



LIGHT & WONDER™

Technical Training

Course Catalog

2023 Q4

The look and feel of the games described and displayed herein and the individual components and displays of such games are trade dress of Light & Wonder, Inc. and its Subsidiaries.

©2023 Light & Wonder, Inc. and its Subsidiaries. All rights reserved. Unauthorized Distribution Prohibited. Confidential.

This document (“Document”) has been provided to you by Light & Wonder, Inc. or one or more of its directly or indirectly wholly owned companies (collectively, “Light & Wonders”). This Document contains a variety of: (a) materials and other items relating to products or services of Light & Wonder or its licensors or other third parties, including layout, information, text and scripts, data, files, images, photographs, pictures, artwork, designs, graphics, logos, drawings, charts, button icons, instructions, illustrations, advertising copy, technology, interactive features, “look and feel,” and the compilation, assembly and arrangement of the materials of the Document, and copyrightable material; (b) service marks, trademarks, logos, trade names and trade identities of Light & Wonder or its licensors or third parties, when applicable; and (c) other forms of intellectual property (all of the foregoing in (a), (b) and (c), collectively, “Content”). This Document and the Content are owned or controlled by Light & Wonder or its licensors or third parties, when applicable. All right, title, and interest in and to the Content is the property of Light & Wonder or its licensors, when applicable, and is protected by the intellectual property laws of the United States and elsewhere to the fullest extent possible. All ® notices signify marks registered in the United States by Light & Wonder or its licensors, when applicable. Light & Wonder grants the intended recipient a limited, non-exclusive, revocable, non-assignable, personal, and non-transferable license to view and/or print one copy of the Content, to be used only for its original intended purpose and otherwise to be kept confidential, but Light & Wonder or its licensors, as the case may be, retain ownership of such Content. The foregoing limited license does not provide the intended recipient with any ownership of, or any other intellectual property interest in, any Content and this license may be immediately suspended or terminated for any reason, by Light & Wonder in its sole discretion, and without advance notice or liability.

This Document and Content have been provided to you solely for use in operating the product(s) described herein. Except as otherwise provided hereunder, duplication of Light & Wonder products and programs in whole or in part without written authorization from Light & Wonder is expressly prohibited. The specifications and information contained in this documentation are subject to change without notice. All statements, information, illustrations, specifications, and recommendations in this documentation are believed to be accurate, but are provided without warranty of any kind, express or implied. The product(s) referenced in this Document is/are being provided by Light & Wonder as-is.

Light & Wonder, Inc.

6601 Bermuda Road, Las Vegas, Nevada 89119, USA

Phone: 1 (702) 897-7150

Email: tm@lnw.com

www.lnw.com

About

About Light & Wonder	4
About Technical Training.....	4
Training Lab Locations.....	4
Contact Information.....	4

EGM Courses

CoolSign™	5
Cosmic™ Installation and Service	5
Kascada™ Dual Installation and Service.....	5
Kascada™ Portrait Installation and Service.....	5
Kascada™ Slant Installation and Service.....	6
Landmark 7000™ Installation and Service	6
Mural™ Installation and Service.....	6
TwinStar™ 3RM/5RM Installation and Service.....	6
TwinStar™ J43 Installation and Service.....	6
TwinStar™ SG-1 Installation and Service.....	6
TwinStar™ Slant 27/27 Installation and Service	6
TwinStar™ V75 Installation and Service	6
TwinStar™ Wave XL Installation and Service	6

ETG Courses

Table Master™ Quartz	7
Quartz Standalone.....	7
Quartz Hybrid.....	7

Utility Courses

ChipStar™.....	8
DeckChecker™	8
Deck Mate®	8
Deck Mate 2®	8
i-Deal™ (Linux).....	9
i-Deal™ Plus	9
i-Score™ Plus.....	9
i-Score™ Ultra.....	9
i-Shoe™ Auto	10
MD3®.....	10
MDX™	10
One2Six™	10
Safe-Shoe™.....	11
Safe-Shoe X™	11
ShuffleStar™	11

About

About Light & Wonder

Through a series of bold strategic moves, we've put the past behind us and transformed ourselves into a growth company as the leading cross-platform global game company.

