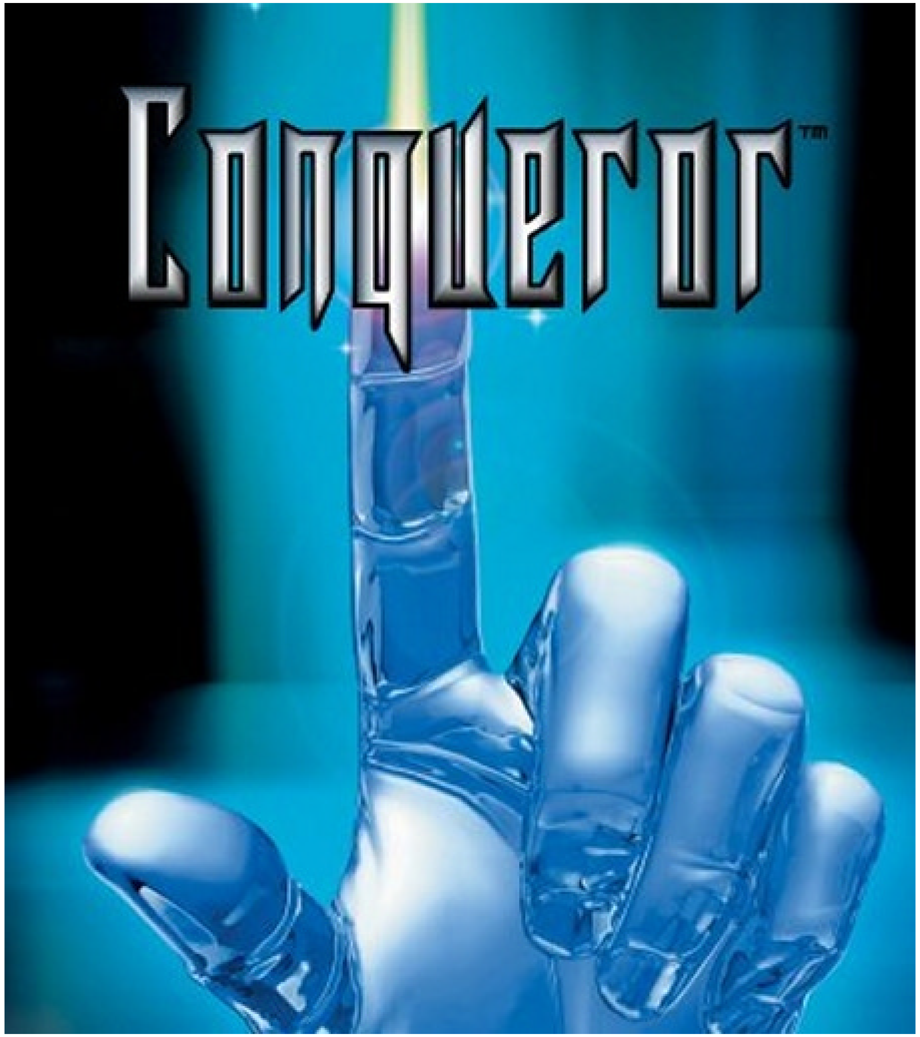
QUBICA®
WORLDWIDE
Presents



ver. 1.75.00

Overview

The Conqueror main menu is laid out in two primary areas. The first is the central area which is active and changes with menu selections. The second is the static external frame. This static area contains the functions which are most often used.Therefore they are continually displayed regardless of the users position within the program. These functions can be chosen in the Terminal Setup last page.

The internal section of the main menu is made up of three columns. As each column selection is explored, the available modules are displayed on the right.

Click on the active areas below to get more information

The STOP Button

STOP is a built in safety mechanism. The desktop **STOP** button can be pressed at any time and cuts all the power to the pinsetters. The following screen appears and asks for the action to be confirmed :

This is especially useful in extreme situations when the general public (for some reason) travel down the lanes. When pressing the **STOP** button in the confirmation screen a small window, called "Exit from Emergency stop" opens, where the **Restart** button allows to return power to the pinsetters.

The Clock

The clock displays the system time and is used as a common reference for all connected Conqueror terminals. This avoids the problem of each terminal BIOS clock becoming unsynchronised.

A hidden feature of the clock area is the GREEN dot. This indicates the shift status which is being opened or closed.

The current Price Category and the current Bowling Mode

This area contains information only. It indicates the current price category being used (eg *Saturday* Prices) and which Bowling Mode is currently effective (*OPEN*). (For further details see Global modes).

By clicking on this field the following current settings can be modified: Bowling Mode, Lane Options, Bowling by game and by time prices. This is useful in a situation where Sunday prices have to be used for public holidays.

This change is easily made by performing the above.

Easily accessible functions

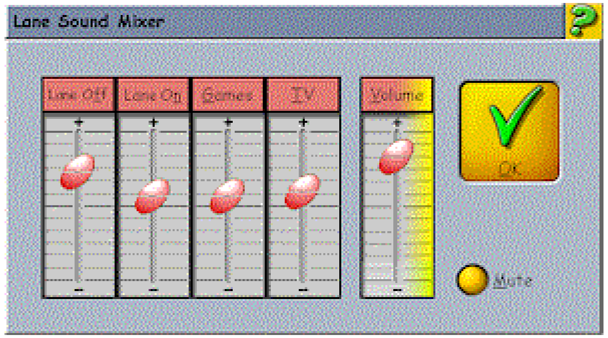
There are 5 programmable buttons located on the right hand side of the desktop.

They are displayed here using predefined defaults of Volume, Shoes & Socks, Safe Mode, Open Cash Drawer and Transactions Stack .

Use the static portion of the desktop to decide and program which functions are to be easily accessible at all times . (See Terminal Setup for more details)

Adjustments to sound volumes

Volume control is located on the static part of the main menu, but it can otherwise be entered from the Special Functions window of the lane status.



It is important to have easy access to this control as it may be necessary to make adjustments to sound volumes as the amount of people changes in the center. Side switch descriptions are:

LANE OFF: Volume control of animations being displayed when lanes are not in use.

LANE ON: Volume control of animations & static images being displayed on lanes when customers are bowling.

GAMES: Volume control of alternative bowling games.

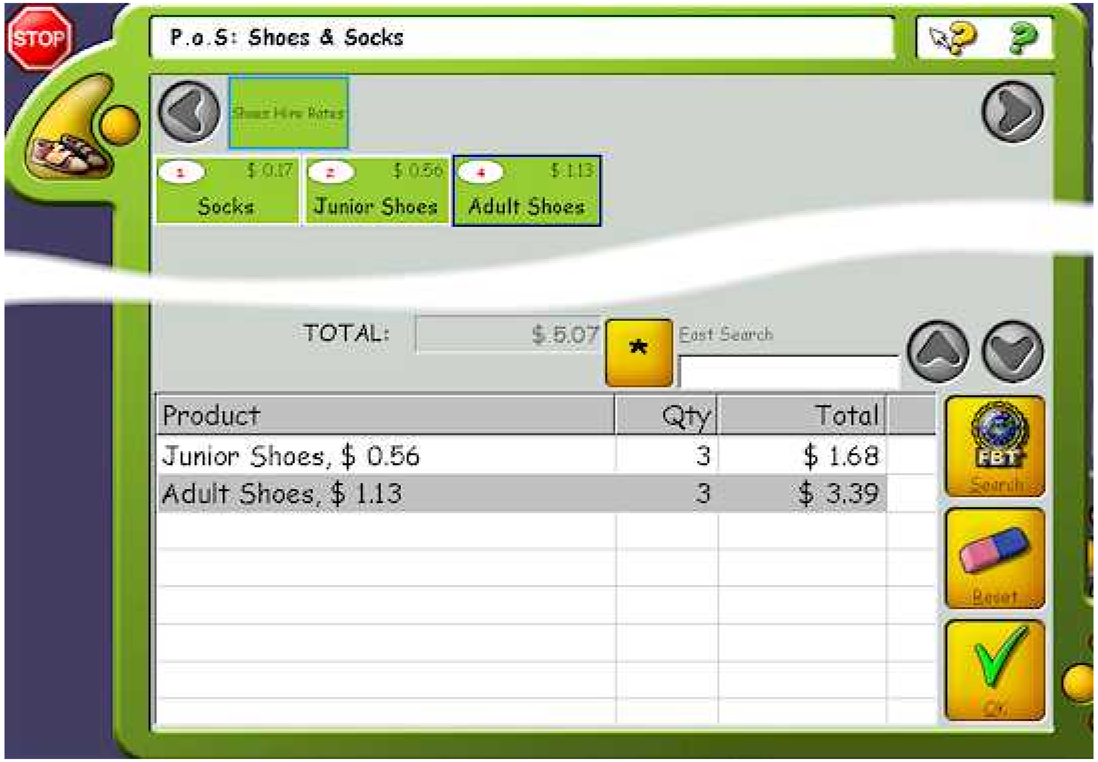
TV: Volume control of optional TV output.

VOLUME : Master volume control. When adjusting this master slide all volume is increased and decreased accordingly.

MUTE: Cuts the output to all devices. This is useful in cases of important public announcements. Quick to turn on and off.

Renting shoes outside a transaction

Access from the static area of the desk-top to the shoes and socks POS.



This access is designed for all unknown times when shoes need to be rented outside of a transaction. Select each shoe price button or use the multiplier button [*] to select multiple quantities. This shoes & socks POS is located in several places throughout the Conqueror.

Terminal safety when unattended

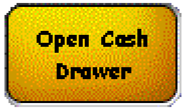
Safe mode is particularly useful when the terminal is left unattended. Simply touch SAFE MODE and the system becomes tamperproof without the relevant re-entry password.

Additionally, re-enter the system by touching the FINGER PRINT RECOGNITION, if there is an optional FPR unit.

Opening the cash drawer without performing a transaction

Access to opening the cash drawer without performing a transaction.

Every time the drawer is opened by this button



the event is logged in the event register for auditing purposes.(See System Log)

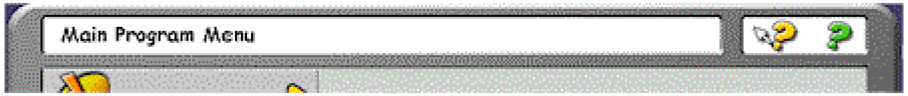
Stack transactions for later cash checkout

An advanced feature of the Conqueror system is the ability to STACK transactions. From many locations within the system current transactions can be STACKED for later cash checkout. The desktop button is highlighted when there are transactions pending in the stack. (See Main Menu).

In this example there are two transactions which were stacked by T.1 (Terminal 1) and some other information regarding origin & value. Simply highlight the transaction to be checked out and press PAY. A cash screen then appears where the transaction can be completed.

Memo line and help

In case the safe mode is disabled, there are three detail sections located at the top of the main menu.

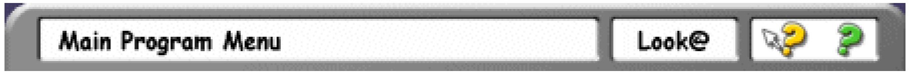


Memo Line: This is an information line giving the user their exact position within the Conqueror modules.

Yellow question mark: Provides specific details about the selected item. Simply click and then click the item you require help about.

Green question mark: Provides generic help about the screen the user is currently in. Simply clicking this mark reveals this help window.

In case the safe mode is enabled, a section is added, showing the name of the user connected to the system.



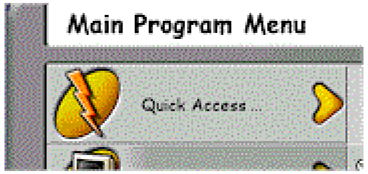
Clicking on this area two different things may happen:

- in case the safe mode is enabled, the user login window will be displayed, allowing to change user or active profile,

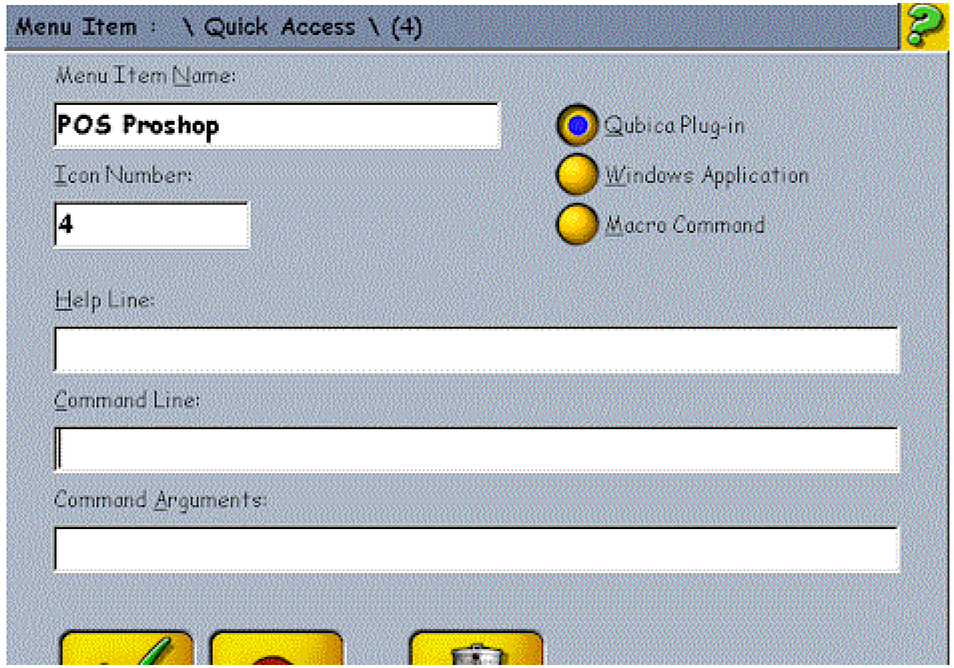
- in case the safe mode and the time tracking at logon/logoff are enabled, the time tracking window will be displayed, where it is possible to register the performed action, then the user login window.

Quick access

At this point of the document it is important to highlight the **Quick access** module (Column One, Position One of the main menu):



Each user can arrange their own most frequently used functions into this module:



When the user logs-on, their selections are displayed as the current default contents of the Quick access module. To create, delete or modify its contents simply hold down the Ctrl key and click an existing item or an available place in the Quick Access module. A data entry window appears where the name and data paths selected can be inserted, modified or deleted.

Select the icons to be displayed in Quick access menu

In the quick access creation window, in the **Icon Number** field you can specify the icon number you wish associate to the newly created button; here you can see all the selectable icons to be used:

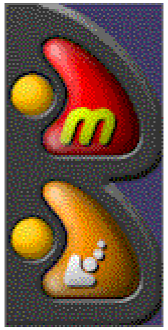

105 106 107 108 109 110
111 112 113 114 115 116
117 1118 124 130 168 169
170 171 172 173 174 175


180 181 182 183 184 185
188 189 193 194 205 216
217 219 222 223 224 225
230 231 232 233 234 235
236

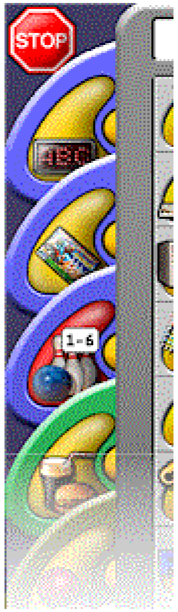
Main menu and Returning Arrow tabs

There are two tabs at the bottom right hand side of the screen.

"M" indicates Main menu. "Returning Arrow" indicates to return to where the user has come from.



Task Holding



Up to 7 different modules can be opened and these are then stored on the far left hand side of the desktop.

To task hold simply open the module to be worked with, and then press "M". The user is then returned to the main menu where the process is continued.

This may be very helpful when working with multiple leagues at the same time. Once the modules are held on the right hand side of the screen they can be easily toggled by selection.

Introduction

It's possible to have two main lane opening modes: single mode or pair mode. Then there are three opening modes: time, game and unlimited.

In the first case (time) you have pricekeys allowing you to sell hours or minutes. In the second case (game) you can sell one or more games. In the third case (unlimited) a ticket enabling one or more players to go on bowling as long as they whish.

When you're about to open a lane you can decide to sell time, games or tickets; in this case it's called "preassigned". In case you open a lane in any mode, without selling anything, it's called "postassigned": you'll check the amount players have to pay during lane closing.

Window layout

Upon opening a lane you enter the following screen

This screen is made up of three sectors. The first being Player information (Name, Shoes, Games & Price). The second sector, called "Lane purch.", relates to the sum of the individual players and also provides you the ability to express-insert a gross total of (players, shoes, games etc.) for the lane. The third sector is the grand total of the individual player purchases and/or lane purchases.

If you scroll horizontally:

- in the first column (if you have opened this screen in pair mode) there are arrows indicating the distribution of players on the lanes. Clicking on the arrows you can move a player from one lane to the other of the pair.

- in the second column there are symbols relating to the player's type.
* if, empty player status is normal
* if, **B** player status is BLIND
* if, **>** player status is Best Ball
* if, **>>** player status is Best Frame
* if, **V** player status is VACANT
* if, **P** player status is Pre or Post Bowler

- the third column contains the players' names

- the next three columns contain the Quick Items that can be sold. These refer to most often used ancillary items, such as shoe hire etc.

- the seventh column contains the current default price. You can change this price by selecting the field.

- the eighth column contains the total amount of games assigned to each player (remembering that this is an option as you can enter the total amount of games for the lane into the LANE PURCH. row).

- the ninth column contains the total amount of each player's individual purchases.

- the tenth indicates the amount still due from each player (useful if only a partial payment has been made).

- the last column allows you to select individual elements to collect payment from (example: to collect the payment from one or two players only on one bill).

At the bottom left side there's a box to select the price for extraframes

The arrows are useful to browse the players' pages (in the case there are more than eight players).

Clicking on sensible areas

Clicking with the left mouse button on a row containing a player the window "Modify bowler's options" is displayed, while using the right mouse button only the bowler's name is selected.

Clicking with the left mouse button on the area reserved to players, but temporarily available, the window "Insert bowler's name and options" is displayed, allowing to add a new player to the lane.

Clicking with the left mouse button on a box in the column Games/Time you'll open the window allowing to sell games/time to the corresponding element. The price used for game mode/time mode bowling is the default one, but it's always possible to sell assigning any price to the selected element.

Clicking with the left mouse button on one of the boxes on the column Prices you can sell Games/Time to the selected element using the default price (that can be read in the box).

NOTE : Every time you need it you can see games/times/sold tickets situation by clicking on the Games/Time/Players column frame (even if some informations are just present in the price key column).

Clicking on a box on the column Total you can preview the transaction.

You can assign one of the quick items to the related element by clicking on one of their boxes.

Clicking on the lane boxes on the quick item columns you can assign any amount to the lane.

Clicking on the last column you can decide which elements to be selected; at each click, data of the row Selected Total will be updated.

Buttons

Within the Open Lane window you find the following buttons:

Practice: allows you to define the practice mode, inserting the number of practice minutes or the number of practice balls; then in the button you'll have abbreviations such as P - 6M (six minutes), P - 4B (four balls).

Bowlers' #: opens the window "Select bowlers' #", where it's possible to select the number of players to be automatically inserted; it's possible to make all the required changements entering the bowlers' options window.

Bowls Price: allows to assign the default price (indicated by "(d)") to the selected elements. For instance, if a player having the default price "Senior" has bought three games using this price, you can change and assign him the default price "Normal".

Set time/Set Games#: allows to assign a specified amount of games or time to the selected elements, resetting the ones contained in the box on the column Games/Time.

Lane opts: allows to assign an option to the selected lane (See Lane Options)

Lane/Player#1: allows to sell POS items to the element shown on the button (lane or player). It will be "lane" if there's a multiple selection, otherwise it'll be the single player (e.g. "Player #1").

Open now: (available until any economic operation is made) allows to open the current lane.

Pay now: (available if one ore more economic operations has been made) displays payment dialog for the selected elements, indicating "WARNING: INCOMPLETE CASH TRANSACTION" if the transaction is partial.

Pay later: (available if one ore more economic operations has been made) allows to open the current lane postpone the payment to a later moment.

Opening a group of lanes

This is very useful when every action has to be performed very quickly, and opening modes are standard ones, so the players' names don't have to be inserted, the quick items don't have to be assigned, (or they can be assigned on the lane), the same for POS items etc.

First of all you have to select the group of lanes, pressing the button **Select lane group** , at the bottom left hand side of the lane status window. The chosen group will be highlighted in blue, allowing to select an opening mode. Then you enter the window "Lanes - Group Opening" , very close to the "Lane Opening" one.

On the first column the concerned lanes are shown. Pressing the button **Bowlers'#** on the left you can decide the number of players to be assigned to the selected lanes.

In order to set the practice for the selected lanes you'll have to press the button **Practice**, or you'll have to click on the squares of the related column, if you want to make a choice for every single lane.

On the fourth, fifth and sixth column quick items are displayed (in case they've been set); in order to assign them to the lane you'll have to click on the related squares. In this case, it's not relevant if some of them can be automatically assigned.

The column "Prices" is displayed for all the opening modes, but in the "unlimited" one it's merely a description of the default price key (considering that the number of tickets is related to the number of players on the lane). Concerning the "time" and "game" modes, it's possible to assign default price keys to games, inserting them in the related squares. It's possible to modify the default price key for the selected lanes pressing the button **Bwls price**.

The eighth column is different for each opening mode, so you'll find a different one for Games, Time or Player. In the first two cases, clicking on the squares, it's possible to assign respectively games or time to the corresponding lane. Pressing the button **Set Games#/Set Time** it's possible to sell games/time to the selected lanes, through the window enabling to select quantity.

For the unlimited bowling, this column (in this case named "Bowlers") is just a repetition of the second one.

On the column **Total** the amount every lane has to pay is displayed. Clicking on the squares it's possible to preview the transaction of the corresponding lane. On the last column it's possible to make up the required selection. At the bottom you'll have the arrows allowing you to scroll down the pages, if they're more than one. Then you'll find data related to the current selection. In case of "game" opening mode an option on the right allows you to set the price key for Extraframes. Clicking on **Games purchased** it's possible to set which frames have to be considered as extraframes.

On the row below general totals are displayed.

The button **Options** allows to set up the entire group of lanes.

The POS button allows you to sell POS items to the first lane, (if there isn't an active selection), otherwise to the first lane of the current selection.

Pressing the button **Pay now** the payment for the selected lanes will be preapared and lanes will automatically open.

Pressing **Pay later** the payment will be postponed, while the selected lanes will immediately open. In this case, if the selection was partial, the group opening window will still be open, displaying only the lanes still to be opened.

Double clicking on an open lane

Clicking on an open lane the window "Closing lane <n>" is displayed, where there are the following buttons:

- **View prizes**: shows the won prizes.

- **Lane/Player #1**: allows you to sell POS items.

- **Scores**: enables to open the window where the scores of the played games are displayed.

- **Park**: allows to park the lane, not closing it while emitting the payment of the general transaction, but making it available for a later opening (just pressing PARK from the lane status window).

- **Save & exit**: saves the changements made (e.g. the POS sales).

If you click on a lane open in POST-PAID (game or time) or UNLIMITED mode, you'll have one more button:

- **Bowls price**: allowing you to assign a price key to the selected element.

If you click on a lane open in other opening modes you can have the button:

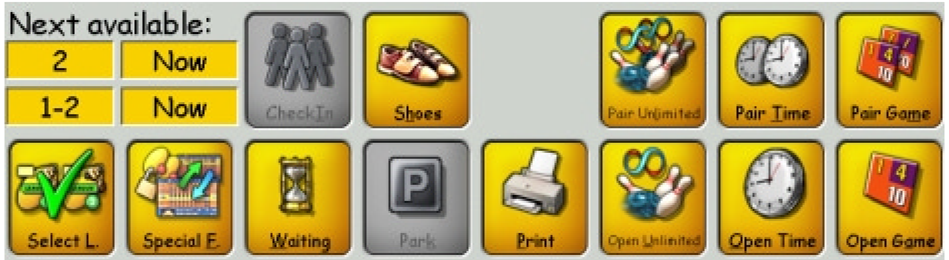
- **Pay now**: that opens the window for the payment of the global transaction related to that bowling session.

Then you'll find the button:

- **Close**: that closes the lane immediately (the button is active only if the lane hasn't got any stack transactions).

Selecting a closed lane

Once you are in the window summing up general status and information related to lanes, you'll see a small box representing each lane. Selecting a closed lane, the following screen is displayed:



Buttons

The buttons on the screen are the following:

Select lane group: allows to select a group of lanes; this can be helpful to assign special functions or to open a group of lanes.

Next lane/Next pair: indicates the number of the first lane available for a single/pair opening; if there are available lanes, the system indicates the one with the smallest number, otherwise it estimates which lane could be the first available one. If the Center works in POST-PAID mode, there aren't elements to make such an evaluation.

Special Functions: opens the window to access the various special functions. (See Special Functions).

Check in : selecting a group and pressing this button, it's possible to insert data related to the group. Then data will be sent to lanes.

Shoes: from this window, as from many other parts within Conqueror, it's possible to rent shoes and socks without having to associate this operation to a transaction.

Park: this operation allows you to transfer a transaction into a safe area, sending the following transaction to the same lane/s. If the bowling center works in post-paid mode and is very crowded, this can avoid possible mistakes. When the customer the parked transaction relates to wants to pay, the transaction can be easily found and cashed out

Print: opens the window Search and Print games .

Then there are the buttons with the different open modes, enabled only if the selected lane isn't open and can support them:

- PAIR UNLIMITED

- PAIR TIME

- PAIR GAME

- OPEN UNLIMITED

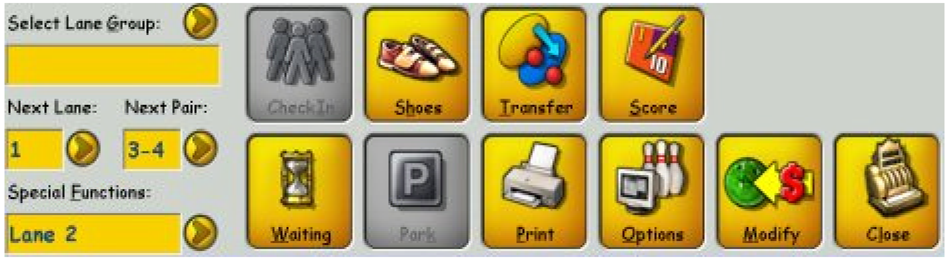
- OPEN TIME

- OPEN GAME

***NOTE**: If you want to open a lane when there are reservations in the Waiting List , you will be alerted. So you can decide to open a reservation (by the Open button) or to avoid it (by the Cancel button).*

Selecting an open lane

On Lane Status window, if you open an already open lane, you'll see the following screen:



You'll have some more buttons, comparing them to the ones you'll find on a closed lane:

Transfer: allows you to transfer a lane (or a pair of lanes) to another lane, maintaining all related data.

Score: shows the scores related to every frame for all the bowlers of the current game (See Score).

Options: opens the Lane Options window.

Modify: allows you to modify the current session.

NOTE: *If you want to add a bowler to an open lane you have to specify by the* ***Start Mode*** *if this player starts whitin the current game, the next game or straight within the current frame .*

Close: opens the window to close a lane

Symbol key

Selecting

Front Desk... -> All Lanes

you have the complete situation of the lanes. Each icon in fact represents a single status of the lane at a given moment:

At the top left hand side the opening time of the lane is displayed, while at the bottom right hand side there is the number of the lane. The small box containing the number of lane can have different colors, according to the opening mode:

Red -> Open

Green -> League

Blue -> Tournament

It shows that the lane is loading programs and data; if there is a number, it indicates the error code for the selected lane

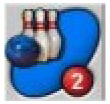
Lane open in "unlimited" mode

Lane open in "game" mode

Lane open in "League"

Lane open in "time" mode

Lane open in "Tournament"



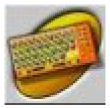
Closed lane

Pre-paid lane

Lane still open where the preassigned bowling is over

Slow Bowling. When the amount of time set within the Lane Options has elapsed, you'll have a Slow Bowling situation

Lanes in pair



Lane open with players inserted from console


This icon will be displayed when some frames still have to be played:

F-050 = 50 frames still to be played (pre-assigned mode)

F-4:59 = time still to be played (pre-assigned mode)

1 = one game being played (post-assigned mode)

This space will turn the suitable color, if a classic game is active on the lane (e.g. 3-6-9, No tap).


Lane locked by a reservation


Lane where a reservation has expired

***NOTE**: pressing the button*  *on the top right hand side you'll find a "?", and clicking the box related to a lane you'll have all information about its current status.*

Proportional

Let's suppose that within the Center Setup the price evaluation mode set (time or games) for Postassigned is the option *Proportional.*

GAME MODE - POSTASSIGNED

When closing the lane, by clicking on the boxes relating to the games bowled by a single player, the POS will open (with the title "Modify bowling prices by <bowler's name>). At the top of the screen you will see the Game bowling departments and the Extraframes. Below the total due with the current settings will be highlighted (it changes, depending on the assigned pricekeys), and the bowled games (2.3 means 2 games and 3 extraframes). It's possible to quick search a pricekey by inserting the relating quick number within the Quick search field. Once you've entered the list there will be a row for each game, with the time range when the game is played and the default pricekey, and in case an extra row for extraframes.
Selecting one or more row (a multiple selection is allowed), then clicking on a pricekey, the pricekey will be assigned to that game. The button **Xf** allows you to assign a later selected pricekey to the extraframes, otherwise you can decide to use the special pricekeys for the extraframes.

The button **Reset** allows you to go back to the previous settings. Pressing **OK** you apply the new settings.

FRAME MODE - POSTASSIGNED

In case within the Center Setup the option Frames is set, the operations to be performed are similar to the ones described above, but you'll have to work with frames instead of games, and the button Xf will not be displayed.

TIME MODE - POSTASSIGNED

Time is divided into 30 minutes time bands (except for the first and the last band, that could last less). Time can only be sold to lanes. Clicking on the time on lane, POS will open, with the Time Bowling department at the top of the screen. In the list there is a row for each time range, with the time bowled within it. Then the operations to be performed are the same as the ones described above, but the button Xf will not be displayed.
In case a reservation is made within the waiting list, it is not possible to know at what time the lane will be opened, so the point of reference will be the time of the insertion in the waiting list.

Assigning prices and proportional mode

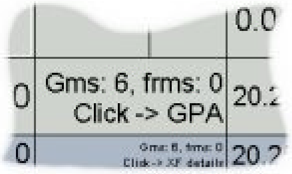
When using the proportional game mode it is not possible to assign to the extraframes a pricekey prepaid on card or related to a package.

In proportional frame mode it is not possible to assign a package pricekey to an incomplete game.

If you are working in frame mode and you have to refund a certain amount, you can select a pricekey expressed in games, but refund only frames.

Global Price Assignment

This function can be used to close a lane in POST-ASSIGNED game mode (not proportional); it allows you to group the games of various players on the same lane, combining them as a single transaction. If this is the case, an individual price could be assigned to each of the games bowled. In order to include a player in this operation it's necessary to select him pressing the buttons on the last column, then select the GPA field, as shown below:



Now the window "Global prices Assignment" will open,

and here you can choose the price to assign.

It will be impossible in the selection to overcome the quantity indeed disputed. By the **Xf** button you can sell possible extraframes (this price will be calculated by the single frame pricekey according to their quantity). Otherwise you can use the special pricekey for the extraframe.

Global Price Assignment

Going back to the previous window, you'll see it as shown in the example:

The game total and the various prices applied can be read on the row related to the lane. Pressing **Undo** in any player's Games box you can return to the previous status. Furthermore, you will notice that ALL the bowlers' fields are marked with GPA; it's also possible to select only some of the current players and combine them into the GPA total. In general, there is no right or wrong way of assigning prices; the user has to discover wich one suits him best.

Post-paid, round and combine

Let's suppose that one or more players, which should have bowled two games each, have to leave earlier than expected and don't complete their games. Two options for the payment now present themselves:
1) charge them game rates for the completed games and Extra-Frame rates for the partial games;
2) use the **Round & Combine** functions:
if the players have bowled two games and seventeen frames, pressing

- **Combine:** turns the two games and seventeen frames into a total of three games and seven frames

- **Round:** takes the combined amount of three games and seven frames and rounds it up to four games

- Normal: returns the process back to its original state. Use this function if you don't like the result after R&C operations

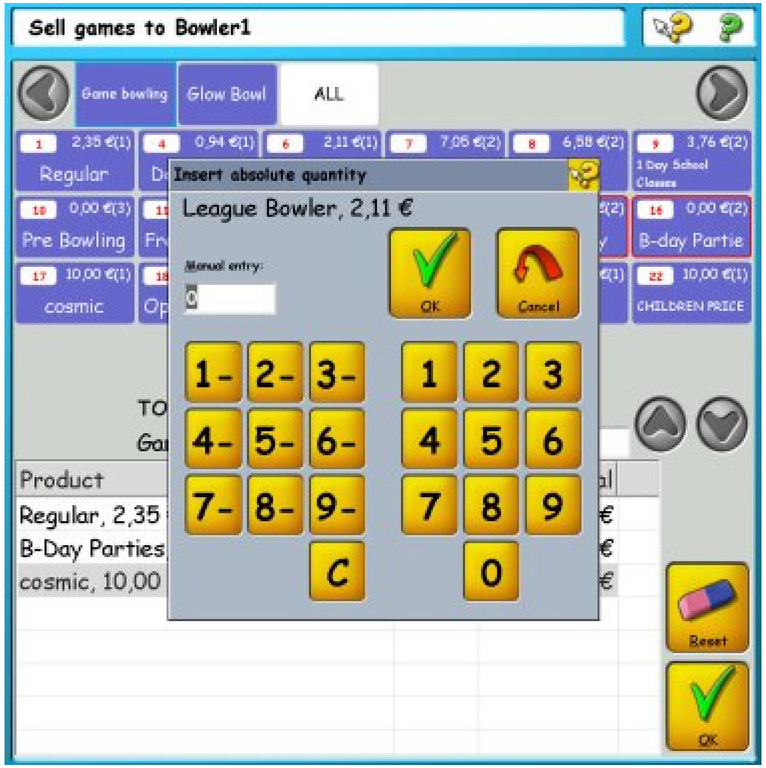
These functions make the payment operations much easier and quicker.

Assigning Prices

At the top of the screen you have the departments which contain prices. This price departmentalization makes it easier to find rarely used prices quicker. It also makes it easier to have a better accounting structure in your reports.

In the middle of the screen you have the total amount to be paid for the assigned pricekeys, followed by the number of games assigned. If you are opening a lane, you can freely assign as many games or time as you want. If you enter this window from a closed or closing lane, you'll be limited by the amount of time or games assigned to the current item (player or lane).

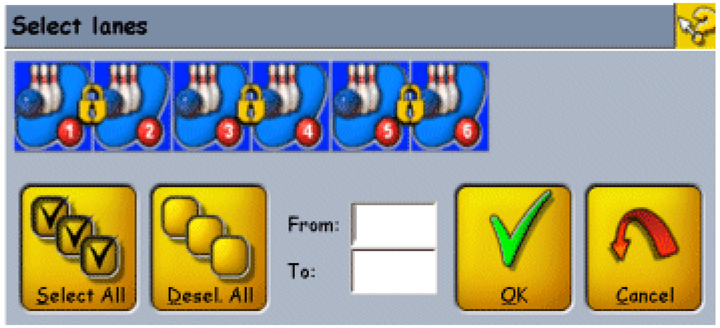
Each pricekey contains a QUICK SELECT NUMBER. Entering this number on the keyboard simulates the click-selecting function.



By pressing **RESET** it is possible to clear what had been selected and start again.

Select Lane Group

Click on "Select Lane Group" box and a selection box appears.



From here it is possible to select a single, various or all lanes and apply a function (Lane Options Or Special Functions) which is described further. Once all lane group selections have been made the result is displayed within the dialog box. See Lane Options & Special Functions for more information.

Extra-Frames

A selection box called X-FRAMES is located in the lower left hand corner of the Bowler data entry screen. This is a POSTPAID transaction whereby Frank and Thomas bowled past their first game and started into their second (they are about to claim that they didn't know the game was over).

What can be done with these accidentally intentional extra frames? By selecting X-FRAMES it is possible to change the default rate for extra frames from a FREE rate to a chargeable one. It is also possible to COMBINE the fractional games (Extra Frames) into one solid game in which a price can be assigned. (See Post-paid, Round & Combine)

Voiding and refunding in the various contexts

First of all, let's make a distinction that will help us understanding what follows.
VOID means the cancellation of a purchase order made by a customer. The items concerned have not been paid, nor used (e.g. games have not started, POS items have not been used).
REFUND means the refund of an item already paid. Therefore, the first operation does not involve any cash operation, and the relating transaction will appear in economic reports only in the special section called "Void". On the contrary, the second operation causes money coming out of the cash drawer, so the transaction will simply have a minus sign, appearing in the section called "Refund".

POSTPAID - VOIDING A LANE
It might happen when an error occurred while opening a lane, so the operation must be voided. Being an important and delicate operation, the permission will be given only to a few trustworthy operators. If for instance a lane is opened buying 1 game and ordering 4 drinks, the system is able to know if games have started, but it is not able to know anyhow if drinks have been already drunk. So it is up to the cash operator to check. The voiding lane operation can be easily done from the lane status window, pressing the **Void** button and confirming the operation, or entering the lane closing window, selecting all and pressing **Refund** .
If for instance some POS items have already been paid, this global operation is not allowed; a partial voiding will be done from the lane modifying or closing window.

GENERALLY (for **prepaid** also)
It is possible to press the **Refund** button to void all items that have not been paid nor used, and to refund items that have already been paid but not used.
In case of composite transaction, the customer might have paid only bar items, but not games; it is possible to refund what has already been paid, while voiding the transaction rows relating to bowling.

From the lane modifying window, pressing the **Refund** button, you enter the window with the same name, that will be described further on.
From the lane closing window a partial selection can be made (e.g. a single player), then pressing **Refund** some of the games (or all of them) can be refunded; after this operation the player disappears from the lane (automatic check-out). Games that have not been refunded can still be played, but they are not displayed within the window of the lane.
In case of non preassigned mode, bowling items are not assigned (time, games or tickets), so it is not allowed to void/refund rows relating to bowling (as there are not the related transactions).

In case of proportional preassigned mode, bowling refunds are not allowed.

Refund window - Description

The window that opens pressing the **Refund** button from the modify lane window is the following:

At the top of the screen there are two boxes: the one on the right shows the bowling "units" that can be refunded (games, time, tickets) following the selection made, while on the left there are the ones that have been set to be refunded. The table on the left contains information relating to the items that can be refunded, while the table on the right contains items already set in order to be refunded.

The buttons in the middle of the screen allow to move items from one list to the other: the first button moves all items relating to the selected row on the left to the table on the right; the second one allows to move a part of the items relating to the selected row on the left to the table on the right; the two buttons below have a similar function, but relating to movements in the opposite direction (allowing to cancel the removing of the item already set). The two buttons above become active only when selecting a row of the table on the left, while the two buttons below when selecting a row of the table on the right.
In both tables, each row contains information relating to player/lane, a brief description (usually the name of the assigned pricekey), the quantity and the total due. The first column contains the lane and the players items are associated to.
At the bottom left hand side there are two elements: **Total**, representing the total due before the refund, and **Balance** , summing up the total after the refund; the second element changes when moving items between the two lists, and it can also become negative, when refunding an item that had already been fully paid.
The buttons on the right are:
Refund, allowing to actually make the refund, through the cash window. Within this window all information related to the rows that in the Refund window were in the table on the left will appear, together with information related to the rows of the table on the right that had already been paid. If everything related to the lane has been refunded, within the cash window there will be the row "Lane n, assigned to lane" however, but having total zero; when clicking the row a window opens where items assigned to the lane that have been voided are marked by a "v". The same happens when refunding everything relating to a player. **Confirm** allows to make a virtual refund (without making any cash operation); this can be useful because maybe the players will buy other things later, whose cost will be added to the credit after the refund. This operation has no sense when closing, because the transaction is coming to an end.

Bowler's name

It is possible to enter the window to insert bower's name either from the open lanes, either from the windows where you can modify data.

From these data entry windows some options can be assigned only to a specified player, while, through the Lane Options, options are assigned to the lanes and to all the bowlers on that lane. Moreover, in some situations the Lane Options have priority on the Bowler's Options. For instance, if Bowler's Options are set with No Bumper for the players, you can assign bumpers to that lane using the Lane Options. Every bowler will have bumpers.

Bowler's Information

Bowler's information is inserted in the central section of the data entry window. (To be remembered that this is only an optional process).

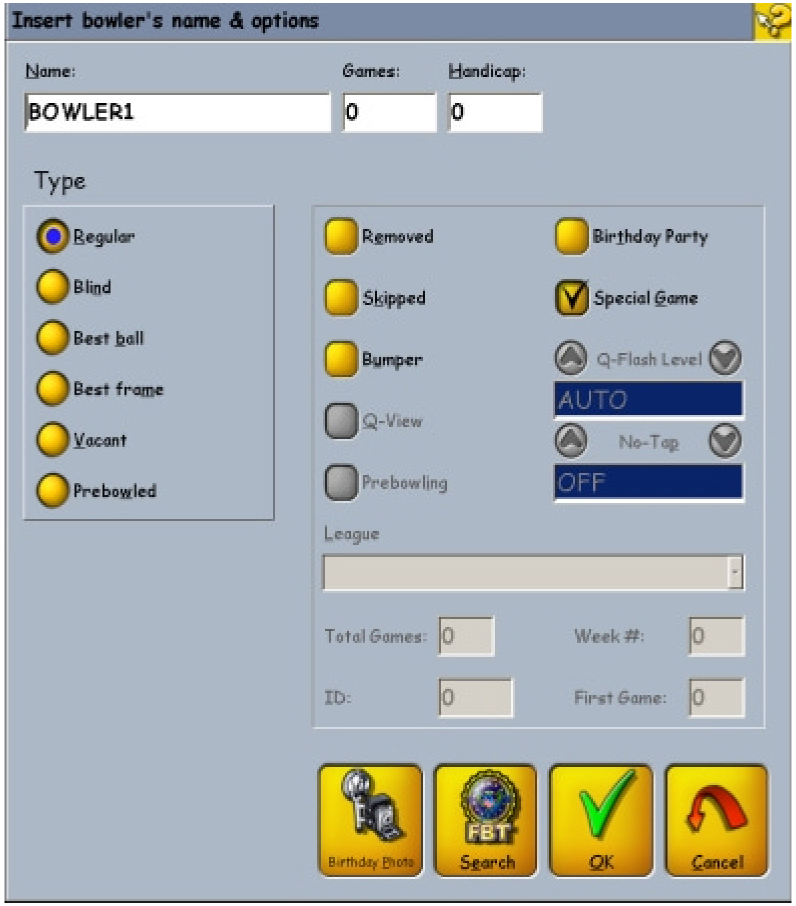
Lane 1	COKE $ 2.80	Junior Shoes	Adult Shoes	Prices	Games	Total	Due	All
Frank				3 Normal	3	$ 11.70	$ 11.70	
Emanuele				3 Junior	3	$ 8.10	$ 8.10	
Robert				2 Adult	2	$ 4.80	$ 4.80	
Pat				1 Senior	1	$ 2.70	$ 2.70	

In this example four bowlers have been inserted. Each one has selected SHOES, except Pat, who's got his own shoes. The bowling price is different for each, depending on the number of games played. (In this example Pat leaves after 1 game, Robert plays the first and second games, while Emanuele and Frank play all the three games).

When a bowler leaves you'll have to set the check box by the column DUE and press the button PAY NOW. The payment window will appear.

Bowler's Options

Once you are in the lane opening window, you can enter the window **Insert bowler's name & options** , by simply starting typing some letters on the keyboard or clicking on the empty section of the players' list.



Pressing the button **Bowlers#** it's also possible to insert a number of generic players (PLAYER 1, PLAYER 2 and so on), but you'll be allowed to insert all the specific data related to the single players only entering this window.

You can enter this same window from the **Modify** window.

Below you'll find a brief explanation of the functions of the window:

Bowler's Name: here it's possible to insert the bowler's name. It can be inserted typing the name on the keyboard, or it can be acquired through the FBT card reader.

Handicap : here you'll have to insert handicap values for the selected bowler.

Bowler's types

Select Bowler's type: here you can specify the bowler's type, choosing among the following ones:

Regular: basic type of the average bowler.

If you choose this option, you'll have to specify if the player is **Removed** or **Skipped**, if he uses **Bumpers** or **Q-View**, if he requires a **Prebowling** option. Choosing the **Birthday** animations, if the system has the player's data, on his birthday animations and a photo of the player will be displayed on lanes (to set and acquire a photo press **Birthday photo**). Then you'll have to specify if **Special Games** are required, the possible **Q-Flash level** and **No tap** options. In case of a league player, it is possible to add information about the league.

Blind : setting this option, the staff member has to insert the BLIND score value.

Best Ball: if the option is set, the related bowler will be the best "virtual player" (described in the section Lane Options - Qubica Key).

Best Frame: see above.

Vacant : setting this option, the staff member has to insert the VACANT score value.

Prebowled: in this case, the following additional options are requested: *Removed, Skipped,* score of the current game and the 6 following games.

The **FBT search** button allows to insert an FBT member to the lane (even though FBT members normally use the magnetic card).

Special Functions

In this window various functions concerning the lanes are grouped:

Split: allows you to split two lanes that were in pair before.

Last: provides the last image the camera has filmed on the selected lane.

Pinsetter: opens a window where it's possible to start an entire cycle of the pinsetter, turning it on and off and setting its parameters.

TV: allows you to set the screen options on the selected lanes (if they are active, if they display the scores, if audio works).

Pogo Pin: opens a window allowing to activate the game having the same name (see further explanations).

Reopen: in case a lane is closed and the corresponding transaction is sent to payment, if the bowlers change their mind and want to play on the same lane again, this button allows you to reopen the lane with the previous bowlers and settings. The new games will be added to the previous ones.

Merge: allows you to put two lanes together, making them play in pair.

Swap: moves players from one lane to the "sister" one(enabled only in case you select at least two lanes opened in pair mode).

Workshop : allows you to make one or more lanes no more available, e.g. in case of technical breakdown. The same button will reopen the lane, once it'll be fixed.

Volume: allows you to set the volume for a closed or open lane, for the special games, for TV, or to disable audio (Mute).

Monitor image: allows you to display the image the monitor on the lane shows (enabled only if a lane is selected).

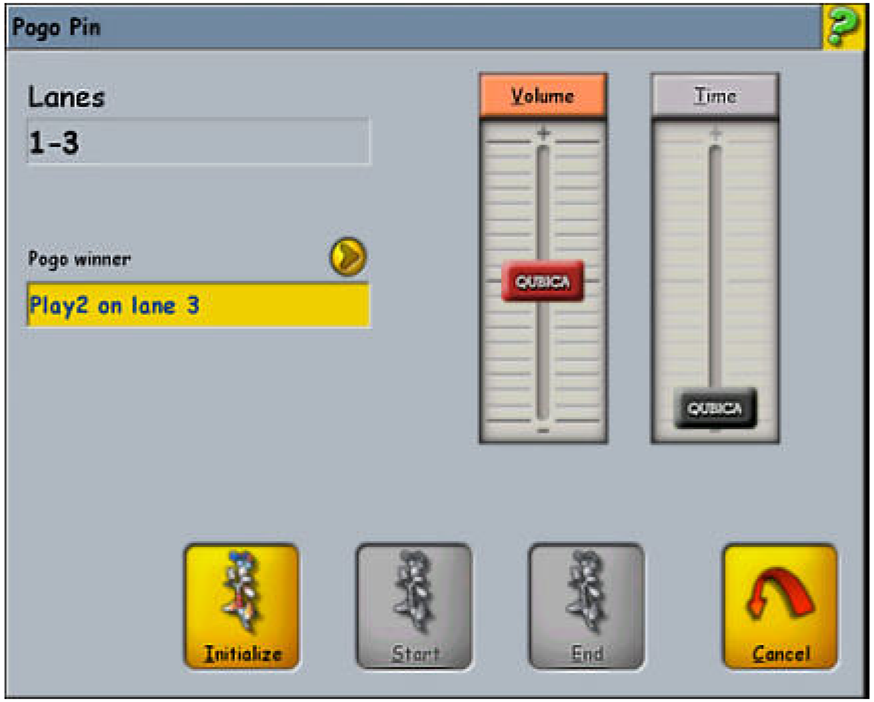
Transfer players: allows you to transfer players from one lane to another with the same opening mode, or on a lane that is temporarily closed and will be consequently opened. In case of Time mode, with Charging mode "to the lane", it is not allowed to move players.

Pogo Pin Details

To enter Pogo pin it is necessary to have selected lanes which correspond to the following requirements:

- an open game
- names are not being entered
- the lane is not in error
- the Pogo Pin function is supported by VDB apparatus, controlling the lane

If no lane has been selected to access Pogo Pin a selection window is automatically proposed.



Pogo Pin Details

Under **Lanes**, those which can be used to activate Pogo Pin are displayed (they do not have necessarily to be one after the other), and under **Pogo Winner** the winner's name and the lane where he/she can be found are shown. Press the arrow beside **Pogo Winner** to enter a table which displays all the available players and allows you to manually select the one you require. **Volume** can also be regulated independently from the lane setup.

Press **Initialize** after having inserted the winner's name and set the volume up. This is important to allow the *Conqueror* calculate the backgrounds and the lane animations.

Pressing the previous button enables **Start** and **End**:
Start allows the Pogo Pin animations to begin.

The winner is indicated on his/her lane, while an arrow appears on the other screens, indicating where the winner is playing.

End eliminates the Pogo Pin animations on lane. Pressing **End** disables all the keys, except **Cancel**.

Waiting List

Working with waiting lists is different in every center. Some like to take payments for shoe hire only, some for everything and some are totally post-paid.

After having entered the Waiting List screen, first of all you'll have to choose the resource type and the defined time games (See Time Games Setup). Waiting List entries can be made for any established resource in your center.

If you choose the resource "Bowling, 10 pins" you'll have the list of all reservations not executed yet. Pressing **New** you'll have a window where it's possible to insert a description, helpful to easily find your customers when their turn will come.

Then you'll have to decide if and which mode you want the receipt to be printed. Pressing one of the buttons a window will open, allowing you to insert data related to players, prices, payment and so on. Pressing the button **Save** you'll go back to the "Waiting List" screen, where you'll find all the inserted details of your reservation.

If you choose a time game, pressing **New** you'll only have to insert a desription for the reservation and you'll have to specify if you want the receipt to be printed.

Choosing a time game it's only possible to insert or to **Delete** the reservation.

The button **Reset R#** , enabled only if the list is empty, allows you to apply to the next reservation the number "1".

The button **Zoom** opens a window summing up the current reservation; from this one you can shift to the other reservations related to the same resource using the bar. From this screen you can only modify the description, then saving the changes.

Pressing the button **Modify** you reopen the window where you can modify all the previous settings. The button **Open** allows you to open the lane/s, executing the reservation which will be consequently deleted from the list of the resource it was related to.

Through the button **Remove** all the transactions associated to that operation will be removed, so your confirmation is required.

It's also possible to refund the customer who'd paid in advance, pressing the button **Refund**, that will delete the reservation.

The arrows on the bottom left hand side of the screen allow you to modify the sequence of reservations: the selected one will be moved up or down, depending on the arrow you're using.

Cash Out Screen

The Cash Out Screen appears whenever the pay button is selected. In case the total of the transaction is zero, and within the Center setup - Payments the option **Print total zero receipt** is set, this screen is not displayed.

Here there is a summary of the transaction being performed.

Name column: Shows the sale origin (in this example, Lane & Name). The last row shows the individual items combined.

Frame(s) column:
Displays the number of games.

Bowling column: The total $ due for the bowling department.

Shoes & Socks : The total $ due for the Shoes & Socks department.

Subtotal: The row by row total $ due.

On the bottm left hand side of the screen, there are the following fields:

Total: If there are taxes and roundings, clicking the yellow box will open a detail window (**Receipt details**) where the net total, the amount of taxes and roundings will be displayed (as defined within the Center Setup).

Special payment: by clicking this box enters a window where it is possible to choose the additional payment modes defined in Definitions. Selecting an item the system will suitably guide the insertion of the amount. For instance, if Qcash is selected, the Member Search window opens allowing to select the member, then a second window allowing to insert the amount.

Total due: The total amount for the transaction.

Amount Tendered:Clicking this button reveals a numeric data entry box where

values can be inserted. By pressing OK the system calculates the amount of **Change due**.

***NOTE:** If two currencies have been set, pressing one of the boxes of the **Amount tendered** the previous data entry box will be displayed, related to the corresponding currency.*

These inputs and results are displayed on the optional customer pole display and printed out on the option receipt printer.

***NOTE:** If I click on a transaction row a Detail window appears reporting pricekeys, quantity and subtotal.*

On the bottom right hand side there are the following buttons:

Link : To recall a stack transaction in order to link it to the current one and collect the payment.

Stack : to stack a transaction.

Currency: Allows you to choose (or modify) a secondary currency for the last three fields (Total Due, Amount tendered, Change Due).

***NOTE:** In case the total of the transaction is a negative value, the **Total due** item becomes **Total amount**, while the **Link** and **Stack** buttons are disabled.*

***NOTE**: when performing any kind of transaction there are some windows where you will find the value of the last transaction made while they were open. Among them there are POS and Lane Status (not for League and Tournament).*

Receipt : to print the receipt.

Pay: to close a transaction storing it into the hystorical data.

These data are displayed on the customer cash display (optional) and printed out if there is an enabled device in the Terminal Setup.

***NOTE:** When using a card or recharging it, the residual amount of the member's card will appear on the receipt (as QCash or games).*

The receipt shows the Total after taxes (included or not), included and not included taxes, and a Tax total (only if there are both kinds of taxes).
For example:

1 Coke 1$
1 Beer 1.25$
Net total 2.00$
Not included taxes 0.80$
Included taxes 0.25$

Total taxes 1.05$
Grand total 3.05$

Automatic correction

The payment window makes an automatic correction to the pricekeys in some particular and not ordinary cases. For instance, when a pricekey is applied that does not have the price to be related to for that time range. In case one of these corrections are made, an asterisk is added to the row of the related transaction.

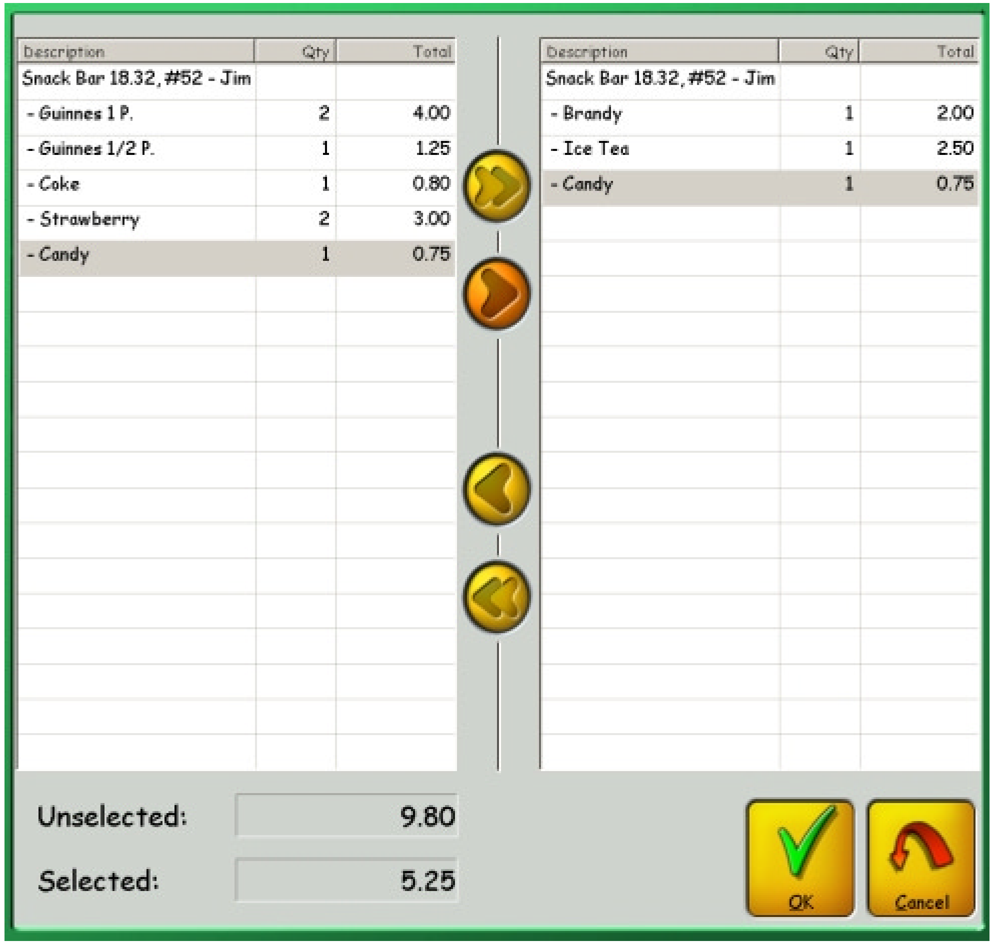
Secondary Currency

If defined, in the pay screen you can see an optional Subtotal column reporting the values in the secundary currency by the conversion value (see Currency). You also can see other three box next to Total Due, Amount tendered and Change due with data expressed in the secondary currency. This to have every needed pricekey converted without any error risks or any transaction delay.

Split Payments

The **Split** button, within the cash window, allows to split a payment into various parts, that can be paid off separately. It can be useful when, for instance, two players rent shoes, play a game, buy something at the bar, then one of them decides to pay all bar orders and his game. In case of transactions relating to lanes, it is allowed to split the payment only when lanes are closing (so it is not allowed in pre-paid mode and when modifying a lane).
Once a partial payment has been made, it is not allowed to quit the window without ending the operation (that is paying what is still to be paid - pressing **Pay** - or stacking the transaction - pressing **Stack**).

Pressing the **Split** button the window "Select items" opens; this is very similar to the Void/Refund window.



Within the table on the left there is information relating to the current payment: description of the transaction and the pricekeys assigned. Items selected for the partial payment are moved to the table on the right.
Buttons in the middle of the screen allow to move items from one list to the other: the first at the top moves to the table on the right all items relating to the row selected on the left; the second button allows to move to the table on the right only part of the items relating to the row selected on the left; the two lower buttons have a similar function, but they allow the movement in the opposite direction.

Concerning the buttons for the partial movement, if the item selected has a pricekey-quantity less than 5, each time the button is pressed one single pricekey-quantity; if the quantity is more than 5, each time the button is pressed a window opens, where you have to insert the number of units to be moved. When the quantity expresses time, relating to a non-proportional pricekey, the window to insert the time to be moved opens when pressing the button for the first time.

The two buttons at the top are active only when a row of the table on the left is selected, while the two lower buttons are active when a row of the table on the right is selected.

Double clicking on a row of a table is like pressing the button of total movement.

Score

Within this window you can display the score of the current game on the selected lane.

In the area below the score you can see the number of the game being played, and clicking on the area under the players' names you can add a new player to the group.

Clicking on a player's type, name and handicap the Modify options window opens.

All the played frame plus the following one can be modified. Clicking on a specific frame a small window allowing to modify score opens, where you can modify scores related to the first and second throws.

At the bottom left hand side of the screen there are the practice minutes or throws set for the selected lane/s.

Lane in pair

In this case the screen will be divided into two parts, with the arrow indicating which group of players belongs to the lane on the left and to the one on the right. The button **SWAP** allows to swap players from one lane to the other.

NOTE: *the arrows within the window open/modify lane only help you to understand how players are grouped, so it's possible to find differences in the direction of arrows close to the players within the two contexts.*

The buttons you have are the following:

New game: interrupts the current game; data related to the score reached until that moment will not be deleted, being associated to that session of the lane you're working on.
Then a new game will start.

Reset total : the system is forced to reset the total, so that only from the following game the total will be carried over (as you can set within the Lane Options).

