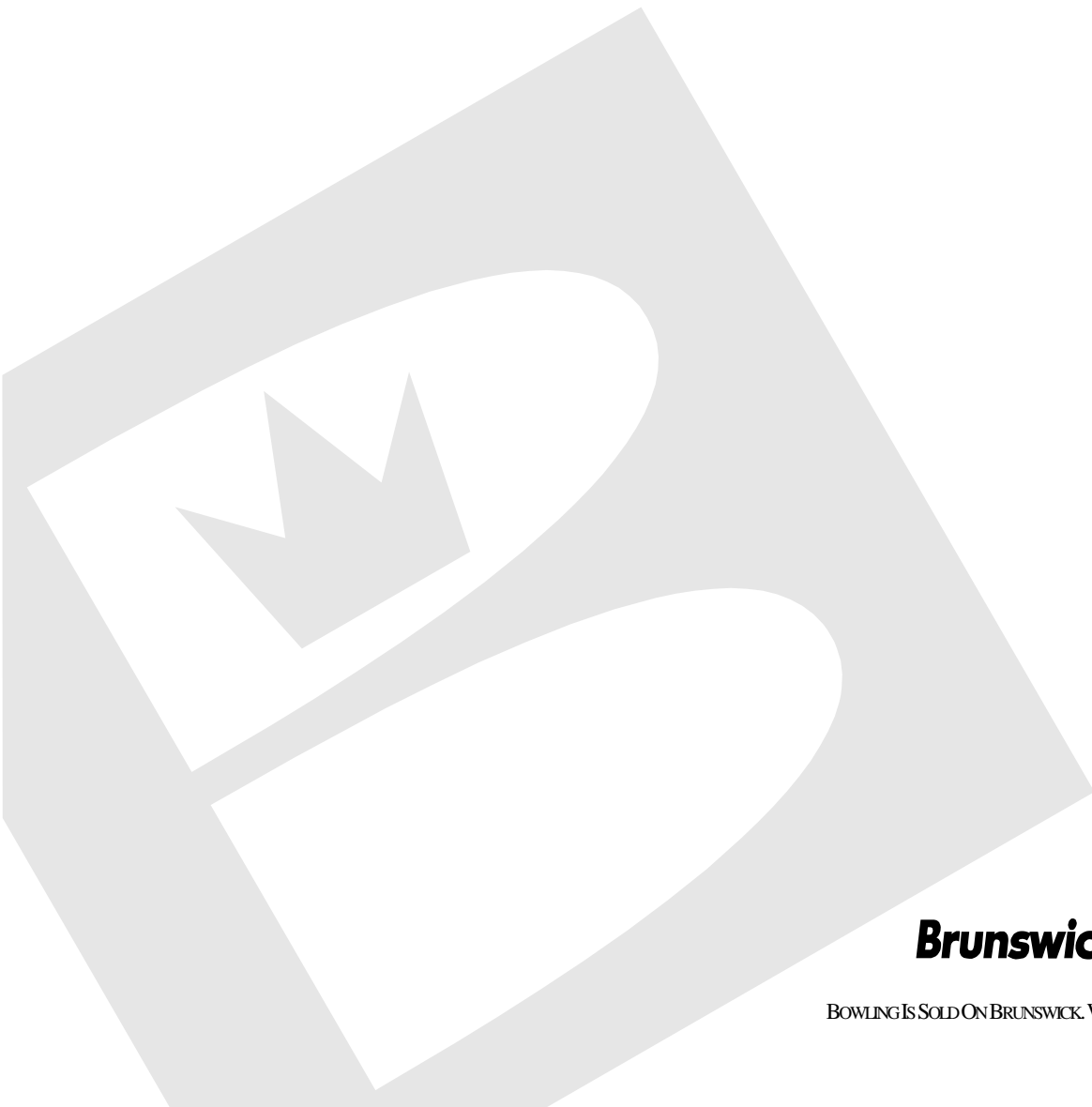




MANAGEMENT OPERATIONS

Center Management System

6/99



Brunswick 

BOWLING IS SOLD ON BRUNSWICK WORLDWIDE.

This manual was based on Control Desk Software Version 4.0. Refer to the Release Notes sent with Software Update diskettes for any changes or additional features that occurred after release of this manual.

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Past Revisions: July 1995, June 1996, November 1996, July 1997

MANAGEMENT OPERATIONS USER'S GUIDE

Vol. 1, Ver. 5

Reorder Part No. 57-900355-000

(Includes the Control Desk Operations User's Guide, the Daily Reporting System User's Guide, and the Communications Guide)

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Chapter 1: Control Desk Management Operations

The Center Management System is designed to control the daily operations of the bowling center. It is necessary to set up parameters for each specific bowling center. These parameters are known as “center defaults”. The center defaults control how the Control Desk will operate for normal daily operations.

In addition to setting up the center defaults, the management may also determine which functions each of the operators can access. The system will control access to some functions by requiring the operator to enter his/her password. For more information on passwords, see *Chapter 2: Office Management Operations*. Examples of functions where access can be restricted would be voids, paid outs and zeroing shift reports.

The management functions define how the system works and monitors the operations. Management level users can:

- Set-up the system
- Perform Control Desk management operations
- Perform Office Terminal management operations
- Maintain the Control Desk and Office Terminals

The *Control Desk Operations User’s Guide* provides a system overview and basic operation procedures; refer to this manual for a description of the Control Desk operations.

The functions that the Control Desk operator may perform can be defined by the bowling center management. The user can enter:

- Bowling center information
- Preset rates
- Lane control information
- Unsupported leagues
- Passwords
- Taxes
- Billiard information
- Scorer information

The Center Management System operates in many environments. Among these are bowling centers without automatic scoring, centers with AS-90s, centers with Frameworx scorers, and centers with a combination of scoring systems. In each case, there are unique system set-up procedures.

Special Functions

To set up the Control Desk terminal, the *Special Functions* screen must be displayed.

Display the Special Functions Screen

1. Press **RESET** until the *Lane Status* screen is displayed.
2. Press **TAB** (Special Functions). The *Special Functions* screen is displayed.
3. Type your password. Press **ENTER**.
4. This screen lists the operations the signed-on user is authorized to perform. From this screen, the user types in the number of the operation to perform and presses **ENTER**. The screen for the selected operation is displayed.

Exit a Selected Special Function

1. Once all the required information for a special function is entered, note where the cursor is located. If the cursor is located at the bottom of the screen, go to step 3. If the cursor is located anywhere else on the screen, go to step 2.
2. Press **RESET**. The cursor moves to the bottom of the screen.
3. Type **Ø** and press **ENTER**. The terminal display returns to the *Special Functions* screen.
4. Press **RESET** as many times as needed until the *Lane Status* screen is displayed.

Center Info

Under Special Function 1, the starting lane for the bowling center is defined. The system starting lane is the first lane controlled by CMS and shown on the *Lane Status* screen.

Define the Center Information Starting Lane

At the *Special Functions* screen:

1. Type **1** and press **ENTER**. The *Center Information* screen is displayed.

2. Type **1** and press **ENTER**. The cursor moves to the STARTING NUMBER OF FIRST LANE field.
3. Type the starting lane number and press **ENTER**. The starting lane number is displayed. The cursor returns to the bottom of the screen.
4. This completes the steps to define the Center Info. You may now exit the special function.

Password (Access Levels)

All Special Functions require a password to be used. Up to six password-protected access levels to Special Functions can be assigned to control usage by employees. There are three steps to assigning access levels. They are:

- First, decide which employees will have access to specific Special Functions.
- Next, assign access levels to the Special Functions using the instructions in this section. Access levels are from one to six with one the most restrictive and six the least restrictive.
- Finally, when admitting employees to the system as users, assign each employee an access level number that corresponds with the Special Functions they can perform. Each employee can use the Special Functions at their access level and at all lower access levels. The number six access level indicates that the user has access to all functions.

Table 1 is a sample of an employee access level set-up.

User	Access Level	Accessible Functions
Control Desk Operator	1	18 - Weekday/Holiday Rates
Shift Manager	2	15 - Scorer Info 20 - Desk Messages 21 - Edit Top Ten 22 - Zero Shift Report 23 - View Shift Report 27 - Voids
Day/Night Manager	3 and 4	8 - Prepaid Bowl 9 - Bonus Frames 10 - Slow Bowling 16 - Add League 17 - Change League 19 - Maintenance 25 - Refunds 26 - Paid-Outs
Bookkeeper	5	3 - Bowling Rates 6 - Shoe Rates 11 - Money Round-off 12 - Misc 13 - Billiards 14 - Receipts
Owner/Operator	6	1 - Center Info 2 - Passwords 4 - Payment Types 5 - Tax Rates 7 - Department Names 24 - Adjust Cost 29 - Disable SIU 30 - Frameworx Functions

Table 1. Sample Access Level Distribution.

Define Special Function Passwords (Access Levels)

At the *Special Functions* screen:

1. Type **2** and press **ENTER**. The *Password Information* screen is displayed, listing the Control Desk Special Functions.
2. Type in the special function number to set an access level and press **ENTER**. The cursor moves to the ACCESS LEVEL field for that special function.

3. Type in the access level number (**1-6**) and press **ENTER**. The cursor moves to the ACCESS LEVEL field for the next item.

***NOTE:** Pressing **ENTER** at an item automatically assigns an access level of 6. Press **RESET** to move the cursor to the bottom of the screen.*

***NOTE:** Items 24 through 29 could have an access level between 0 and 6. If a 0 is entered, a password is not required for these transactions.*

4. Repeat steps 2 and 3 to enter access levels for each item to be changed or defined. When all functions are properly defined, go to step 5.
5. This completes the steps to define the Access Levels. Exit the special function.

Bowling Rates

This function allows the user to define bowling rates. Bowling rates are determined by time of day, day of week, and/or special information.

The user may set up the following information.

- Weekday, Weekend and Holiday Time Period Setup: These time periods control which prices are used when the Adult, Jr., Sr., Rate B, Rate C or Rate D keys are used.
- Game Bowling Rates: These prices are used when game bowling is selected and the Adult, Jr., Sr., Rate B, Rate C, or Rate D keys are used.
- Changing the titles of preset keys Rate B, Rate C, and Rate D.
- Time Bowling Rates: These prices are used when time bowling is selected and the Adult, Jr., Sr., Rate B, Rate C, or Rate D keys are used.
- Bowling Surcharges: Frameworkx centers can add a surcharge (extra fee) for different types of open play and for Instant Replay and BowlerTrack.
- Special Bowling Rates: Up to 90 Special Rates for time or game bowling, discounts, and/or flat rates can be defined. Special rates are used to:
 - Charge nonstandard prices
 - Charge a flat rate
 - Offer savings for multiple-game purchases
 - Provide discounts
 - Define free game or free time rates
 - Define rates for special games
- Bowler Donations: Bowler donations are used to collect fees based on the rate used. These donations may be used to support national bowling activities. (Note: This function is used in S. Korea.)

To help organize special rates and help to remember special rate numbers, it is recommended that similar rates be grouped together.

NOTE: The computer's calendar and clock places the defined preset rates into effect. Therefore, it is important that the calendar and clock be correct. Refer to Chapter 2 to set the calendar and clock.

Define Open Bowling Rate Periods

At the *Special Functions* screen:

1. Type **3** and press **ENTER**. The *Bowling Rates* menu is displayed.
2. Type **1** and press **ENTER**. The *Times for Rate Changes* screen is displayed.

	Weekday	Weekend	Holiday
<u>Days in Plan</u>	12345	67	
<u>Number of Periods</u>	3	3	1
<u>Start of Period</u>	7:00 AM	7:00 AM	7:00 AM
<u>Type of Bowling</u>	1 = Game	2 = Hour	1 = Game
<u>Start of Period</u>	6:00 PM	12:01 PM	
<u>Type of Bowling</u>	1 = Game	1 = Game	
<u>Start of Period</u>	11:59 AM	11:59 PM	
<u>Type of Bowling</u>	2 = Hour	2 = Hour	
<u>Start of Period</u>			
<u>Type of Bowling</u>			

Table 2. Sample Times for Rate Changes Screen.

3. Answer "N" to the question "is everything ok?"
4. To change the days included in the plan, use the arrow keys to highlight the proper box and enter the correct days of the week.
5. To change the number of time periods, use the arrow keys to highlight the proper box and enter the correct number of periods.
6. To change the starting time of a period, use the arrow keys to highlight the proper box and enter the new starting hour.

NOTE: All times entered should be based on a 24-hour clock (for example, 2330 = 11:30 PM).

6. To change the default type of bowling, use the arrow keys to highlight the proper box and enter **1** for game bowling or **2** for time bowling.
7. Press **RESET** to exit the routine at any time.

Define Preset Key Names

The titles of the three special rate preset keys can be changed to anything the center wants (up to 6 characters). The three keys that can be changed are: RATE B, RATE C, and RATE D.

At the *Special Functions* screen:

1. Type **3** and press **ENTER**. The *Bowling Rates* menu is displayed.
2. Type **2** and press **ENTER**. The *Preset Key Names* screen is displayed.
3. Type the number to be changed. Press **ENTER**.
4. Type the new name of the preset key. Press **ENTER**.
5. Repeat steps 3 and 4 for each key to be changed.
6. When finished, press **RESET** to exit the program.

Enter Game Rates

At the *Special Functions* screen:

1. Type **3** and press **ENTER**. The *Bowling Rates* menu is displayed.
2. Type **3** and press **ENTER**. The *Bowling Games Rates* screen is displayed. This screen lists the Control Desk open bowling preset keys.
3. Type in the number you want to change and press **ENTER**.

- 1 - Weekday
- 2 - Weekend
- 3 - Holiday

Use the arrow keys to move the appropriate column. Type in the new price (for example, 200 = \$2.00). **DO NOT** type in special characters such as a dollar sign (\$) or period (.).

NOTE: If the installed settings are not changed, bowlers are charged \$99.99 when the corresponding bowling rate key is pressed. If **ENTER** is pressed at a price field, the bowlers are charged \$.00 when the corresponding bowling rate key is pressed.

NOTE: If a bowling rate is **NOT** to be used, it is recommended that the price be changed to equal Special Rate A (Adult rate)

4. Press **RESET** after making changes. The cursor will move to the bottom of the screen. Select another number to change or press **RESET** to exit.
5. Type **4** and press **ENTER** to change surcharges or practice fees. The *Surcharge/Practice* screen is displayed.

NOTE: *Surcharge fees can be applied to lanes that have the BowlerTrack and/or Instant Replay option. The surcharge fees can be entered based on the time periods for the bowling center. The practice column applies to open bowlers who select the practice mode (if available) during an open bowling session. The fees set here are automatically charged to bowlers who bowl on lanes with the option enabled. If your bowling center did not purchase BowlerTrack or Instant Replay only practice will apply.*

6. Type in the required number to change and press **ENTER**. Type in the new value and press **ENTER**. Press **RESET** to exit from the routine.

Enter Time Rates

At the *Special Functions* screen:

1. Type **3** and press **ENTER**. The *Bowling Rates* menu is displayed.
2. Type **3** and press **ENTER**. The *Bowling Time Rates* screen is displayed.
3. Type in the number you want to change and press **ENTER**.
 - 1 - Weekday
 - 2 - Weekend
 - 3 - Holiday

Use the arrow keys to move the appropriate column. Type in the new price (for example, 200 = \$2.00). DO NOT type in special characters such as a dollar sign (\$) or period (.).

NOTE: *If the installed settings are not changed, bowlers are charged \$99.99 when the corresponding bowling rate key is pressed. If ENTER is pressed at a price field, the bowlers are charged \$.00 when the corresponding bowling rate key is pressed.*

NOTE: *If a bowling rate is NOT to be used, it is recommended that the price be changed to equal Special Rate A (Adult rate)*

4. Press **RESET** after making changes. The cursor will move to the bottom of the screen. Select another number to change or press **RESET** to exit.
5. Type **4** and press **ENTER** to change surcharges or practice fees. The *Surcharge/Practice* screen is displayed.

NOTE: Surcharge fees can be applied to lanes that have the *BowlerTrack* and/or *Instant Replay* option. The surcharge fees can be entered based on the time periods for the bowling center. The practice column applies to open bowlers who select the practice mode (if available) during an open bowling session. The fees set here are automatically charged to bowlers who bowl on lanes with the option enabled. If your bowling center did not purchase either of these options, item 4 will NOT apply.

6. Type in the required number to change and press **ENTER**. Type in the new value and press **ENTER**. Press **RESET** to exit from the routine.

Define Bowler Donations

At the *Special Functions* screen:

1. Type **3** and press **ENTER**. The *Bowling Rates* menu is displayed.
2. Type **5** and press **ENTER**. The *Bowler Donations* screen is displayed.
3. Type the number you want to change and press **ENTER**.
4. Item 1 is a **Y** or **N** answer.
5. Items 2 through 7 require an amount to be entered (no decimal point).

Define Special Bowling Rates

At the *Special Functions* screen:

1. Type **3** and press **ENTER**. The *Bowling Rates* menu is displayed.
2. Type **6** and press **ENTER**. The *Special Bowling Rates* screen is displayed.

NOTE: Because all 90 special rates will not fit on one screen, type in the screen page # and **ENTER** to toggle between pages.

3. Type a rate number and press **ENTER**. The cursor moves to the **TYPE** field for the item. Press **HELP** for a list of available types.

NOTE: To erase a special rate, press **ENTER** when the cursor is in the **TYPE** field. The prompt “DO YOU WANT TO ERASE RATE XX?” is displayed. Type **Y** and press **ENTER** to erase the selected rate.

4. Type one of the codes below and press **ENTER**. Press **RESET** to exit the list.

G = Game
T = Time
D = Discount
F = Flat
B+ = BowlerTrack
I+ = Instant Replay
+ = Bowling Mode G, T, F

5. Type in the name of the special rate and press **ENTER**. Rate names can be up to 10 characters long (including spaces). The cursor moves to the COST field.
6. Type in the amount to be charged or the discount and press **ENTER**.
 - a. If a per game rate is entered, the cursor moves to the # OF GAMES field. Go to step 7.
 - b. If a per hour bowling rate is entered, the cursor moves to the next TYPE field. Go to step 8.
7. Type in the number of games for this rate and press **ENTER**. The cursor moves to the TYPE field for the next item.

***NOTE:** If 3 is entered, bowlers receive three games for the price entered. This is called "split pricing." If this option is used, the rate can only be used in multiples of this value.*

8. Repeat steps 3 through 7 to enter additional special bowling rates.
9. This completes the steps to define the Special Bowling Rates. Exit the special function.

Payment Types

A “Payment Type” is a form of payment other than cash (i.e., credit cards, gift certificates, house charges, etc.) Up to nine different payment types can be defined. On the Summary Reports, the total receipts show the details of each payment type used.

Define Payment Types

At the *Special Functions* screen:

1. Type **4** and press **ENTER**. The *Payment Types* screen is displayed.
2. Type in the Payment Type number and press **ENTER**. The cursor moves to the NAME of the payment type. To delete a Payment Type, go to step 3. To add or change a Payment Type, go to step 4.
3. Press **ENTER**. The prompt “ARE YOU SURE YOU WANT TO ERASE THIS PAYMENT TYPE?” is displayed. If so, type **Y** and press **ENTER** to erase the payment type. If an error was made and the payment type is not to be deleted, type **N** and press **ENTER**.
4. Type in the payment type name (i.e. VISA, MASTERCARD, etc.) and press **ENTER**. The Payment Type name can be up to 12 characters. The cursor moves to the ALLOW OVER? column. The prompt “DO YOU WANT TO ALLOW PAYMENT GREATER THAN AMOUNT DUE (Y-N)?” is displayed.
5. Press **Y** to allow over-payment, or **N** to not allow over-payment and press **ENTER**.

NOTE: Setting the “ALLOW OVER” field to N will prevent the desk operator from accepting a payment (i.e., check or charge card) which is more than the amount due for this type of payment.

6. This completes the steps to define the Payment Types. Exit the special function.

Taxes

This Special Function is used to define up to nine tax rates. Pre-set tax rates can be automatically included or added into the price of department sales, shoe/cue rental, billiards, or bowling prices. The taxes added to these items can also be deducted manually by pressing the **TAX XCPT** key.

Sales transactions may be taxed with up to four of the nine definable tax rates. These taxes may either be added to the price or included in the cost. Separate tax rates may be defined for open play, league bowling, and tournament bowling.

Define Tax Rates

At the *Special Functions* screen:

1. Type **5** and press **ENTER**. The *Type of Tax Rates* screen is displayed.
2. Type **1** and press **ENTER**. The *Tax Rates* screen is displayed.
3. Type in the item number and press **ENTER**. The cursor moves to the PERCENT RATES field for the item.
4. Type in the tax rate and press **ENTER**. The cursor moves to the NAME field.

NOTE: To enter 6 percent, type in 6000. The system inserts the decimal point. If the user presses **ENTER** at the PERCENT field the prompt "ARE YOU SURE YOU WANT TO ERASE TAX #?" is displayed.

*Y = tax is listed as .000, with no description.
N = cursor returns to PERCENT RATE field.*

5. Type the name of the tax (up to 10 characters) and press **ENTER**. If no description is needed, press **ENTER**. The cursor moves to the PERCENT RATE field for the next item.
6. Repeat steps 4 and 5 for all additional tax rates.
7. This completes the steps to define the Tax Rates. Exit the special function.

Define Bowling Taxes

At the *Special Functions* screen:

1. Type **5** and press **ENTER**. The *Tax Rates* screen is displayed.
2. Type **2** and press **ENTER**. The *Bowling Taxes* screen is displayed.
3. Type in the number assigned to the type of bowling being taxed and press **ENTER**.

4. The tax rate number corresponds with the bowling center's pre-set tax rate(s). Type a tax rate number (**1-9**) for each of the tax fields as applicable and press **ENTER**. If no other tax is required, type in **Ø** (zero) for each column and press **ENTER**. The cursor moves to the INCLUDED IN COST? field.
5. Type **N** to have the tax added to the bowling price, or type **Y** to indicate the tax is included in the price, then press **ENTER**.

NOTE: If taxes are included in the sale of an item, the DRS Summary Reports will separate the tax and the cost of the item.

*NOTE: Taxes included in the price may not be removed with the **TAX XCPT** key.*

Define Billiard Taxes

At the *Special Functions* screen:

1. Type **5** and press **ENTER**. The *Tax Rates* screen is displayed.
2. Type **3** and press **ENTER**. The *Billiards Taxes Entry* screen is displayed.
3. Type **1** and press **ENTER**. The tax rate number corresponds with the bowling center's pre-set tax rate(s). Type a tax rate number (**1-9**) for each of the tax fields (as applicable) and press **ENTER**. If no other tax is required, type in **Ø** (zero) for each column and press **ENTER**. The cursor moves to the INCLUDED IN COST? field.
4. Type **N** to have the tax added to the billiards sale, or **Y** to indicate the tax is included in the price, then press **ENTER**.

NOTE: If taxes are included in the sale of an item, the DRS Summary Reports will separate the tax and the cost of the item.

*NOTE: Taxes included in the price may not be removed with the **TAX XCPT** key.*

5. This completes the steps to define the Billiards Taxes. Exit the special function.

Shoe Rates

Define Shoe Rental Rates

At the *Special Functions* screen:

1. Type **6** and press **ENTER**. The *Shoe Rates* screen is displayed.

2. Type in the rate number to be defined and press **ENTER**. The cursor moves to the selected SHOE RATE field.
3. Type in the amount to be charged for shoes and press **ENTER**. The cursor moves to the TAX RATE TYPE (0-9) field.
4. The tax rate corresponds with the bowling center's pre-set tax rate(s). Type a tax rate number (**1-9**) for each of the tax fields (as applicable). If no other tax rate is required, type **Ø** (zero) for each column and press **ENTER**. The cursor moves to the INCLUDED IN COST? field.
5. Type **Y** (tax included) or **N** (tax not included) and press **ENTER**. The cursor moves to the next rate number.
6. Repeat steps 3 through 5 to define additional shoe rental rates. Type **Y** (tax included) or **N** (tax not included) and press **ENTER**. The cursor moves to the next rate number.

Department Names

The bowling center can have up to 20 retail departments. Each department can have its own tax rates, which can be included in the price of items purchased from the department or added to the price.

Each department is identified by a letter, which is typed by the Control Desk operator when entering transactions for the department.

NOTE: It is not necessary to assign department names for open bowling, league bowling, tournament bowling, rental shoes or billiards.

Define a Retail Department

At the *Special Functions* screen:

1. Type in **7** and press **ENTER**. The *Department Keys and Names* screen is displayed.
2. Type in a department number and press **ENTER**. The cursor moves to the KEY (A-Z) field for the selected item.
3. Type a letter from **A** through **Z** and press **ENTER**. The cursor moves to the NAME (10 CHAR) field.

NOTE: The Control Desk operator presses the letter identified to enter sales for that department. To help operators remember department letters, select a letter that corresponds with the department name, for example, C for "candy." Letters cannot be used twice.

4. Type the department name and press **ENTER**. The department name can be up to 10 characters including spaces. The cursor moves to the TAX RATE TYPE (0-9) field.

5. Type a tax rate number (**1-9**) or **ENTER** for no tax in each tax field and press **ENTER**. The tax rate number corresponds with the bowling center's preset tax rate(s). The cursor moves to the INCLUDED IN COST? (N-Y) field.
6. Type **Y** (tax included) or **N** (tax not included) and press **ENTER**. The cursor moves to the next item number.
7. Repeat steps 4 through 6 to define additional departments.
8. This completes the steps to define the Department Names. Exit the special function.

Erase A Department

At the *Special Functions* screen:

1. Type **7** and press **ENTER**. The *Department Keys and Names* screen is displayed.
2. Type the department number to erase and press **ENTER**. The cursor moves to the KEY (A-Z) field for the department.
3. Press **ENTER**. The prompt "ARE YOU SURE YOU WANT TO ERASE THIS DEPARTMENT?" is displayed. Type **Y** to erase the department entirely. Type **N** to return to the KEY position.
4. This completes the steps to erase a Department Name. Exit the special function.

Prepaid Bowling

The prepaid bowling warning defines when the prepaid bowling warning indicator is displayed on the *Lane Status* screen and when the prepaid bowling warning color is displayed on the overhead monitors.

The prepaid bowling lane shut-off time defines when prepaid lanes turn off after the prepaid time expires or the games end.

Define Prepaid Bowling

At the *Special Functions* screen:

1. Type **8** and press **ENTER**. The *Prepaid Bowling screen* is displayed.
2. To define the prepaid game bowling warning, type **1** and press **ENTER**. The cursor moves to the SCREEN WARNING WILL BEGIN field in the GAME BOWLING section.

