

# ODAV ONLINE RESEARCH CAFÉ

www.Odav-OnLine.com

## FAQs (Frequently Asked Questions)

Are you bothered? Having a lot of questions running in your mind but can't able to finalize your thoughts?

We understand that you'd like to know the in-depth details of our services before making a purchase. So, then, we'll answer most of your issues and concerns here, however, we'd love to hear more from you for further questions. [Contact Us](http://odav-online.com/business/contactus/) (<http://odav-online.com/business/contactus/>) anytime.



### **1.) I am so eager to put-up an Internet Café business but I don't know when and how to start? What are the things I need to consider, etc?**

May I request you to read the following:

- [When and How to Start](http://odav-online.com/business/2009/02/starting-up/) (<http://odav-online.com/business/2009/02/starting-up/>);

- [Simple Feasibility of an Internet Café](http://odav-online.com/business/2009/02/simple-feasibility/) (<http://odav-online.com/business/2009/02/simple-feasibility/>)

### **2.) How can I choose the best specs and packages?**

Please be directed [here](http://odav-online.com/business/2009/02/internet-cafe-budget-packages/) (<http://odav-online.com/business/2009/02/internet-cafe-budget-packages/>) for your glance-look or Click [here](http://www.odavonline.com/internet_cafe_budget_portfolio.html) ([http://www.odavonline.com/internet\\_cafe\\_budget\\_portfolio.html](http://www.odavonline.com/internet_cafe_budget_portfolio.html)) for the tabulation/detailed-look.

### **3.) Does your set-up Café capable for games & internet?**

Yes, your PC units will have this capability. In fact, we'll be installing almost all famous games including network games.

### **4.) Can I request for pure games & pure internet PC Units separately? Is there any reduce cost in this case on the internet café packages?**

Yes, we can do as per your request but not advisable because most of the games uses internet connections already.

On the other hand, since our offer considers internet-and-gaming in one, there will be no cost reduction.

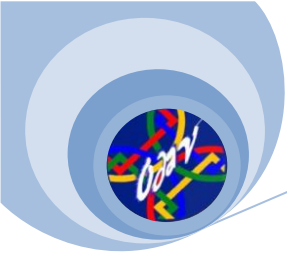
Copyright © 2008-2009 OdavOnLine.com

All rights reserved. [Recent Update: February 2009]

Visit: [OdavHost.com](http://OdavHost.com) | [OdavOnLine.com](http://OdavOnLine.com) | [Odav-OnLine.com](http://Odav-OnLine.com) | [Odav.biz](http://Odav.biz) | [Business.Odav-OnLine.com](http://Business.Odav-OnLine.com)

[Reproduction or copying is strictly prohibited unless with written consent and approval from OdavOnLine.]





# ODAV ONLINE RESEARCH CAFÉ

www.Odav-Online.com

## **5.) If you mean set-up, do you include Tables and Chairs? Is it good to buy/make use of pre-fab or ready tables available in the market?**

Nope. You can buy separately from us for our ACT 200S Table w/ Gaslift Chair (Click [here](#) , [http://www.odavonline.com/internet\\_cafe\\_budget\\_portfolio\\_add\\_ons.html](http://www.odavonline.com/internet_cafe_budget_portfolio_add_ons.html) ,to check the price) or let it be fabricated by a carpenter for you at your own expense.

The use of pre-assembled computer table available in the market is convenient because of its mobility and more attractive than the normal row tables which are common to most internet café. Its usage, however, may reduce time and hassle for canvassing, ordering and delivery of materials required (such as plywoods and paints) and likewise with carpentry and painting works. But, of course, we do not discourage you to utilize on-site fabrication especially if you have preferred design that fits on the available space and the interior looks that you expect.

## **6.) Do you include Electrical System/Lay-out? Internet Connection such as DSL/SmartBro, etc.?**

Sorry but it will not be part of our scope, if we start setting up your PC Units/Internet Café, we assume that the Electrical Systems or outlets and Internet Connection have already been in place.

## **7.) Can you deliver the Units without our Internet Connection yet?**

Yes, we can. But it is highly recommended that PC Units shall be delivered when you have an Internet Connection so that the flow of setting will be done smoothly and continuously. Please be informed that some software to be supplied requires internet connection. Likewise, please understand that our package considers the condition of 2 or 3 consecutive days. So, it is most likely advisable that the delivery will take place when electricity and internet connection is ready.

