

## Video Lottery News FAQs

*Important Information for Owners and Operators*



The information contained in this listing was originally published in the South Dakota Lottery's bi-weekly e-newsletter "Video Lottery News". Categories have been organized in alphabetical order. Information will be added and updated with each subsequent e-newsletter and the new listings will be posted on the Lottery website. Have topics you'd like to see covered in "**Video Lottery News**"? Just e-mail Robyn Seibel, Director of Video Lottery Operations, at [robyn.seibel@state.sd.us](mailto:robyn.seibel@state.sd.us). Thanks.

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## **COMPUTER OPERATIONS CENTER**

### ***Contacting the Computer Operations Center***

Staffers in the Lottery's computer operations center take calls in the order in which they are received. If you are calling the center and receive a busy signal, do not hang up then immediately try back again. Leave a voicemail with the appropriate information and the first available staff person will return your call.

### ***Holiday Hours***

The computer operations center is open legal holidays from 9:00 a.m. to 11:00 a.m. CT only. Any changes in operating hours will be announced in the bi-weekly "Video Lottery News" e-newsletter.

## **DX20 SOFTWARE**

### ***Downloading Software***

DX20 software is made available on the FTP server for downloading and installation on DX's in the field. Generally the software release includes minor fixes that help to alleviate NRT issues. To use, you will need to unzip the dx\_sd20\_install file in the release\_base directory of your thumb drive. Then use all other normal FTP instructions to download the software. If your location is running DSL, do not upgrade to the DX20 software. If you have questions, contact the computer operations center at 773-5793.

## **LICENSES**

There are four types of video lottery licensees: operators, establishments, manufacturers and distributors.

**Operators** own the video lottery terminals and are responsible for maintaining them, using Lottery-certified technicians. **Establishments** are the businesses in which people play the video lottery terminals; these businesses must have an on-sale alcohol beverage license to have the terminals on their premises.

**Manufacturers** physically produce the terminals once the hardware and software are tested and approved by the Lottery and an independent gaming laboratory. **Distributors** are responsible for getting the terminals from the manufacturers to the operators and providing any necessary parts to the operators once they have the machines. Each licensee's duties are clearly defined and are not interchangeable.

## **LOG BOOKS**

Administrative rule (48:02:10:07) requires that a log book be maintained in each video lottery machine. Log books provide crucial information in the event of a break-in, reconciliation issue or hard meter problem. They are available from the Lottery for \$1 each and may be purchased by calling 773-5770.

## **MACHINE DESTRUCTIONS**

The license renewal fee for a video lottery operator is based on the number of machines licensed as of June 30 of each year. To avoid paying this fee for a machine that may no longer be operable, an operator must complete and submit to the Lottery a Video Lottery Disposal form. Once the form has been received, the Lottery will arrange for a final inspection of the machine and witness the destruction.

If you have machines you need destroyed by June 30, the form must be submitted to the Lottery by May 31 to allow adequate time to coordinate inspection and internal accounting procedures. For requests received after May 31, the Lottery cannot guarantee the request will be processed by June 30 although every effort will be made to accommodate the request.

Copies of the Video Lottery Disposal form and the Declaratory Ruling 95-1 by the South Dakota Lottery Commission regarding machine destruction are available on the Lottery's website at <http://lottery.sd.gov/>

## **MAILING FORMS**

Forms mailed through the U.S. Postal Service should be sent to South Dakota Lottery, 711 E. Wells, Pierre, SD 57501.

## **MCD's**

### ***Adding or Moving an MCD***

Operators who are adding or moving an MCD into a location must call the Lottery's computer operations center at 773-5793 to schedule an appointment for these installs. Appointments last about an hour and are available Mondays between 1:00 p.m. and 3:00 p.m. and Tuesdays through Fridays from 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 3:00 p.m. Appointments cannot be made over the noon hour.

### ***Equipment Needed for Set-Up***

Technicians setting up MCD's should ensure they have adequate supplies and equipment with them at the time of set-up. In the event that they will be building their own cables, a cable tester would be essential.

## **MOVING MACHINES**

### ***Between Locations***

Whenever a machine is being moved between locations, technicians must notify the Lottery's computer operations center. This allows the Lottery to capture the needed accounting information, disable the machine for game play, and eliminate future machine reconciliation issues. Any of the following numbers may be used to contact the computer operations center: 773-5778, 773-5793, 773-5794 or 773-8237.

### ***Completion of Necessary Paperwork***

Administrative rule stipulates that each time a video lottery machine is moved from one location to another or a board change is being conducted on a machine, the necessary paperwork must be submitted to the Lottery within 24 hours of the action taken. For your convenience, both the [VLT Transportation Form](#) and the [VLT Logic Area Access/Board Replacement Report](#) are available on the Lottery [website](#). Completed forms can be mailed to South Dakota Lottery, 711 E. Wells Ave., Pierre, SD 57501 or faxed to 605-773-6218.

### ***Moving SAS VLT's***

When moving a SAS VLT or VLT with a SAS conversion kit to a new location, technicians must contact the Lottery's computer operations center at 773-5793 to obtain the VLT Location SAS ID number. Technicians will also need to verify the VLT serial number. Do not connect a SAS VLT to the MCD until given the authorization to do so by the computer operations center.

