



MAX REGULATORY SERVICES | NEW SOUTH WALES

## Venue Readiness Information:

# Central Monitoring System Connectivity and Gaming Floor Moves

### Machine Connectivity with Central Monitoring System

- Any machines that are made available for game play from 1 June 2020 during the restricted trading period, **MUST** be connected to the Centralised Monitoring System (CMS).
- Venues must view their CMS Site Controller screen daily and ensure that each playable machine is **NOT** displaying as a 'Disconnected' machine.
- If a machine is made available for game play and is displaying as 'Disconnected', a venue's service provider should perform rudimentary maintenance checks on the GMIC, CMS cabling and hubs.
- If the machine is still displaying as 'Disconnected', please contact the MAX Helpdesk on **1800 307 551** or via email to [dms@max.com.au](mailto:dms@max.com.au)

### To initiate the start-up of your gaming floor, we recommend the following steps:

1. Turn mains power on.
2. Turn on Site Controller and other comms equipment. (Power to the CMS cabinet should then remain uninterrupted).
3. Review CMS connectivity daily via the CMS Site Controller monitor.
4. Not connected? Service providers should perform rudimentary checks on the GMIC, CMS cabling and hubs. If the machine is still displaying as *Disconnected*, please contact the MAX Helpdesk on **1800 307 551** or via email to [dms@max.com.au](mailto:dms@max.com.au)

### If you need to move gaming machines, please take the following steps:

1. Contact your electrical contractor to re-cable to new floor locations. Cabling must be laid in accordance with AMP specifications to ensure machines continue to be electronically connected to the CMS.
2. Have your service provider move and reconnect the machines to the new floor locations.
3. Contact the MAX Helpdesk on **1800 307 551** or by email to [dms@max.com.au](mailto:dms@max.com.au) with any further queries.



## **DMS Helpdesk**

In addition, we can advise our support centre will revert to normal operating hours:

**1800 307 551**

**7.30am – 5.30pm, business days**

**[dms@max.com.au](mailto:dms@max.com.au)**

The DMS Helpdesk will also be available 8am – 5pm on Saturday 30, and Sunday 31 May 2020 to assist you in preparing for your venue's re-opening of trade.

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