



**TECHNICAL STANDARDS
FOR
ELECTRONIC GAMING MACHINES
(SINGAPORE)**

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Technical Standards for Electronic Gaming Machines (Singapore)

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TABLE OF CONTENTS

PREFACE.....	5
1. INTRODUCTION.....	6
1.1 Purpose.....	6
1.2 Scope.....	6
1.3 Terminology.....	6
1.4 Definition of Terms.....	7
1.5 Testing.....	9
1.6 Consistency of Interpretation.....	9
2. HARDWARE – MACHINE REQUIREMENTS.....	10
2.1 Cabinetry.....	10
2.2 Cash Input System	10
2.3 Cash Output System.....	11
2.4 Printed Circuit Boards (PCBs).....	12
2.5 Printers	13
2.6 Read Only Memory (ROM).....	13
2.7 Critical Memory.....	13
2.8 Program Storage Devices.....	14
2.9 Communication with peripherals.....	14
2.10 Environmental Interference Effects	14
2.11 Tilt Conditions	15
3. SOFTWARE REQUIREMENTS.....	17
3.1 Control Program Requirements	17
3.2 Soft Meters.....	17
3.3 Payout Percentages and Odds	22
3.4 Random Number Generator (RNG).....	22
3.5 Program Interruption and Resumption.....	23
3.6 Bonus or Extended Play Features	24
3.7 Last Game Recall.....	25
3.8 Independent Software Verification	25
4. ARTWORK REQUIREMENTS	27
4.1 Game Instructions	27
4.2 Pay Tables.....	27

Technical Standards for Electronic Gaming Machines (Singapore)

5. EXTERNAL COMMUNICATIONS28
5.1 Communications28

Preface

The purpose of this document is to set out the core requirements for the design and operation of gaming machines within the Singapore jurisdiction and to guide testing and certification bodies on the areas for technical compliance on the gaming machines.

The intent of this document is to ensure that gaming on electronic gaming machines occur in a manner that is:-

- a. Honest;
- b. Secure;
- c. Reliable; and
- d. Auditable.

It is not the intent of this document to:-

- a. Mandate a single solution or method to realise an objective;
- b. Limit technology application to gaming equipment;
- c. Limit creativity and variety of choice;
- d. Limit any supplier or manufacturer of equipment;
- e. Preclude research and development into new technologies equipment or innovative ideas.

As far as possible, this document specifies what the minimum technical requirements for electronic gaming machines are instead of how the requirements should be met; nor try to mandate a particular solution or method as the means to realise the requirements.

The Casino Regulatory Authority of Singapore (CRA) is the regulatory authority that supervises and regulates the activities of casinos in Singapore. Casino operators are required to be licensed by law and their gaming machines deployed on the casino floor shall comply with the technical requirements stated in this document before they can be lawfully operated in the Singapore jurisdiction.

Where applicable, the provisions in the Casino Control Act (Cap. 33A) and its subsidiary legislations shall take precedence over the technical standards.

This document would be reviewed on an ongoing basis to take into account the evolution of security in gaming machines and development of other casino related technologies that may require technical regulation.

Comments on this document can be forwarded to:-

The Casino Regulatory Authority
Gaming Technology and ICT Systems Division
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Website: <http://www.cra.gov.sg>

1. INTRODUCTION

1.1 Purpose

1.1.1 The purpose of this technical standard is to:-

- a. Create a standard that would ensure that the operation of gaming machines in Casinos under Singapore's jurisdiction are secure, reliable, auditable and operated correctly;
- b. Eliminate subjective criteria in evaluating and certifying gaming machine operation;
- c. Construct a standard that is technology neutral wherever feasible; and
- d. Construct a standard that does not specify or approve any particular method or algorithm. The intent being to allow a wide range of methods to be used to conform to the standards as long as the methods are secure, reliable and consistent with the technology best practices of the day.

1.2 Scope

1.2.1 The scope of this technical standard covers the minimum standard and security safeguards required in the operation of the gaming machine so that security, reliability and integrity of the gaming machine are achieved.

1.2.2 This technical standard does not cover requirements that are not related to gaming (such as health and safety).

1.3 Terminology

1.3.1 The following terminology used in this document is to be interpreted as follows:-

- a. Shall: The guideline defined is a mandatory requirement, and therefore must be complied with;
- b. Should: The guideline defined is a recommended requirement. Non-compliance shall be documented and approved by the management. Where appropriate, compensating controls shall be implemented; and
- c. May: The guideline defined is an optional requirement. The implementation of this guideline is determined by the operator's environmental requirements.

