



## PlaySafe by WIGOS

**PlaySafe by WIGOS** is a new package of functionalities incorporated into WIGOS with the objective of efficiently complying with the new health precautions and social distancing regulations implemented in different countries as a result of the COVID-19 pandemic.

PlaySafe helps ensure the health and well-being of players by automatically preventing them from being on adjacent machines and therefore maintaining social distancing.

This makes complying with recommendations or regulations possible without having to remove machines or have them turned off, being able to minimize the visual impact and continue to offer to players the same set of choices.

With PlaySafe the player experience is kept intact while maximizing the profitability of the casino in the difficult context of the post-health crisis.

### PlaySafe automatically enables and disables machines

By activating PlaySafe in WIGOS, all casino machines are enabled to play. **When a player starts a gaming session, adjacent machines are automatically disabled.**

When the player ends the session, the machine is blocked and a notification is sent to the runner through Intellia, to clean it and only then enable it. Moreover, the system checks if the adjacent machines can be enabled and automatically changes their status so that they can be used as long as other players are not next to them.

- **PlaySafe also allows manual enabling and disabling of machines**

Although the functionality is automatic, the casino always has the possibility to individually enable or disable machines.

The casino staff has a specific card to change the status of the machines by simply inserting it, without having to touch the machine or the display.

In the event that manually enabling a machine does not comply with social distancing, the runner would receive an alert, leaving it up to their discretion whether or not to continue the request.

- **Machine reservation with PlaySafe**

The casino can reserve a machine for a player for a specific time. To ensure that the player can use it at the agreed upon time, the reserved machine and the adjacent ones are disabled in advance.

In the event that the reserved or adjacent machines have an active session, the player is notified through the display InTouch or InTouch43 that they must end their session shortly.



- **PlaySafe and Intellia**

With PlaySafe activated, the Intellia floor map includes a view in which the machine status are displayed in different colors:

- Machine enabled.
- Machine disabled.
- Machine in active session.
- Machine reserved (availability depends on the time of the reservation).

On Intellia, the machines can also be enabled or disabled individually by changing their status on the map, without having to do it one by one on the floor.

Intellia also sends notification to the runner to let them know that a player finished a session.

### How the player perceives PlaySafe

PlaySafe complements the casino's efforts to offer the player tranquility that social distancing measures are being respected.

The player has several indicators to know if a machine is enabled or disabled:

- **Enabled machines**

- The **display InTouch or InTouch43** shows a PlaySafe indicator along with a welcome message.
- The **card reader** lights up in green when the machine is enabled (for card reader models that allow it).
- The **bill acceptor** is enabled (in TITO or MICO systems).

- **Disabled Machines**

- The **display InTouch or InTouch43** shows a PlaySafe indicator along with a message indicating that the machine is disabled due to social distancing. It also indicates similar machines that are available.
- The **card reader** lights up in red when the machine is disabled (for card reader models that allow it).
- The **bill acceptor** is disabled (in TITO or MICO systems).



## Set up PlaySafe in WIGOS

When activating PlaySafe in WIGOS the following options can be customized:

- **Bank initial configuration**

In order to be able to automatically enable and disable machines, the casino needs to define in the WIGOS system the configuration for each bank in the floor, indicating the bank type and the position of each machine within the bank. With this information, the system will be able to assess the need or lack thereof to change the status of a machine every time a session starts or ends.
- **Cleaning of the machines**

In PlaySafe it is set by default that when a player ends a gaming session the machine is disabled and a notification is sent to the runner to clean the machine. The casino can disable the notification or can change it to send the notification, but without blocking the machine.
- **Machine reservation**

The casino can configure how long before a reservation the machine will be disabled.
- **Messages on display InTouch and InTouch43**

The casino can configure the message text that is displayed when the machine is enabled and the one that is displayed when it is disabled. It can also configure if disabled machines indicate similar machines that are available. In this case, the player may press the "Call Attendant" button on the display so that a member of the casino staff can accompany him to the alternative machine.
- **Permissions for casino staff**

The casino staff has cards to enable and disable the machines individually. Permissions must be configured to define who is authorized to enable a machine in cases in which social distancing will not be complied.