3. Type the number of frames prior to the end of the bowler's last game, that the prepaid bowling warning indicator and color is displayed and press **ENTER**. The number of frames entered here is based on the total number of frames remaining for all bowlers. For example, if five frames are selected, the screen warning begins in the fifth frame if one bowler is entered, but will not occur until after nine frames are bowled if five bowlers are entered. The number of frames are displayed and the cursor moves to the LANE SHUT-OFF WILL OCCUR field.

NOTE: If no prepaid bowling warning indicator and color is to be displayed, enter 0 frames.

4. Type the number of frames after the end of the bowlers' last paid frame that the lanes will turn off and press **ENTER**. The number of frames is displayed and the cursor moves to the SCREEN WARNING WILL BEGIN field in the TIME BOWLING section.

NOTE: If no additional frames are allowed or if the bowling center does not have automatic scorers, enter 0 frames.

5. Repeat steps 3 and 4 to enter prepaid warning and lane shut-off times. Times must be entered using minute increments for the timed bowling and automatic scorer shutdown.

NOTE: The TIME DONE TO PINSETTER OFF field is used to allow time for the last ball thrown to be returned before the pinsetter turns off.

NOTE: The TIME FROM MESSAGE OFF - TO SCORER OFF field is used to set the length of time to allow prepaid bowlers the option of extending the bowling session.

6. This completes the steps to define Prepaid Bowling. Exit the special function.

Bonus Frames

The system counts the number of games played to turn the lanes off and determine prices. Therefore, it needs to know when a game ends. If the bowling center has automatic scorers, this special function *does not* apply, *unless* the scorers are run in the stand-alone mode.

NOTE: This option is not available with Frameworkx scorers.

If the bowling center has automatic scorers, the game-end information comes from the scorers as games and extra frames. If the bowling center does not have automatic scorers, the game-end information comes from the pinsetters as frames only. The frame count received from the pinsetters represents the number of times the machine sets a new set of pins. Therefore, it is possible to have up to 13 frames on the meter without the bowlers throwing practice balls, pinsetter errors, or extra balls.

IMPORTANT: If the bowling center does not have automatic scorers or if the lanes are operating in stand-alone mode, the minimum and maximum number of frames that make up a game must be defined. This was done at the time of installation, but if discrepancies are suspected, it is advisable to review these settings and compare them to actual lineage bowled.

The user can define the minimum and maximum number of frames that make up one game and a series of games.

Define Bonus Frames

At the *Special Functions* screen:

1. Type **9** and press **ENTER**. The *Bonus Frames Per Game* screen is displayed.
2. Type **1** and press **ENTER** to define one game. The cursor moves to the **MINIMUM FRAMES** field.
3. Type the minimum number of frames that make up one game and press **ENTER**. The cursor moves to the **MAXIMUM FRAMES** field.
4. Type the total number of frames, including minimum frames, that make up one game and press **ENTER**, or press **ENTER** to not add more frames. The maximum frames value is displayed and the cursor moves to the line for two games.

NOTE: If ENTER is pressed at the MAXIMUM FRAMES field, the minimum and maximum frames are the same.

5. Repeat step 4 to enter minimum and maximum frames for two through nine games. After entering the minimum and maximum frames for nine games, the cursor moves to the **OVER 9 GAMES** field.
6. Type the minimum and maximum frames to be used for each game over nine games and press **ENTER**. The minimum and maximum frame values are displayed and the cursor returns to the bottom of the screen.
7. This completes the steps to define Bonus Frames. Exit the special function.

Slow Bowler Time

Slow bowler time is the number of seconds that must elapse, without a frame being bowled, before the slow bowler indicator is displayed on the *Lane Status* screen and the slow bowler color is shown on the overhead displays. The pinsetter may also be set to turn off if no bowling has occurred for a specified time period. The pinsetter inactivity time is activated **AFTER** the slow bowler time has elapsed. Both features apply to open play mode only.

Define Slow Bowler Time

At the *Special Functions* screen:

1. Type **10** and press **ENTER**. The *Slow Bowling* screen is displayed. The current slow bowling and pinsetter inactivity times are displayed.
2. Type the number indicating whether you would like to change Slow Bowling Time or Pinsetter Activity Time. Press **ENTER**.

For Slow Bowling Time:

- Type the number of seconds (**0-9999**) that must pass before the slow bowling indicator and colors are displayed. Press **ENTER**.

For Pinsetter Inactivity Time:

- Type the number of seconds (**0-9999**) that must pass before the pinsetters are turned off. Press **ENTER**.

Enter **0** (zero) seconds if you do not want the slow bowling indicator and color to display or you do not want the pinsetters to turn off.

NOTE: *The pinsetter activity time will begin after the slow bowling time expires. If the slow bowler time is set to 0 (zero), the pinsetter inactivity time will have no effect.*

Money Round-off

Charges for time bowling and billiards can be rounded off. This feature only rounds-off the amount of the sale. If tax is added, the total amount due could still be an odd amount.

Define the Round-Off Amount Charged

At the *Special Functions* screen:

1. Type **11** and press **ENTER**. The *Round-off of Amount Charged* screen is displayed.
2. Type **1** and press **ENTER**. The cursor moves to the **TIME CHARGES WILL BE CALCULATED** field.
3. Type the number of the round-off method to use and press **ENTER**. The description of the round-off method changes. If **1**, **2**, or **3** is selected, the cursor moves to #2 on the screen (step 4). If **4** is selected, go to step 5.

1 - Calculates to the lowest amount. \$1.53 rounds off to \$1.50.

2 - Calculates to the nearest amount. \$1.53 rounds off to \$1.55.

3 - Calculates to the highest amount. \$1.51 rounds off to \$1.55.

NOTE: The above examples assume that step 4 is to: .05.

4 - Calculates the exact charge.

4. "TIME CHARGES WILL BE CALCULATED TO THE NEAREST _____." The user enters in any amount from .02 to 100.00. The amount entered is what each time charge is rounded-off to.
5. This completes the steps to define the Round-off Amount. Exit the special function.

Miscellaneous Information

Various other settings can be defined. They are:

- Bowling preparation time for time bowling
- The minimum charge for time bowling
- The end of the business day for reporting purposes
- Location for printing of the shift report
- Control for print/view of the shift report
- Control for splitting games at check-out
- Control for customer display

Define Miscellaneous Information

At the *Special Functions* screen:

1. Type **12** and press **ENTER**. The *Miscellaneous Information* screen is displayed.
2. Type **1** and press **ENTER** to set the bowler walk-down time. Type the number of minutes the center uses for walk-down time and press **ENTER**. The cursor moves to the next field. If the user does not want to change the next field, press **RESET**.

NOTE: Walk-down time is free time which is used to allow the bowlers to change shoes, select a house ball or to wait in line to pay if participating in a post paid environment.

3. To set a minimum time charge for time bowling, type the number of minutes and press **ENTER**. The cursor moves to the next field. If the user does not want to change the next field, press **RESET**.
4. To set the time of the business day to end, type the time as shown on a 24-hour clock. The time is displayed as shown on a 12-hour clock. (Ex: 2230 = 10:30PM.) The cursor moves to the next field. If the user does not want to change the next field, press **RESET**.

NOTE: The time that is set is used by the Daily Reporting System to produce the Cash Summary, Shift and Daily Reports, and the General Ledger Cash Total Reports. If the end of business time is set at 05:00, the desk operator or manager has until 05:00 to close out (reset to zero) the cash register. By doing this before 05:00, the cash totals are included in the previous days totals. If the center sets the time at 05:00 and does not close out the night shift until 05:00, the totals for that shift are on the next day's cash reports.

5. To change where the Control Desk Shift Report is printed, select one of the options (0-2) and press **ENTER**. The cursor returns to the bottom of the screen.

If **1** is selected, the Shift Report will print on the receipt printer.

If **2** is selected, the Shift Report will print on the office printer.

If **0** is selected, the Shift Report will NOT be printed.

***NOTE:** Even if \emptyset (no report) is selected, the DRS operator can still request a printout on the Office printer.*

6. Type **5** and press **ENTER** to change the response for printing a Control Desk Shift Report.
 - a. Type **Y** and press **ENTER** if the report is to print, even if the operator cannot view the shift report at the Control Desk. This is the recommended format if the Shift Report is being printed at the office printer instead of the receipt printer. (Refer to #4 on the screen display.) The cursor returns to the bottom of the screen.
 - b. Type **N** and press **ENTER** if the shift report is NOT to be printed for an operator that is not authorized to view the report. The cursor returns to the bottom of the screen.
7. Type **6** and press **ENTER** to split bowling rates for a lane issued in one time period and checked-out in another time period (for Postpaid bowling only.)
 - a. Type **1** and press **ENTER** if all bowling will be charged using the rate at the time the lane was issued.
 - b. Type **2** and press **ENTER** if all bowling will be charged at the rates in effect at the time of check out.
 - c. Type **3** and press **ENTER** for the computer to split the games bowled between two time periods.

***NOTE:** All games are recorded in the time period when the game started.*

***NOTE:** Time bowling is automatically split, if rates change due to a time period change.*

8. Type **7** and press **ENTER** to determine what information the customer display will show during a transaction at the Control Desk.

9. Press **ENTER** to toggle between the SECURITY and STANDARD display.

***NOTE:** The security setting will only show the amount due during a transaction while the Standard Setting will show the amount due until the **CASH** key is pressed. Once the **CASH** key is pressed, the change due to the customer is displayed.*

10. Press **RESET** to accept the setting when it is correctly displayed.
11. This completes the steps to define the Miscellaneous Information. Exit the special function.

Billiards

The Billiards special function allows the user to define the billiards operation for the bowling center. The options are:

- Preset rates for billiards
- Cue rental rates
- Collateral types
- Miscellaneous billiards information

Preset weekday and holiday rates for billiards, plus separate rates for up to four time periods per day can be defined. Up to three billiard cue rates can be defined in a manner very similar to defining shoe rental rates for bowling. Each billiard rate can have its own tax rate which may or may not be included in the price.

***NOTE:** All billiards are charged on either a time or a discount basis. There are no game rates for billiards.*

***NOTE:** The computer's calendar and clock place the rates defined into effect. For rates to be used properly, it is important the calendar and clock are correct. See Chapter 2 to set the calendar and clock.*

Define Billiard Time Periods

At the *Special Functions* screen:

1. Type **13** and press **ENTER**. The *Billiard Rates* screen is displayed.
2. To display the number of time periods in effect, type **1** and press **ENTER**. The *Billiard Rates Time Period Information* screen is displayed.

3. The user can enter up to four time periods for automatic billiard rate changes. These time periods can be different than those defined for time bowling. Type **1** and press **ENTER**. The cursor moves to the NUMBER OF TIME PERIODS (1-4) field.
4. Type a number (**1-4**) and press **ENTER**. A field for each time period is displayed. The cursor is in the START OF PERIOD field for the first time.

***NOTE:** Always enter start times in order from morning to night. If a billiards game is played before the day's first time period, it is charged at the previous night's rate until the first time period starts.*

5. Type the time of day the first time period starts (use 24-hour time) and press **ENTER**. The time of day is displayed as shown on a 12-hour clock. (For example, 0600=6:00 AM and 1700 = 5:00 PM.) The cursor moves to the next START OF PERIOD field.
6. Repeat step 5 to enter information for the rest of the time periods. The cursor returns to the bottom of the screen.
7. This completes the steps to define the Billiards Time Periods. Exit the special function.

***NOTE:** After defining the number of time periods for billiards, the weekday and holiday rates for each time period must be entered.*

Enter Weekday Rates for Billiards

At the *Special Functions* screen:

1. Type **13** and press **ENTER**. The *Billiard Rates* screen is displayed.
2. Type **2** and press **ENTER**. The *Billiard Weekday Rates* screen is displayed. The screen lists the Control Desk terminal rate keys and displays a column for each time period.
3. Type the number of the rate to define and press **ENTER**. The cursor moves to the first time period for the billiard rate.
4. Type the amount to be charged per hour and press **ENTER**. The cursor moves to the next time period.
5. Repeat step 4 for each time period. When a billiard rate is completed, the cursor moves to the line for the next billiard rate.
6. This completes the steps to define the Billiards Rates. Exit the special function.

If the user wants to define separate rates for weekdays and holidays, use this operation. The Center Management System automatically charges weekday rates on weekdays and holiday rates on weekends. Even if separate rates for weekdays and holidays are not charged, the holiday rates must still be entered. Enter the same prices for both.

Enter Holiday Rates for Billiards

At the *Special Functions* screen:

1. Type **13** and press **ENTER**. The *Billiard Rates* screen is displayed.
2. Type **3** and press **ENTER**. The *Billiard Holiday Rates* screen is displayed. The screen lists the Control Desk terminal rate keys and displays a column for each time period.
3. Type the number of the rate to define and press **ENTER**. The cursor moves to the first time period for the billiard rate.
4. Type the amount to be charged per hour and press **ENTER**. The cursor moves to the next time period.
5. Repeat step 4 for each time period. When a billiard rate is completed, the cursor moves to the line for the next billiard rate.
6. This completes the steps to define the Holiday Rates for billiards. Exit the special function.

Special Billiard Rates

Up to 90 special billiard rates can be defined. Special rates are used to:

- Charge non-standard prices
- Provide discounts

There are two types of special rates: time (a per hour rate) and discount. To help organize the special rates and help Control Desk operators remember special rate numbers, it is recommended that similar rates be grouped together.

Define Special Billiard Rates

At the *Special Functions* screen:

1. Type **13** and press **ENTER**. The *Billiard Rates* screen is displayed.
2. Type **4** and press **ENTER**. The *Special Billiards Rates* screen is displayed.
3. Type an item number and press **ENTER**. The cursor moves to the **TYPE** field for the item.
4. Type **T** or **D** and press **ENTER**.
T - Specifies a per-hour rate
D - Specifies a discount
5. Type the name of the special rate and press **ENTER**. The name can be up to 10 characters including spaces. The cursor moves to the **COST** field.
6. Type the price to be charged or amount of the discount in cents and press **ENTER**. (Do not use decimals, punctuation, or special characters.) The cursor moves to the **TYPE** field for the next item.
7. Repeat steps 3 through 6 to enter additional special billiard rates. Because all 90 special rates will not fit on one screen, type in the screen page # and press **ENTER** to toggle between pages.
8. This completes the steps to define special billiard rates. Exit the special function.

Cue Rental

Up to three cue rental rates can be defined in a manner very similar to defining shoe rental rates for bowling. Each cue rental rate can have its own tax rate which may or may not be included in the price. A cue rental rate may also have no tax.

Define Cue Rental Rates

At the *Special Functions* screen:

1. Type **13** and press **ENTER**. The *Billiard Rates* screen is displayed.
2. Type **5** and press **ENTER**. The *Cue Rate* screen is displayed.

3. From the *Cue Rates* screen, cue rates are entered exactly the same way as shoe rates are entered for bowling. Type in the amount to be charged for cues and press **ENTER**. The cursor moves to the TAX RATE TYPE (0-9) field.
4. The tax rate corresponds with the bowling center's pre-set tax rate(s). Type a tax rate number (**1-9**) for each of the tax fields (as applicable). If no other tax rate is required, type **Ø** (zero) for each column and press **ENTER**. The cursor moves to the INCLUDED IN COST? field.
5. Type **Y** (tax included) or **N** (tax not included) and press **ENTER**. The cursor moves to the next rate number.
6. Repeat steps 3 through 5 to define additional cue rental rates. Type **Y** (tax included) or **N** (tax not included) and press **ENTER**. The cursor moves to the next rate number.

NOTE: The SHOE key is used for both shoe and cue rentals.

Collateral Types

Both the maximum and minimum amounts (deposits) and up to nine other types of collateral can be defined for billiards. Deposits are charged toward time on the table. When the deposit is used up, any further charges are added. Unused deposits are returned to the players.

Define Types Of Collateral

At the *Special Functions* screen:

1. Type **13** and press **ENTER**. The *Billiard Rates* screen is displayed.
2. Type **6** and press **ENTER**. The *Billiards Collateral* screen is displayed.
3. Type an item number and press **ENTER**. The cursor moves to the field for that item number.
4. Type the name of the collateral type (12 characters maximum) and press **ENTER**. The cursor moves to the next field.
5. Repeat step 4 until all collateral types have been entered.
6. To enter amounts for cash collateral, type **10** and press **ENTER**. The cursor moves to the MINIMUM CASH COLLATERAL field.
7. Type the amount and press **ENTER**. The cursor moves to the MAXIMUM CASH COLLATERAL field.

8. Type the amount and press **ENTER**. The cursor moves to the bottom of the screen.

***NOTE:** If cash is collected as collateral when issuing a billiard table, the amount must fall between the minimum and maximum amounts set in steps 6 and 7. This cannot be overridden by the Desk Operator.*

9. This completes the steps to define the Collateral Types. Exit the special function.

Miscellaneous Billiards Information

The system lets the user define other billiards settings. They are:

- The total number of billiard tables
- Whether the number of players must be entered to “turn on” a table
- The minimum charge for billiards
- When a screen warning for completion of prepaid billiard time begins to flash

Define Miscellaneous Information

At the *Special Functions* screen:

1. Type **13** and press **ENTER**. The *Billiard Rates* screen is displayed.
2. Type **7** and press **ENTER**. The *Billiards Miscellaneous Information* screen is displayed.
3. To enter or change the number of billiards tables in the bowling center, type **1** and press **ENTER**. The cursor moves to the field for this item. Type the number of tables and press **ENTER**. The cursor moves to the bottom of the screen.

***NOTE:** If \emptyset is entered for the number of tables, then the Billiards program would not be available for use by the Control Desk Operator.*

4. To indicate if the number of players must be entered before a table can be turned on, type **2** and press **ENTER**. The cursor moves to the field for item 2. Answer by typing **Y** or **N** and press **ENTER**. The cursor moves back to the bottom of the screen.
5. To set the minimum charge for billiards, type **3** and press **ENTER**. The cursor moves to the field for item 3. Next, type the number of the option and press **ENTER**.
 - a. If \emptyset is entered, there is no minimum charge for billiards.

- b. If **1** is entered, the cursor moves to the field for A MINIMUM OF TIME. Type the minimum time the players are charged and press **ENTER**.
- c. If **2** is entered, the cursor moves to the field for A MINIMUM OF MONEY. Type the minimum amount of money the players are charged and press **ENTER**.

NOTE: Once a minimum time for billiards has been defined, the cursor moves to the bottom of the screen.

6. A time period (in minutes) can be set to display a screen warning on the control desk terminal prior to the end of prepaid billiards. Type **4** and press **ENTER**. The cursor moves to the MINUTES field for item 4. Type the number of minutes and press **ENTER** again. The cursor moves back to the bottom of the screen.
7. This completes the steps to define the Miscellaneous Info. Exit the special function.

Receipts

The user can specify which transactions will have receipts printed automatically.

Define Receipt Transactions

At the *Special Functions* screen:

1. Type **14** and press **ENTER**. The *Receipt Printer* screen is displayed.
2. Type an item number (**1-6**) and press **ENTER**. The cursor moves to the item.
3. Type **Y** or **N** and press **ENTER**. The cursor moves to the next item. For items 1-6 on the *Receipt* screen:
 - Y-** A receipt WILL print automatically after completion of the transaction.
 - N-** A receipt WILL NOT print after completion of the transaction.

NOTE: If the user presses ENTER at any item, the item is set to N. The transaction does not print a receipt. Even with this field set to N, the Desk Operator may request a receipt by pressing the SHEET key.

4. If necessary, repeat steps 2 and 3 to change the status for additional transactions.

5. If the user selects #7 “DO YOU WANT TO ALLOW OPERATOR TO REPRINT LAST RECEIPT?”, typing **Y** and pressing **ENTER** allows the Control Desk operator to print or reprint a receipt, by pressing **SHEET**, for the last transaction completed. Typing **N** and pressing **ENTER** will not allow a print or reprint of the last completed transaction.
6. Type **8** and press **ENTER** to select whether you wish to have VAT taxes printed on the receipts.
7. Type **Y** to print VAT taxes on receipts or type **N** to NOT print VAT taxes on receipts. Press **ENTER**. If you selected **Y**, go to step 8. If you selected **N**, go to step 9.
8. Type the description that you wish printed on the receipt for VAT tax and press **ENTER**, A maximum of 10 characters may be used for the descriptor.
9. Type **9** and press **ENTER** to define the messages that will print on the top and/or bottom of the receipts.

***NOTE:** Each desk terminal can have different messages for the receipts. You must define the message for each terminal separately.*

10. Type the number of the terminal that you wish to define the receipt message for and press **ENTER**.
11. Type **1** or **3** and press **ENTER** to define a message for the top and/or the bottom of the receipts.
12. Type the message of your choice. Press **ENTER** at the end of each line.

***NOTE:** The message may contain up to five lines with 40 characters per line. Although the lines do not appear centered on the terminal display, they will be centered on the receipt.*

13. Type **2** or **4** to indicate whether you wish to have the receipt message appear in red. Press **ENTER**.
14. Type **Y** or **N** to indicate whether you want the receipt message to appear in red. Press **ENTER**.

Y - Message will be printed with red ink.
N - Message will be printed with black ink.

15. This completes the steps to define the Receipt Transactions. Exit the special function.

Scorer Info

Under Special Function 15, the user is able to define scorer defaults, automatic shutdowns, overhead colors, messages and optional scorer features.

Change Scorer Defaults

At the *Special Functions* screen:

1. Type **15** and press **ENTER**. The *Scorer Info* screen is displayed.
2. Type **1** and press **ENTER**. The scorer defaults are displayed.

The cursor moves to the DO YOU WANT TO PRINT BOWLING SCORESHEETS (Y-N) FOR OPEN BOWLING? field.

- Y** - Automatically prints a scoresheet at the Control Desk scoresheet printer when the bowler completes a game.
- N** - Does not automatically print a scoresheet.

3. Type **Y** or **N** and press **ENTER**. The cursor moves to the LEAGUE BOWLING field.
4. Repeat step 3 to enable automatic scoresheet printing for LEAGUE OR TOURNAMENT BOWLING. The cursor moves to the STARTING LANE # FOR 2ND SCORESHEET PRINTER (IF APPLICABLE) field.

NOTE: *If the automatic scoresheet printing is not enabled, the user can still print scoresheets for individual lanes at the Control Desk terminal.*

5. Type the starting lane number for the bowling center's second scoresheet printer if applicable and press **ENTER**. If the bowling center does not have a second scoresheet printer, enter a **Ø**. The cursor moves to the AUTOMATIC VIDEO field.
6. Type **Y** or **N** and press **ENTER** to have the scorer default to automatic video when the scorers are turned off. The cursor moves to the PRIMARY LANGUAGE field.

- Y** - Overhead screens display video when turned off.
- N** - Overhead screens go blank with "AS" scorers and display logo screen with Frameworkx scorers.

NOTE: *The VCR must be on for the video to display.*

NOTE: *Automatic advertising takes precedence over automatic video if both features are enabled for a lane.*

7. Type the number indicating the language to be set as the default language. Press **ENTER**.

- | | |
|--------------------|----------------|
| 1. English | 8. Italian |
| 2. Chinese | 9. Japanese |
| 3. Dutch | 10. Korean |
| 4. Finnish | 11. Portuguese |
| 5. French | 12. Spanish |
| 6. French-Canadian | 13. Swedish |
| 7. German | |

WARNING: Do not select a language as the default unless your scorers are equipped with the appropriate keyboards. For example, do not set default to Korean if you have English keyboards.

NOTE: For the “AS” family of scorers, there are only two languages available. Select “Primary” to set the default to English, select “Secondary” to set the default to the second language for your scorer.

8. This completes the steps to define the Scorer Defaults. Exit the special function.

Automatic Shutdown - League/Tournament

League/tournament lanes can be set to turn off automatically. The shut-off times define when the scorer and pinsetter turn off at the completion of a league/tournament series.

If the automatic scorer and pinsetter shut-off times are not defined, the Control Desk operator must manually turn the lanes off.

At the *Special Functions* screen:

1. Type **15** and press **ENTER**. The *Scorer Info* screen is displayed.
2. Type **2** and press **ENTER**. The automatic shutdown options are displayed.
3. To enter the pinsetter shut-off time, type **1** (for league/tournament). Press **ENTER**. The cursor moves to the TIME FROM BOWLING DONE TO PINSETTER OFF field.
4. Type the number of seconds, after completion of bowling, that the pinsetter is turned off and press **ENTER**. The cursor moves to the TIME FROM PINSETTER OFF TO SCORER OFF field.

NOTE: If the user does not want the pinsetters to shut off automatically at the end of the series, enter **0** seconds. The pinsetter must be manually shut off through the Control Desk terminal (using the **LANE OFF** key).

5. Type the number of minutes delay between pinsetter shutdown and scorer shutdown. Press **ENTER**.

NOTE: The time set here is to allow adequate time for bowlers to write down their scores.

6. This completes the steps to define Automatic Shutdown. Exit the special function.

Overhead Monitor/Scorer Console Colors

To help the Control Desk operator manage the lane activity, the Center Management System allows the user to assign different color settings for each type of play and special events. This helps to keep the Control Desk operator aware of the current lane activity at a glance. Because the defining of colors is different between the AS-Family of scorers and the Frameworkx scorers, the operator should make sure they are using the proper information for the type of scorers in their center.

View/Change Values of Stored Colors (Frameworkx Scorers)

On the Frameworkx scorers, each color setting is made up of 10 groups, each one defines the color for a group of display items on the overhead monitors or the scorer console. Each color is assigned a letter from A through W. The letters may be assigned to more than one type of play, if desired.

To change the color value settings for a “color letter,” perform the following steps.

At the *Special Functions* screen:

1. Type **15** and press **ENTER**. The *Scorer Info* screen is displayed.
2. Type **3** and press **ENTER**.
3. Type the lane number you wish to use and press **ENTER**.

NOTE: When changing color values, you should select a lane/overhead that is not in use and is within easy viewing from the Control Desk. This allows you to view the colors as they are changed.

4. Type **Y** or **N** and press **ENTER** to acknowledge the prompt indicating that old scores will be lost for this lane. Type the lane number you wish to use and press **ENTER**. Using the “Restore Lane” feature will not work to recover the scores for this lane.

NOTE: The system stores a color palette to choose from when changing colors. Only the 16 colors listed may be used to set the colors.

5. Type a number (**1-10**) and press **ENTER** to indicate the group that you wish to change.

If **Background** is highlighted, the color for the background will be changed.

If **Active Background** is highlighted, the color for the background of the active bowler will be changed.

If **Inactive Background** is highlighted, the color for the background of the inactive bowler will be changed.

If **Forms** is highlighted, the color for the scoresheet grid will be changed.

If **Active Characters** is highlighted, the color for the characters for the active bowler name and scores will be changed.

