# West Virginia Limited Video Lottery Town Hall

Central Monitoring System
Town Hall IV

AUGUST 29,2017
FLATWOODS DAYS INN, WEST VIRGINIA





### Introductions



- Lottery & SG Team
- This Town Hall is the fourth meeting we have had to educate and inform the Limited Video Lottery community on important topics related to the new Video Lottery System known as Connexus.
- We have provided a microphone and podium for you to ask questions during the presentation – Please ask questions, help us all learn today!
- Or if you prefer, there will be a question and answer period (Q&A) at the end to provide you an opportunity to speak.

### Agenda



- 1. Introductions
- 2. Legal Update
- 3. Security
- 4. Video Operations
- 5. Scientific Games

### Legal Update



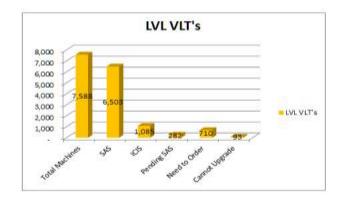
### Security

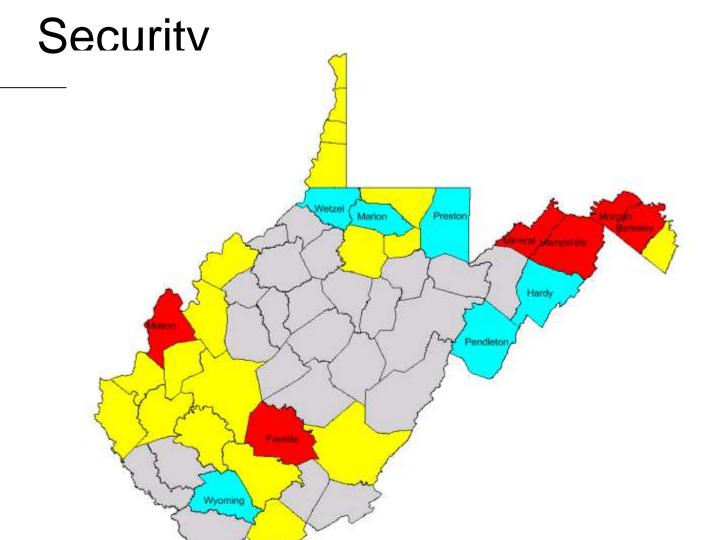


WV Lottery As of	8/25/2017
	VLT's
Total ICIS	1,085
Upgrades Received	3,994
Hall of Fame Eligible	
3334	109
866	414
867	469
***************************************	992
HOF To install Pending decision	282
Need to Order (1)	710
Cannot upgrade (2)	93
Potential Shortfall	803
Total SAS	6,503
Standard	2,791
HOF installed (#1432)	3,712
Total Machines	7,588
Permits Issued	7,632
Summary	

