Steltronic

AUTOMATIC SCORING

FOCUS USER MANUALS

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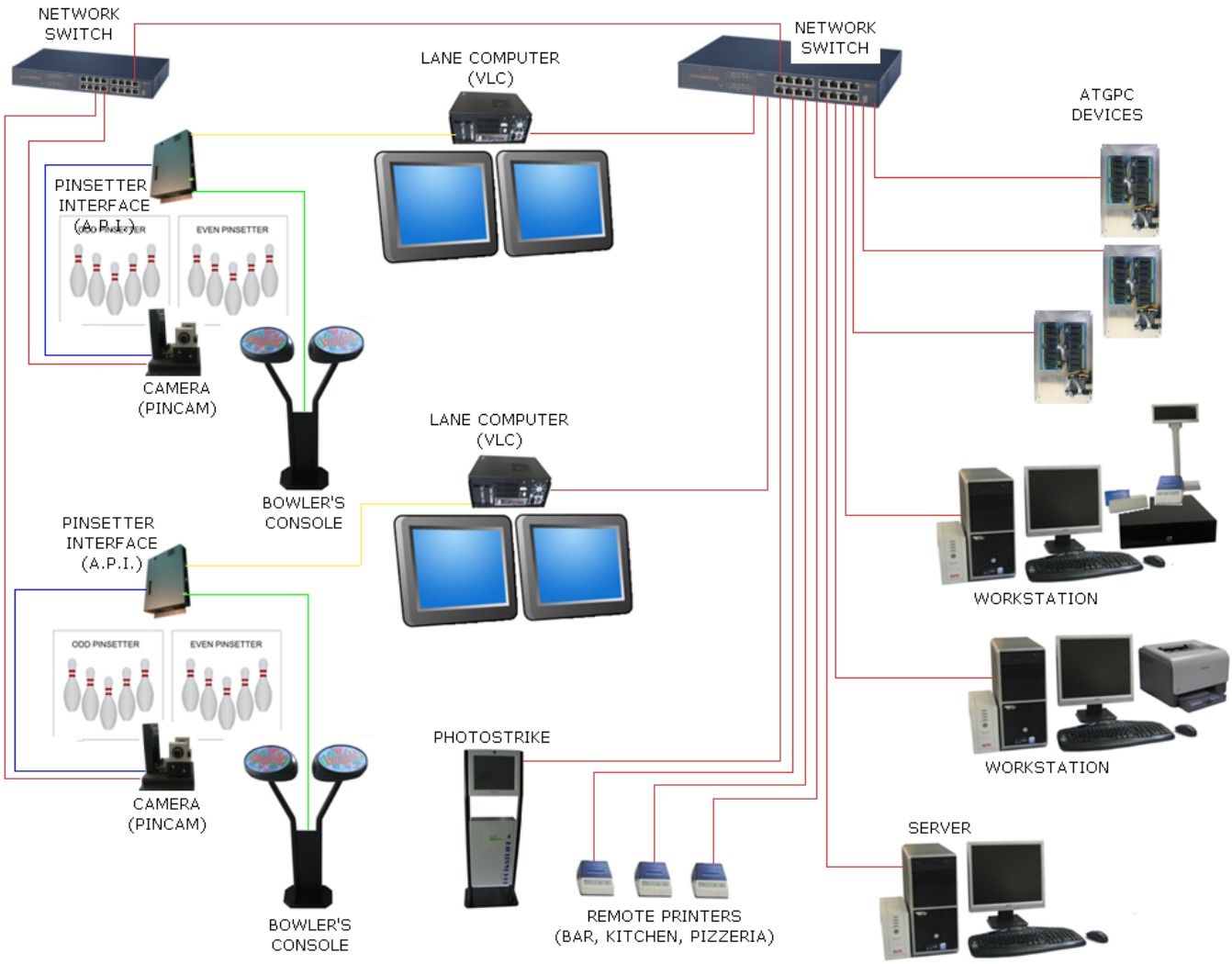
General Information About Focus

Scoring System Elements



The **Focus Scoring System** consists of a number of electronic components interfaced together through a network:

Server: "The heart" of the system, a Computer in which all the scoring related programs and databases are installed.

Workstations: Other computers where the Focus program is running; The workstations can be used as Back-office, POS Station, Bowling Front Desk, etc....

(V.L.C.) Vision Lane computer: Electronic components and central processing unit (CPU) for the scoring system Graphics and Logics. One VLC = one pair of lanes.

Network Switch: This is for communication between the Server, Lane Computers, pin detection device Cameras and workstations are all connected through a device called a "Network switch", which is a standard computer networking device that connects network hardware.

A.P.I (Advanced Pinsetter Interface): A device for pinsetter interfacing; One A.P.I. is necessary for = one pair of bowling pinsetters. If the pinsetter does not provide the pins detection information, it's necessary to install the PinCam, a CCD camera used to detect and view the standing pins.

Camera (PinCam or Sciba): A device for viewing the bowling pins standing on the bowling lane pin deck, and also detects the bowling ball on the bowling lane when passing the sensor(s). The device is not necessary if the pinsetter can send the information directly to the Scoring system (String pinsetters and Brunswick GS series Pinsetters).

Bowler's Console: A keypad or touchscreen where the players can interact with the Scoring system (Changing Names, score Corrections, Add Player, etc.…)

Photostrike: Optional device for creating a reservation with the optional camera to take a players picture to be displayed on the scoring system monitors during bowling.

Remote Printers: A printer for food & beverage orders, installed in the dedicated food and beverage preparation area (kitchen, bar, pizzeria etc…)

ATGPC: Optional device to control pool table lights (each box can control up to 16 pool table lights). The ATGPC is not specifically for pool tables lighting, it can be used as power controllers in the bowling center.

Wireless Handheld (Orderman): A hand held device for collecting and sending orders to the food & beverage ticket printers, along with maintaining orders for payment.

Ticket Redemption: Integrated system to dispense redemption tickets to bowler's during the game.

Index of terms used in this manual

Server: Central computer where the SQL Databases are installed; The Server and the Main Desk are the same computer If the bowling center is equipped with one computer only.

Main Desk: Central computer where the Focus program and SQL Databases are installed.

Front Desk- Workstation –P.O.S.: Extra Workstation where it's possible to access to Focus program. The Front Desk and the Main Desk are the same computer If the bowling center is equipped with one computer only.

SQL Database: Collection of data recorded from the Focus software program.

Uninterrupted Power Supply (UPS): Electric backup power supply unit used to protect the computer from power failure & surges. The UPS can properly shut down the computer to save information in case of power failure when the battery is running below 20% capacity.

Front Desk Touch Screen: A monitor with touch screen interface by touching the screen with a finger instead of using the mouse.

Click: Press and release the left mouse button to activate functions. If the monitor is a touch screen, simply press the icon with a finger on the monitor display.

Double click: Two fast clicks of the left mouse button. Used to activate a program by clicking on the required icon.

Drag and drop: Place the mouse arrow on an icon, and while keeping the left button pressed, move the icon to the desired position, and releasing the left mouse button to confirm your choice.

Single Click Pointer: This is a selectable setting which allows the mouse arrow to change automatically into a hand symbol when you pass over the top of an icon or folder which can be opened with just one click of the left mouse button instead of a double click.

Icon: Graphic symbol which represents a program or button.

Checkbox: Small box usually accompanied by a short description of what it is used for. When you click on a checkbox a small black checkmark or tick appears in its center meaning the function its active.

Start Menu: Main menu is activated by clicking on the 'Start' icon on the bottom left hand corner of the screen which opens upward, showing the main list of available functions.

Desktop: This is the main screen of the Windows computer program showing icons and programs.

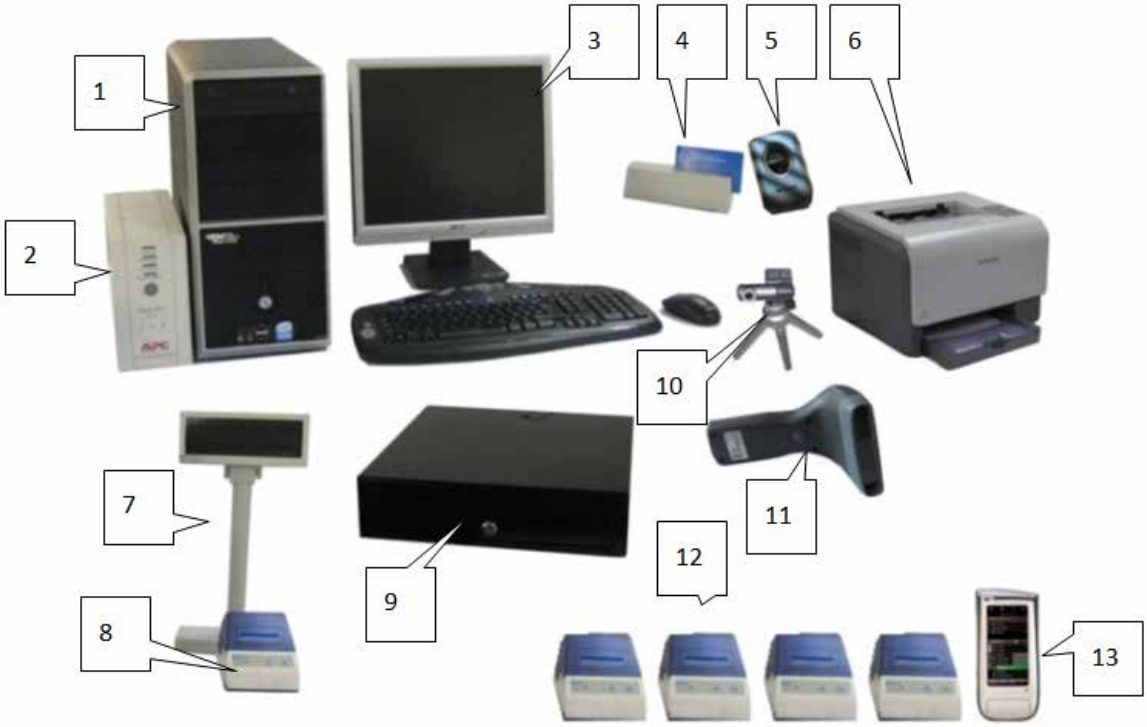
Lane Server Service: Special program that allows the communication between the SQL Database and the Focus Front desk.

Focus (Front Desk Icon): Steltronic Program for bowling center management.

Plug-In: A series of programs built into the Focus software. Each plug-in manages a particular section of the program and can be turned on/off and arranged in any order, and is configurable for each workstation.

Stand-by (Lane Computer Status): The Stand-by mode communicates the lanes shutdown command, the lane computer (VLC) is still powered ON by AC source, but the Windows session has been closed. To place the VLC in off mode is necessary interrupt the AC source that supply the VLC line.

Scoring system elements for Workstations



1: Workstation (BASE) (Computer with Keyboard and mouse).

2: UPS (Uninterruptable power supply with surge protection)

3: LCD Screen (Touch Screen available, minimum suggested size 17 inch with 1920 X 1080 resolution).

4: Magnetic Card Reader (for Bowling Membership Cards, Gift Cards, and compatible Cashless Cards).

4A: **EMV Chip Card Reader** (A separate card reader designed to read credit card chips)

5: Fingerprint reader (to quickly login staff & bowling members with quick identification).

6: Score & Reports printer*

7: Cash display

8: Ticket Printer*

9: Cash Drawer*

10: Webcam (Only for bowling Staff identification).

11: Bar code Reader (for Bowling & Gift card management, for POS sales and/or Ticket/Reservations quick identification).

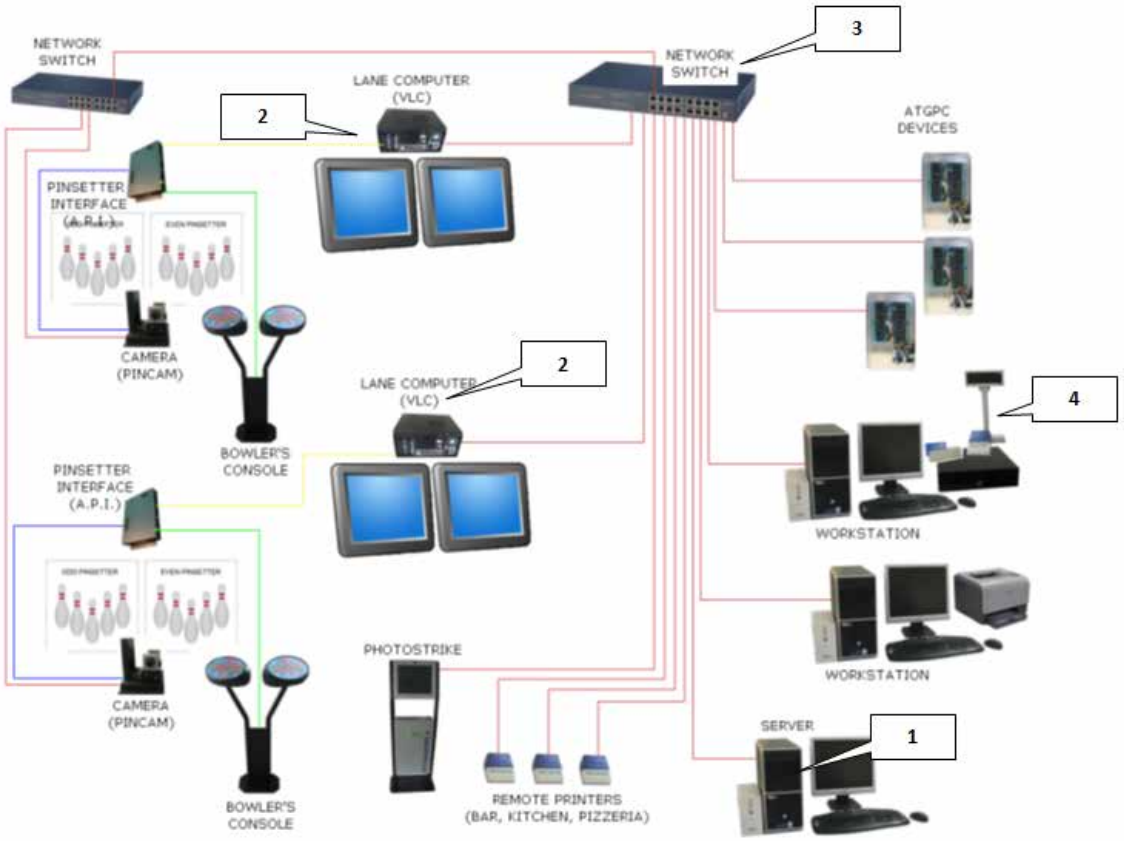
12: Remote printers (located in the appropriate area, to be used for printing food & drink orders).

13: Wireless Handheld (Orderman®) device to collect food & drinks order (for bartenders and waitress employees).

**Note: The device can be shared between different workstations.*

Most of these elements are available for all kinds of workstation usage. The Server, when used as a Server only (Windows Server without Front Desk functionality) is equipped only with keyboard, mouse, monitor & UPS.
Another configuration available for Focus Workstations is an "All-in-One" terminal, a dedicated computer with touch screen for POS and/or Bowling Front Desk.

Network switch(s) locations



The Main parts of the Scoring system are:

- **(1) Focus Server**
- **(2) Lane computers**
- **(3) Network Switch(s)**
- **(4) Workstations**

The Steltronic Server, Lane computers, Workstations, Stelpads, Photostrike and PinCam are connected in a network managed by the Network switch(s) a device which manages the exchange of data between these devices.
It's defined **"Main Network Switch"** the network switch device where the Server, Front Desk and lane computer are connected; The **"Secondary Network Switch"** are the devices used to connect the PinCam (if installed) and these additional switches are used for camera and bowling pins detection and camera images for archiving purposes. The archive of pin detection camera photos are for the maintenance department and technical support technicians, along with the ability of front desk "instant replay" to see the standing pins that were detected in ball #1 of any frame.

MANDATORY
The Main Network Switch **Must** always remain ONLINE and powered on when the Focus Server is running; Even if the lane computers and the other workstations are off. A dedicated electrical circuit breaker powers the network switches and the Bowling Staff must be able to recognize where the circuit breakers are located and where the network switches are physically installed.

Usually the main network switch is installed in the same area of the lane computers in the center of the lanes Pair; it can be in the top of the ceiling near the bowling approach area or in the pinsetter area when the lane computer is installed on the curtain wall near the masking unit.

Focus Hasp Key (Focus License)

Aladdin USB Hasp key

The Focus program and Lane Server will run only if a specific hardware key is installed on the Main Desk which works as a Software License.

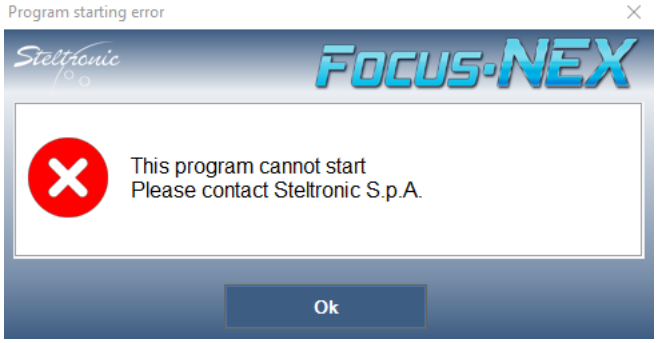
Each Focus Workstation needs a specific hardware key, otherwise the Focus program will not run on that particular workstation.

Each Hardware Key (Hasp USB Key) is specific for each bowling center, and for the specific location, i.e. Desk, Snack Bar, and Back Office.

Note: The installation crew performs the Hardware key installation and activation.

WARNING
Don't remove the HASP Key from the Focus Computers!!! **Without the HASP Key or in case of HASP Drivers failure the Focus program will stop.** **If the HASP Key is not accessible from the Main Desk the lane server stops working causing VLC disconnection.**

If the hardware key is not available when Focus starts, the program will not start and an error message is displayed.
If the Focus program is running, and somebody removes the HASP key by mistake from Main Desk, the Lane server will stop and the Focus program will not show the status of the lane computers.



To solve this problem, it's necessary to proceed with the steps below:

1) Close Focus program.
2) Plug the Hardware key in to a USB port and wait one minute while Windows detects the Hardware key.
    a. When the USB key is installed and working properly, the red LED should be on and NOT flashing. When it's flashing, there is a problem possibly with the key or a driver problem in Windows. Contact technical support if this LED is not illuminated or it's flashing on/off.
3) Restart the Lane Server acting directly with the Steltronic Lane Server icon next to the Windows clock in the lower right corner of the screen.
   Click with the Right mouse button on the **Lane Server icon,** a pop up a small window appears, select Start Lane Server service or Restart Lane Server using the left mouse button. The Lane Server icon should turn yellow and then in a few seconds should turn green. *Note: See dedicated chapter for additional information*

Identify your Focus Server model

There are many different and various models of the Steltronic Focus Server available. Each model varies and is dependent on the bowling center, number of bowling lanes and/or number of workstations necessary. The type of server hardware used is based on the operating system and server requirements:

"Entry level" Server (Main Desk): A standard Windows PC equipped with Windows 10 Pro®. This computer is also used as a Focus workstation and it's not much different from the other Workstation computers. As with any other Windows computers, this computer/main desk needs a periodical restart (minimum one-time every 24-36 hours) to keep the RAM and resources clean and to avoid computers running slowly.

Windows Server: A high performance computer equipped with Windows Server® software as the operating system. This computer cannot be used as a Focus workstation and is built with redundant hardware in order to prevent Hard Disk failure. The server computer requires a reboot for particular operations and should be rebooted periodically (once a week) to keep the RAM and resources clean and to avoid computers running slowly.

The procedure for Turning ON the Scoring System are the same for each type of Server.

Focus - Vision

Steltronic Focus Server is the computer where running programs and services, like SQL Server Engine and Steltronic Lane Services. The Steltronic Focus software includes Databases, Front Desk program with varying apps, and the Steltronic Lane Server service.

Lane Computer (VLC) A unit dedicated to managing the bowling score for one pair of bowling lanes. The lane computers load the Main Software (Vision) locally and the interaction with the Front Desk program is managed by the Steltronic Lane Server Service.

Focus Workstations Accessing the SQL Server Databases and loading the Focus Front Desk program through the Steltronic LAN network. The Focus Front Desk software, several specific Windows services, and databases are physically installed only on the Focus Server.

About Scoring System Services

On the Server computer, various programs run as services. (Shown below)

- SQL Server Engine
- PinCam Logger
- MSDTC
- Steltronic Lane Server
- Steltronic Lane Agent
- Orderman Host

There are 2 services that are the most important for the Scoring system:

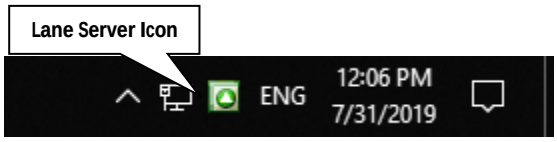
- **Microsoft SQL Server:** This is the engine of the SQL database. If the SQL Server engine/service is not running, the Focus database is not accessible and is impossible use Focus program from Server and Front Desk terminals.
- **Steltronic lane Server:** This is the "bridge" program that allows and controls the communications between the Lane computers and the Front Desk program, including also some Front Desk apps like Restaurant. When the Steltronic lane Server service is down, it is not possible to control the Lane Computer from the Front Desk program, using the Orderman handheld device, controls the Restaurant and/or Booking modules.

All services startup automatically at Windows boot and run in the background. Services correctly starting depends on the Steltronic LAN network connection to the server, and if the server is not connected to the Steltronic LAN Network Switch or the Network Switch is off when the Server loads Windows, SQL Server Databases and Steltronic services will not start properly. After restoring the network connections, a manual start/restart of services or the Focus Server reboot is necessary to allow the Focus Scoring System work properly.

Start/Restart Services

WARNING
The following operations can be performed only from Main Desk (Server).

Steltronic Lane Server Service (from Lane Server Manager)



Double click on Lane Server Icon down on the Windows Taskbar, near the clock to show Service Manager screen.
Note: If the icon is not visible: Click on Start à All Programs à SteItronic Focus à Service Manager

From the **Service Manager** window, click on the **Start** button to resume the Lane Server Service; If the Start Button is not available, press the **Restart** button to restart the Lane Server Service. After a while, the Lane computer will complete the login automatically. *Note: Instead of double clicking on the Lane server icon, one single click with the Right mouse button on the Lane server icon; a small menu pops up with all of the possible selections available.*

Lanes Server Status

Lane Service Stopped

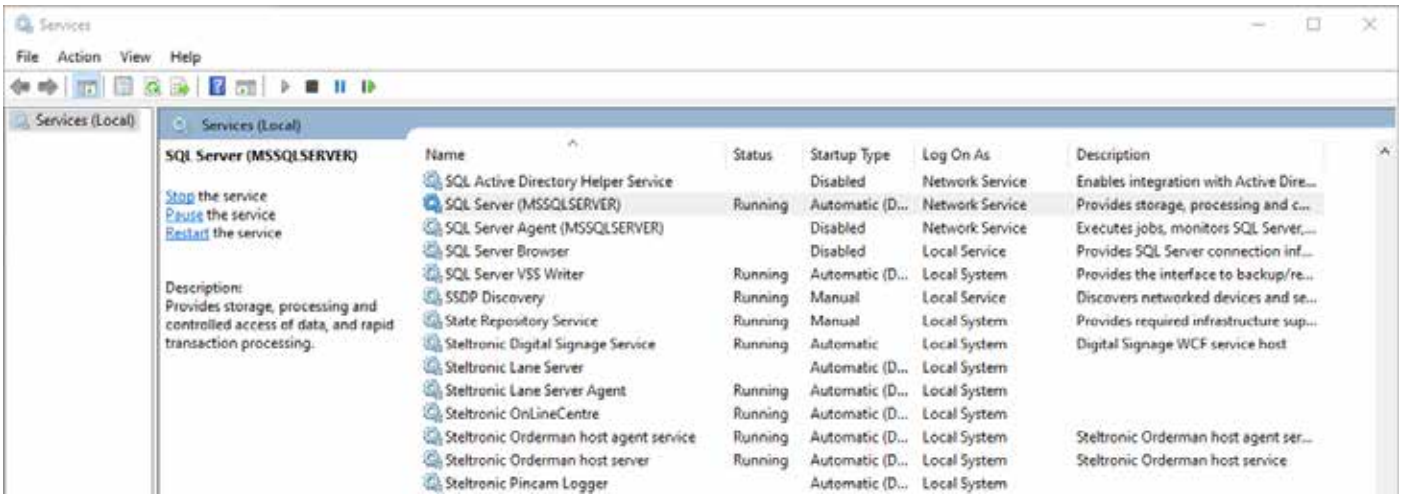
Lane Service Pending

Lane Service Started

Restarting other Services

A full computer restart of Windows will restart automatically the required services, but a manual restart of the service is quicker:

Type **services.msc** using the Windows search to display the Windows Service Manager screen:



SQL Server Engine

Search and highlight the line **SQL Server (MSSQLSERVER)** and use proper buttons for **Start** or **Restart**.

Steltronic Lane Server

Search and highlight the line **Steltronic Lane Server** and use proper buttons for **Start** or **Restart**.

MSDTC (Microsoft Distributor Transaction Coordinator)

Search and highlight the line **Distributor Transaction Coordinator** and use proper buttons for **Start** or **Restart**

Turning ON the Scoring System

WARNING
To avoid mistakes and incorrect system startup, it's recommended to keep the Main Network Switch always powered On. It's mandatory to turn on the Network switch before the Server starts up and loads the operating system. If the Main Network switch is powered under the same AC line of the lane computers (VLC), the VLC will be turned on before the Server starts, this is not a problem, however the Lane computers will load the local software and display the Advertising background, and when the server is fully started, the lane computers will connect automatically.

1) Turn ON all the **Network switches** installed in the center.

2) Turn ON the **Focus Server**. *Note: Press for a short time the "ON" button located on the UPS if installed*

3) **Wait** until the Focus Server complete the boot loading of Windows and Lane Services, this operation may require several minutes.

4) Turn ON the **Overhead Lane Monitors**

5) Turn ON the **VLC (Vision Lane Computer)**. *Note: To avoid power surges caused by the simultaneous power of all lane computers, it's suggested to turn on Lane Computers in groups (max 4-6 VLC per group), waiting 5 seconds between each group of VLCs being turned on.*

6) Turn ON the **Stelpad consoles, Photostrike, and/or Digital Signage** (if installed). *Note: To avoid power peak caused by the simultaneous power of Stelpads computer, it's suggested to turn on the Stelpads in groups (maximum 4-6 Stelpads per group), waiting 5 seconds between each group of StelPads.*

7) Turn ON the **Focus Workstations** (*Note: Press for a short time the "ON" button located on the UPS if installed*

8) Switching OFF/ON Workstations peripherals such as Printers, Cash displays, etc.

Receipt Printer and Cash Display

There is no real sequence in which the cash display and receipt printers are turned on or off, however the preferred scenario is to have them powered ON prior to turning ON the workstations.

Front Desk Monitors

They can be connected to the main desk or additional workstations. The electrical power should be connected to the same circuit of power outlets on the UPS power supply that is delivering power to the main desk. Therefore, it's not necessary to turn the monitor off using the button on the front panel of the monitor itself. In any case, the standby function of most monitors turns the monitor off when the signal is lost from the computer (because it has been turned off).
It's suggested to connect the Front Desk monitor and computer tower case under the UPS; connect the UPS and the other devices such as the score printer, receipt printer, cash display with a multiple plug surge protected power strip. In this way, all devices will be on when the plug strip is switched on. After the computer is shutdown, power off the UPS, then power off the Multiple plugs strip using the switch.

Note: If the touch screen monitor is off while the system is loading Windows, the Touch screen drivers will not be loaded and the touch screen will not work, in this case restart the computer with the touch screen powered on first.

Starting Focus and User Identification (Login)

From the Windows Desktop, double-click on Front Desk icon and wait a moment for the software to start and load the Focus Main menu.

The first step for using the Focus program is make the **Login** for User Identification. When started, the Focus program is currently locked and the current user is shown as Anonymous. There are 3 ways to login:

- Manual Login.
- Quick login: Swipe a Magnetic Card in the card reader or Scan a Barcode Card with the barcode reader.
- Quick Login: Place your finger on the Fingerprint reader device.

Manual Login

The Focus login screen is displayed, select a user by clicking on a User Icon or typing directly in the User Name field, then in the password field; type the required password, and if necessary, confirm the identification clicking on the **Login** button.

Quick Login with Magnetic Card/Barcode Card

In any of the windows while using Focus, swipe the User Magnetic Card in the card reader, or scan the User Barcode Card with the barcode reader to login into the system. *Note: swiping a different user Card will logoff the logged user and login the new user.*

Quick Login with Fingerprint

In any of the windows while using Focus, place your finger onto the fingerprint reader to login in to the system. *Note: placing a new (authorized) finger will logoff the current user and login the new user.*

User Manual Logoff

Click on **Keys** icon at the top of the upper menu bar to open the login window and click on **Disconnect** to log out.
Note: For detailed information, see Focus User, Roles and authorizations in the user manual.

Turning Off the Scoring System

WARNING
To avoid data loss and preventing computer file damages, it's mandatory to run the "Windows shutdown" operation before removing the power from any circuit breakers (Lane computer, Workstation, Server or Stelpad). It's not mandatory to turn off all of the Scoring devices at the end of business, however Steltronic recommends to turn off the lane computers, in order to preserve the device lifetime and avoid wasting of energy. Bowling Center that prefer to allow the Scoring system running 24 hours per day, the management should restart Windows for each Workstation, Entry-Level server, Stelpad and VLC devices. The VLC can be manually restarted or set to automatically reboot daily. The sequence of restarting the Server should be followed by the manufacturer specifications of our Server model.

Turning off steps (Entry level Server)

To completely turn OFF the Scoring system with an Entry Level Server proceed as following:

1) Close the windows session and shutdown all of the Focus Workstations.
2) On the main desk, open the lanes manager from the Focus Server and click on **Pair Settings** button selecting all Lanes.
3) Click on the **Shutdown** button in pair settings window and confirm the operation when required.
4) Close the Focus program and Shutdown Windows.
5) At the end of Shutdown, the Server is powered off.
6) The VLC has been powered off and the lane monitors will show a black screen or "no-signal" message. Turn off the circuit breakers for the Lane Computers.

Turning off steps (Windows Server)

To completely turn OFF the Scoring system with a Windows Server proceed as following:

1) Close the windows session and shutdown all the Focus Workstations except one.
2) Open the lanes manager from the last Focus Workstation and click on **Pair Settings** button selecting all Lanes
3) Click on **Shutdown** button in pair settings window and confirm the operation when required.
4) Close the Focus program and Shutdown Windows session on the last Workstation.
5) The VLC has been powered off and the lane monitors will show a black screen or "no-signal" message. Turn off the circuit breakers for the Lane Computers.

Reboot the Scoring system (Lane computers, Workstations, Server)

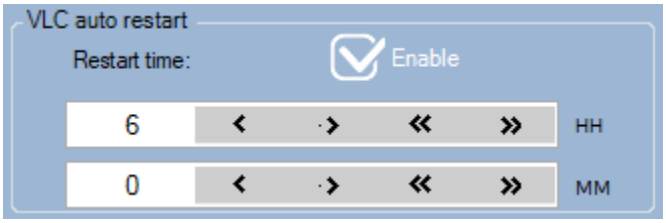
To completely Restart the Scoring system, proceed as following:

1) Close Focus from all Workstations, the Main Desk/Server included.
2) Restart Windows Session on Focus Server.
3) When the Server is back online, restart also the Windows session of all Focus Workstations.
4) Open the lanes manager from the Focus Server and click on **Pair Settings** button selecting all Lanes.
5) Click on **Reboot** button in pair settings window and confirm the operation when required.
6) The Lane Computer will reboot and login automatically.

Setting the VLC with Automatic Daily Reboot

WARNING
Enabling this function is mandatory to leave the Focus server accessible to allow the lane computer to login after the restart. Incorrect changes in the VLC settings could cause incorrect scoring functions. If you have questions on this procedure, please contact USA Steltronic Service

Open the lanes manager from the Focus Server and click on **Pair Settings** button selecting all Lanes and enter the **VLC Settings** tab.



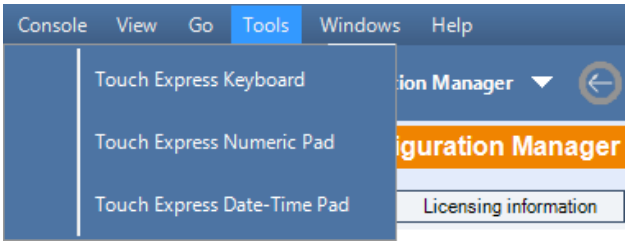
Click on the **Enable** checkbox to enable VLC daily Auto-Reboot and select a **Restart time** selecting hours & minutes; *Note: Time is in 24hour format. To reboot the VLC at 6:00 AM, use the sample screen above.*

Note: if you have selected the lane computers (VLC) to reboot at 6:00 AM, the VLC must be powered on and running at that hour for the reboot to take place.

Click on **Send to lane and Close** button and **Confirm** lane reboot to apply the changes and exit. The lane computer will reboot when you confirm the changes in order to apply the new settings.

Enable/Disable Full screen and Task bar

Enable/Disable Touch Express



The **Touch Express** is a virtual keyboard that pops up on the Front Desk screen when it's necessary to input letters or numbers using the touch screen. The touch express "transforms" a monitor into a keyboard, and its suggested to enable this feature only on terminals equipped with a touch screen monitor.

There are 3 kind of touch express:

- Touch express keyboard
- Touch express Numeric pad
- Touch express Date-Time pad

To enable the touch express, click on the **Tools** button, and then check the options of Touch Express on the command bar to enable it.

Touch Express Keyboard commands

[A] Confirm: Enter

[B] Arrow Keys: Used to move from the next/previous field (example: from bowler's first name to the last name field).

[C] Erase: Cancel all letters/numbers of the selected field.

[D] Caps: Temporary Upper-case letters.

[E] Caps Lock: Permanent Upper-case letters.

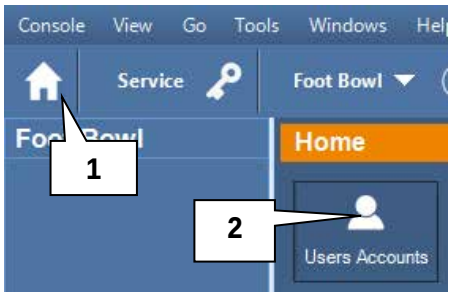
Focus software & system setup suggestions

1) Setup your Cash Devices (Card Reader, Cash Drawer, fingerprint etc.).
2) Create Roles for your users (Managers, Front Desk staff, Bartenders, Mechanic, cleaning service, etc.).
3) Add Users and Rights.
4) Setup your Cash system.
5) Setup Business hours, Holidays, etc....
6) Create Bowling Rates and Packages.
7) Setup your POS System & Workstations.

Focus Users, Groups, Roles and Authorizations

General information about Users and Roles

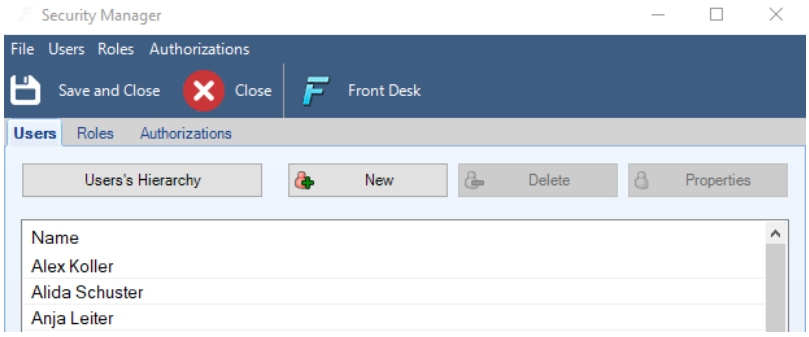
A Focus user is a person that can access the Focus program for various purposes. Focus can manage many users, and each user can be personalized with varying rights/permissions and access levels. Only one user at a time can access the program from the same workstation. When signed on, the Focus program records the transactions with the name of the current user.



To access the Security Manager window:

1. Click on the **Home** icon
2. Click on **Users Accounts** button

The window is split into 3 Tabs:



Users: This is where users can be created/deleted, or modification of rights for the people allowed to interact with the Focus program.

Roles: where you can create/delete/modify a group of users where the members have the same authorizations.

Authorizations: where you can allow/deny rights for users and/or groups.

WARNING: Always use **Save and Close** key before exiting and confirming changes.

Focus Users

A Focus user is a person that can access the program, like cashiers, Front desk staff, Bartenders. It can also be a person that accesses the program with limited functions, like someone that uses the time clock program only for clocking in/out during his working shift.

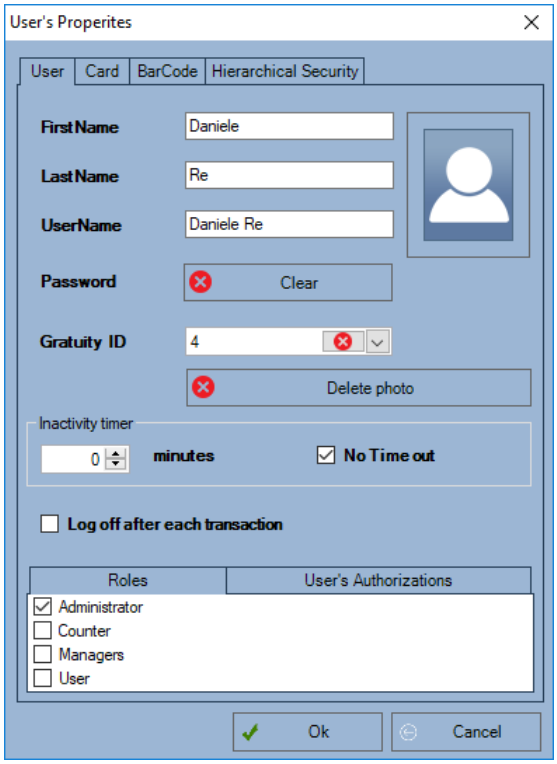
Each user can be customized with a Name, Password, Photo, Card, or Fingerprint. In the user tab list, there are 4 default types of users:

- Cashier - part of the User group – default user, with limited rights.
- Owner - Administrator and has FULL rights.
- Service - Access is restricted to Steltronic Technical Support.
- Factory - Factory level access only (Steltronic Support).

WARNING
It's strongly recommended to insert a **Password** for the **Owner** account to deny improper access to the Administrator functions. The business owners of the center should be assigned a cashier role if they will be using the system on a regular basis. Reserve the Administrator role only for the **Owner** user or same level, do not assign Administrator role to any user, even the managers!

Add – Modify a Focus User

MANDATORY
A new user does not have access to the Cash Register until they are given permission to use one or more cash drawers. After the user is created, do the following: Open the Configuration Manager, select the Workstation where the user will work, select the Devices tab, browse the tab and open Cash drawers. Click the Working drawers button and add the user to the drawer by selecting the checkbox.



- To add a new user, click on the **New** button. To edit a user, select the name and click on the **Properties** button.
- Type **First name**, **Last Name** and a **Password** for first login*
- By connecting a WEB CAM to the Front Desk, it is possible to capture a user's photo: click on the **Photo** frame and use the **Grab** button to save the picture; to remove an undesired photo, click on the **Delete Photo** button.
- Specify in the **Time Out** field, a time limit for the inactivity of the computer's use: the timeout countdown starts after the last user's action, and when the timeout expires, the user is logged out automatically and the Focus program will be locked.
  You can also check the box for "log off" after each transaction, and by enabling this feature, you are forcing the user to be signed off automatically after each financial transaction is finished. Selecting **No Time Out,** the user will never be automatically logout from the system.
- Specify a **Gratuity ID** if needed for credit card transaction reporting.

Note:* *In this phase, it's not mandatory to create a password, users can add\modify their password themselves from the login menu. To remove a password from an existing user, select the user, click on **Properties, and then click on the **Clear** button.*

Steltronic Magnetic Card\Barcode card and Fingerprint

If the system is equipped with a magnetic card\Barcode reader\fingerprint reader; The user can use the device to login into the system instead of typing a password manually.

Note: The Fingerprint reader is always available (if device is installed and licensed), the user can choose to use Steltronic Magnetic Card or Barcode card.
Steltronic magnetic cards require a special ID and is supplied only by Steltronic or authorized distributor. Barcoded cards can be printed by the customer. If you require Magnetic cards please ask your distributor or contact serviceusa@steltronicusa.com

Magnetic Card\Barcode card acquiring

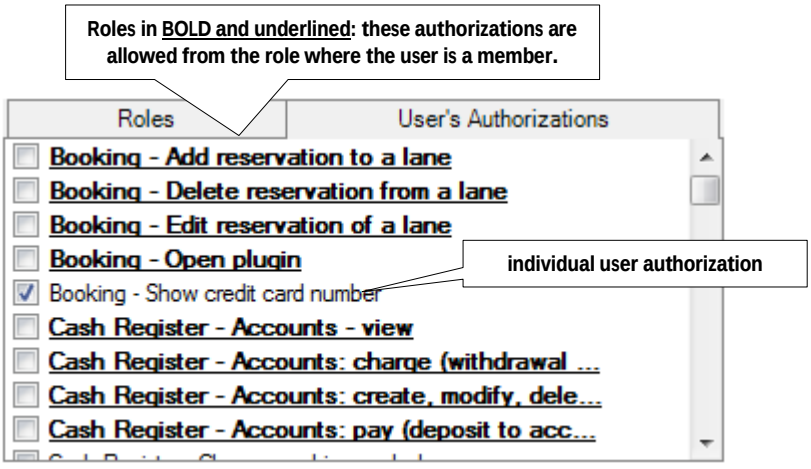
- Choose the Tab **Card** or **Barcode**, swipe the card or scan the barcode.
- Choose the **Emission Date** (valid from) and **Expiration Date** (Until) dates; Mandatory: select the **Card Enabled** checkbox. To disable the card, leaving the user access, just uncheck the checkbox **Card Enabled.**

Fingerprint acquiring

- Choose the Tab Finger; place the same finger on the fingerprint reader, up and down several times with different angles until the message changes to "Good Quality". Make sure you place the finger multiple times and at different angles such as the side and tip of your finger until you have at least ½ -full green status bar. When creating several fingerprint images, your ability to sign on very quickly with the fingerprint reader increases dramatically.

NOTICE
The fingerprint device has a very special coating and should NEVER be cleaned with ANY chemicals. The BEST way to clean the fingerprint device is to use scotch tape or any type of clear tape that you might find in your office supply store.

Roles and User's Authorization

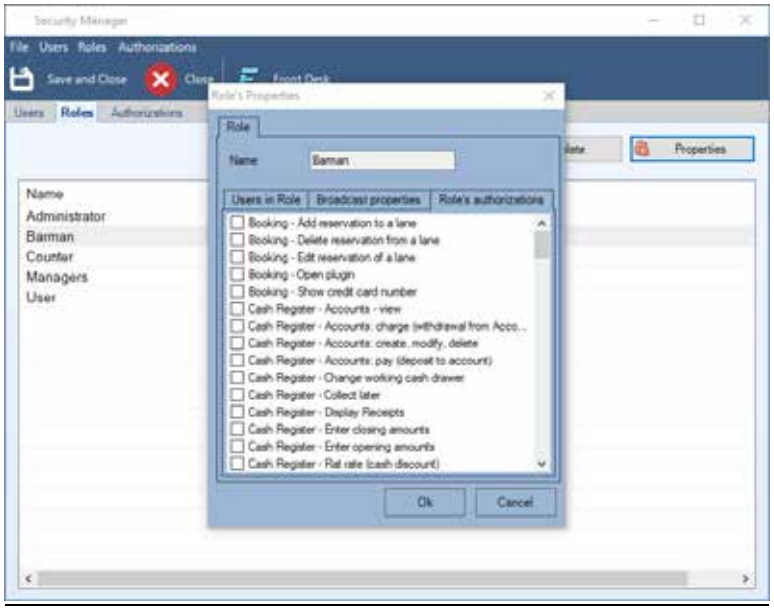


Tag the checkbox of the Roles.
Note: User can be a member to more than one role.

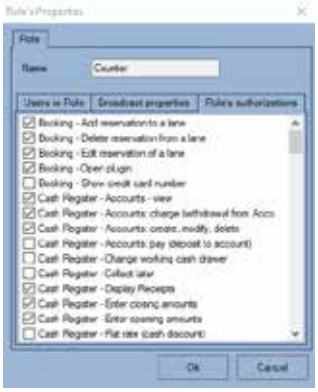
Roles

As mentioned previously, the use of roles helps to quickly define the permissions of users who may have more than one and therefore also have different permission

WARNING
The Administrator is a role without limitation, It's strongly recommend to reserve this role to Owners only; do not use Administrator role for any user, even for the Managers.



Click on the **Roles** tab and click on **New** button to create a new Role; Enter the role name and click on **Ok** to confirm and exit. Highlight the new role created (click on the line) then click on the **Properties** button.



User in Role

Tag the user checkbox that will be a member of portions of the role (this task can also be adjusted later, adding the role to the user directly from User properties window).
Note: A user can be member of more roles; And inherits the rights of each role.

Broadcast properties

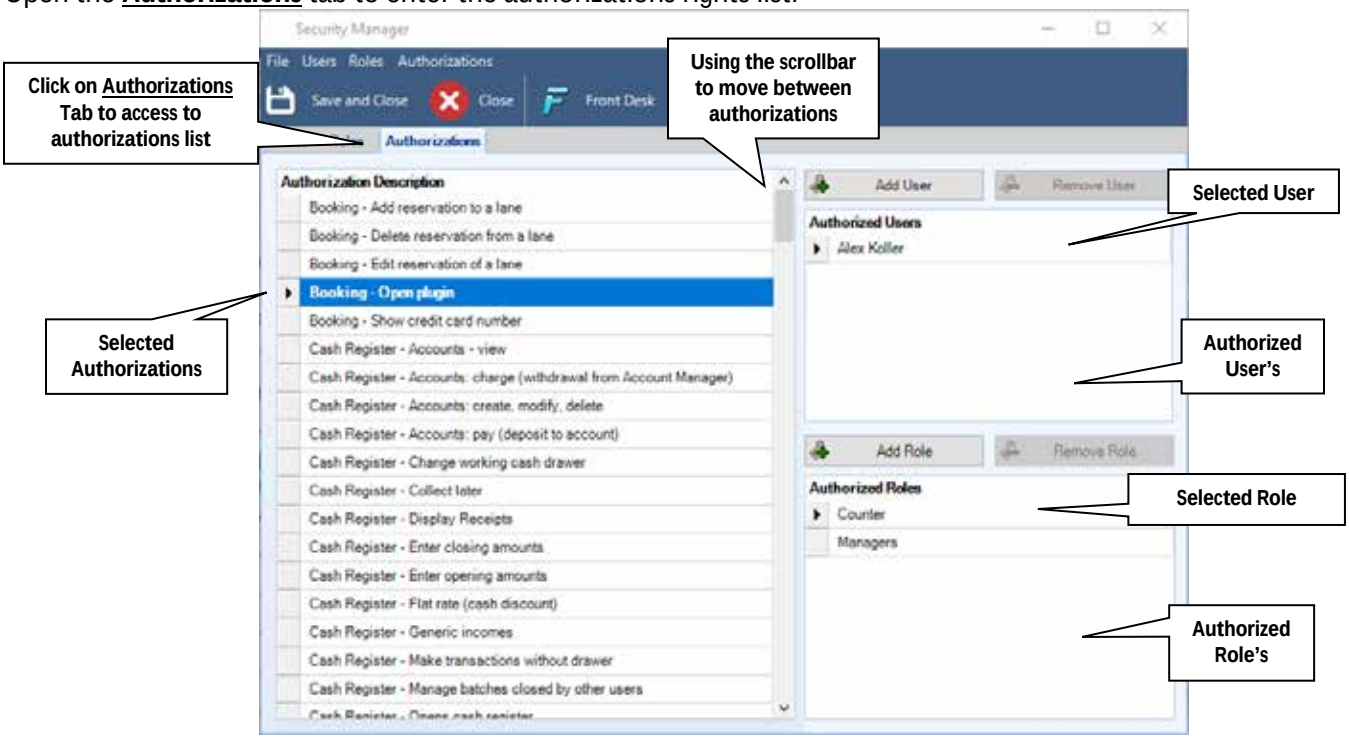
Set the inactivity timer (0= No timeout) or tag the checkbox "Log Off after each transaction" if needed.
Note: These settings will be applied to all user that have this role assigned.

Role's Authorizations

Enable/Disable a function for the roles tagging - untagging the checkbox of the authorization. Users of the same role have the same rights, even if there are no personal restrictions.
Note: you can personalize the authorizations individually for each user in the system.

Authorizations

Open the **Authorizations** tab to enter the authorizations rights list.



Enable one Authorization to a Role

- Highlight the **Authorization**
- Click on **Add Role** button to browse the list
- Highlight the **Role** name
- Choose the **OK** button to confirm

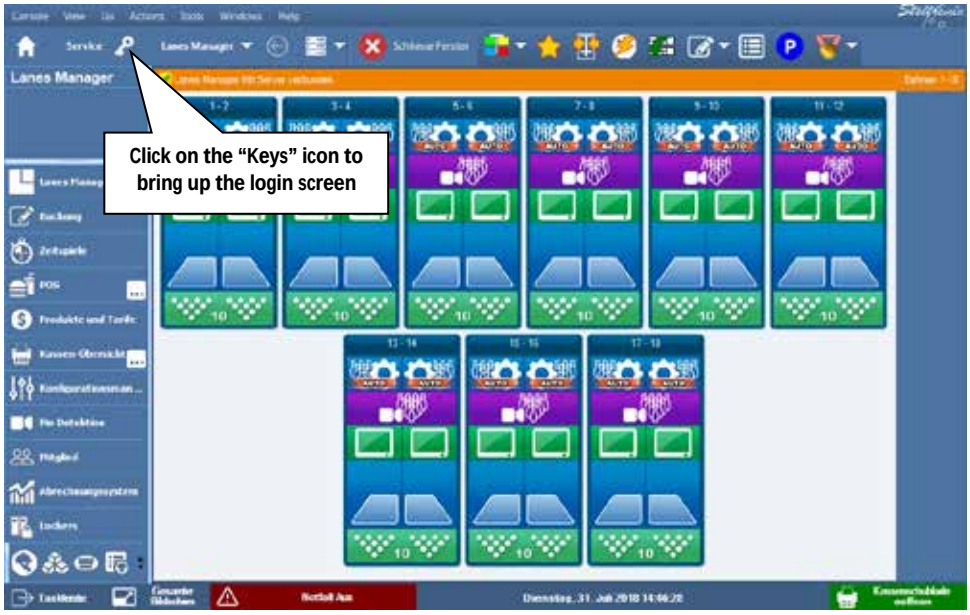
Enable one Authorization to a User

- Highlight the **Authorization**
- Click on **Add User** button to browse the list
- Highlight the **User** name
- Choose the **OK** button to confirm

Remove the Authorization from a User or Role

- Highlight the **Authorization**
- Highlight the **User** or **Role** to remove
- Click on the **Remove User** or **Remove Role** button

Add/Change a password of an existing Focus user



Step one: A user must login to Focus

Step2: When the Focus user is logged in, once again click on the keys icon to bring up the logon screen.

- Type the **Old Password***
- Type the **New Password**
- Confirm the **New Password**
- Click on **OK** button to save the operation

*This operation is the same for adding the password; if the user has no pre-assigned password, leave the "Old Password" field blank.

User's Hierarchy

The hierarchy system was designed to allow several users to be assigned into a role, but have limitations where they cannot change authorizations of other users within the same role. For example, you may have a managers role, and several managers assigned to this manager role. The managers role most likely can do many things in Focus, and you may want to STOP manager "A" from altering the permissions of manager "B".

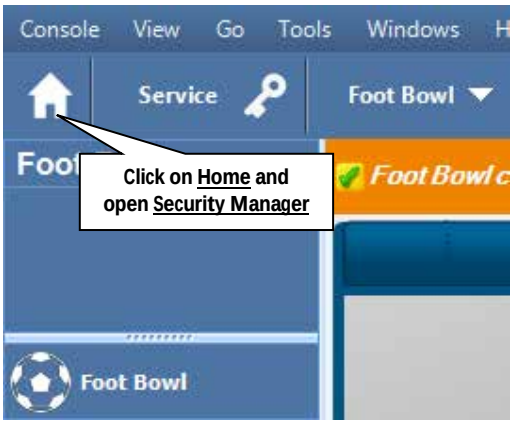
Access to the Focus features is allowed only by authorized users, according to the following rules:

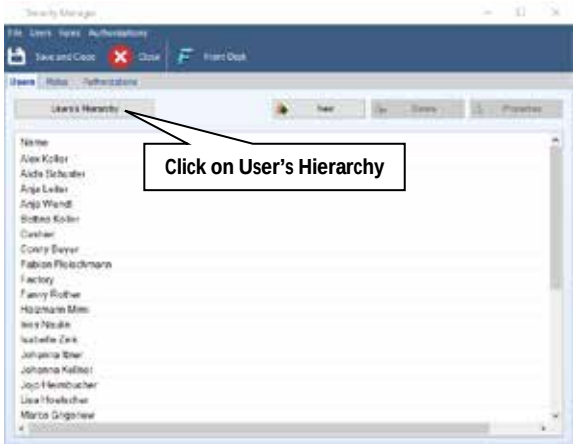
- The user of the program must be a user registered in Focus = an anonymous user does not access any features.
- The user Focus, in order to operate, must have a series of authorizations; Each user can be provided with personalized rights, depending on the features he has to manage.
- The Focus user may be part of a role for which he inherits rights and/or restrictions on access to the program features.

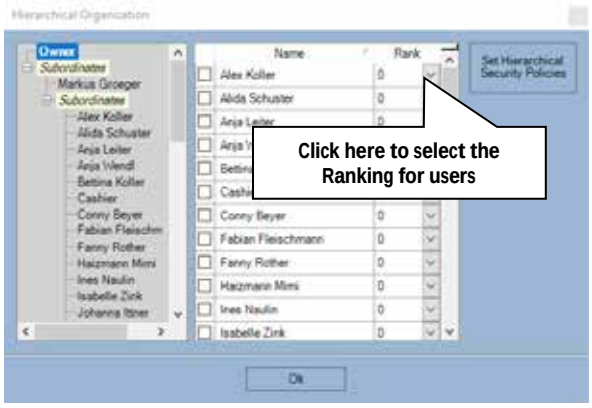
To this series of controls, the **Hierarchical Ranking** and related **Policies** have been added to establish:

- **Hierarchical Ranking:** For each user, you can be assign a "hierarchical ID" (rank) that establishes the subordination related to the other Focus users.
- **Level of access to the profile of other users:** for each user, you can regulate access to the profile of other users, even if they belong to the same or higher hierarchical class.

Before starting to set the Hierarchical Ranking, it is necessary to create the Focus users (see previous chapter about users, roles and authorizations). Once you have created users, identify yourself as an Owner or as an equal user and proceed as follows:



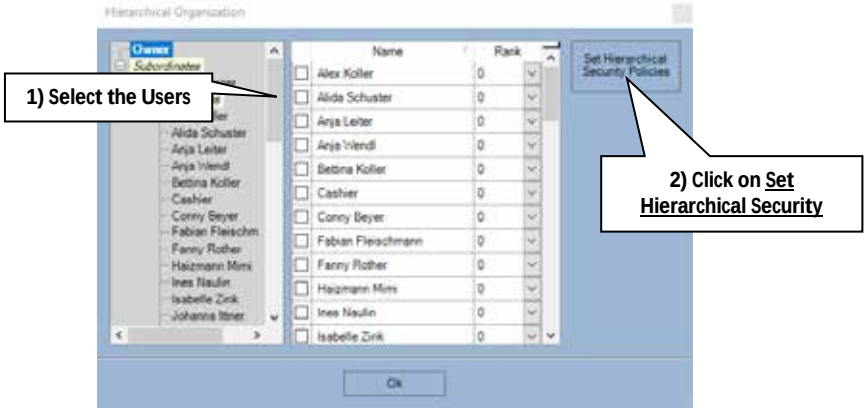




For each user, it is possible to select the rank that assigns the level of subordination. Users with low value ranking are subordinated to those with a higher value; **Rank 0** (ZERO) is the lowest, **Rank 252** is the highest (rank 253, the highest, is available only to the owner). By selecting the user rank properties, a hierarchical scale can be created. For example, cashiers have rankings from 0 to 100, assistant managers have rankings from 101 to 150, and rankings from 151 to 252 are only for the top managers.

Each User can have only one **Rank ID**, but more users can have the same Rank ID, becoming equal-level users. It is important to correctly set the user rank to establish the level of control that allows restricting access for the **Security Manager**. Even for those user's managers who want to delegate advanced management functionality, but not controlling the functions of other users (generally reserved to the owner or top manager).

WARNING! As default, all users, even those with a high rank (exception for the owner) cannot modify the information of other users. It must be specified in the **Security Policy**. This operation can be done for a user or for several users at the same time, from the **Set Hierarchy Security Policy** screen:



For each selected user, it is possible to establish the rights or information of each user.

Three options:

Deny: User cannot modify the selected field of any user.
Allow: User can modify the selected field of any user.
Check the user's hierarchical level (suggested): the user can modify the field of subordinate's and equal-level users only.

The selected user can modify (or not, depending on the options above) the following properties of the other users in the Focus program:

- **(Modify Photo)** = Clear/Acquire (using webcam) photo for other users.
- **(Modify Gratuity ID)** = Add/remove Gratuity ID, used to assign the gratuity of other users.
- **(Modify Inactivity Timer)** = Modify automatic time-out in seconds value of other users.
- **(Modify log off after transaction)** = Enable/Disable automatic log out after each transaction of other users.
- **(Setup Identification devices)** = Modify Card/Barcode/Fingerprint tab and setup of a new identification device for other users.
- **(Modify Name)** = Modify the name of other users.
- **(Modify User's Authorizations)** = Modify the user Authorizations of other users.
- **(Modify User's Role)** = Modify the roles assigned to other users.

The selected user can modify (or not, depending on the choice made) the following properties of the Role:

- **(Create a new Role)** = Create a new Role.
- **(Delete an existing Role)** = Delete an existing role.
- **(Modify User's Role)** = Modify the role assigned to other users.
- **(Modify Role Authorizations)** = Modify the authorization contained in a role
  Note: The changes will be applied to all user linked to this role

The selected user can modify (or not, depending on the choice made) create or erase other users:

- **(Create a new User)** = Create a new Focus user
- **(Delete an existing user)** = Delete and existing Focus user.

Confirm the changes pressing **Ok**, exit and **Save.**

Configuration Manager

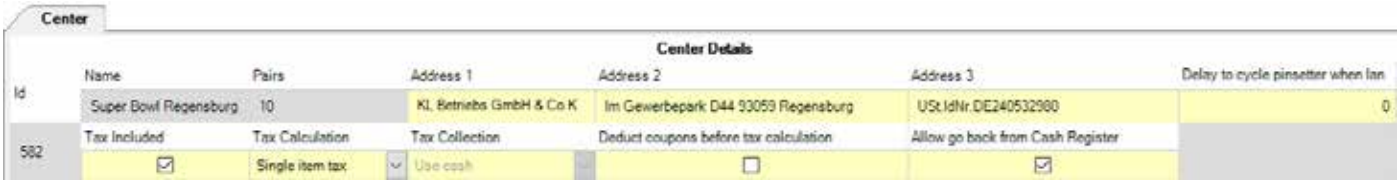
The Configuration Manager is a Focus App for accessing and managing the following settings and/or operations:

- **Ticket Printers Header lines**
- **Taxes calculation mode**
- **Plug-in setup for each workstation**
- **Database Management** (settings for the Focus database backup and Archiving data)
- **Opening Time, Closing days and Holidays Definition**
- **Workstations Devices setup** (Ticket printer/Cash Drawers/Card-Fingerprint reader, Cash Display)
- **Automatic Time Games Power Control setup** (optional device to control Time games power)
- **Network test** (for installer only)
- **Lockers Setup**
- **Mixer Elements** (for POS system)
- **Lane Talk configuration**
- **Leagues/tournament Setup**
- **Laser Tag setup**
- **Inventory Setup & Configuration**
- **Cash Register settings** (Coupons, ticket printer setting & footer message, etc.)
- **Restaurant Module settings**
- **Point of Sale (POS) Workstations layout configuration**
- **Booking (B11) /On line Booking - fields due/optional settings**
- **Gift Card Template settings**
- **POS Workstations configuration**
- **Time Games Setup**
- **Advertising Manager**
- **Lanes Manager due/optional settings**
- **Pinsetter interfacing Setup** (installers only)

WARNING
The usage of the Configuration Manager is reserved to the Owner or users with specific rights (usually Managers) users. Pinsetter parameters can be edited ONLY with the help of the Steltronic service technicians. An improper setting could compromise the pin score reading and the pinsetter performance. Some setups are described in the User manual at the relevant APP chapters (for example, the POS setup is described in the chapter named POS). After any modification of the configuration manager, click on the **Save** button to confirm.

Address & Ticket printer Header

- Click on **Configuration Manager** button
- Choose the tab **Center**



Note: the ID, Name and Pairs fi ally edited. If there is any modification needed to the Name field, please contact the Steltronic Ser name field is also used for the score printout header.

Click on **Configuration Manager**

- Edit as needed the field **Address1- Address2- Address3**. Each field will be used as a header line for the ticket printer, which is displayed under the **Name** on the receipt.

Taxes Calculation Mode

Tax Included checkbox

þ **Tax Included** (checkbox selected) the value specified in the Rate setup is the "Gross Price" and it includes the tax in the sale.

¨ **Tax Included** (checkbox unselected) the value specified in the Rate setup is the "Net Price", and the tax percentage (if tax was included as part of the rate) tax will be added to the sale.

Tax Calculation

Single Item Tax for each sale of every item, the program deducts the tax for the single net price. The tax total is the sum of the tax of each item.

Grouped by Tax program collects the net total summing all of the items with the same tax, and then calculates the tax total in the percentage of the net total.

Threshold mode tax vary by the threshold settings (used for Canadian Tax, *see the chapter "Tax management" for details*).

EXAMPLE OF SINGLE ITEM TAX

Burger - net price= $2.50
Food & Drink Tax = 10%

Soft Drinks - net price= $0.75
Food & Drink Tax =10%

----------TRANSACTION----------

1 burger $2.50
+ $0.25 (Tax10%)
+
1 soft drinks $0.75
+
$0.08 (Tax10%)

Net Tot= $3.25
Tax Tot= $0.33
Grand TOT= $3.58

EXAMPLE OF GROUPED BY TAX

Burger - net price= $2.50
Food & Drink Tax = 10%

Soft Drinks - net price= $0.75
Food & Drink Tax =10%

----------TRANSACTION----------

1 burger $2.50
+ 1 soft drink $0.75

10% tax
=

Net Tot= $3.25
Tax Tot= $0.32
Grand TOT= $3.57

Tax Collection

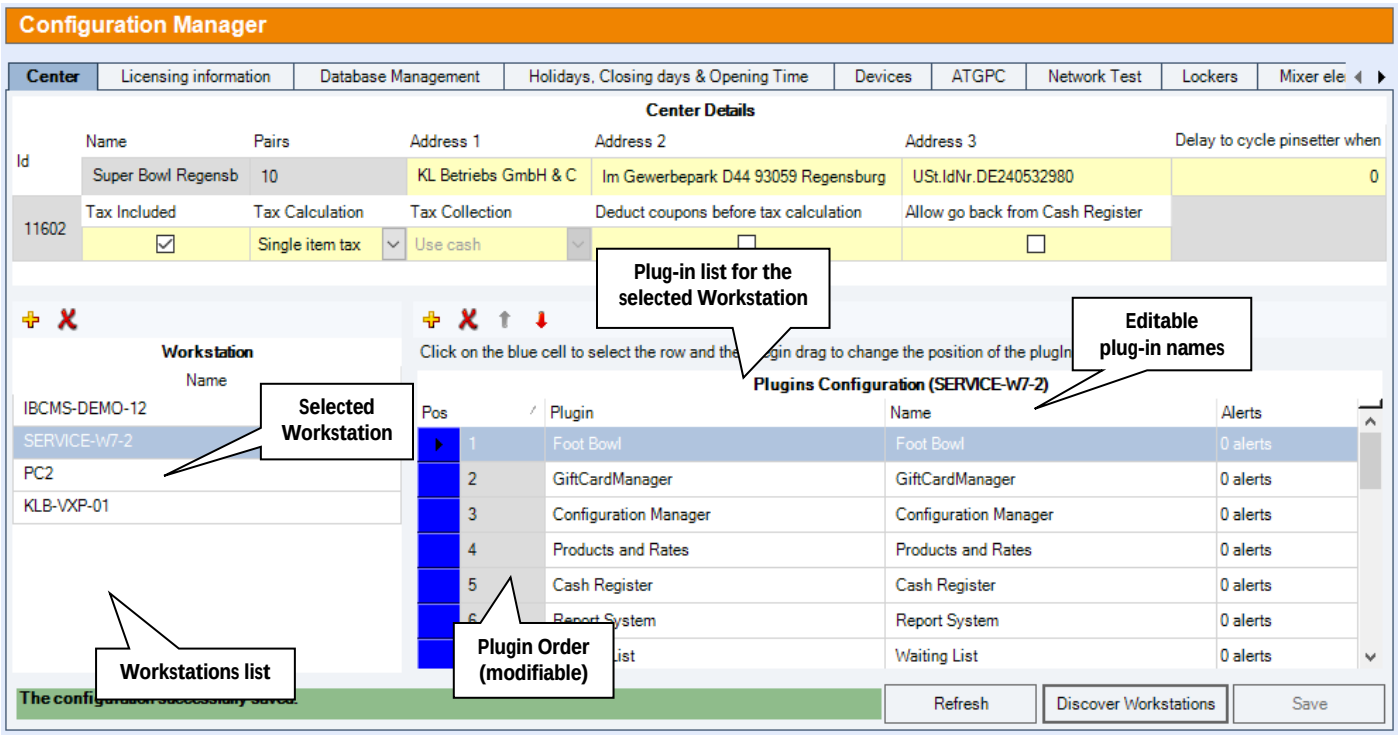
There are 2 possible choices for deciding how the program will collect the tax amount. When the “Taxes are not included” + “group by Tax” and when a member pays with their card:

Use cash the Tax will be collected by cash and not be charged on the membership card.

Use member amount the tax will be charged to the credit of the membership card.

Setup Workstations Plug-In

- Click on the **Configuration Manager** button
- Choose the Center tab



Workstation List: List of all available workstations. By default, the only workstation visible in the list is the Main Desk. The other workstations need to be added manually (normally provided by the installation staff).

Only the Main Desk (Server) will load by defaults all of the licensed plug-ins when you start **Focus** for the first time. On the other workstations, they will load only the Lanes Manager plug-in. The other Plug-in(s) need to be added manually for each workstation.

On the **Plug-in Configuration** list, they display all the Plug-ins available for the selected workstation and the order in which they are displayed using the **Pos** (position) column.
Note: Plug-in list, plug-in Name and the order position could be modified or edited for each workstation.

Adding a new Focus workstation- Quick mode

From the Workstation, add or modify the Focus shortcut: \\10.11.1.1\Focus\Steltronic.IBCMS.FrontDesk.exe -config Launch Focus, the program will start in Config mode, with Configuration Manager plug in only. The workstation is added automatically, add the plug-in to the list.

Adding a new Focus workstation with Discovery mode

- Click on the Discover Workstation button to begin the automatic browsing of the computers connected to the Steltronic network.
- Wait until the green progress bar stops.

- At the end of the network browsing, click on the button to add a new line in the Workstation field and then position the cursor on to the new field.
- Choose the workstation to add from the available selections.
- To add another workstation, click on the button and proceed as before.

Removing a workstation from the list

- Highlight the computer name and click on the button. (confirmation is required).

Adding Plug-in to a Workstation

- Highlight the **Workstation** name to begin the changes.
- Use the button to **Add** a new plug-in

Suggestion: The Plug-in for Reports, Products and Rates, and Configuration Manager are usually reserved for the back-office workstation or Main Desk controlled by the owner or manager. Access to the "strategic" plug-in is allowed only to the Focus Administrator users.

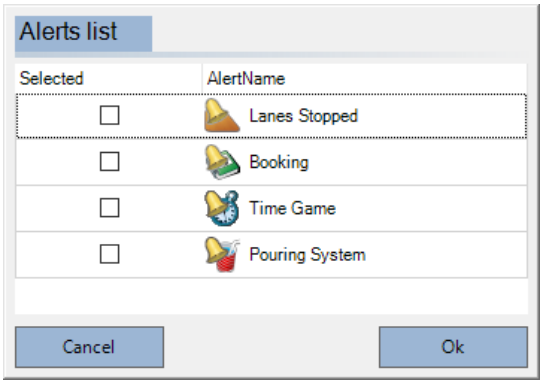
Removing Plug-in to a Workstation

- Highlight the **Workstation** name to begin the changes
- Highlight the **Plug-in** name that needs to be removed
- Use the button to **Remove** the selected plug-in

Change the Plug-in order to a workstation

- Highlight the **Workstation** name to begin the changes
- Use the arrow above **Pos** to change the Plug-in order

Setup Alerts



The Alerts "notifies" the operator when an event occurs.

If you have an alert set for "Lanes Stopped", the alarm icon will not be displayed if you are currently on the "Lanes" plug-in.

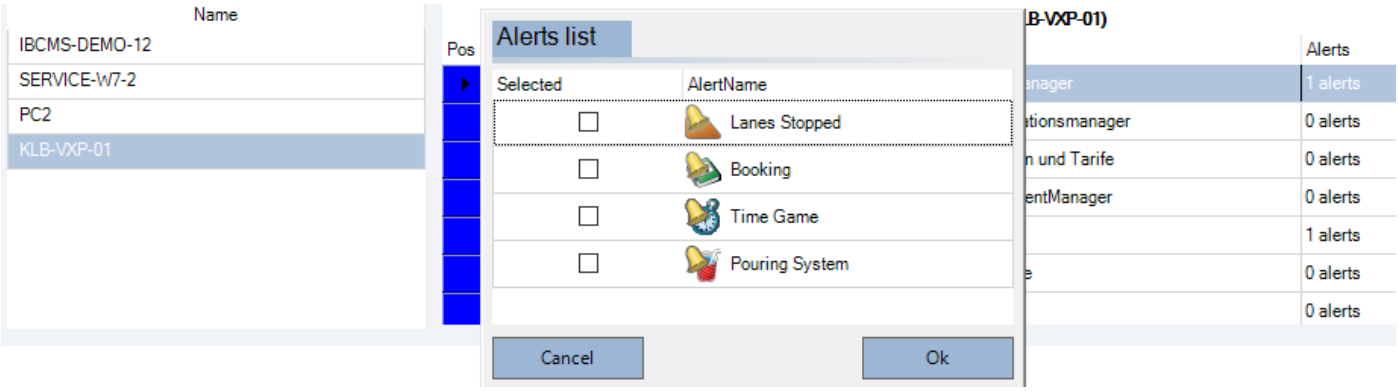
If you happen to be on the booking plug-in, and a lane has finished bowling, the alarm icon will be flashing on the Lanes plug-in.

Each plug-in has an **Alert** available for 4 kinds of events:

- Lane Stopped (end of the game)
- Booking ready to play
- Time Game (end of the time such as pool tables)
- Pouring System (advise when the POS items sold using the pouring system is pending)

Setup one or more alerts

- Highlight the **Workstation** name to begin the changes
- Click on the **Alerts** section on the plug-in line where an alert needs to be set
- Select the **Alert** event clicking on the checkbox in the **Selected** column



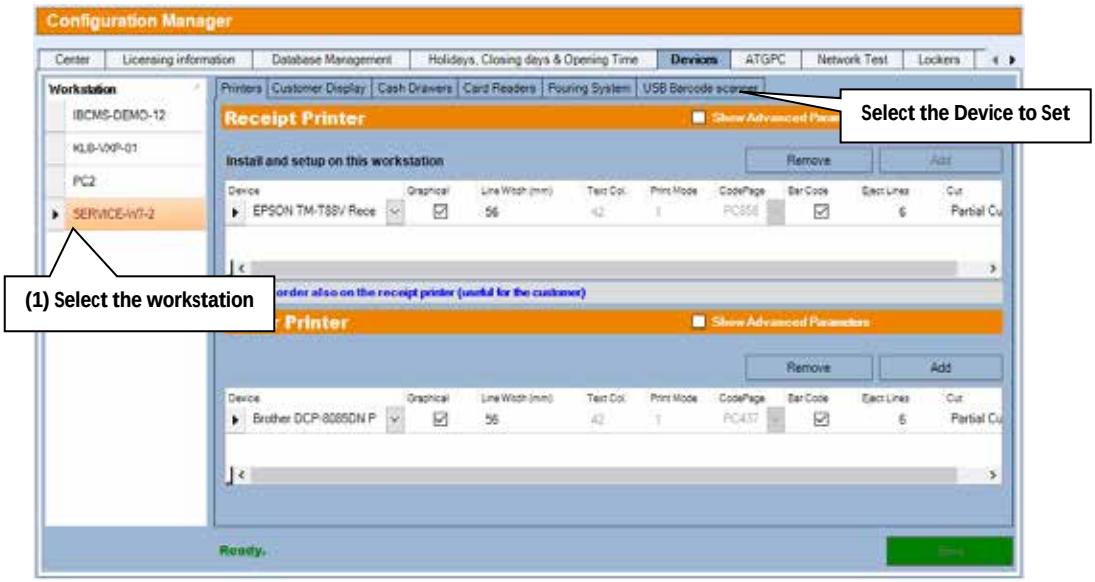
Focus Workstations Devices Setup

About Focus Workstations devices setup

Each Focus Workstation could be equipped with the following “devices”:

- One Receipt (Ticket) Printer
- One or more Order Remote printers to printout the Food & Drink or POS order
- One Cash Display
- One or more (physical) Cash Drawers + a number of Virtual Cash drawers
- One Magnetic Card Reader
- One Barcode Reader
- One Fingerprint Reader
- Pouring System

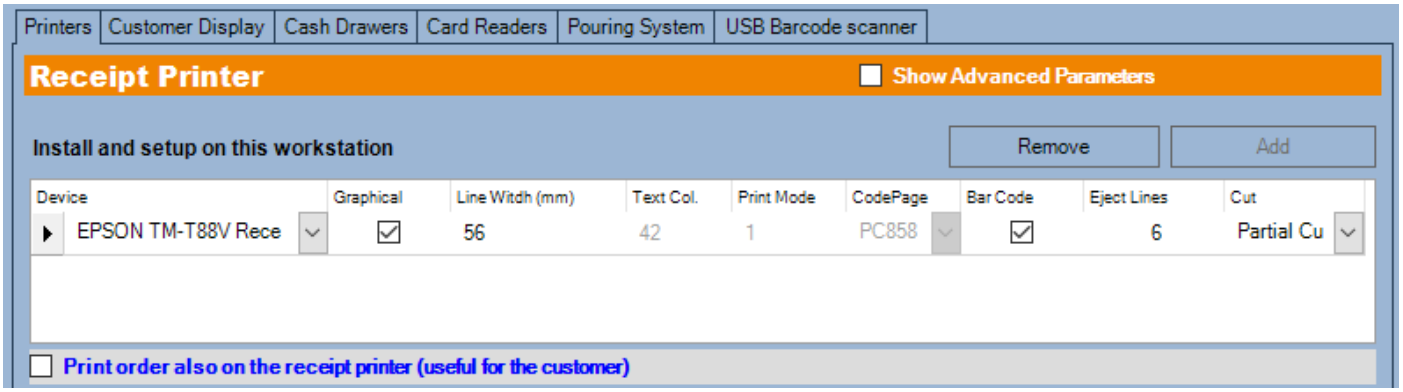
WARNING
All devices must be compatible and set as ESC/POS compatible. Receipt and Remote Order Printers must be installed with the software drivers (from the printer manufacturer) and before modification in the Devices configuration can take place. The “port”, in which the printer will use, must be configured within Windows and/or the software that comes with the printer. Each workstation could be setup independently to setup the receipt printer. The devices configuration manager must be performed locally from the workstation. Modifying the Devices Configuration Manager could affect the Workstation performance and the Focus functionality. It is strongly recommended to contact Steltronic Service department before making any modifications.



To begin the Devices configuration, select **Devices** tab and select the Workstation from list.

- Use the **Add** button to enable a device. Use the **Remove** button to remove it.
- When finished with your modifications, click the **Save** button.
- The Focus program must be restarted for your modifications to take effect.

Receipt (ticket) Printers



The list of available printers comes from the Windows printer folder. Therefore, the receipt printer must be installed with the Windows driver before starting Focus program.

Use the **Add** button to add a printer. Select the device from Device dropdown list. After the printer is chosen, specify the editable parameters. It is recommended to leave the "Show Advanced parameter" checkbox deselected (this section is for expert users only).

þ **Graphical:** Use the graphic printer driver supplied from the printer software driver.

¨ **Graphical** (checkbox disabled): Prints in TEXT mode. The text columns, Print Mode and Codepage must be specified manually. Consult your printer manual for these settings.

Line Width: (field editable by selecting/deselecting the Graphical mode) Specify in millimeters the paper size. Its recommend to keep space for margins (example, real size = 80 mm, type 75 to leave 5mm as a margin).

Text col.: (field editable selecting/deselecting the Graphical mode) Specify the number of the printable column.

Print Mode: Change the character size to reduce/enlarge the character font (available size 1,2,8,16 etc.).

Codepage: Choose the code page for the country selection (example, PC437 = USA, PC858 = Europe).

þ **Bar code:** Print a barcode on the receipt, helpful for quick search using a Barcode scanner.

Eject lines: Number of empty lines after ticket prints. Suggested is 6-10 lines and varies by printer models.

Cut: Automatic paper cut selection (None\Partial Cut\Total Cut).

¨ **Print Order also on Receipt Printer:** When selected, the Food & Beverage order (if enabled) will be printed for the chef in the kitchen to prepare the food/beverage orders.

Click on **Save** when finished; use **Remove** button to Remove the Device if not needed.

Customer Pole Display

- Use the **Add** button to add a line, choose the Customer Display Type dropdown list.
- Specify the **COM port** where the cash display is physically connected from the **Device** dropdown list.
- Modify the currency symbol, number of columns and number of rows needed to match the Cash display hardware specifications (usually 20 Columns, 2 Rows).
- Choose the **Codepage** for the country selection (example, PC437 = USA, PC858 = Europe)
- Type the Welcome message that will be shown when the Cash display is in stand-by mode waiting for the next transaction.

Click on **Save** when done; use **Remove** button to Remove the Device if not needed.

Card Readers

Use the **Add** button to add a line, choose the Card Reader Type from Type dropdown list. It is possible to install two Card readers, one for credit card payment, one for Steltronic Card / Cashless Card.

Available Card Reader Type

KDE (Supported model KT-22020 KT-2280) This card reader type can be used to swipe and read the following cards:

- Steltronic Cards (Staff Cards, Gift Cards, Membership Cards)
- Cashless Cards (Embed, Intercard, Sacoa)
- Credit Card, using Credit Card Processor

Assign the correct COM port where the card Reader is physically connected (Device Type and parameters are setup by Default). *Note: Inside of the Windows port settings, these parameters must be setup the same as above.*

Magtek\IPad Card reader devices for Credit Card Payment, choose your model from the **Type** dropdown list.

USB This card reader type can be used to swipe and read the following cards:

- Steltronic Cards (Staff Cards, Gift Cards, Membership Cards)
- Cashless Cards (Embed, Intercard, Sacoa)
- Credit Card, using Credit Card Processor

On Device setting, select a valid HID from dropdown list or enter manually the value using the format HID#VID_xxxxPID_xxxx
Click on **Save** when done; use **Remove** button to Remove the Device if not needed.

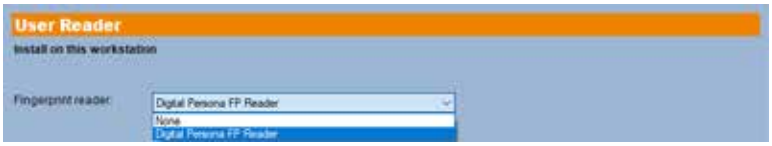
Compatibility issues with Card Readers

Magtek\IPad reader cannot be used to swipe Cashless Cards. It is mandatory to install a KDE card reader for Cashless card purpose if **Magtek\IPad** is installed for credit card payments.
Suggestion: Sacoa/Embed/Intercard cashless card can be read possibly using a Bar Code Scanner.

It is not possible to install **Magtek\IPad** card reader AND a **KDE\USB** Card reader used for credit cards.

Fingerprint Reader

WARNING
A 3rd party license is required for each Fingerprint installation. Contact Steltronic Customer Service for file license and drivers download.



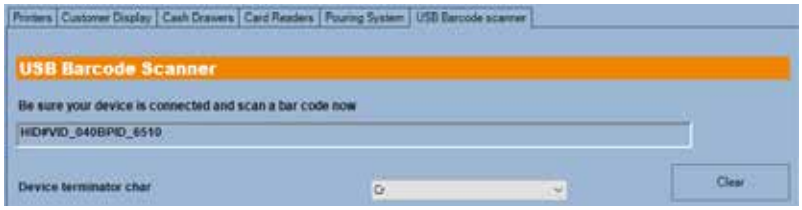
None: device not installed.

Digital Persona FP Reader: Device installed. Model supported: Digital Persona U.ARE.U 4500
The Fingerprint Reader can be used by Bowling Staff for Quick Login, timeclock Clock In/Out and/or by the customers, for Membership Quick Identification. It is also possible to install one device on each Workstation for both purposes, or to install two devices on each workstation (one reader for Bowling Staff, one reader for customers).

Digital Persona U.ARE.U 4500 Fingerprint Device installation
(instructions for installer or expert users only)

- Browse the Focus installation files folder and execute the file \\Digital Persona Runtime\Setup.exe
- Install the Digital Persona drivers (default settings), a reboot will be necessary.
- After the reboot, plug the fingerprint device.
- Browse the Focus installation files folder and execute the file \\Digital Persona Runtime\ dp00_02_004.msi (install using the default settings).
- install the Griaule license (Contact Steltronic Customer Service)

USB Barcode Scanner



A USB Bar code scanner can be installed in a Focus Front Desk for the following purposes:

- Reading Steltronic Cards (Staff Cards, Gift Cards, Membership Cards, printed with Bar Code) *
- Reading Cashless Cards (Embed, Intercard, Sacoa with printed Bar Code).
- Quick POS sales of items with Bar Code.

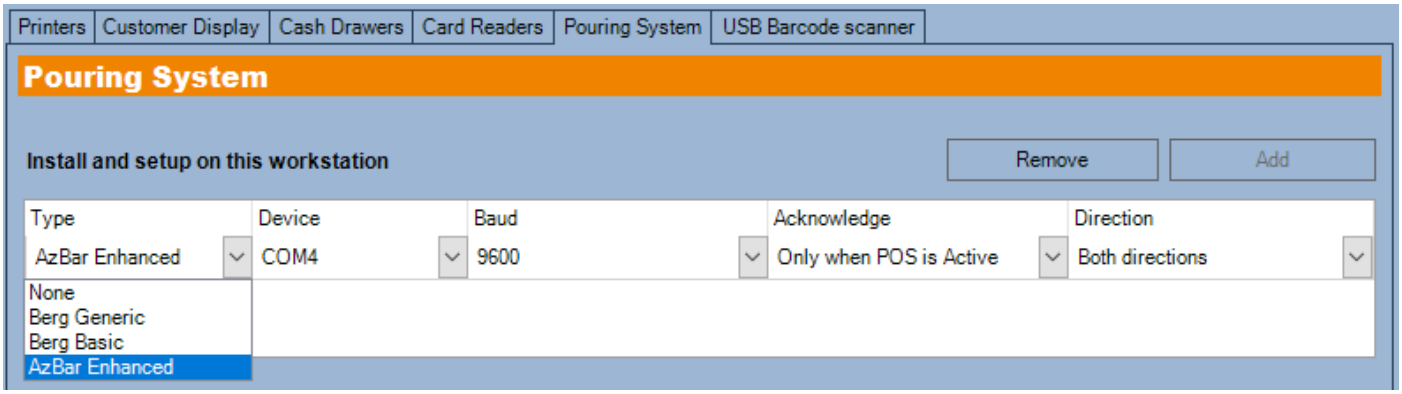
** Staff Cards\Gift Cards\ Membership Cards can be read using USB Bar Code scanner OR Magnetic Card swipe reader. It is not possible to use both device for these cards.*

USB Barcode installation

- Plug the USB Barcode scanner into a USB port of the Focus Workstation and wait till the OS found the new Hardware.
- Open the Configuration Manager, select the workstation, open the Tab Device, browse the tab and open USB Barcode scanner tab.
- Scan a barcode label (i.e. a soft drink bar code). The program automatically acquires the string for the barcode.
- Choose the Device Terminator char. from the dropdown list box (try the default or check Barcode manual for details, remember to Save and restart Focus anytime to load the changes).

Pouring System (Liquor Controls)

The Focus POS workstations could be connected with a Pouring System that controls Drinks spillage and portion sizes with a device connected via COM line with a POS station. Anytime a drink is spilled from the pouring system, the related product is added automatically into the focus POS vending list.



After the Workstation is selected, set the Pouring type and parameters:

Type: None (not installed, default) - Berg Generic - Berg Basic - Azbar Enhanced

Device: choose the COM port of the selected workstation where the Pouring System is connected

Baud: select the Baud Rate speed for the selected COM port

Acknowledge: choose when Focus POS is enabled to receive the pouring data:

- **Only when POS is active:** connection is active only when the POS plug-in is in use on the Focus workstation connected via COM with pouring system.
- **Only when Logged In:** connection is active only if a Focus user is login on Focus program running on the workstation connected via COM with pouring system.
- **Always:** connection is active if a Focus is running (even with anonymous user) on the Focus workstation connected via COM with pouring system.

Direction: choose how the Pouring interact with Focus program:

- **POS à Pouring System:** Pouring System wait for a command from Focus POS before being able to spill the drink.
- **Pouring System à POS:** The Pouring System spill the drink then send the sale to Focus POS.
- **Both direction** (suggested option)**:** is possible spill the drink from Pouring System before POS sale and make a POS sale then spill the drink.

Cash Drawers

Generally, a **Cash Drawer** means a physical drawer where to put the money and the receipt of the cashless transactions (Credit card receipt, Membership /Cash account receipts). In Focus, a cash drawer is more than this. The cash drawer is considered first as a "**container of transactions**" that could be correspond to a physical drawer device or a "virtual drawer".

Differences from Physical Cash Drawer and Virtual Cash Drawer

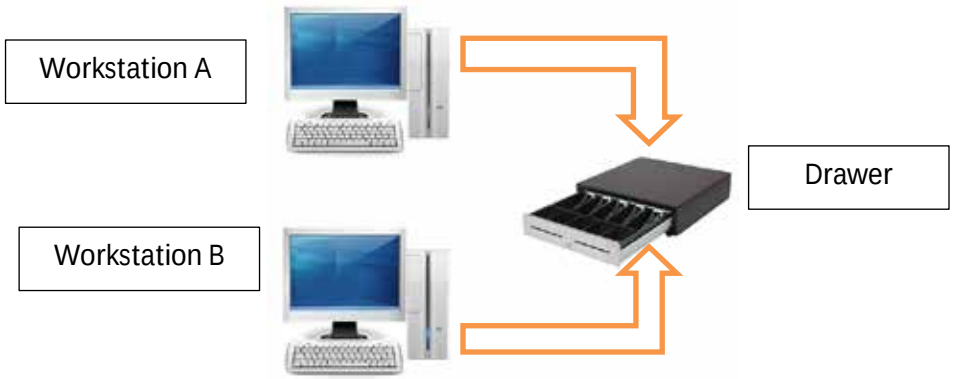
Physical Cash Drawer: Cash Drawer device, connected directly to the workstation. The device automatically opens when the transaction is made. Some drawers have a switch to control, if the drawer is open/close. Closing the drawer ends the transaction automatically.

- It's possible install more than one physical cash drawer from each Workstation, but cashers can use just one at time
- It's possible share the same physical cash drawer with more workstations
- It's possible set which user can access to each physical drawer's
- It's possible use a different physical drawer for each workstation but using the same name for all of them. If used this way, all the incomes will be grouped in the same area (Example, 2 workstations in POS area use 2 different cash drawers, but which are the same drawer in the accounts)

Virtual Cash Drawer: Is a drawer that does not have access to a physical device (cashier has no drawer to open).
The purpose of the virtual drawer is to control the flow of transactions. Another use of the "Virtual cash drawers" is the Remoting Access to the physical Cash drawer. If used this way, the Manager could make the Z or ZZ Reports of each cash drawer directly from the Back office or Main Front Desk computers.
Another virtual cash drawer is the Waiters wallet. This is used to control the cash flow of Bartenders\Waiters\Hostess people.

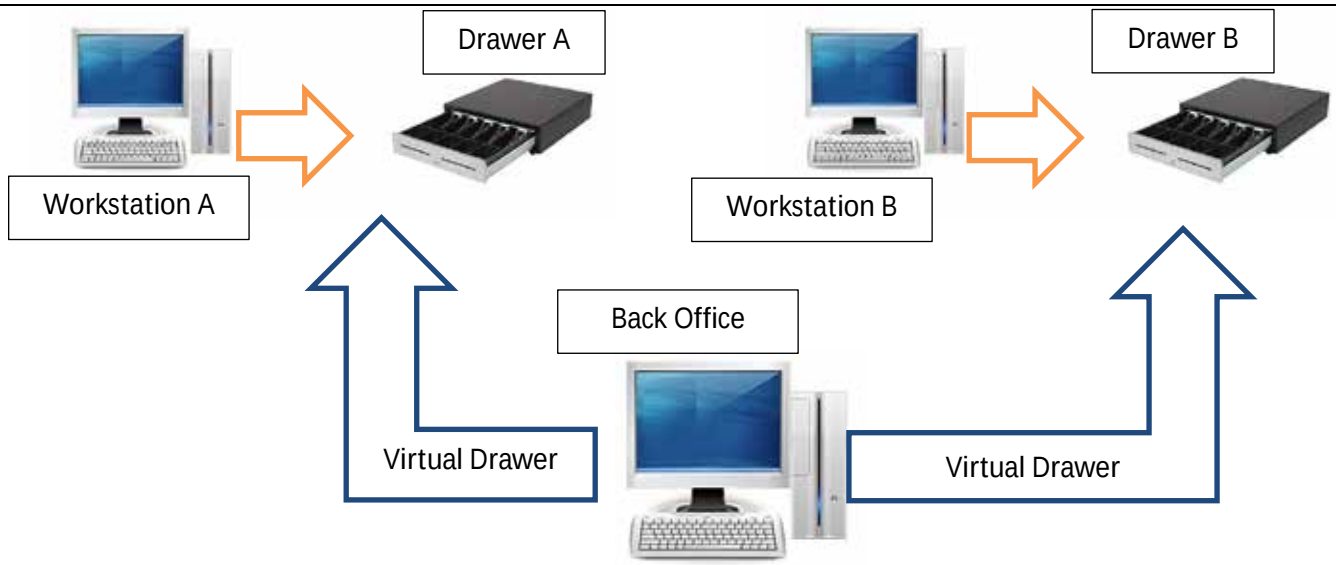
- Virtual Cash Drawer can be installed in any workstation
- Exist a default virtual cash drawer called "Transactions Without Drawer" where will be collected each transaction done without specify the destination drawer
- It's possible to share the same drawer from more workstations and group it like unique cash drawer
- It's possible to set which user can access to each virtual drawer's
- It's possibly to create some virtual drawers to use as Wallet for waiters

Example (1) of the physical installations of drawers: a Cash Drawer for each workstation



Example (2) of the physical installations of drawers: the same Cash drawer is shared by two (or more) workstation

Example (3) of installations of 2 physical drawers accounted as a single drawer: each workstation is equipped with a drawer whose name is unique (drawer A); All the flow of transactions under a single drawer.



Example (4) of physical and virtual drawer installations: one drawer for each workstation: the Back Office accesses the drawers (in virtual mode) to control the flow of transactions.

Supported Cash Drawers Devices

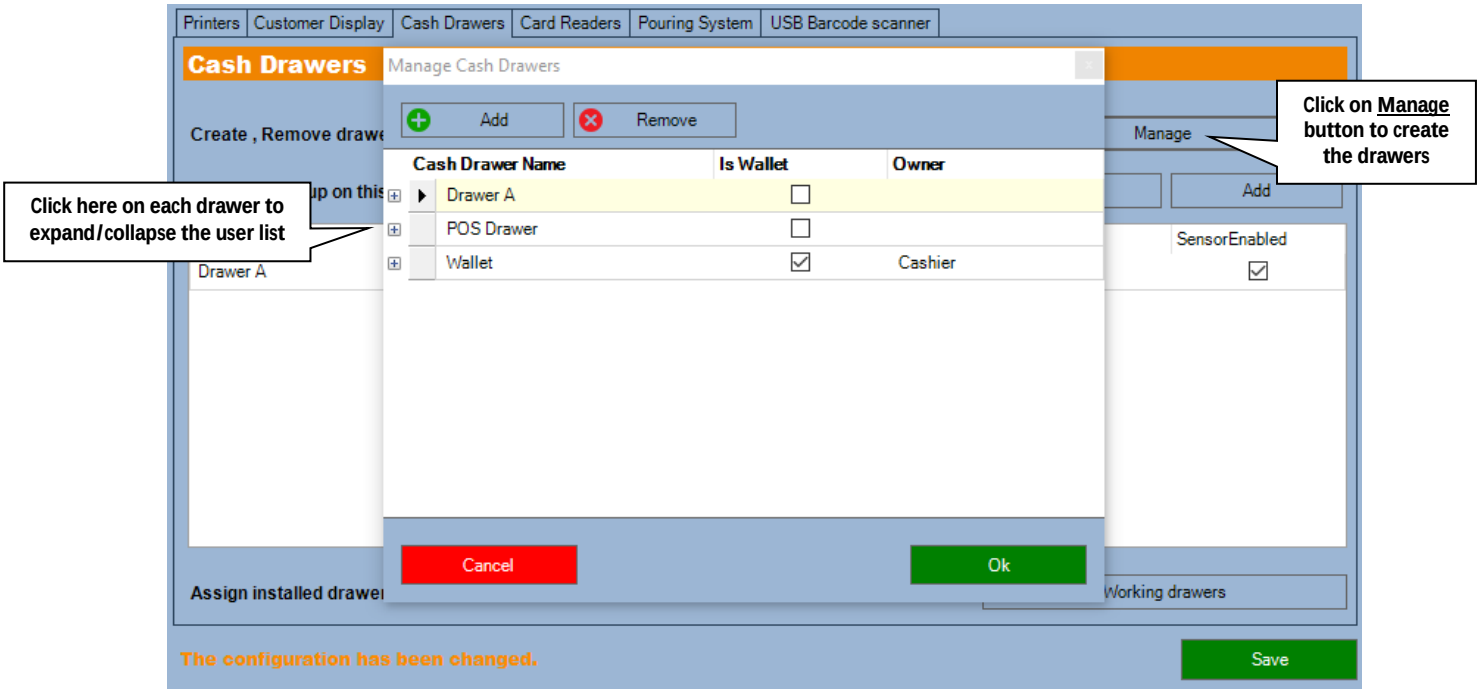
- Cash drawer connected through the receipt printer (this is the most common usages)
- Cash drawer connected to the workstation (via COM) through a drawer interface (supplied by Steltronic).
  Note: each drawer that is controlled through a Windows COM port requires a dedicated COM port, Com ports used for Cash drawer cannot be shared.

Cash Drawers creation

Open the **Configuration Manager**, search the tab **Devices**, browse the tab till found **Cash drawer** tab.

The first operation to do is the Drawers creation. This operation could be made from the Server or any Workstation accessing with **Manage** Button.
Once the drawers are created, they will be available for each workstation. It will be possible to proceed with the custom configuration of each workstation.

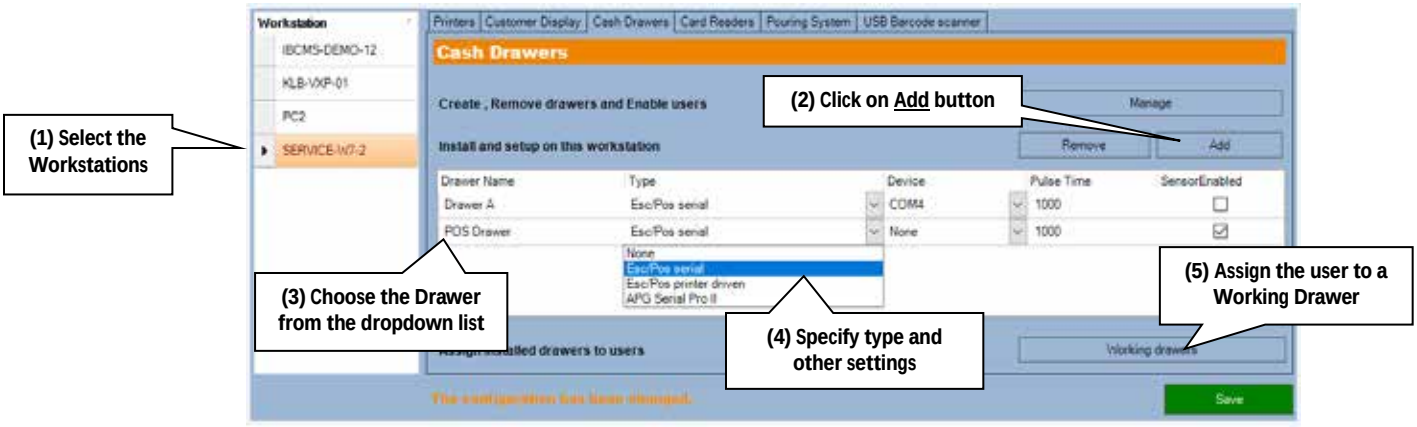
Drawers Manage



Select **Add** button to create a drawer line and type the **Drawer Name**. As default, the program asks to enable all cashiers for new drawer access, choose yes or no, then save with OK and modify the cashier assigned expanding the list of each drawer (enable\disable the checkbox near the user name to access\deny to the select drawer).

Is wallet can be selected when the Drawer is used as Bartender\Hostess Wallet. Selecting "is Wallet" will be possible to specify the cashier name, using the dropdown selection list from **Owner** column.
Warning: when a drawer is assigned as "is Wallet", cannot be used as Workstation drawer.

Assign Drawer to a Workstation



Type

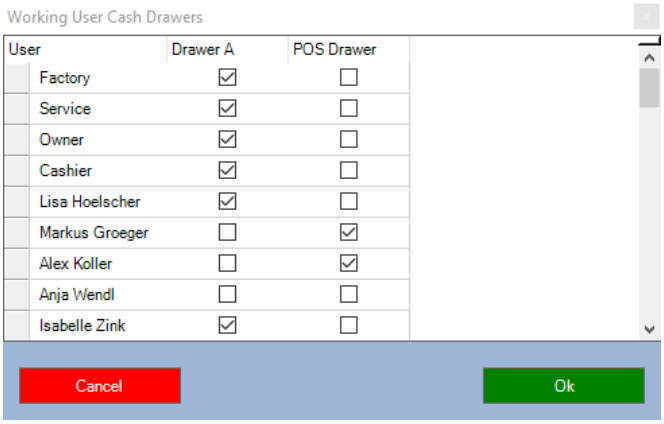
None: Choose for a Virtual drawer or for no physical device drawer installation.
Esc/Pos serial: Drawers connected to the workstations via COM port (Steltronic Drawer Interface).
Esc/Pos printer driven: For drawers connected through the ticket (receipt) printer (usual standard)
APG Serial Pro II: For drawers connected to the workstation's COM port (special type for USA).
Esc/Pos serial and APG Serial Pro II type: mandatory to choose the workstation COM port where the Cash drawer is physically connected (column Device, choose from dropdown list).

Pulse Time: Indicates the length of the pulse signal for the drawer solenoid. The default value is 1000 (=1 Second); Change this value only if necessary.

Working Drawers

WARNING
New cashiers will be not added automatically to a Drawer. It is mandatory to assign at least one Cash drawer. Otherwise he/she cannot complete the transaction. The transactions made by new cashier added without a Cash drawer, will be collected in the "Transaction without Drawer".

A working drawer is the physical drawer installed and connected to a workstation. Only one working drawer could be assigned to a cashier. The other drawer will be considered as a "virtual drawer". In the working Drawer list, it is possible to specify which user can access the physical working drawer of the selected workstation:



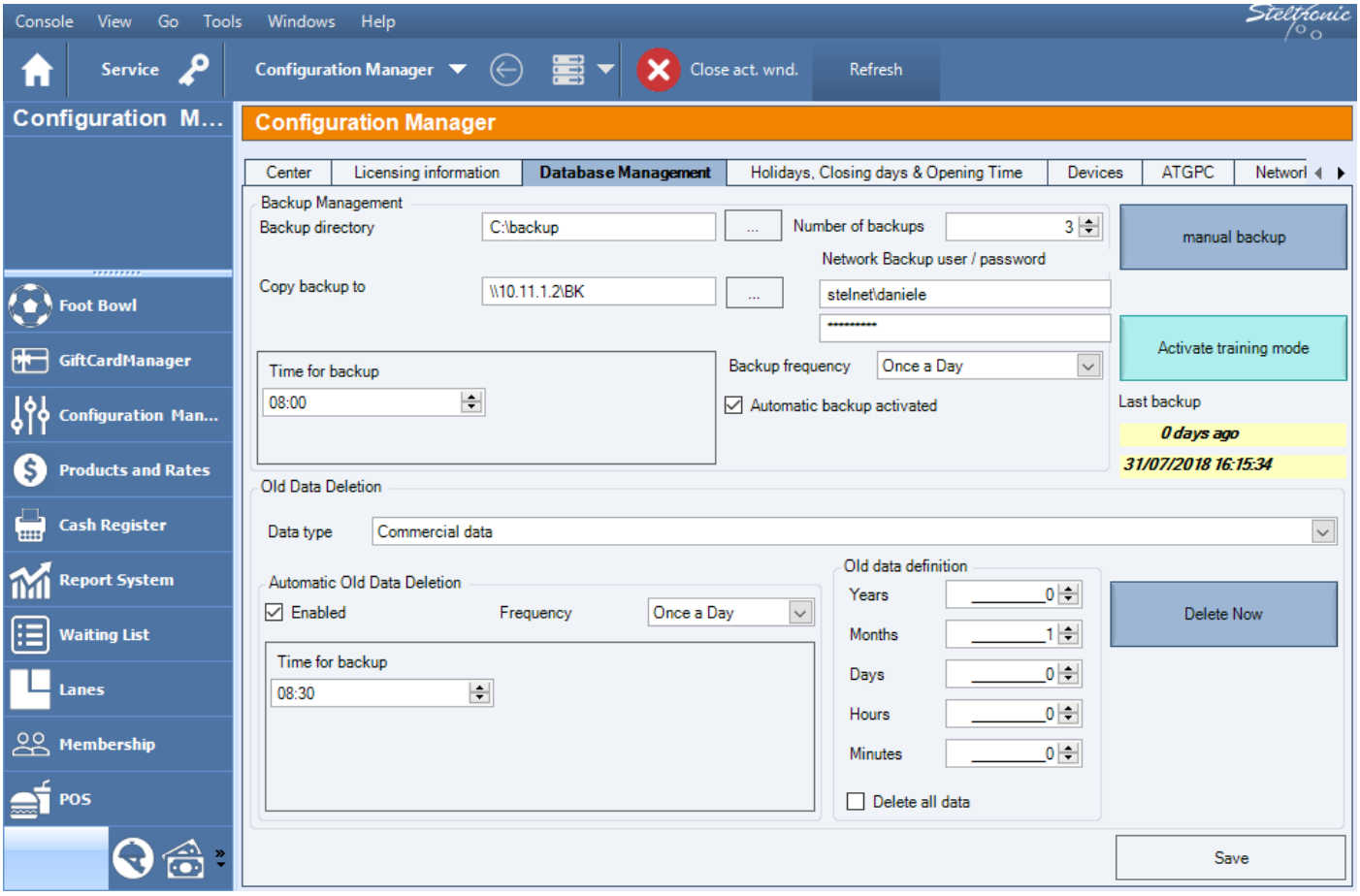
- Click **Working Drawer** button.
- Enable the User Checkbox from the Focus user list of people that are allowed to use the specific drawer.
- At the end, click on **OK** to continue.

When the Cash drawer installed in the workstation is more than one, choose the main drawer for the user.

Click on **Save** before exiting to apply the changes, Restart the Focus program on the workstation to refresh the settings.

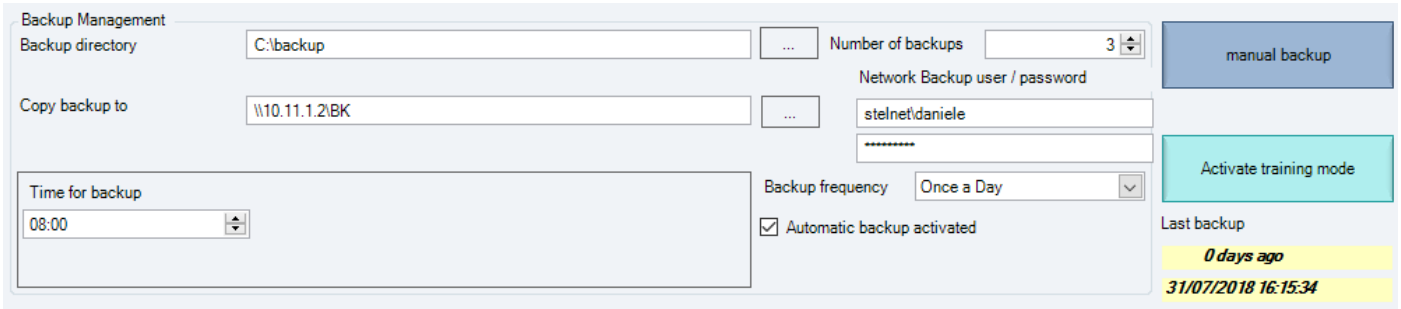
Focus Database Management (Backup and Archive)

Database Management



In the **Database Management** section, it's possible to setup the parameter for automatic **Backups** and the deletion of **Historical Data**.

Focus Backup



The **Backup** procedure creates a copy of the SQL Database used by Focus. The backup files could be used for restoring the database records or tables in case of a database corruption. In the case of a Server failure, the backup files could be restored on a new Focus Server to obtain a new Server with all of your saved data.

A backup can be performed in 2 different locations, even on a network path. For safety reasons, it is strongly recommended to preserve at least one copy on a mobile memory (memory stick) or into a network drive or external hard disk drive.

First of all, it is mandatory to specify the location of the directory (Folder) in the Main backup. Select the button on the right side of Backup directory to browse the computer and choose a backup location. If using an external drive, it is suggested to permanently create a letter for the drive. In addition to the main backup folder, it is possible to specify a path for a copy of backup file (network drive\computer). Remember to setup the username and password for access to the remote resource.

In the **Number of Backups**, specify how many backup files will be preserved in the backup folder. The program will automatically delete the old file that exceeds the specified number.

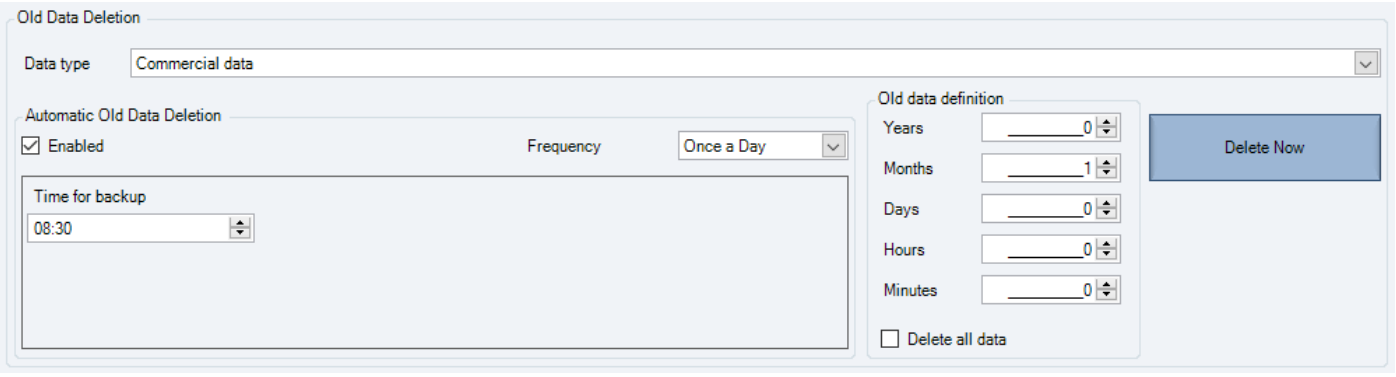
The Backup of the databases can be performed manually at any time by using the **Manual backup** button. It can also be performed automatically by selecting **Automatic Backup.** Set the **Frequency** and **Time** for automatic backup.

Warning: Depending on the database size, the automatic backup can occupy the computer resources for various minutes. It is recommended not to setup the Backup during business hours. A backup at early hours in the morning and after midnight is suggested). The Backup could be automatically performed ONLY if the Main Desk (Server) computer is switched ON. Automatic backups will be skipped if the computer if switched OFF when the backup time is supposed to start.

Activate training mode button is reserved for Steltronic installers and the training team, please do not activate it. When your server was delivered and setup, you should have noticed the training mode was on and activated. When your center has decided it's time to stop using the training mode, it should be deactivated.

WARNINGS
While the training mode is activated, the center should be careful to NOT enter into the membership module any real data as these memberships will be purged out of the system. Additionally, the training mode when deactivated will also purge out any lockers that have been assigned to a member.

Old Data Deletion (Archive Data)



Old Data Deletion is an operation that will delete all the records of specific section, older than the number of days selected. This archiving is necessary to maintain the database performance and to not have the databases grow to unnecessary sizes.

WARNINGS

The Automatic Old Data Deletion will not remove the records of Not-collected payments. The procedure will start only if all of the Cash Register Batches are closed and the ZZ Reports are performed by a user.

The Free SQL Server version installed as Standard on Focus Main Server manages MAX 10 GB of IBCMS Databases. The database must not exceed 5 GB to allow future Focus software updates.

5 GB of the IBCMS Database is considered enough to collect the records of two years of bowling business records. Steltronic recommends to check frequently the file size of the IBCMS Backup files. (The backup files reflect an approximation the file size of the IBCMS Database). If it is necessary to keep additional records more than two years, please advise the Steltronic Service for purchasing a Standard Edition of SQL Server.

The Old Data are contained in 3 areas:

- **Commercial data** à Cash transaction and reports (Recommended 1-1 year1/2 of data collection)
- **Game data** à Frames bowled and information of played games (Recommended 30-60 days)
- **Other data** à Records of times games, bookings, etc..... (Recommended 30-60 days)

WARNINGS

There is a special feature of Focus to maintain scores of league bowling called “Pre-Bowl”. This feature allows teams of players to retain the scores to be used in the future on the actual date of the league bowling. Be careful NOT to delete GAME DATA by purging it.

To manually use Old data Deletion, select the area click the green **Delete Now** button. To activate the Automatic Deletion, proceed as follows:

- Enable the checkbox **Automatic old data Deletion (enabled)**
- Choose one of the **Data type** (Commercial, Game, Other)
- Choose the **Time** when to perform the HDA
- Choose the **Frequency** for the HDA and the old Data definition
- Click on the **Save** button to confirm
- Repeat the steps for another kind of type and click on **Save** to confirm each time

Definition of Historical data

A data of any type is defined as historical data and will be deleted in the archiving procedure if it is older than the set limit:

- **Years** à All data older than the number of Years set will be deleted
- **Months** à All data older than the number of Months set will be deleted
- **Days** à All data older than the number of Days set will be deleted
- **Hours** à All data older than the number of Hours set will be deleted
- **Minutes** à All data older than the number of Minutes set will be deleted

Available choices for the Automatic old Data Deletion

- **Once a Day** à Select the **Archive time**
- **Once a Week** à Select the day of the week and the **Archive time**
- **Once a Month** à Select the day of the month (from 1 to 28) and the **Archive time**
- **Once a Year** à Select the day of the year and the **Archive time**

Save and exit when done

WARNING

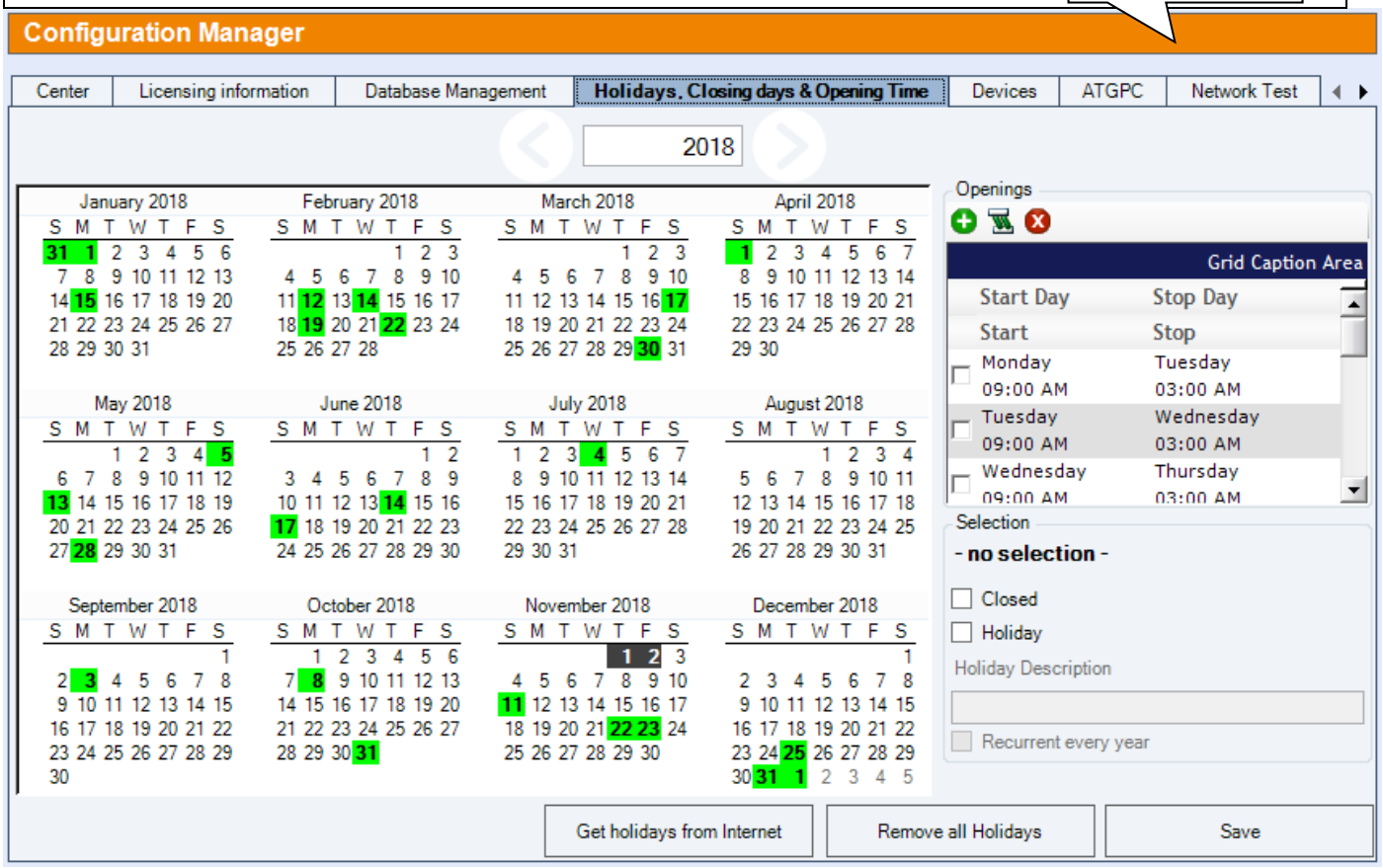
If the option **Delete all Data** is selected, the system will erase all data's without taking care of definitions of historical data. The deleting procedure will be done also if Batches were not closed and ZZ reports were not performed. (see the cash register manual, ZZ Reports)

Note: This setting can be different for each type of data to be deleted

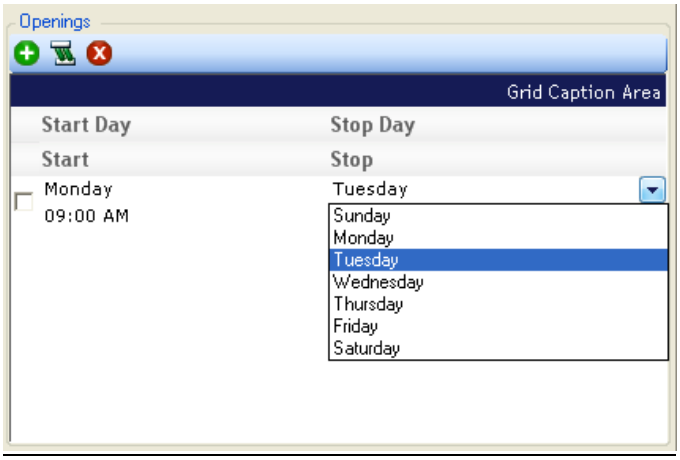
Opening Time/Closing days/Holidays Definition

WARNING

Booking, Bowling, POS, Footbowl and Time Game Rates depend on opening/closing time settings, and is mandatory to setup the Opening-Closing time of each day to let the system work properly



Opening Time Setting



- Click on the to add a **Start Day/End day** time slot line
- The start day selection is the current date, click on the day name to change it if necessary, a dropdown list appears.
- Type the **Start Day Time**
- Change the **Stop Day** and the **Stop Time** if necessary
- To remove a time slot, click on the checkbox for that slot, then on the

Example

the bowling center is open: Mon-9AM to 2AM / Tue-11AM to 03AM =
- Start Day Monday 09:00AM - Stop Day Tuesday 02:00AM
- Start Day Tuesday 11:00AM - Stop Day Wednesday 03:00AM

To set additional starting or ending days, click on the to add more lines (please complete the 7 days entire process for the week)

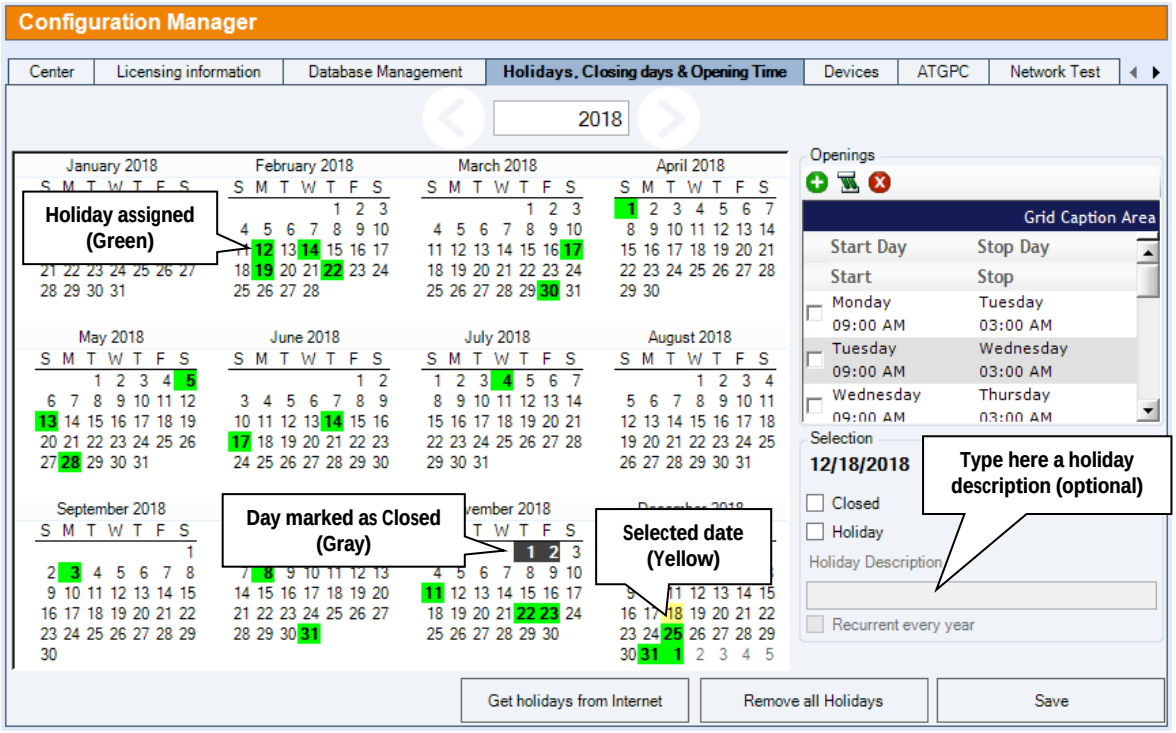
If the next day has the same setting, click on the to copy the last time slot to the next day.

Holiday - Closed Day Definition

Most of the centers apply a special rate for holidays and pre-holidays. The Focus program could be set for restricting the use of a "**Holiday/Pre-Holiday Rate**" during the holiday period. Only the rate assigned as "Holiday" and "Pre-Holiday" can be used during a day or period assigned as "holiday" and the day before (see the Rate Setup chapter for further details). In the same procedure, it is also possible to set a certain day as a "day off" (because the bowling center is closed).

A holiday is determined as any national holiday, or a day that your center might deem as your own holiday, such as your grand opening date.

A Pre-Holiday is defined as the day before an actual holiday, such as New Year's Eve and is not a national holiday, but the day before New Year's Day is sometimes treated as such.



Holiday assignment

- Click on the date of the calendar (The date will be highlighted in yellow)
- Tag the **Holiday** checkbox to mark the day as holiday, then type a holiday description if necessary.
- If the holiday recurs every year, such as Christmas, Halloween, etc. tag the checkbox "**Recurrent every year**".
- Click on **Save** or move to another day to continue. All holidays on the calendar will be highlighted in Green.
- If the workstation is connected to the Internet, click on **Get holidays from Internet** button to load most of the common USA holidays (Feature available only in the USA)

Remove Holidays

- Select the day clicking on the calendar (The date will be highlighted in yellow)
- Un-tag the **Holiday checkbox**
- To remove all holidays, click on the **Remove all Holidays** button.

Day off assignment

- Click the date on the calendar (The date will be highlighted in yellow)
- Tag the **Closed** checkbox to mark the day as "Closed". The closing day will be highlighted in Gray
- To remove a day, select a date and uncheck the **Closed** checkbox.

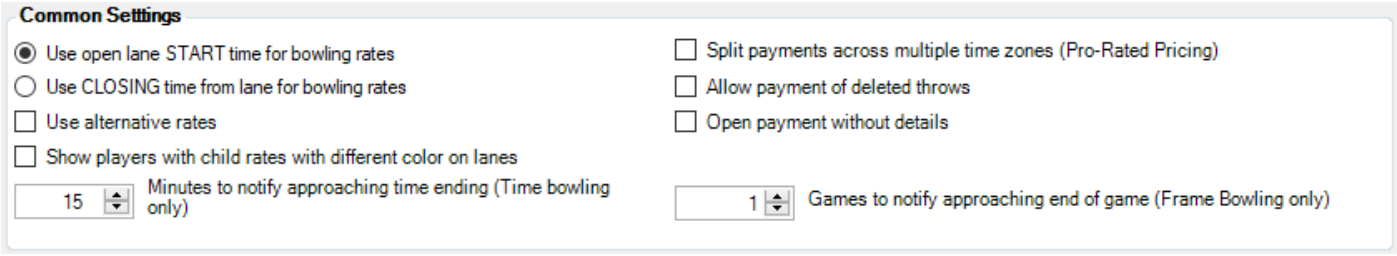
Bowling Rates Setup

General Settings

WARNING

Before proceeding with the rates settings, verify that you have properly set up the opening/closing, and holidays. To control these settings, open the Configuration Manager à Holidays and Opening Time.
It's also mandatory to set some parameters for defining the selections of the time zone and the price application (see below).

- Open the **Configuration Manager**, browse the tabs and open **Lanes** tab.
- Setup the common settings



¨ þ **Use START TIME or Use CLOSING TIME for bowling rates**: one of these options defines the parameter that Focus must apply to find the price rates between time slots.

By choosing the Start time, the price calculated for the rental will be one of the prices that was available when the lane was opened. By choosing the Closing time, the price calculated for the rental will be one of the available prices when the lane is closed.

Example

Adult rate from 9 AM to 10 AM= $2 x game, from 10 AM to 2 PM= $3 x game.

2 players start at 09:45 and finish at 10:15

If you select the open lane Start time for the price, each game will be $2

Choosing the Closing time when the lane was closed for the pricing, each game will be $3

¨ þ **Split payment across multiple time zones:** by enabling this checkbox, the program calculates the payment amount in prorated for each crossed time zone (if the price varies between time zones).
If the split payment is not enabled, the program applies the amount of Start or Closing time as chosen before.

Example

Adult rate from 9 AM to 10 AM= $12 per hour - from 10 AM to 2 PM= $18 per hour.

Players start at 09:30 and finish at 10:30

Rental price: 30 minutes @ $12/h= $6 + 30 minutes @$18/h= $9 Grand Total Due= $15

¨ *Use alternative rates (not enabled)*

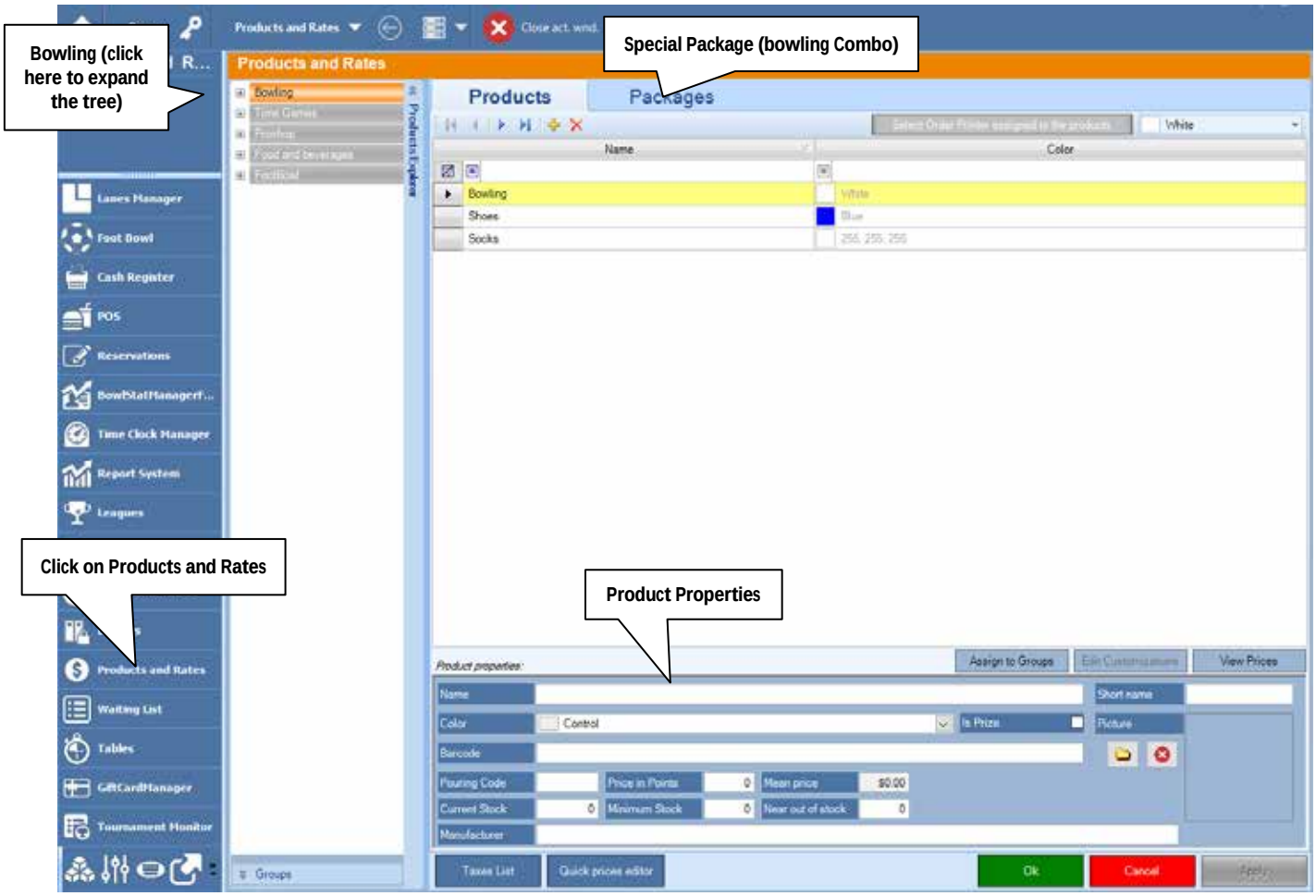
¨ þ **Allow payment of deleted throw:** if disabled, there is no payment required for any deleted throws. When the checkbox is enabled, the program will let the cashier delete only the last throw. Any other throw deletion needs to be compensated with a payment while closing the lane, even if the lane was set as pre-paid.
For financial reasons, it is strongly recommended to keep this feature enabled.

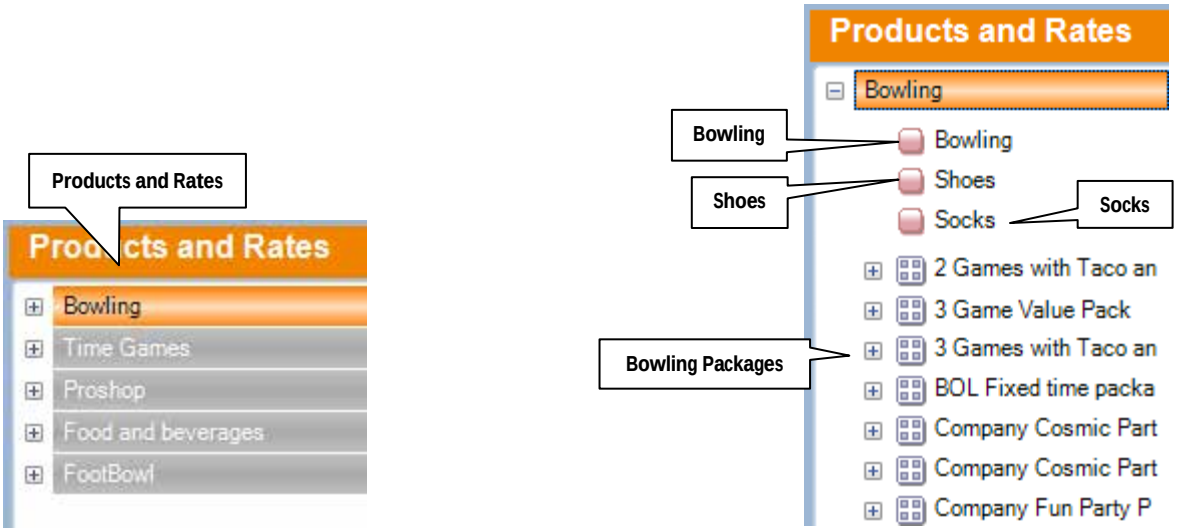
¨ þ **Open payment without Details:** When enabled, this feature "summarizes" the financial information due when the lane is opened. If enabled, the cashier can still click and see detailed financial amounts due by selecting/deselecting the checkbox "Compact view" available in the rate selection screen when opening the lane.

¨ þ **Show players with child rated with different color on lanes:** enable/disable to show a different grid when the prepaid payment is made with a rate marked as Child.
Note: Requires license enabled on HASP key

à *Save exit and Reload Focus to apply the changes.*

General Information Bowling Rates setup





To begin, expand the Bowling folder by clicking on the right window. It is split into 3 parts:

Rates: Where you enter the bowling rate name, time period, and Ranking.

