Technical Training Catalog
2017
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ASTEA™ (Internal)

Description
ASTEA is a field service portal solutions to streamline and improve management of field service activities by automating workflow. Integrates with Siebel and Oracle. It supports Mobile workforce management to provide field service to efficiently complete and document assignments, manage vehicle assets, and capture expenses. Learn to navigate the application that initiates and prioritize service and dispatch assignments to field employees with very little or no human intervention. Explore order processing of service parts logistics to increase efficiency for sales and customer management.

- 8 Hour Duration
- Max Attendees = 12

Prerequisite
None

Learning Content
Learn to navigate the application.

Develop increase efficiency.

Learn to properly complete order processing utilizing the ASTEA application.
ALPHA 2 Pro™ Series Cabinet

Description
The ALPHA 2 Pro™ Series is the Bally’s long line of innovative, stylish, and industry-leading platform consists of one or two video monitors. Learn how to install this platforms, identify the various access doors and features. Identify the various ALPHA 2 Pro Series cabinets. Explore the software setup and menu navigation for ease of optioning the game.

- 8 Hour Duration
- Max Attendees = 12

Prerequisite
- Bally Games 101

Variations
- The ALPHA 2 Pro™ Wave
- The ALPHA 2 Pro™ 27/27

Learning Content
Gain knowledge on the ALPHA 2 Pro™ Series installation.

Setup the software configuration and options.

Learn the various access and menu navigation.
**Description**
Explore ALPHA 2 Pro™ MultiLink™ controller software. Understand the connection requirements and protocols needed to support progressive play. Identify the dedicated electronic gaming machine configured as a Bank Controller and use the USB license key dongle. Configure games with standard options and install the license key.

- 2 Hour Duration
- Max Attendees = 12

**Prerequisites**
None

**Variations**
- AP2 MultiLink™ WAP NAP

**Learning Content**
Identify the components of a MultiLink™ set-up. Configure the electronic gaming machine and the system to ensure proper communication.

Learn how the USB license dongle varies the menus when setting game and progressive options.
ALPHA 2 Pro™ Theater

**Description**
The ALPHA 2 Pro™ Theater is a configuration of two ALPHA 2 Pro™ Wave cabinets with a large display monitor above the EGM. Identify the necessary parts and equipment to assemble the ALPHA Pro™ Theater design. Review necessary details of cable connections and experience a hands-on configuration and troubleshooting.

- 4 Hour Duration
- Max Attendees = 12

**Prerequisite**
- Games 101

**Learning Content**
Gain understanding of what entails putting together an ALPHA Pro Theater.

Learn to install the game software and configure game options.

Learn various access of the cabinet and components location.
Bally Local Link™ v3.3.1

**Description**
Explore the hardware assembly, software configuration, and installation process of the Bally Local Link™ progressive system. Review hardware and software part numbers utilized during the installation process. Explore the use of the GMM expansion unit, assembly set-up, and jumper configuration.

- 2 Hour Duration
- Max Attendees = 12

**Prerequisites**
None

**Variations**
- Bally Local Link™ v3.3.2
- Bally Local Link™ v 4.0

**Learning Content**
Review the cable connections required to complete an installation of the local area progressive controller.

Review settings of the internet protocol address and verify communication.

Learn how to access the application used for the HP RP3000, HP 8300 and the Seneca controller through a remote desktop connection.
Bally Local Link™ v4.0

Description
The Bally Local Link v4.0 is SG’s enhanced version of the Bally Local Link v3.3.1. It is a local area progressive system designed for Bally games. Additional enhancement includes the CoolSign configuration available within the application. Review the controller device features used for the Bally Local Link progressive system, and identify required cables and required communication ports.

- 2 Hour Duration
- Max Attendees = 12

Prerequisite
- Games 101
- Progressive 101
- Bally Local Link v3.3.1

Variations
- BLL 3.3.1
- BLL3.3.2

Learning Content
Identify the cable connections required to complete an installation of the local area progressive controller.

Learn to configure the Bally progressive system’s enhanced features.

