game machine
can also be a reference guide for retailers.
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The Game Machine acts as both a scratcher Ticket Vending Machine to distribute scratcher tickets and also operates in self-service mode to perform draw game functions. The Barcode Scanner can be used by players to scan their scratcher and draw game tickets to see if they are winners.
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.
game machine

player touchscreen

- Draw Game
- Quick Pick
- Dispense Buttons

- Scratch Ticket Dispense
- Buttons

- Scratch Ticket Price
- Display

- Available Credit

- Flip Screen Layout for ADA
- Help Button

- ESMM Display

- Please Insert Money to Play
- Creditor: $0.00
- Flip Screen
1. The player inserts money into the bill acceptor ($1, $5, $10, $20, $50, or $100). The bill acceptor does not give change, only credit towards purchases. 
   **NOTE:** The maximum credit amount is $200.

2. The player selects a ticket by touching the corresponding scratcher ticket dispense button. To purchase scratcher tickets the player selects the preferred game on the Touch Screen and the desired quantity of the game and the tickets dispense to the ticket retrieval area.
draw game purchase

**easy pick**

1. The player inserts money into the bill acceptor ($1, $5, $10, $20, $50, or $100). The bill acceptor does not give change, only credit towards purchases.

2. The player selects the desired draw game, number of plays and play amount. **NOTE:** The player also has the option to choose their own numbers.

3. Touch the **Red X** to exit the game screen. For more information about game play, touch the Green Information Icon.

4. Once all options have been selected, the draw game Easy Pick ticket prints and is dispensed into the ticket retrieval area. **NOTE:** Draw game tickets CANNOT be cancelled at the Game Machine terminal.

**using a play slip**

1. The player inserts money into the bill acceptor ($1, $5, $10, $20, $50, or $100). The bill acceptor does not give change, only credit towards purchases.

2. The player inserts a completed play slip into the play slip reader.

3. The ticket prints and is dispensed into the ticket retrieval area.
cashless transactions

typical debit card transaction flow:

1. Touch **Pay with Card**.

2. **Choose an amount to play:**
   [$1.00, $5.00, $10.00, $20.00, $50.00, or Other]. Touch the desired amount to play, then touch **OK**. Credits can not be redeemed for cash.

3. The payment device displays the amount requested. Touch **Yes [F1]** to proceed.

4. Next, the screen displays, “Insert, Swipe or Tap”. All three methods can be used to continue with the transaction.

5. The amount requested displays with the instructions to enter a PIN. Enter the PIN using the **numeric keypad** and then press the green **Enter** button.

*(continued on next page.)*
card transaction approved? continue here…

6. Once the transaction is approved the payment device displays, “Sale CAPTURED $10.00”.

7. Once “WELCOME” is displayed, the Game Machine is activated. The screen instructs you to “Choose Game”. Touch the Game Icon for the game you wish to purchase. For example, touch Powerball and then select the $10 Easy Pick icon.

8. The ticket dispenses. The Game Machine displays the message “You have used all your credits, Thank you for playing.” Touch PRINT RECEIPT to print a receipt, or touch NO RECEIPT to return to the Player Screen.

card transaction declined? continue here…

Debit cards can be rejected by the payment processor for a number of reasons, including insufficient funds, exceeding transaction amount allowed or fraud just to name a few.

6. The payment device displays, “Sale DECLINE 755 INVALID PIN 755”.

7. The Game Machine displays, “Pay with debit card unavailable, Please Use Cash.” Touch OK and you are returned to the Player Screen to make another transaction.
cashless transactions

cashless sales: report updates

With the Cashless feature on the Game Machine, a couple of Reports have been updated: the Shift Report and the Draw Game Summary Report.

**SHIFT REPORT**

- Current Credits: $0.00
- Total Cash: $0.00
- Refund Count: 0
- Total Refund: $0.00
- Cash vs Refund Total: $0.00
- Total Cashless: $50.00
- Total Cashless Adjustments: ($20.00)

**DRAW GAME SUMMARY REPORT**

- 12 Cashless Sales: -$20.00
ticket checker

- 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

opening the game machine

1. Insert the main door key into the main door lock, located to the top-right of the play slip reader.
2. Insert your hand into the lever on the right-side of the door and lift up; then pull to open.
3. An audible alarm begins sounding as soon as the door is open. To silence the alarm, you must sign-on to the terminal.
1. Open the main door.
2. The display prompts you to sign on.
3. Enter the 6-digit User ID number: **123456**.
4. Enter the 4-digit Password: **1234**.
5. Touch **SUBMIT**.
6. After a successful sign on, the Home Screen displays.
The Game Machine 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.