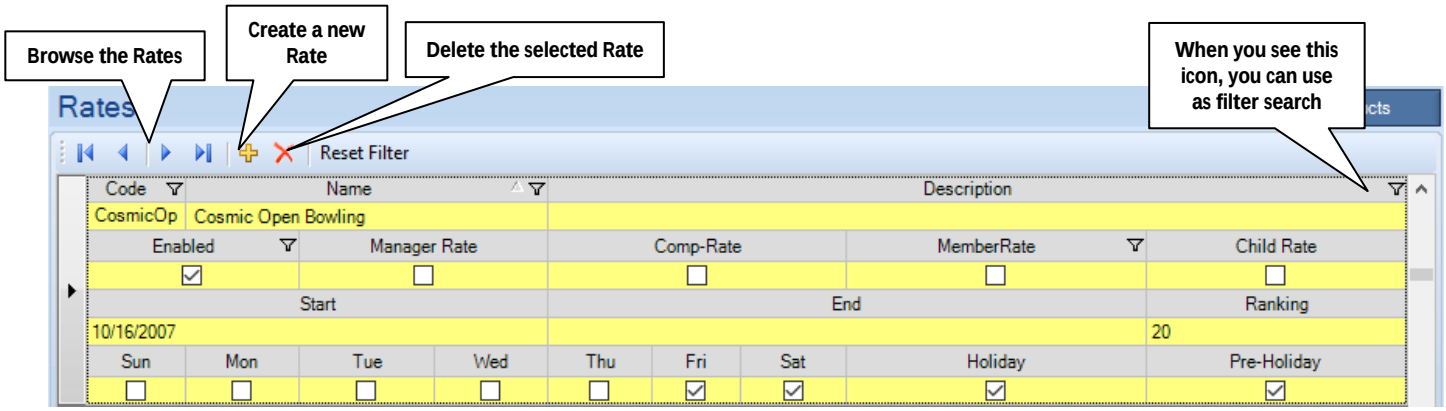
Rates tax: Used for adding taxes to the selected rate.

Time Slot and price: Where you define pricing, time slot, unit discounts, and special pricing.

WARNING

Click **Apply** to save your changes and remain on the page. Click **OK** to confirm and exit.

Do not leave the Products and Rates plug-in opened if you're not using it!



Code: Rate ID. This field can be modified but it must be unique and a maximum of 8 characters).

Name: Rate name, unique name field.

Description: Optional field for rate description. *NOTE: This field must be filled in to be displayed in Digital Signage*

¨ þ **Enabled:** As a default, the rate is enabled. When not enabled, the rate is not available for lane payment.

¨ þ **Manager Rate:** Rates reserved for a user signed in with manager rates authorization enabled.

¨ þ **Comp-Rate:** Special rate for parties or when bowling, food, etc. is paid in advance or after bowling as a promotion. Select payment is required after the first game session (DO NOT ENABLE if not expressly required by bowling owner).

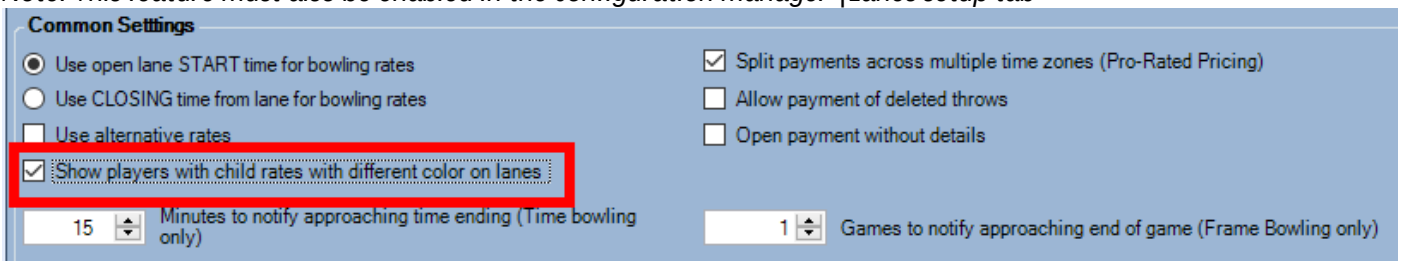
Ranking: Numeric field to define the priority of the rate.
Example, Ranking Zero = this is the default rate, ranking 1 will be the second rate displayed in the rates list.
WARNING! The ranking does not prevent the use of other rates. This view should only be used to define the priority of the rate. The ranking is subject to the availability of rates. If the rate with the lowest ranking (zero) is not active during a given time, the program will deal with the higher ranking (example 1) until it finds an active one to use.

It is suggested to indicate a different ranking for each active tariff on the same day; use a high ranking (10-20-100) for the rates. Use little or zero price (maintenance) to avoid errors due to accidental selections.

¨ þ **Member Rate:** When enabled, shows the rates when a membership is created.

¨ þ **Child Rate:** When enabled, a player that pays with this rate will be shown with a different grid color on lane monitors. This feature is available only while Prepaid bowling modes

Note: This feature is available only for the ELITE scoring grids
Note: This feature must also be enabled in the configuration manager |Lanes setup tab



Start - End: Optional fields to indicate a time period of validity for the rate
Suggestion: Use this function to create a special rate for Holiday periods. When the holiday is over the rate will expire.

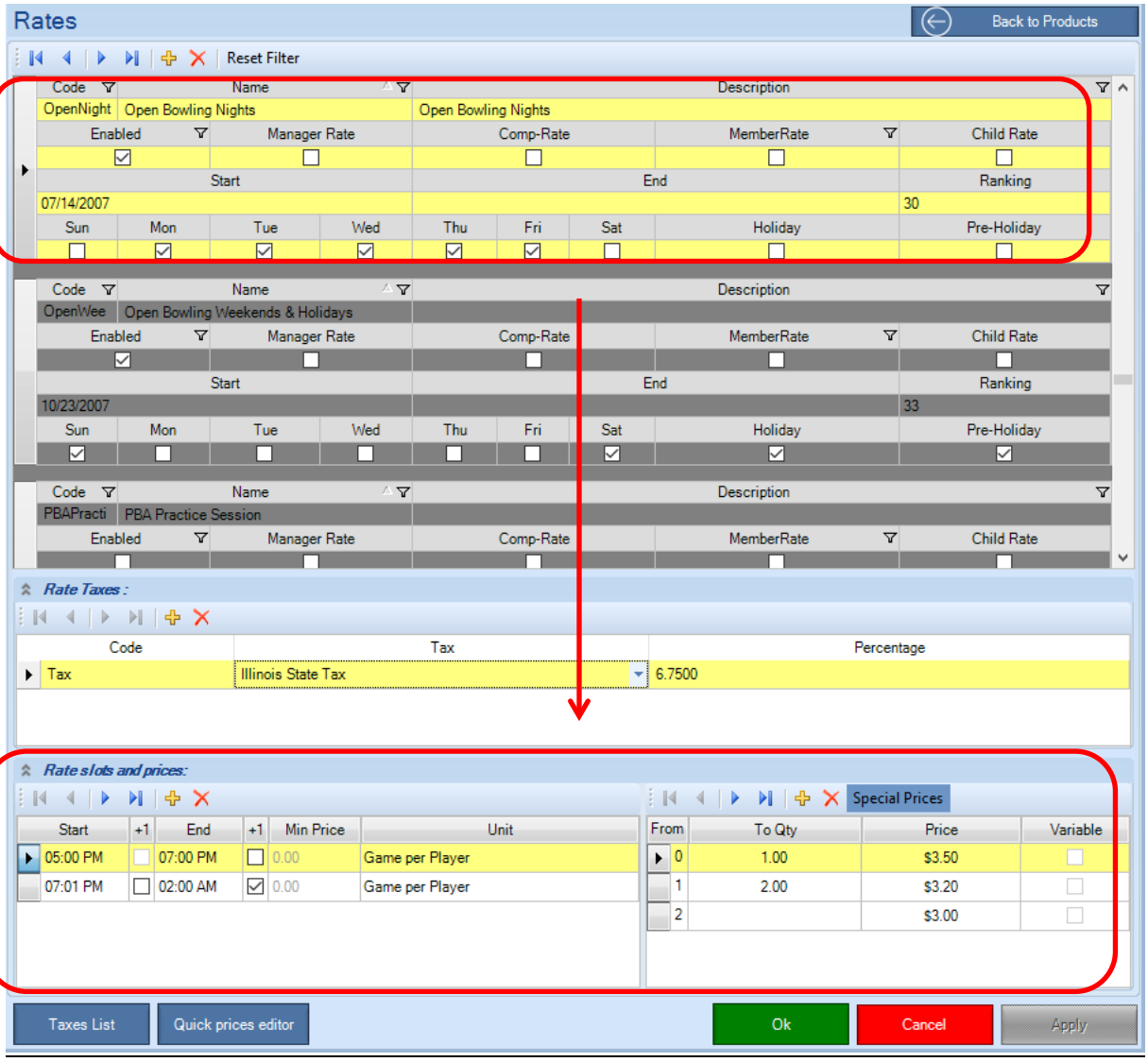
¨ þ **Holiday:** When enabled the rate will only be available when a day is assigned as a holiday.

¨ þ **Pre-Holiday:** When enabled, the rate will only be available when a day of bowling is the day before a holiday.

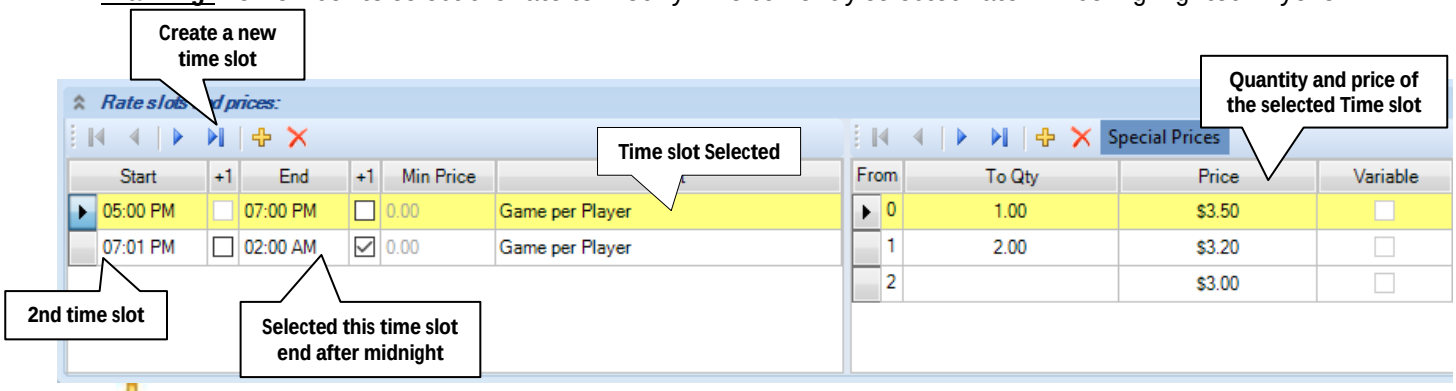
¨ þ **Sunday, Monday à Saturday:** Check the days of the week in which the rate is active. Be careful, the reference day is subject to the slots (see the example)

Example: Workday rate, Monday through Thursday, from 8PM to 2AM the next morning. (After midnight)
The fee should be enabled ONLY for the group on Mondays, Tuesdays, Wednesdays, Thursdays. Fridays should NOT be activated. In the time period ending at 2AM, you have to activate the "day after" checkbox to extend the rate of the previous day from 11:59PM until 2AM the next day.

Time slots and Prices



Warning! Remember to select the rate to modify. The currently selected rate will be highlighted in yellow.



Use the button to create a new line for a new time slot. Start/End times will be added automatically. Change the starting or ending time if necessary to create more time slots. Remember, the program also checks the minutes. The new time slot will start one minute after the end of previous time slot.

Minimum Price: This field could be used ONLY for time games (snooker, pool. etc.) For example, if a pool table is only played for 5 minutes, the minimum rate will be used instead of the hourly rate divided by 60 to get a per minute rate.

Unit: For each time slot, choose a unit to use as the price's multiplier:

- **Lane**: Price is managed to purchase the entire lane, ignoring the quantity of players/Games/Hours on the lane. Lane selection could be applied for lanes rented by Game or Time.
- **Player**: Price will be multiplied for each player, regardless of the quantity of games or minutes played. This type of selection is usually applied as "one-entry ticket" for bowling promotions.
- **Frame x Player:** Price referred to one frame played by one bowler, it will be multiplied for the total number of played frames
- **Game x Player:** Price refers to one game (10 frames) for one bowler
- **Minute x Lane:** Price refers to one minute of a game
- **Hour x Lane:** Price refers to one hour of a game
- **Minute (Time Games Only):** Price refers to one minute of a Time Game rental
- **Hour (Time Games Only):** Price refers to one hour of a Time Game rental

Price: The price amount that is multiplied by the unit

Variable Price: *Option available only for POS items. Example: You can set the price to any value even $0.00, but the cashier has the flexibility to alter the price when the POS item is actually sold. Useful for specials where the price may change and you don't want to create every kind of special product.*

Quantity: Pricing can be split into slots for quantity breaks, and makes it possible to offer discounted "quantity" pricing. To use this feature, use the button to create a new line for a new quantity range.

- Any time the "from quantity" field is added by default, this modifies the "to quantity" field.
- For each range, enter the appropriate price

Examples:
UNITS: Games per player
from 1 to 3 quantity, Price = $3.00 ($3.00 for each game for one player)
From 3 to 6 quantity, Price = $2.50 ($2.50 for each game for one player)
From 6 to 9 quantity, Price = $2.00 ($2.00 for each game for one player)

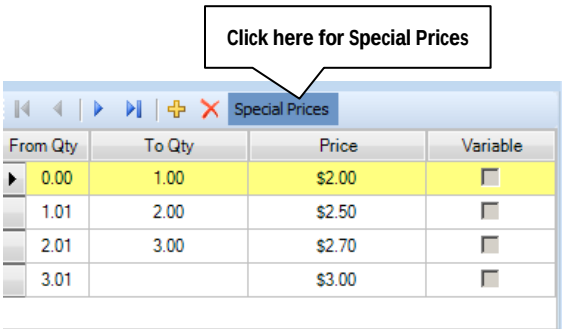
each bowler x 1 game = $3 - each bowler x 2 games = $6 - each bowler x 3 games = $9
each bowler x 4 games = $10 - each bowler x 5 games = $12.50 - each bowler x 6 games = $15
each bowler x 7 games = $14 - each bowler x 8 games = $16 - each bowler x 9 games = $18

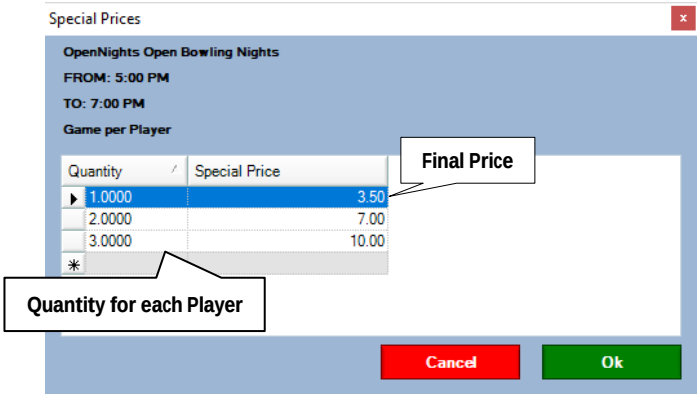
Limitations of quantity settings

The minimum and maximum are always referred to the unit specified for the time zone (for player or game time per player).
The minimum amounts automatically start with 0.00 decimal or integer + (1.01 - 2.01 to 3.01, etc.). Maximum must be integers (1,2,3, etc.). Two decimal places are added to the program to allow the calculation of partial games or rental time.
We suggest to not change the maximum amount in the last line. This prevents the program to create a limit beyond which the program would not be able to apply that price. If you decide to set up a final limit, the program warns of possible issues, but allows you to complete the task.
The quantity must be contained in the same time slot to avoid conflicts with the next time slot.
The final price to be obtained must always be between quantity X price, and you can also adjust any inaccuracies using rounding (see Configuration Manager ± Cash Register).

Special Prices

When the use of the amount is not enough to setup the desired final price (example, 3 games $10) you can use the special prices module.





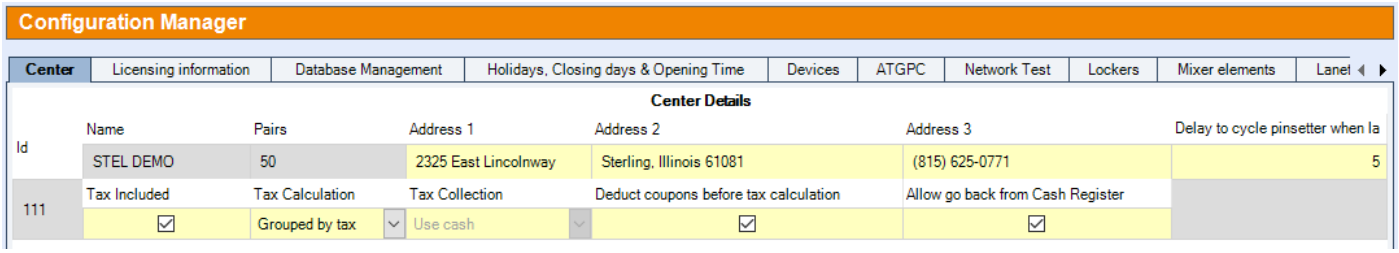
Restrictions on the use of special prices

You cannot use the discounted quantity (Quantity min-max) and ALSO the special prices module, using special prices excludes the from/to quantities.
Special prices cannot exceed the time period to which they belong.
To avoid inconsistencies, specify the amount in ascending order (1,2,3,4,5, etc....) playable up to the maximum per player).

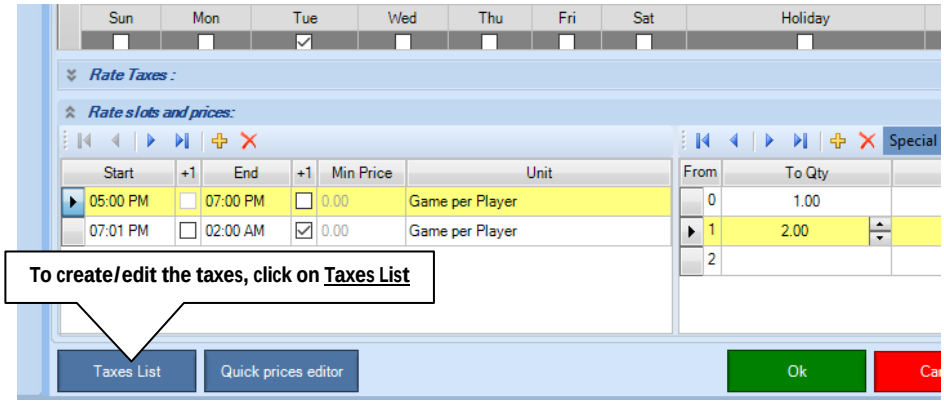
Taxes

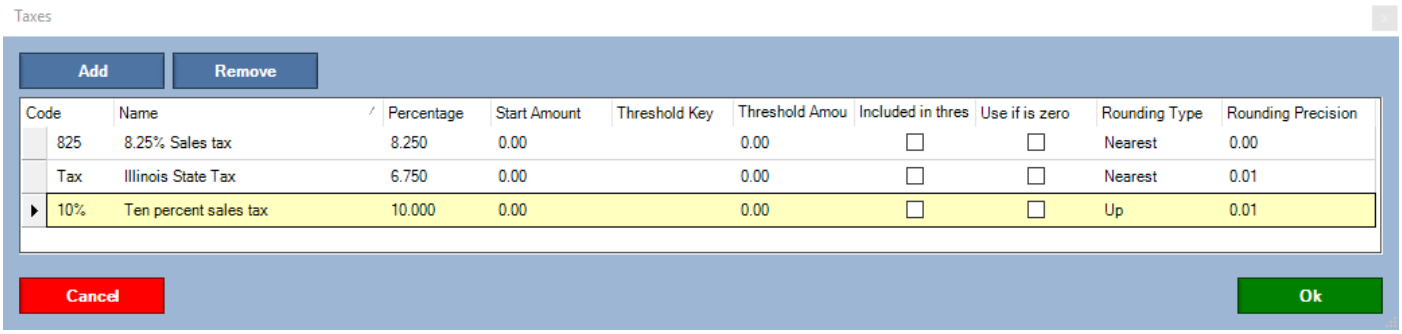
Before you start to enter rates and prices, you should set the TAX amounts that will be applied to the rates. For each rate (Bowling, Timed Games, Bars, etc...) you can specify one or more tax rates. The program prints the tax or multiple taxes in the daily reports and additionally prints on the cash receipts from the Receipt Ticket Printer.

The Tax application determines how taxes are determined for the final total. Before continuing, select the Tax settings in the Configuration Manager à Center:



b ¨ Tax included: When enabled, the unit price setup in the Time slot will be the final price with the tax included. When the checkbox is disabled, the unit price will be product with the tax to be added to the final sale.





Use the **Add** / **Remove** buttons to add a tax or delete the selected tax.

Code: Field apply automatically, changes only if you are using QuickBooks module

Name: Tax name description

Percentage: Enter the percentage of the tax applied to the net price.

Rounding Type – Rounding Precision: Fields for rounding precision of tax calculation (default – Nearest - 0.01)

NOTICE: If you select 0.00 for rounding, this actually means NO rounding will take place

The following fields are used only for Canadian Tax calculations

Start Amount (Canadian Tax): The taxable sale amount that must be reached before the tax rate is applied.

Threshold key: Type a key (usually alphanumeric) to create a collection point where the totals are accumulated to analyze if the tax can be applied. In the above example, both prepared food and soft drinks. They are "itemized" into a single collection point because they must be evaluated together. To obtain this, it is necessary to type the same threshold key.

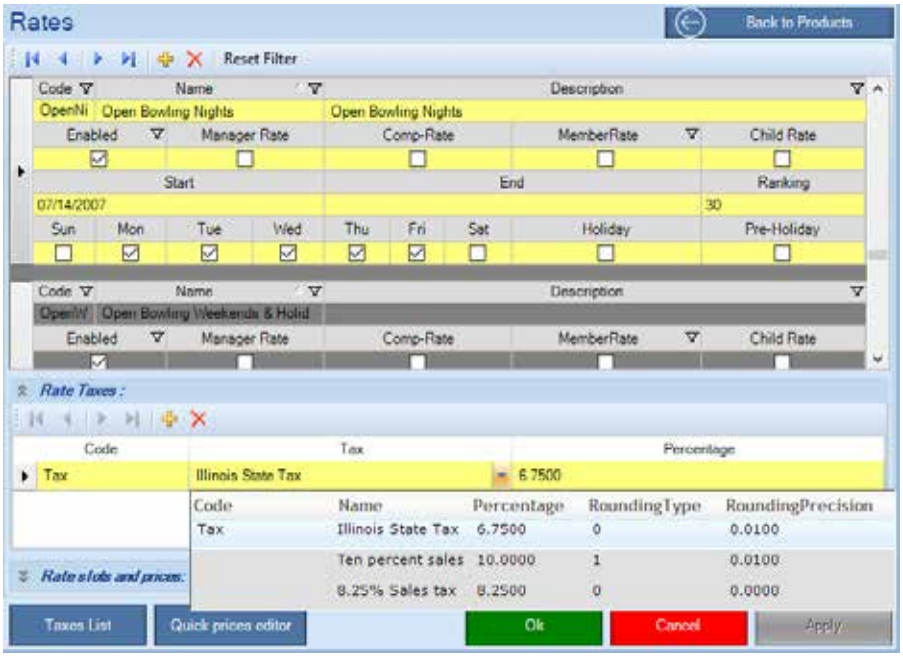
Threshold Amount: The sale amount at which the tax becomes active (if you have no items < 0.25 you will not use this property).

Included in threshold: When selected, add the amount of the item to the threshold key collection point.

Use if is zero: Use the tax only if the threshold key is defined and other PST taxable items are not present (for example soft drinks sold with and without prepared food)

Now the taxes are ready, you can start with Bowling rate creation; To create a new rate, use the button on the top

Add Taxes to a Bowling Rate



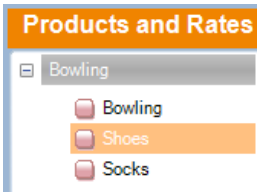
Select the rate and use the ✚ button on the section Tax to create a tax line.

Choose the Tax from the dropdown box.

To add another tax, click again on ✚ button.

Shoes and Socks Prices

Shoes:



Click on the ⊞ button on the left side of the BOWLING tab to open the "cascading menu" and highlight the **Shoes** tab.

Socks:

Click on the ⊞ button on the left side of the BOWLING tab to open the "cascading menu" and highlight the **Socks** tab.

- **Select the bowling rate** where you need to add a price for shoes\socks
- Select a **shoes/socks tax** (if needed)
- **Create time slots** if the shoes/socks price varies during the time of day, using the same method as per bowling rates.
- **Type the price** for each pair of shoes/socks in each time slot.

Note: Time slots, if created, must be the same as the bowling rate. Please be sure to use the same time slots from bowling rates for shoes and socks to avoid issues.

Default Shoes and\or Socks charge during a lane opening

The Focus program can add the shoes rental or the socks sale during the lane opening as a default. To setup this feature do the following: Open the Configuration Manager à Lanes and choose one workstation *(setting is per terminal, do this action for each Bowling Front Desk)*

Select the Shoes\Sock checkbox. The shoes\socks will be a default if selected. If needed, the cashier can remove the default. When "No changes" is selected on the same line, the cashier cannot modify the default selections.

Bowling Packages

A package is a combination of items with a final price. They could be comprised by a variety of bowling combinations or bowling and POS items, like Food or Drink items. A bowling package could be used for pre-paid or post-paid bowling, in certain conditions.

Before proceeding, be sure you have your Food and Drink pricing set as well. See the chapter POS - Setup for further info.

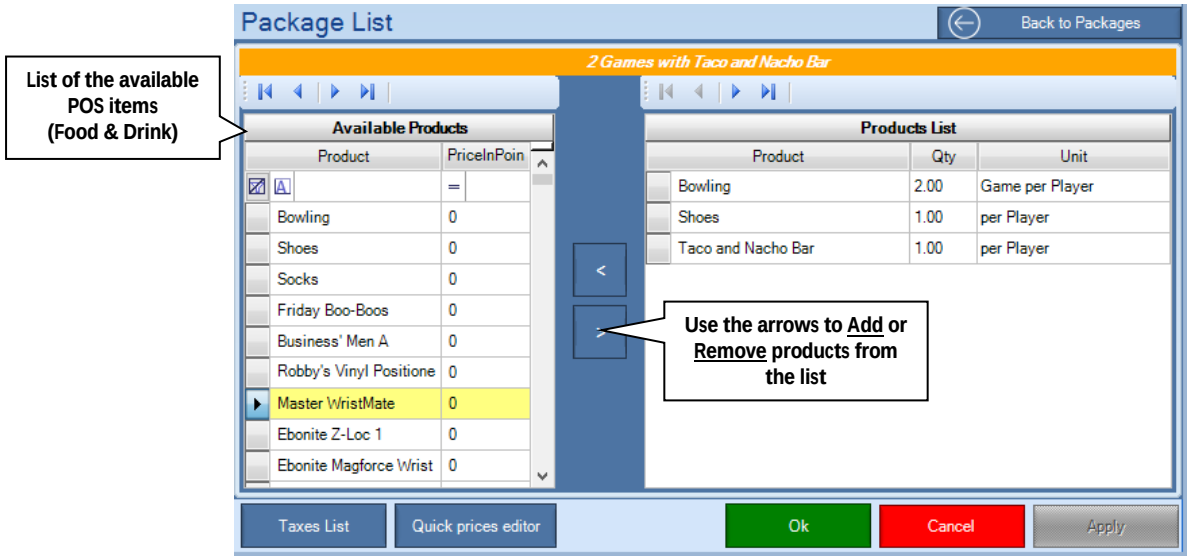
To setup a Bowling package, open the Product and Rates plug-in and Click on the **Packages** tab.

Use the button to create a new line for a new package and enter the package name. Click on Apply to confirm and remain in this window.
Optional: choose a color for the package, choose a Group for the package. The group will be used only to re-group into a specific area in the Advanced Reports.

MinBowl (optional) indicates the minimum number of the bowlers for allowing the cashiers to use the packages.

MaxBowl (optional) indicates the maximum number of the bowlers for allowing the cashiers to use the packages.

Click on the **List** button to edit the package formula



Choose the quantity, for each product added to the product list and specify the Unit as necessary:

Bowling Unit X Quantity options

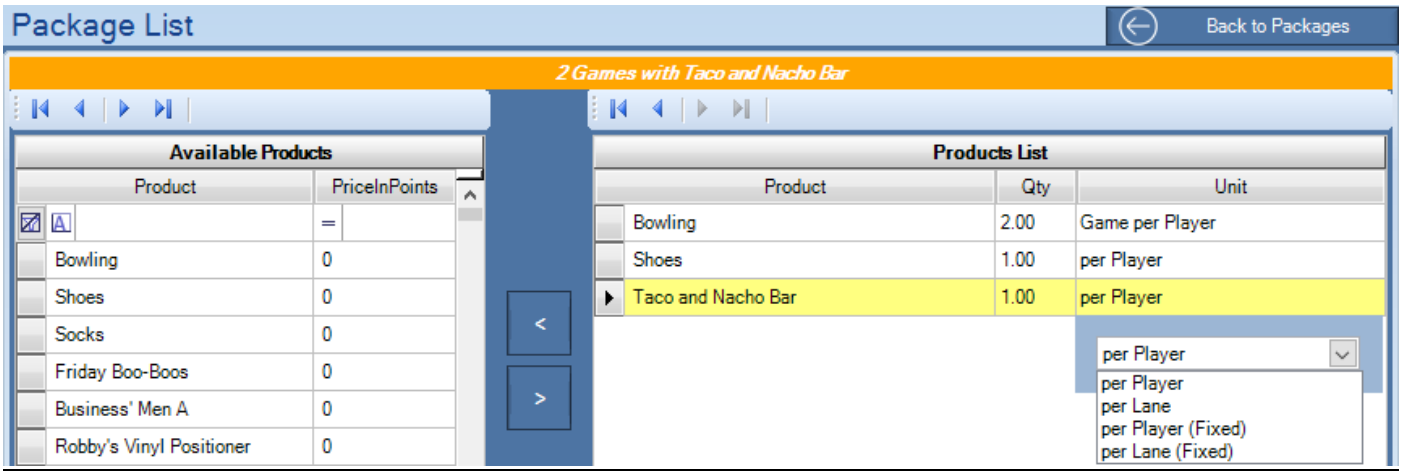
Game per player (one game for each player): The price set for one game will be multiplied for each player game that are specified in the package Quantity.

Game per player (fixed): The price set for the game is the final price, no matter how many games are specified in the package Quantity.

Hours per lane: the price set for one hour will be multiplied for the quantity specified in the package (Quantity).

Hours per lane (fixed): the price set for the hour is the final price, no matter how many hours are specified in the package Quantity.

Food & Drink Unit x Quantity options



A Food/Drink or other POS item can be arranged as follows:

Per player: One quantity of the product for each player on the lane (example, one burger for each player).

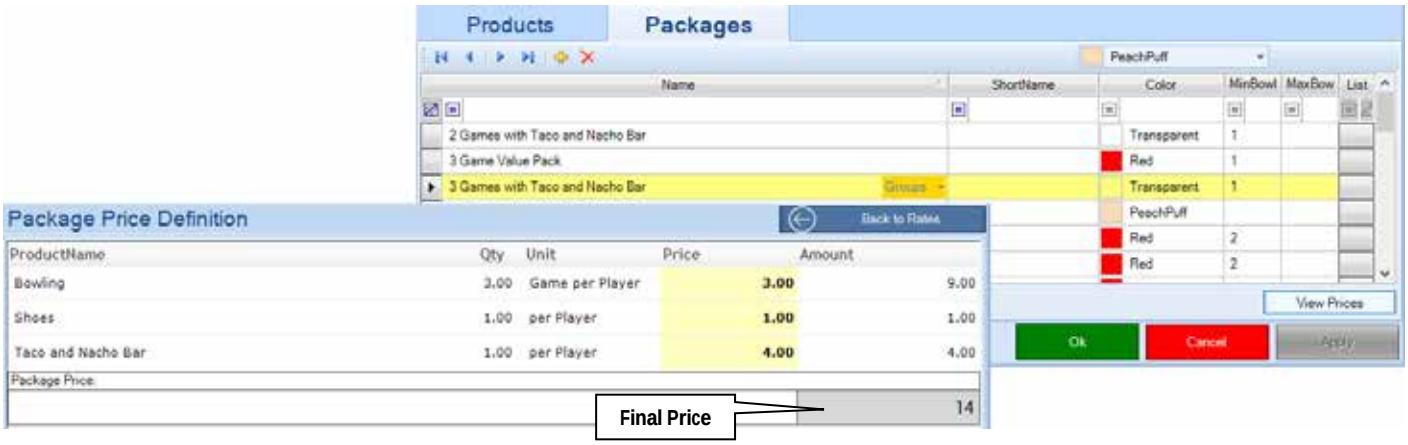
Per Lane: One quantity of the product for each lane opened (example, one Family pizza per lane).

Per player (fixed): The price set for this product is the final price, no matter how many products are specified in the package Quantity.

Per lane (fixed): The price set for the product is the final price for the lane, no matter how many are specified in the package Quantity.

Set a Bowling Package Price

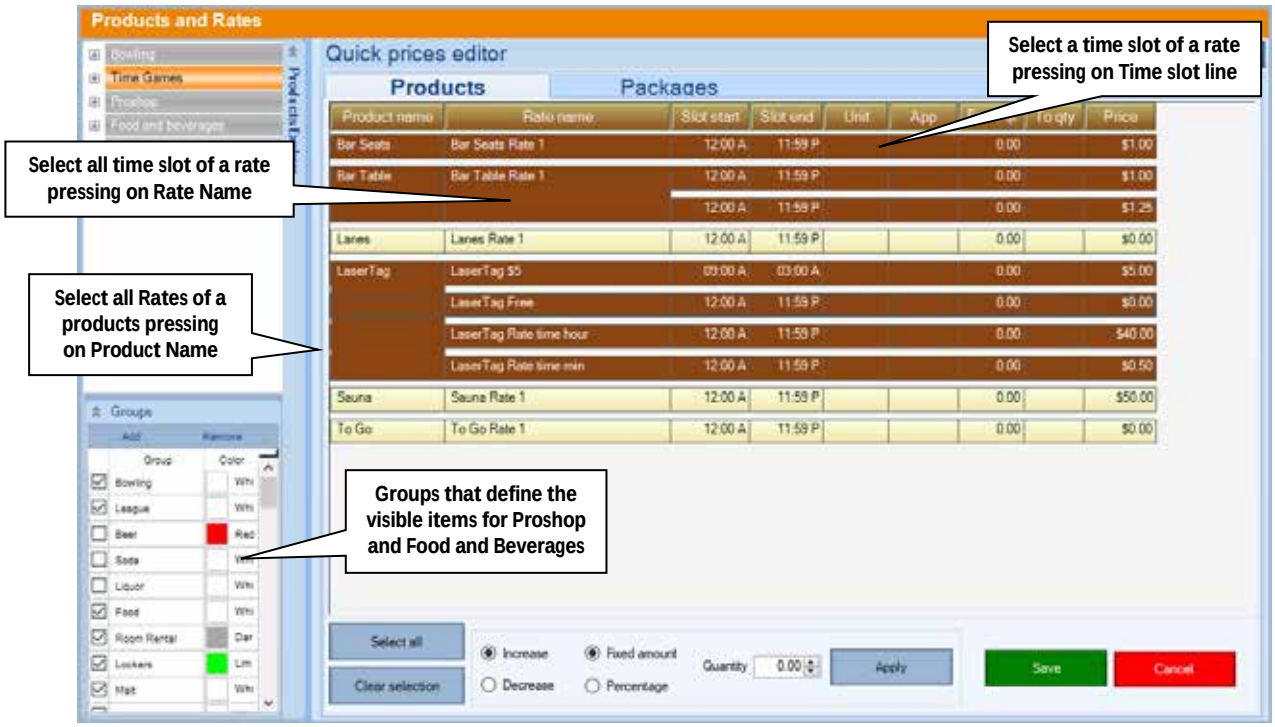
Select the package and click on **View Prices** button, then click on **Details** button on price area.



It is not mandatory to set a price for each item in the package however, at least one price is necessary. Move the cursor on the different fields to confirm and update the final price.

Use of Quick Prices Editor

The Quick price editor is a feature that allows you to increase/decrease a fix amount or a percentage of the price on one or more items. It allows you also to quickly change the price for a single item manually editing it.
NOTE: the visible items for Proshop and Food and Beverages are defined by the Groups selected



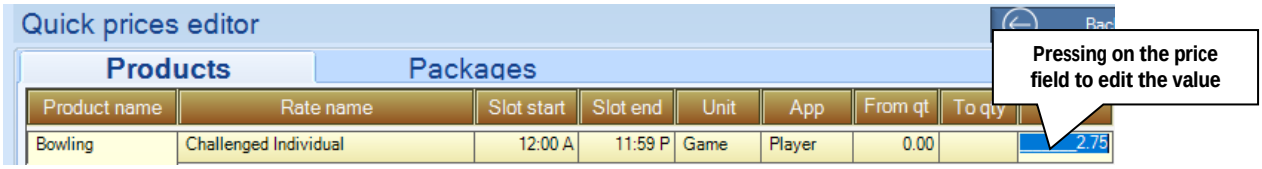
To edit the prices, proceed as follows:

- Choose the group that contains the rate to be edited **(Bowling, Proshop, Food and Beverages, Footbowl)**
- Select all the items that you need to edit the price. You can use **Select all** and **Clear Selection** buttons. It is possible to select different items using **Shift** and **CTRL** keys on the Windows keyboard.
- Select if you want to **Increase** or **Decrease** the amount
- Select if you want change the Amount by a **Fixed Amount** or by a **Percentage**

- Insert in **Quantity** field the value for changes
- Press on **Apply** to apply the changes on selected items
- At the end, select **Save** to apply all the changes or **Cancel** to discard them.

If the changes were not saved, the system will ask you to keep or discard all the changes when exiting from the Quick prices editor.

Manually insert the single amount of an item



Select the **Price** field to manually edit the value of a single items.
Once the price is selected, it will be highlighted in blue and is ready to be edited.
Save or discard the changes exiting by program.

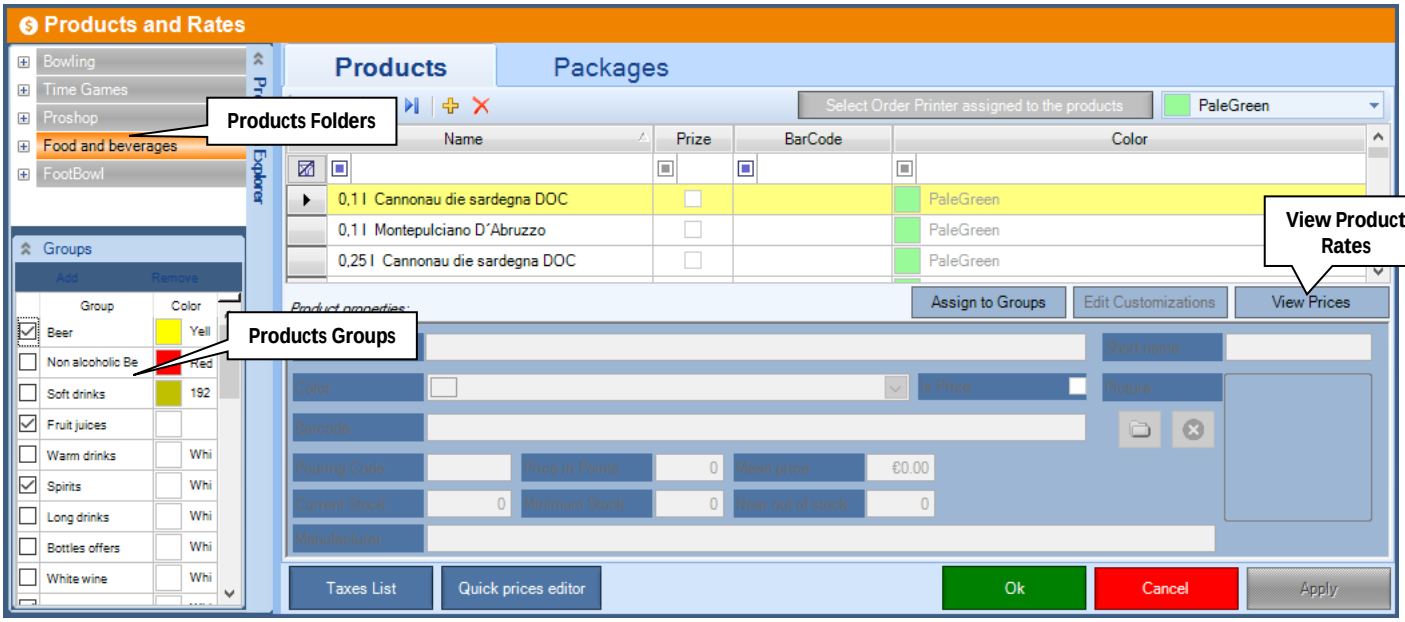
POS Setup

About Products

WARNING

Before proceeding with the POS rate settings, verify that you have properly set up the opening / closing days and holidays; To control these settings, open the Configuration Manager à Holidays and Opening Time.

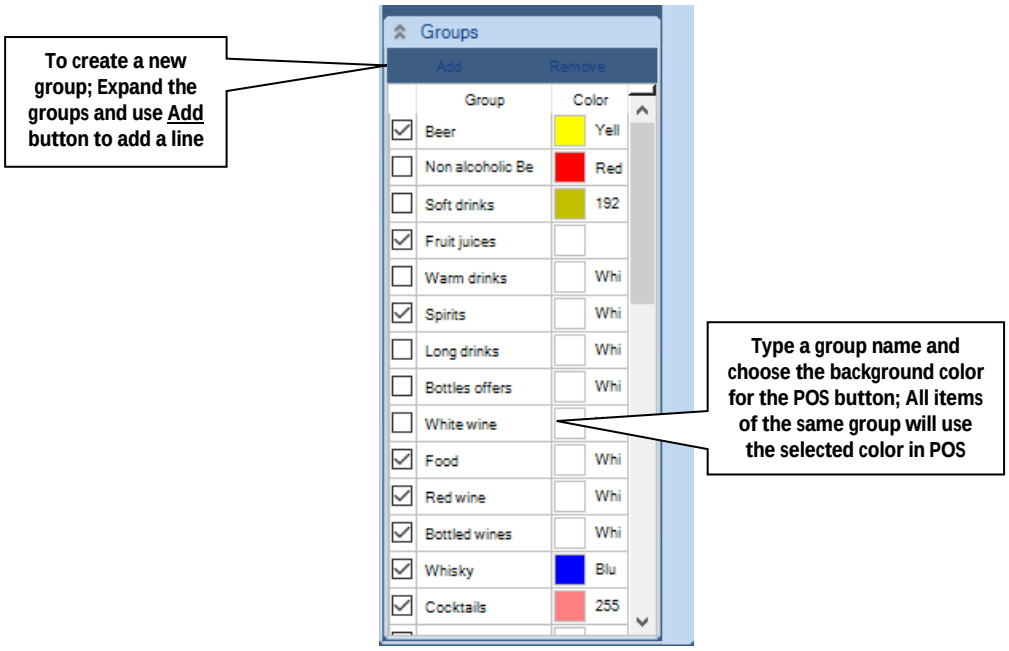
Using the POS plug-in within Focus, managers or anyone with access can setup many products and must be setup into the **Food & Beverages** and **Proshop** Groups. To configure the products and the related prices, it's necessary to open the **Products & Rates** plug-in, and expand the Food & beverages or Proshop folders by clicking the + icon. The procedures are the same for adding products into both folders.



Product Groups

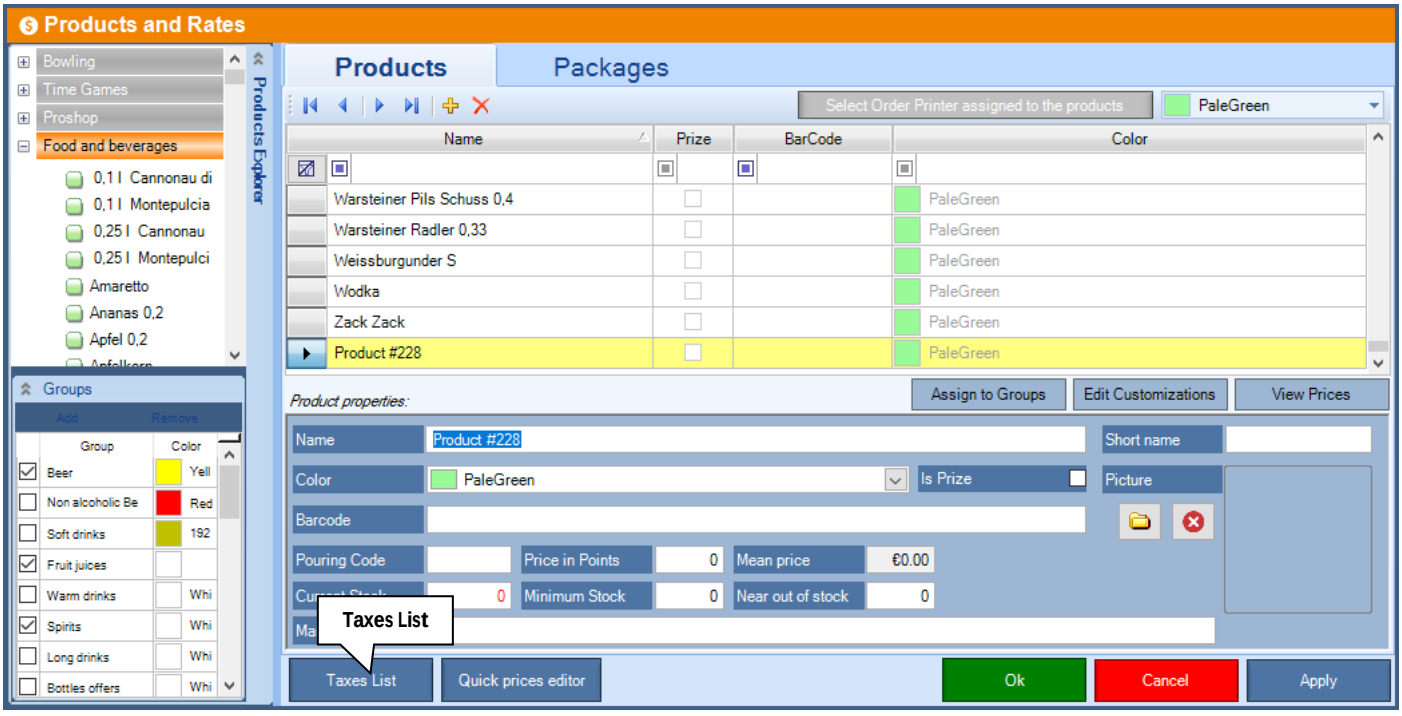
It's necessary to create groups for classification of the POS items. The purpose of the groups is for the following:

- **Quick Search:** Is possible to filter the list of the products by hiding/displaying a certain group from the selection.
- **Daily Reports:** In the Detailed Report, Sales details area of the report, the items classified into the same group will listed and subtotaled for reporting.
  Example: Create a group called Beer, adding Amstel, Coors, Budweiser, etc… into the group called Beer. In the detailed daily report for sales, quantities and subtotals will be "grouped" and display sales of Amstel, Coors, Budweiser etc.



Manage a new POS Product

Use the ✚ to create a new product, enter the name of the product, click on apply and edit the necessary fields;
Use the ✕ to delete the highlighted product line, click on apply to save the changes.



Name: Enter the name of the product.

Short Name: Enter a short name for the product. *Note: This is helpful for searching and filters*

Assign to a group: Assign the selected product to a group; Click on the button to open the popup window and choose one group from the list. *Note: It's not possible to add a product into more than one group.*

Edit Customizations: Edit the products customization. *Note: This is useful for adding "recipes" to the product.*

View Price: Manage the selected product Rates/Pricing

Color: Choose the individual background POS icon. *Note: without a color selection, the product will use the group color.*

Is Prize: Select the checkbox if the product will be used during a Bowling Award Game prize.

Barcode: Scan the product barcode for quick sales using the Barcode scanner.

Picture: Personalize the POS icon with a picture of the product. *Note: click on folder button to search bitmap, jpeg.*

Pouring Code: Enter the code for Pouring system *(If separate hardware is used to ring up sales automatically)*

Price in Points: Enter the price value if the item can be purchased with the loyalty points collected with membership cards.

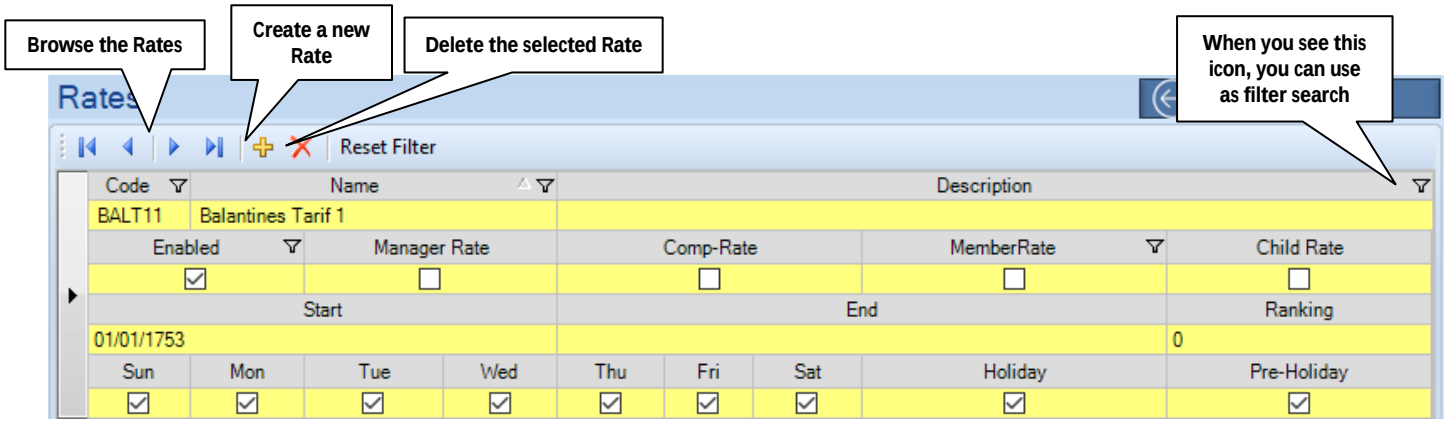
Mean Price: Cost of the product, only for Inventory details. *Note: This will not affect the product price for the final sale to the customer*.

Current Stock / Minimum Stock / Near out of Stock / Manufacturer: Fields to manage for Inventory.

Products Rates

Highlight a product from Food & Beverages or Proshop folder and click on the **View Price** button. It is split into 3 parts:

- **Rates:** Where you will enter the Product rate name, days of the week availability, and Ranking.
- **Rates tax:** For adding sales tax to the selected rate.
- **Time Slot and price:** Sets the price, time slot availability, unit pricing, and special pricing.



Code: Rate ID. *Note: ID can be changed but it must be unique (max 8 characters).*

Name: Describes the product for sale, and must be unique form other products.

Description: Optional field for rate description. *(NOTE: This field must be used for Digital Signage)*

¨ þ **Enabled:** As default, the rate is enabled. When disabled the rate will not be available for POS payment.

¨ þ **Manager Rate:** Rate is reserved for users with "manager rates" authorization enabled.

¨ þ **Comp-Rate:** *Special rate that allows the cashier to add as many players as needed, WITHOUT asking for more money because the funds are collected in another area of the Focus software. Great for parties where guests arrive at different times of the party*

¨ þ **Member Rate:** When enabled, sets the rate to be used ONLY for the membership plugin.

¨ þ **Child Rate:** *When enabled, the scoring grid colors will be displayed differently than any other player. Only available for prepaid bowling, and Elite scoring grid colors.*

Ranking: Numeric field to define the priority and sorting of the rates screen when selling the product.

Example, Ranking set to Zero = this is the default rate, and a ranking of 1 will be the second rate displayed in the rates list.
WARNING! The ranking does not prevent the use of other rates. This view should only be used to define the priority of the rate. The ranking is subject to the availability of rates. If the rate with the lowest ranking (zero) is not active during a given time, the program will deal with the higher ranking (example 1) until it finds an active one to use.
It is suggested to indicate a different ranking for each active tariff on the same day; use a high ranking (10-20-100) for the rates. Use minimum or zero prices (for maintenance) to avoid errors due to accidental selections.

Start - End: Optional fields where to indicate a range of dates for the rate to be used.
Suggestion: Use this feature to create a special rate for Holidays. When the holiday is over, the rate will not be displayed for use when selling the product.

¨ þ **Holiday:** When enabled, the rate will only be available when a day is assigned as a holiday.

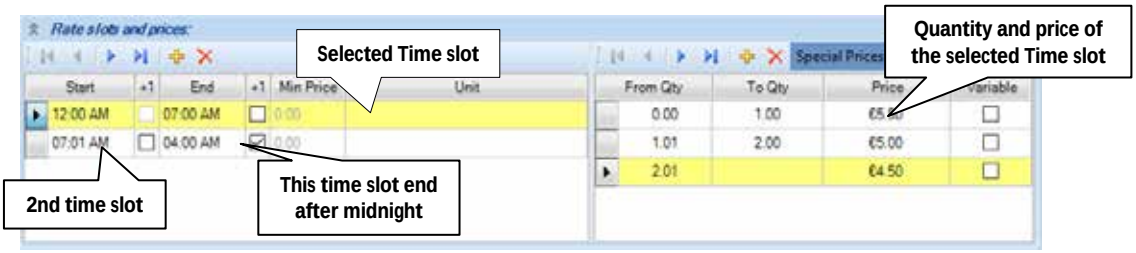
¨ þ **Pre-Holiday:** When enabled, the rate will only be available when a day is one day prior to holiday. *Example: New Years Eve my not be an actual holiday, but it can be treated the same as a holiday.*

¨ þ **Sunday, Monday à Saturday:** Check the days of the week in which the rate is active. Be careful, the reference day is subject to the slots (see the example)

Example: Workday rate, Monday through Friday, from 8PM to 2AM (AFTER MIDNIGHT).
The fee should be enabled ONLY for the group on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays. In the time period ending at 4AM, you have to activate the "day after +1" checkbox to extend the rate of the previous day from 11:59PM until 4AM the next day in the sample below.

Time slots and Prices

Usually a POS product has the same price for all days and all times. It's also possible to create more than one rate for the same product, or two time slots, for example to manage Happy hour pricing.



Use the ✚ button to create a new line for a new time slot, the Start/End times will be added automatically; Change the starting or ending time if it's necessary create more time slots; The program also checks the minutes and the new time slot will start one minute after the end of the previous time slot.

Minimum Price: *Reserved for Time Games.*

Unit: *Reserved for Bowling.*

Price: The price amount.

Variable Price: Enabling this checkbox, the cashier has to type manually the price of the product at each sale.

Quantity: Price could be split into slots for quantity to make it possible to offer discounted "quantity" pricing.
To use this feature, use the ✚ button to create a new line for a new quantity range.

- Anytime, the "from quantity" field is added by default, this modifies the "to quantity" field.
- For each range, enter the appropriate price

Examples:
From 1 to 2 quantity, Price = $3.00 ($3.00 for each item)
From 3 to 6 quantity, Price = $2.50 ($2.50 for each item)
From 6 to 9 quantity, Price = $2.00 ($2.00 for each Item)
From 9 to *NULL* quantity, Price = $1.90 ($1.90 for each Item)
1 item = $3 / 2 items = $6 / 3 items = $9 / 4 items = $10 / 5 items = $12.50

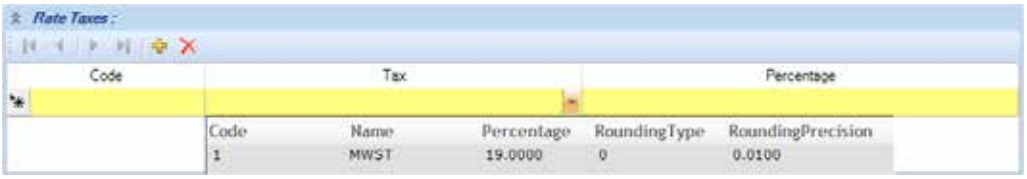
6 items = $15 / 7 items = $14 / 8 items = $16 / 9 items = $18 / 10items = $19

Limitations of quantity settings

- The minimum amounts automatically start with 0.00 decimal or integer + (1.01 - 2.01 to 3.01, etc.). Maximum must be integers (1,2,3, etc.). Two decimal places are added to the program to allow the calculation of partial games or rental time.
- We suggest to not indicate the maximum amount in the last line. This prevents the program to create a limit beyond which the program would not be able to apply that price. If you decide to set up a final limit, the program warns of possible problem but allows you to complete the task.
- The quantity must all be contained in the same time slot to avoid conflicts within the next time slot.
- The final price to be obtained must always be between quantity x price. You can adjust any inaccuracies by using rounding. *Note: See Configuration Manager ±Cash Register related manual for more information.*

Add Taxes to a POS Product Rate

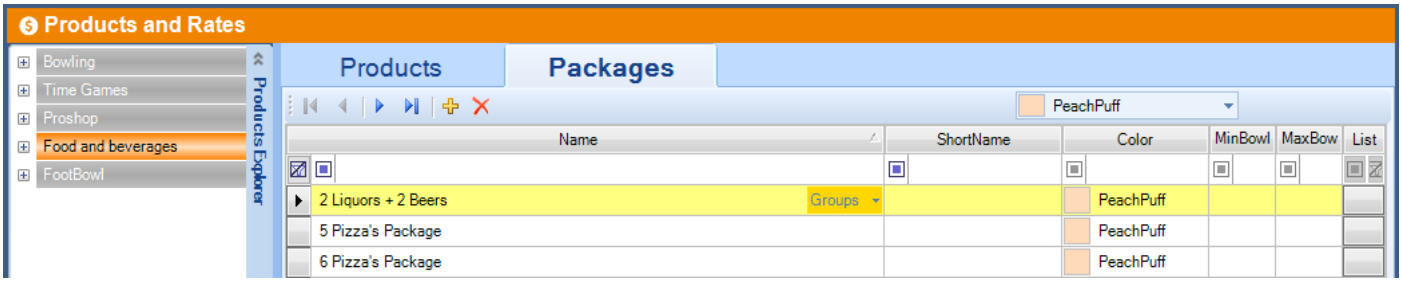
To apply a Tax to a product, select the product and use the ✚ button on the Tax section to create a new tax, and select a Tax from the dropdown box. To add additional taxes, click again on ✚ button.



Note: See Bowling Rates setup for details

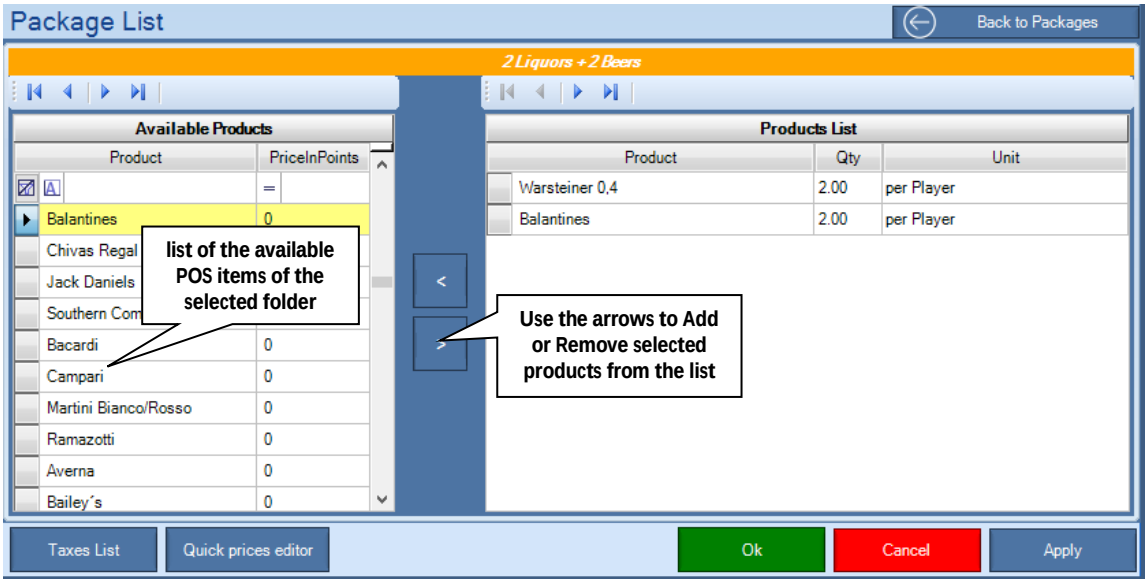
POS Packages

To create a Bowling package, it's possible to create Food & Drink items into a Combo package. To setup a POS package, open the Product and Rates plug-in, expand the folder by clicking the + symbol, then selecting the necessary folder (Proshop or Food and Drink) then click on the **Packages** tab.



Use the ✚ button to create a new line for a new package and enter the package name. Click on Apply to confirm and remain in the window. It's not mandatory to select a color or group for the package. The group will be used only to re-group and assigned to a specific area in the Advanced Daily Reports.

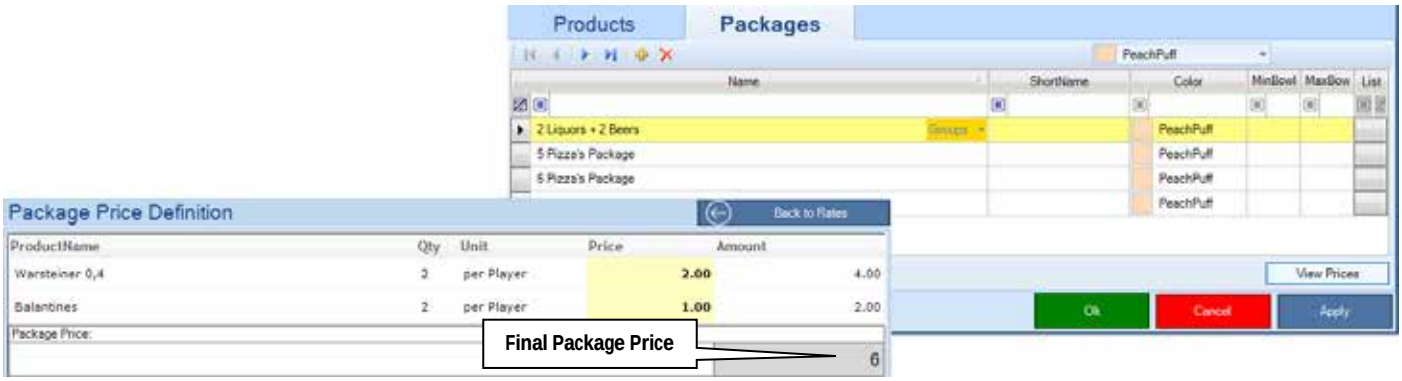
Click on the **List** button to edit the package contents.



Enter the quantity for each product in the products list and specify the Unit as necessary. Be aware that a Food/Drink or other POS item can be arranged per lane, but only when the package/combo includes a bowling game. For POS sales, it's mandatory to leave each item as **per Player Unit**.

Set a POS package price

Select the Package from the list and click on **View prices** button, then click on **Details** button on price area.



It's not mandatory to set a price for each item in the package, however at least one price is necessary in order to sell the package correctly from the POS. Move the cursor to different fields to confirm and update the final price.

Product Customizations

A POS product can be pre-customized inserting the possible items to avoid typing them manually each time during a POS sale. There are two different customizations available in Focus:

1. Single Product customization
2. Common customization (Mixer Elements)

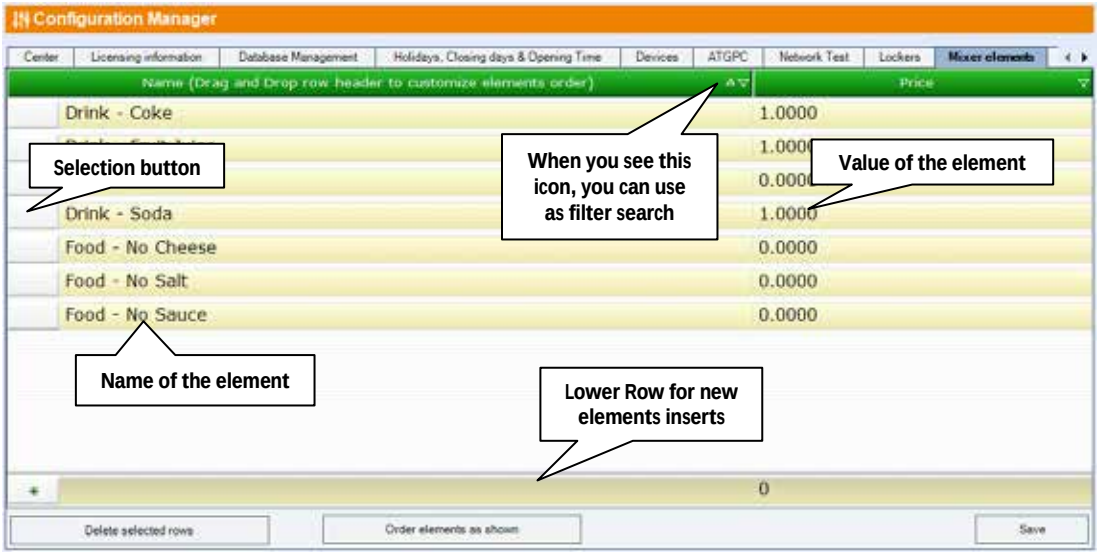
Single product Customizations

To personalize a product, insert the possible recipe customizations, select it from the list and click on **Edit Customizations** button.

Click the **Add** button to add a new customization (recipe) line and insert the customization name.
Click the **Remove** button to delete the selected customization.
Click the **Import from other product** button to import the customization from another POS product.
In the **Amount** column, it's possible to enter the price for the customization. Note: entering a negative amount will reduce the final amount, and positive amounts will increase the final amount to collect. When all of the customizations have been entered for a product along with the amount, click the **OK** button to save the changes.

Common Customizations (Mixer Elements)

The **Mixer Elements** are pre-set customizations of POS products that can be used during the sale of the POS items. The mixer elements are generic and not related to a specific product, and these customizations will be available for any POS products. Example: The mixer elements could be useful for the bartender that sells alcohol (Tequila, Rum, Vodka) and then adds mixers (coke, orange juice, cranberry) to the drink. To create a Mixer element, open the Configuration Manager à Mixer elements tab.



To add a new Mixer Element, it's necessary to insert the name and the related price in the lower row and pressing the **Save** button. To remove a mixer element, select it and press the **Delete Selected rows** button. To order (sort) the mixer elements in a specific order, it's necessary to drag and drop the row header. When finished, press the **Order elements as shown** button and click the **Save** button to confirm the changes. *Note: To select more than one items at time hold the <Ctrl> key on the keyboard*

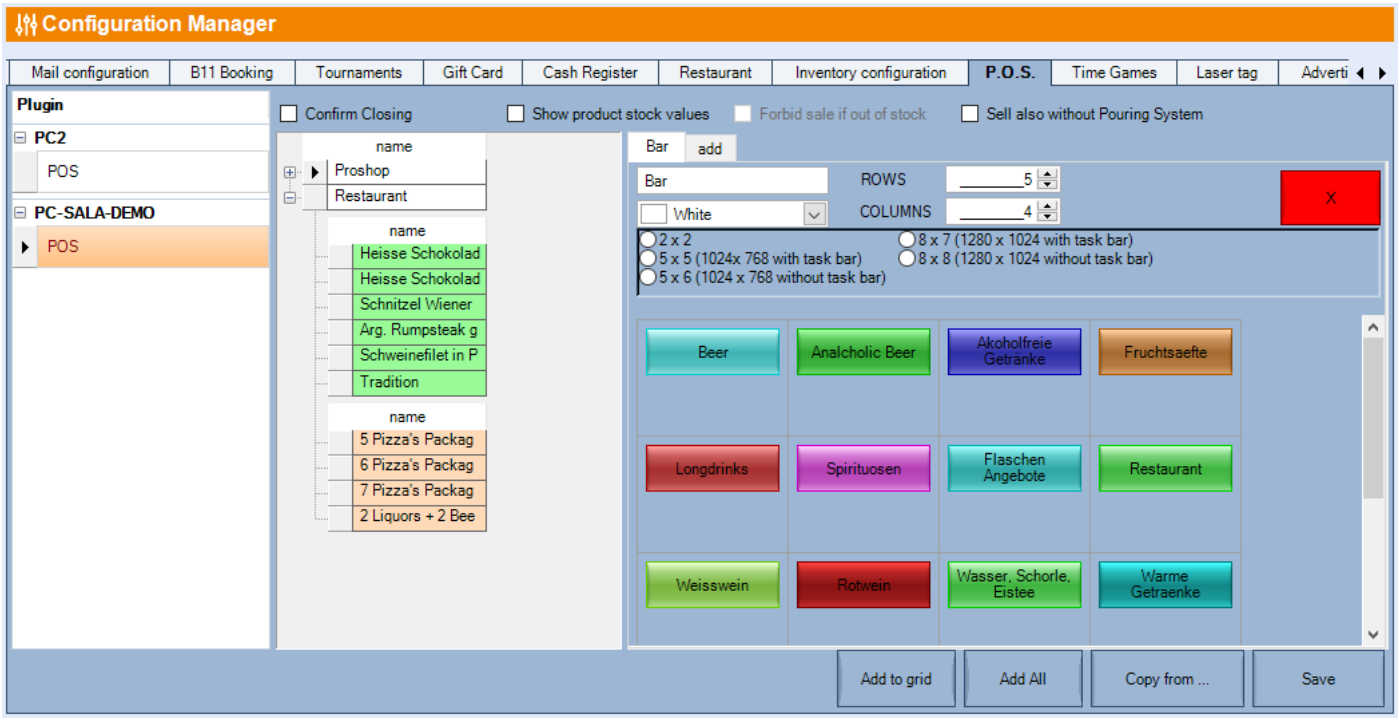
Workstations layout configuration

The **POS** is a Focus plug-in for the sales of Proshop and/or Food & Beverages products. The Restaurant folder usually contains products such as Drink, Soft drinks, Fast Foods, Snacks, Food, etc… Any other products that needs to be sold, managed, and reported using the Focus program such as Shoes, T-Shirts, Bowling Balls, Gadgets, are managed within the Proshop folder.

Each workstation POS layout can be configured individually, to organize the use of POS will be necessary to perform the following:

1. Create the items for Proshop and Restaurant from the Product and Rates Plug-In
2. Configure the POS Plug-in from Configuration Manager à POS tab

To configure the POS layout, open the Configuration Manager à POS tab and select the workstation to configure.



þ ¨ **Confirm Closing:** When enabled, Focus will ask for a confirmation before starting the Payment Transaction procedure.

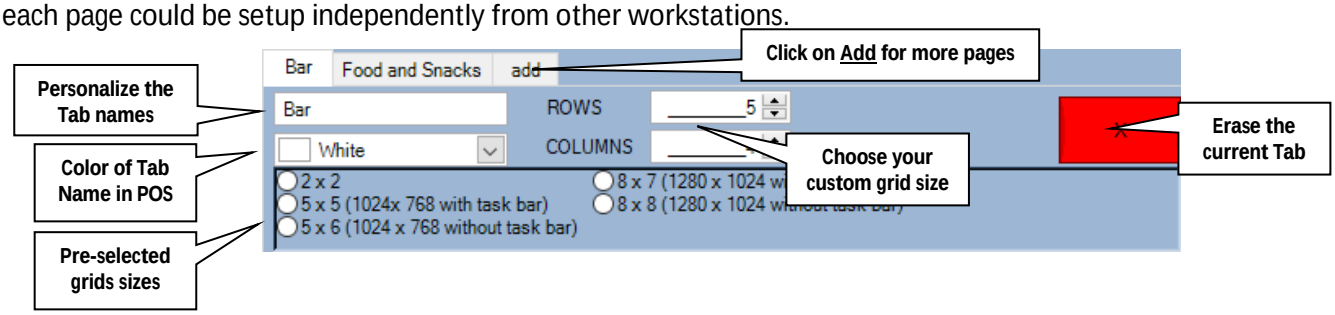
þ ¨ **Show Product Stock Value:** When enabled, in the POS product icons will display the real time inventory stock quantity.

þ ¨ **Forbid Sale if Out of Stock:** When enabled, the POS product cannot be sold if it is out of stock.

þ ¨ **Sell also without Pouring system:** When enabled, the product can be sold, even if the Pouring system is not installed in the workstation or Pouring system is out of order *Note: Only for centers equipped with a Pouring System*

POS grid layout

The POS grid layout allows you to insert a maximum of 64 product icons per page. Adding more pages to the POS screens or grouping the products under a specific group name helps to manage a POS with many products. The grids layout of each page could be setup independently from other workstations.



Adding POS products to the grid

In the Focus program, there are several different ways to insert products into the POS grid system:

- **Add the selected items to the grid:** Select the product by clicking directly on the name (for multiple selections, keep the Ctrl key on the keyboard and click on each product name) then click on the **Add to Grid** button to move

the selected product(s) from the list to the grid. Drag and drop the products icon to the grid if it is necessary to change the icons arrangement.

- **Add all Items:** Click on the **Add All** button to add all of the available products to the grid. If necessary, additional pages will be created automatically if the number of icons exceeds the current grid layout.
- **Copy From other workstations:** Click on **Copy from...** button to copy the POS grid layout from another workstation. **NOTE:** *This is especially useful to duplicate the POS layout screens from one workstation to another.*
- **Drag and Drop:** To drag a product, left mouse click on the product name, (or keep the finger on the touch screen), move the pointer in the designated area and release the mouse button to drop the icon onto the grid.

At the end of editing, click on the **Save** button to confirm. Before using the POS, you must refresh the POS screens by clicking on the dedicated refresh button on POS plug-in or restarting the focus program.

Create a Sub Group (adding additional items under one product button)

When a product is dragged on top of another icon, it will be inserted into a sub-group. The first icon on the page, like a "Category" it contains other products that pop up clicking on the first icon.
It's also recommended to personalize the sub-group with a name, background color, or an image.

Removing a product form the grid

Drag the product icon out of the grid and "release" it. The item is now placed back into the list of available products.

POS printer configuration

It's possible to set each product in the Beverages and Drink areas to a different **Order Printer Configuration.** This feature is usually used by centers that manage Bar and Kitchen orders from Focus and our system allows sending the order ticket to different locations (Bar and Kitchen for example). It's possible to send to the Bar printer only the ticket for the products related to the bar and sending to the Kitchen printer only the ticket for products related to the kitchen.

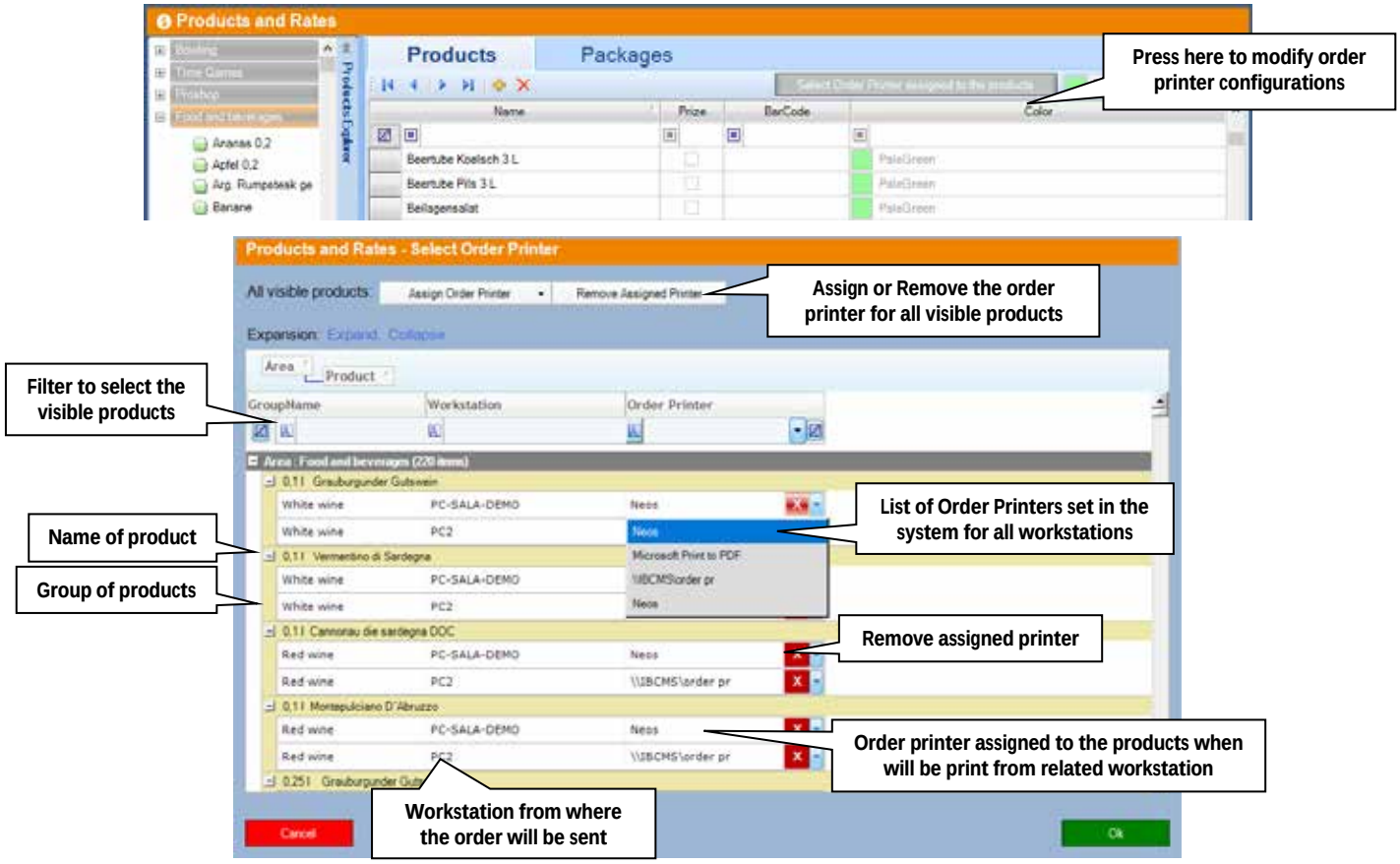
Examples with 1 order printer installed in the Bar and 1 order printer installed in Kitchen:
Our system can be set in a way that when you complete the order from POS that contains 2 different items, one product that needs to be prepared in the Kitchen and one product that needs to be prepared in the Bar, the Focus system will split automatically which items need to be sent to the Bar printer and which items need to be printed on the kitchen printer.
Example: Rum and Coke drinks are sent to the bar printer, and Hamburgers will be sent to the kitchen printer for the chef to prepare.

The order printer configuration can be set differently for each workstation, this allows for managing a center configuration even with more than one bar and more than a kitchen setting the proper order printer configuration for each workstation.

Assign the order printer for a product

WARNING

Removing the order printer from printers installed in Focus will reset the blank configurations for the products assigned to relative printer. Changing the printer configuration will overwrite the new setting from the previous one



To assign the necessary order printer configuration quickly, it's necessary to filter the items displayed in the list using the filters options and then press **Assign Order Printer** button by selecting the necessary order printer from the list to assign the same printer to all products displayed in the list. Use the **Remove Assigned Printer** button to remove the printer for all products displayed in the list.

To assign the correct order printer configuration for each product and each workstation, it's also possible to manually modify the printer configuration for any individual items.

Note: Workstation from where the order will be sent will be displayed only for workstation that has two or more order printers installed; In case just one order printer is configured in Focus it will print all orders.

Time Games Setup

About Time Games

Time Games are the entertainment section of your center that have nothing to do with "bowling games" like Pool tables, shuffleboard, darts, etc. that are usually rented by time. As you will see, the Time Games are assigned into groups: Each game of the group is represented by an icon. Clicking on the time games icon will start/stop the time game counter by time.

To manage the Times Games with Focus:

- Create the time Games groups
- Determine how many games are available in each group.
- Select for each workstation, which Time Games will be available and displayed by using the Time Games plug in.

The number of visible Time Games Icons for each page is dependent on the screen resolution and Focus Task bar settings: a maximum of 10 icons per page with a screen resolution of 1024x768 (with the task bar off), and a maximum of 18 icons per page with a screen resolution of 1280x1024 (with the task bar off).

The times games will be listed sequentially and split into more pages if one page is not enough to contain all of the icons. As you will see, the Time Games Icons of different groups will be displayed on the same page. If necessary, divide the Time Games by groups, create more Time Games plug-ins and use it as a container for different Time Games groups.

About ATGPC Device

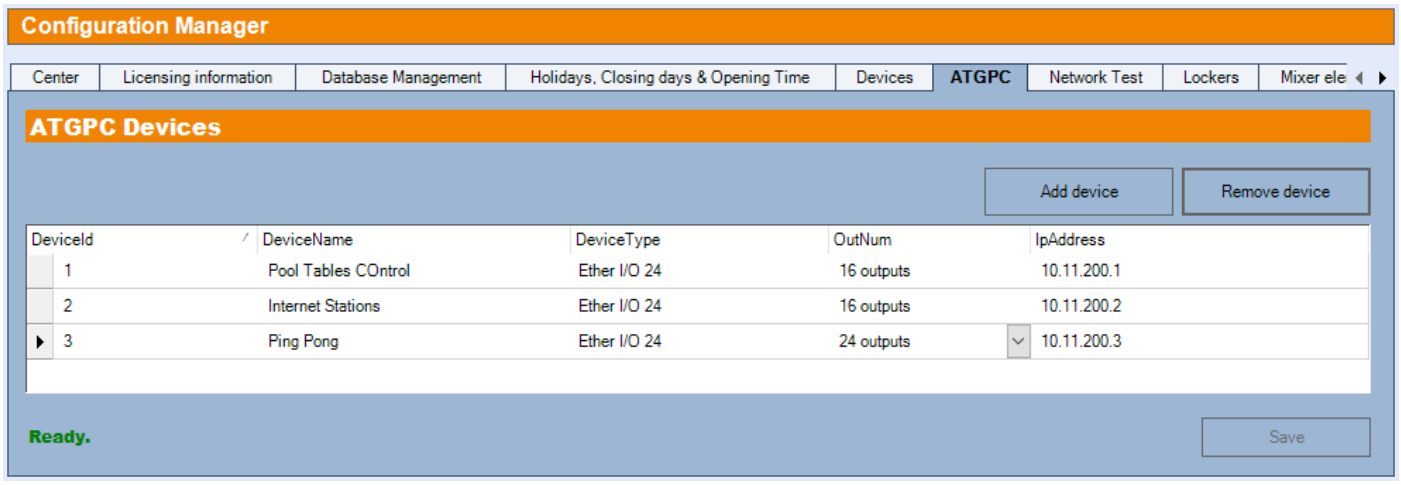
The **ATGPC** board is an optional hardware device for controlling the ON/OFF power of external devices, like pool table lights, internet stations, etc. Each Device could control 8-16 Time games (depends on the I/O module capacity). Additional devices could be installed in the center if more than 16 power controllers are needed.

The ATGPC device is controlled by Focus via TCP/IP. Each device has a unique IP address and is connected to the same local area network as the Focus workstations. To setup the ATGPC device, proceed as follows:

- Add the ATGPC-NET devices in the **Configuration Manager±ATGPC** configuration Tab
- Create the **Time Games** group and Setup the **Advanced Times games** properties to **assign the ATGPC-NET ports** to each time game.

Setup the ATGPC device for Time Games

Open the **Configuration Manager**, browse the tabs and find **ATGPC**.

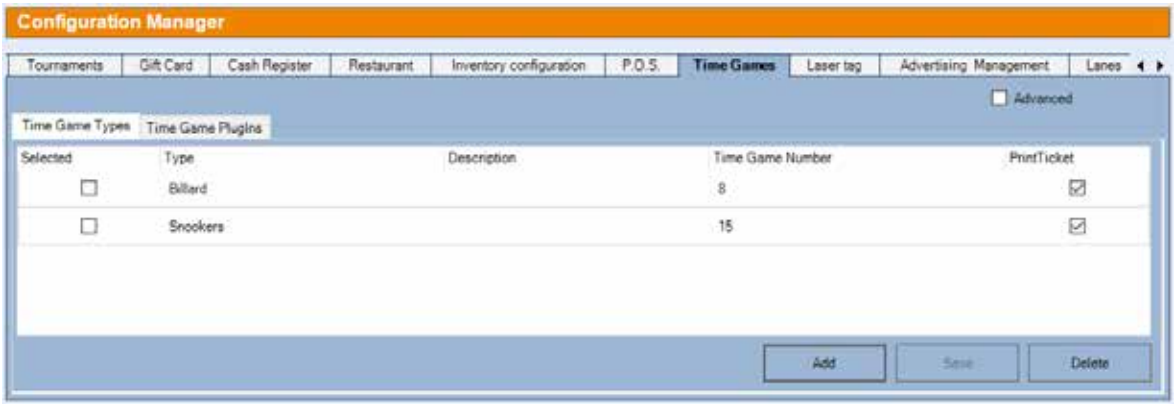


- Click on the **Add device** button to create a device ID line
- Type a **Device Name** in the field or leave the defaults
- Choose the **Device Type** (mandatory - Ether I/O 24)
- Choose the number of the controlled **Outputs** for each device (max 16 for each device)
- As a default, the program assigns an IP Address; the address must be modified with the physical Device IP, check the ATGPC-NET IP label on the hardware.
- Click on the **Save button** to save the configurations.

At the end of editing, click on the **Save** button to confirm, then click on the **Refresh** button or restart the Focus program to load the new items in the Time Games plug-in.

Setup the Time Games Groups

In the Configuration Manager click on the **Time Games** tab.



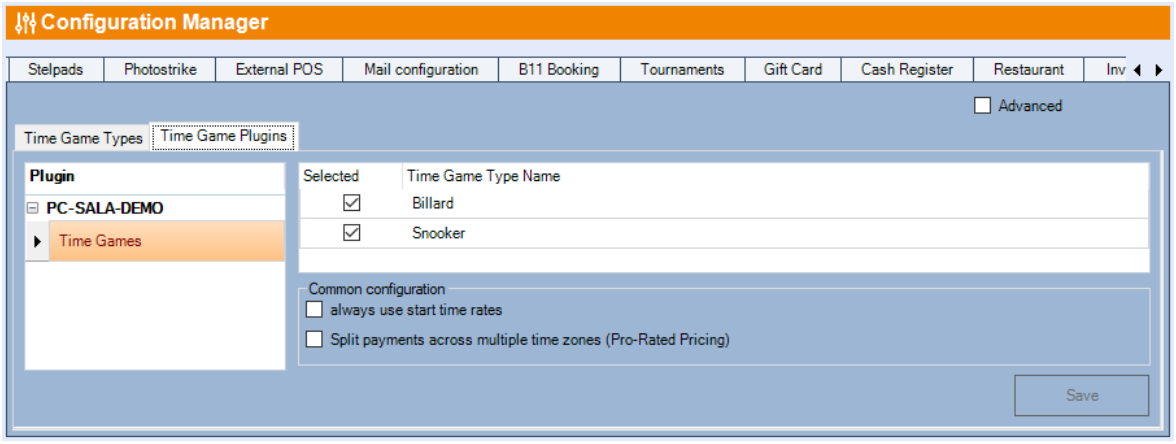
- Click on the **Add** button to create a new line for adding a new time game group
- Type the Group name in the **Type** box and enter a description of the time game in the **Description** field if necessary.
- On the **Time Game Number** field, enter the number of the time games contained in the group.
- Use the **Add** button and repeat the steps for adding more time games groups.

To edit a time game, click directly onto the field that needs to be edited. (i.e. Type name, number, etc.)
To delete a time games group, select it by clicking on the **Selected** checkbox, then click on the **Remove** button; a confirmation is required.

Print Ticket: When enabled, a ticket will be printed from ticket printer when the time game is opened.

*NOTE: Click on the **Save** button to confirm the time Games creation. The unsaved games will not be available in the Advanced configuration or in the plug-in settings.*

Join Time Games with Workstations



Move on **Time Games Plug-Ins** tab, highlight the workstation to join with the Time Game, check the time Game checkbox (Selected checkbox) and click **Save**.

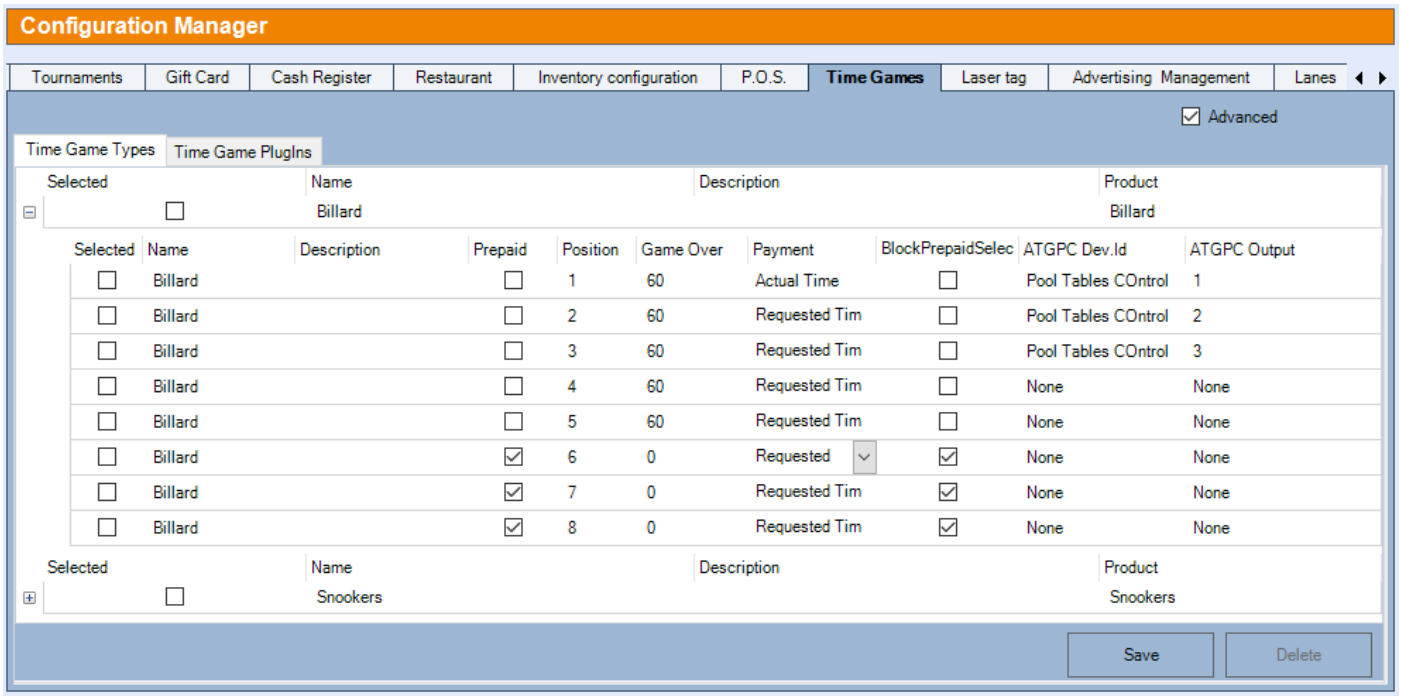
Enabling the **Advanced** Time Games checkbox, the program expands the games of the group and it is possible to:

- Copy the same plug-in configuration to another workstation.
- Split the game of the same group into different plug-ins.
- Change the Time Games position.

¨ þ **Always use the Start time rates:** When enabled, the program will use the rate available when the time game was started.

¨ þ **Split payments across multiple time zones (Pro-Rated Pricing):** When enabled, the program applies the rates in Pro-Rated mode. The amount of time used in each of the time slots will be used to calculate the amount due.

Time Games Advanced Configuration

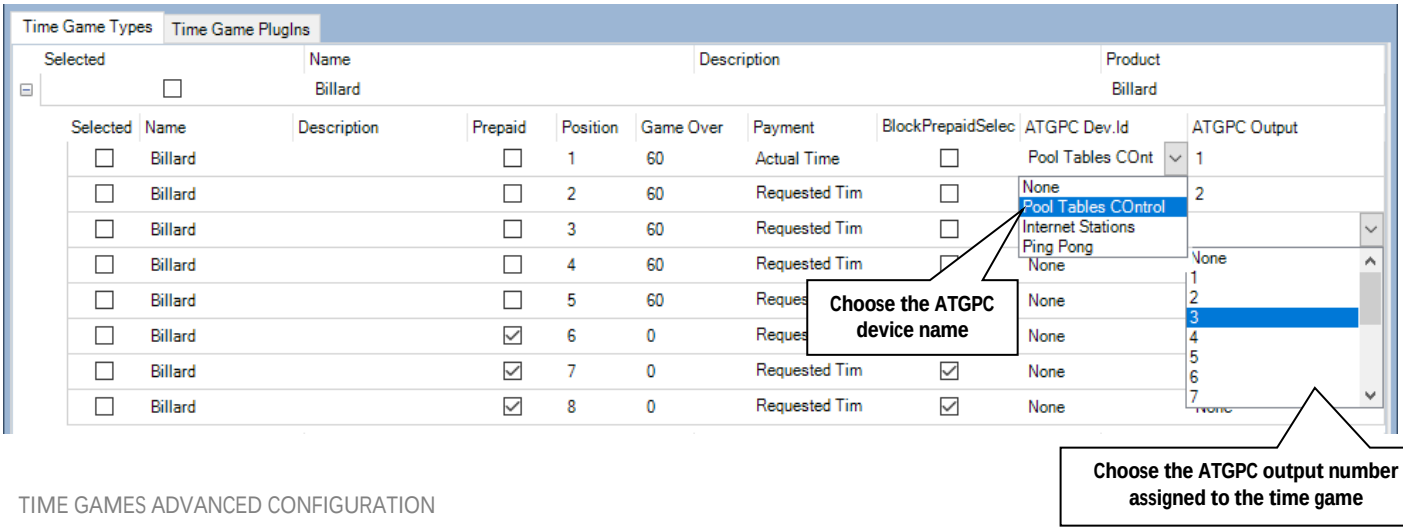


- Click on the **Advanced** checkbox to display the time Games Advanced Configuration.
- Use the ⊞ ⊟ buttons for expanding or collapsing the "tree list".

Editable Fields and Options for each Game of each Group in Advanced Mode

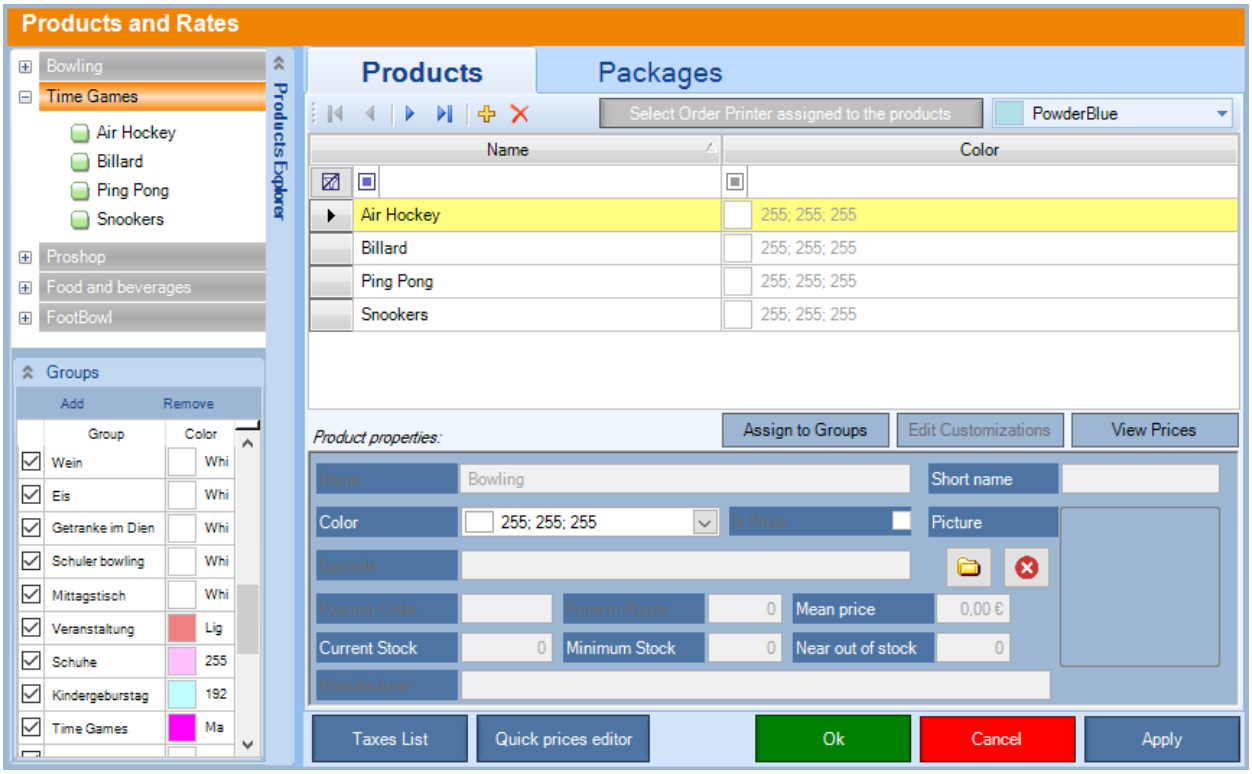
- **Time Game name - Time Game Description**
- **þ Prepaid** (as default, with the checkbox unchecked, the default opening will be post-paid)
- **Position** of the game icon in the Time Game Plug in window
- Default **Game Over** (in minutes)
- **Payment Mode: Actual time** (current time when the Time game payment transaction began) or the **Requested time** (time when the game was actually closed)
- **Block Prepaid selection:** When enabled, the time game can only be sold in the pre-payment mode.

ATGPC Time Game Assignment



About Time Games Rates

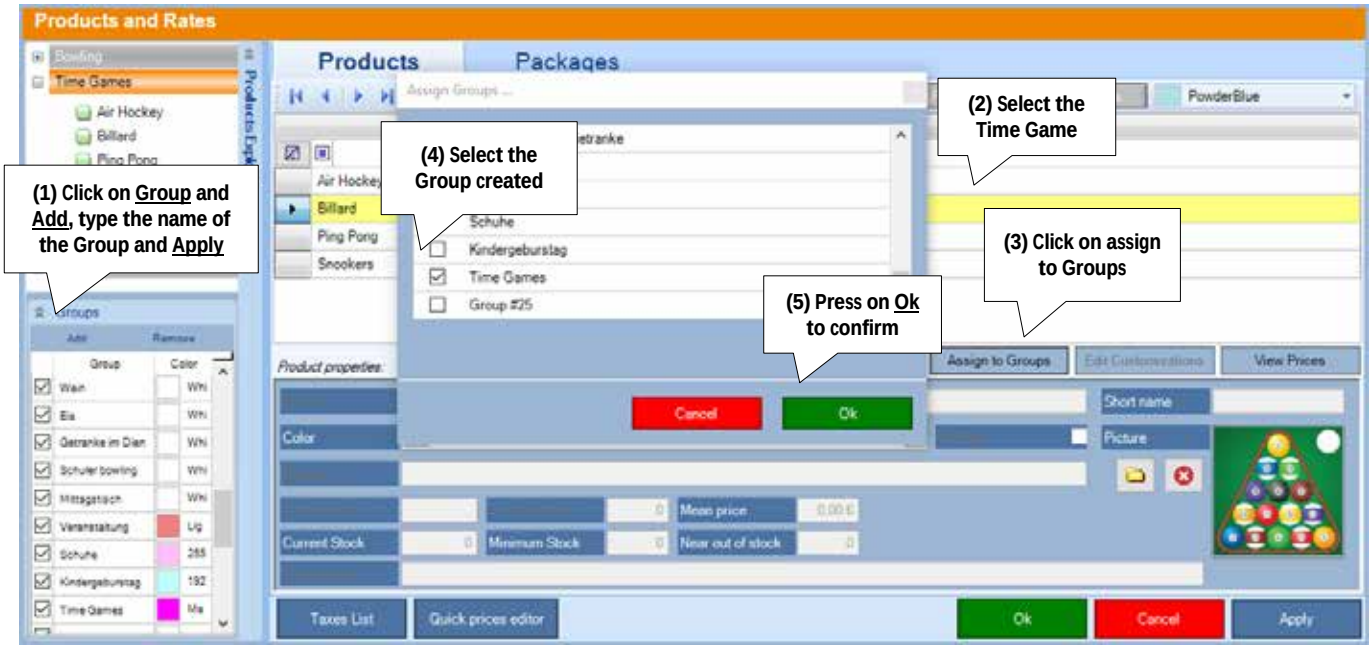
Open the Products and Rates plug-in, expand the **Time Games folder**



Select the **Time Game** and click on **View Prices** button or highlight the product on the left side of the screen.

Groups and Times Games

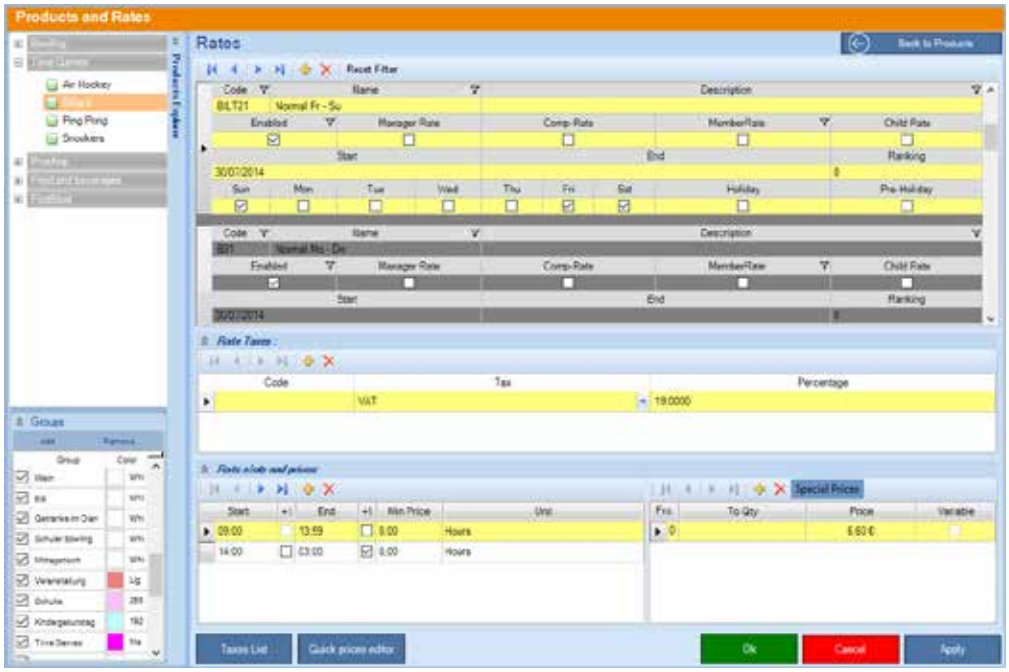
By default, Time Games are not assigned to any group, therefor in the Details of Daily Reports, the Time Games details are displayed under "No Group" section. As for Food and Drinks, the Group is just a "label", but can be helpful for the statistics in the daily reports. To assign a Group for a Time Game, proceed as follows:



Select the Time Game from the Products tab, click on the **Assign to a Group** button, check the checkbox of Time Games group.

Click on **Apply** to save the changes. *Note: For more details refer to Products and Rates User Manual*

Time Games Rates Setup



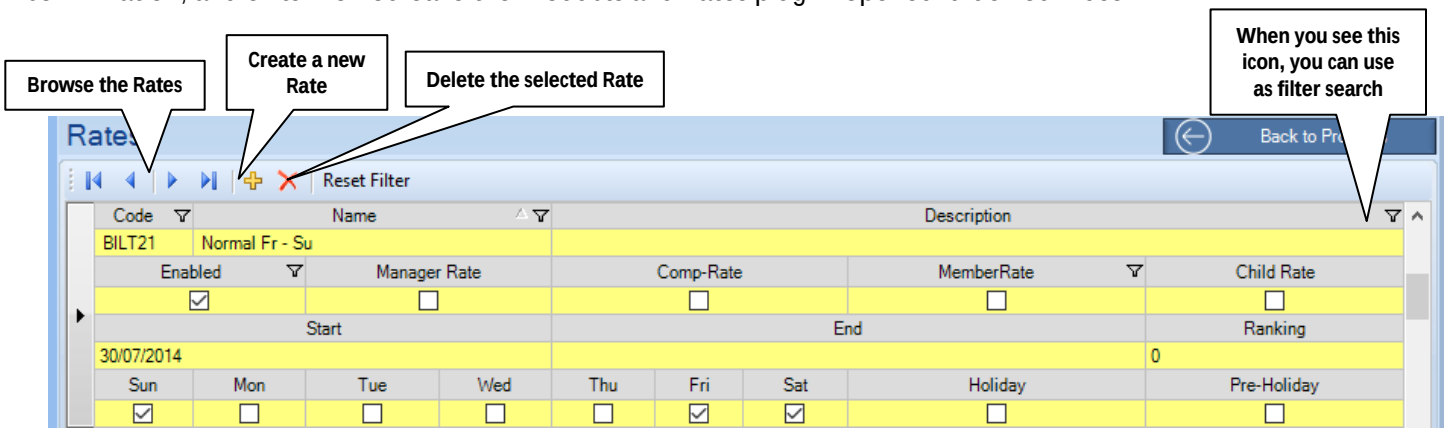
To begin, expand the Time Games folder by clicking on the right window, which is split into 3 sections:

Rates: Where you enter the timed game rate name, days of the week, and Ranking.

Rate taxes: Where you add the tax to the selected rate.

Time Slot and price: Where you define pricing, time slots, pricing units, and special prices.

WARNING: Click the **Apply** button to save your changes and remain on the page. Clicking the **OK** button will save all, with confirmation, and exits. Do not leave the Products and Rates plug-in opened it it's not in use!



Code: Rate ID. This field can be modified but it must be unique and a maximum of 8 characters).

Name: Rate name, unique name field.

Description: Optional field for rate description. *NOTE: This field must be filled in to be displayed in Digital Signage*

¨ þ **Enabled:** As a default, the rate is enabled. When not enabled, the rate is not available for lane payment.

¨ þ **Manager Rate:** Rates reserved for a user signed in with manager rates authorization enabled.

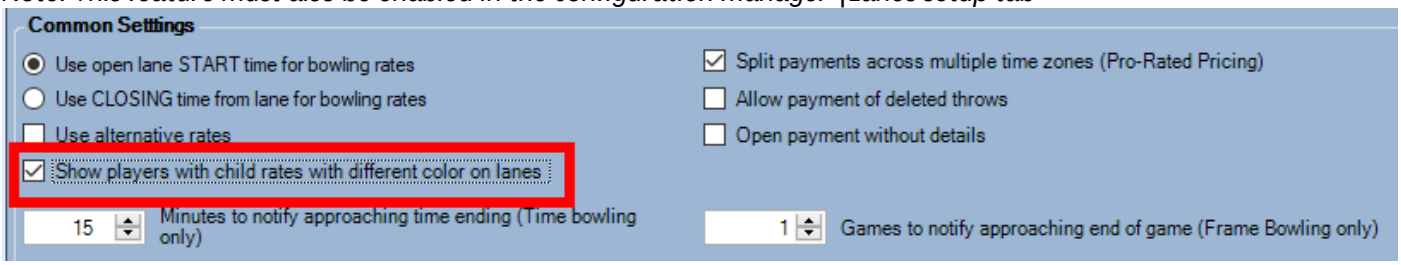
¨ þ **Comp-Rate:** Special rate for parties or when bowling, food, etc. is paid in advance or after bowling as a promotion. Select payment is required after the first game session (DO NOT ENABLE if not expressly required by bowling owner).

Ranking: Numeric field to define the priority of the rate.
Example, Ranking Zero = this is the default rate, ranking 1 will be the second rate displayed in the rates list.
WARNING! The ranking does not prevent the use of other rates. This view should only be used to define the priority of the rate. The ranking is subject to the availability of rates. If the rate with the lowest ranking (zero) is not active during a given time, the program will deal with the higher ranking (example 1) until it finds an active one to use.
It is suggested to indicate a different ranking for each active tariff on the same day; use a high ranking (10-20-100) for the rates. Use little or zero price (maintenance) to avoid errors due to accidental selections.

¨ þ **Member Rate:** When enabled, shows the rates when a membership is created.

¨ þ **Child Rate:** When enabled, a player that pays with this rate will be shown with a different grid color on lane monitors. This feature is available only while Prepaid bowling modes

Note: This feature is available only for the ELITE scoring grids
Note: This feature must also be enabled in the configuration manager |Lanes setup tab



Start - End: Optional fields to indicate a time period of validity for the rate
Suggestion: Use this function to create a special rate for Holiday periods. When the holiday is over the rate will expire.

¨ þ **Holiday:** When enabled the rate will only be available when a day is assigned as a holiday.

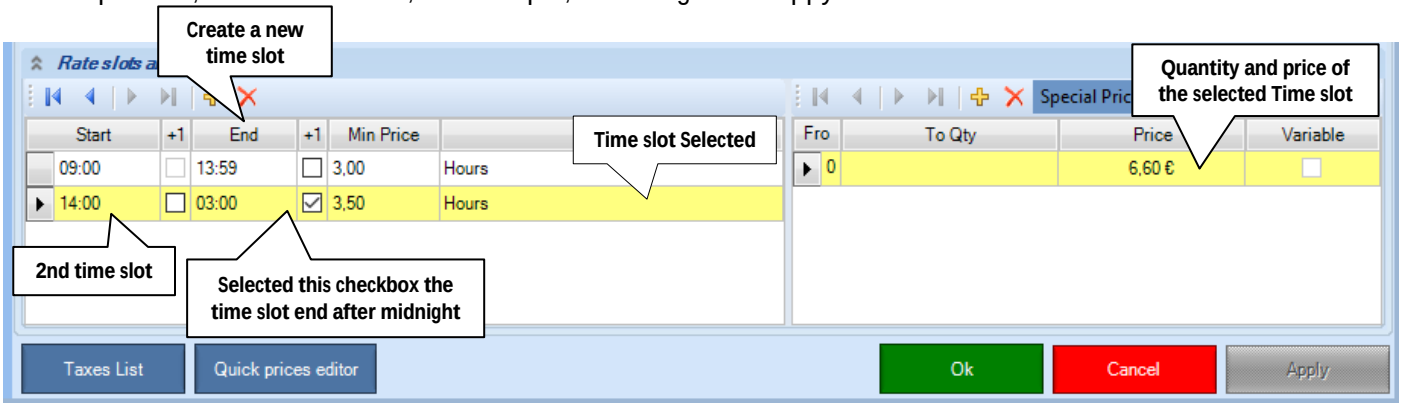
¨ þ **Pre-Holiday:** When enabled, the rate will only be available when a day of bowling is the day before a holiday.

¨ þ **Sunday, Monday à Saturday:** Check the days of the week in which the rate is active. Be careful, the reference day is subject to the slots (see the example)

Example: Workday rate, Monday through Thursday, from 8PM to 2AM the next morning. (After midnight)
The fee should be enabled ONLY for the group on Mondays, Tuesdays, Wednesdays, Thursdays. Fridays should NOT be activated. In the time period ending at 2AM, you have to activate the "day after" checkbox to extend the rate of the previous day from 11:59PM until 2AM the next day.

Time Games slots and Prices

Usually a product has the same price for all days, 24 hours, however it is also possible to create more than one rate for the same product, or two time slots, for example, to manage the Happy hour.



Use the button to create a new line for a new time slot. Start/End times will be added automatically. Change the starting or ending time if necessary to create more time slots. Remember, the program also checks the minutes. The new time slot will start one minute after the end of previous time slot.

Minimum Price: Set here the minimum payment that will be applied as a minimum charge.

Unit: For each time slot, choose a unit to use as the price multiplier:

- **Minute (Time Games Only):** Price will be calculated by the minute of a Time Game rental
- **Hour (Time Games Only):** Price will be calculated by the hour of a Time Game rental

Price: The price amount that will be calculated by the unit

Quantity: Pricing can be split into slots for quantity breaks, and makes it possible to offer discounted "quantity" pricing. To use this feature, use the button to create a new line for a new quantity range.

- Any time the "from quantity" field is added by default, this modifies the "to quantity" field.
- For each range, enter the appropriate price

Examples:
Units: Hours
From 1 to 2 quantity, Price = $3,00 ($3.00 for each hour for one Game)
From 2 to 3 quantity, Price = $2,50 ($2.50 for each hour for one Game)
From 3 quantity, Price = $2,20 ($2.00 for each hour for one Game)

each game x 1 hour = $3,00 - each bowler x 1:30 hours = $4,50
each game x 2 hours = $5,00 - each game x 2,5 hours = $6,25
each game x 3 hours = $6,60 - each game x 3,5 hours = $7,70

Limitations of quantity settings

The minimum and maximum are always referred to the unit specified for the time zone (for player or game time per player).
The minimum amounts automatically start with 0.00 decimal or integer + (1.01 - 2.01 to 3.01, etc.). Maximum must be integers (1,2,3, etc.). Two decimal places are added to the program to allow the calculation of partial games or rental time.
We suggest to not change the maximum amount in the last line. This prevents the program to create a limit beyond which the program would not be able to apply that price. If you decide to set up a final limit, the program warns of possible issues, but allows you to complete the task.
The quantity must be contained in the same time slot to avoid conflicts with the next time slot.
The final price to be obtained must always be between quantity X price, and you can also adjust any inaccuracies using rounding (see Configuration Manager ± Cash Register).

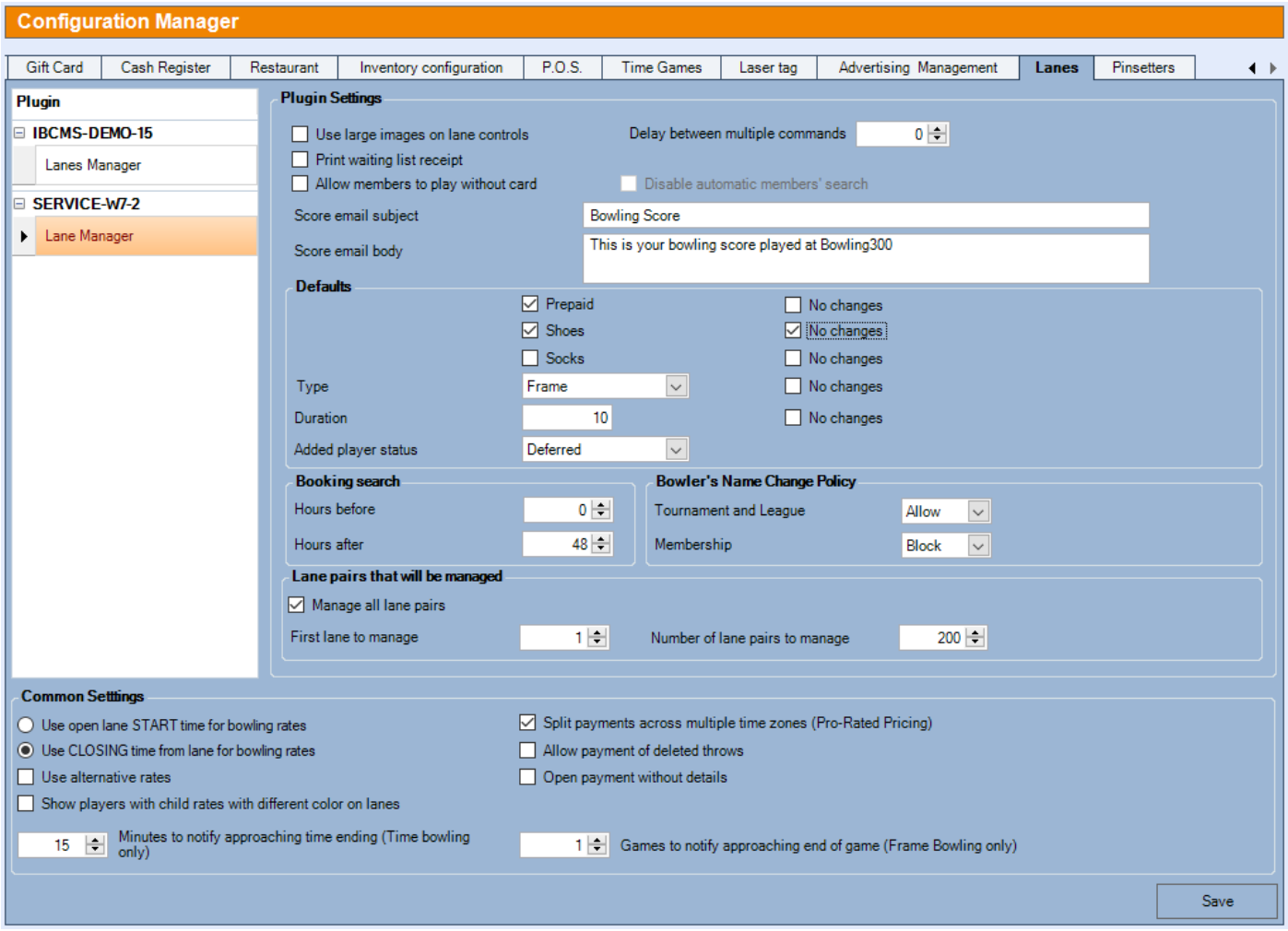
Variable Price: *this option is only available for POS items*

The Information in this section about Time games Rates, Slot and Pricing are referring only to the settings available for time games, for more information see the Products and Rates user manual.

Lanes Manager

Lane Manager Setup Options

Open the **Configuration Manager à Lanes**, select the specific Workstation on the left side of the screen, and the Lane Manager plug-in to be configured.



þ ¨ **Use large image on Lane controls:** This selection will increase the overall size of the lane icons. This is useful for a bowling center with small touch screen monitors or centers with only a few lanes.

þ ¨ **Delay between multiple commands:** This parameter creates a time delay during multiple commands. For example, when many pinsetters are switched on simultaneously, this creates a large electrical surge and, in some states, this surge creates a surcharge onto the bowling center electrical bill. With this delay enabled, the pinsetters will be turned on automatically, one pair at a time using the interval specified, and in sequence to avoid an electrical surge. Setting this value to 125 (= milliseconds) will inform the actions to be taken in a stepladder type effect, in ¼ of a second between each pair of pinsetters. Leaving this value to zero will allow all pinsetters to be turned at the exact same time.

þ ¨ **Print Waiting list Receipt** When selected, a receipt will be printed on the receipt printer anytime a new entry is entered into the waiting list. (Waiting List Plug-in)

þ ¨ **Allow member to play without Card:** This selection enables/disables the membership search option and the quick fill can automatically fill in members name automatically. Additionally, the member from the membership database must present a magnetic card or use their fingerprint to be entered onto the lanes.

þ ¨ **Disable automatic members search:** This selection disables the quick fill membership name feature.

Score email Subject: This text will be used as the "subject" line when a bowling scoresheet is sent by email.

Score email Body: This text will be used as the "body" of the email when scoresheets are sent by email.

Default Settings

Prepaid: When a lane is opened for sale, pre-paid rental mode is selected

Shoes: Add shoes automatically for each player

Socks: Add socks automatically for each player

TYPE: Frame/Time: Set the lanes sales mode by Frame (game) or Time (minutes)

Duration: Set the game over for lane opening

Note: The checkbox "No Changes" does not allow any modification of the default when the Front Desk operator opens the lane.

Added player status: Active/Deferred/Skipped Sets the status for a new player added to a lane in use:

Active: New players added to a lane already in progress will bowl immediately. Other players will have to wait until the new player arrives at the same point of the game, before they are allowed to continue.

Deferred: New player starts when the next new game begins.

Skipped: New player is "skipped" until the desk operator or player from the bowler's console un-skips the player by removing the skip checkmark.

Booking Search Settings

Hours before - Hours after: These fields define the parameters for the booking filter, searching for bookings the number of hours before and number hours after the current time.

Bowlers Name Change Policy for Membership and T&L (Tournament & Leagues)

There are 3 possible choices for the Tournament & League and Membership name changing policy:

- **Allow**: Allow Name edit
- **Block**: Block Name edit
- **Ask**: Ask a confirmation before proceed the name edit

For the League bowlers and Focus using the CDE software import feature, it's suggested to set the policy to **Block** or **Ask**; The edited names will not be reflected in CDE when importing the final scores. The main reason you want to block name editing is because when the scores are imported, if the original player name was John Smith, and the bowlers edited the name to Bob Graham, the CDE software thinks that John Smith bowled and simply used a different name for the night of bowling. For centers using the CDE Import/Export feature, players should be informed to use the substitute feature.

For Tournaments and/or leagues created and managed using Focus Tournament plug-in, the policy can be set to **Allow**; The Database applies the name changes automatically.

When the Selection is **Allow**, the membership name could be changed directly from the Lanes Manager plug-in and the modification will be applied permanently to the database, even in the Membership database of names.

Lane pair that will be managed

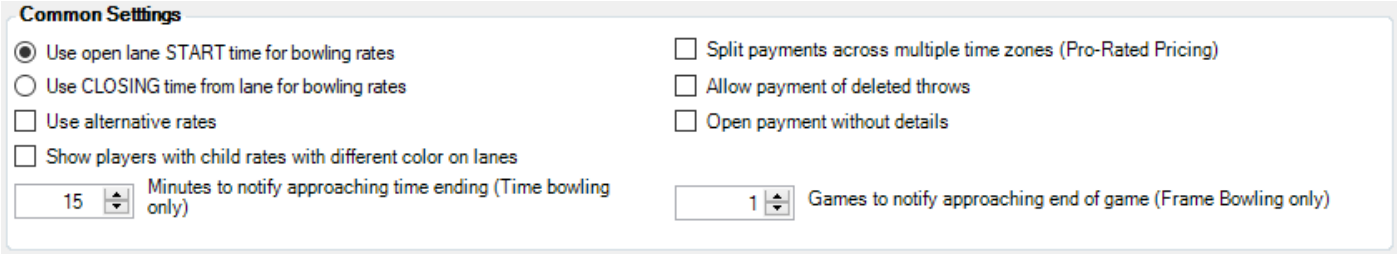
These fields define which and how many lanes will be controlled (visible) by each workstation:

First lane to manage: Indicates the first lane controlled by the selected workstation (the parameter must always be an odd number)

No. of lane pairs to manage: Indicates how many Lane Pairs will be controlled by the selected workstation

Manage all lane pairs: The selected workstation could control all lanes.

Common Settings



¨ þ **Use START TIME or use CLOSING TIME for bowling rates**: One of these options defines the parameter that Focus must apply to find the price rates between different time slots.

When selecting the Start time, the price calculated for the rental will be one of the prices that was available when the lane was opened. By selecting the Closing time, the price calculated for the rental will be one of the available prices when the lane is closed.

Example
Adult rate from 9 AM to 10 AM= $2 x game, from 10 AM to 2 PM= $3 x game.
2 players start at 09:45 and finish at 10:15
Choosing the Start time for the price and each game will be $2
Choosing the Closing time for the price and each game will be $3

¨ þ **Split payment across multiple time zones:** By enabling this checkbox, the program calculates the payment amount in proportion of each time zone used (if the price varies between time zones). If the split payment is not enabled, the program applies the amount of Start or Closing time as selected.

Example
Adult rate from 9 AM to 10 AM= $12 per hour - from 10 AM to 2 PM= $18 per hour.
Players start at 09:30 and finish at 10:30
Rental price: 30 minutes @ $12/h= $6 + 30 minutes @$18/h= $9 Grand Total= $15

¨ *Use alternative rates (future enhancement)*

¨ þ **Allow payment of deleted throws:** If disabled, there is no payment required for any deleted frames. When the checkbox is enabled, the program will inform the cashier the players deleted only the last frame score. Any other frames deleted will need to be collected as an additional payment while closing the lane, even if the lane was set as pre-paid.
For financial reasons, it is strongly recommended to keep this feature enabled.

¨ þ **Open payment without Details:** Enable/Disable the individual payment detail view during the lane payment collection screen. When enabled, each player is "summarized", and the cashier can always see the individual details by deselecting the checkbox "Compact view" available in the payment screen.

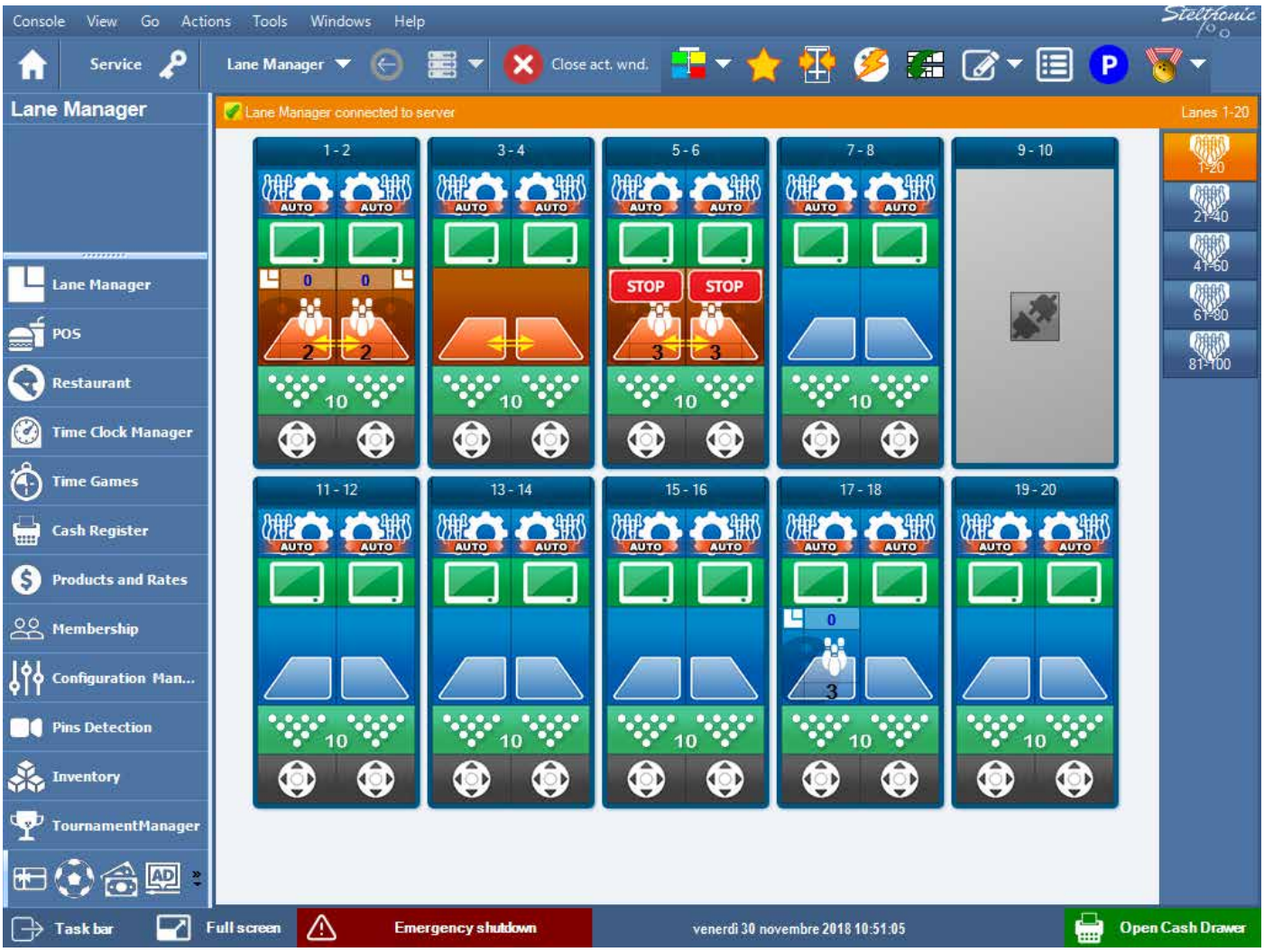
¨ þ **Show players with child rated with different color on lanes:** Enable/Disable to display a different color scoring grid when the prepaid payment is made with a rate defined as Child. *Note: Requires a license enabled on the HASP key*

Þ **xx Minutes to notice nearness game over (Time Bowling Only):** Changes the lane number icon color (from white to green) when the bowling lane is nearing the expiration time.

Þ **xx Games to notice nearness game over (Frame Bowling Only):** Changes the lane number icon color (from white to green) when the players are in their last number of "X" game(s).

à Save exit and Reload Focus to apply the changes.

About Lanes Manager Plug-in



The **Lanes Manager** is the default Focus plug-in used to manage the bowling lanes. The Lanes manager page is composed of lane icons (one lane icon for each pair of lanes) and the Top tool bar. The size, aspect ratio, and control buttons depend on the Lanes configuration Settings (see the Focus Setup manual - Lanes (optional fields for more details).

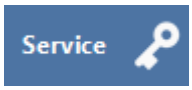
Each pair of icons has variable control buttons (example, for bowler console settings, lanes, monitor settings, pinsetter settings, etc.); the plug-in can be "cloned" and each plug-in can be Setup as necessary.
From the Lanes manager it's possible:

- Open-close pre-postpaid lanes as "by Game, by Frame, by Time, by Player, by Lane"
- Access to Users, Roles & Authorization menu
- Start-up to collect payments
- Transfer lanes - Park lanes
- Print Score - Access to bowling scores history
- Send Booked reservation to the lanes
- Send waiting list groups to lanes
- Check-clear Bar Call / Mechanic call notifications
- Game awards list of prize winners
- Change Game style 10 pins – 3-6-9 – Grand Prix mode – Poker
- Control pinsetter Status / Glow lights / Cameras / Foul lines
- Control Animations / Score Grids / Score style / Flowing Strip / Ball speed etc.
- Control bowler's Console functions

Top Tool Bar

User Account settings and close Focus program

Closes the current Active Window



Current User / Change User / Logout

Name of Current Plug-in currently opened / Open another Plug-in

Back to Lanes Manager keeping the current operation in a pending status (key available in Lane manager sub-menus)

Opens the “pending operations” list

Lanes Manager Item (Lane control, Monitor setting, Bowler’s console, etc....)