Technical Standards for Electronic Gaming Machines (Singapore)

1.4 Definition of Terms

Authority/ The CRA	The Casino Regulatory Authority of Singapore
Alterable media	Any form of storage device that allows the modification of the programs or data on the device during the normal operation of the gaming machine. This does not include devices typically considered to be alterable but through either software or hardware means been rendered unalterable.
Bonus Game	An additional function not part of the base game which allows extra credits to be won. They may take the form of free games and/or extended play screen features.
Cashless Wagering System	A method of wagering and accounting in which the validity and value of a wagering instrument or wagering credits are determined, monitored and retained by a computer operated and maintained by a licensee which maintains a record of each transaction involving the wagering instrument or wagering credits, exclusive of the game or gaming machine on which wagers are being made. The term includes computerised systems which facilitate electronic transfers of money directly to or from a game or gaming machine.
Conventional ROM Device	Device incapable of being altered while installed in a gaming machine and may contain executable programs or data that are directly addressable by a processor.
Credit meter	Gaming machine indicator that displays the number of denominational credits or monetary value available to a patron for wagering.
Critical Memory	Memory locations storing information that is considered vital for the continued proper operation of the gaming machine.
Disruption	Any form of disoperation, component failure or interference to the equipment.
Electrostatic Interference (ESI)	Physical property of being able to create electronic interference to a device by either discharging static electricity onto the surface of the unit (such as from a user) or via a mains power or communication cable (from lightning for example).
Electromagnetic Interference (EMI)	Physical characteristic of an electronic device to emit electronic noise either into free air, onto the mains power lines, or communication cables.
EPROM	Erasable Programmable Read Only Memory – non-volatile storage hardware, see ROM.

Technical Standards for Electronic Gaming Machines (Singapore)

Inappropriate coin-in	Legal coin or token of the correct denomination which has been accepted by a gaming machine after the machine has already accepted its maximum number of coins or when the machine is in a state which normally rejects additional coins.
Logic Area	The area within a gaming machine that houses the electronic components that would significantly influence the operation of the gaming machine.
Meter	A non-volatile variable, storing gaming machine audit and other information.
PLD	Programmable Logic Device – electronic component in digital circuits.
Promotional Coupon	A printed wagering instrument that has a fixed dollar wagering value that can only be used to acquire non-cashable credits.
Random Access Memory (RAM)	Electronic component used for computer workspace and storage of volatile information in a gaming machine.
RAM Clear	Process that is used to reset the memory of a gaming machine which configures the gaming machine into a “as new” state.
Random Number Generator (RNG)	Hardware, software or combination device for generating number values that exhibits characteristics of randomness.
Read Only Memory (ROM)	Electronic component used for storage of non-volatile information in a gaming machine. This includes programmable ROM and Erasable Programmable ROM.
Residual Credit Removal Play	A function of residual credit removal (which allows the player to remove residual credits from the gaming machine), in which the player has a chance of rounding up the remaining residual credits to the token value.
Tilt Condition	Programmed error state for a gaming machine. A tilt condition has occurred when the device detects an internal error, malfunction, attempted cheating or other specific events (see Section 2.12) and it disallows further play until the event is resolved.
Wagering Voucher	A printed wagering instrument, used in a cashless wagering system that has a fixed dollar wagering value and is redeemable for cash.

Technical Standards for Electronic Gaming Machines (Singapore)

1.5 Testing

- 1.5.1 Testing of gaming machines and equipment by recognised testing laboratories shall be aimed at determining compliance with the technical requirements provided in this document. Areas of non-compliance shall be reported in the test/certification report. Where, in the opinion of the testing/certification laboratory, the technical requirements spelt out in this document are insufficient, inappropriate or not pertinent to the design of the subject gaming machine or equipment, the laboratory shall seek direction and further clarification from the Authority before proceeding to testing/certification.

1.6 Consistency of Interpretation

- 1.6.1 The Casino Regulatory Authority (CRA) of Singapore recognises that the technical standards may be subject to different interpretations by gaming machine manufacturers, casino operators and testing/certification laboratories. As such, any feedback where different interpretations may be applied to the technical standards provided in this document should be directed to the CRA for clarification when it arises.

2. HARDWARE – MACHINE REQUIREMENTS

This section describes the physical aspects of a gaming machine, its components and its inner workings. The objective is to provide design standards for manufacturers to ensure that all compliant electronic gaming machine platforms can be operated in an honest, secure, reliable and auditable manner.

2.1 Cabinetry

Cabinet Identification

- 2.1.1 A gaming machine shall have an identification badge that is permanently affixed to the exterior of the cabinet by the manufacturer and shall include, at minimum, the following information:-
- a. The name of the manufacturer;
 - b. A unique serial number;
 - c. The gaming machine model number; and
 - d. The date of manufacture.

Cabinet Security

- 2.1.2 The gaming machine (inclusive of its logic area) shall be robust enough to resist forced illegal entry and shall retain evidence of any sign of illegal entry until properly cleared before the initiation of a new play.
- 2.1.3 The gaming machine shall be designed so that power and data cables into and out of the gaming machine can be routed so that they are not accessible to the general public.

