timer

Token Number 50 has been assigned to 'DAVID' and is Active currently. Would you like to set a session time for it?

Token Numbers:
Unused: 1
Paused: 1
Open: 2

Total Amount: 188 **Total Sessions: 12**

Idle Terminal List Idle: 0 | Connected: 1 | Busy: 1

Quick Help

What are Token Numbers?

1. CLINCK Cafe Register works by giving a Token Number to every Customer for Surfing.
2. A Customer cannot use a Computer without a Token Number.
3. 1 Token Number cannot be assigned to 2 Customers or transferred from 1 Customer to another.

How to Register a Customer and Start Surfing?

1. Click on the 'New Customer' button and enter details of the Customer.
2. Click on Finish, a Token Number will be generated which can be used by the Customer on any Client Machine to Start Surfing.

What is Search Customer?

If a Customer has registered once in your Café then he / she does not need to Register again. Details can be found using Search Customer Module and assign a Token Number.

What are Pause Session and Open Session?

1. If a Customer wants to take a Break in his Session or Shift a Terminal, then select the customer's record in the Grid and click on Pause Session.
2. To Start using the Token Number again – select the customer's record in the Grid and click Open Session.

What is Close Token Number?

1. Once a Token Number is Closed, it cannot be used again. The Sessions are then billed and added to Reports.
2. To Close a Token Number, click on the Token Record and click on Close Token Number Button.

What are Unused Token Numbers?


1. Token number that are generated and assigned to a customer but not yet used.
2. Unused Token Numbers can be directly deleted.

Figure 3.38: Setting the Session Timer

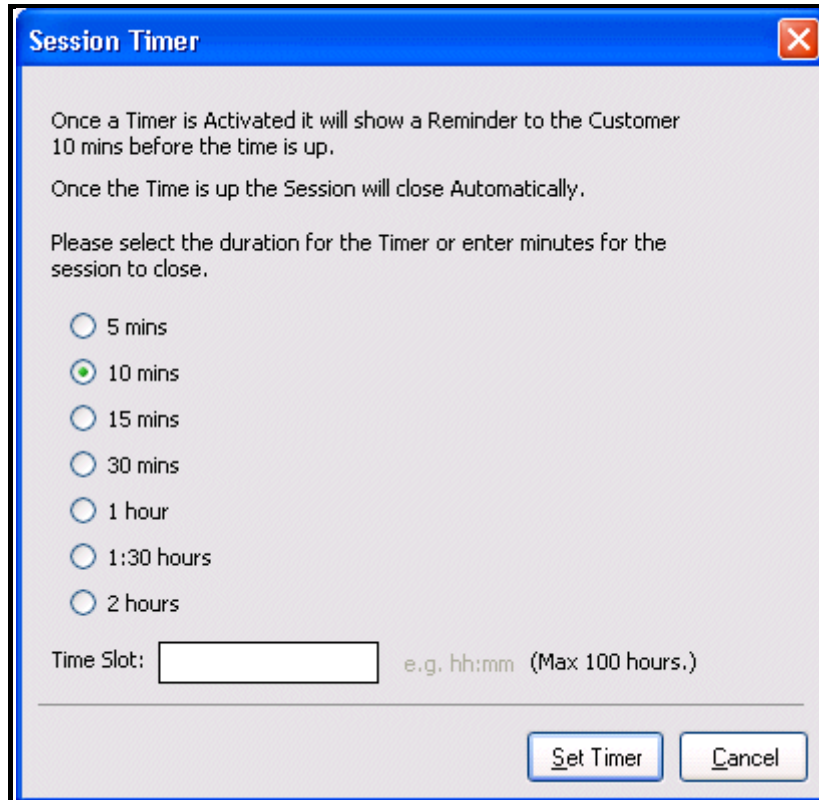
- 3) In the confirmation box, click **Yes**.
The **Session Timer** dialog box appears.

4) In the dialog box, do one of the following:

- Select the session time you wish to set from the given options.
- If you wish to set a time other than the given options, in the **Time Slot** box type the desired duration in hh:mm format, where hh is the number of hours and mm is the number of minutes. (The minimum duration that can be set is 1 minute [00:01] and the maximum is 100 hours [100:00].)

 Note	<p><i>If the token number is Active, that is, if a session is already in progress using the token number, then the session time that is set should be greater than the total time already spent in the session. This total time can be viewed in the Total Time field of the Session Details dialog box on the client terminal (see Figure 3.3).</i></p>
--	---

5) Click **Set Timer**.



3.39: Dialog box to Set Session Timer

A confirmation box appears asking whether you are sure you want to set the session timer.

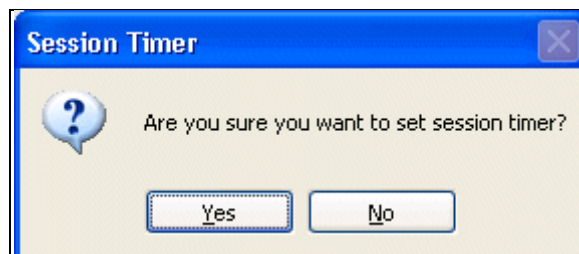


Figure 3.40: Confirmation for Setting the Session Timer

6) In the confirmation box, click **Yes**.

A dialog box appears informing that the specified time slot is assigned to the selected token number.

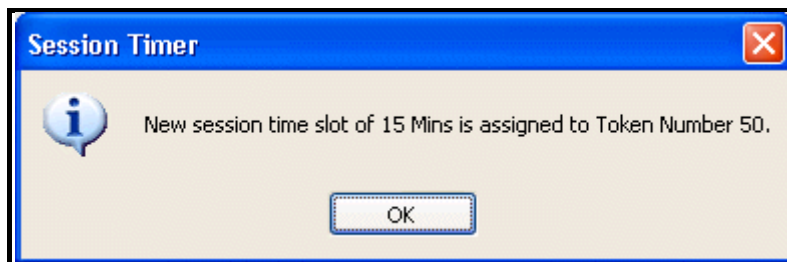


Figure 3.41: Session Timer is Set

7) In the dialog box, click **OK**.

Result: The session timer is set for the selected token number.

- If the token number on which the session timer is set is **Active**, that is, if a session is already in progress using that token number, then the following changes take place on the client terminal when the session timer is set:
 - Before the session timer is set, the **Time Remaining** field in the **Session Details** dialog box on the client terminal is blank.

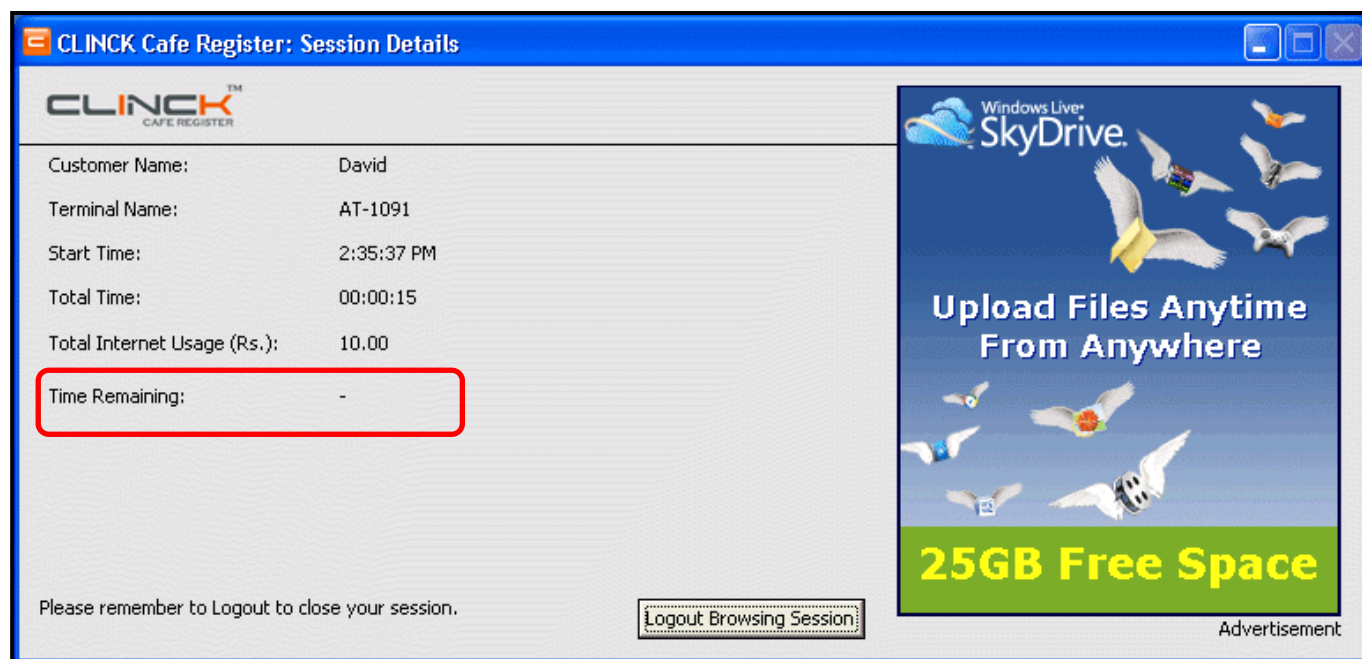



Figure 3.42: Session Details on Client Terminal Before Setting Timer

- After the session timer is set, the time remaining in the timer is displayed in the **Time Remaining** field.

 <p>Note</p>	<ul style="list-style-type: none"> ● Time Remaining is the difference between the time slot set in the session timer and the Total Time displayed in the Session Details dialog box. <ul style="list-style-type: none"> ○ Time Remaining = Session Time Slot – Total Time
--	--

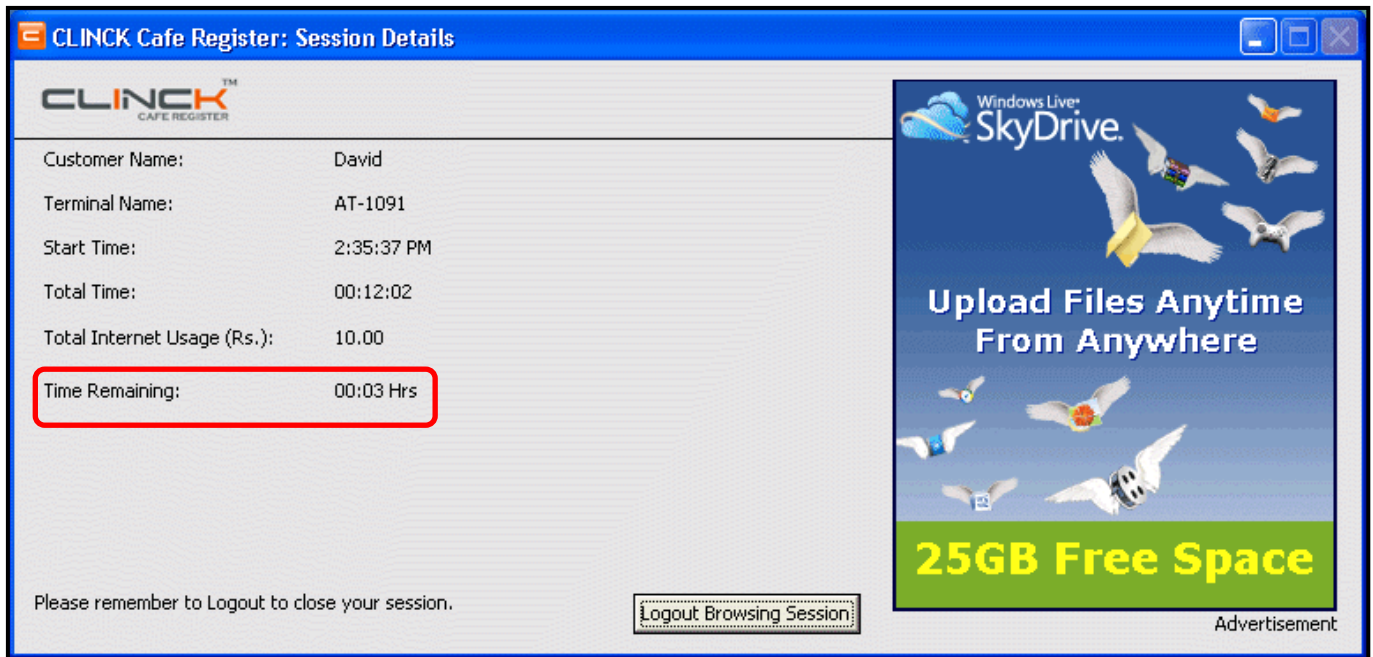


Figure 3.43: Session Details on Client Terminal after Setting Timer

- When the **Time Remaining** is 10 minutes and when it is 1 minute, a dialog box appears reminding the customer that the session will automatically be closed in that much time.

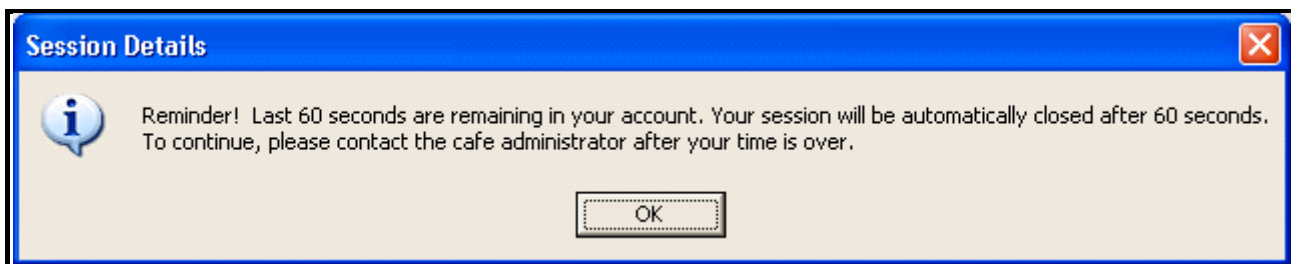



Figure 3.44: Reminder of Session Timer

- If the token number on which the session timer is set is **Open** or **Paused**, the time slot that is set in the session timer is used when the token number becomes **Active**, that is, when it has a session in progress. Until then, the time slot is displayed as the time remaining for the token number.

 Note	<p><i>If the session timer is already set for a particular token number and you try setting it again, a dialog box appears informing that the timer is already set for the token number and how much time is remaining (see Figure 3.45).</i></p>
--	---

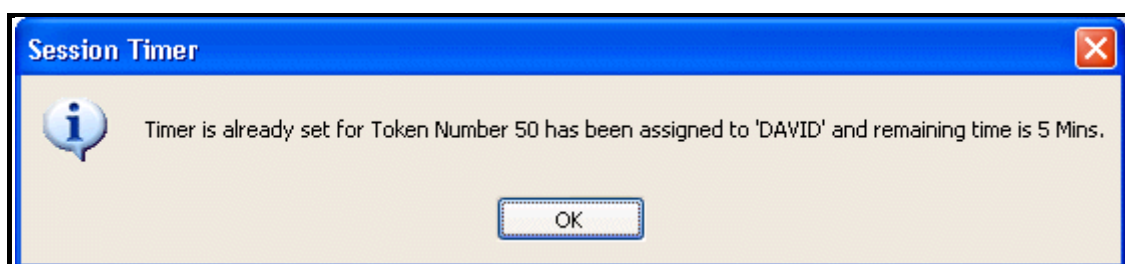


Figure 3.45: Session Timer Already Set for a Token Number

3.3.7 Viewing and Deleting Unused Token Numbers

The **Show All Unused Token Numbers** option on the **Sessions** screen is used to view a list of all the token numbers that are not yet used.

To display all unused token numbers, in the left panel of the **Sessions** screen, click **Show All Unused Token Numbers**.

Result: The **Unused Token Numbers** dialog box appears displaying a list of all the unused token numbers of the CLINCK Cafe Register.

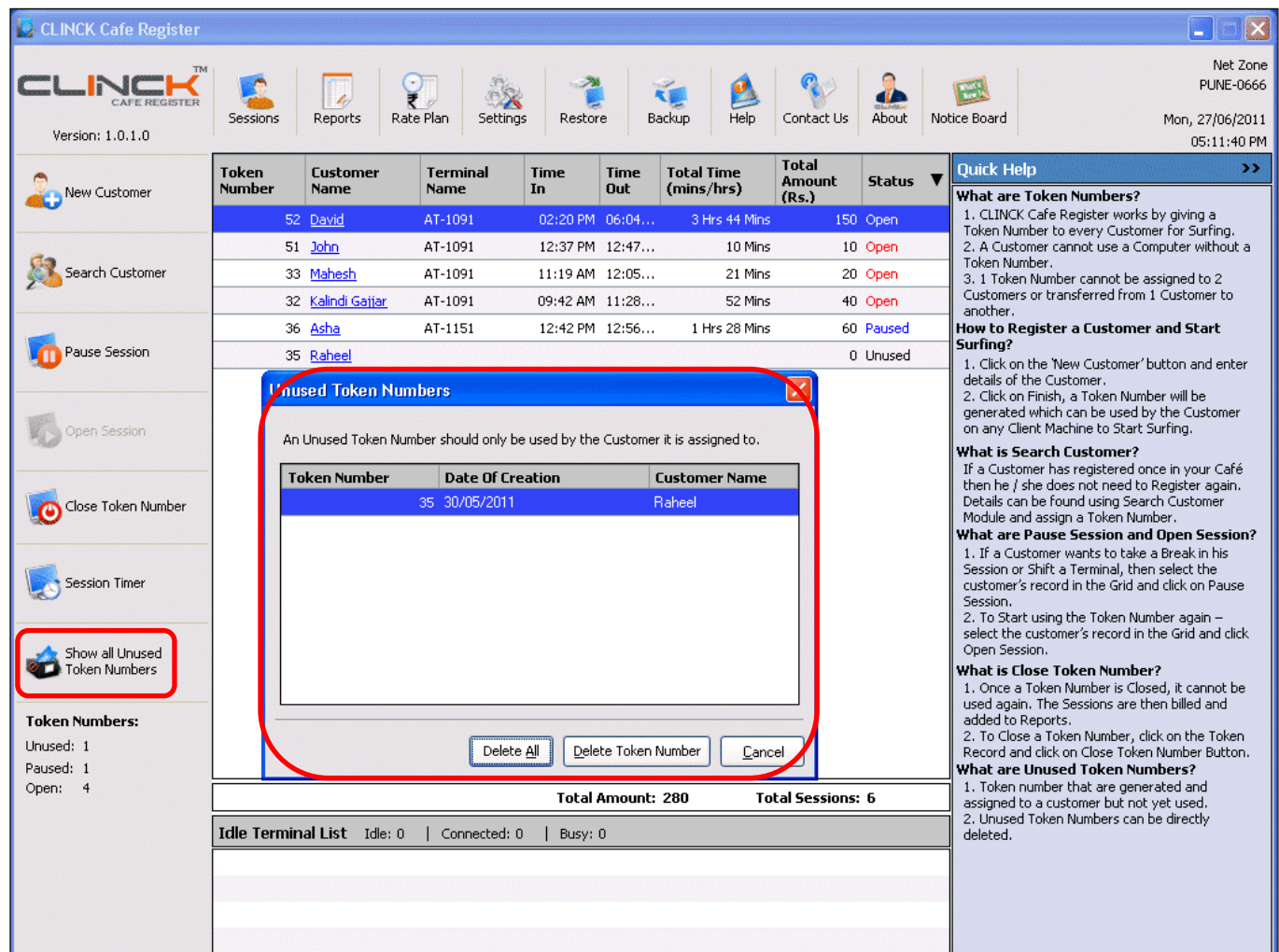



Figure 3.46: All Unused Token Numbers

 Note	<ul style="list-style-type: none"> If you wish to delete all the unused token numbers displayed in the Unused Token Numbers dialog box, click Delete All. If you wish to delete only a particular unused token number, select it and then click Delete Session.
--	--

3.4 Information Panels

The information panels that appear on the **Sessions** screen of the CLINCK Cafe Register's server provide information about the application's current token numbers and the cafe's terminals. The following information panels are displayed on the **Sessions** screen:

- Sessions Grid
- Token Numbers Panel
- Idle Terminal List
- Quick Help

Sessions Grid

Quick Help

Token Numbers Panel

Idle Terminal List

CLINCK Cafe Register

Version: 1.0.1.0

Net Zone PUNE-0666

Mon, 27/06/2011 03:07:23 PM

Sessions Reports Rate Plan Settings Restore Backup Help Contact Us About Notice Board

Token Number	Customer Name	Terminal Name	Time In	Time Out	Total Time (mins/hrs)	Total Amount (Rs.)	Status
52	David	AT-1091	02:20 PM	06:04...	3 Hrs 44 Mins	150	Open
51	John	AT-1091	12:37 PM	12:47...	10 Mins	10	Open
33	Mahesh	AT-1091	11:19 AM	12:05...	21 Mins	20	Open
32	Kalindi Gajjar	AT-1091	09:42 AM	11:28...	52 Mins	40	Open
36	Asha	AT-1151	12:42 PM	12:56...	1 Hrs 28 Mins	60	Paused
35	Raheel					0	Unused

Quick Help

What are Token Numbers?

