



Tahoe Casino Management System **Technical Overview**

Summary

This document provides an overview of the Tahoe CMS system from an information technologies standpoint. This overview is appropriate for a casino IT manager or casino IT personnel wishing to become familiar with the Tahoe CMS.

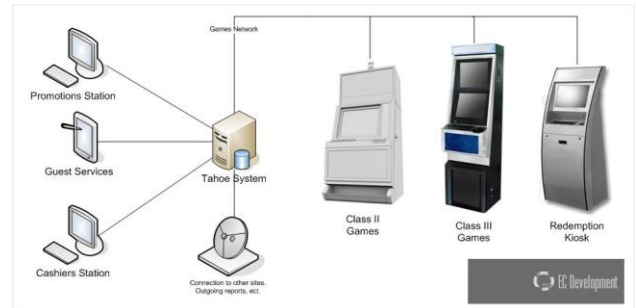
In addition, descriptions of several currently available options and feature packs are included at the bottom of this document. For more technical details about the individual options and feature packs, contact Tahoe System Sales using the contact info at the bottom of this document.

What does it do and why is it so special?

The Tahoe CMS is a packaged, fully modern, fully computerized slot accounting, promotions, marketing, and reporting system which allows your casino to run virtually any vendor's games on one system, completely negating the need to have disparate systems while also enabling the use of some truly cutting edge marketing tools (see the Options and Feature Packs section for the cool stuff!).



Game Bank Controller for Class III games.
Supports SAS 2.0~6.02 with TITO
(TSU or Tahoe SAS Unit)



The Tahoe CMS is a complete ground up, clean contiguous build, from the custom manufactured SAS bank controllers to the software which runs on servers and desktops, the Tahoe CMS is neither patch work buy-ups or running on outdated technology or platform.

Depending on your choice of options, typical installations are fairly quick and involve less overhead and trouble than competing systems. This translates to install times as short as 2 weeks in the field. A clean, ground up design enables greater ease of install than previously possible.

Depending on how many games at your facility we use standard 48" or 96" server cabinets. All installations use APC battery UPS, redundant servers, isolated networks, and dual firewalls.



96" cabinet
(not to scale)



48" cabinet.
(not to scale)

Core Features and Benefits

Core features are features which are supported on all installations of the Tahoe CMS. These are the very basics of the Tahoe CMS.

1. Slot Accounting System – Meters, Player sessions, machines inventory.
 - a. Tracks play, meters, and auto-corrects or flags discrepancies.
 - b. Significantly reduce accounting time, Tahoe CMS automatically aggregates all connected gaming machines into one set of reports, organized by vendor and cleaned automatically using the Tahoe CMS's robust, 4th Generation data scrubbing system.
 - c. No more fixing bad meters by hand, integrated tools make identifying and fixing bad meters a snap.
2. Integrated floor diagramming system lets you design and map your floor using the real inventory of gaming machines on your system.
3. Connect both Class II and Class III gaming machines on the same system.
 - a. Over 1000 games installed in this configuration at various sites!
 - b. No difference in accounting processes, ticketing, cash out, or game play, the games can't even tell the difference!
 - c. One set of reports for all connected games, all compiled together, all scrubbed automatically by Tahoe CMS's unique, robust, 4th generation meter scrubber.
 - d. All discrepancies are automatically flagged for ease of accounting.
4. Enables the use of Cash and Cashless gaming with Tickets or Cards.
5. Connect any combination of vendor's Class III Vegas style slot machines.
6. Supports old and new games using SAS 2.0 thru the latest SAS 6.02
7. Supports all GSA and non-GSA compliant Class II games on S2S.
8. Support multi-site accounting and multi-site ticketing.
 - a. Don't lose money on redundant accounting staff, consolidate all accounting at a central site.
9. One system – One database Design permits simple setup, maintenance, and backup.
10. Real-time buffering and integrated hardware fault tolerance.

- a. Prevents complete system outages and enables online hardware maintenance.
- b. Add new games, banks, and vendors on-the-fly.

11. Asset Tag Helper makes the asset tagging of new games possible in minutes.

12. Designed by real IT and accounting people.... Its easy to install, easy to use, and easy to support because we don't like fighting things that don't matter.

- a. All interfaces follow common Windows Application Guidelines, if you can navigate Microsoft Word or Quickbooks, you can probably navigate the Tahoe CMS.
- b. All reports can be printed or exported to XLS, or PDF.
- c. Many screens in Tahoe CMS export to PDF and XLS, not just the reports, handy for the occasional custom work.

