Victorian Appendix to the Australian/New Zealand

Gaming Machine National Standard Version 10.0

FINAL 2008

Victorian Technical Requirements

V1 General

Introduction

V1.1   This Victorian Appendix to the Australian / New Zealand Gaming Machine National Standard lists additional or modified requirements to the Gaming Machine National Standard that Victoria requires for gaming machines operating in Crown Casino, TABCORP and Tattersall's gaming venues. Where any requirement in this Appendix is in conflict with the Gaming Machine National Standard, the requirement as stated in the Appendix shall be enforced. (The Gaming Machine National Standard is referred to as the "National Standards" in this Appendix).

All technical requirements reference back to their equivalent requirements in the National Standards.

When this appendix refers to "this document", it means the Victorian Appendix and the National Standards together.

See the National Standards "Supplementary Standards" chapter for the definition of the Victorian specific gaming machine parameters (such as MAXRTP and MAXBET).

In this document "Commissioner" means a member of the Victorian Commission for Gambling Regulation and the "Commission" means the Victorian Commission for Gambling Regulation.

Legislation

V1.2   The enabling legislation is the *Gambling Regulation Act* 2003 and the Gambling Regulation Regulations 2005. The requirements specified in this document are supplementary to and do not take the place of any of the requirements of the legislation.

Under section 3.5.4 of the Act, the Commission may approve or refuse to approve a gaming machine type or a game having regard to :
  a).   Player return, game fairness and security and responsible gambling and
  b).   Any standards in force under section 3.5.3; and
  c).   The certificate of a person listed on the Roll being a person referred to in section 3.4.61(1)(c).

The Australian / New Zealand National Standard for gaming machines, together with the Victorian Appendix constitute the standard in force (Commission's Standards) under section 3.5.3 of the Act. The standard is effective 6 months from the date of the making of the standard by the Commission as published in the Victorian Government Gazette. Until the revised version of the Commission's standards becomes effective, the current version of the National Standard is acceptable for the purpose of evaluating gaming machine types and games. In this event, the tester's certificate must report any difference between the current Commission's standard and the current National Standard.

V1.3   This section has been removed.

The Victorian Commission for Gambling Regulation

V1.4   The Victorian Commission for Regulation "the Commission" has the responsibility for administering and enforcing gambling legislation in Victoria. More information can be obtained about the Commission at "www.vcgr.vic.gov.au".

V1.5   Contact the staff of the Victorian Commission for Gambling Regulation (see "www.vcgr.vic.gov.au") for information regarding the submission for approval of new gaming machines or gaming machine games (obtaining an Application for Approval form for a new gaming machine or game).

Approval Process

V1.6   Legislation requires that only approved gaming equipment may be operated in Victoria. This document will be used by an Accredited Testing Facility (ATF) to evaluate gaming equipment against prior to the equipment being submitted for approval.

V1.7   The Victorian technical standards for TABCORP and Tattersall's gaming systems are listed in a separate document called the Victorian Systems Document (VSD).

V1.8   The Victorian Casino Technical Requirements Document (TRD) Version 3.0 provides the technical standards for gaming systems operating in the Crown Casino.

Objectives

V1.9   The Commission is looking to set high integrity standards for gaming equipment in Victoria. These standards may well be in excess of those in other jurisdictions. However, the approval of the use of standard devices in other gaming jurisdictions (which have similar standards to Victoria) will not be unreasonably withheld.

V1.10   Matters arising from the testing of gaming equipment which have not been addressed in this document (e.g. due to omissions or new technology) will be resolved at the sole discretion of the Commission as part of the approval process.

Document Scope

V1.11   The requirements in this document apply to all gaming machines types and games submitted for approval under section 3.5.5 of the Act.

V1.12   Copying or reproducing this appendix (or any part of this appendix) for commercial gain, without prior permission is prohibited.

Document Revision
Version Control

V1.13   The Commission may issue amendments to sections or clauses in this appendix to organisations listed on the distribution register. With each amendment, the date on the cover page will be updated.

Provision of Information

V1.14   The Commission may require information on currently approved gaming equipment in operation. Therefore, gaming operators and manufacturers must maintain and retain all records (i.e. those pertaining to the design, manufacture and test of the equipment) which may be required by the Commission.

V1.15   This section has been removed.

V1.16   This section has been removed.

Equipment Operation

V1.17   Gaming equipment which does not fully comply with all requirements specified in this document may be considered for approval provided the gaming equipment operates in a manner that is suitable in respect of:
    1. player return;

2. game fairness and security; and
3. responsible gambling

V2 Hardware Requirements

Logic Area
See also *NS Logic Area section* 2.3.36 to 2.3.39.
V2.1   If the logic area consists of a unit with no door as such, and if the entire unit can be removed and accessed, the security requirements for logic doors extend to logic units (i.e. removal of unit is equivalent to opening the door).

Cabinet Interference
See also *NS Cabinet Interference section* 2.3.51.
V2.2   Gaming equipment must not be adversely affected by electromagnetic emitting devices commonly used (e.g. mobile phones, walkie talkies etc.) and tests will be conducted using these devices immediately outside the cabinet.

Memory Requirements
RAM
See also *NS RAM section* 2.4.1 to 2.4.6.
V2.3   If applicable, batteries used for the purpose of backing-up RAM must be secured in a manner so that they cannot be easily disconnected.

Hard Meters
See also *NS Hard Meters section* 2.4.10 to 2.4.16.

Requirement for Hard Meters
V2.4   If the Central Monitoring and Control System (CMCS) that monitors a gaming machine does not frequently gather and record the gaming machine's meter information, the Commission requires that gaming machines must be installed with hard meters.

Types of Hard Meters
V2.5   Hard Meters may be implemented in gaming machines in either of two forms:
   a) An electro-mechanical meter.
   b) An electronic increment meter. The meter can only increment. Meter incrementing can only be performed by the gaming machine's computer. The meter must be readable by human inspection (e.g. via an LCD display) and may be read by the gaming machine's computer. The logic and power source of an electronic increment meter must be able to maintain and display the contents of its memory (meters) for a period of at least five (5) years after external power is disconnected from the device.

Security of Program and Memory
See also *NS Memory Requirements section* 2.4.

V2.6   Program or data memory residing in a gaming machine must not be able to be replaced or modified unless the methodology is secure and has been specifically approved by the Commission.
V2.7   The use of Clearing EPROMs or similar devices that write to memory is not permitted, unless the staff of the Commission has evaluated the source code of these devices and has established confidence in the associated controls to ensure that only approved devices are used in the field.

Circuit Boards

Switches and Jumpers

See also *NS Switches and Jumpers section* 2.4.25 to 2.4.26.