We are focused on creating great game franchises powered by our leading platforms and technology solutions that players love to play wherever they play them, be that land-based casino, online or mobile.

About Technical Training

Our Technical Training team is made up of Advanced Senior Trainers and Instructional Designers with over 60 years of combined experience in the gaming industry.

Within Light & Wonder, the Technical Training team designs and delivers customized training experiences for Electronic Gaming Machines (EGM), Electronic Table Systems (ETG), Proprietary Table Games (PTG), and Utility products.

Courses are offered via webinar or on-site at either one of our technical training labs. Certain products can be trained at customer sites as well.

Technical training on any of our product lines offers a practical solution for your slot floor to maximize on-target, time-saving troubleshooting and maintenance techniques.

Training Lab Locations



Las Vegas NV

6601 Bermuda Rd.
Las Vegas NV 89119 USA

Egg Harbor NJ

3129 Fire Road
Egg Harbor Township NJ 08234 USA

Contact Information

Please contact us to schedule a consultation. We will help you to create a customized training plan for your team and provide a budget-friendly solution.

Email: TechnicalTraining@lnw.com

EGM Courses

CoolSign™

CoolSign™ is a communication and marketing multi-media digital signage tool that integrates with a casino's systems to provide a variety of information to customers and employees.

Learning Content

- Explore the fundamentals of the digital signage application, including how to load content into the controller, how to use VNC Viewer to access media players, and how to adjust the device to vary the media display.
- Learn how to configure the modules and import content into the Player Node.
- Explore common issues involved when installing the media.
- Understand how to install media on the Haswell Quad hardware player.

Course Information

Duration: 4 Hours
Capacity: 6

Cosmic™ Installation and Service

Learn the operations involved in the configurations of the Cosmic™ cabinet. Review the installation of ArgOS™ software and navigation.

Learning Content

- Gain knowledge on the installation of the Cosmic™ cabinet and learn the various access points.
- Identify various software necessary in the installation of Cosmic™.
- Understand setup options and navigate the menus on the Cosmic™ cabinet.

Course Information

Duration: 2 Hours
Capacity: 6

Kascada™ Dual Installation and Service

Learn the operations involved in the configurations of the Kascada Dual™ cabinet. Review the installation of ArgOS™ software and navigation.

Learning Content

- Gain knowledge on the installation of the Kascada Dual™ cabinet and learn the various access points.
- Identify various software necessary in the installation of Kascada Dual™.
- Understand setup options and navigate the menus on the Kascada Dual™ cabinet.

Course Information

Duration: 2 Hours
Capacity: 6

Kascada™ Portrait Installation and Service

Learn the operations involved in the configurations of the Kascada™ Portrait cabinet. Review the installation of ArgOS™ software and navigation.

Learning Content

- Gain knowledge on the installation of the Kascada™ Portrait cabinet and learn the various access points.
- Identify various software necessary in the installation of Kascada™ Portrait.
- Understand setup options and navigate the menus on the Kascada™ Portrait cabinet.

Course Information

Duration: 2 Hours
Capacity: 6

EGM Courses

Kascada™ Slant Installation and Service

Learn the operations involved in the configurations of the Kascada™ Portrait cabinet. Review the installation of ArgOS™ software and navigation.

Learning Content

- Gain knowledge on the installation of the Kascada™ Slant cabinet and learn the various access points.
- Identify various software necessary in the installation of Kascada™ Slant.
- Understand setup options and navigate the menus on the Kascada™ Slant cabinet.

