

## play slips and tickets

- Insert Play slips and Online Game tickets vertically *OR* horizontally on a straight angle in the top reader, against the rollers. The front of the Play slip and Online Game ticket must face you. **DO NOT** insert Scratchers into the Reader.
- Scan Scratchers and pack barcodes using the external Handheld Barcode Scanner.



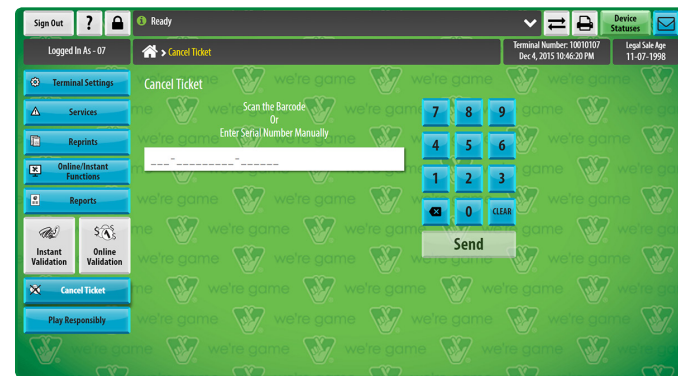
## cancel ticket

Cancel Ticket has been moved from Online Functions to your new Home screen. Simply touch **Cancel Ticket** and proceed to cancel your Online Game ticket as you normally would.



**Note:** A ticket can be cancelled only on the day of purchase, prior to the drawing, and only from the terminal where it was sold, prior to the end of sales for the draw for which it was purchased.

Mega Millions, Powerball, Cash4Life® and Print N Play tickets cannot be canceled.



## selling online games

### Easy Picks from the Home Screen

- Touch the **EZ-pick** button for the desired game/amount.
- Ticket(s) print automatically.



### Play Slip Entry

- Insert a completed Play slip for the desired game into the top of the reader, as previously shown.

### Manual Entry

Placing manual entry wagers is even easier than before! All of the **Default Options** for a game are now highlighted in orange, and most of your options display right on the game options screen—simply touch a button to highlight/select it:



Also, the Small Game buttons that you used to toggle in between game screens have been replaced with **Game Tabs** at the top of each game options screen. The current game is displayed in a green tab:



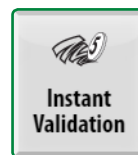
### POWERBALL EXAMPLE

- Touch **Powerball**.
- Select the desired game options: Power Play option, Panels, Draws, Future Play option, or Repeat.
- Touch **Manual Entry** to manually enter 5 numbers in the top portion of the screen (blue buttons). Then select the Powerball number in the bottom portion of the screen (yellow buttons), *OR* touch Easy Pick to allow the system to randomly choose the numbers.
- Touch **Send**.
- If the Power Play option is not selected, a screen displays asking if you would like to add this option. Touch **Yes** if you would like to add Power Play; otherwise touch **No**.
- A confirmation screen may display depending on your selected options. Touch **Yes** to confirm the wager, or touch **No** to cancel.
- Ticket(s) print automatically.



## instant validation

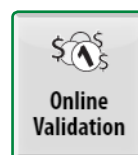
You can now validate Scratchers by touching **Instant Validation** right on the Home screen—no need to touch Validation first! Remember, you **MUST** use your new external Handheld Barcode Scanner to scan Scratchers—never insert Scratchers into the top Reader as it will damage the Reader lens.



**Note:** The validation rules for Scratchers remain the same.

## online validation

Online Game tickets can also be validated right from the Home screen—simply touch **Online Validation!** You may use your new external Handheld Barcode Scanner to validate Online Game tickets, or insert them into the top Reader.



**Note:** The validation rules for Online Game tickets remain the same.

## changing printer paper

- Press the **silver button** on the Printer Cover and pull up on the sides of the Printer Cover to open.
- Next, take the used paper roll out of the printer and set it aside.
- Now, detach the piece of tape that holds the end of the paper stock to the roll, then 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.
- Because this is a new roll, be sure to leave about 12 – 18 inches of paper hanging out, and close the cover firmly.
- The Printer automatically advances and cuts the paper.
- Finally, don't forget to run a **Printer Test** to ensure print quality.



Printer Test

## play responsibly

- Touch **Play Responsibly** to print a receipt with a hotline number for players with a potential gambling problem.

