

CenterMaster Control Desk Quick Reference Guide

February 2001/57-900570-000

Statement of Intent

This manual has been provided for use by qualified bowling center personnel. Customer accepts responsibility for safety training of all personnel who operate this product.

CenterMaster Control Desk Quick Reference Guide

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Reorder Part No. 57-900570-000

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Brunswick Indoor Recreation Group
525 West Laketon Avenue
P.O. Box 329
Muskegon, MI 49443-0329
U.S.A.

231.725.3300

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Account Transactions

For ALL account transactions, first perform the following steps:



1. Select the Cash Control button.
2. Select the Accounts button and the following dialog box will be displayed:

A screenshot of a software dialog box for account transactions. It features a large empty text area on the left. On the right, there are four buttons: 'Credit a Deferred Account', 'Credit a Charge Account', 'Debit a Deferred Account', and a 'Check Mark' button. Below these buttons is a numeric keypad with digits 0-9, a decimal point, and a 'No' button (a circle with a diagonal slash).

			Credit a Deferred Account	Credit a Charge Account
			Debit a Deferred Account	
				⊘
7	8	9		
4	5	6		
1	2	3	✓	
	0	.		

3. Perform the steps for **Crediting a Charge Account, Debiting a Deferred Account and Crediting a Deferred Account** as listed below:

Crediting a Charge Account:

1. Select the Credit a Charge Account button.
2. Select the desired account.
3. Select the Amount field, and enter the amount of the credit (positive amount) to be applied to the charge account.
4. Select the Check Mark button.
5. Complete the sale. [Click Here](#) for the steps to complete the sale.

Debiting a Deferred Account:


1. Select the Debit a Deferred Account button.
2. Select the desired account.
3. Select the Amount field, and enter the amount of the debit (negative amount) to be applied to the deferred account.
4. Select the Check Mark button.
5. Complete the sale. [Click Here](#) for the steps to complete the sale.

Crediting a Deferred Account:

1. Select the Credit a Deferred Account button.
2. Select the desired account.
3. Select the Amount field, and enter the amount of the credit (positive amount) to be applied to the deferred account.
4. Select the Check Mark button.
5. Complete the sale. [Click Here](#) for the steps to complete the sale.

Add Bowlers

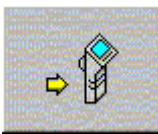


1. Select the  Lane Status Button.
2. Select the lane you want to add bowlers to.

3. Select the Add Bowlers button. The Add Bowlers dialog box will be displayed.


	Name	Right Handed
Bowler 1	<input type="text"/>	<input checked="" type="checkbox"/>
Bowler 2	<input type="text"/>	<input checked="" type="checkbox"/>
Bowler 3	<input type="text"/>	<input checked="" type="checkbox"/>
Bowler 4	<input type="text"/>	<input checked="" type="checkbox"/>
Bowler 5	<input type="text"/>	<input checked="" type="checkbox"/>
Bowler 6	<input type="text"/>	<input checked="" type="checkbox"/>
Bowler 7	<input type="text"/>	<input checked="" type="checkbox"/>
Bowler 8	<input type="text"/>	<input checked="" type="checkbox"/>
Bowler 9	<input type="text"/>	<input checked="" type="checkbox"/>
Bowler 10	<input type="text"/>	<input checked="" type="checkbox"/>
Bowler 11	<input type="text"/>	<input checked="" type="checkbox"/>
Bowler 12	<input type="text"/>	<input checked="" type="checkbox"/>

4. Select the first available bowler position and type the bowler's name. If the bowler is left handed, uncheck the Right Handed check box. Repeat these steps until all bowler names have been entered.



5. Select the  Send Bowlers to Scorer button.





To Cancel the Add Bowlers process at any time, select the  Cancel button.

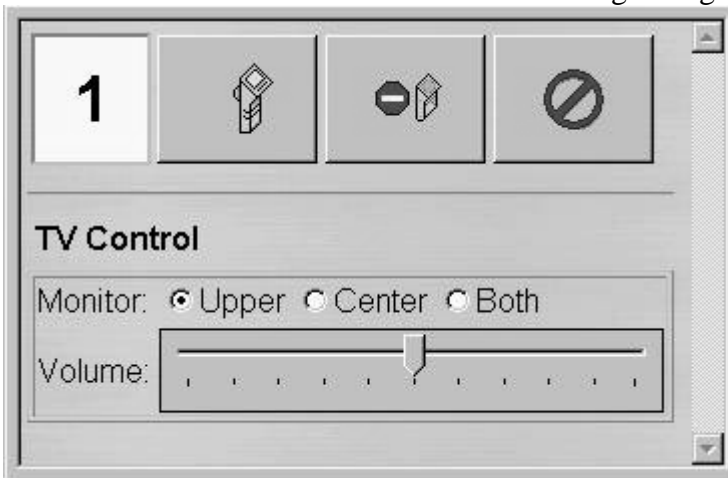
See also: [Score Corrections](#).

[Waiting List](#).

Controlling Audio/Video

For ALL Audio/Video actions, first perform these steps:

1. Select the  Lane Status button.
2. Select the  Visuals button.
3. Select the lane or lane range.
4. Select the Audio/Video button and the following dialog box will be displayed:



5. Perform the steps for **Turning Audio/Video On** or **Turning Audio/Video Off** as listed below:


Turning Audio/Video On

1. Select the location for the video.
2. Select the volume for the audio.

3. Select the  Send Button.

Turning Audio/Video Off




1. Select the  Cancel button.

NOTE: In order to exit Audio Video without making any changes, select the  Cancel button at any time.

Banking Function Transactions



1. Select the Cash Control button.
2. Select the Banking button and the following dialog box will be displayed:

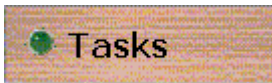
Deposit			
Loan to Terminal	7	8	9
Drop to Safe	4	5	6
General Paid Out	1	2	3
Vending Paid Out			
Arcade Paid Out			
		0	.
			
			

3. Select the desired banking function from the banking function list.
4. Select the Banking Function Amount field, and enter the amount of the selected banking function.
5. Select the Check Mark button.
6. Complete the sale. [Click Here](#) for the steps to complete the sale.

Changing Automated Bumper Status



1. Select the Lane Status button.



2. Select the Tasks button.
3. Select the lane or lane range.
4. Select the Bumpers On/Off button.

Cancel Emergency Off



1. Press the Lane Status button.
2. Press the Tasks Button.

3. Select the lane or lane range.
4. Press the Release Button.

See also: [Emergency Off.](#)

Cancel Emergency Bumpers Up



1. Press the Lane Status button.
2. Select the lane or lane range.



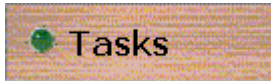
3. Press the Emergency Up button.

See also: [Emergency Up.](#)

Canceling Lanes on Hold



1. Select the Lane Status button.



2. Select the Tasks button.
3. Select the Lane or lane range.
4. Select the Release button.

See also: [Hold.](#)

Canceling the Current Transaction

At any time a transaction that has not yet been completed is displayed:




1. Select the Cancel button.

Note: Once a the Post Pay button has been used to finalize a transaction on tab, the transaction may not be canceled in this manner. The entire transaction must be voided using the void process. [Click Here](#) for more information on voiding transactions.

Cash Out Lane Tabs



1. Press the  Cash Control Page button or the  Lane Status Page button.

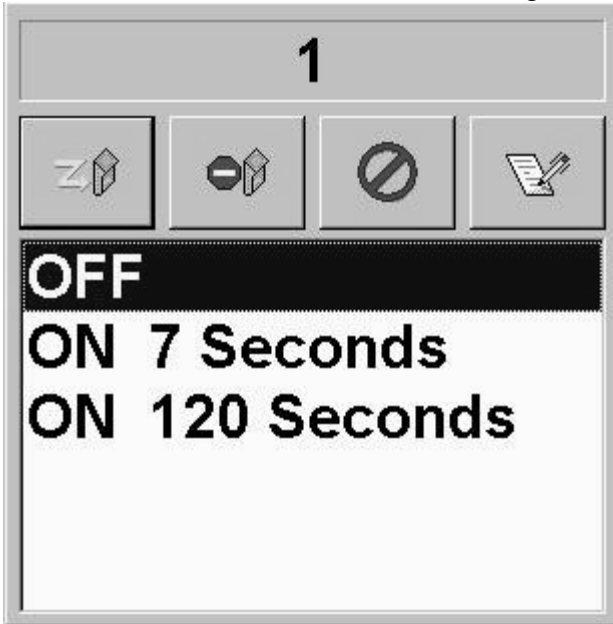
2. Select the lane or lane range and select the  Transactions button.
3. The tab for the selected lane or lane range will be displayed in the receipt area.
4. Complete the sale.

See also: [Completing the Sale.](#)

Controlling the Coach

For ALL Coach actions, first perform these steps:

1. Select the  Lane Status button.
2. Select the  Visuals button.
3. Select the lane or lane range.
4. Select the Coach button and the following dialog box will be displayed:



5. Perform the steps for **Send an Existing Coach** or **Send a Customized Coach** as listed below:

Send an Existing Coach

1. Select a Coach from the list of existing Coaches.



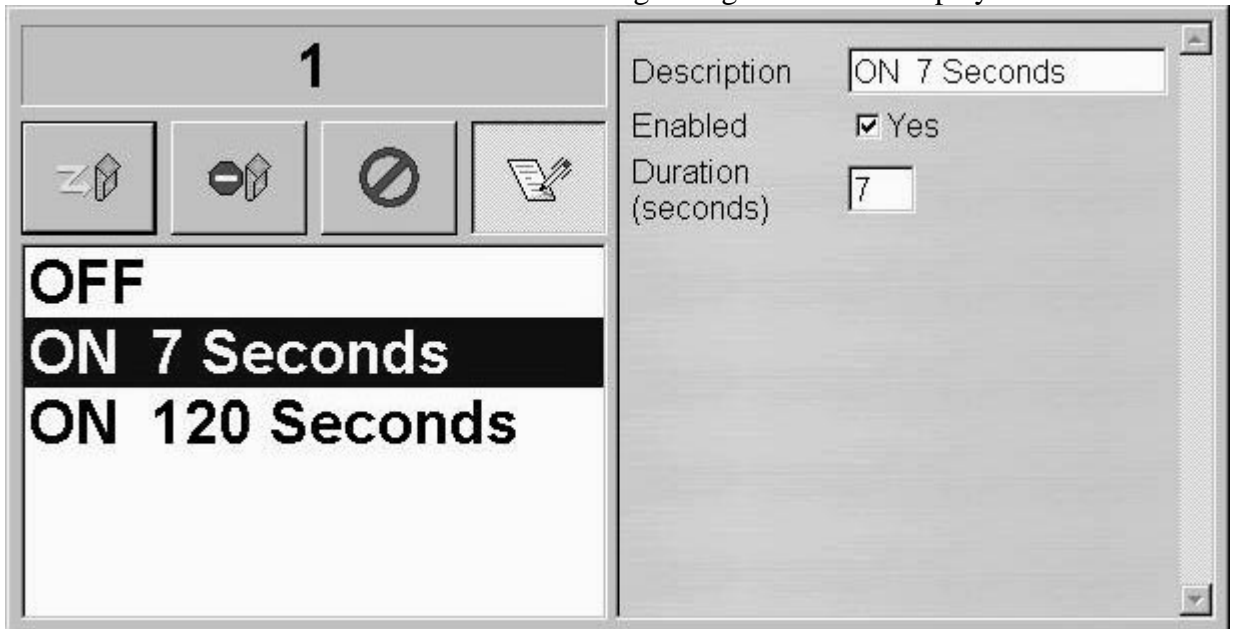
2. Select the Send button.