1. CLINCK Cafe Register works by giving a Token Number to every Customer for Surfing.
2. A Customer cannot use a Computer without a Token Number.
3. 1 Token Number cannot be assigned to 2 Customers or transferred from 1 Customer to another.

How to Register a Customer and Start Surfing?

1. Click on the 'New Customer' button and enter details of the Customer.
2. Click on Finish, a Token Number will be generated which can be used by the Customer on any Client Machine to Start Surfing.

What is Search Customer?

If a Customer has registered once in your Café then he / she does not need to Register again. Details can be found using Search Customer Module and assign a Token Number.

What are Pause Session and Open Session?

1. If a Customer wants to take a Break in his Session or Shift a Terminal, then select the customer's record in the Grid and click on Pause Session.
2. To Start using the Token Number again – select the customer's record in the Grid and click Open Session.

What is Close Token Number?

1. Once a Token Number is Closed, it cannot be used again. The Sessions are then billed and added to Reports.
2. To Close a Token Number, click on the Token Record and click on Close Token Number Button.

What are Unused Token Numbers?

1. Token number that are generated and assigned to a customer but not yet used.
2. Unused Token Numbers can be directly deleted.

Token Numbers:

Unused: 1
Paused: 1
Open: 4

Total Amount: 280 Total Sessions: 6

Idle Terminal List Idle: 1 | Connected: 1 | Busy: 0

AT-1091

Figure 3.47: Different Panels in the Sessions Screen

3.4.1 Sessions Grid

The **Sessions Grid** appears in the centre of the **Sessions** screen. It displays the session details of each token number present in the CLINCK Cafe Register on the current date. The following information about the token number and its session is displayed in the grid:

- **Token Number** – A token number existing in the CLINCK Cafe Register on the current date.
- **Name** – Name of the customer to whom the token number is assigned.
- **Terminal** – The terminal where the customer logged in using the token number.
- **Time In** – The time when the customer logged in at the terminal.
- **Time Out** – The time when the customer logged out from the terminal.
- **Total Time (mins/hrs)** – Total time in minutes of all the sessions for which the token number was used.
- **Total Amount (Rs.)** – Total amount in rupees to be paid by the customer for the total session time as well as other products or services purchased.
- **Status** – Current status of the token number.

In addition to these details that are displayed about each token number, the following summary information about the token numbers and the amount earned from them is displayed at the bottom of the **Session Grid**:

- **Total Amount** – Total amount earned through the displayed token numbers on the current date until the current time, that is, the sum of the values displayed in the **Total Amount (Rs.)** field displayed above.
- **Total Sessions** – Total number of token numbers existing in the CLINCK Cafe Register on the current date.

Token Number	Customer Name	Terminal Name	Time In	Time Out	Total Time (mins/hrs)	Total Amount (Rs.)	Status ▼
33	Mahesh	AT-1091	11:19 AM	12:30...	11 Mins	10	Open
34	asd	AT-1091	12:22 PM	12:24...	2 Mins	10	Paused
32	Kalindi Gajjar	AT-1091	09:42 AM	10:00...	25 Mins	10	Paused
36	sachin					0	Unused
35	Raheel					0	Unused
Total Amount: 30						Total Sessions: 5	

Idle Terminal List	Idle: 1	Connected: 1	Busy: 0
AT-1091			

Figure 3.50: Idle Terminal List

3.4.4 Quick Help

The **Quick Help** appears in the right panel of the **Sessions** screen. It displays fast facts and instructions about token numbers, sessions, and related tasks.

Quick Help

>>

What are Token Numbers?

1. CLINCK Cafe Register works by giving a Token Number to every Customer for Surfing.
2. A Customer cannot use a Computer without a Token Number.
3. 1 Token Number cannot be assigned to 2 Customers or transferred from 1 Customer to another.

How to Register a Customer and Start Surfing?

1. Click on the 'New Customer' button and enter details of the Customer.
2. Click on Finish, a Token Number will be generated which can be used by the Customer on any Client Machine to Start Surfing.

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If a Customer has registered once in your Café then he / she does not need to Register again. Details can be found using Search Customer Module and assign a Token Number.

What are Pause Session and Open Session?

1. If a Customer wants to take a Break in his Session or Shift a Terminal, then select the customer's record in the Grid and click on Pause Session.
2. To Start using the Token Number again – select the customer's record in the Grid and click Open Session.

What is Close Token Number?

1. Once a Token Number is Closed, it cannot be used again. The Sessions are then billed and added to Reports.
2. To Close a Token Number, click on the Token Record and click on Close Token Number Button.

What are Unused Token Numbers?

1. Token number that are generated and assigned to a customer but not yet used.
2. Unused Token Numbers can be directly deleted.

Figure 3.51: Quick Help



Note

You can hide and unhide the **Quick Help** panel by clicking the >> sign at its top right corner.


Chapter 4: Rate Plans and Application Settings

A rate plan is a fixed amount of money that the cafe charges a customer for browsing the internet. The rate plan is set based on the browsing time. For example, a rate plan can be set as Rs. 10 for 30 minutes, or Rs. 15 for 60 minutes, and so on.

This chapter explains how to add or remove a rate plan in the CLINCK Cafe Register. It also explains how to change the application settings such as the cyber cafe name and the server password.

4.1 Adding or Removing a Rate Plan

To add a rate plan, follow these steps:

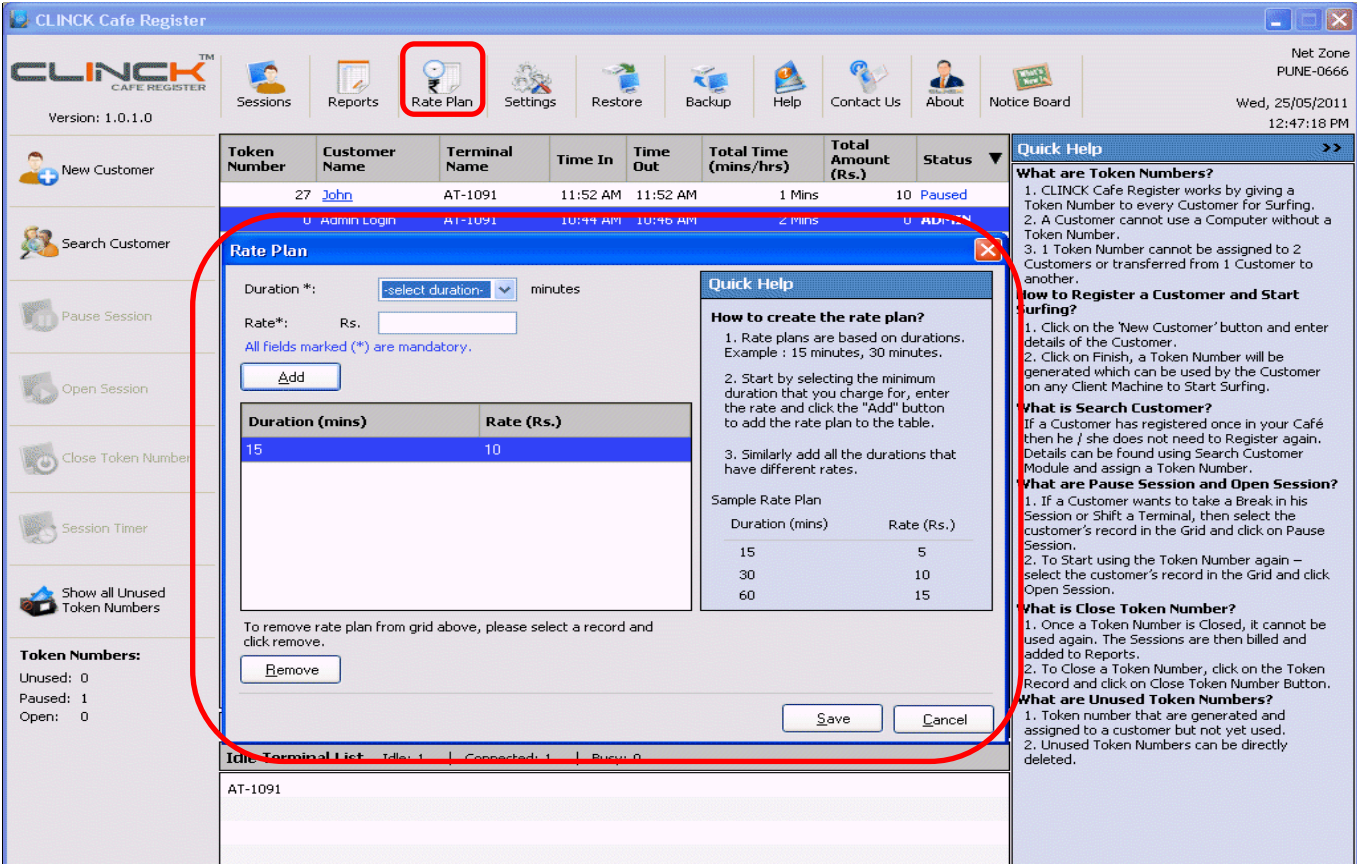


Note

*It is mandatory to fill the **Duration** and **Rate** fields in this procedure.*

1) On the CLINCK Cafe Register's server screen, click **Rate Plan**.

The **Rate Plan** dialog box appears.



CLINCK Cafe Register

Version: 1.0.1.0

Net Zone PUNE-0666

Wed, 25/05/2011 12:47:18 PM

Rate Plan

Duration *: minutes

Rate *: Rs.

All fields marked (*) are mandatory.

Duration (mins)	Rate (Rs.)
15	10

To remove rate plan from grid above, please select a record and click remove.

Quick Help

What are Token Numbers?

1. CLINCK Cafe Register works by giving a Token Number to every Customer for Surfing.
2. A Customer cannot use a Computer without a Token Number.
3. 1 Token Number cannot be assigned to 2 Customers or transferred from 1 Customer to another.

How to Register a Customer and Start Surfing?

1. Click on the 'New Customer' button and enter details of the Customer.
2. Click on Finish, a Token Number will be generated which can be used by the Customer on any Client Machine to Start Surfing.

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If a Customer has registered once in your Café then he / she does not need to Register again. Details can be found using Search Customer Module and assign a Token Number.

What are Pause Session and Open Session?

1. If a Customer wants to take a Break in his Session or Shift a Terminal, then select the customer's record in the Grid and click on Pause Session.
2. To Start using the Token Number again – select the customer's record in the Grid and click Open Session.

What is Close Token Number?

1. Once a Token Number is Closed, it cannot be used again. The Sessions are then billed and added to Reports.
2. To Close a Token Number, click on the Token Record and click on Close Token Number Button.

What are Unused Token Numbers?

1. Token number that are generated and assigned to a customer but not yet used.
2. Unused Token Numbers can be directly deleted.

Token Numbers:


Unused: 0
Paused: 1
Open: 0

Idle Terminal List


Terminal Name	Time In	Time Out	Total Time (mins/hrs)	Total Amount (Rs.)	Status
AT-1091	11:52 AM	11:52 AM	1 Mins	10	Paused
U Admin Login	10:44 AM	10:46 AM	2 mins	0	Admin

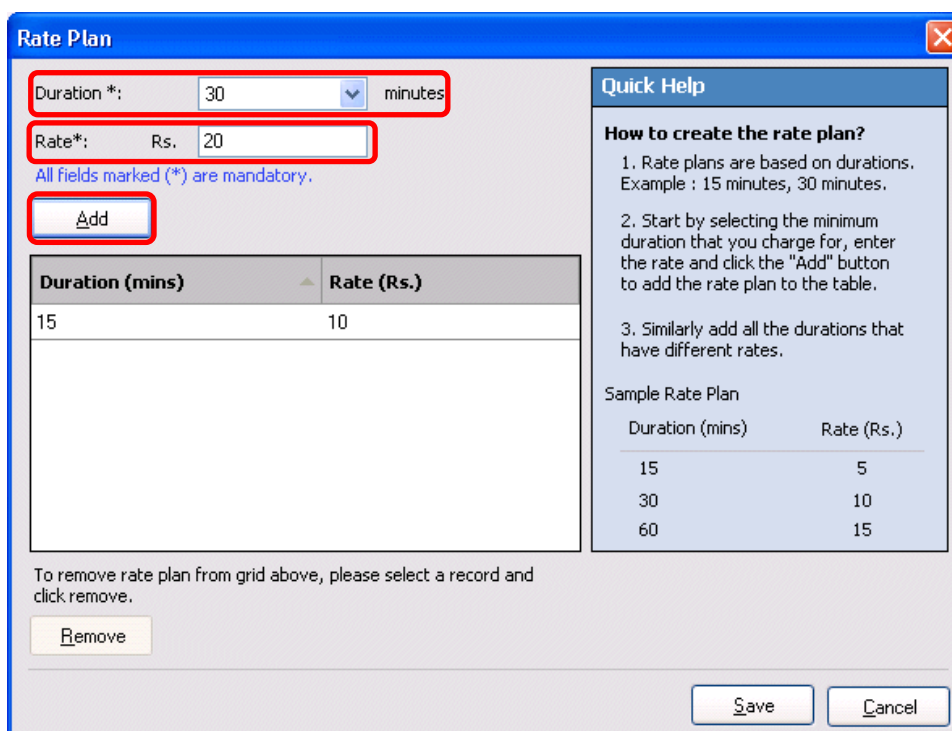
Figure 4.1: Rate Plan Screen

2) In the **Duration** box, select the number of minutes for the rate plan. For example, 30 minutes.

 Note	<ul style="list-style-type: none"> It is not possible to select a duration for which a rate plan already exists. To change the rate for such a duration, delete the rate plan first, and then create a rate plan for that duration again with the new rate. An existing rate plan cannot be changed if a customer is logged in at any CLINCK client terminal.
--	---

3) In the **Rate** box, type the amount in rupees to be charged when the internet is used for the selected number of minutes. For example, Rs. 20.

 Note	<ul style="list-style-type: none"> If the Duration selected is higher than that of an existing rate plan, the Rate that you type should be higher than the existing rate. <ul style="list-style-type: none"> For example, if the price already defined for 15 minutes is Rs. 10, then the price for 30 minutes can be Rs. 20 (that is, greater than Rs. 10, but not less). The value provided in the Rate field should be greater than 1.
--	--



Rate Plan

Duration*: 30 minutes

Rate*: Rs. 20

All fields marked (*) are mandatory.

Add

Duration (mins)	Rate (Rs.)
15	10

To remove rate plan from grid above, please select a record and click remove.

Remove

Quick Help

How to create the rate plan?

- Rate plans are based on durations. Example : 15 minutes, 30 minutes.
- Start by selecting the minimum duration that you charge for, enter the rate and click the "Add" button to add the rate plan to the table.
- Similarly add all the durations that have different rates.

Sample Rate Plan

Duration (mins)	Rate (Rs.)
15	5
30	10
60	15

Save **Cancel**

Figure 4.2: New Rate Plan Details

4) Click **Add**.

The rate plan is added to the rate plans grid.

Rate Plan

Duration *: 30 minutes

Rate*: Rs.

All fields marked (*) are mandatory.

Duration (mins)	Rate (Rs.)
15	10
30	20

To remove rate plan from grid above, please select a record and click remove.

Quick Help

How to create the rate plan?

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

Sample Rate Plan

Duration (mins)	Rate (Rs.)
15	5
30	10
60	15

Figure 4.3: New Rate Plan

5) Click **Save**.

Result: The rate plan is successfully saved on the CLINCK Cafe Register's server.

Note

You can also view help for creating a rate plan in the **Quick Help** panel that appears in the **Rate Plan** dialog box.

Quick Help

How to create the rate plan?

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

Sample Rate Plan

Duration (mins)	Rate (Rs.)
15	5
30	10
60	15

Figure 4.4: Quick Help for Rate Plans

To remove a rate plan, follow these steps:

- 1) On the CLINCK Cafe Register’s server screen, click **Rate Plan**.
The **Rate Plan** dialog box appears.
- 2) Select the rate plan that you want to remove.
- 3) Click **Remove**.

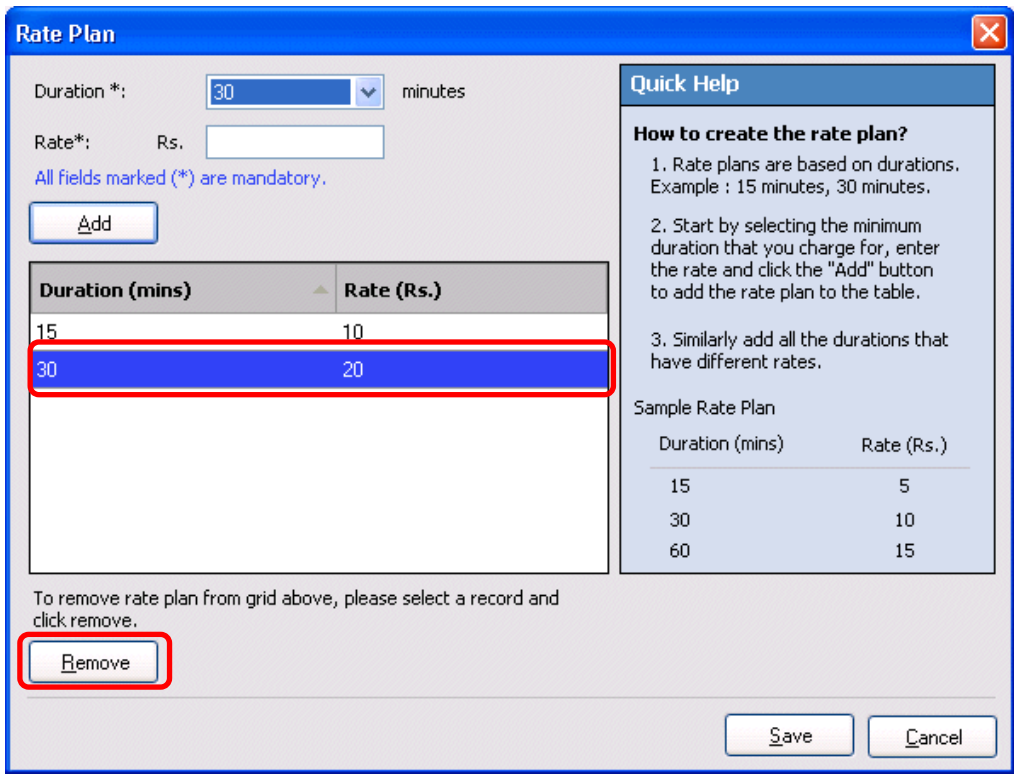


Figure 4.5: Rate Plan to be Removed

- 4) A confirmation box appears, asking whether you want to remove the selected rate plan or not.

