



Office of Liquor Gaming and Regulation Jackpot Display System Requirements

Version 1.2.1

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1 Definitions

1.1 General Jackpot and Jackpot System Definitions

For a comprehensive set of definitions relating to jackpots in general and jackpot systems (not jackpot display systems) refer to the “Jackpot System Minimum Technical Requirements” document available from the OLGR web site.

Contributing Device (CD)

Refers to the device in the jackpot system that accepts bets and contributes to the jackpot system. In jackpot systems that operate with EGMs, the EGMs are the CDs.

1.2 Jackpot Display Definitions

Jackpot Artwork

Refers to any form of animation, artwork or information which :

- indicates the current amounts of the jackpot system;
- relates to a jackpot win;
- relates to the determination of a jackpot win;
- contains any rules relating to the jackpot system;

e.g. An animation which displays fireworks with the message “Grand Jackpot Won” is an example of jackpot artwork.

If anything partially contains jackpot artwork, then it will be considered jackpot artwork. For example, if idle animations are being displayed between displaying current amounts, than the entire animation (inclusive of the idle animations) shall be considered jackpot artwork.

Jackpot Display

Any device which publicly displays jackpot artwork.

e.g. a computer screen, plasma screen, LCD screen or LED display which is used for displaying animations resulting from a jackpot win, or a sign which is publicly displaying jackpot rules such as “Jackpot Range between \$100 and \$1000”.

Jackpot Display Controller

A jackpot display controller is a device which forms jackpot artwork using information collected from a monitoring system (or through a device which is connected to a monitoring system eg. an EGM), and then outputs this jackpot artwork for display on a jackpot display.

Examples of a jackpot display controller are :

- A CD that controls its own jackpot display,
- A device which gathers information from the monitoring system by sniffing the QCOM loop and displays this information on a screen.
- A device which gathers information by communicating directly to a site controller and displays this information on a screen.

Jackpot Display System

A jackpot display system contains any combination of jackpot display controllers, jackpot displays and jackpot artwork.

Win Animation

An animation that is displayed upon a jackpot win.

Idle Animation

An animation which does not contain jackpot artwork that is displayed in between the display of jackpot artwork.

Please note

In some situations It may be difficult to determine if an item is a jackpot display or simply advertising. To avoid problems associated with installing unapproved product into the field in these situations, OLGR should be contacted to make a determination.

1.3 General Gaming Terminology**Licensed Monitoring Operator (LMO)**

A licensee that is responsible for monitoring gaming equipment installed in Queensland gaming venues.

Jackpot Display System Manufacturer

The individual or organisation who manufactured or assembled the components of the jackpot display system.

Jackpot Display System Supplier

The individual or organisation responsible for supplying the equipment to the field.

QCOM

The communications protocol used in Queensland that allows EGM's to be controlled by an LMO.

Site Controller

A device which allows the LMO to control EGM's and other gaming equipment installed at gaming venues.

Player or Patron

For the purposes of this document, refers to any individual or group of individuals who will bet on a CD involved in a jackpot system.

JSMTR

The "Jackpot System Minimum Technical Requirements" document available from the OLGR web site.

PGID

Progressive Group ID. Refer to the QCOM protocol document.

OLGR Web Site

www.OLGR.qld.gov.au

2 Requirements

2.1 General

- 2.1.1 OLGR must approve all jackpot display controllers, jackpot artwork and jackpot displays used in Queensland before the equipment is supplied to Queensland gaming venues. Refer to Section 3 for requirements on submissions.
- 2.1.2 All jackpot artwork must have a version number.
- 2.1.3 All revisions, changes or updates to approved jackpot display controllers, jackpot artwork or jackpot displays must be approved by OLGR before the equipment is supplied to Queensland gaming venues.
- 2.1.4 Only a licensed supplier may supply gaming equipment. A “licensed supplier” is defined in the *Gaming Machine Act 1991* as :
- a) a licensed monitoring operator;
 - b) a licensed major dealer; or
 - c) a licensed secondary dealer.
- 2.1.5 Only licensed repairers are permitted to commission jackpot display controllers, or any jackpot displays that require connection to a jackpot display controller.
- 2.1.6 Jackpot artwork can only be installed within the gaming area, and must be directly associated with and physically located near participating CDs.
- For example, a sign displaying the current amounts of a jackpot system :
- can be located within the gaming area, on the wall behind the EGMs that are participating in the jackpot system;
 - cannot be located at the entrance of a venue (if that entrance is not part of the gaming area);
 - cannot be located at a bar or other service counter (if the bar or service counter are not part of the gaming area).
- 2.1.7 Any advertising of jackpot systems, or jackpot system components should be in accordance with the “Queensland Responsible Gambling Code of Practice”.
- 2.1.8 All dimensions in this document are in millimetres (mm).

