

Colorado Division of Gaming

DEVICE FIELD TRIAL PROCEDURES



COLORADO
Department of Revenue
Enforcement Division – Gaming

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 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 90-day field trial procedures. Reasons for requiring a 90-day 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 90-day 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 90-day field trial. The manufacturer can place up to 6 gaming devices in each participating casino, for a total of up to 18 devices.
3. The manufacturer must complete the Request for Device Field Trial form at least 30-days prior to the requested installation and submit it via email to the Division's Field Operations Manager, 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. 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.

5. 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, to allow Division of Gaming field staff to become familiar with the product. If required, the device shall be installed 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.
6. 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 a file maintained inside 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.
7. 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 90-day 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.
8. If, during the 90-day field trial period, 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.
9. If, at the end of the 90-day field trial period, the field trial resulted in either no problems, or in only insignificant problems, the manufacturer should request the SMAC release it from the field trial, and authorize it to sell the device to any Colorado licensed casino in the Limited Gaming areas of Black Hawk, Central City or Cripple Creek.
10. 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.