

1.

Q:When i register normal user,keep pop up message "The account has been registered".
([Click to view photo](#))

A.

Issue 1: Billing system has been uninstalled before,new install auto generate number will reset from the start.([Currently auto generate data cannot backup.](#))

Issue 2:Normal member has been over registered 99999 user.

To solve this problem,you need to clear all the normal member records,
here is the tutorial how to clear : [Click Here!](#)

2.

Q: I can't on-duty,it popup red message? ([Click to view photo](#))

A:This is because other cashier not yet off-duty,see the red message name who not yet off-duty,and re-login back to off-duty.

3.

Q:After login cashier,i can't click "New User"and other button,all blank.

A:Please on-duty first before start operation.

4

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

A:

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

2.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.

3.Try to restart billing PC.

4.Change new scanner.

5.

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

A.Billing system will automatically pop up a message to inform you,click "Yes" to continue,and billing system will run in "Emergency Mode" and now you can continue operation,click "No" to ignore,in this time billing system cannot operation until internet recovered. ([Photo 1](#)) ([Photo 2](#))

6.

Q:Network failure still can scan the card or topup?

A:If internet failure,member card cannot scan or topup,this is because user data all keep in our datacenter

7.

Q: **Emergency Mode** member user still can login?

A: Internet failure member user can't login until internet recovered.

8.

Q: **Emergency Mode** can open pc for customer?

A: Yes, you can only create normal user for customer.

Note: All of the normal user that you create in **Emergency Mode** is "Local User".

What is "Local User" ?

I. **Local User** only appear when internet failure, when internet failure, billing system will automatically entered to "**Emergency Mode**", all of the normal user that you create in "**Emergency Mode**" will automatically change to "Local User".

([Click here see what is Local User](#))

II. **Local User** is temporary local charges when internet failure, all of the local charges data and **local user** data will send back to datacenter when internet recovered, in the time of internet failure (**Emergency Mode**), you can't off-duty until internet recovered.

9.

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

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

10.

Q: Why billing system show "**Restore Mode**" and can't off-duty. ([Photo 1](#)) ([Photo 2](#))

A:

[Short Answer] ([Click here see what is Local User](#))

This is because "Local User" currently online, you need to wait until "Local User" finish his time or logout manually if customer has left, after all the "Local User" has left, you now can off-duty.

[Explanation] ([Click here see what is Local User](#))

Billing system show "**Restore Mode**" because internet failure before and has been entered to "**Emergency Mode**", all of the normal user that you create in "**Emergency Mode**" will automatically change to "Local User", when internet has been recovered, billing system will show "**Restore Mode**", this is because "Local User" currently online, you need to wait until "Local User" finish his time or logout manually if customer has left, after all the "Local User" has left, you now can off-duty.

11.

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.

(FAQ WILL UPDATE ANYTIME)