2.2 Jackpot Artwork

- 2.2.1 Jackpot artwork must be easily interpreted, unambiguous, and must not be misleading to the player. For example, jackpot artwork must not improperly indicate a near miss, advertise prizes that cannot be won, or be overly complicated.
- 2.2.2 All statements on jackpot artwork must be true.
- 2.2.3 The name of the jackpot system must be displayed to the player.

- 2.2.4 Written instructions on jackpot artwork must be in English or any other official language with an adjacent English message. Written instructions must be grammatically and syntactically correct.
- 2.2.5 Jackpot artwork must be clearly visible.
- 2.2.6 Jackpot artwork must not be in any manner or form indecent or offensive (e.g. pornographic or unduly offensive to religious groups).
- 2.2.7 Jackpot artwork must not contain depictions of currency.
- 2.2.8 Unless installed in a casino, jackpot artwork must not contain depictions of, or references to any casino game (such as roulette, black jack etc.).
- 2.2.9 The outcome of any result (e.g. a jackpot pool win) must be displayed for a reasonable length of time.
- 2.2.10 All electronic jackpot artwork must be able to be verified against a master copy held by OLGGR using the SHA-1 hash algorithm.

2.3 Jackpot Display Systems

- 2.3.1 In order for a jackpot display system to be supplied to venues, it must first undergo interface / acceptance testing by the LMO. The jackpot display system may only be supplied to venues if these tests are successfully completed. Documentation of these tests must be maintained by the LMO, the jackpot display system supplier and where applicable, the jackpot display system manufacturer.
- 2.3.2 Jackpot display systems may only be installed if both the LMO and venue agree to the installation.
- 2.3.3 Jackpot display systems must be supplied to each venue with accompanying installation and operating manuals which contain the following information :
 - a) Information on any hardware connections and setup that may be required.
 - b) Information relating to any hardware or software configuration.
 - c) Any applicable safety information.
- 2.3.4 All jackpots that a player is eligible to win at any time must be clearly displayed to the player, unless the jackpot is specifically designed as a hidden jackpot.
- 2.3.5 A jackpot must not be offered at any time when it cannot be won. For example, if there is a hardware or communication failure of the jackpot system, it must be clear that the jackpot is off-line and unavailable.
- 2.3.6 Jackpot systems must adopt the policy "What You See Is What You Win" except with respect to other eligible (or simultaneous) winners of the same jackpot. This means the player is entitled to whatever is displayed by the jackpot display system except in a simultaneous win situation.

For information regarding simultaneous wins refer to the "Jackpot System Minimum Technical Requirements" document available from the OLGGR web site.

- 2.3.7 If CDs on a jackpot system remain in play during a jackpot win animation / jackpot notification, then the jackpot display system must be able to display two or more win animations / jackpot notifications in close succession without causing confusion.
- 2.3.8 Patrons playing CDs in a jackpot system must be able to see, from that location, the following information:
- a) The current amounts of the jackpot system;
 - b) Any rules relating to the jackpot system;
 - c) If a win occurs on a CD, all win notifications relevant to that CD.

- 2.3.9 The current amounts of the jackpot system must be visible to all players of the jackpot system at all times except for the following :
- a) Idle animations can be displayed for no more than 45 seconds in every 5 minute period.
 - b) Win animations can be displayed for no more than 30 seconds per win. This is to avoid a situation where there is a backlog of win animations.
 - c) After a win animation, it is acceptable to cycle short win messages with current amounts, until the win is paid.

This may be accomplished by displaying the current amounts using a jackpot display for each CD, or a single jackpot display which is the sole display for more than one CD (eg. an overhead plasma screen, LCD or LED display).