Display or Remove Items shown on lanes pair icons

Multiple Lanes Selection

Quick Lane opening

Games Bowled Archive with Restore / Print / Email Functions

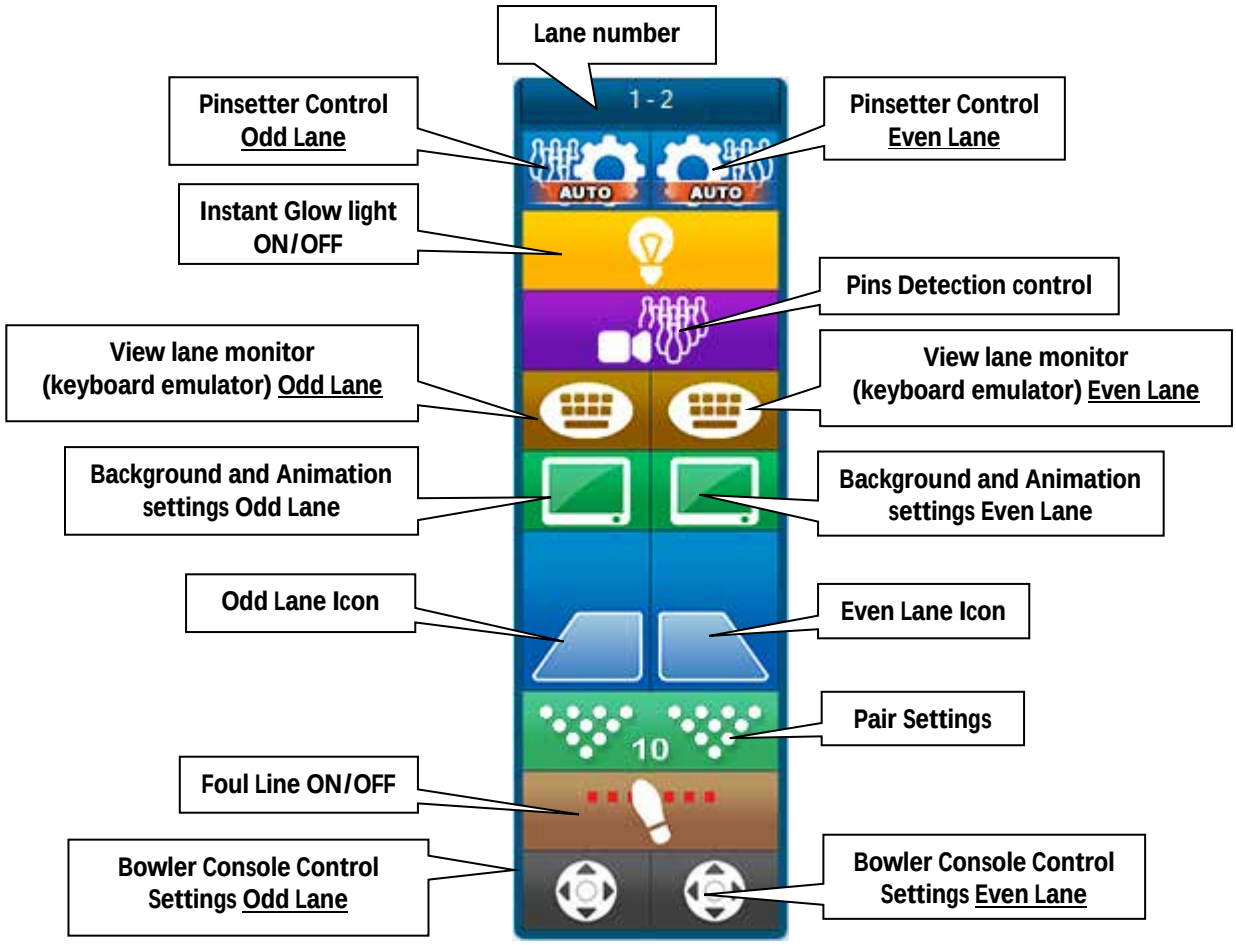
Display currently booked reservations

Daily reservation (Waiting List)

Open list of Parked Lanes and/or Players

List of Game Awards Winners

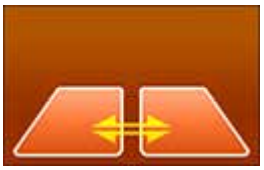
Lane Icons



Lane Icon Status

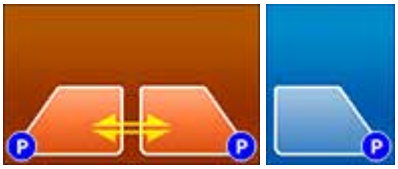
Lane Empty
Open Mode

Lane in use
Open Mode



Lanes Empty
Crossed Mode

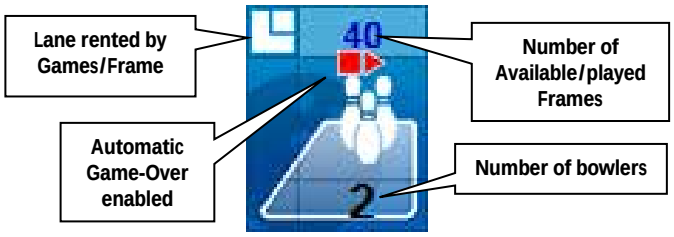
Lanes in use
Crossed Mode

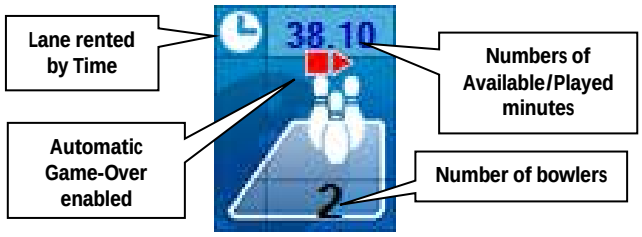


Lanes with Parked Queue

Lanes playing
Tournament or League

Lanes Playing Award Games





Game-Over

Game Inactive

Game in Pause

Practice in progress

Lane opened by time: The free walk down time is in progress

Lane Locked (Maintenance mode)

Lane Locked (Reservation mode)

Lanes in Practice: The Practice has expired

3-6-9 Game mode

5 Frames Game mode

Odd/Even Game mode

Low Ball Game mode

Mixed Game mode

5-Pin Pinsetter

Duckpin Pinsetter

Candlepin Pinsetter

File Sync in progress

Grand Prix Game mode

Lane Computer not connected

Lanes Manager Layout

The aspect (layout) of the **Lanes Manager** window depends on the lane icons and the number of items displayed for each pair of lanes. The number of the lane icons available on one page depends on the number of the lane items enabled, the screen resolution, is the taskbar on/off, and full screen on/off settings.
For example, using a screen resolution 1280 x1024, taskbar is OFF, and only the lanes displayed (no other lane pair options enabled), the available number of lane icons on one page could be 32 – 40 lanes displayed. (Larger monitors could also show even more information)
Some lane items are not necessary for the normal daily usage, like Pins Detection, glow lights, and the foul line button. For centers with more than 16 lanes, the best solution for a good layout is to create a new lane manager plug-in for technical use and setting up the "maintenance icons" (Focus 19 User Manual - Configuration Manager - General).

Lanes Items Selection

1. Open the lane items list clicking on "Star" icon on Tool Bar.
2. Select the desired items for the Lanes Manager layout.
3. Click the **OK** button to confirm.

Available Lanes Items:

Pinsetter Control: Cycle-On/Off/Practice settings for pinsetters

Instant Glow: Set/Reset the Camera parameters for glowing pins detection. This action turns on the glow light ON/OFF when connected to Steltronic Pinsetter Interface. (API)

Pins detection control: Checking the camera parameters for aligning the camera on the bowling pins

View Monitor (keyboard emulation): Checking the live status of the lanes and watching the monitor screens live in real-time.

Score Grids - Score Animation - Flowing Strip: Setup the scoring grids appearance, 3-D animations and movies, scrolling text editor.

Lane Open Control: Open/Close/Add/Remove player/Waiting list/Bar/Mechanic Call reset

Pair Settings: Set/Reset 5-10 pins mode, Shutdown lanes, synchronization of advertising graphics, Award Games, Grand Prix, 3-6-9, and other games.

Foul line control: Switch ON/OFF the foul line when the foul unit is connected to Steltronic Pinsetter Interface. (API connections required)

Bowlers Console: Set/Reset the bowlers Console options, like edit names, add-remove bowlers, cycle pinsetter, bar call etc.....

Multiple Lanes Selection

Most of the Focus operations can be performed on a single lane/multiple lane pairs, or using the multiple lanes selection. Multiple lane selection is for sending many operations to many lanes, multiple score printouts, or multiple lane openings for birthday or group parties, etc...

Note: Lanes with a different status will be not available for multiple tasks (empty lanes and lanes in use cannot receive the same multiple commands)

Quick Set for all Lanes

To select one action for all Lanes without making a manuall lane selection:

1. Click on **Lanes Manger Item** icon on the Tool Bar
2. Selected item will be opened to all available lanes

Individually Lane/Lane-Pair Selection

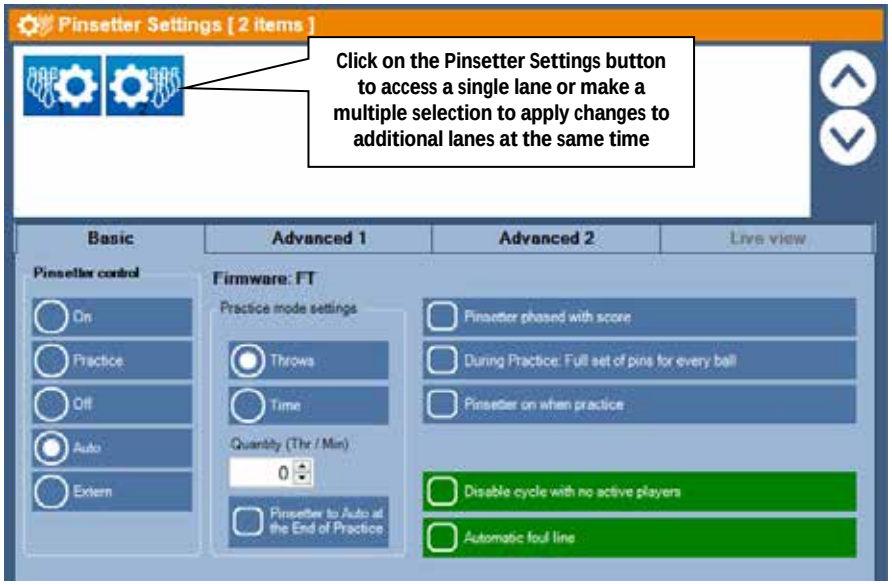
Select a Lane Range

Select the first lane, and while holding the "shift" key on the keyboard, select the last pair of lanes, and release the "shift" key.

Lanes Selection Icon

- Click the "**From ... To"** button, then click on the **First Lane number** and then click on **Last Lane Number**;
  The lanes in the range will be selected automatically.
- Use **Select All** to select all the lanes
- Use **Clear All** to delete the selection.
- Clicking on one of the recent selections button will repeat the previous multiple lanes selection.

Pinsetter Basic Settings



Pinsetter Control

The pinsetters control is a toggle selection between different pinsetter and their status. The pinsetter settings icon changes the display to show the current status for the desk operator:

AUTO (Suggested Status): Pinsetter will turn ON when the lane is in use by bowlers, and the pinsetter will be turned OFF when the Game/Time is over.

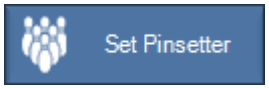
ON: Pinsetter is always ON (normally used for lane maintenance)

PRACTICE: Pinsetter in practice mode - scores will not be counted

OFF: Pinsetter always OFF

EXTERNAL: Pinsetter will be controlled by external manager mechanical switches (if available)

Cycle or Reset Pinsetter: Pinsetter will be cycled and change ball number status.



Set Pinsetters: Pinsetter is cycled and sets the same bowling pins prior to clicking this button.
Note: Available only for Brunswick GS series pinsetter

Figures*: After each ball, the pinsetter will set the same pins configuration, until the key is turned back to 10 pins mode. *Note: Available only for Brunswick GS series pinsetter*

Set Pins and First Ball*: Set the pinsetter to 1st ball with specific pins setup configuration
Note: Available only for Brunswick GSX and TMS pinsetter

Set Pins and Second Ball*: Set the pinsetter to 2nd ball with specific pins setup configuration
Note: Available only for Brunswick GSX and TMS pinsetter

**Note: A pins selection screen will be displayed to select the specific pins setup configuration*

Pinsetter Basic Settings

Practice mode Settings: Select the practice mode Throws/Time and a quantity of throws/minutes.

¨ þ **Pinsetter to Auto at the End of Practice:** When enabled, the pinsetter will be replaced as Auto mode 15 seconds after practice is over.

¨ þ **Pinsetter Phased with Score:** When enabled, the score checks the 2nd Ball signal before detecting the second shot of the frame. *Note: Disable this tag only if the pinsetter can't provide the 2nd ball information to the scorer.*

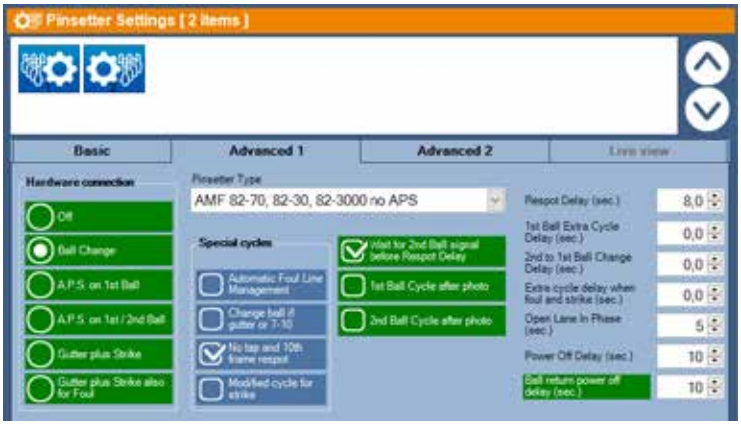
¨ þ **During Practice: Full set of Pins:** When enabled, during practice mode, the score sends a fake strike pulse for respotting the pinsetter that will replace a new set of pins after every shot (functionality depends on the pinsetter model).

¨ þ **Pinsetter ON when Practice:** When enabled, the pinsetter will cycle normally even during Practice mode, when disabled, the pinsetter executes the standard AMF practice (no sweep cycle, only the wheel and ball return runs). Only for AMF 8290/8270/8230

¨ þ **Disable Cycle with no Active Player:** When enabled, the pinsetter does not cycle if the players are stopped or the lane is empty. *Note: Feature not working with string and GS pinsetter.*

¨ þ **Automatic Foul Line:** When enabled, the foul line will power ON when the lane will open in Crossed Mode *Note: Feature available also for Open Mode*

Pinsetter Advanced Settings (1) (2)



WARNING

This chapter explains the features only available. Refer to Pinsetter installation manual for correct pinsetter settings
Most of the following settings are defined by Scoring installers and can be changed only by authorized users; Incorrect settings & changes could compromise the scorer's detection or the interaction Score à Pinsetter
Contact the Steltronic customer Service before proceeding.

Pinsetter Type

Select a Scoring system compatible pinsetter with a selection of default settings.

Hardware Connection

OFF: Select if no special connections are used for pinsetter managing. (Brunswick A1/A2, AMF 8230/45/70 solid state chassis, String pinsetters, GS pinsetters).

Ball Change: Select if pinsetter chassis has a change ball switch input or a special device for managing the changed ball (AMF 8270 solid state, Brunswick with extra "new pins" solenoid).

When Scorer detects a strike, the API sends a pulse signal to switch the pinsetter from 1st to 2nd ball, then a pulse cycle for simulating the fast strike. 1st ball cycle after photo selection is mandatory.

APS on 1st ball: Enable the APS code for AMF 8270uP/8290 First Gen chassis and other APS compatible chassis.

APS on 1st /2nd ball: Enable the APS code for AMF 8290XL and 8290XLi on 1st and 2nd ball.

Gutter + Strike: Enable the Gutter and the Strike output required for VIA/XIMA pinsetters.

Gutter + Strike also for Foul: Enables the Gutter, Strike and Foul output required for Jangji Vision pinsetters.

Special Cycles

¨ þ **Automatic Foul Line Management:** Use only for pinsetters without native foul cycle (Brunswick A1/A2 and GS). When enabled, pinsetter receives:

- 3 cycle pulses (When Ball Change is not connected) *Mandatory specify 1st Extra Cycle Delay*
- Change ball + Cycle + Change ball (When Ball Change is connected) *Mandatory specify 1st Extra Cycle Delay*
- Cycle + Set (When a GS pinsetter is selected)

if foul is detected in 1st ball. Respot Delay, and 2nd to 1st ball extra cycle delay are mandatory settings.

¨ þ **Change Ball if Gutter or 7-10:** Only for Brunswick A1/A2 with extra solenoid installed, AMF 8230/45/70 solid state chassis and 8270uP/ 8290/ 8290XL/ 8290Xli pinsetter.
When Scorer detects only pins 7 or 10 down, or a gutter, the API sends a change ball signal to the switch pinsetter from 1st to 2nd ball without performing a cycle. 1st ball cycle after photo selection is mandatory.

¨ þ **No-Tap and 10th Frame Respot:** Mandatory for all pinsetters. When enabled, it manages the special respot cycle-cycles for No tap bowling game and closes the extra throw after a spare in the 10th frame.

¨ þ **Modified Cycle for Strike:** Enable or disable the fast strike cycle. APS or change ball are mandatory.

Other Selections for Advanced (1)

¨ þ **Wait for 2nd Ball before Respot Delay:** Only for some string pinsetters. When enabled, the respot delay starts after the 2nd ball signal detection. When disabled, delay starts from the last trigger (used).

¨ þ **1st Ball Cycle after Photo:** Mandatory for Brunswick A1/A2 and pinsetter where the sweep interferes with pins' detection. When enabled, the score detects the pins then sends a trigger pulse to the pinsetter.

¨ þ **2nd Ball Cycle after Photo:** Mandatory for pinsetters where the sweep interferes with the pins' detection. When enabled, the scorer detects the pins then sends a trigger pulse to the pinsetter for changing to the 2nd ball cycle.

Timing Settings (in Seconds)

Respot Delay: Indicates how many seconds after

- The 2nd ball signal is detected (when waiting for 2nd Ball before Respot Delay is enabled)
- The last Trigger (when waiting for 2nd Ball before Respot Delay is disabled)

before sending a new trigger to the pinsetter.

1st Extra Cycle Delay: Delay in seconds from when the second ball lamp is switched off after extra cycle (second cycle) and the third cycle to set the pinsetter on the second ball in case of Foul detected on 1st ball; (when OFF and Automatic foul line management are enabled)
Delay in seconds from when the second ball lamp is switched off after the extra cycle (second cycle) and the 2nd to 1st Ball Change Delay in case of Foul detected on 1st ball; (when Change Ball and Automatic foul line management are enabled)

2nd to 1st Ball Change Delay: Delay in seconds from 1st Extra Cycle Delay and last change ball pulse in case of Foul detected on 1st ball; (when Change ball and Automatic foul line management are enabled)

Extra Cycle Delay when Foul and Strike: Delay in seconds from 2nd and 3th cycle pulse in case of Foul detected on 1st ball; Delay in seconds from 1st and 2nd cycle pulse in case of Strike detected.

Open Lane in Phase: Delay in seconds before the cycle command to a pinsetter that started in 2nd ball status.

Power OFF Delay: Countdown in seconds after the end of the game before the pinsetter will be switched OFF.

Ball Return Power OFF Delay: Countdown in seconds after the end of the game before the ball return will be switched OFF. *Note: This works only if the ball return is connected directly to the API ball return output.*

2nd Ball lamp after change ball mx delay: Timeout for 2nd ball signal after change ball. If score doesn't detect the 2nd ball signal, it will cycle anyway after this timeout. *Note: Leave 4s for all pinsetters*

Timed Mgs Cmd: When 0, the MGR command that controls Pinsetter Status (ON/OFF) is sent only when changed. Instead, if a value was specified, the MGR command will be sent in loop after specified time

Extra Features

Full Set to close Frame / Full Set with Spare or Strike / Reset after Ready / Convertible 5 and 10 Pin/ Shield Installed
The Extra Features are special features only needed for 5pin pinsetters in order to manage the 3rd ball cycle, ask directly to Steltronic Service for the correct settings for your pinsetter if needed

Figures

No Figures: Default selection for all pinsetters (Figures button not available)

GS-X Figures: Default selection for Brunswick GSX, Score set the pinsetter in Figure mode from serial connection

GS Figure: Default selection for Brunswick GS92-96-98, Score send only the pins configuration, pinsetter needs to be set on Figure mode directly on Brunswick Chassis using Key Switch

Other Selections for Advanced (2)

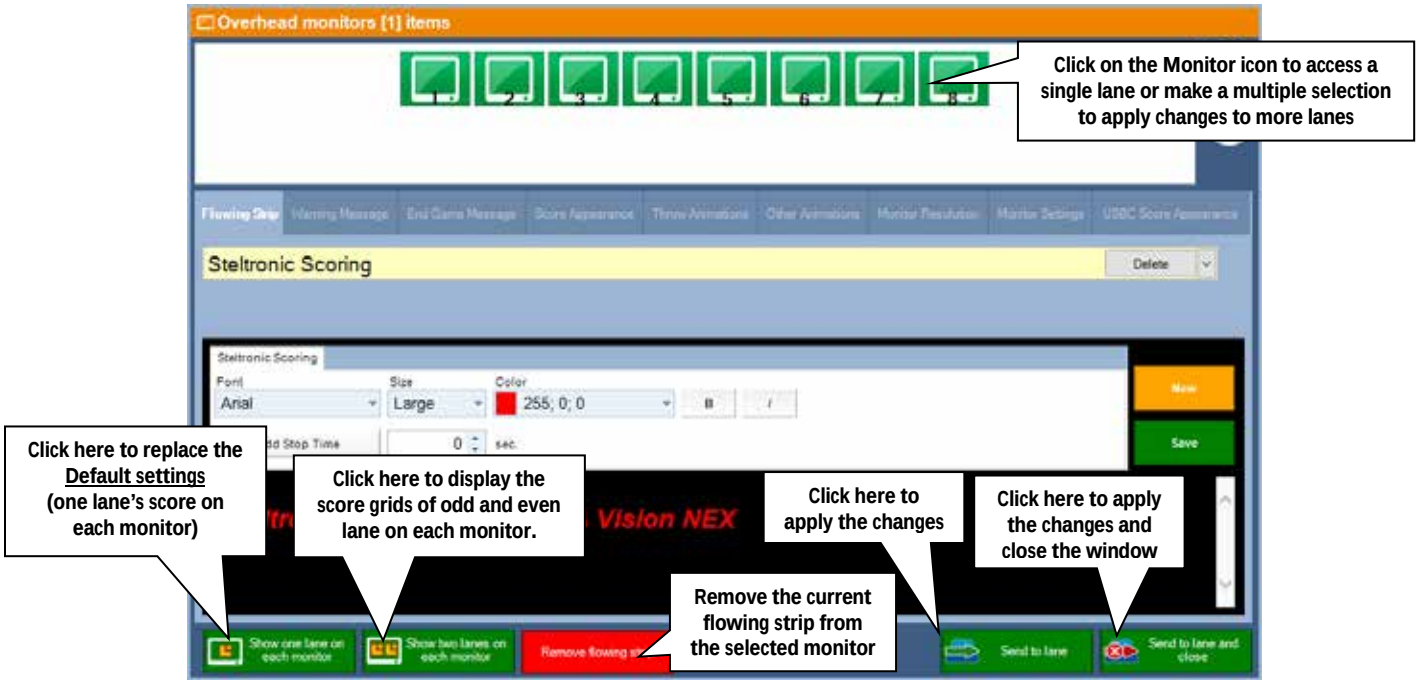
¨ þ **Set Pinsetter Enable:** Enable Set button, selection available only for Brunswick GS92-96-98-X

¨ þ **GS-X and TMS Set Pins Enabled:** Enable Set Pins and First/Second Ball button, selection available only for Brunswick GSX and TMS

¨ þ **Xli Foul in Warning mode:** When enabled the AMF Xli foul is set to Warning Mode
Note: Par_26 must be lower than 128 to control Foul Settings on AMF chassis

¨ þ **Override Practice settings when playing Tournament:** When enabled the practice set in BLS will be ignored, the practice will be done as set in Pinsetter Settings

Overhead Monitors settings



Available actions from Overhead Monitors control menu

Show one/two lanes on each monitor: This feature could be used to display the score of both lanes displayed on one monitor when one of the monitors is broken, or to display score in one monitor when the other is switched to TV input. Watch the football game on lane 2 and scores displayed from both lanes on a single monitor.

Flowing Strip: Send/Remove/Save Flowing strip messages on the lanes

Warning Message: Modify Warning message showed on Lanes

End Game Message: Modify End Game message showed on Lanes at the end of game

Score Appearance: Change appearance on score grid (Frame layout, Visible grids, Items visible in the Score grids)

Throw Animations: Enable/Disable graphic packages and select the animation type (3D Clip-Movie-Real Movie)

Other animations: Enable/Disable/Modify the length of animation used to inform the bowlers

Monitor Resolution: Check/Modify the resolution used by VLC for Lanes monitor

Monitor Settings: Settings for monitor automatization (only for monitors connected through RS232)

USBC Score Appearance: Modify appearance for USBC grid style

Flowing Strip

A Flowing Strip is the text message, which can be shown on the lane monitors. With Focus, each lane could load an individual text message and as soon as the text is saved, all lanes or a group of lanes could load the same text. There are 3 ways to manage the flowing strips to the lanes monitor:

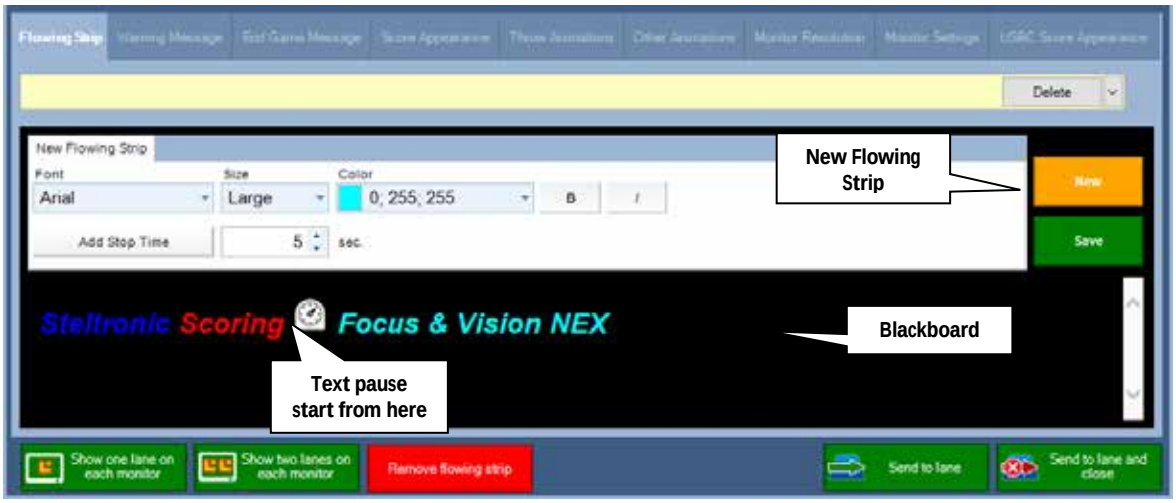
- **Send a temporary text:** The flowing strip will be displayed only on the selected lanes; Text cannot be changed after sending to the lanes; Text will not be saved and available for other unselected lanes; Text will be lost removing the flowing strip
- **Save and Send a flowing strip:** The flowing strip will be displayed on the selected lanes; text will be saved for other uses on other lanes and for further modifications
- **Send a saved flowing strip:** The flowing strip file will be taken from the saved list

Any changes made will be applied to the selected monitors after pressing **Send to lane** or **Send to lane and close** button.

Create a Temporary Flowing Strip

1. Select the lane or the lane range to display the flowing text;
2. Type the text in blackboard and click on the **Send to lane** button to apply.

Create and Save a new Flowing Strip:



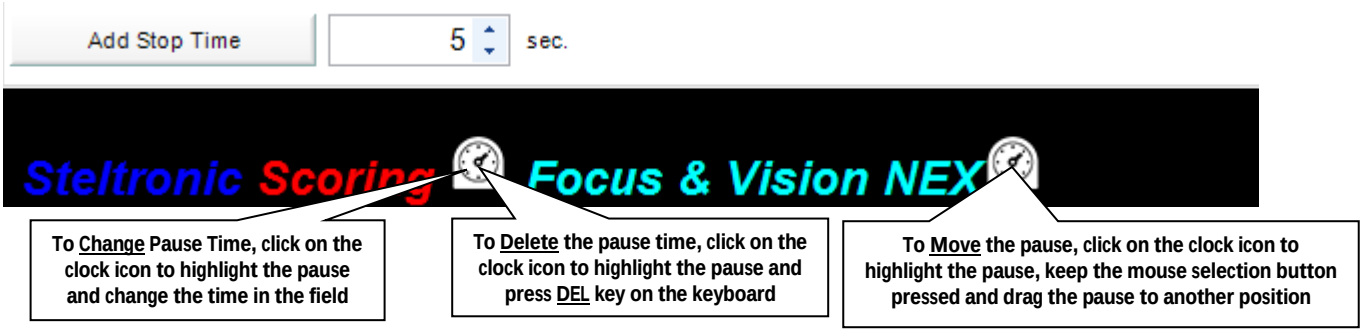
To create and save a new flowing strip proceed as followed:

1. Click on the **New** button to begin.
2. Click on the blackboard and start typing the text; The cursor will blink in the left corner of the blackboard.
3. Begin to type the text with the default character settings or use the Edit command to change the text properties; The text editor commands are the same of other windows text program (i.e. WordPad); Font, style size and color could vary in the strip text and could be changed at any time, simply by highlighting the text with a mouse:
   - **Font:** Select from the menu the text font style (Arial, Times new roman, etc....)
   - **Size:** Change the text dimension (XXSmall, XSmall, Small, Medium, Large, XLarge, XXLarge)
   - **Color:** Change the text color from the color map
   - **Size:** Change the text dimension (XXSmall, XSmall, Small, Medium, Large, XLarge, XXLarge)
   - **Bold:** Highlight the text, changing to **Bold** text
   - **Italic:** Highlight the text, changing to *Italic* text
4. Once the flowing strip is created, click on **Save** button, type the **Flowing Strip Title** and confirm; In case of text modification, click again on **Save** button to apply the last changes

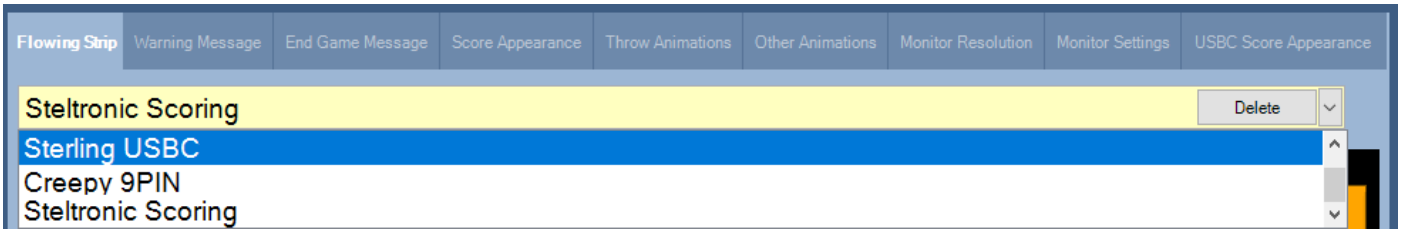
*Note: To create another Flowing Strip message click on **New** button*

Add/Remove/Vary a pause in the middle of the text

1. Move the cursor to the desired position on the text.
2. Select the Pause Time varying the value on edit text toolbar.
3. Click on **Add Stop Time** button; A "clock" icon will appear in the blackboard to indicate the beginning of the pause.
4. Repeat the steps on other text positions to add more pauses where needed



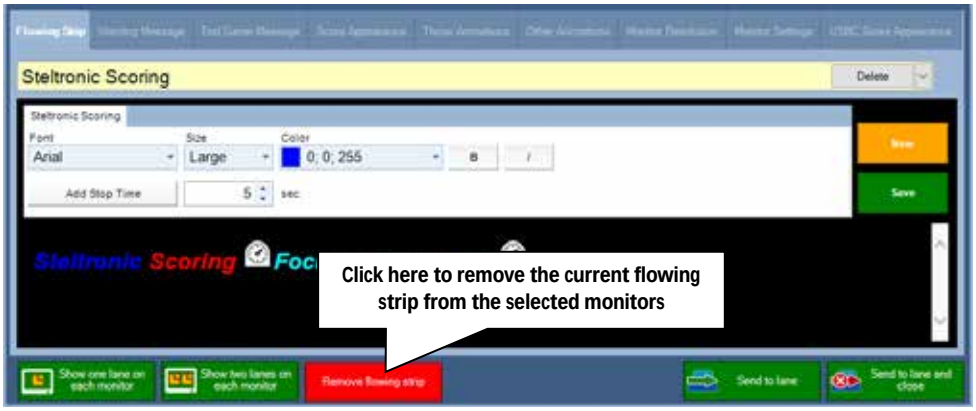
Loading an Existing Flowing Strip



Load the text from dropdown list box, and click on the **Send to lane** button to upload the flowing strip to the selected monitors.

Remove the current Strip

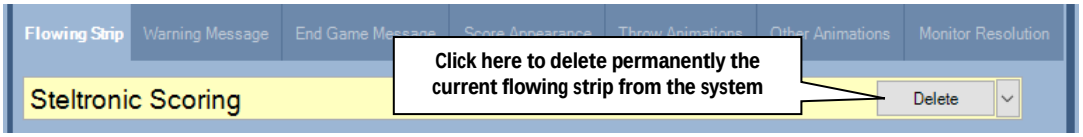
To remove the current flowing strip from the selected monitors press on **Remove Flowing Strip** button:



*Note: The "Best closure Award Games" generates a flowing strip automatically with the real time game results. At the end of the game, the flowing strip must be removed manually by clicking on the **remove flowing strip** button*

Delete a Saved Flowing Strip

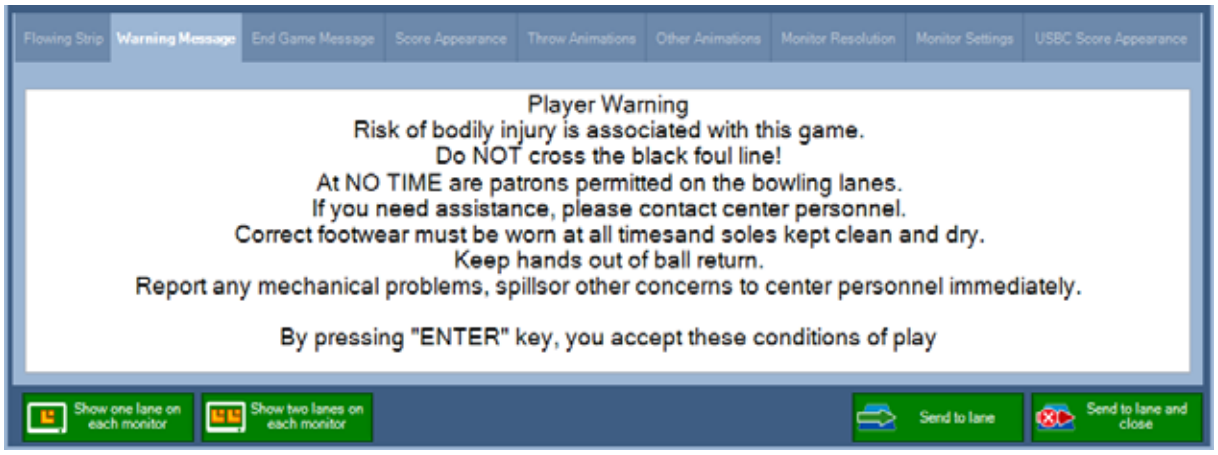
To delete permanently one text message, click on **Delete** button close to the dropdown box:



Warning Message

The **Warning Message** is a message showed on lanes monitor before powering ON the Pinsetter and ball returns that warns the bowler about the actions not to be done in order to prevent endangering themselves; Bowlers must accept the conditions of play by pressing the Enter button before start the game if enabled; The message can be edited as needed and can be also different for each lane.

Note: To display the message on lanes the relative's options must be enabled on Pair settings±Game settings 2



Any changes made will be applied to the selected monitors after pressing **Send to lane** or **Send to lane and close** button.

End Game Message

The **End Game Message** is the message showed at the once the game over is reached, this message informing the bowler about the actions needed to extend his game session.

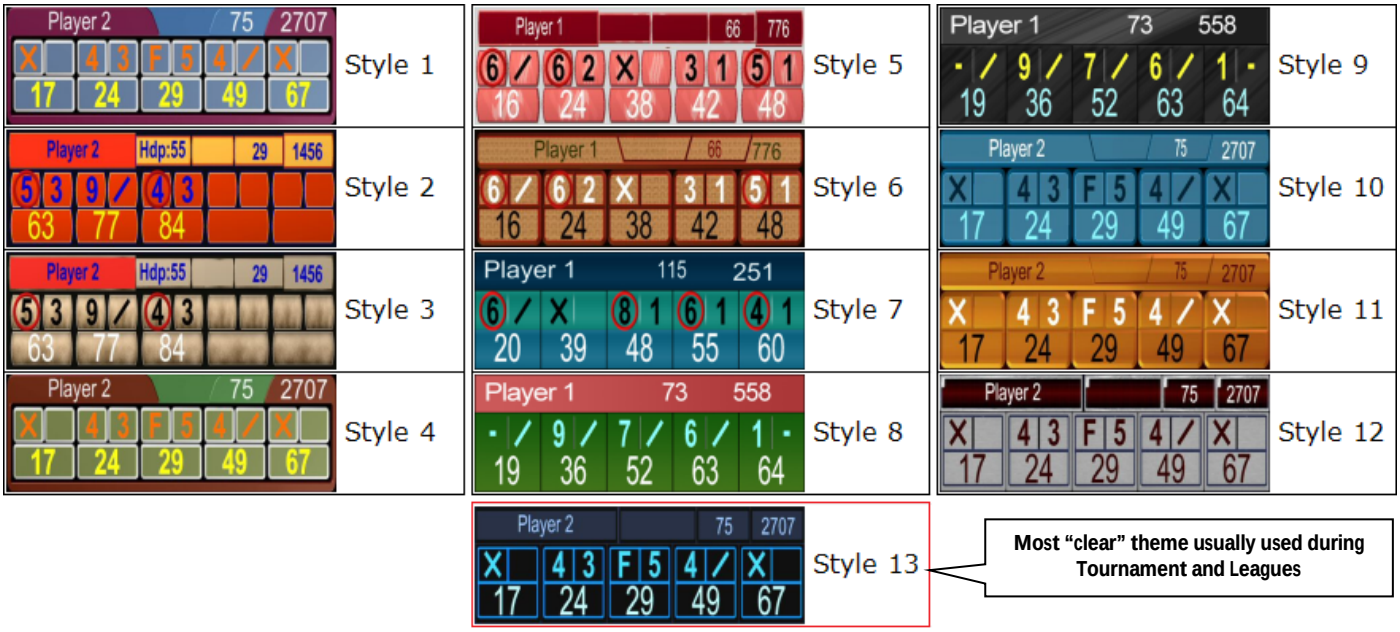
Any changes will be applied to the selected monitors after pressing **Send to lane** or **Send to lane and close** button.

Score Appearance

Any changes made will be applied to the selected monitors after pressing **Send to lane** or **Send to lane and close** button.

Theme

Click on Theme icon to select the theme for the Score Grids; 13 themes available, single lane selection possible.



Grid Layout Selection

TenOnly

FiveToTen (Grid Auto enlarge)

FiveOnly (Grid displays only 5 progressive frames

FiveOrTen (Grid switch to TenOnly after the 6TH frame)

¨ þ **Show Ball Speed:** Hide or display the detected ball speed for each throw.

¨ þ **Show Ball Speed when Gutter:** Hide or display the ball speed when score gutter *(recommended disabled).*

¨ þ **Fill all Frames (Five Pins Only):** Don't use, only for testing 5 pin mode.

Game Progress Delay: Delay in seconds from the last active bowler's throw before the scorer moves the active selection to the next bowler.

Swap Delay: Delay in seconds from when the grid stays on the lane before the team's swap on the opposite lane (when lanes are working in Crossed mode).

Max Visible Strip: Indicates how many player strips will be displayed on the screen simultaneously; The excess strips will roll up on the screen as bowlers need to play.

Grids Items Selections

☐ Display scratch cumulative totals

☐ Display scratch total in frames

☐ Display provisional totals

☑ Display scratch cumulative totals

☑ Display scratch total in frames

☑ Display provisional totals

☐ Frame ruler on active player

☑ Frame ruler on active player

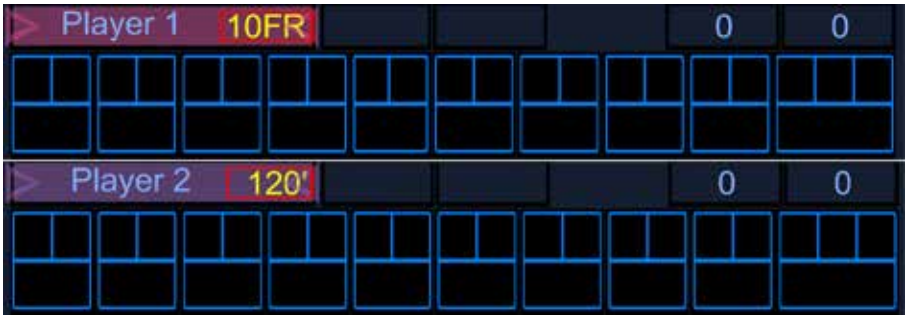
☐ Hide empty frames

☑ Hide empty frames

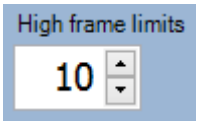
☐ Show cumulative totals

☑ Show cumulative totals

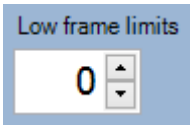
Remaining Time/Frames – Ball Seed Settings



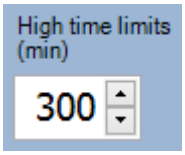
Note: The High/Low Frame/Time limits will show the remaining Frames/Minutes near the Player Name



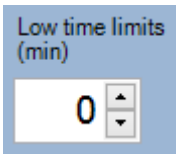
Available only for Bowling by Games/Frames with Game Over:
Choose the threshold of when show bowlers the remaining frames



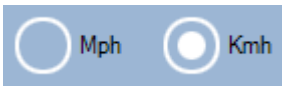
Available only for Bowling by Games/Frames with Game Over:
After this threshold the number of remaining frames Blinks on the Lane's monitor to warn bowlers that the games are close to finish.



Available only for Bowling by Time with Game Over:
Choose the threshold of when show to the bowlers the remaining minutes



Available only for Bowling by Time with Game Over:
After this threshold the number of remaining minutes Blinks on the Lane's monitor to warn bowlers that the games are close to finish.



Mph: Set the ball speed displayed on lanes in Mph
Kmh: Set the ball speed displayed on lanes in Kmh

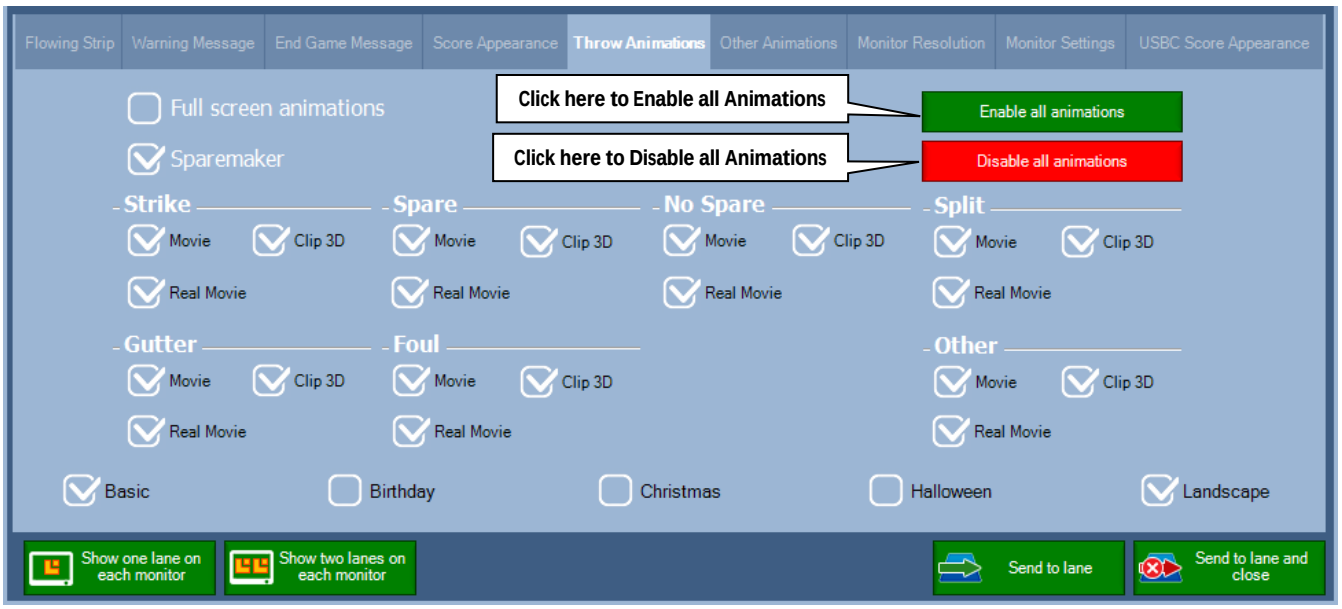
¨ **Near end frames ruler change:** When the score loads the last game, the frame ruler changes the color.

Note: Ruler color depends by the Theme selected

¨ **Vision LITE:** Automatically enabled in case of LITE package. Do not enable if not selected
When selected the lane will set in LITE mode, some lanes features will not work and only the last 3 grid style will be available. It will also disable the 3D animations.

Throw Animations and Graphic Packages

Throw Animations



For each event it's possible to choose the desired animation action (no selection = none). The events are: Strike, Spare, No-spare, Gutter, Foul, Split, Other (1st balls except when Foul or Split). The available choices are:

Clip 3D

Animations that interact with the score grids

Movie:

"Short 3D cartoon" overlap on the score grid

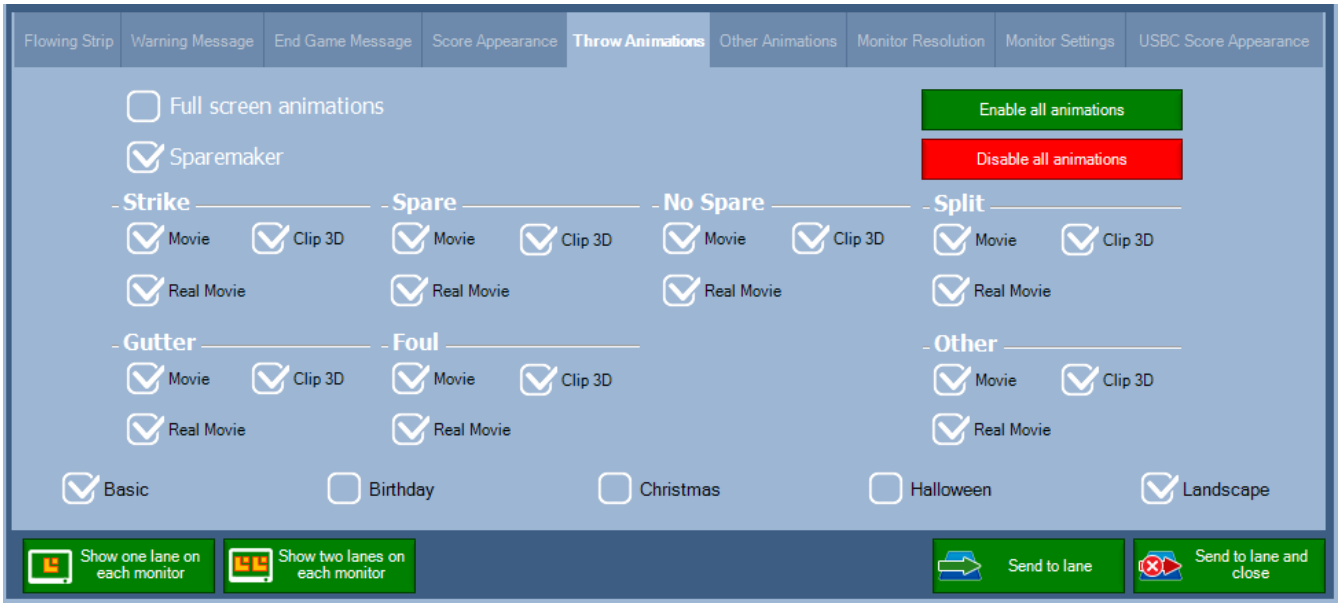
Real Movie:

Short clips with a live action of Sport & Entertainment

¨ þ **Full screen Animation:** When disabled, the Movies and Real Movies are displayed on a smartphone; When enabled the Movies and Real Movies will overlap completely with the score grids, but lose a bit of it's resolution.

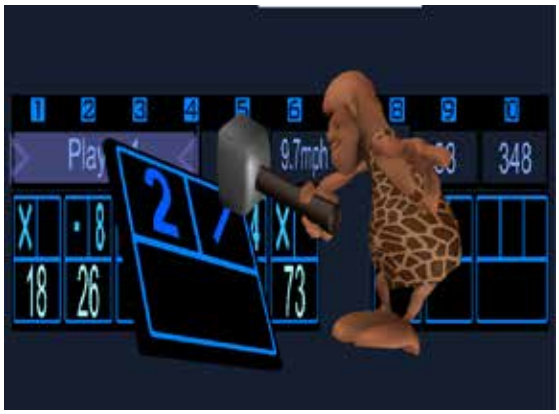
¨ þ **Sparemaker:** When enabled, it will show a suggestion for the trajectory to Spare the remaining pins on the lanes.
Note: This animation will be shown randomly when also other animations were enabled

Graphic packages



In the same section of **Throw Animation's**, it's possible choose a Theme (Graphic Packages) for the Clips 3D, Movies and Real Movies selected:

- **Basic**: Standard package of animations
- **Birthday:** Animations ad movies with interactions for birthday party
- **Christmas:** Animation and movies with Christmas season animations (Santa Claus, Snowman, etc.)
- **Halloween:** Animation and movies with "Scary" animation and movie for Halloween party
- **Landscape:** Vision NEX advanced package of 3D-Clips animations



Basic

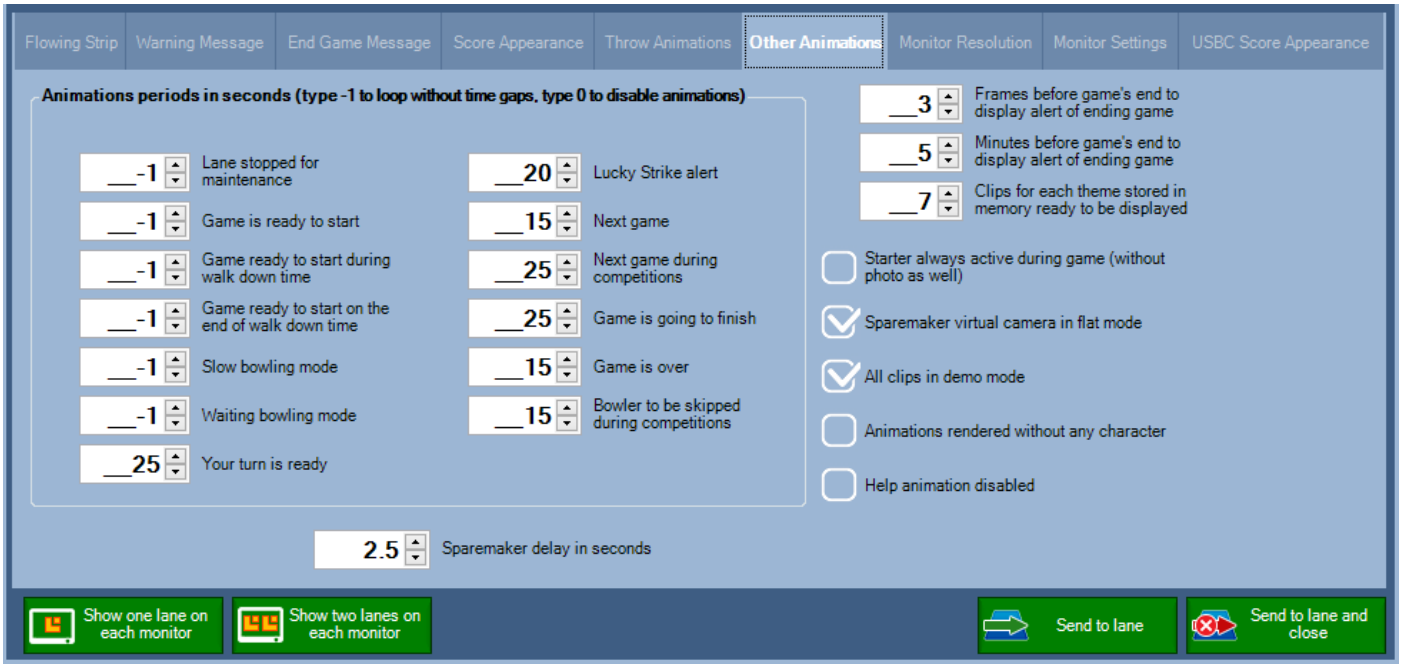
Landscape

Happy Birthday

Halloween

Christmas

Other Animations



For each Animation Message, it's possible to specify the time that elapses before showing the same message again on the lane monitors; The default values are already optimized in order to show the correct the animations on the lanes, but the timing can be edited if necessary; It's necessary to modify the Animations periods in seconds to make the modification relative to the animation message

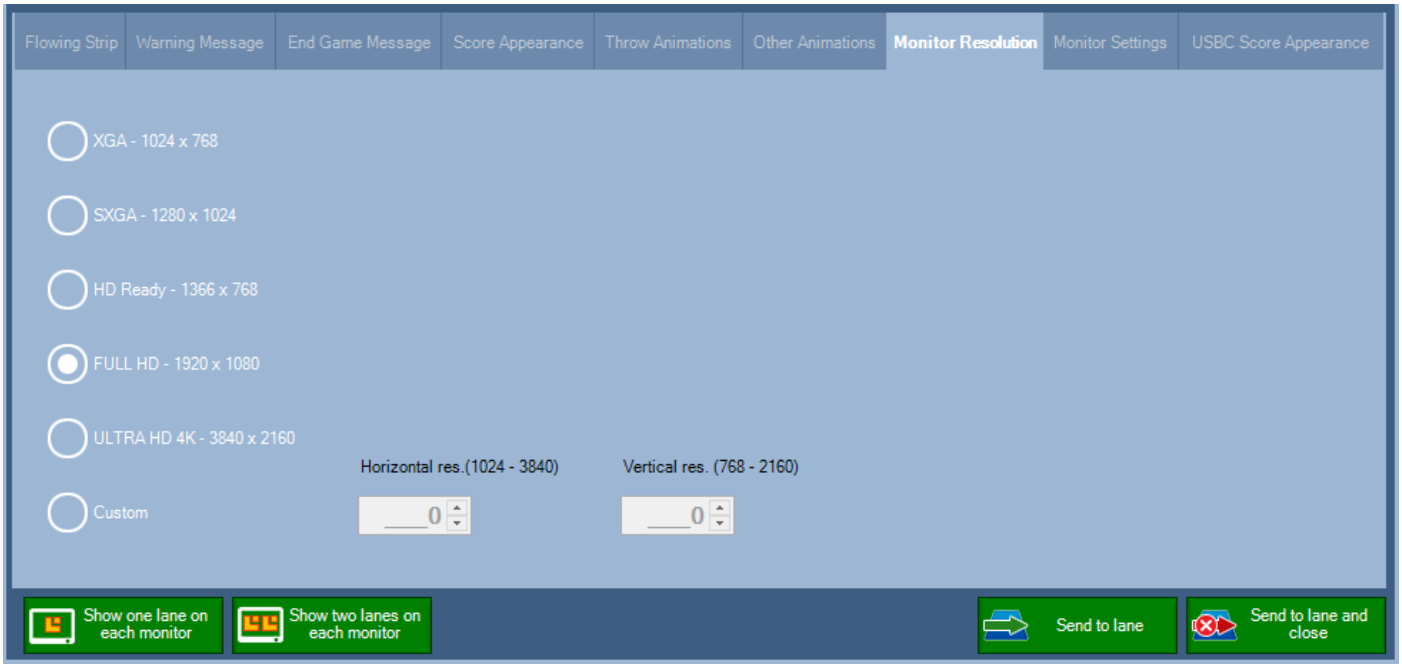
From **Other Animations** tab it's also possible to choose the threshold for the Animations message that aware the bowlers that their game session is nearly over:

Animation Message for Remaining Frame:
Frames before game's end to display alert of ending game

Animation Message for Remaining Minutes:
Minutes before game's end to display alert of ending game

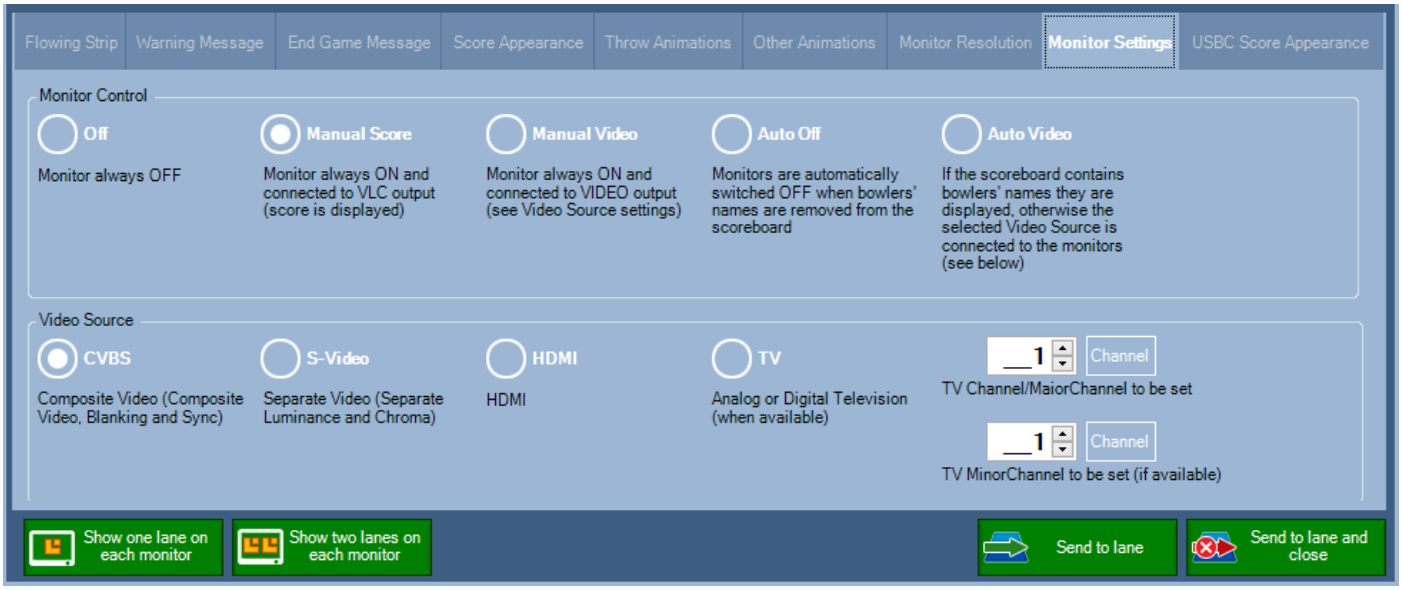
Note: All other settings are dedicated for a special software customization and have to be leave as default

Monitor Resolution



From the **Monitor Resolution** tab on Monitor settings, it is possible to vary the Video Resolution set for each lane according to the monitors capability; Both lanes of same lane pair need to have the same resolution set for both monitors in order to display the score correctly on Lanes monitor; The changes made will be kept after VLC reboot.

Monitor Settings



These options are available only when the monitors are controlled via Serial line by the VLC lane computer; The only monitors that support this interface are the following:

- Hantarex 32"/42" Playfair series
- Hantarex 32" SQTV
- Samsung Sync Master
- Samsung H40B
- Westinghouse VM 42F140S
- LG 42LH300C

Contact Steltronic Customer Service for further details if needed

Note: The USBC Score Appearance tab is dedicated to customize the Grid Style used for USBC tournaments

Pair settings

The pair setting button icon changes dynamically depending on the Game machine and Game type settings that could be varied in the Main Pair Setting Tab:

Pinsetters model

10 Pin (Standard Pinsetter)

5 Pins pinsetter

Duckpin pinsetter

Candlepin pinsetter

Special Games

3-6-9 game

5 Frames
(short game)

Odd- Even game

Low Ball Game

Grand Prix Game

VLC Control buttons

Reboot: Will restart the lane computer (VLC) *Note: Use restart only if the lane computer needs.*

Shutdown: Will power OFF the lane computer
Note: Use shutdown lanes to close the lanes at bowling center closure; Remember to switch off the Lane computer AC circuit breaker at the end.

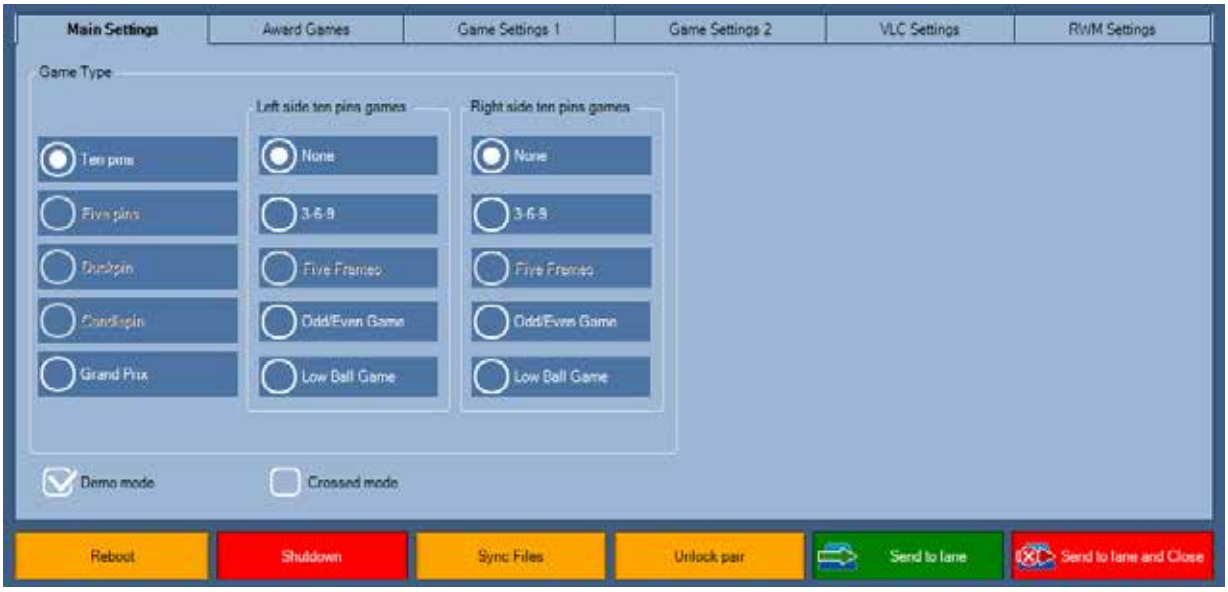
Sync Files Will start the file update on the VLC that is an operation required only to do updates to the lane computers, Movies and Advertising pictures change, or to update lane computers. *Do not select this while bowling lanes are running; lanes will be unavailable for a while during files sync.*

Unlock pair Emergency button used to resume a hidden lane.
A "hidden" lane has the icon transparent and it's not available and could be unavailable for a variety of reasons:
Lane opened but in use by another workstation; Cashier forgot the lane in pending operation, etc.
Pressing the **Unlock pair** button will close the previous status and change the lane to "available".

Send to lane: Send the changes to the lane and leave the window open.

Send to lane and close: Send the changes to the lane and close the window.

Main Settings



Game Type

þ ¨ **Ten Pins:** Standard 10 pins bowling game.

þ ¨ **Grand Prix:** Special game for 10 pins bowling game *Note: See next pages for more details.*

þ ¨ **Crossed Mode:** When disabled the lane play mode is in open Style; When enabled the lanes will play in League style format: Lanes switch sides after each frame or after the frame selection in GameSettings2.

þ ¨ **Demo Mode:** The score plays automatically by itself. *Note: This feature could be used to test the system or to make some practice with focus functions, do not enable during the bowling time.*

The following options require special pinsetters, do not tag if the machine type do not match; In case of error, replace the Ten pin selection:

þ ¨ **Five Pins:** selection is ONLY for Canadian 5 pins game.

þ ¨ **Duckpin:** selection is ONLY for Canadian Duckpin.

þ ¨ **Candlepin:** selection is ONLY for Candlepin.

Special Games

The following options can be set individually for left and right lanes, but cannot be changed when the lane is in use:

þ ¨ **None:** Standard Bowling game with 10 Frames.

þ ¨ **3-6-9**: When this game is active, the 3rd, 6th, and 9th frames have an automatic STRIKE score.

þ ¨ **Five Frames:** Short competition, the game is played with 5 frames instead of 10 frames (the frame #5 is like the Frame #10th)

þ ¨ **Odd-Even Game:** The player must bowl an even number of pins to be automatically attributed a Strike; when an odd number of pins is bowled, the player is automatically attributed a Spare on the second frame.

þ ¨ **Low Ball Game:** The purpose is to have the lowest possible score without throwing the ball into the gutter; it is necessary that the players try to knock down only one pin with each throw, avoiding gutter, that will be score as Strike; on the second ball Gutter is score as Spare.

Grand Prix

The **Grand Prix** is a different way to play bowling (10 pins) that is a sort of a "Competition Race".
Each bowler is represented by a Car on a Competition Circuit; the score determines the car's position, the highest scoring car overpasses the others.
In the spirit of competition, it is mandatory to set a Game/Time over limit when selling the lane; at the end of game the score shows the result with the top list and the first 3 winners. The grand prix competition could be set in 2 ways:

Single lane competition: Bowlers of the same lane playing against each other.

Multiple Lanes competition: All the bowlers of the lanes where Grand Prix is in use playing against each other.

Notes:

- *Grand Prix is for Pair of Lane. Is not possible to play Grand prix only on left or right side of pair.*
- *The "crossed style" bowling is not available for Grand Prix.*
- *It is possible to switch from Grand Prix to Ten pins (and vice-versa) any time, even during play; The score maintains the bowler's name, score and payment details; during the Game switch the lane computer performs a quick reboot to load/discharge the special Graphic for Grand Prix.*

Grand Prix Single Lane competition

Click on **Pair Settings** button of the lane pair, on the Main Settings tab enable **Grand Prix**; After a quick VLC reboot, the lanes will be showing the Grand Prix race; Now will be possible to open the lane as usual from Lane icon window; If the lane was already open, bowlers continue to play automatically in Grand Prix mode.

Grand Prix Multiple Lane competition

Set all the lanes in **Grand Prix** mode and after the quick reboot, make a multiple lane selection, click on Pair Setting button and open the **Award Games** Tab.

Select from Award Games dropdown box **GP_Multilane** and tag the checkbox "Competition active on the selected games", click on Send to lane and exit to confirm and close.

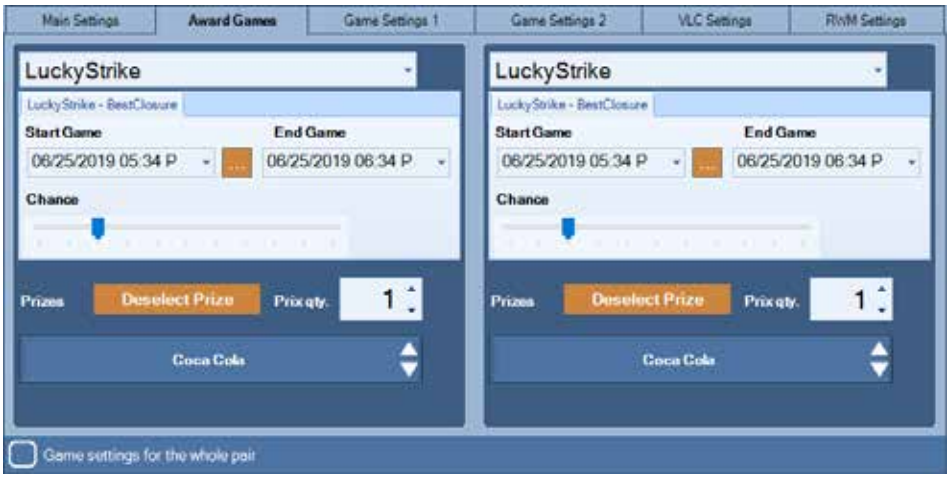
Award Games

The **Award Games** are bowling games where the bowlers could win a prize; The award game starts automatically when programmed on the lanes: a warning message explains to the bowlers the kind of game and how to win the game; From the Front Desk, the cashiers can check the Award list and when bowlers come to the desk, print out a ticket as a prize coupon.

Lucky Strike

Lucky Strike is a prize game where Randomly a sign will appear that says "Bowl a Strike now and you win a "prize"; If the bowler throws a strike when the sign appears, he/she wins.

Enable the Lucky Strike Game



1. Click on Pair Settings à Award Games tab; choose Lucky Strike from dropdown box selection.
2. Enter the Start Game Time and End Game time, or simply click on to choose a time period.
3. Move the chance cursor; The Chance cursor determines the percentage of 'opportunities' the bowlers will have to see the message "make a strike and win".
4. Choose a prize from the list and the quantity. *Note: Prize are Proshop/Food & Drink items with "it's a prize" checkbox enabled, see "Products and Rates" for details).*
5. Press Send to lane to confirm.

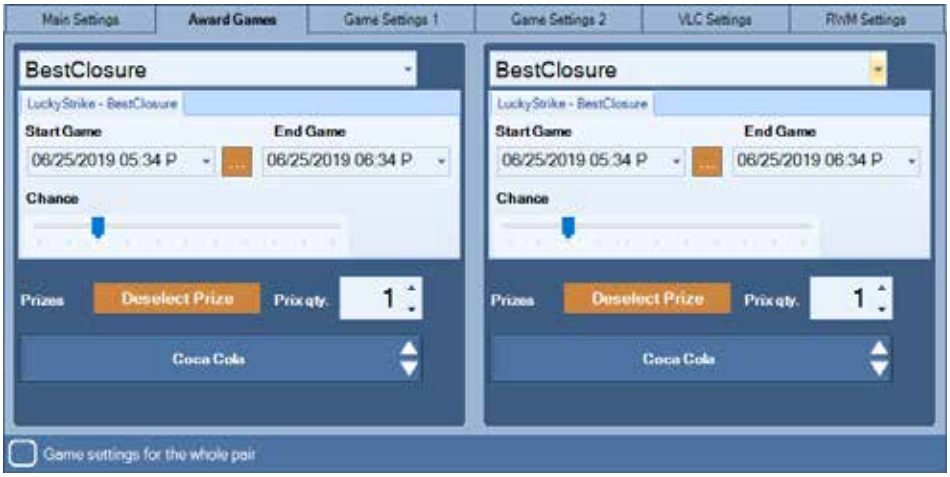
Disable Lucky Strike Game (before end game expire)

1. Click on Pair Settings à Award Games tab; choose None from dropdown box selection.

Best Closure

Best closure it's a Prize Game that needs to be activated on multiple lanes in order to be effective (though it can be on only two lanes); The prize is won by the lane and bowlers who throw the most strikes and spares within the allocated time; A message will appear on Lane monitor to advise the bowlers and a flowing strip with "real time points" will start automatically as soon as the game begins.

Enable the Best Closure Game



1. Make a multiple lane selection.
2. Click on Pair Settings à Award Games tab; choose Best Closure from dropdown box selection.
3. Enter the Start Game Time and End Game time, or simply click on to choose a time period.
4. Choose a prize from the list and the quantity. *Note: Prize are Proshop/Food & Drink items with "it's a prize" checkbox enabled, see "Products and Rates" for details).*
5. Press Send to lane to confirm.

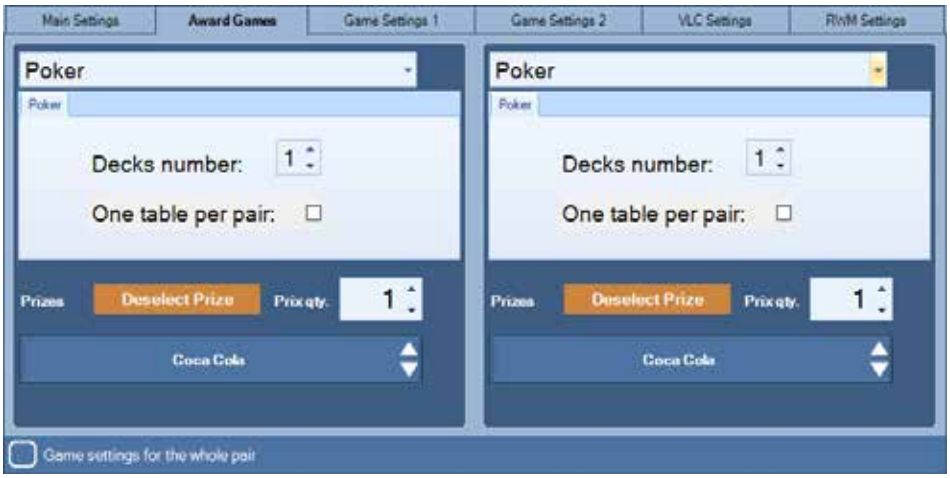
Disable Best Closure Game (before end game expire)

1. Click on Pair Settings à Award Games tab; choose None from dropdown box selection.

Poker

Poker is a prize game where randomly a "Card Dealer" appears during play and gives poker cards to the player; The bowlers will receive a new card when a Spare or a Strike will be made; At the end of the game the player who has the best Poker hand will win the game and the relative prize

Enable the Poker Game

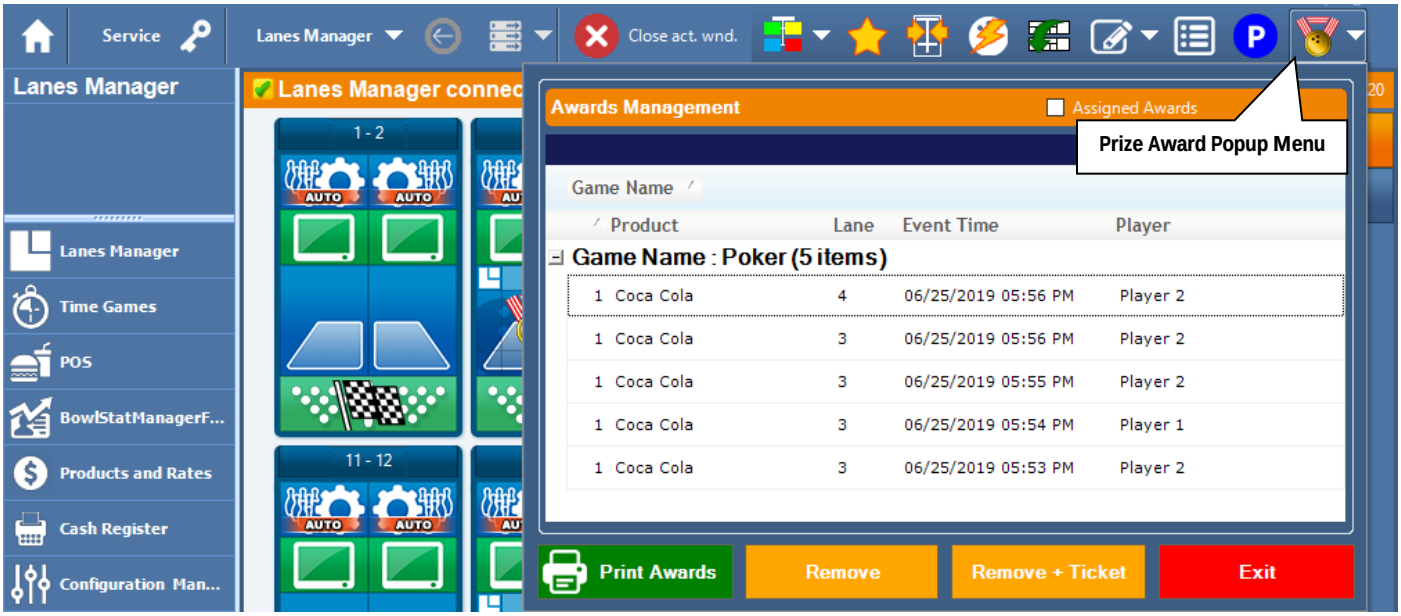


1. Click on Pair Settings à Award Games tab; choose Poker from dropdown box selection.
2. Choose a prize from the list and the quantity. *Note: Prize are Proshop/Food & Drink items with "it's a prize" checkbox enabled, see "Products and Rates" for details).*
3. Choose the number of the Desks. *Note: Default is 1 Deck*
4. Select One Table per Pair checkbox if you want use the selected Decks for the whole pair of lanes
5. Press Send to lane to confirm.

Disable Poker Game (before end game expire)

1. Click on Pair Settings à Award Games tab; choose None from dropdown box selection.

Consign the Award Prize



As default, in the award management menu, are the details of the not-jet- assigned award: Type of Award game; Prize name and quantity; Lane Number; Player Name; Date and Time.

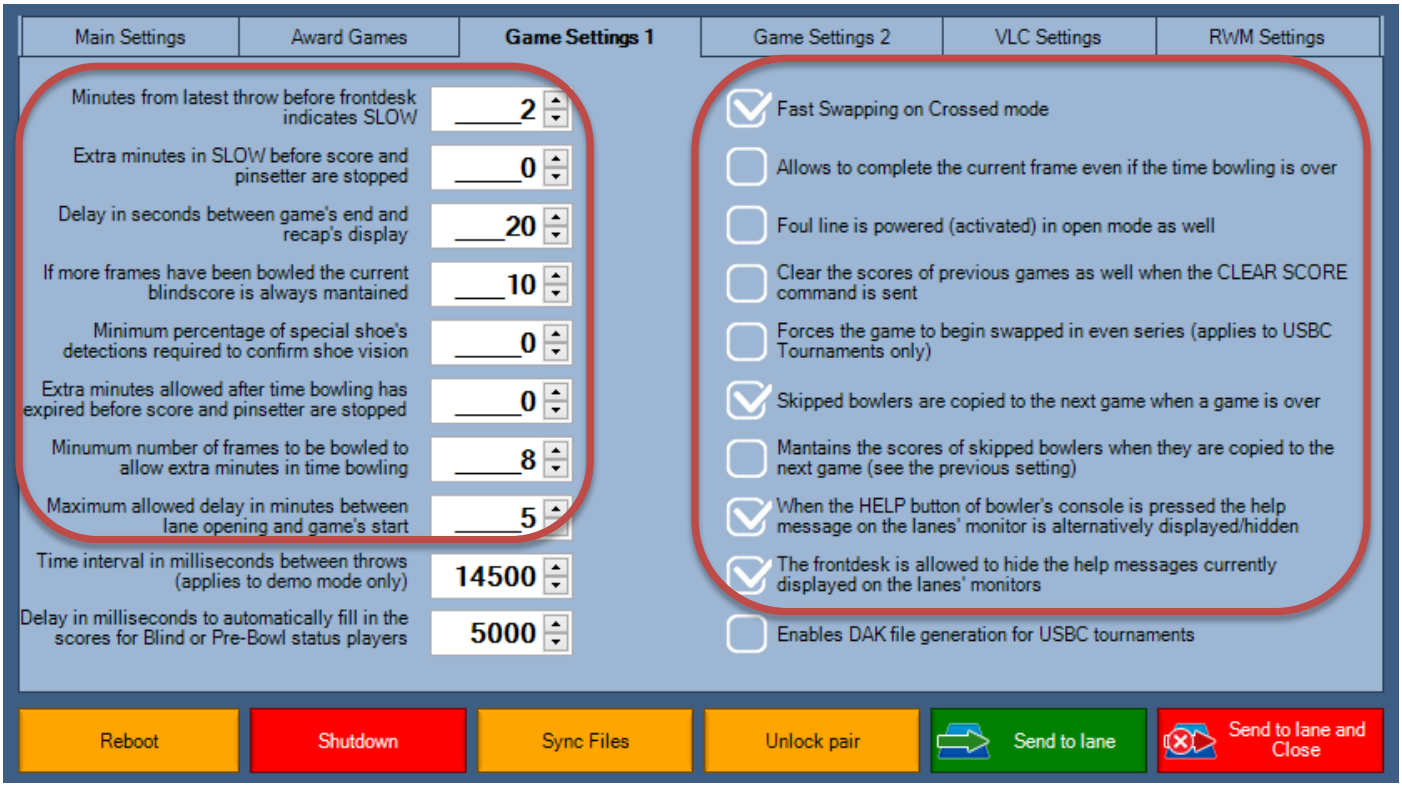
¨ þ **Assigned Awards:** Hide/Show the award already assigned

Remove: The highlighted award will be removed from the list without ticket.

Remove + Ticket: The highlighted award will be removed and a ticket will be printed from the Ticket Printer.

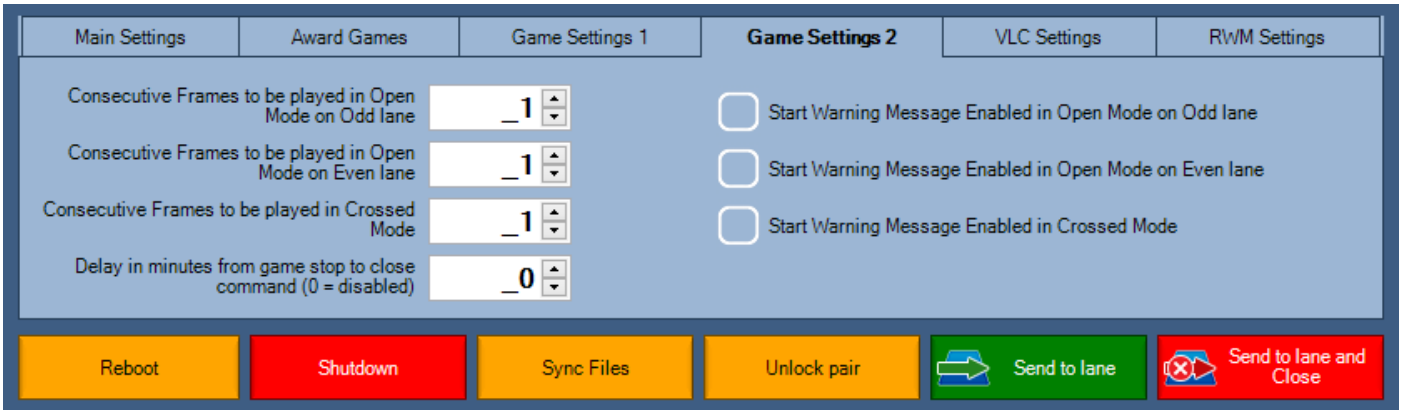
Print awards Preview of awards list sheet with the possibility to print it on the Score Printer.

Game Settings 1



Note: It's suggested to modify only the fields in the Red Squares, in case of doubt, contact Steltronic customer Service.

Game Settings 2



The Bowling game usually let the bowler to play 1 frame before to swap the player, however it's possible choose a different limit for Open and Crossed mode operating on the following parameters:

- **Consecutive Frames to be played in Open Mode in Odd Lane**
- **Consecutive Frames to be played in Open Mode in Even Lane**
- **Consecutive Frames to be played in Crossed Mode**

Delay in minutes from game stop to close command: When the game session ends (Stop is flashing on the lane icon), after selected minutes, the lane will be closed automatically; Zero mean disabled, the lane remains "opened" but the game is stopped. *Note: This feature will work only for the lane opened in Prepaid mode*

¨ þ **Start Warning Message Enabled in Open Mode on Odd Lane:** Warning message will be displayed on Odd Lane

¨ þ **Start Warning Message Enabled in Open Mode on Even Lane:** Warning message will be displayed on Even Lane

¨ þ **Start Warning Message Enabled in Crossed Mode:** Warning message will be displayed when lanes are set to Crossed mode

In all 3 cases the bowlers need to press ENTER on bowlers Console to accepted the condition and start to play.
Note: The warning message has to be written manually on Overhead Monitor à Warning Message tab.

RWM Settings

These tabs are reserved to Steltronic installers, **Contact Steltronic Customer Service in case of needs.**

Instant Glow & Foul lane control

The icons are toggle buttons and a click will **Enable/Disable** the function. *Note: The settings will only be changed if scoring hardware/devices were connected for this purpose.*

Instant Glow: This function will automatically set the Camera parameter for the glow pins reading and it will switch the light from white to glow. Special pinsetter hardware may be required if dual lamps were not already installed.

Foul Line: This function will power ON/OFF the foul line *Note: You can have the system automatically turn on your foul lights for league play and/or open play bowling; When the lane is sold, the foul lights could be automatically switched on.*

Instant glow **OFF**

Instant glow **ON**

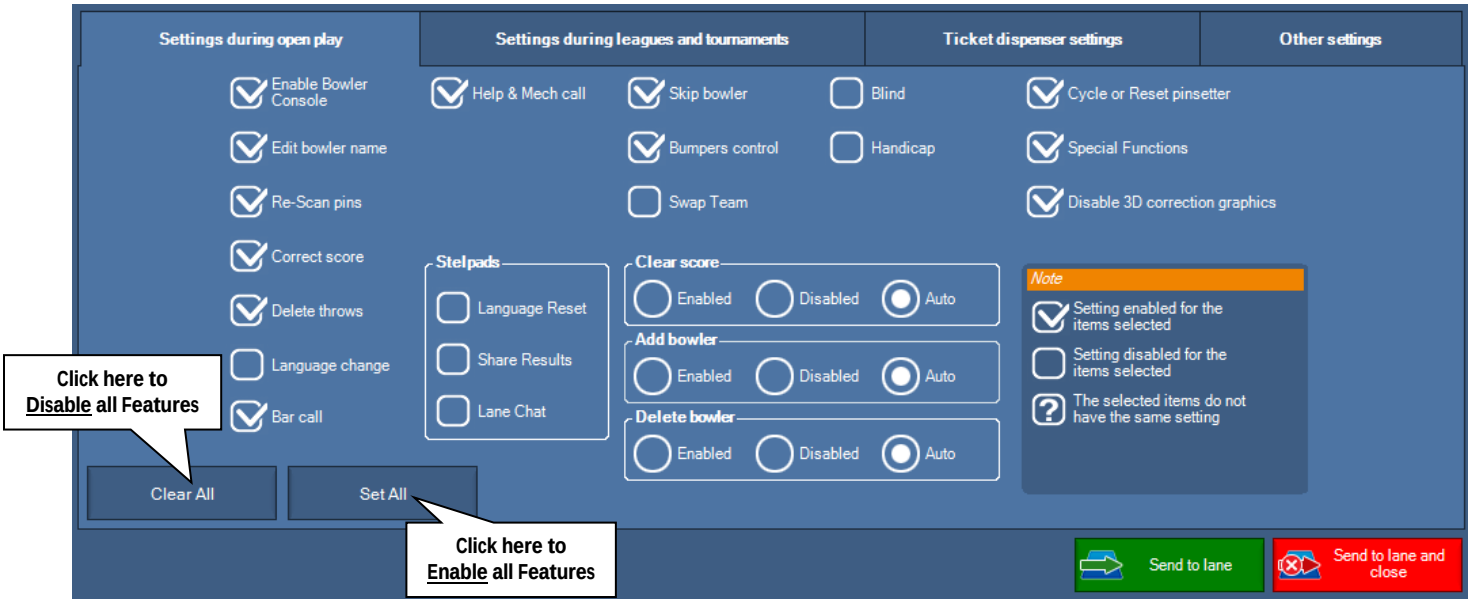
Foul line **OFF**

Foul Line **ON**

Bowler's Console Function

Open/Leagues and Tournament settings

The Bowler's Console functions can be enabled/disabled from the Front Desk; Each lane can be set separately or using the multiple commands. It is possible to set all lanes or a group of lanes the same way; It's also possible to define different settings for Open Play and for Tournament Play; The settings are permanent until the next change.



Note: Enable Bowler Console is a "priority" check, when disabled the bowler's console will not work at all.

The following Features refers to All bowlers Console Available (Qwerty UFO, Joystick, Touch Screen and Stelpad):

¨ þ **Enable bowler Console:** Enable/Disable the Bowler's Console Menu.

¨ þ **Edit bowler name:** Access to name edit menu and sub-functions, as editing last name, team, handicap, blind, changing of bowler's line up, removing bowlers, substituting players.

¨ þ **Re-Scan pins:** Access to Rescan button to "auto-recalculate" the score (Tell the camera to take another picture and make the adjustments as needed).

¨ þ **Correct Score:** Access to score correction menu.

¨ þ **Delete throws:** Allow/Deny to delete the last frame played from the bowler's console.

¨ þ **Language change:** Language changes on the screen menu. *Note: function not yet available*

¨ þ **Bar-Mechanic call:** Usage of the bar or the mechanic "on-screen-call".

¨ þ **Skip bowlers:** Allow/Deny to Skip or Unskip bowlers from the bowler's console.

¨ þ **Bumpers:** Allow/Deny the possibility to change the bumpers status for any player from the bowler's console.

¨ þ **Swap Team:** Allow/Deny the possibility to swap the team odd à ß even and vice versa from the bowler's console.

¨ þ **Blind:** Allow/Deny to set a bowler as Blind (or zero/blind) with the blind score from the bowler's console.

¨ þ **Handicap:** Allow/Deny to add/edit the bowler's handicap from the bowler's console.

¨ þ **Cycle or Reset pinsetter:** Allow/Deny the possibility cycle or re-cycle pinsetter from the bowler's console.

¨ þ **Set pinsetter (for GS pinsetters only):** Sends a command to replace the last detected pins on the pin deck.

¨ þ **Special Function (for GS pinsetters only):** Allow/Deny the access to the Figures menu form bowlers console.

¨ þ **Disable the 3D graphic score correction:** When enabled, load the simplified menu for Score correction. Bowlers can change the score using the numeric key for total instead of choosing the pins (require a QWERTY keyboard bowlers console, function not available with Joystick bowler Console)

The following Features refers only to Stelpad Bowler Console:

¨ þ **Language Reset:** Allow/Deny the user to modify the Language on VLC. *Note: This change requests a VLC restart*

¨ þ **Share Result:** Allow/Deny the Score Sharing on Facebook. *Note: Feature not available anymore*

¨ þ **Lane Chat:** Allow/Deny the Lane Chat features on Stelpad

For the following bowler's console feature there are 3 possible options: **Enabled – Disabled - Automatic**.
The option **Disable** stops access to the feature, the option **Enable** allows the use of the feature; The **Automatic** option automatically enables/disables access to the features following the default criteria conditions.

Clear Score: This option Allow/Deny the possibility for the player to delete the current score table and restart the play from the first frame of the current game. The Allow/Deny for the Automatic setting of "Clear Score" option is subordinated by the following conditions:

- Open Bowling, Time not limited: Option Disabled
- Open Bowling, Time limited post-paid: Option Disabled
- Open Bowling, Time limited pre-paid: Option Enabled
- Open Bowling, Frames not limited: Option Disabled
- Open Bowling, Frames limited post-paid: Option Disabled
- Open Bowling, Frames limited pre-paid: Option Enabled (counting already played frames)
- Tournament and leagues: Option Disabled

Add bowler: This option Allow/Deny the possibility to add players onto the lane. The Allow/Deny for the Automatic setting of "Add bowler" option is subordinated by the following conditions:

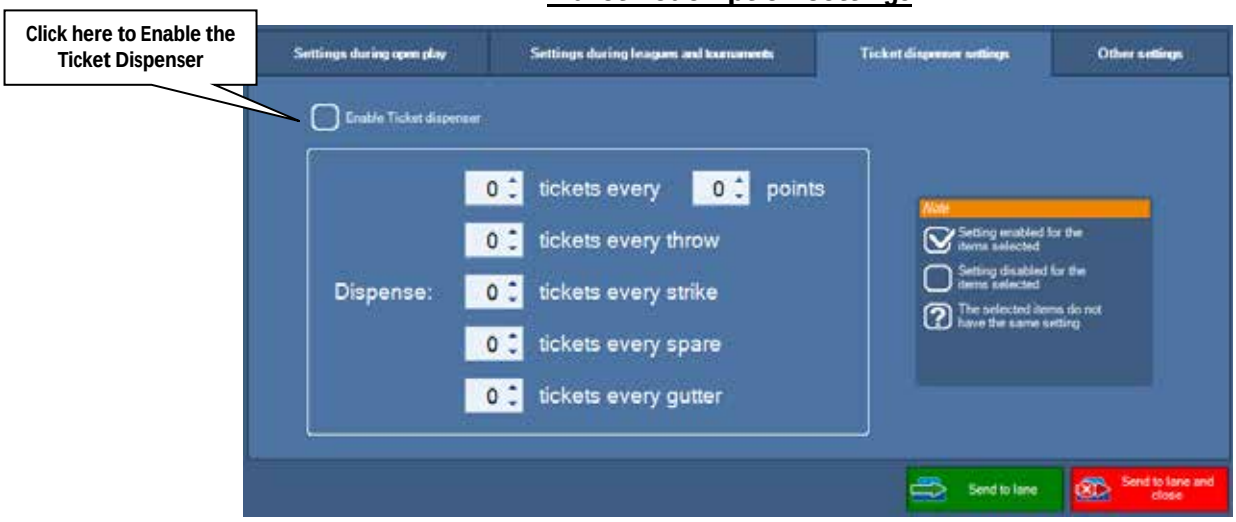
- Open Bowling, Time not limited: Option Enabled
- Open Bowling, Time limited post-paid: Option Enabled
- Open Bowling, Time limited pre-paid: Option Enabled
- Open Bowling, Frames not limited: Option Enabled
- Open Bowling, Frames limited post-paid: Option Enabled
- Open Bowling, Frames limited pre-paid: Option Disabled
- Tournament and leagues: Option Enabled

Note: In L & T this tab means "replace a deleted player" or "add a new player from the substitution list".

Delete bowler: This option Allow/Deny the possibility to remove players from the lane; The Allow/Deny for the Automatic setting of "Delete bowler" option is subordinated by the following conditions:

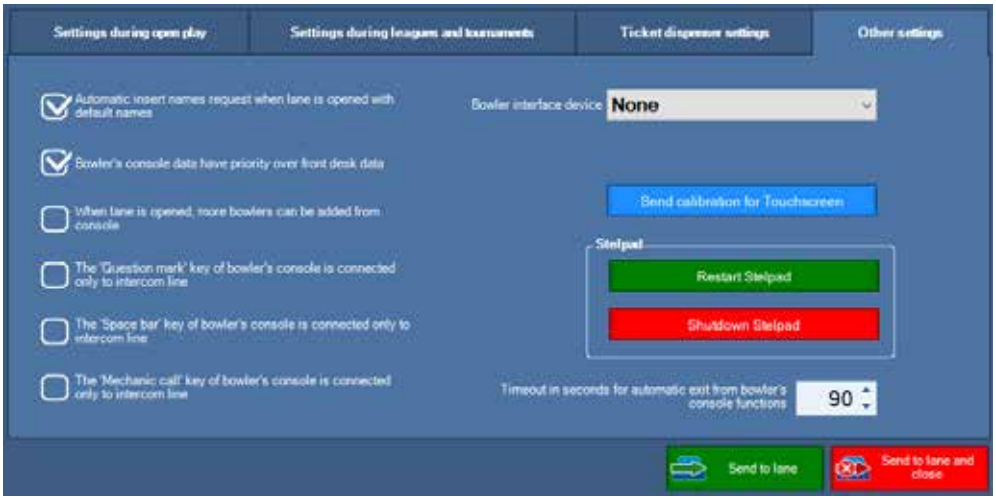
- Open Bowling, Time not limited: Option Disabled
- Open Bowling, Time limited post-paid: Option Disabled
- Open Bowling, Time limited pre-paid: Option Enabled
- Open Bowling, Frames not limited: Option Disabled
- Open Bowling, Frames limited post-paid: Option Disabled
- Open Bowling, Frames limited pre-paid: Option Disabled
- Tournament and leagues: Option Enabled

Ticket Redemption Settings



From the **Ticket Dispenser Settings** tab, it is possible to select how many tickets are dispensed for XX points, every throw, every Strike, every spare, every Gutter. *Note: XX number of pins to knock down for winning the tickets*
At the end of selection, click on **Send to lane** or **Send to lane and close** to confirm and exit.

Other Settings



Bowler interface device:

- None
- Joystick
- Wireless Table 433 MHz
- Wireless Table 915 MHz
- Keyboard (UFO Qwerty)
- Touch Screen

þ ¨ Automatic insert name when lane is opened with default names: When enabled, in case of conventional player name, on the lane monitors start the wizard menu for helping players enter their name from bowler's console.

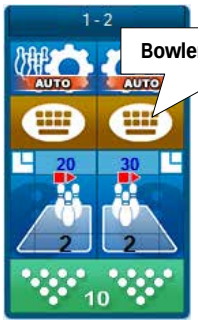
þ ¨ Question mark…/Space bar…/Mech call…: Options for bowler's console equipped with Intercom line.

Send Calibration to Touch Screen: Send the command for calibrate the Touch screen console. *Note: Not available for Stelpad*

Restart Stelpad: Restart the Stelpad associated with the selected lane.

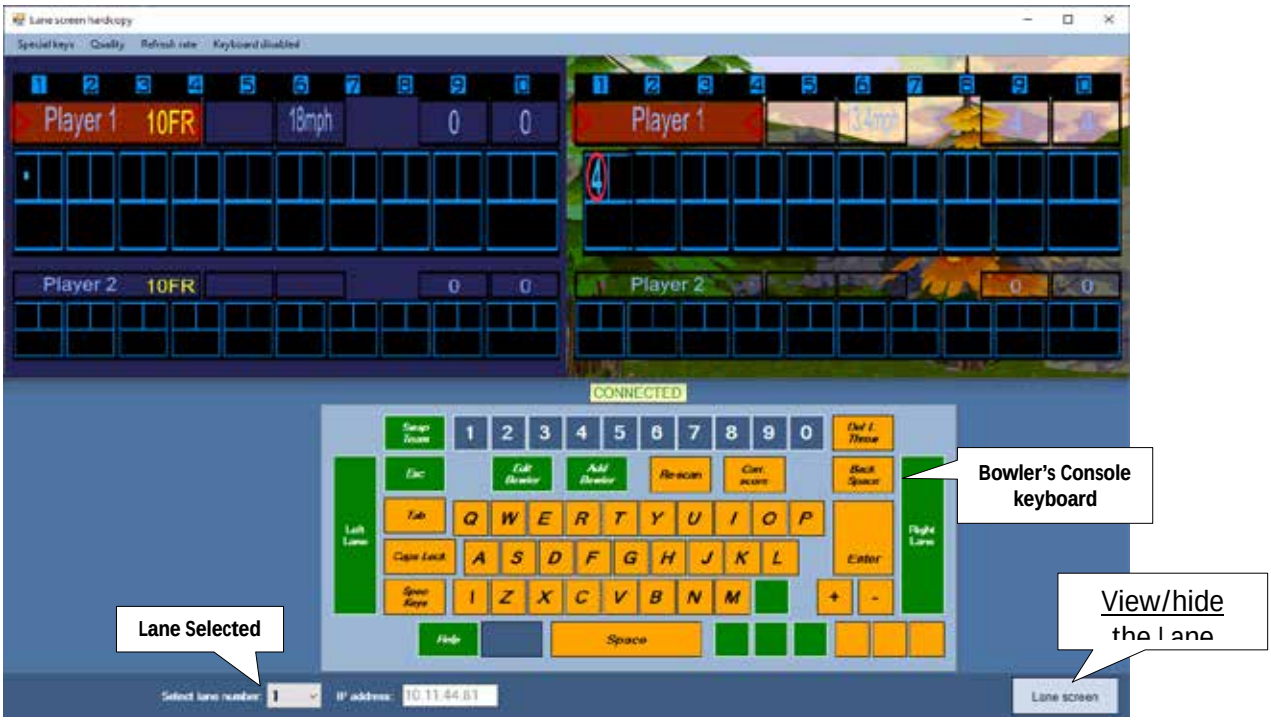
Shutdown Stelpad: Power OFF the Stelpad associated with the selected lane.

Bowler console Emulator



Bowler console emulator

The bowler console emulator is a function that allows the Front Desk operator to check the lane screen remotely and operate directly on the Bowlers console.



Once the connection is established, the Lane screen pops up automatically on the top of the bowler console window; The Lane Screen window is independent and can be moved around in the monitor as needed.
To control the Bowler's Console menu the Front Desk operator can use the keys located in the bowler console window, or clicking directly in the lane screen area with the mouse on the objects.

Tool bar commands:

Special keys (Alt-Ctrl-Del): This command works only if the Keyboard is enabled, when it is done, sends a CTRL-ALT-DEL to the lane computer that will switch to Windows Security screen. This procedure could be used to force the lane computer to restart or shutdown, choosing the option shutdown à Restart from the Security Screen menu. *Note: For safety reasons the keyboard connected to the Front Desk PC is disabled, because it is not helpful for on screen navigation and an improper usage can cause the Lane program exit, anyhow, clicking on keyboard disable will toggle to keyboard enabled (and vice-versa).*

Quality (Poor/good/Best): Change the resolution of the Lane Screen view.

Refresh Rate (Slow/Fast): Change the refresh speed of the Lane Screen view.

Keyboard Enabled/Disabled: Toggle command for Enable/Disable the keyboard connected to the Front Desk PC.

*Note: If the Front Desk keyboard ESC key is hit when the selection is keyboard enabled, the Lane computer program end and screen load the Vision Root maintenance menu; To restart the Lane bowling program from this status use the mouse to click on the **Launch PinScore** button and wait till the program complete the reload.*

Lanes Manager

About Bowling Players

WARNING

For safety reasons, lanes can be opened ONLY from a Focus Front Desk; Bowlers can't start the game by itself from the Bowler's Console, Bowler's Console access is allowed only after lane opening from the Front Desk.

There are varying ways to open the bowling lanes and many situations where you can interact with opened lanes during play; Focus program is designed to manage these events in more ways to let the Front Desk operator choose a desired method.

Most of the time the lanes are opened with the same settings. For example, some bowling centers like to open the lane in Prepaid mode collecting the transaction in advance; Instead some other centers like to set a game limit only, some by time, some by games; Before opening the lanes it's suggested to Setup the Lanes optional settings in the Focus Configuration Manager à Lanes tab as the Owner/Manager requested for his center

Focus considers players as 4 different types:

Conventional player: A conventional player is a temporary player and is the "usual mode" to enter a player onto a lane; The conventional player name could be edited from Front Desk or by bowlers using Bowler's Console.

Membership player: The membership is a player registered in the database archive; Using the player card or calling the player from member list the Front Desk operator enters the player onto the lane.

Gift Card player: The Gift card Player play with a credit coming from gift card, is considered as conventional player and the name can be edited anytime; At the end of play this not affect the gift card id.

Competition player: The Competition Player are Leagues or Tournament bowlers; These players are managed on the lanes from the tournament & Leagues plug-in and have a special roles and rights.

Lane Opening Methods

Unlimited by Games - Frames play: Players bowl as they want; At the end of each game bowlers are warned to throw a ball to begin the next game. At the end of play, bowlers will pay the games played at the Front Desk

Unlimited play by Time: Players bowl as they want, at the end of each game bowlers are warned to throw a ball to begin the next game. At the end of play, bowlers will pay for the time that they occupied the lane

By Games with limit: Players choose in advance how many games to play each or how many game purchases individually (Game could be extended). *Note: The game limit amount could be set as default.*

By Time with limit: Players choose in advance how many minutes-hours they want to play on the lane or how much individual time. (Time could be extended) *Note: The time limit amount could be set as default.*

Post-paid with/without game-time limit: The payment operation will be requested when closing the lane.

Prepaid: After the lane opening is completed the Focus program starts immediately the collection payment operations; To use prepaid mode it is necessary to declare a game/time limit; *Note: Both parameters (prepaid and game limit) could be set as default.* The Prepaid method allows the usage of the Bowling Packages, a sort of "Combo Menu" for bowling special offers or "bowling & Pos items" combination. *Note: The physical "Tender of payment operation" could be demanded or split among each player after lane opening.*

Other Lanes Rent Options

Shoes - Socks: Apply shoes or socks charge for all or selected players

Bumpers: Enable automatic bumpers ON/OFF for all or selected players

Pin Tap: Enable/disable pin tap score threshold for all or selected players. When the number of knocked pins score is equal or more than selected threshold, the score changes the frame as Strike.

Note for Lanes Opening and Payments collection

The Focus program considers lane openings and collects payment transactions as two separate events to allow varying possible operations. For example: opening a lane keeping closed lanes as pending operations, tender the lane payment in multiple individual steps, moving players from open lanes to other open lanes without interfering with the payment collection, etc.

Available Front Desk operations after lane Opening

- Add/Remove/Close/Edit bowlers.
- Extend Time/Game limit.
- Print Score/Score corrections.
- Stop/Cycle/Practice the pinsetters.
- Preview the lane payment details.
- Transfer lanes/Transfer players/Split company/Park lanes/Park players.
- Add POS items to the lane or to individual players.
- Start the payment collection.
- Close the lanes.
- Resume the closed game (lane Restore).

Suggested steps for Lane Rental

The first thing to decide is the default of "how to enter the player's name":

- Players name entered from Bowler's Console
- Players name entered Front Desk
- Mixed mode (from Front Desk or bowler's console)

If the bowlers will most of the time change the names from the blowing console, it's suggested to use the Quick Open mode; In this way the cashier needs to only enter the number of players; Bumpers and other settings can be edited from the Front desk after opening the lane or directly from the Bowlers console. *Note: It's possible to activate a "wizard" for bowler's console edit name functions and choose to enable-disable bumpers control form bowler's console.*

Instead, if player's names are entered from Front Desk exclusively or most of the time, it's suggested to use the standard method "adding a conventional player" (Quick open disabled).

Rent a Post-Paid Lane Unlimited

1. Add player/s (Conventional, Membership or Gift Card)
2. Choose the Play Mode selecting Games/Frames or Time for all players or set them individually for each player
3. Modify the player name is needed
4. Choose a selection for Shoes/Socks/Pin-Tap/Bumpers/Handicap/Team Name if needed
5. Click on **F12-Open Lane** button to start the play

Rent a Post-Paid Lane with Game Limit

1. Add player/s (Conventional, Membership or Gift Card)
2. Choose the Play Mode selecting Games/Frames or Time for all players or set them individually for each player
3. Choose a **Time or Frames limit** for the lane or set player limit individually for each player
4. Modify the player name if needed
5. Choose a selection for Shoes/Socks/Pin-Tap/Bumpers/Handicap/Team Name if needed
6. Click on **F12-Open Lane** button to start the play

Rent a Prepaid Lane

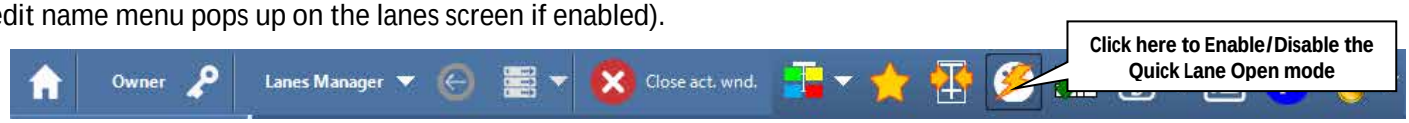
1. Add player/s (Conventional, Membership or Gift Card)
2. Choose the Play Mode selecting Games/Frames or Time for all players or set them individually for each player
3. Choose a package if necessary; *Note: It will set automatically the games limit*
4. Choose a **Time or frame limit** for the lane or set player limit individually
5. Modify the player name if needed
6. Choose a selection for Shoes/Socks *Note: This selection can't be changed after lane opening.*
7. Choose a selection for Pin-Tap/Bumpers/Handicap/Team Name if needed
8. Click on **Prepaid** selection checkbox
9. Click on **F12-Open Lane** button to start the Transaction Payment

Modifying players name operation is a non-mandatory option and can be performed later or also from bowler's console Pin-Tap/Bumpers/Handicap/Team Name are non-mandatory options and can be edited anytime also after lane opening.

Quick Lane Open

Enable Quick Open as default lanes opened mode

The "quick open" is a shortcut to open the lanes quickly: Front Desk operator only needs to click on the number of the bowlers and shoes to open lane; the bowler's console name could be edit directly from bowler's console (a special wizard edit name menu pops up on the lanes screen if enabled).



On the Focus Top bar, the aspect of the Quick Open icon will display the Quick Open Status:

Quick Open mode **Enabled**

Quick Open mode **Disabled**

Note: The selection is permanent till Focus program closure

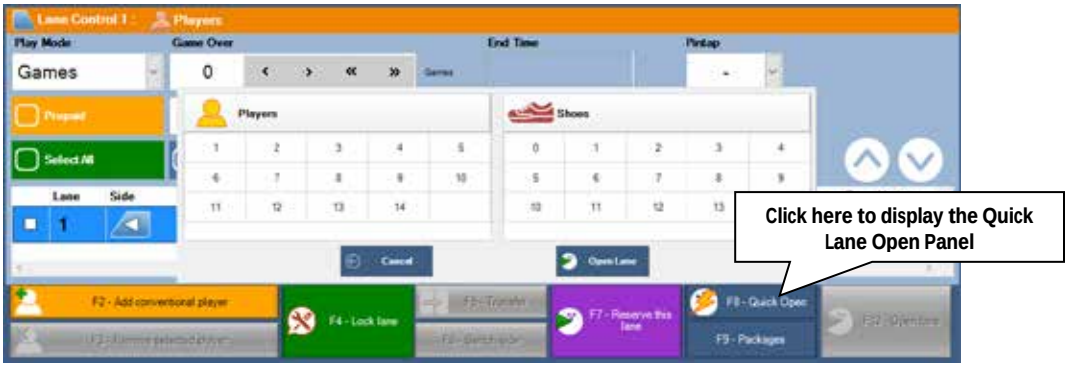
How Quick Lane Open works when Enabled

1. Make multiple selections if necessary to open more lanes together and click directly on **Lane Icon**
2. Choose the number of the players for each lane from Quick Lane Open panel
3. Choose the number of rental shoes for each lane from Quick Lane Open panel if necessary
4. Click on the **Open Lane** button to complete the quick opening

The game session will begin with the default parameters as selected in the Lane default Configuration:

- Lane start by Time or by Games with or without a game limit
- If the center enabled the default Prepaid selection Focus start the collect payment collection

Quick Open from lane menu



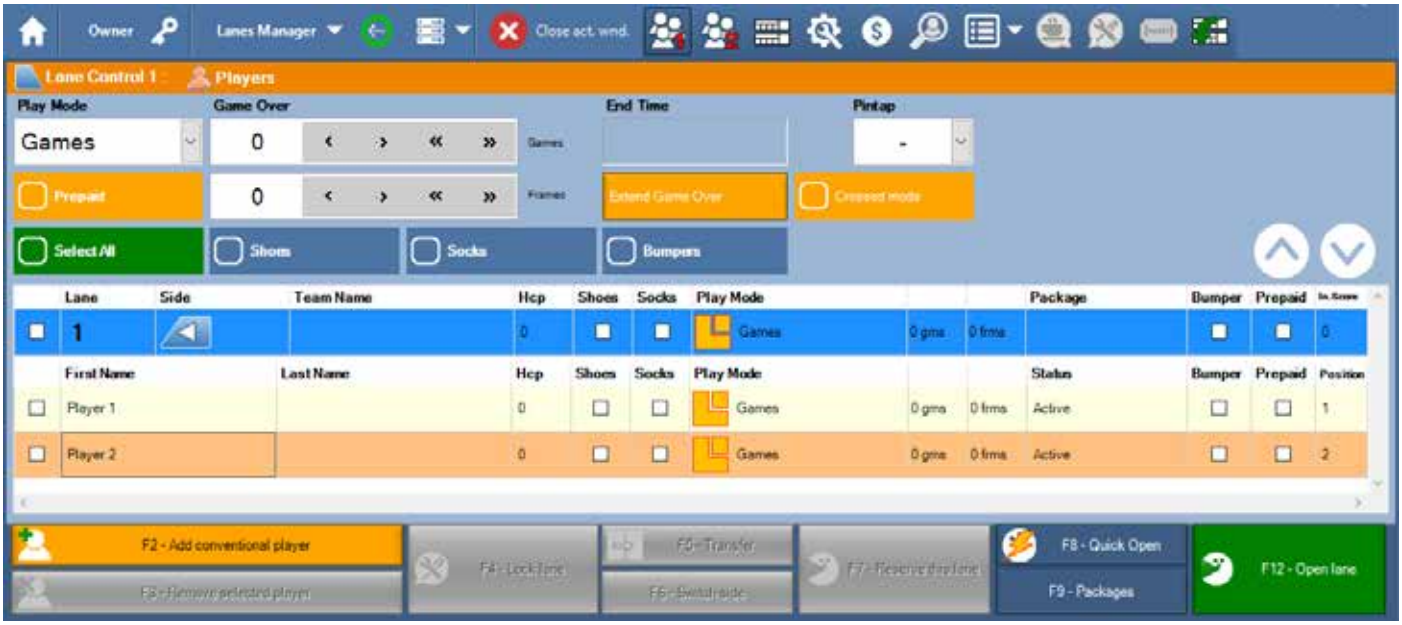
Proceeding this way will be possible by selecting a Package before opening the lane in the quick mode.

The game session will begin with the default parameters as selected in the Lane default Configuration:

- Lane start by Time or by Games with or without a game limit

- If the center enabled the default Prepaid selection Focus start the collect payment collection

Lane Rental window



Common Player's Settings

þ ¨ **Prepaid:** Choosing prepaid option will start the payment collection after clicking on the **F12-Open Lane** button; The lane payment could be collected immediately or demanded to the cash Register.

þ ¨ **Select All:** When enabled, it applies the selected operations to all available lanes and players; For an individual selection, remove the checkmark and check the Players individually

þ ¨ **Play Mode by Games:** Lane will be opened by Games; The Game over limit will be applied to each bowler; Bowlers could play in a different mode when individually selected.

þ ¨ **Play mode by Time:** Lane will be opened for the specified Time period; The game over limit will be applied to the entire lane, no matter how many players; Bowlers could play in a different mode when individually selected.

þ ¨ **Game Time (Frames/Timer):** The game over unit depends by play mode style: Games + Frames or Hours + Minutes. For example, a selection of 2 games 5 frames means that each player will play 2 games and only 5 frames of the 3rd game; The game over settings could be different for each bowler when individually selected

þ ¨ **Shoes:** When enabled add the Shoes to all Player

þ ¨ **Socks:** When enabled add the Socks to all Player

þ ¨ **Bumpers:** When enabled add the Bumpers for all Player

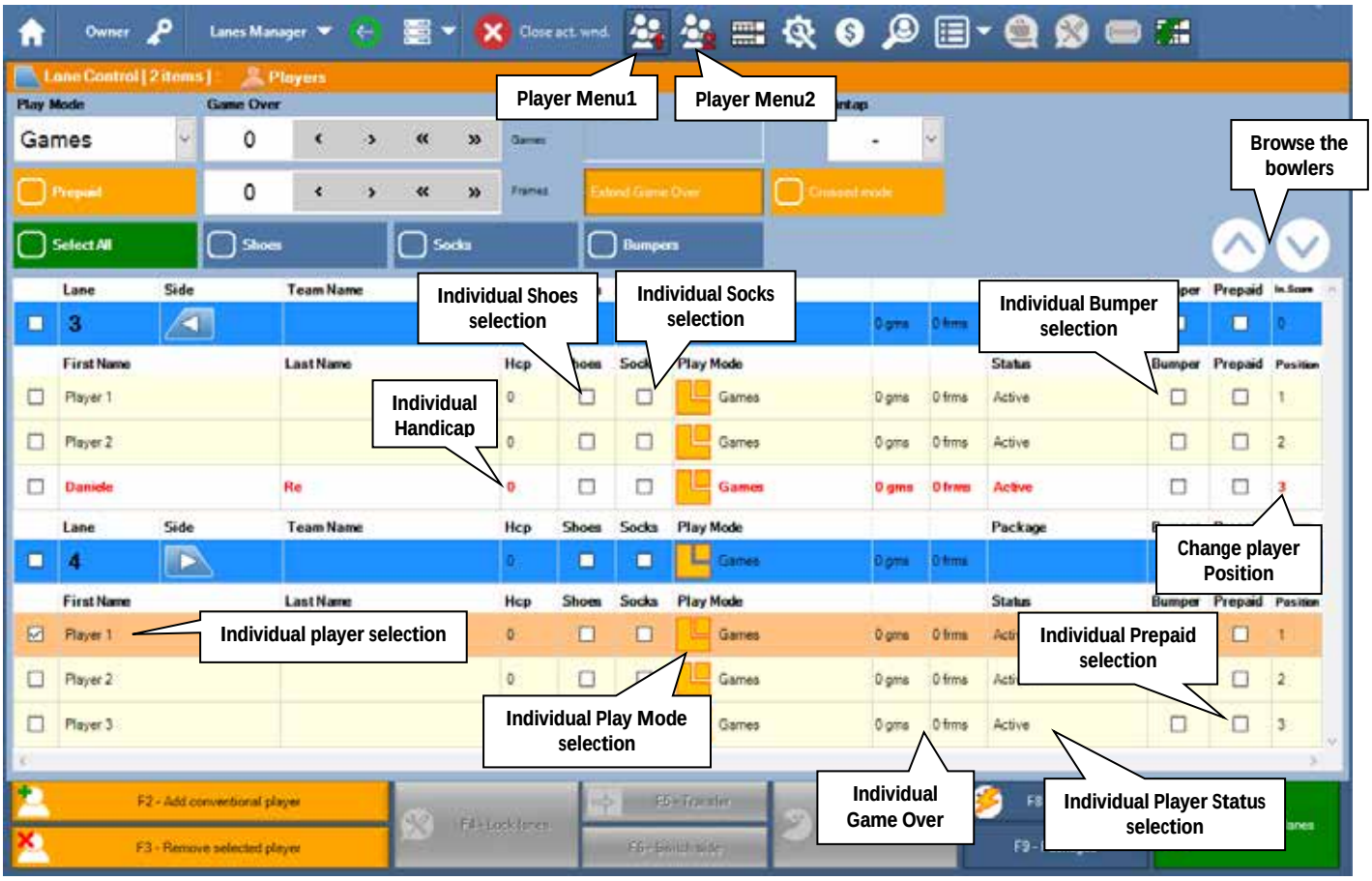
þ ¨ **Crossed Mode:** When enabled the lane pair will be opened in Crossed Mode

Pin-Tap (1 through 9): Simulates a strike when a equal or major number of pins were knocked down; Example: you set PinTap to 9, if the player knocks down 9 pins, it will be displayed as a special no tap strike; *Note: No tap strikes are displayed with a box around the strike.*

Individual Player's Settings

During a Lanes rental, it's possible to apply a different choice for each player such play mode, game over, bumpers, position, etc... The player's fields are showed in the main window, using the **Menu1** and **Menu2** buttons available on the tool bar. This next window contains additional player settings.

Player Menu1



¨ þ **Shoes:** When enabled the related player will pay the rent for the shoes.

¨ þ **Socks:** When enabled the related player will pay the rent for the socks.

¨ þ **Bumper:** When enabled the related player will have the bumper up during his Frames.

¨ þ **Prepaid:** When enabled the related player will pay the transaction when the lane will be opened.

Play Mode (Games/Time): Set different Play mode for an individual player.

Game Over: Set different Game Over for an individual player.

Hcp: Individual bowler Handicap (Option used for Leagues or Tournaments).

Position: Position of the bowler on the Score Grid displayed on lane monitor

Player Status Selection

Active: The bowler plays now

Skipped: The bowler will not play until they are unskipped

Deferred: The bowler will start to play only when the next game begins.

Pre-bowl: The bowler already played this session and the score will be added automatically reading from database (Option used for Leagues or Tournaments).

Player Menu 2

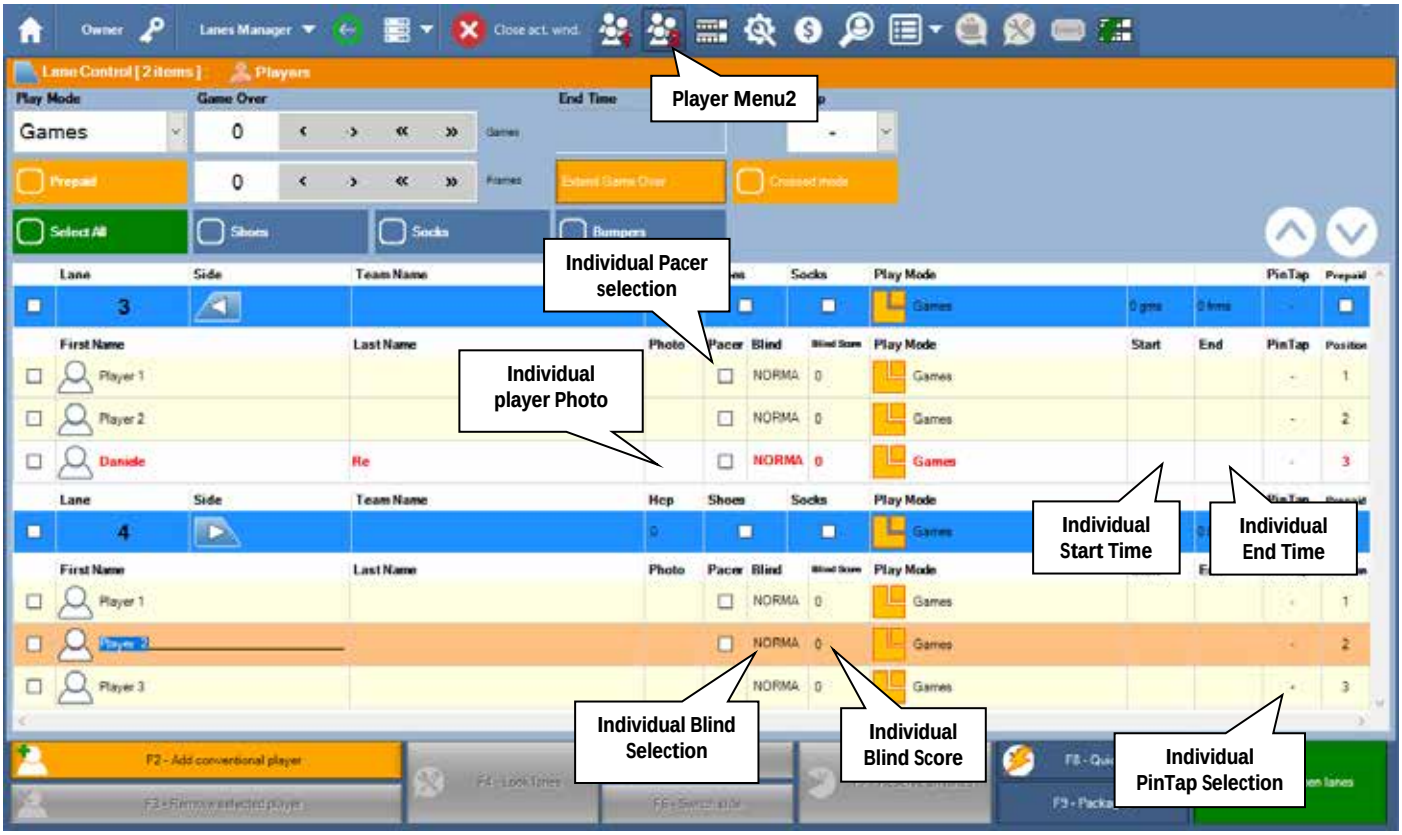


Photo: When enabled, the Photo of the player is received from Photostrike during Waiting list reservation.

Start Time: Time when the related bowler started his game.

End Time: Time when the related bowler will end his game.

Pin-Tap (1 through 9): Simulates a strike when an equal or major number of pins were knocked down from the related bowler; Example: you set PinTap to 9, if the player knocks down 9 pins, it will be displayed as a special no tap strike; *Note: No tap strikes are displayed with a box around the strike.*

¨ þ Pacer When enabled the Bowler is marked as pacer. (Option used for Leagues or Tournaments).

Blind Score: Score displayed on lane for the related bowler when Blind selection is set to Blind

Blind Selection

Normal: Regular Bowler.
Blind: Absent Bowler that needs to have a blind score declared for each game.
Zero Blind: Absent or vacant Bowler without blind score.

Add Conventional Bowlers to one Lane

The **Conventional Player** is a "Temporary" undefined bowler that will play the game session; The conventional player has default names such as Player1, Player 2, etc....; Conventional player names could be modified from the Front Desk or bowler's console, anytime. *Note: When the players are added using a conventional name, they will be showed the Wizard menu on Lane monitor that guides the bowlers to enter their names.*

Click on **F2 - Add conventional player** button to add one player, each click will add one more player; When F2-Add conventional player button it's pressed a new player row on the lane and the cursor will be placed automatically on this name to allow the immediate name typing; When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection. *Note: Players are editable when the line is orange and name selected in blue*.

Removing a conventional player before start the game

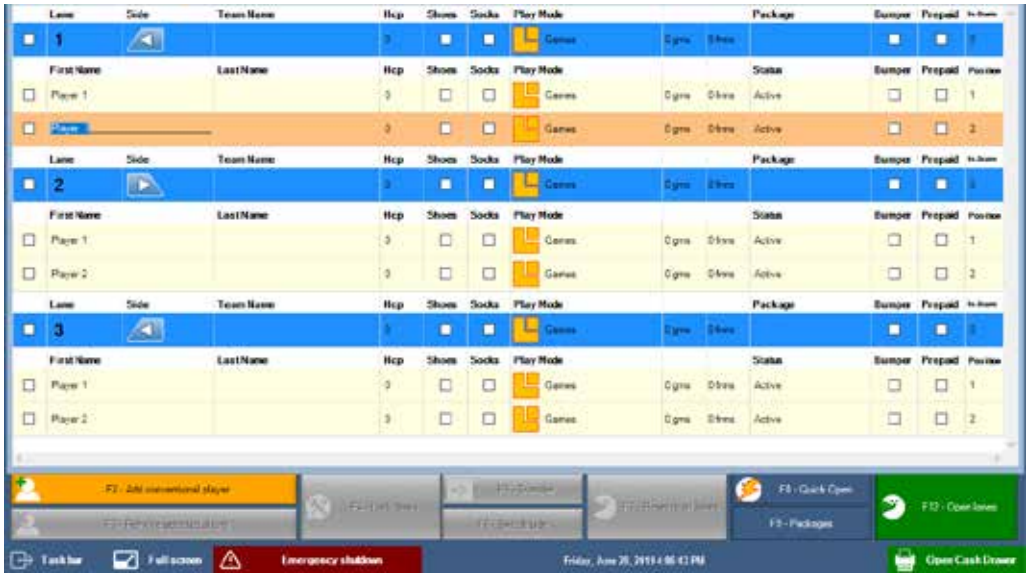
Select the player and click on **F3 - Remove Selected Player** button to remove the selected player recently added on the lane;

When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.

Manage Conventional players on more lanes (Open play style)

Add Conventional players from more lane's selection (Open Mode)

Make a multiple lane selection and then click xx times on **F2-Add conventional player** to add xx players on each lane selected:



This operation will add the same number of players in all the lanes, to add more players only to certain lanes it's necessary select the lanes checkbox for an individual selection, then click on F2 – Add conventional players.

When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.

Remove Conventional players from more lane's selection (Open Mode)

To remove a Lane and the player from the list before opening the lanes, it is possible to individually select the lane and click on **F3 - Remove Selected Lane** button; This operation will remove the lane selected and the related player just added on that lane.

When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.

Crossed Mode

There are two different ways to setup a pair of lanes in crossed mode style and the changes can be performed even after the lanes have been opened.

Change from Open Mode to Crossed mode while bowlers play

1. Select both lanes of the same pair
2. Click on one lane icon,
3. Tag the checkbox "**Crossed mode**";
4. Click on **Send to lane** to apply the changes

*As an alternative method, click on Pair Settings button, select the checkbox "**Crossed mode**" and then click on **Send to lane** to apply the changes*

Change from Crossed mode to Open Mode while bowlers play

1. Click on one lane icon,
2. Untag the checkbox "**Crossed mode**";
3. Click on **Send to lane** to apply the changes

*As an alternative method, click on Pair Settings button, unselect the checkbox "**Crossed mode**" and then click on **Send to lane** to apply the changes*

Add Conventional players to one Pair of Lanes (Crossed Mode)

Select two Lanes of the same lane pair and press on their Lane Icon, select **Crossed mode** checkbox and then click xx times on **F2 - Add conventional player** to add xx players on both lanes selected:

When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.

Add odd player numbers on Lane Pair in Crossed mode

Select two Lanes of the same lane pair and press on their Lane Icon, select **Crossed mode** checkbox and then click xx times on **F2 - Add conventional player** to add xx players on both lanes selected; Then select the players that exceed on the lane and click on **F3 - Remove Selected Player** button to remove the player selected player just added on the lane; Another method could be to select only one lane of the pair tagging the checkbox near the lane number, then use **F2 - Add conventional player** to add one more player than the other lane

When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.

Add players to one lane only and set the Lane Pair in Crossed mode

Click on the icon of the lane where the players start to play (Odd or Even of the lane pair), select **Crossed mode** checkbox and then click xx times on **F2 - Add conventional player** to add xx players on both lanes selected; Players will be added to one side only, but they will be swapped, after each frame, on the Even/Odd lane of the same pair.

When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.

Membership Players

Membership Player: "Frequent bowler" already identified and added to the database archive; These players are identified with a Card (Magnetic card or Barcode card), Fingerprint or using the Membership research (Intellisense™ method). As usual, a membership has some related benefit, such special rate price, or a money deposit to use as they want in the bowling center; The program will automatically apply the special rate, but to use the money deposited it will be necessary for a manual Front Desk operator to collect the payments

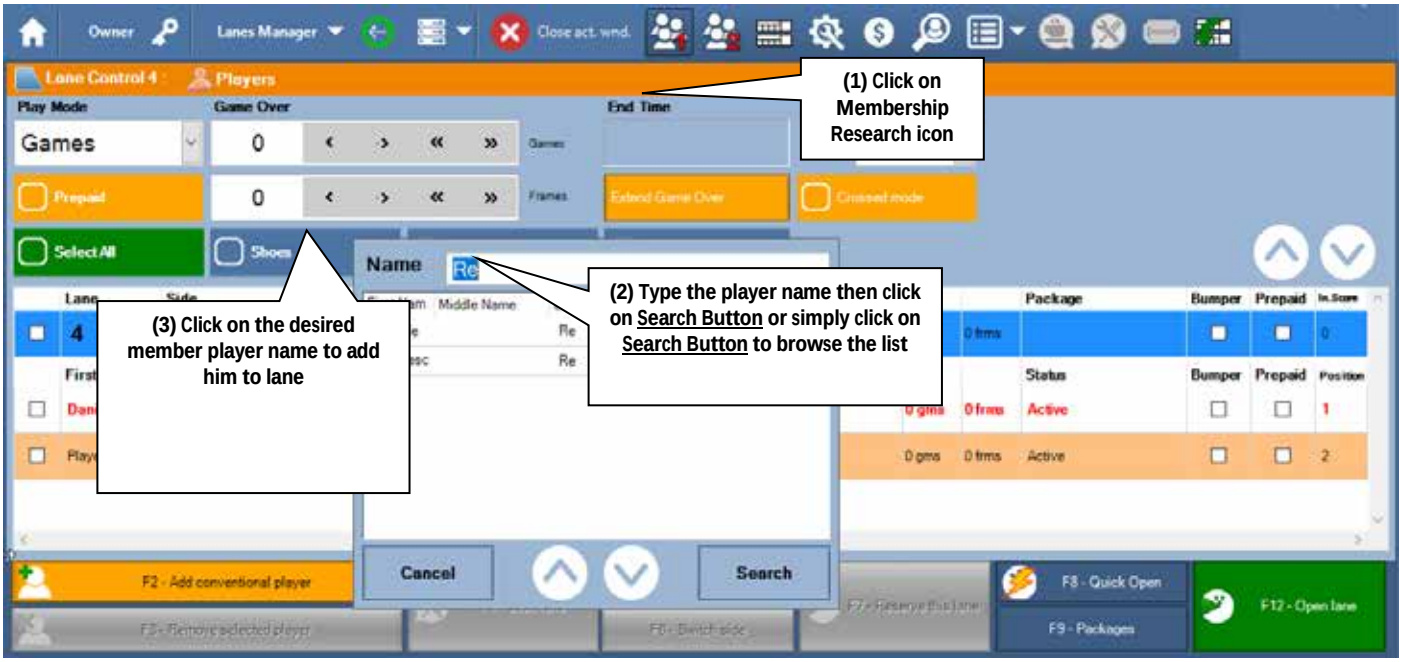
Add a Membership Player using personal Card (Magnetic card or Barcode card) or Fingerprint

To add a Membership on Lane, swipe the Card in the reader or place the registered finger on the fingerprint reader, the player will be added automatically highlighted in **Red**; Repeat the operation for all memberships that will play on this same lane, then click xx times on **F2 - Add conventional player** to add xx conventional players;

When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.

Add a Membership Player using the Research function

Note: This feature is available only if the cashier has the right to use and if the option "Allow member to play without card" is enabled in Configuration Manager à Lanes; This feature can be also turned on/off in the authorization's settings making mandatory swipe the membership card for the member.



Add a Membership Player using the Intellisense™ Method

Click on Add conventional player button to add a player line; select the line or erase the conventional player name and start to type the player's name. If the letters match with one or more membership player, a choice of the names will be displayed down on the line; clicking on the name or press **Enter** will confirm the choice.

A membership player name could pop's up during bowler's name edit I; continue to type the name it will ignore the procedure and the player remain as a "conventional player".

Remove a membership player before lane opening

Select the player and click on **F3 - Remove Selected Player** button to remove the selected Membership player just added on the lane;

When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.

