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## HELPFUL TIPS FOR MASTER LICENSE HOLDER COIN OPERATED AMUSEMENT MACHINE SETUP, INSTALLATION AND CONNECTION

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Listed below are some helpful tips which may assist Master License Holders with the timely and efficient scheduling, placement, installation, connection and decommissioning of Class B COAMs at a business location.

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### Prior to Scheduling Connection of Class B COAMs

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Once the COAM Location license has been approved and mailed out to the designated mailing address for the Location License Holder, the Master License Holder will take the following steps in order to ensure the scheduling and connection of Class B COAMs to the Central Accounting System.

- **Verification by Master License Holder that Location License is Valid and Displayed at Business Location.** The Master License Holder must ensure the Location License Holder (LLH) has received their Class B Location license for the business location and the original license has been posted in the establishment before Class B COAMs can lawfully be placed by the Master License Holder. The Master License Holder will ensure the address listed on the license matches the address that is to be scheduled for installation and connection (including suite number if applicable). O.C.G.A. 50-27-21 requires that the original Location license and other signage be prominently displayed at the address for which the license was issued.
- **Business Location Available on Intralot Website Portal.** Prior to scheduling an appointment for installation and connection with Intralot, the Master License Holder shall access the Intralot website portal at [www.gacoamrpt.com](http://www.gacoamrpt.com) and verify the license number for the business location to be scheduled for connection is assigned to their account. The location to be connected MUST display on the Intralot website portal before the installation can be scheduled at the designated business location. After verification, the Master License Holder shall email Intralot at [GACOAMAppointment@intralot.us](mailto:GACOAMAppointment@intralot.us) and request an appointment for COAM connection. Connection of Class B COAMs to the Central Accounting System may take up to ten (10) business days from the time the installation files have been transmitted from the Georgia Lottery Corporation (GLC) COAM Division to Intralot which, typically, may take up to three (3) business days after the license is approved.
- **Machine and Equipment Operation Prior to Connectivity.** Master License Holders are strongly encouraged to verify the functionality of COAMs and all peripheral equipment owned by the Master License Holder prior to scheduling a connection appointment with Intralot Technicians. Before scheduling connection, it is the best interest of the Master License Holder to check, at the very least, the following items to ensure they are operating properly:
  - o Game monitor
  - o Bill acceptor
  - o Cables
  - o Mutha Goose System
  - o Internal Card System (if applicable)

It is recommended that Master License Holders have replacement cables, game boards or any other equipment in case of equipment failure.

### Two (2) Business Days Prior to Scheduled COAM Connection

After the Master License Holder has confirmed the Location license is displayed at the business location and all equipment has been verified to be functioning properly, the following steps shall be taken in regard to the placement of COAM(s) and contract compliance.

- **Placement of COAMs at Location.** No earlier than two (2) business days prior to the scheduled date of connectivity, the Master License Holder shall setup the COAMs (and any other peripheral equipment, i.e. internal card system) as well as provide the Location License Holder with a completed contract or contract addendum. Placement of COAMs in a location prior to two (2) business days before the scheduled date of connectivity or placement of COAMs in an unlicensed location may result in large fines up to \$50,000.00, denial of license application, suspension and/or revocation of the license, and criminal penalties may also apply. Note: The term "placement" is considered to be the delivery of COAMs to the location but does not include connection to the Central Accounting System.

## Day of Scheduled Connection

Now that Master License Holder has placed COAM(s) at the business location and provided the Location License Holder with a completed contract or contract addendum, the Master License Holder will take the following steps to ensure the timely and efficient connection of COAMs.

