

# C3 Gaming ADMIN MANUAL FOR OPERATORS (GA)



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# **About Us**

At C3 Gaming, we are committed to delivering high-performing gaming solutions paired with unparalleled customer support. Our approach is simple - empowering our customers to achieve growth and success drives our own success. We achieve this by helping our partners break into new markets and solidify their positions in existing ones.

#### **Mission Statement**

We strive to create **Engaging Gaming Experiences** through a team dedicated to innovation, growth, and excellence.

#### **Core Values**

- Passion Bringing enthusiasm and excellence to every task
- Adaptability Thriving in change while staying effective
- Reliability Consistently meeting expectations and delivering results
- Teamwork Building trust through collaboration, accountability, and shared success

#### **Vision Statement**

To establish a foundation of dedicated, passionate individuals, seamless processes, and cutting-edge products, driving growth and innovation for our partners and our team.



# 1. Hardware

#### 1.1. Printers

The following Printers are supported:

- Generic Pulse Printer
- CUSTOM TG-558 Printer
- Phoenix Thermal Printer Pyramid PHX-POG
- Nanoptix Printer ITL

# 1.2. Bill Acceptor

The following Bill Acceptors are supported:

- MEI Advance SCN6607 RS232
- JCM UBA 10
- NV200 Innovative Technology

#### 1.3. Monitors

2 Horizontal screens. The following monitors are supported:

- GoldFinger Monitor 27"
- Generic Monitor (Phantom, WellsGardner) 27"



# 1.4. Dual Screen Board



Port	Component
COM 1	Unused
COM 2	Printer
COM 3	Unused
COM 4	Bill Acceptor
COM 5	Primary SAS
COM 6	Secondary SAS (TITO)
Audio Ports	Unused
USB1/2/3/4	Printer, Bill Acceptor or Touch Screen
LAN1/2	Unused

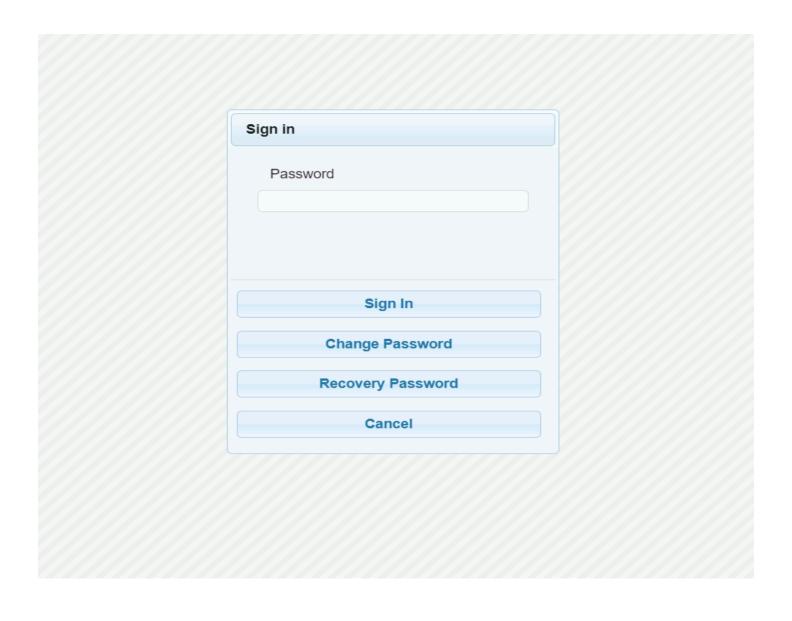


# 2. Admin Tool - Sign in Screen

To access the Admin Tool, where all settings and configurations are managed, follow these steps:

- 1. Turn the key located on the side of the cabinet.
- 2. Hold the key in position for a few seconds until the sign-in panel appears on the screen.
- 3. Use the appropriate credentials based on your Access Level to log in.
  - Access Level 1 Store Manager, Employee, or Attendant.
  - Access Level 2 Operator.

Once logged in, you will have access to the Admin Tool based on your assigned Access Level permissions.





Sign In	Allows you to sign in with relevant credentials according to user's Access Level
Change Password	Allows user to change its password (between 4 to 8 characters)
Recovery Password	Contact the manufacturer for the Password recovery procedure.

- The default passwords:
  - Access Level 1 1111
  - Access Level 2 2222
- Advisable to change the default password to something more complex
- Recovery Password the user can initiate the password recovery process using the Admin Tool. However, to complete the procedure, the user must provide the recovery password code to the manufacturer. The manufacturer will generate a token which will be sent back to the user to finalize the recovery process.

# 3. Admin Tool - Main Screens

#### 3.1. Main Screen Information

Admin options	(The full Terminal Details are displayed under the 'Gaming Information' tab)
Sign in	Change Access Level
Exit	Exit the Menu - back to games lobby



**Shutdown Cabinet** 

Allows user to shutdown cabinet



# 3.2. Gaming Terminal Options

Gaming Terminal	Options	Description	Access Level
	Gaming Information	Current Terminal information	1,2
	Terminal Control	Used to configure Terminal control features	2
	SAS	SAS configuration options	1,2
	Errors/Warnings	Displays records of any errors or warnings	1,2
	Events	Displays door access events, power cycle events, operator time changes	1,2
	Bill Acceptor Logs	Displays Bill Acceptor events	1,2
	SAS logs	Display SAS events	1,2



#### 3.2.1. Gaming Information

Description of common troubleshooting tips:

#### • Replace Printer or Bill Acceptor

- 1. In the Admin Disable Bill Acceptor or Printer.
- 2. Shutdown the cabinet from Admin.
- 3. Turn off the physical button.
- 4. Make sure power is disconnected from the cabinet.
- 5. Disconnect power and data cable from device.
- 6. Connect the new Bill Acceptor or Printer unit.
- 7. Startup the cabinet.
- 8. Select the new Bill Acceptor or Printer in the Admin panel. If a device has a USB connection that emulates a COM port, try to disconnect and then connect back the USB cable in order to find which port will be added or removed from the 'Available COM Ports' list under each COM port field.
- 9. Select 'Enable' for Printer and Bill Acceptor. If no error is displayed select option 'Restart' cabinet from the Admin.

#### • Switch COM port for Printer or Bill Acceptor

- 1. In the Admin Disable Bill Acceptor or Printer.
- 2. Shutdown the cabinet from Admin.
- 3. Turn off the physical button.
- 4. Make sure power is disconnected from the cabinet.
- 5. Connect Bill Acceptor or Printer to the new COM port.
- 6. Startup the cabinet.
- 7. Select 'Enable' for Printer and Bill Acceptor. If no error is displayed select option 'Restart' cabinet from the Admin.

#### Printer not printing

- 1) Make sure the proper Printer is enabled in the Terminal Management/Devices/Printer/Select Printer option.
- 2) Check the printer with a voltmeter. It should read 12V.
- 3) Shutdown the cabinet from the Admin. Disconnect and reconnect the data cable at both ends. Startup the cabinet.
- 4) Reselect the correct printer type.
- 5) Disable/Enable printer
- 6) Attempt to print a test ticket.
- 7) Make sure to restart the machine after changing the printer type or the printer's port.