2.2 Cash Input System

Coin Acceptor Devices

- 2.2.1 Coin acceptor devices, if present, shall accept only approved coins of appropriate legal tender and be protected against vandalism, abuse or fraudulent activity.
- 2.2.2 The coin acceptor devices shall be designed to meet the following requirements:-
- a. Ability to accept or reject a coin on the basis of metal composition, mass, composite makeup or equivalent security;
 - b. Ability to indicate accurately each valid coin inserted to the gaming machine controlling software and to return all inappropriate coin-ins back to the player; and

Technical Standards for Electronic Gaming Machines (Singapore)

- c. Ability to guard against known cheating methods such as slugging (use of counterfeit coins), stringing (coin pullback), rapidly fed/piggy backed coins, and the insertion of foreign objects or other manipulation.

Banknote Acceptor Devices

- 2.2.3 The banknote acceptor device shall be an electronic device that is configured to ensure that the device only accepts valid legal tender bills and reject all others with high accuracy and provide a mechanism to enable the gaming machine software to interpret and act appropriately on a valid or invalid input.
- 2.2.4 The banknote acceptor device shall be designed to protect against vandalism, abuse or other fraudulent activity.
- 2.2.5 All accepted banknotes shall be deposited into a secure banknote storage area in the gaming machine. Rejected or invalid notes shall be returned to the player.

Cashless In

- 2.2.6 Gaming machines shall make use of a proven, secure and reliable mechanism when providing a cashless wagering feature from an authorised card, voucher/coupon or account (e.g. smart card, magnetic strip card, vouchers, and coupons).
- 2.2.7 The mechanism shall minimise the possibility of unauthorised and/or unintended transactions.

Credit Meter Limit

- 2.2.8 Gaming machines shall allow a credit meter limit to be set such that in the event that the limit is reached, the gaming machine will refuse to accept any more coins, banknotes or cashless in unless a wager is made or play initiated.

2.3 Cash Output System

Coin Hoppers

- 2.3.1 The coin hopper, if fitted in a gaming machine that is operated using coins, shall be located within the gaming machine.
- 2.3.2 The coin hopper shall be designed to be resistant to manipulation by a light source or any foreign object.
- 2.3.3 The gaming machine shall be able to detect the following hopper conditions in all game states:-
 - a. Hopper Empty;
 - b. Hopper Jam;
 - c. Hopper Full; and
 - d. Extra Coin Paid / Hopper Runaway (one or more unintended coins exiting the hopper).

Technical Standards for Electronic Gaming Machines (Singapore)

- 2.3.4 All coins paid from the hopper mechanism shall be properly accounted for by the gaming machine including those paid out as extra coins during a hopper malfunction.

Cashless Out

- 2.3.5 Gaming machines shall use a proven, reliable and secure method to transfer money in the form of credits out to an account (e.g. with use of smart card, magnetic strip card) or other devices (e.g. site controller).
- 2.3.6 Gaming machines shall have the capacity to display a complete transaction history for the most recent thirty-five (35) transactions with a cashless wagering system. Retention of transaction history for additional prior transactions would be strongly encouraged.
- 2.3.7 The issuance of vouchers/coupons for making payments, if implemented, shall include, at minimum, the following information:-
- a. Casino name;
 - b. Unique gaming machine identification number;
 - c. Current date and time of issuance;
 - d. Value of the credit in numbers and in words;
 - e. Unique identifying number of the voucher/coupon; and
 - f. Number of days before voucher/coupon expires.

Cash-Out Limit

- 2.3.8 Gaming machines shall allow a cash-out limit to be set such that player-initiated cash-outs beyond the limit will not be paid out by the machine, but instead require intervention by an attendant.

2.4 Printed Circuit Boards (PCBs)

- 2.4.1 Each customised PCB in a gaming machine shall be identifiable by a name (or number) and revision level that is displayed on the board.
- 2.4.2 The circuit board assemblies, used in gaming machines, shall conform functionally to the documentation of the PCBs that were submitted to the recognised testing laboratory.
- 2.4.3 All patch wires and track cuts for any customised PCB in a gaming machine shall be documented in the relevant service manual/bulletin and submitted to the recognised testing laboratory.
- 2.4.4 All switches and jumpers shall be fully documented for testing by the recognised testing laboratory.
- 2.4.5 Switches or jumpers that have the potential to affect the security, integrity or the game result (e.g. percent return) of the gaming machine shall not be permitted.

Technical Standards for Electronic Gaming Machines (Singapore)

2.5 Printers

- 2.5.1 Printers shall be mounted inside the gaming machine.
- 2.5.2 The printer shall have mechanisms to allow software to interpret and act upon the following conditions:-
 - a. Out of paper / Paper low;
 - b. Printer jam/failure (including out of ink/toner errors if applicable); and
 - c. Disconnected.

