



T2G-CITO Operations Guide New Zealand

Ticket2Go™ – Offline CITO NZ (Rev 1.3)



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REVISION HISTORY			
Rev No.	Date	Reason for Update	Comment
1.0	March 2017	Initial Document	Draft release
1.1	March 2017	Some text removed and added Manual Redemption section	Requested by NZ360
1.2	April 2017	Include GEN5 Printer, new 2D Data Matrix Cash Pay-out Ticket & Kiosk Asset Installation	Update
1.3	June 2017	<ul style="list-style-type: none"> - Update to secureservice for processing audit tickets and collections, return positions installed - 2D Data Matrix Cash Pay-out tickets can be redeemed at the Site Terminal - Void tickets back in Transactions Viewer - Site Liability calculation uses liability period - Added Expired Ticket tab to Back Office Ticket Transaction Viewer 	Update

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1 Manual Overview

Introduction

This manual is a comprehensive guide to the specifications and usage of the Ticket2Go™ Offline CITO system.

Applicability




This manual covers the Ticket2Go Offline CITO system software operation.

Intended Audience

Operators and Technicians

Document Conventions

This document uses the following conventions:

Example	Description
	This is a Note. A note includes information that emphasizes or supplements important points of the topic.
	This is a Tip. A tip provides techniques and procedures to aid with a task.
	This is a Caution. A Caution emphasizes information that may cause damage to equipment and/or injury to a person.
Bold text	This document uses this style to identify a field, a button to press, a command selection, and an option selection.

2 Supported System Version

The T2G CITO System version supported by this document is:

Component	Version
Printers <ul style="list-style-type: none">- GEN2U RS232- GEN5 RS232	GURGBPT22 5REGBTP25
PHUB v1.1	4.31.11.1
T2G Site Controller <ul style="list-style-type: none">- Site Terminal Client- Back Office Client- Web Service- Database- Monitor Service- Export- DBBackup- Terminal Upgrade- Terminal Reset	9.2.2.6 9.2.2 9.2.2.13 9.2.2.15 9.2.0.12 9.2.0.0 9.2.0.0 9.2.0.0 9.2.0.0

3 Ticket2Go System Overview

Introduction

Ticket2Go Offline CITO is a scalable Ticket Pay Out solution for machines that support ccTalk protocol, Pulse/Parallel coin hoppers or SAS 5.01+ protocol, based on industry leading JCM ticket printer technology with over 1.5 million printers installed throughout the world.

The system generates unique and patented 2D Bar Coded Tickets which provide for a secure cashless pay out solution for coin-operated gaming machines, which does not require a network connection or an additional power supply to the gaming machine.

Technical Support

Email: support@jcmglobal.com

Web site: <http://am-en.jcmglobal.com/support/>

Ticket2Go Principle Components

The Ticket2Go system has the following 3 principle components:

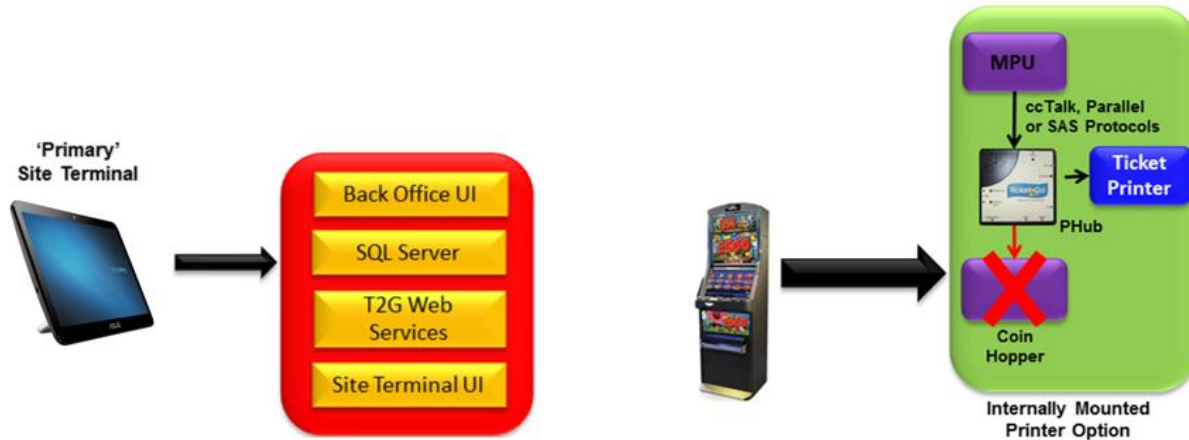
- **Back Office** – comprises a SQL database which provides the secure storage for the system configuration settings and Ticket data, together with the Back Office Client Application, which provides the System Administration and Ticket Transactions/Collection Reporting functions. The Back Office component is installed on the Primary Site Terminal.
- **Site Terminal** – the principle user interface for Site Operatives, which allows users to easily verify for payment the Cash Pay Out Tickets, installation and removal of machines onto the system and performing of Machine Ticket Collections, the latter provides consolidated reporting of tickets printed and validated on site during specific collection periods.
- **In-Game Hardware** – comprises the PHUB interface board and GEN2U/GEN5 printer for machines that can support Ticket Printers to be mounted inside. The PHUB is main control unit within the machine which converts the machine coin pay out messages into an encrypted data packet which is passed to the printer. The printer then prints 2D bar coded tickets which are scanned at the Site Terminal. Other Ticket formats are printed as part of the Machine Installation process (Encryption Tickets) and also the day to day operation (Dispute, Test and Audit Tickets). There is also a PHUB Expansion board which is fitted when the system is being installed in machines that only support Pulse/Parallel hoppers.

For CITO operation, the system is configured to operate the following way:

- **Single Site-Single Terminal** – where the Site Terminal and Back Office components are installed onto a single Site Terminal, which is called the **Primary** Site Terminal.

The diagram shown below provides an overview of the system configuration.

Single Site – Single Terminal



The principle features included within the Ticket2Go system are:

- Printing of Cash Payout Tickets at Gaming Machines which support ccTalk & Parallel Coin Hoppers or provide a SAS Protocol interface.
- Secure verification of Cash Payout Tickets at the cash desk/point of sale.
- Consolidated reporting of Ticket Transactions.
- Reconciliation of tickets printed and redeemed during a specific collection period.

The system also provides for the following additional functions:

- Integration with Ticket Redemption Kiosks.
- Multi Lingual for the Site Terminal and Back Office User Interfaces (English and Spanish).
- Multi-currency Symbol (£, \$ and €).
- Secure data storage (SQL Server Express).
- User Access Security to restrict access to functions such as installing and removing of machines, performing Ticket Collections, and setting up & decommissioning a Site Terminal.
- Data integrity with regards to historic reporting of ticket transactions and ticket collections by Site/Position or Machine Asset.

4 Getting Started

Introduction

This chapter describes the layout of the Main User Screen for the Ticket2Go Site Terminal and also covers logging in and out of the system.

Site Terminal Overview

The Site Terminal User Application is displayed either when the Site Terminal Hardware is powered on and the user selects the Windows **Site User** profile to log on to Windows, or after you double-click the *T2G-Site Terminal* icon on the MS Windows Desktop.



The header contains Name, Code and Town of the Site set up within the system.

If the site details displayed on screen are not the same as the Site where the terminal is installed then please contact the System Administrator to reconfigure the Site Terminal....*Section 8 – Settings and Site Reset.*

Logging onto the Site Terminal

User access to the restricted functions within the Site Terminal is controlled by user name and password which is associated to *User Accounts* set up by the System Administrator using the Back Office application. To set up a new user account the System Administrator needs to refer to User Accounts on page 53.

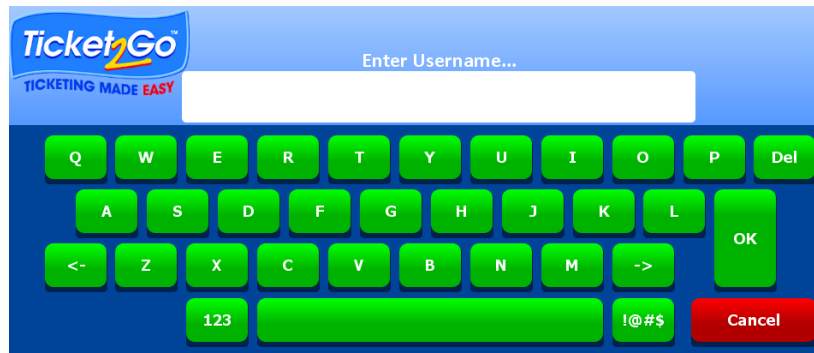
To login to the system:

1. User selects **Login** on the main screen and the login screen shown below is displayed.



The login screen features two input fields: 'Username' and 'Password'. Below these fields are two buttons: a green 'Confirm' button and a yellow 'Cancel' button.

2. The user selects the **Username** box on the touchscreen, which will then display the onscreen keyboard.



The onscreen keyboard is displayed over the 'Enter Username...' field. It includes a standard QWERTY layout with additional function keys like 'Del', 'OK', '123', and 'Cancel'.

3. The user enters their username and then selects **OK** to return to the Login screen.
4. The user then selects the password box on the Login screen, enters their password and selects **OK** on the keyboard and then **Confirm** on the User Login screen.
5. Once the username and password have been entered then the user selects **Confirm** on the login screen and the relevant menu options available to the user are activated on the menu bar shown below.



The menu bar contains several buttons: 'Back Office', 'Installations', 'Collections', 'Settings', 'Logout', 'Manual Redeem', 'Close App', and 'Shut Down'. At the bottom, it displays 'Version: 5.1.8', the date and time '16/10/2013 15:48:18', and the 'Terminal ID: 00-0C-6F-03-84-0'.

Menu Option	Description
Back Office	Displays the Back Office application which is used to review Ticket Transactions and Machine Ticket Collection data stored within the system and also allows users to review and maintain the system configuration settings.
Installations	Allows users to install/edit/remove Machines on the site and replace the PHUB.
Collections	Allows users to perform machine ticket collections on the system which display the value of Tickets Printed & Validated on site during the collection period.
Settings	Displays the current settings used by the Site terminal to configure the PHUB and also provides access to the Site Terminal Reset function.

Logging out of the Site Terminal

User selects **Logout** displayed on screen and the system removes the menu options from screen.



Note:

If the Back Office Site System Setting for 'Force user logout (seconds)' is enabled then the Site Terminal will automatically log off after a period of inactivity on the main screen. The minimum timeout setting is 30 seconds.

Closing down the Site Terminal Software

User selects **Close App** and the Site Terminal software will close down returning the user to the Windows Desktop. This function is only available to users with the relevant security privileges set up within the User System Access Profile.

Shut Down the Site Terminal

User selects the **Shut Down** and the Site Terminal tablet will close down the Site Terminal software and also power down the site terminal hardware. This function is available to all users and it is recommended that users use this function if they intend to power down the Site Terminal at the end of each day.

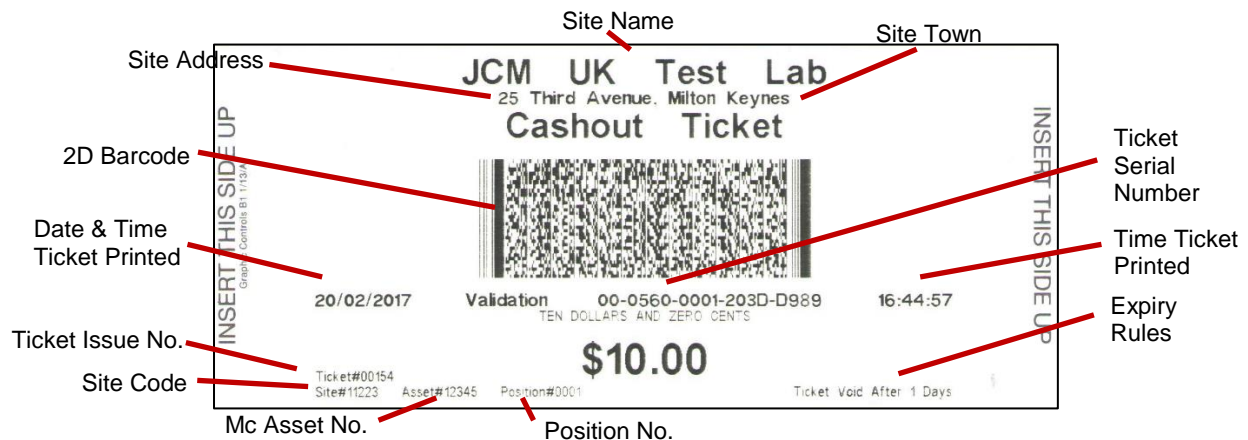
5 Cash Pay Out Tickets & Validation

Introduction

This chapter explains the layout of a customer Cash Pay Out Ticket printed at a gaming machine and how Site Operatives verify and pay out Cash Pay Out tickets using the Site Terminal.

Cash Pay Out Ticket Layout

An example of a *Cash Pay Out Ticket* shown below, which is printed at the gaming machine when the player cashes out from the machine after pressing the *Collect* button on the machine.



Notes:

The Ticket2Go system will accumulate, onto the Cash Pay Out Ticket, all credits removed from the bank meter whilst the 'Collect' button on the machine is pressed down by the player.

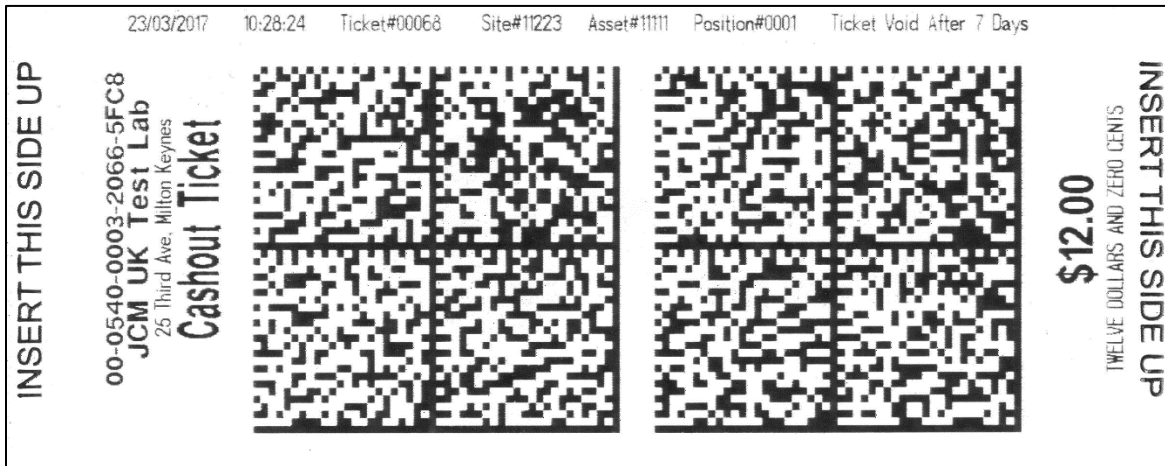
If the player requires a single cash out ticket then they must press and hold the collect button until all credits have been removed from the Bank meter on the machine.

2D Data matrix Cash Pay Out Ticket (GEN5 printer)

The GEN5 printer has the capability of printing a 2D Data Matrix barcoded Cash Pay Out ticket which is a configurable option in the Ticket2Go Back Office UI.

These types of Cash Pay Out ticket can only be printed by the GEN5 printer and can be scanned by the IVizion Banknote Validator when installed into a Ticket Redemption Kiosk, it can also be scanned using the Site Terminal barcode scanner.

An example of the 2D Data Matrix ticket can be seen on the next page.



Validating Cash Pay Out Tickets (at Site Terminal)

This section explains how onsite operatives verify a *Cash Pay Out Ticket* presented for payment.



User will have to log into the Site Terminal to verify a *Cash Pay Out Ticket*, if the Back Office Site System Setting for 'Force user login' is enabled.



Ticket
Verification
Response/Status

To verify a Cash Pay Out Ticket:

1. **Login** to Site Terminal application if required to Scan and Validate a Cash Payout Ticket.
2. Scan the 2D bar code on the ticket, using the scanner attached to the Site Terminal. If scanning a data matrix ticket, scan one code first and scan the other code directly after.
3. *Please Scan Ticket* status on main display automatically changes to *Validating Ticket, Please Wait*.
4. After 4-6 seconds a response is displayed on screen (see table that follows).
5. If a valid ticket then after 5 seconds the system displays *Please Scan Ticket* status....users able to scan next ticket after response for previously scanned ticket has been displayed. If 'Force user login' is enabled then the user will have to log in each time a Cash Out ticket requires scanning.

Response	Action Required
Valid Cash Pay Out Ticket. Pay [Value]	Valid ticket. Site Operative pay's the customer the value displayed on the screen.
Ticket has already been claimed on DD/MM/YYYY HH:MM:SS	This has already been verified and paid out.
Ticket has expired.	Valid Printed Ticket which has expired and cannot be paid out to customer. Site operative refers customer to the 'Ticket Print Date & Time' and 'Expiry Rules' displayed on the ticket.
Error Code-E5 – Issue decrypting data. Please rescan or contact System Administrator.	Encryption ticket has yet to be scanned into the system. Contact System Administrator to arrange for Encryption Ticket process to be completed.
Error Code-26 Invalid Machine number.	Machine is not installed on system at current Site.



Notes: If for any reason the Site Terminal loses power whilst validating a Cash Pay Out Ticket, when power is restored to the Site Terminal the ticket will be in an open state and can be validated once again.

Validating Cash Pay Out Tickets (at Redemption Kiosk)

Cash Pay Out Tickets can also be redeemed at a Redemption Kiosk if it has been integrated against Ticket2Go and the following applies:

- The Kiosk should be installed on the Site Terminal Server as a 'Virtual PHUB' machine asset and correctly configured to communicate and redeem tickets with the Ticket2Go system. An available VPHUB licence should be available for this.
- The Kiosk is installed with a barcode scanner or Banknote Validator which are able to scan 2D tickets or Data Matrix codes.
- The Kiosk is fully integrated to communicate with the Ticket2Go server via the secure webservice.
- An IVizion Banknote Validator with the relevant firmware should be installed in the kiosk for 2D Data Matrix barcode validation (printed by GEN5 printer installed in a PHUB machine asset if enabled in the Back Office Site System Settings).

