

Venue Freeze

There is a freeze on any changes at your venue from the date of production of your Secretary's Notice until the day after your venue has been connected to EMS (approx six weeks). Any necessary amendments for game changes, machine upgrades etc must be completed well before the Department sends you your Secretary's Notice.

It is noticeable that some societies are still submitting and expecting amendments to be processed well into the freeze period.

You **cannot**, for example, send the Secretary's Notice back with a footnote saying the service provider is still doing paperwork and you will forward it on soon. Once the Secretary's Notice is signed no further changes can be made until after EMS connection.

Machines with details that have not been updated in the DIA licensing system will not be commissioned when your venue is connected. **What is on your licence is what will be enabled on commissioning day.**

Note: The Secretary's Notice should be a mirror of the information DIA has about your licence. However, there is currently a significant number of discrepancies between the details on licenses and what machine software is actually running in venues. If you check your Secretary's Notice and licence details are incorrect, unless it is a Department error, an amendment will need to be made.

The purpose of the Secretary's Notice is to confirm that we have the right details in our system and gather/check additional data that the Department has not required prior to EMS such as jackpot JIN numbers and jackpot parameter sets.

When the Department checks your returned Secretary Notice, if it appears that any changes you have noted may require an amendment the Department will send you a letter pointing out these discrepancies. It is the society's responsibility to decide if an amendment is necessary.

Common issues identified in Pilot

We identified a number of recurring common issues when we came to connect venues during the pilot:

- Gaming machines not connected or bypassed, even though they are QCOM compliant
- Gaming Machine fibre optic interface cards ('bricks') not connected to the gaming machine port (that is, the cable from the brick to a connector on the gaming machine)
- Bricks not working for a number of reasons such as: fuses missing, jumper not configured correctly, not plugged into power, or inappropriately powered from an external power source
- Jackpot JIN numbers for gaming machines not correct (please ensure you have given the Department the correct JIN numbers on your venue diagram)
- Fibre cabling reversed i.e. the IN and OUT signals reversed
- No electrical power available at the site controller location.

Some of these issues may be able to be rectified on the day but others may take some time and lead to delays. If the issues are unable to be rectified at the time then either the gaming machine concerned will not be enabled, and therefore unavailable for play, or all the machines at the venue may not be connected.

Note: EMS user manuals will be sent to all societies for distribution to venues in advance of your Secretary's Date.

For more information please read the 'EMS Venue Readiness Guide' on the EMS website, www.ems.govt.nz

Commissioning on to EMS

On your Secretary's Date your technician will check to see if the venue has reconciled all gaming machine meters and cash. Once the reconciliation has been completed the technician will call the INTRALOT EMS Help Desk and commissioning will begin.

The Help Desk should be your first port of call if you have any issues during commissioning. Please do not hesitate to call them on **0800 468 725 68** from a landline or **04 463 0109** from a cell phone.

During the pilot the connection times for each venue varied from 1 hour 45 minutes to 10 hours (during a four hour power outage!) It is expected commissioning will generally take between 2 to 4 hours.

If you have any suggestions you think would improve the process Intralot are more than happy to hear them. Please call the EMS Help Desk on the above numbers.

EMS Help Desk (INTRALOT)

The EMS Help Desk (0800 468 725 68 or 04 463 0109) are here to help you – so please use them! If you are at all unsure about an issue with your machines don't call a gaming technician in without first calling the EMS Help Desk. You could end up saving some money.

Before calling the Help Desk all machines should be turned on with the doors closed and no events happening, otherwise the Help Desk will not be able to access the machines or any information.

Note: If a gaming service technician is going to do a RAM clear they must call the Help Desk first.

Hopper Refills

A \$200 global default setting for both cancel credit and hopper refills will be applied when a venue connects to EMS.

Venue operators will still be able to refill hoppers with amounts other than the default value should they wish, providing the gaming machine has this capability. For example, the next generation of base software may allow you to reset this setting after your gaming machine is connected to EMS – please check with your gambling equipment supplier.

However, we suggest that you work with the \$200 global setting in the interim until all software being used at your venue is able to be configured the same. Complications may arise for your staff if some gaming machines in your venue have been reset to various hopper refill amounts.

EMS Do's and Don'ts

- **Powering off machines** – If you need to power off all the venue's gaming machines at the same time (e.g. closing the venue) you may use a master switch, or individually power off each gaming machine at the wall. Do not do this when some gaming machines are required to be in operation, as switching just one gaming machine off at the wall turns off the fibre loop to the site controller for all gaming machines on that loop.
- **Powering off Jackpots** – Jackpot controllers must remain powered on at all times with no exceptions. This means they should not be on the same gaming machine power feed controlled by a master switch as above. You may use the same power source as that used for the site controller and, if required, the display can be on a separate feed and powered off via the gaming machine master switch. Check with your supplier as to the best arrangement.
- **Site Controller Cabinet** – The society must ensure that the key for the Site Controller Cabinet is on the gaming machine key ring at the venue at all times. There have been occasions when Telecom staff have arrived to install the router and the venue staff have been unsure and unable to supply the key. This has caused the installation visit to be cancelled and may lead to re-scheduling complications.