If **Inactive Characters** is highlighted, the color for the characters for inactive bowler name and scores will be changed.

If **Button Fill** is highlighted, the color for the background of the bowler name at the top of the scoresheet will be changed.

If **Button Text** is highlighted, the color for the text of the bowler name at the top of the scoresheet will be changed.

If **Message Fill** is highlighted, the color for the background of banner messages will be changed.

If **Message Text** is highlighted, the color for the text of the banner messages will be changed.

6. Type the number of the color you wish to use. The color palette is displayed for reference. Press **ENTER** to change the color.

***NOTE:** Changes to Button Fill and Button Text have no effect since the colors for the softkeys are preprogrammed.*

***NOTE:** Be careful when changing colors. For example, it is not recommended that you change the active bowler text and the background to the same color. This will make the entire display unreadable.*

7. Repeat step 5 for each of the groups that you wish to change.

8. Press **ENTER** to save the new settings or press **RESET** to ignore the new settings.

***NOTE:** You may press the letter **D** to reset the color scheme to the factory defaults. By doing so, all settings for this color scheme will return to the original Brunswick settings.*

View/Change Values of Stored Colors ("AS" Family Scorers)

The overhead display is made up of three colored components:

- A background color (for the screen background)
- A forms color (for the scoresheet form)
- A character color (for bowler /team names, and scores)

At the *Special Functions* screen:

1. Type **15** and press **ENTER**. The *Scorer Info* screen is displayed.
2. Type **3** and press **ENTER**.
3. Select an unassigned lane, type the lane number and press **ENTER**. The scorer console and overhead display turn on. The terminal displays the *Change Scorer Default Color* screen.
4. Press a letter that identifies the color. The settings that make up the color are displayed. The cursor is located in the RED field in the BACKGROUND area.

To view a different color, press **RESET** and then press another color letter. You may continue to do this until the color you wish to change is displayed.

5. Before changing the color, go to the selected lane and enter a bowler name, scores, and press **BOWL**. This allows you to view the background, forms, and character colors that you are changing.

Mixing A Color ("AS" Family Scorers)

Each color component, (background, forms, characters) is a mixture of the colors red, green and blue. The amount of each color used in the mixture is expressed as a two-digit number.

The highest two-digit number that can be entered is 63. When 63 is entered, the selected color is used at full intensity.

The lowest two-digit number that can be entered is 00 (double zero). When 00 is entered, the selected color is not used in the mixture.

Many of the colors mixed will contain different intensities of all three colors. You may have to experiment to arrive at the exact colors needed. Adjustment of the mixtures for form and character colors may be required to compensate for the background over which they are used.

***NOTE:** Because the flashing arrows on the overhead displays alternate between the forms and characters colors, there should be enough difference between the colors to make the flashing visible.*

***NOTE:** Message screens use the background and characters colors only. The forms color is usually set to the same color as the background.*

Mixing Background Colors

At the *Change Scorer Default Color* screen:

1. Type the two-digit number for RED and press the right arrow. The cursor moves to the GREEN field.
2. Type the two-digit number for GREEN and press the right arrow. The cursor moves to the BLUE field.
3. Type the two-digit number for BLUE and press the right arrow. The cursor moves to the RED field in the FORMS area. The background color defined is displayed on the selected lane.
4. To change the shade of the displayed color, press the left or right arrows to move the cursor to the component (red, green, blue) to adjust, then press the up or down arrow keys to increase or decrease the color's intensity. The background color change is displayed on the selected overhead display.

Mixing Forms Colors

5. Repeat steps 1 through 4 (under "Mixing Background Colors"). The cursor moves the RED field in the CHARACTERS area.

Mixing Character Colors

6. Repeat steps 1 through 4 (under "Mixing Background Colors"). After entering the values for characters, the cursor remains on the BLUE value entered.
7. To save the defined colors, press **ENTER**. The terminal display returns to the *Change Scorer Default Color* screen. Enter a different color letter or press **RESET** to return to the *Scorer Info* screen.
8. To cancel the changes, press **RESET**. The terminal display returns to the *Change Scorer Default Color* screen. Enter a different color letter or press **RESET** to return to the *Scorer Info* screen.

9. To exit, type **0** (zero) and press **ENTER**. The terminal display returns to the *Scorer Info* screen.

Color Sequence (“AS” Family or Frameworkx Scorers)

In addition to changing the way colors look, the event to which they are assigned can be changed.

When the Center Management System is installed in the bowling center, it contains 23 predefined color schemes identified by letters:

Color Sequences	Factory Default Colors
1. Prepaid Time Bowling	A
2. Prepaid Game Bowling	B
3. Prepaid Warning	C
4. Postpaid Time and Game	D
5. Slow Bowler	E
6. End of Game Message	F
7. Message	G
8. Practice	H
9. Tournament Viewing	I
10. Default Message (Auto Advertising)	J
11. League Sequences	KLMN
12. Tournament Sequences	KLMNKL MNKL

NOTE: To define a new color, replace one of the existing colors. The letters X, Y or Z cannot be used.

Display and Change Color Sequences

At the *Special Functions* screen:

1. Type **15** and press **ENTER**. The *Scorer Info* screen is displayed.
2. Type **4** and press **ENTER**. The current color assignments are displayed.
3. Type the number of the event to have a new color assigned and press **ENTER**. The cursor moves to the color letter for the event.

The following list describes the events for which colors are used:

- The prepaid time bowling color is displayed during prepaid time bowling.
 - The prepaid game bowling color is displayed during prepaid game bowling.
 - The prepaid bowling warning color is displayed when a bowler's prepaid time or games are ready to end.
 - The postpaid bowling color is displayed during postpaid bowling.
 - The slow bowler color is displayed when the preset slow bowler time elapses and no ball is bowled.
 - The game-end message color is displayed at the end of prepaid, league and tournament bowling.
 - The message color is displayed when a message is sent to the overhead display, from the Control Desk.
 - The practice color is displayed when lanes are in practice mode.
 - The tournament viewing color is displayed when tournament scores are displayed on other lanes.
 - The default message color is the color that is displayed when the automatic advertising feature is activated.
 - League color sequences are the game colors displayed during a league series.
 - Tournament color sequences are the game colors displayed during a tournament series.
4. Type the color letter to use and press **ENTER**.
 5. Repeat steps 3 and 4 to assign additional colors to events. A color can be used more than once.

NOTE: *It is recommended that colors not be duplicated when assigning game sequences. Duplicating colors may defeat the purpose of the following warning colors if they are used for more than one purpose:*

1. *Slow Bowling Color*
 2. *Game Ending Message Color*
 3. *Practice Color*
6. This completes the steps to define the Color Sequences. Exit the special function.

Overhead Messages

The system can store up to 15 standard overhead messages for use at any time. They may be used to store holiday greetings, lounge/snack bar specials, birthday, and anniversary announcements, etc.

Add/Change Stored Messages

At the *Special Functions* screen:

1. Type **15** and press **ENTER**. The *Scorer Info* screen is displayed.
2. Type **5** and press **ENTER**. The *Scorer Message* screen is displayed.
3. Type the number of the message to add/change and press **ENTER**. The cursor moves to the first letter in the title for that message.
4. Type in the title of the new message and press **ENTER**. Up to 20 characters in length can be typed. The *Scorer Message Display* screen is displayed.

NOTE: *The arrow keys move the cursor inside the message area. The left and right arrows move the cursor left or right one character. The up and down arrows move the cursor up or down one line.*

*The **BACKSPACE** key erases typed characters. To erase a character, place the cursor on the character or space after the character to erase and press the backspace key. If the backspace key continues to be pressed, the characters to the left are also erased.*

ENTER moves the cursor down one line and automatically centers the line in the text area.

Other characters that can be used are: !, ", #, \$, %, -, and +.

5. Select the type of message and press **ENTER**.
 - Choose **G** to display a graphic file.
 - Press **SHOW** to cursor to the graphic file you will display.
 - Press **RESET** to select the file.
 - Choose **T** to display a text message.
 - Type the message, up to 13 lines and 19 characters per line. To center the text on a line, press **ENTER** at the end of each line.
 - Press **RESET** when you are finished typing the message.

- Choose **S** to display a scrolling banner message across the overhead monitors.
 - Type the message, up to 80 characters.
 - Press **RESET** when you are finished typing the message.
- Choose **D** to set the default number of times or length of time the message will be displayed.
 - Type the number of times between **1-99** and the length of time between **0-99** minutes and **0-59** seconds. If you do not choose **“D,”** the default time is “forever” or until you manually cancel the message.

The message may be canceled before the default time by typing the lane numbers and pressing **MESSAGE** two times.

6. Press **MESSAGE** to save the message that was just entered. The display returns to the *Scorer Message* screen.
7. Repeat steps 3 through 6 for each additional message to add or change.
8. This completes the steps to define the Overhead Messages. Exit the special function.

Frameworkx Scorer Features

NOTE: This option is only available with Frameworkx scorers. If your center has the “AS” family scorers installed, skip this section and go to Enhanced Features - AS-90 Scorers Only later in this section.

At the *Special Functions* screen:

1. Type **15**: “Scorer Information.” Press **ENTER**.

NOTE: There will be an additional item on the screen if the bowling center has both AS-90s and Frameworkx: “Change Enhanced - AS-90 Scorer Features.”

2. Type **6** (or **7**): “Change Frameworkx Scorer Features.” Press **ENTER**.

- Choose **1** to change League Features.
- Choose **2** to change Scorer Display Options.
- Choose **3** to set the Exciters.
- Choose **4** to change Special Games and Practice.
- Choose **5** to Create Scorer Help Text.
- Choose **6** for Scorer Access to Bowler Data.
- Choose **7** to Create List of Bowling Center Services.
- Choose **8** to Set the Parameters for the TV Only Monitors.
- Choose **9** to Set the Default Volume Level.
- Choose **10** to Set the Pay-By-Bowler Options.

To Change the League Features:

1. Total Cumulative Scores. Type **1** (On) or **0** (Off). This feature will display a league or tournament bowler's individual series total.
2. League Team Total. Type **1** (Pinfall) or **2** (Marks). This feature will create the team frame totals in either total pinfall or total marks display format.

NOTE: Currently this setting has no effect on Framework scorers. Pinfall and marks will always be displayed.

3. Recap Sheet Available at Game End. Type **1** (Yes) or **0** (No). This feature is for displaying the individual game scratch totals and the team scratch and handicap totals.

To Change the Scorer Display Options:

NOTE: The defaults for the scorer display are set separately for Open Play, League, or Tournament bowling.

1. Bowler Stats Display. Type **1** (Available) or **0** (Unavailable.)
2. Color Sequencer. Type **1** (On) or **0** (Off).
3. Arrow Sequencer. Type **1** (On) or **0** (Off).
4. Sequencer Mode — Frames per Turn. Type **1 - 10**.
5. Sequencer Mode — Frames Turn/Lane Change. Type **1, 2, 5, or 10**.
6. Frame Scores. Type **1** (On) or **0** (Off).
7. Number of Frames on Overhead. Type **4, 5, 7, or 10**.
8. Display Previous Games. Type **1** (On) or **0** (Off).
9. Display Scoresheet from Another Lane. Type **1** (On) or **0** (Off).

NOTE: Items 10 - 16 refer to setting the defaults for “Instant Replay” or “BowlerTrack” features. These are optional features and may not be available on your system. For more information about Instant Replay or BowlerTrack features, contact your Brunswick Sales Representative.

10. “Instant Replay” Mode. Type **1** (Manual) or **0** (Auto).
11. “Instant Replay” Live View. Type **1** (Always On), **2** (Auto), or **3** (Off).
12. “Instant Replay” Pin Action Camera. Type **1** (On) or **0** (Off).
13. “BowlerTrack” Box 1. Type **(0-11)**.
14. “BowlerTrack” Box 2. Type **(0-11)**.
15. “BowlerTrack” Box 3. Type **(0-11)**.
16. Unit of Measurement. Type **1** (Metric) or **0** (U.S.).

NOTE: For items 13 through 15 above, the numbers (**0-11**) indicate the following:

- 0= Off
- 1=Ball location at 15 feet
- 2=Ball location at 21 feet
- 3=Ball location at 27 feet
- 4=Ball location at 33 feet
- 5=Ball location at 40 feet
- 6=Ball location at 45 feet
- 7=Ball location at 50 feet
- 8=Ball location at Head Pin
- 9=Angle of ball into the pocket
- 10=Ball speed in first half of lane
- 11=Ball speed in second half of lane

17. "Spare Coach". Type **1** (On) or **0** (Off).

To Set the Exciters:

NOTE: To set the exciters for items 1 through 22 and 98, type **1** (On) or **0** (Off). For high game exciters (items 23 through 25), set a specific score the bowler must bowl in order to display the graphic.

- | | |
|-------------------|----------------------------------|
| 1. Open Frame. | 14. 11 in a Row |
| 2. Spare Frame | 15. Perfect Game |
| 3. All Spare Game | 16. Split |
| 4. Strike | 17. Split Conversion |
| 5. Double | 18. Clean Game |
| 6. Turkey | 19. Star Frame |
| 7. 4 in a Row | 20. Fence |
| 8. 5 in a Row | 21. Beer Frame |
| 9. 6 in a Row | 22. Foul |
| 10. 7 in a Row | 23. High Game - Open XXX |
| 11. 8 in a Row | 24. High Game - Tournament XXX |
| 12. 9 in a Row | 25. High Game - League XXX |
| 13. 10 in a Row | 98. Sound Exciters |

NOTE: Press **E** to move to a second screen. To set the exciters for items 1 through 5, type **1** (On) or **0** (Off).

NOTE: Number 98, Sound Exciters, will only be available on systems with optional Sound Exciters.

- 1. Red Head Pin
- 2. Monte Carlo
- 3. Odd/Even
- 4. Low Ball
- 5. Best Frame

To Change the Special Games and Practice:

NOTE: *The following message will appear:*

WARNING, ON LEGALITY OF USE - “For Amusement Only”

Since Federal, State, and Local laws and regulations differ from one location to another and may change with time, users are cautioned to consult appropriate sources (such as, by way of illustration only, licensed legal counsel) to determine the regulatory requirements applicable to their jurisdictions. It is user’s sole responsibility to determine whether Brunswick’s products are appropriate for use at a particular location, and to assure that use is in compliance with laws, regulations, ordinances, and other governmental enactments applicable in the jurisdiction(s) having authority over user’s operations. Final determination of the fitness of the product for use in user’s operation is the responsibility of user.

NOTE: *“Selectable” mode allows the bowler to select the value of the feature (for example, 5 = 5-Pin No-Tap). “Forced” mode means the value is set and cannot be changed.*

1. No Tap. Type **0** (Off), **1** (Selectable Mode), or **2** (Forced Mode).
2. Default No Tap Value. Type a number between **3** and **9**.
3. Free Strike. Type **0** (Off), **1** (Selectable Mode), or **2** (Forced Mode).

NOTE: *Free strike value relates to the frame number the “free” strike will appear in.*

4. Default Free Strike Value. Type a number between **0** and **9**.
5. Open Play Practice Mode Available. Type **1** (Yes) or **0** (No).

6. Monte Carlo. The following screen will be used to establish the graphic displays for running a Monte Carlo game. Colored pins will be displayed in the positions selected. Other parameters of the game will also be set up here. Use the arrows to move to the field to be changed. Use the **RESET** key to exit at any time.

Monte Carlo Game Rules										
Winning Combinations										Colors
-----1-----		-----2-----		-----3-----		-----4-----		Spare		
Pin	Color	Pin	Color	Pin	Color	Pin	Color			
1.	1	5	7	2	10	3	5	15	N	1. Black
2.	1	2	2	5	3	7	5	3	Y	2. Blue
3.	7	5	10	2					N	3. Green
4.	10	5	7	2					N	4. Cyan
5.	5	15							N	5. Red
6.	1	16							N	6. Magenta
7.										7. Brown
8.										8. Light Gray
9.										9. Dark Gray
10.										10. Light Blue
										11. Light Green
										12. Light Cyan
										13. Light Red
										14. Light Magenta
										15. Yellow
										16. Not White
	Spare w/Color N	Spare All Color Y	Splits Conversion Y	String of Strikes Y						

Pinsetter Pin Color Queue

5 2 3 15 7

Enter the Number of Pins to Run in the Virtual Pinsetter (21-25) _____

Choose Method for Reporting Monte Carlo Frame on Overhead _____

(Ø = Notification Box, 1 = Banner, 2 = Both)

Screen Explanations:

Spare - Enter **Y** or **N** to indicate if a spare will count as a Monte Carlo “win.”

Spare With Color (Spare Win With Any Color) - If a **Y** is entered, any frame with a spare scored on pins where at least **ONE** pin of combination is any color will be considered a winning frame.

Spare All Color (Spare Win With All Colors) - If a **Y** is entered, any frame with a spare scored on **ALL** pins in combination are colored will be considered a winning frame.

Not White - The pins can be any color of the 15 available (for example, it doesn't have to be a yellow 5-pin.

7. Red Head Pin.

- a. Type **1** and press **ENTER** to change the color of the head pin. Select a color from the Color List.
- b. Type **2** and press **ENTER** to set the number of pins in the virtual pinsetter.
- c. Type **3** and press **ENTER** to indicate how many colored pins will be included in the queue. The higher the number, the higher the chances will be that a colored head pin will appear.
- d. Type **4** and press **ENTER** to indicate how “Colored Pin Frames” are shown on the overhead. (\emptyset = Notification Box, 1 = Banner, 2 = Both).
- e. When finished, press **RESET** to exit from the procedure.

To Create Scorer Help Text:

Choose **1** for Service Help.

Choose **2** for Slow Bowler Help.

Choose **3** for Pinsetter Help.

- Type the number indicating the type of Help you would like to create. Press **ENTER**.
- Type the text for the message. Press **ENTER** after each line of the message.
- Press **RESET** when you have finished typing the text.
- Type **Y** or **N** to indicate whether or not everything is OK.

To Provide Scorer Access to Bowler Data:

1. Allow Scorer Access to Open Play Bowler Names. Type **1** (Yes) or **0** (No.) If **1** (yes) is selected, the bowler can enter his or her Open Bowler ID number instead of typing a name. (Not available as of 5/97.)

To Create a List of Bowling Center Services:

Bowling center services is a list of items the center provides to the bowlers on a special basis. This list could include the nursery, instruction, handicap access, light weight balls, etc. When adding a name to the waiting list, the desk operator can flag any of the services listed here as being needed for this customer. When it is time to issue the lane, the flagged services will remind the operator of the bowler's special needs. There can be up to 15 services included in this list.

1. Press the number of the service that needs to be changed. Press **ENTER**.
2. Type the title of the service. Press **ENTER**.
3. Repeat steps 1 and 2 for each service requiring change.
4. When finished, press **RESET** until the *Lane Status* screen is displayed.

To Set the Parameters for the TV Only Monitors:

TV Only monitors are not the monitors over each lane. These monitors are found between lanes, between lane pairs, on the concourse, or in a room such as the lounge or snack bar. They are used to view television and video only, no scoresheets, instant replay, messages, or other items can be displayed on them. The bowling center can number the monitors any way they wish, from 1 to 64.

1. Type the monitor number. Press **ENTER**.
2. Type a descriptive location to identify this TV Only monitor's location.
3. Type the odd lane number that has the physical control of the monitor. This is the lane pair where the monitor is connected (at the pinsetter interface box). This is also the pair of lanes that can turn on and off the monitor from the scorer console. Press **ENTER**.
4. Type the range of lanes where audio will be heard from the TV Only monitor. This range of lanes can be one lane to all lanes in the center, or no lanes. Press **ENTER**.
5. When finished, press **RESET** until the *Lane Status* screen is displayed.

To Set the Default Volume Level:

The default volume level is the level the scorer has when the lane is turned on. The range is 0-99, where 0 would represent no default volume level.

1. Type **1** and press **ENTER**.
2. Type the desired level. Press **ENTER**.
3. When finished, press **RESET** until the *Lane Status* screen is displayed.

To Set the Pay-By-Bowler Options:

The Pay-By-Bowler options allow the center to keep track of the top ten scores (Pay-By-Bowler feature only) in each of the six preset rate keys; whether a bowler can be added to a scorer immediately or only at the end of a game; the desired sequencing at the end of a game to start a new game, and the length of time the scoresheet should remain displayed at the end of the game.

1. Type **1** and press **ENTER**.
2. Type **Y** to keep track of the top 10 scores for each preset key, or type **N** to not keep track of the top 10 scores. Press **ENTER**.
3. Type **2** and press **ENTER**.
4. Choose **1** to have a new bowler added to a lane immediately, regardless of which frame the other bowlers are in. Choose **2** to have any new bowler manually added at the scorer console by the bowlers. Press **ENTER**.
5. Type **3** and press **ENTER**.
6. Enter the number of seconds of delay before prepaid bowler names are removed from the scoresheet when that bowler's prepaid bowling is completed.
7. Type **4** and press **ENTER**.
- 8.. Choose **1** to start each bowler's next game automatically when they finish the current game. Choose **2** to require bowlers to press a specific key on the console to select when they are ready to start the next game. If option **1** is selected, type **5** and press **ENTER**.

Type the number of seconds the scoresheet will display when all the bowlers have finished the game at the same time (10-60 seconds). Press **ENTER** again.

9. When finished, press **RESET** to exit the function.

Enhanced Features - AS-90 Scorers Only

Additional options for the AS-90 scorer may be set to determine how the scorers should operate when turned on. These additional options are only available if the scorer software version is 9.0.0 or higher. If your scorers do not have this version, this item will not appear on the menu. If you wish to have these available, contact your Brunswick Sales Representative for more information.

At the *Special Functions* screen:

1. Type **15** and press **ENTER**. The *Scorer Info* screen is displayed.
2. Type **6** and press **ENTER**. The *Scorer Enhancement* screen is displayed.
3. The first option allows the user to choose either a 4 or 10 frame AS-90 Console display for all three types of bowling. For this option, type **1** and press **ENTER**.
4. The cursor automatically moves to the first sub-prompt. Type in a **4** or **10** for each of the three types of bowling.

NOTE: A 4 frame display appears on the AS-90 scorer console every time the console is turned on. This will not occur until bowler names have been entered and the **BOWL** key is pressed.

A 10 frame (full) display appears on the AS-90 scorer console every time the console is turned on.

When all three prompts have been answered, the cursor moves to the second option.

5. The second option allows a display of cumulative score. To display cumulative scores, type **Y** and press **ENTER**. To not display cumulative scores, type **N** and press **ENTER**. The cursor moves to the next option.
6. The third option displays a league team total by pinfall or marks. For pinfall total, type **1** and press **ENTER**. For marks total, type **2** and press **ENTER**. The cursor moves to the next option.
 - a. The running team total pinfall is displayed at the bottom of the scorer grid.
 - b. The last line of the scorer grid shows the team total marks (one “mark” for each spare and strike and two “marks” for a double).

7. The fourth option displays special congratulatory messages for high games. Type in a high score value and press **ENTER** for each of the three types of bowling. Whenever a bowler achieves a score equal to this setting (or higher), the message is automatically displayed. For no special message display, type in **Ø** (zero) and press **ENTER** for all three types.
8. This completes the steps to define the Enhanced Features. Exit the special function.

Adding and Changing Unsupported Leagues

Unsupported leagues are leagues that do not use the bowling center's League Record Service. Basic information must be entered about unsupported leagues so Control Desk operators can assign their lanes in league mode and the bowling center can track league payments.

Add an Unsupported League

At the Special Functions screen:

1. Type **16** and press **ENTER**. The *Add League* screen is displayed.

*NOTE: Items 1, 7, 8 and 18 **must** be answered. The remaining items, 2 through 6, and 9 through 17, may be left blank if desired.*

2. Type the league number and press **ENTER**. The cursor moves to the NAME field.

*NOTE: To make leagues easy to identify, it is recommended that a three-digit number be used for supported leagues, a two-digit number for non-supported leagues and a one-digit number for other groups. **Do not** start a league number with **Ø** (zero).*

*NOTE: If the league number entered already exists, the screen responds with the following prompt: LEAGUE NUMBER XX ALREADY EXISTS - HIT ENTER TO CONTINUE. Press **ENTER** and repeat step 3.*

3. Type the league name (up to 30 characters) and press **ENTER**. The cursor moves to the PRESIDENT field.
4. Enter the following information if it is available. Otherwise, press **ENTER** and continue.
 - a. Type the league president's name (up to 25 characters) and press **ENTER**. The cursor moves to the PHONE field.
 - b. Type the league president's telephone number and press **ENTER**. Use a space to separate the numbers in the telephone number. The cursor moves to the SECRETARY field.

- c. Type the league secretary's name and press **ENTER**. The cursor moves to the PHONE field.
 - d. Type the league secretary's telephone number and press **ENTER**. The cursor moves to the DAY OF PLAY field.
5. Type the number of the day of the week the league bowls and press **ENTER**. (i.e., 1=Sunday, 2=Monday, etc.).The cursor moves to the TIME OF DAY field.
 6. Type the time of day the league plays (use 24-hour time) and press **ENTER**. The time is displayed as shown on a 12-hour clock. The cursor moves to the PRACTICE MINUTES field.
 7. Type the number of minutes the league practices and press **ENTER**. The cursor moves to the PAYMENT TYPE field.

NOTE: If 0 minutes of practice bowling are entered, the lanes stay in practice mode until they are switched to league scoring by using the **LANE ON** key.

8. There are three options for the type of payment this league will use.
 - a. Type **1** and press **ENTER** for a guaranteed weekly fee. The cursor moves to the STANDARD PAYMENT field.
 - b. Type **2** for a per game charge. The cursor moves to the STANDARD PAYMENT field.
 - c. Type **3** and press **ENTER** if this league pays by the number of series bowled. The cursor moves to the STANDARD PAYMENT field.
9. Type the amount that the league is paying, depending on the previous answer. Either a flat weekly fee, (#1), a price per game (#2), or a price per series (#3) is entered. The cursor moves to the STANDARD OTHER field.
10. Type the amount the league contributes each week for other activities and press **ENTER**. The cursor moves to the STANDARD PRIZE field.

NOTE: Other activities can include sanction and sponsorship fees, trophies, banquets or for any other purpose the league wants money recorded.

11. Type the amount of money the league contributes each week to the prize fund and press **ENTER**. The cursor moves to the LANE WARNING? field.

12. The lane warning warns the Control Desk operator if one of the league's scheduled lanes is about to be assigned within 60 minutes of the league's scheduled time. Type **Y** or **N** and press **ENTER**. The cursor moves to the NUMBER OF TEAMS field.

Y - Displays a warning message if the Control Desk operator tries to assign the lanes.

N - Does not warn the Control Desk operator.