2.6 Read Only Memory (ROM)

- 2.6.1 All Conventional Read Only Memory (ROM) devices and other programmable logic elements shall be clearly marked with sufficient information to identify the software and revision level of the information stored in the devices.
- 2.6.2 All Conventional ROM devices (and PLDs) that have erasure windows shall be fitted with covers over their erasure windows.
- 2.6.3 Gaming machines with control programs or other security programs residing in Conventional ROM devices such as EPROMs shall have the unused portions of the memory device that contains the program set to zero.
- 2.6.4 Control programs residing in one or more Conventional ROM Devices shall employ a mechanism to verify the integrity of the control programs and data.

2.7 Critical Memory

- 2.7.1 The following requirements shall be met for critical memory in gaming machines:-
 - a. Critical memory data storage shall be capable of reliably preserving its memory contents for at least thirty (30) days with the mains power switched off. A rechargeable or non-rechargeable backup power source may be used to meet this requirement;
 - b. A proven and reliable mechanism shall be implemented to check for any corruption of critical memory locations used for crucial gaming machine functions. This shall include information pertaining to the play and final outcome of the most recent game, the nine (9) games prior to the most recent game, random number generator outcome, credits available for play, and any other error states. Detection of any corruption that cannot be corrected shall be deemed to be a game malfunction;
 - c. Clearing memory shall only be undertaken by accessing the logic area in which it is housed; and
 - d. In a RAM clear, the game program shall execute a routine, which sets each and every bit in RAM to the default state. For games that allow for partial RAM clears, the methodology shall be highly accurate and shall validate the un-cleared portions of RAM.

Technical Standards for Electronic Gaming Machines (Singapore)

2.8 Program Storage Devices

- 2.8.1 A program storage device (e.g. CD-ROM, flash memory devices or alternate storage medium) shall only contain the program files that operate the game and shall be authenticated upon power up and at the first time the program files are loaded for use.
- 2.8.2 A proven and robust mechanism shall be implemented to internally authenticate that the program files and/or support files had not been corrupted or altered prior to use/loading. The mechanism shall prevent further play of the gaming machine if unexpected data or inconsistencies are found.
- 2.8.3 Write protection shall be employed on the program storage device where applicable.
- 2.8.4 If the gaming machine is not intended for server supported gaming, the program storage device shall be disabled against re-writing or the program residing shall not have the capability to re-program itself.

2.9 Communication with peripherals

- 2.9.1 Communication ports shall be clearly labeled and located within the gaming machine to prevent unauthorised access to the ports or cable connectors.
- 2.9.2 The communication protocol shall also ensure that erroneous data or signals would not adversely affect the operation of the gaming machine.

2.10 Environmental Interference Effects

Electromagnetic Interference

- 2.10.1 Gaming machines shall not create electronic noise that affect the integrity of neighboring machines or associated equipment.

Electrostatic Interference

- 2.10.2 Gaming machines shall exhibit total immunity to human body electrostatic discharges on all areas exposed to player contact.
- 2.10.3 Gaming machines may exhibit temporary disruption when subjected to a significant electro-static discharge greater than human body discharge, but they shall exhibit a capacity to recover and complete any interrupted play without loss or corruption of any control or data information associated with the gaming machine. The tests shall be conducted with a severity level of a minimum of 20 kV air discharge.

Radio Frequency Interference

- 2.10.4 Gaming machines shall not divert from normal operation by the application of RFI at a frequency range from 27 to 1000 MHz with field strength of three (3) volts per metre.

Technical Standards for Electronic Gaming Machines (Singapore)

Liquid Spills

- 2.10.5 Liquid spills applied to the outside of a gaming machine shall not affect the normal operation of the machine or the integrity of the material or information stored inside the cabinet. If liquids are spilled into a coin acceptor or bill acceptor, any resulting malfunction shall result in the acceptor rejecting all inputs or generating an error condition.

2.11 Tilt Conditions

- 2.11.1 Gaming machines shall detect and display the following conditions during idle states or game play. The following conditions may be automatically cleared by the gaming machine upon completion of a new play sequence and also communicated to a slot management system if applicable:-

- a. Power reset;
- b. Door open (including bill acceptor);
- c. Door just closed; and
- d. Inappropriate coin-in if the inappropriate coin(s) in are not returned to the player.

