MAXsys – Venue User Guide

Maxgaming Tas Pty Ltd (MAX)

MAXsys - Venue User Guide

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Help Desk 1800 288 707
Email helpdesktasmania@max.com.au

Contents

1.0 About MAXsys 4
1.1 Accessing Your PC Mid 4
1.2 Accessing MAXsys 6
1.3 User Management 7
1.4 Overview of MAXsys 8
2.0 Floor View 9
2.1 Floor View Management 9
2.1.1 Floor View Home 9
2.1.2 Enabling / Disabling floor (Attendant Mode Only) 10
2.1.3 EGM statuses 11
2.1.4 EGM Information 12
2.1.5 Enabling / Disabling EGM 12
2.1.6 Alerting 13
2.1.7 EGM Events 13
2.1.8 Unclaimed Monies / Residual Credits 14
2.1.9 EGM Faults 14
2.1.10 IMAC 17
3.0 Software Catalogue 18
4.0 Cash Clearance/Data entry 20
4.1 Creating a New Cash Clearance 20
4.2 Viewing a Previous Cash Clearance 22
4.3 Financial troubleshooting 23
5.0 Hopper Weighs 24
5.1 Financial Troubleshooting 26
6.0 Reports 27
6.1 Report definitions 29
6.2 Report Guides 30
6.1.1 Daily Reports 30
6.1.2 Weekly reports 30

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6.1.3 Monthly reports 30
6.1.4 Ad-Hoc Reports 30

1.0 About MAXsys

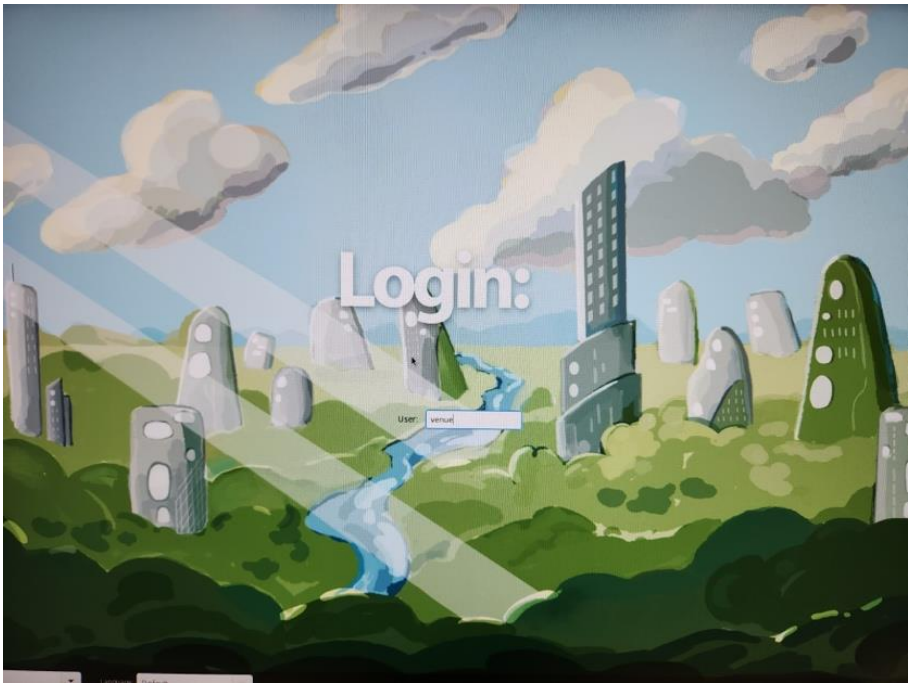
MAXsys provides an ecosystem through which you can access all your MAX applications.

Sign in via www.MAXsys.com.au. The preferred web browser is Google Chrome.

MAXsys 2.1 operates on two systems: Attendant Mode and Host Mode. Attendant Mode shows on your PC-Mid by default, and shows an overview of the EGMs in your venue.

1.1 Accessing Your PC Mid

At the start of each trade day, you will need to log into your PC Mid (site controller). At the start of the day, you will be greeted by a screen below:



Enter login details below

Username: venue

Password: Tabcorp12#

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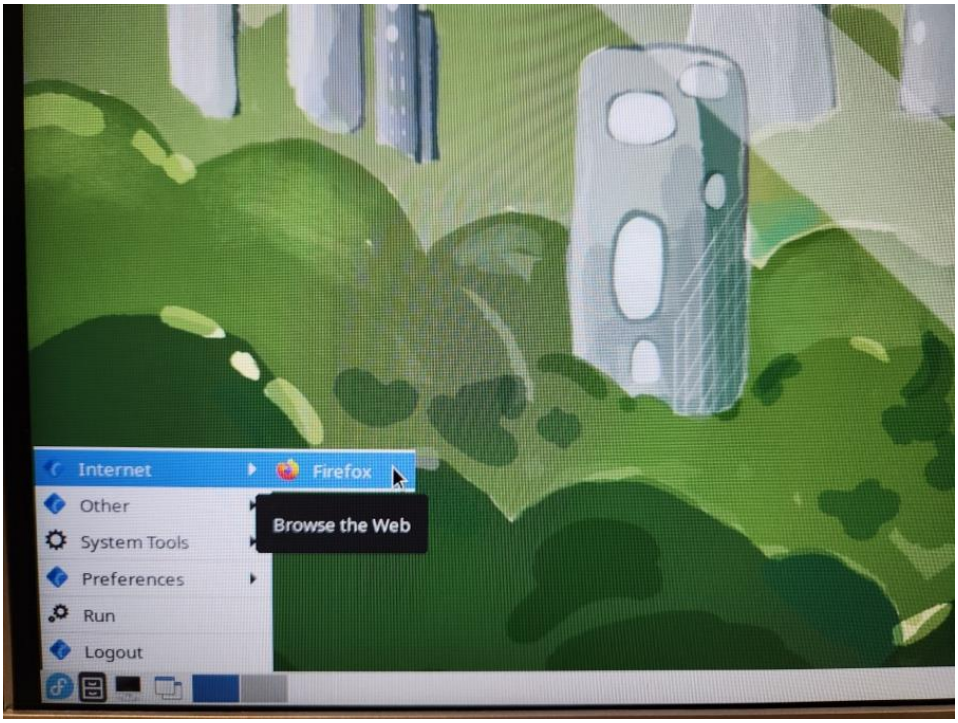
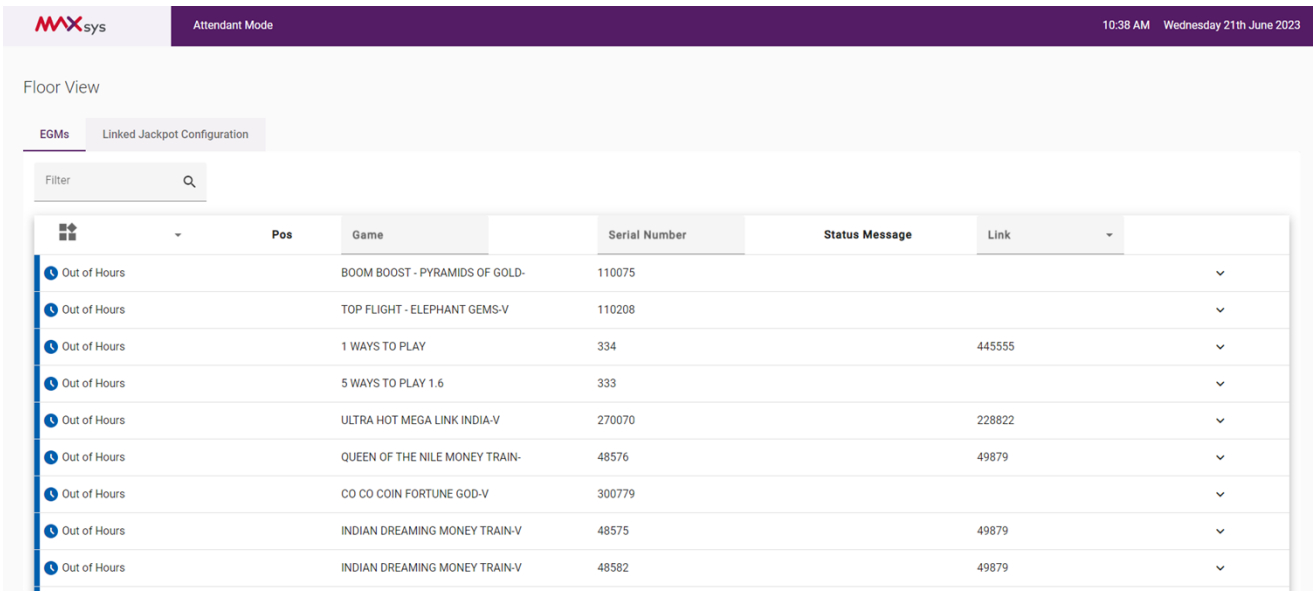
This will bring up your desktop. To access your web browser, click Start, then Internet, then click Firefox:



Navigate to the below website (you may need to manually enter it at first login):

floorview.site-controller.local

A screen will appear as below:



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For instructions on how to use Attendant Mode, follow the Floor View guide, located at section 2.

1.2 Accessing MAXsys

Accessing MAXsys homepage via **www.tas.maxsys.com.au.**

Start by entering your username and password provided by MAX into the home page.

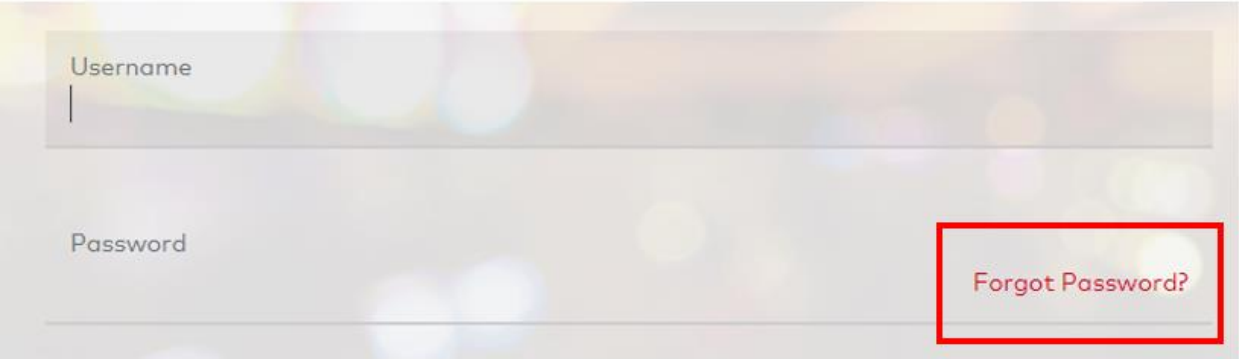
> **NOTE:** Each manager should have their own log in and must use their own log in details when accessing MAXsys.

1. To change venue, click your venue name in the top right corner and select the venue you wish to view.
2. To log out, click on your username on the right-hand corner and select logout.

NOTE: All users will be logged out after 30 minutes of no activity.

1.3 User Management

1. Engage the MAX Helpdesk either by phone or email to:
   - **a.** Set up a new user
   - **b.** Modify user permissions
   - **c.** Remove a user
2. If a user has forgotten their password, follow the link below the password text box to reset the password.



NOTE: For any questions regarding accessing MAXsys monitoring system, please do not hesitate to call or email MAX Helpdesk.

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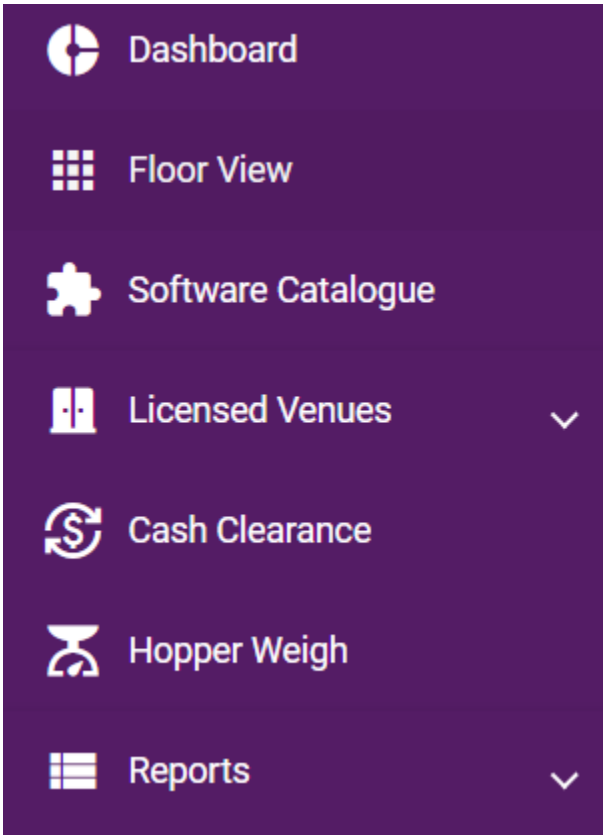
1.4 Overview of MAXsys

MAXsys provides a suite of applications which can be used in the day-to-day management of a venue's gaming floor. These applications can be accessed by using the left-hand side navigation task bar.