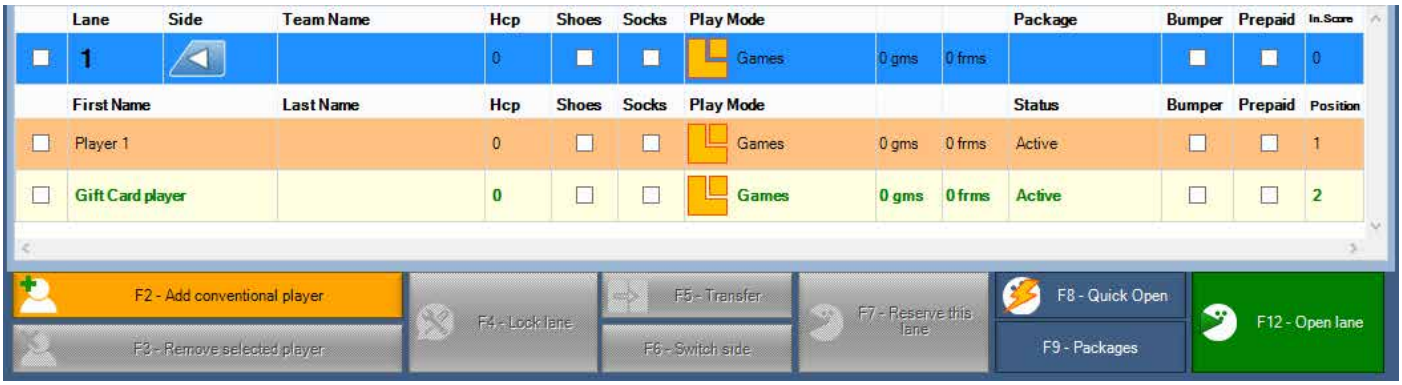
Edit the Membership Name

Click on First Name or Last Name field of a Membership player to start editing and type changes with keyboard; Membership Name and Last Name changes will be permanent and will be applied in Membership database records. *Note: The name of membership players can be edited only if the "Edit membership name" field is set to Allow or Ask in the Configuration Manager à Lanes;*

When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.

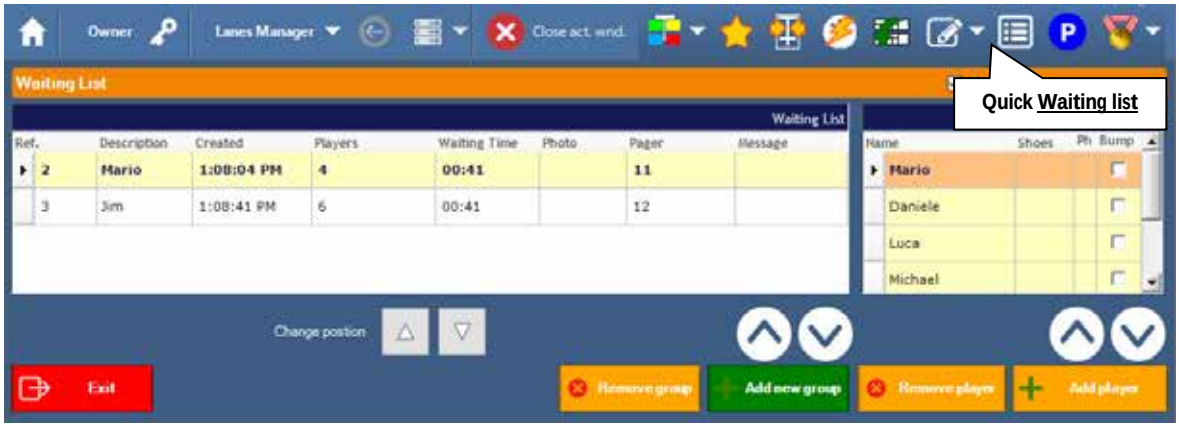
Add a Gift Card Player

Gift Card player: The Gift card Player who plays with a credit coming from gift card, is considered as conventional player and the name can be edited anytime; At the end of play this will not affect the gift card id; To add a Gift Card Player on Lane Swipe the Card in the reader, the player will be added automatically as "Gift Card player" highlighted in **Green**; The player will be added with a conventional player name (Gift Card Player), to edit the player's name select the line and overwrite the "gift card player" name; Repeat the operation for all other players with Gift Cards that will play on this same lane, then click xx times on **F2 - Add conventional player** to add xx conventional players.



When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.

Quick waiting list



Add New Group: Use this button to add a new daily reservation, use the + and - buttons to select the number of the players. *Note: The reservation made from Photostrike and Waiting List plug-in will appear automatically on the list.*

Remove Group: Remove the selected reservation. *Note: No confirmation required!*

Change position (Arrows): Move the Selected reservation Up/down.

Exit: Close the Waiting List pop-up window.

Add player: Add a new player to the selected reservation group.

Remove player: Remove the selected player from the selected reservation group.

Edit the players name: Choose a Group then highlight the **player name** on the right pop up screen, type the name of the players overwriting the conventional name.

Photo: This field shows the miniature player photo if the reservation was made with Photostrike Kiosk.

Message: This field is reserved to send messages to the waiting players, the message will be displayed on the Digital Signage monitor, in the Waiting list window; It's possible choose one of the default message (go to the lane/go to the Front Desk) or simply typing a message directly in the field. *Note: move out of the field to conform the text.*

Open lanes using Daily Waiting list

The **Waiting List** reservation is a list of daily pending reservations made automatically with Photostrike kiosk or entered manually by Front Desk operators; To Open a lane with inserting a group created from Waiting List press on Lane Icon and **click on Waiting List button** to show the pending groups, **select a Waiting Group** and press **Send to Lane** button to add the selected group to the selected Lane; If needed click xx times on **F2 - Add conventional player** to add xx more conventional players. *Note: The reservation from waiting list can be sent to a lane at any time, even to an open lane, other conventional players can be added or removed any time, before opening the lanes.*

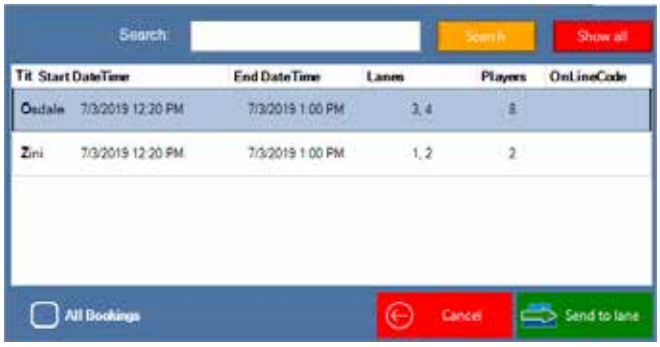
When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.

Pre-Booked lane

A **"Pre-Booked" Lane** means a bowling lane with a pending reservation created from Focus Booking plug-in or External Booking System; A reservation stays "pending" until its played, erased or modified from the booking plan. The booked lanes will be showed with a "Book" icon that indicates the book status:

Lane not Booked	**Lane Booked – Green** Next booking starts in 60 minutes	**Lane Booked – Yellow** Next booking starts in 30 minutes	**Lane Booked – Red** Next booking starts in 5 minutes

Send a booked reservation to a lane



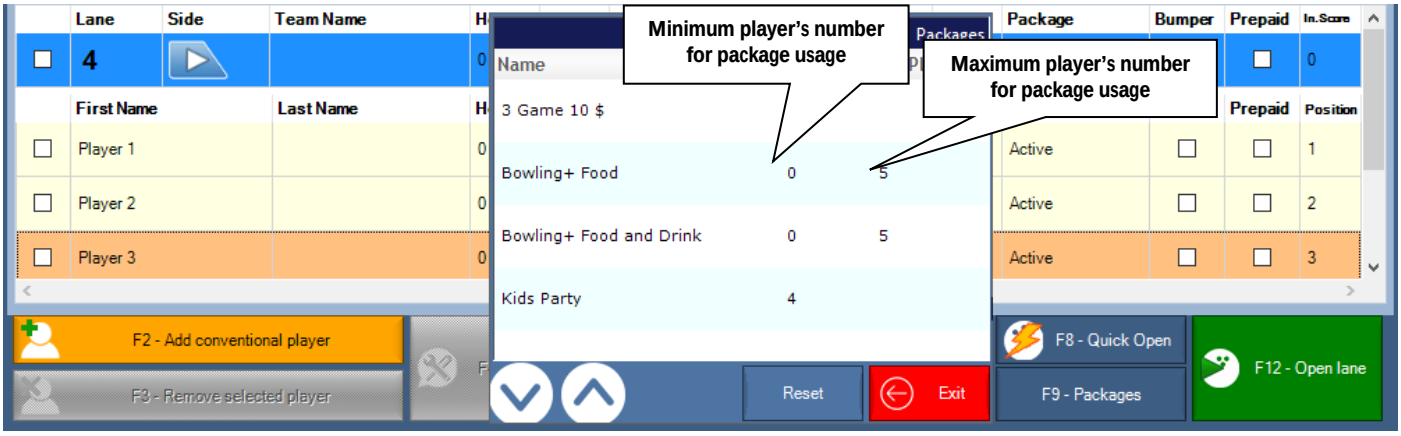
1. Open the **Booking List**
2. As default the program shows the last pending reservation; To search in the booking list type the **Title** name and click on Search - or click on **Show All** button; **All booking** checkbox show also the played booking event.
3. Highlight the desired title booking name and click on **Send to lane** to start the event

Lane will be opened with the Player Names and all other settings specified creating the reservation; It's always possible to make the same modification available during a normal lane opening. *Note: Play Mode and Game over can't be modified for online reservations.*

When ready, click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection.
Note: If you choose the wrong reservation click on ✖ *icon before open lane, the reservation will be keep pending.*

Use of Bowling packages

The **Bowling Packages** are a sort of "Combo Menu" for "Bowling special rates" or for special Bowling&Food combo (for example, one bowling game + basket of food + soft drink); Bowling packages are pre-set in "Product and rate Setup", from the lane it is possible to only choose the packages; The **Play Mode** and the **Game limit** will be set as package defaults and can't be modified from operator.



Click on **F9 - Packages** button to open the packages list, highlight the package name for selection. Enter the players (using add players button or swiping cards); The **Open lane** button will be available when the number of the player meet the criteria (minimum number or maximum number). If you choose the wrong Packages click again on **F9 - Packages** and press **Reset** button

Add player to an opened Lane

One or more conventional/membership players could be added any time to one or more opened lanes, but it is important to decide when the added bowlers begin to play. Focus offers the possibility to choose between 4 statuses for the added players; *Note: A default setting can be chosen to avoid the section each time.*

1. Make a multiple selection if necessary open more lanes together and click directly on **Lane Icon**
2. Click on the **Add Conventional player** button or swipe the Cards or use the Membership search to add the player
3. Check the default **Player Status**, if it does not match with the needs, change it
4. Click on **F12 - Open lane** to start the lane opening or payment transaction depending by prepaid selection

Lane opened by games: The new player will play and pay only the game that he physically bowls.

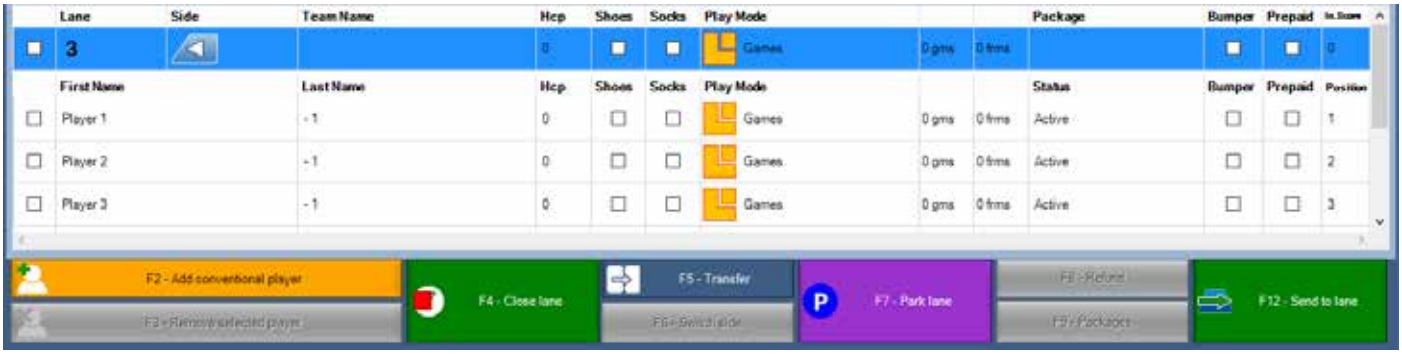
Lane opened by time (with time limit): The remaining time does not change; The new player will share the time with the others.

Lane Park

Lane Park feature allows the Front Desk operator to pause an active game session for a player or a whole lane; Will be possible to restore the game session when needed on the lanes to let player finish their Game. The lane with parked games pending display a (P) icon to keep the attention of the front desk operator:

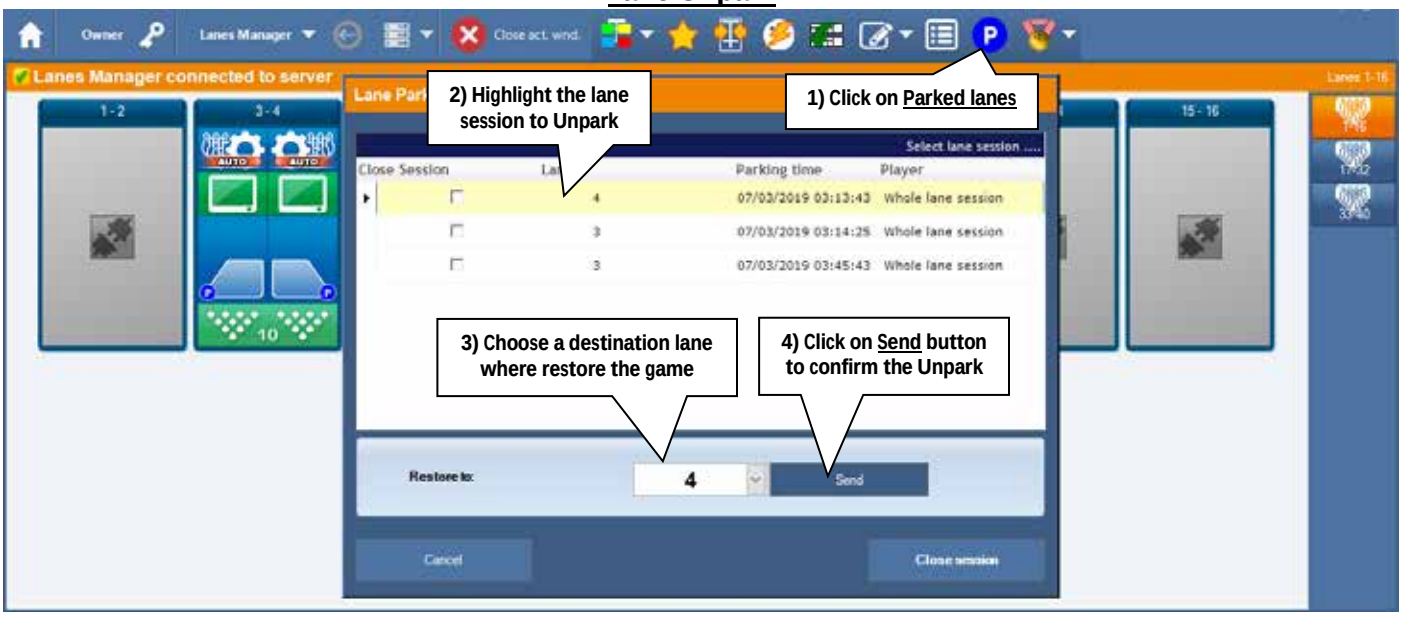
Lane closed with Parked Session

Lane opened with Parked Session

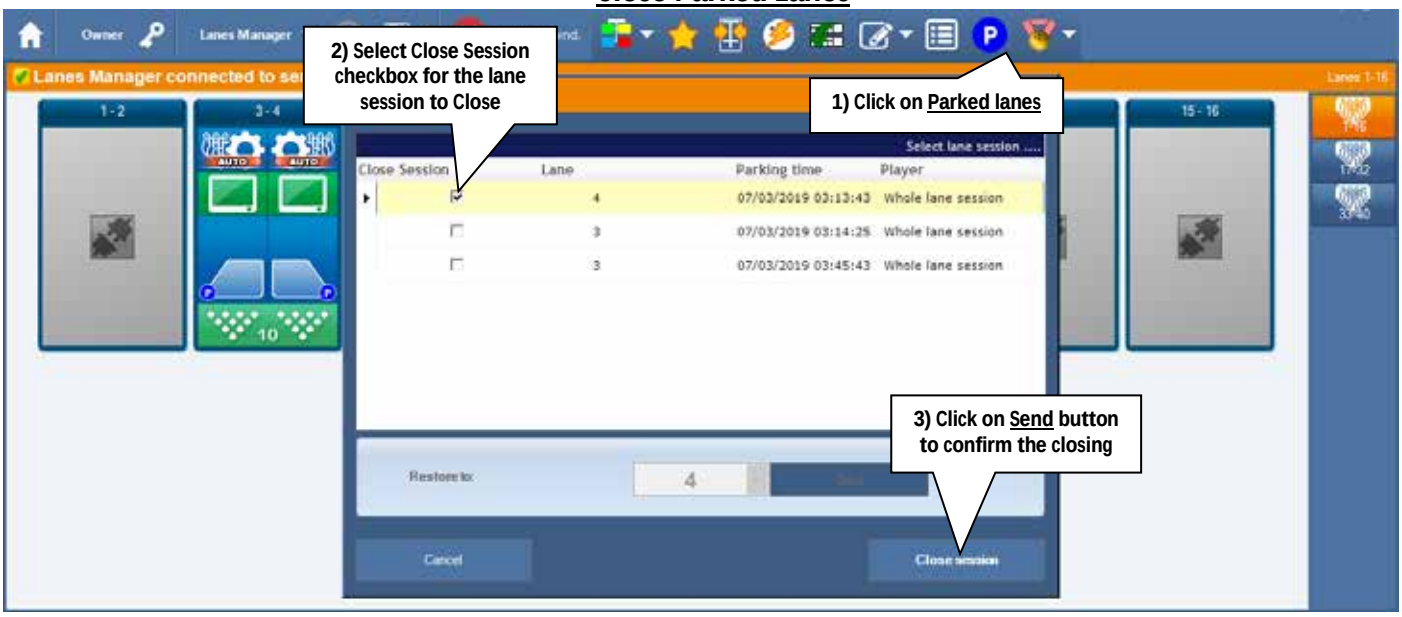


From lane control page click on **F7 – Park Lane** Button to park the entire lane, in this way the lane will be available for next player session; Parked lanes could be Unparked in the same lane (if available) or also in a different lane; *Note: Parked lanes could be also closed from Park menu.*

Lane Unpark



Close Parked Lanes



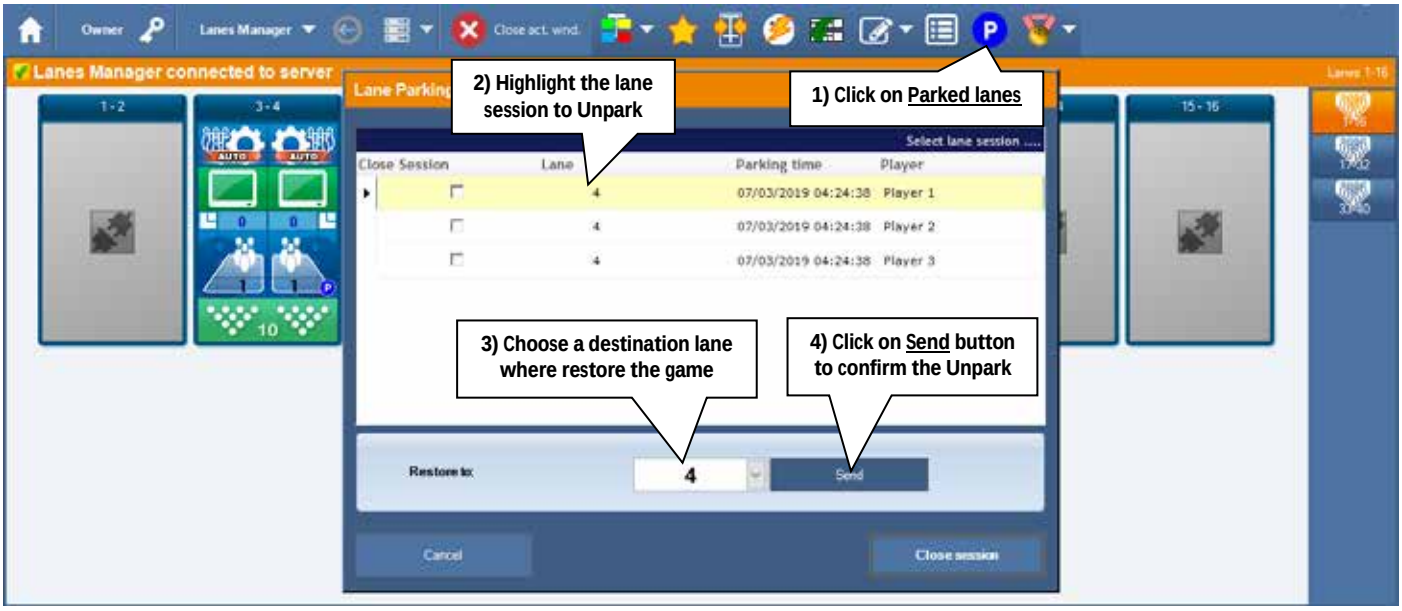
From **Parked lanes** menu, tag the checkbox of the lane session to close (multi-selection available for multiple lane closure), click on **Close session**.

Park Players

Make a multiple selection if necessary open more lanes together and click directly on **Lane Icon**

Select the outgoing players and click on **F7-Park selected players** to park the outgoing players.

Unpark the closed/parked players

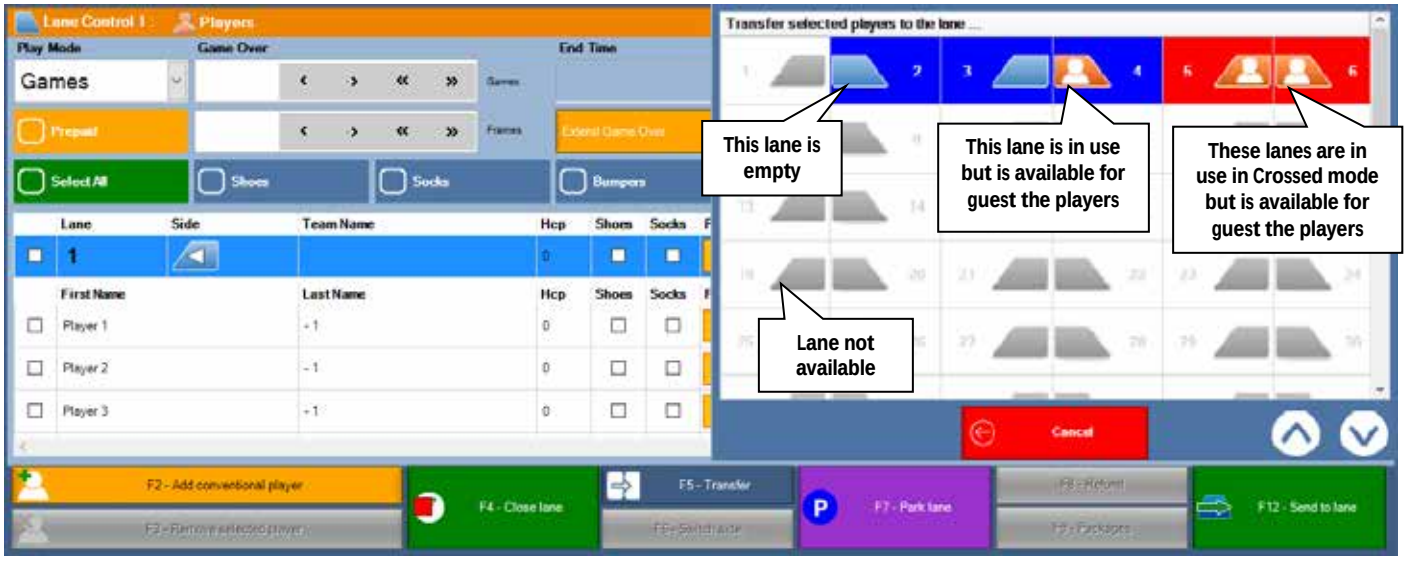


Note: The player can only be restored one by one, lane where to restore the game is select by default, no choice possible.

Lane Transfer

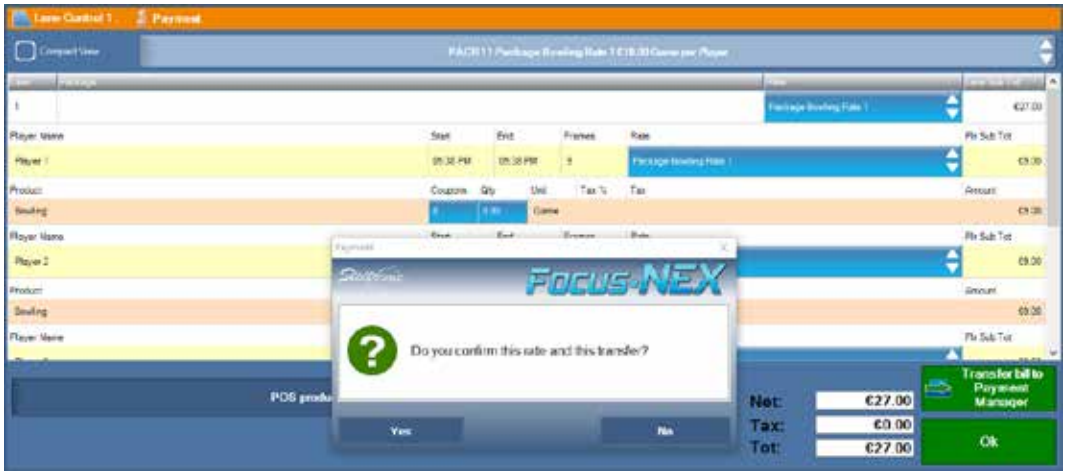
Lane Transfer feature allows the Front Desk operator to transfer the players from one Lane to another; The destination lane will be set as original lanes game mode (Open/Crossed); One or more lanes could be transferred in same time to any lane; If the destination lane is already in use the transferred players will be added to the existing players, maintaining the existing credit game time limit.

Transfer the whole Lane

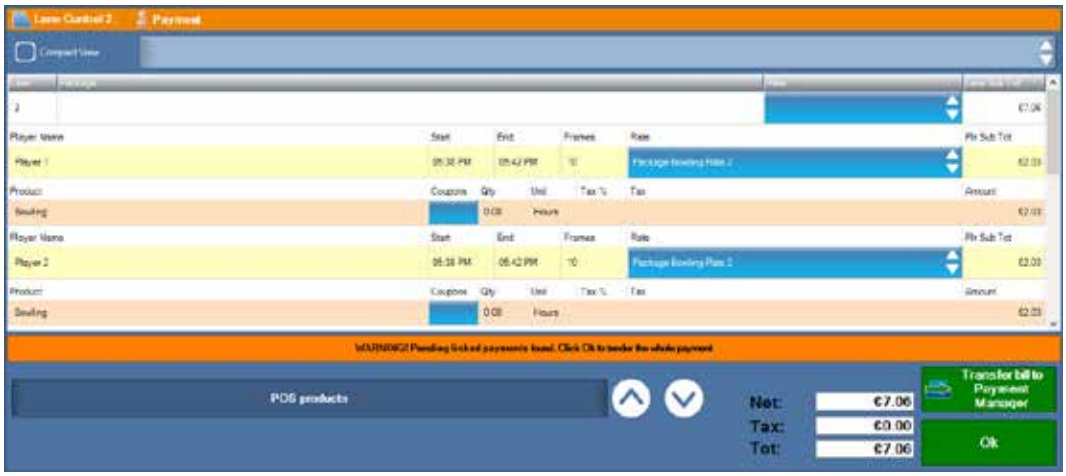


From Lane control window, click on **F5 - Transfer** to transfer the whole lane, a pop-up screen appears; Click on the lane where to transfer all player, no confirmation required.

Post- paid bowling lane transfer on a busy lane



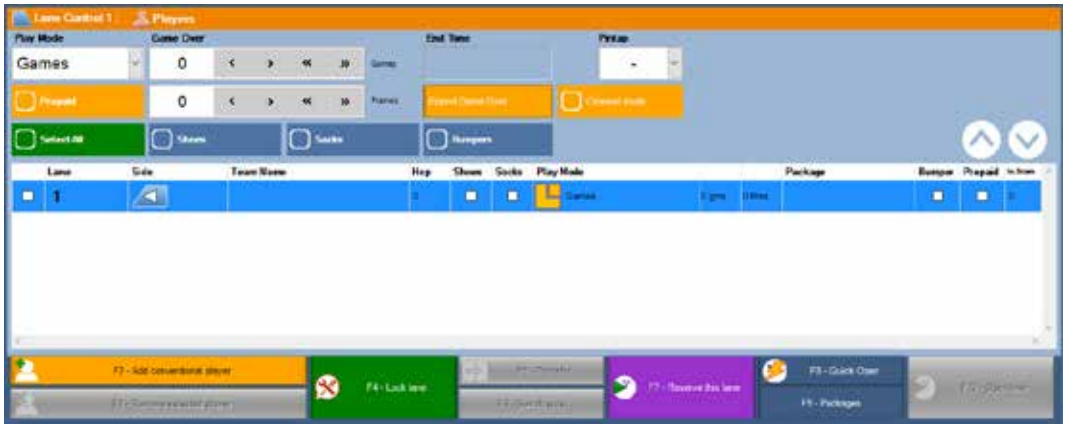
During the transfer of a lane to another lane already occupied, the program could request the payment for the games/frames made earlier depending by the Lanes Game, Game Limit and Prepaid selection made; In this case payment will be required to proceed with the rate selection to set the price for the games made before transfer confirmation; Closing the new lane will require the payment collection for the new frames queued and will be possible to select a different Rate; Pressing OK to confirm the payment will add the previous amount to the current payment.



Players Transfer (splitting company)

Select the outgoing players, click on **F5 –Transfer selected players** and select the new destination Lane; In case of post-paid bowling, if the destination lane is busy, the program could prompt to proceed to the selection of the price for the games made before the transfer confirmation. Closing the new lane will require the payment collection of the games queued.

Lock/Reserve (empty) lanes



1. Make a multiple selection if necessary, lock/reserve more lanes together and click directly on **Lane Icon**
2. Click on the **F4 – Lock Lane** button for maintenance or on the **F7 – Reserve this lane** for other purpose

Note: The Lock selection will not keep after VLC restart

Unlock Locked/Reserved (empty) lanes

To unlock a Locked/Reserved lane press on the **Lane icon** and confirm the Unlock operation; Lanes are now available for hiring.

Lock opened lanes for Maintenance

Click on the icon of the lanes that need to be locked for maintenance and proceed parking the Lane; After the lane parking click again on lane Icon and then click on **F4-Lock lanes** button; The lock icon will appear over lane icon on the Front Desk and a message will be shown on Lane Monitor to aware the Bowlers.

To unlock a lane, click on locked lane icon and confirm the unlock; To resume a game session, open the Parked lanes menu and resend the parked lane on same or other destination.

Extend the current play session

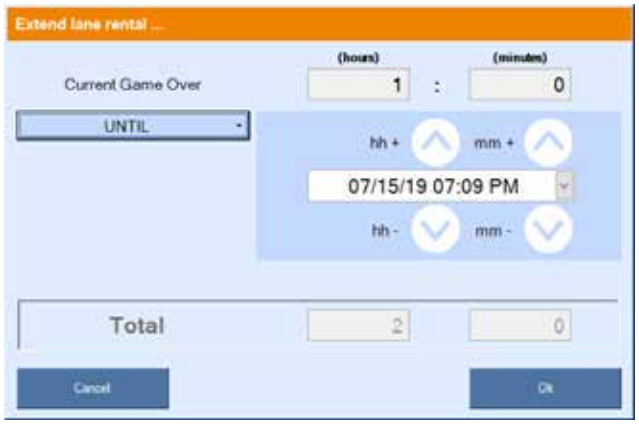
Extend the limit of a "Games" bowling Session

From Lane Control window, click on **Extend Game Over** button:

Use the Arrow buttons to Add more Games or Frames to the existing game credit, when done, confirm with **Ok**; When ready, click on **F12 - Open lane** to send the command to the lanes or start the payment transaction depending by prepaid selection.

Extend the limit of a "By Time" bowling Session

There are two different ways to extend a "By time" bowling session:



Add: When the button under current game over is **ADD**, click on arrow buttons to Add more hours or minutes to existing credit, the time will be summed to the current time, after Send to lane command will be executed.
Note: If the rented time is already expired, the time starts from the "lane Stop" time.

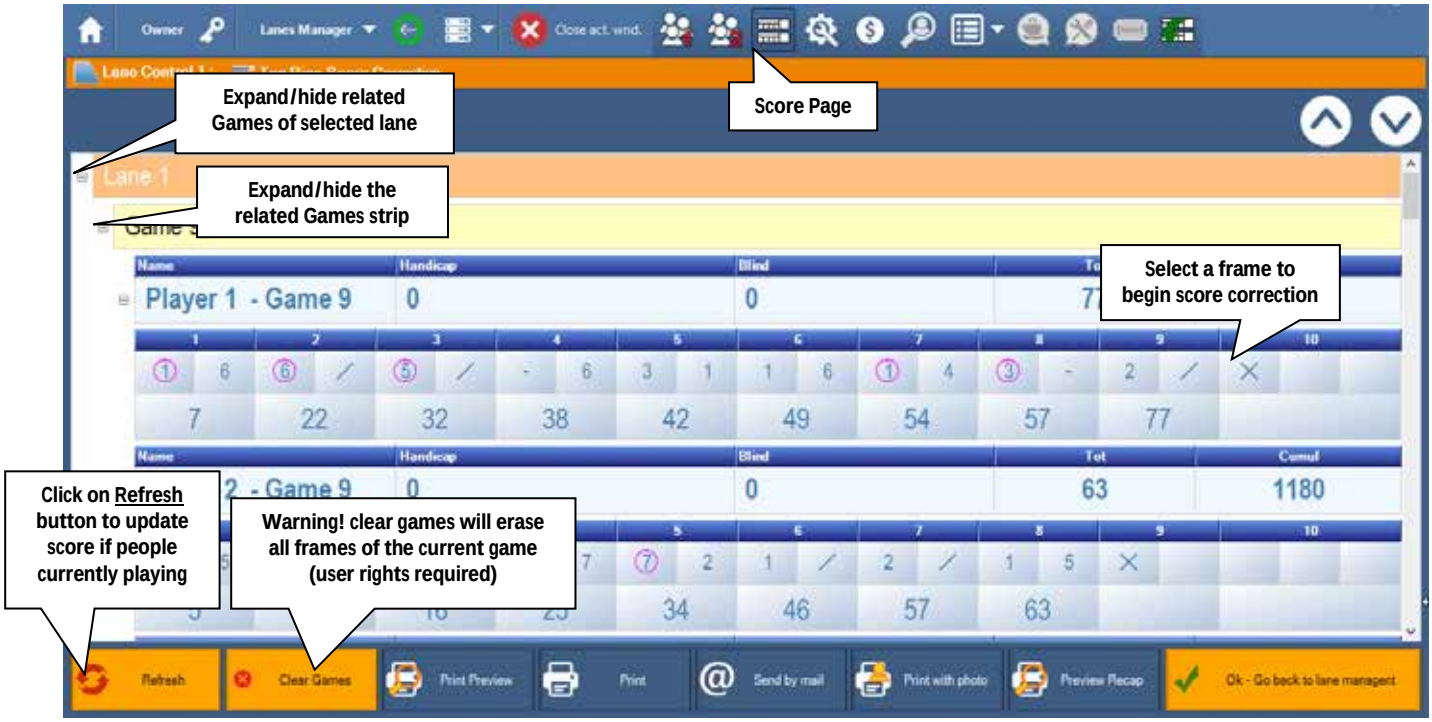
Until: When the button under current game is **UNTIL**, click on arrows buttons to modify the time over or directly enter the time when the players will stop to bowl.
Note: This option is available only for single lane and only if the players have the same end time.

When ready, click on **F12 - Open lane** to send the command to the lanes or start the payment transaction depending by prepaid selection.

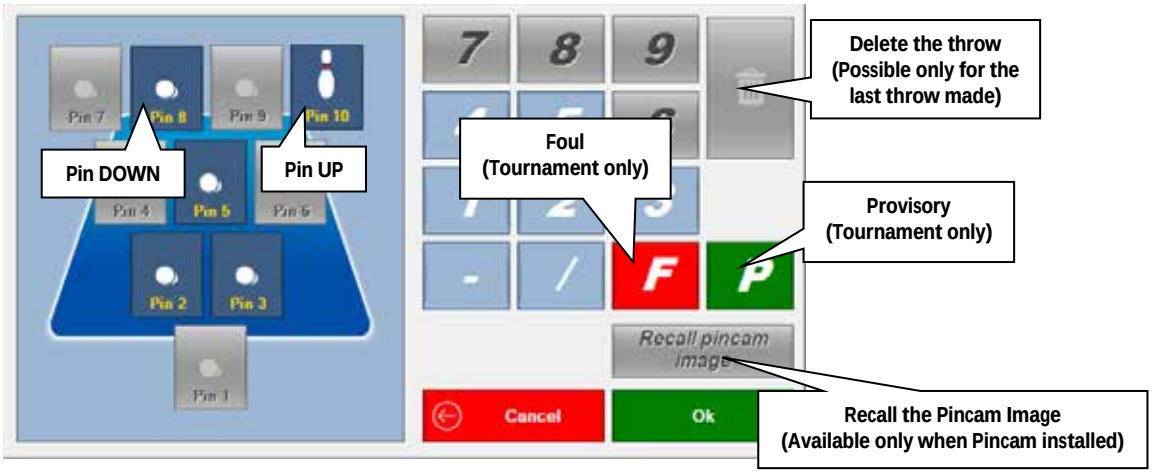
Score Page

Score Correction

Suggestion: you need to correct the score of a player that you know the name, select its check box, the program will show games only of the selected player, otherwise the program shown all players games.



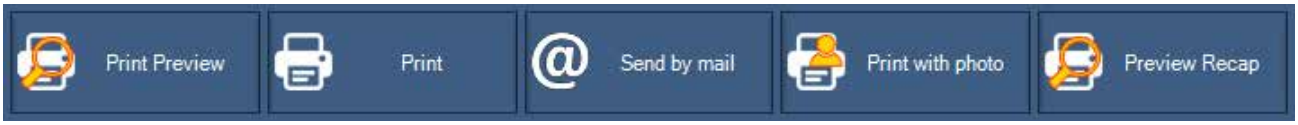
From Score page it's possible to modify the score in case of incorrect pins reading and apply the changes to the lanes; The players can continue to play even during the score correction and the Front Desk operator can click on **Refresh** button to update the score sheet; The program shows all the games of the game session, at the top there is the current game; Click on a throw to display the correction screen and make the Score correction:



Click on a pin to toggle the **Status UP-DOWN** (suggested method) or use the quantity number on right to enter the Score, click on **OK** to confirm and continue; The button **Recall PinCam image** is used to view the Camera photo that determinate the score.

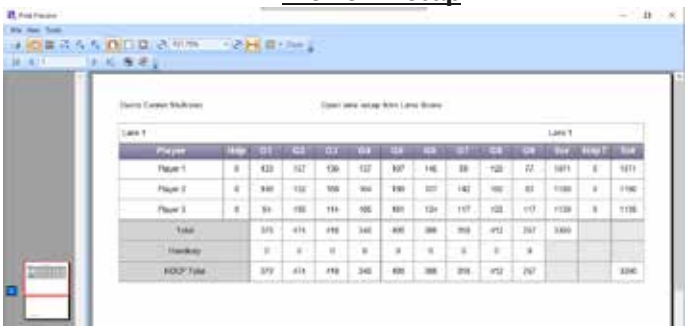
Score print options during play bowling

The score print options are placed in the bottom bar of the Score Page:



Print Preview

Preview Recap



Print with Photo: It previews and print a photo of the player with his score. *Note: only for center equipped with Photostrike 4.*

Print: Will print directly the score grid without displaying the preview.

Print Preview toolbar command

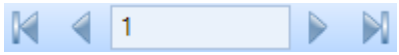
Print the document.

Hand Tool: Scroll the page up/down/left/right.

Snapshot: Copy the selected area to the computer clipboard. Using paste command is possible to copy the area on other application (example, into a word document)

Zooms command to vary the page display.

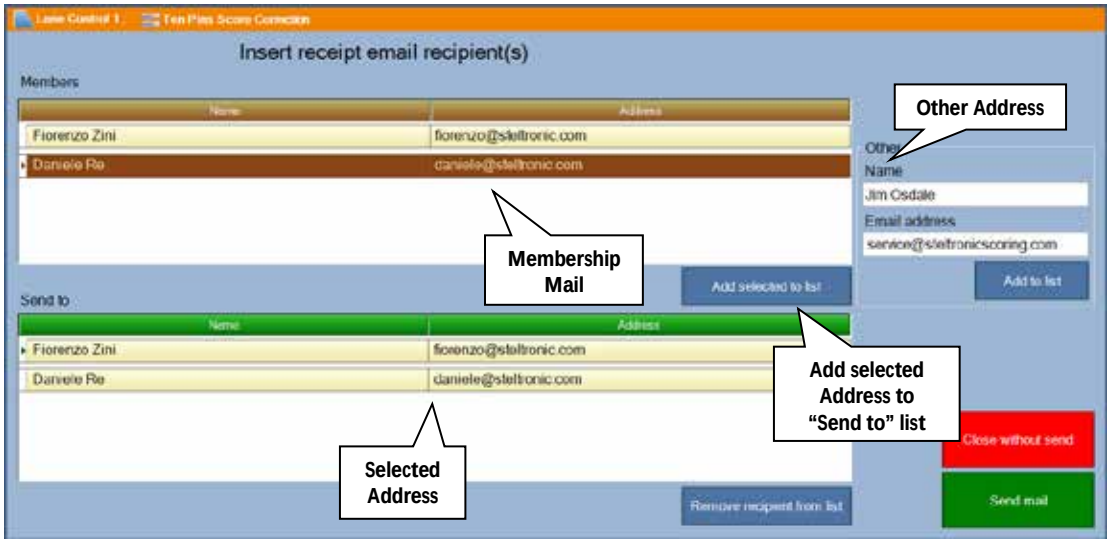
Close the Print Preview.



Pages: Move to the next pages

Send Score by Mail

By pressing **Send by Mail,** mail addresses will show; The first list (**Members**) will show all the mail addresses of the memberships that are playing on the lane; The second list (**Send To**) will display the address where the mail will be sent; Will be also possible to add different mail addresses not already displayed in the Members List using the **Other** field to type the name and the related mail address; When typing the new address a list will display itself with the related matches in case the same address were already inserted in the system.



Once all needed addresses have been added click on **Send Mail** button to send the score to all mail on the list.
Note: SMTP server configuration from Configuration Manager à Mail Configuration it's mandatory.

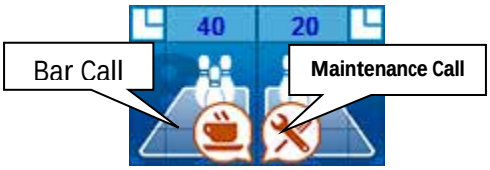
Answer to Bar and Maintenance Calls

During the games, the bowlers could use the bowler's Console to send a Snack bar or a Maintenance call to the Front Desk. A 3D picture will roll on the lanes screen periodically until the call is reset from the Front Desk or from Bowler's console.

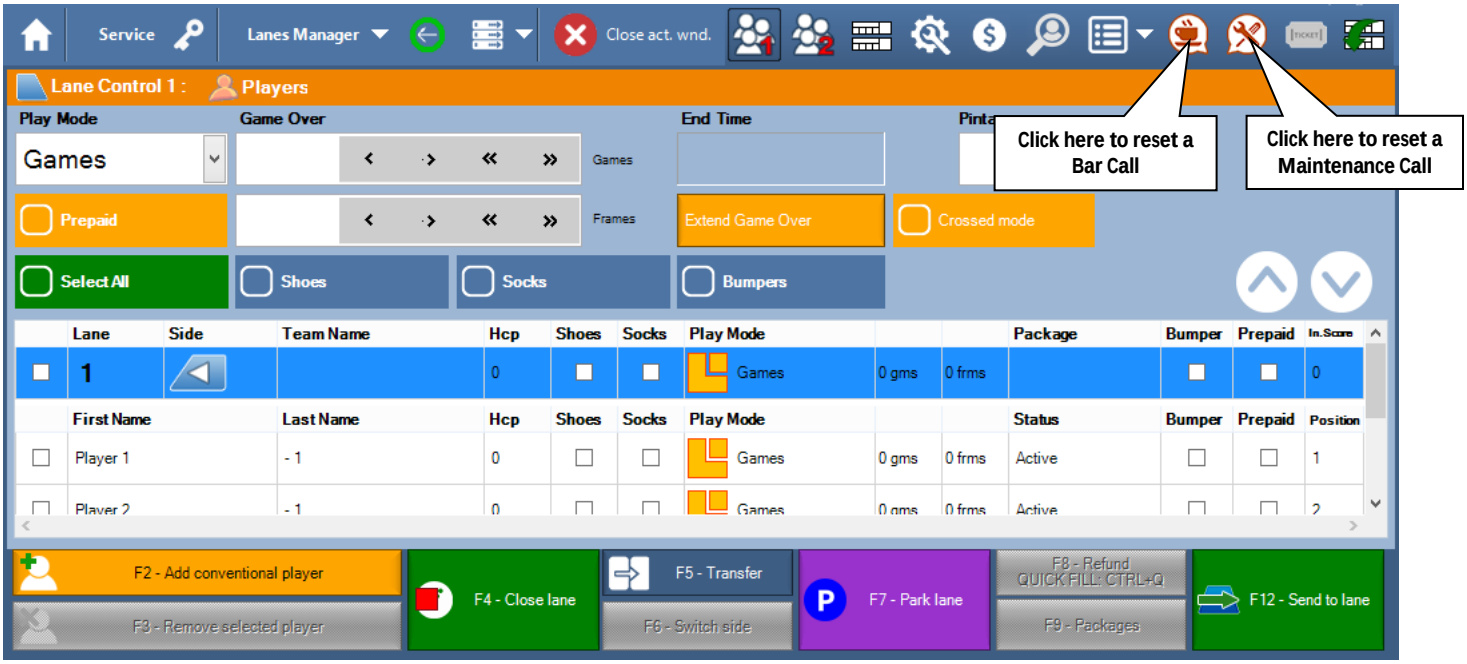
Snack bar call

Maintenance call

When a Bar or Maintenance call has sent to the Front Desk, a flashing icon appear on the lane warning the Desk operator about the call; The desk operator could contact the lane with interphone (if installed) or call the crew to assist the players. Calls could be closed by crew from bowler's console or also from Front Desk.



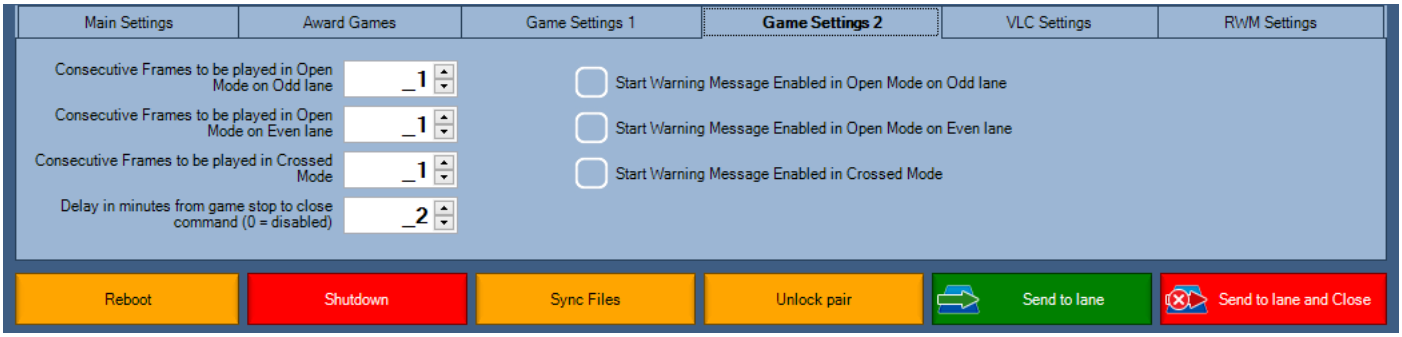
Reset a Bar or Maintenance Call from the Front Desk



Click on the dedicated button on the Top Bar to reset the Bar or Maintenance Call

Automatic Lanes Closure after game over

It's possible to setup a timer for pre-paid lanes Auto-close; When the lane shows "STOP-Game/Time Over", the timer starts, after the timer end the Scoreboard will be closed and the pinsetter will be turned off. To setup the timer, click on **Pair Settings** button, select **Game settings 2** tab and add a Time (minutes) in the field **Delay in minutes from game stop to close command (0= disabled),** then press Send to lane and close to apply the setting.



Note: This option will be used only for prepaid bowling play; The automatic lane closure after game over doesn't work with Post-paid lanes, even if the feature is enabled

Manually Lane Closure in Open style

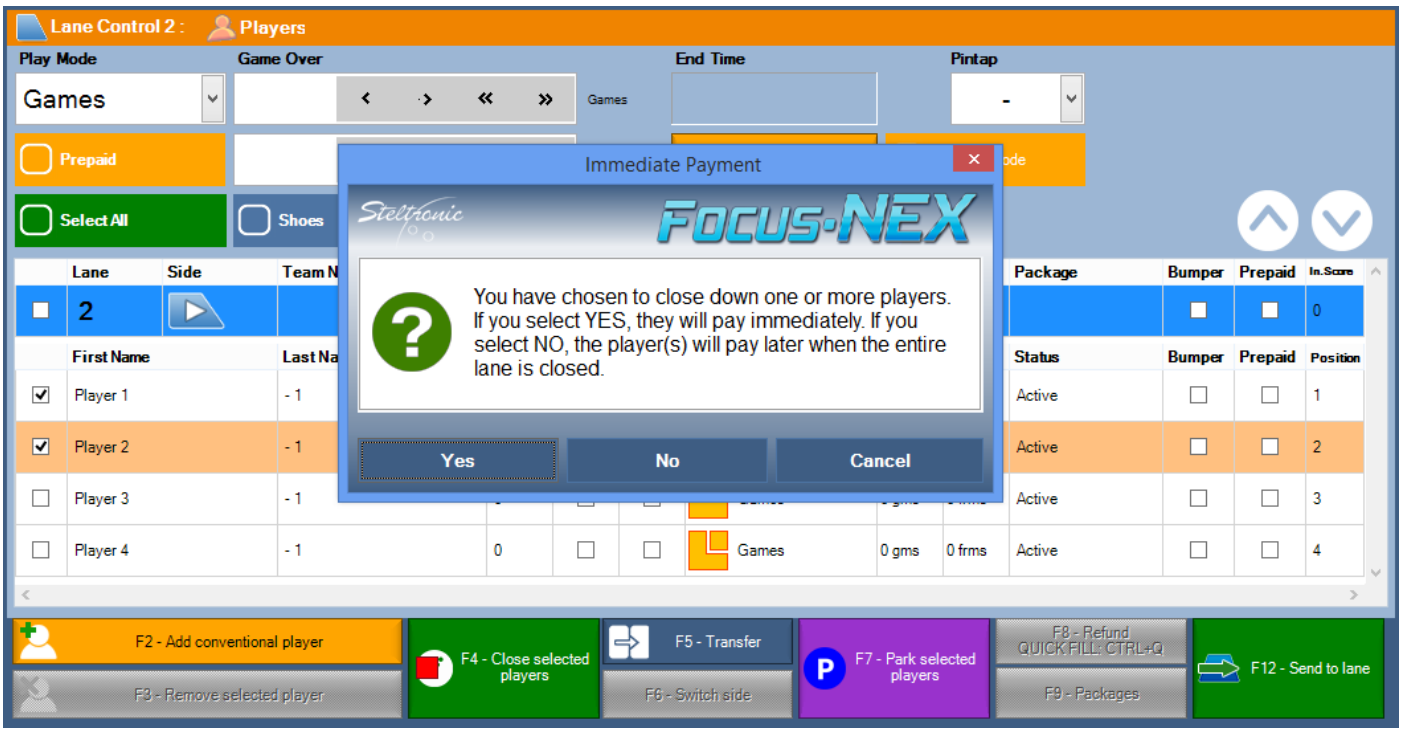
Click on Lane icon (multiple selection available), click on **F4 - Close lane** and confirm. After Close Lane confirmation, focus program checks any pending payment for the closed lanes and if necessary, start the payment transaction collections.

Manually Lane Closure in Crossed style

Click on Lane icon (multiple selection available), click on **F4 - Close lanes** and confirm; Both lanes of the pair will be closed. After Close Lanes confirmation, focus program checks any pending payment for the closed lanes and if necessary, will start the payment transaction collections.

Close Individual Players

Click on Lane icon, select the outgoing players and click on **F4 - Close Selected Players** and confirm



In case of Post-paid closed players, a warning message ask how to complete the player's remove operation:

- Clicking on **Yes,** the outgoing player pays immediately and the program starts the payment transaction
- Clicking on **No,** the payment amount will be requested when the lane will be close (last remained players pay for all).

Clicking on Cancel will quit the operation.

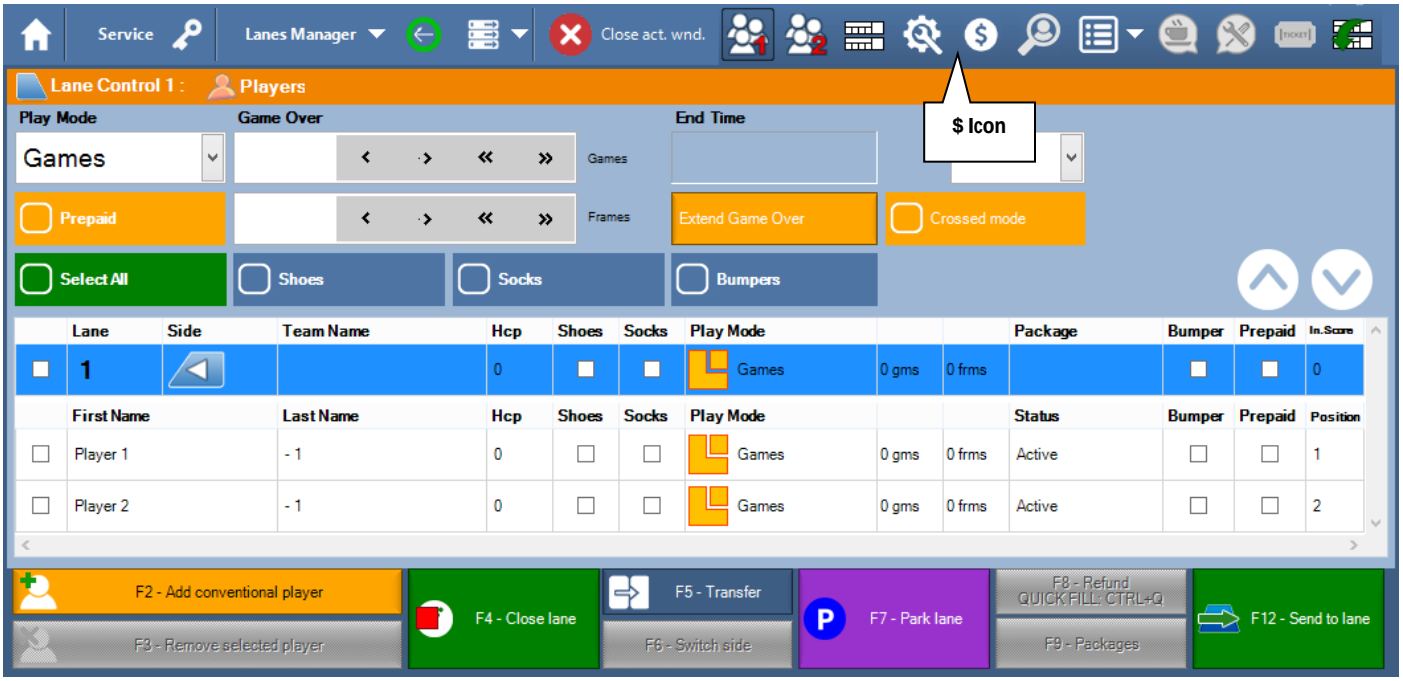
Note: for safety reasons, even closed players will be temporary parked, parked players will be removed from park automatically when the lane where they come will be closed.

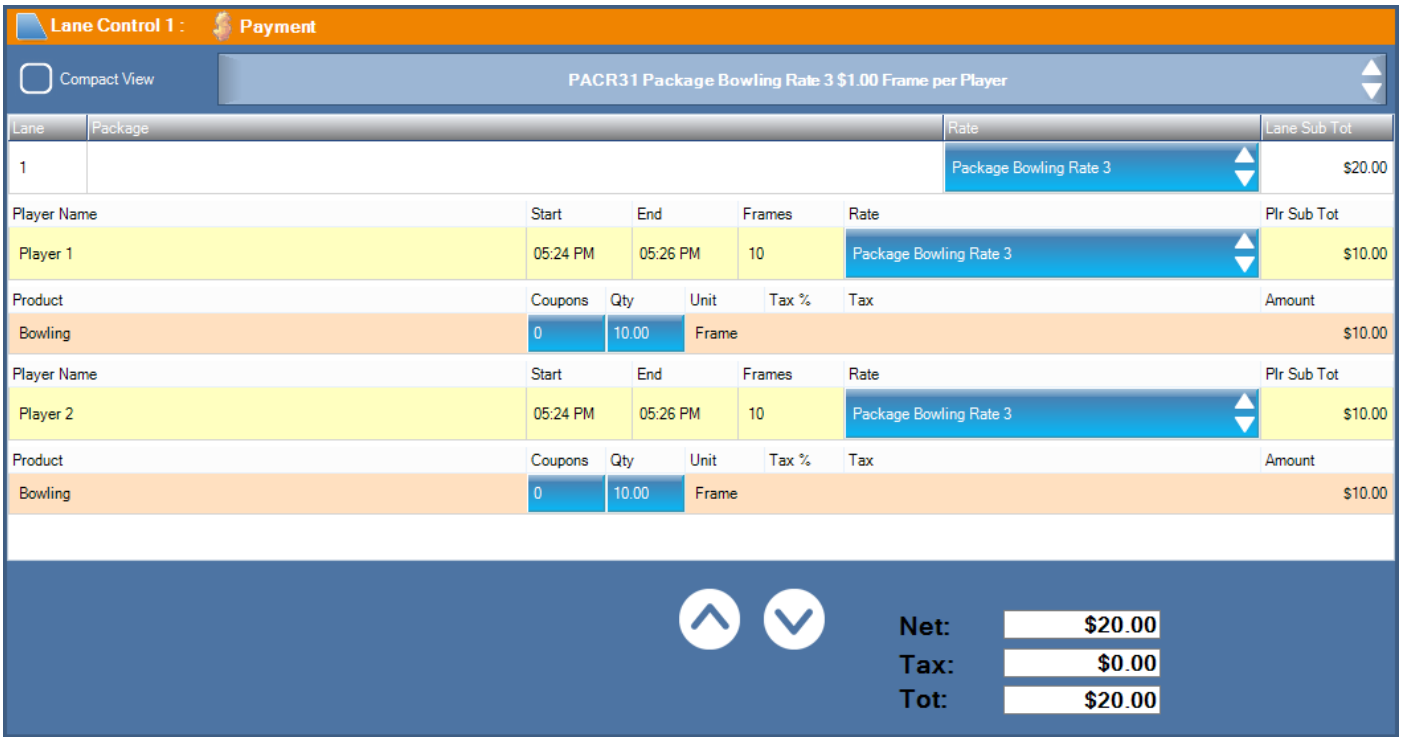
Crossed Lanes: Close only one lane and keep the other playing

Click on Lane icon, select the outgoing Lane and click on **F4 - Close Selected Players** and confirm.

Preview of the amount to Pay

For the postpaid lanes, it is possible to calculate the amount that players will have to pay if they stop their game; From lane control Window, click on **$** icon to enter in the rate selection screen and have a preview of the amount due.

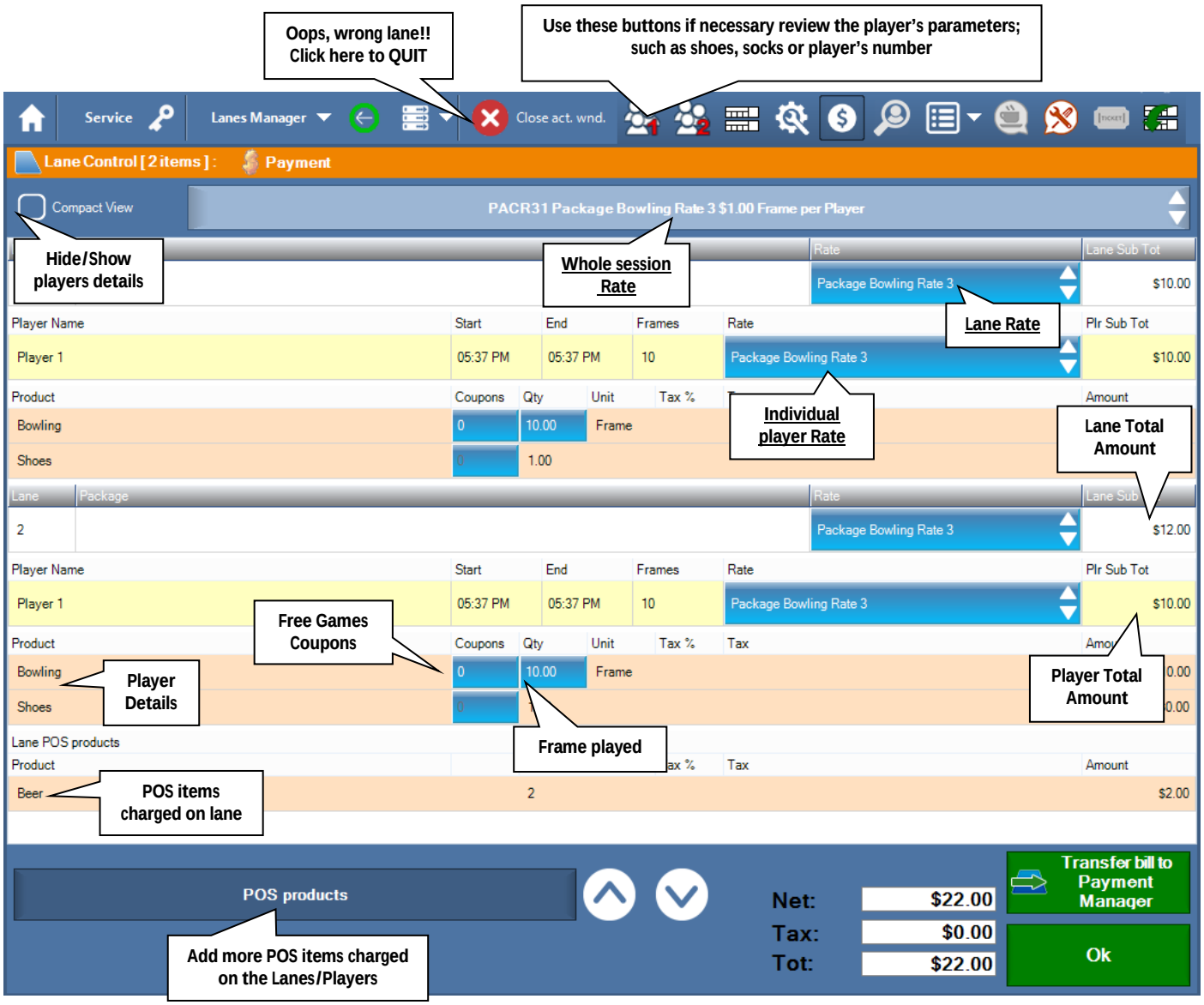




To vary the price, it's possible to use the Rate selection button near each player; If the lane shows a warning message, it means that there are pending payments that will be collected at Lane closure(players come from a lane transfer); The total amount displayed in this screen is related only to the current games.

Collect payment transactions

Post-paid lanes: Lane payment collection starts by clicking on the **F4 - Close Lane** button.
Prepaid lanes: Lane payment collection starts by clicking on the **F12 - Send to lane** button.



Program automatically checks for date & time, play mode (Time/Game), unit amount (how many games played by each player or how many minutes/hours), Rate's ranking (default rate= a ranking of zero), and choose from the appropriate active rates the default rate to apply to all players; Any POS items (snack, drinks etc.) charged on the lanes will be collected together.

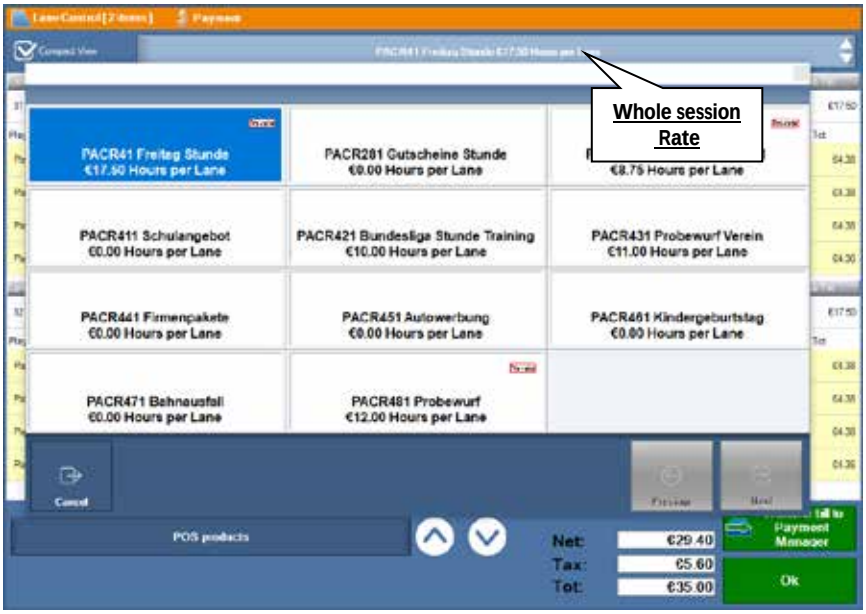
Next possible steps to complete the lane closure:

- If the default selection is good and no changes are needed, click on **Ok** to confirm the lane payment.
- Choose a different rate for the whole session.
- Choose a different rate for the entire lane.
- Choose a different rate for each individual player.
- Use the free game coupons (option for each player).
- Vary the Frames charged on Gift Card, or swipe a frames Gift Card collected after lane opening.
- Add POS items to Lanes or players
- Review the selection (example for shoes) backing to the previous screen to make changes.

Note: The Free Game coupon and Gift Card buttons are not visible when the window is shows as "compact view", Untag the Compact View checkbox to toggle the status.

Change the Rate for the whole session

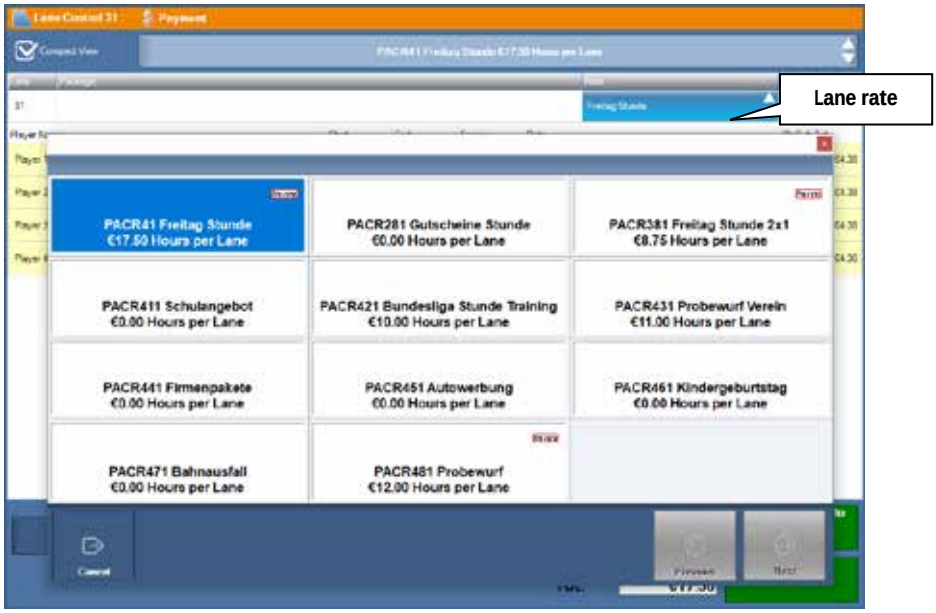
As default, the program shows the rate that is matched with the lanes with lowest ranking; To vary the rate, click on whole session rate button to load the pages with all active rates, click on the **Price Name** button to apply a different rate; All the Lanes and all the players of the lanes will be use the selected rate (*membership rate privileges will be removed);* To apply individual price to certain lane just modify their rate one by one and click on related lane price button; To apply individual price to a certain player only, just modify their rate one by one and click on related player price button.



Some rates chosen are priority over individual player selections; Choosing a rate where the Unit is Lane, the price will be applied to the entire lane, no matter the number of players and no possible individual rate charges; Choosing a rate where the unit is player, the price will be fixed for each player, no matter how many games selected.

Change the Rate for a Lane

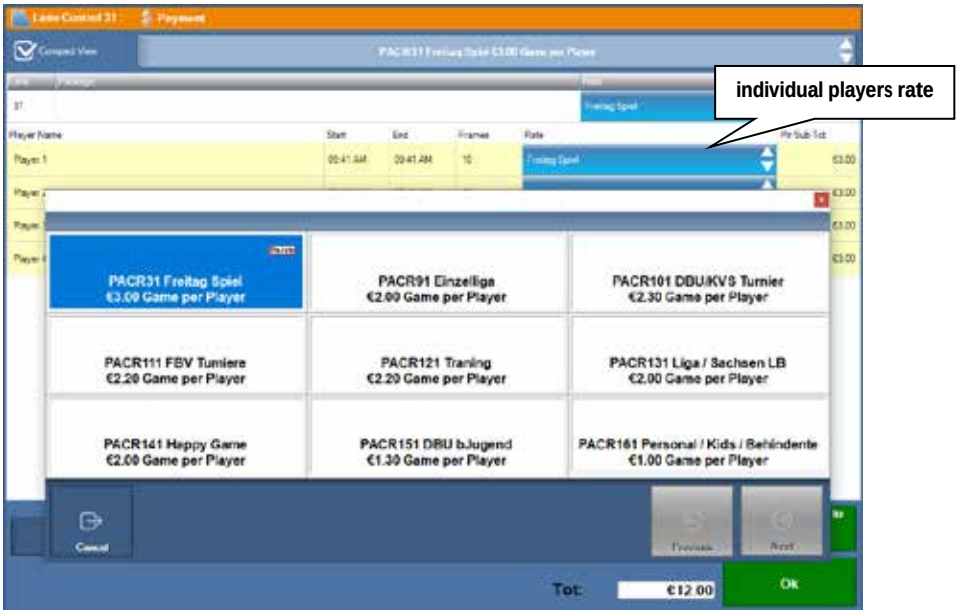
As default, the program shows the rate that matches with the lanes with lowest ranking; To vary the rate, click on Lane rate button to load the pages with all active rates, click on the **Price Name** button to apply a different rate; All the players of the lane will use the selected rate (*membership rate privileges will be removed);* To apply individual price to a certain player only, just modify their rate one by one and click on related player price button.



Some rates chosen are priority over individual player selections; Choosing a rate where the Unit is Lane, the price will be applied to the entire lane, no matter the number of players and no possible individual rate charges; Choosing a rate where the unit is player, the price will be fixed for each player, no matter how many games selected.

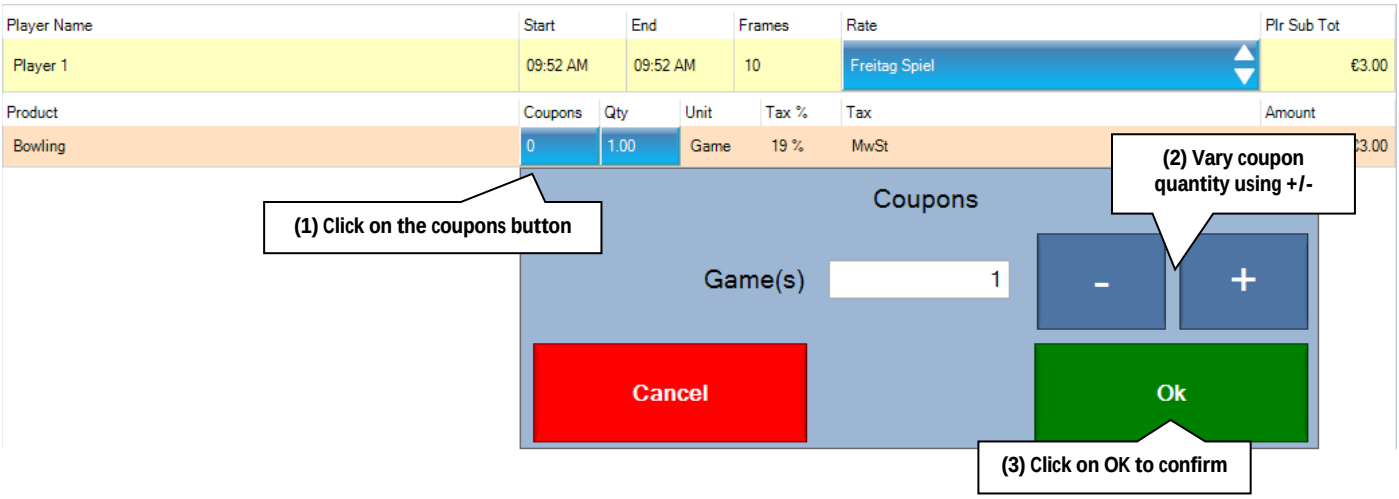
Change the Rate for a Player

Click on **Rate** button of each player and choose the appropriate rate by clicking on the rate name; As usual, membership players have a "special rate" and the program checks if the membership involved in the transaction has a different available rate and it will apply this automatically; Anyhow, it is always possible to change the rate even for membership players.



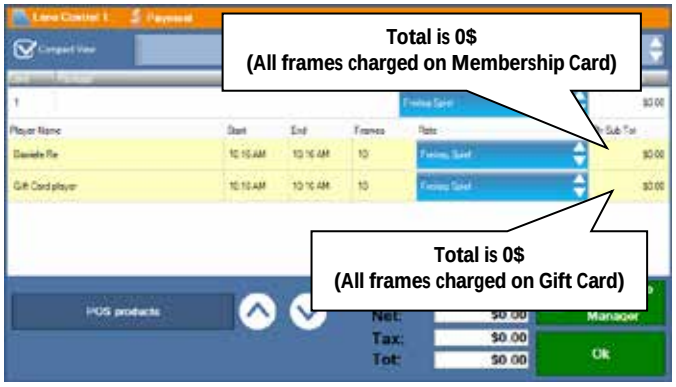
Use Free Games coupons

The Focus program allows removing one or more games from the player's amount using the free game coupons; The operation is individual and available for each player; Free game coupons are not usable when the lane is sold by time or by lane; A dedicated section in detailed report will be printed with the total of Game Coupons used.



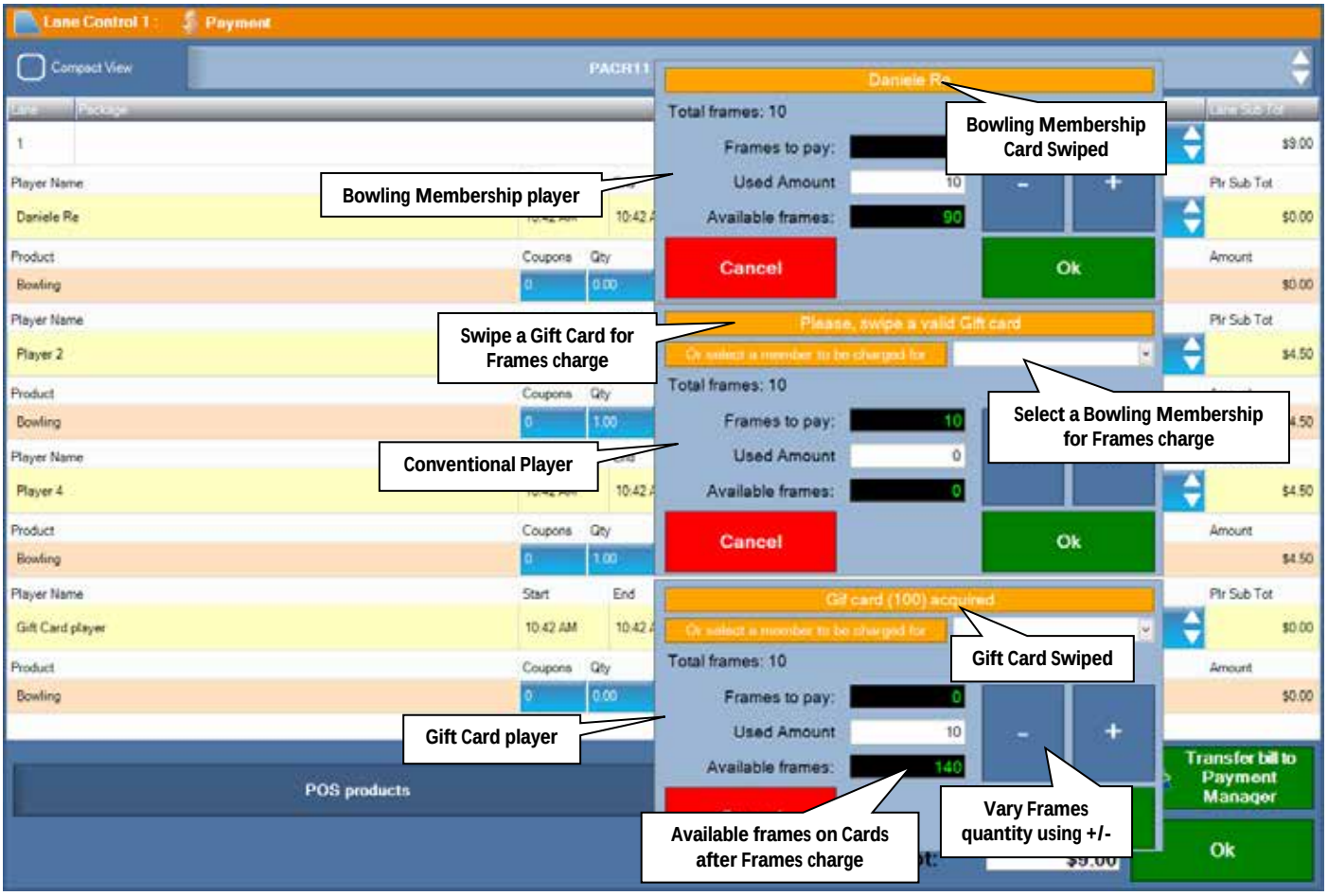
Note: Free games coupons are for a Game only, shoes and socks are not included and will be left in the bowler's total.

Charge Frames on Gift Card or on Bowling Membership Card



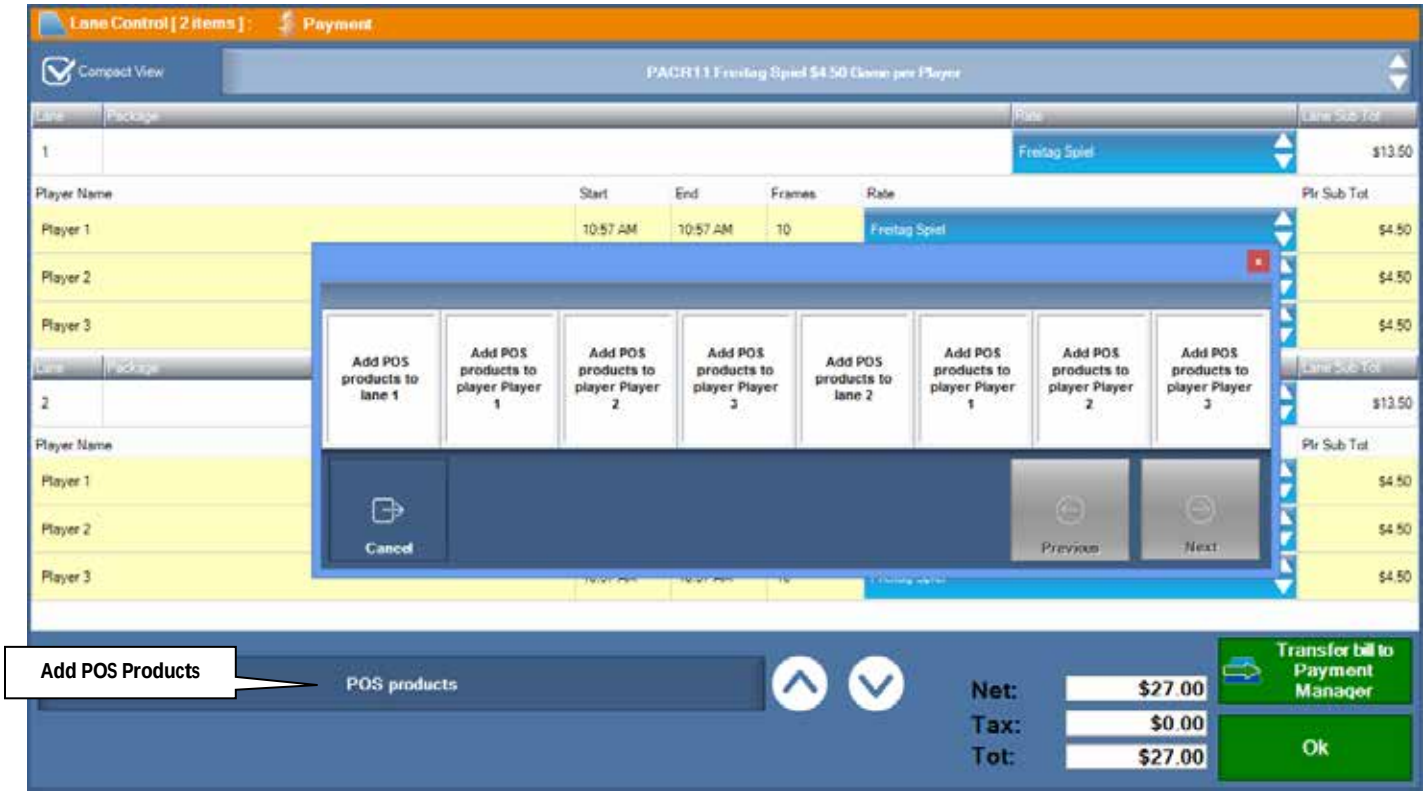
When the lane is opened using Membership bowling Cards or using a Gift Cards loaded with credit Frames cashiers do not need to take additional action in order to charge the Frames played on their cards; During payment, the program automatically deducts the frames from the cards, as long as they cover the payment; By the way, it's also possible to manually swipe the cards during the rate selection:

- In case the player has forgotten to give to the cashier his cards when they start to play.
- In case the player wants use his Card to pay all frames of the game session, even for the other players.
- In case the player wants to keep the frames on their card and use other methods of payment.



Click on **Qty** button to load the Card pop-up window; Use the +/- buttons to vary the quantity of the frames deducted from the cards; It's still possible to swipe Membership or the Gift Card if necessary (i.e. for pay for another player); Once finished, confirm the payment with **Ok**. *Note: See Gift card and Membership user manual for more information's.*

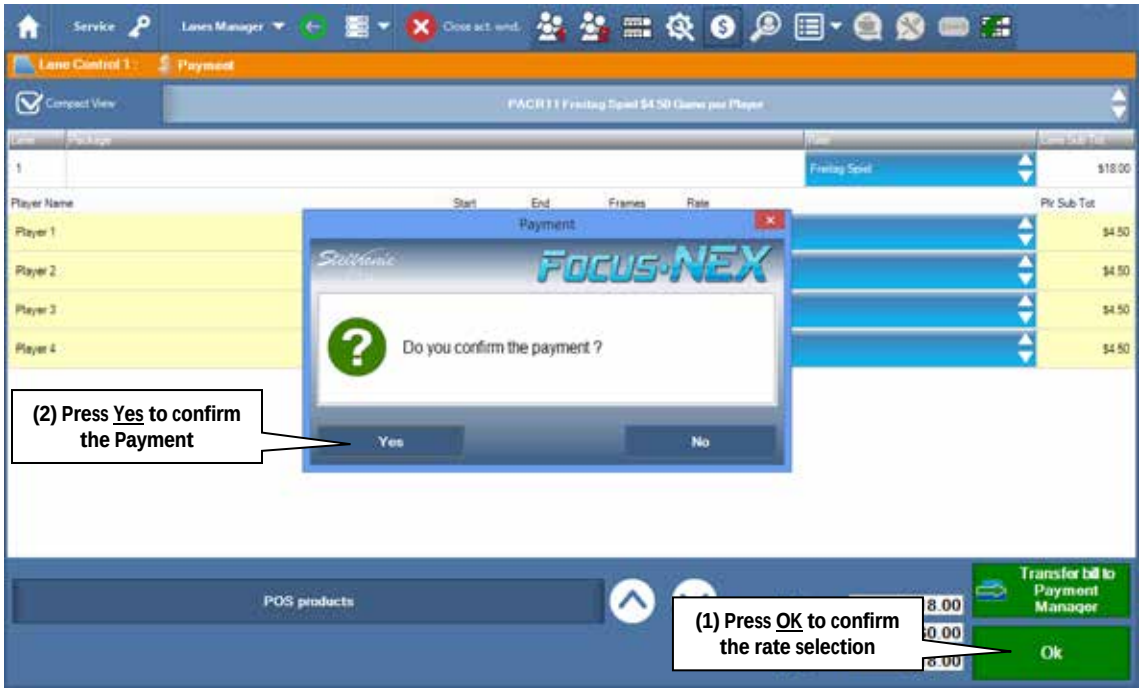
Add POS items to lanes or player



In the Lane payment screen, click on **Pos Products** button to add POS products to the Lane/Player during the rate selection phase; Choose to add the POS products to a lane or directly to a specific player, simply clicking on the name button; The program will display the POS dedicated tab to charge the needed products.

Add the POS items on the list and swipe the POS discount card if the player has one, when done click on **Back to payment or Order** button to go back on the payment screen.
Note: The workstation must be configured for the POS usage.

End of payment phase

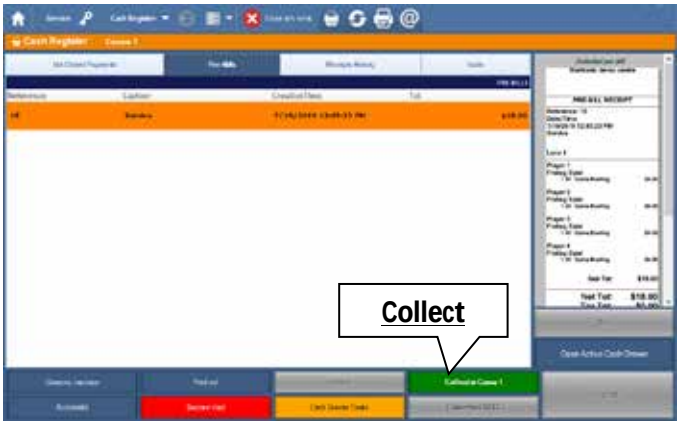


In the rate selection screen, clicking on **Ok** button will end the payment phase (confirmation required) and the program starts the Amounts Tender operations. It's also possible to change the rates even after confirming the payment by clicking on **Back to Payment Form** button in cash register screen, the other possible operations in cash register screen are:

- **Generate a Pre-bill:** Printout a pre-bill and queue the payment that will be collected later.
- **Tender the payment:** By cash, check, credit card, charging on account, using other cards, add fidelity points on membership cards.
- **Split the payment by Amount or Items:** Use to split the payment between clients by selecting the items or dividing the amount
- **Queue the payment:** The payment will be marked as "not collected", and can be collected later
  Note: This option is available only if Go Back feature is disabled
- **Back to Payment Form:** Use to go back to rate selection windows
  Note: This option is available only if Go Back feature is enabled

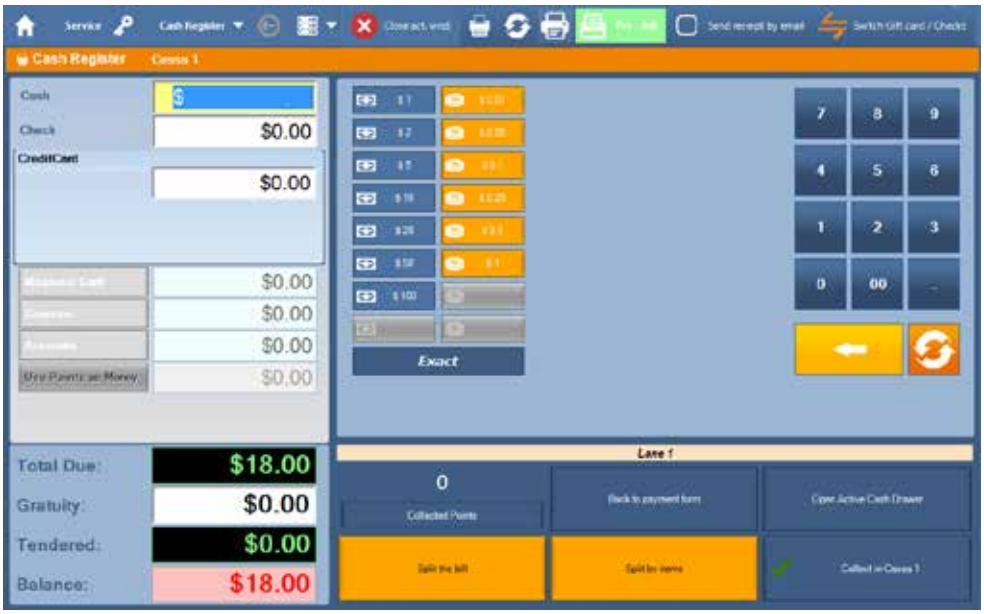
Note: The options described above will be explained in the following paragraphs, for a detailed explanation of "Go Back feature" see the Cash Register user manual.

Generate a Pre-bill during payment collection



Click on Pre-Bill button, the program prints out the pre-bill and queues the transaction. To collect the payment of the pre-bill, open the Cash register plug-in, move on Pre-bill tab, select the pre-bill receipt and click on Collect button.

Tender a Bowling Payment



Cash: Enter the total cash tendered, or use the money buttons on the right, the program will calculate the balance; To end the transaction, close the cash drawer (if connected with the Workstation/Receipt) or click on the green button Collect in Drawer; The Cash field is the default selection when opening the Cash Drawer. *Note: If you do not want to enter the cash tendered from the customer, click on Exact button; If the total tendered does not cover the transaction, and it is confirmed, the program will calculate the difference as a discount for the customer and ask for confirmation (option only for authorized users).*

Check/**Gift Card (manually):** Click on the Check/ Gift Card (manually) field and type in the amount or click on exacts button; If the check does not cover the transaction total, shift to other forms of payment to fill up the difference (Cash, Accounts, etc..); Confirm with **Collect** button or closing the Drawer. *Note: Check and Gift Card (manually) fields can't be displayed at the same time, it's possible swap them using the dedicated button on the top bar*

Credit Card (**manual insertion):** Click on the Credit Card field and type the amount or click on exacts button; If the credit card amount does not cover the transaction total, shift to other forms of payment to fill up the difference (Cash, Accounts, etc..); Confirm with **Collect** button or close the Drawer.

Credit Card**:** Swipe the Credit card to charge the transaction on a credit card and confirm with **Collect** button or closing the Drawer. *Note: Feature available only in USA for center equipped with Mercury Payment system.*

Cashless Card**:** Swipe the Cashless card to charge the transaction on a cashless card (Sacoa, Embed, Intercard) and confirm with **Collect** button. *Note: Feature available only for center equipped with Embed interface.*

Magnetic Card: Click on the Magnetic Card button and swipe the Cards(Membership or Gift Card) to charge the payment, the whole transaction will be charged to the swiped card if it has enough credit; The Membership player will be automatically charged for his portion of transaction on his magnetic card unless he has already enough Frames on his deposit to cover his part of the income. *Note: See Membership user manual for more information's.*

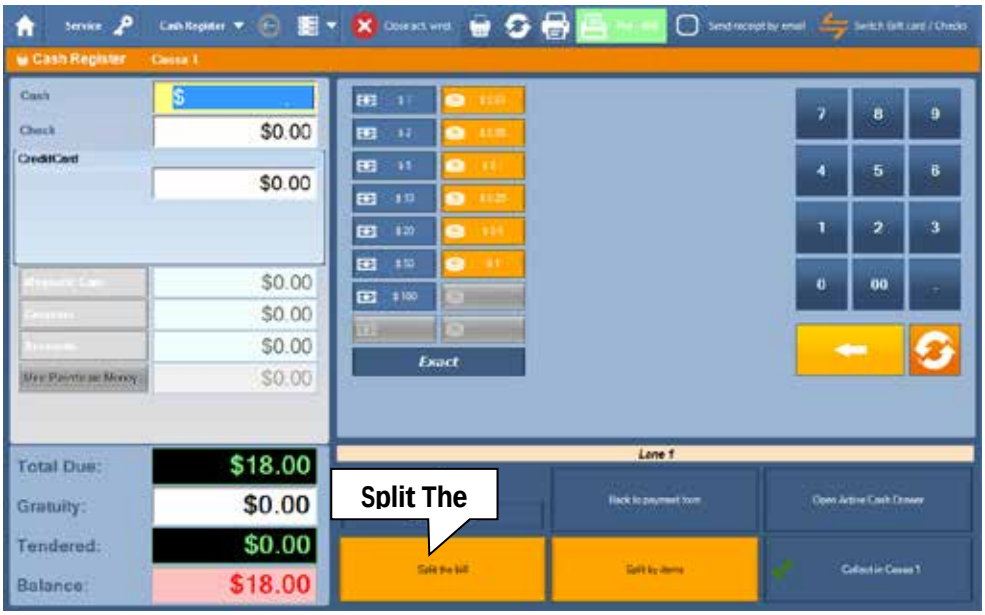
Coupons**:** Click on the Coupons button and use +/- buttons to select the money coupons size received from the customer; Confirm with **Collect** button

Accounts: Click on the button and select the Account to charge the payment, the whole transaction will be charged to the customer's account if it has enough credit; A membership player linked with an account will be automatically charged for his portion of the transaction on the linked account unless he has already enough Frames/Money on his deposit to cover his part of the income. *Note: See Cash Register user manual for more information's.*

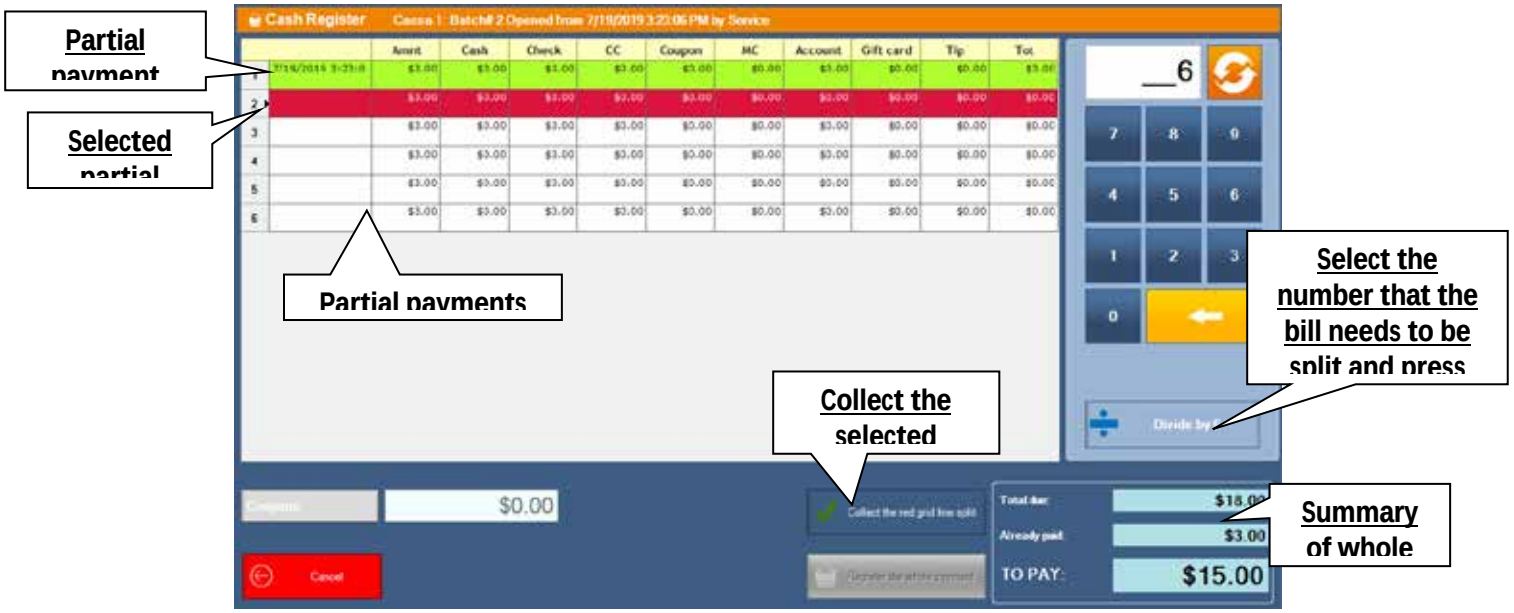
Use point as money: Click on the button and swipe the membership cards to use the loyalty points as money. *Note: See Membership user manual for more information's*

Collect points**:** Click on the button and swipe the Membership cards where to upload the loyalty points. *Note: See Membership user manual for more information's*

Split a Bowling Payment by Amount



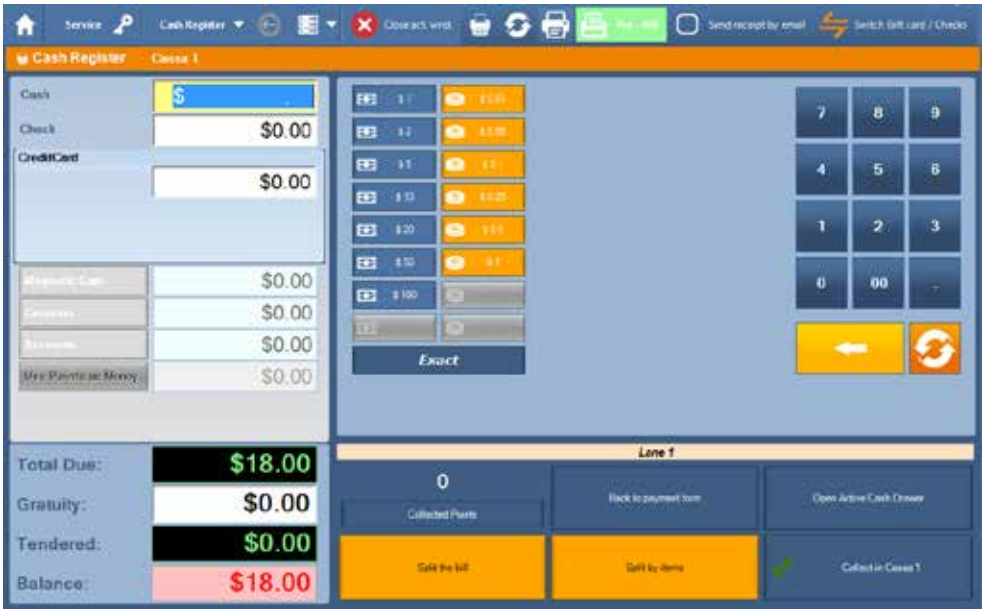
During the payment collection phase, click on **Split the bill** button



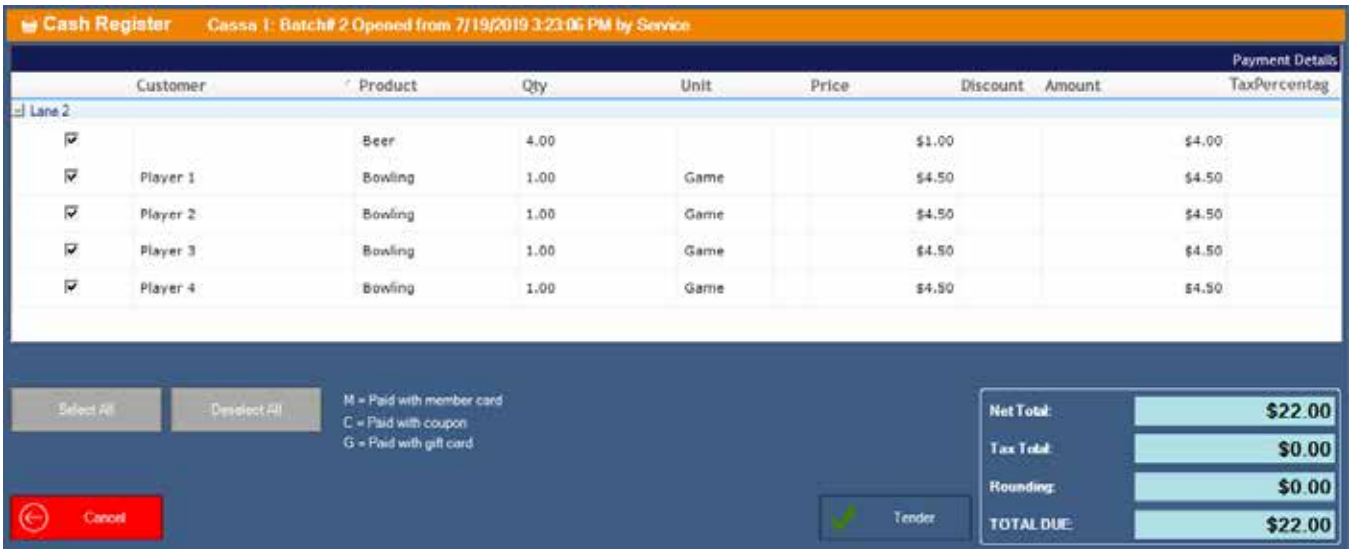
Select the number that the bill need to be split and press "**Divide By …**" button to create the partial payments; Select one of partial payments and start the tender clicking on **Collect the red grid line split** button; *Note: the number can be varied in any time, also if a partial payment was already collected, the remaining amount will be divided for the entered number*

The payment collection screen will pop up with the total of the selected payment, use Cash, CC card, Gift card etc. to pay; When the collection of payment is completed, the payment screen will display the other partial payments that need to be paid; Repeat the steps till the payment is done and at the end press on **Register the whole payment** button to complete the tender

Split a Bowling Payment by Items



During the payment collection phase, click on **Split by items** button.



Untag the items to pay later (to split the payment) or use **Select All** or **Deselect All** buttons; when ready for the first payment, click on **Tender** button.

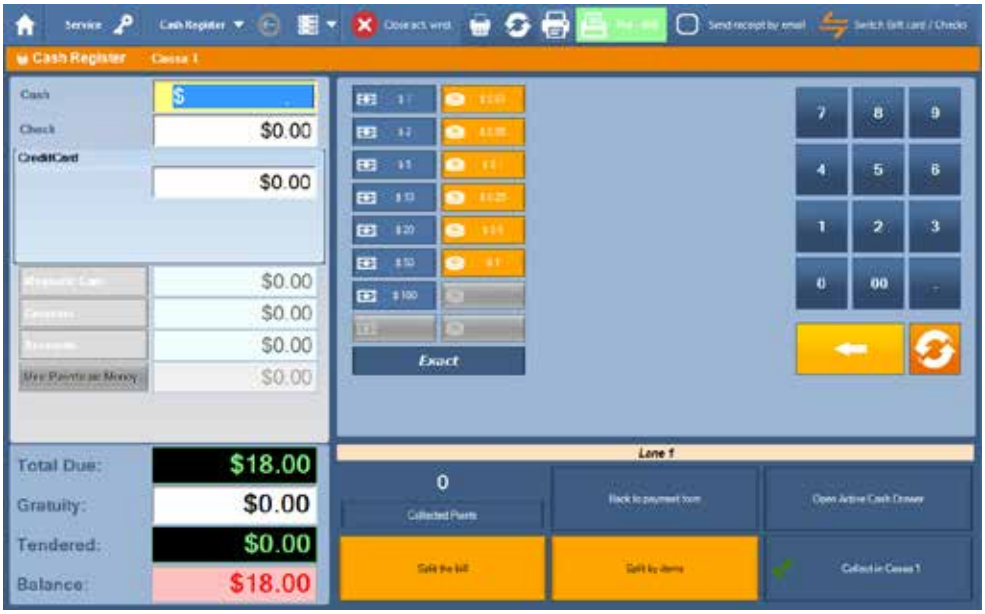
The payment collection screen will pop up with the total of the first payment, use Cash, CC card, Gift card etc. to pay; When the collection of payment is completed, the payment screen will display the rest of the items to pay; Repeat the steps till the payment is completed.

Back to payment or queue the payment

WARNINGS
Closing the payment screen with will produce 2 different things depending on "**Go Back**" feature selection: **Go Back Disabled:** Closing the payment screen with will cause the queue of the payment in "Not collected payment" list and close the cash screen. To find the pending payment, open the Cash Register plug-in at the tab "Not closed payment". **Go Back Enabled:** Closing the payment screen with shows the rate selection screen, the payment must be registered and cannot be queued on "Not closed payment" list

Queue a bowling Payment (Go Back disabled)

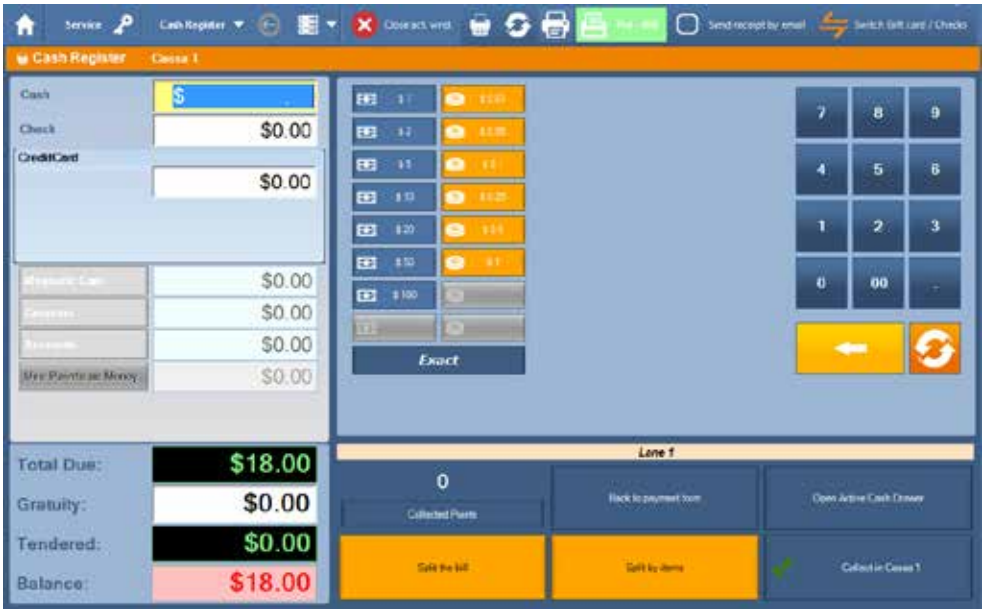
A bowling payment could be queued to be collect later, alone or with other payments, even of different nature (i.e. Bowing + Time games).



In the payment collection screen, use the to close the window *(only authorized user can do this).* the payment will be queued in "**Not collected Payment**" list on Cash Register Plug-in.

To find the pending payment, open the **Cash Register** plug-in and select **Not closed payments** tab, highlight the payment and click on **Collect** button.

Back to payment form (Go Back enabled)



In the payment collection screen, use the to close the window or click on **Back to payment form** button; The rate selection screen will be shown again and will possibly change the rate assigned to a player or to the lane and also all other operations available from this page; Once request changed are made, click on **Ok** button to start the payment collection with the changes made.

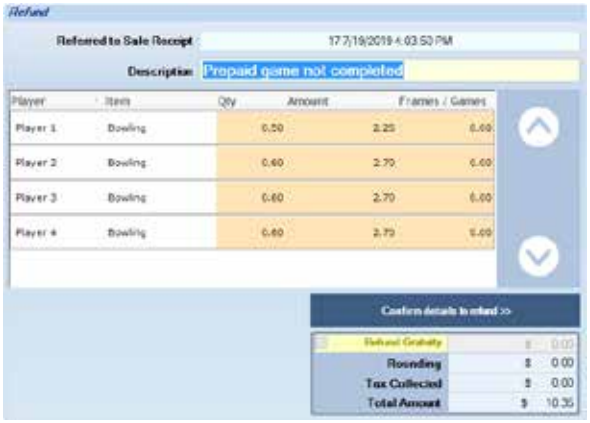
Quick Refund of Prepaid lane

Quick refund feature is dedicated to refund a prepaid lane that doesn't allow the players to continue their Game for external causes, Like: faulty API, faulty Pincam, Pinsetters mechanical problem, etc... To refund a normally closed lane, go to Cash register à Receipt History tab. *Note: see Cash Register user manual for more information's.*

Click on the Lane to refund, select the player to refund (no selection = all players) and click on **F8 – Refund** button; The program displays the bill details that was previously collected inserting in the Refund Quantity for the amount of Games/Time not yet played on the lane for each players; The refund quantity can be even modified manually and there are two ways to vary the refund value:

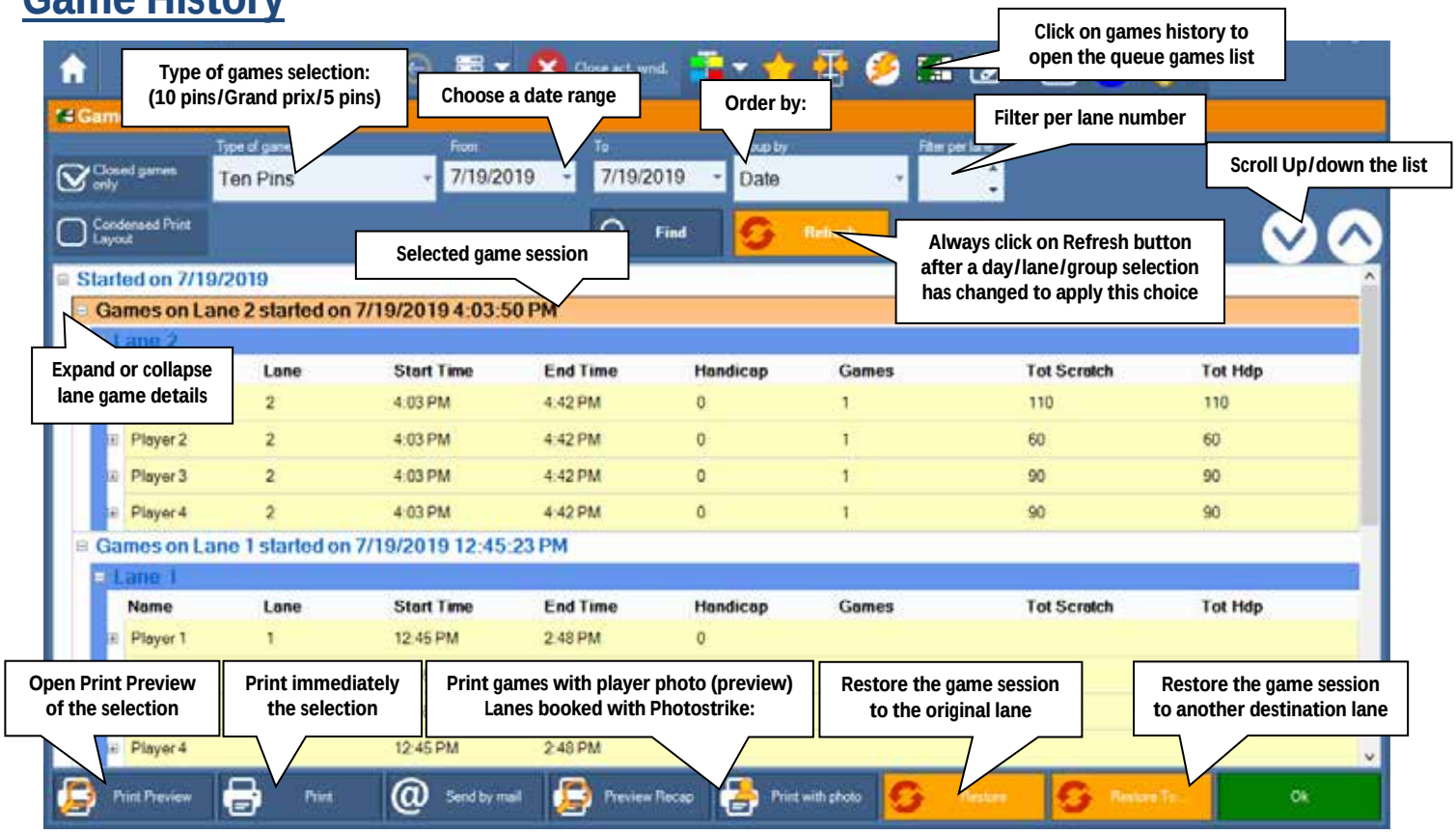
- Vary the quantity of Games/Hours (Quantity Field)
- Vary the final Money Amount (Amount Field)

The refund description will be set as "Prepaid game not completed" automatically but it's even possible to type a different description of the refund transaction; To confirm the refund click on **Confirm the details to Refund** button.



The program automatically refunds the income as was paid; by cash, credit card, etc....; If the transaction contains a gratuity (Tips) the refund will include it but it's possible keep the gratuity by untagging the checkbox **Refund gratuity**. *Note: For more information of how to vary Refund Quantity and Money Amount see the Cash register user manual.*

Game History



Closed Game Only: When enabled, it shows the game history that was only closed correctly from the lanes manager; The checkbox is enabled by default, untag the checkbox only to search and restore lost games after a resume of a VLC failure.

Condensed Print Layout: When enabled the score will be printed using a condensed print layout in order to insert more scores on the same page.

The **Find** button opens a small window to the search criteria, like bowler's name, lane number, or date. After data is inserted, click on the **Find** button to start the search (the result appears on the main game history window), use the close button to close the search window.

Waiting list

About Daily Waiting list

The **Daily Waiting list** is a plug-in which is used to manage the "not-pre-booked reservations", players in the center that are waiting and it allows you to pre-enter player numbers so that when a lane/field becomes available it is much faster to start them; the reservation made with the Photostrike kiosk will be queued automatically in the daily waiting list. *Note: Photostrike is only available for Bowling reservation.*

Waiting list Setup options

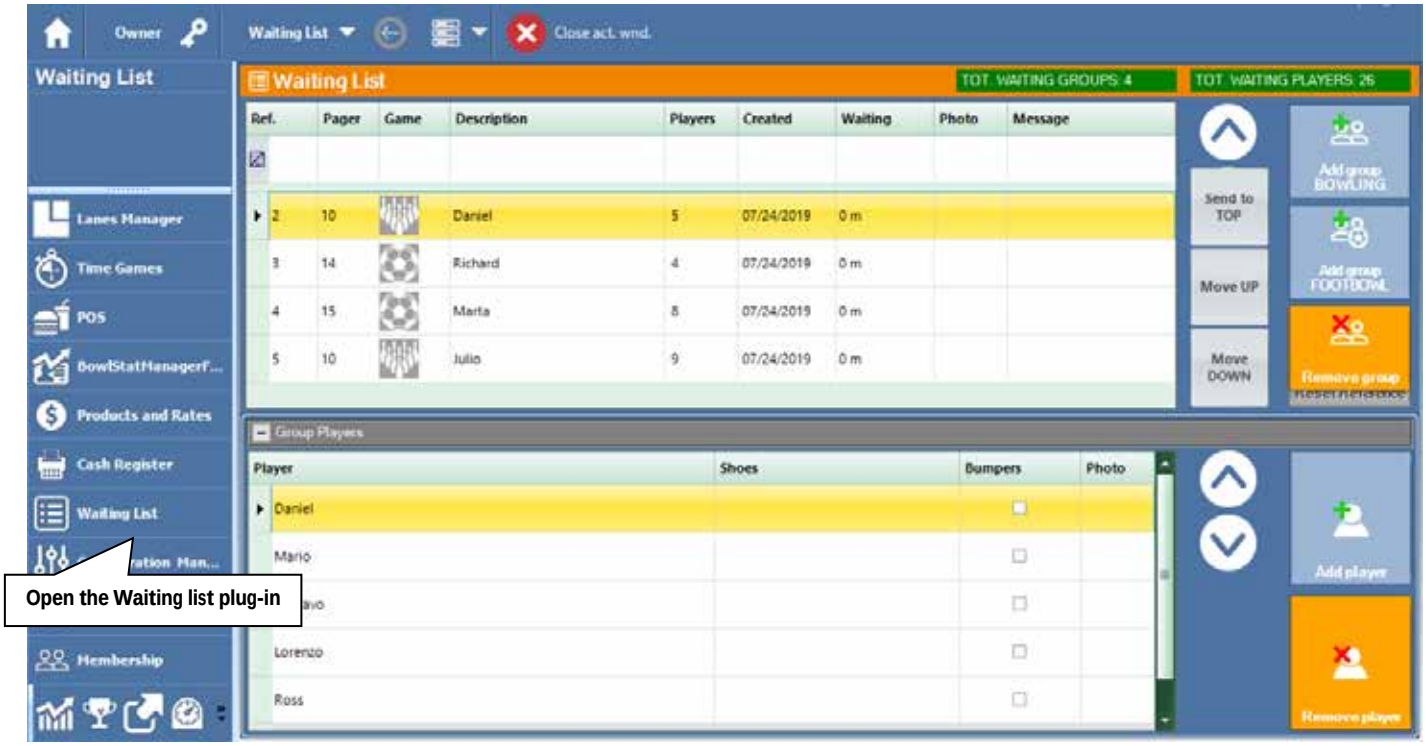
Open the **Configuration Manager** à **Lanes** tab, select the **Workstation** and the **Lanes Manager** plug-in to customize.

If you want to print out a ticket for the Reservation, tag the checkbox "print waiting list receipt". Save, exit and reboot the Focus program to apply the settings.

Reset the Reference Number

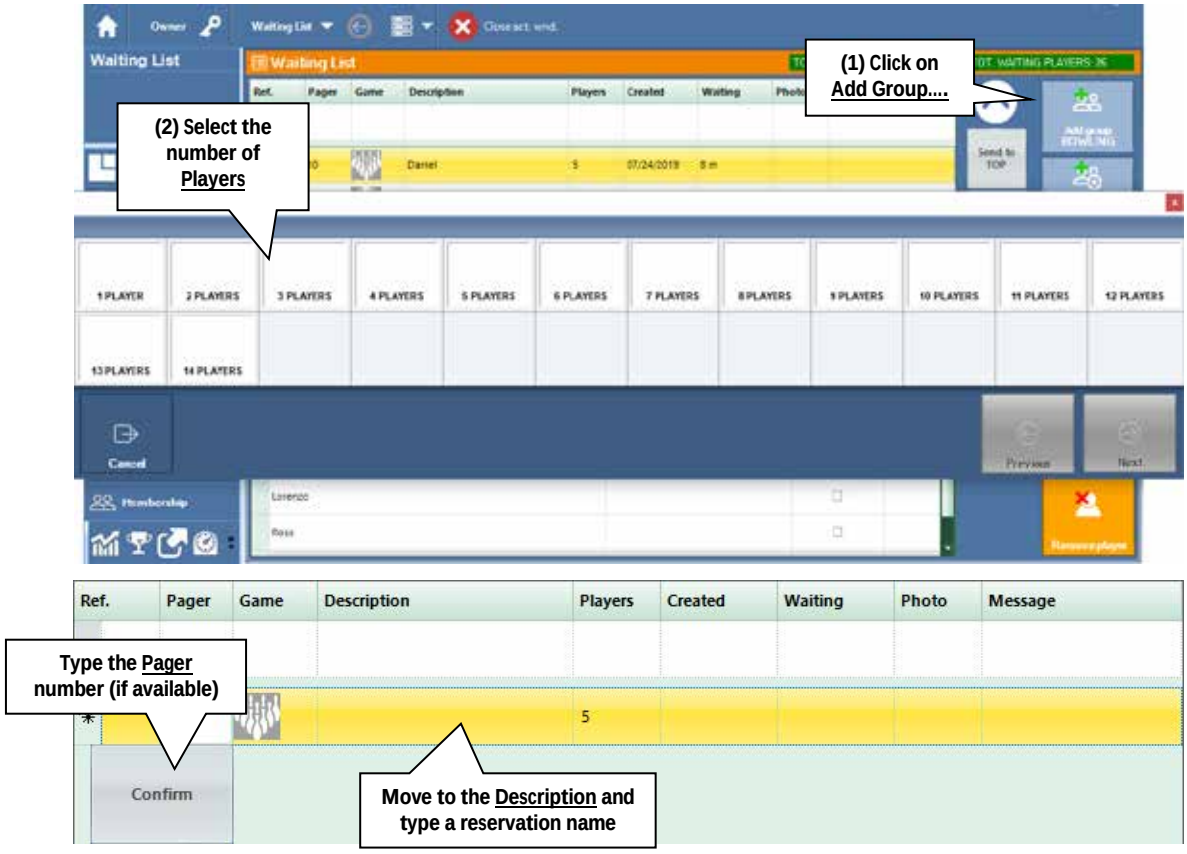
The reference number of the waiting list is automatically increased each time a new group is added; the progression continues even when the waiting list is empty; To reset the reference number to Zero, make sure the waiting list is empty than click on the **Reset reference** button. N*ote: the button is not available if a reservation is still on the waiting list*

Add a new reservation



1. Click on **Add Group....** button relative to the type needed (**Footbowl** / **Bowling**).
2. Select the **Player Number** clicking on the box.
3. Specify a **Pager** number, if not used skip it and move on **Description** field to enter the name of the reservation.
4. Press Enter to confirm or click on **Confirm** button.

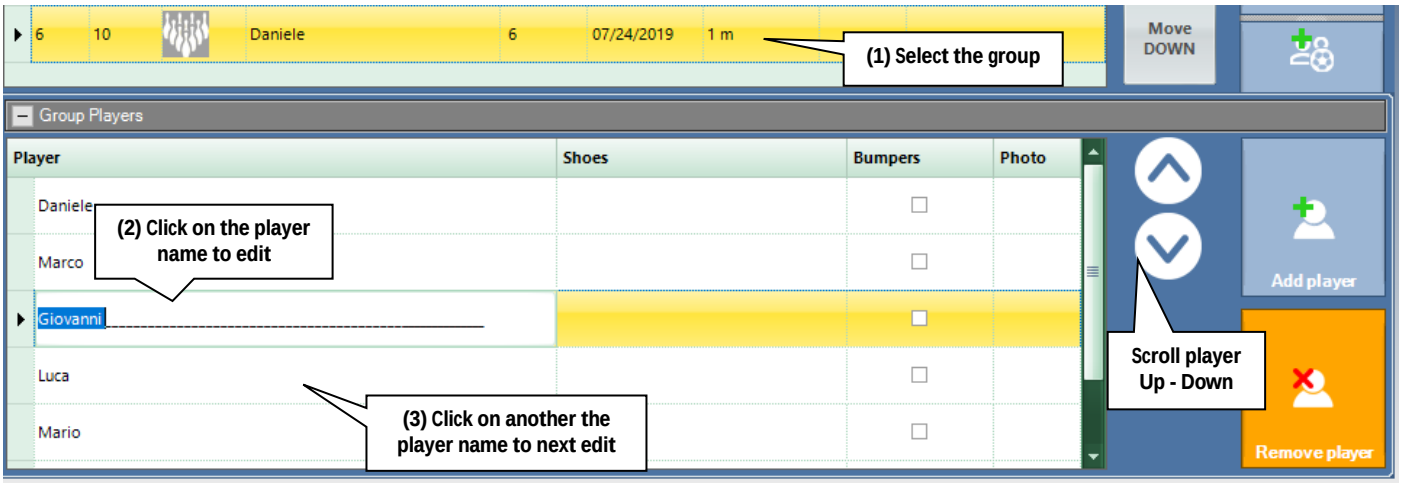
The reservation is created with a conventional players name, the ticket printer (if function enabled) will print out a reservation ticket.



Edit players names

1. Highlight the Reservation name.
2. Click on the **player name** on the down window and type the new name directly. To scroll up from one player to another quickly, press Enter, Down key, Enter, the field is editable when the name is highlighted in blue.

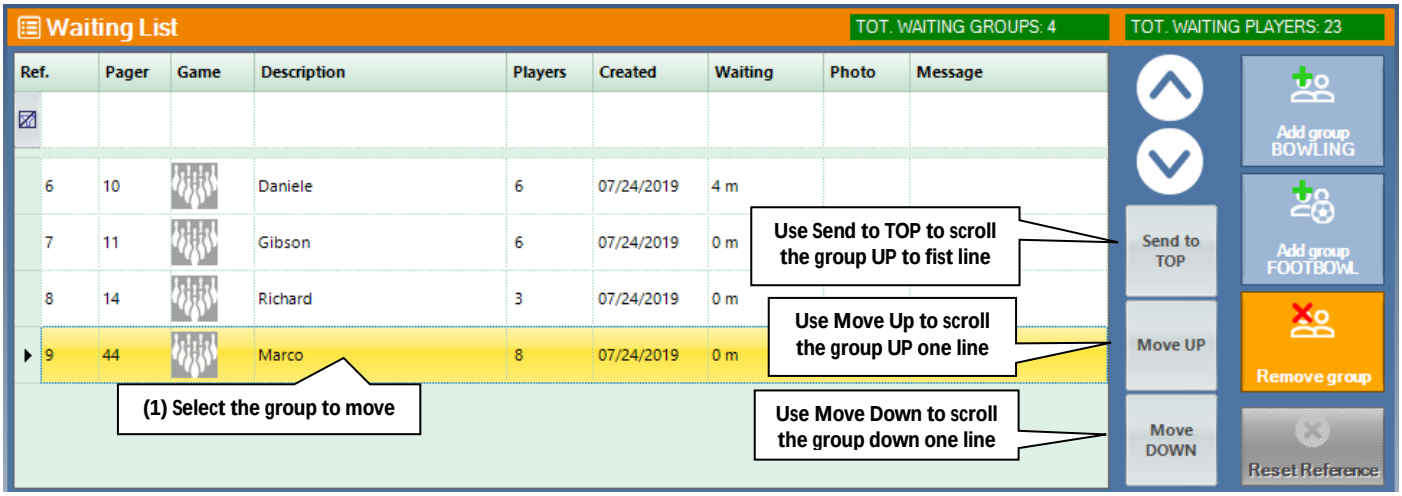
Use **Add player** / **Remove Player** buttons to change the player quantity of an already created group.



Note: The key UP / DOWN keys on the keyboard allow the editing of players' name directly without use the mouse

Change the Waiting List Priority of the Groups

Select the Group of players to move and select one of the available actions.

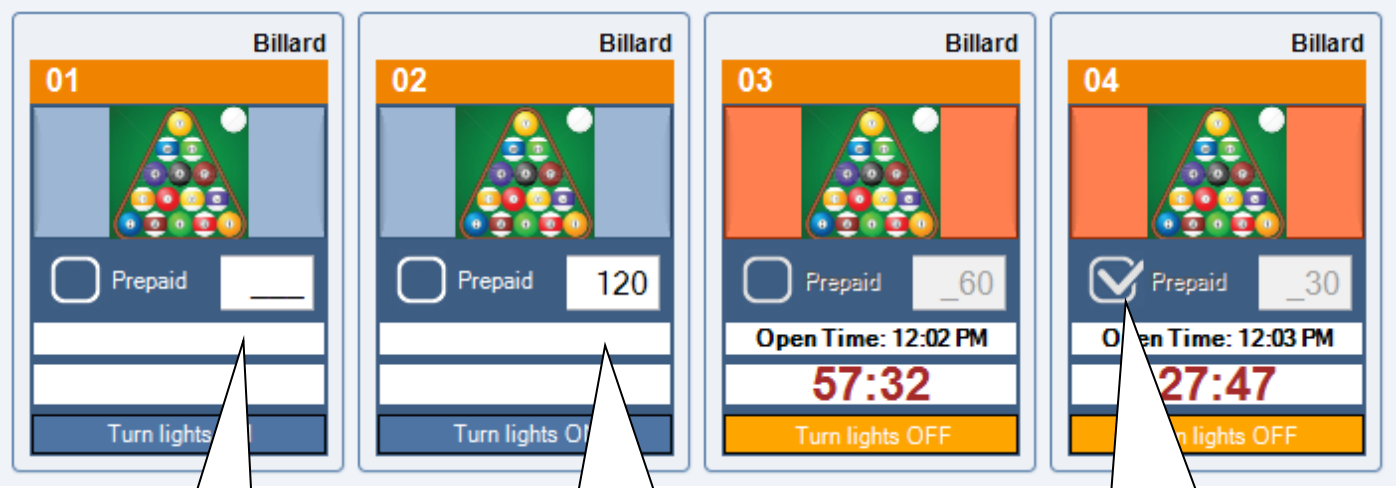


Times Games Rental

Time Games Rental Screen

Click on **Time Games** plug-in to enter the time games rental window. The time games are displayed as an icon, one for each time game. Each icon has a checkbox for **Prepaid** selection and **Unit Amount**.

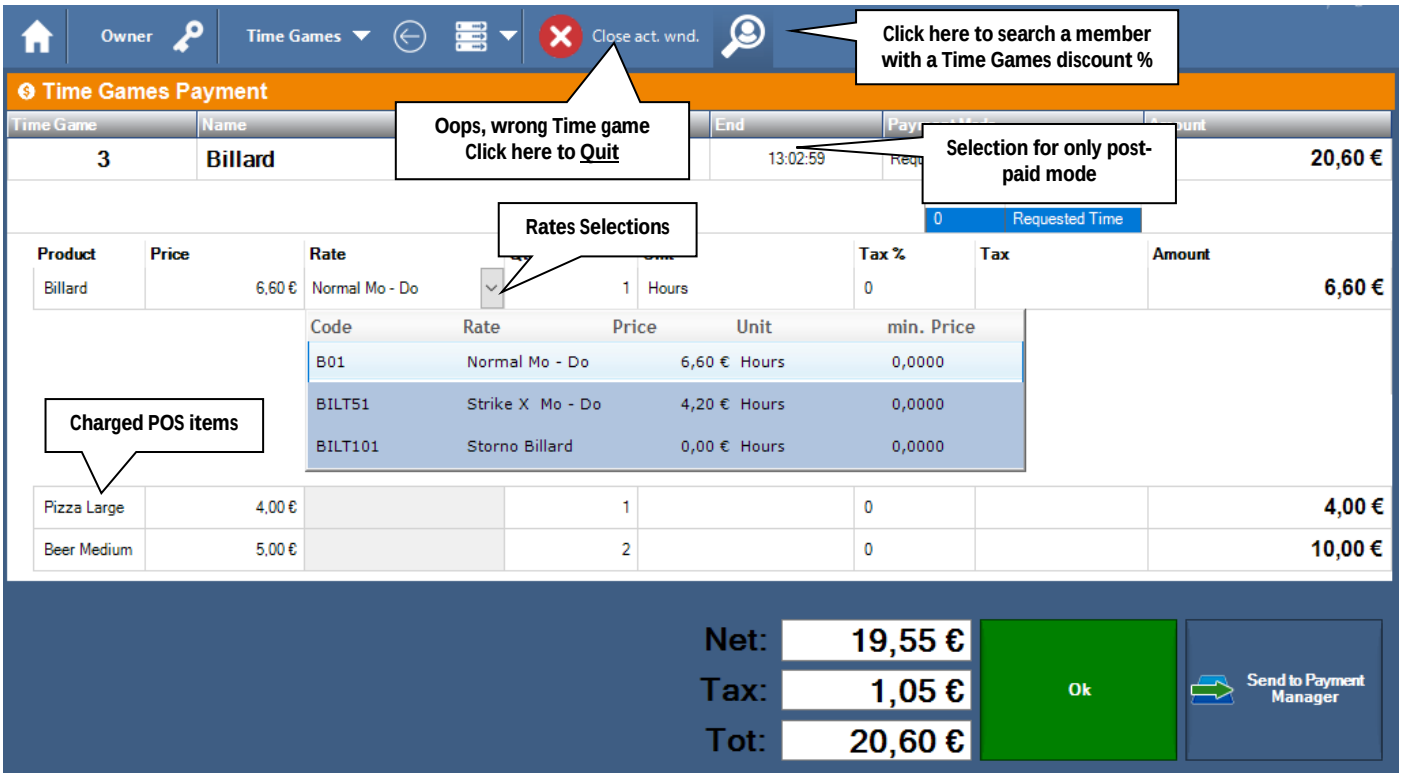
Open a Time Games



Closing a Time Game (Collecting a Time Games Payment)

Prepaid Time Games: The collection of the transaction is requested before beginning to play

Postpaid Time Games: To stop a time and collect the payment click on the time game icon



Program automatically checks for date & time, unit amount (how many minutes/hours) and chooses from the appropriate active rates, the default rate to apply; Any POS items (snack, drinks etc.) charged to the timed game will be collected together. To complete the payment collection, proceed as follow:

- Choose a different rate for time game if necessary
- Choose a way for the automatic rate selection: choose rates active now (actual time) or from rates that were active when the game was opened (Requested Time) **(Only for postpaid mode)**

Membership with % Time Games Discount Cards: Swipe the card to reduce the price or click on the membership icon to browse and select from the membership list.
Note: The program checks if played time reaches the minimum requested amount declared in the rates Setup; If not system will round the price to meet the minimum charge.