V2.8   The normal mode for switches and jumpers (if it exists) must be clearly marked on (or immediately adjacent) to the device, and if there is no room for such marking, the Commission requires that a diagram be easily visible somewhere within or on the logic area cabinet of the gaming machine.

Power Supply

See also *NS Power Supply section* 2.4.27 to 2.4.30.

V2.9   Where a gaming machine cabinet contains more than one power switch, each switch must clearly identify which unit it applies to.

Cash Input Systems
Coin Validators

See also *NS Coin Validators section* 2.5.4 to 2.5.6.

V2.10a   If a coin acceptor uses "reference coins" as a part of its validation process, the reference coins must be securely sealed in the acceptor and any adjustment or calibration devices (e.g. potentiometers) must be provided with an appropriate cover that will leave evidence of access if alterations occur after the device is calibrated.

V2.10b   See V9.18 Maximum Starting Credits

V2.11   A coin validator must include a mechanism (referred to as a "lockout") which prevents the input of any coins, or alternatively rejects all coins entered, during periods when the gaming machine is inoperable for any reason.

V2.12   Programmable devices used to program programmable coin validators are to be regarded as high risk components and may only be released to the gaming operator, casino operator or its maintenance group.

Cash Output Systems
Coin Hoppers

See also *NS Coin Hoppers section* 2.6.2 to 2.6.5.

V2.13   There is no mandatory requirement for a hopper cover in Crown Casino.

Cash Boxes

See also *NS Cash Boxes section* 2.6.7 to 2.6.8.

V2.14   The cash box must be isolated in a locked area (equipped with an electronic door access detection device) separate from the other locked areas of the gaming machine.

V3 Software Requirements
Source Code

See also *NS Code and Compilation section* 3.17.

V3.1   All program source files for gaming machines may be examined by an ATF. All source programs are to be provided on electronic media to the ATF. Subsequent releases (after the initial) are also to have source code provided in this way.

Source Compilation

See also *NS Code and Compilation section* 3.17.

V3.2   The ATF will compile/assemble/link all versions of software. These will be compared for an exact match with the officially released software. The supplier is to describe the type of computer(s) necessary to perform the creation of the software and is to supply all compilers, assemblers, cross reference tools, linkers, etc. necessary to complete this task. For any software approval, if a method of comparing the source programs and the executable to be tested does not exist at the scheduled time of commencement of formal testing, the testing process will not be commenced by the ATF.

Source Control and Upgrade

V3.3   The supplier is to provide new versions of software organised by a software control system cross referencing back to the previous release supplied to the ATF.

Software Functions Provided

V3.4   All implemented functions must operate according to the intended design; all messages displayed must be true and accurate and the software must be free of unintended side effects.

System Security
De-activation when a Logic Area has Been Accessed

See also *NS Door Open/Close section* 3.5.

V3.5   When a gaming device determines that a restricted area has been accessed, the device is to deactivate itself until appropriate investigations are conducted, at which time the device may only be re-activated by a method approved by the Commission (see V8.14 Logic Area Access, Power-Off Logic Area Access).

Tampering, Adjustment or Manipulation of Equipment

See also *NS External Mechanism Affecting Play section* 3.18.1.

V3.6   In order to prevent illegal tampering or manipulation that may affect game play (or outcome), or equipment operation, gaming machines must not have any functions or parameters adjustable by or through any separate computer, input codes, application of ESD/EMI, dip switch, jumper or other software readable input device except for the following:

> a) The adjustment of features that are wholly cosmetic (i.e. that do not affect functionality in any manner),
> b) The down loading in an authorised manner of any software, data or operational parameter,
> c) The replacement of a reference coin for comparison purposes in a coin validation device,
> d) An approved configuration (set-up) mode,
> e) Other operational parameters as approved by the Commission.

Access to Restricted Features

See also *NS Audit Mode section* 3.10.

V3.7   Access to the following restricted features of gaming machines shall be regulated by at least a key-operated switch, audit card, access to the inside of the machine cabinet, or other method to be approved by the Commission:
> a) Auditing Information,
> b) Metering Information.

Software Signature Checking
See also *NS Memory section* 3.2.

V3.8 All memory crucial to the operation of the gaming machine (game application software, communications, operating systems, etc.) must be included in the software signature check. Non critical memory (such as graphics) may be excluded.

V3.9 No background signature checks are permitted.

V3.10 The entire contents of a memory device must be included in the software signature check if it has stored in it software crucial to the operation of the gaming machine.

Setup - Gaming Device Configuration
See also *NS Modification of Gaming Machine Characteristics section* 3.18.

V3.11 A Gamble Bet option may be enabled or disabled in Audit Mode.

V3.12 If memory becomes corrupted, a gaming device must not assume default values and recommence gaming operation unless the assumed values have been configured by an approved mechanism.

Coin Diverter
See also *NS Coin Diverter section* 3.6.6 to 3.6.9.

V3.13 The Commission will not approve any gaming machine without a hopper if the only method of routing coins to the drop box is "software diversion".

Coin Hopper
See also *NS Hopper Error Conditions section* 3.7.7.

V3.14 In addition to accounting procedures used by software to determine the level of a hopper, if a hopper full sensor is provided, software must also interpret that sensor output to determine if a hopper is full.

Credit Redemption
Cash Out While De-activated
See also *NS Credit Redemption Conditions section* 3.7.

V3.15 The Commission requires that players who have a non-zero credit balance when de-activation occurs should be given the option to "cash-out" their balance. In the situation where the deactivation may last for a lengthy period of time, if there is enough of the system available at subsidiary points to enable a safe and accurate pay, this may be performed.

Small Credit Values
See also *NS Credit Redemption section* 3.7.
V3.16 The following requirements apply to redemption of small credit values less than the minimum legal coin value (currently 5 cents) e.g. 1 or 2 x 2 cent credits:
  a) It is not permitted for the gaming machine to round the odd credits down to zero or up to the minimum legal coin value (e.g. 5 cents).
  b) All appropriate gaming machine meter updates must reflect "un-rounded" amounts.
  c) Permissible methods for handling of such small credit values are:

i. Elimination of small credit values with an approved 'Residual Credit Removal Play' feature as described in that section.

ii. Leave the credits of a value less than 5c on the gaming machine and available for play.

iii. Allow a cash ticket or cancel credit to include the amount of less than 5c and to round up or round down the amount when the ticket or credit receipt is redeemed. If this implementation is adopted the "rounding" is not to be carried out by the CMCS unless it is accounted for by the CMCS in the cashier float reconciliation.

Cash Clearance Procedures

See also *NS Metering section* 3.3.