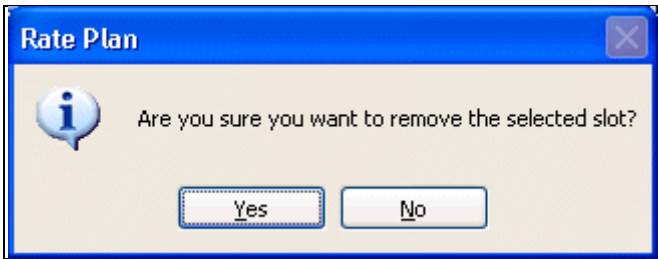


Figure 4.6: Confirmation for Removing the Selected Rate Plan

Rate Plan

Duration *: minutes

Rate*: Rs.

All fields marked (*) are mandatory.

Duration (mins)	Rate (Rs.)
15	10

To remove rate plan from grid above, please select a record and click remove.

Quick Help

How to create the rate plan?

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

Sample Rate Plan

Duration (mins)	Rate (Rs.)
15	5
30	10
60	15

Figure 4.7: Rate Plan Removed

5) Click **Save**.

Result: The rate plan is successfully removed from the CLINCK Cafe Register's server.

4.2 Viewing and Modifying Application Settings

Using the **Settings** option in the CLINCK Cafe Register's server, you can specify the cafe name that appears on all the terminals of your cafe. Moreover, to protect the server from unauthorized access, you can also set a login password for it.

To view the application settings of the CLINCK Cafe Register, follow these steps:

1) On the CLINCK Cafe Register's server screen, click **Settings**.

The **Application Settings** dialog box appears.

- The cyber cafe name previously provided in the settings is displayed. By default, the cafe name provided at the time of registering your cyber cafe on the Ideacts webpage <http://www.clinck.in/cafes/Registration.aspx> is displayed.
- The current password setting for the server is also displayed.

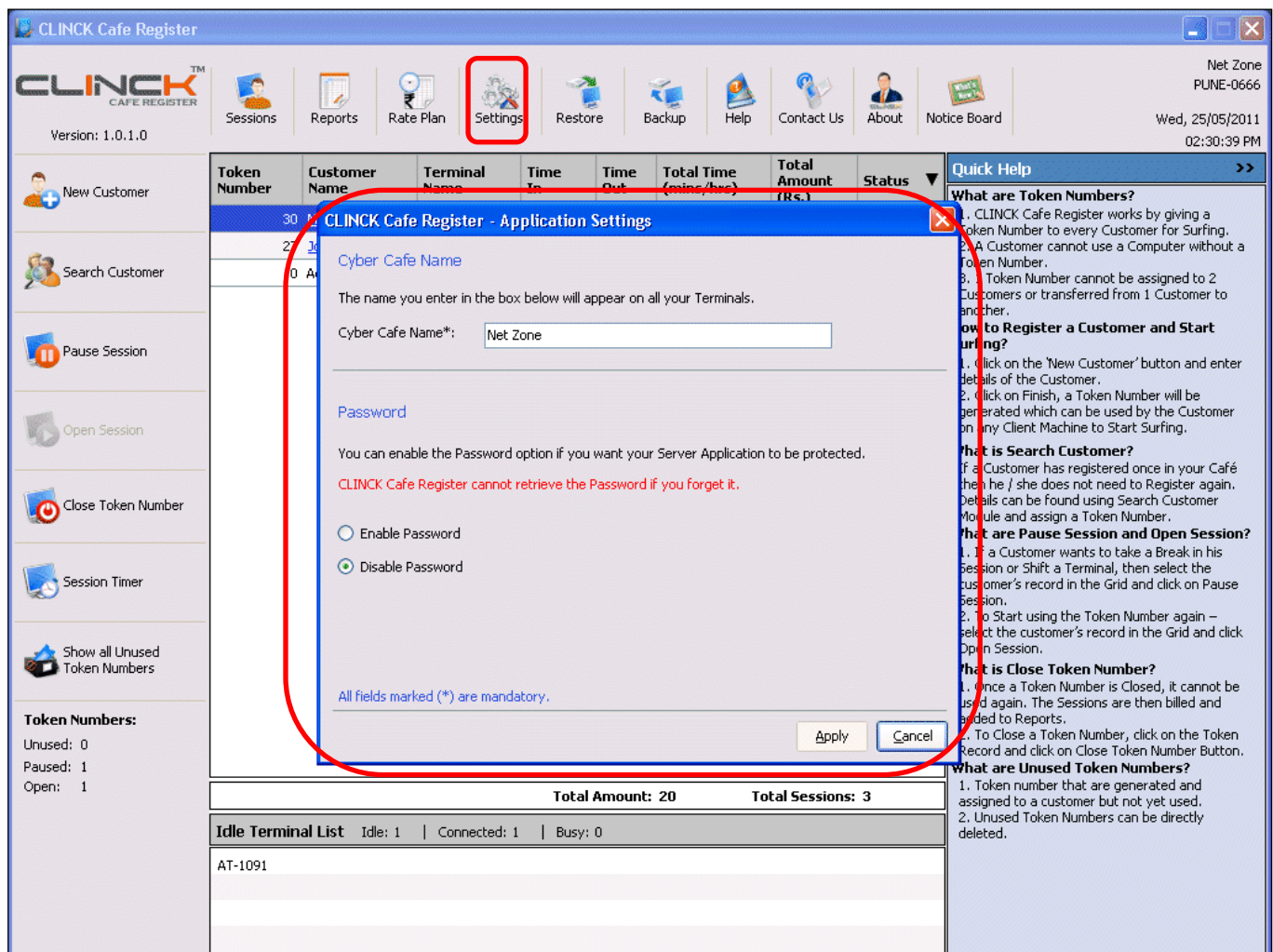

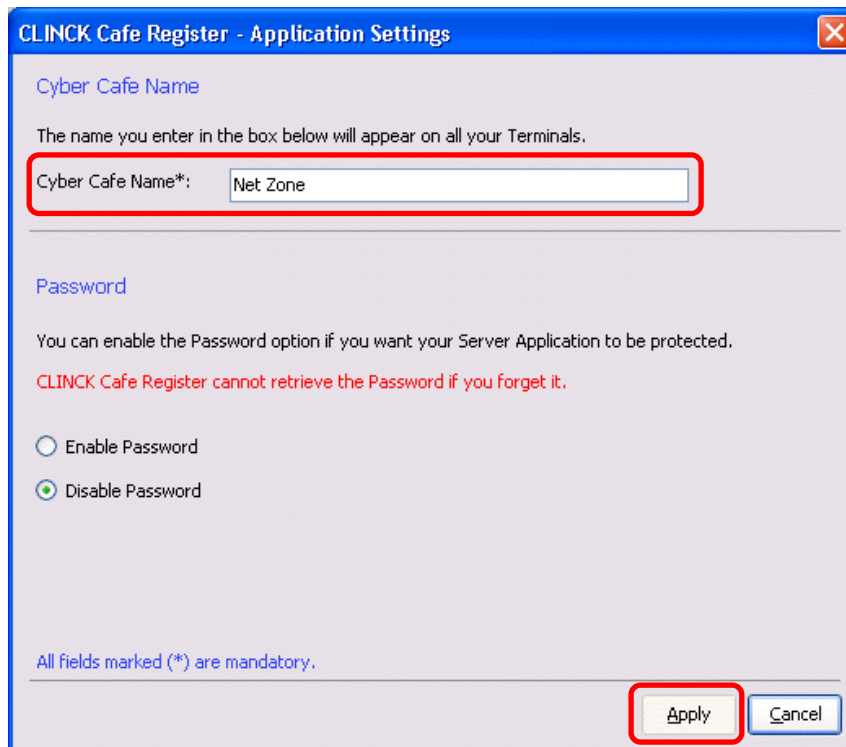


Figure 4.8: Application Settings Screen

To change the cyber cafe name that is displayed on all the terminals of your cafe, follow these steps:

 Note	<p><i>The Cyber Cafe Name field is mandatory.</i></p>
--	--

- 1) On the CLINCK Cafe Register's server screen, click **Settings**.
The **Application Settings** dialog box appears.
- 2) In the **Cyber Cafe Name** box, type the name of your cyber cafe.
- 3) Click **Apply**.



CLINCK Cafe Register - Application Settings

Cyber Cafe Name

The name you enter in the box below will appear on all your Terminals.

Cyber Cafe Name*:

Password

You can enable the Password option if you want your Server Application to be protected.

CLINCK Cafe Register cannot retrieve the Password if you forget it.

☐ Enable Password

☒ Disable Password

All fields marked (*) are mandatory.

Figure 4.9: Setting the Cyber Cafe Name

Result: The cyber cafe name that you provided appears on all the terminals of the cafe.



CLINCKTM
CAFE REGISTER

Net Zone

Please enter your Token Number

Copyright © Ideacts Innovations Pvt. Ltd. All rights reserved.

(Terminal Name: AT-1091)
01 Jun 2011, Wednesday 10:58:57 AM
Server Status: Connected
Version: 1.0.1

Figure 4.10: Cyber Cafe Name on Cafe Terminal


To set a password for the CLINCK Cafe Register’s server, follow these steps:



Note

Both the **Password** and **Confirm Password** fields are mandatory.

- 1) On the CLINCK Cafe Register’s server screen, click **Settings**.
The **Application Settings** dialog box appears.
- 2) Click Enable Password.
The **Password** and **Confirm Password** boxes appear.
- 3) In the **Password** box, type the password that you want to set for the server.
- 4) In the **Confirm Password** box, type the same password that you typed in the **Password** box.



Note

The server password should be remembered or recorded in a safe place for future use. If the password is forgotten, it cannot be retrieved.

- 5) Click **Apply**.

CLINCK Cafe Register - Application Settings

Cyber Cafe Name

The name you enter in the box below will appear on all your Terminals.

Cyber Cafe Name*:

Password

You can enable the Password option if you want your Server Application to be protected.

CLINCK Cafe Register cannot retrieve the Password if you forget it.

☒ Enable Password

☐ Disable Password

Password*:

Confirm Password*:

All fields marked (*) are mandatory.

Apply

Cancel

Figure 4.11: Setting a Password for the Server

Result: The password is applied to the CLINCK Cafe Register’s server. Now the server cannot be accessed without the password, and the **Server Login** dialog box appears when it is started.

To login to the server now, in the **Password** box of the **Server Login** dialog box, type the password, and then click **Login**.



Figure 4.12: Server Login Dialog Box Displayed After Enabling Password



Note

*To remove the password feature from the server, in the **Application Settings** dialog box, click **Disable Password** and then **Apply**.*

Chapter 5: Reports

There are many types of reports that you can generate on the CLINCK Cafe Register's server to quickly view and understand information about sessions, customers, products purchased, and discount and credit amounts. All these reports are listed in the left panel of the **Reports** screen in the server window.

CLINCK Cafe Register

Version: 1.0.1.0

Net Zone
PUNE-0666
Wed, 01/06/2011
12:32:38 PM

Daily Register Report: Date: 01/06/2011

1 of 1 100% Find | Next

Daily Register Report
Date: 01/06/2011

Token Number	Customer Name	Address	Gender	Contact Number	Email ID	ID Card Type	ID Card No.	Terminal Name	Time
33	Maresh	-	Male	-	-	-	-	AT-1091	11:56
36	sachin	-	-	-	-	-	-	AT-1091	11:29
33	Maresh	-	Male	-	-	-	-	AT-1091	11:29
32	Kalindi Gajjar	#9, Krishna Bhavan, S.G. Road, Mysore.	Female	9898981111	gajjar@msn.com	PAN Card	MQ56569	AT-1091	11:02

Count: 4

Figure 5.1: Reports Screen

Following are the different reports available in CLINCK Cafe Register server:

- **Daily Register Report**
- **Monthly Register Report**
- **Customer Details**
- **Export All Customer Details to Excel**
- **Other Products Report**
- **Discount Report**
- **Admin Session Report**
- **Credit Report**
- **Search Token Number**

Before discussing each report in detail, let us understand a typical report screen.

On any report screen, you will always find the following two elements:

- **Report Filter:** It is a filter section where you can give one or more conditions for the report. It helps in getting customized or selected reports to suit your need. For example, you can specify the months in the **From Month** and **To Month** fields of the Monthly Register Report filter to generate a report for the specified range of months.

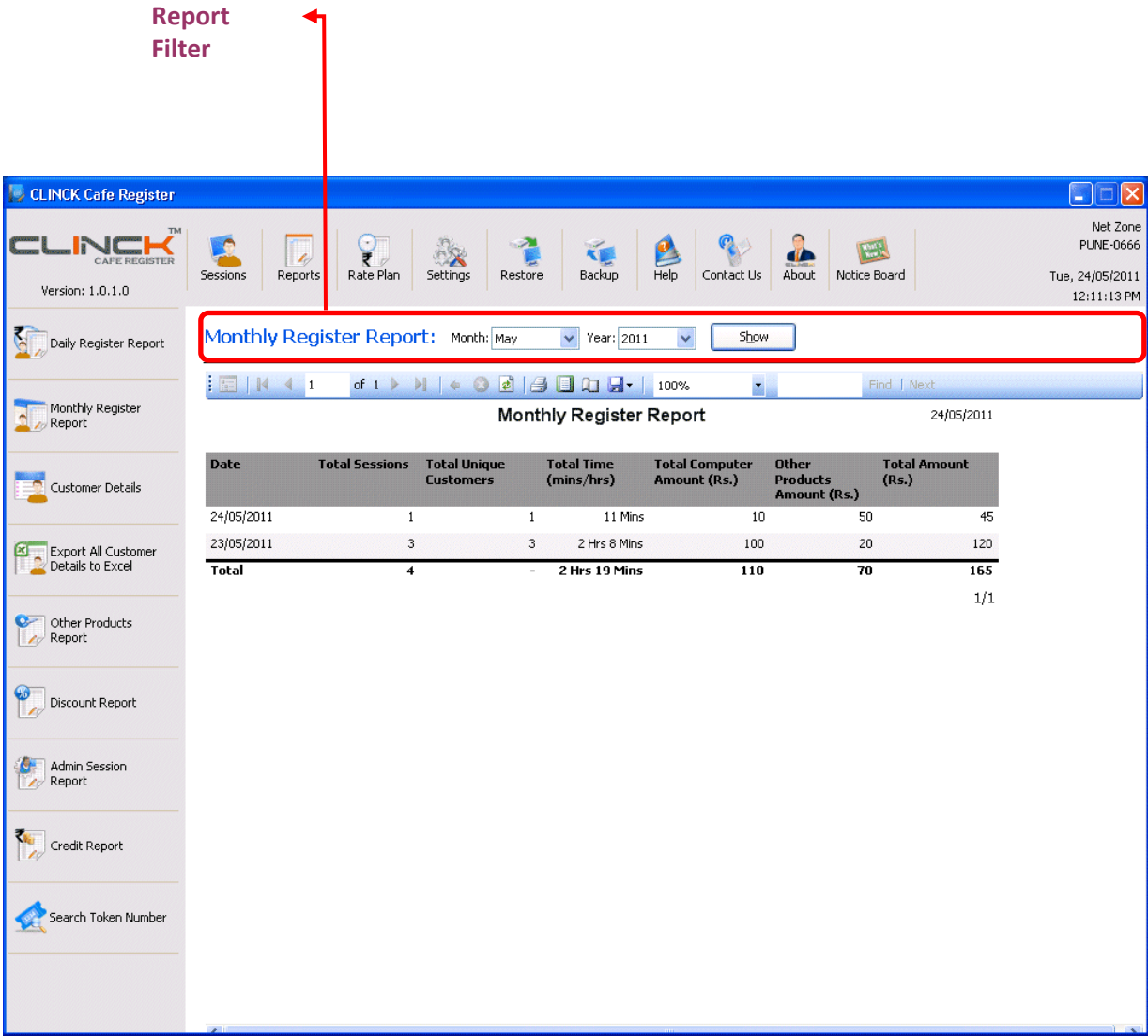


Figure 5.2: Example of a Report Filter

■ **Report Toolbar:** It is a toolbar with many features that can be used for a report. It appears above the report.

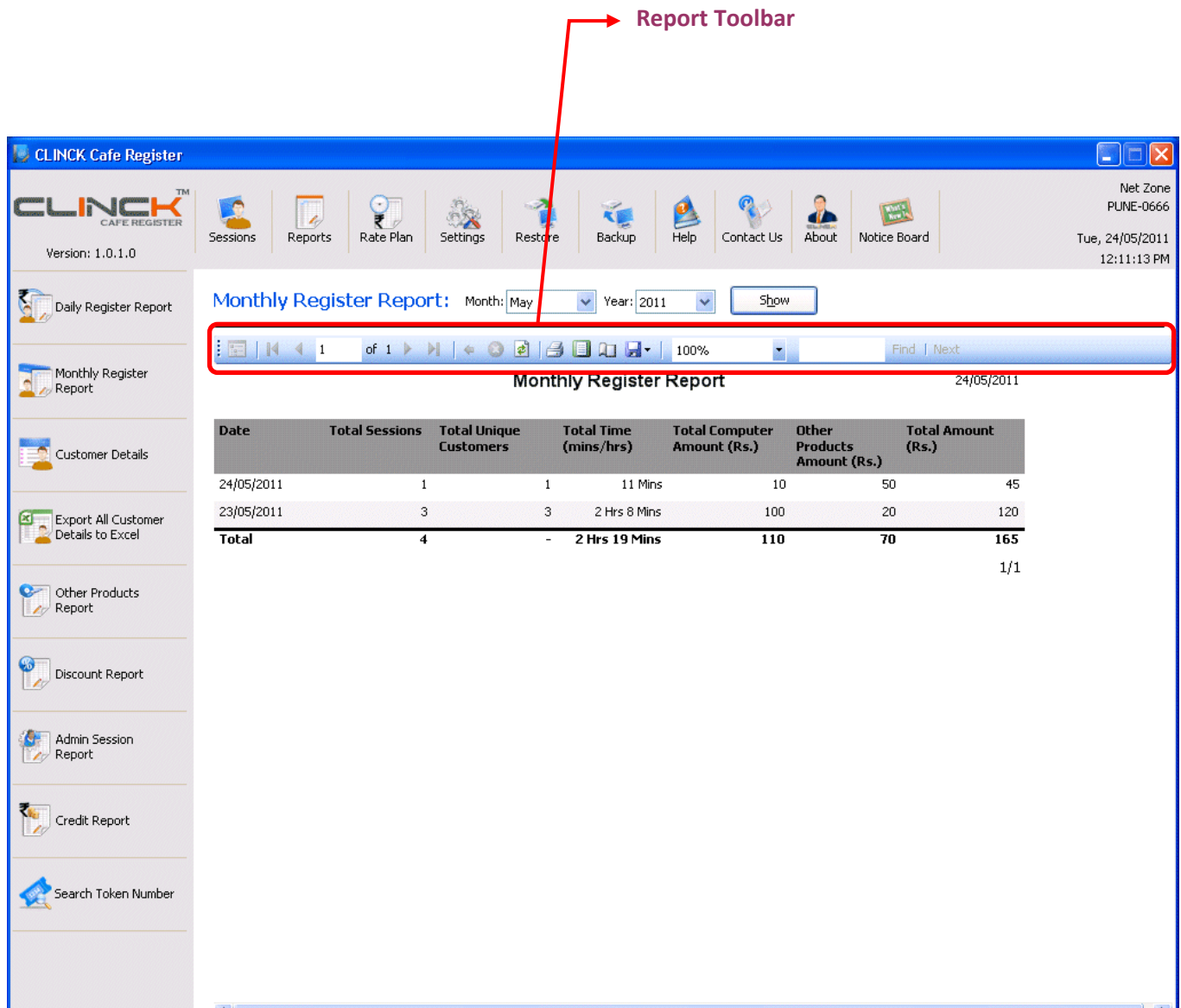


Figure 5.3: Report Toolbar

The icons on the report toolbar are explained in [Table 5.1](#).