- 2.3.10 After a jackpot win or win animation, short messages containing win information (such as the current amounts) may be cycled on a jackpot display until the jackpot payout has been authorised.
- 2.3.11 The time period from when a jackpot has been triggered to when the players are actually informed of who has won the jackpot must not exceed 10 seconds. For example, if a jackpot has been triggered, the jackpot display system may display an animation which “builds tension” before informing the players of who has won the jackpot. This “tension building” animation cannot exceed 10 seconds.
- 2.3.12 If the jackpot prize for a player is less than the amount of money bet by the player to be eligible for the jackpot prize, then the jackpot display system must not refer to this situation as a win and must therefore not display win animations or play fanfares.
- 2.3.13 Jackpot display systems must not make misleading representations of the player’s odds of winning the jackpot.
- 2.3.14 Jackpot display systems must not contain an “illusion of control” whereby the player is misled into thinking that they can have an impact on the outcome of the jackpot system when they actually can not.

For example, a player can choose 5 boxes from 10, and the player is lead to believe the boxes contain different prizes. However, it does not matter which boxes are chosen as the player will always get the same prize (regardless of whether or not that prize is randomly chosen).

- 2.3.15 If a jackpot system contains a Wide Area (WA) Jackpot (Refer to JSMTR) the following applies :
- a) The name of the jackpot system operator must be clearly displayed to the public via the jackpot display system.
 - b) The jackpot display system must ensure that WA levels are uniquely identified, so that players are informed of which WA levels they are participating in. This may be accomplished by appropriate “branding” of WA levels.

For example, It must not be possible for a player to believe that a WA level at Venue A, is the same as a WA level at Venue B, if those WA levels are different.

- 2.3.16 Every jackpot level must have an associated level name clearly and consistently displayed to the players of a jackpot system. There must be no confusion about level identification.

For example, a three level jackpot can have the top level named as “Grand”, the middle level names as “Major” and the lowest level named “Mini”.

- 2.3.17 Jackpot display systems must have an automatic facility to switch jackpot display devices into a power save mode, where the jackpot display devices are turned off to conserve power and prolong monitor life. This facility must automatically turn off all jackpot display devices at an adjustable set time (eg. venue closing time) and then turn them back on at a subsequent adjustable set time (eg venue opening time).

Where the jackpot display system is of the QCOM sniffing type, the display must utilise the QCOM Site Enable Flag (SEF) so that when the site is disabled via the SEF, the power save will activate. The power save should activate after 15 minutes of a SEF disable.

2.4 Jackpot Displays

- 2.4.1 Jackpot displays must be positioned so that it is clear which CDs are a part of the jackpot system, and which CDs are not part of the jackpot system. Care must be taken to avoid situations where jackpot displays overhang CDs that are not part of the jackpot system.
- 2.4.2 Where CDs remain in play during any hardware or communication failures of the jackpot system which exempt one or more CDs from winning or contributing to the jackpot, the jackpot displays must indicate the jackpot is off-line and unavailable to those CDs. See also section 4 of JSMTR.
- 2.4.3 Jackpot displays must be installed in a safe manner. Consideration must be given to the relevant work place health and safety requirements.
- 2.4.4 Jackpot displays must not be mounted directly on CDs and must not impede access to CDs. For example, in order to remove the top box of an EGM, it is not acceptable to first have to remove the jackpot display.
- 2.4.5 Jackpot displays must be supplied to venues with accompanying installation and operating manuals that provide comprehensive setup and maintenance instructions. If the jackpot display is a publicly available product (i.e. an “off the shelf” product) it must be supplied to the venue with the installation and operating manual for that display.

2.4.6 Jackpot displays must not source power from CDs unless specifically approved to do so.

2.5 Jackpot Display Controllers General

2.5.1 To allow OLG to verify that digitised jackpot artwork contained in a jackpot display controller is the same as the approved jackpot artwork, jackpot display controllers must provide the ability to retrieve the jackpot artwork from the jackpot display controller in a portable electronic form (eg. via compact flash, SD Media, CD, DVD or Hard Disk Drive Caddy).

2.5.2 Installation and operating manuals must be comprehensive, complete and foolproof.

2.5.3 Any hardware or software required to configure a jackpot display controller (eg. keyboard, mouse, or setup utility) must be supplied with every jackpot display controller.