### TOP MENU BUTTONS

The Top menu Buttons are located at the top of each screen:

- Touch HOME 🏡 to return to the Home Screen.
- Touch the BACK ARROW ← to return to the previous screen.
- Touch SETTINGS 🛠️ to access the Management Functions menu.
- Touch HELP 📜 on any screen to view help information related to the screen.
- Touch SIGN OUT ✅ to sign out of Management Functions.

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Configuration Icon]</td>
<td>Configuration</td>
</tr>
<tr>
<td>![Inventory Count Icon]</td>
<td>Inventory Count</td>
</tr>
<tr>
<td>![Instant Ticket Management Icon]</td>
<td>Instant Ticket Management</td>
</tr>
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<td>Reprint</td>
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<td>Device Tests</td>
</tr>
<tr>
<td>![Reports Icon]</td>
<td>Reports</td>
</tr>
<tr>
<td>![Instant Functions Icon]</td>
<td>Instant Functions</td>
</tr>
</tbody>
</table>
**Configuration**

Configuration provides terminal information, such as IGT Serial Number, Terminal Number, Software Version and Firmware version. It also displays fields required to configure the machine.

**To access the Configuration screens:**

1. Touch **Configuration** from Home Screen.
2. The screen displays the first Configuration page.
3. Touch 2 to proceed to the next screen.
4. You may also navigate from the buttons at the top. Touch **Home** to return to the Home Screen.
overview

This function allows the machine’s bin inventory to be added, removed and changed. There are two methods of loading tickets into the terminal, Barcode and Manually.

You must pull out the bin tray before loading tickets. A safety latch on the right side of each tray allows only one row to be pulled out at a time. To advance a row of bins, push the safety latch to the left while pulling the ticket tray forward. To replace, push the row back into place and the latch snaps back automatically.

The Game Machine uses a games table to keep track of all previously loaded games. Once a game is loaded and a ticket from a pack of the same game is scanned, the program knows all the necessary information about that particular game. When you use the barcode scanner to load and unload the tickets, the machine checks with the games table and uses that information.
load tickets

LOADING A FULL PACK OF TICKETS USING THE BARCODE SCANNER

A SOLD OUT message will display over the game when there is no longer inventory in that bin.

1. Touch **INSTANT TICKET MANAGEMENT** from the Home Screen.
2. Pick up the Barcode Scanner from the cradle.
3. Scan the **LOAD** barcode on the desired **BIN**.
4. Scan the **FIRST TICKET** in the pack, then touch **SUBMIT**.
5. Touch **FULL PACK**, then touch **SUBMIT**.
6. A Load Successful Message displays. Touch **OK**.
load tickets (continued)

LOADING A PARTIAL PACK OF TICKETS
USING THE BARCODE SCANNER

1. Touch **INSTANT TICKET MANAGEMENT** from the Home Screen.
2. Pick up the Barcode Scanner from the cradle.
3. Scan the **LOAD** barcode on the desired **BIN**.
4. Scan the **FIRST TICKET** in the pack. Then, touch **SUBMIT**.
5. Scan the **LAST TICKET** in the pack. Then, touch **SUBMIT**.
6. A Load Successful Message displays. Touch **OK**.
load tickets (continued)

LOADING A FULL PACK OF TICKETS USING MANUAL ENTRY

1. Touch **INSTANT TICKET MANAGEMENT** from the Home Screen.

2. Touch the desired **BIN NUMBER**, then touch **LOAD TICKETS**.

3. Enter the **FIRST TICKET** number in the pack using the keypad, then touch **SUBMIT**.

4. Touch **FULL PACK**, then touch **SUBMIT**. A Load Successful Message displays. Touch **OK**.
load tickets (continued)

LOADING A PARTIAL PACK OF TICKETS USING MANUAL ENTRY

1. Touch **INSTANT TICKET MANAGEMENT** from the Home Screen.

2. Touch the desired **BIN NUMBER**, then touch **LOAD TICKETS**.

3. Enter the **FIRST TICKET** number in the pack using the keypad, then touch **SUBMIT**.

4. Enter the **LAST TICKET** number in the pack using the keypad, then touch **SUBMIT**. A Load Successful Message displays. Touch **OK**.
load tickets (continued)

**ADDING/REMOVING GAMES VIA THE PARAMETERS BUTTON**

The Parameters button displays product details for each existing game on the terminal. Use this function to Add a new game or Remove an existing game.

