

Resolving Player Conflict

This chapter provides information to help you resolve customer problems. It includes instructions for

- ◆ placing the machine in or out of service
- ◆ handling service calls
- ◆ viewing recent machine transaction history

Overview

The Odyssey slot machine gives you the means to resolve player conflicts and provide player services. You can place the machine in and out of service, handle service calls, and display the machine's recent transaction history.


You access the **Game Play Monitor** page, described in "Accessing Information to Resolve Player Conflicts" on page 6-5, via the graphic interface of the Machine Management System (MMS). This page provides information useful in resolving player conflicts including

- ◆ values tracked for the last 25 propositions played on the slot machine
- ◆ the last ten bills accepted by the machine

Placing the Machine In and Out of Service

You use the MMS to place a machine in or out of service. A machine can be placed out of service at the following times:

- ◆ When you believe that a machine is malfunctioning
- ◆ When you want to hold a machine for a particular customer
- ◆ When routine maintenance is necessary

 **Note:** If the machine is in a background out-of-service condition, the condition can only be cleared through the casino network. The condition is indicated by an *Out of Service* banner on the lower part of the screen. The machine does not go into stoppage. The player can then cash-out cashable credits but cannot initiate any new wagers.

To place the machine out of service:

1. Invoke the MMS and access the MMS **Game Play Monitor** page. Refer to "Invoking the MMS" on page 2-23.
2. From the MMS, press the mechanical (not touchscreen) *Take Machine Out of Service* button on the bottom of the page.
3. Turn the MMS keyswitch once. The machine plays stoppage entertainment.

To place the machine back in service:

1. From the stoppage application, turn the MMS keyswitch.
2. If the slot machine was placed in an out-of-service state manually, press the mechanical *Put Machine Back in Service* button on the bottom of the **Game Play Monitor** page.

If the slot machine was placed in an out-of-service state because no games were enabled, go to the **Game Configuration** page and enable at least one game before placing the machine back in service.

3. Turn the MMS keyswitch once. The machine returns to the normal state.

Handling Service Calls

When a machine problem arises, the service candle is lit and, if the problem affects gameplay, stoppage entertainment is displayed. This section describes how to clear these indicators by identifying and correcting the problem.

If the player or casino has doubt about the condition of the machine, see "Accessing Information to Resolve Player Conflicts" on page 6-5 to check the recent transaction history and event log.

Service Candle Meanings

The service candle, located on the top of the machine, conveys the nature of a service call and how long the player has been waiting. The service candle's blue, green, red, and white lamps flash in designated patterns, signaling the service conditions listed in Table 6-1.

Table 6-1 Service Candle Conditions

Condition	Light	Duty Cycle	Level
Tilt	Red	50%	Danger
Door Open	All	50%	Danger
Fill Hopper	Blue	75%	Service
Jackpot/Handpay	Green	75%	Service
Change Needed	White	25%	Assistance

The designated patterns are based on a duty cycle percentage. A duty cycle percentage is the ratio of time the light is on compared to when it is off. For example, a 50% duty cycle means the light flashes evenly on and off. A duty cycle of 25% means that for every full cycle, the light is on 25% and off 75% of the time. The duty cycle starts at 800 ms.

The service candle continues to flash until the indicated conditions are cleared. If time elapses and the condition is not cleared, the light flashes faster.

The following sections describe how to service each of the conditions indicated by the service candle.

Clearing Tilts

Tilt conditions are system malfunctions that are severe enough to stop gameplay. They include failures of mechanical components and electronics hardware, software errors, and attempts to gaff or cheat the machine. These conditions usually require immediate attention. Tilts codes are shown on the diagnostics display, located on the inside of the currency column door.

To view the diagnostics display:

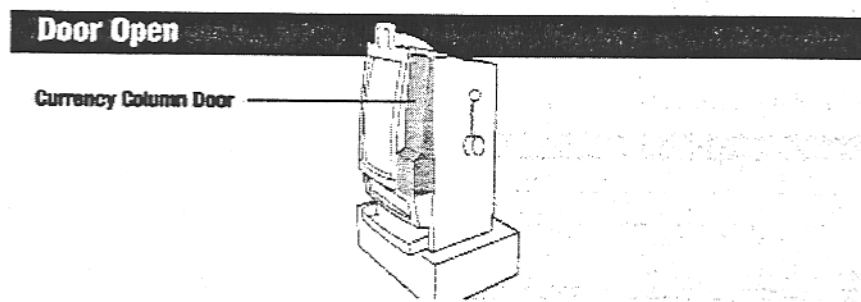
1. Open the currency column door. Refer to "Opening the Currency Column Door" on page 2-8.
2. Identify the tilt code displayed on the door from Table 8-1 on page 8-6 and take the action(s) recommended in the table.

3. Close and lock the currency column door. Refer to "Closing and Locking the Currency Column Door" on page 2-9.
4. Verify the service candle is off.