2.5.4 If a jackpot display controller requires any software configuration for correct operation (eg. the manual entry of a PGID or communications timeout parameter), then this software configuration must be presented in a simple and easy to use Graphical User Interface. Command line configuration utilities will generally not be acceptable. When designing this Graphical User Interface, assume users have only a rudimentary understanding of a computers operation (i.e. users know how to use a keyboard and mouse, with very limited understanding of anything else). All other configuration information must be detailed in the installation and operating manual. The intent is to simplify the installation process and reduce setup time of the jackpot display controller.

2.5.5 The software used by jackpot display controllers must include a version number.

2.5.6 Jackpot display controllers must be labelled with the manufacturer, model, the term "Jackpot Display Controller" and, if applicable, the theme the JDC is to be used for (this is to handle situations where the JDC can only be configured with a single theme).

2.5.7 All interfaces between the jackpot display controller and the monitoring system must be approved.

2.5.8 If the jackpot display controller loses communication with the monitoring system, or receives invalid information (such as not receiving its PGID or not receiving all levels), all jackpot displays controlled by the jackpot display controller must display the message "Communications Timeout".

2.5.9 If a jackpot display controller loses communications with the jackpot system, then to avoid displaying aged or possibly incorrect current amounts, the display must timeout after an appropriate period. A period of 10 seconds is recommended for rapid jackpots. Other values for less frequent jackpots will be approved on request if deemed acceptable.

2.5.10 Jackpot display controllers must be capable of displaying the ceiling value of all levels. The maximum value that a jackpot display controller can display must be stated in the installation and operating manual or on the jackpot display controller itself.

2.5.11 Jackpot display controllers must handle positive and negative adjustments correctly.

For example, if a current amount is negatively adjusted or positively adjusted by a large amount, the jackpot display controller must display the new value correctly. This is

especially important for jackpot display controllers that “roll up” current amounts on screen.

- 2.5.12 On power up, a jackpot display system must not display current amounts until the current amounts have been updated by the jackpot controller. This is to avoid displaying out of date values for the current amounts.
- 2.5.13 Jackpot display controllers must be located in a suitable position in a venue. The general public must not have access to the jackpot display controller. However, the jackpot display controller must be located in a convenient position to allow easy access for connections and configurations etc.
- 2.5.14 Unless approved by OLGR, jackpot display controllers (other than EGMs that control their own displays) must not be installed inside EGMs. Note that approval will need to be granted for every type of EGM into which the jackpot display controller will be installed.
- 2.5.15 Jackpot display controllers will generally not be approved to be installed in consoles because consoles are poorly ventilated and may cause the jackpot display controllers to overheat.
- 2.5.16 Jackpot display controllers that are larger than 300(w) x 300(d) x 200(h) will not be approved to be installed in consoles.

2.6 QCOM Sniffing Jackpot Display Controllers

A QCOM sniffing jackpot display controller is a device that obtains information by “sniffing” or “listening” to the data transmitted in a QCOM fiber optic loop. This is usually done via an additional fiber optic interface (FOI) card connected to the QCOM fiber optic loop at a venue (preferred method), or by listening to data received from within the CD. Refer to the OLGR “EGM Communications Interface and LAN Requirements” document for more information.

- 2.6.1 QCOM sniffing jackpot display controllers must not have a transmit line physically connected.
- 2.6.2 QCOM sniffing jackpot display controllers that must be placed in a specific location on the LAN must have a suitable message (eg. “Locate unit on loop after jackpot EGMs”) displayed in a clearly visible location on the jackpot display controller.
- 2.6.3 QCOM sniffing jackpot display controllers that use the QCOM “Linked Progressive Current Amounts Broadcast poll” (LPB) must handle the situation where more than one jackpot system may be operating in the same venue. (i.e. the LPB contains information relating to several PGIDs.)
- 2.6.4 QCOM sniffing jackpot display controllers must clearly display the message “Communications Timeout” when the jackpot display controller does not receive LPBs after a time out period.
- 2.6.5 QCOM sniffing jackpot display controllers that use LPBs must clearly display the message “Communications Timeout – No PGID” when the jackpot display controller does not receive LPBs containing its PGID after a timeout period.
- 2.6.6 Jackpot display controllers that display win animations by monitoring negative movements on PGID levels is less preferable and will be thoroughly scrutinised. The

intent here is that the only true indication of a jackpot win is when a jackpot acknowledgement is sent and this should be the only time a win animation is displayed not necessarily when a negative movement of a PGID level occurs.