View prize: allows to display prizes the players have won.

Print: allows to print the detailed score and other data.

Transferring a lane

Transferring a lane (or a group of lanes) onto another one can be useful for the center management. Example: there are 6 lanes; lanes 1, 3 and 5 are already open. A group of players wants a pair of lanes. Transferring lane 1 onto lane 4 will make lanes 1 + 2 ready to be opened for the new players.

The transfer lane window proposes only the available lanes, working in the same mode of tha lane to be transferred.

Placing a transaction in a safe area

Use PARK to place this transaction in a safe area to be cashed out later. Select the lane and press CLOSE. The data entry screen now appears. Send this transaction to the PARK area by pressing **PARK** (See Checking Out A Parked Transaction). The lane is automatically made available (as you can see within the Lane Status window), as any other closed lane.

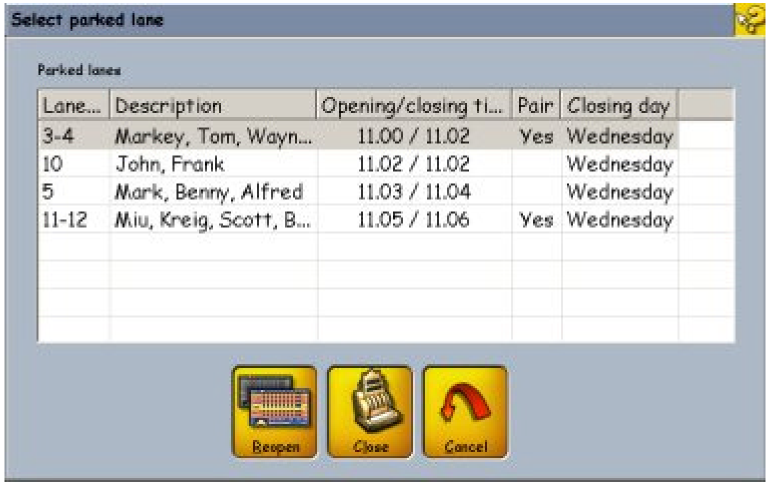
Then, the parked lane can be brought back by simply clicking the **Park** button of the Lane Status, or the **Parked lanes** button at the right hand side of the screen. A window will appear with a list of lanes that can be chosen. Each row contains the number of the lane, the description (the bowlers' names), the opening and closing time, if the lane worked in pair mode or not, the closing day. You'll have to select the row related to the game session required.

There are these buttons:

Reopen: opens a window where you can choose among the available lanes.

Close :allows to enter the window wher you can close the lane and make the payment.

Cancel: to discard changes.



Introduction

In order to work with Leagues you need the BLS program, allowing the Conqueror to swap data.

Within Setup -> Terminal Setup,

in the screen Software the path to export files for BLS software is specified.

The *"BLS-League" e "Tournamator" export path* is used to define the directory in which Conqueror data and the files needed to these two software have to be rxported.

League selecting window

Entering:

Front Desk -> Lane control -> Leagues,

the window "Select league" opens, where you can choose the league you want to work on. In order to do it, you can select the row of the league you want and press OK, or double click on the row.

Name	Day	Id	Type
5 Pin Friday 55 and Upp	Friday	FRIA5PIN	None
5 pin Friday Morning Re	Friday	FRIMPIN_	None
CDE Software Sample Dat	Friday	hdpmode4	None
FRIDAY 9PM MIXED LEAGUE	Friday	FRI9PM__	None
FRIENDS IN EXILE	Friday	FE	None
Humboldt Lions	Friday	ST61____	None
PRIMETIMERS	Friday	FP	None
SERGIO PROVA LEAGUE	Friday	sergio	None
Sqd 1 Fr 08/29 12.00PM	Friday	DEMO___1	None
10 Pin Junior Youth	Saturday	10PJUNIO	None
10 Pin Senior Youth	Saturday	10PSENIO	None
5 Pin Junior Youth	Saturday	5PJUNIOR	None
5 Pin PeeWee Youth	Saturday	5PPEEWEE	None
5 Pin Senior Youth	Saturday	5PSENIOR	None
SATURDAY JUNIORS	Saturday	SATJR___	None
SATURDAY STRIKERS	Saturday	SS	None
10 Pin Sunday Afternnon	Sunday	SUN1P10P	None

The table in the middle of the screen contains the following columns:
Name : displays the name of the league
Day: contains the day that League is supposed to be played.
Id: the abbreviation that allows to quickly identify that League.
Type: the type of League (e.g. male, female and so on...).

Score: displays the score type selected for the League.

Clicking on one of the columns orders the rows of the table, depending on their content (first in alphabetical order from A to Z, then from Z to A).

The field **Quick search** allows to quickly search inserting name, Day, ID or type, shifting from one column to the other.

NOTE: *clicking on the column Day in the field* ***Quick search day*** *it's possible to set the day to be displayed first: if Tuesday is set, the first League to be displayed will be the one taking place on Tuesday, then Wednesday and so on.*

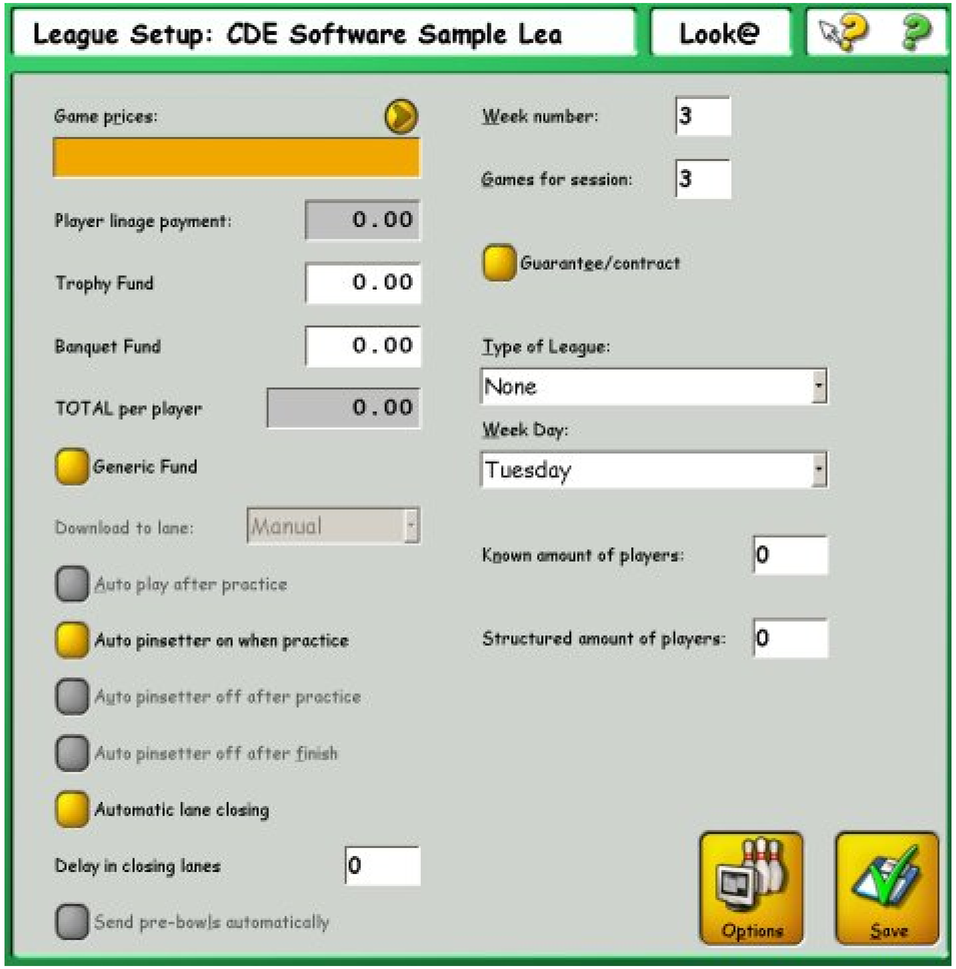
On the top right hand side of the screen there are the following buttons:
Delete : deletes the selected League; this operation is usually performed when all the weeks have been played; but it's not possible to delete the League if there are lanes open for that League, or if the Setup or Payment window are open.
OK: allows to enter the window with data related to the selected League.

League operations

At the top of the screen you can see all data and settings related to the selected league.

League Setup

The button **Setup** allows you to enter the screen where you can decide all the settings:



Below you'll find all the elements of the screen:

Week number : indicates the number of the week you're working on.

Game for session: indicates the number of games that make up the session.

Game prices: it allows you to set the prices of the games for the current session; all of them have to be set.

Player linage payment: unit price per game.

Trophy Fund and **Banquet Fund** : they are prizes every player has to pay in order to play within that league.

TOTAL per player: indicates the amount every player of the league has to pay.

Generic Fund: selecting this option during the payment you'll have the opportunity to cash a generic amount, making up an additional prize.

Auto pinsetter on after start: it automatically turns pinsetter on when the league is opened on the lanes; if it's not selected, you'll have to press the ON button.

Automatic lane closing : lanes will be automatically closed at the end of the League.

Delay in closing lanes: this option indicates the number of seconds after which the lane should be automatically closed. The default value being zero, lanes are immediately closed.

Guarantee/contract: if this option is enabled, the total due for the league is calculated according to a fixed amount of players (specified in the field Structured amount of players). If the number of players hasn't been specified, the number you'll insert in the field Known number of players will be used as default number in the payment window (that you can enter pressing the button Payments).

Type of league : allows you to select the type of league (Men, women, etc...).

Week day: it specifies the virtual day when the league has to be played.

NOTE : The last two pieces of information are visualized onto the league selection grid.

League Options

The button **Options** opens the window Lane Options where it's possible to specify all the lane options for that league. The window is the same as the Lane Options window for the Open mode, and it shares the same basic settings (DEFAULT, LEAGUE), but the two windows are distinct, as all the changements made within this window will be visible only here.
When created, the option will have the ID name of the current league. Before exiting, you'll have to save the changements made. The changements will be active starting from the following league. If you want the changements to be effective immediately, you'll have to select the lane you're interested in, then enter the Lane Options window pressing the button Options.

Payments

The button **Payments** allows you to enter the screen where you can make the payments for that league. A little window appears where you can create a new **Amount due** (if it hasn't been already created).

Within this screen you'll have to specify the week and the amount of players, and you can insert a description. Once these elements have been inserted, pressing the button **#Players** the result of the multiplication of the number of players by the linage payment defined within the Setup window will be automatically inserted in the box on the right.
Pressing **OK** a window opens, where you can confirm the total due.

League lanes

The button **Lanes,** within the screen related to the selected league, allows you to enter the **Lane Status** screen, where the number of the lanes available for that league (imported from BLS) is highlighted in green.

There are the following buttons at the bottom of the screen:

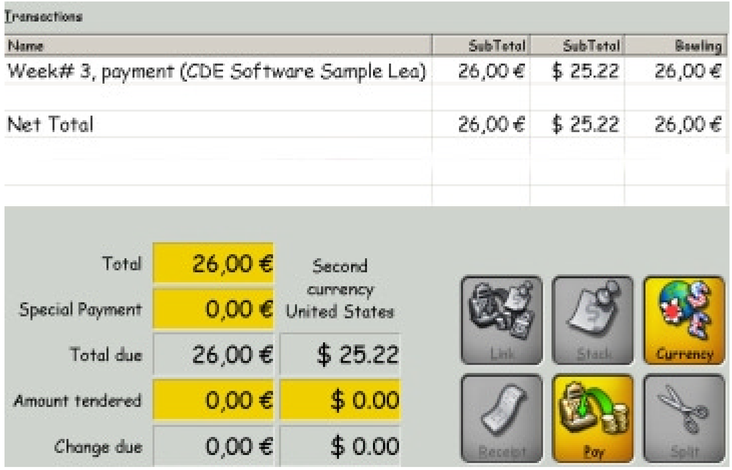
Send roster/Start practice : activates the practice, set within the Lane Setup. In case the league settings specify that pinsetters are not automatically on when opening the league, this button becomes **Send roster**, allowing to send information to the lanes (so bowlers can modify their names from the console, for instance). Pinsetters will have expressly to be turned on.

Start score: opens the available lanes for that league (if some of the lanes where the league has to be played are not available, a message appears); on the lanes that have been opened a label with the league ID will be displayed.
League OFF : closes the selected lanes of the current league; when all the lanes of that league have been closed, the BLS export file will be created, containing all data related to bowled games.
Pinsetter ON : turns pinsetters on.
Pinsetter OFF : turns pinsetters off.
Select all lanes: selects all the lanes where the league has to be played.

Absent Teams : not implemented yet.

Options : opens the Lane Options screen (see above explanations).

NOTE*: upon opening the BLS, after having played a league, you may find out that BLS export file hasn't successfully been created. Pressing the button* ***League OFF****, if all the lanes of that league are closed, the operation is performed again, overwriting the previously created file.*



Once you have confirmed, a window opens where you can really make the payment.
The window is made up of two pages:

Payment:

It shows in the upper side the total already paid, while in the fields below you can insert all the elements required for the payment you want to collect. Pressing the button **Pay,** the payment window will open.
The button **#Players** allows to search on the lanes the number of players playing in the selected week of the current league. Once found, the number can be inserted in the proper field, contributing to the calculation of the Total Collected.
The button **Shoes** opens the POS screen with the Shoes & Socks department.

Payment history: displays a historical report of the payment to be made.

Pressing the button **New** you have the possibility to increase the **Actual amount due** by adding a transaction row in the displayed table. By selecting one of the rows containing an Amount due, at the bottom right hand side the button **Delete** will be displayed, allowing you to remove the selected row from the table; this is not a refund because the payment is hypothetical, and it hasn't been already actually done.
If you select a row related to a payment already collected (containing Linage, Trophy or Banquet), at the bottom right hand side the button **Refund** will appear, allowing you to refund the whole payment (all the related rows).

Opening a league

When entering the lanes pressing the *Lanes* button within the lane setup window, lanes associated to the current league are marked by a green spot.

Let's make an example to explain the opening mechanism, supposing to have 12 lanes, and that the current league is associated to lanes 1-10.

All lanes are available and consistent with the peculiarities of this league, except for lanes 3 and 4, that are not available. The system will ask you to move these two lanes to lanes 11-12. You could accept or not. But, if these last two lanes have a scoring different from the league, or are broken or unavailable, the system will not ask anything, and lanes 3-4 are moved to the waiting list. You will have an incomplete opening.

Once the league is open, the lanes involved are marked by a cup at the top right side of the box. For this league, now you can't modify the number of weeks, nor the games per session.

From the general window you can enter the score window, just pressing the *Score* button. From there you can enter the window where you can modify the bowler's options, the playing order, the bowler's type (VACANT, PREBOWLED and so on).

Closing a league

The lane closing can be partial, relating only to some of the lanes involved, where all the games have been already played, while on the other lanes players are still bowling.

When the league is totally closed (all the lanes are closed), a message appears, advising that the results are being exported. If all related payments have not been made, a warning message appears.

Lane Status: Overview

To enter the window you have to select

Front Desk -> Tournaments -> Lanes

Tournaments are identified by a violet cockade, while in the middle of the box representing the single lane the name of the tournament currently being played will be displayed.

(See information in Symbol Key of Lane Status).

Within the window I find the following buttons:

- **Start Practice/Start score:** allows you to start practicing, after having set practice time or balls within Lane Options - General. The squad won't be automatically opened, so at the end of the practice you'll have to expressly open it. If keyboards on the lanes are enabled, the players will be able to do it, by pressing the red button. In case there is no practice, the icon will be **Start score**, and pinsetters will be automatically turned on.

- Open squad: allows you to open a squad straight, as described above. The window that opens contains all the events having at least one defined squad.

- Close squad: allows you to close the squad; this can be done arbitrarily, even if the squad is not over yet.

- Pinsetter on: turns pinsetters on.

- Pinsetter off: turns pinsetters off.

- **Score:** allows to enter the score modofication window.

- Options: allows you to enter the Lane Options window.

NOTES:

*1. If **practice** time or balls haven't been set, practice will end up only when the squad will be opened.*

*2. It's possible to set **practice** mode only for some of the lanes selected for the squad.*

*3. It's allowed to have "**partial openings**", opening only some of the lanes associated to a squad. In this case it's possible to play only one series.*

*4. If the option "**Delete uncompleted games**" is set, when the squad will be closed the possible uncompleted games will be deleted.*

*5. It's allowed to have "**partial closings**", closing only some of the lanes opened for the squad.*

6. In order to operate on a lane with an open squad it's necessary to go to the Lane Status module and double click on the box related to the lane you want to open, being not possible to do it directly within this window.

Tournament Setup

Selecting:

Front Desk-> Tournaments -> Tournaments

you enter the window where you can set the main characteristics of a tournament. It is laid out in two sections: **Tournament** and **Event** .

The buttons at the bottom right side of the screen can refer to the tournament or to the event, depending on the section selected:

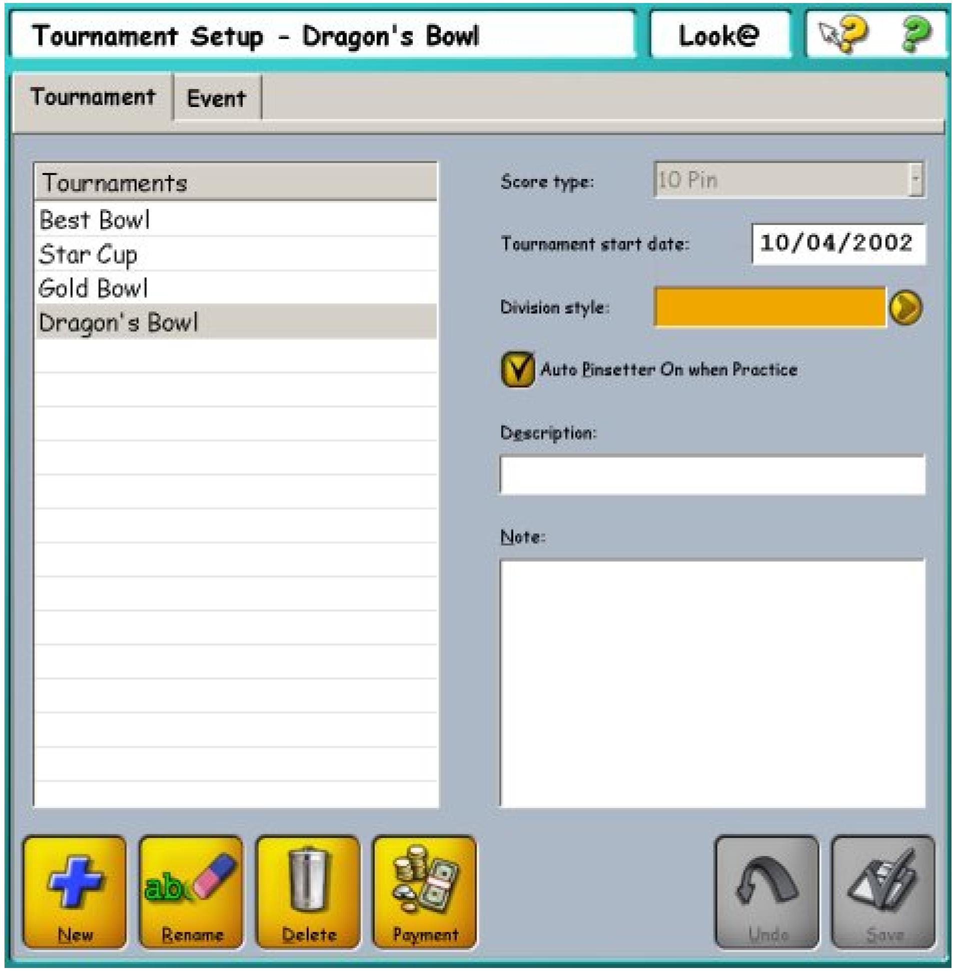
- **Undo**: allows you to come back to the settings preceding the last modifications made to the current tournament (or event), not saved yet.

- **Save**: saves the last modifications made to the current tournament (or event).

NOTE: *It's possible to open more than one* ***Tournament Setup*** *windows, but each must be related to a different tournament.*

Tournament Setup

In the first screen it's possible to choose a tournament from the list of the existing ones.



Clicking on the name of a tournament on the right side of the screen the related data will be displayed:

Score type; **Tournament start date**; **Division Style.**

It's possible to select a Division Style among the ones defined in Division Setup.

Once the choice is made, a window appears where the names of the single divisions, with the corresponding handicap, base and percentage values, are visible.

Setting the option **Auto pinsetter on when practice** enables the pinsetters to be turned on while the squad is opened on the lanes.

In the field **Description** it's possible to insert a brief description of the tournament, while the field **Note** can be helpful to remember some useful information.

The buttons **New**, **Rename** and **Delete** allow to respectively create, rename or delete a tournament. Deleting a tournament implies the consequent removal of all the related data.

Pressing **Payment** you enter a small window where you can specify the amount for Tournament and Prize fund. Then pressing **OK** the payment window opens, where you can see all details relating to the transaction, that can be paid or stacked, just like any other transaction.

NOTES:

*1. **Divisions** group together players at the same playing level. This allows to have a complex management of handicap and to produce different types of standings. In each country divisions are organized in a different way.*

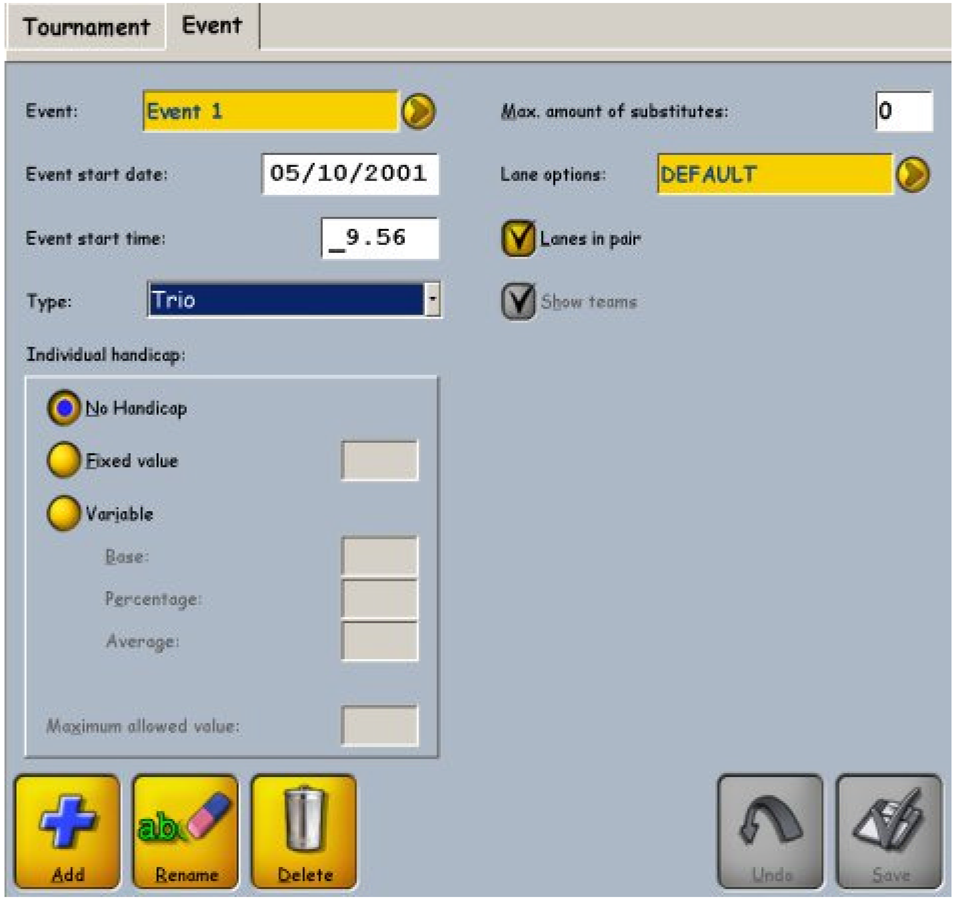
*2. In case a "variable" management of handicap is chosen, it's necessary to insert the data related to average, base and percentage. If a player as an average value equal to 190, a base value equal to 200 and a percentage value equal to 70, his **"variable" handicap** will be calculated as follows:*

*(200-190)*70% = 7*

This value can be recalculated at the end of each series, inserting the new average value obtained.

Event

An Event is a set of squads. Within an event it's possible to define some elements that will be used as default ones when defining a team: type and value of handicap and type of event (number of players in a team). So an event will be, according to the team composition, single, double, trio, team with 4 and so on.



Within the **Event** section it's possible to choose an event among the ones making up the selected tournament, setting the following elements:

Event start date/time ; **Type**, indicating the number of players that make up the team (Single if 1, Double if 2, Trio if 3, Team with 4 etc...); **Maximum number of substitutes**; **Lane options**, that it's possible to select among the defined ones (See Lane Options).

In case of *single event without substitutes* the option **Show teams** allows to go on seeing the teams (even if they are made up of one player only). If the option is not set, within the window "Team and player archive" you will have two lists: "Available players" and "Players" (so "Team" is hidden, even if it still exists, being the same as "Player").
In case the option is set, in the same window you will have three lists: "Available players", "Team" and "Players in team...".
Let's suppose to define a single event without substitutes without setting **Show team**, then enrol the players. If you set this option later on, the teams automatically created will have the same name of the only player that makes them up (but you can still modify it).

Setting up the option **Lanes in pair** it's possible to decide to work with lanes in pair (that is, it affects the choice of the lanes where the squad will be played).

Individual handicap: fixes the default values to assign handicap to the single players of the event that aren't included in any division; it's possible to decide not to assign any, to assign a fixed value, (whose maximum and minimum values have been set), or to insert data in order to calculate it on a variable basis (base, percentage and average). The **Maximum allowed value** is used to fix a limit to the handicap value; for the case "variable" if the handicap value exceed this limit, it won't be considered, assigning the allowed maximum Value to the player (not implemented yet).

***NOTE:** Handicap can be a negative value.*

The buttons in this section are:

- **Add** : allows to define a new event for the current tournament.

- **Rename**: allows to rename the current event.

- **Delete**: deletes the current event, but only if it's not the only one.

Modifying the number of players in a team

It is possible to modify the event type (single, double, etc.) or the number of substitutes allowed when the squads of the event have not been opened yet.

The modification is allowed if it does not affect the total number of players (including substitute players) of the single teams, e.g. if changing a "triple event with no substitutes" into a "double event with one substitute", the last player added to each team will become the substitute.
If the modification increases the number of players of the single teams, it is also allowed, but the players must be manually added to the teams. For example, if changing a "single event with no substitutes" into a "double event with one substitute", a player and a substitute must be manually added to each team.
If the modification reduces the total number of players of a team, it is allowed only if there are not teams having more players than the ones set by the new settings (but confirmation is required). For example, it is allowed to change a "single event with two substitutes" into a "single event with one substitute", if there aren't any teams with more than two players.

Teams and Players - Overview

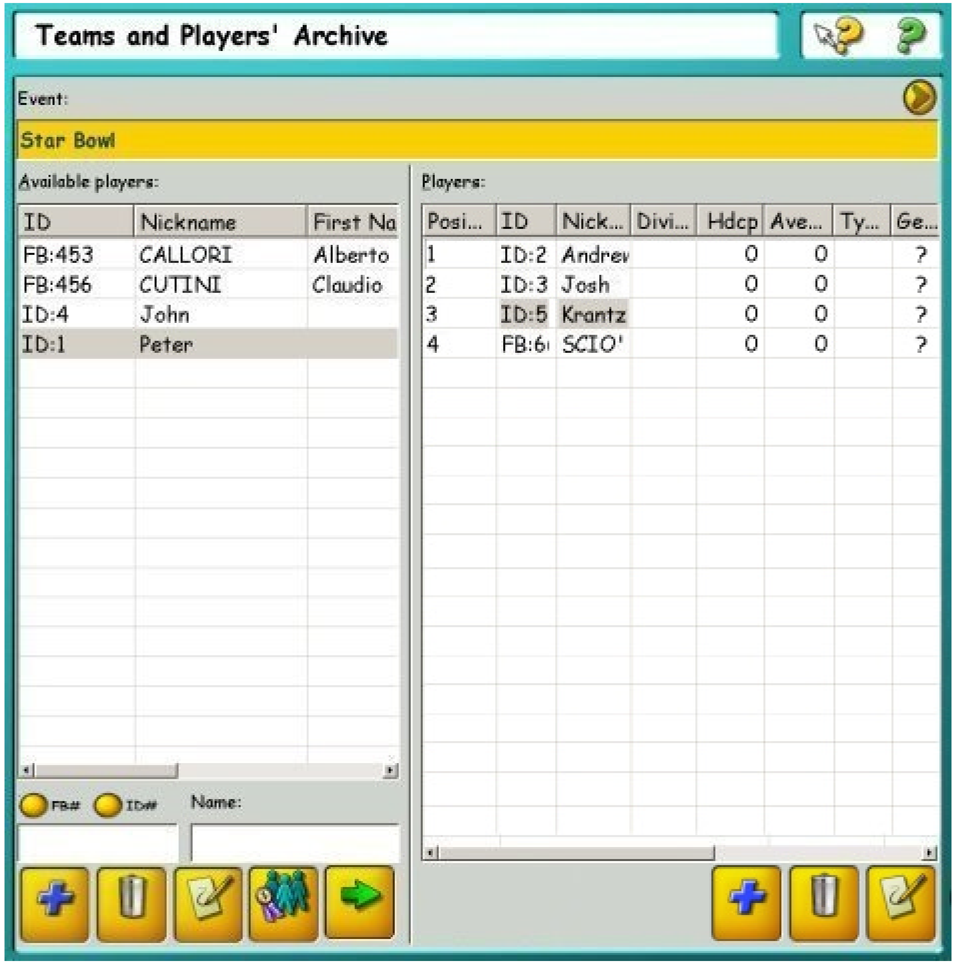
Selecting:

Front Desk -> Tournaments -> Teams and Players

you enter the window where you can manage the players of a tournament and the teams of a particular event of the tournament.

In the first row the current event is displayed; clicking on it a it's possible to select one of the existing events (you'll find *"Tournament Name - Event Name"* if the tournament contains more than one event, otherwise only the tournament name).

Window layout in case of Single Event without substitutes



The window is laid out in *two lists* :
- **Available players**, on the left, containing all the players of the tournament not assigned to any team for the current event yet.

- **Players**, containing all the players taking part to the current event.

NOTE*: if you are defining a single event without substitutes, having set the* ***Show team*** *option, the window will be as further explained.*

Window layout in other cases

The window is laid out in *three lists*:

- **Available players**, on the left, containing all the players of the tournament not assigned to any team for the current event yet.

- **Teams**, containing all the teams made up to play in the tournament.

- **Players**, containing the players in the currently selected team.

NOTE: *It's possible to open more than one windows at the same time, but they must be related to different tournaments.*

Description of functions

Now the functions of the buttons below the list of Available Players will be described.

Creating a new player

Pressing the button **New** , clicking on the empty area of the table or simply starting typing some letters, the dialog "Add new bowler" appears.

It's necessary to insert the following elements:

Bowler's name, referring to the name used within the tournament (if imported from FBT Archive, it will be the Nick Name); **Division** , that is possibile to select among the ones associated to the tournament; **Handicap**, defining handicap value to be assigned to the player (value applied in case of fixed handicap), that in any cases is possible to modify; **Average** , representing the average value of the player (value applied in case of variable handicap);

the personal data of the player: **First name**; **Second name**; **Gender**; **ID prints** , that is the ID to be displayed and printed in reports and standings.

It's possible to set up the following options:

- **Bumper** : enables bumpers for the selected player.

- **Select bowler's type**: if you select the *Regular* type nothing will be displayed in the table; if you select *Blind* you'll see *a* "B", if *Vacant* a "V".

- **Add to FBT** : if you want to include automatically the new player in the FBT Archive, using the already inserted data.

pressing **Search** you can select and add an FBT member to the tournament players; all his data will be taken in order to fill in the fields, while in ID Prints you'll have the default *"FB:<number FBT>"*. Moreover, the option **Play tourney** in Data-2 of FBT Customers' data will be set.

***NOTE:** If you choose a Blind or Vacant **Bowler's type**, the Vacant or Blind score will be required.*

Deleting a player

The button **Delete** allows you to remove a player, making him no more available for the team composition; this is possible only if the player isn't included in any team of any event within the current tournament, and if he hasn't already played games within the tournament.

Modifying player's data

Pressing the button **Modify**, or double clicking on a player's name, a window opens allowing to modify player's data, similar to the "Add new bowler" described above.

Searching a player

It's possible to have a quick search of a player in the list of the available ones, inserting in the field ID a value corresponding to the ID of the member I'm searching, or inserting the initial letters of the name in the field Name.

Importing a player

Pressing the second button from the right allows to import to the current tournament players belonging to other tournaments. This operation allows to acquire personal data, division (if the tournaments share the same division style), handicap and default average, player type and bumpers. It is possible to import players from one tournament at a time, that can be selected from the list of tournaments with signed-in players. Once the choice is made, all players within the "Players' archive" window are displayed. They are all selected, but it is possible to select a single player or more than one pressing the *CTRL, SHIFT* or *CTRL+SHIFT* keys; otherwise you can choose to **Select** or **Deselect all**.

Typing a letter in the **Quick search** field, the first player whose name starts with that latter will be displayed.

If, while importing, the system finds a player having an already existing name or nickname, it will report it at the end of the operation.

Description of functions

Now the functions of the buttons below the list of Teams will be described.

Creating a new team

Pressing the button **New** you enter the dialog allowing to automatically create a group of teams with the same number of players; for the team you have to insert Name (that becomes the common prefix for all the teams created at the same time), Handicap, description, number of players in team (that will be automatically created with a standard name and ID), number of teams to be created.

In case of teams automatically created in different moments, the system doesn't assign double names. If you create 2 teams, they will be named Team_1 and Team_2; if later on you create other 3 teams, these last ones will be named Team_3, Team_4 and Team_5. When creating a single team, on the other hand, the system doesn't check if a name has already been assigned.

Within the **Teams** table, in the third column, the squads the team is signed in will be displayed. This can be a very useful information.

Modifying and deleting a team

Pressing the button **Modify** you can modify name, description or handicap of the selected team.

Pressing **Delete** you can delete one ore more selected teams. This is allowed only if the team isn't included in any squad, and if its members haven't played any games in the current tournament yet.

The button with the arrow to the right (**>**) allows you to insert the selected player from the list of **Available Players** in the selected team from the list of**Teams**; the player will be added to the list **Players in team '...'** on the bottom right side of the screen. The arrow will be disabled when the team will be full.

Pressing the button with the trash can it's possible to perform the opposite action, removing the selected player from his team and transferring him from the list **Players in team '...'** to the one of available players on the left.

Pressing the button at the right bottom of the screen, below the list **Players in team '...'**, or double clicking on a player belonging to a team, a window allowing to modify player's options (including the order within the team) will open.

NOTE: *It's possible to perform a* ***multiple selection*** *(pressing the CTRL, SHIFT or CTRL+SHIFT keys) and transfer an entire group of players with a single click on the arrow.*

Position of players within the team

The two Up and Down arrows below the list **Players in team '...'** allow you to modify the playing order of the players of the current team shown in the list.

Creating a player directly in the team

Using the button **Add** (+) below the list of the players, or clicking on the empty area of the list, you're allowed to create a player directly within the current team. Performing this action you won't need to transfer players to the team. Data you have to insert are always the same. This button is disabled when the team is full.

Squad Setup

Selecting:

Front Desk -> Tournaments -> Squads

you enter a window where you can manage squads. At the top of the screen you'll have to fix the elements in order to define the squad you want to operate on:

- Tournament
- Event
- Squad

The window is laid out in 4 tabbed sections:

Global, **Teams and Players**, **Movement** and **Point assignment** .

NOTE: *if there isn't any squad in the selected event, it can be created pressing the button* ***New*** *.*

Global

The main elements concerning the current squad must be inserted:

Games per series : number of subsequent games played on the same lane/pair of lanes before a movement;

Total series : number of series per squad;

Last game played : allows to understand the situation of the squad, e.g. *"s. 3, g. 2"* means that the second game of the third series has been played;

Start date/time

Lane Options

Lanes : allows to select the lanes where the squad will be played. The lane setting must be consistent with the tournament type (that is 5 pins, 10 pins etc.) and lanes can be assigned in pair according to the related event setup. In order to make this selection the lane selection window opens, that you can quit, after having selected the lanes, by pressing OK or Enter.

Teams per lane: number of teams playing on each lane. This setting can be modified only if no teams related to the current squad have been assigned to a lane.

Auto pinsetter on when practice: it automatically turns pinsetters on in the current squad when practicing.

The buttons **New**, **Delete** , **Rename** and **Copy from** respectively allow to create a squad within the current tournament inserting the name, delete or rename the current squad, copy the settings from an existing squad within the same event.

Teams and Players

The list on the left contains the teams playing this squad. Clicking on one of them, the players that make up this team appear in the list on the right.

In case of *single event with no substitutes*, if the **Show team** option is set you will have two lists; in the list on the left you will have teams made up of one single player. If the option is not set, you will have only one list with the players, and teams are not displayed, nor managed.

The buttons are:

- **Sign in**: allows you to choose the teams that play the current squad, among the ones taking part to the tournament.

- **Delete** : deletes the selected team (that will move back to the list of available ones by pressing the button Sign In).

- **Modify team** : enabled only when selecting a team by clicking on the corresponding row, allows to modify team options.

- **Modify player**: enabled only when selecting a player by clicking on the corresponding row, allows to modify player's data. It's also allowed to insert the **Starting Total**, that is the points assigned to each player at the beginning of the first game.

- **Import** : allows to import teams from another squad within the same event, but only if any games haven't been played yet. It's possible to import a percentage or the entire starting total, specifying if points include handicap or not.

Movement

The **Movement type** allows to define the way the selected squad will be played, that is how teams have to move between one and the other series:

- by <n> lanes to the right;
- by <n> lanes to the left;
- crossed by <n> lanes;

- Petersen: movements are based on tables that change according to the total number of teams, so that all teams can compete with all just once, and never on the same lane;

- manual: the user can set up movements the way he wants, starting from a table;

- no shift: all the series have to be played always on the same lane;

NOTE: *in case of crossed movement, the option "Invert" is also allowed: if this option is set, the ones on the right will move by <n> lanes to the left, while the ones on the left by <n> lanes to the right; if "Invert" is not set, the ones on the right will move by <n> lanes to the right, and the ones on the left by <n> lanes to the left.*

Movement table

The movement table is laid out in two parts: the left part relates to the available teams of the archive associated to the tournament, while the right part the teams playing the current squad.
The first list on the left (**Teams**) contains teams enrolled in the tournament; clicking one of them, the following list (**Players**) will display all the players involved, with all related data. The third list (**Teams on lanes**) shows on each row data relating to the lane of the current squad; the first column contains the number and the second the the team that will play on that lane. Selecting a lane, on the right you will see the teams; clicking one of them players making up the team will be displayed.

In order to insert a team from the archive on a lane, you have to select it from the first list on the left and press the **Assign** button, or double click on his name. The player will be added to the selected lane.
It is possible to make a multiple selection of teams; pressing **Assign** they will be distributed on the lanes (starting from the selected one), so to fill up the available places.
In order to remove a team from a lane you have to select the team from the first list on the left and press the **Remove** button, or double click its name. Double clicking the row of the lane you will remove all teams assigned to taht lane. A team removed is still available (you will see it in the list on the left).
In order to modify the position of a team on the lanes you can use the small up and down arrows at the top right side of the screen.
All these settings can be established only for the first series (at the bottom left side of the screen); selecting another series the **Assign** and **Remove** buttons are disabled.
Then you can define the movement type for the current squad.

Pressing **Modify** you enter the manual movement table, where you can modify the team disposition on lanes. This can be done only for series after the first one.

Pressing **Opponents** the printing of the "opponents" report will be prepared. This report has to be given to the teams at each series, specifying:

the number of the lane where the series will be played; the opponent team; the handicap value assigned to the opponent team for that series.

The other fields are related to the team that receives the report, where it's possible to note scratch total, handicap, bonus points for the current series, partial total (that is total + handicap) and the Grand total (total + handicap + bonus).

It's possible to decide to prepare this report for all the teams, rather than preparing it only for some of them.

Point Assignment

The section **Point Assignment** allows you to specify:

- bonus points assigned to a team for every game, fixing how many in case of victory and how many in case of draw,

- bonus points assigned to a team for every series, fixing how many in case of victory and how many in case of draw,

NOTE: *These elements can be inserted only if the event has pair of lanes, because bonus points are assigned in case of victory on the team playing on the other lane of the pair. There are bonus points in case of victory of a game or of a series.*

Standing Setup

Selecting:

Front Desk -> Tournaments -> Standings

you enter a window allowing to produce and print standings and various reports. It's possible to select the **type** of standing/report to be produced; according to the chosen type it'll be possible to sort the elements of the standing/report. Each type has got its own sorting, that will be displayed pressing **Sort by**. The control on its right will conform to the sorting selected; if set, it provides a decreasing sorting (**from the worst** to the best; **from A to Z**).

At the top of the screen you have to insert some general data:

- **Type**: indicates the content and the type of the standing/report, that can be as follows:

1) *players' total* : with a row for each player; (Sort by: total scratch, total with handicap, bonus points obtained. You can specify to start from the worst one);

2) *players' total (detail)* : with a square for each squad, divided into sub-squares for each team, indicating players, scores of the different games, bonus points and team totals;

3) *best games* : with a row for each game, indicating name of the player, totals, handicap. You can specify to start from the worst one;

4) *team totals,* with a row for each team, indicating players in the team and total points; (Sort by: total scratch, total with handicap, bonus points obtained. You can specify to start from the worst one);

5*) team list* , indicating every team and each member in one row, specifying Name, Second Name, Nick Name, Division and ID; You can specify to apply an inverse alphabetical order, from Z to A);

6) *players' list* , with a row for each player, indicating Name, Second Name, Nick Name, Division and ID; (Sort by: Name, Second Name, Nick Name or ID; You can specify to apply an inverse alphabetical order, from Z to A).

If you decide to produce a "team totals" standing, you can specify what kind of total to be produced: SCRATCH + HDCP, SCRATCH + HDCP + BONUS, SCRATCH + BONUS.

In the below area you can apply some restrictions, in order to produce a more specific standing. It's possible to set:

- maximum number of positions (for standings) and of elements (for reports)

- divisions: if you want to apply the standing only to the divisions selected

Then you can set filters at different levels

- TOURNAMENT
  - EVENT
    - SQUAD
      - SERIES

applying the standing to a single tournament, to a single event of the tournament, and you can also set the range of the series you're interested in.

Selecting **All** you won't set any filter, producing a standing/report referred to all the elements, all the tournaments, events, squads and series.

The buttons in the window are:

- **Export** : exports to a text file (with extension .csv) the standing produced, fixing its name and location.

- **Message** : allows to send the standing to the lanes as a scrolling message (See Scrolling Messages).

- **Print** : to print the standing.

- **Preview** : allows to display the print preview.

Game Manager

Selecting:

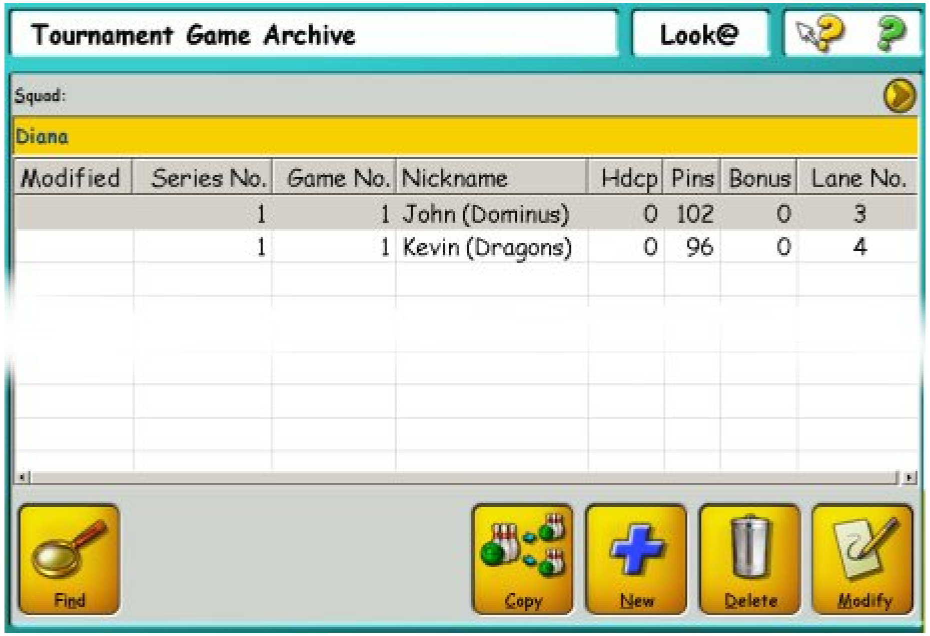
`Front Desk -> Tournaments -> Games Manager`

you enter the window allowing to operate on games.

It's possible to modify data of games played within a squad of any event of existing tournaments.

When you enter (but only if it's the first time) a window is displayed where you can choose the event and the squad among the ones available.

NOTE: *if the squad you choose isn't over, you'll receive a message saying that you can't modify games.*



In the main screen, on the first row you'll see the selected squad; clicking here you'll be able to choose the squad again.

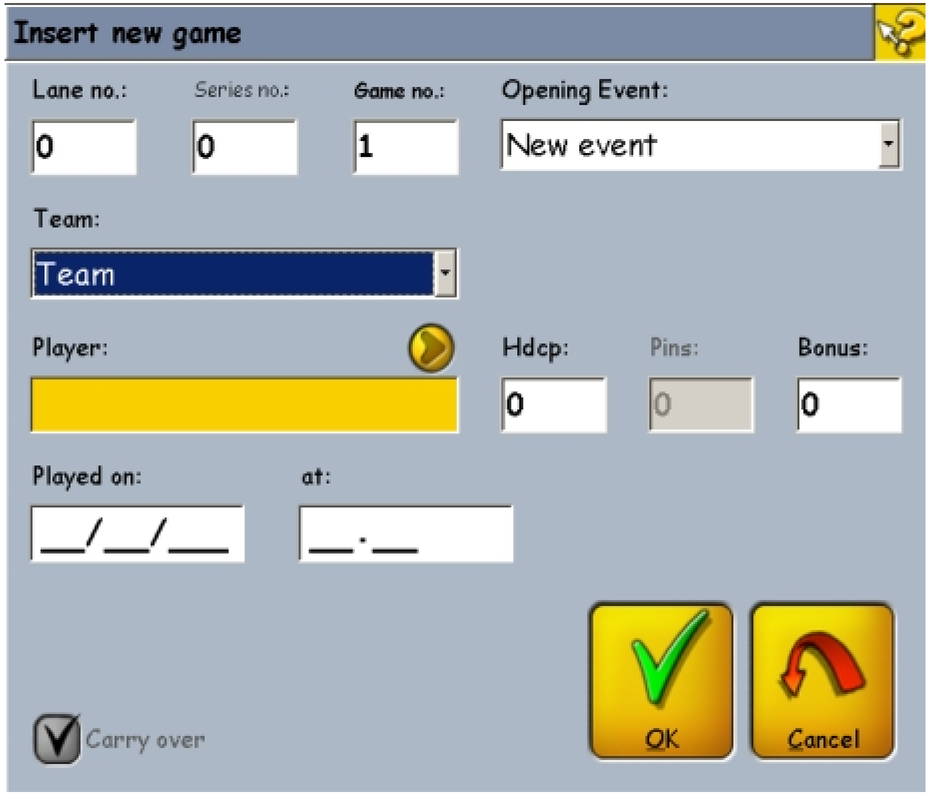
In the table below data related to games are displayed:

- number of series
- number of game
- player's nick name
- handicap
- total scratch
- bonus
- number of lane

__NOTE__: if there is a "" in the first row, it means that Handicap, Pins or Bonus of the game have been modified; if there is a "+" , it means that the game has been added manually. These explanations can be found in the help related to the list too, by clicking on the yellow question mark at the top right side of the screen, then clicking on the list.*

Creating a game

Pressing the button **New** you enter a window where you can insert a new game in the series.



NOTE: *this operation could be used to assign a bonus.*

You'll have to indicate:

- number of lane: among all the lanes of the bowling.
- number of series
- number of game

You'll have to select:

- the event the game belongs to (if it exists, otherwise you'll have to create a new one).
- the team
- the player

Then insert:

- handicap
- total scratch
- bonus
- date of the game
- time of the game

Copying a game

Pressing the button **Copy,** the same window, with some data referring to the game selected at that moment, will be reopened, but you'll have to insert:

- handicap
- total scratch
- bonus
- date
- time

Having filled in the missing data (and possibly having modified the ones proposed), pressing the button **OK** a new game will be created, with the characteristics you've set.

The buttons **Delete, Modify**, **Search** respectively allow to:

delete the selected game,

modify number of lane, player, handicap, total scratch, bonus, date and time of the game,

display only some of the existing games, filtering series, team, player or lane. This function can be very helpful in case of tournaments with a lot of games within a single squad.

Creating a Division

Selecting:

Front Desk -> Tournaments -> Division Setup

you enter a window where you can manage divisions: creating new ones, modifying or deleting existing ones, or choosing a different setting.

There are some defined divisions, normally different in each country, following specific rules (that you'll have to define anyway setting up the system); there are some other divisions each bowling center can adopt, that can be created specifically for that center.

On the top of the screen you can see the **Division Style** you are working with. Clicking here it's possible to create, delete or simply select a different Division Style.

Pressing the buttons:

- **New:** a window opens, where you can insert the elements needed to define a division (name, handicap, base and percentage).

- **Modify** : allows to modify data referred to the division set in the previous window, and to scroll down the other divisions of the same style and modify them.

- **Order** : allows to choose a display order for divisions of the same style.

- **Delete** : removes the selected division.

Overview

The common features to all Swedish Leagues are that they have two teams, HOME and VISITOR, and that on each lane there are two players.
There are 3 types of Swedish Leagues: Normal, Elite 4 lanes and Elite 8 lanes.

The Elite 4 lanes league is a variation of the Elite 8 lanes, allowing to play that Swedish League type, but having only 4 available lanes. Players always bowl 4 series, but they don't play all at the same time, being devided into 2 stages, the first 4 series then the other 4 (practically speaking, there are 4 real series, oraganized into 8 fictitious ones).

For all 3 types, players that at the beginning are on the same lane will be together during the whole league.

Swedish League types

Normal leagues

It is possible to decide the number of lanes to play on, and the number of players included in each team will be consequently calculated. On each lane there will be one HOME and one VISITOR player, making up a sub-team.

Elite 4 lanes and Elite 8 lanes

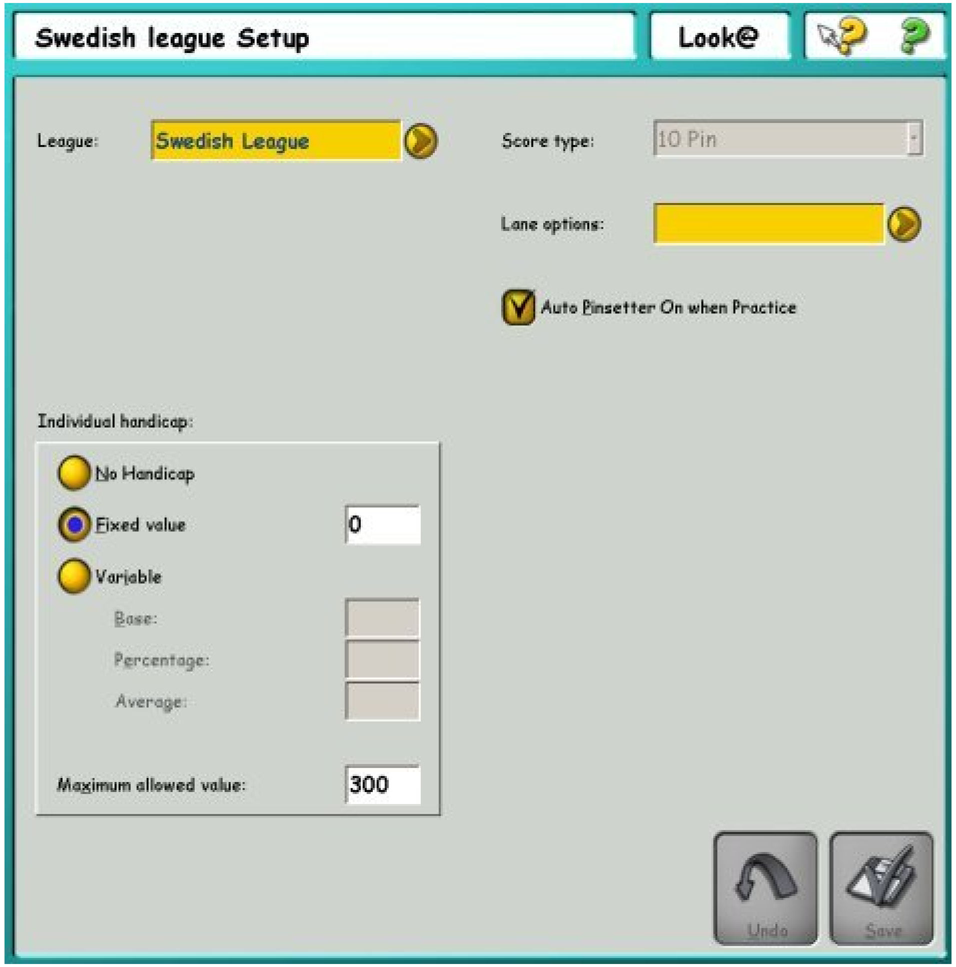
On each lane there are two players of the HOME team or of the VISITOR one, making up a sub-team.

General settings

By selecting:

Front Desk -> Swedish Leagues -> League Setup

you enter the window where you can set the main characteristics of a Swedish league.

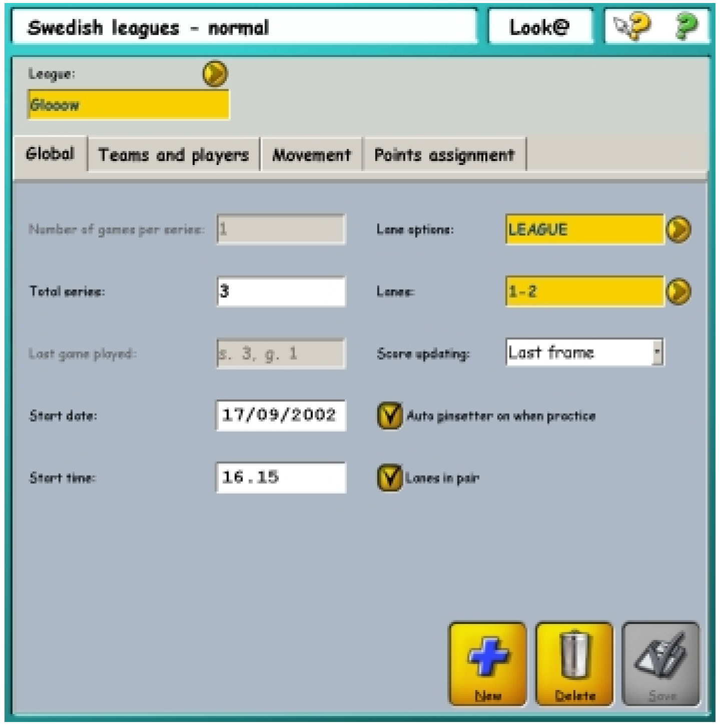


Within the settings you can decide the general characteristics for each of the three types: lane options, if lanes work in pair (only for Normal league), handicap (managed in the same way as for tournaments).

When creating a new league, the league inherits the settings of the type it belongs to, but then they can always be modified (except the settings related to handicap).

Overview

By selecting Front desk -> Swedish Leagues you can choose Normal, Elite 4 lanes or Elite 8 lanes.



You have to insert the number of series (**Total series**) making up the league, while the number of games per series is not requested (unlike tournaments).
For **Normal** Swedish leagues you can insert the number of series you want to, while for **Elite 4 lanes** and **Elite 8 lanes** this number is fixed (4 and 8, even if in this second case it is 4 as well, as already explained in the Overview).

Start date & Start time have to be specified.

Lane options: allows to set the existing options. Within the Lane Option - Advanced module there is a specific window for this type of league, where it is possible to insert data related to the two teams.

Lanes: the lanes where the league will be played. For normal leagues, if you select ten lanes, this implies that every team will be made up of ten players, and ten sub-teams will be automatically created (T1, T2,...,T10). For Elite 4 lanes leagues, lanes are always 4 (two pairs), and consequently there are eight players per team, automatically grouped in eight sub-teams (H1,...,H4 and V1,...,V4). For Elite 8, lanes are always eight (four pairs), players are eight per team, automatically grouped in eight sub-teams (H1,...,H4 and V1,...,V4).

NOTE: *Monitors display different data, depending on the Swedish League type. For the Normal one there will be five elements: Home team name, Home team total scratch (from the first game up to the last update), and Visitor team name. For Elite 4 and Elite 8, there will be four elements: name of the team on lane, Bonus, difference between the two teams in the current game, difference between the two teams on the pair of lanes.*

Score updating: allows to define how to calculate totals and differences between the teams. Options are: frame by frame, real time or none. In the first case the calculation is based on the last frame all players have completed on the lane (or lanes, depending on the previous settings). So, if on one lane players have completed the third frame, while on another lane they have completed only the second, the total and the differences will be calculated on a different basis. At the end of each frame on one or on a pair of lanes score will be updated.
Real time means that data are constantly updated. None means that these values will not be calculated, so only void data will be displayed on the monitors.

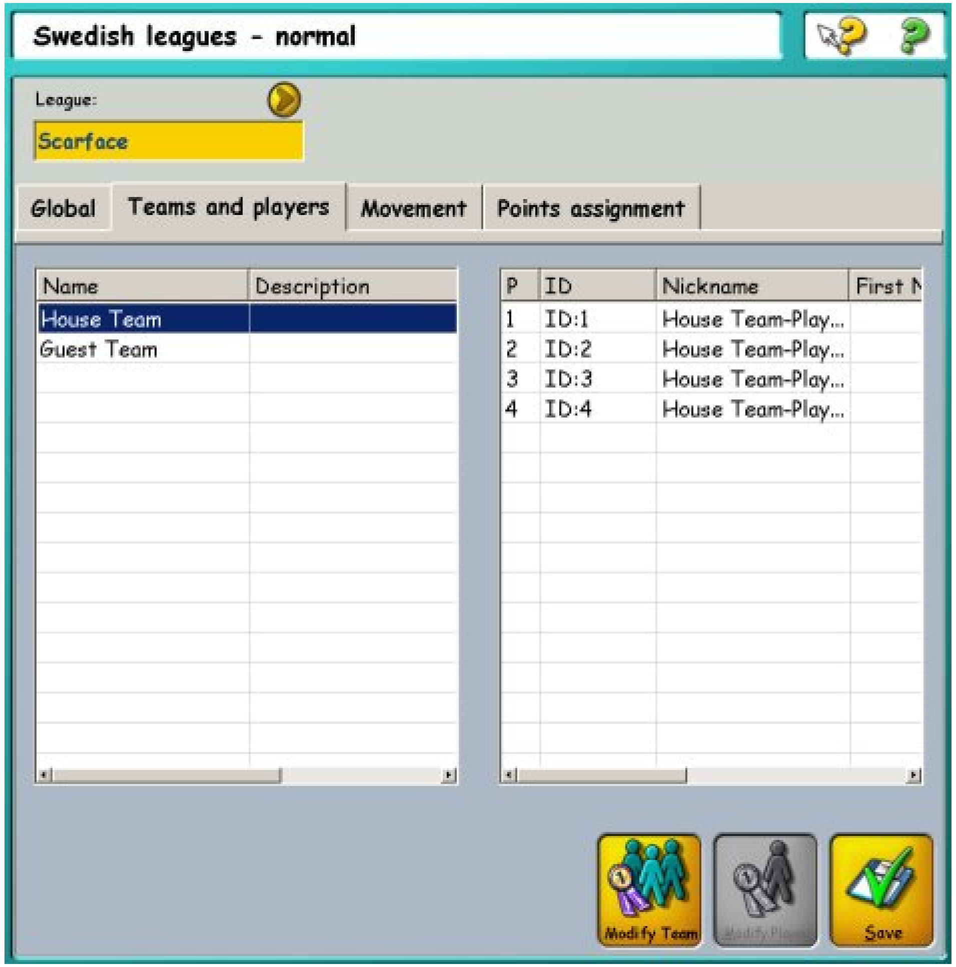
The Center setup - Swedish League parameter about the update frequency is connected to the updating of data displayed on the monitors. Choosing the real time update option, and then setting the monitor update every 50 sec., the first setting will loose its sense.