Manual Redemption of Cash Pay Out Tickets

This section explains how onsite operatives can manually redeem a *Cash Pay Out Ticket* presented for payment. The **Manual Redeem** function is used when a Cash Pay Out Ticket can't be scanned onto the Site Terminal for any reason such as the Barcode isn't being read by the barcode scanner or the barcode scanner is broken.

To Manually Redeem a Cash Pay Out Ticket:

1. Print a Short Audit Ticket at the machine asset that printed the ticket by holding down the **Audit** button on the PHUB until a Short Audit Ticket is printed.
2. **Login** to Site Terminal application.
3. Scan the Short Audit ticket whilst on the main screen. When the ticket is scanned the system will process the audit ticket and put all of the ticket transactions into the system database and prompt the user as follows:



4. Select **No** - the ticket information will be put in to the database for printed tickets to consolidate tickets which have been printed by the asset up until the printing of the Audit Ticket.
5. The user will be returned to the main screen.
6. Select **Manual Redeem** as shown below.



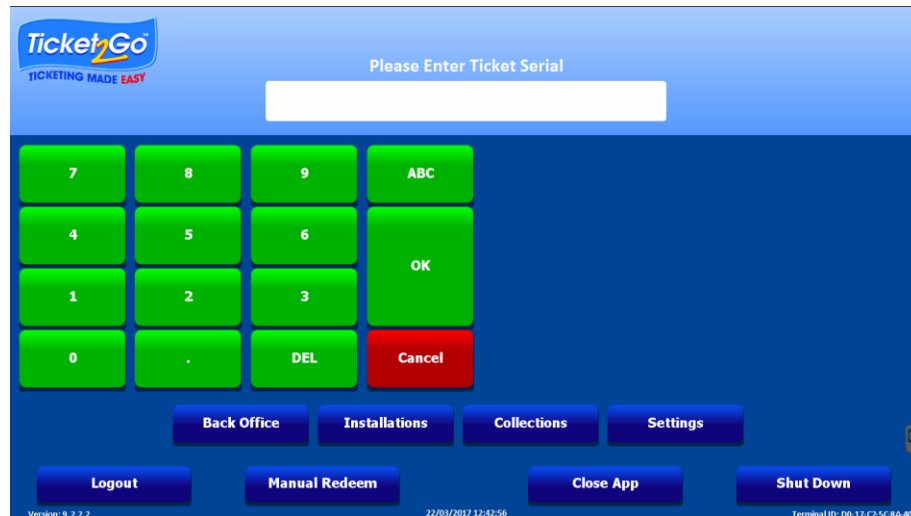
7. The user will be prompted to enter the 18 character serial number printed on the ticket. Select the text entry box shown below to enter text.

Please enter serial number printed on ticket.

OK

Cancel

8. Enter the serial number using the onscreen keyboard shown below.



The screenshot shows the Ticket2Go application interface. At the top, it says "Please Enter Ticket Serial" above a text input field. Below the input field is a numeric keypad with green buttons for digits 0-9, a decimal point, and a "DEL" button. There are also buttons for "ABC", "OK", and "Cancel". At the bottom of the screen, there are several menu options: "Back Office", "Installations", "Collections", "Settings", "Logout", "Manual Redeem", "Close App", and "Shut Down". The bottom status bar shows "Version: 9.2.2.2", "22/03/2017 12:42:56", and "Terminal ID: 00-17-C2-5C-BA-40".

9. Select **OK** and the confirmation will be shown below. If the serial number has been entered incorrectly then select the text entry box and edit the serial number as appropriate.

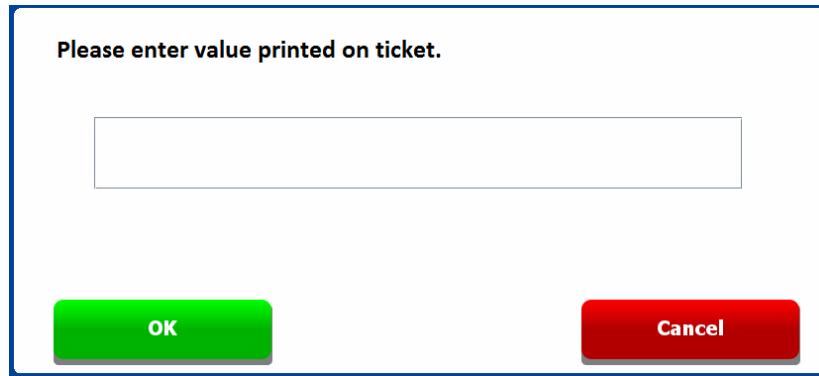
Please enter serial number printed on ticket.

0005300001205EA357

OK

Cancel

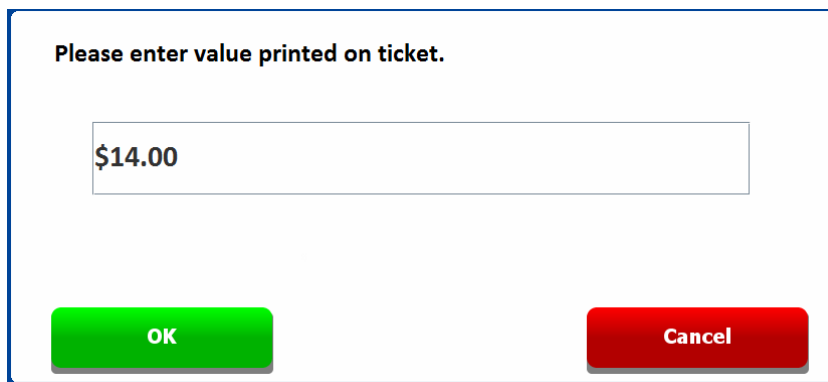
10. Select **OK** when the correct serial number has been entered. The user will then be prompted to enter the ticket value printed on the ticket, shown below.



Please enter value printed on ticket.

OK **Cancel**

11. Enter the ticket value by clicking on the text entry box and using the onscreen keyboard. If the ticket is an integer value, for example \$14.00 then 14 can be entered. Select **OK** and the confirmation will be shown below.



Please enter value printed on ticket.

OK **Cancel**

12. Select **OK** on the Value confirmation screen and the system and a response is displayed on screen similar to the validation of a ticket by scanning. A valid ticket will show the message as follows:



6 Installations

Introduction

This chapter explains the functions available within the *Installations* menu option on the Site Terminal which include:

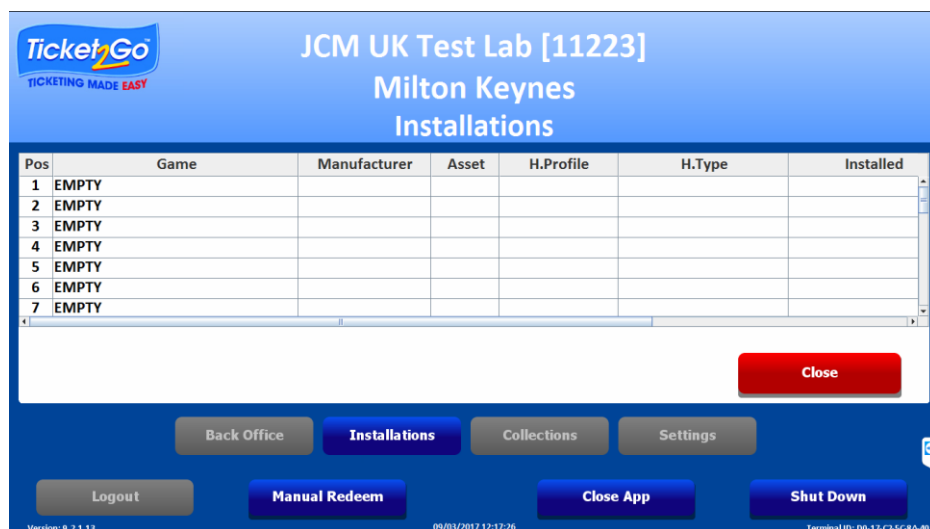
- Installing a PHub Machine Asset.
- Installing a Virtual Phub Kiosk Asset.
- Editing an Installed Machine.
- Removing a Machine Asset.
- Replacing a PHUB.
- Replacing a Printer.

Installing a PHUB Machine Asset

Pre-Requisites:

- Machine Asset is not installed in another Position.
- Relevant gaming *Position* has been created on the system.
- The relevant gaming *Position* is *EMPTY*....no machine currently installed.
- User has security privileges to access the Installation function (User System Access) and the Site (User Site Access).
- The PHUB and printer have been installed within the physical Machine Asset and are not installed on the T2G system in another position.

1. Remove PHUB from machine, **Login** to the Site Terminal and select **Installations**.....screen shown below is displayed.



2. Select the relevant 'EMPTY' row in the *Installations* table.

Pos	Game	Manufacturer	Asset	H.Profile	H.Type	I
1	EMPTY					
2	EMPTY					
3	EMPTY					
4	EMPTY					

Install Machine Close

3. Select **Install Machine**.....Asset Details screen is displayed.

Enter Asset number, and select 'Search'.

Asset No.

Search

Install Machine Cancel

4. Enter the relevant **Asset Number** and select **Search**.



Note:

The system prevents Users from installing machines that are currently installed in another Position on the Site.

5. If asset does not exist in system then user prompted to enter game name for asset, and select Manufacturer, Type (of Hopper or M/c Protocol) and Hopper Profile (if required) for the machine asset to be installed.



Enter Asset number, and select 'Search'.



Asset No.

Search

Install Machine Cancel

6. If user prompted to enter game details then:

- Select  next to Game
- Select the relevant Manufacturer.
- Select an existing Game Title or select NEW GAME and enter the Game Title name to be installed.
- Select  next to System Config, then select *Offline CITO Only*.

- e. Select the  next to Hopper Type. Where the PHUB will be replicate the previous coin hopper installed in the relevant machine, then select either ccTalk Hopper or Parallel Hopper and then the relevant Hopper Model. Where the PHUB will be processing SAS Handpays issued through the primary SAS port then select *Machine Protocols* and then *SAS 5.0+*.
- f. If a Hopper Model has been selected then select  next to Hopper Profile and select the relevant preconfigured Hopper Profile.






Note:


In the example below, the machine to be installed has an asset number of 11111 with 50 LIONS game which is manufactured by 'Aristocrat' and supports an MCL Cyclone 210 hopper with 1 hopper paying out \$2 coins.

Enter Asset Number, And Game Name...

Asset No. 11111

Game 50 LIONS  Hopper Type MCL-Cyclone 210 

Manufacturer Aristocrat Hopper Profile \$2 Hopper 

System Config Offline CITO Only 

Install Machine
Cancel

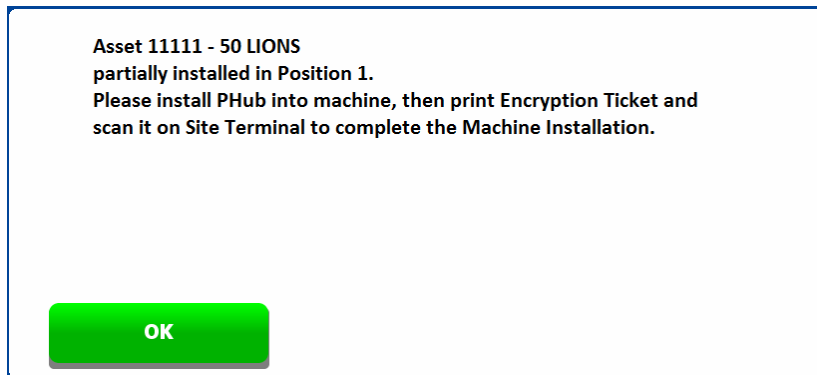
7. When the correct asset details are displayed on screen as shown above then select **Install Machine** and the message box shown below is displayed.

Please connect the PHub to the Site Terminal's USB port and then select 'Configure'.

Configure
Cancel

8. Connect the PHUB (via USB Peripheral) to the USB port on the Site Terminal, wait 4 seconds and then select **Configure** to configure the PHUB....process takes 20 seconds to complete.

9. System then confirms that the machine asset has been partially installed on the system.



10. Select **OK** and the user is returned to the Installations screen with the PHUB Serial Number displayed in the PHUB column and PENDING displayed in the Printer column.

Manufacturer	Asset	H.Profile	H.Type	Installed	PHub	Printer
Aristocrat	11111	\$2 Hopper	P-MCL-Cyclone 210	09/03/2017 13:54:41	0018201410071001	PENDING

Close

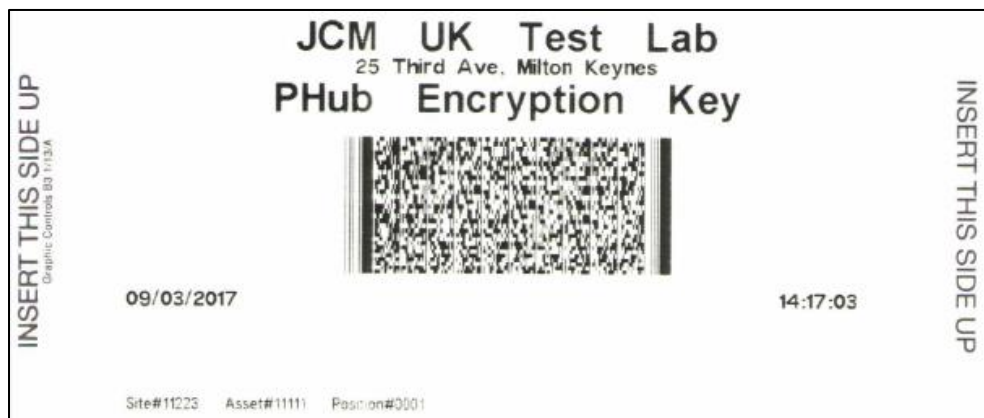
11. Disconnect the PHUB from Site Terminal and install into relevant machine.
 12. Select **Close** on the Installations screen and then **Logout** on the main screen.
 13. Connect the Phub, printer and peripheral boards etc. into the machine and power up.



Note:

Once powered up the 'Status' LED should be flashing Amber 2 times and the 'Printer' LED should be flashing green 6 times on a repeating cycle, which signifies that an encryption ticket has to be printed.

14. Print Encryption Ticket by pressing down the **Config** button on the PHUB until a ticket with one 2D bar code is printed, as illustrated below.





Note:

Once an encryption ticket has been printed the Printer, Status and Machine Host (if used) LED's should be solid green, which signifies that the machine is operational for play.

15. Close up the machine and then go to the Site Terminal.



Note:

Make sure that none of the rows in the Installations table are highlighted before scanning the Encryption Ticket. If a row is highlighted then select 'Close' and then re-enter 'Installations'.

16. Log onto Site Terminal, select **Installations** (if not already on the Installations screen) and scan the bar code on the Encryption Ticket.
17. After 3-4 seconds the system will confirm that the Asset has been installed into the relevant position and then return to the Installations table.
18. Select **Close** on the Installation screen and then **Logout** on the Main Menu.



Note:

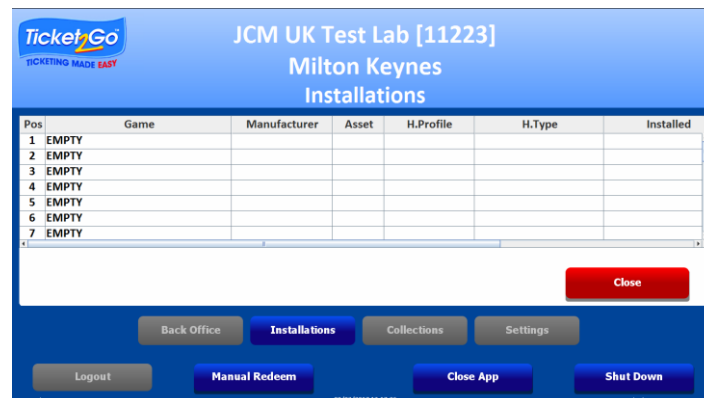
Once an Encryption Ticket has been printed, the machine is activated for play. Cash Pay Out Tickets printed at the machine can only be validated at the Site Terminal after the Encryption Ticket has been scanned and processed. If the encryption ticket has been lost then another Encryption Ticket needs to be printed at the relevant machine and then scanned onto the system.

Installing a Virtual PHUB Kiosk Asset

Pre-Requisites:

- Kiosk Asset is not installed in another Position.
- Relevant gaming *Position* has been created on the system.
- The relevant gaming *Position* is *EMPTY*...no machine currently installed.
- A VPHUB licence is available to install the asset.
- User has security privileges to access the Installation function (User System Access) and the Site (User Site Access).
- The Kiosk is set up to communication with the T2G Site Terminal webservice path:
<https://t2gst1uk:23896/t2gsecure/secureservice.asmx> and has the SSL certificate installed, with a Machine Asset number and MAC address assigned to install on to the Ticket2Go system. For 2D Data Matrix Cash Pay Out ticket redemption the IVizion Banknote Validator should be installed in the kiosk.

1. **Login** to the Site Terminal and select **Installations**.....screen shown below is displayed.



2. Select the relevant 'EMPTY' row in the *Installations* table.

Pos	Game	Manufacturer	Asset	H.Profile	H.Type	I
1	EMPTY					
2	EMPTY					
3	EMPTY					
4	EMPTY					

Install Machine Close

3. Select **Install Machine**.....Asset Details screen is displayed.

Enter Asset number, and select 'Search'.

Asset No.

Search

Install Machine Cancel

4. Enter the **Asset Number** which has/will be configured on the kiosk and select **Search**.



Note:

The system prevents Users from installing machines that are currently installed in another Position on the Site.

5. If asset does not exist in system then user prompted to enter game name for asset, and select Manufacturer, Type (of Hopper or M/c Protocol) and Hopper Profile (if required) for the machine asset to be installed.



