

Orientation Module

Machine Overview
Floor Operations
Service and Troubleshooting

In this module you will:

- Get to know the instructor
- Get to know other people in the class
- Learn what the course is about
- Learn how the course is arranged and taught



Notes _____

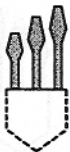
INTRODUCTIONS

Welcome to the 80960 Training Course. This course uses hands-on training methods to familiarize you with the IGT 80960 product line. Currently, this line consists of Game King, iGame, iGame-Plus and Vision Series machines.

Instructor Name _____

Here's an opportunity to get to know one another! Find out the following things about the person sitting next to you:

- Name:
- Job Title:
- Company:
- How many years experience:
- What does your partner expect from this class?

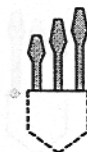


MACHINE OVERVIEW

This course familiarizes students with basic machine features and operations of new and existing IGT games.

You will learn about:

- The history and future of IGT product lines
- Information resources available from IGT
- Identification of machine operating modes
- Major machine components and basic operations
- Proper personal and equipment safety methods, including ESD awareness
- Accounting and security features
- Software options game play
- Getting the best performance from your machines



Notes

FLOOR OPERATIONS

This course is designed for employees who work with IGT machines and players on a daily basis and would benefit from a working knowledge of IGT machine operations. This course uses real-world situations to demonstrate machine operations and gives the students the opportunity to practice their skills.

You will learn how to:

- Read paytables
- Answer customer questions using game software options
- Clear bill jams, coin-in jams and coin-out jams
- Clear tilts related to jams
- Identify specific error codes and what they mean
- Reduce machine downtime through ESD awareness and preventive maintenance
- Use basic machine diagnostics on major components



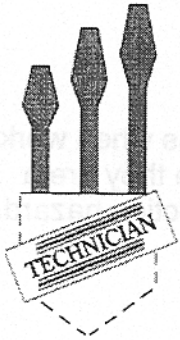
SERVICE AND TROUBLESHOOTING

This course is intended for slot technicians who service gaming machines on a daily basis and who need a solid understanding of IGT software, hardware and troubleshooting techniques. This course uses real-world situations to develop the skills needed to identify, isolate and replace inoperative machine components.

You will learn how to:

- Identify machine operation principles
- Troubleshoot machine functions
- Perform machine conversions
- Use software diagnostics to troubleshoot the machine
- Identify voltages





Safety Module

Machine Overview

During this module you will learn:

- General safety procedures
- What ESD is and why it is important to know about it

Floor Operations

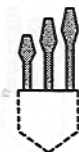
During this module you will learn:

- General safety procedures
- What ESD is
- The importance of understanding ESD
- How to prevent ESD from damaging your machines

Service and Troubleshooting

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- General safety procedures
- What ESD is
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- How to prevent ESD from damaging your machines



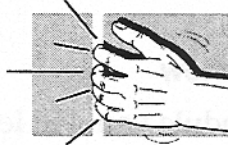
Notes

PERSONAL SAFETY

To ensure personal safety:



- Remove rings and watches when working on a machine because they are a catch hazard and a conduction hazard.



- Be careful of machine "pinch-points"



- When carrying heavy items use proper lifting techniques and be sure to balance your load



- Be aware of electrical shock hazards:
 - Make sure machines are properly connected and earth grounded to avoid shock
 - Touch the machine with the back of your hand before opening it to prevent injury in case the machine is not properly grounded
 - When working inside a machine use the "hand-behind-the-back" method
 - this creates a shorter path of the electrical current if you do get shocked



AWARENESS QUIZ

Instructions

Circle the best possible answer.

