



INTRODUCING OUR SELF SERVICE  
REDEMPTION SOLUTIONS

## SELF SERVICE AT THE GAMING HALL

Developing a self service channel (complementary to cages or cashier desks) capable of supporting the full lifecycle of TiTo & online accounts, from purchase to redemption, offers Patrons as well as Casinos and VLT Gaming Halls some strong advantages:

- Kills waiting queues
- Minimizes service time
- Increases player satisfaction
- Relieves cages & cashiers from everyday transactions
- Provides complete privacy and discretion



WE OFFER A UNIQUE & POWERFUL  
SELF SERVICE REDEMPTION SOLUTION

Gaming  
Redemption  
Terminals



Software



Total Care  
Platform



Services



A solution that can be integrated to any ticket/voucher validation system or central server





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## SOLUTION HIGHLIGHTS

- **URM** - Built with state of the art peripherals, as well as high security & anti-vandalism standards, our gaming redemption terminals are offered in two distinct series, depending on admin access.
- **Gaming Redemption App** - Our tailored business application offers optimum service flows for purchasing/redeeming credits through TiTo or smart player cards. It also offers automatic jackpot payouts, bill-breaking capabilities and lets administrators apply rules per transaction.
- **Total Care** - The ultimate software platform for remote monitoring & management of your installed Self Service terminals.
- **Customization & integration services** - We'll make sure to fine-tune, integrate and finalize the solution, based on your existing infrastructure



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Color Touch monitor

Infrastructure to accept  
EMV or other card  
equipment

Hybrid Card Reader

Ticket Delivery Point

Coin Delivery Point

Banknote & Ticket Acceptor

Banknote Delivery Point

Security Lock

**Front Admin Access**  
*Production Model*

## URM F SERIES INCLUDING\*

- 15" or 17" Color Touch Monitor
- Banknote Acceptor
- Banknote Dispenser
- Banknotes Stacking Cashbox
- Coin subsystem (up to five hoppers)
- Infrastructure to accept any EMV compatible equipment according to the local financial institutes' requirements, or alternatively Hybrid Card Reader + Pin Pad
- Illuminated TiTo Printer
- Illuminated Coin Delivery
- Door with security lock EN1300 Class A
- Brand name PC
- NFC/RFID reader
- Presence sensor
- UPS
- Barcode scanner (1D/2D)
- Receipt printer
- Speakers
- Door switches
- Tower Lighting
- Led Lighting

\* depending on model configuration



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Color Touch monitor

Infrastructure to accept  
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Hybrid Card Reader

Ticket Delivery Point

Coin Delivery Point

Banknote & Ticket Acceptor

Banknote Delivery Point

Barcode Scanner

**Rear Admin Access**  
Prototype Model

## URM R SERIES INCLUDING\*

- 15" or 17" Color Touch Monitor
- Banknote Acceptor
- Banknote Dispenser
- Banknotes Stacking Cashbox
- Coin subsystem (up to five hoppers)
- Infrastructure to accept any EMV compatible equipment according to the local financial institutes' requirements, or alternatively Hybrid Card Reader with NumPad
- Illuminated TiTo Printer
- Illuminated Coin Delivery
- Door with security lock EN1300 Class A
- Brand name PC
- NFC/RFID reader
- Presence sensor
- UPS
- Barcode scanner (1D/2D)
- Receipt printer
- Speakers
- Door switches
- 8" Service monitor
- Tower Lighting
- Led Lighting

\* depending on model configuration





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## TAILORED BUSINESS APPLICATION FUNCTIONALITY FOR THE PLAYER

- New ticket issuing
- Ticket Redemption (Cash out)
- Online Account Identification & Credit Handling
- Bill Break
- Fast entry active (no need to touch screen to start)
- Accepts payments in
  - cash (banknotes)
  - credit or debit cards\*
  - contactless cards (RFID)\*
  - mobile payments\*
- Processes multiple banknotes and/or tickets in one transaction.
- Returns change in coins\* and banknotes\*
- Offers players multiple cash out/bill break combinations to select from, based on current cash availability and/or dispense policy
- Can apply rules per transaction (such as maximum cash-out amount)
- Displays multimedia marketing messages
- Optionally offers additional services to patrons like ATM functionality\*