Pinsetter on: it turns the pinsetters on when opening the league on the lanes.
Lanes in pair: this option is valid only in case of Normal league, because Elite 4 and 8 always use lanes in pair.

NOTE: *Once opened, the Swedish league as to be bowled to the end, being not possible to interrupt it and reopen it starting from the point when you interrupted it (this is possible for tournaments). If interrupted, it has to be played starting from the beginning.*

Teams and players

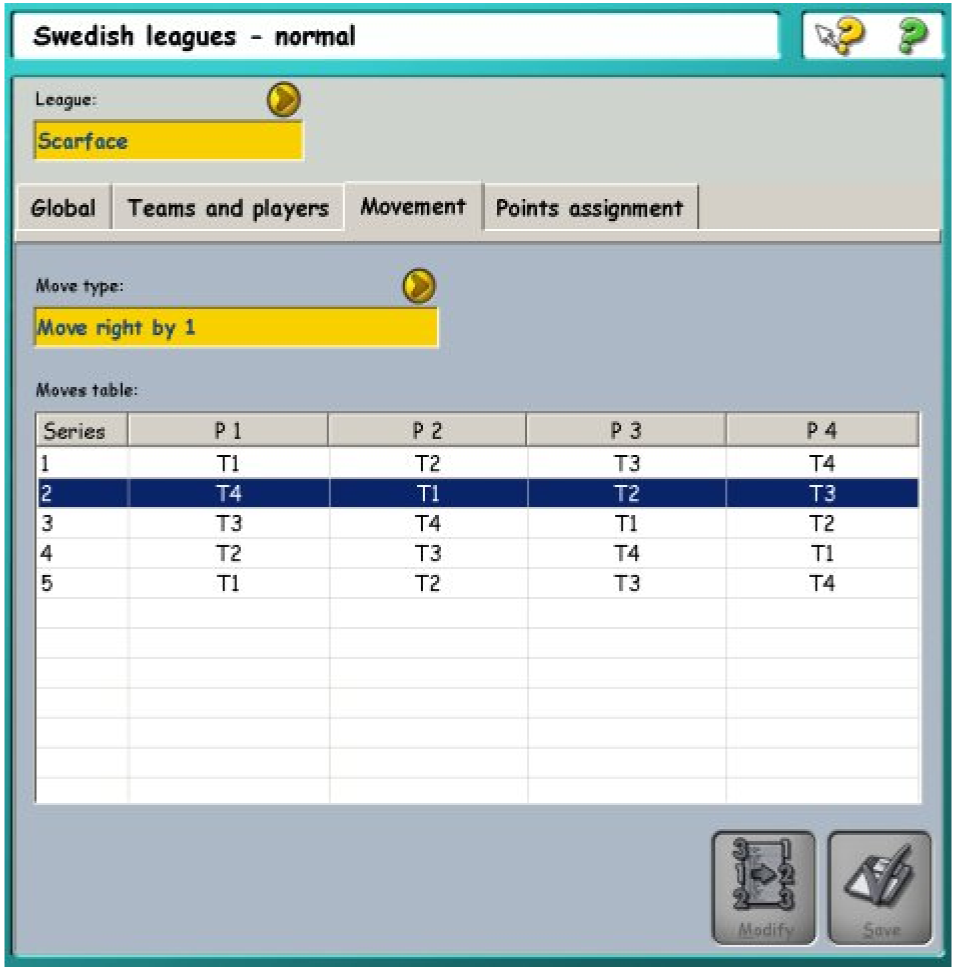
While defining the lanes the league will be played on, the two teams are automatically created (Home and Visitor), giving them the default names set within the module Center setup - Swedish League. This module is very similar to the Tournaments one.



Importing, signing-in and deleting operations are not allowed because the Swedish League structure is much more rigid than the tournament structure. The **Modify team** window is exactly like the corresponding tournament window, the **Modify player** one doesn't allow to set divisions, as this option is not used in the Swedish Leagues.

Movement

The movement table is automatically created in the default mode. It is allowed to modify the movements only for Normal league before opening, and only with manual mode in all series. For othe type of leagues (Elite 4 and Elite 8 lanes), no modification is allowed.



Assigning points

The point assignment is based on the two following settings:

Bonus points per pairs: points to be assigned at the end of the series to the winner team on the pair of lanes.

Bonus points per series: points to be assigned at the end of the series to the global winner team.
In both cases you have to specify how many points are to be assigned in case of victory and how many in case of draw.

Standings

By selecting:

Front Desk -> Swedish League -> Standings

you enter the window allowing to modify standings.

In order to make a standing you have to decide the **type** you want: there are the same types as for tournaments, except "Player list" and "Elite serien" (both these types can't be exported nor sent to lanes).
The **"Player list"** type contains a box for each team, and the list of the players with the total scratch and the number of bowled games; below there are the points the team collected in each series and the general total.

The **"Elite serien"** type contains a box for each game, and one row for one lane and the names of the players that played on that lane, the total, the bonus achieved. At the end there is the total of the two teams in the game, and the general total for the two teams.

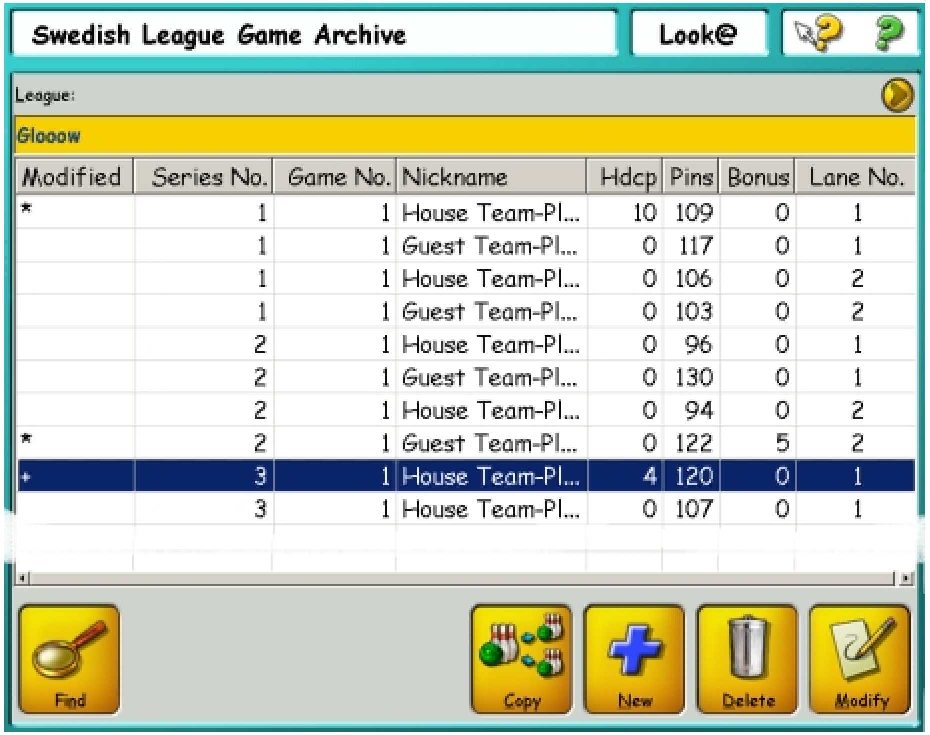
The other settings are similar to the tournaments but you have to select only the name of the league (while for tournaments you can filter by tournament, event, squad or series).

Game Manager

By selecting:

Front Desk -> Swedish League -> Game manager

you enter the window where you can see and make operations on the archive of the games related to the Swedish Leagues.



This windows is very similar to the tournaments so go to this section for further details.

Message setup area

Select the message button from

Front desk -> Lane Control -> Messages

to enter into the message setup area. Here up to 12 pre-set messages can be created and saved. Colors, font type and size can also be selected. An image can even be attached to the message. Once the message has been completed, you have to select the lanes it is to be sent to.

NOTE: *last message is used by the system to send standings to the lanes, so it is dangerous to set it as default, because if this function is used, it will be overwritten.*

Message creation

Message creation window description

Once inside the scrolling message 12 buttons can be seen on the left hand side. These are the titles of each message saved, each of them can be saved with a descriptive name so it is easy to recall the one required. All of them can be modified and sent to any lane.

At the top of the screen it is possible to choose which lanes the message is to be sent to.

At the bottom of the screen there is a color grid where color, text & background can be selected. Simply select a color and preview it in the miniature scrolling view window. Once the setup has been finished, press **ENABLE** to send it to the selected lanes. To remove an existing scrolling message from the lanes press **DISABLE** .

At the bottom lies the **Font** button that opens a window where you can set the current message character options.

Attaching Logos

This feature is for advanced users:

An advanced feature of scrolling messages is the ability to include a corporate logo; this could be the center own logo or an external advertiser logo. Simply press **ATTACH** and select which image is to be attached at the end of the scrolling message.

Note: The logo file format should be the following: **16 colors, BMP, Size 8 x 26.** After this image has been created it should be saved in the main system server directory of **C:\QDESK\DATABASE\MESSAGES.**

The image insertion in the message is highlighted in the text by a mark (name between '<' and '>'). To delete this bitmap, you just have to delete the corresponding mark in the text.

Selecting images to be displayed on the lanes

The Impact Images module can be selected from

Front desk -> Lane Control -> Impact Images

In addition to the Bowland Animated Exciters there are static impact images. These are divided into the rolled event divisions of strike, spare etc. Move about the divisions selecting the ones that are to be used. Images can be selected from:

Impact Images : Move about the divisions selecting the images to be saved from one of the 10 savable libraries.

On-Lane Images : Select which images are to be displayed on the lanes while customers are bowling. For Example: an image which attracts their attention to the bar.

Off-Lane Images: Select which images are to be displayed on the lanes when they are not in use. For Example: an image of an upcoming event or, perhaps, an external advertisment from someone who rents this promotional space.

Making selections

Impact Images module features

Ten library buttons can be seen on the left hand side of this module. Image selections can be made from each division and saved in one of the libraries.

The image divisions of Strike, Gutter, Spare etc are located in the central part of the screen. Simply select the left and right arrows in the tab area of the screen to move between the divisions. Use the left and right arrows, located mid-screen, to see additional images within a selected division.

Features of the other fields are:

Configuration Name : The name of the current library button selected into which selections are added and saved.

Graphics Time : The amount of time (in seconds) that each image is displayed when a ball is rolled.

Off-Lane Time : The amount of time (in seconds) that the off lane images are displayed when the lanes are not in use.

Advert Time : The amount of time (in seconds) that the on lane images are displayed when the lanes are being bowled on.

Advert Freq : The frequency with which on lane images are displayed (in seconds). In this example there are 300 seconds between each image during play. Each advertisement is displayed for 2 seconds.

Historical highs: allows to define if with that library information about historical highs has to be sent to the lanes (see Historical Highs).

Sound: Sound is attached to all exciter images. This feature is enabled when this switch is flagged.

Qubicard: Enables or disables the Qubica card games to be sent to the lanes (see Special Games setup section for additional information).

Advertising: allows to define if with that library information about advertising has to be sent to the lanes (see Advertising).

Memory : There is a current memory gauge displaying the amount of memory used and the amount remaining. The gauge adjusts accordingly as images are added or removed.

Disable & Enable: DISABLE removes the current selection from the lanes. ENABLE sends the current selection to the lanes. It is not important to remove a current selection before sending a new one. Just send the new selection and the current one is overwritten.

Copy to: allows to copy the prophile stored in the current library to another libary.

Advertising

In order to access this function, you have to select:

Front Desk -> Lane Control -> Advertising

Within this screen it's possible to create the advertising images to be displayed on the lanes. Related data are sent to the lanes with the effects (if specified). You can choose any bitmap image (.bmp), whose dimensions will be 512 x 256 (in pixels); if images are larger, they'll be cut. There are two lists: the one on the right, called **Converted images**, contains the images that are already available, while the one on the left, called **Source images**, contains the ones that you'll find following the path specified within the field **Source path** .

On the bottom side of the screen there are the following buttons:

View : opens a screen where you'll find all the images of the current list that can be previewed; selecting one image after the other you can preview them all.

Rename: allows you to change the name of the selected file.

Delete: allows you to delete the selected element.

Convert : converts the selected files from the list on the left having bitmap format (.bmp) to files having IMM format, inserting them into the list on the right.

Paste : takes the image from the clipboard (cutting it if needed), converts it to IMM format, and inserts it into the list on the right.

All: selects all the elements of the current list.

None: deselects all the elements of the selected list.

Lane highs

Selecting

Front desk -> Lane Control -> Lane highs

you enter a screen where you can write messages to be displayed on closed lanes, able to support Nextia files. Data are sent to the lanes together with the effects (if specified).

On the left hand side of the screen there are two lists: the first one contains the pair of lanes you can select, while the second one contains the messages of the selected pair.

Pressing the buttons at the bottom of the screen you can insert (**New**) and delete (**Delete**) messages of the selected pair of lanes.

In the middle of the screen it's possible to choose how to display a message, by selecting one of the option of the list **Layout.** In case you choose "3 columns", you can decide to display bitmaps.

You find the following buttons:

Preview: displays the actual layout of the selected message on the lanes.

Copy to: allows to copy the messages associated to the current pair of lanes to other pairs. The new message will have the same name of the source one, but it can be modified while copying.

Clear: deletes only the text of the current message.

Save: allows to save the current settings (enabled only if some changements have been made).

Printing old games

This screen allows you to display (and print if required) all data related to games, and particularly the score fore each frame. Some preliminary remarks before explaining the different functions. We will call "event" a group of games, that you can identify by:

1) the opening date and the lanes where these games are played, in case of Open mode,

2) the league they belong to, grouped by week and team,

3) the Tournament they refer to, then divided according to series, week and team.

All these kinds of groups are based on games and players that bowled them.

The top row of the screen refers to data that identify the group. In the box on the left you can see the number of the current group within the ones you've filtered. Arrows allow you to browse.

The below area relates to games: you can decide to display them all, or just a selection (From game... to game...); you can browse them using the arrows on the right. The below window contains the players which have bowled the current game within the group displayed in the top row. Scores, scratch and total are displayed.

In the middle of this screen, at the bottom, you have two important pieces of information:

- the filter currently set on the lanes

- the time interval the current selection refers to.

Pressing the button **Find** you enter the screen "Old game blocks"; from this screen you can select one or more "events" you can analyse within the main screen.

You can decide to narrow the number of events to select. You can the game modes (OPEN, LEAGUE, TOURNAMENT) you're interested in. You can decide the time interval you're interested in by inserting the starting and ending date and pressing the button **Date filter**. With the button **Lane filter** you can select the lanes you're interested in.

Once you've set the filters you can select one or more events using the mouse or the arrows and the Shift key. By pressing **OK** you have all data displayed in the main screen.

Print types

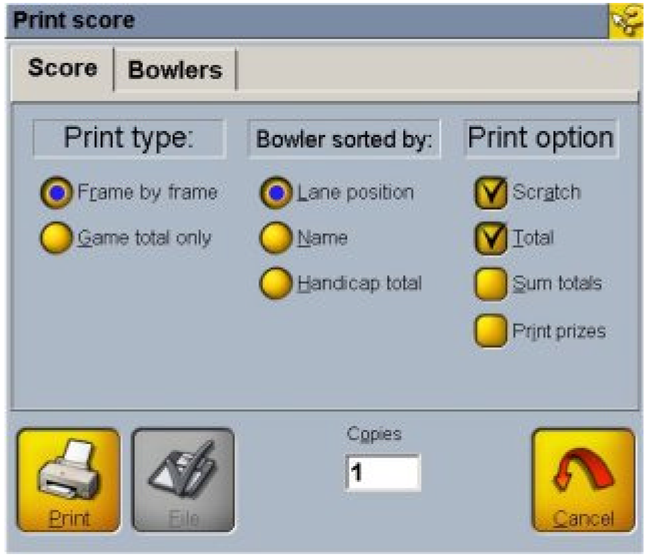
In the main screen there are two buttons allowing you to choose the type of print you want.

Standing

You can have an individual or team standing, furthermore you can decide to print the scratch total and the team/player name.

You have to insert the number of copies you want to print, and decide if you want to print the standing by pressing the button **Print**, save the standing on a **File** , or send it to the lanes through a scrolling message, by pressing **Message.** In this last case the window Lane Message will open, where you can preview the message.

Score



Here you can set:

1) the print type (displaying the scores related to every frame or only the game total);

2) the order of players (by lane position, description, handicap total);

3) the print options:

- scratch: if in the column with the total you want both the scratch and handicap total

- total: if you want the row of the totals for each game

- sum totals: if you want the totals to be summed up to the previuos ones

- print prizes: prints a page where the different prizes won with the special games by the players included in the print are listed.

- transactions: inserts at the end of the printed page the economic transaction total of the current event.

In the second screen you can choose to print only data related to some of the players in the current selection.

You have to insert the number of copies you want to print and decide if you want your scores printed on paper or registered on a file.

Keyboard

This module simulates the keyboard on the lanes. You can enter it from:

Front desk -> Lane Control -> Keyboard

Firs of all you can select the lane you're intersted in; pressing the button **Monitor image** in a few seconds you'll have displayed the selected lane. On the row below you will see what you're typing on the PC or on the screen keyboard. The button **Clear** deletes the text typed.

There are special button used in any keyboard using (for example: Bar, Inserting Names, Help, etc...).

Time Games - Overview

With the Time Game function it is possible to control all the equipment present inside the bowling center (ping pong tables, billiards, carambola, etc).

To open a time game just do as follows:

Front Desk -> Time Games

and then choose one of the time games set out in Time Games Setup.

In this example the time game Carambola has been created.

In this window (almost identical to the Lane Control screen) you can see a number of icons representing the number of Carambola tables which were set up Time Games Setup.

Common Buttons

Now it is time to look at the buttons and boxes present at the bottom of the window.

Next Item : Indicates the first available table and also which table has been in use for the shortest amount of time. This allows every customer to use the equipment for the same amount of time. Clicking on the **Next Item** zone opens the Items Precedence window. This lists all the equipment that has been ordered to be used. From here it is possible to see which tables are open, how many players are playing, the time played and remaining, the total time the table has been in use (to reset this value see Time Games Setup) and the payment modes.

Workshop: Activates/Disactivates the maintenance mode for the table selected. The corresponding icon will not display the symbol of the time game, showing that the table is not available.

Light ON/OFF: Turns on/off the table lights. To do this it is necessary to have an F-Out device.

Waiting List: Enters the waiting list. See Lane Waiting for setup instructions.

Park Not in use yet.

Transfer: allows to transfer an open table to a closed one, moving all related data.

Modify: Appears only if an open table has been selected and allows you to modify the players and the game for the selected table.

Open: Opens a Time Game

Close: Closes the selected resource of the time game.

Opening a time game

To open a new game just double click on the icon of the table desired or select, with a click, the table desired and press **[Open]**.

The window which appears is very similar to that of Lane Opening.

Inserting Players

To insert a player it is possible to either click in the middle of the blank area at the centre of the window or select the number of players by pressing ***[Players'#]***.

• In this first situation a dialog window appears which allows the name to be inserted manually or the FBT list to be searched (FBT Member Search. The name of the FBT is displayed in red.)

• In the second, a window appears which allows the number of players for that table to be either chosen or written (the maximum number for every type of time game has already been imposed in Time Games Setup).

To modify a player's data just click on his/her name.

Just like in opening a lane, there are three fast items, located beside the players name, which can be used to buy items very quickly.(see Quick Items).

Assigning a price

The price used is always the one defined in Time Games Setup. If other prices have been defined for this department it is possible to select them by using ***[Plrs Price]*** . The price is visualised in the ***Prices column***.

By clicking on one of the boxes in the ***Prices*** column, the amount of time sold to the player is increased from that defined in the *Time Unit for Billing setup* (see Time Games Setup). This increase only applies to the player who corresponds to that box (or for global purchases). Furthermore, the values of the ***Time***, ***Total*** and ***Due*** columns are automatically increased.

Setting up the time

There are three different ways of assigning time to a game:

1. By using ***Set Time*** it is possible to globally assign time to all the players who have been selected in the ***All*** column. The window shown above appears and allows you to select the length of the game.

2. It is possible to assign time individually to every player, as previously shown, by clicking on the player's box in the ***Prices*** column.

3. It is possible to assign time individually to every player by clicking on that player's cell in the ***Time*** column. The window shown above appears, allowing you to insert the player's playing period.

Global Purchases

Pressing **Globals** , a P.O.S. management window opens. This window contains all the articles in the subdepartments of that department POS (default *Snack Bar* and *Pro Shop*) (see Price Setup),as well as those of the Tools subdepartment related to the Time Game department you are currently working on.

Collecting Payment

As you have seen for Time Opening in Lane Control, it is possible to collect payment either before starting or after, it really does not make any difference. In either case, it is possible to decide whether to preassign game times or not.

By pressing the **Pay Now** button the payments collect windows appears.

Post-Payment

In the lane opening mode, if a player or a time period for a lane has not been assigned, the only way to open the lane is to use [Open Now], on the bottom left. Three objects are displayed on the selected table icon:

A clock symbol indicating that the payment time still has to be calculated.
A counter which shows the amount of time remaining on that table.
An indicator showing what time the table was opened.

If a time period has already been assigned to the game, the buttons on the lower right of screen change to become **Pay Now** and **Pay Later**. The game is opened by just pressing **Pay Later,** three objects are then displayed on the selected table icon:

A dollar sign indicates that the payment time has already been calculated.
A counter shows how much time remains.
An indicator shows what time the table was opened.

When the game is finished, just select the table icon to be closed and click **Close** on the right. To see the payment window (see example), just click **Pay Now** . As in Lane Control, it is possible to stack and link transactions. To collect the payment just press **Pay .**

Pre-Payment

To open a game table in Pre-Paid Mode, a time period has to be preassigned for the game. Once this has been done just press **Pay Now**, at the bottom left hand side of the screen, and a payment window appears (see example). To collect a payment just press **Pay**.

A table opens and a dollar sign appears in the corresponding icon. This means that the following have been inserted:

Amount of playing time.
A counter showing the remaining time.
An indicator showing what time the table was opened.

POS modules

Various POS modules can be accessed from the main menu, by simply selecting :

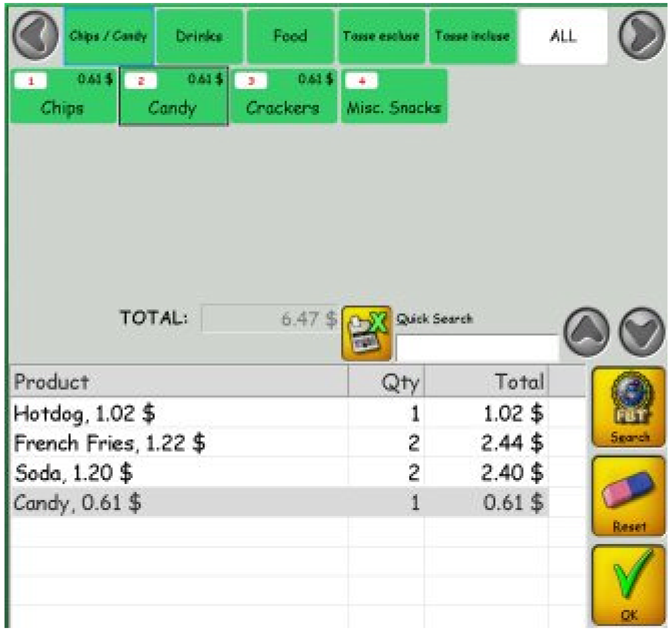
Front desk -> Pos

First, you have to define pricekeys to be assigned to the departments. (See Creating Price Keys & Departments for more information)

The Snack Bar

Snack Bar Sales

Once inside the selected POS module a simplistic layout is presented. The product departments are at the top of the screen. Inside each of these departments there are assigned prices. There can be as many departments as is necessary. (See Creating Price Key Departments). To make a sale simply move between the departments selecting the required pricekeys.



As selections are made, by moving through the departments and product pricekeys, a table of items is created in the lower area of the screen. If a wrong selection has been made it is possible to select that row and modify the quantity.

An FBT member can be attached to this transaction by searching for him/her within the FBT button.
Click the FBT button and swipe the membership card.

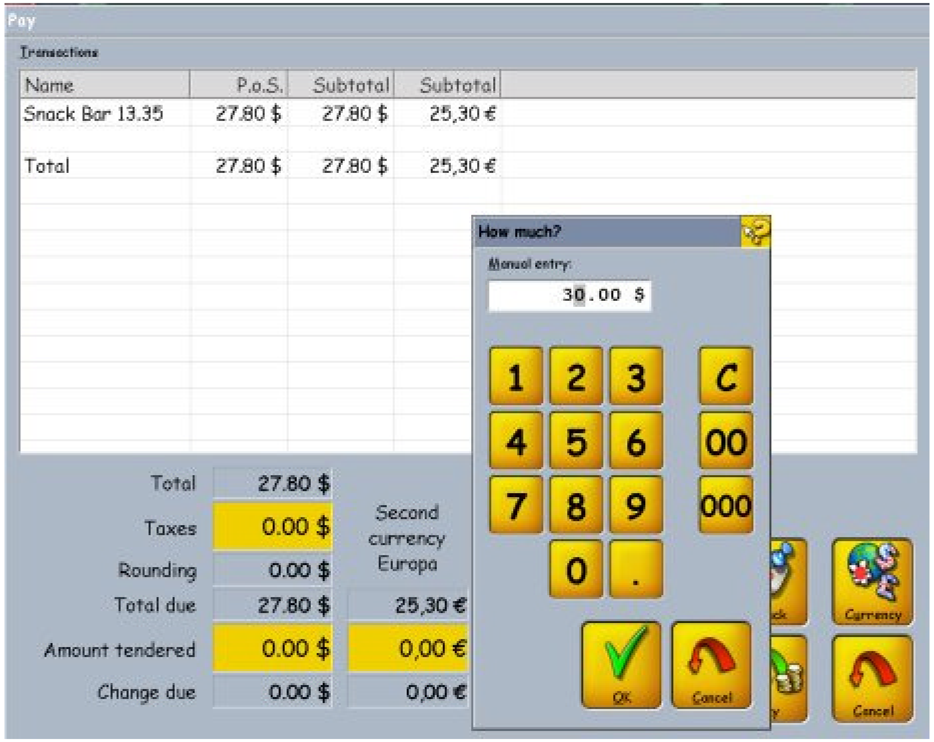
Multiplier function

For multiple items of the same key use the multiplier function:
Press the asterisk first and then press the price key.

A numeric window appears where the gross quantity required can be inserted. Press OK to save this quantity to the item table.

Cash collection

When all selections have been made it is time to take payment. Press OK to do so, this moves the user to the cash collection screen.



The transaction is logically laid out in the cash collection screen. In normal situations just insert the amount tendered and press pay. Otherwise any of the following is possible:

a. Print a receipt (if the system is not set to auto receipts)
b. Link it to an existing stacked transaction.
c. Stack it as a new transaction to collect payment at a later stage.

Selling in the PRO-SHOP

The same philosophy as POS Snack Bar with one exception, prices and departments have to be setup under the system fixed department called PRO-SHOP.

Once this has been done all functionalities resemble the snack bar POS.

Shoes and socks rental

The same philosophy as POS Snack Bar with one exception, prices and departments have to be setup under the system fixed department called SHOES & SOCKS.

Once this has been done all functionalities resemble the snack bar POS. This shoe rental POS module is accessible from many locations throughout the system.

Coin hopper

The same philosophy as POS Snack bar, with one exception, within the Coin hopper the departments are the ones included under the system fixed department called COIN HOPPERS.

Once this has been done, all functionalities resemble the ones in the Bar.

Collect payments for miscellaneous items

The same philosophy as POS Snack Bar with one exception, other income accounts and departments have to be setup under the system fixed department called OTHER INCOME.

Once this has been done all functionalities resemble the snack bar POS. Other income accounts are used to collect payments for miscellaneous items not found in other POS modules.

Keeping track of expenses paid for ex-front desk

The same philosophy as POS Snack Bar with one exception, expense accounts and departments have to be set up under the system fixed department called EXPENSES.

Once this has been done all functionalities resemble the snack bar POS. Expense accounts are used to keep track of expenses paid for ex-front desk. For Example: Miscellaneous Petty Cash expenses.

Creating a refund account

For every POS module, and for every price created within the POS module, the system automatically creates a corresponding refund account.

When you access the refund module by the **Special Functions** button the following functions can be performed.

a. Select the department which contains the prices to be refunded.
b. Attach an FBT member to the refund to keep track of this member's net purchases in each area (Total Purchase - Refunds = Net Purchase)

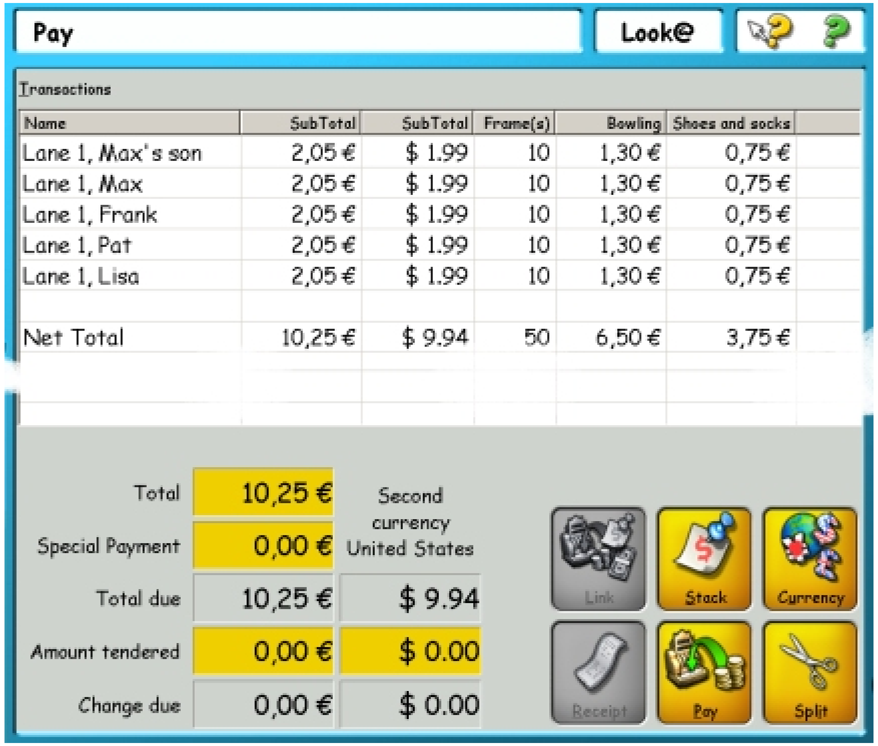
Once all refund selections have been completed press **OK** and the cash collection screen appears to finalize the refund. Notice that the values displayed are negative.

Stacking and Linking A Transaction

In this lane status screen a lane, which owes some money, is about to be closed. Select the lane and press CLOSE.

Here Max, Frank, Pat & Lisa owe $7.20. One option could be to make game rate adjustments and press **PAY NOW** .

The Stack button

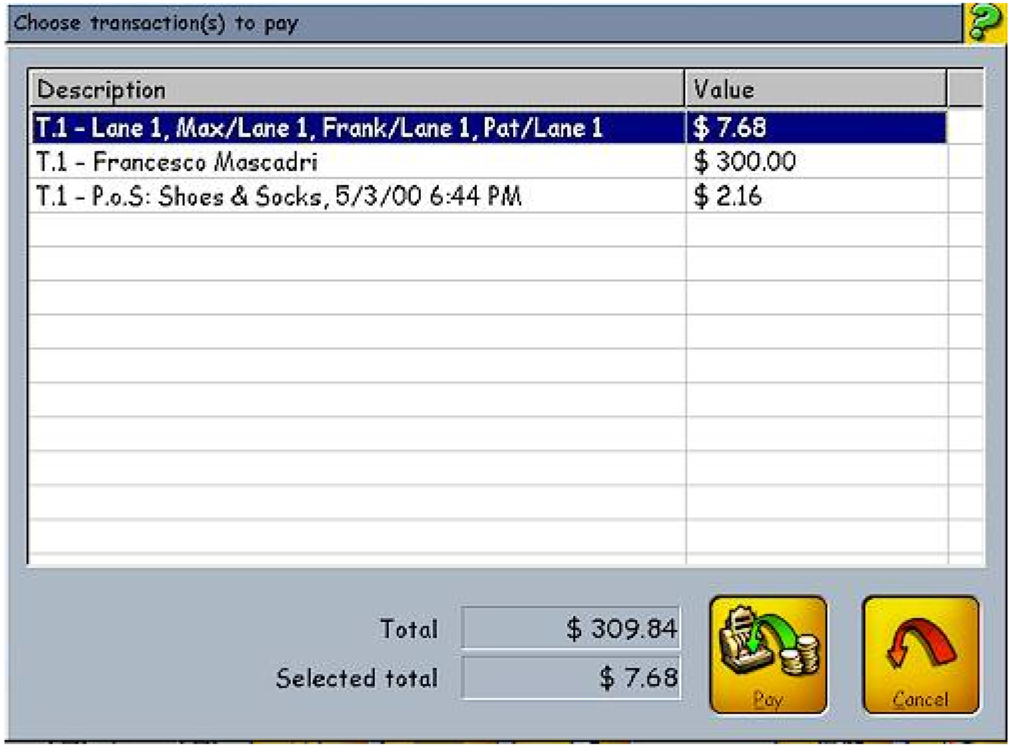


Once inside the cash collect screen press **STACK**. This sends the transaction to the safe stacking area. It could be checked out later or even have more transactions added to it. This adding process is called linking.

The Transaction Stack button

From the static portion of the desktop the **Transaction Stack** button is seen to be illuminated .

This indicates that there are transactions waiting inside this safe area for ultimate cash collection. Clicking on this button opens a table with three stacked transactions.



At the top of the list is the one that has just been sent there from lane 1. Now select the transaction payment to be collected and press **PAY** . This returns you to the cash collection screen.

Add a current transaction to a transaction in the stack

Linking a transaction is similar to stacking. This means adding the current transaction being worked on to a transaction which is already in the stack. In the example below, Max's son was bowling on his own on lane 6.

Select the lane and press **CLOSE** . Then press **PAY NOW** and go to the cash collect screen.

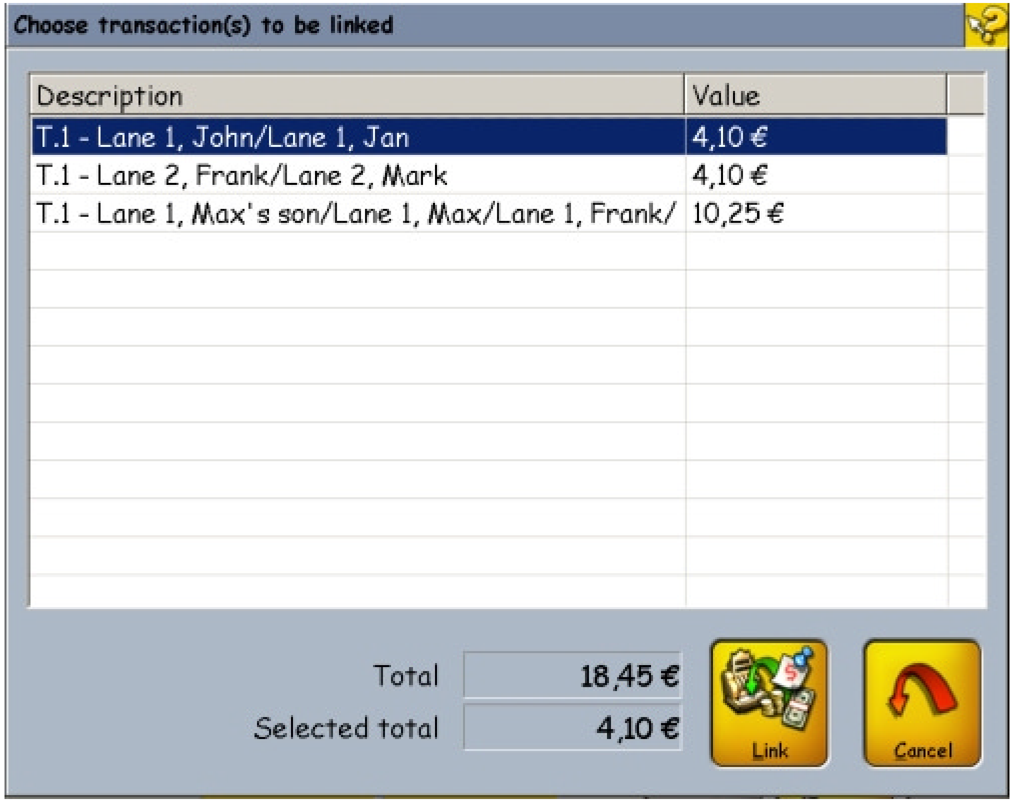
The Link button

Once inside the cash collect screen it is seen that Max's son owes $1.80. His father is paying for this and he is currently inside the transaction stack.

Press **LINK** which reveals the current stacked transaction.

Select the transaction to link to

Once **LINK** has been pressed a table of all current stacked transactions is displayed.



Select the transaction to be linked to this transaction. In this example it is to be to linked to John & Jan's transaction on LANE 1. To do this simply press **LINK.**

At this moment a number of things could be done:

a. Collect payment for the total due.
b. Send it back to the stack as a new listing combining both transactions.
c. Link this combination to another transaction in the stack

Once LINK has been pressed both transactions are joined together.

4.10€ + 4.10€ = 8.20€

Then the cash collect screen appears.

Reprinting some failed receipts

When selected, this module allows you to reprint some failed receipts (due to the paper getting jammed or because the paper ran out etc). A table appears displaying a range of receipts, from the newest to the oldest .

Simply select the reprint desired and press **REPRINT** . Furthermore, this display table can be filtered by date or by terminal of origin.

Opening cash drawer outside of a transaction

You can select this function by

Front Desk -> POS... -> Open Drawer

The automatic cash Drawer has to be connected to the terminal to prevent error message.

Every time the cash drawer is opened outside of a transaction it is registered in the system log. (See system log for details)

Managing Bowling Center Members

By selecting:

Front Desk... -> FBT... -> Customers' Data,

is possible to manage everything regarding bowling center members, for example:

- Members Data
- Magnetic Cards (their creation, prizes contained , members photo...)
- Member Searches (with many filters available)
- Report Printouts - for one or more members [this function requires an additional module]
- Printing Addresses On Labels (Mail Merge) [This function requires an additional module]

Almost all the management functions of FBT are found here. It is possible to see stored data, insert new information, manage it and then search for members using many different criteria.

Much of the information here does not need to be explained in any great detail. Therefore only the more complicated procedures will be examined.

Common Characteristics

The following elements are always present with this screen:

Navigation Buttons:

& Used to return to the first member inserted or to go straight to the last.

& Used to go back and forth from one member to another.

Used to record changes to data which has just been inserted.

Used to delete the changes to data which has just been inserted.

Fields and function - description

The boxes beside the navigation keys indicate SURNAME, MEMBERS IDENTITY NAME and the number of insertions which are currently being worked on.

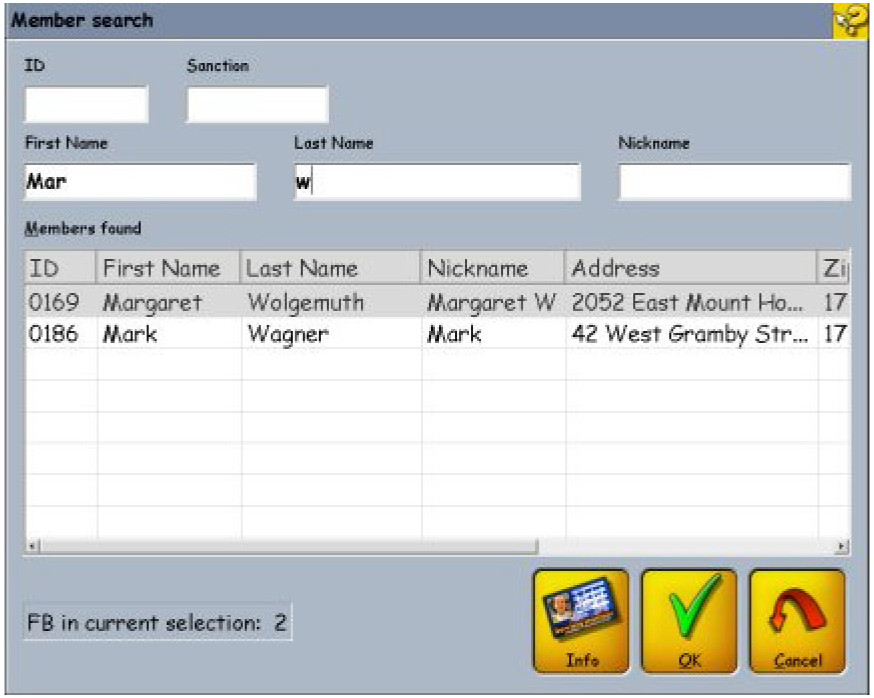
FUNCTION BUTTONS

Find: Activates the research mode
Print: Opens Select & Print compiled with the visualised member's data
Create: Creates a magnetic membership card for the visualised member.
New: Creates a new member.
Delete: Cancels the visualised member.

Creating A Magnetic Card

To create a magnetic card it is necessary to have a WRITER/READER (optional accessory). To create a card you first have to record all the members relevant information. After this has been done press **CREATE**. A window then appears showing the member's inscription number and their visualised name. Clicking **OK** records all the information onto the card. OK can only be used after a card has been inserted into the WRITER/READER.

FBT Member Search



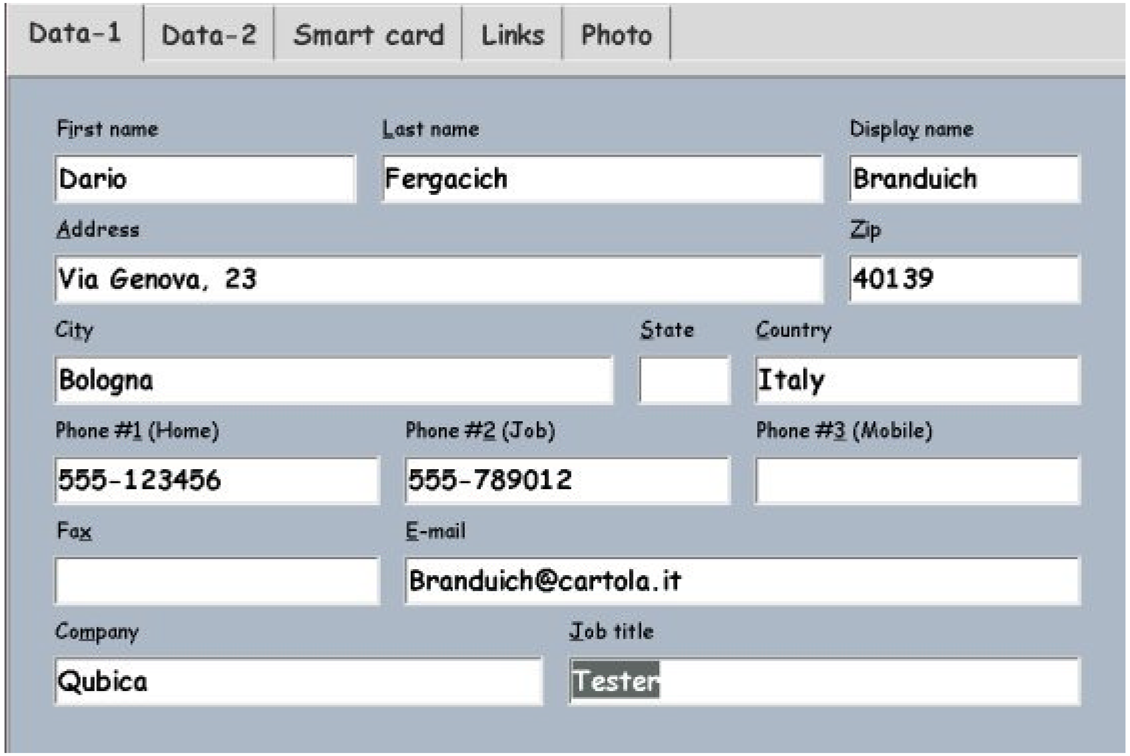
This window is used for quick searches:

You can search for members using many different criteria, for example by the ID, the sanction card, First Name, Last Name and Nick Name. While you are typing in, in the members found screen you can see all the members according your criteria. At the bottom of the window is the total number of the members found.

The **Info** button is used to see the personal data of the selected member.

Data-1 section

In this table it is possible to display, modify or insert the relevant member's data.



Data-1 section fields description

The first three fields:

- first name
- last name
- display name

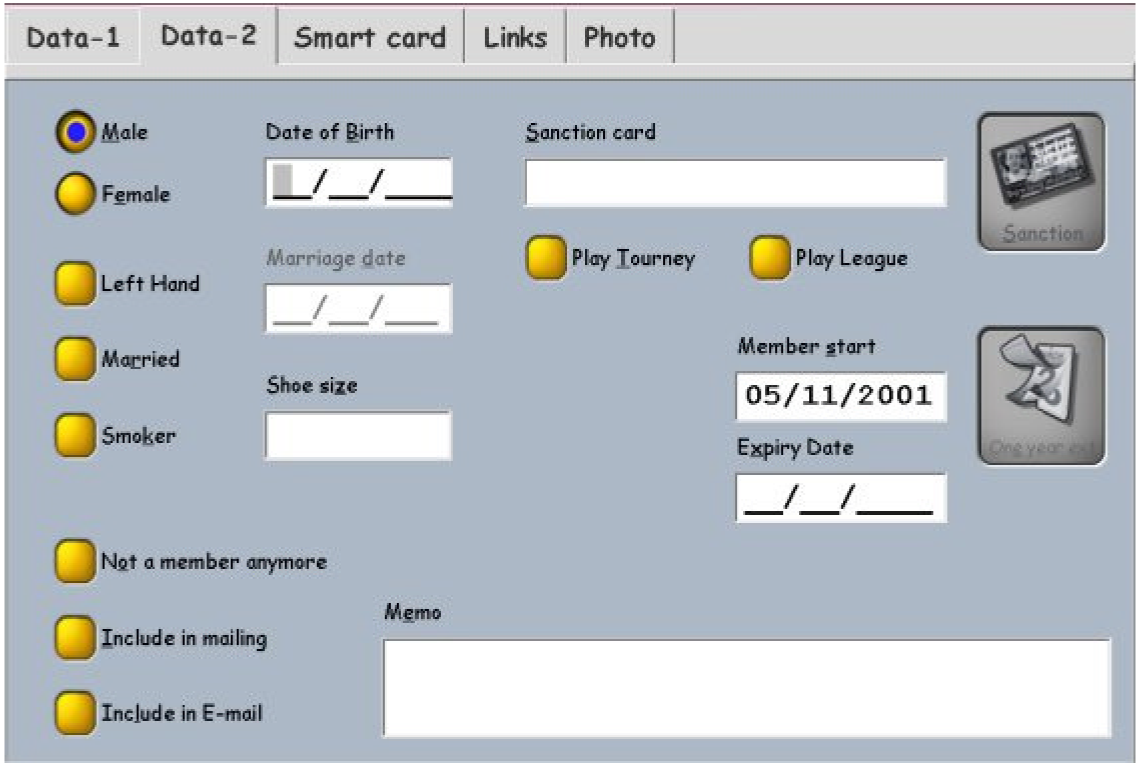
are obligatory for all members.

WARNING: *The writing of information in any box is seen as a modification of the displayed member's data. To confirm the changes click* ***RECORD****, to cancel the changes press* ***DELETE*** *.*

As soon as another member has been selected or, as soon as the FBT mode has been closed down, Conqueror informs the user of the changes which have been made and asks if these changes are to be saved or not.

Data-2 section

This is the second section regarding personal data. Here the following information can be inserted:



Data-2 section fields description

Male or Female : Member's gender

Date of Birth: Member's date of birth.

Married, Marriage Date: Allows to specify if the member is married and, if so, to insert their marriage date.

Left hand : if the member is a left hand (useful for the lane assignment).

Smoker : for example, if the center provides a smoking area for the pool tables, this information is very useful.

Shoe size: Allows to insert the member's shoe size

Not a member anymore: Specifies if the customer is no longer a member.

Include in Mailing/E-mail: Includes the member in the mailing list. Mail is sent either by letter or e-mail

Memo: Here it is possible to insert every other type of information deemed to useful.

Class: How is this member classified in the Federation.

Sanction Card: Smart card's number. By the homonym button you can easily acquire the Smart card number using the card reader. So this number identifies this member for your Bowling Center.**Play Tourney and Play League:** Specifies member's interesting areas.**Member start, Expiry Date :** These are the data present in the sanction card. By The One Year Extension you can extend the member card expiry date for one year.

Member Registration Procedures

Within this window it is possible to insert all member registration data.

Card Type (Group) : Here, choose which group the member being displayed belongs to. The drop down window contains the group defined in FBT Setup.

Game Bowling Rate, **Time Bowling Rate**, **Shoes Rate**: These are the prices applicable to members for Game Bowling,Time Bowling and Shoe Rentals. To choose a price click the arrow located at the side of the data entry box: a window opens displaying all the different prices available. By clicking on a price it is automatically inserted into the corresponding data entry box.

WARNING:*By selecting a particular card type group, the three categories specified above are automatically compiled with those categories FBT setup prices. Nevertheless, it is still possible to modify any member's price, even if that member is playing in a group.*

Hire shoes always : to be selected if the member hires a pair of shoes every time he bowls.

NOTE: *it is possible to automatically assign shoes only if there is a defined default pricekey for shoes. If there is a quick item with the same pricekey, this will be automatically selected, otherwise, within the POS of that member there will be a transaction row relating to the shoes hired with the default pricekey.*

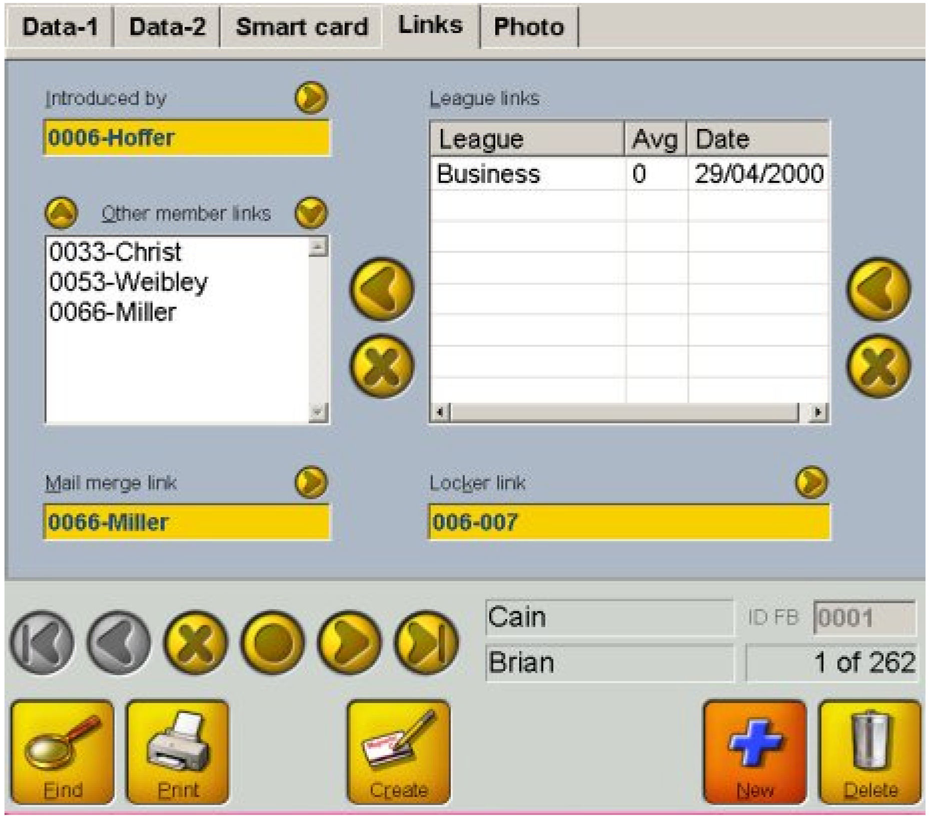
Presold games: games the member has prepaid, registered in his card. Pressing the button Refund it's possible to refund prepaid games.

Points on card : indicates the number of points registered in the card. In order to add points, you have to click on the arrow and insert the number of points to be added in the window that will appear. Pressing the button Use points, it's possible to use some of the points registered in the card (for instance, in order to win a prize for a point collection).

Money on card: relates to money stored on card. Clicking on the corresponding arrow POS will open, with the Qcash department active, where you can find the pricekeys to add money on card.

Debt limit: determines the max. debt of a member using the card.

Customer Links



From this window it is possible to find out which people, objects or leagues the selected member is associated with.

Introduced by: Shows who this member has been introduced by. To insert a name click the arrow beside this dialog box to display MEMBER SEARCH. This option can be useful when a prize has to be assigned to the member that has introduced more new members.

Other Members Links : Shows the members associated with the one being displayed. To add the name of one member, or more, press the arrow at the side of the data entry box to display MEMBER SEARCH. To cancel a name from the the box press [*X*] ,located at the side of the data entry box. To scroll the list of names use the [UP] and [DOWN] arrows located at the side of the data entry box.

Mail Merge Link: In a situation where the member being displayed is connected to another one, the documents being created by Mail Merge are only sent to the member highlighted. To insert the name, press the arrow located at the side of this box to display the Member Search window. The name inserted here is automatically added to OTHER MEMBER LINKS.

League Links: Here it is possible to define which league the displayed member is to take part in. To add one, or more, leagues press the arrow located at the side of the data entry box. To Cancel a league from the box press [X] located at the side of the data entry box.

Locker Links: Shows the number of lockers assigned to the member being displayed. To assign a locker press the arrow located at the side of the data entry box to display the Lockers mode window. After confirming the locker the boxes with the members name and number are automatically compiled with those of the member being displayed. In a situation where more than one locker has been rented by a member they will be visualised and separated by a hyphen.

Photo section

From here it is possible to take the photograph to be used in association with the member being displayed. It is necessary to have a quickcam to do this. By pressing **TAKE PICTURE** a window appears visualising what the quickcam is filming. Put the subject in position and press TAKE PICTURE on the new window.

The photo is used every time the card is used (to identify the member) and can also be used during Birthday Party, if the member's Bowler's options are enabled.

Find Bowling Center Member

With this function it is possible to search for all members satisfying certain requirements.

When **Find** is pressed the window changes slightly: the navigation buttons disappear and **New**,**Delete** and some other internal fields located within the tables are disabled.

In the various pages you can make the member search only with some of the present data.

For a successful search it is not necessary that every field is filled in with all the information, it is enough just to insert a few letters.

The search is a cumulative process: the member's data found corresponds to that inserted in all the boxes filled in.

Once all the information has been inserted, just press**Start** (located on the left hand side) to begin the search process.
At this point the navigation buttons reappear, as do those of **Insert**/**Delete** and, in the box under that of Frequent Bowler ID, the number of members found who correspond to the data inserted are displayed.

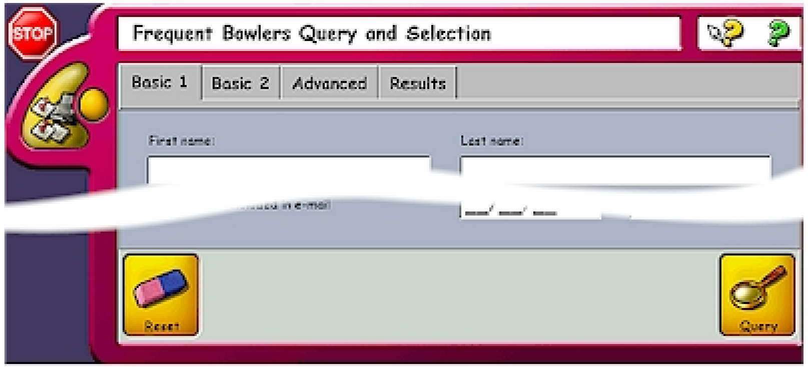
To exit from the search mode just press**Exit**.

Selecting and Printing Frequent Bowlers

This FBT research function differs from that of FBT FIND in how quickly the FBT groups are displayed and in the the creation of report printouts for single players or groups.

You can enter here by:

Front Desk... -> FBT...-> Query and Selection.



The following keys are always present at the bottom of the window:

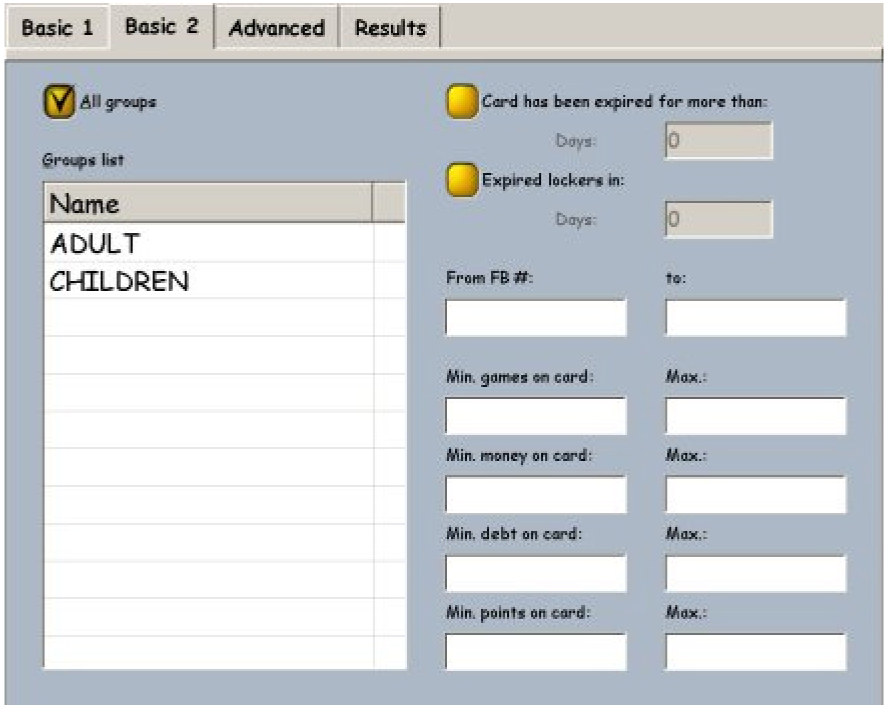
Reset: Cancels all the fields compiled.

Query: Starts the research process with the inserted data.

Here too, as in FBT Find , the research process is a combined one or, more precisely, the members data found corresponds with that inserted in all the compiled boxes.

