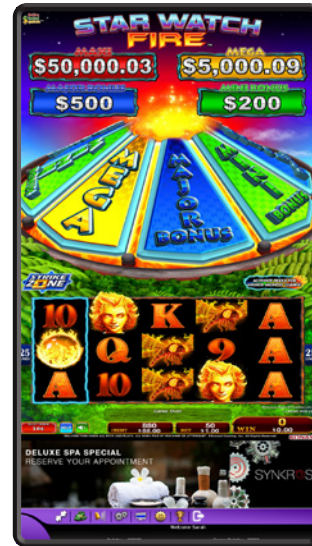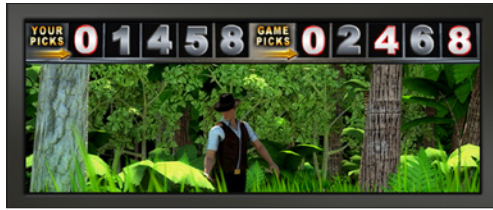# True-Time Player Communications™

Connect personally with your most valuable patrons to capture their attention and loyalty.

DESCRIPTION

SYNKROS®' True-Time Player Communications is comprised of True-Time Display™ and True-Time Windowing™. Both communication channels were designed to optimize these opportunities to communicate with guests who are enjoying your property. So whether your patrons view your in-house advertising channel, elect to watch your exciting live drawings in real-time, or catch their favorite sporting event, SYNKROS keeps your patrons entertained, informed, and in their seats playing longer.

FEATURES

- ► Display floor-wide bonusing events like SuperSeries
- ► Allow guests to order drinks or request other service functions
- ► Congratulate players on their birthday or anniversary
- ► Broadcast real-time sporting events or other special televised events such as a live drawing
- ► Display total points and comp points and provide players with the ability to hide them with the touch of a finger
- ► Perform fund transfers such as electronic point redemption or cashable or non-cashable free play

- ► Communicate to patrons in their preferred language
- ► Display floor-wide, individual, or group messages to customers
- ► Deliver bonuses such as points, multipliers, comps, drawing tickets, and tournaments to patrons
- ► Check card tier level and qualification progress
- ► Update PIN and set preferences
- ► Check available comps and current drawing tickets
- ► RGB functionality with changing light colors to signal the status of player login

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True-Time Display

DESCRIPTION

True-Time Display is a traditional 6" x 2" touch LCD screen that is typically installed above or below the main game screen. System-delivered messaging, rewards, and real-time account information provide targeted engagement opportunities for all player tiers and types.

True-Time Windowing™

DESCRIPTION

True-Time Windowing™ enables you to extend your player communication directly onto the display of a video slot machine, without interruption of game play. By blending game content and system content onto the same display, important information such as player account info, incentives, messages, and system delivered bonus games are all displayed right where the player's attention is focused…the game screen. In addition, True-Time Windowing features advanced compatibility for HD and portrait screen machines, to reach more games and players with targeted rewards and communication.

TECHNICAL SPECIFICATIONS

The video feed from the game's main backplane board is diverted from the game monitor into the True-Time Windowing™ device. Likewise, system content is also routed into the TTW device. All touchpoints for both the game and the system content are remapped into their respective display areas and the combined video content and remapped touchpoints are then pushed into the game monitor. The result is a seamless blending of game and system content that offers the player an all-in-one player interface.

SYNKROS' robust image uploader allows anyone who has access to a private link and password to update marketing content on True-Time Windowing and True-Time Display. Within 15 minutes, all connected game screens can deploy updated banner images, customized to real-time opportunities at the property.

SYNKROS 3.22 and higher is required for True-Time Windowing. Certain game platform restrictions apply.

CARDLESS CONNECTION

SYNKROS supports a mix of alternative player login options, beyond the swipe of a traditional player loyalty card. Players can enjoy contactless login with a simple tap near the card reader through any Near Field Communication (NFC) device, such as an NFC-enabled players card, fob, or mobile. SYNKROS also supports mobile login via QR code. Operators can also enable cardless login by phone number, which allows players to pull up their account simply by entering the corresponding phone number on-file for their account.

Near-field Communication (NFC) With Card

Near-field Communication (NFC) Without Card

QR Code

Phone Number

RGB CARD READER

Konami's RGB Card Reader features internally lit RGB functionality that emits changing light colors to signal the status of player login at a machine. The color changes to blue for an inactive/uncarded connection, green for a successful active connection, and red for a misread/failed connection. It can even combine with Near Field Communication (NFC) technology for contactless login authentication. This provides immediate visual communication to players and staff on login status.

Blue indicates "uncarded"

Green indicates active "carded"

Red indicates misread/failed connection

True-Time Web Services™

DESCRIPTION

True-Time allows casino operators to display web content directly on the EGM digital LCD window**, or EGM game screen for devices with Synk Box™ and True-Time Windowing installed. Patrons can access casino websites, make hotel or restaurant reservations, or even check into their flight. Any* Internet or Intranet site can be sent to these displays to enhance your patrons' experience in the casino.

True-Time Web Services gives operators the framework to create a casino portal specific to Web Services to take full advantage of the offered functionality. Create your site to include casino services and interface into other systems, as well as SYNKROS. If a patron has their player's card inserted, the card ID, patron name, and EGM asset number can be passed to your website to personalize the experience, or to automatically apply their name and account to a reservation, or to call up their vehicle from valet.

R&D PROFESSIONAL SERVICES

Konami's award-winning SYNKROS team offers R&D Professional Services that deliver custom development and design work to put your specific property needs first and foremost. Let Konami's Professional Services team build out the unique branded look, flow, and function of your True-Time Web Services for maximum player convenience and brand consistency.

*Certain browser restrictions apply. Flash™ and Silverlight™ elements not supported.
** Available with SYNKROS v4.0.10 and above. SYNK Box 2 required.