TRAINING OPERATIONS GUIDE

For Conqueror X Management System

Rev. August 2023

MAKING BOWLING **AMAZING**

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This training operations guide includes step by step instructions for completing some of the basic and fundamental operations in the Conqueror X management system.

Conqueror X is a robust system, with the flexibility to be utilized in multiple ways depending on a bowling facility's needs and operational model. Consequently, there are several ways to execute certain functions in Conqueror X that you may have been trained on by your QubicaAMF MAX Training Specialist that are not mentioned in this guide. A prime example of this relates to opening and closing lanes—there are several scenarios centers may face relating to lane control and this training operations guide covers the most common situations that may occur at centers on a day to day basis.

This training operations guide is not meant to be all-inclusive or cover every feature and function of Conqueror X, nor is it meant to replace our onsite MAX Training program. It is meant to function as a supplement and support tool, and serve as a refresher of the training you received from one of our expert MAX Training Specialists.

We hope you find this training operations guide useful and helpful as you utilize Conqueror X to maximize the potential of your business.

As a reminder, we encourage you to continue to access the other training resources and material available to you with your purchase of Conqueror X. These resources include online learning courses, the QubicaAMF Customer Portal, and the QPortal (which includes a direct link to training resources with documentation and videos).

Thank you again for your purchase of Conqueror X. Best of luck to you and your staff on a successful journey with your business!

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Section 1: Lane Control

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Issuing Lanes

Game Bowling (Prepay—Same Rates For All Bowlers)

1. Click lane to be issued (or one lane of the pair to be issued)
2. Click "Open Game" or "Pair Game"
3. Click on Experience to be used (if applicable)
4. Click on "Bowler Number" and enter the correct number of bowlers
5. Click "Set Price" and choose correct price key (if different than default)
6. Click on the text in the "Prices" column for each bowler to add the correct number of games
7. Click the appropriate buttons to add shoe rental for each bowler, if necessary
8. Click "Pay Now" and process payment

Game Bowling (Prepay—Different Rates Per Bowler)

1. Click lane to be issued (or one lane of the pair to be issued)
2. Click "Open Game" or "Pair Game"
3. Click on Experience to be used (if applicable)
4. Click on "Bowler Number" and enter the correct number of bowlers
5. Click on bowler who will be paying a different rate than default
6. Click "Bowler Price" and select the appropriate price key. Repeat as needed
7. Click on the text in the "Prices" column for each bowler to add the correct number of games

8. Click the appropriate buttons to add shoe rental for each bowler, if necessary
9. Click "Pay Now" and process payment

Game Bowling (Postpay)

1. Click lane to be issued (or one lane of the pair to be issued)
2. Click "Open Game" or "Pair Game"
3. Click on Experience to be used (if applicable)
4. Click "Open Now"

Game Bowling (Postpay—Payment)

1. Click lane to be closed (or one lane of the pair to be closed)
2. Click "Close"
3. Click "Set Price" and choose correct price key (if different than default)
4. Click the appropriate buttons to add shoe rental for each bowler, if necessary
5. Click "Pay Now" and process payment

Time Bowling (Prepay)

1. Click lane to be issued (or one lane of the pair to be issued)
2. Click "Open Time" or "Pair Time"
3. Click on Experience to be used (if applicable)
4. Click on "Bowler Number" and enter the correct number of bowlers
5. Click "Set Price" and choose correct price key (if different than default)
6. Click "Add Time" and enter the hours and minutes to be sold
7. Click the appropriate buttons to add shoe rental for each bowler, if necessary
8. Click "Pay Now" and process payment

Time Bowling (Postpay)

1. Click lane to be issued (or one lane of the pair to be issued)
2. Click "Open Time" or "Pair Time"
3. Click on Experience to be used (if applicable)
4. Click "Open Now"

Time Bowling (Postpay—Payment)

1. Click on lane to be closed (or one lane of the pair to be closed)
2. Click "Close"
3. Click "Set Price" and choose correct price key (if different than default)
4. Click the appropriate buttons to add shoe rental for each bowler, if necessary
5. Click "Pay Now" and process payment

Time Bowling (Postpay with Time Assigned During Check-In)