Send a Customized Coach

1. Select the Coach that most closely resembles the type of Coach desired, from the list of existing Coaches.



2. Select the Edit button and the following dialog box will be displayed:



1			
			
OFF			
ON 7 Seconds			
ON 120 Seconds			
Description	ON 7 Seconds		
Enabled	<input checked="" type="checkbox"/> Yes		
Duration (seconds)	7		

3. Make necessary changes to the existing Coach.



4. Select the Send button.





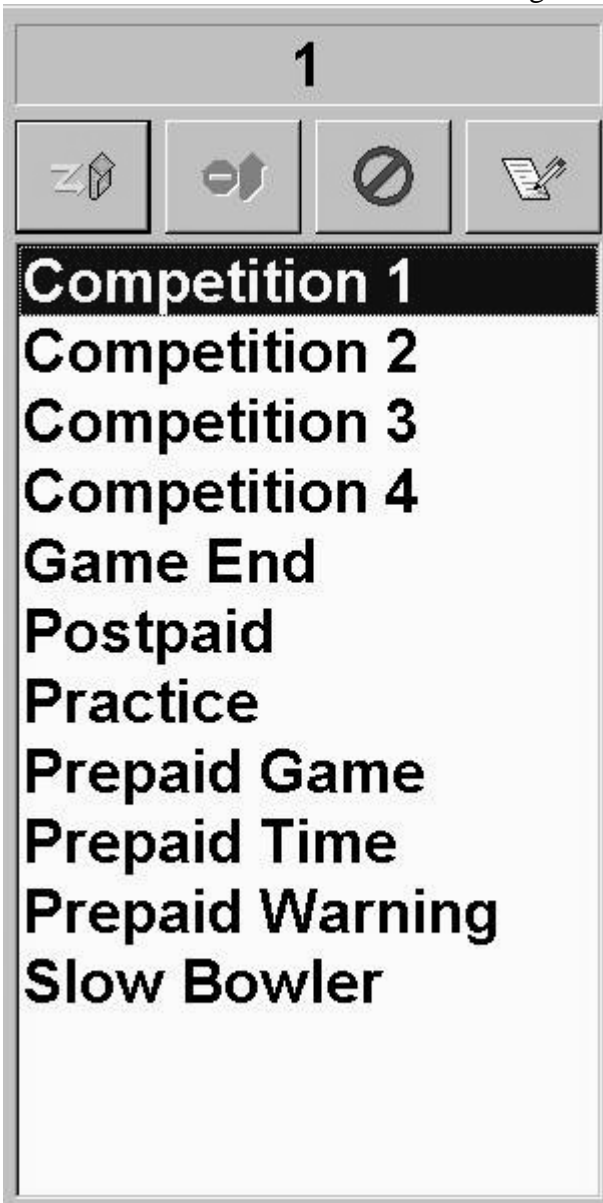
NOTE: In order to exit Coach without making any changes, select the Cancel button at any time.

See also: [Setting Coach Defaults.](#)

Controlling Colors

For ALL Colors actions, first perform these steps:

1. Select the  Lane Status button.
2. Select the  Visuals button.
3. Select the lane or lane range.
4. Select the Colors button and the following dialog box will be displayed:



5. Perform the steps for **Send an Existing Color** or **Send a Customized Color** as listed below:

Send an Existing Color

1. Select a Color from the list of existing Colors.



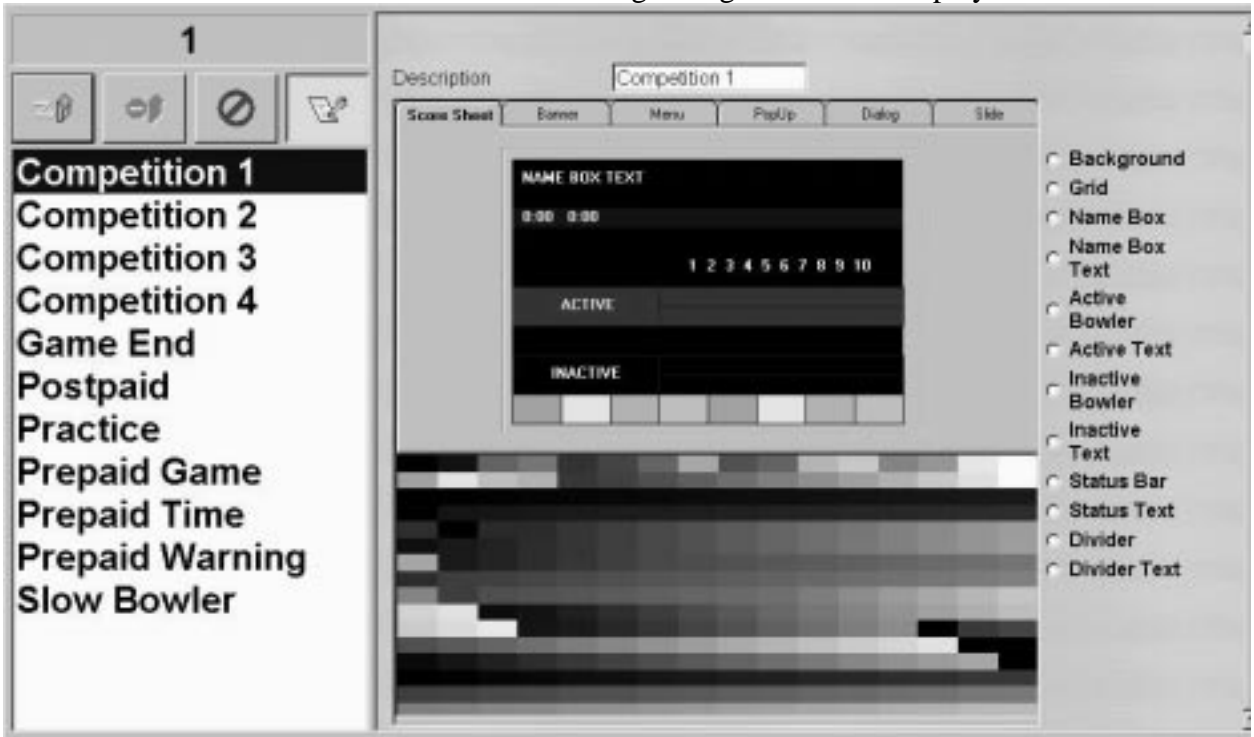
2. Select the Send button.

Send a Customized Color

1. Select the Color that most closely resembles the type of Color desired, from the list of existing Colors.



2. Select the Edit button and the following dialog box will be displayed:



3. Make necessary changes to the existing Color.



4. Select the Send button.



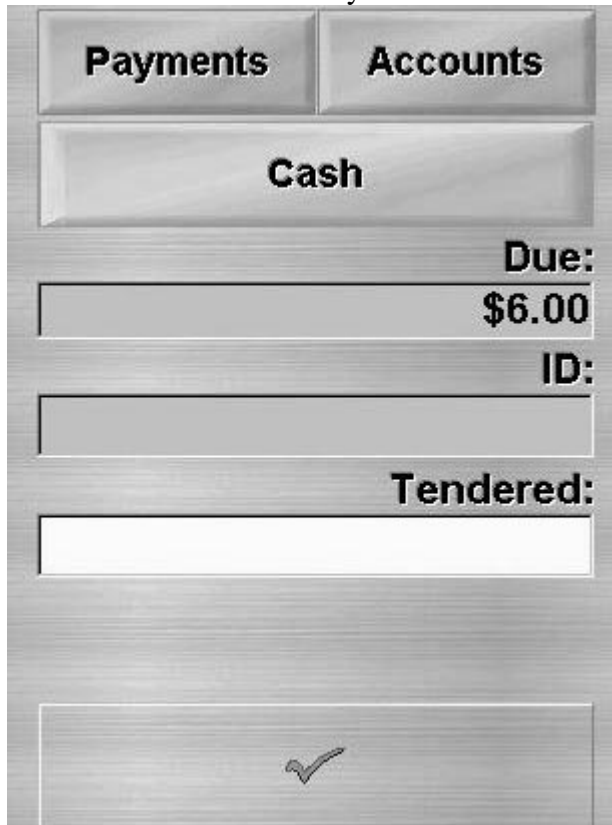
NOTE: In order to exit Colors without making any changes, select the Cancel button at any time.

See also: [Setting Color Defaults.](#)

Completing the Sale



1. Select the  Pay Now button and the following dialog box will be displayed:



The dialog box contains the following elements:

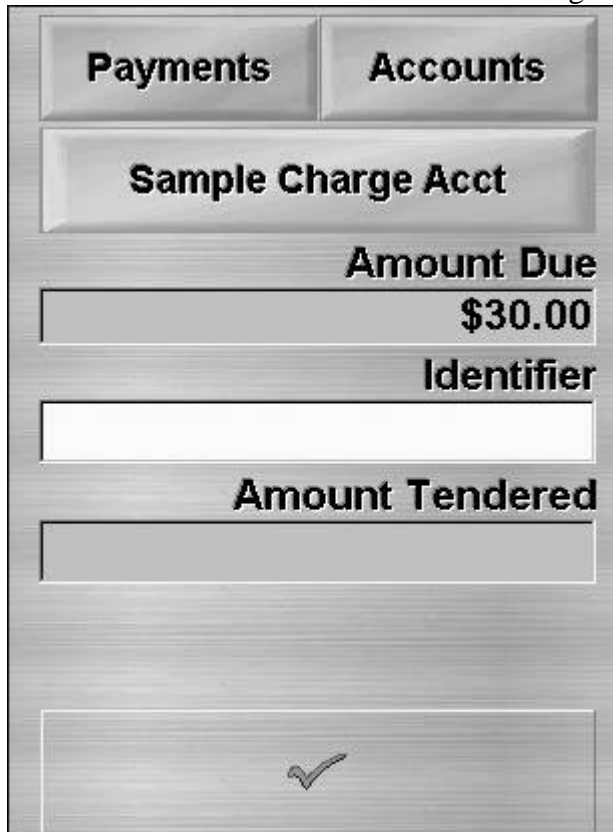
- Two tabs: **Payments** and **Accounts**.
- A selected button labeled **Cash**.
- A **Due:** label next to a text field containing **\$6.00**.
- An **ID:** label next to an empty text field.
- A **Tendered:** label next to an empty text field.
- A button at the bottom with a checkmark icon.

2. If the sale is to be completed using an account, skip to the **Using Accounts** section of this page.
3. Select the Payment Method drop down box.
4. Select the desired Payment Method.
5. Select the ID field, and enter the customer's identification information, as required.
6. Select the Tendered field, and enter the amount of this Payment Type being tendered.
7. Select the Check Mark button.
8. Close the cash drawer, or select the Close Drawer button.

Note: If the amount tendered is less than the total amount due, as in a payment using two payment methods, such as cash and check, repeat the process for the remaining payment methods.

Using Accounts


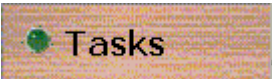
1. Select the Accounts button and the following dialog box will be displayed:



The dialog box has a title bar with two buttons: "Payments" and "Accounts". Below the title bar is a large button labeled "Sample Charge Acct". Underneath this button are several input fields: "Amount Due" with the value "\$30.00", "Identifier" with an empty text box, "Amount Tendered" with an empty text box, and a "Check Mark" button (a checkmark icon) at the bottom.


2. Select the Accounts drop down box.
3. Select the desired account.
4. Select the ID field, and enter the customer's identification information, as required.
5. Select the PIN field, and enter the Personal Identification Number information, as required.
6. Select the Tendered field, and enter the amount being charged to this account.
7. Select the Check Mark button, or select the Close Drawer button.


Changing Cross Lane Bowling Status


1. Select the  Lane Status button.
2. Select the  Tasks button.
3. Select the lane range.
4. Select the Cross On/Off button.

Displaying Main CenterMaster Pages

- To display the **Cash Control** or **Point of Sale page**, select the  Cash Control Page button.


- To display the **Lane Status page**, select the  Lane Status Page button.

- To display the **Office page**, select the  Office Page button.

- To display the **Documents page**, select the  Documents Page button.

Note: The ability to navigate to the main CenterMaster pages is based on the tool bar selected in the User Access Profile. [Click Here](#) for more information about the User's page.