#### Monitor showing no signal

- 1) Make sure the proper monitor is selected in the Service/Touch Screen option.
- 2) Check the monitor power supply with a voltmeter.
- 3) Disconnect and reconnect the video cable at both ends.
- 4) Press the power button on the monitor control board.
- 5) If the fan on the game board is not spinning, press the power button on the game board and/or reboot the machine.

#### Power Supply

- 1) Check the red wire, it should read 5.15v.
- 2) Check the yellow wire, it should read 12v.

#### • Bill Acceptor is not responding

- 1) Make sure the proper Bill Acceptor is enabled in the Terminal Management/Devices/Bill Acceptor option.
- 2) Shutdown the cabinet from the Admin. Turn off the physical button. Disconnect and reconnect the data cable at both ends. Startup the cabinet.
- 3) Disable/Enable Bill Acceptor
- 4) Enable Bill Acceptor test mode in Service/Bill Acceptor and insert bills to test.

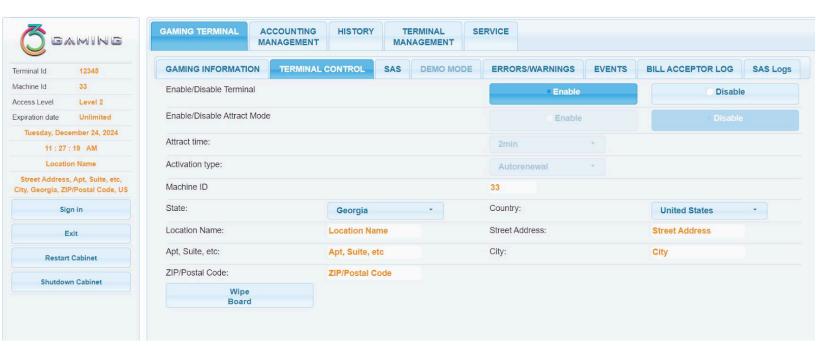
#### Can't Access Admin Screens by switching the key or buttons and switches not working

Usually, it happens when the IO board is stuck. To recover, you just need to remove power from the unit. The best way to do so is:

- 1. Login to the admin panel.
- 2. Press 'Shut down' and wait for the shutdown procedure to complete.
- 3. Turn off the main power switch or disconnect the power cable from the grid.
- 4. Wait for 3-5 seconds.
- 5. Turn on or reconnect the power cable.
- 6. Then, start the unit.



## 3.2.2. Terminal Control



Used to configure Terminal control features (disabled for Access Level 1):

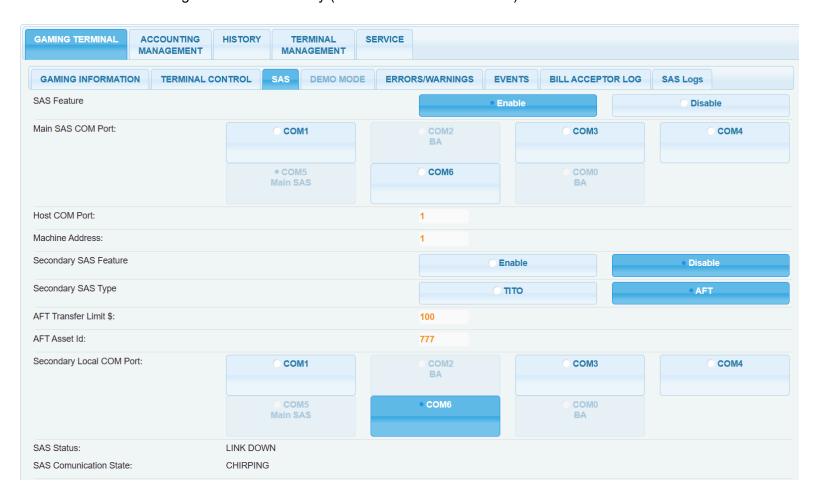
Terminal Control	Options	Description	Access Level
	Enable/Disable Terminal	- Enabled - Disabled Configures if the current terminal is enabled or disabled.  When the terminal is disabled, the screen will display 'Terminal is Disabled' instead of games.	2
	Machine ID	Entered by operator, unique ID of the Terminal in the location	2
	Location Details	<ul> <li>Location name</li> <li>State</li> <li>Country (US by default)</li> <li>Street Address</li> <li>Apt</li> <li>City</li> <li>Postal code</li> </ul>	2
	Wipe Board	It deletes all datastore, logs, statistics, history, and all archived data.	2



- Should display Confirmation Menu with
Acknowledgement and options Yes/No to
Continue. 'This will delete the datastore, logs
and all archived data. To Continue ? Yes/ No'.
After selecting Yes, the message should appear
' Data Store was Cleared '

#### 3.2.3. SAS

Used to configure SAS functionality (disabled for Access Level 1):



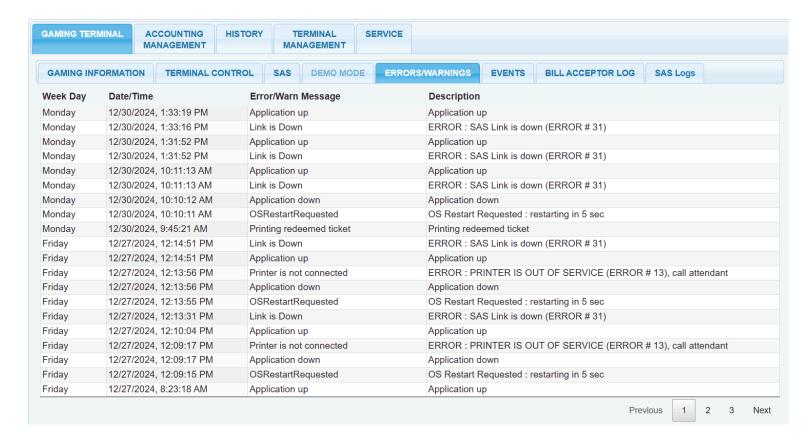
SAS	Options	Values/Description	Access Level
	SAS Feature	<ul><li>Enabled</li><li>Disabled</li><li>Configures if the SAS feature is enabled or disabled.</li></ul>	2



SAS	Options	Values/Description	Access Level
	Main SAS COM Port	Dedicated COM port for Main SAS  Default: COM5	2
	Host COM port	Port # on the Intralot box where this cabinet is connected	2
	Machine Address	Machine address that is used on Intralot	2
	Secondary SAS Feature (TITO - ticket in ticket out)	- Enabled - Disabled Configures if TITO/AFT features are ON. For the TITO feature, the terminal should have a second SAS port.	2
	AFT Transfer Limit	Transaction limit for Automatic Fund Transfer feature	2
	AFT Asset ID	AFT ID (should be provided by the AFT service provider company)  Default: 777	2
	Secondary Local COM port	Dedicated COM port for secondary SAS. The port is predefined (6). Can select which port on the board is connected as a secondary SAS port	2
	SAS Status	Describes the state of the SAS link: "LINK UP", "LINK DOWN" or "UNKNOWN". When SAS is connected, the stats is "LINK UP"	1,2
	SAS Communication State	Describes the type of connection for an already connected link. These are all the possible states: "INACTIVE", "SETUP", "CHIRPING", "RECEIVE", "WORKING", "UNKNOWN". When SAS is connected, the state alternates between "RECEIVE/WORKING"	1,2



