

# Steltronic StelPad User Guide



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# About StelPad and its Features

The Steltronic StelPad operates as a complimentary device to your Steltronic Focus & Vision package. A StelPad is designed to be a touch-based bowler console, allowing the bowler to perform scoring system tasks at the lanes. The StelPad software is a web browser-based application. It calls for information from your local Focus databases similar to a web browser calling information from the Internet.

Alternatively, StelPads can be configured as scoring monitors if a center is choosing or unable to mount scoring displays above the lane approaches. Please discuss this alternative with your Steltronic sales representative if you are interested.

StelPads can be configured for each lane, or the lane pair. For documentation purposes, the instructions were composed based on one StelPad per lane pair. If your installation has one StelPad assigned per lane, you can skip some steps where instructed to select a lane. All features were enabled to display all potential options. Your screen views may appear different if you have selected specific Bowler's Console settings to be disabled.

#### StelPad System Elements

- StelPad computer
- ELO touchscreen monitor
- Pedestal
- Network communication hub features of the bowler console will require Ethernet Cat5 wiring to each bowler console.

**NOTE:** To ensure proper software communication between Focus and a StelPad, your Focus network and StelPads must be running the same software versions. If you are installing StelPads to an already existing Focus & Vision system, please contact Steltronic Tech Support to schedule a software update before bringing any StelPads online.

StelPad features can be enabled independently for Open Play and League Play through the Steltronic Focus *Bowler's Console* settings.





# StelPad Computer Integration with Focus

Each StelPad will need to be added to the Focus system for it to begin communicating. Each StelPad has a static IP address assigned to it. If you are setting up a single StelPad for a lane pair, you will perform the integration steps twice for the one StelPad, using the same IP address for both lanes.

From the Focus server computer, open the **Configuration Manager** module

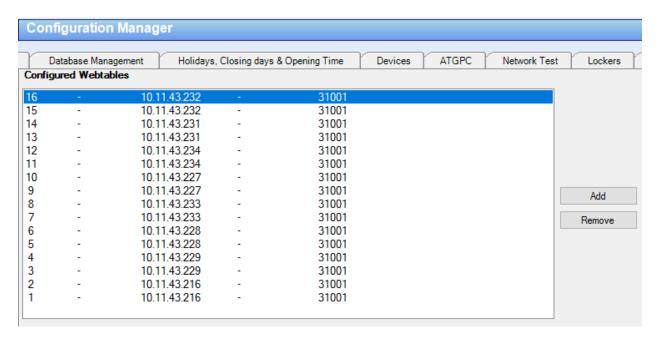


Use the navigation arrows at the upper right side of the form configuration tabs until you locate the StelPads tab.

Stelpads Photostrike to move the

#### Click the StelPads tab.

The tab will display a list of configured StelPads in the Focus system. Initially, the list will be empty. (The picture shows an example of StelPads set up for a 16 lane center with a StelPad for each lane pair.)



Click the Add button.





Click the drop-down arrow in the **Pair** field to select the desired lane pair. The lane count should be predefined by the Focus system licensing.

Place a check for the specific lane you wish to assign the StelPad to.

Type the IP address assigned to the StelPad computer into the **Table IP** field.

The **Port** value by default should be **31001**. If this value does not automatically populate, enter it with the first StelPad addition. Once initially placed, new StelPad additions will have the Port value default the value in.

Click **Confirm**. The StelPad will be added to the Focus configuration.

Repeat the process for each lane and each StelPad until all lanes have been assigned a StelPad.

#### Enable Custom Graphic Usage on StelPad

A StelPad can display custom backgrounds and branding logos to give a unique look for any location.

To enabled custom graphics: From the Focus server computer, open the Configuration Manager



Use the navigation arrows at the upper right side you locate the StelPad tab.

to move the configuration tabs until

Click the StelPads tab. At the bottom of the tab, there is a section labeled Other Settings.



Check **Use Custom Graphic**.

Click Save.