Enter Asset number, and select 'Search'.


Asset No.

Search

Install Machine Cancel

6. If user prompted to enter game details then:

- Select  next to Game
- Select the relevant Manufacturer. For a Kiosk '**Other**' can be selected.
- Select an existing Game Title or select NEW GAME and enter the Game Title name to be installed.
- Select  next to System Config, then select *Virtual PHUB*.




- e. Select the text entry box next to MAC Address and enter the MAC address that the kiosk is configured to use to communicate via the secure web service and select **OK**.
- f. Select  next to M/c Host Type and select **Ticket Redemption Kiosk**.



Note:

In the example below, the kiosk to be installed has an asset number of 22221 with the name KIOSK which is manufactured by 'Other', has the system config set to Virtual PHUB, with the MAC Address AA-11-BB-22-CC-33 and is set up as a Ticket Redemption Kiosk for the M/c Host Type.

Enter Asset Number, And Game Name...

Asset No. 22221	MAC Address AA-11-BB-22-CC-33
Game KIOSK 	M/c Host Type Ticket Redemption Kiosk 
Manufacturer Other	
System Config Virtual PHUB 	

Install Machine
Cancel

7. When the correct asset details are displayed on screen as shown above then select **Install Machine** and the message box shown below is displayed.

The machine asset has been installed on Ticket2Go. Please connect the machine to the network to complete registration.

OK

8. Select **OK**. The Kiosk can now be powered up and connected to the Ticket2Go network to complete the kiosk registration on to the system.
9. Select **Close** on the Installations screen and then **Logout** on the main screen.

Editing an Installed PHUB Machine Asset

This section explains how users are able to edit the configuration parameters for a machine installed on the system, which includes the Hopper Type and Hopper Profile. This section only applies to PHUB machine assets that are currently installed on to the T2G system.

1. Remove the PHUB from the machine to be edited on the system.
2. Go to the Site Terminal, login to the system and select **Installations...** and the *Installations* table displayed, as shown below.

Pos	Game	Manufacturer	Asset	H.Profile	H.Type	Installed	PHub
1	50 LIONS	Aristocrat	11111	\$2 Hopper	P-MCL-Cyclone 210	09/03/2017 13:54:41	00182014100
2	EMPTY						
3	EMPTY						
4	EMPTY						
5	EMPTY						
6	EMPTY						
7	EMPTY						

Remove Machine
Change PHub
Edit
Close

3. Select the relevant position for the machine that requires editing and then select **Edit**, and the screen shown below is displayed.

Edit Asset
 Asset No.
 Game Hopper Type Edit
 Manufacturer Hopper Profile Edit
 System Config Edit

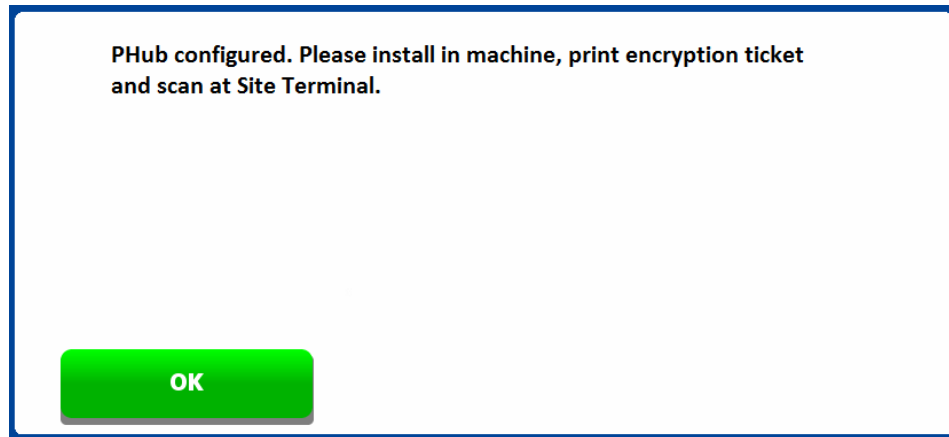
Save
Cancel

4. Select the **Edit** button next to the field that requires editing and make the desired change to that specific option.
5. Once all the changes have been made select the **Save** button and the following message box is displayed.

Please connect the PHub to the Site Terminal's USB port and then select 'Configure'.

Configure
Cancel

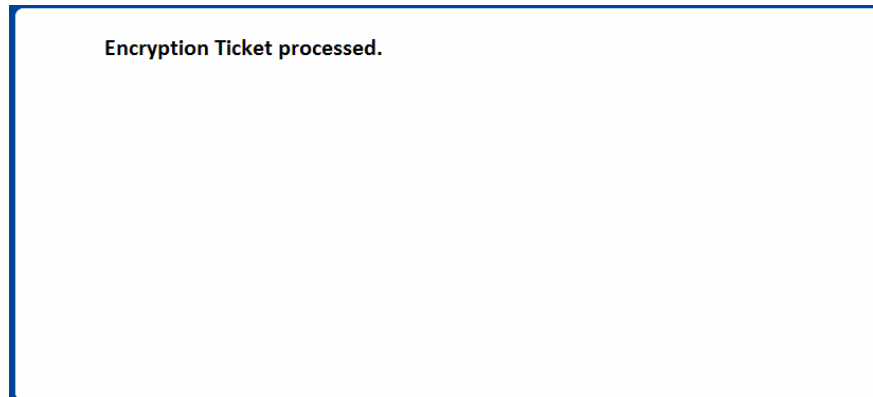
6. Connect the PHUB (via USB Peripheral) to the USB port on the Site Terminal, wait 4 seconds and then select **Configure** to configure the PHUB....process takes 20 seconds to complete.
7. System then confirms that the Phub has been configured.



8. Select **OK** and the user is returned to the Installations screen.
9. Disconnect the PHUB from Site Terminal and install into relevant machine.
10. Select **Close** on the Installations screen and then **Logout** on the main screen.
11. Connect the Phub, printer and peripheral boards etc. into the machine and power up.
12. Print Encryption Ticket by pressing down the **Config** button on the PHUB until a ticket with one 2D bar code is printed, as illustrated below.



13. Close up the machine and then go to the Site Terminal.
14. Log onto Site Terminal and scan the bar code on the Encryption Ticket.
15. After 3-4 seconds the system will confirm that the Encryption Ticket has been processed and then return to the Installations table.



16. Select **Close** on the Installation screen and then **Logout** on the Main Menu.

Editing an Installed Virtual PHUB Kiosk Asset

This section explains how users are able to edit the configuration parameters for a Virtual PHUB kiosk installed on the system. The only editable parameter is the MAC address.

1. Go to the Site Terminal, login to the system and select **Installations...** and the *Installations* table displayed, as shown below.

Pos	Game	Manufacturer	Asset	H.Profile	H.Type	Installed
1	50 LIONS	Aristocrat	11111	\$2 Hopper	P-MCL-Uni. Para Full	21/04/2017 15:45:42
2	KIOSK#	Other	22221	Virtual PHUB	N/A	21/04/2017 16:04:00
3	EMPTY					
4	EMPTY					
5	EMPTY					
6	EMPTY					
7	EMPTY					

Close

2. Select the relevant position for the kiosk that requires editing and then select **Edit**, and the screen shown below is displayed.

Edit Asset
Asset No.

MAC Address

Game

M/c Host Type

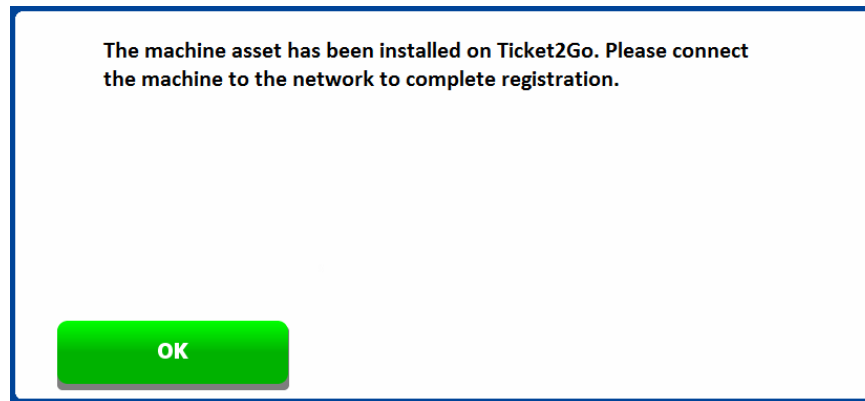
Manufacturer

System Config

Save
Cancel

3. The only field that can be edited is the MAC address field. The MAC address can be edited by tapping on the MAC Address text entry box to make the desired change.

4. Once all the changes have been made select the **Save** button and the following message box is displayed.



5. Select **OK**. The Kiosk can now be powered up and connected to the Ticket2Go network to complete the kiosk registration on to the system.
6. Select **Close** on the Installations screen and then **Logout** on the main screen.

Removing a PHUB Machine Asset

This section explains how to remove a Machine from the Ticket2Go system. As part of the Machine Removal process the system automatically undertakes a 'final' collection for the machine asset and displays the total amount and quantity of printed and validated (on site) tickets since the last collection was performed. Once the machine has been removed from the system then it can be either be removed from site or installed at another position on the system.

1. Remove the PHUB from the machine to be removed from the system.
2. Go to the Site Terminal, **Login** to the system and select **Installations...** and the *Installations* table displayed, as shown below.

Pos	Game	Manufacturer	Asset	H.Profile	H.Type	Installed	PHi
1	50 LIONS	Aristocrat	11111	\$2 Hopper	P-MCL-Cyclone 210	09/03/2017 13:54:41	00182014100
2	EMPTY						
3	EMPTY						
4	EMPTY						
5	EMPTY						
6	EMPTY						
7	EMPTY						

Remove Machine
Change PHub
Edit
Close

3. Select the relevant row for the machine to be removed and then select **Remove Machine**, and the screen shown below is displayed.

Please connect the PHub to the Site Terminal's USB port and then select 'OK'.

OK
Force Remove
Cancel

4. Connect the PHUB (via USB) to the Site Terminal's USB port and select **OK**.
5. System uploads all outstanding ticket transactions into the database, clears down the PHUB ready for the next Machine Installation and then performs a Final Collection.
6. System confirms that the Machine has been removed and displays the total Amount and Quantity of Tickets Printed and Validated (on site) for the machine since the last collection.

50 LIONS has been removed from Position 1.
Final Collection

Printed Tickets - \$4.00 (2)
Validated Tickets (on site) - \$2.00 (1)

OK

7. Select **OK**...user returned to Installations screen with the machine asset removed from the relevant Position row.
8. Select **Close** on the Installations screen and then **Logout** on the main menu.

Forced Removal of a PHUB Machine Asset

This section explains how an authorised user can remove a machine asset from the system when the machine and/or associated PHUB are no longer available....machine with PHUB physically removed from site or PHUB damaged beyond operational use.



Note:

This function should only be used as a last resort. Any printed tickets that have yet to be added to the system will not be included within the final collection performed for the machine asset.

1. Log onto the Site Terminal and select **Installations**.

Pos	Game	Manufacturer	Asset	H.Profile	H.Type	Installed	PHUB
1	50 LIONS	Aristocrat	11111	\$2 Hopper	P-MCL-Cyclone 210	09/03/2017 13:54:41	00182014100
2	EMPTY						
3	EMPTY						
4	EMPTY						
5	EMPTY						
6	EMPTY						
7	EMPTY						

Remove Machine

Change PHUB

Edit

Close

2. Select the relevant row for the machine to be removed and then select **Remove Machine**.

Please connect the PHub to the Site Terminal's USB port and then select 'OK'.

OK
Force Remove
Cancel

3. Select **Force Remove** and the Authorisation screen is displayed.
4. Enter the user's login password and select **OK**. If a valid user password has been entered then the system performs a Final Collection using the Tickets already within the System.
5. System confirms that the Machine has been removed and displays the total Amount and Quantity of Tickets Printed and Validated (on site) for the machine since the last collection.
6. Select **OK**....user returned to Installations screen with the machine asset removed from the relevant Position row.
7. Select **Close** on the Installations screen and then **Logout** on the main menu.

Removing a Virtual PHUB Kiosk Asset

This section explains how to remove a Kiosk from the Ticket2Go system. As part of the Machine Removal process the system automatically undertakes a 'final' collection for the kiosk asset and displays the total amount and quantity of redeemed tickets since the last collection was performed. Once the kiosk has been removed from the system then it can be either be removed from site or installed at another position on the system.

1. Go to the Site Terminal, **Login** to the system and select **Installations**...and the *Installations* table displayed, as shown below.

Pos	Game	Manufacturer	Asset	H.Profile	H.Type	Installed
1	50 LIONS	Aristocrat	11111	\$2 Hopper	P-MCL-Uni. Para Full	21/04/2017 13:33:11
2	KIOSK#	Other	2222	Virtual PHUB	N/A	21/04/2017 14:06:31
3	EMPTY					
4	EMPTY					
5	EMPTY					
6	EMPTY					
7	EMPTY					

Remove Machine
Edit
Close

2. Select the relevant row for the kiosk to be removed and then select **Remove Machine**, and the screen shown below is displayed.

Are you sure you wish to remove this position?

Yes No

3. Select **Yes** and the System confirms that the kiosk has been removed and displays the total Amount and Quantity of Tickets Printed and Redeemed for the kiosk since the last collection.

KIOSK has been removed from Position 2.
Final Collection

Printed Tickets - \$0.00 (0)
Redeemed Tickets - \$0.00 (0)

OK

4. Select **OK**...user returned to Installations screen with the machine asset removed from the relevant Position row.
5. Select **Close** on the Installations screen and then **Logout** on the main menu.

Replacing a PHUB (in a machine already installed on the system)

This section explains how to replace a PHUB on the system, which is installed in a machine that will remain onsite, in the event that the existing PHUB has developed a technical fault or the need to perform an offsite upgrade of the PHUB firmware.

Pre-Requisites:

- Replacement PHUB device is installed with valid firmware version.
- Machine & PHUB have already been installed within a Position on the system.

1. Remove the existing PHUB from the machine, log onto the Site Terminal and select **Installations**.

Pos	Game	Manufacturer	Asset	H.Profile	H.Type	Installed	PHUB
1	50 LIONS	Aristocrat	11111	\$2 Hopper	P-MCL-Cyclone 210	09/03/2017 13:54:41	0018201410C
2	EMPTY						
3	EMPTY						
4	EMPTY						
5	EMPTY						
6	EMPTY						
7	EMPTY						

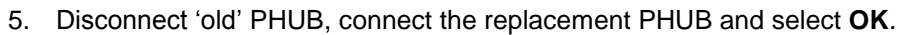
Remove Machine
Change PHUB
Edit
Close

2. Select the relevant position row in the Installations table and then select **Change PHUB** and the screen shown below is displayed.

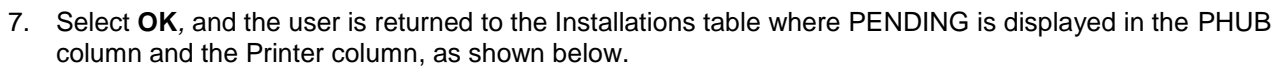
Please connect old PHUB to the Site Terminal's USB port and then select 'OK'.

OK
Cancel

3. Connect the PHUB removed from machine to the Site Terminal's USB port and select **OK**.
4. System uploads the ticket data and clear down the PHUB and once this process has been completed the system prompts user to connect new PHUB.



6. System configures the new PHUB. The following screen displays when this process has been completed.



8. Disconnect PHUB from Site Terminal and log out of the Site Terminal.
9. Re-install the replacement PHUB into the machine and print an Encryption Ticket by pressing down the **Config** button on the PHUB until a 2D bar code encryption ticket is printed.
10. Log onto the Site Terminal, select **Installations** and scan the bar code on the Encryption Ticket.



Make sure that none of the rows in the table are highlighted before scanning the Encryption Ticket. If a row is highlighted then select **Close** and then **Installations**. Select a row on the Installations screen.

11. System confirms that the Encryption Ticket has been processed. The serial number of the new PHUB and the original printer are displayed in the Installation table.

**Note:**

Once an Encryption Ticket has been printed, the machine is activated for play. Cash Pay Out Tickets printed at the machine can only be validated at the Site Terminal after the Encryption Ticket has been scanned and processed. If the encryption ticket has been lost then another Encryption Ticket needs to be printed at the relevant machine and then scanned onto the system.

12. Select **Close** on the Installation screen and then **Logout** on the Main Menu.

Replacing a Printer (in a machine already installed on the system)

This section explains how to changeover a printer on the system, which is installed in the machine that will remain onsite. Site Operatives may want to change out a Printer due to a technical fault or the need to perform an off-site upgrade of the Printer.

Pre-Requisites:

- Replacement printer is installed with valid version of firmware.
 - Machine and PHUB already installed in a position on the Ticket2Go system.
1. Replace the Ticket Printer in the machine and connect the new printer to the PHUB. (It is best to do this whilst machine power is turned off).
 2. Turn on the machine and wait for the Phub Printer and Status LED's to turn solid green, which signifies that the machine is operational for play.

7 Collections

Introduction

This section explains how Site Operatives perform Machine Ticket Collections on the Site Terminal. Ticket Collections are performed whenever bills and coins are removed from the machine and counted as part of a machine collection.

There are two methods for performing a Machine Ticket Collection for a machine installed on the system. The standard method which involves processing an Audit Ticket printed at the machine, via the Site Terminal. The alternative method uses the 'Manual Collection' function available on the Site Terminal and does not involve the scanning of an Audit Ticket.

It is recommended to only use the 'Manual Collection' process when it is not possible to print an audit ticket at the machine due to an exceptional circumstance such as power failure or faulty in game T2G hardware.

When a collection is completed the total amount and quantity of tickets printed, validated (on site) and redeemed since the last collection is displayed. The total amount and quantity of tickets validated (on site) can be used to verify the amount paid to the Site Operative to refill the cash drawer. The redeemed figures are only shown for Kiosk assets.