1. Click on lane to be issued (or one lane of the pair to be issued)
2. Click "Open Time" or "Pair Time"

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3. Click on Experience to be used (if applicable)
4. Click on "Bowler Number" and enter the correct number of bolwers
5. Click "Set Price" and choose correct price key (if different than default)
6. Click "Add Time" and enter the hours and minutes to be sold
7. Click the appropriate buttons to add shoe rental for each bowler, if necessary
8. Click "Pay Later" (note: requires proper user permissions; this method of issuing lanes is primarily used in for a full service/concierge operational model)

Unlimited Bowling (Prepay)

1. Click lane to be issued (or one lane of the pair to be issued)
2. Click "Open Unlimited" or "Pair Unlimited"
3. Click on Experience to be used (if applicable)
4. Click on "Bowler Number" and enter the correct number of bowlers
5. Click "Set Price" and choose correct price key (if different than default)
6. Click on "Time Limit" and set appropriate closing time, duration, or unlimited play (if different than default)
7. Click the appropriate buttons to add shoe rental for each bowler, if necessary
8. Click "Pay Now" and process payment

Lane Functions

Parking Lanes

1. Click on lane to be parked
2. Click "Close"
3. Click "Park"

Reopening Parked Lanes

1. Click on "Park" or the "Parked Lanes" quick button
2. Select parked lane to be reopened
3. Click "Reopen"
4. Select lane on which the parked lane will be reopened
5. Click "OK"

Closing Parked Lanes

1. Click on "Park" or the "Parked Lanes" quick button
2. Select parked lane to be closed
3. Click "Close"
4. Proceed with proper closing process

Pinspotter Control

1. Select lane on which to control the pinspotter
2. Click "Pinspotter"
   "Full Set": sets all ten pins on first ball
   "Re-Spot": respot the pins in the last known standing position

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"Set Pins": specify pins to be respot on the deck (requires Edge String pinspotters)
"On": turns the pinspotter on
"Off": turns the pinspotter off

"Clear Pindeck": puts the pinspotter in the pins up/shield up state (requires Edge String pinspotters)

<u>Printing Scores</u>

1. Select lane from which to print scores
2. Click "Print Games"
3. Click "Deselect All"
4. Select the correct scores to print
    a. The most current bowling session will be at the top of the list
    b. Clicking on the plus sign to the left of the bowler name will expand the list to include individual games
5. Click "Score"
6. Select desired score printout settings
7. Click "Print"

<u>Printing MAD Games/YouToons Images</u>

1. Select lane from which to print images
2. Click "Print Games"
3. Click "Deselect All"
4. Select the correct images to print
    a. The most current bowling session will be at the top of the list
    b. Clicking on the plus sign to the left of the bowler name will expand the list to include individual games
5. Click "MAD Game" or "YouToons" as applicable
6. Click "Print"

<u>Score Corrections</u>

1. Select lane on which to correct the score
2. Click "Score"
3. Click the frame that needs correction
4. Click on the score for the first or second ball and make the appropriate change
5. Click "Save"

<u>Modifying a Bowler</u>

1. Select lane on which the bowler to be modified is playing
2. Click "Score"
3. Click on the bowler's name
4. Make the appropriate changes such as:

       a. Changing the bowler's name
       b. Changing the bowler's handicap
       c. Changing the type of bowler (most common: blind, vacant, pre-bowled)
       d. Remove the bowler
       e. Skip/unskip the bowler
       f. Set bumpers for the bowler

Enable Workshop Mode

1. Select lane to be put into workshop
2. Click "Services"
3. Click "Workshop"
4. Click "Yes"

Disable Workshop Mode

1. Select lane to be taken out of workshop
2. Click "Workshop"
3. Click "Yes"

Enable Cleaning Mode

1. Select lane to be put into cleaning mode
2. Click "Services"
3. Click "Cleaning Mode"
4. Click "Yes"

Disable Cleaning Mode

1. Select lane to be taken out of cleaning mode
2. Click "Cleaning Mode"
3. Click "Yes"

Transferring Lanes

1. Select lane (or pair of lanes) to transfer
2. Click "Transfer"
3. Select lane (or pair of lanes) to transfer the first lane/pair to
4. Click "OK"

Adding Guests to Waiting List

1. Click "Waiting"
2. In the field next to "Reference," type in the name of the guest
3. Choose the correct opening mode (game/time/unlimited)
4. Click "Save"
5. If using SMS notifications, type in the phone number of the guest and click "Send"

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Opening a Lane Using the Waiting List