Questions

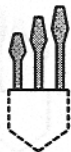
1. ESD stands for:
 - a. Electricity Surge Diverter
 - b. Electric Shock Discharge
 - c. Electro Static Discharge
2. ESD is:
 - a. The sudden transfer of electricity between objects
 - b. A difference in electrical potential
 - c. The flow of electrons
 - d. A charge at rest
3. ESD damage can result in:
 - a. Higher cost
 - b. Lower product reliability
 - c. Unhappy customers
 - d. All of the above
4. Atoms are made up of:
 - a. Positives and negatives
 - b. Neutrons, protons, and electrons
 - c. Unimportant microscopic pieces
 - d. None of the above
5. One ESD sensitive device commonly encountered is:
 - a. Film resistor
 - b. Printed circuit board
 - c. EPROM
 - d. Transistor
6. A latent failure occurs when a component:
 - a. Fails immediately after an ESD event
 - b. Is wounded, weakening the component
 - c. Fails when the supplier has it
7. Which occur more often?
 - a. Latent failures
 - b. Catastrophic failures
8. Wrist straps are not needed when sitting down at an ESD work station:
 - a. True
 - b. False
9. Wrist straps should be tested:
 - a. Once a year
 - b. Before every use
 - c. Once a week
 - d. Once a month
10. ESD sensitive components may be worked with at:
 - a. Your supervisor's desk
 - b. In office areas
 - c. An ESD work station
 - d. All of the above
11. ESD sensitive items must be in protective bags before leaving an ESD station:
 - a. True
 - b. False
12. How are anti-static and static shielding packaging different?
 - a. Shielding packaging protects components from outside charges and anti-static packaging does not
 - b. Anti-static is more conductive than static shielding
 - c. Both are the same
 - d. Anti-static is better at protecting ESD components



Safety Module

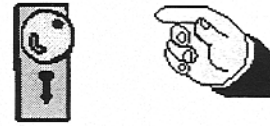
Questions (cont.)

13. If unsure, treat any component as if it were ESD sensitive:
- a. True
 - b. False
14. A class of typically more ESD sensitive devices is:
- a. TTL
 - b. DTL
 - c. RTL
 - d. CMOS
15. Objects become charged when they:
- a. Are positive
 - b. Are negative
 - c. Lose or gain electrons
 - d. None of the above
16. A typical source of static would be:
- a. Styrofoam coffee cups
 - b. Plastic drink cups
 - c. Common plastic bags
 - d. All of the above
17. People are one of the most hazardous of all static generators:
- a. True
 - b. False
18. Everyday movements can create static electricity:
- a. True
 - b. False



GENERAL COMPONENT DEFINITION

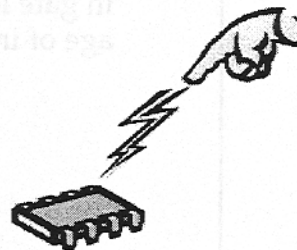
Electrostatic discharge (ESD) is the transfer of electrons from one object to another. You probably know ESD better as static electricity, or static shock. When you walk across carpet and then shock yourself touching something metal, this is ESD. You experience ESD far more than you might think. Some common activities that generate static electricity include:



- Walking across a carpet 1,500 to 35,000 volts
- Walking over untreated vinyl floor 250 to 12,000 volts
- Worker at a bench 700 to 6,000 volts
- Vinyl envelope used for work instruction 600 to 7,000 volts
- Picking up a common plastic bag from a bench 1,200 to 20,000 volts

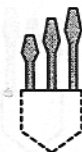
"But if I don't feel the shock it must not be damaging."

Not so. The problem with ESD related to sensitive devices is that humans don't feel ESD transfers of less than 3,500 volts, but most electronic devices are sensitive to charges at *half* this level (1,250v) or less. Many CMOS technology components can be damaged by charges of less than 1,000 volts.

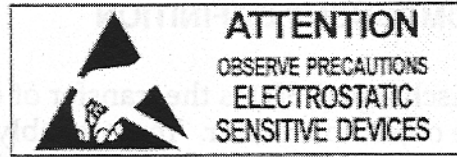


Some of the more sophisticated components can be damaged by charges as low as 5 volts. This is why it is possible to damage or destroy electrical components and not even feel it.

Components are ESD sensitive because as electronic technology advances, electronic components tend to become smaller and smaller. As the size of the components is reduced, so is the microscopic spacing of insulators and circuits within them. This increases their sensitivity to ESD, resulting in the need for proper ESD protection.



Notes



Proper handling of electronic components sensitive to electrostatic discharge (ESD) can prevent many hours of frustration later trying to troubleshoot difficult symptoms. In some cases ESD can immediately and permanently damage components. More often the damage is subtle, causing intermittent symptoms or premature failure.

- Direct catastrophic failures occur when a component is damaged to the point where it is dead now and it will never again function.
- Latent failures occur when ESD weakens or wounds the component to the point where it will still function properly, but over time the wounded component will cause poor system performance and eventually complete system failure.
- An upset failure occurs when an electrostatic discharge has caused a current flow that is not significant enough to cause total failure, but in use may intermittently result in gate leakage causing loss of software or incorrect storage of information.