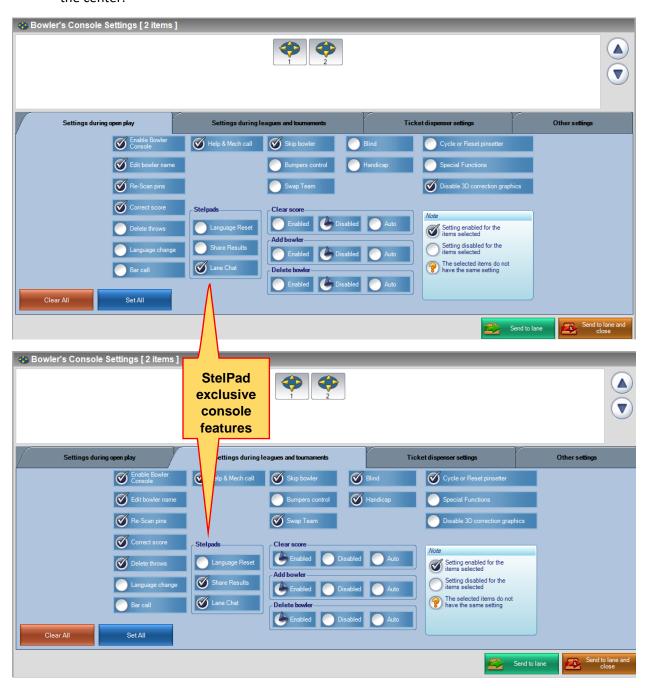
Close the Configuration Manager module.



# Focus Settings for a StelPad Bowler's Console

Many of the standard Steltronic Bowler's Console settings are available for the different consoles compatible with a Focus scoring system. The StelPad has a few exclusive features to apply if desired.

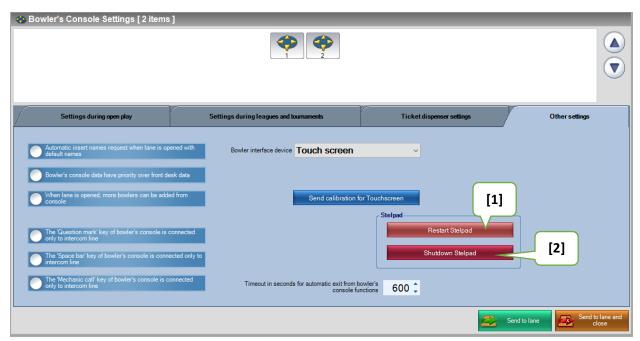
- Language Reset Bowlers can choose from 20 different language settings.
- Share Results Bowlers can share their bowling results to social media via Facebook.
- Lane Chat Bowlers can send and receive messages via text and emojis to different lanes within the center.





### Bowler's Console Other Settings for StelPad

Two important StelPad functions are included on the Other Settings tab of the Bowler's Console Settings.



- [1] Reset StelPad: The Reset StelPad function is available to use if a StelPad stops operating for the user at the lanes. The Reset option sends a command to the StelPad computer to reboot itself. This option can be used while the lane is active with bowlers with no impact to their games.
- [2] Shutdown StelPad: The Shutdown StelPad function should be performed nightly at the conclusion of each business day. The function tells the device to close software operations and communications to the Focus network before fully powering down. Powering down the device will increase touchscreen and computer longevity.

<u>WARNING</u>: If a StelPad is shutdown, the power source for it must be reset before the StelPad will reboot. If you wish to disable a StelPad from user activity, uncheck the **Enable Bowler Console** feature of the *Bowler's Console Settings* instead of using the Shutdown StelPad option.

# StelPad Computer Shutdown/Startup (recommended daily)

At the close of each day, StelPad computers and touchscreens should be turned off. StelPad software and communications should be closed properly via the proper shutdown process to ensure optimal performance between the StelPad and Focus system. Powering off both items also increases the longevity of both devices and save energy.

**NOTE:** The Vision Lane Computer (VLC) must still be online to shut down StelPads with the Focus Bowler's Console tools.



# StelPad Shutdown

To shut down a StelPad: From a Focus computer, choose the Lanes Manager module



On the top Command Bar, click the **Multiple Lane Selections** button. The Lane Selection Window will appear.



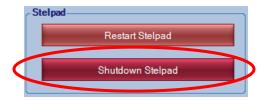
#### Click Select All.

All lanes will be selected for the next action.

Click any **Bowler's Console** control button in the Lane icons to open the *Bowler's Console Settings*.

Click the **Other Settings** tab.

Click Shutdown StelPad.