V3.17   The gaming machine must display the appropriate meter information. The accounting information must be available both for the entire period of operation of the gaming machine (since the last Memory Reset) and since the last Cash (Coin or Note) Clearance.

Central Control Versus Stand-Alone Operation

See also *NS Security/Integrity section* 3.18.

Stand-Alone Gaming Machines not Permitted

V3.18   Installed gaming machine must at all times, while in operational mode (where valid game play is possible), be in on-line communication with the CMCS.

Down-loadable Parameter Not Permitted

V3.19   A down-loadable parameter to control whether stand-alone operation may occur will not be permitted in this regard.

Game Detail Sheets

V3.20   It is not a requirement in Victoria that Game Detail Sheets be certified by a tester.

Substantial Wins

See also *NS Section 3.3.6.*

V3.21   Substantial Wins must cause the gaming machine to enter a lock-up mode until external intervention, eg attendant key or after system software verification by the central monitoring and control system followed by a "game enabled" command.

Credit Redemption

See also *NS Section 3.7.1*.

V3.22   Available credits may be collected from the gaming machine by the patron pressing the "COLLECT" button at any time other than:

a) during a play;

b) while in Audit mode;

c) while any door open condition exists;

d) while in Test mode;

e) while the player's Credit Meter or Total Wins Meter is incrementing;

f) -

g) -

h) while the game is in Player Information Display (PID) mode.

Game Fairness Objectives
See also NS Section 3.9.59.

V3.23   Add the following after section 3.9.59 of the NS "However such games may be acceptable where the issue of illusion of control is explicitly addressed via approved artwork, approved decals or other approved means."

Last Play Information Required
See also NS Section 3.12.4.

V3.24   After subsection (k) of the NS section 3.12.4 insert "l). the total number of external bonus/jackpot credits paid directly to the credit meter as a result of the last play and obvious to the player (eg where the credit meter has been incremented).

Non-Fault Gaming Machine Events (Where Substantial Win occurs)
See also NS Section 3.16.7.

V3.25   Under "Cleared By" Column change "Cleared by an attendant" to "Cleared by an attendant or other approved means such as the central monitoring and control system software verification followed by a "game enabled" command."

Standard Deviation
See also NS Section 3.9.17.

V3.26   -.

V4 Game Design Requirements

Stand Alone Progressive Game Return
See also *NS Progressive Jackpots section* 3.15

V4.1   Where a stand alone progressive prize is offered, it must be implemented such that the "start-up value + increment rate" of the progressive ensures that the 87% minimum return is realised.

V4.2   When transferring progressive prizes to the player's credit meter, any residual amount less than the base credit value not transferred to the player's credit meter must be incorporated into the next progressive prize.

Random Prize
See also *NS Game Play section* 3.9.
V4.3   A game may offer random prizes provided that there is an equal likelihood of obtaining a random prize on each play of a game.

Large Win Prize Truncation
See also *NS Prize Determination section* 3.9.14.

V4.4   In no circumstances should a large win have its prize amount truncated or limited due to constraints of a game rule, gaming machine's memory storage, screen display, artwork or any other such reason. If

there are possible prizes that may exceed a program limit or constraint, the prize table and/or maximum wagers for a game must be structured such that the highest win cannot exceed this limit. Permitted exceptions are respin/free games which provide a possible infinite prize but where the probability of this occurrence is infinitesimal.

V5 Artwork Requirements

Artwork General
Roulette games
See also *NS Roulette section* 4.5.5.

V5.1   -.

Dice Games
See also *NS Dice Games section* 4.5.6.

V5.2   -.

Stand Alone Progressive Games
See also *NS Other Games section* 4.5.

V5.3   -.

V6 Banknote Acceptance Devices

Master Meters
See also *NS Master Meters section* 5.3.13.

V6.1   Banknote device master meters are required on the gaming machine, but they are not required to be sent to the CMCS.

V7 Submission Requirements

Submitted Equipment
See also *NS Chapter 6*.

V7.1   The equipment that is submitted for testing must be of a production standard model and must be in "normal operation" during test, including running software in communication with a CMCS or approved simulator (where the equipment employs some form of data communications).

V8 On-Line Significant Events (TABCORP & Tattersall's only)

V8.1   This section is a summary of each of the Significant Events that are required and an indication of what type of significant event this is (relative to requirements for de-activation and reactivation).

Time Criteria For Reporting Events

V8.2   All these significant events are to be detected and notified within ten seconds of occurrence or as soon as possible after restoration of communications.

V8.3   The following list defines four (4) types of significant event and the "type" numbers used elsewhere refer to this list:

a) **TYPE 1** Information only (no de-activation),

b) **TYPE 2** Events that lead to automatic de-activation but also allow for immediate automatic re-activation when the problem goes away (e.g. authorised door open),

c) **TYPE 3** Events that lead to automatic de-activation and require manual re-activation,

d) **TYPE 4** Events that lead to automatic de-activation and require manual re-activation, but only after the staff of the commission audit procedures are satisfied. These procedures may involve immediate approval for re-activation, or the approval is withheld until physical inspection by an Inspector of the Commission is completed.

V8.4   Some events also include a suffix: **"R"** Means that the event must be reported by the CMCS in the daily "Type 4 Events Report". Note that some events with this description are not Type 4 Events. By definition, all Type 4 Events are reportable.

Common Significant Events

V8.5   The following are the significant events relative to gaming machines which are connected to the CMCS:

V8.6   Power off:

a) **Power Fail {Type 2, 3,R or 4,R}:** If the power fails the equipment is, by default, deactivated. When power is returned, the equipment must check to see if the logic door has been opened and if so, remain de-activated (Type 4,R) until manual re-activation (after the Commission audit procedures are satisfied).

b) If the logic door has not been opened, the Operator can either have the equipment automatically re-activate (Type 2) or require manual re-activation (Type 3,R) but only after a signature check is completed and verified by the CMCS.

V8.7   Power on:

Other Events {Type 1}: Power has been successfully restored, and the device is operational.

V8.8   Software validation or signature failure:

a) **Loading of Software Not Approved by the Commission {Type 4,R}:** The device may be able to detect that unapproved software has been loaded by failure of a signature or version test. This applies to a self initiated signature test but not to a CMCS initiated test. If this determination is made, the device must forward the signature of the software to the central monitoring and control system.

b) **Modification of Software {Type 4,R}:** The device may be able to detect that its software has changed by failure of a signature and/or version test. This applies to a self initiated signature test but not to a CMCS initiated test.

V8.9   Unrecoverable RAM Memory failure:

Failure of Internal Test {Type 4,R}: It is understood that failure of some tests will mean the gaming machine cannot function - in which case it is to immediately shut itself down.

