



RED HOT BINGO

WORKSHOP MANUAL

V1.1

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Electrical safety warnings

IMPORTANT NOTES - READ THOROUGHLY BEFORE ATTEMPTING ANY MAINTENANCE



WARNING!!



A potentially lethal mains input supply voltage of 230 volts @ 50Hz is present within this machine. Under no circumstances should any form of installation, adjustment, maintenance or repair be attempted by any other than suitably qualified or adequately instructed and supervised personnel.

ELECTRICAL CONNECTION:



For safety reasons this machine must be earthed. There is a risk of electric shock if the power cable used to power this machine is not correctly connected and has not got a sound earth connection.

The mains lead used to power this machine should not exceed 2 metres in length. The wires in the mains lead are coloured in accordance with the following code and polarity:

Green and yellow: earth

Brown: live

Blue: neutral

To ensure safe operation this machine must be connected to the mains electrical supply using an approved IEC power cord. Each cord must have an IEC approved connector fitted and an approved 13-amp plug, fused with no greater than a 13 amp fuse rating. Should it be necessary to replace any components it is imperative that they are replaced with identical component values as supplied by Storm originally. Correct polarity must be observed at all times.

Earth bond & insulation

This product is subjected to insulation and earth bond tests before despatch. These tests should be repeated periodically or whenever any safety critical parts or connections are replaced, or reconnected. A notice label is attached in each product to provide a means of recording further test results.

THIS MACHINE IS DESIGNED FOR INTERNAL OPERATION ONLY.

Declaration of conformity

EC DECLARATION OF CONFORMITY



According to the following EC Directives

2002/95/EC: Restriction of the use of certain Hazardous Substances (RoHS)

**Dual Screen Cabinet
Model:
GS-UR0119, GS-UR0122**

Do not contain intentionally added heavy metals such as Lead, Mercury, Cadmium, Hexavalent Chromium, PBB and PBDE above the maximum concentrations and with exceptions are embodied are embodied in the Annex of the RoHS EU Directive 2002/95/EC.

| | Maximum Value |
|---------------------------------------|---------------|
| Cadmium (Cd) | 100ppm |
| Lead (Pb) | 1000ppm |
| Mercury (Hg) | 1000ppm |
| Hexavalent Chromium (Cr6) | 1000ppm |
| Polybrominated diphenyl ethers (PBDE) | 1000ppm |
| Polybrominated biphenyls (PBB's) | 1000ppm |

Installation

It is our policy to ensure that all products are designed, manufactured and tested to comply with all statutory safety requirements. Should you find that your product fails in any area we would request that you immediately contact Customer Services, together with all the relevant details about your findings.

Warning: under no circumstances should any form of installation, adjustment, maintenance or repair be attempted by any other than suitably qualified or adequately instructed and supervised personnel.

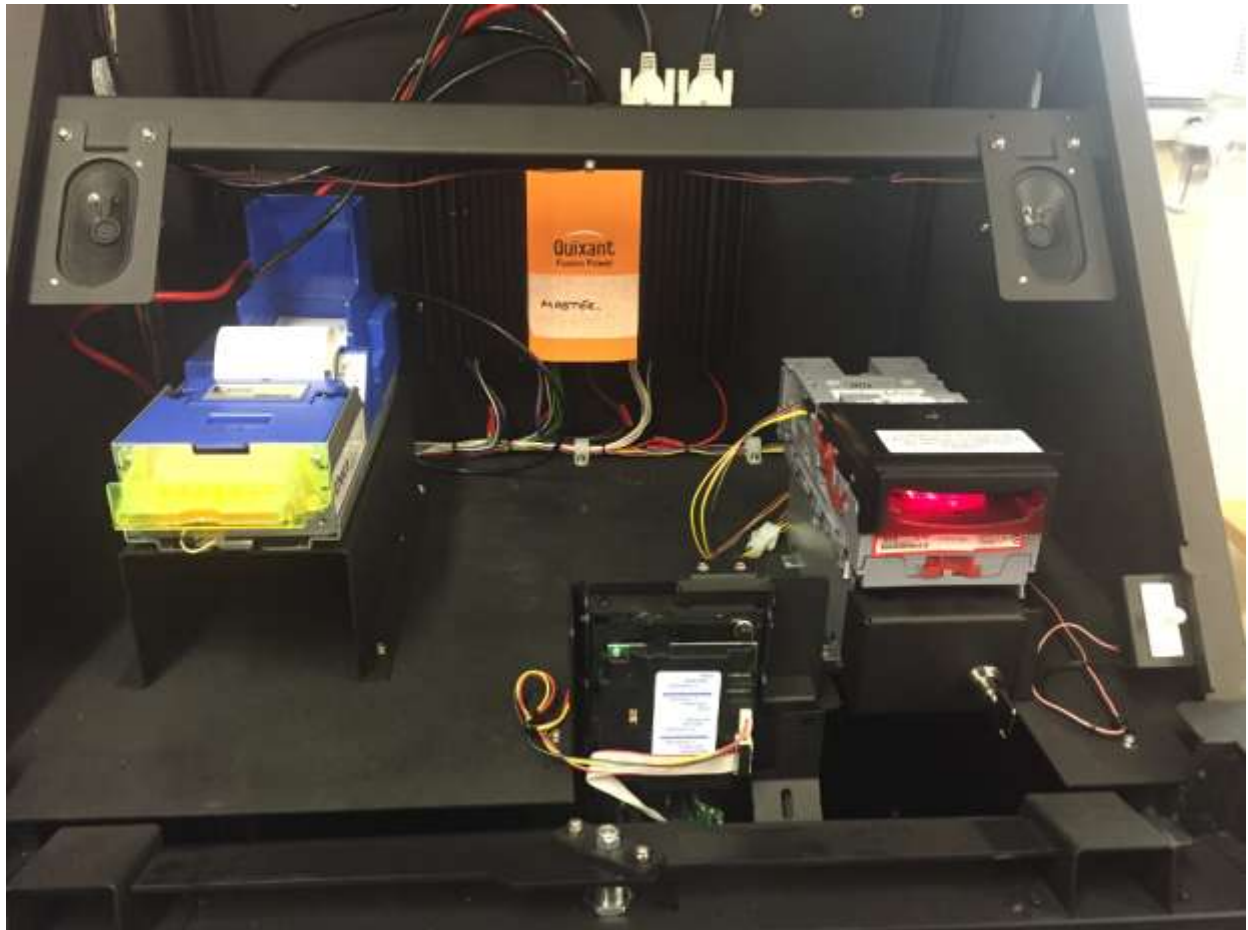
Prior to commencing any installation or adjustment we strongly recommend that the contents of this manual are referred to and that all machine warning labels are adhered to.