Briefly, each section is described below:

1. Dashboard

Provides the contact number and email for Max Helpdesk.

2. Floor View

Provides an overview of the premises and individual EGM connectivity, as well as EGM events and linked jackpot totals. It is your one stop shop for anything EGM management related.

3. Cash Clearance

Provides for entering daily and partial cash clearance figures from EGMs.

4. Hopper weigh

Provides for entering of hopper weigh figures from EGMs.

5. Reports

Allows a venue to view and download all relevant reports for their venue and gaming floor.

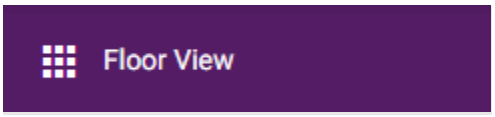
These sections will now be described in more detail.

2.0 Floor View

Floor View provides an overview of the premises and individual EGM connectivity, as well as EGM events and linked jackpot totals. It is your one stop shop for anything EGM management related.

2.1 Floor View Management

To access Floor View, first click the Floor View button on the left-hand side navigator:



2.1.1 Floor View Home

Once Floor View is opened, a general view will be shown of all EGMs in the venue. See below diagram of different sections of Floor View, as well as a brief description of the definition of each section/alert:

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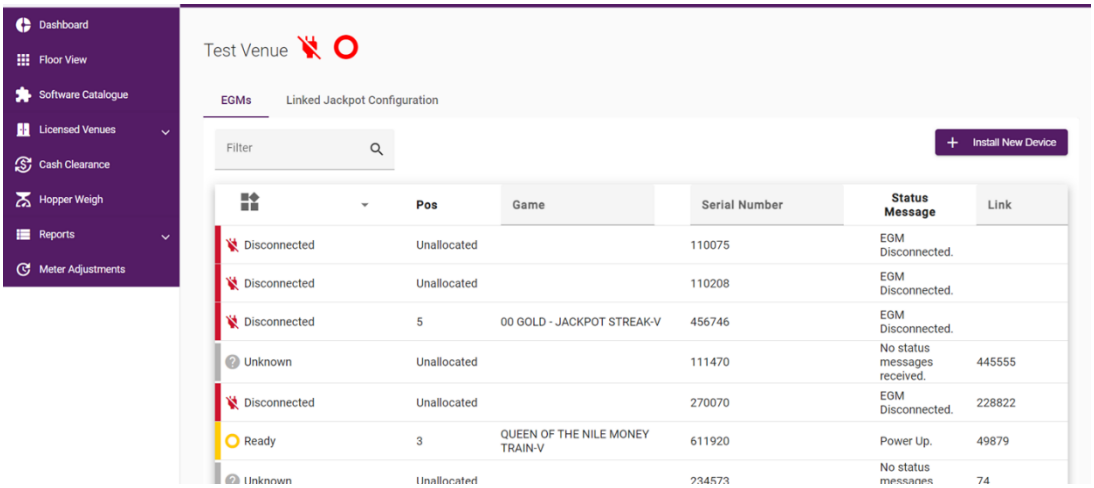
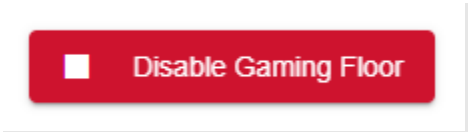


2.1.2 Enabling / Disabling floor (Attendant Mode Only)

A venue will need to enable their gaming floor at the beginning of trade each day. To enable gaming floor, click the enable gaming floor button, pictured below:

If a venue needs to disable their gaming floor, this can be actioned by clicking the Disable Gaming Floor button, pictured below:



A venue may wish to disable their floor if they are closing early. Disabling the gaming floor will remove all EGMs from play, until the floor is enabled. A venue may also need to disable their floor at the end of night if their licensed trading hours are longer than they are actually trading for.

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2.1.3 EGM statuses

On the Floor View homepage, a list of all EGMs within the venue appears. Each EGM may have a different status depending on the state of the EGM. These statuses are listed below:

Online	EGM is ready for play
In Play	A patron is currently using the EGM
Ready	Machine is ready to play once gaming floor is enabled
Attendant	the EGM requires attendance, either for a payout or hopper refill
Error	EGM has a fault requiring attendance
Disabled	EGM is disabled, either due to error (such as door open), or venue / helpdesk intervention
Disconnected	EGM is failing to communicate with Floor View
Unauthenticated	EGM has failed installation, or has a configuration error
Out of Hours	EGM is online, however cannot be played as it is outside the venue's set gaming hours
Unknown	EGM has an error which is causing it to not register in the system
Unallocated	EGM has no floor position number, due to IMAC process (either install or remove)

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2.1.4 EGM Information

On the Floor View homepage, EGM details are displayed. See below screenshot for description of each column. EGM Status, described above:

1. Floor position of EGM
2. Loop associated with EGM
3. Name of game currently configured to EGM
4. Serial number of EGM
5. Alerts / errors unique to EGM
6. Jackpot connected to EGM (if applicable)

Each column is searchable using the filter option, pictured below:

2.1.5 Enabling / Disabling EGM

If an EGM shows as disabled on Floor View, or on the EGM itself, call MAX helpdesk who will assist in troubleshooting.

If a machine shows as disconnected on Floor View, power off the machine, and call MAX Helpdesk for troubleshooting.

If a patron has a **payout dispute**, follow the process below:

1. Patron advises of an incorrect credit / payout, or a fault has been identified with the EGM
2. Attendant attempts to resolve the dispute. If the attendant is unable to, immediately turn the EGM off

3. Where possible, take a photo of the screen which shows the payout / non-payout that the customer is disputing. Complete the Payout Refusal Form, located at maxgaming.com.au/tasmania.
4. Take a photo of the game rules for the game the customer is playing
5. Attendant does not payout customer, and collects customer details
6. Attendant calls MAX Helpdesk to log request
7. MAX Helpdesk will investigate dispute, and advise Venue of outcome, who will then payout customer if applicable

2.1.6 Alerting

Throughout the trade day, EGMs may alert due to a fault or need for venue attendant intervention. These alerts will show next to the relevant EGM. The status of the EGM will also change depending on the alert.