#### Notes

- 1 Need to order HOF or new machine
- 2 Non IGT must order new machine











### Video Operations



#### Limited Video Lottery VLT Performance Report July 2017

Manufacturer/ Software Version	Machines	Games Played	Amount Played		Amount Won	Net Terminal Income	Actual Payoff %		Avg Bet		GTI per chine per Day
			ICIS PR	отос	COL	-					
IGT 867 (Blue)	446	21,818,481	\$ 15,914,420.15	5	14,701,669.30	\$ 594,247.92	92.38%	\$	0.73	\$	87.72
IGT 866 (Red)	411	17,236,175	\$ 15,847,812.50	\$	14,530,282.25	\$ 645,589.82	91.69%	S	0.92	\$	103.41
IGT 3334 (Green)	115	4,191,314	\$ 3,364,427.53	\$	3,000,082.26	\$ 178,529.18	89.17%	5	0.80	\$	102.20
Spielo 25.02 (5)	2	103,273	\$ 139,190.95	\$	134,787.20	\$ 2,157.84	96.84%	s	1.35	S	71.03
Summit 8007	1	46,785	\$ 34,944.65	\$	29,942.10	\$ 2,451.25	85.68%	s	0.75	\$	161.37
Summit 8107	27	1,135,698	\$ 599,862.05	\$	543,145.85	\$ 27,790.94	90.55%	S	0.53	\$	67.76
VLC 620 B 2	5	174,855	\$ 164,728.05	\$	149,809.70	\$ 7,309.99	90.94%	\$	0.94	\$	96.25
WMS 16.05	39	1,830,375	\$ 1,964,972.45	5	1,779,216.40	\$ 91,020.46	90.55%	\$	1.07	\$	153.64
TOTAL ICIS PROTOCOL		46,536,956	\$ 38,030,358.33	\$	34,868,935.06	\$ 1,549,097.40	91.69%	\$	0.82	\$	97.50
			SAS PR	отос	COL						
GVG WV107S	12	110,630	\$ 103,834.35	s	93,214.85	\$ 5,203.56	89.77%	s	0.94	S	176.99
IGT 3520 (Gold)	486	14,941,615	\$ 12,289,862.07	\$	11,118,942.24	\$ 573,750.72	90.47%	5	0.82	\$	77.72
IGT Hall of Fame	3,721	217,555,404	\$ 173,042,884.75	\$	158,775,759.65	\$ 6,990,891.30	91.76%	s	0.80	S	123.68
IGT AVP 3.0	754	40,187,092	\$ 42,968,774.95	\$	39,332,410.48	\$ 1,781,818.59	91.54%	S	1.07	\$	155.57
IGT AVP 1.2	355	16,956,704	\$ 18,212,315.76	5	16,675,942.40	\$ 752,822.95	91.56%	5	1.07	5	139.61
IGT AVP 2.0	185	9,862,446	\$ 10,862,064.04	\$	9,944,756.62	\$ 449,480.64	91.55%	s	1.10	\$	159.95
SGI Game Set 3	7	260,418	\$ 174,775.48	5	156,540.98	\$ 8,934.91	89.57%	\$	0.67	\$	84.03
SGI Game Set 4	4	186,504	\$ 122,753.95	S	113,879.05	\$ 4,348.70	92.77%	S	0.66	\$	71.57
SGI Game Set 7	41	1,462,030	\$ 1,461,796.85	S	1,322,149.25	\$ 68,427.32	90.45%	\$	1.00	\$	109.87
Spielo Pick and Play	360	38,159,248	\$ 38,436,016.25	S	36,052,101.99	\$ 1,168,117.99	93.80%	\$	1.01	\$	213.61
Techlink	7	119,601	\$ 99,934.01	5	93,656.05	\$ 3,076.20	93.72%	\$	0.84	\$	28.93
WMS SBEB1010	10	1,391,513	\$ 1,535,259.40	\$	1,400,599.66	\$ 65,983.27	91.23%	S	1.10	5	517.92
WMS SC9F-1040	195	15,439,649	\$ 13,612,579.32	\$	12,528,467.95	\$ 531,214.57	92.04%	s	0.88	\$	179.34
TOTAL SAS PROTOCOL		356,632,854	\$ 312,922,851.18	\$	287,608,421.17	\$ 12,404,070.70	91.91%	\$	0.88	\$	133.06
GRAND TOTAL		403,169,810	\$ 350,953,209.51	\$	322,477,356.23	\$ 13,953,168,11	91.89%	\$	0.87	\$	127.88

\$97.50

\$133.06

### Video Operations



WV Limited Video Lottery Revenue Comparisons Gross Terminal Revenue

		Pei	Da	У	Monthly	Annual
	F	Per VGM		5 VGM's	5 VGM's	5 VGM's
SAS Location	\$	133.06	\$	665.30	\$ 20,624.30	\$ 242,834.50
CIS Location	\$	97.50	\$	487.50	\$ 15,112.50	\$ 177,937.50
ncrease	\$	35.56	\$	177.80	\$ 5,511.80	\$ 64,897.00
% Increase		36%		36%	36%	36%

### Connexus Conversion-Timeline



- At the end of this week, we begin the fifteenth month of the eighteen month conversion project.
- This week the Video Staff is wrapping up the sixth and final week of User Acceptance Testing, which begain on July 10, 2017.
- Both Scientific Games and Gaming Labs International, the independent test consultant, are on site at the Lottery this week to finalize testing.

### Video Operations – Casinos (RVL)

- October 10 through October 25, 2017:
- There will be major activity in both Racetracks and LVL locations during October.
- There will be a 4 day Pilot Project at Mardi Gras Casino –October 10<sup>th</sup> through the 13<sup>th.</sup>
- During the following two weeks, the four other casinos will have their Equipment Replacement.

### Video Operations – (LVL)



- September 25, 2017 through year end is the replacement timeline.
- There will be twelve cycles of Equipment Replacement at 1,300 locations during these three months.
- Five Scientific Games Technicians will be assigned to lead the Equipment Replacement with support from Video Operations Staff and LVL technicians.