***NOTE:** If No was the answer to the lane warning question, the league does not display when the operator presses **SHOW** and **LEAGUE**.*

13. Type the number of teams in the league and press **ENTER**. The cursor moves to the LANE ASSIGNMENTS field.

14. Type the number of the first lane where the league is bowling and press **ENTER**. Then type the number of the last lane where the league is bowling and press **ENTER**.

***NOTE:** If the league is bowling on multiple lane pairs or ranges, repeat step 14 to enter additional lane pairs or ranges. Up to four separate lane pairs or ranges for a league can be entered.*

15. If lane pairs or ranges are not entered, press **ENTER** to move the cursor to the PLAYERS PER TEAM field. If four lane pairs or ranges are entered, the cursor moves to the PLAYERS PER TEAM field automatically.

16. Type the number of players on a team and press **ENTER**. The cursor moves to the GAMES PER SERIES field.

***NOTE:** The GAMES PER SERIES field controls when the pinsetters and scorers shut off.*

17. Type the number of games in the league's series (**1-4**) and press **ENTER**. The cursor moves to the NO TAP field.

18. Type in **Y** (yes) or **N** (no) to the No Tap prompt.

***NOTE:** If **Y** is selected, the scorers go into the 8-Pin No Tap mode.*

19. This completes the steps to add an unsupported league. Exit the special function.

Change an Unsupported League

At the *Special Functions* screen:

1. Type **17** and press **ENTER**. The *Change League* screen is displayed.
2. Type the league number and press **ENTER**. The information about the league is displayed. The cursor returns to the bottom of the screen.

NOTE: *The league number cannot be changed using this operation. To change the league number, see Chapter 2.*

3. Type the number of the item to change and press **ENTER**. The cursor moves to the field for that item.

NOTE: *After making a change to a field, you may move the cursor to the bottom of the screen by pressing **RESET**.*

Changing a Weekday to a Holiday Rate

The Center Management System automatically uses rates based on how the weekday, weekend and holiday rate periods were programmed.

NOTE: *The day of the week cannot be changed using this operation.*

Weekday/Weekend/Holiday Rates

At the *Special Functions* screen:

1. Type **18** and press **ENTER**. The *Weekday/Weekend/Holiday Rates* screen and the kind of rate in effect is displayed.
2. To accept the rate without changing it, type **Y** and press **ENTER**. The terminal display returns to the *Special Functions* screen.
3. To change the kind of rate that is in effect, type **N** and press **ENTER**. The type of day is changed from a weekday to weekend to holiday to weekday. Each change is affected by entering **N** to the "IS THIS CORRECT?" prompt. The system charges the appropriate rates for bowling.

NOTE: *If a postpaid bowler is bowling when a rate change is made, the bowler is charged the rate that was in effect when the lanes were assigned.*

4. This completes the steps to change the rate structure. Exit the special function.

WARNING: *If the office computer is rebooted after the rate has been changed, the system will automatically revert back to the original rate.*

Maintenance for AS-90 Scorers

Under normal bowling center operations, the Maintenance Special Function should only be accessed when the Lane Interface Unit is to be disconnected or re-connected to the Center Management System. The bowling center's mechanic will usually make the decision to disconnect the Lane Interface Unit.

WARNING: *When the Lane Interface Unit is disconnected or the Control Desk terminal is in an "Unattended" mode, the pinsetters cannot be turned on at the terminal. However, they can still be turned on using the manual lane control panel. NEVER turn on the pinsetters when they are being serviced unless told to do so.*

NOTE: *The "Disconnect/Connect The Lane Interface Unit" option does NOT apply to Frameworx scorers.*

Disconnect/Connect The Lane Interface Unit

At the *Special Functions* screen:

1. Type **19** and press **ENTER**. The current status of the lane interface unit is displayed.
2. Type **Y** or **N** and press **ENTER**.
Y - Disconnects or connects the Lane Interface Unit.
N - Does not disconnect or connect the Lane Interface Unit.
3. This completes the steps to define Maintenance. Exit the special functions.

Desk Messages

Up to 15 messages may be stored and sent to the Control Desk terminal at a pre-set time and/or day(s).

Define a Desk Message

At the Special Functions screen:

1. Type **20** and press **ENTER**. The *Message* screen is displayed.
2. Type the message number and press **ENTER**.
3. Type the message and press **ENTER**. (Messages can be a maximum of 22 characters per line.)

NOTE: To create a long message, use more than one message line and set the time and day identically for each line.

4. Using 24-hour time, type the time to display the message.
5. Type **Y**, **S**, or **ENTER** for each day of the week or holiday. The prompt “ENTER NUMBER TO CHANGE, Ø FOR NO CHANGE:” will appear.
 - Y** - Indicates the message is to be sent one time only on the day the Y was entered at the time specified.
 - S** - Indicates the message is displayed on that day every week at the time specified.
 - ENTER**- Skips that day and no message is displayed.
6. Type **Ø** and press **ENTER**. The *Special Functions* screen is displayed.

*NOTE: To clear a message that has been sent to the Control Desk, press **RESET**. The Lane Status screen is displayed. If the Control Desk operator is in the middle of a transaction, the message is not displayed until the transaction is completed.*

NOTE: If more than one message is defined for the same day and time, they will display simultaneously.

Edit Top Ten Scores

This feature only applies to the open play preset bowling rate keys that have been assigned to the Pay-By-Bowler method of lane assignment. The CMS categorizes the scores by preset key, lane number, and date. Scores are retained for 30 days.

Edit Top Ten Scores

At the *Special Functions* screen:

1. Type **21** and press **ENTER**. The *Top Ten Scores* screen will be displayed.
2. Type the number of the category you wish to edit and press **ENTER**.
 - 1 - Adult
 - 2 - Junior
 - 3 - Senior
 - 4 - SPEC B
 - 5 - SPEC C
 - 6 - SPEC D
3. Type in the date you wish to see and press **ENTER**. The existing top scores will be displayed.
4. At this screen, you have three options:
 - a. **CHANGE**. Type the number of the item you wish to change and press **ENTER**. The cursor will go to the **SCORE** field. Change the score, or use the arrows to move to the other fields. Press **ENTER SCREEN** to move the cursor to the bottom of the screen.
 - b. **DELETE**. Select the item number you wish to delete and press **ENTER** again. You will be asked to verify that you really want delete this entry. Press **ENTER SCREEN** when done.
 - c. **ADD**. Type **A** and press **ENTER** to add a bowler's score and name. The cursor will return to the bottom of the screen after the name is entered.
5. Type **Ø** and press **ENTER** to return to the menu, or press **RESET** to exit.

Office Terminal Access

Office functions may be accessed at the Control Desk. This access is limited similarly to other controlled-access functions. When the “Back Office” is selected while at the Control Desk, the *CMS Main Menu* screen is displayed.

Access the Office from the Control Desk

At the *Special Functions* screen:

1. Type **600** and press **ENTER**. The *CMS Main Menu* screen is displayed.

NOTE: For additional information about office functions, refer to Chapter 2, Office Management.

2. To return to the Control Desk; log off the *CMS Main Menu* screen by pressing **0** (zero) and **ENTER**.

Shift Reports

The Shift Report provides a summary of the revenues collected during a shift. The Shift Report can be displayed on the Control Desk terminal, printed on the receipt printer and/or set report totals to zero for the beginning of the next shift.

A Shift Report can be printed as often as needed. The Shift Report is often used to balance the cash drawer.

NOTE: If the Shift Report is not reset to zero, it continues to accumulate information. If a separate Shift Report is needed for each shift, set the totals to zero at the end of each shift. Access to print and/or zero the Shift Report is determined in Special Functions. The following steps assume the password level allows printing/viewing and resetting the Shift Report to zero.

Print a Shift Report

1. With the *Lane Status* screen displayed, press **SHIFT REPORT**. The Shift Report is displayed.
2. Enter your password and press **ENTER**.
3. To exit without printing the Shift Report, press **RESET**. The terminal display returns to the *Lane Status* screen. To print the report, go to step 3. To print and reset the Shift Report to zero, go to step 5.
4. Press **P**. The report is printed in the back office or on the receipt printer. (Where the report prints depends on initial program parameters setup.) Go to step 7.

5. Press **Z**. The report is printed in the back office or on the receipt printer. (Where the report prints depends on initial program parameters setup.) A prompt asking if the report totals are to be set to zero is displayed. To reset the Shift Report to zero, press **Y**. The report totals are set to zero and the terminal display returns to the *Lane Status* screen. Go to step 8.
6. Press **R** to reprint a report that has been reset to zero. This prints the previous Shift Report that was reset to zero.
7. If the Shift Report is not to be reset to zero, press **RESET**. The shift totals do not change. The terminal display returns to the *Lane Status* screen.

Reading the Shift Report

The Shift Report lists the income generated by bowling and billiards, shoes, and departments. It also lists tax taken in, general pay-out amounts and lineage totals. Refer to *Table 2* for a sample of the report.

This report is designed to be a quick reference to the sales generated this shift. Each type of bowling is displayed with corresponding cash values. League and Tournament payments are shown, as well as any open department sales. If taxes have been added to the sale, they are listed separately.

If this Shift Report has been reset to zero, an unchangeable control number is printed above the date. If this number differs by more than one between any two consecutive shifts, the report has been reset to zero during the shift.

A subtotal of all open play revenue is noted by an asterisk (*).

The total line reflects the net sales for this shift. Pay-outs, voids, and refunds have been deducted from this line.

At the end of the report is a list of different payment types used during that shift.

Below the total line is a listing for open, league, and tournament lineage. These are listings of actual scored games and any extra frames that were bowled.

The report can be printed or reset to zero any time during the day.

CASH DRAWER #1 SUMMARY		
BRUNSWICK BOWLING		
Z-OUT # 0138		
11:23 AM	MAY 20	
OPEN/GAME	14.00	
OPEN/TIME	5.00	
OPEN/FLAT	.00	
SUBTOTAL	19.00	*
LG/LINEAGE	47.60	
LG/PRIZE	2.40	
LG/OTHER	20.00	
TOURNAMENT	.00	
SHOES /1.50	4.50	
SHOES/.75	.75	
P/S BALL	115.00	
P/S BAG	89.95	
P/S SHOE	65.00	
FOOD/BEV	9.15	
TAX (6.000%)	17.36	
PAID OUT	-14.78	

TOTAL	375.93	
OPEN		
GAMES:	17	
EXTRA:	0	
LEAGUE		
GAMES:	12	
EXTRA:	0	
TOURNAMENT		
GAMES:	0	
EXTRA:	0	
CHECKS	235.00	
VISA		75.00
CASH	65.93	

Table 2. Sample of Shift Report

Upgrading Scorer Software

Periodically, new scorer software is released by Brunswick. If your bowling center is equipped with the Brunswick Framework Automatic Scoring System, you can load software from the Center Management System without having to go to each scorer console. This feature is referred to as Scorer Software Downloading. By loading the software from the Center Management System, the manager can better control the process, as well as save time.

WARNING: The following instructions are for loading software to the SCORER ONLY. The software should be loaded into the Center Management System before you proceed. For help with loading the software into the Office Computer, see the section “Loading New Software” found in Chapter 2 of this manual. Any notes which accompany the instructions sent with the package take precedence over those found in this manual.

NOTE: When new software is released, instructions for loading that version should be included with the package. Follow all instructions explicitly. If you have any questions, contact the Brunswick Customer Response Center.

To download software to the scorer consoles, make sure all the lanes are off and perform the following:

At the *Lane Status* screen:

1. Press **SCORER STATUS**.
2. Type the lane number(s) to be loaded and press **ADJUST**. Brunswick recommends that no more than 16 lanes be loaded at one time.
3. Type your password and press **ENTER**. The password must be a level 6 access.
4. Type the filename that was supplied with the instructions, press **ENTER**. If you typed the filename correctly, press **Y** or **N** in response to the prompt, “ARE YOU SURE” and press **ENTER**.

NOTE: During the loading of the software, the screen will display “Processing.” After the process is complete, the screen will display either “Successful” or “Failed.” If the function is successful, the scorer will reboot. If the functions fails, see the instructions that came with the software for assistance or call the Brunswick Customer Response Center.

5. Type the lane number(s) that were affected and press **OTHER FEATURES**.
6. Type your password and press **ENTER**.
7. Type **2** (Clear Diagnostic Results) and press **ENTER**.
8. Press **RESET** to return to the *Lane Status* screen.

Clear Scorer Memory

It is recommended that the scorer memory be cleared at least once a week to help prevent software problems. This function is referred to as Clearing NVRAM. In order to clear NVRAM, the user must have an access level six (6). To clear NVRAM, perform the following:

At the *Lane Status* screen:

1. Press **SCORER STATUS**.
2. Type the lane number(s) that will be affected and press **ADJUST**.
3. Type your password and press **ENTER**.
4. Type **CLEARNV** and press **ENTER**.

***NOTE:** During the processing, the screen will display "Processing." After the process is complete, the screen will display "Successful" or "Failed." If the function was successful, the scorers will reboot. When the scorers have finished rebooting, you may issue the lanes as normal. If the function failed, contact the Brunswick Customer Response Center.*

Chapter 2: Office Management Operations

The Center Management System provides some functions which are more appropriately performed from the Office Terminal rather than the Control Desk Terminal. Examples of these types of functions would be assigning users to the system, performing a backup and loading new software.

Signing On and Off

As manager, it is not necessary to sign on to the office terminal every day. Sign on only when using the back office system.

If the previous user has signed off, the office terminal displays the prompt “PLEASE ENTER YOUR USER NAME. (OR LOGIN:)”

Signing On

1. Type the assigned user ID and press **ENTER**. The prompt to enter the assigned password is displayed.
2. Type in the password and press **ENTER**. If the password is accepted, the *CMS Main Menu* screen is displayed, listing the operations the user is authorized to perform.

***NOTE:** In Center Management Systems with Cashworx, the back office functions are accessed per Office Terminal Access in Chapter 1 only.*

Signing Off

1. When using the office terminal, always return to the *CMS Main Menu* screen when all processing is complete.
2. Type **Ø** and press **ENTER**. The terminal displays the prompt “LOGGING OFF NOW, HAVE A NICE DAY. PLEASE ENTER YOUR USER NAME:”.

***NOTE:** When signing off a back office terminal with Cashworx, the terminal will automatically return to the Lane Status display.*

***IMPORTANT!** Always sign off the office terminal when all management operations are finished. Otherwise, other users will have access to unauthorized operations.*

Setting Up the Office Terminal

Admitting, Changing, and Deleting System Users

In order for the bowling center employees to use the system, each employee needs their own unique ID and password. This is also known as “admitting the user to the system.” Conversely, when an employee ceases to be employed at the center, their access needs to be removed.

Having this special access for employees is used for tracking purposes of daily reports and to keep unauthorized users out of the system. Appendix E contains a worksheet used to decide which operations users can perform.

Admitting Users

When admitting a user to the system, assign the employee a User ID, a password, and select the programs they can access.

At the *CMS Main Menu* screen:

1. Type **27** and press **ENTER**. The *Admit User* screen is displayed.
2. Type **1** and press **ENTER**. The *Add User ID* screen is displayed. The cursor is in the USER ID field.
3. The user ID is the name the user uses to sign on to the office terminal. Type the operator’s user ID and press **ENTER**. The user ID can be up to 14 characters with NO SPACES. The cursor moves to the NAME field.

NOTE: User IDs may contain either numbers or letters.

4. Type the user’s full name and press **ENTER**. The user’s full name can be up to 20 characters including spaces. This is only used for display purposes when viewing a list of users. The cursor moves to the PASSWORD field.
5. Type the user’s password and press **ENTER**. The user must enter a password to access office terminal operations and password-protected control desk operations. The password can be up to eight characters and cannot include spaces. The cursor moves to “League Record Service.”

- Items 1-15 are programs of the Center Management System and are called ACCESSIBLE PROGRAMS. They are usually reserved for managers and office employees. Type **Y** or **N** and press **ENTER** for each item on this side of the screen. The cursor moves to the right side of the screen.

Y - Allows the user to perform the operation.

N - Does not allow the user to perform the operation.

***NOTE:** The number of items listed on the left side of the screen varies depending on how the system is configured.*

***NOTE:** Users should not be given access to programs for which they have not been trained.*

- The right side of the screen contains items that maintain the system and are called ACCESSIBLE UTILITIES. Type **Y** or **N** and press **ENTER** for each item in this area. The cursor moves to the LANGUAGE field.

***NOTE:** It is only necessary to answer **Y** or **N** to Spec Command Class 4. Spec Command Class 1 through 3 are not available in the Center Management System.*

- Press the **SPACEBAR** to move through the list of languages. When the correct language is displayed, press **ENTER**.

***NOTE:** The “Center Default” is normally set to the same language that the Control Desk displays. The language setting here is only used to determine which language the Daily Reporting System (DRS) is displayed in. For non-Romance based languages, DRS must be accessed from the Control Desk in order to be displayed in the correct language.*

- Type the number which corresponds to the access level for this employee. Press **ENTER**.

***NOTE:** The access level entered here, along with the Control Desk settings, will determine which functions the user may perform at the Control Desk.*

- When finished, the prompt “IS EVERYTHING OK?” is displayed.

- Type **Y** or **N** and press **ENTER**. Selection **N** returns the system to step 3. Selection **Y** displays the prompt “ADDING NEW USER.” The terminal display then returns to the *Admit User* screen.

***NOTE:** If a user ID is entered that has already been used, the prompt “USER ID HAS ALREADY BEEN ENTERED...CHANGE ID” is displayed. Press **ENTER**. The terminal display returns to step 3.*

- To exit, type **Ø** and press **ENTER**. The terminal display returns to the *CMS Main Menu* screen.

Changing User Information

After admitting a user, the user's information may need to be changed, operations added or removed or the access level changed.

At the *CMS Main Menu* screen:

1. Type **27** and press **ENTER**. The *Admit User* screen is displayed.
2. Type **3** and press **ENTER**. The system displays a prompt asking for the user ID of the user to change.
3. Type the user's ID and press **ENTER**. The *User ID* screen is displayed. The cursor is in the NAME field.

NOTE: Notice the user's password is unavailable. The password is in the system, but is not available for viewing. This is for security reasons. If a person forgets their password, NO one can see the old one, however, the user can change to a different password on this screen without knowing the old password.

4. Use the arrow keys to move to the item to be changed. Make the change and press **ENTER**. Press **ENTER SCREEN** to move the cursor to the bottom of the screen.
5. When completed, the prompt "CHANGING USER" is displayed. The terminal display returns to the *Admit User* screen.
6. To exit, type **Ø** and press **ENTER**. The terminal display returns to the *CMS Main Menu* screen.

Deleting a User

When an employee is terminated, their User ID should be deleted from the Center Management System to maintain security.

At the *CMS Main Menu* screen:

1. Type **27** and press **ENTER**. The *Admit User* screen is displayed.
2. Type **2** and press **ENTER**.

3. Type the user's ID and press **ENTER**. The prompt below is displayed.

```
“USER ID: BILL  
DELETING USER...
```

```
USER DELETED
```

```
HIT “ENTER” TO CONTINUE”
```

IMPORTANT! There is no prompt to verify if this is the correct user, so make sure the User ID is correct BEFORE pressing ENTER!

4. Press **ENTER**. The terminal display returns to the *Admit User* screen.
5. To exit, type **Ø** and press **ENTER**. The terminal display returns to the *CMS Main Menu* screen.

Listing Users

At the *CMS Main Menu* screen:

1. Type **27** and press **ENTER**. The *Admit User* screen is displayed.
2. Type **4** and press **ENTER**. The users' IDs and full names are displayed.
3. To exit, press **ENTER**. The terminal display returns to the *Admit User* screen.
4. Type **Ø** and press **ENTER**. The terminal display returns to the *CMS Main Menu* screen.

Software Backups

It is recommended that data stored by the system be saved on removable media on a regular basis. This is to prevent the loss of data should there be a system failure. There are two types of media supported by the Center Management System; 1) Tape and 2) Floppy disks.

The tapes are used to perform a full backup of the system files and a floppy disk is used to store information about a single league or tournament.

Handling Disks and Tapes

Tapes and floppy disks record information magnetically, and can be damaged. Therefore, treat them with care.

To ensure that the software updates and backup information are not damaged:

- DO NOT touch the exposed part of a tape or disk.
- DO NOT let dust or dirt get inside a tape or disk. Keep a disk in its envelope. Keep a tape inside its plastic case.
- DO NOT press hard if you are writing on a label attached to a tape or disk. Use a felt-tipped pen or fill out labels before you attach them.
- DO NOT place a disk or tape on or near equipment with magnetic parts. Televisions, radios, or other equipment with speakers can damage a disk or tape.
- DO NOT place a disk or tape near magnetic objects such as refrigerator magnets, pens, paper clip holders or tools.

Always store software updates, backup disks and tapes in a metal-free, magnetic-free area. It is recommended that one backup tape be kept at another location off site and replaced monthly.

If a software update disk is damaged, contact Brunswick for a replacement disk.

If a backup tape or disk is damaged, make another backup immediately using a different disk or tape.

Tape Backups

Automatic Tape Backup

At 5:00 a.m. each day, the system will perform a full tape backup. Because of this function, it is important that the tape be changed each day. You should have on hand a full set of tapes labeled:

Monday	First Friday
Tuesday	Second Friday
Wednesday	Third Friday
Thursday	Fourth/Fifth Friday

To make an automatic tape backup, make sure that the correct tape for that day is inserted into the tape drive before leaving for the night. It is normally recommended that the tape be changed first thing each morning. This establishes a routine that is more easily followed. Each weekday morning the Center Management System will prompt the user to insert the correct backup tape into the tape drive. It is recommended that you leave Friday's tape in during the weekend.

If there are errors in the backup procedure, a manual backup should be performed. This will verify the validity of the tape and the tape drive. The steps for performing a manual backup are:

Manual Tape Backup

At the *CMS Main Menu* screen:

1. Type **21** and press **ENTER**. The prompt “INSERT BLANK TAPE HIT ENTER WHEN READY” is displayed.
2. Insert the tape into the tape drive and press **ENTER**. The terminal display returns to the *CMS Main Menu* screen and the backup begins. Other office terminal operations can be performed while the backup is being made.

The backup may take as long as 45 minutes. When the backup is complete, the prompt “BACKUP COMPLETED SUCCESSFULLY” is displayed.

NOTE: If another operation is being performed when the backup is completed, the terminal display is interrupted. The data on the screen may be lost. Processing on remote terminals will not be interrupted.

3. To exit, press **ENTER**. The terminal display returns to the main menu of the program in progress.

NOTE: If errors occur during the manual backup, repeat the backup procedure. If errors are still occurring, contact Brunswick for assistance.

Floppy Disk Backups

The Center Management System allows the user to save information for a specific league, tournament, or open bowling group. This type of backup should be performed using floppy disks. The Center Management System uses 2HD (double-sided, high density) floppy disks. When purchasing floppy disks, you may purchase either formatted or unformatted disks. If you purchase unformatted disks, you must format them using the Special Command FLOPPY. The procedure for formatting floppy disks is discussed later in this chapter.

NOTE: When making a backup using a floppy disk, only a single league, tournament, or open bowling group may be saved per disk.

Make a Disk Backup

At the *CMS Main Menu* screen:

1. Type **22** and press **ENTER**. The *Disk Backup* screen is displayed, listing the bowling center’s programs.
2. Type the number of the program for which specific data is to be backed up for and press **ENTER**.
3. Type the number of the bowling center, league or tournament and press **ENTER**. The prompt “NUMBER OF BLOCKS TO BACKUP: XXX” is displayed.

4. Insert the floppy into the drive and press **ENTER**. The data will be backed up.

Other office terminal operations **CANNOT** be performed while the backup is being made.

Large files may require more than one floppy disk for a backup. The system will prompt the user to insert another floppy disk if the copying of data is not completed after filling up the disk which is in the drive.

When the backup is complete, the prompt “BACKUP COMPLETED.....
BACKUP ANOTHER LEAGUE/TOURNAMENT/CENTER?” is displayed.

5. Type **Y** or **N** to indicate your response and press **ENTER**.

Y - Continues the backup process. The terminal display returns to step 2.

N - Ends the backup process. The terminal display returns to the *CMS Main Menu* screen.

Loading New Software

When new software versions for the Center Management System have been purchased, they will be provided on floppy disks.

Load a New Software Version

At the *CMS Main Menu* screen:

1. Type **23** and press **ENTER**. The prompt “INSERT FLOPPY DISK IN DRIVE, HIT ENTER WHEN READY...” is displayed.
2. Insert a software disk in the disk drive and press **ENTER**. The prompt “CHECKING THAT FLOPPY IS IN THE PROPER FORMAT. . .FORMAT OK, LOADING FILES. . .” is displayed.

The software is loaded.

Other office terminal operations **CANNOT** be performed while the software is being loaded. When the software is loaded, the prompt “FILES LOADED SUCCESSFULLY (X FILES LOADED.) REMOVE FLOPPY DISK FROM DRIVE AND HIT ENTER TO CONTINUE:” is displayed.

3. Remove the software disk from the disk drive, store it in a safe place and press **ENTER**. The terminal display returns to the *CMS Main Menu* screen.
4. If more than one disk was received, repeat steps 2 through 3 to load each disk.

5. Before the new software will be available within the system, the computer must be rebooted. Refer to the “Special Commands” section in this chapter for instructions on how to reboot.

***NOTE:** Remember to print out a new version report. Refer to “Special Commands” later in this chapter for procedures on printing version reports.*

Erasing Data

When information for a league, tournament, or open bowling group is no longer needed, the data may be removed from the system using the “Erase Data” option. Prior to using the erase data feature, you may wish to backup the information. Once the data is erased, it can only be restored from a tape of floppy disk backup.

At the *CMS Main Menu* screen:

1. Type **24** and press **ENTER**.
2. Type the number of the program you wish to erase data from and press **ENTER**.

Select **1** if erasing data for League Record Service, go to step 3.

Select **4** if erasing data for Open Bowling Recordkeeping, go to step 4.

Select **5** if erasing data for Tournament Recordkeeping, go to step 4.

3. Type **1** to erase data for one league only, go to step 4.
Type **2** to erase ALL awards data for all of the leagues. Go to step 5.
4. Type the number of the league, tournament, or open bowling group you wish to erase data from and press **ENTER**.
5. The prompt “NUMBER OF BLOCKS TO ERASE: XXX, DO YOU WISH TO CONTINUE?” is displayed. Go to step 6.
6. Type **Y** and press **ENTER** if the correct information is displayed. Type **N** if the information is NOT correct and press **ENTER**. If **N** was selected, go to step 1.