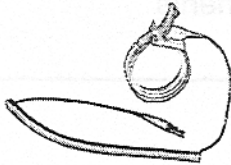


To prevent damage use the following precautions when working on any IGT machine:

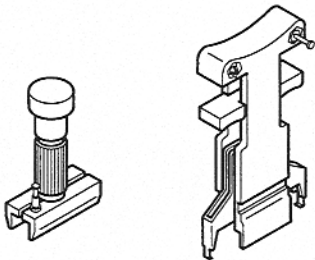
Turn the power OFF before removing or connecting ANY components.



Treat every electronic component, circuit card, or system as if it were **STATIC SENSITIVE**.



Use a certified grounding wrist strap when removing, installing, or examining components.



Use the proper extraction and installation tools when removing or installing PROMs.

Use anti-static bags when carrying or shipping ESD sensitive components. Use a grounded anti-static mat to provide a safe work surface when working on circuit boards at your bench.



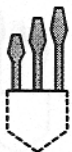
Notes

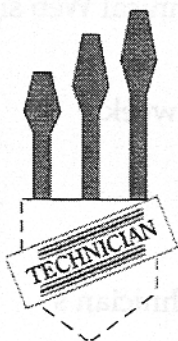
No Hot swaps
(power must be off)

MACHINE SAFETY

To prevent machine damage:

- Use the proper ESD equipment and procedure to prevent arcing in the machine and potential electrical problems
- Remove and insert PROMs with the proper tools to prevent breakage of pins or potential ESD damage
- Use the right type and appropriately sized screwdrivers to avoid rounding the heads on screws or damaging equipment
- Use proper test equipment to get the right results and prevent damage to machine components





Information Resources Module

Machine Overview

During this module you will learn:

- What the Product Information Network is
- Benefits of the Product Information Network
- What PSRs, PAR sheets, and CNs are
- About other materials available from IGT

Floor Operations

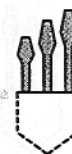
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Service and Troubleshooting

During this module you will learn:

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Notes

PRODUCT INFORMATION NETWORK

What's the Product Information Network?

The Product Information Network is IGT's technical Web site.

What's in it for me?

Technical information 24 hours a day, 7 days a week!

You get:

- PSRs
- CNs
- Technical questions answered in the "Technician's Forum"
- Information on training
- Much more!

How can I get there?

Sign on at <http://igtpin.intgame.com>

(new users fill out the form and get signed up!)



IGT Product Information Network Home Page - Microsoft Internet Explorer provided by IGT

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen

Address http://Mgtpin.intgame.com:777/igtpin/home/home.htm

IGT Product Information Network

Contact FAQs Search Site Map Viewers Year 200

What's New? Critical Drawings are here! We've added an extensive list of Boas

QuickList

- Customer Notifications
- Documentation
- Games
- Newsletters
- PAR Sheets
- Program Summary Reports
- Systems
- Technicians' Product Forum
- Training

S-Plus Vision Series Player's Edge-Plus Game King iGame

Game Library Systems Newsletters

TEXT VERSION OF HOME PAGE

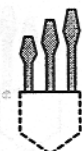
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Internet zone

