



NEVADA GAMING CONTROL BOARD

Proposed Technical Standards for Kiosks Used on Cashless Wagering  
Systems

# NEVADA GAMING CONTROL BOARD

## Proposed Technical Standards for Kiosks Used on Cashless Wagering Systems

This document outlines the proposed standards for kiosks that are used in conjunction with a cashless wagering system as defined by NRS 463.014.

### TECHNICAL STANDARDS FOR GAMING DEVICES AND ON-LINE SLOT SYSTEMS

1.010 Definitions. As used in these standards unless the context requires otherwise:

1. "Alterable media" means any form of storage device that allows the modification of the programs or data on the device during the normal operation of the gaming device. This does not include devices typically considered to be alterable but through either software or hardware means approved by the chairman, have been rendered un-alterable.

2. "Cashable credits" means the monetary units displayed on a credit meter that are redeemable for cash.

**3. "Cashless Wagering Kiosk" is a device capable of accepting or generating wagering instruments and/or wagering credits or is capable of initiating electronic transfers of money to or from a wagering account or is used to facilitate other forms of cashless wagering functionality.**

~~3~~ 4. "Chairman" means the chairman of the state gaming control board or his designee.

~~4~~ 5. "Complete voucher" means a voucher which contains, at a minimum, a complete validation number and is of a quality that can be redeemed through the use of an automated reader or scanner.

~~5~~ 6. "Conventional ROM Device" is a device incapable of being altered while installed in a gaming device and may contain executable programs or data that are directly addressed by a processor.

~~6~~ 7. "Credit meter" means a slot machine indicator that displays the number of denominational credits or monetary value available to a patron for wagering.

~~7~~ 8. "Debit instrument" means a card, code or other device with which a person may initiate an electronic funds transfer or a wagering account transfer.

~~8~~ 9. "Duplicate voucher" means any reprinted complete or incomplete voucher.

~~9~~ 10. "Electronic funds transfer" means a transfer of funds from an independent financial institution to a gaming device through a cashless wagering system.

~~10~~ 11. "Inappropriate coin-in" is a legal coin or token of the correct denomination which has been accepted by a gaming device after the device has already accepted its maximum number of coins or when the device is in a state which normally rejects additional coins.

~~11~~ 12. "Incomplete voucher" means a voucher which contains, at a minimum, the voucher validation number printed across the printed leading edge and is manually redeemable, but is not of a quality that can be redeemed through the use of an automated reader or scanner.

~~12~~ 13. "Leakage Current" is any electrical current which flows when a conductive path is provided between exposed portions of a gaming device and the environmental electrical ground when the gaming device is isolated from the normal AC power ground.

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~~13~~ 14. "Non-cashable credits" means the monetary units displayed on a credit meter that have no cash redemption value.

~~14~~ 15. "On-line slot system" means, as used in these standards, an on-line slot metering system, a cashless wagering system, or both.

~~15~~ 16. "Presentation error" is a condition where a complete or incomplete voucher has been printed, however, the voucher is not presented to the patron for removal.

~~16~~ 17. "Print failure" is a condition following the failed attempt to print a complete or incomplete voucher.

~~17~~ 18. "Promotional account" means an electronic ledger used in a cashless wagering system to record transactions involving a patron or patrons that are not otherwise recorded in a wagering account.

~~18~~ 19. "Random Access Memory" (RAM) is the electronic component used for computer workspace and storage of volatile information in a gaming device. The term does not include memory which is used exclusively for bit-mapped video displays.

~~19~~ 20. "Random Number Generator" is a hardware, software, or combination hardware and software device for generating number values that exhibit characteristics of randomness.

~~20~~ 21. "Read Only Memory" (ROM) is the electronic component used for storage of non-volatile information in a gaming device. The term includes Programmable ROM and Erasable Programmable ROM.

~~21~~ 22. "Replacement voucher" means any voucher that is printed following a failed attempt to print a complete or incomplete voucher.

~~22~~ 23. "Slot machine coupon" means a printed wagering instrument that has a fixed dollar wagering value that can only be used to acquire non-cashable credits.

~~23~~ 24. "Slot machine payout receipt" means an instrument that is redeemable for cash and is either issued by a gaming device or as a result of a communication from a gaming device to associated equipment that cannot be accepted by gaming devices for wagering purposes.