- 2.11.2 Gaming machines shall be capable of detecting and displaying the following conditions that shall disable the game play and shall only be cleared by an attendant and also communicated to a slot management system if applicable:-

- a. Coin-in error (e.g. coin jam, reverse coin-in, etc.);
- b. Coin-out error (e.g. coin jam, extra coin paid out, etc.);
- c. Hopper empty or timed-out (hopper failed to make payment);
- d. Hopper Runaway;
- e. Banknote-in jam;
- f. Low RAM battery for batteries external to the RAM itself or low power source;
- g. Uncorrectable RAM error (RAM defective or corrupted);
- h. Print failure, if the gaming machine has no other means to make a payout, a replacement voucher may be printed once the failure condition has been cleared;
- i. Printer mechanism paper jam. A paper jam condition shall be monitored at all times during the print process;
- j. Printer mechanism paper out;
- k. Presentation error;
- l. Program error (Defective program storage media);
- m. Reel spin error of any type including a mis-index condition for mechanical reels. The specific reel number shall be identified as part of the error condition and microprocessor controlled reels, if applicable, shall be monitored to detect malfunctions such as a reel which is jammed, or is not

Technical Standards for Electronic Gaming Machines (Singapore)

spinning freely, or any attempt to manipulate their final resting positions;
and

n. Removal of control program storage media.

2.11.3 A description of tilt codes and their meanings shall be affixed inside the gaming machine unless the displayed codes are self-explanatory.

3. SOFTWARE REQUIREMENTS

This section describes the software requirements so that the software functions as intended and is honest and reliable to the player. It establishes the minimum standards of functionality so that all compliant electronic gaming machine platforms would be secure, reliable, auditable and operate according to their specification.

3.1 Control Program Requirements

- 3.1.1 Gaming machine control programs (software that operates the gaming machine's functions) shall be authenticated against possible corruption caused by the failure of the program storage medium and all critical game functions during each power-up cycle. The methodology shall detect 99.99 percent of all possible failures.
- 3.1.2 Any program component of the authentication or initialisation mechanism shall be stored on a non-modifiable physical storage device such as a Conventional ROM Device and shall be capable of being verified.

3.2 Soft Meters

- 3.2.1 All gaming machines shall be equipped with soft meters (electronic digital storage meters) of at least ten (10) digits capable of recording and displaying the required information listed in this section where applicable to the gaming machine.
- 3.2.2 All soft meters shall be updated upon the occurrence of the particular event the meter is monitoring. All meters shall be added to except for coin handling meters (i.e. Coin In and Coin Out meters) which may be added to or incremented if preferred. The term "added to" provides for a fetch of the current value from memory, conduct of an arithmetic add operation and storage back in memory.
- 3.2.3 These meters, listed below, shall accumulate the following information in dollars and cents. Gaming machines configured for multi-denomination play shall display the required information in dollars and cents.

Technical Standards for Electronic Gaming Machines (Singapore)

Meter Name	Definition
a) Coin In	<p>The machine shall have a meter specifically labeled “Coin In” that accumulates the total value of all wagers, whether the wagered amount results from the insertion of coins, tokens, currency, vouchers, coupon, deduction from a credit meter or any other means. This meter shall:-</p> <ol style="list-style-type: none"> a. Not include subsequent wagers of intermediate winnings accumulated during game play sequence such as those acquired from “double up” games; b. For multi-game and multi-denomination/multi-game gaming machines, provide the information necessary, on a per pay table basis, to calculate a weighted average theoretical payback percentage; and c. For gaming machines which are considered slot machines and which contain pay tables with a difference in theoretical payback percentage which exceeds 4 percent between wager categories, maintain and display coin in meters and the associated theoretical payback percentage, for each wager category with a different theoretical payback percentage, and calculate a weighted average theoretical payback percentage for that payable.
b) Coin Out	<p>The machine shall have a meter specifically labeled “Coin Out” that accumulates the total value of all amounts directly paid by the machine as a result of winning wagers, whether the payout is made from the hopper, to a credit meter or by any other means. This meter shall not record amounts awarded as the result of an external bonusing system or a progressive payout.</p>
c) Coin Drop	<p>The machine shall have a meter specifically labeled “Coin Drop” that accumulates the total value of coins or tokens diverted to the drop.</p>
d) Attendant Paid Jackpots	<p>The machine shall have a meter specifically labeled “Attendant Paid Jackpots” that accumulates the total value of credits paid by an attendant resulting from a single winning alignment or combination, the amount of which is not capable of being paid by the machine itself. This does not include progressive amounts or amounts awarded as a result of an external bonusing system. This meter is only to include awards resulting from a specifically identified amount listed in the manufacturer’s par sheet.</p>
e) Attendant Paid Cancelled Credits	<p>The machine shall have a meter specifically labeled “Attendant Paid Cancelled Credits” that accumulates the total value paid by an attendant resulting from a player initiated cash-out that exceeds the physical or configured capability of the machine to make the proper payout amount.</p>

Technical Standards for Electronic Gaming Machines (Singapore)