1. Click "Waiting"
2. Choose the correct group on the waiting list
3. Click "Open"
4. Select the lane to be issued
5. Click "OK" and proceed to check the lane in normally

Running Lucky Train

1. Select the group of lanes on which to run Lucky Train
2. Click "Special Functions"
3. Set the proper Lucky Train parameters
   a. Winner: a winner will automatically be randomly chosen. To randomly select a different bowler, click in the blue box
   b. Duration: specify how long Lucky Train will be run
   c. Volume: set the volume of the Lucky Train sound effects
4. Click "Start" to start Lucky Train
5. When Lucky Train is completed, click "Stop" to clear the graphics off the overhead monitors

Merging Lanes

1. Select the lane that will be merged with the adjacent lane of the pair
2. Click "Special Functions"
3. Click "Merge" (note: this will not work if the lanes are still in sign in mode)

Splitting Lanes

1. Select one lane of the pair that will be split
2. Click "Special Functions"
3. Click "Split" (note: this will not work if the lanes are still in sign-in mode)

Reopening Lanes

1. Select the lane to be reopened
2. Click "Special Functions"
3. Click "Reopen" (note: this will not work if the lane has been checked in after it was last closed)

Swapping Lanes

1. Select one lane of the pair to swap
2. Click "Special Functions"
3. Click "Swap" (note: the lane must be paired with the adjacent lane for this to work)

Transferring Individual Bowlers

1. Select the lane the bowler is on
2. Click "Special Functions"
3. Click "Transfer Bowlers"
4. Select the destination lane
5. Click "OK"
6. Select the bowler to move
7. Click "OK"
8. If the original lane was prepaid time, specify how much time to deduct from the original lane and transfer to the destination lane along with the bowler

Section 2: League Operations

- League control
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  - Starting practice
  - Bowler changes
- League payments
  - Lineage and prize fund
  - League receivables: house charges and prepayments
  - Voiding league payments

<u>League Control</u>

<u>Sending Rosters</u>

- From the home screen, click "Front Desk," then click "BLS Leagues"
- Select the appropriate league, then click "OK"
- Check to make certain the league is on the correct week (if not, the league will need to be re-exported from BLS)
- Click "Lanes"
- Click "Send Roster"
- Click "OK" to send rosters to all lanes (if necessary, specific lanes can be selected first)

<u>Starting Practice</u>

- From the all lanes screen, highlight all of the lanes of the league
- Click "Pinspotter"
- Click "On"

<u>Bowler Changes</u>

- From the all lanes screen, click on the lane where changes are required
- Click "Score"
- Click on the bowler's name and make changes as appropriate (correct name, mark as blind, change handicap, enter pre-bowled scores, etc.)

<u>League Payments</u>

<u>Lineage and Prize Fund</u>

- From the home screen, click "Front Desk," then click "BLS Leagues"
- Select the appropriate league, then click "OK," then click "Payments"
- Enter in the correct number of bowlers paying in the field next to "Players Present" and press the "Tab" button on the keyboard
- If the league is paying prize fund/generic fund, enter the correct amounts in the respective fields and press the "Tab" button on the keyboard
- Click "Pay" and process the transaction

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League Receivables: Charges and Prepayments

- From the home screen, click "Front Desk," then click "BLS Leagues"
- Select the appropriate league, then click "OK," then click "Payments"
- Enter in the correct number of bowlers paying in the field next to "Players Present" and press the "Tab" button on the keyboard
- If the league is paying prize fund/generic fund, enter the correct amounts in the respective fields and press the "Tab" button on the keyboard
- In the "Payment Received" field, enter in the total amount the league is paying (in this scenario, the total amount they are paying will be more/less than the total amount due for lineage/prize fund/generic fund)
- Click "Pay" and process the transaction (this will create a positive or negative carry forward balance in the league's receivables account)

Voiding League Payments

- From the home screen, click "Front Desk," then click "BLS Leagues"
- Select the appropriate league, then click "OK," then click "Payments"
- Make sure the week number is set to the week on which the lineage needs to be voided
- Enter in the correct number of bowlers to void in the field next to "Players Present" and press the "Tab" button on the keyboard
- If the league is voiding prize fund/generic fund, enter the correct amounts in the respective fields and press the "Tab" button on the keyboard
- In the "Description" dropdown, select "Void Amount Due"
- Type in the reason for the void in the field under "Description"
- Click "Void" and process the transaction
- Click "Payments" again
- In the "Description" dropdown, select "Refund"
- Click "Refund" and confirm the total amount that was refunded in the previous transaction
- Click "Refund" and process the transaction

