CountR

ART®
Automated Redemption Terminal

Monitoring, administration and balancing of your casino terminals

Make IT Play

CountR

CountR – the solution provider for casinos

CountR is a worldwide leading developer for cash handling and cash management solutions for casinos.
We support our clients in streamlining their cash processing, increasing security, and automating work processes.

ART Software

Turn to ART for the ultimate support in effectively managing and efficiently operating installed CashIO, TITA/CATA and Caro terminals.

ART is an innovative, easy-to-use software solution for CountR kiosk management and monitoring. From displaying current inventories to monitoring active logins and transactions, ART's intuitive interface puts all essential information at your fingertips.

Beside the Microsoft Windows client the ART is also available as a Web-based client for use on tablets and smartphones.

Monitoring

ART provides a comprehensive overview about the current status of all connected devices. The status of each device is shown in easy understandable colors: green – yellow – red.
There is an easy drill down functionality to check the status of each internal component of the terminals down to an event log offering all events related to the component for further investigation.

An additional view shows all actual fill levels of the devices. Based on configurable minimum stock levels this graphical view offers an easy green – yellow – red color

coding too. This allows the casino to schedule terminal refills right before they are running out of money.

Lifetime meters for all internal components of the terminals are also only one click away. To provide a better overview for longer time periods the ART tracks utilization statistics for the terminals. As an example, this allows to check the online versus offline times as well as the customer transaction time versus the idle time of a terminal.

Security

ART's camera function enables you to take pictures during a transaction and store them alongside the data. This provides invaluable support in

discussions with players or investigations of cheating.

ART accelerates processes, optimizes reporting, and cuts your costs. There is also an option to stream the camera pictures related to a terminal to the ART directly. So you can observe a terminal at any time this is required.

Balancing

Based on the money services performed at the terminals the ART allows the exact balancing for all terminals.
The counting room can add the physically counted values to the calculated values reported by the terminals. All differences will be visible immediately and can be commented by the operator.

Beside the opening and closing balance the ART calculates all turnover values for the given time period.

Configuration and Administration

ART is an easy, convenient support tool. You can set up user accounts, configure inventories, and update jackpot payout rules – from your desk with only a few mouse clicks!

Most of the application configuration parameters available at the terminals can be configured at the ART and send back to the connected devices. Software updates for the connected terminals can also be managed by the ART. You always have the full overview which application software versions are installed on the devices. Updates can be done for each single device or for a selected group of devices at once.

Optional remote support is also available. This allows the casino to start remote desktop sessions on CashIO terminals via a secure VPN connection.
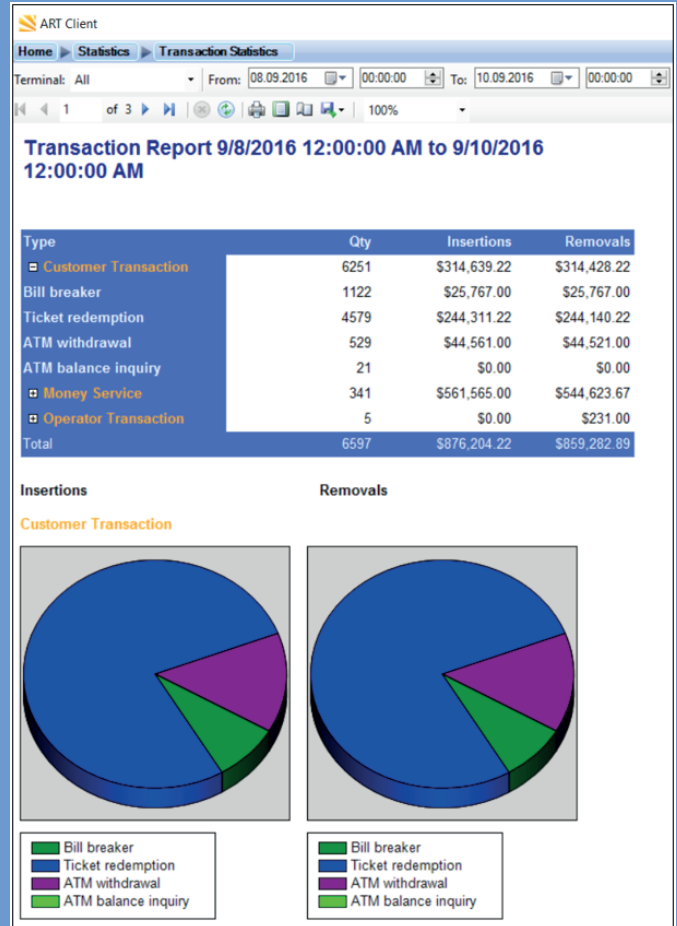
Automatic currency exchange rate update

To support the acceptance of multiple currencies at the devices the ART handles the currency exchange rate update centrally.
The ART is able to update the exchange rates from the internet automatically and transfers the new exchange rates to the connected devices. The casino just defines the fee in percent they want to earn for each currency exchange.