#### 3.2.4. Errors/Warnings



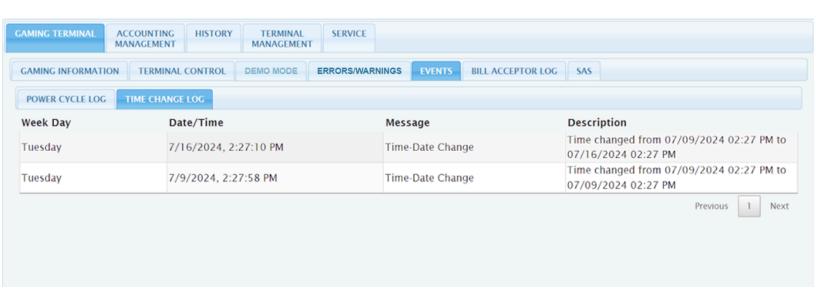
Display records of any errors or warnings. The following logs are displayed (examples):

Error/Warn Message	Description
Printer is not connected	Error: Printer is out of service ( error #13), call attendant
Bill Acceptor not responding	Error: Bill Acceptor is not responding (error #01), call attendant
Application UP	Application UP
I/O board communication error	I/O board communication error
SAS: Key General Error	Error: SAS: KEY GENERAL ERROR (ERROR #21), call attendant
Screen Resolution	ERROR: SOMETHING WRONG WITH SCREEN RESOLUTION, PLEASE CHECK MONITORS CONNECTION (ERROR #50), call attendant
BILL ACCEPTOR ERROR	COULDN'T DETECT CONFIGURED Bill Acceptor



#### 3.2.5. Events

Displays power cycle and time changes events

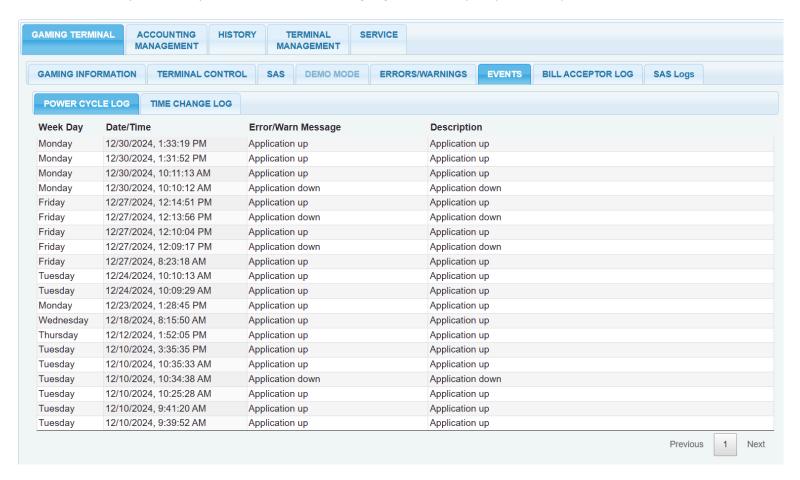


Events	Options	Description
	Power Cycle Log	Displays power cycle events
	Time Change Log	Displays operator time changes



#### Power Cycle Log

Displays power cycle events. The following logs are displayed (examples):



#### Time Change Log

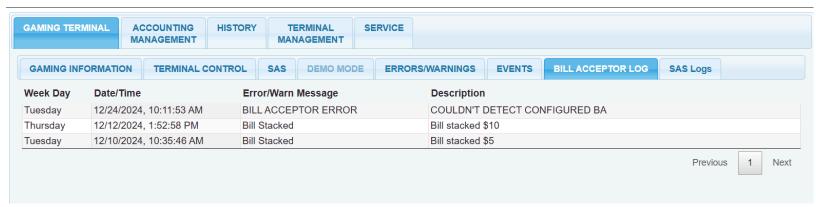
Displays operator time changes. The following logs are displayed (examples):





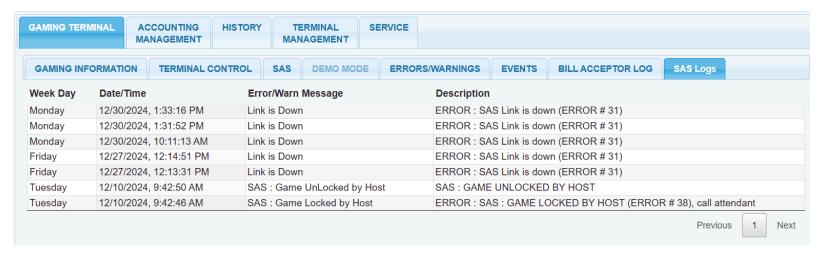
#### 3.2.6. Bill Acceptor Log

Displays bill acceptor events. The following logs are displayed (examples):



## 3.2.7. SAS Logs

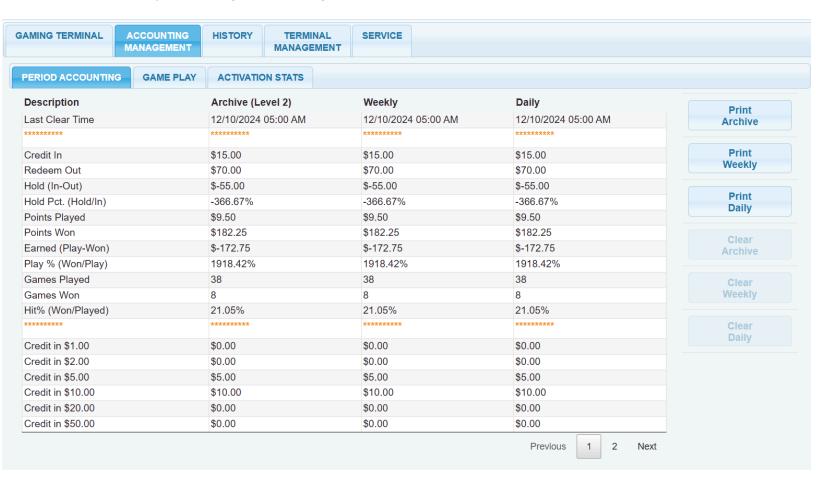
Displays SAS events. The following logs are displayed (examples):





# 3.3. Accounting Management

Gameplay accounting and licensing statistics:



Accounting Management	Options	Description	Access Level
	Period Accounting	Used to examine this machine cash flow and to print audit tickets.	1,2
	Game Play	Used to examine and print machine's gameplay statistics	1,2
	Activation Stats	Used to monitor activation date, activation code and fill status. This tab is available only for yearly and amount activation type	1,2



# 3.3.1. Period Accounting

Used to examine this machine cash flow and to print audit tickets.