Clearing Door Opens

Door open conditions are severe enough to stop gameplay. If one or more machine doors are opened, the machine stops any game that is running, freezes the touchscreen, and displays a diagram of the machine, indicating which doors are open. For example, Figure 6-1 shows a door-open condition for the currency column door.

Figure 6-1 Door Open Banner



To return the machine to its previous state, verify that all doors are properly closed. Once closed, the *Door Open* banner disappears and the service candle is off.

Refilling the Hopper

The hopper requires filling if not enough coins are available to complete a cash-out transaction to the player. This condition stops gameplay.

To fill to the hopper:

1. Open the belly door key. Refer to "Opening the Belly Door" on page 2-9.
2. Pull the hopper drawer toward you until it stops.
3. Add coins to the hopper bowl.

To restore the machine after filling the hopper:

1. Push the hopper back into the cabinet.
2. Close and lock the belly door and currency column door. Refer to "Closing and Locking the Belly Door" and "Closing and Locking the Currency Column Door" on page 2-9.

Clearing Jackpot/HandPay Messages

Jackpot and handpay messages stop gameplay and require a payment in currency by the casino. These conditions occur based on cash-out and hopper limits set on the machine. To set these limits, see "Configuring Money" on page 4-8.

To clear the jackpot/handpay message:

1. Insert the MMS key in the keyswitch located on the upper-right side of the machine.
2. Turn the key clockwise once to display a banner of options.
3. Touch the yellow bezel button or the *Handpay Complete* button. Another banner is displayed to cancel the handpay.
4. To confirm that the handpay was complete, turn the MMS key clockwise again. The machine returns to the previous state.

To clear WAPS jackpots, call Silicon Gaming at 1-888-44-SLOTS.

Clearing the Change-Needed Condition

The change-needed condition is initiated when a player presses the *Change* button to call an attendant. This condition is indicated by a lighted service candle and *Change* button. Once the transaction with the player is complete, press the *Change* button again to turn off the service candle and button lamp.


Accessing Information to Resolve Player Conflicts

Using the MMS **Game Play Monitor** page, you can display information needed to resolve player conflicts. You can

- ◆ view the current status of the system
- ◆ view summaries of recent games played
- ◆ view the last ten bills accepted
- ◆ set the volume
- ◆ view the event log

To access the MMS information from a game or the Game Menu, perform the following steps:

1. Invoke the MMS and access the **Game Play Monitor** page. Refer to "Invoking the MMS" on page 2-23.
2. Perform the appropriate section below.
3. Exit the MMS. Refer to "Exiting the MMS" on page 2-25.

 **Note:** When you exit the MMS, the slot machine returns to the state it was in before you invoked the MMS.

Viewing the Current Status of the System

The **Game Play Monitor** page displays a cycling set of messages at the top of the screen. These messages describe the current status of the system. This information line is designated with a circled *i*. The cycling messages include any active tilts or stoppages, excluding door open stoppages. If multiple tilts are active, the display cycles through the tilt messages in order of occurrence.

To display the messages as a list, touch the button to the left of the *i*.

Viewing Summaries of Recent Games Played

The Game Play Monitor page displays the *Game Recall Summary*, which lists the recent games played, the time and date of each wager, the number of coins wagered, the outcome, and any player cash-outs or electronic fund transfers (EFTs). See Figure 6-2.

Figure 6-2 Game Recall Summary

Game Recall Summary						Show Game Recall	
Date	Time	Game	Wager	Outcome	Paid	Credit	
8-17-98	10:26:09p	Big Win 4X4XCM	0	RPL: 625 X 0 (d2)	0	764	▲
8-17-98	10:22:09p	Big Win 4X4XCM	50	vmtagblpw\$bytgc	0	764	
8-17-98	10:22:06p	Big Win 4X4XCM	50	g\$plywvcggywylcp	0	814	
8-17-98	10:22:01p	Big Win 4X4XCM	50	cxckpw\$\$\$lphgrt	0	864	
8-17-98	10:21:57p	Big Win 4X4XCM	50	yz\$rg\$\$grhggp\$e	10	914	
8-17-98	10:21:53p	Big Win 4X4XCM	50	bt\$pw\$arcyy\$wucp	0	954	
8-17-98	10:21:49p	Big Win 4X4XCM	50	cxpgrcthrwthob	0	1,004	
8-17-98	10:21:44p	Big Win 4X4XCM	50	\$hcgppwrtphpctp	10	1,054	
8-17-98	10:21:38p	Big Win 4X4XCM	50	\$swr\$e\$pcmt\$vgm	50	994	
8-17-98	10:21:33p	Big Win 4X4XCM	50	prtmvzoutpata\$cur\$	0	994	▼

To display a snapshot of an item in the summary, touch the *Show Game Recall* button. Figure 6-3 on page 6-7 is an example of a snapshot. The snapshot shows each result within the context of the game, including game information and statistics, such as wagers, outcomes, and coins credited or paid (if applicable). Cash-outs and EFTs are displayed against a magenta background.

The order of these snapshots is the same as the entries in the Game Recall Summary.