Note :

It is recommended that the timeout period for the above 2 requirements is a variable parameter in the jackpot display system, and that this parameter defaults to around 60 seconds (but no lower) to cater for more than one PGID on the loop.

3 Submissions

3.1 General

- 3.1.1 All submissions must include a letter formally requesting OLGR to approve the items contained in the submission.
- 3.1.2 Where the jackpot display system has never before been approved by OLGR, all jackpot display controllers, jackpot artwork and jackpot displays that will be used in the jackpot display system must be submitted to OLGR for approval. Refer Section 3.2.
- 3.1.3 Apart from the covering letter all documentation and artwork material must be submitted in electronic format.

3.2 Jackpot Display System Submissions

- 3.2.1 All jackpot display system submissions must contain a block diagram of the system.
- 3.2.2 All jackpot display system submissions must contain a functional description of the system.
- 3.2.3 All jackpot display system submissions must include installation and operating manuals where appropriate. See also 2.3.3.
- 3.2.4 All applicable elements of sections 3.3, 3.4 and 3.5 must also be submitted.

3.3 Jackpot Display Controller Submissions

- 3.3.1 Jackpot display controller submissions must include installation and operating manuals.
- 3.3.2 The jackpot display controller must be submitted to OLGR.
- 3.3.3 Any tools that will be required to gain access to the jackpot artwork contained on the jackpot display controller must be supplied. This will allow signature verification to be performed on jackpot artwork.
- 3.3.4 A functional description of the operation of the jackpot display controller, including details of the methodology used to display current amounts, and to detect communications errors must be supplied.
- 3.3.5 If the jackpot display controller is LMO controlled, then a demonstration must be organised with OLGR and the LMO at the LMOs test site.

3.3.6 All jackpot display controller submissions must contain digital photographs (in electronic form submitted on a CD or DVD) of the jackpot display controller and any other components required to run the jackpot display controller.

3.3.7 All elements of section 3.4 must also be submitted.

3.4 Jackpot Artwork Submissions

3.4.1 All jackpot artwork must be submitted electronically on CD or DVD in exactly the same file format, resolution and colour palette as it will be used in the jackpot display controller. This is so direct file comparisons may be performed against approved artwork. If the file format is a non-standard or non-proprietary file format, then an appropriate viewer must also be submitted for the Microsoft "Windows XP" operating system.

3.4.2 If there is more than one item of jackpot artwork on the display controller, then a table indicating which files are displayed and when must be submitted.

For example : WIN_MAJOR.AVI played when the major level has been awarded.

3.5 Jackpot Display Submissions

3.5.1 If the jackpot display is a form of active display (such as a monitor, Translux style LED array, projector or similar), the submission must contain the following :

- a) All jackpot display submissions must contain digital photographs (in electronic form submitted on a CD or DVD) of the jackpot display and any other components required to run the jackpot display. Note that the display device is not required to be submitted.
- b) A specifications document that lists key information such as dimensions, weight, brightness and contrast.
- c) If the display device is not a publicly available product (i.e an "off the shelf" product), then the submission must contain evidence that the display device meets the current Australian standards relating to electromagnetic interference, electromagnetic immunity, radio frequency interference and radio frequency immunity.

3.5.2 If the jackpot display is in the form of a sign or other static (non-animated) device, then an image of the sign which clearly shows any jackpot artwork contained on the sign, and the overall dimensions of the sign must be submitted.

4 Revision History

Version	Changes	QIR	Who	Date Released	Incept Date
01	<ul style="list-style-type: none">Initial release	238	MB	22/09/2004	
1.1	<ul style="list-style-type: none">Fixed an error in the example of 2.3.11.Made other minor updates and grammatical changes	259	MB	08/02/2005	
1.2	<ul style="list-style-type: none">General update, including the requirements to have a power save mode, GUI configurations utilities and preventing the installation of displays directly on CD's	355	MB	06/10/2005	
1.2.1	<ul style="list-style-type: none">Updated to new DEEDI report document templateOLGR->OLGR		YL	29/08/2010	