~~24~~ 25. "Slot machine wagering voucher" means a printed wagering instrument that has a fixed dollar wagering value that can only be used to acquire an equivalent value of cashable credits or cash.

~~25~~ 26. "System Supported Game" is a gaming device comprised of a collection of conventional gaming devices or client stations connected to a system for the purpose of downloading control programs and other software resources to the conventional gaming device or client station on an intermittent basis. The system portion as well as the client stations are installed in a single gaming establishment. The client stations connected to the system are capable of operating independently from the system once the downloading process has been completed. This configuration encompasses cases where the system may take control of peripheral devices or associated equipment typically considered part of a conventional gaming device such as a bill validator or a printer. In a System Supported Game, game outcome is determined by the conventional gaming devices or client stations connected to the system and not by the system itself.

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26 27. "System Based Game" is a gaming device comprised of a server or system part and client stations that, together, form a single integrated device where the system portion of the game determines the outcomes of the individual games conducted on the client stations and the client stations cannot operate independently from the system. Both the system portion and the clients of the system based gaming device will reside in a single gaming establishment.

27 28. "Tilt condition" is a programmed error state for a gaming device. A tilt condition has occurred when the device detects an internal error, malfunction, or attempted cheating, and it disallows further play until the error is resolved.

28 29. "Wagering account" means an electronic ledger for a cashless wagering system patron deposit account wherein only the following types of transactions are recorded:

- (a) Deposits and withdrawals of cash or cash equivalents at a designated area of accountability;
- (b) Deposits initiated with a debit instrument;
- (c) Wagering account transfers to and from gaming devices;
- (d) Wagering account adjustments; and
- (e) Other transactions approved by the chairman.

29 30. "Wagering account transfer" means a transfer of funds between a cashless wagering system wagering account and a gaming device.

30 31. "Wagering instrument" means, as used in these standards, a representative of value, other than a chip or token, that is issued by a licensee and approved by the board for use in a cashless wagering system and includes slot machine coupons and slot machine wagering vouchers.

(Adopted 9/89. Amended; 11/20/97; 5/03; 1/1/05.)

### STANDARD 1

No Change

### STANDARD 2

No Change

### STANDARD 3

No Change

### STANDARD 4

No Change

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### STANDARD 5

#### CASHLESS WAGERING KIOSK

##### 5.010 Device Integrity

1. All kiosks exposed to patrons must exhibit total immunity to human body electrostatic discharges on all patron-exposed areas. For purposes of this standard, a human body discharge is considered to be an electrical potential of not greater than 20,000 volts DC discharged through a network with a series resistance of 150 to 1500 ohms shunted by a capacitance of 100 to 150 picofarads. The device must withstand this discharge repeated at one-second intervals. The power source for this human body equivalent is a high-impedance source such that, in effect, the energy available for a given discharge is limited to that contained in the shunt capacitor.

2. Kiosks may exhibit temporary disruption when subjected to electrostatic discharges of 20,000 to 27,000 volts DC through a network with a series resistance of 150 to 1500 ohms shunted by a capacitance of 100 to 150 picofarads, but must exhibit a capacity to recover and complete an interrupted transaction without loss or corruption of any stored or displayed information and without component failure.

3. Kiosks involved must include a means to protect against transaction failure and data loss due to AC power loss.

4. Kiosks must resist forced illegal entry and must retain evidence of any entry until properly cleared or until a new play is initiated. A kiosk must have a protective cover over the circuit boards that contain programs and circuitry used in the system communication and control of the kiosk, including any electrically alterable program storage media. The cover must be designed to permit installation of a security locking mechanism by the manufacturer or end user of the kiosk.

5. Kiosks must comply with Technical Standards 1.030(1), 1.040, and 1.045 when applicable.

##### 5.020 Error Conditions.

1. All kiosks must detect and display the following conditions. These conditions may be automatically cleared by the kiosk when the condition no longer exists and upon completion of a new transaction.

- (a) Power reset.
- (b) Door open.
- (c) Door just closed.
- (d) System communication loss. Non-system transactions may continue while system communication is down.

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(e) Voucher Printer Paper Low.