1. Touch **INSTANT TICKET MANAGEMENT** from the Home Screen.
2. Touch the desired **BIN NUMBER**.
3. Touch **Parameters**.
4. **To REMOVE an Existing Game:** Touch **Remove**. A confirmation screen displays. Touch **YES** to continue, or touch **NO** to cancel.
5. **To ADD a New Game:** Touch **Add**. Enter the Game ID, then touch **SUBMIT**.
loading 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:** Multiple ticket books can be loaded by taping 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

BARCODE SCANNER METHOD

• Scan UNLOAD barcode of desired bin.
• The inventory physically unloads from the bin.

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.

MANUAL ENTRY METHOD

• 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 Game Machine where the jam has taken place.
- Use the steps discussed above to unload the jammed bin.

**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).
Allows you to reprint the Last Transaction, the Last Wager, or the Last Shift Report.

1. Touch **REPRINT** from the Home Screen.
2. The Reprint menu displays.
3. Touch the desired option.
• Touch **MANAGEMENT FUNCTIONS** from the Home Screen.
• The Management Functions screen displays.
• Touch the desired option.
reboot terminal

Use to reboot the terminal.

1. Touch **Reboot Terminal** from the Management Functions menu.
2. A confirmation screen displays. Touch the **YES** to reboot the terminal, or touch the **NO** to cancel.
device status

The Device Status screen displays all of the components in the terminal and their current operational status.

1. Touch **Device Status** from the Management Functions menu.
2. The Device Status screen displays.
3. Touch a specific **Bin Number** to view the Bin Status of a particular bin. For example, touch 1.
4. The Bin Status displays. Touch the **Left or Right Arrows** to move through each bin status report.
management functions

journal

Provides access to the System Event Log, Cash Log, and Security Log.

1. Touch Journal from the Management Functions menu.
2. The Journal button defaults to the System Event Log. Select the desired option by touching the top buttons.
3. The selected journal displays. Use the Up and Down Arrows to scroll through text.
4. Touch the Printer Icon to print the report. Select the Current Page or Full Page. Touch the Back Arrow to return to the Management Functions menu.
journal (continued)

SYSTEM EVENTS LOG
Captures information reported by the terminal which is divided into three pre-defined categories; Low, Medium and High. Depending on the type of event it is sent and recorded by the Central System. Examples of such events include “Main Door Open” and “Cash Box Removed”. A retailer can choose to display the events based on their category by selecting from the filter displayed on the top right of the screen. Retailers also have the option of printing what is visible on-screen using the Print button (i) or printing all records on the filtered log using the Print All icon with the down arrow.

SECURITY LOG
Displays everything that has been accessed on the terminal by Date, Time, User, and Description for the last 200 records. The log will overwrite anything that exceeds 256 records as new events occur. Examples of events may include “Main Door Opened” and “Cash Box Removed”.

CASH LOG
The transactions on this log resemble the Transaction History Report that you use on the Altura terminal. The Cash Log shows the last 200 transactions in the order they occurred. This log reports Online sales, Scratcher Tickets sold and the bin location of the sale, and the bills that have been inserted into the terminal and the stacker.
change password

1. Touch **Change Password** from the Management Functions menu.
2. Enter your New Password, and then re-enter your New Password using the keypad.
3. Touch **RESET** to re-enter your New Password. Touch **SUBMIT** and your password is updated.
**video help**

Use to view help videos.

1. Touch **Video Help** from the Management Functions menu.
2. The Video Help screen displays. Select the desired option by touching the top buttons. For example, touch **Printer**.
3. Select the desired sub-menu option. For example, touch **Load Paper**.
4. Touch **Play** to play the video. Touch **Pause** to pause the video. Touch one of the **Rewind** buttons to rewind by screen, or to rewind to the beginning of the video. Touch one of the **Fast Forward** buttons to fast forward by screen, or to fast forward to the end of the video.
management functions

**current credits**
The Current Credits section displays the credits currently available on the terminal. Touch **Add** to add credits, touch **Remove** to remove credits, and a Cash Refund slip prints.

**language**
Use to switch the terminal language from English to Spanish.

**volume**
1. Touch **Volume Button** on the Management Functions menu to mute/un-mute terminal sound.
2. Use the **Volume Slider** to lower/increase terminal sound.
3. Touch **Reset Volume** to reset the volume back to the default.