V8.10 Program error (defective program storage media):

Failure of Internal Test {Type 4,R}: It is understood that failure of some tests will mean the gaming machine cannot function - in which case it is to immediately shut itself down.

V8.11 Low RAM back-up battery:

Other Events {Type 2 or 3}: The voltage produced by a battery or other device for maintaining the contents of random access memory is approaching a level below which memory is not able to be maintained and data will be lost or corrupted.

V8.12   General Cabinet Door Open, or Cash Door Open, Note Receptacle Unlocked or Door Open:
Opening of outer cabinet door {Type 2 or 3}: The gaming machine must deactivate game play upon the opening of a door but may immediately re-activate (Type 2) when the door is closed unless it has noticed the changing of counters, insertion of coins or card insertion while this door is open (which is deemed to be interference and precludes automatic re-activation (Type 3)).

V8.13   Cabinet Door Closed:
Other Events {Type 2 or 3}: A sensor has registered that a door has gone from opened to closed.

V8.14   Logic Area Access, Power-Off Logic Area Access:
Opening of logic cabinet door {Type 4,R}: The gaming machine must detect the opening of the logic cabinet door even if the power is off when it occurs and even if the central monitoring system is not operating. It is assumed that modification and/or unauthorised reading of the contents of the restricted components of the gaming machine and/or loading of non-approved software may have occurred. The gaming machine must be manually re-activated and only after the Commission audit procedures are satisfied. Re-activation must involve the participation of the CMCS with a manual command issued by a system operator in order to re-enable the gaming machine.

V8.15   Logic Area Sealed:
Other Events {Type 2 or 3}: A sensor has registered that a logic door has gone from open to closed.

V8.16   Communications Failure:
Failure of communication link between a gaming machine and its next point in the monitoring system {Type 2 or 3 or 4,R}: Failure is defined to be a period of no communications for 10 seconds or longer. When communications are restored, the gaming machine must check to see if the logic door has been opened (Type 4,R) and if so, remain de-activated until manual reactivation (after the Commission audit procedures are satisfied). If the logic door has not been opened, the Operator can either have the equipment automatically re-activate (Type 2) or require manual re-activation (Type 3).

V8.17   Printer Failure:
Other events {Type 2 or 3}: The printing mechanism must have a paper sensing device that upon sensing a "paper out" or "paper low" condition will allow the machine to finish printing the current ticket and then prevent further play until the problem has been rectified. Also a "printer failure".

Card Readers or Downloaded Software

V8.18   Unauthorised PIN:
Incorrect PIN three times consecutively {Type 1 or 3}: The card must be removed from the reader before any more PIN entries are attempted. Player Card (Type 1), Staff Card (Type 3).

V8.19   Unauthorised Card:
Use of a stolen or unauthorised machine card {Type 3}: It is mandatory that the card reader will try to hold onto the illicit card until manually cleared in some manner by an authorised person. If the central system has implemented a time schedule for allowing/disallowing use of a machine card, it is to report a significant event if used during an improper time.

V8.20 Device Not Communicating:

> **Failure of any communication link in the monitoring system {Type 2 or 3}:** Failure is defined to be a period of no activity, or errors activity, for 10 seconds or longer. All devices under control of the part of the monitoring system that has determined the significant event must be de-activated.

V8.21 Software Loaded:

> **Loading of software including game software {Type 1}:** Loading of new versions of software anywhere in the system, including down line load files for gaming machines, is to generate a significant event. This includes new versions of central and/or subsidiary point software. The loading of central software may be manually logged but this logging must be done prior to or as the software is being loaded.

V8.22 Software Modified:

> **Modification of existing versions of software anywhere in the system {Type 1 or 4,R}:** This is to include down line load files for gaming machines and modifications to existing versions of central and/or subsidiary point software. Software signatures may be used to determine changes in software in subsidiary points of the system.

V8.23 Test Failure:

> **Failure of any test by any element of the system {Type 4, R}:** Failure of any test by any element of the system, including gaming machines, is to generate a significant event. It is understood that in some instances, failure of a test may indicate a total failure of a unit which therefore cannot send a significant event (in this instance the unit must totally shut itself down). The definition of "Any Element" means special purpose built equipment in the network and precludes generally available equipment such as telecommunication network provider supplied equipment.

Gaming Machine /Terminal
Gaming Machine /Terminal Events Determined by the Gaming Machine /Terminal

V8.24 Coin 'yo-yo', or Card Interference:

> a) **External interference with a coin/token receptacle, counter or card operating device {Type 2}:** This refers to stringing, drilling, invalid cards or tokens, etc.
> b) The three above events are to be separately identified.

V8.25 Cash Out:

> **Cash outs greater than or equal to Commission specified limit of {Type 1,R}:** The default value for this limit is to be $5,000. Note that wins of $5,000 or more require personal identification before payment of winnings (which must be by cheque in the name of the player) can be made.

V8.26 Jackpot:

> a) **Winning of a jackpot prize {Type 3 or 4,R}:** Although the Regulations do not indicate to de-activate, the winning of a jackpot prize greater than the large win limit will mean the gaming machine must de-activate itself (or be de-activated by the host, if the host is determining the jackpot). The default value for this limit is to be $10,000. The gaming machine may be re-activated after appropriate Audit procedures have been completed but only after a gaming machine signature check is completed and verified by the CMCS. Note that there is no mandatory requirement to log a jackpot win significant event if the prize amount is less than the Commission specified default limit of $10,000.

b) Refer to the next section (Large Wins) for discussion of re-enabling gaming machines after a large win.

V8.27 Large Wins:
Winning of a prize greater than or equal to the Commission specified limit {Type 4,R}: This limit may be different from the previous limit. The default value for this limit is to be $10,000. The gaming machine may be re-activated after appropriate Audit procedures have been completed but only after a gaming machine signature check is completed and verified by the CMCS.

Note that in the de-activated state the gaming machine may not continue game play nor pay the credit balance to the player via a collect, cancel credit, ticket print or other such means until a gaming attendant has cleared the win at the gaming machine.

V8.28 Game Play Activated:
Activation including re-activation of game play {Type 1}: Activation and de-activation at normal commencement and conclusion of business requires the generation of significant events so that the system can identify that the gaming machine status has changed. This does not mean that the monitoring system must send a separate message to the central point of the system for each one of these events that happens. It is permitted for the system to send a message giving indication of change of status of several gaming machines as long as the status change events all occurred within 10 seconds of each other.

