

DuxTel Internet Commander



User Guide for Wireless HotSpot and Internet Café operators

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1.0 How it Works

The DuxTel Internet Commander solution is a sophisticated internet management system comprising many parts distributed across a variety of IT systems, data networks and geographical locations.

The following diagram is a summary of the various parts of the solution:

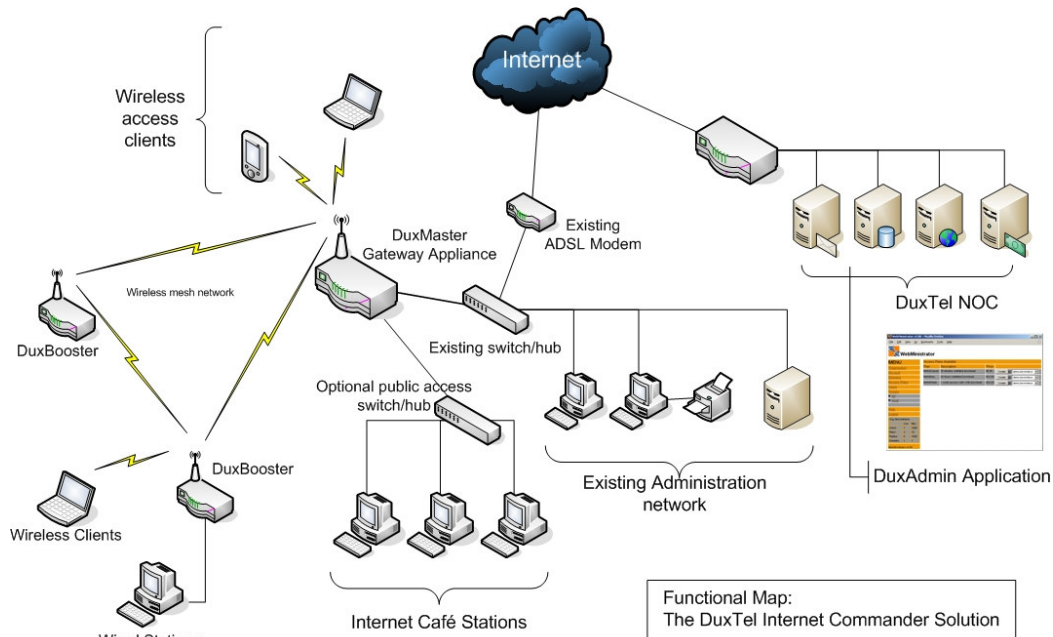


Figure 1 DuxTel Internet Commander Solution

This guide deals primarily with operation and use of the DuxAdmin service as a public access internet ticketing system. In this context, the *Wireless Access Stations* shown in Figure 1 above could be wireless hotspot customers, and the *Public Access Stations* could be public access Internet Café terminals. In this context, the *Existing Customer Network* would be your existing administrative business network and computers (if present).

An important feature to note in this diagram, is that the *Existing Customer Network* can easily operate either independently of the DuxAdmin Solution, or can be directly connected via the DuxAdmin Gateway Appliance at the sole option of the Operator.

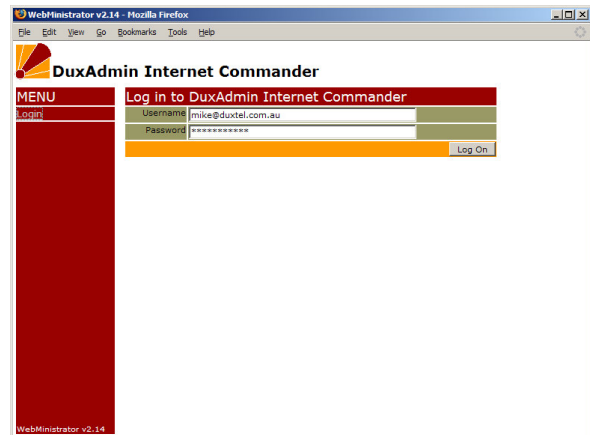


2.0 Accessing the online Administration System

The DuxTel Internet Commander Solution provides a web based administration system called *WebMinistrator*, and available from any internet connection computer *anywhere*.

To access the WebMinistrator system, enter the following url in any web browser:

<http://duxadmin.duxtel.com.au>



When the welcome page appears, click the Login Command under the menu at the left of the page, then enter the username and password supplied by your account provider.