Perform a Collection using an Audit Ticket (PHUB Machine Assets)

1. Print a Short Audit Ticket at the machine by holding down the **Audit** button on the PHUB until a Short Audit Ticket is printed. **Login** to the Site Terminal, select **Collections**.....and the *Collections* table is displayed.

Collections					
Pos	Game	Asset	Printed	Validated(on site)	Redeemed
1	50 LIONS	11111	\$0.00 (0)	\$0.00 (0)	\$0.00 (0)
2	KIOSK	22221	\$0.00 (0)	\$0.00 (0)	\$0.00 (0)

2. Scan the Short Audit Ticket.
3. If the system requires more audit tickets to be scanned it will prompt for Full Audit tickets to be printed and specify which page to scan, as shown on the next page. A Full Audit Ticket can be printed by clicking both the **Audit** and **Config** button on the Phub.



Note:

The printed Full Audit Tickets contain all ticket transactions since the last Audit Ticket printed at machine. Multiple audit tickets may be printed as each ticket holds a maximum of 21 ticket transactions. For example, if 120 tickets printed since last 'Audit Ticket' then total of 6 tickets will be printed.

Please print a full Audit Ticket at the machine and scan
Page 2/2

Cancel

4. System processes ticket and if there are any more tickets that need to be added to the system then the user is prompted to scan the next ticket.
5. When all the required Audit Tickets have been scanned and processed the system creates the Collection within the system and displays the total amount and quantity (in brackets) of Tickets Printed and Validated Tickets (on site) since the last collection, as shown below.

Collection complete for Position 1, 50 LIONS.
Printed Tickets - \$58.00 (7)
Validated Tickets (on site) - \$6.00 (2)

OK



Notes:

The total amount of Validated Tickets is used to reconcile the tickets in the cash drawer.

6. User selects **OK** and is returned to Collections table which is updated with total amounts and quantities (in brackets) that were displayed on the previous screen, as shown below.

Pos	Game	Asset	Printed	Validated(on site)	Redeemed
1	50 LIONS	11111	\$58.00 (7)	\$6.00 (2)	\$0.00 (0)
2	KIOSK	22221	\$0.00 (0)	\$0.00 (0)	\$0.00 (0)

Close

7. Repeat steps 1 to 6 for any other PHUB machines to be collected.
8. If there are no more Collections to perform, then select **Close** and then **Logout**.

A collection can also be performed by scanning a Short Audit ticket once logged into the system and the user is on the main screen. When the ticket is scanned the system will process the audit ticket and put all of the ticket transactions into the system database and prompt the user as follows:

Audit ticket processed, do you wish to do a collection?

Yes

No

To perform a collection the user just needs to select 'Yes' and the collection summary screen will be shown. If the user selects 'No' then the ticket information will be put in to the database for printed tickets to consolidate tickets which have been printed by the asset up until the printing of the Audit Ticket.

Perform a Manual Collection (used for Kiosk Assets)

When it is not possible to print an audit ticket then perform a 'manual' collection. This function should be used for performing collections at installed Kiosk assets.

- Log onto the Site Terminal, select **Collections** and the Collections table is displayed listing all of the machines currently installed on the system and with details of the last collection performed for the current calendar day.
- Select/highlight the relevant machine in the table as shown below.

Pos	Game	Asset	Printed	Validated(on site)	Redeemed
1	50 LIONS	11111	\$58.00 (7)	\$6.00 (2)	\$0.00 (0)
2	KIOSK	22221	\$0.00 (0)	\$0.00 (0)	\$0.00 (0)

Manual Collection

Close

- Select Manual Collection and the system will perform a collection for the selected machine using the Ticket transactions held within the database.
- When the collection has been completed by the system, a confirmation message is displayed with the total amounts and quantities (in brackets) of tickets printed, validated (on site) and redeemed during the collection period.

Collection complete for Position 2, KIOSK.
Redeemed Tickets - \$6.00 (2)

OK

5. Select **OK** and the user is returned to Collections table which is updated with total amounts and quantities (in brackets) that were displayed on the previous screen, as shown below.

Pos	Game	Asset	Printed	Validated(on site)	Redeemed
1	50 LIONS	11111	\$58.00 (7)	\$6.00 (2)	\$0.00 (0)
2	KIOSK	22221	\$0.00 (0)	\$0.00 (0)	\$6.00 (2)

Close

6. If there are no more Collections to perform then select **Close** and then **Logout**.



Note:

PHUB Machine Assets will display Tickets Printed and Tickets Validated (on site) amounts and quantities.

Virtual PHUB Kiosk Assets will only display Tickets Redeemed amounts and quantities.

8 Settings and Site Reset

Introduction

This section explains the Settings function within the Site Terminal, which displays the Site System Settings that are used to configure the PHUB devices either during the *Machine Install* or *Change PHUB* process.

The Settings screen also provides access to the Site Terminal Reset function which is used after the terminal has been removed from a site to reset the Site Terminal to its 'factory' settings so that it can be setup for another location.

These 'Settings' are maintained using the Ticket2Go Back Office system and updated on the Site Terminal every time the Site Terminal user application is opened.

Access Settings

To access 'Settings', log onto the Site Terminal, select **Settings** and the screen, shown below, is displayed.

Item	Settings
Cito only	True
Currency Symbol	\$
Show Validated Tickets	True
Tkt Expiry Period (Days)	7
Site Liability Period (days)	83
Force user login	True

Site Reset
Cancel

The contents of the Settings screen are as follows:

Field	Description
Cito Only	Set to True to show that the system is set-up for Cash In Ticket Out operation only.
Currency Symbol	Currency symbol currently configured for the system. T2G supports £, \$, €, WON, PHP and SGD currency symbols.
Show Validated Tickets	If set to True then for the Collection related screens, the system will display the value and quantity of printed tickets by the machine that have been validated onsite during the relevant collection period. Default is set to True.
Tkt Expiry Period (Days)	Number of days that the printed ticket is active (from the date and time that the ticket was printed). This value is downloaded to the PHUB and printed on all Cash Tickets.
Site Liability Period (days)	Number of days after the expiry period which a ticket is still valid to claim from the relevant corporate society. Default setting is 83 days.
Force user login	If set to True then the user will have to Log in to the Site Terminal Front End application to scan tickets. Default is set to True.

Field	Description
Force user logout(seconds)	A minimum time of 30 seconds can be set to automatically log out of the Front End application after no activity on the main screen. If set to 0 then the auto logout is disabled. Default is 30 seconds.
Force User Validation	If set to True then when validating a Cash Ticket the system prompts the user to enter the value displayed on the Ticket which is compared with the value recorded within the T2G database for the ticket transaction. Default is False.
Language	Can be set to either English or Spanish. Default is English.
Max Ticket Print Value	The maximum value which can be printed per Cash Out Ticket. For example, value is set at \$100 and there is a \$500 pay out at the machine then the system will print 5 x \$100 cash out tickets. Default is set to \$998.
Online/Offline Mode	Internal configuration. Default value is 4 for Offline CITO.
Site Terminal Status	Status of Site Terminal – to operate this should be displaying 'Activated'
ST Onscreen Keyboard	If set to True the onscreen keyboard for both the Site Terminal UI is enabled. Default setting is True.
2D QR-Codes	If set to True then Cash Pay Out Tickets will be printed in a 2D Data Matrix code format (GEN5 printer only).
Use Large Barcodes	If set to True then a larger 2D barcode is printed on the ticket. Default setting is False.

Site Reset

The Site Reset function is used when the Ticket2Go system is being removed from a site and it enables authorised users to reset the Site Terminal back to its 'factory' settings so that it can be installed at another location.

To perform a Site Reset follow this procedure:

1. **Login** to the Site Terminal with a user account that has access rights to remove machines from the system and perform a 'Site Reset'.
2. Open the **Installations** menu and remove all installed assets from the system.
3. Go back to the main screen and enter the **Settings** menu and click on the **Site Reset** button shown below:

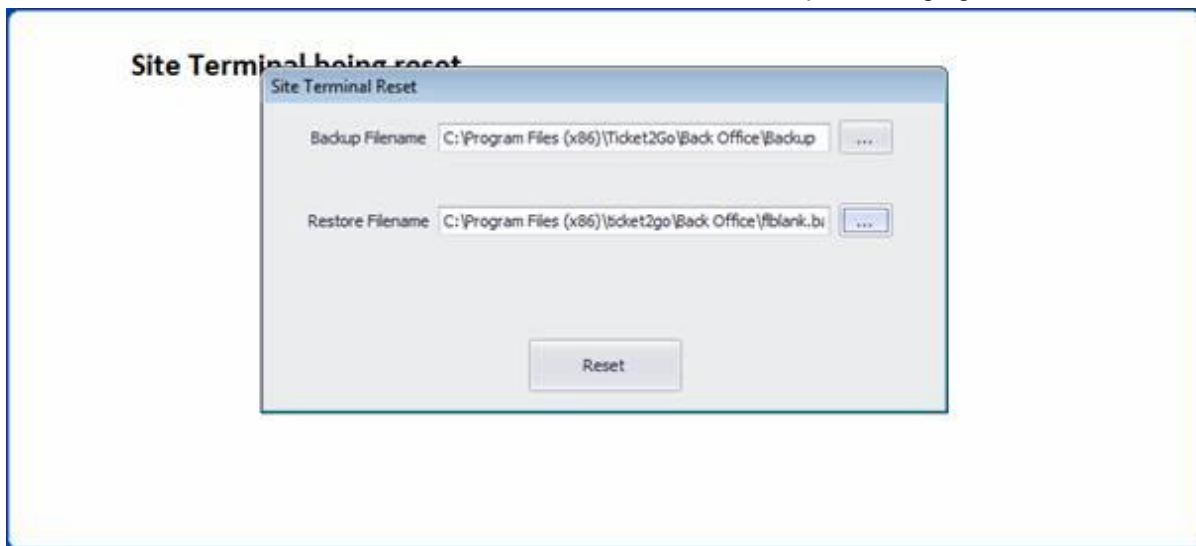
Item	Settings
Cito only	True
Currency Symbol	\$
Show Validated Tickets	True
Tkt Expiry Period (Days)	7
Force user login	True
Force user logout(seconds)	30

Site Reset
Cancel

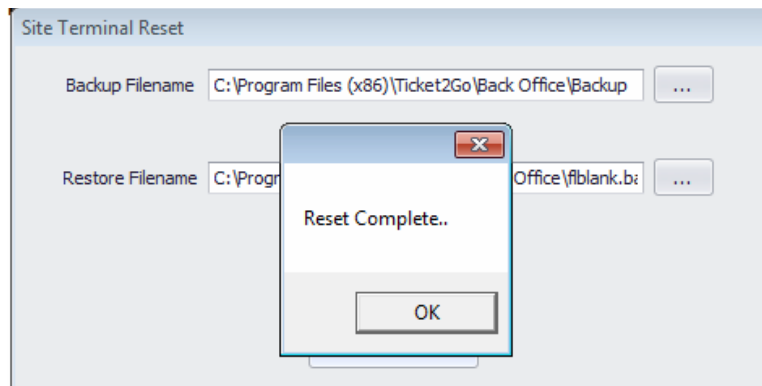
4. You will be shown the following prompt screen – select **OK** to initiate the Site Reset function:



5. You will then need to specify the blank database to restore to in the 'Restore Filename' path – this will default to standard flblank file in the Ticket2Go Back Office folder so won't require changing.



6. Select the **Reset** button and the database will be reset to the blank database and a confirmation will be given:



7. Select **OK** then the Front End application will confirm that the Site Terminal has been reset:



8. Confirm by pressing **OK** then Site Terminal Front End will automatically close and the Site Terminal will be reset to a blank state ready to be configured for a new site.

9 Back Office – Ticket Transaction Viewer & Site Ticket Collections

Introduction

This chapter explains how to access and interpret the data available on the Ticket Transaction Viewer and Site Ticket Collections functions within the Back Office system.

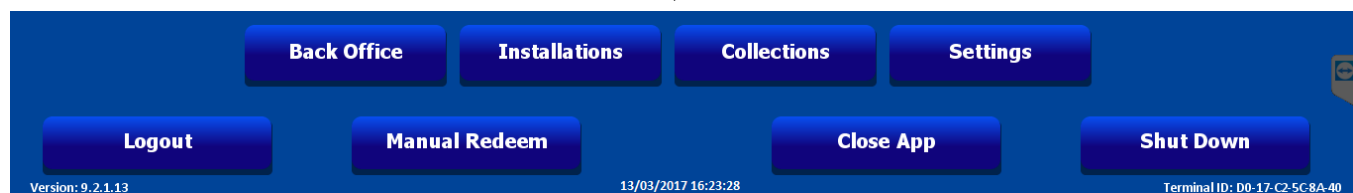
The Ticket Transaction Viewer allows users to review ticket transactions stored within the database and determine the total value of printed, redeemed and expired tickets during a configurable period. The function also enables users to review the date and time of when specific tickets were printed and redeemed in the event of a customer dispute or internal query.

The Site Ticket Collections function allows users to review the Tickets that were printed and validated during a specific collection period. To understand how to perform a Ticket Collection please go to Section 5 within this User Manual, however the results of the completed Ticket Collections are displayed on the Back Office Site Ticket Collections function.

Accessing the Ticket2Go Back Office system

The *Ticket2Go-Back Office* application can be accessed from the Site Terminal by:

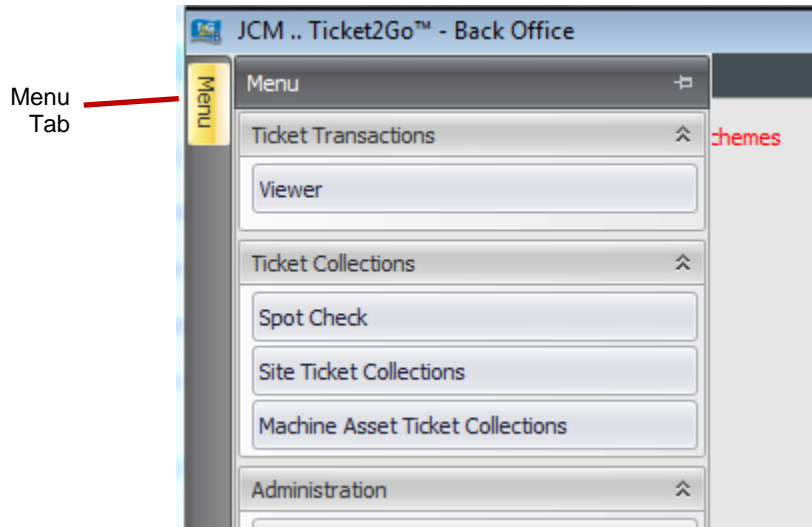
1. Select **Back Office** on the Site Terminal main menu, as shown below.




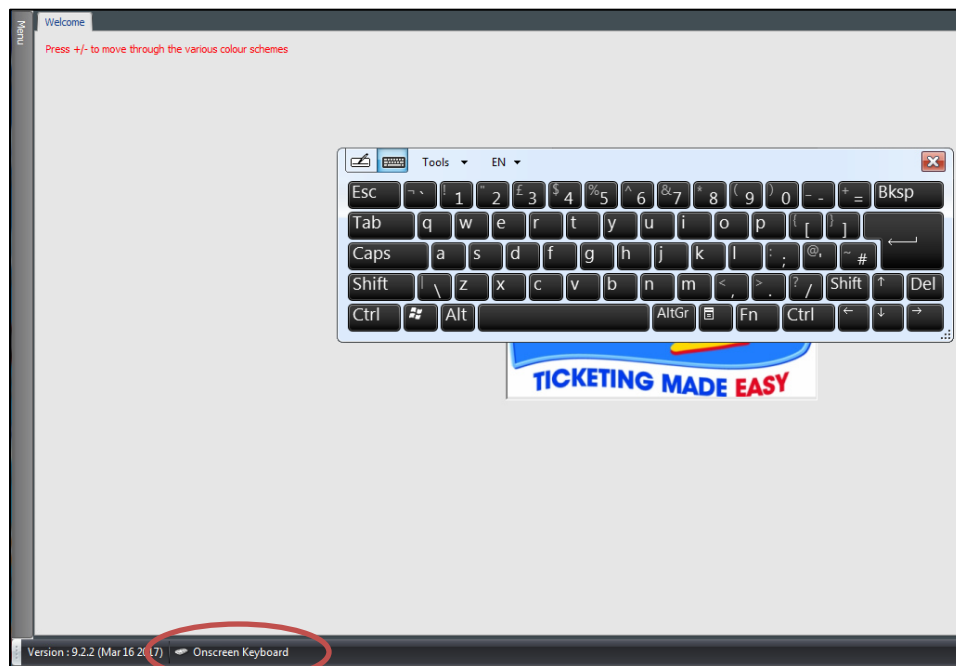
2. If the user logged onto the Site Terminal UI has security access to the Back Office application then it is loaded onto the screen as shown below.




- The Back Office Main Menu is, by default, hidden from view and to display the menu select the **Menu Tab** in the top left hand corner. This will display the *Main Menu* for the Back Office application on the left hand side of the screen.