The confirmation prompt appears.





Select OK.

The command is sent to the StelPads to shut down. When all StelPads acknowledge the command, a confirmation prompt displays.



Select OK.

Continue with the steps to shut down the VLC and Focus computers (steps included with the Focus User Guide).

#### StelPad Startup

The StelPad computer will boot up and launch the correct software when it identifies as "receiving" power. This means all power must be terminated to the computer, then supplied again for it to receive power. Commonly, this is accomplished by turning off an electrical breaker switch. It can also be performed individually at each StelPad pedestal.

**NOTE:** For optimal communication with the Focus network, we recommend having the Focus server computer powered up and the *Focus Lane Server* component started before powering on StelPads.

**To power up a StelPad:** Turn off the power source or circuit breaker for the StelPad computer.

Wait up to 30 seconds for the discharge to complete.

Turn on the power source/breaker switch.

When the StelPad receives power, the boot up and synchronization will begin automatically.

**CAUTION:** If this process is not successfully starting up a StelPad, a BIOS edit is potentially necessary for the StelPad computer. Contact Steltronic Tech Support for additional instructions.



# StelPad Navigation





#### Lane Status Icons



The Lane Status icons inform the user what the status is for the StelPad to a particular lane. The Lock icon displays when a lane is not active with bowler names. The Disabled icon displays when the StelPad has been disabled in the *Bowler's Console Settings* of Focus.



#### Refresh (Switch Lanes) Button



The Refresh Button displays in the top right corner of a StelPad. Selecting this button returns the user to the lane selection screen, allowing the user to select a lane they wish to operate. This button also refreshes the displayed view of the lane selection screen. For example: if a lane is displayed as unlocked, but the lane has not been assigned for

bowlers to bowl, touching the Refresh button will update the lane status displaying the Lock icon.

#### Previous Screen (Go Back) Button



The Previous Screen arrow is located at the upper left corner of the display when you've selected a specific feature. Touching the arrow returns the user to the previous page a user was working from.

#### Home Button



The Home icon returns you to the chosen lane home screen with the selectable Bowler's Console features.

# Loading



When an action has been performed by a user at a StelPad, the operations will occasionally display the animated *Loading* image. This informs the user the StelPad is communicating with the Focus system and attempting to complete the action. Most operations at

the StelPad are performed fast enough the animation does not display.



### **Navigation Arrows**

The navigation arrows are displayed and used when a user is viewing or editing bowler names and scores.



# Language Selection

The Language Selection icon is available from the Bowler's Console home menu. The user touches the desired language flag to change the user's text experience with the software.

**NOTE:** The **Language Reset** feature must be enabled in the *Bowler's Console Settings* of the Focus scoring system for the text to display the different language on the scoring monitor.



To change language settings: On the StelPad, touch the desired lane number where the language settings wish to be changed.

Touch the flag in the upper right corner. The language choices will be displayed.

Touch the desired flag/language.

The StelPad will change the text labels to the new language selection.



# Lane Chat

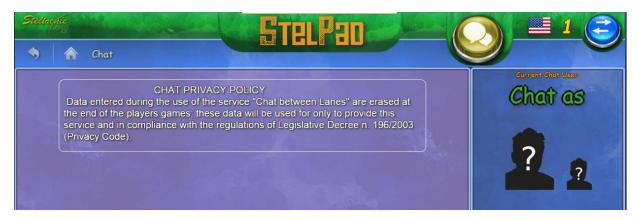


Lane Chat allows users to instant message with other lanes in the bowling center via the StelPad.



For content management purposes, a disclaimer is displayed at the beginning of Lane Chat launch. There is no requirement of the user to acknowledge the disclaimer. No options are available to keep a lane chat room private. Multiple lanes can communicate into one lane chat room at any time. Lane chat rooms open when a bowler opens the Lane Chat module. One lane can jump to different lane chat rooms and return at any time without risk of losing messages in a lane chat room.

**NOTE:** Messages cannot be sent to a lane until the receiving lane has opened the Lane Chat module. Once opened, the lane is available for selection as a lane chat room.

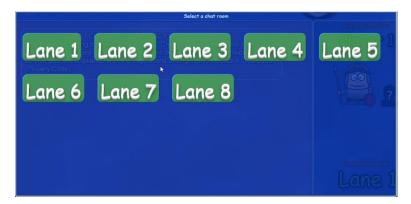




To begin a lane chat: On the StelPad, the desired lane number open the Bowler's Console menu.