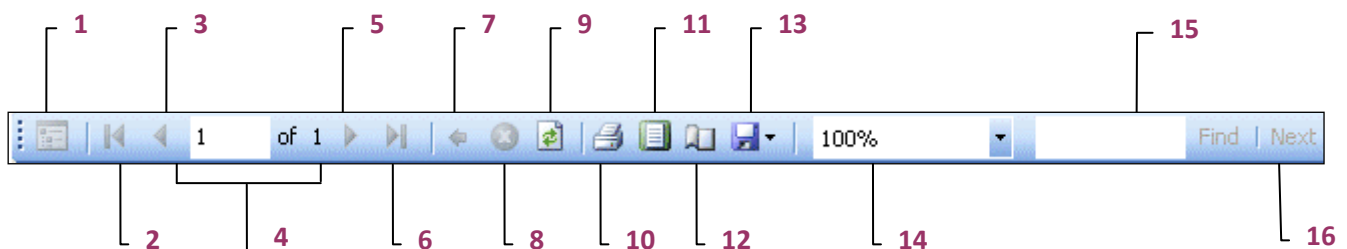



Figure 5.4: Report Toolbar Icons

 Note	<p>One or more of these buttons might be disabled depending on the report.</p>
--	--


















No.	Icon	Icon Name	Function
1		Show or Hide Document Map	Click to display or hide the document map for the report.
2		First Page	Click to go to the first page of the report.
3		Previous Page	Click to go to the previous page of the report.
4		Current Page of Total Pages	In the Current Page box, type the page number to go directly, and then press Enter . The Total Pages field displays the total number of pages in the report.
5		Next Page	Click to go to the next page of the report.
6		Last Page	Click to go to the last page of the report.
7		Back to Parent Report	Click to go back to the parent report of the current report.
8		Stop Rendering	Click to stop the report generation process.
9		Refresh	Click to refresh or create the report again.
10		Print	Click to print the report on a printer connected to the CLINCK server.
11		Print Layout	Click to see a preview of how the report will look when printed.
12		Page Setup	Click to view and change the page setup of the report for a printout.
13		Export	Click the arrow next to the Export box to save the report in a Microsoft Excel sheet or as an Acrobat (PDF) file.
14		Zoom	Click the arrow next to the Zoom box and select a value to view the report in a different size.
15		Search Text and Find	In the Search Text box, type the search text that you want to find in the report, and then click Find .
16		Find Next	Click to find the next place where the search text appears in the report.

Table 5.1: Report Toolbar Icons

 <p>Note</p>	<ul style="list-style-type: none"> You should be logged in to the CLINCK Café Register server to view the reports. Mandatory fields for generating reports are marked with a red asterisk in the figures.
--	---


5.1 Daily Register Report

The **Daily Register Report** gives the details of all the token numbers that were closed on the selected date. The following information is displayed in the **Daily Register Report**:

- **Token Number** – A token number closed on the selected date.
- **Customer Name** – Name of the customer to whom the token number was assigned. (Click on the name to view the customer's details.)
- **Address** – Customer's address.
- **Gender** – Customer's gender.
- **Contact Number** – Customer's telephone number.
- **E-Mail ID** – Customer's email ID.
- **ID Card Type** – Type of ID card provided by the customer.
- **ID Card No.** – ID card number.
- **Terminal Name** – Name of the terminal where the customer logged in.
- **Time In** – Time when the customer logged in at the terminal.
- **Time Out** – Time when the customer logged out from the terminal.
- **Total Time (mins/hrs)** – Total time of all the sessions for which the token was used.
- **Amount (Rs.)** – Total amount in rupees to be paid by the customer for the total session time as well as other products or services purchased.
- **Count** – The total number of tokens closed on the selected date.
- **Total** – The total time and amount of all the sessions closed on that day.

To generate a **Daily Register Report**, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Reports**. The default **Daily Register Report** screen appears with the current date's daily register report.

 Note	<p><i>If you are already in the Reports screen, in the left panel of the screen, click Daily Register Report.</i></p>
--	---

- 2) In the **Date** box of the report filter, type or select the date for which you want to view the daily register report.
- 3) Click **Show**.

Result: The daily register report for the selected date appears.

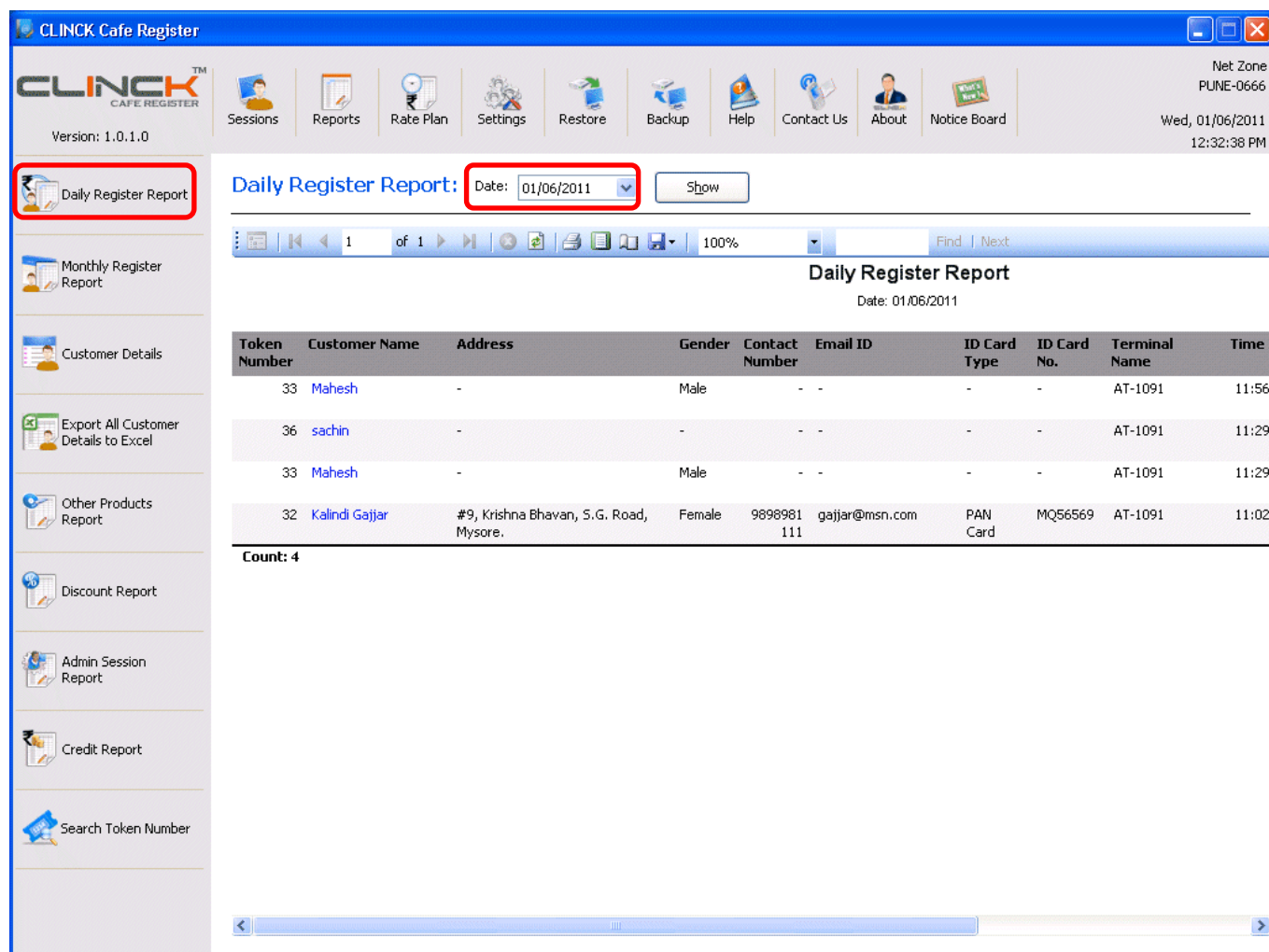


Figure 5.5: Daily Register Report

Scroll right on the server screen to see the rest of the report.

5.2 Monthly Register Report

The **Monthly Register Report** gives the total session details for each month in specified range of months. The following information is displayed in **Monthly Register Report**:

- **Date** – Month and year for which the session details are displayed.
- **Total Sessions** – Total number of sessions that took place at the cafe in that month.
- **Total Unique Customers** – Total number of customers who logged sessions at the cafe in that month.
- **Total Time (mins/hrs)** – Total session time for that month.
- **Total Computer Amount (Rs.)** – Total amount in rupees earned through browsing sessions in that month.
- **Other Products Amount (Rs.)** – Total amount in rupees earned through the sale of other products and services in that month.
- **Total Amount (Rs.)** – Total amount earned in that month, including **Total Computer Amount** and **Other Products Amount**.
- **Total** – Total of each column of the report except **Total Unique Customers**.

To generate a **Monthly Register Report**, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Reports**. The default **Daily Register Report** screen appears with the current date's daily register report.

- 2) In the left panel of the **Reports** screen, click **Monthly Register Report**. The default **Monthly Register Report** screen appears with the current month's monthly register report.
- 3) In the **Month** and **Year** boxes of the report filter, select the month and year for the monthly register report.
- 4) Click **Show**.

Result: The monthly register report for the selected month and year appears.

The screenshot shows the CLINCK Cafe Register application window. The title bar reads "CLINCK Cafe Register". The top menu bar includes icons for Sessions, Reports, Rate Plan, Settings, Restore, Backup, Help, Contact Us, About, and Notice Board. The sidebar on the left lists various reports: Daily Register Report, Monthly Register Report (highlighted with a red box), Customer Details, Export All Customer Details to Excel, Other Products Report, Discount Report, Admin Session Report, Credit Report, and Search Token Number. The main area displays the "Monthly Register Report" for May 2011. A filter bar at the top of the report area shows "Month: May" and "Year: 2011" with a "Show" button. Below the filter is a table with the following data:

Date	Total Sessions	Total Unique Customers	Total Time (mins/hrs)	Total Computer Amount (Rs.)	Other Products Amount (Rs.)	Total Amount (Rs.)
24/05/2011	1	1	11 Mins	10	50	45
23/05/2011	3	3	2 Hrs 8 Mins	100	20	120
Total	4	-	2 Hrs 19 Mins	110	70	165

The bottom right corner of the report area shows "1/1".

Figure 5.6: Monthly Register Report

5.3 Customer Details

The **Customer Details** report provides the details of a particular customer registered at the cafe, including details about all the token numbers assigned to the customer till date. The following information is displayed in the **Customer Details** report:


■ Customer Details:

- **Customer Name** – Name of the customer whose details are displayed.
- **Gender** – Customer's gender.
- **Contact Number** – Customer's phone number.
- **Address** – Customer's address.
- **Email ID** – Customer's email ID.
- **ID Card Type** – Type of ID card provided by the customer.
- **ID Card No.** – Number of the ID card.
- **Other Information** – Other information about the customer.


■ **Token Details:**

- **Token Number**– Token number assigned to the customer.
- **Date**– Date when the token number was used for a browsing session.
- **Time In** – Time when the customer logged in to the session.
- **Time Out**–Time when the customer logged out from the session.
- **Total Time (mins/hrs)** – Total time of the session from login to logout.
- **Terminal**–Name of the terminal where the session took place.

To generate a **Customer Details** report, follow these steps:

 Note	<p><i>The Customer Name field in this report's filter is mandatory.</i></p>
--	--

- 1) On the CLINCK Cafe Register's server screen, click **Reports**. The default **Daily Register Report** screen appears with the current date's daily register report.
- 2) In the left panel of the **Reports** screen, click **Customer Details**. The **Customer Details** report filter appears.
- 3) In the **Customer Name** box of the report filter, type the name of the customer whose details you want to view.

 Note	<p><i>Atleast the first three characters of the customer's name should be typed in the Customer Name box to generate the Customer Details report.</i></p>
--	---

- 4) Click **Show**. Some information about the specified customer appears.

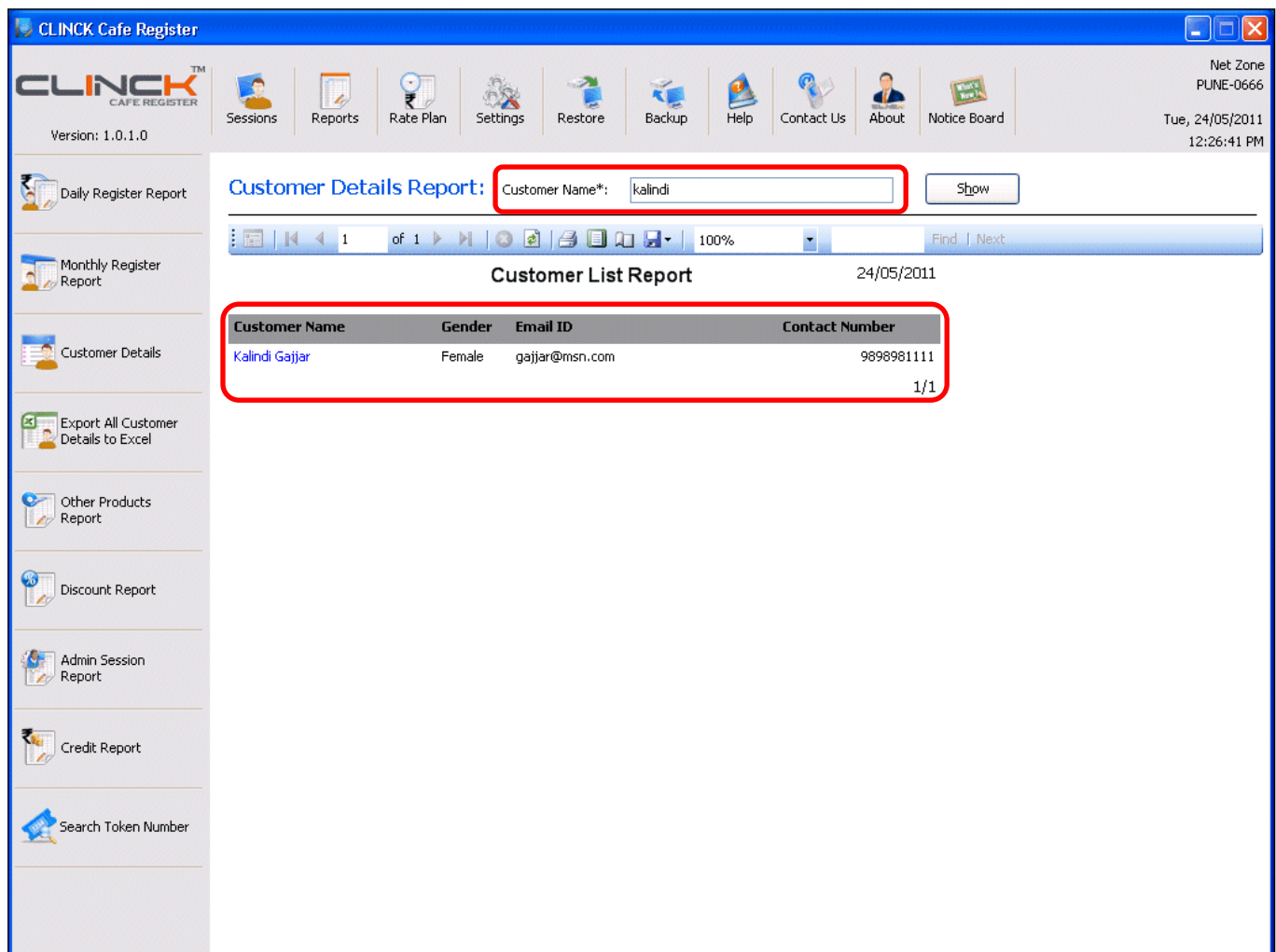


Figure 5.7: Searching for a Customer

5) To view the customer's complete details including photograph, click on the customer's name.

Result: A dialog box appears with all the details of the customer.

Customer Details

27/06/2011

Customer Name:

Kalindi Gajjar

Gender:

F

Contact Number:

9898981111

Address:

#9,
Krishna Bhavan,
S.G. Road,
Mysore.

Email ID:

gajjar@msn.com


ID Card Type:


PAN Card

ID Card No.:

MQ56569

Other Information:





Token Details:

Token Number	Date	Time In	Time Out	Total Time (mins/hrs)	Terminal
28	24/05/2011	11:52 AM	11:56 AM	4 Mins	AT-1091
28	24/05/2011	02:29 PM	03:59 PM	1 Hrs 30 Mins	AT-1091
29	24/05/2011	05:54 PM	05:54 PM	1 Mins	AT-1091
32	30/05/2011	09:42 AM	09:42 AM	1 Mins	AT-1091
32	30/05/2011	10:43 AM	10:45 AM	2 Mins	AT-1091
32	30/05/2011	12:55 PM	01:00 PM	5 Mins	AT-1091
32	31/05/2011	09:43 AM	10:00 AM	17 Mins	AT-1091
32	01/06/2011	11:02 AM	11:28 AM	27 Mins	AT-1091

1/1

Figure 5.8: Viewing Complete Details of the Customer

5.4 Export All Customer Details to Excel

The **Export All Customer Details to Excel** option lets you export all the customers details to an excel spreadsheet and save it at a desired location. The following details about a customer are exported to the spreadsheet:

- **Customer Name** – Name of the customer.
- **Gender** – Customer's gender.
- **Address** – Customer's address.
- **Contact No.** – Customer's phone number.
- **Email ID** – Customer's email ID.
- **ID Card Type** – Type of ID card provided by the customer.
- **ID Card No.** – ID card number.
- **Other Information** – Other information about the customer.

To export the customer details to an excel spreadsheet, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Reports**. The default **Daily Register Report** screen appears with the current date's daily register report.
- 2) In the left panel of the Reports screen, click **Export All Customer Details to Excel**. The **Save As** dialog box appears.