Basic 2 tab

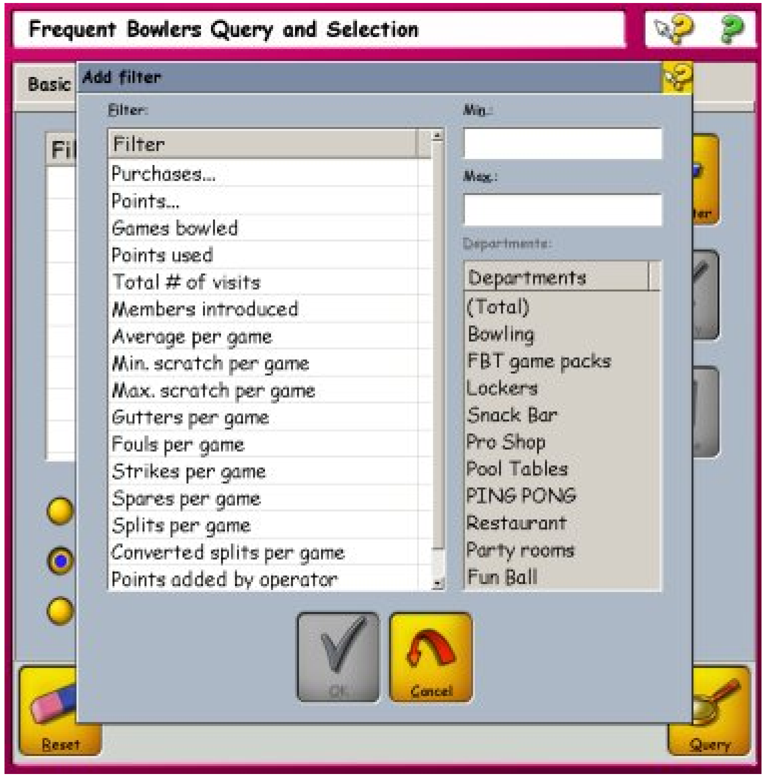
Given that this window is fairly self explanatory no extensive explanations are needed.



It is possible to see how minimally the fields layout differs from those seen already in FBT's Data-1 and Data-2 windows.

Furthermore, a search interval can be defined for the dates and the numerical quantities.

Research Filters



From here it is possible to set up the research filters. Select from among Number of Games, Amount Purchased (by individual department or in total), Points Per Game, etc...

In order to use a new filter you have to press the button **Add filter** and choose among the list of the defined ones. To modify/delete you just have to select one from the table and press **Modify** /**Delete** .

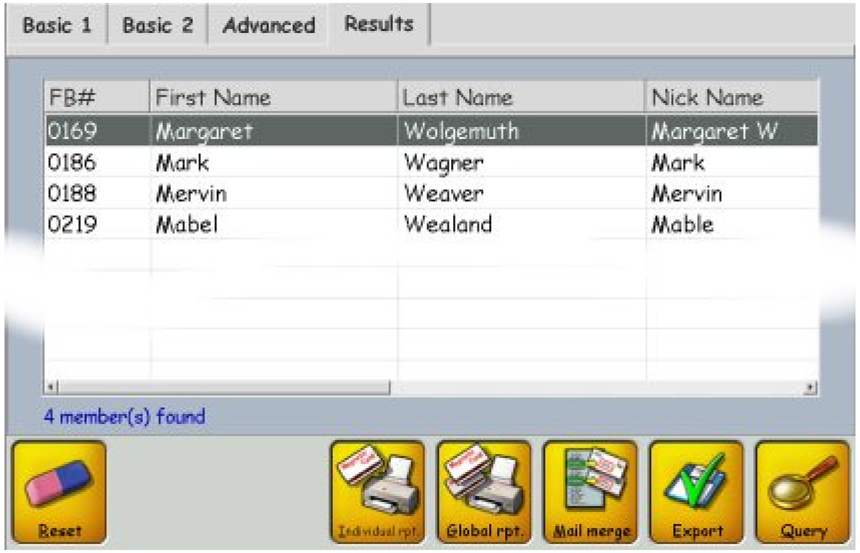
Then it's possible to search the registration date of the member (From member start), in the current period or within a date range.

Moreover, it's possible to set a filter, both for games and transactions, selecting the categories Bowling Open, Leagues and Tournaments.

Results

Once **QUERY** has been pressed and Conqueror has finished searching the database the results are automatically displayed here.

The member's ID number, name and last name, amount purchased, games played, number of points present on the smartcard and how many points have already been used, can all be easily read.



These new buttons are added at the bottom:

- Individual Report
- Global Report
- Mail Merge
- Save Results

Individual and global reports

The two windows shown in the example are opened by pressing Individual Report orGlobal Report.

You can amuse yourself by experimenting with the **PREVIEW** key to discover what the result of every report is. This is found inside the print window.

By the **Export** button you can save the result of your composition in a .csv file format.

By the **Reset** button you empty the member found list and you are ready set the criteria for the next seargh.

By the **Mail Merge** button you open a box with the results of the current search.

FBT Mail merge

To enter the window you have to select:

`Front desk... -> FBT... -> Mail merge`

or from the FBT Query and Selection window by pressing the mail merge button.

This window is useful to type down mails or labels by inserting some keywords (Date, FB#, First Name, Last Name, Address, Date of Birth, etc...).

In the **EDIT** page you can type the text in the main window.

By the upper buttons you can set the character type, its options (bold, italic, uderlined), text alignment and text bullets.

With the **Insert** box you can include a generic tag that willl be substituted by the member's data the document refers to. To undo this operation just delete the tag in brackets.

The various models of documents can be saved to different files. When needed you can select them from the Select & Print window. Opening the Mail Merge window and loading the needed model, in the first page you will see the text and the selected member's data. To scroll the list of the selected FBT you can use the navigation bar at the top right hand side of the window.

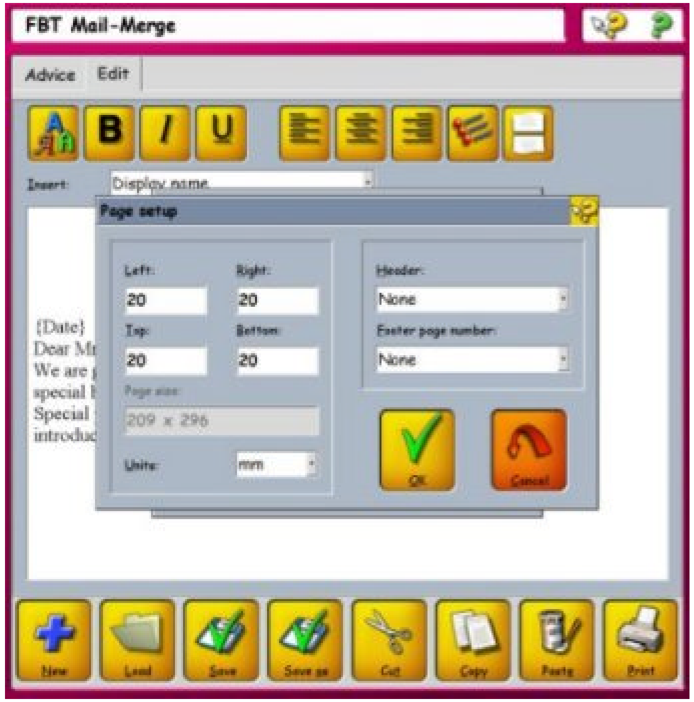
In the list at the top right hand side it is possible to insert one of the available keywords.

Pressing the buttons **Cut, Copy, Paste you** can operate on the selected text.

The buttons **New, Load, Save, Save as** activate the functions corresponding to the general model (as in the EDIT page).

By pressing the **Print** button a window appears asking if you want to print the current record or all the selected ones (the number is in brackets). You can send e-mails too.

From this screen it is only possible to print out with the current setup options. If you want to change these option, you have to press the **Setup** button and insert your settings (dimensions, margins, page number, etc...)



If you want to print labels, pressing the **Labels** button you enter the setup window for the needed print parameters (row and coloumn n°, width, height, etc...).

Pressing the **Save Settings** button you can permanently save the inserted data.

Locker hire and rental reporting

The Locker module can be selected from

`Front Desk... -> Lockers...`

All the issues regarding locker hire and rental data can be dealt with here. The following duties are performed:

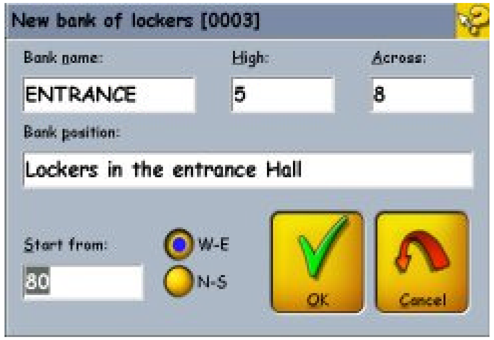
i. Design locker banks by telling the system how many columns and rows are required and where the lockers are to be situated.
ii. Select a series of printed reports
iii. Insert members onto the locker wait list for a particular locker. (Location & row)
iv. Attach maintenance memos to lockers which are broken.
v. Transfer the person renting from one locker to another. (useful in cases of locker breakage)
vi. Find an occupant by search
vii. Assign a new person to a locker.

Overview

The locker banks which have been created can be viewed inside the locker menu. The top row of the menu refers to the bank location. The corresponding lockers appear in the lower portion, depending on which bank has been selected. To create a new bank simply select the Bank Of Lockers field.

Deleting, modifying or creating a new bank

When the field has been selected a table appears listing all established banks. It is now possible to delete, modify or create a new bank.



When **NEW** is selected you have to enter details about this new bank of lockers.

Bank Name: Allows to insert a reference name.

Bank Position: Allows to insert a location in the center where these lockers are. This is helpful for the operators to understand which bank they are working on.

Start From: Allows to insert the locker number which this bank starts with.

WE - NS: Specifies if the numbering sequence runs north to south or east to west.

Rows: Specifies how many rows are in this bank.

Columns: Specifies how many columns are in this bank.

To remove a previously defined group just select it and press the **Delete** button. Obviously you cannot delete a group if it still contains rented lockers.

The only data thet can be modified by pressing the **Modify** button are the group name and position.

Assigning those renting to a bank of Lockers

Once the new bank has been established (in this example it's called the Entrance) it is displayed as a bank in the center.

People renting can now be assigned to this bank, to do this press **ASSIGN** .

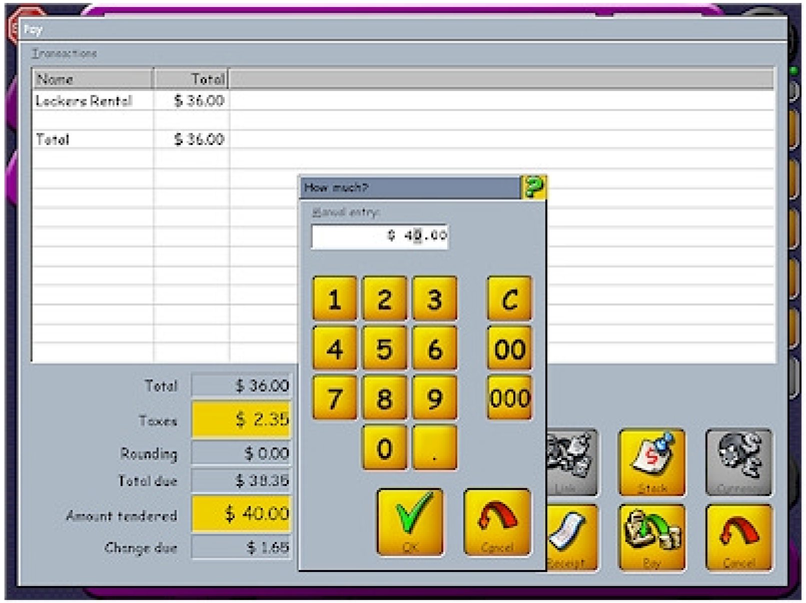
Selecting a member

Press **ASSIGN** to be taken to select a member from the FBT data base.

Insert the member card or start typing known information into one of the fields. Names which match input are displayed in the lower table. Press OK to assign the locker to this member, this process leads to the payment screen.

After pressing **OK** the locker price select screen appears. Many different locker periods and rate keys can now be established. In this example there is a yearly, monthly and 4 monthly key. It all depends on how the center is run. Select the rate required and press **OK** to be taken to the cash collection screen.

The cash collection screen



Once inside the cash collection screen money can be collected, press **PAY** to finalize this transaction. The locker bank screen then reappears.

Expiry date

Here there is a summary of the transaction dates. The expiry date can be modified by pressing **OK** to save these dates to the selected locker.

Moving Lockers

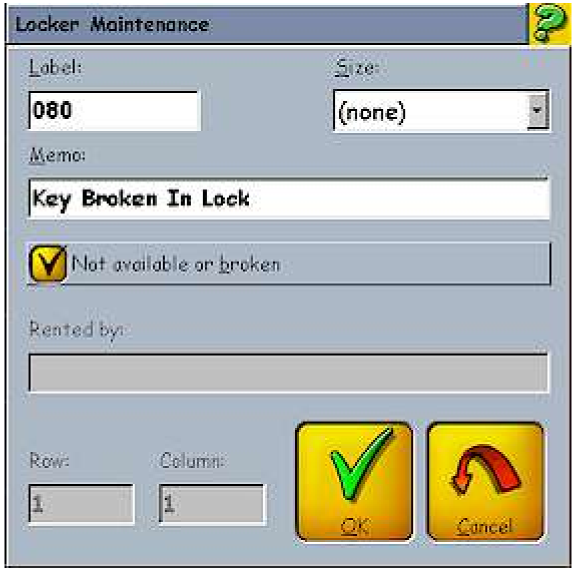
In some cases the person renting needs to be transferred from one locker to another.

To do this, select the locker to be transferred, press **MOVE** , then press the new destination.

A confirmation box appears, as this example shows. Press **YES** to confirm the move.

Lockers needing repair

When a person who is renting has been transferred because of a locker breakage a memo can be attached to this locker.

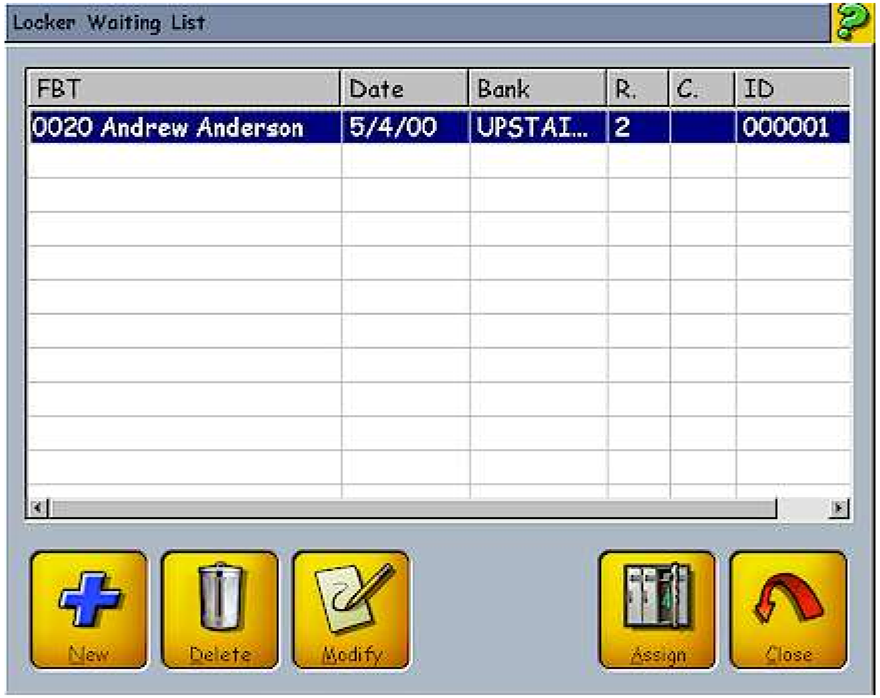


The icon representing the locker shows that it is broken (so it is not available) and a maintenance report can be printed regarding all lockers which need to be repaired.

Pressing the button **Find**, the FBT Search screen will open. Once the FBT has been found, pressing **OK** sends you back to the main window, where the first locker this member has rented in the current group (if there is one)will be selected.

Managing the Waiting List

By pressing **Waiting List** you can enter a member reservation, delete or modify a previous one, or, pressing **Assign** you can assign the selected locker (if available) to the member who has made the reservation.



New Entry

Simply press **NEW** and a search box appears to search for the FBT member. Insert the details about what sort of locker the customer is waiting for and press **OK**.

Lockers reporting

A wide variety of locker reports can be printed.

By using the following switches the data can be filtered before printing.

All Lockers: Prints a complete list of all lockers.

Available: Prints a list of available lockers only.

Due : Prints a list of all lockers due for payment/renewal.

Overdue: Prints a list of all lockers overdue for payment. Here it is possible to insert a value in days to show how many days the locker is overdue. (A report is printed of all the overdue renters since this date or earlier.)

Advice: Prints a reminder note to the customer which can be put inside their locker.

Broken: Prints a list of broken lockers and attached memos.

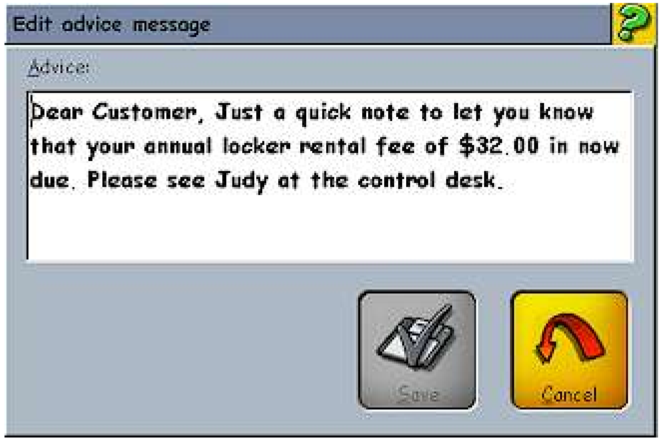
Other reporting options

Banks: Selects all or only some of the locker banks to be included in the print run.

Days : Previously explained in Overdue option

Preview: Prints the report on the screen.

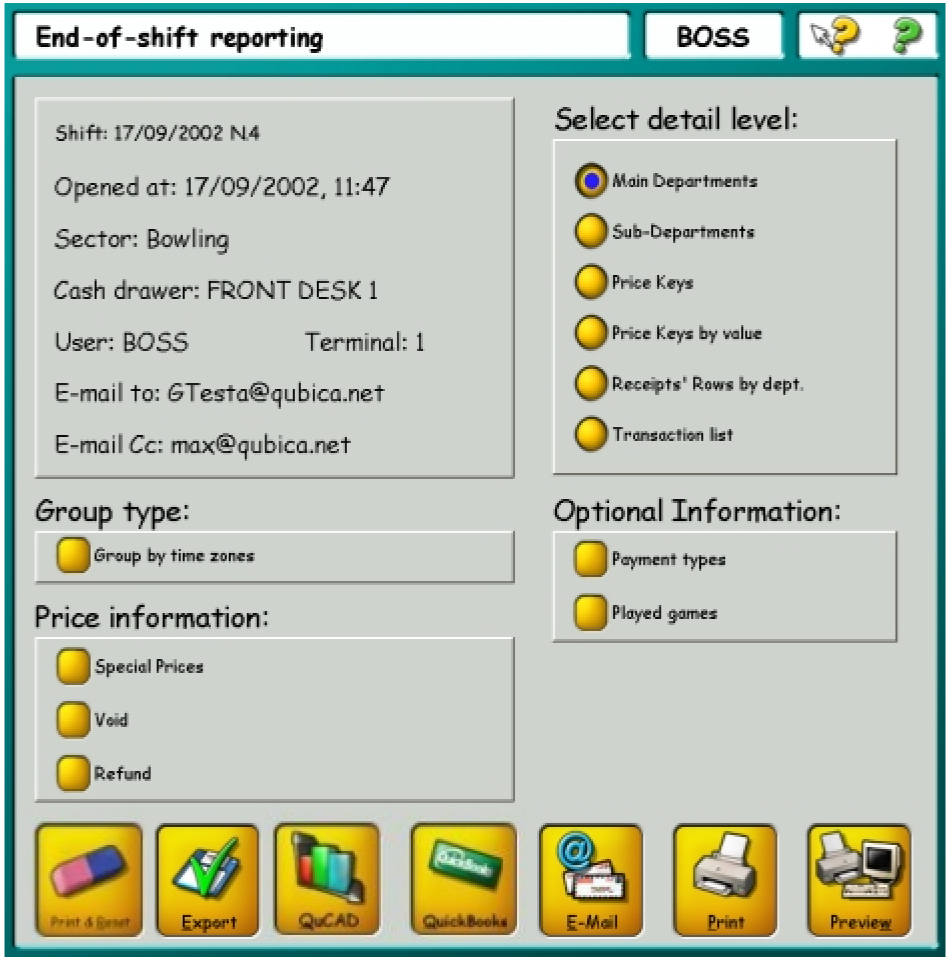
Print: Sends selection to the printer.



Advice: Inserts a memo to all overdue customers reminding them of their renewal obligations. Selecting OVERDUE and PRINT-ADVICE issues this memo to all lockers that fall into this overdue category. The memos are printed including Name, Expiry date, Locker Number & Bank and Memo.

Shift Reporting

You can access this window only if there are available data for the report.



Here you can preview or print out daily shift reports. You have to print this report when you close the current shift and open a new one.

The **Print and Reset** button can change, depending on the option set to change the shift status into "*Printed*". (See Center Setup).

There are six different kinds of shift reports:

Main departments: allows to print incomes related to the main departments, without any other details.

Sub-Department: allows to print data relating to sub-departments.

Pricekeys: allows to print data relating to every pricekey used.

Pricekeys by value: as the previous function allows to print data relating to every pricekey, with an increasing order.

Receipt rows by departments: allows to print out data related to the single transaction rows, organized by the departments they belong to.

Transaction list: prints the transactions related to group of lanes within a game session (from the lane opening to the lane closing).

There are also two other options to give the report additional information:

Payment types: allows to specify the type of payment used for the transaction.

Played games: allows to specify in the report the game mode (Open, American League, Swedish League etc...)

The buttons:

Print&Reset: allows you to reset data after having printed (or emailed or exported it, depending on the option set in the Center Setup screen).

Export: allows you to export the report in a .cvs file, a versatile format readable by Microsoft Excel.

QuCAD : allows you to export the report to the QuCAD application. This function is available only if the application is specified in the Terminal Setup screen.

QuickBooks: exports data to the external financial program QuickBooks. This function is available only if the application is specified in the Terminal Setup.

E-mail : allows you to export the report by emailing it to the address specified in the Center Setup (only if the system is compatible with MAPI specifics). If there is not any specified address, the button will not be displayed within this screen.

Opening a shift in a reporting sector

After the initial installation, in which all of the reporting sectors, cash drawers and terminals have been established, the time comes to start working with them.

To open a shift enter the **SHIFT** module from

`Front Desk... -> Shift`

and press **OPEN**. This opens all the shifts of a reporting sector. Or if you try to make a cash transaction, the system asks "Do you want to open the shift now?" Either way the result is the same. The user is now free to perform transactions and other staff member's can now log-on to that user's terminal. All of these staff log-on and log-off events are registered in the system log and reported at the end of shift reports.

Shift Module

Shift Module description

Within the SHIFT module you will find the following summarized information regarding:

1. The reporting sector this terminal is connected to.
2. The cash drawer this terminal is connected to.
3. The shift status (Open, Number & Date)
4. Who opened the shift (Example = Sergio)
5. Who is currently Logged on (Example = Sergio)

A series of function buttons are located at the lower part of the screen:

Open: When the shift is already open this button is disabled.

Close: When the shift is already open this button is illuminated.

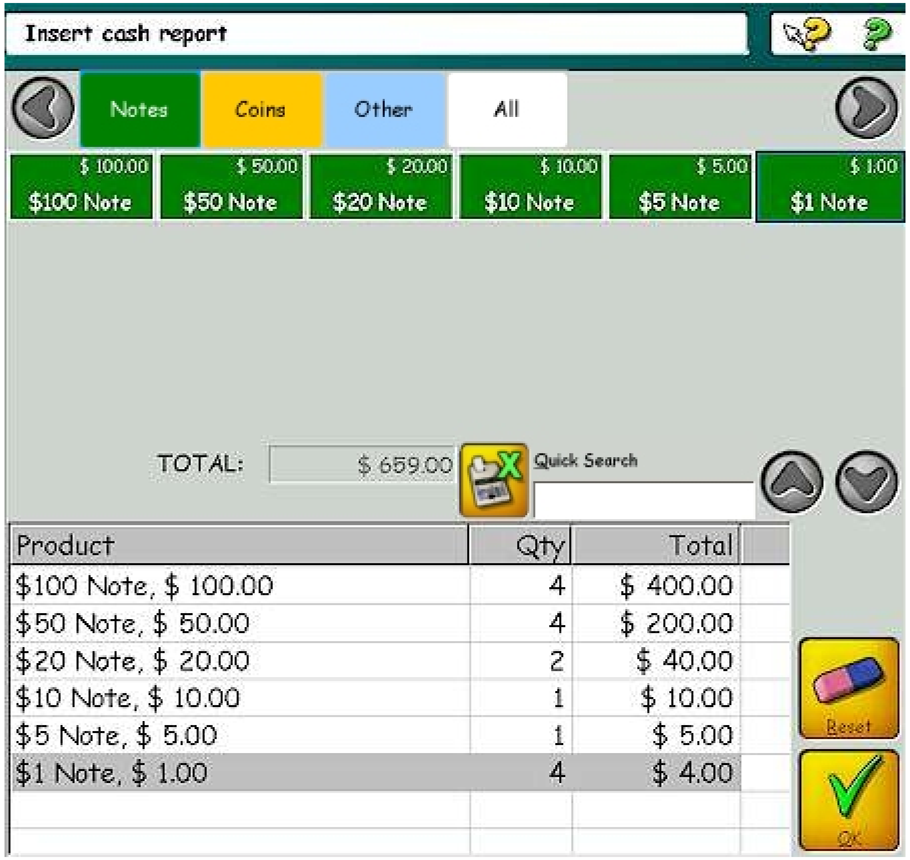
Park: Parks this shift in a safe area and opens the next shift. The new shift operators can continue transacting whilst the Parked shift operators count their cash and finalize their shift reporting duties.

Info: Attaches a memo to be printed at the bottom of the cash report. For Example: The reasons for being over/short for the manager.

Counter Report: Reprints a report that might have been damaged or had a printing problem during the first attempt.

Insert the amount of notes, coins and others

Press **CLOSE** to enter the NOTES & COINS insertion table.



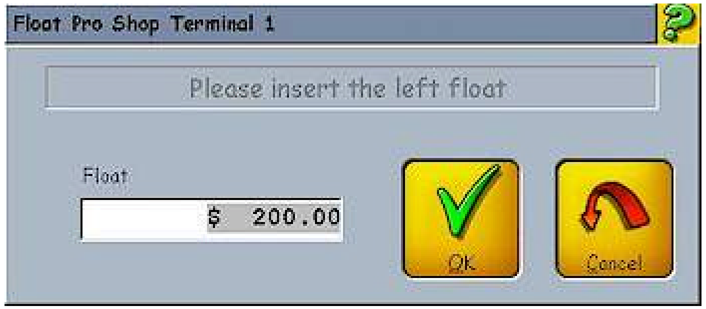
The operator inserts the amount of notes, coins & others (see Definitions) which are totalled on screen. These entries are reported on the lower section of the printed report.

After the insertion is complete press **OK** .

Notes and carry forward confirmation

After all notes have been inserted press OK. A small confirmation screen appears describing the system total and the total amount inserted.

In this example the total is $0.15 short. There is the possibility of going back to the notes entry screen and correcting it or continuing by selecting **YES** .



When YES is selected the user is asked to confirm the carry forward float being left for the next shift. (The default value is the opening amount) Press OK to agree or just insert the value.

Additional information

After agreeing to the carry forward float it is possible to enter some additional information.

- Add additional operators who made transactions during the shift.
- See the current cash drawer(shift operators) (Example=Sergio)
- Insert a weather comment about today.
- Insert a memo about your shift (For Example: The over/short story)

When this operation is finished press **OK** to proceed to the final report options screen.

Shift reporting

Here it is possible to select the detail level and other aspects to be printed (The window is very similar to the No Shift daily report one).

Within the shift report it's possible to insert the following optional information:

Payment Types: allows you to specify the type of payment used for the transaction.

Played Games: specifies the game mode (Open, American League, Swedish League etc...)

List of operators: a list of all the staff operators working during the shift the report refers to.

Bills and coins: allows to add a section specifying the number of bills and coins in the float.

Notes and weather: prints out the information added at the shift opening.

The buttons:

Export: allows you to export the report in a .cvs file, a versatile format readable by Microsoft Excel.

QuCAD: allows you to export the reports to the QuCAD application. This function is available only if the application is specified in the Terminal Setup screen.

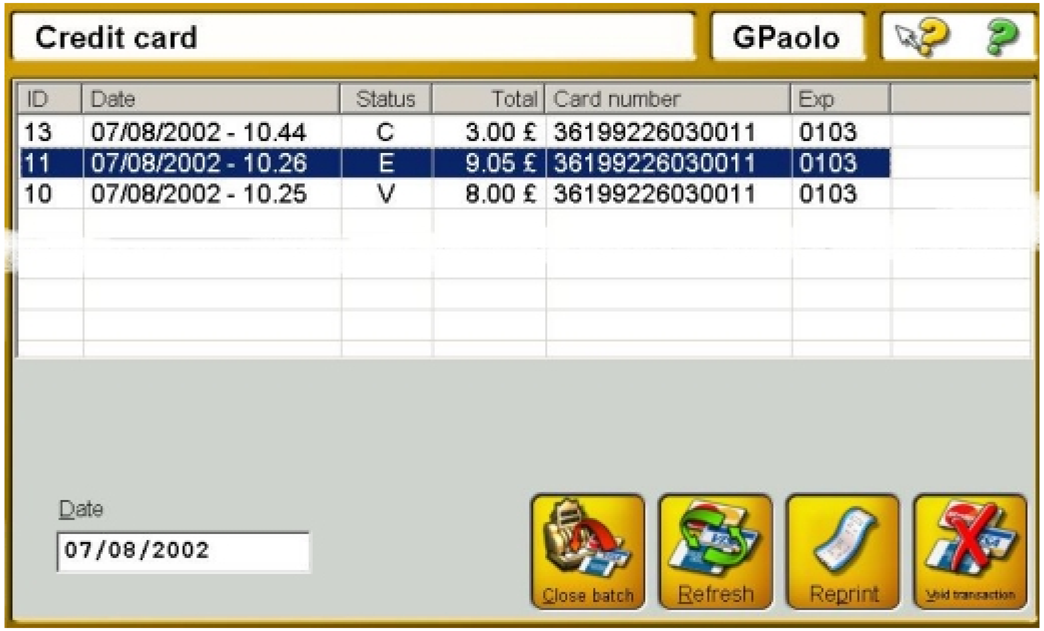
QuickBooks: Exports data in the external financial program QuickBooks. This buttons is avaible only if the application is specified in the Terminal Setup.

E-mail: allows you to export the report by emailing it to the address specified in the Center Setup (only if the system is compatible with MAPI specifics). If there is not any specified address, the button will not be displayed within this screen.

The report can also be previewed on screen before being printed.
Press **PRINT** to send the report to the printer. Press **ESCAPE** to quit this screen.
Use Counter Report to reprint the report.

If there's no print process, you can't manually delete the shift report; otherwise, after the printing process, it will be sent to the historical database and will be deleted afetr the period of time set within the Center Setup.

Credit card



Selecting Back office -> Credit card you enter the screen where it is possible to see all the transactions made with credit card in one day.

The day is inserted in the field **Date**, on the bottom left hand side of the screen.

Pressing the button **Refresh** allows to display the possible modifications other operators made or very recent transactions.

The list has 6 columns:
ID contains the number the system associates to the transaction being displayed.

Date displays the date the transaction was performed.

Status contains one letter giving some information about the transaction;**E** means *Executed,* **V** means *Voided*, while **C** stands for *Closed*. '*Executed*' means that the request has been sent to the bank (or to the international circuit), but the economic transaction is still open, so the operation can still be voided; '*Voided* ' means that the operator might have voided the transaction, having found some error. '*Closed* ' means that the operation has been confirmed by the bank and the amount of the transaction has been charged, so it is no more allowed to void it.

Total is the amount of the economic transaction, paid off with credit card.

Card number is the number of the credit card.

Exp is the limit of validity of the credit card (mmyy).

These elements are typed by the user or read out while swiping the card.

The buttons in the lower part of the screen are:

Close batch, available only for some of the credit card payment devices, it starts the procedure (to be done every day) that closes the economic aspect of the transactions previously authorized.

Refresh, allowing to refresh the list displaying all modifications (new transactions or changes of status) made after the screen opening or the last refresh.

Reprint , allowing to reprint a copy of the receipt.

Void transaction , allowing to void the operation selected, without charging the customer the related amount.

Voiding a transaction and closing batch need the connection to the server that manages credit card transactions; it may require a long time, while the user cannot interact with the plugin.

Overview

It is very important to read this section before setting up the center shift & cash drawer structure. Our installation & training crews will be able to help in this area. There are many elements which make up a successful structure. Most locations may find that one sector is adequate for their operational needs.

Employees: Employees log-on to and log-off from terminals and participate in transactions within a shift.

Shifts: The period of trading time between opening and closing a shift.

Cash Drawers: Drawers connected to a computer. Each computer can have its own cash drawer or two computers could share one. If each has its own cash drawer then it is probably better to have a cash count for each terminal but both terminals could combine to make the one shift total. It is completely up to each center as to how it sets up its own shift report groupings.

Sectors: A bowling center may have more than one sector.
Each sector could represent a different revenue area or different shift opening and closing time. It may be that the restaurant, bar & café areas are in one sector and the bowling terminals are in another. The most important thing to understand is that when one sector's terminal wishes to close its shift then all that sector's terminals must close.

Summary:

1. An employee is linked to a terminal.
2. One or more cash drawers are shared between terminals.
3. One or more terminals are linked to a sector.
4. The first terminal in a sector Opens & Closes shifts forcing all the other terminals in that sector to do the same. The 'first terminal' is the one that performs the action first.

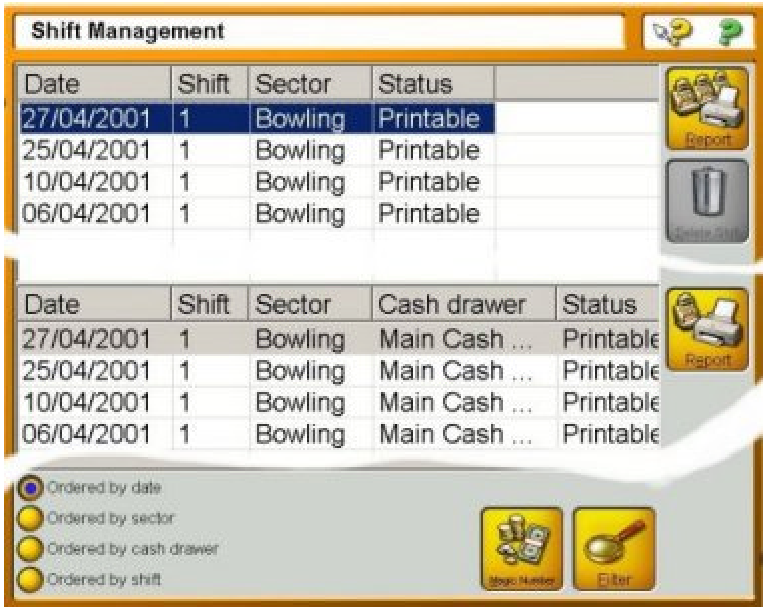
To open Shifts module select

Back Office -> Shift management

from the main menu.

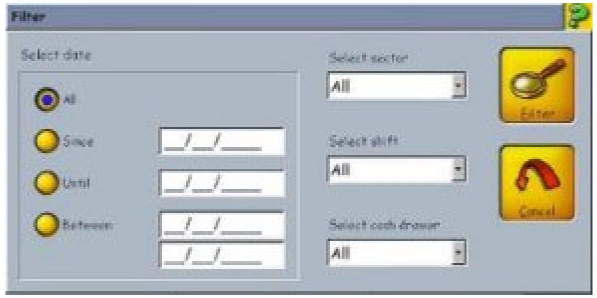
Shift Management reprint

Reports can be reprinted and reporting sectors setup inside the shifts management module.



The screen is made up of two sections. The top half is the storage area for closed and printed shift reports. Any one of these can be selected and reprinted. The lower half is the storage area for cash drawer reports. Remember that a cash drawer report is the cash & transaction of one cash drawer. More than one terminal can share the same cash drawer. Many cash drawers, when closed, combine to make that sector's shift report. Reports can be filtered and displayed by Date, Sector, Cash Drawer or Shift (in this example there are no reports to be reprinted).

Shifts reprint reports filtering



Filters can be used to rearrange the order of the reports (Shift & Cash Drawer Reports). These filters can be used to combine reports and print them with one total by going from one date to another. Filter and reorder by SECTOR, SHIFT or CASHDRAWER.

After the criteria have been inserted press **FILTER** to reorder the display tables.

Applications running independently from Conqueror

Selecting this button opens access to other interfaced modules of the Conqueror system.

Calling these applications from here allows them to run independently. When all work has been finished and it is time to exit these applications the user returns directly back to the Conqueror main menu.

Time tracking Report

Selecting

`Back office... -> Time tracking report`

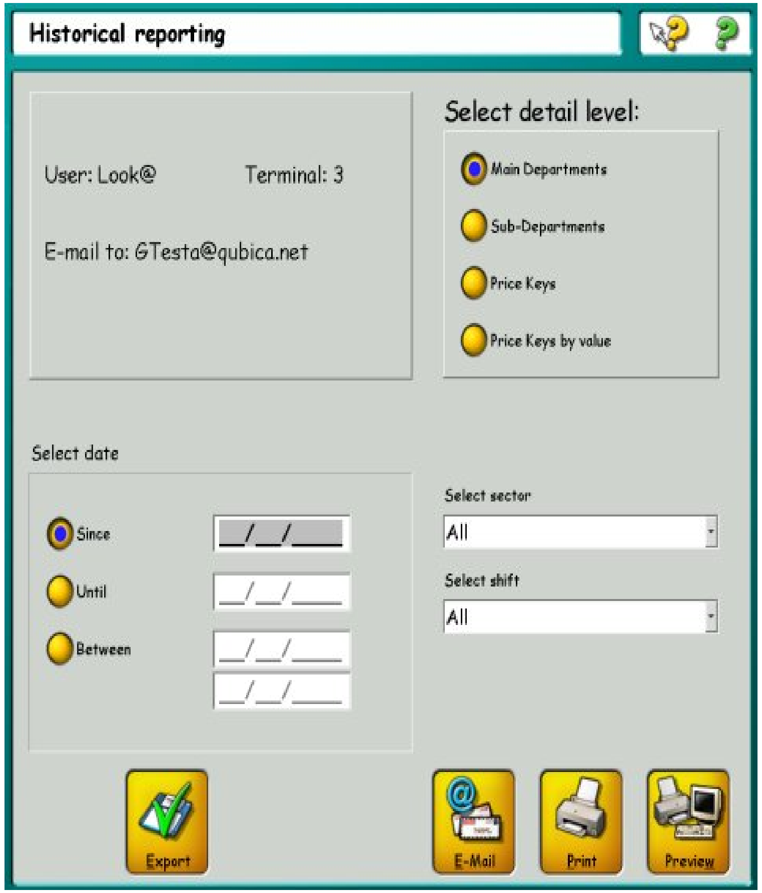
it's possible to set the elements to be printed on the time tracking report.

The window allows to decide the part of the staff you're interested in (the whole staff rather than one specified user), the period (Year, From... To..., Month) and the type of report (Global or Individual). To preview the document just press the related button.

Accessing historical reporting

You can enter this screen by selecting
Back office ... -> Historical report.

Here you can set the parameters to print the historical report of all the transactions made from one terminal.



It is possible to specify the **detail level** (main departments, subdepartments, pricekeys, pricekeys by value), and it is possible to specify a **period of time** (Since, Until, Between), **select a sector** (All, Bowling, Pro shop etc.) and **select the shift**.

This report can be displayed, printed, sent by e-mail or exported, by pressing **Preview**, **Print**, **E-Mail** and **Export**.

Pricekey Report

You enter this window by selecting:

Back office -> Price keys report,

or pressing the button Print from the window Pricekeys.

It allows you to set all the inputs in order to print the Pricekey Report. It's possible to filter just one of the defined departments, but you have to select a time interval of 30 minutes and a day of the week (extra 1, 2, 3 included). You can choose the report type: flat or by department. As usual, you have the possibility to preview your report.

Overview

All these reports allow to take information, and as a consequence comment on the state of the bowling center, for what concerns reservations. It will allow to set the system in the most suitable way for the center. For instance, if most reservations result to be anonymous, it will be better to set the fast insertion mode (allowing to insert a reservation without having to search the customer).

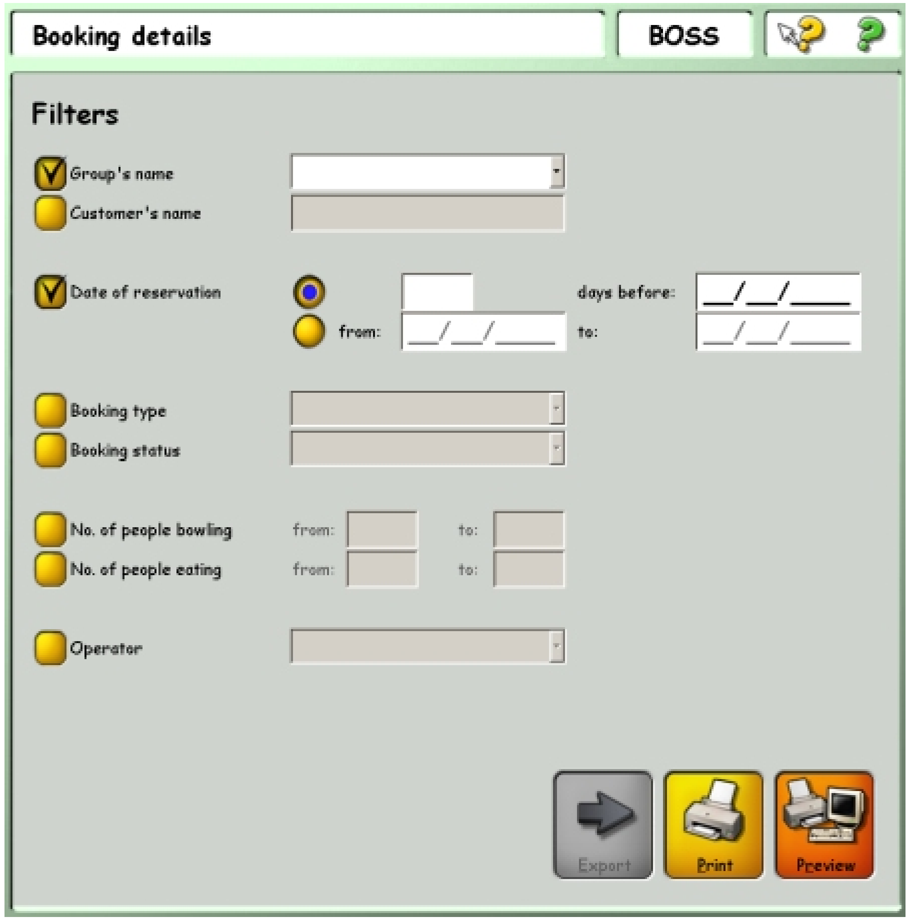
All reports can be previewed and printed. The printer to be used is the one used for economic reports, set within the screen Terminal setup - Printers.

Booking details

This report is probably the one users will use most, since it contains - though being the most generic one - a lot of information and can meet various different needs. All reports can be applied various filters, allowing to select reservations the report is interested in. This is useful because the user can customize his own report.

It is possible to filter by the name of **group/agency** defined or by **FBT** members; it is also possible to filter reservations by **date**, by **type** (Bowling only, CNO, Party, Walk-in) and by **status** (Provisional, Confirmed, Arrived, Completed, No-show e Cancelled). It is possible to set a minimum and maximum **number of bowlers** and of **people eating** .
Then it is possible to select an **operator** among the ones the system knows, in order to select only reservations this operator inserted.

The report will contain the following data:
- Reservation ID
- Customer or group/agency with contact ID
- No show counter
- Reservation insertion date
- Reservation date
- Reservation time
- Reservation type
- No. of people bowling
- No. of people eating
- Reservation status
- Total
- Total paid
- Total due
- Operator


Booking details
BOSS
Filters
Group's name
Customer's name
Date of reservation
days before:
from:
to:
Booking type
Booking status
No. of people bowling
No. of people eating
from:
to:
Operator
Export
Print
Preview

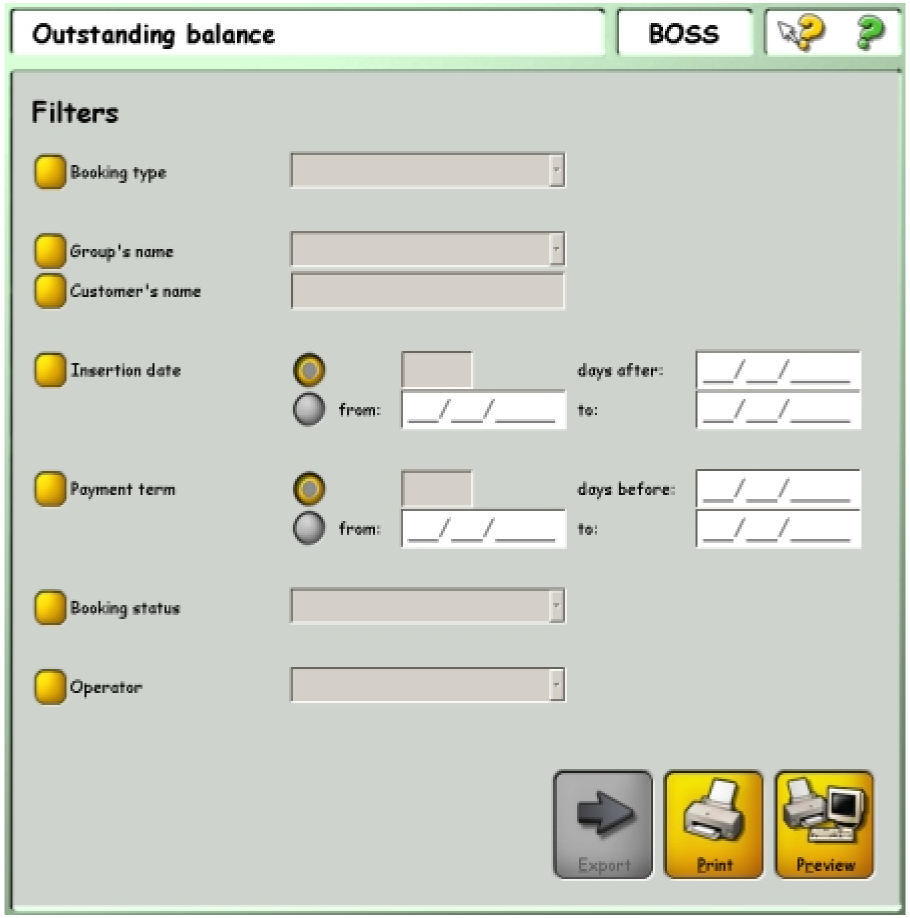
Outstanding balance

This report allows to determine amounts customers still owe, relating to reservations. It will be useful for operators in order to manage the revenues of the bowling center.

Various filters can be applied, allowing to select reservations the report is interested in. This is useful because the user can customize his own report.

It is possible to filter by the name of **group/agency** defined or by **FBT** members; it is also possible to filter reservations by **insertion date**, by **payment term**, specifying a number of days before a certain date or a time interval.
Filtering by **status** allows to choose only among Provisional, Confirmed, Completed reservations.
Then it is possible to select an **operator** among the ones the system knows, in order to select only reservations this operator inserted.

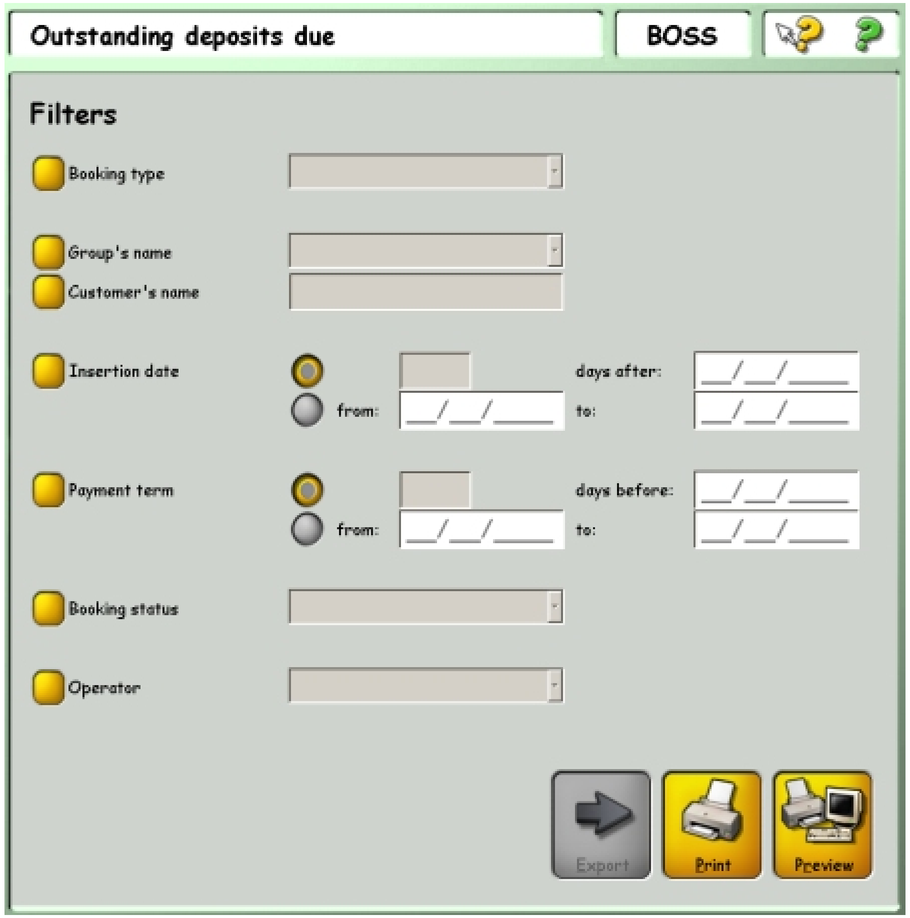
The report will contain the following data:
- Reservation ID
- Reservation type
- Customer or group/agency with contact ID
- Telephone number
- Reservation insertion date
- Payment term
- Total deposit paid
- Total due
- Reservation status
- Operator



Outstanding deposits due

This report is very similar to the one described above, and allows to find deposits customer still owe the center. For this reason it is helpful for operators to control and manage revenues of the bowling center.

It is possible to filter by **reservation type**, by the name of **group/agency** defined or by **FBT** members; it is also possible to filter reservations by reservation **insertion date, payment term, status** .
Then it is possible to select an **operator** among the ones the system knows, in order to select only reservations this operator inserted.



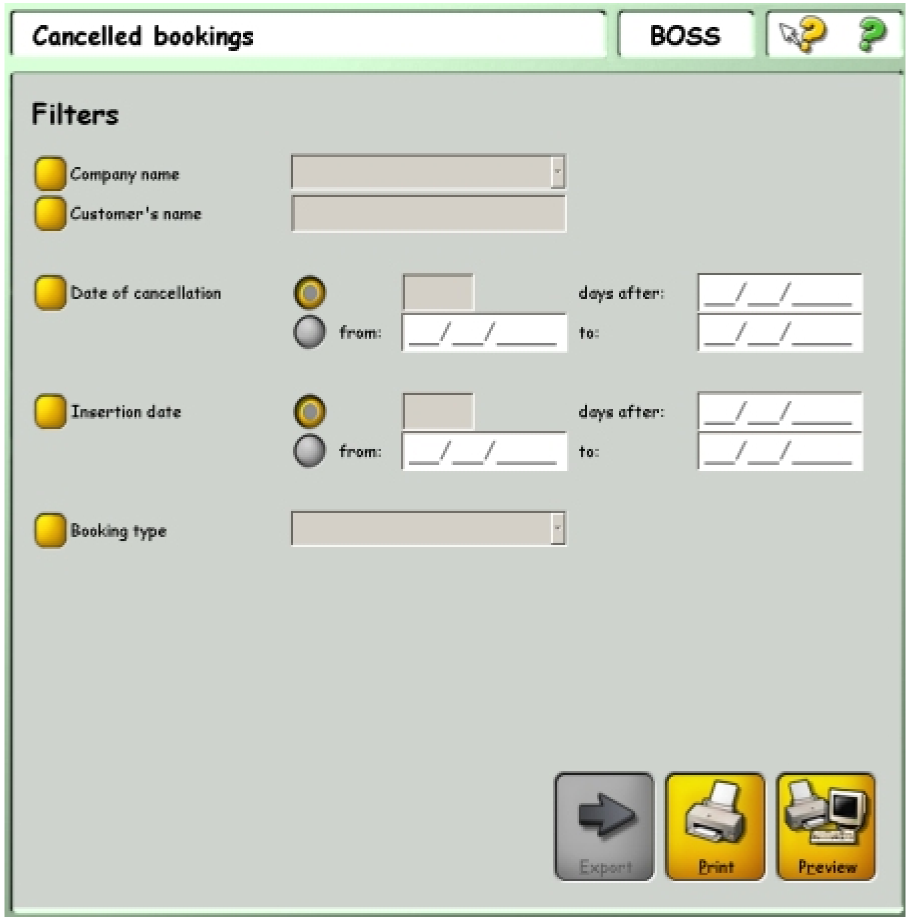
Cancelled reservations

This report allows to visualize cancelled reservations, and it can be useful for operators so to contact on the phone customers the reservation relates to.

It is possible to filter the name of **group/agencies** defined, or customers included in the list of **FBT** members.

Then it is possible to filter reservations by **date of reservation** or of **cancellation** ; in both cases it is possible to specify a date or a period of time.
Filtering by reservation **type** it will be possible to select among Bowling only, CNO, Party and Walk-in.

The report will contain the following data:
- Reservation ID
- Reservation type
- Reservation status
- Customer or group/agency with contact ID
- Telephone number
- Cancellation date
- Reservation date
- Reservation insertion date
- Total paid
- Amount refunded
- Total deposit due
- Notes and comments inserted while cancelling
- Number of reservations cancelled by the customer
- Operator

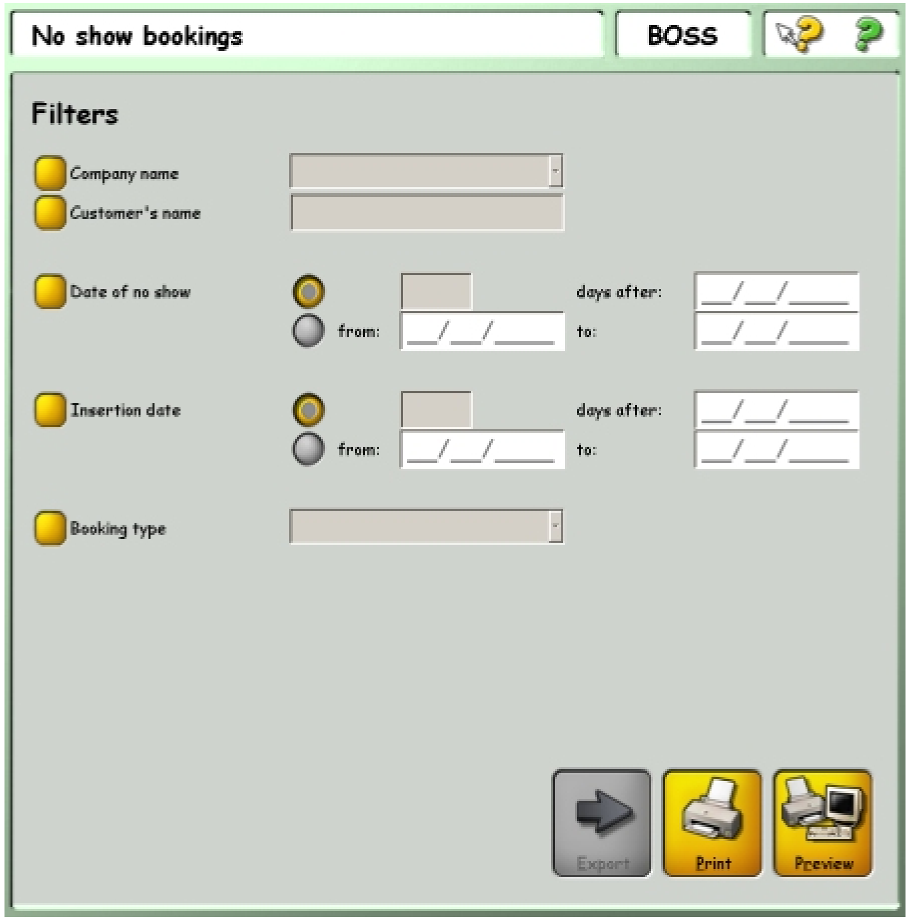


No show reservations

This report is very similar to the one for cancelled reservations, and allows to visualize no show reservations. It is helpful for operators wishing to contact by phone the customers involved.

It is possible to filter by the name of **group/agency** defined or by **FBT** members; it is also possible to filter reservations by **date of no show** or **date of reservation** , in both cases it is possible to specify a date or a period of time.
Then it is possible to filter by **type** (among Bowling only, CNO, Party and Walk-in).

The report will contain the following data:
- Reservation ID
- Reservation type
- Reservation status
- Customer or group/agency with contact ID
- Telephone number
- No show date
- Reservation insertion date
- Total paid
- Amount refunded
- Total deposit due
- Notes and comments
- Number of no show reservations of the customer
- Operator



Back tracking and auditing processes

From the back office module you can access the **System log**.

The system log is a continuous running event listing of every access made to the system (Eg. employees logging on and off, cash drawer usage outside transactions, setting modifications etc...)

The system tracks who performs these functions. This is useful to management in back tracking or auditing processes.

View filter and print system log

Once inside the system log all events can be viewed and dates can be filtered by user, terminal or category.

Date	Time	Sector	User	Action	Terminc
12/11/20...	12.41	Control	Josh McCrain	Clock In	1
12/11/20...	12.29	Control	Robert Fraupher	End Break	1
12/11/20...	12.28	Control	Michael J. Kant	Clock In	1
12/11/20...	12.26	Control	Frank Raupher	Clock In	1
12/11/20...	12.26	Control	Stefano Pancaldi	Clock Out	1
12/11/20...	12.26	Control	Robert Fraupher	End Break	1
30/10/20..	11.45	Control	Fabrizio Bolognesi	Start Break	1
30/10/20..	11.21	Control	Stefano Pancaldi	Clock In	1
29/10/20..	17.40	Control	Gianluca Testa	End Break	1
29/10/20..	17.40	Control	Michael J. Kant	Clock Out	1
29/10/20..	17.29	Control	Fabrizio Bolognesi	Clock In	1
29/10/20..	17.28	Control	Gianluca Testa	Start Break	1
29/10/20..	16.25	Control	Matteo Fazioli	Clock In	1
29/10/20..	15.52	Control	Dario Fergacich	Clock In	1
29/10/20..	15.48	Control	Robert Fraupher	Start Break	1
29/10/20..	15.46	Control	Gianluca Testa	Clock Out	1
29/10/20..	15.46	Control	Michael J. Kant	End Break	1
29/10/20..	15.46	Control	Fabrizio Bolognesi	Clock Out	1

Once all selections have been made a printed report can be produced .