Play Responsibly

# flex

## retailer quick reference



## Virginia Lottery

### 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*

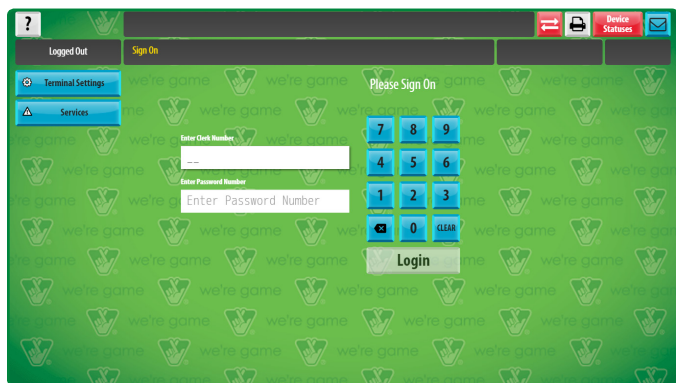
*Option 4: Help Desk/ All other Issues*

## lottery learning link

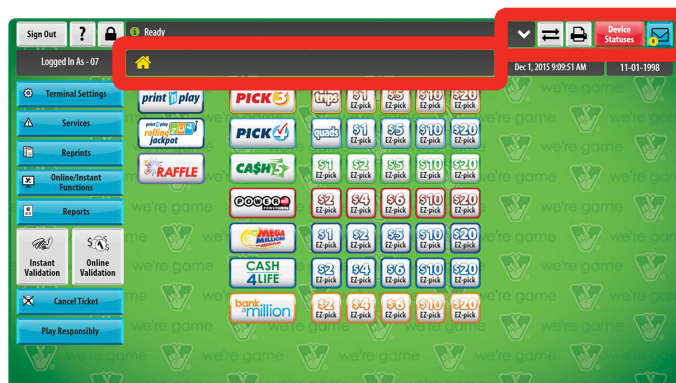
[www.gtechll.com/login/VA](http://www.gtechll.com/login/VA)

## signing on

- The Sign On screen is now available right after you power up your terminal—no need to touch **Sign On** first!



## home screen



### Breadcrumb Navigation

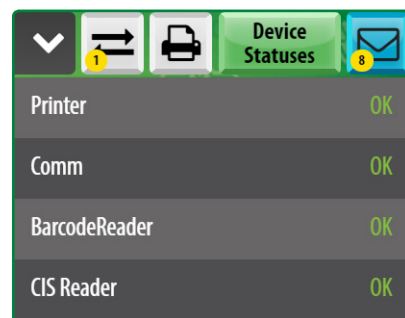
With your new terminal, it is much easier to navigate between screens! Simply touch the Home icon or the screen name to return to a previous screen.

- In the example below, the breadcrumbs displayed are for the Mail screen. Touch **Services** to return to the Services menu, or touch **Home** to return to the Home screen.



### Status Buttons

- Comm Lines
- Printer
- Devices (i.e. Barcode Reader & CIS Reader)
- Shortcut to Access Mail



## help

The **Help** and **Context Help** buttons have been combined into one **Help** button on the new Flex Terminal.



- Touch **Help** from any screen. A Help pop-up screen displays information related to your current screen.
- Touch **Print** to print the help information, or touch **OK** to return to your current screen.



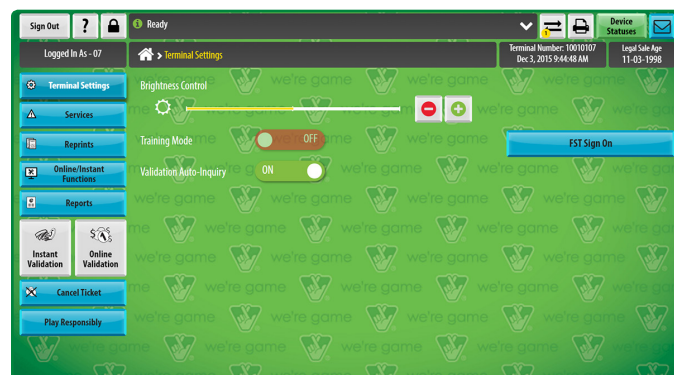
## terminal settings

Terminal Settings has moved from the Services menu, and is now available right on the Home screen.



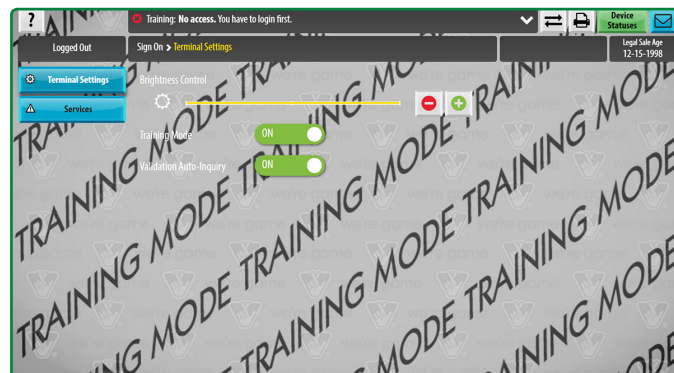
### Terminal Settings Options:

- Brightness Control
- Training Mode
- Validation Auto-Inquiry
- FST Sign On



### Training Mode

Turn **Training Mode** on to educate new employees on how to produce transactions and view reports. While in Training Mode, your terminal screen will be gray with the words "TRAINING MODE" across the screen. No monetary transactions can take place at this time. It is important to turn Training Mode off once you are finished so you can resume selling tickets.