2.1.7 EGM Events

To view a detailed list of all events on a particular EGM, click the down arrow on the EGM, pictured below:

This will detail a list of all events on the EGM and provide a detailed description of the definition of the event, as well as any fault codes (which may be displayed on the EGM).

These events will drive daily management activities for your EGM floor. A few common daily activities that a venue may complete are below:

1. Hopper refill – shows as alert on Floor View, as well as in the individual EGM event log. Gaming attendants will need to attend EGM, refill hopper and return EGM to playing mode. This will clear the error on Floor View.
2. Patron collect/Cancelled credit/Hand pay – if a patron collects on EGM, and the payout is over the EGM payout limit, a call attendant alert will show on the EGM on Floor View. The attendant will need to attend EGM, complete customer payout, then return EGM to playing mode. This will remove the call attendant alert on the EGM.

3. Jackpot Pay – same steps followed as above.
4. Short pay – completed when EGM fault prevents payout. Troubleshooting is completed on EGM and pay becomes a hand pay.

If any clarification is required about EGM events and procedures for removing them, please do not hesitate to contact MAX Helpdesk.

2.1.8 Unclaimed Monies / Residual Credits

Any funds left on an EGM at the end of trade date should be considered unclaimed monies. These funds are owed to a patron in the venue, should they wish to collect them. In dealing with unclaimed monies, follow the below steps:

1. Collect win on EGM, and complete hand pay voucher.
2. Run EGM events report. Run the report over the period which will include the period of patron play, from first coin entry to the collection of the credit.
3. Run EGM meter report for the same period as above.
4. Fill out the Unclaimed Monies Register Form, located on MAX website (https://max.com.au/).
5. Store funds in secure location for 365 days.

2.1.9 EGM Faults

Continuing from EGM Events, the Event section of Floor View will also show any potential faults with the EGM. Below is a list of common faults, and potential troubleshooting steps to resolve:

Fault	Fault Description	Resolve Fault (Call MAX Helpdesk if unable to resolve fault)
EGM Coin In Fault	General coin in fault condition, e.g. coin-in jam.	Open machine and check for physical coin jams in coin runway, remove jam, key off machine with reset key.
EGM Excessive Coin Rejects Fault	Five or more rejected coins in any 10 second period the EGM was enabled to accept coins. Only applicable if hardware is capable.	Key off machine with reset key.
EGM Coin-In Yo-Yo	A coin travelling in the reverse direction though the coin-in optics was detected.	Key off machine with reset key.
EGM Cash Box Optic/Diverter Fault	A coin was detected going in advertently to the cash box or the coin-in diverter was	Open machine, ensure the Coin diverter is in place properly, Key off machine with reset key.

	detected to be in the wrong position for a time-out, or a blocked cash box optic.	
EGM Hopper Jammed	The EGM detected for a time-out period, either a blocked hopper coin out sensor, the hopper not spinning (if detectable), or no coins out and the hopper level meter is greater than ten coins.	Open machine, remove hopper, check for jams, reinsert hopper, key off with reset key. Restart machine if error did not key off.
EGM Hopper Runaway/Overpay	Unexpected coin paid from hopper at any time. Report one event only for each fault condition and not for each coin. EGMs using hoppers with weight sensors may also use this event to indicate an authorized negative reduction in hopper weight.	Key machine off with reset key. Contact Helpdesk to inform them of the error.
EGM Hopper Disconnected	If detectable by the EGM and a hopper is expected by the EGM. This event is logged upon any detected disconnection of the hopper	Open machine, remove hopper, replace hopper, key machine off with reset key. Restart machine if reset did not work.
EGM Low NV-RAM Battery	Low NV RAM Backup Battery. Not applicable if the EGM uses Zero-Powertm NVRAM or equivalent. The EGM should detect for this fault condition once at every power up.	Contact MAX Help desk
EGM Power Down Incomplete	Logged by the EGM upon power up if it detected that power down procedures were not completed prior the last power down. This event is applicable to EGMs with power fail procedures, a non-maskable power down interrupt or watchdog timers. This event is useful for detecting ESDs, software hangs or problems with an EGM's power supply.	Reset machine with reset key, Error not clear try one more reboot before contacting Help Desk.
EGM Event Queue Full	Logged upon the EGM primary event queue being declared full. This event must be logged as the last event in the primary event queue upon the queue becoming full.	Contact MAX Help desk
EGM Secondary Event Queue Full	Logged upon the EGM secondary event queue becoming full. This event must be logged as the last event in the secondary event queue upon the queue becoming full.	Contact MAX Help desk
EGM Door Open/Close	All door faults, eg mismatched, open.	Check door is locked correctly, check for any lock issues. Reset machine.

EGM Processor Over-Temperature	Only applicable for EGMs with actively cooled CPUs and processor boards with temperature detection. This event indicates the EGM's processor temperature has exceeded an acceptable operating threshold level and indicates the processor may shortly overheat if the temperature continues to rise.	Contact MAX Help desk
Play disabled (mutiple error codes)	An error that is normally followed by a code to allow diagnoses of faults.	Reset machine with reset key, reboot machine.

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2.1.10 IMAC

IMAC stands for Installs, Moves and Changes. It involves a venue request to modify the configuration or location of an existing EGM on their floor, add a new EGM to their floor, or remove an EGM from their floor. Briefly, the IMAC process is detailed below:

1. Venue wishes to enact an IMAC on their floor,
2. Venue completes the required documentation to complete an IMAC, provided on the MAX portal (maxgaming.com.au)
3. If required, venue purchases/installs relevant kits / manufacturer required parts from manufacturer,
4. Venue sends completed documentation to MAX Helpdesk,
5. MAX Helpdesk confirms date of IMAC,
6. Technician attends on date of IMAC and completes required change. This is dependent upon the venue completing all manufacturer required hardware / software installations.

For general inquiries regarding the IMAC procedure, contact MAX Helpdesk.

