

Recommended methods to power down and power on Aristocrat hardware

Issue We have received a number of requests regarding how to turn OFF the various hardware devices we support. We anticipate another series of requests regarding how to turn ON these devices after the mandated pandemic-related casino closures come to an end.

Each type of device has a recommended method to turn it OFF and ON. The following table outlines these methods.

If a product is not listed in this table, please contact the Aristocrat National Service Support Center (NSSC) at servicesupport@aristocrat-inc.com or (800) 482-3723 option 4 for additional support.

Hardware

Hardware	Recommended power down/power on procedure
EGM VLT Lighted bank wedge Overhead sign	Flip the main power toggle switch on the power supply (EGM, VLT) or on the exterior of the device (wedge, sign).
Progressive controller External router Media player	Locate the power button on the device and press it once to perform a graceful shutdown or start-up. Refrain from pressing and holding down the power button because this could cause an operating system failure.
Multi Site Progressive (MSP) devices ATLAS server	Contact the MSP Support team prior to turning OFF any of these devices. Contact the MSP Support team to schedule on-site support prior to turning ON any of these devices.
Class II Bingo server	Contact the ATI NSSC or the VGT Customer Excellence Center prior to turning OFF any of these devices.

Resolution

For most hardware devices, we recommend flipping the main power toggle switch on the power supply into the OFF or ON position as the preferred method for turning them OFF or ON. For progressive controller and media controller devices, the power button (which is not a toggle switch) is pressed to initiate a graceful shutdown or start-up. Simply press the button once and release it. A graceful shutdown or start-up will protect the hardware from file corruption and operating system failures.

Please note, older devices could exhibit component failures when turning them back ON. This should be taken into consideration when it is known that the hardware will be turned OFF for an extended period of time. Placing EGMs **Out of Service** is an alternative to turning them OFF and would eliminate the chance of component failure.

The product manuals are available to address specific concerns regarding hardware operation.