

30th March 2020



MANAGING EGMs DURING VENUE CLOSURE PERIODS

Prolonged Power-down of EGMs

Leaving an EGM for an extended period in a power-down state is not recommended.

EGMs have an internal battery that maintains configuration settings and monitors door status when the mains power is off. If these batteries go flat, this will lead to delays in ultimately bringing the EGM back into game play. In some instances the batteries may need to be replaced by a licenced technician before the EGM can be enabled for play. Older EGMs are more susceptible to failure after power cycles than newer generation EGMs.

Manufacturers recommend leaving EGMs in a power-up state if possible, or alternatively, powering the machine on for at least 4 to 5 hours per day every 3 days. The longer an EGM can remain in a power-up state the less likely it is to experience battery/Non-volatile memory issues.

It is also recommended that when EGMs are turned on, this should be done on a machine by machine basis, not switching bank or room level circuit breakers on. This will reduce the risk of power surges, particularly in EGMs that have large coin hoppers.

EGM Manufacturers and Maintenance Providers have also issued Technical Bulletins reaffirming this. Also refer to the VCGLR website for advice on this as well.

Loyalty Systems

Most manufacturers recommend leaving Loyalty SMIBs in a power-up state.

External power supplies that provide power for SMIBs contain components that are susceptible to failure when turned off/on after prolonged periods of being in a power-up state. It is likely that all Loyalty SMIBs have been in a power-up state for some years now – after a power-down there could be failures of these power supplies. A failed Loyalty SMIB power supply would also result in the card reader not operating (unless it receives power directly from the EGM), thus that EGM would not comply with the Pre-Commitment Player Account Equipment requirements resulting in the EGM not being able to deliver YourPlay services.

Powering-down a Loyalty SMIB can also result in configuration issues with dongles, connectivity with the IGS SMIB and other network related devices.

Manufacturers also recommend leaving Loyalty Servers in a power-up state to ensure that remote support is available upon service restoration.

Monitoring System Components

As previously advised by IGS, all Monitoring System components - Comms Rack, Router, D-Link Switch, UPS, MicroLOT terminals and SMIBs - must remain in a power-up state.

Further Enquiries

Should you have any questions or wish to seek further clarification your best point of reference is your Maintenance Service Provider, individual EGM Manufacturer or Ancillary Service Provider.

You may also choose to contact Neil Spencer, of GCI via mobile (+61 418 543 169), or email (neil@gamingconsultants.com.au)