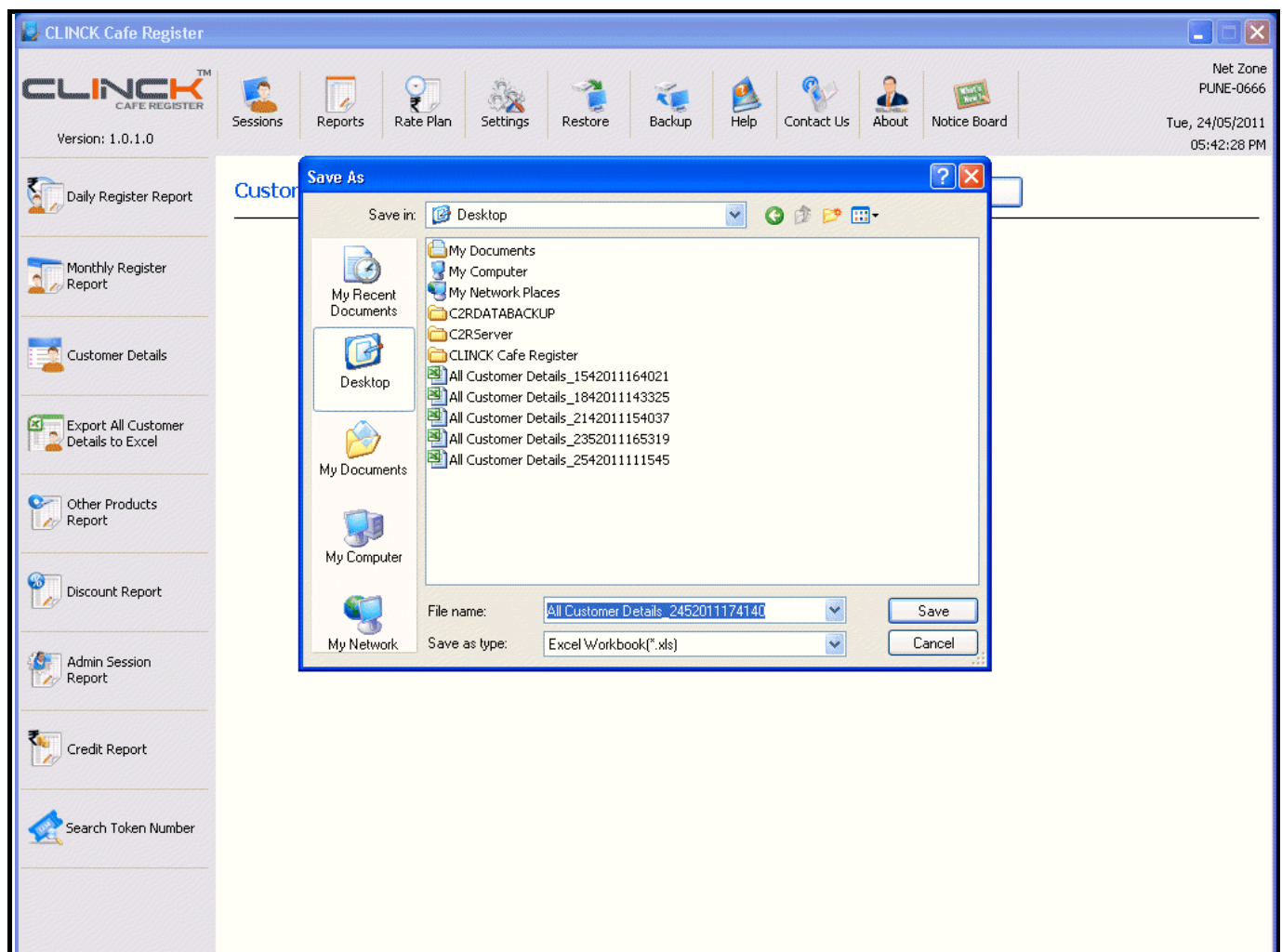


Figure 5.9: Export All Customer Details to Excel

- 3) In the dialog box, select the location where you want to save the excel sheet and then click **Save**. The following dialog box appears.

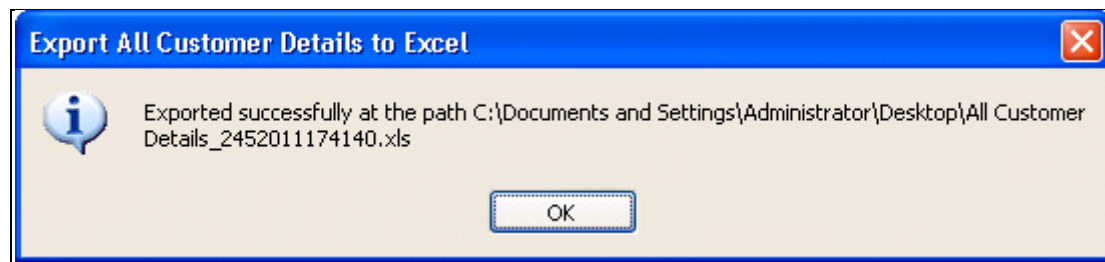


Figure 5.10: Confirmation of Successful Export to Excel

4) In this dialog box, click **OK**.

Result: All the customer details are exported to the specified excel sheet and saved.

All Customer Details 21/06/2011 10:26 AM							
Customer Name	Gender	Address	Contact No.	Email ID	ID Card Type	ID Card No.	Other Inform
John	M	#304, 2nd main, Indira nagar, Pune	9456724111	john@man.com	School or College Identity Card	SH4940	-
Kalindi Gajjar	F	#9, Krishna Bhavan, S.G. Road, Mysore.	9898981111	gajjar@msn.com	PAN Card	MQ56569	-
Mahesh	M	#120, 3rd main, Raj Nagar, Bangalore	9583645665	mahesh@msn.com	PAN Card	MH56895	-
Raheel	M	#302, 4th main, Shri Nagar, Bangalore	9536288789	raheel@msn.com	Pan Card	MN45895	-
David	M	#432, Church Street, Gandhi Nagar, Mumbai.	9898986555	david@msn.com	PAN Card	ACQPH4952P	-

Figure 5.11: Excel Spreadsheet with Customer Details

5.5 Other Products Report

The **Other Products Report** gives information about the products and services other than the browsing session purchased by customers on a specified date. The following information is displayed in the **Other Products Report**:

- **Token Number** – The token number using which the products and services were purchased.
- **Customer Name** – Name of the customer who purchased the products and services. (Click on the name to view the customer's details.)
- **Other Products** – Names of the products and services purchased by the customer.
- **Amount (Rs.)** – Amount in rupees paid for the products and services purchased.
- **Count** – Total number of sessions in which other products and services were purchased on the specified date.
- **Total** – Total amount in rupees paid for other products and services purchased on that date.

To generate an **Other Products Report**, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Reports**. The default **Daily Register Report** screen appears with the current date's daily register report.

- 2) In the left panel of the **Reports** screen, click **Other Products Reports**. By default the report for the current date appears.
- 3) In the **Date** field, type or select the date for which you want the report.
- 4) Click **Show**.

Result: The **Other Products Report** for the specified date appears.

CLINCK Cafe Register
Version: 1.0.1.0

Net Zone
PUNE-0666
Tue, 24/05/2011
05:51:19 PM

Other Products Report: Date: 24/05/2011 **Show**

1 of 1 100% Find Next

Other Products Report
Date: 24/05/2011

Token Number	Customer Name	Other Products	Amount (Rs.)
26	John	B/W Print, Mobile Recharge, CD Purchase	50
28	Kalindi Gajjar	Scanning	10
Count: 2			Total: 60

1/1

Figure 5.12: Other Products Report

5.6 Discount Report

The **Discount Report** provides information about the discounts given to customers on a specified date. The following information is displayed in the **Discount Report**:

- **Token Number** – The token number for which the discount was given.
- **Customer Name** – Name of the customer to whom the discount was given. (Click on the name to view the customer's details.)
- **Total Computer Amount (Rs.)** – Total amount in rupees earned through browsing sessions in that month.
- **Other Product Amount (Rs.)** – Total amount in rupees earned through the sale of other products and services in that month.
- **Discount Amount (Rs.)** – The amount of discount given to the customer.
- **Total Amount (Rs.)** – Total amount for the token number calculated as a sum of **Total Computer Amount** and **Other Products Amount**, from which the **Discount Amount** is deducted.
- **Count** – Total number of sessions in which a discount was given on the specified date. In the same row as the **Count**, the total of each column is also displayed.

To generate a **Discount Report**, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Reports**. The default **Daily Register Report** screen appears with the current date's daily register report.
- 2) In the left panel of the **Reports** screen, click **Discount Report**. By default the discount report for the current date appears.
- 3) In the **Date** field, type or select the date for which you want the discount report.
- 4) Click **Show**.

Result: The discount report for the specified date appears.

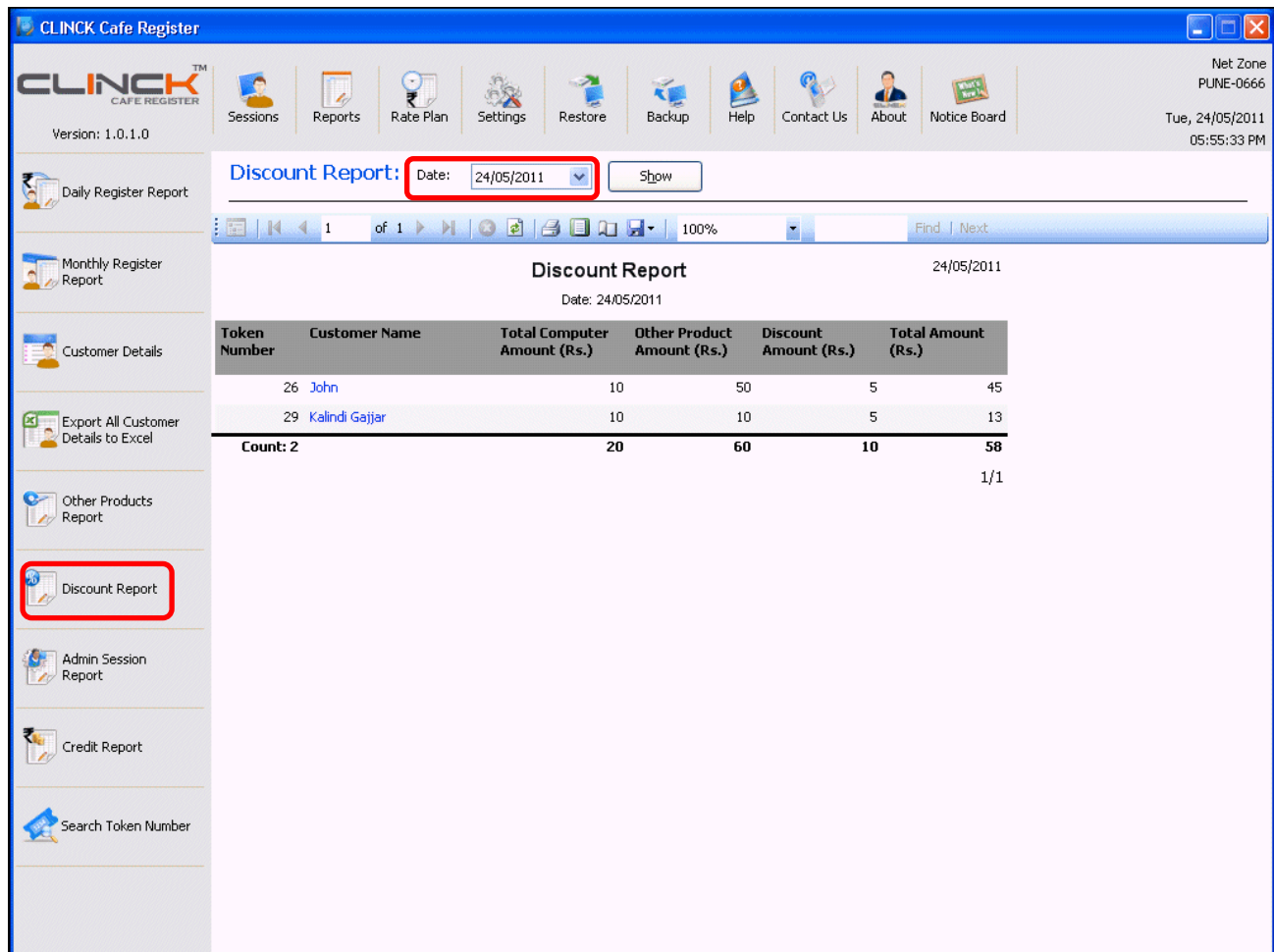


Figure 5.13: Discount Report

5.7 Credit Report

The **Credit Report** gives information about the credit balance of the cafe's customers on a selected date.

The following information is displayed in the **Credit Report**:

- **Date** – Date on which the credit was given.
- **Customer Name** – Name of the customer whose credit balance is displayed.
- **Credit Amount (Rs.)** – The amount of credit in rupees.
- **Total** – Total credit given on that day.

To generate a **Credit Report**, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Reports**. The default **Daily Register Report** screen appears with the current date's daily register report.

- 2) In the left panel of the **Reports** screen, click **Credit Report**. By default the credit report for the current date appears.
- 3) In the **Month** and **Year** fields, type or select the month and year for which you want the credit report.
- 4) Click **Show**.

Result: The credit report for the specified date appears.

CLINCK Cafe Register
Version: 1.0.1.0

Net Zone
PUNE-0666
Tue, 24/05/2011
05:57:16 PM


Credit Report: Month: May Year: 2011 **Show**

Credit Report 24/05/2011

Date	Customer Name	Credit Amount (Rs.)	Delete
24/05/2011	Kalindi Gajjar	2	Delete
24/05/2011	John	10	Delete
		Total: 12	

1/1

Figure 5.14: Credit Report

 <p>Note</p>	<p>To delete the record of credit that has been cleared, in the Credit Report click Delete next to the credit amount, and then click OK in the dialog box that appears.</p>
--	--

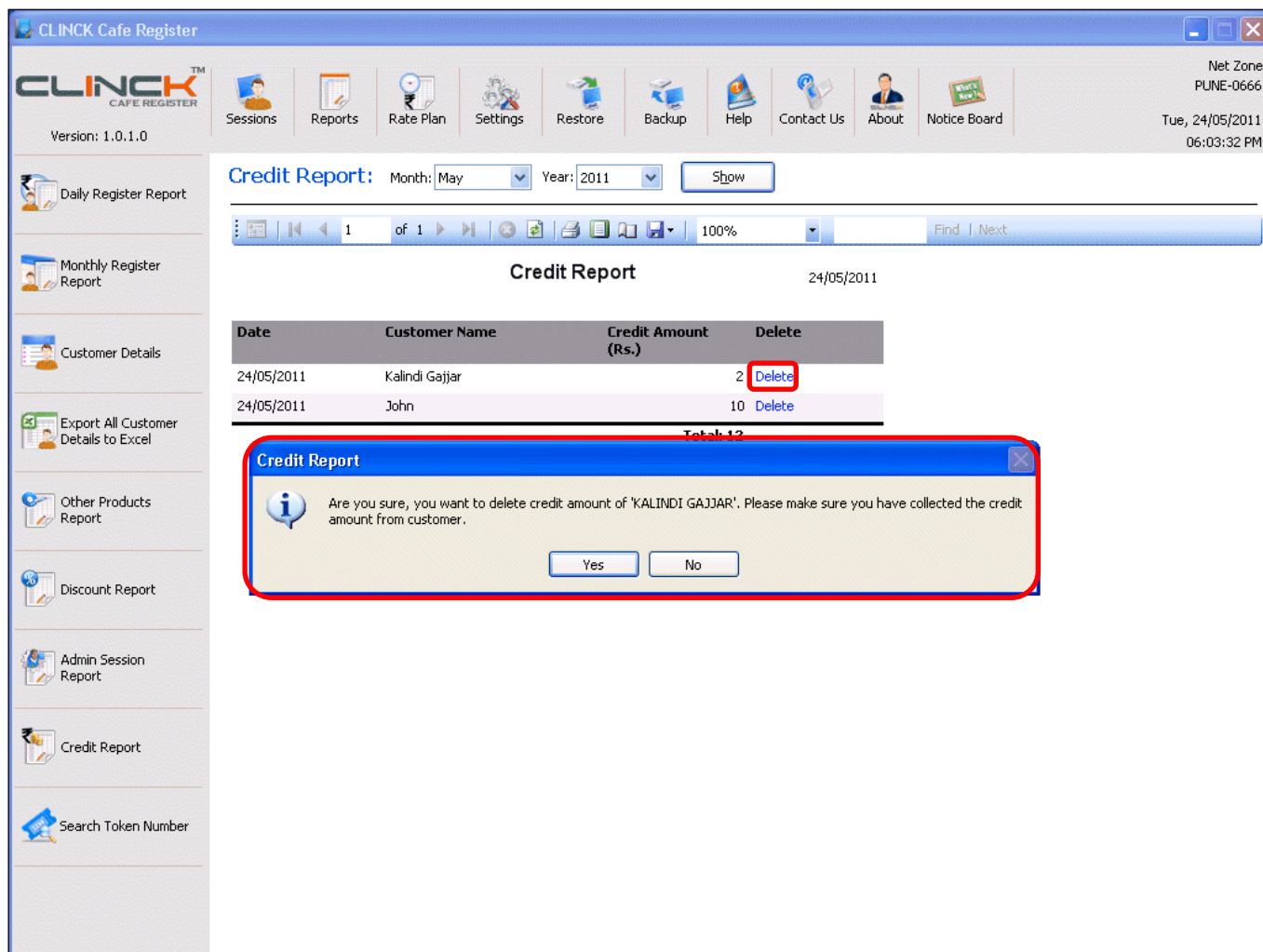


Figure 5.15: Deleting a Credit Amount

5.8 Admin Session Report

The **Admin Session Report** gives details about the admin sessions that took place on a specified date. The following information is displayed in the **Admin Session Report**:

- **Terminal Name** – Name of the terminal where the admin session took place.
- **Date Time In**– Date and time when the admin session started.
- **Date Time Out** – Date and time when the admin session ended.
- **Total Time (mins/hrs)** – Total time of the admin session.
- **Total** – Total time of all the admin sessions that took place on the specified date.

To generate an **Admin Session Report**, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Reports**. The default **Daily Register Report** screen appears with the current date's daily register report.
- 2) In the left panel of the **Reports** screen, click **Admin Session Report**. By default the admin session report for the current date appears.
- 3) In the **Date** field, type or select the date for which you want the admin session report.
- 4) Click **Show**.

Result: The Admin Session Report for the selected date appears.

CLINCK Cafe Register

Version: 1.0.1.0

Net Zone
PUNE-0666
Wed, 25/05/2011
11:56:13 AM

Admin Session Report: Date: 25/05/2011

1 of 1 100% Find | Next

Admin Session Report 25/05/2011
Date: 25/05/2011

Terminal Name	Date Time In	Date Time Out	Total Time (mins/hrs)
AT-1091	25/05/2011 10:44 AM	25/05/2011 10:46 AM	2 Mins
Total: 2 Mins			1/1

Figure 5.16: Admin Session Report

5.9 Search Token Number

Using the **Search Token Number** option you can view the complete details related to a token, including information about the customer to whom the token was assigned, login details of all the sessions for which the token was used, as well as some other information about the token. The following information is displayed in the **Search Token Number** report:

Customer Details

- **Customer Name** – Name of the customer to whom the token was assigned.
- **Gender** – Customer's gender.
- **Contact Number** – Customer's phone number.
- **Address** – Customer's address.
- **Email ID** – Customer's email ID.
- **ID Card Type** – Type of ID card provided by the customer.
- **ID Card No.** – Number of the ID card.
- **Other Information** – Other information about the customer.
- **Customer Picture** – Customer's picture.
- **Photo ID Picture** – Picture of the photo ID card provided by the customer.


■ **Token Details**

- **Status** – Current status of the token.
- **Date & Time of Token Number Creation** – Date and time when the token was created.
- **Number of Logins** – Total number of times the token was used to login.
- **Total Time for the Token Number (mins/hrs)** – Total time of all the sessions for which the token was used.
- **Total Amount (Rs.)** – Total amount in rupees earned through sessions for which the token was used.
- **Other Products** – Other products and services purchased by the customer using the token.
- **Amount of Other Products (Rs.)** – Total amount in rupees earned for the other products and services purchased using the token.
- **Discount (Rs.)** – Amount of discount in rupees given to the customer at the time of closing the token.
- **Credit (Rs.)** – Amount of credit in rupees given to the customer at the time of closing the token.
- **Notes** – Notes about the token.