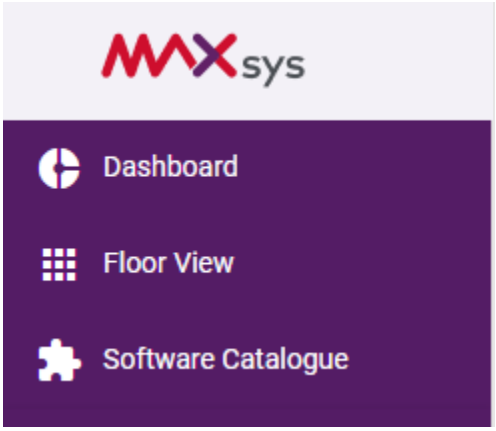
It is the venue's responsibility to ensure all details on the IMAC form are correct and comply with regulatory requirements. One such requirement is providing the correct SSAN for the configuration which is being applied.

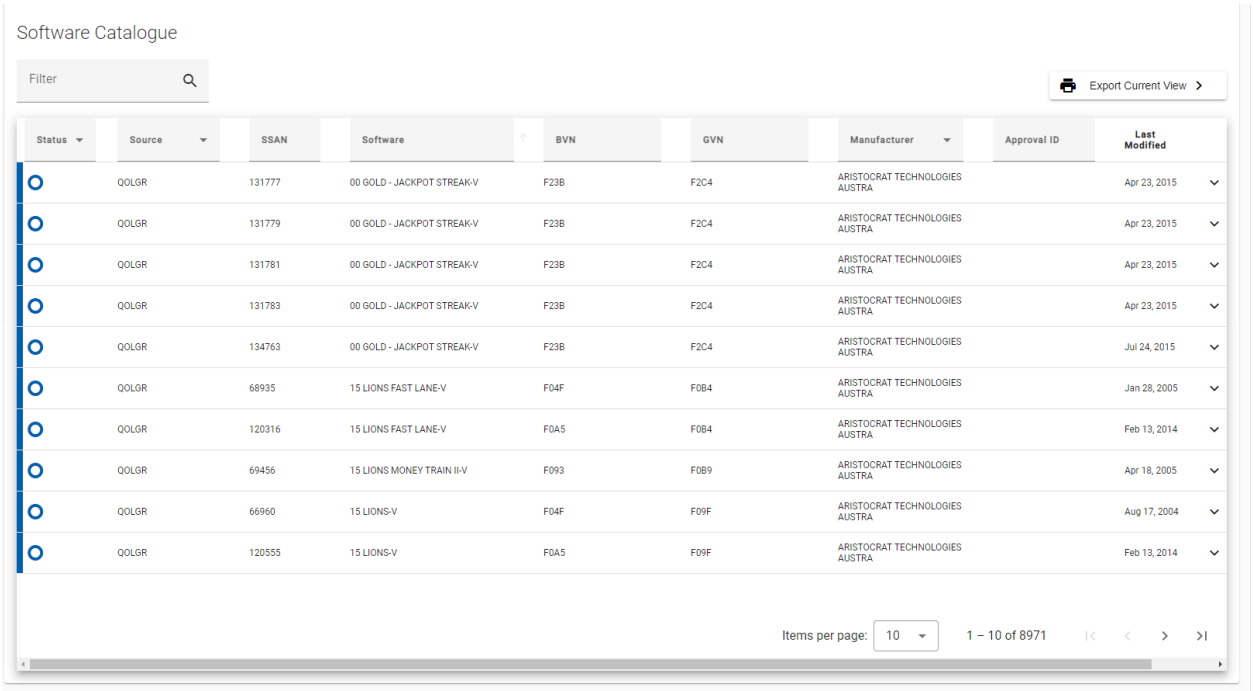
Once an IMAC has been confirmed and scheduled, there can be no changes made to the IMAC **5 business days** before the due date of the IMAC. Any changes within the 5 business days before the scheduled date will result in the re-scheduling of the IMAC.

3.0 Software Catalogue

The Software catalogue provides an overview of all approved games in the Tasmanian market. It allows for a venue to search the list of software configurations available, which will assist in locating information for the purpose of an IMAC.

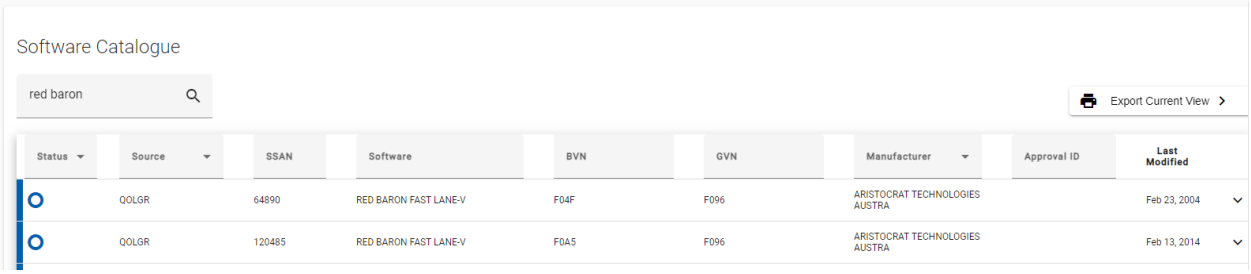
To access the software catalogue, click on the Software Catalogue button.



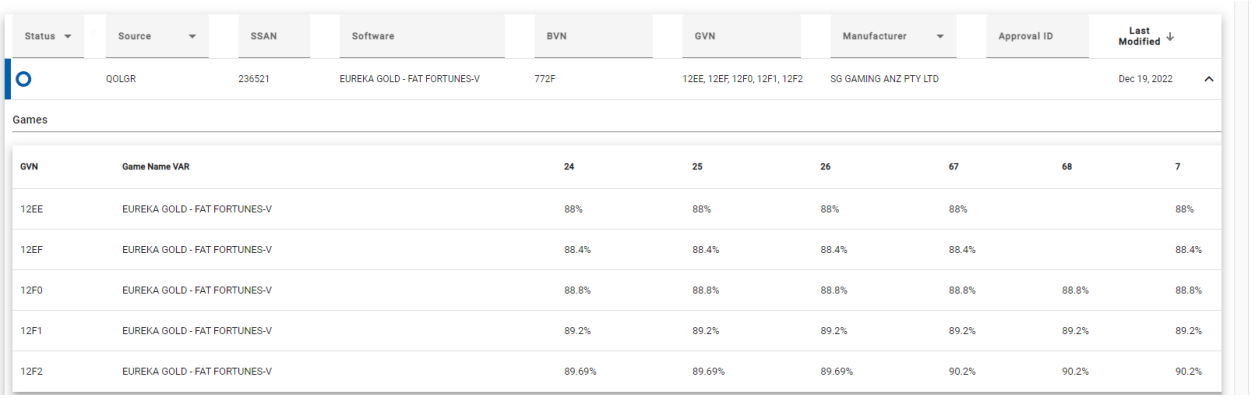


You can search for the game name you're searching for via the filter button at the top. Once searched, the information provided will include the Software name, SSAN (Soft Set Approval

