



MAX INTEGRATED SYSTEMS | QUEENSLAND

Venue Readiness Information:

# Gaming and Systems Reopening Checklist

To ensure system aspects are working correctly on re-start and service calls are managed in a timely manner, please complete the below checklist below and return to [helpdesk@max.com.au](mailto:helpdesk@max.com.au)

This checklist should be read in conjunction with any government or regulatory guidelines to ensure all requirements are met.

<b>Venue Name:</b>		<b>Date Checklist Completed:</b>	
<b>Venue Contact:</b>		<b>Venue Contact Number:</b>	

ACTION	COMPLETED
Are you opening gaming on 10 July?	
<b>1. EGM and Site Controller Currently Powered ON (Option 1)</b>	
Ensure all EGMs and Site Controller are powered on	
Commence checks from Step 2	
Ensure EGMs are online > Online – check floor view on Wildcat	
Log all EGM faults at bottom	
<b>1A. EGM and Site Controller Online Powered Off (Option 2)</b>	
Ensure Site Controller is powered off	
Re-boot EGMs one by one (not power on all EGMs through mains switch)	
Ensure EGMs are online > Online – check floor view on Wildcat <i>(Please note any EGMs faults or that are offline are included in the checklist for MAX support team to action)</i>	
Router turned on	
Turn on Site Controller and Power Up Jackpot Signs	
<b>2. Loyalty Venues</b>	
Print a test card (or use an existing card)	
Insert Card at EGMs to ensure connection is operational – Recognise Members	
Check player card works at the kiosk	



3.Membership and Promotions	
Membership expiry – check and confirm to extend	
Check promotions working on kiosk and card	
Check member points balance	
Insert into EGMs – confirm bonus points displayed <i>(and any associated EGM promotions operational)</i>	
Wildcat > Reports > Kiosk Usage > Run Report for Current Day - check correct entries reported	
Test member card at POS – ensure accrual and redemption	
4.Hopper Refills	
Refill hopper to \$160 for opening	
Record the hopper fill and print a hopper fill record from Wildcat	
5.EGM Faults	
Log call to MAX Service – 1800 021 814	
Have information ready, including position number/serial number and fault	
Operational and Cleaning Routines for EGMs and CRTs	
DOWNLOAD: <a href="#">Aristocrat Cleaning Recommendations for Gaming Cabinets</a>	
DOWNLOAD: <a href="#">ecash Reopening Recommendations</a>	

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