Local Booking System - General Features

The booking system is fully integrated with all the other system components. So, for instance

Lanes:
- Real time Lane Status
- Real time lane employment monitoring and updating; lane usage parameters
- Automatic opening/closing
- Lane options
- Bowler options
- Bowling modes
- Bowler details and on lane order modification
- Score printout and modification
- Execution of the reservation as soon as the lane is available
- Visualization of a reservation notice some minutes before the estimated lane opening
- informative report about the lane, with detailed information about the next or current reservation

Pricekeys:
- Prices and Packages
- Dynamic pricekeys
- Taxes and currencies
- Department structure
- Cash drawer shifts

Frequent Bowlers:
- Identification card to be swiped, for quick and safe recognition
- Storage of all actions the bowling center performs
- Games and money card can be loaded with
- Collection of points on card
- Transaction stack and link
- Filters on frequent bowlers and mail merge
- Statistical reports

Center Setup
- Number of lanes
- Lane Technical Features
- Definition of time games
- Global and terminal options, single user preferences
- Staff management

Functions

Composite reservations: the system manages multiple (even non contiguous) lane reservations, such as reservations employing different types of resources.
Reservation copy and paste: useful when creating recurring reservations.
Immediate display of every single element or resource status, and quick shift from one to the other, in case of composite reservations.
Dynamic zoom, differentiated for resources (lanes, table, etc.) and time.
Quick change of time visualization, on the displayed time zone, or positioning through the calendar.
Possibility to move resevations on the lanes through the drag and drop functions.
Automatic search of the first available resource with the required features.
Informative window to display active or selected reservation details.
Immediate visibility of reservation status, using different colors.
Possibility to display, within the reservation, the current status of the lane concerned, so to constantly check center activities.

Goals

The main goal of Conqueror, and particularly of Local Booking System (LBS) is to provide a quick tool, allowing to make simple and recurring actions easier (though not having forgotten particular and less frequent cases).
In the future it will be possible to make reservation straight from the center or on the phone. A connection with the standard operations taking place elsewhere in the system has been intentionally kept: for instance, the logic and the interface to define details about lanes of a reservation are the same used for the corresponding operations made on the lanes.
This allows a quicker and more effective training to the user, and a better exploitation of the system functions.
The interface has been developed in order to have more information in a small place, without damaging the global view. So the window is laid out in two areas: "White board" and "reservation module". The first one displays the status of the reservation, allows the best management of resources and the creation of new reservations; the reservation status can be here changed in a very simple way. The reservation module allows to manage reservation already created (search, mailing, printouts and so on...).

Options and setting

Within the Center Setup it is possible to apply some kind of restrictions regarding the time to reserve: the bowling center can for instance be open all day long or only within a certain time interval. In the first case the reservation can start in a bowling day and end the day after; in the second case you will have to split it into two separated intervals.

From the same module it is also possible to customize the colors the different status of the reservation will have.

Customer

The types of customers are:

A) registered member: individual the system can identify

B) Company (Group/Agency) or group: usually together, they might have special economic treatments

C) Staff member: for maintenance, tournaments and so on...

D) Anonymous: when quickly inserted, without details

Resource

It can be bowling equipment (lanes, billiards), area (conference hall) or any other service, facility or activity of the bowling Center that can be reserved. Each resource has a separate White board, whose pages are contiguous, so they can be easily compared, in order to check if the various resources involved in the reservation are consistent with the peculiarities of the reservation itself. For example: a group wants to play billiards for 1 hour, then have dinner at the restaurant; you'll have to check if a table is available one hour after the start of the bowling session, if it is large enough for the whole group, if it can be found in the smoking area.
Data:
- Amount of people
- Type of use (the opening mode for bowling)
- Individual amount (2 games each)
- Needs to be satisfied (contiguous lanes, bumpers, non-smoking area,...)
- Lanes
- Pricekeys and packages (associated to the reservation, not to the lane or bowlers)
- Optional details (bowler's name, address...)

Reservation

Required elements:
A) Type of customer
B) Type of reservation (Open, League, Party,...)
C) Day and time zone
D) Reference

NOTE: Reservations for Leagues and Tournaments must be managed manually.

Optional elements:
A) Notes

Status

A reservation can have two status: one related to its time cycle, the other related to its economic cycle.

***NOTE**: remember that all aspects related to payments refer to the reservation as a whole, not to the single resources or to the individuals involved.*

NEW
It is the status of a reservation when the operator has pressed the button **New** ; this reservation newly created has an univocal ID, but its peculiarities have not been defined yet (its resources, for instance).
Then, once all elements required to define the peculiarities of the reservation have been inserted, the White board will display a box. The resource is locked to any other user of the White board, so it is not available.
The reservation changes its status when confirmed.

PROVISIONAL
The reservation has been already completely defined, but it has not been confirmed yet and only a partial payment (deposit) has been made.
Reservations like this are stored for a period of time, then the user is warned and the reservation cancelled. Before becoming "running", a reservation of this type must be confirmed at a given moment (for instance, when the customer calls the center saying he's coming).

CONFIRMED
When setting up the system it is possible to decide to fulfil reservations before all related payments are made, while the economic aspect does not affect the shift to "Late" or "No show" status.

CANCELLED (or DELETED)
When the customer asks for, the reservation is cancelled and it disappears from the White board, but it is still stored in historical database.

NO SHOW
If the customer does not show up in time, the user can move the reservation to the "No show" status; the reservation disappears from the White board and the resources involved are made available. It is to underline that this does not happen automatically: it is up to the user to decide it.

ARRIVED
When the customer arrives at the bowling center, the operator moves the reservation to this status, highlighting it.

READY
The reservation becomes "ready" when all customers involved are ready to use the resources.

LATE/ARRIVED
When a reservation is READY or ARRIVED but the operator lets the start time elapse, the reservation becomes LATE/ARRIVED. This status must be properly highlighted, so the operator can notice it and execute the reservation, all the necessary conditions being present.

RUNNING
When at least one of the resources involved in a reservation starts being used, the reservation becomes "running".

FINISHED
When the resource reserved has already been used (e. g. if the two games reserved on the lane have already been played), the resource must be closed and the amount due must be paid (if not already paid), then the status becomes Completed.

COMPLETED
All resources are free. For instance, when a lane is being closed, all information displayed in the box representing the reservation is updated (the estimated closing time is replaced by the actual closing time). In case of modification to a lane (split, merge, swap etc.), until the event is running the relation with the reservation is kept, while in case of lane closing and reopening, lanes are simply considered to be open, having no more relations with the reservation.
This constant upgrading allows to have real, not simply estimated data.

Status of the elements of a resource

NEW
Details have been defined. When number of lane, time and duration are inserted, the system checks if they are still available and temporarily reserves them. The resources will be unlocked if the reservation does not come to a good end.

BOOKED
The reservation has been saved (so the resource is locked), but customers have not arrived at the center yet; when they arrive, the reservation will become "running". A "booked" reservation can be modified, moved or canceled.

LATE
Customers have not arrived, or they are not ready to use the resource.
When a reservation is "late", each item becomes "late" too, and it can be moved. In case of a bowling resource, the lane can be moved to the first available one, so to face the situation of a customer arriving late.
In the future it will be possible to set a resource to become "late" n minutes before the opening time.

READY
A resource becomes "ready" when the system is notified that customers are ready to use it. This kind of resource can be moved, but it cannot be modified nor cancelled, otherwise it will turn back to the "booked" status.

RUNNING
The resource is being used. This kind of resource can be modified or closed, its data can be displayed.

COMPLETED
The resource is unlocked, having customers finished using it.
A reservation having this status cannot be moved nor cancelled, and its status cannot be changed. It is possible, however, to copy-paste it, in order to create a reservation having the same peculiarities.

***NOTE**: The system cannot anyhow check reservations involving more resources at the same time. A reservation employing a lane from 10 to 12 a.m., and a table at the restaurant from 11.15 a.m., does not cause any trouble; the system is not able to objectively comment on this kind of problems. Moreover, if a reservation involves more than one lane, each of them can be moved, modified, canceled, or other lanes can be added.*

Status - Economic aspects

NOT PAID
There is a total to be fully paid up.

PARTIALLY PAID
A partial payment has been made.

PAID
The total has been fully paid up.

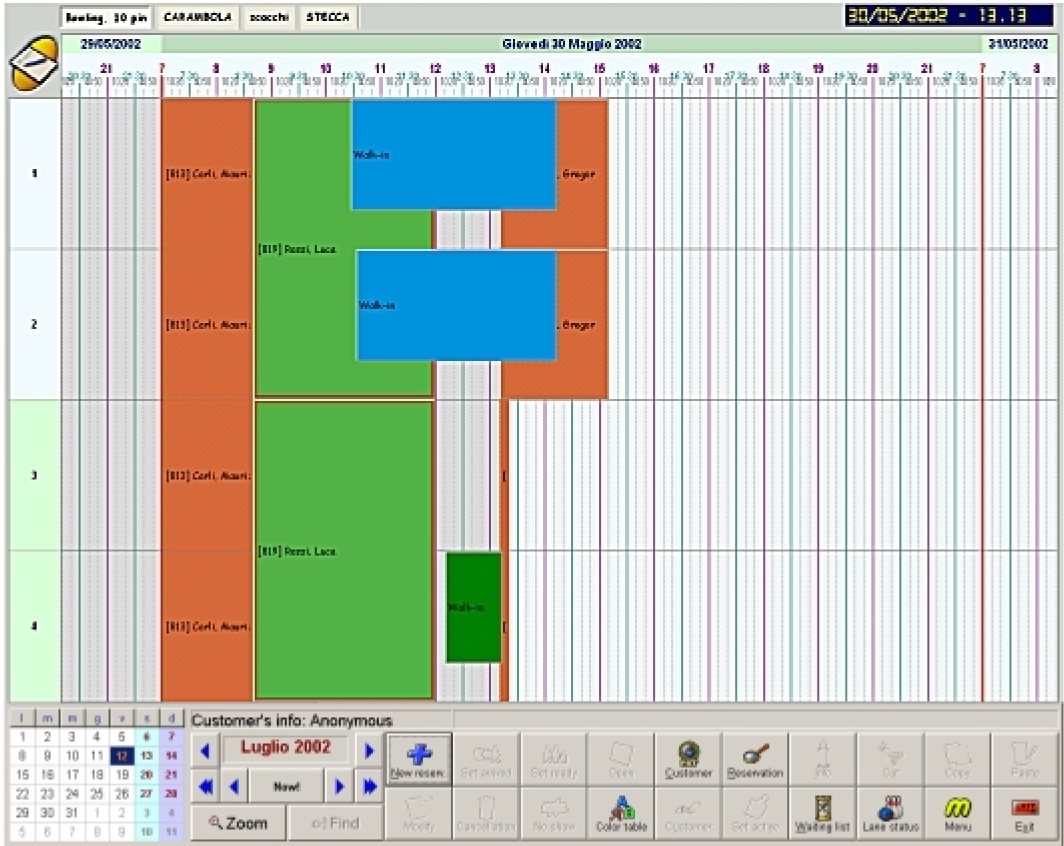
REFUNDED
The customer who previously communicated the need to cancel a reservation is refunded the deposit.
In the future the center will have the possibility to refund the reservation even when the customer does not communicate anything.

White Board

The White board can be entered from:

Back office -> Reservations

and it is laid out in two sections: the upper section displays the resources locked and the current status of the resources (lanes, billiard tables, Internet stations etc.), while the lower section displays the control panel (on the left it is possible to define parameters of visualization, in the middle there are some buttons allowing to make queries, on the right there are some buttons allowing to decide the operations to be made to the reservations).



Each resource is represented in a page; just clicking the corresponding label allows to move from one page to the other. Time is displayed horizontally, and there are three different types of line, allowing to visually read the grid. For instance, setting in the Center Setup 15 mins. as minimum bookable time, a purple line will mark the exact hour, a green line will mark half an hour, and a less evident broken line every 15 mins. A thick red line marks the division between a bowling day and the next one.
A vertical line marks the present moment, separating two areas, displayed with different colors: the past (dark grey) and the future(light grey).
The current date and time is displayed within a small box at the top of the screen.
Reservations are represented by rectangles, having different colors depending on the current status. Within these rectangles there is a reference to the reservation number, but on mouseover more detailed information on reservation and customer is displayed.
Within the page relating to bowling there are reservations that are not active yet, the status of open lanes with the opening time and the expected closing time, the current status of non active lanes and the historical report of reservations, showing the actual opening and closing time.
An *active reservation* is a reservation set as "active" by selecting the reservation and clicking the button Set acti., located in the middle of the first row of buttons, on the right hand side of the screen. The box representing the reservation is immediately hoghlighted by a contour line.
A *selected reservation* is the last reservation selected by clicking, or the last created/modified.
Concerning the drag and drop functions, these two reservation types have a different behavior.
It is possible to change the time of an active reservation (moving it horizontally), modify the resources it refers to (moving it vertically) or the duration.
Concerning a non active reservation (but simply selected), it is only possible to modify resources it refers to, without changing the time. This is to prevent accidental errors.
The box representing the active reservation is highlighted by a thick contour line.
The control panel has various functions: the calendar on the left allows to see the date being displayed in the White board; the different colors allow to identify the possible holidays set in the Calendar).
Then the arrows by the date allow to move the White board across the time: one month forward/backward. The button Now! allows to display the White board relating to the current date/time. The buttons below allow to zoom the time and the resources. Above the buttons there is a box containg data relating to the last customer selected, and beside this box the message of the day is displayed (it might be a piece of information that all operators should remind, so it must be always visible - e.g. "No leagues are played today").

The buttons in the White board are:
Customer (in the upper row), allowing to enter the search customer window.

Reservation, allowing to enter the search reservation window.

Customer (in the lower row), active only if a customer is selected, allowing to deselect the customer and clear the related textbox, (so the next reservation can be anonymous).

Clear active, active only if there is an active reservation, allowing to disable it, so another reservation can be set as active (the button Set active is highlighted again).

Info, allowing to display data beside the box of the active reservation.

Color table, allowing to open the key of colors window, determining type and status of the reservation; if checked, the option **Provisional**allows to display the different status of provisional reservations, that the customer still has to confirm.

New reserv. allows to start operations required to define a new reservation (that can also be defined by pressing the "Ins" key, or double clicking the grid).

Modify allows to enter the modify reservation window.

Set active activates the reservation selected (all its components).

Cancelation, active only if there is an active reservation (not being in *Arrived* or *Ready* status), allows to cancel it and all its components.

***NOTE:** if a reservation is canceled because of a customer's request, what can be refunded of the amount already paid is given back to the customer, consistently with the conditions agreed upon when the reservation has been made. If a customer does not show up when expected, without informing the center, the reservation moves to a No-show status, and the boxes representing it disappear from the White board, making the resources involved available. If the operator wants to cancel a reservation just inserted (New), he can do it straight from the White board.*

Cut, **Copy** and **Paste** allow to manage the active reservation, and create a new one, having the same features.

***NOTE**: the Cut & Paste operation cannot be repeated, while the Copy & Paste can.*

Waiting list opens the Waiting list window.

Lane status opens the Lane status window.

Set arrived, **Set ready**, **No show** allow to move the reservation selected (with all its components)to the related status.

Open/**Close** allow to open/close a resource (active for bowling lanes), if possible. If it is not possible to open the resource (e.g. a lane being already busy), the system gives the opportunity to set the reservation so to open the resource as soon as possible.

Menu moves the White board to the background, displaying the Conqueror main menu.

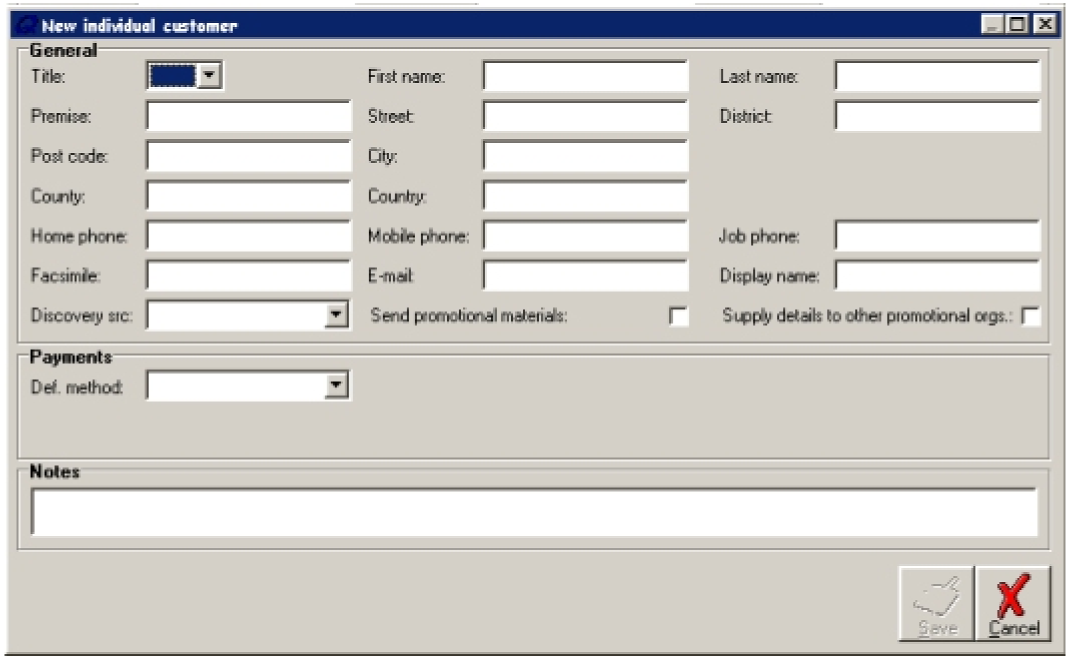
The F5 key allows to update data displayed in the White board.

Exit closes the White board.

Individual Customer

New individual customer window.

From the **Search customer** window, pressing **Customer** , you enter this window allowing to define a new individual customer. Every customer inserted becomes automatically a Frequent Bowler.



in the first section **General** information relating to personal data (**Title**, **Family name** and **First name**), the address in its various parts (**Premise**, **Street**, **District**, etc.), telephone numbers (**Home**, **Mobile** and **Job phone**), fax number (**Facsimile**), **E-Mail**, **Display Name** (the name that must be displayed in informative notes when a customer makes a reservation), **Discovery src** . (indicating how the customer knew about the bowling center, useful information to understand what kind of advertisement is more effective).

The options **Send promotional materials** and **Supply details to other promotional orgs.** allow to make the customer receive promotional materials and to supply the customer's data to other organizations with the same purpose.

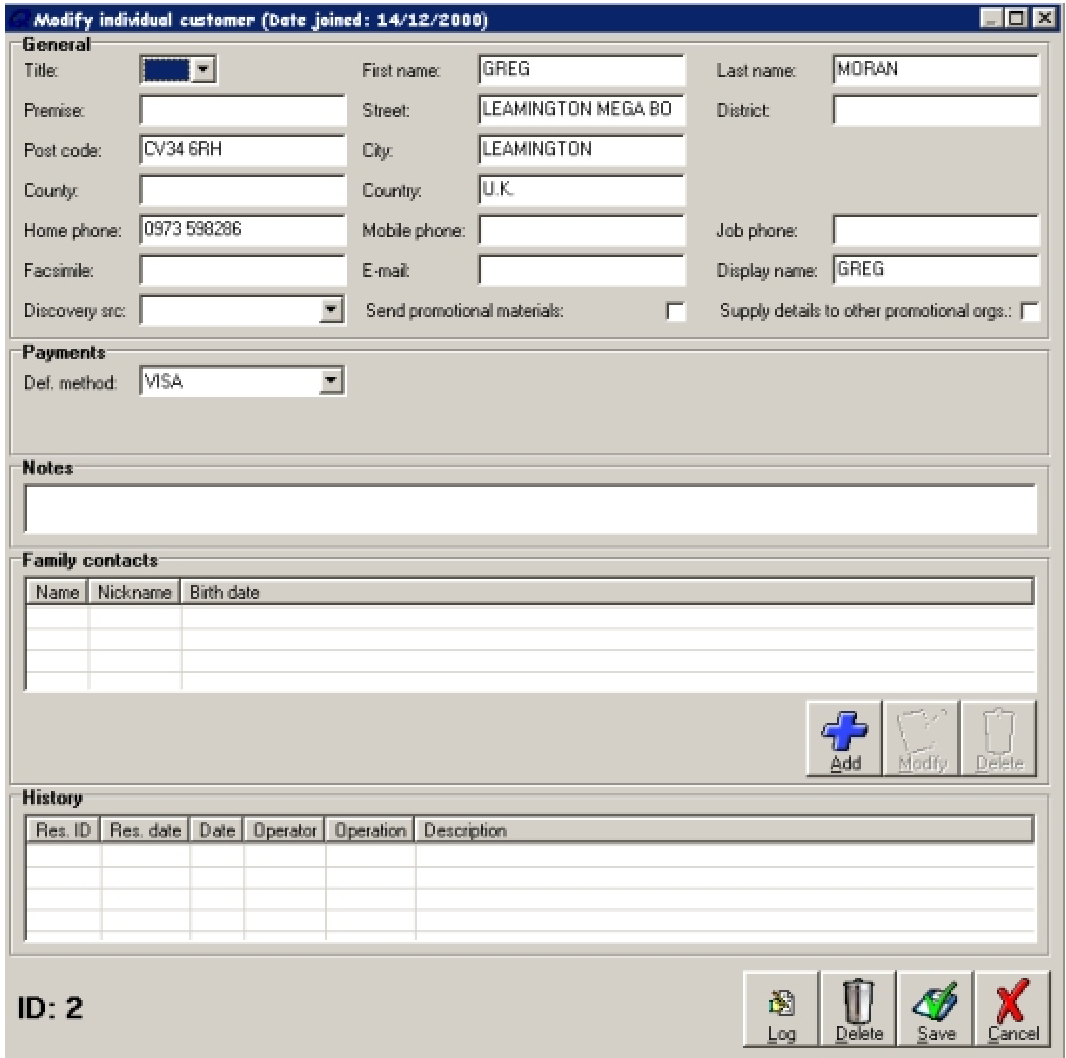
The second section (**Payments**) allow to define the payment mode to be set up as default mode (up to now it is only Cash, QCash and Credit card, but in the near future it will be possible to manage all payment modes the system allows); in case credit card is selected fields **Number** and **Expiration** must be filled in as well.

The third section (**Notes**) allows to describe habits or significant data relating to the customer being inserted.

To define an individual customer, it is enough to fill in the fields **First** and **Last name**, then the **Save** button is enabled, and pressing it, if nothing was inserted in the **Display name** field, the first letter of the First name is automatically displayed.

When saving, if the system records that a customer with the same first and last name already exists, a message appears, asking if you still want to save data.

Modify customer

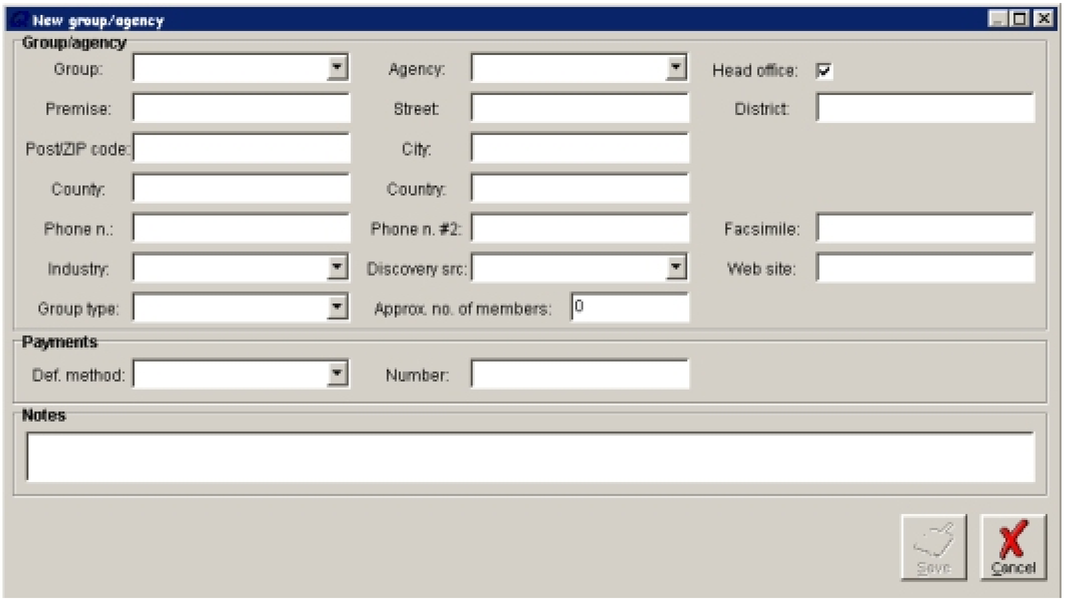


This window is very similar to the entry one, except for a few details.

The **ID** displayed at the bottom of the screen univocally identifies the current customer among all individual customers; the table called **Family contacts**, contains a list of people having a relationship with the individual being inserted, who might share the same special treatments with at the bowling center; the elements that must necessarily be inserted are name and surname, while display name, birth date (see Date) and notes are optional. The three buttons below allow to **add**, **modify** or **delete** items from the list.
The table **History** stores all the most recent operations the customer has performed (specifying reservation ID, date, operator, operation and description).
Tthe button **Delete**, allows to delete the current customer.

Gruop/Agency

The **New group/agency** window can be entered from the Search customer window; it allows to define a new **Group/Agency**.



Within the first row the group must be defined; if already defined, you have the possibility to select it from the combo box; otherwise you can also insert a new one. The option **Head office** sets the agency inserted as the main agency.
Then there is information about address and telephone number.
Within the **Industry** field you should select the business sector of the company *(Administration, Building, Car dealer,* etc.). The field **Discovery src.** allows to indicate how the customer knew about the Bowling Center (information that is useful to understand which advertising strategies are more effective); **Facsimile** requires the fax number, while in the field **Web site** it is possible to insert the web address of the *Group* (if it exists), or of the *Group/Agency*.

The second section (**Payments**) allows to define the payment mode associated to that Group/Agency. In case you select credit card, fields **Number** and **Expiration** must be filled in as well. By now only cash and Qcash payments can be managed, but in the near future it will be possible to manage all the payment modes the system allows.
When defining the contact it will be possible to assign it the same payment mode set as default for the Group/Agency it belongs to.

The third section, **Notes**, allows to insert habits or relevant data relating to the individual being inserted.

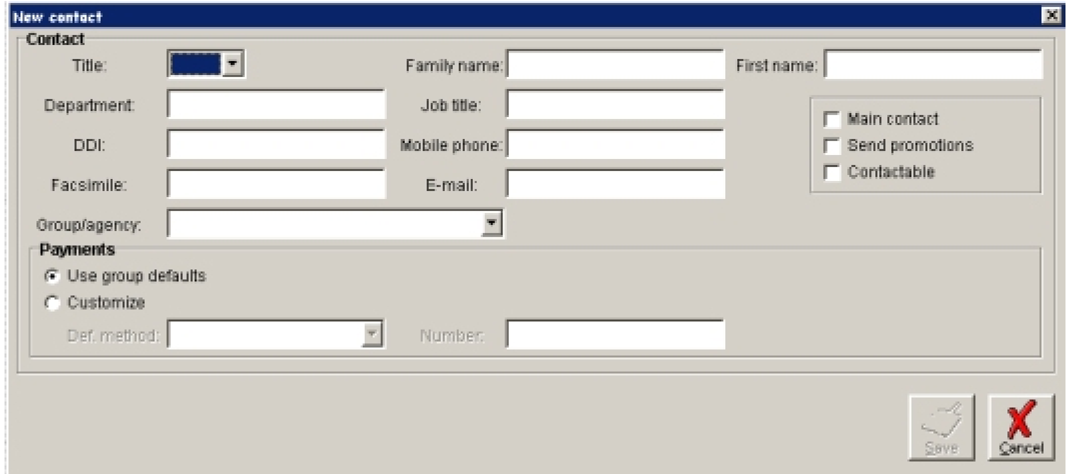
Modify a Group/Agency

There is a table containing all the contacts defined. The column **Department** shows the business sector the company belongs to. **DDI** contains the phone number, while **Main** indicates the main contact. **Contactable** specifies if the if it is possible to contact the individual or not. The buttons **Add** and **Modify** open the windows to insert or modify a customer/contact.

The table **History** displays all operations made by the contact currently selected. The buttons **Delete**, **Save** and **Cancel**, at the bottom of the screen, refer to the Group/Agency being displayed.

Contact

From the **FBT Search** window, pressing the button **Contact**, you enter the window **New contact**, allowing to define a new contact for a Group/Agency already defined. A new contact does not automatically become a **F**requent **B**owler.



When creating a Group/Agency this window automatically opens. The only difference between the window to create a group and this one to add a contact is that when entering it automatically data relating to the **Group** field cannot be modified, because a contact should be created for the Group/Agency newly created. In this case the **Cancel** button is disabled, and it is not possible to exit the window pressing X.

Concerning the other fields: the first row contains personal data, the second **Department** and **Job title**. Then there are telephone numbers (**Job** and **Mobile phone**), **fax** number, **E-mail** address, and name of the **Group** the contact is related to.
The lower section (**Payments**), allows to define the default payment mode for the contact; you can set the same mode as the Group/Agency (first option), or define a customized one (second option with additional information).

On the right there are three options:

Main contact: allows to define that this person is the preferential contact of the Group/Agency he is related to.

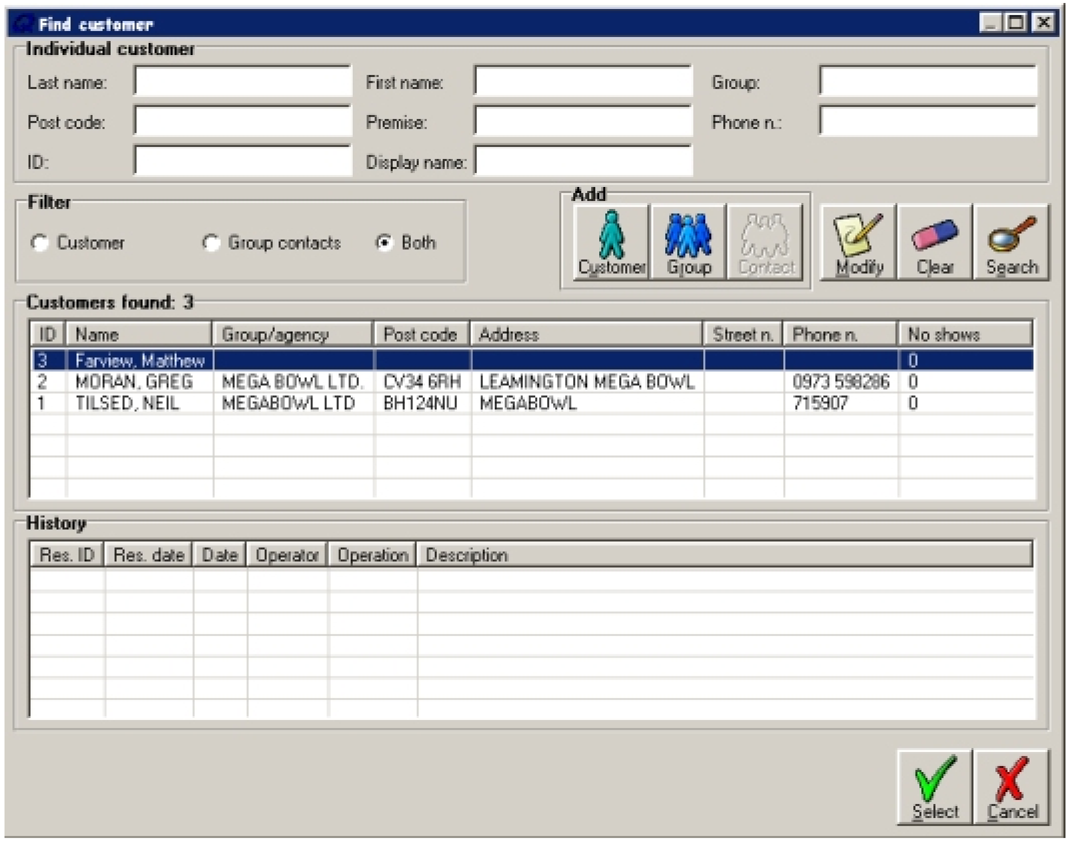
Send promotions: allows to specify if the customer wants promotional material to be sent.

Contactable : allows to understand if the customer can be contacted at the moment (if he is at his workplace).

The ID assigned allows to univocally identify the current contact among all the others.

Finding a customer

The **Find customer** window allows to search a customer (individual or group/agency contact). It is displayed when pressing the same button in the White board.



The **Filter** section allows to specify if the search must include all individuals, or if it is to be restricted to one of these categories only.
This is especially useful when a lot of people have already been inserted, and the search key is not very pertinent (e.g. inserting the initial letters of the name only).

Within the section **Individual customer** the following information to base the search upon can be inserted:
- **Last name**
- **First name**
- **Group**
- **Post code**
- **Premise**
- **Phone n.**
- **ID**

Among groups/agencies, the ones without a contact will be displayed as well.

***NOTE**: In case something is typed within the field **Group**, the system automatically applies the filter "group contacts".*

For the British market, the Hopewiser system (optional) allows to automatically fill in the address fields, having inserted only the post code.

The button **Search** allows to start the query; when pressing it, in the lower side of the screen a temporary bar appears, indicating that the system is processing information. When the bar disappears, the results show up, having the title of **Customers found** (if no customer has been found, the title of the table will be **No customers found**), while within the table data related to the customers found are displayed. In the first columns there are: the customer ID, the possible group/agency the customer belongs to and some personal data, while the last column contain the amount of No show reservations relating to that customer, starting from the most recent one. Selecting one row from the list of results, the **History** list below shows all the significant events relating to that customer, with the operation performed and description (e.g. "Reservation modified" or "Reservation dragged"). To make an advanced search, setting some filters, the button **Search** has to be pressed again, as the list is not automatically upgraded.

The button **Modify** (active only if selecting one of the customers found through the search), allows to enter a window where you can modify individual customer or modify contact, depending on the type of customer selected.

The button **Clear** allows to void the whole window; this can be useful when a new search is required, with different parameters.

The button **Select** moves you back to the White board, sending all data relating to the customer/contact selected.

Reservation

Defining a new reservation requires the operator to perform the following operations:

1) identify the customer's category (individual, company, etc.),

2) recognize the customer: swiping the member card in the card reader, searching him in the archive, or registering him in case he is a new customer,

3) define the reservation type (Open , League, Tournament, Restaurant, Billiards, etc.),

4) collect from the customer all information required to define the reservation,

5) find an available place, able to meet the needs required,

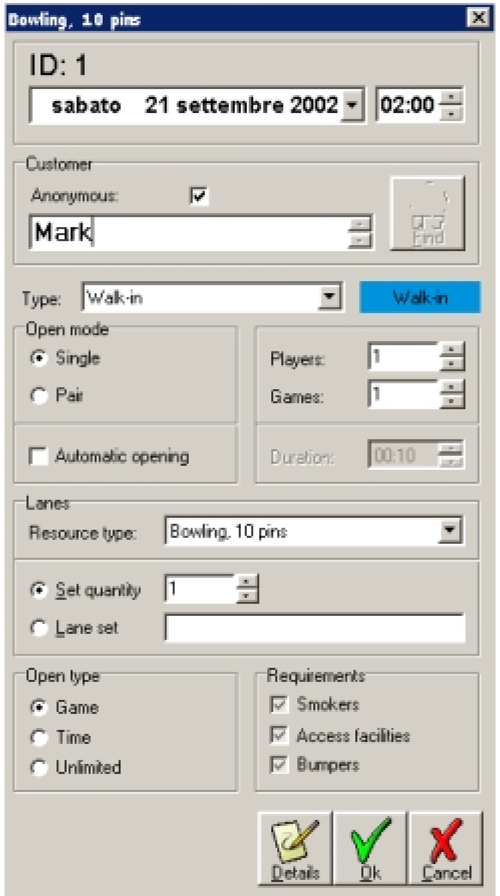
6) insert other possible details (bowler's name, bowling and lane options, etc.).

Pressing the button **New reservation** from the white board, if there is not any customer selected, the window Find customer opens; as already noticed, if the reservation refers to an existing customer, it will be possible to simply search him; while, if he is a new customer, it will be required to insert his data.

If a customer has been selected, the **Info** section, within the White board above the search buttons, contains his essential data (Surname, Name, ID). Once the customer has been selected a window opens, allowing to define the main reservation features. The title on the top row of the screen corresponds to the resource currently being selected in the white board.

In case you want to insert an **Anonymous reservation**, when opening the window **Find customer**, you'll have to press the button **Cancel**: no reference will be displayed in the window below, and the option **Anonymous** will be checked. In order to define a reservation involving only bowling items, having a reference or not, instead of pressing the button New reservation it is possible to draw the rectangle that represents it straight on the white board, dragging the mouse.

Once you'll have located the reservation, the window **Search customer** or **Bowling, 10 pin** will open: in this last window data relating to number of lanes, bowling time or number of games, taken from the rectangle just drawn in the white board, will appear. Then it will be possible to go on defining the other details of the reservation.



In case of Bowling 10 pins, the sections **Open type & mode** allow you to specify whether choosing Game, Time or Unlimited; Single or pair opening).

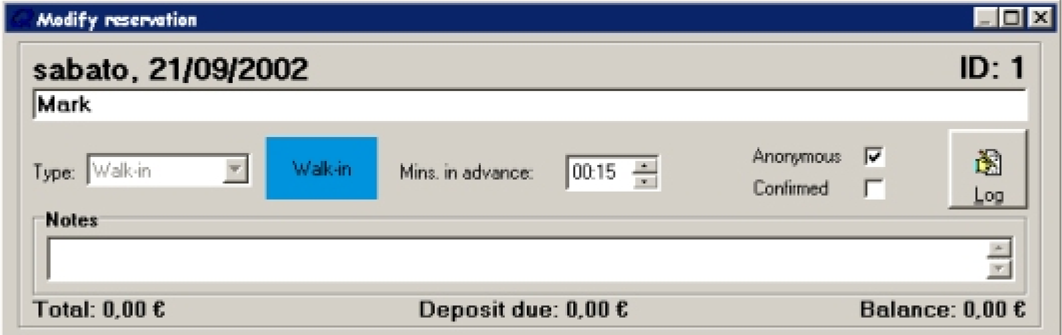
***NOTE** : in case not all modes were set within the Center setup - Lane control, here it will be only possible to choose among the ones enabled.*

The section **Date and time** allows to define the starting time and the duration of the reservation (only on case of Time opening). Then you'll have to specify the number of **Players**; the number of **Games** to be played is displayed both for game and time opening: increasing the number of games, the amount of time will automatically increase. For any kind of opening mode, the system relates all in terms of time, using the settings defined in Center setup, but allowing to use the pricekeys of the departments related to the opening mode being chosen. When for instance a game mode is being used, while increasing the games, time will increase as well, according to this calculation: no. of games * default game duration, then the system rounds up to the first multiple greater than the minimum bookable time.

The field **Lanes** allows to select the number of lanes required, or choose the lane set to be reserved; setting the first option you will have to insert the number (that of course must be less than the number of lanes of the center), while choosing the second option a control appears allowing to select the lanes required. Then you'll have to specify the number of players (at the bottom left hand side of the screen) and the number of games (only if game mode is set). The section at the bottom right hand side contains information relating to game and life habits of the customer (Automatic opening, Smokers, Access facilities and Bumpers).

New reservation window

The **New reservation** window allows to insert the reservation details with very easy operations.



The upper part is fixed, while the lower part changes, according to the resource being selected. At the top of the screen there are the day of the week, the date and the ID number associated to the reservation. In the row below the name of the customer related to the reservation is displayed (in case of a contact, the group/agency it belongs to it's displayed as well), and the univocal ID associated to that customer. If the reservation is anonymous the row will be empty. The operator can modify these data, that will be later on displayed within the box representing the reservation. The reservation type and the minutes in advance before the arrival time (whose default value can be set within the Center Setup) are displayed below. On the right there are two options, allowing to define if the reservation is **Anonymous** and if it has been **Confirmed**. If the reservation is anonymous, the row containing the name of the customer is empty, and the button **Search** is consequently disabled, being immediately enabled if the option **Anonymous** is deselected. The space below allows to insert **Notes** , that can be useful when managing the reservation.
At the bottom of the screen data relating to payments due for the reservation in the current status are displayed; this can be modified by adding, for instance, the bowling time, by making a payment or renting shoes and so on.
On the left there is the **Total**, in the middle the **Deposit due** and the **Balance** ; if more than the total is paid, this last element is displayed in blue with a minus, so the customer has credit with the bowling center.

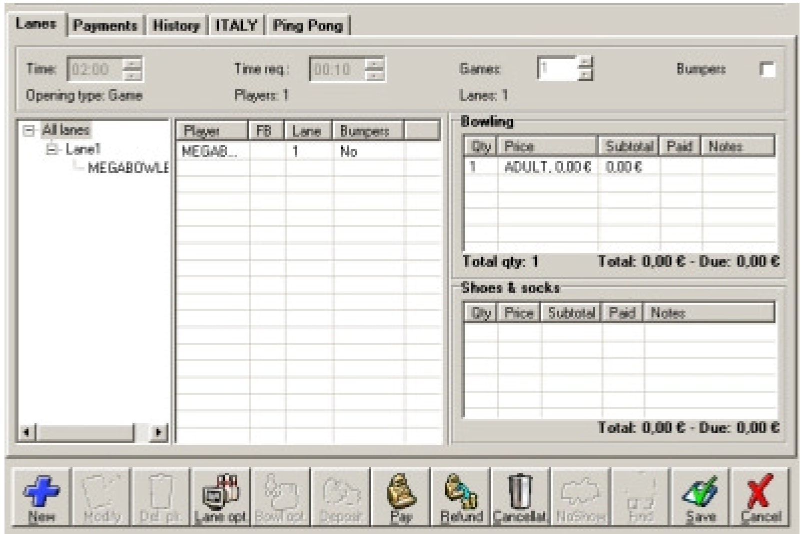
Dates

In order to insert dates within the reservation module, by pressing the arrow on the right a calendar opens where it is possible to select a date.

If no date has been specified, the calendar opens displaying today's date. It is possible to page through the calendar: by clicking the arrows at the top it is possible to move one month forward (arrow on the right), or one month backward (arrow on the left); by clicking straight the month displayed a small window opens with all the months, while clicking straight the year small arrows appear, allowing to scroll years through. By clicking the row at the bottom, indicating today's date, the window will immediately close.

At the bottom there are the following buttons:
New, allowing to add new elements to the ones already included in the reservation
Pay , allowing to enter POS, where pricekeys are displayed
Find , allowing to find a customer through the search window
Save , allows to save the last operations made
Cancel , to cancel them.
Being related to the peculiarities of the bowling center, there are other pages, that can be entered by simply clicking the label.
There are different pages depending on the specific reservation type being performed, that can be modified within the Center Setup . They can be easily looked up by clicking the tab.

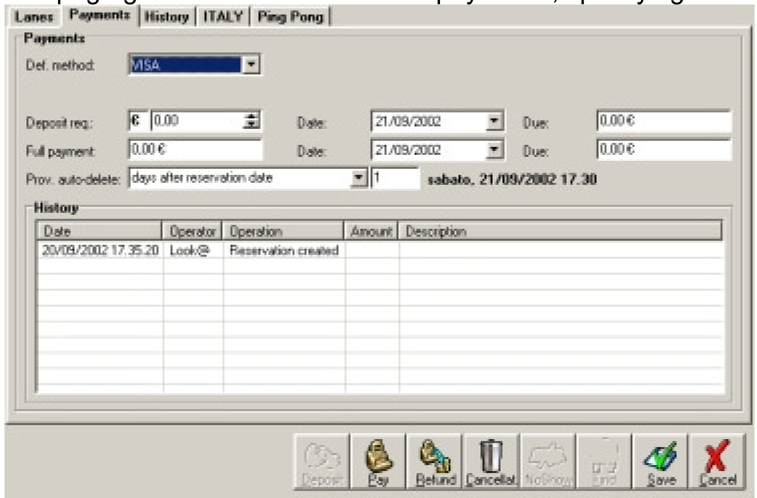
LANES



The upper section of the screen specifies the time of the reservation, the amount of time required (in case of Time mode), the opening mode (Game, Time, Unlimited), the number of players set, the lanes or games or time (depending on the option previously set).
The section below, on the left, contains a tree structure allowing to graphically display the reservation. Each row contains the number of the lane or the Lane set; then there are the players, with the default names automatically assigned by the system.
In the middle there is a list that will contain all the players involved in the reservation (if in the tree structure the highest level -All lanes - is selected), while it will contain only the players associated to a lane, if the lane is selected. For each player it is possible to specify if he wants bumpers. The right hand-side of the screen contains two lists: Bowling and Shoes & socks. They both contain a row for each pricekey used, specifying quantity, pricekey, partial total and total.
By clicking the Bowling list, the POS opens, displaying the pricekeys of Bowling and Shoes & socks departments; if a bowling pricekey is assigned, the corresponding row will be displayed within the bowling list, otherwise within the list below (Shoes & socks).
By clicking the Shoes & socks list, the POS opens, displaying the related pricekeys; assigning a pricekey, when closing the POS a new row will be displayed in the list.

The button **Lane options** enters the related screen, where it is possible to define the settings of the lane/s selected from the tree structure on the left. When closing this window the previous New/modify reservation appears.

Payments
This page gives further details about payments, specifying the deposit required and



the total due, the date when it's been charged and what's still to be paid. It is possible to define the payment mode. In case payments have already been done, the list **History** allows to go back to all steps made, specifying date of the payment, operator who collected it, operations done, amount and a brief description.

Prov. auto-delete : allows to define how to delete a reservation having 'provisional' status.

The buttons at the bottom of the screen are:

Pay : opens the payment window, where the amount due is displayed

Deposit: opens the POS, showing the deposit as amount to be paid.

Refund: opens the refund window, allowing to refund the amount paid.

Cancellation : allows to cancel the reservation being performed, refunding what has been already paid if needed; it is possible to insert a note, explaining the reasons for the cancellation; going back to the white board, the box representing the reservation disappears.

No show : allows to cancel a late reservation, without any refund.

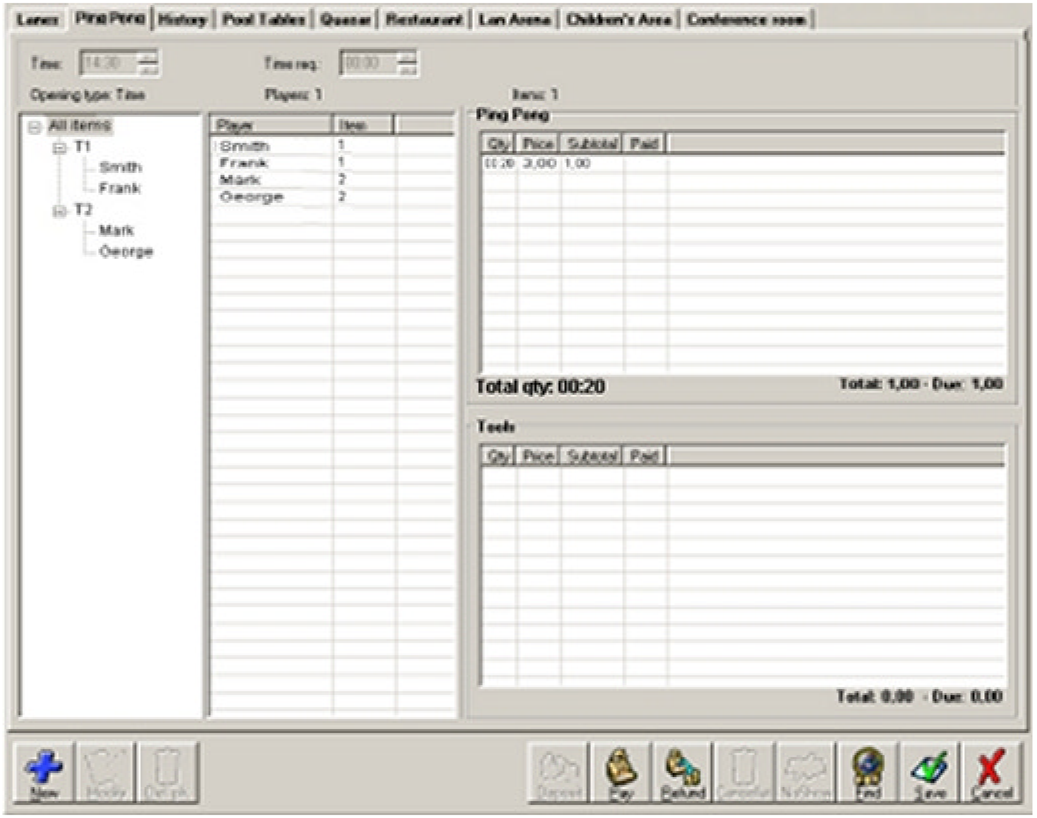
Find : allows to open the Find customer window.

Save : saves the modifications made.

Cancel : discards the modifications made.

NOTE: *Cancelling a reservation, the relating transaction is also cancelled.*

PING PONG (same structure for any time game)

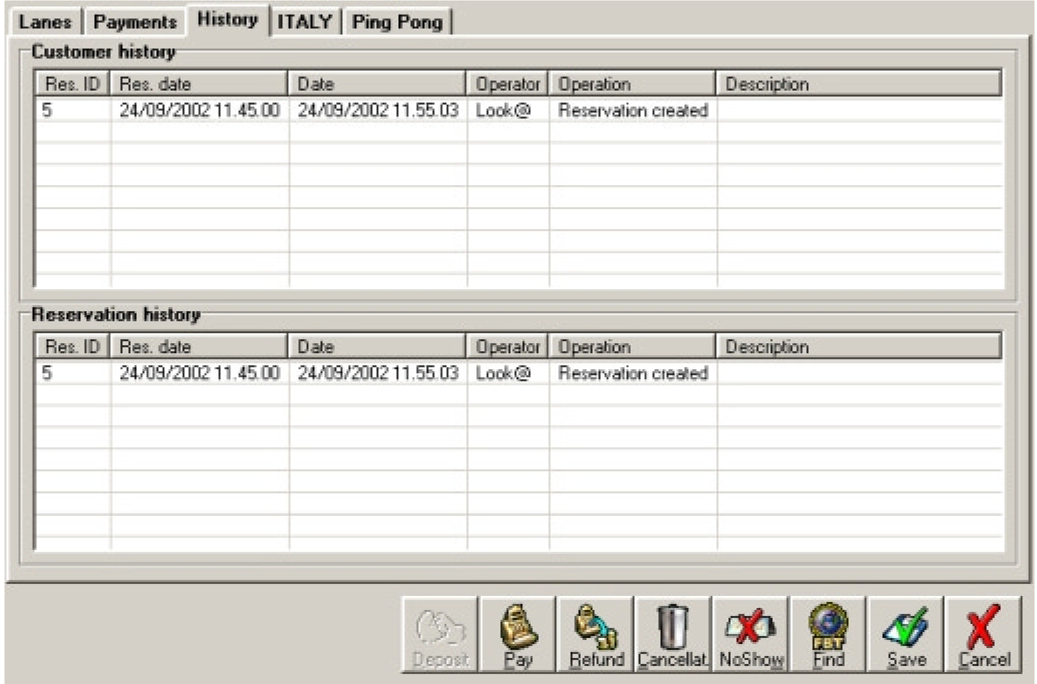


This window is very similar to the one called Lanes.
The upper part of the screen displays the time of the reservation, the number of players involved, the opening mode, the resources such as table, chessboard and so on, and the time required (if it is not unlimited). The list in the middle contains players: each row displaying the item and the related player.
The structure on the left allows a more immediate graphical display of data contained in the table just described.
On the right there are two tables: **Ping Pong** contains a row for every pricekey or package used in the relating department, specifying quantity (time or tickets), name and total; **Tools** refers to the time game tools. Below both tables quantity and total are displayed.

Clicking both tables, you enter the POS, with the pricekeys of the related department (in this case Time games - Ping pong, and Time games - Tools): from this window it is possible to modify the pricekeys, change quantities or create new ones.

RESTAURANT
The first section displays the number of people, the date and time of the meal. Within the field **Notes** it is possible to define the table to be assigned: for instance in case there is more than one restaurant the customers can choose, or if they whish a non smoking area. The table on the left displays the similar reservations for the same time. Below there is the number of people involved. The maximum number of people can be set within the Center Setup : this setting is not binding, but if the maximum is exceeded the number is displayed in red and the user is asked for confirmation. The table on the right displays pricekeys, quantity, subtotal. The total is displayed below.

HISTORY

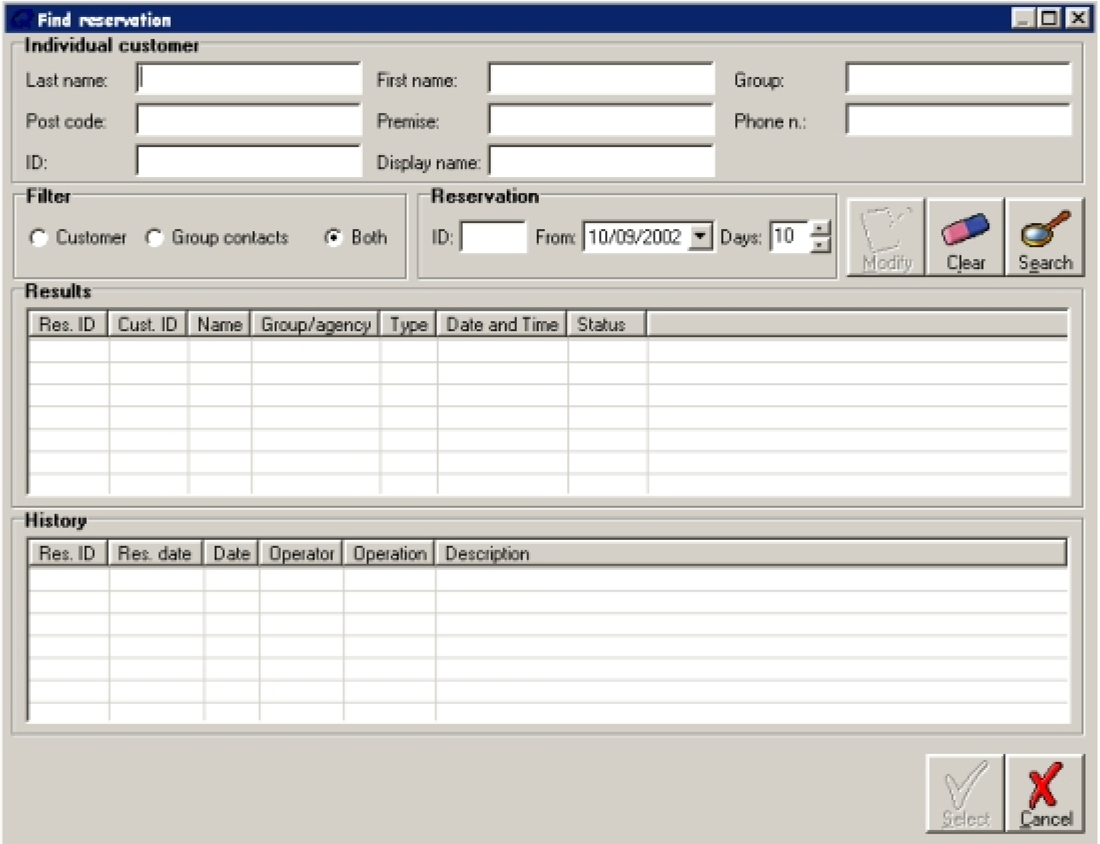


This page is laid out in two sections: the upper section (**Customer history**) refers to the customer and contains the history of the relation of the customer with the center; the lower section (**Reservation history**) refers to the reservation, reporting back to all the steps the definition of the reservation required.

STAFF REQUIREMENT
It contains a list (Staff member) where it is possible to select one staff member among the defined ones. The field Memo allow operators to enter notes concerning peculiarities and requests pertaining the reservation.

Searching a reservation

The **Search reservation** window allows to search a reservation. It is displayed when pressing the same button in the White board. This window is very similar to the **Search customer** one.



Within the section **Individual customer** the following information to base the search upon can be inserted:

- **Last name**
- **First name**
- **Group**
- **Post code**
- **Premise**
- **Phone n.**
- **ID**

If you know the category of the customer who made the reservation, you can set specific **filters**, in order to restrict the query. ***NOTE****: In case some letters are typed within the field Group, the system automatically applies the "group contacts" filter.*

The section **Reservation** allows to insert the ID relating to the reservation being searched (in case you know it), or select a date (see details **Date**) or a time interval (expressed in days) to base the query upon.

The button **Search** allows to start the query; when pressing it, in the lower side of the screen a bar appears, indicating that the system is processing information. When the bar disappears, the **Results** show up. Selecting one row from the list of **Results**, the **History** list below shows all the significant events relating to that reservation. Each row of the list contains the ID of the resource, the name and ID of the relating customer, the possible group/agency they belong to, the date/time and the current status of the reservation (confirmed, provisional, cancelled, no show and so on). To make an advanced search, setting some filters, the button **Search** has to be pressed again, as the list of **Results** is not automatically upgraded.

The button **Modify** (active only if selecting one of the customers found through the search) allows to enter a window where you can modify reservation.

The button **Cancel** allows to void the whole window; this can be useful when a new search is required, with different parameters.

The button **Select** moves you back to the White board, sending all data relating to the reservation selected.

Overview

The TERMINAL SETUP module can be entered from the front desk menu by following this path:

Setup -> Terminal Setup

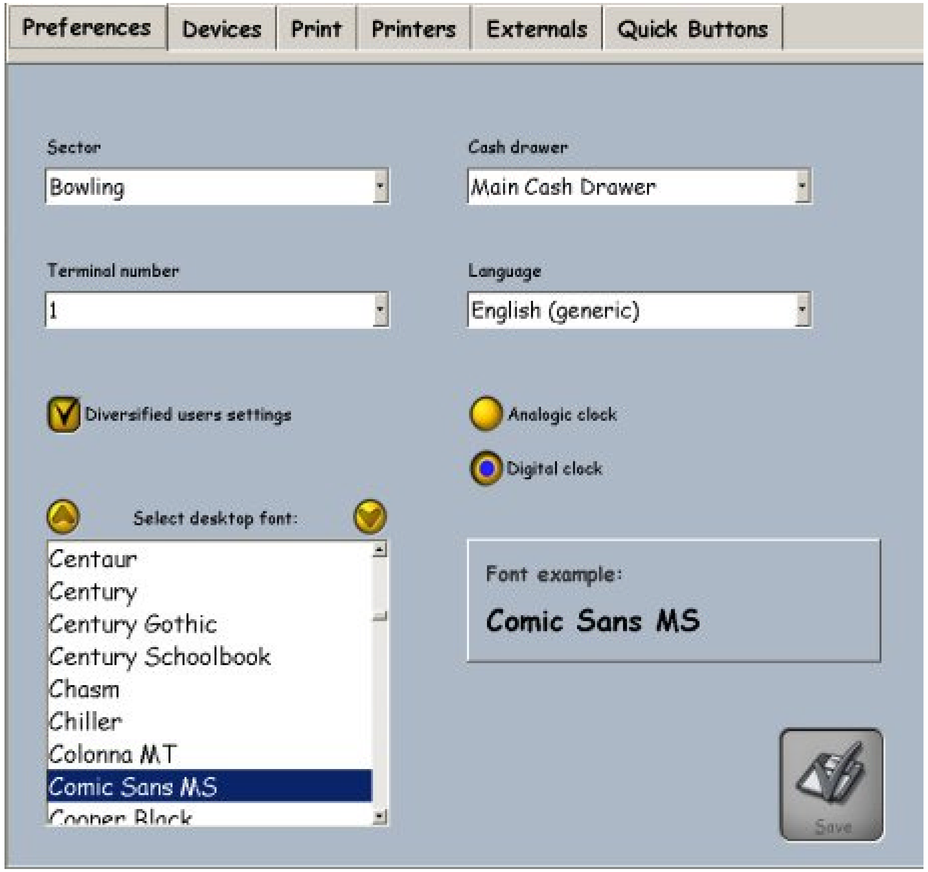
The settings relevant to this terminal can be established from within this module. Settings such as Terminal, Devices, Print, Printers, Preferences, Externals and Quick Access options can be found here. Obviously, in a bowling center with multiple terminals, the settings within TERMINAL SETUP differ from the example shown.

