

Quick Reference Guide

Basic Internet Cafe Problem Solving Tips

Printing

- 1) Check that the printer has paper
- 2) Check that all the printer doors, drawers and other panels are closed
- 3) Check that all the cables are plugged into the printer – there should be at least 2 cables
- 4) Turn the printer off at the power-point for 30 seconds, then turn it on again
- 5) Check that the user has enough money left to print and that they printed to the correct printer
- 6) If the above doesn't fix the problem then try rebooting the computer

Coin Acceptors & Coin Jams

- 1) Check the coin reject slot to see if any coins have simply dropped through
- 2) Check the coin acceptor for any coin jam. Coin jams can only be cleared from inside the coin mechanism. Do not clear a coin jam from the front of the coin acceptor (for example, do not use a solid object to push jammed coins through) as this can damage the coin acceptor.
- 3) If the software says that the coin acceptor is not responding or disabled then you need to check the coin acceptor port on the PC in the Control Panel and in Surf Easy
- 4) Try turning the power off to everything (the PC and the coin acceptor) for a full 60 seconds

Internet Connection

- 1) Turn off the modem for at least 1 full minute (do not turn off for less than 1 minute)
- 2) Wait 30 seconds after you turn the modem back on and then turn off each computer for at least 30 seconds
- 3) Wait for a couple of minutes. It can take several minutes for the internet to reconnect
- 4) If it still fails then contact your internet service provider.

Screen is blank or Surf Easy is not running

- 1) Check that the monitor is turned on. You should see a green or orange power light.
- 2) Turn the PC off for a full minute then turn it on again.
- 3) If the PC doesn't seem to restart then try moving the mouse or pressing the space bar
- 4) Check that the monitor is on the correct channel. Some monitors have a digital and an analogue channel and sometimes users press the buttons to change the display channel.

Contact Arinda Internet

If your site is enrolled on a support plan then you can call Arinda Internet on 1300 882 780 or 07 5630 8597 between 9am and 5pm weekdays (Queensland time). If your site is not enrolled in a support plan then you can still email Arinda via support@arinda.com.au



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Warranty Repairs

If you suffer any hardware failure, such as computer hardware, monitors, modems, routers or wireless hotspots then you will need to contact the manufacturer to arrange a repair under warranty.

The first step is to identify the brand of the product that is faulty, and then contact that manufacturer.

Dell

Dell has a variety of warranty arrangements, allowing you to purchase extended warranties of up to 5 years on select systems. Visit the Dell website view the Dell warranty and support. You can also lookup the status of your Dell Warranty, and upgrade and extend your warranty. Go to <http://www.dell.com.au>

Netcomm

Most Netcomm products come standard with a 1 year warranty. Some products come with a 2 or 3 year warranty, especially if you register your product online at the time of purchase. For information on Netcomm warranty claims please visit <http://www.netcomm.com.au>

Lexmark

Lexmark printers come standard with a 1 year warranty. Some products come with a 2 or 3 year warranty, especially if you register your product online at the time of purchase. For information on Lexmark warranty claims please visit <http://www.lexmark.com.au>

Microcoin (coin and note acceptors)

Microcoin coin and note acceptors usually come with a 1 year warranty. If you have any hardware issues please first contact Arinda Internet for a diagnosis.

Other (LG, ASUS, HP, Compaq, Linksys, etc)

Please contact the relevant manufacturer.