Machine Information

Training

Newsletters

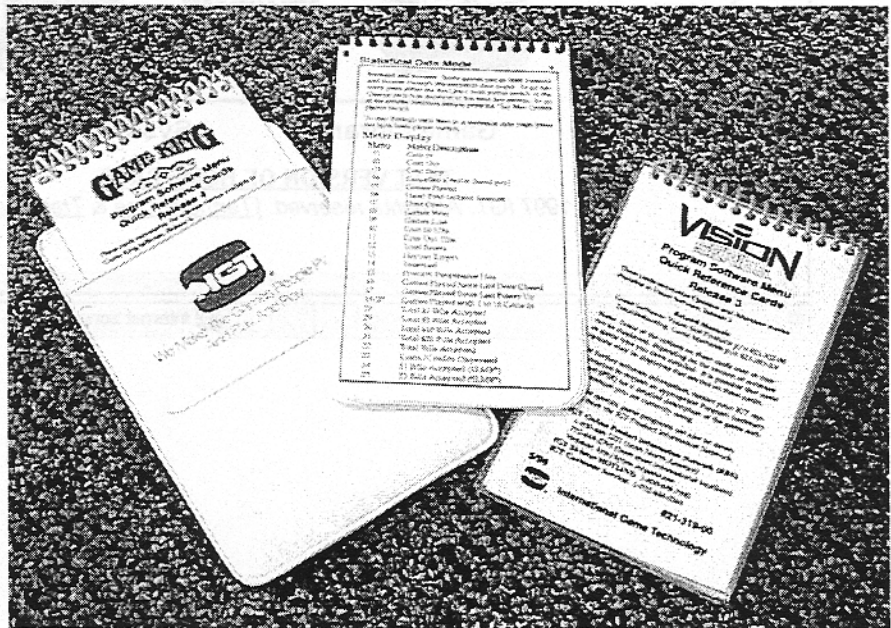


Notes

INFORMATION RESOURCES

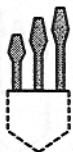
IGT has developed numerous types of information resources, to meet a variety of purposes. Many are available from the Product Information Network, and all can be requested from Customer Services or your IGT Representative. These resources include:

- Quick Reference Card
- Customer Notification (CN)
- Program Summary Report (PSR)
- PAR Sheets/Paytable List
- *Point-to-Point* Technical Bulletin
- Instructional Videos
- Manuals



Quick Reference Cards – Laminated or plastic pocket-sized cards that contain information about machines.

Customer Notification (CN) – A change bulletin or field service update (see facing page).



Microsoft Word

File Edit View Insert Format Tools Table Window Help

Text Times New Roman 14 B I U

cn2025a (Read-Only)

A CN can be mandatory or advisory

CN: 2025 Rev: A

**MANDATORY FIRMWARE
CUSTOMER NOTIFICATION**

Scope: Vision Machines Awarding Non-Cash Prizes

Subject line tells you what the CN is about

CN reference number and revision level

Date tells you when the CN was released

SUBJECT: Vision Setup For Non-Cash Prizes

DATE: 25 May 1999

Game Themes

PRODUCT: Vision

GAME TYPE: All

Product line tells you what product the CN affects

IGT releases products and only area(s) authorized to Area(s)" field below. In no jurisdiction until approvals are received.

ed on jurisdictional approvals received. The (s) in this CN are listed in the "Approved this modification be implemented in any other

Why it has changed

REASON FOR CN REVISION:
Revision A - 25 May 1999, SB000236 and SB000237 released for Nevada.

SYMPTOM(S):
The gaming device will lock up when the top jackpot is hit and award credits if the Hand Pay Display option is set to "on" in the Operator's Setup Menu.

SOLUTION:
To ensure the gaming device does not award credits when the top jackpot is hit, the Hand Pay Display option must be set to "off" in the Operator's Setup Menu.

The fix

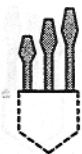
PROGRAM	PENDING AREA(S)	APPROVED AREA(S)	COBE
SB000236	N/A	NV	4851
37	N/A	NV	9428

New program

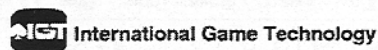
Jurisdiction(s) it is available in

Jurisdiction(s) it may be approved in

Page 1 Sec 1 1/1 At 0.7" Ln 1 Col 1



Notes



Program Summary Report for Game King Version I000204/G0000196

COMPLETE SET OF VIDEO GAME CHIPS

- Game EPROMs** The game program is stored on a set of two erasable, programmable, read-only memory chips (EPROMs), which are either 27080 or 270801 devices. The labels indicate GME1 or GME2 and the game version (G0000196).
- Base EPROM** The base program is stored on this EPROM, which is either a 4096 or a 27C240 device. The label indicates BASE and the base version (I000204).
- Character and Pixel EPROMs** This set of four EPROMs consists of two CGs, which are either 27040 or 270401 devices, and two pixels, which are either 27080 or 270801 devices. The label indicates CG1, CG2, PXL1, or PXL2 and the version number (C0000230).
- Sound EPROM** The IGT digital sound card is required for this game. The associated EPROM is a 27080 device and is labeled SWC00003.
- Key Chip** The key chip is either a 4096 or a 27C240 device. The label indicates KEY00014.

GAME TYPES

The games and their associated pay tables are known as game families. This version only supports the Wheel of Fortune game family. Four games (pay tables) are available within this game family.