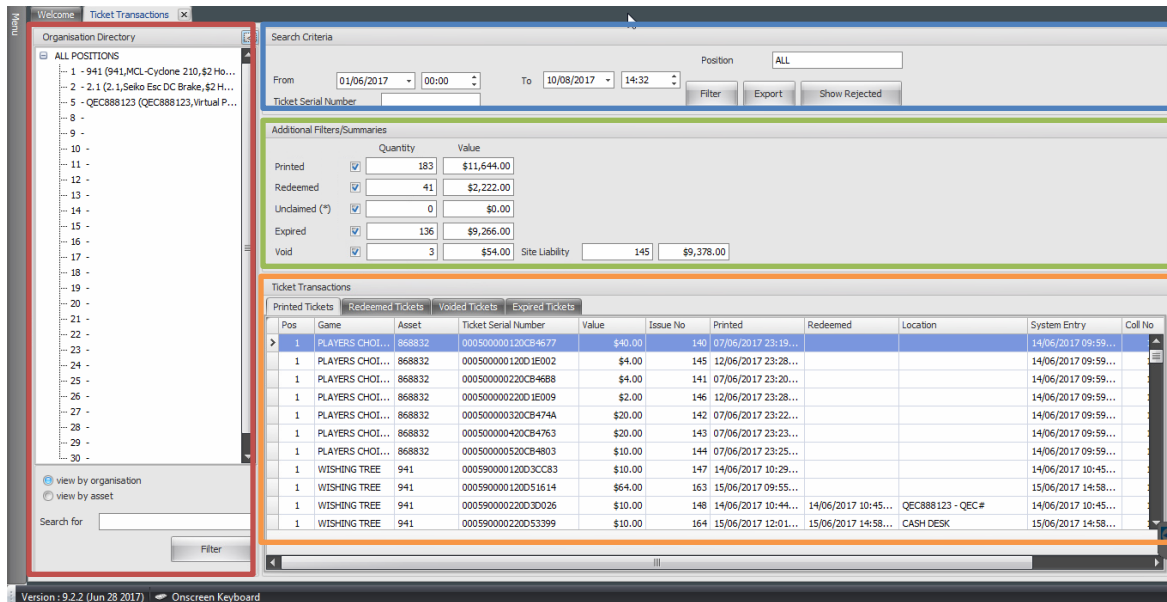
- To set the main Menu to auto hide ensure that the pin icon on the Menu Bar is set to .
- When navigating the Back Office application an Onscreen Keyboard may be required for test input into certain data fields. This can be accessed and opened by clicking on the **Onscreen Keyboard** button at the bottom left hand side of the Back Office Main Window, next to the application version number shown below.



- To close down the Back Office application and return to the Site Terminal the user selects  in the top right hand corner.

Ticket Transaction Viewer

This section explains the Ticket Transaction viewer function which allows the user to review the Ticket Transactions stored within the system database.



The screen is divided into the following 4 areas:

- **Organisational Directory** – Provides a list of the gaming positions set up on the system and the machine asset currently installed. This allows users to select either All Positions (whole site) or a specific gaming position.
- **Search Criteria** – The configurable date and time parameters that determine the data displayed in the Additional Filters and Ticket Transactions sections.
- **Additional Filters/Summaries** – Displays the total value and quantities of various transaction types during the time period and position/s specified in Search Criteria, which are explained in more detail below.

The data types included within the Additional Filters/Summaries section are described in the table below:

Field	Description
Printed	Tickets printed by the relevant machine(s) during the selected period
Redeemed	Tickets redeemed at Site Terminal(s) or Redemption Kiosks installed at property.
Unclaimed	Tickets that were printed by the relevant machine(s) that at the end of the selected period had not expired and had yet to be redeemed. This value does not take the 'From' date into calculation.
Expired	Tickets that were printed by the relevant machine(s) that had expired during the selected period.


Void	Tickets that were voided by the PHUB due to a power failure or system fault during the printing process.
Site Liability	Unclaimed tickets which haven't exceeded the Liability period (Expiry period + Site Liability Period). This data will only show if 'ALL' positions are selected for the Search Criteria.

- **Ticket Transactions** – displays the Printed, Redeemed, Voided and Expired transactions associated to the data types that have been ticked in the Additional Filters/Summaries section.

Ticket Transactions												
Printed Tickets Redeemed Tickets Voided Tickets Expired Tickets												
Pos	Game	Asset	Ticket Serial Number	Value	Issue No.	Printed	Redeemed	Location	System Entry	Coll No.	Collected	
1	PLAYERS CHOI...	868832	000500000120CB4677	\$40.00	140	07/06/2017 23:19...			14/06/2017 09:59...	159	14/06/2017 09:59:30	
1	PLAYERS CHOI...	868832	000500000120D1E002	\$4.00	145	12/06/2017 23:28...			14/06/2017 09:59...	159	14/06/2017 09:59:30	
1	PLAYERS CHOI...	868832	000500000220CB4688	\$4.00	141	07/06/2017 23:20...			14/06/2017 09:59...	159	14/06/2017 09:59:30	
1	PLAYERS CHOI...	868832	000500000220D1E009	\$2.00	146	12/06/2017 23:28...			14/06/2017 09:59...	159	14/06/2017 09:59:30	
1	PLAYERS CHOI...	868832	000500000320CB474A	\$20.00	142	07/06/2017 23:22...			14/06/2017 09:59...	159	14/06/2017 09:59:30	
1	PLAYERS CHOI...	868832	000500000420CB4763	\$20.00	143	07/06/2017 23:23...			14/06/2017 09:59...	159	14/06/2017 09:59:30	
1	PLAYERS CHOI...	868832	000500000520CB4803	\$10.00	144	07/06/2017 23:25...			14/06/2017 09:59...	159	14/06/2017 09:59:30	
1	WISHING TREE	941	000590000120D3CC83	\$10.00	147	14/06/2017 10:29...			14/06/2017 10:45...	168	15/06/2017 15:25:25	
1	WISHING TREE	941	000590000120D51614	\$64.00	163	15/06/2017 09:55...			15/06/2017 14:58...	168	15/06/2017 15:25:25	
1	WISHING TREE	941	000590000220D3D026	\$10.00	148	14/06/2017 10:44...	14/06/2017 10:45...	QEC888123 - QEC#	14/06/2017 10:45...	168	15/06/2017 15:25:25	
1	WISHING TREE	941	000590000220D53399	\$10.00	164	15/06/2017 12:01...	15/06/2017 14:58...	CASH DESK	15/06/2017 14:58...	168	15/06/2017 15:25:25	

Field	Description
Pos	Gaming position for the machine that printed the ticket.
Game	Name of game for the machine that printed the ticket.
Asset	Unique asset number for the machine that printed the ticket.
Ticket Serial Number	18 character serial number printed on the ticket.
Value	Value of the printed ticket.
Issue No.	Incremental print number for the PHUB that is printed on the ticket.
Printed	Date and time that the ticket was printed.
Redeemed	Date and time ticket was redeemed, NULL if yet to be redeemed.
Location	Location where the cash ticket was redeemed.
System Entry	Date and time that the ticket transaction was created in the database.
Coll. No.	Unique number for the collection record that the ticket is associated.
Collected	Print date and time for the audit ticket (printed at machine) used to automatically create the associated collection within the system for the installed machine asset.

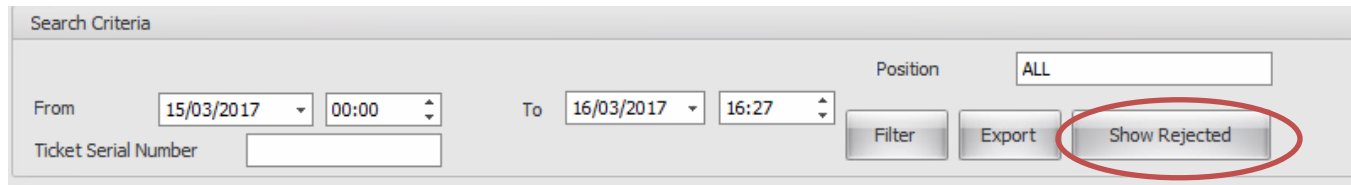


Note: To filter the results by a specific Position (or machine asset currently installed in the gaming position) select  in the top left hand corner of the Ticket Transaction Viewer, to open the Organisation Directory tree view, and then select the relevant Position/Machine Asset.

REJECTED TICKETS

If the user wants to check scanned tickets which have been rejected at the Site Terminal, then this can be checked by using the **Show Rejected** function detailed below:

1. Select the **Show Rejected** button in the Search Criteria area shown below:



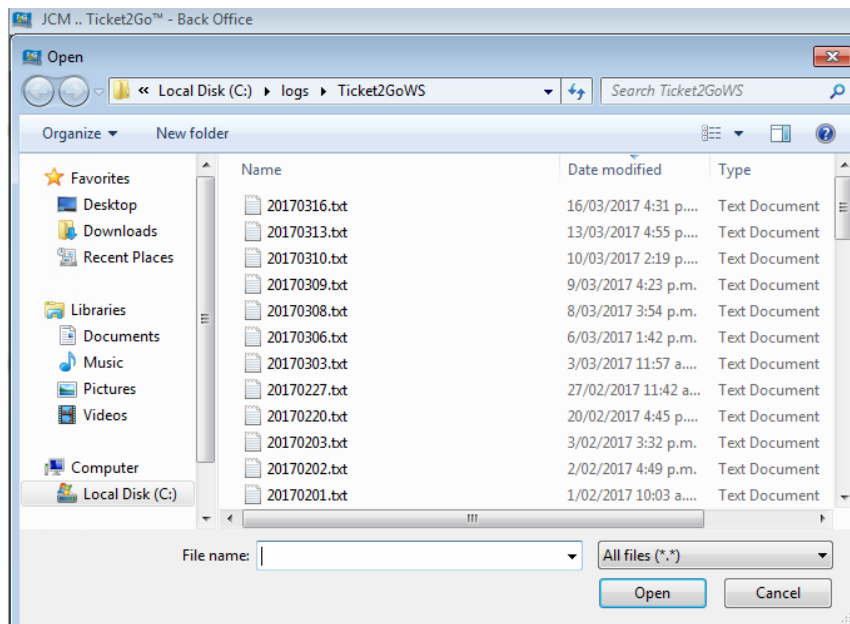
Search Criteria

From: 15/03/2017 00:00 To: 16/03/2017 16:27 Position: ALL

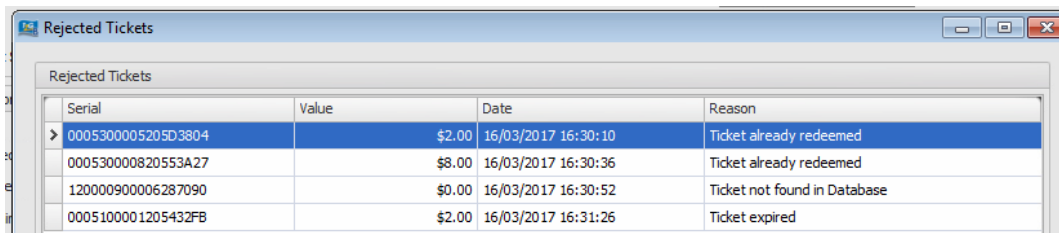
Ticket Serial Number: []

Filter Export **Show Rejected**

2. The user is prompted to select the relevant log file used to show rejected tickets from the relevant folder Ticket2GoWS or Ticket2GoWSecure. The logs are named in date format YYYY/MM/DD as shown below.



3. Highlight a log file and select **Open**. A window will open to display the rejected tickets for the date selected:



Serial	Value	Date	Reason
0005300005205D3804	\$2.00	16/03/2017 16:30:10	Ticket already redeemed
000530000820553A27	\$8.00	16/03/2017 16:30:36	Ticket already redeemed
120000900006287090	\$0.00	16/03/2017 16:30:52	Ticket not found in Database
0005100001205432FB	\$2.00	16/03/2017 16:31:26	Ticket expired

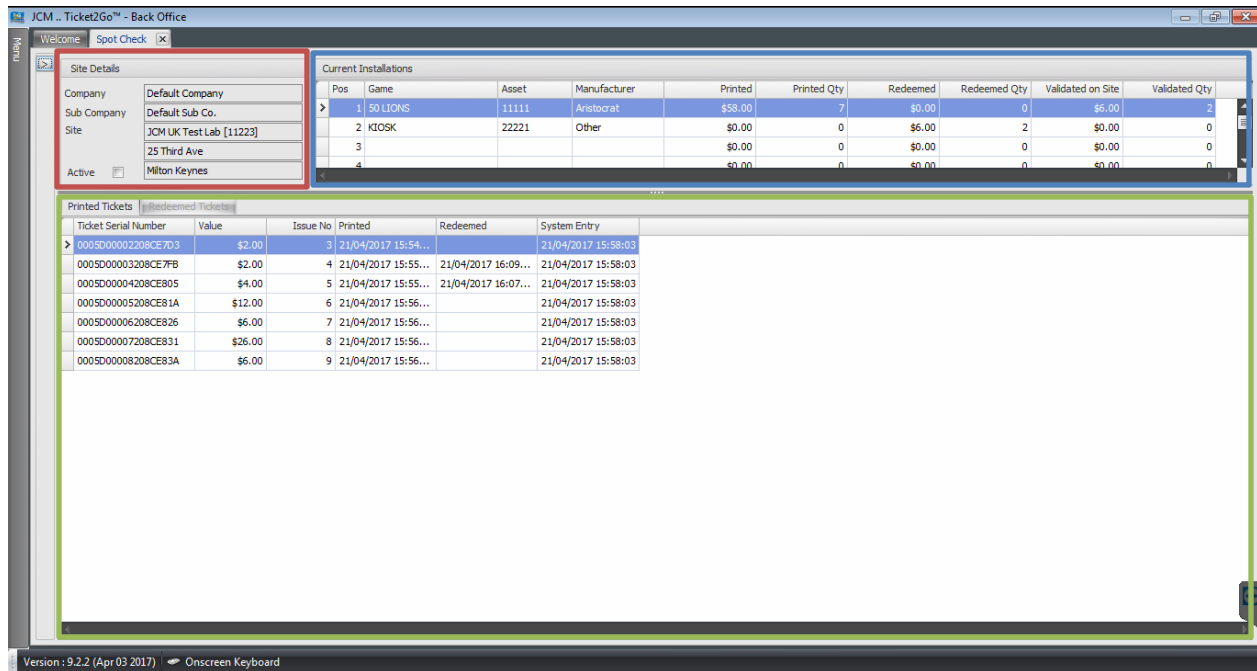
The following data is shown:

- **Serial** – 18 character serial number of the printed ticket which was rejected when scanning at the Site Terminal.
- **Value** - Value of the printed ticket which was rejected when scanning at the Site Terminal.
- **Date** – Date and Time when the ticket was scanned and rejected by the Site Terminal.
- **Reason** – The reason why the Site Terminal rejected the Validation of the scanned ticket.

Spot Check

This section explains the Spot Check function that is available on the Back Office-Main Menu, which allows the user to review the Tickets that have been Printed and Redeemed for each machine asset currently installed on the T2G system since the last collection.

This function allows the Operators Security and Audit team to easily audit the system against the machines meters by comparing the total value of Tickets Printed with the calculated Coin Out meter.



Pos	Game	Asset	Manufacturer	Printed	Printed Qty	Redeemed	Redeemed Qty	Validated on Site	Validated Qty
1	50 LIONS	11111	Aristocrat	\$58.00	7	\$0.00	0	\$6.00	2
2	KIOSK	22221	Other	\$0.00	0	\$6.00	2	\$0.00	0
3				\$0.00	0	\$0.00	0	\$0.00	0
4				\$0.00	0	\$0.00	0	\$0.00	0

Ticket Serial Number	Value	Issue No	Printed	Redeemed	System Entry
0005D00002208CE703	\$2.00	3	21/04/2017 15:54...		21/04/2017 15:58:03
0005D00003208CE7FB	\$2.00	4	21/04/2017 15:55...	21/04/2017 16:09...	21/04/2017 15:58:03
0005D00004208CE805	\$4.00	5	21/04/2017 15:55...	21/04/2017 16:07...	21/04/2017 15:58:03
0005D00005208CE81A	\$12.00	6	21/04/2017 15:56...		21/04/2017 15:58:03
0005D00006208CE826	\$6.00	7	21/04/2017 15:56...		21/04/2017 15:58:03
0005D00007208CE831	\$26.00	8	21/04/2017 15:56...		21/04/2017 15:58:03
0005D00008208CE83A	\$6.00	9	21/04/2017 15:56...		21/04/2017 15:58:03

The Spot Check screen is divided into the following 3 sections:

- **Site Details** – Provides details of the site.
- **Current Installations** – Lists all the machines currently installed on the system, together with the total value and quantity of Tickets Printed, Validated on Site & Redeemed since the last Collection was performed for the Machine Asset. The contents of the Current Installations table are detailed on the next page.

Field	Description
Pos	Gaming Position number.
Game	Game Title assigned to the machine asset currently installed in the gaming position.
Asset	Machine Asset number currently installed in the gaming position.
Manufacturer	Manufacturer associated with machine asset installed in gaming position.
Printed	Total value of tickets printed by machine asset since the last collection.
Printed Qty	Total quantity of tickets printed for the machine asset since the last collection.
Redeemed	Total value of tickets redeemed by the kiosk asset since the last collection.
Redeemed Qty	Total quantity of tickets redeemed by the kiosk asset since the last collection.

Field	Description
Validated on site	Total value of tickets printed by the machine asset that have been redeemed since the last collection.
Validated Qty	Total quantity of tickets printed by the machine asset that have been redeemed since the last collection.

- **Transaction Table** – Lists the individual Tickets Printed (Printed Tickets tab only shown for PHUB Machine Assets) and Redeemed (Redeemed Tickets tab only shown for Virtual PHUB Kiosk Assets) transactions since the last collection for the selected Machine Asset. The contents of the Printed and Redeemed Tickets tabs are as follows:

Field	Description
Ticket Serial Number	18 character serial number printed on the ticket.
Value	Value of the printed ticket.
Issue No.	Incremental print number for the PHUB that is printed on the ticket.
Printed	Date and time that the ticket was printed.
Redeemed	Date and time ticket was redeemed, NULL if yet to be redeemed.
System Entry	Date and time that the ticket transaction was added to the T2G database.

