



COMMAND CENTER™

Frequently Asked Questions about Bally Command Center

Q. Does Bally Command Center™ work with other manufacturers' cabinets?

A. Yes. Bally Command Center has the ability to manage game content and other content such as peripheral software and other manufacturer's content. The system has been built using the latest ratified GSA Standards. By doing this, and by other manufacturer's adopting the same open standards, Bally Command Center is able to manage multiple manufacturers' games on the casino floor.

Q. How do you define Server-Based Gaming and what distinguishes Bally Command Center from Bally's other Networked Floor of the Future™ solutions?

A. Server-Based Gaming describes a networked slot system where one or more gaming devices are connected to Bally Command Center (where content is hosted) and content is downloaded from that server via a high-speed Ethernet network. Bally Command Center can download actual game content to the machine as well as control configuration parameters, update code to the game or game peripherals, as well as monitor machine activity. The "Server" can send or receive information from the slot machine. The "Server" is a storage repository for the game theme library and can download the game via Bally Command Center to the gaming machine (thick client) or act as the primary gaming device using dumb terminals (thin client).

Q. What are thick clients and thin clients?

A. In the simplest terms, "thick client" means that the game content and outcome reside at the machine level. "Thin client" means that the content and outcome are resident in the server. Bally's initial solution is thick client, but we have development plans to also include some thin client services.

Q. Can I download Manufacturer A's games onto Manufacturer B's cabinets?

A. No. Manufacturer's games and cabinets have to match. For example, you would not be able to download an Aristocrat game to a Bally cabinet.

Q. Can Bally Command Center automatically update my accounting system?

A. The ability to send updates to slot master files when changes are made to games on the floor is currently planned for Bally Command Center version 12.

Q. Can Bally Command Center update iVIEW Display Manager™ content?

A. Bally Command Center has the ability to download new content to any game, regardless of manufacturer, running iVIEW Display Manager.

Q. Can Bally Command Center update iVIEW™ content?

A. Yes. Instead of physically removing media cards from each individual iVIEW device on the floor, Bally Command Center allows casino operators and marketing managers to download content to the iVIEW's on your entire gaming floor simultaneously in minutes – with a touch of a button. Bally Command Center automatically pushes marketing content to the point-of-play on thousands of games.

Q. Do I need to replace all of my existing Bally cabinets that I've purchased over the last two to three years?

A. No. Conversion kits are available to replace the parts that need to be replaced at a fraction of the cost of purchasing a new cabinet. This goes for any Alpha series cabinet that Bally has sold.

Q. Do I need a high-speed (Ethernet) floor to download game content?

A. Yes. A high-speed floor is required for game download and configuration. This Networked Floor of the Future™ server-based solution allows you to schedule and coordinate machine options, game theme changes, and other marketing programs for key times throughout the day.

Q. If I send a change to the casino floor and someone is sitting at one of the machines that I want to change, will the job fail? Will I have to wait until all machines are empty?

A. No. The system and game operating system have the intelligence to hold a job sent to the machine if someone is playing. The machine will make the change only after the regulatory criteria have been met. In most jurisdictions, this is zero credits plus four minutes of game idle time at zero credits. At that time, the game will make the change and notify the system when the change takes place.

***For additional information and answers to your questions,
please call your Bally Systems Account Executive at 866-316-1777
or visit BallyTech.com/CommandCenter.***

