

User Manual

GLC COAM

PROJECT: Georgia COAM

COAM Hard Reset (RAM Clear) Procedure

Version 1.0

Confidential | External

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1 Introduction

This User Manual provides detailed instructions on the COAM Hard Reset Procedure.

COAM Hard Reset procedure should be followed when there is:

- COAM Malfunction
- COAM Game Board is swapped out with the same Game



Important

The screens depicted in this document are used for reference purposes and may vary from the application in use. Please note that possible future expansions or amendments will be included in updated versions of this document.

1.1 Abbreviations and Acronyms

Throughout this user manual, the following abbreviations and acronyms are used:

Abbreviation/Acronym	Description
SC	Site Controller
COAM	Coin Operated Amusement Machine
MLH	Master License Holder

Table 1: Abbreviations and Acronyms table

2 COAM Hard Reset



To perform the Hard Reset Procedure:

1. Call Intralot before performing Hard Reset

Before performing a hard reset on the COAM, the Master License Holder needs to contact Intralot Hotline at 877-261-6242, so to prepare the COAM and prevent Meter Exceptions or invalid reporting of the meter values

2. Intralot will let you know when the COAM is ready

The Intralot representative will perform steps on their system which prepares the COAM for the hard reset (RAM Clear). Once the steps on Intralot's side are complete, they will notify the MLH, and the reset can be done. The COAM should be expected to disable.

3. Call Intralot again when the hard reset is completed

Intralot must perform another step to complete the RAM clear in their system. Once this is complete, the COAM should be expected to enable again for play.

4. Perform a coin test on the COAM to verify meters are captured correctly.

As a safety precaution, it is best to perform a coin test to ensure the COAM is reporting its meters accurately.



Important

It is imperative MLHs follow all operational and technical procedures noted above in order to ensure accurate reporting of financial data to the Central Accounting System.

Failure to comply with these procedures may result in fines up to \$50,000, suspension and/or revocation of the license, and criminal penalties may also apply per GLC RU 13.1.14 (9).

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