■ **Login Details**

- **Date** – Date when the customer logged in using the token.
- **Time In** – Time when the customer logged in.
- **Time Out** – Time when the customer logged out.
- **Total Time (mins/hrs)** – Total session time from login to logout.
- **Terminal Name** – Name of the terminal where the customer logged in.

To search for a token number, follow these steps:

 <p>Note</p>	<p><i>The Enter Token Number field in this report's filter is mandatory.</i></p>
---	---

- 1) On the CLINCK Cafe Register's server screen, click **Reports**. The default **Daily Register Report** screen appears with the current date's daily register report.
- 2) In the left panel of the **Reports** screen, click **Search Token Number**.
- 3) In the **Enter Token Number** box, type the token number whose details you want to view.
- 4) Click **Show**.

Result: The complete details related to the token number appear.

CLINCK Cafe Register

Version: 1.0.1.0

Net Zone
PUNE-0666
Mon, 20/06/2011
03:02:00 PM

Sessions Reports Rate Plan Settings Restore Backup Help Contact Us About Notice Board

Daily Register Report

Monthly Register Report

Customer Details

Export All Customer Details to Excel

Other Products Report

Discount Report

Admin Session Report

Credit Report

Search Token Number

Search Token Number: Enter Token Number*: 50 Show

5.17: Search Token Number Field

Search Token Number23/06/2011

Status:Closed

Customer Name:David

Gender:Male

Contact Number:9898986555

Address:#432, Church Street, Gandhi Nagar, Mumbai.

Email ID:david@msn.com

ID Card Type: PAN Card

ID Card No.:ACQPH4952P

Date & Time of Token Number Creation:31/05/2011 02:35 PM

Total Time for the Token Number (mins/hrs):5 Hrs 1 Mins

Total Amount (Rs.):210

Other Products:Color Print, B/W Print, Scanning

Amount of Other Products (Rs.):30

Discount (Rs.):5

Credit (Rs.):10

Other Information:-

Notes:-

Number of Logins:4


आयकर विभाग
INCOME TAX DEPARTMENT

भारत सरकार
GOVT. OF INDIA

Permanent Account Number

Signature

04112005



Login Details:

Date	Time In	Time Out	Total Time (mins/hrs)	Terminal Name
31/05/2011	02:35 PM	02:50 PM	15 Mins	AT-1091
31/05/2011	02:56 PM	03:01 PM	5 Mins	AT-1091
03/06/2011	12:57 PM	05:36 PM	4 Hrs 40 Mins	AT-1091
20/06/2011	11:05 AM	11:06 AM	1 Mins	AT-1091

1/1

5.18: Search Token number Details

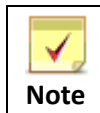
Chapter 6: Database Backup and Restore

This chapter explains how to take a backup of the CLINCK Cafe Register database and how to restore the database to the application from the backup if needed.

6.1 Backup

Taking regular backups of CLINCK Cafe Register's database is a part of the cafe manager's activity. **Backup** refers to maintaining a copy of the database as well as the pictures of the customers and their ID cards on a removable disk like a CD/DVD or on a different machine. The backup is used in the event of system failure.

To maintain a backup of the database, follow these steps:



*It is mandatory to fill the **Backup File Name** field in this procedure.*

- 1) On the CLINCK Cafe Register's server screen, click **Backup**.
The **Backup** dialog box appears with a default filename in the **Backup File Name** box.

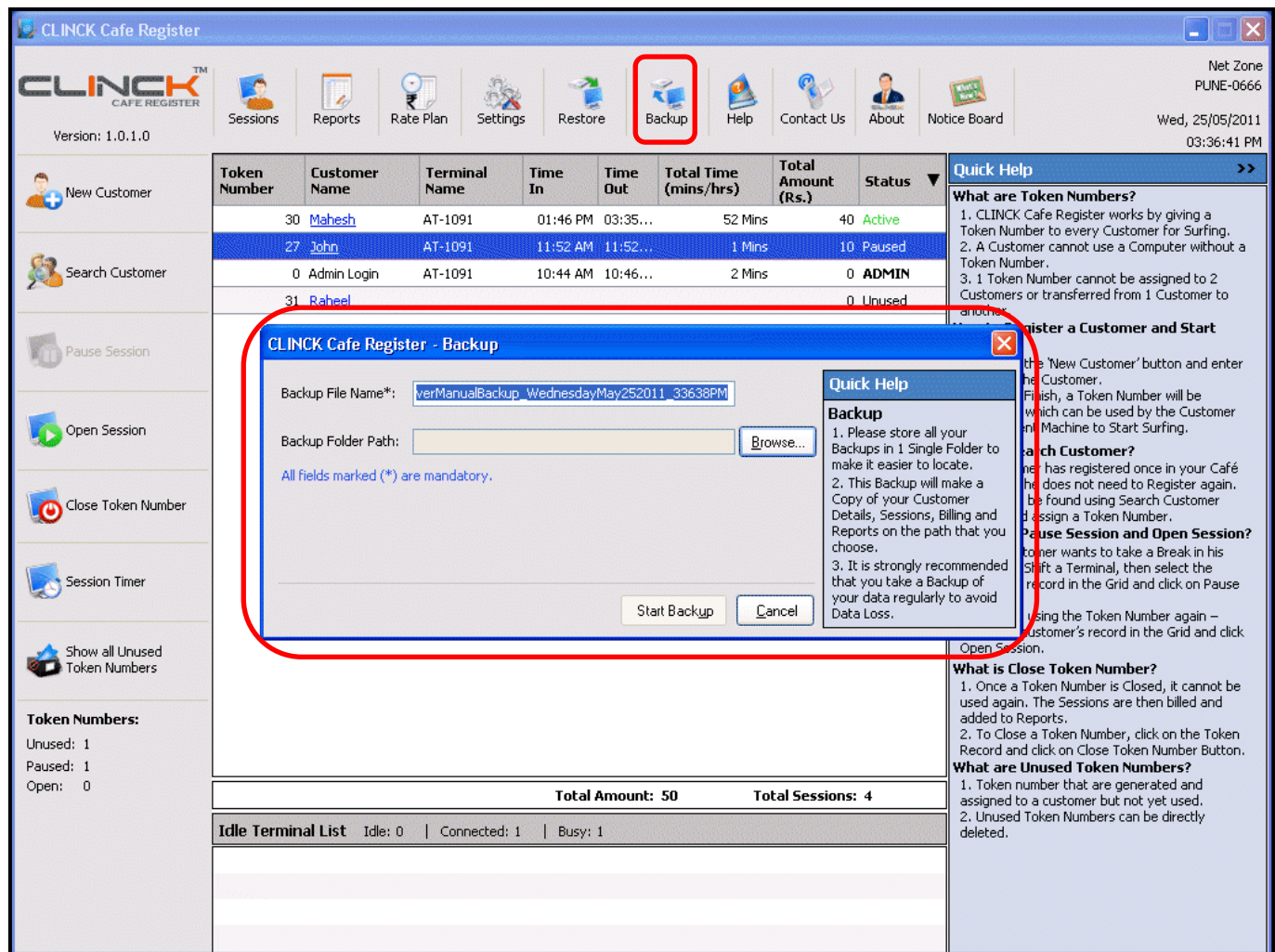


Figure 6.1: Backup Dialog Box

2) To change the name of the backup file, in the **Backup File Name** box, type the filename you want.

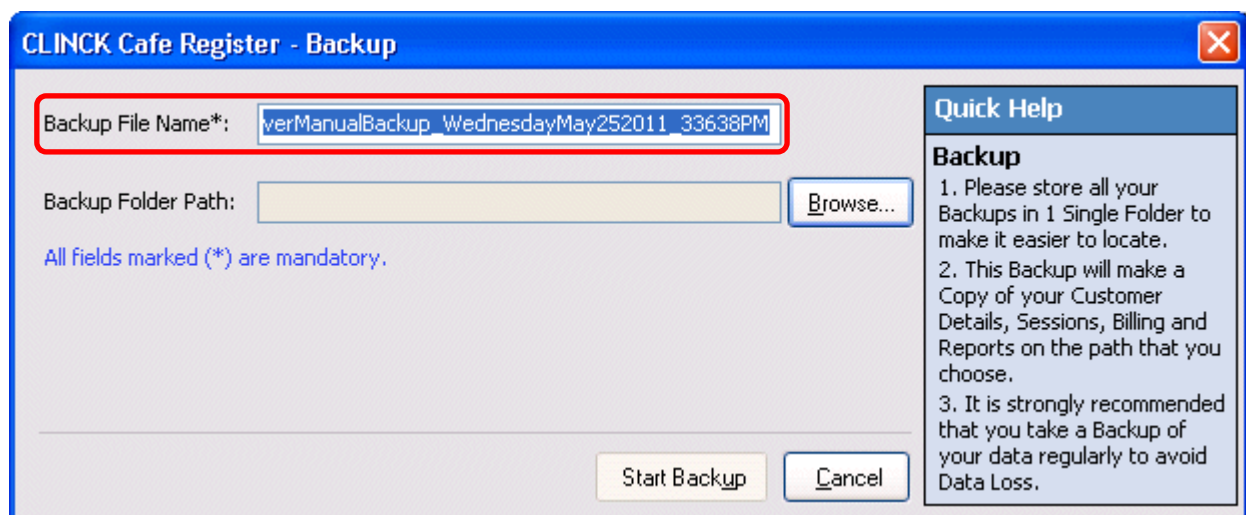



Figure 6.2: Backup File Name

3) Next to the **Backup Folder Path** box, click **Browse...** to choose the path where you want to save the backup file.

The **Browse For Folder** dialog box appears.

4) In the dialog box, select the location where you want to save the backup file.

 Note	<p>To create a new folder to save the backup file, click Make New Folder in the Browse For Folder dialog box.</p>
--	---

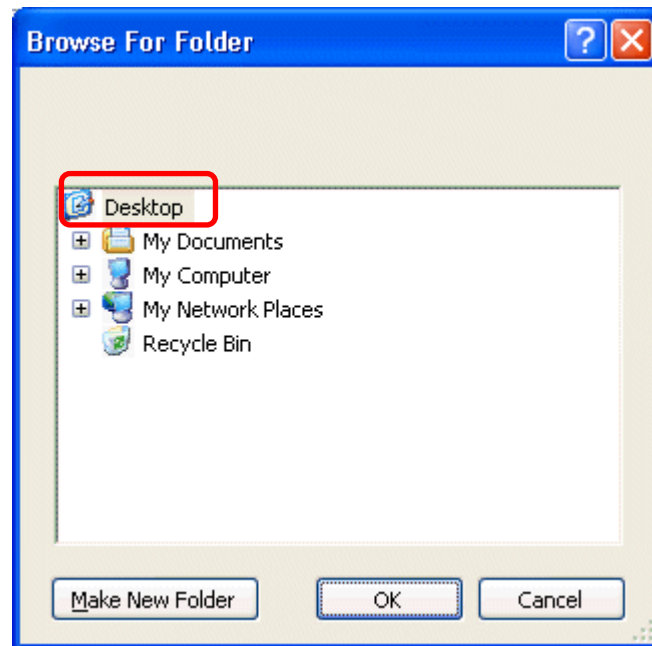


Figure 6.3: Browse For Folder Dialog Box

5) Click **OK**.

The selected folder path appears in the **Backup Folder Path** box of the **Backup** dialog box.

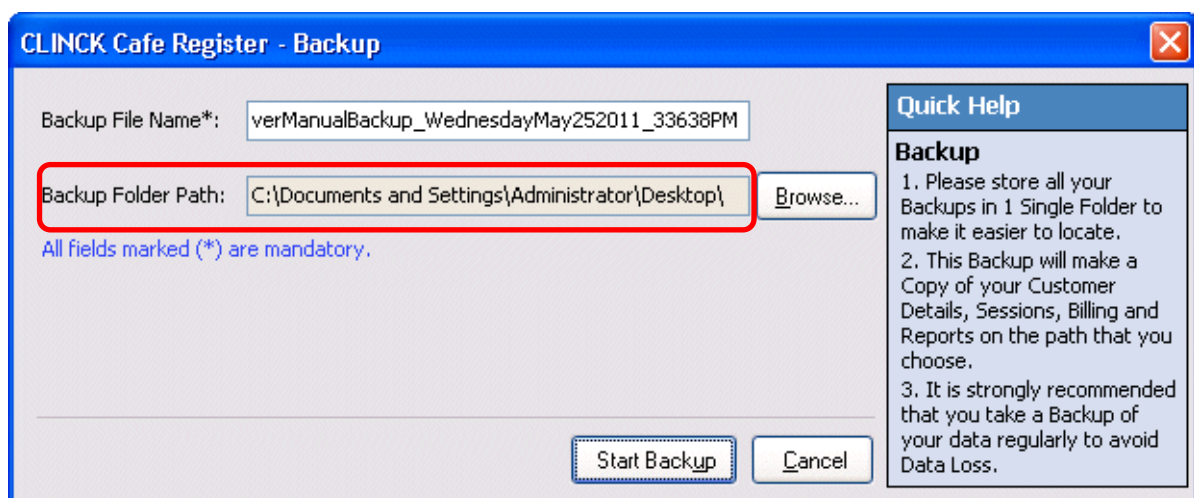


Figure 6.4: CLINCK Cafe Register – Backup Window

6) Click **Start Backup**.

A dialog box appears informing about the successful backup.

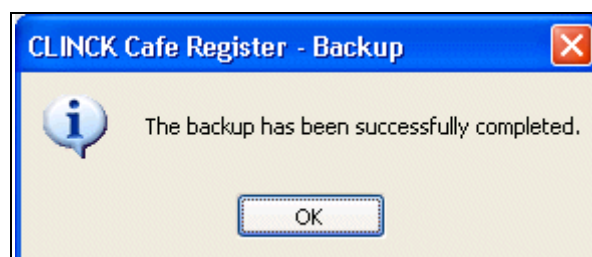


Figure 6.5: Successful Backup Dialog Box

7) In the dialog box, click **OK**.

Result: The database backup is successfully taken and stored in the chosen location.

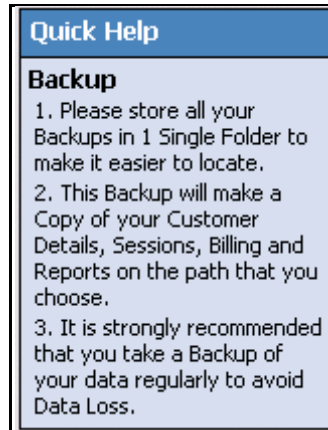
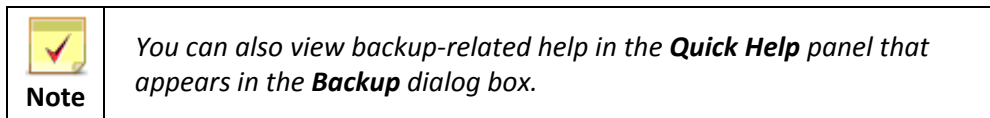


Figure 6.6: Backup Quick Help Panel

Backup at the time of closing the CLINCK Cafe Register

You can take a database backup even while closing the CLINCK Cafe Register server. Every time the server is closed, it asks whether you would like to take a backup before closing the application.

To take a backup at the time of closing the server, follow these steps:

1) Close the CLINCK Cafe Register server.

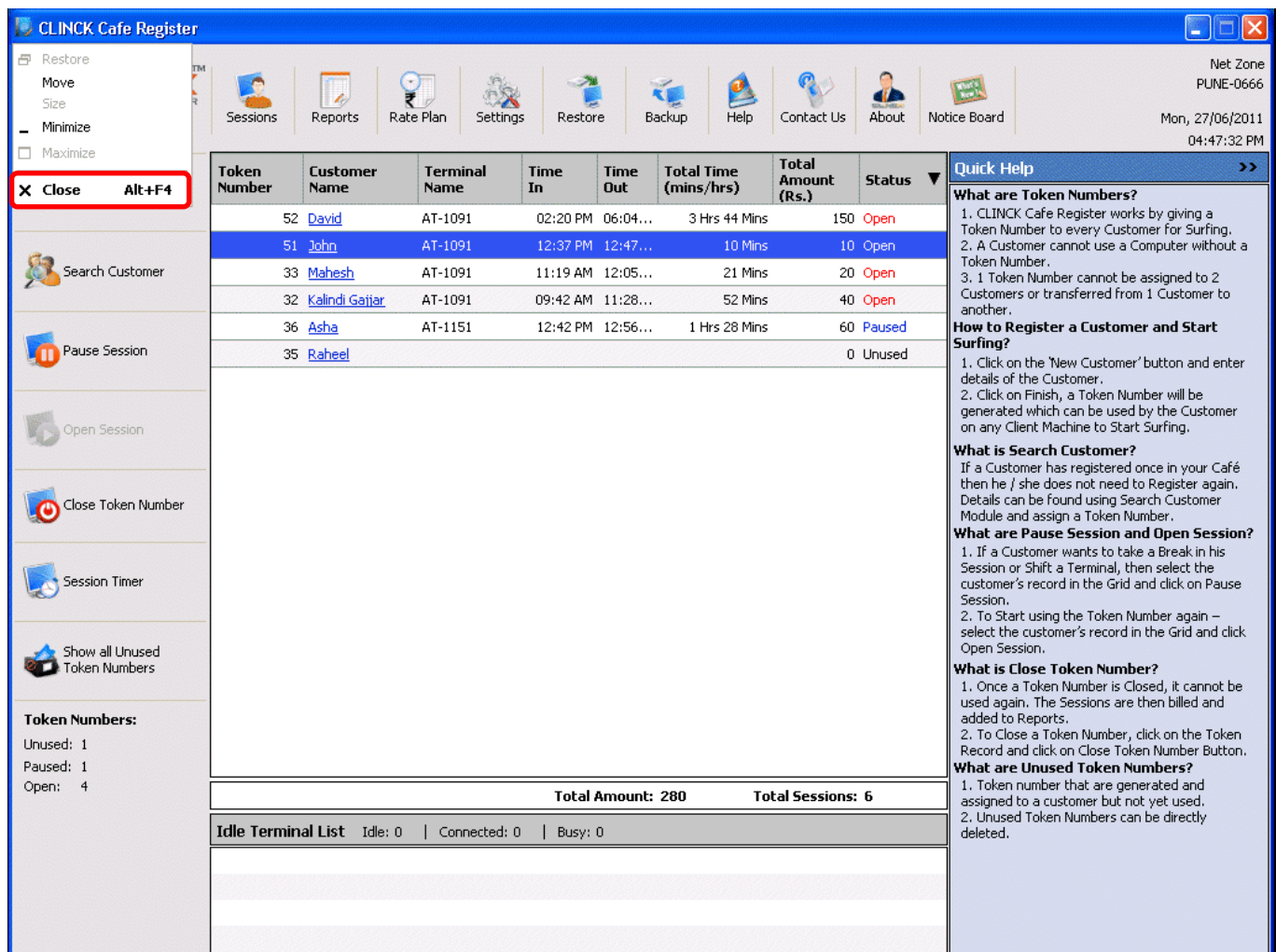



Figure 6.7: Closing the CLINCK Cafe Register Server

A **Confirmation** dialog box appears giving the option to either take or skip the backup before closing the server. The default folder path where this backup will be stored is also displayed.

 <p>Note</p>	<p>By default, the backup is stored in a folder called C2RDATABACKUP in the CLINCK Cafe Register program folder.</p>
--	---

2) Click **Take Backup and Close**.