Under no circumstances should any plugs or connectors be removed or reconnected whilst the power supply is switched on. Any damage caused as a result of ignoring this warning will invalidate machine warranty.

Installation guidelines

- Always install on a level surface to promote healthy coin acceptance.
- Avoid locations with excessive low/high humidity and temperature.
- Never overload plug connections in the same outlet.
- Allow suitable ventilation around machine to avoid overheating.
- Check that the mains input voltage supply is correct and the 'earth' connection is secure.
- Before applying power for the first time after delivery we strongly recommend that all electrical connectors and assemblies are inspected, are firmly in place, secured and correctly orientated.
- Never disconnect electrical connectors from any assembly without first switching the power off to the ALL machines connected.

Cabinet Components



The top section features the following components.

- Quixant QXI 200 pc
- NRI G13 Coin mech – cc talk
- NV9 Note validator and stacker – cc talk
- Epic 950 USB printer
- Speakers x2
- Door switch

Cabinet Components Continued



The lower section features the following components

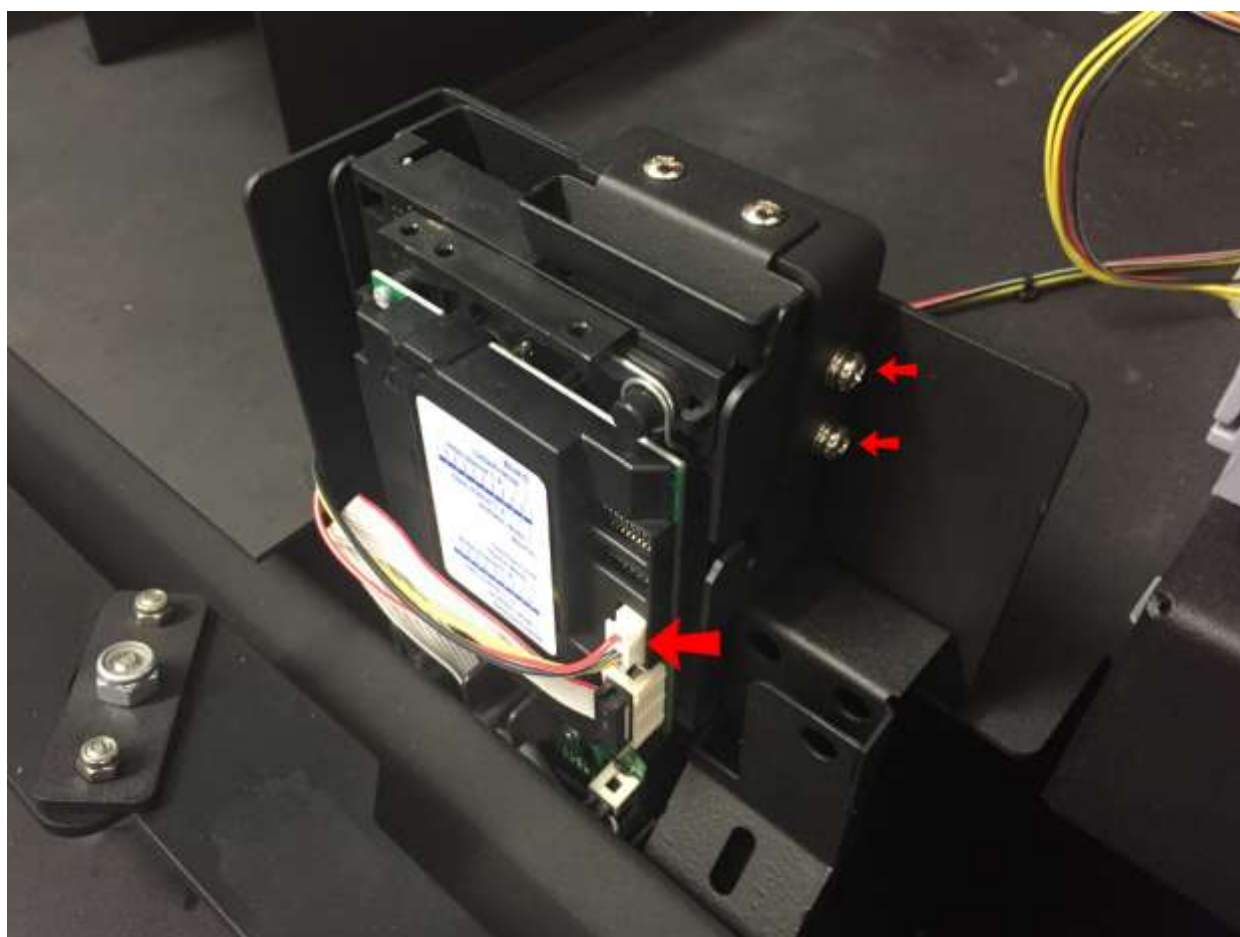
- Cash box
- 12v power supply
- 12v power supply
- Internal Power switch
- Door switch

Coin mechanism removal.