2. All kiosks must detect and display the following error conditions that prohibit new transactions and may only be cleared by an attendant:

- (a) Failed to make payment.
- (b) Bill validator failure.
- (c) Printer failure (Out of paper, jam, etc.)

**5.030 Address requirements.** Each kiosk connected to a cashless wagering system must be uniquely identified by the cashless wagering system. This includes kiosks that are connected to the cashless wagering system through a gateway or kiosk server.

**5.040 System clock.** Each kiosk must maintain an internal clock that accurately reflects the current time and date and must be capable of synchronizing its real time clock to that of the cashless wagering system at least once in a 24-hour period.

**5.050 Meters.** All kiosks must be equipped with electronic digital storage meters of at least ten digits that can be displayed upon demand and that accumulate the following information in dollars and cents when applicable:

- (a) Physical Coin In. The kiosk must have a meter specifically labeled "Physical Coin In" that accumulates the value of all coins accepted by the kiosk;
- (b) Physical Coin Out. The kiosk must have a meter specifically labeled "Physical Coin Out" that accumulates the value of all coins paid by the kiosk;
- (c) Voucher In. The kiosk must have a meter specifically labeled "Voucher In" that accumulates the total value of all slot machine wagering vouchers accepted by the kiosk;
- (d) Voucher Out. The kiosk must have a meter specifically labeled "Voucher Out" that accumulates the total value of all slot machine wagering vouchers issued by the kiosk;
- (e) Bill In. The kiosk must have a meter specifically labeled "Bill In" that accumulates the total value of currency accepted. Additionally, the machine must have a specific meter for each denomination of currency accepted that records the number of bills accepted by the kiosk;
- (f) Bill Out. The kiosk must have a meter specifically labeled "Bill Out" that accumulates the total value of currency dispensed. Additionally, the machine must have a specific meter for each denomination of currency dispensed that records the number of bills dispensed by the kiosk;
- (g) Wagering Account Transfer In. The kiosk must have a meter specifically labeled "WAT In" that accumulates the total value of cashable credits electronically transferred

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to the kiosk from a wagering account by means of an external connection between the kiosk and a cashless wagering system;

(h) Wagering Account Transfer Out. The kiosk must have a meter specifically labeled "WAT Out" that accumulates the total value of cashable credits electronically transferred from the kiosk to a wagering account by means of an external connection between the kiosk and a cashless wagering system;

(i) Handpay. The kiosk must have a meter specifically labeled "Handpay" that accumulates the total value of payments made by an attendant when the kiosk is incapable of making the proper payment;

(i) Such other meters required by the Board.

**5.060 Transaction history.** All kiosks must have the capacity to display a complete transaction history for the most recent transaction and the previous 34 transactions prior to the most recent transaction. History must include disposition of transaction, date and time of transaction, and the amount of transaction. This history must be maintained for each of the following types of transactions:

- (a) Voucher Redemption;
- (b) Voucher Validation;
- (c) Wagering Account Transactions.

**5.070 Accounting requirements.** Kiosk or kiosk-associated equipment must be capable of producing the following reports upon demand and for a specific date and time range. All reports must contain a document title, version number of the current kiosk/system software, date and time period of activity, and the date and time the document was generated:

- (a) Wagering Instrument Transaction Report. At a minimum the report must include the disposition (paid, partial pay, unpaid, etc.), the validation number, the date and time of redemption, and the amount of wagering instruments accepted by the kiosk;
- (b) Fill Report. At a minimum the report must include all coin and currency placed into the kiosk by denomination;
- (c) Cash Out Report. At a minimum this report must report all coin and currency dispensed as a result of wagering instrument redemptions, bill breaking, ATM transactions and any other cash out transactions. Information must be reported by transaction type;
- (d) Drop Report. At a minimum the report must include all wagering instruments, coin and currency removed from the machine by denomination and by container type;
- (e) Exception Report. At a minimum this report must include transaction anomalies, unpaid or partial paid wagering instruments, payout failures, etc.

## **NEVADA GAMING CONTROL BOARD**

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**5.080 Communication security.** Each kiosk interfaced with a cashless wagering system shall employ a secure communication method between the redemption kiosk and system.

**End – Technical Standards**