Touch the **Lane Chat** button in the upper right corner. The Lane Chat module will open. The Current Chat Room will default to the lane the StelPad is assigned to.

Touch Current Chat Room to view available lanes to chat with.



Select a lane.

Touch **Chat as** to select the bowler wanting to chat with a lane.



Once a player is selected, **Message** and **Settings** icons appear in the lower left.

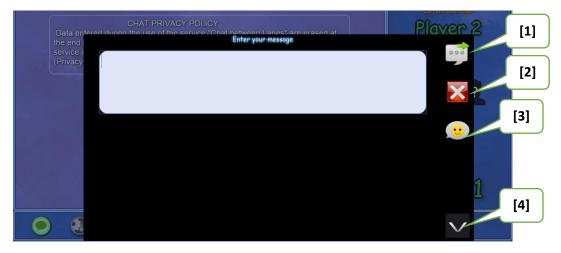


The **Settings** icon will allow the user to change the player's default avatar to one of several available character options.



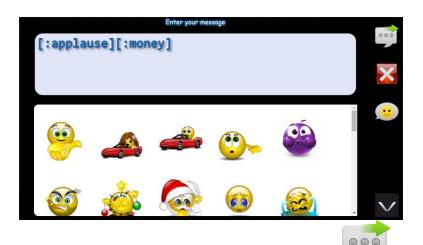


Touch the **Message** icon to open the message window.



- [1] Send: The button will transmit the message entered to the pre-selected chat room (lane).
- [2] Close: Cancel an existing message without sending the content. The user can begin again or perform other activities.
- [3] Emoticons: A large assortment of emoticons display for users to include in their message to the lane chat room.
- [4] Minimize and Reveal arrow: Display or minimize a keyboard for the user to type text.





Once the message is composed, click the **Send** button

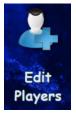
to send the message.

When a message has been sent to a lane chat room and the users at the lane are on the Bowler's Console menu, the Lane Chat icon will change color so users are aware they have a pending message waiting to read.



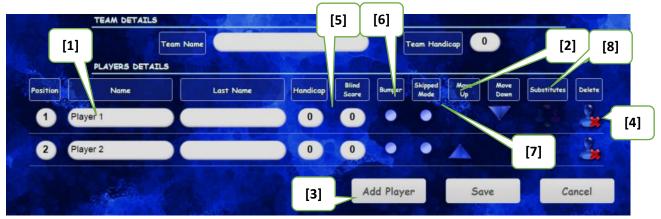
**NOTE:** If StelPads are set up to support a pair of lanes, the lane chat icon will blink for either lanes' Bowler's Console menu. The lane that is not the designated chat room will have to select its partner lane's chat room to view the message. This only occurs at the assigned lane/lane pair for the chat room.

# **Edit Players**



The Edit Players feature provides the user a combination of multiple controls related to the bowler and team names. The options available to use will vary based on the Focus *Bowler's Console Settings* for Open Play and for League Play, which can be set independent of each other. Some functions will be displayed but not useable, while other features will not be displayed. (Example: The Delete Bowler icon will only be displayed if the feature is enabled in the *Bowler's Console Settings* of Focus.)

The functions available include:





- [1] Modify team and player names: Touch the field for the team name, name or last name to identify what name to edit. The cursor will display in an edit field and a touch keyboard will display for the user to make changes.
- [2] Change the displayed bowler order: Press the up or down arrows to move bowlers around in the order bowlers wish them to bowl in.
- [3] Add bowlers: Touch the Add Player button to insert additional names to the lane. A new line is added and a field is displayed for the bowler's name to be entered.



[4] **Delete bowlers:** Touch the *Delete Bowler* icon for a bowler you wish to remove from the list. When the bowler is deleted and the save button is clicked to save changes, the bowler's line is removed along with recorded score and the bowler positions will be re-sequenced in the scoring

<u>WARNING</u>: The Delete Bowler tool will not ask the user to verify their action with a Yes or No question. The bowler will be deleted with the touch of the Delete Bowler icon. If the user did not want to delete the bowler, they must select **Cancel** on the *Edit Players* screen immediately to cancel the delete action.

display.