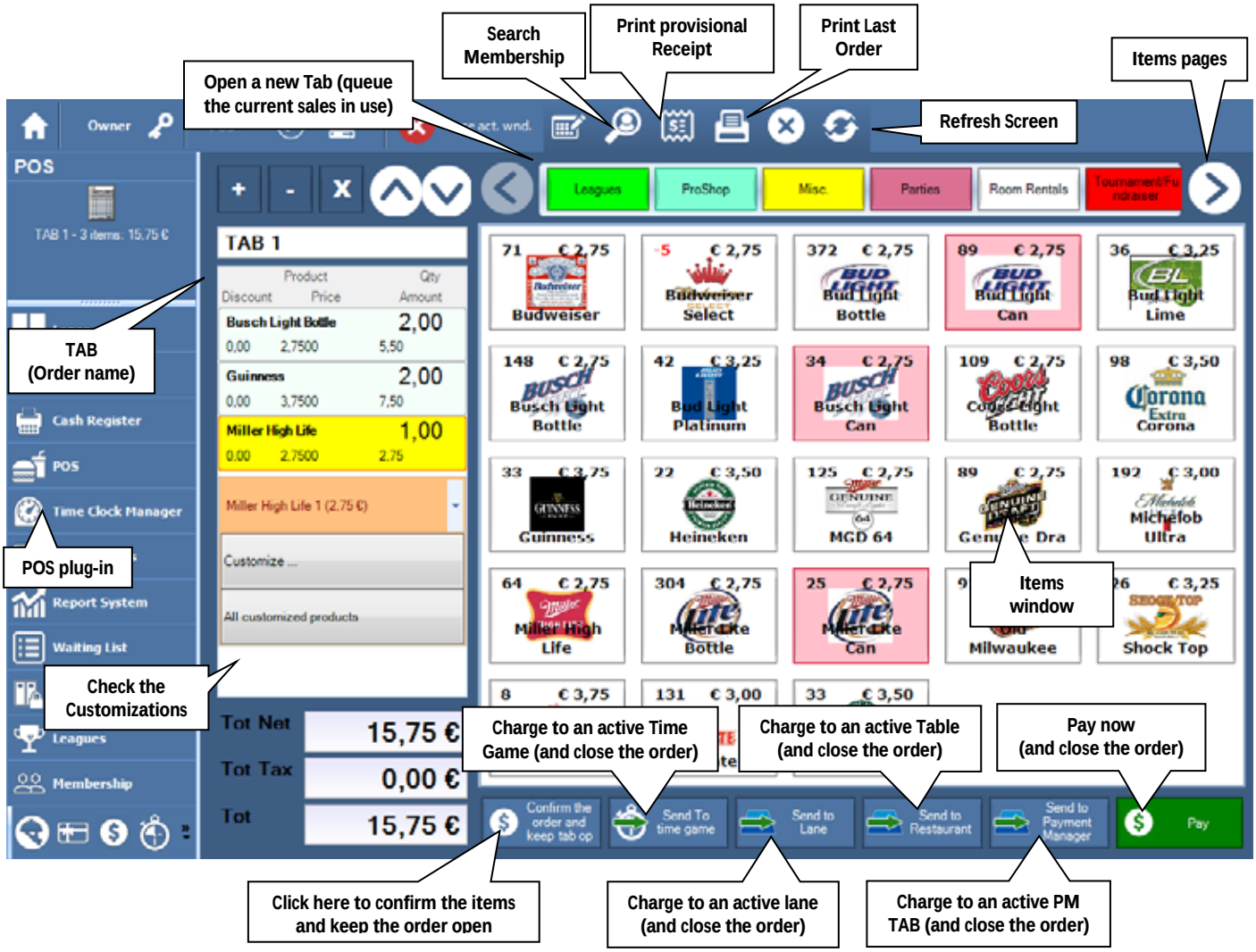
After press **OK** Focus program starts the Amounts Tendered operations. The next possible operations are:

- **Generate a Pre-bill:** Printout a pre-bill and queue the payment that will be collected later.
- **Tender the payment:** By cash, check, credit card, charging on account, using other cards, add fidelity points on membership cards.
- **Split the payment by Amount or Items:** Use to split the payment between clients by selecting the items or dividing the amount
- **Queue the payment:** The payment will be mark as "not collected", and can be collected later
  Note: This option is available only if Go Back feature is disabled
- **Back to Payment Form:** Use to go back to rate selection windows
  Note: This option is available only if Go Back feature is enabled

*The options described above will be explained in the **Lanes Manager - collect payments** chapter, for a detailed explanation of "go back feature" see the chapter **Cash Register - collect payments***

POS Sales

P.O.S. sales

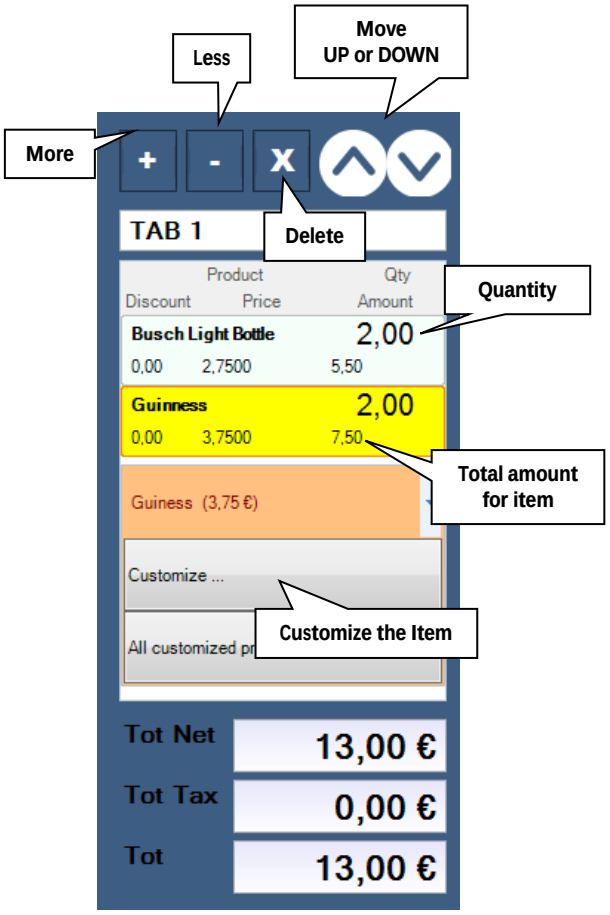


Payment Collections

The program starts the Amounts Tendered operations. The next possible operations are:

- **Generate a Pre-bill:** Printout a pre-bill and queue the payment that will be collected later.
- **Tender the payment:** By cash, check, credit card, charging on account, using other cards, add fidelity points on membership cards.
- **Split the payment by Amount or Items:** Use to split the payment between clients by selecting the items or dividing the amount
- **Queue the payment:** The payment will be marked as "not collected", and can be collected later
  Note: This option is available only if Go Back feature is disabled
- **Back to Payment Form:** Use to go back to rate selection windows
  Note: This option is available only if Go Back feature is enabled

*The options described above will be explained in the **Lanes Manager - collect payments** chapter, for a detailed explanation of "go back feature" see the chapter **Cash Register - collect payments***



Sales Items

Select the item(s) to sell clicking directly on the icon

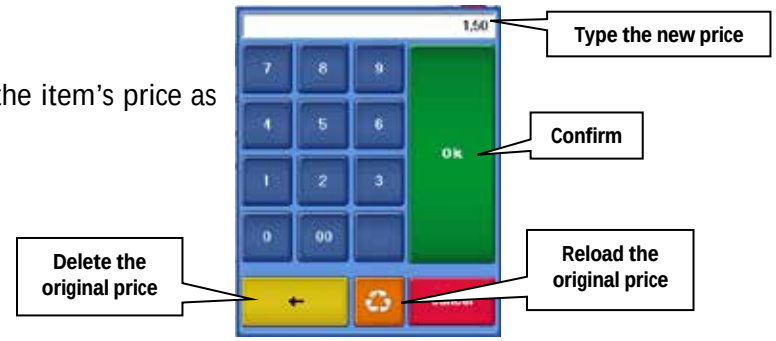
To add more quantity of the selected item, click on the item icon as many times as you need or use the **+ button**;
Use **– button** to reduce the quantity

Use the **X button** to delete the select items

Use one of the buttons (Send to Time Games, Lane, Table, TAB or Pay) to complete the order or click in "Confirm the order..." button to confirm the order and keep the tab pending.
The kitchen printer (if installed) wills printout the POS order.

Sales items with variable price

If the item is a variable price, it is possible to input the item's price as needed; The numeric pad pops-up automatically:

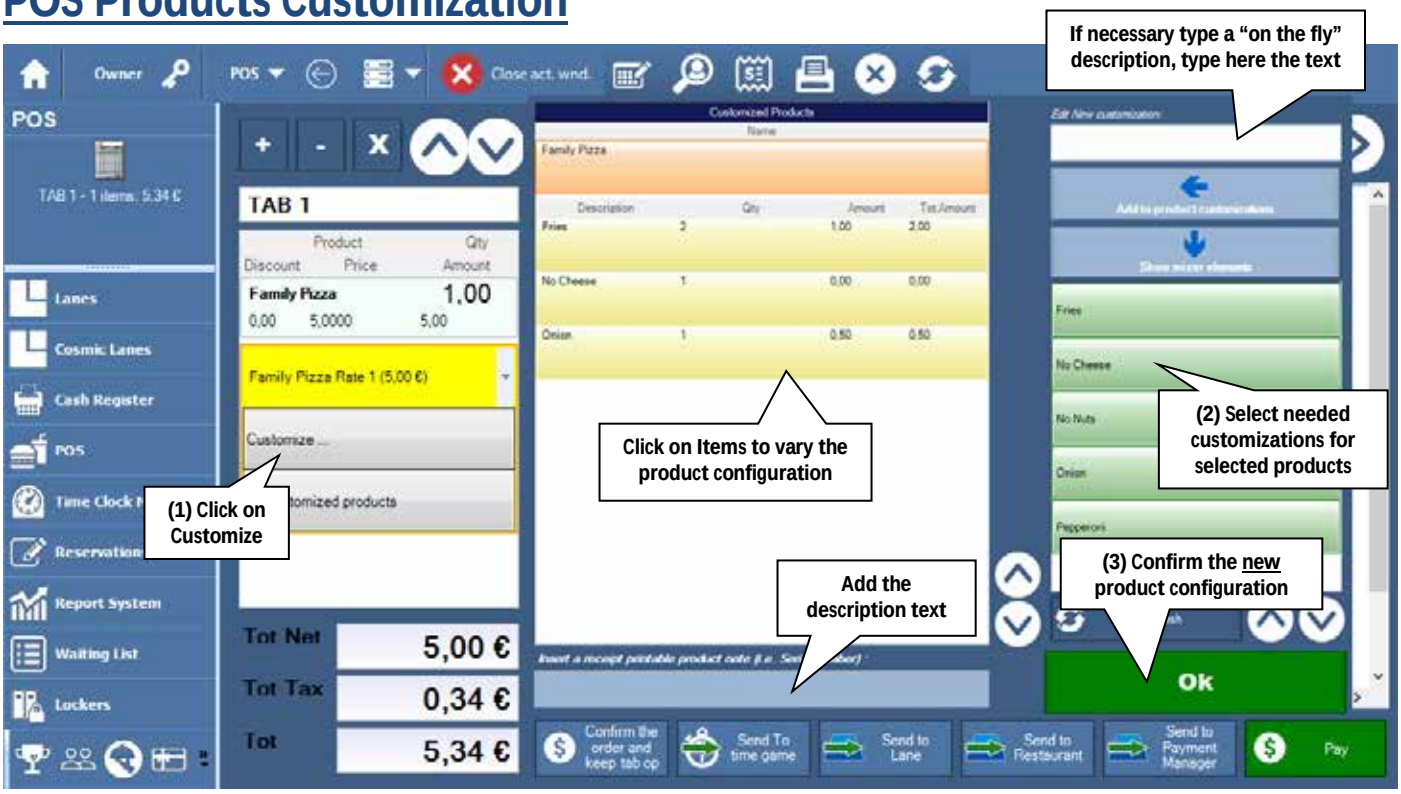


POS Items Availability

The availability of P.O.S. items depends by two factors:

- The P.O.S. item must be associated with a fixed or variable price (the items with no rates will be not showed)
- The P.O.S. item must be enabled at the current time; Items not available will remain hidden until the item time validity matches with the current time

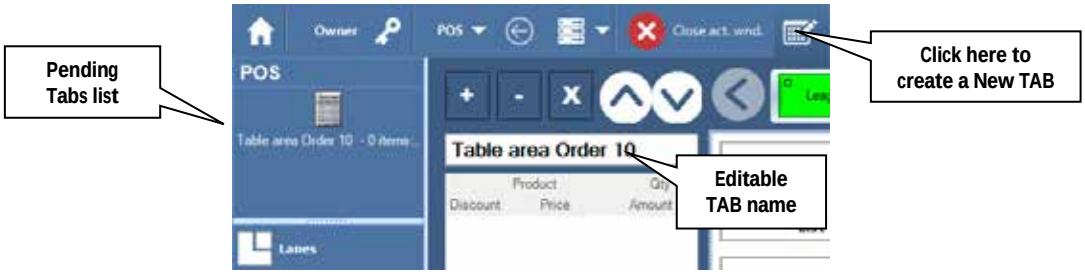
POS Products Customization



The product final price could change depending by the customization: An item with negative value reduce the final price, items with additional value will increase the final product price.

Use of POS Tabs

Any new POS sale is called TAB; with Focus Pos is possible to open multiple tabs, personalize each with a name and keep the tabs pending for charging more items.



The "pending tabs" are recorded temporary in the database and remain available even if the Focus program is closed for mistake; When the tab is closed it will also be removed from the list.

WARNING
Each pending TAB is connected only with the workstation that has created, is not possbile close or modify a Tab created by another workstation

Keep orders open ("Happy hours" functionality)

As mentioned in the chapter Rates Setup, **Focus POS** allow the possibility to vary the price of the items during the day; This facility allow a possible scenario where the same POS item is sale 2 times in the same order but with a different price. For making an example of "happy hours:

1 Martini before 6 PM = 4$ - 1 Martini after 6 PM = 2,50$
A client order one Martini at 3,45 PM and he want to keep the tab open to order another Martini at 6,15 PM when the price is less for the "Happy hours promotion".

When the cashier consigns the first Martini at 3,45 PM, he must click on

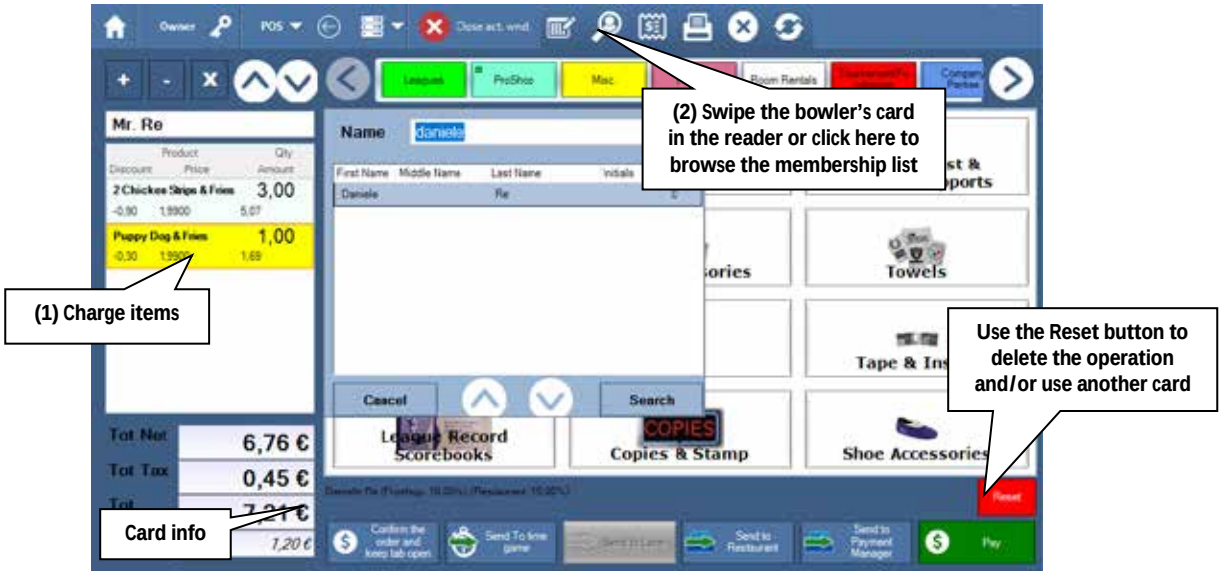
button to "freeze" the order, after 6 PM the POS will load automatically the new price and if the cashier will sell another Martini, the client will pay 6,50$ (first Martini $4 + second Martini $2,50)

To complete the P.O.S. transaction

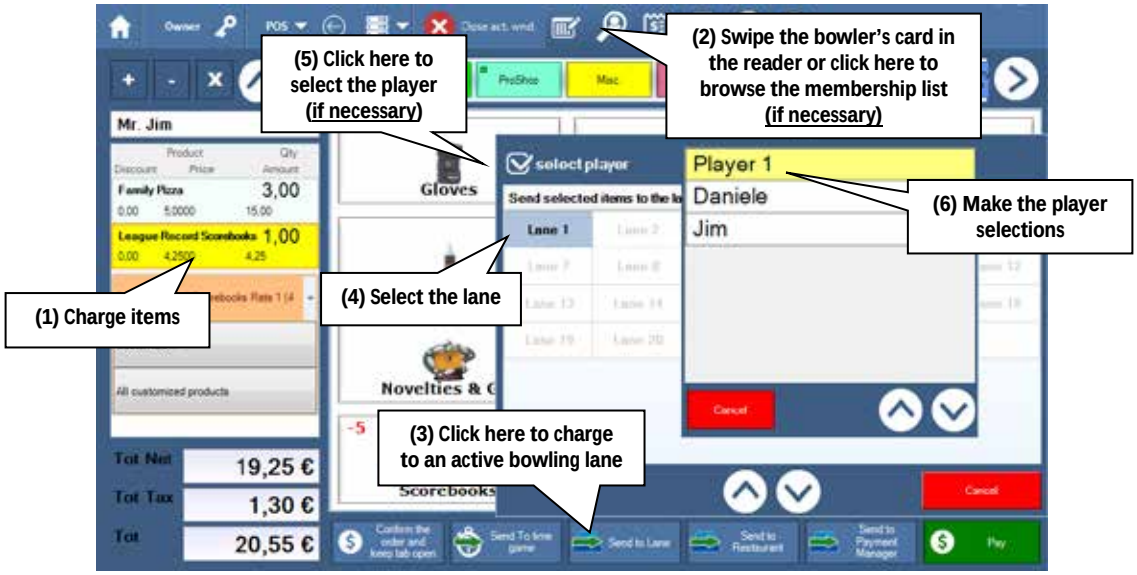
Proceed with the following operations:

- Apply a discount if one of the clients is a member with % discount on P.O.S. items
- Charge the sale to an active Lane
- Charge the sale to an active Time Game
- Charge the sale to a Restaurant Table
- Charge the sale to a Payment Manager Tab
- Pay POS Order

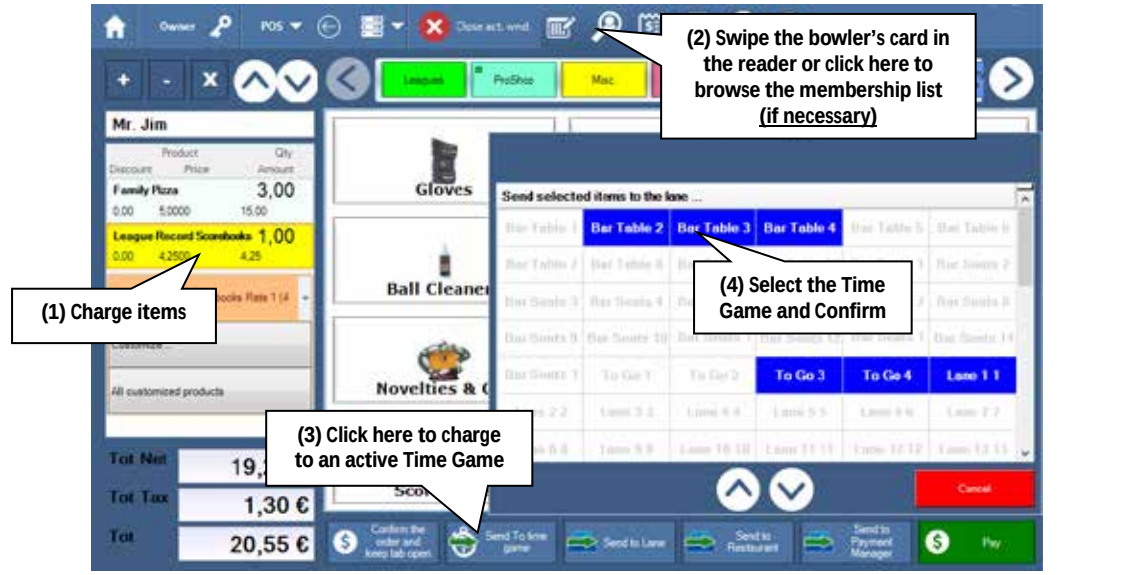
Apply a Discount to a Bowling Member



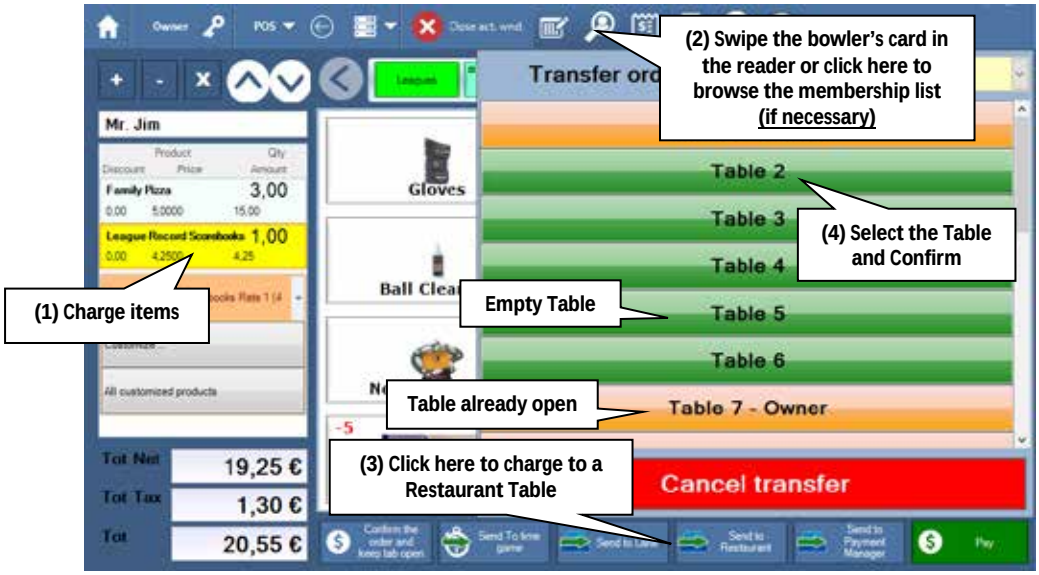
Charge the sale to an active Lane



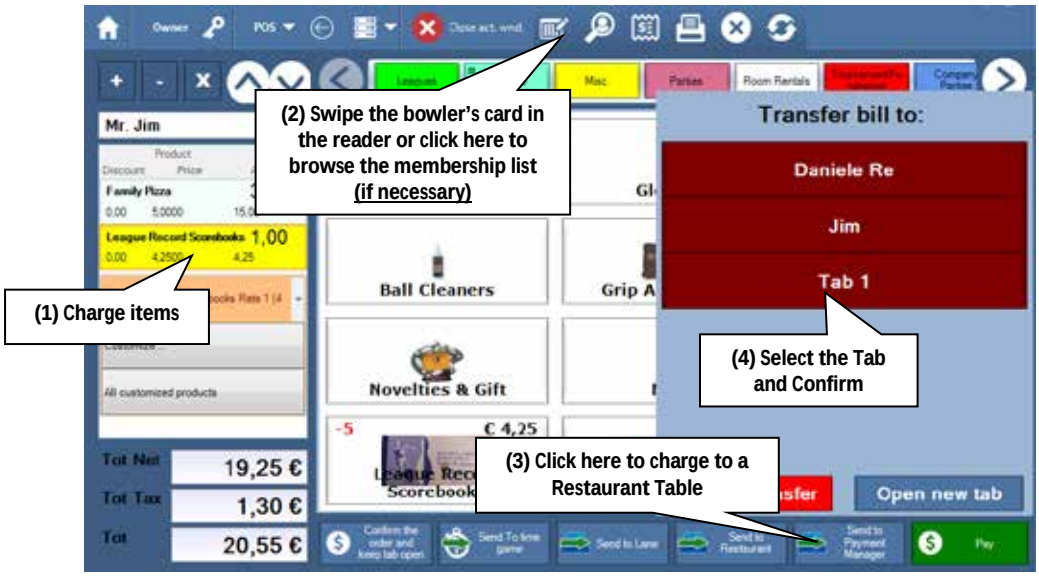
Charge the sale to an active Time Game



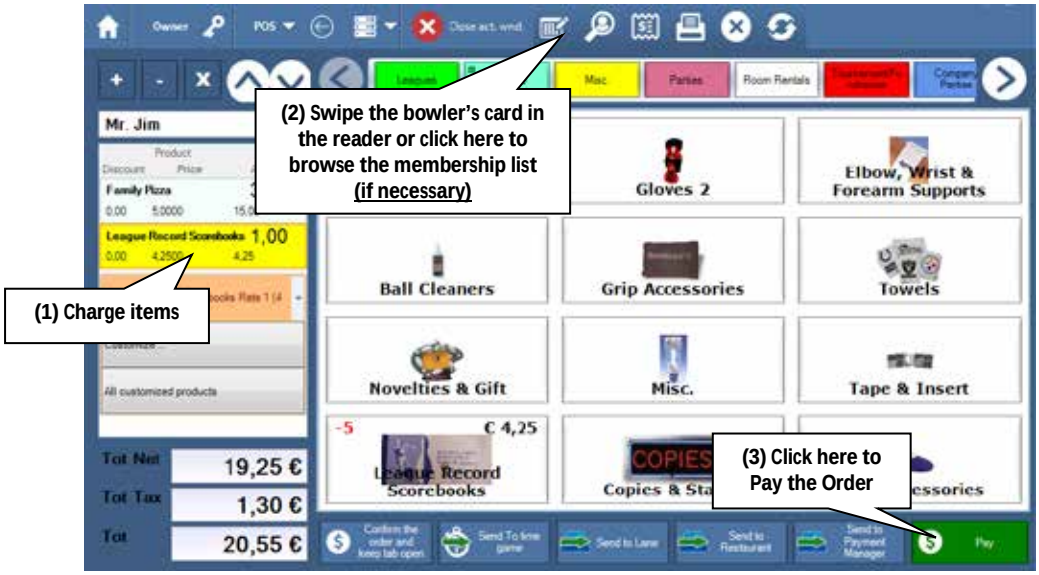
Charge the sale to a Restaurant Table



Charge the sale to a Payment Manager Tab



Pay POS Order



Focus program starts the Amounts Tendered operations. The next possible operations are:

- **Generate a Pre-bill:** Printout a pre-bill and queue the payment that will be collected later.

- **Tender the payment:** By cash, check, credit card, charging on account, using other cards, add fidelity points on membership cards.

- **Split the payment by Amount or Items:** Use to split the payment between clients selecting the items or dividing the amount

- **Queue the payment:** The payment will be mark as "not collected", and can be collected later
  Note: This option is available only if Go Back feature is disabled

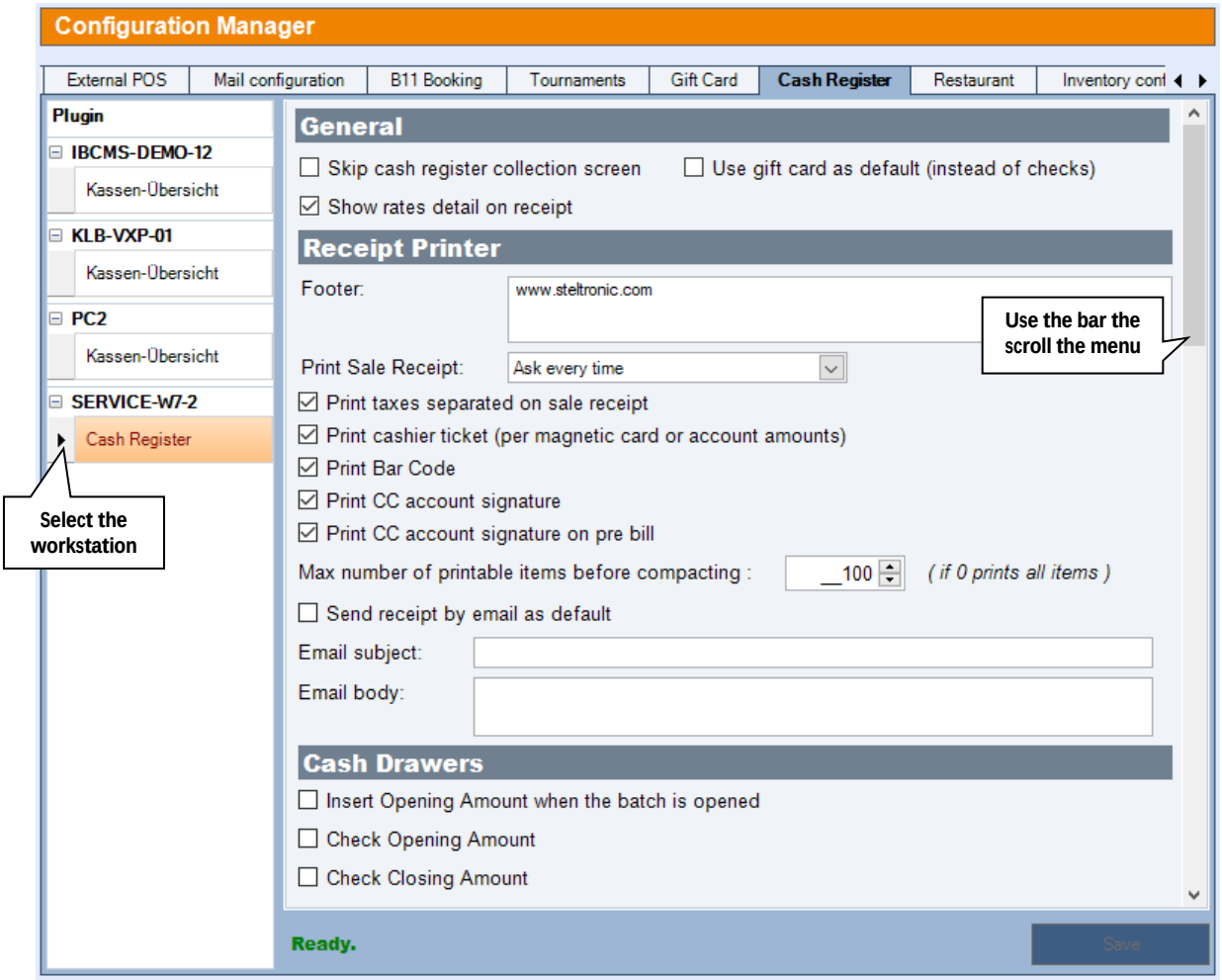
- **Back to Payment Form:** Use to go back to rate selection windows
  Note: This option is available only if Go Back feature is enabled

*The options described above will be explained in the **Lanes Manager - collect payments** chapter, for a detailed explanation of "go back feature" see the chapter **Cash Register - collect payments***

Cash Register

WARNING
Focus Cash Register can work in 2 different ways: · Generating Not closed Payments · Without generating Not closed Payments This choice can be done by enabling or disabling **Allow Go back from Cash Register** features on Configuration Manager ± Center Tab referring to the following explanations:

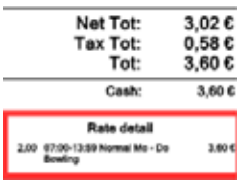
Cash Register options



· Open the **Configuration Manager**, select the **Workstation**, browse the tab till you find the **Cash Register** tab; Make the settings for all workstations.

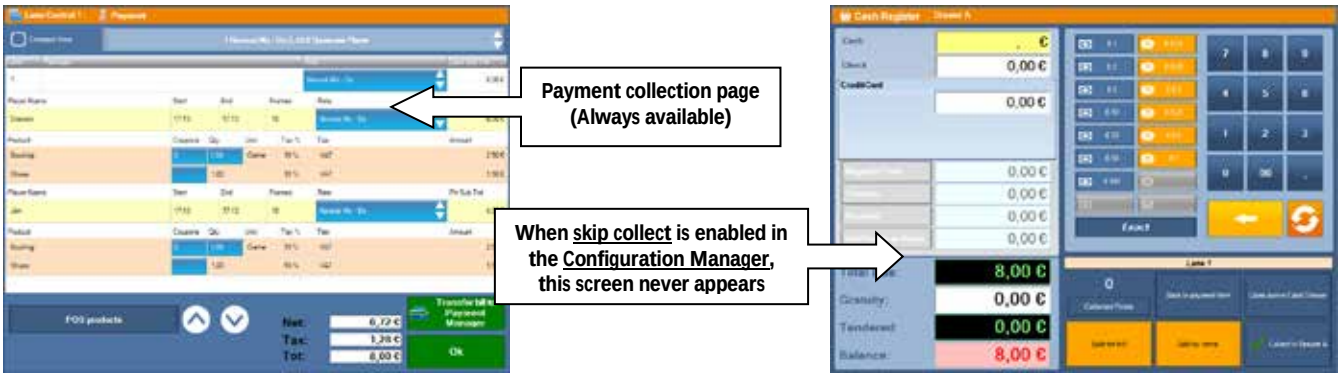
Use Gift Card as default (instead of check): Exchange the check field on **Cash Register** with gift card field, this filed can be only entered manually to manage the gift card sold without Focus

Show Rates detail on receipt: Rates details split by time slot will be printed on receipt:



Skip Cash Register collection screen

When the **Skip Cash Register collection screen** checkbox is enabled, Focus program only shows the payment screen and doesn't load the Cash Register module.



During the lane payment, clicking on **Ok** button, the transaction is ended. Skip collect features is helpful for a center that uses an external Cash program or Cash device to collect incomes and doesn't use the Focus cash register facility.
Note: When Skip collect is enabled, it is not possible to collect fidelity point, pay with Integrated Credit Card/Cashless Cards, use the Focus accounts or Gift Cards.

Receipt printer options

Footer: This is for printing a text message that will be printed at the end (bottom) of the receipt ticket.

Print Sale Receipt: Options for default receipt printout method (Always, None, Ask every time).

Print Tax separate on sales receipt: Group/Separate the tax in the receipt.

Print Cashier ticket (per magnetic Card or Accounts…): When enabled, the printer makes a short ticket for cashiers as a reminder; Cashier can place in the drawer for his calculations as he does for credit card tickets.

Print Barcode: Barcode can be used for quick receipt search and pre-bill collection.

Print CC account signature: Print (or not print, if checkbox disabled) a line for signature of credit card transaction on receipt.

Print CC account signature on Pre-Bill: Print (or not print, if checkbox disabled) a line for signature of credit on Pre-bill receipt.

Max Number of printable items before compacting: Number of items paid that will be printed one by one on receipt, if the number of items is bigger, they will be grouped

Send receipt by mail as default: Send by mail screen will be shown after tendered each transaction

Email Subject: Subject of mail that contains the receipt

Email Body: Body of mail that contains the receipt

Cash Drawers

Insert Opening Amount when the batch is open: Focus operators can declare the amount of the "cash" that was given to them as a "Start Amount" before starting their shift. This amount is named **Opening Amount** and will be deducted from **Closing Amount** when the reports make the balance.
Enabling the checkbox "Insert Opening Amount when the batch is open" forces the Cashier to declare the opening amount before making their first transaction; If this box is disabled, the cashier is free to declare the opening amount when they want, any time before they run the Z report.

Check opening amount – Check closing amount: Small bowling centers that are not interested in controlling the staff's shift (Z reports) could disable the checkbox of "opening" and "closing" amount; The owner can simply obtain a ZZ Report that collects all daily transactions without running in the Z reports first.

(Cash) Coupons

Coupons are a way to manage a different type of credit for all kinds of transactions such as Bowling, POS, and Time Games. You must setup in advance all of the coupons that a cashier would accept.

- use **Add** button to create a coupon and type the **Price** for each coupon item
  If necessary, specify **From** field, **to** field and **Time slot validity** field to redistrict the use of selected coupons
- Use **Remove** button to delete the selected coupon
- To Edit a coupon, highlight the line of the coupon that needs to be modified and modify it

Note: A coupon with a value of $5.00 could be used for a $2.00 sale, but the remaining $3.00 is no longer available.

Pay a Transaction with Cash Coupons

During **tender phase** of any transaction it's possible pay the transaction with one or more cash coupons

It's possible use more than one different coupon to pay the transaction; In case coupons amount is higher than the total due the rest will be trashed

*Note: For more details about Tender Phase see **Lanes Manager - Collect Payments** chapter*

Pre-calculated Gratuity (tips)

Specifies the percentage of the tip, applied to the transaction, for each area (Bowling Proshop, Time Games, Food & drink).

Restaurant seats Gratuity (tips) threshold

(Only for Restaurant module) Apply the specific tips percentage when the number of guests is greater than or equal to the specified seats.

Round total due

Specifies the rounding threshold to be used on transactions; Specify the degree of accuracy (minimum currency used for exchange) and if the rounding must be **hide/shows on the receipt**. the thresholds are:
Nearest: Equal (default).
Up: Round the transaction up
Down: Round the transaction to the less value

PcCharge settings

(Only for Pc Charge users) Specify in this section the Workstation pc charge parameters *(vary this section if you have different merchant account in your center, see PcCharge setting chapter for further details)*.

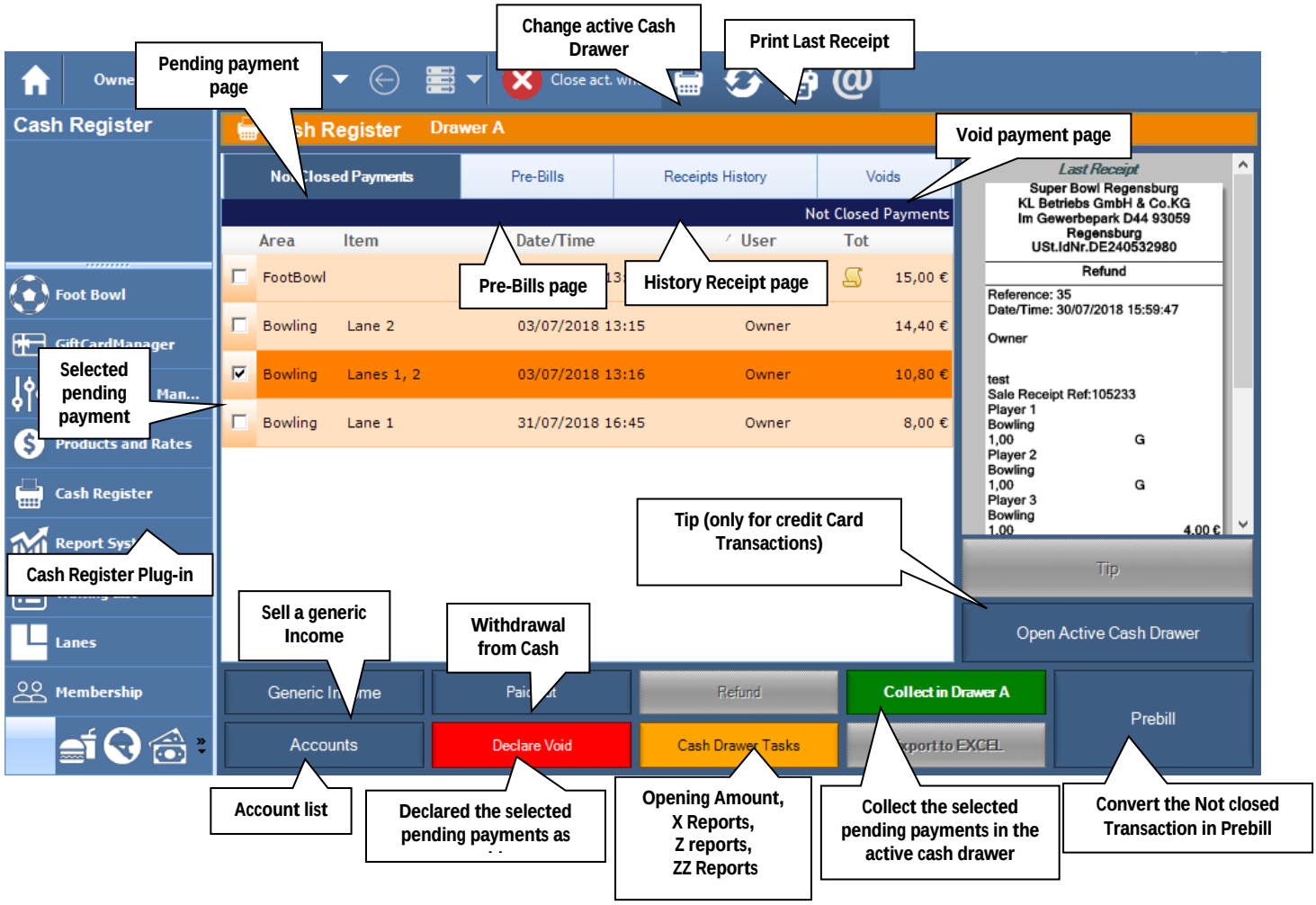
EMV Settings

(Only for EMV users) Specify in this section the **EMV Server** and **Account** parameters

External POS Settings

(Only for POS system interfaced with Focus) Specify in this section the **External POS** and the **URL** for communications

Cash Register Main Menu



Any Transaction not collected during the normal procedure is queued as pending in the Not closed payments list. Opening the Cash Register plug-in, it is possible to close- split the pending transaction and /or perform the following operations:

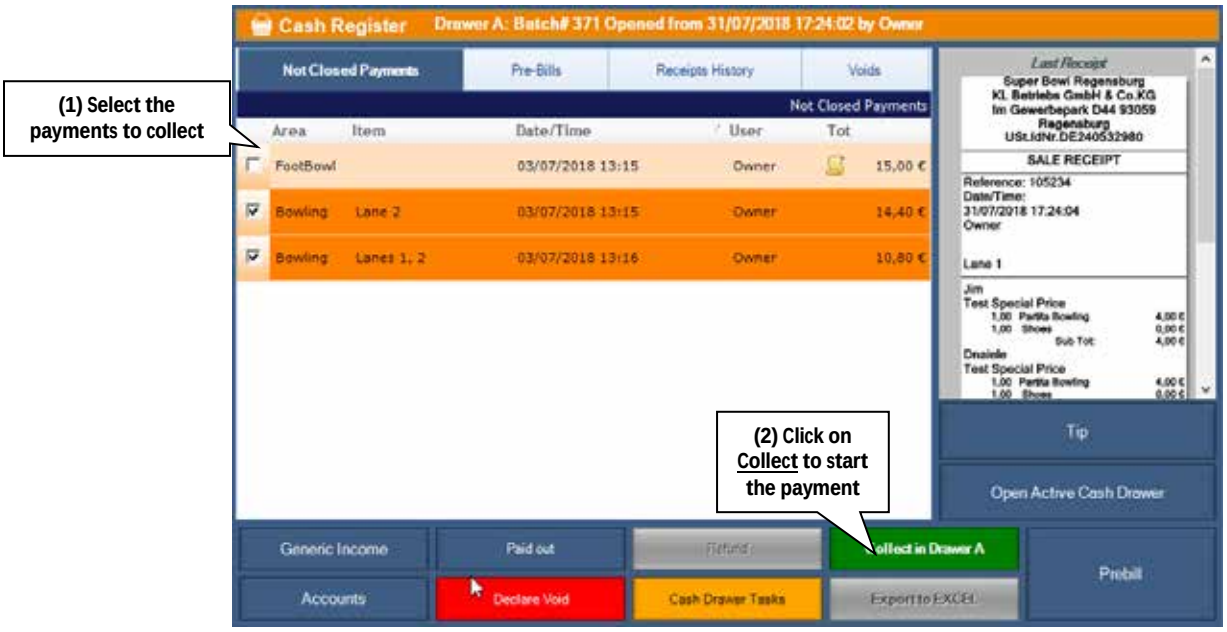
- Start –close a cashier shift – make daily Cash Reports (from Cash drawer Task)
- Change the active Cash drawer
- Check the printout ticket
- Refund Transaction(s)
- Declare as void any pending payments
- Make withdrawal operations
- Create, modify or check the Accounts list
- Sell generic income
- Add Tip to a Credit Card (if the system is connected to the Credit Card processor)
- Send the receipt by mail
- Print a copy of receipt and CC receipt
- Mark a not closed payment as a Prebill
- Export the receipt list in Excel

Remark: It is possible to collect, split or void more than one "Not closed payment" at the same time. Just select the not closed payment checkboxes before clicking on **Collect** or **Void** button

Not Closed payments

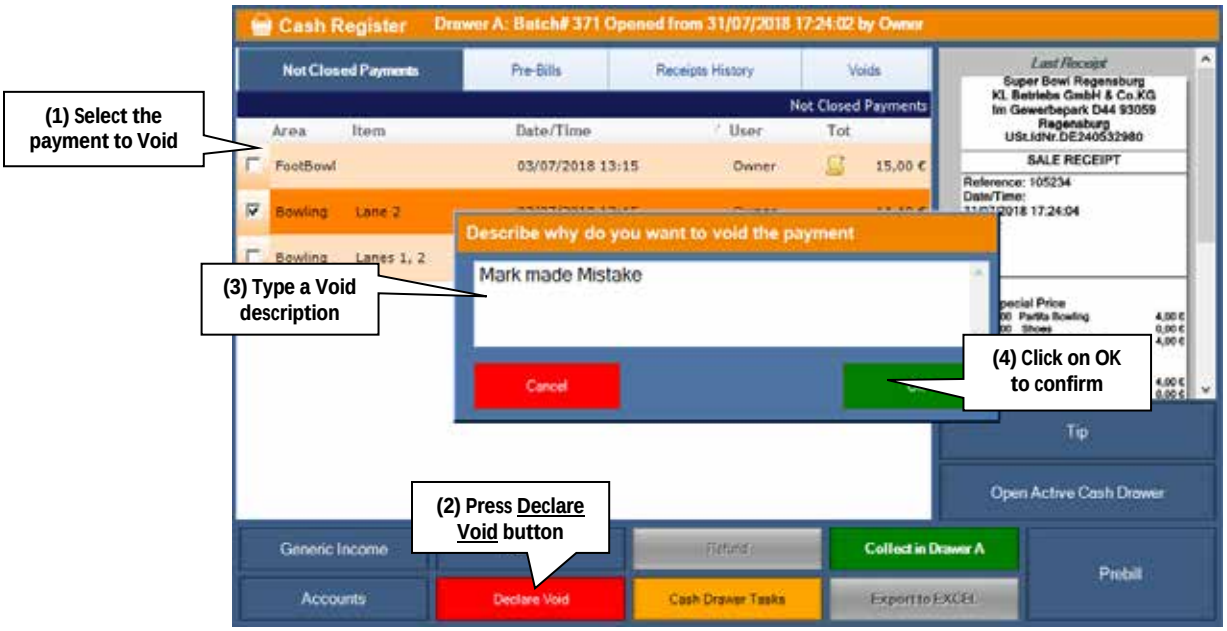
Note: If Allow Go back from Cash Register features is enabled on Configuration Manager ± Center Tab, "Not closed transaction will not created

Collect Not Closed Payments



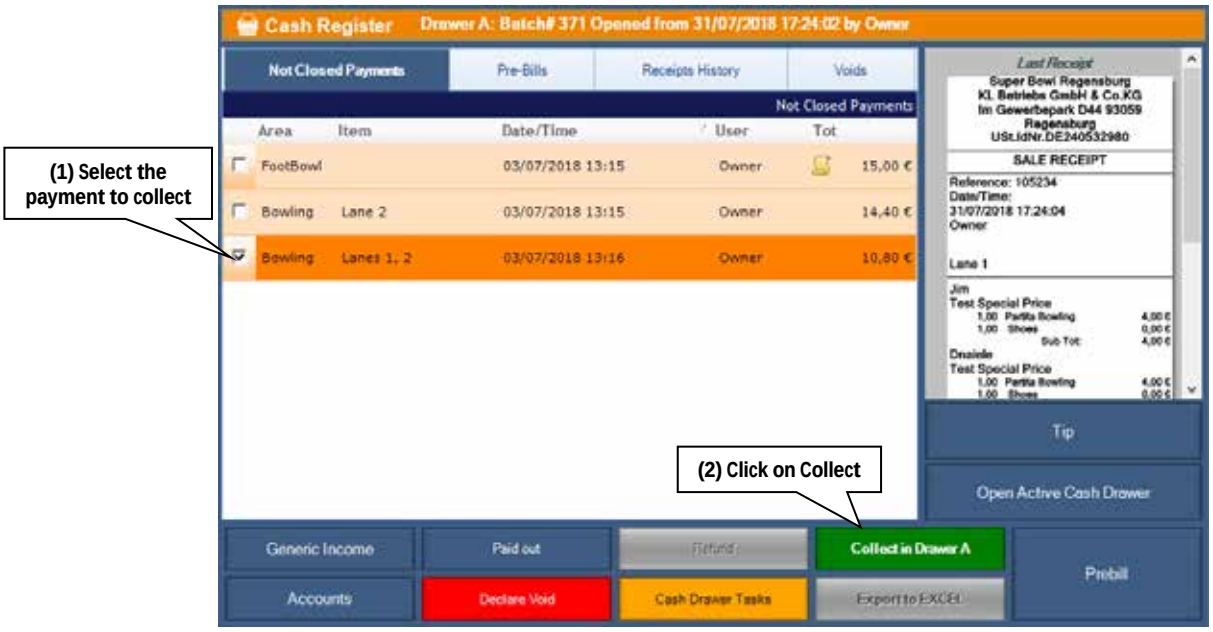
Void Not Closed Payments

A void payment will be removed from the pending payment list and will not be collectable at all, to check the list of the void payment open the Voids tab

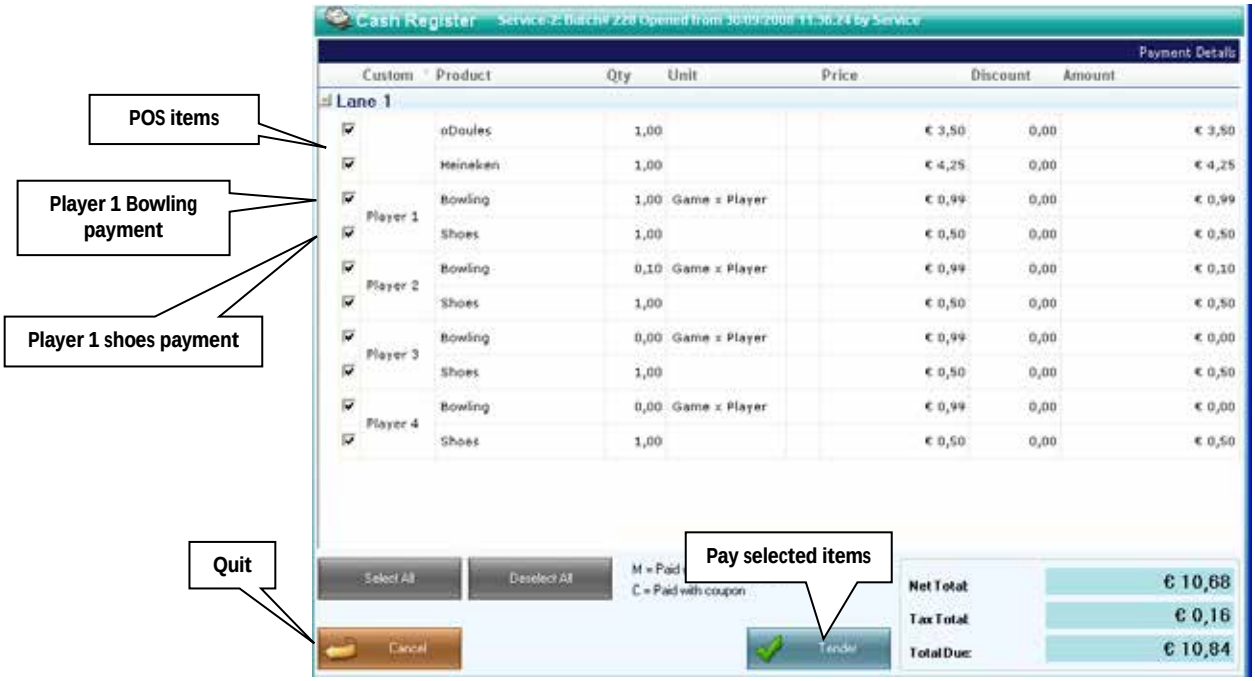


Split Not Closed Payment (partial payment)

WARNING
It is not possible to change the bowling rate in this phase. Rates and free game coupons need to be changed/used before collecting or splitting the payment; the next possible actions after Tender are complete the payment by cash and or credit card/membership card/Account/check.

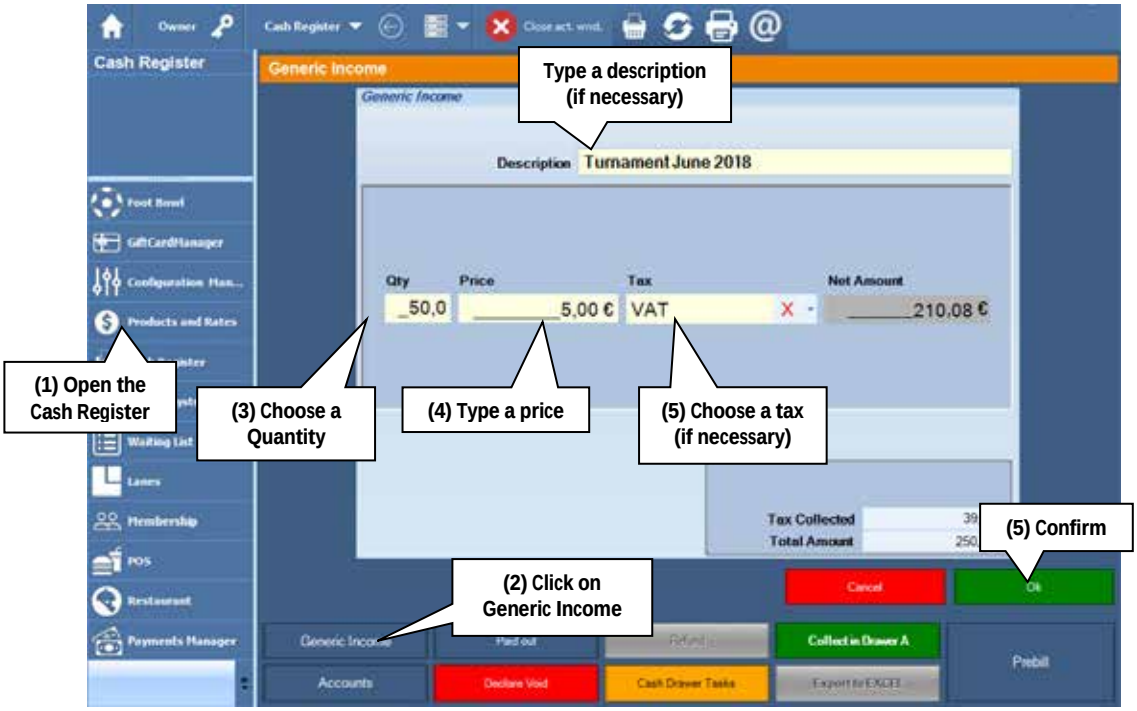


Clicking on the **Collect** button, Focus opens the payment details. By default, all items are selected for tender, change the check box status (enable or disable) for each item to add or remove items to collect. The items not selected remains pending in the list of the "Not Closed Payments" until all parts of the transaction will be paid.



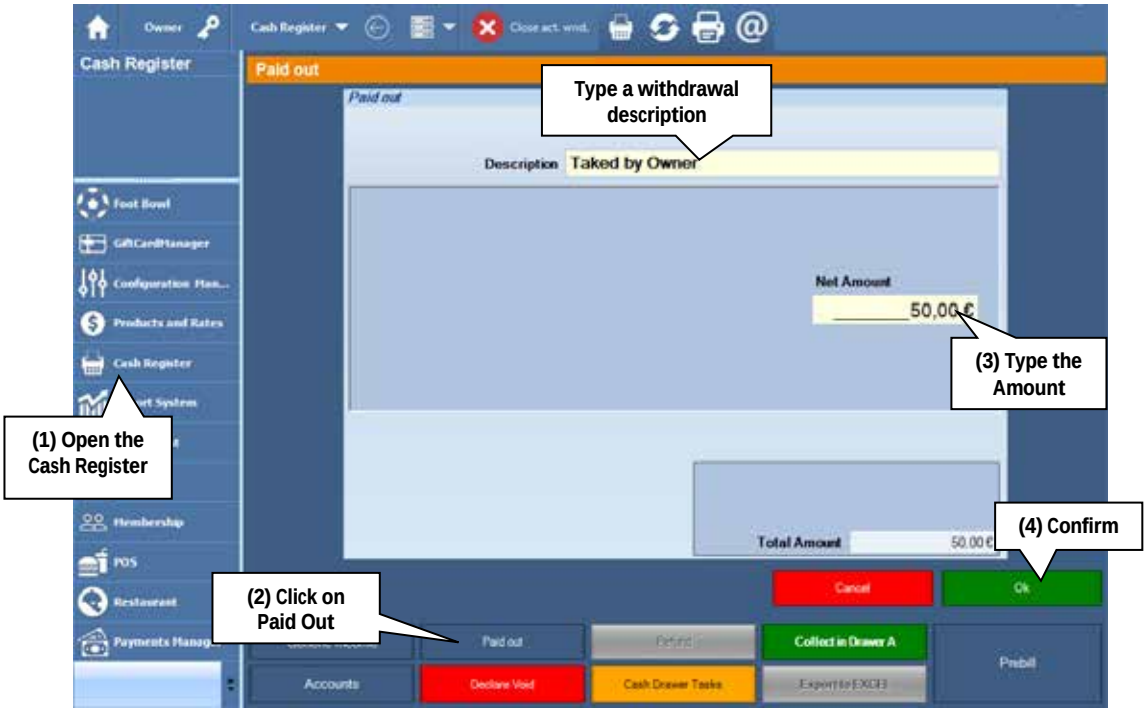
For example: For individual player payment, click on **Deselect All**, select the player items one by one and click on the **Tender** button to collect the individual payment.

Sell a Generic Income



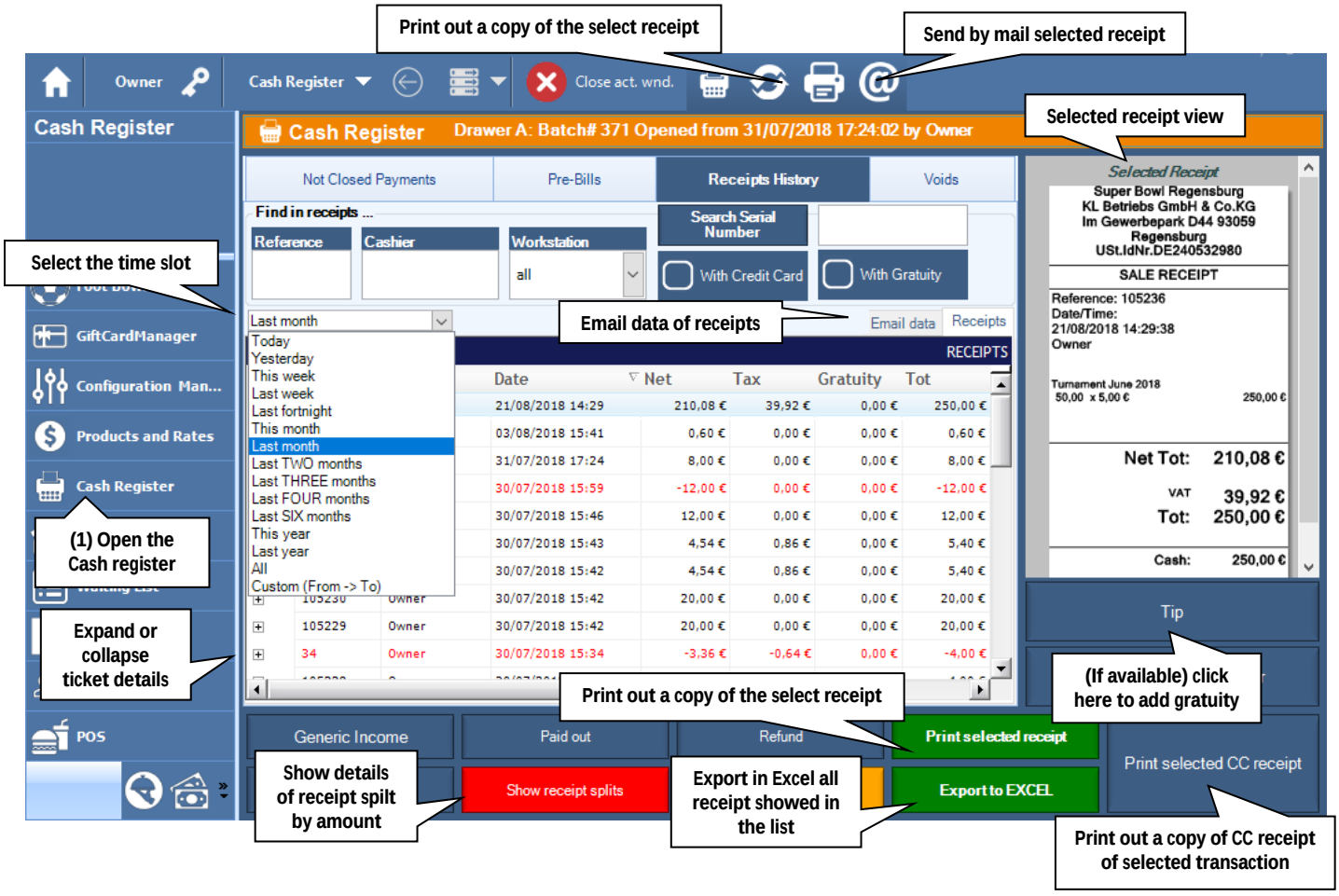
The **Generic Income** could be used to sell items that are not yet available in the POS list or to round transactions with a particular price (in this case, the transaction that needs to be rounded must be refunded or voided first).

Paid Out (make a withdrawal)



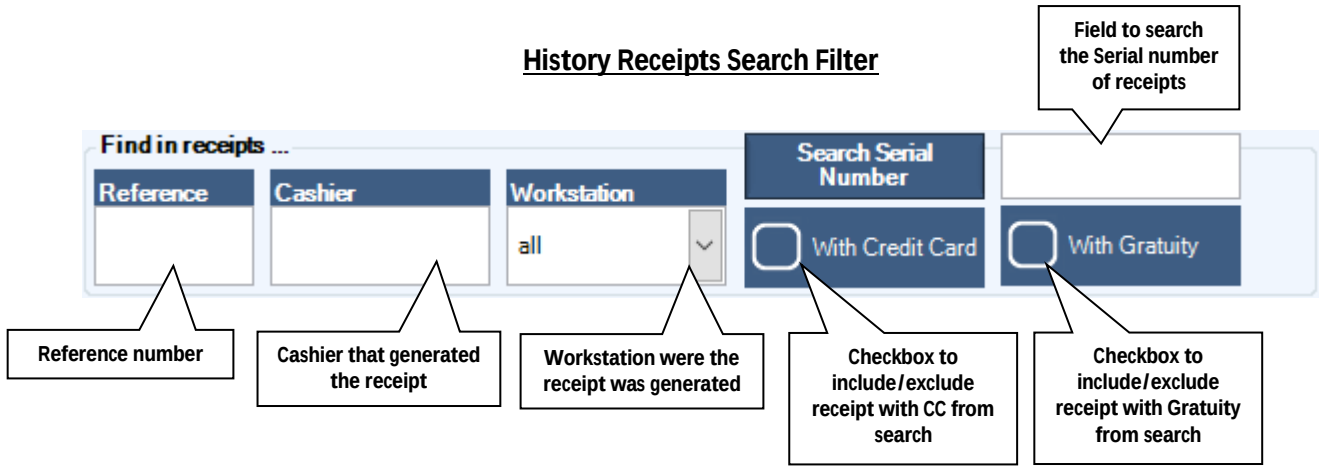
The **Paid-Out** operation can be used to make withdrawal operations.
For example: to use the cash drawer to pay a delivery, paid out cannot be use for refund operations.

Ticket History and Refund



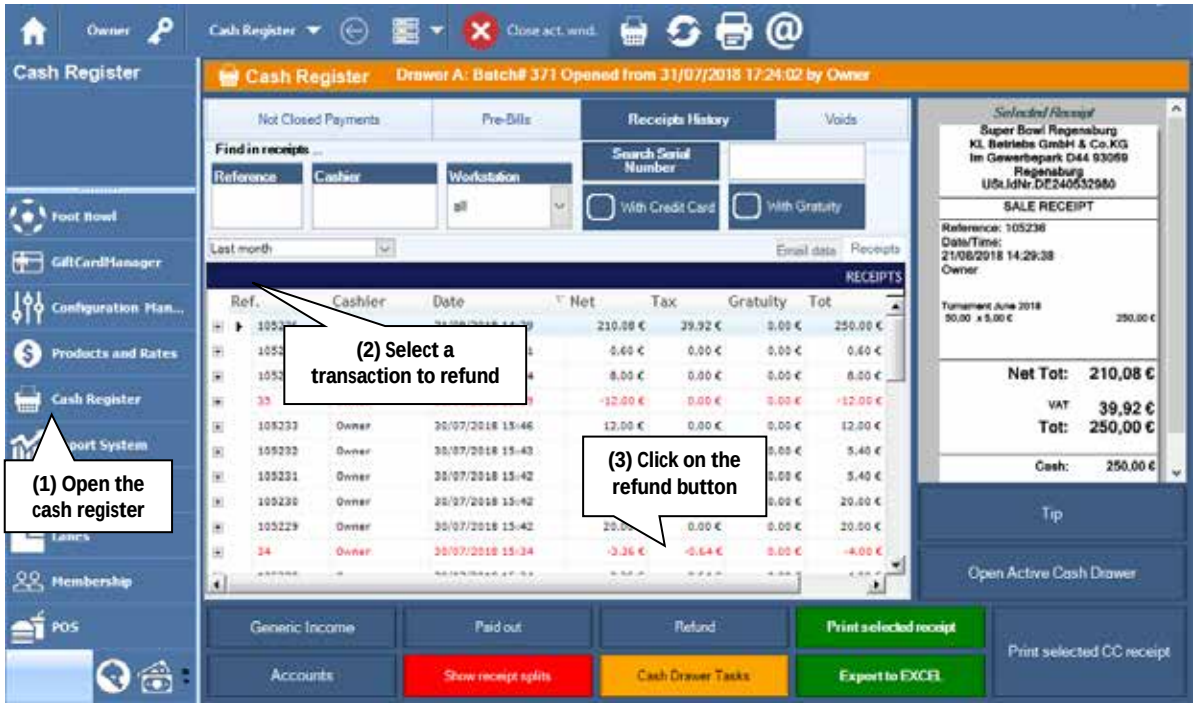
From the Receipts History it is possible to check, print out, refund and/or add gratuity to a closed payment. To find the desired transaction, it is convenient to use the search filter to enlarge or restrict the area.

History Receipts Search Filter

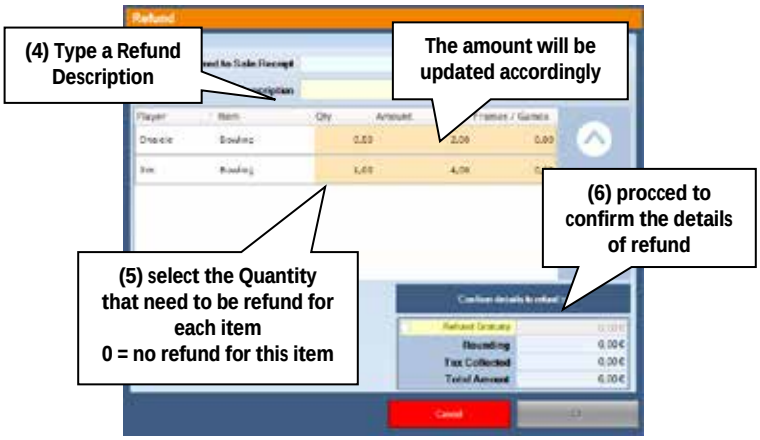


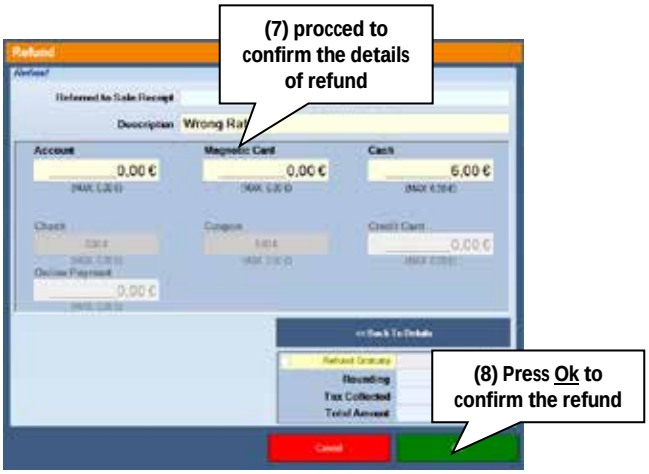
Refund list

WARNING
It is not possible to change the bowling rate in this phase. Rates and free game coupons need to be changed/used before collecting or splitting the payment; the next possible actions after Tender are complete the payment by cash and or credit card/membership card/Account/check.



In a transaction paid in “mixed mode” (with cash, check, account, credit card etc…) it’s possible to choose the refund area, but any area selected has a maximum value of the received amount; In case of refund by magnetic card, gift card, accounts, the refund will be performed automatically, if Focus will be not able to automatically refund an amount, it will advise the casher by showing a yellow warning



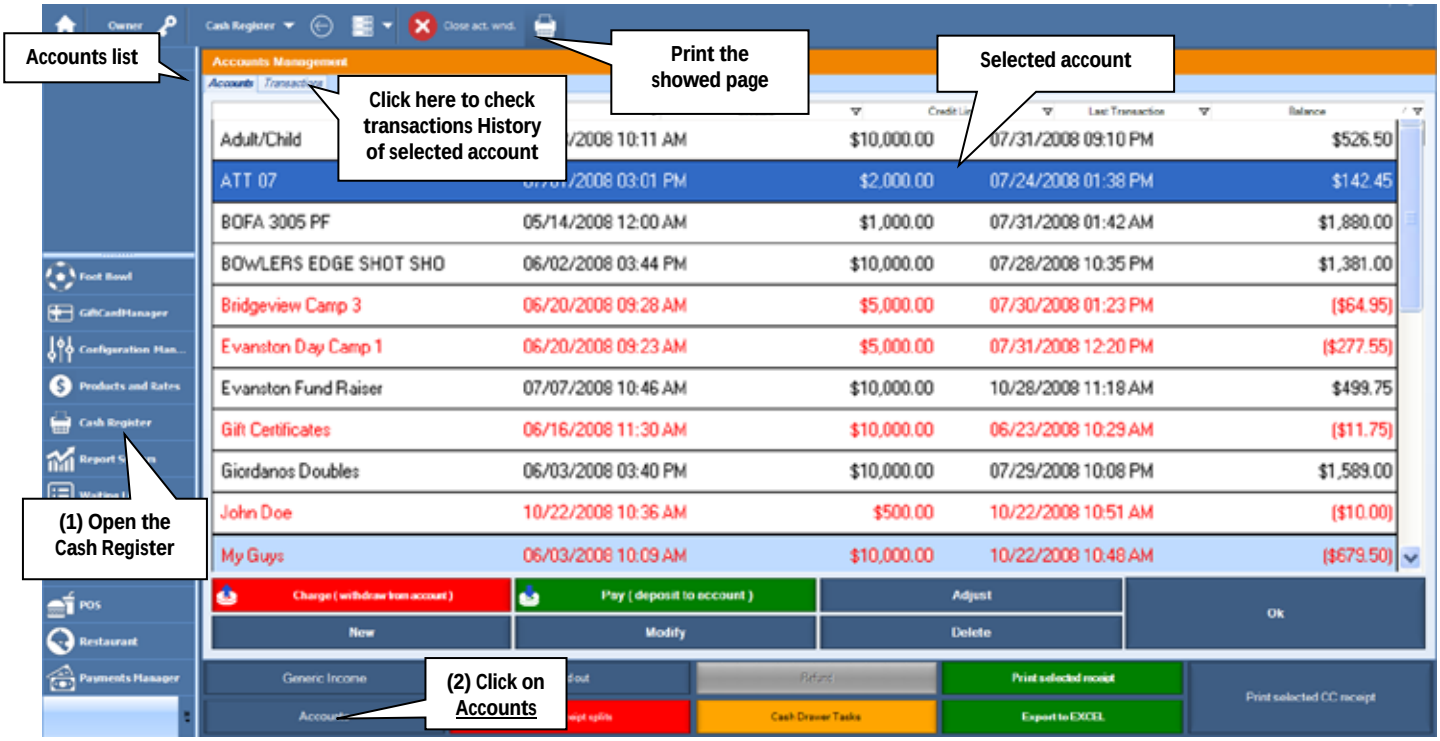


In case a transaction was made by more Magnetic or Gift Card focus will ask how to split the amount to refund on every card used to pay the transaction

Accounts

The **Account** function allows the creation of a credit for temporary customers; Make a deposit for booked lanes, or to easily handle the collection of a variety of payments in a group (birthday party, temporary leagues, etc).

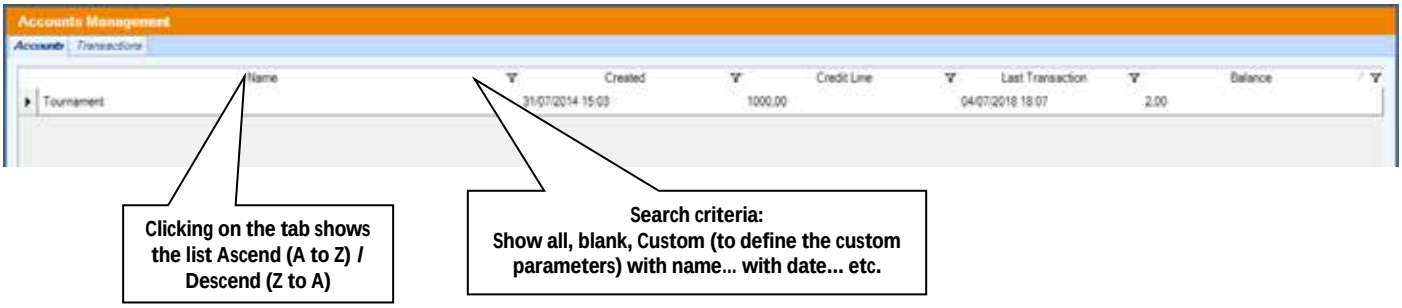
In any payment collection's screen, there is the **Account** button, clicking on this button will pop up the list of accounts to choose from who will be charged the total/partial due. The amount will be used to pay the transaction; If the account has no deposit, but needs to pay any charged transaction, a credit line defines how much could be charged in debit to the account.



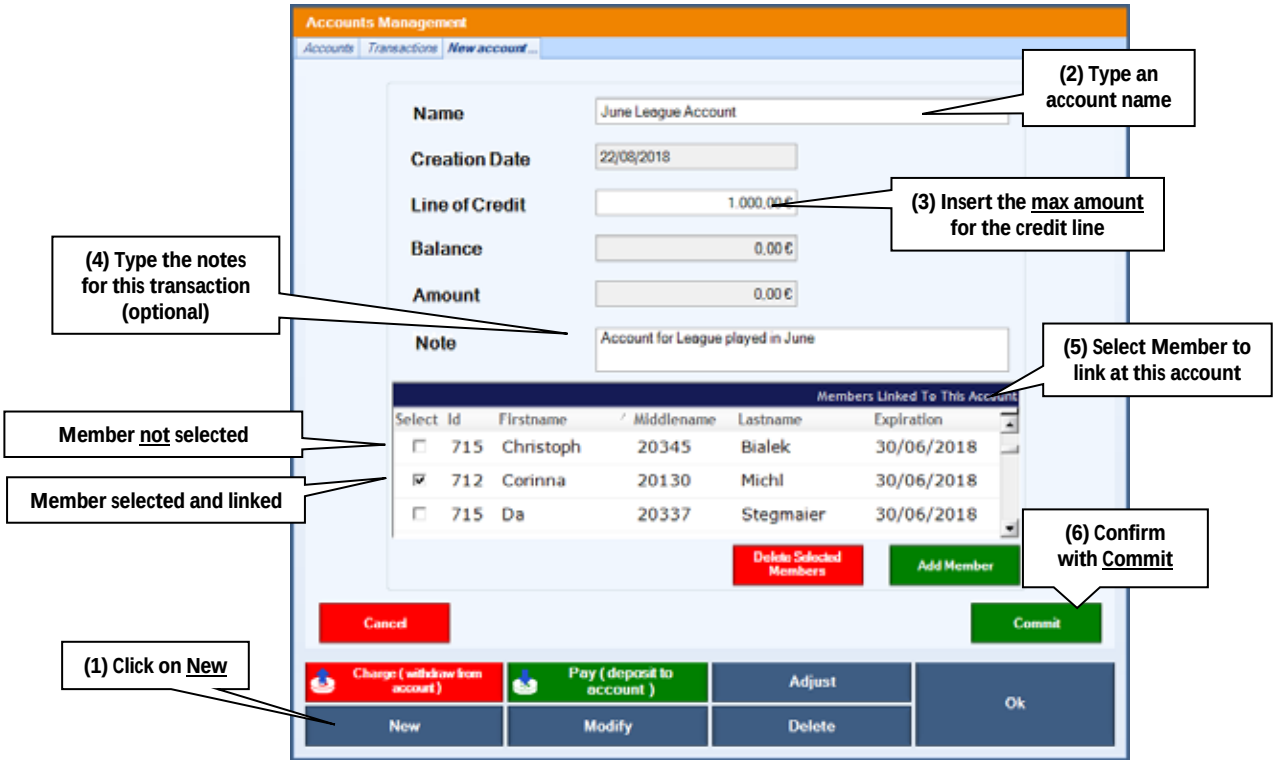
Note: the account highlighted in red has no deposit; The charged transactions have a balance.

Accounts Search Filter

The line on the top of the receipt history record contains the search filter to help find the desired records. Each column, such as Name, Created, Credit line, Last Transaction and Balance has its own filter criteria. All fields could be filtered using the criteria selection.

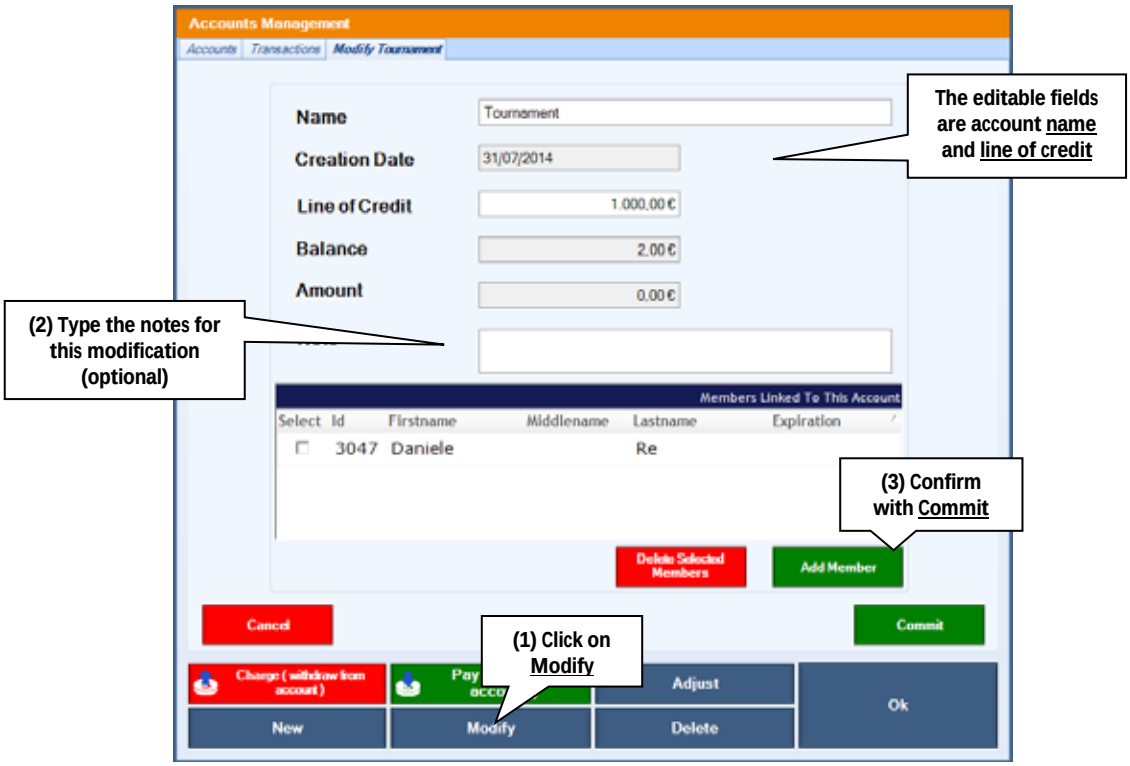


Create a New Account



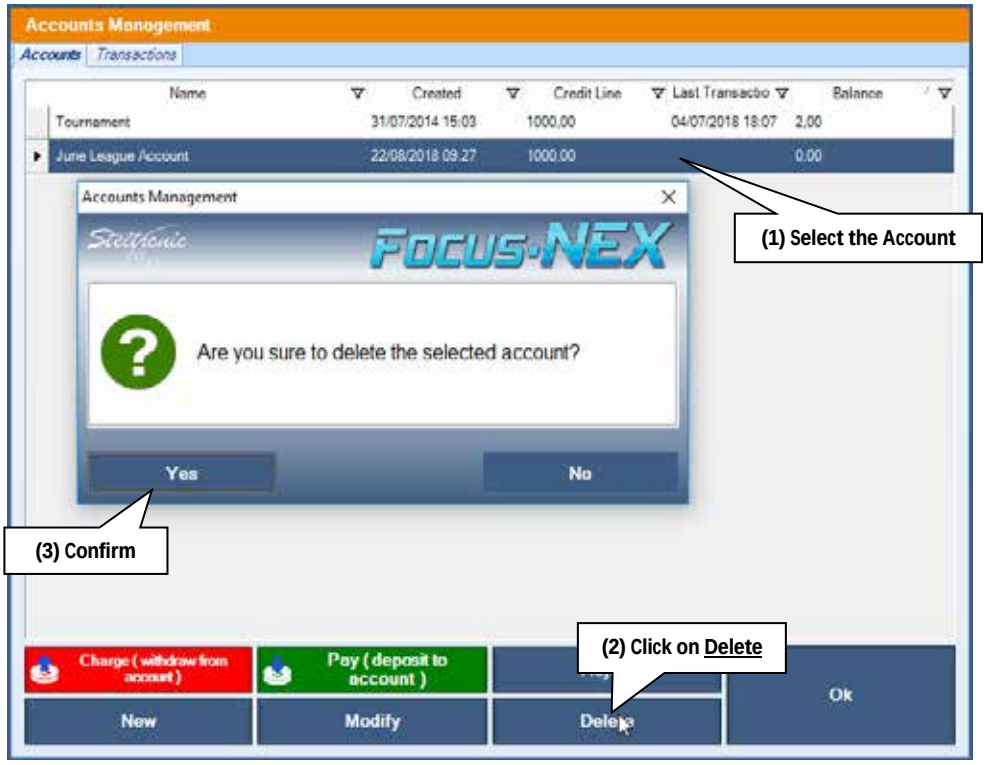
Note: In member list will be showed all members that was already linked to an Account; It's enough click on Add Member and select a member to add it to the list

Modify an account

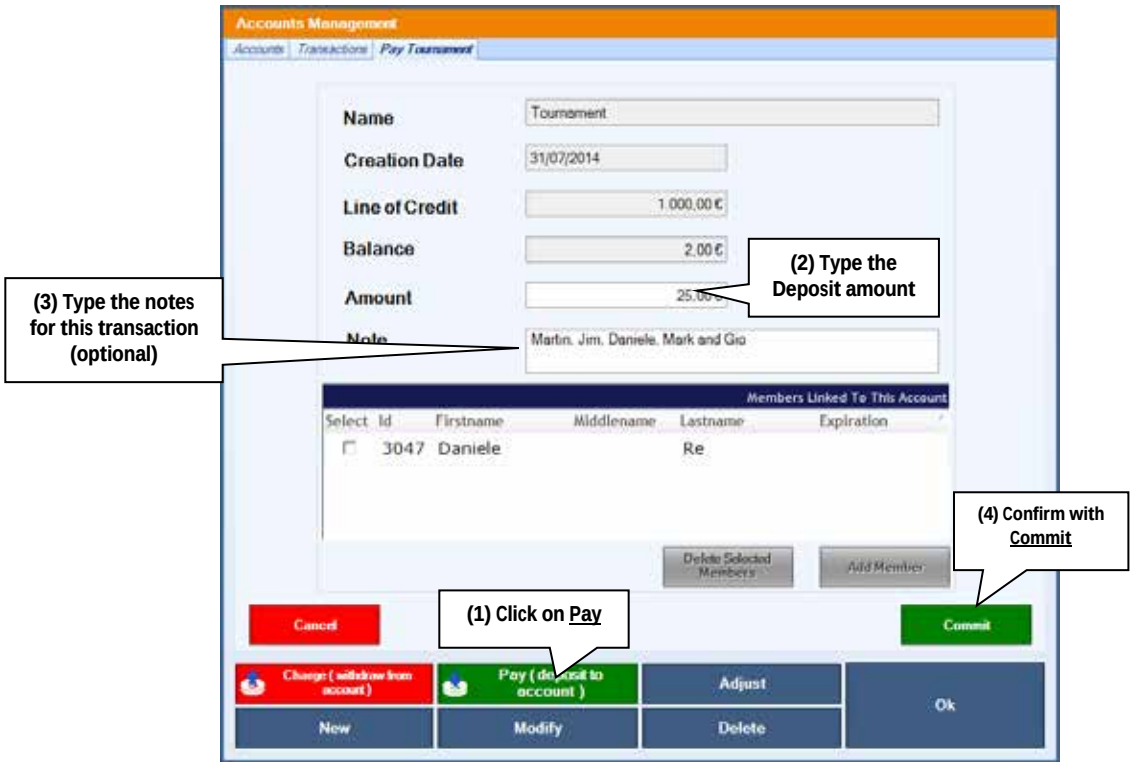


Note: To make the following operations (Modify, Delete, Deposit, Charge, check account transactions) it is necessary to first select an account; in the case of no account selection the operations will be applied to the last created/edited account.

Delete an account

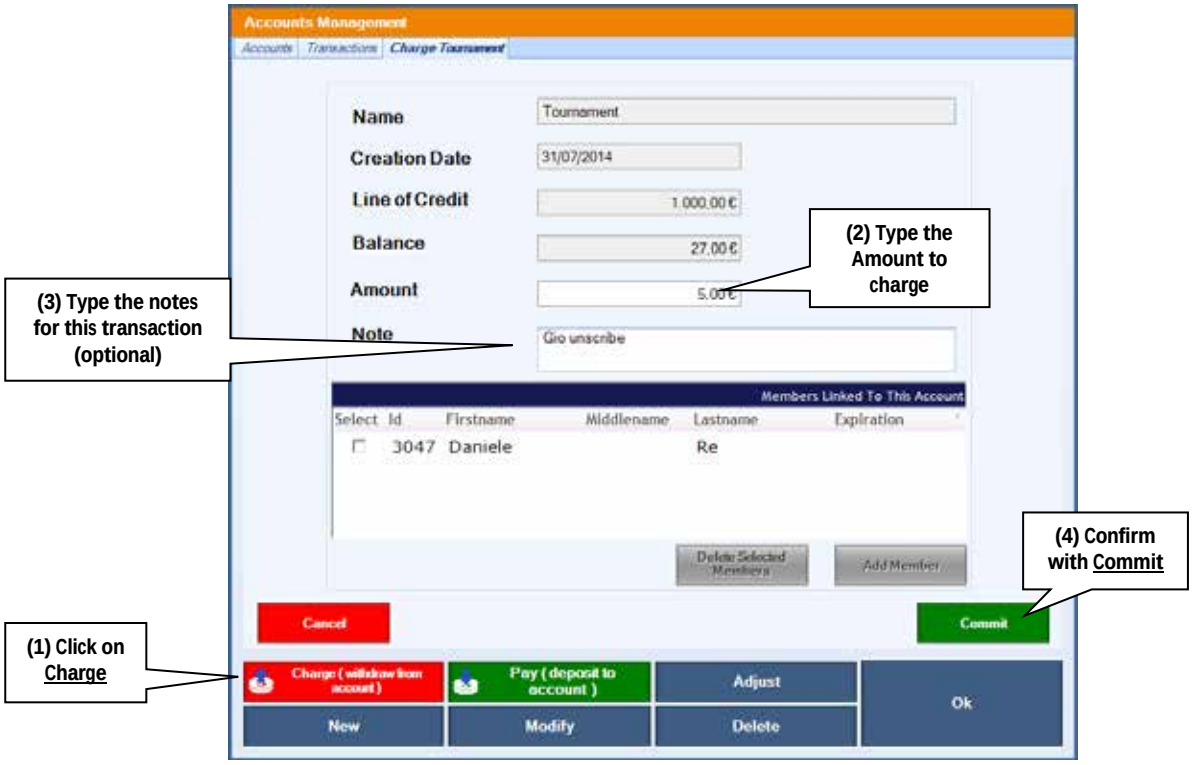


Deposit on account



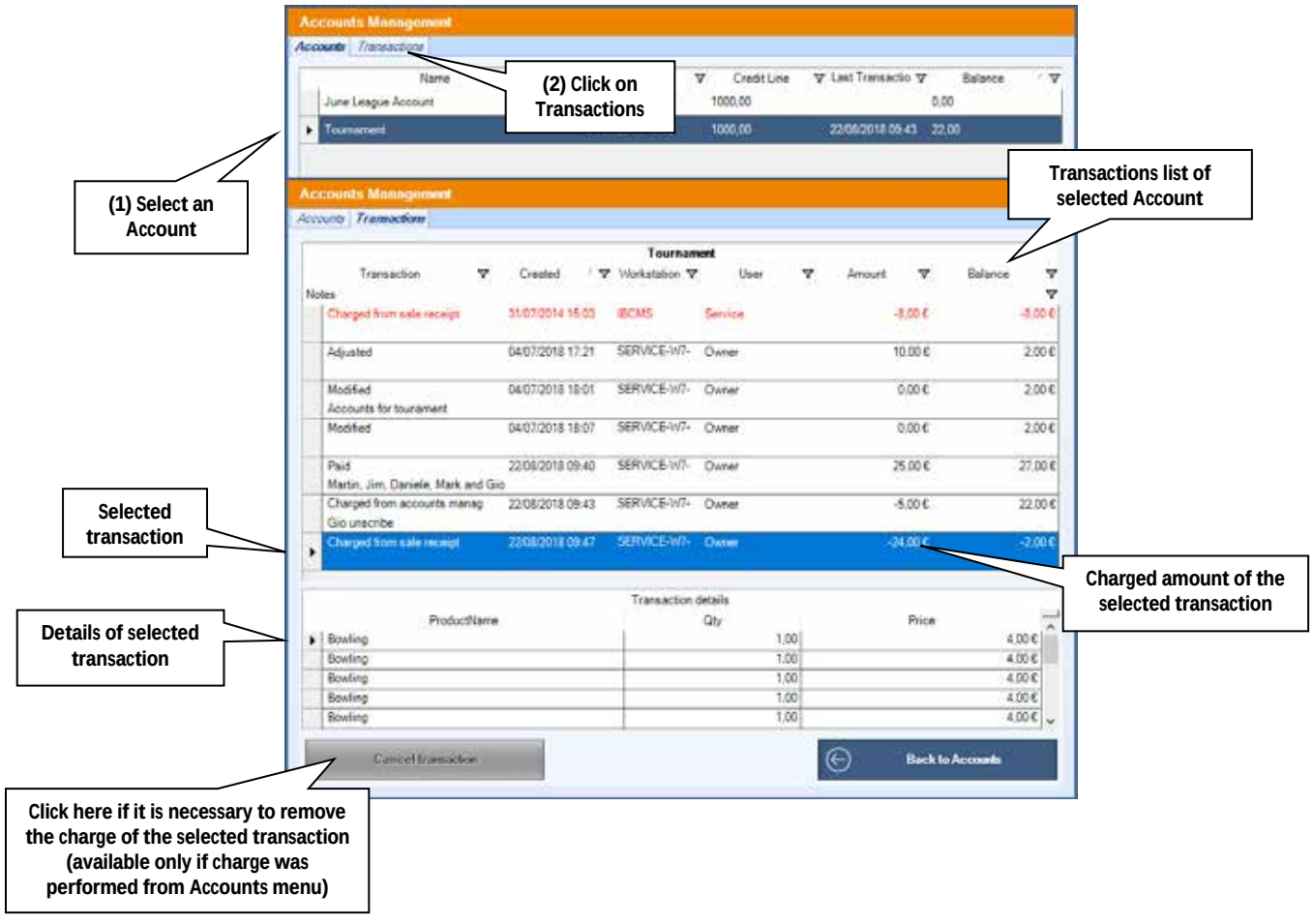
Note: Charge operation generates a receipt and will be recordered on X, Z and ZZ reports; Use adjust to modify the balance of an account without creating a receipt, in the detailed report you will have the records also for adjust operations

Charge to account



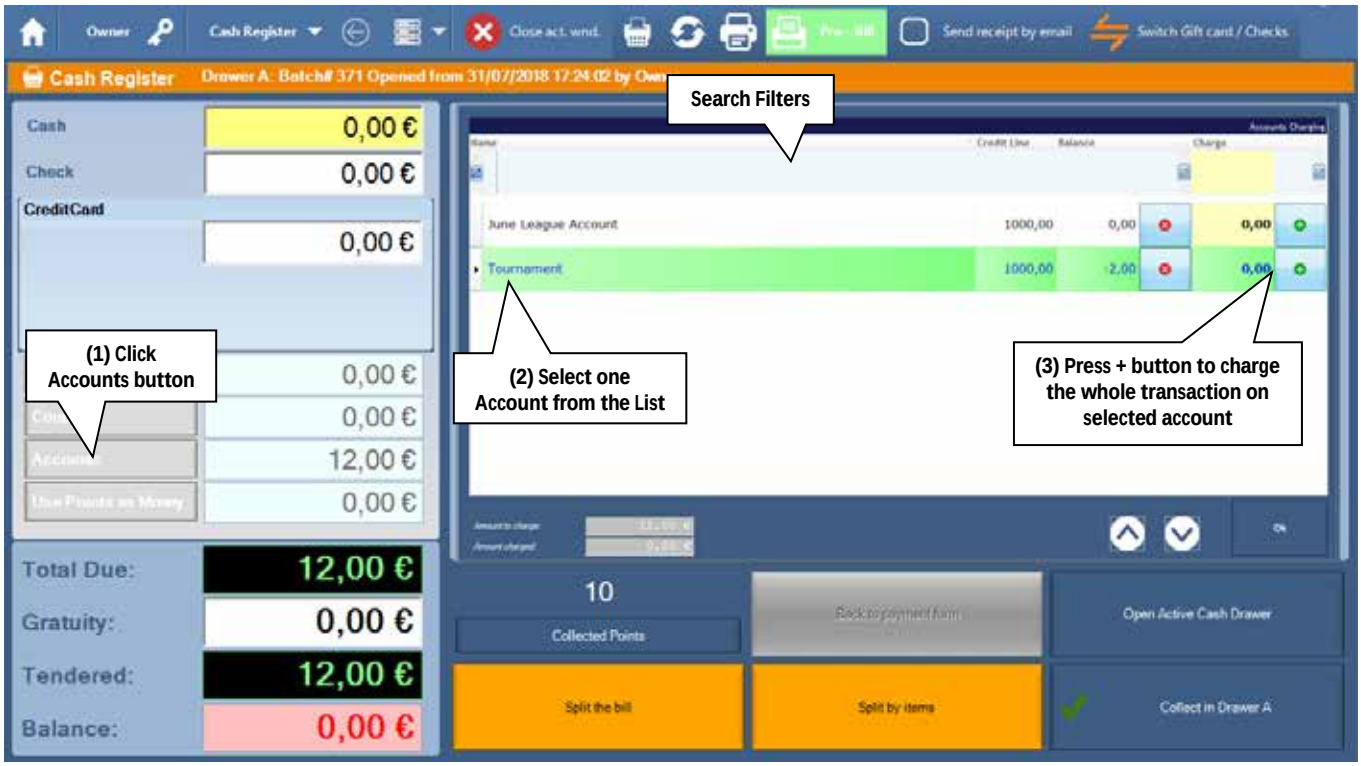
Note: Charge operation generates a receipt and will be recordered on X, Z and ZZ reports; Use adjust to modify the balance of an account without create a receipt, in the detailed report you will have the records also for adjust operations

Check Account's Transactions – Remove Charges



Pay a Transaction with Accounts

During **tender phase** of any transaction it's possible charge the transaction from one account

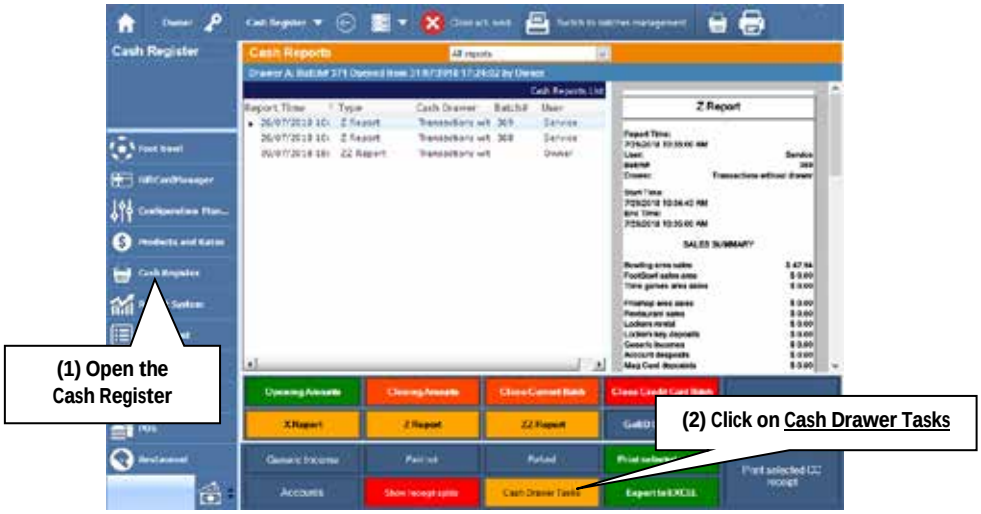


It's only possible charge the whole transaction to an account, it's not possible to charge the transaction to more than one account; Its however possible to charge a part of this transaction with a different tender method like Cash, Magnetic card and Coupons, in this case left the Account amount selection as latest

*Note: For more details about Tender Phase see **Lanes Manager - Collect Payments** chapter*

Cash Drawer Tasks

REMARKS
Any pending payments – Account pending payment will not be collected on the **Z or ZZ Reports**, program will warn the Desk operator if they want to continue anyway. The **Cash Drawers Reports** are a sum of major groups, (bowling, time games, account, Credit card, etc…) and it's useful for cashiers to check the cash flow, for a detailed analysis use the **Report System** plug-in. If the opening-closing amount is skipped, it's not necessary to perform the Z report, its possible to run the ZZ report directly; see the Focus Setup manual, Configuration manager à Lanes for further details.



Cash Drawer tasks are the normal cash operations made by the cashiers/owner/directors during the bowling centres' business hours.

The cash transactions are totalled in a "container" called "**Batch**"; Each Batch begins when the cash drawer receives the first transaction (or by entering the opening amount) and Ends when the cash operator completes the closing amount and runs the **Z Report**.

Varying batches could compose each working day/period. At the end of the first batch, the next cash operator can open a new batch starting from Zero; The new batch will be closed by the cashier at the end of his shift with the Z report.
At the end of the business day/period, the bowling owner/director or users with the same rights makes the ZZ report to obtain the sum of all the batches. All ZZ Reports sum the batches since the last ZZ report because each ZZ report "resets" the batches collection.

Each workstation drives one cash drawer and each cash drawer has its own batch; Any Z and ZZ report are referred to a specific cash drawer and must be performed for each drawer.

At any time, it is possible to check the cash amount using the **X report** as a "Flash Report" from the batch opening to that particular time.

Note: It is not necessary for the same operator to complete the entire task sequence. For example; the cashier can open the batch, but the director checks his cash amount or closes his batch, even from the back office.

Following there is a sample of a cash drawer task during a typical business day.

Example of Cash Drawers tasks

08:00 AM = The first cash operators are on duty and they start their shift, one to Workstation 1 and the other on Workstation 2; Both operators place in the drawer cash/coin for change and type the **Opening Amount** that they began with.

During the day, the director checks the cash amount by printing the X Report from any workstation or from the Back Office

04:00 PM = The cash operators finish their shift: Each operator (workstation 1 and workstation 2) count the cash amount, click on **closing amount** to declare the cash, credit card, magnetic card etc.

After entering the closing amount, each cash operator clicks on the **Z Report** to close their shift or the owner closes the shift for them from the back office

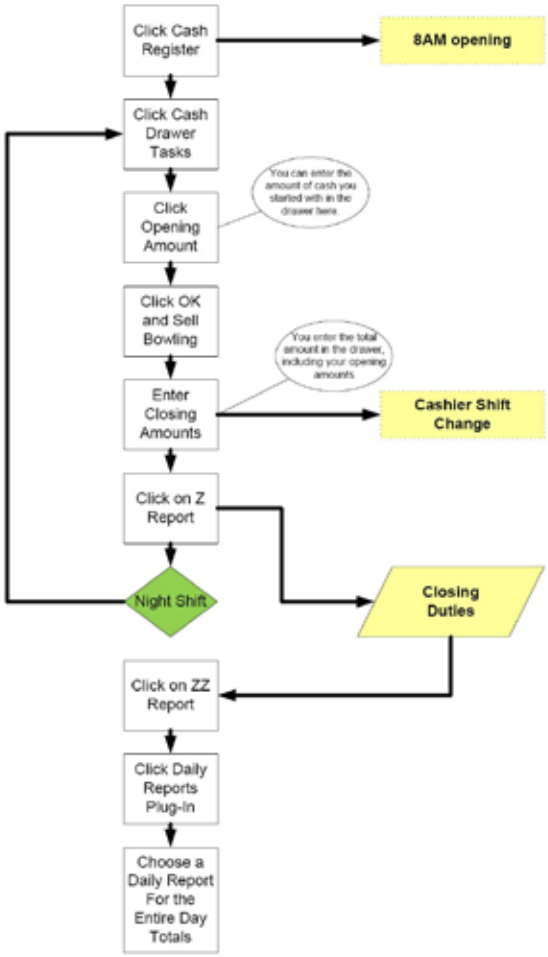
04:00 PM= A new shift starts; Two new cash operators complete the steps 1 & 2 from above.

01:00 AM = The second shift ends: The two cash operators complete the steps 3 & 4 from above.

The next day, the cash operator starts from zero, repeating the same operations.

To collect all amounts the owner makes the **ZZ Report** for Cash Drawer1 of Workstation 1 and **ZZ Report** for Cash Drawer 2 of Workstation 2. Now all the cash drawers' tasks are completed.

Cash Register Flowchart Diagram



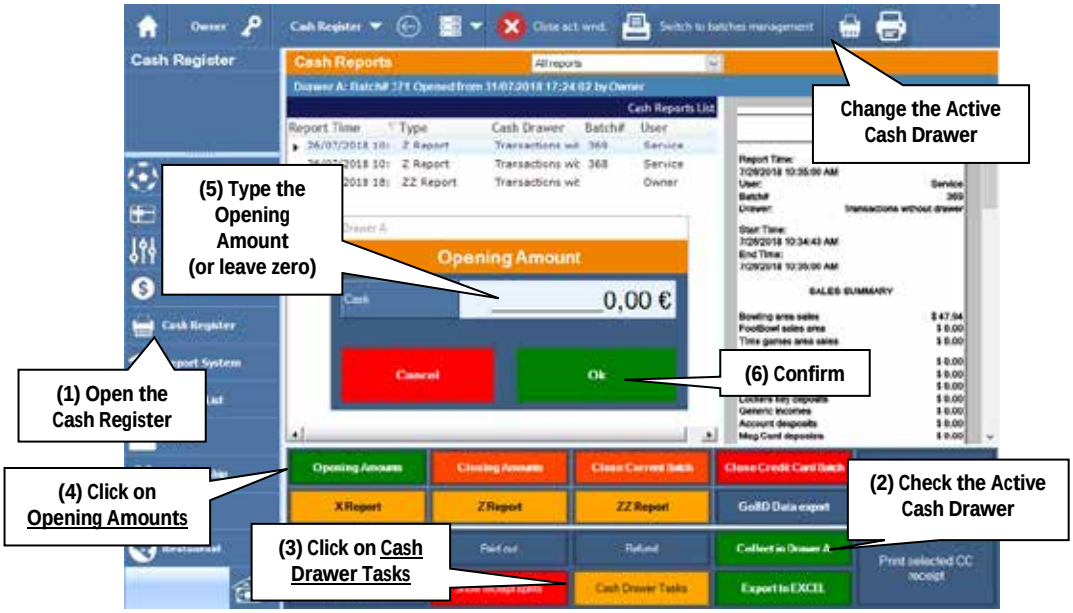
Opening Amounts

The opening Amount for each cash drawer could be entered in two different ways:

Automatically: when the Focus program starts to collect the first transaction (after the last Z Report); To enable this method, it is necessary to activate the function "Insert opening amount when batch opening" in the Configuration Manager à Cash Register setup.

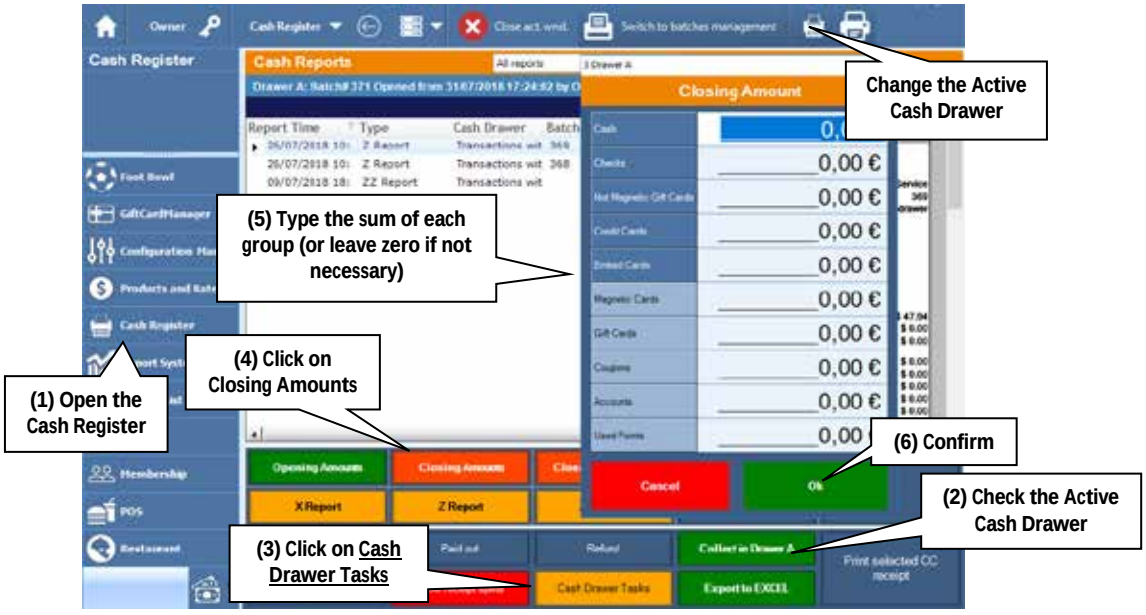
Manually: Anytime, between the last and next Z Report, the cash operator can enter the opening amount, if not the user will be warned during the Z Report processing.

To manually enter the opening amount, proceed as follows:

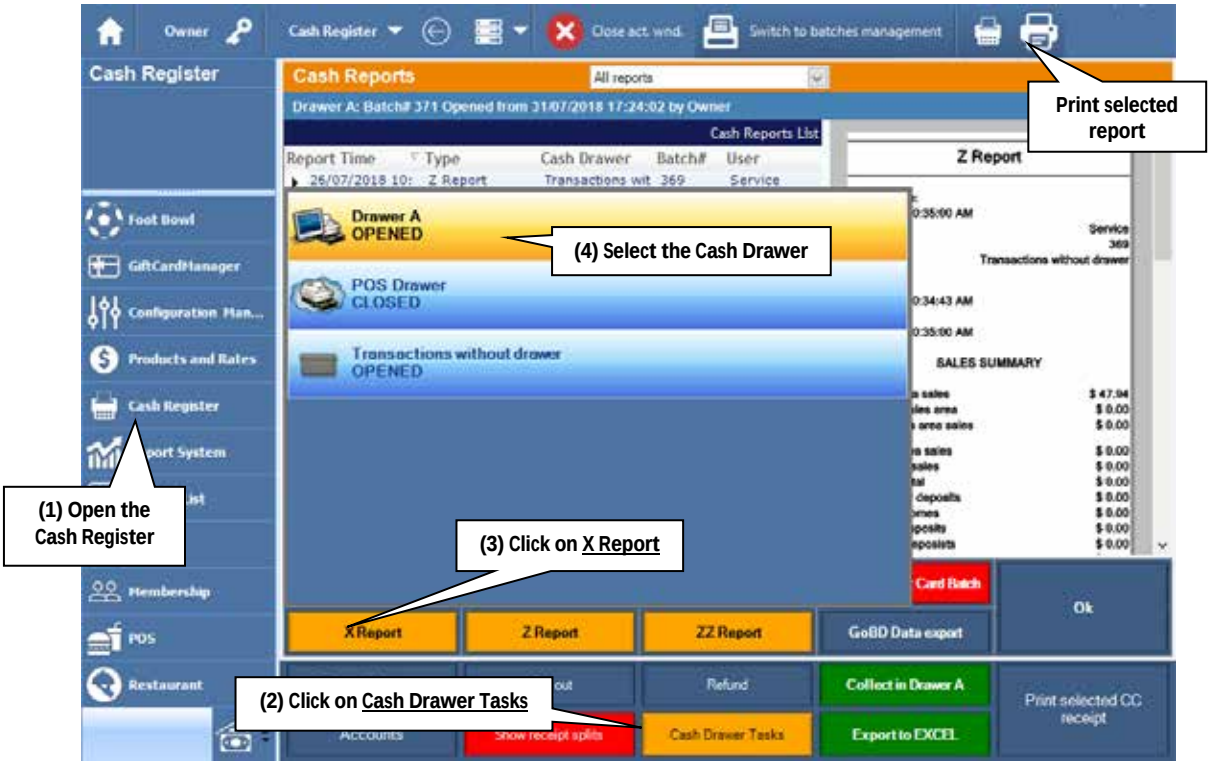


Closing Amounts

The closing amount must be entered at the end of the working shift or could be entered anytime, before proceeding with the Z Report. For each cash drawer it is necessary to declare the closing amount:

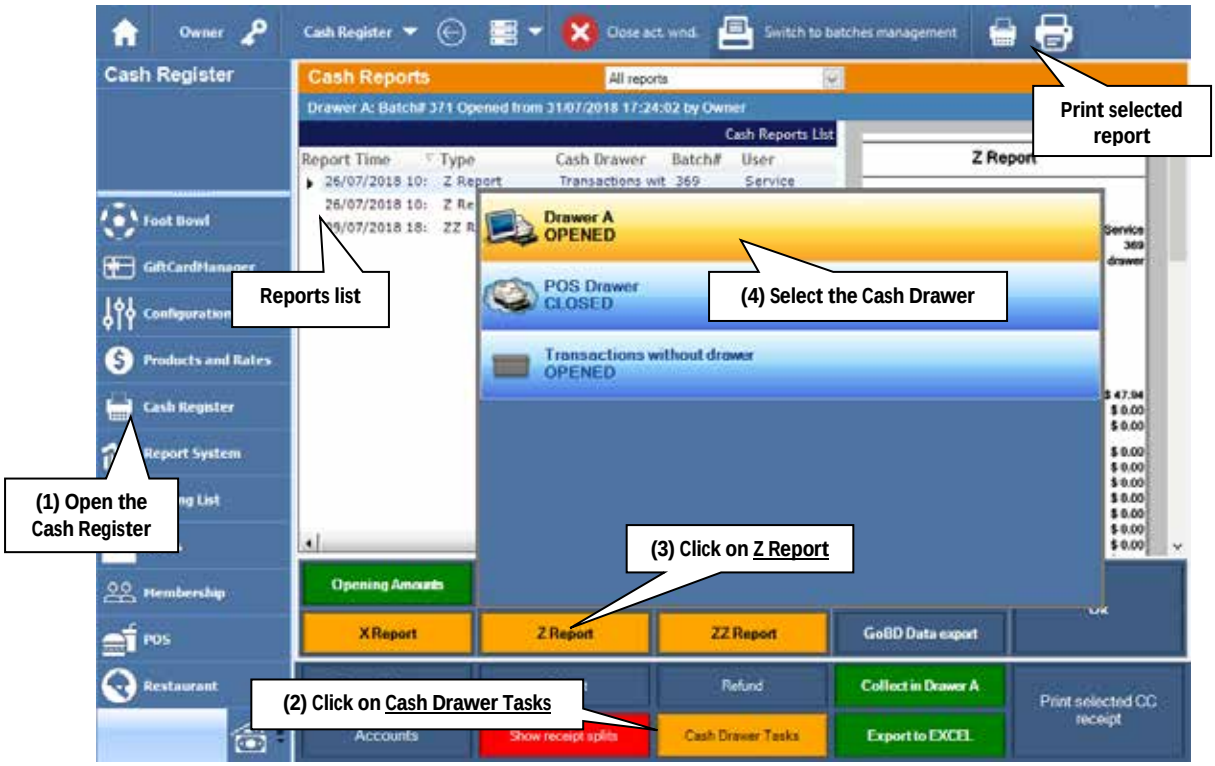


X Report



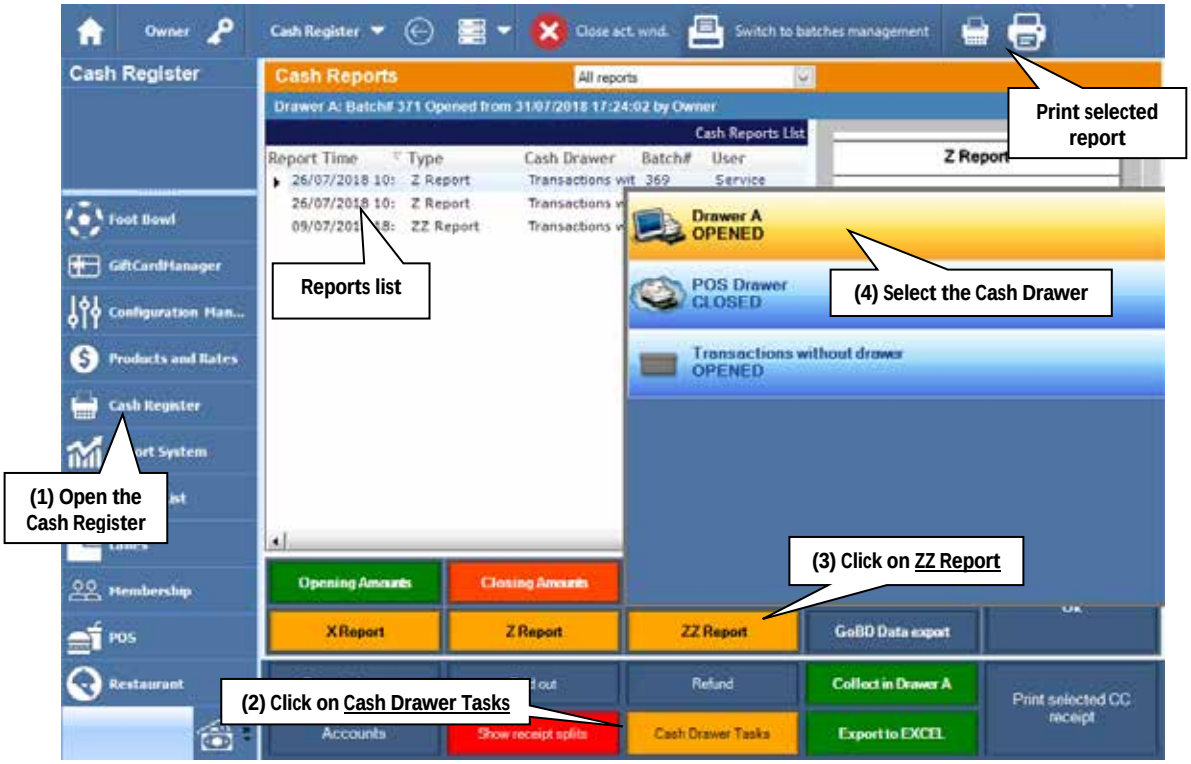
X Report is a "Income's Flash" since last Z Report
After choosing the X Report, Focus generates the report and sends a printout command to the ticket printer.

Z Report



After choosing the **Z Report**, Focus generates the report and sends a printout command to the ticket printer. Now the batch for the selected cash drawer is closed, repeats the steps for the other cash drawers, if necessary.

ZZ Report

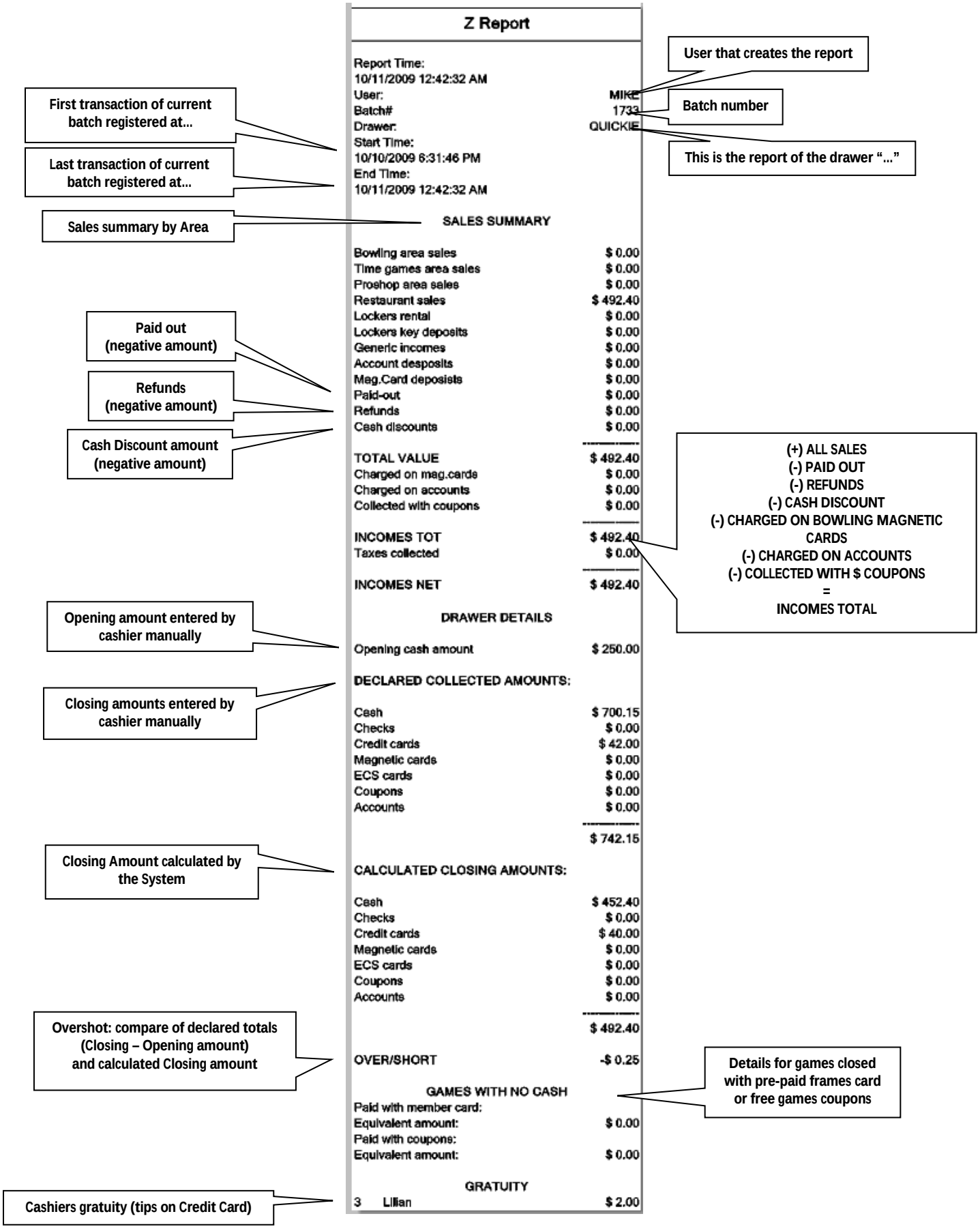


After choosing the **ZZ Report**, the program generates the report and sends a printout command to the ticket printer. Now the cash drawer cycle is completed, repeat these steps for all the other drawers in the center to close the business day.

About Database HDA and Cash Register Tasks

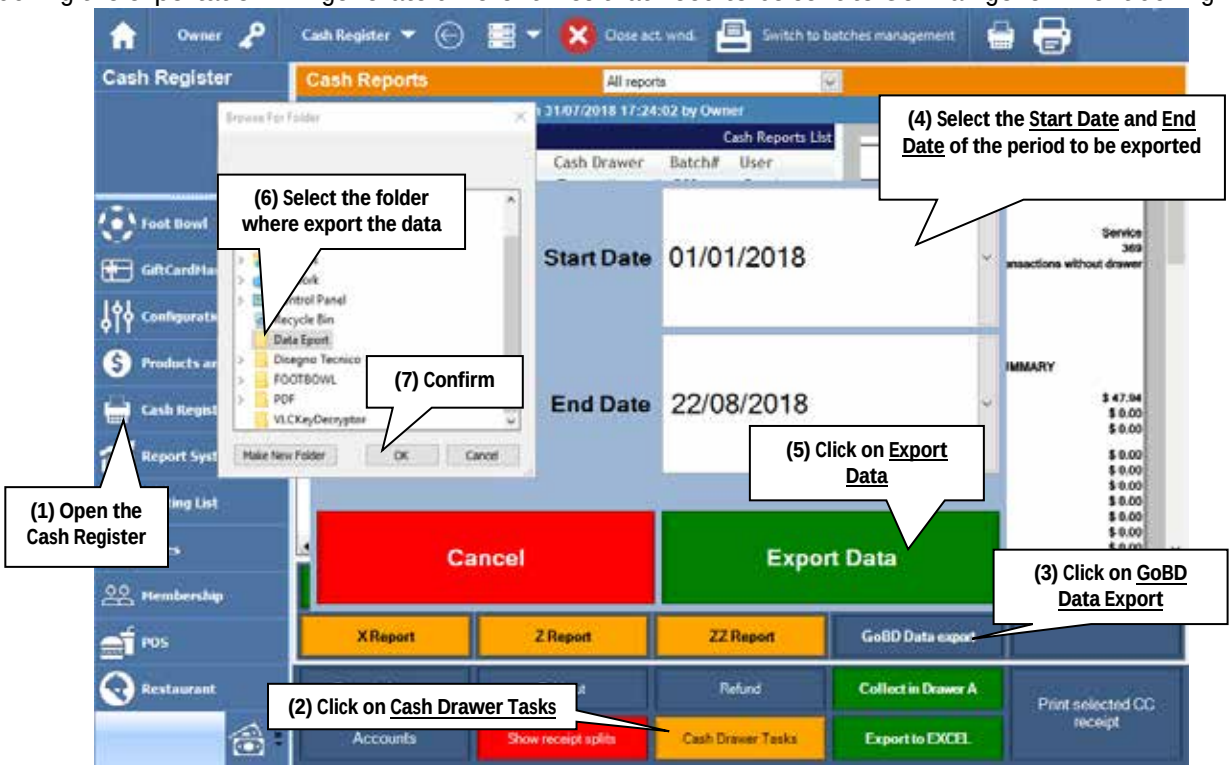
The **H.D.A.** is a database maintenance procedure that reduces the database size removing the obsolete records from the database file. The H.D.A. is set to be performed automatically by the Focus (see the Focus Database Management user manual), but the success of this procedure is strictly related with the cash drawer tasks.
Only the data that is considered "archived" could be removed safely from the database and this is possible only when the owner or bowling director makes the cash drawer **ZZ Report**.
Any pending incomes or data not collected under the ZZ Report will be not removed from the database.

Z and ZZ Reports Example



GoBD Data Export

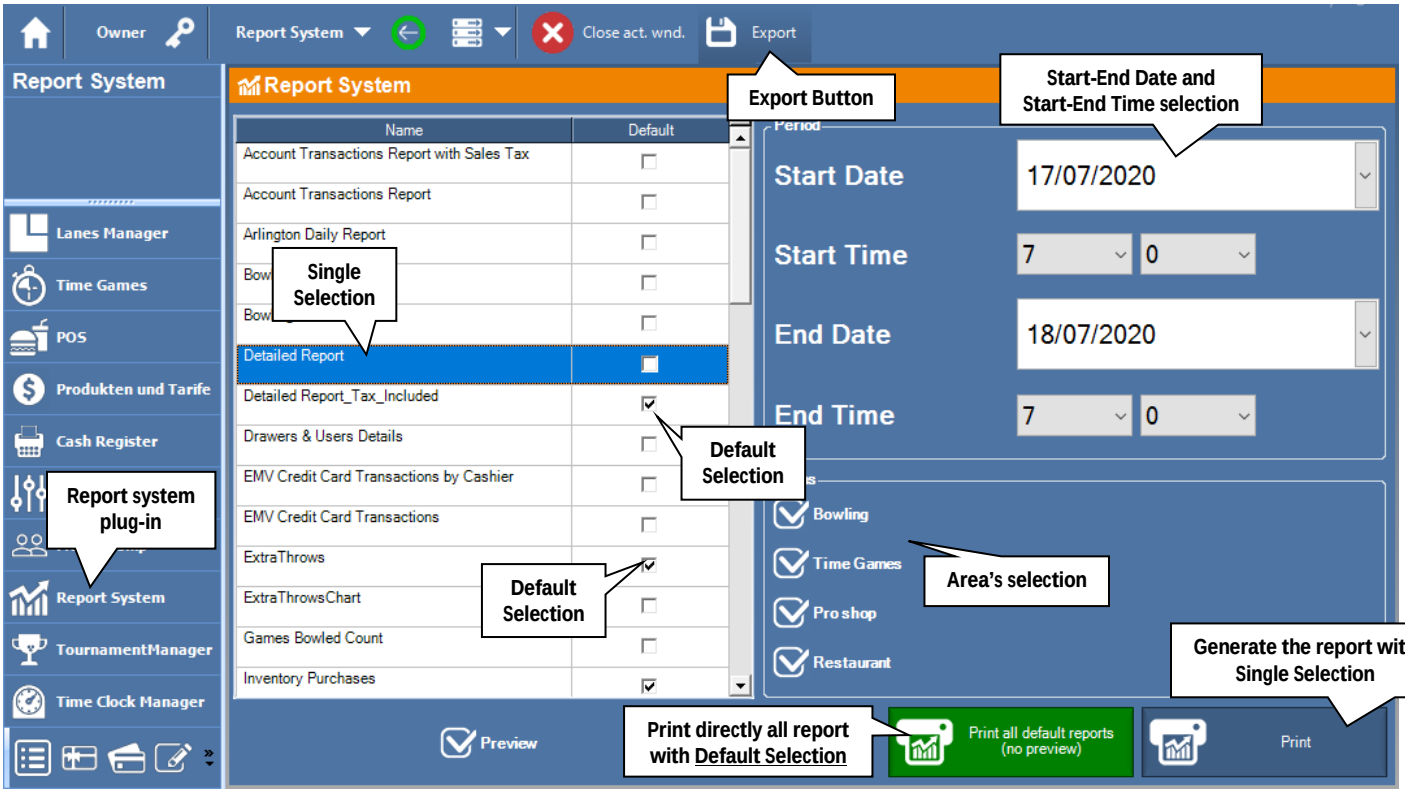
GoBD Data Export feature was implemented in Focus to be in compliance with tax laws of the German government Focus during the exportation will generate different files that need to be sent to German government during fiscal check



Note: It's recommended export the files in a different folder each time to avoid any misunderstanding on file selection

Advanced Report System

Report System plug-in

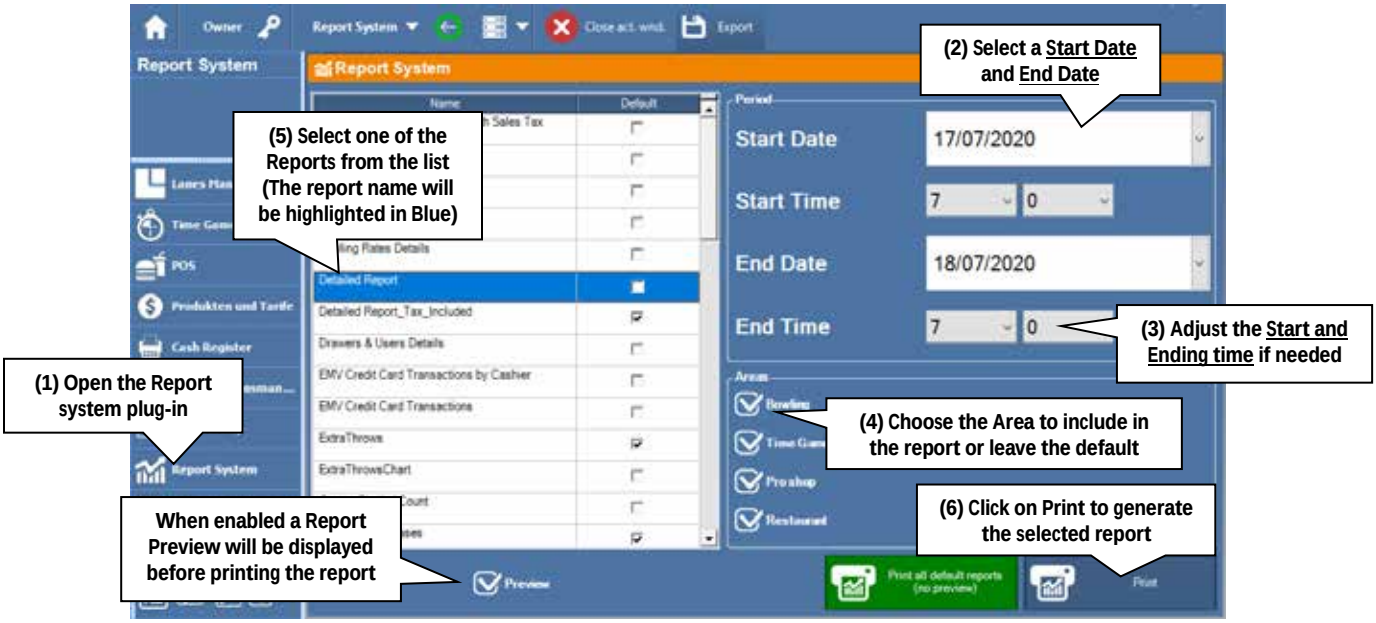


Report System plug-in is a Focus feature designed to generate reports of the financial data recorded in the system (Financial and Game data). Currently there are two different sections available to generate and print reports:

- Single Selection: To generate and print/export one report only
- Default Selection: To generate and print directly multiple reports at the same time

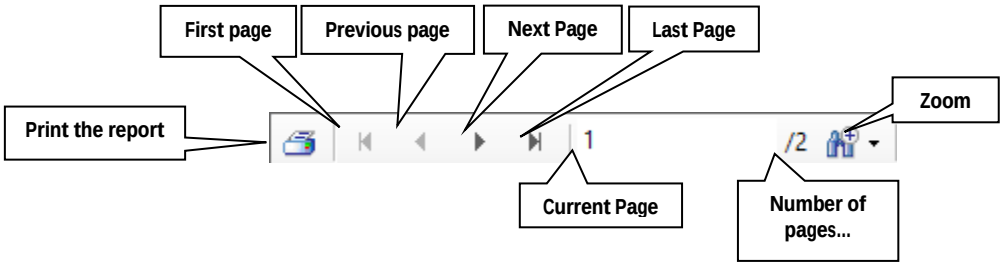
Report Single Selection

To generate a single report from the single report selection, proceed with the instructions below:



By default, each **Report** selection in the report system will display the information from **07:00 AM** of the selected start date until **07:00 AM** of the Ending Date. Selecting the Start date will automatically set the End date to one future day forward, therefore all of the income collected after midnight will be considered part of the selected starting date.
Using the Focus report manager, it's possible to personalize the **Report Start-End Day/time** to collect the information as needed, for example to display the reports for one week or one month. There are many types of reports, some are just a quick summary, while others are for detailed transactions.

