SELF-SERVICE LOTTERY TERMINAL QUICK REFERENCE GUIDE

RETAILER FUNCTIONS
Open the Self-Serve Lottery Terminal (SSLT) door with the hardware key provided. The PIN Entry Screen will display on touch screen located to the left.

SIGNING ON
1. Enter your 2-digit username.
2. Enter your PASSWORD (6-40 digits) and press ENTER.

LOADING PRINTER PAPER
1. Place new roll on the arm located under the printer.
2. Press the green metal feed bar back and lift.
3. Lift the paper over the metal plate behind the printer, feed it BLANK SIDE UP into the feed area and close the green feed bar. The printer will automatically feed the paper once it is inserted in the slot.

ACCOUNTING REPORTS
1. Press ACCOUNTING REPORTS from the Main Menu.
2. Press the button for the report you wish to view.
3. The report displays in a preview panel. To print report, press PRINT.
4. To return to the ACCOUNTING REPORTS menu, press CANCEL.

CASH & RECONCILIATION
Before removing any cash, produce a Cash Reconciliation Report:
1. Press CASH RECONCILIATION INTERVAL from the Maintenance Menu. The Cash Reconciliation Report will print automatically.
2. A confirmation screen appears. Press OK to confirm that you want to collect the cash.
3. A second confirmation screen appears. Press YES to confirm that you have collected the cash and want to reset the cash counters to zero.

TO ACCESS CASH COMPARTMENT AND REMOVE CASH:
1. Open the cash compartment door located on the night-hand side with separate hardware key provided.
2. Press the release button at the front of the bill stuffer. The bill stuffer can be removed for easy access.
3. Remove bills by opening the door on the front of the stuffer and replace bill stuffer.
4. Close the cash compartment door, lock it and remove key.

PACK OPERATIONS
To Receive, Activate or Settle Packs, press PACK OPERATIONS from the Maintenance Menu.

RECEIVE
1. Press RECEIVE SHIPMENT.
2. Scan or manually enter each barcode on the invoices (ITSI) or any Scratch ticket barcode from the pack. (The scanner is located on the inside of the door.)
3. A shipment confirmation receipt prints automatically. Press OK to return to Main Menu.

ACTIVATE
1. Press ACTIVATE PACK.
2. Scan or manually enter each Scratch ticket barcode from the pack.
3. An activation receipt prints automatically. Press OK to return to Main Menu.

SETTLE
1. Press SETTLE PACK.
2. Scan or manually enter each Scratch ticket barcode from the pack.

LOADING FULL PACK
Be sure to receive and activate pack(s) before loading.
1. Press LOAD FULL PACK from the Maintenance Menu.
2. Pull drawer(s) open to select an empty bin to load.
3. Enter the bin number to be loaded. Press ENTER.
4. Scan any ticket in the pack to be loaded or manually enter the 22-digit barcode number. (The scanner is located on the inside of the door.) Press ENTER.
5. Verify that the correct ticket price, quantity and length were read. Use (See text to the left.)
6. If correct, manually enter information. (Use TAB to move from one line to another.) Press ENTER.
7. Slide tickets over roller and through ticket guides. (See photos to the right.)
8. Once sensed in the slot, they will automatically load and the “Pack Successfully Loaded” message will appear.
9. Press OK to return to the Main Menu.

LOADING PARTIAL PACK
1. Press LOAD PARTIAL PACK from the Maintenance Menu.
2. Enter the bin number to be loaded. Press ENTER.
3. Scan the first ticket in the pack and then the last ticket in the pack. Verify the number of tickets is correct. Press ENTER.
4. Verify that the correct ticket price, quantity and length were read. Press ENTER.
5. Slide tickets over roller and through ticket guides. Once sensed in the slot, they will automatically load and the “Pack Successfully Loaded” message will appear.
6. Press OK to return to the Main Menu.