Restoring Data

The Center Management System allows the operator to transfer data from a tape or floppy disk backup to the hard drive. The “Restore Data” feature allows this in the event that data was somehow damaged or accidentally erased. When restoring data, the operator may only restore data for one league, tournament, or open bowling group at a time.

WARNING: If data is restored from a tape or disk, the data on the hard drive will be replaced by the data on the tape or floppy disk. Be sure that you select the correct league, tournament, or open bowling group number. Any information for that specific league, tournament, or open bowling group entered in the system since the backup was made, will be lost.

NOTE: If it is necessary to restore all the system data from a tape, you MUST contact the Brunswick Customer Response Center.

Restoring Data From a Floppy Disk

At the *CMS Main Menu* screen:

1. Type **26** and press **ENTER**. The prompt “INSERT FLOPPY DISK IN DRIVE, HIT ENTER WHEN READY” is displayed.

WARNING: You will NOT be asked to enter a league, tournament, or open bowling group number. Make sure that you have selected the correct floppy disk. All information for the disk selected will be loaded on the system. If there is any doubt about the data on the disk, contact the Brunswick Customer Response Center.

2. Insert the proper backup disk in the disk drive and press **ENTER**. The restoration process will begin.

Other office terminal functions CANNOT be performed during the restoration process. When the restoration is complete, the prompt “FILES LOADED SUCCESSFULLY (X FILES LOADED). REMOVE FLOPPY DISK FROM DRIVE AND HIT ENTER TO CONTINUE:” is displayed.

3. Remove the backup disk from the disk drive, store it in a safe place and press **ENTER**. The terminal display returns to the *CMS Main Menu* screen.

Restoring Data From a Tape Backup

At the *CMS Main Menu* screen:

1. Type **25** and press **ENTER**.
2. Type the number which indicates the program you wish to restore information for, and press **ENTER**.

NOTE: Data can only be restored for League Record Service, Open Bowling, and Tournament Recordkeeping.

- If **1** (League Record Service) is selected, go to step 3.
All other selections, go to step 4.
3. Type **1** to load files for a specific league, or type **2** to load ALL Award files for all leagues. Press **ENTER**.
 4. Type the number of the specific league, tournament, or open bowling group you wish to restore and press **ENTER**. The prompt "INSERT BACKUP TAPE IN DRIVE, HIT ENTER TO CONTINUE" is displayed.
 5. Press **ENTER** to restore the data.

NOTE: The restoration process may take up to 45 minutes since the entire tape must be searched for data.

Special Commands

Display Special Commands

At the *CMS Main Menu* screen:

1. Type **99** and press **ENTER**. The prompt "ENTER A SPECIAL COMMAND OR HIT ENTER TO RETURN TO THE MENU" is displayed.
2. Type **HELP** and press **ENTER**. The *Special Commands* screen is displayed.

The following pages outline the steps to perform each utility program and when they might be used.

CENTER

The Center Management System supports the use of magnetic cards for Open Play bowler tracking. In order to use this feature, you must enter a unique ID number for your bowling center. This enables the magnetic card feature. Although you may manually assign any nine digit number you wish, it is recommended that you allow the system to randomly assign the number.

At the *Special Commands* screen:

1. Type **CENTER** and press **ENTER**. The prompt below is displayed.

ENTER OR CHANGE
1. CENTER NUMBER
2. PROGRAM YOU USE FOR MAGNETIC CARDS AND FRONT DESK NAME
LOOKUP
PLEASE ENTER YOUR CHOICE OR **0** TO EXIT.

- a. If **1** is selected, the prompt below is displayed.

"CENTER NUMBER: XXXXX
DO YOU WISH TO CHANGE YOUR CENTER NUMBER (Y OR N):"

If **N** is selected, the display returns to the *Special Commands* screen. If **Y** is selected, the following prompt is displayed.

"WOULD YOU LIKE TO:
1. ENTER A NEW COMPUTER GENERATED NUMBER
2. ENTER A NEW NUMBER MANUALLY. (NOT RECOMMENDED)
3. DELETE NUMBER AND DISABLE IN-CENTER MAGNETIC CARD
FEATURES
PLEASE ENTER YOUR CHOICE OR 0 TO EXIT."

- If **1** is selected, the prompt below is displayed.

"CENTER NUMBER: XXXXXXXXXX
NEW CENTER NUMBER: XXXXXXXXXX
SAVE CHANGE?"

If an error was made, type **N** and press **ENTER**. The prompt "DO YOU WISH TO CHANGE YOUR CENTER NUMBER?" is displayed. Enter the correct number or choose **N** to return to the *Special Commands* screen. If the number is correct, type **Y** and press **ENTER**. The prompt "***** YOU MUST REBOOT THE COMPUTER FOR THE ABOVE CHANGES TO BE IMPLEMENTED. PRESS ENTER TO CONTINUE*****" is displayed briefly and the display returns to the *Special Commands* screen.

- If **2** is selected, the prompt below is displayed.

"CENTER NUMBER: XXXXX
ENTER A NINE DIGIT NUMBER (000000001 - 999999999) FOR THIS
BOWLING CENTER, OR 0 TO EXIT AND LEAVE THE NUMBER
UNCHANGED."

Type in the new number and press **ENTER**. The prompt "NEW CENTER NUMBER:XXXX SAVE CHANGES?" is displayed.

If an error was made, type **N** and press **ENTER**. The prompt "DO YOU WISH TO CHANGE YOUR CENTER NUMBER?" is displayed. Enter the correct number or choose **N** to return to the *Special Commands* screen. If the number is correct, type **Y** and press **ENTER**. The prompt "*****YOU MUST REBOOT THE COMPUTER FOR THE ABOVE CHANGES TO BE IMPLEMENTED. PRESS ENTER TO CONTINUE*****" is displayed briefly and the display returns to the *Special Commands* screen.

- If **3** is selected, the prompt below is displayed.

```
"CENTER NUMBER: XXXXXXXX
"NEW CENTER NUMBER: 00000000
WARNING: ANY CARDS USING THE OLD CENTER NUMBER WILL BE
DISABLED. SAVE CHANGES?"
```

If an error was made, type **N** and press **ENTER**. The prompt "DO YOU WISH TO CHANGE YOUR CENTER NUMBER?" is displayed. Enter the correct number or choose **N** to return to the *Special Commands* screen. If the number is correct, type **Y** and press **ENTER**. The prompt "***** YOU MUST REBOOT THE COMPUTER FOR THE ABOVE CHANGES TO BE IMPLEMENTED. PRESS ENTER TO CONTINUE*****" is displayed briefly and the display returns to the *Special Commands* screen.

- To exit, press **ENTER**. The terminal display returns to the *CMS Main Menu* screen.

- b. If **2** is selected from the initial *Center* menu, the prompt below is displayed.

```
CHANGE FRONT DESK LOOKUP PROGRAM
THE FRONT DESK IS CURRENTLY USING THE OPEN BOWLING
PROGRAM. WOULD YOU LIKE TO:
1. SET THE FRONT DESK TO USE THE OPEN BOWLING PROGRAM
2. SET THE FRONT DESK TO USE THE BOWLER DATABASE PROGRAM
PLEASE ENTER YOUR CHOICE OR 0 TO EXIT.
```

CLOCK

Occasionally, the computer's date and time may need to be updated. The user should check the *Lane Status* screen to make sure the correct information is displayed. If not, use the Special Command **CLOCK** to make the necessary corrections.

NOTE: *The system's calendar automatically compensates for leap years. The system's clock DOES NOT automatically adjust for any time adjustments (i.e. Daylight Savings Time).*

WARNING: *Before using the **CLOCK** command, you should make sure that there are no "timed" bowling lanes or billiard tables in use. Though not always necessary, it is recommended that the system be rebooted after making a time change. Refer to the **REBOOT** section later in this chapter for instructions on how to reboot.*

At the *Special Commands* screen:

1. Type **CLOCK** and press **ENTER**. The prompt below is displayed.

CURRENT DATE AND TIME IS SAT 05/12/92 10:09 AM
DO YOU WISH TO CHANGE IT?"

2. Type **Y** or **N** and press **ENTER**. If **N** is selected, the *Special Commands* screen is displayed.

If **Y** is selected, the prompt below is displayed.

"ENTER THE NEW DATE AND TIME
TO KEEP THE CURRENT VALUE DISPLAYED, PRESS ENTER
YEAR [92]:"

3. Type the number of the current year and press **ENTER**, or press **ENTER** to continue. The following is added:

MONTH [05]:

4. Type the number of the current month and press **ENTER**, or press **ENTER** to continue. The following is added:

DAY [12]:

5. Type the number of the current day and press **ENTER**, or press **ENTER** to continue. The following is added:

HOUR [10]: (USE 24-HOUR TIME: 13 = 1PM)

6. Type the current hour as shown on a 24 hour clock and press **ENTER**, or press **ENTER** to continue. The following is added:

MINUTE [09]:

7. Type the current minute and press **ENTER**, or press **ENTER** to continue. The prompt "YOU HAVE CHANGED THE DATE AND TIME TO 05/12/92 10:09 AM IS THIS OK?" is displayed:

8. Type **Y** or **N** and press **ENTER**. If **N** is selected, the terminal display returns to step 3. If **Y** is selected, the date and time is corrected and the user is prompted to enter another special command.

9. To exit, press **ENTER**. The terminal display returns to the *CMS Main Menu* screen.

CLR_FILES

The CLR_FILES Special Command is used to remove previous Frameworkx scorer software from the Center Management System.

At the *Special Commands* screen:

1. Type **CLR_FILES** and press **ENTER**. The prompt below is displayed.

“ALL SOFTWARE UPDATE WORK FILES WILL BE REMOVED.
DO YOU WANT TO CONTINUE?”
2. Type **Y** and press **ENTER** to remove previous Frameworkx scorer software.
3. Type **N** and press **ENTER** to return to the Special Commands menu without removing the previous Frameworkx scorer software.

COACHTM

The Center Management System has the ability to control the amount of time the Frameworkx scorer displays the Coach during bowling.

The factory default is seven seconds. The time can be set from five to 60 seconds.

At the *Special Commands* screen:

1. Type COACHTM and press **ENTER**.
2. Press **Y** to continue.
3. Type the new value in seconds (5-60) that the Coach will display. Press **ENTER**.
4. Retype the new value and press **ENTER**.
5. Press **ENTER** again.
6. At the Control Desk terminal, log on with a level 6 password.
7. Press **SCORER STATUS**.
8. Type the starting lane number of your bowling center.
9. Press **THRU**.
10. Type the ending lane number of your bowling center.
11. Press **ADJUST**.

12. Type your level 6 password and press **ENTER**.
13. Type SETCOACH and press **ENTER**.
14. Press Y to confirm your action.

Restore the Default Coach Display Time

1. At the Control Desk terminal, log on with a level 6 password.
2. Press **SCORER STATUS**.
3. Type the starting lane number of your bowling center.
4. Press **THRU**.
5. Type the ending lane number of your bowling center.
6. Press **ADJUST**.
7. Type your level 6 password and press **ENTER**.
8. Type DELCOACH and press **ENTER**.
9. Press Y to confirm your action.

COMMID

For those who wish to use the system's Communications software to send and receive files to remote locations, the operator can assign an individual ID number for each bowling center that is connected to the system (through the Communications software). This feature would most likely be used by chains of bowling centers to track sales of several locations from a central office.

Each Center Management System is shipped with the bowling center number set to "001." To change the center's number, Special Command COMMID is used.

Change the Center's Number

At the *CMS Main Menu* screen:

1. Type **99** and press **ENTER**. The prompt "ENTER A SPECIAL COMMAND OR HIT ENTER TO RETURN TO THE MENU:" is displayed.
2. Type **COMMID** and press **ENTER**. The prompt "ENTER A THREE DIGIT NUMBER (001-999) TO IDENTIFY THIS BOWLING CENTER, OR 0 TO EXIT AND LEAVE THE NUMBER UNCHANGED:" is displayed.

3. Enter a three digit number or **Ø** and press **ENTER**.
Three digit number- Entering a number from 001-999 changes the existing number and replaces it with the most currently entered number.
Ø - If this is entered, the bowling center number is not changed.
4. Press **ENTER**. The terminal display returns to the *CMS Main Menu* screen.

***NOTE:** If files are transferred from one Center Management System to another, the file name automatically uses the **COMMID** center number as the extension of the file name (i.e., *jnl960305.008* where *008* was the center number of the system where the file originally resided.)*

CONFIG

The Special Command CONFIG is used to display or print the hardware configuration for your Center Management System. Since the operator does not have access to make changes to the system configuration, this report is most often used by Brunswick support personnel to verify the validity of the setup. It is recommended that a copy of this report be kept in a file along with the VERSION printout found later in this chapter.

At the *Special Commands* screen:

1. Type **CONFIG** and press **ENTER**. The screen will display the complete configuration for your system.

***NOTE:** Because some of the information may not be visible on the screen, it is recommended that the report be printed for easy viewing.*

2. Type **Y** if you want the report printed on the printer or type **N** if you wish to return to the *Special Commands* screen. Press **ENTER** after your response.
3. Press **ENTER** to return to the *CMS Main Menu* screen.

DIR

The system is capable of displaying a list of all leagues or tournament numbers defined on the system. To get a listing of the league or tournament numbers, the Special Command DIR is used.

Display a List of League or Tournament Numbers

At the *Special Commands* screen:

1. Type **DIR** and press **ENTER**. The *Directory* screen is displayed, listing your bowling center's software programs.

2. Type the number of the program you wish a directory listing for and then press **ENTER**. The number of the program selected is displayed on the screen. The prompt “DO YOU WISH TO PRINT?” is displayed.
3. To print the directory listing, press **Y**. If no print copy is needed, press **N**.

ENABLEMC

The ENABLEMC command allows Cashworx systems to switch between the cash drawer and the modem on the serial port.

At the *Special Commands* screen:

1. Type **ENABLEMC** and press **ENTER**. One of the two following prompts appears:

THE CURRENT ACTIVE DEVICE IS THE CASH DRAWER.
DO YOU WANT TO CHANGE IT?

- a. Type **Y** and press **ENTER** to change it from the cash drawer.
- b. Type **N** and press **ENTER** to return to the *Special Functions* menu.

THE CURRENT ACTIVE DEVICE IS THE MODEM.
DO YOU WANT TO CHANGE IT?

- a. Type **Y** and press **ENTER** to change from the modem to the cash drawer.
- b. Type **N** and press **ENTER** to return to the *Special Functions* menu.

FLOPPY

Before a floppy disk can be used to make a backup, it must be formatted on the system computer.

If there are errors during the formatting process, discard the disk or return it to the manufacturer.

Format a Floppy Disk

At the *Special Commands* screen:

1. Type **FLOPPY** and press **ENTER**. The prompt “THIS COMMAND WILL FORMAT A BLANK FLOPPY DISK. DO YOU WANT TO CONTINUE?” is displayed.
2. Type **Y** or **N** and press **ENTER**. If **Y** is selected, the prompt “INSERT FLOPPY IN DRIVE; PRESS <RETURN> WHEN READY” is displayed. Go to step 3.

If **N** is selected, The prompt “ENTER SPECIAL COMMAND OR PRESS ENTER TO RETURN TO THE OFFICE TERMINAL SCREEN” is displayed. Press **ENTER** to return to the *CMS Main Menu* screen.

3. Insert a floppy disk in the disk drive and press **ENTER**. The disk is formatted. When formatting is complete, the prompt “DONE HIT ENTER TO CONTINUE:” is displayed.
4. Press **ENTER**.
5. To exit, press **ENTER** again. The terminal display returns to the *CMS Main Menu* screen.

HALTPR

There may be a time when the wrong report is selected and the printer output should be canceled. Also, if there is a problem with the office printer, like a paper jam, the user can tell the system to stop sending the information to the printer. To stop the printer, the Special Command HALTPR is used.

NOTE: If the HALTPR command is used, output to ALL printers will be stopped. This includes not only the Office printer but any scoresheet printers that are connected to the system.

Stop Printer Output

At the *Special Commands* screen:

1. Type **HALTPR** and press **ENTER**. The prompt below is displayed.

“HALTPR COMMAND

MENU

1> CANCEL ALL CURRENT AND PENDING PRINT JOBS

2> CANCEL JOBS AND RESET PRINTER

3> EXIT”

2. Type **1**, **2**, or **3** and press **ENTER**.

1 or 2 - Stops the printer and all pending printouts in the print spooler. The system displays the actions it is taking while canceling the printouts. After the messages are displayed, the prompt “HIT ENTER TO CONTINUE:” is displayed. Press **ENTER** two times to return to work and resume using the printer. Turn the printer off and back on again.

NOTE: Select option 2 if the printer is not communicating properly.

3 - Lets the printer output continue. Press **ENTER** to return to the *CMS Main Menu* screen.

***NOTE:** If the output to the printer has been canceled, the user needs to request the items to be printed again.*

HALTSYS

Any time that the system needs to be turned off, this command should be executed. This will close all open files and prevent the loss of data. If the system is to be moved, you should always use the command "HALTSYS" and turn the power off *before* moving. Failure to do so may damage the hard drive.

Stop the System

At the *Special Commands* screen:

1. Type **99** and press **ENTER**.
2. Type **HALTSYS**. The prompt "THIS COMMAND WILL HALT THE COMPUTER. DO YOU WISH TO CONTINUE?" is displayed.
3. Type **Y** or **N** and press **ENTER**.

If **N** is selected, the prompt "ENTER SPECIAL COMMAND" is displayed. Press **ENTER** again to return to the *CMS Main Menu* screen.

If **Y** is selected, the prompt "HALTING THE COMPUTER... NORMAL SYSTEM SHUTDOWN. SAFE TO POWER OFF - OR- PRESS ANY KEY TO REBOOT" is displayed. Turn the computer On/Off switch to the OFF position.

This completes the steps to halt the system.

PASSWORD

The Center Management System has the ability to change the maintenance menu password in the Frameworx scorer. This is important in securing the system from unauthorized use by bowlers who have learned the password.

The factory default password is 6167254966. The password can be changed to a five through 10 digit number using the digits 1 through 9.

At the *Special Commands* screen:

1. Type **PASSWORD** and press **ENTER**.
2. Press **Y** to continue.
3. Type the new password (5-10 digits). Press **ENTER**.
4. Retype the new password and press **ENTER**.
5. Press **ENTER** again.

6. At the Control Desk terminal, log on with a level 6 password.
7. Press **SCORER STATUS**.
8. Type the starting lane number of your bowling center.
9. Press **THRU**.
10. Type the ending lane number of your bowling center.
11. Press **ADJUST**.
12. Type your level 6 password and press **ENTER**.
13. Type SETPASS and press **ENTER**.
14. Press **Y** to confirm your action.

Erasing the Frameworkx Scorer Maintenance Password

WARNING: Once this command is issued to the Frameworkx scorer, you will not be able to access the Maintenance menu using a custom password. You must proceed to the password command and repeat the process to safely restore your password.

1. At the Control Desk terminal, log on with a level 6 password.
2. Press **SCORER STATUS**.
3. Type the starting lane number of your bowling center.
4. Press **THRU**.
5. Type the ending lane number of your bowling center.
6. Press **ADJUST**.
7. Type your level 6 password and press **ENTER**.
8. Type DELPASS and press **ENTER**.
9. Press **Y** to confirm your action.

PORT

The PORT command is helpful in locating where individual system components are attached, making changes to port locations, adding new hardware, and troubleshooting the cables and ports. Using this command allows the user to view or print the current settings.

To view or print a list of the current port assignments, perform the following steps.

At the *Special Commands* screen:

1. Type **PORT** and press **ENTER**. The *Port Configuration Main Menu* screen is displayed.
2. Type **1** and press **ENTER**.
3. Type a number (**1-4**) and press **ENTER** to select whether to view or print the configuration and also in which order you wish to sort the ports.

If **1** is selected, the screen will display the port assignments sorted in port number order.

If **2** is selected, the printer will print a list of port assignments in port order number.

If **3** is selected, the screen will display the port assignments in order by application.

If **4** is selected, the printer will print the port assignments in order by application.

NOTE: When displaying port assignments, press **ENTER** to go through the different screens.

To view a list of available ports:

1. Type **PORT** and press **ENTER**. The *Port Configuration Main Menu* screen is displayed.
2. Type **2** and press **ENTER**. Press **ENTER** again to advance to the next screen.
3. Press **ENTER** to return to the *Port Configuration Main Menu* screen.

To test a port:

1. Type **PORT** and press **ENTER**. The *Port Configuration Main Menu* screen is displayed.
2. Type **3** and press **ENTER**.
3. Type the number of the port to test and press **ENTER**.

***NOTE:** The port numbers are labeled on either the Megaport board or the Computone board. These numbers will either be labeled with iO1, iO2 etc. or aa,ab, ac, etc.*

4. Insert the loopback tester into the designated port and then press **ENTER**. The message “Testing Port” is displayed. If the port passes the test, go to step 7. If the port fails the test, go to step 5.
5. Type **Y** and press **ENTER** to test the same port again or type **N** and press **ENTER** to continue with the next port. The message “PORT XX HAS FAILED THE LOOPBACK TEST BUT IS NOT MARKED BAD. SHOULD IT BE PLACED ON THE BAD LIST?” is displayed if the port is bad. Go to step 6.
6. Type **Y** and press **ENTER** to place the port on the bad list and make it unavailable for future use. Type **N** to continue; the port will **NOT** be added to the bad list.

***NOTE:** If the port will not pass the loopback test, check to see if the loopback tester is inserted in the correct port and retest. If you are sure that everything is connected properly and the port still will not pass the loopback test, the port should be added to the bad list so it will not be used by mistake in the future. If you have any questions, call the Brunswick Customer Response Center. If a port is added to the bad list and later is found to be OK, it can be removed from the bad list by retesting the port.*

***NOTE:** If a specific port fails the loopback test and you have a device that is using the bad port, you should change the port assignment for that device (refer to “Changing a Port Assignment” below).*

7. Press **ENTER** to return to the *Port Configuration Test a Port* screen. Press **ENTER** again to return to the *Port Configuration Main Menu* screen.
8. To return to the *CMS Main Menu* screen, type **0** (zero) and press **ENTER**. The prompt “COMMIT CHANGES TO PORT CONFIGURATION” is displayed.

9. Type **Y** or **N** to indicate whether you wish to save the changes that you made and press **ENTER**.

***NOTE:** If you answered N to step 9, all changes made since you accessed the PORT program will be ignored.*

To change a port assignment:

1. Type **PORT** and press **ENTER**. The *Port Configuration Main Menu* screen is displayed.
2. Type **4** and press **ENTER**. The *Port Configuration Change a Port* screen is displayed.
3. Type the number of the port you wish to change and press **ENTER**.
4. Type the number of the new port and press **ENTER**. The prompt “IS EVERYTHING OK?” is displayed. Type **Y** or **N** to indicate your response and press **ENTER**.

To change a terminal type:

1. Type **PORT** and press **ENTER**. The *Port Configuration Main Menu* screen is displayed.
2. Type **5** and press **ENTER**.
3. Type the port number of the terminal you wish to change and press **ENTER**. The display will show the existing terminal type and list the available terminal types.
4. Type a number (**1-3**) and press **ENTER** to select a different type of terminal or simply press **ENTER** for no change.

If **1** is selected, the terminal is set up as a Standard terminal which will use the English language.

If **2** is selected, the terminal is set up for the Chinese language.

If **3** is selected, the terminal is set up for the Korean language.

***NOTE:** Use of the settings for Chinese or Korean terminals requires different hardware than a Standard (English) terminal. DO NOT change these settings unless you are sure you have the correct hardware.*

To display a list of supported hardware:

1. Type **PORT** and press **ENTER**. The *Port Configuration Main Menu* screen is displayed.
2. Type **6** and press **ENTER**. The list will display on the screen.

***NOTE:** The list displayed represents hardware that has been tested and is known to be compatible with CMS. Other models which are similar may work but Brunswick makes no guarantee except for specific models on the list.*

3. Press **ENTER** to return to the *Port Configuration Main Menu* screen.

PRINTER

The **PRINTER** command is used to change the type of printer being used with the Center Management System. The system works with five different models of printers. They are:

- Epson Fx80e
- HP Laserjet II
- Okidata 320 IBM
- Panasonic 1191
- TI880
- HP Laserjet II A4
- Epson LQ 4570OH/LQ 1570C

***NOTE:** Other models of printers may also work but Brunswick makes no guarantee except for those listed.*

The Center Management System supports multiple office printers. The **PRINTER** command can also be used to direct specific reports to a specific printer.

***NOTE:** The Brunswick Customer Response Center **must** be notified to enable another office printer. There are internal changes to the software that Brunswick must do via the modem.*

Use the Printer Command

1. With the *Special Commands* screen displayed, type **PRINTER** and press **ENTER**.

To specify specific reports, change the type of printer, or specify a specific terminal, enter the number of the printer to change and press **ENTER**.

Change a Printer's Setup Options

1. Type **1** and press **ENTER** to change the type of printer being used. The types of printers available are listed on the screen. Enter the specific code for the type of printer to use and press **ENTER**.
2. Type **2** and press **ENTER** to specify specific forms for this printer only. The following prompt “WOULD YOU LIKE TO (A)DD OR (D)ELETE A FORM (“Ø” TO EXIT):” is displayed.
 - Type **A** and press **ENTER** to add a specific report. The prompt “PLEASE ENTER THE NUMBER OF YOUR CHOICE (“Ø” TO EXIT):” is displayed.

The available forms are:

1. RECAPS
2. MAILING LABELS
3. MEMBERSHIP CARDS
4. PAYROLL CHECKS
5. ACCOUNTS PAYABLE CHECKS
6. W-2 FORMS
7. DOS PRINTER
8. SCORE PRINTER ONE
9. SCORE PRINTER TWO
10. SCORE PRINTER THREE
11. SCORE PRINTER FOUR
12. TOP TEN PRINTOUT

Enter the number of the form to be printed by this printer and press **ENTER**. Select #2 again if other forms are to be specified to this printer. After all forms are selected, type **Ø** and press **ENTER**. The prompt “DO YOU WANT TO SAVE CHANGES?” is displayed. If changes have been made, press **Y** and **ENTER**. If no changes were made, type **N** and **ENTER**. Type **Ø** and **ENTER** to exit and then press **ENTER** again to return to the *CMS Main Menu* screen.

- Type **D** and press **ENTER** to delete a form from an assigned printer. The prompt “PLEASE ENTER THE NUMBER OF THE FORM TO DELETE (“Ø” TO EXIT):” is displayed. Enter the number of the form you no longer want sent to the printer and press **ENTER**. The prompt “ARE YOU SURE YOU WANT TO DELETE FORM #X?” is displayed. Type **Y** and press **ENTER** to delete this form, or **N** and press **ENTER** if the wrong form number was selected. Press “Ø” and **ENTER** to exit and then press **ENTER** again to return to the *CMS Main Menu* screen.