### Video Operations



To guarantee the most efficient Equipment Replacement, Scientific Games Field Technicians will not go through the usual call process with the Lottery Computer Room.

Instead, the technicians will be supported on their calls by the Operations Supervisors and Manager so there is no competition with regular business activity. A separate telephone number will be furnished to the technicians prior to the start of that phase.





## AUGUST 29, 2017 AT 11:00A.M. LVL Town Hall Meeting IV



### Scientific Games Agenda



- 1. Site Equipment Contracts
- 2. Training Information
- 3. Field Service
- 4. Warranty Information
- 5. Spare Parts

6 Site Controller

### Site Equipment/ Network Contracts SCHILLIANS

- √ 70% Processed paperwork
- Credit application for Leasing site equipment must be completed and submitted to SG prior to execution of the Site Equipment Lease Agreement & Network Agreement.

✓ Please return all Paperwork to Patty Morgan. 770-772-7629 patty.morgan@scientificgames.com

### **Training Information**



- 1. Operator Portal Training
- 2. Site Equipment Field Service Training
- Redemption Terminal Training

**Operator Portal training (OP)** will included training on the New web portal training application.

**Site Equipment training (SET)** will include training on the repair and maintenance of the Site Equipment.

**Redemption Terminal training (RT)** will include the operation of the Redemption Terminal, (i.e. scanning and cashing of tickets, running reports)





#### On Location Sessions will be Offered in (3) Different Locations

	9/12/17 – Internet (OP) 9/14/17 – Internet (OP)	Training sessions will be provided on 1st come 1st serve basis – web portal
September Sessions	9/18/17 – Martinsburg (SET) 9/20/17 – Morgantown (SET) 9/22/17 – Charleston (SET) 9/26/17 – Morgantown (RT) 9/27/17 – Charleston (RT)	Scheduled sessions will begin at the following times and are 1Hr in length.  Morning Sessions
October Sessions	10/16/17 – Martinsburg 10/18/17 – Morgantown 10/19/17 – Morgantown 10/23/17 – Charleston	09:00 am & 11:00 am  Afternoon Sessions 01:30 pm & 03:30 pm



### **Training Information**

- SG will continue Training through February 2018 if necessary.
- Training will included:
- 1. Operator Portal Training
- Site Equipment Field Service Training
- 3. Redemption Terminal Training
- November and December schedule will be published late September.





#### **Operator Portal Training**

Join WebEx meeting
Meeting number: 594 168 846

Site Equipment Field Service Training
SG NOC
833-545-8203

Redemption Terminal Training
Robin Moser
630-496-0530

### RT Training (DX) QRG





#### Quick Reference Guide

#### PARTNER TECH SP-2615® SITE CONTROLLER



#### Partner Tech SP-2615 Site Controller



The Site Controller is the hardware unit comprising of a CPU, monitor, scanner, and printer. The Site Controller serves as a Redemption Terminal (RT), Terminal Controller (TC), and Venue Controller (VC).

#### Site Controller Connections



- ADSL routers will have a Cat6 connector going into FEG and Phone are going into ADSL port. The other side of Cat6 connector is going to high speed port2 of the main switch.
- 3G/4G routers will plug directly into the Site Controller in LAN1.

- Another Cat6 cable will be going from Ethernet port1 of a site controller to high speed port1 of a main switch.
- Last 3 port of a switch will be reserved for the 8-port and 12-port IDP providers (port 10-12 for 12-port switch, port 6-8 for 8-port switch).
- High speed port1 of a bank switch will go to into any of port 1-9 for 12-port main switch, or any of port 1-5 for 8-port main switch.
- 6) Depending on the number of EGMs in each venue, the bank switch and main switch can be any of 8-port or 12port switches.

#### Sign On / Off

Once Site Controller communicates with Controller is enabled and the Communications Main screen displays.



- 1) Touch the required icon to access that function.
- The Technician must touch the Diagnostics icon and then enter the assigned user ID and password.
   NOTE: The technician password will be the same for all Site.

WOTE: The technican password will be the same for all Site Controller in all venues. When entering a password, the password characters will be masked by [\*] on the screen:

#### Loading Paper

Push the cover open lever, and open the printer.



- Write observing the direction of the roll, set the paper roll into the hollow and pull on the leading edge of the paper toward you.
- 3. Place the paper roll into the paper cabinet.