Configure the CoolSign enabling feature within the application.
Bally Progressive 101

Description
Review progressive fundamentals. Learn how to use verification forms and sheets in the absence of a handheld device. Learn how to install a progressive and set incrementation rates. Practice progressive reset configurations and resets using interactive activities.

- 2 Hour Duration
- Max Attendees = 12

Prerequisites
None

Learning Content
Set-up internal and external progressives including installation and incrementation.

Review best practice processes associated with progressive installation.
Customer Service Max (Internal)

Description
Learn how to develop a strong rapport with internal and external customers through listening techniques, professional deportment, and problem resolution. Understand a customers’ need or pain points to determine how to respond using positive language. Learn how to calm an upset customer.

- 4 Hour Duration
- Max Attendees = 15

Prerequisites
None

Learning Content
Learn how to create a professional Greeting to address customers. Understand the importance of opening and closing interactions with a positive appreciative remark.

Explore how to use listening techniques to calm upset customers. Learn how to apply the HELP Process in completing a customer request.

Identify language that emphasizes options and the ability to choose. Learn how to eliminate Fighting Words from customer interactions.
Blade™

Description
The course introduces the service technician to the Blade™ electronic gaming machines and their operation. Topics include OS and Game installation, terminal configuration, and troubleshooting techniques.

- 4 Hour Duration
- Max Attendees = 10

Prerequisites
- WMS Games 101

Learning Content
Review the internal and external components of the electronic gaming machine.

Understand how to configure the electronic gaming machine including hardware and software.

Explore how to troubleshoot the electronic gaming machine.
Blade s23™ and Blade s32™

Description
The course is an introduction to the Bluebird™ electronic gaming machines and operations. Topics include OS and Game installation, terminal configuration, and troubleshooting techniques. Discuss key features of the Bluebird™ machines.

- 4 Hour Duration
- Max Attendees = 10

Prerequisites
- WMS Games 101

Variations
- Bluebird®2 Video
- Bluebird®2 Reel
- Bluebird xD™ Video
- Bluebird xD™ Reel

Learning Content
Review the internal and external components of the electronic gaming machine.
Understand how to configure the electronic gaming machine including hardware and software.
Explore how to troubleshoot the electronic gaming machine.
ChipStar™

Description
The ChipStar™ provides gentle, yet highly efficient chip sorting of casino quality chips for use on roulette tables.

- 4 Hours Duration
- Max Attendees = 6

Prerequisites
None

Learning Content
Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.

Identify the key features and benefits of using a ChipStar™ to sort in a casino environment and understand operational usage.

Apply the principles of and solve common technical & mechanical problems.

Use the best practices to perform the proper routine preventive maintenance.

Understand how to install and configure the ChipStar™ chip sorter for the best operational performance.
Class II 101 (To be available Q2 2017)

**Description**
Explore the historical origins of Class II and Central Determination operation within Gaming System. Topics include game operation, gaming class distinctions, and a brief introduction to progressive gameplay. Develop a basic understanding of Class II distinctions in gaming.

- 2 Hour Duration
- Max Attendees = 15

**Prerequisites**
None

**Learning Content**
Review the fundamental concepts behind the legislative regulations on gaming systems and how these relate to the Class II series of gaming equipment.

Identify Class II game deployment topologies. Explore web and server based components.

Explore various terminal interfaces to the system and their configuration.
CoolSign™ 101

Description
The event reviews how to enhance the bonus feature by integrating slot data into the digital signage device. Learn to load content into the controller, identify how to adjust the device to vary the media display and explore common issues involved when installing the media.

- 8 Hour Duration
- Max Attendees = 8

Prerequisites
None

Variations
- CoolSign Mystery
- CoolSign with MapsBridge (MAPS BEPS)
- CoolSign with BLL 4.0
- CoolSign with Multilink

Learning Content
Explore the basic fundamentals of the digital signage application.

Learn how to configure the modules and import contents into the Player Node.
CoolSign™ 201 (To be available Q2 2017)

Description
CoolSign is a vast application that deals mostly with gaming media. This course considers the advancement of technology and devices we used that generally impacts the installations of CoolSign when dealing with more advanced troubleshooting and upgrades. Identify the necessary parts, cables and connections for different nodes.