V8.29 Game Play De-Activated:
De-activation of Game play {Type 2, 3 or 4}: If a significant event has not already been logged (by the CMCS or the gaming machine) when de-activation occurs, the gaming machine must ensure that one is sent to the CMCS as soon as possible. If the gaming machine receives instruction to de-activate by any other part of the monitoring system, it must de-activate immediately, and must not re-activate until instructed to do so by the system.

V8.30 Mechanical Meters De-activated:
The changing of any counter other than when the gaming machine is being played {Type 4,R}: If the gaming machine can detect this event. Note that, if there is non-secure wiring between the mechanical meters and the logic board, the gaming machine must be able to detect when its mechanical meters are disconnected and generate this significant event.

V8.31 Credit Limit Exceeded:
Machine credit greater than or equal to Commission specified limit {Type 1,R}: first time only for each customer session.

V8.32 Testing of Games:
Testing of games {Type 2}: If the gaming machine has a game testing mode, a significant event must be raised when it is entered and a complementary event when it is exited. Note that it is no longer required to raise a significant event when audit or employee mode is entered.

V8.33 Coin Jam:
Other events {Type 2}: Sensors in the coin path have indicated that a coin is jammed in the path.

V8.34 Hopper Empty/Jam:
Other events {Type 2}: When no coins exit the hopper after a period of time. If the hopper is empty, this requires a hopper refill procedure to be executed to clear the condition.

V8.35   Hopper Run-Away:
   Other events {Type 2}: Greater than one coin improperly paid by hopper.

V8.36   Extra Coin Paid:
   Other events {Type 2}: Single extra coin improperly paid by hopper.

V8.37   Reel Error:
   Other events {Type 2}: Reel position does not agree with software control.

V8.38   Diverter/optics error:
   Other events {Type 2}: Diverter position does not agree with software control.

V8.39   Invalid Acceptance of a Coin:
   The passing of coins through any part of the gaming machine other than when the gaming machine is being played {Type 3}: The passing of coins through any part of the gaming machine other then when the gaming machine is being played if the gaming machine can detect this event.

V8.40   Cancel Credit:
   Other events {Type 2}: Any incident of a manual Cancel Credit (Book/Hand Pay) is to raise a significant event. The amount of the pay is to be included in the significant event.

V8.41   Banknote Acceptance Significant Events:
   Other events {Type 2}: See also *NS Audible Alarm section* 5.3.6, for a list of Banknote Acceptor significant events.

V9. Responsible Gambling

The Act provides for the Commission to approve or refuse to approve a gaming machine type or a game having regard to responsible gambling, the Commission's standards in force under section 68A and the certificate of a tester listed on the Roll. In addition the current criteria of player return, game fairness and security still apply. The following are requirements that are supplementary to and do not take the place of any of the requirements of the Act and the CCA.

Game Artwork / name and Screen Display

V9.1.1 Artwork must not -

    a). be factually incorrect

    b). be misleading or deceptive

    c). suggest that playing a gaming machine is likely to improve a person's social status

    d). suggest that playing a gaming machine is likely to make a person more attractive to others

    e). suggest that playing a gaming machine is likely to result in a person's financial betterment

    f). describe money spent in playing a gaming machine as an investment

    g). suggest that a player's skill can influence the outcome of a game that is purely a game of chance; or

    h). suggest that a person's chances of winning a prize are influenced by the length of time for which a person plays a game.

V9.1.2 Game name must not -

    a). suggest that playing a gaming machine is likely to improve a person's social status

    b). suggest that playing a gaming machine is likely to make a person more attractive to others

    c). suggest that playing a gaming machine is likely to result in a person's financial betterment

    d). be misleading or deceptive

    e). describe money spent in playing a gaming machine as an investment

    f). suggest that a player's skill can influence the outcome of a game that is purely a game of chance; or

    g). suggest that a person's chances of winning a prize are influenced by the length of time for which a person plays a game.

V9.1.3 Games can offer what might otherwise appear to be an illusion of control if it is clear to players that no action of the player can influence the outcome of the game or any element of the game. Advice to players may be provided in the static artwork or via game play information which makes clear and in readily available and visible format that no action of the player can influence the outcome of the game (See also NS Game Fairness Objectives section 3.9.57 to 3.9.59).

    In addition the submitted games must meet the following requirements:

Spin rate

V9.2   For a game approved by the Commission after 1 January 2003, unless the game is to be operated in the approved "specified area[1]" the spin rate or interval between spins on the gaming machine must not be less than 2.14 seconds per play.

Maximum Bet Limit
V9.3   Games on gaming machines must not allow a bet above the maximum amount as determined from time to time by the Minister in accordance with the Act and CCA.

Display of time
V9.4.1.   The time of day must be displayed by a time display which may be located on the video screen of the gaming machine.
V9.4.2.   The time of day displayed must be clearly visible to a person playing a game on the gaming machine.
V9.4.3.   The time of day displayed must be to an accuracy of within 5 minutes and must indicate whether the hour is before or after noon.
V9.4.4.   The time of day must be displayed continuously while the machine is operating and available for use for gaming.
V9.4.5.   The time of day displayed must not obscure any other information relevant to gaming on gaming machines.

The following items have been extracted from the Australian New Zealand Gaming Machine National Standard Version 7 as they are also considered relevant for the purpose of evaluation against Responsible Gambling criteria.

Game Screen Meter (See also National Standard 3.8.2a)
V9.5.   -

Appropriate Displays (See also National Standards 3.8.1)

V9.6.   -

Multi-line Games- Display of Lines Selected (See also National Standard 3.8.5)

V9.7.   In regard to multi-line games, each individual possible line which is activated as a lit selected line (by betting additional credits) must be clearly indicated by the gaming machine, so that the player is in no doubt as to which lines are being bet on.

Game Play
Game Rules (See also National Standard 3.9.1)

V9.8.1.   A game must follow a constant set of rules and must at no time deviate from those rules. A rule change constitutes a different game, although variations to the maximum number of credits bet per game (and/or lines per game) are permitted. This requirement does not preclude implementations of games with multiple parts or features and/or gamble provided that the rules are clear to the player.

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[1] A "specified area" is an area in which the provisions of sections 62AB,62AC and 81AB of the CCA and sections 3.5.29 and 3.5.30 of the Act apply.

Game Play Information (see also National Standard 3.9.9)

V9.8.2.   A gaming machine must display the following information to the player:
    a).   the player's current credit balance;
    b).   the current bet amount;
    c).   all possible winning outcomes, or be available as a menu item or help menu;
    d).   win amounts for each possible winning outcome or be available as a menu or help screen item;
    e).   -; and
    f).   -.