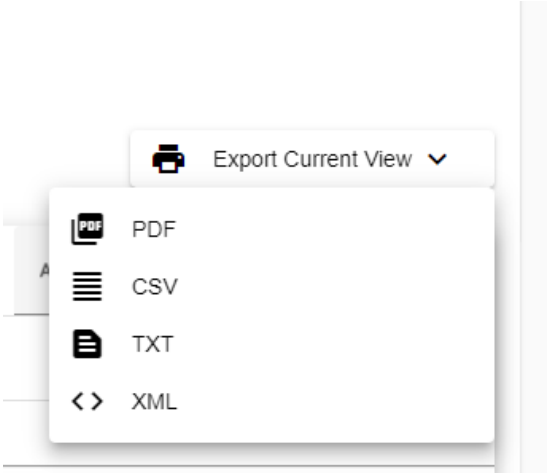
Number), BVN(Base version number), GVN(Game Version Number), Manufacturer and Approval ID. This will assist in completion of the IMAC form.



Clicking on the downwards arrow shows the varieties of the game that are approved.



You can also export the list into a PDF, CSV, TXT or XML by clicking on the export button.



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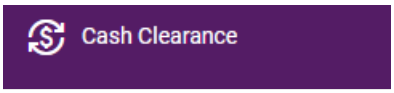
4.0 Cash Clearance/Data entry

Cash Clearances involve the entering of actual cash values retrieved from EGMs. They can be completed ‘wholly’ (at the end of each trade day) or ‘partially’ (multiple times throughout the day.

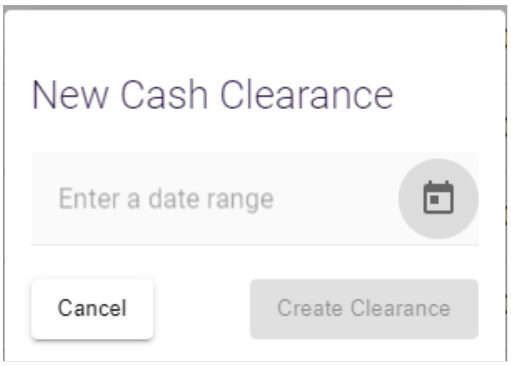
4.1 Creating a New Cash Clearance

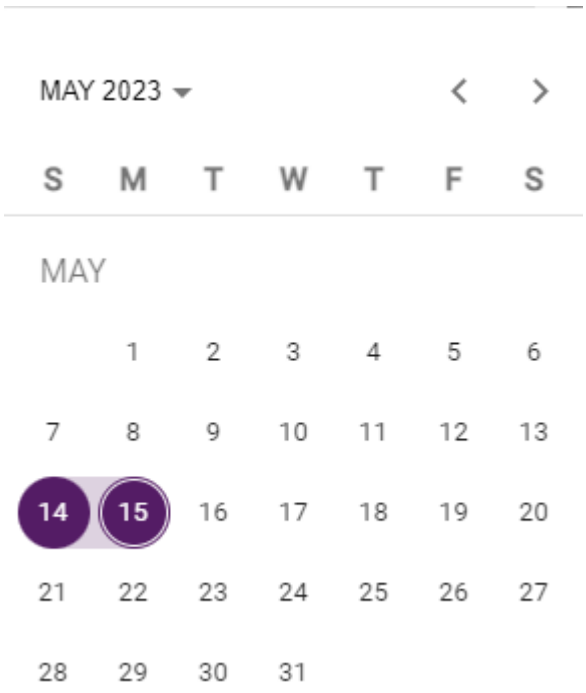
1. Click on Cash clearance button on the left-hand side of the screen,



2. Click on the new cash clearance button on the right-hand side of the screen,

3. Select the range by pressing the Calander on the right-hand side.





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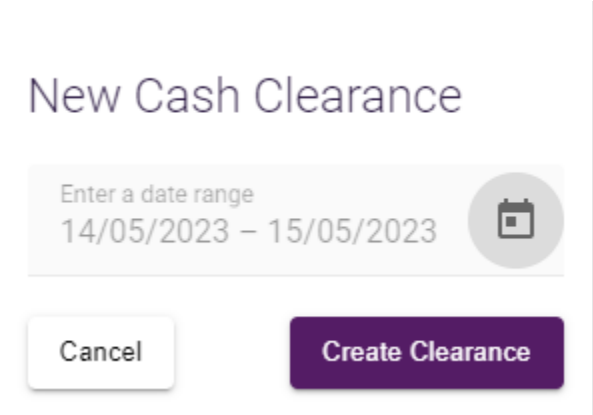
4. Press Create Clearance button,



5. Enter the data from the cash clearance of each individual EGM in the 'Actual' column as shown,

Location	Description	Expected	Actual	Variance	Variance %
13	Game Name (GMID000123456)	$176.00	$ 0.00	--	--
1	Game Name (GMID000123457)	$345.00	$ 0.00	--	--
2	Game Name (GMID000123458)	$567.00	$ 0.00	--	--

Location	Description	Expected	Actual	Variance	Variance %
13	Game Name (GMID000123456)	$176.00	$ 176.00	$0.00	0.0%
1	Game Name (GMID000123457)	$345.00	$ 345.00	$0.00	0.0%
2	Game Name (GMID000123458)	$567.00	$ 567.00	$0.00	0.0%

6. Select 'Save Changes' if correct. If data has been entered incorrectly, and a reset is required, select 'Cancel Cash Clearance,'