FEATURES AND CAPABILITIES

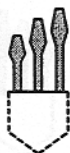
- Bill Acceptor** JCM compatible and capable of handling \$1, \$2, \$5, \$10, \$20, \$50, and \$100 bills.
*New! The operator can specify whether accepted bills are paid from the hopper or exchanged for credits by accessing the Bill Change Mode setup menu.
- Electronic Fund Transfer** To use the Electronic Fund Transfer (EFT) capability, the SAS system must be EFT compatible. If the credit limit is reached, the game will not accept downloads. Downloaded promotional credits are intended for game play only and cannot be uploaded or cashed out. Promotional credits are wagered before any other type of credit. If any non-cashable credits are downloaded, all credits on the machine, except promotional, are considered non-cashable and can only be uploaded, played, or cashed out by the EFT system. Once there are non-cashable credits on the game, the machine disables hopper cash outs. In order to enable the player-initiated cash outs again, all credits (including promotional, bill-in, and won) have to be wagered or uploaded. If SAS disables the game, the program will allow EFT transactions.
To view the EFT meter information, access the Operator Menu and touch Setup, Comm. Options, IGT SAS+, and Cashless Info Display.
- Information System** Bally's Miser and IGT serial SAS.

Revision A

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1

Program Summary Reports (PSRs) – A summary of features contained in a specific software program version and describing any special capabilities unique to the program.



V0000601 5R9L ML PRC:94.980% HITQ:17.514% 09/10/99 9:13 AM Page 1 of 6
Ivan Gibbs
06/02/97

International Game Technology
9295 Prototype Drive
Reno, Nevada 89511

Hold: 5.02%
Model #: ##FX##, Category Code: 19, Paytable ID: 258A146

Coin	Pay Back	Hit Freq	Total Hits	Total Pays
1	94.980%	17.514%	10,590,264	97,430,451

Regular Symbols

Symbol	Number Per Reel				
	R1	R2	R3	R4	R5
9	3	2	2	2	2
10	3	3	2	3	4
J	2	2	3	3	3
Q	3	3	3	2	4
K	3	5	2	2	2
A	3	2	2	3	3
ZE	6	6	6	7	7
CI	1	1	1	1	1
FL	2	5	4	2	4
MK	1	5	4	3	4
SS	3	1	1	1	1
BR	1	3	1	1	2
Total	36	36	36	36	36

Special Exclude Symbols

Symbol	Is Any Symbol Except
KK	BR, K
KA	A, BR
XZ	ZE
XQ	GZ
XE	SS
X9	9, BR
--	< is any symbol >
X1	10, BR
XB	BR
XF	FL
XM	MK
XJ	J, BR
XQ	Q, BR

Special Include Symbols

Symbol	Is Any Of These
BA	BR, A
B9	9, BR
B0	10, BR
BJ	J, BR
BQ	Q, BR
BK	K, BR
SC	SS, SCATTER

V0000601 5R9L ML PRC:94.980% HITQ:17.514% 09/10/99 9:13 AM Page 2 of 6
Ivan Gibbs
06/02/97

