



## CMS Connectivity Certificate

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### Explanation of the form

This form is designed to assist the licensed technician and the venue to understand the status of CMS connectivity and clearly understand the responsibility for the next step in restoration of CMS connectivity.

Licensed technicians are required to restore connectivity where the connectivity has been disrupted **as a result of their work**. Licensed technicians are required to notify the venue, by means of this form and the CMS Site Controller screen, the status of CMS connectivity at the completion of their activities. Venues may also use the form for internal management of CMS connectivity.

Technical advice may be obtained from the CMS TECHNICAL HANDBOOK which is available on the website [www.dmsnsw.com.au](http://www.dmsnsw.com.au).

If the licensed technician cannot restore the connection, a CMS technician will be sent to restore connectivity at the cost of the venue (unless failure of CMS equipment has caused the fault). Contact the DMS Help Desk on 1800 307 551 to arrange for a CMS technician visit.

If each gaming machine is not connected to the CMS, it is reflected on the CMS Site Controller screen. The licensed technician and venue should agree the status of the screen and responsibility for next action in this document.

### Please note:

- A 'gaming machine' can include a poker machine, a LPJS controller or any other device possessing a GMID.
- *Reason for Non-connection* should indicate the cause of the communications interruption or if the licensed technician advises that he had not caused the disruption. For example 'Cabling damaged'. Venue is responsible for the next step in re-establishing connectivity.
- *Responsibility for Resolution* specifies the person to take the next step. The venue is responsible for connectivity at the gaming machine and on the LAN. If CMS equipment failure is suspected (including the CMS Site Controller), the venue action is to call the DMS Help Desk on 131 785.
- Maintenance of CMS equipment will not be charged to the venue. Maintenance of venue connectivity by the CMS technician may be charged to the venue.