Q & A about implementation of EMS

If you have a question about how EMS will be implemented you are probably not the only one that wants that information. Please e-mail your questions to: ems@dia.govt.nz

EMS

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The EMS website has been redeveloped to include useful information for societies and venues which was previously on the Department of Internal Affairs website. Users will still be able to view EMS reports by clicking on the link at the top of the page (now renamed 'EMS reporting login').

The username and initial password will be posted to each society prior to the connection of their first venue to EMS. The username cannot be changed, but the password must be changed when you first log on.

If you forget your password, you may either contact or click on the 'forgot password' link at the EMS website login page. DIA will send your new temporary password to the email address on record for your society. Societies are responsible for disseminating passwords to their venues. Societies may also wish to establish an internet policy around how often passwords are changed and who at a venue has access to the username and password.



Electronic Meter Access (EMA)

Your venue will require EMA if it is necessary for you to be able to access jackpot information on demand (e.g. for non-downloadable jackpots) or current meter values for gaming machine QCOM meters.

To access this information the venue will require a computer with a spare serial port, running either a Microsoft Windows 2000 or XP operating system.

EMA software can be downloaded straight from the EMS website under the help menu and copied to a specified folder on your computer once your venue has been enrolled in the system.

The gaming machine technician who comes to commission your venue may be able to help you set up the EMA application on your venue computer should you require assistance. Your Venue Manual provides full details on the set up required.

The application on the venue PC that uses the EMA information is not supported by the EMS Helpdesk and any queries on this application should be referred to the appropriate service provider.



EMS Updates is an occasional publication produced by the Department of Internal Affairs to provide gaming machine societies with information that will help them prepare for implementing EMS at their venues.

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EMS Pilot

The EMS project team would like to thank everyone who participated in the EMS pilot.

EMS Establishment Director Ross McKenna says the objectives of the pilot were achieved.

"The purpose of the pilot was to test the system and identify and iron out any outstanding issues before roll out to the whole sector," says Ross.

"There were a number of issues identified which have been resolved, and a few we are continuing to work on. But on the whole the pilot was successful.

We are all feeling pretty pleased with the way things have gone and we're confident that we have a system that works and which will help achieve the goals of the Gambling Act."

So thanks once again to all the societies, venues and technicians involved in the pilot. Your time and effort has been a significant help in ensuring that EMS operates successfully.

But the hard work is not over yet! Rollout to the entire sector began on 17 July, and will continue until March 2007. There were some valuable lessons learned during pilot which we would like to share with you in this edition of EMS Updates to ensure commissioning to EMS at your venue goes smoothly.



EMS Rollout – Are you ready?

Secretary's Notice

This is an essential step to ensure your venue is connected successfully to EMS on your given Secretary Date.

If you do not check your Secretary's Notice carefully it could mean that some of your machines cannot be connected to EMS on your Secretary's Date.

If this happens, or the Secretary's Notice is **not returned before the due date** your venue's connection date may be rescheduled to the end of the EMS rollout. This could mean your venue is not connected to EMS before the legislative cut-off date of 17 March 2007, and your machines will be disabled until they can be connected.

Therefore, it is **very important** that when you receive your Secretary's Notice you check it thoroughly, make any necessary changes to the notice and return it by the required date.

Note: If your Secretary's Notice has 'Required' under the section for 'Base Name' you must include both the **base name** for each machine and the BVN

We also need a copy of your **venue cabling plan** returned with the Notice. Please ensure that it is up-to-date and correct. We received a number of Secretary Notices with incorrect serial numbers and incorrect Jackpot Identification Numbers. This **must be** completed accurately for reconciliation purposes.

Venue Checks

Many of the issues that arose in the pilot can be easily avoided. Service technicians can do some quick and simple checks to ensure the venue is ready to be connected to EMS.

It is the society's responsibility to ensure venues are cabled and serviced according to the minimum standard. **Before signing the Secretary's Notice** we strongly recommend that societies and/or venues have ensured that their technicians have completed a thorough venue check.

Also, if there has been any work done at the venue since it was prepared for QCOM connection, it is important to ensure that the subsequent work has not caused the installation to fail or be non-compliant. There are some simple and quick tests which can be done to ensure that nothing has been compromised.

Venue Cabling

Cabling must be completed according to the Minimum Technical Requirements for EMS.

For more information see " and 'EMS Cabling Advisory for Venue Connection' on the EMS website, www.ems.govt.nz