 Pull out the paper head of paper roll, close top cover, and tear off the surplus portion of the paper head.



#### Loading Paper (contd.)

#### CAUTION

- Adjust the paper guide to maximum width and place paper roll into the paper cabinet, rotate the thumb wheel to adjust the paper guide to suitable place (1 mm gap tetween paper roll and paper guide should be reserved in case the paper roll is jammed); the winding direction of paper roll should meet printer requirements.
- Ensure that the paper roll is tightly wound; to avoid paper jams or other failures.
- For correct alignment, ensure the paper roll is level when seated.

#### Printer Troubleshooting

- 1) Printer Fails to Print Receipts/Reports.
  - . Check the USB cord is plugged in
  - Ensure there is no error condition present indicated by the status light (red/green).
  - Check paper status.
  - Check that the printer door is closed completely.
  - Check the on/off switch on the right side of the printer.
     Ensure it is in the "On" position.
  - Try using a different roll of paper.
  - Do a paper feed test.

#### 2) Paper Jam.

- Switch off the printer.
- Push the cover open lever, and open the top cover.
- Remove the paper jam and then close the top cover.
   Important: Do not touch the printer thermal head.
- Tutn on the printer power to reset the cutter.
- CAUTION
- If the cutter is jammed and the top cover cannot be opened, put your hands at both sides of the cutter cover and turn the cutter cover forward, and then open the top cover.
- After clearing the paper jam, do not restart the printer until the top cover is closed and the cutter cover is

#### 3) Paper Not Advancing.

- Reload the paper.
- Verify that cover closes completely.
- Check for obstruction in the paper path.

### Operator Portal QRG

. The menus and options available on the Web Portal screen

depends on the type of user logged in.



BUNNABULA

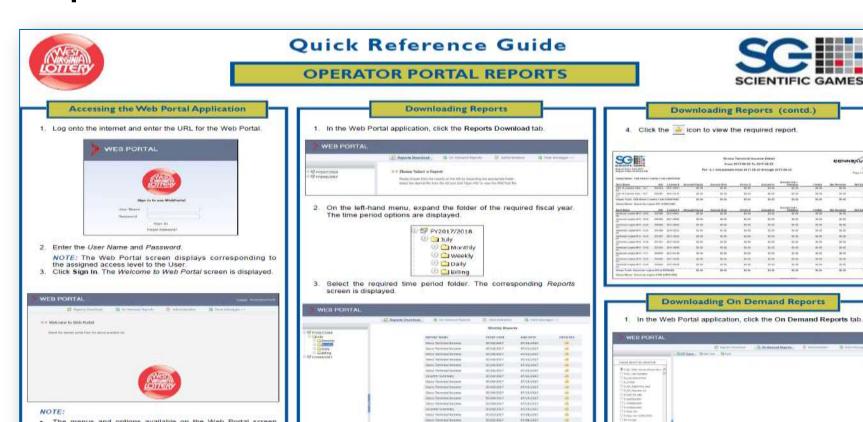
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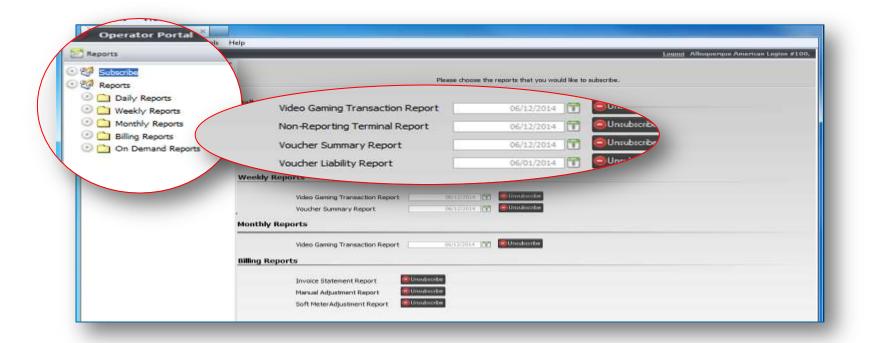
PSQL 1 04 1 1000 C 4 00 14 04 05