13. The Tahoe CMS 24x7x365 Support Center is available to you.

- a. Fully staffed, we have over 12 years in the 24x7x365 support field and provide a wide variety and services.
- b. Remote support and onsite support is available to you world-wide (we tell them it's a paid vacation), and it can be fully tailored to your needs.
- c. We don't staff just any old script-reader computer tech, we understand what a problem on a Friday night can mean to you and your casino. A Tahoe Systems Engineer is always available when you need it.
- d. Ask about training for your IT staff, get even more involved with the Tahoe Systems Support Specialist training package.

Unique benefits of using Tahoe CMS

Tahoe on Compliancy in Design

The designers of the Tahoe CMS spent over 10 years in independently in the medical and federal banking fields with an emphasis on compliance, IT supportability, and accounting. This expertise was not sacrificed but rather brought directly into the design of the Tahoe CMS. The influence of security compliance, simplicity in design, and regulation friendly features makes Tahoe CMS just one more step ahead of the competition.

1. Lab Certified

- a. The Tahoe CMS is lab certified by Eclipse Gaming Labs.
 - i. Cert. Slot Accounting / Online Monitoring and Control System
 - ii. Class III SAS Compatibility Testing Completed OK

2. Class II Accredited

- a. The Tahoe CMS is accredited by VGT, the largest Class II gaming vendor in the world as a 'fully compatible' system.
- b. As of 2008, we are now tested and certified with 8 different Class II vendors.

3. Tech14

- a. The Tahoe CMS is the first Slot Accounting system to enter the Nevada Gaming Laboratory's newly adopted Technical Standard 14 Certification standard.

4. Over 16 fully tested gaming vendors with over 200 titles.

- a. The SAS gaming protocol is ubiquitous with most gaming vendors and is fully support and tested on a variety of both old and new gaming platforms.
- b. The S2S gaming protocol is widely recognized and implemented by the most major Class II Bingo-based gaming providers. We are tested with several major vendors and are bringing new ones every month.

5. Cross vendor and mixed class operation.

- a. Not just mixed class operation, but smooth operation as well.
- b. *Absolutely no difference in the usage of tickets, cash out process, or accounting processes between Class III Vegas Style games and Class II Bingo-based games running on the Tahoe CMS!*
- c. All features are available across both Class II and Class III gaming machines, the games don't even know the difference.

6. All items and documents mentioned above are available upon request.

Systems Features

Going into the nuts and bolts of Tahoe CMS...

When designing the Tahoe CMS, we were aware of the wide range of games and gaming systems on the market and understood the desire of many casinos, especially smaller facilities, to want keep the customers favorite games, provide competitive attractive promotions, to have a modern look and feel, to have great player rewards and player tracking, to have easy to use tools for analyzing play performance and accounting, and most of all, be affordable.

–This simply didn't exist when we looked.

To accomplish this, the Tahoe CMS supports the following systems level features:

1. Supports all SAS 2.0~6.0 gaming and slot machines.
2. Supports, in the same casino and on the same system, all Class II games running on the widely available S2S (common with VGT, Rocket, Nova, ect).
3. Supports Restricted Promo Play on both all connected games.
4. Supports Promotions and Player Rewards, directly integrated.
5. Integrated floor diagramming with performance coloring and shading, easy to use, automatic colorizing.
6. Live floor monitoring for all connected games, know when paper is low, printers fail, jackpots hit, or when a door opens that shouldn't be opening.
7. Audit logging to the database on all Significant Events at the game level, all accessible within the Tahoe CMS.
 - a. Door opens / closes
 - b. Cashbox installed / removed
 - c. Handpay / Jackpot / Lockup
 - d. Game Start / End
 - e. Ticket Issuance / Redemption
 - f. Player Arrive / Depart
 - g. Cashout

Options and Feature Packs

More than just an accounting system...

Tahoe CMS's real power lies in its wide array of options and add-ons which opens your casino up to a new world of easy to use business intelligence and competitive marketing. Take the edge over your competition with these player catching toys!

We figured, in order to keep up with the big boys, a competitive casino needs all the most efficient business intelligence tools, creative marketing tools, and promotional tools that we can possibly provide. Here is a sampling of currently available options for the Tahoe CMS.