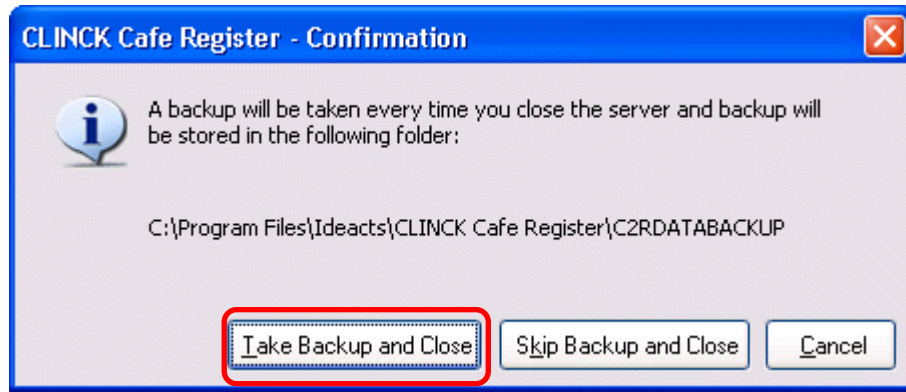


Figure 6.8: CLINCK Cafe Register – Confirmation Dialog Box

A dialog box appears informing about the successful backup.

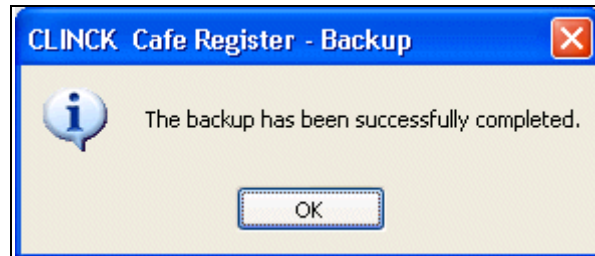



Figure 6.9: Successful Backup Dialog Box

3) Click **OK**.

Result: A backup of the database is successfully taken and stored at the default location.

 <p>Note</p>	<ul style="list-style-type: none"> • By default, the application takes a backup of only the database and not the pictures of the customer and the ID card. • The default folder keeps backups for only the last 3 days. • It is advised to take a backup once every 2 to 3 days.
--	---

6.2 Restore

The **Restore** option helps in restoring the CLINCK Cafe Register database from a backup taken earlier.

To restore the database from a backup, follow these steps:

- 1) On the CLINCK Cafe Register's server screen, click **Restore**.
The **Restore** dialog box appears.

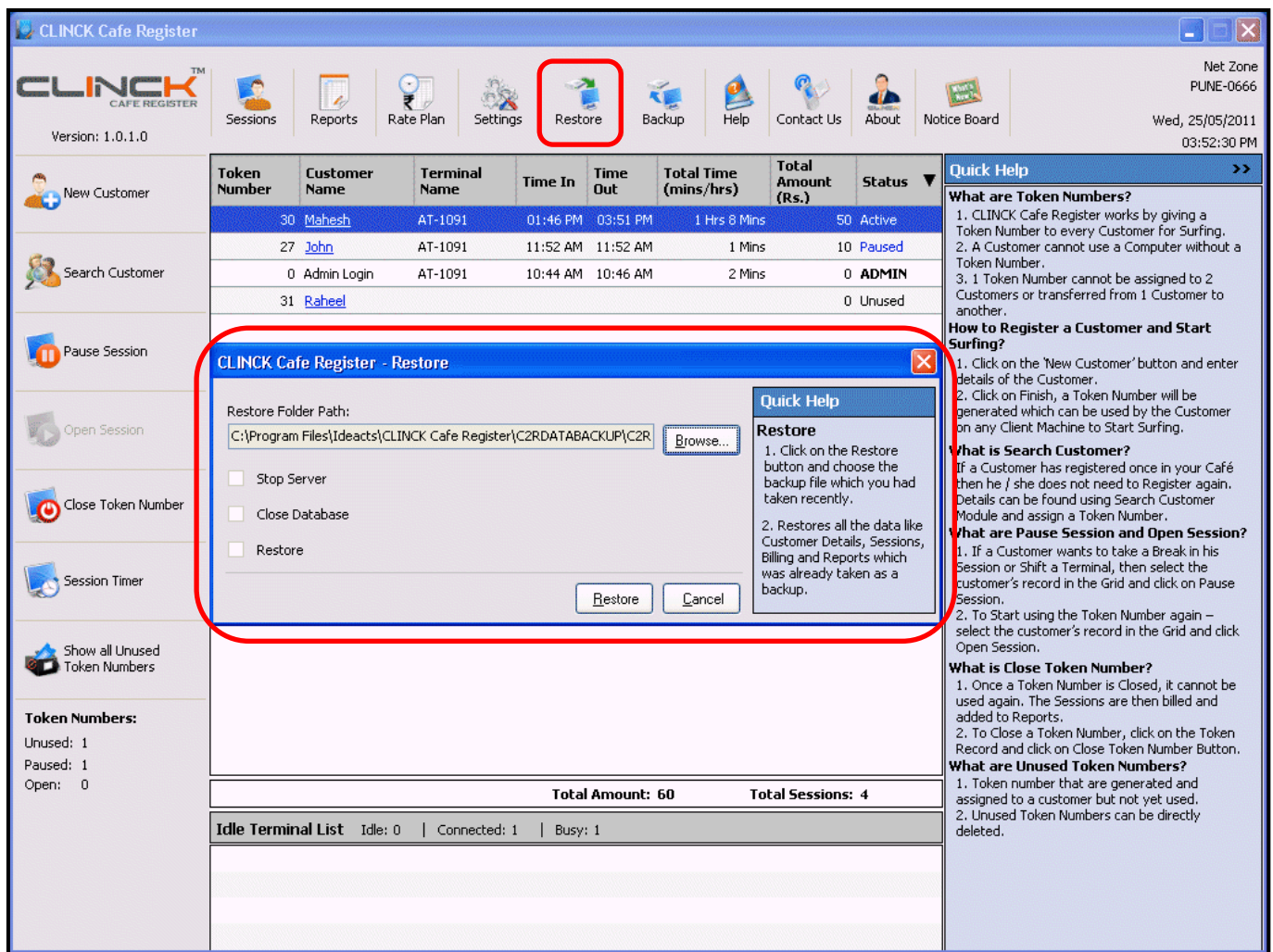


Figure 6.10: Restore Dialog Box

- 2) In the dialog box, click **Browse**, and then select the folder path where the backup file from which you want to restore is located.

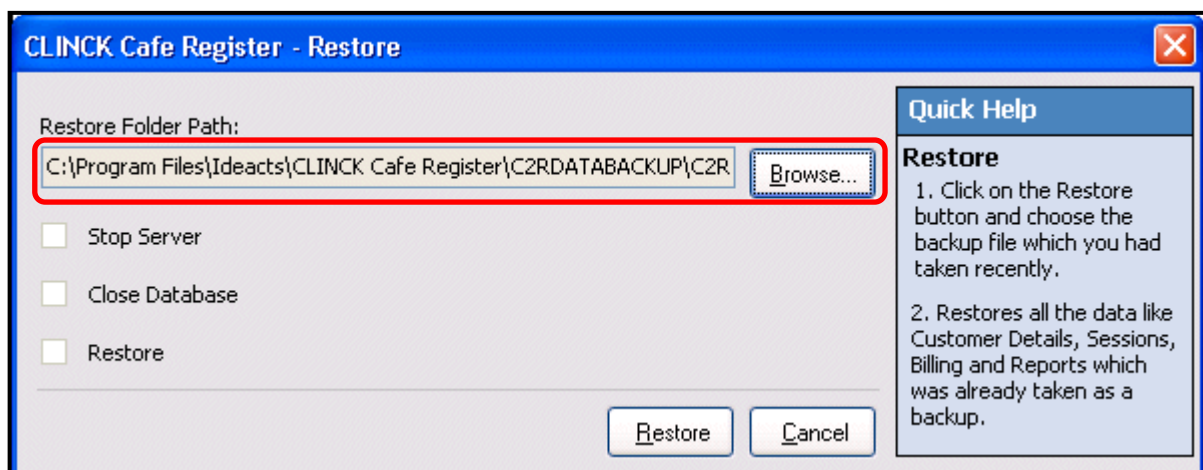


Figure 6.11: Backup File to Restore

- 3) Click **Restore**.

The **Restore Backup** confirmation box appears. It displays the date and time when the backup file was created and asks whether you want to restore the database from this file.

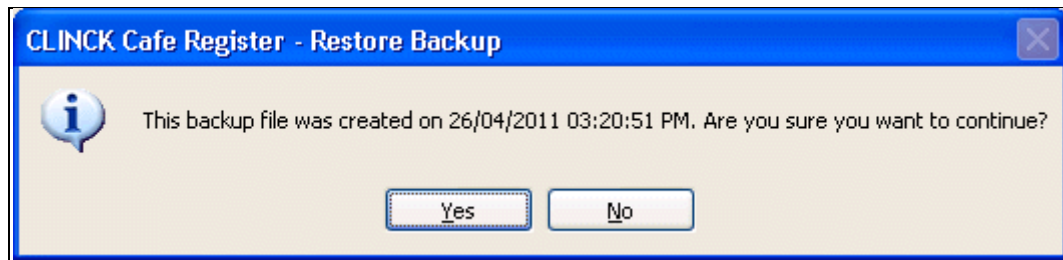


Figure 6.12: Restore Backup Confirmation Box

- 4) In the confirmation box, click **Yes**.

A dialog box appears informing that the restore process was successful and that the server will now restart.

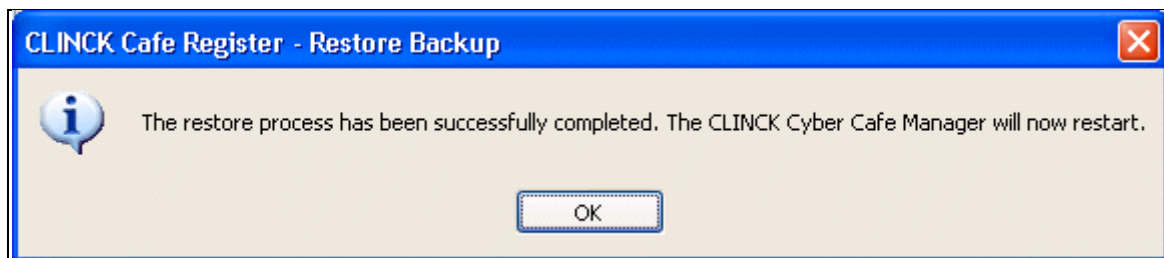



Figure 6.13: Successful Restore Dialog Box

- 5) In the dialog box, click **OK**.

The CLINCK Cafe Register server restarts using the backup file as the database.

Result: The CLINCK Cafe Register database is successfully restored from the backup file.

 Note	<p><i>You can also view help related to the Restore option in the Quick Help panel that appears in the Restore dialog box.</i></p>
--	---

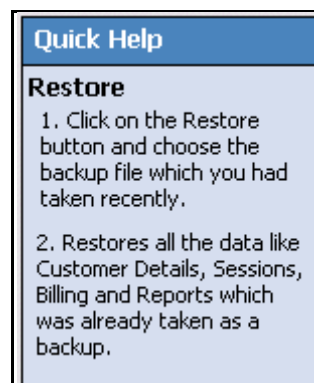


Figure 6.14: Restore Quick Help Panel

Chapter 7: Help & Other Informative Features

You can learn more about the CLINCK Cafe Register through the following help and information options available in the server application:

- **Help**
- **Notice Board**
- **Contact Us**
- **About**

7.1 Help

When you click **Help** on the CLINCK Cafe Register's server screen, the **How To Start CLINCK Cafe Register** screen appears by default. Including **How To Start**, the following methods for obtaining help about the product are displayed in the left panel of the **Help** screen:

- **How To Start**
- **FAQ**
- **Detailed Help**
- **Starter Kit**
- **Product Manual**
- **Product Presentation**

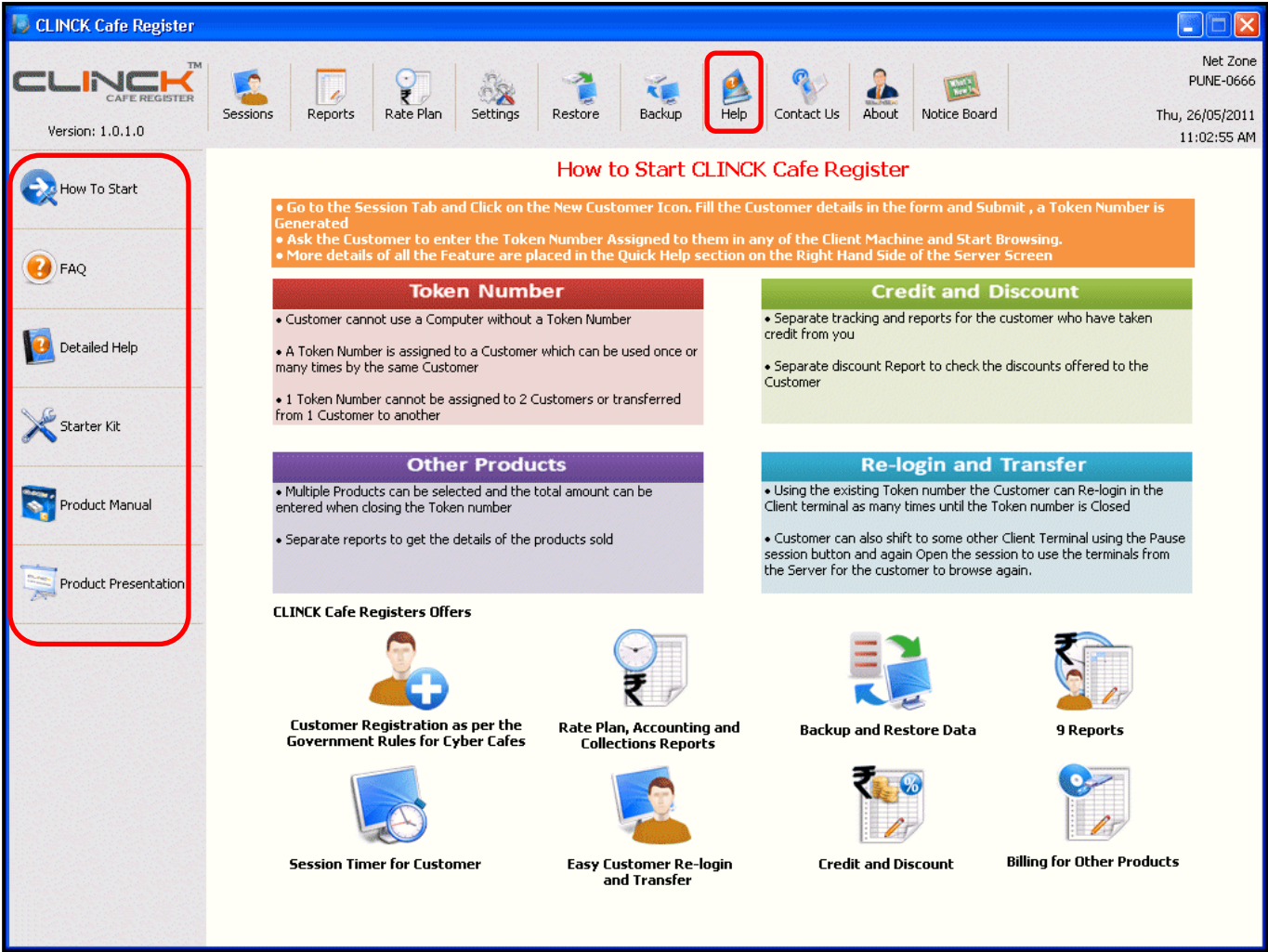



Figure 7.1: Help Options



Note

*In addition to the server's **Help** screen, these help options are also displayed on the **Notice Board** screen.*

7.1.1 How To Start

The **How To Start** screen explains simple steps for starting to use the CLINCK Cafe Register. It also lists the useful features that the application provides and briefly explains some of them. It can be viewed by clicking **How To Start** on the server's **Help** or **Notice Board** screen.

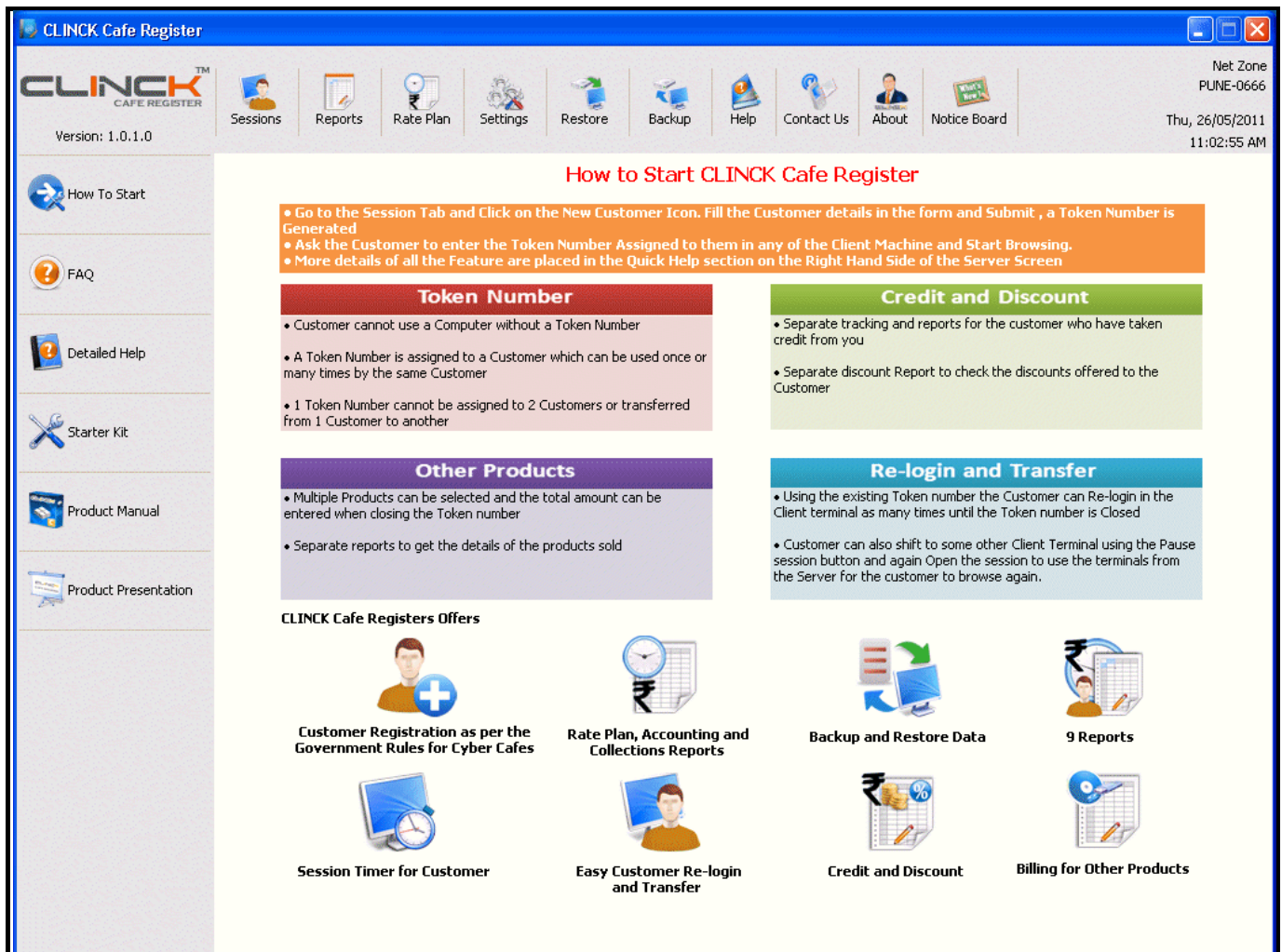


Figure 7.2: How to Start CLINCK Cafe Register

7.1.2 FAQ

FAQ is a webpage that provides answers to frequently asked questions related to the CLINCK Cafe Register. It can be viewed by clicking **FAQ** on the server's **Help** and **Notice Board** screens. Moreover, you can also access the FAQ directly from the product webpage -<http://www.clinck.in/cafaregister>.