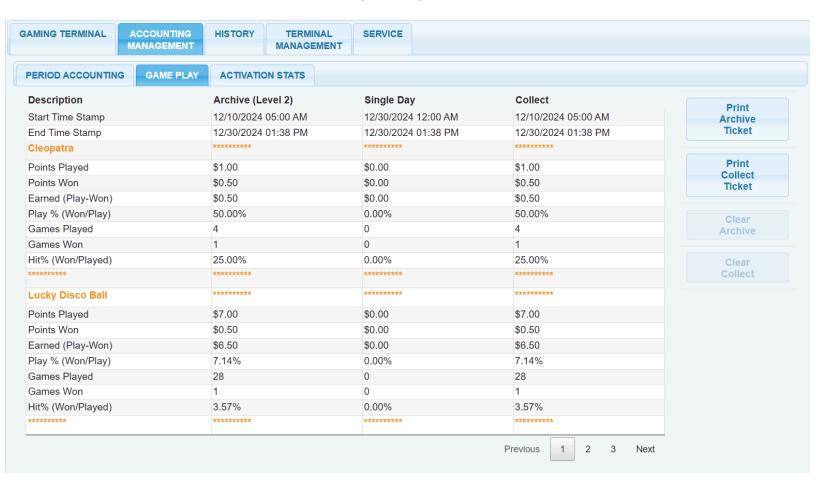
If Generic Pulse printer is set then the Print Daily, Print Weekly and Print Archive buttons are disabled

Period Accounting	Options	Description	Access Level
	Print Archives	Prints all statistics from the time the machine was activated and up to the date. (For level 1 the Archive column doesn't show the values)  Prints statistics from the last time it was Cleared or from the time machine was activated and up to date.  "Archive" is only the name. It's not about certain 24 or 12 hours. This counter is usually reset by the operator on every shift.	2
	Print Daily	Prints statistics from the last time it was cleared or from the time machine was activated and up to date.  "Daily" is only the name. It's not about certain 24 or 12 hours. This counter is usually reset by the operator on every shift.	1,2
	Print Weekly	Prints Weekly stats from the last time it was cleared or from the time machine was activated and up to date.  "Weekly" is only the name. It's not about certain 7 days.  This counter is used (and being reset) by the Operator when he is collecting the money from the location. Usually it happens every 1-2 weeks.	2
	Clear Daily	Cleared the Daily stats. Option Clear Daily is displayed when the admin selects 'Print Daily'. The operator can clear the Daily Stats.	1,2
	Clear Weekly	Option 'Clear Weekly' is displayed when admin selected 'Print Weekly'. Operators can clear the Weekly Stats.	2
	Clear Archives	Option 'Clear Archives" is displayed when the admin selects 'Print Archives'. Operators can clear the Archives Stats.	2



## 3.3.2. Game Play

#### Used to examine and print machine's gameplay stats



# If Generic Pulse printer is set then the **Print Archive Ticket**, **Print Collect Ticket**, **Clear Archive** and **Clear Collect** buttons are disabled

Game Play	Archive (Level 2)	Single Day	Collect
Start Time Stamp	********* (The date&time	Date & Time 11/21/24 12:00 AM	Date & Time 9/20/24 6:05 PM
	machine was activated or last time Archives was cleared)	(Current date from 12:00 AM)	(The date&time machine was activated or last time Collect was cleared)
End Time Stamp	******		
	(Current Date and Time)	(Current Date and Time)	(Current Date and Time)



Game Play	Options	Description	Access Level
	Print Archives Ticket	Prints all the game statistics from the date machine and is active up to date. For level 1 the Lifetime column doesn't show the values.	2
	Print Collect Ticket	Prints statistics from the day it was Cleared and up to date. If it was never cleared, it will print statistics from the date machine was active.	1,2
	Clear Collect	It Clears the Collect column. Option Clear appears only after the 'Print' option was selected.	1,2
	Clear Archives	It Clears the Archives column. Option Clear appears only after the 'Print' option was selected.	2

#### 3.3.3. Activation Stats



Used to monitor activation date, activation code and fill status.

Activation Stats	Options	Description	Access Level
	Existing fills	<ul><li>Input Date</li><li>Activation Date</li><li>Activation Code</li><li>Fill Status</li></ul>	1,2

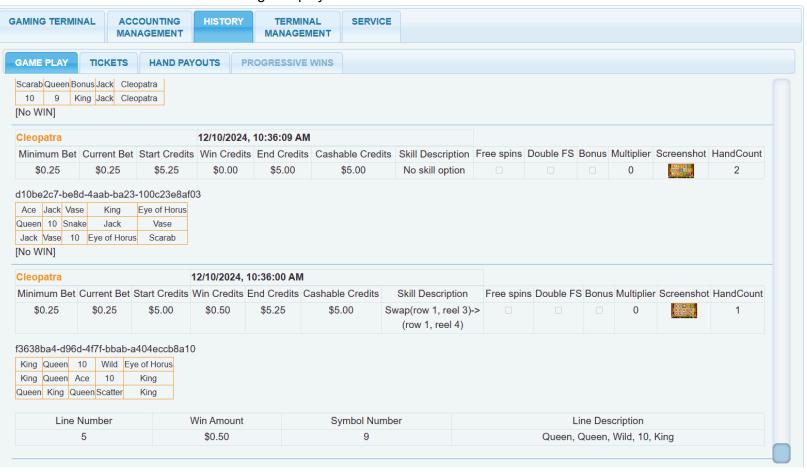


Print	Print Fill info	1,2
-------	-----------------	-----

- If Generic Pulse printer is set then the **Print** button is disabled

# 3.4. History Options

Used to examine last 100 game plays:



History Options	Option	Description	Access Level
	Game Play	Displays the last 100 game plays	1,2
	Tickets	Displays records of last 100 tickets sent to the printer	1,2
	Hand Payouts	Displays records of last 100 hand payouts	1,2
	Progressive Win Results	Displays records of the last 100 progressive wins	NA



(not available for Emerald I)

# 3.4.1. Game Play

Displays the last 100 game plays.

#### Name of the Game:

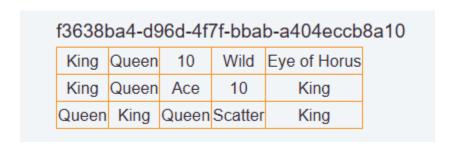
Date and Time of the Spin:	Example	Description	Access Level
Minimum Bet	\$0.25	Minimum bet level for the game	1,2
Current Bet	\$0.25	Current bet level	1,2
Start Credits	\$50.50	Total credits before the spin	1,2
Win Credits	\$0	Win amount in the current spin	1,2
End Credits	\$50.25	Total available credits after the last spin	1,2
Cashable Credits	\$20	The player may redeem accumulated credits after each gameplay if they have enough <b>Hand Counts</b> . In this case they have Hand Count = 4, which makes the cashable credits = 4*\$5 = \$20	1,2
Skill Description	1.Nudge (Reel 3 -> Raise) 2.Swap (row 1, reel 3) -> (row 1, reel 4) 3.No skill option	1.Nudge - The player will be given 6 options to nudge the reels, 3 up and 3 down. They must use their skill to choose the best of the 6 options to create a winning combination of the symbols  2.Swap - The player will be given 2 options to swap the symbols. They must use their skill to choose the best of the 2 options to create a winning combination of symbols  3.No Skill - no action required from the player	1,2
Free Spins		Indicates if free spins were triggered	1,2
Double FS		Indicates if double free spins were triggered	1,2
Bonus		Indicates if Bonus was triggered	1,2
Multiplier		Shows the multiplier triggered in the spin	1,2
Screenshot		The screenshot of spin is attached (after the skill feature was selected by the player)	1,2



Hand Count 4 The hand count counter ('Hand Count Multiplier' default is = \$5)	1,2
--	-----

**Ticket ID** - the unique ticket number of current spin.

Spin Result table - before the skill feature was selected by the player:



Line Win Info - displays line wins info

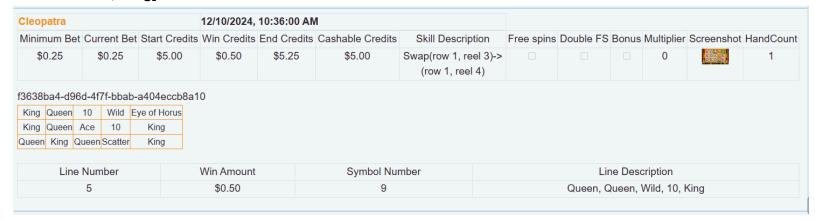
#### Examples:

[No Win] -



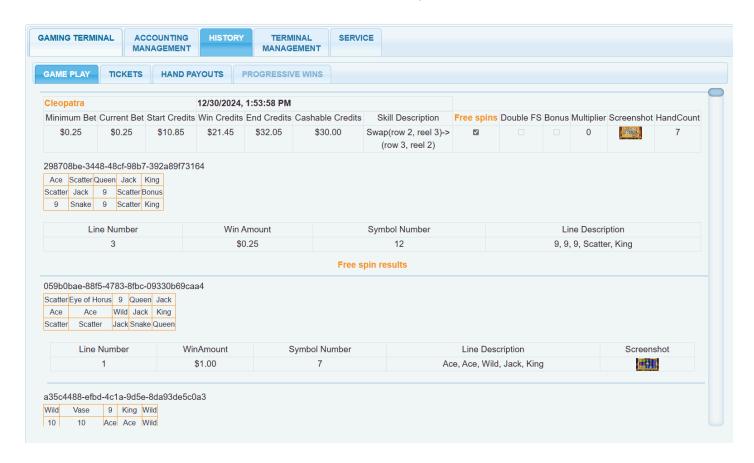
#### Line Win -

# [Line number: 5][win amount: 0.50][symbol number: 9][line description:Queen, Queen, 10, King]





In case of Free Spins, all free spin results are displayed one after another under one main spin.



In case of a Bonus trigger, the Bonus results are displayed below the spin table:.





#### **3.4.2.** Tickets

Displays records of last 100 tickets sent to the printer

AME PLAY TICKETS PROGRESSIVE WINS					
	Ticket Type	Date/Time	Ticket Number	Amount	Status
Print/Preview Ticket	Games Archives Stats	02/16/2024 11:21 AM		0.00	Printed
Print/Preview Ticket	Terminal Archives Stats	02/16/2024 11:20 AM		0.00	Printed
Print/Preview Ticket	Codex Ticket	02/15/2024 03:25 PM		0.00	Printed
Print/Preview Ticket	Terminal Weekly Stats	02/15/2024 02:43 PM		0.00	Printed
Print/Preview Ticket	Cash Out	01/16/2024 05:08 PM	17	10.00	Reprinted
Print/Preview Ticket	Cash Out	01/16/2024 05:07 PM	16	10.00	Printed
Print/Preview Ticket	Cash Out	01/16/2024 05:04 PM	15	10.00	Printed
Print/Preview Ticket	Cash Out	01/16/2024 05:04 PM	14	10.00	Printed
Print/Preview Ticket	Cash Out	01/16/2024 05:01 PM	13	10.00	Printed
Print/Preview Ticket	Cash Out	01/16/2024 04:57 PM	12	10.00	Printed
Print/Preview Ticket	Cash Out	01/16/2024 04:55 PM	11	10.00	New
Print/Preview Ticket	Cash Out	01/16/2024 04:53 PM	10	10.00	Printed

#### • Type of tickets to Print:

- Cash Out
- Terminal Archives Stats
- Terminal Daily Stats
- Terminal Weekly Stats
- Games Archives Stats
- Games Collect Stats
- Rev-Gen Stats
- Codex Ticket
- Amount is displayed only for Cash Out tickets
- Ticket number is displayed only for Cash Out tickets
- By selecting the ticket, the admin can choose the option to show the printed ticket on the screen or to reprint it.
- System displays the status of the original Printed ticket: New, Printed, Failed or Reprinted.

#### Options (Print/Preview Ticket):

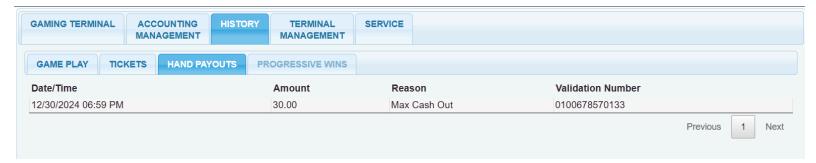
- Show Ticket (it is displayed on the screen in the same way as it was printed).
- Reprint Ticket (reprint the ticket with label 'Reprint' for each section)



## 3.4.3. Hand Payouts

Displays records of last 100 hand payouts (an actual redeem that was done by the attendant)

- No ticket is printed in case of handpay redeem



- Reason:
- Max Cashout was exceeded
- Amount is displayed in \$ and cents
- Validation Number is displayed as a unique identifier for handpay transaction

# 3.5. Terminal Management

Controls initial terminal operations and options for all games (disabled for Access Level 1)





Terminal Management	Option	Description	Access Level
	Volume	Used to configure Sound	2
	Gaming Machine	Used to configure and setup games	2
	Gaming Options	aming Options Used to configure and setup win multipliers and reels configuration	
	Devices	Used to configure Bill Acceptor and Printer Setup	2
	Cash Management	Used to configure cashflow options	2
	Active Management	Used to input Fill and Licensing Codes	2
	Date & Time	Setup machine time.	2

#### 3.5.1. Volume

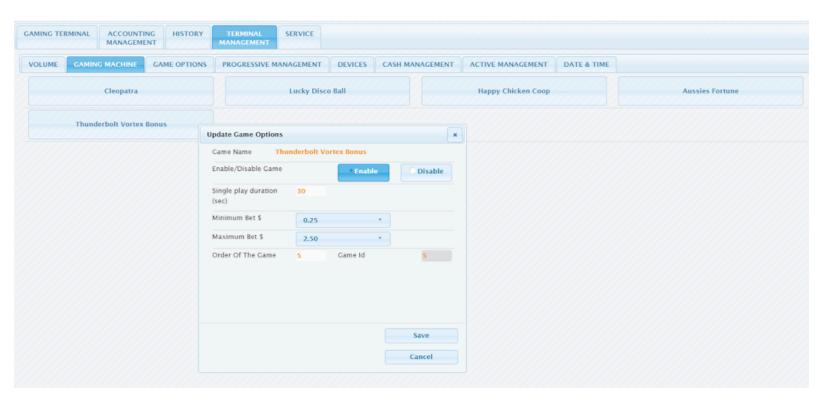


Volume		Win sound (controls bell ring and volume bar) Main Game sound (volume bar) Bonus Game sound (volume bar) System sound (volume bar)
System Volume	Enable System Sound	Slider for Volume Control (0-100%)



# 3.5.2. Gaming Machine

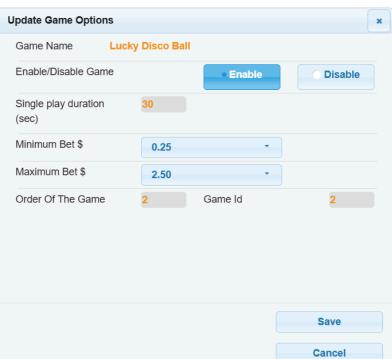
Lists all the available games. Used to configure each individual game settings:

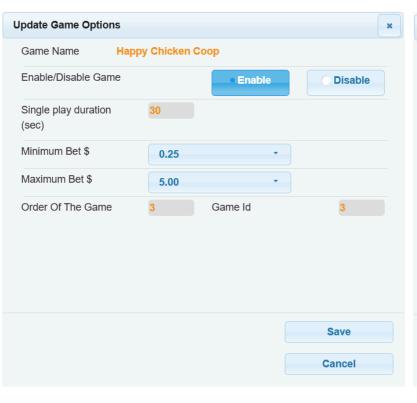


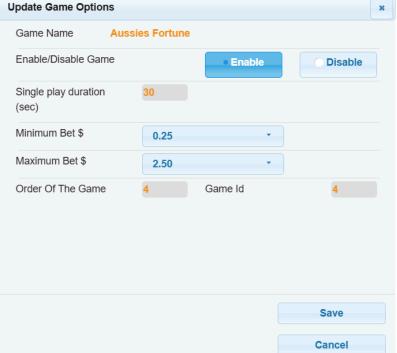
Update Game Options	Option	Description	Access Level
	Game Name	Displays the name of the game	NA
	Enable/Disable Game	- Enabled - Disabled Configures if the specific game is enabled or disabled.	2
	Single Play Duration (sec)		NA
	Minimum Bet (\$)	Used to configure the minimum bet value for each game	2
	Maximum Bet (\$)	Used to configure the maximum bet value for each game	2
	Order of the Game	Used to configure the order in which the games are displayed	4
	Game ID	Displays the id of the game	NA



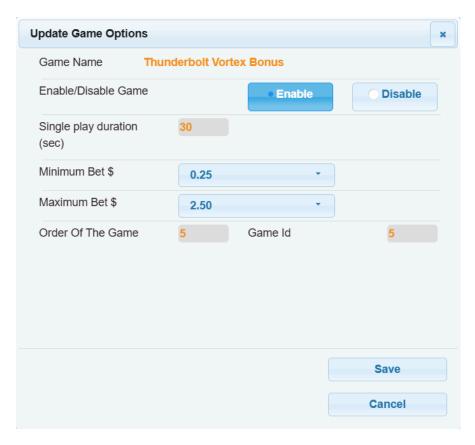








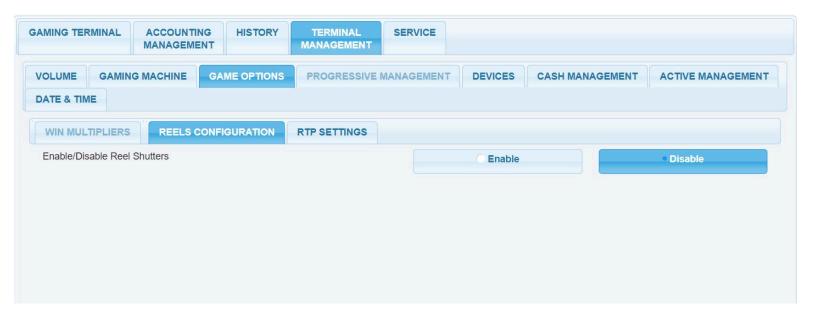




# 3.5.3. Game Options

## **Reel Configuration:**

Allows to enable or disable shutters during the game spins (available from Access Level 2). The default value is disabled.





## RTP settings:

Allows to configure game's RTP to 94, 95 or 96% (available from Access Level 2)

VOLUME GAMING MACHINE GAME OPTIONS PROGRESSIVE MANAGEMENT DEVICES CASH MANAGEMENT ACTIVE MANAGEMENT  DATE & TIME  WIN MULTIPLIERS REELS CONFIGURATION RTP SETTINGS  95 94 95 96	GAMING TERMINAL ACCOUNTING MANAGEMENT	HISTORY TERMINAL SERVICE MANAGEMENT
WIN MULTIPLIERS REELS CONFIGURATION RTP SETTINGS  Games RTP %  95 94 95	VOLUME GAMING MACHINE GAM	AME OPTIONS PROGRESSIVE MANAGEMENT DEVICES CASH MANAGEMENT ACTIVE MANAGEMENT
Games RTP %  95  94  95	DATE & TIME	
94 95	WIN MULTIPLIERS REELS CONFIC	IGURATION RTP SETTINGS
95	Games RTP %	95
		94
96		95
		96

# **3.5.4.** Devices

Used to configure Bill Acceptor and Printer Setup

Devices	Option	Description	Access Level
	Bill Acceptor Setup	Used to configure Bill Acceptor settings	2
	Printer Setup	Used to configure Printer and Printed tickets settings	2

#### **Bill Acceptor Setup Options**

Used to configure Bill Acceptor Settings (available from Access Level 2)



AMING TERMINAL ACCOUNTING MANAGEMENT	HISTORY TERMINAL MANAGEMENT	SERVICE		
OLUME GAMING MACHINE GAME	OPTIONS PROGRESSIVE MA	NAGEMENT DEVICES C	ASH MANAGEMENT	ACTIVE MANAGEMENT
BILL ACCEPTOR PRINTER				
Bill Acceptor Type		ITL NV200	•	
Bill Acceptor COM Port:	СОМ1	• COM2 BA	СОМЗ	СОМ4
COM5 Main SAS		сом6	COM0 BA	
Enable/Disable Bill Acceptor		• Enal	ble	O Disable
Accept \$1		• Enal	ble	O Disable
Accept \$2	• Enal	• Enable		
Accept \$5		• Enal	ble	O Disable
Accept \$10	• Enal	ble	O Disable	
Accept \$20	• Enal	ble	O Disable	
Accept \$50		• Enal	ble	O Disable
Accept \$100	• Enal	ble	O Disable	

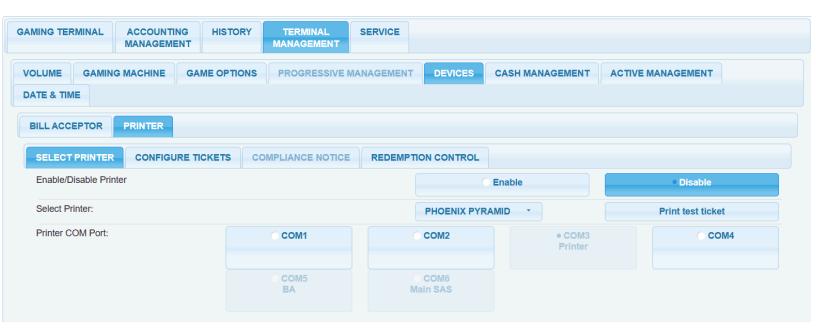
Bill Acceptor  Bill Acceptor Type:		Description	Access Level 2	
		List of all Bill Acceptors:  - JCM UBA 10  - MEI 6607  - ITL NV200 Default: MEI 6607		
	Bill Acceptor COM Port:	Communication port for selected bill acceptor type.  Default: COM2	2	
	Enable/Disable Bill Acceptor	Enabled     Disabled Default: Enabled  Used to configure if Bill Acceptor is enabled or disabled in the cabinet.	2	



Accept \$1	- Enabled - Disabled Default: Enabled	2
	Used to configure if the current Bill Acceptor/cabinet will accept a \$1 bill.	
Accept \$2	- Enabled - Disabled Default: Enabled	2
	Used to configure if the current Bill Acceptor/cabinet will accept a \$2 bill.	
Accept \$5	- Enabled - Disabled Default: Enabled	2
	Used to configure if the current Bill Acceptor/cabinet will accept a \$5 bill.	
Accept \$10	- Enabled - Disabled Default: Enabled	2
	Used to configure if the current Bill Acceptor/cabinet will accept a \$10 bill.	
Accept \$20	- Enabled - Disabled Default: Enabled	2
	Used to configure if the current Bill Acceptor/cabinet will accept a \$20 bill.	
Accept \$50	- Enabled - Disabled Default: Enabled	2
	Used to configure if the current Bill Acceptor/cabinet will accept a \$50 bill.	
Accept \$100	- Enabled - Disabled Default: Enabled	2
	Used to configure if the current Bill Acceptor/cabinet will accept a \$100 bill.	