- 4 Hour Duration
- Max Attendees = 8

Prerequisite
- Basic CoolSign
- Games 101

Learning Content
Distinguish the various versions upgrade processes.

Gain understanding of the CoolSign’s networking.
Deck Checker™

**Description**
The Deck Checker™ is a verification system that provides a fast, effective alternative for card verification needs.

- Up to 2 Hours Duration
- Max Attendees = 6

**Prerequisites**
None

**Learning Content**
Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.

Identify the key features and benefits of using a Deck Checker™ in a casino environment and understand operational usage.

Apply the principles of and solve common technical & mechanical problems.

Review the best practices to perform the proper routine preventive maintenance.

Understand how to setup and configure the Deck Checker™ for the best operational performance.
Deck Mate®

Description
The Deck Mate® is a single or double-deck batch shuffler that delivers a fair, random shuffle and increases the speed and accuracy on any table stakes poker table or hand-pitched table games.

- Up to 4 Hours Duration
- Max Attendees = 6

Prerequisites
None

Variations
- Deck Mate®
- Deck Mate® 2

Learning Content
Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.

Identify the key features and benefits of using a Deck Mate® to shuffle in a casino environment and understand operational usage.

Apply the principles of and solve common technical & mechanical problems.

Use the best practices to perform the proper routine preventive maintenance.

Understand how to install and configure the Deck Mate® for the best operational performance.
Dragon Spin™

Description
Dragon Spin™ is designed in an ALPHA 2 Pro™ Wave™ cabinet that utilizes multi cabinet display through one dedicate EGM as a host, and one dedicated Player as a Bank Controller. This course will provide instructions on how to setup the 360 configuration and the back to back setup. Explore the configuration on both EGM in synchronizing the game to display the cyclical display and progressive features on all the games using the ALPHA Bank Multilink™ feature. Learn the essential configuration that must be followed in order for all the game and the display to communicate an learn to setup the progressive feature.

- 3 Hour Duration
- Max Attendees = 15

Prerequisite
- Bally Games 101
- ALPHA 2 Pro™ Multilink™

Learning Content
Understand the essential sequence that must be followed on the installatin of Dragon Spin™.

Gain knowledge on the EGM configuration to ensure connectivity is achieved.

Learn the synchronization process of the Dragon Spin™ feature.
**Dualos™**

**Description**
Dualos™ is a Scientific Games new dual-screen cabinet. This course will develop your knowledge on installation of hardware and software for the Dualos™ and learn to load the software and navigate the menu to configure the setup options of the game. It supports both WMS and Bally’s libraries of games. Learn the operations involved in the configurations and review the installation of ArgOS™ software and navigation.

- 4 Hour Duration
- Max Attendees = 10

**Prerequisite**
- Bally Games 101
- WMS 101

**Learning Content**
Explore the new sleek style cabinet

Learn to install software and hadware

Configure the Game options.
Easy Chipper™ D

Description
The Easy Chipper™ D simplifies chip sorting processes on roulette tables.

- Up to 4 Hours Duration
- Max Attendees = 6

Prerequisites
None

Learning Content
Identify the fundamental chipper components and terminology used for dealing, maintenance, repair, and troubleshooting.

Identify the key features and benefits of using an Easy Chipper™ D to sort in a casino environment and understand operational usage.

Apply the principles of and solve common technical & mechanical problems.

Use the best practices to perform the proper routine preventive maintenance.

Understand how to install and configure the Easy Chipper™ D chip sorter for the best operational performance.
Field Service Onboarding 101 (Internal)
(To be available Q2 2017)

Description
This is a series of courses designed to properly prepare new scientific games field service team members. Technical Training will work with regional leadership to determine which courses should be defined in the onboarding process per participant.

- Duration based on region and role/responsibility of the new team member

Prerequisite
None

Learning Content
Participants identify internal processes identified by their region, as well as SG products and services.

Introduction to internal and external resources.

Explore gaming systems and deployment configurations.
Fusion MOJO™ Cabinet

Description
Introduction to the MOJO™ cabinet including installation and service of the cabinet, as well as all products that use the MOJO™ cabinet.