Course Information

Duration: 2 Hours
Capacity: 6

Landmark 7000™ Installation and Service

Learn the operations involved in the configurations of the Landmark 7000™ cabinet. Review the installation of ArgOS™ software and navigation.

Learning Content

- Gain knowledge on the installation of the Landmark 7000™ cabinet and learn the various access points.
- Identify various software necessary in the installation of Landmark 7000™.
- Understand setup options and navigate the menus on the Landmark 7000™ cabinet.

Course Information

Duration: 2 Hours
Capacity: 6

Mural™ Installation and Service

Learn the operations involved in the configurations of the Mural™ cabinet. Review the installation of ArgOS™ software and navigation.

Learning Content

- Gain knowledge on the installation of the Mural™ cabinet and learn the various access points.
- Identify various software necessary in the installation of Mural™.
- Understand setup options and navigate the menus on the Mural™ cabinet.

Course Information

Duration: 2 Hours
Capacity: 6

TwinStar™ EGM Installation and Service

Learn the operations involved in the configurations of each TwinStar™ cabinet individually. Review the installation of ArgOS™ software and navigation.

Learning Content

- Gain knowledge on the installation of the TwinStar™ cabinet and learn the various access points of that specific cabinet.
- Identify various software necessary in the installation of TwinStar™ cabinets.
- Understand setup options and navigate the menus on the TwinStar™ cabinet you are learning.

ILT Course Information

Duration: 2 Hours
Capacity: 6

Training is available on the following TwinStar™ cabinets:

TwinStar™ 3RM/5RM

TwinStar™ J43

TwinStar™ SG-1

TwinStar™ Slant 27/27

TwinStar™ V75

TwinStar™ Wave XL

ETG Courses

Table Master™ Quartz

Table Master Quartz brings a live table game to a fully electronic platform. Video dealers modernize the look and feel to enhance the player experience. Cabinet versatility also allows for back-to-back assembly with other products available in the Quartz line.

Learning Content

- Review the internal and external components of the Table Master™ Quartz.
- Understand how to configure the Game Engine, Quartz cabinets, including hardware and software.
- Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field. This will include preventive maintenance.

Course Information

Duration: 4 Hours

Capacity: 6

Quartz Standalone

The Quartz player terminal showcases a larger 26.5-inch LCD high-definition player touchscreen - capable of displaying up to eight different games - and a 12.5-inch customizable LCD screen for optional marketing displays. It can operate in a configuration with other Quartz products, or can be installed as a standalone.

Learning Content

- Review the internal and external components of the Quartz Cabinet.
- Understand how to configure the Quartz cabinets, including hardware and software.
- Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field. This will include preventive maintenance.

Course Information

Duration: 1 Hour

Capacity: 6

Quartz Hybrid

Quartz Hybrid connects players with up to eight live and/or fully automated table games at the same Quartz player terminal. A touchscreen displaying eight colored tabs lets players switch between and view live outcomes from each available game. Course includes information on the chassis and auto RNG.

Learning Content

- Review the internal and external components of the Quartz Hybrid, including the podium and/or live tables installation.
- Understand how to configure the Game Engine, cabinets, and CTI wheel, including hardware and software.
- Explore how to troubleshoot the hardware, software, wiring, and network issues that can be found in the field. This will include preventive maintenance.

Course Information

Duration: 8 Hours

Capacity: 6

Utility Courses

ChipStar™

The ChipStar™ provides gentle, yet highly efficient chip sorting of casino-quality chips for use on roulette tables.

Learning Content

- Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Identify the key features and benefits of using the ChipStar™ in a casino environment and understand operational usage.
- Apply troubleshooting principles to solve common technical and mechanical problems.
- Use best practices to perform the proper routine preventive maintenance.
- Understand how to setup and configure the ChipStar™ for the best operational performance.

Course Information

Duration: 4 Hours
Capacity: 4

Deck Checker™

The Deck Checker™ is a verification system that provides a fast, effective alternative for card verification needs.