\* depending on model configuration or optional





## TAILORED BUSINESS APPLICATION FUNCTIONALITY PER USER

Gaming  
Redemption  
Terminals

Software

Total Care  
Platform

Services

 URM Manager

- Performs online validations and performs Jackpot payouts
- Cash Balance Procedures
- Number of Transactions per Transaction type
- Balance of inserted / dispensed cash
- List of suspect transactions
- Cash Replenishment Procedures\*
  - Initial and Current status of Banknotes and coins per denomination \*
  - Empty and reset Coin Hoppers with a single command\*
- Quick Reports (per date, per balance sheet)
- System Tools & Diagnostics (e.g. Shutdown, Restart, System Health Self Check, Error Diagnostics & Easy Troubleshooting)

 Repair & Maintenance  
Technician

- Password protected, barcode\* or RFID card controlled authentication
- Enhanced System Tools & Diagnostics (e.g. Embedded Device Testers)

\* depending on model configuration or optional





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## TOTAL CARE

REMOTE MONITORING & MANAGEMENT PLATFORM

Remotely monitor, control  
and manage any size of OPT  
network



Maximize operational  
availability & reduce cost  
and response time

- Collects real time status information for all connected OPTs, forecourt controller, tank outage, etc.
- Provides online cash-in status
- Enables remote investigation of issues and troubleshooting
- Automatically sends alerts by text messages or emails when critical events occur
- Distributes and applies software updates automatically, over the air
- Accessible from anywhere, using any browser
- Can be used as the sole global monitoring system for any device or application living in the Petrol Station



# TAILORED BUSINESS APPLICATION RELATED SERVICES



- Application Customization
- Tailoring the application to your needs

## Unixfor Contribution

- Deep & proven business know-how
- Application customization according to customer specs
- Integration services
- Extensive documentation
- Define a UAT plan

## Partner's Contribution

- Confirm functionality specifications, flows & localization requirements
- Define acceptance criteria with the customer
- Assist with localization services
- Coordinate services from third-party suppliers & providers
- Perform UATs

- Partner Training Sessions
- Act as a single point of contact with the customer



- 1st & 2nd Level Support
- End-User App
- Kiosk Configuration
- Kiosk Installation

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# ARCHITECTURE & CONNECTIVITY

## Communication Protocol

Unixfor can adapt to any proprietary communication protocol (over TCP/IP with optional SSL3 encryption) given by the Ticket/Voucher Validation system or Central Server.

To ensure a safe online communication between the URM kiosk and Voucher system, our kiosks are ready to send and receive all basic messages such as

- Ticket Validation
- Ticket Redemption
- Ticket Completed
- Ticket Issuance
- Ticket Printed
- Identification & Credit Handling
- Kiosk authentication
- Keep URM alive
- Component failure
- Other info messages (door open/close, kiosk in use/out of service, inventory monitoring, cash flow)



URM Kiosk

Communication Protocol (over TCP/IP)



Ticket / Voucher Validation System or Central Server



Outdoor  
Payment  
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# COMPETITIVE ADVANTAGES



## Our solutions for Gaming Halls...

- Are "Battle tested", already installed in many Casinos and VLT Gaming Halls
- Integrate seamlessly with any back-office network system
- Include a full range of different terminal models in order to meet any customer requirement or compliance regulation
- Offer many field upgradable features
- Offer extreme quality at very competitive prices
- Can turn a URM Terminal into a retail & marketing sales tool, by easily adding features like advertisements, banking transactions, entertainment tickets or facilities reservations

## Brought to you from a company...

- With deep expertise in Self Service Solutions
- Acting as "one stop shop", designing & manufacturing URM, developing the application software and offering consulting services
- Able to accommodate small quantity orders
- Open to customize application software according to specific project requirements



*Thank you!*

*Any questions?*

*Contact us!* 