To gain access to the coin mechanism in the event of a coin jam it is easiest to remove the complete coin mechanism

PLEASE ENSURE THE CABINET POWER IS TURNED OFF BEFORE DISCONNECTING THE COIN MECH.

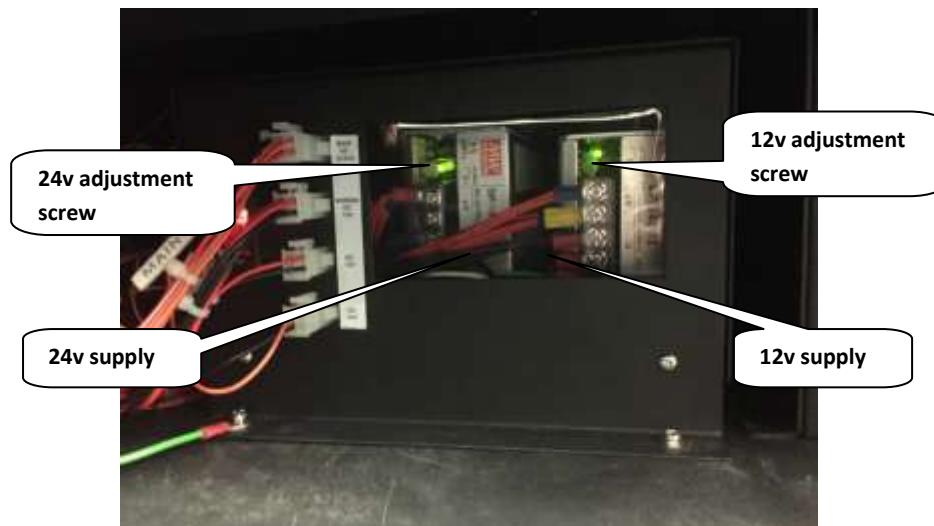
After disconnecting the mains power the mech be removed by firstly removing the 4 pin connector to the mech, then remove the two screws marked with the red arrows below, then remove the coin entry bracket, and then gently lift the coin mech upwards and outwards from its holder.



Auxiliary power supplies.

The cabinet is fitted with two auxiliary power supplies to provide 12v (12.5A max output) and 24v (6.3A max output), these are located in the lower section of the cabinet.

Both supplies have an adjustment screw to fine tune the output voltage, these may need to be adjusted if the 12v or 24v supply output is low.



The power supplies feed the pc system and also supply the all the system peripherals listed below.

| | |
|--|-----|
| Quixant QXi200 PC | 12v |
| NRI G13 Coin mech Coin mech and 3 way sorter | 12v |
| NV9 Note acceptor9 and stacker | 12v |
| Cabinet fan | 12v |
| RGB lighting controller | 12v |
| Epic 950 printer | 24v |

Quixant QXi200 PC connections.

Top connector plate as viewed in machine.

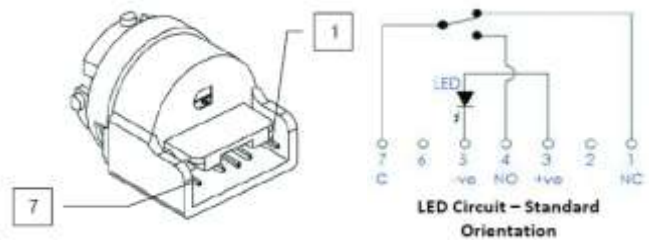


| J1 connector 16 way | | | | J6 PWR connector 6 way | | | |
|---------------------|----------------------|--------|-------------------|-------------------------|-------------------|--------|------------------|
| pin 1 | | pin 9 | | pin 1 | Blk - gnd | pin 4 | Red +12 v DC |
| pin 2 | Blk/Wht - GND | pin 10 | Blk/Wht - GND | pin 2 | Blk - gnd | pin 5 | Red +12 v DC |
| pin 3 | | pin 11 | | pin 3 | Blk - gnd | pin 6 | Blk - gnd |
| pin 4 | | pin 12 | Blk/Wht - GND | | | | |
| pin 5 | Yel - Cctalk data | pin 13 | Blk/Wht - GND | Speaker connector 4 way | | | |
| pin 6 | | pin 14 | | pin 1 | Brn/Red - right + | pin 3 | Brn - right - |
| pin 7 | | pin 15 | | pin 2 | Vio/red - left + | pin 4 | Vio - left - |
| pin 8 | | pin 16 | | | | | |
| | | | | | | | |
| J3 connector 20 way | | | | J4 connector 22 way | | | |
| pin 1 | Blk -GND | pin 11 | Blk -GND | pin 1 | Blk -GND | pin 12 | Blk -GND |
| pin 2 | | pin 12 | | pin 2 | | pin 13 | |
| pin 3 | Vio - mid door sw | pin 13 | | pin 3 | | pin 14 | |
| pin 4 | Wht - service sw | pin 14 | Pnk - top door sw | pin 4 | | pin 15 | |
| pin 5 | Blu - bottom door sw | pin 15 | Grn/blk - sw0 | pin 5 | | pin 16 | |
| pin 6 | Grn/brn - sw1 | pin 16 | Grn/red - sw2 | pin 6 | | pin 17 | |
| pin 7 | Grn/org - sw3 | pin 17 | | pin 7 | Blk -GND | pin 18 | Blk -GND |
| pin 8 | | pin 18 | | pin 8 | Wht/blk - lamp 0 | pin 19 | Wht/brn - lamp 1 |
| pin 9 | | pin 19 | | pin 9 | Wht/red - lamp 2 | pin 20 | Wht/org - lamp 3 |
| pin 10 | Blk -GND | pin 20 | Blk -GND | pin 10 | | pin 21 | |
| | | | | pin 11 | | pin 22 | |

All connectors are Molex Microfit 43045-*nn*00 (where *nn* is the number of pins)

Button panel details

Pin layout and wiring circuit
 The cabinet is fitted with four Gamesman system Z switch assemblies.
 Only pins 3, 4, 5 & 7 are used.
 Pin 4 connects to J3 connector (switch inputs)
 Pin 5 connects to J4 connector (lamp drives)



Quixant QXi200 PC connections

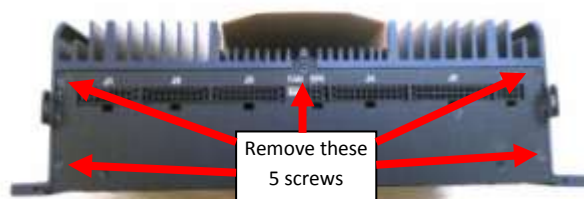


- A.** USB Cable to printer.
- B.** USB cable for the touch screen controller.
- C.** Cat 5 cross over cable to link machines
- D.** Cat 5 cable to internet connection
- E.** DVI lead for the upper screen.
- F.** DVI lead for the lower screen.