Learning Content

- Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Identify the key features and benefits of using the Deck Checker™ in a casino environment and understand operational usage.
- Review best practices to perform the proper routine preventive maintenance.
- Understand how to setup and configure the Deck Checker™ for the best operational performance.

Course Information

Duration: 2 Hours
Capacity: 4

Deck Mate®

The Deck Mate® is a single-deck batch shuffler that delivers a fair, random shuffle, and increases the speed and accuracy on any table stakes poker table or hand-pitched table game. Course includes information on Shuffle Flex™ which gives operators the billing flexibility to simplify pay-per-shuffle.

Learning Content

- Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Identify the key features and benefits of using the Deck Mate® to shuffle in a casino environment and understand operational usage.
- Use best practices to perform the proper routine preventive maintenance.
- Understand how to install and configure the Deck Mate® for the best operational performance.

Course Information

Duration: 4 Hours
Capacity: 4

Deck Mate 2®

The Deck Mate 2® is a single or double-deck batch shuffler that delivers a fair, random shuffle, and increases the speed and accuracy on any table stakes poker table or hand-pitched table game. Course includes information on Shuffle Flex™ which gives operators the billing flexibility to simplify pay-per-shuffle.

Learning Content

- Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Identify the key features and benefits of using the Deck Mate 2® to shuffle in a casino environment and understand operational usage.
- Use best practices to perform the proper routine preventive maintenance.
- Understand how to install and configure the Deck Mate 2® for the best operational performance.

Course Information

Duration: 4 Hours
Capacity: 4

Utility Courses

i-Deal™ (Linux)

The i-Deal™ is a single-deck shuffler that delivers a fair, random shuffle, and increases the speed and accuracy on specialty games.

Learning Content

- Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Understand the basic fundamentals of card recognition technology.
- Understand how to install and configure the i-Deal™ shuffler for the best operational performance.

Course Information

Duration: 3 Hours

Capacity: 4

i-Deal™ Plus

The i-Deal™ is a single-deck shuffler that delivers a fair, random shuffle, and increases the speed and accuracy on specialty games.

Learning Content

- Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Explore the latest diagnostics tool to diagnose faults and errors.
- Understand the basic fundamentals of card recognition technology.
- Understand how to install and configure the i-Deal™ Plus shuffler for the best operational performance.

Course Information

Duration: 4 Hours

Capacity: 4

i-Score™ Plus

This course provides an introduction to the Shuffle Master-branded i-Score™ Plus and its operation. Topics include software installation, component functionality, and troubleshooting techniques.

Learning Content

- Understand and identify the differences between the i-Score™ and the i-Score™ Plus baccarat viewers.
- Identify the key features and benefits of using the i-Score™ Plus in a casino environment and understand operational usage.
- Understand the game of baccarat and how it is dealt, played, and scored using an i-Score™ Plus in a casino environment.
- Apply the principles of and solve common technical and mechanical problems.
- Use best practices to perform the proper routine preventive maintenance.

Course Information

Duration: 2 Hours

Capacity: 4

i-Score™ Ultra

This course provides an introduction to the Shuffle Master-branded i-Score™ Ultra and its operation. Topics include software installation, component functionality, and troubleshooting techniques.

Learning Content

- Identify the key features and benefits of using the i-Score™ Ultra in a casino environment and understand operational usage.
- Understand the game of baccarat and how it is dealt, played, and scored using an i-Score™ Ultra in a casino environment.
- Apply the principles of and solve common technical and mechanical problems.
- Use best practices to perform the proper routine preventive maintenance.

Course Information

Duration: 2 Hours

Capacity: 4

Utility Courses

i-Shoe™ Auto

The i-Shoe™ Auto is a dealer-friendly alternative to the traditional dealing shoe. i-Shoe™ Auto helps to eliminate card swapping, collusion, and game manipulation.