Prize Determination (see also National Standard 3.9.14)

V9.8.3   Prize determination shall:
    a).   be clearly specified on the exterior of the device, or easily accessible to the player; and
    b).   be exclusively a consequence of the outcome of a computer based RNG in conjunction with the prevailing payout table and rules of the game
    c).   be attainable combinations of the mapped symbol set (except random prizes)
    d).   not be effected by any attempt to manipulate the final resting position of the reel that may mislead players to believe their winning chance is imminent (see also National Standard 3.8.31).

Game Minimum RTP (see also National Standard 3.9.15)

V9.8.4.   A game, including jackpot and any other prizes that are configured as part of the game, cannot be made available for play unless the theoretical/estimated statistical expectation of the minimum player return (RTP) on that game will be greater than or equal to 87%.

Non-linear Paytables (see also National Standard 3.9.18)

V9.8.5.   The RTP must be met when playing at the lowest end of a non-linear paytable (e.g. if a game is continuously played at a minimum bet level for its total game cycle and the theoretical RTP is lower than 87%, then the game is unacceptable). This example also extends to games such as Keno where the continuous playing of any spot combination results in a theoretical RTP lower than 87%.

Gamble (see also National Standard 3.9.23 to 3.9.31)
V9.9.1   A maximum of five consecutive gamble attempts may be made following a win.
V9.9.2   The gamble option must have a theoretical return to player of 100%.
V9.9.3   If Gamble is offered on the result of bonus/feature games, only moneys not transferred from the win meter to the credit meter may be wagered on the Gamble feature.
V9.9.4   Amounts bet on gamble are not to be added to the turnover meter.
V9.9.5   Gamble bets may incorporate a variety of symbols, player choices, or win chances.
V9.9.6   Partial transfer of Win Credits to the Gamble feature is acceptable (e.g. Half Double-up).
V9.9.7   Gamble may offer other multipliers other than two (2) e.g. "pick a suit" where four outcomes may be offered provided that the other requirements of this section are met (e.g. a 100% RTP).
V9.9.8   The maximum win that can be obtained from each single gamble attempt is not to exceed $10,000 (for machines in Clubs and Hotels only).
V9.9.9   At all times during a Gamble feature, the amount to be wagered or available to the Gamble feature must be simultaneously displayed in both dollars and cents and credits. A display which alternates between dollars and cents and credits will be acceptable provided that both values are easily distinguished.

Auto Gamble (see also National Standard 3.9.32)

V9.9.10   If Auto Gamble is provided, automatic entry to a Gamble feature should only be activated upon a win from a primary game or completion of a feature game(s). It must be possible for the player to disable the Auto Gamble feature at any time. If Auto Gamble is used, the player should be given the option to exit the Gamble feature without playing.

Multiple Games-Selection of Game for Play (see also National Standard 3.13.1 to 3.13.8)

V9.10.1. There must exist a Game Selection Screen where the full amount of the player's credit balance is displayed in dollars and cents and credits.
V9.10.2. The methodology employed by a patron to select and discard a particular game for play on a multi-game gaming machine must be clearly explained to the patron on the gaming machine, and be easily followed.
V9.10.3. The gaming machine must clearly inform the patron of all games available at that time and offer them for selection.
V9.10.4. The patron must at all times be made aware of which game has been selected for play and is being played, as applicable.
V9.10.5. The player must not be forced to play a game just by selecting that game.

General Artwork Requirements (see also National Standard 4.1.9 to 4.1.31)

V9.11.1   The game instructions shall be clearly visible, or the means of displaying such instructions must be readily available, on the gaming machine at all times.
V9.11.2   Any game instructions on the artwork must be easily interpreted, not ambiguous, and sufficient to explain all game rules. Common sense rules apply.
V9.11.3   The paytable applicable to the machine must be clearly visible, or the means of displaying such information must be readily available, to the player at all times.
V9.11.4   It is not required for artwork to state where sub-sets of winning patterns are not awarded additional pays (e.g. 5 Aces does not also pay 1, 2, 3 or 4 Aces). However, any exceptions must be clearly stated on the artwork.
V9.11.5   The name of the game being played must be clearly visible to the player.
V9.11.6   To the extent that is practicable for the range of games offered on a gaming machine, a gaming machine is to clearly and consistently use for all games offered only one method of displaying win amounts.
V9.11.7   Written messages shall be in English, or other official language (unless specifically requested to be in another language by the operator, and then only with an adjacent English or official language message) and be both grammatically and syntactically sound, in the languages.
V9.11.8   The coin input denomination (and where applicable the tokenisation) of the machine must be clearly visible or able to be easily deduced.
V9.11.9   If a gaming machine uses tokens or tokenisation, the number of credits registered for each token or coin respectively for the current game must be displayed.
V9.11.10 All static artwork supplied must be clearly identified by a part number and the name or logo of the manufacturer. Reel strips shall also have a reel number. Successive versions of the production artwork must have different part numbers or version numbers.
V9.11.11 Customised artwork which makes use of stickers (e.g. gamble instructions) must use stickers that will not shrink or peel with time or heat. All stickers if applied on an artwork panel should be applied on the back of the artwork to avoid intentional removal. Stickers applied to other parts of the gaming machine must not be easily removed. Stickers must meet the part number requirement, however where size limitations occur, the part number may be affixed to the sticker backing or surroundings.

V9.11.12   The functions of all buttons (physical or touch screen), in normal game mode must be clearly indicated preferably on the button.

V9.11.13   Artwork graphics shall not be in any manner or form indecent or offensive, e.g. pornographic or cause undue offence to religious groups.

V9.11.14   Where both multiplier instructions and tabulated prizes are displayed on artwork, there must be no confusion possible as to whether the multiplier applies to the tabulated prizes or not.

V9.11.15   The outcome of each game must be displayed for a reasonable length of time.

V9.11.16

V9.11.17   If any game instructions are on the video screen only, they must be accessible and visible without the need for credits to be inserted or staked. This requirement does not apply during game play except where specific instructions may be required to proceed to the next stage of the game.

V9.11.18   If the artwork contains game instructions specifying a maximum win then it must be possible to win this amount from a single game (including features or other game options). For example, if the artwork states that $10,000 is the maximum prize for a game it must be possible to win $10,000 on that game.

Free Games (see also National Standard 4.2.41)

V9.12.1   The artwork must explain all rules relative to free games. Areas relative to free games that must be addressed in addition to the general requirements above are:
   a).   additional payouts for non-winners during the free game sequences, if any, are to be displayed on the artwork. A clear indication if this payout is to be multiplied by credits staked per line or total credits staked is to be given;
   b).   any multipliers for prizes, special prizes, substitutes and other special rules during free games, are to be displayed on the artwork;
   c).   a clear display of an accumulated win amount is required during each stage of the free games if the gaming machine does not directly add wins to the credit meter;
   d).   if more than one free game is offered, the number of free games that has occurred or the number remaining (or the total number) must be displayed; and
   e).   appropriate game instructions defining the number of possible lines and credits per line that are wagered during the free games.