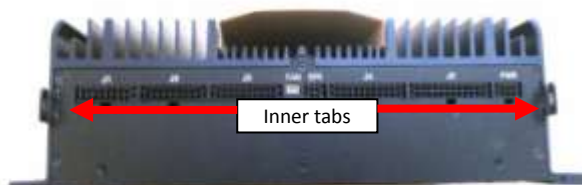
Quixant QXi200 pc –Hard Disc Drive (HDD) Replacement

To replace the HDD 1st remove all connectors on the pc shown on pages 10 & 11, then undo the four 7mm nuts that secure the pc to the cabinet, once the pc has been removed follow the steps outlined below.

1. Remove the screws as shown below



2. Pull the tabs indicated to release the hinged panel



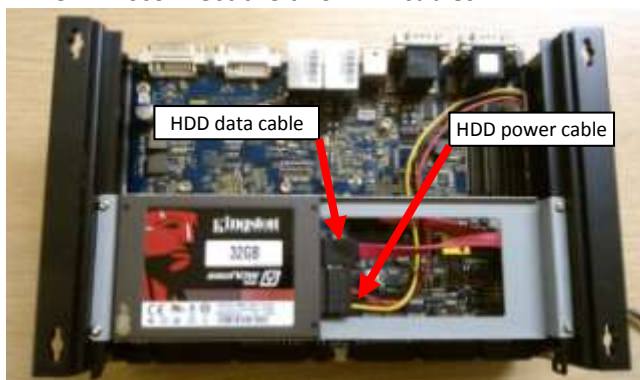
3. The panel shown opened



4. Turn the pc over and slide the panel off the base



5. Disconnect the two HDD cables



6. Remove the HDD screws



7. Remove the HDD screws

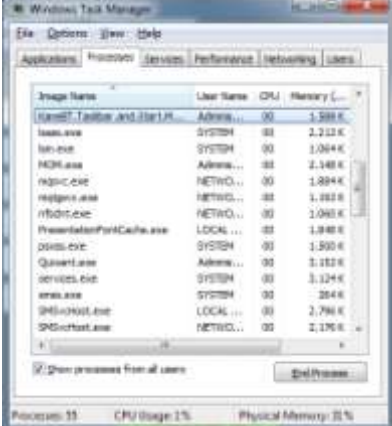

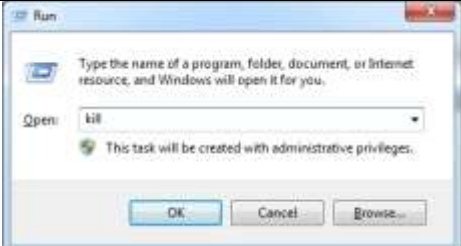
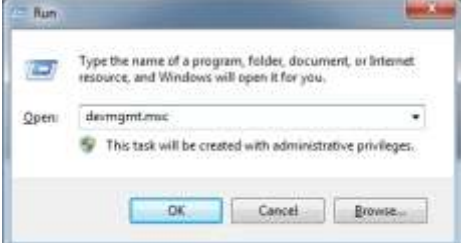



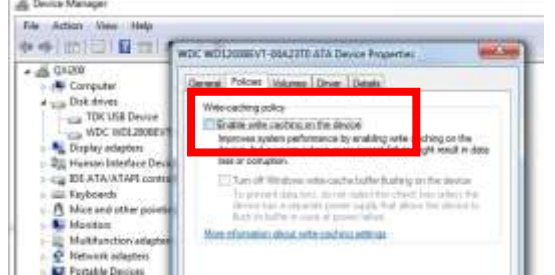
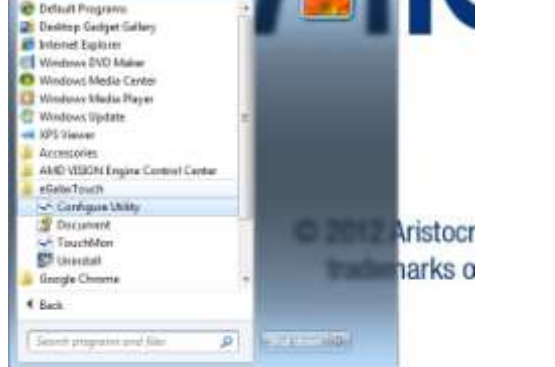
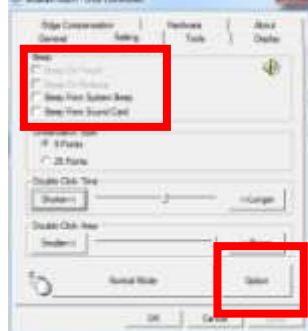
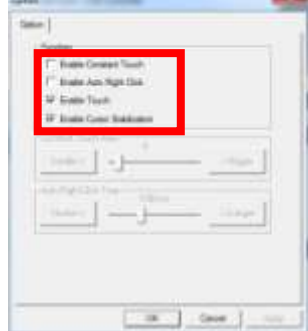

Replace the HDD with the new one and reverse the steps above.