- [5] Edit handicap scores: The team and individual handicap fields function independently. Touch the desired field to edit. A number keypad will display for you to type in the desired handicap value.
- [6] Enable/Disable bumpers: Touch the radio button to enable or disable bumpers for the bowler.
- [7] Skip Bowlers: Skipped mode has the scoring system skip the chosen bowler's turn until they are ready to bowl again or all bowlers have reached the end of the game. Touch the radio button for the desired bowler to put in skipped mode. Touch it again to remove the skip.
- [8] Introduce substitute bowlers: Generally for league use only; Touch the substitute icon to receive a list of roster players in the league. Scroll through the list to find the desired substitute and select that person to replace the original person in the lineup.

Changes can be introduced one at a time or multiples in one editing activity. When the user's editing is completed, touch **Save** to commit the changes to the Focus system. Select **Cancel** to purge any changes introduced in the most recent editing activity prior to the last save attempt. The StelPad will return to the Bowler's Console home menu after saving or cancelling actions.



# **Edit Frames**



Edit Frames allows bowlers to change the score of a current or previously bowled frame. Editing frames is independent of deleting the last delivered ball which is handled with a different function.

**To edit a scored ball/frame:** On the StelPad, touch the desired lane number where the frame needs to be edited.

NOTE: In Crossed Mode (league mode), select the lane where the bowler originated

from.

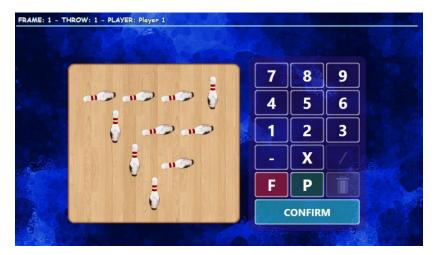
The Bowler's Console menu appears. Touch the **Edit Frames** icon. The current game's frames for each bowler will be displayed.



Use the navigation arrows or touch the screen to scroll to the frame you wish to edit.

Touch the specific delivery of the frame you wish to edit.

The Edit Frame detailed view will appear.





The pins still standing will be displayed as up and the pins scored (knocked down) will be displayed as down.

For editing a first ball delivery score, touch the appropriate standing or knocked down pin to change its status.

Select Confirm when edits are completed.

To edit a second ball (spare attempt), use the keypad to change the scored pinfall or other appropriate options for spare, foul, etc.



The edited frame will be displayed with the traditional underscore markings to identify an edited score.

# Delete Last Throw



The Delete Last Throw feature is designed to delete a throw from scoring if a bowler bowled out of turn or on the wrong lane.

**To delete last throw scored:** On the StelPad, touch the desired lane number where the bowler's name was initially entered. (This is important if bowling in *Crossed Mode* or during league.) The Bowler's Console menu appears.

Touch the **Delete Last Throw** icon. The confirmation prompt will appear.





Touch **Yes** to confirm. The last throw recorded by the scoring is removed.

# Share Results to Social Media



Share Results gives bowlers the opportunity to display their fun and successes direct from the StelPad to Facebook® (with their active account temporary login).

**NOTE:** Before information can be shared through the StelPad, add the bowling center's Web page (even a specific Facebook page) in the Focus Configuration Manager. Four text fields are also available in the Configuration Manager module for

optionally publishing text with each Facebook shared result. The fields are:

- Center Name for Socials displayed with each post
- Center Description displayed with each post
- Text for Pre-Match message displayed if bowling hasn't begun
- Text for score image messages displayed once scoring is being recorded/posted

Each field can be populated with content the bowling center wishes to have included when users share their game to Facebook.

To set the Facebook web site: From the Focus server computer, open the Configuration Manager



Use the navigation arrows at the upper right side of the form configuration tabs until the StelPads tab is displayed.



Click the **StelPads** tab.

In the **Center Website (Needed for posts)** field, add the bowling center's specific Facebook web page address.



#### NOTE:

Click Save.

**To share information to Facebook:** On the StelPad, touch the desired lane number. The Bowler's Console menu appears.

Touch the **Share Results** icon. A list of the bowler names will be displayed for you to choose from.