3. Type **3** and press **ENTER** to assign this printer to a particular terminal for generating printouts. If this is done, only the forms listed can be produced by this particular terminal. The user must also know the port location number that the terminal is plugged into. The prompt “WOULD YOU LIKE TO (A)DD OR (D)ELETE A TERMINAL (“Ø” TO EXIT):” is displayed.

NOTE: If you have only one office terminal, this option should not be used.

- Type **A** and press **ENTER** to specify a terminal to this printer. The prompt “PLEASE ENTER PORT NAME (OR [ENTER] TO EXIT):” is displayed. Enter the port name of the terminal to specify and press **ENTER** (an example of a port name would be i16 or ag). The prompt “PLEASE ENTER NUMBER OR “Ø” TO EXIT:” is displayed. Select #3 again if another terminal is to be added. Follow same procedures until all terminals are added. When you are through specifying terminals, type **Ø** and press **ENTER**. The prompt “DO YOU WANT TO SAVE CHANGES?” is displayed. Type **Y** and press **ENTER** to save the changes or type **N** and press **ENTER** to not save the changes. Then press **Ø** and **ENTER** and **ENTER** again to return to the *CMS Main Menu* screen.
- Type **D** and press **ENTER** to delete a specific terminal. The prompt “PLEASE ENTER THE NUMBER OF THE TERMINAL TO DELETE (“Ø” TO EXIT):” is displayed. Enter the terminal number and press **ENTER**. The prompt “ARE YOU SURE YOU WANT TO DELETE TERMINAL #X?” is displayed. Type **Y** to delete or **N** to not delete and press **ENTER**. The screen returns to the *Change Printer* screen. Type **Ø** and press **ENTER** to exit. The prompt “DO YOU WANT TO SAVE CHANGES?” is displayed. Type **Y** and press **ENTER** to save the changes or type **N** and press **ENTER** to not save the changes. Then type **Ø** and press **ENTER**. Press **ENTER** again to return to the *CMS Main Menu* screen.

REBOOT

There are times when it is necessary to reset the office computer. A “reboot” should be done after; *loading new software, changing the clock, changing the center or adding new hardware*. It may also be necessary if either the office or control desk are not responding to keyboard input. It is recommended that the system be rebooted once a week to keep the system performance at a maximum.

NOTE: Although the system will automatically reboot if the power is turned off and then on, it is not recommended. Only as a last resort should the power off/on method be used.

NOTE: Any time the system is rebooted, all operators currently signed on should be notified. This is to prevent disrupting an operator who might have been in the middle of a transaction or processing work.

Use the REBOOT Command

At the *Special Commands* screen:

1. Type **REBOOT** and press **ENTER**. The prompt “THIS COMMAND WILL REBOOT (RESTART) THE COMPUTER. DO YOU WANT TO CONTINUE?” is displayed.
 - Type **Y**, and press **ENTER** if you wish to reboot the entire system. The prompt “PLEASE WAIT” is displayed.

This takes a few minutes to complete. During this process no one is able to use the system, including the front desk. The prompt “PLEASE ENTER YOUR USER NAME . . .” is displayed on the Office terminal and the Desk terminal displays the *Unattended* screen.

- Type **N** and press **ENTER** if rebooting is not needed. The screen returns to the “ENTER A SPECIAL COMMAND” prompt. Press **ENTER** to return to the main menu.

REMODEM

The REMODEM command is used to reset the modem. If the command should fail to reset the modem, the modem should be turned off, wait 5 seconds, and then turn the modem back on. Repeat this procedure. If the modem continues to fail, contact the Brunswick Customer Response Center.

At the *Special Commands* screen:

1. Type **REMODEM** and press **ENTER**.
2. When the system is finished, the *CMS Main Menu* screen is displayed.

RENUMBER

The number of a league, tournament, or open bowling program can be changed. To change the league, tournament, or open bowling numbers, the Special Command RENUMBER is used.

Change the Number of a League, Tournament, or Open Bowling Center

At the *Special Commands* screen:

1. Type **RENUMBER** and press **ENTER**. The *Renumber* screen is displayed.
2. Type the number of the program (**1**, **4**, or **5**) and press **ENTER**.
 - a. LEAGUE RECORD SERVICE - If **1** is selected, the prompt “WHAT IS THE CURRENT NUMBER OF THE LEAGUE?” is displayed.

Enter the current number of the league to change and press **ENTER**. The prompt “WHAT IS THE NEW NUMBER OF THE LEAGUE?” is displayed.

NOTE: If a “new” league number is entered that already exists, the prompt “NEW LEAGUE ALREADY EXISTS HIT ENTER TO TRY AGAIN. . .” is displayed.

Press **ENTER** and enter a different, new league number.

- b. OPEN BOWLING - If **4** is selected, the prompt “WHAT IS THE CURRENT NUMBER OF THE CENTER?” is displayed.

Enter the center or group number to change and press **ENTER**. The prompt “WHAT IS THE NEW NUMBER OF THE CENTER?” is displayed.

Enter the new center or group number and press **ENTER**. The prompt “RENUMBERING CENTER . . .” is displayed. When the task is completed, the screen returns to the prompt to enter a special command.

WARNING: If center number 1 is changed, the *Open Bowling interface for the Control Desk* will be disabled since the interface is only available for center 1.

NOTE: If a center number is entered that already exists, the prompt “NEW CENTER ALREADY EXISTS HIT ENTER TO TRY AGAIN . . .” is displayed.

Press **ENTER** and enter a different, new center or group number.

- c. TOURNAMENT RECORDKEEPING - If **5** is selected, the prompt “WHAT IS THE CURRENT NUMBER OF THE CENTER?” is displayed. Do Not Be Confused! The program is looking for the current tournament number.

Enter the current tournament number to change and press **ENTER**. The prompt “WHAT IS THE NEW NUMBER OF THE CENTER?” is displayed: Again, don’t be confused! The program is looking for a new tournament number.

Enter the new tournament number and press **ENTER**. The prompt “RENUMBERING CENTER . . .” is displayed. When the tournament has been renumbered, the screen rotates back to the request for a special command.

***NOTE:** If a tournament number is entered that already exists, the prompt “NEW CENTER ALREADY EXISTS HIT ENTER TO TRY AGAIN. . .” is displayed.*

Press **ENTER** and enter a different, new tournament number.

3. Press **ENTER** to return to the *CMS Main Menu* screen.

SAVERTM

The Center Management System can control the amount of time it takes before the Frameworx scorer switches to a screen saver mode.

The factory default is ten minutes. The time can be set from zero to 120 minutes. Setting the value to zero will disable the feature.

At the *Special Commands* screen:

1. Type **SAVERTM** and press **ENTER**.
2. Press **Y** to continue.
3. Type the amount of time in minutes (0 to 120) before the Frameworx scorer will switch to a screen saver mode. Press **ENTER**.
4. Retype the new time and press **ENTER**.
5. Press **ENTER** again.
6. At the Control Desk terminal, log on with a level 6 password.
7. Press **SCORER STATUS**.
8. Type the starting lane number of your bowling center.
9. Press **THRU**.

10. Type the ending lane number of your bowling center.
11. Press **ADJUST**.
12. Type your level 6 password and press **ENTER**.
13. Type SETSAVER and press **ENTER**.
14. Press **Y** to confirm your action.

Restoring Default Screen Saver Time

1. At the Control Desk terminal, log on with a level 6 password.
2. Press **SCORER STATUS**.
3. Type the starting lane number of your bowling center.
4. Press **THRU**.
5. Type the ending lane number of your bowling center.
6. Press **ADJUST**.
7. Type your level 6 password and press **ENTER**.
8. Type DELSAVER and press **ENTER**.
9. Press **Y** to confirm your action.

VERSION

This special command should be done after loading new or updated software. All the programs on the system and the current version or reference number will be listed. A printout of this information can also be generated.

Use the VERSION Command

At the *Special Commands* screen:

1. Type **VERSION** and press **ENTER**. The screen begins to list the software programs and the version number of each program.
 - a. Type **Y** and press **ENTER** to print a hardcopy of the screen display. The screen returns to the request for a special command.
 - b. Type **N** and press **ENTER** to not print a hardcopy of the screen display. The screen returns to the request for a special command.
2. Press **ENTER** again to return to the *CMS Main Menu* screen.

Ordering Supplies

From time to time additional supplies will need to be purchased for the system. The following are Brunswick's order numbers for supplies.

Paper

Control Desk and Office Printer Paper (Box) - Brunswick Order Number 67-860251-000

Receipt Printer Paper (10 rolls) - Brunswick Order Number 57-860412-000

Ribbons

Control Desk and Office Printer Ribbon (3 ribbons) - Brunswick Order Number 57-860423-000

Tapes and Disks

Backup Tapes (8 tapes) - Brunswick Order Number 57-860424-000

5-1/4" Backup Floppy Disks (Box of 10) - double-sided, high-density disks - Brunswick Order Number 67-860055-000

3-1/2" Backup Floppy Disks (Box of 10) - double-sided, high-density disks - Brunswick Order Number 11-615832-000

Forms

Bowler Recap Sheet (Box) - Brunswick Order Number 57-860422-000

Team Registration Forms (Pack) - Brunswick Order Number 61-860011-000

Bowler Change Notices - Brunswick Order Number 67-860049-000

Chapter 3: Troubleshooting

General Description

The Center Management System is delivered to your center with helpful tools to assist you with problems that might arise during normal use. The following items were included with the system and should be stored in a safe place. However, the main computer operator must still have access to these items.

- Maintenance Diskettes - used to get the system operational if serious problems should arise.

The maintenance diskette should only be used with the assistance of the Brunswick Customer Response Center or a Brunswick approved service technician. These diskettes will be necessary in the event of a hard drive failure.

- System Backup Tape - contains the original software and configuration settings for the system.

The System Backup Tape is only to be used by the Brunswick Customer Response Center or a Brunswick approved service technician. If it should become necessary to load this tape to repair a problem, you must also have a current tape backup of your system in order to recover your data files. For information on performing a tape backup, refer to the "Tape Backup" section in Chapter 2: Office Management Operations.

Under NO circumstances should you use the System Backup Tape that was shipped with your system as a daily backup media.

- Loopback Tester - used to test cables, connections, or ports on the system.

This tester is very useful in tracking down communications problems between components of the system. Instructions for using the Loopback tester are found in Chapter 2, in the "Special Commands" section, under the heading of PORT. This tester should be located on the back of the computer using the attached fastener. This ensures that it is always readily available if it is needed.

- Modem - used mainly for software support by the Brunswick Customer Response Center.

If a problem should occur with the system, it is often easier to identify and fix a problem by having the Brunswick Customer Response Center connect to your system. They are then able to see what is happening and be in a better position to offer assistance. To be able to do this, the modem must be connected to the system, connected to a phone line, and turned on. If the modem is connected properly, the user should only need to turn the modem on when requested to by the Customer Response Center.

The modem may be turned on by positioning the toggle switch (on the modem) to the position marked 1. When the modem is functioning properly, there will be four red lights illuminated on the front. The four lights correspond to the HS (high speed), TR (terminal ready), MR (modem ready), and the AA (auto answer) indicators.

For security reasons, it is recommended that the modem is left turned off unless it is in use by either the Brunswick Customer Response Center or is being used by the Communications operator.

Troubleshooting Charts

Problem	Cause	Solution
Entering Pay-Outs (Refer to Chapter 1)		
Tax is not displayed in the transaction.	The item was not taxed or the tax was included in the price.	Change the tax status of the department.
	TAX XCPT was pressed during the sale.	Press TAX XCPT again.
Tax is displayed in the transaction.	Tax was added to the price of the item.	Change the tax status of the department.
Selecting Weekday and Holiday Rates (Refer to Chapter 1)		
Rates do not go into effect on time.	The clock or calendar is incorrect.	Reset the clock or calendar. See Chapter 2.
Printing the Shift Report (Refer to Chapter 1)		
Report totals are set to zero.	The report was zeroed.	No action needed.
Report totals continue to accumulate.	The report has not been zeroed.	Zero the Shift Report.
Defining Special Function Access Levels (Refer to Chapter 1)		

Problem	Cause	Solution
A user cannot access a special function.	The user's control desk privilege level is lower than the special function access level.	Change the user's privilege level or the special function access level.
Defining Tax Rates (Refer to Chapter 1)		
Tax rates are not displayed correctly in transactions.	Percentages were not entered correctly.	Re-define the tax rates. Enter 3 percent as 3000.
Defining Retail Departments (Refer to Chapter 1)		
Department information is erased on the Department Keys and Names screen.	ENTER was pressed at the beginning of a completed field.	After the department letter is entered, all department information must be re-typed before exiting.
Tax is not displayed in transactions.	The items were not taxed or the tax was included in the price.	Change the tax status of the department.
Tax is displayed in transactions.	The tax is added to the price.	Change the tax status of the department.
Tax is or is not displayed on proper items.	TAX XCPT key was pressed during sale.	Press TAX XCPT again.
Defining the Center Management System Starting Lane (Refer to Chapter 1)		
Low-numbered lanes in the bowling center are not shown on the <i>Lane Status</i> screen.	The starting lane number is too high.	Enter a lower starting lane number.
Defining Regular and Holiday Bowling Rates (Refer to Chapter 1)		
Bowlers are charged 99.99.	The installed settings were not changed.	Enter the bowling center's bowling rates. If the user does not want to charge holiday rates, enter the same prices used for weekday bowling.
Bowlers are charged .00.	ENTER was pressed at a price field instead of entering a rate.	Enter a rate in the field.

Problem	Cause	Solution
Defining Special Bowling Rates (Refer to Chapter 1)		
The system will not accept the number of games when defining special bowling rates.	Only the number of games for a game bowling rate can be entered.	Select "G" for type of special rate. Check number of columns for correct number of games.
Lane does not turn on with special game.	Special rate for that game was not defined/used.	Define a special rate using that specific game's code.
Defining the Round-Off Amount (Refer to Chapter 1)		
Amounts are not rounded-off correctly in time bowling.	The wrong round-off method was selected.	Select another round-off method.
Defining Shoe Rental Rates (Refer to Chapter 1)		
Tax is not displayed in transactions.	Shoes are not taxed or the tax is included in the price. TAX XCPT was pressed during the sale.	Change the tax status if necessary. Press TAX XCPT again.
Tax is displayed in transaction.	The tax is added to the price.	Change the tax status of the department.
Bowlers are charged 99.99.	The installed settings were not changed.	Enter the bowling center's shoe rates. If the user does not want to use all three shoe rates, do not change the installed settings.
Bowlers are charged .00.	ENTER was pressed at a price field instead of entering a shoe rate.	Enter a shoe rate in the field. If the user does not want to use the field, enter 99.99.

Problem	Cause	Solution
Defining Miscellaneous Rates (Refer to Chapter 1)		
Bowlers are charged a minimum rate for time bowling.	A minimum time charge was defined.	Change the time charge definition if necessary.
Defining Billiard Rates (Refer to Chapter 1)		
Rates do not go into effect on time.	The clock or calendar is incorrect.	Reset the clock or calendar. See Chapter 2.
Tax rates are not displayed correctly in billiard transactions.	Percents were not entered correctly.	Redefine the tax rates for billiards. See Chapter 1.
Billiard players are charged 99.99 for billiards or cues.	The installed settings for billiards rates or cue rental rates were not changed.	Enter the bowling center's billiard and cue rental rates. If the user does not want to charge separate holiday rates, enter the same prices used for weekday rates. See Chapter 1.
Billiard players are charged .00 for billiards or cues.	ENTER was pressed at a price field instead of entering a rate.	Enter a rate in the field. See Chapter 1.
Defining Receipt Transactions (Refer to Chapter 1)		
A transaction doesn't print a receipt.	A receipt for the transaction was not specified.	Specify a receipt for the transaction.
	Printer power off or off-line.	Turn the printer on or put on-line.
Defining Warning and Shut-off Times on Lanes with AS-90s (Refer to Chapter 1)		
The prepaid bowling screen warning does not display.	A warning time was not defined.	Define a warning time.
Prepaid lanes do not turn off.	A shut-off time was not defined.	Define a shut-off time.
The league bowling scorer does not turn off.	A shut-off time was not defined.	Define a shut-off time.

Problem	Cause	Solution
The slow bowling color does not display.	A slow bowling time was not defined.	Define a slow bowling time.
Defining a Game on Lanes without Automatic Scorers (Refer to Chapter 1)		
The pinsetters turn off too early.	The maximum number of frames in a game is too low.	Increase the maximum number of frames per game.
The number of games bowled is too low at checkout.	The maximum number of frames in a game is too high.	Reduce the maximum number of frames per game.
Enabling Automatic Scoresheet Printing		
Open play or league scoresheets do not print automatically at the end of a game.	An automatic scoresheet print-out was not specified.	Specify automatic scoresheet printing.
Defining Overhead Display Colors for Lanes with AS-90s (Refer to Chapter 1)		
The arrows on the overhead display don't flash.	There is not enough contrast between the forms and characters colors.	Adjust the colors to provide more contrast.
The form or characters are hard to read.	There is not enough contrast between the form or characters color and the background.	Adjust the colors to provide more contrast.
Color change does not take place with event change.	Two events may have the same assigned color.	Assign different colors to the events.
Entering and Changing Unsupported Leagues (Refer to Chapter 1)		
The control desk operator can't assign lanes to a league.	The league number is not in the computer.	Enter the league in the computer.
No practice time is shown at check-in for a league.	A practice time was not specified.	Specify practice time.
No assigned lanes are shown at check-in for a league.	Lane assignments were not specified.	Specify lane assignments.

Problem	Cause	Solution
The league lane warning is not displayed for the league.	The lane warning was not specified.	Specify the lane warning. (The computer must be rebooted to activate this feature.)
The number of games in a league's series is not correct.	The games per series were not entered or the incorrect number of games was entered.	Enter the correct number of games per series.
The league's rate per game is not shown when accepting payment.	A rate per game was not specified.	Specify a rate per game.
The league's standard lineage is not shown when accepting payment.	A standard lineage was not specified.	Specify standard lineage.
The league's standard other amount is not shown when accepting payment.	A standard other amount was not specified.	Specify a standard other amount.

Appendix A: Glossary

A

Access Level - See Special Function Access Level.

Accessible Programs - Center Management System software programs.

Accessible Utilities - Programs used to maintain the Center Management System.

Add League Screen - The Control Desk terminal screen that lets you enter an unsupported league in the system computer.

Adjust Screen - The screen that lets you add items to an assigned lane or change check-out information. All adjustments are recorded in the Center Management System transaction journal.

Admit a User - Enter a user in the Center Management System.

Admit User Menu - The menu that is displayed when you select Admit User from the Office Terminal menu.

Approach - The part of the lane behind the foul line where the bowler's approach is made.

Arrow - Keys on the keyboard that enable you to move up, down, backwards and forwards around the screen to correct typing mistakes.

Audio Signal - A scorer status option that sends sound to the overhead displays.

Automatic Scorer - A computer system at the lanes that calculates and displays bowler scores.

Automatic Scoresheet Printing - Automatic printing of a scoresheet at the Control Desk after a game or series.

B

Back Up Data - Copy information from the system computer to a disk or tape.

Backup Disk - A disk containing backup data. You can back up specific program information on disks.

Backup Menu - The menu that is displayed when you select Back Up Data from the Office Terminal menu.

Backup Tape - A tape containing backup data.

Bar Order Receipt Printer - An optional component that receives Bowler Express orders at the bar.

Beer Frame - In league play, when all team members roll a strike except one.

Best Frame Game - Best Frame is a ten pin game where two to five bowlers participate and where the best score of all the bowlers for that frame is used to score the frame in the “team game” which appears at the bottom of the screen.

Billiard Activity Screen - The screen that shows the status of the billiard tables in the bowling center.

Billiard Keys - Control Desk terminal keys that let the user control billiard operations. Billiard keys are used with the bowling keys to assign and transfer billiard tables, and accept payment for billiards.

Billiard Rate - The rate your bowling center charges for billiards.

Billiard Rates Screen - The Control Desk terminal screen that lets you enter your bowling center’s billiard rates.

Black Background - A black background with no lane information on the *Lane Status* screen means a lane is available to be issued.

Bonus Frames Per Game Screen - The Control Desk terminal screen that lets you enter the minimum and maximum number of frames that make up a game.

Bowler Express Control Terminal - An optional component that lets you set up the Bowler Express Lane Terminals.

Bowler Express Keys - Control Desk terminal keys that are active when the terminal is used as a Bowler Express terminal.

Bowler Express Lane Terminal - An optional unit that lets bowlers order snacks without leaving the lanes.

Bowler Express System - An optional computer system that handles refreshment sales.

Bowler Type - Bowler type is used for scoring. There are four types:

Pacer: A pacer is used to keep two teams bowling at an even pace. This bowler’s score is not added to the running team total.

Absent: A bowler who is not present. The absent bowler’s absentee score must be entered.

Regular: All regular team members present and ready to bowl at the scheduled time.

Substitute: A bowler who is substituting for a regular bowler.

Bowling Center Number - A number assigned to a satellite bowling center in order to process its data.

Bowling Keys - Control Desk terminal keys that let the user control bowling operations.

Bowling Rate - A rate that is charged by pressing a bowling rate key. There are six bowling rate keys: SENIOR RATE, JUNIOR RATE, A (ADULT), SPEC B, SPEC C and SPEC D.

Bowling Rates Screens - The Control Desk terminal screens that let you enter your bowling center's weekday and weekend bowling rates.

C

Cash Drawer - The Control Desk component that works like the drawer on a cash register.

Cash Tray - A tray with slots for cash and change that is placed in the cash drawer.

Center Information Screen - The Control Desk terminal screen that lets you enter your Center Management System's starting lane.

Change League Screen - The Control Desk terminal screen that lets you change unsupported league information.

Change Scorer Default Color Screen - The Control Desk terminal screen that lets you change the colors that are shown on the overhead display.

Check In - Assign a lane.

Check-In Screen - The screen that lets the user assign lanes to bowlers and accept payment for prepaid bowling.

Check Out - End a lane assignment.

Check-Out Screen - The screen that lets the user end lane assignments and accept payment for postpaid bowling.

Check-Out Screen Time-Out - The period of time the Check-Out screen is displayed if no entry is made. The Check-Out screen time-out is three minutes.

Clean Game - A complete game (10 frames) with no open frames.

Color Assignments Screen - The Control Desk terminal screen that lets you assign defined colors to events.

Center Management System - The computer system that controls your bowling center's operations.

Center Management System Computer - The computer that runs the Center Management System. The computer is located in your bowling center's office.

Center Management System Program - A group of operations that run on the system computer.

Center Management System Set-Up - Preset values entered in the system computer.

Command System Starting Lane - The first lane controlled by a Center Management System computer.

Computer Calendar - The calendar in the system computer that puts your bowling center's weekday and weekend bowling and billiard rates into effect.

Computer Clock - The clock in the system computer that puts your bowling center's weekday and weekend bowling rates into effect.

Computer Monitor - The screen component of the system computer.

Control Desk - The control center for the front of your bowling center. The Control Desk consists of a Control Desk terminal, a pole display, a cash drawer, a receipt printer, a lane interface unit and a manual lane control panel. If your bowling center has automatic scorers, the Control Desk also includes a scorer interface unit, an intercom handset, and a scoresheet printer.

Control Desk Terminal - The Control Desk component that lets you enter retail sales, assign lanes and billiard tables and control assigned lanes. The Control Desk terminal is connected to the system computer.

Correct Scores Screen - The screen that lets the user correct bowler scores and delete bowlers.

Crosslane Mode - A lane assignment mode in which two lanes operate as a pair. Bowlers move from one lane to the other when bowling a game.

Current Printer Output - Information that has been sent to the printer and is stored in the printer's memory.

Cursor - A flashing line on the screen that indicates where to type information.

Customer Display - A component of the Control Desk that displays dollar amounts for the customer(s).

D

Daily Reporting System (DRS) - The Center Management System program that generates cash control reports.

Data Entry Screen - A screen that lets you enter the information required to perform an operation.

Default Setting - The setting that is used if another setting is not selected.

Department - A category for tracking and reporting sales, for example, the Pro Shop. Your bowling center can have up to 20 departments.

Department Keys and Names Screen - The Control Desk terminal screen that lets you enter your bowling center's departments and their tax rates.

Department Letter - The letter entered in a retail sale to associate the sale with a department.

Department Pay Out - A transaction that lets you pay out money from a department.

Directory Menu - The menu that is displayed when you enter the special command, DIR.

Discount Rate - A special rate that subtracts a dollar amount from the amount due.

Disk Backup - A copy of Center Management System information on a floppy disk.

Double - Two strikes in a row.

DRS - See Daily Reporting System.

E

Elapsed Time - The amount of time that has passed since a lane was assigned.

Emergency Lane Off - A lane operating mode in which the automatic scorer remains turned on but the pinsetter is turned off.

Erase Data Menu - The menu that is displayed when you select Erase Data from the CMS Main Menu.

Exciter Graphics - Graphics shown on the overhead displays for special conditions, such as a strike, spare or high game.

Extra Frames - Frames over the minimum amount defined for a game that are bowled to complete the game.

Extra Rate - The rate charged for extra frames.

F

Fence - An imaginary line drawn after a bad frame.

Flashing Arrows - The arrows on the scorer display that indicate which bowler should bowl next.

Flashing Background - Flashing backgrounds on the *Lane Status* and *Billiards Activity* screens highlight special conditions and are designed to attract the user's attention. The *Lane Status* screen may display a flashing medium intensity background or a flashing high intensity background bar.

Flashing Lane Information - Flashing lane information on the *Lane Status* screen is designed to attract the user's attention. Flashing lane information on a zero intensity background bar means a lane is on hold or a pinsetter has been turned off in an emergency. A flashing lane number means there is a held party.

Flat Rate - A rate that is charged for lane use regardless of the amount of time or number of games that were bowled.

Floppy Disk Drive - The device that writes information on a floppy disk.

Forced Mode - Requiring the bowlers to play a game in a certain format.

Format a Disk - Prepare a disk to receive data from the system computer.

Foul - The act of touching any part of the bowling lane beyond the approach area.

Foul Detector - A component, located at the foul line, that indicates that a foul has occurred when a bowler steps on or beyond the foul line.

Foul Line - The line that separates the approach from the lane.

Four Frame Display - The special feature of the scorer console that enables you to display four frames at a time on the scorer console and overhead displays.

Frame - One tenth of a game or match.

Frame Score for Strikes - A scorer status option that displays the frame score when a series of strikes are bowled.

Free Rate - A special rate that charges \$.00 for time or games.

Free Strike Game - A game where the bowler may receive from zero to six free strikes per game.