Emergency Off

1. Press the  Lane Status button.
2. Select the lane or lane range.

3. Press the  Emergency Off button.

See also: [Cancel Emergency Off.](#)

Emergency Bumpers Up

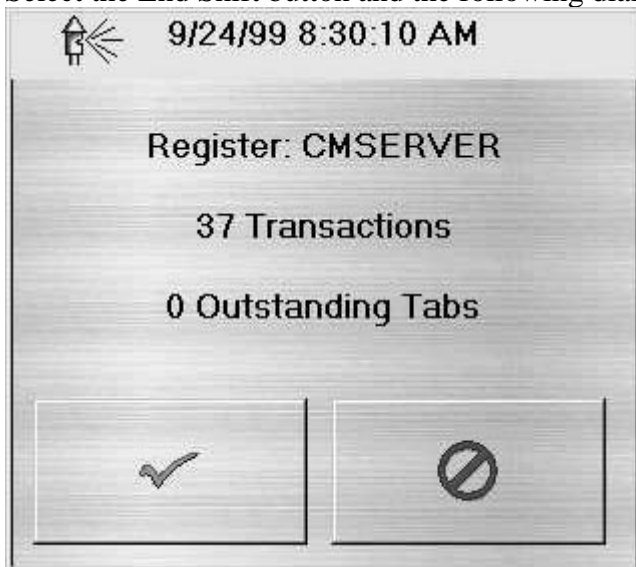
1. Press the  Lane Status button.
2. Select the lane or lane range.

3. Press the  Emergency Up button.


See also: [Cancel Emergency Up.](#)

Ending a Shift

1. Select the End Shift button and the following dialog box will be displayed:



2. Review the shift statistics displayed in the End Shift Dialog box.
 1. **Transactions** - are completed sales during this shift.
 2. **Outstanding Tabs** - are tabs (including active post paid bowling transactions) that have not been paid for during this shift. Outstanding tabs will be common, unless there is no bowling activity.


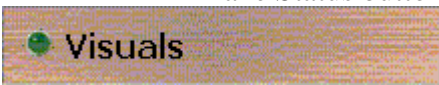
3. Select the  check mark button to end the shift now, or select the



cancel button to end the shift later.

Controlling Exciters

For ALL Exciter actions, first perform these steps:

1. Select the  Lane Status button.
2. Select the  Visuals button.
3. Select the lane or lane range.

4. Select the Exciters button and the following dialog box will be displayed:



5. Perform the steps for **Send an Existing Exciter** or **Send a Customized Exciter** as listed below:

Send an Existing Exciter

1. Select an Exciter from the list of existing Exciters.



2. Select the Send button.

Send a Customized Exciter


1. Select the Exciter that most closely resembles the type of Exciter desired, from the list of existing Exciters.

2. Select the  Edit button and the following dialog box will be displayed:



3. Make necessary changes to the existing Exciter.

4. Select the  Send button.

NOTE: In order to exit Exciters without making any changes, select the  Cancel button at any time.


See also: [Setting Exciter Defaults.](#)

Exiting CenterMaster

1. Select the  Exit CenterMaster button.

Extending Prepaid Lanes





1. Select the  Cash Control button.
2. Select a Location.
3. Select a Product Group.
4. Select a bowling Product or a Package that includes a bowling product.
5. Select a Rate, if necessary.
6. Enter the additional quantity of games or amount of time.
7. Select the lane to be extended, using the Lane Selection Control, or the Lane Number field.
8. Complete the sale. [Click Here](#) for the steps to complete the sale.

Controlling EZ Strikes

For ALL EZ Strike actions, first perform these steps:



1. Select the  Lane Status button.
2. Select the  Games button.
3. Select the lane or lane range.



4. Select the EZ Strikes button and the following dialog box will be displayed:



5. Perform the steps for **Send an Existing EZ Strike Configuration**, **Send a Customized EZ Strikes Configuration** or **Cancel an EZ Strikes Configuration** as listed below:

Send an Existing EZ Strike Configuration

1. Select an EZ Strike configuration from the list of existing EZ Strike configurations.



2. Select the Send button.

Send a Customized EZ Strikes Configuration

1. Select an EZ Strike configuration that most closely resembles the type of EZ Strike configuration desired, from the list of existing EZ Strike configurations.



2. Select the Edit button and the following dialog box will be displayed:

1

ALL OFF
ALL ON Forced
ALL ON Selectable
Free Strikes Forced
Free Strikes Selectable
No Tap Forced
No Tap Selectable

Description: ALL ON Selectable

No Tap

Enabled Yes
Bowler Selectable Yes
No Tap Value: 3 4 5 6
 7 8 9

Free Strikes

Enabled Yes
Bowler Selectable Yes
Free Strike Frame(s): 1 2 3 4 5
 6 7 8 9 10

3. Make necessary changes to the existing EZ Strike Configuration.



4. Select the Send button.

Cancel an EZ Strikes Configuration



1. Select the Cancel EZ Strikes button.

NOTE: In order to exit EZ Strike configurations without making any changes, select the

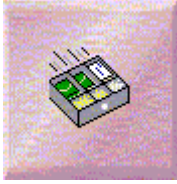


Cancel button at any time.


Finding Tabs


1. Select the lane number.
2. Select the Transaction button.

3. Make necessary changes to the Tab and select either the  to continue the tab,


or the  Pay Now button to complete the sale.


Finding Tabs


1. Select the  Cash Control button.


2. Select the  Find Tabs button, and the following dialog box will be displayed:




3. By default, the  Find Tabs by Lane button is depressed. This will display tabs in lane number order.

4. Select the  Find Tabs by Location button to display tabs based on the location where they were created.


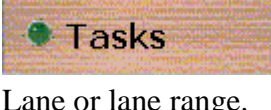
5. Select the  Find Tabs by User button to display tabs based on the user that created the tab.

6. Select the  Find Tabs by Tab Title button to display tabs based on the Title entered into the receipt header.

Note: If no title was entered, by default, the title will display the User that created the tab.


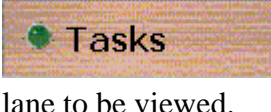
7. Select the  Find Tabs by Transaction ID button to display tabs based on the receipt number.
8. To begin working with a tab, select it from the list.

Placing Lanes on Hold

1. Select the  Lane Status button.
2. Select the  Tasks button.
3. Select the Lane or lane range.
4. Select the Hold button.

See also: [Canceling Hold.](#)

Viewing Lane Details

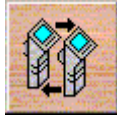
1. Select the  Lane Status button.
2. Select the  Tasks button.
3. Select the lane to be viewed.

4. Select the Lane Details button.

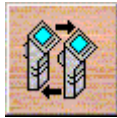
Lane Transfer



1. Press the Lane Status button.
2. Select the lane or lane range to be transferred.



3. Press the Lane Transfer button.
4. Select an available lane or lane range where the original lanes will be transferred to.



5. Press the Lane Transfer button.

Making League Payments



1. Select the Cash Control button.


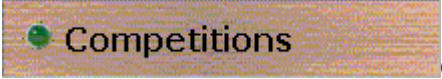
- Select the Leagues button and the following dialog box will be displayed:

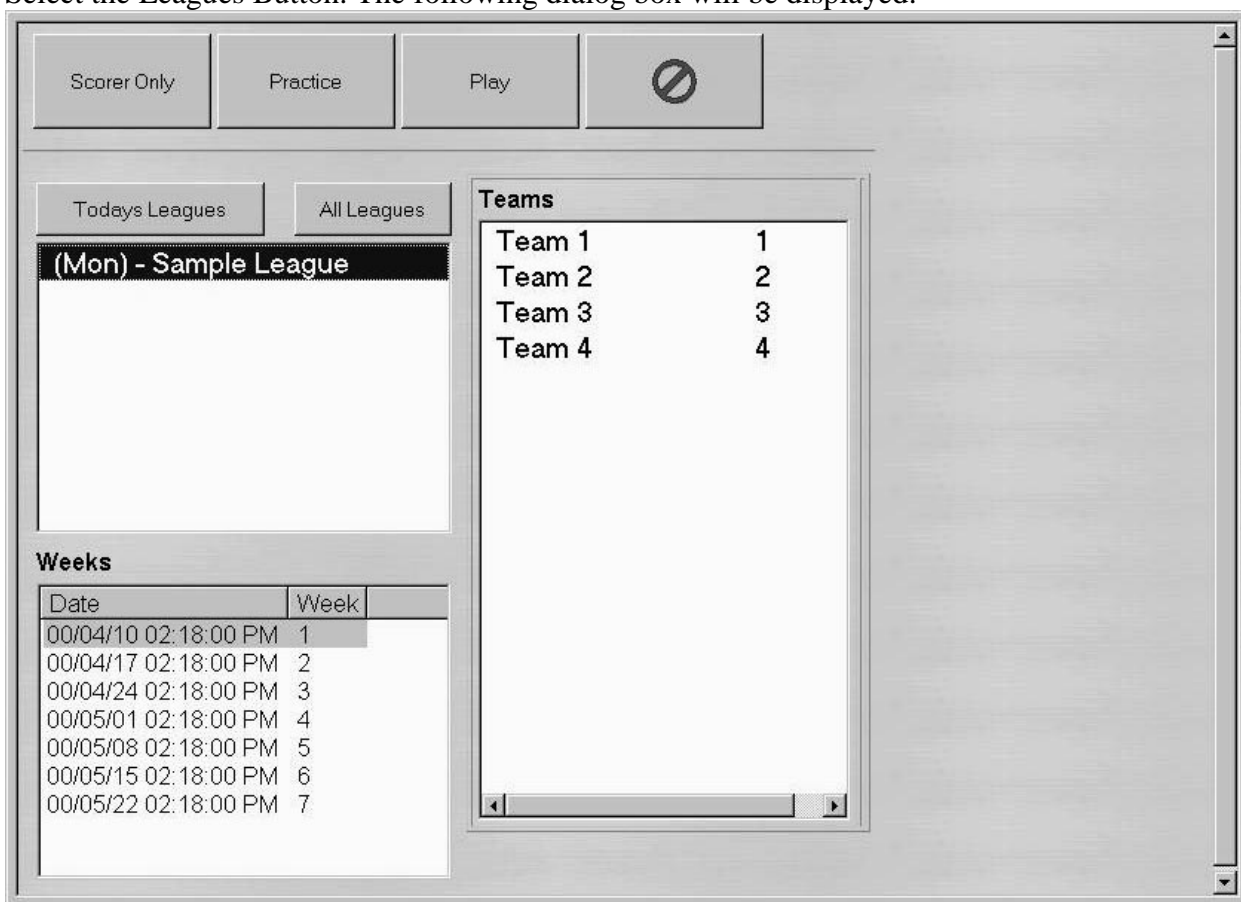
The dialog box is titled "Lineage-3 Game League". It features two main columns. The left column contains two buttons: "Full" and "Lite". Below these is a scrollable list of leagues, with "3 Game League" currently selected. At the bottom of the list, "PrizeFund-3 Game League: League-3 Game League: \$0.00" is visible. The right column contains two buttons: "Games" and "Bowlers". To the right of these buttons is a quantity field containing "96". Below the quantity field is a price field containing "\$2.00", and a total field containing "\$192.00". Further down is a "PrizeFund-3 Game League:" field containing "\$48.00". At the bottom of the right column is a numeric keypad with buttons for digits 0-9, a decimal point, and a checkmark button.

- Select either the Full League or Lite League button.
- Select either the Today's Leagues or All Leagues button.
- Select the desired League from the League list.
- Select either the Games or Bowlers button.
- Select the Quantity field and enter the quantity of games or bowlers, based on the button selected in the last step.
- Select the Price field and modify the price per game or bowler, based on the button previously selected, if necessary.
- Select the Prize Fund field and enter the total amount of Prize Fund monies being collected, if necessary.
- Select the Check Mark button.
- Complete the sale. [Click Here](#) for the steps to complete the sale.