Reporting

ART also enables efficient billing and archiving. The software automatically creates log files of customer transactions and inventory data. ART then leverages this data to produce all the reports you need. Reporting is fully customizable to meet your casino's unique requirements and provides graphical as well as list based reports.

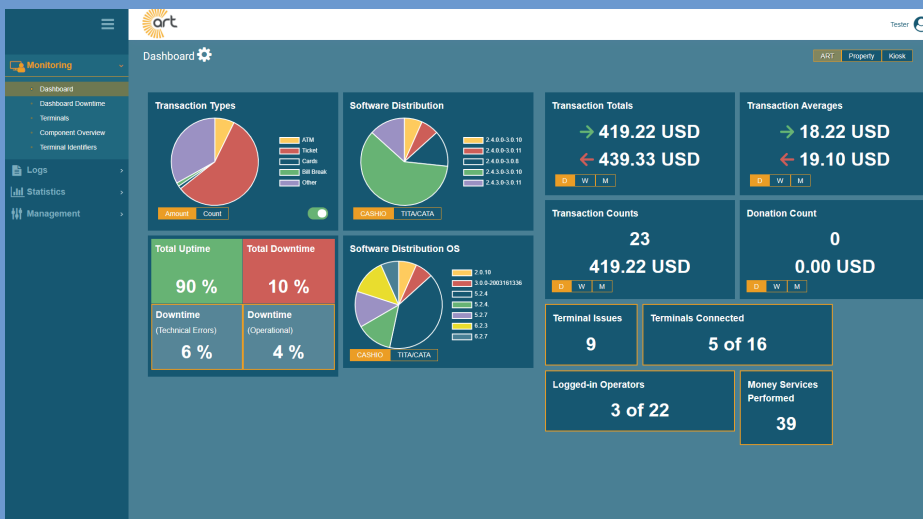For all connected table game terminals like TITA and CATA the ART calculates the win and loss based on the device

inventories, markers, fills and credits. This provides the casino an almost real time overview about the win/loss situation at the table games.

Boosting revenues while cutting costs – it can be done!

ART support our clients in streamlining their cash processing, increasing security, and automating work processes.

Supported Products

Feature	CashIO	TITA	2Pay
Instant Monitoring of Fill Levels	✓	✓	✓
Instant Monitoring of Terminal Status	✓	✓	✓
Instant Monitoring of Transactions	✓	✓	✓
Instant Monitoring of Logs	✓	✓	✓
Terminal Balancing	✓	✓	✓
Administration of Employee Access Levels	✓	✓	✓
Administration of Terminal Configuration	✓	✓	✓
Receiving Backups from Device	✓	✓	✓
Upgrading Software	✓	✓	✓
Administrating Terminal Availability	✓	✓	✓
Checking Statistics of Device	✓	✓	✓
Lifetime Meters of Device	✓	✓	✓
Administrating Jackpot Payout Rules	✓		
Administrating Jackpot Slot Machines	✓		
Administrating Safe Opening Hours	✓		
Camera for Transaction Pictures	✓		✓
Email/SMS Notification	✓	✓	✓
Schedule Advertisement	o		✓
Administrate Advertising	o		✓
Managing Chip Stock		✓	
Managing ATM Transactions	✓		✓
Managing Foreign Currency Exchange Rates	o	o	
Preventive Maintenance	o		
Utilization Statistics	✓		✓

Legend: ✓ = standard, o = available option

ART Technical Data

Operating System

Server
- Windows Server 2008 R2 SP1
- Windows Server 2012
- Windows Server 2016
- Windows Server 2019
- .NET 4.8

Client
- Windows 7 SP1
- Windows 8.1
- Windows 10
- .NET 4.8

Database
- Microsoft SQL Server Express
- Microsoft SQL Server

Redundant Setup
- Active Server
- Redundant Server
- Witness Server

Minimum Hardware Requirements Server
- Intel Core i5 4 Core Processor
- 16GB RAM
- 500GB Hard Disc

Camera
- Axis Camera

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