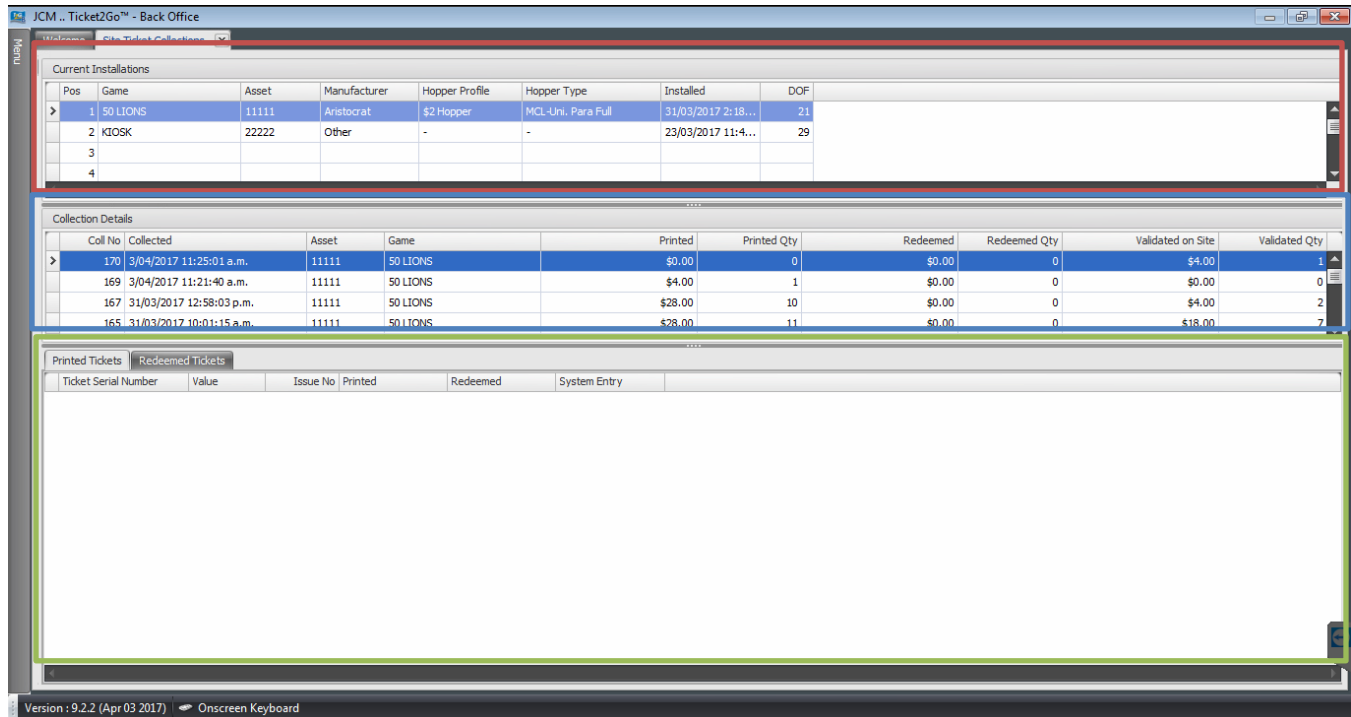
Site Ticket Collections & Machine Asset Ticket Collections

Ticket collections are created by Site Operatives when they scan an Audit Ticket (printed at machine by pressing the Audit button on the PHUB for more than 5 seconds) at the Site Terminal as part of the Collections process. When a valid audit ticket has been scanned the Ticket2Go system will automatically create a collection record and link all tickets printed by the machine since the last collection or when the machine was installed (if first machine collection). It will also associate all the tickets redeemed during the collection period that were printed by the machine asset.

The total amount and quantity of the tickets printed by the installed machine during the collection period are automatically calculated by the system. The system will also calculate the total value and quantity of tickets (printed at any machine installed in the relevant position) that were redeemed during the collection period – displayed as “Validated on site”. This information could be used to reconcile the tickets validated and paid to customers by the Site Operator during the collection period.

The Site & Machine Asset Ticket Collections function would also be used by Audit & Security personal who need to verify the ticket transactions included within a specific collection in order to determine the cause of a variance reported within any existing 3rd party coin-op based machine management system used.

Site Ticket Collections



Current Installations

Pos	Game	Asset	Manufacturer	Hopper Profile	Hopper Type	Installed	DOF
1	50 LIONS	11111	Aristocrat	\$2 Hopper	MCL-Lins. Para Full	31/03/2017 2:18...	21
2	KIOSK	22222	Other	-	-	23/03/2017 11:4...	29
3							
4							

Collection Details

Coll No	Collected	Asset	Game	Printed	Printed Qty	Redeemed	Redeemed Qty	Validated on Site	Validated Qty
170	3/04/2017 11:25:01 a.m.	11111	50 LIONS	\$0.00	0	\$0.00	0	\$4.00	1
169	3/04/2017 11:21:40 a.m.	11111	50 LIONS	\$4.00	1	\$0.00	0	\$0.00	0
167	31/03/2017 12:58:03 p.m.	11111	50 LIONS	\$28.00	10	\$0.00	0	\$4.00	2
165	31/03/2017 10:01:15 a.m.	11111	50 LIONS	\$28.00	11	\$0.00	0	\$18.00	7

Printed Tickets / Redeemed Tickets

Ticket Serial Number	Value	Issue No	Printed	Redeemed	System Entry

Version : 9.2.2 (Apr 03 2017) Onscreen Keyboard

The Site Ticket Collections screen is divided into 3 sections:

- Current Installations** – Displays the list of machine assets currently installed on the T2G system. The contents of the Current Installation table are as follows:

Field	Description
Pos	Gaming Position number.
Game	Game Title assigned to machine asset currently installed in the gaming position.
Asset	Machine Asset number currently installed in the gaming position.
Manufacturer	Manufacturer associated with machine asset installed in gaming position.
Hopper Profile	Hopper Profile set for the machine asset installed in the gaming position.
Hopper Type	Hopper Type (model) set for machine asset installed in the gaming position.
Installed	Date & time that the machine asset was installed into the gaming position.
DOF	Total number of days that the machine asset has been installed in the gaming position.

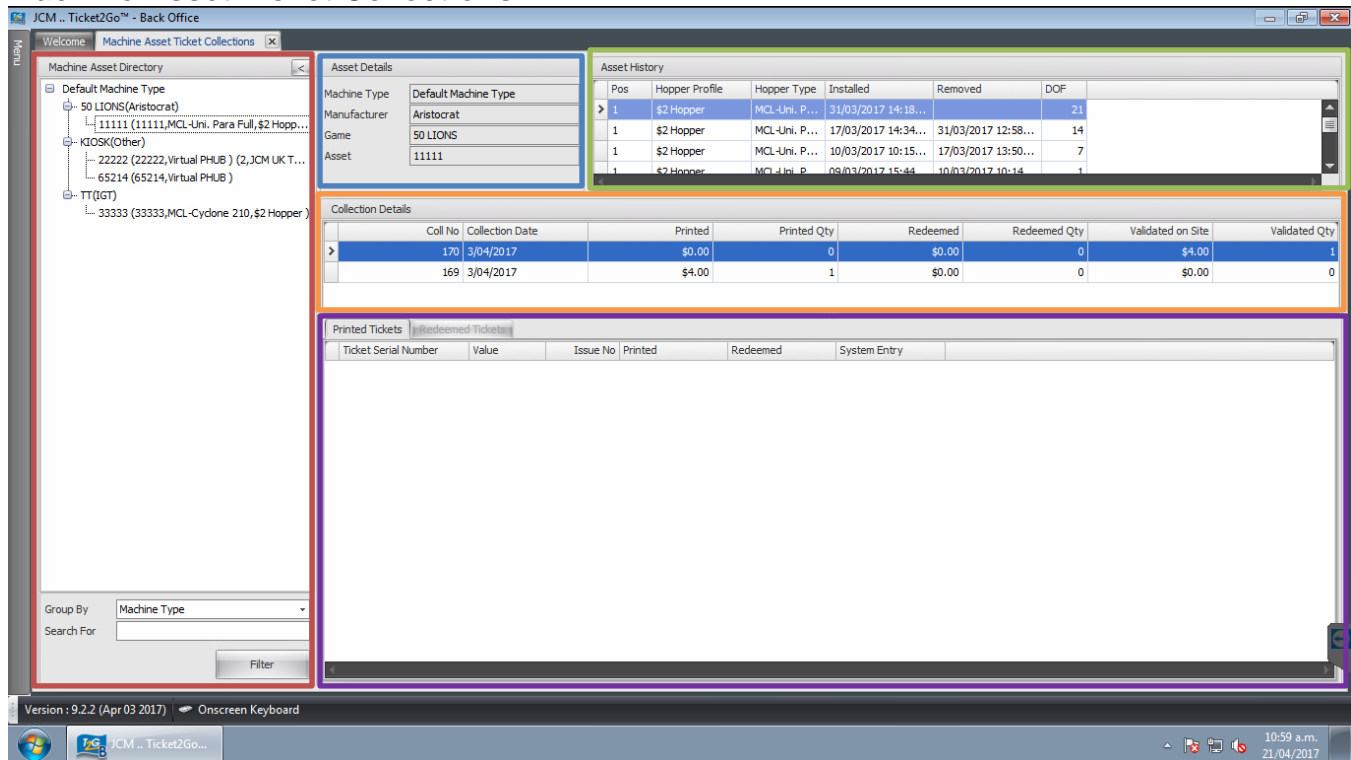
- Collection Details** – Displays the collections (and associated tickets transactions) for the gaming position selected in the Current Installations table. The Collection Details table lists all the collections that have been created by the T2G system for the machine assets that have been installed in the gaming position. The contents of the table are as follows:

Field	Description
Coll No.	Unique collection number generated by the T2G system which is stored against the collection record in the database.
Collected	Date & Time that the collection was created on the system (when user scans Audit Ticket whilst Site Terminal-Collections screen is displayed).
Asset	Asset number for the machine asset that was installed in the gaming position when the collection was created.
Game	Game Title associated with the machine asset installed in the gaming position when the collection was created.
Printed	Total value of tickets printed by the machine asset during collection period.
Printed Qty	Total quantity of tickets printed by the machine asset during collection period.
Redeemed	Total value of tickets redeemed by the kiosk asset during collection period.
Redeemed Qty	Total quantity of tickets redeemed by the kiosk asset during collection period.
Validated on site	Total value of tickets printed by the machine asset that were redeemed during the collection period.
Validated Qty	Total quantity of tickets printed by the machine asset that were redeemed during the collection period.

- **Transactions Table** – Lists the individual Tickets Printed or Tickets Redeemed (for Kiosk assets) transactions linked to the collection selected/highlighted in the Collection Details table, and the contents are as follows:

Field	Description
Ticket Serial Number	18 character serial number printed on the ticket.
Value	Value of the printed ticket.
Issue No.	Incremental print number for the PHUB that is printed on the ticket.
Printed	Date and time that the ticket was printed.
Redeemed	Date and time ticket was redeemed, NULL if yet to be redeemed.
System Entry	Date and time that the ticket transaction was added to the T2G database.

Machine Asset Ticket Collections



The screenshot shows the 'Machine Asset Ticket Collections' window. It features a sidebar with a 'Machine Asset Directory' tree. The main area is divided into several panels: 'Asset Details' (showing machine type, manufacturer, game, and asset ID), 'Asset History' (a table of asset installations), 'Collection Details' (a table of collections), and 'Printed Tickets' (a table of tickets). The bottom status bar indicates the version is 9.2.2 (Apr 03 2017) and includes an 'Onscreen Keyboard' button.

The Machine Asset Ticket Collections screen is divided into 5 sections:

- **Machine Asset Directory** – Provides the list of the machine assets that have been setup on the system, with grouping and filter options.
- **Asset Details** – Provides details of the machine asset selected in the Machine Asset Directory.
- **Asset History** – Lists all the instances of the machine asset having been installed on the system.
- **Collection Details** – Displays the collections (and associated tickets transactions) associated to the selected installation period in the Asset History table. The contents of the table are defined the same as the Site Ticket Collections screen.
- **Transactions Table** – Lists the individual Tickets Printed or Tickets Redeemed (for Kiosk assets) transactions linked to the collection selected/highlighted in the Collection Details table. The contents of the table are defined the same as the Site Ticket Collections screen.

10 Back Office – Administration

Introduction

This chapter explains the System Configuration functions that are usually administered by the System Administrator. Most of the functions are one time setup items that are undertaken when the System is initially installed on a property, or in the event of a major upgrade which introduces new functions.

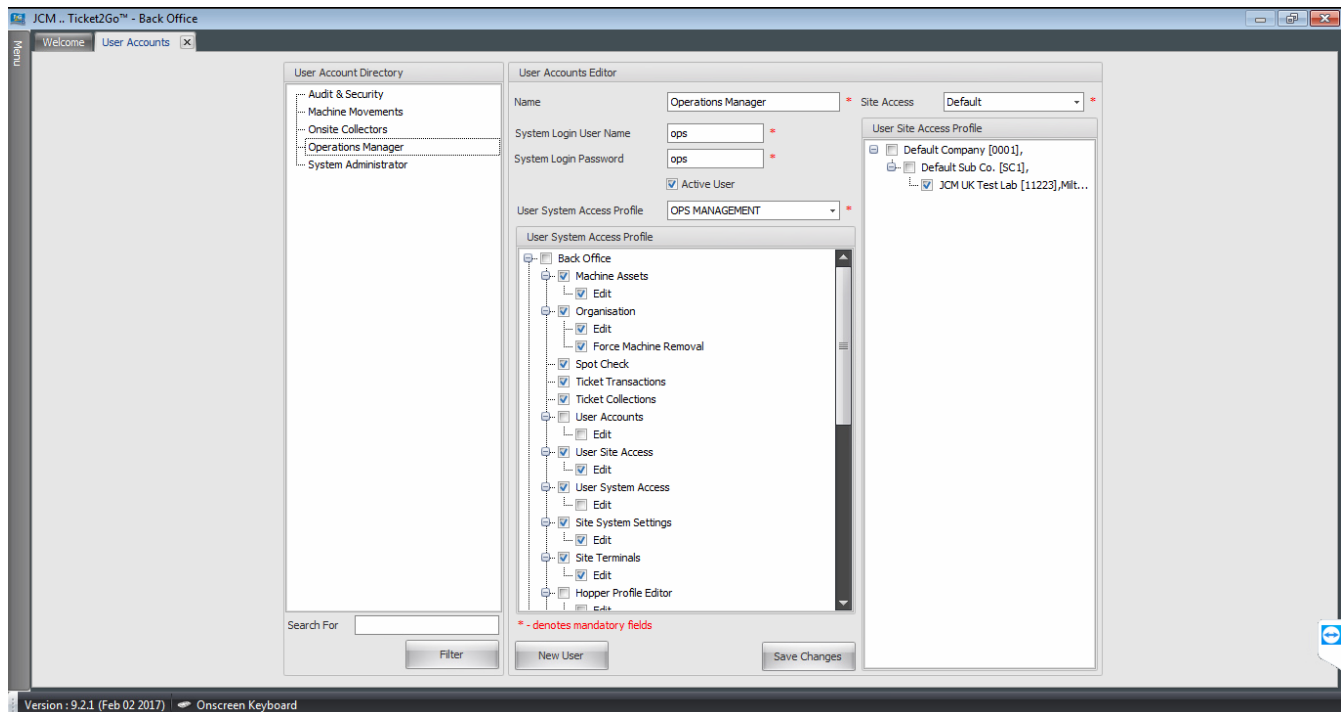
The sections within this chapter are ordered by the functions displayed on Main Menu of the Back Office Client Application.

User Accounts

This section covers the User Accounts that control a user's access to the system and it is where the user's user name and password, for accessing both the Site Terminal UI and the Back Office client application, are maintained together with the User System Access Profile that is assigned to the individual user account (see User System Access on page 54).

The default database supplied by JCM has the following default User Accounts setup:

- Audit & Security
- Machine Movements
- Onsite Operations
- Operations Manager
- System Administrator



To access the User Accounts function, select the relevant menu option and the screen shown above is displayed.

The User Account screen is divided into 2 sections:

- **User Account Directory** – Lists all the user accounts already setup in the system.
- **User Account Editor** – Provides details of the User Account selected in the User Account Director frame, which includes the Name of the User, their user name & password to access both the Site Terminal and the Back Office client applications and the User System Access Profile assigned to the user account.

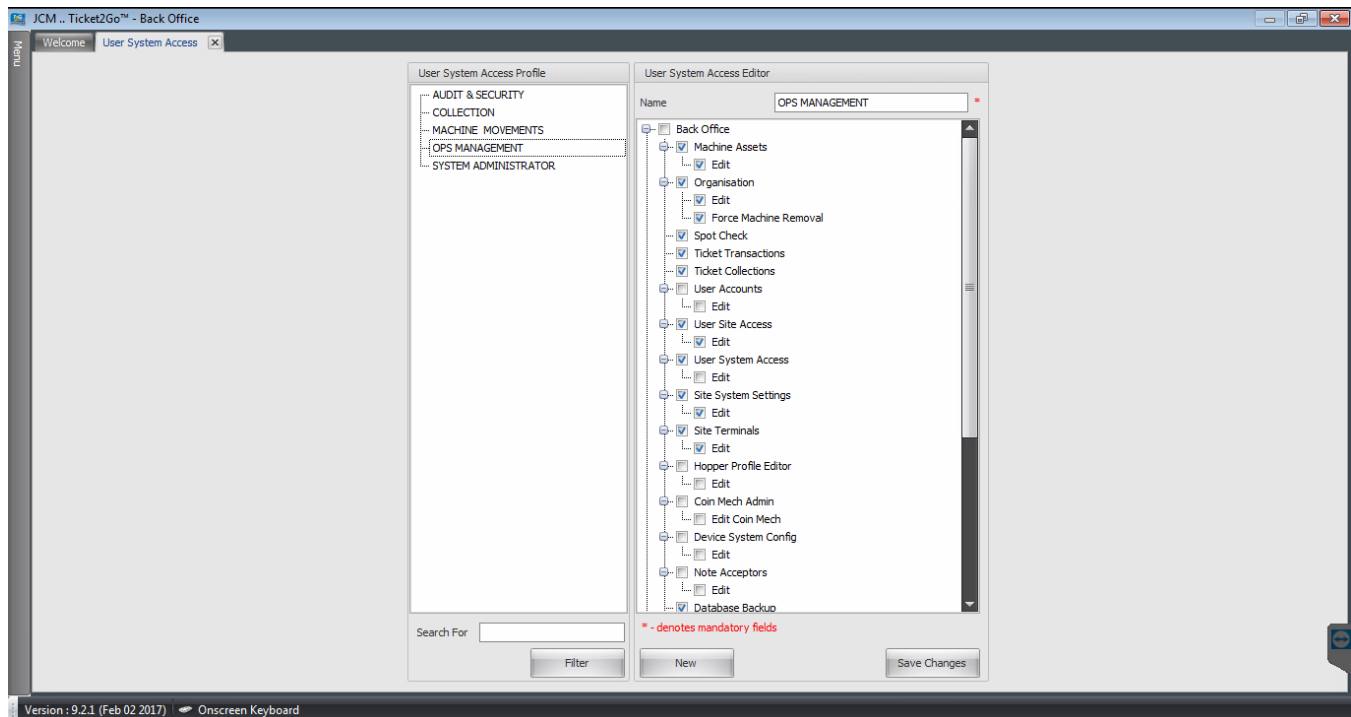
Create a new User Account

1. Select **New User**.
2. Enter the Name of the User.
3. Enter a user name and password for the user account....system will prevent duplicates being entered.
4. Select the relevant User System Access Profile.
5. Select **Save Changes**.
6. System will display confirmation message that new user has been setup on the system.