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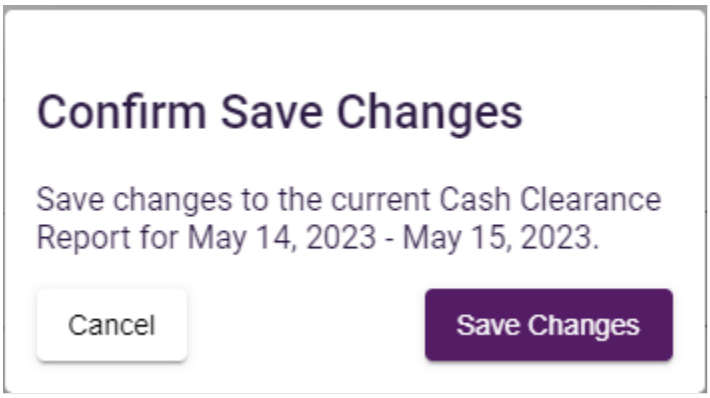
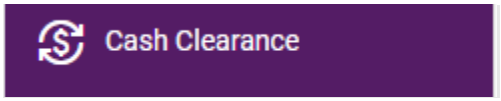
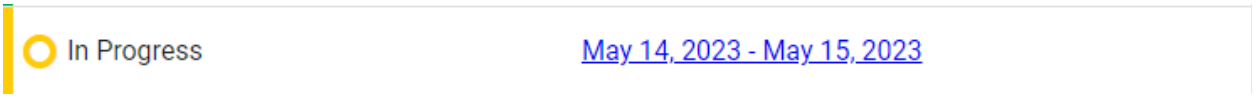
7. If saving changes, confirm as below.



4.2 Viewing a Previous Cash Clearance

To view previous Clearance reports, click on the cash clearance button and select date to view





Once opened you can view the clearance for the selected date. If the Cash Clearance is for the same trade day, you will be able to edit the clearance. This allows for partial cash clearance reports, meaning a venue can enter clearance at change of shift, and not only at end of day.

To edit a current trade Cash Clearance report, click on the In Progress Cash Clearance Report, then click edit.

To view previous Cash Clearances, refer to the Cash Clearance report (discussed in section 5).

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4.3 Financial troubleshooting

Possible Reasons for a Cash Clearance Variance

1. Data entry error (wrong machine, incorrect amount)
2. Date Range overlap in data entry
3. Hopper dumps (where a machine has been converted or retired)
4. Coin variances
5. Coin diverter errors
6. Scales need calibration.
7. Theft

If you still have an unexplained variance, please don't hesitate to contact the MAX Helpdesk.

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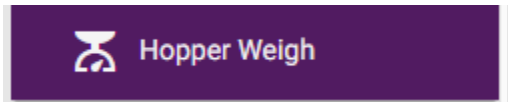
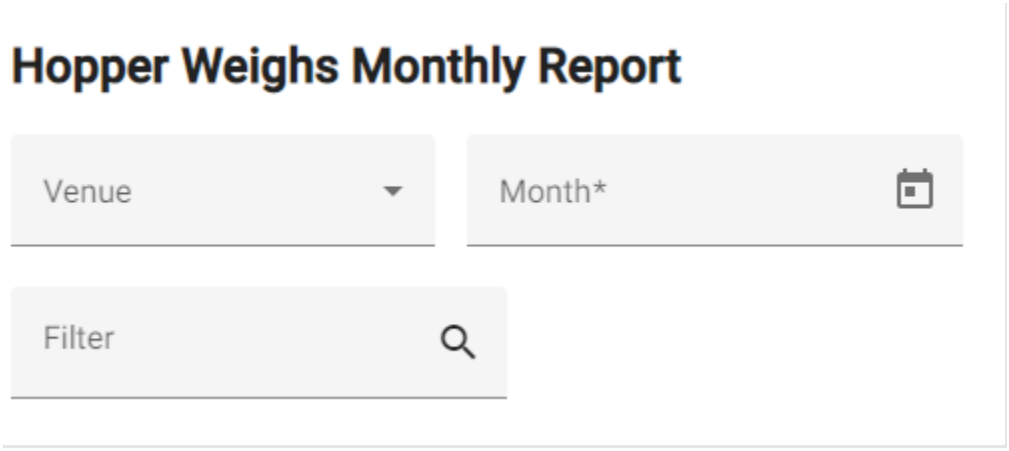
5.0 Hopper Weighs

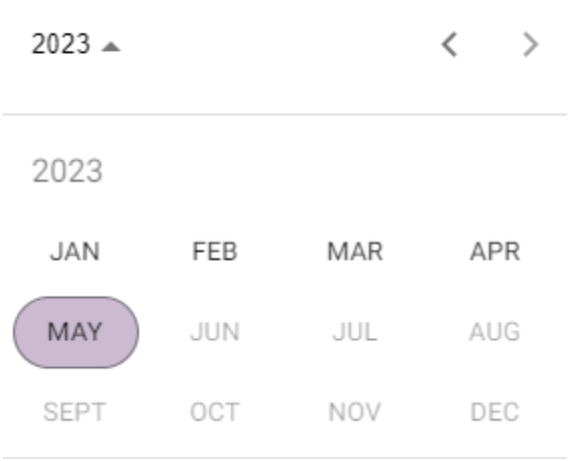
To view your previous Hopper weigh reports, click the report button on the bottom left of the menu selection screen:

1. On the drop down select Hopper Weigh,



2. From here you will be able to generate a report by first selecting the date range,





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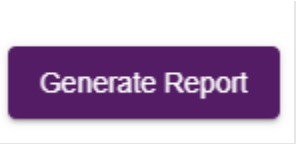
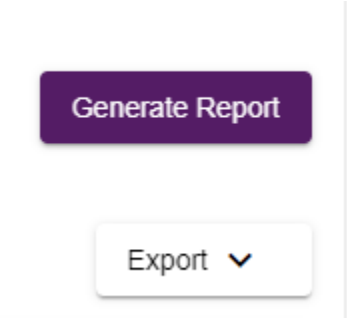
3. After selecting your date range, click generate report on the right-hand side of the screen,



4. After the report has been generated, click on the to view each EGM values,

Location	EGM	Metered	Actual	Variance	Variance %
0	Game Name (GMID0000225)	$1,678.00	$1,678.00	$0.00	0.0%
1	Game Name (GMID00091465)	$6,323.00	$6,323.00	$0.00	0.0%
2	Game Name (GMID00043999)	$5,644.00	$5,644.00	$0.00	0.0%

5. Export the report via the export button under the generate report button on the right hand side,



You can export the report in a multitude of formats depending on your venue needs.

