

# Colorado Division of Gaming

## DEVICE FIELD TRIAL PROCEDURES

1. The gaming device manufacturer must first submit its device hardware and/or firmware to a laboratory certified by the Division for testing. Pursuant to its agreement with the certified laboratory, the certified laboratory will perform its testing of the manufacturer's device to ensure the device meets all of the Division's rules, regulations and internal control minimum procedures (ICMPs). When the certified laboratory recommends approval of the device, the Division of Gaming's Systems and Machine Approval Committee (SMAC) will review the device and, if needed, will require that the device be subjected to the following field trial procedures. Reasons for requiring a field trial include, but are not limited to:
  - a) New gaming devices with untested communication protocol,
  - b) New gaming device platforms or storage media, or
  - c) Any device which the certified laboratory or the Division recommends is subjected to the field trial procedures.
2. The gaming device manufacturer should attempt to find one casino in Black Hawk, one casino in Central City, and one casino in Cripple Creek willing to place the device(s) in play for the field trial.
3. The manufacturer must complete the Request for Device Field Trial form, which will include a description of the product that will undergo the field trial, the associated test lab certification report(s), the participating casinos and applicable contact information for each casino representative, and the number of gaming devices that is being proposed for each casino installation. The Request for Device Field Trial form must be submitted and approved by the Division at least 7-days prior to the requested installation date. The form shall be submitted via email to the Division's Field Operations Manager, [Jeffrey.Marone@state.co.us](mailto:Jeffrey.Marone@state.co.us). The form is located on the Division's website under "Contact Us / Field Operations Unit / Slot Machine Forms / Device Field Trial Procedures".
4. Hybrid Gaming Device

If after SMAC's review, the gaming device submitted is determined to be, or defined as a hybrid gaming device, the approval process will consist of the following:

- a) If the hybrid gaming device offers dealer assisted functionality creating the appearance or perception of "live" table game play, each applicable table game theme offered for patron play must undergo a separate review to determine the legality of the game.

- b) Game rules and associated documentation for each dealer assisted "live" play theme in-question must be submitted for review to the Division's Table Game Subject Matter Expert (SME) prior to use prior to use. The Table Games SME will make an initial determination on whether the proposed game rules offered for play are lawful in the state of Colorado; and if so, whether the rules for the game have already been approved by the Commission. If the proposed rules offered for play are materially different from the rules of a similar game approved by the Commission, an application fee will be assessed. The gaming device manufacturer must contact the Division's TGC Chairman for game rule submissions, associated documentation or application fees, and additional correspondence related to the game submission.
  - c) Final approval of the field trial for the hybrid gaming device offering dealer assisted functionality will be contingent upon a successful audit evaluation of the applicable system and revenue accounting meter information and required reports. The approval will coincide with the overall performance evaluation of the gaming device as outlined in these procedures.
  - d) The casino licensee and the manufacturer of the hybrid gaming device may participate in revenue sharing in accordance to the terms negotiated between the parties involved, provided the hybrid gaming device manufacturer maintains a current Operator license.
5. Prior to, or in conjunction with the initial installation for the field trial, the manufacturer shall provide training and technical support to casino staff to ensure that the casino has a clear understanding and a fundamental working knowledge of the installation, functionality, and configuration process for the device and/or associated equipment being evaluated during the field trial. At the Division's discretion, the Division may require participation by its staff in the training, installation and configuration process for the field trial.
6. The SMAC shall determine if the manufacturer should provide each Division of Gaming field office with a complete and functional device, and all necessary keys, accessories, or additional components parts, to allow Division of Gaming field staff to become familiar with the product. If required, the manufacturer of the device shall be responsible for delivering, unloading, installing, and configuring the device and all associated gaming equipment at each field office for the duration of the field trial. When the SMAC releases the manufacturer and its product from field trial, the manufacturer shall remove its device from all Division of Gaming field offices.
7. The manufacturer shall secure casino agreement to abide by the following terms:
  - a) The manufacturer shall place a file in each machine participating in the field trial; each file shall contain blank Incident Reports (IRs). Each IR shall be used for documenting each and ALL "abnormal" operating events, including error conditions, patron dispute incidents, as well as any service work performed to correct

or repair the devices. All IRs for a particular machine are to be stored in the file in the machine. The IR will include legible representations of the following information:

- (1) Date of incident,
  - (2) Division employee who responded, if any,
  - (3) Casino and manufacturer personnel who responded, if any, and
  - (4) A description of the incident and its symptoms, causes, and repair, if any.
- b) If the manufacturer replaces parts, those parts will be identified, and results of manufacturer's forensic investigation of replaced parts will be added to the IR.
8. Within seven days after the initial installation, and each subsequent 30-day field trial period, the manufacturer will provide a formal written report to the Field Operations Manager summarizing the different types of problems encountered with the devices and the number of each type of problem encountered during the prior 30-day periods, if any.
- a) If the manufacturer reports either no problems, or the existence of any problems which do not affect the gaming patron's outcome, the SMAC and the manufacturer will evaluate the situation and determine what course of action is necessary. If no problems are reported, or if problems discovered during any 30-day period of the field trial do not affect the gaming patron's outcome and are considered insignificant, the possible courses of action will include, but are not limited to:
- (1) Allowing the device to continue the field trial,
  - (2) Fixing the problem and allowing the device to continue the field trial,
  - (3) Extending the field trial period for one or more 30-day periods, or
  - (4) Terminating the field trial as the probability of encountering a problem is remote.
- b) If problems discovered during any 30-day period of the field trial are considered significant, or if a problem affects the gaming patron's outcome, the SMAC will determine the course of action, which will include, but not be limited to:
- (1) Shutting the affected devices down until the manufacturer corrects the problem,
  - (2) Ceasing the field trial altogether,
  - (3) Directing the manufacturer to correct the problem while the devices remain in active field trial,
  - (4) Extending the field trial period for one or more 30-day periods, or
  - (5) Any other action the SMAC determines to be appropriate.

- c) If problems encountered any time after the initial 30-day evaluation period are considered insignificant, the manufacturer may request the SMAC to authorize it to place more devices in any casino.
  - d) If, however, problems encountered any time after the initial 30-day evaluation period are considered significant, the SMAC may take any of the actions enumerated above. The action the SMAC takes after the initial 30-day evaluation period is dependent on the severity of the problem encountered.
9. If, during the field trial, the manufacturer wants to make changes to the devices, the manufacturer must submit all such changes to the certified laboratory and, if approved, the SMAC must approve the changes prior to the changes being used in the field.
  10. If, at the end of the field trial period, the field trial resulted in either no problems, or in only insignificant problems, the manufacturer will be released from the field trial, and authorized to install the device in any Colorado licensed casino in the Limited Gaming areas of Black Hawk, Central City or Cripple Creek.
  11. The SMAC reserves the discretion to modify these procedures to meet changing conditions in the gaming market, including but not limited to, authorizing the placement of more or fewer machines in more or fewer casinos for the field trial, terminating the field trial as a success at any time after the initial 30-day evaluation period, declaring a device obsolete after requiring an upgrade or correction, consideration of data from any relevant field trials conducted in other jurisdictions, or any other reasonable action to address a problem, fix, or market condition.