Meter Name	Definition
f) Physical Coin In	The machine shall have a meter specifically labeled “Physical Coin In” that accumulates the total value of coins or tokens inserted into the machine.
g) Physical Coin Out	The machine shall have a meter specifically labeled “Physical Coin Out” that accumulates the value of all coins or tokens physically paid by the machine.
h) Bill In	The machine shall have a meter specifically labeled “Bill In” that accumulates the total value of currency accepted. Additionally, the machine shall have a specific meter for each denomination of currency accepted that records the number of bills accepted of each denomination.
i) Voucher In	The machine shall have a meter specifically labeled “Voucher In” that accumulates the total value of all gaming machine wagering vouchers accepted by the machine.
j) Voucher Out	The machine shall have a meter specifically labeled “Voucher Out” that accumulates the total value of all gaming machine wagering vouchers issued by the machine.
k) Electronic Funds Transfer In (EFT In)	The machine shall have a meter specifically labeled “EFT In” that accumulates the total value of cashable credits electronically transferred from a financial institution to the machine through a cashless wagering system.
l) Wagering Account Transfer In (WAT In)	The machine shall have a meter specifically labeled “WAT In” that accumulates the total value of cashable credits electronically transferred to the machine from a wagering account by means of an external connection between the machine and a cashless wagering system.
m) Wagering Account Transfer Out (WAT Out)	The machine shall have a meter specifically labeled “WAT Out” that accumulates the total value of cashable credits electronically transferred from the machine to a wagering account by means of an external connection between the machine and a cashless wagering system.
n) Non-Cashable Electronic Promotion In	The machine shall have a meter specifically labeled “Non-Cashable Electronic Promotion In” that accumulates the total value of non-cashable credits electronically transferred to the machine from a promotional account by means of an external connection between the machine and a cashless wagering system.

Technical Standards for Electronic Gaming Machines (Singapore)

Meter Name	Definition
o) Cashable Electronic Promotion In	The machine shall have a meter specifically labeled “Cashable Electronic Promotion In” that accumulates the total value of cashable credits electronically transferred to the machine from a promotional account by means of an external connection between the machine and a cashless wagering system.
p) Non-Cashable Electronic Promotion Out	The machine shall have a meter specifically labeled “Non-Cashable Electronic Promotion Out” that accumulates the total value of non-cashable credits electronically transferred from the machine to a promotional account by means of an external connection between the machine and a cashless wagering system.
q) Cashable Electronic Promotion Out	The machine shall have a meter specifically labeled “Cashable Electronic Promotion Out” that accumulates the total value of cashable credits electronically transferred from the machine to a promotional account by means of an external connection between the machine and a cashless wagering system.
r) Coupon Promotion In	The machine shall have a meter specifically labeled “Coupon Promotion In” that accumulates the total value of all gaming machine promotional coupons accepted by the machine.
s) Coupon Promotion Out	The machine shall have a meter specifically labeled “Coupon Promotion Out” that accumulates the total value of all gaming machine promotional coupons issued by the machine.
t) Machine Paid External Bonus Payout	The machine shall have a meter specifically labeled “Machine Paid External Bonus Payout” that accumulates the total value of additional amounts awarded as a result of an external bonusing system and paid by the gaming machine.
u) Attendant Paid External Bonus Payout	The machine shall have a meter specifically labeled “Attendant Paid External Bonus Payout” that accumulates the total value of amounts awarded as a result of an external bonusing system paid by an attendant.
v) Attendant Paid Progressive Payout	The machine shall have a meter specifically labeled “Attendant Paid Progressive Payout” that accumulates the total value of credits paid by an attendant as a result of progressive awards that are not capable of being paid by the machine itself.
w) Machine Paid Progressive Payout	The machine shall have a meter specifically labeled “Machine Paid Progressive Payout” that accumulates the total value of credits paid as a result of progressive awards paid directly by the machine. This meter does not include awards paid as a result of an external bonusing system.

Technical Standards for Electronic Gaming Machines (Singapore)

- 3.2.4 In addition, all gaming machines shall have soft meters of at least ten (10) digits that record the number of games played since:-
- a. Power reset;
 - b. Door close; and
 - c. Game initialization (RAM clear).
- 3.2.5 The gaming machines shall provide the means for on-demand display of above soft meter information to authorised persons.
- 3.2.6 All other soft meters, if any, shall be suitably labeled or explained if necessary.
- 3.2.7 Gaming machines that are unable to display the specific meter labels required shall use a legend to indicate what information a specific meter accumulates.

Meters Displayed to Players

- 3.2.8 The gaming machines shall also have meters in units equal to the denomination of the current game selection that continuously displays to a player the following information as it pertains to the current play or monetary transaction, unless there is a malfunction or tilt condition:-
- a. The coins or credits wagered;
 - b. The coins or credits won, if applicable;
 - c. The coins paid by the hopper for a credit cash-out or a direct pay from a winning outcome; and
 - d. The credits available for wagering, if applicable.
- 3.2.9 The credit meter shall be maintained in credits or cash value (i.e. local currency).
- 3.2.10 Credits staked (e.g. commencement of play, additional wagers during a play) shall be immediately subtracted from the player's credit meter.
- 3.2.11 The end of a play is defined to be when all appropriate meters for a game have been updated. Update of the credit meter before the completion of play may be made provided that:-
- a. Critical memory is updated when the credit meter is updated; and
 - b. Only credits held on a win meter may be wagered on a gamble feature, i.e. it is not possible to wager any credits transferred to the credit meter on gamble.