- Ready for Connection.** On the scheduled date of connectivity, the Master License Holder and an Intralot Technician will meet at the business location and connect the Class B COAMs to the Central Accounting System. COAMs shall be ready for connection to the Central Accounting System at the scheduled appointment time. The efficient connection of COAMs to the Central Accounting System is very important to the GLC and Intralot teams. Connection appointments and times are reserved especially for each Master License Holder. The GLC and Intralot understand that sometimes scheduled adjustments are necessary. Appointments for connection may be rescheduled by the Intralot Technician if COAMs are not ready for connection to the Central Accounting System. Therefore, Intralot respectfully requests at least 24-business hour notice for cancellations or rescheduling of connection appointments between Master License Holders and Intralot Technicians that are the result of inoperable or malfunctioning equipment. Please understand that when you forget, cancel, or change your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and customers on our wait list miss the opportunity to receive services. Any appointments missed, cancelled, or changed without a 24-business hour notice may result in a charge of \$85 invoiced by Intralot. Failure to pay the invoice amounts within 30 days of invoice date may result in disciplinary action against the Master License Holder. Master License Holder may incur a fee for rescheduled appointments. The 24-business hour cancellation policy gives us time to inform our wait list clients of any availability, as well as keeping our staff's schedules filled, thus better serving everyone.
- Connection and RS-232 Tester (Verifier).** It is recommended Master License Holders utilize a RS-232 Tester (Verifier) to confirm connectivity between the COAM and Site Controller. Purchase of a RS-232 In-Line Signal Link Tester by a Master License Holder to diagnose connections issues between COAMs and the Central Accounting System can save time and money. The RS-232 can be used to troubleshoot bad cables, connections, improper operation of COAMs and more. The RS-232 Tester is a palm sized device that verifies data presence for serial communication transmission of data. There is no need for Master License Holders to carry bulky, expensive cable testers to test only one or two cable types. The RS-232 Tester fits easily in your pocket or toolbox and requires no external power. The RS-232 connects in-line and displays signal data connectivity on LED's per each conductor. Master License Holders may shop the internet for the best purchase prices. See sample image of RS-232 Tester below.

**Step 1:** Connect the RS-232 Tester between the COAM and Site Controller.



**Step 2:** Master License Holders monitor the LED display of the RS-232 Tester to determine the correct configuration and corrective action if necessary. To resolve any possible issues with COAM(s) communicating with the Central Accounting System, Master License Holders should follow the below listed troubleshooting steps depending on the error message displayed:

Display	LED Color	Troubleshooting Issue	Possible Solution
RXD	Green	COAM is transmitting correctly	No action necessary
RXD	No Light	COAM not configured correctly (wrong SAS address) or faulty serial cable.	Check DB9 connectors and COAM SAS address
TXD	Green	Site controller is transmitting correctly	No action necessary
TXD	No Light	Site controller has bad port	Contact Intralot Helpline at 1(877)261-6242 to request site controller replacement
RTS	Red	Site controller is transmitting correctly	No action necessary
RTS	Green	Site controller is not configured correctly	Contact Intralot Helpline at 1(877)261-6242 to check site controller configuration

**Step 3:** If the issue was not resolved in Step 2, reset, or replace the COAM board.

**Step 4:** To reset or replace a COAM board follow the instruction below:

- o Go to the COAM settings and take a screenshot of the COAM soft/lifetime meters
- o Email the screenshot to [GeorgiaCOAMAudit@intralot.us](mailto:GeorgiaCOAMAudit@intralot.us) indicating the Location license number and the COAM game
- o Contact the Intralot Helpline at 1(877)261-6242 and request a board reset/replacement
- o Intralot Helpline will decommission the faulty board and notify you when you can safely replace it

- Once the board has been replaced, contact the Intralot Helpline so they can commission the new board and perform a coin test

**Step 5:** The Master License Holder shall provide instructions to the licensee on how to operate the COAMs and how to remove money from the COAMs. The Intralot Technician shall provide instructions to the licensee on how to log into the Intralot portal at [www.gacoamrpt.com](http://www.gacoamrpt.com) and obtain the weekly invoice report and various other reports provided by Intralot. Class B COAMs shall not be available for play until this step has been completed.

**Important:** If the Class B COAMs at the business location cannot be connected to the Central Accounting System within the two (2) business days of the scheduled installation date, the Class B COAMs (not connected) must be removed from the business location.

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## Power Supply to Site Controller and COAMs

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Power outages and interruptions at business locations can cause major issues with COAMs and other equipment. Data loss, security and even profits can all be consequences. Below is a list of reasons to maintain and monitor electrical power to COAMs and the site controller.

- **Maintaining Electrical Power to Site Controller and COAMs.** It is imperative there is no electrical power interruption to the site controller and COAMs in order to ensure accurate reporting of financial data to the Central Accounting System. Therefore, Master License Holders must ensure business locations maintain electrical power to the site controller and COAMs at all times to ensure the timely and accurate transfer of financial data from the site controller to the Central Accounting System. Failure to maintain connection to the Central Accounting System may result in fines up to \$50,000, suspension and/or revocation of the license, and criminal penalties may also apply.
- **Monitoring COAM Connectivity to the Central Accounting System.** Master License Holders must check the *Monitor Exceptions* application (under monitoring section of the portal) on the Intralot website portal at [www.gacoamrpt.com](http://www.gacoamrpt.com) to confirm connectivity of the site controller to the Central Accounting System. If you are unable to restore connection to the Central Accounting System, the COAM(s) must be decommissioned and removed from the location or be subject to fines up to \$50,000, suspension and/or revocation of the license, and criminal penalties may also apply.