- 2 Hour Duration
- Max Attendees = 7

Prerequisites
- Networking 101

Variations
- Fusion Auto
- Fusion Hybrid
- Fusion Multi-Game
- Table Master Fusion

Learning Content
Review the internal and external components of the Fusion MOJO™ Cabinet. Understand how to configure the MOJO™ cabinets including hardware and software.

Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field.
Fusion Auto

Description
The course introduces the service technician to the Fusion Auto and its operation. This class will cover service, and installation of product.

- 2 Hour Duration
- Max Attendees = 7

Prerequisites

- Fusion MOJO™ Cabinet
- Networking 101

Learning Content
Review the internal and external components of the Fusion Multi-game. Understand how to configure the Game Engine, MOJO™ cabinets including hardware and software.

Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field.
Fusion Hybrid

Description
The course introduces the service technician to the Fusion Hybrid and its operation including the podium and/or live tables. This class will also cover the introduction to the MOJO™ cabinet and all of its settings.

- 6 Hour Duration
- Max Attendees = 10

Prerequisites
- Fusion MOJO™ Cabinet
- Networking 101

Learning Content
Review the internal and external components of the Fusion Hybrid including the podium and/or live tables installation. Understand how to configure the Game Engine, MOJO™ cabinets including hardware and software.

Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field.
Fusion Multi-Game

Description
The course introduces the service technician to the Fusion Multi-Game and its operation. This class will cover service, and installation of product.

- 2 Hour Duration
- Max Attendees = 5

Prerequisites
- Fusion MOJO™ Cabinet
- Networking 101

Learning Content
Review the internal and external components of the Fusion Multi-game. Understand how install software and setup each of the QXI computers in the MOJO™ cabinets.

Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field.
The course introduces the service technician to the Table Master™ Fusion and its operation. This class will cover service, and installation of product.

- 2 Hour Duration
- Max Attendees = 5

**Prerequisites**
- Fusion MOJO™ Cabinet
- Networking 101

**Learning Content**
Review the internal and external components of the Fusion Multi-game.

Understand how to configure the Game Engine, MOJO™ cabinets including hardware and software.

Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field.
**Gamefield xD™**

**Description**
Introduction of the Gamefield™ Electronic Gaming Machine and its operations. Identify the peripheral devices and discuss their functions. Learn the CPU requirements and basic installation process.

- 4 Hour Duration
- Max Attendees = 10

**Prerequisites**
- WMS Games 101

**Learning Content**
Review the internal and external components of the electronic gaming machine.
Understand how to configure the electronic gaming machine including hardware and software.
Explore how to troubleshoot the electronic gaming machine.
Bally Games 101

Description
Explore the basic platforms that form the foundation of the electronic gaming machine products built by Bally Technologies. Learn about the inner workings of the ALPHA Elite™, ALPHA 2 Pro™, and Pro Series™ gaming systems and their historical revisions, technical innovations, and deployment configurations. Identify each variety of electronic gaming cabinets and review game components and interactivity.

- 8 Hour Duration
- Max Attendees = 15

Prerequisites
None

Learning Content
Review our electronic gaming machine deployment, management and configuration.

Identify units deployed in the field and their associated configuration and connectivity.

Explore how to perform basic troubleshooting tasks, operating system installation, RAM clear operations, and game conversions.
Game Manager 1

Description
Introduction to a progressive table, and introduces the service technician to the Game Manager 1 Progressive System and its operation. This class will also cover the introduction to hardware and software on both table and podium computer settings

- 8 Hour Duration
- Max Attendees = 7

Prerequisites
None

Variations
- Nexus Command

Learning Content
Review the internal and external components of the Game Manager 1 Progressive Program and system.

Understand how to configure the Table Hardware, Table Software, Pit Podium PC and wiring.

Explore how to troubleshoot the hardware, software, and wiring issues that can be found in the field.
Game Manager 2

Description
Introduction to the service Game Manager 2 Progressive System and its operation. This class will also cover the introduction to Nexus Hardware and Game Manager 2 software on both table and podium computer settings.

- 8 Hour Duration
- Max Attendees = 7

Prerequisites
- Nexus Command
- Networking 101

Learning Content
Review the internal and external components of the Game Manager 2 Progressive Program and system.