Controlling Full Leagues

For ALL League actions, first perform these steps:

1. Select the  Lane Status button.
2. Select the  Competitions button.
3. Select the lane range, if necessary. **Note:** It is only necessary to select a lane range for leagues when you are working with less than the entire lane range or a different lane range than the league normally bowls on.
4. Select the Leagues Button. The following dialog box will be displayed:



5. Select the League from the League List. **Note:** If the desired League is not listed, select the All Leagues button.
6. Select the week number, if necessary.
7. Modify the lane assignments, if necessary.
8. Select a league startup method:
 - Scorers Only
 - Scores and Pinsetters in Practice mode
 - Competition


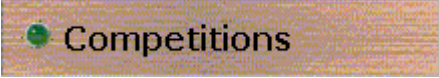
See also: [Creating Full Leagues.](#)

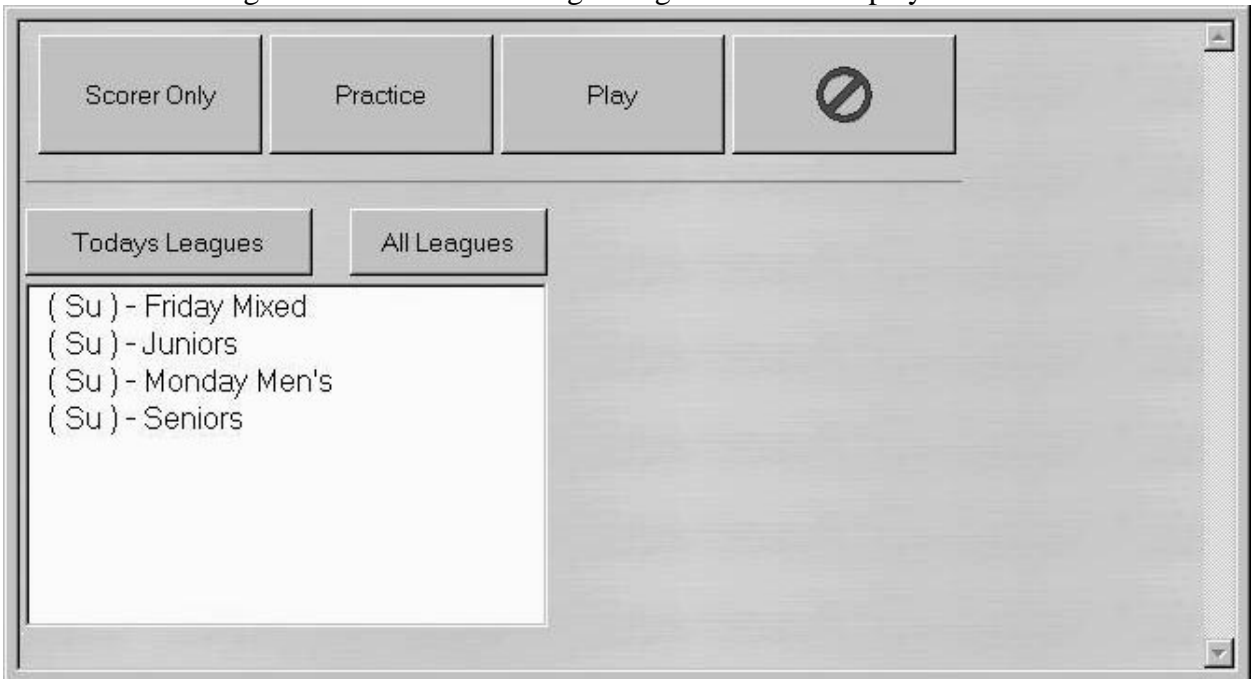
[Starting Practice.](#)

[Starting Competition.](#)

Controlling Lite Leagues

For ALL Lite League actions, first perform these steps:

1. Select the  Lane Status button.
2. Select the  Competitions button.
3. Select the lane range, if necessary. **Note:** It is only necessary to select a lane range for lite leagues when you are working with less than the entire lane range or a different lane range than the lite league normally bowls on.
4. Select the Lite League Button. The following dialog box will be displayed:



5. Select the Lite League from the Lite League List. **Note:** If the desired Lite League is not listed, select the All Leagues button.
6. Select a league startup method:
 - Scorers Only
 - Scores and Pinsetters in Practice mode
 - Competition

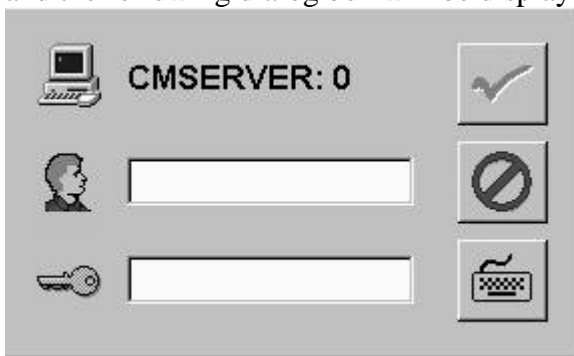
See also: [Creating Lite Leagues.](#)

[Starting Practice.](#)

[Starting Competition.](#)

Logging On



1. If CenterMaster hasn't been started, double click on the CenterMaster Icon located on the Windows Desktop, or select START, PROGRAMS, BRUNSWICK, CENTERMASTER, and the following dialog box will be displayed:



2. Select the Name field, and enter the user's name.
3. Select the Password field, and enter the user's password.
4. Select the Check Mark button.

Controlling Messages

For ALL Message actions, first perform these steps:

1. Select the  Lane Status button.
2. Select the  Visuals button.
3. Select the lane or lane range.

4. Select the Messages button and the following dialog box will be displayed:



5. Perform the steps for **Send an Existing Message** or **Send a Customized Message** as listed below:

Send an Existing Message

1. Select a Message from the list of existing Messages.



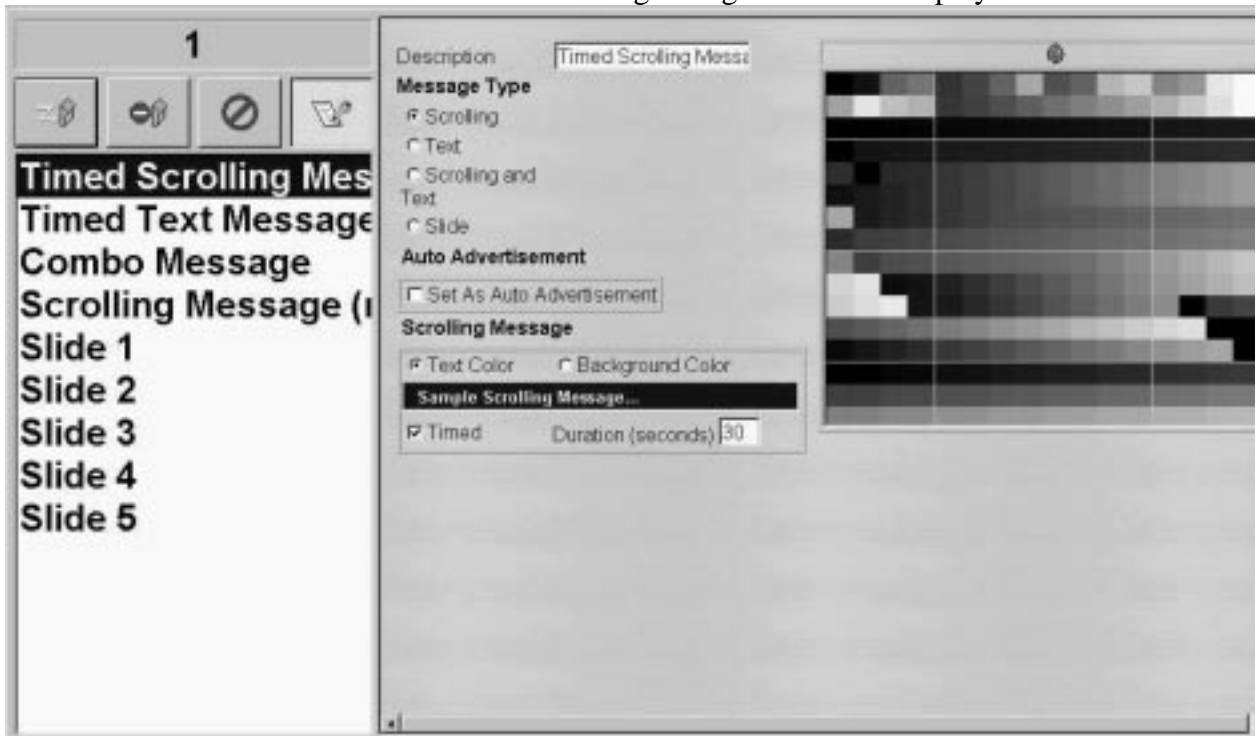
2. Select the Send button.

Send a Customized Message

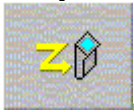
1. Select the Message that most closely resembles the type of Message desired, from the list of existing Messages.



2. Select the Edit button and the following dialog box will be displayed:



3. Make necessary changes to the existing Message.



4. Select the Send button.



NOTE: In order to exit Messages without making any changes, select the Cancel button at any time.

See also: [Setting Message Defaults.](#)

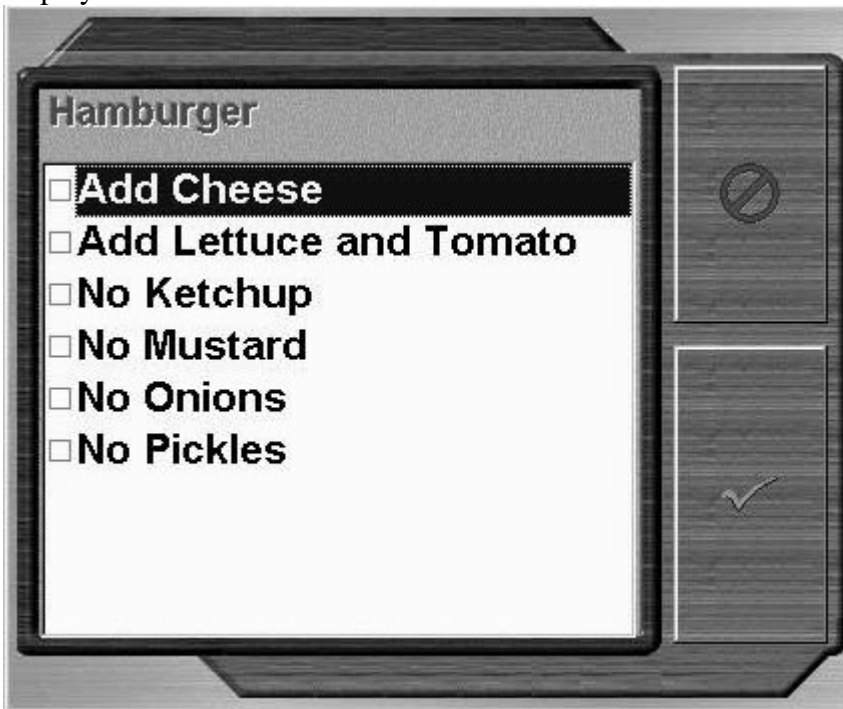
Using Modifiers

After a product has been added to the receipt, it may be selected for modification.

1. Select the product to be modified on the receipt.



2. Select the Modifiers button and the following dialog box will be displayed:



3. Select each modifier to be added to this product, by placing check marks in the check box for each modifier.
4. Select the Check Mark Button.
5. Continue with the sale.

No Sale

1. Select the No Sale button.


Selling Non-Bowling Products



1. Select the Cash Control button.
2. Select a Location.
3. Select a Product Group.
4. Select a Product.
5. Select a Product Rate, if necessary.
6. Enter the quantity of the product being sold, if more than one, using the numeric control.
7. Repeat these steps for additional Products.
8. Complete the sale. [Click Here](#) for the steps to complete the sale.

Selling Packages

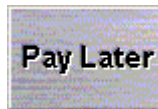


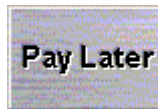
1. Select the  Cash Control button.
2. Select the desired Location.
3. Select the desired Product Group.
4. Select the Package drop down box.
5. Select the desired package.
6. Complete the sale. [Click Here](#) for the steps to complete the sale.