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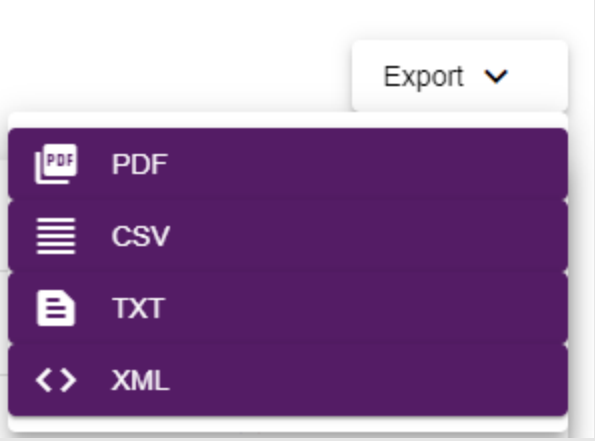

5.1 Financial Troubleshooting

Possible Reasons for a Cash Clearance Variance

1. Data entry error (wrong machine, incorrect amount).
2. Date Range overlaps in data entry.
3. Hopper dumps (where a machine has been converted or retired).
4. Coin variances.
5. Coin diverter errors.
6. Scales need calibration.
7. Theft.

If you still have an unexplained variance, please don't hesitate to contact MAX Helpdesk

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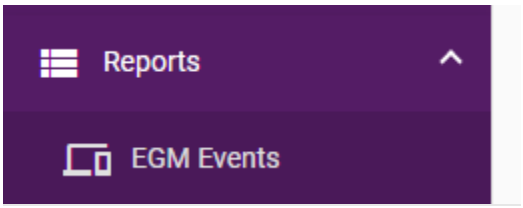
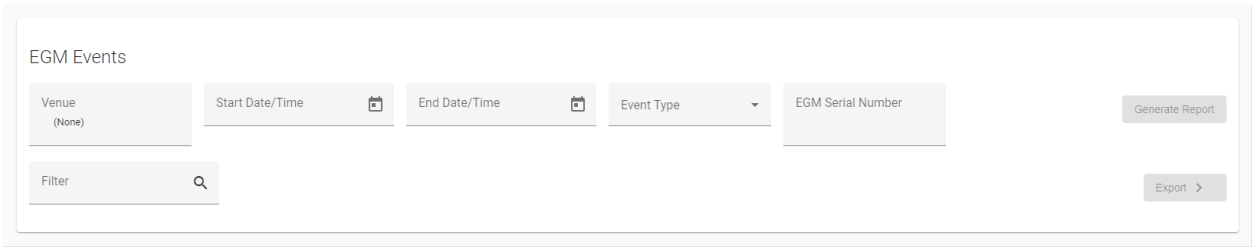
6.0 Reports

To view the reports available, click the reports button on the left-hand bottom side of the menu.

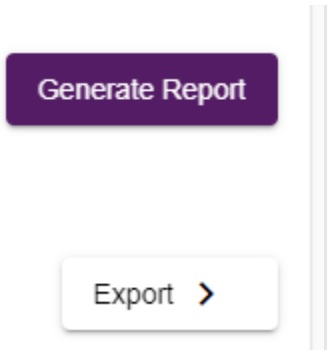
1. To view your EGM events on a particular EGM, click on the EGM Events button.



2. To generate a report, fill in the start time, end time and any other filter required to run the report in venue:



3. After generating a report, export it with the export button.



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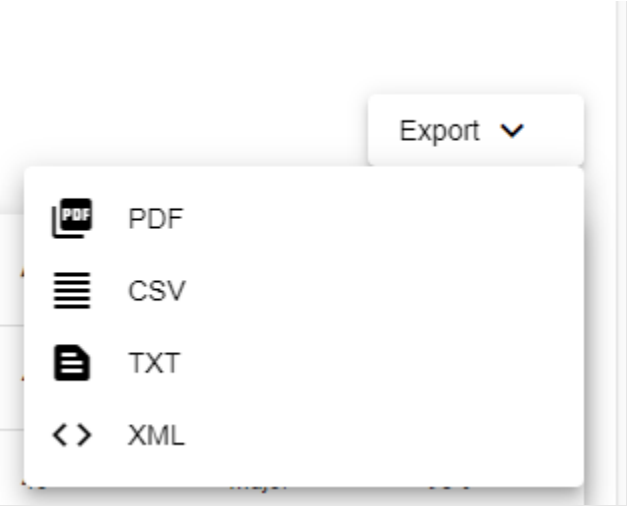
4. Select your filetype.



5. To print the report, open the file you exported/downloaded and press print.

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6.1 Report definitions

All reports should follow the same sequence of events as above. The definition of each report available is below:

Report type	Description
EGM Events	EGM events will show a list of events that has occurred on an EGM
EGM Configuration	Report containing details regarding floor location number, gaming machine manufacturer, gaming machine type, installed game(s) and operating game parameters
EGM Meters	Report contains regulatory information, such as stroke, turnover, wins, cancelled credits, hopper fills, coins in, coins out, coins in cash box.
Cash Clearance / Cashbox Variance Report	Cashbox variance report will show reports of previous Cash clearances and any related variance, with a date range selected by venue.
Cash Flow Net Meter	A report showing cash turnover on EGMs within a venue. Similar to gaming machine revenue, however, shows cash in / outs instead of turnover / revenue.
Hopper Weigh	A report showing all hopper weigh figures, both expected figures and actuals (entered by venue).
Jackpot Activity Linked	A report providing all linked progressive jackpots and jackpot meters in the venue
Jackpot LP Reconciliation	A report providing a breakdown of jackpot contributions per EGM
Jackpot Activity SAP	A report providing all Stand Alone Progressive jackpots and jackpot meters in the venue
Jackpot Liability	Shows the current value of all jackpots in a certain venue, and the amount the venue must hold in liquidity for all jackpots (should each jackpot be won).
Gaming Machine Revenue	A report to see totalized EGM gross profits for the venue in a date range specified by the venue

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6.2 Report Guides

Below provides guidance on when to run reports. Please note this is to be used as advice only. A venue may choose to run reports at different time periods, depending on how they manage their gaming floor.

6.1.1 Daily Reports

The most frequented reports a venue will be using daily are “Cash clearance”, “Cash flow net meters,” and “Cashbox Variance.”

6.1.2 Weekly reports

The most common end of week reports would be “Hopper Weigh” and “Gaming Machine Revenue.”

6.1.3 Monthly reports

End of month reports would include, “EGM Configuration”, “Game performance”, “Gaming machine revenue”, “Gross profit- Venue”, and “Jackpot Liability.”

6.1.4 Ad-Hoc Reports

Ad Hoc reports may include “EGM meters”, “EGM Configuration” and “Jackpot activity Linked/SAP”.

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