Many of these options install in minutes to hours and all are purpose built for the Tahoe CMS by the very same team.

1. Tahoe Promotions Station

- Issue promotion tickets that can only be used at your casino. Use your built in player database to send out mailers. Includes promotions ticket printer, camera, and PC.
- ***Create mail out promotions in minutes!***
- ***Make playable tickets that only work in your casino!***
- ***Restrict tickets to a non-cashable status, ensuring that the ticket must be played and cannot be cashed out to cash!***
- ***Some of our customers regularly net over \$100K a month in additional revenue using this system.***



Create promotional tickets and restricted promotional tickets!



Print several one or several thousand at any one time. Use built in tools to manage promotion return on investment.

2. Tahoe Player Tracking System

- Join the new breed of casinos with fully integrated player tracking... and it works with older games! The game does not need to have the capability for player tracking, the modules are fully universal.
- Add on units allow players to insert your casino issued player cards into your games.
- Cards allow you to closely track play.
- Reward players by how much they spend in your casino with immediate points calculation and storing.
 - Redeem points at gift shops, bars, golf-courses, and more with our easy to use Points Redemption program which can be placed anywhere within or outside of your facility.
 - Know when high rollers arrive, in seconds, bring out their favorite drink or amenity with real time text alerts, emails.
 - Illuminated card readers allow players to see when they earn points.



Tahoe Player Tracking card samples shown with internal and external player tracking kits.



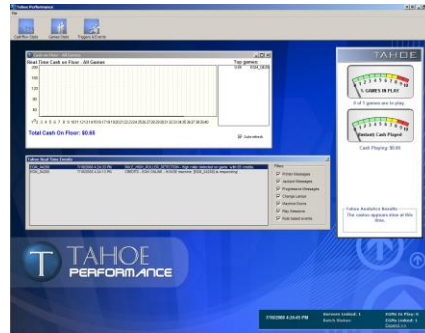
Slot machine with newly installed internal PTS1 Player Tracking reader.



Tahoe Player Tracking card samples shown with internal and external player tracking kits.

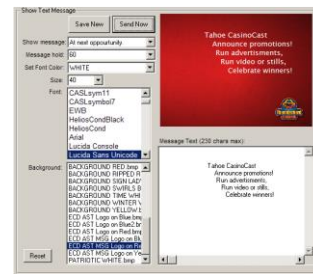
3. Tahoe Performance Console

- a. The ultimate real-time add-on tool for casino marketers and managers. Watch real time cash flow into the floor on our graphical dashboard, see how many games are in play, see jackpots in real time, see your promotion performance in real time, trigger rule based alerts, get text messages when high rollers arrive or certain conditions exist on the gaming floor. Works across all Class II and Class III games!
- b. Installs in minutes. No impact to your existing Tahoe CMS!



4. Tahoe CasinoCast

- a. Announce promos, winners, and upcoming events on plasmas, jumbotrons, LCDs, and kiosks throughout your facility, in real time.
- b. Play videos, stills, animations, or create text messages with built in backgrounds on the fly!
- c. Build out playlists and schedule them for automated messaging.
- d. Integrated and controlled directly by the Tahoe Casino Performance Console so you can trigger special messages for special events and then resume the scheduled programming automatically, no intervention required.
- e. Comes setup with by default with no configuration necessary, installs in minutes.
- f. Requires Tahoe Performance Console and at least one standard Windows XP PC and LCD/Plasma to operate.



Create messages on the fly and que them up for scheduled playback, or send them out immediately!



Tahoe CasinoCast.



Tahoe CasinoCast.

5. Tahoe CasinoCast Professional

- a. Take the action farther!
- b. Add lighting effects, sound effects, and bring on the thunder when any player wins a jackpot. Play different messages for different win amounts or make some noise when your promotions sound off.
- c. Installs in minutes, just plug in the lights the control the rest from the Performance Console!



*Tahoe CasinoCast Professional with Power Module!
Go farther! Make the lights go on when the action starts!
Trigger with jackpots, promotions, or by hand!*



6. Cashout Kiosk Kit

- a. *Integrate with virtually any Redemption Kiosk, eliminate cash out windows, don't lose money on unnecessary staff or associated costs.*
- b. *Many models to choose from, several vendors.*
- c. *Redeem any valid ticket from any vendor on your system, not vendor specific.*



Western Money Systems
SAS Based Redemption
Kiosk