Understand how to configure the Nexus Table Hardware, Table Software, Pit Podium PC and wiring.

Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field.
Gamescape™

Description
This platform integrates gameplay to coordinate graphics across multiple display. Explore the peripherals and functionalities of Gamescape™ parts and assemblies. Learn to install the ArgOS™ software and navigate the menus for game options.

- 4 Hour Duration
- Max Attendees = 10

Prerequisite
- WMS Games 101
- Blade s23 and Blade s32

Variations
- World Of Wonka
- Simpsons (Q2 2017)

Learning Content
Gain knowledge on the cabinet specifications and parts assemblies.

Learn the cabinet accesses.

Experience the disassembly and assembly of various parts for troubleshooting.

Distinguish the software installation using the ArgOS™ operating system and navigation.
i-Deal™

Description
The i-Deal® is a single-deck shuffler that delivers a fair, random shuffle and increases the speed and accuracy on specialty games.

- Up to 4 Hours Duration
- Max Attendees = 6

Prerequisites
None

Variations
- i-Deal™ (Linux)
- i-Deal™ plus

Learning Content
Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.

Explore the latest diagnostics tool to diagnose faults and errors.

Apply the principles of and solve common technical & mechanical problems.

Understand the basic fundamentals of Card Recognition technology.

Understand how to install and configure the i-Deal™ shuffler for the best operational performance.
i-Score™

**Description**
The i-Score™ baccarat viewer makes it easy for casinos to display current game results and trends in real time.

- Up to 2 Hours Duration
- Max Attendees = 6

**Prerequisites**
None

**Variations**
- i-Score™
- i-Score™ Plus

**Learning Content**
Identify the fundamental components and terminology used for dealing, maintenance, repair, and troubleshooting.

Identify the key features and benefits of using an i-Score™ in a casino environment and understand operational usage.

Understand the game of baccarat and how it is dealt, played, and scored using an i-Score™ in a casino environment.

Apply the principles of and solve common technical & mechanical problems.

Connect and configure the i-Score™ with an i-Shoe™ Auto to communicate and transmit game data correctly.
i-Table™

**Description**
Introduction to iTable™ electronic table and its operation. This class will also cover the introduction to hardware and software on both table and podium computer settings

- 4 Hour Duration
- Max Attendees = 6

**Prerequisites**
- Networking 101

**Variations**
- I-Table™ Roulette

**Learning Content**
Review the internal and external components of the i-Table™ electronic table.

Understand how to configure the i-Table™, system requirements, table software, pit podium computer and wiring.

Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field.
i-Verify™

**Description**
The i-Verify™ is a LCD touchscreen display used in conjunction with an i-Deal™ shuffler that tells the dealer exactly how to set their hand according to the prescribed house procedure for Pai Gow Poker and Asia Poker specialty games.

- Up to 1 Hour Duration (typically included with i-Deal™)
- Max Attendees = 6

**Prerequisites**
- i-Deal™ (Linux)
- i-Deal™ plus

**Variations**
- Pai Gow Dealer Display

**Learning Content**
Identify the fundamental components and terminology used for dealing, maintenance, repair, and troubleshooting.

Explore the latest diagnostics tool to diagnose faults and errors.

Apply the principles of and solve common technical & mechanical problems.

Understand the basic fundamentals of how to play and deal Pai Gow poker.

Understand how to install, configure, and connect the i-Verify™ to the i-Deal™.
IRIS (Internal)

Description
IRIS is a mobile application used for technician’s solution to minimize debrief, and paperwork. Thus, increase productivity by allowing to submit all workflows in real-time. Understand the functionality of IRIS, explore the differences of both brands that IRIS handles and learn to navigate the mobile solution.

- 4 Hour Duration
- Max Attendees = 10

Prerequisite
None

Learning Content
Learn the functionality of what Iris is developed to promote.
Gain knowledge on the differences of both brands that IRIS handles.
Navigate to various screen functionalities to improve productivity.
i-SHOE™ AUTO

**Description**
The i-Shoe™ Auto is a dealer-friendly alternative to the traditional dealing shoe that helps to eliminate card swapping, collusion and game manipulation.