To display the previous or next items, touch the left or right arrow at the bottom of the screen.

A maximum of 25 games, 25 cash-outs, and 25 EFTs are displayed, one at a time. The most recent item is displayed first. Cash-outs and EFTs are shown in chronological order with the games. Cash-outs and EFTs that occurred beyond the last 25 games are recorded as the 26th, 27th, and so on, but they are not displayed.

Figure 6-3 Recalled Game Snapshot

Touch to view previous outcome

Game outcome information

Touch to return to MMS

Touch to view next outcome

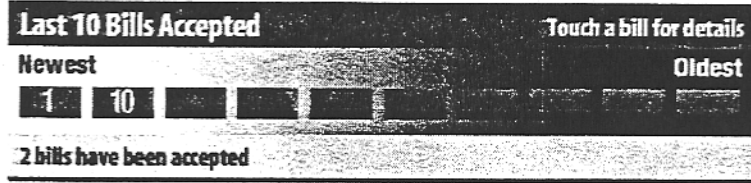
Game	Wager	Outcome	Paid	Credit	Return to
Big Win 61.000	50	764	0	764	MMS

This play occurred on 9-17-96 at 16:22:39p, 1 player event ago

Viewing the Last Ten Bills Accepted

The last ten bills accepted by the bill acceptor are displayed. The most recent bill is displayed first. See Figure 6-4 on page 6-8.

Figure 6-4 Last 10 Bills Accepted



The denominations of the bills are displayed in the bill icons. To view detail information about each bill, touch the bill icon.

Setting the Volume

Ambient noise is a natural component of the casino environment. To ensure that the sounds coming from the slot machine are clear and distinctive when someone is playing the machine on the casino floor, you must set the audio levels of the music, sound effects, and dialog within a specific dynamic range. If you set the overall sound level properly, sound that is clear to a player close to the machine rapidly drops below the "floor noise" as the player's distance from the machine increases. Setting the proper sound level ensures that players enjoy the sound from their machines without distraction from the sounds of other machines.

Note: The loudest sounds produced by the slot machine occur during award and bonus celebrations. These are times to attract attention.

To set the various volume levels, perform the following steps:

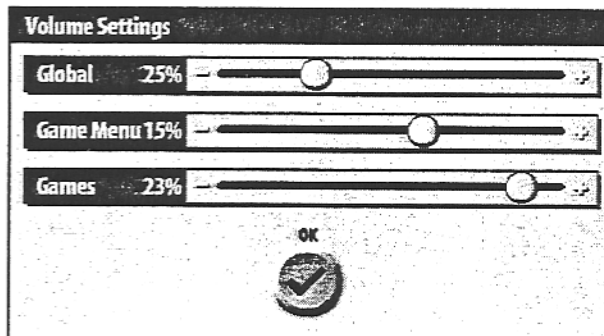
1. On the Game Play Monitor page, touch the button to the left of *Volume Settings*. See Figure 6-5.

Figure 6-5 Volume Settings Button



The volume settings are displayed as shown in Figure 6-6.

Figure 6-6 Volume Settings



2. Touch and drag the sliders for each of the three types of sound:
 - ◆ *Global* is the overall volume level of sound coming from the slot machine.
 - ◆ *Game Menu* is the volume for the Game Menu, relative to the global volume level.
 - ◆ *Games* is the volume level of sound for each game, relative to the global volume level.
3. Touch the *OK* button to store the volume levels selected.

Viewing the Event Log

The last 64 events are displayed in order of occurrence. Examples are a door-open and a stoppage event. See Figure 6-7. To see all the events, touch the up- or down-arrow on the scroll box.

Figure 6-7 Event Log

Event Log		Refresh
8-21-98	10:15:47a	Launched 4.512/MMS/mms.rex
8-21-98	10:15:46a	MMSKey
8-20-98	7:45:33p	ReturnToNavigator
8-20-98	7:45:30p	WAPSLinkDown
8-20-98	7:45:29p	WarmRestart
8-20-98	7:45:29p	Launched 4.768/BigWIN/bigwin.rex
8-20-98	7:45:21p	Service port enabled (COM7)
8-20-98	7:23:44p	set base time = 08/20/1998 19:23:46
8-20-98	6:47:27p	set base time = 08/20/1998 18:47:28
8-20-98	6:20:20p	set base time = 08/20/1998 18:20:21
8-20-98	5:53:37p	set base time = 08/20/1998 17:53:39
8-20-98	5:22:46p	set base time = 08/20/1998 17:22:47
8-20-98	4:58:59p	set base time = 08/20/1998 16:59:00
8-20-98	4:29:20p	set base time = 08/20/1998 16:29:22
8-20-98	3:54:42p	set base time = 08/20/1998 15:54:44
8-20-98	3:20:29p	set base time = 08/20/1998 15:20:31
8-20-98	2:49:37p	set base time = 08/20/1998 14:49:39
8-20-98	2:20:25p	set base time = 08/20/1998 14:20:26