LOADING COMBINED PACKS
Multiple packs of tickets can be combined to reduce out-of-stock situations, as long as they are from the same game.
1. Press LOAD COMBINED PACKS from the Maintenance Menu.
2. Enter the bin number to be loaded. Press ENTER.
3. Scan the first and last ticket in the first pack. (If loading a full and partial pack, make sure that you scan the partial pack first.) Press ENTER.
4. Scan any ticket in the second pack. (Note: this must be a full pack.) Press ENTER.
5. Verify that the correct ticket price, quantity and length were read. Press ENTER.
6. Slide tickets over roller and through ticket guides. Once sensed in the slot, they will load automatically.
7. When the “Packs successfully loaded” message appears, press OK to return to the Main Menu.

UNLOADING TICKETS
1. Press UNLOAD INSTANT TICKETS from the Main Menu.
2. Enter the bin to be unloaded. Press ENTER.
3. The rollers will reverse and the tickets may be pulled from the ticket guide.
4. When you have removed the pack, press OK to return to the Main Menu.

QUICKSTERS™ TICKET FUNCTIONS

LOADING A QUICKSTERS GAME
1. From the Maintenance Menu, press LOAD QUICKSTERS GAME.
2. Confirm that the correct bin is selected and press ENTER.
3. Use the barcode scanner to scan the barcode on the back of the Quicksters 4 x 4 insert card.
4. After scanning the barcode, a confirmation screen will show the game name and price point. If the information is correct, press OK.
5. Place the Quicksters insert card in the selected bin’s viewable button window.

UNLOADING A QUICKSTERS GAME
1. Press UNLOAD QUICKSTERS GAME from the Maintenance Menu.
2. Press the selected bin, press ENTER.
3. A screen will confirm the game has been unloaded from the selected bin. Press OK.
4. Remove insert card.

TROUBLESHOOTING
Before proceeding with the following troubleshooting tips, from the Main Menu, press SYSTEM REPORTS. Press STATUS (DEVICE CONDITIONS) REPORT. This report can help give insight as to what the problem may be. A simple reboot fixes most problems.

TERMINAL REBOOT
In case of an error in which the SSLT needs to be rebooted:
1. Press DIAGNOSTICS from the Main Menu.
2. Press RESTART MACHINE.
3. A confirmation screen will pop-up. Press OK to reboot the SSLT. This effectively reinitializes all components of the SSLT including connectivity.

BIN DISPENSE ERRORS & JAMS
If a bin dispense error or jam occurs, a message will display indicating that there has been a jam. The price display on the front of the machine will read “- - - -” and the bin will be disabled. To remedy this:
1. Run an Inventory Report from the ACCOUNTING REPORTS menu.
2. Unload tickets from the bin in which the error occurred. (See UNLOADING TICKETS.)
3. Reload the tickets as a partial combined pack with the number that was produced by the Inventory Report. (See LOADING PARTIAL PACKS)

BILL ACCEPTOR DISABLED
If the bill acceptor is disabled, check for the following problems:
1. First, ensure that the stacker is not full or obviously jammed.
2. If there is not an obvious problem in the stacker, remove the stacker by pressing down on the white plastic lever and lift out. Then, press the steel release rod on the sensor housing and lift.
3. Remove any obstruction and replace the sensor housing and the stacker.

TERMINAL CREDIT
• The terminal will accept $1, $5, $10 and $20 bills with a maximum credit amount of $100.
• The bill acceptor will turn off and will not accept bills until the credit drops below $100.

CHECK A TICKET
Scan a ticket to see if it is a winner:
1. Place barcode located on the ticket under the barcode reader. Terminal will read Drawing and Scratch ticket numbers with 20 bar codes.
2. The screen will display the result of the inquiry.

POSSIBLE RESULTS:
• Winner: Sign ticket and take to clerk.
• Winner: Sign ticket and claim at Lottery.
• Winner: Redeem with clerk and receive exchange ticket.
• Not a winner.
• Not a winner: Hold for future drawings.
• Drawing has not yet been held.

NOTE: FAILURE TO ENTER THE PASSWORD WITHIN 30 SECONDS OF OPENING THE DOOR WILL RESULT IN ALARM SOUNDING AND AN ALERT WILL BE SENT TO INTRALOT.

NEED HELP?
Call the Intralot Hotline at 1-877-766-6636 or Lottery Customer Service 1-505-342-7600.