## **Printer Setup Options**



Select Printer	Option	Description	Access Level
	Enable/Disable printer	Allows to user enable or disable printer	1,2
	Select Printer	- CUSTOM TG558 - Phoenix Pyramid - Generic Pulse - Nanoptix Paycheck 4  Default: Generic Pulse	1,2
	Print Test Ticket	Test ticket will be printed	1,2
	Printer COM port	Communication port for selected printer type.  Default: COM3  For USB printer (Nanoptix Paycheck 4 ) the COM port section is not displayed	1,2



MING TERMINAL ACCOUNTING MANAGEMENT	HISTORY TERMINAL SER MANAGEMENT	PVICE	
OLUME GAMING MACHINE GAI	ME OPTIONS PROGRESSIVE MANAGE	GEMENT DEVICES CASH MANAGEME	ACTIVE MANAGEMENT
ATE & TIME			
BILL ACCEPTOR PRINTER			
SELECT PRINTER CONFIGURE TO	CKETS COMPLIANCE NOTICE R	EDEMPTION CONTROL	
No Cash Value		Enable	• Disable
Ticket Header 1	THANKS FOR PLAYING		
Ticket Header 2	valid on date of issue only!		
Voucher Format	CASH		
Voucher Label	CASH OUT		
Print Location Details		• Yes	O No

Configure Tickets	Option	Description	Access Level
	** NO CASH VALUE! **	<ul> <li>Enable</li> <li>Disable</li> <li>Default: Disable</li> <li>When Enabled, the text 'No Cash Value!' will be printed under the redeemed amount.</li> </ul>	2
	Ticket Header 1		2
	Ticket Header 2	Operators can enter free text.  Up to 50 characters can be entered Printed as Top header in bold  Current: THANKS FOR PLAYING	2
	Ticket Header 2	Operators can enter free text.  Up to 50 characters can be entered Printed under the top header, not in bold  Current: VALID ON DATE OF ISSUE ONLY!	2
	Voucher Label	Not available for Access Level 1 - PRIZE VALUE - CASH OUT - POINTS - SCORE	2



		- REDEEM - REDEMPTION - GIFT CERTIFICATE - SWEEPS WINS - PROMO WINS - MERCHANDISE Default: CASH OUT Shows on the printed tickets before the value.	
	Print Location Details	- Yes - No Default: Yes  The Location Details will be printed on the top of the ticket	1,2
Redemption Control		All options are disabled when Hand Count is selected	NA

# 3.5.5. Cash Management

Used to configure cashflow options

# **Input Control**





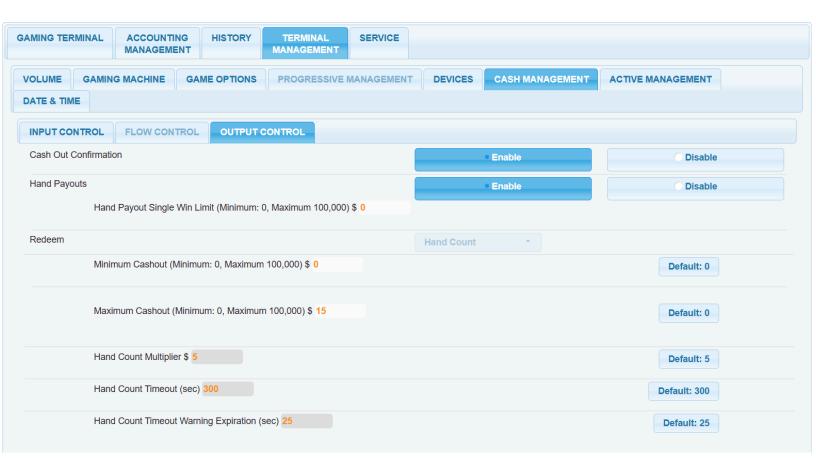
Input Control	Option	Description	Access Level
	Maximum Credit	- \$5,000 There is Min (\$0), Max(\$100,000), Default (0)	2
		<ul> <li>Maximum amount of Credits that may be accumulated on the device. Once the Credit Amount is greater than the Maximum Credit, an error will be popped-up on the screen.</li> </ul>	
		Player will not be able to continue to play until the attendant will acknowledge the max credits and will clear the warning. (Bill Acceptor and Printer will be disabled until the attendant will acknowledge the max credits).	
		The Error can be cleared by the Attendant only by pressing the special Reset button. Attendant should acknowledge the Maximum Amount of Credits and player can continue to play.	
		<ul> <li>Once the Attendant cleared the message, the cabinet shouldn't give this notification until another "Maximum Credit' amount has been reached (it accumulates again).</li> </ul>	
		When set to 0, should be unlimited amount	
	Maximum Cash in	- \$500 There is Min (\$0), Max(\$100,000), Default (0)	2
		<ul> <li>Maximum amount of money that may be inserted into the device and accumulated for unpaid games. Once that amount is reached, the Bill Acceptor doesn't accept the bills (bill will be rejected) and a special error will pop-up.</li> </ul>	
		When set to 0, should be unlimited amount	
		<ul> <li>Players have to play the games before inserting another bill. His value of 'unpaid' games amount should be less than a Maximum in order to insert another bill. The total number of credits (paid and winned) are counted.</li> </ul>	
		If there is an available amount for the player to insert the bills and he inserted one bill valued more than the	



allowed balance, Bill Acceptor will accept it.

(For example: if the max cash in is \$100 and the player inserted a \$50 bill and then \$100 bill, Bill Acceptor will accept the 2nd bill. Player has \$150 cash in. Player can't insert anymore bills until he has equal or less than \$99 cash in. In 99\$ - he can insert \$1, in \$70 - he can insert \$30.)