Please see next page for setup instructions.

Quixant QXi200 pc – setting up PC after HDD replacement

After changing the HDD there are a few thing that need to be checked. Please follow the list below

| | |
|---|--|
| <p>Boot the machine with the doors shut. Turn service key on the right side of machine, this will bring up the refill menu. Open the main door and plug in a USB keyboard.</p> | |
| <p>Press Ctrl+Alt+Del at the same time and select Task manager from the list, in Task manager processes tab, press K to highlight the program “KaneBT.Taskbar...” then press the end task button – press yes if a warning pops up, Press the ESCAPE key to get rid of task manager.</p> |  |
| <p>Press the Windows Key and R at the same time to show the run dialogue.</p> |  |
| <p>Type the word KILL and press return – this will stop the game system and associated programmes that are running.</p> |  |
| <p>Press the Windows Key and R again and type DEVMGMT.MSC – this will start device manager.</p> |  |




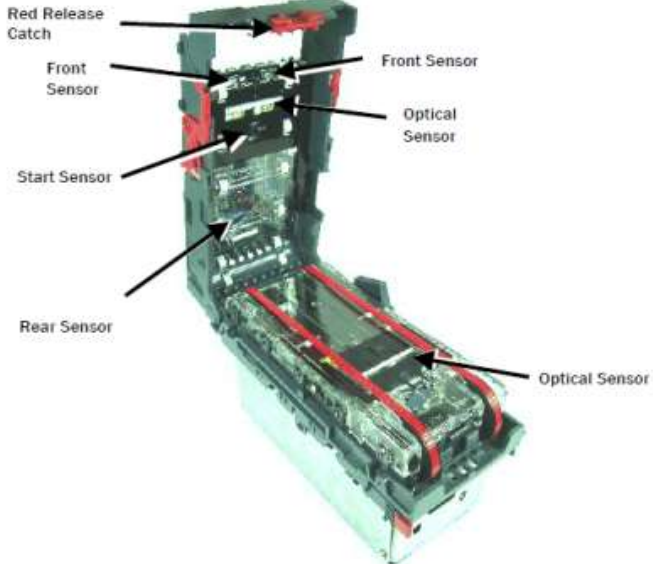
| | |
|---|--|
| <p>In device manager expand the list of drives and highlight the HDD, now double click it (or press enter on the keyboard) to show the drive properties information.</p> |  |
| <p>Select the policies tab and make sure the “Enable write caching” box does NOT have a tick, once done press ok – if it asks to restart the system select “restart later”.</p> |  |
| <p>Press the Windows Key to bring up the start menu, press all programmes and select eGalaxyTouch->Configure Utility and press enter.</p> |  |
| <p>Select the settings tab and un-tick the top four check boxes as show in the picture, once done press the Options button on the bottom right</p> |  |
| <p>On the options dialogue un-tick to top two boxes as shown, Once done press ok twice to exit the touch screen utility.</p> |  |
| <p>Press the Windows Key to bring up the start menu, and select RESTART</p> |  |

NV series Note acceptor connection and G13 Mech connection

| NV11 connector 16way | | | | | Coin mech connector 4 way | |
|----------------------|--------------|--------|---------------|--|---------------------------|---------------|
| pin 1 | Yel – Cctalk | pin 9 | | | pin 1 | Red/Wht - 12v |
| pin 2 | | pin 10 | | | pin 2 | |
| pin 3 | | pin 11 | | | pin 3 | Blk/Wht - GND |
| pin 4 | | pin 12 | | | pin 4 | Yel – Cctalk |
| pin 5 | Yel – Cctalk | pin 13 | | | | |
| pin 6 | | pin 14 | | | | |
| pin 7 | | pin 15 | Red/Wht – 12v | | | |
| pin 8 | | pin 16 | Blk/Wht – GND | | | |



NV series Note acceptor.

| | |
|---|---|
| Overview |  <p>Diagram illustrating the components of the NV series Note acceptor: Status LED, Bezel LEDs, and Function Button.</p> |
| REMOVAL OF NOTE FLOAT UNIT. Disengage latches on each side. Remove the note float by lifting it upwards. |  <p>Diagram illustrating the removal of the Note Float Unit by lifting it upwards.</p> |
| OPEN THE NOTE FLOAT UNIT. Push the door release buttons on both sides of the note float. The door can then be opened. When closing the Note Float door, ensure that it is fully clicked into position. |  <p>Diagram illustrating the opening of the Note Float Unit door by pushing the release buttons.</p> |
| OPENING THE NV11. Separate the Note Float Unit from the Note Validator Unit by lifting the red latch on each side of the Note Float Unit. Slide the red release catch on the end of the Note Validator unit to the left, to open the note path. The note path and drive unit are now exposed for cleaning or removal of jammed notes. |  <p>Diagram illustrating the internal components of the NV11, including the Red Release Catch, Front Sensor, Start Sensor, Rear Sensor, and Optical Sensor.</p> |

Clearing a note jam

On occasion, it may be necessary to manually remove notes from the Note Float unit. There are two methods depending on the situation.

If a single note has failed to transport either to or from the Note Float unit the Note Float status LED will flash constantly at a frequency of 1Hz.

To remove the note:

1. Open the cover of the Note Float Unit by pressing the red buttons on each side
2. The note should now be visible and can be removed.
3. Close the Note Float cover ensuring it clicks securely in place.
4. Press the note float configuration button to acknowledge the note has been cleared.

To remove all notes from the Note Float if fitted:

This is done following the steps below. A M5 Hex key is required to perform this operation. It should only be performed as a last resort.

1. Remove power
2. Separate the Note Float Unit from the Note Validator Unit by lifting the red latch on each side of the Note Float Unit
3. Open the cover of the Note Float Unit by pressing the red button on each side
4. Turn the manual drive in the direction of the arrow (anti-clockwise) with a M5 Hex key until all notes are removed
5. Close the Note Float cover ensuring it clicks securely in place.
6. Attached the Note Float unit to the Note Validator unit and secure in place with the red tabs on each side
7. Re apply power

CAUTION: Do not over wind the mechanism when manually removing all notes. This will cause permanent damage to the unit which will have to be returned to ITL or authorised service centre.