This is a 5 reel, 9 line game. Reel Combs 60,466,176

Pay Combo	# Per Reel	Hits	Pulls/Hit	Pays	Total Pays
BR XB -- --	1 33 36 36 36	1,245,456	49	2	2,490,912
B0 B0 X1 --	4 6 33 36 36	898,128	67	2	1,796,256
B9 B9 X9 --	4 5 33 36 36	727,056	83	2	1,454,112
SC SC XS XS XS	9 33 33 33 33	970,299	52	2	1,940,598
SC XS SC XS XS	9 33 3 33 33	970,299	62	2	1,940,598
SC XS XS SC XS	9 33 33 2 33	970,299	62	2	1,940,598
SC XS XS XS SC	9 33 33 33 3	970,299	62	2	1,940,598
XS SC SC XS XS	27 3 3 33 33	264,627	228	2	529,254
XS SC XS SC XS	27 3 33 3 33	264,627	228	2	529,254
XS SC XS XS SC	27 3 33 33 3	264,627	228	2	529,254
XS XS SC SC XS	27 33 3 3 33	264,627	228	2	529,254
XS XS SC XS SC	27 33 33 3 3	264,627	228	2	529,254
FL FL XF --	2 5 32 36 36	414,720	146	5	2,073,600
MK MK XM --	1 6 32 36 36	218,632	243	5	1,244,160
B0 B0 X1 --	4 6 3 33 36	74,644	808	5	374,220
B9 B9 X9 --	4 5 3 33 36	60,528	998	5	302,940
SC SC SC XS XS	9 3 33 3 33	88,209	685	5	441,045
SC SC XS SC XS	9 3 33 3 33	88,209	685	5	441,045
SC SC XS XS SC	9 3 33 3 33	88,209	685	5	441,045
SC XS SC SC XS	9 33 3 3 33	88,209	685	5	441,045
SC XS SC XS SC	9 33 3 33 3	88,209	685	5	441,045
SC XS XS SC SC	9 33 33 3 3	88,209	685	5	441,045
XS SC SC SC XS	27 3 3 3 33	24,057	2,513	5	120,285
XS SC SC XS SC	27 3 3 33 3	24,057	2,513	5	120,285
XS SC XS SC SC	27 33 3 3 3	24,057	2,513	5	120,285
BR BR XB --	1 3 35 36 36	84,240	718	10	842,400
BJ BJ BJ XJ --	3 5 4 32 36	65,664	921	10	656,640
BQ BQ BQ XQ --	4 6 4 33 36	110,484	547	10	1,104,840
BA BA BA XA --	4 5 5 32 36	134,784	449	20	2,695,680
BK BK BK XK --	4 8 3 33 36	110,484	547	20	2,209,680
GI GI GI XG --	6 2 3 28 36	36,288	1,666	25	907,200
ZE ZE ZE XZ --	6 2 6 29 36	75,168	804	25	1,879,200
B0 B0 B0 X1	4 6 3 3 30	6,210	9,737	25	155,250
B9 B9 B9 X9	4 5 3 3 32	5,472	11,050	25	136,800
SC SC SC SC XS	9 3 3 3 33	8,019	7,540	25	200,475
SC SC SC XS SC	9 3 3 33 3	8,019	7,540	25	200,475
SC SC XS SC XS	9 3 33 3 3	8,019	7,540	25	200,475
SC XS SC SC SC	9 33 2 3 3	8,019	7,540	25	200,475
XS SC SC SC SC	27 3 3 3 3	2,187	27,648	25	54,675
BA BA BA BA XA	4 5 6 4 31	14,508	4,168	50	725,400
BJ BJ BJ BJ XJ	3 5 4 4 31	7,068	8,555	50	353,400
BK BK BK BK XK	4 8 3 3 32	8,928	6,773	50	446,400
BQ BQ BQ BQ XQ	4 6 4 3 30	8,370	7,224	50	418,500
FL FL FL XF --	2 5 4 34 36	48,960	1,235	100	4,896,000
MK MK MK XM --	1 6 4 33 36	28,512	2,121	100	2,851,200
B0 B0 B0 B0 B0	4 6 3 1 6	1,242	48,685	100	124,200
B9 B9 B9 B9 B9	4 5 3 3 4	684	88,401	100	68,400
GI GI GI GI XG	6 2 3 8 32	9,216	5,561	100	921,600
ZE ZE ZE ZE XZ	6 2 6 7 34	17,136	3,529	100	1,713,600
BJ BJ BJ BJ BJ	3 5 4 4 5	1,140	53,041	250	285,000
BQ BQ BQ BQ BQ	4 6 4 3 6	1,674	36,121	250	418,500
BR BR BR XB --	1 3 1 35 36	3,711	16,294	500	1,855,500
BA BA BA BA BA	4 5 6 4 5	2,385	25,353	500	1,192,500
BK BK BK BK BK	4 8 3 3 4	1,140	53,041	500	570,000
FL FL FL FL XF	2 5 4 2 31	2,480	24,382	500	1,240,000
GI GI GI GI GI	6 2 3 8 4	1,152	52,488	500	576,000
MK MK MK MK XM	1 6 4 3 32	2,304	26,244	500	1,152,000
SC SC SC SC SC	9 3 3 3 3	729	82,944	500	364,500
ZE ZE ZE ZE ZE	6 2 6 7 2	1,008	59,986	500	504,000
BR BR BR BR XB	1 3 1 1 34	102	592,806	1,000	102,000

PAR Sheets/Paytable Lists – Paytable and reel strip listings for specific game programs.



Notes

POINT-TO-POINT

August 1999

Technical Product News from International Game Technology Vol. 6 No. 3

Upgrading Bill Acceptors for Four-Way Acceptance

Do customers complain about the one-way acceptance of the DBV-145/147 model bill acceptors or the two-way acceptance of the WBA-10/11 models? Would you like to upgrade these acceptors to accept bills in any orientation (four-way)? This article describes what is required.

Caution: Both the bill acceptor hardware and firmware required to operate them need approval in your gaming jurisdiction. Please validate your selection prior to placing an order. For more information, please call your IGT Customer Service representative.