- Up to 4 Hours Duration
- Max Attendees = 6

**Prerequisites**
None

**Learning Content**
Identify the fundamental components and terminology used for dealing, maintenance, repair, and troubleshooting.

Identify the key features and benefits of using an i-Shoe™ Auto to deal in a casino environment and understand operational usage.

Understand the game of baccarat and how it is dealt using an i-Shoe™ Auto and played in a casino environment.

Apply the principles of and solve common technical & mechanical problems.

Apply the best practices to disassemble and re-assemble to the i-Shoe™ Auto.
Bally Jackpot Lure™

Description
Jackpot Lure is a fishing game theme with a Unity-controlled game software utilizing a Unity driven CoolSign Player Node. Learn how to disable the Coolsign’s primary program and replaced with the Unity program. Identify proper resolution to match with the game setup.

- 2 Hour Duration
- Max Attendees = 10

Prerequisite
- Basic CoolSign
- Games 101
- AP2 Wave™
- AP2 Multilink™

Learning Content
Gain knowledge on disabling CoolSign primary program and replacing it with the Unity Bonus program.

Learn to configure the resolution and establish the Unity connection.

Setup game options to establish communication with the Unity program device.
MAPS BEPS™ Progressive System

Description
Review the installation process of a wide area progressive and understand hardware and software network communication. Identify how to initiate communication between the game and system.

- 4 Hour Duration
- Max Attendees = 12

Prerequisites
- Progressive 101

Learning Content
Identify what devices are placed on the casino floor and what is placed in the server room.

Apply long-range ethernet connections to communicate with games.

Practice installing MAPS and BEPS wide area and local area progressives. Explore the topology of both configurations.

Set-up LREs, routers, and other devices to establish communication between games and the server.
MD2®

Description
The MD2® is a multi-deck batch shuffler that is ideal for multi-deck shoe based table games such as blackjack and baccarat. In addition to its standard functionality, the MD2® shuffler is also available in several other configurations.

- Up to 4 Hours Duration
- Max Attendees = 6

Prerequisites
None

Variations
- MD2®
- MD2® CR
- MD2® CR Workstation

Learning Content
Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.

Identify the key features and benefits of using a MD2® shuffler to shuffle in a casino environment and understand operational usage.

Apply the principles of and solve common technical & mechanical problems.

Use the best practices to perform the proper routine preventive maintenance.

Install and configure the MD2® shuffler for the best operational performance.
**MD3®**

**Description**
The MD3® is a multi-deck shuffler that features improved card recognition technology and brings an unprecedented level of security to multi-deck tables like blackjack and baccarat.

- Up to 4 Hours Duration
- Max Attendees = 6

**Prerequisites**
None

**Learning Content**
Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.

Apply the best practices to disassemble, re-assemble, and make mechanical adjustments to the MD3® shuffler.

Apply the principles of and solve common technical & mechanical problems.

Review the best practices to perform the proper routine preventive maintenance.

Applying the best practices to troubleshooting Card Recognition faults and errors.
Networking 101

Description
Networking 101 is an introduction to computer and electronic gaming networks. Participants will review the fundamental building blocks that form Bally Technologies’ gaming and computer networking concepts, such as TCP/IP, network cabling and general security practices. Interpret network topologies and plan their implementation and understand underlying network issues affecting game performance and operations, as well as learn cabling standards and build CAT5e, CAT6, and RS232 cables.

- 1 Hour Duration
- Max Attendees = 15

Prerequisites
None

Learning Content
Review the fundamental concepts behind electronic and gaming network deployment, management and configuration.

Cover how to interpret network topology diagrams and identify critical infrastructure-related components.

Identify the most commonly used cabling types and schemes, cable construction, and common sources of network issues from improper implementation techniques.
Networking 201 (To be available Q2 2017)

Description
Networking 201 includes electronic gaming networks utilize in most EGM installations and concepts of game links communications, surveys and cabling connectivities as well as general security practices. Understand underlying network issues affecting game performance and operation.