Touch the appropriate bowler name. A Facebook branded page will display, giving the user a comment field to optionally enter comment text they want posted.



After entering text, Touch **Confirm**. A Facebook login form will appear.



Enter a Facebook user name and password in the appropriate fields.

Touch Login. A Facebook notification form will display.



Review the information, then touch Continue as <first name>.





Touch the drop-down menu to display the list of choices for sharing the post and select a desired choice.

Touch **OK** to continue with sharing. Touch **Not Now** to stop the post.

A successful post will display this graphic.



A cancelled post will display this graphic.



Touch the screen for the graphic to close.

The login for Facebook will clear when the lane is closed.

# **Clearing Scores**

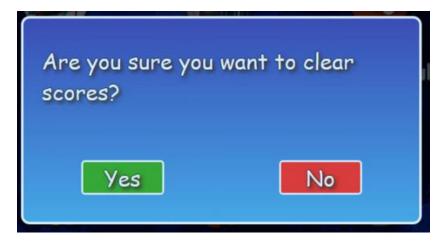


The Clear Scores feature removes scores from all bowler lines on the lane, allowing them to restart their pin scoring to the beginning of a game.

**To clear recorded scores from displayed game:** On the StelPad, touch the desired lane number to clear scores. The Bowler's Console menu appears.

Touch the **Clear Scores** icon. The confirmation prompt will appear.





Touch **Yes** to confirm. Displayed scores for all bowling lines will be removed.

# Restaurant/Bar Service Request



Selecting the Bar Service feature makes two software operations engage. In Focus, a blinking icon on the lane where the service was requested is displayed. At the lane, this feature displays a scrolling graphic across the upper scoring monitor of the lane visible for floor staff to see.



**To activate Bar Service graphic:** On the StelPad, touch the desired lane number requesting service. The Bowler's Console menu appears.

Touch the **Bar Service** icon.

To clear the Bar Service request from the scoring monitor and StelPad, repeat the previous steps.

# Maintenance/Assistance Request



Selecting the Tech Issue feature makes two software operations engage. In Focus, a blinking icon on the lane where the service was requested is displayed. At the lane, this feature displays a scrolling graphic across the upper scoring monitor of the lane visible for floor staff to see.



**To activate Maintenance/Assistance graphic:** On the StelPad, touch the desired lane number requesting service. The Bowler's Console menu

appears.

Touch the **Tech Issue** icon.

To clear the Maintenance/Assistance request from the scoring monitor and StelPad, repeat the previous steps.



# Cycle/Reset Pinsetter



The Cycle/Reset Pinsetter feature allows the user to reset pins for their chosen lane. Most pinsetters and Steltronic A.P.I. interaction will process this command by cycling the pinsetter one time only. For example: If a pinsetter is on 1<sup>st</sup> ball and a pin has fallen before a bowler attempts a delivery, the user will need to perform the Cycle/Reset action two times to go through a complete pinsetter cycle.

**To cycle a pinsetter:** On the StelPad, touch the desired lane number to cycle. The Bowler's Console menu appears.

Touch the Cycle/Reset icon. A confirmation prompt will appear.



Touch Yes to confirm.

**NOTE:** If the pinsetter needs to be cycled a second time, select the **Cycle/Reset** icon again but wait to touch **Yes** until the pinsetter has completed the first cycle command.

# **Special Functions**



The Special Functions component contains multiple features for specific circumstances and pinsetters. Future enhancements of the StelPad operations will be added to this area as they are introduced.





# Swap Team

Swap Team allows the user to switch the lane the scoring is set for the bowlers. This tool is most commonly used for tournament play and league bowling when the scoring lines need to be switched to the other lane of a crossed mode bowling format.

**To swap teams between lanes:** On the StelPad, touch the screen to open a Bowler's Console menu for one of the lanes.

Touch the **Special Functions** feature.

Touch **Swap Team**. The bowler's lines on the display monitors and lane assignments will be switched.

# Set Pins and Go (1st Ball and 2nd Ball) and Figures

These features are available for Brunswick GS pinsetters. It can set any combination of pins, then set the pinsetter on ball 1 or 2 (usually only ball 2 is necessary).



To set specific pins for a ball delivery attempt: On the StelPad, touch the desired lane number where you wish to set pins for a spare attempt.

#### Touch Special Functions.

Select the desired option.