Enter the complete username including the domain part (following the '@' symbol if any) and make sure that you carefully enter the correct upper and lower case characters as shown.

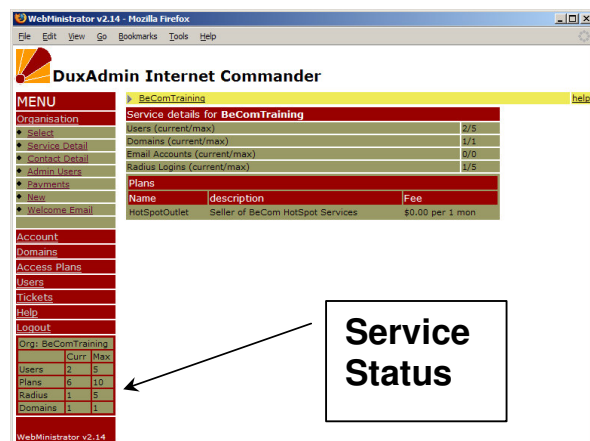
2.1 Navigating Menu and Commands

When logged on successfully, the menu column will be updated to display the Command Menus available.

Click on any of the Menu Headings to display the list of available commands under that section.

2.2 Service Status

At the bottom of the Menu List, the Services Status Table provides a ready reference to the level of services provided and how many resources have been used and how much remaining.



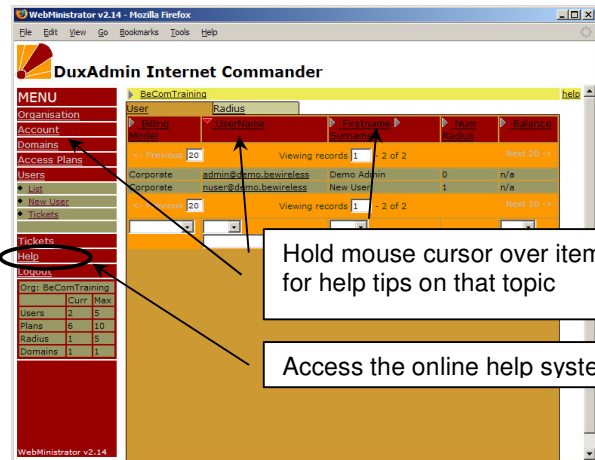


3.0 Online Help

WebMinistrator provides additional help in two ways:

3.1 Tool Tips

Move the mouse cursor over any text, menu command or data field of interest to view explanatory float-over text containing additional information relating to the item.



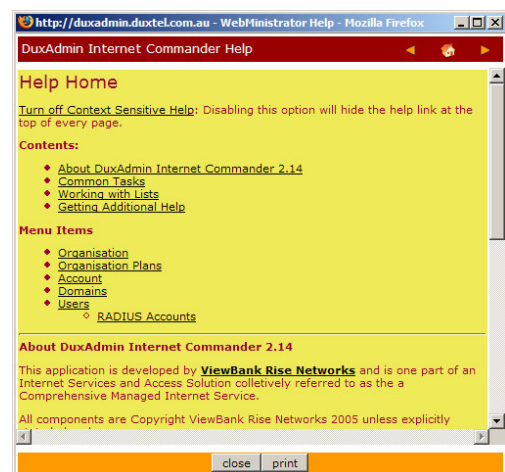
3.2 Online Help System

Click the Help item in the main menu to open the online help system. Navigate the online help by topics provided or enable the Context Sensitive Help which inserts a clickable help link at the top right of every page.

To enable Context Sensitive Help, click the Help item in the Main Menu, then click the link “Turn on Context Sensitive Help” near the top of the page. To disable, open the help system in the same way and click the “Disable Context Sensitive Help” link in the same location.

3.3 Additional Help

At any stage, if you require any additional advice, assistance or support not covered by the Online Help system, contact your service provider using the information provided under the “Getting Additional Help” topic from the Online Help Home Page.





4.0 Issuing Access Tickets

To issue an access ticket, click on the “Tickets” item in the main menu, and then select “issue” when it appears below the main menu item.

You will see a list of available access plans shown in the main display table.

Click the button labelled “Create” beside the plan that you wish to create a ticket for to display the new Ticket.