- 8 Hour Duration
- Max Attendees = 15

Prerequisite
- Networking 101
- Games 101

Learning Content
To be develop
Nexus Command

Description
The course introduces the service technician to the Nexus Command™ Progressive System and its operation. This class will also cover the introduction to Nexus hardware installation and service

- 4 Hour Duration
- Max Attendees = 7

Prerequisite
- Game Manager 1
- Networking 101

Learning Content
Review the internal and external components of the Nexus Command™ system.

Understand how to configure the Table Hardware, Table Software, Pit Podium PC and wiring.

Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field.
**One2six™**

**Description**
The One2Six™ continuous multi-deck shuffler ensures a non-trackable, non-countable shuffle on popular multi-deck games such as blackjack and baccarat.

- Up to 4 Hours Duration
- Max Attendees = 6

**Prerequisites**
None

**Variations**
- One2Six™ MFS
- One2Six™ OTS
- One2Six™ Plus
- One2Six™ Flat

**Learning Content**
Identify the fundamental components and terminology used for dealing, maintenance, repair, and troubleshooting.

Identify the key features and benefits of using an One2Six™ to deal in a casino environment and understand operational usage.

Understand the dealing procedures when using an One2Six™ in a casino environment.

Apply the principles of and solve common technical & mechanical problems.

Review the best practices to perform the proper routine preventive maintenance.
OWAP 1

Description
Introduction to OWAP 1 (Operator Wide Area Progressive) Progressive System and its operation. This class will also cover the introduction to the “Back of House” operating system, setup, and installation of Rackmount Server, Main Podium Computer, and Secondary Podium Computer configuration and settings.

- 2 Hour Duration
- Max Attendees = 7

Prerequisites
- Game Manager 1
- Nexus Command
- Networking 101

Learning Content
Review the internal and external components of the OWAP and Game Manager 1 Progressive Program and system.

Understand how to configure the OWAP system, Server Requirements, Table Software, Pit Podium PC and wiring.

Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field.
OWAP 2

**Description**
Introduction to OWAP 2 (Operator Wide Area Progressive) Progressive System and its operation. This class will also cover the introduction to the “Back of House” operating system, setup, and installation of Rackmount Server, Main Podium Computer, and Secondary Podium Computer configuration and settings.

- 2 Hour Duration
- Max Attendees = 7

**Prerequisites**
- Game Manager 2
- Nexus Command
- Networking 101

**Learning Content**
Review the internal and external components of the OWAP 2 and Game Manager 2 Progressive Program and system.

Understand how to configure the OWAP 2 system, Server Requirements, Table Software, Pit Podium PC and wiring.

Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field.
PRIZM Game Table (To be available Q2 2017)

Description
This platform incorporates the next-generation ArgOS operating system with enhanced high speed processing, and video capabilities. It supports both WMS and Bally’s libraries of games. Learn the operations involved in the configurations of the new windows base platform PRIZM Game Table and review the installation of ArgOS software and navigation.

- 8 Hour Duration
- Max Attendees = 6

Prerequisites
- TwinStar™
- Bally Games 101
- WMS Games 101
- Networking 101

Learning Content
Gain knowledge on the installation of the new PRIZM Game Table.

Learn the various access of the cabinet.

Identify software necessary in the installation of PRIZM Game Table.

Setup options and navigate the menus on the PRIZM Game Table.
WMS Platform Progressive

Description
Review progressive fundamentals. Learn how to use verification forms and sheets in the absence of a handheld device and identify the correct XML files.

- 2 Hour Duration
- Max Attendees = 12

Prerequisites
None

Learning Content
Set-up internal and external progresses including installation and incrementation.

Review best practice processes associated with progressive installation.
WAP Jackpot Response, and Verification Process

Description
Review the process associated with responding to a Wide Area Progressive jackpot, identify the roles and responsibilities of various positions during a payout, and understand how to fill out the forms associated with a payout.

- 2 Hour Duration
- Max Attendees = 12

Prerequisites
None

Learning Content
Explore the public relations requirements associated with the Field Service Technician position.
WMS 101

Description
Explore the basic platforms that form the foundation of the electronic gaming machine products built by WMS Gaming. Learn about technical innovations, and deployment configurations. Identify each variety of electronic gaming cabinets and review game components and interactivity.