## **8.) Do I need to have my attendant already during your set-up process?**

Yes, but not much required. However, we need your attendant on our last day of set-up so that we could train, teach, and show him/her how to troubleshoot normal problems that occurs during the operation and also in order for her/him to get familiarized with the monitoring server.

## **9.) Our attendant may not be technically literate on computer and I believe there will be an instances that we can't resolve some PC problems/shut-down and likewise we can't able to do maintenance on our system; shall we need to employ an attendant who is technically computer literate?**

Not necessarily advisable to have technically computer literate attendant. But if you think you can accommodate base on your proven profit and budget, then go for it. Please bear in mind that an ordinary Café attendant salary is much cheaper than a Computer Technician.

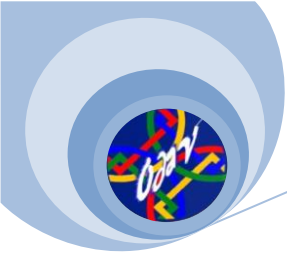
Copyright © 2008-2009 OdavOnline.com

All rights reserved. [Recent Update: February 2009]

Visit: [OdavHost.com](http://OdavHost.com) | [OdavOnline.com](http://OdavOnline.com) | [Odav-Online.com](http://Odav-Online.com) | [Odav.biz](http://Odav.biz) | [Business.Odav-Online.com](http://Business.Odav-Online.com)

[ Reproduction or copying is strictly prohibited unless with written consent and approval from OdavOnline.]





# ODAV ONLINE RESEARCH CAFÉ

www.Odav-Online.com

However, at any instances that you may require, you can avail for Odav OnLine Cafe Maintenance Program at very low monthly rate for our valued client/buyer only. Odav OnLine Technical Staff will visit your shop once a week for check-up, maintenance and necessary upgrades. [Enquire](#) in our office to avail this service.

## 10.) What will be the operating system installed on each PC Units?

We will be installing a Windows XP Pro pre-installed demo version. Or buy separately your chosen Operating System with either [Windows XP Home Edition/ XP Professional / Vista](#), then we will install that for free for you. We always suggest to our client to use Windows XP or Windows Vista in order to fit-in on the requirements of most online/network games. Other OS in the market or as offered by many agents, though, its cheap or free usage but it doesn't have the full-functionality unlike Windows O.S.. [Call us](#) for further questions on this matter.

## 11.) If there are problem/troubles on our system, can we call you anytime?

Yes, we are even happy to hear you. We will be giving you our direct YM support line for our technician. Or make use of our 24/7 Client [Support Line](#). Or visit [OdavOnline.com](#) then click Client Support.

## 12.) When will you deliver our Computers? How many days will you set-up our café?

Your PCs will be delivered within 7-10 days after placing your purchase order and payment. However, we will try our very best to deliver within a week only after Purchase Order/Payment. Then, set-up may follow on the same day or immediately next day upon delivery. Our set-up period may take upto 2-3 days only. Please make it sure that Electrical Outlets are laid out and internet are ready.

## 13.) May I request for site visit after I have placed my order, in order for me to seek advice to your technical staff on the best lay-out or positioning for our café and for me to be able to know other things that I may need to prepare prior to delivery and set-up?

Yes, it is our pleasure to visit you any time. Just give us a [Call](#).

## 14.) Can I pay by Credit Card and how?, or by Check? Or can I have a discount if I make a Cash Payment?

For Credit Card Payment, since it will be paid OnLine, we require 7-days clearing period. So, our delivery may take 10-15 days which I believe will not be a big problem because you have to prepare a lot of things such as Renovation, Telephone/Internet Connection, etc.. This payment method is convenient if you are an OFW. How to pay? Click it [here \(http://www.odavonline.com/internet\\_cafe\\_budget\\_portfolio.html\)](http://www.odavonline.com/internet_cafe_budget_portfolio.html)

For Check Payment, we require dated check only which will require 3-days clearing period. So our delivery may take within 7-10 days after clearing. How to pay? [Visit us](#).