Learning Content

- Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Identify the key features and benefits of using the i-Shoe™ Auto in a casino environment and understand operational usage.
- Understand the game of baccarat and how it is dealt and played using an i-Shoe™ Auto in a casino environment.
- Apply best practices to disassemble and re-assemble the i-Shoe™ Auto.

Course Information

Duration: 2 Hours
Capacity: 4

MD3®

The MD3® is a multi-deck shuffler that features improved card recognition technology and brings an unprecedented level of security to multi-deck table games like blackjack and baccarat. Course includes information on Shuffle Flex™ which gives operators the billing flexibility to simplify pay-per-shuffle.

Learning Content

- Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Apply best practices to disassemble, re-assemble, and make mechanical adjustments to the MD3® shuffler.
- Apply best practices to troubleshooting card recognition faults and errors.
- Review best practices to perform the proper routine preventive maintenance.

Course Information

Duration: 4 Hours
Capacity: 4

MDX™

The MDX™ is a multi-deck shuffler that has the capacity to shuffle and sort 1-10 decks of cards with features including integrated wheel technology, patented card recognition, and a convenient horizontal output. Course includes information on Shuffle Flex™ which gives operators the billing flexibility to simplify pay-per-shuffle.

Learning Content

- Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Apply best practices to disassemble, re-assemble, and make mechanical adjustments to the MDX™ shuffler.
- Apply best practices to troubleshooting card recognition faults and errors.
- Review best practices to perform the proper routine preventive maintenance.

Course Information

Duration: 4 Hours
Capacity: 4

One2Six™

The One2Six™ continuous multi-deck shuffler ensures a non-trackable, non-countable shuffle on popular multi-deck games such as blackjack and baccarat.

Learning Content

- Identify the fundamental shuffler components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Identify the key features and benefits of using the One2Six™ to deal in a casino environment and understand operational usage.
- Understand the dealing procedures when using the One2Six™ in a casino environment.
- Review best practices to perform the proper routine preventive maintenance.

Course Information

Duration: 4 Hours
Capacity: 4

Variations

One2Six™ OTS; One2Six™ Plus; One2Six™ Flat

Utility Courses

Safe-Shoe™

The Safe-Shoe™ is a dealer-friendly alternative to the traditional dealing shoe. Safe-Shoe™ combines a card reading shoe and scoring technology into one device to improve security on table games that require multiple decks.

Learning Content

- Identify the fundamental components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Identify the key features and benefits of using the Safe-Shoe™ to deal in a casino environment and understand operational usage.
- Understand the game of baccarat and how it is dealt using a Safe-Shoe™ and played in a casino environment.
- Apply best practices to disassemble and re-assemble the Safe-Shoe™.

Course Information

Duration: 2 Hours

Capacity: 4

Safe-Shoe X™

The Safe-Shoe X™ is a dealer-friendly alternative to the traditional dealing shoe. Safe-Shoe X™ combines a card reading shoe and scoring technology into one device to improve security on table games that require multiple decks.

Learning Content

- Identify the fundamental components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Identify the key features and benefits of using the Safe-Shoe X™ to deal in a casino environment and understand operational usage.
- Understand the game of baccarat and how it is dealt using a Safe-Shoe™ and played in a casino environment.
- Apply best practices to disassemble and re-assemble the Safe-Shoe X™.

Course Information

Duration: 2 Hours

Capacity: 4

ShuffleStar™

The ShuffleStar™ continuous multi-deck shuffler provides uninterrupted game play without down-time for re-shuffling cards or loading a dealing shoe on multi-deck-based table games.

Learning Content

- Identify the fundamental components and terminology used for dealing, maintenance, repair, and troubleshooting.
- Identify the key features and benefits of using the ShuffleStar™ to deal in a casino environment and understand operational usage.
- Understand the dealing procedures when using a ShuffleStar™ in a casino environment.
- Review best practices to perform the proper routine preventive maintenance.

Course Information

Duration: 4 Hours

Capacity: 4