To edit an existing user account select the relevant User Account from within the User Account Directory, makes the necessary changes and then select **Save Changes**.

User System Access

This section covers the setting up of User System Access Profiles which are assigned to User Accounts (as explained in the previous section), and control a user's access to the functions included within the Site terminal and Back Office client applications.



The User System Access screen is divided into 2 sections:

- **User System Access Profile** – Lists all the profiles that have been setup within the system.
- **User System Access Editor** – Displays the controlled functions within the Site Terminal and Back Office Client applications and those that have been activated within the profile (tick in the associated box).

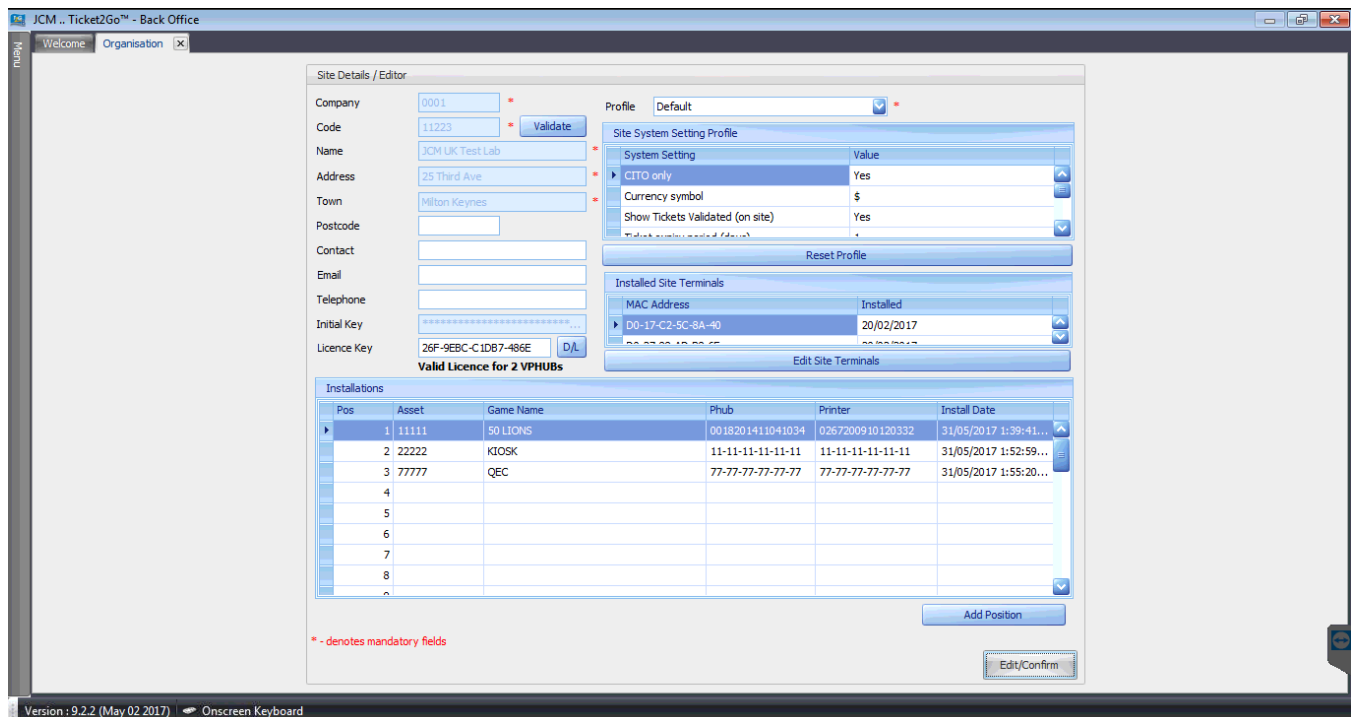
Create a new User System Access Profile

1. Select **User System Access** on the Back Office main menu. The screen shown on the previous page is displayed.
2. Select **New**.
3. Enter the name of the profile to be created.
4. Select all the controlled functions on the Site Terminal and/or Back Office client applications that the assigned user accounts will be allowed to access.
5. Select **Save Changes**.
6. System will confirm that the new user has been setup in the system, and the User System Access Profile section is updated with the name of the new profile.

To edit an existing profile select the relevant User Account from within the User System Access Profile list, makes the necessary changes to the list of controlled functions and then select *Save Changes*.

Organisation

This section covers the property wide system settings used by the client applications and are configured onto the PHUB's (as part of the Machine Install, Edit Machine processes).



Site Details / Editor

Company: 0001 *
Code: 11223 * Validate
Name: JCM UK Test Lab *
Address: 25 Third Ave *
Town: Milton Keynes *
Postcode: *
Contact: *
Email: *
Telephone: *
Initial Key: *
Licence Key: 26F-9EBC-C1DB7-486E * D/L
Valid Licence for 2 VPHUBs

Profile: Default *

Site System Setting Profile

System Setting	Value
CITO only	Yes
Currency symbol	\$
Show Tickets Validated (on site)	Yes

Reset Profile

Installed Site Terminals

MAC Address	Installed
D0-17-C2-9C-8A-40	20/02/2017

Edit Site Terminals

Installations

Pos	Asset	Game Name	Phub	Printer	Install Date
1	11111	50 LIONS	0018201411041034	0267200910120332	31/05/2017 1:39:41...
2	22222	KIOSK	11-11-11-11-11-11	11-11-11-11-11-11	31/05/2017 1:52:59...
3	77777	QEC	77-77-77-77-77-77	77-77-77-77-77-77	31/05/2017 1:55:20...
4					
5					
6					
7					
8					

* - denotes mandatory fields

Add Position

Edit/Confirm

Version: 9.2.2 (May 02 2017) Onscreen Keyboard

The Organisation screen is divided into the following sections:

- **Site Details/Editor** – Site name, address, town and code details which are setup when the system is first installed on the site. Once the first machine has been installed on to the system then it is not possible to change these parameters as they are used by the PHUB to print Cash Out Tickets.
- **Site System Setting Profile** – Site wide settings used by the components of the T2G system.
- **Installed Site Terminals** – A list of MAC addresses for the Site Terminal that have been registered onto the system. To validate a ticket these need to be registered on the system.
- **Installations** – List of the gaming positions setup on the system together with the machine asset currently installed (if applicable). System Administrators are able to create new gaming positions by selecting the Add Position.

Site System Settings Profile

To edit the Site System Settings the user changes the relevant parameters and then selects **Edit/Confirm**. However all the PHUB's installed in the machine will need to be reconfigured through the Auto Sync process which requires the device to be connected to the USB port on the Site Terminal, and the system will then auto detect and reconfigure the PHUB. The contents of the Site System Settings table are as follows:

Field	Description	Default Value
CITO only	Displays whether the system is configured for CITO only operation. This is not a configurable option on Site System Settings.	Yes
Currency Symbol	Currency symbol currently configured for the system. T2G supports £, \$, €, WON, PHP and SGD currency symbols.	Varies depending on regional image supplied. Default for NZ market is \$.
Show Tickets Validated (on site)	If set to 'Yes' then on the Collection related screens, the system will display the value of Tickets printed by the machine that have been validated onsite during the collection period.	Yes
Ticket Expiry Period (days)	The number of days that printed ticket is active (from the date and time that the ticket was printed). This value is downloaded to the PHUB and printed on all Cash Out Tickets.	7
Site Liability Period (days)	Number of days after the expiry period which a ticket is still valid to claim from the relevant corporate society.	83
Force user login	If set to 'Yes' then the user will have to Log in to the Site Terminal Front End application to scan and validate Cash Out Tickets.	Yes
Force user logout (seconds)	A minimum time of 30 seconds can be set to automatically log out of the Front End application after no activity on the main screen. If set to 0 then the auto logout is disabled.	30
Force User validation	If set to 'Yes' then when validating a Cash Ticket the system prompts the user to enter the value displayed on the Ticket which is compared with the value recorded within the T2G for the ticket transaction.	No
Language	The language file setup for the client applications, T2G currently supports English and Espanol (Spanish).	English

Field	Description	Default Value
Max Ticket Print Value	The maximum value which can be printed per Cash Out Ticket. For example, value is set at \$100 and there is a \$500 pay out at the machine then the system will print 5 x \$100 cash out tickets.	\$998
ST on screen keyboard	If set to Yes the onscreen keyboard is displayed on the Site Terminal application for user input.	Yes
2D Datamatrix Cash Out Ticket	If set to Yes then 2D Data Matrix codes will be printed for the Cash Pay Out ticket – GEN5 printer only.	No
Use Large Barcodes	If set to True then all PHUB's setup on the system are configured to print an extended 2D bar codes on Cash Out Tickets printed at the machines.	False

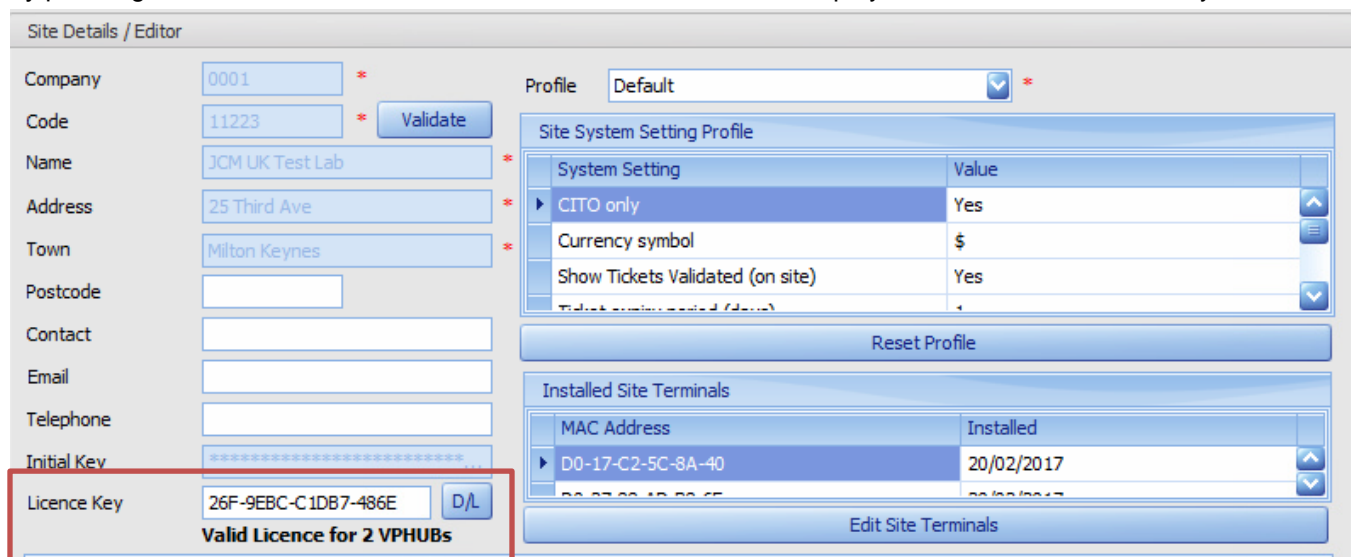
Creating Gaming Positions

An empty gaming position is required to install a machine onto the Ticket2Go system. When the T2G system is first installed into a property 30 gaming positions are setup within the system.

To create additional Gaming Positions the user selects **Add Position**, and the system will create the next gaming position that is available, i.e. if there are 10 gaming position numbered 1-10, when the user selects the Add Position a gaming position with a position number of 11 is created on the system, and each new gaming position is allocated the next number.

Adding VPHUB Licences

A VPHUB (Virtual PHUB) Licence is required to install a Virtual Phub machine onto the Ticket2Go system. A Virtual Phub machine is any machine/kiosk which connects to the Secure web service on the Site Terminal server. If a VPHUB licence is required then please contact JCM to purchase and allocate licences to the site. Once confirmed by JCM the Site Terminal should be connected online with internet connectivity and the 'D/L' button should be pressed in the Organisations screen to update the number of VPHUB licences and then saved by pressing 'Edit/Confirm'. The number of VPHUB licences will be displayed beneath the Licence Key:



Site Details / Editor

Company: 0001 *
 Code: 11223 *
 Name: JCM UK Test Lab *
 Address: 25 Third Ave *
 Town: Milton Keynes *
 Postcode:
 Contact:
 Email:
 Telephone:
 Initial Key: *****
 Profile: Default *
 Site System Setting Profile

System Setting	Value
CITO only	Yes
Currency symbol	\$
Show Tickets Validated (on site)	Yes

 Installed Site Terminals

MAC Address	Installed
D0-17-C2-5C-8A-40	20/02/2017

 Licence Key: 26F-9EBC-C1DB7-486E
Valid Licence for 2 VPHUBs

Machine Hoppers

The Machine Hoppers function is divided into 2 parts:

- **Hopper Types** – Controls the display of the various Machine Hoppers Types that are on the Site Terminal UI, when an authorised user is undertaking the Machine Install or Edit Machine process.
- **Hopper Profiles** – Defines one or more profiles that reflect the hopper configuration within the machine, in particular the number of hoppers and the associated coin denom.

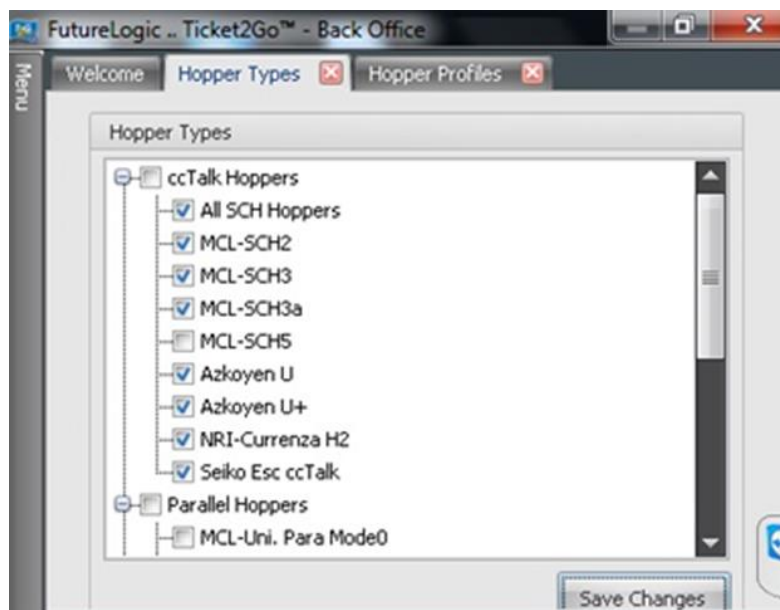
Administering Hopper Types

The Hopper Types screen, shown below, displays all the Hopper Types that are supported by the system. However not hopper types are used by a customer or entire market and therefore in order to provide clarity to the user that is undertaking the Machine Install & Machine Edit process via the Site terminal client application, it is possible to hide those hopper types that are not relevant to the particular operation.

The Hopper Types are divided into the following groups:

- ccTalk Hoppers
- Parallel Hoppers
- Machine Protocol (currently the system only supports SAS Handpay)

When the user selects the Hopper Type on the Machine Install and Machine Edit functions within the Site Terminal client application, then the items that are checked/ticked on the screen shown on the next page are displayed under the relevant group.



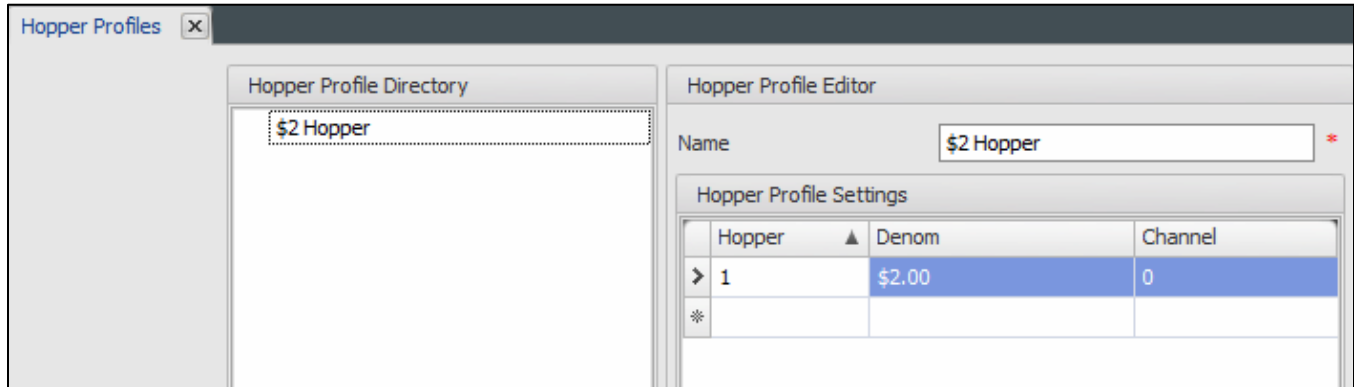
To edit the Hopper Type list, select/deselect the relevant Hopper Types and then select **Save Changes**.