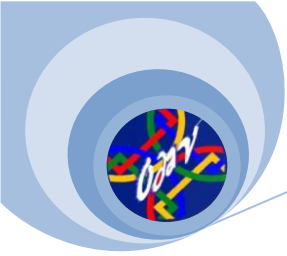
Copyright © 2008-2009 OdavOnline.com

All rights reserved. [Recent Update: February 2009]

Visit: [OdavHost.com](#) | [OdavOnline.com](#) | [Odav-OnLine.com](#) | [Odav.biz](#) | [Business.Odav-OnLine.com](#)

[Reproduction or copying is strictly prohibited unless with written consent and approval from OdavOnline.]





# ODAV ONLINE RESEARCH CAFÉ

www.Odav-Online.com

For Cash Payment, you can have a discount as published on our website, click [here](http://www.odavonline.com/internet_cafe_budget_portfolio.html) ([http://www.odavonline.com/internet\\_cafe\\_budget\\_portfolio.html](http://www.odavonline.com/internet_cafe_budget_portfolio.html)). Our delivery period may take within 7-days upon payment? How to pay? [Visit us](#) Or Deposit/Remit to Our Bank Account, [call us or email us](#) for the details.

## 15.) I am an OFW, Can I remit my payment and can I still avail for the Cash Payment Discount?

Yes, you can remit and can still avail for the [Cash Payment Discount](#). How to pay? [Call or email us](#) for the details of our bank account.

## 16.) What are your terms of payment?

Please Click [here](http://www.odavonline.com/internet_cafe_budget_portfolio.html) ([http://www.odavonline.com/internet\\_cafe\\_budget\\_portfolio.html](http://www.odavonline.com/internet_cafe_budget_portfolio.html)) for the details.

## 17.) How long would be the warranty period?

One year warranty for all the units. All hardware within warranty period, if requires claim and replacement, please bring the unit to the designated / respective service center. Kindly read the warranty manual/card for details.

## 18.) Can we call for other technicians if there are problems occur or for consultations? Or can we hire our own technician as our regular maintenance staff?

Yes, you are free to call for a third party support except our technical staff. However, we are not responsible for third party negligence. You can call us for a back-up to fix problem but with a minimal consultation fee already. Or avail for our [Budgeted Internet Café Maintenance Program](#). [Call / emails us](#) for details.

## 19.) I am located outside NCR, I notice in your delivery charged there's a symbol as like this “(+/-)”, what does it mean?

The specified amount is a rough estimate on how much we can charge for the Deliveries outside Metro Manila. The purpose is to give you a rough idea on how much you can spend if you let us deliver the items for you which maybe bit lower or higher than the specified cost including accommodation expense of our 2-technical staff. However, if you'll pick-up all the items then there will be no delivery charges on your end. Simply, we only charge the actual transportation and accommodation fees of our technicians who will be dispatched to your location.

## 20.) If I shoulder the accommodation of your technicians and they can also ride together with our service truck, do I have to be charged with these items? Since, they will be staying for at most 3-days; I will be allowing them to stay in our guest room/vacant room of our home?

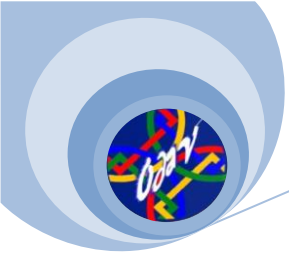
Copyright © 2008-2009 OdavOnline.com

All rights reserved. [Recent Update: February 2009]

Visit: [OdavHost.com](http://OdavHost.com) | [OdavOnline.com](http://OdavOnline.com) | [Odav-Online.com](http://Odav-Online.com) | [Odav.biz](http://Odav.biz) | [Business.Odav-Online.com](http://Business.Odav-Online.com)

[Reproduction or copying is strictly prohibited unless with written consent and approval from OdavOnline.]





# ODAV ONLINE RESEARCH CAFÉ

www.Odav-OnLine.com

Definitely, we will not be charging you anymore. However, we normally advise our staff to find an economical transient within your area which maybe we could request for a favor to help/assist our staff on their search since you are more familiar on your locality.

**21.) I am still abroad and my next vacation will be on the next month still, can I just ask my representative or family member to represent me? Can you just assist them, please.**

Yes, we will do our best to assist your representative and to give you the best service same as you have expected. Giving our best effort and service is just a simplest way to thank you for the trust and confidence with us. Just give them our contact points and email addresses so that we can directly communicate with them.

**22.) Huh, I have still other question? Please let me know how can I contact or email you directly.**

Let us answer that then. Please feel free to get-in touch with us through [here](#). It's our pleasure to get connected with you as well.