By default, when the preview checkbox is selected, Focus displays the reports in a preview window view. By deselecting the **Preview** Checkbox, the preview of the report is skipped and the reports selected will print directly to the default Windows printer. If you preview reports in the preview window, you can browse different pages, printout a paper copy or create a PDF file and many other export features like Excel, use the export command located at the top of the tool bar (note: to create a pdf file, it's necessary to install a pdf printer).



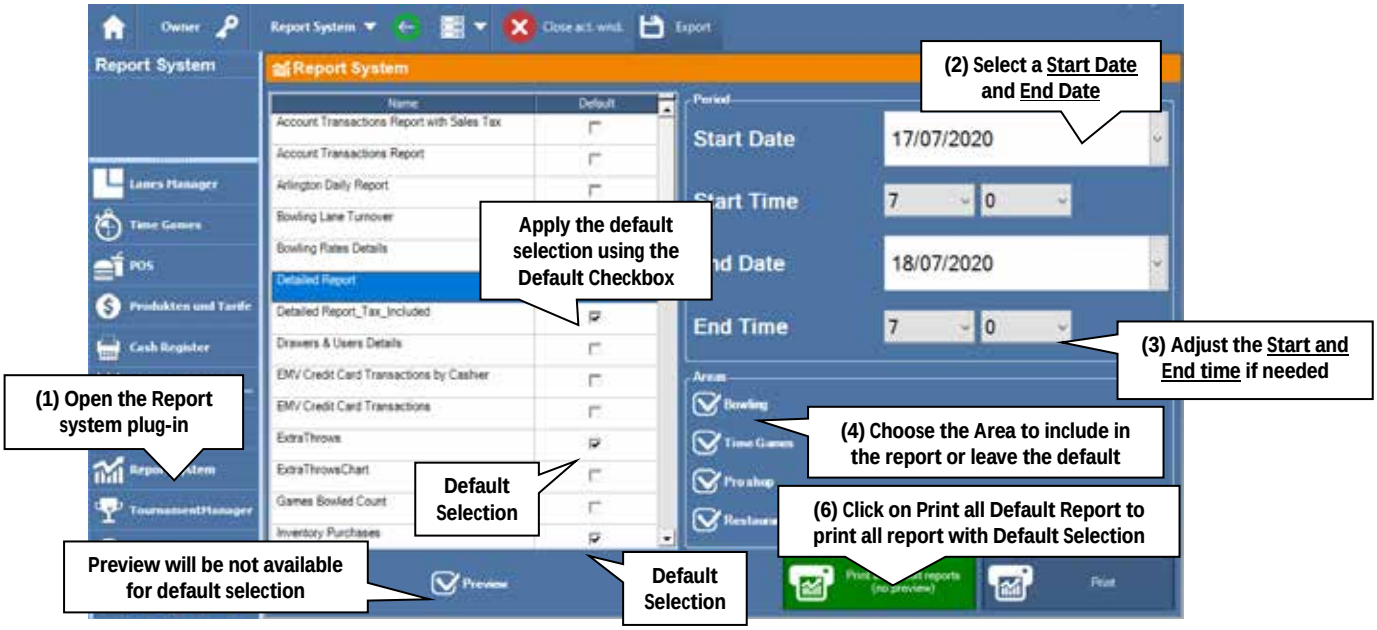
The information necessary to generate the Reports are contained in the **Database**. When the **HDA** procedure deletes the unnecessary and older information from the database, some previous dates of data will not be available, therefore its recommended to print and save the reports periodically.

Report Export

When using Single Selections and the Preview checkbox is enabled, its possible to export the report in Excel or in Word document to perform some custom editing using the **Export** button. Export selections are as follows:
PDF file (*.pdf)
Excel file (*.xls)
Word filed (*.doc)
Rich Text Format File (*.rtf)

Report Default Selection

Using the selections below, there are many options available.



Available Reports

By default, in Focus are loaded 38 reports available using English language.
Note: It's possible with Steltronic Customer Service the translation into a different language of the reports needed.

Account Transactions Reports: A Report that displays all of the transactions where Accounts were involved.

Account Transactions Reports with Sales Tax: This is exactly like the Account Transactions Report, including the sales tax collected.

Arlington Daily Report: Simplified sales daily report specifically designed from the Arlington Bowling Center.

Bowling Lane Turnover: Report that displays the Lane Usage with all of the game activity.

Bowling Rates Details: Reports that displays the detailed information of each bowling rate, and also the information of other bowling rates used (number of items sold, Net$, Tax$ and Tot$).

Detailed Report: This report is the most widely used and favorite of many bowling centers, as it contains all information for sales with details to be included below:

- A Summary page where the total of sales is displayed.
- A page that displays the Tax details.
- A page that displays the Tips and Gratuities received.
- A page that displays all of the products sold and the rate used.
- A page that displays the Packages sold.
- A page that displays the frames charged for Membership accounts.
- A page that displays the frames used from Membership accounts.
- A page that displays the money charged on Membership accounts.
- A page that displays the money used from Membership accounts.
- A page that displays the frames charged using Gift Cards and the rate used.
- A page that displays the frames used from Gift Cards and the respective rate.
- A page that displays the money used from Accounts.
- A page that displays the money deposited to Accounts.
- A page that displays the payment made using Cash Coupons.
- A page that displays the Free game Coupons used.
- A page that displays the payment made by ECS (Cashless integration) cards.
- A page that displays the payment made with Credit Cards.
- A page that displays the Refunds issued.
- A page that displays the Paid Outs.

- A page that displays the Voided Payments.
- A page that displays the open and closing of lanes made while in RWM (Recovery Working Mode).

Detailed Report Tax Included: This is exactly like the detailed report with sales taxes collected.

Drawers & User Details: Report that displays income totals from each Cashier/User and each cash Drawer split up by different income fields (Cash, CC, etc.…). It also includes a summary of all sales divided by different fields (Cash, CC, etc.…).

EMV Credit Card Transaction: Report that displays all transactions collected with EMV chip credit cards.

EMV Credit Card Transaction by Casher: Report that displays all transactions collected with EMV chip Credit Card sales divided by the cashier who collected them.

Extra Throws: Report that displays the extra throws (bowling balls rolled) on each lane during these events: (None, Generic, Wrong Phase, Blind, Pre-Bowled, Empty Lane, Practice, No active player, No active player in crossed mode, Stop, Wait).

Extra Throws Chart: Report that displays a chart with extra throws during these events: (None, Generic, Wrong Phase, Blind, Pre-Bowled, Empty Lane, Practice, No active player, No active player in crossed mode, Stop, Wait)

Game Bowled Count: Report that displays a summary of the games played with totals for each lane, day by day.

Inventory Purchases: Report that displays the Inventory purchases.

Items Availability*: Report that displays each rate and when the rate is available (Days of Weeks and Start/End Date).

Item and Groups*: Report that displays each product divided into groups.

Lane Time Usage Details: Report that displays each lane and what time it was rented by time providing these details: (Payment mode, Start time, End Time, Receipt, Payment time, Amount, Total, Minutes, Throws, Rates, and Players).

Lane Usage: Displays each Lane when Focus cashier/user opened the lane.

Lockers by Lockers Number: List of all Lockers currently rented and sorted by Locker number which includes the name of renter.

Lockers by Name: List of all Lockers rented sorted by name of the renter including the locker number.

Lockers Rented: Prints a report of all Lockers rented providing all necessary details.

Membership Account Balances: Report that displays the amount of cash and frames available for each member.

Membership Fidelity Point: Report that displays basic information about each membership player, including the accumulated point totals.

Membership: Report that displays all details for each membership, one page per member.

Online Reservations: Report that displays all of the amounts collected from the External Online Booking system.

Price List with Taxes: Report that displays all rates in the system with the assigned taxes.

Score Performance: Report that displays each day on each lane how many Corrections, Fouls, Splits, Strikes, Spares and Gutters were made, a higher number of corrections in a lane pair means that Camera needs to be calibrated.

Single Transaction: Report that displays a row for every single transaction collected.

Tax Details: Report that displays the total amount of sold items and the amount of all taxes used.

Throw Count: Report that displays the total of throws (extra bowling balls rolled) per lane, per day.

Ticket Redemption Details: Report that displays the detailed information about the ticket redemptions.

Ticket Redemption Recap: Report that displays for each lane, a recap of ticket redemptions.

Time Clock: Report that displays the Employees clocking IN/OUT.

Time Clock with Rounding: Report that displays the Employees clocking IN/OUT including the rounding applied by the user.

Time Games: Report that displays each time game and the rates used. Details include the amount received for each time game.

Transaction Summary: Report that displays the summary of all transaction divided by payment type and by main groups.

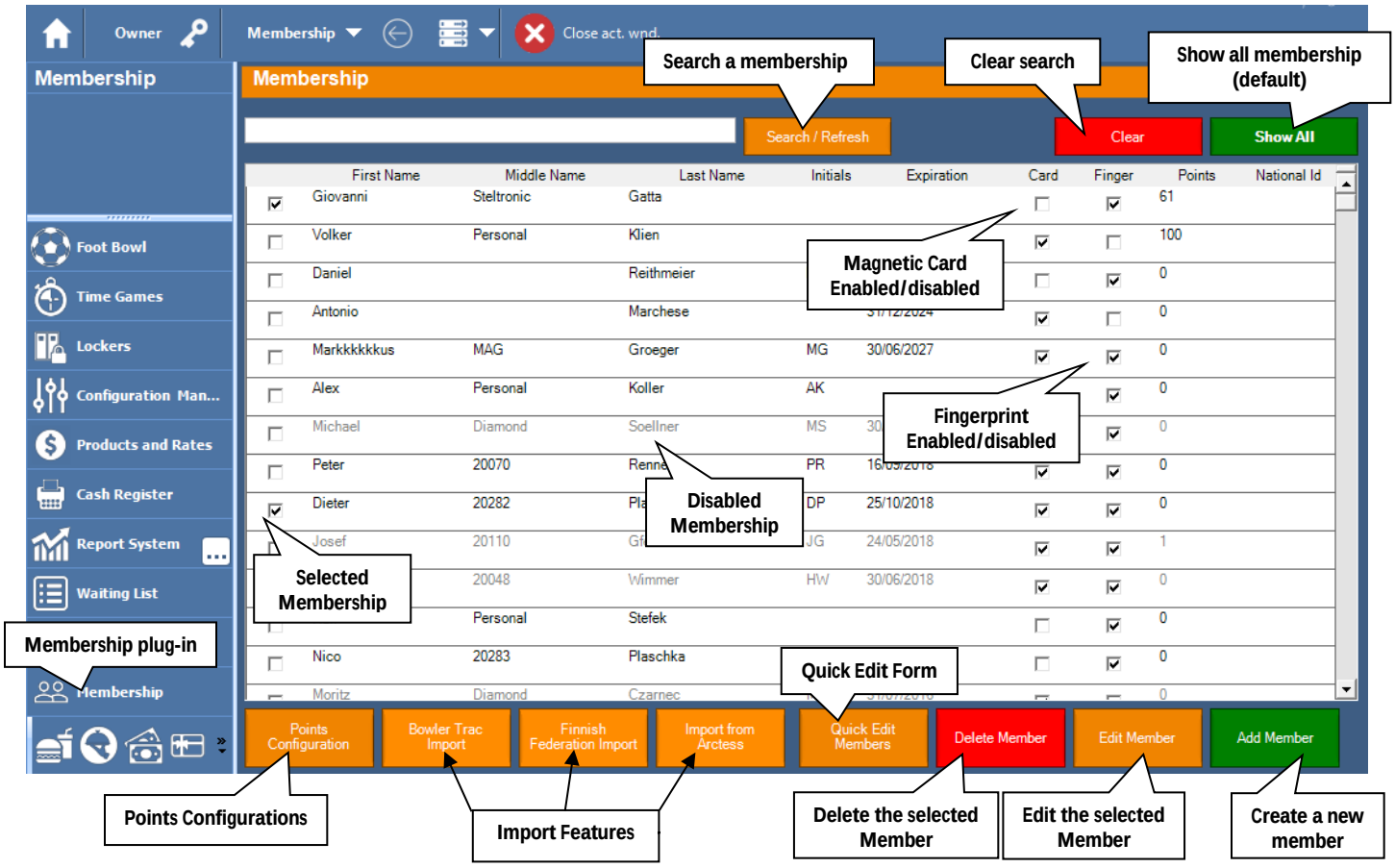
VLC Address: Report that displays the basic information about VLC registered in the system.

Voided Payments: Report that displays any payment that was voided.

**Note: This report is affected by Area selection but is not affected to Date and Time selection.*

Membership

Membership plug-in



"bowling membership" for the players that bowl in the center frequently and for this they obtain a "special deal" with the center. A bowling membership could access to the following facilities:

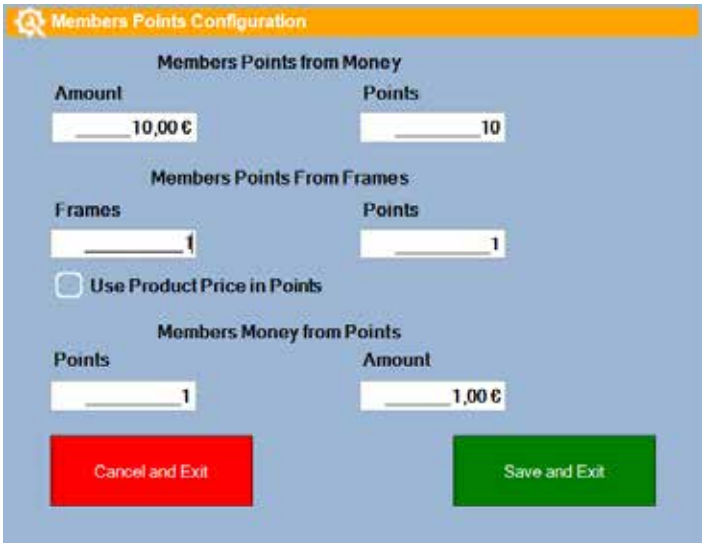
- Special membership rates
- Access to a $ deposit for paying any kind of transaction without currency
- Access to a Frame deposit for free bowling games
- % discount on Proshop, Time Games, Bar & Restaurant
- Fast identification with Magnetic Card or fingerprint or by member search
- Track the Handicap, average, etc**

The membership list is also available for the frequent bowlers in Tournament & Leagues plug-in.

Membership plug-in is to manage the membership archive and cards, keeping the information of memberships such email address, phone number, birthday, Handicap, average and more other things.
Moreover, will show for each player the game bowled, the points amount, history, and the sales
The total report of transactions made by Membership will be displayed in the Reports system.

*** Average, media and Handicap need to be varied manually*

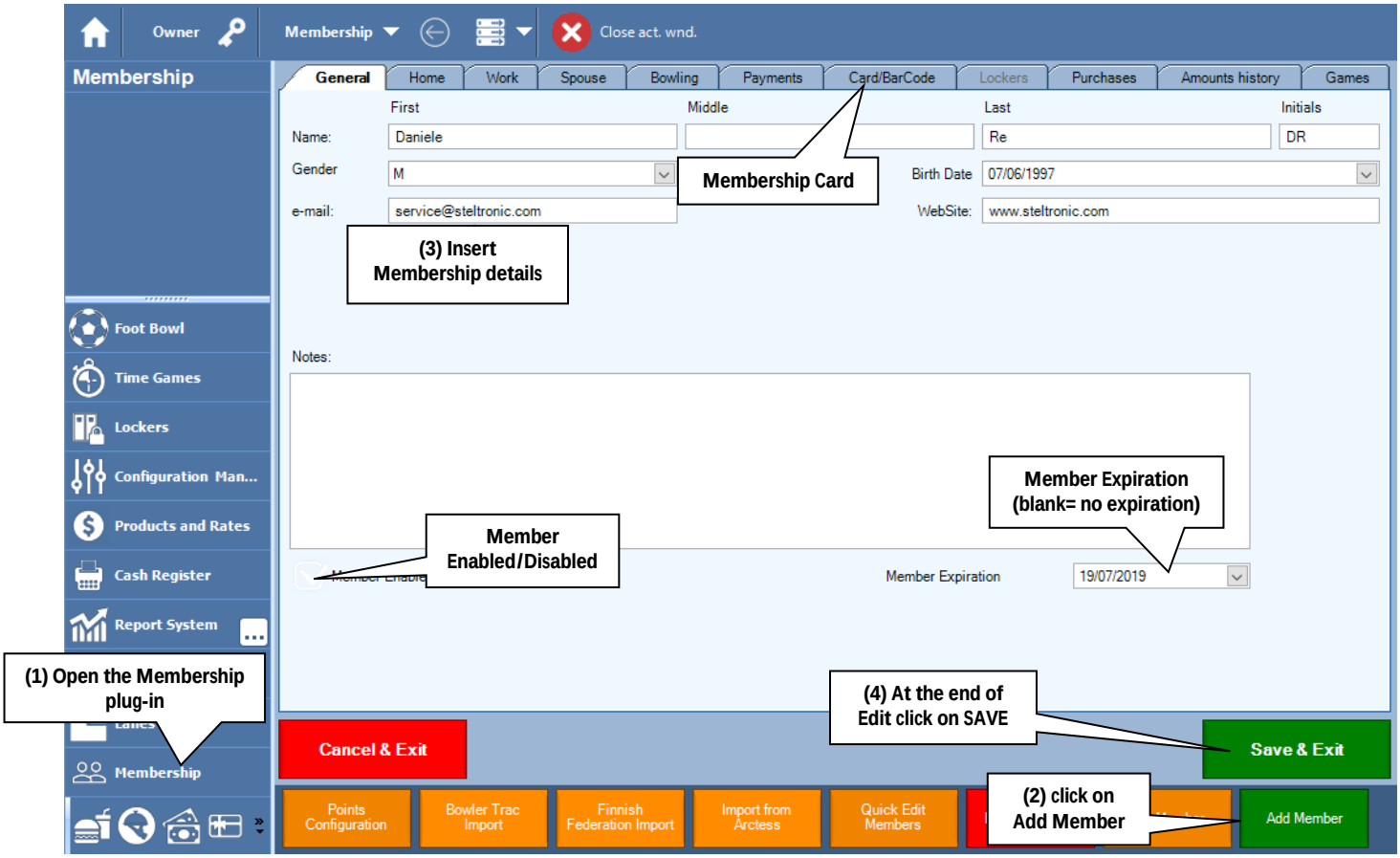
Points Configurations



In Focus it is possible to set the points configuration that will be charged on a member when a payment is made or frames are played on a lane, the points will be charged automatically to inserted member or they will be automatically split in the case that more members were playing on the same lane
On **Membership Points from Money** you have to insert the amount of money and the points that will be earned when a transaction with a member associated will be performed
On **Membership Points from Frames** you have to insert the number of Frames and the points that will be earned when frames are played from a member associated

These points can have a money value inside of system set on **Members Money for Points**, is possible pay the whole transaction or a part of it using the member points, see Pay a transaction with Member Points deposit
Otherwise it is possible to set a points price for each product enabling **Use Products Price in Points** feature, in this way the equivalent amount of points will be used when this product will be sold
NOTE: The equivalent points amount for each product need to be set in Product and Rates plug-in

Add a new Bowling Member



There are varying levels to "stop – allow" a bowler's member:

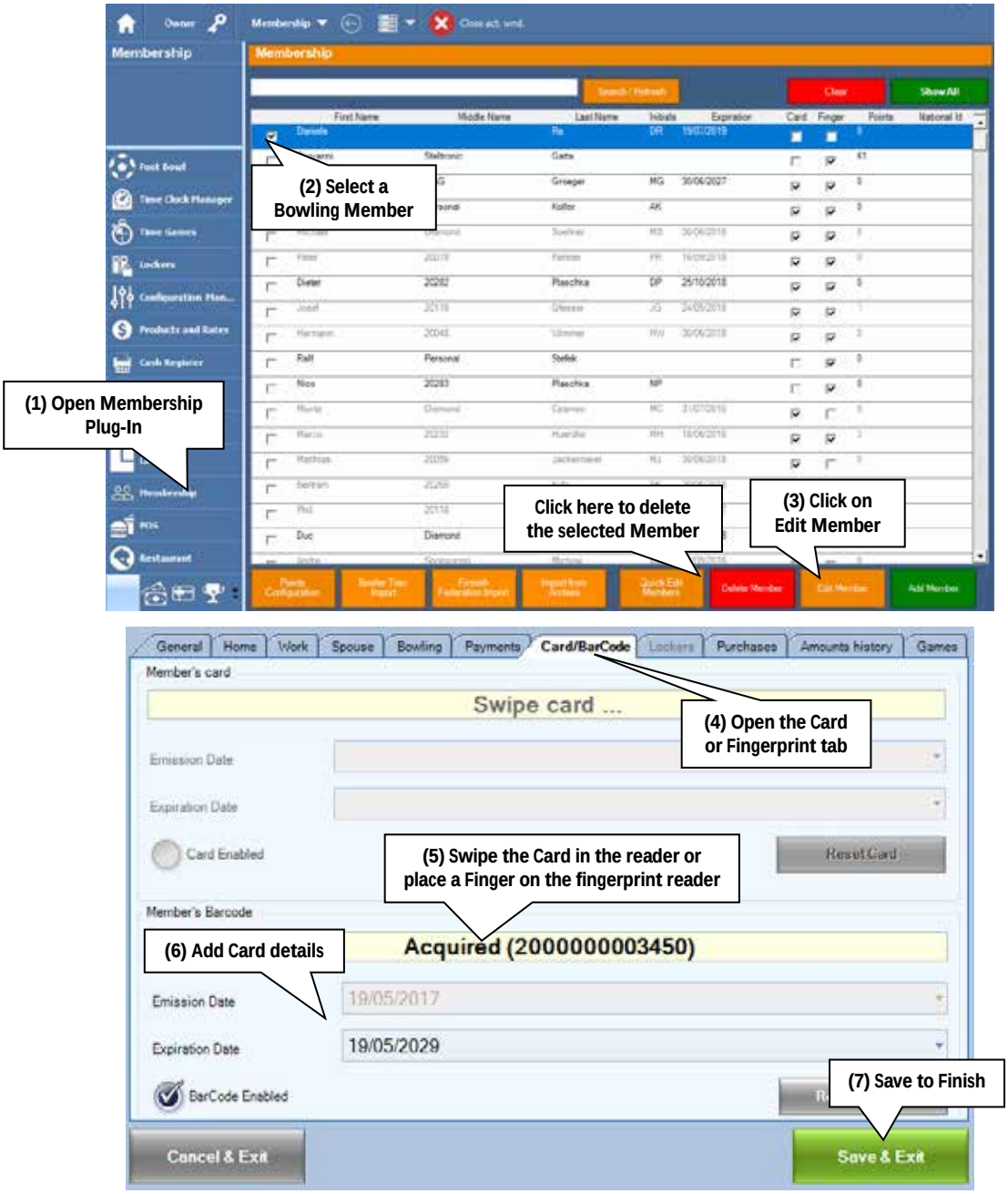
- Selecting a member expiration date, bowlers' rights will expire when the date is over
- Removing the Member Enabled checkbox will stops the bowler's right
- The membership card could be disabled or could be set an expire date for card only, member could remain active even if the card is block

Find a Bowling Member

If the bowling member has a Magnetic membership card or a Finger registered, it's enough swipes the card in the reader to shows the member details, if not or the card/finger is not available yet, use the Search fields:

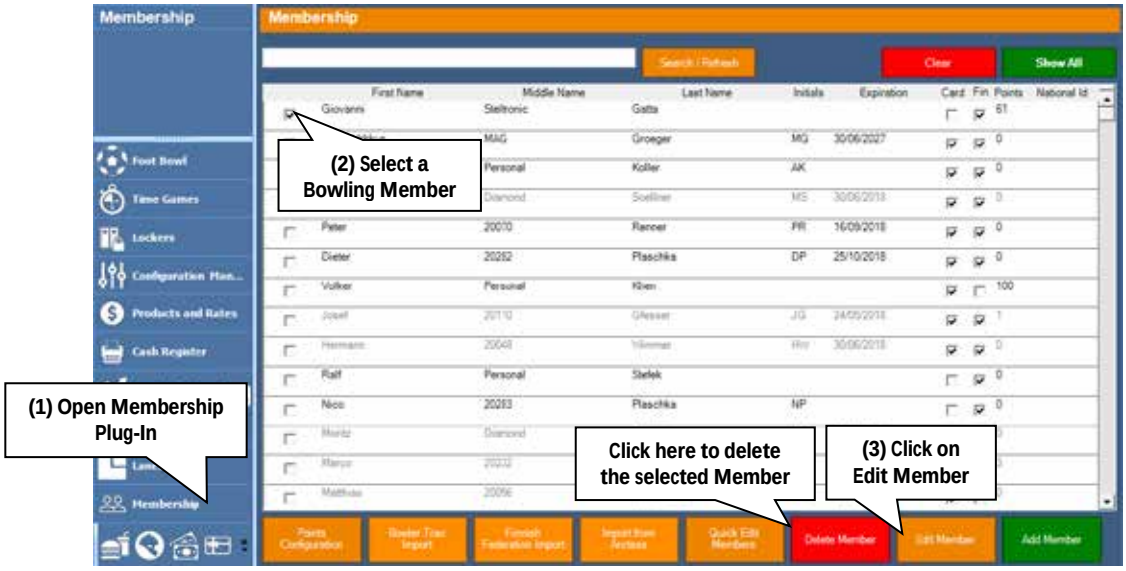
Add\clear\Disable\Edit Members Cards\Fingerprint

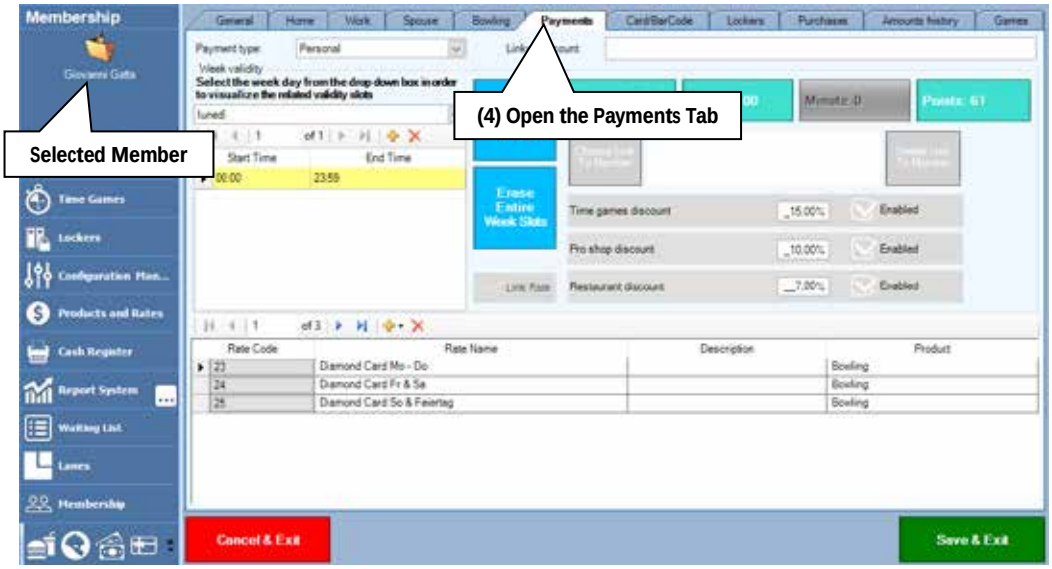
REMARKS
The bowling Membership Magnetic Cards need to be codified by Steltronic Customer Service. Only the Card codified as Client could be used for a membership purpose. For further information about Bowling Magnetic Card Please contact your Score vendor or Steltronic Customer Service.



- Leaving blank, the Card **Expiration Date,** will not limit the use of the card; selecting an expiration date, the card will be refused when date over. It's always possible to extend the card validity simply changing the expiration date, even after Date over
- To Disable the Card\finger usage and keeping the details, untag the "**Card Enabled**" or **"Fingerprint Enabled"** checkbox
- To **Remove** permanently a Bowling Card, click on **Reset Card**; confirmation required

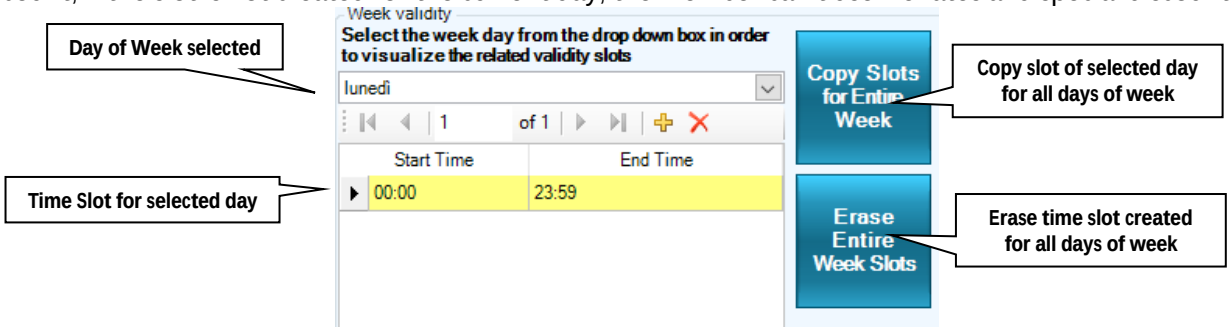
Membership Payments





Weekly validity Time Slot

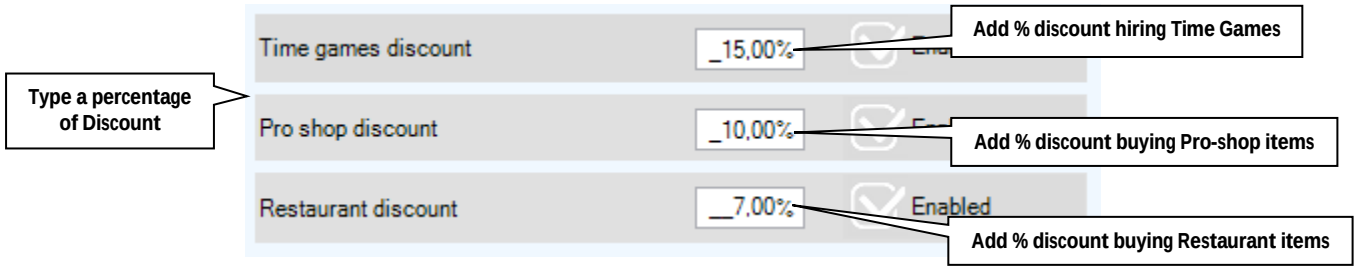
For each day of the week its possible to create one or more time slots where the bowling member can use his special rates and discount, if the slot is not created for the current day, the member can't use his rates and special discounts.



Payment Type

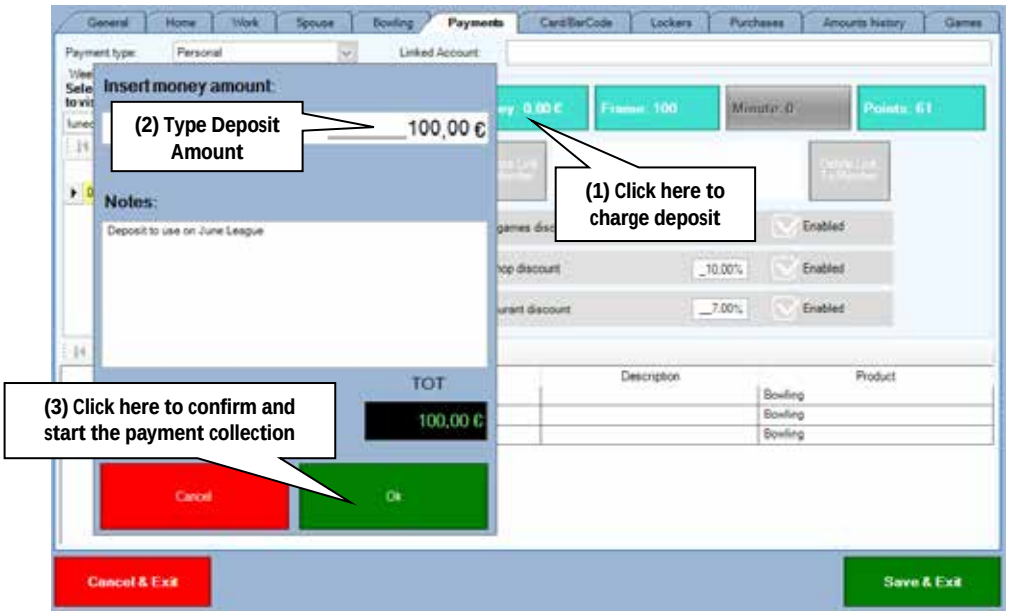
- **Personal:** Member can use his deposit for his own part of transactions only
- **Multiple:** Member can use his deposit to pay the entire transactions, even if includes some other players.

Area Discount

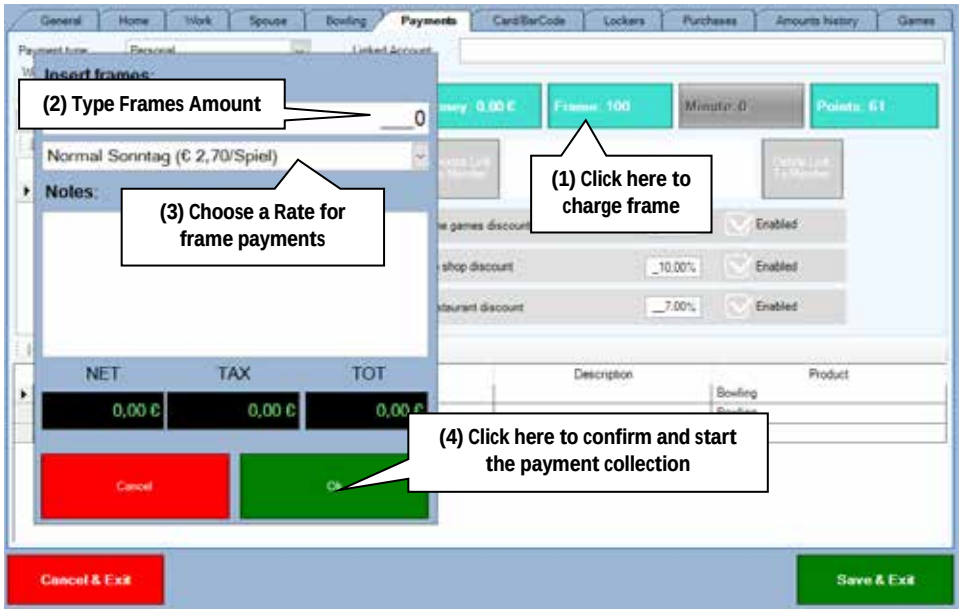


Money Deposit on Member

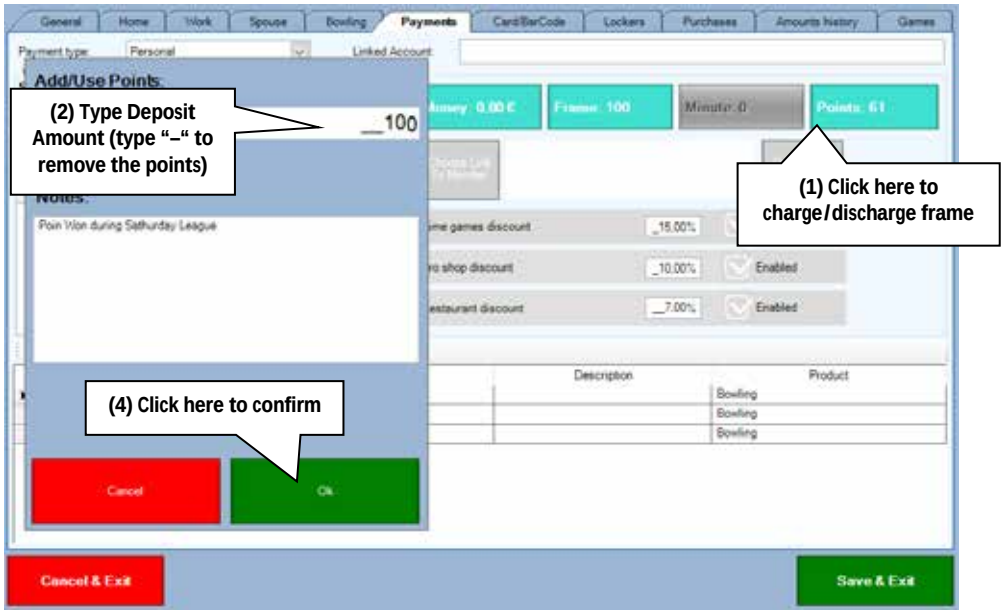
The money charged on a deposit could be used any time, to pay each kind of transactions, until the credit is over. To use the deposit, associate a Magnetic Bowling Card to the membership. Money on Deposit will only be accessible by presenting the Magnetic Card to the cashier; if the card is lost, managers or users with the same rights could get access to the membership list and charge the transaction on the bowling member credit.



Frames deposit on Member

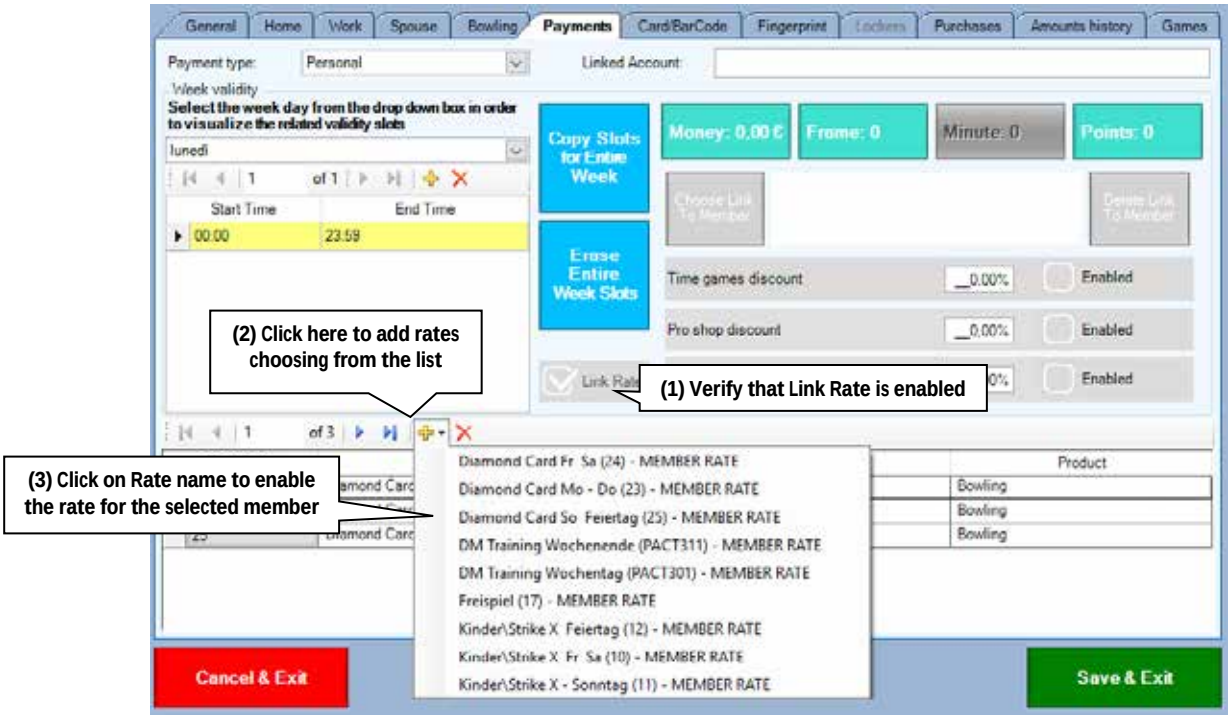


Points deposit on Member

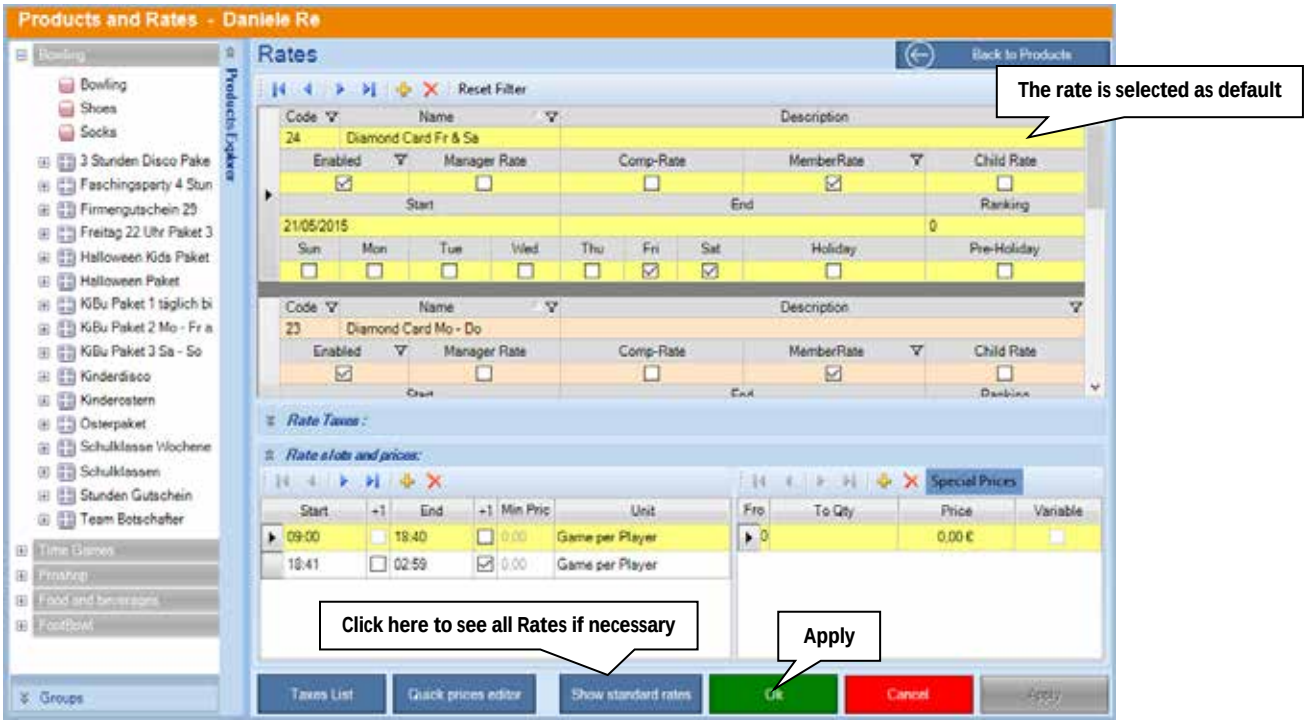


Membership rates

REMARKS
Before applying a rate to the member, open the Products and Rates Setup and create the rates intended to be used by membership only, selecting the checkbox **"MemberRate".** See Focus User Manual – Product and Rates chapter for further details.



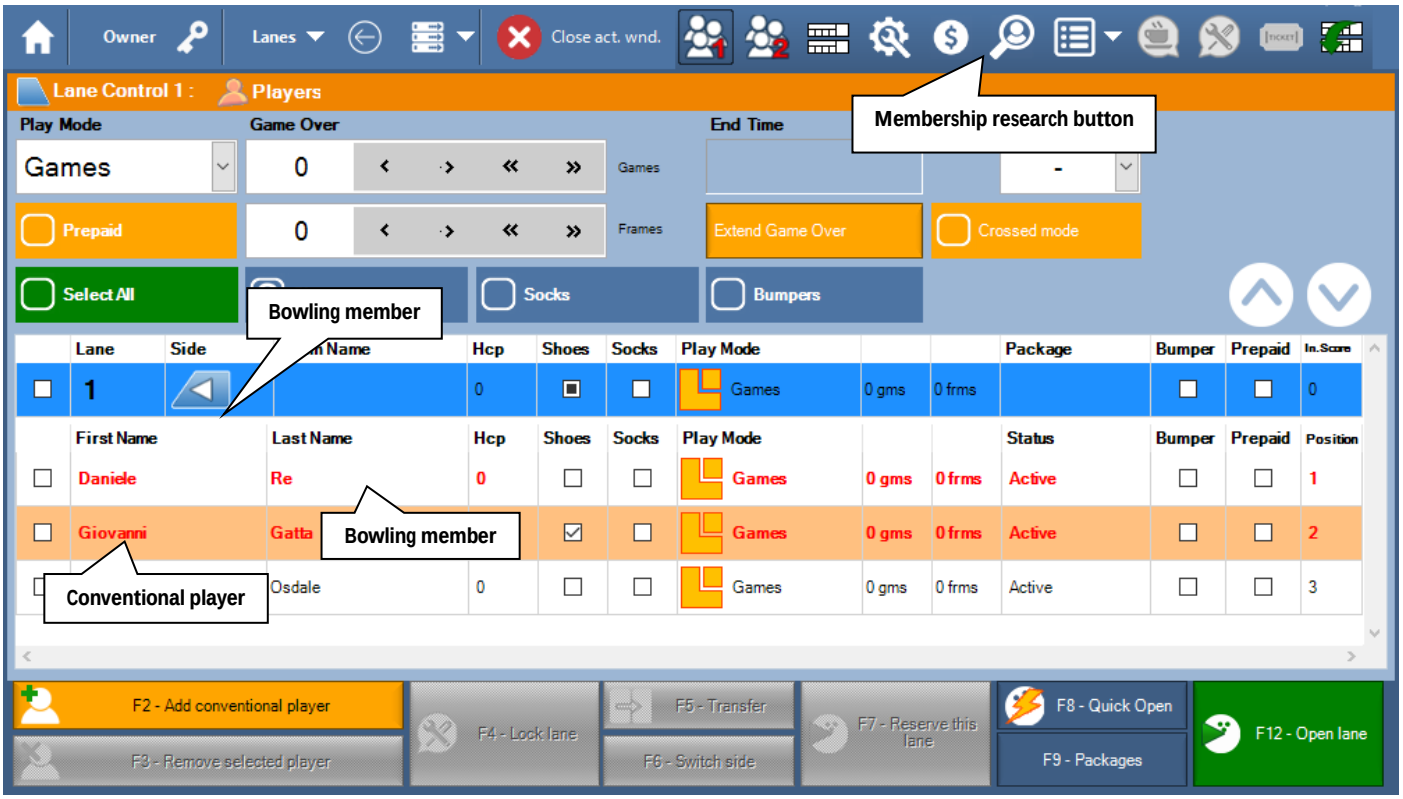
If needed, it is possible to directly modify the rates assigned to this member, and all other members that have the same rate assigned, clicking on "**Rate Code**"of one of assigned rates, Products and Rates plug-in will be opened showing only the rates assigned to this member



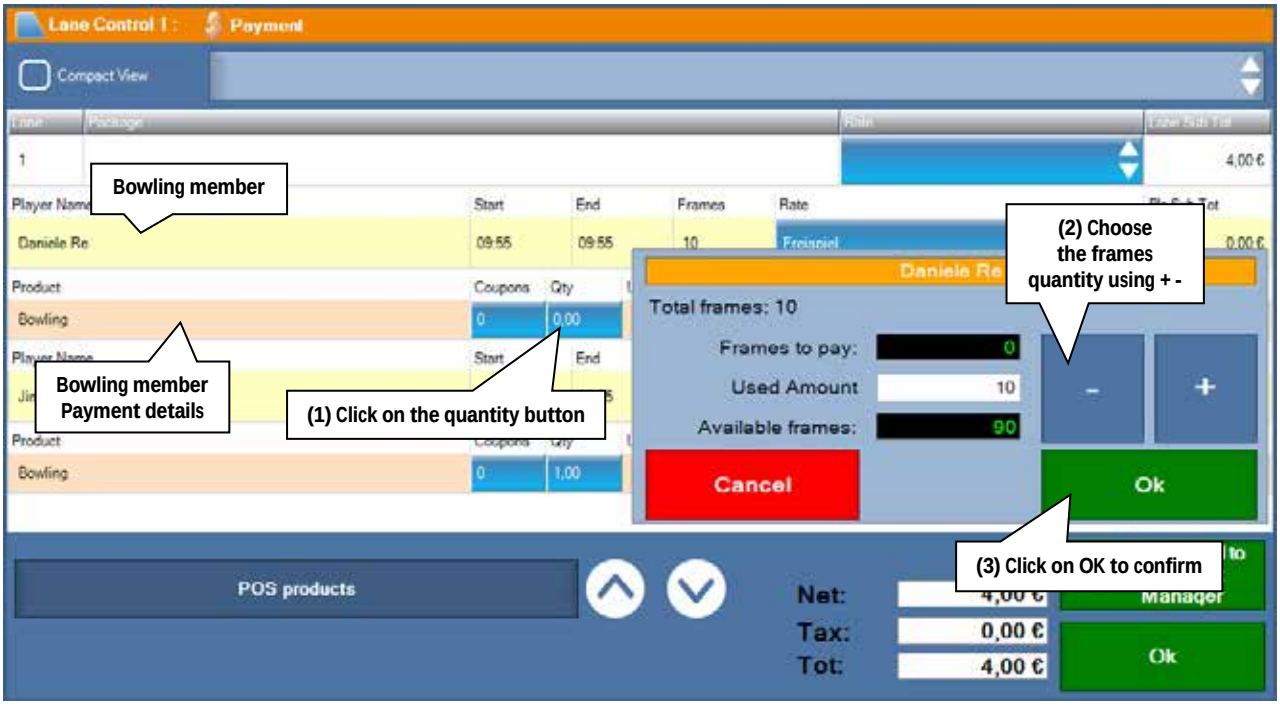
Use Members facilities during lane hiring

The bowling member must identify opening the lanes, to obtain his facility:

- Swiping the membership cards or placing the enabled finger on the fingerprint reader
- Using the membership research button (available only for Desk operators with Membership search capability enabled)

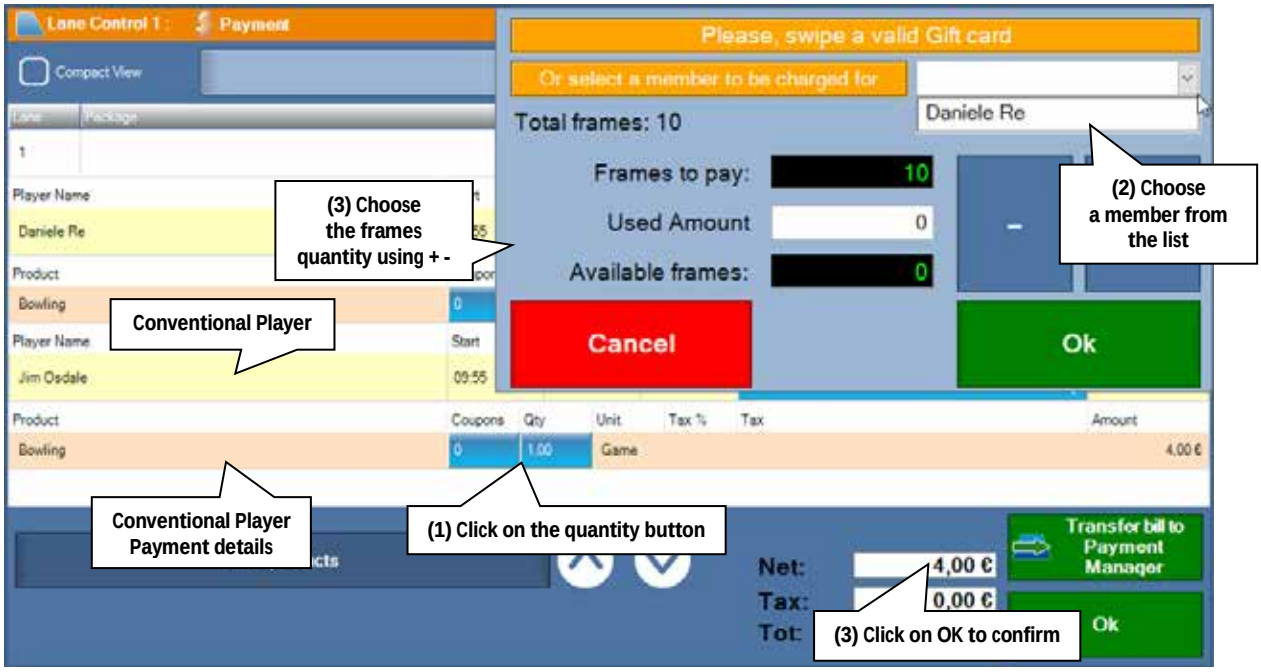


Use membership Frames Deposit for payment



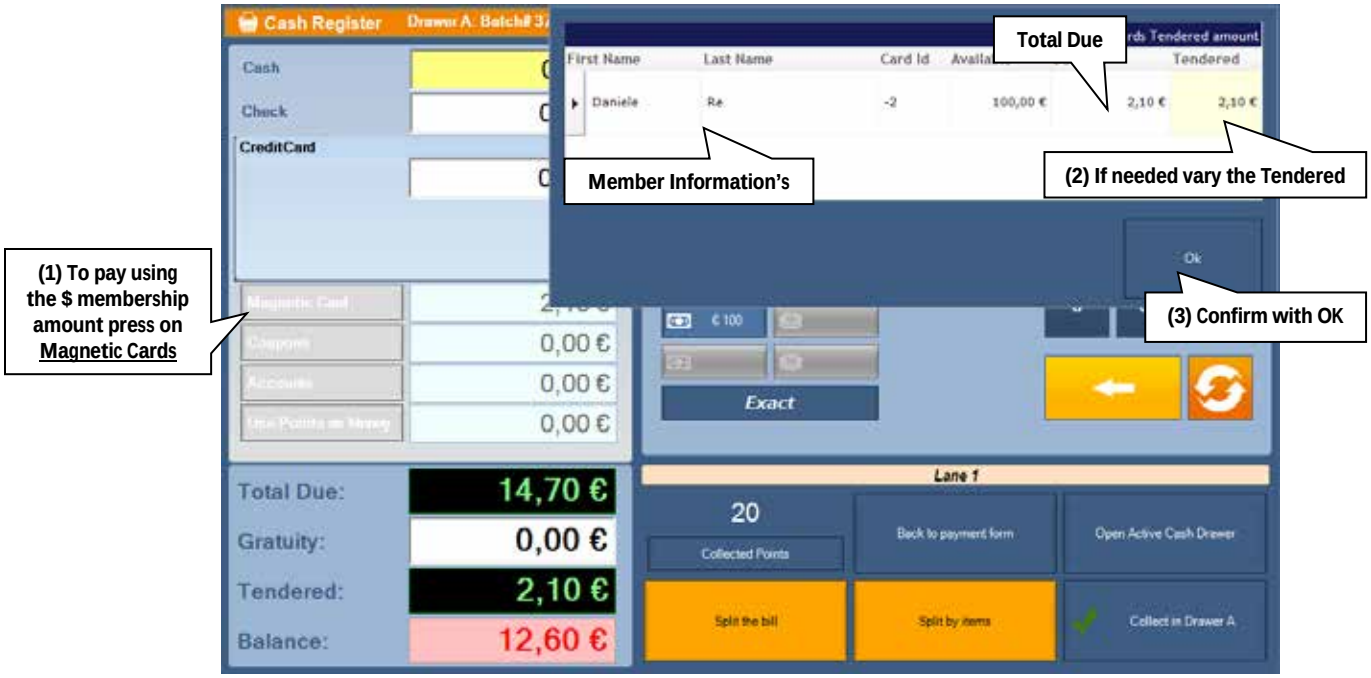
Note: If members have some frames available, the amount will be deducted directly from frames amount, instead of asking the payment of bowled frames

Use membership Frame Deposit as payment for conventional players



*Note: In the list of membership will be showed only the members that played on the same payment session with payment type set as **Multiple***

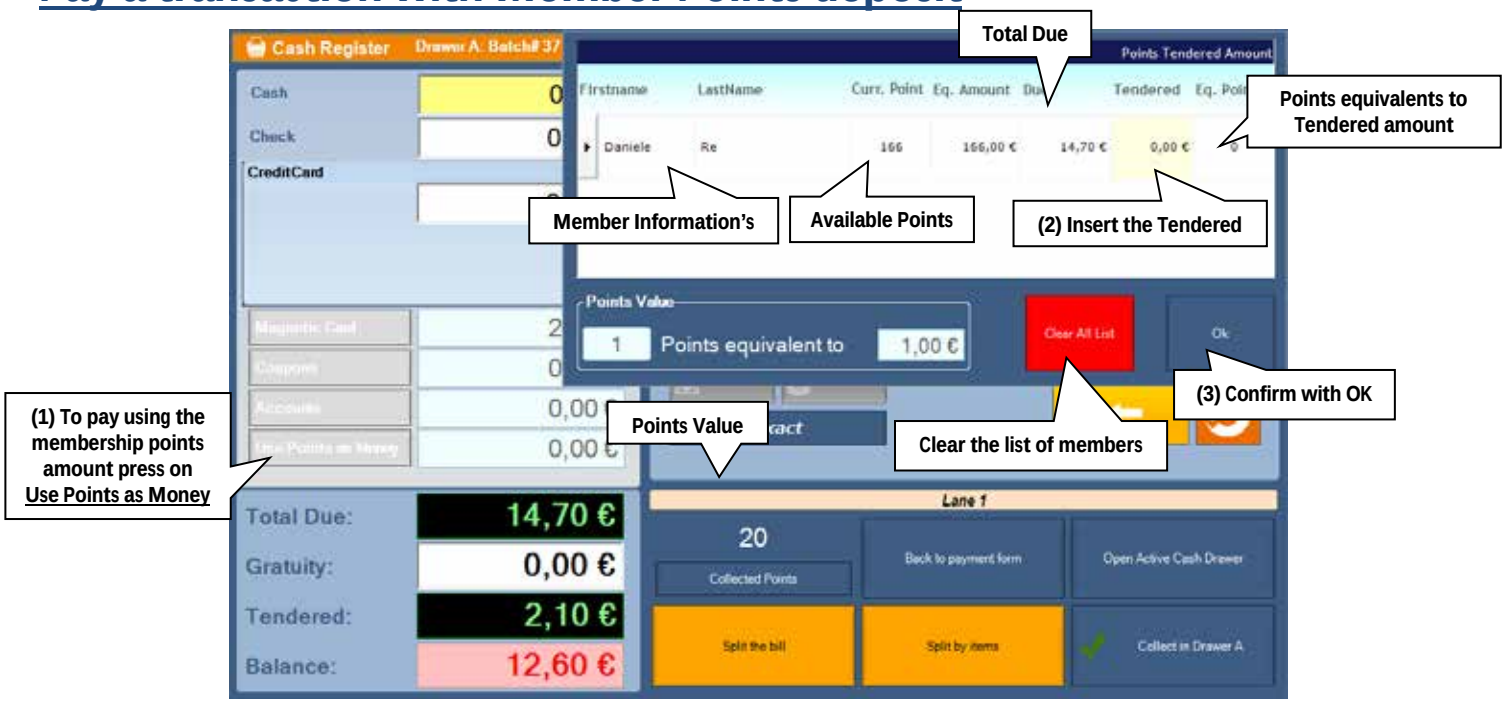
Pay a transaction with Member "$" deposit



If the bowling membership has a **$ deposit**, his part of the transaction will be charged automatically; it's always possible to split his payment in different method (example, part by cash, part on points deposit) or pay the whole transaction for the other players; If the deposit isn't enough to cover the transaction, the rest need to be payed by cash /credit card/account/check.

*Note: if the payment type of the selected member is **personal**, it will be not possible charge the entire transaction.*

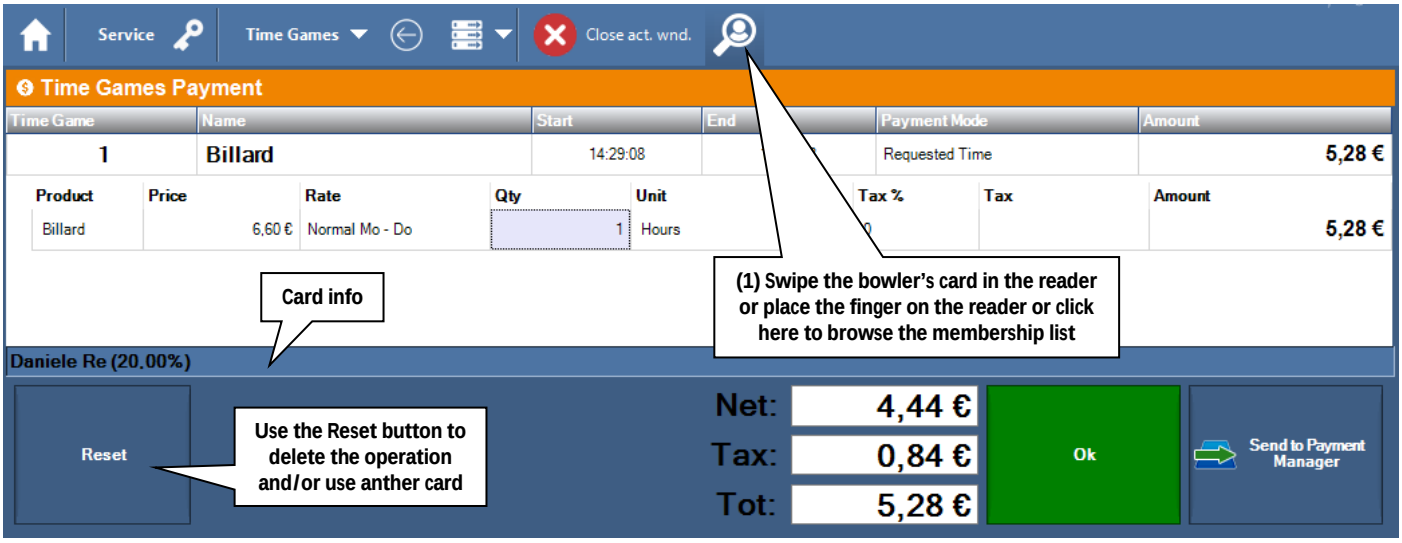
Pay a transaction with Member Points deposit



Even If the bowling membership has a **Points deposit**, his part of transaction will be not charged automatically; it's always possible to split the payment in different method (example, part by cash, part on $ deposit) or pay the whole transaction for the other players; If the deposit isn't enough to cover the transaction, the rest need to be payed by cash /credit card/account/check.

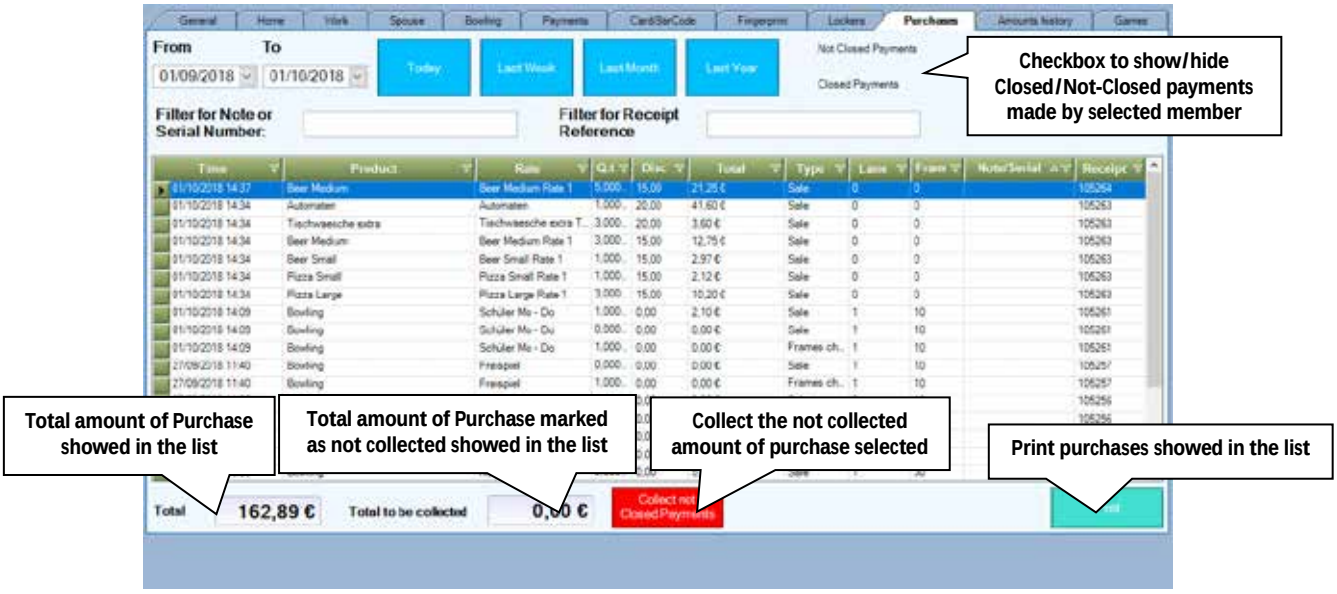
Apply a POS % discount to a Member

Apply a Time Games % discount to a Member



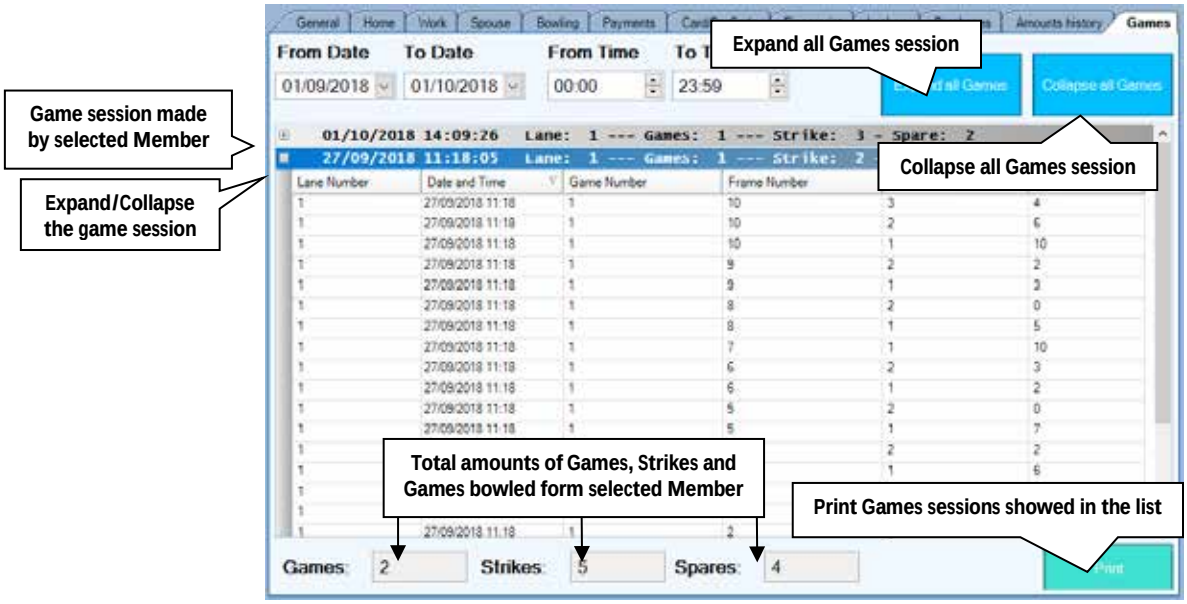
Collecting the time games payment, **Swipe the Bowling membership card** or use the **Search membership icon** (available only for desk operators with membership search rights enabled).
To close the transaction using the bowling Card deposit (if available) it will be necessary to swipe the bowling membership card one time again from the payment collection window; if the deposit is not enough to cover the transaction, the rest will need to be payed by cash /credit card/account/check.

Member Purchases History



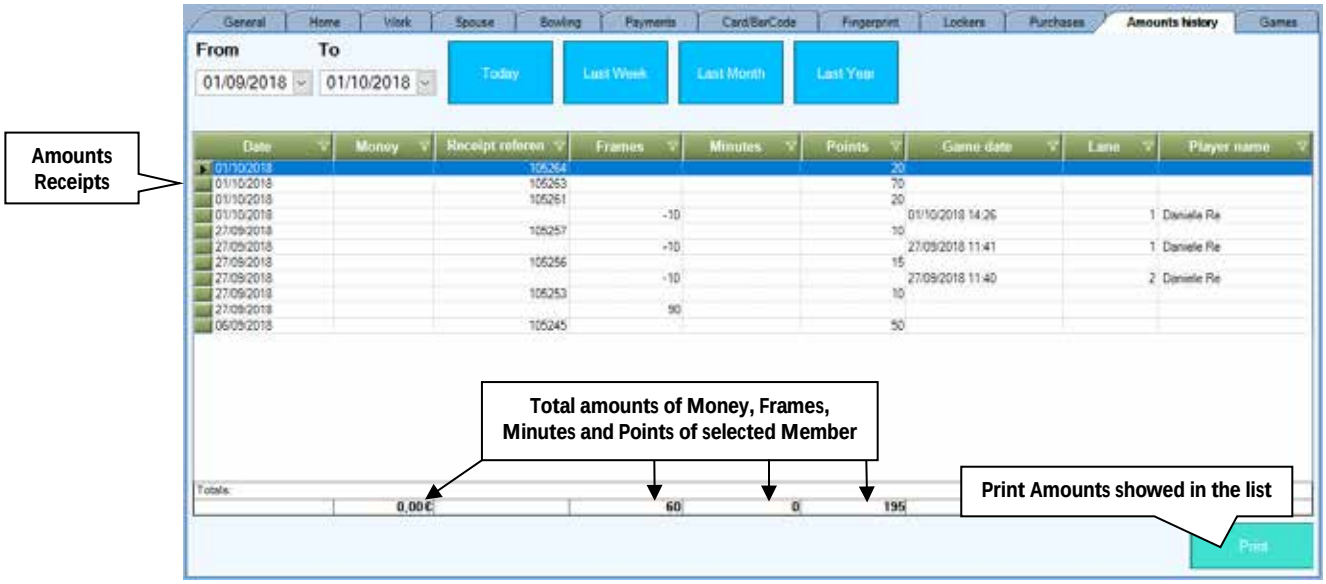
Purchases tab show the purchases history of selected member, you can vary the quantity of item showed using buttons ***Today***, ***Last Week***, ***Last Month***, ***Last Year***, *or manually editing* ***From*** *and* ***To*** *fields;* **A specified purchase can be easily found using Search Filters**

Member Games History



Games tab show the game's history of selected member, show also a description of each throw; you can vary the quantity of item showed manually editing ***From Date-To Date*** *and* ***From Time – To Time*** *fields*

Member Amounts History



Amounts History tab shows how the amounts (Money, Frames, Minutes and Points) of a selected member was charged and used, *you can vary the quantity of item showed using buttons **Today**, **Last Week**, **Last Month**, **Last Year**, or manually editing **From** and **To** fields;*

Gift Cards

General about Gift Cards

The Focus program manages 2 kinds of bowling Cards: **Membership cards** & **Gift cards.** The **Membership cards** are for the registered bowling members that takes advantage of various facilities, such as collection of "fidelity points" or discounts (bowling, food & beverages + Time games). The **Gift Cards** are anonymous Pre-paid cards, pre-loaded with money amount or frames. The Gift Cards has the following vantages and limitations:

Free usage: Gift card is anonymous, not related to any players name.

Card value: Gift card could be used for deposit of money or for deposit of bowling frames (pre-sale).

Cards Recharge: Gift Card can be refilled with Frames, money or both.

Expiring & Limit of usage: Gift Card could be limited with an expiration date & with a time slot limit (days-hours), the card will be accepted or rejected automatically.

Cards Id: Gift Card is anonymous but is associated to an Id for the tracking of the transactions. The Id is just a numeric number (usually start from 11, the first 10 digit are reserved for Cashiers cards).

Card reader device: Gift Card could be recognized using a Magnetic card reader or a Bar Code reader (scanner), Gift Card cannot be associate to a fingerprint.

Card re-cycle: Gift Cards are physically the same type of the cards used for Bowling Membership, the only difference is the association in the database. A valid Gift Card cannot be used as a membership card or as a new gift card and vice-versa. To recycle a Gift Card (or a Membership card) and sell to a new user, it is necessary to delete the card info.

Card type: Gift card is a bowler card, Owner, Cashiers & Employees cards could not be used as Gift Card.

Quick sales: Gift Card doesn't require a member's details registration and could be sold quickly in a couple of clicks.

Pre-sales: Gift card (or a stock of Gift Card) could be pre-activated before sale to speed up the sales when necessary.

First Card sales & Card Refill: During the sale of a new Gift card choose the card type (Frames or Money), the next card refill may also be of mixed type (Frames & Money).

Frames Card: Frames Gift card is for bowling hired By Frames/Games only; Bowling hired by time, by lane, by players, shoes/socks or POS items cannot be paid with a Frames Gift card.

Frames price: The frames price of a gift card is applied when the card is sale (depends by template choice or manual choice), it's not bound with the current rate available during frames usage.

Deposit (Account) Gift Card: The money deposited in the Gift Card "Account" can be used to pay any type of transaction (bowling, time games, POS items, etc.), even to recharge another Gift Card.

Refund and Card Deposit Adjustment: Authorized users could vary the card deposit from Gift Card manager; In case of money refund the amount (frames and Money) refunded will be added automatically to the Gift Card

Before using the Gift Card, is necessary proceed with the following steps:

1) Obtain the Gift Cards:

Magnetic Cards: Ask to your score vendor the bowler's magnetic cards. The cards must be assigned with an ID by the factory.

Bar Code Cards: Cards could be prepared by end user with a free bar code (check on Internet the free barcode utility) or ordered to the scoring vendor.

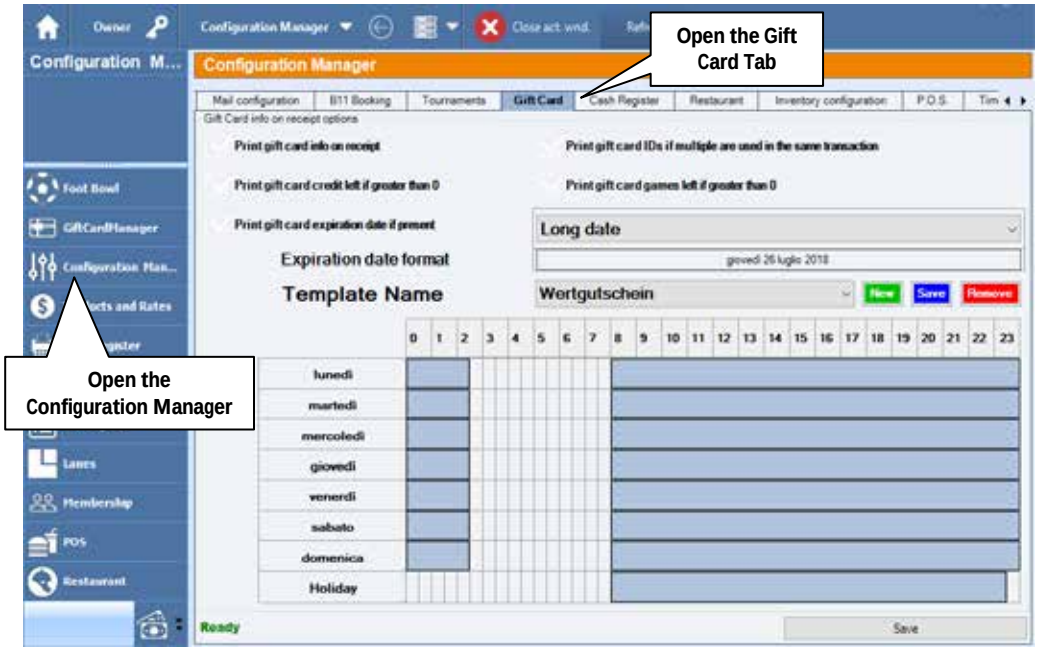
2) Create the Time Slot templates

Before starting to use the gift cards, it's recommended to create the appropriate **Templates** for time slot validity; In this way, it will not be necessary to create the time slots every time that you sell a card. Time slots validity could be customized, even card by card, even after sale.

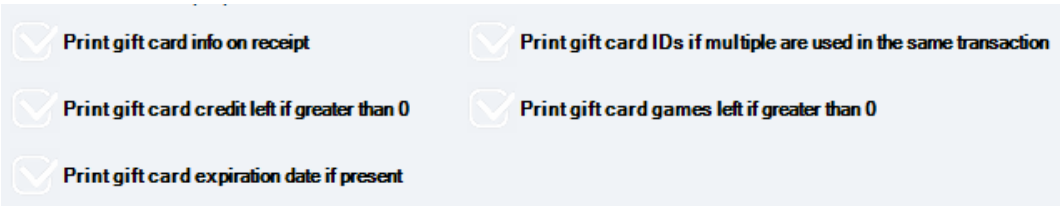
3) Create the Cards Sale templates

The **Card Sale Templates** are very helpful during the sale of the Gift Cards, anyhow, it's always possible to create a "template on the fly" during the cards sale.

Create the Time Slots templates for Gift Cards

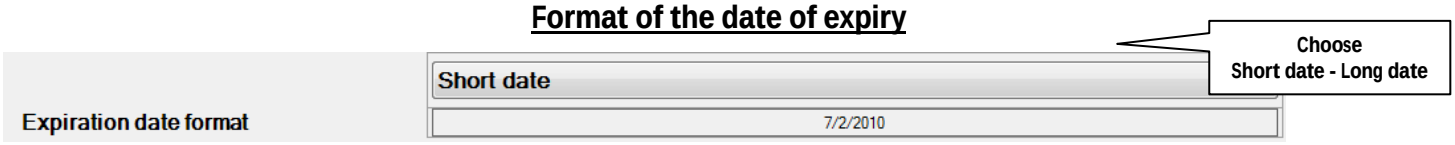


Gift Card info on Ticket Receipt



Tag-Untag the checkbox near the text line to enable-disable the ticket receipt information's.

Format of the date of expiry

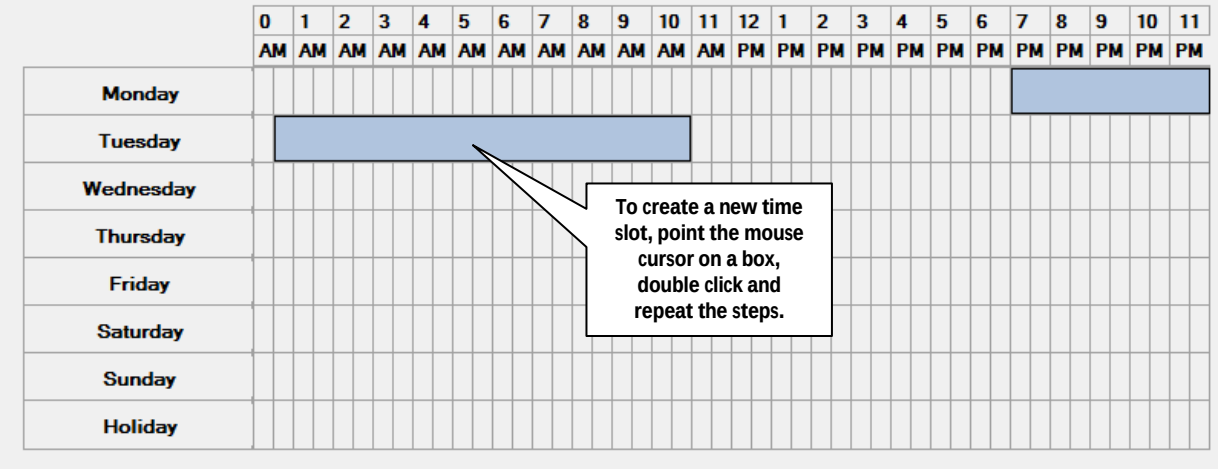


Time slots Template management

The **Gift Card templates** are used to define the Time slots where the Gift Card is accepted; It's possible to create multiple templates and apply one template to a specific gift card type. In each template, it is possible to create slots for each days of the weeks and for holidays too; Each day could be set independently with a different time slot: for example, create the

Monday slots from 09AM to 01PM, from 4PM to 6PM, from 9PM to 12PM; Then create the Tuesday Slot with different time start-end.

Click on **New** to begin a new Template creation.


0 AM
1 AM
2 AM
3 AM
4 AM
5 AM
6 AM
7 AM
8 AM
9 AM
10 AM
11 AM
12 PM
1 PM
2 PM
3 PM
4 PM
5 PM
6 PM
7 PM
8 PM
9 PM
10 PM
11 PM
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Holiday
To create a new time slot, point the mouse cursor on a box, double click and repeat the steps.

Gift Card Template Editor

WARNING
Before proceeding, check your bowling rates and add\verify the rate that you want to apply for the frames sales.

- Click on **New** to begin the creation of a new Gift card template
- Type the Template name in the **Template name** box
- Choose the Gift Card type clicking on one the checkbox **Frame Gift Card** or **Money Gift card**

Frame Gift Card

In the **Frame number** box specify the default quantity of frames that will be sold using this Card template.
Mandatory: in the **Bowling Rate** pop-up menu, select the rate you will use to sell the cards.

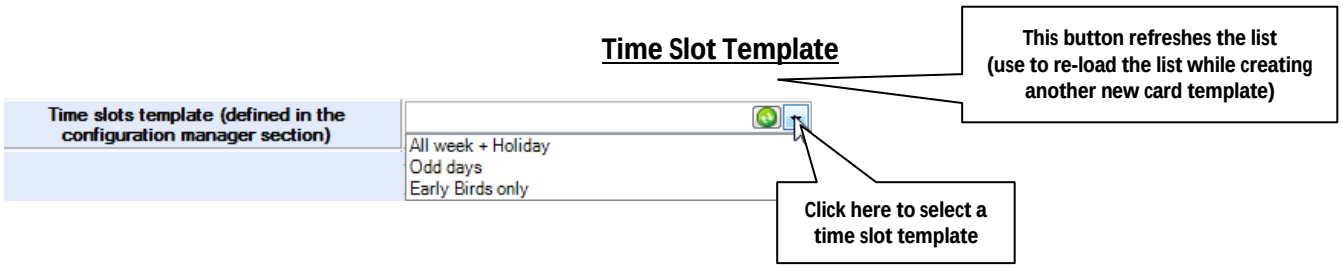
Money Gift Card

In the **Initial Money Amount** box, specify the default $ amount to deposit using this Card template.

Gif Card months span (for all kind of Gift Card)

Type in the field **Gift Card Months Span** the quantity of months validity for the Gift Card (*leave zero for no expiration*)

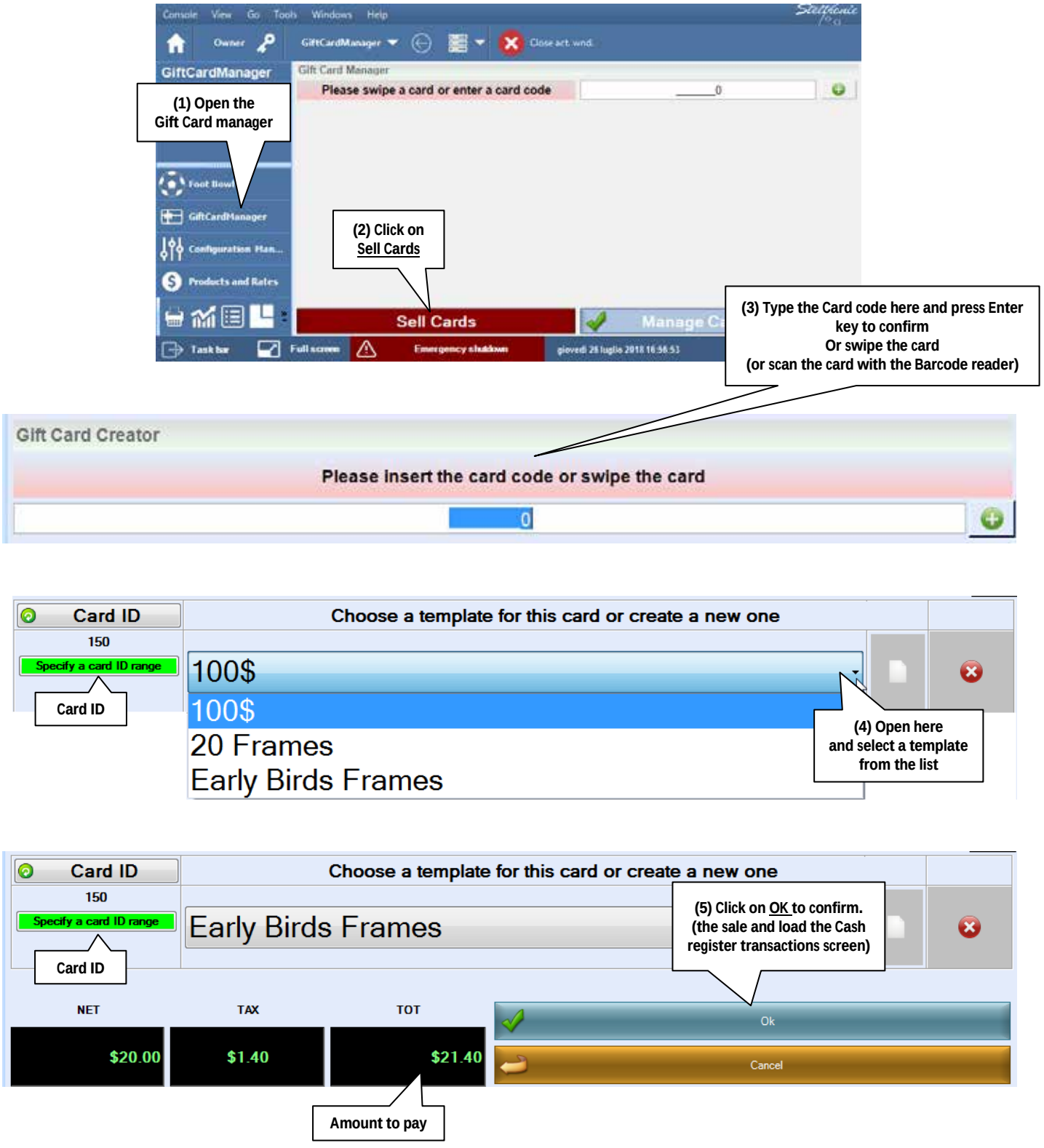
Time Slot Template



The **Time slot Template** is loaded with the default Time Slot setting, to vary a time slot point the mouse cursor on the weekly table and double click to begin the Edit.

Click on **Save**; Click on **New** to add a new Gift Card type or click on to close the **Gift Card Template Editor**.

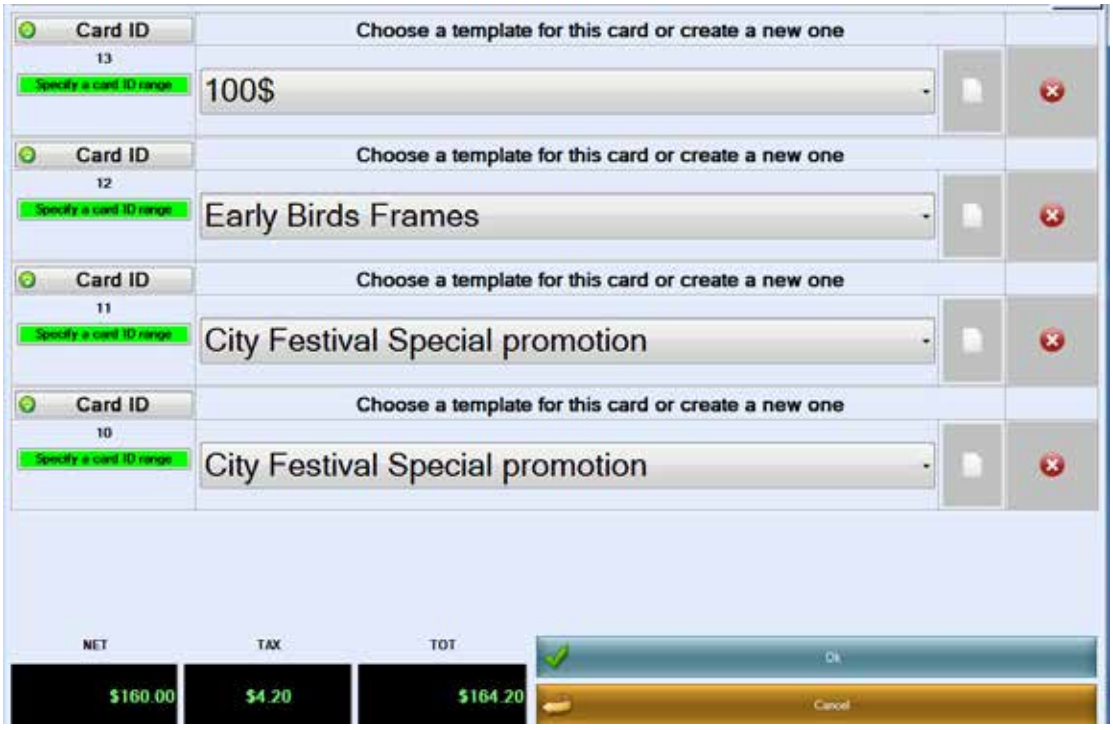
Sell one Gift Card using a Template



Multiple Sale of Gift Cards using Templates

To make multiple sales of the gift Cards, there are 2 ways:

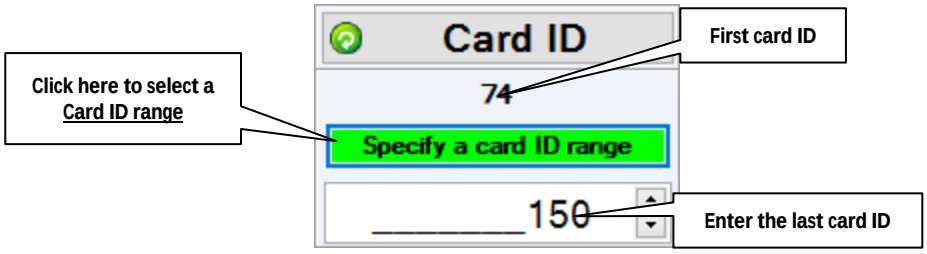
1) Swipe the cards, one after the other.
2) Enter the **Card Id** in the code table, press enter key to confirm and repeat the steps for all cards.



For each card, even if the numbers are not sequential, choose the **Template** to apply, at the end of sale click on **Ok** to confirm and load the cash register screen.

Multiple sales of the same Gift Card type

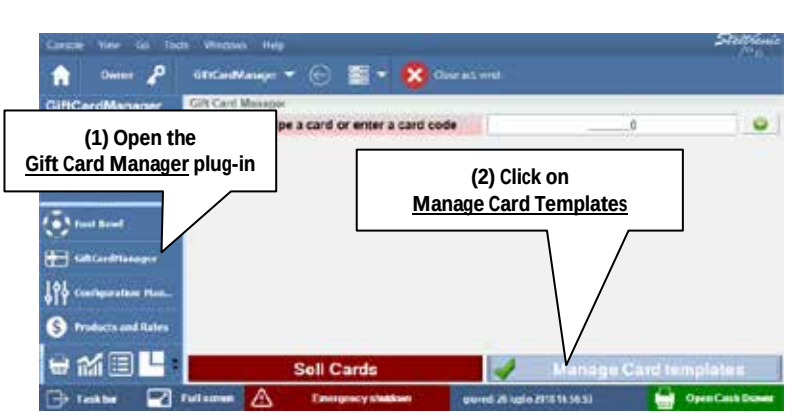
Swipe the first cards, or enter the **Card Id** in the code table, press enter key to confirm.



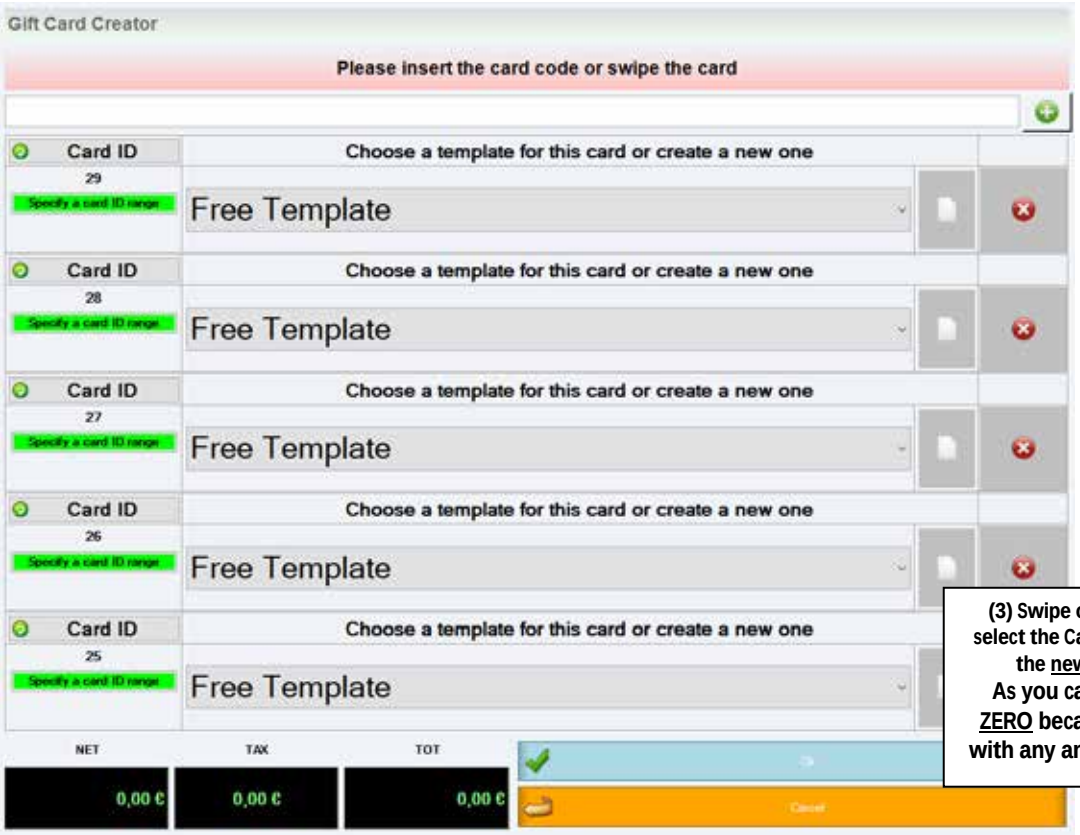
Complete the multiple sale by choosing a **Template** to apply to all the cards with the ID "from à to". At the end of sale click on **Ok** to confirm and load the cash register screen.

Gift Cards Pre-activation

Pre-activating the Cards, it will be possible decide each time the amount in cash or in frames to load during the card sale.



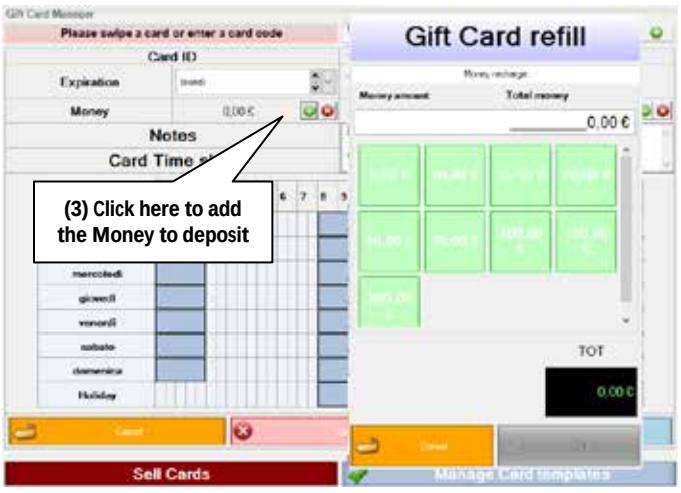
Create a **New Template** (Frames or Money, do not matter) leaving empty the fields Frame number or Initial money amount; Save and exit. Back in Gift Card Manager, click on Sell Cards



(3) Swipe or Scan the Cards to activate (or select the Card ID range) and choose for each the new template that you created.
As you can see, the amount to pay is ZERO because the cards are not loaded with any amount (Frames or Money) yet.

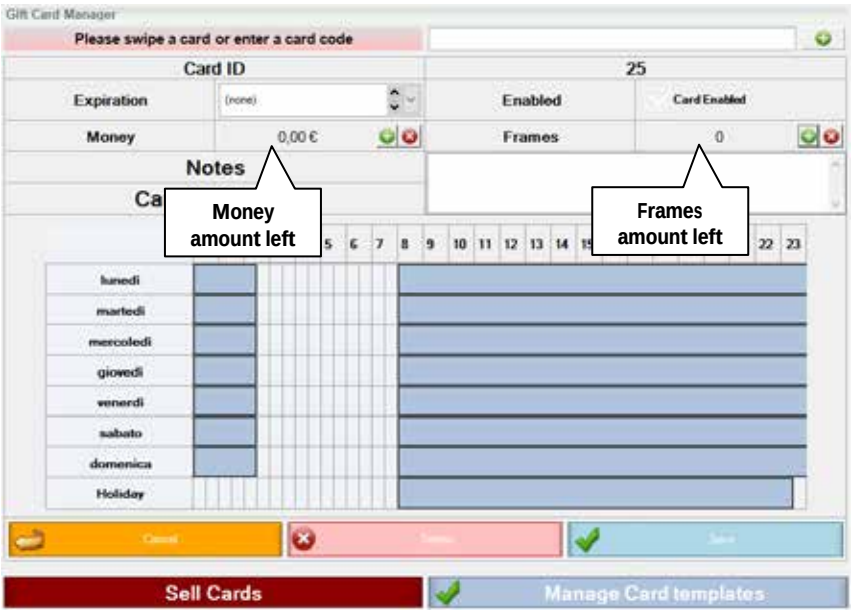
Stock the card in a place (expositor or cards distributor)

To activate and sale the card, proceed as follows:



Fill the card information adding the Money/Frames and click on **Save** to confirm and load the cash register window. Now the cards are ready to be used.

Check\Modify the Gif Card deposit



To modify the card (slots, amount etc.) the procedures are the same of those used to create templates, at the end of the changes click on **Save** button or click on **Cancel** button to esc without changes.

Use of Frames Gift Cards

The pre-paid frames Gift Cards could be swiped in two moments:

- During the lane opening
- During the lane payment

There is no a substantial difference between the two operations, care must be taken when using a “mixed” card (frames + money deposit) during the lane opening: The program automatically deducts the available frames first.

Use of frames Gift Card during the lane opening

WARNING
The Gift Cards are anonymous, players or Front Desk operator could change the “anonymous name” with a conventional name; The Frames Gift Cards do not cover Shoes\Socks rental and Time bowling.

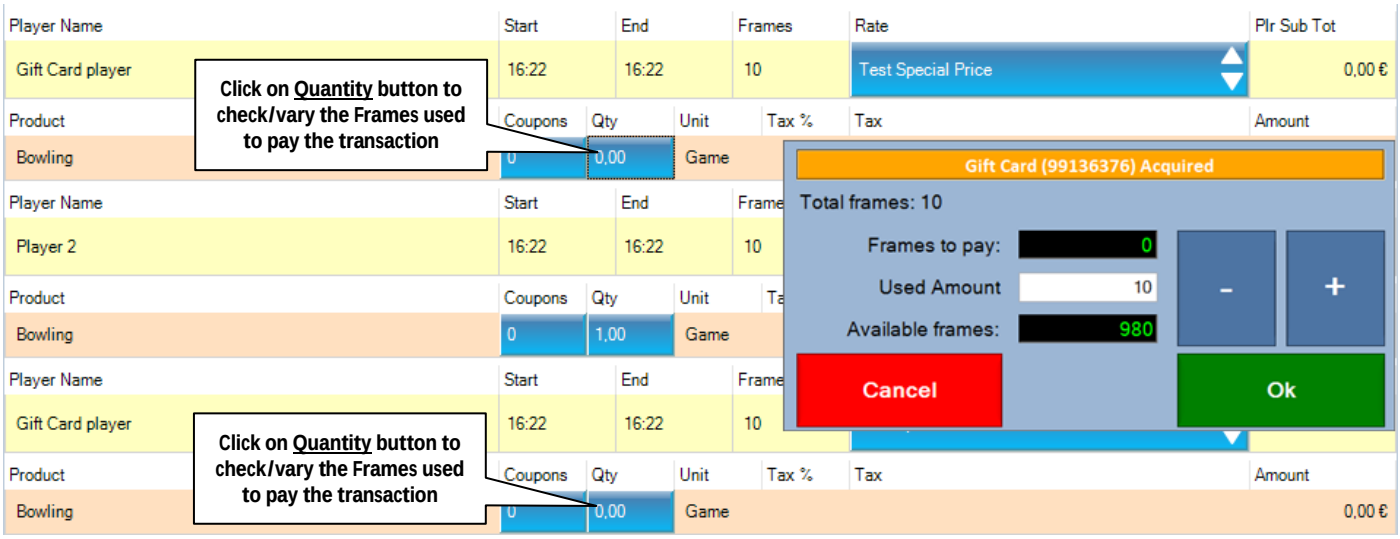
The procedures are the same used for membership bowlers:

Select the Lane to hire

- Swipe or Scan the Gift Card.
- The program highlights the player as “**Gift Card Player**”; (Edit the name if necessary or let the players do by-self from bowler’s console).

Continue the lane opening by adding players, shoes, sock, game limit, etc; at the end click on (**F12) - Open Lane**

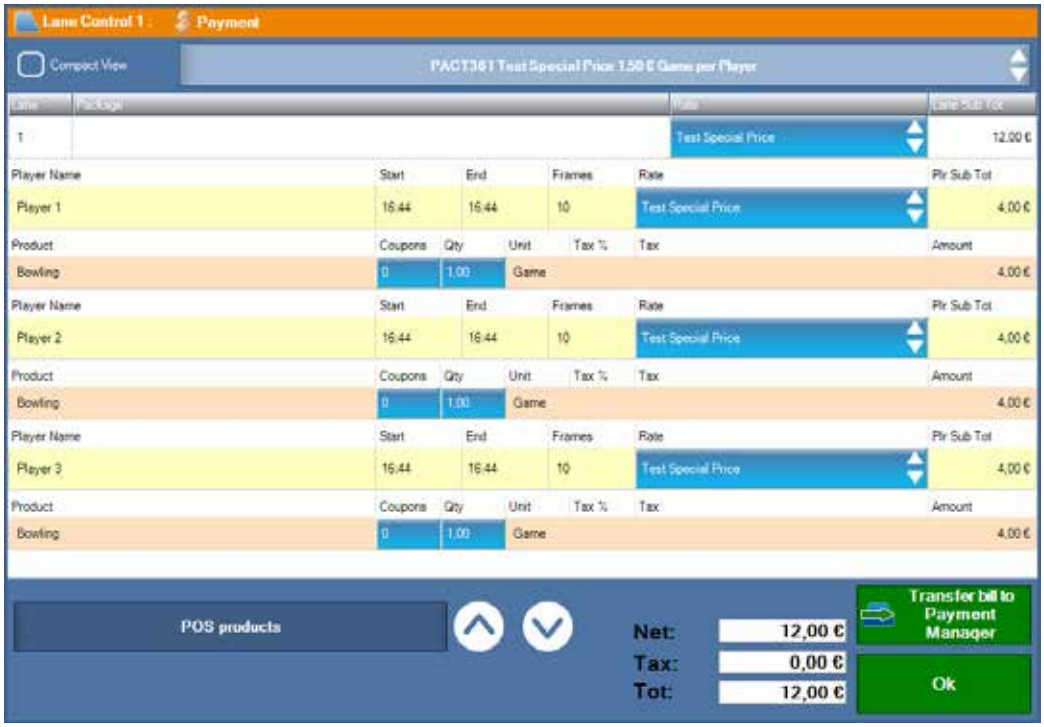
If the lane was hired in pre-paid the program will call the payment screen window:



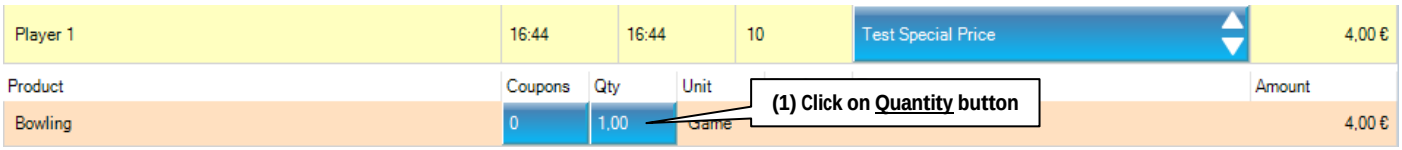
The Gift Card players with a Frames will pay using their credit, players will have an amount to pay here only in the case of shoes rental, POS items or not enough Frames credit

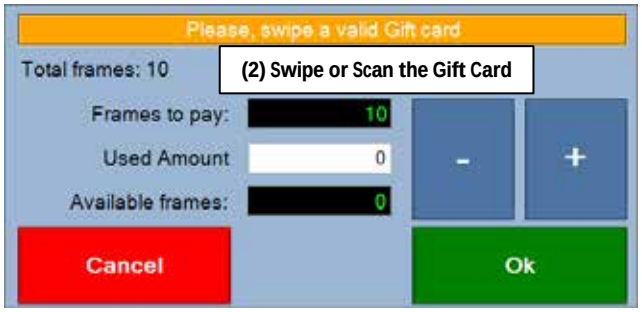
Frames Gift Cards usage during the lane payment

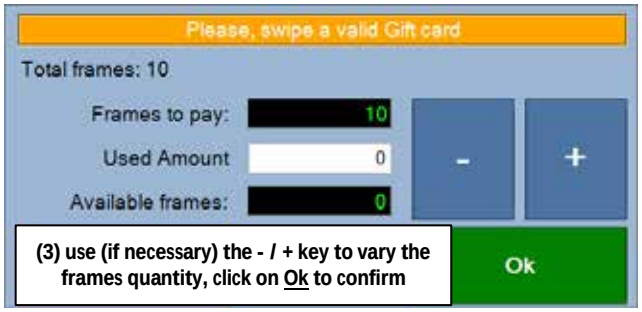
If the lane was rented in Post-paid mode, Focus begin the lane payment of one or more lanes clicking on **F4 Close Lane**
If the lane was rented in Pre-paid mode, Focus begin the lane payment of one or more lanes, clicking on **F12 Open Lane**



The gift cards must be swiped one by one as following:



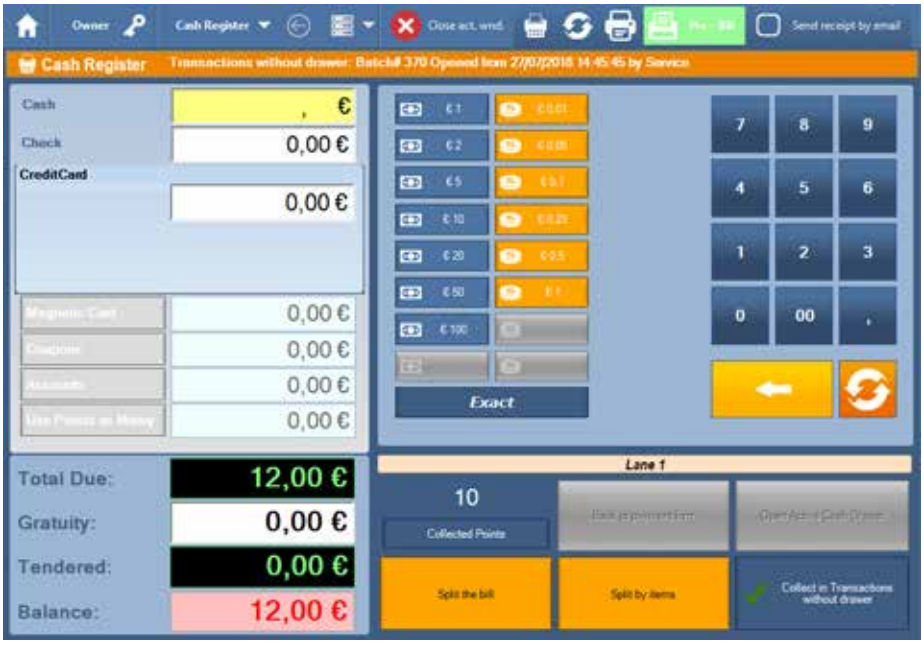




Repeat the steps for each player that will use the Frame gift card to pay the bowling games, once finished press **Ok** to confirm the payment and continue with the transaction.

Use of Money Gift Cards

WARNING
The Gift Cards are anonymous, The Money Gift Card could be used to pay any transaction, the Money Gift Card must be swiped or scaned only during the cash transaction, on Cash register screen.



To charge the entire transaction amount on one or more Gift Card, just swipe or scan the gift cards.

To pay partially the transaction amount with the Gift cards and the rest in other way (check, Credit card, Coupons or Accounts) proceed with the collection of the payment, leaving at last the gift card and use it clicking on **Magnetic Card** button, then swipe or scan the card.

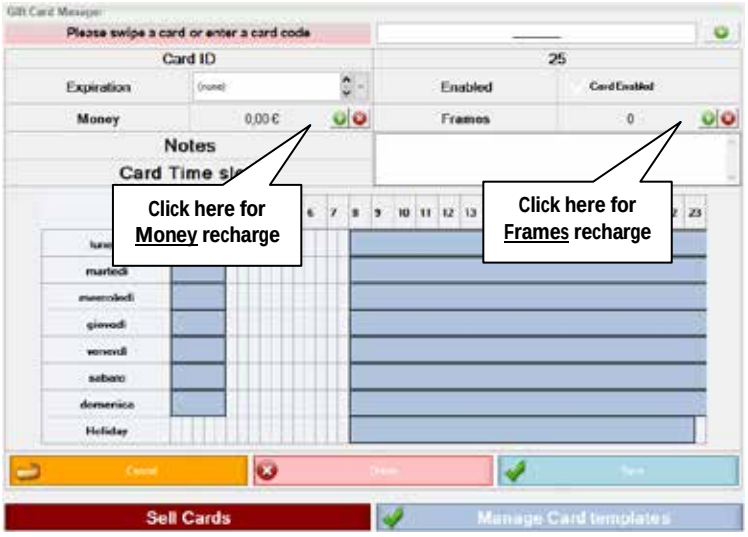
As default, the Entire due to pay is charged on the first card swiped. To split the payment among more cards, swipe all the cards and vary the tender column of each card.

NOTE: Using the Collect later or pre-bill key to post-pone the transaction, the gift card information will be lost and will be needed to be swiped again.

To remove a card from the list, set to **ZERO** the **Tendered field.**

Close the window with **Ok** and end the payment collection to confirm.

Gift Card Recharge



Available options for Gift Card recharge:

- Use the keys of the **Money-Frames** section to recharge Money or frames or both, use the keys to **Reset** the credit.
- To disable a Gift Card, Untag the checkbox **Gift card Enabled.**
- To vary the expiration date, modify the data in **Expiration** box.
- To vary the time slots double click in the selected area.
- To add a text note to the gift card, type the text in the box **Notes**
- To permanently remove a card, click on **Delete** button (confirmation required), all the card data will be erased (credit included), the card could be reusable as a new Gift or Membership card

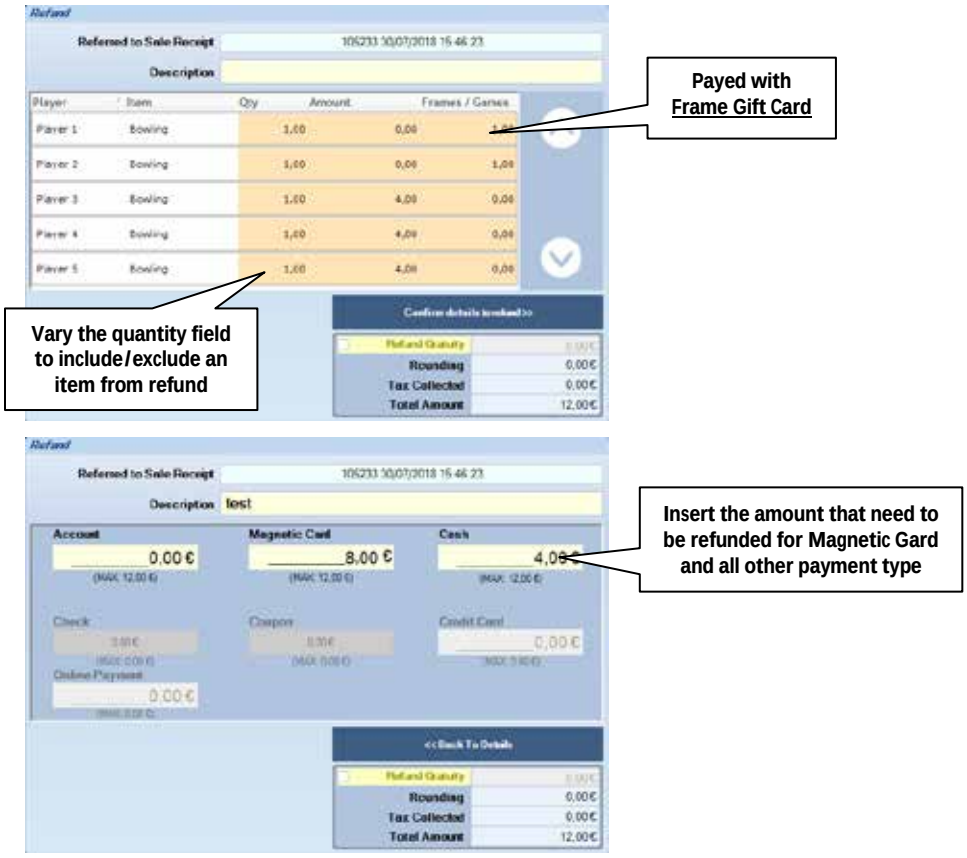
At the end of the changes click on **Save** button or click on **Cancel** button to esc without changes.

WARNING

Making a refund of a transaction generated by charging Money or Frames on a Gift Cards will revert the changes also on Gift Card automatically, any manual adjustment is not needed anymore

Refund transaction made by Gift Card

Making a refund of a transaction where Money/Frames Gift Card/s was used will revert the changes also on Gift Card automatically, any manual adjustment is not needed anymore, in case the cards inserted for payment are more than one, you will be asked how to split the refund



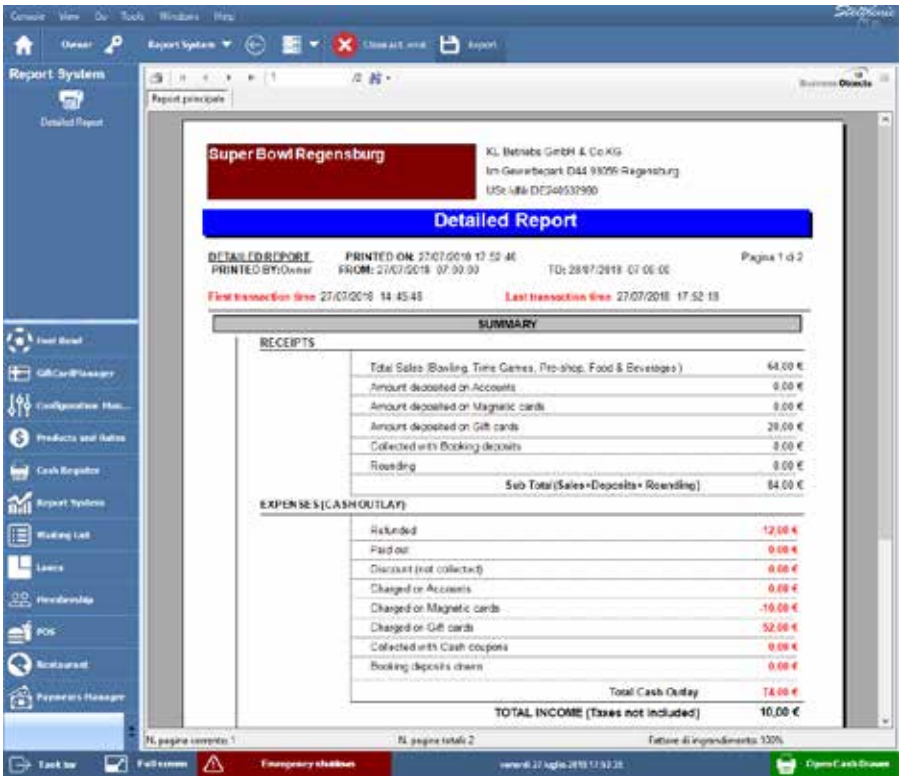
After Inserting the amount that needs to be refunded for Magnetic Gard and all other payment types press **Ok** button to confirm the refund; In case more than one card was used during payment system will ask how to split the amount to be refunded for each card used

During this phase it is not mandatory to insert for each filed the same amount used to pay the transaction, you can select how to refund the transaction independently.
For example, you can refund the whole transaction by cash, in this way the amount will be not adjusted on gift card.

Or, you can refund the whole transaction on only one card, in this way the amount of refund will be loaded on only Gift card selected.

Note: explained only the extra features available for payment made by gift cards, for more information use cash register user manual

Gift Cards Report (Detailed Report)



When a Gift Card, by Frames or by money is sold, it generates a cash flow that enters in the cash. This stream is recorded also in the detailed Report:

In first **Summary** page the line "Amount deposited on the Gift Card" track the net totals received from Gift Card sales (Money and Frames cards)
When a card is used to play bowling (Frames card) or to pay a transaction (Money card), it produces a sale (Bowling or POS) without generating a profit (money was collected during the card sale), therefore the sale is recorded as negative (expenses) at the line **Charged on the Gift Cards**

In next pages detailed report shows the details of the frames sold with the Gift Card and the rate name applied during the sale

FRAMES SALES ON GIFT CARDS

Frames	Price key		Tot
20	Early Bird Special	€	4,00
	Total Sales	€	4,00

In next pages detailed report shows the details of the frames charged on Gift Card and the rate that should be used to pay these Frames, the rate is the same used to also pay Shoes/Socks

FRAMES USAGE ON GIFT CARDS

Frames	Reference Rate
10	Test Special Price
10	Test Special Price
10	Test Special Price
10	Test Special Price
10	Test Special Price

Lockers

General Information about Lockers

Lockers is a Focus plug-in created to manage the rental of the bowling Lockers. Before using the Lockers plug-in, it is necessary to proceed with a step-by step configuration:

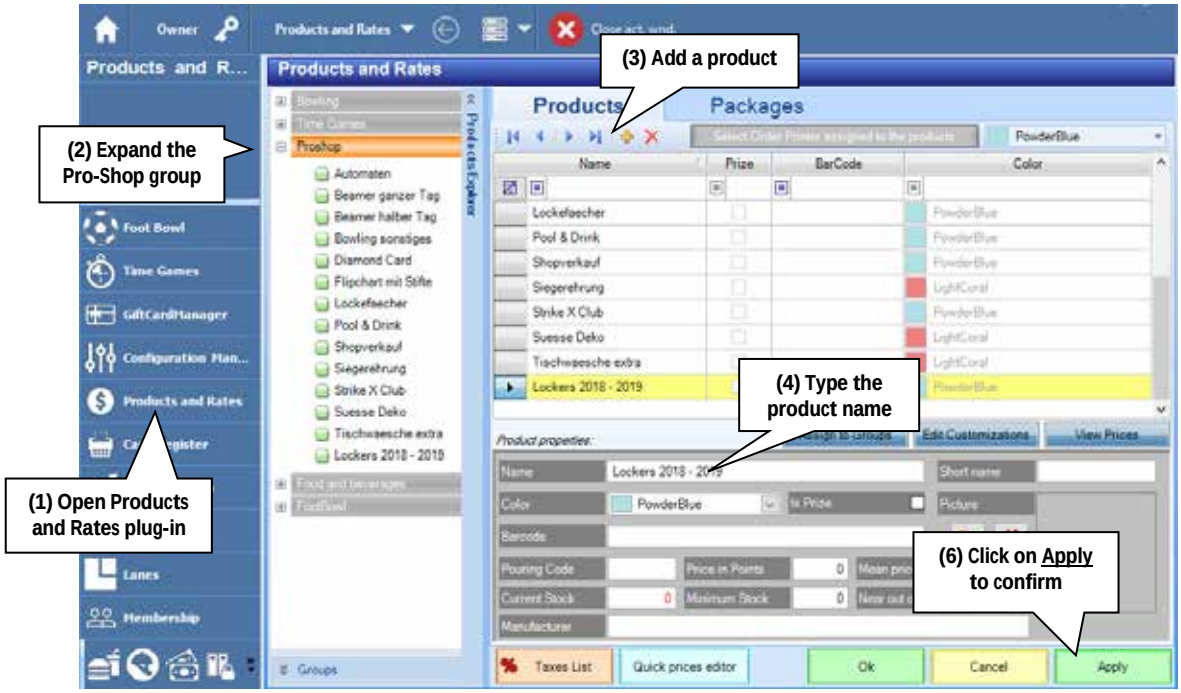
1) Create Pro-shop products called Lockers, Key Deposit, etc.
2) Setup the Lockers products' Rates
3) Setup the Lockers plug-in configuration

WARNING: Only the bowling membership can rent the Lockers; After the Lockers configuration it is necessary to use or create at least one or more bowling members before renting the lockers.

Create and Setup Lockers' Rates

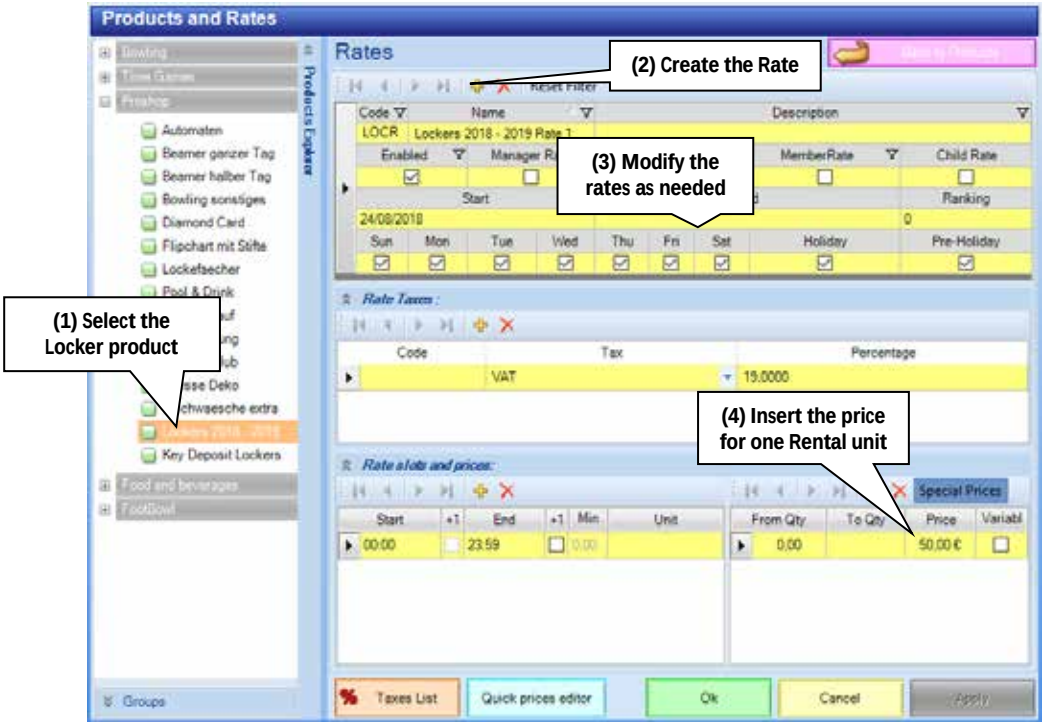
WARNING
The purpose of creating the Lockers product in the pro-shop area is only for managing the Lockers rates; It is recommended not to use the Lockers product as a POS item, because the sales of Lockers products as a POS item does not interact with the Lockers plug-in features. This chapter describes the major operations for creating products and setting up the price, for further details please see the Focus user manual, chapters Products and Rates±Rates setup.

The Lockers rates must be associated to a Pro-shop product; The first step is creating the **Locker products** and the **Lockers rates**.



- Click on the button to add one product line in the item list.
- Type the name of the product, (for example, "Lockers annual rate"); To use more Locker rates create more products (as one-year Lockers rate, Lockers special Monthly rate, etc.) and assign a rate to each product.
- Create a product called **Key Deposit** for charging the customer a deposit for the Locker key; The deposit can be collected while renting the lockers.

- Click on **Apply** to confirm the changes.
- After the creation of the Lockers products, proceed with them Rate Setup:



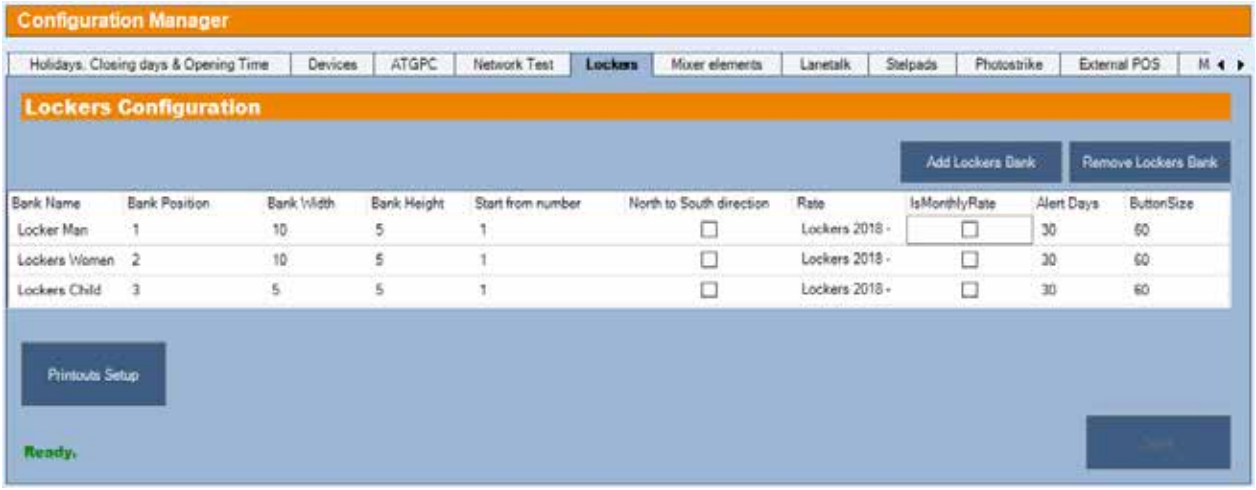
The rental price is intended for each Locker for a time period, the selection of the period (monthly or annual) can be set differently for each **Locker bank** in the **Lockers plug-in configuration.**

Complete the rates setup with tax, quantity etc. then click on **OK** when finished.

*Note: For further details please see the Focus user manual, chapters **Products and Rates**-**Rates setup**.*

Lockers plug-in configuration

In the Configuration Manager click on the **Lockers** tab.

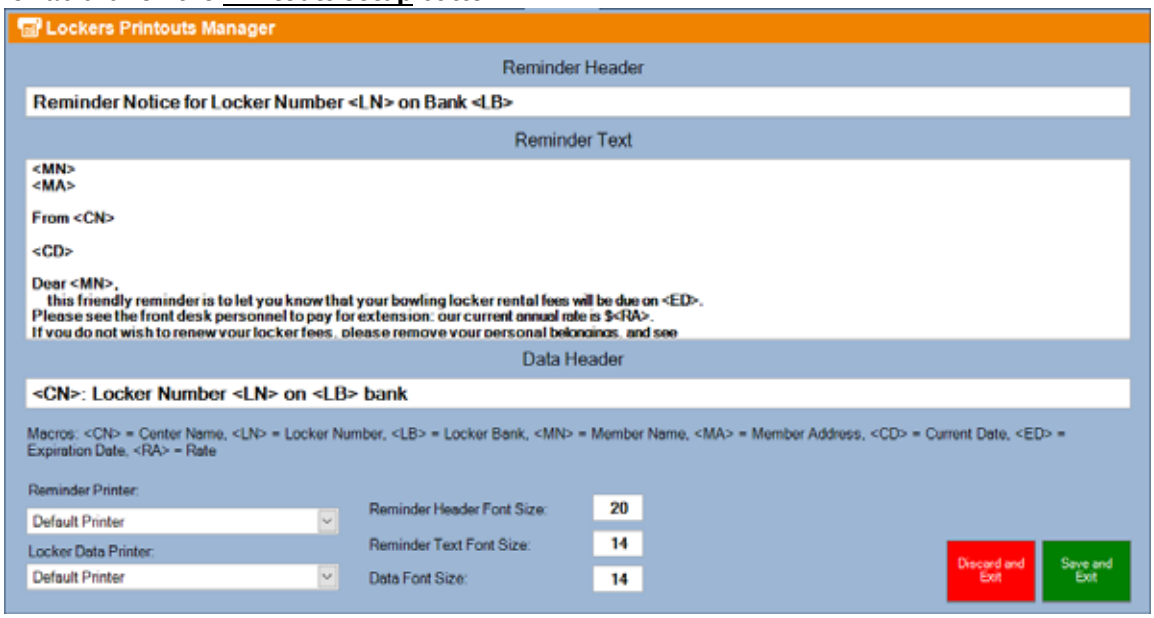


- Click on the **Add Lockers Bank** button to create a Lockers line and insert the **Bank Name**
- Insert the **Bank Width** and the **Bank Height** to select the **number of Lockers** for each lockers bank
- Choose the **Start Number** (Useful if the Lockers numeration if progressive)
- Choose the **Rate** of each Lockers bank from dropdown list (will be shown all Pro-Shop Products) and mark "**Is Monthly Rate**" checkbox in case the rate created is for monthly lockers rent
- Select the **Alert Days** for reminder and the **Button Size** for each Lockers Bank

Note: When the rented days remaining for a locker becomes less than the alert days a message will be shown on Focus opening

Lockers Printouts Manager

In the Lockers Tab click on the **Printouts Setup** button.