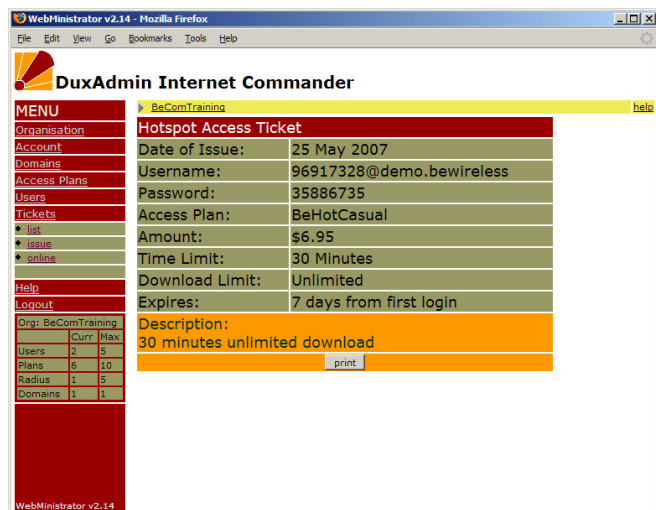
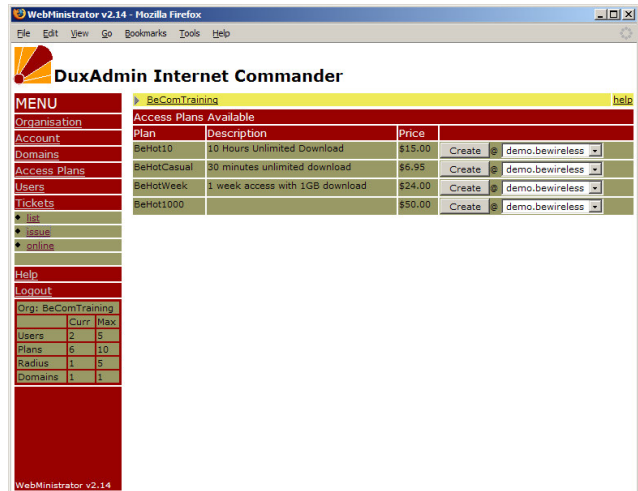
Now click the “Print” button to send the ticket to your selected printer.

Note that the ticket will generally fit the top half of an A4 sheet of paper. You might consider using specially prepared stationery for this task, possibly on a dedicated printer for HotSpot tickets to carry your company logo, or even to fill the lower half of the page with advertising or shopping coupons etc.

Note also the details that are shown on the printed ticket, and particularly the Expiry conditions.

Expiry is generally measures from the *time of first use* which means that it is possible to pre-issue many tickets in advance of sale for over-the-counter in a busy environment, mobile and remote point-of-sale, or packaging with other products (competition prizes, publicity etc)

Note that the ticket issued may be used to access the Wireless HotSpot internet service (where available) or at a connected Internet Café workstation (where installed) in exactly the same way. Tickets can also be part-used by one method, then resumed over a different mechanism!





5.0 Tracking Payments and Costs

The DuxAdmin HotSpot ticketing system operates entirely independently from any existing accounting systems that you may already use to run your point of sale or business accounts.

The intended process is that you should consider the printed HotSpot ticket just like any other stock item that you might sell, and issue a receipt or invoice using your existing system.

The only difference between HotSpot tickets and ordinary stock items is that you only incur a cost when the ticket is actually issued. Each time you “issue” an access ticket using this interface, the scheduled wholesale fee is charged to your account.

To view the account status, click the “Accounts” link on the main menu, and then choose “Transactions” to view the list of tickets purchased, and the related wholesale charges.

Date	Code	Description	Debit	Credit	Balance
10 May 2007	invoice	invoice number BS00396	\$0.00	-	\$14.00
10 Apr 2007	invoice	invoice number BS00304	\$0.00	-	\$14.00
10 Mar 2007	invoice	invoice number BS00237	\$0.00	-	\$14.00
10 Feb 2007	invoice	invoice number BS00187	\$25.00	-	\$14.00
23 Jan 2007	payment	Payment for invoice BS00159	-	\$46.00	(\$11.00)
23 Jan 2007	ADJ-CR	Adjustment to invoice BS00171 - exc tax charge (withdrawn)	-	\$11.00	\$35.00
22 Jan 2007	invoice	invoice number BS00171	\$25.00	-	\$46.00
11 Jan 2007	invoice	invoice number BS00159	\$46.00	-	\$21.00
10 Jan 2007	payment	payment received - thank you.	-	\$25.00	(\$25.00)
08 Jan 2007	payment	Payment for invoice BS00104	-	\$0.00	\$0.00
12 Dec 2006	invoice	invoice number BS00104	\$0.00	-	\$0.00
11 Nov 2006	HotSpotOutlet	Seller of BeCom HotSpot Services	\$0.00	-	\$0.00
10 Nov 2006	BeHotDayW	24 Hours Unlimited Download RRP: \$14.00	\$15.00	-	\$15.00