Autoplay

V9.13.   For a game approved by the Commission after 1 January 2003, unless the game is to be operated in the approved "specified area[2]" each spin or wagering of credits can only be initiated by a distinct and separate activation of the machine by the player.

Note Acceptor

V9.14a   For a game approved by the Commission after 1 January 2003, unless the game is to be operated in the approved "specified area" the game must not be played with a gaming machine that accepts banknotes with a denomination greater than $50.

V9.14b   See V9.18 "Maximum Starting Credits".

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[2] A "specified area" is an area in which the provisions of sections 62AB,62AC and 81AB of the CCA and sections 3.5.29 and 3.5.30 of the Act apply

Electronic Information for Players

V9.15.1   The requirements for Electronic Game Information are laid down in the prevailing Regulations. At the time of issuance of this version of the Victorian Appendix, the requirements for electronic game information as stated in the Regulations are as follows;

A.   What is electronic game information?
Electronic game information is the following information generated by, and displayed on the screen of, a gaming machine for each game that may be played on that machine—
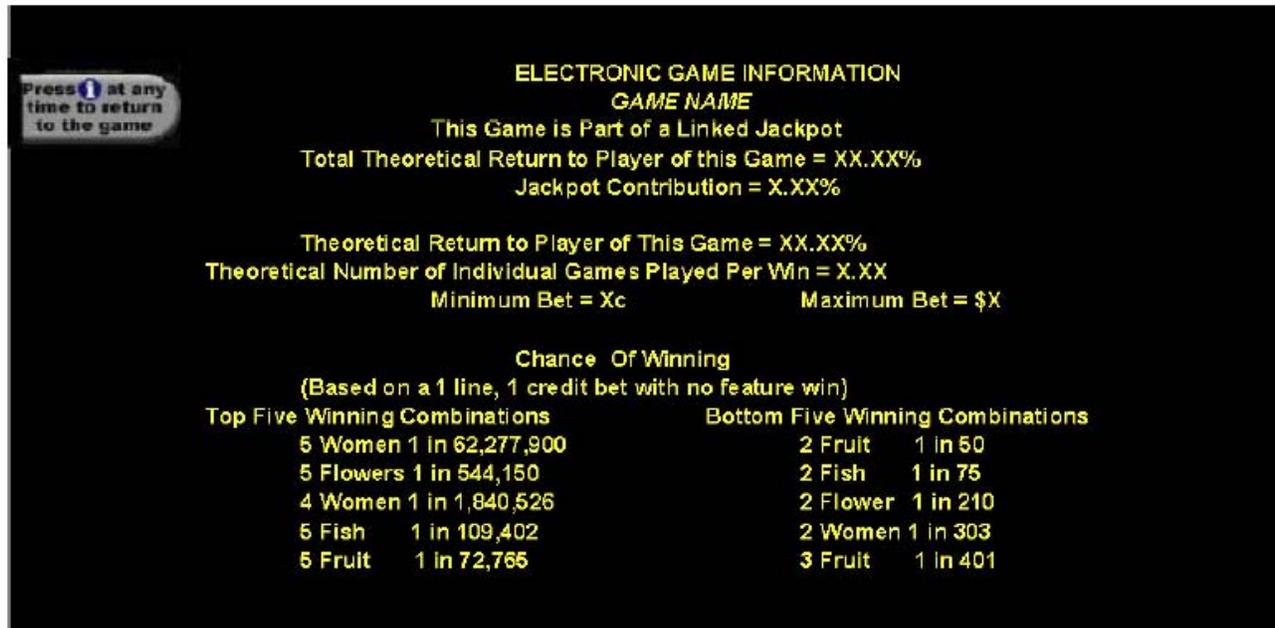(a)   the return to players of that game;
(b)   the average number of individual games played per any win, based on one line being played per game;
(c)   the chances or odds of achieving the top 5 and bottom 5 (in value) individual winning combinations;
(d)   the maximum and minimum bet options available.

B.   Gaming Machine must generate and display electronic game information.
(1)   Each gaming machine available for gaming in an approved venue or casino must be capable of generating and displaying and, at the election of a player, must generate and display electronic game information in respect of each game played on the gaming machine.
(2)   The requirement for generating and displaying electronic game information applies—

(a)   in respect of a new game, on and after the commencement of these Regulations;
(b)   in respect of any other game, on and after 1 January 2008.

V9.15.2   The following interpretations are to be used in conjunction with these requirements:
(a)   if a game operates with more than one Return to Player or with a range of RTP, the range of RTP's must be displayed. If the game is part of a linked jackpot arrangement, the total theoretical RTP of this game and the jackpot contribution rate must be displayed (see V9.17).
(b)   where the average number of individual games played per any win, based on one line being played per game, is not possible, the average number of individual games played per any win, can be based on the minimum bet per game play.
(c)   In relation to the chances or odds of achieving the top 5 and bottom 5 winning combinations, where more than one symbol pays the same amount, either the order by chance, hierarchy or alphabetical value can be used for display. For example, if five "Tens" and five "Queens" pay the same amount the "Queens" combination may be displayed first. Similarly if five "Apples" and five "Oranges" pay the same amount the "Apples" may be displayed first.
(d)   If an automatic timeout period is implemented for displaying the electronic game information, the timeout period must not be less than 30 seconds. For example the content and format of the EGI, see screen below (screen 9.15).

ELECTRONIC GAME INFORMATION
GAME NAME
This Game is Part of a Linked Jackpot
Total Theoretical Return to Player of this Game = XX.XX%
Jackpot Contribution = X.XX%

Theoretical Return to Player of This Game = XX.XX%
Theoretical Number of Individual Games Played Per Win = X.XX
Minimum Bet = Xc   Maximum Bet = $X

Chance Of Winning
(Based on a 1 line, 1 credit bet with no feature win)

Top Five Winning Combinations		Bottom Five Winning Combinations	
5 Women	1 in 62,277,900	2 Fruit	1 in 50
5 Flowers	1 in 544,150	2 Fish	1 in 75
4 Women	1 in 1,840,526	2 Flower	1 in 210
5 Fish	1 in 109,402	2 Women	1 in 303
5 Fruit	1 in 72,765	3 Fruit	1 in 401

Press **1** at any time to return to the game

Screen V9.15 with the top 5 winning combinations displayed by value prize from highest to lowest and the bottom 5 from lowest to highest.