Pay Lane Tab Later



1. Press the  Cash Control Page button or the  Lane Status Page button.




2. Select the lane or lane range and select the  Pay Later button.

See also: [Cash Out Lane Tabs.](#)
[Cash Out Tabs.](#)

Paying a Bowling Tab Later



1. Select the  Cash Control button.
2. Select the lane number using the lane number control, or enter the lane number in the lane number field.
3. Select the Pay Later button.

This process will turn the lane off, but leave the tab open so that the customer could continue to charge against that tab in other facilities in the bowling center, such as a bar, and make one payment at the end for all items purchased.

Placing Intercom Calls

1. Press the Intercom button.
2. Select the lane or lane range.
3. Press the button.
4. To end the intercom call, press the Intercom button.

See also: [Receiving Intercom Calls.](#)

Selling Postpaid Bowling Products



1. Select the Cash Control button.
2. Select a Location.
3. Select a Product Group.
4. Select a bowling Product or a Package that includes a bowling product.
5. Select a Rate, if necessary.
6. Select a lane, using the Lane Selection Control, or the Lane Number field.
7. If adding a party from the waiting list, select the Parties Waiting button and select the desired party.



8. Select the Post Pay button.

Selling Prepaid Bowling Products



1. Select the Cash Control button.
2. Select a Location.
3. Select a Product Group.
4. Select a bowling Product or a Package that includes a bowling product.
5. Select a Rate, if necessary.
6. Enter the quantity of games or amount of time.
7. Select a lane, using the Lane Selection Control, or the Lane Number field.
8. If adding a party from the waiting list, select the Parties Waiting button and select the desired party.
9. Complete the sale. [Click Here](#) for the steps to complete the sale.

Printing the Current Page



1. Select the Print button.


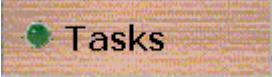
Printing the Previous Receipt

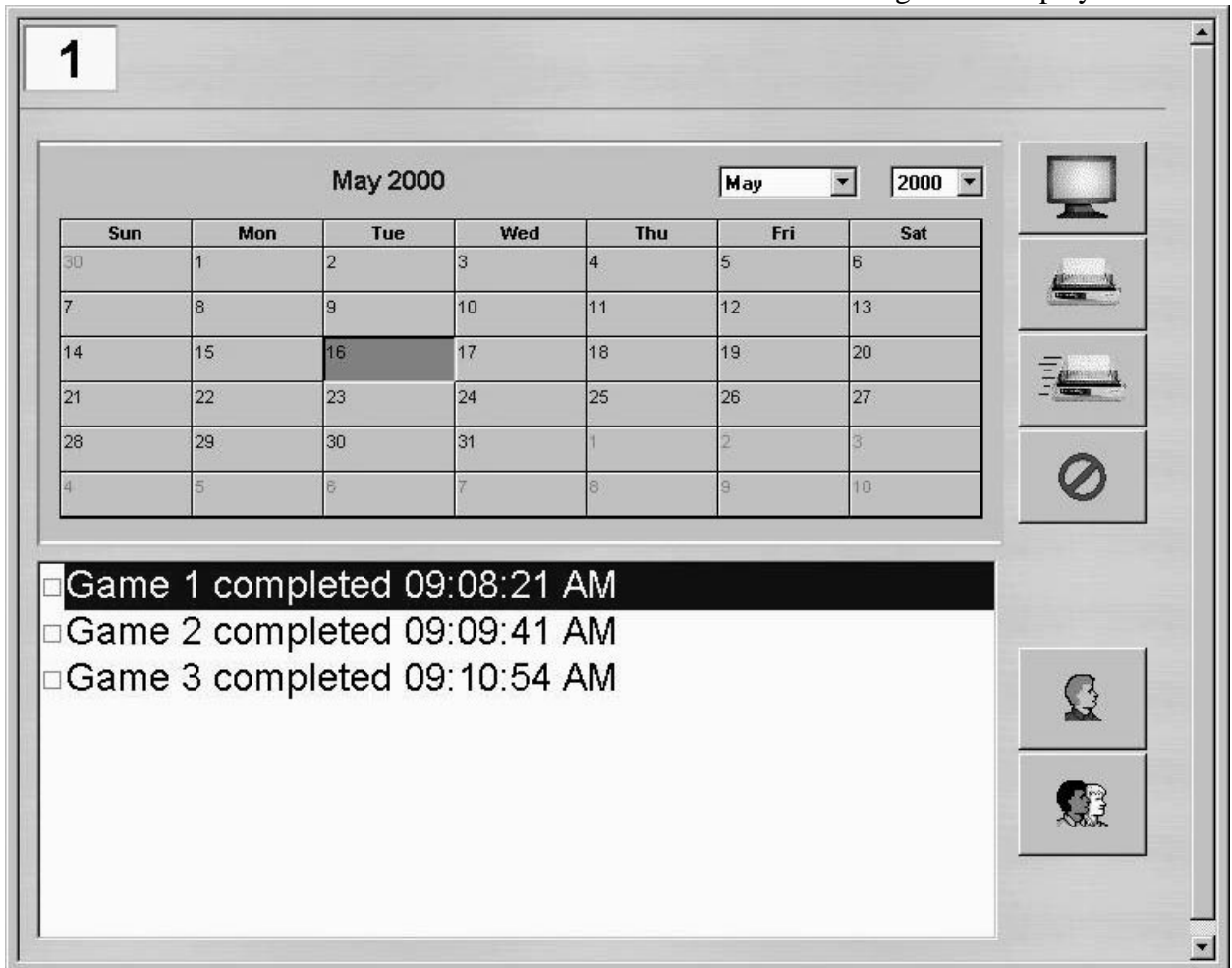


1. Select the Print Previous Receipt button.

Printing and Viewing Scores

To print or view any type of scoresheet, first perform these steps:

1. Select the  Lane Status button.
2. Select the  Tasks button.
3. Select the lane and then the Print Scores button. The Print Scores dialog box is displayed:



1

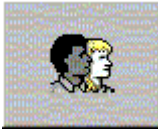
May 2000

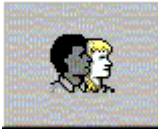
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

- Game 1 completed 09:08:21 AM
- Game 2 completed 09:09:41 AM
- Game 3 completed 09:10:54 AM


4. Perform the steps to print or view **A Single bowler's Scoresheet** or **A Team/Lane's Scoresheet** as listed below:

A Team/Lane's Scoresheet



1. Select the  Team/Lane scores button.
2. Select the date the scores were bowled, using the calendar tool.
3. Select scoresheets from the list by placing a checkmark next to the desired scoresheets.
4. Select the desired output method:

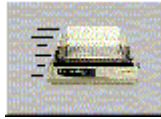


- To view the scores on the computer screen, select the  View Scores button.
- To print the scores on the printer, using a high quality and slower form, select the



Print Scores button.


- To print the scores on the printer, using a lower quality and faster form, select the




Fast Print Scores button.

A Single Bowler's Scoresheet



1. Select the  Team/Lane scores button.
2. Select the date the scores were bowled, using the calendar tool.
3. Select bowler's name from the list by placing a checkmark next to the desired bowler.
4. Select the desired output method:

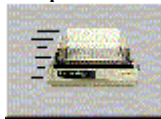


- To view the scores on the computer screen, select the  View Scores button.
- To print the scores on the printer, using a high quality and slower form, select the




Print Scores button.

- To print the scores on the printer, using a lower quality and faster form, select the



Fast Print Scores button.

NOTE: To cancel the printing or viewing of scores, select the  Cancel button.

Quick Issue



1. Select the Lane Status button.



2. Select the Quick Issue button.
3. Select the lane or lane range.
 4. Select the Quick Issue bowling product.
 5. Select the Shoe Rental field and enter the quantity of shoes rented, if necessary.
 6. Select the Product drop down list and select an additional product, if desired.
 7. If an additional product was selected, select the Product Quantity field and enter the quantity of that product.
 8. Select the Send button to issue the lane.

Receiving Intercom Calls

Incoming Intercom calls will be indicated by a tone from the intercom annunciator and lane number or numbers of the lanes that are calling will be indicated on the intercom control. When more than one intercom call is received at a time, the lane numbers will be displayed in the order that the calls were received. If more than two intercom calls are pending, the first two lanes to place intercom calls will be listed followed by an ellipses (...) to indicate more than two intercom calls are pending. To answer an incoming intercom call:

1. Press the Intercom button.
2. The intercom handset is now connected to the lane that placed the intercom call.
3. To end the intercom call, press the Intercom button again.


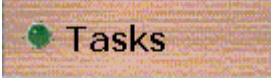
See also: [Placing Intercom Calls.](#)

Refreshing the Page




1. Select the Refresh Button.


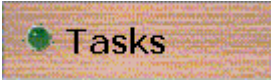
Refreshing Lane Status

1. Select the  Lane Status button.
2. Select the  Tasks button.
3. Select the Refresh button.

Making Refunds


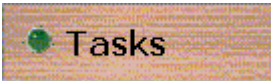
1. Select the  Cash Control button.
2. Select the Refund button. The receipt control will turn red.
3. Ring up the items to be refunded in the same way that they were rung up during the original sale.
4. Complete the sale. [Click Here](#) for the steps to complete the sale.

Restoring Lanes

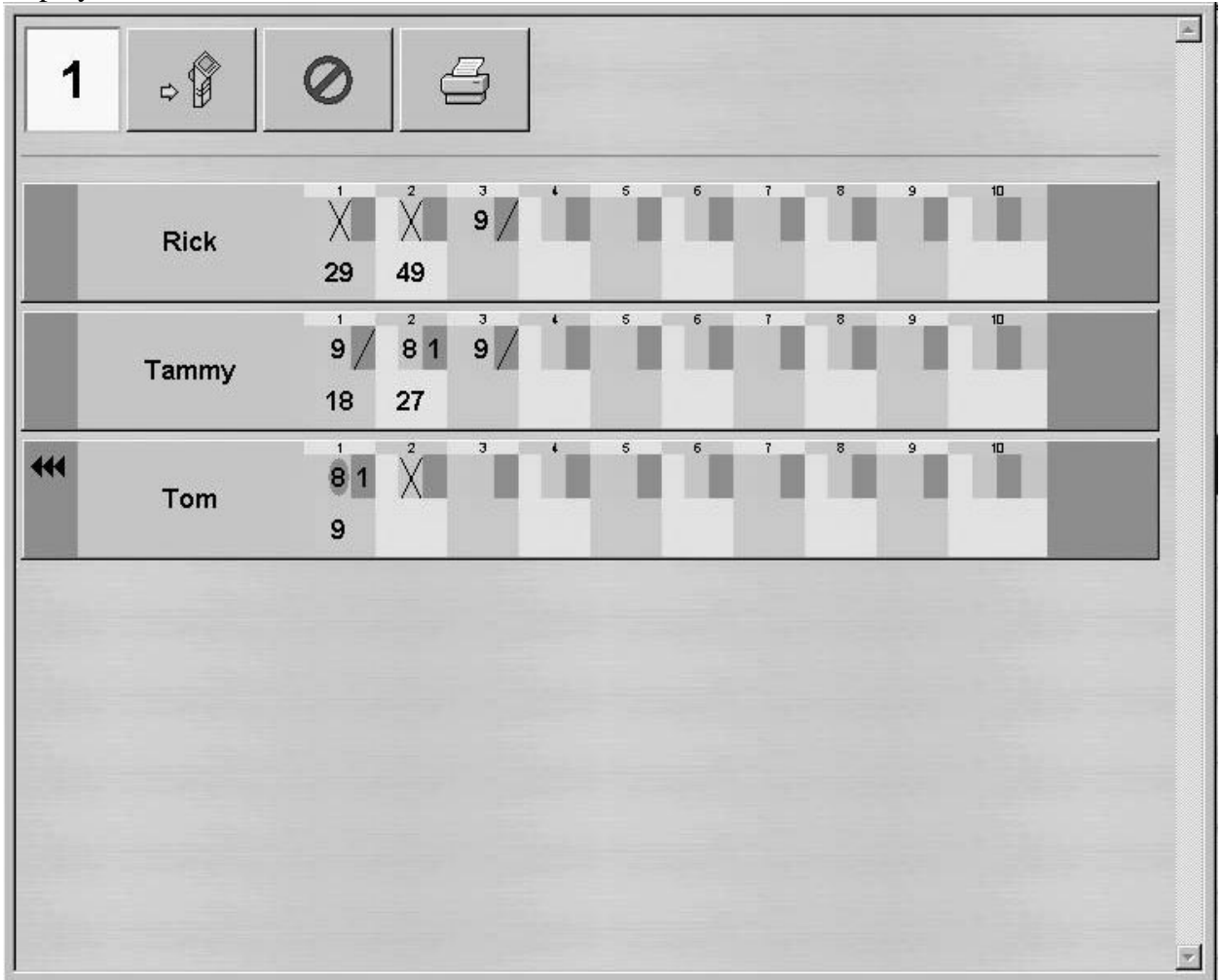
1. Select the  Lane Status button.
2. Select the  Tasks button.
3. Select the lane or lane range.
4. Select the Restore button.

