



DX Terminal Installation Guide

SG Documentation Policy

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SECTION 1 – Overview

The objective of this document is to describe the procedures for installing the AEGIS Video Extrema DX.

The following figure illustrates the components of the system.



- 1 – Touchscreen/Monitor
- 2 – Barcode Scanner and Holder
- 3 – Fiber Optic Transceiver (2)
- 4 – CPU
- 5 – Modem
- 6 – Printer

SECTION 2 – Setting Up the Terminal

You will install the Wincor Extrema DX ® terminal components in the following order:

- CPU
- Touchscreen/Monitor
- Printer
- Barcode Scanner
- Modem
- Fiber Optic Transceiver(s)

Required Tools

- Set of Phillips and standard screwdrivers
- Flashlight

Selecting a Location for Terminal

Install the system in a location where it is accessible to the venue staff for cash ticket validations.

The terminal should not be accessible to venue customers.

IMPORTANT: Do not discard boxes or other contents in case components have to be returned.

Required Configuration Information

The Wincor Terminal will be delivered with the latest software applications installed. The DX Terminal does not need to have any software upgrades performed via a thumb drive.

The configuration parameters that are necessary for communications to the central system will be obtained from WVL Operations Staff in the WVL Computer Room (304-558-0500 ext 251).

Wincor Terminal Installation Warning

IMPORTANT: Do not attempt to upgrade or configure the new Wincor Terminal from a thumb drive. Failure to adhere to this warning can result in the DX terminal not booting up successfully. If this occurs, reimaging of the hard drive may be necessary.

STEP 1 – Installing the CPU

1. Verify that all gaming machines are connected on a fiber loop.

NOTE: Like protocols must be configured on the same loop. Therefore, if a venue has both SAS and ICIS VLTs, 2 fiber loops are required.

2. Unpack the Wincor DX CPU.

NOTE: Terminal has power switch located next to power connector. There is also a power switch on the front of the terminal.



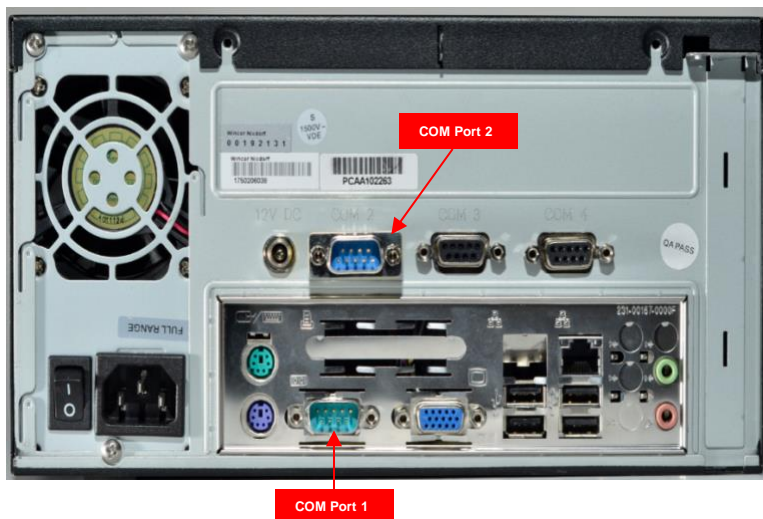
Front



Back

3. Attached the enclosed power cord to the CPU.

NOTE: Do not connect the power cord to an electrical outlet at this time.



- **COM Port 1** will be used for new ICIS Protocol VLTs.
- **COM Port 2** will be used for SAS VLTs.

NOTE: **COM Port 2** may be a DB9 female connector. If so, it requires a gender changer.



4. Connect DB9 gender changer to **COM Port 2**.



5. Proceed to **STEP 2 – Installing the Touchscreen/Monitor**.

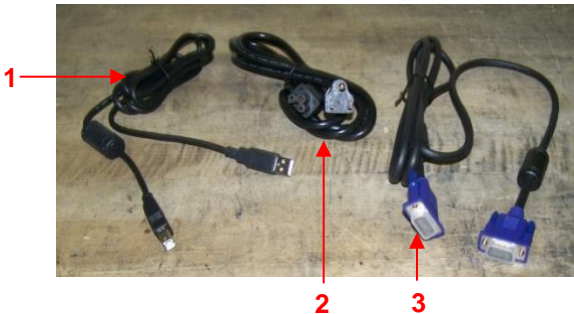
STEP 2 – Installing the Touchscreen/Monitor

1. Unpack the touchscreen monitor.

IMPORTANT: Remove the styrofoam packing material, place it on a flat surface, and place the monitor in the foam, touchscreen face down, in order to prevent damage to the screen surface. See image below.



2. Once you have removed the monitor, locate the following three cables that connect the monitor to the CPU.



1 – USB Cable

2 – Power Cord

NOTE: The touchscreen power cord is not interchangeable with any other cords.

3 – VGA cable (15-pin connector)

3. Remove the cover plate located on the back lower side of the monitor by pressing indentations located at the top, outside corners.