V9.16.1   The requirements for Electronic Player Information are laid down in the prevailing Regulations. At the time of issuance of this version of the Victorian Appendix, the requirements are as follows:

A.   What is electronic player information?
Electronic player information is the following information generated by, and displayed on the screen of a gaming machine:-

(a)   cash in, being the amount (expressed in dollars and cents) the player has put into the gaming machine during a session; and

(b)   credits played, being the amount (expressed in dollars and cents) wagered by the player on the gaming machine during a session; and

(c)   credits won, being the amount (expressed in dollars and cents) won by the player on the gaming machine during a session; and

(d)   the session win or loss, being the difference (expressed in dollars and cents) between credits won (see paragraph (c)) and credits played (see paragraph (b)); and

(e)   cash out, being the amount (expressed in dollars and cents) collected from the gaming machine by the payer during a session; and

(f)   credits available, being the amount (expressed in dollars and cents) that is currently available for the player to wager on the gaming machine; and

(g)   the time the player began the session; and

(h)   the current time of day; and

(i)   the length of the session.

(j)   If jackpot win amounts are not included on the credit meter of a gaming machine, the electronic player information must include a statement that the information displayed may not include amounts won from a jackpot during that session.

Example 1

The following is an example of electronic player information on a system where all jackpot win amounts are included on the credit meter:

Cash In	$100.00
Credits played	$245.50
Credits Won	$239.70
Session Win or (Loss)	($5.80)
Cash out	$0.00
Credits available	$94.20
Time commenced	8:48 pm
Current time	10:52 pm
Total time played	2 hours 4 minutes

Example 2

Cash In	$100.00
Credits played	$245.50
Credits Won	$239.70*
Session Win or (Loss)	($5.80)*
Cash out	$0.00
Credits available	$94.20*
Time commenced	8:48 pm
Current time	10:52 pm
Total time played	2 hours 4 minutes

*These totals exclude jackpot amounts not included on the credit meter.

B.   Gaming machine must generate and display electronic player information.
   (1)   Each gaming machine available for gaming in an approved venue or casino must be capable of generating and displaying and, at the election of a player, must generate and display electronic player information in respect of all games played on the gaming machine in a session.
   (2)   The requirement for generating and displaying electronic player information applies—
      (c)   in respect of a new game, on and after the commencement of these Regulations;
      (d)   in respect of any other game, on and after 1 January 2008.

V9.16.2   The following interpretations are to be used in conjunction with these requirements:
   (a)   if an automatic timeout period is implemented for displaying the electric player information, the timeout period must not be less than 60 seconds.
   (b)   For example of the content and format of the EPI see screen below (Screen 9.16).
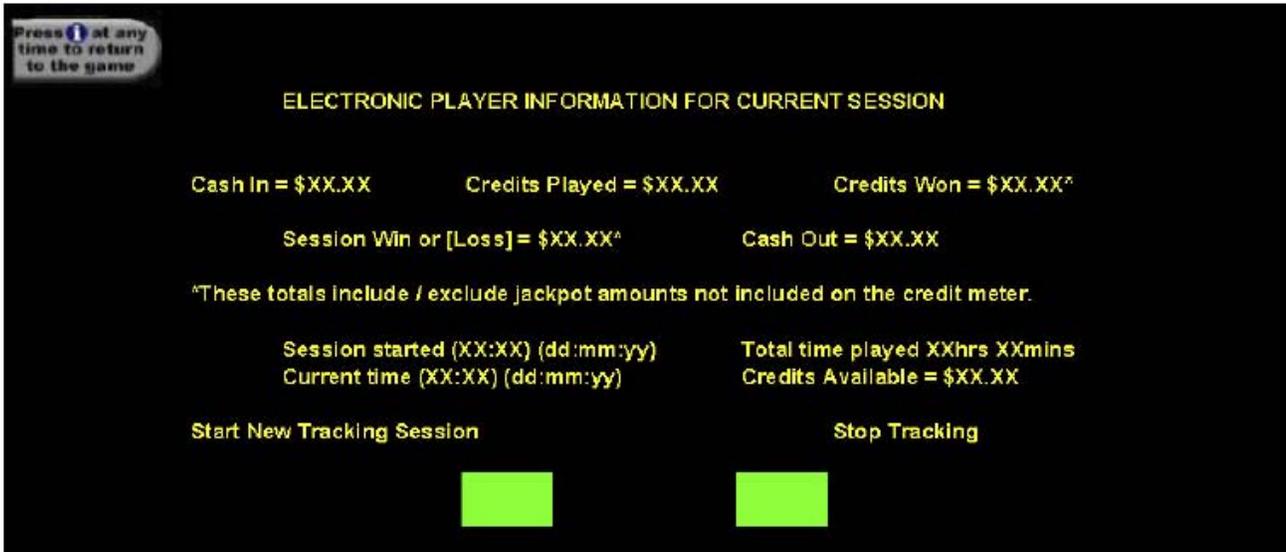
Jackpot Information

V9.17   The requirements for Jackpot Information are laid down in the prevailing Regulations. At the time of issuance of this version of the Victorian Appendix, the requirements for linked jackpot information as stated in the Regulations are as follows:

A.   What is jackpot arrangement information?

    (1)   Jackpot arrangement information is the following information in relation to each game that may be played on a linked jackpot arrangement gaming machine:—

        (a)   a statement that the game is part of a linked jackpot arrangement;

        (b)   the total return to player of the game, being the sum of the return to players contributed by the game and the return to players contributed by the linked jackpot arrangement; and

        (c)   the return to players of the game contributed by the linked jackpot arrangement.

    (2)   The requirement for providing linked jackpot arrangement information applies:—

        (a)   in respect of a new game, on and after the commencement of these Regulations;

        (b)   for any game, on and after 1 January 2008.

B.   Provision of jackpot information.

    Jackpot information must be provided on each gaming machine that is part of a linked jackpot arrangement by either or both of the following methods:—

        (a)   by a talker affixed to the gaming machine containing the information in the English language; or

        (b)   by displaying the information on the screen of the gaming machine in conjunction with electronic game information required under V9.15.

Maximum Starting Credits

V9.18   This section applies to gaming machines other than those located in the Melbourne Casino. When accumulated credits reach a value of $1,000, the gaming machine must not accept any further cash input (coin, note or electronic transfers). Cases where the insertion of a coin or note takes place when the accumulated credit is below $1,000 and the insertion of the coin or note causes the credit to exceed $1,000 are not acceptable ie if the accumulated credits are $951, then the bank note acceptor must not accept a note to the value of $50, however it may accept lower note configurations, provided that the accumulated credits will not exceed $1,000.

Note that electronic transfers will be permitted for the purpose of paying EGM and/or Jackpot prizes.