A pindeck graphic will be displayed. Leave standing only the pins desired to have the pinsetter set.



Touch **Confirm**. The pinsetter will sweep the deck if necessary and set the requested pins.

# **Viewing Scores**



The Viewing Scores feature is designed to view current and previous bowling scores bowled by the existing bowlers on the selected lane during this session alternatively to viewing the scores from the upper monitor. If a bowler wishes to edit the score in a frame, they can touch a bowled frame needing correction, then perform an edit to the frame using the *Edit Frames* features.



# Frequently Asked Questions and Troubleshooting FAQ

1. Can we change the background wallpaper of the StelPad?

Yes, you can! On your Focus system's server, the StelPad accesses files in a custom graphic folder. The location is:

C:\inetpub\wwwroot\Steltronic.ibcms.webtables\customgraphic\images\

It's important to keep the file name and pixel dimensions identical to the default file, titled **background.jpg**. The pixel dimensions are **768** x **768**. The resolution should be set to **300** dpi.

If you create your own .jpg, rename the original file to something else and leave it in this file location in case you should want to use it again in the future.

Next, place your customized background.jpg file in the location on C:\ as noted above. On the next refresh of the StelPad, the new background will be displayed.

2. Can we put our center's name/brand on the StelPad?

Yes, you can! Your brand will be displayed as a centered header for the StelPad. Similar to the



background wallpaper, the StelPad accesses files in a custom graphic folder. The location is: C:\inetpub\wwwroot\Steltronic.ibcms.webtables\customgraphic\images\

It's important to keep the file name and pixel dimensions set appropriately for the file, titled **logo.png**. The pixel dimensions are **498** x **108**. The StelPad automatically defaults its own header if the logo.png cannot be found or does not exist.

Next, place your customized logo.png file in the folder's location on C:\ as noted above. On the next refresh of the StelPad, the new header will be displayed.

### Troubleshooting

 Issue: A StelPad is powered up, but displays a white screen with the message "This webpage is not available."

**Solution 1:** At the StelPad touchscreen, swipe across from left to right to view another page. This will launch a fresh web page for the StelPad application to execute and display.

**Solution 2:** Confirm the StelPads have communication to the network at the network hub. Most Network hubs will have communication lights blinking at each plugin point. If the port is not showing blinking or solid lights, there is a network communication problem to resolve.

• Issue: A StelPad continues displaying the loading animation after an action was completed.

**Solution:** Restart the StelPad via the front desk Focus computer. For the lane with the issue, open the **Bowler's Console Settings** and proceed to the *Other Settings* tab. Select **Restart StelPad**.

• Issue: One or more StelPads will not sync with the Focus system.

**Solution 1:** Confirm the StelPads have communication to the network at the network hub. Most network hubs will have communication lights blinking at each plugin point. If the port is not showing blinking or solid lights, there is a network communication problem to resolve.

**Solution 2:** A specific Microsoft® Windows Internet Information Service (IIS) named StelAppPool is not performing correctly at your Focus server and needs to be restarted.

• If the time is available (IE: before opening or after closing), restarting the Focus server is the best action. This will ensure all appropriate items can start in their proper Windows sequenced order.

# Misc. Prompts and Messages

A StelPad will produce prompts for users in different circumstances based on how the user is interacting with the device. Many of the messages users can receive are logical, based on the specific scenario. Some of those messages are displayed below.



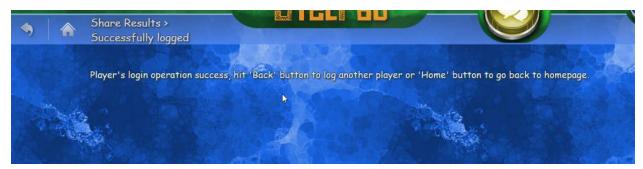


If a user attempts to edit a frame but the selected ball of the frame they are attempting to edit has not been delivered yet, the user will receive this prompt.



If a user attempts to use the Delete Last Throw feature, but no throw was recorded in the scoring system to delete, this prompt will appear.

If a user has logged into Facebook on the StelPad to share their bowling status and attempts to log in again, the user will receive this prompt instructing them to touch the back arrow or Home button. The user can click the Share Results icon again and select their name without going through the Facebook login process.



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