**LOADING PAPER**
- Slide the printer towards you by pulling the silver lip on the bottom forward.
- Press the silver button on the printer cover and pull up on the sides of the printer cover to open.
- Remove the used paper roll and set it aside.
- Simply place the roll into the printer so that the paper feeds from the bottom towards you and hangs out of the printer.
- **DO NOT** place the paper under the black bar, as the printer will not work if you do.
- Leave about 12 – 18 inches of paper hanging out, and close the cover firmly.
- The printer automatically advances and cuts the paper.

**CASH BOX UNLOADING**
- Open the bill acceptor door with the security key and gently tilt the door down.
- To remove the cash box, simply pull the yellow handle towards you.
- To remove money from the cash box, place the box upside-down on a table. Then locate the yellow round opening on the back, press down to retract, and slide the door open to remove the money.
- Remove the cash, slide the door closed, then re-insert the cash box.
- Print and clear a Shift Report.

**BILL ACCEPTOR JAMS**
- To open the bill acceptor door, insert the bill acceptor key into the lock, turn left, and gently tilt the assembly down.
- Remove the bill acceptor by pushing up the silver latching bar and pulling straight out.
- Gently lift the read head from the bill acceptor and clear the jammed bills.
- After the bill acceptor has been cleared, gently slide it back into its locked position. If the bill acceptor is not in its proper position, it will reset after 10 seconds.

**CLEANING BILL ACCEPTOR**
- To open the bill acceptor door, insert the bill acceptor key into the lock, turn to the left, and gently tilt the assembly down.
- Remove the bill acceptor by pushing up the silver latching bar and pulling straight out.
- Open the access door by placing your hand on the front of the module and your fingers around the top of the yellow cover. Pull the cover toward your hand and then lift up.
- Clear the bill path area of any foreign objects.
- Using a soft cloth, wipe the bill path and sensor areas as needed.
- To reinstall the acceptor module, simply close it and reinsert it back into the machine. Press it back gently so it locks into place. To close the bill acceptor compartment, lift up the door, and close firmly.

**INSTANT TICKET MANAGEMENT**

**LOADING TICKETS**

**LOADING A FULL PACK OF TICKETS:**
- A Sold Out message will display over the game when there is no longer inventory in that bin.

**LOADING A PARTIAL PACK OF TICKETS:**
- To load the tickets into the bin, pull out the appropriate ticket tray for the desired bin and follow these instructions:
  - Insert the ticket pack into the bin.
  - Guide the ticket’s edge until it firmly touches the black rubber feed rollers.
  - This activates the ticket sensor switch and the tickets load automatically.

**NOTE:** Multiple ticket books can be loaded by tapping the end of one pack to the beginning of another pack. To connect two books, use the perforated tape that is included in the installation kit provided at the time of install.

**TO ENSURE RELIABLE TICKET DISPENSING:**
- To avoid ticket jams, do not load tickets over 10” long into the lowest ticket trays – Bins 25 through 28.
- Additionally, tickets that are 8” or longer should be fed under the roller.

**UNLOAD BIN**
- Touch INSTANT TICKET MANAGEMENT from the Home Screen.
- Touch the desired BIN NUMBER.
- Touch UNLOAD BIN, then touch OK to confirm.

**NOTE:** This will zero all of the inventory in that bin and let you reload it by scanning the first and last tickets in the pack.

**IN CASE OF TICKET JAM**
- An ERROR message will display on the front screen of the Gemini Touch when the jam has taken place.

**NOTE:** You should run a bill acceptor Test every time you clear a jam.

**LOAD TICKETS**

**LOAD TICKETS INTO A BIN**
- To load the tickets into the bin, pull out the appropriate ticket tray for the desired bin and follow these instructions:
  - Insert the ticket pack into the bin.
  - Guide the ticket’s edge until it firmly touches the black rubber feed rollers.
  - This activates the ticket sensor switch and the tickets load automatically.