Note acceptor - Status LED Error flash codes:

The following table details the cause for the status LED on the front flashing:

| Flashes | Meaning | Corrective Action |
|--------------|-------------------------------|---|
| Constant 1Hz | Transport error in Note Float | Remove power and separate Note Float from validator. Open rear access door and remove jammed note from Note Float. Securely close the door, reseal and apply power. Press configuration button once to return to service. |
| 2 | Software Error | Download dataset/firmware file. |
| 3 | Calibration Error | Remove and replace power from device. If regularly (or constantly) reporting calibration error, return to service centre for repair. |
| 4 | Diverter Error | Check for jammed notes preventing the diverter returning to the home position. |
| 5 | Motor Timeout | Check for jammed notes preventing the Note Float tape from moving |

Bezel LED Error flash codes:

If the validator bezel flashes in a sequence of long and short flashes, the following table details the fault reported:

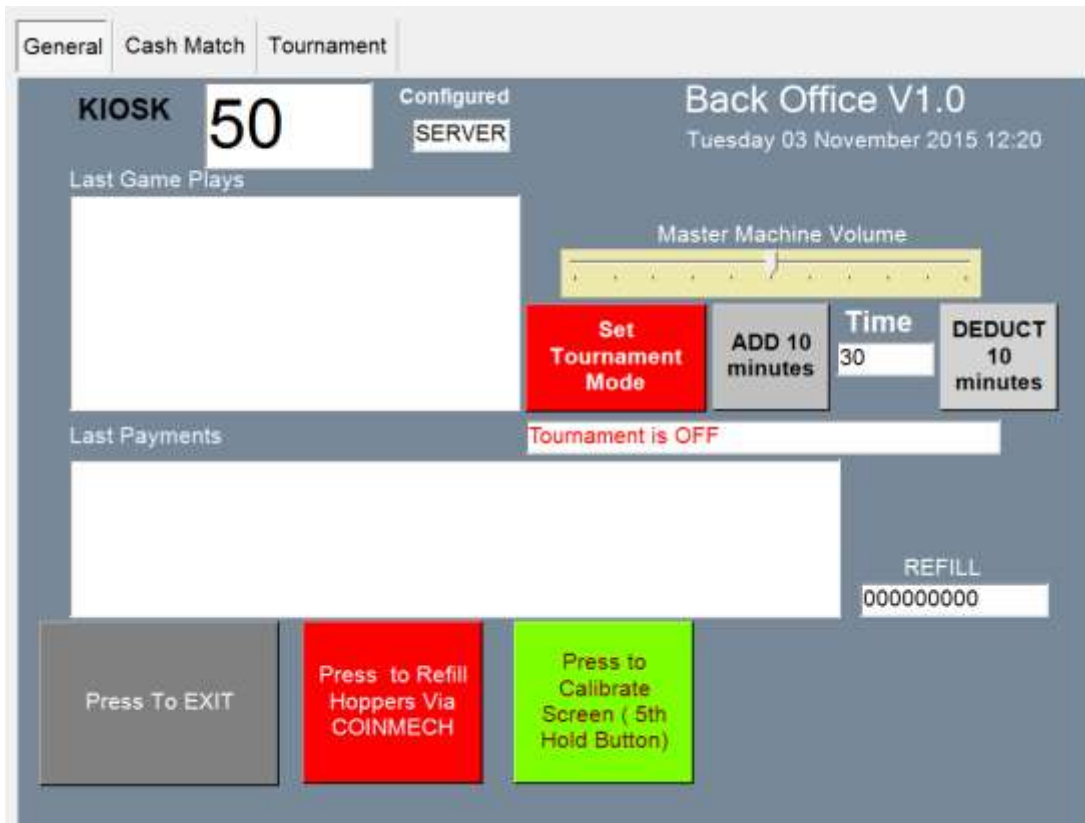
| Long Flashes | Short Flashes | Meaning | Corrective Action |
|--------------|---------------|---|--|
| 1 | 1 | Note path open | Ensure front catch is secure and no debris in path. |
| | 2 | Note path Jam | Open the Note Validator note path and check for jammed notes of debris covering a sensor |
| | 3 | Unit not initialised | Unit must be returned to service centre for re-initialising |
| 2 | 2 | Cash box jam | Check that the cash box note plate is free to move and the stacker mechanism is in the home position |
| 3 | 1 | Firmware Checksum | Download dataset/firmware file |
| | 2 | Interface selected not available in firmware | Download correct dataset/firmware file |
| | 3 | EEPROM Checksum | Download dataset/firmware file |
| | 4 | Dataset Checksum | Download dataset/firmware file |
| | 5 | Incompatible Validator & Note Float Firmware | Check validator firmware is compatible with Note Float firmware |
| | 6 | Incompatible Note Float Firmware and Hardware | Use an older firmware or sent to service centre for upgrade. |
| 4 | 1 | PSU too Low | Check the power supply is 12V DC 3.5A |
| | 2 | PSU too High | Check the power supply is no more than 13.2V |