Upgrading WBA Bill Acceptors

Upgrading a WBA-10/11 to a WBA-12/13 requires replacement of three parts – the CPU board and two harnesses. Firmware (either downloaded via FLASH or a new PROM) will also be required. IGT part numbers are listed below.

WBA-10 or WBA-11 upgraded to WBA-12 (FLASH-based acceptor)

- 769-249-90* FLASH CPU board (prohibited in New Jersey)
- 607-602-90 Chassis-mounted harness
- 607-603-90 Transport-mounted harness

* Parts availability for upgrade to WBA-12 anticipated in October '99.

WBA-10 or WBA-11 upgraded to WBA-13 (PROM-based acceptor)

- 769-226-90 PROM CPU board
- 607-602-90 Chassis-mounted harness
- 607-603-90 Transport-mounted harness
- XXX-XXX-XX PROM (check with IGT for latest release)

Upgrading DBV Bill Acceptors

The DBV conversion requires replacement of the sensor head, which contains the CPU board. To select the correct sensor head, read the label on your existing acceptor to determine if it is a DBV-145 or DBV-147, then choose PROM or FLASH memory. IGT part numbers are listed below.

DBV-145 to DBV-200

- 625-601-90 Sensor head – PROM version
- 625-601-90 Sensor head – FLASH version (prohibited in New Jersey)

DBV-147 to DBV-200

- 625-602-90 Sensor head – PROM version
- 625-601-90 Sensor head – FLASH version (prohibited in New Jersey)

PRODUCT INFORMATION NETWORK OnLine Update

IGT Introduces the Technicians' Product Forum

Slot technicians: Got technical questions about IGT machines? Send your questions to the Technicians' Product Forum. The Product Training staff and other IGT experts are ready to provide answers. Know the answers to any of the posted questions? Post them along!

E-mail your technical questions or answers to igtptech@intgame.com. Answers will be posted within 48 hours. The complete collection of questions and answers is accessible 24 hours a day, seven days a week via the IGT Product Information Network Web site at igtptech.intgame.com.

Here are examples of questions and answers found on the Technicians' Product Forum:

Q: Does the DBV-45 work with all the latest versions of S-Plus software (SP chips)?

A: Yes. To ensure that the bill acceptor software and the machine software work together, always make sure that you have the latest PROM or FLASH program for your jurisdiction installed in your bill acceptor. What's the latest version? Check your Customer Notifications, or contact your local IGT representative or IGT Technical Compliance.

Q: I work at a Casino in Colorado. We have PROMS falling all over the place. But my buddy in Miami says he has never heard of such a thing. Are we getting bad PROMS?

A: A couple of things could be happening:

(continued on page 2)

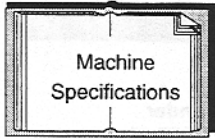
Point-to-Point Newsletter – A quarterly technical products newsletter published for customers and service technicians. Emphasis is on service and maintenance issues. To get on the mailing list to receive this newsletter regularly, technicians and service managers should send name, title, company, address, phone and FAX number to:

Point-to-Point Editor
International Game Technology
Dept. 39/Marketing
9295 Prototype Drive
Reno, NV 89511-8986

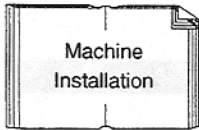
Instructional Videos – IGT has a variety of videos available related to maintenance, troubleshooting, software and electronics.



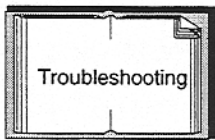
IGT's manual design allows technicians to find the information they need for a specific machine quickly and easily. A complete set of documentation includes the following seven standalone manuals.



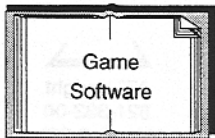
Machine Specifications: Covers all machines. Includes physical and environmental specifications, cabinet and base dimensions, stand specifications and lock cams and specifications.



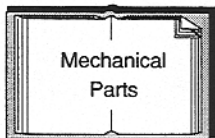
***Machine Installation:** Covers all machines, including basic installation instructions.



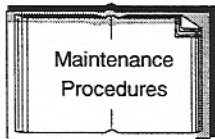
Troubleshooting: Covers all machines. Includes service messages and troubleshooting procedures for major components.



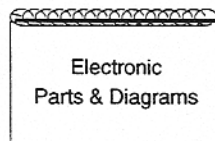
Game Software: Specific manual for each product family (S-Plus, Player's Edge-Plus, Game King, Vision). Describes game software features pertinent to service technicians.