Terminal Setup - Tabs

Upon entering the TERMINAL SETUP module the available settings are laid out using 6 tabbed departments.

System preferences

In this section certain system preferences can be decided. This example shows language and system font as the only available preferences. As the Conqueror develops, more and more preferences can be customised by the user.



Sector : this setting relates to cash drawer reports and shift reports the terminal refers to, so it can be decided by the Center Management, according to their needs.

Terminal Number : the installation staff must define this setting. Every terminal within the bowling center is identified by a single number.

Cash drawer : this setting must be decided by the installation staff and the Center Management. In some cases two terminals can share the same cash drawer, being still able to produce a single report, relating only to the transactions made from that terminal. Then, at the end of the shift, there will be a global report with totals and data of both terminals.

Language: the language you want to work with.

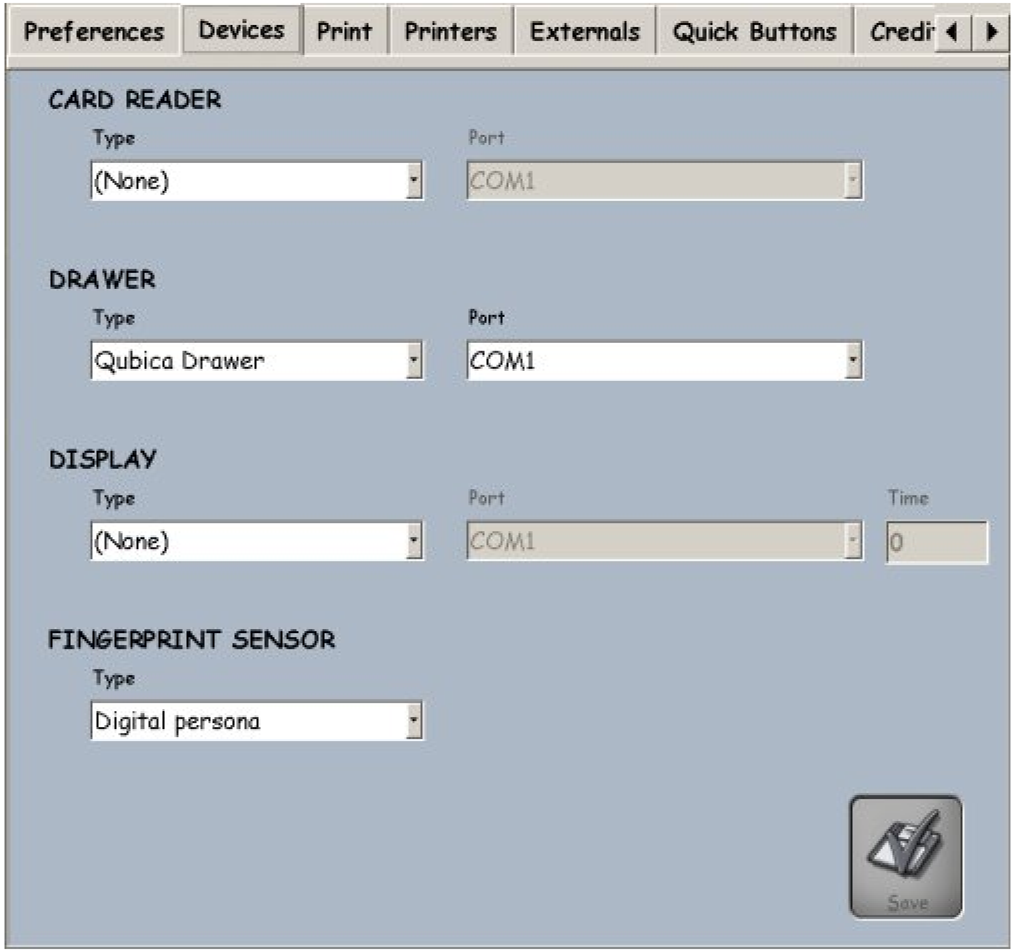
Diversified users settings : allows you to decide if you want to maintain diversified settings for every user (only in case Safe Mode is enabled).

Select desktop font : it's possible to choose (and preview) a font type among a list: the selected font type will be the one displayed within the Conqueror.

Then you can decide the clock type to be displayed within the external structure, at the top right side of the screen (*Analogic* or *Digital clock*).

Connected units setting

Upon entering the TERMINAL SETUP-DEVICES tab the available settings are briefly described as follows. Installation & training crews are responsible for these settings. It is dangerous for users to make adjustments within this module. The descriptions are here for information only.



Devices tab fields - Description

Card Reader: The installation crew will establish this setting for you.
And Port: Each terminal must be told the FBT member card unit (if any) and the port it is connected to.

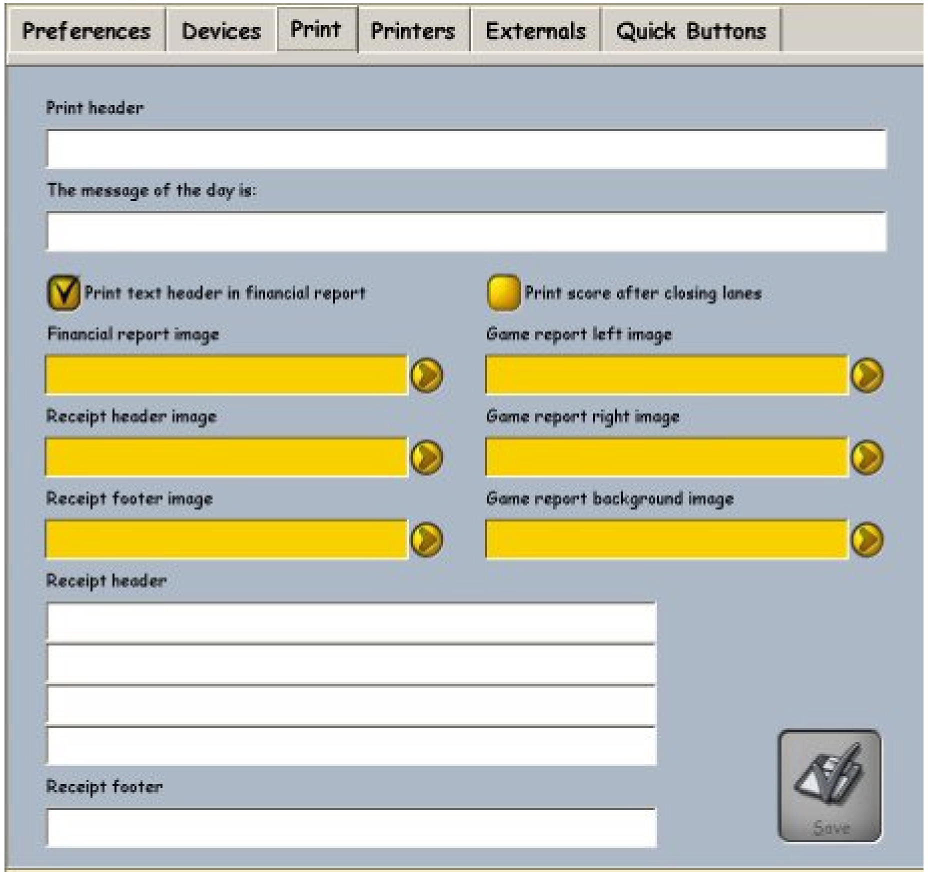
Drawer: The installation crew will establish this setting for you.
And Port: Each terminal must be told the Cash Drawer unit (if any) and the port it is connected to.

Display: The installation crew will establish this setting for you.
And Port: Each terminal must be told the Customer Pole Display unit (if any) and the port it is connected to.

Fingerprint: The installation crew will establish this setting for you.
And Port: Each terminal must be told the fingerprint recognition unit (if any) and the port it is connected to.

Special printing effects on score sheets and reports

Upon entering the TERMINAL SETUP- PRINT window the available settings (how the special printing effects appear on score sheets and reports) are briefly described as follows.



Print Header : Allows you to decide what is to be printed at the top of your reports (e.g. the bowling center name and address).

The Message Of The Day Is : Here messages can be inserted to be printed out on receipts & score sheets (promotional return visit messages etc).

Print text header in financial report: this option allows you to decide if you want the previously defined header to be printed also in financial reports.

Images

In this section graphic images can be added to your printout, depending on the different contexts:

- Financial report image
- Receipt header & footer image
- Game report left & right image
- Game report background image

It is possible to create your own images in BMP or WMF formats (e.g. the center corporate logo) or to sell the space to an external vendor. The file has to be located in the Conqueror directory under *Print - Images.*

In all these cases, it is possible to select the location of the image. Just select the field and choose an appropriate image.

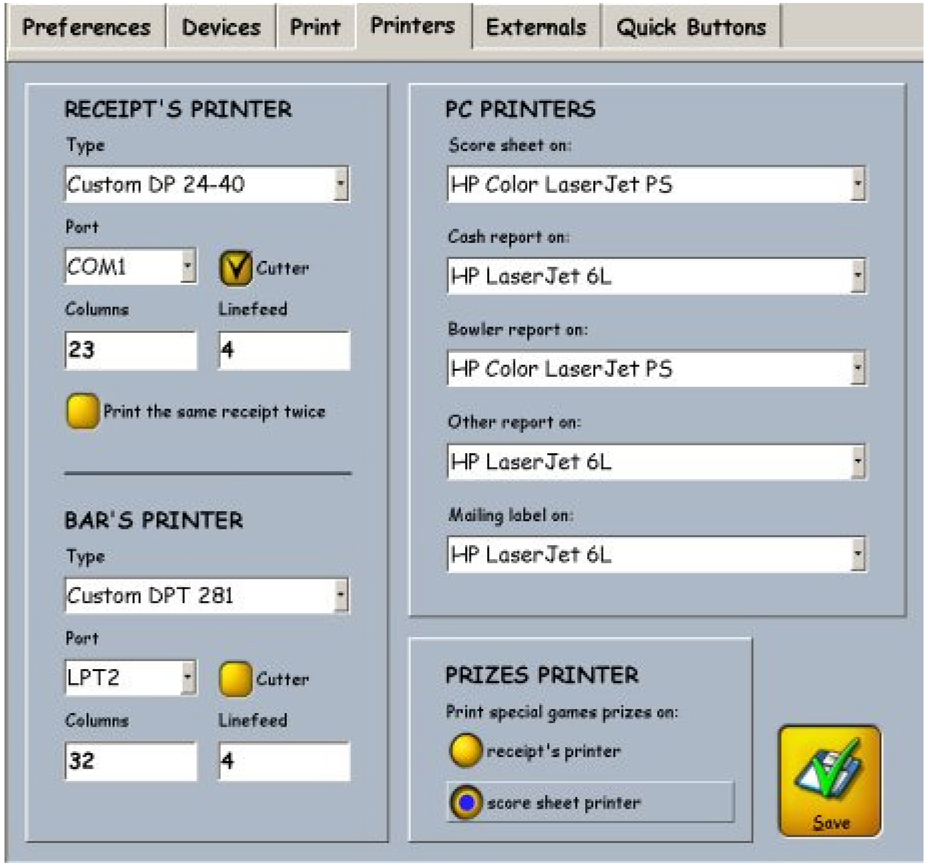
Then it is possible to specify:

Receipt header: there are four rows where you can insert the receipt header.

Receipt footer : there is a row where you can insert the receipt footer.

System printers

In this section of terminal setup print module the port and location of your receipt printers is decided.



These settings are predominately the responsibility of our installation & training crews. Therefore it is dangerous for users to make adjustments within this module. The descriptions are here for information only.

RECEIPT PRINTER : here the installation or training crews set the type, port connection, columns and auto cutter aspects of your receipt printing device. Moreover you can decide to print two copies of your receipt.

BAR PRINTER : here the installation or training crews set the type, port connection, columns and auto cutter aspects of your bar printing device (this is the output device for orders received from on-lane ordering).

PC printers : here it's possible to set the printer device to print score sheets, cash reports (including reports about reservations), bowler and other reports, and labels for envelopes.

Then the box:

Prizes printer : allows you to set the printer device to print prizes of special games.

If two devices are connected to the same port, when saving data the system alerts you, asking if you want to continue.

Software

Within this section the paths related to some programs are specified:

- **QuickBooks,** concerning financial reports,

- **BLS** for the League,

- **Tournamator** related to Tournaments.

Moreover it's possible to set the locations files have to be exported/imported to:

- for **QuickBooks** : IIF file (Intuit Interface Format) for financial reports,

- **BLS-League** and **Tournamator** : import/export files for the League and Tournamator program,

-**Year** and **QCad** : text files exported for shift report program,

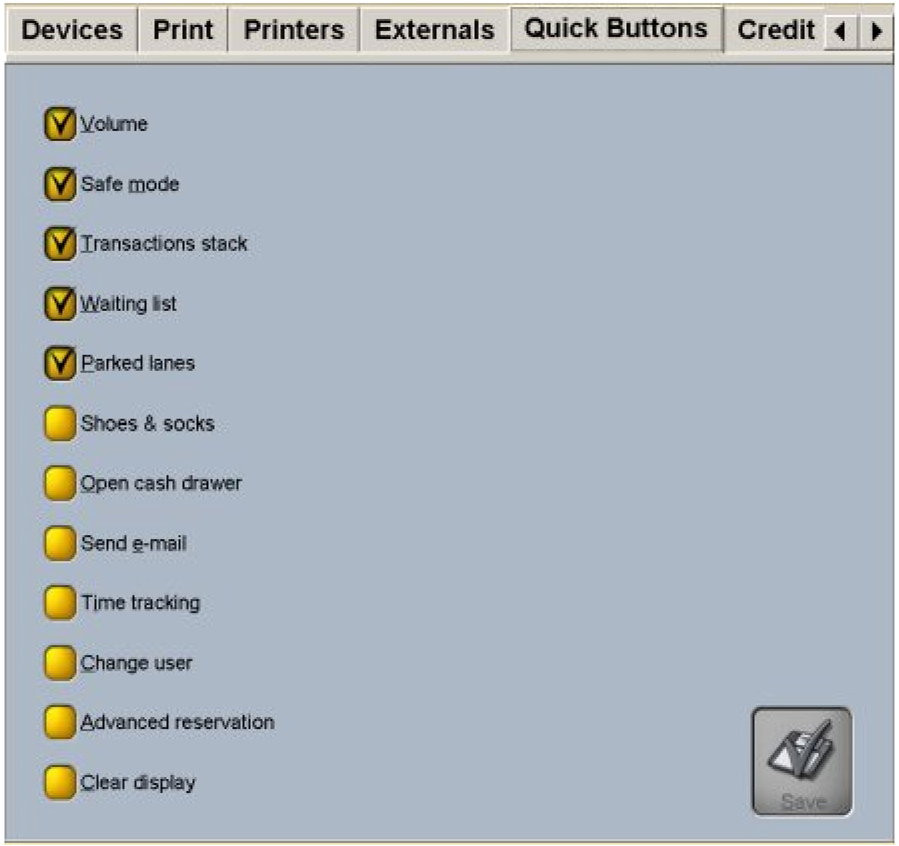
- **Bar** : location to exchange lane orders and lane menu between keyboard and bar,

- **DSD** : export file for modular reservation program (only for Scandinavian centers).

- **Backup path and Second backup path** : specifies where to perform the main and the secondary system backup.

Selecting the most frequently used functions

In this section of the terminal setup it's possible to decide which functions are to appear on the static portion of the desktop (see Main Menu -Programmable Desktop Buttons).

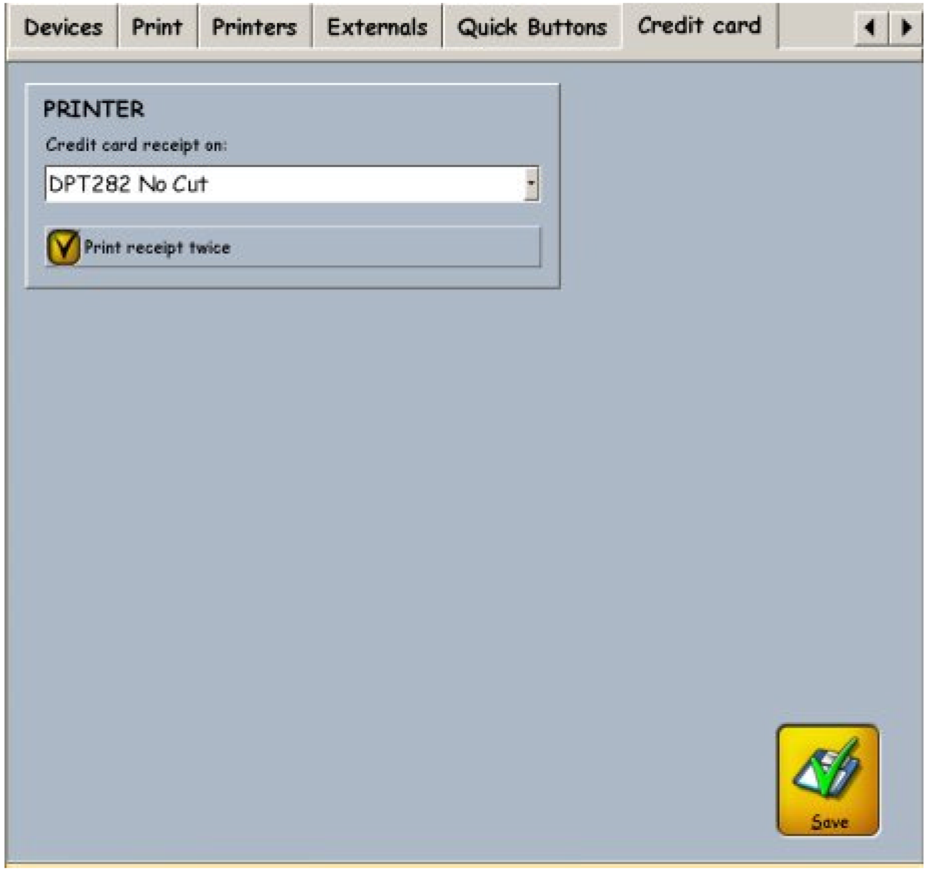


This example shows that Volume, Safe Mode, Transaction stack, Waiting list and Parked lanes have been selected to appear on the desktop.

There are twelve available functions, five of which can be selected to appear on the desktop. These functions have been selected because they are the most commonly used. The last function (*Clear display*) appears only in case a display has been set in the Devices page.

Credit Card

Within this screen there are all the settings allowing to enable the payment with credit card.



Within the ***Printer*** section there are two parameters:

Credit card receipt on : allows to select the printer to issue credit card receipts; network printers can be also selected.

Print receipt twice: defines if two copies of the receipt have to be printed.

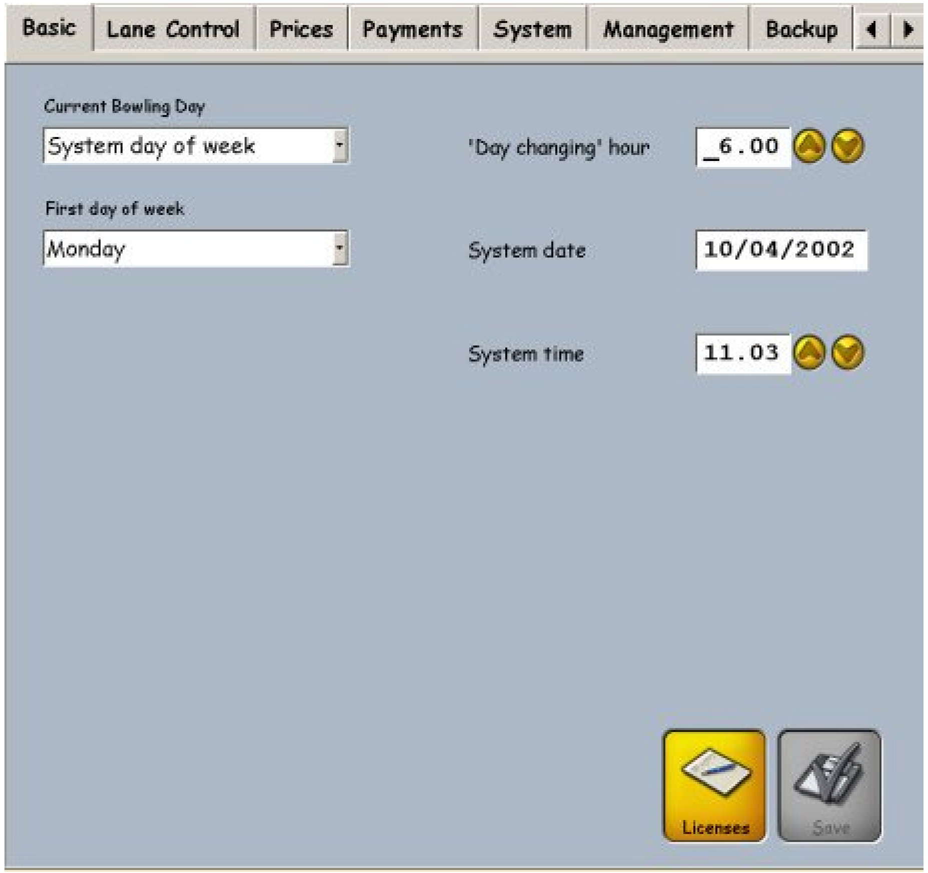
Info, date/time, lane control, payments and system settings

Everything regarding your center is setup from the following path:

Setup... -> Center Setup

All actions regarding center info, date/time, lane control, payments and system settings are performed from here. In the following sections you will find a brief description of each setup.

Basic settings



Current Bowling Day: Here it is possible to change the system day. This is useful when a different day's pricing structure has to be used for another day.
For Example: Monday is a public holiday and Sunday's premium prices have to be used this day. Or the system can be forced to use the three 'extra day' zones.
This kind of modification is registered as a "suspect action", and it can be seen from the System Log .

(See Prices Setup Time Zones and Global Modes)

'Day changing' Hour: Normally the date changes at midnight of each day. Centers generally run past midnight but the sales made after midnight are still considered part of the previous day. So, it is a good rule to insert a date change time which is outside the normal trading period. This setting also has a relationship to Shift sequence numbering.

System Date : Regardless of what the computer BIOS is set for, the system needs ONE DATE to refer to.
This date should not be modifiable by normal employees. This setting is performed here.

System Time: Regardless of what time the computer BIOS is set for, the system needs ONE TIME to refer to.
This time should not be modifiable by normal employees. This setting is performed here.

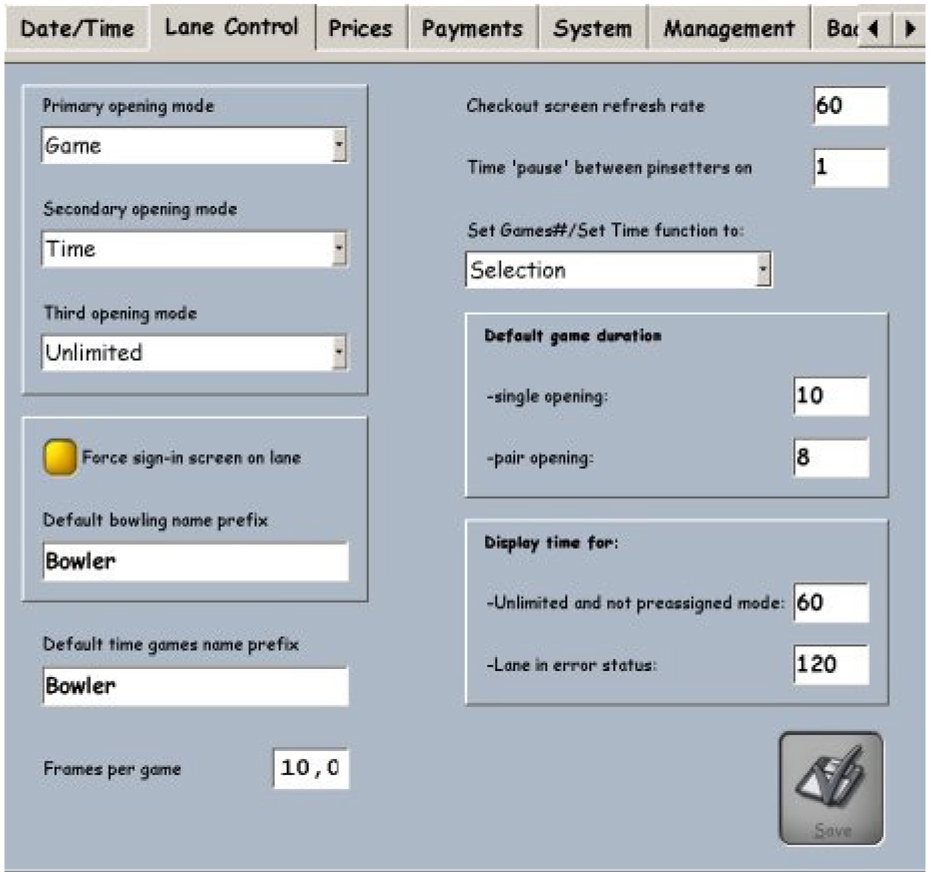
Both the system date and time are stored by the ET-HOST. If you modify the system date or time, the System Log will keep track of these actions.

First day of week: specifies which day has to be considered the first day of the week. This can be displayed within the Bowling Profile or within the Pricekeys.

Pressing the button **Licences** you can access the window to insert the licence key. The licence key is covered and contains different information, such as: ET-Host data, number of lanes, number of licences and modules included in the licence (Ten Pin, Five Pin, Candle Pin, Duck Pin, Bowland, Advertising, FBT Card System, Lane Order, Quick Cam Package, Time Tracking System, League Interface, Swedish League, Advanced Reservation, Chinese Mode, Chinese Language and Japanese Language). In case you buy a new module the licence key will change, and when Qubica Staff will send the new licence to the bowling center, you will have to use this button in order to substitute the old licence key with the new one.

Make the necessary changes and press **SAVE** .

Overview



Opening modes

The primary, secondary and third opening modes indicate the buttons displayed when clicking on a closed (but working) lane. Only the primary opening mode has to be specified, and it is the mode the data entry screen is opened when double clicking on a closed lane.

Lane control fields

Force sign-in screen on lane: if enabled, all the bowlers' names are to be inserted straight from the keyboard on the lanes (it is not necessary to insert the default name within the related box, as "_" will be assigned in any case).

Default bowling name prefix : specifies the name prefix to be automatically assigned to the bowlers' numbers within the opening screen. In this example, BOWLER is used as the system prefix. This would show Bowler 1, Bowler 2, Bowler 3 and so on.

Default time games name prefix : specifies the name prefix to be automatically assigned to the bowlers' numbers within the time games. In case "Pl." is used as the system prefix, this would show Pl. 1, Pl. 2, Pl. 3 and so on.

Checkout screen refresh rate: specifies how often the Lane Control screen has to be updated. When modifying or closing a lane bowlers are updated (in case they've been added from the lane), or game total, frame total or time bowled on a lane not opened in preassigned mode. You can force the updating by pressing the F5 button.

Time 'pause' between pinsetters on: in some bowling centers the electricity supply cannot handle all the pinsetters being turned on at the same time. For example, in case of a tournament being played on all the lanes of the center. To lessen the drain on the center power a few seconds pause can be inserted between each machine being turned on.

Set Games#/Set Time function to: available options are:

Selection: allows to assign Games/Time to the selected elements (bowler or lane) in the last column of the screen related to the lane.

Players only: allows to assign Games/Time only to the bowlers (in case each bowler wants a separate bill).

Global trans. only: allows to assign only to the lane (in case bowlers don't want to have separate bills).

The following options allow to calculate/display the next available lane/pair:

Default game duration: allows to specify the estimated game duration for lanes opened in single and pair mode.

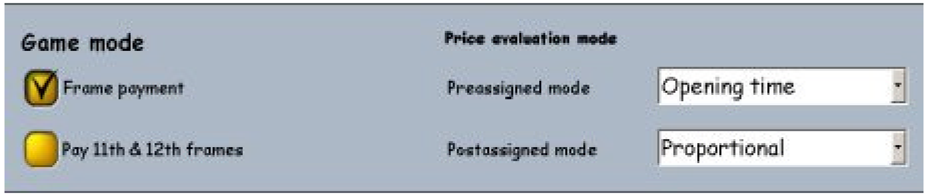
Display time for: specifies the time to be aasociated to lanes opened in unlimited or not preassigned mode, or to lanes in error.

Frames per game: specifies the number of frames making up a game.

Players per lane: specifies the maximum number of players that can be assigned to a lane. The maximum number allowed is 12. This setting will affect the opening mode on single lane, lane in pairs and group opening; it will also affect the definition of reservations. For tournaments, the maximum number is always 6 players per lane.

Make the necessary changements, then press **SAVE**.

Game mode



Frame payment: if selected, it allows you to make the payment, using the frame as unit of measurement, instead of the game.

Pay 11th & 12th frames: in case of frame payment, you can select this option if you want frames 11 and 12 to be included.

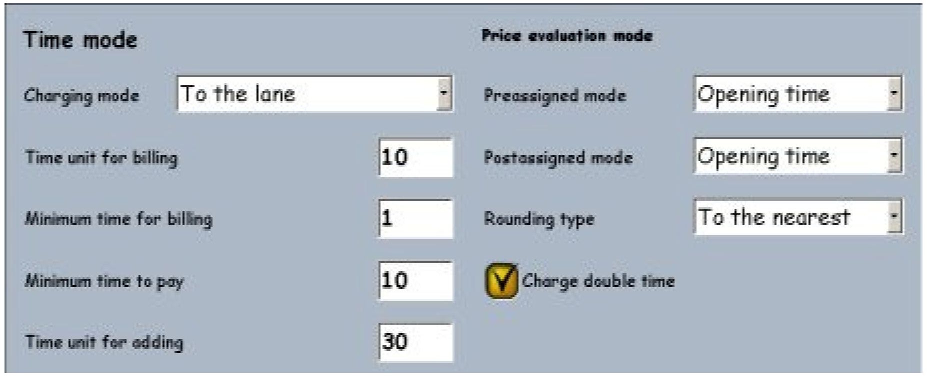
In general the **Price evaluation mode** is related to dynamic pricekeys, that can vary in time. For example: you open a lane in Post-assigned game mode at 15.00, and you close it at 16.20, when 3 games have been played. The selected pricekey is a dynamic one, whose price has changed in the time interval the lane was open. The price evaluation mode determines the price to be applied: if opening time the payment will be (3 * Pricekey at 15.00), if closing time it will be (3 * Pricekey at 16.20) and if proportional it will be (3 * Pricekey related to the time interval most frames have been played). With this last setting, if you have a frame payment it's possible to identify the time when every single frame has been played, and price defined for that specific time interval will be applied.

The Price evaluation mode for the Game mode in the various cases:

Preassigned mode : (options: Opening time or Selling time).

Postassigned mode : (options: Opening time, Closing time, Proportional).

Time mode



Time unit for billing: time unit that you can sell. For example, if 22 minutes are played and the time unit set is 5 minutes, the payment will be for 20 or 25 minutes (depending on the approximation to the nearest, by excess or defect).

Minimum time for billing: minimum time amount that you can sell.

Minimum time to pay: minimum time amount the player has to pay. For example, if for this option you have set 5 minutes and the bowler leaves the lane after 3 minutes he will not pay anything.

Time unit for adding: the minimum time unit you can assign by clicking on the column Price, within the window related to a lane.

The Price evaluation mode for the Time mode in the various cases:

Preassigned mode : (options: Opening time or Selling time).

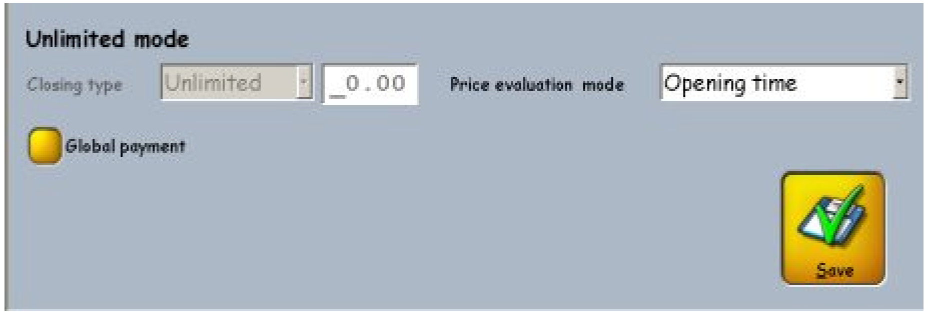
Postassigned mode : (options: Opening time, Closing time, Proportional).

NOTE: Here you have an example for the proportional price key: you open a lane in Post-assigned time mode at 15.30 and you close it two hours later, at 17.30. The selected pricekey is a dynamic one, whose price has changed during the 2 hours the lane was open (1 hour for 3$ from 15.00 to 16.00, and 1 hour for 4$ from 16.00 to 18.00). The proportional evaluation price mode will imply the following payment (30 minutes * (1/60 * 3$) + 90 minutes * (1/60 * 4$).

Rounding type : specifies the rounding type to be applied (to the nearest unit, by excess, by defect).

Charge double time: if this option is set, for a pair mode opening you will pay 2 * time bowled.

Unlimited mode



Closing type: allows you to set how to close a lane open in unlimited mode. The options are "Unlimited" (the lane will not close automatically), 'At' (the lane will close at the specified time) or "In" (the lane will close after the specified time interval).

Price evaluation mode: in case of unlimited mode and individual payment (options: opening time, selling time). You can set this option only if the payment is individual.

Global payment: allows you to define if tickets have to be sold to the lanes or to the single bowlers; as a result, the payments will be global (total of transactions associated to the lane), or every bowler will have to pay a part of this amount.

Rounding the bowled time

Let's see the principles allowing you to round the played time, both for bowling and time games.

In case of **preassigned mode** , if there is a proportional pricekey, no rounding type will be performed, otherwise the rounding type will be up.

In case of **not preassigned mode**, when the time played exceeds the time range to reach the lane, for a number of minutes exceeding the *Minimum time for billing*, so this amount of time must be paid. In order to establish how much has to be paid, it's possible to make out two cases:

1) Proportional pricekey: the rounding type set is used, through the *Time unit for billing.* If the obtained amount is less than the *Minimun time to pay,* this one must be paid.

2) Non proportional pricekey: the rounding type set is used, and the unit is the quantity of the defined pricekey. If the obtained amount is less than the *Minimun time to pay* , this one must be paid.

Overview

Here it's possible to define default prices, that can always be modified, to be applied when opening/closing a lane in the following bowling modes: game, time, unlimited and extraframes.

Rounded subtotals: allows you to set rounded subtotals (that is the total of the single department) for the whole system.

Rounded Items: the system can be set to round up or round down every single item.

Print Receipt Total Before Taxes: the receipt printouts can be forced in this way- Items, total, tax, grand total. For locations where the tax component is to be displayed as a separate item.

Print included taxes in receipt: allows you to specify if included taxes have to be highlighted in the receipt.

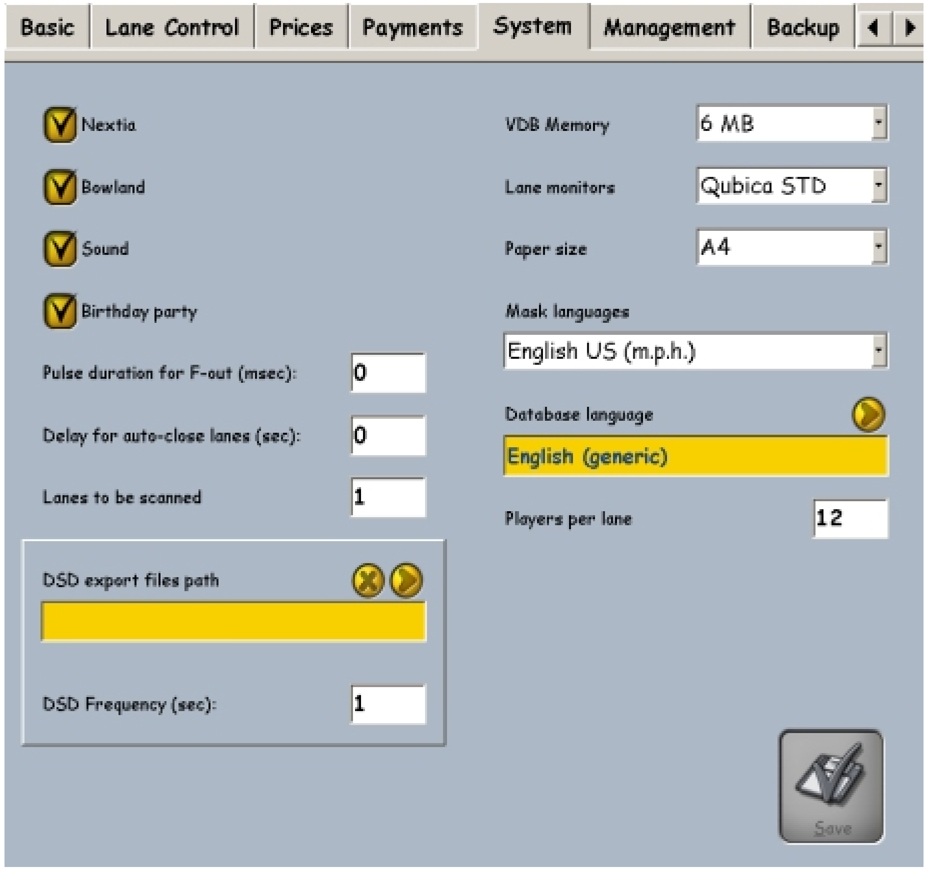
Print receipt number: allows you to specify if you want to print the receipt number.

Receipt detail level : it is possible to set the details to be printed on the receipt. Available settings are: transaction total, department total, single rows.

Send Report To & C.C: it is possible to specify who copies at the end of shift report get e-mailed to. This is a nice feature if the proprietor is in a remote location. (Chain operator or on vacation)

Make necessary changes and press **SAVE.**

System



Within this section it's possible to specify if the system is able to support certain functions:

- **Nextia:** specifies if the system uses Nextia files.
- **Bowland**: determines if the system uses animations (that is, if VDB card is supplied with a hard disk)
- **Sound:** enables the sound in the system.
- **Birthday party:** specifies if the system supports birhtday party animations on the lanes.
- **DSD export files path:** allows to choose the location where exported files for DSD program have to be stored. Clicking on this field you will enter the standard scroll folder screen.
- **DSD Frequency (sec.):** sets the time interval (in seconds) the composition of data exchange files with DSD program has to be performed.
- **VDB Memory**: specifies the memory size of VDB card.
- **Lane Monitors**: specifies the type of monitors on the lanes. Possible options are: "Qubica STD", "JVC 2TV" or "JVC 3TV".
- **Paper Size**: sets the size of the paper to be used by the various system printers (options: A4 or Letter).
- **Mask Languages**: allows to display the different masks of the system in the selected language.
- **Database language**: specifies the language for the database to be displayed, allowing an immediate translation into another language if the settings are modified.
- **Pulse duration for F-out**: indicates the duration (in milliseconds) of the pulse to close the F-Out relay (automatic ignition of the lights for time games).
- **Delay for auto-close lanes (sec.)**: if on a lane opened in pre-assigned mode all the payments have already been done, the lane will be automatically closed when the seconds set in this field have passed. If "0" is set, the lane will have to be closed manually.
- **Lanes to be scanned**: number of lanes the system has to scan every second.

NOTE*: this last input affects the updating of all the operations performed on the lanes, e.g. data related to games, automatic lane closing and so on...*

Center Management

Within this screen you are required to insert data relating to the financial management.

The first section is related to some general settings:

Shifts : indicates if the bowling center has a financial and administrative organization based on shifts.

Count float on closure : indicates if the float has to be counted when closing the shift.

Split revenue: allows you to decide if you want the single items of a package to be indicated separately.

Reset shift report number : indicates how often the shift report number has to be reset. Available options are "every day" and "never".

Automatic export : indicates if you have to export management data to an external program (QuCad).

The second section indicates if there's a relation with the QuickBooks program:

QuickBooks : indicates if the bowling center uses this software,

Export detail level : allows you to define the detail level of data export.

Then there are three more settings:

Security: here you can decide to assign every user of the system a password and specific profiles, so to define which operations he is allowed to perform (See Staff Setup). This function can be very helpful for big centers, but also small ones can decide to use it.

Time tracking at logon/logoff: only if the previous option is set, it's possible to keep track of the time when the different users enter/quit the system during their shifts (See Time tracking).

Shift report sign section: allows to print the Magic Number and inserts a section for the signature when printing the shift reports.

Safe mode: sets after how many minutes without being used the terminals enter a "Safe mode": a screen saver is displayed, and in order to enter the system the user will have to insert his password again. This prevents unauthorised persons from using a temporarily unattended terminal. If you don't want the safe mode to be set, just insert "0" within the field.

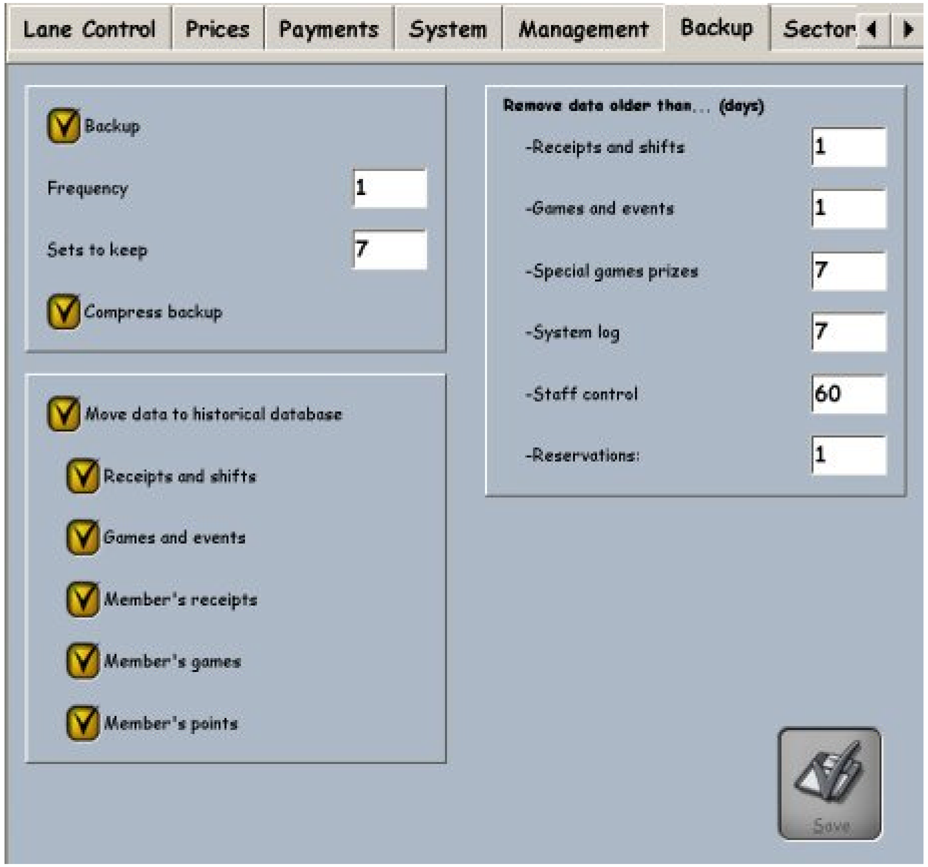
Printed shift function: this option allows you to decide which operation changes the status of the Shift into "Printed" (possible options: Print, Email, Export, Nothing). (See No shift mode and Shift mode).

Backtask sector: When the backtask automatically cancels a reservation, according to the settings within the Reservation screen, economic transactions have to be performed in order to cancel the previous ones. The new transactions will be associated to this sector.

Pressing the button **Licences** you can access the window to insert the licence key. The licence key is covered and contains different information, such as: ET-Host data, number of lanes, number of licences and modules included in the licence (Ten Pin, Five Pin, Candle Pin, Duck Pin, Bowland, Advertising, FBT Card System, Lane Order, Quick Cam Package, Time Tracking System, League Interface, Swedish League, Advanced Reservation, Chinese Mode, Chinese Language and Japanese Language). In case you buy a new module the licence key will change, and when Qubica Staff will send the new licence to the bowling center, you will have to use this button in order to substitute the old licence key with the new one.

Pressing the **Boss password** button you are allowed to change the boss password. This may be done from time to time, in order to protect safety, considering that the boss is allowed to perform most delicate operations.

Backup



This table specifies the following settings:

Backup: sets the backup for center data.

Frequency : indicates the frequency of the automatic backup (expressed in days).

Sets to keep : number of backups to be stored in the disk. For instance, if you have set "7" for Frequency and "2" for Sets to keep, it means that you'll have a backup per week, always keeping the one you made the previous week.

Compress backup: specifies if the backup archive has to be compressed.

Move data to historical database: indicates if data related to receipts and shifts, games and events, FBT (receipts, games, score) have to be moved to historical database (that is independent from the system database); this is helpful when a very detailed check of all the operations made is required. All data will be exported at the end of the shift, even the non-strictly economic ones. Clicking this option the functions below are set/reset, but it's always possible to select only some of them.

The third section (**Remove data older than...**) indicates the frequency the following data have to be removed:

- receipts and shifts

- games and events

- special game prizes

- system log

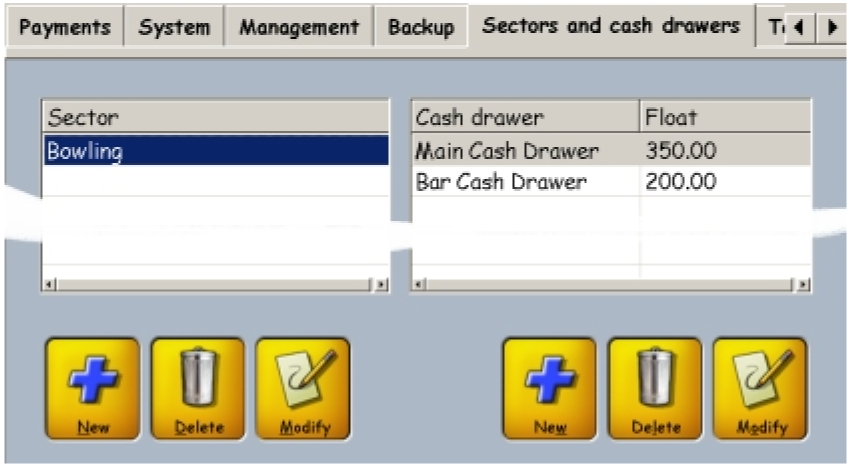
- staff control

- reservations

If for any of these elements you set "0", it means that at the end of the day the corresponding data will be removed, apart from the fact that they've been moved to historical database or not. This is not possible only for games and events.

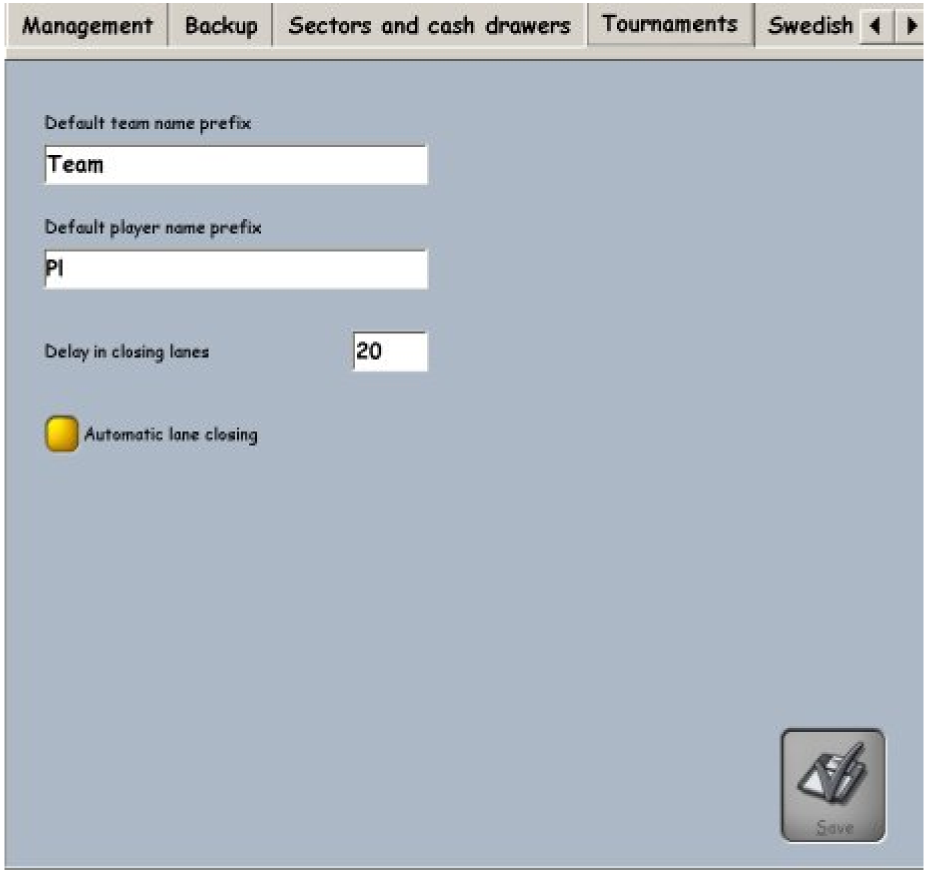
Sector and Cash

Within this section, on the left side of the screen there is a list of all the different sectors the bowling center is divided into (Bowling, Bar and so on), while on the right there are the associated cash drawers with the corresponding float. For instance, the Bar sector can have two associated cash drawers, in case there are two Bars within the bowling center.



It's possible to separately create, modify or cancel sectors and cash drawers. The above example shows that the Bowling sector is associated to only one cash drawer, named "Main Cash Drawer", with a float of 350 USD.

Tournaments



This section is about global tournament settings:

Default team name prefix: it indicates the name prefix the system automatically uses when creating a new team. In this example, Team is used as the system name prefix.

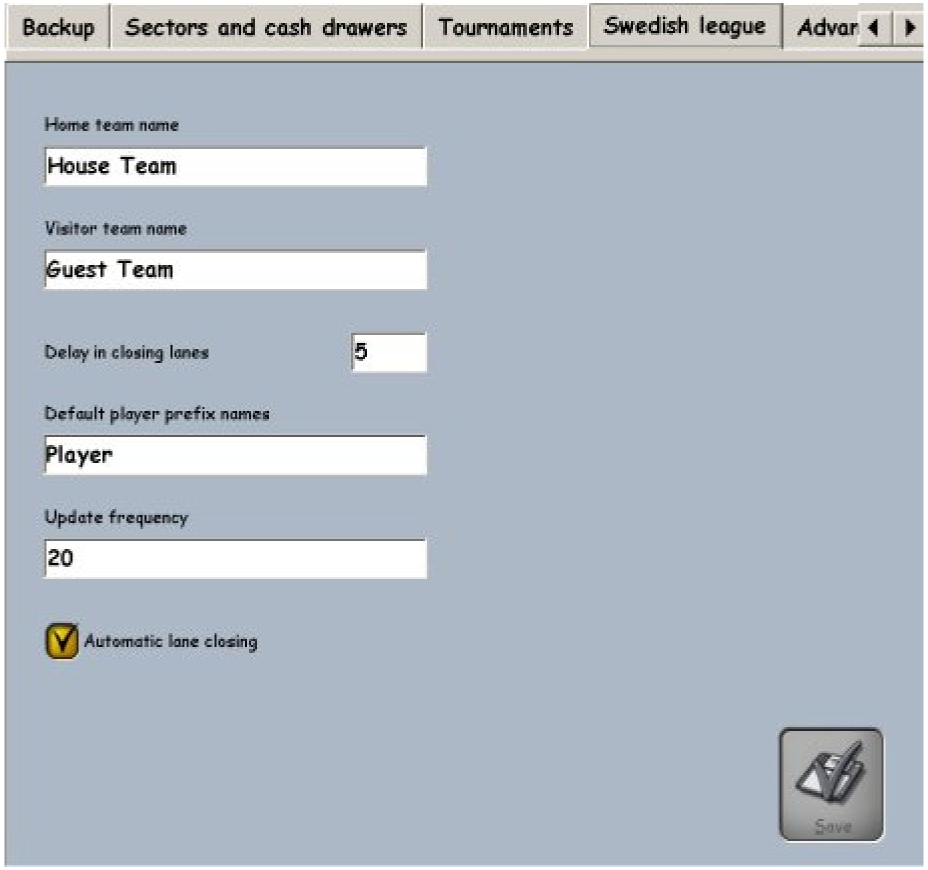
Default player name prefix: indicates the name prefix the system automatically uses when inserting a new player (e.g. when creating a new team); in this example we have Pl.1, Pl.2, etc...

Delay on closing lane: sets the seconds of delay between the end of the series and the automatic closing of the tournament lane.

Automatic lane closing: sets the automatic lane closing at the end of the squad (according to the Delay on closing lanes previously inserted).

Swedish Leagues

This section is about Swedish League settings.



Home Team Name & **Visitor team name**: indicate the default names for the two teams playing the league.

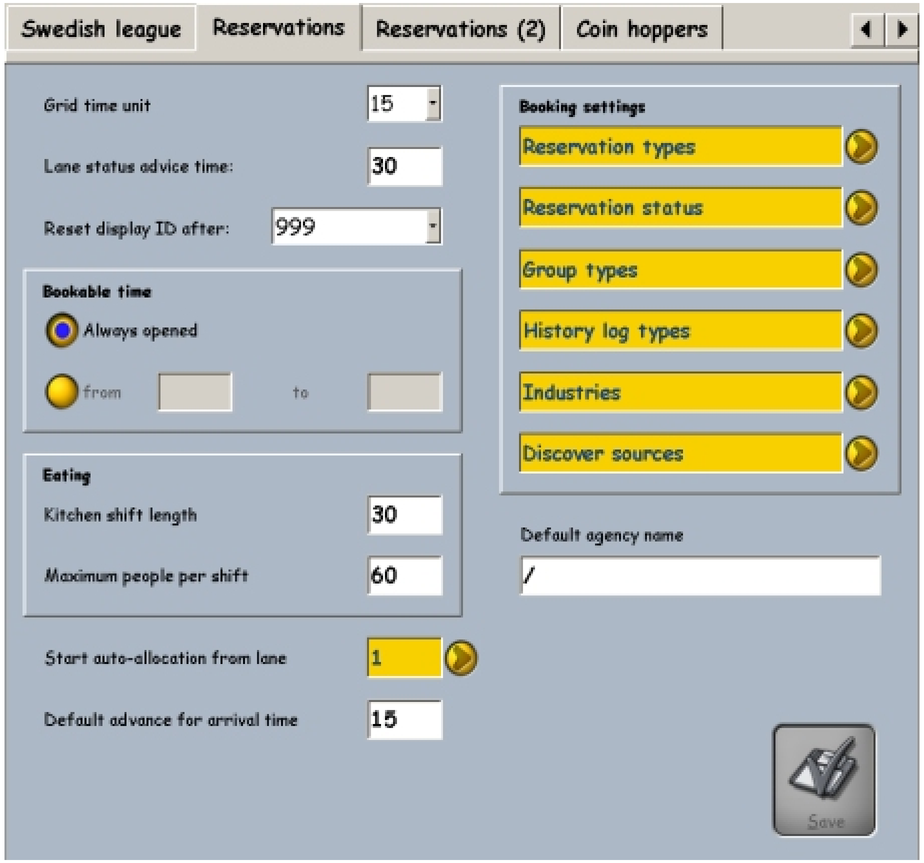
Delay on closing lanes : sets the seconds of delay between the end of the series and the automatic closing of the lane.

Default players prefix name: generic bowler names are inserted when the **Bowler #** is used in the lane opening screen. In this example, PLAYER is used as the system name prefix.

Update Frequency : allows to set the frequency of team score updating; these data appears on the masks of the league lanes. It's important to set the proper mask for the swedish leagues, otherwise data will not be displayed.

Automatic lane closing : sets the automatic lane closing at the end of the league (according to the Delay on closing lanes previously set).

Advanced reservation



The available settings are:

Grid time unit : it means the time unit the reservation grid is based on. This setting defines the minimum reservation time allowed for the advanced reservation.

Lane status advice time: allows you to insert the number of minutes the following lane reservation has to be notified in advance within the lane status window.

Reset display ID after: allows to set the number, after which the display ID is set back to zero.

Bookable time: relates to the time period when it is possible to make reservations. Options are: **Always opened**, meaning that it is possible to make reservations all day round; while **from** and **to** allow to specify a time interval, for instance excluding night hours, when the center is closed.

The **Eating** sector contains two settings:
Kitchen shift length, indicating how long a kitchen shift lasts;
Maximum people per shift: represents the number of people that can be fed during a kitchen shift. In case this number is 20, this does not prevent from creating a new reservation with more than 20 customers, but at the bottom of the screen the label *Total people* is highlighted in red.

Starting lane allocation: indicates the number of the lane the system starts checking from, when it needs to find the first bookable resource. This setting is important to make the wear of all the lanes as uniform as possible. This result can be achieved by monitoring which lanes are less worn-out (from Lane Setup), and consequently adapting this input. If there are lanes with different score types, the check will start from the first lane having a type of score compatible with the reservation being created.

Default advance for arrival time: allows to specify the time before the reservation customers have to arrive to the center; so, if 15 minutes is set, and a customer has a reservation for 10 p.m., at 9.45 p.m. the reservation changes its status and becomes 'late'. The time to be specified is what is considered to be adequate for customers to make all necessary preliminary operations. When defining a single reservation, this setting can be modified.

Default agency name: it is the name the system automatically gives to the agency, when creating a new group; if not modified, this name will become the name to identify that group/agency.

Booking settings

This allows to enter some of the settings of the white board.

Reservation types: allows to define new reservation types or to modify already existing ones. For each type you can set the pages to be displayed within the define/modify reservation window. In case *No logic* is set, the other options are cancelled, because this reservation type should have only the most important information, being used only in particular situations (e.g. for maintenance). All the settings have a default and a current value, and both can be modified. The button **Set default** allows to define the colors appearing for the selected status become default ones, while **Reset default** recalls default settings, applying them to the selected status.

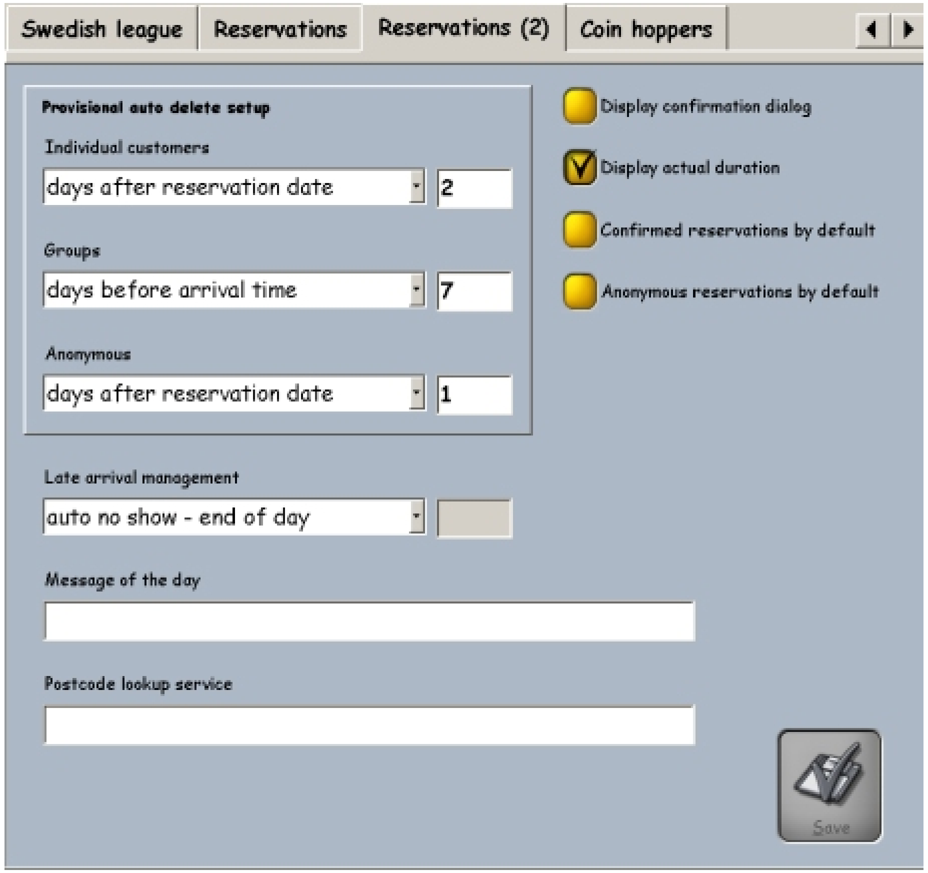
Reservation status: allows to set the colors of the boxes for the different reservation types; from the white board, by pressing the button **Color table** the screen summing up all the settings defined here appears.