Troubleshooting and diagnostics

| Symptom | Possible Cause | Corrective Action |
|---|--|---|
| All notes are rejected (Bezel LED's are on) | Incorrect currency file programmed | Check that the required dataset is programmed into the validator using the validator manager software. |
| | Notes are not included in the currency file | Check that the required note denomination and issue is included in the currency file using the validator manager software. |
| | Notes are inhibited by the host machine | Ensure the machine is ready to accept notes. If a coin hopper is in the machine, ensure it is not empty. Ensure the maximum allowed credit on the host machine has not been exceeded. |
| | Bill path obstructed | Check for necessary clearance for note ejection after acceptance. |
| Notes are not taken in (no bezel LED's) | No Power | Ensure the correct specification of power is applied to the validator. |
| | Incorrect interface is programmed | The NV validator can only be used in eSSP mode. Check the host machine is configured to use eSSP |
| Notes accepted but no credit given | Power supply outside specification | Ensure correct supply and sufficient current. Also check for necessary clearance for note ejection after acceptance. |
| | Rear note detect sensor obscured | Ensure no foreign objects are obstructing the sensors. |
| Acceptor runs slowly or intermittently | Foreign objects in the note path | Clean the note path |
| | Incorrect voltage level of supply | Ensure correct supply and sufficient current |
| | Damage in the unit | Replace necessary components |
| Motor continues to run | Foreign object or note is stuck in the note path | Ensure the note path is clear and reset the validator. It may also be necessary to reset the host machine. |

GAINING ACCESS TO REFILL BACK OFFICE

With the main doors closed turn the key switch on right side of the machine (under button panel)



This screen displays useful information, such as the last 5 game plays on the kiosk, as well as the name of the game played, it also displays the price of play for the game, and any amount won. These values are in Pence. The screen will also display the last 5 payouts of the machine including the time and date of the payouts.

THE REFILL KEY ACCESS TO THE BACK OFFICE IS LIMITED TO THE FOLLOWING:

Volume control Simply slide the controller to increase or decrease the machine volume.

Screen Calibrate Press the green button on screen to calibrate the touch screen, then touch the targets that appear on the screen, this will recalibrate the screen if it is reported to be faulty.

Set Tournament Mode Press the red Set Tournament Mode button to turn on the tournament mode. The time to run in tournament mode can be adjusted by pressing the Add 10 minutes / Deduct 10 minutes buttons

Continued on next page:

Cash Match Select the cash match tab at the top of the screen and then select to turn on and off the cash match feature and how much you wish to cash match for the player.

General Cash Match Tournament

Cash Match Back Office V1.0

CURRENT CREDIT 0.00

CASH MATCH CREDIT 0.00

Turn Cashmatch ON

Match £5 Match £10 Match £20

Press To EXIT Press for Next Page

Tournament Leader Board To view the tournament leader board page select the Tournament tab at the top of the page

General Cash Match Tournament

Tournament Back Office V1.0

CURRENT WEEKLY ENTRIES BOB,07545678678,9400

CURRENT DAILY ENTRIES BOB,07545678678,9400

LAST WEEKS WINNER NONE

YESTERDAYS WINNER GGG,8800

Press To EXIT Press for Next Page

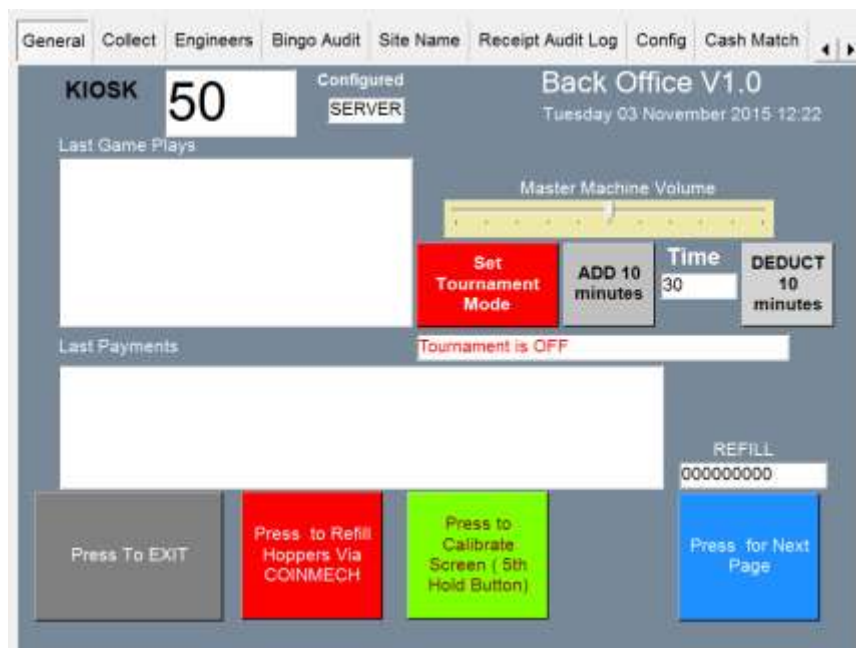
To exit the bar managers back office, simply press the grey EXIT button.

Gaining access to the full back office - Engineer/Collector

Open the top door of the machine, this will cause the screen to turn red and show the alarm message, the alarm will also sound. Turn the key switch on the right side of the machine under the button panel

Enter password 000071

The back office screen will then load as shown.



The first back office screen displays useful information, such as the last 5 game plays on the kiosk. As well as the name of the game played, it also displays the price of play for that game, and any amount won. These values are in Pence. The screen will also display the last 5 cash payouts of the machine including the time and date of the payouts.

ON THE FIRST SCREEN THERE ARE FOUR LARGE BUTTONS AT THE BOTTOM OF THE SCREEN:

PRESS TO EXIT – EXIT back to the game.

REFILL THE HOPPER Via COIN MECH - This is not used with RED HOT BINGO ticket payout machine.

CALIBRATE THE TOUCH SCREEN - When the calibration option is selected, the screen must be calibrated by touching various targets on the screen

PRESS FOR NEXT PAGE – Press this to move onto the next page

You will also find a **Master Machine Volume** slider to enable the engineer to alter the volume.

AT THE TOP OF THIS FIRST BACK OFFICE SCREEN, THERE ARE SEVEN 'TAB' PAGES. THIS ALLOWS YOU TO GO STRAIGHT TO THE PAGE IN THE BACK OFFICE YOU REQUIRE.