Section 3: Point of Sale

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<u>**Tabs**</u>

<u>New Tab</u>

- In the POS, enter all of the items for the first round
- Click "Save"
- In the field under "Name," type in the guest's name or another identifier, such as table or seat number
- Click "OK"

<u>Pre-Authorizations</u>

- To authorize a credit card and attach it to the transaction, in the POS, click "Authorize"
- Insert/swipe the credit card as appropriate and follow the prompts on the pin pad

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- Once authorized, the name on the credit card will appear on the top of the POS window and the credit card icon will appear to the left of the "Total" field
- Proceed to work with the tab as usual
- When saving the tab, the name on the credit card will be used for the name of the tab
- When viewing the tabs screen, tabs with pre-authorizations will be colored green while tabs without pre-authorizations will be colored yellow
- Pre-authorizations can be done when starting a new tab or adding to an existing tab

Modify Tab

- From the POS, click on "Tabs"
- Click on the appropriate tab (click "All Drawers" to view all accessible tabs)
- Click "Modify"
- From here the tab can be renamed, reassigned to another operator (requires proper user profile permission), attached to a FBT account, or have a pre-authorized credit card attached

Add to Tab

- From the POS, click on "Tabs"
- Click on the appropriate tab (click on "Lanes" first to add items to a lane tab)
- Click "Choose"
- Enter all of the items for the next round
- Click "Save"

Reorder

- From the POS, click on "Tabs"
- Click on the appropriate tab
- Click "Choose"
- Highlight the items from the previous round to be reordered (hold down the "Ctrl" button on the keyboard and click on each item to multiple select)
- Click "Reorder"
- Click "Save"

Delete vs. Undo vs. Void

- Delete: removes an item from the current round being inputted
- Undo: removes all items from the current round being inputted
- Void: removes an item from a previous round (requires proper user profile permission)

Merging Tabs

- From the POS, click on "Tabs"
- Click on the first tab to be merged

- Click "Choose"
- Click "Add to Tab"
- Click on the second tab to be merged
- Click "Choose"
- Click "Save" (the merged tab will be saved under the name of the second tab)
- To reverse the process, on the Tabs screen, click on the newly merged tab and click "Unmerge," then click "Yes"

Splitting Tabs

- From the POS, click on "Tabs"
- Click on the tab to be split
- Click "Choose"
- Click "Payment"
- Click "Split"
- Click on an item to be split from the tab and click on the single arrow to move it across
- Repeat for each item to be split from the tab
- Click "Save" (or "Save & Print" to print a bill out for each split as you proceed)
- Return to the left side and continue to split more items onto separate tabs, hitting "Save"/"Save & Print" after every split
- Once all items have been split to separate tabs and "Save"/"Save & Print" is clicked for the final split, the POS will open back up
- Click "Tabs" to see all of split tabs
- Each split tab will be identified with the name of the original tab followed by the number of the split (XXXX-1, XXXX-2, etc.)
- Each split tab can then be added to, modified, or paid out as needed

Printing Bill

- From the POS, click on "Tabs"
- Click on the tab to be printed
- Click "Bill." This will print an itemized copy of the tab that can be given to the customer when requested prior to payment

Paying Tab

- From the POS, click on "Tabs"
- Click on the tab to be paid
- Click "Choose"
- Click "Payment" and process the transaction

Moving Tab (POS to Lanes or Time Game)

- Check in lane or time game as usual
- From the POS, click on "Tabs"
- Click on the tab to be moved

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- Click "Choose"
- Click "Add to Tab"
- Click on "Lanes" or appropriate time game category
- Click on the appropriate lane/time game number
- Click "Choose"
- Click "Save"
- To add further items to the moved tab, it will then be accessed through the lane/time game to which the tab was moved

Moving Tab (Lanes or Time Game to POS)

- From all lanes screen/time games screen, click "Close"
- Click "Pay Now"
- Click "Save." In the field under "Name," type in the guest's name or another identifier, such as lane number or time game number, or the table or seat number the guest is moving to
- Click "OK"
- To add further items to the moved tab, it will then be accessed through the newly created POS tab under its new name