4. Neatly route the cables through the base of the touchscreen.



5. Connect the cables to the rear of the touchscreen.



6. Reattach the cover.



7. Connect the cables to the CPU.



8. Remove the plastic cover from the screen.



9. If necessary, repack all unused cables.
10. Place touchscreen monitor in a convenient location for retailer access.
11. Proceed to **STEP 3 – Installing the Printer.**

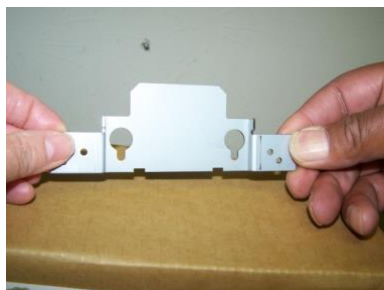
STEP 3 – Installing the Printer

1. Unpack the printer.

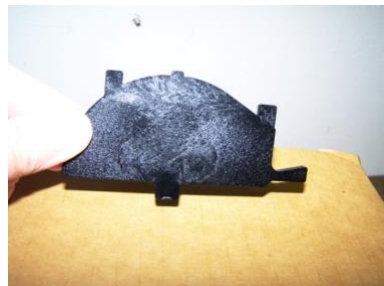
- A black power cord cable and gray USB cable are included in the box.



- A metal bracket is included for optional wall mounting of the printer.



- A paper spacer is included.



NOTE: The paper spacer is not used during this installation process.

- A small roll of paper is included.



- A ferrite bead is included.

2. Attach the bead to the USB cable approximately 2.5 inches from the device end (square) of the cable. See image below.



3. Connect the USB cable and power cord to the printer.



4. Connect the USB cable to the CPU.



5. To load paper into the printer:
 - Open the printer door by pushing back on the lever located on the front right side of the printer.
 - Lift the top of the printer.
 - Insert a new roll of paper into the paper tray by gently lowering the paper roll into the printer.

***NOTE:** The paper roll should be placed into the paper tray so that the paper feeds from the bottom.*

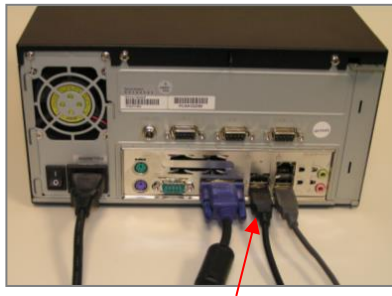
 - Lift the tail end of the paper and close the printer door by pushing down on the door until it clicks into place.
 - Remove any excess paper. The printer is loaded and ready to use.
6. Proceed to **STEP 4 – Installing the Barcode Scanner**.

STEP 4 – Installing the Barcode Scanner

1. Unpack the barcode scanner.
2. Connect the RJ-45 connector of the USB cable to the barcode scanner.



3. Connect the USB connection of the cable to the CPU.



4. You will use the flex-stand to mount the scanner on counter.



NOTE: The included scanner holder and adhesive mounting bracket allow mounting the scanner on a flat surface.

7. Proceed to **STEP 5 – Installing the Modem.**

STEP 5 – Installing the Modem

1. Unpack the modem.
2. Connect the telephone cable to the modem.



3. Connect the USB cable to the CPU.



4. Proceed to **STEP 6 – Installing the Modem.**

STEP 6 – Installing the Fiber Optic Transceiver(s)

1. Unpack the fiber optic transceiver(s).



2. Do the following:

- Connect a transceiver to COM Port 1 of Wincor Terminal.



- Connect fiber loop for ICIS VLTs to COM Port 1.
- If necessary, connect the DB9 Gender Changer to COM Port 2.



- Connect the 2nd transceiver to the DB9 Gender Changer (COM Port 2).



3. Proceed to **STEP 7 – Completing the Installation.**

STEP 7 – Completing the Installation

1. Connect the power cords for the CPU, monitor, and printer to a 120-volt electrical outlet.



NOTE: A surge protector or UPS is highly recommended.

2. This concludes the DX Terminal Installation process.

SECTION 3 – Site Installation

Procedures

1. Operator/Retailer receives Wincor DX Terminal Components at venue.
2. Following above procedures, the Operator unpacks, installs and configures all components of Wincor DX Terminal.
3. Operator connect VLT fiber loops to appropriate COM Port on DX Terminal
 - COM Port 1 will be connected to ICIS VLTs only.
 - COM Port 2 will be connected to SAS VLTs only

NOTE: *VLTs of different protocols (SAS/ICIS) cannot be combined on the same fiber loop.*
4. Operator contacts WVL Computer Room to receive UIDs and IP addresses for terminal configuration.
5. Operator configures DX terminal for host communications via the Redemption Terminal User Interface.

NOTE: *The terminal is not to be configured or updated from a thumb drive.*
6. Operator contacts WV Computer Room once DX Terminal has been configured with UIDs, IP addresses and rebooted.
7. WVL Operations Staff will connect to DX Terminal from host and bring VLTs online.