It is also possible for customers to purchase internet access using their credit card by following the instructions from the login page (where supported). In this case, the DuxAdmin system will credit your sales commission amount to your account, and will be shown in the transactions list as a credit amount.

At the end of each month, the DuxAdmin system will tally all sales and calculate the total charges and credits for that period. If the result is in credit, you will receive a commission payment under the agreed terms. If in debit, you will receive an invoice to the relevant amount.



6.0 Monitoring and Managing Tickets

Back to the Tickets item in the main menu, you will find a list of all tickets issued with details of the current status.

Hold the mouse cursor over the heading text of each detail column for a brief explanation of the meaning of each.

You can click on the table heading to sort the list by that category, or you can filter the list by using the tools at the base of each column.

One interesting feature of this list is the column indicating when the ticket is in use. When customer enters the username and password to access the internet service, that ticket will show up with name or IP Address of the currently accessed DuxMaster device in the “OL” (online) column.

ID	Username	Password	Access Plan	Amount	Time Limit	Download Limit	Expires
27583604@demo.bewireless	BeComTraining	BeHotCasual	10 Nov 2006	re-issue	0.50hr	n/a	
84045551@demo.bewireless	BeComTraining	BeHotWeek	10 Nov 2006	re-issue	168.00hr	1000.00MB	
88587871@demo.bewireless	BeComTraining	BeHot10	10 Nov 2006	re-issue	24.00hr	n/a	
93508897@demo.bewireless	BeComTraining	BeHotCasual	10 Nov 2006	re-issue	0.50hr	n/a	
75681759@demo.bewireless	BeComTraining	BeHot10	10 Nov 2006	re-issue	24.00hr	n/a	
89729517@demo.bewireless	BeComTraining	BeHotCasual	19 Jan 2007	re-issue	0.50hr	n/a	
21366210@demo.bewireless	BeComTraining	BeHotWeek	27 Feb 2007	re-issue	n/a	1000.00MB	
52152134@demo.bewireless	BeComTraining	BeHotWeek	20 Mar 2007	re-issue	n/a	1000.00MB	
96917328@demo.bewireless	BeComTraining	BeHotCasual	25 May 2007	Not yet activated	0.50hr	n/a	

6.1 Re-Issue Ticket

Also, notice that under the “Expiry” column, those tickets that have *not yet been accessed* have the text “re-issue” in place of the expiry date. Clicking on that link will reset the password for that ticket, effectively making the original printed ticket VOID.

This function is provided so that you are able to recover tickets that may have been previously issued, but for some reason not used. For example, a holiday park operator might include a ‘free’ internet access ticket with a “Weekend Package Deal”, inserting the printed ticket into a coupon book or guest information booklet. If that ticket is lost or destroyed, or not used by the guest within the allowed time, the ticket may be recovered and re-issued for use without incurring an additional wholesale fee to your account.

We recommend that you exercise caution when using this re-issue feature, and if the original recipient attempts to use the ticket after you have re-issued,

WebMinistrator v2.14 - Mozilla Firefox

File Edit View Go Bookmarks Tools Help



DuxAdmin Internet Commander

MENU

Organisation

Account

Domains

Access Plans

Users

• List

• New User

• Tickets

Tickets

Help

Logout

Org: BeComTraining

	Curr	Max
Users	2	5
Plans	6	10
Radius	1	5
Domains	1	1

BeComTraining

help

Hotspot Access Ticket

Date of Issue: 25 May 2007

Username: 27583604@demo.bewireless

Password: 65022669

Access Plan: BeHotCasual

Amount: \$6.95

Time Limit: 30 Minutes

Download Limit: Unlimited

Expires: 7 days from first login

Description:

30 minutes unlimited download

print

WebMinistrator v2.14



then they may assume that there is some sort of problem with the system. We suggest that you add some comments to the ticket descriptions indicating the terms of use and expiry conditions.

Please refer to the following section on modifying these details.