Score Correction

For ALL types of corrections, first perform these steps:

1. Select the  Lane Status button.
2. Select the  Tasks button.

3. Select the lane and then the Score Correct button. The Score Correct dialog box is displayed:



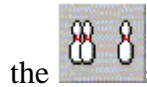
4. Perform the steps for **Add, Change or Erase a Score, Change Name/Bowler Settings or Move Arrows** as listed below:

Add a Score

1. Select the empty frame where the score is to be added (in this case, it is frame 3) and the change score dialog box is displayed:



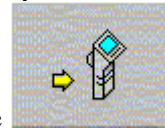
2. Enter the first ball score. If the pins left standing after the first ball constitute a split, press



the split button. If the second ball of the frame is to be bowled, press the



check mark button on the change score dialog box and then press the



Send to

scorer button. If the second ball score is to be manually entered, select the second ball

field and enter the second ball score, then press the



check mark button followed by



the Send to scorer button.

Change a Score

1. Select the frame to be changed and the change score dialog box is displayed:

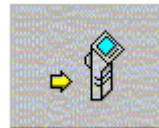


2. If the first ball of the frame is to be corrected, select the first ball field and enter the correct score.
3. If the second ball of the frame is to be corrected, select the second ball field and enter the correct score.

4. Select the



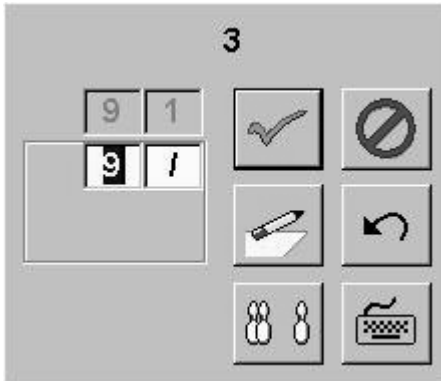
check mark button followed by the




Send to scorer button.

Erase a Score

1. Select the frame to be erased and the change score dialog box is displayed:



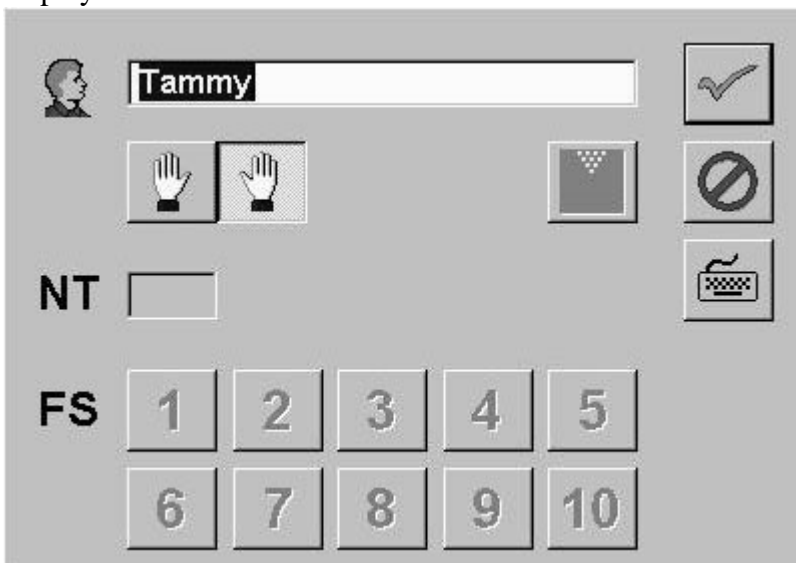
2. If the second ball is to be erased, select the second ball field and select the  erase button.

3. If the first ball is to be erased, select the first ball field and select the  erase button.

4. Select the  check mark button followed by the  Send to scorer button.


Change Name/Bowler Settings

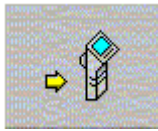
1. Select the name of the bowler to be changed and the change bowler dialog box is displayed.



2. If the name of the bowler is to be changed, select the name field and enter the correct bowler name.
3. If the the right or left handed coach setting is to be changed, select the right or left hand button.

4. If the automated bumper setting is to be changed, select the bumper button.
5. If the No Tap value is to be changed, select the No Tap field and enter the correct No Tap value.
6. If the Free Strike frames are to be changed, select the correct Free Strike frames.

7. When all changes are complete, Select the  check mark button followed by the



Send to scorer button.

Move Arrows

1. Select the arrow area in front of the bowler name that is to receive the arrows and the change arrows dialog box is displayed:



2. Select the direction of the arrows, if necessary.

3. Select the  check mark button followed by the  Send to scorer button.

Note: To use the touchscreen to enter a score, press the  Touchscreen keyboard button. To

undo changes made to a score, press the  Undo Button. To cancel a score correction


without making changes at any time, press the  cancel button in the current dialog box,

followed by the  score correct cancel button.

Sending Scorer Commands

For ALL Scorer Commands, perform the following steps:





1. Select the  Office Page button.
2. Select the Scorer Maintenance Twist button.
3. Select Operations.
4. Select the Lane Number field, and enter the desired lane numbers, or select the lanes using the Lane Selection Control.

5. Select the Scorer Command you wish to send to the select scorers.

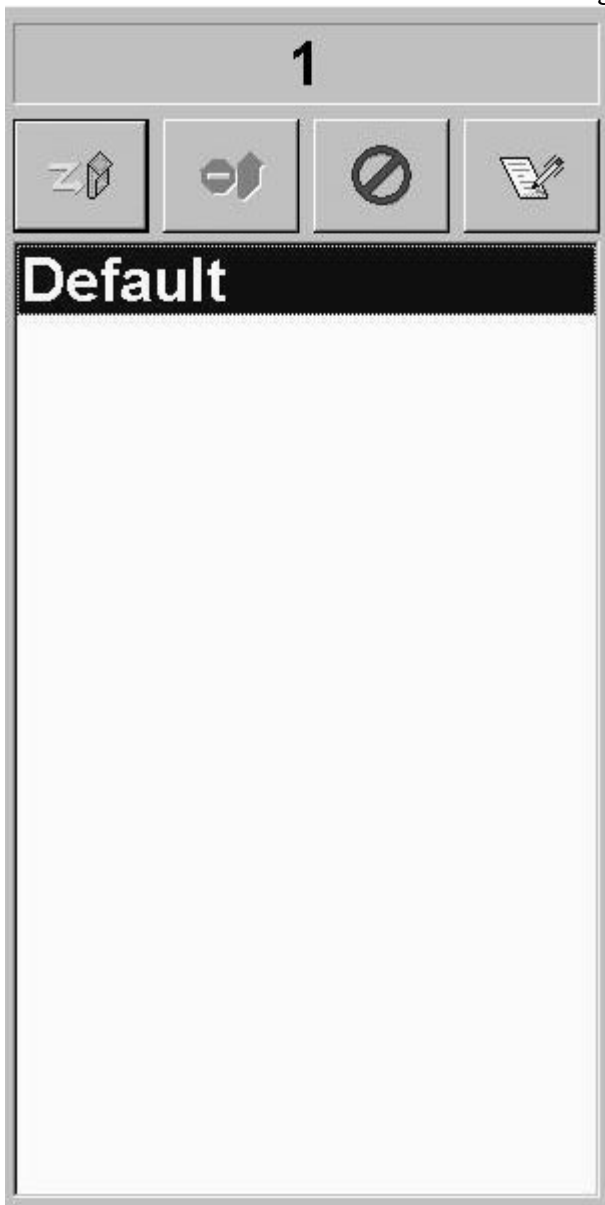
Note: Most scorer commands will cause a color bar to move across the scorer screen indicating the command's process, followed by the scorer rebooting.

Controlling Scoresheets

For ALL Scoresheet actions, first perform these steps:

1. Select the  Lane Status button.
2. Select the  Visuals button.
3. Select the lane or lane range.

4. Select the Scoresheets button and the following dialog box will be displayed:



5. Perform the steps for **Send an Existing Scoresheet** or **Send a Customized Scoresheet** as listed below:

Send an Existing Scoresheet

1. Select a Scoresheet from the list of existing Scoresheets.



2. Select the  Send button.

Send a Customized Scoresheet

1. Select the Scoresheet that most closely resembles the type of Scoresheet desired, from the list of existing Scoresheets.

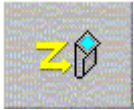


2. Select the Edit button and the following dialog box will be displayed:

The dialog box is titled 'Default' and contains the following sections:

- Description:** Default
- Language:** Scorer Default: English
- Scoresheet Display:**
 - Frames on Overhead: 4 Frames
 - Frames on Lower: 10 Frames
 - Use Professional Bowler Format
- Sequencing:**
 - Frames Per Bowler Switch: 1 Frame
 - Frames Per Lane Switch: 1 Frame
 - Sequencer Type: Color Bar & Arrows
- Enabled Framework Options:**
 - Previous Games
 - Bowler Statistics
 - Strings of Strikes
 - Cumulative Scores
 - Open Practice
- Slow Bowler:**
 - 120 Slow Bowler Time (seconds)
 - 300 Pinsetter Inactivity Time (seconds)
 - Slow Bowling Message: Please Resume Bowling... Please Resume Bowling... Please Resume Bowling...
 - Pinsetter Inactivity Message: Pinsetter has shut off to conserve electricity. Press OK to resume bowling.

3. Make necessary changes to the existing Scoresheet.



4. Select the Send button.



NOTE: In order to exit Scoresheets without making any changes, select the Cancel button at any time.

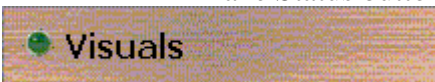
See also: [Setting Scoresheet Defaults.](#)

Controlling Slide Shows

For ALL Slide Show actions, first perform these steps:

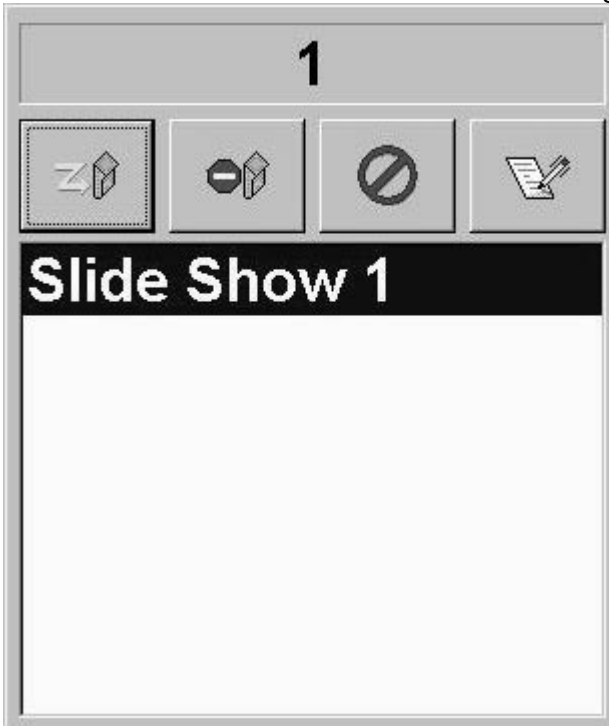


1. Select the Lane Status button.



2. Select the Visuals button.
3. Select the lane or lane range.

4. Select the Slide Shows button and the following dialog box will be displayed:



5. Perform the steps for **Send an Existing Slide Show** or **Send a Customized Slide Show** as listed below:

Send an Existing Slide Show

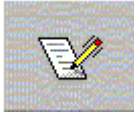
1. Select a Slide Show from the list of existing Slide Shows.