Default Hopper Profile

The main processing unit with the gaming machines initiates a coin pay out by sending the number of coins to be paid out by a specific hopper. The machine is configured with the coin denomination (denom) for each hopper installed in the machine.

The PHUB has to act in the same manner as a coin hopper and has to be configured with the number of hoppers used by the gaming machine, and the coin denom for each hopper.

For the New Zealand market this is set by default to one hopper with a \$2 denomination, as shown below.

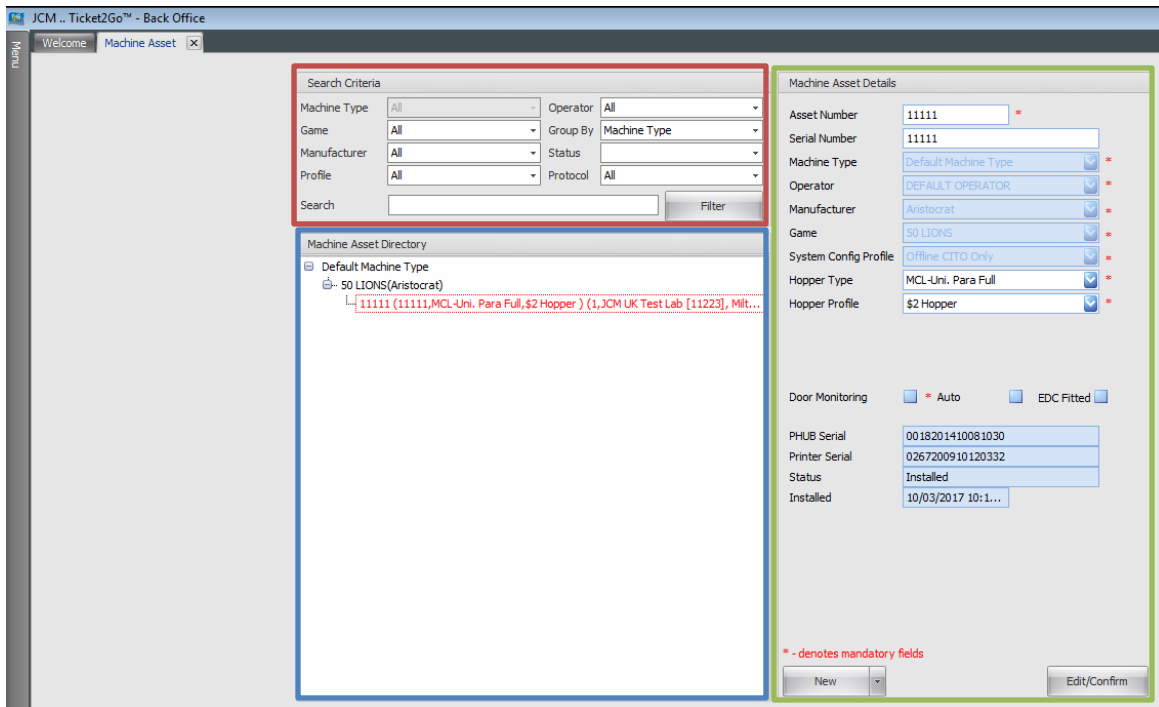


The screenshot shows the 'Hopper Profiles' window with a tab for '\$2 Hopper'. The 'Hopper Profile Editor' section displays the 'Name' as '\$2 Hopper'. Below it, the 'Hopper Profile Settings' table is shown with the following data:

Hopper	Denom	Channel
> 1	\$2.00	0
*		

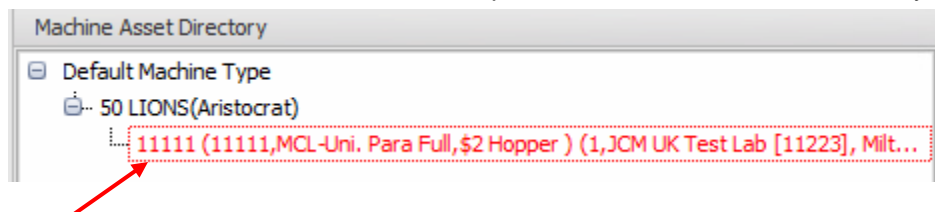
Machine Assets

This section explains the Machine Assets function within the T2G Back Office client, which displays all Machine Assets that have been created on the T2G Site Controller as well as provides the functions for the System Administrator to create additional Manufacturers.



The main screen is divided into 3 main areas:

- **Search Criteria** - The filter and group by functions control display of Machine Assets within the directory.
- **Machine Asset Directory** - Displays all machine assets based on the search criteria. In the example above the machine assets are grouped by Machine Type and then by Game.
- **Machine Asset Details** - Contains details of the specific asset selected in the directory window.

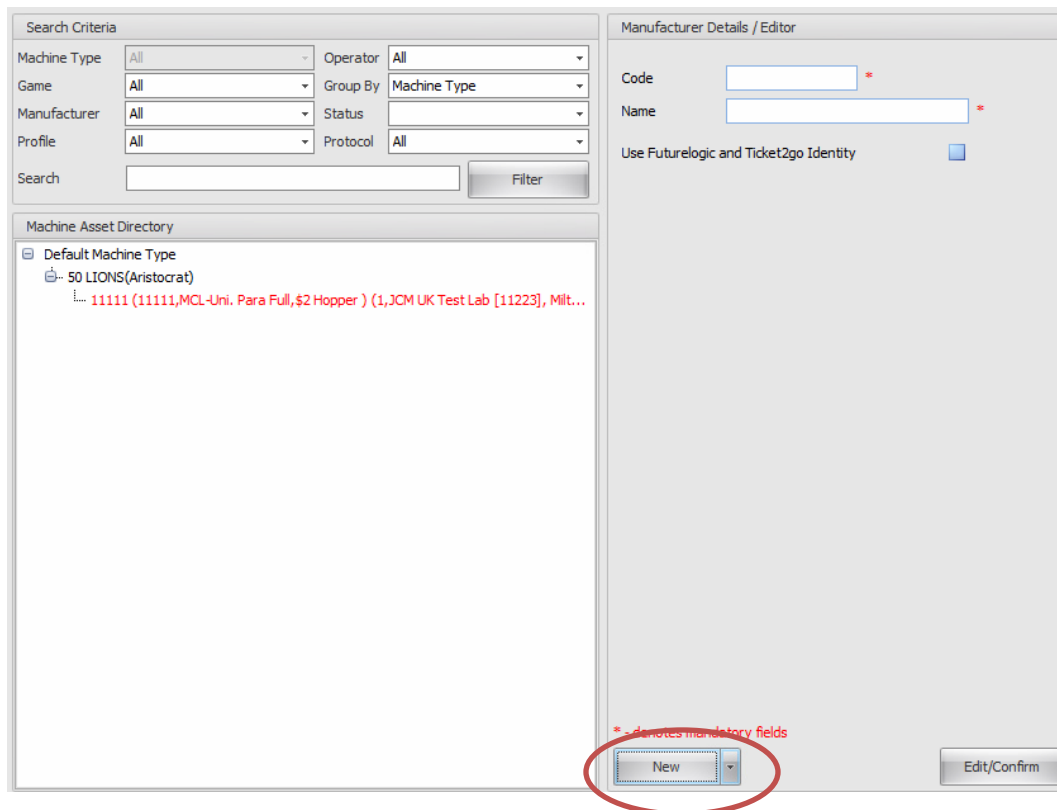


The machine asset line in the directory window provides the following data:

Machine Asset No. | Serial No. | Hopper Type | Hopper Profile

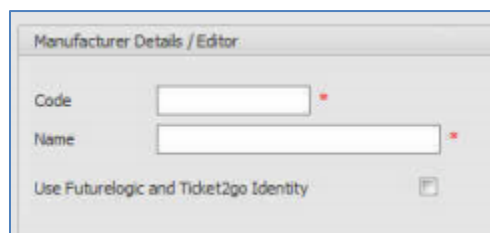
Machine assets in red text indicate that they are currently installed in a gaming position.

Creating a new Manufacturer



To create a new **Manufacturer**:

7. Select the **New** drop-down arrow on the Machine Asset window.
8. Select **Manufacturer** from the list and the screen shown below is displayed.

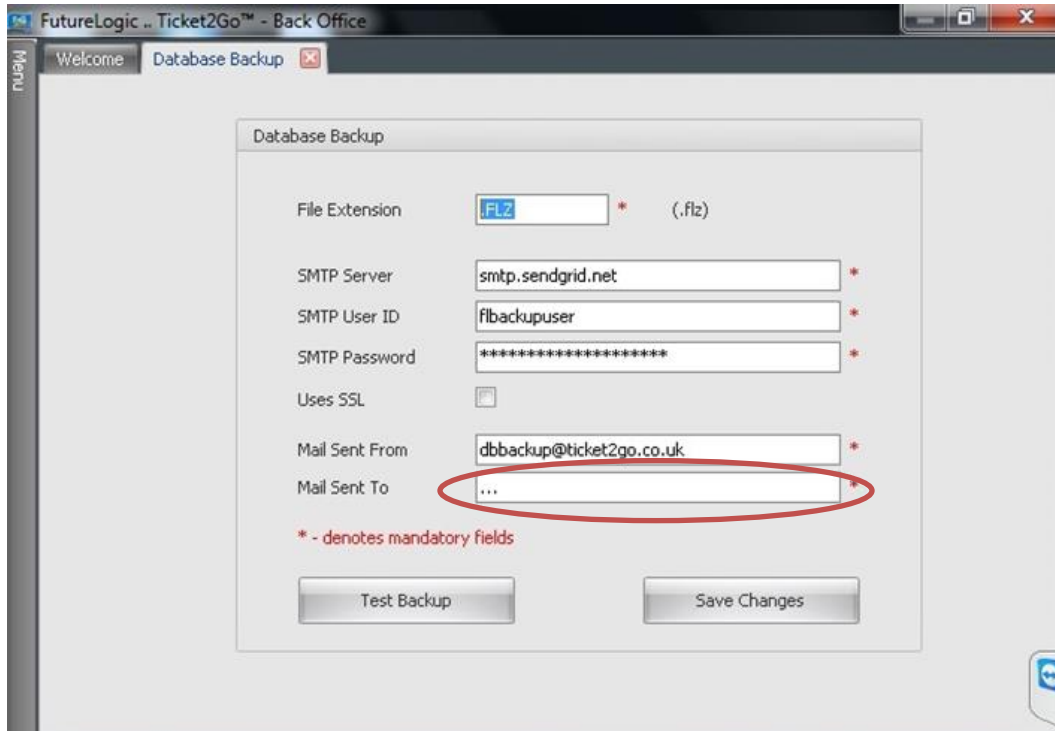


9. Enter a **Code** and **Name** for the Manufacturer.
10. Select **Edit/Confirm** to add the new Manufacturer to the system.

Database Backup

This section explains the Database Backup function within the T2G Back Office client, which displays the options for configuring the backup of the T2G database. The Database backup will run as a scheduled task on a daily basis by default at 9AM. If this requires changing please contact JCM to configure this change.

If for any reason the Site Terminal were to fail the database backup file can be used to restore the database onto a replacement Site Terminal to ensure minimal data loss.



By default the Site Terminal will not have any email address populated in the 'Mail Sent To' field shown above. To assign an email address where the database backup will be sent:

1. Enter the email address into the 'Mail Sent To' field by clicking the text entry box then opening the onscreen keyboard to enter text.
2. Select **Save Changes**.
3. It is recommended to run a test backup by clicking on the **Test Backup** button to check whether the email is received in the recipients email inbox.



Note: All database backup files will be sent in an encrypted .FLZ format for security. Only JCM have access to open this type of file, so please contact JCM if a database requires restoring on a replacement terminal. On some occasions email filtering will send the backup email to the junk folder, please check that the email is being received and is not blocked.

Appendix A Installing a Machine Quick Guide

1. Remove PHUB from machine.
2. **Login** to Site Terminal.
3. Select **Installations**.
4. Select relevant **EMPTY** position in the *Installations* table.
5. Select **Install Machine**.
6. Enter Asset Number for the machine and select **Search**.
7. If asset does not exist then enter Game, and select Manufacturer, Type and Hopper Profile (not required for SAS protocol machines).
8. Select **Install Machine**.
9. Connect the PHUB to Site Terminal.
10. Select **Configure** and wait for system configure the PHUB.
11. Once system has configured the PHUB, then select **OK** and disconnect the PHUB.
12. Select **Close** and then **Logout**.
13. Physically install PHUB in machine.
14. Print 'Encryption Ticket'.....press **Config** button on PHUB for 10 seconds.
15. Login to Site Terminal and select **Installations**.
16. Scan the 2D barcode on the Encryption Ticket.
17. System confirms that Machine has been installed and then displays the *Installation* screen.
18. Select **Close** and then **Logout**.

Appendix B Editing an Installed Machine

1. Remove the PHUB from the machine to be edited on the system.
2. **Login** to Site Terminal.
3. Select **Installations**.
4. Select the relevant position for the machine that requires editing
5. Select **Edit**.
6. Edit necessary configuration options.
8. Select **Save**.
9. Connect the PHUB to Site Terminal.
10. Select **Configure** and wait for system configure the PHUB.
11. Once system has configured the PHUB, then select **OK** and disconnect the PHUB.
12. Select **Close** and then **Logout**.
13. Physically install PHUB in machine.
14. Print 'Encryption Ticket'.....press Config button on PHUB for 10 seconds.
15. **Login** to Site Terminal and scan the 2D barcode on the Encryption Ticket.
17. System confirms that Encryption Ticket has been processed and then displays the Installation screen.
18. Select **Close** and then **Logout**.

Appendix C Removing a Machine Quick Guide

1. Physically disconnect and remove the PHUB from machine.
2. **Login** to Site Terminal and select **Installations**.
3. Select the machine to be removed from the *Installations* table.
4. Select **Remove Machine**.
5. When prompted connect PHUB to Site Terminal's USB port and select **OK**.
6. When the system has uploaded all data from the PHUB it will display summary details of the Final Collection.
7. Manually note down the *Final Collection* details, so that they can be added to the existing 3rd party machine management system/process, and then select **OK**.
Installations screen is displayed with machine no longer displayed in the relevant position.
8. Disconnect PHUB from Site Terminal.
9. Select **Close** on the *Installations* screen and then **Logout**.
10. Either physically reinstall PHUB into machine to be removed from Site or install into the replacement machine, if the Ticket2Go hardware is to remain onsite.

Appendix D Performing a Ticket Collection Quick Guide

1. Print *Audit Ticket(s)* for all machine(s) to be collected...press and hold down **Audit** button on the PHUB(s) until audit ticket printing process starts.
2. **Login** to the Site Terminal and select **Collections**.
3. Scan Short Audit Ticket for first machine to be collected.
4. System confirms that ticket processed and either requests user to Print Full Audit Ticket (by clicking both **Audit** and **Config** button once on the PHUB) to scan next ticket or displays Collection Summary screen.
5. Once Collection summary screen is displayed for the specific machine then select **OK** to return to main Collections screen.
6. Repeat items 3-5 for all remaining machines to be collected.
7. The summary ticket collection data is displayed within the *Collections* table for all machines collected.
8. If required manually process the *Printed Tickets* and *Validated Tickets (on site)* data displayed on the Collections screen onto the 3rd party machine accounting system.
9. Select **Close** on the *Collections* screen and then **Logout**.

Appendix E Replacing a PHUB Quick Guide

1. Physically remove the existing PHUB from the machine.
2. **Login** to the Site Terminal and select **Installations**.
3. Select the relevant machine in the *Installations* table....you can scroll the table contents across to right to see PHUB Serial Number (which is also displayed on the back of the PHUB).
4. Select **Change PHUB**.
5. Connect existing PHUB to USB port on the Site Terminal and select **OK**.
6. Site Terminal uploads data and clears down the PHUB.
7. If the Site Terminal is not able to connect to the PHUB then user will be given the option to Retry or Skip the upload process.
8. When prompted disconnect PHUB, connect replacement PHUB and select **OK**.
9. When the replacement PHUB has been configured, select **OK** and disconnect PHUB.
10. Select **Close** on the *Installations* screen and then **Logout**.
11. Physically install replacement PHUB in machine.
12. Print 'Encryption Ticket'.....press **Config** button on PHUB for 10 seconds.
13. **Login** to Site Terminal and scan the 2D barcode on the Encryption Ticket.
14. System confirms that Encryption Ticket has been processed and then displays the Installation screen.
15. Select **Close** and then **Logout**.

Appendix F Replacing a Printer Quick Guide

1. Replace the Ticket Printer in the machine and connect the new printer to the PHUB.
2. Turn on the machine and wait for the Phub Printer and Status LED's to turn solid green.

Appendix G Hopper Test Mode

Under No Circumstance should there be any need to enter the Hopper Test Mode while the CITO Phub is installed in a gaming machine.

If however, you enter the Hopper Test Mode you will need to follow this procedure:

- Depending on the model of machine, once selected, a Hopper Test will dispense up to 10 coins (\$20). With a Phub installed, the coins will be substituted for a ticket of the same value (i.e.; \$20).

NOTE: You will not be able to exit the test mode until you insert the same amount of coins back into the machine.

- This is a legitimate ticket, and you will need to validate it, explaining to the Venue Manager that the ticket is a result of a Hopper Test.
- The Venue Manager will provide you with the tickets value in coins (i.e.; \$20) from the Gaming Machine Float.
- You must then insert these coins back into the gaming machine in order to complete the Hopper Test, and return the machine to the game screen.
- Enter details of the Hopper Test in the venues 'FAULT REGISTER' including the following information...
 - Time of Hopper Test
 - Reason for Hopper Test
 - Value of Ticket
 - Your Name

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