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## Board Replacement or COAM Hard Reset Procedure

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Master License Holders must notify Intralot prior to performing board replacements or hard resets of COAMs. Master License Holders may find it necessary to perform a hard reset for a COAM at a location if either a COAM malfunction is encountered, or a game board needs to be swapped out regardless if it is the same game or not. The following steps must be followed by the Master License Holder in order to successfully replace game boards or perform a COAM hard reset.

- Step 1:** Call Intralot Helpline at (877)261-6424 prior to performing a hard reset (RAM clear) on a Class B machine.
- Step 2:** Intralot personnel will notify the Master License Holder when the machine is ready for the hard reset.
- Step 3:** Master License Holder performs the hard reset.
- Step 4:** Master License Holder will contact Intralot and notify them the hard reset has been completed.
- Step 5:** Master License Holder will perform a coin test on the machine to verify meters are captured correctly.

Failure to comply with this process may result in inaccurate revenue reporting to the site controller and may result in fines up to \$50,000, suspension and/or revocation of the license.

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## Decommissioning COAMs

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A Master License Holder is required to follow all operational and technical procedures when decommissioning COAMs in order to ensure accurate reporting of financial data to the Central Accounting System. The following steps must be followed in order to properly decommission COAM(s).

- Step 1:** Before removing COAM(s) from a location, the Master License Holder shall contact the Intralot Helpline at 1(877)261-6242, so to properly decommission the COAM(s). The COAMs must be connected to the site controller at this time. Intralot will advise of additional procedures if there is currently no power at the business location.
- Step 2:** The Intralot representative will perform steps on their system which prepares the COAM(s) for decommission. Once the steps on Intralot's side are complete, they will notify the Master License Holder the COAM(s) have been decommissioned. The COAM(s) should be expected to disable.
- Step 3:** Decommissioned COAM(s) can be disconnected from the site controller and removed from the location.

Failure to comply with decommissioning procedures may result in fines up to \$50,000, suspension and/or revocation of the license, and criminal penalties may also apply.

## COAMs Not Producing Revenue

COAMs not producing revenue will show zero (0) meters in the *Gaming Machine – Daily Balance* and *Period Balance Reports*. COAMs which are not producing revenue will NOT show under the *Monitor Exceptions Adjustment Report*. Email notifications are sent daily to Master License Holders with all COAMs that have not produced revenue for more than ten (10) consecutive calendar days. See sample list below of COAMs included in the email notification.

COAM ID	Manufacturer	Port	SAS Address	Last Revenue Date	Location
159550	Manufacturer Name 1	2	1002	09/28/2022	Convenience Mart -(000027012) (20134)
185665	Manufacturer Name 2	1	1001	10/02/2022	Speed Stop -(000051201) (22841)

To resolve any possible issues with COAMs not producing revenue, Master License Holders should visit the location and follow the below listed troubleshooting steps.

- o Confirm the COAM in question is accessible to players
- o Confirm all COAM components are working properly (no issues with bill acceptor, monitor, etc.)
- o Contact the Intralot Helpline at 1(877)261-6242 and request a coin test
- o Consider replacing the board and/or cabinet with more up to date game

Master License Holders shall exhaust all options for resolving COAM connectivity issues that result in COAMs not producing revenue before contacting Intralot for assistance.

## Troubleshooting COAM Connectivity Issues After Initial Installation and Setup

Experiencing persistent connectivity issues between the COAM and Site Controller, after initial COAM installation and setup, can be one of the most frustrating problems to deal with by Master License Holders. Master License Holders can diagnose the error by utilizing a RS-232 Tester (Verifier) to troubleshoot connectivity issues between the COAM and Site Controller. A digital photograph of the RS232 test performed should be sent by the Master License Holder to [Georgia.Hotline@intralot.us](mailto:Georgia.Hotline@intralot.us) at the time a service request is opened with Intralot to facilitate proper issue diagnosis and resolution.



## Contact Information

Company	Department	Phone Number	Email Address or Website
Intralot	Schedule COAM connection		GACOAMAppointment@intralot.us
	Operations		Georgia.Hotline@intralot.us
	Audit		GeorgiaCOAMAudit@intralot.us
	Intralot Website		www.gacoamrpt.com
	Intralot Helpline	1(877)261-6242	
Georgia Lottery Corporation	Retailer Contracts Department	1(800)746-8546 Option 4 and 1	
	Retailer Services Department	1(800)746-8546 Option 6 and 2	
	Retailer Accounting Department	1(800)746-8546 ext. 8700 and 2	
	COAM Division		COAMReporting@galottery.org
	COAM Website		www.gacoam.com