## services

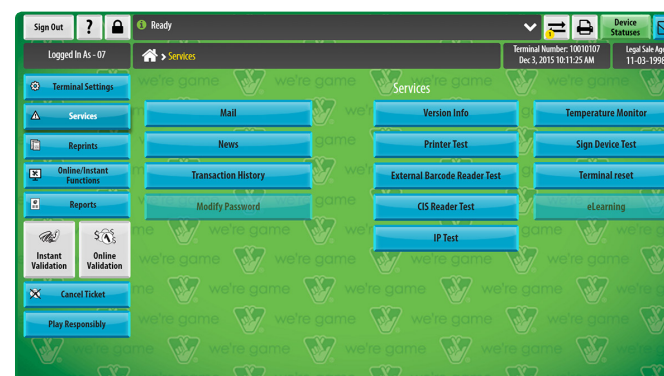
The Services menu has been streamlined for you convenience! Touch Services and all of your options are right there—no need for additional navigation.



Also, the Diagnostics button from your Altura has been removed, and all of the options are located right on the Services menu.

### Services Options:

- Mail
- News
- Transaction History
- Version Info
- Printer Test
- External Barcode Reader Test
- CIS Reader Test
- IP Test
- Temperature Monitor
- Sign Device Test
- Terminal Reset



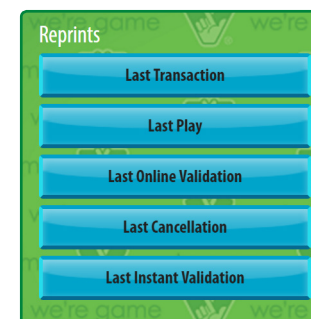
## reprints

Reprints have been moved from Online Functions to your new Home screen. Simply touch **Reprints** and select the desired option.



### Reprints Options:

- Last Transaction
- Last Play
- Last Online Validation
- Last Cancellation
- Last Instant Validation



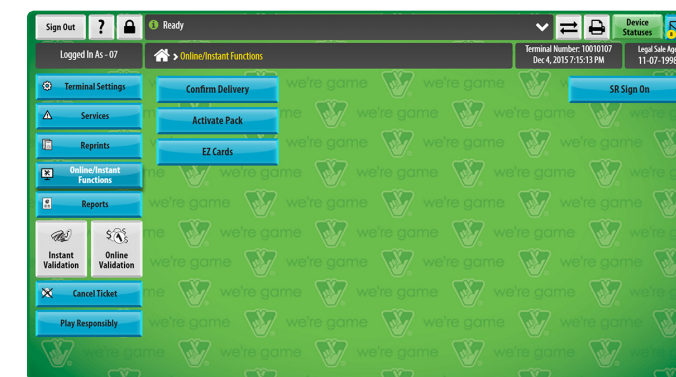
## online/instant functions

Online/Instant Functions is a new menu that has been added to the Flex terminal. It replaces the Online Functions and Pack Management screens from your previous terminal. The procedures for the following options are similar to what you are used to—they just look slightly different.



### Online/Instant Functions Options:

- Confirm Delivery
- Activate Pack
- EZ Cards (formerly EZ Cards & Coupons)
- SR Sign On

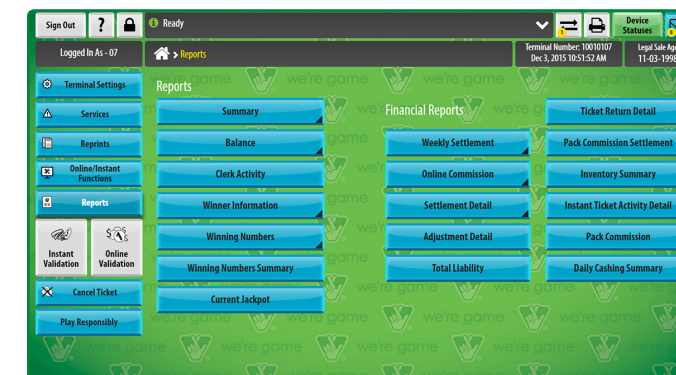


## reports

The **Reports** function has been moved to your new Home screen. Now you can easily view/print all Reports AND Financial reports using this new functionality.



The Report options are exactly the same as with your previous terminal, however, they will look different to you.



- You can now select the **Number of Copies** you want to print, right at the bottom of each report screen!