Front Desk Privileges - See Special Function Access Levels.

G

Game - 10 frames that are bowled by one bowler.

Game Bowling - Bowling in which bowlers pay by the game.

Game-End Message - A message shown on the overhead display at the end of prepaid bowling, a league or tournament series.

Game-End Message Color - The color shown on the overhead display when the game-end message is displayed.

Game Rate - A rate or special rate for game bowling or billiards.

General Pay Out - A transaction that lets you pay out money that is not associated with a department.

Guaranteed League - A league that pays standard lineage fees.

Guaranteed Lineage - A fixed amount paid per week no matter how many games are bowled.

H

Held Party - A bowler whose lane has been turned off and reassigned, but who has not paid for bowling.

High Intensity Background Bar - A solid high intensity background bar on the *Lane Status* screen means a lane is assigned for open play bowling. A flashing high intensity background bar means there is a slow bowler.

Hold Status - A lane operating mode in which the pinsetters are off, automatic scorers remain on, but time does not accumulate.

Hold Status Time-Out - The period of time that elapses, after the Center Management System puts pre-paid or league lanes on hold, before the lanes turn off. The hold status time-out is set by the bowling center.

Holiday Rates - Game and time bowling or billiard rates that are charged by the system for weekend or holiday customers. Holiday rates are in effect from start-of-business on Saturday to start-of-business on Monday.

Hot Key - A function key assigned to a program that lets you move back and forth among different programs without exiting them.

I

Information Screen - A screen that provides information but requires no entry.

Information Station - An optional component that lets bowlers view information about special events and add their names to a sign-up list.

Install Software - Copy programs from a disk into the system computer.

Installation Questionnaire - The questionnaire completed for your bowling center prior to the installation of your Center Management System.

Installed Default Prices - The prices entered in the system computer when it is installed in your bowling center. The installed default price is 99.99.

Intercom Handset - A Control Desk component that lets you talk to bowlers at their scorer console.

Intercom Message - A message at the top of the *Lane Status* or *Scorer Status* screen that indicates the intercom is turned on.

Intercom Tone - A tone generated by the Scorer Interface Unit when there is an incoming intercom call at the scorer console.

Item Number - A number that must be entered to move the cursor to an item on a data entry screen.

J

Journal Transaction Log - An electronic record of all operations performed at the Control Desk terminal kept in the Center Management System computer.

Junior Rate - A bowler rate charged to students and children.

K

L

Lane Assignment - Activation of a lane for bowling.

Lane Interface Unit - A Control Desk component that provides communication between Center Management System and the pinsetters.

Lane Number The number of an individual lane.

Lane Pair - Two adjacent lanes that are electronically connected. If the first lane in the bowling center is odd, a lane pair must begin with an odd number. If the first lane in the bowling center is even, a lane pair must begin with an even number. The system assigns a lane pair in crosslane mode.

Lane Range - Three or more lanes that are assigned together. Lane pairs are assigned in crosslane mode. An odd number of lanes (3 or more) are assigned in a single-lane mode.

Lane Status Screen - The Control Desk terminal screen that shows how the lanes in your bowling center are being used.

League - An organized group of bowlers who bowl according to league rules at a specific day and time.

League Lane Warning - A message shown on the Control Desk terminal *Check-In* screen when a league is scheduled to bowl on the lane being assigned within 60 minutes.

League Lineup - The teams and bowlers that are scheduled to bowl.

League Match - The lane assignment mode that is used for leagues. League mode is identified by the letters LG in the *Check-In* screen RATE box.

League Number - A one-, two- or three-digit number that identifies a league. The league number must be entered in the system computer before the lanes can be assigned in league mode.

League Payment Screen - The screen that lets a user accept a league payment.

League Practice - The period of time during which a league can bowl without accumulating scores.

League Practice Color - The color shown on the overhead or scorer display when the scorer is in practice mode.

League President - The person designated by the league as president.

League Recap Sheet - A form generated by the League Record Service that lists the league's scheduled lineup for the current week and where league bowlers record their league games.

League Record Service (LRS) - The Center Management System program that maintains league records.

League Roster - A list of the bowlers that are scheduled to bowl on a team.

League Schedule - The schedule that determines which teams are matched for each series.

League Secretary - The person designated by the league to manage finances and league records.

League Series - The number of games played by each team. Most leagues bowl a three or four game series.

League Series Colors - The colors shown on the overhead display when lanes are assigned in league mode.

League Standings - A record of a league's team positions.

Lineage - Bowling fee paid by a league or tournament.

Load Software - Copy updated software from a disk to the system computer.

Local Mode - An operating mode that must be set at the automatic scorer when the Center Management System is used in stand-alone mode.

Low Ball Game - Low Ball is a ten pin game where the lowest possible score wins. The bowler must knock down at least one pin for each ball thrown. Channel balls or misses are counted at 10 points. The lowest possible score is 20 points.

Low Intensity Background Bar - A shaded low intensity background bar on the *Lane Status* screen means a lane is assigned to a league. If a shaded low intensity background bar is shown for a lane that is not assigned, it means the pinsetter is not on line.

LRS - See League Record Service.

LRS Keys - The office terminal keys that are used in the League Record Service program.

LRS League - See supported league.

LRS Operator - The person in your bowling center who runs the League Record Service.

M

Make-up Series - A league series bowled after the league's scheduled date or time.

Management Keys - Control Desk terminal keys that are reserved for managers. There are four management keys: SPECIAL FUNCTION, SHIFT REPORT, PAID OUT and VOID.

Manual Backup - Copy Center Management System information to a tape using office terminal utilities.

Manual Lane Control Panel - A Control Desk component that lets you override the lane interface unit to turn the pinsetters on and off manually.

Match - 10 frames that are bowled by two or more bowlers.

Medium Intensity Background Bar - A flashing medium intensity background bar on the *Lane Status* screen means that pre-paid time or games are ready to end.

Menu - A screen that lets you select the operation you want to perform.

Minimum Chargeable Time - The minimum time that time bowlers or billiard players must pay for once their lanes or tables are assigned.

Miscellaneous Information Screen - The Control Desk terminal screen that lets you enter your bowling center's minimum chargeable time and the end of the business day for reporting purposes.

Modem - The device that lets you receive telephone assistance from Brunswick Customer Response Center personnel.

Monte Carlo - Monte Carlo is a game of chance that uses colored pins in the pin deck. When the colored pins are "set" in a specific pin position and the bowler records a strike, spare, or split, prizes are awarded to the bowler as defined by the bowling center.

Move arrows A function that enables a late bowler to bowl the frame missed. Also used if a bowler must complete a game ahead of the rest of the team.

N

Non-guaranteed League - A league that pays for each game bowled.

No-Sale Transaction - A transaction that opens the cash drawer but does not take-in or pay-out money. This transaction is used to make change for customers.

No-Tap Scoring - A scorer status option that awards the bowler a strike when fewer than 10 pins are knocked down. Bowlers can select 8 or 9 pin no-tap scoring at the AS-90 scorer console or 3 through 9 no-tap scoring at the Frameworkx scorer console.

No-Tap Value - When bowling the No-Tap game, the minimum number of pins a bowler must knock down on his/her first delivery to receive a strike.

O

Odd/Even Game - Odd/Even game is a ten pin open game where there is only one ball per frame. After a ball is thrown, if the pinfall is an even number, the frame is scored as a strike. If the pinfall is an odd number, the frame is scored as a spare where the first score of the frame is assigned the pinfall value. Channel balls are scored as zero for the entire frame.

Off-Line - Not under control of the Center Management System computer.

Office Printer - The printer in your bowling center's office.

Office Terminal - A terminal connected to the system computer that is used to perform office operations.

On-Line - Under control of the Center Management System computer.

On-Line Assistance - Assistance from Brunswick Customer Response Center personnel using the modem.

Open Frame - Failure to knock down all 10 pins on two consecutive throws in the same frame. (All five pins down in 5-Pin bowling.)

Open Play Bowling - Bowling in open play mode. Open play bowlers can pre-pay or post-pay, can pay for their time or games, and can bowl in single-lane or crosslane mode.

Open Play Practice Mode - A mode in which the Frameworkx scorer can be placed so no score is recorded. Frame count is still maintained by the Control Desk.

Organized Open Play - An organized event bowled in open play mode.

Other Activities - A fund that leagues can use to save money for trophies, fees and special events.

Out-of-Turn Bowler A bowler who bowls out of his or her regular turn.

Overhead Display - A component of the automatic scorer that displays bowler scores above the lane.

Overhead Display Message Color - The color shown on the overhead display when a message is sent from the Control Desk terminal to the overhead display.

Overhead Message Screen - The screen that lets a user send a message to the overhead display.

P

Password - An up to 14-character word that you must enter to sign on to the Control Desk terminal.

Password Information Screen - The Control Desk terminal screen that lets the operator set access levels for password protected operations.

Password-Protected Operation - An operation the user must enter his or her password to access.

Pay-Out - A transaction that lets a user pay money from the cash drawer. The pay-out transaction is usually reserved for managers.

Pay-Out Screen - The Control Desk terminal screen that lets you pay money out from the cash drawer.

Payment Keys - Control Desk terminal keys that let the user enter the customer's type of payment, open the cash drawer and record the transaction in the Center Management System transaction journal.

Payment Type - Different forms of payment that a customer may use when paying for a purchase (i.e. check, bank card, gift certificate).

Pending Printer Output - Information waiting to be sent to the printer.

Per-Game League Payment - A league payment in which the league pays for each game bowled. Non-guaranteed leagues pay per game.

Perfect Game - Twelve consecutive strikes in the same game.

Pin Queue - Pins in a pinsetter machine.

Pinsetter - The component at the lanes that sets the pins and returns the ball.

Pinsetter Inactivity - The shutting off of the pinsetter motor after a designated amount of time with no usage.

Pole Display - A component of the Control Desk that displays dollar amounts for customers.

Position The bowler's placement in the lineup.

Postpaid Bowling - Bowlers pay after they bowl.

Postpaid Bowling Color - The color shown on the overhead display when lanes are assigned in postpaid mode.

Practice Mode - An operating mode in which the automatic scorers do not accumulate scores when balls are bowled.

Pre-Bowl Series - A league series bowled before the league's scheduled date or time.

Prepaid Bowling - Bowlers pay before they bowl.

Prepaid Bowling Lane-Off Time - The time that elapses after prepaid bowling ends before the scorers and pinsetters turn off.

Prepaid Bowling Screen - The Control Desk terminal screen that lets you enter the prepaid bowling warning and lane shutoff times.

Prepaid Bowling Warning Color - The color shown on the overhead display when prepaid bowling is ready to end.

Prepaid Bowling Warning Indicator - A flashing medium intensity background bar that is shown on the *Lane Status* screen when prepaid bowling is ready to end.

Prepaid Bowling Warning Time - The time before prepaid bowling ends that the prepaid bowling warning indicator and prepaid bowling warning color are displayed.

Prepaid Game Bowling - The mode in which bowlers pay for their games before bowling.

Prepaid Game Bowling Color - The color shown on the overhead display when lanes are assigned in prepaid game bowling mode.

Prepaid Time Bowling - The mode in which bowlers pay for their time before bowling.

Prepaid Time Bowling Color - The color shown on the overhead display when lanes are assigned in prepaid time bowling mode.

Preset Bowling Rate - A bowling rate that is charged by pressing a bowling rate key.

Preset Shoe Rental Rate - A shoe rental rate that is charged by pressing the SHOES key.

Preset Tax Rate - A tax rate that can be automatically added to the price of an item purchased from a department or shoes, or automatically included in the price. You enter up to nine preset tax rates.

Preset Time-Out - A time-out that is put into effect by the system computer. If your bowling center has automatic scorers, you can set the prepaid bowling lane-off time, league pinsetter-off time and league-scorer-off time.

Prize Fund - A fund that leagues can use to save money for prizes.

Postpaid Game Bowling - The mode in which bowlers pay by the game after completion.

Postpaid Time Bowling - The mode in which bowlers pay by time after completion.

Q

Quiet Printer - A scorer status option that allows the user to prevent the scoresheet printer from printing automatically after every game.

R

Receipt Printer - A Control Desk component that prints receipts for customers.

Receipt Printer Screen - The Control Desk terminal screen that lets you define which transactions print receipts for customers.

Red Head Pin Game - When the Red Head Pin game is played, a computer generated colored pin will be placed in the deck in random locations. If the colored pin appears in the head pin position (pin number 1) and the bowler bowls a strike, the bowler wins a prize from the bowling center.

Refund Transaction - A transaction that returns money to a customer for a prior purchase.

Remote Terminal - See Office Terminal.

Renumber Menu - The menu that is displayed when changing the number of a league or tournament with the special command, RENUMBER.

Restore Data - Copy information from a disk or tape to the system computer.

Restore Menu - The menu that is displayed when you select Restore Data from the CMS Main Menu.

Retail Sale - A sale that does not affect bowling or billiards. You can enter two kinds of retail sales: a department sale and a shoe rental that is not associated with a lane.

Round-Off of Cents Charged Screen - The Control Desk terminal screen that lets you select the round-off method used for postpaid time bowling. Rounding-off avoids accumulating small denomination coins in the cash drawer.

Running Team Total The total team score plus the handicap.

S

Sale Modifier Keys - Control Desk terminal keys that let you enter and modify the information used to calculate a sale.

Scheduled Leagues Screen - The screen that lists the leagues that are scheduled to bowl.

Scorer Console - A component of the automatic scorer that lets bowlers enter their names, calculates and displays the scores, and communicates with the Center Management System.

Scorer Info Screen - Control Desk terminal screen that lets you enable automatic scoresheet printing and enter automatic league scorer and pinsetter shut-off times.

Scorer Message Screen - The screen that lets you send a message to the scorer console.

Scorer Mode - Operation of the Center Management System with automatic scorers.

Scorer Status Screen - The screen that display scorer status options which are set.

Scorer Status Help Screen - The screen that lists the available scorer status options.

Scorer Status Options - Options that can be set at the Control Desk that affect operation of the automatic scorers.

Scoring Mode - An operating mode in which the automatic scorers accumulate scores when balls are bowled.

Scoresheet Printer - A Control Desk component that lets you print scoresheets for bowlers.

Screen-Saver Time-Out - The period of time that elapses, when no key is pressed, before the Control Desk terminal screen goes blank. To re-display the screen, press RESET.

Selectable - Allows the bowlers to choose several options when bowling some of the special games (for example, No-Tap and Free Strike games).

Senior Rate - The bowling rate charged to senior citizens.

Sheet - A numbered form used by bowling centers without automatic scorers to let bowlers record their scores. The bowling center uses sheets to determine the amount of money due. The system allows the sheet number to be entered when the lane is assigned. The system increases sheet numbers by one with each lane assignment.

Shift - An employee's work period.

Shift Report - A printed report that details cash transactions made during a shift.

Shoe Rental - Rent shoes to bowlers. A shoe rental can be included with an open play lane assignment or can be entered separately.

Shoe Rates Screen - The Control Desk terminal screen that lets you enter your bowling center's preset shoe rental rates.

Show Screen - The screen that shows detailed information about a lane assignment.

Sign On - Enter your password in the system computer. After you sign on, you can perform Control Desk or office terminal operations.

Sign Off - Exit Control Desk terminal or office terminal operations.

Single-Lane Mode - Lane assignment mode in which each lane operates independently.

Slow Bowler - A bowler who takes longer to bowl than your bowling center's preset slow bowler time.

Slow Bowler Color - The color displayed on the overhead display when there is a slow bowler.

Slow Bowler Message - A message that appears on the automatic scorer when there has been no bowling for a designated amount of time.

Slow Bowling Screen - The Control Desk terminal screen that lets you enter your bowling center's slow bowler time.

Snack Bar Order Receipt Printer - An optional component that receives Bowler Express orders at the snack bar.

Software - The programs that run on the system computer.

Software Update Disk - A disk from Brunswick containing updated software.

Spare - Knocking down all 10 pins (five pins in 5-Pin bowling) on two consecutive throws in the same frame.

Special Bowling Rates Screen - The Control Desk terminal screen that lets you enter your bowling center's special rates.

Special Commands Menu - The menu that is displayed when you select Special Commands from the CMS Main Menu.

Special Function Access Level - A number from 1 through 6, assigned to Control Desk special functions and operations.

Special Functions Menu - The Control Desk terminal menu that lets you select Control Desk special functions.

Special Rate - A rate used for special situations that is charged by typing a special rate number and pressing RATE. Special rates can be used for special events, to provide savings for multiple games (split rates), to enter free time or games, or to deduct a discount amount from the amount due.

Split - Two or more pins standing (not including the number one pin), with a least one missing pin between the standing pins.

Split Conversion - Knocking down all of the standing pins in a split.

Split Rate - A rate that charges a single price for multiple games, for example, three games for \$5.00.

Stand-Alone Mode - Operation of the system without automatic scorers.

Standard Lineage - See Guaranteed lineage.

Star Frame - In League play, all of the members of the team bowl a strike or spare in the same frame.

Start Time - The time of day at which a lane is assigned.

Strike - Knocking down all 10 pins (five pins in 5-Pin bowling) on the first throw of a frame.

Supported League - A league that uses the bowling center's LRS. When lanes are assigned to a LRS league, the Center Management System sends the league's line-ups to the automatic scorers. The automatic scorers send the bowlers' scores back to the computer to update the league's standings and schedule the next week's line-ups.

System Maintenance Operations - Operations that let you back up, restore and erase system data.

T

Table Number - The number assigned to a billiard table by your bowling center.

Tape Backup - A copy of Center Management System information on a tape.

Tape Drive - The device that writes information on a tape.

Tax Rate - See Preset Tax Rate.

Tax Rate Number - A number from 1 through 9 assigned to your bowling center's preset tax rates.

Tax Rates Screen - The Control Desk terminal screen that lets you enter up to nine preset tax rates.

Team - A group of bowlers. Six or fewer bowlers may bowl as a team for league competition.

Ten frame display A special feature that enables you to display ten frames at a time.

Time Bowling - Bowling in which bowlers pay for their time.

Time Periods - Divisions of the business day that can be used to automatically change bowling rates. You can enter a maximum of four time periods.

Time Rate - A bowler rate or special rate for time bowling.

Tournament - An organized event bowled where bowlers compete against each other as singles, doubles and/or teams.

Tournament Mode - The lane assignment mode that is used for tournaments. Tournament mode is identified by the letters TT, TD, or TS in the *Check-In* screen RATE box.

Tournament Number - The number that identifies a tournament. The tournament number must be entered in the system computer before the lanes can be assigned in tournament mode.

Tournament Payment Screen - The screen that lets you accept a tournament payment.

Tournament Practice Color - The color shown on the overhead display when the scorer is in practice mode. The tournament practice color is the same as the league practice color.

Tournament Series - The number of games played by each team. A tournament series can be up to 10 games.

Tournament Series Colors - The colors shown on the overhead display when lanes are assigned in tournament mode.

Tournament Viewing Colors - The colors shown on the overhead display when tournament scores are viewed on other lanes.

Transfer A Lane - Move a bowler's time, games, frame, names or scores from one lane to another.

Transfer A Billiard Table - Move a player's time from one billiard table to another.

Turkey - Three strikes in a row.

12-Hour Clock - A clock that displays hours from 1 through 12, adding AM or PM.

24-Hour Clock - A clock that displays hours from 1 through 24.

Typing and Control Keys - Control Desk terminal and office terminal keys. Typing keys let you type the letters and numbers needed to perform Control Desk operations. Control keys let you move the cursor, erase information and enter information you have typed into the system computer.

U

Unattended Mode - An operating mode in which no operations can be performed on the Control Desk terminal.

Unattended Terminal Screen - The Control Desk terminal screen that is displayed when no user is signed on to the Control Desk terminal.

Unsupported League - A league that does not use your bowling center's League Record Service.

User ID - The name the user must type to sign on to the office terminal.

User ID Screen - The office terminal screen that lets you enter the operations users are authorized to perform and the user's special function access level.

V

Value Added Tax (VAT) - A tax that is included in the price of an item.

Video Signal - A scorer status option that sends video to the overhead displays.

Void Transaction - A transaction that would cancel an incorrect transaction from the daily sales.

W

Weekday/Holiday Rates Screen - The Control Desk terminal screen that lets you select the kind of bowling or billiard rate that is in effect.

Weekday Rates - Game and time bowling or billiard rates that are charged by the system on weekdays. The computer's calendar and clock put weekday rates into effect. Weekday time is considered from start-of-business on Monday to start-of-business on Saturday.

X

Y

Z

Zero a Report - Set the report totals to zero.

Appendix B: Control Desk Terminal Set-Up Worksheets

Reproduce the following worksheets and use them to establish settings for your bowling center. Then, turn to Chapter 1 and enter your settings in the system computer.

Special Function Access Levels (Password Information)

Assign each control desk special function an access level from 1 through 6. Each employee can use the special functions at their access level and at all lower levels.

Special Function	Access Level
1 Center Info	_____
2 Passwords	_____
3 Bowling Rates	_____
4 Payment Types	_____
5 Taxes	_____
6 Shoe Rates	_____
7 Dept Names	_____
8 Prepaid Bowling	_____
9 Bonus Frames	_____
10 Slow Bowling	_____
11 Money Roundoff	_____
12 Miscellaneous	_____
13 Billiards	_____
14 Receipts	_____
15 Scorer Info	_____
16 Add League	_____
17 Change League	_____
18 Reg/Holiday Rates	_____
19 Maintenance	_____
20 Desk Messages	_____
21 Edit Top Ten Scores	_____
22 Zero Shift Report	_____
23 View Shift Report	_____
24 *Adjust Cost	_____
25 *Refunds	_____
26 *Pay Outs	_____
27 *Voids	_____
28 *Cash Checks	_____
29 *Disable SIU	_____
30 Frameworx Func.	_____

* No password necessary (Level 0).

Tax Rates

Enter the tax rates that will be charged by your bowling center.

You can build up to nine tax rates. The maximum tax rate is 30 percent.

Tax	Rate Percent	Tax Name
1	_____ %	_____
2	_____ %	_____
3	_____ %	_____
4	_____ %	_____
5	_____ %	_____
6	_____ %	_____
7	_____ %	_____
8	_____ %	_____
9	_____ %	_____

	Tax Rate Type				Included? Y/N
Open Bowling	_____	_____	_____	_____	_____
League	_____	_____	_____	_____	_____
Tournament	_____	_____	_____	_____	_____
Billiards	_____	_____	_____	_____	_____

Retail Departments

Enter your bowling center's retail departments, the key the control desk operator will press to enter sales from the department and the department's tax rate. If you include tax in the price of items from a department, tax can be itemized separately on receipts (see "Printing Receipts"). You can enter up to 20 retail departments.

Key	Dept Name (10 characters)	Tax Rate Type				Incl in Price (Y/N)
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

Payment Types	Name (12 characters)	Allow Over? (Y/N)
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____
5.	_____	_____
6.	_____	_____
7.	_____	_____
8.	_____	_____
9.	_____	_____

Bowling Rate Time Periods

Your Center Management System's time and date put bowling rates into effect.

Enter the number of bowling rate time periods for each category (weekday, weekend, holiday). You can enter a maximum of four.

Enter the day, start time, and type of bowling for each time period (Sunday = 1, Monday = 2, etc.).

The type of bowling will be automatically used when lanes are assigned. (Game = 1, Time = 2)

	Weekday	Weekend	Holiday
Days in Plan			
Number of Periods			
Start of Period 1			
Type of Bowling			
Start of Period 2			
Type of Bowling			
Start of Period 3			
Type of Bowling			
Start of Period 4			
Type of Bowling			

Bowling Rates

Game Bowling	JR	SR	AD	Spec B	Spec C	Spec D	Extra Frame	BT	IR	Open Prac
Weekday										
Period 1										
Period 2										
Period 3										
Period 4										
Weekend										
Period 1										
Period 2										
Period 3										
Period 4										
Holiday										
Period 1										
Period 2										
Period 3										
Period 4										

Time Rates

Time Bowling	JR	SR	AD	Spec B	Spec C	Spec D	BT	IR
Weekday								
Period 1								
Period 2								
Period 3								
Period 4								
Weekend								
Period 1								
Period 2								
Period 3								
Period 4								
Holiday								
Period 1								
Period 2								
Period 3								
Period 4								

Special Bowling Rates

Enter the amount of money that will be charged for each special bowling rate offered by your bowling center. You can enter up to 90 special bowling rates.

Rate No.	Type of Rate*	Name of Rate	Price/Discount	Number of Games (Game Rates Only)
10	_____	_____	_____	_____
11	_____	_____	_____	_____
12	_____	_____	_____	_____
13	_____	_____	_____	_____
14	_____	_____	_____	_____
15	_____	_____	_____	_____
16	_____	_____	_____	_____
17	_____	_____	_____	_____
18	_____	_____	_____	_____
19	_____	_____	_____	_____
20	_____	_____	_____	_____
21	_____	_____	_____	_____
22	_____	_____	_____	_____
23	_____	_____	_____	_____
24	_____	_____	_____	_____
25	_____	_____	_____	_____
26	_____	_____	_____	_____
27	_____	_____	_____	_____
28	_____	_____	_____	_____
29	_____	_____	_____	_____
30	_____	_____	_____	_____
31	_____	_____	_____	_____
32	_____	_____	_____	_____
33	_____	_____	_____	_____
34	_____	_____	_____	_____
35	_____	_____	_____	_____
36	_____	_____	_____	_____
37	_____	_____	_____	_____
38	_____	_____	_____	_____
39	_____	_____	_____	_____
40	_____	_____	_____	_____
41	_____	_____	_____	_____
42	_____	_____	_____	_____

*25 Choices: F=Flat, T=Time, G=Game, D=Disc, B+=BowlerTrack, I+=Instant Replay, (+=Bowling Mode F, G, or T.)

Rate No.	Type of Rate*	Name of Rate	Price/Discount	Number of Games (Game Rates Only)
43	_____	_____	_____	_____
44	_____	_____	_____	_____
45	_____	_____	_____	_____
46	_____	_____	_____	_____
47	_____	_____	_____	_____
48	_____	_____	_____	_____
49	_____	_____	_____	_____
50	_____	_____	_____	_____
51	_____	_____	_____	_____
52	_____	_____	_____	_____
53	_____	_____	_____	_____
54	_____	_____	_____	_____
55	_____	_____	_____	_____
56	_____	_____	_____	_____
57	_____	_____	_____	_____
58	_____	_____	_____	_____
59	_____	_____	_____	_____
60	_____	_____	_____	_____
61	_____	_____	_____	_____
62	_____	_____	_____	_____
63	_____	_____	_____	_____
64	_____	_____	_____	_____
65	_____	_____	_____	_____
66	_____	_____	_____	_____
67	_____	_____	_____	_____
68	_____	_____	_____	_____
69	_____	_____	_____	_____
70	_____	_____	_____	_____
71	_____	_____	_____	_____
72	_____	_____	_____	_____
73	_____	_____	_____	_____
74	_____	_____	_____	_____
75	_____	_____	_____	_____
76	_____	_____	_____	_____
77	_____	_____	_____	_____
78	_____	_____	_____	_____

*25 Choices: F=Flat, T=Time, G=Game, D=Disc, B+=BowlerTrack, I+=Instant Replay, (+=Bowling Mode F, G, or T.)