Discounts

Discounting Items

- From the POS, once all items have been entered (or a tab has been chosen), click on the item to be discounted (or use the "Ctrl" key on the keyboard to select multiple items)
- Click "Discounts"
- Click on "Apply to selected items"
- Click on the appropriate discount
- Continue working with the transaction (save as tab or pay)

Discounting Entire Bill

- From the POS, once all items have been entered (or a tab has been chosen), click "Discounts"
- Click on "Apply to entire bill"
- Click on the appropriate discount
- Continue working with the transaction (save as tab or pay)

Tips

Applying Credit Card Tips

- From the POS, click on the down arrow and click "Tips"
- Locate the transaction to which to add the tip (most recent transaction will be listed first)

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- In the "Tip amount" field, type in the correct amount
- If necessary, change the dropdown next to "Tip to" to the user receiving the tip
- Click "Apply"

Tip Management

- From the home screen, click on POS, Tip Management
- Click on the user to be tipped out
- Click "Pay out" and enter the amount to be paid, up to the total amount listed
- Click "OK"
- The drawer will open and a receipt will be printed upon paying the tip out

Delivery

Delivery Notes

- From the POS, once all items have been entered (or a tab has been chosen), click on the down arrow and click "Delivery"
- Type in any pertinent information the delivery driver will need to be aware of, such as customer's name, address, and any notes
- Click "Confirm"
- Continue working with the transaction (save as tab or pay)
- If paying the transaction immediately: click "Print" as the final step to print the receipt which will include all of the delivery notes
- If saving the transaction as a tab: return to the tabs screen, click on the tab, and click "Bill" to print the receipt which will include all of the delivery notes

Search FB

- From the POS, once all items have been entered (or a tab has been chosen), click on the down arrow and click "Delivery"
- Click "Search FB"
- If the customer is already in FBT: type in appropriate searchable data (usually phone number), click "Search," then click "Select" after finding the appropriate customer. The customer's address will then be populated into the delivery notes window (if the address had been previously entered into FBT)
- If the customer is not already in FBT: click "New Member" and type in all of the relevant information required for a new account (typically name, address, phone number, and email) and save the account, click "Save," then click "Select." The customer's address will then be populated into the delivery notes window.

Receipt Management

Refund

- From the home screen, click on POS, Receipt Management
- If necessary, change the date and terminal number

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- The most recent transaction will be listed first. Click on the appropriate transaction
- Click "Refund"
- Click on the item to be refunded in the "refundable" column and click on the single arrow to move it to the "to be refunded" column. Repeat as needed
- Click "OK"
- Type in the amount tendered for a cash refund, or choose the appropriate special payment type on the right side to refund using that payment mode. Depending on center settings, the refund may only be possible to be processed using the same payment mode of the original transaction

Undo (Change Payment Type)

- From the home screen, click on POS, Receipt Management
- If necessary, change the date and terminal number
- The most recent transaction will be listed first. Click on the appropriate transaction
- Click "Undo"
- The transaction will revert to the payment screen
- From here, choose a different special payment type and complete the transaction

Reprint

- From the home screen, click on POS, Receipt Management
- If necessary, change the date and terminal number
- The most recent transaction will be listed first. Click on the appropriate transaction
- Click "Reprint" to print out a copy of the itemized receipt

Unavailable Price Keys

Marking Price Keys as Unavailable

- From the POS, right click on the price key that is no longer available
- Click "Set price key as unavailable"

Marking Price Keys as Available

- From the POS, right click on the price key that is now available
- Click "Set price key as available"

Not Available Price Keys List

- From the home screen, click POS, Not Available Price Keys
- A list of all price keys previously marked as unavailable will be displayed
- Click in the box next to each price key to be set as available
- Click on "Set as Available" to return those price keys to functionality
- If needed, the "Price Keys" button on the screen provides a shortcut to Price Key Setup

Section 4: Shifts

- Opening shifts
  - Starting new shifts
  - Automatic shift opening
- Closing shifts
  - Count drawer out
  - Blind drop
  - Parking shifts
  - Automatic shift closure
- Shift reports
  - Detail level
  - Common information to include

Opening Shifts

Starting New Shifts

- Click on the red cash register icon at the top of the screen
- Click "Open"
- Click "Yes" to confirm opening shift
- Depending on center settings, the float confirmation window may appear. Click "OK" to confirm the float or "Cancel" if the float is incorrect (if "Cancel" is clicked, the shift will open, but the cash drawer session will not, and the float will need to be corrected before any transactions can be processed)
- Depending on center settings, the user who opens the shift may be the only user who can operate that cash drawer during the shift (in this case, the staff member working the shift needs to start the shift rather than the manager)