Mechanical Parts: Specific manual for each product model (Game 17" slant-top, Vision Slot upright, etc.). Includes exploded-view drawings and detailed parts lists.

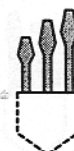


Maintenance Procedures: Specific manual for each major product group (Game King upright, Vision Slot slant-top, etc.). Includes removal/replacement and assembly/disassembly procedures for all major components.



Electronic Diagrams & Parts: Specific manual for each product model (Game King 17" slant-top, Vision Slot upright, etc.). Includes wiring diagrams, schematics, board parts lists and connector overview.

* The **Machine Installation Procedures** manual is now inserted into the hopper of each machine prior to delivery.





Basic Game King Technical Documentation

July 28, 1999

All IGT Machines



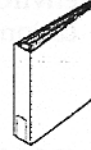
**Machine
Installation**
821-287-0X



**Machine
Specifications**
821-288-0X



Troubleshooting
821-283-00



IGT Binder
1" - 821-327-00
2" - 821-328-00

Game King Video Machines

Software



Game King Release 3
821-235-02



Game King Release 4
821-321-00

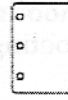
Software Quick Reference



**Game King
Release 3**
821-310-00



**Game King
Release 4**
821-318-00



**Vision/GK
Software
Download
Procedures**
821-198-01

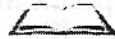
Maintenance Procedures



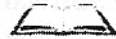
13" Upright
821-247-00



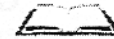
19" Upright
821-236-01



13" Slant-Top
821-266-00



13" Flat-Top
821-282-00



**17" Slant-Top
GK/Vision**
821-293-00



17" Upright
821-332-00
(Avail. 8-99)

Mechanical Parts



**13" Upright
w/Hopper**
821-244-01



**19" Upright
w/Hopper**
821-243-01



19" w/Printer
821-238-00



**19" European
w/Printer**
821-240-00



17" Slant-Top
821-270-00



13" Slant-Top
821-251-01

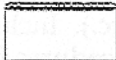


13" Flat-Top
821-274-01

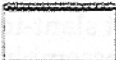


17" w/Hopper
821-306-00

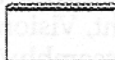
Electronic Diagrams



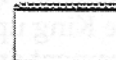
**13" Upright
w/Hopper**
821-246-02



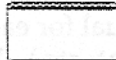
**19" Upright
w/Hopper**
821-242-02



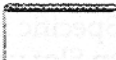
**19" Upright
w/Printer**
821-237-02



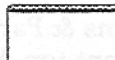
**19" Upright
European
w/Printer**
821-239-01



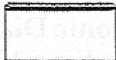
**17" Slant-Top
w/Hopper**
821-269-00



**13" Slant-Top
w/Hopper**
821-250-02

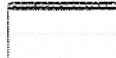


**Flat-Top
w/Hopper**
821-273-02

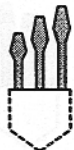


**17" Upright
w/Hopper**
821-307-00

Diagnostics



**80960 Tester
Operator
(Preliminary)**
821-333-00







Basic Vision Series Technical Documentation

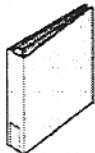
July 28, 1999

All IGT Machines


Machine
Installation
821-287-0X


Machine
Specifications
821-288-0X


Troubleshooting
821-283-00


IGT Binder
1" - 821-327-00
2" - 821-328-00

Vision Series Machines

Software



Vision Slot
821-299-00



Vision Slot
Release 3
821-322-00



Vision Slot
Release 6
821-329-00



Vision Builder
CD-ROM
Version 3.30A
821-315-0X

Software Quick Reference


Vision Slot
Game History
821-218-00

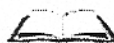

Vision/GK
Software
Download
Procedures
821-198-01


Vision Slot
Release 3
Cards
821-319-00


Vision Slot
Release 6
Cards
821-330-00

Maintenance Procedures


Slot Upright
821-294-00

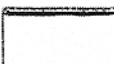

17" Slant-Top
GK/Vision
821-293-0X

Mechanical Parts


Slot Upright
w/Hopper
821-295-00

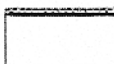

Vision Slot Slant
w/Hopper
821-297-00

Electronic Diagrams


Slot Upright
w/Hopper
821-296-02


Vision Slot Slant
821-298-00

Diagnostics


80960 Tester
Operator
(Preliminary)
821-333-00