SECTION 4 – DX Terminal Reboot Procedures

Terminal Reboot Methods

There are several methods for rebooting/powering down the DX Terminal. Some methods are more preferable than others.

Soft Reboot

The preferred method of terminal power cycling/shutdown is to perform a 'soft reboot'. A soft reboot is restarting the DX terminal under software control, without removing power or directly triggering a reset. The soft reboot performs an orderly shutdown in which the operating system can write its cache to disk and perform a shut-down procedure.

Soft Reboots occur when the following action is taken:

1. Reboot Terminal function is performed from the RT Diagnostics screen.
2. Power button on the front of the terminal is pressed briefly.
3. Reboot command is issued from the terminal command line (remote connection by SGI or WVL).

Hard Reboot

IMPORTANT: A hard reboot is not a preferred method of power cycling the terminal. It can eventually lead to hard drive crashes. Therefore, a hard reboot should only be performed as a last resort.

A hard reboot is when power to the terminal is abruptly turned off, then turned back on. This stops/starts the computer without first performing any shut-down procedure. Following a hard reboot on the DX, an automatic scan of the on-disk file-system structures will be done before normal operation can begin. This file system check will take considerable time to complete.

Hard shutdowns occur when the following action is taken:

1. Disconnecting the power cord from the terminal.
2. Holding in the power button on the front of the terminal for several seconds.
3. Turning off power switch located on back of terminal next to power switch.
4. Sudden power outage with terminal not on UPS.

SECTION 5 – Troubleshooting

CPU Troubleshooting

Topic	Troubleshooting Tips
No power	<ul style="list-style-type: none">• Make sure power switch (located on back of terminal) is turned on.• Verify that terminal is securely plugged in to an electrical outlet.• Check for power at outlet.
After power outage and power is restored, terminal does not return to application	<ul style="list-style-type: none">• Check BIOS Power Management settings.
Unknown problem	<ul style="list-style-type: none">• Check connection to hard drive.• Replace hard drive.
Terminal has power but will not boot	<ul style="list-style-type: none">• Contact WVL Computer Room at 304-558-0500.

Barcode Scanner Troubleshooting

Topic	Troubleshooting Tips
Barcode does not light up when barcode is scanned	<ul style="list-style-type: none">• Ensure that cable is securely connected and not damaged.• Verify that barcode scanner is properly configured by running the barcode configuration routine.• Replace barcode scanner.

Printer Troubleshooting

Topic	Troubleshooting Tips
No power	<ul style="list-style-type: none">• Check power switch is on.• Check power cable to printer is securely plugged in to printer.• Verify that power plug is plugged in to AC source.• Check AC source.• Replace printer.
No print / partial print	<ul style="list-style-type: none">• Make sure that paper properly loaded.• Ensure that door is properly closed.• Try using a different roll of paper.• Do a paper feed test.
Paper not advancing	<ul style="list-style-type: none">• Reload the paper.• Verify that cover closes properly.• Check for obstruction in the paper path.
Partial or no cut	<ul style="list-style-type: none">• Reload the paper.• Ensure the door is closed.• Check for any obstruction in the paper path.
No response from printer	<ul style="list-style-type: none">• Verify that printer is powered on.• Make sure that interface cable is not damaged and that it is properly connected.

Modem Troubleshooting

Topic	Troubleshooting Tips
Not connecting when called	<ul style="list-style-type: none">• Verify that the RJ11 plug is securely connected to the modem.• Ensure that the modem USB cable is securely connected to a USB port on the Wincor terminal. Verify cable is not damaged.• Reboot the modem by disconnecting the USB cable for 10 seconds.• Verify the modem is connected to the proper phone line at the site.• Plug in analog phone and verify there is a dial tone.• Verify that the line is not used by other devices.• Replace modem.

Touchscreen/Monitor Troubleshooting

Topic	Troubleshooting Tips
No power	<ul style="list-style-type: none">• Check on/off switch.• Verify that power cord is securely plugged in to an electrical outlet.• Check power source.
No video	<ul style="list-style-type: none">• Verify that the VGA cable is securely attached to CPU and monitor.
No touch	<ul style="list-style-type: none">• Check USB cable connection at monitor and CPU.• Reset terminal.
Calibration off	<ul style="list-style-type: none">• Go through touchscreen calibration process described on following pages.

SECTION 6 – Support Contact Information

Lottery Operations Center Support

Available 24x7

For the following types of VLT and DX issues, contact the WVL Operations Center:

- VLTs Issues
- DX Reporting Issues
- Cash Ticket Validation Issues
- Host connectivity issues
- Dialup issues
- CRC suspensions on VLTs or DX Terminal

Operations Center

304-558-0500 ext 251

SGI National Response Center Support

The SGI Call Center (Level 1 Support) is available 24x7, but Level 2/Level 3 Support is available M-F/9am-5pm.

For the following types of DX Terminal Issues, contact SGI National Response Center:

- Terminal Boot Issues
- Terminal overheating
- Terminal Reboot Issues

SGI National Response Center

1-866-418-4266



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