**refund slip validation**
1. Scan the barcode of refund slip or enter the Refund Code found on the refund slip and value.
2. Touch **RESET** to re-enter the Refund Code. Touch **SUBMIT** to submit the Refund Code.
3. A confirmation screen displays. Touch **OK**.
The Device Tests option provides access to tests for the Bill Acceptor, Barcode Reader, Printer, and Burster.

1. Touch **DEVICE TESTS** from the Home Screen.
2. The Device Tests menu displays.
3. Touch the desired option.
4. For example, touch **Printer**. A test ticket prints automatically, and you are returned to the Reports menu.
The Reports menu provides access to the following machine reports: 
Sales, Inventory, Shift, Bin Status, Device Status, Audit Trail, 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 text. Touch PRINT to print the report. Touch the BACK ARROW to return to the Reports menu.
sales reports

Sales Reports 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.

1. Touch Sales from the Reports menu.

2. The screen displays the Sales Reports menu. Select the desired option. For example, touch Today's.

3. The report displays. Use the Up and Down Arrows to scroll through text.

4. Touch the Printer Icon to print the report. Select the Current Page or Full Page. Touch the Back Arrow to return to the Sales Reports menu.
inventory report

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

1. Touch Inventory from the Reports menu.

2. The screen displays the Inventory Report. Use the Up and Down Arrows to scroll through text.

3. Touch the Printer Icon to print the report. Select the Current Page or Full Page. Touch the Back Arrow to return to the Sales Reports menu.

EXAMPLE REPORT:

<table>
<thead>
<tr>
<th>Bin</th>
<th>Game</th>
<th>Price</th>
<th>Qty</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>0000</td>
<td>$0.00</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>02</td>
<td>0000</td>
<td>$0.00</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>03</td>
<td>0000</td>
<td>$0.00</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>04</td>
<td>0000</td>
<td>$0.00</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>05</td>
<td>0000</td>
<td>$0.00</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>06</td>
<td>0000</td>
<td>$0.00</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>07</td>
<td>0000</td>
<td>$0.00</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>08</td>
<td>0000</td>
<td>$0.00</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>09</td>
<td>0000</td>
<td>$0.00</td>
<td>0</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
shift report

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.

1. Touch Shift from the Reports menu.

2. The screen displays the Shift Report. Use the Up and Down Arrows to scroll through text.

3. Touch Remove Credits to remove credit. A Cash Refund receipt prints and a confirmation screen prints automatically. Touch OK.

4. Touch the Printer Icon to print the report. Select the Current Page or Full Page. Touch the Back Arrow to return to the Reports menu.
bin status report

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

1. Touch Bin Status from the Reports menu.

2. The screen displays the Bin Status Report. Use the Up and Down Arrows to scroll through text.

3. Touch the Printer Icon to print the report. Select the Current Page or Full Page. Touch the Back Arrow to return to the Sales Reports menu.

EXAMPLE REPORT:

```
BIN STATUS

-----------------------------------------------
Retailer ID 123456
Terminal ID 123456-70
Thu 11/06/1986 10:52

-----------------------------------------------
Not In Service
Door Open

-----------------------------------------------
Bin 1 - In Service
Bin Not Jammed

-----------------------------------------------
Bin 2 - In Service
```

```
device status report

This report lists all the peripherals of the Game Machine and shows the status of each one of them.

1. Touch **Device Status** from the Reports menu.

2. The screen displays the Device Status Report. Use the **Up** and **Down Arrows** to scroll through text.

3. Touch the **Printer Icon** to print the report. Select the Current Page or Full Page. Touch the **Back Arrow** to return to the Sales Reports menu.

**EXAMPLE REPORT:**

```
Device Status Report
-------------------------------------
Retailer ID 123456
Terminal ID 123456-70
Thu 11/06/1986 11:04

<table>
<thead>
<tr>
<th>Device Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backup Battery</td>
<td></td>
</tr>
<tr>
<td>Bill Acceptor</td>
<td></td>
</tr>
<tr>
<td>Cashless Payment Device</td>
<td></td>
</tr>
<tr>
<td>Barcode Reader</td>
<td></td>
</tr>
<tr>
<td>Playslip Reader</td>
<td></td>
</tr>
<tr>
<td>Printer</td>
<td></td>
</tr>
<tr>
<td>Main Door</td>
<td></td>
</tr>
<tr>
<td>Bill Door</td>
<td></td>
</tr>
<tr>
<td>Instant1</td>
<td>Warning</td>
</tr>
<tr>
<td>Instant2</td>
<td>Warning</td>
</tr>
</tbody>
</table>
```

**EXAMPLE REPORT (Continued):**