Automatic Shift Opening

- If the shift is not manually started through the cash register icon, Conqueror X will force a shift opening before any transaction can be processed
- Opening the POS or attempting to issue a lane will prompt the automatic shift opening

Closing Shifts

Counting Drawer Out (Common Operations Scenario #1)

- Click on the white cash register icon at the top of the screen
- Click "Close"
- Click "Yes"
- After counting down the drawer to the original float, enter in the remaining bills and coins into the money received summary window
- Click "OK"
- Click "Yes"

- Depending on center operations, print the shift report or close the end of shift report screen

Blind Drop (Common Operations Scenario #2)

- Click on the white cash register icon at the top of the screen
- Click "Close"
- Click "Yes"
- Close the end of shift report screen

Parking Shifts (Common Operations Scenario #3)

- Click on the white cash register icon at the top of the screen
- Click "Park"
- Depending on center operations, the shift will then be fully closed either from the back office terminal at that time or the next morning by clicking on the cash register icon, locating the proper parked shift, clicking "Close" and proceeding as appropriate

Automatic Shift Closure (Common Operations Scenario #4)

- At the conclusion of business, close Conqueror X without ending the shift
- The shift will automatically close at the day changing time, and the drawer will be counted/reports processed the next morning through the shift management module

Shift Reports

Detail Level (Most Common Settings)

- Main departments: totals for main departments will be displayed (can be printed on receipt printer if desired)
- Sub-departments: totals for main departments and sub-departments will be displayed
- Price keys: totals for main departments, sub-departments, and price keys will be displayed
- Price keys by value: totals for main departments, sub-departments, and price keys (split up by dynamic pricing model) will be displayed
- End of shift cash out: open and close amounts will be displayed and typically printed on receipt printer

Common Information to Include (With Detail Level Set to Price Keys)

- Special prices: price keys marked as special price
- Voided price keys: any items voided off tabs
- Refunded price keys: any refunds
- Tips: gratuity in and out
- Payment types: all special payment types used (cash, credit, QCash, Member Account, etc.)

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- Taxes included: taxes generated from tax included price keys
- Player club cash payments: details regarding the usage of FBT points
- List of operators: displays all users who processed transactions during the shift
- Bills and coins: displays totals from counting drawer out
- Notes and weather: includes any notes and weather settings specified when closing shift

Section 5: Technical Procedures

- Conqueror X terminals
  - End of day procedures
- Conqueror X server
  - Weekly procedures
- BES X
  - Weekly procedures

<u>Conqueror X Terminals</u>

<u>End of Day Procedures</u>

- At the end of business, close shifts as dictated by center operations
- Shut off power to overhead monitors and SuperTouches (if applicable)
- Exit Conqueror X on all front desk, back office, POS terminals, and QPads
- Perform a Windows shutdown on all front desk, back office and POS terminals
- Conqueror X Server remains on overnight to perform daily tasks
- Any wireless devices (QPads, wireless pin pads, wireless printers) should be docked/charged

<u>Conqueror X Server</u>

<u>Weekly Procedures</u>

- Schedule a specific day and time each week to reboot the Conqueror X server
- Make certain all front desk, back office, and POS terminals are powered down and Conqueror X is closed on all QPads
- On the Conqueror X server, perform a Windows restart. In the dropdown for reason for restart, select "Other (Planned)"
- Once the Conqueror X server reboots, wait until the Q in the tray near the clock turns green
- It is now safe to power up all terminals

<u>BES X</u>

<u>Weekly Procedures</u>

- Schedule a specific day and time each week to reboot the BES X scoring system
- Make certain the Conqueror X server is powered up
- Option #1: on the curtain wall, unplug all of the 5HD hubs and plug them back in
- Option #2: on the curtain wall, if the power to all of the 5HD hubs is connected to a single breaker, turn the breaker off and back on
- Option #3: from a front desk or back office terminal, from the home screen, click on Setup, Lane Setup, Upload to Lanes. Select all lanes on the bottom of the screen and click "Reset"

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- It is also acceptable to turn the power going to the 5HD hubs off on a nightly basis as well. In this case, the weekly procedures would be replaced by the daily shut off.