Cafe – CLINCK Cyber Cafe Register – FAQ



Home | Summary



cafe.clinck.in



Products & Download



Why Partner



Contact Us



Reach



Feedback



My Account

1. What is CLINCK Cafe Register?

2. How does CLINCK Cafe Register work?

3. Why don't my customers have a Login ID?

4. On the session window, I cannot see all of my terminals.

5. Why does the CLINCK Cafe Register Server prompt me to close Token Numbers during exit?

6. What are Unused Token Numbers?

7. Does CLINCK Cafe Register provide an All India Login?

8. How can I enable password protection for CLINCK Cafe Register Server?

9. How can I see the complete login history of my customer?

10. What is Notice board on CLINCK Cafe Register?

11. What is CLINCK Desktop?

12. Does CLINCK Desktop delete my desktop?

13. Does CLINCK Desktop use any internet bandwidth?

14. Can I install / uninstall any other application with CLINCK Desktop still running?

15. What do I do when I format my computer?

16. What if CLINCK Cafe Register Client does not start on its own when the computer starts?

17. What is the minimum screen resolution required for CLINCK Cafe Register Client?

18. CLINCK Desktop displays shortcuts on the left bar which are not present on my desktop – why does this happen?

19. Can I install other CLINCK products with CLINCK Cafe Register Client?

20. Do I need to register again for CLINCK Cafe Register activation?

21. The Server Status is always shown as "Disconnected".

22. I forgot my admin login for CLINCK Cafe Register Server, what can I do next?

23. Once I have entered the Browsing rate plan during activation, can I change it in future?

24. Can I install CLINCK Cafe Register Server and client on the same machine?

25. How many Rate Plan slots should I enter?

26. I was using another Cyber Cafe Manager before I started using CLINCK Cafe Register – can I import my data from the old application into CLINCK Cafe Register?

27. I was using CLINCK Cyber Cafe Manager before I started using CLINCK Cafe Register – can I import my data from the old application into CLINCK Cafe Register?

28. Can I Install Deepfreeze (or any other system restore application) on the machine where CLINCK Cafe Register Server is installed?

29. How often should I take backups in CLINCK Cafe Register?

30. How do I restore a backup that I have created?

31. Can a customer logout of a session if the CLINCK Cafe Register Server is not running?

[Back](#)

1. What is CLINCK Cafe Register?

CLINCK Cafe register is a very simple, user friendly cyber cafe manager product which allows customer registration and managing customer sessions in the cafe. The application is very useful to store customer details along with their photograph and session timings.

[Top](#)

2. How does CLINCK Cafe Register work?

CLINCK Cafe Register is a Client Server application that works on your local LAN. You have to install a Server application on your cyber cafe server and the Client copy on the terminals.

[Top](#)

3. Why don't my customers have a Login ID?

CLINCK Cafe Register works on the concept of Token Numbers. Customer has to register once in your cafe and to start their surfing sessions on the client, they need to enter Token Number. Token Number can be assigned from the server at the time of Customer Registration or to a customer from the Search Customer screen.

[Top](#)

Figure 7.3: CLINCK Cafe Register FAQ

7.1.3 Detailed Help

Clicking on **Detailed Help** takes the user to online help for the CLINCK Cafe Register. This option is available on the server's **Help** and **Notice Board** screens. Moreover, you can also access the online help directly from the product webpage -<http://www.clinck.in/cafaregister>.

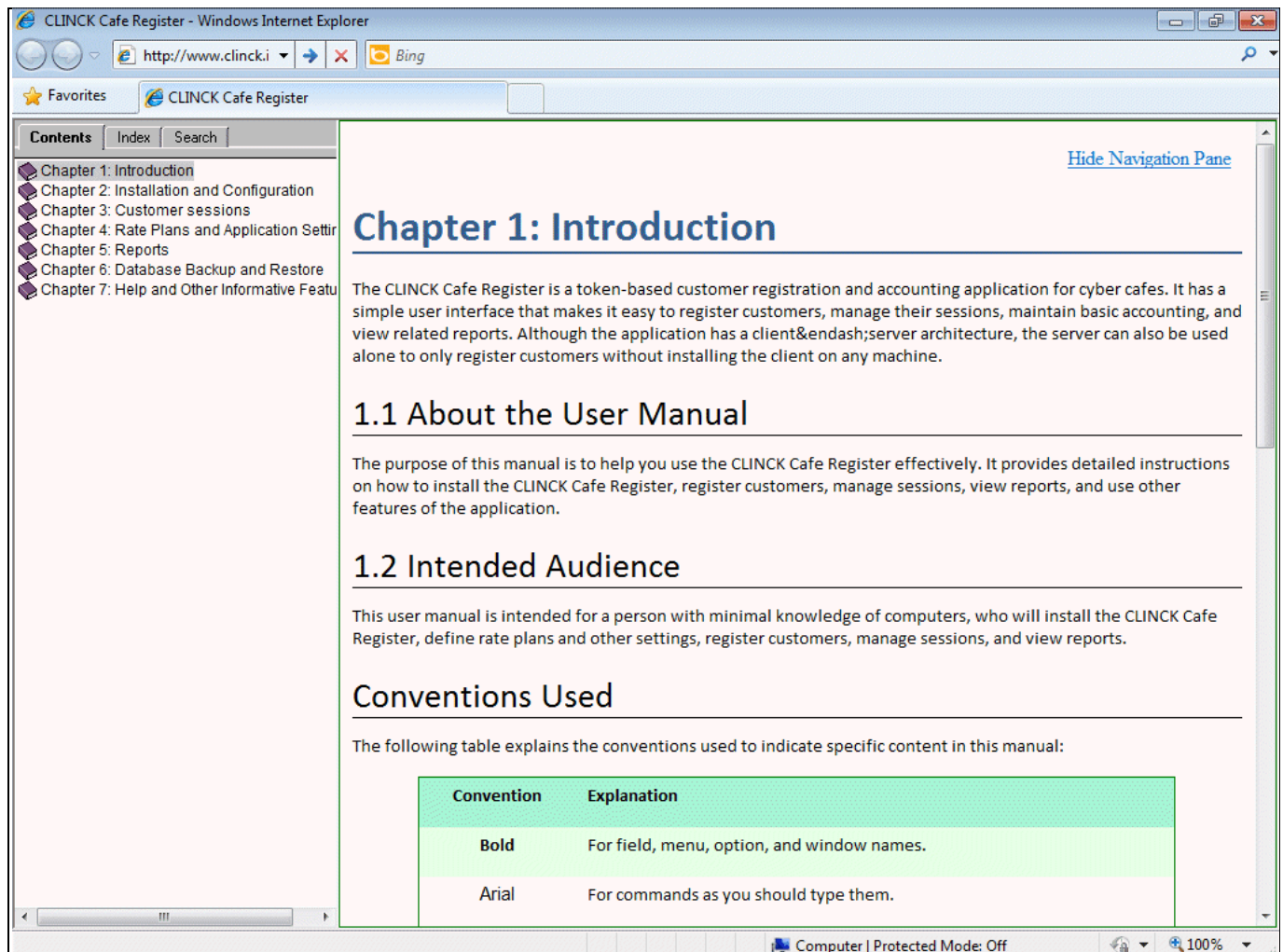


Figure 7.4: Detailed Help

7.1.4 Starter Kit

Clicking on **Starter Kit** downloads and opens a PDF file with easy steps on how to use the CLINCK Cafe Register. You can also save the file for future use. This option is available on the server's **Help** and **Notice Board** screens. Moreover, you can also download the starter kit from the product webpage - <http://www.clinck.in/caferregister>.



Figure 7.5: CLINCK Cafe Register Starter Kit

7.1.5 Product Manual

Clicking on **Product Manual** downloads and opens a user guide for the CLINCK Cafe Register in PDF format. You can also save the file for future use. This option is available on the server's **Help** and **Notice Board** screens. Moreover, you can also download the product manual directly from the product webpage - <http://www.clinck.in/caferregister>.

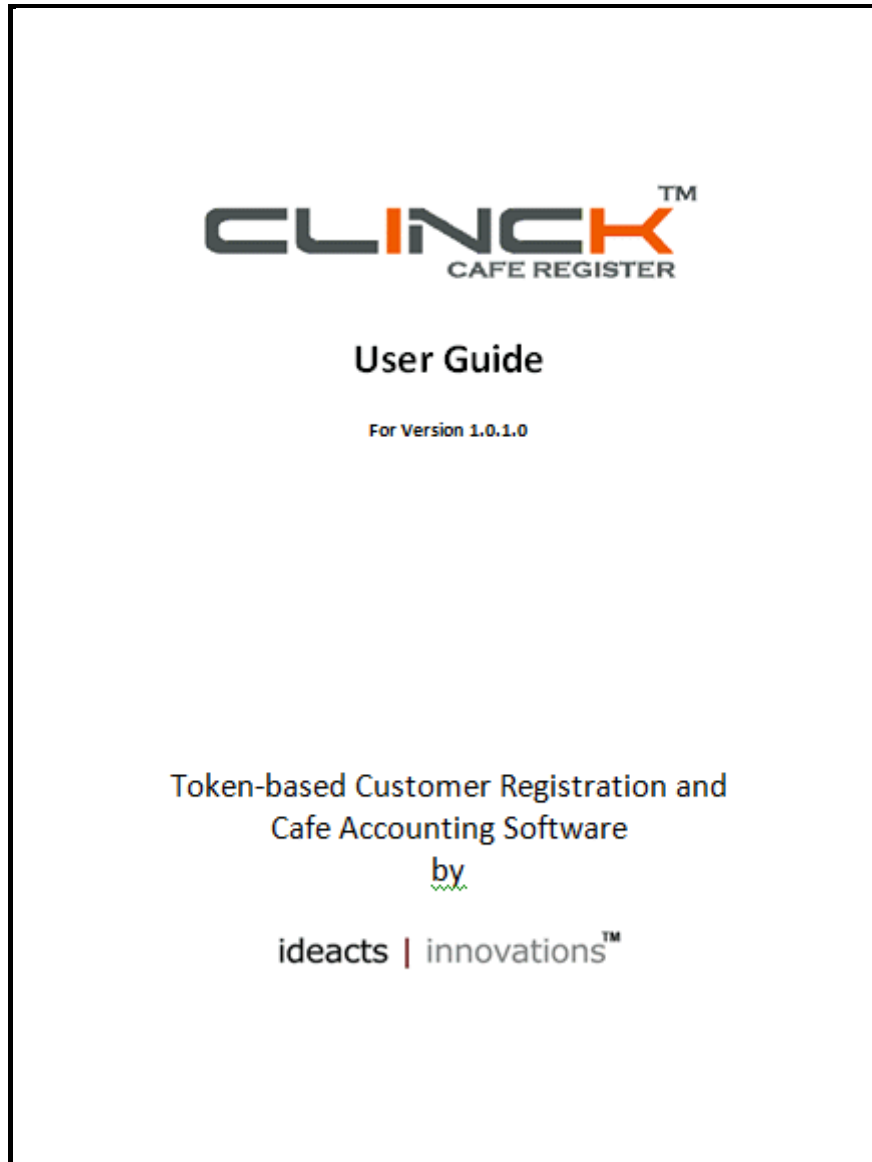


Figure 7.6: CLINCK Cafe Register Product Manual

7.1.6 Product Presentation

Clicking **Product Presentation** gives you the option to open or save a PowerPoint presentation about the CLINCK Cafe Register. This option is available on the server's **Help** and **Notice Board** screens. Moreover, you can also download the product presentation from the product webpage -<http://www.clinck.in/caferregister>.



Figure 7.7: CLINCK Cafe Register Product Presentation

7.2 Notice Board

The **Notice Board** is a promotional page that provides information such as the CLINCK Cafe Register's new features, as well as statistics about how many cyber cafes in how many cities of India use the CLINCK Cafe Register, how many CLINCK terminals are currently live, and how many users are registered with CLINCK. Clicking on any link on the **Notice Board** takes you to the CLINCK website.



Figure 7.8: Notice Board



cafe.clinck.in

Cafe – Why Partner

CLINCK™

Home | Summary



Products & Download



Why Partner



Contact Us



Reach



Feedback



My Account

CLINCK Products have formed the Largest Family of Cyber Cafes in India with more than 13,854 Cyber Cafes in over 263 cities

IMPORTANT Features listed below:



Customer Data - Digital Storage

- Allows Easy Digital Storage of Customer Details, Session Details and Terminal details
- Photograph the Customer using Web Camera
- Photo ID Can be Scanned and stored



Security

- Storage of Customer Data, Photo ID and Photo
- Customer History Report
- Store and Maintain Backups of History of Websites
- Terminal Lock Down Screen, Preventing Unauthorised Usage of Terminals



Database Management & Backup

- Backup Scheduler Enabling Auto Backups at preselected time
- Option to backup on every shutdown of application
- 2 Step Restore Data



Digital Accounting & Cash Management

- Clear and Accurate records for billing and audit
- Flexible Rate plans
- Inventory Management and scope for addition of new products



Reports

- Daily Co Terminal Usage Server uptime Report
- Collection Report
- Employee Wise/Admin Report
- Credit/Discount Report



Technical Support

- CLINCK Helpline Number (Toll free, No calling Charges)
- On Ground Technical Support in more than 115 cities
- SMS <CLINCK> to 53636 to know more about our products

CLINCK Products Help you follow the New Rules made for the Cyber Cafes by the Government of India





Police Recommend CLINCK Products



Testimonials



Secure Your Cafe

CLINCK HELPLINE

Call us on the CLINCK HELPLINE Number

Toll Free, No Call Charges

1800 209 1911 – Mon to Sat – 9 AM to 8 PM

[Cafe](#) | [Advertiser](#) | [Careers](#) | [Press Releases](#) | [Summary](#) | [About](#) | [Contact](#)

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Figure 7.9: CLINCK Website

7.3 Contact Us

The **Contact Us** window shows various methods to contact CLINCK. It can be viewed by clicking **Contact Us** on the server screen, and it displays the following information:

- Email – Email ID to contact CLINCK.
- CLINCK helpline – Phone number of the CLINCK Helpline where you can call or send a message.
- Online feedback page – URL link to the online feedback page.
- Office contact details – URL link to a list of names and contact details of CLINCK account managers in different locations of India.
- Button for requesting technical support – Help can be obtained for technical problems by clicking on this button. A CLINCK support executive contacts you within four hours after you do so.
- Contact details of your city's CLINCK account manager – Name, phone number, and email ID of the CLINCK account manager of your city.

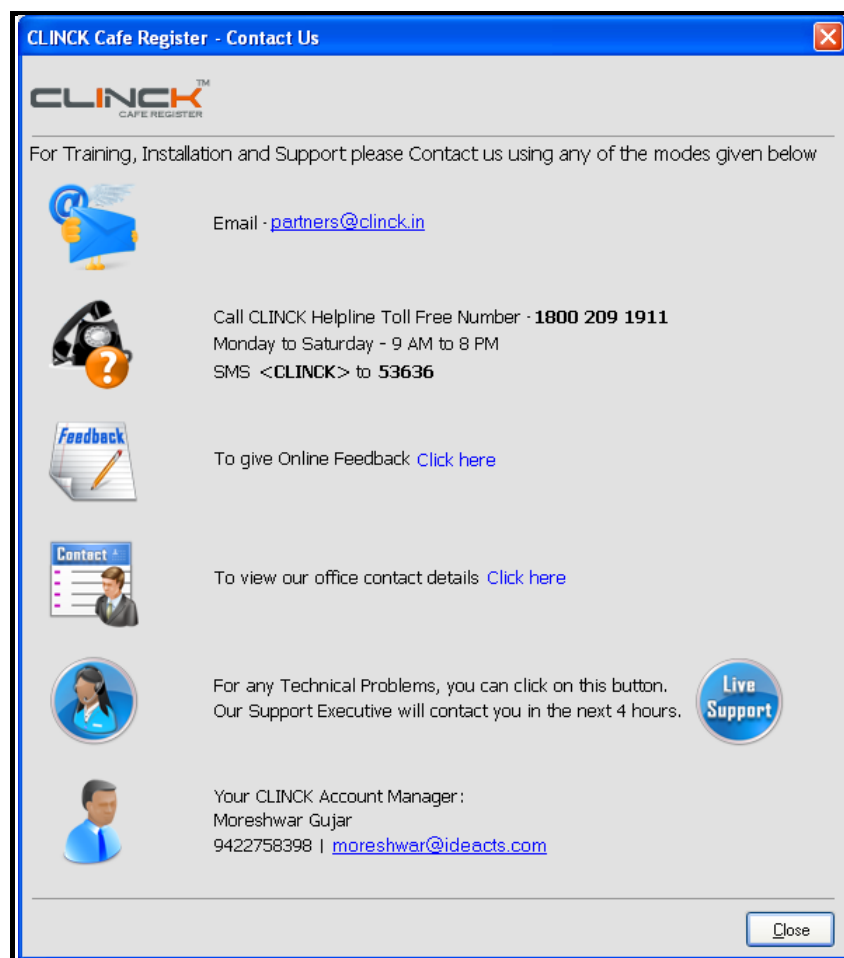


Figure 7.10: Contact Us

Cafe – Feedback

CLINCKTM
Home | Summary

cafe.clinck.in

Products & Download Why Partner Contact Us Reach **Feedback** My Account

Please provide your feedback or suggestions below:

Name * :

Email ID * :

Cafe Code for existing partners:

Feedback * :

Please enter valid email or cafe code to get Reference Number(RN) for future communication.

You have 800 characters remaining.

Submit

CLINCK HELPLINE Call us on the CLINCK HELPLINE Number
Toll Free, No Call Charges
1800 209 1911 – Mon to Sat – 9 AM to 8 PM

Cafe | Advertiser | Careers | Press Releases | Summary | About | Contact

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Figure 7.11: Online Feedback

Cafe – Contact Us

CLINCKTM
Home | Summary

cafe.clinck.in

Products & Download Why Partner **Contact Us** Reach Feedback My Account

CLINCK HELPLINE Call us on the CLINCK HELPLINE Number
Toll Free, No Call Charges
1800 209 1911 – Mon to Sat – 9 AM to 8 PM

For Demo, Training, Installation and Support, please write to us on partners@clinck.in or contact your CLINCK Account Manager from the below list:

State/City	CLINCK Account Manager	Contact Number	Email ID
Andaman & Nicobar Islands	Rathish Pillay	9890211211	rathish.pillay@ideacts.com
Andhra Pradesh			
Hyderabad/Secunderabad	Shaik Shabeer Namaz	9963017399	shabeer@ideacts.com
Vijayawada/Guntur/Eluru/Kakinada	Satish Kumar	9618692222	satishkumar@ideacts.com
Vizag/Vizianagaram/Srikakulam	Guru Charan	9701706720	gurucharan@ideacts.com
Nellore/Cuddapah/Prodattur/Prakasam	Mohammed Haneef	9912168186	haneef@ideacts.com

Figure 7.12: Office Contact Details

7.4 About

The **About CLINCK Cafe Register** window provides information about the version of CLINCK Cafe Register currently being used as well as the URL of the CLINCK website. It can be viewed by clicking **About** on the server's screen.



Figure 7.13: About CLINCK Cafe Register

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