**NOTE:** The inventory in this bin will be cleared and need to be re-loaded upon fixing the jam. (See steps for loading a full pack or partial pack of tickets under the Load Tickets section).
Players can check both draw game tickets and scratcher tickets to see their winning status by scanning a ticket using the Barcode Scanner.

OPENING THE DOOR
- Insert the main door key into the main door lock, located to the top right of the play slip reader.
- Insert your hand into the lever on the right side of the door and lift up; then pull open.
- An audible alarm begins sounding as soon as the door is open. To silence the alarm, you must sign-on to the terminal.

POWER BUTTON
Inside the terminal on the top right, is the large amber power button. When the button is in the UP position, the power is ON; when in the DOWN position it is OFF.

RETAILER SIGN ON
- Open the main door.
- The display prompts you to sign on.
- Enter the 6-digit User ID number: 123456.
- Enter the 4-digit Password: 1234.
- Touch SUBMIT.
- After a successful sign on, the Manager Functions menu displays.

HOMESCREEN
The Gemini Touch Home Screen is available once you are signed on. This menu provides you with access to various terminal functions. You may access this menu from any screen by touching the HOME button.

REPRINT
- Allows you to reprint the Last Transaction, the Last Play, or the Last Shift Report.
- Touch REPRINT from the Home Screen.
- The Reprint menu displays. Touch the desired option.

REPORTS
The Reports Menu provides access to the following machine reports:
- Sales, Inventory, Shift, Bin Status, Device Status, Audit, Configuration, Financial Reports, and draw games.

TO ACCESS THE REPORTS MENU:
- Touch REPORTS from the Home Screen.
- The screen displays the Reports Menu.
- Touch the desired report type to proceed. For each report type, select/enter the requested information.
- Use the UP and DOWN ARROWS to scroll through report. Touch PRINT to print the report. Touch the BACK ARROW to return to the Reports Menu.

SALES: The Sales Report can be configured to provide sales by game or sales by bin. This report provides instant and online sales since the last time the sales report was taken.

INVENTORY: The Inventory Report provides the current instant ticket inventory for each bin.

SHIFT: The Shift Report details sales activity for the current shift and should be used to balance the money in the cash box on a daily basis.

BIN STATUS: The Bin Status Report provides the status of the bins on a single terminal (Jammed, Empty, Low).

DEVICE STATUS: This report lists all the peripherals of the Gemini Touch and shows the status of each one of them.

AUDIT: The Audit report provides information on transactions, bids, sales and refunds total.

FINANCIAL REPORTS: Provides access to the following reports:

DRAW GAMES: Provides access to the following reports:
- Balance, Summary, Clerk Activity, Winner Information, Winning Numbers, Winning Numbers Summary, and Current Jackpot.

INSTANT FUNCTIONS
- INSTANT PACK MOVEMENT

The Instant Pack Movement menu displays functions used for confirming scratcher game deliveries and activating packs of tickets.

TO ACCESS THE INSTANT PACK MOVEMENT MENU:
- Touch INSTANT FUNCTIONS from the Home Screen, then touch INSTANT PACK MOVEMENT.
- The Instant Pack Movement menu displays. Select the desired option.

CONFIRM DELIVERY
Use to confirm delivery of scratcher Tickets.
- Touch INSTANT PACK MOVEMENT from the Instant Functions Menu, then touch CONFIRM DELIVERY.
- Scan the tracking number barcode on the packing slip or manually enter the order number using the numeric keypad, then touch SUBMIT.
- A confirmation screen displays. Touch PRINT to print your confirmation receipt or SUBMIT to return to the Instant Functions menu.

ACTIVATION
Use to activate packs of scratcher Tickets.
- Touch INSTANT PACK MOVEMENT from the Instant Functions Menu, then touch ACTIVATION.
- Scan the barcode or manually enter the Game and Pack Numbers using the KEYPAD, then touch SUBMIT.
- A confirmation screen displays. Touch PRINT to print your Activation Receipt or SUBMIT to return to the Instant Functions menu.