#### SIGN ON SCREEN

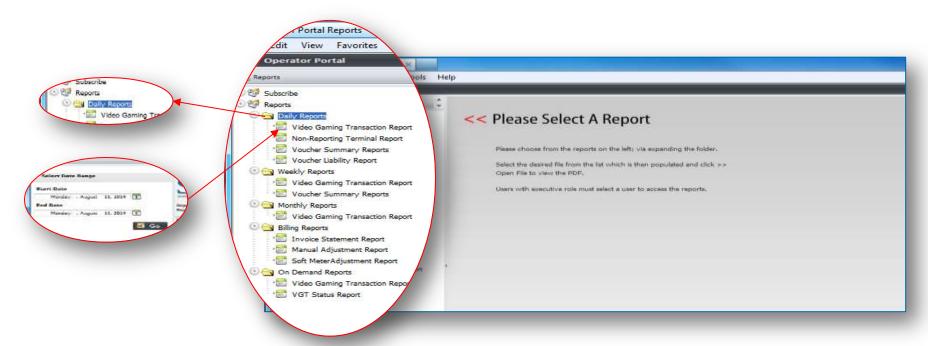
- Financial Reports
- On-Demand Gaming Device status reports
- Billing and Invoicing Reports
- User Friendly Design



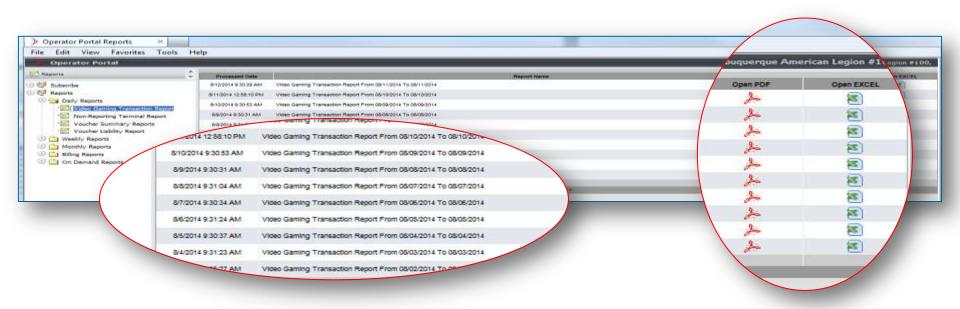
SUBSCRIPTION REPORTS (SCHEDULED)