Progressives

- 3.2.12 Progressives may be added to the credit meter if either:-
- a. The credit meter is maintained in the local currency amount;
 - b. The progressive meter is incremented to whole credit amounts; or

Technical Standards for Electronic Gaming Machines (Singapore)

- c. The prize in the local currency amount is converted to credits on transfer to the player's credit meter in a manner that does not mislead the player (i.e., make unqualified statement "wins meter amount" and then rounds down on conversion) or cause accounting imbalances.

Information Retention in Case of Power Loss

- 3.2.13 All gaming machines shall be equipped with a device, mechanism or method that retains the value of all the required meters in the event of power loss to the gaming machine.
- 3.2.14 All soft meter information shall be preserved for a minimum of seventy-two (72) hours after a power loss to the gaming machine.

3.3 Payout Percentages and Odds

- 3.3.1 The theoretical payback percentages of a gaming machine shall not be changed without making a hardware or software change in the gaming machine.
- 3.3.2 A game shall have at least one configuration setting that yields a minimum theoretical statistical expectation that the minimum return-to-player percentage (RTP) of the game will be greater than or equal to 90.0% during the expected lifetime of the game.
- 3.3.3 The minimum RTP requirement shall be met at all times:-
 - a. In particular, the minimum RTP requirement shall be met when playing at the lowest end of a non-linear paytable (i.e., if a game is continuously played at a minimum bet level for its entire game cycle).
 - b. For gaming machines that may be affected by player skill, strategy (to be provided by the manufacturer) may be assumed.
- 3.3.4 In a progressive game, whenever a progressive payout is offered as part of the gaming machine payout, the base amount (the lowest starting value possible) shall be included in the theoretical payout percentage for purposes of satisfying the minimum percentage RTP requirements.
- 3.3.5 The Double-up or Gamble options shall have a theoretical return to the player of one hundred percent (100%).

Jackpot Odds

- 3.3.6 The odds of the advertised jackpot shall be prominently displayed on the award glass or video display if the odds of hitting any advertised jackpot that is offered by a gaming machine exceeds 100 million to one.

3.4 Random Number Generator (RNG)

- 3.4.1 All possible permutation or combination of game elements that produces winning or losing game outcomes shall be available for random selection at the initiation of each play.

Technical Standards for Electronic Gaming Machines (Singapore)

- 3.4.2 The game software shall not determine the outcome of a play (critical to the game result) or gamble until after all player options pertaining to the play or gamble have been made unless the values are stored securely.
- 3.4.3 The use of a RNG shall result in a selection of game symbols or game outcomes that are proven, via the application of recognised statistical tests, to be:-
- a. Statistically independent;
 - b. Uniformly distributed over their range; and
 - c. Unpredictable.

Background RNG Activity Requirement

- 3.4.4 The RNG shall be cycled continuously between plays.

RNG Seeding

- 3.4.5 The method of seed generation shall ensure that:-
- a. The same sequence of random numbers is never used in more than one gaming machine at the same time;
 - b. The “next” game outcome is not predictable; and
 - c. The seeding and re-seeding shall be randomly determined and shall not be under operator control.

Range Requirement

- 3.4.6 The range of values produced by the RNG shall be adequate to provide sufficient precision and flexibility when setting event outcome probabilities.

Scaling and Mapping

- 3.4.7 Numbers generated from the RNG must be scaled down to usable values that map accurately to the symbols that are used in the game.

3.5 Program Interruption and Resumption

Program Interruption

- 3.5.1 After a program interruption (e.g., power down), the software shall be able to recover to the state it was in immediately prior to the interruption occurring.

Program Interruption Procedures

- 3.5.2 On program interruption, the following procedures shall be implemented at the minimum:-
- a. The hopper shall be turned off;

Technical Standards for Electronic Gaming Machines (Singapore)

- b. The integrity of critical variables shall not be compromised by the interruption procedures; and
- c. The power-down routine, if any, shall be fully completed.

Restoration from Error Condition

- 3.5.3 If a gaming machine is powered down while in an error condition, then upon restoring power, the error message shall be displayed and the gaming machine shall remain locked-up. This is unless power down is used as part of the error reset procedure, or if on power up or door closure, the gaming machine checks for the error condition and detects that the error is no longer in existence.

Program Resumption

- 3.5.4 On program resumption, the following procedures shall be performed at the minimum:-
- a. Any communications to an external device shall not begin until the program resumption routine, including self-tests, is completed successfully;
 - b. Gaming machine control programs shall test themselves for possible corruption due to failure of the program storage media using a robust and proven mechanism;
 - c. The integrity of all critical memory shall be checked;
 - d. The power down process, if any, shall be tested for correct completion, and an appropriate message shall be displayed if incorrect completion is detected; and
 - e. The software shall be able to detect any change in the gaming machine program from when the gaming machine was last powered down or interrupted. If a change is detected, the gaming machine shall lock-up, display an appropriate error message until the gaming machine is reset by an authorised person.