# **Output Control**



Output Control	Option	Description	Access Level
	Cash Out Confirmation	- Enable - Disable Default: Enable  (Displays message that requires player to confirm before redeeming points)	2
	Hand Payouts	- Enable	2



	- Disable Default: Disable  (Displays message that requires attendant to acknowledge the high win or redeem over max cashout)	
Hand Payout Single Win Limit	There is Min (\$0), Max(\$100,000), Default (\$0)  When a player wins an amount that is equal or exceeds the 'Hand Payout Single Win Limit' or machine's automatic payout limit, if another one is empty, which is \$6000 or \$8000, depending on the config, a handpay is triggered. In this case if the attendant confirms the high win, the win is added to the cabinet credit balance.	2
Minimum Cashout	- \$0 There is Min (\$0), Max(\$100,000), Default (\$0)  If a player attempts to cash less than the specified amount here, he will get a warning message on the screen. The warning message disappears by touching the screen.	(For GA from Access Level 4, other state from Access Level 2)
Maximum Cashout	There is Min (\$0), Max(\$100,000), Default (\$0)  Sets the maximum value allowed on the single redeemed ticket. If it is set for \$500 and the player wants to redeem \$1000, the player has to press Print Ticket/Redeem twice.	2
Hand Count Multiplier (\$)	A player can only redeem \$5 for every hand count they play in the game. Any additional credits that the player has will remain in the game until they play another hand. If a player wants to redeem a ticket for all of their winnings, they need to ensure they have played enough hands to do so.	2
Hand Count Timeout (sec)	If Hand Count is left in the machine and nobody is playing for X minutes and balance is 0, hand count will be erased from the machine. Default is 300 sec.	2
Hand Count Timeout Warning	This parameter indicates when to display a pop-up that informs the player that the hand count will be cleared.	2



Expiration (sec)	Pop-up will be displayed X seconds before the hand count timeout is set to expire with wording: "Your hand count will be cleared in X seconds."	
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## 3.5.6. Active Management

Used to input Fill and Licensing Codes. (NOT IN USE IN GA MARKET).



**Terminal Activation Code:** 

Product	Emerald I	
Version	1.0.0.1	
Build		
Region		
Terminal Id	81824	
License		

Fill Count	1	Number of the last activated fill
Request refill code		Request Refill code generated by the cabinet.

#### Fill Code Entry:

This is the code for Refill. It should be 8 groups of 4 alphanumeric symbols in each group

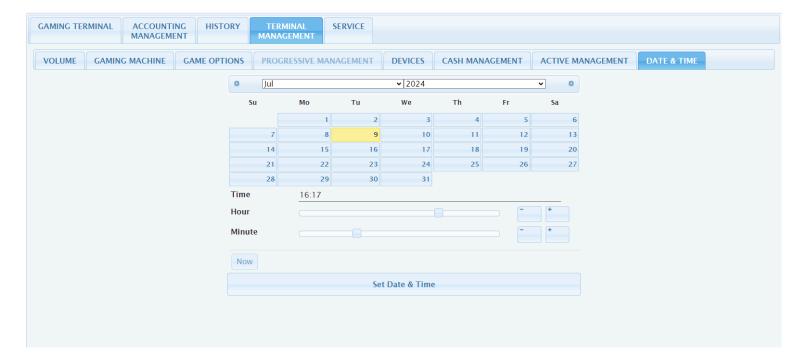


Fill Code Entry:		
Group-1	ZCR7	
Group-2	5HL3	
Group-3	LCLH	
Group-4	7YCE	
Group-5	OTW3	
Group-6	44CQ	
Group-7	VU40	
Group-8	2MPH	

Operator can:		
	Insert new code	
	Print Fill Code Ticket	

## 3.5.7. Date & Time

Setup time. Changing time will cause a machine restart.





	Displays Current Time in all fields	
Set Time		
	Year	Admin can update the field
	Month	Admin can update the field
	Day	Admin can update the field
	Hour	Admin can update the field
	Minute	Admin can update the field

## 3.6. Service

Service Options		
	Touch Screen	Used to align and test the touch screen controller and define the monitor type
	Bill Acceptor	Used to test the bill validator
	Hardware Tests	Used to examine all hardware signals to/from the motherboard
	Versions	Versions of Software and Backup



### 3.6.1. Touch Screen

Used to align and test the touch screen controller. If calibration of touch screen is required, this option should be available.

- First Operator has to select the monitor that is installed in the cabinet. (Access Level 2). For different type of monitors can be used different drivers/utilities for screen calibration.
- Operator can select 'Screen Calibration' button



Options Option		Description	Access Level
	Select Monitor	<ul> <li>Goldfinger</li> <li>Generic</li> </ul> Used to select the model of the monitor to use the correct calibration tool	2
	Screen Calibration	Used to align and test the touch screen controller	1,2
	Swap Screens	Used to reverse the order of the screens (top and bottom)	2

# 3.6.2. Bill Acceptor Tests

Used to test the bill acceptor

- Check if Bill Acceptor is connected.
- Check if Bill Acceptor can accept bills. Shouldn't place credits on the game. At the end of the test, remember to take bills out.

Enable Test Mode	Option	Description	Access Level
	Enable	Operator can insert bills into Bill Acceptor to test	2
	Disable	Bill Acceptor is disabled	2
Log Info			2
	Displays last 3 Bill Acceptor logs		2
	Displays logs when insert Bills		2





#### 3.6.3. Hardware Tests

Used to examine some hardware signals to the motherboard



- Test if some parts of hardware are working by testing signals : buttons (play/spin), doors, admin switches
- The Input grid shows active I/O functions. If you enable your service switch, you will see a number light up. Each I/O function has a corresponding number. This can help troubleshoot wiring issues by seeing which number lights up with different activity. If it does not match the proper number, that can tell you where the wiring is incorrect.

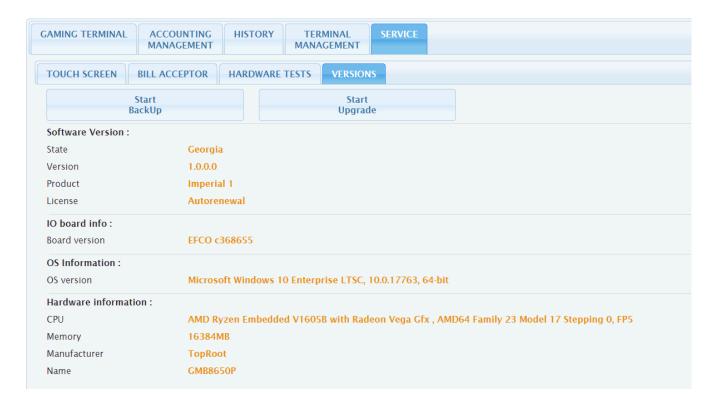
Enable Test Mode		
	Enable	Operator can start testing Output and Input signals
	Disable	Test is disabled
Input		
	Shows map with 24 pins	Not all are in use
Supported I/O functions		
	PLAY buttons (both)	C3 (B10)
	Side key (attendant switch)	C2 (A20)
	Inside key (admin switch)	C1 (B20)
	Main Door	B6 (A15)



	Belly Door	C0 (B15)
	Logic Door	B0 (A12)

#### 3.6.4. Versions

- Displays the detailed information about current Versions of Software.
- **Start BackUp**: provides an option to BackUp the logs, history and statistics.
- Start Upgrade: provides an option to Upgrade the Software (from Access Level 2)





### 3.6.5. Recovery Password Procedure

### Recovery Password procedure:

- User selects the 'Recovery Password' option in the 'Sign In' window. The new window will pop-up.
- User must select his **Access Level** first.
- User selects the option 'Step 2, Get password recovery code'. This should generate the 6 characters 'Recovery password code'.
- This code should be provided to the manufacturer, together with the Terminal ID, Contact Information of the person who is asking for the code and his Access Level.
- The manufacturer verifies that this Contact allows to do recovery password (has eligible Access Level, confirms his identity name, phone#, DL).
   Once information is confirmed, the manufacturer generates the New Password recovery code which consists of 23 characters that correspond to the provided 'Recovery Password code' from the terminal.
- User enters the provided New Password recovery code and receives the new Password for his Access Level. New Password can be any 4-8 characters.

