

# SELF-SERVICE LOTTERY TERMINAL QUICK REFERENCE GUIDE

## RETAILER FUNCTIONS

Open the Self-Service 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** (4-6 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 sensed 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 **CLOSE CASH COLLECTION 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 right-hand side with separate hardware key provided.
2. Press the release button at the front of the bill stacker. The bill stacker can be removed for easy access.
3. Remove bills by opening the door on the front of the stacker and replace bill stacker.
4. Close the cash compartment door, lock it and remove key.

## SCRATCHERS™ TICKET FUNCTIONS

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

### RECEIVE

1. Press **RECEIVE SHIPMENT**.
2. Scan or manually enter the barcode on the invoice (ITSI) or any Scratcher ticket barcode from the pack. (The scanner is located on the inside of the door.)
3. A received receipt prints automatically. Press **OK** to return to Maintenance Menu.

### ACTIVATE

1. Press **ACTIVATE PACK**.
2. Scan or manually enter any Scratcher ticket barcode from the pack.
3. An activation receipt prints automatically. Press **OK** to return to Maintenance Menu.

### SETTLE

1. Press **SETTLE PACK**.
2. Scan or manually enter any Scratcher ticket barcode from the pack.
3. A pack settlement receipt prints automatically. Press **OK** to return to Maintenance Menu.

*If you receive or activate a pack that has already been received or activated, a receipt will print that states "Invalid Pack Status."*

*If you settle a pack that has already been settled, a receipt will print that states "Pack Already Settled."*

### LOADING FULL PACKS

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 ruler to the left.) If incorrect, manually enter information. (Use **TAB** to move from one line to another.) Press **ENTER**.
6. Slide tickets over roller and through ticket guides. (See photos to the right.) (Once sensed in the slot, they will automatically load and the "Pack successfully loaded" message will appear.)
7. Press **OK** to return to the Main Menu.

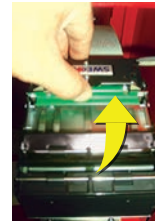
### LOADING PARTIAL PACKS

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.

**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.**



Step 1



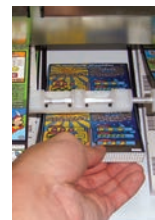
Step 2



Step 3



Step 4



Step 1



Step 2



Step 3

**USE THIS RULER TO VERIFY TICKET LENGTH WHEN LOADING TICKETS (SEE "SCRATCHER TICKET FUNCTIONS, LOADING FULL PACKS" STEP 5.) MEASUREMENTS ARE IN INCHES.**

## 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.

*Full and partial/combined packs can also be loaded manually, bypassing the use of the barcode reader. This requires entering all barcode information manually. You cannot load 2 partial packs. If you need perforated tape to combine packs, please contact your Field Service Representative.*

## UNLOADING TICKETS

1. Press **UNLOAD INSTANT TICKETS** from the Main Menu.
2. Enter the bin number 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.

## FAST PLAY!™ TICKET FUNCTIONS

### LOADING A FAST PLAY! GAME

1. From the Maintenance Menu, press **LOAD FAST PLAY 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 Fast Play! 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 Fast Play! insert card in the selected bin's viewable button window.

### UNLOADING A FAST PLAY! GAME

1. From the Maintenance Menu, press **UNLOAD FAST PLAY GAME**.
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 refreshes 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**)

*If a jam occurs, unload tickets from the affected bin.*

### 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.
- The terminal does NOT give change.

## 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 Scratcher tickets with a PDF417 barcode.
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.
- Ticket previously paid. Call Lottery Security.
- Prize claim period expired.
- Drawing results not in.
- Error! Please see clerk.
- Claim at Lottery.
- Drawing in progress. Please try again later.



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