Cash Collector screen – ‘COLLECT’

The screenshot displays the 'COLLECT' screen of a kiosk interface. At the top, there is a navigation bar with tabs: General, Collect (selected), Engineers, Bingo Audit, Site Name, Receipt Audit Log, Config, and Cash Match. The main area is divided into several sections:

- Short Term / Long Term Meters:** A table of input fields for tracking cash flow.

| | Short Term | Long Term |
|-----------|------------|------------|
| REFILL | 000000000 | 000000000 |
| CASH In | 000000000 | 000000000 |
| CASH Out | 000000000 | 000000000 |
| CHANGE | 000000000 | 000000000 |
| NOTES In | 000000000 | 000000000 |
| NOTES Out | 000000000 | 000000000 |
| HANDPAY | 000000000 | 000000000 |
| KEY IN | 000000000 | 000000000 |
| No. Games | textBox160 | textBox159 |
| VTP | 000000000 | 000000000 |
| TOT. Win | textBox162 | textBox161 |
| Payout% | textBox164 | textBox163 |
- Back Office Management Cash Collection:**
 - Float Hopper £1 to Max:** A section with a 'Hopper 1 Level' display showing '001000' and an 'ADD 5' button.
 - Hopper MAX Level:** A display showing '300'.
 - Buttons:** 'Dump 350 Coins' (green), 'Dump Balance of Coins' (red), and 'DEDUCT 5' (cyan).
 - Information:** A text input field.
 - Send All Notes to Stacker:** A green button.
 - Notes in Recycler:** A display showing '0'.
 - Instructions:** 'Feed Notes into the Notereader to Top Up the Recycler'.
- Navigation and Control:**
 - RESET:** A button at the bottom left.
 - Press MORE GAMES To EXIT:** A button at the bottom left.
 - Press for Next Page:** A button at the bottom right.

The Cash Collector page has on screen meters of activity on the kiosk.

Note* The hopper is not used with RED HOT BINGO ticket payout machines so please disregard any hopper levels, all coins will route to the cashbox in the lower section of the cabinet.

The Short term meters on the left can be reset by the collector/engineer.

The Long term meters cannot be reset other than by the manufacturer.

Engineers Screen – “Engineers”

The Engineers screen displays a list of peripherals attached and working on the machine. The screen should display that it has found both a working coin mechanism and note reader. If it does not, then an error will be displayed in the peripherals attached window.

You can also feed both coins and notes through the peripherals on this screen WITHOUT affecting any of the meters.

It is possible also, to test lamps, switches, coin routing and activity will be shown in the EVENT window.

Game Percentage

RTP percentage can be set by selecting the INC/DEC buttons

PLEASE ENSURE THAT IF 2 OR MORE RED HOT BINGO MACHINES ARE LINKED TOGETHER ON SITE THAT THE RTP IS THE SAME ON BOTH MACHINES TO ENSURE EQUAL CHANCE GAME.

Bingo Audit Screen

The screen shows a breakdown of all bingo activity for audit purposes.

| | Short Term | Long Term |
|----------------------------|------------|-----------|
| Cash in | | |
| Fixed Prize Contribution | | |
| Jackpot Prize Contribution | | |
| Cash Out | | |
| Fixed Prize Wins | | |
| Jackpot Prize wins | | |
| Par Fee | | |

Site Name

Back Office Management

Venue Name

This is the name that will appear on all receipts

Venue Name: KIOSK50

0 1 2 3 4 5 6 7 8 9

Q W E R T Y U I O P

A S D F G H J K L

Z X C V B N M

SPACE

DELETE

SAVE NAME

Press for Next Page

The site name screen is used to change the name to be printed on tickets.

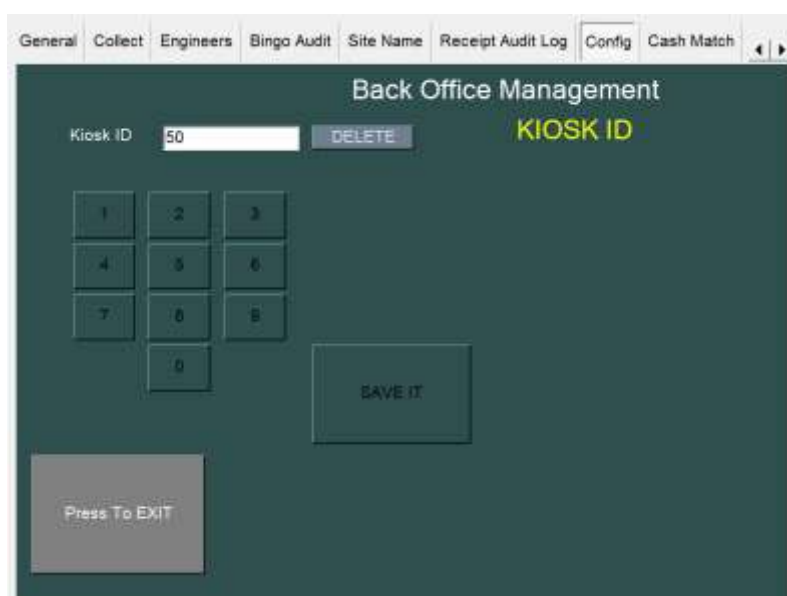
Receipt Audit Log Screen

The receipt audit screen shows information of all receipts since the last time the audit was cleared out. A summary can be printed for a Receipt Audit by pressing the red button.

Using this printout, the receipts collected from payouts can then be verified against audit.



Config



The config screen is used to change the Kiosk ID number.

Cash Match.

This machine is equipped with a 'Cash Match' feature that allows the operator to 'cash match' or double the players credits. Funds in the cash match meter cannot be collected by the player. All wins from cash match are displayed in the credit meter which can then be collected by the player.



Tournament.

This tab displays the recent activity of any tournament game played on the machine.



For any further technical assistance please call

Storm Games on 01902 374124

Open Monday to Friday 8am to 4.30 pm