## **NON-REPORTING TERMINALS**

Calling the computer operations center about a non-reporting terminal? Save time by first rebooting the terminal (or site controller and MCD). **NOTE:** When rebooting your MCD, unplug it and **wait a full 30 seconds** before plugging it back in.

Have the following information available and include it in your voicemail if the staff is on another call: your name; establishment name and phone number; terminal's permit number; and a brief description of the problem.

## **SECURITY AND INSPECTION ISSUES**

### ***Guarding Against Forged Tickets***

To guard against the passing of forged video lottery tickets, video lottery establishments should be on alert for suspicious individuals or tickets within their businesses. Staff should monitor play areas for people exhibiting unusual behavior and take note of unfamiliar individuals cashing in video lottery tickets for amounts less than a dollar or who repeatedly leave the business and return in a single 24-hour period. When accepting a video lottery ticket for pay-out, ensure that it has the correct business name at the top of the ticket, that the amount of the win is consistent in all areas of the ticket in which it appears, that the date shown is the same as the day they're cashing the ticket, and that the paper on which the ticket is printed is consistent with that of other tickets received by the establishment. If you think your establishment has received a forged ticket, contact local law enforcement immediately. Please also notify Robyn Seibel at [robyn.seibel@state.sd.us](mailto:robyn.seibel@state.sd.us) or 605-773-5770 so the Lottery is aware of the situation and can assist, if necessary, in investigating the incident.

### ***Inspection Schedules***

Inspections of video lottery machines by state inspectors are only conducted Monday thru Friday between 8:00 a.m. and 8:00 p.m. Inspections are not completed during weekend hours. Should an inspector visit your establishment on a weekend with the intention of conducting an inspection, please contact Lottery Director of Security Robyn Seibel at [robyn.seibel@state.sd.us](mailto:robyn.seibel@state.sd.us).

### ***Inspectors/Key Management Policy***

Staff with the Department of Public Safety conducts inspections for the Lottery. All inspectors are background checked by both the Lottery and the Department of Public Safety as part of their normal procedures.

The Lottery also has a key management policy in place for inspectors to ensure that the keys operators provide to inspectors for use in inspecting video lottery machines are protected. Tracking sheets are utilized to determine which inspectors have keys in their possession, thereby establishing a recorded chain of accountability for the keys being used in the field.

### ***Reporting Burglaries and Robberies***

Because of the large amounts of money on hand in VLTs, tills and back banks, video lottery establishments can be a tempting target for robbers and burglars. If one of your establishments is robbed or burglarized, once you've notified local law enforcement, the incident should be reported to the Lottery. A fill-in-able form ([Video Lottery Burglary Report Form](#)) is available for use on our website. Once you've completed the form, it can be printed out and mailed to South Dakota Lottery, Attn: Robyn Seibel, 711 E. Wells, Pierre, SD 57501 or saved as a PDF and emailed to [robyn.seibel@state.sd.us](mailto:robyn.seibel@state.sd.us). By receiving these reports, the Lottery is able to track the incidents to determine geographic trends and behavior patterns which will enable us to warn establishments about such activity in their area.

## **SITE CONTROLLERS**

When rebooting a site controller, it's important to move the modem to a different USB port before the reboot. By doing so, the operating system can reload all of the device drivers for the modem during the reboot process. This action will help resolve many of the communications problems associated with communication lock-up.

## **SELLING VIDEO LOTTERY MACHINES**

### ***Bill of Sale***

A Bill of Sale form is available to assist operators in obtaining the necessary information when video lottery machines are sold between operators or back to a distributor. The form can be downloaded and printed from our website at [Video Lottery Bill of Sale form](#) and should be used in all situations in which a video lottery machine is sold.

### ***Completion of Necessary Paperwork***

If you are selling machines, either back to the distributor or to another operator, please make sure the proper paperwork is completed and submitted to the Lottery. ***If the machine is being sold to another operator***, include the bill of sale and VLT Transportation Form which includes an audit ticket and final hard meter readings. Remember that the board will also need to be demoed. ***If the machine is being sold to a distributor***, all previous paperwork mentioned is required and the machine's permit must be pulled.

## **TECH TRAINING AND TESTING**

### ***The Importance of Tech Training***

Differences between systems when equipment is changed or upgraded make it necessary for technicians to attend training sessions on new machines. For example, under the VLCS protocol, when a machine is configured for game play, the configuring is done by the host, not the technician. With the SAS protocol, machine configuration is accomplished by the technician; the host only confirms it. For operators with machines using SAS protocol, it is necessary for technicians to know the mechanics and controls of the machine to ensure that it is configured properly.

Each manufacturer is responsible for conducting their own training and will contact operators directly regarding scheduling. The Lottery will also announce the training schedules as these sessions are finalized. Training sessions will be held in multiple locations around the state to make it easy and convenient for operators and technicians to attend.

### ***Tech Testing Option***

Operators having technicians who want to take a technician test for a VLT manufacturer should contact the Lottery's computer operations center at 773-5793 at least 48 hours in advance of the first Thursday of each month to schedule a time at the Pierre Lottery office. If the person taking the test has undergone the background check, no cost will be incurred for the test. If the individual needs to complete the background forms, a \$25 fee will be charged.