```
<table>
<thead>
<tr>
<th>Device Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backup Battery</td>
<td></td>
</tr>
<tr>
<td>Bill Acceptor</td>
<td></td>
</tr>
<tr>
<td>Cashless Payment Device</td>
<td></td>
</tr>
<tr>
<td>Barcode Reader</td>
<td></td>
</tr>
<tr>
<td>Playslip Reader</td>
<td></td>
</tr>
<tr>
<td>Printer</td>
<td></td>
</tr>
<tr>
<td>Main Door</td>
<td></td>
</tr>
<tr>
<td>Bill Door</td>
<td></td>
</tr>
<tr>
<td>Instant1</td>
<td>Warning</td>
</tr>
<tr>
<td>Instant2</td>
<td>Warning</td>
</tr>
</tbody>
</table>
```

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audit trail report

The Audit report provides information on transactions, bills, sales and refunds totals.

1. Touch Audit Trail from the Reports menu.

2. The screen displays the Audit Trail Report. Use the Up and Down Arrows to scroll through text.

3. Touch the Printer Icon to print the report. Select the Current Page or Full Page. Touch the Back Arrow to return to the Sales Reports menu.

EXAMPLE REPORT:

```
Audit Trail

Transaction - 1

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bills Collected</td>
<td>$50.00</td>
</tr>
<tr>
<td>Bills Total</td>
<td>$50.00</td>
</tr>
<tr>
<td>Cashless Payment</td>
<td></td>
</tr>
<tr>
<td>Cashless Total</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
```

Retailer ID 123456
Terminal ID 123456-70
Thu 11/05/1986 11:09
financial reports

Provides access to the following reports: Weekly Settlement, Inventory Summary, Adjustment Detail, Instant Ticket Activity Detail, Settlement Detail, Online Commission, Ticket Return Detail, Pack Commission, Pack Commission Settlement, Total Liability and Daily Cashing Summary.

1. Touch Financial Reports from the Reports menu.

2. The screen displays the Financial Reports menu. Select the desired option. For example, touch Weekly Settlement.

3. Select/enter the desired information. For the Weekly Settlement example, select the desired Week.

4. The report displays. You may view and print the report as previously outlined for other Reports.
draw games reports

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

1. Touch Draw Games from the Reports menu.

2. The screen displays the Draw Games Reports menu. Select the desired option. For example, touch Summary.

3. Select/enter the desired information. For the Summary example, select the desired Day.

4. The report displays. You may view and print the report as previously outlined for other Reports.
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.
**instant functions**

**instant pack movement (continued)**

**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.
1. Slide the printer towards you by pulling the silver lip on the bottom forward.

2. Press the silver button on the printer cover and pull up on the sides of the printer cover to open.

3. Remove the used paper roll and set it aside.

4. 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.

5. Leave about 12 – 18 inches of paper hanging out, and close the cover firmly.

6. The printer automatically advances and cuts the paper.
cash box unloading

1. Open the bill acceptor door with the security key and gently tilt the door down.
2. To remove the cash box, simply pull the yellow handle towards you.
3. 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.
4. Remove the cash, slide the door closed, then re-insert the cash box.
5. Print and clear a Shift Report.
bill acceptor jams:

- 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.
- 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 put into its proper position, it will reset after 10 seconds.

**NOTE**: You should run a Bill Acceptor Test every time you clear a jam.
cleaning the 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 acceptor module by pushing up the silver latching bar and pulling straight out.
- Open the acceptor module by placing the palm of 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.
Remote disable is a feature on the Game Machine and is intended to discourage underage use. This feature allows store personnel to “disable” the machine via remote control.

To disable the machine, press the I button on the remote transmitter. To reactivate, press the button on the remote transmitter again. The remote does not require careful aiming or close range.

Although the Game Machine is configured with one remote, multiple Game Machine’s in one location will be affected by any remote used.
retailer response center
FOR QUESTIONS ABOUT LOTTERY PRODUCTS
OR USING YOUR TERMINAL, PLEASE CALL:

1.800.654.2500

HOURS: Monday–Sunday / 5:30 AM–11:30 PM
Option 1: Equipment Issues/Supplies

HOURS: Monday–Friday / 6:30 AM–7:30 PM
Leave message if not during business hours
Option 2: Report a Problem Ticket
Option 3: Accounting/Billing Questions
Option 4: Help Desk/All other Issues

lottery learning link
www.gtechlll.com/login/VA