7.0 Managing prices and details

To review and manage the ticket plan details, click on “Access Plans” under the main menu to view the list of access plans available.

Click on the plan *Name* to open the plan editor form.

7.1 Modify Ticket Plan

You can use the plan editor to modify the name and description as displayed on the printed ticket, as well as the face value price.

Please note that modifying the ticket price field is essentially superficial, reflecting only the face value of the printed ticket. The wholesale fee applied to your account is set by the system and cannot be changed.

You may, for example, wish to change the ticket price to a whole dollar value to avoid handling small change at the point of sale, or you might want to adjust the retail price upward or downward to reflect your local market and pricing strategies.

It is encouraged to make use the description field for special conditions of issue requirements that you may wish to impose.

A typical example is to impose a ‘shelf life’ on tickets that might be issued as part of a limited or special package arrangement.

If you would like to include a free 30 minutes ticket to every guest staying over a long weekend holiday, you may also want to recover any ticket not used over those days rather than allow the guest to take the ticket away for use on a later stay or at another location.

In this case, we suggest that you add some words to the effect: “This ticket is valid over the Australia Day weekend only”

The screenshot shows the DuxAdmin Internet Commander interface. On the left is a menu with options: Organisation, Account, Domains, Access Plans, Users, Tickets, Help, Logout, and a summary table for Org: BeComTraining. The main area displays a table of 6 plans found. The table has columns: Name, Download (Up), Setup, Monthly, Time, Data, Excess, Expires, Published, and Sub. The plans listed are BeHot10, BeHot1000, BeHot10w, BeHotCasual, BeHotWeek, and BeHotWeekw. Below the table are navigation links for Previous, Viewing records (1 - 6 of 6), and Next, along with a New button.

Name	Download (Up)	Setup	Monthly	Time	Data	Excess	Expires	Published	Sub
BeHot10	\$12K/256K	\$15	\$0	10 hr		Deny	7 days beyond login	Casual	2
BeHot1000	\$12K/256K	\$50	\$0	4 wk 2 dy	1 GB	Deny	14 days beyond login	Casual	0
BeHot10w	256K/64K	\$16	\$0	10 hr		Deny	7 days beyond login	Wholesale (rrp: \$)	0
BeHotCasual	\$12K/256K	\$6.95	\$0	30 mn		Deny	7 days beyond login	Casual	3
BeHotWeek	\$12K/256K	\$24	\$0	7 dy	1 GB	Deny	7 days beyond login	Casual	1
BeHotWeekw	\$12K/128K	\$16	\$0		1 GB	Deny		Wholesale (rrp: \$)	0

The screenshot shows the 'Edit Access Plan' form for the 'BeHotWeek' plan. The form includes fields for Plan Name, Description, Access Speed, Establishment Fee, Monthly Fee, Limit by, Time Allowance, Transfer Allowance, Excess Action, Expiry Profile, Expiry, Type, and Publish. The 'Publish' section has radio buttons for Not published, Subscription, Casual, and Wholesale. At the bottom are buttons for update, update and close, close, and DELETE.

Plan Name: BeHotWeek (Based on BeHotWeekW)

Description: 1 week access with 1GB download

Access Speed: 512 Download, 256 Upload

Establishment Fee: \$24 (Cost: \$24.00)

Monthly Fee: \$0 (Cost: \$0.00)

Limit by: both

Time Allowance: 7 dy

Transfer Allowance: 1000 MB Download

Excess Action: Denied

Expiry Profile: event

Expiry: 7 days beyond login

Type: Hotspot Tickets Only

Publish: ☐ Not published ☐ Subscription ☒ Casual ☐ Wholesale

Buttons: update, update and close, close, DELETE



The description field supports “html” codes, so those operators with some background in web site development may include some basic formatting tags, such as:

“
Please Note: <i>This ticket is valid over the Australia Day weekend only</i>”

7.2 Create New Ticket Plan

Where your account allows you to create ticket plans in addition to those provided by default, click the “New” button at the bottom of the plan list table.

Now choose from the list of wholesale plans available, and update the editable fields according to your requirements.

Depending on the DuxAdmin account type, some or all fields may be disabled. Contact your reseller for further information.