3.6 Bonus or Extended Play Features

- 3.6.1 All gaming machines which offer a bonus game or extended play feature which requires player selection or interaction are prohibited from automatically making selections or initiating games or features unless:-
- a. The patron is presented with a choice and specifically acknowledges his intent to have the gaming machine auto-initiate the bonus or extended play feature by means of a button press or other physical/machine interaction; or
 - b. The bonus or extended feature provides only one choice to the patron (i.e. press button to spin wheel). In this case, the machine may auto initiate the bonus or extended feature after a time out period of at least two (2) minutes.

Technical Standards for Electronic Gaming Machines (Singapore)

Bonus Games

- 3.6.2 The game shall not adjust the likelihood of a bonus occurring, based on the history of prizes obtained in previous games (i.e. games shall not adapt their theoretical return to player based on past payouts).

3.7 Last Game Recall

- 3.7.1 The Last Game Recall shall either display the residual credit removal play result or contain sufficient information (e.g., updated meters) to derive the result.
- 3.7.2 For the Last Game Recall information held by the gaming machine, it shall be possible to show to the player the results of the play(s) as the player originally saw it. The manner in which the information is provided shall enable observers to clearly identify all game sequences and result(s) that occurred.
- 3.7.3 Last Game Recall shall reflect bonus games in their entirety. For bonus games that are re-triggerable during bonus games (i.e. the number of games in a bonus game sequence can theoretically be infinite), Last Game Recall must be able to replay a minimum of X games of the bonus sequence, where X is a mathematical determination such that 99% of all bonus game sequences are of X games or less.
- 3.7.4 Last Game Recall information on at least the last five (5) games shall be retrievable on the operation of a suitable external key-switch, entry of an authorised access card or other secure method.
- 3.7.5 Last Game Recall information shall provide all relevant information required to fully re-construct the last play. All values shall be displayed even if they are zero. The display shall contain the following information at the minimum:-
- a. The total number of credits at the start of play (less credits bet);
 - b. The total number of credits at the end of play;
 - c. The total number of credits bet including number of lines played and credits per line;
 - d. The total number of credits won associated with the prize resulting from the last play or the value in dollars and cents for progressive prizes;
 - e. The total number of credits inserted and cancelled, if any;
 - f. Any player choices involved in play outcome including lines selected, units wagered etc.; and
 - g. Results of Gambles, Double-ups and bonus features if applicable.

3.8 Independent Software Verification

- 3.8.1 The gaming machine shall allow for an independent integrity check of the machine's software from an outside source. This may be accomplished by the medium being able to be removed and authenticated by an external device, or having an interface port for an external device to authenticate the media. This

Technical Standards for Electronic Gaming Machines (Singapore)

integrity check mechanism shall provide the means for field testing of the machine software for identification and validation purposes.

- 3.8.2 The gaming machine shall also allow for self-authentication of the machine software with a slot management system where applicable.

4. ARTWORK REQUIREMENTS

This section describes the displays and static artwork associated with an electronic gaming machine. In addition, all displays, including reels, screens, help screens, second screens, static artwork, top box features should be accurate, comprehensive and non-misleading representations of the game.

4.1 Game Instructions

- 4.1.1 All game instructions on the artwork shall be easily interpreted, not ambiguous, and sufficient to explain all game rules.
- 4.1.2 There shall be sufficient game instructions to allow a player to determine the correctness of prizes awarded.
- 4.1.3 Game play and usage instructions shall be stated unambiguously and shall not be misleading to the player.

4.2 Pay Tables

- 4.2.1 All prizes that are used in the mathematical treatise shall be displayed correspondingly on the artwork.
- 4.2.2 The pay table applicable to the game shall be clearly visible, or the means of displaying such information shall be readily available to the player at any time a game is available to be played.

5. EXTERNAL COMMUNICATIONS

This section is intended to ensure that external communications with the electronic gaming machines are secure so as to prevent unauthorised access or modification of communicated data as well as to ensure that all related translations are accurate and free from error.

5.1 Communications

- 5.1.1 All external data communication shall be protocol based and/or incorporate an error detection and correction scheme to ensure an accuracy of ninety-nine percent (99%) or better of messages received.
- 5.1.2 The communication protocol shall also ensure that erroneous data or signals would not adversely affect the operation of the gaming machine.
- 5.1.3 Certificates, keys or seeds that are used for encryption purposes shall not be hard coded, and shall be changed periodically.
- 5.1.4 External data communication protocols shall as far as possible be open standards based to allow for interoperability between gaming machines and the slot management systems.