

1

Q:Why scan card no response,after scan nothing pop up? A:

I.Check cashier whether on-duty,if off-duty cannot scan card.

II.Re-plug in the scanner or change usb port.after re-plug in or change usb port need to close and re-open billing system.

III.Try to restart billing PC.

IV.Change new scanner.

2.

Q.What will happen in billing system if internet failure? A.

I.Billing system will automatically prompt out a message,choose “**Local Mode**” ,in **LocalMode** only member can login and topup, non-member cannot be open in this time.

II.In Local Mode, member MUST topup **LOCAL BALANCE** before login,**LOCAL BALANCE** will be added into your account after internet recovered.

III.Client PC which using will NOT effect anything or logout.

Note:Member login in Local Mode only work for Billing PC which never uninstall,if your billing has been uninstall before, local data will be erased, in this case member have to scan their card once in billing to REUPDATE local data.

3.

Q:Why **Emergency Mode** can't off-duty?

A:Because of internet failure,current shift report data not yet send to datacenter, you need to wait until internet recovered to off-duty.

4.

Q:Cybercafe power breakdown,how to logout member user?member user balance will keep deducting?

A:Just ignore it,member card user will automatically logout after 10 minutes,member user balance will **STOP CHARGING** once the PC has been shutdown.

5.

Q:Example RM2 one hour,how long for every deduction each time?

A:This is depend on billing unit setting.

Example:RM2 one hour,Billing unit 0.5 every

deduction: $RM2/0.5=4$ (RM2 total got 4 block)

$60/4=15$ (60minutes/4 block=15minutes)

Every 15 Minutes 1 block,every deduction RM0.50

Another example:

RM2 one hour,Billing unit 0.2 every deduction

$RM2/0.2=10$ (RM2 total got 10 block)

$60/10=6$ (60Minutes/10 block=6minutes)

Every 6 Minutes 1 block,every deduction RM0.20

6.

Q:After login PC,which account will start deduct balance ?

A: Start From >Normal Account → Free Account → M-Plus Account

Screen Lock FAQ

7.

Q:My account still have balance,but still pop up “Fail Check In,Please check your balance” ?

A:Example 1 hour rate is RM3, ($RM3/10=0.3$),minimum RM0.30 to sceen lock.

Another Example:

1 hour rate is RM2, ($RM2/10=0.2$),minimum RM0.20to screen lock.

Conclusion:

1 Hour rate price divide by 10,and there is the minimum price for screen lock.

8.

Q:My account still have enough balance,but why pop up “Check in cannot more than 1 day” ?

A:From login time cannot screen lock more than 24 hours,

Another Example:If you already screen lock 10 hours from login time,after unlock the screen lock,you left 12 hours to screen lock,if you need more than 12 hours above,you need to logout and re-login,because from the login time cannot screen lock more than 24 hours.

Daily login limit time FAQ

9.

Q:What time will reset daily limit?

A:Every 00:00 AM will reset

Note:For user login until midnight, please logout before 23:59,otherwise system will calculate as next day used time.

Example: Daily login limit is 8 hours

Login Time:18:00 (Date:1-1-2015)

End Time:02:00 (Date:2-1-2015) (Used time 8 hours)

System will calculate as 2-1-2015 used 8 hours, user need to wait until 3-1-2015 for next reset.

10.Free Account Roaming

Example:

Cybercafe A - Free Account Roaming - YES

Cybercafe B - Free Account Roaming - YES

Both Cybercafe can sharing free account credit to each other,

If one of the Cybercafe Free Account Roaming is close, each other cannot sharing free credit.

Example:

Cybercafe A - Free Account Roaming - YES

Cybercafe B - Free Account Roaming - No

17.Package

Roaming **Example:**

Cybercafe A - Package Roaming - YES

Cybercafe B - Package Roaming - YES

User can purchase package from one of the cybercafe and login in Cybercafe A or B.

Another Example :

Cybercafe A - Package Roaming - YES

Cybercafe B - Package Roaming - NO

Cybercafe A User **CANNOT** login Package Hours in Cybercafe B

Cybercafe B User **CAN** login package Hours in Cybercafe A