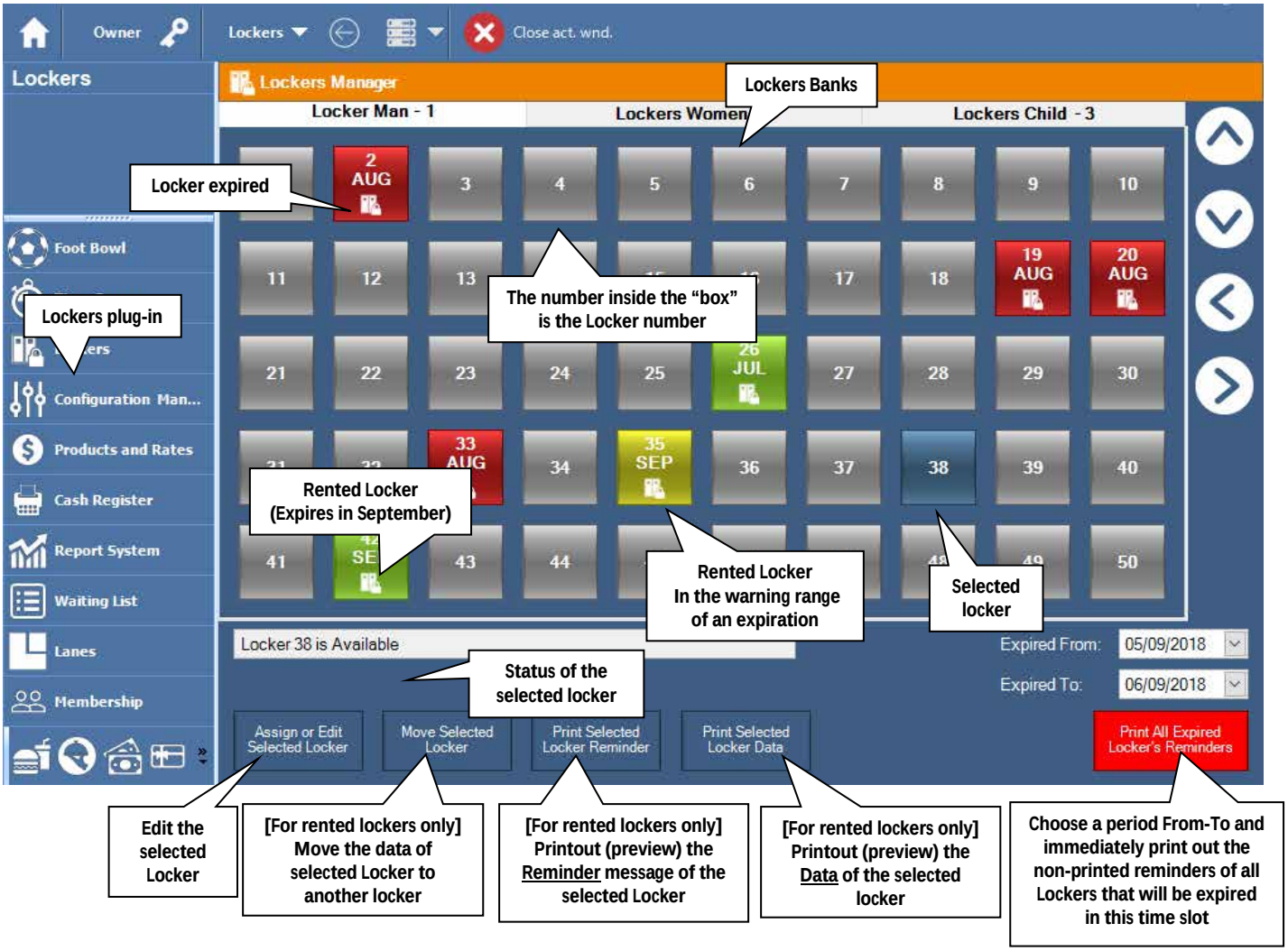


In this section you can edit **Text and the Font Size of Lockers Printouts** that will be printed when the rented days remaining for a locker become less than the **Alert Days** set in Lockers configurations, and also the **Header** of Lockers data Printout; A different lockers printer for **Reminder** and **Lockers Data** printouts can be assigned

Note: Macros on database are available for text

Macros: <CN> = Center Name, <LN> = Locker Number, <LB> = Locker Bank, <MN> = Member Name, <MA> = Member Address, <CD> = Current Date, <ED> = Expiration Date, <RA> = Rate

Lockers plug-in



The Lockers icon changes the aspect to reflect the renting status:

[Not Selected] Empty Locker

[Selected] Empty Locker

[Not Selected] Rented Locker

[Selected] Rented Locker

[Not Selected] Warned Locker:
The Locker is in the expiration warning range

[Not Selected] Expired rented Locker

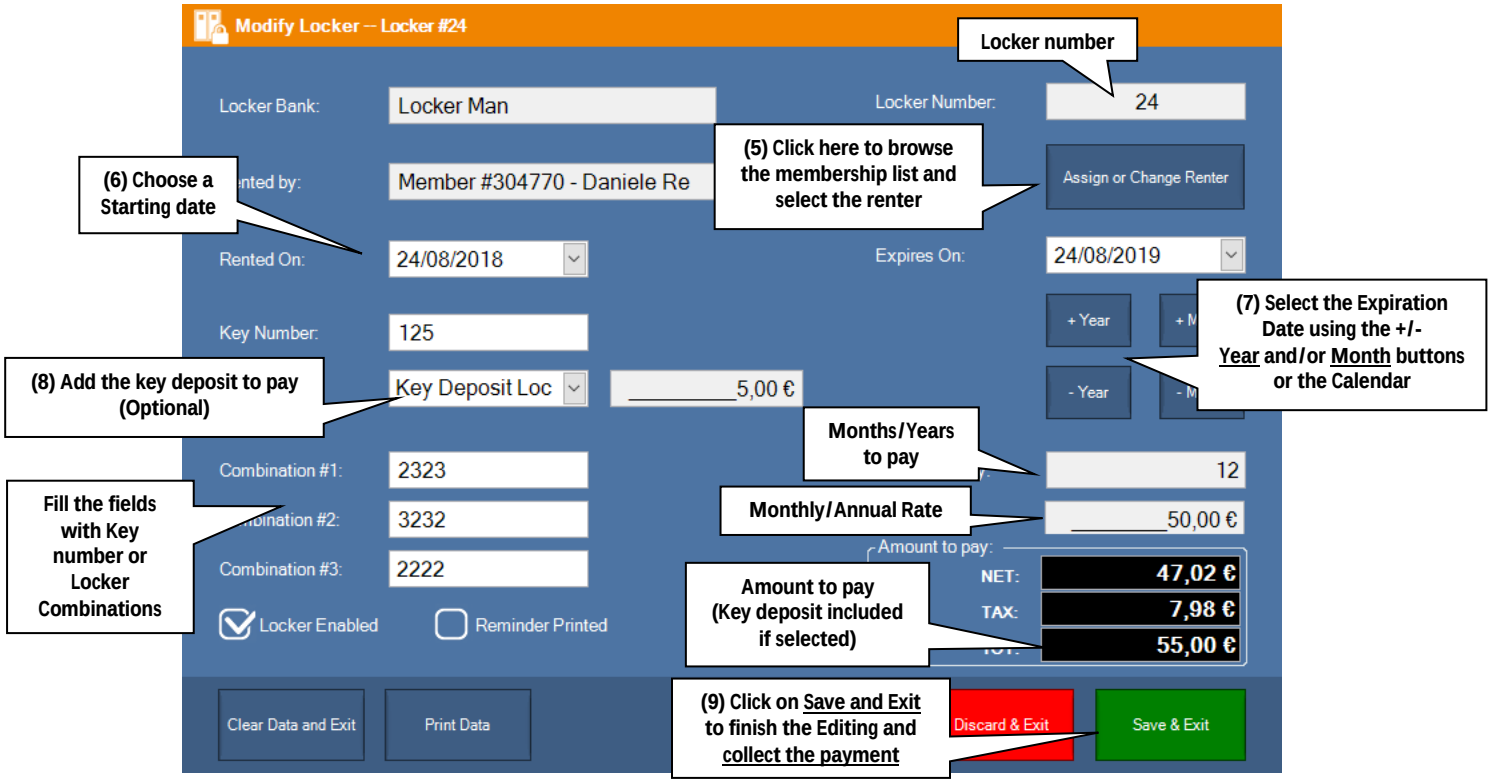
[Not Selected] Disable Rented Locker

Note: The month write on Lockers icon is the month when the rent expires

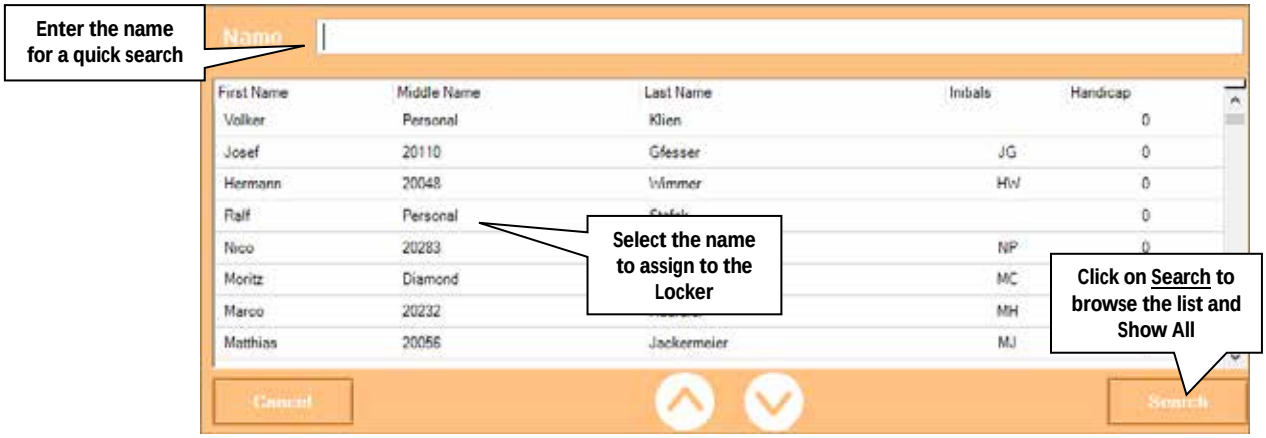
Rent a Locker

To rent a **Locker** proceed as follows:

1) People that want to rent a Locker must be a **Bowling Member** first; Add the customer in the membership list before renting the Locker to the individual (see Membership chapter)
2) Select an empty Locker by clicking on the locker icon and then press on **Assign or Edit Selected Locker** button
3) Fill the page with the information and collect the request payment



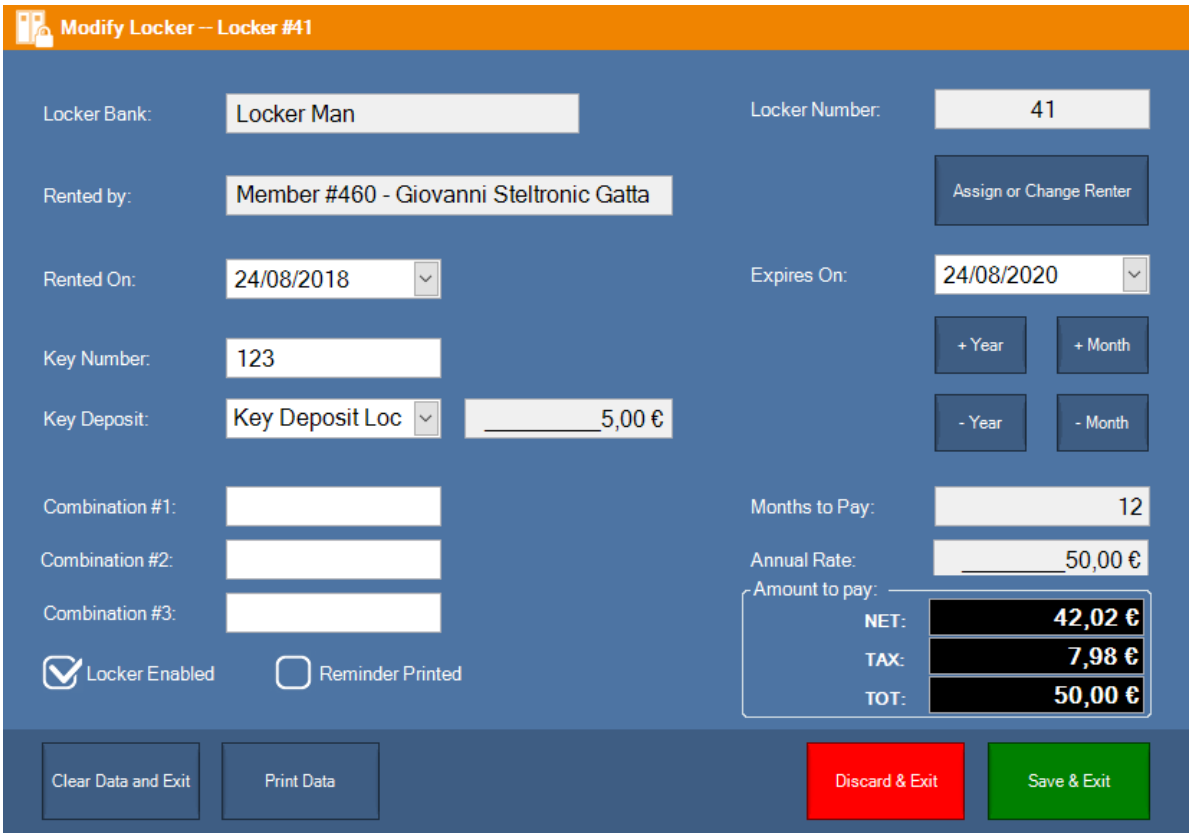
Searching for the Renter



Edit a Rented Locker

To rent a **Locker** proceed as follow:

1) Open the **Lockers** plug-in
2) Browse the Lockers and click on the locker to edit. The Locker is selected when the icon becomes blue (after the click) and the status is displayed on the message bar. *Note: Green icon = the Locker is rented;*
3) Click on the **Assign-Edit** button to change or check the rented locker status



WARNING

The button **Clear Data** erases the information for the selected Locker and must be used only to clear the data of an expired Locker (to rent the locker to a new renter).
If the Clear Data button was hit by mistake, click on **Discard and Exit** button to quit from this page without any modifications.

Clicking on the **Print data** button will be shown a preview on the screen of the major fields (Rented by, rented on, key combination, etc.); Clicking on the **Printer icon** on the preview page will send a printout command and print the report.

Clicking on the **Assign or change Renter** button it's possible to browse the membership list and assign the Locker to another bowling member.

The field **Key deposit** shows the paid key deposit (field blank = no deposit paid*)

Using the **+/- Year & +/- Month** buttons on Calendar selection it's possible to choose a different date and extend the rental period; To confirm, click on **Save and Exit**, payment collection will be required.

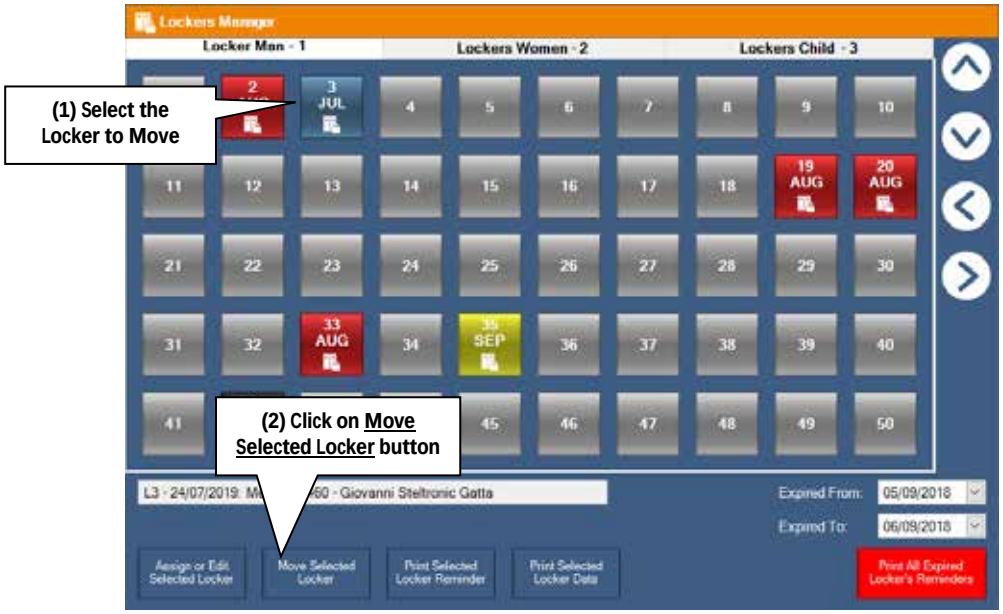
The **Reminder Printed** checkbox, when this is enabled, is an indication meaning "I already printed out the reminder for this Locker". The Checkbox will automatically be enabled after one printout of the reminder message; The user, if necessary to print the reminder again for the expired Locker, can disable the Reminder Printed checkbox.

Click on **Save and Exit** button to save the editing and exit from the page; Click on **Discard and Exit** button to quit from the page and erase any modifications.

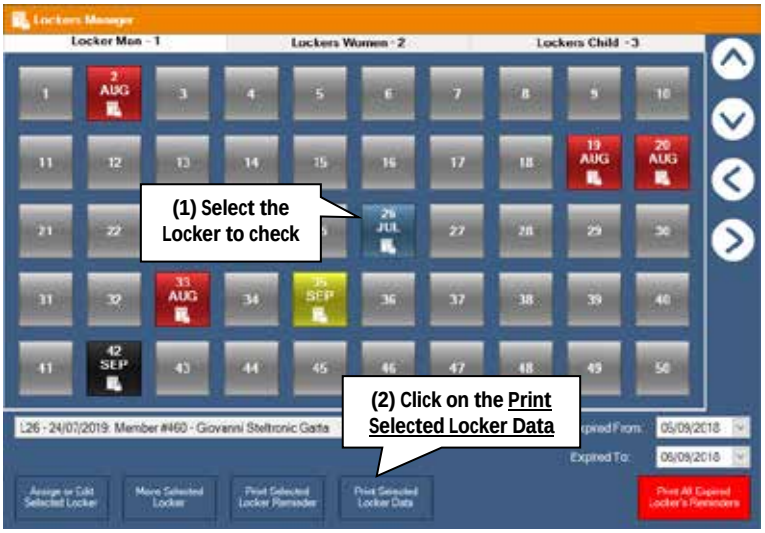
Untag **Locker Enable** button will disable reminder features but keep the rent information inserted on Lockers Plug-in

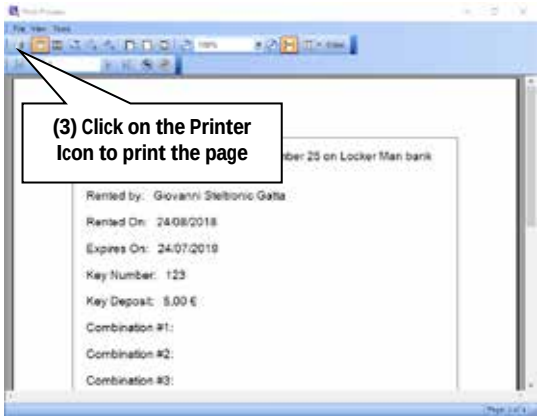
**Note: The Deposit key should be return to the customer using the Focus paid-out function (available in Cash Register plug-in) or in deposit to the membership payment as a credit to the customer*

Transfer a Rented Locker to an Empty Locker



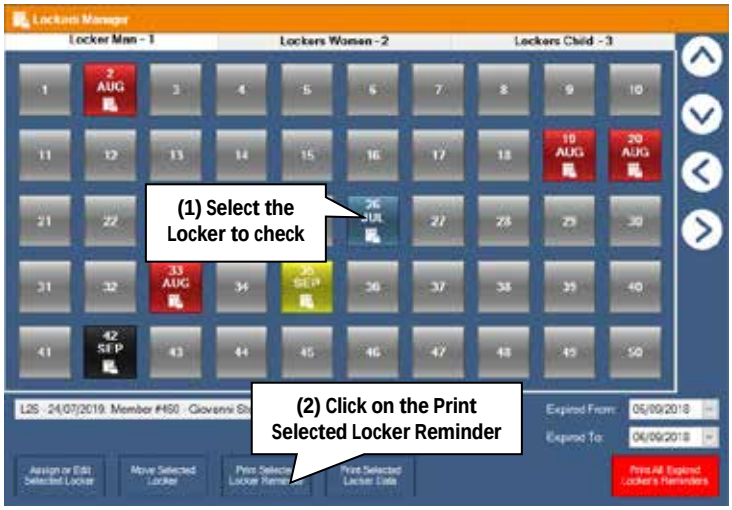
Print the Selected Locker Data

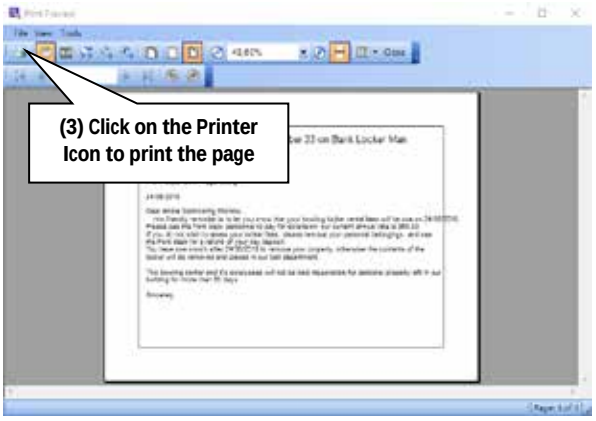




The Locker Data printout shows the Renter, Starting time, Expiration, key number or combinations, and key deposit.

Print the Selected Locker Reminder



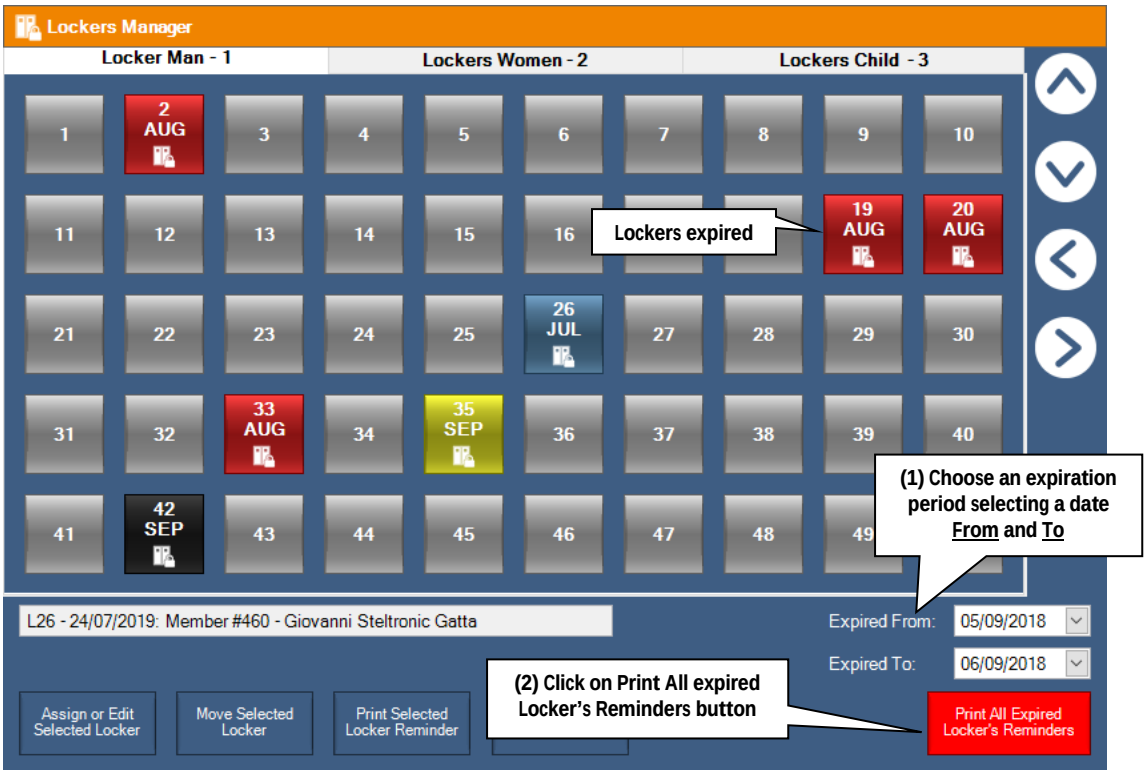


The Reminder Notice can be printed out and given to the customer to warn them about the expiration date

These messages could be printed out even as a PDF* document and sent as an attachment by e-mail or it is possible copy the whole text by clicking on the **Snapshot Icon** and drag the selected area, then paste as a picture in an e-mail message.

Snapshot Icon / *PDF printer required

Print All Expired Lockers Reminder



Clicking the button **Print All Expired Lockers Reminders** will send the pages directly to the printer, without a print preview. To prevent useless printouts, the program will printout only the not-printed Reminders.

To print also the already printed reminders, select the expired Lockers (one by one) and remove the checkbox **Reminder Printed,** then click on **Save and Exit** button than repeat the Printout operation.

Time Clock Manager

General Information about Time Clock manager

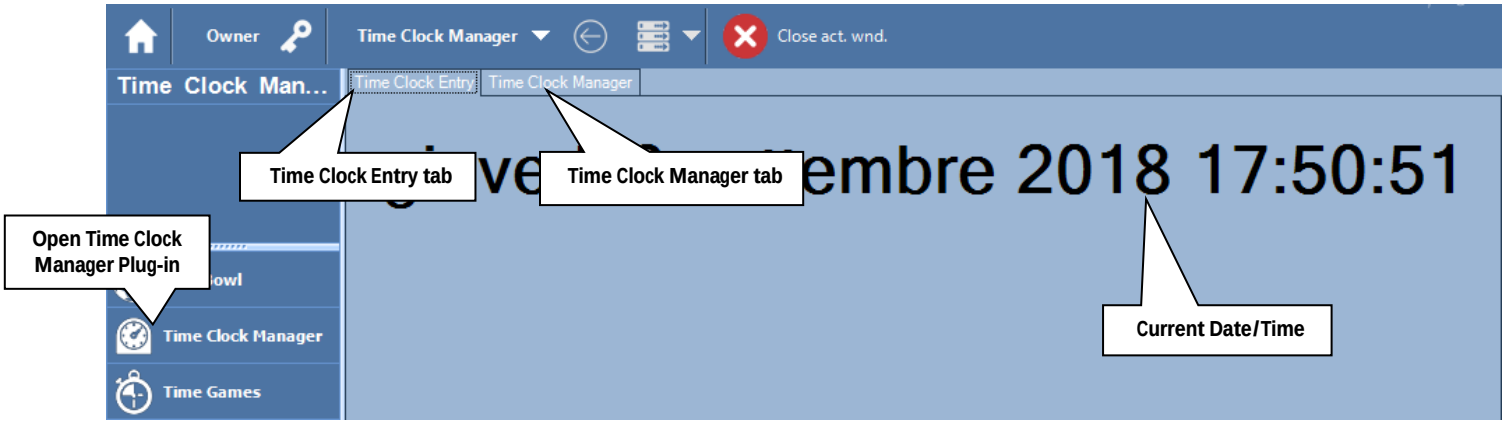
Time Clock manager is a Focus plug-in created to track and manage the bowling staff working period.
Two types of people are considered "bowling staff":

1) **Focus front Desk Operators:** Cashiers, Directors, Managers, etc. that have access to the front Desk functions.
2) **Employees (housekeeping, waitress, etc.):** People tracked with the Time clock function for tracking the working time only. These employees do not use the Focus front Desk functions and are denied any access.

To clock in/out the bowling staff needs a personal magnetic or barcode card or they need to record one finger using the fingerprint reader.

Steltronic supplies the magnetic cards, which are described above. The cards are coded in order to recognize each type of Card: Owner, Employees and Bowlers. If required please ask your distributor or contact service@steltronic.com

Open the Time Clock Manager plug-in

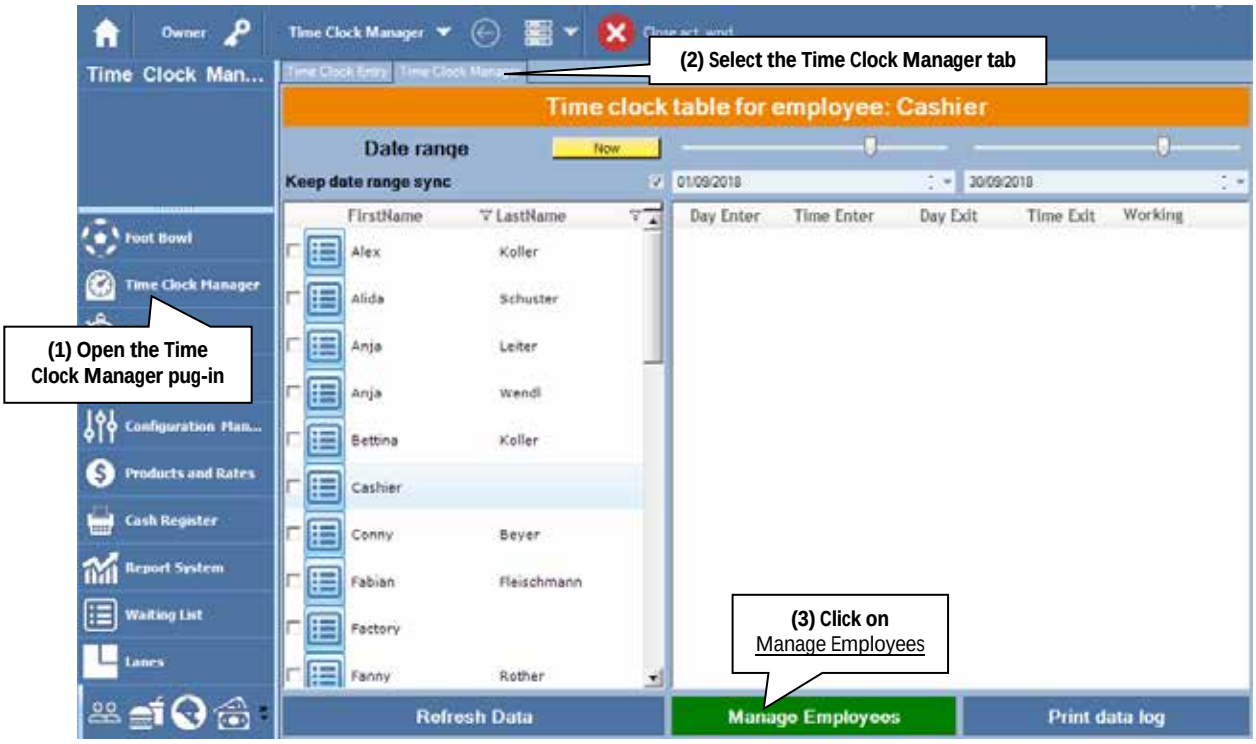


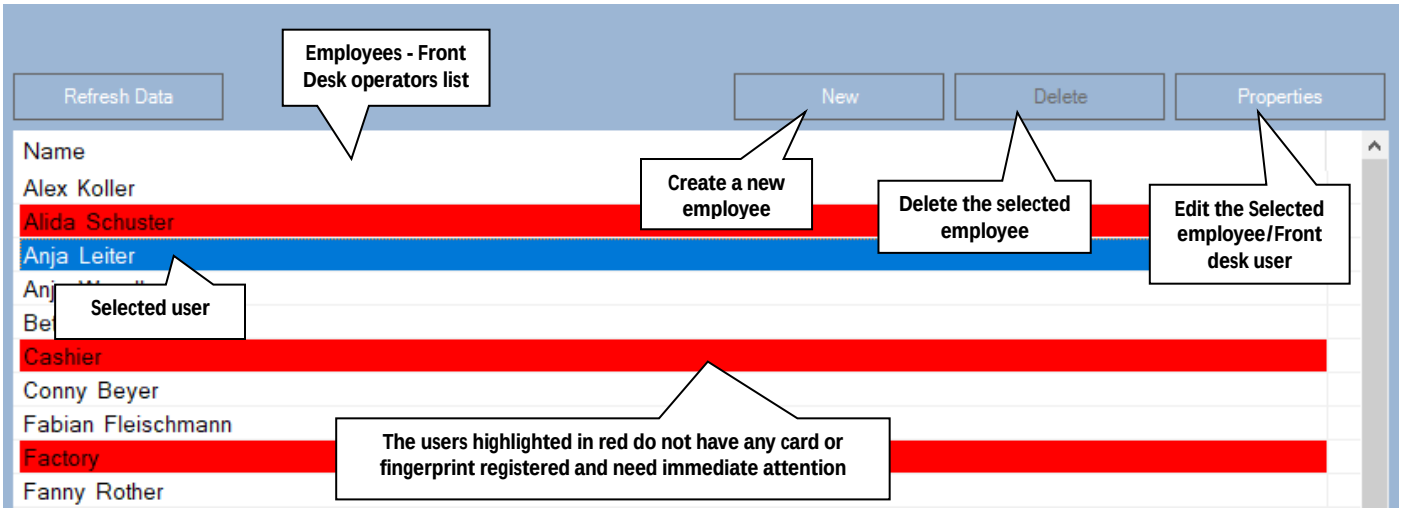
Click on **Time Clock Manager** plug-in to enter to time clock manager windows. The plug-in is split in 2 tabs:

1) **Time Clock Entry tab:** Swipe the card or place the finger to Clock IN/OUT
2) **Time Clock Manager tab:** Edit or Check the Employees/Front Desk operators' properties and working time

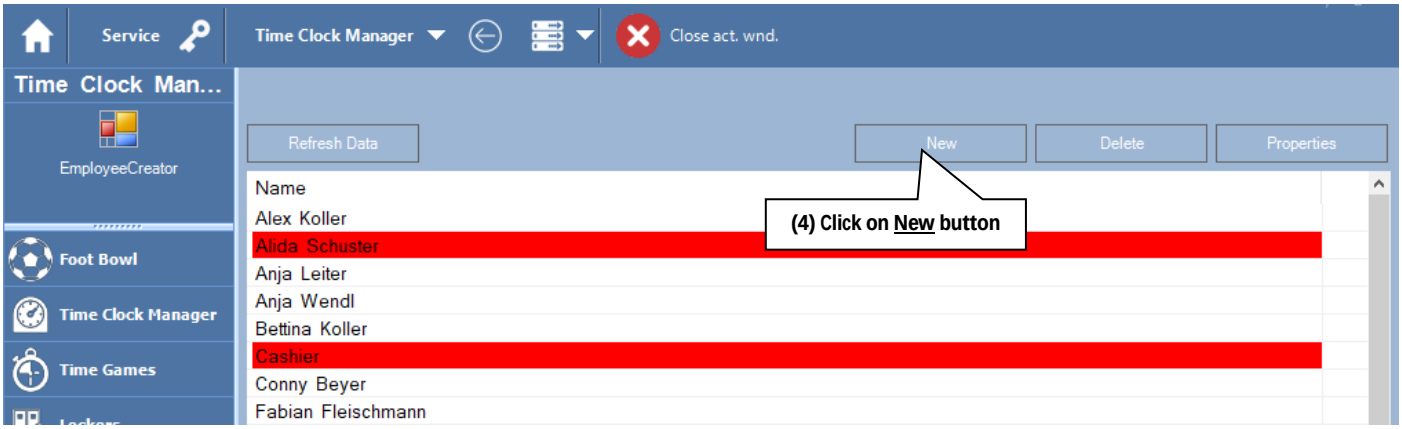
Front Desk Operators and Employees List

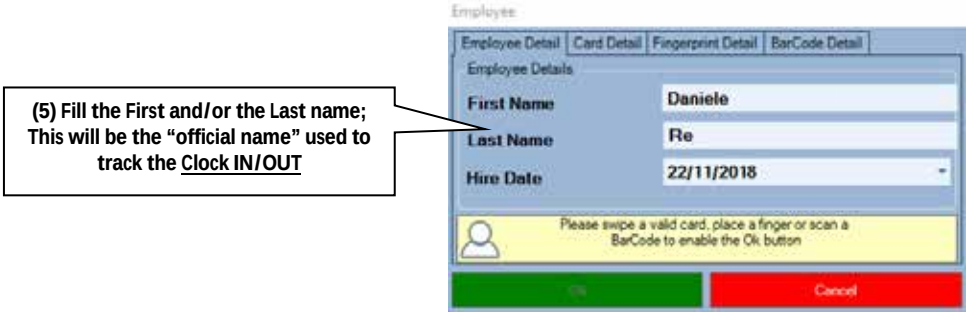
REMARKS
From the Time Clock Manager, it is possible to **Add, Edit, or Remove** the employee user. The Front Desk operator users can be edited only, Add or Remove operations are not available. Accessing the Security manager is the appropriate way to Add or Remove front Desk operators from the Focus database. The Front Desk operator users must be registered in the Time Clock manager even if they are already signed on as a cashier or director in the Focus login screen.



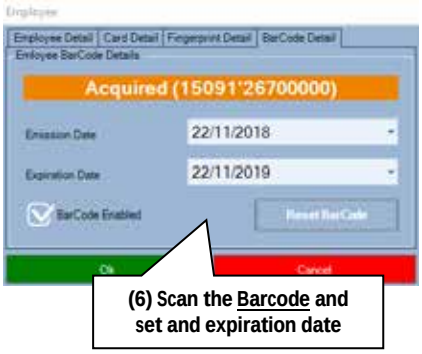


Add a new Employee



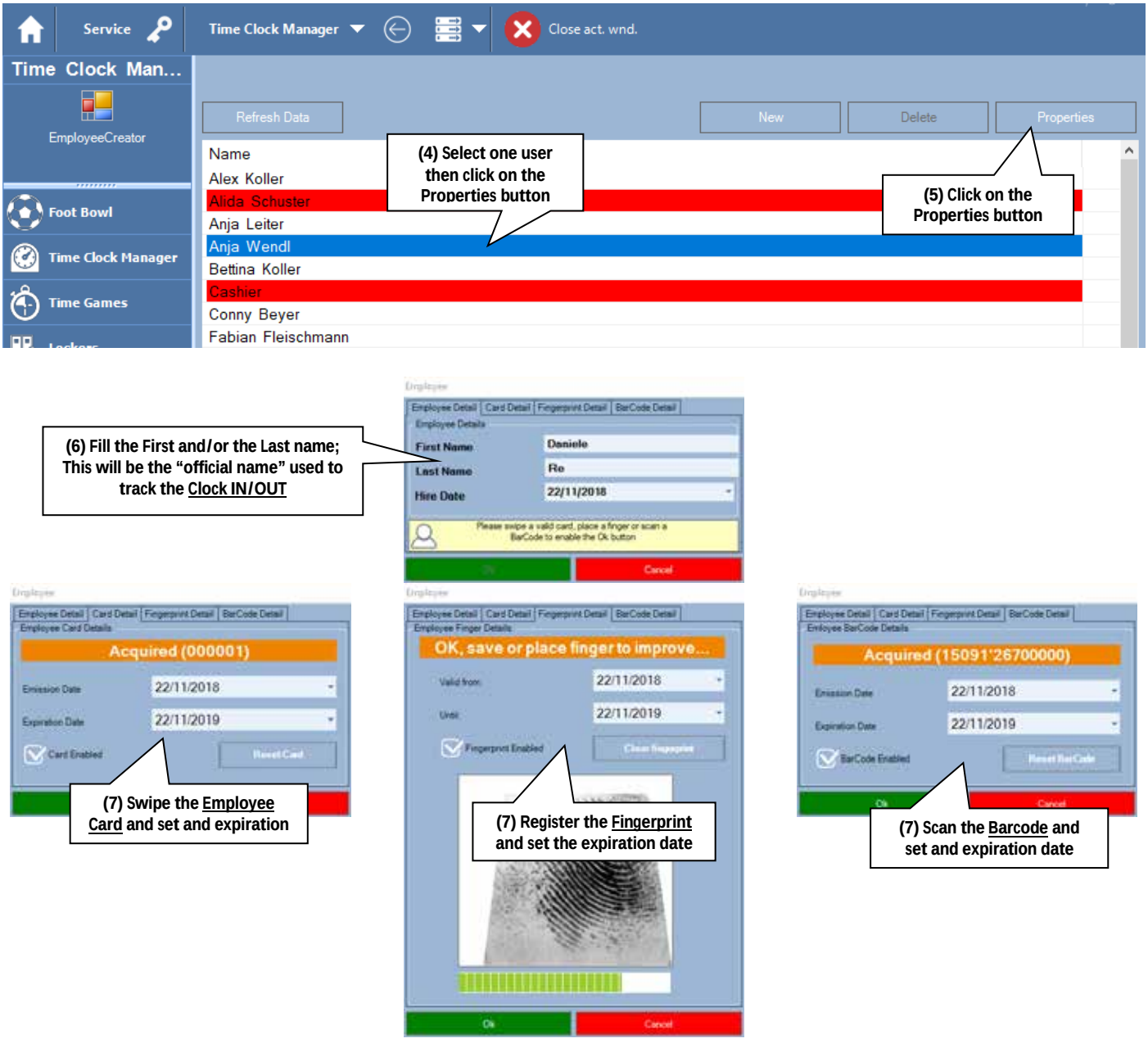


Note: A card, a Barcode or a registered fingerprint is the only ways to clock in/out; It is mandatory to register at least one of these to Clock IN/OUT.



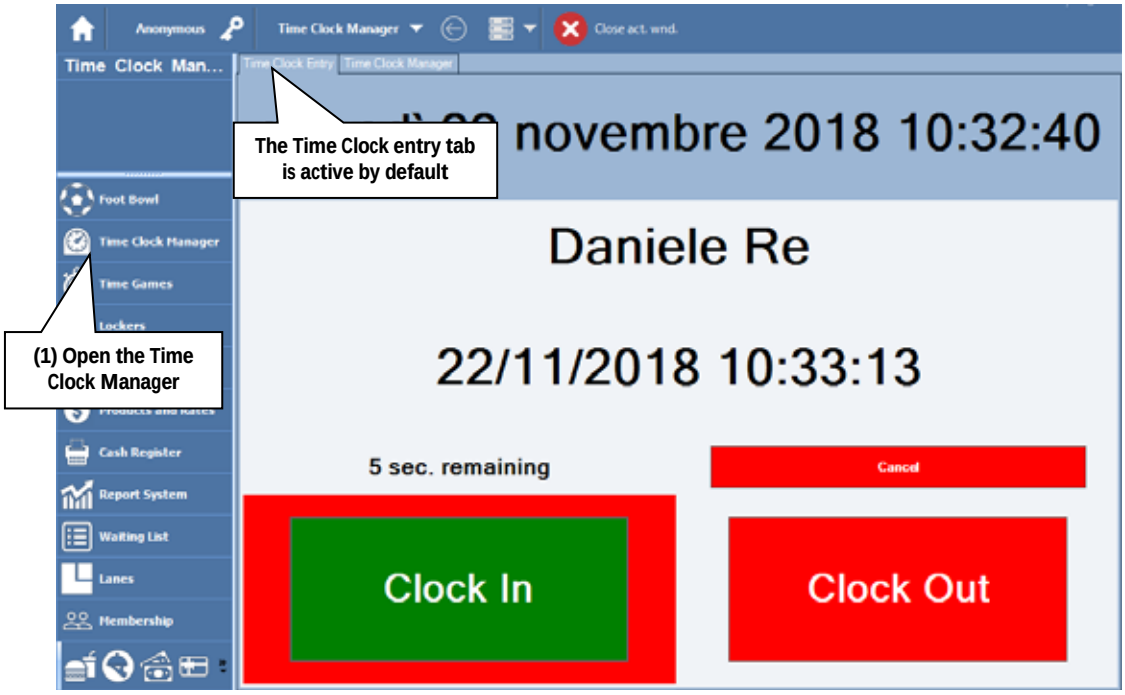
A card, a barcode or a registered fingerprint are the only ways to Clock IN/OUT; if the Front Desk operator has no card, no barcode or no fingerprint registered, provide the appropriate registration. Click on OK when finished.

Edit an existing Employee/Cashier



A card, a barcode or a registered fingerprint are the only ways to Clock IN/OUT; if the Front Desk operator has no card, no barcode or no fingerprint registered, provide the appropriate registration. Click on OK when finished.

Users and Employee Clock IN/OUT

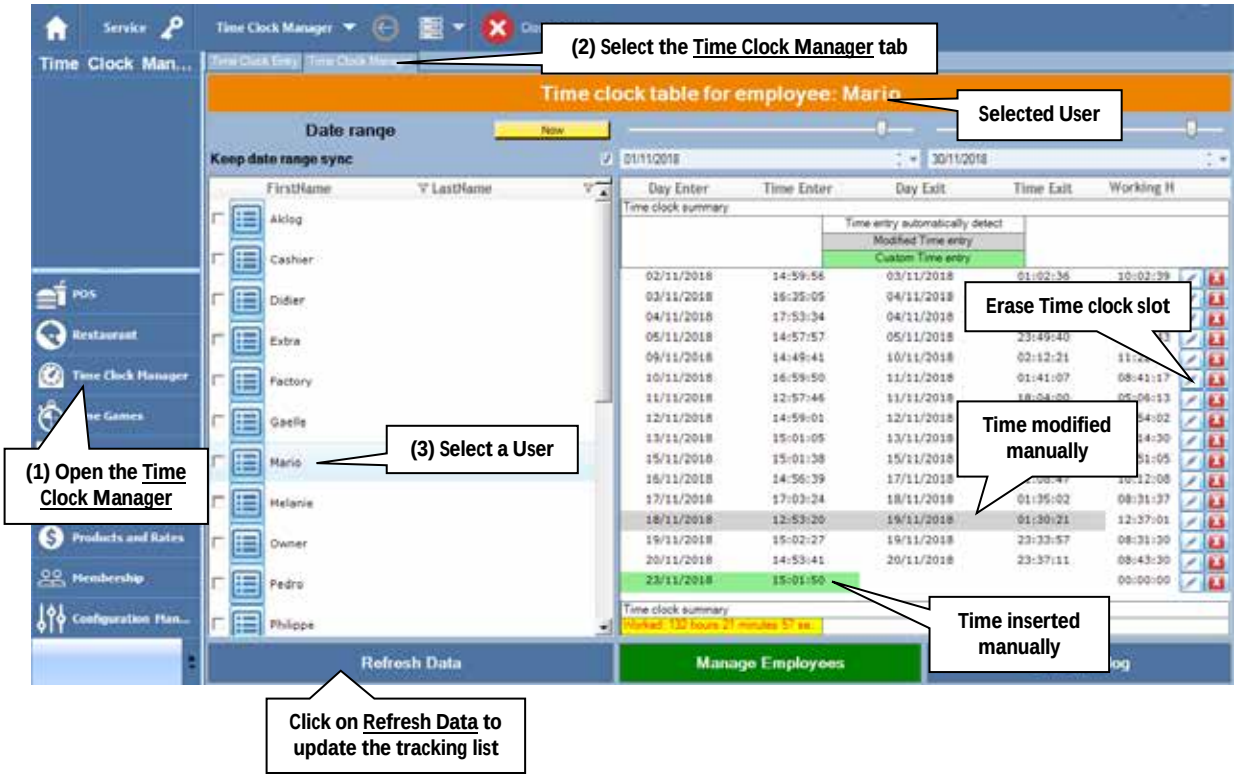


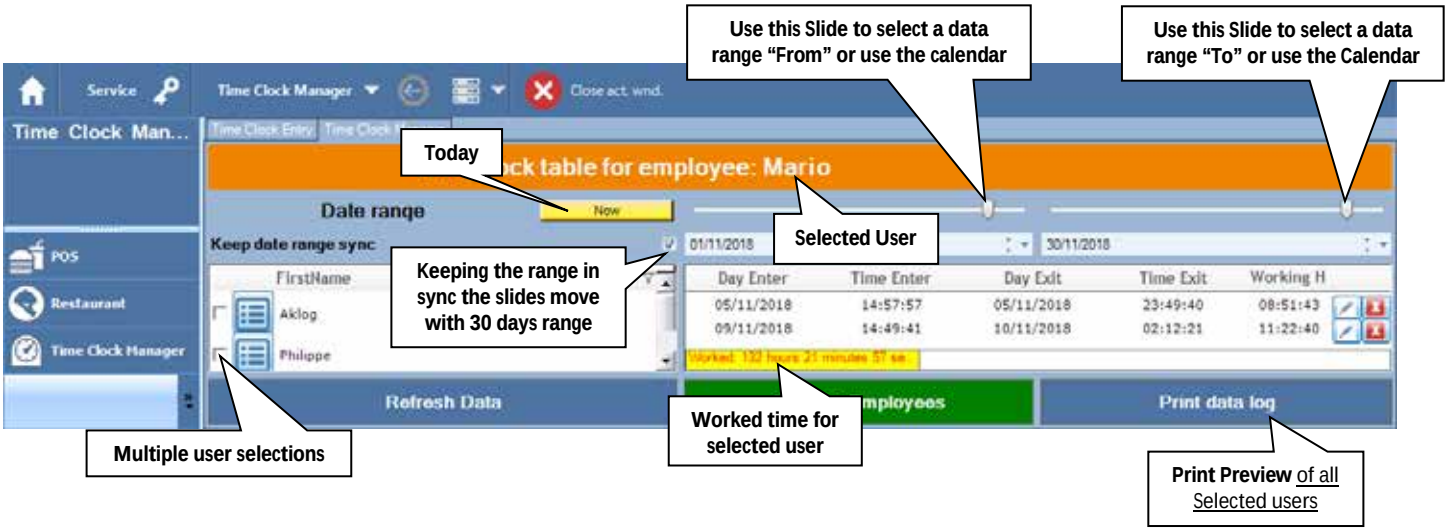
(2) Swipe the Card, scan the Barcode or place the Finger on the reader.

(3) Click on the blinking button (**Clock in** or **Clock out**) to confirm and exit immediately or wait until the time out expires and the program automatically confirms and closes the operation.

Note: The system recognizes the user and automatically selects the action to perform: CLOCK OUT if the user was "signed-in", CLOCK-IN if it is a new entry; If it is necessary, change the default by choosing the desired button (CLOCK IN- CLOCK OUT)

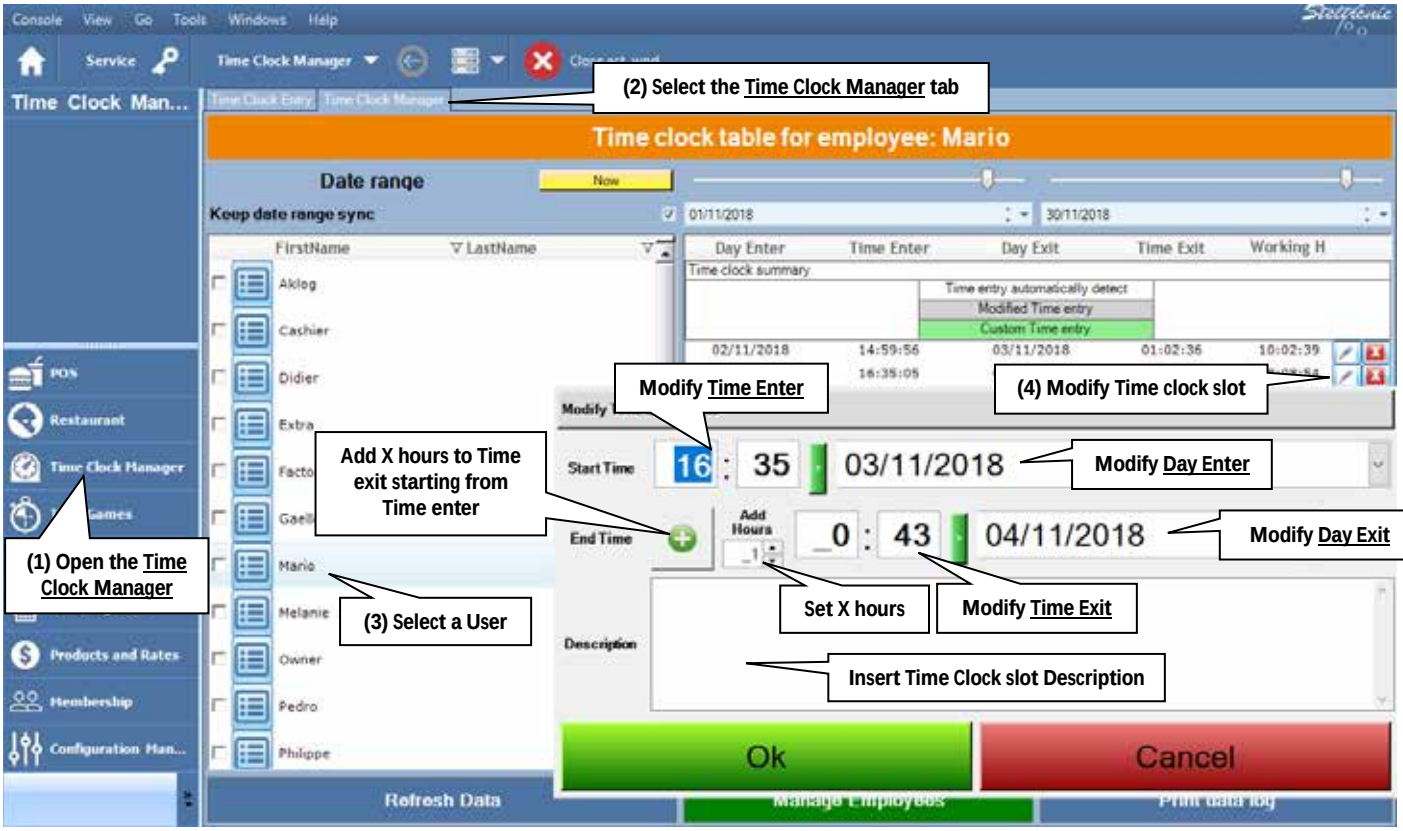
Check the users working periods





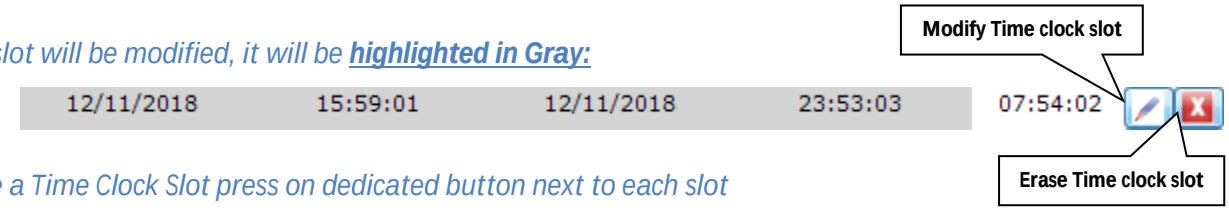
Print data Log will print different grids containing all Time Clock slots in the data range for each selected user.

Modify Time Clock slot



The Time Clock Slot will be generated automatically when an Employee performs Clock IN/OUT operation, it's always possible adjust the Date and Time by pressing on the dedicated button next to each slot; It's also possible to type a description for this change that will be recorded.

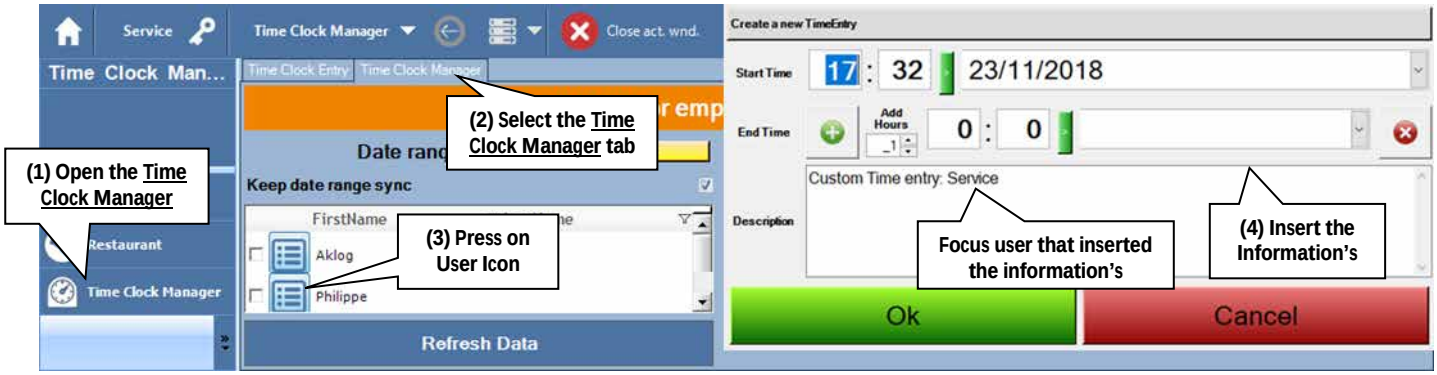
Once a slot will be modified, it will be ***highlighted in Gray:***



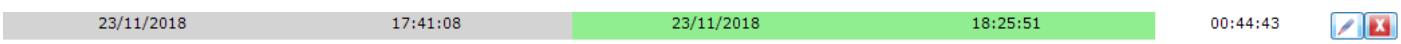
To erase a Time Clock Slot press on dedicated button next to each slot

Manually Insert Time Clock Slot

In case one or more employees forget their Card or Barcode to Clock IN/OUT it's always possible to insert the information manually by pressing on User Icon:



Once a slot will be inserted manually will be ***highlighted in Green:***



Bowlers Console Menu

Bowlers Console Menu

The following operations are available from the Bower's Console for Open play, Crossed node bowling, and League tournament play. The Bowlers Console Menu could be used anytime, even during play, without stopping the game in progress.

When Bowling begin (Wizard Mode):

- Edit the Bowlers name, with or without Handicap (This feature may be turned off from the front desk)
- Enable\Disable Bumpers (This feature may be turned off from the front desk)

During the Game Play:

- Edit the Bowlers name - Enable\Disable Bumpers
- Change the Bowlers line up order
- Skip or Un-skip Bowlers
- Remove Bowlers
- Add Bowlers
- Call the Bartenders/Waitresses
- Call the Mechanic
- Call Help
- Pinsetter Cycle/Reset
- Special Functions for GS pinsetters
- Delete Last throw
- Switch the lane sides (only for crossed mode)
- Rescan the Pins (Score Auto-Correction)
- Manual Score Correction

Extra Bowlers Console Features for Leagues and Tournaments

- Substitute a Bowler
- Set the Bowlers as Blind/Zero Blind
- Change the Bowlers Blind score
- Add Bowler from Substitution list
- Edit Bowlers Name/Surname/Handicap
- Edit Team Name/Handicap

Any changes to official bowlers' names, handicaps, team name, team handicap will be reported in the Import log in BLS; See the chapter "import Scores in played week" to see how to manage new bowlers in BLS or consult the BLS/AS manual.

During League and Tournaments from the bowlers console it is not possible to set a bowler as pre-bowled or add a new player, these features are available only from the Front Desk.

The Front Desk controls all possible bowlers table functions, some features are automatically disabled by the program to avoid possible mistakes.

Bowlers Console Type

The Steltronic Scoring system could be equipped with 2 types of Bowlers Console:

Joystick panel

Qwerty Keyboard

To browse the bowler's menu with the Joystick panel, proceed as follows:

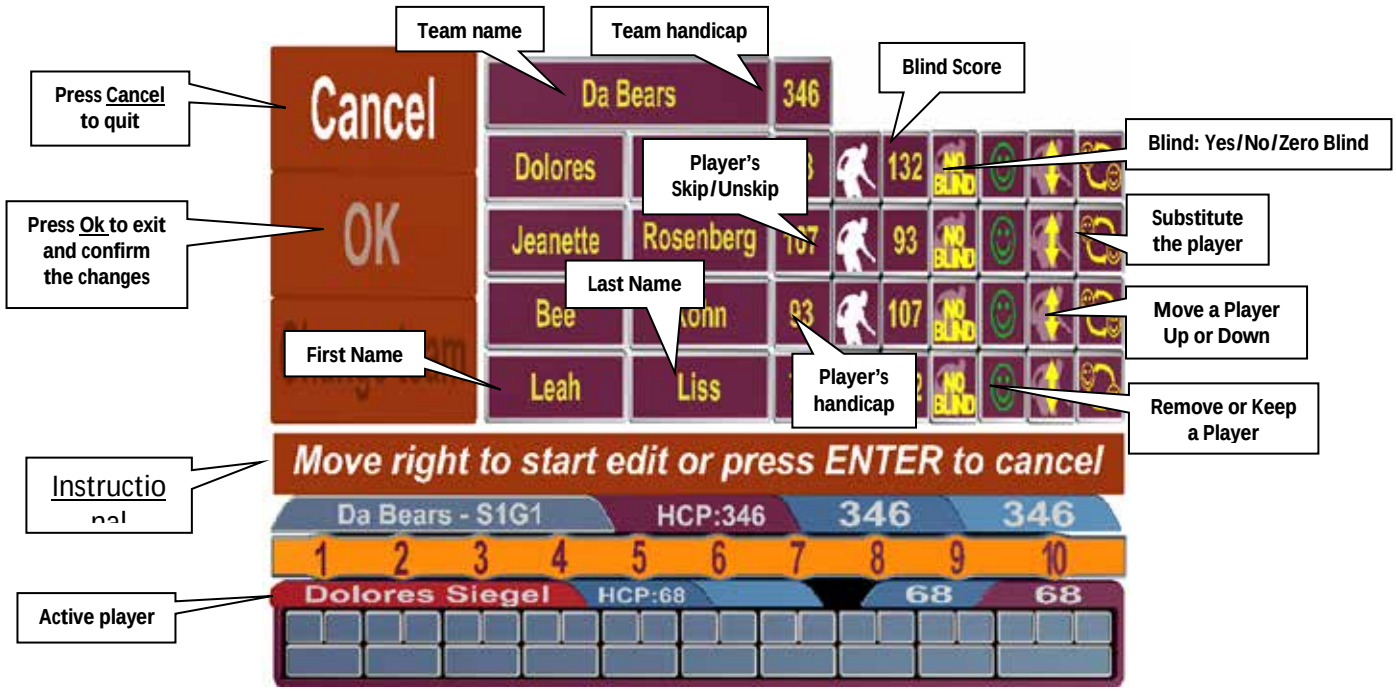
- Press the **Enter** button to display the bowlers console menu
- Move **Up** or **Down** to select a menu option
- Press the **Enter** button to open the function
- Move **Up/Down/Left/Right** to browse the menu and use the **Enter** button when required

Note: In the following pages, the description ***Press ÛÜ ÝÞ keys to move*** *means "move the joystick to..."*

To browse the bowler's menu with the Qwerty UFO, use the dedicated shortcut button or Press Enter, use the arrows to browse the menu and press enter on the highlight choice.

On the following pages, descriptions of how to perform the various editing operations; Keeping the bowler's list opened, it is possible to make multiple changes at the same time (example: set one or more bowlers as blind bowlers and the blind value or substitute a bowler and rename the temporary substitute).

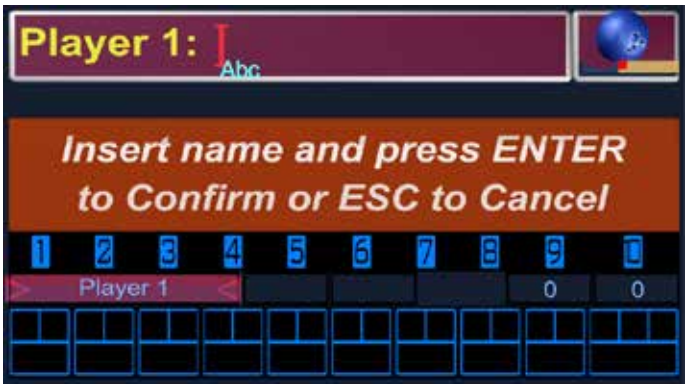
Bowlers Console full Main Menu

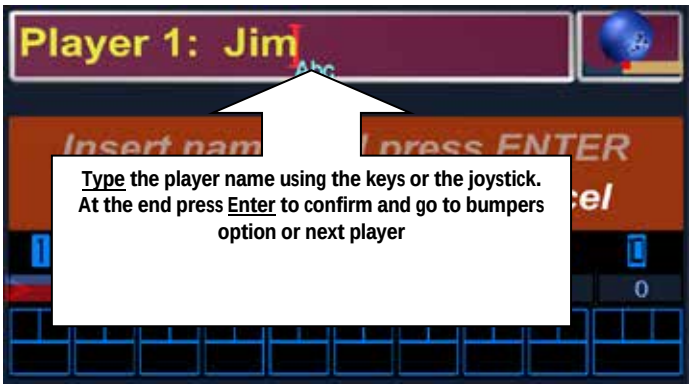


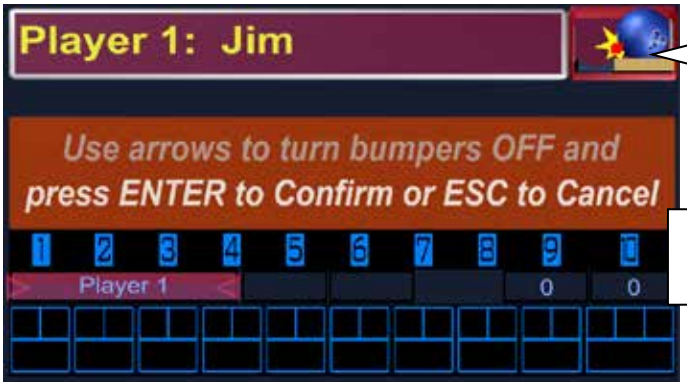
Edit Conventional Bowlers name when game begin (Wizard mode)

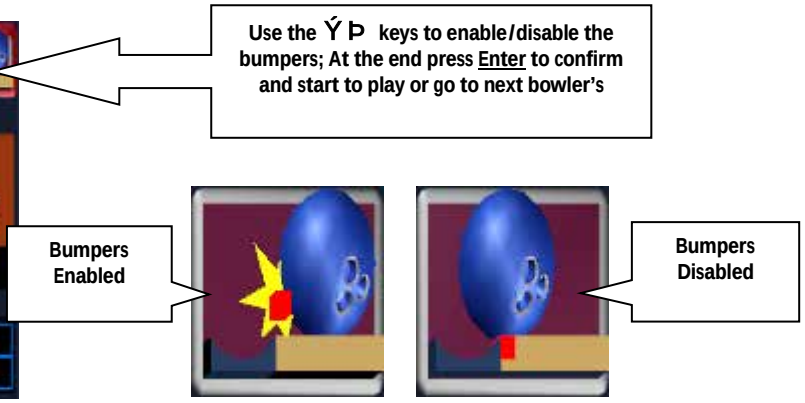
REMARKS
This option can only be enabled/disabled by administrator user or users with proper authorization.

When a lane is opened and all players inserted have a conventional player name (Player1, Player2, etc....), the Score automatically shows a wizard, before the game starts, that helps the bowlers change their name and enable the bumpers (if necessary)







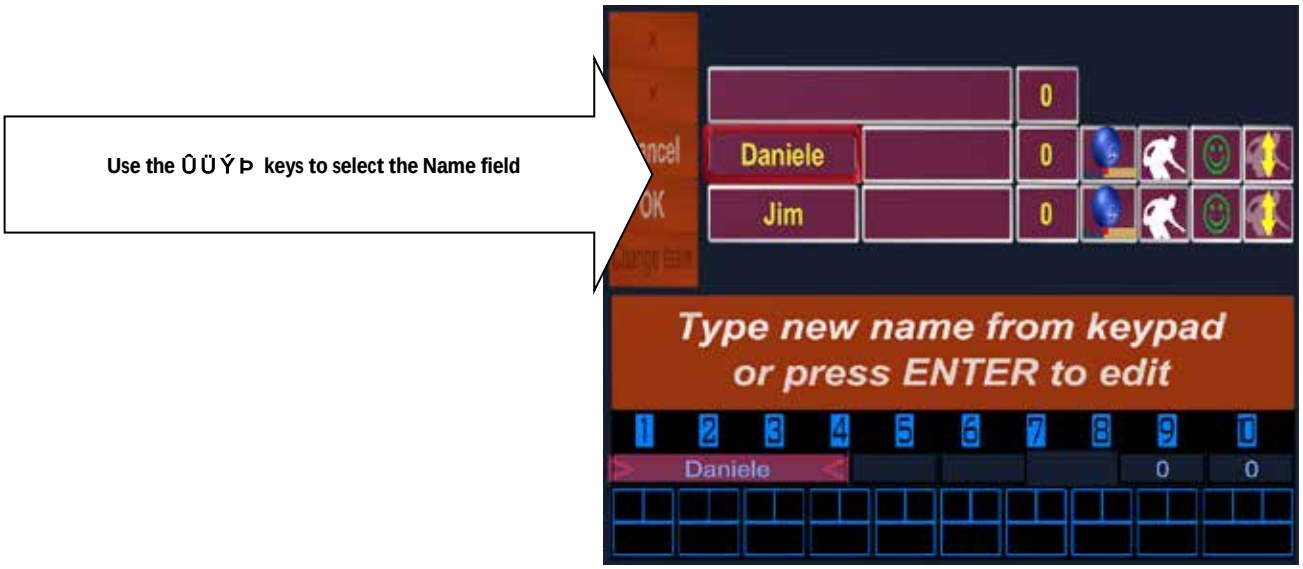


Modify the Bowlers Names/Bumpers

Joystick: press the **Enter** key, move on the **Edit bowler** tab and press the **Enter** key to confirm.

Keyboard: use the shortcut key **Edit bowler** on the keyboard or press **Enter**, use arrows to move to the **Edit Bowler** tab and press the **Enter** key to confirm.

As a default, the selection is on the **Cancel** button; use the **Right Ü key** to move onto the player fields



Type the new **Player Name** using the letters key

Press **Enter** to confirm or use the à key to go on the Bumpers field

Use the Ý Þ keys to **enable/disable** the bumpers. At the end, press Enter to confirm and go to Start play or go to next player to make additional modifications.

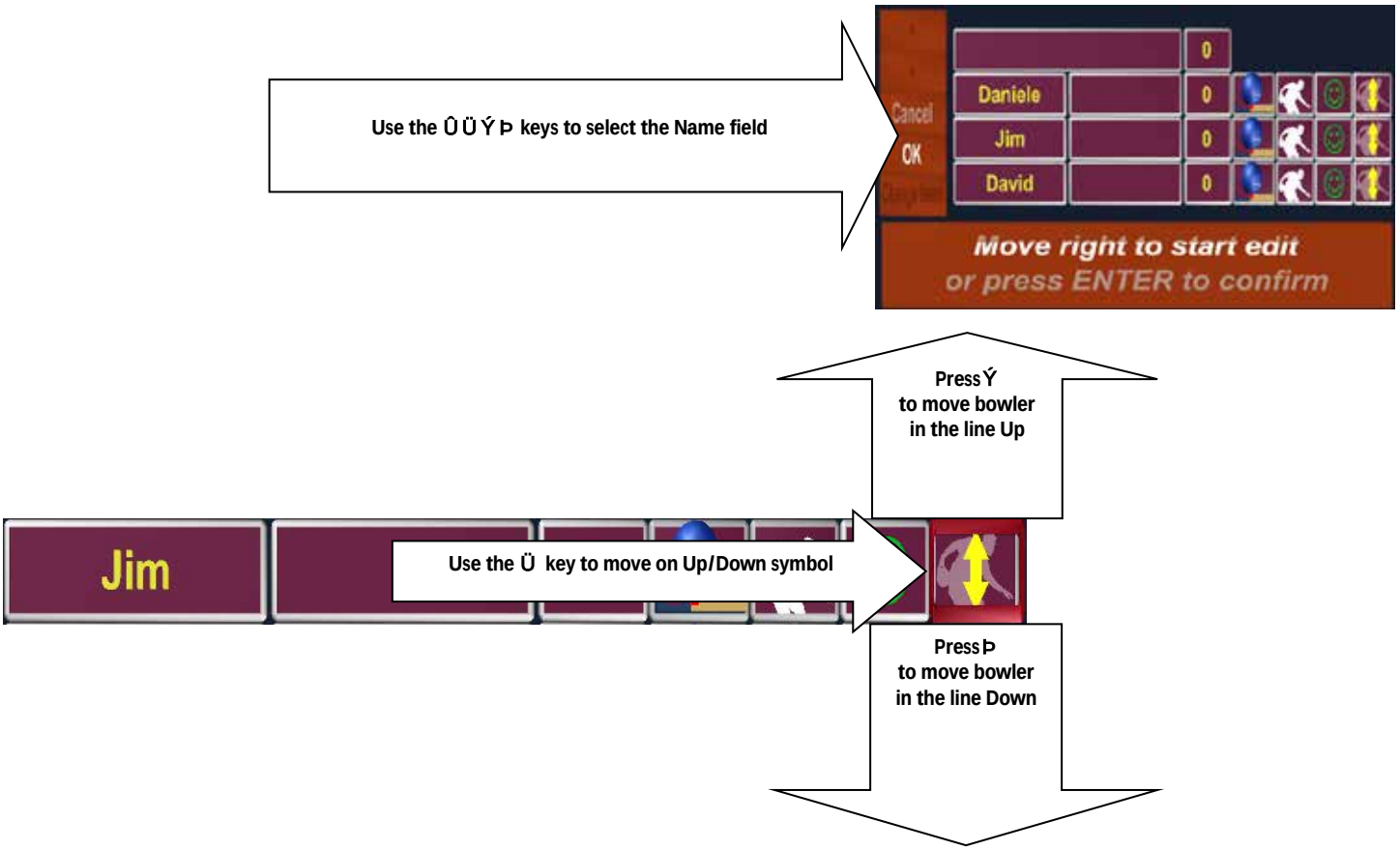
- Back to bowler's list, use the Ý Þ keys to choose another player to edit or move onto the **Ok** button and press the **Enter** key to confirm

Modify the Bowlers Line Up order

Joystick: press the **Enter** key, move on the **Edit bowler** tab and press the **Enter** key to confirm.

Keyboard: use the shortcut key **Edit bowler** on the keyboard or press **Enter**, use arrows to move to the **Edit Bowler** tab and press **Enter** key to confirm.

As a default, the selection is on the **Cancel** button; use the **Right Ü key** to move onto the player fields



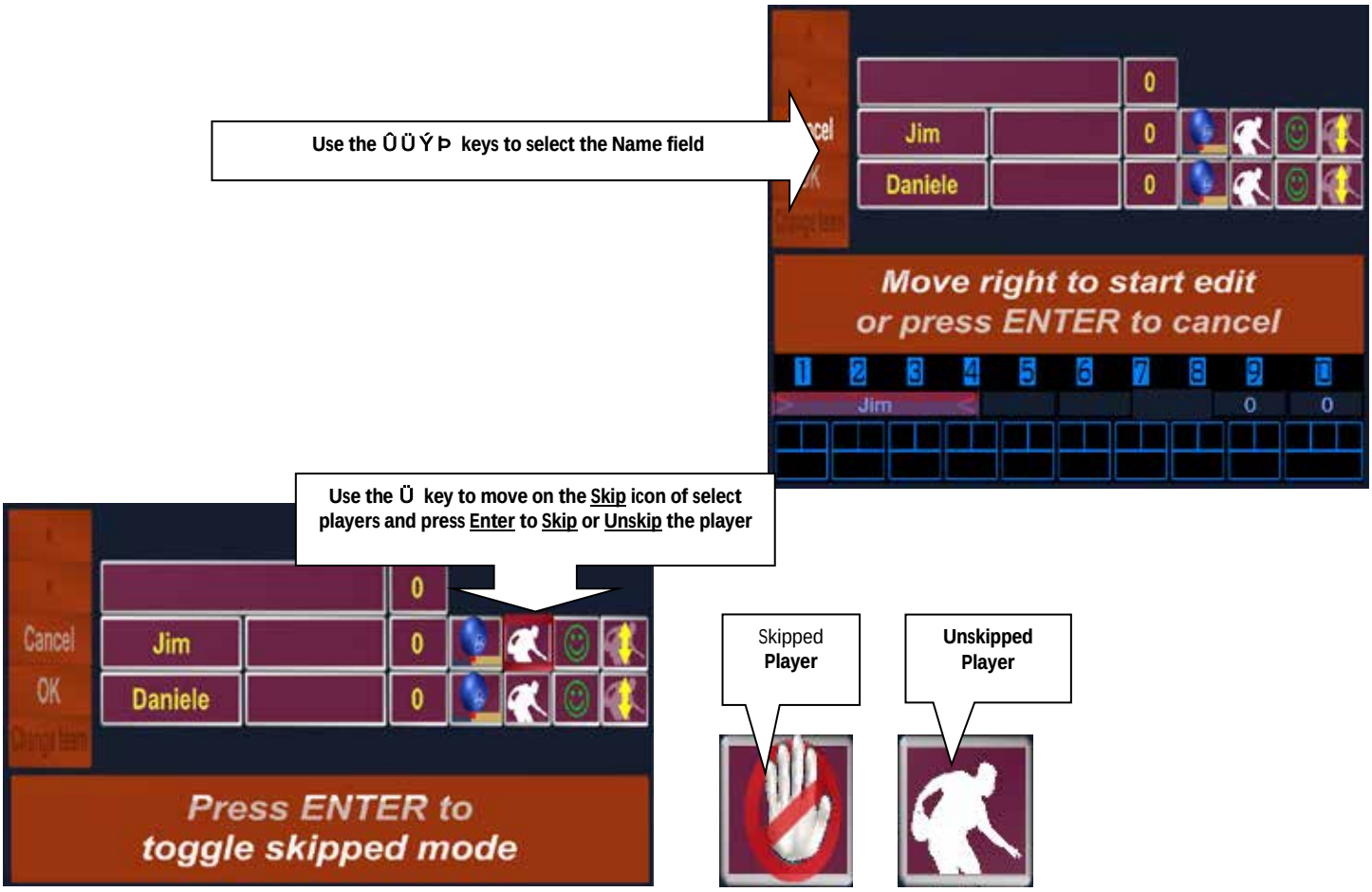
- Back to bowler's list, use the Ý Þ keys to choose another player to edit or move onto the **Ok** button and press the **Enter** key to confirm

Skip/Unskip Bowlers

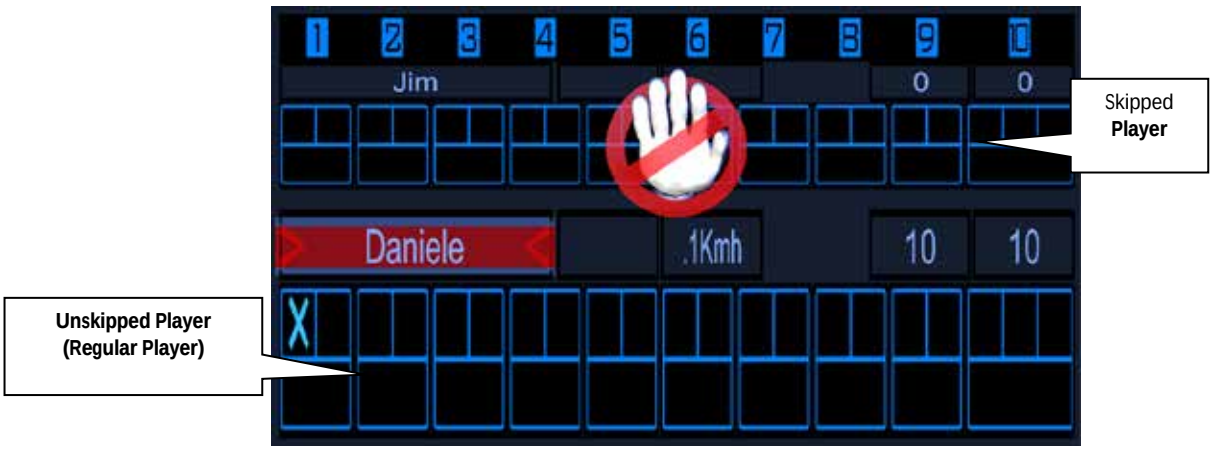
Joystick: press the **Enter** key, move on the **Edit bowler** tab and press the **Enter** key to confirm.

Keyboard: use the shortcut key **Edit bowler** on the keyboard or press **Enter**, use arrows to move to the **Edit Bowler** tab and press **Enter** key to confirm.

As a default, the selection is on the **Cancel** button; use the **Right Ü key** to move onto the player fields



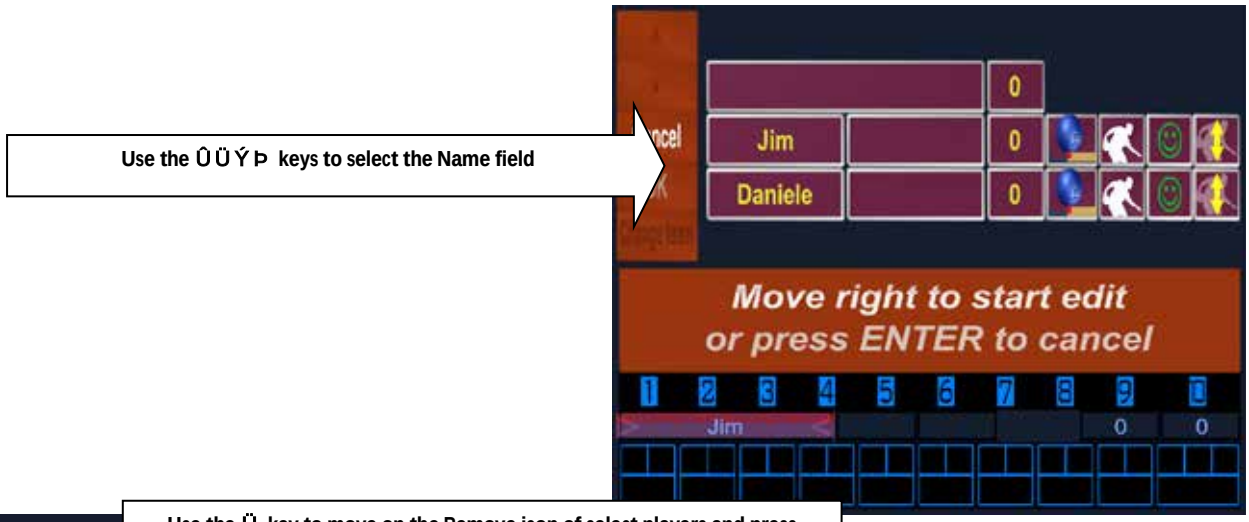
Back to bowlers list, use the Ý Þ keys to choose another player to edit or use Û to select **Ok** to close and confirm
Select **Ok,** and press **Enter** key to confirm

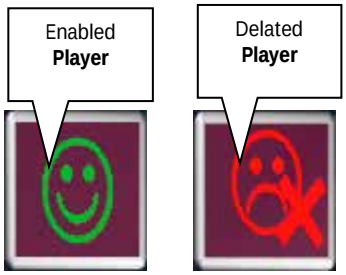


Remove Bowlers

Joystick: press the **Enter** key, move on the **Edit bowler** tab and press the **Enter** key to confirm.

Keyboard: use the shortcut key **Edit bowler** on the keyboard or press **Enter**, use arrows to move to the **Edit Bowler** tab and press the **Enter** key to confirm.
As a default, the selection is on the **Cancel** button; use the **Right Ü key** to move onto the player fields





The **Player Status** is a "toggle" button that changes the status each time by pushing **Enter**:

- Press **Enter** one time to set the player to **Deleted** status

- Press **Enter** one more time to reset the player to **Regular** status

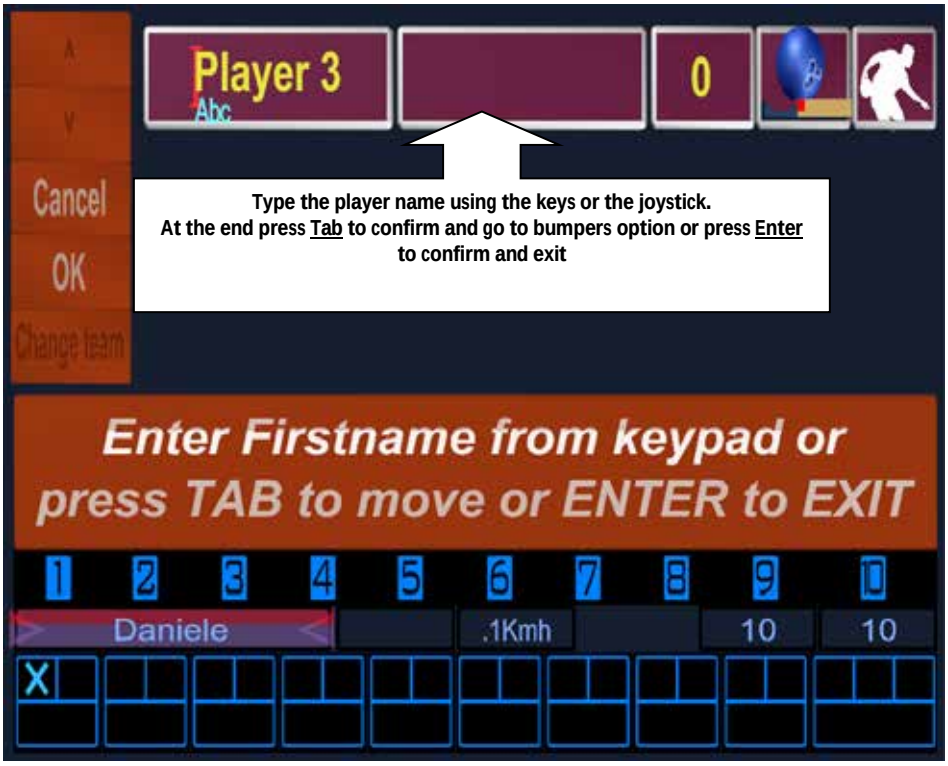
- Back to bowler's list, use the Ý Þ keys to choose another player to edit or move onto the **Ok** button and press the **Enter** key to confirm

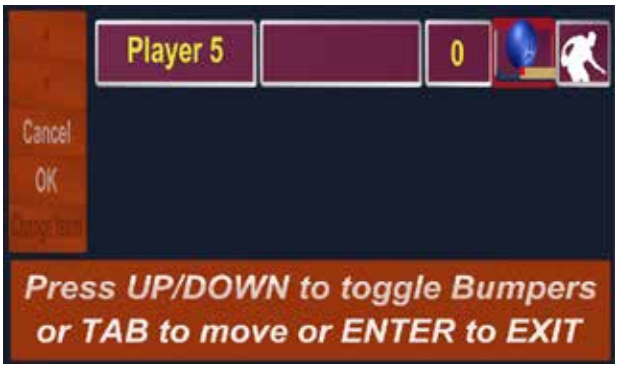
Note: Operation possible only for Pre-paid lanes or lanes opened by time

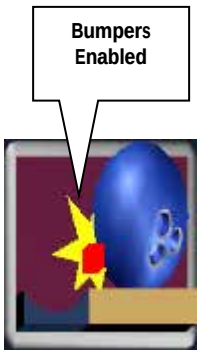
Add Bowlers

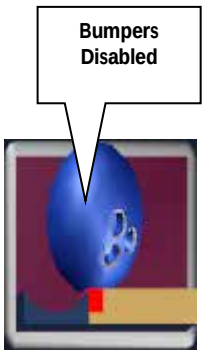
Joystick: press the **Enter** key, move on the **Add bowler** tab and press the **Enter** key to confirm.

Keyboard: use the shortcut key **Add bowler** on the keyboard or press **Enter**, use arrows to move to the **Add Bowler** tab and press the **Enter** key to confirm.









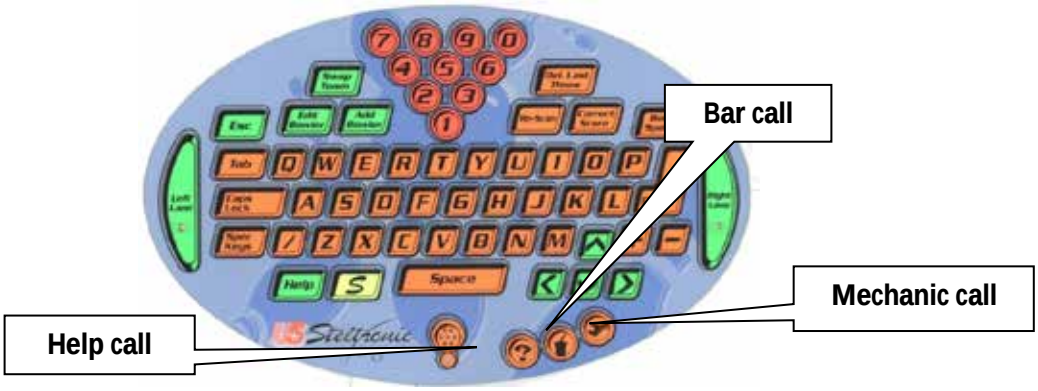
At the conclusion of name editing operations the display returns to the Scoring grids

Note: Operation possible only for Postpaid lanes or lanes opened by time

Bar/Mechanic/Help Calls

Joystick: Press the **Enter** key, move onto the **Bar Call\Mech Call\Help** tab and press the **Enter** key to confirm.

Keyboard: Use the shortcut key on the keyboard or press **Enter**, move onto the **Bar Call\Mech Call\Help** tab and press the **Enter** key to confirm.



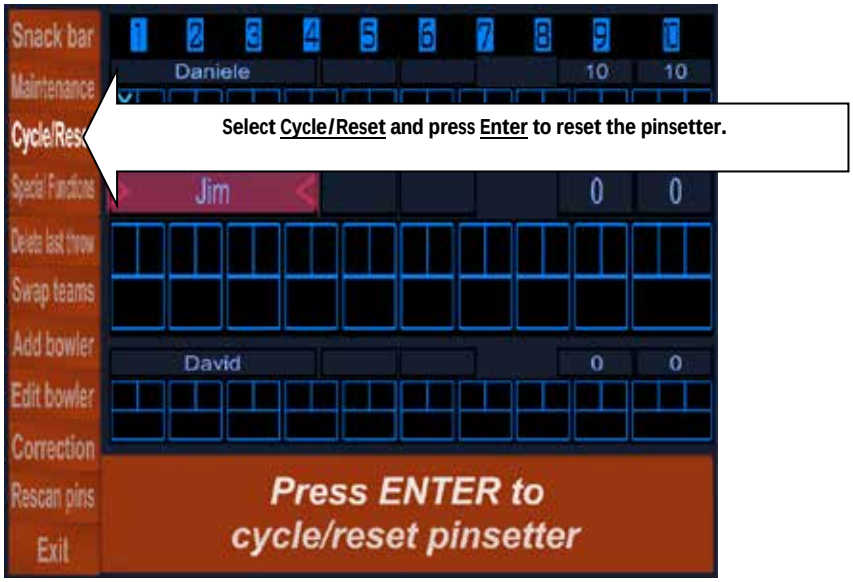
Help Call

Mechanic Call

Bar Call

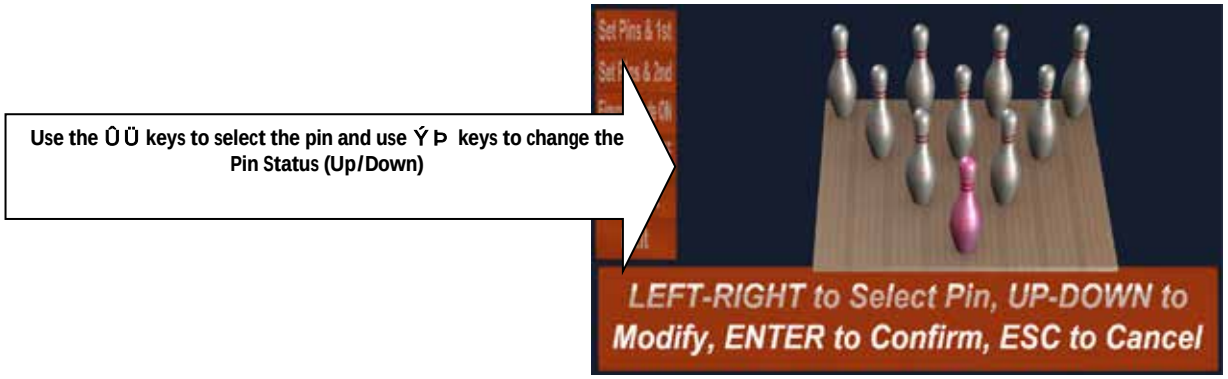
Pinsetter Cycle/Reset

Joystick and Keyboard: press the **Enter** key, move onto the **Cycle/Reset** and press the **Enter** key to reset the pinsetter.



Special Functions

Joystick and Keyboard: press the **Enter** key, move onto the **Special Function** and press the **Enter** key to perform one of the available operations after selecting the pins status

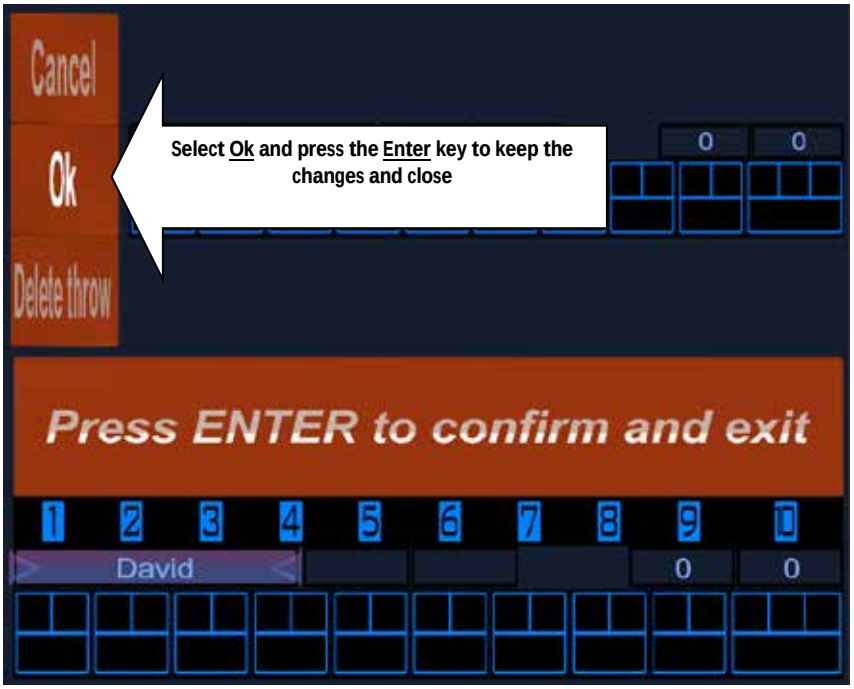


Note: The Special Functions are dedicated for GS pinsetters only. These features are not available with other pinsetters

Delete Last Throw

Joystick: Press the **Enter** key, move onto the **Delete last throw** button and press the **Enter** key to confirm.
Keyboard: Use the shortcut key **Delete last throw** on the keyboard or press **Enter**, move onto the **Delete last throw** button and press the **Enter** key to confirm.

The Score will always highlight the very last ball rolled, press the **Enter** key to confirm the throw deletion or press **Esc** key on the keyboard (or move to Cancel and press enter) to abort the operation.



The Score Deleted the last throw, press the **Enter** key to confirm and exit or press **Esc** key on the keyboard, or move to **Cancel** and press the **Enter** key to abort the operation.

Swap Teams

Joystick: Press the **Enter** key, move onto the **Swap Team** button and press the **Enter** key to confirm.

Keyboard: Use the shortcut key **Swap Team** on the keyboard or press **Enter**, move onto the **Swap Team** button and press the **Enter** key to confirm.

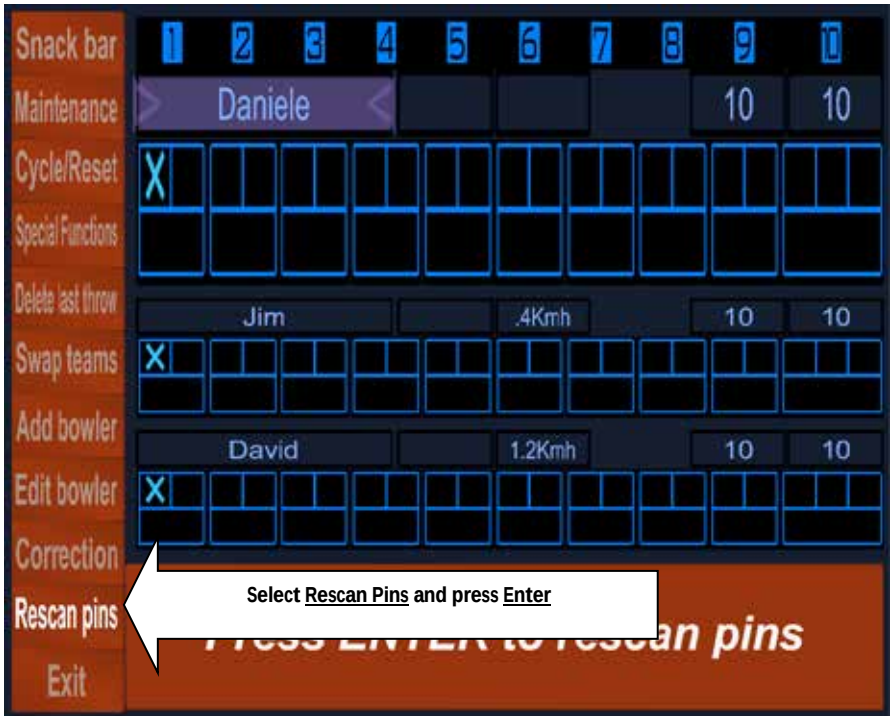
Note: This features us available only when lanes are in crossed mode

Rescan Pins (Score Auto-Correction)

REMARKS
This operation corrects the wrong score automatically for the first shot or for Strike. It's possible to use this feature for rescanning the pins that fell over or knocked down by the pinsetter between the first ball cycle.

Joystick: press the **Enter** key, move onto the **Rescan pins** button and press the **Enter** key to confirm.

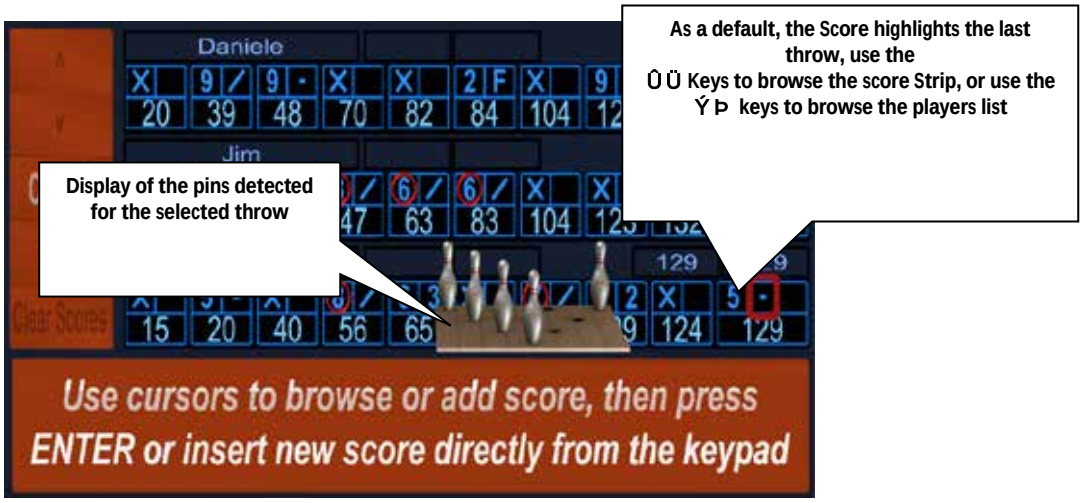
Keyboard: use the shortcut key **Rescan pins** on the keyboard or press **Enter** key, move onto the **Rescan pins** button and press the **Enter** key to confirm.


Snack bar
Maintenance
Cycle/Reset
Special Functions
Delete last throw
Swap teams
Add bowler
Edit bowler
Correction
Rescan pins
Exit
1 2 3 4 5 6 7 8 9 10
Daniele
10 10
Jim
.4Kmh
10 10
David
1.2Kmh
10 10
Select Rescan Pins and press Enter

Manual Score Corrections

Joystick: Press the **Enter** key, move onto the **Correction** button and press the **Enter** key to confirm.

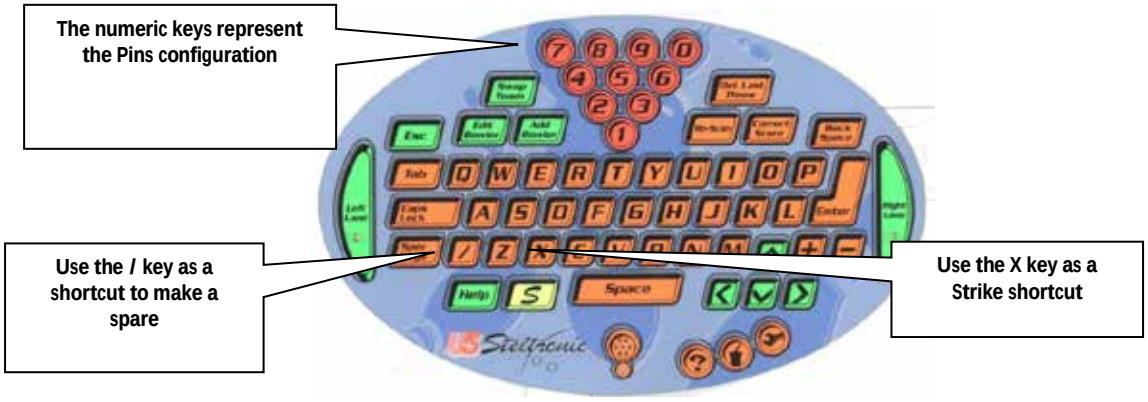
Keyboard: Use the shortcut key **Correct Score** on the keyboard or press **Enter** key, move onto the **Correction** tab and press the **Enter** key to confirm.

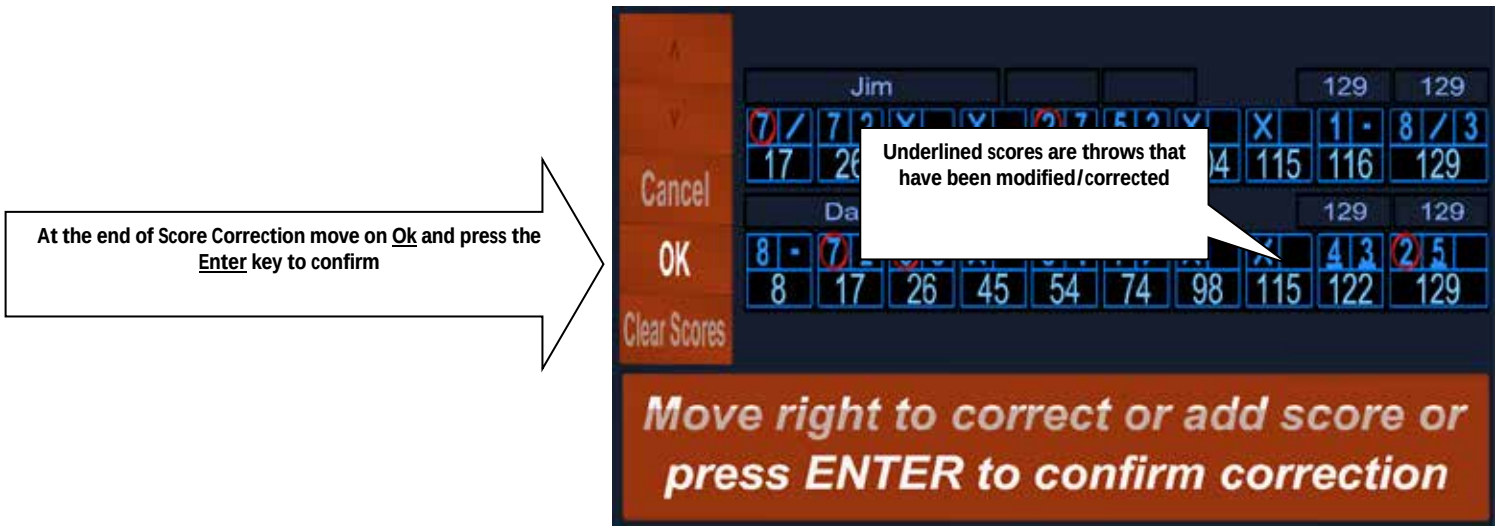


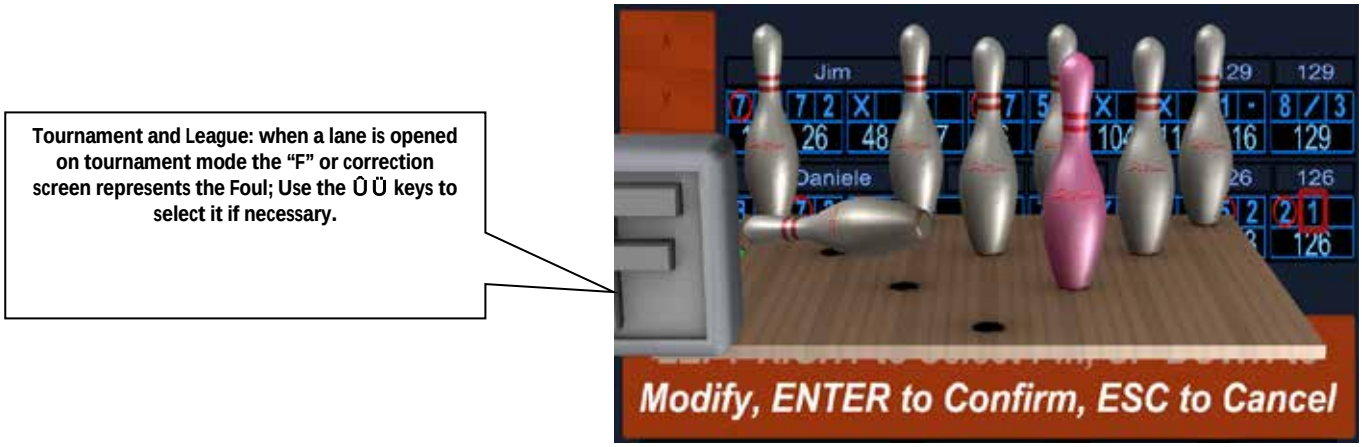
To modify the pins configuration, proceed as follows:

Joystick: Use the Û Ü keys to select the pin and use Ý Þ keys to change the Pin Status (Up/Down). At the end, press the Enter key to confirm or Esc to cancel.

Keyboard: Use the numeric keys to **Stand** or **Remove** the pins







Bowlers Console League/Tournament menu

During a league/tournament, some features are not working the same way that Open play features work:

Bowler's substitution: If a player is not present and needs to be substituted, the team could use the **Substitute** feature or **Remove** the not-present player and **Add** a substitute from the list. (list preassigned on tournament plug-in)

Add bowler: a bowler could be added to the team roster if the players do not exceed the legal number of players. The player could be added from the BLS substitution list; A "new player on the fly" must be added first from the Front Desk before being available in the list on the lane displays.

Change a Vacant with a bowler: If the team roster is not totally defined, some players could be displayed as "vacant" as a player name. A vacant player is set as a Blind player; A vacant player could be "un-blinded" and edited as a player or substituted with an available bowler.

Edit the player name: This feature does not mean: "change" or "substitute a not-present player", but "change the incorrect spelling name". Note: The edit name is for the current week only; Please advise the league secretary to perform the proper changes in BLS.

Set a bowler as a blind: When a player cannot bowl and there are no available substitutes, it's possible to set this player as blind (blind score required) or set as "zero-blind".

Remove bowler: A player could be removed from the team roster. The deletion is not permanent: the removed player could be returned from the list using the **Add** or **Substitute** feature.

Skip bowler: A player that needs to stop bowling (temporary) could be set as a skipped bowler, his score grid will be "skipped" until he is ready to play again. Note: You should skip a player if he is not on time to bowl, then after the "X" frame (Usually the 3rd frame) of bowling, if he is no longer able to bowl that game because of league/tournament rules, you should then make this player a blind bowler.

Note: The Front Desk operator could control the feature available from the Bowler's Console, refer to Lanes Manager user manual for more details

Substitute Bowlers

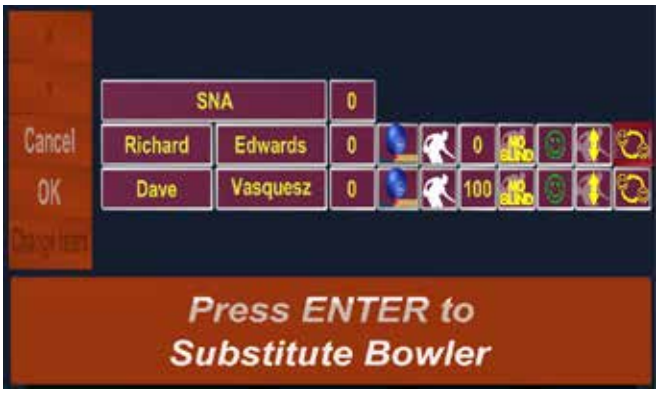
- **Joystick:** Press the **Enter** key, move onto the **Edit bowler** button and press the **Enter** key to confirm
- **Keyboard:** Use the shortcut key **Edit bowler** on the keyboard or press **Enter**, use the arrows to move onto the **Edit Bowler** tab and press the **Enter** key to confirm

As a default, the selection is on the **Cancel** button; Use the **Right Ü key** to move onto the player fields and Ý Þ keys to move to the line of the player that needs to be substituted

Use the Ü key to Select the substitution icon and press the **Enter** key to show the substitution list

- Use the right Ü key to move onto the player fields to make a choice for a substitute.

- Use the Ý Þ keys to Browse the substitute list
- Highlight the desired substitute player and press the **Enter** key to confirm the choice



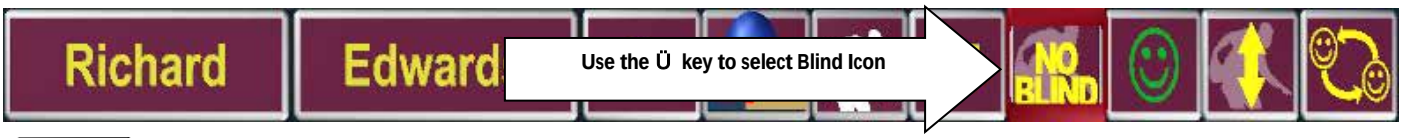
- Back to bowler's list, use the Ý Þ keys to choose another player to edit or move onto the **Ok** button and press the **Enter** key to confirm

Set/Reset Bowlers as Blind/Zero Blind

BLS Vacancy bowlers will be entered as blind bowlers. To set the bowlers as a temporary player use the substitution or edit the bowler and remove the blind status

- **Joystick:** Press the **Enter** key, move onto the **Edit bowler** tab and press the **Enter** key to confirm
- **Keyboard:** use the shortcut key **Edit Bowler** on the keyboard or press the **Enter** key, use the arrow keys to move onto the **Edit Bowler** tab and press the **Enter** key to confirm

As a default, the selection is on the **Cancel** button; Use the **Right Ü key** to move onto the player fields and Ý Þ keys to move to the line of the player that needs to be set or reset the Blind



The Blind button is a "toggle" button that changes the blind status each time by pushing Enter:

- Press the **Enter** key one time to set the bowler as **Blind.** Player receives his blind score
- Press the **Enter** key one more time to set the bowler as **Zero Blind.** Player receives a zero for each frame
- Press the **Enter** key one more time to reset the bowler as **No Blind** (regular player)

If the **Bind Score** needs to be changed, Use the **Right Ü key** to move on the blind score field; When the field is highlighted, change the blind score using the number keys on the keyboard or the numeric key on the joystick menu

- Back to bowler's list, use the Ý Þ keys to choose another player to edit or move onto the **Ok** button and press the **Enter** key to confirm

Add Bowlers from Substitute list

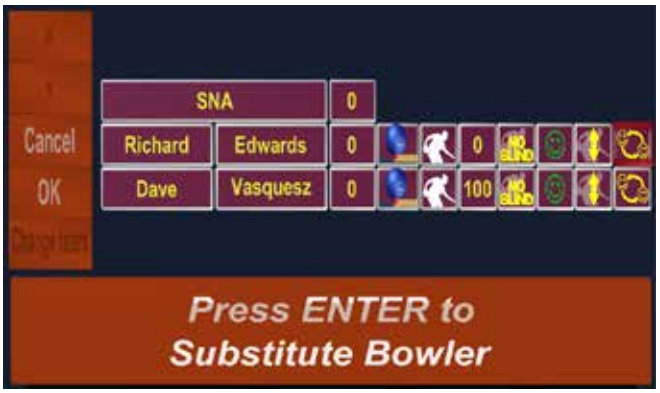
REMARKS FOR BLS LEAGUES
It is possible to **Add** a removed bowler or **Substitute** bowlers only. It is not possible to add a bowler if the Substitute list is empty; In this case call the Front Desk and ask them to add a bowler

- **Joystick:** Press **Enter**, move onto the **Add bowler** tab and press the **Enter** key to confirm
- **Keyboard:** Use the shortcut key **Add Bowler** on the keyboard or press **Enter**, use arrows to move onto the **Add Bowler** tab and press the **Enter** key to confirm

As a default, the selection is on the **Cancel** button; Use the **Right Ü key** to move onto the player fields and Ý Þ keys to move to the line of the player that needs to be added

- Use the right Ü key to move onto the player fields to make a choice for a substitute.

- Use the Ý Þ keys to Browse the substitute list
- Highlight the desired substitute player and press the **Enter** key to confirm the choice



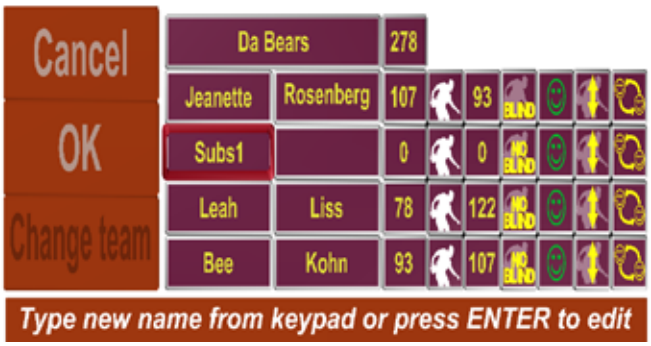
- Back to bowler's list, use the Ý Þ keys to choose another player to edit or move onto the **Ok** button and press the **Enter** key to confirm

Edit Bowlers Name/Surname/Handicap

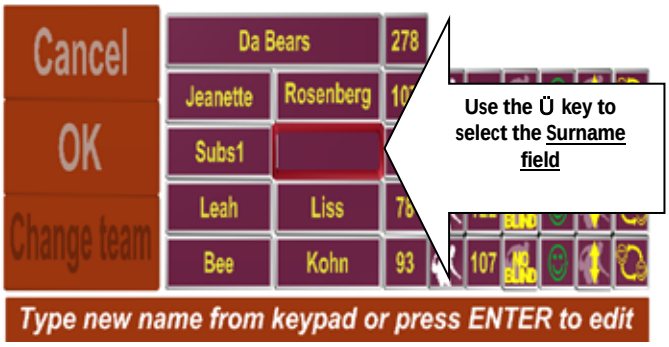
REMARKS FOR BLS LEAGUES
The changes for official bowlers' names and handicaps are temporary only and Will not be imported into the BLS league; Any manual changes of these fields, requires the league secretary to be notified. It is suggested to edit only the vacant Player name.

- **Joystick:** Press **Enter**, move onto the **Edit bowler** tab and press the **Enter** key to confirm
- **Keyboard:** Use the shortcut key **Edit Bowler** on the keyboard or press **Enter**, use arrows to move onto the **Edit Bowler** tab and press the **Enter** key to confirm

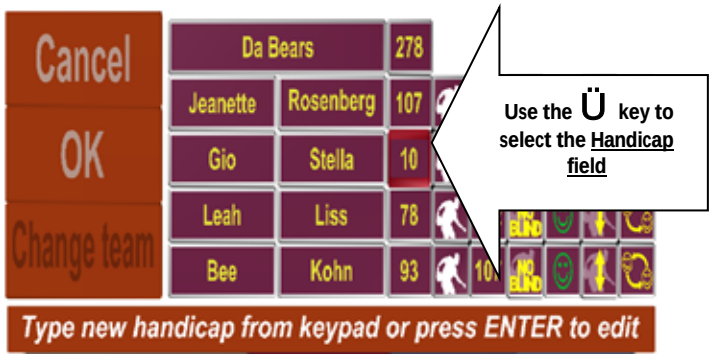
As a default, the selection is on the **Cancel** button; Use the **Right Ü key** to move onto the player fields and Ý Þ keys to move to the line of the player that needs to be edit



- Type the new **Bowler Name** using the letters key
- Press the **Enter** key to confirm



- Type the new **Bowler Last Name** using the letters key
- Press the **Enter** key to confirm



- Type the new **Bowler Handicap** using the number keys
- Press the **Enter** key to confirm

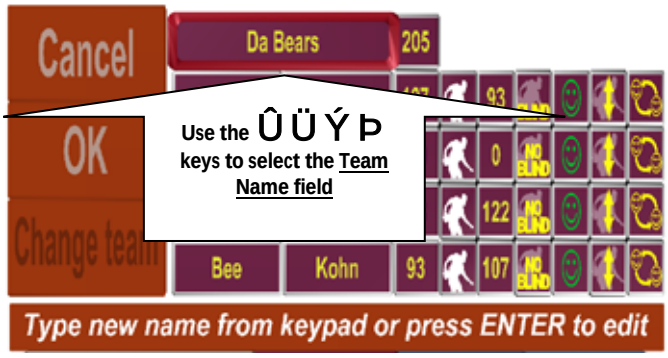
- Back to bowler's list, use the Ý Þ keys to choose another player to edit or move onto the **Ok** button and press the **Enter** key to confirm

Edit Team Name/Handicap

REMARKS
The changes for official team names and handicap are temporary only and will not be exported back to the BLS league; any manual changes of these fields, need to be brought to the attention of the league secretary to be modified in BLS manually.

- **Joystick:** Press **Enter**, move onto the **Edit bowler** tab and press the **Enter** key to confirm
- **Keyboard:** Use the shortcut key **Edit Bowler** on the keyboard or press **Enter**, use arrows to move onto the **Edit Bowler** tab and press the **Enter** key to confirm

As a default, the selection is on the **Cancel** button; Use the **Right Ü key** to move onto the player fields and Ý Þ keys to move to the line of the player that needs to be edited.



- Type the new **Team name** using the letters key
- Press **Enter** to confirm

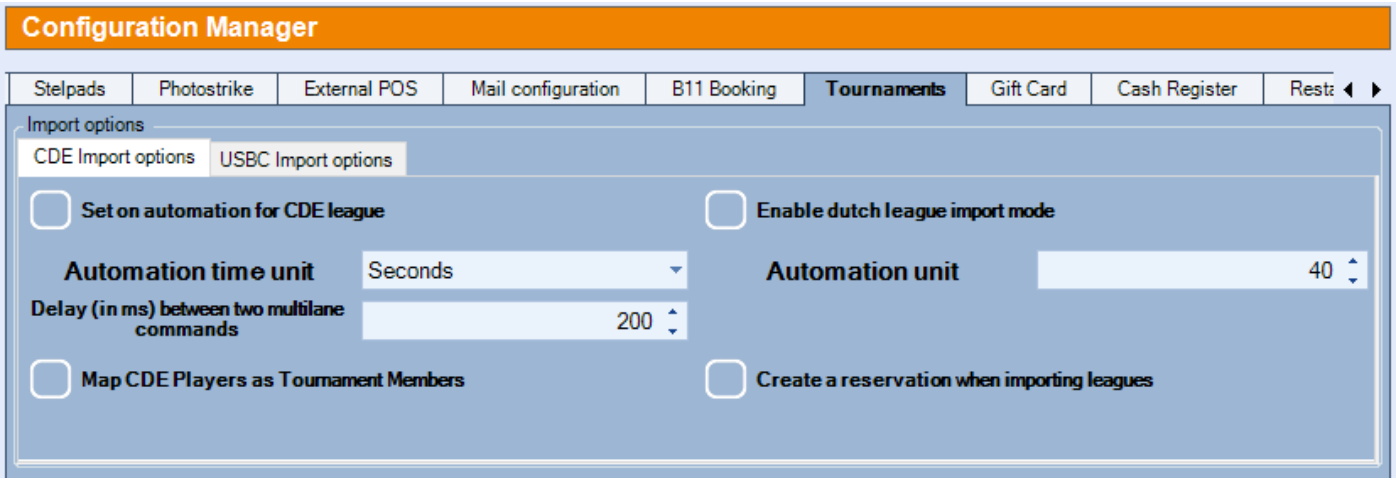
- Type the new **Team Handicap** using the number keys
- Press **Enter** to confirm

- Back to bowler's list, use the Ý Þ keys to choose another player to edit or move onto the **Ok** button and press the **Enter** key to confirm

Leagues and Tournament Setup

CDE Import options

Focus software is interfaced with Bowling League Secretary software, (AS Edition) made by CDE; There are some software settings that could be set in advance for all the Leagues; At the end of the changes Save, Exit and Reload Focus to all workstations to apply the changes.
Open the **Configuration Manager**, browse the tabs and find **Tournaments**, open **CDE Import Options** tab.



þ ¨ Set Automation for CDE Leagues: When enabled, the program automatically closes the league and in case of lane movement, automatically performs the lane swaps at the end of the games\series.

Automation Time unit: Choose Seconds or Minutes for Automation unit field.

Automation unit: Choose how many seconds or minutes must pass between the end of a series at the beginning of the next. *Note: This time allowing players to transcribe the totals before the start of the next series.*

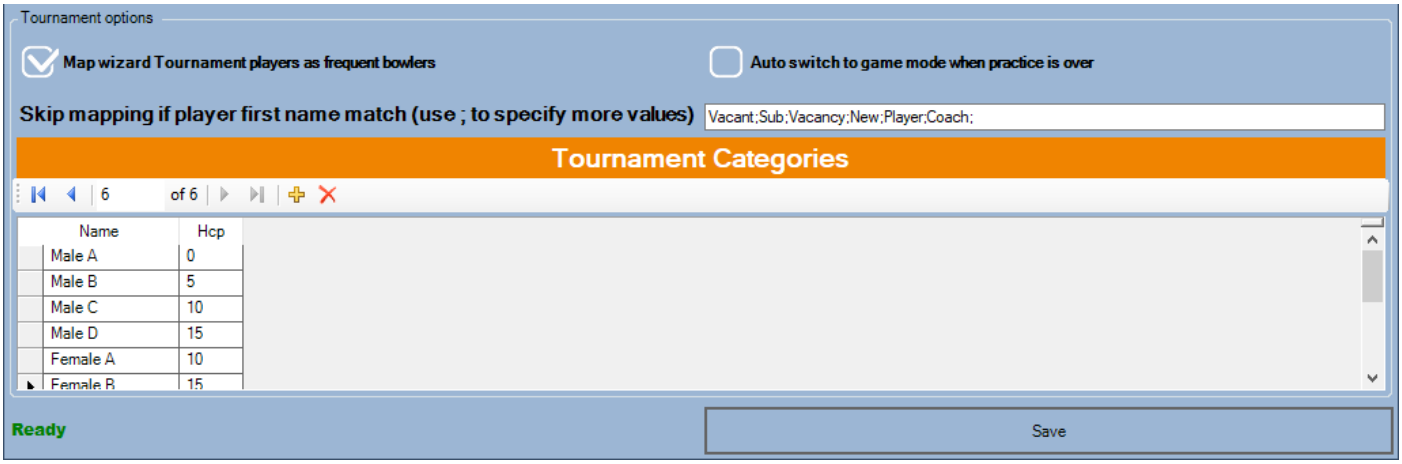
Delay between multiple commands: This parameter allows a chosen time delay between the multiple commands. For example; When many lanes are switched on simultaneously; With this delay enabled, the lanes will be switched on automatically, one pair at a time in the interval specified, in order to avoid an electrical peak. Setting this number to 125MS will inform the actions to be taken in a stepladder effect, in ¼ of a second between each pair of lanes.

þ ¨ Map CDE As Tournament Members: When enabled, the CDE players will be added to the Focus Membership list *(see Membership plug-in for details).*

þ ¨ Enabled Dutch League import mode: When enabled, all the CDE leagues will be imported as Dutch league style: Each team or group plays the first game in the odd/even lane of the lane pair, the second game moves to the even/odd lane pair, etc.

þ ¨ Create a Reservation when importing League: When enabled, the programs create a booking on Focus when a tournament is imported from CDE using the days and times set in BLS

Tournament (and Leagues) Options



þ ¨ **Map Wizard Tournament players as a Frequent bowler:** When enabled, the players created during the Tournament wizard will be added automatically to the list of Frequent bowlers, and will be available for any other tournament. *Note: This can be also set manually for each tournament during tournament wizard*

þ ¨ **Auto Switch to game mode when Practice is over:** Start the competition automatically at the end of practice time.

Skip mapping if players first name match...: This feature doesn't import from Tournament\Leagues the conventional player names to the Membership list when the name matches with one on of the specific string.
Note: Leave as default and don't modify if not necessary.

Tournament Categories

In this section is possible to create categories (class) to use as attributes for the players (example: Female, Man, Junior, Female A, Female B, etc....). For each category, it is possible to apply a fixed handicap that will be preassigned to the selected players on tournament wizard (selecting the Category for players), anyhow is always possible to change the handicap during a Tournament\League if it does not match with the specific player handicap. The category can be used as filter for search and ranking.

To create a category, proceed as follow:

- Click on ✚ button to add a new category line.
- Type the **Category Name** and, if necessary the **Handicap** of the category.
- **Save**, exit and reload Focus to apply the changes.

Now the categories are available for selection when creating a tournament using tournament wizard

CDE Import options

The settings on USBC Import option are custom for CSI (League program used only by USBC) and are not available for Tournament/Leagues created by BLS or Focus For future details please contact service@steltronic.com

Booking Manager

General Information about Booking

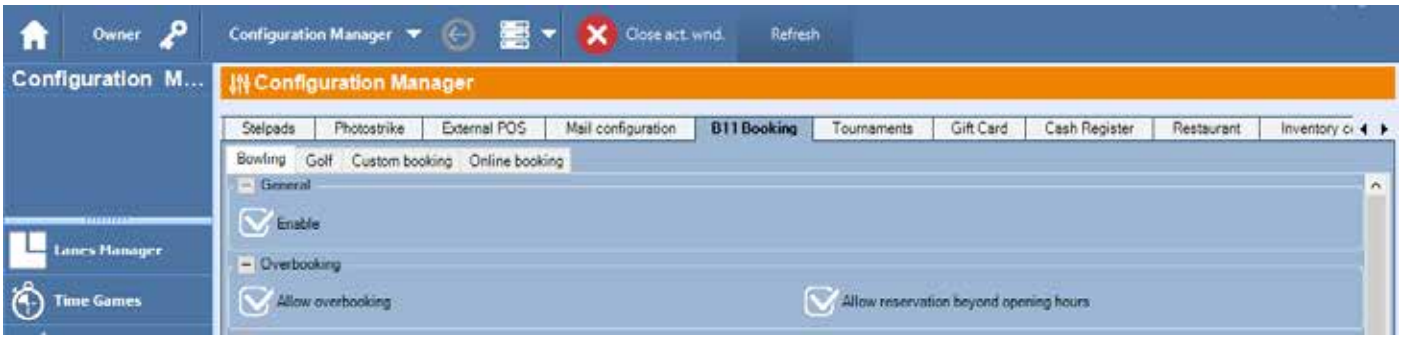
Booking Manager is a Focus plug-in created to manage Bowling Booking made from customers; Allow the casher to enter any information related to the bowlers as well as booking information (like Deposit, Rent Time, Payment Status, etc....); Before using the Booking Manager plug-in, proceed with a step-by step configuration:

4) Setup the open and closing date and times.
5) Setup the Booking rent Options.
6) Enable Online Booking interface (if needed).

Note: Only the features available to Onside Bowling Bookings will be explained in the next few pages

Setup the Bowling Booking Manager

Open the **Configuration Manager**, browse the tabs and find **B11 Booking** tab and select **Bowling** Tab.

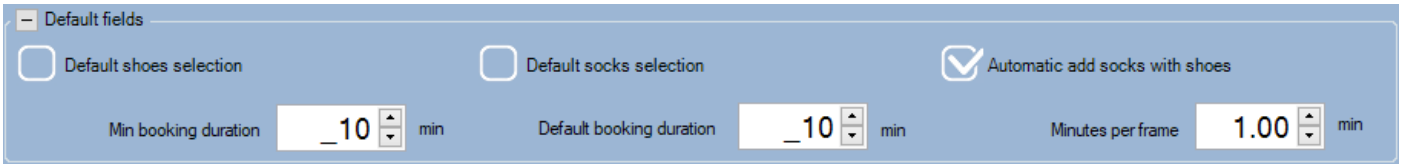


¨ þ **Enable:** When enabled the Booking Manager is active.

¨ þ **Allow Overbooking:** Let the user overlap Reservations at the same time.

¨ þ **Allow reservation beyond the opening hours:** Ability to insert the reservation over the bowling business time.

Default Fields



Fields that are applied as default to each new reservation:

¨ þ **Default Shoes selections:** Add shoes automatically to each player.

¨ þ **Default Socks selections:** Add socks automatically to each player.

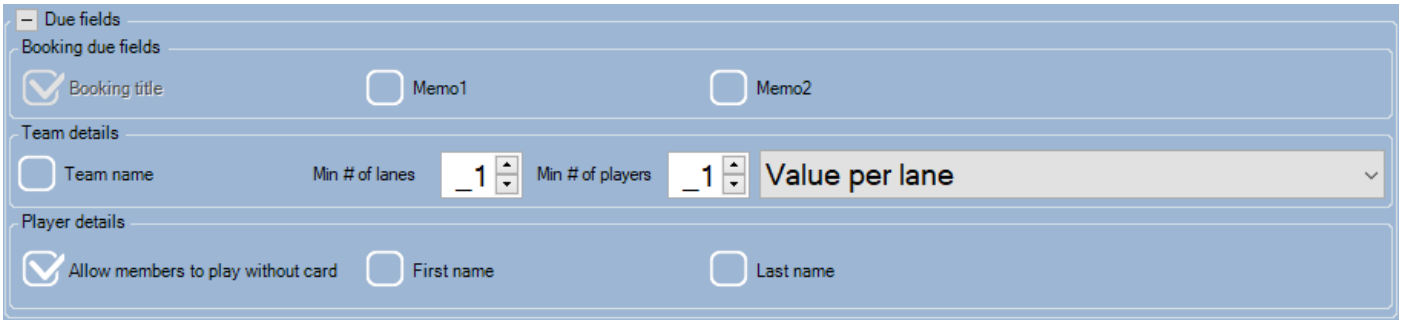
¨ þ **Automatic add socks and shoes:** The socks are added automatically when shoes are manually added to a player.

Min Booking Duration: Minimum time required for a new reservation.

Default Booking Duration: Default time applied for any new reservation.

Minutes per Frame: Indicate how many minutes are necessary for each frame; The booking will apply the expected time when the reservation is made by games.

Due Field



When checkbox is enabled, the reservation cannot be saved until the due fields are completed:

¨ þ **Booking Title:** When enabled its mandatory to specify the text field Reservation Name.

¨ þ **Memo1:** When enabled its mandatory to specify the text field Booking Memo1.

¨ þ **Memo2:** When enabled its mandatory to specify the text field Booking Memo2.

¨ þ **Team Name:** When enabled its mandatory to specify the team name in the reservation.

Min # of Lanes: Specifies the minimum number of hired lanes required for a reservation (min= 1).

Min # of Players: Specifies the minimum number of Players required for a reservation (min= 1).

Value per Lane: The minimum numbers of players will be requested for each reserved lane.

Total of players: The minimum numbers of players will be calculated for all lanes reserved.

¨ þ **Allow Members to Play without Card:** When enabled, it will allow the cashier to use the member research function.

¨ þ **First Name:** When enabled it's to mandatory specify the First Player name in the reservation.

¨ þ **Last Name:** When enabled it's to mandatory specify the Last Player name in the reservation.