Rate No.	Type of Rate*	Name of Rate	Price/Discount	Number of Games (Game Rates Only)
79	_____	_____	_____	_____
80	_____	_____	_____	_____
81	_____	_____	_____	_____
82	_____	_____	_____	_____
83	_____	_____	_____	_____
84	_____	_____	_____	_____
85	_____	_____	_____	_____
86	_____	_____	_____	_____
87	_____	_____	_____	_____
88	_____	_____	_____	_____
89	_____	_____	_____	_____
90	_____	_____	_____	_____
91	_____	_____	_____	_____
92	_____	_____	_____	_____
93	_____	_____	_____	_____
94	_____	_____	_____	_____
95	_____	_____	_____	_____
96	_____	_____	_____	_____
97	_____	_____	_____	_____
98	_____	_____	_____	_____
99	_____	_____	_____	_____

*25 Choices: F=Flat, T=Time, G=Game, D=Disc, B+=BowlerTrack, I+=Instant Replay, (+=Bowling Mode F, G, or T.)

Preset Key Names (Maximum of 6 Characters Each)

1. Special Rate B = _____
2. Special Rate C = _____
3. Special Rate D = _____

Round-Off Amount Charged for Postpaid Time Bowling and Billiards

You can round off the amount charged for postpaid time bowling and billiards to avoid accumulating pennies in the cash drawer.

Circle the number of the method you want to use.

- 1 Round charges to the lowest amount.
- 2 Round charges to the nearest amount.
- 3 Round charges to the highest amount.
- 4 Calculate the exact amount.

Time charges will be calculated to the nearest _____ (.02 through 100.00).

Shoe Rentals

Enter up to three shoe rental rates and their tax rates. If you include tax in the price of shoes, tax will not be itemized separately on receipts.

	Price (0-99999)	Tax Rate No. (0 - 9)				Include in Price (Y/N)
1	_____	___	___	___	___	___
2	_____	___	___	___	___	___
3	_____	___	___	___	___	___

Cue Rentals

Enter up to three cue rental rates and their tax rates. If you include tax in the price of cues, tax will not be itemized separately on receipts.

	Price (0-99999)	Tax Rate No. (0 - 9)				Include in Price (Y/N)
1	_____	___	___	___	___	___
2	_____	___	___	___	___	___
3	_____	___	___	___	___	___

Minimum Charge for Time Bowling and Billiards

Enter the minimum amount of time that will be charged to postpaid time bowlers and billiard players.

If you do not want to charge for minimum time, enter zero.

Minimum Charge for Time Bowling _____ Minutes
Minimum Charge for Time Billiards _____ Minutes

Billiard Rates

Enter the number of billiard tables in your bowling center. Then, enter the rates to be charged per hour for billiards.

Number of Billiard Tables _____

Start Time

Time Period 1 _____

Time Period 2 _____

Time Period 3 _____

Time Period 4 _____

Weekday Time Rates

	Period 1	Period 2	Period 3	Period 4
Junior Rate	_____	_____	_____	_____
Senior Rate	_____	_____	_____	_____
Adult Rate	_____	_____	_____	_____
Spec B Rate	_____	_____	_____	_____
Spec C Rate	_____	_____	_____	_____
Spec D Rate	_____	_____	_____	_____

Holiday Time Rates	Period 1	Period 2	Period 3	Period 4
Junior Rate	_____	_____	_____	_____
Senior Rate	_____	_____	_____	_____
Adult Rate	_____	_____	_____	_____
Spec B Rate	_____	_____	_____	_____
Spec C Rate	_____	_____	_____	_____
Spec D Rate	_____	_____	_____	_____

Special Billiard Rates

Enter the amount of money that will be charged for each special billiards rate offered by your bowling center. You can enter up to 90 special billiards rates.

Rate No.	Type of Rate (T=Time) (D=Disc)	Name of Rate	Price/ Discount
10	_____	_____	_____
11	_____	_____	_____
12	_____	_____	_____
13	_____	_____	_____
14	_____	_____	_____
15	_____	_____	_____
16	_____	_____	_____
17	_____	_____	_____
18	_____	_____	_____
19	_____	_____	_____
20	_____	_____	_____
21	_____	_____	_____
22	_____	_____	_____
23	_____	_____	_____
24	_____	_____	_____
25	_____	_____	_____
26	_____	_____	_____
27	_____	_____	_____

Rate No.	Type of Rate (T=Time) (D=Disc)	Name of Rate	Price/ Discount
28	_____	_____	_____
29	_____	_____	_____
30	_____	_____	_____
31	_____	_____	_____
32	_____	_____	_____
33	_____	_____	_____
34	_____	_____	_____
35	_____	_____	_____
36	_____	_____	_____
37	_____	_____	_____
38	_____	_____	_____
39	_____	_____	_____
40	_____	_____	_____
41	_____	_____	_____
42	_____	_____	_____
43	_____	_____	_____
44	_____	_____	_____
45	_____	_____	_____
46	_____	_____	_____
47	_____	_____	_____
48	_____	_____	_____
49	_____	_____	_____
50	_____	_____	_____
51	_____	_____	_____
52	_____	_____	_____
53	_____	_____	_____
54	_____	_____	_____
55	_____	_____	_____
56	_____	_____	_____
57	_____	_____	_____
58	_____	_____	_____
59	_____	_____	_____
60	_____	_____	_____
61	_____	_____	_____
62	_____	_____	_____
63	_____	_____	_____
64	_____	_____	_____
65	_____	_____	_____
66	_____	_____	_____
67	_____	_____	_____

Rate No.	Type of Rate (T=Time) (D=Disc)	Name of Rate	Price/ Discount
68	_____	_____	_____
69	_____	_____	_____
70	_____	_____	_____
71	_____	_____	_____
72	_____	_____	_____
73	_____	_____	_____
74	_____	_____	_____
75	_____	_____	_____
76	_____	_____	_____
77	_____	_____	_____
78	_____	_____	_____
79	_____	_____	_____
80	_____	_____	_____
81	_____	_____	_____
82	_____	_____	_____
83	_____	_____	_____
84	_____	_____	_____
85	_____	_____	_____
86	_____	_____	_____
87	_____	_____	_____
88	_____	_____	_____
89	_____	_____	_____
90	_____	_____	_____
91	_____	_____	_____
92	_____	_____	_____
93	_____	_____	_____
94	_____	_____	_____
95	_____	_____	_____
96	_____	_____	_____
97	_____	_____	_____
98	_____	_____	_____
99	_____	_____	_____

Receipts

Indicate which transactions will automatically print receipts for customers.

Transaction	Print Receipt (Y/N)
Postpaid Bowling	_____
Shoe Rentals	_____
Prepaid Bowling	_____
League and Tournament Payments	_____
Department Sales	_____
Billiards	_____

Do you want to allow the operator to reprint last receipt? _____

Description for backed out taxes on the receipt. _____

Message at top of receipt (maximum of five lines).

Message at bottom of receipt (maximum of five lines).

Prepaid Game Bowling Game-End Time-Outs

Enter the following prepaid game bowling time-outs. If you do not want to use a time-out, enter zero.

The warning color will display _____ frames before game end.

The pinsetter will turn off _____ frames after game end.

Prepaid Time Bowling Game-End Time-Outs

Enter the following prepaid time bowling time-outs. If you do not want to use a time-out, enter zero.

The warning color will display _____ minutes before game end.

The pinsetter will turn off _____ minutes after game end.

League Bowling Game-End Time-Outs

Enter the following league bowling time-outs. If you do not want to use a time-out, enter zero.

The pinsetter will turn off _____ seconds after series end.

The automatic scorer will turn off _____ minutes after the pinsetter turns off.

Scoresheet Printouts

Indicate which types of bowling will automatically print scoresheets at the control desk.

Type of Bowling	(Y/N)
Open Play Bowling	_____
League Bowling	_____
Tournament Bowling	_____

Starting Lane Number for Second Scoresheet Printer

Enter the starting lane number for your bowling center's second scoresheet printer.

If there is no second printer, enter 0.

Starting Lane Number for Second Scoresheet Printer _____

Slow Bowling

Enter the number of seconds that must elapse without a ball being bowled for the slow bowling color to be displayed.

The normal setting is 90 to 120 seconds.

The slow bowling color will be displayed after _____ seconds.

The pinsetter will shut off _____ seconds after slow bowling warning appears. (Frameworkx centers only.)

Miscellaneous

Time the day (for Daily Reports) ends: _____

Print the Shift Report on the (check one): ___ receipt printer ___ office printer ___ do not print

When zeroing a shift, do you want to print the report if the operator is not allowed to view it? (Y/N) _____

Frames Per Game

NOTE: Fill in only if no automatic scorers.

Enter the minimum and maximum number of frames that make up a game.

If the maximum number is too low, the pinsetters may turn off too soon. If the maximum number is too high, the number of games bowled shown at check-out may be incorrect.

The installed settings are shown in parentheses.

	Minimum Frames	Maximum Frames
1 Game	_____ (10)	_____ (12)
2 Games	_____ (20)	_____ (23)
3 Games	_____ (30)	_____ (34)
4 Games	_____ (40)	_____ (45)
5 Games	_____ (50)	_____ (55)
6 Games	_____ (60)	_____ (66)
7 Games	_____ (70)	_____ (77)
8 Games	_____ (80)	_____ (87)
9 Games	_____ (90)	_____ (98)
10 or more Games	_____ (100)	_____ (10.5/game)

Frameworkx Scorer Defaults

Unless otherwise noted, 1 = On, 0 = Off

- _____ Total cumulative scores in league mode
- _____ League team total (1=Pinfall, 2=Marks)
- _____ League recap sheet available at game end
- _____ Bowler statistics display (1=Available, 0=Not available)
- _____ Color sequencer (color bar)
- _____ Arrow sequencer
- _____ Frames per turn (select a number from 1 to 10)
- _____ Frames per turn before changing lane (1, 2, 5, or 10)
- _____ Frame scores (fill in score when stringing strikes)
- _____ Number of frames on overhead (4, 5, 7, or 10)
- _____ Display previous games at scorer
- _____ Display scoresheet from another lane at scorer (not available yet)
- _____ Spare coach

Instant Replay Defaults

Unless otherwise noted, 1 = On, 0 = Off

- Replay mode (1=Manual, 2=Auto)
- Live view (1=Always on, 2=Auto, 3=Off)
- Pin action camera

BowlerTrack Defaults

- BowlerTrack box #1 (0 to 11)
- BowlerTrack box #2 (0 to 11)
- BowlerTrack box #3 (0 to 11)
- Unit of measurement (1=Metric, 0=U.S.)

Exciters

1 = On, 0 = Off

- | | |
|--|--|
| <input type="checkbox"/> Open Frame | <input type="checkbox"/> 9 strikes in a row |
| <input type="checkbox"/> Spare | <input type="checkbox"/> 10 strikes in a row |
| <input type="checkbox"/> All spare game | <input type="checkbox"/> 11 strikes in a row |
| <input type="checkbox"/> Strike | <input type="checkbox"/> 12 strikes in a row |
| <input type="checkbox"/> Double (2 strikes in a row) | <input type="checkbox"/> Split |
| <input type="checkbox"/> Turkey (3 strikes in a row) | <input type="checkbox"/> Split conversion |
| <input type="checkbox"/> 4 strikes in a row | <input type="checkbox"/> Clean game (no open frames) |
| <input type="checkbox"/> 5 strikes in a row | <input type="checkbox"/> Star frame |
| <input type="checkbox"/> 6 strikes in a row | <input type="checkbox"/> Team fence |
| <input type="checkbox"/> 7 strikes in a row | <input type="checkbox"/> Beer frame |
| <input type="checkbox"/> 8 strikes in a row | <input type="checkbox"/> Foul |

High Game Exciters

Enter the minimum score for exciter to be active. A value of zero turns off the exciter.

- Open play
- Tournament play
- League play

Special Games

- No-Tap (0=Off, 1=Selectable, 2=Forced mode)
- Default No-Tap value (3 to 9)
- Free Strike (0=Off, 1=Selectable, 2=Forced mode)
- Default Free Strike frames (up to 6 frames, use 0 for first ball in tenth frame)
- Open play practice mode available? (Y/N)

Monte Carlo Game Defaults

	Winning Combinations								Spare (Y/N)
	-----1-----		-----2-----		-----3-----		-----4-----		
	Pin	Color	Pin	Color	Pin	Color	Pin	Color	
1.	___	___	___	___	___	___	___	___	___
2.	___	___	___	___	___	___	___	___	___
3.	___	___	___	___	___	___	___	___	___
4.	___	___	___	___	___	___	___	___	___
5.	___	___	___	___	___	___	___	___	___
6.	___	___	___	___	___	___	___	___	___
7.	___	___	___	___	___	___	___	___	___
8.	___	___	___	___	___	___	___	___	___
9.	___	___	___	___	___	___	___	___	___
10.	___	___	___	___	___	___	___	___	___
	Spare w/Color		Spare All Color		Splits Conversion		String of Strikes		
	___		___		___		___		

Pinsetter Pin Color Queue
 ___ ___ ___ ___ ___

How Many Pins Are You Running In Your Pinsetters? (21-25) _____

Color Chart: 1=black, 2=blue, 3=green, 4=cyan, 5=red, 6=magenta, 7=brown, 8=light gray.
 9=dark gray, 10=light blue, 11=light green, 12=light cyan, 13=light red, 14=light magenta,
 15=yellow

Red Head Pin Game Defaults

- _____ Pin color (see color chart for selection)
- _____ Total number of pins per pinsetter (pin queue)
- _____ Total number of colored pins per machine

Color Chart: 1=black, 2=blue, 3=green, 4=cyan, 5=red, 6=magenta, 7=brown, 8=light gray.
9=dark gray, 10=light blue, 11=light green, 12=light cyan, 13=light red, 14=light magenta,
15=yellow

Frameworkx Scorer Text Help

Slow Bowler Message

Pinsetter Inactivity Message _____

Pay-By-Bowler Options (Frameworkx Only)

- _____ Do you wish to keep track of top 10 scores? (Y/N)
- _____ How should new bowlers be added to a lane? (1=Put in immediately, 2=Require bowlers to add)
- _____ Amount of time from prepaid bowler done to bowler removed from scoresheet (0-3 minutes)
- _____ How should end of game sequencing occur? (1=Start new game automatically, 2=Require bowler intervention to continue bowling)
- _____ When all bowlers end their game(s) at the same time, how long should the scoresheet display before clearing? (10-60 seconds)

Appendix C: Overhead Scorer Console Display Color Settings

Reproduce the following worksheets and use them to record event color assignments and new overhead display colors.

Event Color Assignments

"AS" Family Scorers

If you change event color assignments, record the new assignments below. The installed color assignments are shown in parentheses.

Event		Color Letter
Prepaid Time Bowling		_____ (A)
Prepaid Game Bowling		_____ (B)
Prepaid Warning		_____ (C)
Postpaid Bowling		_____ (D)
League Series	Game 1	_____ (K)
	Game 2	_____ (L)
	Game 3	_____ (M)
	Game 4	_____ (N)
Tournament Series	Game 1	_____ (K)
	Game 2	_____ (L)
	Game 3	_____ (M)
	Game 4	_____ (N)
	Game 5	_____ (K)
	Game 6	_____ (L)
	Game 7	_____ (M)
	Game 8	_____ (N)
	Game 9	_____ (K)
	Game 10	_____ (L)
Overhead Display Message		_____ (G)
League and Tournament Practice		_____ (H)
Game End Message		_____ (F)
Slow Bowler		_____ (E)
Tournament View		_____ (I)
Default Message Color		_____ (J)

Frameworkx Scorers

The following sample color chart displays the default color settings for the Frameworkx scorer console. In addition, a blank color chart is provided to register your center's current color settings and may be reproduced as needed to register changes to the color settings.

Center Management System Color Chart

FRAMEWORX SCORER COLORS										
<i>Color</i>	<i>B/G</i>	<i>Act. B/G</i>	<i>Inact B/G</i>	<i>Forms</i>	<i>Act. Char.</i>	<i>Inact Char.</i>	<i>Button Fill</i>	<i>Button Text</i>	<i>Message Fill</i>	<i>Msg. Text</i>
A	1	5	9	8	15	16	2	15	1	15
B	9	5	2	13	16	15	16	2	9	12
C	5	2	5	8	16	16	5	16	9	12
D	2	5	1	8	15	16	2	15	5	15
E	3	15	9	1	1	15	16	2	5	15
F	1	5	1	5	15	8	1	16	1	16
G	1	2	9	8	15	12	5	15	2	16
H	4	1	3	9	16	16	1	16	16	1
I	9	5	7	3	15	16	9	15	5	1
J	1	9	1	8	12	15	1	15	2	15
K	2	5	1	3	15	16	2	16	5	16
L	6	1	9	8	16	15	6	16	2	16
M	1	2	5	8	15	16	9	15	2	16
N	9	2	1	14	15	8	9	12	5	16
O	1	2	9	8	16	15	2	15	2	15
P	1	15	9	3	1	16	1	15	1	15
Q	1	3	9	8	16	15	1	15	2	15
R	1	10	9	8	16	15	1	15	2	15
S	1	5	9	8	16	15	1	15	2	15
T	1	6	9	8	16	15	1	15	2	15
U	1	9	2	8	14	15	1	12	8	1
V	2	5	3	1	15	16	9	12	2	15
W	1	2	9	8	15	16	5	15	2	16

EXAMPLE

Background:	Dark Gray	1:	Black	9:	Dk Gray
Active Background:	Blue	2:	Blue	10:	Lt Blue
Inactive Background:	Black	3:	Green	11:	Lt Green
Forms:	Light Gray	4:	Cyan	12:	Lt Cyan
Active Characters:	White	5:	Red	13:	Lt Red
Inactive Characters:	Light Gray	6:	Magenta	14:	Lt Magenta
Button Fill:	Blue	7:	Brown	15:	Yellow
Button Text:	Yellow	8:	Lt. Gray	16:	White
Message Fill:	Red				
Message Text:	Yellow				

Enter the number of the color selection
 Enter "D" to reset to factory defaults

Management Operations

Center Management System Color Chart

FRAMEWORX SCORER COLORS										
<i>Color</i>	<i>B/G</i>	<i>Act. B/G</i>	<i>Inact B/G</i>	<i>Forms</i>	<i>Act. Char.</i>	<i>Inact Char.</i>	<i>Button Fill</i>	<i>Button Text</i>	<i>Message Fill</i>	<i>Msg. Text</i>
<i>A</i>										
<i>B</i>										
<i>C</i>										
<i>D</i>										
<i>E</i>										
<i>F</i>										
<i>G</i>										
<i>H</i>										
<i>I</i>										
<i>J</i>										
<i>K</i>										
<i>L</i>										
<i>M</i>										
<i>N</i>										
<i>O</i>										
<i>P</i>										
<i>Q</i>										
<i>R</i>										
<i>S</i>										
<i>T</i>										
<i>U</i>										
<i>V</i>										
<i>W</i>										

EXAMPLE

Background:	Dark Gray	1:	Black	9:	Dk Gray
Active Background:	Blue	2:	Blue	10:	Lt Blue
Inactive Background:	Black	3:	Green	11:	Lt Green
Forms:	Light Gray	4:	Cyan	12:	Lt Cyan
Active Characters:	White	5:	Red	13:	Lt Red
Inactive Characters:	Light Gray	6:	Magenta	14:	Lt Magenta
Button Fill:	Blue	7:	Brown	15:	Yellow
Button Text:	Yellow	8:	Lt. Gray	16:	White
Message Fill:	Red				
Message Text:	Yellow				

Enter the number of the color selection
 Enter "D" to reset to factory defaults

Appendix D: Unsupported Leagues

Reproduce the following worksheet and use it to record information about unsupported leagues. Then, refer to the League Record Service manual and enter your settings in the system computer.

League Number: _____

League Name: _____

President: _____

Telephone Number: _____

Secretary: _____

Telephone Number: _____

Day of Play: _____

(Sunday =1, Monday=2, etc.)

Time of Day: _____

Practice Minutes: _____

Select a Payment Type:

Price Per Game: _____

Price Per Bowler/Series: _____

Standard Lineage: _____

Standard Other: _____

Standard Prize: _____

Lane Warning (Y/N): _____

Number of Teams: _____

Assigned Lanes: _____

Players Per Team: _____

Games Per Series: _____

No-Tap (Y/N): _____

Appendix E: Office Terminal Set-Up Worksheets

Reproduce the following worksheets and use them to establish settings for your bowling center. Then, turn to Chapter 2 of this guide and enter the settings in the system computer.

Employee Access Privileges

Indicate which operations the employee will be allowed to perform by typing “Y” or “N” next to items which may be accessed by the employee.

User ID: _____ (14 Characters)

Employee Name: _____ Position: _____

Password: _____ (8 Characters)

	Y/N		Y/N
League Record Service:	_____	Backup (Tape)	_____
League Lists/Labels:	_____	Backup (Floppy)	_____
Daily Reporting System:	_____	Load New Programs	_____
Open Play Bowling:	_____	Erase Data	_____
Tourn. Recordkeeping:	_____	Restore Data (Tape)	_____
Locker Assignments:	_____	Restore Data (Floppy)	_____
Mailing List:	_____	Communications	_____
Payroll:	_____	Special Commands	
Inventory:	_____	Class 4	_____
General Ledger:	_____	Language	_____
Accounts Payable:	_____	Front Desk Access	_____
Bowler Database:	_____	Level (1-6)	_____
Bowler Express:	_____		
DOS Emulation:	_____		
Cash Register	_____		

Appendix G: Customer Response Center

General Information

The Brunswick Customer Response Center can be reached 24 hours a day, seven days a week at **800.323.3141**. This number can be reached from all locations within the United States, including Alaska and Hawaii.

Centers outside the United States and Canada should contact their local distributor or regional office for assistance.

Normal business hours are:

- Monday - Friday
8:00 a.m. - 10:00 p.m. (Eastern Time)
- Saturday and Sunday
10:00 a.m. - 10:00 p.m. (Eastern Time)

Please leave a message on the weekend or after 10:00 p.m.

Brunswick's Customer Response Center is your one stop for technical assistance for all Brunswick electronic products. The Customer Response Center provides hardware, software, and procedural assistance when you need it. The Customer Response Center is staffed with technicians trained on all Brunswick electronic products including, but not limited to:

- Scoring Systems - Frameworkx, AS-90, AS-80, AS-K, and BowlerVision.
- Center Management Systems - Command Network, Desk Command, Cashworx, 1.5 Manager's Control, Source Command, and Alpha Micro.
- Cash Registers - DTS and NCR.
- Software Products - League Record Service, Daily Reporting System, Tournament System, and Open Play System.

General Guidelines

The following guidelines and suggestions will allow Brunswick to assist you in solving your problems or answering your questions in the fastest time possible. Please post this information where all Center Personnel will have access to it.

- To obtain full value and functionality from your Brunswick electronic products, all personnel who are responsible for using or maintaining this equipment should be fully trained in its proper use and operation.

NOTE: For additional information about any of Brunswick's technical schools or training services, please contact your Brunswick Sales Representative or call Brunswick at 1.800.998.BOWL.

- Refer to all available documentation (Brunswick Service Bulletins, user manuals, etc.) and other center employees before calling the Customer Response Center. Many questions are answered in these manuals or may previously have been answered for other members of the center's staff.

If you cannot find the answer to your questions or the solution to your problem, call the Brunswick Customer Response Center at **800.323.3141**. You will be prompted to hold for a technician or leave a message. If you choose to leave a message, Brunswick's new Waitless Queue allows your message to hold your place in the queue and a technician will return your call as rapidly as if you had waited yourself.

Brunswick will need the following information when you call:

- Your Brunswick customer number.
- The business or trade name of your center.
- A brief description of the symptoms you are experiencing.
- Any other pertinent information, including any error codes.

If you choose to leave a message, Brunswick will need some additional information:

- The center phone number, including area code and country code, if applicable.
- Name of contact person(s).
- The best time and day to return the call.

If you call during normal business hours, a Brunswick Customer Response Center technician will answer the call (unless you choose to leave a message). Please note that during peak periods you may experience a delay. The technician will work with you to determine the problem(s), probable cause(s), and possible solution(s). Some problems may have multiple symptoms and multiple possible solutions. Not all problems can be solved with a simple, single answer.

If you choose to leave a message, the more information you can provide, the greater the possibility the technician can call back with a solution. If you leave insufficient information, the technician may have to call back for more information and not be able to solve the problem right away.

If you call on weekends, we operate with reduced staffing and you will only have the option of leaving a message. This is done to reduce your hold time and allow you to perform other duties at your center. If you have an emergency situation (center down, lanes down), please note that in your message. There is no time limit on the message you leave.

The Brunswick Customer Response Center is pleased to be able to provide the assistance you need to keep the most important customer happy - the bowler.

Appendix H: Training Services

Product Training Services

Brunswick Academy Product Training Services offer maintenance and operational training for bowling equipment. Customers may attend prescheduled schools or seminars, or hire Brunswick Training Instructors to train in-center at hourly, daily, and package rates.

Maintenance Training

Brunswick pinsetter and automatic scoring equipment requires maintenance by trained and qualified personnel. Brunswick Academy Product Schools have classes for GS-Series and A-2 Pinsetters, as well as Framework, AS-90, and AS-80 Scorers. In North America, these regularly scheduled schools are located at the Brunswick manufacturing facility in Muskegon, Michigan, and occasionally come to cities near you in seminars.

Bowling center mechanics learn how our equipment works, how to keep it working, and how to fix it if it breaks. Preventive maintenance is the only way to protect your capital equipment investment, reduce maintenance costs, and keep your bowlers bowling.

Operational Training

The Brunswick Center Management System requires knowledgeable people who are trained by Brunswick to maximize the features, functions, and controls of the entire electronic system. From the league office, control desk, to bowling at the scoring console, Brunswick teaches you how to get the most out of your system.

Brunswick Academy Product Training makes training available, on-site, or through regularly scheduled schools and seminars around the country.

Registration and More Information

You may receive more information, call for on-site training, or register for a regularly scheduled school by calling Brunswick Academy at **1.800.998.2695**. International customers, call your Brunswick representative for more details, or call USA 231.725.4624.