2. Select the Send button.

Send a Customized Slide Show

1. Select the Slide Show that most closely resembles the type of Slide Show desired, from the list of existing Slide Shows.



2. Select the Edit button and the following dialog box will be displayed:

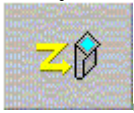
Enabled	Slide	Duration
<input checked="" type="checkbox"/>	1 Slide 5	5 (seconds)
<input checked="" type="checkbox"/>	2 Slide 4	5 (seconds)
<input checked="" type="checkbox"/>	3 Slide 3	5 (seconds)
<input checked="" type="checkbox"/>	4 Slide 2	5 (seconds)
<input checked="" type="checkbox"/>	5 Slide 1	5 (seconds)

Iterations (count)

Auto Advertisement

Set As Auto Advertisement

3. Make necessary changes to the existing Slide Show.



4. Select the Send button.



NOTE: In order to exit Slide Shows without making any changes, select the Cancel button at any time.

See also: [Setting Slide Show Defaults.](#)

Splitting Out Lanes



1. Select the Cash Control button.
2. Select the lane or lane range using the Lane Selection Control or the Lane Number field.
3. Select the Split Out button.

4. The totals for the selected lane are displayed on the receipt. This transaction can now be



finalized by creating a tab, using the Pay Later button, or by completing the



sale using the Pay Now button.

Starting Competition



1. Select the Lane Status button.



2. Select the Competitions button.

3. Select the lane range.

4. Select the Play button.

See also: [Starting Leagues.](#)

[Starting Lite Leagues.](#)

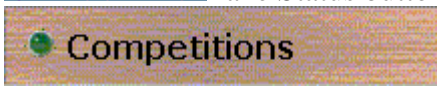
[Starting Tournaments.](#)

[Starting Practice.](#)

Starting Practice



1. Select the Lane Status button.



2. Select the Competitions button.

3. Select the lane range.

4. Select the Practice On button.

See also: [Starting Leagues.](#)



[Starting Lite Leagues.](#)

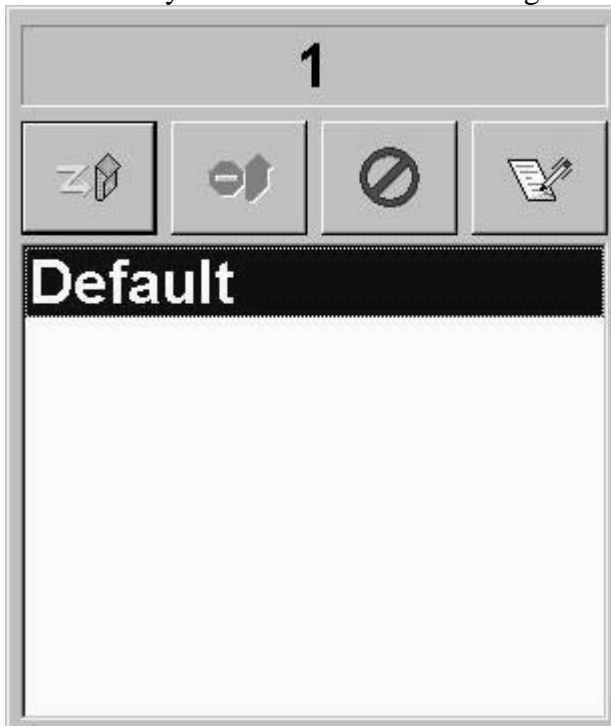
[Starting Tournaments.](#)

Starting Competition.

Controlling Styles

For ALL Styles actions, first perform these steps:

1. Select the  Lane Status button.
2. Select the  Visuals button.
3. Select the lane or lane range.
4. Select the Styles button and the following dialog box will be displayed:



5. Perform the steps for **Send an Existing Style** or **Send a Customized Style** as listed below:

Send an Existing Style

1. Select a Style from the list of existing Styles.

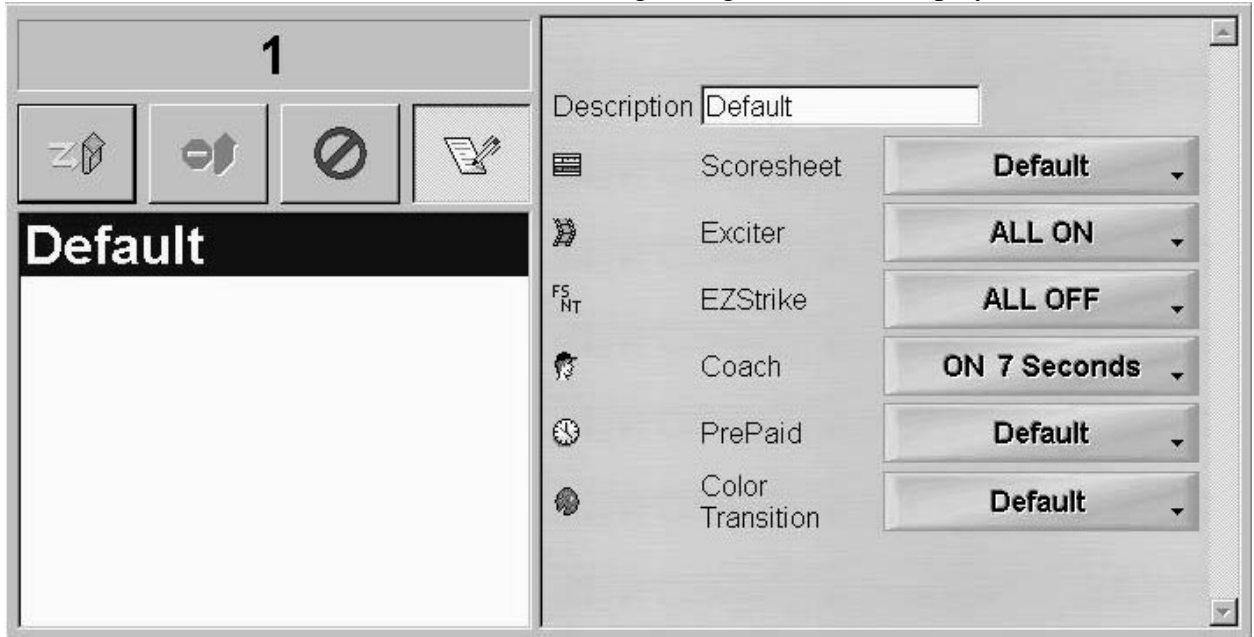
2. Select the  Send button.

Send a Customized Style

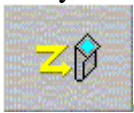
1. Select the Style that most closely resembles the type of Style desired, from the list of existing Styles.



2. Select the Edit button and the following dialog box will be displayed:



3. Make necessary changes to the existing Style.



4. Select the Send button.



NOTE: In order to exit Styles without making any changes, select the Cancel button at any time.

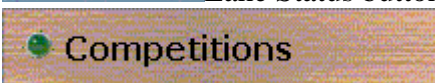
See also: [Setting Style Defaults.](#)

Controlling Full Tournaments

For ALL Tournament actions, first perform these steps:

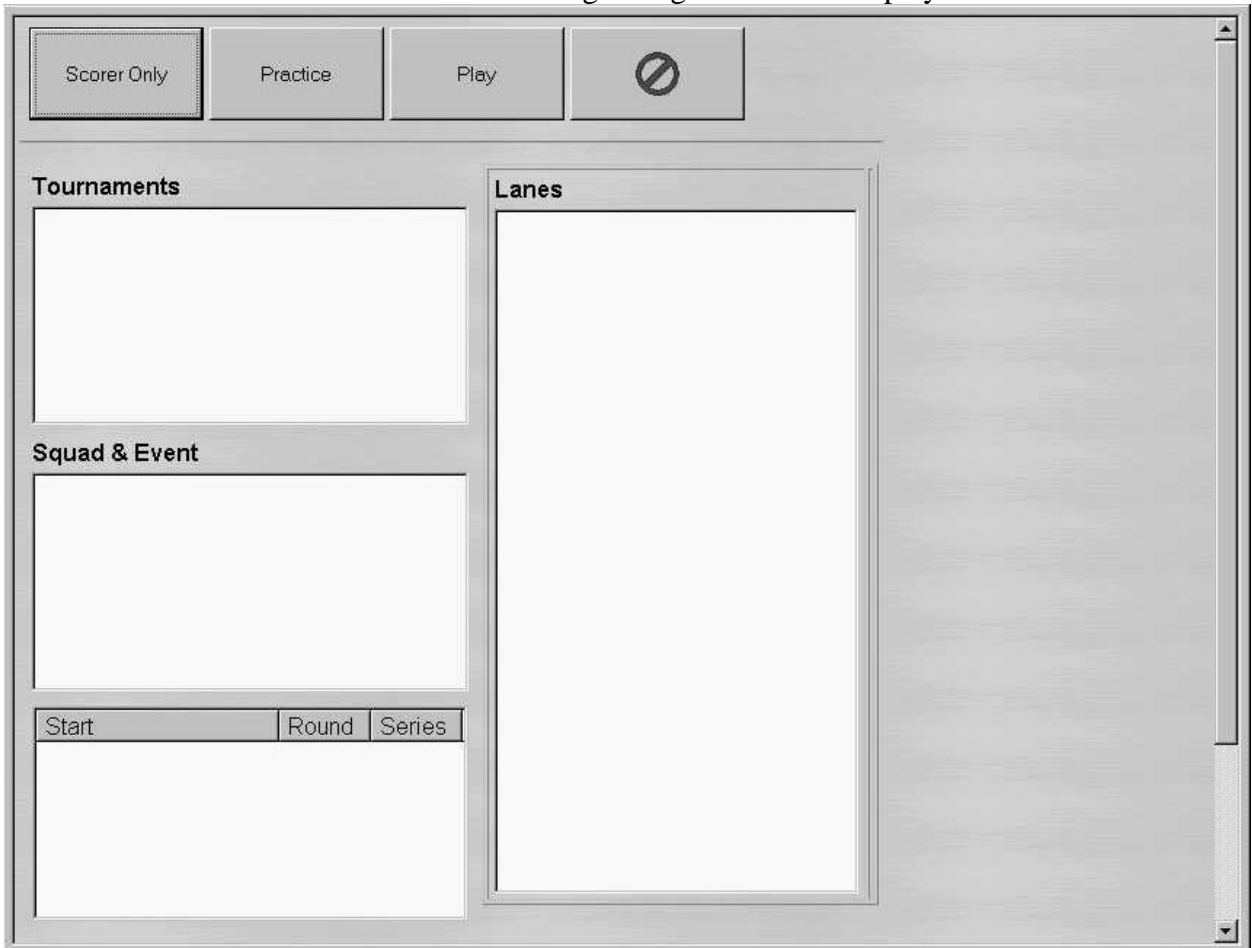


1. Select the Lane Status button.



2. Select the Competitions button.

3. Select the lane range, if necessary. **Note:** It is only necessary to select a lane range for tournaments when you are working with less than the entire lane range or a different lane range than the tournament normally bowls on.
4. Select the Tournaments Button. The following dialog box will be displayed:



5. Select the Tournament from the Tournament List. **Note:** If the desired tournament is not listed, select the All Tournaments button.
6. Select a Tournament startup method:
 - Scorers Only
 - Scores and Pinsetters in Practice mode
 - Competition

See also: [Creating Full Tournaments.](#)

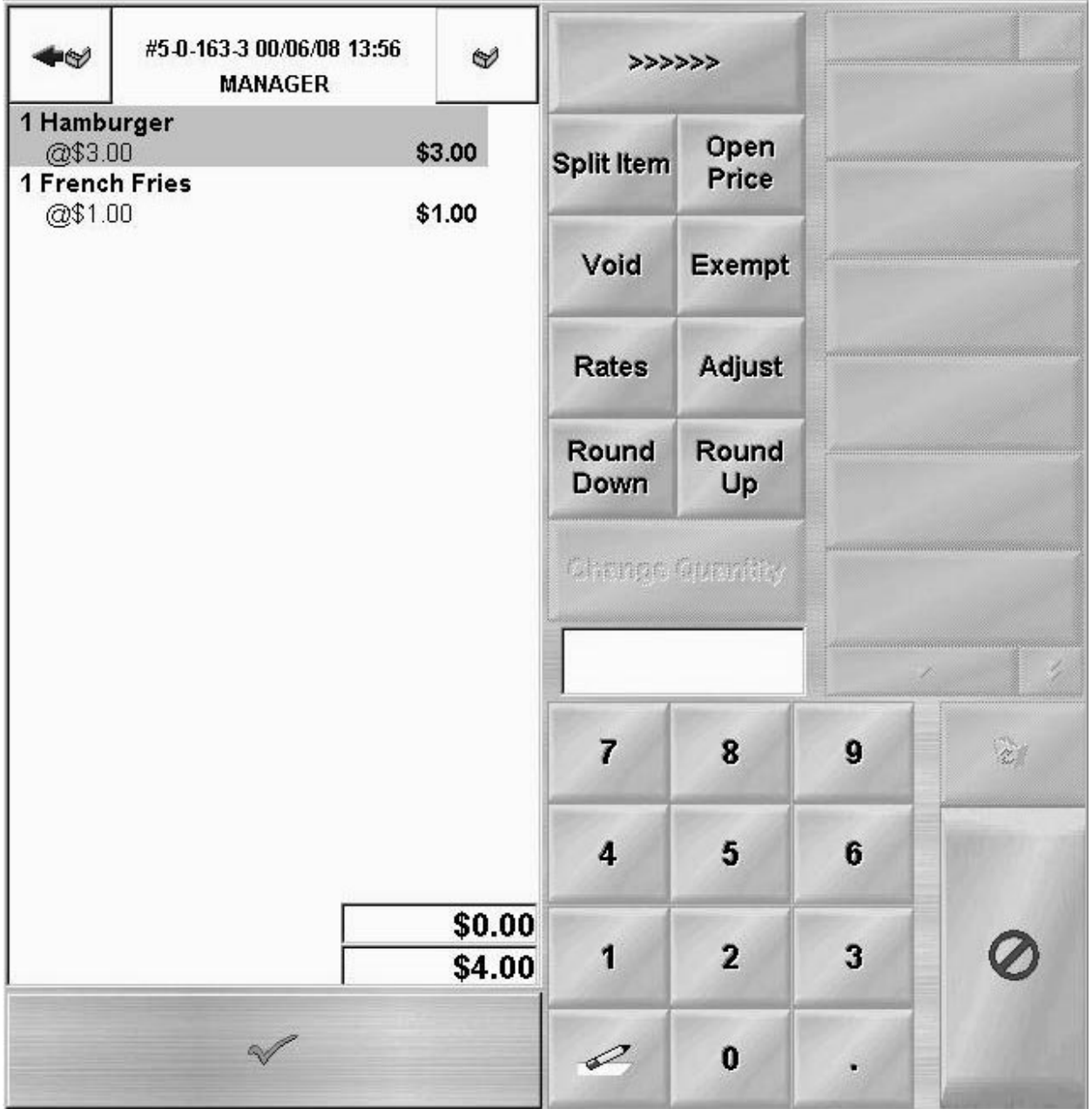
[Starting Practice.](#)

[Starting Competition.](#)

Transaction Adjustments

For ALL Transaction Adjustments during a transaction, first perform the following steps:

1. Select the Adjust button and the following dialog box will be displayed:



2. Perform the steps for **Splitting Items, Voids, Changing Rates, Open Pricing, Tax Exemptions, Rounding Up or Down, Discounts and Surcharges** as listed below:

Splitting Items

1. Select the line item on the receipt to be split.
2. Select the Adjustment field.
3. Enter the quantity of the product to be split off.
4. Select the Split Item button.
5. Repeat these steps for additional splits.
6. Select the Check Mark button.

Voids

1. Select the line item on the receipt to be voided.
2. Select the Void button.
3. Repeat these steps for additional voids.
4. Select the Check Mark button.

Changing Rates

1. Select the line item on the receipt that is to be changed.
2. Select the Rates button.
3. Select the new rate from the Rate list displayed for this product.
4. Repeat these steps for additional rate changes.
5. Select the Check Mark button.

Open Pricing

1. Select the line item on the receipt that is to be open priced.
2. Select the Adjustment field.
3. Enter the new price for the selected item.
4. Select the Open Price button.
5. Repeat these steps for additional open priced items.
6. Select the Check Mark button.

Tax Exemptions

1. Select the line item on the receipt that is to be tax exempted.
2. Select the Exempt button.
3. Select the Check Mark button.

Rounding Up or Down



1. Select the line item on the receipt that is to be Rounded Up or Down.
2. Select the Round Up or Down buttons to round the quantity up or down to the nearest whole unit.
3. Select the Check Mark button.

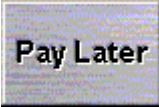
Discounts and Surcharges

1. Select the line item on the receipt that is to have a discount or surcharge applied.
2. Select the Adjust button.
3. Select the Discount or Surcharge from the list.

4. Select the Check Mark button.


Turn Off League Lanes

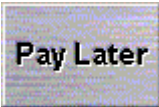
1. Press the  Cash Control Page button or the  Lane Status Page button.

2. Select the lane or lane range and select the  Pay Later button.

See also: [Turn Off Tournament Lanes.](#)
[Turn On League Lanes.](#)

Turn Off Tournament Lanes

1. Press the  Cash Control Page button or the  Lane Status Page button.

2. Select the lane or lane range and select the  Pay Later button.

See also: [Turn Off League Lanes.](#)
[Turn On Tournament Lanes.](#)

View Resource Manager

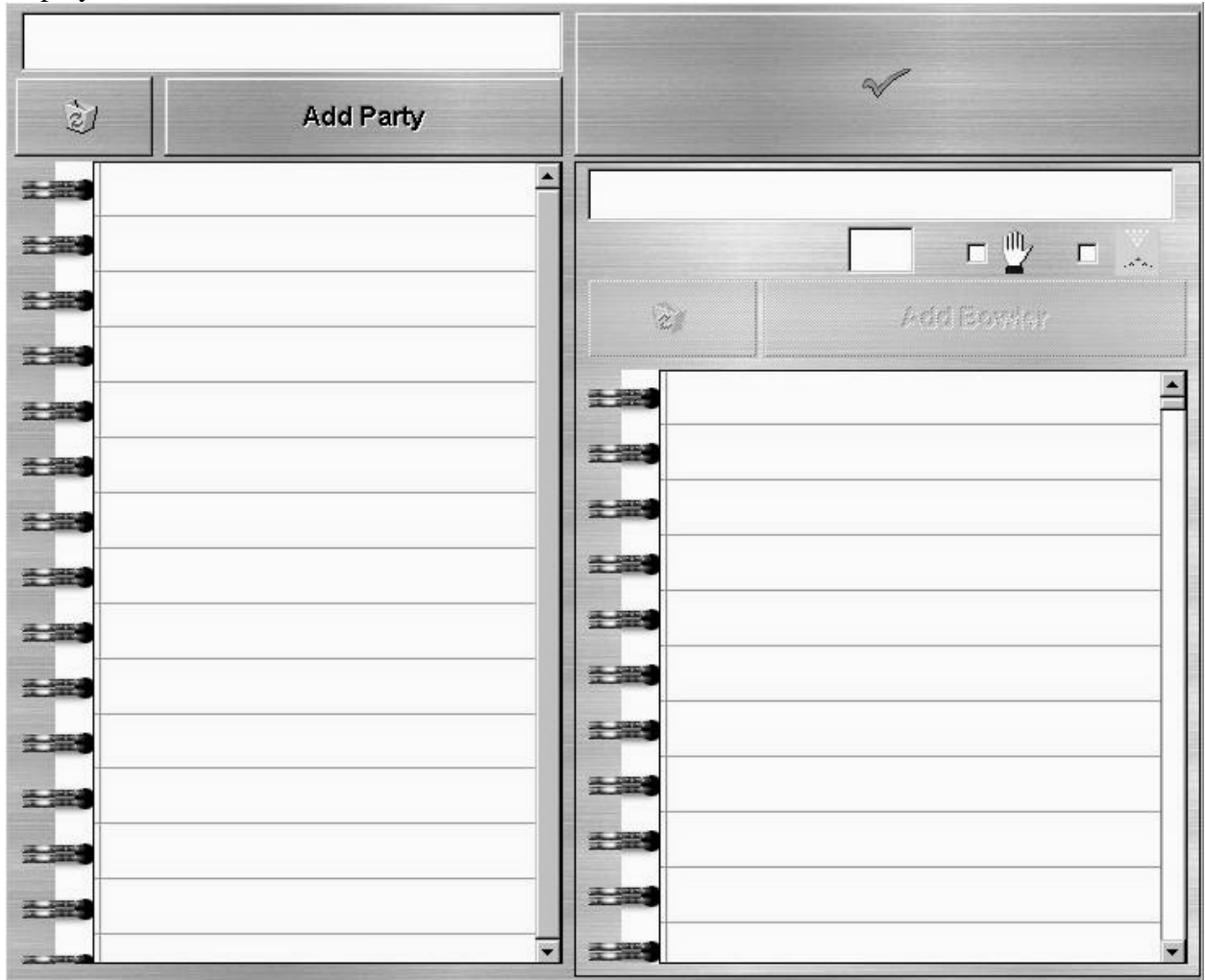
1. Select the  Lane Status button.
2. Select the  Tasks button.
3. Select the Resource Manager button.

Adding, Changing and Deleting Parties on the Waiting List

For ALL Waiting List actions, first perform these steps:



1. Select the  Waiting List button and the following dialog box will be displayed:



2. Perform the steps for **Adding, Changing or Deleting Parties and Bowlers on the Waiting List** as listed below:

Adding Parties and Bowlers on the Waiting List

1. Select the Party Name field, and enter the Party's Name.
2. Select the Add Party button.
3. Select the Check Mark button.

If bowler names are to be entered, for downloading to the scorers, perform the following additional steps:

1. Select the desired Party Name from the Party Name List.
2. Select the Bowler Name field, and enter the Bowler's Name.
3. Place a check mark in the Left Handed check box to cause the scorer to display left handed coach information, or leave the check box blank to cause the scorer to display right handed coach information for this bowler.
4. Place a check mark in the Automated Bumper check box to cause the scorer to raise the Automated Bumpers for this bowler, or leave the check box blank to cause the scorer to lower the Automated Bumpers for this bowler.
5. Select the Add Bowler button.
6. Repeat these four steps for each additional bowler in this party.
7. When all bowlers have been entered, select the Check Mark button.

Changing Parties and Bowlers on the Waiting List

1. Select the desired Party.
2. Make desired changes to the party information.
3. Select the desired bowler.
4. Make desired changes to the bowler information.
5. Select the Check Mark button.

Deleting Parties and Bowler on the Waiting List

1. Select the desired Party.
2. If you want to delete the entire party, select the Delete Party button.
3. If you want to delete a specific bowler, select the desired bowler.
4. Select the Delete Bowler button.
5. Select the Check Mark button.