Booking type

For each reservation its possible to specify the type and the color assigned to the registration type; In this way the reservations will became easy to be identify and research in the Booking Manager; To Enter a new booking type description, click on New type button:

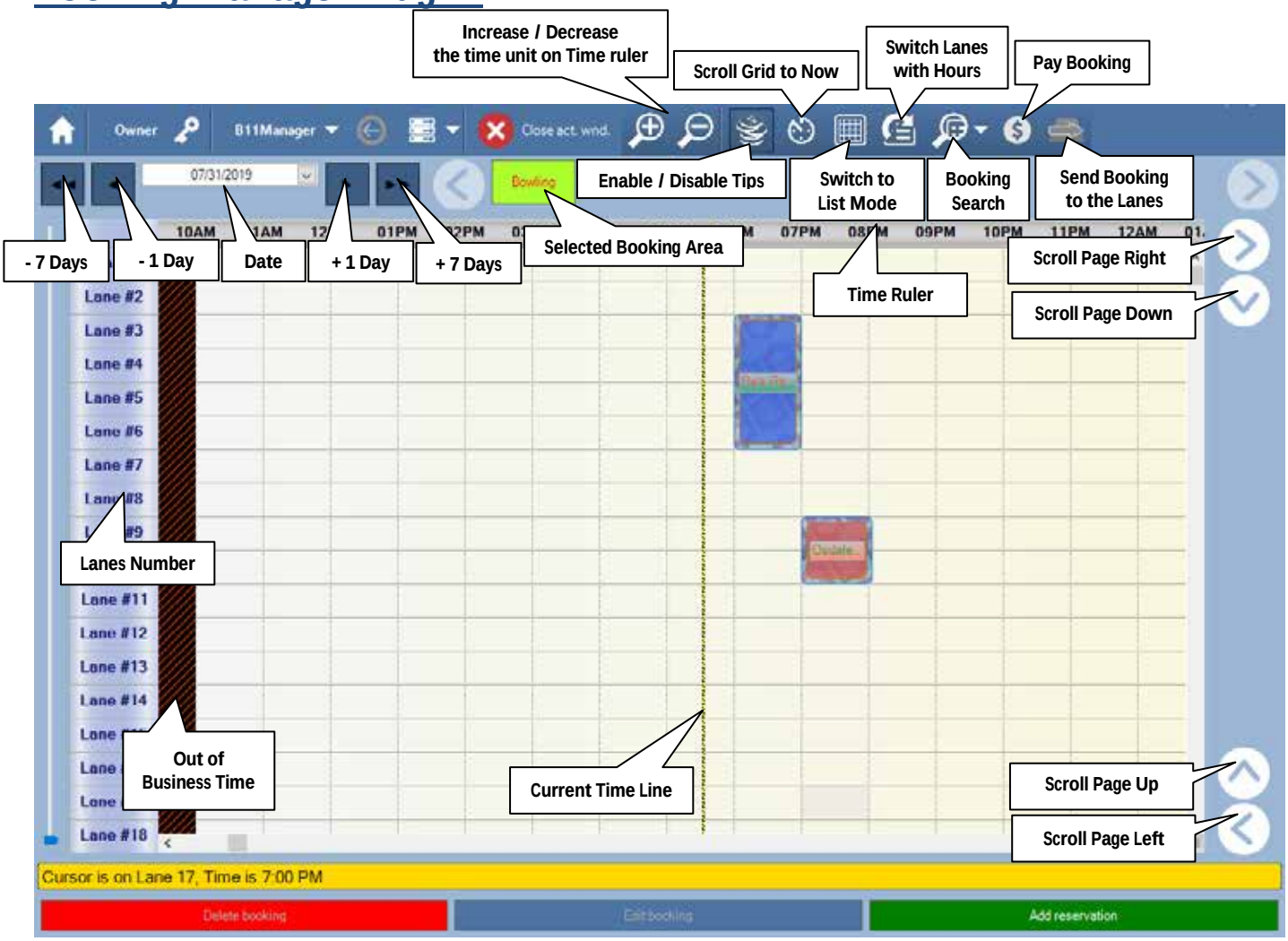
- Type the booking type name in the field on the right side
- Select a color if necessary
- Tag the checkbox **Use a default** if this is the most common booking type;
- At the end of editing, click on the **Save** button to confirm;

Click on **Selected** checkbox near the booking type name to modify one of this style:

- Change the Name field on the right side to edit the style name
- Change the color if necessary

- Tag the checkbox **Use a default** if this is the most common booking type; click on Remove type to delete the selected booking type.

Booking Manager Plug-in

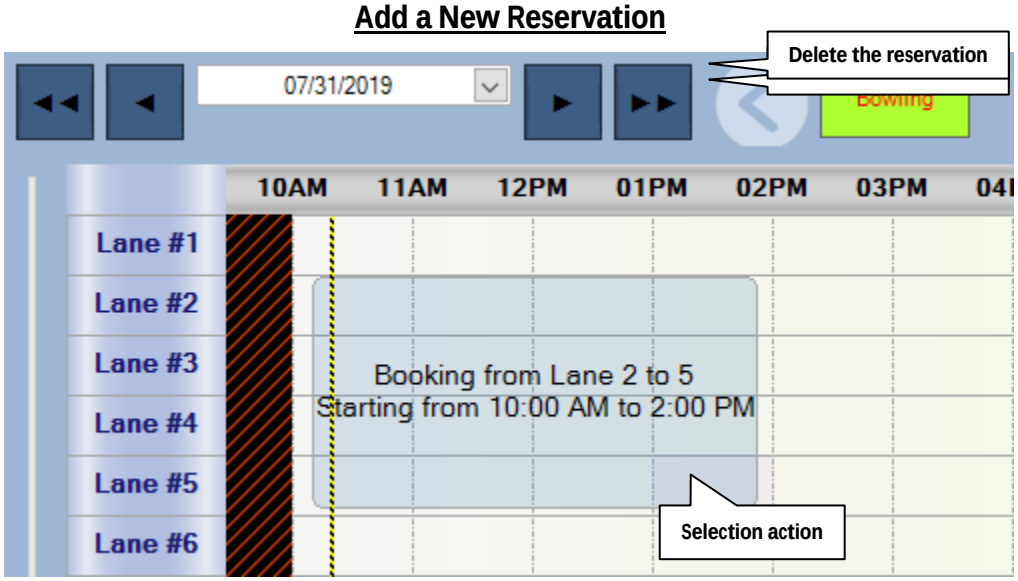


Booking software collects bowling booking information to improve efficiency of lanes managing; Booking window is shown by a spread sheet that is divided by columns and lines: Every row represents a bowling lane and every column an hour of the day (half-hour with "zoom" mode), the element intersections (lanes and hours) design a working grid; Reservations are "colored boxes" put on the grid: time position and length indicate start and time of booking; the booking status is shown by the color and title. Moving the cursor on the reservation shows a cloud with the booking info.

- _____ Entering a reservation on the working grid using mouse and "drag and drop" functions.
- _____ Entering a reservation using Add reservation button.
- **. (Bowling League Secretary):** When Focus imports the league weeks, it automatically creates a reservation for the league period if the related option was checked.
- _____ When Focus creates a new tournament, it will automatically create a reservation for the Tournament period if "Create a Booking" was checked at the end of the Tournament wizard.
- **Using On-Line Reservation:** When a reservation is made from one of the online booking systems interfaced with Steltronic Focus, the same reservation will appear also on Booking Manage plug-in.

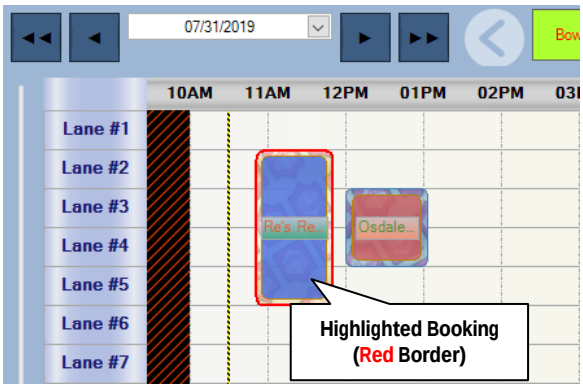
Graphic Mode

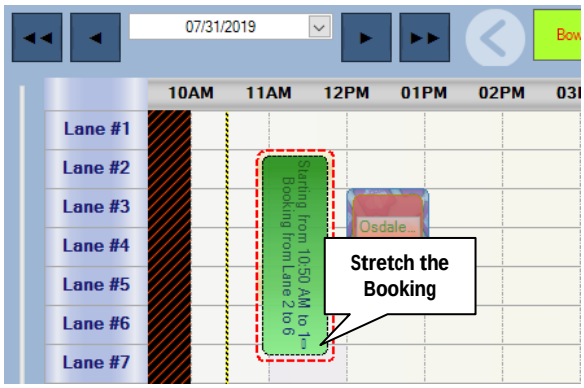
Add a New Reservation



Focus shows the page of current time, if necessary, change the booking day using calendar keys; Scroll the page until you see the desired lanes to reserve, select with the mouse or with a finger (if you have a monitor touch screen) the booking starting point, then drag the box to the right (keeping the mouse selection active) at the end of the reservation (time grid Step = 10 minutes); During this operation, a message will show displaying the action; To select more lanes just enlarge the box dropping down or up the border; by Releasing the mouse, the Graphic mode will end and the Booking editor page will automatically open with the lanes and time slot selected.

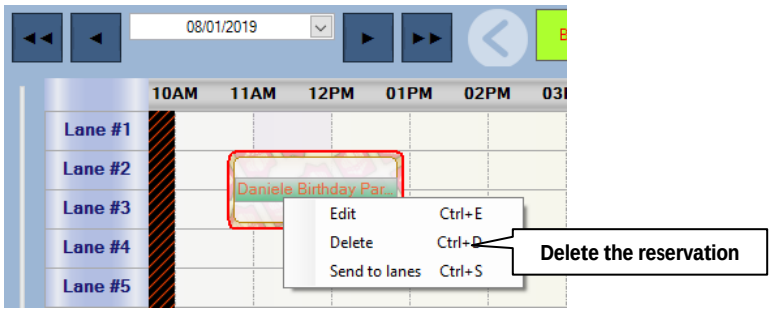
Modify Lanes and Time





Highlight the reservation to modify by clicking on the box (the border of the reservation box became Red), drag and drop the whole box to modify lanes and times of booking and keeping the same quantiles specified; Drag and drop the edges of the reservation box to modify the length of the reservation and the number of reserved lanes; When the length of the reservation or the lanes number are edited the Booking editor page will be displayed to confirm the changes.

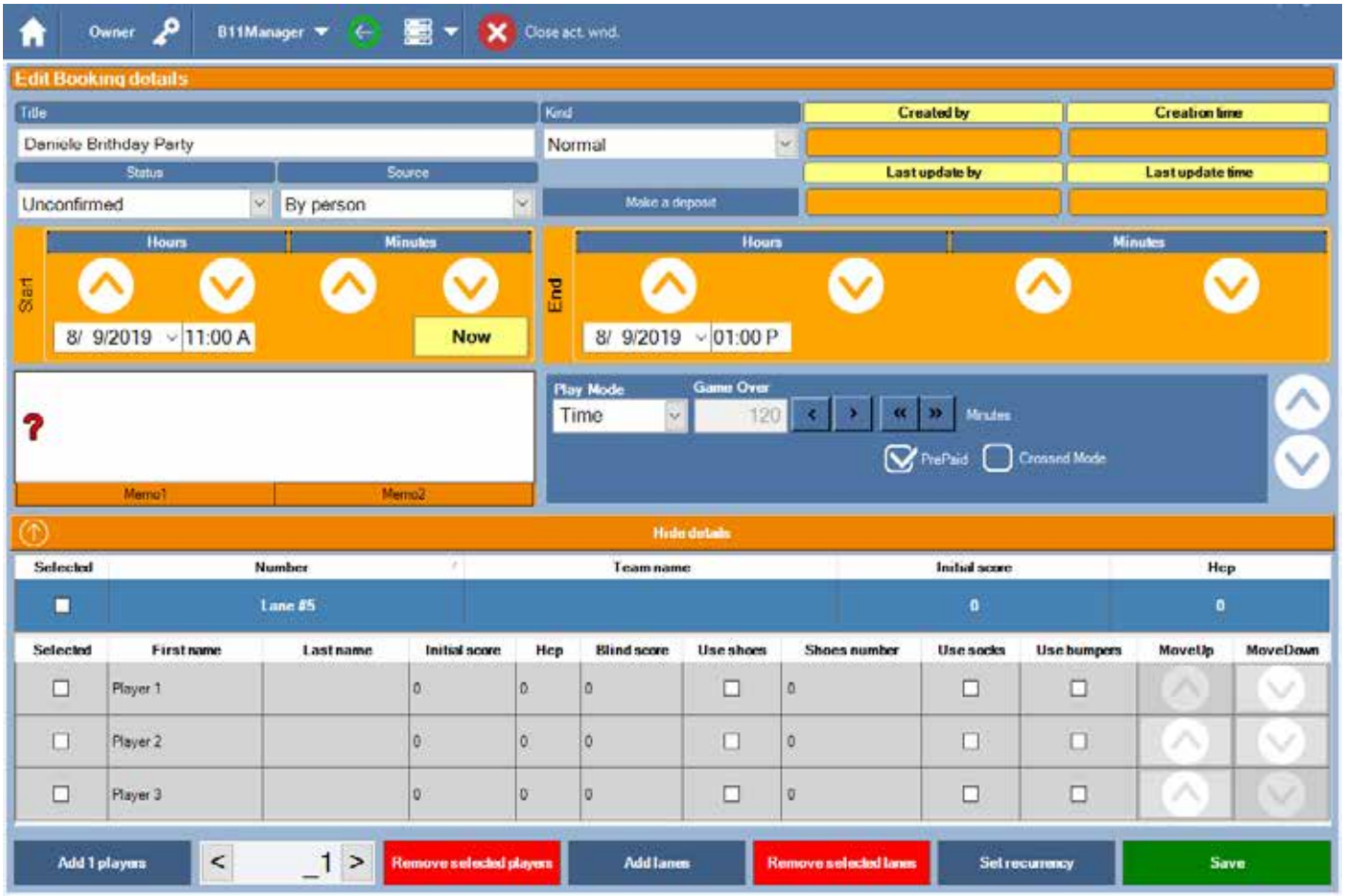
Delete a Reservation



Highlight the reservation to delete by clicking on the box (the border of the reservation box became Red) and click on **Delete Booking** button; Otherwise, click with the right mouse button on the reservation and select **Delete** option.

Booking Editor Page

Note: It's not necessary to immediately insert all booking information, it's enough to complete the due fields; The other information can be inserted or changed in any moment, even before send the reservation to lane.



To complete the reservation, add the mandatory fields, where there is "**?**" symbol is displayed; The **Save** key will not be available until all due fields are filled; If the reservation started by clicking on worktable, the lanes and starting time are already inserted (it's always possible to change them).

Information's Fields

Title: Reservation Name displayed on reservation box.

Kind: Booking Type specified in configuration manager. *Background color of Reservation Box*

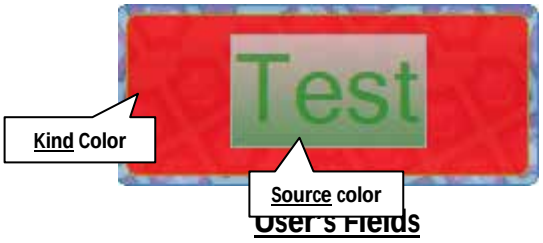
Status: Status of Booking confirmation. *Characters color of Title on Reservation Box*

- Unconfirmed: **Red** color
- Confirmed: **Green** color
- Temporary: **Grey** color

Source: Source of the reservations. *Background color of Title on Reservation Box*

- By Person: Can be selected manually
- By Phone: Can be selected manually
- Internet: Automatically assigned to all reservations made from Steltronic BOL, can't be selected manually
- External Service: Automatically assigned to all reservations made from External BOL, can't be selected manually
- Internet (manual): Can be selected manually

Status Color

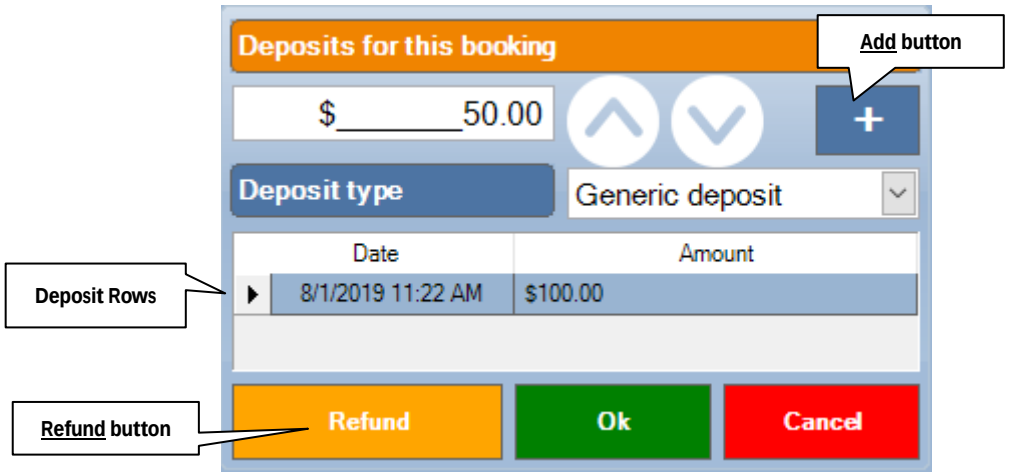


User's Fields

Created by	Creation time
Owner	Thursday, August 1, 2019 11:02 AM
Last update by	**Last update time**
Owner	Thursday, August 1, 2019 11:09 AM

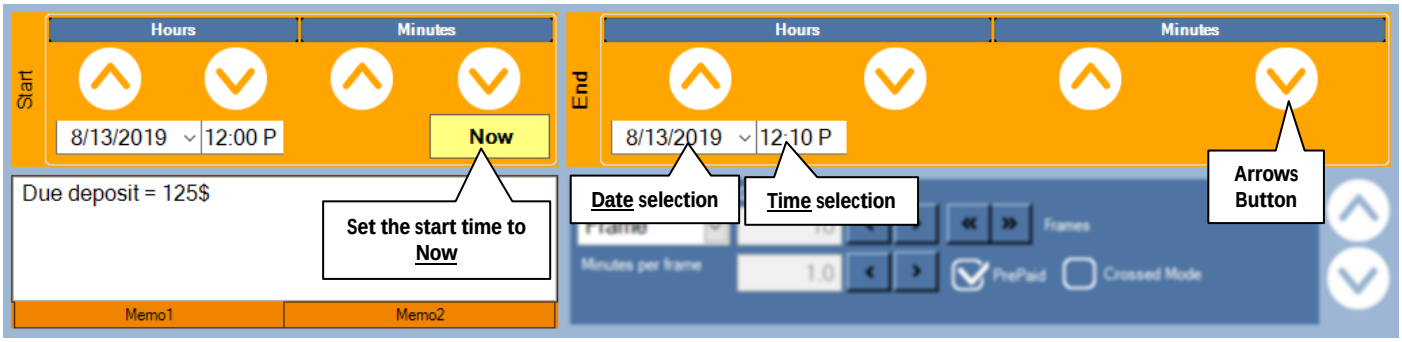
The Booking user's field contains the information of who created the reservation and when the reservation was created; It also contains the information of when the reservation was last updated and which user made the edit.

Deposit Field



Pressing on **Make a Deposit** button will display the deposit field needed to register the deposit requested from some bowling centers to confirm the reservation; It's possible make more than one deposit for a single reservation and the deposited amount will be deducted during lane payment; To insert a new deposit it's necessary to specify the value in the dedicated field and click on **Add** button to add a new deposit row with the specified amount, the payment of deposit will be requested after pressing **Save** button on Booking editor page; Its possible to refund an already payed deposit by selecting the deposit and pressing the **Refund** button. *Note: Deposit field will be available only for the reservations entered manually from Booking Manager.*

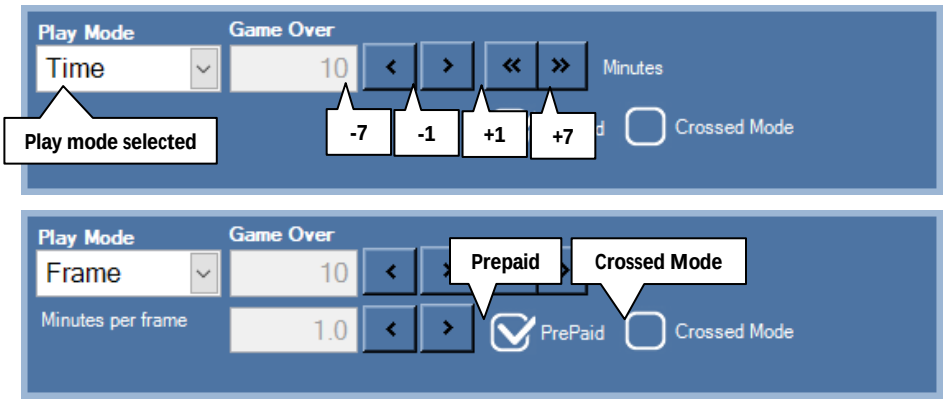
Start and End Fields



In the **Start** and **End** field you can specify the booking time limits; The Game Over for the reservations will be set depending from End time set on Booking editor page, if you change this time, the Game Over will change accordingly; It's possible

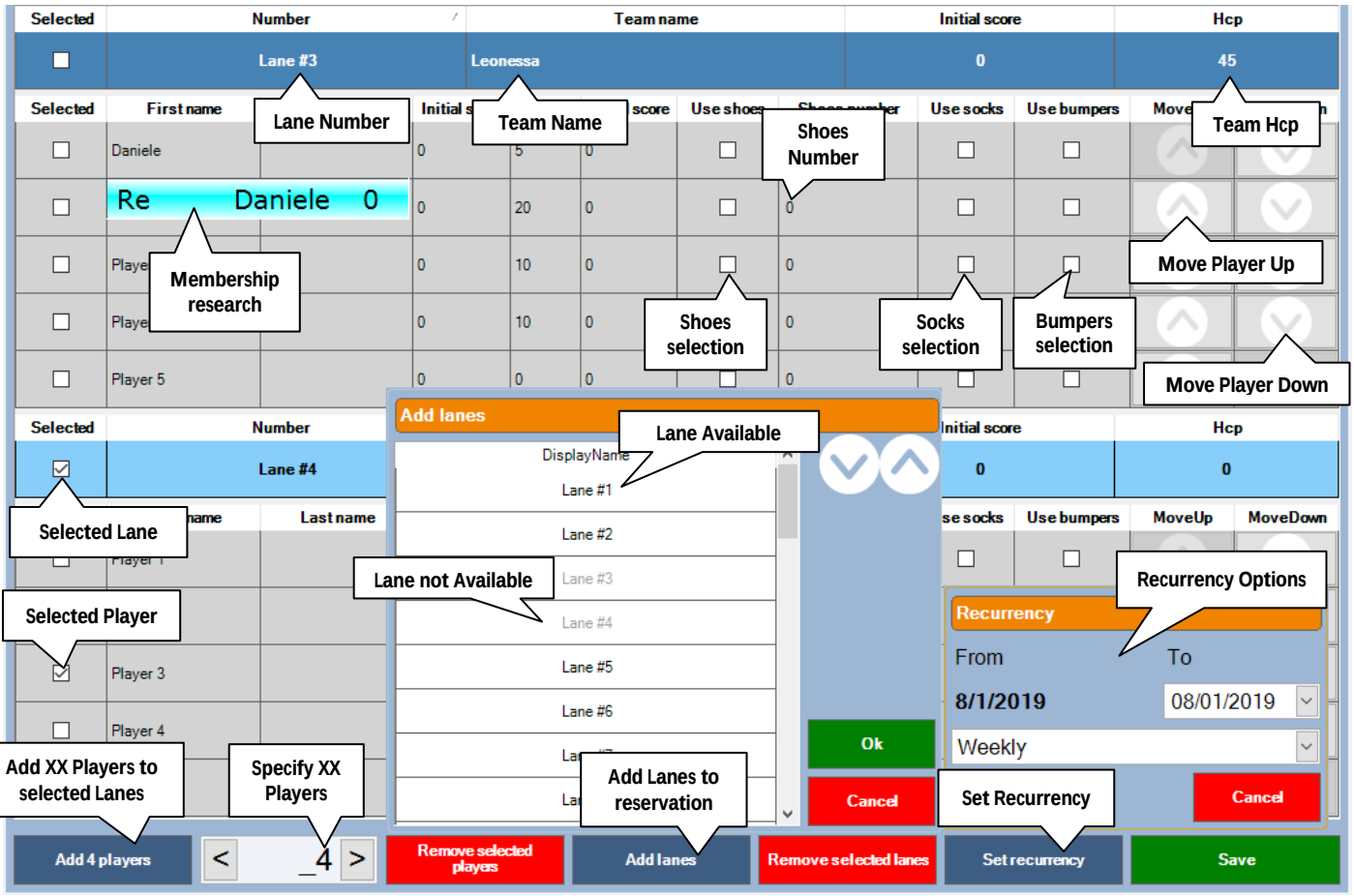
use the **Arrows buttons** to increase/decrease the start/end time of the reservation; It's also possible to modify the Game Over directly using the dedicated buttons, the End time will change accordingly; **Memo1** and **Memo2** fields are available to insert some text note about the reservations; If the reservation has a recurrency it is possible to automatically generate the next booking using the **Set Recurrency** button on Booking editor page.

Play Mode Field



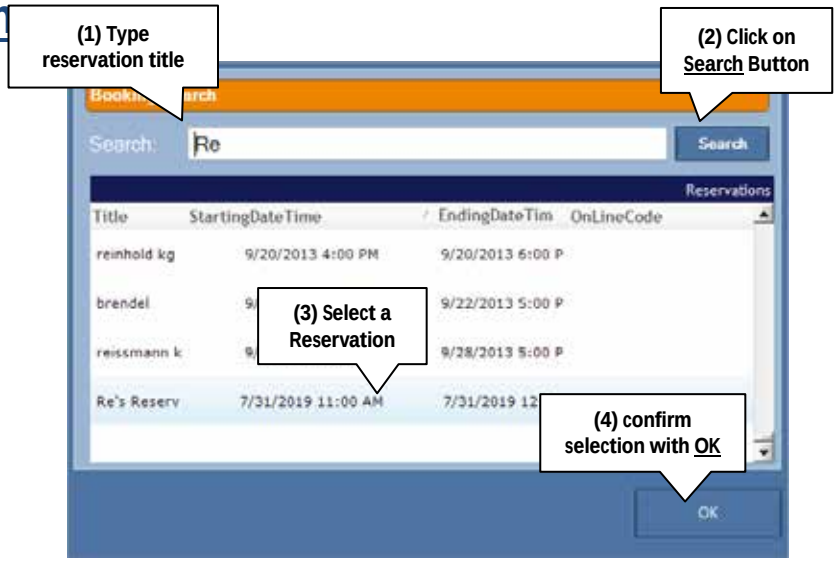
The **Play Mode** can be as a Time or as a Frame; When lane is played by **Time,** the game will continue for the selected minutes independently from players number; When lane is played by **Frame,** the length of game depends on Frames selected and also by the number of players inserted; When the Play mode is set as Frames the **Minutes per Frame** fields appear and is needed in order to calculate the reservation time.
In the same field it's possible to specify the **Prepaid** selection and the **Crossed Mode** selection for the reservation, the selections made will be transferred to lanes manager when the reservation will be sent to the lanes.

Lanes and Players Field



By the Lane and Players files, it's possible to vary the quantity of **Lanes** and **Players** inserted for the reservation and it's also possible to insert the **Players Details** available (like Shoes, Socks, Player Name Hcp, Position, Shoes size etc....), the information inserted will be transferred to the Lanes Manager when the reservation is sent to the Lanes; It's even possible to add a player registered in the membership database on a reservation by swiping the card on card reader or using Intellisense search function.

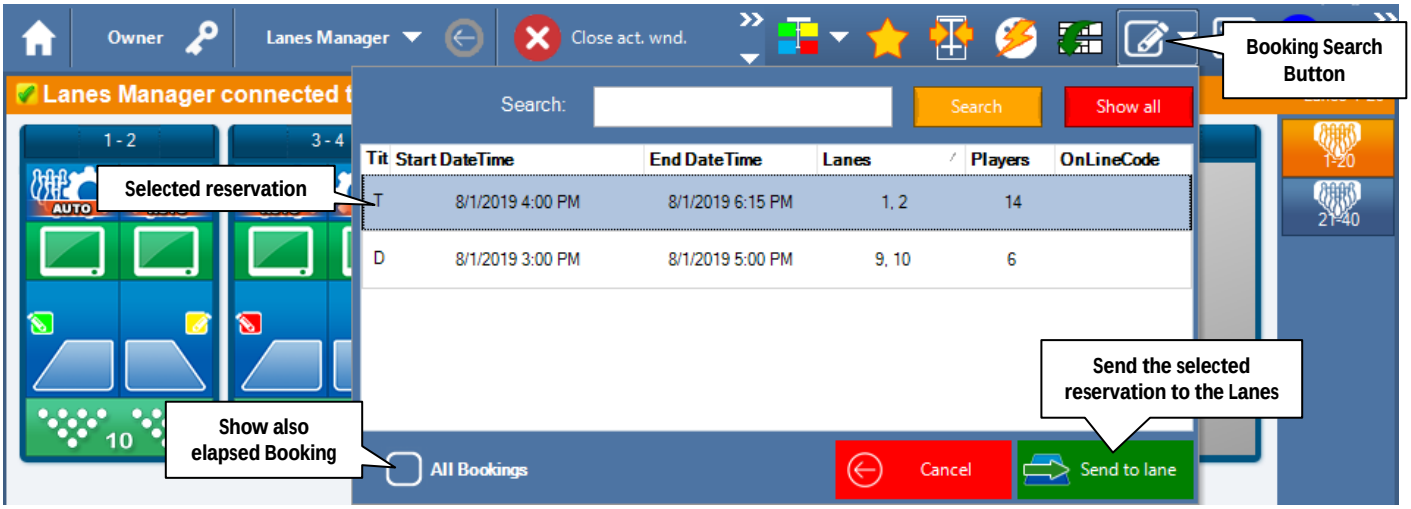
Booking Search



Booking Search screen on booking plug-in can be activated by the dedicated button and will be used to quickly search a reservation to show the details or editing operation; Type the tile name and click on **Search** button to display all reservations that contain the typed word in reservation title, select the needed reservation and click on **Ok** button to display the booking editor page. *Note: It's only possible to modify the reservations that have not been sent to the lanes.*

Send Booking to Lanes

Send a Reservation to Lanes from Lanes Manager



It's possible to send a pending reservation to the lanes using the dedicate **Booking Search** button on Lanes Manager; Type in the search field the reservation title to display only the reservation that had to be sent to the lanes or select it by the default list, after selecting the needed reservation, press Send to Lane button to confirm the selection made. *Note: When a reservation is sent to lanes from Lanes manager, it will not show anymore on Booking Search screen, it will be possible to resend the reservation to the lanes (in case of error) only from Booking Plug-in.*

Lane Manager Icon Status

Green Icon

The lane has a reservation that is going to expire in 60 minutes or less

Yellow Icon

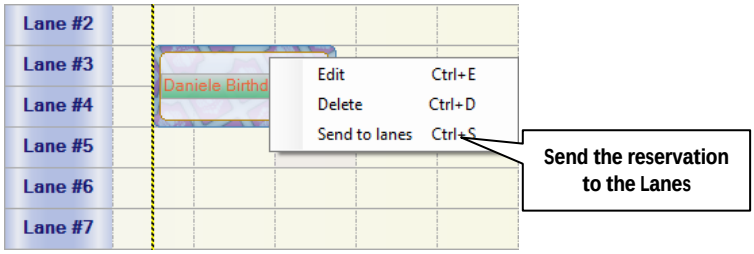
The lane has a reservation that is going to expire in 30 minutes or less

Red Icon

The lane has a reservation that is going to expire in 5 minutes or less

Note: If a reservation will not send to lane and time is expired, the "book" icon will be displayed for the time booked and it will disappear in the end.

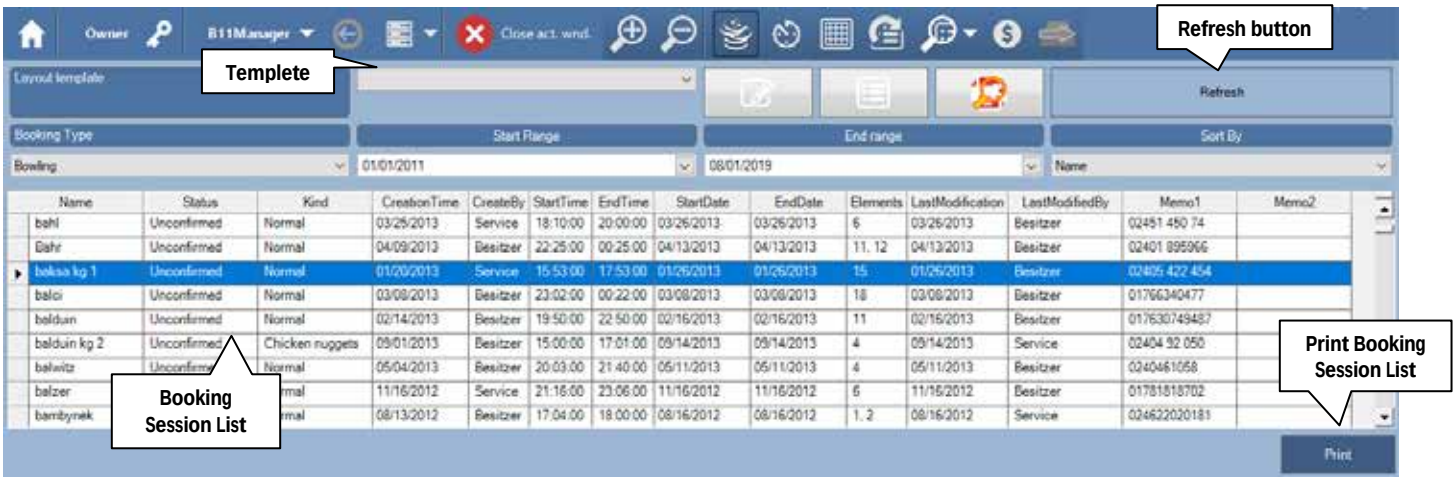
Send a Reservation to Lanes from Booking Manager



To send a reservation to the lanes from the Booking plug-in select the reservation and press the **Send to Lanes** dedicated button on the tool bar or click with the right mouse button on the reservation and select **Send to Lanes** option. *Note: From the booking plug-in, it will be possible to resend a reservation already sent by mistake to the lanes.*

Booking List

Clicking on **Booking List** icon will allow you to access to booking report page where it is possible to display and **Print** the Booking session List; Booking sessions mean all bowling events registered in Focus using booking plug-in (like: played game or game in progress, cleared booking or to clear, passed tournament sessions or in game, maintenance lanes, etc....), every single booking event is stored on the database;



Using **Search Filters,** it's possible to restrict the number of reservations shown and printing only necessary information; Creating a personal report **Layout Template** allows quick access for necessary information without inserting the search parameters every time.

Search Filters

Booking Type: Select the Booking Type to show in the list.

Start Range: Select the starting date.

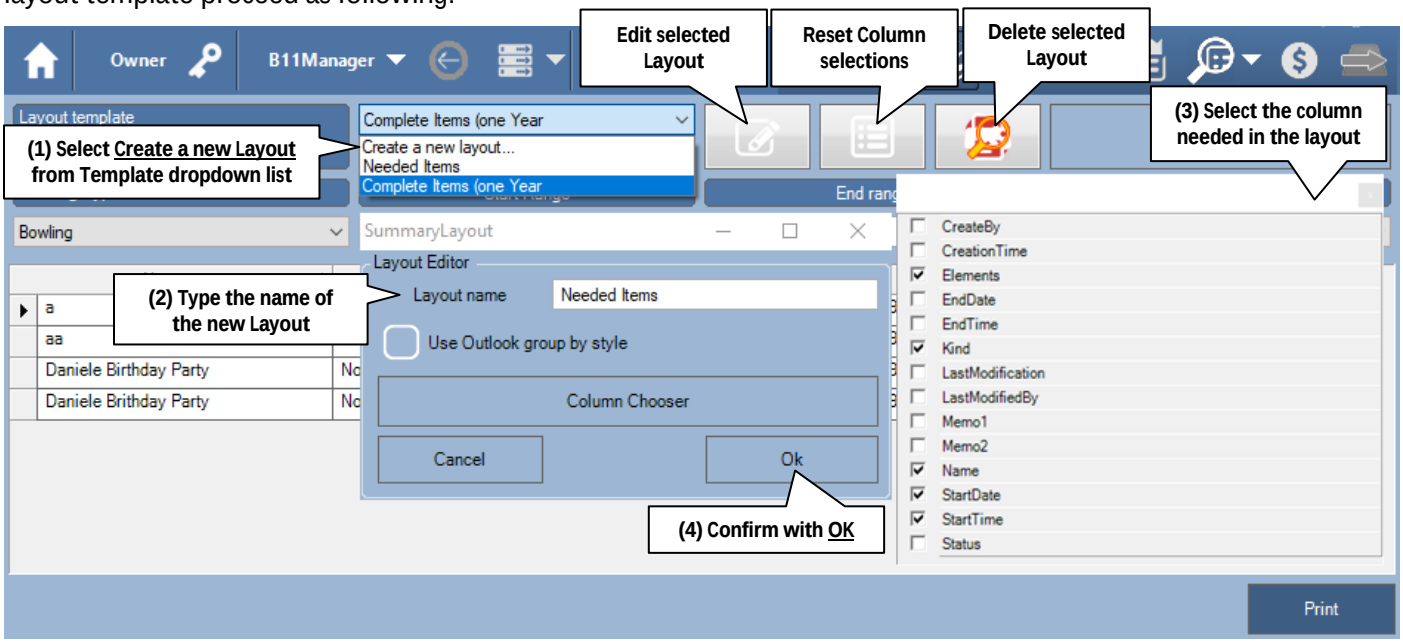
End Range: Select the ending date.

Sort By: Select the sorting element for the booking session list.

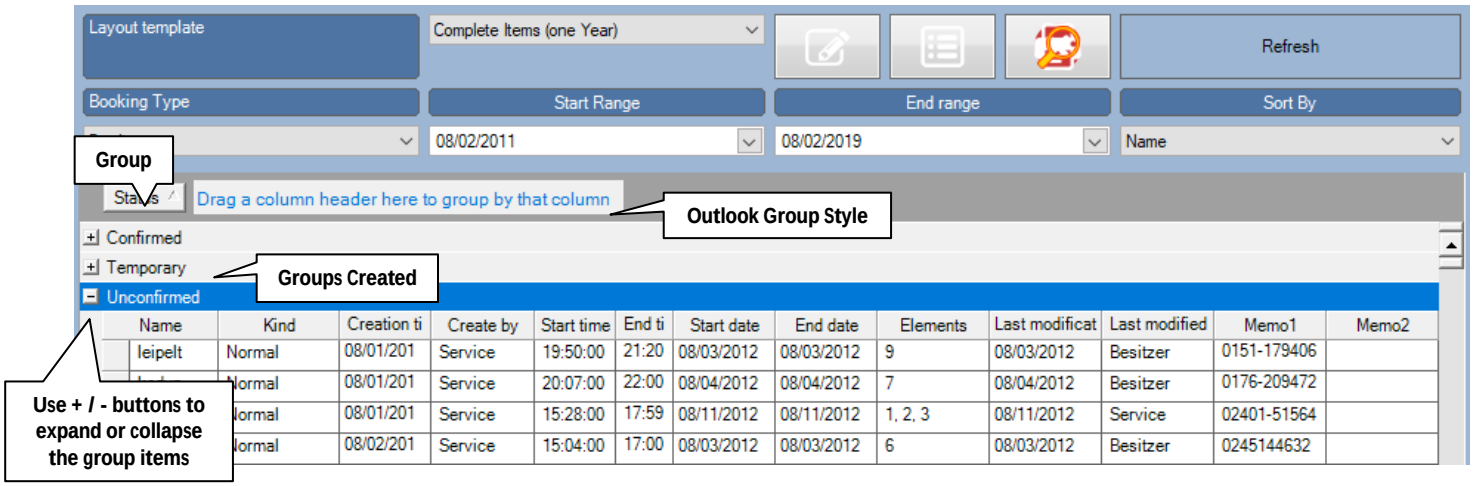
Note: After any modification on Search filters press Refresh to update the booking list

Create a personal Layout Template for Booking List

A **Personal Layout Template** is useful to define the Column needed for Booking List in order to print only the needed information and hide the unnecessary information about the reservation inserted on the system. To create a personal layout template proceed as following:

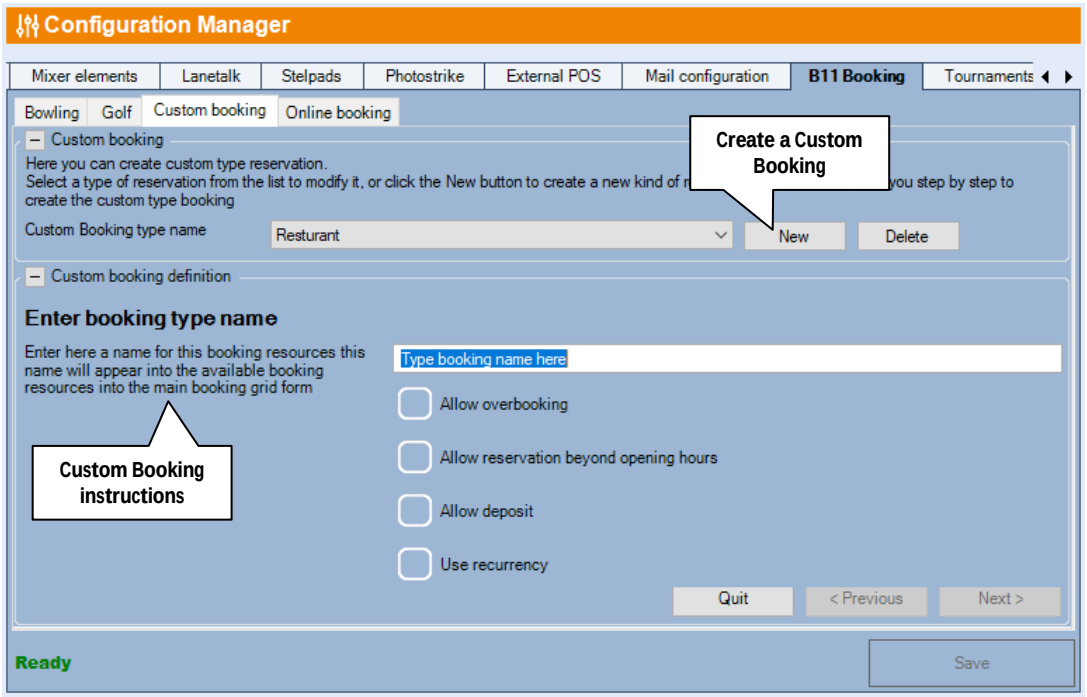


If **Use Outlook Group by Style** is checked it will be possible to group the items using one or more columns to create the groups, for example, selecting Status column will create three different groups (Confirmed/Unconfirmed/Temporary) and the items will be grouped on them taking care of different Status field values.



Custom Booking

Booking Manager Plug-in can also manage custom booking for Golf, Restaurant, Sauna, etc....; A custom booking layout can be configured on **Configuration Manager**±**B11 Booking**±**Custom Booking** tab by clicking on **New** button and following the instructions to insert the needed fields; The instructions on screen will guide you to insert the information needed for the custom booking.



Note: Booking for Golf was already created with the most common settings.

Restaurant & Orderman Setup

General information about Restaurant plug-in and Handhelds

In the Focus program, since version 1.7.0.2, Steltronic has developed a **Restaurant Management** module plug-in that allows the management, from any workstation and also with the use of wireless Handhelds made by **Orderman®**, to order food and drinks.

Multiple tables can be set in the restaurant room and also in other rooms such as a meeting or birthday party rooms, additionally, all of the bowling lanes are available from the restaurant module; A maximum of three meeting-party rooms are available in the restaurant module plus the bowling lanes rooms.
By installing the appropriate Remote Printers for the kitchen to prepare the food and for the Bar to prepare the Drinks, it's possible to send the order to specific areas of preparing food and drink and each specific printer will print the assigned orders. Example: Hamburgers are printed in the kitchen, while alcoholic drinks would be printed to the bar printer.
With the additional handheld wireless portable Orderman® system, a messaging system allows operators from Workstations to communicate with the handheld users and vice versa.

Remarks

- Orders sent to the printers, once executed, cannot be recalled. To cancel an order that has already been printed, you will have to do this manually. To remove the items from the bill, you must close (or partially close the tables current open bill, then void the payment or refund the transaction from the Cash Register.
- The Orderman® Handheld device requires a file sync any time a change is made in Products & Rates plug-in. This task of synchronization must be performed by placing the handheld in the Docking Station.
- Closing the table transactions from the handheld device, will produce a printed ticket receipt, and the optional wireless ticket printer attached to the waiter/waitress on a belt can be performed, or printed to a receipt printer connected to a Focus workstation.
- Printer Order services can be managed in 2 different ways, using the local order printer configuration for each workstation that uses restaurant plugin (the same order configuration used by POS plugin), or by using the configuration of a "PrinterDispatcher" workstation (usually the Focus Server). Each workstation that uses the restaurant plugin and the "Printer Dispatcher" requires the Focus program to be running on the server, even in the background running idle, to allow sorting and order printing. If the Focus program is closed, printing orders is not possible with the printer dispatcher method.

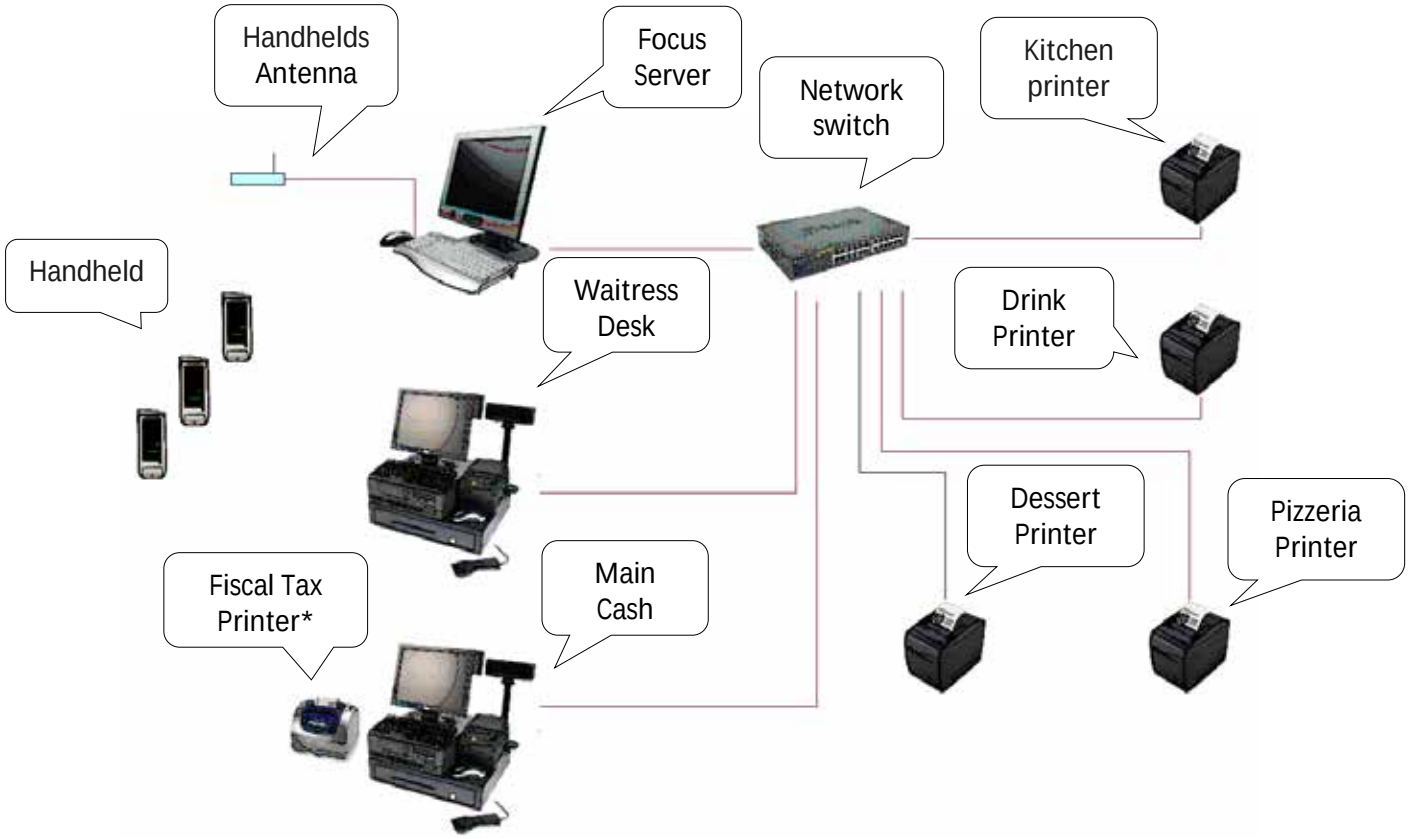
To manage the functionality of Restaurant / Orderman are necessary the following steps:

- Choose the computer that will be the "PrinterDispatcher" for restaurant orders, or enable the local configuration. Installation and configuration of the remote receipt ticket printers in performed from the Focus configuration manager in the devices tab.
- Food & Drink products and groups must be available, along with rates / items, etc.
- Assign groups and / or products to the Remote Printers.

WARNING
The use of Orderman® interface requires a validation in Focus license, please contact service@steltronic.com for further information.

- Configure the Restaurant plug-in.
- Set the tables and configuration for Orderman (if installed).
- Configure the POS plug-in window.

Order Printers Setup



Example of Restaurant configuration with Remote Order Printers

(*) Fiscal Tax printer is available only for certain countries, please contact service@steltronic.com for further details.

WARNING
Printing food/drink orders is managed by the Focus program, and must be running on the workstation used as the "PrinterDispatcher". If the Focus program is closed, the orders will not be dispatched to the Remote Printers

The Remote Order Printers are usually installed in areas subject to the preparation of food and beverages (kitchen area, Bar, Pizzeria, Candy Shop, etc..); Printers emit a ticket with the list and quantity of the ordered items when the order has been sent from a Workstation and/or from the Orderman® Handheld devices.
The Remote Printer Service is managed by Focus program running on the PC selected as the PrinterDispatcher; and as a default, the Focus Server (computer name: IBCMS) is the PrinterDispatcher.
For Remote printers it's recommended to use Printers equipped with a network interface, even at long distances. Alternatively, it's possible to use a USB printer, shared on the network, whose limitation is the distance from the PrinterDispatcher PC.

PrinterDispatcher selection

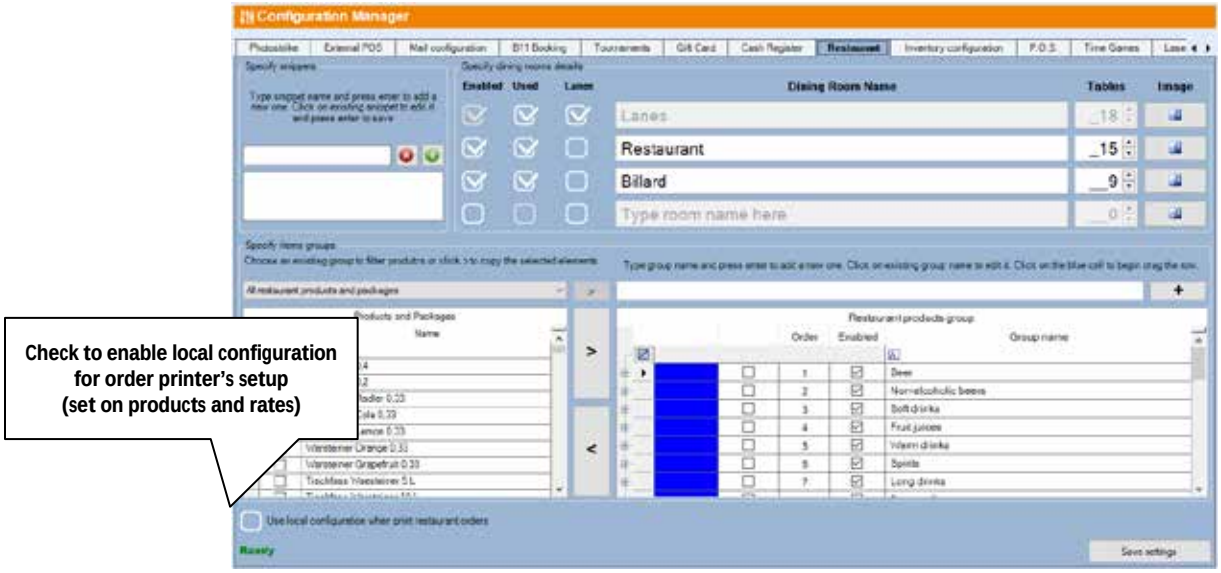
The Focus Server is the default PrinterDispatcher, if necessary, modify this selection, and proceed as follows:

- Close the Focus Front Desk program from all Workstations and from the Focus Server.

- From the Focus Server, edit the file \\SteItronic\Focus\SteItronic.IBCMS.FrontDesk.exe.config
- At line **<add key="PrinterDispatcher" value="IBCMS"/>** edit the computer name substituting the IBCMS text. *Note: If your printer dispatcher has a different PC name, it must be typed into the line above appropriately*.
- Save the file and restart the Focus Front Desk program. RESTART the Focus program and allow Focus to be always running (minimized if needed) on the PC used as Printer Dispatcher (i.e. add the Focus Front Desk shortcut into the Windows startup folder so that Focus is launched upon a reboot of the PC).

Local Printer configuration selection

If necessary, Focus can use the local configuration of order printers to send the order to a different location if it will be done from different workstation; Open the **Configuration Manager** plug in à **Restaurant** tab

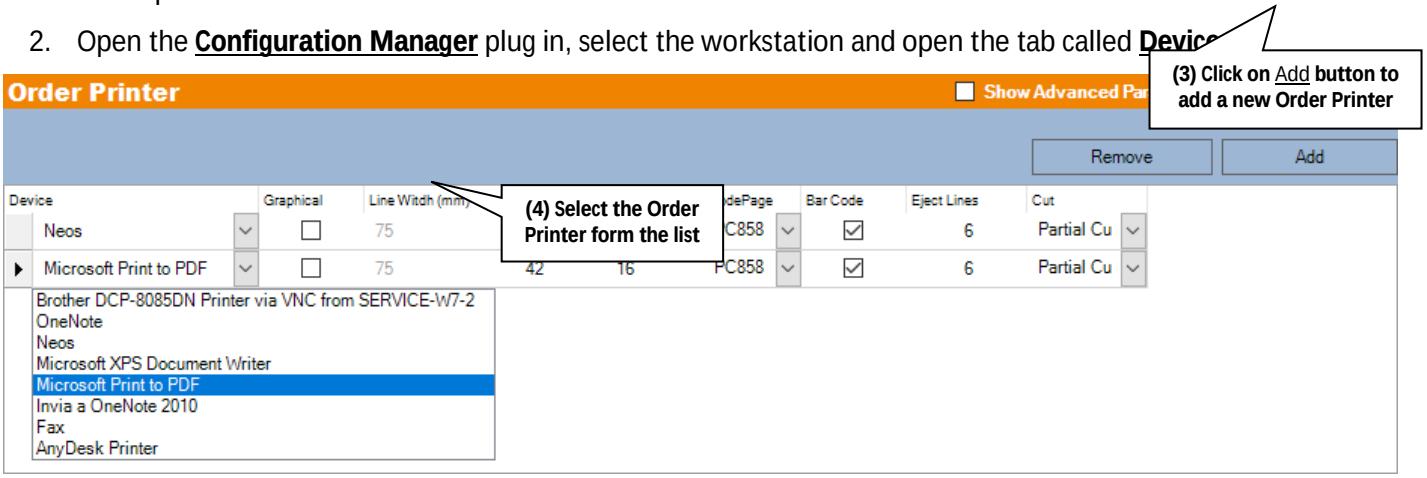


By enabling this option Focus will look for the order printer configuration made for each computer and send the order to the correct printer set on Order printer configuration for the related workstation.

Remote Order Printer Setup

In order to install and configure correctly an order printer in Focus follow the following steps:

1. install on the workstation computer the order printer with the installation software provided by the manufacturer of the printer hardware.
2. Open the **Configuration Manager** plug in, select the workstation and open the tab called **Device**



If only one "order printer" is installed all of the sales items will be directed to this printer as the default. To split the items into separate destinations an additional order printer must be installed in the Focus configuration manager; You do not need to add additional physical printers, just adding the same printer is required.

To exclude some items from the Printer Order it's possible add a dummy printer by clicking on the Add button and adding a line without setting any device settings and name.
If you Add more than one Order Printer and its necessary to sort the items to departments, proceed with the Assign of Printers Orders from the Products and Rates plug-in.

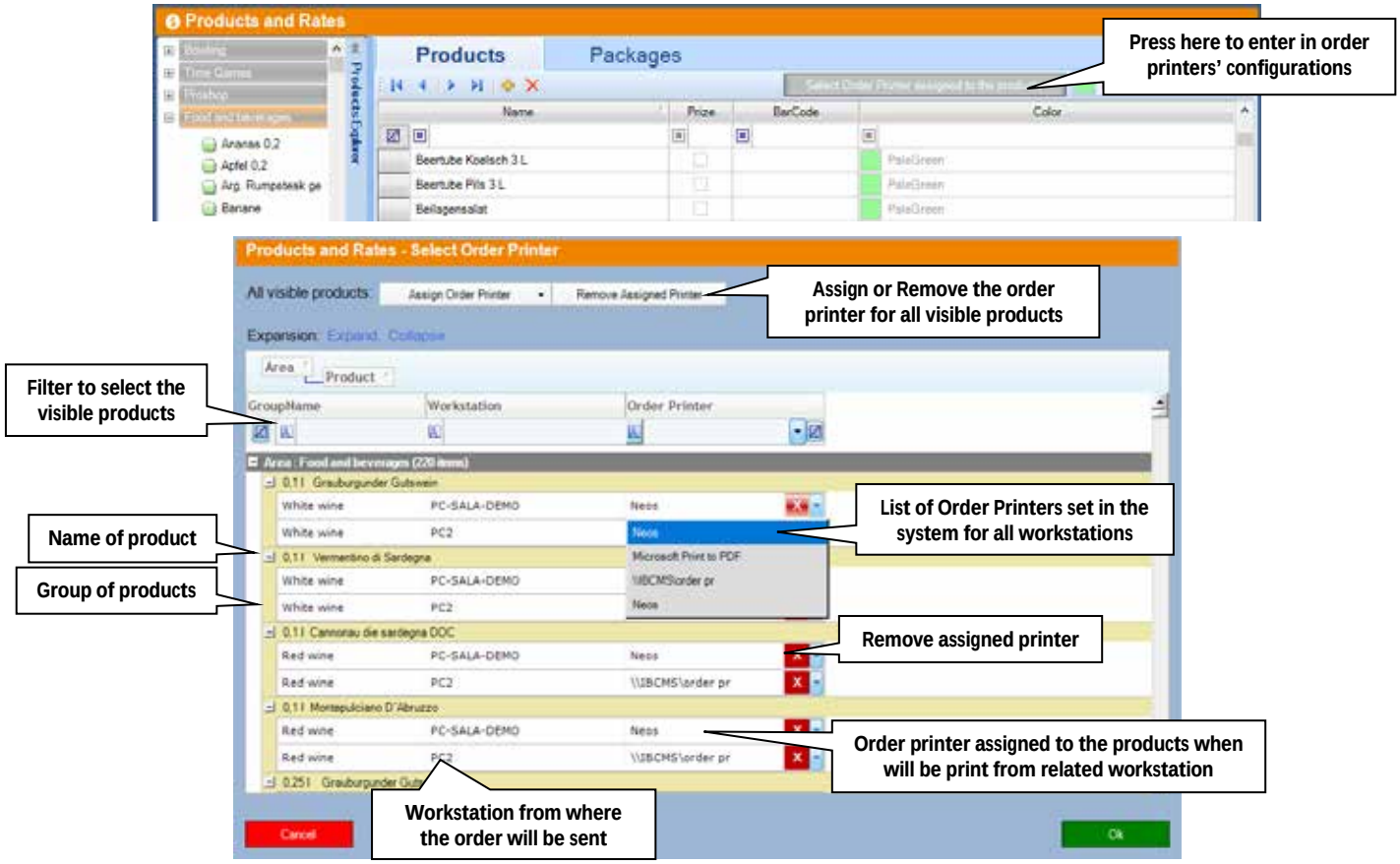
Note: For the Other configuration settings related to the Order ptinters, like Print mode, CodePage, etc… see the Workstation and Device user manual

Order Printer Configuration

It's possible to set each product in the Beverages and Drink areas to a different **Order Printer Configuration;** This feature is usually used by centers that manage Bar and Kitchen orders from Focus, our system allows sending the order ticket in different locations (Bar and Kitchen for example), it's possible to send the Bar printer only tickets with products related to the bar and only send products related to the kitchen to the Kitchen printer.
Examples with 1 order printer installed in Bar and 1 order printer installed in Kitchen:
Our system can be set in way that when I complete the order from POS that contains 2 different items, one product that need to be prepared on Kitchen and one product that need to be prepared on Bar, the Focus system will split automatically which items need to be sent to Bar printer and which items need to be sent to the kitchen printer; Rum and Coke drinks are sent to the bar printer, and Hamburgers will be sent to the kitchen printer for the chef to prepare.
The order printer configuration can be set differently for each workstation, this allows you to manage a center configuration even with more than one bar and more than a kitchen by setting the proper order printer configuration for each workstation.

Assign the order printer for a product

WARNING
Remove the order printer from printers installed in Focus will reset the blank configurations for the products assigned to relative printer; Change the printer configuration will overwrite the new setting on the previous one

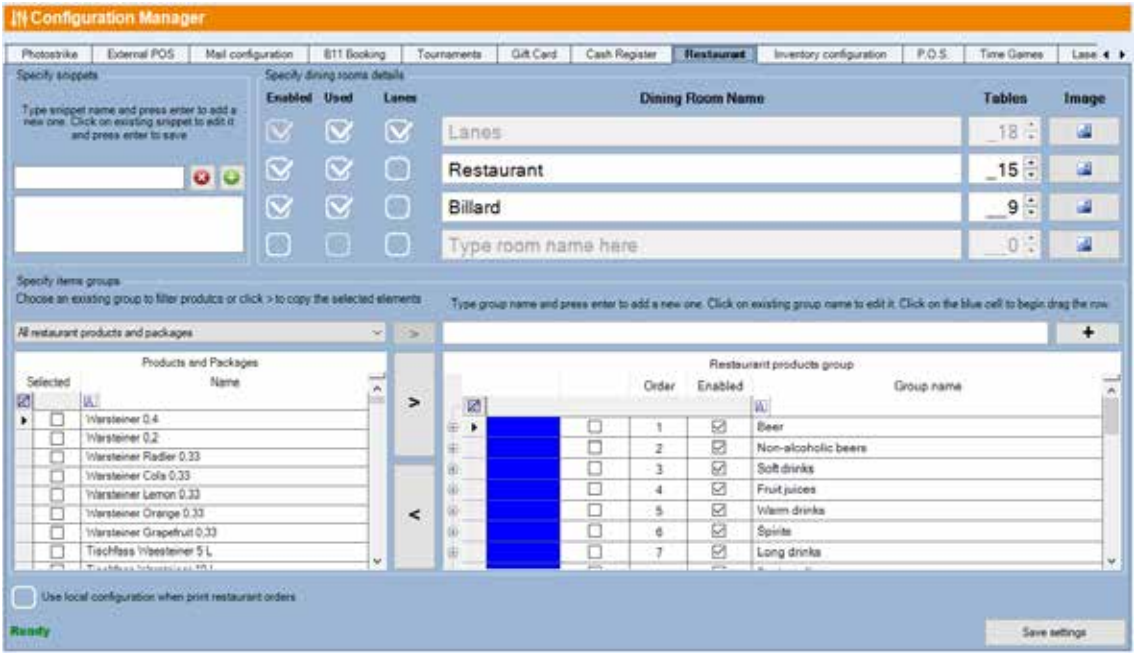


To assign the needed order print configuration quickly it's necessary to vary the items shown in the list using the filers options and then press **Assign Order Printer** button and selecting the needed order printer from the list to assign the same printer to all products showed in the list; Use **Remove Assigned Printer** to remove the printer to all products showed in the list.
To assign the correct order printer configuration for each product and each workstation it's also possible to manually modify the printer configuration for any items.
Note: Workstation from where the order will be sent will be displayed only for workstation that has two or more order printers installed; In case just one order printer is configured in Focus it will print all orders.

Setup the Restaurant Plug-In

WARNING
Before proceeding to configure the Restaurant plug-in, please complete the Setup of "Products and Rates", inserting and grouping POS items. Refer to POS Setup user manual for additional information's

Open the **Configuration Manager** plug in à **Restaurant** tab



On "Dining Room Name" you can enter up to 4 different dining rooms to be managed and for each room it's possible to define a conventional name and the desired number of tables; By clicking on the Image button, you can select an icon (jpg, bmp format) to be associated with the room.

The **Enabled** box refers to the restaurant plug-in used on workstations, when selected the room is available for normal operations from any computer that has the restaurant plug-in installed.

The **Used** box is used to enable the rooms on Orderman® handhelds.

The **Lanes** box is used to charge directly from restaurant plug-in products on lanes.

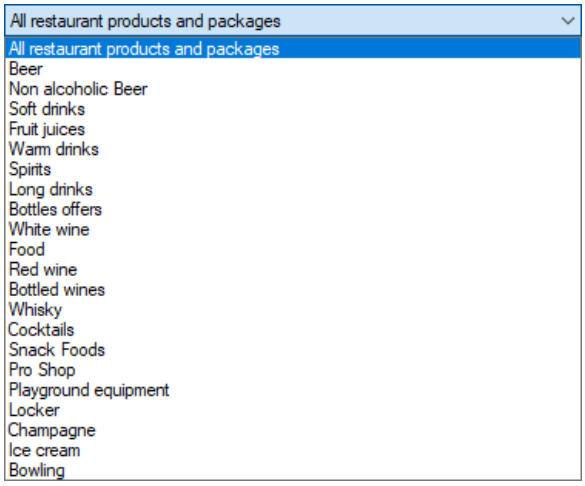
To save the changes click on the **Save Settings** button.

Settings for Orderman® handheld

WARNING
The following instructions refer only to the Orderman® handheld settings and does not refer to the restaurant plug-in settings.

In the **Specify Snippets** section you can create examples of short text messages to send from your handhelds to the Focus Console; To insert a short text, type Snippet name and press to confirm and transfer it to the list.
To edit a text: double-click on the text from the list box, type the new text.
To delete a text, double-click on the text from the list box and press

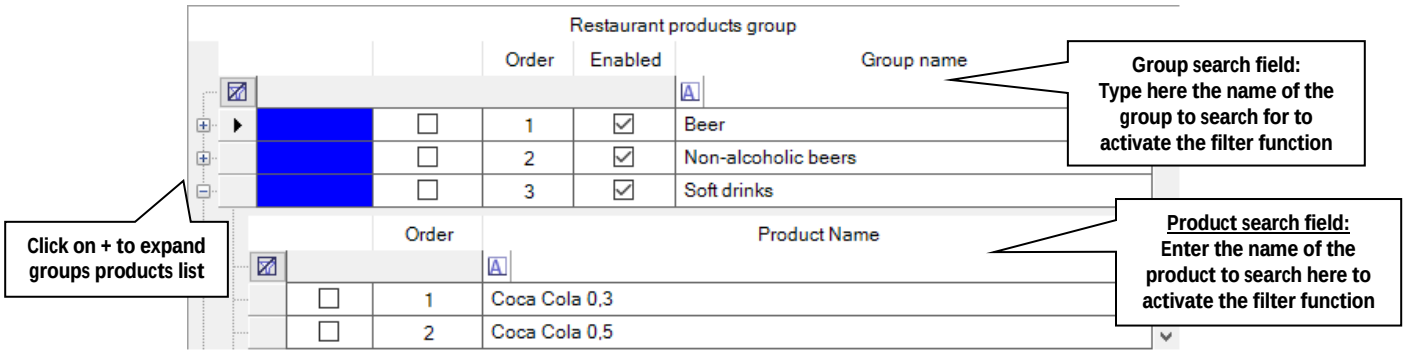
Restaurant Products and Groups section defines which groups and products are associated and can be sold to a table by Orderman® handheld devices; Groups are a set of products associated within a category, for example, Hamburger group contains Cheeseburger, Bacon Burger, etc....
Products were already associated with the related groups during the preparation of the Products and Rates; The groups created in this way will also be available from the following cascaded list; By selecting group by group, you can filter the group's products, keeping All products and packages selection all products in the food and beverage area will be displayed.



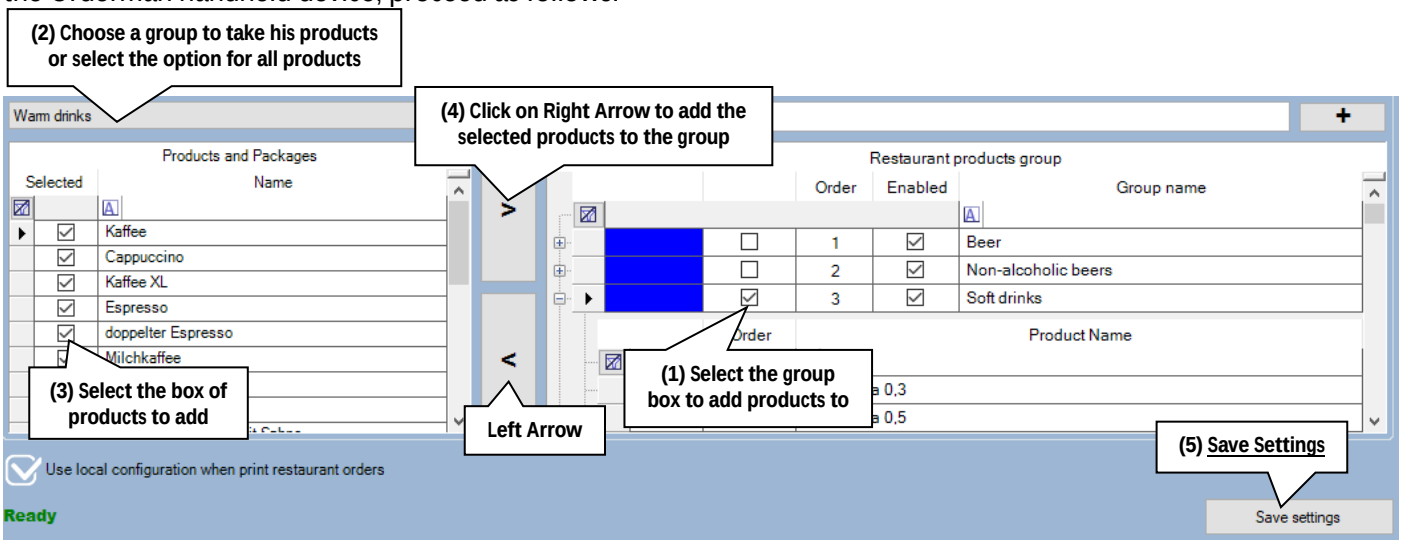
To create a **Custom Group**, type the name in the box and click on the **+** button to confirm. You can add products individually to created group.

To add an **Existing Group** to the handheld list, select it and click on dedicated arrow. Note: this option sends ALL the items in the list, regardless of the individual item selection.

Groups are added to the list on the right in numerical order as entered; To change the order of groups or products associated within the group, click on the box with the **Order number** and select the new position from the list, or click on the ***Blue*** box to drag the group to the new position.



Groups can be enabled or disabled by clicking the related **Enabled** box; To add products to a group available for sale with the Orderman handheld device, proceed as follows:

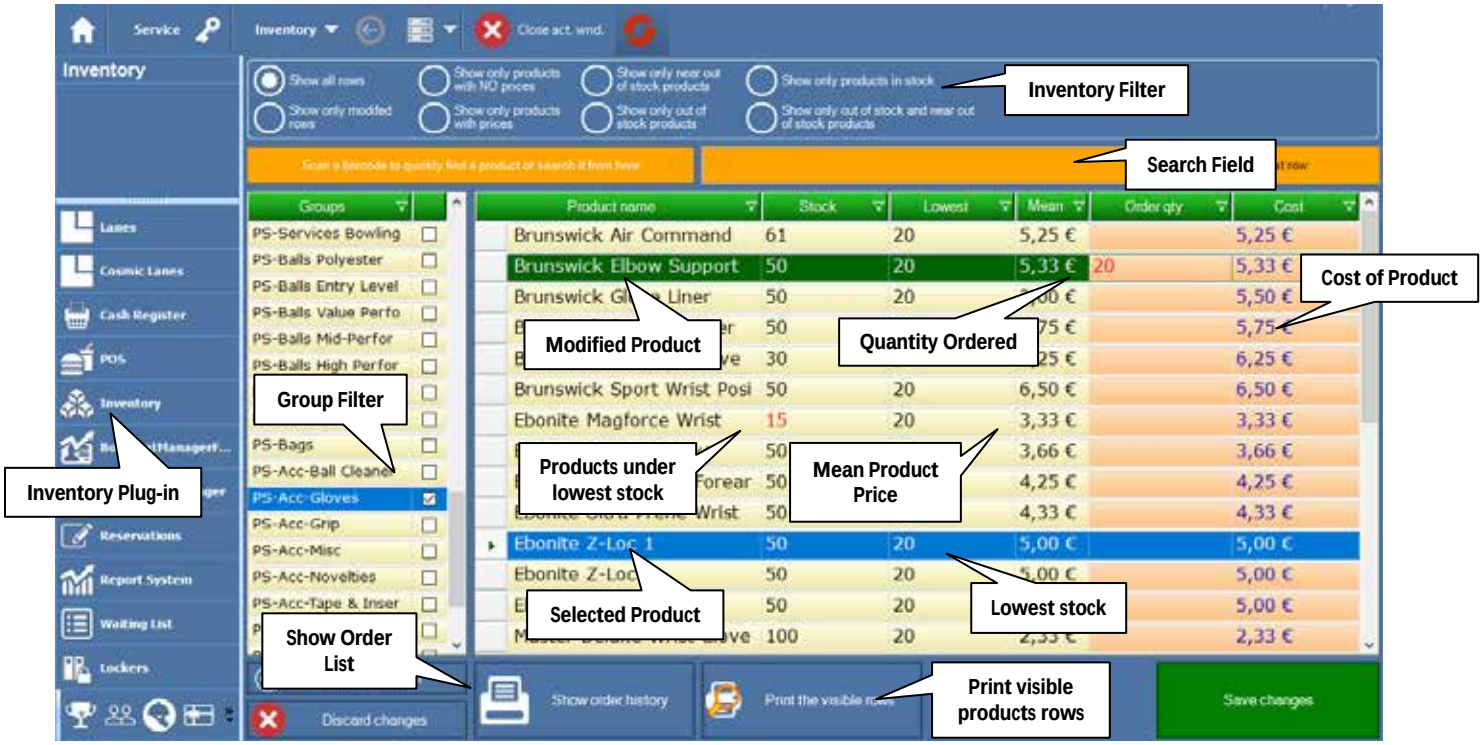


To remove products from a group or an entry group click the selection box and then click the **Left Arrow** button.

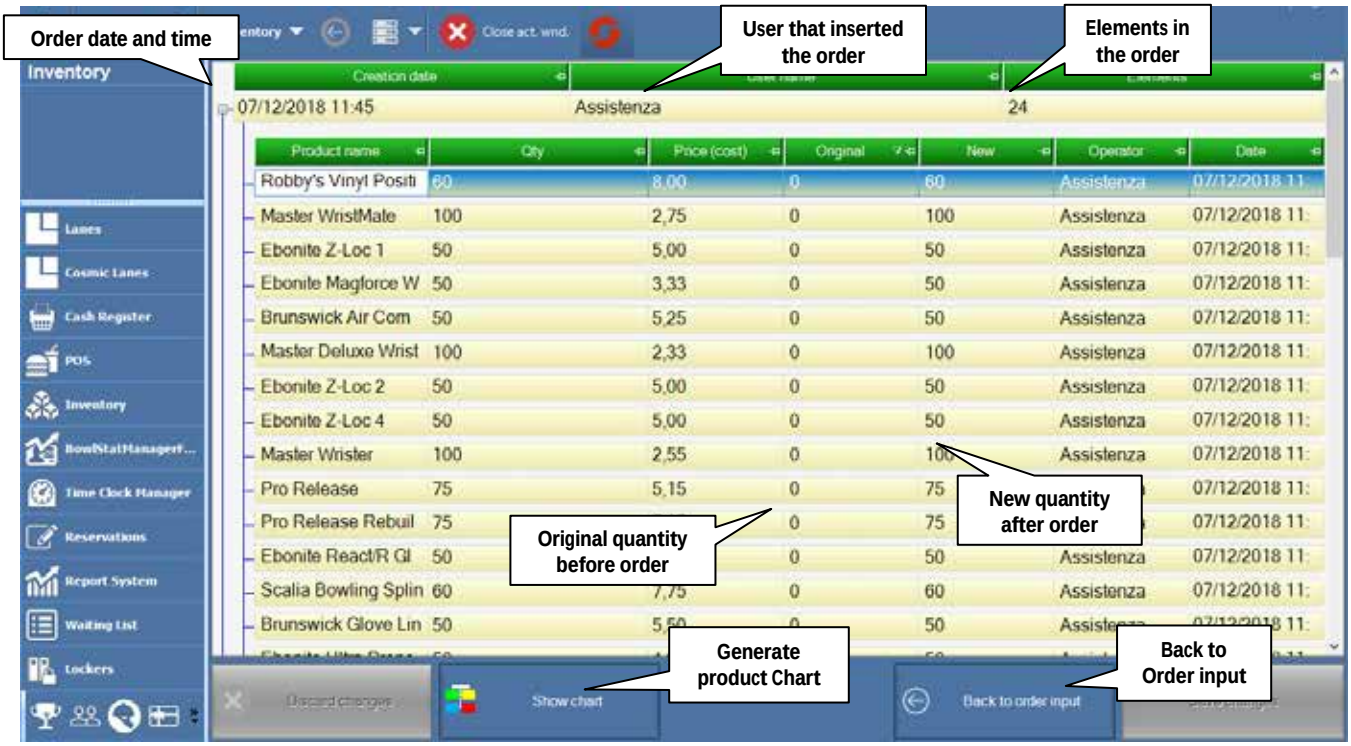
Inventory Setup

Inventory

Inventory plug-in is used to insert the orders made from your supplier for products managed in Focus, inserting the quantity ordered and the cost of each products; Inventory will track each order inserted by calculating the mean price for your products (if the cost was inserted).



Inventory plugin keeps track of each order inserted in this way allowing future changes to order quantity and cost of products; It's possible generate a chart of products quantity, products price and products sales.



Inventory Configuration

To configure the inventory plug-in, open the **Configuration Manager**, browse and find **Inventory Configuration** tab.

In this tab insert the **Lowest** and **Near out of Stock** values that will regulate the inventory filters; These values can be different for any product inserted and also can be entered and edited from **Products and Rates** plug-in.

Use of Inventory plug-in

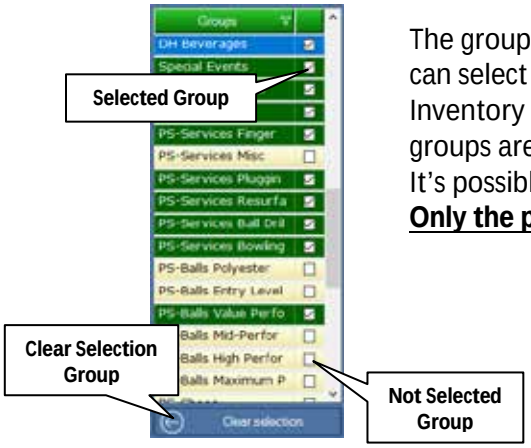
To register the order on the Inventory plug-in it's suggested to change the number of visible rows to have only the products ordered on the list and avoid mismatching; It's possible vary the number of visible rows by operating on the filters.
Note: Only products that are included to all filters will be displayed.

Inventory Filters

The inventory filters are used to increase or reduce the number of rows displayed in inventory plug-in:

A product is out of stock when his left quantity is less of the value set for **Lowest** field on configuration manager;
A product is near out of stock when his left quantity is less of the value set for **Near out of Stock** field.
Only the products that match with filter selected will be shown in the inventory

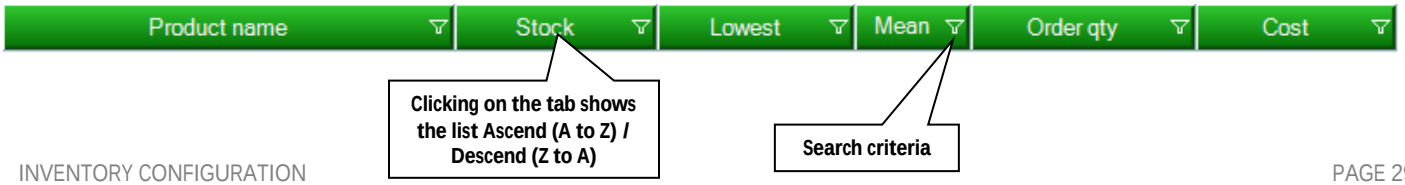
Group Filters



The groups shown are exactly the same created for POS and Proshop products; You can select or unselect the groups to increase/reduce the number of rows visible. Inventory will display only the products inserted in selected groups; As default no groups are selected and all items are displayed on the list.
It's possible clear the group selection by pressing **Clear Selection** button.
Only the products that match with filter selected will be shown in the inventory

Search Filter

The line on the top of the receipt history record contains the search filter to help to find the desired records. Each column, such as Product Name, Stock, Lowest, Mean Price, Order qty and Cost are own filter criteria. All fields could be filtered using the criteria selection (Show all, Blank, Not Blank, Custom).
Only the products that match with filter selected will be shown in the inventory



Register an order of Products

To register products ordered proceed by applying the needed filters to show the list of products.
Then insert the **Order Quantity** and the **Cost** (if different or not inserted) for each ordered product, once the order quantity for all products ordered is inserted press on **Save Changes** button and confirm to register the order in Focus Inventory; Press **Discard Changes** button and confirm to discard the pending changes.
When the order quantity is inserted, Inventory shows the changes highlighting the row in Green:

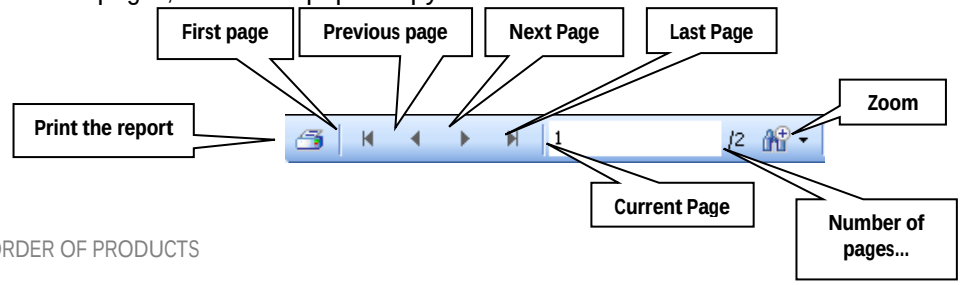
Product name	Stock	Lowest	Mean	Order qty	Cost
Brunswick Air Command	61	20	5,25 €	10	5,25 €
Brunswick Elbow Support	50	20	5,33 €	10	5,33 €
Brunswick Glove Liner	50	20	3,00 €	10	5,50 €
Brunswick Power Wrister	50	20	5,75 €	10	5,75 €
Brunswick Power X Glove	30	20	6,25 €	10	6,25 €
Brunswick Sport Wrist Posi	50	20	6,50 €	10	6,50 €
Ebonite Magforce Wrist	15	20	3,33 €	10	3,33 €
Ebonite React/R Glove	50	20	3,66 €	10	3,66 €
Ebonite Ultra Prene Forear	50	20	4,25 €	10	4,25 €
Ebonite Ultra Prene Wrist	50	20	4,33 €	10	4,33 €
Ebonite Z-Loc 1	50	20	5,00 €	10	5,00 €
Ebonite Z-Loc 2	50	20	5,00 €	10	5,00 €
Ebonite Z-Loc 4	50	20	5,00 €	10	5,00 €
Master Deluxe Wrist Glove	100	20	2,33 €	10	2,33 €

Registering the products ordered this way will create a new row on **Order List**; Will always be possible to manually edit the stock value for a manual adjustment of stock quantity without creating a new order.
The **Mean Price** of each will be calculated by referring to the vary cost of product inserted during order input procedure without taking care of quantity inserted.

Print Visible Rows

Button **Print Visible Rows** will display a print preview of all rows shown in the list, including all shown information; This button can be useful to print the inventory stock of some products and also to print the details of an order printing all the visible rows before applying the changes, the order quantity and cost inserted will be shown.

To Zoom, Browse the pages, Printout a paper copy or PDF file use the command located on the top tool bar.



Note: To printout a pdf file its necessary to install a pdf printer.

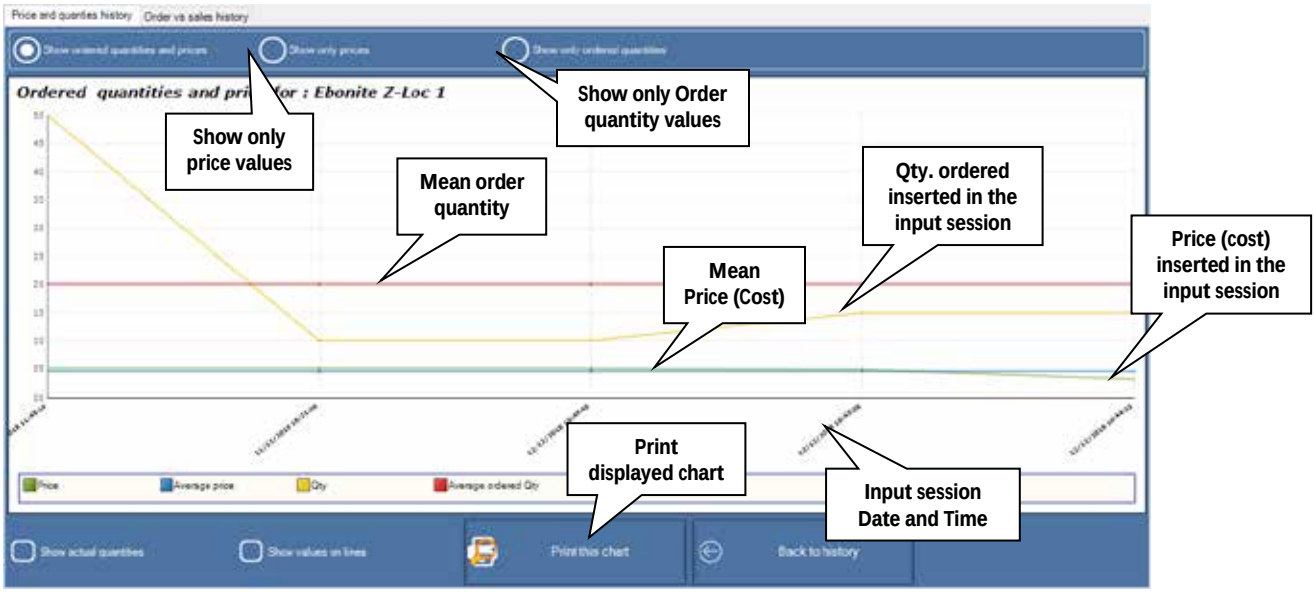
Order List

The order list displays the orders and the products inserted in each input session; A new input session will be created each time that **Save Changes** button is pressed from Order Input Screen.
By this screen it is possible to modify/correct the information inserted during the input session by manually vary the **Quantity and Price** field for each product. The operator name and the date will be changed accordingly.

Generate a Chart from Order List

It's possible to generate a chart from the order list that shows the quantity, the cost, and the sales for a product; You must select the products from order list and generate the relative chart by pressing **Show Chart** button.

Price and Quantity History Chart



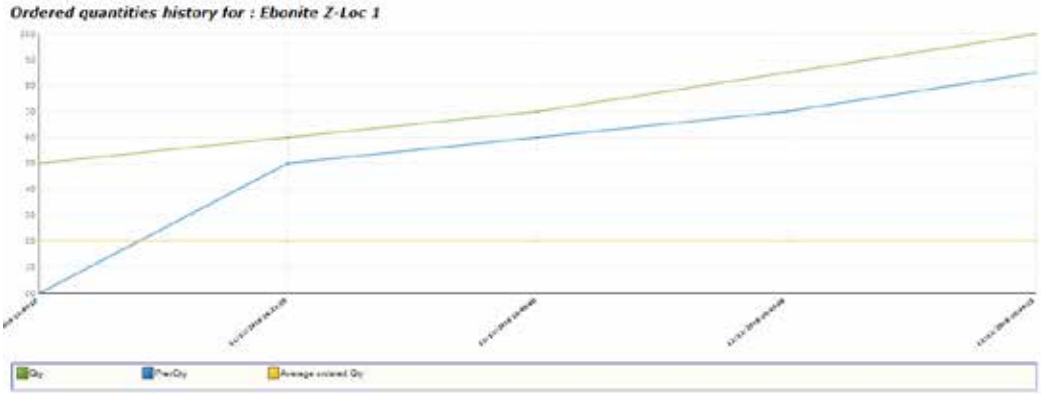
Product name	Qty	Price (cost)	Original	New	Operator	Date
Ebonite Z-Loc 1	15	3,25	85	100	Owner	12/12/2018 10:44
Ebonite Z-Loc 1	15	4,90	70	85	Owner	12/12/2018 10:43
Ebonite Z-Loc 1	10	5,00	60	70	Owner	12/12/2018 10:40
Ebonite Z-Loc 1	10	5,00	50	60	Owner	11/12/2018 15:21
Ebonite Z-Loc 1	50	5,00	0	50	Assistenza	07/12/2018 11:45

The **Price and Quantity History Chart** show the Price (Cost) and the Quantity ordered for each input session of selected product. It will show also the mean price and the mean order quantity of selected product for comparing.

Print this chart button will directly print the chart on the score printer.

¨ þ **Show values on lines:** When enabled, the values for X and Y will be shown on the chart for each input session:

¨ þ **Show Actual Quantity:** When enabled, the quantity ordered and the quantity available before the order will be compared session after session:



Product name	Qty	Price (cost)	Original	New	Operator	Date
Ebonite Z-Loc 1	15	3,25	85	100	Owner	12/12/2018 10:44
Ebonite Z-Loc 1	15	4,90	70	85	Owner	12/12/2018 10:43
Ebonite Z-Loc 1	10	5,00	60	70	Owner	12/12/2018 10:40
Ebonite Z-Loc 1	10	5,00	50	60	Owner	11/12/2018 15:21
Ebonite Z-Loc 1	50	5,00	0	50	Assistenza	07/12/2018 11:45

Advertising Manager

General Information about Advertising Manager Plug-in

Advertising Manager is a Focus plug-in created to manage all the many kinds of advertising available in the Focus System:

- **Lanes Background:** Images or Videos shown on overhead monitors when the lanes are closed.
- **Landscape Billboards:** Images shown during Landscape 3D clips.
- **Real Movies:** Movies shown as throw animations on overhead monitors during the game.
- **Movies:** Movies dedicated to bowling game shown as throw animations on overhead monitors during the game.
- **Stelpad Screensavers:** Images shown on Stelpad as Screensaver.

Type of Advertising

The following table shows which kind of advertising (Images/Videos) can be used for any Advertising type:

Lanes Background	Images and Videos
Landscape Billboards	Images only
Real Movies	Videos only
Movies	Videos only
Stelpad Screensavers	Images only

The picture and movies are suggested with the following parameter:

Images:
Max Size: 1920x1080 pixel
Aspect Ratio: 16:9
File Format: .jpg / .bmp

Videos:
Encode: MPEG4
Max Size: 1920x1080
Aspect Ratio: 16:9
Max Bit Rate: 99532 kbps
Frame Rate: 25
File Format: .mp4 / .mov

Lanes Background

The **Lanes Background** advertisements are Images or Videos showed from VLC on overhead monitors when the lanes are closed; It's possible to create different themes for quick applications (like Christmas, Halloween) and it's also possible to choose a different selection for each lanes pair to apply a different theme only to needed lanes (like for Kids Party of Birthday); It's possible to select only image or videos and also mix videos and images on the lanes;

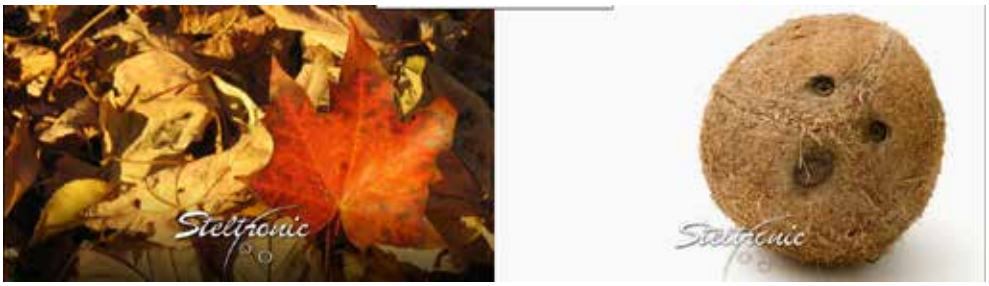


Image Library

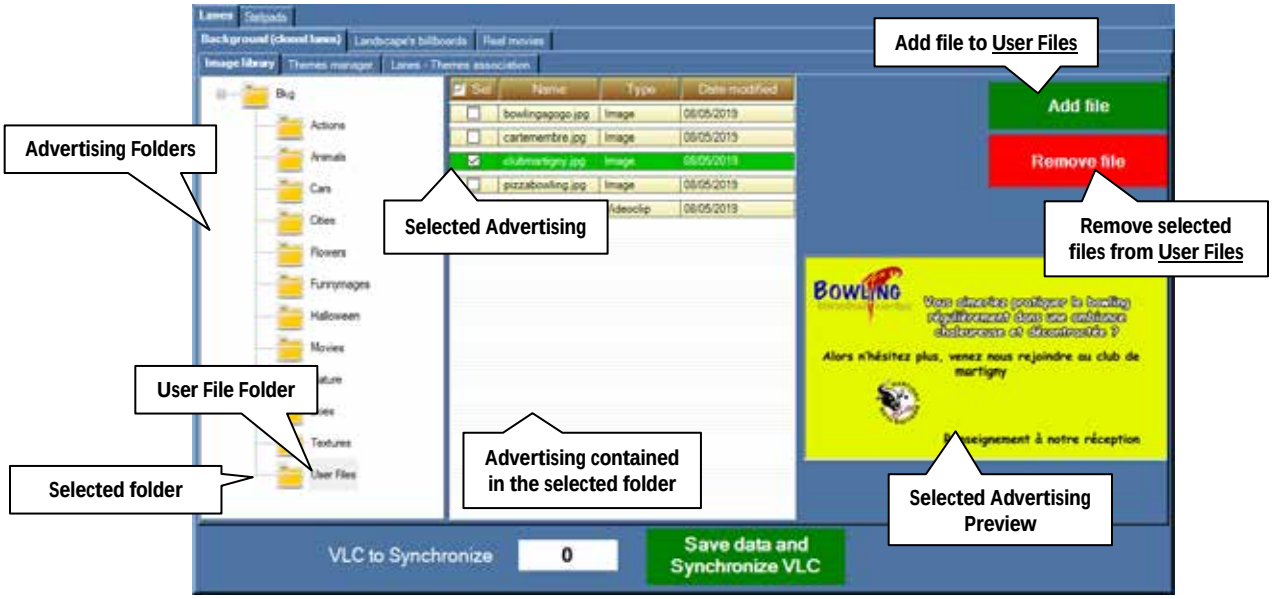
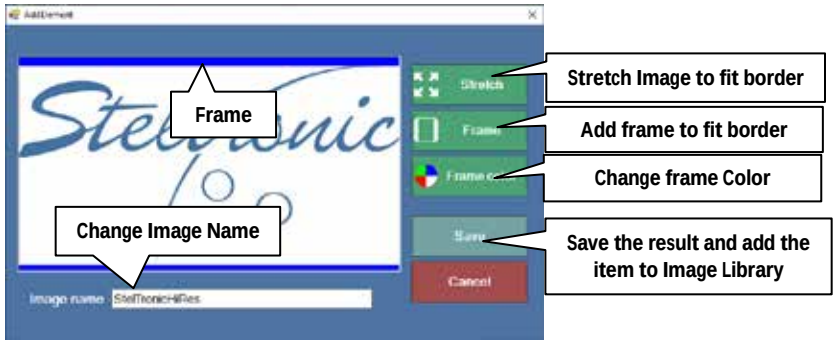


Image Library tab contains all the images and videos available for Lanes Background Images selection divided by the different folder available; The dedicated folder for the custom advertising created is the **User Files** folder and it is not possible to modify the images already inserted in different folders.

Add a new file on Image Library

To add a new file in User Files folder, click on **Add File** button and select the new file to add to Image Library, once the file is selected an edit window will be displayed for image modifications:



If the selected images do not fit **16:9 Aspect Ratio** it will be possible to stretch the image to 16:9 without taking care of actual aspect ratio; Otherwise it will be possible to add a color frame that fits the blank spaces on the image to fit 16:9 aspect ratio, in this case, it will also be possible to choose the color of the frames that will be added; In the center of the

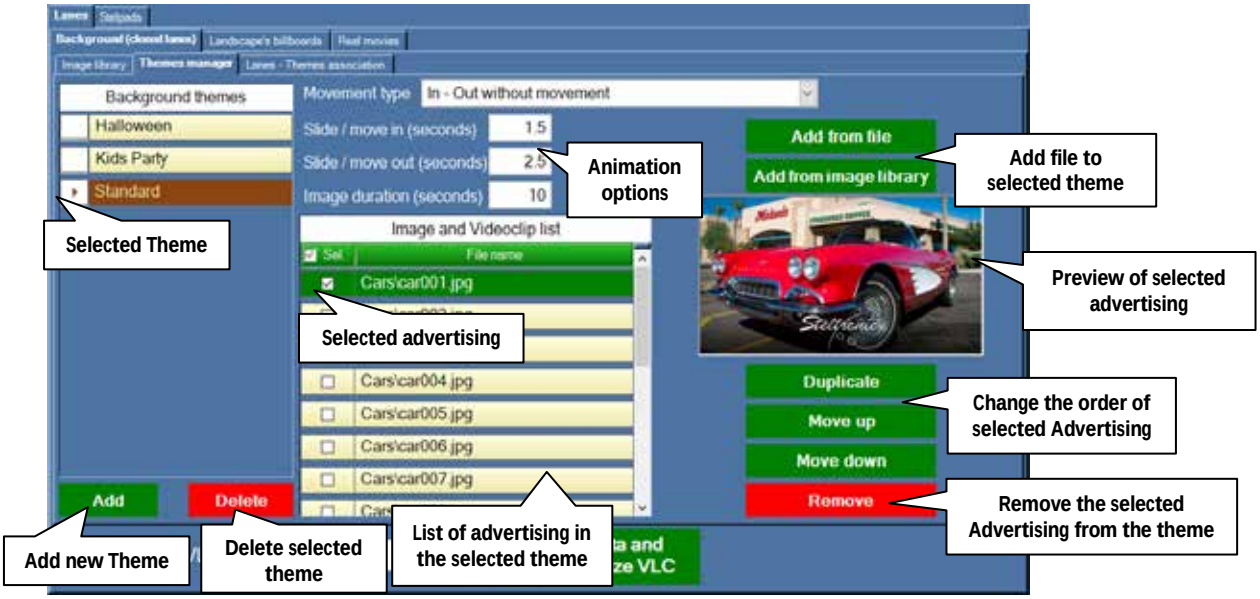
screen you can see a preview of the result displayed on lane monitors. *Note: This window will be available for all images charged on Advertising Manager but it's not available for videos.*

Delete a file from Image Library

To remove a file from User Files folder, select the advertisement to remove and click on **Remove File** button (confirm required); It's not possible to delete a user files currently assigned to a theme, the advertisement first has to be removed from the associated theme. *Note: It's not possible to delete the images already inserted on different folders.*

Background Themes Manager

From the **Themes Manager** screen it's possible to choose which advertisements are assigned to a Background Advertising Theme varying the animation options and changing the advertising order on the list; It's also possible to add/remove the themes available for selection; To create a new theme click on **Add** button; To remove a theme from the list select the theme and click on **Delete** button.



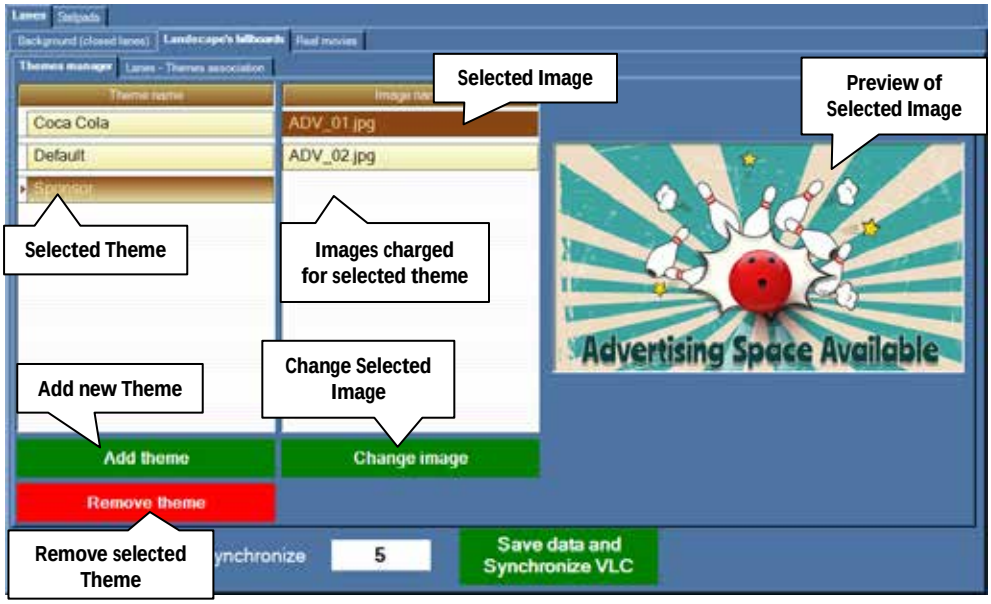
It's possible to add a new advertisement from image library by pressing **Add from Image Library** button; It's even possible to add a file which was not already inserted on Image library by clicking on **Add from File** button, the edit window will also be displayed in this case and the files will automatically be added to User Files folder on Image Library; To remove an advertisement from a theme click on **Remove** button; It's also possible to modify the order of the advertisements displayed on lane monitors using the dedicated buttons (**Duplicate / Move UP / Move Down**); It's possible to modify the **Animation options** by changing the dedicated fields.

Landscape Billboards

The **Landscape Billboards** are images showed during some of 3D clips animation contained on Landscape Animation Package; It's possible to create different themes for quick applications (like Christmas, Halloween) and it's also possible to different selection for each lane pair to apply a different theme only to needed lanes for different sponsor selection; *Note: For more information's about animations packages see Lanes Manager user manual*

Billboards Theme Manager

From the **Themes Manager** screen it's possible to choose which advertisements are assigned to a Landscape Theme; It's also possible to add/remove the themes available for selection; To create a new theme click on **Add Theme** button; To remove a theme from the list select the theme and click on **Delete Theme** button.



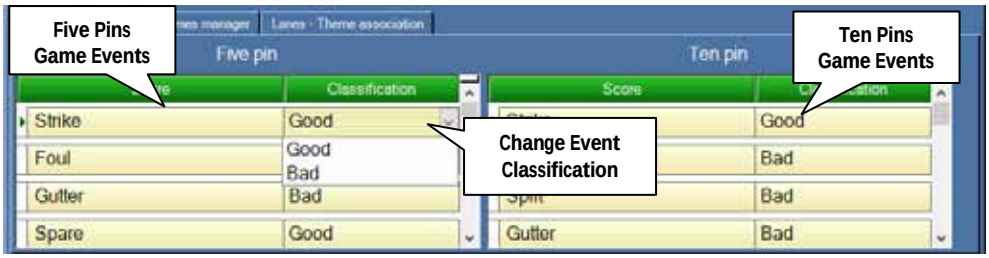
To change the advertisement image, select the image and press on **Change Image** button; The selected image will be stretched to 16:9 aspect ratio to fit the image borders.

Real Movies

The **Real Movies** are short videos (usually 3-7s) played as throw animations during the Bowling Game; It's possible to create different themes for quick applications (like Christmas, Halloween) and it's also possible to choose a different selection for each lanes pair to apply a different theme only to needed lanes; Each of these themes contains two type of Real Movies, **Bad** (throws considered "wrong") and **Good** (throws considered "correct"); The event can be marked as Good/Bad as needed from Throw Classification tab. *Note: For more information's about animations packages see Lanes Manager user manual.*

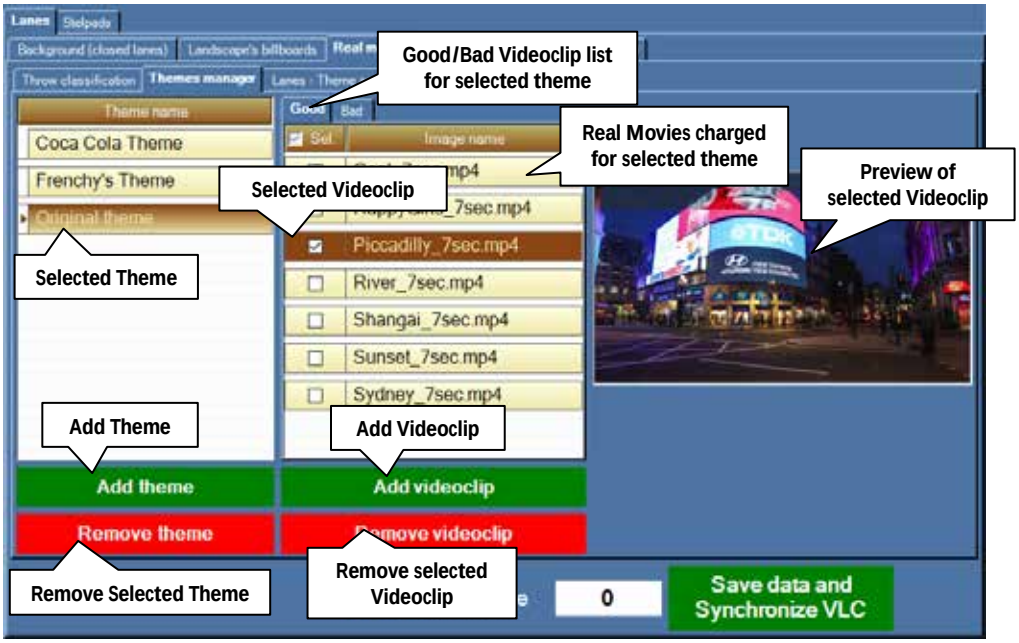
Throw Classification

From the **Throw Classification** screen, it's possible to choose which throw events are classified as "Good" or "Bad"; A different event classification can be made for Ten pins or Five pins game.



Real Movies Theme Manager

From the **Themes Manager** screen it's possible to choose which advertisements are assigned to a Real Movies Theme; It's also possible to add/remove the themes available for selection; To create a new theme click on **Add Theme** button; To remove a theme from the list select the theme and click on **Delete Theme** button.



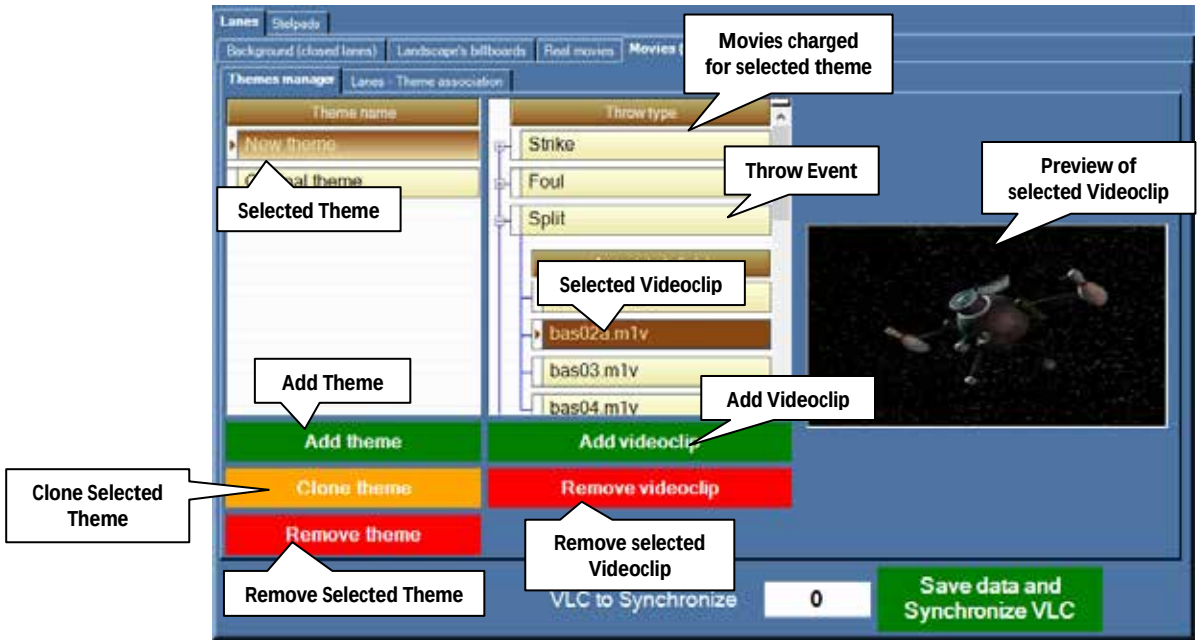
It's possible to add a new advertisement by pressing **Add Videoclip** button; To remove an advertisement from a theme select it and click on **Remove Videoclip** button.

Movies

The **Movies** are short videos (usually 3-7s) dedicated for bowling; Movies are played as throw animations during the Bowling Game; It's possible to create different themes for quick applications (like Christmas, Halloween) and it's also possible to choose a different selection for each lanes pair to apply a different theme only to needed lanes; Each of these themes contains all throw events available in Bowling Games (Strike, Spare, Foul, etc....) and it will be possible to specify different videos for any Throw event. *Note: For more information's about animations packages see Lanes Manager user manual.*

Movies Theme Manager

From the **Themes Manager** screen it's possible to choose which advertisements are assigned to a Real Movies Theme; It's also possible to add/remove the themes available for selection; To create a new theme click on **Add Theme** button; To remove a theme from the list select the theme and click on **Delete Theme** button.



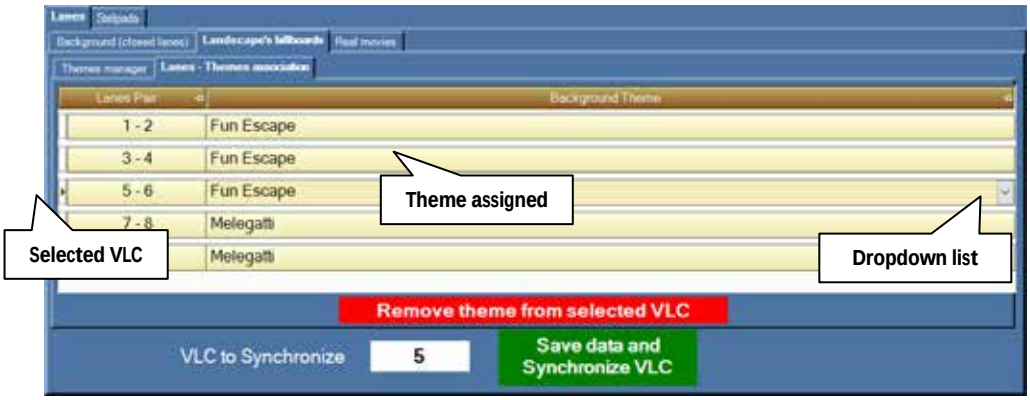
It's possible to add a new advertisement by pressing **Add Videoclip** button; To remove an advertisement from a theme select it and click on **Remove Videoclip** button.

Theme Association and File Sync

Theme association and File Sync are available for **all Lanes Advertising** and each advertisement has his own Themes Association; This allow a different themes creation and association for any advertisement.

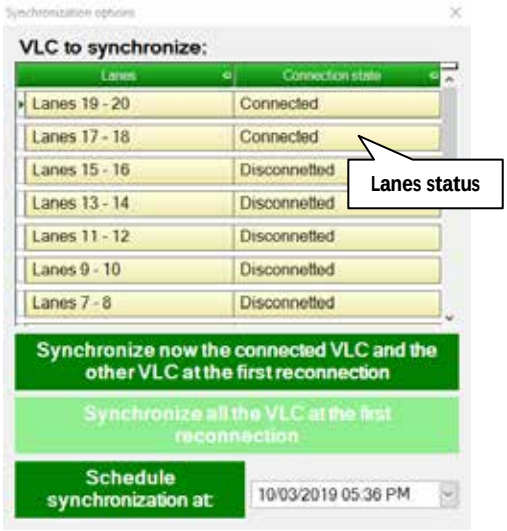
Themes Association

From the Theme Association tab it's possible to assign one of the themes created to a pair of lanes



To assign or modify the theme assigned to a pair of lanes select a theme from the dropdown list; When a change was made the **VLC to Synchronize** counter will increase; When done click on **Save data and Synchronize VLC** button to save the selection and display the file sync screen

File Sync Options



When **VLC to Synchronize** counter is more than zero and **Save data and Synchronize VLC** button is pressed the **File Sync Menu** will be displayed; File sync menu shows the status of the VLC that needs to be Synced and allows the selection for file sync operations:

- **Synchronize now the Connected VLC and other VLC at the First Reconnection.**
- **Synchronize all the VLC at the First Reconnection.**
- **Schedule Synchronization at:**

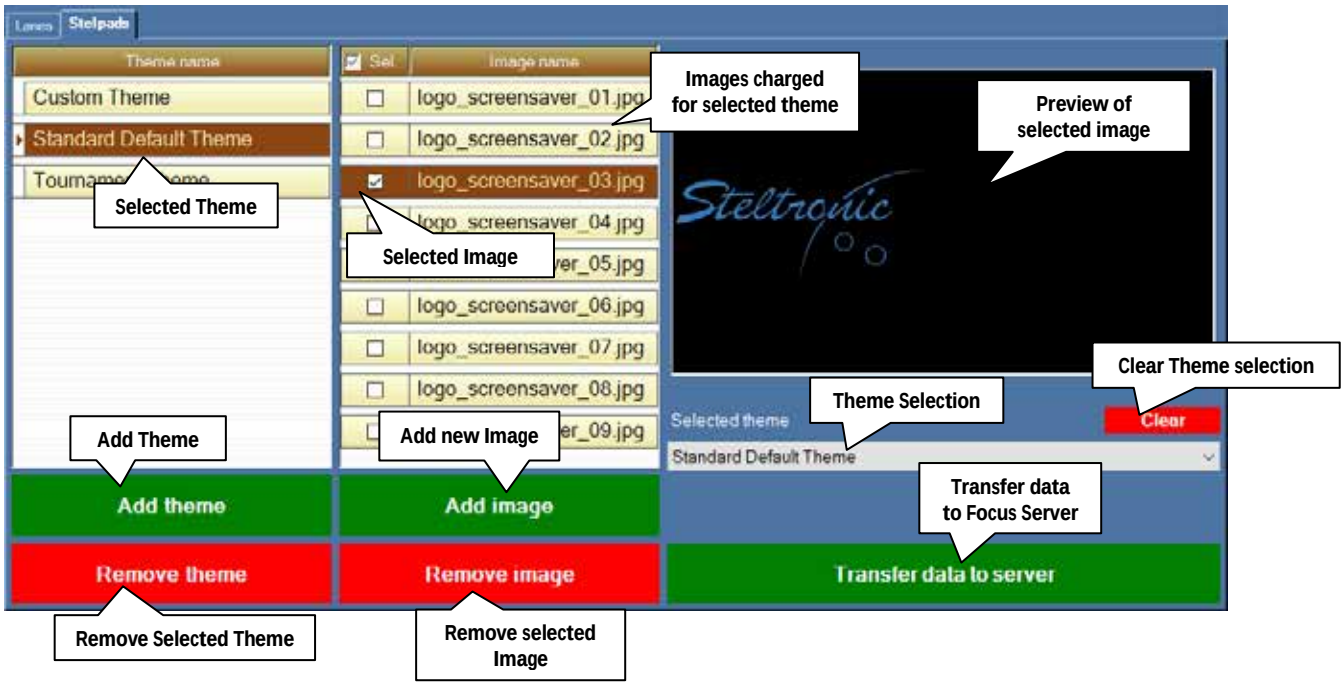
Click on the button that fits your needs to confirm the changes.

In case the VLC's does not need to be synced the File Sync Menu will not be displayed and the data will be saved
When data is changed and the new configuration needs to be saved, "**Data Changed**" red writes will appear near **Save data and Synchronize VLC button**

Stelpad Screensaver

The **Stelpad Screensaver** are images showed on the stelpad screen when the lanes are closed and Stelpads are not used for more than five minutes; Can be created to use different themes for quick applications (like Tournament, Halloween).

From **Stelpads** tab it's possible to choose which advertisements are assigned to a Screensaver Theme; It's also possible to add/remove the themes available for selection; To create a new theme click on **Add Theme** button; To remove a theme from the list select the theme and click on **Delete Theme** button.



It's possible to add a new advertisement by pressing **Add Image** button; To remove an advertisement from a theme click on **Remove Image** button; To chose which theme will be shown on Stelpad, select the theme from the Selected Theme dropdown list and press **Transfer Data to server** to charge the selected theme on the Stelpads.

About VLC RWM Feature

When the server goes off-line or is unreachable for any reason, even by a hardware failure of network devices malfunctioning we can have two kinds of situations to solve:

1. Cashier needs to close a group who was already playing.
2. Someone who comes in and wants to play.

To manage both situations, it is possible to use the **VLC RWM function**, a special feature that allows the lane computer to work as "stand-alone" unit without the Server.

How RWM mode is working

First Situation: When the server is down, it's not needed close the lanes or reboot the VLC, bowling staff can let the players continue to play the current games without interruptions.
When the players reach the end of the game/time limit, or players voluntary stops their game, the bowling staff can close the lane in RWM mode directly from bowler's console, or from a Workstation where the bowler's Console emulator is installed.
During the RWM closure, a message on lane screen warn about the number of players, number of the played frames and elapsed time, so the bowling cashier can manually calculate the bill.

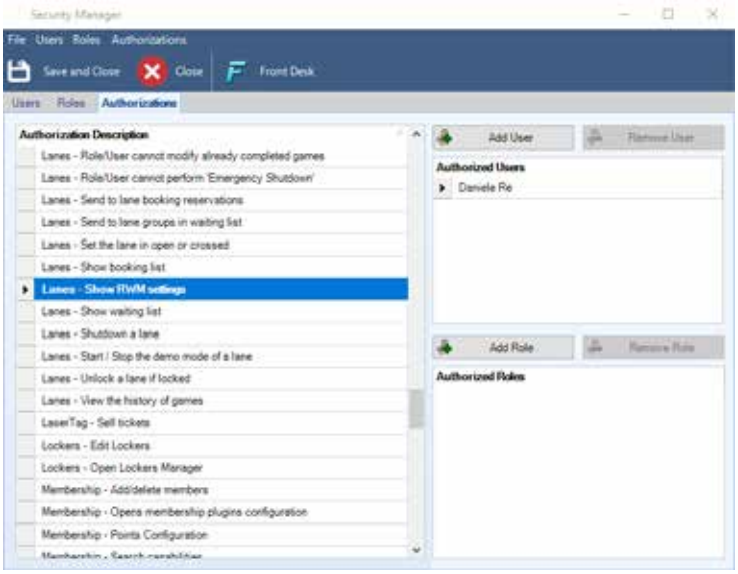
Second Situation: If the server is still down and is necessary to open the lanes, the bowling staff can open the lane in in RWM mode directly from bowler's console, or from a Workstation where the bowler's Console emulator is installed.
The program will ask to specify the number of the players and game limits, then people can play bowling with Score; A scrolling text warn the bowling staff that lanes are playing in Recovery mode ("Recovery mode is active").
When the players reach the end of the game/time limit, or players voluntary stop their game, the bowling staff can close the lane in RWM mode and the cashier can manually calculate the bill.
When the Server comes back online all games data are sent from VLC to the Focus Server, this information is reported in the section RWM of the Detailed Report and could be consulted for administration purpose.

Limitations of RWM play mode in Focus19

- The number of the players needs to be specified during the lane opening when game limit option was set to **Game** or **Time**, will not possible add or remove players in the middle of the game, in this case you must close the game and open the lane again with more players; Only with **None** selection it is possible to add or remove players during the game session.
- The players name are entered in the system as "Player 1", "Player 2" and the VLC does not load the "Edit Name Wizard" when the RWM mode is enabled; Anyhow, after the game starts it will be possible to use the Edit bowler menu to edit the player name and rise up the bumpers for selected players if necessary.
- The RWM is a condition that affects the whole lane pair and not a single lane only and the VLC stays in RWM mode till the server becomes available; When the server becomes available the lanes will reconnect automatically sending all Games data's collected during RWM mode and also the information for the existing game in order to manage the lane closure directly from the front desk.

WARNING
Before using the RWM feature, it ismandatory to set the RWM mode in the proper way. The access to RWM settings is forbidden by default, only Owner, Administrators or authorized users can access the RWM settings page, it is highly recommend to change RWM password and give it only to trustworthy managers.

Enable the access to RWM Settings page

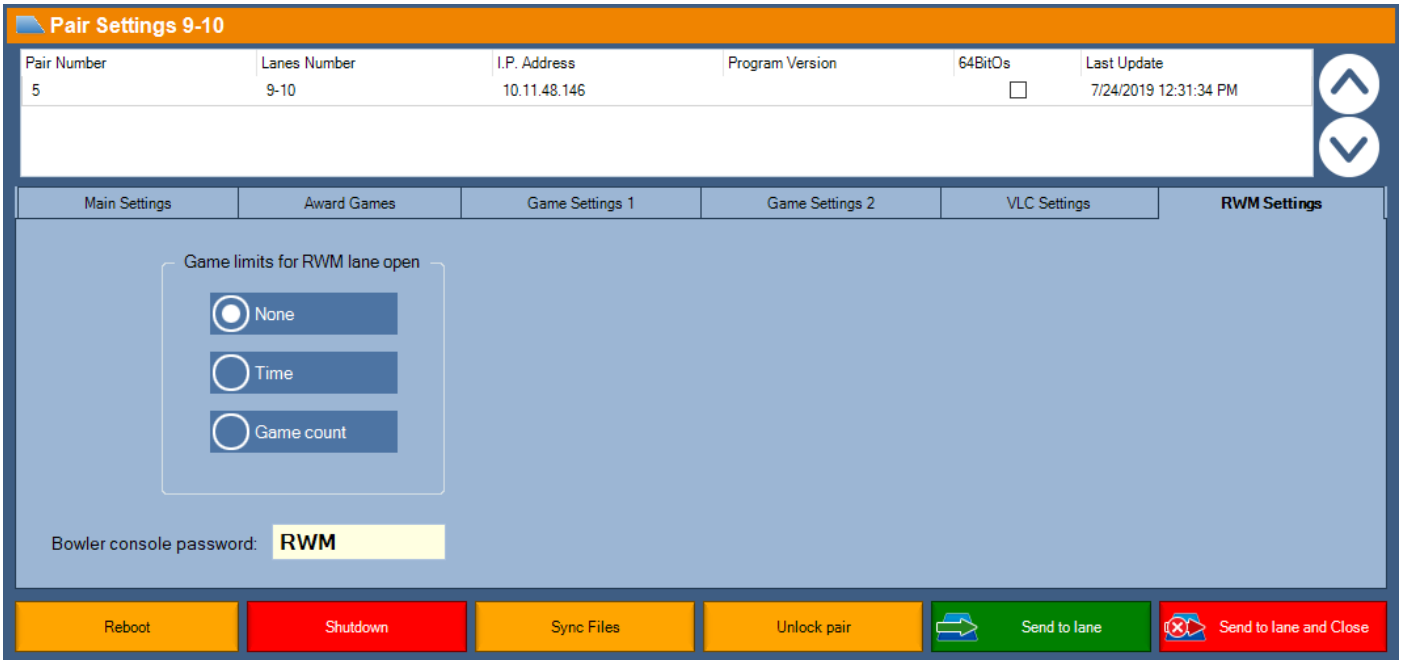


The access to RWM settings is forbidden by default. only Owner, Administrators or Authorized users can have access to the RWM settings page; To give access to a user or to a group it's necessary add the authorization **Show RWM Settings** from the Security Manager. *Note: See User and Security user manual for future information's.*

The games played in RWM mode are reported in the Detailed Report "RWM sections" but it's recommended to restrict this access only to trusted people (Manager groups, Directors and Master Cashiers).

Setup the RWM settings

From **Lane Manager**, select all lanes and click on **Pair Setting** and select the **RWM Setting** tab.



Enter in the **Bowler's Console Password** field, the password to activate the RWM feature from Bowler Console.

Is highly recommend to change RWM password an to give it only to trustworthy managers.

Choose the **Game limit** mode from one of the available options:

None: Unlimited game, players continue to play till the bowling staff close the RWM mode.
Time: Players must enter the quantity of the minutes they want to play.
Game count: Players must enter the quantity of the Game (game x player) that they want to play.

Click on **Send to lane and Close** to apply the choice.

Close a Lane using the RWM Mode

1. Select a lane side using the **Left Lane** or **Right Lane** keys on the QWERTY Bowler's console or bowler's console simulator
2. Type the password to activate the RWM function. *Note: Password will not be displayed on the screen.*

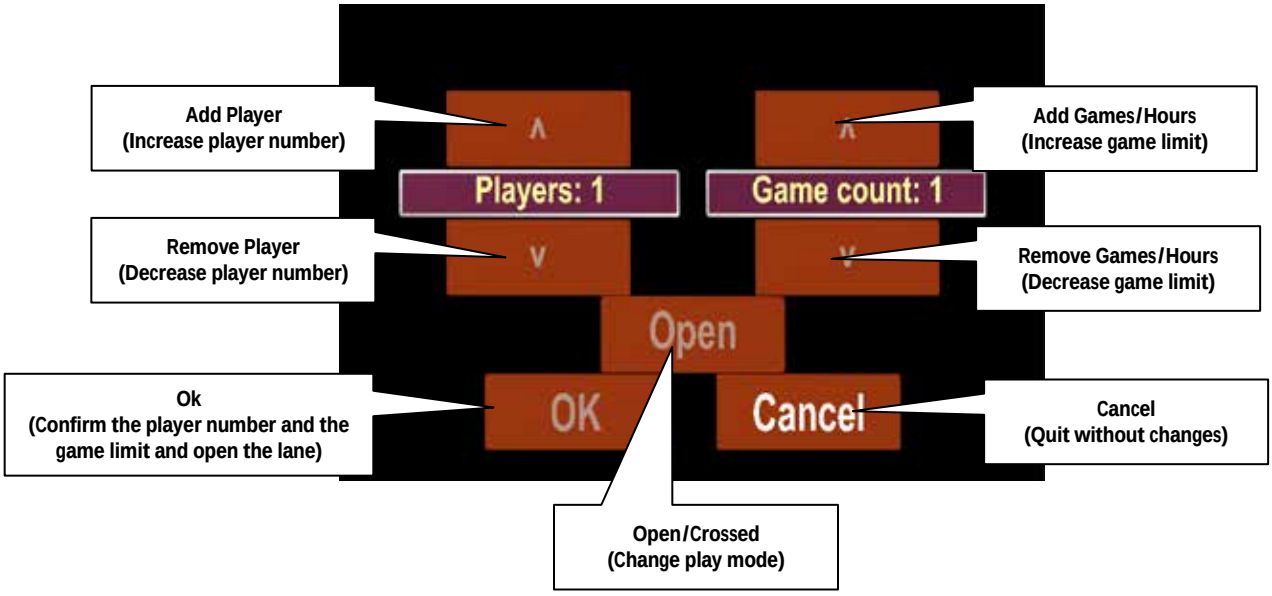
A message will pop-up with the information of the session played in RWM mode so the cashier can manually calculate the bill; To confirm the session closure use the **Left key** to move on **Close** button, when the symbol is selected push the **Enter key** on QWERTY.

If the Server is not contactable the VLC will remain in RWM mode retrying the server connection periodically until the connection with the Server is established, then VLC will exit from RWM mode automatically. If the server remains offline it is still possible to continue to play by simply opening a new game session using RWM opening.

Open a Lane using the RWM Mode

1. Select a lane side using the **Left Lane** or **Right Lane** keys on the QWERTY Bowler's console or bowler's console simulator
2. Type the password to activate the RWM function. *Note: Password will not be display in the screen*

As default the active selection is on **Cancel** button; To quit without changes push the Enter key on QWERTY keyboard; Use the Up-Down-Left-Right arrows key to move around the menu and highlight the needed setting, when the setting is highlighted push the **Enter** key to change the setting value.

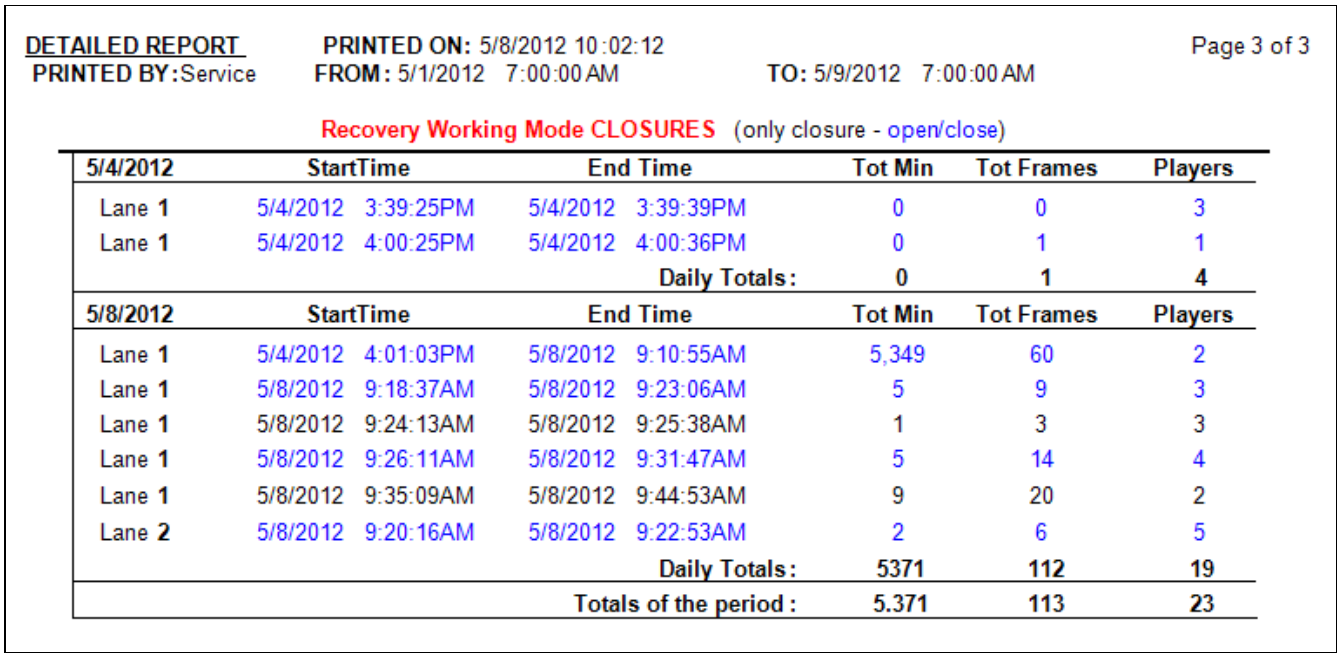


RWM Closures Reported in Detailed Report

From Focus menu, open the **Reports Manager** plug-in, highlight the **Detailed Report** and choose a period to check; When ready, click on **Print** button, browse the pages and open the last page where the RWM closures are displayed.

The rows highlighted in **Blue** are the sessions opened and closed in RWM mode;
The rows in **Black** are the sessions opened from the Front-Desk when the server was active, and closed in RWM mode.
Note: the session opened from RWM and closed from Front-Desk will not displayed on this list.

The detailed Report shows day by day the RWM closures; If the selected period included more than one day the lanes session will display taking care of the closure day; A session played from 23:00 of 23/07/2019 to 1:30 of 24/07/2019 will be displayed under all other 24/07/2019 closures.



DETAILED REPORT — PRINTED ON: 5/8/2012 10:02:12 — Page 3 of 3
PRINTED BY: Service — FROM: 5/1/2012 7:00:00 AM — TO: 5/9/2012 7:00:00 AM

Recovery Working Mode CLOSURES (only closure - open/close)

5/4/2012	StartTime	End Time	Tot Min	Tot Frames	Players
Lane 1	5/4/2012 3:39:25PM	5/4/2012 3:39:39PM	0	0	3
Lane 1	5/4/2012 4:00:25PM	5/4/2012 4:00:36PM	0	1	1
		Daily Totals:	0	1	4
5/8/2012	**StartTime**	**End Time**	**Tot Min**	**Tot Frames**	**Players**
Lane 1	5/4/2012 4:01:03PM	5/8/2012 9:10:55AM	5,349	60	2
Lane 1	5/8/2012 9:18:37AM	5/8/2012 9:23:06AM	5	9	3
Lane 1	5/8/2012 9:24:13AM	5/8/2012 9:25:38AM	1	3	3
Lane 1	5/8/2012 9:26:11AM	5/8/2012 9:31:47AM	5	14	4
Lane 1	5/8/2012 9:35:09AM	5/8/2012 9:44:53AM	9	20	2
Lane 2	5/8/2012 9:20:16AM	5/8/2012 9:22:53AM	2	6	5
		Daily Totals:	5371	112	19
		Totals of the period:	5.371	113	23