Group types: allows to define the types of groups, assigning each a different ID code.

History log types: allows to define messages to be added to the historical database.

Then there are the windows allowing to define **Industries** and **Discover sources**, to manage these two data categories, required when creating new customers.

Reservations 2



The first box is called **Provisional auto delete setup**, and contains the settings determining the automatic deletion of provisional reservations, made by individual customers, groups or anonymous. For all these three settings, there are the following options:

never
days after reservation date
hours after reservation date/time
days before booked date
hours before booked date/time
minutes after booked date/time

Late arrival management : relates to how Late reservations change their status; available options are Manual; auto no show - after *n* minutes; auto no show - end of day.

Message of the day: it is the message the White Board displays below the grid with the resources. Useful to remind important information.

Hopewiser client setting: allows to define which PC is the server for Hopewiser.

Display confirmation dialog: defines if after saving a reservation, a window summing up all related information is to be displayed; from this window it is possible to decide to save it definitively or to cancel the operation done, going back to the definition window. This might be helpful especially in case of a reservation made on the phone, because at the end it allows to read to the customer all the peculiarities of the reservation, giving him the opportunity to confirm the data inserted.

Display booked duration: when defining a reservation, then manually moving the box that represents it, if this option is set a line will mark its original position.

Anonymous by default: allows to create anonymous reservations while pressing the button **New reservation** on the white board. It will allow to skip the Search customer window, going straight to the window to define the details of the reservation. In case you want to create a reservation with a reference, you'll have to disable the option Anonymous from the reservation setup window, and press the button Find FBT to find the customer.

Coin hoppers

The maximum number of coin hoppers the system can manage is 4; every coin hopper is associated to a cash drawer. Here it is possible to establish the related settings.

The first two elements relating to the coin hopper are the Id and the current status (enabled/disabled), then follow:

Name : ID name.

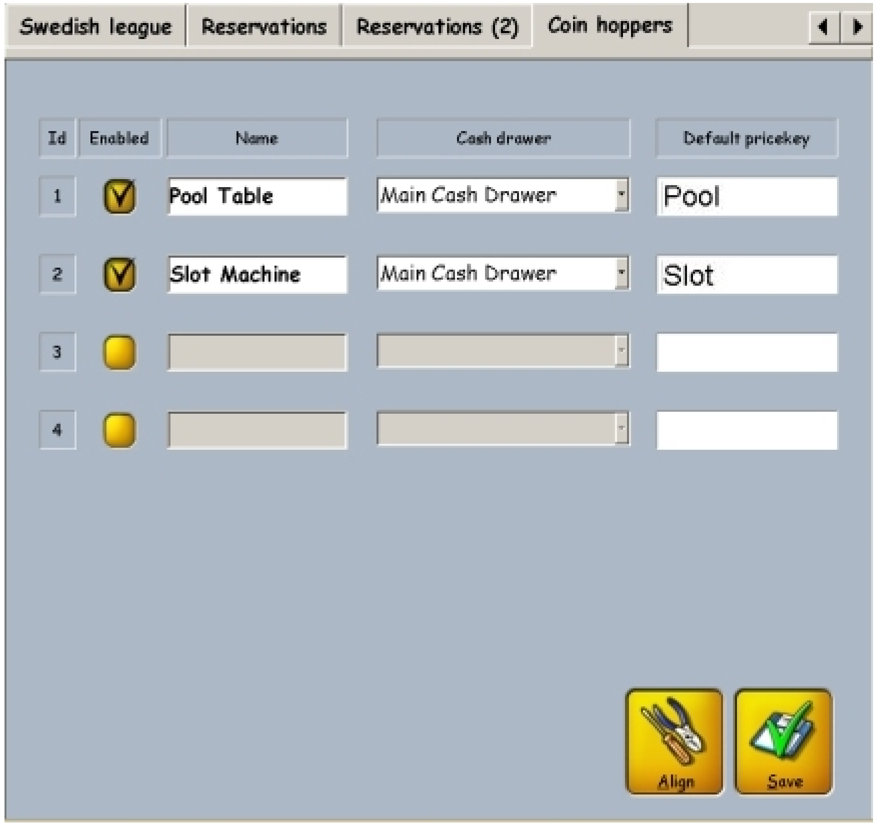
Cash drawer: the cash drawer the coin hopper is associated to; every cash drawer cannot be associated to more than one coin hopper.

The distribution of coins can be performed in three ways:

1: freely distributing coins from the coin hopper.

2 : associating a pricekey, so that in economic reports tha value of the purchase will be highlighted (price per number of distributed coins, as sensed by the coin hopper).

3 : selling through POS, choosing the pricekey to be applied and typing the number of coins. In the report the number of inserted coins and the price they've been charged will consequently appear. This gives you the opportunity to sell with different prices.

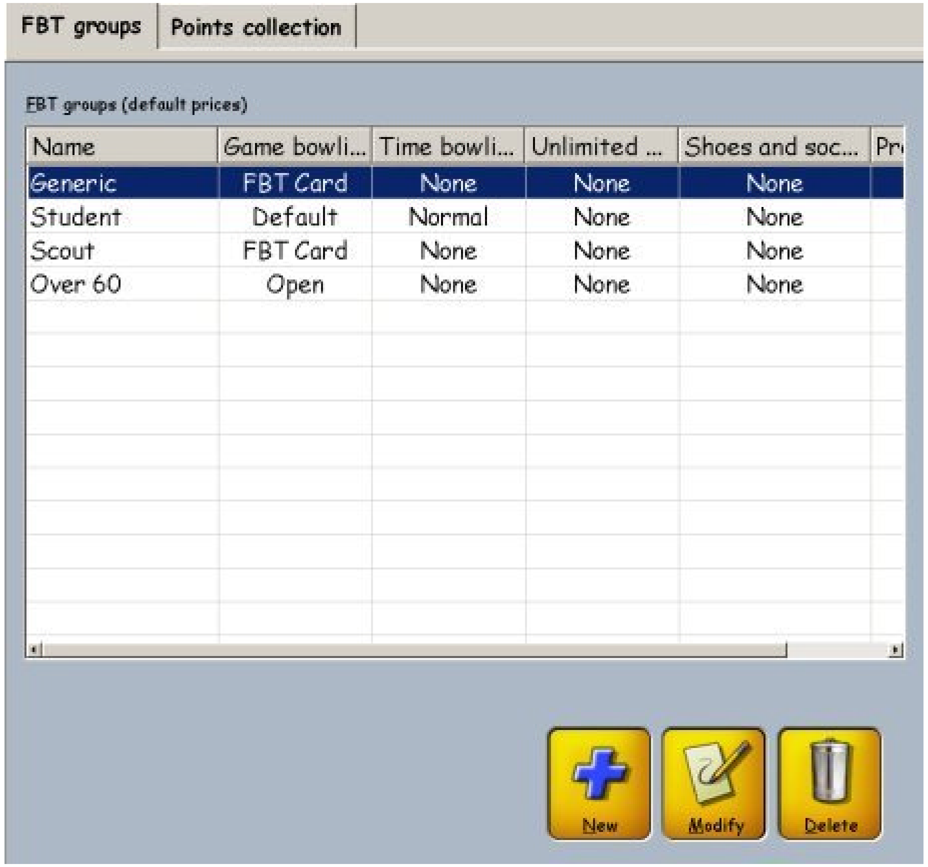


Default pricekey : allows you to enter the screen where you can select the pricekey and define the default one.

The button **Align** allows you to update within the database the number of coins enabled coin hoppers have distributed. This operation forces the system, that would normally perform this alignment when closing the shift of the cash drawer related to the coin hopper.

Pressing **Save**, after having made the required changements, checks if the enabled coin hoppers are actually connected to the cash drawer they've been associated to.

FBT Groups



You can enter this screen selecting

Setup...-> FBT Setup.

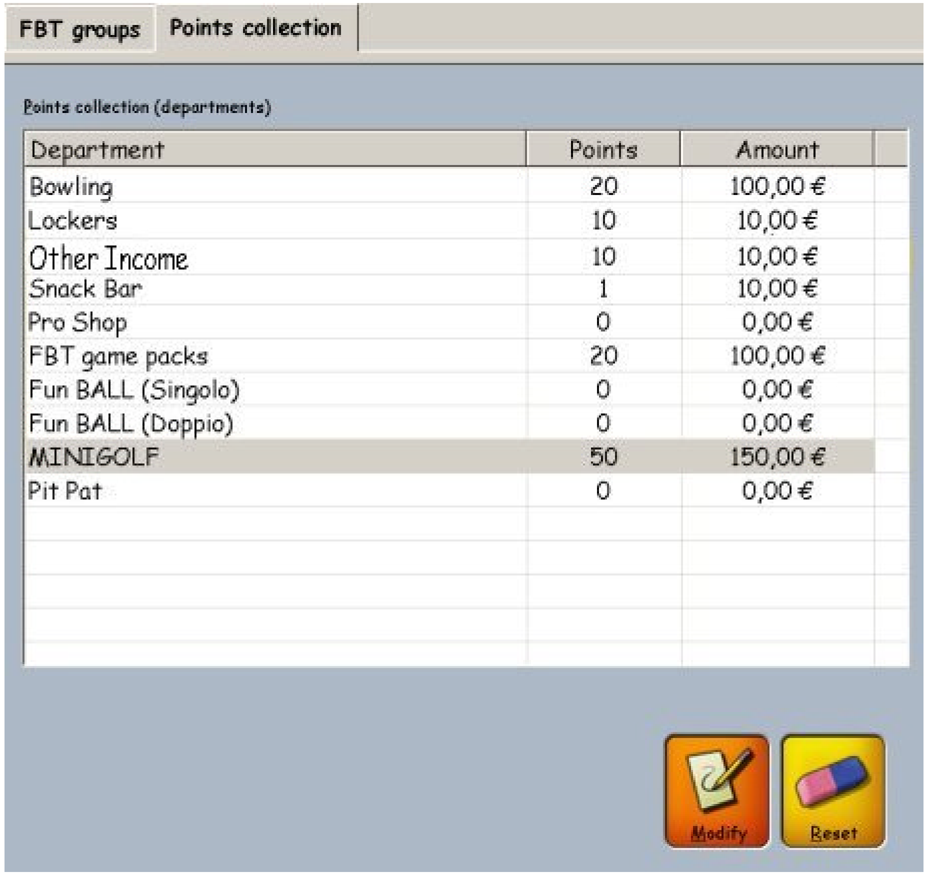
Here it is possible to see all the FBT groups and their default prices. It is possible to define the group prices, related to the different bowling modes: game, time, unlimited, shoes and socks, presold games.

To add a new price press**Add**, inserting the name to be associated with this group. For the first three items the general settings - defined within the Center Setup - Payments - are proposed. To modify the settings, just click on one item and choose the desired pricekey among the ones already defined within the related department.

Pressing **Modify/Delete** you can modify or delete the settings of a group.

It is possible to delete groups only if there are not FBT members belonging to the selected group.

Collecting points



Department	Points	Amount
Bowling	20	100,00 €
Lockers	10	10,00 €
Other Income	10	10,00 €
Snack Bar	1	10,00 €
Pro Shop	0	0,00 €
FBT game packs	20	100,00 €
Fun BALL (Singolo)	0	0,00 €
Fun BALL (Doppio)	0	0,00 €
MINIGOLF	50	150,00 €
Pit Pat	0	0,00 €

In this window all the available departments are displayed. In every department a member receives a certain number of points for a certain amount of purchases he made within that department.

If, for instance, you've defined as follows:

Snack Bar -> 1 point - 5 $

and the member spends 19 $ at the Snack Bar, the system will assign him 3 points (also printing them on the receipt), to be added to the already collected ones.

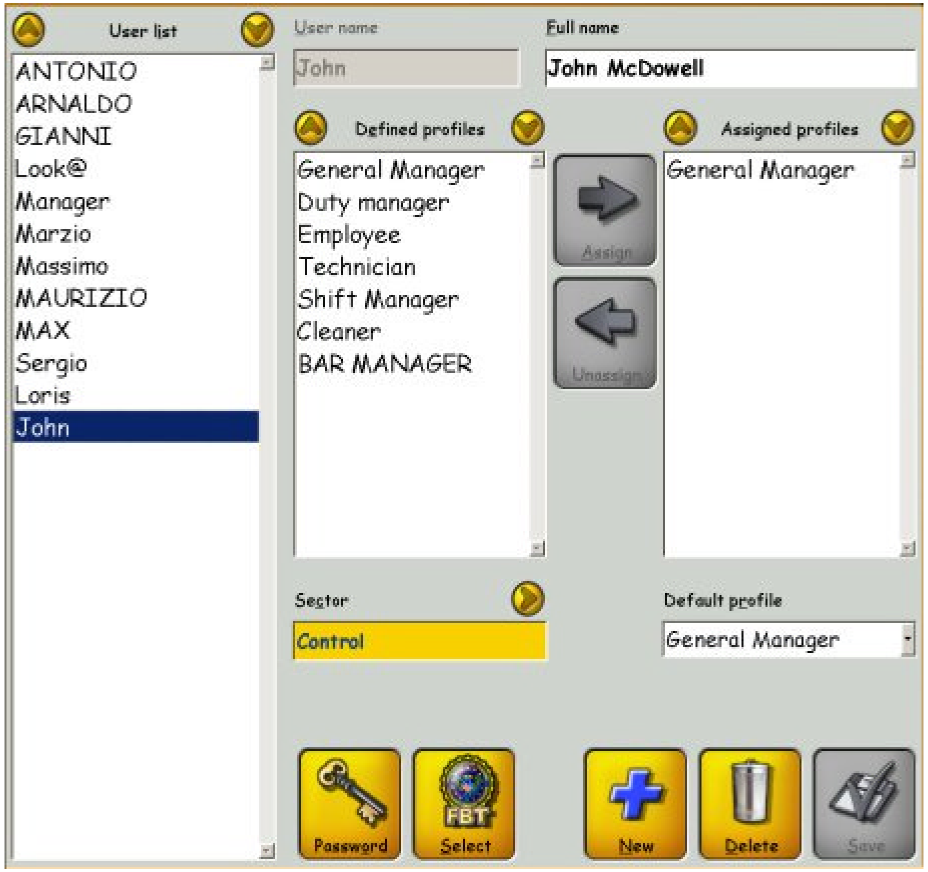
The button **Reset** sets at zero the points all the members have collected (very delicate operation, therefore it is always asked for confirmation).

Add, modify or delete staff members

Staff members can be setup from

Setup -> Staff

Staff members can be added, modified or deleted from the staff setup module. After being inserted, all new staff members are assigned a system user access profile.



New staff member

To insert a new staff member press **NEW** and insert the user's name and full name. Then assign a user access profile from the defined profiles listing, specifying which one is used as default.

In this example, Mr John McDowell has been inserted as a new staff member. He has been assigned the previously created user profile of **GENERAL MANAGER** (See User Profiles For More Information).

A new member could also be assigned multiple profiles. For example: the center manager may have technical access as well as managerial access privileges. The last thing to do for each new user is to assign them their own password so they can log-on to the system. Moreover, if there is a fingerprint recognition unit, thumb samples need to be taken.

It's possible to organize the staff dividing it into different sectors (technical, administrative etc.). Pressing **SECTOR** it's possible to open a window allowing to add or cancel sectors.

Pressing **FBT SELECT** you enter a window where you can select a member to be linked to the selected user. Once the choice has been made, the member's nickname will appear in brackets, close to the list of defined users. If an user is already associated to a member, pressing the FBT SELECT button the system will ask you if you want to delete the exixting link. This link is convenient because the user can be recognized using the FBT card.

Press **PASSWORD** to gain access to the password and finger print areas of the setup. Insert the password, then confirm it by entering it again.

Fingerprint

Press **Fingerprint** to take a thumb sample.

Here the new staff member's fingerprint is registered. This is done by touching the fingerprint-contact area of the optional finger recognition unit 4 times. The system saves these 4 fingerprint samples and uses them as a comparison from now on. The staff member will not need to enter his password.

Setting functions that users are allowed to perform

Your staff member permissions can be setup from

`Setup -> User Profile`

From this setup module a series of USER ACCESS PROFILES can be created and defined. A profile is created by telling the system what sort of functions this profile is allowed to perform. Then, when a new staff member is inserted, a system access profile is assigned to them matching their permitted access level.

Create a new profile

The user access profile screen is made up of two sections. On the left side is the previously created profile table. On the right there are the access levels which can be assigned to a new user or used to modify an existing user access profile. To create a new profile click **NEW** .

When creating a new user access profile, first, enter the name and description. (These details will help you later on when you add a new staff member and need to assign an appropriate access level to him/her) In this example, a new profile is being created for the cleaners. They have no permission to access anything. This 'no privilege access' allows them to only use the time sheet function and clock onto the system.

After a new profile has been created you can move about the tabbed privilege listings and turn on & off your desired selections for this profile. In every page there are two buttons, allowing to select all the options. Pressing **Delete** you can delete the selected profile, but only if it is not being used. Save the changes made before quitting.

Description

Sector by sector the available privileges for a generic user profile:

Operate: includes various kinds of functions, related to P.O.S., refunds, opening the cash drawer outside cash operations, operating with lanes, with leagues, managing lockers, entering FBT data and managing FBT groups, running external applications (for the league, financial programs and so on), stacking a transaction, manging time games, enabling 'pay later' feature, printing time tracking reports, defining messages, historic highs and impact images.

Shift: groups together all the functions related to the shifts (opening a cash drawer session, confirming float, counting money and closing local shift, printing shift report), to the print-out of historical reports, to the operations in every sector of the bowling center, and to the access to every cash drawer in the sector selected terminal belongs to.

Prices: this sector includes all the functions (define, modify and delete) about price keys, currencies, taxes, definitions, access to the lane order menu configuration and view the status of special game prize counters.

Technical: groups together the privileges the system requires for its functioning: terminal setup, TV, pinsetter and camera, time games, lane options, defining sectors and cash drawers, vdb replacing, ComTest and VDB address changing.

Management: this is about general center management: system setup options, center setup, Conqueror setup (calendar, time and date, lane staus, coin hoppers, FBT point collection, Staff options, user profiles, system log plugin, special games, Pogo Pin, Bowling modes configuration).

List of Single Privileges

Operate

- Sell bar, pro shop and other items
- Sell authorization required pricekeys
- Open the cash drawer outside cash operations

This group of operations concerns people in selling and draw payment (cash drawer, bar, etc...)

- Lane management
- League management

These privileges relate to every kind of operations with lanes.

- Ability to manually search the FB archive

- Access FBT information
- Assign lockers to members
- Print locker report
- Handle locker waiting list
- Set locker label and availability
- Banks of lockers management

- Set key locker number

These relate to the FBT and lockers management.

- Run external bowling programs (for league, etc.)

For the operators access to external programs concerning bowling.

- Run external financial programs

For profiles interested in the center administration.

- Run external application from the Conqueror menu

allowing you to run Windows application from the Conqueror main window.

- Stack transactions,

allowing you to temporarily postpone a payment.

-Turn pinsetters on and off,

allowing you to manage pinsetters on lanes.

- Turn Time Games on and off manually,

allowing you to manage the lights of the time games.

- Enable 'pay later' feature,

allowing you to open a lane or a time game postponing the payment at the end of the session.

- Print time tracking reports,

this privilege allows you to see and manage the staff working time, so it's to be assigned to a relevant profile.

- Define advertising, messages, lane highs and impact images

- Modify practice mode: minutes or number of balls

- Modify reservation date/time
- Confirm provisional reservations
- Insert not preassigned reservations
- Modify reservation pricekeys
- Insert anonymous reservations
- Insert fictituous reservations
- Move reservations to "no show" status
- Insert payment date after reservation date
- Insert unlimited reservations
- Open items of not completely paid reservations
- Move provisional reservations
- Move confirmed reservations
- Cancel provisional reservations
- Cancel confirmed reservations
- Cancel today's reservations
- Refund reservations
- Insert and modify reservation details

All these privileges concern operations that can be made to reservations.

- Undo all kinds of payments

- Refund bowling payments

- Refund POS payments

While these refer to voiding and refunding in various sectors.

Shift

- Start a new shift
- End the current shift-work
- Open a cash drawer session (confirm float)
- Count money and close local shift

These privileges are related to shifts.

- Print the cash drawer report
- Send the shift report by email
- Export the shift report
- Print the combined shift report

- Send the cash drawer report by email
- Export the combined shift report

To control on cash drawer and staff operations.

- View and print the historical reports

Allows you to control all data related to the bowling center, that have been moved to the historical database.

- Operate in every sector of the bowling center
- Use every cash drawer in the selected terminal sector

Allow you to freely operate throughout the center with every cash drawer in every sector.

Prices

- Access to the prices setup modules
- Define new pricekeys
- Modify defined pricekeys
- Delete pricekeys

These privileges relate to the management of the pricekeys, so they are to be applied to a relevant profile.

- Access to the lanes order menu configuration

- Define new taxes and tax groups
- Modify taxes and tax groups configuration
- Delete taxes and tax groups

These privileges relate to tax operations; being unusual and very delicate, they are usually set when the system is installed.

- Define new definitions (bills, coins, etc..)
- Modify defined definitions
- Delete definitions

They allow you to modify the definitions and the allowed payment modes.

- Define new currencies
- Modify defined currencies
- Delete currencies

Operations usually set during the system installation.

- Change the current main currency

This is the most rare, unusual and intrusive operation, because it makes the conversion of every pricekey.

- View the status of special game prize counters

Allows you to see the counter status, but, above all, to reset it.

Technical

- Access to the terminal setup options

Allows you to set all the options related to the terminal (terminal number, language, external devices, printer option, etc....)

- Access to the lanes setup options

- Upload programs to lanes

To be assigned to the the responsible for the technical management of the lanes.

- Define sectors and cash drawers

Allows you to set the shift organization

- Access to the time games setup options

To set the general features of the time games

- Access to the TV and Sound setup
- Access to the Pinsetter and Camera setup options

- Full access to the Pinsetter parameters

-Access to Pinsetter parameters page
Privileges related to TV, camera and pinsetter functioning.

- Replace VDB

- Access to the ComTest
- Change VDB Address

Privileges to be assigned to those who are expressly technicians, dealing with main station and VDB.

Management

- Access the lane options

Allows you to set all the lane options (mask, score. special game, etc...)

- Access to the bowling modes configuration

Gives you the access to set the various bowling modes (e.g. the price keys)

- Access to the center setup options

This privilege refers to the setup screen where you can set everything related to your center, including the following 5 sections (requiring further privileges).

- Access to the basic setup options

allowing you to modify the system date and time (the current bowling day, day changing hour, etc...).

- Access to the lane control setup options

allowing you to set the times related to the various operations on the lanes (time unit for billing, minimum time for billing, minimum time to pay).

- Access to the payment setup options

to set the default price key, rounding type, receipt options, etc....

- Access to the system setup options

privilege related to various operations (e.g. removing data older than x days, security, boss password database language, etc...).

- Access to the coin hopper setup

allows you to set the coin hopper options.

- Access to the FBT points collection setup
- Access to the FBT group setup

- Access to the staff options
- Access to the Profile setup options

privileges related to Staff management, option and profile creation.

- Access to the system log plugin

allows you to operate with a system log where all data related to delicate operations are registered.

- Access to the shift manager plugin

- Access to the special game configuration

- Change pogo pin winner
- Access to the pogo pig special function

relating to Special Games and Pogo pin

- Access to calendar setup

allowing to modify the calendar options (special day, closing day for technical problems).

- Access to the management setup options
- Access to the backup setup options
- Access to the tournament setup options
- Access to the Swedish league setup options
- Access to the advanced reservation setup options

Privileges relating to the modification in settings of some Center Setup pages.

- Ability to create and manage tournaments
- Access to the Games Manager plugin

Relating to tournaments.

- Access to the Reservation plugin

It allows to enter the window where reservations can be managed.

Setting the system to call normal or EXTRA prices

You can enter this screen selecting Setup... -> Calendar.

When the system calendar has been selected you enter a typical layout of days & months. From here the system can be set to call *normal* prices as they have been setup, with prices the staff member had set up previously (enabled or disabled by day & time).

Or it is possible to force the additional 3 extra days to be used. (EXTRA1, EXTRA2 or EXTRA3)

Using different day rates

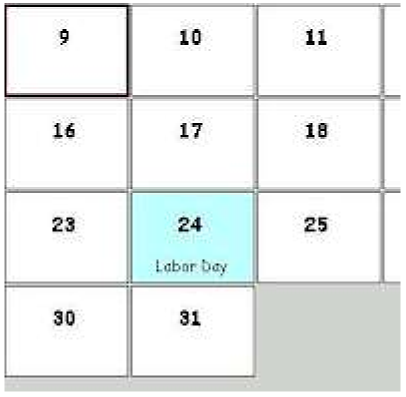
Once inside the calendar the system can be assigned to use prices for each day of each month. The default is that all days are set to use normal mode (normal mode means that if today is Tuesday, the system grabs Tuesday's prices).

So, it is possible to move about the months and **modify** the mode used for specific days. For Example: A higher open play game rate can be charged on days which are public holidays. It is possible to move through the calendar modifying these days.

Then you can decide if your modification must be valid every year (setting the option **Use this setting every year** , for example for Christmas).

The modifications made are stored as "suspect actions" and can be seen in the System Log.

A modification window opens and a new setting can be inserted. In this case it is Labor day holiday in America and a special selection of prices has been developed for this occasion. These are stored in the EXTRA1 category. Simply press **EXTRA1** and the day selected uses these prices.



The selected day is shaded with a light blue color. This matches the EXTRA1 color code at the bottom of the screen. From these colors it can easily be seen what day zone is being used and where. If a mistake has been made press **MODIFY** to change the zone used.

Setting departments, creating and assigning pricekeys

Selecting Price keys, a price setup screen appears.

Pricekeys are organized into departments within a hierarchic structure having some characteristics that cannot be changed, being necessary for the system correct functioning. When Conqueror is installed, the database contains all the first level departments (Bowling, POS, Lockers and others), and some of the second level ones (under Bowling you will find Game Bowling, Time Bowling, League Bowling...).

Every single department can be added various sub-departments, depending on the working needs of every bowling center.

Within this setup screen departments can be modified or deleted, and the related pricekeys can be created.

This process of departments and sub-departments is useful for two reasons:

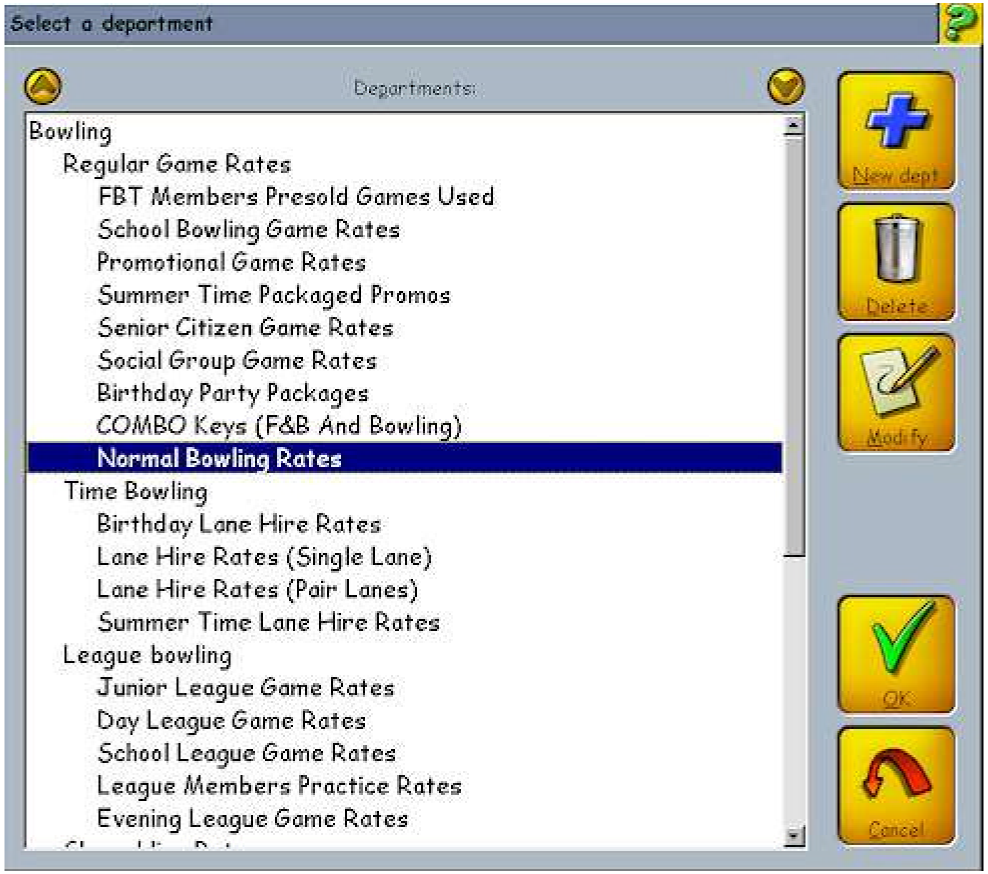
- Cash reports have a better and more informative structure.

- When selling items, so organized pricekeys are easier to find.

For example: To sell a Coke from the POS module simply go to the BEVERAGES department where all the drinks can be seen.

Every bowling center will define its department structure, depending on its specific needs.

Here you can find an example of the department and sub-department structure.



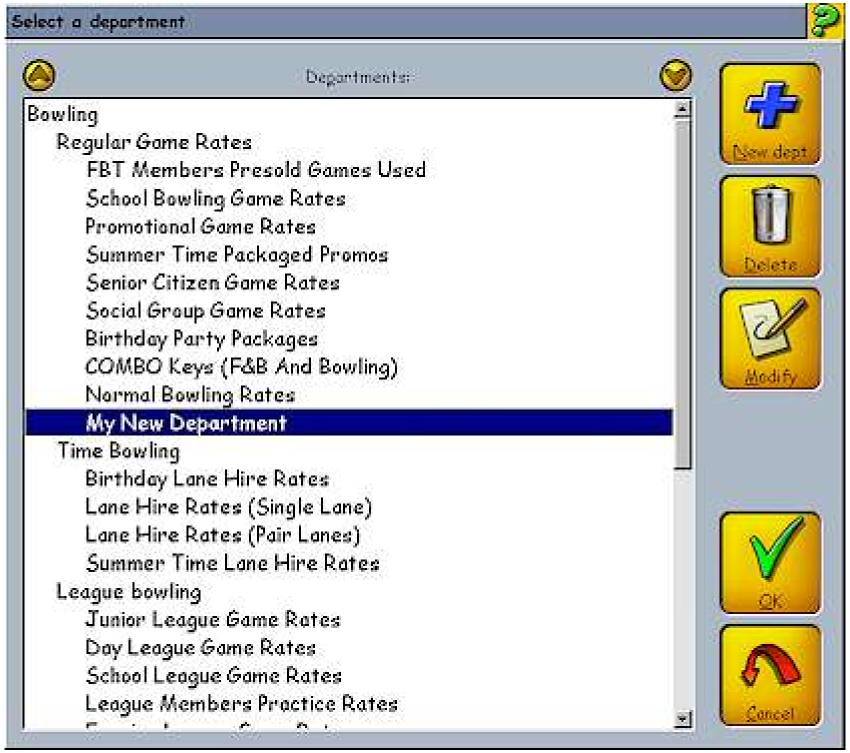
Sub-departments

The **New** button allows you to insert a sub-department on the level below the on currently selected. This means that it is not possible to create a first level department, as departments of this kind are fixed.

A data entry window appears where the name of the new sub-department can be inserted.

Within the Conqueror system a basic fixed department structure has been provided to attach sub-departments to. Notice that in this example the BOWLING department is on the far left of the tree. This indicates that it is a system fixed department. As many sub-departments as necessary can be added to this department. MEASURE is the unit of measure used for items sold in that sub-department.

Newly added department



As can be seen in this example, the newly added department now resides as a sub-department of BOWLING/REGULAR GAME RATES. Prices can now be added to this department.

Deleting and modifying a department

The button **Delete** (enabled only if the selected department is not fixed) allows you to delete the selected department. When pressing the button, if the department contains sub-departments, the system notifies it and asks for a confirmation of the delation of the department and of every single sub-department. The system will be unable to delete the department in case there are default or currently used pricekeys.

Pressing **Modify** you can modify the department currently selected. Changing the unit of measure of a department does not imply any change to the unit of measure of the related sub-department.

New Prices

Now, a new department has been created. This is a sub-department of

Bowling -> Game Bowling -> *My New Department*

As shown in the example, prices can now be created and added to this new department. To do this select **New** and a price creation screen appears. Remember that these new prices are added to the sub-department shown at the top of the screen.

Inserting details

Now insert details about this new price. What follows is a brief description of each field.

Name: Insert the name of the new price.

Price : Insert the value of the new price. When this field is selected the opportunity exists to zone the price by day and time.

Tax Group: Select which singular tax or group of taxes are applicable to this price key.

(See TAX SETUP for more information)

Games : The quantity of games which are issued when this rate is used. You might like to establish a BUY 2 And Get 1 Free rate or establish a one rate key. Insert the total price you want for the 3 games and insert 3 into the GAMES field.

Quick Number : This is a helpful pricekey numbering system. When selecting prices from all locations of the program either click the pricekey or use this Quick number which is displayed within the key.

Bar Code : For POS Items scan the bar code and attach it to the pricekey. When a sale is made simply scan the product bar code and the pricekey is called up.

Special Price:
Allows you to set the current pricekey as a special one (evolution of the OVR reduced prices). This implies that a section showing the detailed sale of this price category will be necessarily added to the shift reports (but not to the historical report), with a description of the transaction, its value, collection time and so on).

Member Only: Makes this price available to FBT members only.
FBT members may have a special game rate. In a situation like this, this key can only be used when the system recognizes that an FBT member has been inserted. This will protect your special rates from being given to non-member customers.

Authorization Required: A further pricekey protection for use in the sale of very special items. To use this pricekey, the specific privilege must be included within the user's privileges. (See User Profiles for further information).

Sale price: This option allows you to modify the price while selling a pricekey.

In case you are working within departments having a 'Time' unit of measure (e.g. Time Bowling, Time Games and so on), while creating a pricekey you will have to specify if you want it to be *divisible*. For example, you can sell 1 minute using the Time FBT Junior pricekey (3$ for 1 hour), and collecting

1/60 * 3$.

This function is related to the **Proportional** setting.

In case you are inserting a pricekey within the Shoes & socks Department, you can specify if it is Shoes or not, setting the related option.

Zoning the price

After the **Price** value field has been selected you are sent to a day & time chart. You can do the following functions in this chart for this price:

First, shade the areas you want to apply a different price to and then apply the price or disable it

Static : The default mode is for the price to remain static across all the week's day & time zones.

Dynamic : Shade in certain days or times where the price will automatically change.

Disabled Shade in some day & time zones where the price is not available. There could be a rate that is used only on Saturday nights after 9:00pm. Disable the key from being used in all other time & day zones. To shade an area click on the name of the day or hold down, click and drag the mouse across the desired area to be shaded.

The price will have to be inserted within the **Price** field, at the top left hand side of the screen, then you will have to select a zone and press **Apply**. The selection can be made in different ways: the whole chart can be selected by pressing **All** ; by pressing a day (Extra 1, 2, 3 included), the selection of the column will be inverted, while by pressing a time the selection of the row will be inverted. Clicking inside the chart the current selection is cancelled.

Use the Up & Down arrows to move around the chart to see non-displayed zones.
After having made the insertions press Esc to return to the price detail entry screen.

Day and Time Chart

First of all, you'll have to insert the **price** within the related field, select a zone (that will turn blue) and press **Apply**. In this example the pricekey is always 5$, except on Wednesday from 9:30 to 15:00, where a dynamic price of $4.00 has been applied to. Furthermore, FRIDAY has been disabled by simply clicking on the day name and pressing DISABLE. This pricekey will not be displayed for selections on

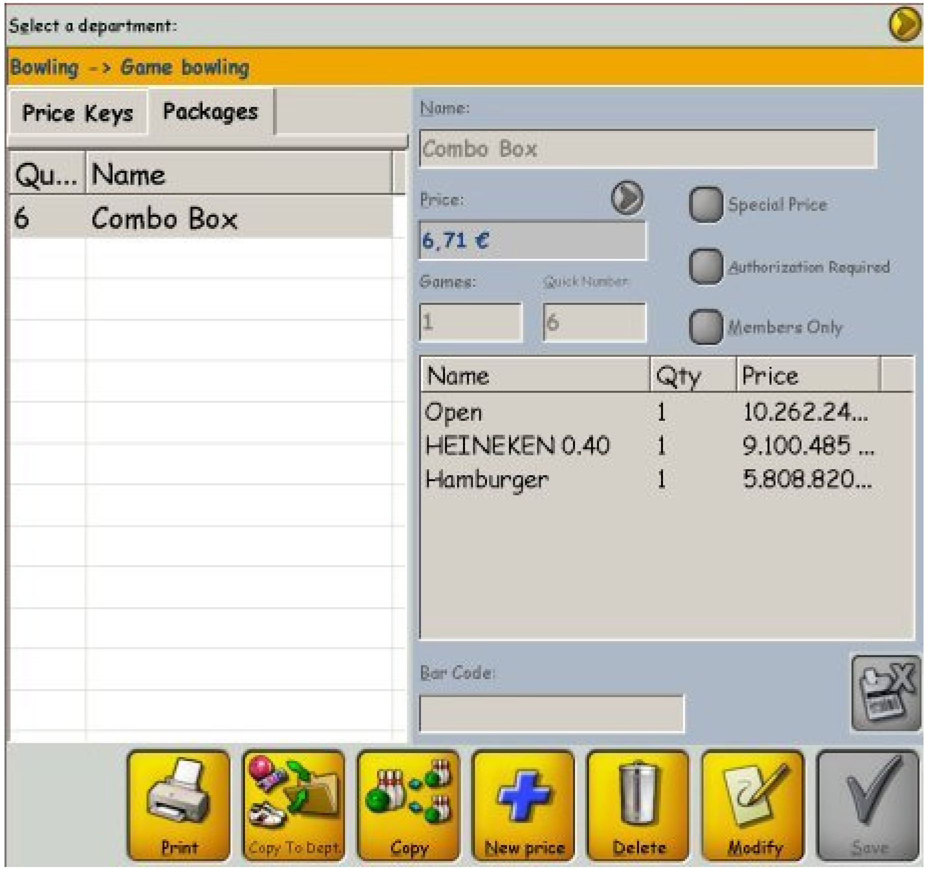
All	Mon	Tue	Wed	Thu	Fri	Sat	Sun	EX1	EX2	EX3
08:00	$ 5.00	$ 5.00	$ 5.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
08:30	$ 5.00	$ 5.00	$ 5.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
09:00	$ 5.00	$ 5.00	$ 5.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
09:30	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
10:00	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
10:30	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
11:00	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
11:30	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
12:00	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
12:30	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
13:00	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
13:30	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
14:00	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
14:30	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
15:00	$ 5.00	$ 5.00	$ 4.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00
15:30	$ 5.00	$ 5.00	$ 5.00	$ 5.00		$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00

Friday.

To go back to the Pricekeys screen press Esc, or click on the closing button at the bottom right hand side.

Creating packages

By selecting the Packages tab in the price setup window, you can create, modify or delete prices relating to packages.



Compared to the definition of a *normal* pricekey, here you don't have to insert a tax group (because it will be associated to the items making up the package), and it is not possible to set the sale price option. In order to choose the items making up the package, you just have to press the button at the bottom right hand side of the screen (it has a calculator and a X) or to double click on the main list. Then you will see a window where you can choose your pricekeys, modifying the defined quantity and price. To modify the item quantity you have to click on it and type the new value (typing 0 the item will be deleted). To clean the package list you can press the **Reset** button. In the TOTAL field you can see the price of the present combination. This value will be inserted in the **Price** field only if it is not a dynamic one, otherwise it will be displayed in the Time Table only. Below the price field there's the quantity of the package (depending on the department the items belong). For example, if I make a package in the Time Bowling department, made up of 1 hour + 1 hot dog, in the Time field there will be 1.

Now, by pressing the **OK** button you can go back to the main screen, where you can see the list of all items making up the package. By clicking on a row of the list, you can modify the price of the related item.

***NOTE**: In case of frame mode, having a package like e.g. (1 game + 1 Coke), within the Cash screen you will see (10 frames + 1 Coke).*

Operations

Besides being created, an existing pricekey can also be modified or deleted, by selecting it and pressing the **Modify** and **Delete** buttons. By pressing **Print** you enter a window where you can set up the printout of pricekeys. Within this window, clicking on **Department**, an optional filter is applied, allowing to print the selected department only. Then there are 3 compulsory filters, allowing to specify time zone, date and type of the printout (see **Pricekeys report**).

It is possible to copy the selected pricekey from one department to another by pressing **Copy to dept.** Pressing **Copy** you can create a new pricekey (as with **New**), but it will be the same as the current one; before saving it you'll have to rename it at least, in order to diversify it from the original one.

After having entered all requested data, press **Save**. This last operation saves the new pricekeys, linking them to the departments where they were created.

Lane Order Menu

Selecting:

Setup...-> Price setup...-> Lane order menu,

you can enter the window where you can set the lane order menu. You can subdivide it into 9 groups (for example Beverage, Sandwiches, etc...) and manage the items of P.O.S. subdepartments.

The field **Departments** allows you to visit the structure of the departments, whose pricekeys are displayed on the left.

Bar group: n/9 allows you to change the group and on the right side you can see the related pricekeys.

The **Assign/Unassign** buttons allow to assign or unassign pricekeys to the current group.

Pressing the **Tax included** button, the message "Tax included" will be displayed on the lanes.

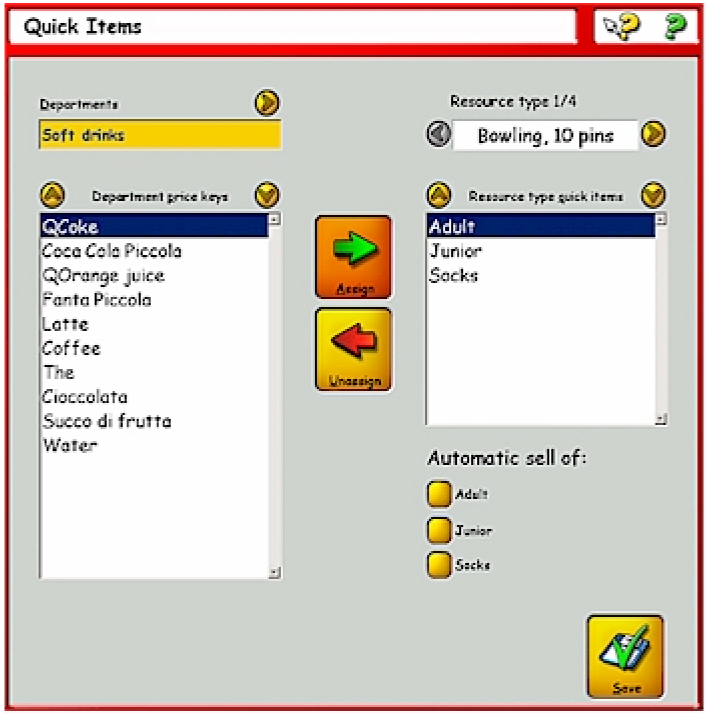
Quick Items - Setup

Quick Items are objects and equipment most frequently sold to lanes or for Time Games.
It is possible to see them while opening the lane, for the above mentioned modules, beside the players name. Each resource can be related to 3 Quick Items at most (Bowling, 10 pins in the example below).

When you set up Quick Items it is possible to have the item available instantaneously and to be able to sell it at exactly the right time.

Follow this path to reach the window:

Setup... -> Prices Setup... -> Quick Items



What do all the fields and boxes of this screen mean?

Resource type n/n: Here it is possible to choose the name of the module in which you want to impose the Quick Items. The amount is also specified in the heading.

Departments: Here, on the other hand, it is possible to select the department which contains the item (or items) to be used as a quick item. When you change a resource (in **Resource type**), only the departments related to that resource are displayed.

Department Price Keys: This is a window which displays the items contained in the selected department, but that haven't already been set as quick items.

Resource Type Quick Items: All the items selected as quick items are displayeded in this window, regardless of the selected department. There can only be a maximum of three.

Automatic sale of: Quick Items are listed again here. It is possible to set which quick item is to be automatically sold to a player who is using that resource.

Assigning and Removing Quick Items

Just select, for each available resource, the department which contains the item to be used as a quick item. At this point select the item and press [Assign] to move it to the **Resource Type Quick Items** window. Furthermore, pressing [Assign] automatically adds a box (named after the selected item) under the **Automatic sale of:** voice. To automatically sell the quick item, just underline the box which corresponds to a player.

By selecting a quick item from the **Resource type quick items** window just press [Unassign], and it is eliminated from the selected resource's quick item list.

Overview

Taxes can be selected from

Setup... -> Prices Setup... -> Taxes

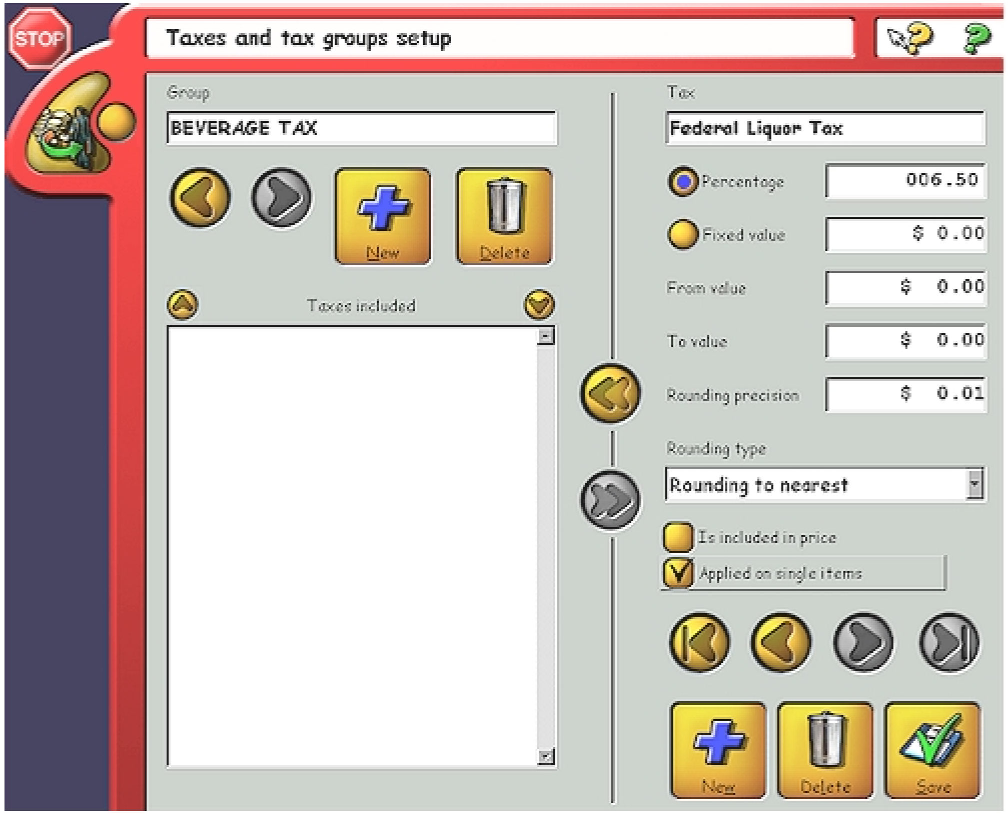
From here you can manage

Taxes : Are individual tax rates which are established by the center. For Example: A local state tax of 6.00%

or

Tax Groups: Are groups containing one or more taxes. In some locations there may be two or more taxes which apply to a single item's sale. For Example: A State Tax & Federal Tax imposed when liquor is sold. In a case like this a tax group, called BEVERAGE TAX, is created and the individual taxes applicable are attached to this group.

New tax item



To create a new tax item press **NEW,** located on the lower right hand side of the screen. Then insert the required details regarding percentage rates and rounding factors etc.

Tax item details fields

A brief description of each field.

Tax: Enter the tax name.

Percentage: Enter the percentage to be applied to this tax.

Fixed value : Insert a fixed tax value. A tax may exist where there is a fixed fee per item regardless of what it is ultimately sold for.

From value: Enter the starting value from where the tax is applied.
A tax rate may exist which starts only for values greater than $1.00

To value: Enter the value after which the tax ceases.
A tax rate may exist which stops after a certain value .

Rounding: Insert a rounding precision. This must be set in conjunction with the ROUNDING TYPE.

Rounding Type: After the precision has been set, the system needs to be told which way to go. Available settings are:To The Nearest/Round Up/Round Down

Is included in price: In GST or VAT tax regimes the tax value is included (in the price). When this switch is turned off the tax is added onto the price.

Applied on single items: Whether the tax is applied to single items on a transaction or to the transaction total.

In order to delete the selected tax just press **Delete.**

Once all values have been inserted press **SAVE**.

Creating a new group of taxes

In order to work with groups of taxes you have to use the left side of the screen. Pressing the button **New** allows you to insert a new group and assign it a name, if you don't want to keep the default one.

The button **Delete** allows you to delete the selected group.

The left and right arrows by the **New** button allow you to scroll the defined groups. Clicking on on of the taxes making up the group, the relating data will be automatically displayed on the right.

Assigning taxes to a group

Once all the necessary individual taxes have been created, they can be assigned to a group. This can be done by simply using the central ARROWS to add or remove taxes from the group.

In this example the **Beverage Tax** Group has been assigned two taxes; 1) **Federal Liquor Tax** and 2) **State Liquor Tax**.

When a price is created this tax group can be assigned to the pricekey. When the pricekey is being used both of the taxes within the group are applied to the sale of that product.

NOTE*: The tax rates displayed are fictitious rates and have no bearing on actual rates.*

Multiple currencies - Setup

Currencies can be set following this path:

Setup... -> Prices Setup... -> Currencies

Some bowling centers use more than one currency. What follows is a brief example of how to setup multiple currencies.

Establishing Currencies

After selecting CURRENCIES enter the setup table.

The *main currency* the one the system normally uses to express prices, and it must be set. The window shown in the above example displays all the currencies the bowling center might accept, with the exchange rate converting the foreign rate into the local currency.

The principle of CURRENCIES is that it is possible to have 2 currencies displayed when transactions are being made: a normal (main) rate plus a secondary rate. This makes it easier to accept a foreign payment as the exchange calculation is automatically done by the computer.

In the example USD is set as main currency, EURO? as secondary and Italian Lira as third.

Setting New Currencies

When **New** is pressed the user is sent to a table of available system currencies.

Add additional currencies if required.
In this case, you will have to insert the full name of the currencies and the international coding, specifying additional elements such as symbol and position, amount of decimals and so on.

Select existing currencies by pressing **CHOOSE**.

Insert the current exchange rate to be used in comparison to the normal rate.

< p > < /p >

When the system is setup in this way, an additional cash box currency total for the secondary currency can be seen.

This example shows that an item with a value of USD $1.00 was sold and the secondary currency total box displays ? 0.91.

Notes and coins applicable to currencies

When Setup... -> Prices Setup... -> Definitions has been selected you are able to set up the NOTES and COINS or other payment mode (e.g. check, credit cards) applicable to your currency. This feature enables you, at the close of a shift, to count the total cash amount specifying each note and coin or check you have. This detail is printed on the end of shift report. This helps the last operator ,who compares the cash to the reporting total, to troubleshoot in case of a mismatch.

After selecting DEFINITIONS the setup screen appears. Here it is possible to define These settings are for the end of shift notes and the coin count reporting.

Within the Setup screen it is possible to define which notes, coins, checks, credit cards/Other are accepted in your center.

The top row of the screen displays the currency the settings are applied to. To select another currency, press the button **Currency**, allowing you to choose among the list of the currencies accepted in your center (See Multiple currencies -Setup). When inserting, for all the 3 sections you have to specify the name (e.g.: $1 Note, 10 Cents, Visa), while only for Notes and Coins you have to express their value (related to the currency they refer to).

It is also possible to add, modify or cancel elements.

Scoring system features

Global modes makes it possible to set up certain features establishing how a scoring system looks and operates. These collections of features can be saved using descriptive names for easy recall.

For Example: After deciding every aspect of the scorer look for Glow bowling, save these settings with a name like GLOW.

You can enter these settings from Setup... -> Bowling setup...

What are Lane Options?

Lane Options are a collection of settings which define the look & the behavior of a lane/s.

From the window, entered by:

Setup... -> Bowling Setup... -> Lane options

it is possible to create many different "collections of settings" giving each a different name.

These can be used when turning on a lane or a group of lanes.

These settings can be attached to a league. Each time this league is sent to the lanes the chosen settings are used.

These settings can be attached to time zones throughout the week by using global modes. (See Day and time chart).

Lane Options - Setup screen

Once inside the setup screen a new collection of lane options can be modified,

deleted or created.

These can be saved with a descriptive name to make recall easier. On the left there are:

Option:
Shows a table of all existing collections. Select, modify or delete any one of these.
Description:
A small description which is inserted when a collection is created. This acts as a reminder so the user knows exactly why this collection was created.

There are four tabs at the top of the screen shown in the example (Basic, Advanced, Score Style & Qubica Key). Inside these tabs are a series of functions which can be turned on or off to create a specific collection of lane options.

What follows is a brief description of the functions in Basic Tab.

Speed : Displays the speed reading of each ball bowled on the lane monitor.

Keyboard: Enables or disables use of the bowler console keypad.

Impact Images: Enables or disables all graphical images from being displayed on the lanes.

Animations: Enables or disables animations only from the lanes.

Sound: Enables or disables the sound output on the lanes which are attached to graphics and animations.

Junior: Enables or disables junior graphics to be displayed on the lanes. Junior graphics is a series of graphics which is displayed starting from a pin fall of 1.

Spare finder : After having bowled the first ball, the image will display where to throw the next ball, in order to achieve the highest score.

Language: A drop down menu to select the language the lanes are to operate in.

Practice: Allows you to insert an amount of practice to be used when lanes are opened using this option.

Special Games for all players: Enables or disables all alternative games to be available to the lanes. (seeSpecial Games).

Q-VIEW: Turns on/off the optional Bowler replay system. Additional system hardware is necessary to run this option.

Bumpers: When this option has been set the optional automatic bumpers are turned on. Additional system hardware is necessary to run this option.

Carry Over Game Total: With this flag set, the current game totals displayed on the monitor are carried over to the next game.

Swap every game: With this option, the system swaps the lanes of a couple at the end of each game.

Swap Lane: Enables the swap of the lanes in a couple every frame, every 2 frames, 5 frames or never during a game.

Note: After making your selection press **OK** then **SAVE**.

Assigning games to a collection of lane options

There are two categories of games which can be assigned to a collection of lane options: Special games (typically animated alternative games as shown in the example) and Classic games (traditional games which basically effect the score displayed ie: No-tap)

Special Games

Poker : A bowling card game. As preset balls are bowled a card is dealt to build a hand.

Lucky Draw : A bowling deck of cards game. As a preset ball value is bowled a single card is dealt. One or more cards in the system deck can be flagged lucky. If this card is dealt the player wins.

Slot Machine : A system run slot machine. Bowl the right ball value and receive a run on the slot machine. The winning sequence can be programmed to pay-out only when enough games have been bowled.

Tic Tac Toe: Program the ball value to be bowled and, if this minimum value is not reached, the computer gives itself a mark. If the player reaches the value the system puts a mark in for him/her.

Cubes: A system controlled dice game. Roll the right value ball and get a roll of the dice.

Q-FLASH : An interactive laser bowling game. (Additional optional hardware is necessary)

Note: All Special Games rules can be established with the SPECIAL GAMES module. (See Special Games for information)

Classic Games

Then the classic games field is selected from the LANE OPTIONS / BASIC tab the user enters the setup screen.

Options description

Here it is possible to select which of the classic games are to be used within this collection. Additionally the rules of each game can also be established.

No-Tap : Classic game with selectable values of 7, 8 or 9. Selecting one of these sets the default the lanes use when they are opened with this collection of options. Remember that this default can be overridden when opening or modifying a lane using the BOWLER or LANE OPTIONS. (See using Bowler Options & Lane Options)

Split Converted = Strike: A strange rule exists in no-tap bowling and can be used here too. Players can be given a strike when they have successfully converted a split.

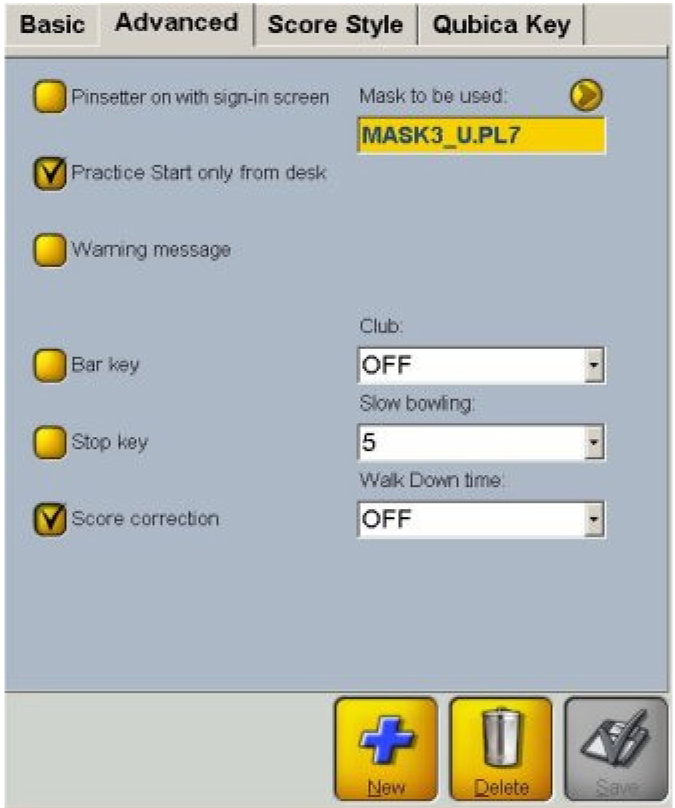
Split = Spare : A strange rule exists in no-tap bowling and can be used here too. Players can be given a spare if they bowl a split.

Low Game: A game which works in reverse. The objective is to roll the lowest game possible without rolling any gutters. (Eg: A gutter on the 1st ball gives you a strike, a gutter on the second gives you a spare, all other pin-falls are normal). The lowest score you can get is 20

3-6-9: A Classic game for which the 3rd, 6th and 9th frames are preset with strikes. If so wished, strikes can be forced in any part of the game.

Selecting advanced lane options

When the ADVANCED lane options tab is selected enter a different level of options.



Advanced tab options

Pinsetters On with sign-in screen: Enables or disables the pinsetters to be turned on from the bowler console. Sends the bowling sign-in screen down to the lanes for the bowlers to enter their own names. When they have finished this, press the RED KEY so the score grid appears & the pinsetter is turned on. This is an energy saving feature as there is no reason for the pinsetters to be on while the customers are selecting their ball, changing their shoes & inserting their names.