The screenshot shows a web browser window with the URL <http://duxadmin.duxtel.com.au>. The page title is "WebMinistrator Access Plans - M...". The main heading is "Create new Access Plan". Below this, there is a form with the following fields:

- Plan Name:
- Description:
- Access Speed: Kbps Download, Kbps Upload
- Establishment Fee: \$
- Monthly Fee: \$ ☐ in advance
- Limit by:
- Time Allowance: hr
- Download Allowance: GB
- Excess Action:
- Shaped Speed: Kbps Download, Kbps Upload
- Expiry Profile:
- Expire: week, first login
- Type: ☒ Hotspot Tickets Only
- Publish: ☒ Not published, ☐ Subscription, ☐ Casual

At the bottom of the form is an "add" button.



8.0 Advanced Topics

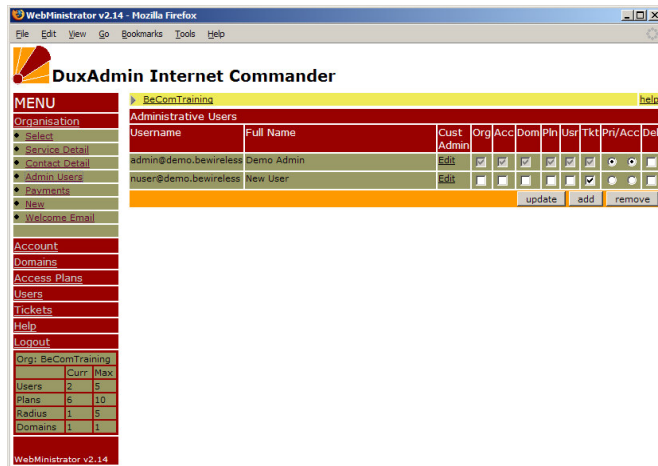
8.1 Administrative Users

The DuxAdmin Managed Internet Gateway system is a true multi-user system. Under administrative level access, you are able to create login access for other users, and control what functions that they are able to access.

To add a new administrative user, first click “Users” in the main menu, and then click the “New User” when it appears beneath.

Enter a password for the new user, and optional internet access login and/or email account (if supported) and then click “Add” to create the new user.

To grant this user access to administration functions, now click on the “Organisation” link of the main menu, then select “Admin Users”.



Click the “add” button at the base of the list of Administrative Users, and then select the new user from the pop-up list.

You can now grant this user access to the different WebMinistrator functions by enabling the relevant checkbox. (Hold the mouse cursor over the abbreviation title for tooltip help on the meaning of each access right)

8.2 Organisation Details

From time to time, your company and business details are displayed to your customers while accessing the DuxAdmin service, for example when purchasing access via the credit card sales system.

In order to make sure that the system reflects the correct business details, click the “Contact Detail” link under the “Organisation” menu and update the relevant fields.



8.3 Customising the HotSpot Login Page

The DuxAdmin application provides a facility to customise the login page displayed by each DuxMaster Internet Gateway Appliance under your account.

To Access the login page customisation panel, first click on HotSpots in the main menu, and then click on the hotspot location that you wish to manage.

This control panel allows you to change some of the features of the login screen seen by the HotSpot users when accessing the system.

By default, you can change the address of your counter sales office, add your company logo and link to your web site, as well as write a text announcement to be displayed below the logon fields.

It is also possible to fully customise the Login Page template, as well as all status and logout pages. Contact your authorised reseller for full details.

The screenshot shows a web browser window titled 'http://duxadmin.duxtel.com.au - WebMinistrator HotSpots - Mozilla Firefox'. The page is for 'BeComTraining' and is titled 'HotSpot details for Be Communications Training Account'. It contains several form fields: 'HotSpot Shortname' (BeComTraining), 'Source IP Address' (1.2.3.4), 'Ticket Domain' (demo.bewireless), and a checked 'Retail Ticket Sales' checkbox. Below these is a 'Retail Address' section with fields for 'Street' (27 Network Street), 'City' (Demo), 'State' (VIC), and 'Postcode' (3215). There is an 'Upload' button for the 'Logo Image'. An 'Info URL' field contains 'http://'. A 'Public Notice Message' section has a 'Title' field and a large 'Message' text area. At the bottom are buttons for 'Update', 'Update and Close', 'cancel', and 'Preview'.

8.4 Email and Web services

The DuxAdmin Managed Internet Service is more than just a HotSpot ticketing system. Using the WebMinistrator interface, you can optionally manage your own corporate internet email accounts, and even your public web site.

Please contact your authorised reseller for further details on these optional advanced features.