#### **DAILY ON-DEMAND REPORTS**



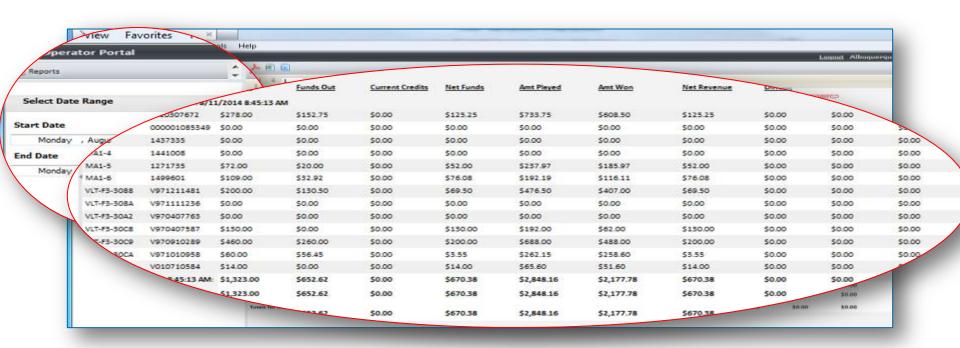
#### REPORTS – PDF OR EXCEL



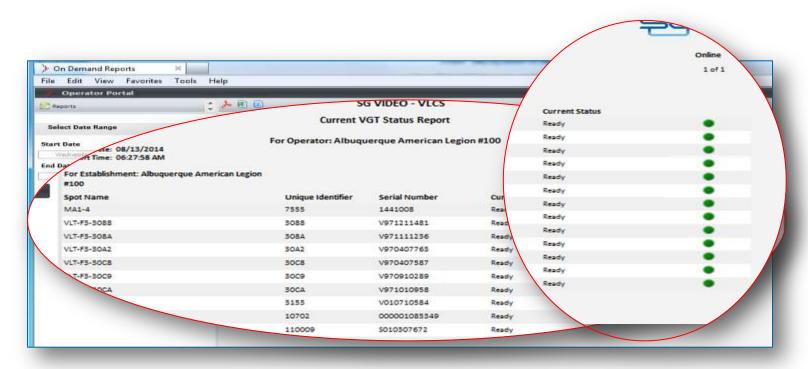
#### PRE GENERATED REPORTS

				SG VIDEO -	VLCS			VIDEO
SCT				141	Dotail D	eport	25	
SCIENTIFIC GAMES		as in	Funds Out	<b>Current Credits</b>	Net Funds	Amt Played		AFA
	ate:8/1	1/2014 8:45:13 A	м					011
	010307672	\$278.00	\$152.75	\$0.00	\$125.25	\$733.75	\$608.50	52
Report Date: 0	000001085349	50.00	50.00	\$0.00	\$0.00	\$0.00	\$0.00	50.00
Retail	1437335	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Est.	1441008	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
1-5	1271735	572.00	\$20.00	\$0.00	\$52.00	\$237.97	\$185.97	\$52.00
A1-6	1499601	\$109.00	\$32.92	\$0.00	\$76.08	\$192.19	\$116.11	576.08
T-F3-3088	V971211481	\$200.00	\$130.50	\$0.00	\$69.50	\$476.50	\$407.00	\$69.50
T-F3-308A	V971111236	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
T-F3-30A2	V970407763	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
F3-30C8	V970407587	\$130.00	50.00	50.00	\$130.00	\$192.00	\$62.00	\$130.00
VLT-130C9	V970910289	\$460.00	\$260.00	\$0.00	\$200.00	\$688.00	\$488.00	\$200.00
VLT-F3-30-A	V971010958	\$60.00	\$56.45	\$0.00	\$3.55	\$262.15	\$258.60	\$3.55
VLT-F3-30A2 VLT-F3-30C8	W010710584	\$14.00	\$0.00	\$0.00	\$14.00	\$65.60	\$51.60	\$10 50.00
	v970910245:13 AM:	\$1,323.00	\$652.62	\$0.00	\$670.38	\$2,848.16	\$2,177.78	\$0.00
	V971010958	\$1,323.00	\$652.62	\$0.00	\$670.38	\$2,848.16	52.1/	\$0.00 \$0.00
	V010710584 \$14.0 0148:45:13 AM: \$1,32		\$652.62	\$0.00	\$670.38	\$2,848.16		\$0.00 \$0.00 \$0.00 \$0.00
Totals for Albuqu			50.00	3070.00	92,1//,/8	5670.38		50.00 50.00
Totals for NMRet			\$0.00	\$670.38 \$2,6	48.16 \$2,177.78			\$0.00 \$0.00

#### ON DEMAND REPORTS

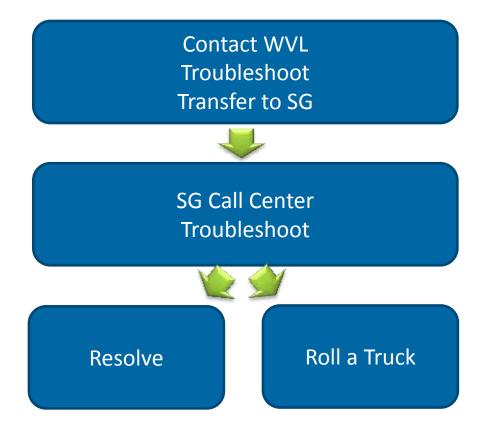


#### **VLT STATUS REPORT**









### Warranty Information



- 2 Year Warranty For Site Equipment
- Finalizing RMA (Return Authorization Form) Process
- Will allow RMA of Site Controller main components
  - Main Hard Drive
  - Scanner
  - Monitor
  - Potentially others
- Will be published by End of September





SP-2615 Partner Tech Site Controller (DX) (Includes Monitor & Integrated Bar Code Scanner)	\$2,702
RP600 Printer Serial w/ USB Cable	\$270
Fiber-Optic Transceiver – EIA-232	\$216
DIGI TransPort WR21	\$685
NETGEAR FS108 8-Port Fast Ethernet Switch	\$56
Wilson Stamped Yagi Antenna	\$236
15dB Dual-Band Machine to Machine Booster Kit (includes Power Adapter)	\$107
Internal Antenna 3G/4G LTE Magnetic or mount	\$56

### PartnerTech Integrated Design



- 15.6" Display with Projected Capacitive Touch
- Intel Skylake platform
- High speed USB 3.0 Interface
- High quality HDMI port
- Latest DDR4 Memory
- Integrated barcode scanner



### The End



### Have any questions?