Practice Start From Desk: When this switch is turned on the practice clock starts from the moment a transaction has been sent to the lanes. When it is turned off the practice clock starts when the first ball has been detected passing the camera.

Warning message: Turning on this switch enables a warning message to be displayed on the open lanes.

Bar Key: Enables or disables the lane ordering system. This might be selected as off when it is late at night and the kitchen is closed.

Stop Key : Enables or disables the STOP KEY function on the bowler console. This function enables the bowlers to start a new game by pressing this key. (**Warning:** This feature also allows them to clear the screen and start a new game even if the current game is not finished. A default of OFF is recommended for new users)

Score Correction: Enables or disables scores to be corrected from the bowler console. This could be an essential feature during tournament play.

Club: Sets the game end score value which is to receive an animated high game graphic image. The example shows 175 as the start value. Any game at this level or higher value will receive the end of game animation. Available starting points are 175, 200, 225, 250, 275, 300.

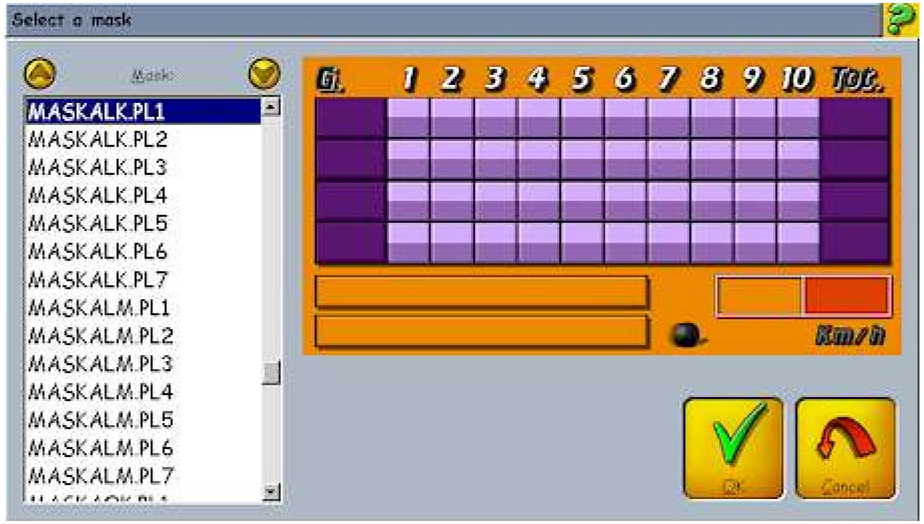
Slow Bowling : Sets the time period before the front desk is notified about slow bowlers. This time is also used as the trigger for the on-lane hurry-up animations to attract them back to the game.

Walk Down time : Allows to set the time the bowlers presumably require in order to reach the lane. For example, if a front desk assigns one lane to a group of bowlers, for 1 hour at 15.30, and the Walk Down time set is 10 min., the bowling time will start at 15.40. It is also possible not to set it (selecting OFF), e.g. for Game opening, or not to define it (selecting Unlimited, the bowlers will start to pay when the lane is opened), or to set from 1 to 14 mins.

Mask to be used : Allows to enter the window where you can select the mask to be used when displaying the scores on the lanes.

Game grids

Lane option settings also make it possible to attach a particular Score grid to an option. When the lane is opened using this collection the attached score grid is used.



There are more than 30 preset color game grids which can be previewed on the screen. To select the preferred one press OK and this grid is sent to the current selection.

Affecting the way game grid reacts

When the **Score Style** tab is selected from lane options a different level of options is entered. These effect the way the game grid reacts.

Score Style tab options

Display XXX's score: Yes / No to display the hidden value when bowling consecutive strikes.

Display incomplete frames: Includes the value of each ball bowled in the frame prior to the frame being completed.

Handicap per frame : Includes the bowler's handicap divided by ten as a handicap value to be added to each frame pin-fall value. (A nice feature for new bowlers to help them understand how handicapping works)

Incomplete frames in team total: Includes the ball by ball values in the team totals prior to the frame being completed.

Flip league screen: There are two modes for the monitors to switch from lane to lane in pair mode. Mode 1 is FLIP which is a slower animated movement from one to the next. Mode 2 is a quick refresh from screen to screen.

Short name: Tells the monitor to display the bowlers initials only.

Message in pair mode: Yes/No for the scrolling message to be seen when lanes are opened in pair mode. For Example: When there is a particular open play message which the leagues are not interested in reading.

Show ball on Spare Finder & **Show score on Spare Finder** : Set the ball to be displayed in 3D and the score on the Spare Finder. These settings are highlighted only if the option **Spare Finder** of the basic tab is selected.

Change grid color with game: A traditional league feature to change the backgroud color of the game grid when lanes have been opened in league mode. Game 1 = Green, 2 = Yellow and 3 = Red. If there is a 4 games series league the 4th = Green.
< /p >

More options

Split reverse: Displays the split ball value in reversed colors.

Strike=X Spare=/ : To display the strike and spare values as (X or /). With this feature turned off the values are shown as shaded squares and triangles.

Circle for split : Puts a circle around a frame's split balls.

Reset message: Displays the 10th frame warning message while the system automatically cycles the machine.

Bowler centered: The current bowler is always in the central position of the monitor. This feature works only when the amount of bowlers on the lane exceeds the amount that can be displayed.

Highlight player: The entire player's name and score are highlighted when it is their time to bowl. With this switch turned off only the name field of the player is highlighted.

Highlight pre-paid: Some centers run a mixture of PRE-PAID & POST-PAID at the same time. In these cases the score grids contain a graphic indicator of which lanes have been pre-paid. This is a visual indicator to further clarify the current payment status of the lanes. Of course, all the information is displayed on the lane icons at the front desk.

Frame/Time counter: Optional display setting so the game grid can display FRAMES and MINUTES in the area which normally displays games. These counters work by counting up in post-paid and down in pre-paid.

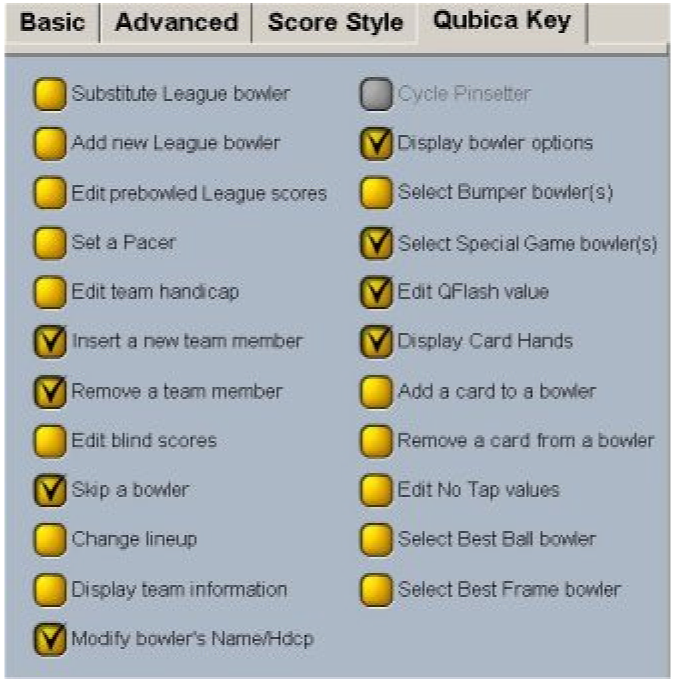
Zoom 5 frame:The current bowler's score is zoomed to a super large size which displays only 5 frames in the space that usually displays 10. The grid reverts back to a 10 frame display after the bowler has finished bowling the current frame.

Smart best games : Doesn't allow the bowlers to throw a ball if they don't get over the best result of the current frame/game.

Special help keys which contain League & Tournament functions

The Qubica Key is a special help key which contains League & Tournament functions. These functions are kept separate from OPEN PLAY HELP to make things easier for the open play customers.

When the Qubica Key tab has been selected you can set some options which effect the way the bowler console reacts.



Qubica Key tab options

Substitute League Bowler : Players can substitute an existing league bowler with a system recognised substitute by using this subs ID# number.

Add New League bowler: Players can replace an existing league bowler with a new bowler.

Edit Prebowled League Scores: Players can insert, modify or delete the total value of pre-bowled scores.

Set a pacer : Players can flag a current bowler as a pacer. Tip: Use INSERT A NEW MEMBER ONTO TEAM and flag him/her as a pacer.

Edit Team Handicap: Players can modify the current team handicap straight from the console. (Useful in some extreme situations where the team or teamplayer is penalized outside the system league processing rules)

Insert a new team member: Players can add a new row to the team.
For Example:A pacer is inserted onto a 5 man team where one player is BLIND. The players still want to see the BLIND score and have it included on the team's total. In a situation like this the 6th player (the Pacer) can be added and will not disturb the current lineup.

Remove a team member: Players can remove an existing bowler. For Example: When the bowler has left the team or league.

Edit blind scores : Players can edit and override the system's calculated blind score value. (Useful in cases where a bowler is being progressively penalized for missing each week. Eg: Week 1 =Ave-10, Week 2 = Ave-15 and so on.)

Skip a bowler : Players can flag a bowler with SKIP. This bowler then remains skipped until the end of the current game. This bowler must be dealt with prior to the system advancing to the next game. (Blind, Remove, Pre-Bowl etc)

More options

Change Lineup: Players can rearrange the current player lineup.

Display team Info: Displays current information about the team and members, Name, Ave, ID# and Totals

Modify bowler name & Hdcp : Players can modify a current players name and handicap. This change is only good for one week. To make permanent changes please make modifications within the league secretary module.

Cycle pinsetter: Players can cycle (Reset) the pinsetter from the bowler console help menu.

Display bowler options: Players can display a chart depicting current bowler options for each player. (Alternative games, bumpers etc)

Select bumper bowler/s: Players can turn on/off the optional automatic bumpers from the console by selecting a player/s to have bumpers.

Select Special Game bowler/s: Players can select bowlers to play alternative & classic bowling games from the console.

Edit Q-FLASH value : Players can modify the difficulty level of the optional Q-FLASH game. (There are four levels of difficulty to choose from)

Display card hands : Used for displaying the current system's poker hand.

Add a card to a bowler: Poker players can request the system to deal an additional card. For Example: When the system neglects to deal a card to a bowler due to a late falling pin which secured a strike.

Remove a card from a bowler: Poker players can remove a currently held card. (For Example: When the system deals an illegal card to a player ie:a pin jumps out of the gutter securing an accidental strike and the system deals a poker card.)

Edit No-Tap values: Players can edit the selected players no-tap values. Values available are 7, 8 or 9. Individual values per player are useful in cases of Male & Female style fun tournaments where the Males are 9 and the females 8.

Select Best Ball bowler: Players can select which player is the BEST BALL Player. The best ball player's total is used to define the winner of this special game. A typical player lineup for a two member team playing best ball is to insert three players names, the last is set as the BEST BALL PLAYER. The system builds the synthetic best ball game using the best balls bowled by the above two players.

Select Best Frame bowler: Same as best ball except that here the system uses each players best frame to create the synthetic best frame game.

Setting Bowling Modes

Selecting Setup... -> Bowling Setup ...-> Bowling modes you enter the setup screen.

BOWLING MODES setup screen

Here there are many fields from which settings can be selected. The system is supplied with some default modes. All of these modes can be modified or, completely NEW ones can be created. What follows is a brief description of each field meaning.

Bowling Mode : In the example shown the current mode is named NORMAL. This field is a drop down box; when selected, this drop down box displays all known modes. Any one of these existing known modes can be selected and its settings can be modified.

Description: An on screen description which gives more information about the mode being viewed.

Default Option set : The collection of lane options you would like to use in this mode. A series of lane behavioral features can be created for single and pair lanes. Once these lane options have been created they can be attached to a Bowling mode. To do this, select the drop down list to reveal all known lane options. Simply select the one desired. (See Lane Options for details on option creation)

Message: Allows to define the type of scrolling message to send for this bowling mode (See Messages).

Then you have three tabs on the right hand side of the screen:

Bowling: Allows to set the default pricekeys in case of Game, Time, Unlimited opening modes and for Extraframes. These pricekeys can of course be modified during the single transaction.

Time Games: Allows to set the default pricekeys for the Time Games.

Opening Mode: Allows to define the opening modes available when the current bowling mode is active. Selecting *None,* the relating mode is excluded: that is, selecting *None* only for the third mode, the first two modes will be active, while selecting *None* for the second mode, the third one will be automatically deactivated, so only the first mode will be active. This makes sense, for instance, if you decide that on Saturday afternoon the unlimited mode is not enabled, as it is not profitable considering the massive flow of people. When the the bowling mode is active, these settings prevail over the general settings of Center setup - Lane Control.

Time Zones: Allows to define which time zone the different bowling modes are to be applied to. The screen is very similar to the dynamic pricekeys screen, but on the top you have to insert the name of the time zone, not the pricekey.

Overview

There is a series of controllable special games within the system. In this module it is possible to set the rules for each of these games. Furthermore, it is possible to program in how many games should be bowled before a prize is awarded.

You enter this screen by selecting: Setup... -> Bowling Setup ... -> Special Games

It is important to understand a few basic setup rules before continuing.

Session List: For each game it is possible to establish many different sets of rules. Each game can be saved with a different name. (These are called SESSIONS)

To open a lane using one of these games select a SESSION to use. (See Lane Options for more details). It is possible to create or delete a game session by pressing **New** and **Delete**. The different sets of rules are created in order to better adjust to the different players' ability. For instance, if the players are very skilled it is possible to set the strike as hot shot value.

Hot Shot: In most games the bowlers have to bowl a certain value ball in either the first or the second frame. If they get this value, or even a higher one, they are dealt a card, a roll of the dice, a spin on the slot machine etc.

Spare: To be selected if you want a card to be given to the player even for the Spare (giving the possibility to receive two cards per frame).

Split converted: To be selected if you want a card to be given to a player during a split converted.

Calculate: Slot Machine & Dice game have a function called **CALCULATE**. This function has two meanings :

a. A certain amount of games have to be bowled before a prize is given away. OR
b. A set amount of prizes have to be given away over a set amount of games. The system calculates how many games have to be bowled before each prize is awarded.

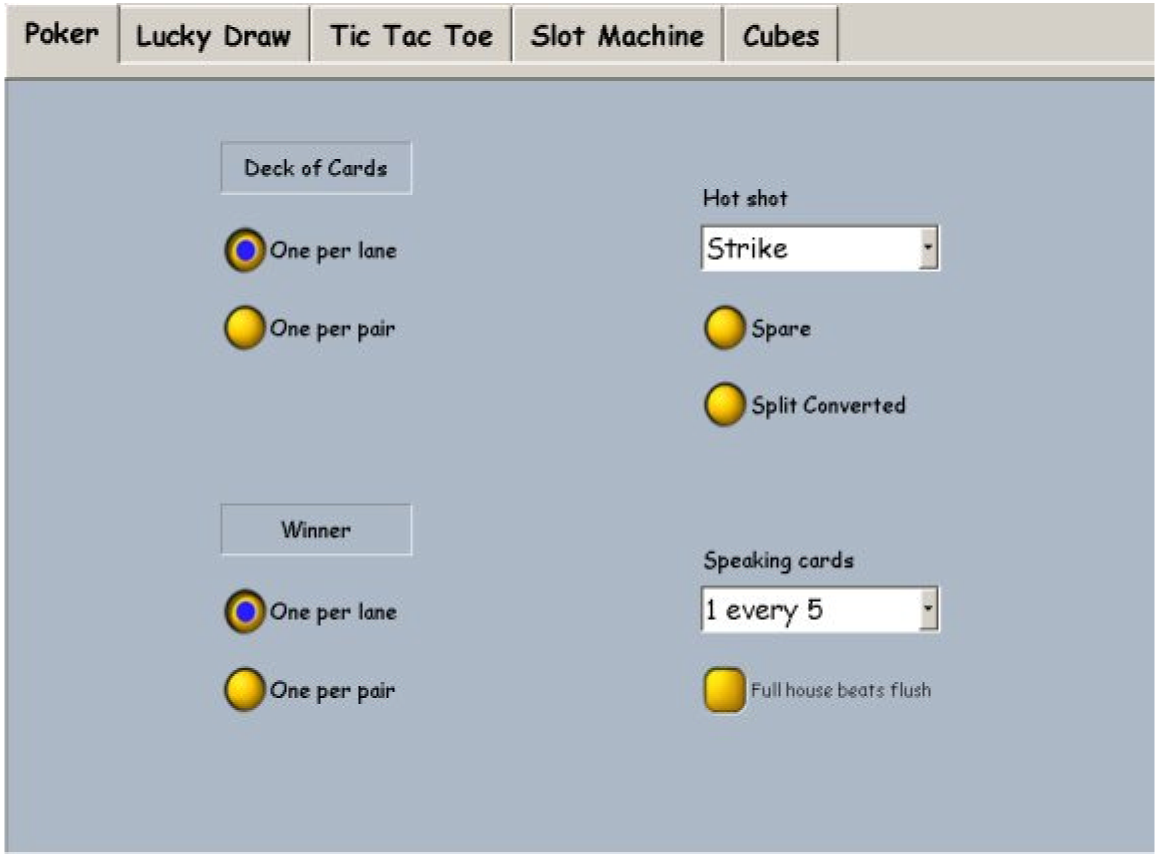
***Notes**:*

Each time a frame is played the counter of a prize at random is added 0.1. When the counter of a prize reaches the target frames, necessary for a prize to be awarded, the player who played that frame is awarded the prize.

The Qubicards switch has to be enabled within the impact images module for all card games to operate on the lanes. (See Impact Images sections)

Poker Bowling Rules Setup

Once inside the special games setup the rules for Poker bowling can be set by selecting the tab located at the top of the screen.



Poker Setup features

Cards Deck : One deck of cards per lane or per pair. It all depends on how many people are bowling and whether there are enough cards to be dealt in a single deck.

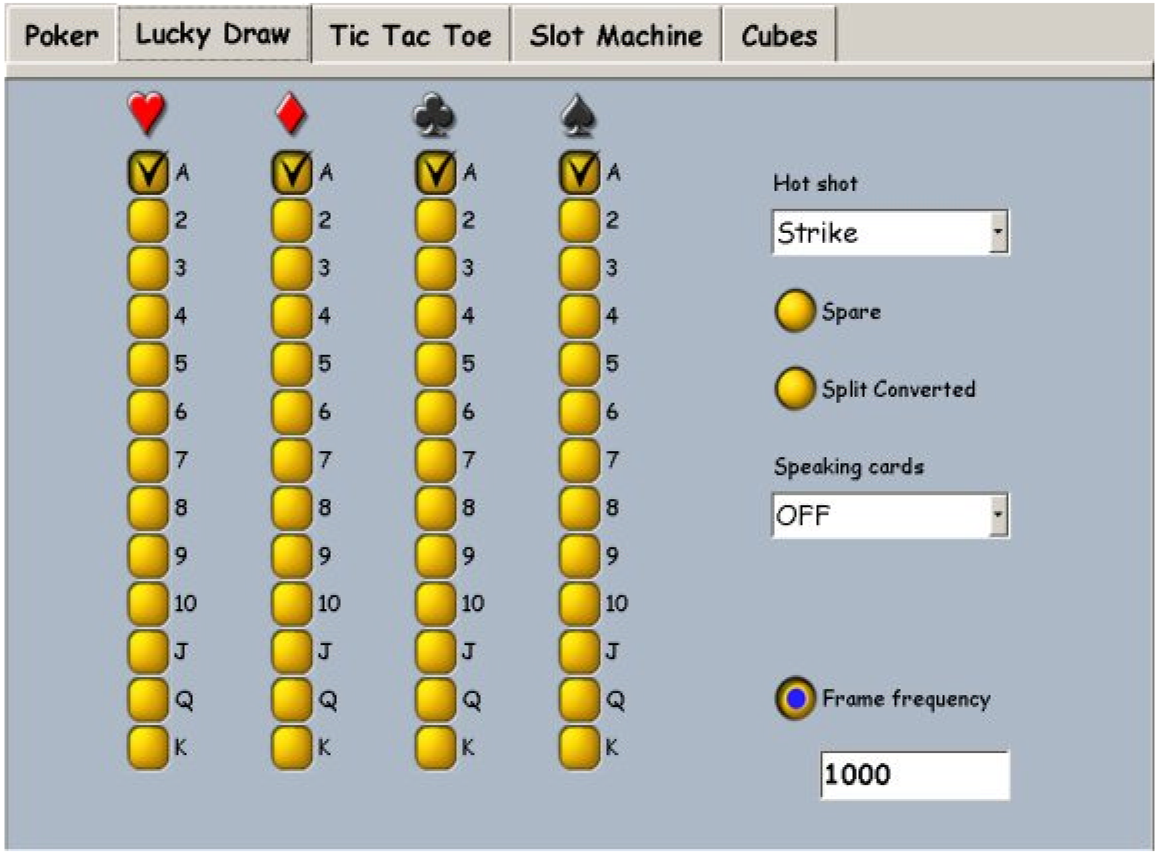
Winner : It is possible to choose only one winner per lane even if they are bowling in pair mode.

Speaking Cards: Some of the picture cards are slightly animated. In conjunction with this animation they carry a spoken message. The amount of time the cards speak for can be varied.
Available values:OFF, ALWAYS, Once every 2 deals, Once every 5 deals, Once every 10 deals, Once every 20 deals.

Full house beats flush: An optional rule to inform the system that full house beats flush.

Lucky Draw Bowling Rules Setup

Once inside the special games setup the rules for LUCKY DRAW bowling can be set by selecting the tab located at the top of the screen.



Lucky Draw setup features

Deck Layout : Here it is possible to select which cards are lucky if dealt. When a lucky card is dealt to the bowler it is animated, finishing off with a winning slogan. In this example, a collection of rules saved as LEAGUE PLAY is being created. In this particular case these rules are being made more difficult.

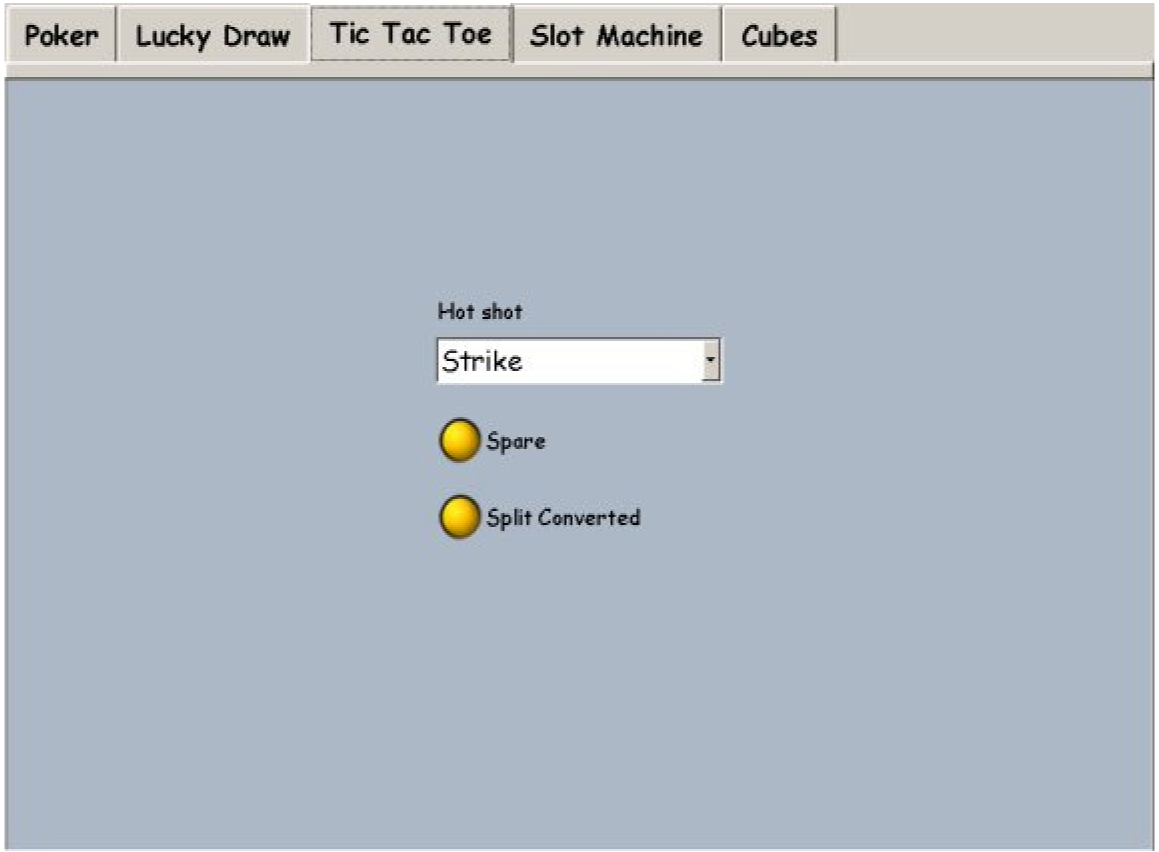
Speaking Cards: Some of the picture cards are slightly animated. In conjunction with this animation there is also a spoken message. The amount of time the cards speak for can be varied.
Available values are: OFF, ALWAYS, Once every 2 deals, Once every 5 deals, Once every 10 deals, Once every 20 deals.

Frame frequency: Insert how many of this game's frames must be bowled before someone is dealt a winning card.

***Note**: many different sessions can bowl at the same time. (For Example: 16 league lanes using this session and 6 social lanes using a different one. Each session has its own frame counter, when each session has reached the target frame amount a winning card is awarded to someone playing within that session).*

TIC TAC TOE Bowling Rules Setup

Once inside the special games setup the rules for TIC TAC TOES bowling can be set by selecting the tab located at the top of the screen.



Features of this setup are:

Hot Shot: The value the player needs to achieve in order to have a mark inserted into the Tic Tac Toe grid. If the bowler misses this value the system inserts its own mark. In this game the player bowls against the computer. Available values are 7, 8, 9 or Strike.

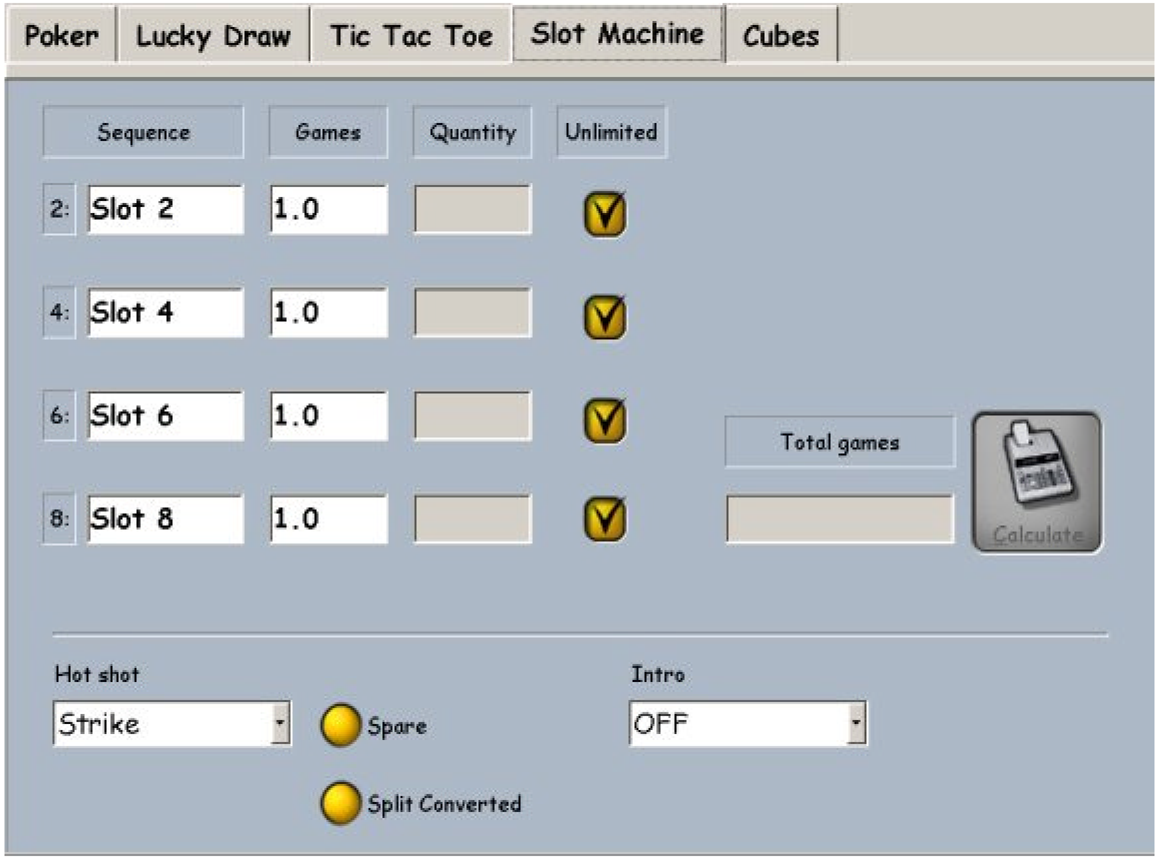
Spare: Select this if the player is to be given a T.T.T mark in the event of bowling a spare.

Session List: Collections of rules saved with descriptive names (see introduction).

A new session can be created by pressing NEW or by deleting an existing one.

Slot Machine Bowling Rules Setup

Once inside the special games setup the rules for SLOT MACHINE bowling can be set by selecting the tab located at top of the screen.



Slot Machine setup features

Sequence: Here, insert the title which is displayed when a player wins a prize (E.g. Coke & Free Games etc).

Games: The amount of games to be bowled before someone is issued the winning slot machine sequence.

Quantity: The amount of prizes to be given away per division. The system stops issuing winners in these sequences when all prizes have been awarded. These counters go down as the prizes are distributed.

Unlimited : With this field flagged the system continues to give away prizes until the right number of games has been reached.

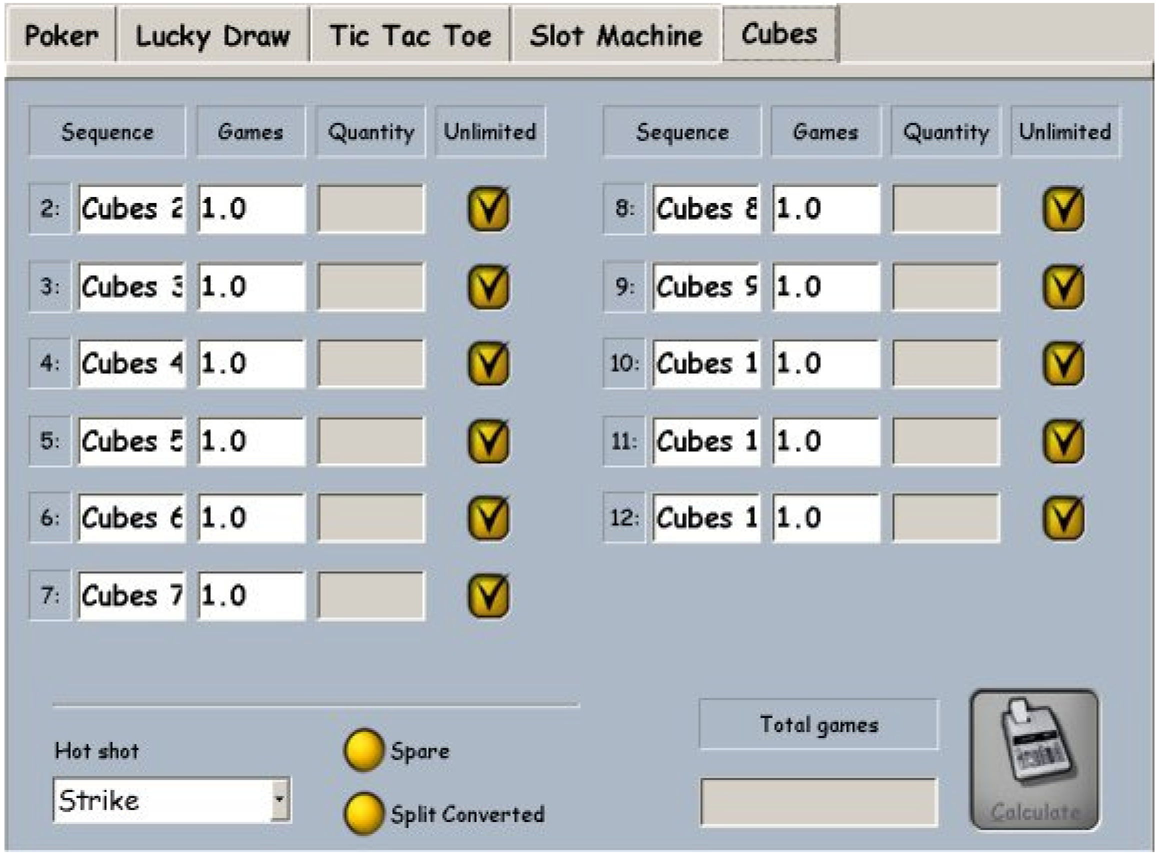
Total Games: As the values are entered into the above setup the system calculates how many games must be bowled to distribute all the prizes. This feature can work in reverse as well.
Insert a total games quantity into this field and the amount of prizes to be given away in each division. Then press CALCULATE and the system inserts the amount of games that must be bowled in each division prior to a winner being awarded.

Intro: Sets the frequency of the animation at the beginning of the game.

Status: Enters a window displaying the current status of the bowled frames (frames counter status) for every kind of prize in the current session (e.g. "Coke 20/50" means that other 30 frames are required before assigning that prize). Within the "Frame counter status" window the button **Reset Counters** allows to reset all the counters of the current session.

Dice Game Bowling Rules Setup

Once inside the special games setup, the rules for DICE GAME bowling can be set by selecting the tab located at the top of the screen. For explanations relating to the settings see Slot Machine .



VDB Replacement

To enter this window you have to select:

Setup -> Technical Setup -> VDB Replacement

It allows you to replace a damaged VDB with the one having ID= 99, to be deliberately used for replacements.

All programs and inputs of the old VDB will be reloaded on the new one.

VDB Address

To enter this window you have to select:

Setup -> Technical Setup -> VDB Address

It allows you to change a VDB ID. If, for instance, abnormal conditions take place on two lanes associated to the same VDB, it's possible to link them to another VDB, in order to understand if that is the actual problem.

Com Test

To enter this window you have to select:

`Setup -> Technical Setup -> Com test`

It allows you to perform a communication test with the lanes.

Lanes to test: allows you to define wich lanes you want to test (select only single lanes).

Pressing **Start** the selected lanes will turn into different colors:

- GREEN if everything is OK,

- RED if some problem occurs.

In each box there are 4 error codes, that will be equal to zero if everything works properly, otherwise they'll help you to solve the problem.

On the bottom of each box there is a counter showing the number of communication cycles already performed. The com test will stop pressing the **Stop** button.

TV Setup

To enter this window you have to select:

Setup... -> Technical Setup... -> TV and Sound Setup

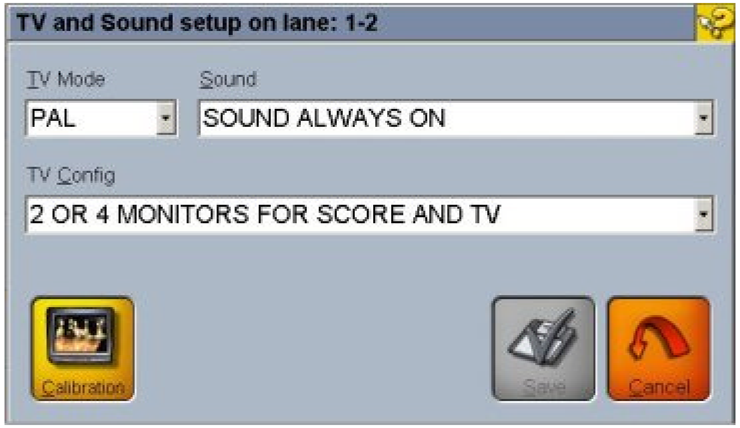
First you'll have to select a pair of lanes, then a window with four buttons will open:

Copy to : allows to copy the settings of the lanes selected (that become shaded) into other pairs.

Sound test: performs a sound test, allowing you to modify the volume.

TV Adjust: (only for pairs supporting TV) allows to define contrast, brilliance and volume of TV on lanes.

Modify: opens the window to modify settings (see below).



Here are the different settings:

TV Mode : sets the type of signal, allowing to select OFF (if there isn't any TV on that pair of lanes), PAL, SECAM, NTSC3, NTSC4.

Sound : you can decide to disable the sound (NO SOUND), to enable the sound (SOUND ALWAYS ON), or to disable it when the lane is opened to play (TV SOUND OFF IF LANE OPEN GAME).

TV Config.: it's possible to select among three configurations, depending on the Hardware and on the amount of monitors and TV screens on the lanes:

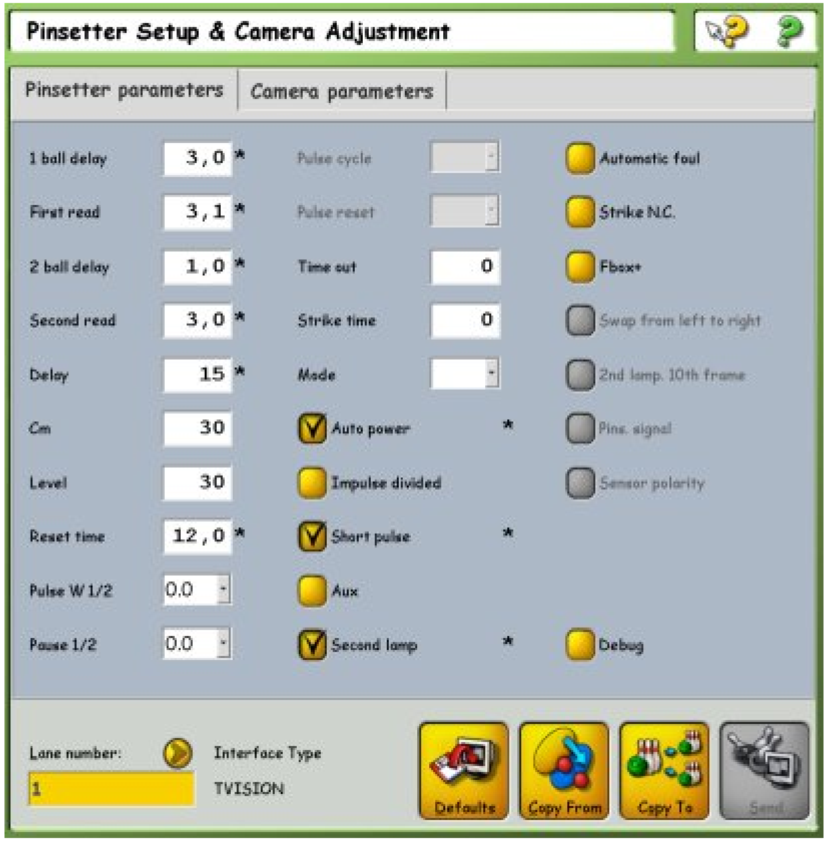
- 2 OR 4 MONITORS FOR SCORE AND TV
- 2 OR 4 MONITORS FOR SCORE ONLY PLUS A TV
- 2 MONITORS FOR SCORE AND TV PLUS 2 MONITORS FOR SCORE ONLY

The button **Calibration** is a function installers use in order to automatically adjust TV colors.

After having made changements you'll have to **SAVE** , so the VDB of the lanes selected can restart, activating the new settings.

Overview

The Pinsetter Setup and Camera Adjustment screen can be entered by selecting:
Setup... -> Technical Setup... -> Pinsetter and Camera



The screen is divided into two tabs: **Pinsetter parameters** and **Camera parameters** . First of all, you have to specify the lane you want to work on, then a screen will open where at the bottom left hand side the lane selected will be displayed, with the relating interface (set within the Lane Setup screen). Within the Pinsetter parameters tab some of the options may be edited, some only visible and some others shaded, depending on the interface type of the selected lane. The only visible settings are normally to be modified only by the technical staff. In any case, the possibility to modify them is strictly related to the user's privileges.
The Camera parameters tab is bound to the interface type of the lane.

Pinsetter parameters

Here is a brief description of the various settings:

Delay: expresses the distance between the sensor nearest to the pins and the end of the lane. This parameter is useful for the system to calculate the moment when the ball touches the pins (Start time). For standard installations (e.g. with T-Vision and Camera) it is usually 15, but values included between 1 and 255 are accepted.

First & Second read : expresses the time (in seconds) that must pass between the Start time and the reading of pins (both mechanically, or through the camera), for the first and second balls. The values admitted are between 0.0 and 25.5.

1° ball & 2° ball delay: expresses the time that must pass between the Start time and the ignition of pinsetter for the first and second balls. The values admitted are between 0.0 and 25.5 (For T-Vision only).

Cm: expresses the distance (in cm.) between the sensors. This parameter allows to calculate the ball speed. The values admitted are between 1 and 200 (usual value 30).

Level: this parameter sets the necessary brightness allowing the camera to see the pin. The standard setting is 30, so if the camera sees 26 < 30, the pin will be considered knocked down. (For T-Vision only).

Reset time: time the pinsetter requires to perform an entire cycle on the first ball. This time interval must be calculated from the first pulse until the moment the pinsetter stops in order to wait for the second ball. The system uses this element to turn on the pinsetter again for example after a tenth incomplete frame, in case of foul or No-Tap.

Pulse W 1/2 & Pause 1/2: the first element indicates the time length of the pulse causing the fast passing of the pinsetter between the first and the second ball. The second element indicates the pause between this pulse and the cycle of the pinsetter. These two parameters are useful for FBOX only. The admitted values are between 0 and 1.5 sec.

Pulse cycle & Pulse reset : (specifically for PSI and QBK Corde) determine the time length of the pulses causing cycle and reset, The admitted values are between 0 and 1.5 sec. In case of PSI interface, if 0 is set it will be replaced by the default 0.5.

Time out : time interval between the last ball and the pinsetter turning off. The admitted values are between 0 and 255 sec. Setting 0 the option will be disabled. (For FBOX only).

Strike time : expresses the number of second the strike signal must be visible. Setting 0, the strike function is disabled, and the relating FBOX output can be used to control the pin fall light. The admitted values are between 0 and 12 sec.

Mode : indicates if the lane is using the TVISION connected to an optional device XL/MP or other. The admitted values depend on the installation.

Auto power : this option causes the association of the pinsetter turning on signal to the score, so that the sysytem can turn the pinsetter on only when a lane is being used for a game (or for practicing), turning it off when the lane is not being used.

Impulse divided: indicates that the connection to the pinsetter has been done, allowing the normal and the double cycle. A double pulse is possible in case of foul or incomplete tenth frame. For No-Tap a double pulse is required.

Short pulse: (for SIX and FBOX only) In Brunswich models type A, sending a reset pulse to the pinsetter causes a magnetic field, closing an electric circuit made up of a solenoid, that electricity normally runs through for 2 seconds, while setting this option the time is reduced to 0.5 sec. (For other models this is not so relevant, but in this case it is very important to preserve the solenoid).

Aux: auxiliary camera added to the system having one camera per pair of lanes, when the field of vision is clogged up for some reason, so it is not possible to see all the pins with the ordinary camera.

Second lamp: indicates that the score is related to the lamp on the second ball. When starting a new game, if the pinsetter is on the second ball, a pulse cycle is set in order to relate it to the first ball; if it is set on the second ball, the result will not be considered.

Automatic foul: indicates that the score has to generate all the necessary signals for the pinsetter to work in case of foul. This setting is necessary only to pinsetters that don't manage this particular situation autonomously.

Strike N.C.: (for FBOX only) indicates that the contact is normally closed, while it opens in case of strike.

FBOX+: (for FBOX only) in case the seventh (or the tenth) pin is knocked down and the ball goes to the gutter, the pinsetter doesn't cycle. This is because these two situations exclude the strike.

Swap left right: (not for TVISION) defines the connection between the two PSI devices and the relating pinsetters. If this option is set, the PSI device on the left (A) is connected to the lane on the left, while the PSI device on the right (B) to the lane on the right. This setting is for devices able to read data without cameras.

Second lamp 10th frame:(for PSI only) during the double cycle the lamp is switched on on the second ball. This will allow to give immedialtely the pulse cycle, without having to wait the reset time. If the lamp doesn't switch on, the second pulse will have to be given, but only after the reset time.

Pins signal : (for PSI and QBK Corde) this setting implies that the tension indicates a pin fall. (Normally it is the other way around).

Sensor polarity: (for PSI only) when this option is set, the signal will be 5 volts, dropping down to 0 when the ball passes through.

Debug: allows to display on the monitors information codes useful to identify errors when turning the pinsetters on. This setting can be used only with the supervision of Qubica staff.

Then there are the buttons at the bottom right hand side of the screen:

Default: reloads the default pinsetter parameters.

Copy from: copies the settings from a lane.

Copy to: copies the settings on other lanes, with the possibility to reset VDB.

Send: sends the parameters set for pinsetter and to the VDB of the current lane. These settings are saved also in the database.

Camera parameters

In the middle of the tab you can see a box containing the image caught by the camera. Then there are the following buttons:

Image: allows to set the position of the pins. In case of Micronica cameras, you can drag and drop the pointer.

Auto: automatically sets the position of the pins (but there must be enough light).

Info: shows the range of the camera pointing system; the white area indicates that the pin is standing. If the small boxes are too black, it means that the light is not enough. This option is disabled in case of Micronica cameras.

Last: allows to see the last image of the current lane the camera caught.

Save image: allows to save the current image in a .bmp file, within the desired location.

Upload to lanes

This module allows you to upload programs to VDB. You can enter it following this path:

Setup -> Technical Setup -> Upload to lanes

First of all you have to select the pair of lanes associated to the VDB you want to work on.

Insert name mask: in case you don't have Nextia programs, this function helps you to set which mask is to be used when inserting players from the console on the lanes.

Erase memory: allows you to reset the VDB memory while uploading programs; so if the lane is open it will be closed.

Send HDC: allows to send HDC files (required for Nextia programs). This operation has to be performed just once, because these files are saved on VDB hard disk. The operation lasts for some minutes.

Reset : this button simply resets the VDB of the lanes selected.

Upload: restarts and sends programs to the VDB selected.

All these operations are registered into the System Log, as they're considered "delicate" operations, so it's better to keep a memory of them. (See System Log)

Lane setup hardware features

From this setup utility that you can find in

`Setup-> Technical Setup -> Lane Setup,`

all hardware features regarding lanes can be sent to the front desk. The desk requires this information in order to know what devices there are and how to communicate with them.

Warning: these settings are performed during the system installation. It is not recommended for users to modify any of these settings without first having received instructions from a qualified technician.

Certain features within this setup are:

Lane Data: Indicates whether or not the desk is connected to the lanes.

Pairs linked to common vdb n: Contains two options, indicating whether or not the lane can be opened in pair mode for leagues & for open play bowling modes.

Score type: Indicates the mode the selected VDB has to operate (e.g.*5 Pin, 10 Pin, 3 Ball Duck pin* or *Candle pin bowling mode*).

Keyboard: Indicates if the selected lane has a console keyboard installed, specifying the language set.

Default Mask: Indicates which game grid the VDB should use as a default.

Interface: Indicates which type of pinsetter interface the VDB should communicate with.

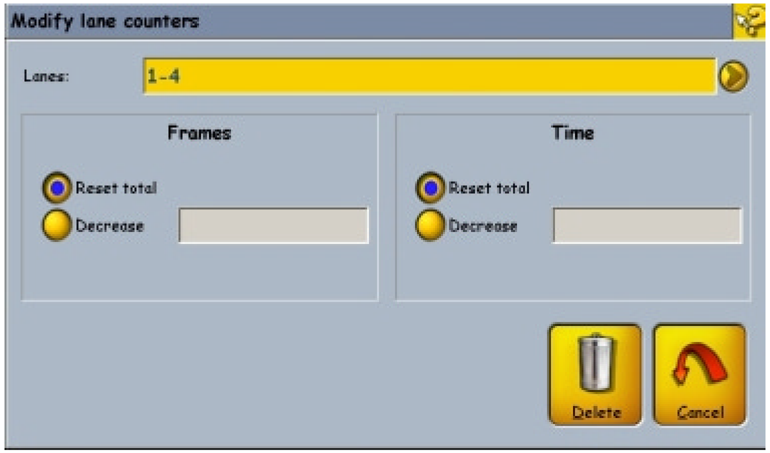
In order to evaluate the lane (and parquet) consumption it is possible to report the number of bowled **Frames** and the number of **Minutes** the lane was open. These data are reported real time in the HELP of the lane (clicking on the yellow question mark and on the box related to the lane within the Lane Status window). Within the Lane Setup screen these data are updated only to the last lane closing. From this screen it is possible to modify both settings.

Within the field **Advanced reservation setup** there are some lane features that are relevant for reservations (**Bumpers**, **Smoking area**, **Access facilities**).

Modify lane counters

Pressing the button **Counters** enters the screen where it is possible to modify the values of the counters of lane consumption (expressed in Frames and Time). On the lanes specified in the field below, it is possible to make the following operations (that work in the same way for frames and time):

Decrease: the counter recording the lowest value is displayed, and it is possible to decrease all the counters up to that value.
Reset total : the counter recording the lowest value is reset, and the other counters are decreased of that value.

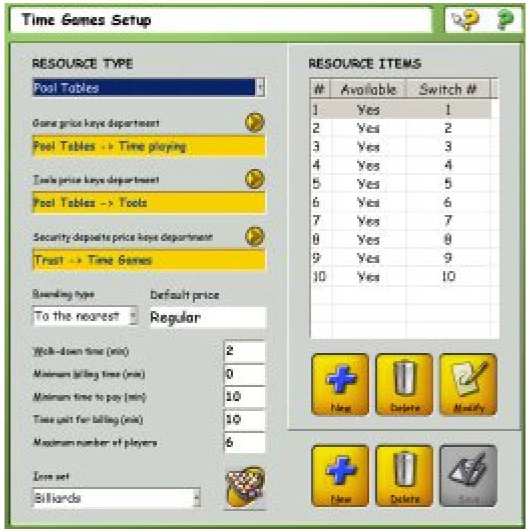


Main window

Here it is possible to define all the options for the management of Time Games.
This can be done from

`Setup... -> Technical Setup... -> Time Games Setup`

The example shows how to deal with Pool tables.



How has this Time Game been created?

Press**New** and a window appears, asking for this Time Game name to be entered. Once this new game has been given the go ahead a new price department (which has the new game name) and two subdepartments (regarding time price and the cost of the equipment) are created.

The Time Game name is automatically inserted in **Resource type** (from which it can be moved to the other time games, using the drop down menu), while the box regarding the price keys is automatically compiled with the correct departments as soon as they are created. Anyway, it is possible to change department (without exiting the Time Game department) by clicking in any dialog box to select the **Pricekeys dept**.

Options

In **Rounding type** it is possible to define whether the applied prices have to be rounded up, down or to the value closest to the time selected in **Time unit for billing**, while in **Default prices** you can impose the price predefined for this time game (the price is imposed in the Prices Setup department).

WalkDown time: Displays a time period for the customer to reach the playing area. They are not charged for this time.

Minimum time for billing: The amount of game time below which the player does not have to pay.

Minimum time to pay: The amount of time which is charged even if the player played for much less than the value inserted.

Time unit for billing: Defines the duration of the price charged. The value is used as a reference even for **Rounding Type.**

Maximum number of players: The number of players who can play on the table at any one time.

Icon set: Allows you to choose the icon you whish associated to the time game from from a range of icons. The icon chosen will be used in the main menu and in the label of the related screen. A preview of the image is available beside the dialog box.

Resource items

In this table it is possible to control both the functioning of the tables and the ***F-Out*** apparatus. To add and cancel a table use **New** and **Delete**, while to make changes to the existent data, just select a voice and press **Modify** .

This window appears when a preexisting voice is modified:

Here it is possible to define the tables availability, match a table with an ***F-Out***switch address and reset the time the table is to be used for.

Every resource can be modified defining:

Available: Indicates if it is possible to assign the resource.

Use switch: Indicates if a switch is being used and the related number.

Reset total time: Allows to reset the total utilization time (shown in the next field).

If you **Delete** a time game, then you will be informed that you'll have to delete also the related pricekeys, departments and point collections, because it does not happen automatically.

To Modify/Delete a resource you have to select a row and press the button **Modify/Delete**.

NOTE*: Once these operations have been completed, you will see an item for every time game within:*

Front Desk... -> Time Games

Opening every single game you will see the related resources and work with them.

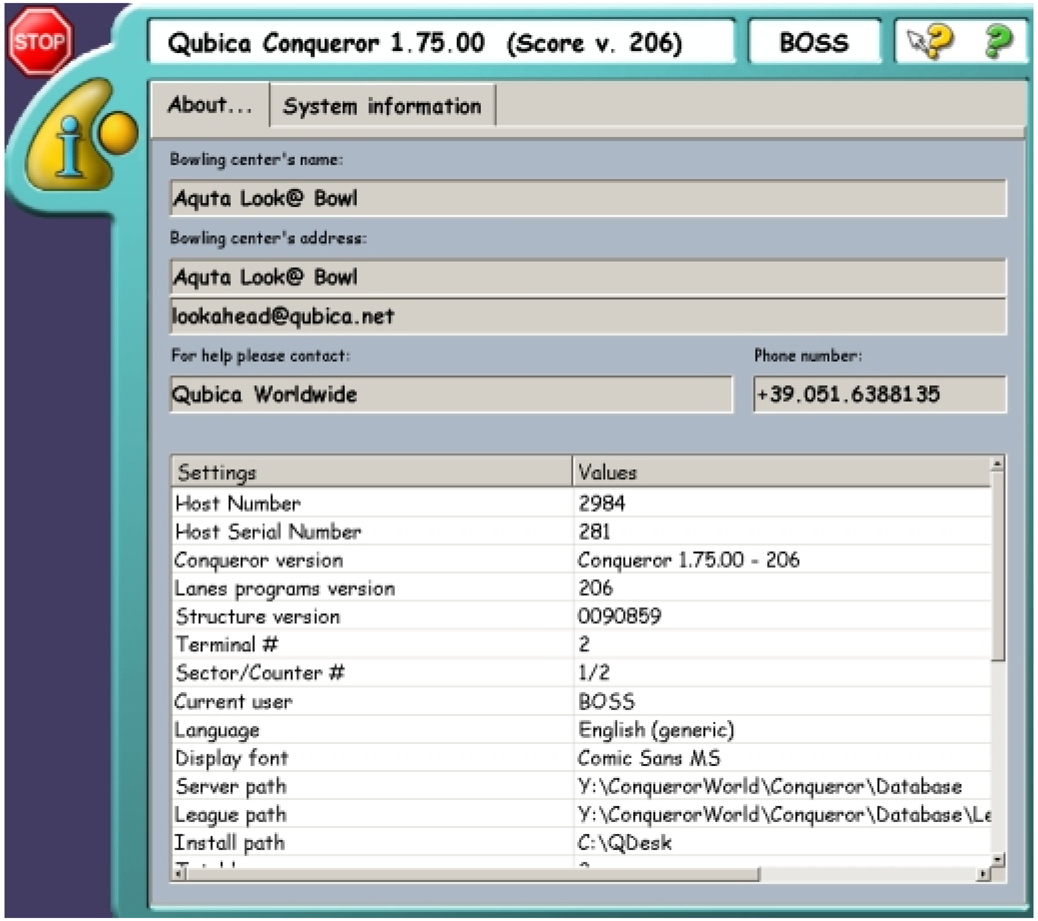
Accessing operating system modules

Selecting this button may prove useful in accessing some commonly used functions of the Windows® operating system, without having to exit the Conqueror.

These Windows® modules can be accessed from within the Conqueror without actually leaving the application. (Also see Exit Conqueror)

General information screen

The **About Conqueror** module is accessed from the main menu. This contains owner & technical information about the system.



Inside this information screen there are two tabbed sections. One contains the current version and user information. The other, the hardware and system information. This is useful for technicians when they have to be given phone support. They need to know the details within these screens.

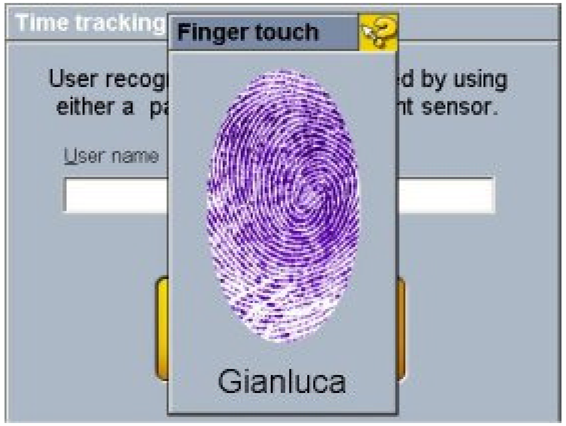
Users' time tracking

If the bowling center works in safe mode, the option "Time tracking at logon" might be enabled (See Center setup - Management). This involves that at system startup (when the user is already logged in), the window **Time tracking** appears, that can otherwise be entered from:

Time tracking

Here you'll have to insert user name and password; fingerprint might be also accepted, if the related sensor is connected and the registration in the window Staff has been done.

After having inserted the correct data, another window called **Time tracking** appears. At the top of the screen the user can read the last action he has performed, at what time and date and from which terminal. Below there is a list of users connected at that moment, and the buttons relating to the available options:



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Clock in

Start break

End break

Clock out

This example shows that Matteo and Dario have started their shift, but Dario is having a break. The current user (here it is Matteo, as can be seen in the welcoming message at the top) can start his break or end his shift; the keys which aren't in use become disactivated (grey background).

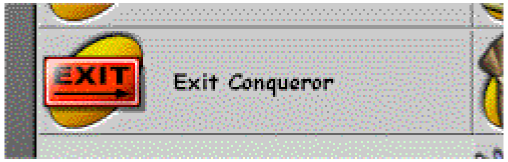
To exit without making any changes just press **Close**.

Change user

By using this function it is possible, without having to restart Conqueror, to change the person who is using Conqueror on this terminal.

After pressing **Change User** on the Main Menu, a window called **Login** appears, this is important for managing the exit of the connected operator. After this window has been closed a login window appears, from which it is possible to specify the new user who has to connect him or herself.

Close the application



Selecting this button closes the Conqueror application and sends the user to the WINDOWS desktop. Re-enter the Conqueror by selecting the desktop Conqueror icon. (See also the MAIN MENU section for additional information)

NOTE: *Shutdown a Pc while other users are still connected, it's* ***not a safe task****: your computer may have shared data with other terminals. Ask the installation & maintenance for suggestion and about the correct shutdown process.*

The following "Keyboard-Shortcuts" enable the user to move quickly around the Conqueror environment.

- **F10:** Displays the Conqueror Main Menu on top of the current window (the Current window is parked as a quick access tab).
- **F1:** Displays help about the current window.
- **Shift + F1:** Displays HELP-TIP for the current item selected.
- **Ctrl + F1:** Opens the first quick botton .
- **Ctrl + F2:** Opens the second quick button.
- **Ctrl + F3**: Opens the third quick button.
- **Ctrl + F4**: Opens the fourth quick button.
- **Ctrl + F5 :** Opens the fifth quick button.
- **WINKEY:** Pressing key minimizes Conqueror program to WINDOWS taskbar. This also opens WINDOWS start menu.
- **Alt + Esc:** Displays WINDOWS taskbar and opens WINDOWS Start Menu without minimizing the Conqueror program.
- **Ctrl + 1~7:** Opens the corresponding quick access tabs displayed on the left-hand side (ie: pressing Ctrl + 2 displays the second window parked).
- **Back space + Esc:** Closes the current window being displayed.
- **Shift + Esc**: Closes the Conqueror program.
- **TAB:** Toggles the HIGHLIGHT to the next field or button.
- **Shift + TAB:** Moves the HIGHLIGHT to the previous field or button.