- 3 Hour Duration
- Max Attendees = 10

Prerequisites
None

Learning Content
Review our electronic gaming machine deployment, management and configuration.

Identify units deployed in the field and their associated configuration and connectibity.
QikTable™ (To be available Q2 2017)

Description
QikTable™ allows players to enjoy high-speed poker games inside their favorite poker rooms by providing individual shot clocks for each player that keeps the action moving.

- Up to 2 Hours Duration
- Max Attendees = 8

Prerequisites
- Deck Mate® 2

Learning Content
Identify the fundamental components and terminology used for dealing, maintenance, repair, and troubleshooting.

Identify the key features and benefits of using QikTable™ in a casino environment and understand operational usage.

Apply the principles of and solve common technical & mechanical problems.

Understand how to setup and configure the QikTable™ for the best operational performance.

Connect and configure the QikTable™ with a Deck Mate® 2 to communicate and transmit game data correctly
Safe-Bacc™

**Description**
The Safe-Bacc™ is a baccarat based shuffler and dealing shoe combination that combines automatic shuffling, automatic loading into a detachable smart-reading shoe and scoring technology into one single unit.

- Up to 6 Hours Duration
- Max Attendees = 6

**Prerequisites**
None

**Learning Content**
Identify the fundamental components and terminology used for dealing, maintenance, repair, and troubleshooting.

Identify the key features and benefits of using the Safe-Bacc™ system to deal in a casino environment and understand operational usage.

Understand the game of baccarat and how it is dealt and played using the Safe-Bacc™ system in a casino environment.

Apply the principles of and solve common technical & mechanical problems.

Apply the best practices to disassemble and re-assemble to the Safe-Bacc™.
Shuffle Flex™

Description

Shuffle Flex™ gives operators the billing flexibility to simply pay-per-shuffle.

- Up to 2 Hours Duration
- Max Attendees = 6

Prerequisites

- Deck Mate® 2
- MD3®

Variations

- Deck Mate® 2
- MD3®

Learning Content

Understand the basic fundamentals of Shuffle Flex™ technology.

Understand how to install and configure the Shuffle Flex™ system.

Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.

Explore the latest diagnostics tool to diagnose faults and errors.

Apply the principles of and solve common technical & mechanical problems.
Understanding Slot Math, PAR Sheets, and Cut Sheets

Description
Participants learn the basic calculations utilized in Slot games, PAR and cut sheets. Explore the game cycle and understand weighted mapping

- 2 Hour Duration
- Max Attendees = 12

Prerequisites
None

Learning Content
Participants identify how paytables in games are configured.

Understand what a game cycle represents.

Explain how to use PAR and cut sheets.

Practice calculating the hit frequency of game play and its association with parity sheets.
TwinStar™ SG-1

Description
This platform incorporates the next-generation ArgOSTM operating system with enhanced high speed processing, and video capabilities. It supports both WMS and Bally’s libraries of games. Learn the operations involved in the configurations of the new windows base platform TwinStar™ and review the installation of ArgOSTM software and navigation.

- 4 Hour Duration
- Max Attendees = 15

Prerequisite
- Bally Games 101
- WMS Games 101

Variations
- TwinStar™ SG-1 J43
- 3 Reel Mechanism (RM) (Stepper)

Learning Content
Gain knowledge on the installation of the TwinStar™ SG-1 cabinet.

Learn the various accesses of the cabinet.

Identify various software necessary in the installation of TwinStar™.

Setup options and navigate the menus on the TwinStar™ SG-1.
**U-Spin™ (To be available Q2 2017)**

**Description**
U-Spin™ is a motor driven roulette ball launcher, triggered by a wireless release button that allows players to enjoy the opportunity to control the launching of up to 3 roulette balls within one roulette spin.

- Up to 4 Hours Duration
- Max Attendees = 5

**Prerequisites**
None

**Learning Content**
Identify the fundamental components and terminology used for dealing, maintenance, repair, and troubleshooting.

Identify the key features and benefits of using U-Spin™ in a casino environment and understand operational usage.

Apply the principles of and solve common technical & mechanical problems.

Understand how to install, setup, and configure the U-Spin™ for the best operational performance.
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